



**MOVE Board of Directors Meeting Agenda
1:00 PM Tuesday, May 16, 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 April 25, 2023

Action: Approve Consent Calendar Item

5. Transportation Development Act (TDA) Board Resolution (Meagan Myers)

Action: By Resolution Authorize MOVE Stanislaus Transportation CEO to Submit and Execute All Required Documents Associated with the Claim process for the FY 2023-24 Transportation Development Act (TDA) Claim to the Stanislaus Council of Governments (StanCOG)



6. Miller Consultancy Business and Tax Services Contract (Meagan Myers)

Action: Approve an Amendment to the Standard Agreement with Miller Consultancy Business and Tax Services Contract that Increases the Amount of the Contract by \$10,000 to meet MOVE needs through the close of FY 2022-23.

7. Revised Organization Structure (Meagan Myers)

8. CEO Report (Meagan Myers)

- A. Director of Programs Job Interviews
- B. Recruitment for Receptionist
- C. Staff Training (New Roles)
- D. Stanislaus Eligibility Center (SEC) Program Changes
- E. Catholic Charities Program Update
- F. Partnership Development
- G. Staff Outreach
- H. Vehicle Purchase Update

9. Comments by Rosa De Leon Park (Ex-Officio)

10. Comments by Board Members

11. Board Meeting Schedule

Action: Approve a revised Board meeting schedule that better allows for consistent participation by all Board members.

12. Information Items (Meagan Myers)

- A. MOVE Open House tentatively scheduled to occur on June 29th from 10:00 a.m. to 2:00 p.m.

Next Scheduled Board Meeting:

June 20, 2023 at 1:00 p.m.
4701 Sisk Road Ste. 201
Modesto, Ca 95356



DATE: May 16, 2023
TO: MOVE Board of Directors
RE: Minutes April 25, 2023

Agenda Item: 4A

Meeting Minutes

AGENDA

1. Call to Order 1:06 PM

2. Roll Call –

Jenny Kenoyer
Jeff Lambaren
Pat Maisetti
Geri Vargas
Lupe Aguilera – arrived 1:30 pm

Also in attendance: Jean Foletta, Clint Miller, Phil McGuire, Kristin Bragg, Meagan Myers, Melinda Gonser, 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 March 21, 2023
- B.** Revision to Accounting and Internal Control Policy

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

Passed: Unanimous

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

Discussion: Mr. McGuire reported that Board Items 5 and 6 are related. He reminded the MOVE Board of Directors that during the last Board meeting, the



Board approved CEO Myers to make changes to the TDA claim and the Budget. StanCOG advised a few weeks ago that changes needed to be made to the yearly claim process. As a result, and with the assistance of StanCOG's Transit and TDM Advisor Jean Foletta, Mr. McGuire and Mr. Miller implemented StanCOG's recommended changes to the MOVE claim. The changes were submitted to StanCOG by the established due date. The key impact for MOVE is MOVE's opportunity to develop and implement a Reserve Policy.

6. Reserve Account Policy – Phil McGuire

Discussion: Mr. McGuire presented the idea of MOVE establishing a Reserve Fund at the last Board meeting. The Reserve Fund and the Contingency Fund are different funds and are reflected separately in MOVE's budget. MOVE previously spoke with StanCOG about creating a needed reserve, however, there was not an opportunity at the time of the discussion to go back and change MOVE's budget for FY 2023-24. Mr. McGuire was under the impression that the opportunity to add a Reserve Fund had passed for next fiscal year. However, in the process of finalizing TDA claims, administrative errors were found by StanCOG in the calculation of the LTF ceiling caps. Specifically, the StanRTA Transit Center capital claim was omitted, and the MOVE conditional claim was incorrect. MOVE proceeded to submit a revised claim that included the Reserve Fund for FY 23-24. In all the years that MOVE filed a TDA claim with StanCOG, the organization never claimed up to its established cap (5% of the available TDA funds). MOVE never had the level of funding in its budget needed to claim all of what was available to the organization at the time of the yearly claims process. However, when an organization does not claim available funding up to established caps, StanCOG allocates the funds to a holding account for other projects. The leftover funds have been allocated to the ACE commuter train service. MOVE utilized its revised claim to apply for the full 5% cap. StanCOG agreed that MOVE should utilize the additional funds to establish its Reserve Fund for the coming fiscal year. MOVE's goal is to have roughly four months of unrestricted funds available in its reserve to cover organizational cash needs at the beginning of any given year. It is expected to take up to four years to grow the fund to \$1,000,000 (approximately one-third of MOVE's operating budget). MOVE's claim will add approximately \$300,000 to its FY 23-24 Reserve Fund. The near \$300,000 will be added to the budget as "Working Capital." The funding will be available for MOVE to use for operating and/or expanding programs.

Clint Miller shared that MOVE will receive its TDA, including funds for the Reserve Account, within the first 3-4 months of the start of the new fiscal year.

