



**MOVE Board of Directors Meeting Agenda
1:00 PM Tuesday, April 25, 2023**

**MOVE Office
4701 Sisk Rd. Ste. 201
Modesto, CA 95356**

**You may also attend this meeting by utilizing “GoToMeeting” online conferencing.
Email Laura Coutrakis for meeting Link
laurac@movestanislaus.org**

AGENDA

1. Call to Order

2. Roll Call –

Jenny Kenoyer
Jeff Lambaren
Pat Maisetti
Lupe Aguilera
Geri Vargas

3. Public Comments

Matters under the jurisdiction of the MOVE Board of Directors, and not on the agenda may be addressed by interested parties in the audience at the beginning of the regular agenda. Any member of the audience wishing to address the Board of Directors during the “Public Comments” period shall be permitted to be heard for up to five minutes or at the discretion of the Chair.

4. Consent Calendar

- A.** Board of Directors Meeting Minutes of March 21, 2023
- B.** Revision to Accounting and Internal Control Policy (removing “Director of Mobility”; and replacing with “Director of Programs”)

Action: Approve Consent Calendar Items

5. Information Item: 2023 TDA Claim Ceiling Cap-Reopened Claims & FY 2023 – 24 Budget Impact – Phil Mcguire



6. Reserve Account Policy – Phil McGuire

Action: Adopt Reserve Fund Policy Resolution 2023-02 authorizing the CEO of MOVE to take any and all action necessary to implement the policy.

7. MOVE Bank Account Authorized Representatives – Meagan Myers

Action: Approve the Addition of Director of Programs Kristin Bragg as an authorized signer on MOVE's Oak Valley Bank checking and savings accounts up to the amount of \$1,000,00.

8. MOVE Credit Card: Authorized Holders – Meagan Myers

Action: Approve the addition of CEO Meagan Myers and Executive Assistant Laura Coutrakis as MOVE authorized credit card holders in the amounts of \$10,000 and \$5,000 respectively.

9. CEO Report

- CEO Training with Advisor Phil McGuire
- Staff Morale/Intentional Team Building
- Director of Programs Job Posting
- Staff/Program Performance Measurement
- CEO Performance Indicators
- Upcoming Staff Rides
- Marketing & Outreach Plan
- Utilization of MOVE Social Media
- Staff ADA Paratransit Eligibility Refresher Training
- Staff Assisted Rides Training
- Meeting/Work Session with StanRTA
- Transdev Paratransit Eligibility Visit to Stanislaus Eligibility Center (SEC)
- Catholic Charities Program Update
- Partnership Development
- Installation of Client/Staff Safety Device

10. Comments by Rosa De León Park, Ex-Officio

11. Comments by Board Members

12. Information Items – Meagan Myers

VetsVan Volunteer Appreciation Dinner
Open House Planning



13. Adjourn to Closed Session to Discuss Personnel Matters

14. Closed Session

Next Scheduled Board Meeting:

May 16, 2023 1:00 pm
4701 Sisk Road Ste. 201
Modesto, CA 95356

This meeting will be held in person and online via “GoToMeeting” conferencing.



DATE: April 25, 2023
TO: MOVE Board of Directors
RE: Minutes March 21, 2023

Agenda Item: 4.A

Meeting Minutes

1. Call to Order 1:00 PM

2. Roll Call –

Jenny Kenoyer
Jeff Lambaren
Pat Maisetti
Lupe Aguilera
Geri Vargas

Also in attendance: Jean Foletta, Clint Miller, Phil McGuire, Hayley Vieyra, and Laura Coutrakis

3. Public Comments

Matters under the jurisdiction of the MOVE Board of Directors, and not on the agenda may be addressed by interested parties in the audience at the beginning of the regular agenda. Any member of the audience wishing to address the Board of Directors during the “Public Comments” period shall be permitted to be heard for up to five minutes or at the discretion of the Chair.

4. Consent Calendar

- A.** Board of Directors Meeting Minutes of February 21, 2023
- B.** Revision to Accounting and Internal Control Policy

Discussion: Mr. McGuire explained the process of the consent calendar, saying that the Board can either approve both items or pull an item to discuss in depth. The Board did not have any questions about the two items listed.

Motion: Vice Chair Lambaren made a motion, seconded by Director Vargas to approve the Consent Calendar items.

Passed: Four Board members voted to pass the items, Director Maisetti abstained from approving the February 21, 2023, minutes due to not being present at the Board Meeting.

5. McGuire Management Consultancy Contract Third Amendment– Phil McGuire



Discussion: Mr. McGuire shared that the process of finding a new MOVE CEO has taken longer than originally expected, and he proposed to increase the amount to be billed in his contract not to exceed the level of \$160,000. This will cover any additional expenses as the new CEO will have the opportunity to consult with Mr. McGuire as needed.

Motion: Director Maisetti made a motion, seconded by Vice Chair Lambaren to approve the Third Amendment to the Agreement between MOVE and McGuire Management Consultancy.

Passed: Unanimous

6. Authorizing the CEO to Execute the 5310 Transit Grant Agreement with the California Department of Transportation - Phil McGuire

Discussion: Mr. McGuire explained that the 5310 Grant is a Federal Grant which is managed by Caltrans here in California. This resolution is a standard procedure required by Caltrans authorizing the CEO of MOVE to sign any agreements and documents necessary to obtain the grant. This year will be an interesting year for MOVE, as we will be applying for the 5310 Grant, but also, taking over the 5310 Grant which is currently going to Catholic Charities for their transportation program. When we take over that program in July, we will also need to take over the grant.

Motion: Vice Chair Lambaren made a motion, seconded by Director Aguilera to approve Resolution 2023-01
AUTHORIZING THE CEO TO EXECUTE THE 5310 TRANSIT GRANT AGREEMENT WITH THE CALIFORNIA DEPARTMENT OF TRANSPORTATION and to execute any and all documents necessary to complete the grant process.

Passed: Unanimous

7. Fiscal Year 2023-2024 Budget – Phil McGuire

Discussion: Mr. McGuire shared that the TDA Claim process requires that MOVE send a draft of the TDA claim by March 12. Clint Miller and Mr. McGuire worked extensive hours to put together the preliminary budget and submitted a draft of the TDA claim for next year's budget. During the process, there may be requests for revisions from StanCOG as the process continues. Therefore, this proposed action authorized the CEO to make changes as needed to the final budget. One of the big changes this year will be the funding for the eligibility process. Since MOVE began, it has been budgeting and paying for expenses in the ADA Paratransit Eligibility process. This year MOVE is requesting those funds come from the Transit Agencies as it is their responsibility to provide eligibility to county residents. Mr. McGuire has spoken with both transit agencies, and they agree. MOVE will be drafting an agreement, that will ensure the agencies pay MOVE the cost of running the program. Another item to mention is the \$228,000 Travel



Training portion of the grant. The preliminary budget does not include the 5310 grant portion that MOVE will be taking over from Catholic Charities. We decided that since we do not have any hard numbers to present for the Catholic Charities program, we would leave it out of the preliminary budget.

