



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

*Promoting Opportunities
Supporting Choices*

MEETING NOTICE

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

DATE: September 6, 2017
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 is scheduled for September 12, 2017, 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 6, 2017, 5:00 p.m.
North Bay Regional Center
610 Airpark Road, Napa, CA 94558**

AGENDA

- I. CALL TO ORDER – President Harry Matthews
- 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 July 5, 2017 be approved as submitted (3 min) (Pgs. 1-8)
ACTION
- IV. TREASURER'S REPORT
Treasurer's Report for the period of July 1 – 31, 2017 be approved as submitted. (3 min) (Pg. 9)
ACTION
- V. ANNOUNCEMENTS
- VI. FEATURE PRESENTATION – Performance Contract – January Crane (20 minutes) (Pgs. 19-29)
- VII. NEW BUSINESS
 - A. Center for Behavioral Education & Management (CBEM) Contract Approval ACTION
 - B. Update on Community Placement Plan Contract Awards – Courtney Singleton ACTION
- IX. COMMITTEE REPORTS
 - A. Executive Committee - Board Officers – Harry Matthews, President; Angel Giroux-Greber, Vice President; Secretary, Rita Edmonds-Norris; Franklin Phillips, Treasurer (3 minutes) ACTION
 - B. Vendor Advisory Committee – Linda Plourde – (10 minutes) (Pgs. 30-34) INFO
- X. EXECUTIVE DIRECTOR'S REPORT (30 minutes)
 - A. Bob Hamilton, Executive Director (10 minutes)
 - B. Michi Gates, Associate Executive Directors' Report (10 minutes) (Pgs. 11-18)
 - C. Dave Johnson - Chief Financial Officer (10 minutes) (Pg. 10)
- XI. 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
- XII. 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.
- XIII. GOOD OF THE ORDER - any other Board business may be brought up at this time. (5 minutes)
- XIV. 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 a regular business meeting scheduled for Wednesday, October 4, 2017, Sonoma Developmental Center, at 5:00 p.m.

North Bay Developmental Disabilities Services, Inc.
Board of Directors' Regular Business Meeting
July 5, 2017, 5:00 p.m.
2351 Mendocino Avenue, Santa Rosa, CA 95403

MINUTES

NBRC BOARD MEMBERS PRESENT:
Rita Edmonds-Norris, Secretary
Harry Matthews, President (Seated Herein)
Linda Plourde, VAC Rep.

Franklin Phillips, Treasurer
Len Carlson, Facilitator
Joanne Tsai
Angel Giroux-Greber, Vice President (Seated Herein)

NBRC BOARD MEMBERS ABSENT:
Barbara Power (Excused)
Jose Ayala (Excused)

Rhonda Foster

STAFF PRESENT:
Michi Gates, Associate Exec Director
Carrie Schweizer, Administrative Assistant
Deanna Heibel, Associate Dir. Client Services
Thomas Maseda, Director, Administration
Micheline Justman, SC
Chad Graham, CMS

Bob Hamilton, Executive Director
Gina Wamsley, Administrative Assistant
Dave Johnson, Chief Financial Officer
Courtney Singleton, Assoc. Dir. Client Services
Deanna Mobley, Assoc. Dir. Client Services
David Dippe, SC
Melissa Slama, SC

GUESTS PRESENT:
Stephen Cutty, SEIU
Lynn Hughes
Tonie Murphy
Luz Zarah
Ed Sheffield, Office of Asm.
Rosemary Callejas, CBEM
Karre Williams, CBEM
Colby Giroux
Lauren Meiklejohn, BI

Anh Nguyen, Consultant
Bob Hughes
Ghe DiGiacomo
David Paul
JoAnn Albers
Jim Wood
Sherri Kimbell, CBEM
Steve Westemeier, CBEM
Kathleen Miller, SDC Parent

CALL TO ORDER – Harry Matthews, President, called the meeting to order at 5:10 p.m. A quorum was present and the Board and audience introduced themselves.

CONSIDERATION OF MINUTES

M/S/C (Edmonds-Norris/Phillips) Move that the minutes of May 3, 2017 regular business meeting be approved as submitted. **UNANIMOUS**

TREASURER'S REPORT

M/S/C (Giroux-Greber/Edmonds-Norris) Move that the Treasurer's Report for the period of April 1 – June 30, 2017 be approved as submitted. **UNANIMOUS**

ANNOUNCEMENTS: None

NOMINATING COMMITTEE – Harry Matthews

The Nominating Committee proposed the following members to the full Board as the Slate of Officers to serve July 1, 2017 – June 30, 2019
Harry Matthews, President
Angel Giroux-Greber, Vice President
Rita Edmonds-Norris, Secretary

/

Franklin Phillips, Treasurer

M/S/C (Tsai/Plourde) Move approval of seating Harry Matthews as President, Angel Giroux-Greber as Vice President, Rita Edmonds-Norris as Secretary, Franklin Phillips as Treasurer for the period of July 1, 2017 through June 30, 2019. UNANIMOUS

FEATURE PRESENTATION: Caseload Ratio Plan of Correction – Thomas Maseda

The Department of Developmental Services mandates regional centers to have certain caseload ratios for service coordinators. The ratio is how many clients should be on a caseload per service coordinator. If ratios are not met, the State requires regional centers to hold a public meeting to receive feedback on ways the regional center should try to meet those mandates. Regional centers are required to develop a corrective action plan that's submitted to the State on what efforts and activities the regional center is going to do to help fall into compliance with this mandate. We have learned over time that NBRC is better able to provide services and more individual attention to clients if there are smaller caseloads per service coordinator, thus NBRC strives to bring down our caseload ratios. March of each year regional centers are required to report on their caseload ratio. Unfortunately this March, North Bay was not meeting this ratio. This presentation is an opportunity to have the public provide feedback for our corrective action plan on how NBRC can meet this ratio and submit it to the State next month. There are three areas in which regional centers are measured for caseload ratios, i.e., Med Waiver Ratio requirement is 1 to 62 ratio, NBRC has 1 to 73 ratio. NBRC would need an additional ten service coordinators to meet this ratio requirement; Early Start Ratio requirement is 1 to 62 ratio, NBRC has 1 to 63 ratio. All other ratio requirement is 1 to 66 ratio, we have 1 to 77.

One of the main ways to meet caseload ratios is hiring enough staff to bring caseload ratios down and that requires money and allocation of resources.

The average annual service coordinator cost is \$76,000. NBRC would need to hire 17 service coordinators to meet this requirement, which would cost \$1.3 million dollars.

The common theme in last year's public feedback was technology, and ways we might be able to enhance the ability of service coordinators to better serve our clients.

The summer of last year was one of the largest hiring sprees NBRC has ever had. Approximately 40 new employees were hired to assist in bringing caseload ratios down.

NBRC has tried to make service coordinators more efficient in the field by implementing DocuShare which is a digital system so service coordinators can access files in the field. NBRC has also purchased laptops for service coordinators so they are better equipped to work in the field.

Budget is a key part of staffing.

Bob Hamilton - NBRC's budget is allocated by the Department of Developmental Services who we contract with every year. Since 1991 they have used a core staffing formula to determine how much funding each regional center will receive based on our client count. The funding of that model has not been addressed since then. The annual cost of a service coordinator is \$76,000.00 and what we receive from the state for that position is \$36,700.00. They multiply that by 23% for a benefit factor and ours is over 35 so the 23% takes that number to \$43,141.00. They then take a percent of salary savings away from that, which leaves us with a net of 44,689.59, roughly \$30,000.00 short for each person. That is the short fall in our budget. In the past NBRC has downsized clinicians in order to assist with this requirement. NBRC has now contracted with clinicians instead of employing them which has helped. Roughly 20 out of 21 centers across the state are in this situation. The Department did add funding for 200 additional service coordinators at a more reasonable level. The big fix is the additional funding.

Thomas Maseda – NBRC received additional funding to improve salary and benefits which has helped in employee retention. NBRC was able to give a 10% raise to employees and some received more.