Vice Chair Lambaren asked about contingencies in the budget and if that will affect the Reserve. Mr. McGuire explained that both the contingency and the Reserve Funds will be available to MOVE starting in July 2023 when the next fiscal year begins. Additionally, any yearly carryover funding that MOVE has will be added to the Reserve Fund. The Fund will grow by the additional carryover amount until the 5% cap is reached.



Ms. Foletta explained that StanCOG fully supports a Reserve Fund for MOVE. They feel it is a justifiable need. Ms. Foletta noted that she was pleased to be included in the process of providing the funds MOVE needs to continue its great work in the community.

Motion: Director Aguilera made a motion, seconded by Vice Chair Lambaren, to adopt Reserve Fund Policy Resolution #2023-02 authorizing the CEO of MOVE to take any and all action necessary to implement the policy.

Passed: Unanimous

1. MOVE Bank Account Authorized Representatives – Meagan Myers

Discussion: Ms. Myers advised the Board that with the absence of MOVE's Director of Mobility, the organization needs to add an additional signer to MOVE's Oak Valley Community Bank account to sign checks. Ms. Myers recommended that MOVE Director of Programs Kristin Bragg be added as an authorized signer to MOVE's Oak Valley Bank checking and savings accounts up to the amount of \$1000.00.

Motion: Director Vargas made a motion, seconded by Vice Chair Lambaren, to 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 \$1000.00.

Passed: Unanimous

2. MOVE Credit Card: Authorized Holders – Meagan Myers

Discussion: Ms. Myers advised that, with the departure of MOVE's Director of Mobility staff member Hayley Vieyra, the agency no longer has a company credit card. Ms. Myers recommended that MOVE always have at least two card holders for the protection of the agency. Ms. Myers advised the Board that she (as the CEO of MOVE) would like a credit card and would like MOVE Executive Administrative Assistant Laura Coutrakis to have a credit card as well. Ms. Myers requested a \$10,000 credit card for herself and a \$5,000 credit card for her assistant to meet the monthly needs of the organization.

Motion: Director Maisetti made a motion, seconded by Director Aguilera, to approve the addition of CEO Meagan Myers and Executive Assistant Laura Coutrakis as MOVE authorized Credit Card holders in the amounts of \$10,000 (CEO) and \$5,000 (Exec. Asst.)

Passed: Unanimous



3. CEO Report – Meagan Myers

a. CEO Training with Advisor Phil McGuire

Ms. Myers thanked the Board for the opportunity to serve as the CEO of MOVE and noted that her first month on board with the agency has been particularly busy. Ms. Myers expressed gratitude to have the opportunity to work closely with Mr. McGuire during her transition. She values his higher vision for the organization and believes that it has been beneficial for her to learn from his experience and expertise.

b. Staff Morale and Intentional Team Building

Ms. Myers provided the Board with an update on her efforts to improve the struggling morale of MOVE staff members. Ms. Myers has worked hard over the past month to establish a healthy and positive rapport with MOVE staff. The morale of the team was suffering from previous leadership style, practices, and decisions. Since taking over as the CEO of MOVE on March 27th, Ms. Myers has focused energy on creating and maintaining a more positive, productive, happy, safe work environment for staff. Ms. Myers stated that she firmly believes that staff morale and cohesiveness is tied to organizational success.

Ms. Myers invited Director of Programs Kristin Bragg to speak about her observations of staff morale. Ms. Bragg holds a key leadership position at MOVE and is respected and appreciated among staff. Ms. Bragg introduced herself and shared that morale in the office had gotten so bad that multiple staff members quit. These individuals left MOVE due to the poor and unhealthy leadership and management style of the previous management team.

Mr. McGuire did a lot to help staff during his time overseeing MOVE. He listened to staff concerns and took action to protect and uplift the employees. Ms. Myers followed Mr. McGuire's open-door policy and has shown the staff that she takes staff morale as a high priority in her role.

Ms. Myers stated that staff are the greatest resource any company can have. The agency is only as great as the staff are happy and empowered to perform their jobs and contribute to the mission and vision of the organization.

c. Director of Programs Job Listing

CEO Myers said that she posted the Director of Programs job opportunity to fill the open position left by the previous Director of Mobility. Ms. Myers expressed the desire to have the position filled by June 1, 2023. While the internal hiring deadline does not provide MOVE with a lot of time to hire, the need to fill the role is urgent to ensure the success of programs. With Catholic Charities staff coming on board in July, Ms. Myers wants and needs to have the new Director of Programs in place as soon as possible.



