



*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
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MEETING NOTICE

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

DATE: September 7, 2016
TIME: 5:00 – 7:00 p.m.
PLACE: North Bay Regional Center
[610 Airpark Road](#)
Napa, CA 94558

Map & Agenda Enclosed

Board Related Meetings: The next meeting of the Vendor Advisory Committee will be September 13, 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.

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

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 June 1, 2016 be approved as submitted (3 min) (Pgs.1-7)
ACTION
- IV. **TREASURER'S REPORT**
Treasurer's Report for the period of June 1 – July 31, 2016 be approved as submitted. (3 min) (Pg. 8)
ACTION
- V. **ANNOUNCEMENTS**
- VI. **FEATURE PRESENTATION** – Performance Contract Data & Plan – January Crane, Med Waiver Department Manager (20 minutes) (Pgs. 14-24)
- VII. **NEW BUSINESS**
A. CBEM – Approval of contract extension – Courtney Singleton ACTION
B. California Autism Professional Training and Information Network – Katie Pedrift 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. 25-29) 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 Annual Board Meeting scheduled for Wednesday, October 5, 2016, Sonoma Developmental Center Wagner Building at 5:00 p.m.

North Bay Developmental Disabilities Services, Inc.
Board of Directors' Regular Business Meeting
June 1, 2016, 5:00
North Bay Regional Center
10 Executive Court, Napa, CA 94558

MINUTES

NBRC BOARD MEMBERS PRESENT:
Mike Huckins, ARC Solano, VAC Rep.
Rita Edmonds-Norris, Secretary
Barbara Power
Walt Spicer

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

NBRC BOARD MEMBERS ABSENT:
Joanne Tsai (Excused)

Rhonda Foster (Excused)

STAFF PRESENT:
Kathy Newman, Executive Assistant
Deanna Heibel, Associate Dir. Client Services
Jessica Gutierrez, IQM
Kimberly Dowling, IT
Guadalupe Lopez, Intake Dept. Manager
Rafael Hernandez-Perez, CMS
Beth Jensen-Warner, SC
Daniel Cortes, SC
Deanna Kirkpatrick, Assoc. Dir. Client Services

Bob Hamilton, Executive Director
Dave Johnson, Chief Financial Officer
Michi Gates, Director, Client Services
Courtney Singleton, Associate Dir. Client Services
Thomas Maseda, Director, Administration
Dee Skrzypczak, Fiscal Sup.
Isabel Calder, Accounting Dept. Manager
Geri Cludette, SC
Lynda Wheeler, CMS
Rick Burkett, Assoc. Director, IT

GUESTS PRESENT:
Jackie Bowden, Parent
Pat Walter. PHA SDC
Jose Ayala, Consumer
Anna Shands, DDS

Steve Rissell, Family Friend
Kelley Hanson, Pace Solano
Lisa Hooks, SCDD
Adela & Francisco Ayala, Parents
Linda Plourde, Bayberry

CALL TO ORDER – Margi Stern, President, called the meeting to order at 5:00 p.m. A quorum was present and the Board and audience introduced themselves.

CONSIDERATION OF MINUTES

M/S/C (Phillips/Huckins) Move that the minutes of April 6, 2016 and May 4, 2016 regular business meetings be approved as submitted. UNANIMOUS

TREASURER'S REPORT

M/S/C (Huckins/Edmonds-Norris) Move that the Treasurer's Report for the period of March 1 through April 30, 2016 be approved as submitted. UNANIMOUS

ANNOUNCEMENTS:

- Franklin Phillips noted that Oaks of Hebron will host their first annual golf tournament fundraiser on October 21 at Bennett Valley Golf Course. The money raised will provide recreational and vacation trips for clients at a reduced cost.
- Mike Huckins noted that the Legislature released the Able Act on June 1st. This is great news for families who wish to assist their family member with a disability to save up to \$100,000 without any penalties or repercussion. The Ohio version can be used anywhere in the nation. Vendors are hosting presentations by Stephen Dale regarding this opportunity. ARC Solano will host Stephen

Dale at their annual board meeting at 7:30 p.m. on June 14th. Becoming Independent will host a similar presentation on June 16th. Both meetings are opened to the public.

FEATURE PRESENTATION: Caseload Ratio Plan of Correction – Thomas Maseda, Director of Administration.

North Bay Regional Center submits an annual report to DDS on caseload ratios. Each Service Coordinator has a number of clients they serve. DDS has established a mandated ratio per Service Coordinator. Due to funding resources, this caseload ratio has not been in compliance. This is true for most regional centers throughout the state of California. This ratio is very important to attain (through higher number of Service Coordinators) as it means better services for clients. After NBRC submits the report to DDS, the State requires a public meeting be held where input is received as to how caseload ratios can be improved. One of the items suggested at the December 2015 Board meeting was to:

- Invest in technology to assist Service Coordinators to become more efficient in the field.
- In 2008, the Board of Directors adopted a policy identifying caseload ratios as one of its highest priorities. NBRC has spent many years moving resources in the Operations budget to allow for the hiring of Service Coordinators.
- There are three categories by which the State measures regional centers caseload ratios, i.e., Medicaid Waiver caseloads 1:62; Early Start 1:62 ratio; all other cases 1:66. Currently NBRC has a caseload ratio in Medicaid Waiver 1:74; Early Start 1:58; all other cases 1:79. With an improvement in the economy in our geographical area, there has been an increase in attrition. Employees move on to other careers.
- NBRC has received additional funding allowing the hiring of six new Service Coordinators. Improve ratios by increasing staffing.