Public Comment:

- Once the Developmental Center is closed, money saved might be used for NBRC to hire more service coordinators.
- The ability to communicate with DocuShare through a laptop is one essential link that is not available to employees. The Union has inquired several times about NBRC's vision for the mobile workforce and but no information has been provided at the bargaining table. It is misleading to staff/Union that NBRC hasn't provided the tools necessary for employees to have the means to communicate with DocuShare remotely.
- The high turnover rate of 60% since 2014 is very problematic and is directly related to the way employees are treated at NBRC.
- Treat employees more respectfully and fairly.
- Make it a priority to identify units that have a high turnover and what improvements in supervision could be implemented to deal with that.
- See that service coordinators and supervisors are geographically efficient and not driving all over to meet clients.
- 360 degree forms to provide feedback.
- Ask employees what NBRC can do to make working conditions better. The answer is almost always, scheduling, flexibility, respect, regard, and reward.
- The union conducted a survey which indicated 60 percent of respondents are doing over-time work without requesting overtime pay to manage a caseload. Employees are hardworking and working overtime is not the expectation.
- What is the percentage of face to face client interaction, mobile, and technology time for a service coordinator? Service Coordinators spend approximately 50% of their time out in the field and 50% of their time in the office. Adult service coordinators conduct more face to face visits and children's service coordinators attend IEP's so it varies depending on what kind of caseload.
- Separate clerical work and service coordination work. Take some of the clerical load off the service coordinators so they can spend more time with clients. It used to be more caseload management and less clerical, but the federal funding has changed that.

NEW BUSINESS

Creating Behavioral & Educational Momentum (CBEM) Contract Approval – Courtney Singleton

CBEM provides mobile crisis services and requires Board approval to continue their contract. The CBEM contract for July 1, 2017 – June 30, 2018 is not to exceed \$181,591.80 per month.

CBEM presentation - Sherri Kimbell, Program Director

- CBEM started in November 2012.
- CBEM seeks to stabilize critical situations before they become crises.
- CBEM works closely with individuals and their support systems to teach how to prevent or manage incidents that may lead to a crisis.
- CBEM maintains weekly contact with individuals to provide support.
- CBEM provides intensive support and assistance at critical times, also known as "crisis situations".
- CBEM collaborates closely with individuals and their circles of support to work toward and achieve stabilization.
- CBEM utilizes interventions based on positive programming.
- CBEM's crisis hotline is accessible 24/7, 365.

- CBEM's crisis support team is prepared to provide immediate over-the-phone or in-person support within a 1 hour timeframe until the individual de-escalates and/or can remain safe.
- CBEM will provide advocacy and support as individuals and caregivers work through crisis in concert with law enforcement and/or hospitals evaluating the need for a possible "5150" hold.
- CBEM will follow up with individuals' service coordinators and support systems after a crisis has occurred to address current and future crises.
- This year CBEM served 152 clients in Napa, Sonoma, and Solano counties.
- Outreach to Regional Center Resources, NBRC: weekly drop-in clinics, monthly NBRC/CBEM meetings, vendor fairs, IPP meetings.
- Extensive training for first responders. CBEM has met with Napa Police, Napa Sheriff Department, Sonoma County Jail, Santa Rosa Police, Solano County Jail, Vacaville Police, Fairfield Police, and Rohnert Park Sheriff Department.
- CBEM has worked with Aurora Hospital, Sonoma County Crisis Stabilization Unit, Santa Rosa Memorial Hospital, Exodus Crisis Stabilization Unit, North Bay Hospital, Sierra Vista Hospital, Heritage Oaks Hospital, Woodland Memorial Hospital, Kaiser Hospitals, Sutter Medical Centers, Queen of the Valley Hospital, St. Helena Hospital Center for Behavioral Health.

Courtney requested the Board approve the CBEM contract for another year at \$181,000.00 a month. CBEM has only been billing \$91,000.00 a month, but we don't want to have a client in crisis and not have the money to assist the client.

M/S/C (Phillips, Giroux-Greber) Move approval of the Center for Behavioral Education & Management (CBEM) contract. UNANIMOUS

Linda Plourde noted concern regarding funding for services and how state and federal legislation affects the direction that we take. The approach they took was really strong advocacy at the state capital. Last July we did receive some increases, but not enough to bring us up to 2016 rates. We are currently advocating for appropriate funding for services for the Lanterman Act. One of the latest Assembly Bills 279, is to support increases in minimum wage. At the Federal level the Medicaid program is in serious jeopardy. Each state will be responsible for making up for this cut.

COMMITTEE REPORTS:

A. Executive Committee – Harry Matthews, President; Angel Giroux-Greber, Vice President; Rita Edmonds-Norris, Secretary; Franklin Phillips, Treasurer – No meeting.

B. Vendor Advisory Committee – Lauren Meiklejohn

The VAC met on Tuesday, May 9, 2017 and June 13, 2017.

- Members of the VAC discussed ways to increase Residential Service Provider participation in the Vendor Advisory Committee Meetings and other informational/collaborative sessions. David Mauger, Residential Services Provider and VAC Member, has taken an important lead on ensuring that the NBRC Vendor Community benefit from the participation of those who provide residential support for people with I/DD. Suggestions include creating a forum specifically for RSPs, to include both on-line venues and in person meetings. The Vendor Relations Committee comprised of the voting members of the VAC and Dr. Gates, NBRC, will further address this topic at its next meeting.
- Rick Burkett, NBRC, provided an update on the Everbridge System. NBRC conducted a test of the system 2 months ago. One hundred and eleven (111) messages were sent; however, eighty-six (86) messages were not received. We urge all providers to update their contact information by sending an email to vendor@nbro.net. Please also include your vendor number when updating your contact information.
- January Crane announced that 9 vendors were awarded monies via DDS in relation to the settings rule. DDS will soon send information on further monies available, the application process,

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- etc. NBRC intends to hold a technical workgroup for vendors prior to the next round of applications for available awards.
- NBRC has revised its payment of services practice for SLS. Although a POS is authorized for a specific amount, NBRC will reimburse the vendor for the actual hours of support for that client in any given month. Hours can vary from month to month due to client hospitalizations, vacations, simply not wanting staff as originally scheduled. It is important for vendors to note in the billing the reason hours are reduced for any particular month. If a pattern develops where the hours are reduced for 3 or more months, it is likely that the planning team will discuss reduction of the POS. Stan Higgins raised a concern that service coordinators have indicated that they will reduce the hours immediately, and without discussion. He also reported that a service coordinator informed him that he would terminate the client's service with his agency and simply go to another vendor, all without planning team discussion/decision. Other vendors also expressed similar experiences. Dr. Gates ensured further training of Service Coordinators to ensure more effective communication and adherence to the planning team process.
- There is indeed a workforce crisis. It is challenging to recruit and find staff for direct support. This is not a new crisis as the unemployment rate has been very low for several years. Nonetheless, it is difficult to attract employees given that pay rates are still relatively low.
- The HCBS Settings Rule compliance deadline has been extended to 2022. This three-year extension will aid vendors as they make the required changes in order to be in compliance with the rule.
- NBRC's Medicaid Waiver Audit is scheduled for the week of May 2019. Vendors will be notified if the audit extends to their services.
- The VAC is accepting applications for membership.
- Please refer to the minutes for further detail. The next VAC meeting is Tuesday, May 9, 2017.