Vice Chair Lambaren asked how the new position fits with the organization chart Mr. McGuire recently developed and initiated. Ms. Myers expressed her desire to stay consistent with the organizational layout Mr. McGuire put in place, changing only the position titles for the two management personnel who will oversee the various programs.

d. Staff/Program Performance Measurement

Ms. Myers shared that it's very important that MOVE and its staff clearly understand what the program goals are, and to have specific scope of work plans that tie directly to their jobs and the programs they support. Performance goals support objective staff evaluations. MOVE management will be establishing performance goals, measures, and tools in the next few months. All staff will perform their jobs under specific, individualized, and clear scope of works.

e. CEO Performance Indicators

CEO Myers plans on developing her performance measures in the next two months to present to the Board for their review and feedback. The performance measures can be utilized by the Board to objectively evaluate Ms. Myer's work overseeing the organization and its programs.

f. Upcoming Staff Rides

Mr. McGuire and Ms. Myers had a discussion concerning the small number of MOVE staff that had experience utilizing the services the agency offers the public. During the conversation, Mr. McGuire and Ms. Myers determined that only a small number of staff likely had previously rode a fixed route bus, ADA Paratransit, etc. They discussed the benefits of having staff have first-hand experience of MOVE's programs, including increased knowledge around what MOVE clients face on a regular basis.

Ms. Foletta explained that staff should have the experience of being placed in a wheelchair, being secured in place by the driver, then taking the ride. This would provide helpful information related to how difficult it is to get up the ramp and to get strapped in place. The experience would position staff to better understand how vulnerable the disabled population is, and how they feel going through the entire process.

g. Marketing & Outreach Plan

Ms. Myers advised the Board that she intends on creating a Marketing and Outreach plan for the organization. As part of the process, Ms. Myers will first evaluate what marketing efforts have previously been made by MOVE, and what opportunities exist for increased partnership and outreach. MOVE will look for strategic opportunities to demonstrate its community impact while increasing knowledge about MOVE's services and programs.



h. Utilization of MOVE Social Media

Ms. Myers acknowledged that (despite the negativities associated with it) social media is here to stay. Ms. Myers sees value in utilizing social media to demonstrate MOVE's success and core impact. Ms. Myers is excited to use social media as a marketing and outreach tool.

i. Staff ADA Paratransit Eligibility Refresher Training

Consultant Marilyn Cole this month provided ADA Paratransit eligibility staff with refresher training on standardized policies and procedures. She gave MOVE staff two days of comprehensive training. Staff performed the TUG test (used to help determine eligibility) to secure the personal perspective of clients engaged in the process.

j. Staff Assisted Rides Training

Ms. Cole provided introductory training for the new Assisted Rides software purchased for MOVE's current and future ride programs (including VetsVan and the Catholic Charities ride program). MOVE will continue to work with Ms. Cole to help all staff become familiar and comfortable with the new system.

k. Meeting/Work session with StanRTA

MOVE has a meeting scheduled with StanRTA to discuss administrative burdens that ADA Paratransit eligibility staff have been working under for some time. The administrative burdens were never supposed to be on MOVE staff, but rather provided to partnering agencies scheduling client rides. MOVE plans to advocate to StanRTA to have the administrative burdens assigned back where they belong to allow MOVE staff to focus on their eligibility appointments.

l. Transdev Paratransit Eligibility – Visit to Stanislaus Eligibility Center (SEC)

San Jose's Paratransit Eligibility team will be visiting MOVE on May 10, 2023 for a shared learning experience amongst San Jose and Modesto eligibility staff. Ms. Myers will be working to establish more specific goals for the session to ensure that both MOVE and the San Jose Paratransit team get the most out of the day.

m. Catholic Charities Program Update

MOVE is currently in the process of reimagining and redefining the Catholic Charities program that will be absorbed as a direct service of MOVE on July 1st. A meeting has been scheduled for May 11th with current Catholic Charities staff to provide information related to new program elements.

n. Partnership Development



Ms. Myers is eager to meet and develop relationships with local partners and other stakeholders. Ms. Myers intends on scheduling one or two meetings each month with community partners to discuss collaborative efforts to best serve the Stanislaus community. The meetings will also help community partners to learn about Ms. Myers and her role as MOVE's new CEO.

o. Installation of Client/Staff Safety Device

MOVE had an Automatic External Defibrillator (AED) unit installed a few weeks ago in its break room. The staff received instructions on its use. MOVE strives to protect its staff, clients, and Board members with proper staff CPR Training. The AED provides extra protection to those in cardiac emergencies. Staff will keep the AED properly maintained to provide continued support and peace of mind.

Director Lupe asked if MOVE has AED units in its vehicles. Ms. Bragg replied that it does not. Mr. McGuire shared that he is not currently aware of any portable AED unit which can be mounted in a vehicle.

Vice Chair Lambaren asked who checks the machine to ensure it is operating as designed. Ms. Myers responded that the device self-checks every week. Vice Chair Lambaren asked if a report will be made to the County Health Officer if the AED is used. Ms. Myers responded that she is not currently aware of any requirement to report device usage to the County Health Officer.