Public Comment - Lower caseload ratios

- An applicant for a service coordinator position requires a Bachelor's degree in psychology or social work or related field and three years' experience in the field of developmental disability. Employees come from local vendors as well as apply through website (nbc.net) career opportunities.
- How will six new Service Coordinators assist with the current caseload ratio? In order to attain a lower caseload ratio NBRC would need an additional million dollars in funding in Operations for five Service Coordinators. As the State increases funding, NBRC becomes closer to full staffing.
- How long does it take for a new Service Coordinator to become trained and able to serve his/her clients? NBRC has an intensive one-year training program for new employees, which includes in-class and in-the-field training. Once initial classroom training concludes a service coordinator joins their unit with further training from the supervisor and teammates. It takes approximately a year to get someone up to speed. Some get up to speed faster than others.
- The six Service Coordinators will be placed in Santa Rosa and Napa offices.
- Be more open with educational requirements. If a Bachelor's degree is required, don't necessarily require it be in psychology or social work. Maybe someone has the "heart" and didn't realize it and majored in engineering. There are those who are "less degreed" than others but have mentored or been an aid.
- Allow people to job share.
- "Helpers" for service coordinators. This would allow service coordinators to focus more on the needs of the clients.
- Ask employees what they would like to see changed in order to stay.
- Anonymously survey staff.
- NBRC currently has an internship program which assists students obtain experience in the field while they acquire their degree/education.
- Allow a senior in high school to intern in perhaps the mail room or shadow a Service Coordinator to determine if they might be interested in the developmental disability field. Some of our Client

Services Assistants have gone back to school and returned as a Service Coordinator, and progressed to higher management.

- Hard to maintain staff when service coordinators feel like the “bad guy”. Hearing about the displeasure of services from families/consumers in general hurts morale. New service coordinators should perhaps send out an introduction letter letting family and consumers know that they will be in training for approximately nine months to a year.
- In the earlier days of the Regional Center it seems service coordinators were able to spend more time with families. With high caseloads, it is difficult for them to spend quality time with families/consumers. Tom noted that NBRC is working on implementing what is called the “mobile workforce”. Laptops have been purchased to provide more opportunities for service coordinators to be in the homes of the parents/consumers rather than in the office. The mobile workforce will allow service coordinators to connect to all services remotely that they are able to connect to in the office. This is a way to build relationships of trust with families.
- Educate parents through parent groups is far more effective than meeting with a service coordinator once a year. NBRC should “care and feed” new service coordinators so they know their job and are able to assist a family member more effectively.
- Mobile workforce has significantly improved service coordinators ability to connect with families over the last few months. They are quicker to respond which assists the client in feeling closer to individual service coordinator.
- Advocate for the parents to take the bull by the horns. Parents are equally responsible to keep their service coordinator in the loop. Agreed that there has been a huge improvement in the last several months.
- Bob Hamilton thanked advocates who met with Governor Brown and legislators to make more funding a reality. NBRC has been unsuccessful in hiring nurses and doctors due to low salaries. Service coordinators are spending a large part of their day filling out paperwork to keep in compliance with the Feds, and as such the qualitative nature of the work diminishes.
- Franklin noted that his service coordinator recently used her personal computer and it helped tremendously.
- The results of the public comment will be posted to NBRC’s website.
- Secretary Dooley of California Health and Welfare, who works directly for Governor Brown, has been conducting a taskforce in the community and has been key in moving some of this along. The Regional Center system anxiously awaits revision of the rate structure so providers can make an adequate living. The fundamental tools they used to develop our allocation for staffing is based on salaries in 1991. Encourage Secretary Dooley to keep up the good work.
- In addition to bringing NBRC caseload ratios in compliance, NBRC is actively engaged in building up resources available to families. NBRC is developing and expanding its Quality Assurance department to assure that resources being developed are of good quality. As the state is starting to provide additional funding, we are better able to move in that direction.

Creating Behavioral Educational Momentum (CBEM) is NBRC’s crisis intervention services in all three counties. Courtney Singleton noted that CBEM’s contract expires June 30, 2016 and is requesting an extension through September 30, 2016. CBEM is serving almost double the clients they are contracted to serve. NBRC wants to meet with CBEM to more effectively work out the contract. Currently NBRC pays CBEM \$65,000/month to serve 25 clients but are serving closer to 50 clients. They provide NBRC’s crisis intervention services and are on call 24-hour a day. CBEM will provide a presentation for the Board at the September meeting.

M/S/C (Huckins/Phillips) Move approval of extending the CBEM contract through September 30, 2016
UNANIMOUS

COMMITTEE REPORTS:

A. Executive Committee – Margi Stern, President; Walt Spicer, Vice President; Rita Edmonds-Norris, Secretary; Franklin Phillips, Treasurer – No meeting.

B. Vendor Advisory Committee (VAC) – Mike Huckins

The VAC met on Tuesday, May 10, 2016. Please refer to the minutes for the complete report.

Community Concerns/Clarifications:

- There was a request for more information about Level IV home availability and community care facility openings in general. There is a great need for more facilities in general so there will be some Resource Development RFPs going out in June. Discussion followed.
- Concern was presented about the low response for the vendor surveys locally and statewide. Courtney will follow up with agencies who did not fill out the survey. The vendor community offered to assist as well. Discussion followed.

Presentation: Michi and Joanne helped us remember Mary Cook and Marilyn Halloran who passed away recently. Linda provided a power point presentation on Federal Updates from the recent ANCOR convention.

Group reports were given.

- The Sonoma Vendor Group discussed the CMS rules setting.
- NBHC: Santa Rosa is opening their Section 8 waiting list in May and Mary will send out applications to both Sereno Village and the new Vallejo units. There will be another meeting about the Decision Tree for housing options soon.
- Trade Associations: The white collar exempt pay scale of \$50,000+/year was discussed during the ANCOR presentation.
- Board Report: The feature presentation was by Guadalupe Lopez, (new Intake Coordinator for Early Start and the 5 protective factors). Because of the upcoming move, the annual meeting will be on July 6th at the new building. The June meeting will be a regular business meeting and will cover action items for both May and June. Lisa Hooks with State Council North Bay stated that there is a new system for monitoring community services based on 1) Are services available; 2) Are Consumers/Families utilizing these services. Obama is forgiving student debt for students who are permanently disabled. The ABLE Act webinar was immediately following the VAC meeting; The Arc-Solano will have an ABLE Act presentation by Stephen Dale on Tuesday June 14th at 7:30 p.m.
- NBRC/ARCA: The next ARCA meeting is in June.
- Dr. Michi Gates: Staff promotions and search process for new Service Coordinators was discussed. DDS has asked each Regional Center to certify each vendor survey. Late reports by certain vendor service categories may cause late payment. There is a need for additional nursing staff. May 27th is the anticipated Napa move date.

Next VAC Meeting: The next VAC Meeting will be on Tuesday, June 14, 2016.