Another new item, MOVE, added to the budget is for the purpose of ensuring sufficient cash flow during the earlier part of the fiscal year. The payments MOVE receives from TDA and Measure L don't usually come in until approximately the 4th month of the fiscal year, causing a potential cash flow problem at the beginning of the year. So, this year MOVE will be including a contingency line item in the budget. Director Vargas asked about MOVE having a reserve. Mr. McGuire explained that StanCOG has tentatively agreed to allow MOVE to establish a reserve fund. However, the necessary actions to establish the reserve will not be completed for the coming fiscal year. The Reserve Fund should be established in the budget the following year, FY 25.

Mr. Miller talked about the carryover amount, funds that were approved in the TDA claim, but not utilized during the fiscal year. The next claim for the following year includes any carryover funds. The result is that the carryover is subtracted from the budget claim.

Mr. McGuire brought up the change that is coming to MOVE with the integration of the Catholic Charities transportation program. The new program may provide an opportunity for next-day or same-day service and may open the door to opportunities to further meet the unmet needs in the county. The biggest demand right now is for same-day service. This concept will be evaluated by MOVE as it integrates the Catholic Charities services into others provided by MOVE. As MOVE grows, it hopes to have new opportunities. Jean Foletta expressed that next year when StanCOG does their unmet transit needs project, they would like to invite MOVE to join them. MOVE can think of services that can be added to meet the identified needs. The Board recognizes that in outlying areas of the county (like Patterson and Oakdale). There are seniors who have no way of getting to appointments or groceries. Vice Chair Kenoyer expressed the idea of the Board getting together for strategic planning sessions to find solutions to current unmet needs.

Motion: Director Maisetti made a motion, seconded by Director Aguilera to approve the Preliminary Budget for FY 24; and further, authorize the CEO to make revisions and adjustments to the amounts as necessitated by guidance from other agencies or from new information made available during the budget review process; and further, to submit any necessary documents to StanCOG or other agencies which require budget documents or information from MOVE.

Passed: Unanimous



8. Organization Structure Revision – Phil McGuire

Discussion: Mr. McGuire shared that he changed the organizational structure to provide for more direct engagement by the CEO at all levels of the operation. He already implemented changes in hopes of making it easier for the new CEO to come in and manage the team.

Chair Kenoyer asked about the current status of VOGO as a discussion regarding phasing out the VOGO program has taken place. Mr. McGuire expressed that since a final decision about the program hasn't been made yet, he kept the VOGO program in the budget for now. If it ends, MOVE can do some restructuring. A final decision has not yet been determined.

9. CEO Report – Phil McGuire

- a. A couple of changes have been made again to streamline MOVE's work and create fewer unnecessary steps. One of those changes is with the ADA Paratransit Eligibility process. Previously MOVE would require a second person to view and approve unconditional determinations made by our Transit Resource Specialists. The change now makes it unnecessary to get the second approval. MOVE staff is competent in what they are doing and does not need to have another approval.
- b. Another change Mr. McGuire is working on is also related to eligibility. Right now, MOVE has to enter client information and eligibility status into its database, and into the transit agency databases. There are many organizations that use a data interface between software systems to eliminate repetitive data entry. The change would allow information in the MOVE database to be entered only once into our database, which would then automatically transfer the information to the transit agency database, saving the extended time needed to enter the same information into multiple databases.
- c. The agenda specifies that the next Board Meeting is April 18th, 2023. however, that is the time when the Director of Operations, the CEO and Mr. McGuire will all be at CalACT. Mr. McGuire recommends changing the date of the April Board meeting to April 25th, 2023, the following Tuesday, at 1:00 pm. The Board agreed to move the meeting to April 25th.

10. Program Performance Updates – Hayley Vieyra

Ms. Vieyra shared some highlights regarding all of the programs and gave the opportunity for the Board to ask any questions.

11. Comments by Rosa De León Park, Ex-Officio

Jean Foletta shared that there were no comments from StanCOG.

12. Comments by Board Members



There were no comments made by the Board.

13. Information Items

The following items are included for information only:
February 2023 Program Reports

14. Adjourn to Closed Session to discuss personnel matters. The Board adjourned for closed session at 2:47 p.m.

15. Closed Session

16. Return from Closed Session

The Board returned from Closed Session at 3:15 pm. The Board reported that Jeff Lambaren moved and Pat Maisetti seconded a motion to approve a contract between MOVE and Meagan Myers to serve as the CEO of MOVE.

The motion passed unanimously.

17. Approve check signing authority for Meagan Myers to Oak Valley Community Bank.

A motion was made by Pat Maisetti, seconded by Lupe Aguilera, to add newly appointed CEO Meagan Myers as a check signer and with all other necessary access to MOVE accounts at Oak Valley Community Bank.

The motion passed unanimously.

18. The meeting adjourned at 3:35 pm.

Next Scheduled Board Meeting:

April 25, 2023 1:00 pm
4701 Sisk Road Ste. 201
Modesto, CA 95356

This meeting will be held in person and on-line via “GoToMeeting” conferencing.



DATE: April 25, 2023
TO: MOVE Board of Directors
FROM: Phil McGuire, Interim CEO
RE: Revision to Accounting/Internal Control Policy **Agenda Item: 4.B**

Discussion:

The Accounting/Internal Control and Procurement Policy guides financial decisions and establishes guidelines regarding financial actions. The Policy was amended by the Board on March 21, 2023. Since that time, Meagan Myers has made some title changes to staff positions. This minor edit replaces the title "Director of Mobility Services" and replaces it with "Director of Programs".

Fiscal Impact:

There is no immediate fiscal impact relating to this Policy revision.

Recommendation:

It is recommended that the Board of Directors:

Approve the revision of the Accounting/Internal Control And Procurement Policy to replace the title of Director of Mobility Services with Director of Programs.

Attachment:

Revised Accounting/Internal Control and Procurement Policy



MOVE STANISLAUS TRANSPORTATION ACCOUNTING/INTERNAL CONTROL & PROCUREMENT POLICY

Effective Date: April 25, 2023

Last Revised: April 19, 2023

ACCOUNTING/INTERNAL CONTROLS

Financial Reporting

MOVE Stanislaus Transportation (MOVE) maintains its accounting system on an accrual basis; meaning revenue and expenses are recorded when they have been incurred as compared to a cash basis that only records transactions when funds are received or disbursed. Currently, MOVE uses QuickBooks Accounting Software for recording transactions and preparing financial reports. It is a "cloud based" environment accessible by management and the Accounting Consultant as well as limited access by select staff. At the end of each quarter, standard financial reports (statement of financial position, statement of activity and budgetary comparisons) are presented to the Board for their review and comment. Additionally, at the end of the fiscal year final financial ledgers are forwarded to the Board's external auditors for review and audit.