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

Jean Foletta shared that StanCOG had no comments to make.

5. Comments by Board Members

Director Maisetti expressed her appreciation to Ms. Myers for coming to MOVE and putting so much effort into bringing the organization up to speed.

Vice Chair Lambaren asked a question regarding the planned vehicle purchase. CEO Myers said that the purchase is one of the highest priority items on her list. Mr. McGuire will be providing support and guidance throughout the purchasing process. Vice Chair Lambaren asked if the vehicle will be purchased prior to the new fiscal year. Mr. McGuire shared that MOVE's goal is to have the vehicle before then, depending on the availability of the specified vehicle model. The vehicle funds will carry over to next year if it takes longer to secure the vehicle.

Director Aguilera shared that she has other required meetings which conflict with the MOVE Board of Director's meeting schedule. She is concerned that, due to



the scheduling conflict, she may have to leave MOVE's Board in June. Director Maisetti suggested MOVE discuss changing the time of the MOVE Board meetings to allow Director Aguilera the option of continuing to serve on the Board. Chair Kenoyer advised that MOVE will need to add as a discussion item the MOVE Board meeting schedule on its next meeting agenda. This agenda item will be added to next month's Board meeting agenda.

6. Information Items

The following items are included for information only:

Volunteer Appreciation Event
Open House Event Planning

Director Vargas noted a previous discussion that was focused on encouraging interaction opportunities between the Board and staff. Ms. Myers advised that she wants to prioritize the relationship and connection between staff and the Board. Ms. Myers invited staff to come to the end of the Board meeting to celebrate Board Chair Jenny Kenoyer's birthday with the Board. The Board is looking forward to spending more time enhancing Board/Staff relations.

7. Adjourn to Closed Session to discuss personnel matters. 2:56 PM

8. Closed Session

9. The meeting adjourned at 3:10 PM.

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 on-line via "GoToMeeting" conferencing.



**MOVE STANISLAUS
TRANSPORTATION**

RESOLUTION # 2303

AUTHORIZING MOVE STANISLAUS TRANSPORTATION CHIEF EXECUTIVE OFFICER (CEO) TO SUBMIT AND EXECUTE ALL REQUIRED DOCUMENTS ASSOCIATED WITH THE CLAIM PROCESS FOR THE FISCAL YEAR 2023-24 TRANSPORTATION DEVELOPMENT ACT (TDA) CLAIM TO THE STANISLAUS COUNCIL OF GOVERNMENTS (StanCOG)

WHEREAS, the Stanislaus Council of Governments (StanCOG) has been designated as the Transportation Planning Agency in Stanislaus County with the responsibility to administer the distribution of Transportation Development Act (TDA) Funds; and

WHEREAS, StanCOG has designated MOVE Stanislaus Transportation (MOVE) the Consolidated Transportation Services Agency (CTSA) in Stanislaus County; and

WHEREAS, MOVE is an eligible claimant for TDA funds; and

WHEREAS, MOVE participates in the StanCOG Transit Cost Sharing Process; and

WHEREAS, MOVE's CEO has prepared a TDA claim for one million five hundred and five thousand two hundred-eighty dollars (\$1,505,280.00) in new funds and a roll over and reclamation of any unused funds to be paid to MOVE for operations of coordination activities in the Stanislaus region; and

NOW, THEREFORE BE IT RESOLVED that the MOVE Board of Directors hereby authorize MOVE's CEO to submit and execute the Fiscal Year 2023-24 TDA claim to the Stanislaus Council of Government for Consolidated Transportation Services Agency Operations in Stanislaus County: and

NOW BE IT FURTHER RESOLVED that the MOVE Board of Directors hereby authorizes MOVE's CEO to complete and execute all required documents associated with the claim process.

Jenny Kenoyer, Chair

Date



DATE: May 16, 2023
TO: MOVE Board of Directors
FROM: Meagan Myers, Chief Executive Officer
RE: Consulting Contract Amendment

Agenda Item: 6

Discussion:

The original consulting agreement between MOVE and Miller Consultancy was established on July 1, 2019 via signature by former CEO Stacie Morales and Miller Consulting's Greg Miller.

A Notice to Proceed to continue to provide accounting services for MOVE was signed by Ms. Morales and Clint Miller, President of Miller Consulting, LLC, on June 30, 2022. The agreement established services (not to exceed \$59,000) for the period beginning July 1, 2022, and continuing through June 30, 2023.

The second of two extensions was prepared by former MOVE Interim CEO (now MOVE Advisor) Phil McGuire and signed by Mr. McGuire and Mr. Miller on March 21, 2023. The agreement established services (not to exceed \$60,000) for the period beginning July 1, 2023, and continuing through June 30, 2024.