EXECUTIVE DIRECTOR'S REPORT

Bob Hamilton, Executive Director

- The Regional Center system has grown from serving a few thousand people to over three-hundred thousand throughout the state of California. The statewide system has a \$6 billion dollar annual budget, \$2 billion in federal funding, but there is no effective way to set rates. The only tool is the Department's health and safety exception. Whenever a staff person requires a higher wage due to the intense needs of a client, NBRC submits a letter to support the health and safety waiver. We are hopeful that the rate study will allow us an effective means to set rates, but it won't be scheduled until 2019. A letter came from DDS stating they are not in support of the minimum wage increase.
- The budget process went fairly well. The respite cap has been lifted but the reinstatement of social recreation and camp did not happen. The trigger bill language is long and complicated, but it does include a commitment for DDS to participate in a work group to discuss service provider rate adjustments. This is the interim fix they are going to provide.
- The Operations proposal is under study by Secretary Dooley's task force. They have hired a contractor to help revamp our center of operations funding. Core staffing area is the largest piece of work that has to be accomplished to provide funding for operations.
- Several proposals have been submitted to Secretary Dooley attention that include the Tenants of Friend Benefit Rate. The states rate is currently 23 percent and needs adjusting to reflect salary savings and unallocated deductions. A method for cost responsive budget growth will be developed and additional funding for the hiring of client service coordinators has been requested.
- ARCA is working on the UFS project. The system was implemented in the 80's needs replacing.
- ARCA is moving forward with the MHSA grant.
- DDS reported that this year's CPP funds targeted only for people coming out of the Developmental Center into the community, will now be available for non-DC related work.

- The DDS Safety Net has been announced. When a client fails in their community setting, where do they go and what kind of treatment do they receive? The concept is to replicate the Northern Star and Southern Star homes, which are the only crisis centers available.
- Clarification of the delayed egress homes and intensive transition wrap around service regulations in process.
- Additional statutory requirements relative to disparity funding as well as a transition grant based allocation is available for community based organizations to apply. A number of applicants in the community have created a CPO so they can bid on the work required.
- On-going work for self-determination program.
- Adult dental services have been reinstated through Medical.
- ARCA has new officers.

Michi Gates, Associate Executive Director, Client Services' Report

- NBRC has begun a new fiscal year where the focus will be on the continuation of meeting requirements of the Centers for Medicaid and Medi-care Services.
- NBRC is passionate about providing more integration for our clients so they are not in segregated settings in the community.
- NBRC will be working on Employment First to provide opportunities for competitive integrated employment for all clients who wish to work in partnership with true person centered thinking planning. This will ensure that NBRC understands not only what is important for a person, but what is important to a person.
- Community Resource Department recently sent out a Request for Proposal (RFP) for the development of resources outside of the community placement plan.
- Chad Graham was recently promoted to Supervisor in Santa Rosa office. He has replaced Lynda Wheeler.

Dave Johnson - Chief Financial Officer

- NBRC is in a new fiscal year.
- NBRC receives money as follows:
 - ✓ Purchase of Service (POS) money for current vendors,
 - ✓ POS money that goes to CPP,
 - ✓ Operations money to run the office and,
 - ✓ Operations money for CPP.
- NBRC recently received our first allocation from the State.
- All Regional Centers received a 3% increase in their operations budget.
- North Bay's operations budget is going to be less than last year because a year ago we moved into a new building, renegotiated our leases, and saved 24% on our rent. Since the regional center receives funding dollar for dollar based on what our rent is, we are receiving less money than last year. This year will be challenging because we have less money coming in for operations and the majority of our employees get 5% merit increase every year.

LIAISON REPORTS:

- A. Association of Regional Center Agencies – Bob Hamilton – No meeting
- B. State Council on Developmental Disabilities - North Bay Regional Office – Lisa Hooks – not in attendance

GENERAL PUBLIC COMMENT:

- Steven Cutty: SEIU Rep. noted the following:
 - ✓ Negotiations are not going well.
 - ✓ The NBRC Executive Management Team does not value employees or the union that represents them.

- ✓ The union offered management an opportunity to participate in interest based bargaining but it was rejected by management through their actions. The last offer made by management was an insult to the employees and to the clients the employees provide service to and was rejected by the union.
- ✓ Board members have the authority to direct the executive management team to resolve the contract issue.
- ✓ Mr. Cutty noted that he will hold Board members personally responsible for the actions of the executive management team by placing tremendous pressure on each one to resolve this issue.
- ✓ It is the job of the Union Rep. to obtain the best possible contract for the employees and members of SEIU 1021.
- ✓ Board members are responsible to ensure the employees are treated fairly and justly by management.
- ✓ Since NBRC reduced the rent by 24%, that would reduce the budget by 24%, but the net result remains the same. Since NBRC receives reimbursement dollar for dollar for rental expenses the equation does not change. Mr. Cutty noted that Dave Johnson “painted an illusion” of a budget issue going forward. Dollar wise it’s the same thus his claim is offensive.
- Dave Paul: Queen Anne neighbor noted the following:
 - ✓ A desire to assist NBRC with their budgetary problems.
 - ✓ He requested that the Board take comments in good faith moving forward.
 - ✓ He noted that Brilliant Corners, an NBRC vendor, has identified a home in Santa Rosa where four clients moving out of SDC will reside. This particular house looks more like a “Ritz Carlton” than an adequate domicile. Prior to renovation by Brilliant Corners, there were perfectly adequate granite countertops which were replaced with onyx. A \$75,000 makeover of this kitchen was completed approximately 2 ½ years ago.
 - ✓ People are confused when they hear about budgetary pressure. It doesn’t add up when Brilliant Corners paid \$25,000.00 over the asking price and over the last eighteen months has paid \$200,000.00 over asking price for 11 houses. There is no justification for that and we are unable to support it. We have tried to identify a reason in our June 7th email to board members, legal liaison, but have received no written response.
 - ✓ What protects the tax payer and our dollars? This \$1.2 million dollar purchase was funded by a \$500,000 loan supported by Brilliant Corners and \$700,000 grant funded partly by state and federal money. The title is in Brilliant Corners name. Who is the operational selector/Vetter for the next generation of people who come and live in “my” court? The first generation is for SDC clients, but what about the second generation? Brilliant Corners website states they administer programs for addicts, veterans, and homeless people. Do they choose the next residents that will reside there?
 - ✓ The 10 foot fall off the back deck of the house is dangerous. There is a question regarding budget crisis and fiscal irresponsibility.
 - ✓ Board contact information is supposed to be on the website per Lanterman Act and it’s not there.
 - ✓ Several of the neighbors are concerned about the criteria used. How do we gain confidence that both fiscal processes as well as safety and security is a concern for the next generation of people who are going to occupy that house?
 - ✓ The business side of NBRC’s operation can be improved by using someone who is more familiar with the area.
- Bob Hamilton mentioned to the Board that he addressed this in an email and we are trying to set up a community meeting so we can have dialog about this. This format is not a question and answer format.
- Lynn Hughes: Queen Anne neighbor noted the following:
 - ✓ It is unheard of Brilliant Corners is purchasing properties in excess of the asking price.
 - ✓ We know that these are precious lives and this is precious money.
 - ✓ We are disturbed that we are made out to be “immoral”. We are the normal average citizen that lives among you.

- ✓ We are interested as taxpayers about Medicaid, Medi-Cal and our tax money. This is abuse and oversight of the use of this money. This is not the reality of the real estate market. Who is taking advantage of these people and hiding behind those you are serving?
- Bob Hughes: Queen Anne neighbor noted the following:
 - ✓ NBRC clients are very important. We have the utmost respect for them. I have respect for you as you have a tough job. But you have to do it a little better.
 - ✓ Of the 10 or 11 houses you over paid for, several have swimming pools. Homeowners insurance will be more.
 - ✓ NBRC is now begging for financial support. If spending of funds is not done wisely, taxpayers will not be supportive.
- Kathleen Miller: SDC parent noted the following:
 - ✓ Parent of one of the people that might move into the home being discussed.
 - ✓ SDC is closing in the shortest time possible. No other Developmental Center has been closed as quickly as they are attempting to close SDC. This puts pressure on the regional centers who receive our family members to buy quickly and to get these homes on line.
 - ✓ Would prefer for my child to live in a more rural setting, further away from the neighbors. I don't care about granite counter tops, I just want a home that is safe. I don't have a problem with him living in a very nice place, but my first preference would be for him to stay at SDC.
 - ✓ The short timeline is partly because of the federal government cutting funding to SDC. It's a money issue and buying expensive homes is a way to save money in the big picture.
 - ✓ Hopefully there will be further discussion because there is fear around neighbors who don't want "my kid". "You frighten me and you can hurt him a lot more than he's going to hurt any of you."
- Dave Paul: It did not come to this without many attempts on the part of the neighborhood to ask Sammy at Brilliant Corners for time to speak with Bob, for a meeting at our place, to come visit the site to see what our physical concerns are. Many calls and many emails, two letters and then it was referred to your legal specialist to handle who required that we write letters and send them to him. We are here to ask Bob and his team to reconsider the purchase of the Queen Anne home for the reasons we have stated. It has nothing to do with the individuals in the homes. We have provided data and reasons for that. We are here to make that request to ask the Board to put the house back on the market.