Sources of Funds

MOVE Stanislaus is the designated Consolidated Transportation Service Agency (CTSA) for the County of Stanislaus. In 1979, California law established the concept of regional Consolidated Transportation Services in an effort to improve the coordination of various programs and funding sources that serve the transportation needs of older adults, people with disabilities, and low-income populations. MOVE is funded by a combination of the Local Transportation Fund (a component of Transportation Development Act - TDA), various public and private grants and Measure L (a local sales tax measure passed to provide additional specialized transportation related services)

TDA - MOVE's transportation programs are funded with proceeds received from this California Department of Transportation program. These funds are allocated to counties by the State based on population, taxable sales and transit performance. The funds are collected by the State, paid to the counties and in the case of Stanislaus County, administered by Stanislaus Council of Governments – a council of city and county governments (StanCOG). Annually, MOVE management submits a request for funds to StanCOG for consideration. Upon approval by StanCOG Policy Board, TDA funds are distributed to the local agencies based upon priorities set forth by the Transportation Development Act as distributions are received by the State Board of Equalization.



Grants - MOVE competes with other agencies within Stanislaus County for public funds. An example is the 5310 Grant: a federal program that was designed to provide financial assistance for transportation services which are planned, designed and carried out to meet the special transportation needs of seniors and individuals with disabilities. These funds are only available to private non-profit corporations and certain public agencies.

These funds can generally be used for capital improvements, operations of the vehicles and mobility management. MOVE will continue to apply for these funds as appropriate needs arise. Additionally, MOVE may seek out other public or private grants to help achieve specific goals in line with its purpose as a nonprofit public benefit corporation.

Measure L - this funding source is the local Stanislaus Transportation Ordinance and Expenditure Plan approved by the Stanislaus County voters on November 8, 2016. This measure raised the sales tax in Stanislaus County on April 1, 2017, by one-half cent for a total of 25 years to improve local streets and roads, improve connectivity and reduce congestion. At MOVE, these funds will allow the organization to expand its programs and services to a greater number of qualified residents of Stanislaus County. Annual distributions to MOVE for Measure L point-to-point services are based upon an annual budget and contract approved by the StanCOG Policy Board. Fiscal Year distributions are paid on a monthly basis as they are received by the State Board of Equalization up to the amount of the approved annual contract. Remaining funds for point-to-point services are held by StanCOG for future use

[Overview of Accounting/Internal Control Practices](#)

Cash Management – Currently, MOVE maintains two bank accounts. Additional accounts may be opened based on the needs of the organization and approval by the Board of Directors

- **General Checking Account.** MOVE's main operating account is held at Oak Valley Community Bank, Modesto, CA. Checks are drawn from this account and all earned revenue is deposited into this account. It is also the account used to draw funds to meet bi-weekly payroll requirements. This is a non-interest-bearing account. Normally, there is not a sizeable amount of funds on-hand, consequently, there currently is no organizational investment policy.
- **Measure L Unearned Deposit Interest Bearing Account.** The second account is also maintained at Oak Valley Community Bank. This account's sole purpose is for MOVE to deposit the disbursement checks from StanCOG. As MOVE spends funds on the approved MEASURE L projects and updates StanCOG's Accounting System with sufficient proof of actual disbursements, MOVE's CEO is then able to transfer the "earned" portion of the Measure L deposited funds from this account to the general checking account as approved reimbursements.



Disbursements

- **Check Authorization.** The CEO must provide approval for all disbursements. Supporting documentation must accompany checks when presented for signature and maintained with a remittance copy of the check in sequential order. The CEO and designated Board Members are authorized by the Board to sign all checks up to and including the amount of \$25,000. If the disbursement is more than \$25,000, it requires two signatures of designated Board Members or the CEO. Additionally, the Director of Programs has the authority to sign checks up to and including \$1,000. For the purposes of this policy, an ACH payment made from MOVE's bank account is subject to the same allowances and restrictions as a disbursement made by check.
- **Checks.** Only pre-numbered checks shall be used. Signing of blank checks is strictly prohibited. Checks must be made payable to specific payees based upon appropriate documentation and never to "cash" or "bearer". One exception applies that allows a check to be made payable to "cash" and that is to allow for the replenishment of petty cash, as per the Petty Cash policy below. Prior to preparing checks, receiving reports/packing slip should be compared to vendor invoices for accuracy. Access to blank checks is limited to the CEO, Director of Programs and the Executive Assistant. Blank check stock is locked in a secure place when not in use. Any voided/spoiled checks must be marked "void" and filed in sequence with all other checks.
- **Debit/Credit Cards.** Employees handling the company credit (CEO, , and Executive Assistant) or debit card (CEO) will have the necessary knowledge and skills to perform the job and will be carefully supervised. Receipts must be provided to the Executive Assistant. All credit/debit card transactions are individually posted to accounting software. All credit/debit card transactions are assigned a reference number by the Executive Assistant. Monthly reports by department are presented to the CEO for approval and signature.

Petty Cash. Petty cash is used mainly to provide a distance based per diem for VetsVan volunteer drivers to cover the cost of meals. At the discretion of the CEO and Director of Programs, it may also be used for minor purchases when writing a check or using a credit/debit card would be impractical. Receipts for minor purchases must be provided to the Executive Assistant. As often as is necessary and practical for MOVE's operations, Petty Cash will be replenished to \$1,000 through a withdrawal by the CEO or Director of Programs. A withdrawal may be made in the form of a check written to "cash". Petty Cash is kept and administered by the Executive Assistant, who



keeps it in a locked box. Only the Executive Assistant, Director of Programs, the CEO, or an individual they designate will have access to the key.

Electronic Transfers & Payments. Electronic banking allows wire transfers, ACH payments, electronic transfers, stop payments on checks and account balance inquiries to be initiated and completed via telephone or internet. Wire transfers and ACH payments are subject to the same allowances and restrictions as the authorization of disbursements of funds by check. Electronic transfers of funds between accounts can only be initiated by the CEO or designated member of the Board of Directors and only between MOVE accounts.

Payroll. Payroll is currently being processed on a bi-weekly basis. Funds are automatically withdrawn from MOVE's general checking account for all payroll expenses including processing fees. The Accounting Consultant prepares journal entries to record the payroll and related costs to the various departments based on which function the employee performed.

Payroll Timekeeping. Each employee has a username and password to access the payroll processing interface for recording their work time. Employees "clock in" and "clock out" each day to record actual hours worked. At the end of each pay period, the Executive Assistant or Director of Programs reviews each employee's time to ensure accuracy. If mistakes are found, only the Executive Assistant, Director of Programs or the CEO have access to make changes in the payroll system. Once the Executive Assistant or Director of Programs is confident the time entries are accurate, the Director of Mobility Programs or the CEO reviews and approves the payroll.

Mileage Reimbursement. Each employee is responsible for keeping a log of miles driven for job-related duties. The log includes the date, number of miles driven, and purpose of the trip. At the end of each pay period, the employee submits the log to the Executive Assistant or Director of Programs for review. This data is reviewed and entered into the payroll processing interface by the Director of Programs or the CEO prior to approving the payroll. Only the Executive Assistant, Director of Programs and the CEO have access to inputting reimbursement mileage into the payroll system. Mileage reimbursement is included with the employee's paycheck but is reported separately and not treated as taxable income.

Bank Reconciliations. Bank accounts must be reconciled by the external accounting consultant on a monthly basis and reviewed by the CEO. All check numbers must be accounted for including tracing to the sequence of checks to previous statements to provide for a complete sequence during each fiscal year. The Accounting Consultant will notify the Executive Assistant of any checks outstanding over 90 days to be investigated. Checks outstanding over 180 days will be voided in the accounting software.



