



*Promoting Opportunities
Supporting Choices*

*Sponsors of
North Bay Regional Center
and other programs
for persons with developmental disabilities
10 Executive Court
Napa, CA 94558
707-256-1224
Fax: 707-256-1230*

MEETING NOTICE

The next meeting of the Board of Directors is a regular business meeting scheduled as follows:

DATE: October 5, 2016

TIME: 5:00 – 7:00 p.m.

PLACE: Sonoma Developmental Center
15000 Arnold Drive
Eldridge, CA 95433
WAGNER BUILDING

Map & Agenda Enclosed

Board Related Meetings: The next meeting of the Vendor Advisory Committee will be October 11, 2016, at North Bay Regional Center office “Board Room” from 10:00 to noon.

REMINDER: Please contact Kathy Newman at (707) 256 1224 if you are unable to attend the Board meeting.



Wagner (REACH)

WALNUT

LAUREL

SONOMA

PARK

ARNOLD DRIVE

HOLT

HOLT

SONOMA

HARNEY

HARNEY

WILSON

WILSON

SONOMA

ARNOLD DRIVE

Slater

Hatch

Wainut

Hill

Oak Lodge

Osborne (ARO)

houses

Gym

School of Oak Valley

Pines

McDougal

PEC (historical)

Administration

Chamberlain

GAC

Frederickson

Tallman

Pharmacy

Palm Court

King

Clinical Records

Finnerty

Impressions

(Dunbar) Environmental Enhancement

Staff Library

Eldridge Store

Metal Shop

Carousel

Rose

Police

Motor Pool Parking

houses

houses

Nelson

Stoneman

Poppe

houses

houses

houses

to Glen Ellen

to Sonoma

A

B

D

houses

**North Bay Developmental Disabilities Services, Inc.
Board of Directors' Regular Business Meeting
Wednesday, October 5, 2016, 5:00 p.m.
Sonoma Developmental Center
15000 Arnold Drive, Eldridge, CA 95433**

AGENDA

- I. **CALL TO ORDER** – President Margi Stern
- II. **ROLL CALL AND INTRODUCTIONS** – Rita Edmonds-Norris, Secretary (2 minutes for call to order, roll call, and introductions)
- III. **CONSIDERATION OF MINUTES**
Minutes of Regular Business Meeting of Sep. 7, 2016 be approved as submitted (3 min) (Pgs. 1-7)
ACTION
- IV. **TREASURER'S REPORT**
Treasurer's Report for the period of August 1 – 31, 2016 be approved as submitted. (3 min) (Pg. 8)
ACTION
- V. **ANNOUNCEMENTS**
- VI. **FEATURE PRESENTATION** – Update on Community Placement Plan (CPP) Resource Development – Shawan Casborn (20 minutes)
- VII. **NEW BUSINESS**
A. Board Approval of NBRC's Performance Plan (Pgs. 14-23) ACTION
B. Board Review of 15/16 CPP Contract Awards INFO
- VIII. **COMMITTEE REPORTS**
A. Executive Committee - Board Officers – Margi Stern, President; Walt Spicer, Vice President; Secretary, Rita Edmonds-Norris; Franklin Phillips, Treasurer (3 minutes) INFO
B. Vendor Advisory Committee – Linda Plourde – (10 minutes) (Pgs. 24-28) ACTION
Seating of Michele Ramirez, potential VAC Member.
C. Nominating Committee – Walt Spicer ACTION
- IX. **EXECUTIVE DIRECTOR'S REPORT** (30 minutes)
A. Bob Hamilton, Executive Director (10 minutes)
B. Michi Gates, Director Client Services' Report (10 minutes) (Pgs. 10-13)
C. Dave Johnson - Chief Financial Officer (10 minutes) (Pg. 9)
- X. **LIAISON REPORTS**
A. Association of Regional Center Agencies – Bob Hamilton (10 min) INFO
B. State Council on Developmental Disabilities - North Bay Regional Office – Lisa Hooks (10 min) INFO
- XI. **GENERAL PUBLIC COMMENT** - Sign-up sheet (2 minutes per person unless otherwise allowed by Board Chairperson). Public invited to comment on any matter. Public comment will also be invited on each Action item after the Board has discussed the item and prior to a motion.
- XII. **GOOD OF THE ORDER** - any other Board business may be brought up at this time. (5 minutes)
- XIII. **ADJOURNMENT**

CLOSED SESSION – The governing board of a regional center may hold a closed meeting to discuss or consider one or more of the following: (1) real estate negotiations, (2) the appointment, employment, evaluation of performance, or dismissal of a regional center employee, (3) employee salaries and benefits, (4) labor contract negotiations, (5) pending litigation – W&I Code 4663(a).

NEXT MEETING ANNOUNCEMENT - The next Board of Directors meeting is the monthly business meeting scheduled for Wednesday, November 2, 2016, Solano County Office of Education, Fairfield, CA at 5:00 p.m.

North Bay Developmental Disabilities Services, Inc.
Board of Directors' Regular Business Meeting
September 7, 2016, 5:00
North Bay Regional Center
610 Airpark Road, Napa, CA 94558

MINUTES

NBRC BOARD MEMBERS PRESENT:

Linda Plourde, Bayberry, Inc.
Rita Edmonds-Norris, Secretary
Barbara Power
Jose Ayala

Margi Stern, President
Franklin Phillips, Treasurer
Len Carlson, Facilitator
Angel Giroux-Greber
Rhonda Foster

NBRC BOARD MEMBERS ABSENT:

Walt Spicer (Excused)

Joanne Tsai (Excused)

STAFF PRESENT:

Kathy Newman, Executive Assistant
Deanna Heibel, Associate Dir. Client Services
Courtney Singleton, Assoc. Dir. Client Services
Guadalupe Lopez, Intake Dept. Manager
Rafael Hernandez-Perez, CMS
Lynda Wheeler, CMS
Rick Burkett, Assoc. Director, IT
Joanne Giardello, CMS
Christina Sinohui, CMS
Silvia Gonzalez, SSC
Sarah Spring, SC
Jessica Graham, Auditor
Kellyn Morris, SC
Ashlay Allan, SC
January Crane, Federal Revenue Manager

Bob Hamilton, Executive Director
Dave Johnson, Chief Financial Officer
Michi Gates, Director, Client Services
Thomas Maseda, Director, Administration
Dee Skrzypczak, Fiscal Sup.
Isabel Calder, Accounting Dept. Manager
Deanna Kirkpatrick, Assoc. Dir. Client Services
Anne Toliao, SC
Nagina McCants, CMS
Samantha Wong, SC
Sukhbeer Singh, SC
Kimberly Dowling, IT
Katie Pedrift, Psychologist
Jeanal Ramos Horder, CRC
Jason Lane, SC
Jessica Gutierrez, IQM

GUESTS PRESENT:

Kym MacDonald
Lisa Blanc
James Haystack
David Mauger, VAC
Casey Rochelle
Diane Marek
Patricia Harais
Barbara Prosniewski
James Hoff
Stephen Cutty, SEIU
Harry Matthews, Parent
Karre Williams, CBEM
Rosemary Callejas, CBEM
Roger & Deborah Phillips, Parents
Edie Thomas, Connections for Life
Joan & Jerry Cohn, Parents
Pat Walter, SDC Parent
Susan Dunne

Sean & Cindy Cahill, Parents
Gene Tanner
Donald Johnson
Shaun Corey
Baza Eloise Yebe
Christine Rochelle
Brian Johnson
Andrea Borden
Lisa Hooks, SCDD
Patricia Williams
Lorna Fowler, Parent
Samantha Coburn, Parent
Kelly Weber, CBEM
Sherri Kimbell, CBEM
Lauren Meiklejohn, BI
Mike Lisenko, UCPNB
Alyssa Savinovich, Connections for Life
Joan Carpenter, Parent

/

CALL TO ORDER – Margi Stern, President, called the meeting to order at 5:12 p.m. A quorum was present and the Board and audience introduced themselves.

CONSIDERATION OF MINUTES

M/S/C (Phillips/Giroux-Greber) Move that the minutes of June 1, 2016 regular business meeting be approved as submitted. UNANIMOUS

TREASURER'S REPORT

M/S/C (Edmonds-Norris/Giroux-Greber) Move that the Treasurer's Report for the period of May 1 through July 31, 2016 be approved as submitted. UNANIMOUS

NEW BUSINESS:

Creating Behavioral & Educational Momentum (CBEM) contract renewal presentation:

CBEM provides mobile crisis services and requires Board approval to continue their contract.

