



FACT FULL ACCESS &
COORDINATED
TRANSPORTATION
Coordinating Access to Life

Meeting Agenda and Notice
FACT Board of Directors Meeting
May 16, 2012, at 9:00 am
Carnation Room, Encinitas City Hall
505 S. Vulcan Avenue, Encinitas, CA 92024

AGENDA

1. Approval of April 18, 2012 Board Meeting minutes p-2 ACTION
2. Public Comment INFORMATION
3. Sub-committee reports (standing item, no recent updates)
INFORMATION/ACTION
 - a. Software and Service Development Committee May 15
 - b. Employee benefits committee meeting (late May)
 - c. Finance Committee (DRAFT Budget)
4. FACT/211 coordination MOU p-8 ACTION
5. Summer 2012 Board Meeting Schedule p-12 POSSIBLE
ACTION
6. Board letter to US Senate & House Representatives p-13 POSSIBLE ACTION
7. April 2012 financial statements
INFORMATION/ACTION
8. Review of FACT Policies/Employee Handbook p-15
9. Executive Director Report p-16
INFORMATION/ACTION
10. Board Member Comments
INFORMATION/ACTION

Adjournment

FACT Board of Directors' Meeting Minutes

April 18, 2012

Encinitas Hall, Encinitas, CA 92024

Board Members Attending	Dave Roberts, Teresa Arballo Barth, Bob Campbell, Phil Monroe, Susan Hafner, Norine Sigafoose, Alane Haynes, LaVonna Connelly
TAC Members Attending	Danielle Kochman - SANDAG, Lois Knowlton - Friends of Adult Day Health Care
Board Members Absent	John Aguilera
Staff Attending	Arun Prem, Patty Pauletto, Meagan Schmidt, Budd Anderson, Novette Buenaflor
Public/Guests	Laura Barish - AltaGolden, Ann Mbacke - North County Transit District (NCTD), Bill York - 211
Introductions	Chair Dave Roberts called the meeting to order at 9:06 AM. Introductions were made.
Approval of March 21, 2012 Board Meeting Minutes	Motion to approve the March 21, 2012 Board Meeting minutes made by Alane Haynes. Second by Norine Sigafoose. The motion passed with one abstention from Bob Campbell.
Public Comment	No comments were made by the Public. Phil Monroe said the public is welcome to comment on each of the items and not limited to the public comment section. Dave clarified that the public comment section is for the public to discuss topics not on the agenda. He reminded attendees that FACT Board of Directors' Meetings follow the guide lines of the Brown Act.
Sub-Committee Report (Standing item, no recent updates)	There was no sub-committee report. Arun said the service development sub-committee would convene soon. The employee benefits committee (Dave Roberts, Bob Campbell, and Arun Prem) will meet in early May.
A. Veterans (VTCLI-II) Grant and FACT/211/SAND	Bob commended the FACT and 211 partnership. Dave discussed his visit to 211's facility and the "Courage to Call" program that offers veterans and their families' information on how to access services. Arun discussed the process and challenges involved in planning and

AG
CollaborationB. FACT/211
Coordination
MOU

submitting the Veterans (VTCLI-II) Grant. He thanked the FACT Board, 211, San Diego Association of Governments (SANDAG), and San Diego Health and Human Services Agency (HHS) for their continued support. He discussed how the grant required involvement from the veterans' community, formal coordination with SANDAG to submit the grant on behalf of FACT and 211, and financial resources to meet the required 20% local match (\$535,460). As FACT could not meet these conditions solely it entered into collaboration with 211 and SANDAG to develop and submit a proposal for a \$2,050,000 project.

FACT would contribute \$25,000 toward the local match if awarded. The FTA 5309 grant for \$2,000,000 and the FTA grant for \$50,000 are being packaged together for this project. The total requested, including the local match from both agencies, is \$2,585,460. The project would be implemented through 2014-2015.

Arun said the grant would mainly fund the purchase and installation of 20 kiosks across the county, the hardware and software for the kiosks, the programming of information, the phone and computer application (free to download), the marketing, and the updating and merging of the 211 and FACT databases. 211 would be the lead agency in the arrangement, SANDAG would be a partner in the grant submittal, and FACT would be a partner in the development and implementation.