After Mr. Miller's April 2023 invoice is paid this month, there will be approximately \$6,500 left for him to bill against the current contract through June. The amount of support that MOVE has needed from Mr. Miller during the current fiscal year has been more than anticipated due to the resignation of the previous CEO. While it is possible that the balance will be enough to cover contracted services through the close of the contract period (and current fiscal year), historical billings suggest that contracted funding will likely run out by the first part of June.

The proposed Amendment adds additional funds to the current fiscal year's agreement to meet the needs of the organization through the close of June 2023.

Fiscal Impact:

The proposed Third Amendment would add \$10,000 to the agreement (for a total of \$69,000). MOVE will end the current year under budget, according to a review of the most recent financials and the FY 2022-23 budget. This fact ensures that MOVE has the needed funding to support the amendment.

Recommendation:

It is recommended that the Board of Directors:

Approve an Amendment to the Standard Agreement with Miller Consultancy Business and Tax Services Contract that Increases the Amount of the Contract by \$10,000 to meet MOVE needs through the close of FY 2022-23.

Attachment:

Proposed Amendment to the Agreement between MOVE and Miller Consultancy, LLC.



May 16, 2023

Miller Consulting, LLC
Clint Miller
P.O. Box 1272
Lincoln, CA 95648

Dear Mr. Miller,

It is a pleasure to provide this Amendment to the Notice to Proceed to continue providing accounting service for MOVE that was signed between MOVE and Miller Consulting, LLC on June 30, 2022.

As you know, the original consulting agreement between MOVE and Miller Consultancy was established on July 1, 2019 via signature by former CEO Stacie Morales and Miller Consulting's Greg Miller. A Notice to Proceed to continue to provide accounting services for MOVE was signed by Ms. Morales and Clint Miller, President of Miller Consulting, LLC, on June 30, 2022. The agreement established services (not to exceed \$59,000) for the period beginning July 1, 2022, and continuing through June 30, 2023.

The second of two extensions were prepared by former MOVE Interim CEO (now MOVE Advisor) Phil McGuire and signed by Mr. McGuire and Mr. Miller on March 21, 2023. The agreement established services (not to exceed \$60,000) for the period beginning July 1, 2023, and continuing through June 30, 2024.

After Miller Consultancy, LLC April 2023 invoice is paid this month, there will be approximately \$6,500 left for Miller Consultancy, LLC to bill against the current contract through June. The amount of support that MOVE has needed from Miller Consultancy, LLC during the current fiscal year has been more than anticipated due to the resignation of the previous CEO.

While it is possible that the balance will be enough to cover contracted services through the close of the contract period (and current fiscal year), historical billings suggest that contracted funding will likely run out by the first part of June.

This Amendment, approved by MOVE's Board of Directors on May 16, 2023, adds \$10,000 in additional funds to the current fiscal year's agreement to meet the needs of the organization through the close of June 2023. The FY 2022-23 contract between Miller Consultancy, LLC and MOVE may not exceed \$69,000.

If you have any questions or concerns, please feel free to reach me at meaganm@movestanislaus.org

MOVE STANISLAUS TRANSPORTATION, Inc.

Meagan Myers, Chief Executive Officer

MILLER CONSULTING, LLC

Clint Miller, President



DATE: March 21, 2023
TO: MOVE Board of Directors
FROM: Meagan Myers, Chief Executive Officer
RE: Revised Organization Structure

Agenda Item: 7

Discussion

An organization chart, also known as an org chart, is a visual representation of a company's structure and hierarchy. The main purpose of an organization chart is to show the relationships between different positions and roles within an organization, including the reporting structure, departmental divisions, and the overall flow of authority and communication.

An organization chart serves several important purposes, including:

1. Providing clarity: An org chart provides a clear and concise overview of the company's structure, making it easier for employees to understand their place within the organization and who they report to.
2. Improving communication: By showing the reporting relationships and lines of communication within the company, the org chart can help improve communication and collaboration between departments and teams.
3. Facilitating decision-making: The organization chart can also assist in decision-making by highlighting areas of responsibility and authority, allowing managers to quickly identify who is responsible for specific tasks and projects.
4. Aiding in strategic planning: An org chart can be useful in strategic planning by providing a visual representation of the company's structure and allowing managers to identify areas for growth and improvement.

After reviewing the previous org chart and understanding the current reporting structure, and with the addition of the Catholic Charities program in June, Ms. Myers identified a few opportunities of improvement that she believes will help MOVE operate more effectively and efficiently.

Ms. Myers created a new org chart that provides a clear, concise, and visual representation of MOVE's structure, which will improve communication, aid decision-making, and facilitate strategic planning.

The changes that were implemented to MOVE's previous org chart include the following:

- The promotion of former VetsVan Coordinator Kristen Bragg to one of two Director of Programs positions (the other Director of Programs will be hired by June 1, 2023).
- The promotion of former Bridges Coordinator Sara Nunez to a new Community Operations Coordinator position. This position is responsible for the VetsVan program and the management of the Bridges Coordinator position.