- In the past four years, CBEM Napa has served 366 individual in three different counties
- Currently there are 68 active clients, 11 active crisis, 282 closed, and five in "hold" status.
- CBEM is currently serving 84 clients in Sonoma, Solano, and Napa counties.
- CBEM serves clients from 18 to 74 years of age.
- CBEM crisis services are available 24/7
- Clients being served include thirteen under 18; 94 under 18 to date; 101 between 18-24
- CBEM receives referrals each month. Seasonal changes affect stability
- CBEM creates stability, changes in placement, more restrictive environments, location change with same level of support
- 64 clients remain in same placement; two have moved from more restrictive to less restrictive; nine have moved from less restrictive to more restrictive; nine with location change/same level of circle of support.
- Active is the most intense stability. For three months there is a weekly face to face visit plus phone calls to assure stability. For three to six months there are monthly check-ins, face to face or via phone calls. After six months, POS expires; once stability is achieved, transition to inactive; if still in crisis; POS extended. Hold status as needed.
- Outreach to Regional Center Resources. NBRC: drop-in clinics, monthly NBRC/CBEM meetings, vendor fairs, IPP meetings. Vendors: SLS, ILS, IHSS, SNF, ARF, ICF (Staff), interface and work with behavioral services, schools and day programs.
- Extensive training for first responders. CBEM has met with Rohnert Park Police Department, Solano County Law Enforcement, Napa Police Department, Santa Rosa Police Department, Vacaville Police Department, Windsor Police Department, Vallejo Police Department, and Benicia Police Department.
- CBEM has worked with Aurora Hospital, Exodus Crisis Stabilization Unit, Heritage Oaks Hospital, North Bay Hospital, Sierra Vista Hospital, Woodland Memorial Hospital, Kaiser Hospitals, Sutter Medical Centers, Creekside Convalescent Hospital, Queen of the Valley Hospital, Psychiatric Emergency Services, St. Helena Hospital Center for Behavioral Health, Santa Rosa Memorial Hospital, Sonoma Crisis Stabilization Unit.
- CBEM provided an audio testimonial from Hugo, a past client of CBEM.

Michi noted the following proposed CBEM contract for the Board's approval. CBEM has been under contract with NBRC since 2012. The contract initially covered a flat monthly rate for serving a minimum of 24 clients at a rate of \$65,000 per month. The numbers far exceed the contracted amount and have from the beginning yet the flat rate has continued. NBRC consulted with DDS and received approval to change the rate structure to be in compliance with how many individual clients are being served. Instead of a flat rate

based on 24 clients, NBRC is proposing that the flat rate of \$2789/per client continue to be paid but on an individual basis. It will cost more but it is far more equitable for our clients and the provider.

M/SW (Power/Foster) Move approval that the contract for CBEM change from a flat fee of \$2789 for a minimum of 24 clients to a flat rate of \$2789 per client. UNANIMOUS

FEATURE PRESENTATION: Performance Contract Data & Plan – January Crane, Medicaid Waiver Department Manager

Performance Plan:

- Fewer clients reside in state developmental centers – NBRC will reduce the number of individuals living in DCs; increased staffing for resource development and service coordination of DC clients will result in more individuals being transitioned to community living options.
- More children live with families (including own family, foster family, and/or guardian) – NBRC continues monitoring family and children’s support needs around health, living arrangements, school and leisure goals.
- Fewer children live in licensed homes serving more than six children – NBRC will continue developing alternative living arrangements that meet children’s support needs in the least restrictive setting.
- More adults live in home settings (includes living with family, parent or conservator; adult family home agency-FHA; independent living; or supported living arrangements.) – NBRC continues advocating for individuals to assert their rights to access the living arrangement of their choice, and NBRC is committed to developing a wide array of options including family support for adults choosing to live in the family home.
- More adults reside in Independent Living arrangements – NBRC will continue working with clients and families to identify appropriate living arrangements, including development of new ILS services.
- More adults reside in Supported Living arrangements – NBRC will continue identifying supported living options and advocating for affordable housing options.
- More adults reside in Family Home Agency (FHA) living arrangements – NBRC will continue identifying FHA as a living option, working with vendors to ensure quality services and supports that meet individuals’ needs.
- Fewer adults live in licensed homes serving more than six adults – NBRC develops homes that serve four adults or less while meeting health and behavioral needs.
- Number and percent of adults (ages 16-64) with earned income and average wage (aggregate) – NBRC will continue working with the Department of Rehab and local collaborative groups to promote Work First with the individual planning team and increase employment opportunities.
- Percentage of adults reporting integrated employment as a goal in IPP – NBRC will promote Work First with the individual planning team and provide training to Service Coordinators on advocating for integrated employment preparation and opportunities in the community.
- Intake/Assessment is completed in a timely manner – NBRC will continue providing timely completion of intake/assessment for children three years old and above, and adults.
- Intake/assessment and individual family service plans are completed in a timely manner – NBRC will continue monitoring IFSP input data internally to ensure IFSP’s are completed in a timely manner.
- Client Development Evaluation Reports (CDERs) and Early Start Reports (ESRs) are current – NBRC will continue monitoring monthly reports to ensure CDERs and ESRs are current; internal quality monitoring and monthly auditing will identify reporting errors and missed dates to increase reporting compliance.
- NBRC operates within OPS budget
- NBRC passes unqualified independent audit with no material findings
- NBRC is in substantial compliance with DDS Fiscal Audits

- NBRC POS fiscal % projections are accurate (based on February 2016 SOAR)
- NBRC operates within the POS budget.
- NBRC participates in the Federal Waiver
- NBRC complies with Vendor Audit requirements
- NBRC develops IPPS 5 that meet Welfare & Institutions (WIC) requirements
- NBRC completes IFSPs to meet Title 17 requirements in compliance with timelines
- Individuals achieve self-reliance and independence
- Individuals achieve economic influence through employment
- Individuals are the principal decision-makers in their lives
- Family support services result in health family environments
- Individuals and families have access to community resources
- Number and percent of individuals, by ethnicity, who are satisfied with services and supports received by the family and family member – child family survey: 63% of respondents; adult family survey: 70% of respondents are satisfied; family guardian survey: 87% of respondents are satisfied.
- Number and percent of families, by ethnicity, who report that services have made a difference in helping to keep their family member at home. – child family survey: 83% report services have made a difference; adult family survey: 75% report services have made a difference

Public Comment:

- Existing and new vendors receive training on new required forms.
- Received via email from Vendor David Mauger: As a residential care provider that decided to downsize my home from six residents to three, I am concerned that none have moved. For one resident, it has been fourteen months, and for the other two it has been one year.
 - ✓ For two of the three consumers, I have not heard anything. When I ask for updates, I am told there is nothing.
 - ✓ As a member of the Vendor's Advisory Committee, I wonder how wide spread this problem is.
 - ✓ From my perspective this does not seem to be a priority for NBRC. Even basic planning by a regional center needs to have something in place to accommodate placements when homes close. Forcing them to stay open is not a reasonable option. Perhaps it is just me, or perhaps there are many more. Either way, I think it is worthy of being a priority for the QA Unit and Performance Plan. To replace one home with another is cost neutral. To develop nothing while kids are turning into adults within their families, people request to move from a home they do not like, or the home is closing after twenty-plus years of services, new placement opportunities need to be developed.
 - ✓ It is hard to measure my frustration with this issue. Maybe fourteen on a scale of ten.
 - ✓ Systemically it is destructive to the entire field. Providers may close their homes twelve or eighteen months early knowing the thirty-day notice no longer has relevance.
 - ✓ Title 17 is for everyone. If either of the two parties decides that certain parts do not apply to them, there will always be problems.

COMMITTEE REPORTS - No reports in lieu of the extensive list of parents wishing to speak under Public Comment.

- A. Executive Committee – Margi Stern, President; Walt Spicer, Vice President; Rita Edmonds-Norris, Secretary; Franklin Phillips, Treasurer – No meeting.
- B. Vendor Advisory Committee (VAC) – Linda Plourde - No report in lieu of the extensive list of parents wishing to speak under Public Comment.
- C. Nominating Committee – Walt Spicer – No report in lieu of the extensive list of parents wishing to speak under Public Comment.