Arun discussed developing a Memorandum of Understanding (MOU) to formalize and define the 211 and FACT partnership. The MOU will define how FACT and 211 share responsibilities and who will take ownership of different aspects of the project. He talked about preliminary discussions with 211 regarding combining or linking the FACT and 211 databases. He said FACT would benefit from 211's 24/7 call center, language line assistance, emergency back-up facility, etc. He said 211 and FACT have tentatively discussed these components of the partnership and would like Board feedback before bringing a formal MOU draft before the FACT and 211 Board. Arun said he would bring this to the May Board Meeting for discussion. With current staff FACT may not be able to handle the increased call volume due to additional services being implemented (RideFACT, MedRIDE, and MedAccessRIDE). Arun said having the 211 call center available to FACT clients is one of the major benefits of the partnership and would assist FACT in handling the increased call volume.

Bill York introduced himself and discussed 211's services. He said San Diego has the highest number of returning veterans, one of the highest military populations, and the most geographically diverse regions. He discussed bringing the veteran and military community together for the proposal and other partners including: Aging and Independence Services

	<p>(AIS), San Diego County Veterans Service Office, Wounded Warrior Regiment of Camp Pendleton, California Department of Veterans Affairs, etc. He highlighted the support of County Supervisors Greg Cox and Bill Horn, and Admiral Dixon who assigned a liaison to the project. He felt the grant was written for San Diego County and is confident in the effort put forth by the partnership. The grant was submitted April 18, 2012 through grants.gov by SANDAG.</p> <p>Dave reminded council members that 211 is a non-profit and encouraged all cities to give a per capita fee to support their services.</p> <p>Arun expected the grant to be awarded in early summer but the announcement date has not been specified.</p> <p>Bob encouraged Board members and FACT staff to take a tour of 211's facility.</p> <p>Bill discussed how the kiosks will consolidate information on social services, transportation services, VA services, and other community services. The kiosks will coordinate these services and allow users convenient access to information in public locations. In addition the information software will be implemented as an internet application and can be downloaded for free via mobile device or computer. In addition, a phone could be incorporated on the kiosk allowing users direct access to a call center if immediate assistance is needed. He discussed some of the potential locations for the kiosks.</p> <p>Dave thanked Bill for attending the Board Meeting and discussing the grant proposal.</p>
<p>Updated Policies:</p> <p>Amended Conflict of Interest Policy</p> <p>FACT Policies/Employee Handbook</p>	<p>The amended Conflict of Interest policy is in response to the Board's request to have a streamlined statement for Board members to sign annually. This topic was deferred from the March Board Meeting.</p> <p>Arun discussed the two proposed Conflict of Interest Policies and requested Board feedback or adoption of one of the policies. Option 1 is a brief and concise policy that incorporates aspects of APTA's Conflict of Interest Policy. Option 2 is an amended version of FACT's current policy that includes a more detailed description.</p> <p>LaVonna Connelly suggested e-mailing the longer version of the policy to Board members for review before the meeting and to sign the shorter version at the Board meeting. Bob Campbell said he preferred Option 2 because it clearly lays out the policy in detail. He added that the statement would only be one page if printed back-to-back in addition to</p>

	<p>the signature sheet that can be separated and submitted.</p> <p>Phil said conflict of interest could be disclosed through various sources; not just through Board members themselves. He said disciplinary action is not necessary and is more an issue of resolving disagreements. He said disagreements over conflict of interest may result in members being excluded from conversations involving the conflict of interest, but disciplinary action does not need to be implemented. He felt this should be reflected in the policy. Arun said Phil is referring to a past conflict of interest that did not require disciplinary action, but felt that certain situations may arise where disciplinary action is required to resolve the conflict or relieve FACT of any liability. He felt a section on disciplinary action or corrective actions should remain in the Conflict of Interest Policy.</p> <p>Dave preferred option 2. Dave said the policy should apply to Senior Staff in addition to Board members. He recommended everyone complete Brown Act training and submit their completion certificate (proof) annually. The Board agreed the policy should include all FACT employees.</p> <p>Dave motioned to adopt Conflict of Interest policy option 2 with the following amendments: The policy to include all FACT employees and Board members. Section 4B needs to incorporate a corrective action statement including a section stating that exclusion from topic discussion may occur if a FACT employee or Board member is involved in the conflict of interest regarding the topic being discussed. A section 5 should be added to say that all FACT employees and Board members will submit certification for completing Brown Act training. Second by Bob Campbell. Arun informed the Board that policy option 2, section 3, bullet 1 states: An interested person may make a presentation at the governing board or executive committee, but after the presentation, he or she shall leave the meeting during the discussion of, and the vote on, the transaction or arrangement or service involving the possible conflict of interest. He also said the recommended employee policy handbook draft included a section regarding staff being subject to the Conflict of Interest policy. He said this could be added to the streamlined statement if requested. Motion passed unanimously.</p>
<p>NCTD presentation on Mobility Management grant implementation</p>	<p>In December 2011 the FACT Board requested an update on the implementation of the HHSA grant awarded to NCTD during 2011. NCTD designated Ann Mbacke to provide an update.</p> <p>The goal of the grant was for clients to be able to independently access physical and mental health and other services due to enhanced</p>

