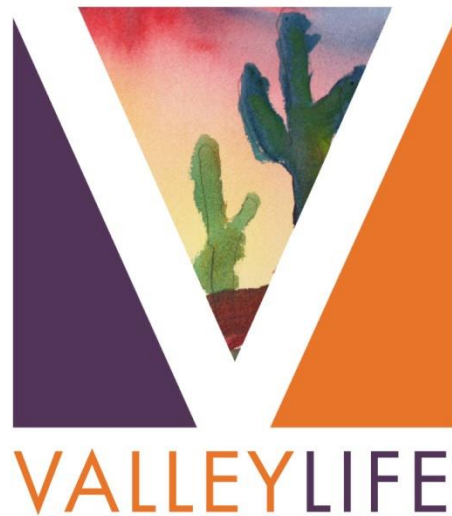

Title VI Implementation Plan



Changing Lives. Creating Community.

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Title VI Policy Statement

The VALLEYLIFE policy assures full compliance with Title VI of the Civil Rights act of 1964, the Restoration Act of 1987 and related statutes and regulations in all programs and activities. Title VI states that “no person shall on the grounds of race, color, or national origin, be excluded from participation in, be denied the benefits of, or be otherwise subjected to discrimination” under any VALLEYLIFE sponsored program or activity. There is no distinction between the sources of funding.

VALLEYLIFE also assures that every effort will be made to prevent discrimination through the impacts of its programs, policies and activities on minority and low-income populations. Furthermore, VALLEYLIFE will take reasonable steps to provide meaningful access to services for persons with limited English proficiency.

When VALLEYLIFE distributes Federal-aid funds to another entity/person, VALLEYLIFE will ensure all subrecipients fully comply with VALLEYLIFE Title VI Nondiscrimination Program requirements. The President & CEO, Cletus Thiebeau, has delegated the authority to Vickie Pence, Title VI Program Coordinator, to oversee and implement FTA Title VI requirements.

Cletus Thiebeau, President & CEO

Title VI Notice to the Public

This notice is posted on VALLEYLIFE's website, www.valleylifeaz.org and in the VALLEYLIFE Main Campus lobby.

Notifying the Public of Rights Under Title VI VALLEYLIFE

VALLEYLIFE operates its programs and services without regard to race, color, or national origin in accordance with Title VI of the Civil Rights Act of 1964. Any person who believes she or he has been aggrieved by any unlawful discriminatory practice under Title VI may file a complaint with VALLEYLIFE.

For more information on VALLEYLIFE's civil rights program, and the procedures to file a complaint, contact Vickie Pence at 602-331-2402) or email vpence@valleylifeaz.org or visit our administrative office at 1142 W. Hatcher Road, Phoenix, AZ 85021. For more information, visit www.valleylifeaz.org

A complainant may file a complaint directly with the City of Phoenix Public Transit Department or the Federal Transit Administration (FTA) by filing a complaint directly with the corresponding offices of Civil Rights: **City of Phoenix Public Transit Department:** ATTN: Title VI Coordinator, 302 N. 1st Ave., Suite 900, Phoenix AZ 85003 **FTA:** ATTN: Title VI Program Coordinator, East Building, 5th Floor-TCR 1200 New Jersey Ave., SE Washington DC 20590

If information is needed in another language, contact Vickie Pence at 602-331-2402 or vpence@valleylifeaz.org. Para información en Español llame: Vickie Pence at 602-331-2402 or vpence@valleylifeaz.org

Title VI Notice to the Public -Spanish

This notice is posted on VALLEYLIFE's website, www.valleylifeaz.org and in the VALLEYLIFE Main Campus lobby.

Aviso al Público Sobre los Derechos Bajo el Título VI VALLEYLIFE

VALLEYLIFE (y sus subcontratistas, si cualquiera) asegura cumplir con el Título VI de la Ley de los Derechos Civiles de 1964. El nivel y la calidad de servicios de transporte serán provehidos sin consideración a su raza, color, o país de origen.

Para obtener más información sobre la VALLEYLIFE's programa de derechos civiles, y los procedimientos para presentar una queja, contacte Vickie Pence at (602) 331-2402 or email vpence@valleylifeaz.org o visite nuestra oficina administrativa en 1142 W. Hatcher Road, Phoenix, AZ 85021. Para obtener más información, visite www.valleylifeaz.org

El puede presentar una queja directamente con City of Phoenix Public Transit Department o Federal Transit Administration (FTA) mediante la presentación de una queja directamente con las oficinas correspondientes de Civil Rights: City of Phoenix Public Transit Department: ATTN Title VI Coordinator 302 N. 1st Ave., Suite 900, Phoenix AZ 85003 FTA: ATTN Title VI Program Coordinator, East Building, 5th Floor –TCR 1200 New Jersey Ave., SE Washington DC 20590

Title VI Complaint Procedures

Any person who believes that he or she has been excluded from participation in, been denied the benefits of, or otherwise subjected to unlawful discrimination under any VALLEYLIFE service, program or activity, and believes the discrimination is based upon race, color or national origin, may file a formal complaint with VALLEYLIFE's Human Resources department. This antidiscrimination protection also extends to the activities and programs of VALLEYLIFE's third party contractors. Any such complaint must be filed within 180 days of the alleged discriminatory act (or latest occurrence).

Passengers using federally funded public transportation are entitled to equal access, seating and treatment. Under Title VI of the Civil Rights Act of 1964 (as amended) and related statutes VALLEYLIFE must ensure that no person shall, on the grounds of race, color or national origin, be excluded from participation in, be denied the benefits of, or be subjected to discrimination under any federally funded program, activity or service it administers.