EXECUTIVE DIRECTOR'S REPORT – No reports in lieu of the extensive list of parents wishing to speak under Public Comment.

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LIAISON REPORTS - No reports in lieu of the extensive list of parents wishing to speak under Public Comment.

ANNOUNCEMENTS: The agenda will proceed with public comment - skipping announcements and other reports in lieu of the extensive list of parents wishing to speak under Public Comment. Margi noted that all Board members are volunteers, most of which are parents of children with developmental disabilities. Margi further noted that the Board knows they are the “voice” of their children. The Board understands how important the issue is and how emotional it is as well. The Board “hears” the concerns even though the Board won’t be addressing every comment/statement. Franklin, one of the Board members, has left the meeting because he felt attacked and was frightened to hear negative comments. Margi asked the family members to speak to the Board in a respectful manner as parent to parent. Margi noted that each comment will be kept to two minutes.

GENERAL PUBLIC COMMENT: Options 3 Supported Living program has given NBRC a 30-day notice for 21 clients. Options 3 is unable to provide accounting documentation to substantiate services provided. NBRC has decreased their funding to only cover the accounting provided. The following parents expressed concern and displeasure regarding the uncertainty of their family members. The following parents/family members spoke:

- Diane Mareck: Mother of Ryan. Ryan has been a resident of Options 3 for the last 18 years. Options 3 is dedicated to Ryan’s loving care and his has been enriched for having them in it. Patty, John, Laura, and Jim are the most outgoing and non-judgmental people, going above and beyond their duties. Ms. Mareck urged NBRC to do anything in their power to keep Options 3 opened for business.
- Merilee Goillory – Mother of Jared. Jared has been a client of Options 3 for 18 years. Gerard’s first three experiences in a board and care were abusive. There have been no incidents of abuse at Options 3. As of tonight there is no provision for Jared or the staff that serve him.
- Jerry Cohn: Father of Arthur. Mr. Cohn publically apologized to Mr. Phillips stating he “feels his pain”. Mr. Cohn noted that he hopes NBRC feels the pain of the 21 people who will lose services as Options 3 closes down. He “begged” NBRC to train Options 3, allow them to “come up to speed” with their bookkeeping. Options 3/John Shea is not the one that will suffer but the 21 clients being served in their care. “Give Options 3 a chance”.
- Allissa Savinovich: Sister to Matthew. Matthew has resided at Options 3 for eight wonderful years. Allissa conveyed to the Board the love, support, enrichment, and peace of mind the eight years Matthew has been a resident of Options 3 has provided to her, her family and most importantly Matthew. Matthew’s life will be forever changed. If Matthew could speak, he would tell you that Laura has served as the only mother he has ever known since his very own mother passed. Ms. Savinovich feels despair and hopeless, feels she is fighting a losing battle, and is being ignored, insignificant, and unvalued. These 21 clients deserve better - “we can do better”.
- Sean Cahill: Father of Justin. Justin has been a resident of Options 3 for 18 years. As of this moment Justin has no place to go once Options 3 closes down. The NBRC Board of Directors directs the agency. Mr. Cahill implored the Board to follow the mission statement and to represent the community. The Board has the power to change things within the organization. NBRC administrators seem to be more concerned with the numbers than the clients. The Cahill family has been turned down by four agencies. There is no agency that will take Justin.
- Cindy Cahill: Mother of Justin. Justin is severely disabled. According to Dr. Goldwasser, Justin is one of the most severely disabled clients in the county. Cindy noted she is able to sleep at night knowing her son is being well taken care of. Justin is in crisis as there are no agencies who will take him. She asked the parents on the board to “understand how we feel”. She feels as though this issue doesn’t matter.

- James Haystack: Mr. Haystack thanked the Board for their service over the years. He also thanked Options 3 staff who are a wonderful group of people. Mr. Haystack expressed his gratitude for their endeavors throughout the years.
- Kym McDonald: Mother to Christopher. Christopher has been a resident of Options 3 for 28 years. Christopher was also in an abusive care facility. Kym noted she feels desperate for her son. Kym noted that 28 years ago when she was in a desperate place, Patty and John came into the picture and provided the only stability Christopher has known. Kym praised Heather Drive, Christopher's Service Coordinator for her service and assistance. Kym implored the Board to keep Options 3 opened.
- Debra and Roger Phillips: Mother and father of James. James has been well served by Options 3 for over 21 years. Prior to that he lived with Patty Saunders and John Shea at Saunders Family Care Home for nine years. It was specifically because of the dedication and commitment to James when he went through severely challenging periods due to intensive psychiatric issues that the Phillip's continued with Patty and John through Options 3. To care for James requires a level of trust that no other agency can provide. Mr. & Mrs. Phillips hold NBRC responsible for this travesty and charge NBRC with the responsibility to secure James safety and well-being and quality programming such as he has had for the past twenty one years.
- Brian Johnson (resident of Options 3): Options 3 is like a family to Brian. "Keep them opened. They are nice, kind, and helpful. They are the best family I have ever had."
- Samantha Coburn: Sister to Daryl Abrams-Fowler. Samantha echoed the sentiments of everyone who has spoken. Samantha noted that she has two siblings that her mother adopted. One is a brother who suffered from a traumatic brain injury at the young age of 6 months. The other is Daryl's mother did drugs while he was in utero. Daryl wasn't expected to live but is now 22 and is residing at Options 3. Samantha is concerned about trusting that someone will understand her brother needs oxygen. Will "they" love him and see him how she sees him? With Laura Saunders, there are no worries. Her brother is well taken care of. Her other brother resides at different SLS agency. Services/care are completely different. He is a number, not a person.
- Donald Johnson: Father of Steven. Steven is a resident of Options 3. NBRC did not provide notification/information regarding changes with Options 3. No alternatives or resources were presented. Mr. Johnson received no help from his service coordinator with finding a new placement for his son. Mr. Johnson received a blind call from a vendor who would be caring for his son. He had no idea if she was who she said she was. It would have been nice to have formal introductions.
- Stephen Cutty: Union Representative for most of the employees at NBRC. Mr. Cutty told the Board they have a fiduciary responsibility to the Regional Center. Mr. Cutty urged the Board to hire a private investigator to find out what actually happened between the Regional Center and Options 3. "How did we get to this point?"
- Lisa Blanc: Only nine of the 21 residents of Options 3 clients have been placed. Where are they going to go at midnight tonight? Options 3 requested a 30 day extension to assure residents receive smooth transitions.
- Cindy Cahill demanded answers to assist families in understanding the dilemma of their family members. NBRC and families should be working collaboratively. Nobody at the Regional Center has been able to answer any of her questions. Discussion followed.
- Lisa Hooks, SCDD, offered her assistance and provided her telephone number (707) 648 4115. What happens from now on?

Bob noted a general sense of non-cooperation from the leadership of Options 3. NBRC has been working with them for over a year to try and get them to provide the necessary documentation needed to justify their billing. DDS conducted an audit of Options 3 and their preliminary findings indicated there was no support for the billing. Options 3 leadership has repeatedly told NBRC they do not have to provide that information as it is confidential. NBRC provides Options 3 with a substantial amount of funding. NBRC looked at their preliminary analysis, Options 3 payroll, and told them they would be funded at a certain level until this issue

was sorted out. Options 3 requested full-funding but NBRC informed them that was not possible since there was no documented support. The Department of Developmental Services directed NBRC to refrain from giving full funding due to the lack of the necessary documentation required. The response NBRC received from Options 3 is a 30-day notice. NBRC has a fiduciary responsibility to all the citizens of California with developmental disabilities to provide services.

Rhonda Foster offered her thoughts on the situation as a parent. She expressed feelings of hurt, sadness, and even anger. As parents we have an obligation to not hold the Board accountable but to hold the agency providing services accountable. Who benefits from this arrangement? It doesn't benefit the Board to have you worry about what happens to your children at midnight. Rhonda encouraged the parents and family members to not become so emotional that they abdicate the other part of their responsibilities and that is to hold the agency providing services accountable.

