



North Bay
Regional Center

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December 18, 2020

To: Department of Developmental Services

From: North Bay Regional Center

Expenditure Report Feedback and Action Plan 2020

Per WIC 4519.5, regional centers are required to report annually on the following:

(f) (1) Each regional center shall annually report to the department regarding its implementation of the requirements of this section. The report shall include, but shall not be limited to, all of the following:

- (A) Actions the regional center took to improve public attendance and participation at stakeholder meetings, including, but not limited to, attendance and participation by underserved communities.
- (B) Copies of minutes from the meeting and attendee comments.
- (C) Whether the data described in this section indicates a need to reduce disparities in the purchase of services among consumers in the regional center's catchment area. If the data does indicate that need, the regional center's recommendations and plan to promote equity, and reduce disparities, in the purchase of services.

NBRC progress and response:

- (A) NBRC partnered with ParentsCAN and Matrix LUNA again for the in-person meetings this year. This has proved very successful in the past, as the groups have already established trust with each other and their group leader, who invites us to join their meeting. This year's partnership with Matrix LUNA brought in 17 community members. Unfortunately our meetings with ParentsCAN were cancelled due to lack of attendees and then due to the COVID-19 Shelter in Place orders so we were not able to gather feedback from them this year.
- (B) This year we decided to have an NBRC supervisor facilitate the meetings in Spanish, rather than hiring an external interpreter. This has been a successful change and will be continued in the future.
- (C) Please see summarized comments from the public meeting held on 3/4/20. There were community members present at the Zoom meeting on 8/6/20, however we did not receive any feedback from the audience or through the comment surveys; A combined total of 22 community members were present in all meetings, which was less than half of our attendance from last year. We believe many factors influenced this decrease including the COVID-19 Pandemic and the timing of the implementation of the Public Charge Ruling, which both had the potential to be devastating for many members of this community. Our Disparity Committee is also revising the structure of our Public Meetings to be more culturally attuned.

Sincerely,

Lindsay Franco, MPA

Diversity & Equity Specialist

North Bay Regional Center

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Town Hall Expenditure Reports: Sorted Feedback Summary		
Intake & Eligibility	Proposed Action Items	Completed Action Items
<p>Need more information on how to apply for NBRC services</p> <p>What can parents do when the school qualifies someone for Autism but NBRC does not?</p> <p>What services are available for children that do not qualify for NBRC?</p> <p>Families are confused about why their child is not eligible for services (do not receive/understand explanation for ineligibility)</p> <p>Support through eligibility denial process- clear reason for ineligibility, options for resources in the meantime, and information on how to re-apply</p> <p>Families want more information on the NOA/Appeal process</p> <p>More information on referral timelines- normal wait times for evaluation and diagnosis once considered eligible</p>	<p>Develop a FAQs page that addresses What To Do If: problems accessing services, etc.</p> <p>Create Intake Inquiry Packet to support more effective intake process</p> <p>Online referral form will be updated to include all referral questions</p>	<p>Evolving FAQ available on website- gets updated with new information requested by the community</p> <p>Shortened referral form available online to apply for services. Will be updated to be more consistent with actual referral form.</p> <p>Orientation to NBRC has been updated with information about intake and eligibility, and NOA, denial and re-application process</p> <p>Intake Inquiry packet created and utilized with families</p> <p>Offered monthly orientation to NBRC in English and Spanish in 2020 through Zoom</p>

North Bay Regional Center: Expenditure Report Feedback & Action Plan FY 2019-2020