Complaints for alleged noncompliance with Title VI and related statutes may be lodged with the VALLEYLIFE Human Resources department. Any such complaint must be filed within 180 days of the alleged discriminatory act (or latest occurrence).

To submit a complaint online, fill out the online complaint form on the VALLEYLIFE website at www.valleylifeaz.org

To submit a claim by mail or in person, please fill out the printable complaint form and mail/deliver it to:

VALLEYLIFE
Vickie Pence
Human Resources Manager
1142 W. Hatcher Rd.
Phoenix, AZ 85021
602-331-2402
Email: vpence@valleylifeaz.org

Complaints received by VALLEYLIFE's Human Resources department will be assigned to the appropriate staff member(s) for investigation in accordance with federal standards (28 CFR Part 35 and FTA Circular 4702.1B). After the complaint is processed, Human Resources will respond to the complainant and, if warranted by the investigation, take appropriate action. The City of Phoenix, as the designated recipient of federal funds for this region, is responsible for monitoring this process.

Any person who believes she or he have been discriminated against on the basis of race, color, or national origin by VALLEYLIFE may file a Title VI complaint by completing and submitting the agency's Title VI Complaint Form or by calling VALLEYLIFE's Human Resources department. All complaints are logged into VALLEYLIFE's complaint log and will be investigated according to federal standards.

VALLEYLIFE's Title VI Complaint Form (English and Spanish) is located on our website at www.valleylifeaz.org

To request information about VALLEYLIFE's information in an alternative format, please contact Vickie Pence at 602-331-2402 or vpence@valleylifeaz.org

VALLEYLIFE has 30 days to investigate each complaint. If more information is needed to resolve the case, VALLEYLIFE may contact the complainant. Following the investigation of the complaint, a possibility of two letters will be sent to the complainant: a closure letter or a letter of finding. A closure letter states that there was not a Title VI violation; therefore, the case will be closed.

A letter of finding states that there was a Title VI violation and explains what corrective action will be taken to remedy the situation. A complainant can appeal the decision within 60 days of receiving the letter. All appeals must be submitted to VALLEYLIFE's Human Resources department.

Procedures for Tracking and Investigating Title VI Complaints

Tracking

Complaint comes in to VALLEYLIFE's Human Resources department and is logged into the VALLEYLIFE Title VI Complaint Log (the Log). The Human Resources department is responsible for ensuring that information is complete, that all appropriate parties are notified within 24 hours for the closure of the complaint. VALLEYLIFE's President & CEO and Human Resources Manager will audit complaints to ensure appropriate notifications and closure.

Investigating

Step 1: Summary of the complaint, completed by VALLEYLIFE's Human Resources department.

Step 2: Statement of issues.

List every issue derived from the complaint summary. Include questions raised by each issue:

1. Who?
2. What?
3. When?
4. Where?
5. How?

Add new issues that surface during investigation. The final list of issues becomes outline for investigation.

Step 3: Respondent's reply to each issue.

- Obtain information from each respondent, listen to each tape, and review each document.
- All staff will document information collected in the customer contact (respondent area).
- After all respondent information is documented, complete the documentation (remaining steps).
- Determine the action taken.
- Follow up with the customer.
- **Note:** "Respondent" is not confined to the transit vehicle operator. "Respondent" is defined as any source of information that can contribute to the investigation, such as:
 - Operator (Interview/History)
 - Radio/Dispatch/DCC reports
 - GPS tracking software and programs
 - Maintenance (Staff/Records)
 - Witnesses
 - Complainant (Interview/History)
 - Spotter reports
 - Video (camera) and/or audio recordings
 - Incident reports (supervisor, transit police, fare/security inspectors)
 - Other VALLEYLIFE employees
 - Route history

Step 4: Findings of fact.

Investigate every "issue" (stated in the "statement of issues noted in step two). Separate facts from opinions.

Step 5: Citations of pertinent regulations and rules.

Develop list of all regulations, rules, policies, and procedures that apply to the investigation:

- Title VI requirements.
- Company rules and procedures.
- VALLEYLIFE policies and service standards.

Step 6: Conclusions of law.

- Compare each fact from "findings of fact" to the list of regulations, rules, etc.
- Make decision on whether violation(s) occurred.
- List of violations becomes "conclusions of Law."

Step 7: Description of remedy for each violation.

- Specific corrective actions for each violation found.
- Include plans for follow-up checks.
- Do not conclude report with "no action taken."
- If no violations found, conclude the report in a positive manner.
- Review policies and procedures.
- Review Title VI provisions.

Response to Customer

Detailed summary of conversation with customer. Send copy of letter to customer.

Action Taken

- Must include specific corrective action for each violation found.
- Include a follow-up action plan.
- If no violations found, note policies, procedures, etc. reviewed with operator.
- Never state "no action taken."