Margi read an email NBRC received from DDS Deputy Director John Doyle regarding the Options 3 situation: "As we discussed during our call last week, DDS' position regarding continued payments to Options 3 absent appropriate documentation to support their billings remains unchanged. DDS would not support, and existing law does not allow, payment for the provision of services if the service provider cannot substantiate the hours of service being claimed. Please let me know if you have any questions or if I can provide any additional information or clarification. Thanks, John". Margi noted that if the service provider cannot substantiate hours of service being claimed, they cannot be funded.

Linda Plourde, Executive Director, Bayberry, an SLS provider, noted that if an agency hires someone who provides IHSS hours as well as Bayberry SLS hours, those hours have to be calculated jointly so that hour 41 Bayberry pays overtime. Linda noted there is a huge push for transparency at the state level. Linda noted she was in Sacramento advocating for rate increases that were received July 1 of this year. The very clear direction from Sacramento leadership is that if vendors are not transparent, and are unable to provide documentation as to how funds are used, they will lose them. Bayberry had a DDS audit with less than 1% discrepancy attributed to human error. Bayberry was required to submit documentation (Title 17). As a vendor, Linda noted responsibility to the State of California and to the taxpayers of California. If documents are not being received by a vendor that are required by the state NBRC's hands are tied. Every agency is required to comply with the law.

Bob noted that NBRC continues to fund Options 3 at a reduced rate based on what the agency can support in their billing. NBRC will continue to do that until the issue is. NBRC did not give a 30-day notice, Options 3 gave a 30-day notice to parents. Bob noted that Options 3 is receiving enough money to make the payroll. Options 3 has received adjusted payment for May and June. NBRC just received Options 3 billing for July and August. NBRC is analyzing the billing to assure it is as it should be. IHSS is going to make billable hours to NBRC less. NBRC is bound by law to be the payer of last resort. Any generic resource, i.e., IHSS, has to be considered first. If they can show NBRC a payroll billing for the full amount, they will receive payment.

Margi encouraged parents and family members to implore Options 3 leadership to comply with the required regulations. Margi expressed appreciation to all those in attendance and acknowledged the difficulty of the situation. She said "WE HEAR YOU". Margi directed Bob to investigate how NBRC staff is replying to parents when they have issues and requested a report back. Discussion followed.

ADJOURNMENT - M/S/C (Foster/Plourde) Move to adjourn the meeting at 7:15 p.m. UNANIMOUS

NEXT MEETING ANNOUNCEMENT: The next Board meeting will be a regular business meeting scheduled for October 5th, 2016 at Sonoma Developmental Center located at 5000 Arnold Drive, Eldridge, CA at 5:00 p.m.

**North Bay Regional Center
Franklin Philips Horne NBRC Treasurers' Report
For the Month of October 2016**

August 2016 NBRC's board money market account increased by \$1 to end the month with a balance of \$48,886.

The board checking account ended the month with a balance of \$2,722, no change from last month.

**North Bay Regional Center
Finance Dashboard FY 2016/17**

17% of the year elapsed

As of August 30, 2016

			YTD Actual	% Total			Total YTD	Total
	<u>Allocation/C-1</u>			<u>POS</u>	<u>Var/ Alloc</u>	<u>Forecast</u>	<u>Actual + Fcst</u>	<u>Surplus (Deficit)</u>
								<u>From Allocation</u>
Purchase of Services (POS)								
Day Programs	\$ 6,500,000	\$ 6,456,764	24%	\$ 43,236	\$ 32,550,000	\$ 39,006,764	\$ (6,764)	
Supported Living Services	7,666,667	7,566,141	28%	100,526	38,500,000	46,066,141	\$ (66,141)	
Community Care Facilities	6,400,000	6,332,490	24%	67,510	32,000,000	38,332,490	\$ 67,510	
Behavioral Services	3,833,333	3,764,365	14%	68,968	19,250,000	23,014,365	\$ (14,365)	
Other	5,981,909	3,931,386	15%	2,050,523	28,000,000	31,931,386	3,960,066	
Total POS services	\$ 30,381,909	\$ 28,051,146	105%	2,330,763	\$ 150,300,000	\$ 178,351,146	\$ 3,940,306	
Receipts from ICFs for SPA services	(1,000,000)	(1,323,891)	-5%	323,891	(3,675,000)	(4,998,891)	(1,109)	
Community Placement Plan (CPP)	1,986,758	-	0%	1,986,758	10,000,000	10,000,000	1,920,550	
Total POS & CPP Services	\$ 31,368,667	\$ 26,727,255	100%	\$ 4,641,412	\$ 156,625,000	\$ 183,352,255	\$ 5,859,747	
Operations Expense (OPS)								
Personnel	\$ 2,041,667	\$ 1,972,236	61%	69,431	\$ 10,275,000	\$ 12,247,236	\$ 2,764	
Benefits	673,750	806,435	25%	(132,685)	3,235,000	4,041,435	1,065	
Facilities/Insurance	258,333	193,314	6%	65,019	1,355,000	1,548,314	1,686	
Equipment / General office	100,000	184,646	6%	(84,646)	415,000	599,646	354	
Consultants	66,667	114,266	4%	(47,599)	285,000	399,266	734	
Mileage	43,333	34,075	1%	9,258	225,000	259,075	925	
Legal	50,000	31,234	1%	18,766	270,000	301,234	(1,234)	
Communications	20,000	30,246	1%	(10,246)	90,000	120,246	(246)	
Other Expenses	39,610	(121,048)	-4%	160,658	365,000	243,952	(6,294)	
Total Operations Expense	\$ 3,293,360	\$ 3,245,404	100%	47,956	\$ 16,515,000	\$ 19,760,404	\$ (246)	
Community Placement Plan (CPP)	254,804	-		254,804	1,528,825	1,528,825	-	
Total OPS & CPP Expenses	\$ 3,548,164	\$ 3,245,404		302,760	\$ 18,043,825	\$ 21,289,229	\$ (246)	
Total	\$ 34,916,831	\$ 29,972,659		\$ 4,944,172	\$ 174,668,825	\$ 204,641,484	\$ 5,859,501	
DDS Contract Allocations 2016/17	Date Received	POS		Operations	CPP Ops only	Total		
Preliminary Allocation	5/19/2016	\$ 127,322,114		\$ 14,451,195		\$ 141,773,309	68%	
C-Prelim ABX-1				1,386,403		1,386,403	1%	
1st Amendment C-1		48,969,338		3,922,560		52,891,898	25%	
1st Amendment C-1 CPP		11,920,550		-	1,528,825	13,449,375	6%	
Total Allocation		\$ 188,212,002		\$ 19,760,158	\$ 1,528,825	\$ 209,500,985	100%	

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North Bay
Regional Center

10 Executive Ct. Napa, CA 94558
Phone: (707) 256-1100 • TTY (707) 252-0213

2351 Mendocino Avenue, Santa Rosa, CA 95403
Phone: (707) 569-2000 • TTY (707) 525-1239

**FAIR HEARING & MEDIATION UPDATE
SEPTEMBER 1 - 30, 2016**

- | | |
|------------------------|---|
| Eligibility
(16-15) | <u>Reason for Appeal:</u> Claimant appeals denial of respite services.
<u>Ruling:</u> Fair Hearing pending. |
| Eligibility
(16-17) | <u>Reason for Appeal:</u> Claimant appeals denial of eligibility.
<u>Ruling:</u> Fair Hearing request pending. |
| Eligibility
(16-18) | <u>Reason for Appeal:</u> Claimant appeals DDS low provider rate.
<u>Ruling:</u> Fair Hearing request pending. |
| Eligibility
(16-19) | <u>Reason for Appeal:</u> Claimant appeals denial of eligibility.
<u>Ruling:</u> Fair Hearing request pending. |
| Eligibility
(16-20) | <u>Reason for Appeal:</u> Claimant appeals denial of eligibility.
<u>Ruling:</u> Fair Hearing request pending. |
| Eligibility
(16-21) | <u>Reason for Appeal:</u> Claimant appeals denial of eligibility.
<u>Ruling:</u> Fair Hearing request pending. |