Town Hall Expenditure Reports: Sorted Feedback Summary		
Services & Resources	Proposed Action Items	Completed Action Items
<p>Recreational services are needed</p> <p>Amount of services vary depending on the Service Coordinator assigned</p> <p>Not enough respite workers</p> <p>How are unmet needs in the Spanish speaking community being tracked?</p> <p>Need to understand what the services are- need clarification about types of services, what kind, and how they benefit him/us</p> <p>Need support and instruction around what the IPP is, how to advocate for services in IPP</p> <p>Families need to get more information about services available</p> <p>Coordinators need to give family more information about services</p> <p>Authorized services but no explanation about how to use them</p> <p>More information needs to be given about ILS services at home</p> <p>Need to understand what supported living is at the home; when do you start preparing your child for SLS/ILS services?</p> <p>More information needed on generic resources</p>	<p>Provide translated service information that is on the website to all families/clients</p> <p>Work with Family Resource Centers to schedule an Advocacy workshop; outreach to Community Advocacy groups and schools to ensure correct information regarding NBRC is being disseminated</p> <p>Continue to schedule Orientations to NBRC in both English and Spanish</p> <p>Develop an FAQs that addresses What To Do If: problems accessing services; don't know who SC is; don't know who Supervisor is; post to NBRC website</p> <p>Review and address Client Satisfaction Survey developed by contracted agency (Kinetic Flow)</p> <p>Include ILS service information in FAQs</p> <p>NBRC to collect and provide common generic resources to staff for easy referral to clients</p> <p>Create regular unit support groups for SCs to come together with supervisors and share new findings, general resources, best practices, and NBRC agency expectations regarding POS Disparity</p> <p>Work with internal IT Department to increase Service Coordinator access to information regarding appropriate and vetted services and generic resources in the community</p> <p>Create simple, "one-pager" informational sheets with resources for each county</p>	<p>Website is available in all target languages, and important documents are being translated into Spanish</p> <p>FAQ available on website, including ILS services</p> <p>Tracking unmet needs in the Spanish speaking community through Kinetic Flow Survey and Disparity Town Hall Meetings in all catchment areas</p> <p>Completed Kinetic Flow Survey to understand needs of the community and their satisfaction with services</p> <p>Information on website about how to get and apply for services, including online application process</p> <p>Professional Skills Development created to support SC's with understanding new findings, general resources, best practices, and agency expectations around Disparity</p> <p>Continuing Introductions to Regional Centers in English and Spanish</p> <p>Created Generic Resources hub through internal DocuShare system for SC's to find information to support clients and families</p> <p>Created Transition Handbook in English and Spanish with simple, family friendly information regarding how to access resources in each county and it's available on the NBRC website</p> <p>Respite procedure updated to allow for adult siblings or relatives living in the home to provide respite services. Just cannot be the parent or significant other.</p>