Passwords. All passwords are maintained in a confidential electronic folder on the MOVE server. Only the CEO, Director of Programs and the Executive Assistant have access to staff passwords. Should an employee need their password, they may submit a request the CEO, Director of Programs or Executive Assistant to retrieve their password. All changes to passwords will be recorded and maintained in the confidential electronic file.

Passwords will be changed periodically, as is deemed necessary by the CEO. Passwords are not to be shared with anyone for any reason.

Deposits. MOVE receives or anticipates receiving periodic checks from the following agencies: STANCOG, the County of Stanislaus and Caltrans. Other payors may be added as other funding sources are identified. Checks are received in one of two ways: either in the mail or picked up in person by the CEO. If a check is received by mail, proper mail handling techniques, as described in this document, will be used. The CEO will deposit the funds into the appropriate bank account. Unearned Measure L funds are deposited into their own, separate, bank account. All other funds received are deposited into MOVE's general checking account. The CEO will give the Executive Assistant the deposit slip, check stubs, and support documentation received with the checks. The Executive Assistant will post the payments received and deposit made into the accounting software. In addition, the Executive Assistant will keep the deposit slip, check stubs and support documentation with the month-end document package for retrieval or review at a later date. In the event, MOVE receives funding from other entities, MOVE will prepare invoices to the payor, as needed, and receive the checks through normal mail controls.

Financial Documentation Retention. A month-end documentation package is maintained and filed chronologically by month for each month. The documents retained are: bank statements, receipts for expenditures, and deposit documentation, as described in the Deposit section of this document. Financial records are kept in the office until the end of the annual external audit and then kept either on site or off-site for an additional five years. All payroll documentation, support and reports are kept for at least seven years. For clarification, references to documents or documentation in this section mean the original paper documents or electronic copies of them.

Mail.

Procedures for handling incoming mail:

1. All large packages will be provided to the Receptionist by the mail carrier. The Receptionist will then update the MOVE package excel log located in file staff/orders.
2. Receptionist or other MOVE employee designated by the Director or CEO will check mail daily (M-F). Only employees that do not post financial information into the accounting system shall be designated to retrieve the mail. The mailbox is located downstairs, out front in a locked mailbox, labeled # 5.
3. Receptionist or designated employee will then stamp the mail with the



- date/time stamp and place all mail into Director inbox.
4. Director or MOVE employee designated by the CEO will be responsible for reviewing mail and distributing appropriately.
 5. Director or MOVE employee designated by the CEO will distribute all MOVE financials, including bank statements, to CEO in the original closed envelope.
 6. All parties who receive distributed mail are responsible for opening and stamp/dating mail.

Procedures for handling outgoing mail:

1. All outgoing mail is to be placed into the black mail box (unlabeled) located by printer in middle workspace area.
2. All small envelopes will be pre stamped and group together based on program.
3. Larger envelopes will be placed in brown basket with a sticky of associated program.
4. All pre stamped mail will be taken downstairs to the outgoing mailbox in front of the MOVE office.
5. All other larger mail, stamped or unstamped, will be taken by the Receptionist or designated staff person to Bear Postal on Coffee Rd.

Capital (Fixed) Assets. A "Capital Asset" is defined as a unit of property that: (1) has an economic useful life that extends beyond 12 months, and (2) was acquired or produced for a cost of more than the defined threshold. MOVE establishes \$5,000.00 as the threshold for this policy. All Capital Assets are recorded at historical cost as of the date acquired and shall include any associated taxes, warranties, delivery, and installation costs. The useful life for depreciating Capital Assets on MOVE's financial statements shall be determined by regulations or guidelines that govern the funding source used for purchasing the Capital Asset. Assets with an economic useful life of 12 months or less are not considered Capital Assets and are required to be expensed for financial statement purposes regardless of the acquisition or production cost.

PURCHASING AND PROCUREMENT

Summary

It is the goal of MOVE to procure goods and services in a cost effective, timely, efficient and fair process, and to provide for the maximum participation by disadvantaged business enterprises, DBEs. To accomplish these goals, the following policies for the procurement of goods and services are established for MOVE:

Procurement Policy

Procurements of goods and services will be consistent with the adopted MOVE budget. Adoption of the Budgets will constitute approval to initiate the procurements consistent with the terms and conditions of the adopted MOVE Bylaws, the adopted policy detailing purchasing authority of the Chief Executive Officer (CEO), and this



procurement policy. CEO is authorized to make expenditure adjustments between line items of up to 20% greater or less without further action by the Board of Directors as long as the total budget does not vary from the adopted level. Except for obtaining the appropriate Board signatures on contracts or letters of understanding and on payment authorization requests, or in the event of a protest, no further Board action will be required to proceed with an acquisition.

Procurements shall be divided into the following categories:

- Level I - estimated costs that are \$25,000 or less
- Level II – estimated costs over \$25,000 and up to \$50,000,
- Level III - estimated costs greater than \$50,000
- The appropriate level of procurement is determined by the entire amount of a contract, not a single year.
- Professional services - no competitive bidding required
- Sole Source Procurements – no competitive bidding required.

Level I Procurements

Level I procurements which cost \$25,000 or less are purchases that are within the MOVE Budget, but which do not require a formal procurement process.

Consistent with the purchasing authority adopted by the MOVE Board of Directors and without further Board action, the CEO may obligate MOVE (approve and sign contracts) for any item which costs less than or equal to \$25,000 so long as the obligation does not cause any approved budgeted line item to be exceeded by 20%.

Level II Procurements

Level II procurements are considered to be small procurements if they are over \$25,000 but not more than \$50,000. They will be secured through an informal competitive process managed by the CEO, which will include: identifying suppliers that have developed and/or provided to others goods and services similar to those required; conferring with federal, state and local organizations that have successfully developed and/or provided similar goods and services to identify recommended suppliers; identifying deliverables to be provided; contacting one or more suppliers to describe the goods and services required and to determine their interest in meeting these requirements; securing, analyzing and comparing cost estimates for the goods and services to be provided; preparing a contract between the supplier and MOVE which describes the goods and services to be provided and the terms and conditions of the acquisition.

The final award will be made via a contract signed by the MOVE Chair and CEO. Once fully executed, the CEO may obligate MOVE for funds spent pursuant to said contract. Written documentation of all steps taken in securing a small procurement will be prepared and maintained by the MOVE CEO.



Level III Procurements

Level III procurements are considered to be large procurements over \$50,000. They will be secured by a formal competitive process (including formal advertising) managed by the CEO and submitted to the Board for review and approval. Affirmative steps will be taken to ensure that DBEs are used when possible and trade publications will be used to identify potential bidders. The process will include selection evaluation criteria developed in advance, which will be available to all potential bidders, and a bid protest procedure. Bidders will receive formal notification of, and an opportunity to protest, the proposed determination. Protests submitted pursuant to terms of the bid will be heard by the Board before the final determination and award is made.