- The promotion of former Receptionist Destiny Musino to the Bridges Coordinator position.
- The assignment of the Catholic Charities program management to Director of Programs Kristen Bragg (this program was not formally assigned at the time the previous org structure was developed).
- The promotion of former Travel Trainer Alicia Rodriguez to a new Community Operations Coordinator position. This position is responsible for the PASS program and will provide direct support to the Stanislaus Eligibility Center (SEC).
- The elimination of the Volunteer Coordinator position formerly held by MOVE staff member Sonia Declan. Sonia Declan will transition into the Travel Training position formerly held by Alicia Rodriguez.
- The opening of a Receptionist position (to be hired by June 1, 2023).

After bringing the draft org chart to Mr. McGuire for review and feedback and before announcing the changes to the MOVE staff team, Ms. Myers spoke with all employees individually to gather feedback and input on the proposed changes. The purpose of the prior discussions was to help ensure that the revisions are well-received and effective.

The new org chart features appropriate staff promotions, an additional mid-management layer (the Community Operations Coordinators), new job titles/expanded responsibilities, and adjusted reporting relationships.

Ms. Myers presented the new org chart to staff on May 9, 2023, and communicated all changes at that time. All staff are aware of new reporting relationships and are currently undergoing training (or will so in the very near future). Training is designed to ensure employee and programmatic success.

Ms. Myers anticipates that all org chart revisions will be implemented by the close of June/early July. Ms. Myers will actively monitor and evaluate the effectiveness of the new organization chart and will adjust as needed to ensure that the structure continues to meet the needs of the organization.

Fiscal Impact

The new org chart involves the need to hire one position (a Receptionist). The Receptionist's annual salary will be \$39,520-\$41,600, depending on experience. Additionally, 6 staff members have received/will receive wage increases that correspond with increased/expanded responsibility. The total of the wage increases is approximately \$30,000. With the need to hire a Receptionist and with staff wage increases, MOVE will have a fiscal impact of approximately \$69,520-\$71,600, before payroll tax and fringe benefits. With payroll tax at 8% and fringe benefits at 41%, MOVE will have a fiscal impact of approximately \$103,000-\$106,000, in total. This number represents an increase of approximately 11% of current FY 2022-23 wages and benefits.

MOVE

MOVE is currently operating under budget in several expenditure categories. Two budgeted positions were not filled at the start of the current fiscal year, one was filled mid-year (thus saving nearly six months of expense), and the CEO position was open from the period of four months after the start of the fiscal year through most of March. As a result, the cost savings from underspending can be allocated to the additional expenses associated with the hiring of the Receptionist and staff wage increases.



DATE: May 16, 2023

TO: MOVE Board of Directors

FROM: Meagan Myers, Chief Executive Officer (CEO)

RE: CEO Report

Agenda Item: 8

A. Director of Programs Job Interviews

CEO Myers is leading 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 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 job description for this position was posted on job boards and strategically shared with partnering transportation and human service agencies to increase the number of quality cover letters received.

CEO Myers (with Director of Programs Kristen Bragg, Executive Assistant Laura Coutrakis, and Travel Trainer Alicia Rodriguez) will conduct panel interviews with top candidates the week of May 15th. There are several benefits to conducting panel interviews including:

1. **Diverse Perspectives:** One of the primary benefits of panel interviews is that they provide diverse perspectives. Since each panelist has a different background and set of experiences, they can ask different types of questions and bring different viewpoints to the hiring process. This can help ensure that the candidate is a good fit for MOVE.
2. **Improved Accuracy:** When several people are involved in the hiring process, there is less risk of individual biases and errors affecting the decision. By pooling their observations and assessments, panelists can provide a more accurate and comprehensive evaluation of the candidate's suitability for the role.
3. **Timesaving:** Panel interviews can be more time-efficient than one-on-one interviews, especially if several candidates are being interviewed in a short period. Instead of scheduling multiple interviews, a panel interview can allow all the relevant staff to interview the candidate at once, saving time and resources.
4. **Demonstrates Organizational Values:** Panel interviews can demonstrate MOVE's commitment to collaboration and inclusivity. By involving multiple stakeholders in the hiring process, MOVE shows that it values teamwork and values the input of different perspectives. This can make MOVE more attractive to candidates who value these qualities.

By providing diverse perspectives, improving accuracy, saving time, and demonstrating organizational values, panel interviews will help MOVE hire a quality candidate who will



contribute to the success of the agency.

The interview process includes a first interview with each candidate, a written interview prompt, and a second, final interview (if needed).

Written interview prompts are useful in securing a more thorough evaluation of candidates' management skills. The interview prompt(s) for this position will be designed to cover one or more relevant topics and will provide candidates with the opportunity to provide detailed responses. The record of candidate responses will provide a useful tool for comparing candidates' responses against each other.