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<p>The term “graduate” from Early Intervention services is confusing to families:</p> <ul style="list-style-type: none"> - What services/resources can families access after graduation? - What should they look out for to know if they need to re-apply for Lanterman services? <p>Better understanding of available support and services NBRC could provide (children vs. adults, in home vs. out of home respite, daycare, bracelets, behavior services, etc.)</p> <p>Information about accountability measures- how are services received (and not received) documented and followed up?</p> <ul style="list-style-type: none"> - How many hours of respite were authorized vs. utilized? - What (paid/unpaid) needs were identified? <p>Difference between 0-3 and 3+ services and expectations</p> <p>Families want more information on adult services and transition</p> <p>What can families do if the respite model doesn’t meet their needs?</p> <p>Ways to track IEP information:</p> <ul style="list-style-type: none"> - # of times a SC was invited to an IEP - # of times an SC attended an IEP - If services were offered and explained to the individual/ family based off the IEP - Delegation of who will provide which service? (School, NBRC, vendors, etc.) <p>How do SC’s know about and access community resources?</p> <p>SC knowledge of how to refer to resources?</p>		<p>List of possible RC services accessible on NBRC website and DDS website</p> <p>Orientation to NBRC updated to include descriptions and types of possible services for EI, Children and Adults</p> <p>Creation of family- friendly Transition Handbook, translated into Spanish and available on NBRC website</p> <p>Granted funding from DDS to hire up to 4 Bilingual Resource Coordinators to support Spanish and Tagalog speaking families with low to no services for enhanced case management</p> <p>Granted funding from DDS to build capacity of a local respite agency in cultural and linguistic competency to support their Spanish speaking/ Hispanic/ Latinx individuals and families</p> <p>Offered monthly orientation to NBRC in English and Spanish in 2020 through Zoom</p>
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<p>Solano County Public Health Navigators shared previous challenges with reaching Service Coordinators, especially to complete time sensitive assessments</p> <p>They suggested increased coordination between Service Coordinators and IHSS assessors</p> <p>Connection with books and resources about disabilities (information about disabilities and common behaviors that accompany those disabilities)</p> <p>Connection to anti- bullying curriculum for parents and schools</p> <ul style="list-style-type: none"> - Anti-bullying presentations to schools and parents centered around students with disabilities - Support teachers in understanding children/parents/people with disabilities - Invite NBRC psychiatrist to the Matrix group first, then expand to the schools - How can NBRC help to work with schools? <p>Need more options for Speech Therapy in Sonoma County, their insurance only covers 1 provider in SF</p> <p>Pacific Home Care respite agency does not offer CPR training in Napa County so families have to go out of county for the free class, or they pay out of pocket in Napa and can be reimbursed.</p> <p>Lack of AAC for non-verbal children in Napa (only 2 certified providers in the county)</p> <p>Can we offer group homes as a residential option for a child who is undocumented, after they turn 18 years old (will be a conserved adult), if their family is documented?</p> <p>What can NBRC do for Adult age clients?</p>		
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Town Hall Expenditure Reports: Sorted Feedback Summary		
Timely Communication	Proposed Action Items	Completed Action Items
<p>Resource Development unit is not calling back potential vendors</p> <p>Problems with call backs in timely manner</p> <p>Phone messages need to be kept up to date</p> <p>SC s should return calls and provide more information about services</p> <p>What happens when family calls SC and leaves message for Supervisor and still no call back? Is there a hotline number?</p> <p>So hard to keep track of SCs with so many changes- what does NBRC do to inform parents of changes?</p> <p>Need more information about community events</p> <p>Request ways to learn about new laws or changes to NBRC policy</p> <p>How are preferred communication methods assessed?</p> <ul style="list-style-type: none"> - Not every family is tech savvy and would like to continue receiving information by mail. 	<p>Address call-back protocols in FAQs, including a means for someone to have access to a bi-lingual Management staff</p> <p>Research "Help Line" options</p> <p>Ensure that communications go out to families regarding SC changes per NBRC procedure; ensure that phone messaging provides an alternate number to be reached when SC changes per NBRC procedure</p> <p>Develop use of Everbridge system to reach Spanish speaking families</p> <p>Add a calendar of community events to NBRC webpage</p> <p>Utilize social media to share information about events and NBRC related news</p> <p>NBRC will continue to send important information by mail to consumers</p>	<p>Agency expectation around returning calls within 48 hours (2 business days)</p> <p>Opportunities to contact SC, their supervisor, or the front desk if not receiving calls back within agency standard of 48 hours (4 business days).</p> <p>Community events are shared through the website Calendar of Events, and now through the NBRC Facebook page.</p> <p>Social media strategy will also include NBRC Instagram in the future</p> <p>Increasing social media presence to share information about community events and NBRC related news, including new laws and changes to NBRC policy</p> <p>Utilized Everbridge notification system with bi-lingual text messaging and voice call capabilities</p>