Title VI Complaint Form – English

Section I:		
Name:		
Address:		
Telephone (Home):	Telephone (Work):	
Electronic Mail Address:		
Accessible Format Requirements?	<input type="checkbox"/> Large Print	<input type="checkbox"/> Audio Tape
	<input type="checkbox"/> TDD	<input type="checkbox"/> Other
Section II:		
Are you filing this complaint on your own behalf?	<input type="checkbox"/> Yes*	<input type="checkbox"/> No
<i>*If you answered "yes" to this question, go to Section III.</i>		
If not, please supply the name and relationship of the person for whom you are complaining.		
Please explain why you have filed for a third party:		
Please confirm that you have obtained the permission of the aggrieved party if you are filing on behalf of a third party.	<input type="checkbox"/> Yes	<input type="checkbox"/> No
Section III:		
I believe the discrimination I experienced was based on (check all that apply):		
<input type="checkbox"/> Race <input type="checkbox"/> Color <input type="checkbox"/> National Origin		
Date of Alleged Discrimination (Month, Day, Year): _____		
Explain as clearly as possible what happened and why you believe you were discriminated against. Describe all persons who were involved. Include the name and contact information of the person(s) who discriminated against you (if known) as well as names and contact information of any witnesses. If more space is needed, please use the back of this form.		

Section VI:		
Have you previously filed a Title VI complaint with this agency?	<input type="checkbox"/> Yes	<input type="checkbox"/> No

If yes, please provide any reference information regarding your previous complaint.

Section V:

Have you filed this complaint with any other Federal, State, or local agency, or with any Federal or State court?

Yes No

If yes, check all that apply:

Federal Agency: _____

Federal Court: _____ State Agency: _____

State Court : _____ Local Agency: _____

Please provide information about a contact person at the agency/court where the complaint was filed.

Name:

Title:

Agency:

Address:

Telephone:

Section VI:

Name of agency complaint is against:

Name of person complaint is against:

Title:

Location:

Telephone Number (if available):

You may attach any written materials or other information that you think is relevant to your complaint. Your signature and date are required below

Signature

Date

Please submit this form in person at the address below, or mail this form to:

VALLEYLIFE

Vickie Pence, Human Resources Manager

1142 W. Hatcher Road

Phoenix, AZ 85021

(602) 331-2402

vpence@valleylifeaz.org

A copy of this form can be found online at www.valleylifeaz.org

Title VI Complaint Form – Spanish

Forma Para Poner una Queja (De Acuerdo Al Título VI)

Nota: La siguiente información se necesita para procesar su queja.

Información de la persona que está poniendo la queja:

Nombre: Dirección: _____

Ciudad/Estado/Código Postal: _____

Teléfono(Casa): _____

Teléfono (Trabajo): _____

Persona A La Que Se Discriminó (alguien que no sea la persona que está poniendo la queja)

Nombre: Dirección: _____

Ciudad/Estado/Código Postal: _____

Teléfono(Casa): _____

Teléfono (Trabajo): _____

¿Cuál de las siguientes razones describe por lo que usted siente que se le discriminó?

Raza/Color (Especifique) _____ Nacionalidad (Especifique) _____

Sexo (Especifique) _____

¿En qué fecha(s) sucedió la discriminación? _____

Describa la presunta discriminación. Explique qué sucedió y quién cree usted que fue responsable (si necesita más espacio, agregue otra hoja).

Escriba una lista con los nombres de las personas que puedan tener conocimiento de la presunta discriminación y cómo contactarlas.

¿Ha presentado esta queja con otra agencia federal, estatal o local, o con cualquier corte federal o estatal? Marque todas las que apliquen.

Agencia Federal _____ Corte Estatal _____ Corte Federal _____
Agencia Local _____ Agencia Estatal _____

Por favor proporcione información de la persona a la que presentó su queja en la agencia/corte.

Nombre: _____
Dirección: _____
Ciudad/Estado/Código Postal: _____
Teléfono(Casa): _____
Teléfono (Trabajo): _____

Por favor firme abajo. Puede anexar cualquier material escrito u otra información que usted crea que es relevante sobre su queja.

Firma de la Persona que presenta la queja

Fecha

Número de Anexos: _____

Someta la forma y cualquier información adicional a:

VALLEYLIFE
Vickie Pence, Human Resources Manager
1142 W. Hatcher Road
Phoenix, AZ 85021
(602) 331-2402
vpence@valleylifeaz.org

Title VI Investigations, Complaints, and Lawsuits

This form will be submitted annually. If no investigations, lawsuits, or complaints were filed, a blank form will be submitted.

Description/Name	Date (Month, Day, Year)	Summary (include basis of complaint: race, color, national origin or disability)	Status	Action(s) Taken (Final findings?)
Investigations				
1)				
2)				
Lawsuits				
1)				
2)				
Complaints				
1)				
2)				

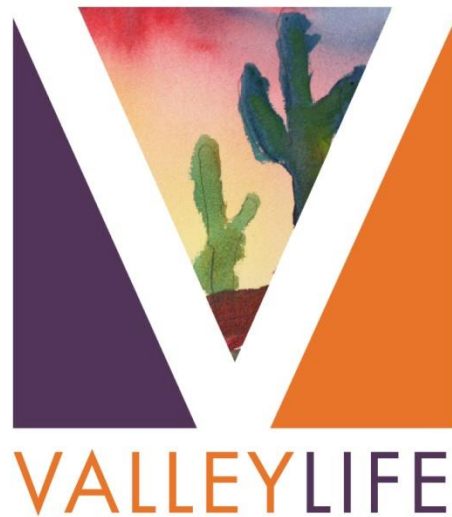
VALLEYLIFE has not had any Title VI complaints, investigations, or lawsuits during the review period 2024.

Public Participation Plan

VALLEYLIFE

Public Participation

Plan



Changing Lives. Creating Community.

VALLEYLIFE does not serve the general public. VALLEYLIFE provides transit services solely to people who are enrolled in its programs. Individuals are referred to VALLEYLIFE programs through the Arizona Department of Economic Security/Division of Development Disabilities and Mercy Maricopa

However, we do attend provider fairs and other public venues where we distribute information about the programs and services we offer, which may include details about the transportation services we provide our Members.

