

FACT Board of Directors' Meeting Minutes

July 18, 2012, at 9:00 am

2-1-1 San Diego
5251 Viewridge Court
San Diego CA 92123

Board Members Attending	Dave Roberts, Bob Campbell, Phil Monroe, Alane Haynes, LaVonna Connelly, John Aguilera
TAC Members Attending	Danielle Kochman - SANDAG, Lois Knowlton - Friends of Adult Day Health Care, Floyd Willis - AIS
Board Members Absent	Teresa Arballo Barth, Susan Hafner, Norine Sigafoose
Staff Attending	Arun Prem, Meagan Schmidt, Budd Anderson
Public/Guests	211 staff - Bill York, Meg Storer, Claire Oksayan, Gabriel Kendall, Jessica Rodgers, Cami Christensen
Introductions	Chair Dave Roberts called the meeting to order at 9:10 AM. Introductions were made. Dave thanked 2-1-1 for hosting the Board meeting.
Approval of June 20, 2012 Board Meeting Minutes	Dave asked the Board if any changes needed to be made to the June 20, 2012 Board Meeting minutes. No changes were requested. Motion to approve the June 20, 2012 Board Meeting minutes made by Phil Monroe. Second by Alane Haynes. The motion passed unanimously.
Public Comment	None
Proposed Bylaws amendments re. ex officio Board member(s)	Dave reviewed the discussion that took place at the June 20, 2012 Board meeting regarding approval of a student representative to join the Board as an ex officio Board member. The Board approved a motion directing staff to amend FACT Bylaws to accommodate student/youth representatives on the Board as ex officio member(s). The Board also asked for an action item for appointing Milena Chakraverti-Wuerthwein to the Board as an ex officio Board member subject to bylaws revisions. Arun discussed the proposed amendments to the bylaws regarding ex officio Board members. The amendments proposed to be added included: <i>___of the 31 seat may be filled by "ex officio" Board members; Ex Officio Board members may participate in regular meeting discussions but will</i>

not have a vote. An ex officio Board member may participate in closed session discussions at the discretion of the Executive Committee.

Staff requested the Board specify the number of ex officio Board member seats and amend/approve the proposed Bylaws revisions; appoint Milena Chakraverti-Wuerthwein to FACT Board as a ex officio Board member.

Bob Campbell suggested limiting the number of ex officio Board members to a ratio of 1 per 5 regular Board members. Phil clarified that 1 ex officio Board member per increment of 5 Board members could be approved.

Phil said the number of Board seats available should be discussed in the future. He expressed his concern with the Bylaws establishing 31 Board seats. He felt a Board of this size would be difficult to manage.

Phil recommended having Milena take a tour of SANDAG. Dave suggested incorporating NCTD in to this tour. Dave said youth from the Kids Eco Club are escorted to events by their parents and do not require travel assistance from the organizations they are volunteering with.

Motion to amend bylaws to allow one ex officio Board member for every increment of five Board members and to appoint Milena as an ex officio Board member made by Phil Monroe. Second by Bob Campbell. The motion passed unanimously.

Review of June 2012 financials

Arun said he originally planned to have Dennis Randall attend the Board Meeting to review the financials in detail, but due to the timing restraints of the 211 workshop this was deferred to the next Board Meeting. He said the Balance on Grants and the Budgeted Expense and Variance Report were provided.

Phil asked Arun why FACT was denied the 50% discount for Telecommunication services. Arun explained that there was a misunderstanding between the state department and FACT regarding FACT's status as a referral provider. The 50% discount was reflected in the budget because AT&T assured FACT they would receive this discount. However FACT's application was denied when submitted. He said follow-up discussions have taken place regarding FACT's eligibility and business model but have not convinced the state that FACT should be eligible for the discount. He said the partnership with 2-1-1 may lead to FACT being eligible for the discount.

Dave requested sending a letter to the local Assembly Member to have a case worker handle this issue.

<p>VTCLI Grant Workshop:</p> <p>211 Orientation</p> <p>Review of Proposal and Collaboration with 211 & SANDAG</p> <p>Review of FACT Mission</p>	<p>Bill York welcomed the Board, FACT staff, and guests to 2-1-1 San Diego. Bill asked the group what they were hoping to learn from the workshop. Phil requested a review of 2-1-1's staffing levels, budget, and funding sources. Dave was interested in how these services will continue to be expanded and how increased agency coordination will occur.</p> <p>Bill described 2-1-1's services and the partnerships involved in building new programs and ensuring that communities have access to needed information. He said with resource and funding limitation collaboration is critical in leveraging services that already exist. He discussed building on partnerships to develop a strong delivery system of resources.</p> <p>Bill discussed 2-1-1's history.</p> <p>He explained how resource referral agencies have been around for quite some time, but 2-1-1 consolidated resource information and referral services into one agency. In July, 2000 the Federal Communications Commission assigned 2-1-1 as the agencies referral number. This universal number connects individuals with community resources to find help or give help in their communities. 2-1-1 is a national partnership between the Alliance of Information and Referral Systems (AIRS), the United Way Worldwide, and the various organizations/programs that manage and deliver the 2-1-1 services. 2-1-1 is built on existing I&R Infrastructure and AIRS Standards.</p> <p>The mission of 2-1-1 is to build community capacity to strengthen the way people access help and engage in civic life. 2-1-1 provides an easy way for everyone to access comprehensive and specialized information in addition to referral services. 2-1-1 provides assistance navigating the complex system of community, health, and disaster services.</p> <p>Bill discussed 2-1-1's use of Technology including InContact cloud-based telephony solution consisting of: True virtual hold, 100% call recording, call back system, and automated client and satisfaction survey system. 2-1-1 uses a searchable online database including features such as: multiple search methods, taxonomy based indexing, GIS mapping, and real-time data.</p> <p>2-1-1 provides assistance with housing & shelter, food, utilities, military & veteran's services, disaster response, mental health resources, substance abuse services, healthcare services, legal services, parenting services, children's services, physical activity & nutrition resources, financial services, senior services, volunteer services, educational services, and employment resources. 2-1-1's services offer free 24/7 caller assistance, caller confidentiality, assistance in 205 languages, a pre-screening process for specific services, tailored programs, searchable online database with 6,000 + resources, disaster preparedness and response,</p>
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and highly-trained client service specialists assistant.