Town Hall Expenditure Reports: Sorted Feedback Summary		
Spanish Communication	Proposed Action Items	Completed Action Items
<p>Not enough staff who speak Spanish</p> <p>Not enough services providers who speak Spanish</p> <p>Don't get information in Spanish</p> <p>How are preferred communication methods assessed? - Not every family is tech savvy and would like to continue receiving information by mail.</p> <p>Wish there was more information for Hispanic communities</p>	<p>NBRC will continue providing incentives for recruiting bi-lingual staff</p> <p>Emphasize to staff the requirements re: IPP in preferred language</p> <p>NBRC will continue identifying forms/information that needs to be translated</p> <p>Develop use of Everbridge system to reach Spanish speaking families</p>	<p>NBRC provides financial incentives for bi-lingual staff</p> <p>NBRC bilingual Spanish speaking staff make up 24% of employees and 26% of NBRC's clientele identify as Hispanic</p> <p>Resource Development team continuing to recruit for service providers (especially Early Start providers like PT, OT, Speech) who serve Spanish speaking populations and will be trained in Cultural Sensitivity</p> <p>Website is available in all target languages, upgraded translation app</p> <p>Important documents from Intake, Employment, and Early Start, Self-Determination programs and other units have been translated into Spanish</p> <p>New Annual IPP translated into Spanish for families</p> <p>Continuing Introductions to Regional Centers in English and Spanish</p> <p>Increasing orientations around Self-Determination Program for Spanish speaking families with professional interpreters</p> <p>Granted funding from DDS to hire up to 4 Bilingual Resource Coordinators to support Spanish speaking families with low to no services for enhanced case management</p> <p>Granted funding from DDS to build capacity of a local respite agency in cultural and linguistic competency to support their Spanish speaking/ Hispanic/ Latinx individuals and families</p>

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		<p>NBRC is working closely with 2 local respite agencies to complete self-assessments to identify ways to improve service delivery to Spanish speaking individuals</p> <p>Offered bi-monthly orientation to NBRC in Spanish in 2020 through Zoom</p>
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Town Hall Expenditure Reports: Sorted Feedback Summary		
Education and Outreach	Proposed Action Items	Completed Action Items
<p>Monthly meetings at NBRC re: "Intro to RC Services" is needed</p> <p>More outreach and education is needed about our services/ more information needs to be given about ILS services at home</p> <p>Families would like to have opportunities for education and learning about resources to increase self-advocacy skills and self-empowerment</p> <p>Need more information about NBRC. Specific information, because "Regional Center" is too vague</p> <p>There is a lot of stigma around autism and people get scared about a diagnosis</p> <p>Give brochures to schools</p> <p>Most parents get information from the school district</p> <p>More community based meetings for new parents</p> <p>More outreach and education is needed about NBRC services</p> <p>Need support and instruction around what the IPP is, how to advocate for services in IPP</p> <hr/> <p>More outreach around disability awareness with the community as a whole, but especially with teachers and schools</p>	<p>Outreach to Community Advocacy (CAC) groups and schools (SELPA) to ensure correct information regarding NBRC is being disseminated</p> <p>Continue to schedule Orientations to NBRC in both English and Spanish</p> <p>Print revised brochures in Spanish re: NBRC services and Early Start</p> <p>Create targeted information via postcards to be left at schools and clinics</p> <p>Disparity committee to collaborate on a postcard "tag lines" and content. Use also as an opportunity to also provide more information about diagnosis and NBRC as a resource</p> <p>Build relationships and work with community-based organizations to collaborate and organize parent workshops on topics chosen based on parent feedback (Example: Learn more About IPP, Autism, etc.)</p> <p>ParentsCAN and other CBO's can assist with trainings (New Employee Orientation, Orientation to NBRC)</p> <p>Hold Orientation to NBRC presentations with CBO support groups (ParentsCAN, Matrix Luna, etc)</p>	<p>Continuing Introduction to NBRC throughout the year</p> <p>Increasing information at Outreach events throughout the catchment area about NBRC specifically and services that we provide (provided at least 44 Outreach events in 2018)</p> <p>Increasing collaboration with schools throughout catchment area</p> <p>Increasing relationships and collaboration with community based organizations in all catchment areas</p> <p>Information on website about how to get and apply for services, including online application process</p> <p>Updated Orientation to NBRC presentation to be more thorough and provide more information that families want to know</p>