CEO Myers aims to have the Director of Programs position filled by June 1, 2023.

B. Recruitment for Receptionist

CEO Myers is leading a recruitment process to fill the Receptionist position at MOVE. Destiny Musino, MOVE's former Receptionist, was recently promoted to serve as the Bridges Coordinator (with backup VetsVan responsibilities) as part of Ms. Myers organization chart staff changes. With Ms. Musino's promotion, MOVE has an urgent need for a Receptionist.

The core responsibilities of the Receptionist position are to answer phones, schedule appointments, greet clients, distribute mail, direct customers and volunteers, monitor conference room bookings, stocking office supplies, and more. The salary range for this position is \$19-\$20, per hour, depending on experience.

The job description for this position was recently posted on job boards. CEO Myers does not anticipate challenges associated with hiring a quality staff member for this role.

The interview process includes an interview and written prompt.

Ms. Myers aims to have the receptionist position filled by June 1st.

C). Staff Training (New Roles)

Ms. Myer's changes to MOVE's former organizational chart require that three MOVE staff members (Destiny Musino, Alicia Rodriguez, and Sonia Daclan) secure the training needed to operate successfully in their new roles (Bridges Coordinator, Community Operations Coordinator, and Travel Trainer, respectively).

Ms. Musino recently began Bridges program training. Most of the training Ms. Musino requires will be completed in May, however, some tasks (i.e., how to audit mileage, monthly reports, etc.) will be taught in June and over the summer months. Ms. Musino is being trained under her new supervisor (and new Community Operations Coordinator) Sara Nunez. A training plan was developed by Ms. Nunez with input by Kristen Bragg, Director of Programs. CEO Myers approved of the plan and is excited to see Ms. Musino thrive in her new role.

Ms. Rodriguez will be working in the near future to develop Ms. Daclan's training plan. Ms.



Daclan will begin training in June. CEO Myers will review and approve the training plan prior to Ms. Daclan's training. CEO Myers is excited to see Ms. Daclan take on a new role at MOVE, helping public transit riders to secure the skills they need for safe and independent travel.

Ms. Rodriguez will secure ADA paratransit eligibility training in June in order to support the Stanislaus Eligibility Center (SEC). In her new role, Ms. Rodriguez will provide eligibility services, and will also operate the PASS program, supporting qualified Stanislaus County low-income seniors (age 60 and older) and/or disabled residents (age 55 and older) with free bus tickets for local fixed routes and ADA Paratransit fares.

Ms. Myers will create Ms. Rodriguez' training plan and aims to have the training completed by the close of June/mid-July.

D). Stanislaus Eligibility Center (SEC) Program Changes

MOVE Consultant Marilyn Cole recently recommended to Ms. Myers a few changes to the SEC paratransit eligibility process to help staff manage their time and to promote program efficiency.

The changes were adopted and include:

- Replacing In-Person Interviews with Phone Interviews for Renewal/Recertification Eligibility: The renewal appointments process is streamlined and focuses on updated client data and health information. The phone interviews take between 15-20 minutes to complete, as opposed to in-person interviews which take longer (anywhere from 30-40 minutes). Staff will save a considerable amount of time conducting renewals over the phone.
- Eliminating Ceres as a Service Location: Staff spent one day a month serving the Ceres community, yet only assisted four individuals a month with services. A decision was made to stop providing services in Ceres, and instead to direct individuals in Ceres to the SEC in Modesto, California.
- Staying with Riders while they Await Transportation: After their interview (and while waiting for their paratransit transportation), MOVE staff would sometimes wait with their client outside. In one recent case, a SEC staff member spent more than 20 minutes waiting with his client for the individual's ride to arrive. Ms. Myers recently advised staff that they should not wait with their clients to be picked up unless the client's physical, emotional, and/or cognitive condition warrants doing so.

E). 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, Catholic Charities staff will secure additional training and hands on experience with Assisted Rides at a training session conducted by Ms. Cole on May 20th. Ms. Myers, Mr. McGuire, Ms. Cole, and staff held on May 11th a strategic work session to discuss core elements of the program. Discussion items included program eligibility, trip scheduling, reservation protocols, service protocols, the option of paid drivers, and specific driver duties. The following decisions were made at the meeting:



Program Eligibility

- Stanislaus County Residents.
- Individuals aged 60 and older.
- Individuals with disabilities aged 50 and older.
- Individuals Living Independently.
- Individuals who have no other appropriate transportation.
- ADA-eligible clients who are coming from or traveling to a destination ¾ mile outside of the ADA Paratransit service area.