C. Nominating Committee – Walt Spicer – Walt noted that he and Margi interviewed Jose Ayala who did a very credible job of introducing himself. Discussion followed.

M/S/C (Spicer/Phillips) Move approval of seating Napa County Board applicant Jose Ayala.

UNANIMOUS

EXECUTIVE DIRECTOR'S REPORT

Bob Hamilton, Executive Director, Report:

- Bob noted his involvement (and many NBRC staff) in the closure of Sonoma Developmental Center. A group is working with the SDC Committee, meeting with SDC families, and DDS on these issues. The Committee also meets with a group facilitated by the Department of Social Services and the consultants the Parents Hospital Association (PHA) has hired. Today (June 1) the second meeting was held with the Department of General Services regarding the use of the land. DDS has allocated \$2.2M in the budget in order to engage the Department of General Services to provide a complete review and assessment of the site. Once the budget has passed a Request for Proposal process will be initiated

and then the selection process will begin. During that time, the advocates working with PHA want to be involved, including Supervisor Susan Gorin and a number of her staff. They would like to a federally qualified health clinic on the grounds. The Department of General Services is involved because they have to assess all the infra-structures that go along with that site. NBRC is in support of a federally qualified health clinic but not necessarily on the grounds of SDC. There just isn't the care and attention required in a community clinic setting because time is measured by a standard that is established for that particular clinic. It doesn't take into consideration the time and effort it takes to deal with someone with a developmental disability who may be afraid of being touched, etc. There is a very clear need for specialized services as well as an anesthesia dentistry clinic that would take better care of the folks NBRC serves. NBRC is also interested in working with other stakeholders, i.e., University of California at San Francisco, dental schools etc. The benefit of having the county involved is coordinating mental health services for our clients. One NBRC client remained in a local hospital for an extended period of time because there was no place for him to go. If County Mental Health was properly funded, that wouldn't have happened.

- The next meeting is mid-June with discussion regarding whether there needs to be a facility of last resort, an acute care center that is run by the State. DDS and the Governor's administration have mentioned it which is why it is an open item. PHA has suggested a stabilization and transition program facility where clients are going through a treatment process.
- \$10M has been set aside by the Feds for California low income housing and special populations. It hasn't been determined how it will be used yet but it is a start. Bob will be meeting with Union Bank officials in Southern California to re-engage them in some low income housing efforts and support of non-profit organizations that develop housing. One hundred homes will be developed in the Bay Area to accommodate the SDC closure. NBRC struggles with a housing crisis especially considering our geographical area.

Thomas Maseda, Director of Administration.

- As approved by the Board in October, NBRC has signed a new lease with West Core Properties. In doing so, NBRC has secured a new location for the Napa office. For the last six months, NBRC has been working to get the building ready for occupancy. The entire building has been re-carpeted and repainted. Napa County Inspectors have not given final approval for occupancy. NBRC is awaiting an additional inspection, hopefully in the next day or two. NBRC is currently operating remotely since the phone system and WiFi have been transferred to the new building. The new building is beautiful and approximately \$20,000/month cheaper in rent. The building is wheelchair accessible. The next Board meeting is scheduled for July 6th in the new building. Bob extended a special thank you to Rick Burkett and staff for doing a fantastic job for flipping the IT technology. The new address is 610 Airpark Road, Napa.

Michi Gates, Director, Client Services

- Michi noted the following NBRC promotion: Shawan Casborn has been promoted from a Resource Developer to Resource Development Unit Supervisor. Michi acknowledge her predecessor, Tara Knutson, who brought a wealth of experience in resource development to NBRC. Tara developed many resources for the SDC closure. NBRC has every confidence that Shawan will do a great job as well.
- Staff are working on a response to the findings from DDS review of the Early Start program from last year. NBRC is also responding to results of Medicaid Waiver audit from 2015. Lupe Lopez and Christie Null are representing NBRC for ES (Supervisor is Deanna Kirkpatrick). January Crane, Federal Revenue Department Manager (Supervisor is Courtney Singleton) is working on the Medicaid Waiver response. January is also working on the TCM time study that comes around every three years. This report determines the amount reimbursed to NBRC for TCM notes.
- NBRC is in the process of signing contracts with contracted service awardees and will be posting that information on our webpage.

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- NBRC is awaiting approval for the 16-17 Community Placement Plan.
- NBRC will be developing RFPs for non-CPP development for all clients living in the community. The majority of NBRC clients live in the community. DDS no longer provides funding for resource development. NBRC is down to a minimal amount of options. The RFPs being developed for NBRC's community clients will include level 4i-homes, Intermediate Care Facility/Developmental Disability requiring nursing care (ICF/DDN), Specialized Residential Facilities (SRF), and Early Start Therapies. These will be posted on NBRC's website. The application review and interview process will begin soon.
- The legislature and Governor granted a rate increase to vendors but they are required to fill out a survey and return it to DDS. Unfortunately, the return rate is extremely poor. Because there hasn't been an adequate response from the initial list of vendors DDS has added approximately 56 more vendors to the list to try and increase the pool. NBRC is calling vendors on original list and also on the new list to offer assistance in filling out the survey. DDS has also offered assistance to anyone who needs help filling out the survey.

Dave Johnson, Chief Financial Officer

- NBRC is on target for OPS and POS and have money in the bank.

LIAISON REPORTS

A. Association of Regional Center Agencies (ARCA) – Bob Hamilton

- Annual dinner for ARCA is scheduled in Sacramento for June 16-17, 2016. Bob invited Board members to attend.

B. State Council on Developmental Disabilities/North Bay Regional Office – Lisa Hooks

- Lisa suggested positive articles regarding NBRC and the services we provide be submitted to Press Democrat.
- ICF facilities have been defunded. It is assumed that they will be reinstated by the State General Fund
- Students receiving special education and related services specified in the IEP cannot be denied school attendance. Children who do have their immunizations cannot attend school. The IEP will still be in affect but the school district may have to provide services off campus. A physician is the only one who can provide a medical waiver to a child in order to forgo immunizations. The California Department of Public Health has made a note of this requirement.
- Self Determination informal application was submitted to AIDD on July 30. It is hopeful this application will begin the 30 day public comment. According to DDS, it is hopeful that the application be approved by November 2016. DDS wants 100% of clients to be informed of the Self Determination program.
 - DDS is in the process of creating a nine-module Self Determination packet of training materials that will be distributed to Regional Centers soon. They have completed eight and are working on the ninth module. The first Regional Centers to receive the materials for training starting July are Orange, Kern, Alta, San Gabriel, and East Bay Regional Centers.
 - The second statewide Self Determination (call-in) meeting will be held on June 21.
 - In March, Commissioner Aaron Bishop from the US Department of Health & Human Services spoke at State Council on Developmental Disabilities Executive Board meeting as to the status of Self Determination. It is hopeful that California will be the leader in Self Determination.