	<p>transportation access.</p> <p>Ann gave a detailed presentation on NCTD's implementation of the HHS Mobility Management grant. She discussed the projects funded by the grant including: Travel Training with a travel buddy, Travel Coordination (outreach and referral), and Ride Share service (Volunteer Driver Transportation). The Mobility Management Program is a peer-based information sharing and support program which assists participants in expanding their transportation options.</p> <p>Norine asked how the volunteer drivers were compensated. Ann said each driver is awarded a gas card voucher worth \$5 for up to 9 miles driven. The average cost is approximately \$.55 per mile.</p> <p>Dave thanked Ann for her presentation.</p>
<p>Analysis of FACT telephone referrals data</p>	<p>Patty Pauletto gave a brief presentation on FACT's telephone referral data. She explained the call log format used to compile client information and the process involved in giving a transportation referral. The following numbers reflect the average amount of referral calls received by FACT per month in each fiscal year: 2010 - 33 calls, 2011 - 44 calls, and 2012 (3 months left in year) - 96 calls.</p> <p>Patty played a recording of a phone call from a senior seeking transportation.</p> <p>From June 2011 through March 2012 FACT received 908 calls. More than 60% of the calls were from or regarding seniors (age 60 and older). Over half of the callers identified themselves as a person with a disability. 30% of the callers who identified themselves as a person with a disability were seniors. More than half the callers were identified as low income. Half the people who identified as low income were seniors.</p> <p>Patty explained that the call log identifies which zone they are traveling within. FACT uses the NCTD (North County) and MTS (South County) service area as a reference for zone boundaries. North County is zone 1 and South County is zone 2. 50% of calls are regarding travel in zone 2, 22% stay within zone 1, 10% travel through both zones, and 18% are not specific. 60% of FACT referrals in the last several months came from 211, 25% from FACT's advertisement in the Eldercare Directory, and 15% from other sources (family, friends, other organizations, etc.)</p> <p>Alane thanked FACT employees and shared her appreciation for the effort put forth toward helping individuals find necessary transportation resources.</p>

	Bob asked if the referrals coming from 211 were screened and properly directed to FACT. Patty said the calls referred by 211 were appropriately directed to FACT.
March 2012 financial statements	Information Item. No Action required. No comments were made.
Executive Director Report	Arun discussed the dramatic increase in telephone referrals for the month of March 2012. FACT Referrals increased from 89 referrals in February to 162 referrals in March. Arun said this is possibly due to Alpha Project closing their service and the continued trend of 211 referring calls to FACT.
Board Member Comments	Bob suggested spending resources on legal services to review contracts and give proper legal advice regarding issues. He said there should be a policy in place regarding this. Dave asked Arun to research legal services and to bring a proposal to the subcommittee for discussion.
Executive Director Annual Performance Review - Closed Session	<p>The Board and Arun Prem went into a closed session for the annual Executive Director performance review. Recording was stopped.</p> <p>Following this session Arun Prem was excused from the meeting and the Board resumed closed session.</p> <p>The closed session ended. Recording continued.</p> <p>Dave said the closed session performance review follows the Brown ACT, but particular salary figures are not to be discussed in a closed session.</p> <p>Dave said the Board is pleased with the Executive Director's performance and is happy that Arun has completed two years of service with FACT. Arun has earned his second retention bonus for successfully completing his second year of service.</p> <p>Dave motioned to approve giving the Executive Director the option of a 4% increase on base salary and 1 additional week of PTO or a 6% increase on base salary and remain with the current 3 week PTO. The Executive Director decision will be brought back to the Executive Committee. The Board will allow the Executive Director to borrow future PTO if approved by the Board. The Executive Director will send an email notification to all Board members indicating any leave longer than 5 business days. The standard retention bonus of \$5,000 will be awarded to the Executive Director should he complete a third year of service. The Executive Director's benefits package will continue as requested.</p>

	Second by Teresa Arballo Barth. The motion passed unanimously.
Adjournment	Meeting was adjourned at 11:30 AM.