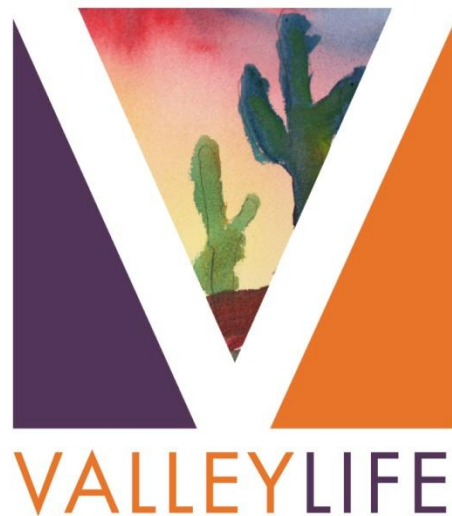
VALLEYLIFE provides marketing and outreach to the community in the following ways:

- VALLEYLIFE participates in outreach via community partners, disability provider fairs and school transition fairs
- VALLEYLIFE provides a newsletter to our mailing list on a quarterly basis
- VALLEYLIFE belongs to a variety of local chambers and member organizations and associations
- VALLEYLIFE is engaged in a variety of social media platforms, including Facebook and Twitter
- VALLEYLIFE engages the media in stories and news coverage of our organization whenever possible

Limited English Proficiency Plan

VALLEYLIFE

Limited English Proficiency Plan



Changing Lives. Creating Community.

For individuals who have Limited English Proficiency (both current Members and prospective Members), VALLEYLIFE provides the following alternatives to assist them:

- VALLEYLIFE has a very diverse Staff, with employees who are native speakers of other languages to act as contacts and translators for our Members who may require those services.
- VALLEYLIFE can, when necessary, provide its literature in an alternative language basis.
- VALLEYLIFE website utilizes Google Translator and can currently be translated into six languages: Afrikaans, Arabic, Greek, Portuguese, Spanish and Swahili.

VALLEYLIFE has developed the following Limited English Proficiency Plan (LEP) to help identify reasonable steps to provide language assistance for LEP persons seeking meaningful access to VALLEYLIFE services as required by Executive Order 13166. A Limited English Proficiency person is one who does not speak English as their primary language and who has a limited ability to read, speak, write, or understand English.

This plan details procedures on how to identify a person who may need language assistance, the ways in which assistance may be provided, training to staff, notification to LEP persons that assistance is available, and information for future plan updates. In developing the plan while determining VALLEYLIFE's extent of obligation to provide LEP services, VALLEYLIFE undertook a U.S. Department of Transportation four-factor LEP analysis which considers the following:

- 1) The number or proportion of LEP persons eligible in the VALLEYLIFE service area who may be served or likely to encounter by VALLEYLIFE program, activities, or services;
- 2) The frequency with which LEP individuals come in contact with VALLEYLIFE services;
- 3) The nature and importance of the program, activities or services provided by VALLEYLIFE to the LEP population; and
- 4) The resources available to VALLEYLIFE and overall costs to provide LEP assistance. A brief description of these considerations is provided in the following section.

A statement in Spanish will be included in all public outreach notices. Every effort will be made to provide vital information to LEP individuals in the language requested.

Safe Harbor Provision

VALLEYLIFE complies with the Safe Harbor Provision, as evidenced by the number of documents available in the Spanish language. With respect to Title VI information, the following shall be made available in Spanish:

- (1) Title VI Notice
- (2) Complaint Procedures
- (3) Complaint Form

In addition, we will conduct our marketing (including using translated materials) in a manner that reaches each LEP group. Vital Documents include the following:

- (1) Notices of free language assistance for persons with LEP
- (2) Notice of Non-Discrimination and Reasonable Accommodation
- (3) Outreach Materials
- (4) Bus Schedules
- (5) Route Changes
- (6) Public Hearings

Non-elected Committees Membership Table

VALLEYLIFE does NOT select the membership of any transit-related committees, planning boards, or advisory councils.

Monitoring for Subrecipient Title VI Compliance

VALLEYLIFE does NOT monitor subrecipients for Title VI compliance.

Title VI Equity Analysis

A subrecipient planning to acquire land to construct certain types of facilities must not discriminate on the basis of race, color, or national origin, against persons who may, as a result of the construction, be displaced from their homes or businesses. “Facilities” in this context does not include transit stations or bus shelters, but instead refers to storage facilities, maintenance facilities, and operation centers.

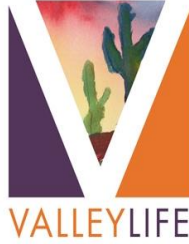
VALLEYLIFE has no current or anticipated plans to develop new transit facilities covered by these requirements. No facilities covered by these requirements have been developed.

Board Approval for the Title VI Program

BOARD MEETING AGENDA AND MEETINGS FOLLOW THIS PAGE

“Marsha Ngiruchelbad” mngiruchelbad@valleylifeaz.org

“Vickie Pence” vpence@valleylifeaz.org



Changing Lives. Creating Community.