GENERAL PUBLIC COMMENT: Jackie Bowden noted she is in attendance at the board meeting for the following reasons:

- Increase awareness and shine a light on things that have unfolded for her son in order to make changes. She comes in the spirit of kindness and collaboration. She noted that speaking to the Board does not diminish gratitude for all the help received.

- Her son has severe autism and cannot speak for himself. He has taken the same medication for the last approximate 20 years that keeps him happy and stable. He has lived in the same group home for 13 years.
- The current situation which is relatively out of control began about three years ago. The doctor told Jackie that her son was becoming insensitive to his medication because of OCD and aggressive behaviors which is very unlike him. He was subsequently asked to leave BI day program and Santa Rosa Dunganvin offered him an opportunity at their day program. He did well there for approximately three months. Without any medication change he began to deteriorate there as well. He began to go after staff and eventually clients the minute he got off the bus.
- In October of last year he suffered a broken arm at his group home. Jackie spoke with the care provider but she was not present when the accident happened so was unable to relay how David broke his arm. There was virtually no communication from the Regional Center except to say that a report was being filed. After Jackie had heard nothing, she called and was told by Quality Assurance they had no obligation to notify her. Is this the message the Regional Center wants to community to families with disabled children. Jackie is her son's conservator as well as his mother.
- A few months after Jackie's son lost his second day program with a thirty day notice, she was again given the continuing message she has received for 24 years that there are few options. She was offered a potential behavioral day program where he was 10th on the waiting list and no options for any homes in the.
- A recent meeting with a new day program provider began a new cascade of help after three years. He has only been in business for four months but helped Jackie more in 30 minutes than she has received in the last three years dealing with her son's difficulties. Why had she not received this help from her Regional Center representative?
- David now has a new Service Coordinator/Supervisor, referral to CBEM, a new physician referral, behavioral referrals, and supplemental staffing (current and retroactive). None of this happened until she requested a new Service Coordinator and requested to speak to the Board of Directors.
- Jackie noted that she can only imagine what other families with much less resources than she has are going through.
- When Jackie's son was younger, he was on a shared caseload with Alta California Regional Center. There were never any difficulties and was always asked what she needed and we worked together well. She never received the message there were little or no options available for her son.
- Life with a child with disabilities offers enough challenges. The Regional Center System has been set up to work with the families and care providers. If services are available why wait until there is a crisis to offer them.
- This is not the first time Jackie has been through a difficult heart wrenching time with the Regional Center. There have been two other times where the answer was "no" and reversed later by others after adding stress to an already stressful situation. "An attitude of kindness and a spirit of helpfulness doesn't cost anything. It begins with a desire on our part to let go of our old way of thinking and doing things to move into new possibilities. New possibilities don't happen with old thinking."
- Bob noted NBRC's "fumble" and apologized to Jackie and her son. The Board requested to receive a report back regarding what the breakdown was and what will be done to prevent it from happening in the future. Discussion followed.

GOOD OF THE ORDER: Bob Hamilton recognized Mike Huckins with flowers/cake for his service as the Board Vendor Advisory Committee Rep.

ADJOURNMENT - M/S/C (Spicer/Phillips) Move to adjourn the meeting at 7:05 p.m. UNANIMOUS

NEXT MEETING ANNOUNCEMENT: The next Board meeting will be the Annual Board meeting scheduled for July 6th, 2016 in NBRC's new building located at 610 Airpark Road, Napa, CA at 5:00 p.m.

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

In July 2016 NBRC's board money market account increased by \$204 to end the month with a balance of \$48,885.

The board checking account ended the month with a balance of \$2,722 down \$477 from last month reflecting Mary Cook awards and board expenses.

**North Bay Regional Center
Finance Dashboard FY 2015/16**

100% of the year elapsed

As of June 30, 2016

	<u>Allocation/B-2</u>	<u>YTD Actual</u>	<u>% Total</u>		<u>Forecasted</u>		<u>Forecasted</u>
			<u>POS</u>	<u>Var/ Alloc</u>	<u>Spending</u>	<u>YTD Act + Fcst</u>	<u>Surplus (Deficit)</u>
Purchase of Services (POS)							<u>From Allocation</u>
Day Programs	\$ 37,000,000	\$ 36,781,933	25%	\$ 218,067	\$ 95,000	\$ 36,876,933	\$ 123,067
Supported Living Services	40,000,000	41,454,954	28%	(1,454,954)	140,000	41,594,954	(1,594,954)
Community Care Facilities	30,400,000	31,079,332	21%	(679,332)	30,000	31,109,332	(709,332)
Behavioral Services	20,000,000	20,237,424	14%	(237,424)	35,000	20,272,424	(272,424)
Other	25,200,000	24,282,262	16%	917,738	123,000	24,405,262	794,738
Total POS services	\$ 152,600,000	\$ 153,835,905	103%	(1,235,905)	\$ 423,000	\$ 154,258,905	(1,658,905)
Receipts from ICFs for SPA services	(5,000,000)	(5,150,659)	-3%	150,659	-	(5,150,659)	150,659
Community Placement Plan (CPP)	14,039,302	715,000	0%	13,324,302	13,250,000	13,965,000	74,302
Total POS & CPP Services	\$ 161,639,302	\$ 149,400,246	100%	\$ 12,239,056	\$ 13,673,000	\$ 163,073,246	\$ (1,433,944)
Operations Expense (OPS)							
Personnel	\$ 11,250,000	\$ 11,323,604	64%	(73,604)		\$ 11,323,604	\$ (73,604)
Benefits	3,950,000	3,968,585	22%	(18,585)		3,968,585	(18,585)
Facilities/Insurance	1,875,000	1,852,189	10%	22,811		1,852,189	22,811
Equipment / General office	550,000	578,198	3%	(28,198)	24,785	602,983	(52,983)
Communications	120,000	104,898	1%	15,102		104,898	15,102
Mileage	250,000	241,362	1%	8,638		241,362	8,638
Legal	240,000	148,552	1%	91,448		148,552	91,448
Consultants	350,000	317,012	2%	32,988		317,012	32,988
CPP Payroll	(1,165,000)	(1,164,665)	-7%	(335)		(1,164,665)	(335)
Other Expenses	261,878	287,357	2%	(25,479)	-	287,357	(25,479)
Total Operations Expense	\$ 17,681,878	\$ 17,657,092	100%	24,786	\$ 24,785	\$ 17,681,877	\$ 1
Community Placement Plan (CPP)	1,372,454	1,372,454			-	1,372,454	255
Total OPS & CPP Expenses	\$ 19,054,332	\$ 19,029,546		24,786	\$ 24,785	\$ 19,054,331	\$ 256
Total	\$ 180,693,634	\$ 168,429,792		\$ 12,263,842	\$ 13,697,785	\$ 182,127,577	\$ (1,433,688)