NORTH BAY REGIONAL CENTER
 CONSUMER STATISTICS
 COUNTIES SELECTED: ** ALL **

AGE RANGE	NUMBER	% TO TOTAL	GENDER	NUMBER	% TO TOTAL	RESIDENCE TYPE	NUMBER	% TO TOTAL
0 - 2	1,184	13.3 %	MALES	5,621	63.2 %	OWN HOME	6,161	69.2 %
3 - 17	2,539	28.5 %	FEMALES	3,270	36.7 %	ILS	573	6.4 %
18 - 40	3,207	36.0 %			SLS	736	8.2 %	
41 - 60	1,354	15.2 %			DC	105	1.1 %	
61 - 80	581	6.5 %			SNP	52	.5 %	
					ICF	249	2.8 %	
80 & OLDER	26	.2 %			CCP	764	8.5 %	
					FOSTER CARE	183	2.0 %	
					OTHER	68	.7 %	
TOTAL:	8,891	100.0 %	TOTAL:	8,891	100.0 %	TOTAL:	8,891	100.0 %

ETHNICITY	NUMBER	% TO TOTAL	DISABILITY	NUMBER	% TO TOTAL	COUNTY	NUMBER	% TO TOTAL
MIXED	698	7.8 %	AUTISM	1,909	21.4 %	28. NAPA	1,132	12.7 %
ASIAN	204	2.2 %	EPILEPSY	1,122	12.6 %	48. SOLANO	3,707	41.6 %
BLACK	850	9.5 %	CEREBRAL PALSY	916	10.3 %	49. SONOMA	3,889	43.7 %
FILIPINO	318	3.5 %	MENTAL RETARDATION	4,841	54.4 %			.0 %
NATIVE AMERICAN	31	.3 %	OTHER	1,029	11.5 %			.0 %
POLYNESIAN		.0 %						.0 %
SPANISH/LATIN	2,050	23.0 %	CONSUMERS MAY HAVE MULTIPLE DIAGNOSES					.0 %
WHITE	4,323	48.6 %						.0 %
OTHER	129	1.4 %						.0 %
UNKNOWN	288	3.2 %						.0 %
						OTHER	163	1.8 %
TOTAL:	8,891	100.0 %				TOTAL:	8,891	100.0 %

PRIMARY LANGUAGE	NUMBER	% TO TOTAL	Status	Count	% TO TOTAL
SIGN LANGUAGE	25	.2 %	0	532	5.9 %
ENGLISH	7,276	81.8 %	P		
SPANISH	1,454	16.3 %	1	934	
OTHER LATIN LANG.		.0 %	2	7,320	
CANTONESE CHINESE	8	.0 %	3		
MADARIN CHINESE	3	.0 %	8	105	
JAPANESE	2	.0 %			
VIETNAMESE	12	.1 %			
KOREAN	3	.0 %			
LAOTIAN	4	.0 %			
CAMBODIAN	4	.0 %			
OTHER ASIAN LANG.	2	.0 %			
RUSSIAN	2	.0 %			
ALL OTHER LANG.	96	1.0 %			
TOTAL	8,891	100.0 %	TOTAL	8,891	100.0 %

//

CONSUMER ADVOCATE REPORT

September 23, 2016

Some of the self-advocacy/support groups started back up in June using the educational materials on self-advocacy. Consumers are not as interested as they were in having groups but I will keep trying.

The Napa County IHSS Advisory Committee is sponsoring an Educational Appreciation Luncheon at the Elk Lodge in Napa for IHSS providers and consumers in February or March 2017. More information will be given as things develop. We are working with Channel 28 to produce training tapes on the purpose of the IHSS Advisory Committee and IHSS services.

There is a Supported Life Conference called "Inclusion is the New Standard" on October 6th – 7th in Sacramento. Keynote Speakers and break out session will be: transportation, housing, jobs, civil and human rights, and being a self-advocate. It will be held at Crown Plaza Hotel Sacramento Northeast, Sacramento, CA. I'm attending and if you want more information please contact me.

Again, we need to assist getting registered voters to the polls on November 8th so please assist the people we serve to vote.

I continue to assist service coordinators with their cases and I'm continue as the DDS Conservator designee.

Thank you.

Submitted by:

Randy Kitch

NBRC Resource Development and Quality Assurance

Become an NBRC Vendor! Visit the NBRC website:
<http://nbrc.net/service-providers/becomeavendor/>

Quality Assurance

On 9/27/16 NBRC in collaboration with the Department of Developmental Services and service providers met to discuss the new Home and Community Based Settings Rules.

In September the Quality Assurance Team hosted a collaborative meeting for service providers to discover changes needed to comply with the new CMS settings rules. Discussions surrounded changes that could be made to apply for the \$21 million dollars that is available from the Department of Developmental Services. Requests for funds are due to North Bay Regional Center on or before 10/1/16. <http://www.dds.ca.gov/hcbs/>

Special Incident Report Team

- Attended the ARCA Risk Assessment and Mitigation statewide team meeting at San Andreas Regional center. This meeting had a focus on health campaign of vaccines for flu & pneumonia.
- The SIR Team provided individualized SIR training for two NBRC service providers.
- The SIR Team is working jointly with the QA Team to assist QA in the follow up of reportable SIRs and follow up with vendors.
- The SIR team will provide custom trainings to your agency. Contact January Crane 707-256-1256

Start Up Money for 2016-17 Community Placement Plan Request for Proposals

NBRC is currently reviewing RFP proposals submitted and working to schedule interviews during the month of October. Awards will be announced in the month of November. Requests for proposals all center around serving individuals exiting Sonoma Developmental Center or other locked setting to live in the least restrictive environments.

Performance Plan 2016-17

North Bay Regional Center promotes opportunities and supports choices for people with developmental disabilities in Solano, Sonoma, and Napa Counties. This Plan for 2016-17 reflects targeted activities NBRC will engage in to improve outcomes related to Local and Public Policy Measures as a result of both internal review and external feedback sessions.

*NBRC's Performance Goals are achieved (★) when NBRC data exceeds the statewide average or has improved over the prior year's performance

Performance Plan 2016-17: Public Policy Measures	Statewide Averages	NBRC Outcomes	Planned Activities
Fewer clients reside in state developmental centers	0.57% 2014	1.32%/105 2014	NBRC will reduce the number of individuals living in DCs; increased staffing for resource development and service coordination of DC clients will result in more individuals being transitioned to community living options; NBRC will work with DDDS, SDC and Regional Projects to coordinate the planned closure of SDC in a supportive manner. NBRC will increase RFP output to address individual's support needs.
	0.38% 2015	1.19%/96 2015	
	0.33% 2016	1.22%/101 2016	
More children live with families (including own family, foster family, and/or guardian)	99.02% 2014	98.93% /3,061 2014	NBRC continues monitoring family and children's support needs around health, living arrangements, school and leisure goals; SCs will continue to assess for behavior, respite and daycare needs, durable medical equipment and other supports that support families to maintain children in the family home.
	99.11% 2015	99.05%/3,114 2015	
	99.22% 2016	★ 99.19%/3167 2016	

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Performance Plan 2016-17: Public Policy Measures	Statewide Averages	NBRC Outcomes	Planned Activities
Fewer children live in licensed homes serving more than 6 children	0.06% 2014	0%/0 2014	NBRC will continue developing alternative living arrangements that meet children's support needs in the least restrictive setting.
	0.06% 2015	0.06%/2 2015	
	.05% 2016	0.09%/3 2016	
More adults live in home settings (includes living with family, parent or conservator; adult family home agency-FHA; independent living; or supported living arrangements)	76.94% 2014	75.01%/3,574 2014	NBRC continues advocating for individuals to assert their rights to access the living arrangement of their choice, and NBRC is committed to developing a wide array of options including family support for adults choosing to live in the family home. NBRC will continue utilizing the Living Arrangements Committee to identify living arrangements that meet both support needs and choice in the least restrictive manner.
	77.69% 2015	76.05%/3,665 2015	
	78.47% 2016	★ 77.62%/3861 2016	
More adults reside in Independent Living arrangements	11.52% 2014	11.27%/ 537 2014	NBRC will continue working with clients and families to identify appropriate living arrangements, including development of ILS services. Service Coordinators will review and monitor support needs to include implementation of ILS in the family home to support independent skill development.
	11.33% 2015	10.81%/521 2015	
	11.15% 2016	10.80%/537 2016	
Performance Plan	Statewide Averages	NBRC Outcomes	Planned Activities