Full Board Meeting Agenda
November 27, 2018 - 4:00 p.m.
VALLEYLIFE Executive Conference Room
1142 W. Hatcher Road, Phoenix, AZ 85021
602-371-0806 – Fax 602-944-8749

Chair Steve McKamey

- I. Open Meeting
 - A. Board Meeting Schedule
 - 1. December – Executive Committee Meeting – December 18, 2018 – VALLEYLIFE Executive Conference Room
 - 2. January – Full Board Meeting – January 15, 2019 – VALLEYLIFE Executive Conference Room
 - 3. February – Full Board Meeting – February 19, 2019 – VALLEYLIFE Executive Conference Room

- II. Consent Agenda
 - A. The minutes from the October 16, 2018 Full Board meeting are attached for review and approval.
 - B. CEO's Report
 - 1. Update on VALLEYLIFE Operations
 - a. **Residential**
 - i. Member count is 106.
 - 1. There are currently seven vacancies.
 - ii. Hospitalizations
 - 1. Member M.M. was admitted to the hospital on October 7th for C. Diff (Clostridium Difficile – bacteria that exists in the intestines which causes severe diarrhea when there's a significant increase in numbers) and aspiration. Member had a G-tube placed and was discharged on November 9th.
 - 2. Member A.L. was admitted to the hospital on October 12th for Sepsis and C. Diff; discharged on October 26th.
 - 3. Member W.H. was admitted to the hospital on October 13th for chest pain; discharged on October 14th.
 - 4. Member E.G. was admitted to the hospital on October 18th for surgery on a pressure ulcer; discharged on October 25th to a rehabilitation center; discharged from rehab center on November 9th.

- iii. Group Homes
 - 1. License renewals for all group homes have been completed and all licenses have been received.

b. Home & Community Based Services (HCBS)

- i. 26 Members are enrolled.
- ii. Received two direct calls for service (referrals from DDD).
- iii. Answered eight vendor calls.
- iv. There are currently 23 DSPs.

HCBS Hours Billed

Service	May '18	Jun '18	Jul '18	Aug '18	Sept '18	Oct '18
ATC	1,079.7	1,025.5	1,242.5	1,273.2	1,139.7	1,289.0
HAH	476.50	464.30	502.00	474.30	360.25	477.50
RSP	553.50	491.50	647.50	672.75	460.25	491.00
Totals	2,109.7	1,981.3	2,392.0	2,420.3	1,960.2	2,257.5

Service Comparative Analysis

Service	Oct 2017	Oct 2018
ATC	1,273.75	1,289.00
HAH	516.75	477.50
RSP	766.25	491.00
PRIVATE PAY		
Totals	2,556.75	2,257.50

c. Day Services

- i. Member count is 144.
- ii. We received four new Members.
- iii. The number of outings has increased due to the nice weather.
- iv. A DDD inspection is currently taking place in all DTAs. All areas are doing well with no concerns reported thus far.
- v. A new speech therapist started this month.

d. **Fund Development**

i. Events Update

1. Our first Legacy Circle luncheon was held on October 17th at the 29th Avenue facility. The event featured Jessica Wert Hunsaker who spoke about women and finances and how things have changed through the years and Cheryl Scheidell from HomeBridge

Financial

Services, who gave a presentation on reverse mortgages.

2. A Legacy Circle event featuring a book launch party for Maria Tomás-Keegan's *Upside Down to Right Side Up* was held on November 15th on the main campus. Books were autographed

and

sold for \$10 each and \$2 from every book sold was donated to VALLEYLIFE.

ii. Future Events

1. The Kussell Holiday Party will be held on Thursday, December 6th at 6 p.m. at the home of Dr. and Mrs. Michael Lawson in Phoenix. They Have donated over \$38,000 to VALLEYLIFE through the Mollie Lawson Foundation. This year we are collecting sweaters and/or Hoodies (anything with buttons or zippers) for our Members.

iii. Endowment Building

1. The Legacy Circle has 11 members: Ellen and Craig Dean, Linda and Daniel Kramer, Linda Miller, Cletus and Anne Thiebeau, Cindy Quenneville, Jean and Neal Morgan, Margaret and Phillip Reed, Charlene Fisher, Peter and Suzanne Connolly, Rowena Simberg, and Norman and Barbara Steinberg.

iv. Grants Received

- | | | |
|---------------------------------------|-----------|---|
| 1. Kieckhefer Foundation | \$ 50,000 | Solar – Phase II |
| 2. Virginia G. Piper Charitable Trust | \$ 5,000 | Member Holiday Party |
| 3. Bozena & Josef Zelenda Foundation | \$ 7,500 | Nutrition |
| 4. Glendale CDBG | \$ 55,700 | Renovations (Hearn, Tonto, Carol, 52 nd Ave) |

v. Tours

1. Benjie Gross – Breslow Foundation
2. Meg Wilson – Maison of Beauty
3. Maria Tomás-Keegan - Author

vi. In-Kind Gifts

1. Bi-monthly shopping at Gifts in Kind for household items for DTAs and group homes, plus other in-kind gifts from private individuals total \$1,565 to date for FY18-19.

a. These donations fill the many personal (underwear, toiletries), household (bedding, kitchen and cleaning items), and sanitary needs (Depends, sanitizer) of the group homes and DTAs.

e. **Vocational Services**

- i. Member Count is 178.

- Members
 - ii. 85 Members in job training; 60 Members in job development; 33 in support to maintain employment.
 - iii. The Job Development and Placement (JD&P) Team placed 13 Members in community jobs in October. This brings the YTD total from July 1, 2018 to October 31, 2018 to 55 Members being placed in community jobs. The average days for placement: 109.
 - iv. The average placement wage was \$10.96.