A final award will be made by the Board of Directors via a formal contract signed by the MOVE Chair and CEO, pursuant to the MOVE Bylaws. The contract shall contain all provisions as stipulated by any contract in force between MOVE and any state or federal agency. Once fully executed, the CEO may obligate MOVE for funds spent pursuant to said contract. Written documentation of all steps taken in securing a large procurement will be prepared and maintained by the MOVE CEO.

Professional Services

MOVE may procure professional services without competitive bidding. There is no requirement to engage in competitive bidding when seeking to retain specially trained persons or firms to provide services in connection with financial, economic, accounting, engineering, administrative, hardware/software systems, or other matters involving specialized expertise or unique skills.

Sole Source Procurements

A sole source procurement is one that can be made from only one source of supply or a procurement where the specifications and requirements for the items or services to be procured are so unusual or distinct as to narrow possible sources down to one. This may be the case, for example, with specialized custom software, specialized technical expertise, replacement parts for brand name machinery equipment, or vehicles. The sole source must be the only known source of supply with the capability of meeting the bona fide specification requirements. The CEO is responsible for validating that there is only one available source of supply

Lease, Property or Equipment

The CEO, subject to the approved budget and procurement policy, can negotiate and execute in the name of MOVE all leases of personal property and real property. A lease agreement or rental agreement shall be considered the same kind of document. In all lease or rental transactions, a written agreement must be made to define and clarify the intent, obligations, terms, and conditions that have been



negotiated. The total financial obligations of the lease will determine where it falls with the procurement policy.

Administration

The CEO is responsible for the administration, revision, interpretation, and application of this policy. The policy will be reviewed periodically and revised as needed.

Approval

Chief Executive Officer
MOVE Stanislaus Transportation

Chair of the Board
MOVE Stanislaus Transportation



DATE: April 25, 2023
TO: MOVE Board of Directors
FROM: Phil McGuire
RE: MOVE Financial Reserve Policy

Agenda Item: 6

Discussion:

Much of the funding that MOVE receives is disbursed on a reimbursement basis. Thus, expenses are incurred before the funds are received to cover those expenses. In addition, the other major funds received by MOVE are disbursed several months into the new fiscal year. This combination of factors creates the need for financial reserves to cover the cash flow needs of the organization.

This circumstance will not serve the long-term needs of the agency. A standing reserve to meet cash needs and to be available for potential downturns in available fund sources is sound financial management.

A cash reserve is something that can be accumulated over a period of time. MOVE can claim up to 5% of available Transportation Development Act (TDA) funds each year for either capital or operating purposes. To date, MOVE has not claimed the full 5%. Beginning with FY 24, MOVE is requesting the full 5% of available TDA funds from StanCOG. The 5% level exceeds the projected operating and capital needs for that fiscal year by approximately \$300,000. These remaining funds are proposed to constitute the initial contribution to a Reserve Fund.

The proposed policy suggests the accumulation of a reserve of \$1,000,000. This would amount to approximately four months of operating expenses. A reserve of this level would provide cash to cover the grant reimbursement schedule and also be available for other potential needs as determined by the CEO and/or Board of Directors. Such a reserve could conceivably be used to fund major projects in the future and otherwise cover downturns in the availability of regular operating funds.

The staff will present a companion policy at a future meeting for the establishment of an investment policy. Such a policy would identify appropriate investment mechanisms for reserve funds to allow for the accrual of interest on the reserve funds.



Fiscal Impact:

The reserve policy is proposed at this time to dedicate funds up to the full 5% of TDA that is available to MOVE. This amount for FY 24 will not fully fund the proposed reserve. Rather, it establishes a pattern of claiming MOVE's full 5% TDA allocation and retaining the funds in a reserve to cover critical cash flow and other needs. These will be part of future TDA claims to allow for the incremental achievement of the established reserve level and also may be available through such sources as prior year carryover funds.

Recommendation:

It is recommended that the Board of Directors:

By Resolution Adopt a Reserve Fund Policy and authorize the CEO to initiate steps to implement the policy.

Attachment:

1. MOVE Stanislaus Transportation Reserve Fund Policy



MOVE STANISLAUS TRANSPORTATION

**RESOLUTION 2023-02
ADOPTING THE MOVE STANISLAUS TRANSPORTATION
RESERVE FUND POLICY**

WHEREAS, MOVE Stanislaus Transportation (MOVE), is a nonprofit corporation which was created to provide human service transportation programs countywide; and

WHEREAS, it is prudent practice to establish a reserve fund that will allow MOVE to save for future needs and maintain a stable operating budget; and

WHEREAS, the MOVE's goal is to establish a reserve fund equal to approximately four months operating expenses.

NOW, THEREFORE BE IT RESOLVED that the Authority Board of Directors adopts the MOVE Stanislaus Transportation Reserve Fund Policy attached hereto as Exhibit A and authorizes the Chief Executive Officer to take the necessary steps to implement the policy.

The foregoing Resolution was introduced at a regular meeting of the MOVE Stanislaus Transportation Board of Directors, on the 25th day of April, 2023. A motion was made and seconded to adopt the foregoing Resolution. Motion carried and the Resolution was adopted.

MEETING DATE: April 25, 2023

JENNY KENOYER, CHAIR

ATTEST:

MEAGAN MYERS, CHIEF EXECUTIVE OFFICER



**EXHIBIT A
RESERVE FUND POLICY**

Reserve Fund Policy

I. Purpose

The purpose of the Reserve Fund Policy ("Reserve") for MOVE Stanislaus Transportation (MOVE) is to help ensure the long-term ability of the organization to meet its mission¹. MOVE will maintain the Reserve to achieve the following objectives:

- To create an internal line of credit to manage cash flow and maintain financial flexibility
- To enable the organization to sustain operations through delays in payments of committed funding/contracts
- To pay for one-time, nonrecurring expenses that will build capacity, such as staff development, research, special projects, or vehicle replacement costs

The Reserve is not intended to replace a permanent loss of funds or eliminate an ongoing budget gap. It is the intention of MOVE for reserves to be used and replenished within one year.

II. Definitions and Goals

The Reserve is defined as funds set aside by action of the Board of Directors. Its ongoing operation and oversight is delegated to the Chief Executive Officer (CEO).

A. Target Minimum Amount

The minimum amount to be designated for the Reserve will be established as an amount sufficient to maintain ongoing operations and programs for a established period , measured in months. The Reserve serves a dynamic role and will be reviewed and adjusted in response to internal and external changes.

The target minimum Reserve is equal to \$1,000,000, representing four months of operating expenses on average.

¹ The mission of MOVE is to empower people to improve their lives by finding the most appropriate mode of transportation for their needs.



The calculation of average monthly operating expenses includes all recurring, predictable expenses such as salaries and benefits, contract operations, occupancy, office, travel, program, and ongoing professional services. Depreciation, in-kind, and other non-cash expenses are not included in the calculation.

B. Funding Reserves

To establish the Reserve, the MOVE Board of Directors will allocate funds available to MOVE from various sources of operating and capital funds, not needed for current operating needs, as the beginning balance of the fund. Any unfunded balance to meet the minimum reserve fund balance of \$1,000,000 is to be funded over the next 3-5 years (depending upon available resources through funding strategies incorporated into annual grant management and budget planning).