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2016-17: Public Policy Measures			
More adults reside in Supported Living arrangements	5.63% 2014	14.59%/ 695 2014	NBRC will continue identifying supported living options and advocating for affordable housing options; NBRC will utilize internal procedures and protocols to monitor quality outcomes ensuring utility of community resources, e.g., IHSS, and prevention of service replication through budget and scheduling documentation through quarterly monitoring visits.
	5.60% 2015	15.04% 2015	
	5.52% 2016	★ 14.90%/741 2016	
More adults reside in Family Home Agency (FHA) living arrangements	.87% 2014	.99%/47 2014	NBRC will continue identifying FHA as a living option, working with vendors to ensure quality services and supports that meet individuals' needs; Service Coordinators will conduct quarterly monitoring visits.
	.95% 2015	1.0%/48 2015	
	.97% 2016	★ 1.31%/65 2016	
Fewer adults live in licensed homes serving more than 6 adults	3.03% 2014	1.66%/79 2014	NBRC develops homes that serve 4 adults or less while meeting health and behavioral needs and meeting anticipated CMS settings rules. NBRC will continue monitoring homes and assessing for support needs on a quarterly basis.
	2.85% 2015	1.66%/80 2015	
	2.72% 2016	★ 1.55%/77 2016	
Local Employment Measures	Statewide Averages	NBRC	Planned Activities

<p>Number and percent of adults (ages 16-64) with earned income and average wage (aggregate)</p>	<p>12%/17,615/\$541 2013</p> <p>13.1%/\$7,044 2014</p> <p>16%/962/\$7248 2015</p>	<p>12%/637/\$570 2013</p> <p>14.5%/\$7,064 2014</p> <p>★ 25%/961/\$6686 2015</p>	<p>NBRC will continue working with the Dept. of Rehabilitation and local collaborative groups (e.g., Mayors' Committees, Community Advisory Committees) to promote Work First with the individual planning team and increase employment opportunities; NBRC will increase business outreach and education and produce materials/media highlighting the benefits of employing individuals with disabilities.</p>
<p>Number and percent of adults in supported employment and/or competitive employment *2011-12 FY data</p>	<p>13%</p>	<p>★ 16%</p>	<p>See above</p>
<p>Number and percentage of adults who engage in paid work by weekly hours *2014-15 FY data</p>	<p>Less than 10: 8%</p> <p>10-25 hours: 10%</p> <p>26-39 hours: 5%</p> <p>40+ hours: 1%</p>	<p>13%</p> <p>13%</p> <p>★ 6%</p> <p>★ 2%</p>	<p>See above</p>
<p>Number and percentage of adults earning wages (in relation to Minimum Wage) *2014-15 FY data</p>	<p>Below : 58%</p> <p>Minimum: 22%</p> <p>Above: 19%</p> <p>Salaried: 1%</p>	<p>61%</p> <p>★ 23%</p> <p>15%</p> <p>1%</p>	<p>See above</p>
<p>Local Employment Measures</p>	<p>Statewide Averages</p>	<p>NBRC</p>	<p>Planned Activities</p>

<p>Percentage of adults reporting integrated employment as a goal in IPP *2011-12 FY data</p>	<p>27%</p>	<p>25%</p>	<p>NBRC will promote Work First with the individual planning team and provide training to Service Coordinators on advocating for integrated employment preparation and opportunities in the community. NBRC will work with the Department of Rehabilitation and school transition teams to promote integrated employment and Workforce Investment Opportunity Act legislation aimed at increasing competitive employment outcomes.</p>
<p>Percentage of adults currently unemployed, but wanting a job in the community *2011-12 FY data</p>	<p>39%</p>	<p>★ 20%</p>	<p>See above</p>
<p>Compliance Measures: NBRC is in compliance with Performance Contract when CDER and Intake timelines are met and NBRC passes auditing and budget management criteria</p>			
<p>Compliance Measures</p>	<p>Statewide Average</p>	<p>NBRC Outcomes</p>	<p>Planned Activities</p>

<p><i>Intake/Assessment is completed in a timely manner:</i></p> <p>142 days or less</p> <p>143-240 days</p> <p>Over 240 days</p>	<p>98%- 2014 97.99%-2015 98.32% - 2016</p> <p>1.79%-2014 1.70%- 2015 1.56% - 2016</p> <p>0.21%-2014 .31%- 2015 .12% - 2016</p>	<p>100%- 2014 100%- 2015 94.74% - 2016</p> <p>0%-2014 0%-2015 4.31% - 2016</p> <p>0%-2014 0%- 2015 .96% - 2016</p>	<p><i>NBRC will continue providing timely completion of intake/assessment for children 3 years old and above. NBRC will develop RFPs for speech, OT, and PT for additional assistance in timely assessments.</i></p>
<p><i>Intake/assessment and Individual Family Service Plans are completed in a timely manner</i></p>	<p><i>Statewide data collection under development</i></p>	<p>95%- 2016 <i>compliance for IFSPs, see Intake</i></p>	<p><i>NBRC will continue monitoring IFSP input data internally to ensure IFSP's are completed in a timely manner.</i></p>
<p><i>Client Development Evaluation Reports (CDERs) and Early Start Reports (ESRs) are current</i></p>	<p>97.35%-2014 98.19%-2015 98.44% -2016</p>	<p>94.86%-2014 96.84%- 2015 ★ 97.57% - 2016</p>	<p><i>NBRC will continue monitoring monthly reports to ensure CDERS and ESRs are current; internal quality monitoring and monthly auditing will identify reporting errors and missed dates to increase reporting compliance.</i></p>
<p>Compliance Measure</p>	<p>2015</p>	<p>2016</p>	<p>Planned Activities</p>

<i>NBRC operates within OPS budget</i>	YES	YES	<i>NBRC will continue to monitor through monthly reporting</i>
<i>NBRC passes unqualified independent audit with no material findings</i>	YES	YES	<i>NBRC will continue to utilize business practices in compliance with audits.</i>
<i>NBRC is in substantial compliance with DDS Fiscal Audits</i>	NO	NO	<i>NBRC will add staff to fulfill internal auditing requirements to address audit findings and ensure compliance in the future.</i>
<i>NBRC POS fiscal % projections are accurate (based on February 2016 SOAR)</i>	YES	YES	<i>NBRC monitors POS spending monthly to make accurate projections.</i>
<i>NBRC Operates within the POS budget</i>	YES	YES	<i>NBRC monitors POS spending through internal business practices.</i>
<i>NBRC participates in the Federal Waiver</i>	YES	YES	<i>NBRC Internal Quality Monitor conducts monthly audits.</i>
<i>NBRC complies with Vendor Audit requirements</i>	NO	NO	<i>NBRC has staffed this position; we will continue to address this with our vendors to the best of our ability.</i>
<i>NBRC develops IPPs that meet Welfare & Institutions Codes (WIC) requirements</i>	YES	★ YES	<i>NBRC will continue to monitor IPP reports per Supervisor; 97% and 98% compliance per 2013 and 2015 DDS audits, respectively.</i>
<i>NBRC completes IFSPs to meet Title 17 requirements in compliance with timelines</i>	96%	95%	<i>NBRC will continue to comply with Title 17 require.</i>
NBRC Local Policy Outcomes & Strategic Achievements		Planned Activities for 2016-17	

<p><u>Individuals achieve self-reliance and independence</u></p>	<ul style="list-style-type: none"> • NBRC YouTube channel and website will continue featuring stories promoting independence and self-reliance www.youtube.com/user/northbayrc <ul style="list-style-type: none"> ○ 51% of adults choose their own home* ○ 12% of adults receive benefits at their job* ○ 81% of adult have adequate transportation available*
<p><u>Individuals achieve economic influence through employment</u></p>	<ul style="list-style-type: none"> • NBRC will continue referring students to the College to Career program and Project Search, promoting work opportunities through transition • NBRC will promote Work First options and collaborate with SELPAs in the implementation of WIOA legislation • NBRC will implement a “braided services” model to increase micro-enterprise and competitive employment options <ul style="list-style-type: none"> ○ 85% of adults chose their job* ○ 20% of adults work over 10 hours per week ○ Of those working, 37% earn at or above minimum wage
<p><u>Individuals are the principal decision-makers in their lives</u></p>	<ul style="list-style-type: none"> • NBRC Consumer Advocate will continue working with self-advocates to promote independent decision-making, handling of own resources and money, making career decisions, and voting; 26% of adults participated in a self-advocacy event* <ul style="list-style-type: none"> ○ 58% of adults chose their Service Coordinator; 63% chose home staff; and 41% chose their roommates* ○ 77% participate in community activities* ○ 58% of families report that their child is always involved with important decisions
<p><u>Family Support services result in health family environments</u></p>	<ul style="list-style-type: none"> • NBRC continues advocating for use of community resources and private insurance • NBRC Parent Behavior trainings continue educating parents and families in providing behavior supports that result in cost-effective, person-centered behavior interventions • NBRC will continue utilizing Creating Behavioral and Educational Momentum (CBEM) • NBRC will coordinate a Resource Fair to educate families and individuals on supports available in the community