Trip Scheduling

- Medical Trips-Can be booked without limits on how far out the appointment is. If MOVE agrees to reserve a travel trip, it guarantees the client a ride to that appointment.
- Life/Personal Trips – Must be scheduled 7 days in advance.
- “Field Trips” – Currently in the idea phase. MOVE may be able to schedule a few day trips to specific destinations (i.e., grocery stores, a trip to Stanford Medical, etc.) and promote to the client base. The “field trips” could be to any specific location and open to all riders who have a need.
- The drivers will take alternate lunch times.

Reservation Protocols

- Reservation dates/hours will be Monday-Friday from 8:30 a.m.-4:00 p.m.
- MOVE will need to establish a phone number/website for reservations.
- Rides will be approved or denied at the time of the reservation.
- Rides will be scheduled daily.
- Confirmation calls, emails and/or texts will be made a day or two prior to the ride date. To decrease cancellations and provide reminders to riders. The reminder notifications can be completed via the Assisted Rides management software.

Service Protocols

- Driver time window: 5 -10 minutes before or after designated time.

Paid/Volunteer Drivers

- MOVE will utilize paid drivers to operate the program.
- Volunteer drivers may be used as backup, as needed.
- Two FTE drivers are coming to MOVE from Catholic Charities.
- MOVE will hire two part-time drivers (equivalent to 1 FTE driver) or 1 FTE driver.
- In total, MOVE will have 3 FTE drivers for the program.

Driver Duties

- As the program is designed to be a door through door service, the drivers will be expected to help riders from their door, into the vehicle, and from the vehicle to their destination.
- Drivers can assist with carrying items like groceries or purchases.
- MOVE will do additional research to keep drivers and clients safe during



interactions.

Establishing Intake Questions

- MOVE's goal is to establish an intake process that can be utilized to connect MOVE clients to MOVE programs, based on qualifications identified during intake.
- The intake can be built into the Assisted Rides management software.

This information was communicated to Catholic Charities staff during a scheduled program meeting on May 11th. Catholic Charities staff had the opportunity to provide their feedback and ask questions concerning the purpose/objectives of the program, eligibility, reservation protocol, etc.

Catholic Charities staff will be working out of MOVE's office beginning June 1st. While the program does not officially operate as a direct MOVE service until July 1st, having staff on-site a month earlier will afford them the opportunity to become more familiar with the Assisted Rides management software, with staff, with the goals/objectives of MOVE, and with how the program advances the mission of the organization.

MOVE already assigned Catholic Charities staff to specific offices and is currently in the process of ordering new furniture to meet staff needs.

MOVE's website will be updated in June with the new program details. A request will be made to Catholic Charities to update their website with MOVE program details.

An additional update on the Catholic Charities Assisted Rides program will be provided at the next Board meeting.

F). 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.

Ms. Myers had a discussion in April with Melinda Gonser, Resource Consultant for partnering organization Valley Mountain Regional Center (VMRC). During the discussion, Ms. Myers shared information on the programs and resources that MOVE provides to those with disabilities, the elderly, and Veterans. Additionally, Ms. Myers learned more about the services that VMRC provides to those with disabilities. Ms. Myers and Ms. Gonser discussed the need to hold a meeting between agency staff to share information on respective agency programs and to promote active collaboration and referral opportunities. Ms. Myers looks forward to bringing MOVE and VMRC staff together in the near future.

Ms. Myers is scheduled to meet with Margie Palomino, Director of Stanislaus County Aging and Veterans Services, on May 18th, and Wayne York, Turlock Transit Manager, on June 9th. Ms. Myers is also in the process of scheduling a meeting with Jean Foletta, Transit and TDM Advisor at Stanislaus Council of Governments (StanCOG).

In addition to one-on-one meetings with core partners, Ms. Myers will have an excellent



opportunity to be introduced to several partners at MOVE's Open House event, tentatively scheduled to occur on June 29th.

G). Staff Outreach

MOVE staff recently attended the Healthy Aging Association's Age with Movement community event. The event promoted health and wellness for seniors living in Stanislaus County. MOVE staff utilized the event to increase awareness among the senior population of MOVE's provision of services. In total, staff provided more than 80 seniors with information on MOVE's paratransit eligibility services, and the Travel Training, PASS, and Bridges programs. Additionally, staff provided information on MOVE services to 8 fellow Stanislaus County service providers.

H). Vehicle Purchase Update

A portion of MOVE's current Measure L claim includes the purchase of a new vehicle. Former staff member Hayley Vieyra spent time looking for a new vehicle to meet the needs of MOVE, however, did not take any steps to initiate the purchase. Director of Programs staff member Kristen Bragg recently began investigating vehicle options. She provided Ms. Myers with her recommendation this week and will be identifying needed modifications as a next step. Ms. Myers plans on working closely with Advisor Phil McGuire to purchase the vehicle and required modifications. The vehicle, once purchased and received, will be branded with MOVE/VetsVan branding.

Ms. Myers will include in June's Board meeting packet a resolution for the purchase of the vehicle, should a resolution need to be prepared to authorize/facilitate the purchase.