ITEM # 4

TO: BOARD OF DIRECTORS

FROM: Arun Prem, Executive Director

RE: FACT/211 coordination MOU

ISSUE:

In April 2012 the Board reviewed the collaborative grant proposal prepared by FACT and 211 San Diego for a grant to provide mobility services for veterans, military and families.

The enclosed MOU identifies the roles, responsibilities with respect to the products, deliverables and reporting and compliance required by the grant.

BACKGROUND:

In April SANDAG, acting as the sponsor agency, submitted the VTCLI- 2 grant on behalf of FACT and 211. The FACT Board discussed the opportunity in February 2012 and approved the staff recommendation to submit an application.

If approved, the grant will fund capital expenses for:

- Over 20 information kiosks which would be installed at military bases, hospitals and VA facilities, etc.

- Telephone equipment to connect 211 and FACT for purposes of call intake, language line assistance and possibly emergency backup.

- Development of a countywide database of veterans services that will be available as a smart phone app, via information kiosks and for referrals by FACT or 211

The project cost is \$2,585,460 of which 211 will provide \$535,460 in local matching funds, including a \$75,000 cash match. FACT committed to a \$25,000 cash match spread over the life of the project (2-3 years).

Due to the short timeline for the proposal, the MOU between FACT and 211 was deferred until after submission of the grant.

FACT and 211 have discussed the potential of coordination of services in order to optimize operations of both agencies for veterans' mobility services as well as other services. It appears that due to the infrastructure and specialization 211 San Diego has developed in call intake services, they could serve as a portal for all FACT's mobility related inquiries. 211 staff would be trained to handle referrals and would be able to close out most requests and forward the rest to FACT staff for handling. In this scenario of possible coordination, FACT would benefit by having to hire fewer staff in future, have 24/7 coverage of referrals and brokerage calls and access to 211's language translation lines, emergency phone back-up facilities, etc.

RECOMMENDATION: Staff requests the Board to review the DRAFT FACT/211 MOU and authorize the Executive Director to sign it.

DRAFT

Memorandum of Understanding

Inter Agency Coordination between FACT and 211 San Diego

WHEREAS, **Full Access and Coordinated Transportation, Inc. (FACT)** and **211 San Diego (211)** have submitted a joint application for a Federal Transit Administration (FTA) grant for **Veterans Transportation and Community Living Initiative (VTCLI-2)** grant (Grant); and

WHEREAS, the FACT and 211 agree on sharing the administration of the grant with respect to products, deliverables, reporting and compliance arising from the Grant; and

FACT has committed to funding \$25,000 of the \$535,460 proposed in matching funds, over the life of the project and 211 has committed to providing the remaining \$510,460. The total project amount including match is \$2,585,460.

WHEREAS, the partners herein desire to extend mutual collaboration to other projects and tasks not included in the grant proposal; the projects were based on a desire to optimize the use of existing county resources and delivering services cost effectively.

WHEREAS the partnership will expand the existing transportation resource center by integrating the CTSA (FACT) and the region's information and referral provider for health and human services (211 San Diego).

WHEREAS, the partners herein desire to enter into a Memorandum of Understanding setting forth the roles and responsibilities in the collaboration.

1) Description of Partner Agencies

FACT, the Consolidated Transportation Services Agency (CTSA) for San Diego County manages a call center that provides referrals to transportation services in San Diego County; FACT also operates a transportation brokerage and provides transportation for seniors in some parts of San Diego County.

211 San Diego, the County's information and referral provider for all health and human services is the California Public Utilities Commission's designated 2-1-1 provider for San Diego County. It connects 200,000+ people with services through a free, 24/7 confidential phone service and searchable online database of 6,000+ programs.