	<ul style="list-style-type: none"> ○ 57% of families report they always receive the services listed in the IPP* ○ 38% of families report that services usually change with family's need* ○ 70% of families always have access to the special equipment needed for clients* ○ 73% of families report that their son's/daughter's residential setting is always safe* ○ 95% of families report that their son/daughter has an overall good quality of life ○ 97% of families report that services and supports have made a difference in their lives ○ 83% of families report that family supports improve their ability to care for their child; ○ 89% report that they have made a positive difference*
<p><u>Individuals and families have access to community resources</u></p>	<ul style="list-style-type: none"> ● NBRC will continue supporting, problem-solving, and facilitating use of private insurance and community resources to access behavior and medical services necessary to support client and family health ● NBRC will continue contracting with Dental Services Coordinator to advocate for and identify dental resources. <ul style="list-style-type: none"> ○ 81% of adult have adequate transportation available* ○ 56% of adults get the publicly funded services needed* ○ 81% of adults go on errands in the community* ○ 52% of adults went on vacation* ○ 62% of adults have the support needed to work or volunteer in the community*

*NBRC will use National Core Indicators baseline data to implement targeted actions during 2017 that will address outcomes which will result in improved data over the next cycle.

Addendum to 2017 Performance Contract:

NBRC PERFORMANCE CONTRACT MEASURES RELATED TO REDUCING DISPARITIES AND IMPROVING EQUITY

<p>Number and percent of individuals, by ethnicity, who are satisfied with the</p>	<p>Current NCI data identifies that per survey:</p> <ul style="list-style-type: none"> ● Child Family Survey: 63% of respondents are satisfied ● Adult Family Survey: 70% of respondents are satisfied ● Family Guardian Survey: 87% of respondents are satisfied
--	--

<p>services and supports received by the family and family member</p>	<p><i>NBRC will analyze data sorted by ethnicity to identify areas where disparity exists regarding satisfaction with services. NBRC Service Coordinators will complete trainings in cultural competency including Culture and Communication, and Understanding Culture; language support needs will be identified to ensure effective translation and interpretation of service planning including expansion of bi-lingual vendors. NBRC will use data related to satisfaction to identify and develop targeted resource and support needs in the community.</i></p>
<p>Number and percent of families, by ethnicity, who report that services have made a difference in helping to keep their family member at home.</p>	<p>Current NCI data identifies that per survey:</p> <ul style="list-style-type: none"> • Child Family Survey: 83% report services have made a difference • Adult Family Survey: 75% report services have made a difference <p><i>NBRC will analyze data sorted by ethnicity to identify areas where disparity exists regarding service needs. NBRC will use data to identify and develop resource and support needs in the community and coordinate with Family Resource Centers to advocate for increased access to community resources.</i></p>

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Vendor Advisory Committee
Report to the NBDDS Board of Directors
October 5, 2016
submitted by: Linda Plourde

The VAC met on Tuesday, September 13, 2016. Please refer to the minutes for the complete report.

The following community concerns were discussed:

- NBRC updated organizational chart
- Sub minimum wage
- Procedures regarding transferring a client from one program to another
- Rate increase for homes vendored for four beds
- Social media confidentiality
- Purchase of older vehicles for transportation
- Does billing for transportation include billing for live transport only?
- When a vendor has not yet received a POS to continue to provide service, should the vendor continue with the service anyway given that it will be continued, or should the vendor suspend service while awaiting receipt of the POS?
- Courtney Singleton further clarified questions from the June VAC meeting regarding the wage pass through that was effective July 1, 2016.

Michi Gates reported significant progress in the hiring of case managers. Caseloads have reduced to about 80 consumers. Additionally, she reported that NBRC has a full complement of clinicians providing services now and NBRC has a legal team that meets weekly. Michi also reported that she has not received any responses for the RFP for non- community residential. There are no startup funds and the rates are lower.

Lisa Hooks reported on the following:

- transitioning SDC staffs to the community to assist in the transition to community living.
- CMS presentation – Urges all programs to go in and complete the Provider Self-Survey. State Plan Surveys are due by 3rd quarter of 2017.
- Heightened scrutiny –The settings rule will address settings that isolate clients in the community. California will need to address how to manage such situation. For example, if a client’s job is to stock items in a back room and is doing so alone, this may be considered a “setting that isolates”.
- Another topic of discussion is “Allowing individuals the freedom to have visitors at any time.”
- State transition plan.

Roger Phillips, Options 3, presented on the current situation of closure for his agency. Roger advised vendors to take the steps required to ensure that all documentation is in order in preparation for audits and reviews.

Next VAC meeting is Tuesday, October 11, 2016.

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VAC Meeting Minutes


Vendor Advisory Committee Meeting Minutes
North Bay Regional Center, Napa

September 13, 2016



1. Attendance	
a. Call to order	VAC Meeting held September 13, 2016 was called to order at 10:08 AM (PST). Chaired by Lauren Meikeljohn
b. Roll call. Quorum met? <input checked="" type="checkbox"/> July minutes Approval (No August meeting) MSC, Unanimously Karen L, 2 nd Linda Agenda Approval: <input checked="" type="checkbox"/> Yes <input type="checkbox"/> No	<p><u>VAC Membership</u></p> <input type="checkbox"/> Saanen Kerson (Vine Village) <input checked="" type="checkbox"/> Darelyn Pazdel (PRIDE Industries) <input type="checkbox"/> Karen Farnsworth (CPA) <input checked="" type="checkbox"/> Lauren Meikeljohn (Becoming Independent) <input checked="" type="checkbox"/> Karen Lustig (Aldea Supported Living Services) <input checked="" type="checkbox"/> Linda Plourde (Bayberry, Inc.) <input checked="" type="checkbox"/> Holly Pagel (Connections for Life) <input checked="" type="checkbox"/> Kelley Hanson (PACE Solano) <input checked="" type="checkbox"/> Ali Tabatabai (New Leaf) <input checked="" type="checkbox"/> Andrea Mendoza (REI/CHDC) <input checked="" type="checkbox"/> David Mauger (C. House) <p><u>NBRC Staff</u></p> <input checked="" type="checkbox"/> Michi Gates <input checked="" type="checkbox"/> Bob Hamilton <input checked="" type="checkbox"/> January Crane <input checked="" type="checkbox"/> Maura McDonough <input checked="" type="checkbox"/> Courtney Singleton <input checked="" type="checkbox"/> Seneca St. James <p><u>General Members</u></p> <input checked="" type="checkbox"/> Adria Carson (On My Own) <input checked="" type="checkbox"/> Amanda Jeffries (Connections for Life) <input checked="" type="checkbox"/> Beth Kahiga (Napa Valley Support Services) <input checked="" type="checkbox"/> Cathy Alvillar (Blackwell Homes) <input checked="" type="checkbox"/> Chari Glogovac-Smith (CA Mentor) <input checked="" type="checkbox"/> Deb Phillips (Options 3 Inc.) <input checked="" type="checkbox"/> Elizabeth Sutton (North Bay Industries) <input checked="" type="checkbox"/> Heather Stewart (Turning Point TSS) <input checked="" type="checkbox"/> James Cox (Becoming Independent) <input checked="" type="checkbox"/> Jesse Hansen (Dungarvin) <input checked="" type="checkbox"/> Joetta Griffin (GFCH/Impact) <input checked="" type="checkbox"/> Kandi Cotter (Liberty) <input checked="" type="checkbox"/> Leticia Leon (R & D Transportation) <input checked="" type="checkbox"/> Lisa Blanc (Options 3, Inc) <input checked="" type="checkbox"/> Lisa Hooks (State Council on Developmental Disabilities) <input checked="" type="checkbox"/> Louis Chiofalo (Solano Diversified Services) <input checked="" type="checkbox"/> Melissa Loucks (Wheelcare Express) <input checked="" type="checkbox"/> Mike Lisenko (UCP of the North Bay) <input checked="" type="checkbox"/> Renee Fannin (Lynn & Darla SLS) <input checked="" type="checkbox"/> Rhonda Fischer (Lynn & Darla) <input checked="" type="checkbox"/> Roger Phillips (Options 3, Inc.) <input checked="" type="checkbox"/> Shannon Steele (Skills for Life) <input checked="" type="checkbox"/> Stan Higgins (Oaks of Hebron)