GOOD OF THE ORDER:

ADJOURNMENT - M/S/C (Phillips, Edmonds-Norris) Move to adjourn the meeting at 7:30 p.m.

UNANIMOUS

NEXT MEETING ANNOUNCEMENT: The next Board meeting will be a regular business meeting scheduled for September 6, 2017 at North Bay Regional Center Napa Office, 610 Airpark Road, Napa, CA at 5:00 p.m.



**North Bay Regional Center
Franklin Phillips Horne NBRC Treasurers' Report
For the Month of September 2017**

In July 2017 NBRC's board money market account increased by \$2.00 to end the month with a balance of \$47,622.

The board checking account ended the month with a balance of \$2527, a \$137 decrease from last month.

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

As of June 30

		%		%		%
Purchase of Services (POS)	<u>FY2016/17</u>	<u>Total</u>	<u>FY2015-16</u>	<u>Total</u>	<u>Inc <Dec></u>	<u>Change</u>
Supported Living Services	\$ 48,157,052	27%	\$ 41,454,954	27%	\$ 6,702,098	16%
Day Programs	\$ 39,669,344	22%	\$ 36,781,933	24%	\$ 2,887,411	8%
Community Care Facilities	38,673,474	22%	31,079,332	20%	7,594,142	24%
Behavioral Services	24,507,487	14%	20,237,424	13%	4,270,063	21%
Other	27,916,500	16%	24,282,262	16%	3,634,238	15%
Total POS services	\$ 178,923,857	100%	\$ 153,835,905	100%	25,087,952	16%
 Operations Expenses (OPS)						
Personnel	\$ 13,857,380	64%	\$ 11,387,679	60%	2,469,701	22%
Benefits	4,700,308	22%	3,946,835	21%	753,473	19%
Facilities/Insurance	1,529,993	7%	1,960,488	10%	(430,495)	-22%
Equipment / General office	475,599	2%	819,017	4%	(343,418)	-42%
Consultants	459,988	2%	319,512	2%	140,476	44%
Mileage	296,092	1%	229,428	1%	66,664	29%
Legal	279,052	1%	171,052	1%	108,000	63%
Communications	172,508	1%	120,664	1%	51,844	43%
Promote Equity/ Reduce Disparity	27,486	0%	-	0%	27,486	
Other Expenses	(117,928)	-1%	74,871	0%	(192,799)	
Total Operations Expense	\$ 21,680,478	100%	\$ 19,029,546	100%	2,650,932	14%

Consumer Advocate Report

August 1, 2017 – August 31 2017

I'm meeting and starting more self-advocacy/support groups beginning in September using the educational materials on self-advocacy. Consumers/Clients seem to be getting more interested in having groups now.

The Napa County IHSS Advisory Committee sponsored a fair booth at the Napa County Fair from August 9th – 13th.

I'm writing a report to determine what DDS Conserved clients should remain conserved and who shouldn't.

I continue to assist service coordinators with their cases and I am still 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/>

Resource Development

The Resource Development Department received 17 requests for vendorization over the months of June and July. Please join NBRC in welcoming the new vendors below to the North Bay Regional Center vendor community.

New Vendors (June and July 2017)



- Speech Time Therapy-Sonoma County
- Ellen McBride-Assessments-Solano County
- Seeds of Awareness, Inc-Socialization Training-Sonoma County
- Courtney Harris-Occupational Therapy-Sonoma County
- Ong Behavioral and Psychological Health Center, Inc-Psychological Assessments-Solano County

SIR Special Incident Report Team Activities

- SIR Training held at NBRC's Santa Rosa office with 19 vendors in attendance.
- The SIR team provided three vendors with individual training totaling 26 vendor staff.
- Vendors continue struggle with SIR Timelines. Vendors are out of compliance 29% in July. This is an improvement from the two previous months at 35% and 32%. The statewide average this month is 20.62%.
- The SIR and QA teams are meeting monthly to address SIR issues either at the bi monthly Risk and Mitigation (RAM) meetings, or a joint SIR/QA unit meeting on alternate months.
- RAM Committee met on July 13th; reviewed vendor and staff training ideas to include respiratory illness, diabetes, and nursing care plans.

NBRC's Resource Development Unit held interviews for the May 2017 RFP. Awardees include:
Project 2: Level 4i Home for young adult males with maladaptive behaviors. Awardee- Izu Megwa

Project 4: Specialized Residential Facility with a focus on maladaptive behaviors. Awardee- Annabelle Barreto

Project 5: Residential Care Facility for the Elderly with nursing needs. Awardee- Razel Cortez

Project 5: Residential Care Facility for the Elderly with nursing needs. Awardee- Annabelle Barreto

Project 5: Residential Care Facility for the Elderly with nursing needs. Awardee- Josephine Kamau

Project 10: Day Program for Employment Discovery. Awardee- Joseph Deschukwu

Project 11: Day Program for Medically Fragile. Awardee- Hanna Peralta & Roselyn Jequinto

Quality Assurance June and July 2017



The NBRC Quality Assurance Unit has been hard at work this month providing QA assistance to NBRC Vendors and Service Coordinators.

41 Community Care Facility Annual Reviews	90 QA assistance to NBRC employees
3 Supported Living Services Annual Reviews	9 QA assistance requests received
2 Day Program Annual Reviews	94 Individuals @ Day Program Arrangement Committee
56 Vendors received QA technical assistance	128 Individuals @ Living Arrangement Committee
7 Trainings for vendors or NBRC employees	

Visit <http://nbrc.net/service-providers/calendars/> for more information on upcoming vendor trainings.

AGE RANGE	NUMBER	% TO TOTAL	GENDER	NUMBER	% TO TOTAL	RESIDENCE TYPE	NUMBER	% TO TOTAL
0 - 2	1,305	14.4 %	MALES	5,760	63.5 %	OWN HOME	6,376	70.3 %
3 - 17	2,560	28.2 %	FEMALES	3,299	36.4 %	ILS	605	6.6 %
18 - 40	3,251	35.8 %			SLS	699	7.7 %	
41 - 60	1,308	14.4 %			DC	88	.9 %	
61 - 80	607	6.7 %			SNF	58	.6 %	
					ICF	237	2.6 %	
80 & OLDER	28	.3 %			CCF	742	8.1 %	
					FOSTER CARE	182	2.0 %	
					OTHER	72	.7 %	
TOTAL:	9,059	100.0 %	TOTAL:	9,059	100.0 %	TOTAL:	9,059	100.0 %

ETHNICITY	NUMBER	% TO TOTAL	DISABILITY	NUMBER	% TO TOTAL CONSUMERS	COUNTY	NUMBER	% TO TOTAL
MIXED	717	7.9 %	AUTISM	2,093	23.1 %	28. NAPA	1,119	12.3 %
ASIAN	226	2.4 %	EPILEPSY	1,091	12.0 %	48. SOLANO	3,770	41.6 %
BLACK	842	9.2 %	CEREBRAL PALSY	910	10.0 %	49. SONOMA	4,021	44.3 %
FILIPINO	328	3.6 %	MENTAL RETARDATION	4,813	53.1 %			.0 %
NATIVE AMERICAN	34	.3 %	OTHER	1,020	11.2 %			.0 %
POLYNESIAN		.0 %						.0 %
SPANISH/LATIN	2,134	23.5 %	CONSUMERS MAY HAVE MULTIPLE DIAGNOSES					.0 %
WHITE	4,321	47.6 %						.0 %
OTHER	135	1.4 %						.0 %
UNKNOWN	322	3.5 %						.0 %
						OTHER	149	1.6 %
TOTAL:	9,059	100.0 %				TOTAL:	9,059	100.0 %