DDS Contract Allocations 2015/16	<u>Date Received</u>	<u>POS</u>	<u>Operations</u>	<u>CPP</u>	<u>Total</u>	
Preliminary Allocation	6/9/2015	\$ 124,226,256	\$ 14,006,806		\$ 138,233,062	74%
1st Amendment B-1	8/19/2015	28,421,707	3,485,381	815,557	32,722,645	17%
1st Amendment B-1 CPP	8/19/2015	13,539,741	-	285,300	13,825,041	7%
2nd Amendment B-2	3/4/2016	1,372,084	189,436		1,561,520	1%
2nd Amendment B-2 CPP	3/4/2016	499,561	-	271,852	771,413	0%
Total Allocation		\$ 168,059,349	\$ 17,681,623	\$ 1,372,709	\$ 187,113,681	100%

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NBRC Resource Development and Quality Assurance

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

New Vendors

- Peter Lounibos, Early Start -Speech Therapy-English and Spanish-Sonoma County
- Dungarvin California, LLC.-Resource Center-Solano County
- Redwood Vista-Residential Care Facility for the Elderly-Santa Rosa
- Andrea Roberts-Ruiz – Early Start-Speech Therapy Services-Solano County
- Dan Loewensteiner, PHD. RDN –Early Start-Dietary and Nutrition Services-Sonoma County

Opportunity for Vendors to Apply for HCBS Compliance Activities Funding

The 2016 Budget Act included \$15 million for regional center providers to request assistance to come into compliance with the Home and Community Based Settings (HCBS) rules. The purpose of the rules is to ensure that individuals have choices and receive services in settings that are integrated in the community and support full access to the greater community. Requests for funds are due to North Bay Regional Center on or before 10/1/16. For more information and forms required please visit the Department of Developmental Services website. <http://www.dds.ca.gov/hcbs/>

New 4 Bed Rates

Assembly Bill ABX2 1 created a new 4 bed rate for regional center Community Care Licensed homes. NBRC has a maximum 4 bed policy for care homes. The development of this new 4 bed rate will support providers with 4 individuals, to be small home like settings.

Quality Assurance

June 27, the NBRC Quality Assurance Team participated in: *Real Choices, Real Lives: transforming day and employment services to comply with CMS*. This was a joint training with Alta California Regional Center in Sacramento, presented by Karen Flippo, Inst. For Community Inclusion.

In June and July, Maura McDonough, Quality Assurance Supervisor provided training and information on employment and day program services to families with loved ones who live at Sonoma Developmental Center.

July 22, 2016, President Barack Obama signed the Work Force Investment Act (WIOA) into law. WIOA is designed to strengthen and improve our public workforce system and help Americans, including youth and those with significant barriers to employment, get high-quality jobs and careers. NBRC QA staff are working diligently to be able to provide clear direction on how this decision affects individuals served by regional center and service providers.

Special Incident Report Team

- 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 provided new employee orientation training, to new NBRC Service Coordinators, covering SIRs and mandated reporter responsibilities
- 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

North Bay Regional Center has published its 2016-17 Community Placement Plan Request for Proposals. There are 18 projects to serve individuals moving into the community from Sonoma Developmental Center and other locked settings. Please visit: <http://nbrc.net/service-providers/resource-needs-requests-for-proposals/>

AGE RANGE	NUMBER	% TO TOTAL	GENDER	NUMBER	% TO TOTAL	RESIDENCE TYPE	NUMBER	% TO TOTAL
0 - 2	1,164	13.1 %	MALES	5,567	63.0 %	OWN HOME	6,125	69.3 %
3 - 17	2,522	28.5 %	FEMALES	3,261	36.9 %	ILS	550	6.2 %
18 - 40	3,183	36.0 %			SLS	740	8.3 %	
41 - 60	1,355	15.3 %			DC	102	1.1 %	
61 - 80	576	6.5 %			SNF	48	.5 %	
					ICF	254	2.8 %	
80 & OLDER	28	.3 %			CCF	767	8.6 %	
					FOSTER CARE	171	1.9 %	
					OTHER	71	.8 %	
TOTAL:	8,828	100.0 %	TOTAL:	8,828	100.0 %	TOTAL:	8,828	100.0 %

ETHNICITY	NUMBER	% TO TOTAL	DISABILITY	NUMBER	% TO TOTAL	COUNTY	NUMBER	% TO TOTAL
MIXED	690	7.8 %	AUTISM	1,896	21.4 %	28. NAPA	1,116	12.6 %
ASIAN	203	2.2 %	EPILEPSY	1,116	12.6 %	48. SOLANO	3,669	41.5 %
BLACK	840	9.5 %	CEREBRAL PALSY	911	10.3 %	49. SONOMA	3,891	44.0 %
PILIPINO	311	3.5 %	MENTAL RETARDATION	4,840	54.8 %			.0 %
NATIVE AMERICAN	30	.3 %	OTHER	1,029	11.6 %			.0 %
POLYNESIAN		.0 %						.0 %
SPANISH/LATIN	2,025	22.9 %	CONSUMERS MAY HAVE MULTIPLE DIAGNOSES					.0 %
WHITE	4,319	48.9 %					.0 %	
OTHER	129	1.4 %					.0 %	
UNKNOWN	281	3.1 %					.0 %	
						OTHER	152	1.7 %
TOTAL:	8,828	100.0 %				TOTAL:	8,828	100.0 %