2. Agenda changes/Additions		
	<ul style="list-style-type: none"> • January Crane additional announcement • Joetta Griffin, various community concerns 	
3. Feature Presentation	Summary	Action/Follow-Up
	Nothing this month	
4. Community Concerns	Summary	Action/Follow-Up
	<ul style="list-style-type: none"> • Joetta Griffin – Requested an updated organizational chart for NBRC? The group informed Ms. Griffin that the organizational chart for NBRC is updated and on the website. <ul style="list-style-type: none"> ✓ Letters regarding sub-minimum wage. How does the regional center know who has a subminimum wage? Maura noted that the Department of Rehab is responsible for the required job counseling and the programs are subject to a fine if they are not in compliance. Maura does not know who receives subminimum wages. Louis shared with the group that there is a website to search for programs who currently hold a subminimum wage certificate. Kelley asked what if the agency has a person under the age of 25, and is not currently working with DOR? Maura said DOR will have to work with them anyway. ✓ Transferring from one program to another – How does a program know when a client has transferred? Michi suggested that Joetta email her with details and she will help with the individual situation. ✓ Rate differential for facilities - homes vendored for six residents who only have four residents. Do vendors have to be vendored for four to receive the rate increase? Courtney noted one must be vendored for four beds in order to be considered for the rate increase. ✓ Media confidentiality. How are other programs working with clients who are using their own phones and posting pictures of their friends and staff? There is no responsibility, however, it is a training issue to teach clients that it is respectful to ask for permission prior to posting other individuals. ✓ Vans – Can we speed up the process of the waiver to purchase an older vehicle? Leticia with R&D discouraged the purchase of older vehicles indicating that R&D will request maintenance records, and will inspect the entire fleet at that time. There is also consideration given to California’s EPA standards and emissions. • James Cox – Billing for Transportation Services – R & D allows billing for live transport. Becoming Independent requires approximately two hours of travel and staff time before and after clients are on the bus. Leticia (R&D), responding with an explanation that funding only covers (regulation) live transport, not “deadhead” miles. James requested information as to where this discussion began. The contract between R&D and NBRC? James requested that transporters be paid once the vehicle leaves the lot. Leticia will share the regulations with James. Kelley, when transportation rates have been discussed in the past, safe operations as an avenue to request rate increases were also discussed. Leticia shared with the group that R&D is part of the stakeholders group and that they are representing these issues daily. Leticia will share grant opportunities with the VAC. • Elizabeth Clary – Question sent in and read by Lauren - When a service is requested in a plan and the POS is not there to support it, should we withhold services and frustrate the families, or take the risk 	

	<p>when we know the POS is in development? The group unanimously agreed that service should be suspended.</p> <ul style="list-style-type: none"> • Courtney Singleton – Follow up to questions posed in June regarding rate increase and wage pass through. All increases have to be from July 1, 2016 and forward. Survey will not be out until October of next year (2017.) Suggestion that we all keep close count of the wages prior to July 1st and after. Kelley and Beth asked if the increase is remaining tied to a service code and what to do if they have employees who work in 2 different service categories. More direction will follow from NBRC and DDS. 	
<p>5. Group Reports</p>		<p>Action/Follow-Up</p>
	<ul style="list-style-type: none"> • Napa Solano Vendor Group – Karen Lustig – Agency updates, differential in the bed rate (4 versus 6), communication from NBRC. • Sonoma Vendor Group – Liz Sutton – Benefits, percentage of pay, CMS, WIOA. • State Council – Lisa Hooks – See presentation. • Housing – Mary Eble – not present. • CDSA – Elizabeth Sutton – There is an event next week and the following topics are on the agenda: rates, WIOA, managed care, overtime, and wages. • CSLN – Linda Plourde – emerged in advocacy, tracking wages increases. • ANCOR – Linda Plourde – traveling to Washington DC soon for a leadership conference and board meeting and to advocate for the disability community act of 2016, sponsored by ANCOR. Flyer in board packet. Asking for Federal Medical Assistance. Asking for increase annually to fund the new rules regarding the white-collar overtime rule. Linda was elected to the ANCOR Board of Directors . She will be spending more time in Washington DC advocating. • NBRC Board Report – Linda – Performance contract data and plan, January Crane (information in the board packet.) Approval of contract extension for CBEM, funding per person up to 25 people. Defer questions to Michi. Large group attended from a local vendor who is closing business. Heart felt speakers regarding the effects of the vendor closing. • Bob Hamilton – ARCA, no one attended August ARCA meeting. The next one is scheduled for October. DDS hired a new Research Manager, seven staff research unit has been funded. Vicky Lovell with DDS has crafted new agreement to continue to fund Porterville and Fairview for several more years. DDS is required to develop performance benchmarks on the website. The setting rules will be posted on the website in a few weeks. <ul style="list-style-type: none"> • DDS is working on the 2017-2018-budget estimate, and is committed to keeping reductions in place. • Rate letters - DDS declared that in order to qualify for new four-bed rates, regional centers are encouraged to have vendors become re-vendored as a four-bed facility. DDS is working on final regulations for community placement regulations. NBRC has requests for proposals on their website for new care homes. Community is in crisis and homes are needed. ARCA still interested in strengthening regional centers. • Dr. Michi Gates NBRC update: <ul style="list-style-type: none"> ✓ Good news regarding staffing. Caseloads are down to 80s. There are currently four Service Coordinator positions open. There are currently positions for Community Placement for Developmental Center as well. Sonoma has the most people there, and the 	

	<ul style="list-style-type: none"> ✓ Department is strongly urging NBRC to move them out. ✓ Federal revenue program targets are not received yet. ✓ NBRC has a full complement of clinicians providing services now. ✓ NBRC has a legal team that meets weekly. • State Council – Lisa Hooks <ul style="list-style-type: none"> ✓ The topic of staff hiring in Sonoma, SDC employees are working with the State Council to place staff. ✓ CMS presentation – Urges all programs to complete the Provider Self-Survey. State Plan Surveys are due by 3rd quarter of 2017. Question - can consumers ask for private rooms? ✓ Congregated living looks at bathroom ratios. They want the state to put a ratio on the number of people who can use one bathroom. This hasn't been regulated, however, Southern CA day programs are adding bathrooms in anticipation of changes. ✓ Heightened scrutiny - If it appears an activity isolates individuals from the community, scrutiny may be warranted under "settings that isolate." What is the "broader community?" Groups in the community inhibit community involvement. California will need to figure out a way to find consumers interaction. Resolution may include coworkers. ✓ Another topic of discussion is "Allowing individuals the freedom to have visitors at any time." ✓ State transition plan has been uploaded. January Crane inserts, to be mindful of informed choice as we move through these options. The group ponders, how person is centered planning different? 	
6. Report	Summary	Action/Follow-Up
Policies Procedures Practices or Trends.	Nothing this month.	
7. New Business		
	<ul style="list-style-type: none"> • Nothing to report this month. 	
8. Report	Summary	Action/Follow-Up
Announcements	<ul style="list-style-type: none"> • Karen – Aldea moved office to portable behind the Wolf Center building. • Maura – September 27th training Denyse Curtwright / CMS - \$15.00 per person. Will also have a panel of individuals who have begun the process. Self-assessment. RSVP to Erica D. • Christine, DOR, has set date for a webinar regarding subminimum wage training for September 23, 2016 from 1:30 to 3:30. • January Crane – The DDS Safety Net is beginning a series of campaigns. The first one is Be Flu-Free! Handed out printed material on flu and pneumonia facts, available to everyone. • January - SIR reporting training scheduled for September 15, 2016 in the Napa NBRC. \$10.00 for CEUs. • Roger Phillips – Presentation Options 3, program closing. 	
9. Adjournment		
	Meeting adjourned at 11:45 AM	

Minutes submitted by: Darelyn Pazdel

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