PRIMARY LANGUAGE	NUMBER	% TO TOTAL	Status	Count	% TO TOTAL
SIGN LANGUAGE	25	.2 %	1	1,063	11.7
ENGLISH	7,414	81.8 %	2	7,480	82.5
SPANISH	1,475	16.2 %	0	428	4.7
OTHER LATIN LANG.		.0 %	3		
CANTONESE CHINESE	7	.0 %	P		
MADARIN CHINESE	5	.0 %	8	88	
JAPANESE	2	.0 %			
VIETNAMESE	13	.1 %			
KOREAN	3	.0 %			
LAOTIAN	5	.0 %			
CAMBODIAN	4	.0 %			
OTHER ASIAN LANG.	3	.0 %			
RUSSIAN	2	.0 %			
ALL OTHER LANG.	101	1.1 %			
TOTAL	9,059	100.0 %	TOTAL	9,059	100.0

NORTH BAY REGIONAL CENTER
 CONSUMER STATISTICS
 COUNTIES SELECTED:

AGE RANGE	NUMBER	% TO TOTAL	GENDER	NUMBER	% TO TOTAL	RESIDENCE TYPE	NUMBER	% TO TOTAL
0 - 2	1,308	14.4 %	MALES	5,744	63.6 %	OWN HOME	6,346	70.2 %
3 - 17	2,531	28.0 %	FEMALES	3,287	36.3 %	ILS	602	6.6 %
18 - 40	3,250	35.9 %			SLS	705	7.8 %	
41 - 60	1,309	14.4 %			DC	90	.9 %	
61 - 80	605	6.6 %			SNF	58	.6 %	
					ICF	236	2.6 %	
80 & OLDER	28	.3 %			CCF	744	8.2 %	
					FOSTER CARE	180	1.9 %	
					OTHER	70	.7 %	
TOTAL:	9,031	100.0 %	TOTAL:	9,031	100.0 %	TOTAL:	9,031	100.0 %

ETHNICITY	NUMBER	% TO TOTAL	DISABILITY	NUMBER	% TO TOTAL CONSUMERS	COUNTY	NUMBER	% TO TOTAL
MIXED	718	7.9 %	AUTISM	2,069	22.9 %	28. NAPA	1,112	12.3 %
ASIAN	223	2.4 %	EPILEPSY	1,094	12.1 %	48. SOLANO	3,754	41.5 %
BLACK	842	9.3 %	CEREBRAL PALSY	907	10.0 %	49. SONOMA	4,022	44.5 %
FILIPINO	325	3.5 %	MENTAL RETARDATION	4,812	53.2 %			.0 %
NATIVE AMERICAN	36	.3 %	OTHER	1,017	11.2 %			.0 %
POLYNESIAN		.0 %						.0 %
SPANISH/LATIN	2,116	23.4 %	CONSUMERS MAY HAVE MULTIPLE DIAGNOSES					.0 %
WHITE	4,309	47.7 %						.0 %
OTHER	135	1.4 %						.0 %
UNKNOWN	327	3.6 %						.0 %
						OTHER	143	1.5 %
TOTAL:	9,031	100.0 %				TOTAL:	9,031	100.0 %

PRIMARY LANGUAGE	NUMBER	% TO TOTAL	Status	Count	% TO TOTAL
SIGN LANGUAGE	24	.2 %	0	426	4.7
ENGLISH	7,400	81.9 %	P		
SPANISH	1,464	16.2 %	1	1,062	
OTHER LATIN LANG.		.0 %	2	7,453	
CANTONESE CHINESE	7	.0 %	3		
MADARIN CHINESE	5	.0 %	8	90	
JAPANESE	2	.0 %			
VIETNAMESE	12	.1 %			
KOREAN	3	.0 %			
LAOTIAN	5	.0 %			
CAMBODIAN	4	.0 %			
OTHER ASIAN LANG.	3	.0 %			
RUSSIAN	2	.0 %			
ALL OTHER LANG.	100	1.1 %			
TOTAL	9,031	100.0 %	TOTAL	9,031	100.0

7/1



FAIR HEARING & MEDIATION UPDATE
AUGUST 1 – 31, 2017

Eligibility (17-02)	<u>Reason for Appeal:</u> Claimant appeals denial of eligibility. <u>Ruling:</u> Fair Hearing Request withdrawn.
Eligibility (17-09)	<u>Reason for Appeal:</u> Claimant appeals denial of eligibility. <u>Ruling:</u> Fair Hearing request withdrawn.
SLS (17-10)	<u>Reason for Appeal:</u> Claimant appeals denial of SLS. <u>Ruling:</u> Fair Hearing request pending.
Respite (17-11)	<u>Reason for Appeal:</u> Claimant appeals denial of respite. <u>Ruling:</u> Fair Hearing decision granted by Office of Administrative Hearings.
Respite (17-13)	<u>Reason for Appeal:</u> Claimant appeals denial of respite. <u>Ruling:</u> Fair Hearing request withdrawn.
Placement (17-16)	<u>Reason for Appeal:</u> Claimant appeals denial of placement in a 16-bed psychiatric facility. <u>Ruling:</u> Fair Hearing request withdrawn.
Conservatorship (17-17)	<u>Reason for Appeal:</u> Claimant appeals denial of funding for limited conservatorship. <u>Ruling:</u> Fair Hearing decision denied by Office of Administrative Hearings.
Eligibility (17-18)	<u>Reason for Appeal:</u> Claimant appeals denial of eligibility. <u>Ruling:</u> Fair Hearing request withdrawn.
Eligibility (17-19)	<u>Reason for Appeal:</u> Claimant appeals denial of eligibility. <u>Ruling:</u> Fair Hearing request withdrawn.
Eligibility (17-20)	<u>Reason for Appeal:</u> Claimant appeals denial of eligibility. <u>Ruling:</u> Fair Hearing withdrawn.
Eligibility (17-21)	<u>Reason for Appeal:</u> Claimant appeals denial of eligibility. <u>Ruling:</u> Fair Hearing request pending.



**North Bay
Regional Center**

**Federal Revenue Department Board Report for Quarter 4,
April-May-June 2017**

- **HCBS Medicaid Waiver program:**

Goals: Our annual target for the 2016/17 fiscal year has not yet been established. At this time, NBRC is assuring that more clients are added to the Waiver than terminated to demonstrate continual adds to the Waiver. Missing our target or not adding monthly can result in the withholding of federal funds in our operations budget and less POS (purchase of service) reimbursement.

Status: As of 6/30/17, NBRC has 3948 individuals enrolled in the Medicaid Waiver program. This represents 53.1% of all active clients eligible for Federal Financial Participation (FFP).

- **1915 (i) SPA program:**

The 1915(i) SPA will allow California to receive federal funding for POS services for individuals who may not qualify for Medicaid Waiver, but will not provide funds for operational expenditures for Centers at this time. DDS has approved the enrollment of clients into this program for all Regional Centers.

Status: NBRC has received the SANDIS system upgrade and have continued to enroll all clients identified. DDS has identified approx. 1500 clients that are potentially eligible; 821 have been enrolled into the SPA program. NBRC is looking forward to the Sandis 7 upgrade so that this information is more easily tracked.

- **Audits:**

- **HCBS Audit**

California's Department of Developmental Services (DDS) and Department of Health Care Services (DHCS) completed the biannual HCBS Medicaid Waiver audit May 15th-26th at NBRC.

Status: Per DDS and DHCS' exit interview, no findings in the areas of purchase of service and vendor numbers, Special Incident Reporting follow up. Notice of Action requirements, monitoring requirements of those moved out the Sonoma Developmental Center, Nursing Home Reform procedures, and positive feedback re: interviews with Service Coordinators, vendors, and other agency staff.

NBRC to continue improving processes around timely Choice Forms, addressing qualifying conditions, signatures on IPP addendums, and timely quarterly monitoring.

Independent Audit

The Independent Audit, conducted by an outside CPA firm is scheduled for mid-October to mid-November. The Federal Revenue team will assist in gathering client charts and information requested by the auditors.