PRIMARY LANGUAGE	NUMBER	% TO TOTAL	Status	Count	% TO TOTAL
SIGN LANGUAGE	26	.2 %	0	513	5.8
ENGLISH	7,227	81.8 %	P		
SPANISH	1,438	16.2 %	1	906	
OTHER LATIN LANG.		.0 %	2	7,307	
CANTONESE CHINESE	8	.0 %	3		
MADARIN CHINESE	3	.0 %	8	102	
JAPANESE	2	.0 %			
VIETNAMESE	12	.1 %			
KOREAN	3	.0 %			
LAOTIAN	4	.0 %			
CAMBODIAN	5	.0 %			
OTHER ASIAN LANG.	2	.0 %			
RUSSIAN	2	.0 %			
ALL OTHER LANG.	96	1.0 %			
TOTAL	8,828	100.0 %	TOTAL	8,828	100.0



FAIR HEARING & MEDIATION UPDATE
JULY 1 – AUGUST 31, 2016

Day Program (15-36)	<u>Reason for Appeal:</u> Claimant appeals eviction from Day Program. <u>Ruling:</u> Resolved & withdrawn.
Eligibility (15-38)	<u>Reason for Appeal:</u> Claimant appeals denial of eligibility. <u>Ruling:</u> Fair Hearing decision denied Claimant's appeal.
Placement (16-04)	<u>Reason for Appeal:</u> Claimant appeals denial of placement. <u>Ruling:</u> Fair Hearing request withdrawn.
Transfer (16-12)	<u>Reason for Appeal:</u> Claimant appeals denial of transfer request. <u>Ruling:</u> Fair Hearing decision denied Claimant's appeal.
Eligibility (16-13)	<u>Reason for Appeal:</u> Claimant appeals denial of eligibility. <u>Ruling:</u> Fair Hearing dismissed.
Eligibility (16-14)	<u>Reason for Appeal:</u> Claimant appeals denial of eligibility. <u>Ruling:</u> Claimant made eligible for regional center services.
Eligibility (16-15)	<u>Reason for Appeal:</u> Claimant appeals denial of respite services. <u>Ruling:</u> Fair Hearing pending.
Eligibility (16-16)	<u>Reason for Appeal:</u> Claimant appeals denial of eligibility. <u>Ruling:</u> Fair Hearing request withdrawn.
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.

CONSUMER ADVOCATE REPORT

August 26, 2016

More of the self-advocacy/support groups started back up in June using the educational materials on self-advocacy. The remainder will start up in September.

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 more develops. We are working with Channel 28 to produce training tapes on the purpose of the Advisory Committee.

There is a Supported Life Conference called "Inclusion is the New Standard" on October 6th – 7th in Sacramento. Keynote speakers and break-out sessions will address transportation, housing, jobs, civil and human rights, and being a self-advocate. It will be held at Crown Plaza Hotel Sacramento Northeast, Sacramento, CA.

Please assist getting registered voters to the polls on November 8th.

I continue to assist service coordinators with their cases and remain DDS Conservator designee.

Thank you.

Submitted by:

Randy Kitch



610 Airpark Rd, Napa, CA 94558
Phone: (707) 256-1100 • TTY (707) 252-0213

www.nbrc.net

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

Public Meeting to Review 2017 Performance Plan

Wednesday, September 7, 2016

5-7pm

Board Room

North Bay Regional Center

610 Airpark Way

Napa, CA 94558

North Bay Regional Center wants to make sure that we are continuously improving. We strive to exceed our mission, desired outcomes, and that we are in compliance with all requirements.

The NBRC Performance Plan measures our ongoing performance on desired statewide outcomes, and compares North Bay Regional Center's performance with the statewide average for all 21 regional centers in California. These desired outcomes reflect the state's public policy direction for developmental services in the community.

We continue to fulfill all planned activities with the intent of improving outcomes as directed by our community members, Board of Directors, and NBRC staff.

How do we implement this plan?

We are continuing activities from this year and prior years, such as the continued development of licensed homes, day activities, family support and training and more in 2016/17, such as:

- Support for clients to move from State Developmental Centers to homes in the community
- Support for children to live with families (their own family, foster family, or with a guardian)
- Support for adults to live in home environments (in their own home with or without supported living services as needed, with their family)
- Information and support groups to promote family stability and empowerment
- Coordination of employment preparation and training, job development, and ongoing support for adults to find and maintain employment.

You are invited to hear a presentation of our proposed plan and provide your input. We will present the plan and listen to your comments during the Public Meeting of the NBRC Board of Directors on September 7, 2016.

or send your written input by mail to:
January Crane
Department Manager – Federal Programs
North Bay Regional Center
PO Box 3360
Napa, CA 94558

or by email: JanuaryC@nbrc.net

*All Performance Plans can be found on
our website at the
Transparency & Accountability page

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 DDS, SDC and Regional Projects and Sonoma County 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	<p>0.06% 2014</p> <p>0.06% 2015</p> <p>.05% 2016</p>	<p>0%/0 2014</p> <p>0.06%/2 2015</p> <p>0.09%/3 2016</p>	<p>NBRC will continue developing alternative living arrangements that meet children's support needs in the least restrictive setting.</p>
More adults live in home settings (includes living with family, parent or conservator; adult family home agency-FHA; independent living; or supported living arrangements)	<p>76.94% 2014</p> <p>77.69% 2015</p> <p>78.47% 2016</p>	<p>75.01%/3,574 2014</p> <p>76.05%/3,665 2015</p> <p>★ 77.62%/3861 2016</p>	<p>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.</p> <p>NBRC will continue utilizing the Living Arrangements Committee to identify living arrangements that meet both support needs and choice in the least restrictive manner.</p>
More adults reside in Independent Living arrangements	<p>11.52% 2014</p> <p>11.33% 2015</p> <p>11.15% 2016</p>	<p>11.27%/ 537 2014</p> <p>10.81%/521 2015</p> <p>10.80%/537 2016</p>	<p>NBRC will continue working with clients and families to identify appropriate living arrangements, including development of new ILS services. Service Coordinators will review and monitor support needs to include implementation of ILS in the family home to support independent skill development.</p>