End of Consent Agenda

- C. Approval of Consent Agenda
 - 1. Any item requested to be removed? If so, that item will be removed and placed on Regular Agenda for discussion.
 - 2. Motion to approve Consent Agenda.
 - 3. Vote on Consent Agenda.

- III. Finance Committee/CFO Report
 - A. September Financial Reports
 - B. Treasurer –Peter Connolly
 - 1. Discussion of advancing funds to the Foundation to pay down the Foundation’s margin loan (29th Avenue’s real estate mortgage).
 - 2. Discussion of possible Foundation grant for remaining balance of Phase 2 solar project, which is expected to be about \$65,000. VALLEYLIFE currently has the following funds available:
 - \$115,000 remaining from Phase 1
 - 50,000 grant from Kieckhefer Foundation

- IV. CEO Report – Detailed Report
 - A. DDD One-Time Funding
 - 1. Linda Miller submitted the FY 2019 first quarter survey to DDD on August 29th. Payment of \$120,222 was received on November 1st. We are investigating why the payment decreased from previous quarters.

- B. Maricopa Association of Governments (MAG) 5310 Transportation Grant Program
 - 1. VALLEYLIFE participates in the Maricopa Association of Governments (MAG) 5310 Transportation Grant Program. Approximately every other year VALLEYLIFE submits and receives a grant for 75% of the cost of a full-size (12 passenger) van. Title VI is a federal title which requires any entity receiving federal funds to have an internal policy assuring full compliance with the Civil Rights Act of 1964.
 - 2. VALLEYLIFE’s Title VI Internal Policy is attached for review.
 - a. The attached policy is a boilerplate document we received from the City of Phoenix. The only change/addition VALLEYLIFE made was to insert the name of VALLEYLIFE’s President & CEO and that he has delegated

authority to Kevin Brown (VALLEYLIFE's HR Manager) as Title VI Program Coordinator to oversee and implement the FTA Title VI requirements.

3. The internal policy needs Board approval. A motion and approving vote is required.

C. VALLEYLIFE Foundation

1. The last Foundation Board meeting and conference call with LDI Advisors was held on November 14th.
2. Peter and Cletus spoke to Frank Gesuale of LDI Advisors subsequently asking LDI to focus their future conference call discussions on VALLEYLIFE Foundation portfolio specific information and cash flow to focus on the Foundation's mission, rather than the overall global economy and market conditions. Frank understood and agreed to redirect the focus of their future discussions with the Foundation Board.
3. The next Foundation Board meeting is TBD.

D. Guardianship/Fiduciary Issue

1. The last Guardianship Committee meeting with Attorney Robert Beckett was held on November 14th.

and 2. Mr. Beckett advised the guardianship appointment process will be lengthy and costly. If the Board does not move forward with funding the process, he suggested reaching out to the Governor's Office and Maricopa County Board

of Supervisors to request they allocate additional funds to the Maricopa County Public Fiduciary's Office to help increase their capacity to take on additional guardianship appointments.

3. Pam Schneider is part of a fellowship through Hospice of the Valley, focusing on Dementia care. Pam advised an attorney who advocates for the elderly,

disabled

and mentally ill individuals from the fellowship program offered to show Pam

and

other VALLEYLIFE staff how to complete all paperwork necessary for

petitioning

the court for guardianship. She is offering her time to complete a full packet

for a

VALLEYLIFE Member free of charge. Cletus, Pam, Edmund and Kimberly will meet with the attorney in December to learn how to complete the necessary

forms

to petition the court.

4. The next Guardianship Committee meeting is TBD.

- E. Williams Express Update – VALLEYLIFE is waiting on the appraisal to be completed by James R. Anderson, CPA. which is expected during the first week of December. Mr. Anderson made a site visit to Williams on November 13th. After the appraisal is received, the analysis report on Williams' proposed disposition will be completed and forwarded to the Board.

V. General Discussion for the Good of the Order.

Attachments: October 16, 2018 Full Board Meeting Minutes
September 2018 Financial Reports
VALLEYLIFE Title VI Internal Policy



Changing Lives. Creating Community.

FULL BOARD MEETING MINUTES

November 27, 2018 – 4:00 p.m.

1142 W. Hatcher Road, Phoenix, AZ 85021

602-371-0806 – Fax 602-944-8749

ATTENDANCE:

Chairman	Steve McKamey
Vice Chair	Heather Winters Bull
Treasurer	Peter Connolly
Secretary	Steve Noll
President	Cletus Thiebeau
CFO	Linda Miller
Directors	Dan Kramer – via phone James Wuensche
Recorder	Kimberly Salyers
Absent	Katy White, Cliff Mattice

QUORUM PRESENT – CONFIDENTIAL

Chairman Steve McKamey Meeting called to order at 4:05 p.m.

Board Meeting Schedule December – Executive Committee Meeting – December 18, 2018, 4:00 p.m. – VALLEYLIFE Executive Conference Room

January – Full Board Meeting – January 15, 2019, 4:00 p.m. – VALLEYLIFE Executive Conference Room

February – Full Board Meeting – February 19, 2019, 4:00 p.m. – VALLEYLIFE Executive Conference Room

Consent Agenda Steve McKamey asks if there are any items on the consent agenda to take offline for further consideration. Hearing none, Steve requests a motion to approve the consent agenda. Heather Winters Bull motions; Peter Connolly seconds; motion carries.

CFO Report
reports.