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<p>Connection with books and resources about disabilities (information about disabilities and common behaviors that accompany those disabilities)</p> <p>Connection to anti- bullying curriculum for parents and schools</p> <ul style="list-style-type: none"> - Anti-bullying presentations to schools and parents centered around students with disabilities - Support teachers in understanding children/parents/people with disabilities - Invite NBRC psychiatrist to the Matrix group first, then expand to the schools - How can NBRC help to work with schools? <p>Are there legal ramifications from bullying?</p> <ul style="list-style-type: none"> - How can parents get support when their child is getting bullied and the school isn't responding well to the situation? - Can parents take legal action against adults and teachers who are bullying their special needs child? <p>Can NBRC provide trainings on topics like Autism, Bullying, and Transition Age?</p> <p>More community outreach/information/education on the services and what NBRC has to offer our community with special needs</p> <p>Bullying, Education</p> <p>To educate the community (especially the school community- teachers) about the conditions that a special needs kid lives in</p> <p>Work with clinics in the community- training to identify symptoms of the disability and its consequences, how to document an incident of bullying</p> <p>I work for Sonoma County Medical office and I know as</p>		
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<p>an Eligibility Specialist we are not educated as to NBRC. We have direct contact with a large population in our community, maybe we can collaborate to get our client's needed resources</p> <p>That your trainings are more frequent and that you invite the school districts</p> <p>Brochures, social media campaigns explaining how a child with special needs feels</p> <p>More information around Autism or on the different diagnoses to be able to help and share for our children in the community</p>		
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Town Hall Expenditure Reports: Sorted Feedback Summary		
Other	Proposed Action Items	Completed Action Items
<p>Need information on parent support groups or Family Resource Centers throughout the catchment area</p> <p>Self Determination Program option not widely known among the Spanish speaking population</p> <p>How do we know what is authorized but not spent on the Spanish speaking clients</p> <p>Need support and instruction around what the IPP is, how to advocate for services in IPP</p> <p>SCs should be doing more advocacy</p> <p>More training is needed for SCs around the NOA process</p> <p>SCs should attend the IEPs so they can assist with advocacy and help the family understand the IEP process</p> <p>Families often receive help only when there is a crisis</p> <p>What are the reporting requirements for IPP vs. Annual Review/ Quarterly?</p> <ul style="list-style-type: none"> - What is the difference? (Purpose of meeting, In person or over the phone) - How often should they be held? <p>Need help with filling out paperwork (aka housing, medical, SSI, etc.)</p> <ul style="list-style-type: none"> - Role of the SC with referrals to outside community partners/vendors to help with paperwork - Where can families go for help? 	<p>Work with Family Resource Centers to schedule an Advocacy workshop</p> <p>Continue to schedule Orientations to NBRC in both English and Spanish</p> <p>Continue to schedule Legal Training for NBRC staff regarding client's rights, Notice of Action process, and Fair Hearings</p> <p>Work with Disability Rights-CA and State Council on DD to coordinate advocacy workshops and opportunities</p>	<p>Created Generic Resources through internal Docushare system for SC's to find information (parent support groups, Generic Benefits, etc.) to support clients and families</p> <p>Information on support groups will also be shared through NBRC social media (website, FB)</p> <p>Continuing Introductions to NBRC in English and Spanish, including information about when families do not qualify for services, the NOA process, and how to re-apply for services</p> <p>Increasing orientations around Self-Determination Program with Spanish speaking populations and professional interpreters</p> <p>Increasing support and instructions about the IPP process and how to advocate for services</p> <p>Increasing collaboration with Disability Rights- CA and State Council on DD to coordinate advocacy workshops and opportunities</p> <p>Provided outreach presentation to Vacaville Police Department Family Resource Center</p> <p>Self-Determination program hosting orientations in English and Spanish for those who are already deemed eligible</p>

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<p>Self-Determination updates, timelines, and options</p> <p>Additional help for DD parents with a DD child</p> <p>Ways to track IEP information:</p> <ul style="list-style-type: none"> - # of times a SC was invited to an IEP - # of times an SC attended an IEP - If services were offered and explained to the individual/ family based off the IEP - Delegation of who will provide which service? <p>How do (high) caseloads effect case coordination?</p> <p>I feel like there are things about my son's IEP that aren't right</p> <p>Help with nutrition</p> <p>Activities for children with disabilities, like soccer, swimming, basketball</p>		
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