Performance Plan 2016-17: Public Policy Measures	Statewide Averages	NBRC Outcomes	Planned Activities
<i>More adults reside in Supported Living arrangements</i>	5.63% 2014 5.60% 2015 5.52% 2016	14.59%/ 695 2014 15.04% 2015 ★ 14.90%/741 2016	<i>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.</i>
<i>More adults reside in Family Home Agency (FHA) living arrangements</i>	.87% 2014 .95% 2015 .97% 2016	.99%/47 2014 1.0%/48 2015 ★ 1.31%/65 2016	<i>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.</i>
<i>Fewer adults live in licensed homes serving more than 6 adults</i>	3.03% 2014 2.85% 2015 2.72% 2016	1.66%/79 2014 1.66%/80 2015 ★ 1.55%/77 2016	<i>NBRC develops homes that serve 4 adults or less while meeting health and behavioral needs. NBRC will continue monitoring homes and assessing for support needs on a quarterly basis.</i>

Local Employment Measures	Statewide Averages	NBRC	Planned Activities
Number and percent of adults (ages 16-64) with earned income and average wage (aggregate)	12%/17,615/\$541 2013 13.1%/\$7,044 Annual 2014 16%/962/\$7248 (*January through December 2015)	12%/637/\$570 2013 14.5%/\$7,064 Annual 2014 ★ 25%/961/\$6686 (*January through December 2015)	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.
Number and percent of adults in supported employment and/or competitive employment *2011-12 data	13%	★ 16%	See above
Number and percentage of adults who engage in paid work by weekly hours *2014-15 data	Less than 10: 8% 10-25 hours: 10% 26-39 hours: 5% 40+ hours: 1%	13% 13% ★ 6% ★ 2%	See above
Number and percentage of adults earning wages (in relation to Minimum Wage) *2014-15 data	Below : 58% Minimum: 22% Above: 19% Salaried: 1%	61% ★ 23% 15% 1%	See above

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Local Employment Measures	Statewide Averages	NBRC	Planned Activities
<p>Percentage of adults reporting integrated employment as a goal in IPP *2011-12 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 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>			

Compliance Measures	Statewide Average	NBRC Outcomes	Planned Activities
<p><i>Intake/Assessment is completed in a timely manner:</i></p> <p style="padding-left: 40px;"><i>142 days or less</i></p> <p style="padding-left: 40px;"><i>143-240 days</i></p> <p style="padding-left: 40px;"><i>Over 240 days</i></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, and adults. Newly vendored clinicians began ASD testing, thus reducing wait time. Per NBRC tracking of timeliness, the average wait this past year was 97 days.</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>

Compliance Measure	2015	2016	Planned Activities
<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

Family Support services result in health family environments

- 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
 - 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*

Individuals and families have access to community resources

- 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.
 - 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 services and supports received by the family and family member</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><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
September 7, 2016
submitted by
Linda Plourde

The VAC met on Tuesday, July 12, 2016 and welcomed David Mauger as our newest member.

Courtney Singleton, NBRC, discussed the implementation of rate increases effective July 1, 2016. It is important for vendors to track how they are utilizing the funding increases to ensure that the monies are used for the purposes it was intended. DDS will request information from vendors October 2017.

Linda Plourde presented a power point presentation developed by ANCOR regarding federal legislation affecting our field of service. ANCOR is a national association, American Network of Community Options and Resources, who has a presence on Capitol Hill and helps to direct legislative outcomes for our field. The subject matter for this presentation included:

- White Collar Exemption
- DOL Overtime Rule
- WIOA
- CMS Settings Rule
- Disability Community Act of 2016 (informational flier attached)

Report by Michi Gates, NBRC:

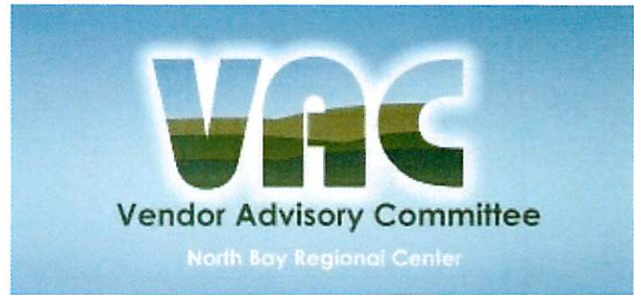
- DDS fiscal audit is scheduled for September 2016. NBRC is working with vendors now to prepare for this audit.
- Review of SLS purchases and tiers is taking place twice per month. The review committee will meet on the first and third Wednesdays of each month.
- Michi discussed changes within NBRC's organizational chart, new hires, promotions, etc.
- There have been no applications for NBRC's residential RFPs.

No VAC meeting in August. Next scheduled meeting is September 13, 2016.