NOW, THEREFORE, it is hereby agreed by and between the partners as follows:

2) Roles and Responsibilities

211 will act as the lead for implementation of all the projects included in the grant. 211 staff will initiate actions, monitor and report on the progress and compliance related to the three implementation phases:

PHASE 1 - Planning and Contracting - Conduct comprehensive assessment of veteran's mobility needs and analyze transportation gaps. Produce an inventory of transportation available for veterans and military/families as well as for the civilian population, including people with disabilities. Requests for Proposals will be developed and released in the first three months of this project. Vendors will design, develop, and test telecommunication upgrades, smart phone application and kiosk software for self-service solutions.

PHASE 2 - Integrating and Implementing - This project will create a smart application that can be downloaded for free onto any smart phone and utilized to access the online database portal. This portal is another technological improvement that will result from this project and will be accessible by multiple nonprofit and government agencies providing information and referrals to their clients. Kiosks will be installed throughout San Diego County. Kiosks will be purchased and installed at convenient locations. More than 30 locations have been identified to potentially host the kiosks.

The Steering Committee and Key Stakeholder Committee will prioritize the locations based on needs assessed. FACT will be a member of the Steering Committee as well as the Key Stakeholder Committee.

PHASE 3 - Evaluate and Report - 211/FACT call specialists will provide Mobility Management Services 24/7 via the 211 phone line. Call specialists will have been trained in mobility management, be AIRS certified, and utilize new software to select and assign trips to the most appropriate provider for the rider. All veteran and military needs and referrals given will be tracked through portal utilization; needs that were unmet, meaning no service was found to fit the need, will also be tracked. Trends will be reported back to SANDAG to address the challenges of Veterans and Military Families when updating the Coordinated Plan.

3) Coordination Activities:

a. Grant Related

1. The decisions regarding design of the kiosks, database and smart phone application design and procurement will be handled by 211 with input and subject to concurrence from FACT.
2. Any product design elements and marketing materials related to the Grant will include 211, FACT and SANDAG logos and any pertinent information.
3. 211 will incorporate the FACT transportation provider database into the 211 database; the data will be used by 211 personnel to provide referrals to individuals seeking mobility related assistance.
4. 211 will provide transportation information and referrals on behalf of FACT and make the call and referrals statistics available to FACT on a monthly basis.
5. 211 will provide language line assistance to FACT callers seeking information or assistance with any of FACT's services.

6. 211 will provide emergency backup facilities for FACT's call center

b. Additional Coordination Activities:

1. 211 will collaborate with FACT to include FACT staff in training for telephone response, database management and other areas including disaster response etc.
2. FACT and 211 may agree to amend this agreement to incorporate specific coordination opportunities that become feasible in the future.
3. 211 and FACT will collaborate on Joint Marketing activities including developing a communications plan and advertising new products including consolidated telephone and online tools, kiosks, and mobile applications.

4) Timeline

The roles and responsibilities described above are contingent on 211 receiving funds requested for the project described in the VTCLI-2 grant application. Responsibilities under this Memorandum of Understanding would coincide with the grant period, anticipated to be summer 2012 through 2016.

We, the undersigned have read and agree with this MOU.

By _____

Arun Prem

Executive Director, **Full Access and Coordinated Transportation, Inc.**

Date _____

By _____

John Ohanian

Chief Executive Officer, **211 San Diego**

Date _____

ITEM #5

TO: BOARD OF DIRECTORS

FROM: Arun Prem, Executive Director

RE: Summer 2012 Board Meeting Schedule

ISSUE: Possible cancellation of July or August monthly Board of Directors Meeting

BACKGROUND: The Board agenda for action items for summer 2012 is expected to be light. There are no open grant opportunities at the moment and new services implementation of MedRIDE and MedAccessRIDE is not due until late 2012.

Summer 2012 Board meeting calendar:

Wednesday, June 20

Wednesday, July 18

Wednesday, August 15

Wednesday, September 19

RECOMMENDATIONS:

Staff requests the Board to review the summer 2012 Board meeting calendar and provide direction for any changes.

ITEM # 6

TO: BOARD OF DIRECTORS

FROM: Arun Prem, Executive Director

RE: Board letter to US Senate & House Representatives

ISSUE:

Reauthorization of transportation funding has been jeopardized by short term extensions of the current SAFETEA-LU - the current legislation. APTA is urging members to contact US House Representatives and Senators to expedite adoption of a long term transportation funding bill.