- **Training:** Department Manager and Federal Revenue staff provided New Employee and unit trainings for Service Coordinators in the 4th quarter of the 16/17 fiscal year, to include:
 - An overview of General Audit Checklist requirements (unit meetings)
 - The Federal Definition of Case Management
 - Title 19/Targeted Case Management (TCM) notes
 - Completion of the Annual IPP Review form, as required per regulation
 - Client Development and Evaluation Reports (CDER) requirements and instructions

- **DDS/NBRC updates:**

CMS HCBS Settings Rule

Please refer to HCBS Settings Fact Sheet and HCBS Final Rule Informational Piece

Status: HCBS Provider Funding Concept Proposals have been approved by DDS and 9 of NBRC's vendors were chosen to receive this funding and NBRC was able to get into contract with eight. Federal Revenue Supervisor, Julie Parrish is working with this group of vendors on budget monitoring, billing requirements, and overseeing milestones that meet the Proposal objectives.

Self Determination Program

The NBRC Self Determination Advisory Committee met on June 26, 2017 at NBRC in both the Napa and Santa Rosa offices. For this meeting, Committee members proposed the following Agenda Items:

- Update on the Self Determination Program Waiver
- Sub Committee reports (Outreach and Financial)
- Update of DDS created trainings for Regional Center staff

Status: DDS has completed most of the training modules of the components of the SDP for identified RC staff. RC staff have recently been notified about trainings offered at a variety of Regional Centers. Federal Revenue staff will be attending these as they are offered.

CMS has still not approved this Waiver, however DDS has submitted responses to all questions and anticipate open communication with CMS in order to answer any more questions that could arise.

Focus of most SDP Advisory Committees throughout all Centers is outreach and education to staff and clients. NBRC has provided training to all case management units as well as Quality Assurance and Resource Development teams and plans to provide an update to staff once more information is provided by DDS.

Nursing Home Reform:

DDS continues to capture additional FFP by requesting LTC facilities to request Pre Admission Screening and Resident Reviews (PASRRs) to be conducted by Centers, upon discharges, not just upon admission. The additional workload of processing these Level II PASRRs has not been significant and is absorbed by the Federal Revenue unit.

- **NBRC Agency Support:** The Federal Revenue Department consists of a Department Manager, Supervisor, 2.5 FTE Internal Quality Monitors and 2 FTE Client Services Assistants who continue to provide trainings and support to service coordinators and supervisors in order to assist with compliance requirements and Federal regulations. The Federal Revenue Department will do so by:
 - Providing support with ongoing Medicaid Waiver enrollment
 - Providing support with ongoing 1915(i) State Plan Amendment (SPA) enrollment
 - Track the Client Development Evaluation Report (CDER)
 - Provide ongoing support to staff during all audits
 - Focus on proper Targeted Case Management notes
 - Outreach and trainings regarding the Self Determination Program option for both NBRC staff and community partners
 - Outreach and trainings regarding the CMS HCBS Final Settings Rule in collaboration with the Quality Assurance team

Performance Plan 2018

North Bay Regional Center promotes opportunities and supports choices for people with developmental disabilities in Solano, Sonoma, and Napa Counties. This Plan for 2018 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 2018: Public Policy Measures	Statewide Averages	NBRC Outcomes	Planned Activities
Fewer clients reside in state developmental centers	0.38% 2015	1.19%/96 2015	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.
	0.33% 2016	1.22%/101 2016	
	0.26% 2017	★ 1.00%/86 2017	
More children live with families (including own family, foster family, and/or guardian)	99.11% 2015	99.05%/3,114 2015	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.
	99.22% 2016	99.19%/3167 2016	
	99.28% 2017	★ 99.20%/3492 2017	

Performance Plan 2018: Public Policy Measures	Statewide Averages	NBRC Outcomes	Planned Activities
Fewer children live in licensed homes serving more than 6 children	0.06% 2015 0.05% 2016 0.04% 2017	0.06%/2 2015 0.09%/3 2016 0.09%/3 2017	<i>NBRC will continue developing alternative living arrangements that meet children's support needs in the least restrictive setting.</i>
More adults live in home settings (includes living with family, parent or conservator; adult family home agency-FHA; independent living; or supported living arrangements)	77.69% 2015 78.47% 2016 79.27% 2017	76.05%/3,665 2015 77.62%/3861 2016 ★ 78.51%/3970 2017	<i>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.</i>
More adults reside in Independent Living arrangements	11.33% 2015 11.15% 2016 10.89% 2017	10.81%/521 2015 10.80%/537 2016 ★ 11.75%/594 2017	<i>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.</i>

Performance Plan 2018: Public Policy Measures	Statewide Averages	NBRC Outcomes	Planned Activities
<p><i>More adults reside in Supported Living arrangements</i></p>	<p>5.60% 2015</p> <p>5.52% 2016</p> <p>5.49% 2017</p>	<p>15.04% 2015</p> <p>14.90%/741 2016</p> <p>★ 13.88%/702 2017</p>	<p><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></p>
<p><i>More adults reside in Family Home Agency (FHA) living arrangements</i></p>	<p>0.95% 2015</p> <p>0.97% 2016</p> <p>0.98% 2017</p>	<p>1.0%/48 2015</p> <p>1.31%/65 2016</p> <p>★ 1.42%/75 2017</p>	<p><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></p>
<p><i>Fewer adults live in licensed homes serving more than 6 adults</i></p>	<p>2.85% 2015</p> <p>2.72% 2016</p> <p>2.55% 2017</p>	<p>1.66%/80 2015</p> <p>1.55%/77 2016</p> <p>★ 1.31%/66 2017</p>	<p><i>NBRC develops homes that serve 4 adults or less while meeting health and behavioral needs and meeting anticipated CMS settings rules.</i></p> <p><i>NBRC will continue monitoring homes and assessing for support needs on a quarterly basis.</i></p>

Performance Plan 2018: Measures Related to Employment	Statewide Averages	NBRC	Planned Activities
<p>Number and percent of adults (ages 16-64) with earned income</p> <p><i>(2015 EDD data)</i></p>	<p>20,196/13.6% 2015</p>	<p>★22.4% 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>Average annual wages for consumers ages 16-64</p> <p><i>(2015 EDD data)</i></p>	<p>\$7248 (\$604/mo) 2015</p>	<p>\$6684 (\$557/mo) 2015</p>	<p>See above</p>
<p>Annual earnings of consumers ages 16-64 compared to people with all disabilities</p> <p><i>(EDD data)</i></p>	<p>See above</p>		
<p>Number of adults who were placed in competitive, integrated employment following participation in a Paid Internship Program</p> <p><i>(NBRC data)</i></p>	<p>*statewide data collection under development</p>		

<p><i>Average wages an hours worked for adults who participated in a Paid Internship Program</i> (NBRC data)</p>	<p>*statewide data collection under development</p>
<p>Average wages and hours worked for adults engaged in competitive, integrated employment, on behalf of whom incentive payments have been made (NBRC data)</p>	<p>*statewide data collection under development</p>
<p>Total number of \$1000, \$1250 and \$1500 incentive payments made for the fiscal year (FY 16/17 NBRC data)</p>	<p>*statewide data collection under development</p> <p style="text-align: right;">24</p>
<p><i>Percentage of adults reporting integrated employment as a goal in IPP</i> (NCI FY 14/15 data)</p>	<p style="text-align: center;">27% ★ 39%</p> <p><i>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.</i></p>

Performance Plan 2018: Compliance Measures: NBRC is in compliance with Performance Contract when CDER and Intake timelines are met and NBRC passes auditing and budget management criteria

Compliance Measures	Statewide Average	NBRC Outcomes	Planned Activities
<p><i>Intake/Assessment is completed in a timely manner:</i></p> <p align="center">142 days or less</p> <p align="center">143-240 days</p> <p align="center">Over 240 days</p>	<p>97.99%-2015 98.32% - 2016 97.91% - 2017</p> <p>1.70%- 2015 1.56% - 2016 1.85% - 2017</p> <p>.31%- 2015 .12% - 2016 .24% - 2017</p>	<p>100%- 2015 94.74% - 2016 ★ 99.31% - 2017</p> <p>0%-2015 4.31% - 2016 ★ .69% - 2017</p> <p>0%- 2015 .96% - 2016 ★ 0% - 2017</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>98%- 2017 <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>98.19%-2015 98.44% -2016 98.34% -2017</p>	<p>96.84%- 2015 97.57% - 2016 ★ 98.72% - 2017</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>