Linda Miller
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days to
down.
further details

Linda Miller reviewed the September 2018 financial

Linda referred to the dashboard, stating Residential is little bit due to occupancy. There were seven vacancies end of September. Vocational is doing well; however, placement is not what we'd like to see. HCBS hours are Linda advised the notes on the dashboard explain for reference.

Peter stated the 3.16% Foundation asset growth on the chart is a function of the market changing, stating he hopes it hasn't affected cash flow. Peter advised he spoke with Frank Gesuale regarding the portfolio, who in turn advised he would forward information to Cletus in a few weeks.

Net income on the three months ended September 30, 2018 Combining Income Statement totals \$409,426. On the Combining Balance Sheet as of September 30, 2018, net receivables is \$1,223,202 at approximately 90% billed for the month of September. Under current liabilities, there is a zero balance on note payable, line of credit. Accrued expenses of \$555,670 is for accrued vacation time.

On page four of the net income analysis for the three months ended September 30, 2018, the current assets to current liabilities ratio is 2.55 with the standard less than 1. The defensive interval in days, which is the number of days of cash operations available to pay operating expenses without accessing long term investments or the line of credit is 71.60, with the standard greater than 30.

On page five of the three months ended September 30, 2018 income statement – budget to actual with prior year comparisons, state contract and MMIC revenues are down from budget. The net income of \$329,139 is \$136K (71%) greater than budgeted.

On page six of the September 30, 2018 analysis, Linda pointed out total revenue is \$174,989, 4% less than budgeted. Total expenses are \$311,629, 8% less than budgeted. Grants are \$62,566 more than budgeted. However, \$101,950 of grant revenue is from an ADOT grant for two vehicles. Commercial contract costs are \$54,319 less than budgeted due to lower purchases of print shop supplies year to date.

Steve Noll asked why Members are not attending Day Services. Linda Miller stated a Member typically tells their guardian they don't want to go and they are not pushed to go. Cletus added it is typically community Members not attending regularly. Our residential group home Members seldom miss, unless they are sick, etc. We try to motivate Members to come in so they want to be here.

Steve Noll suggested encouraging guardians to have Members attend by sending letters to make them aware of the situation when Members do not come in. Cletus stated staff communicate concerns regarding attendance with guardians and family members.

On page eight of the VALLEYLIFE statement of cash flows for the three months ended September 30, 2018, the net change in cash is \$555,684. Cash end of year is \$2,698,245.

Steve Noll asked how many vehicles VALLEYLIFE operates. Linda Miller advised there are approximately 70 vehicles in the fleet. Linda added VALLEYLIFE charges staff who are at fault in an accident in a VALLEYLIFE vehicle \$200 toward the deductible.

Cletus advised this can be done on a payment plan via payroll deduction, all of which is in our transportation policy. It makes them accountable for driving behaviors so they have skin in the game. Cletus reiterated staff are constantly made aware it is okay to be late to be safe, and added there are even stickers advising of the same on vehicle doors.

James Wuensche asked if there is a protocol in place for after an accident. Linda stated the protocol is for staff to go to a clinic post-accident for drug testing. Staff are accompanied to the clinic. Steve Noll asked if it would be cost effective to have contractual agreements with other businesses versus having our own vans, also to eliminate liabilities. Linda advised although the liability would decrease, the cost would increase due to the number of miles driven on a daily basis. Routing is also an issue.

Heather added she has used contracts and agrees it is very expensive. Cletus advised Linda Miller sits on the SSCIP Board and transportation is the highest risk. Cletus added staff must go through defensive driving and driver practicums before driving agency vehicles.

Heather stated another benefit of having our own vehicles is staff are familiar with the Members they are transporting. Cletus advised a number of community Members who are transported via contracted transportation providers like Dial-a-Ride or Veyo often arrive late. Linda added there's also a huge premium for renting wheelchair accessible vehicles.

Peter Connolly

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Peter Connolly discussed ways to leverage cash. Peter suggested it would be beneficial if VALLEYLIFE loaned (non-interest bearing) to the Foundation to pay down the Foundation's margin loan for the real estate mortgage 29th Avenue facility, of which the Foundation can pay VALLEYLIFE back.

Additionally, Peter requested the Foundation consider funding the approximately \$65K needed to complete phase II of the VALLEYLIFE main campus solar project. Peter stated he simply would like the Foundation to think about this proposed \$65K grant in support of VALLEYLIFE operations and to benefit Members.

Cletus stated on the horizon, there will be funds received from the Erika Schafer trust. Another consideration is the \$70,400 currently at ACF, two sources of cash going to the Foundation. Dan Kramer stressed concern for an interest free loan between the Foundation and VALLEYLIFE, suggesting it is not very independent. Dan suggested retaining an attorney to advise if the Foundation should be kept separate of VALLEYLIFE.

Cletus advised a few staff and Board members attended a 16-month course on endowments, whereby the curriculum mentioned keeping entities separate. If VALLEYLIFE funneled money to the Foundation or if money was donated to the Foundation directly, the money would not be subject to VALLEYLIFE creditors.

Dan suggested speaking to an expert who specializes in this matter. Heather stressed concern for the Foundation advancing money for the solar project, stating the Spending Policy provides for unmet Member needs, of which the solar would help Members indirectly. Cletus agrees it would benefit Members indirectly as the final outcome would lower VALLEYLIFE expenses, ultimately leaving more money for Members and programs. Cletus added the Spending Policy doesn't negate gifts. There can be separate gifts.

Heather asked why excess VALLEYLIFE funds would not be used to fund the solar project. Cletus stated we could and would like to show activity in the account to show donors what their money is being used for.