The amount of the Reserve target minimum will be calculated each year as part of the annual budgeting process. This amount will be reported to the Board of Directors and included in the regular financial reports. The Reserve will be funded annually by 1) surplus unrestricted operating funds or 2) as an expense included in the organization's annual budget. The Board of Directors may from time to time direct that a specific source of revenue be set aside for its reserves. Examples may include allocated Transportation Development Act (TDA) funds that exceed the amount needed for annual operation. MOVE's CEO will ensure that any funds designated for the Reserve will not carry restrictions that conflict with the Board's oversight of the fund as outlined in the policy.

III. **Investing Reserves**

The Reserve will be funded and available in cash or cash equivalent funds, in accordance with the risk preferences, liquidity needs, and investment objectives of the organization.

The Reserve will be specifically identified and accounted for in MOVE's accounting system. Policies and procedures for handling deposits, reconciling statements, safeguarding access, etc. will be the same as for any of the organization's other accounts.

III. **Shortfalls**

If the Reserve is and has been less than 50% of the target reserve minimum for two consecutive years, the Board of Directors will, subject to sufficient



operational and capital funding available to meet anticipated operational needs for the fiscal year(s), adopt an operational budget with a projected surplus sufficient to rebuild the Reserve to its targeted reserve level over a prescribed number of years.

IV. Accounting for Reserves

The Reserve will be listed separately in the unrestricted net assets section of the organization's statement of net position as "Board-Designated Reserve" and the status of borrowings from the reserve will be reported in financial reports to the Board.

V. Using Reserves

A. Management Identifies Appropriate Use

The CEO will justify access and use of the Reserve and confirm that the use is consistent with the purpose of the Reserve as described in this Policy. As a part of this process, the CEO will do the following:

- Analyze the reason for the needed funds
- Assess the availability of any other sources of funds before using reserves; and
- Evaluate and document the time period that the funds will be required, and then replenished.
- Board authorizes use via Board meeting action item
- Board monitors reserves on a regular basis

The CEO may access the Reserve for purposes as outlined above, should sufficient funds be available to replenish usage within two years' time or other replenishment period established or approved by the Board.

The CEO will submit a written request to the Board of Directors to include the analysis and determination of the use of the Reserve and plans for replenishment (as outlined above). The Board of Directors will, in writing, approve or modify the request and authorize the transfer from and replenishment terms to the Reserve.

If the Board of Directors establishes and authorizes a standing committee to authorize the use of the Reserve and plans for replenishment, the CEO will submit a request to the committee in writing, which will include the



analysis and determination of the use of the Reserve and plans for replenishment (as outlined above). The committee will, in writing, approve or modify the request and authorize the transfer from and replenishment terms to the Reserve. A separate written notification of the request and the action of the committee will be sent to the MOVE Board of Directors.

B. Borrowing Funds

Any funds drawn from the Reserve for longer than twelve months will be paid back through a prescribed repayment schedule. The CEO shall request approval of usage and the proposed repayment schedule from the Board of Directors or established standing committee, if created, as described above. If approved by a standing committee, such disbursement shall be reported at the next Board of Directors meeting. At any time that a draw down from the Reserve is outstanding, the status of the draw down and payments made will be specifically included in any financial report to the Board of Directors.

If a draw-down from the Reserve cannot be replaced in the timeframe established and a longer repayment period is requested, the longer repayment period must be approved by a $\frac{3}{4}$ majority of the Board of Directors. A record of such action will be maintained and be made a part of the Board meeting minutes.

C. Report and monitor use of funds

The CEO is responsible for ensuring that the Reserve is maintained and used only as described in this Policy. Upon approval for the use of the Reserve, the CEO will maintain records of the use of funds and plan for replenishment. MOVE will provide regular reports to the Board of Directors of progress to restore the fund to the target minimum amount.

VI. Review of Policy

This policy will be reviewed as needed to ensure the Reserve Fund matches MOVE's needs as its operations evolve. The review will be performed by a standing committee charged with this purpose, if one has been created. Final approval of any revisions to this Policy is required by the Board of Directors



DATE: April 25, 2023
TO: MOVE Board of Directors
RE: CEO Report

Agenda Item: 9

A. CEO Training with Advisor Phil McGuire

Meagan Myers began work as the CEO of MOVE Stanislaus (MOVE) on March 27, 2023. Former Interim CEO (now Advisor) Phil McGuire provided CEO Myers with in-person training during her first week. Advisor McGuire shared information related to MOVE's history, mission, Board of Directors, funders, partners, staff, consultants, beneficiaries, volunteers, programs, organizational structure, budget, staff culture, public image, and more. The information was presented at a "high level" view to quickly introduce CEO Myers to the organization and current operations.

CEO Myers began establishing a positive working relationship with staff rather quickly, holding a staff meeting during her first week of work and focusing most of the meeting on strategic team-building exercises that promoted leadership/staff relations. CEO Myers also utilized the meeting as an opportunity to discuss the shared motivation of leadership and staff to improve the quality of life of those served by MOVE.

Advisor McGuire coordinated with Consultant Marilyn Cole to provide CEO Myers and other staff with ADA Paratransit Eligibility Refresher Training during CEO Myers' second week. The training served as an excellent introduction for CEO Myers to the ADA Paratransit services MOVE provides. CEO Myers followed the training with an ADA Paratransit Eligibility Interview, seeing first-hand the tremendous need that exists for/value of paratransit services in the Stanislaus County community and the amazing job that Transit Resource Specialist staff do to determine eligibility for people whose disabilities prevent them from using accessible public transportation.

In addition to securing the Paratransit Eligibility Refresher Training, CEO Myers also secured training on the Assisted Rides management/software platform being utilized by MOVE for various programs and services, except for ADA Paratransit Eligibility.

During her second week at work CEO Myers was also introduced to two current Catholic Charities staff (both of which will be MOVE staff as of July 1st as part of the transfer of the Catholic Charities transportation program to MOVE in the new fiscal year).

CEO Myers also attended her first Social Services Transportation Advisory Council



(SSTAC) meeting during her second week on board, meeting for the first-time key transportation partners/funders.

A significant personnel issue, previously addressed with the MOVE Board of Directors, was resolved during CEO Myers' second week, as well. Advisor McGuire was particularly helpful with the personnel matter, connecting CEO Myers to legal support and offering feedback on the difficult matter concerning the former employee.

CEO Myers' third week began with an overview of MOVE's current budget, budget for FY 2023-24, and accounting process, provided by both Advisor McGuire and Consultant Clint Miller, owner of Miller Consulting Business and Tax Services.

During her third week at MOVE, CEO Myers also attended her first Commission on Aging monthly meeting with Board Chair Jenny Kenoyer. CEO Myers will regularly attend these meetings, on behalf of MOVE, with Ms. Kenoyer.

The job description for the Director of Programs, a retitling of the Director of Mobility position formerly held by former staff member Hayley Vieyra, will be developed the week of April 17th. Advisor McGuire will review the job description and provide his feedback for incorporation. The core responsibilities of the Director of Programs are to plan, execute, and evaluate, with efficiency and effectiveness, the programs with which the position is responsible for (Paratransit Eligibility and Travel Training). The salary range for this position is \$75,000-\$80,000, depending on experience. CEO Myers aims to have the Director of Programs position filled by June 1st.