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Compliance Measure	2016	2017	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	YES	<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 2017 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>		★ 98%	<i>NBRC will continue to comply with Title 17 require.</i>

Performance Plan 2018: NBRC Local Policy Outcomes	Planned Activities for 2018
<p><i>Establishment of local partnership agreements between regional centers, local educational agencies, and the Department of Rehabilitation districts</i></p>	<p><i>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.</i></p>
<p><i>Provision of information to consumers regarding Employment First Policy, opportunities for employment and available supports to achieve integrated competitive employment</i></p>	<p><i>NBRC will be instructed and supported on providing information to their clients and families during the IPP process specifically re: Employment First and the necessity of discussions around employment options. 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.</i></p>
<p>NBRC PERFORMANCE CONTRACT MEASURES RELATED TO REDUCING DISPARITIES AND IMPROVING EQUITY</p>	
<p><i>Number and percent of individuals, by ethnicity, who are satisfied with the services and supports received by the family and family member</i></p>	<p>Current NCI data identifies that per survey:</p> <ul style="list-style-type: none"> • Child Family Survey: 63% of respondents are satisfied (FY 12/13) • Adult Family Survey: 70% of respondents are satisfied (FY 13/14) • Family Guardian Survey: 87% of respondents are satisfied (FY 13/14) <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 sensitivity; 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 (FY 12/13) • Adult Family Survey: 75% report services have made a difference (FY 13/14) • <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>Number and percent of individuals receiving only case management services by age and ethnicity:</p> <p><i>(FY 15/16 NBRC data)</i></p>	<p>Birth to age two, inclusive:</p> <table border="1"> <thead> <tr> <th>Fiscal Year 2016 Ethnicity</th> <th>Consumer Count</th> <th>Receiving Services</th> <th>No Services</th> <th>Percent No Services</th> </tr> </thead> <tbody> <tr> <td>Asian</td> <td>38</td> <td>38</td> <td>0</td> <td>0.0%</td> </tr> <tr> <td>Black/African-American</td> <td>64</td> <td>60</td> <td>4</td> <td>6.3%</td> </tr> <tr> <td>Filipino</td> <td>36</td> <td>31</td> <td>5</td> <td>13.9%</td> </tr> <tr> <td>Hispanic</td> <td>639</td> <td>615</td> <td>24</td> <td>3.8%</td> </tr> <tr> <td>Native American</td> <td>5</td> <td>5</td> <td>0</td> <td>0.0%</td> </tr> <tr> <td>Other Ethnicity or Race</td> <td>266</td> <td>247</td> <td>19</td> <td>7.1%</td> </tr> <tr> <td>Polynesian</td> <td>2</td> <td>2</td> <td>0</td> <td>0.0%</td> </tr> <tr> <td>White</td> <td>530</td> <td>520</td> <td>10</td> <td>1.9%</td> </tr> <tr> <td>Totals</td> <td>1,580</td> <td>1,518</td> <td>62</td> <td>3.9%</td> </tr> </tbody> </table>	Fiscal Year 2016 Ethnicity	Consumer Count	Receiving Services	No Services	Percent No Services	Asian	38	38	0	0.0%	Black/African-American	64	60	4	6.3%	Filipino	36	31	5	13.9%	Hispanic	639	615	24	3.8%	Native American	5	5	0	0.0%	Other Ethnicity or Race	266	247	19	7.1%	Polynesian	2	2	0	0.0%	White	530	520	10	1.9%	Totals	1,580	1,518	62	3.9%
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Age three to 21, inclusive:

Fiscal Year 2016 Ethnicity	Consumer Count	Receiving Services	No Services	Percent No Services
Asian	67	42	25	37.3%
Black/African- American	286	166	120	42.0%
Filipino	128	72	56	43.8%
Hispanic	1,101	790	311	28.3%
Native American	14	7	7	50.0%
Other Ethnicity or Race	726	530	196	27.0%
Polynesian	13	8	5	38.5%
White	1,331	820	511	38.4%
Totals	3,666	2,435	1,231	33.6%

Twenty-two and older:

Fiscal Year 2016 Ethnicity	Consumer Count	Receiv Services	No Services	Percent No Services
Asian	89	76	13	14.6%
Black/African- American	517	437	80	15.5%
Filipino	153	131	22	14.4%
Hispanic	564	468	96	17.0%
Native American	16	15	1	6.3%
Other Ethnicity or Race	297	243	54	18.2%
Polynesian	9	6	3	33.3%
White	2,720	2,471	249	9.2%
Totals	4,365	3,847	518	11.9%

Total annual per capita purchase of service expenditures by individual's primary language (for primary languages chosen by 40 or more consumers only)	Fiscal Year 2016		
	Language	Consumer Count	Per Capita Expenses
<i>(FY 15/16 NBRC data)</i>	English	7,798	\$17,932
	Spanish	1,648	\$6,233
	Tagalog	46	\$15,461
	Totals	9492	\$39,626

Vendor Advisory Committee
Report to the NBDDS Board of Directors
September 6, 2017

submitted by
Linda Plourde

The VAC met on Tuesday, August 8, 2017.

Members of the VAC continue to discuss ways to increase Residential Service Provider participation in the Vendor Advisory Committee Meetings and other informational/collaborative sessions. David Mauger, Residential Services Provider and VAC Member, has taken an important lead on ensuring that the NBRC Vendor Community benefit from the participation of those who provide residential support for people with I/DD. He will work with Isabel Calder, NBRC, to notify residential service providers of opportunities to become more involved with the vendor community. The Vendor Relations Committee comprised of the voting members of the VAC and Dr. Gates, NBRC, will further address this topic at its next meeting.

The vendor community is collaborating to bring nationally acclaimed speakers to our area for direct support professional training. The first of the trainings is scheduled for September 27, 2017. Diana Pastora Carson will present on her brother's journey from a state developmental center to community living. A future training will be by Joe McBeth and John Raffaele, National Alliance of Direct Support Professionals, on supporting our employees as they work with our clients each and every day.

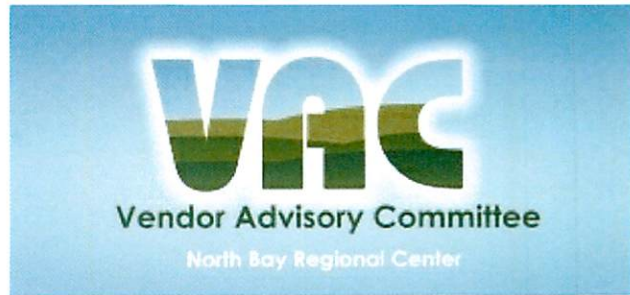
The vendor group discussed that referrals for SLS are at a minimum. The internal NBRC process was discussed. January Crane and Thomas Maseda will discuss with QA and the Executive Team respectively to ensure that referrals are not slowed down due to potential issues with the internal process.

The vote for Assembly Bill 279 (Holden) is set for the end of August. This bill addresses reimbursement for minimum wage increases at varying levels throughout the state. Some locales are implementing a minimum wage that is higher than the state wage.

The Repeal and Replace of the ACA did not succeed. Currently a bipartisan group of 43 senators are working to come up with improvements to the ACA. It is possible that per capita caps and block grants will make a come back once Congress returns to work after August recess.

Please refer to the minutes for further detail. The next VAC meeting is Tuesday, September 12, 2017.