VAC Meeting Minutes

Vendor Advisory Committee Meeting Minutes
North Bay Regional Center, Napa

July 12, 2016



1. Attendance	
a. Call to order	VAC Meeting held July 12, 2016 was called to order at 10:05 AM (PST). Chaired by Linda Plourde
b. Roll call. Quorum met? <input checked="" type="checkbox"/> June minutes Approval MSC, Unanimously Karen L, 2 nd Andrea. Agenda Approval: <input checked="" type="checkbox"/> Yes <input type="checkbox"/> No	<p><u>VAC Membership</u></p> <ul style="list-style-type: none"> <input type="checkbox"/> Saanen Kerson (Vine Village) <input checked="" type="checkbox"/> Darelyn Pazdel (PRIDE Industries) <input checked="" type="checkbox"/> Karen Farnsworth (CPA) <input 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 type="checkbox"/> Holly Pagel (Connections for Life) <input checked="" type="checkbox"/> Kelley Hanson (PACE Solano) <input 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> <ul style="list-style-type: none"> <input checked="" type="checkbox"/> Michi Gates <input checked="" type="checkbox"/> January Crane <input checked="" type="checkbox"/> Isabel Calder <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> <ul style="list-style-type: none"> <input checked="" type="checkbox"/> Adria Carsow (On My Own) <input checked="" type="checkbox"/> Angela Gonzalez (Bay Respite Care) <input checked="" type="checkbox"/> Brayden Holtzinger (Dungarvin) <input checked="" type="checkbox"/> Cathy Alvillar (Blackwell Homes) <input checked="" type="checkbox"/> Christina Gotay (Inclusion SLS) <input checked="" type="checkbox"/> Elizabeth Clary (UCP of the North Bay) <input checked="" type="checkbox"/> Elizabeth Sutton (North Bay Industries) <input checked="" type="checkbox"/> Jesse Hansen (Dungarvin) <input checked="" type="checkbox"/> Kandi Cotter (Liberty) <input checked="" type="checkbox"/> Lea Ronald (Napa Valley PSI) <input checked="" type="checkbox"/> Lisa Hooks (State Council on Developmental Disabilities) <input checked="" type="checkbox"/> Louis Chiofalo (Solano Diversified Services) <input checked="" type="checkbox"/> Mary Eble (North Bay Housing Coalition) <input checked="" type="checkbox"/> Shannon Steele (Skills for Life) <input checked="" type="checkbox"/> Stan Higgins (Oaks of Hebron) <input checked="" type="checkbox"/> Susan Whistler (Dungarvin) <input checked="" type="checkbox"/> Terri Rowland (Milestones)
2. Agenda changes/Additions	
	Different agenda this month - detailed discussion regarding two issues. Mary Eble, section 8 opening up in Vallejo.

3. Feature Presentation	Summary	Action/Follow-Up
	Nothing this month	
4. Community Concerns	Summary	Action/Follow-Up
	<ul style="list-style-type: none"> • Welcome David Mauger to the VAC • Implementation of funding increases effective July 1, 2016 – Courtney noted rates are changing and letters are going out to programs. These (ie. WAP, ILS, Behavior) will show up on the July invoice. The balance of the programs will be on the August invoice and will be retro to July 1st. The increases have to go to direct staff and the increase have to be shown to NBRC. The increase accounts include Work Compensation, Taxes, and other benefits. DDS will survey in October of 2017, however we are not certain exactly what they will ask for, perhaps payroll records. Courtney is attending a state wide conference this week and will ask about the increases programs have provided most recently (last year.) Courtney will send Linda an email with any answers that she gathers at the meeting this week. • Louis, DOR rates have increased. Will they ask for a survey as well? Courtney not sure, she will check. • Federal Updates Presentation: White Collar Exemption – Linda presented a PowerPoint put together by ANCOR with updates to legislative actions and newly enacted or proposed laws. They are a national organization who work very closely with legislative representatives. Linda will send the presentation to the group. 	
5. Group Reports		Action/Follow-Up
	<p>Dr. Michi Gates NBRC update:</p> <ul style="list-style-type: none"> • Vendor training - Person Centered Thinking. DDS fiscal audit is still scheduled for September. NBRC is working with agencies now to correct their internal audit findings and to make changes. • SLS review of purchases and tiers is taking place twice per month. NBRC is trying to make the review more consistent and the committee will meet on the 1st and 3rd Wednesday. • January Crane is taking on a significant portion of Pamela's position, which will include State contract, National indicators, disparity indicators, strategic plan etc. • Napa has moved the Supervisor of children's VT unit. Jessica was promoted to VN children's unit. NBRC has hired more Service Coordinators and still has more openings. Posting new Community Placement Plan positions. • There has been no response to the residential RFPs. • There is no NBRC board meeting in August, next one September 7. 	
6. Report	Summary	Action/Follow-Up
Policies Procedures Practices or Trends.		
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"> • Vendor Relations Group will meet following this meeting. • Linda Plourde – Recommends reading Boys in the Bunk House by Dan Barry. 	
9. Adjournment		
	Meeting adjourned at 11:45 AM	

Minutes submitted by: Darelyn Pazdel

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SOS Campaign: Condensed Talking Points

What We Are Asking Congress: We need legislation that temporarily increases Medicaid funding for IDD providers. This will allow us to comply with the Department of Labor's revised overtime exemption rule when it takes effect December 1, 2016, while giving us time to work with states to procure permanent funding.

- **Please support the Disability Community Act of 2016 proposed by ANCOR, currently under legislative counsel review.**

The Elevator Speech: We want to comply with the rule because higher staff wages have long been a priority for providers. It is the right thing to do and also an industry necessity given the importance, hardship and delicacy of providing quality, stable services to individuals with IDD. However, over 90 percent of our funding comes from fixed Medicaid rates that we cannot negotiate. Without additional funding the increased costs from the overtime exemption rule will force us to make difficult decisions which will likely result in scaling back on services or wages, or both, leading to disastrous consequences for the individuals we serve.

Unpack the Details (If There Is Time):

Why we need more money:

- **We have frontline managers for whom overtime is unavoidable because they need to ensure the stability of life or death services for individuals.** Frontline managers are responsible for running group homes where individuals live, maintaining direct support professionals' schedules, and stepping in to offer services when other staff are not available (e.g. after-hours trips to hospital, during high-vacancy periods).
- **ANCOR has calculated that complying with the overtime exemption rule would cost providers \$1 billion nationally in the first year alone** – this is money the Medicaid program does not have, especially when the threshold increases automatically every three years.
- **We are price-takers, not price-setters.** We depend on Medicaid rates, which in most states were cut down to or remained stagnant at insufficient levels for many years because of the Great Recession, among other factors.

Why we need more time:

- The Department of Labor has recognized our unique situation and issued a standalone, 34 month delayed federal enforcement period for a limited subset of Medicaid IDD providers. **However, this is an incomplete solution because it does not exempt providers from other enforcement actions. As such, we expect to have to comply with the rule by December 1, 2016 when it takes effect.**
- **Having to comply by the end of the year does not give us enough time to make our case to the states** – setting the wheels in motion to increase state Medicaid funding takes time, especially in the 20 states with two-year budget cycles.

Conclusion – Hammer It In: *If additional Medicaid funding is not in place before the rule takes effect, we will not be able to absorb the increased labor costs. This will result in scaled back services or wages, placing the individuals we serve in disastrous circumstances without increasing the livelihood of our staff. We want to do right by all those who depend on us but cannot do so without Congressional help. Please support the Disability Community Act of 2016.*