Advisor McGuire will continue to provide training and support to CEO Myers in the coming months and year in alignment with his Board-approved contract for services.

B. Staff Morale/Intentional Team Building

Workplace culture is a core organizational asset. Organizational culture often impacts agency effectiveness and efficiency. A positive agency culture more often than not translates to a great non-profit with more productivity, while a negative organizational culture can mean disaster for trust, accountability, teamwork, and impact.

In CEO Myers short time with MOVE, she became aware that the organization was suffering from an unhealthy, negative, and failing agency culture. Not only did Consultant McGuire and several staff members advise CEO Myers that most



MOVE staff lacked trust, confidence, and respect in MOVE's former Director of Mobility Services (due to perceived deceit, hoarding of information needed by staff, authoritarian leadership style, lack of transparency, etc.), but CEO MYERS secured first-hand experience of the obvious tension between staff and their supervisor. It became obvious very quickly to CEO Myers that the most urgent priority in her first few weeks at MOVE was to begin rebuilding the unhealthy and failing employee culture.

CEO Myers worked hard over the past few weeks to begin changing MOVE's organizational culture, taking deliberate action to address the most pressing issue (as previously noted) and supplementing it with a tone from the top that prioritized and will reward attitudes, behaviors, and actions that align with a successful, healthy, and great organization (trust, respect, accountability, reliability, openness, adaptability, productivity, etc.).

MOVE staff should feel a sense of belonging and respect and have a clear understanding of why MOVE exists, MOVE's primary goals and objectives, how MOVE programs and services meet and advance its mission and vision, and the role that they play, in their respective staff positions, to contributing to the markedly improved quality of life of those that utilize MOVE's resources.

CEO Myers looks forward to encouraging actions and behaviors that help to cultivate a strong organizational culture based on the agency's purpose, mission, vision, and values. An outstanding culture will attract and retain wonderful employees, volunteers, partners, and other constituents who can advance MOVE's mission with success.

CEO Myers utilizes a set of deeply held principles to inform every aspect of her work. These principles include but are not limited to:

- Being accountable.
- Being productive
- Delivering quality.
- Making a difference.
- Being truthful.
- Being transparent (as appropriate)
- Being professional
- Being creative
- Being reliable.
- Respecting company policy and rules.
- Showing reasonableness
- Showing respect and courtesy
- Showing grace and compassion



- Showing encouragement
- Working collaboratively
- Working with a positive attitude
- Adaptability to change
- Valuing the work of others

CEO Myers will continue to strategically craft a healthier, more positive and productive workplace culture knowing that culture is not changed overnight, but rather over time. Ultimately, MOVE will become an agency where work is valued, where people work hard for success, and where staff feel supported and best positioned to improve the quality of life of those that MOVE serves.

C. Director of Programs Job Posting

CEO Myers will be coordinating over the next month a competitive recruitment process to fill the position of Director of Programs. The Director of Programs is a retitling of the Director of Mobility position formerly held by former staff member Hayley Vieyra. The job description for this position is currently being revised and will be published for jobseeker review on several job boards and shared with partnering organizations. The core responsibilities of the Director of Programs are to plan, execute, and evaluate, with efficiency and effectiveness, the programs with which the position is responsible for (Paratransit Eligibility Services and Travel Training). The salary range for this position is \$75,000-\$80,000, depending on experience.

CEO Myers aims to have the Director of Programs position filled by June 1st.

D. Staff/Program Performance Measurement

Measurement is an essential management tool, as it helps to determine if MOVE's work is making an impact. Additionally, measurement allows leadership to demonstrate value, manage resources, and focus improvement efforts.

CEO Myers, with input from staff and support from Consultant Cole, will be developing annual and quarterly goals for all programs that MOVE currently operates. The annual/quarterly goals will define success, focus priorities, and establish accountability amongst staff. The goals will be focused, concise, comprehensible, and measurable, representing MOVE's output over established timelines. Ultimately, the annual and quarterly goals will serve as a "contract" between staff and leadership about the work that will be completed. Progress towards goals will be measured utilizing specific metrics, which demonstrate an achieved result with the data to back it up.



CEO Myers will be developing and instituting accountability mechanisms, tools that will be utilized to review progress towards established goals. The mechanisms will be applied at every level-as an agency, in teams, and at the individual staff level. Accountability tools will include, but may not be limited to individual, programmatic, and team Scope of Works, ongoing meetings to review plans and action items, standardized reports, and metrics dashboards.

With good goals and buy-in from staff, the entire MOVE team will have a set of shared goals that will be utilized by CEO Myers as a foundation for demonstrating community impact and ensuring continued employee/team morale. The goals will strategically be kept on the top of mind for all staff in all that they do. Knowing the quantitative and qualitative contribution of their work will serve as a continual motivation for staff performance and teamwork.

E. CEO Performance Indicators

CEO Myers is committed to setting direction in alignment with MOVE's mission, ensuring MOVE operates according to strategic goals, instilling in staff an authentic desire to support strategic direction, establishing standards of excellence, ensuring milestones are understood and met, and building a strong, committed team to improve the lives of the individuals that the agency serves.

Ultimately, CEO Myers takes ownership and accountability for the success of MOVE, helping to ensure that it has in place elements that are central to enduring profits including, but not limited to a strong mission, an aspirational vision, clear structures, outcome-oriented staff, and people-focused practices.

The CEO performance indicators (not unlike the performance measures to be established for MOVE staff and programs) are the core qualitative and quantifiable indicators of success toward established results/ends. CEO Myers' performance indicators will provide a focus for strategic and operational improvement, create an analytical basis for decision making, and help focus attention on what matters most within MOVE. CEO Myers will manage her performance indicators by setting targets (desired level of performance) and tracking progress against the established targets.

CEO Myers will be working to create her CEO performance indicators to share with the Board of Directors at a future Board meeting.

F. Upcoming Staff Rides



CEO Myers understands the value of staff taking time in their schedules to ride the transportation options that MOVE connects residents to. As such, CEO Myers will instruct staff, as an important training opportunity, to begin taking public transit rides, VetsVan rides, and ADA paratransit rides. The rides will provide staff with unique hands-on learning experiences that will help them to better understand the transportation services residents utilize. MOVE's travel trainers will accompany staff on routes, when possible, to provide additional education and insight not afforded by a standard ride without the travel training resources.

G. Marketing & Outreach Plan

A strong outreach plan is the backbone of a successful organization. CEO Myers will create a marketing and outreach plan in the near future that boosts awareness of MOVE's mission, core programming, volunteer opportunities, impact, and accountability. The plan, designed with key stakeholders (MOVE beneficiaries, prospective volunteers, partners, funders, etc.) interests in mind, will be completed following an evaluation of current marketing efforts. Following the evaluation, a list of draft strategic outreach goals will be established followed by a prospecting process that clearly define the communities and demographics that fit in with MOVE's mission and outreach plan. MOVE leadership and staff will then work to define the most appropriate channels and opportunities for outreach prior to developing action plan activities, due dates, and associated staff responsibilities. When the strategic marketing and outreach plan is developed it will include marketing goals that align with key stakeholders, SMART (specific, measurable, achievable but ambitious, relevant, and time-based) objectives, performance indicators to measure success, specific staff action steps needed to be successful, due dates, and required resources.