VAC Meeting Minutes



Vendor Advisory Committee Meeting Minutes
North Bay Regional Center, Napa

August 8, 2017

1. Attendance	
a. Call to order	VAC Meeting held August 8, 2017 was called to order at 10:00 AM (PST). Chaired by Lauren Meikeljohn
b. Roll call Quorum met? <input checked="" type="checkbox"/> quorum was met July minutes approved: Table for September meeting. Agenda Approval: <input checked="" type="checkbox"/> Yes <input type="checkbox"/> No With 2 announcements added below	<p><u>VAC Membership</u></p> <ul style="list-style-type: none"> <input checked="" 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) <input checked="" type="checkbox"/> Michelle Ramirez (On My Own) <input checked="" type="checkbox"/> Mike Lisenko (UCP of the North Bay) <p><u>NBRC Staff</u></p> <ul style="list-style-type: none"> <input checked="" type="checkbox"/> January Crane <input checked="" type="checkbox"/> Isabel Calder <input checked="" type="checkbox"/> Maura McDonough <input checked="" type="checkbox"/> Seneca St. James <input checked="" type="checkbox"/> June Ursini <input checked="" type="checkbox"/> Julie Parish <p><u>General Members</u></p> <ul style="list-style-type: none"> <input checked="" type="checkbox"/> Adria Carson (On My Own) <input checked="" type="checkbox"/> Angie Rene (Bay Respite) <input checked="" type="checkbox"/> Beth Kahiga (Napa Valley Support Services) <input checked="" type="checkbox"/> Celeste Rodriguez (Bay Respite Care) <input checked="" type="checkbox"/> Darelyn Pazdel (PRIDE Industries) <input checked="" type="checkbox"/> Debbie Davis (Special Care) <input checked="" type="checkbox"/> Doug Hillyard (A Bright Future) <input checked="" type="checkbox"/> Jessica Givins (Wellness SLS) <input checked="" type="checkbox"/> Kristina Holden (R & D Transportation) <input checked="" type="checkbox"/> Lea Ronald (Napa Valley PSI) <input checked="" type="checkbox"/> Mary Eble (North Bay Housing Coalition) <input checked="" type="checkbox"/> Max Konan (A Bright Future) <input checked="" type="checkbox"/> Renee Fannin (Lynn & Darla SLS) <input checked="" type="checkbox"/> Sherri Kimbell (CBEM) <input checked="" type="checkbox"/> Stan Higgins (Oaks of Hebron) <input checked="" type="checkbox"/> Terri Rowland (Milestones) <input checked="" type="checkbox"/> Veronica Melchor (Special Care SLS)

2. Agenda changes/Additions		
	Announcement	
3. Feature Presentation	Summary	Action/Follow-Up
	Nothing this month.	
4. Community Concerns	Summary	Action/Follow-Up
	<ul style="list-style-type: none"> • All – Training Needs / Resources for the VAC- Linda reviewed three trainings that she is researching. Diana Pastora–Carson and her brother’s story is available September 27th. Joe McBeth is possibly available early October, date to be finalized. Cost will need to be shared with the VAC. The cost per person will be calculated and a commitment for the Diana Pastora-Carson will be requested via a sign up sheet circulated during the meeting. The group suggested \$200 per vendor who will send employees in order to cover all costs. • Ali – State Council requested New Leaf to make a presentation which went well. Ali looking to provide the same training in Northern California. • Residential Service Providers – David Mauger – Process thus far, developed information to send to providers regarding representation during the VAC meetings as well as participation with subcommittee. NBRC, Isabel, will work to send information through email list associated with authorizations from NBRC. • Training on PCP – Elizabeth Clarey - Alchemia two-hour training for first line supervisors in Sonoma and Marin counties; Laurie is the trainer. This is part of the HCBS, DDS funding for Alchemia. Elizabeth is looking for interest in this training. Is the training geared toward day programs? Training is geared to most service providers. Elizabeth would like to bring the trainer to VAC to present the summary agenda for the training to decide if this is a good for the group. • Microenterprise Show – Donna Feingold - Art show promotion. CDSA annual conference in Walnut Creek, 9/28, going to be an Art show and microenterprise at the Marriot in Walnut Creek. 10:00 a.m. to 2:00 p.m. \$35 first table \$20 table anything thereafter. • E-billing and Supervisor – Joetta – How can we reach NBRC Supervisors and Service Coordinators? NBRC will work on their phone communication with the receptionist. • Is NBRC looking at a new ebilling system? Isabel, not ebilling, looking at the internal accounting system change. A few specific questions regarding ebilling and where to place for example, crisis time in a facility. • New Leaf: ACRC’s contractor sends out a balance. Has New Leaf ever considered this? A recent client ran out of money. Ali, New Leaf monitors account balances and works to determine needs. David Mauger shared a story regarding a resident who owed money and funds were low. Ali suggests contacting him with quality assurance issues. Service Coordinators can access the New Leaf portal specific to their consumers as well. • What are the parameters surrounding clients who need to be picked up within one hour and covering ratio in day programs? It is the care provider’s responsibility, however, the group discussed that each situation is individual and the ratio in a program is not an adequate reason for asking for a client to be picked up from program. 	
5. Group Reports		Action/Follow-Up

	<ul style="list-style-type: none"> • Napa Solano Vendor – no meeting this month. Kelley and Darelyn will put this meeting back on track for September. No update until September. • Sonoma Vendor Group – Lauren – Referrals have slowed down to almost non-existent. Anyone else finding this an issue? A provider has been told that the NBRC Friday afternoon meeting gets booked up and the referrals are being pushed out by week. NBRC: Has this slowed the process? Seneca: Some days are booked and yes, sometimes one must wait for the next meeting. However, it’s a weekly meeting. Some case managers have indicated that this is a bottle- neck. January will take this issue to Maura and review the process. Thomas will also take it to the executive level to review. Sonoma County Transit changed their routes and it impacted people getting to work on time. The county supervisors listened and they changed the public transportation schedule. • State Council – Lisa Hooks – No presentation this month. • Housing – Mary Eble – Lauren provided brief update regarding the settlement in Marin. • Trade Associations: <ul style="list-style-type: none"> ✓ CDSA –Michelle Ramirez - two-day public policy planning meeting. Issues still surround rates and concern about rate survey being conducted right now. DDS hired an outside vendor and other states have different processes. ✓ ANCOR – Linda Plourde – Status of Repeal and Replace of ACA: a bipartisan group of 43 senators working on this. Funding has been threatened. Currently at a standstill; the bipartisan efforts are the key right now. Linda encourages the group to reach out and advocate. Leadership conference in September in the Washington DC area. White-collar exemption rule, DOL putting out a series of questions and reviewing. ✓ CSLN – Linda Plourde – AB 279, rally on 8/30 10:00 – 11:00 a.m.. Assembly Member Holden has invited people from across the state to attend. AB 279 is reimbursing providers for increase in minimum wage for their local area. Reminder to complete the DDS surveys on time. ✓ Mike Lesenko - UCP – National Direct Support Recognition Week September 10 - 16. Lunch, gift cards, ice cream social. Car wash by administrators. Capital rally for AB279 8/30th. ✓ NBRC Board Report – No update this month. ✓ Equity update - January – NBRC has officially hired someone for equity and fairness. Will start on 8/16. Development of the Everbridge and enhancing it will have the ability to send out to Spanish speaking individuals. Opportunity to attend person centered planning who primarily serve Spanish speaking individuals. ✓ ARCA/ NBRC Update – Thomas Maseda - Thomas indicated his appreciation for the good work of the vendor community. Bob and Michi are in Sacramento working with legislators today. ✓ DC closure is still the focus. Continue resource development and grow vendor community. Looking at succession planning for new Executive Director. 	
6. Report	Summary	Action/Follow-Up
Policies/Procedures Practices or Trends	Nothing this month.	
7. New Business		
	Nothing this month.	

8. Report	Summary	Action/Follow-Up
Announcements	<ul style="list-style-type: none"> • Lauren, Tech Expo, see flyer. • Holly, resource for dementia: Caregiver workshop held on 8/23, 8/27, and 10/5. It is a free series of workshops to educate individuals providing support. • Max, Alzheimer Aid Society – how to support someone with dementia. max@alzaid.org 	
9. Adjournment		
	Meeting adjourned at 10:55 AM	

Minutes submitted by: Darelyn Pazdel