James asked if there is any risk for a zero percent loan by the IRS. Cletus stated if VALLEYLIFE were a for profit agency he would agree it would be an IRS issue. Peter concurs.

CEO Report

Cletus Thiebeau
DDD One-Time Funding

Cletus stated the FY 2019 first quarter payment was lower than expected, around \$120K. We anticipated receiving approximately \$140K. Linda Miller made an inquiry regarding the decrease in payment and was advised it was due in part to a greater number of agencies participating in the survey, in addition to an error made during a previous payment.

Steve Noll asked if DDD publishes this information. Linda Miller stated DDD does not publish this specific information. The request for transparency is still being pursued through AAPPD. Linda advised she budgeted \$150K for the FY 2019 first quarter payment. Through AAPPD, it was discovered 50 additional providers participated in the survey and errors from the prior July of 2017 payment, of which included some underfunding, were adjusted on this payment.

Maricopa Association of
Governments (MAG) 5310
Transportation Grant Program

Cletus advised the Maricopa Association of Governments (MAG) 5310 Grant Program requires VALLEYLIFE to have an internal policy assuring compliance with the Civil Rights Act of 1964. The internal policy now reflects the new Human Resources Manager, Kevin Brown as the Title VI Program Coordinator.

The third page of the document is the Title VI Policy Statement, which assures VALLEYLIFE is in compliance of this non-discrimination policy. The information was provided by MAG as a template, which pertinent VALLEYLIFE information was inserted accordingly. Cletus advised Board approval is needed by MAG. Dan Kramer moves to accept VALLEYLIFE's Title VI Internal Policy; Steve McKamey seconds; motion carries.

VALLEYLIFE Foundation

Cletus advised during the November 14th Foundation Board meeting, LDI Advisors' discussion did not present information specifically relevant to cash flow. Subsequent to the meeting, Peter spoke with Frank Gesuale of LDI Advisors, who in turn, called Cletus. Cletus stated Frank was very receptive and agreed

to present future information specific to cash flow, not just appreciation of assets.

Dan Kramer stated the Foundation Board must decide if they are interested in investing for growth or income. If interested in income at 4.5 to 5%, the portfolio would earn approximately \$100K per year.

Heather stated other than the 4% Spending Policy, the Foundation doesn't need income. Peter suggested reinvesting excess cash. Dan Kramer stated income is protected but the downside is there is no homerun. Peter stated it all depends on how much risk we want to take.

Steve McKamey stated when LDI Advisors were asked about any changes they would make if the market volatility continued, they said they didn't expect to make any changes.

Steve Noll asked if growth or income better suits our mission. Heather stated the intent is for growth; a rainy day fund not to be dipped into. Dan Kramer stated LDI is pushing for growth. Peter stated the Foundation is operating as an endowment.

Guardianship/Fiduciary Issue

The Guardianship Committee met with Robert Beckett on November 14th. The discussion went full circle from where we started a few years ago. Mr. Beckett described the lengthy process involved and suggested we reach out to the Governor's office and Maricopa County Board of Supervisors to request funding for this matter.

Cletus added Mr. Beckett was hesitant to get involved and asked for \$20K to retain their services. Mr. Beckett advised each case would cost approximately \$4-\$5K. Heather said there are two approaches to pursue, being the state's involvement with handling the problem, or starting small with our own Members, petitioning the court for appointed guardianship.

Heather stated the advantage of pursuing permanent guardianship for Member M.B. is the fact a temporary appointment has already been granted through the Maricopa County Public Fiduciary's Office. Heather suggested an attorney be retained to petition the court in pursuit of full guardianship and also suggested the VALLEYLIFE Foundation may want to consider funding a retainer.

Cletus stated Pam Schneider met an attorney through her fellowship with Hospice of the Valley, who agreed to meet with VALLEYLIFE staff on December 14th to walk us through the paperwork necessary for filing a petition for guardianship with the courts.

Heather stated she does not advise this because VALLEYLIFE would not be represented. Dan Kramer asked Heather why VALLEYLIFE would lose if we pursue the petitioning of the court on our own. Heather replied the Public Fiduciary will continue to deny petitions due to their idea all needs are being met. Dan advised that idea is not true, all Member needs are not being met in terms of guardianship and consent matters.

James Wuensche asked what the downside is of trying one case. Heather stated the time and paperwork involved would be the downside. James asked how time intensive the process would be. Heather advised it depends if there are any objections from relatives, which the process takes about three to four months, and is laborious getting everything prepared to go before the courts.

Heather suggested petitioning the court with a good litigator who knows statutes and Title 36 violations. Heather further suggested filing a Notice of Appearance on a temporary appointment to advocate for a permanent guardianship appointment.

James Wuensche asked for the fact the court assigns a publicly appointed attorney during the petition process, is it likely the attorney will be good? Heather stated the court appointed attorney advocates for the client, typically against guardianship.

Heather asked for names of Members who currently have temporary, limited guardianship appointments. Kimberly will send this information to Heather.

Williams Express Update

Cletus advised James Anderson visited Williams Express to gather more information for the appraisal. Linda Miller sent Mr. Anderson information today regarding Williams Express's debt. Cletus stated it is expected the final appraisal will be pushed back until the end of January.

Cletus will finish the white paper and will share James Anderson's report and the final internal report with Board members once completed.

Good of the Order

Steve asked if there is anything to add for the Good of the Order. Nothing added.

Meeting Adjourned at 5:40 p.m.

Prepared by: Kimberly Salyers

Approved by: Board