CEO Myers aims to have MOVE's marketing and outreach plan completed by the first quarter for use during FY 2023-24.

H. Utilization of MOVE Social Media

While some people use social media platforms like Facebook or Instagram to keep up with friends, many more use them to engage with various organizations. Social media marketing for MOVE, if utilized, would mean connecting with a broad range of individuals (past, current and prospective MOVE clients, volunteers, partnering organizations, funders, etc.) in Stanislaus County (and beyond) to promote engagement with the organization's mission, vision, programs, impact, and opportunities.

There are many known benefits to utilizing social media. A few benefits include:

Promote awareness: social media posting helps organizations to raise awareness



of their mission and vision, goals, programs, special events, community issues, etc. It also helps agencies to connect with people who need support.

Build communities: social media can be a powerful community building tool for nonprofits. Social media posting helps agencies to grow their base and recruit potential volunteers, advocates, and mentors. Social media platforms allow agencies to create channels and groups where people can engage, share resources, and stay informed about issues that matter to them.

Improve connectivity: interactive content posted to social media allows the audience to participate and feel more engaged with organizational programming, activities, etc.

Share impact: social media posting affords agencies the opportunity to demonstrate impact and build momentum by celebrating victories, big and small. Organizations can “show off” their great work by sharing client testimonials and other success stories and demonstrate how they are actively “moving the needle” on their core work and mission.

MOVE will begin utilizing social media in the next few weeks to share program information, success stories, volunteer opportunities, etc.

I. Staff ADA Paratransit Eligibility Refresher Training

MOVE consultant Cole in early April provided staff with two days of in-person ADA Paratransit Eligibility refresher training. The training covered a review of the Federal Transit Administration’s Americans with Disabilities Act (ADA) Guidance, ADA paratransit criteria, ADA paratransit eligibility requirements, alternative eligibility determination processes (with a focus on in-person interview and assessment options), information on Personal Care Attendants (PCA) and companions, determinations for children, temporary eligibility, interview techniques, assessment modeling, appeals of eligibility determinations, and more.

The training was a wonderful introduction for CEO Myers to ADA paratransit services and a very helpful refresher for staff that had already been through training.

MOVE consultant Cole will in May provide staff with additional/follow-up paratransit eligibility training.

J. Staff Assisted Rides Training

Consultant Cole provided staff (including two current Catholic Charities staff that are coming on as MOVE staff beginning July 1st) with Assisted Rides software



training in early April. Assisted Rides is a relatively new management/software platform being utilized by MOVE for various programs and services, except for ADA Paratransit Eligibility. From scheduling rides and other forms of assistance, to managing data and extensive reporting, Assisted Rides addresses multiple MOVE needs, all from one software database. Staff are currently in the process of becoming more familiar with the software. The plan is for all staff (except for Transit Resource Specialist) to begin utilizing the database by May.

K. Meeting/Work Session with StanRTA

CEO Myers, Advisor McGuire, and Consultant Cole utilized a portion of the recent staff ADA Paratransit Eligibility Refresher Training to secure a better understanding of staff responsibilities that are rather time-burdensome, duplicative, and have a generally negative impact on their relationship with partnering agency Transdev. A decision was made during the training to request a meeting with Adam Barth, CEO of Stanislaus Regional Transit Authority (StanRTA), to discuss the challenges and MOVE recommended solutions. Mr. Barth advised that he is open to discussing the stated concerns. A meeting between MOVE and StanRTA has been scheduled to take place on May 1st.

MOVE's proactive approach to identifying issues currently faced by its Transit Resource Specialist staff is anticipated to lead to greater program efficiency and an improved partnership relationship between MOVE and Transdev.

L. Transdev Paratransit Eligibility Visit to Stanislaus Eligibility Center (SEC)

MOVE's Stanislaus Eligibility Center will be hosting Transdev San Jose ADA paratransit staff on May 10th for a special peer learning session. The session will provide San Jose staff with the unique opportunity to learn from MOVE's Transit Resource Specialist staff as they carry out their core work providing eligibility determinations for ADA paratransit services in Stanislaus County. Additionally, MOVE staff will enjoy the opportunity to learn more about the work that Transdev San Jose staff do as it relates to their paratransit program. CEO Myers will be speaking with Sean Powers (Transdev Senior Director of Operations- Performance Management) in the coming week to formulate specific goals for the session to ensure that it is equally beneficial for MOVE and Transdev staff.

M. Catholic Charities Program Update

MOVE is continuing to prepare for the transfer of the Catholic Charities Senior Assisted Rides program from Catholic Charities to MOVE, effective July 1st. In addition to providing current Catholic Charities staff with an overview of the Assisted Rides software platform in early April, CEO Myers, Consultant McGuire, and staff are planning a strategic work session scheduled for May 11th with



Catholic Charities staff. Prior to the meeting, CEO Myers and Consultant McGuire will meet to discuss core elements of the program that will serve as a guide for the strategy meeting in May. Discussion items include, but are not limited to program eligibility, trip scheduling, reservation protocols, service protocols, the option of paid drivers, and specific driver duties. An additional update on the Catholic Charities Assisted Rides program will be provided at the next Board meeting.

N. Partnership Development

CEO Myers is committed to establishing and maintaining excellent relationships with MOVE's core partners and funders. To that end, CEO Myers will be meeting over the next few months with MOVE's current partners (transportation providers and human services agencies) throughout Stanislaus County to discuss and encourage continued collaboration to connect individuals in the county with the life changing transportation options that they need and deserve.

In addition to meeting with partners in the near future, CEO Myers will be working to develop strategic partner communication opportunities to promote positive messages about collaborative activities and achievements. This may include, but is not limited to quarterly newsletters, social media postings, a larger partnership meeting, and an annual report.

Ultimately, MOVE can do vastly more to improve the quality of life of Stanislaus County residents in collaboration with partners than it could ever hope to do alone.

O. Installation of Client/Staff Safety Device

Sudden cardiac arrest strikes 7 million people a year worldwide with no warning and no pattern. There's little time to react and even less time to think.

MOVE recently purchased and had installed an Automatic External Defibrillator (AED) to ensure that staff have immediate access to the technology needed to help save a life in response to a sudden cardiac arrest. The HeartSine samaritan PAD 360P AED is connected, intuitive and cost-effective, ensuring the AED is simple to manage and ready to use by any first responder. The AED system is user-friendly, with easy-to-understand visual and voice prompts that guide the rescuer through the entire resuscitation process, including CPR—a key link in the chain of survival. With just an ON/OFF button (and the shock button), the system offers simple, straightforward operation. After analyzing heart rhythm, the system automatically delivers a shock (if needed), eliminating the need for the rescuer to push a shock button. The device automatically runs a self-check each week.

Staff received instruction in the use of the device the week of April 10th.