

North Bay Regional Center: Expenditure Report Feedback & Action Plan for 2017



Town Hall Expenditure Reports: Sorted Feedback Data	NBRC Diversity Committee Suggestions
<p>Services</p> <p>Recreational services are needed Amount of services vary depending on the Service Coordinator assigned Not enough respite workers How are unmet needs in the Spanish speaking community being tracked? Need to understand what the services are- need clarification about types of services, what kind, and how they benefit him/us Services Families need to get more information about services available Need information on how to get services, and how to apply for services Service Coordinators need to give family more information about services Authorized services but no explanation about how to use them Had respite services but worker never came More information needs to be given about ILS services at home Need to understand what supported living is at the home; when do you start preparing your child for SLS/ILS services? More information need on generic resources</p>	<p>Action</p> <p>Provide translated service information that is on the website to all families/clients</p> <p>Work with Family Resource Centers to schedule an Advocacy workshop; outreach to Community Advocacy groups and schools to ensure correct information regarding NBRC is being disseminated</p> <p>Start developing and scheduling the Orientations to NBRC;</p> <p>Develop an FAQs that addresses What To Do If: problems accessing services; don't know who SC is; don't know who Supervisor is</p> <p>Collect data regarding disparities via Client Satisfaction Survey developed by contracted agency (Kinetic Flow)</p> <p>Include ILS service information in FAQs</p> <p>NBRC to collect and provide common generic resources to staff for easy referral to clients</p>
<p>Timely Communications</p> <p>Resource Development unit is not calling back potential vendors Problems with call backs in timely manner Phone messages need to be kept up to date SC s should return calls and provide more information about services What happens when family calls SC and leaves message for Supervisor and still no call back? Is there a hotline number? So hard to keep track of SCs with so many changes- what does NBRC do to inform parents of changes?</p>	<p>Action</p> <p>Address call-back protocols in FAQs, including a means for someone to have access to a bi-lingual Management staff</p> <p>Research "Help Line" options</p> <p>Ensure that communications go out to families regarding SC changes; ensure that phone messaging provides an alternate number to be reached when SC changes;</p> <p>Develop use of Everbridge system to reach Spanish speaking families</p> <p>Post/update NBRC organizational chart whenever there is a staff change to NBRC website</p>

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Town Hall Expenditure Reports: Sorted Feedback Data (2)	NBRC Diversity Committee Suggestions (2)
<p>Other</p> <p>Need information on parent support groups or Family Resource Centers throughout the catchment area</p> <p>Self Determination Program option not widely known among the Spanish speaking population</p> <p>How do we know what is authorized but not spent on the Spanish speaking clients</p> <p>Need support and instruction around what the IPP is, how to advocate for services in IPP</p> <p>SCs should be doing more advocacy</p> <p>More training is needed for SCs around the NOA process</p> <p>SCs should attend the IEPs so they can assist with advocacy and help the family understand the IEP</p> <p>What can parents do when the school qualifies someone for Autism but NBRC does not?</p>	<p>Action</p> <p>Work with Family Resource Centers to schedule an Advocacy workshop;</p> <p>Develop, schedule and encouraging families to attend the Orientations to NBRC</p> <p>Schedule Legal Training (completed April 2017, ongoing);</p> <p>Work with Disability Rights-CA and State Council on DD to coordinate advocacy workshops and opportunities;</p> <p>Develop and schedule monthly scheduling of Orientations to NBRC</p>
<p>Education & Outreach</p> <p>Monthly meetings at NBRC re: "Intro to RC Services" is needed</p> <p>More outreach and education is needed about our services/ more information needs to be given about ILS services at home</p> <p>Give brochures to schools</p> <p>Most parents get information from the school district</p> <p>Need information on how to get services, and how to apply for services</p> <p>More outreach and education is needed about NBRC services</p>	<p>Action</p> <p>Cutreach to Community Advocacy (CAC) groups and schools (SELPA) to ensure correct information regarding NBRC is being disseminated</p> <p>Develop and schedule monthly scheduling of Orientations to NBRC</p> <p>continue providing education with Orientation information;</p> <p>revise and send for printing brochures in Spanish re: NBRC services and Early Start</p> <p>Order "Understanding Autism Spectrum" booklets in Spanish</p>
<p>Spanish Communications</p> <p>Not enough staff and services providers who speak Spanish</p> <p>Don't get information in Spanish</p>	<p>Action</p> <p>NBRC will continue providing incentives for recruiting bi-lingual staff</p> <p>Emphasize to staff the requirements re: IPP in preferred language</p> <p>NBRC will continue identifying forms/information that needs to be translated</p>