Bill gave FACT and guests a tour of the 2-1-1 facility.

Bill discussed the Veterans Transportation and Community Living Initiative Grant (VTCLI) in detail. He described the grant project partnership between The San Diego Association of Governments (SANDAG), 2-1-1 San Diego (lead agency for implementation), and FACT.

The partners involved in funding the VTCLI grant include the Department of Transportation, Department of Veterans Affairs, and Department of Labor. Other partners involved include the Department of Defense, Department of Health & Human Services, and Military and Veterans Service Organizations.

The Benefits of the VTCLI grant include enhancing local and community partnerships, integrating services that help U.S. veterans and military families connect with local transportation options, improving access to home and community-based services for transportation disadvantaged, reflecting the intent of Supreme Court's Olmstead Decision, and aligning with White House Joining Forces Initiative. Other Benefits include Improving access to social services, better information-sharing, and increased community access to valuable training, technology, and tools.

The VTCLI grant project goals consist of: establishing or expanding a one call/one-click transportation resource center, creating partnerships between transportation providers, veterans, and military communities. This will include increasing involvement of veterans and military communities in the local Coordinated Human Services Transportation Planning process. The project will improve access to transportation information for San Diego County through: an enhanced directory of transportation resources, a one-click transportation website, 24/7 live telephone service, a free mobile transportation application for smart phones, at least 20 interactive information kiosks, and enhanced local planning via trend identification and gap analysis.

The Council on Access and Mobility (CAM) forum with increased veteran's representation from the following veteran's groups will serve as the project's Key Stakeholders Group: SANDAG (Fiscal leader), 2-1-1 (implementation leader), FACT, San Diego Veteran's Coalition, San Diego County HHSA, Marine Corp Recruiting Depot's Fleet & Family Services, Wounded Warriors, and San Diego Military Advisory Council. These groups and agencies will act as a Steering Committee for the grant project.

Bill discussed the 36-month project timeframe in a 3 phase approach: short term (Months 1-12), midterm (Months 13-24), and long term (Months 25-36). Short term planning and contracting activities include: formalized

partnerships/convene meeting - September 2012, conduct mobility assessment - December 2012, provider outreach/catalogue and index resources - December 2012, review finding with community groups - March 2013, host veteran's mobility forum - March 2013, complete contract procurements - March 2013, upgrade 2-1-1/FACT website and hardware capacity - June 2013.

Midterm integrating and implementing activities include: Explore co-location of project participation - October 2013, integrate FACT/211 database allowing public access - January 2014, develop information consolidator for veteran travel patterns - April 2014, collect and share data on service requested - April 2014, implement smart phone mobile application - September 2014, install at least 20 interactive, ADA, audible, kiosks - September 2013.

Long term evaluation and reporting activities include: update SANDAG Coordinated Plan - October 2014, Provide recommendation for service alignment based upon service request data and geo mapping - October 2014, marketing and outreach - December 2014, 211/FACT offers Mobility Management Services 24/7 - March 2015, track services and unmet needs - June 2015, and Update Coordinated Plan - June 2015.

Bob discussed SANDAG's TransNet Program Management Dashboard, a Web-based connection to current schedules, budgets, and expenditures information for major projects. TransNet Dashboard gives residents information on how their TransNet tax dollars are being spent and acts as a mechanism for ensuring accountability throughout the project process. For the general user, the Web site provides valuable information on major transportation projects underway in the region. Bob recommended discussing with SANDAG the use of Dashboard for monitoring the VTCLI grant project.

Bill reviewed 2-1-1's structure, departments, budget information, grants, local city support, community partners, programs, etc.

Bob asked if there was an agreement between 2-1-1 and FACT regarding the initial roll out and how information will be presented to the general public. Arun said discussions regarding this have taken place between Bill and himself and so far only an internal email has been sent out announcing the awarded grant. Independent of this email there was some press coverage which basically quoted a USDOT press release. 2-1-1, SANDAG, and FACT have discussed doing a joint press release in the future.

Executive Director Report	Due to timing restraints the Board requested Arun to send the Executive Director Report via email for Board member's to review.
Board Member Comments	None
Adjournment	Meeting was adjourned at 11:24 AM