BACKGROUND:

APTA President Michael Melaniphy recently urged members to contact the US Senators and House Representatives in order to urge them to approve long term transportation funding legislation.

Board Vice chair Bob Campbell recommended that FACT Board members write to the elected officials to represent FACT's position.

A DRAFT letter explaining the importance of the federal transportation funds to the San Diego region and FACT's clients is attached for review.

RECOMMENDATIONS:

Staff requests the Board to review the attached letter and provide recommendations/direction.

(Date) **DRAFT**
Name
Mailing Address

Dear (US Senator/Representative)

I am writing on behalf of Full Access and Coordinated Transportation (FACT), the Coordinated Transportation Services Agency (CTSA) for San Diego County, to request you to pass a bill funding public transportation for the long term.

FACT is a nonprofit based in Oceanside in San Diego County. FACT's mission is to act as a regional mobility manager to assist seniors, persons with disabilities and other disadvantaged populations with transportation information and services.

FACT relies heavily on USDOT New Freedom grants to fund its services. Due to availability of USDOT funds in the past FACT was able to serve communities in several underserved areas of the county, which otherwise would remain underserved. Studies show that lack of transportation/access to medical and other quality of life services has negative impact on individuals as well as significant cost impacts on society in the form of ambulance transportation and expensive medical treatments for preventable conditions.

Public transportation is critical to our economy, environment, and future, and we cannot afford to run the risk of letting federal funding for it end. Please pass a long-term, multi-modal, multi-year bill, and please do it as soon as possible.

According to research conducted by American Public Transportation Association (APTA):

For every \$1 invested in public transportation, \$4 is generated in economic returns.

Every \$10 million in capital investment in public transportation can return up to \$30 million in business sales alone.

Public transportation use saves the equivalent of 900,000 automobile fill-ups every day.

Public transportation saves 37 million metric tons of carbon dioxide annually - equivalent to the emissions resulting from the electricity generated for the use of 4.9 million households or every household in Washington, DC; New York City; Atlanta; Denver; and Los Angeles combined.

Every \$1 billion invested in public transportation capital and operations creates and supports an average of 36,000 jobs.

Please support our communities in San Diego County and communities across America by acting urgently to fund public transportation for the long term.

Sincerely,

ITEM #8

TO: BOARD OF DIRECTORS

FROM: Arun Prem, Executive Director

RE: Review of FACT Policies/Employee Handbook

ISSUE:

This item responds to the Board's requests to DRAFT an Employee Policy Handbook, containing a comprehensive set of personnel, procurement, travel, attendance etc. guidelines

BACKGROUND:

Staff completed the DRAFT Employee Policy Handbook, which was modeled after the NCTD Employee Manual completed in 2011. The DRAFT was distributed to the Board in April 2012 to provide board members time to review the information.

RECOMMENDATIONS:

Staff requests the Board to review and approve the DRAFT Employee Policy Handbook.

ITEM # 9

TO: BOARD OF DIRECTORS

FROM: Arun Prem, Executive Director

RE: Executive Director Report April/May 2012:

Meetings and Events:

- 4/19 NCTD Board Meeting
- 4/23 Arun, Patty, Meagan and Novette - SANDAG coordinated plan meeting
- 4/24 Braille Institute senior health seminar
- 4/24 CalACT Board Meeting in Newport Beach
- 4/25 CalACT conference session - Managing Effective workshop with Susan Hafner
- 4/25 Patty, Meagan and Novette at CalAct conference
- 4/26 Patty Pauletto at Volunteer Driver Coalition meeting
- 4/26 CalACT conf. session - How to Improve service/reduce expenses with Matt Tucker
- 4/27 Meeting with Judith Norman and Jess Segovia, consultants
- 5/8 APTA Workshop presentation on Brokerage with Susan Hafner
- 5/9-10 Meagan and Novette at APTA Mobility Management workshop
- 5/8 APTA conference presentation w/Susan Hafner - FACT Brokerage Implementation*
- 5/9 Board agenda planning (phone) meeting with Bob and Dave
- 5/10 APTA Mobility Management Committee meeting

*emailed with AGENDA materials