



*Promoting Opportunities
Supporting Choices*

*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*

MEETING NOTICE

The next meeting of the Board of Directors is a Short Business Board Meeting scheduled as follows:

DATE: December 7, 2022

TIME: 6:00 pm

PLACE: Via Zoom

Please click the link below to join the webinar:

<https://us02web.zoom.us/j/89709687840?pwd=QjllcTc0dzBBNXA2OEplanVjOFItUT09>

Join by Phone:

Phone Number: 1-669-900-6833

Webinar ID: 897 0968 7840

Passcode: 912329

Se Habla Español

Agenda Enclosed

REMINDER: Notices are posted at www.nbrc.net. All meetings are made accessible to persons with disabilities and all members of the public are welcome to attend. Please contact Mariam Guirguis at (707) 850-8404 for further information or to request any disability-related modifications or accommodations.

North Bay Developmental Disabilities Services, Inc.
Board of Directors' Board Meeting
December 7, 2022, 6:00 p.m.

Join by Zoom Webinar:

<https://us02web.zoom.us/j/89709687840?pwd=QjllcTc0dzBBNXA2OEplLWVjOFItUT09>

Join by Phone:

Phone Number: 1-669-900-6833 **Webinar ID:** 897 0968 7840 **Passcode:** 912329

- I. CALL TO ORDER – Rosemarie Pérez, President
- II. ROLL CALL AND INTRODUCTIONS – Sara Speck, Secretary (3 min)
- III. CONSIDERATION OF MINUTES – Regular Business Meeting Minutes from November 2, 2022 be approved as submitted. (2 min) (pgs. 1-4) ACTION
- IV. GENERAL PUBLIC COMMENT – Please use the chat in the Zoom meeting, or if attending by phone, please text your name to (707) 850-8404 to sign up (2 minutes per person unless otherwise allowed by Board Chairperson).(10 min)
- V. MOMENT OF SILENCE IN REMEMBRANCE OF CHRISTINA TAYLOR
- VI. CONTRACTS OVER \$250,000 – Courtney Singleton, Director of Community Services (10 min) (pgs. 14-18) ACTION
 - A. Specialized Residential Facilities (SRF)
 - B. Adult Residential Facility for Persons with Special Healthcare Needs (ARFPSHN)
 - C. Enhanced Behavioral Supports Homes (EBSH)
 - D. Community Crisis Homes (CCH)
 - E. Crisis Intervention Facility
- VII. ECS LASERFICHE CLOUD PROPOSAL – Isabel Calder, Chief Financial Officer (pg. 19) ACTION
- VIII. TREASURER'S REPORT – Andrea Bednarova, Treasurer
 - A. Treasurer's Report be approved as submitted. (5 min) (pgs. 20-21) ACTION
- IX. BOARD OPPORTUNITY FUND REQUEST – Beth DeWitt, Director of Client Services ACTION
 - A. \$10,000 Request for Holiday Gift Cards (pg. 22)
- X. COMMITTEE REPORTS –
 - A. Executive Committee Update – Rosemarie Pérez, President (5 min) INFO
 - i. Strategic Planning Update (pgs. 23-24)
 - B. Cultural/Linguistic Competency Committee Update – Rosemarie Pérez, President (5 mins) INFO
 - C. Vendor Advisory Committee Update – Breeanne Burris, VAC Co-Chair (5 mins) INFO
 - D. Public Policy Advisory Committee Update – Breeanne Burris, VAC Representative (5 mins) INFO
 - E. Client Advisory Committee Update – Sara Speck, Secretary & CAC Co-Chair (5 mins) (pg. 25) INFO
 - F. Prevention Committee Update – Joanne Giardello, Board Member (5 mins) INFO
 - G. Nominating Committee Update – Joanne Giardello, Board Member (5 mins) INFO
 - i. Board of Directors' Recruitment Strategies & Flyer (pg. 26)
 - ii. Board Composition DDS Response Letter (pgs. 27-28)
- XI. EXECUTIVE DIRECTOR'S REPORT – Gabriel Rogin, Executive Director (15 mins)
 - A. ARCA Response to the Little Hoover Commission (pgs. 29-34)
- XII. GOOD OF THE ORDER – Any other Board business may be brought up at this time.

- XIII. GENERAL PUBLIC COMMENT – Please use the chat in the Zoom meeting, or if attending by phone, please text your name to (707) 850-8404 to sign up (2 minutes per person unless otherwise allowed by Board Chairperson). (10 min)
- XIV. CLOSED SESSION – (30 mins)
A. The appointment, employment, evaluation of performance, or dismissal of a regional center employee
- XV. RETURN FROM CLOSED SESSION -
A. Report on any action taken during the closed session (1 min) INFO
- XVI. ADJOURNMENT – Rosemarie Pérez, President

CLOSED SESSION – a) 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. b) Any matter specifically dealing with a particular regional center client must be conducted in a closed session. -- W&I Code 4663.

NEXT MEETING ANNOUNCEMENT – The next Board Meeting will be a regular business Board Meeting on January 4, 2022 at 6:00 pm.
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North Bay Developmental Disabilities Services, Inc.
Board of Directors Regular Business Meeting
November 2, 2022, 6:00 p.m.
Via Zoom Webinar

NBRC BOARD MEMBERS PRESENT:

Rosemarie Pérez, President, Sonoma County
Breeanne Burris, VAC Representative
Joanne Giardello, Solano County
Candace White, Solano County

Andrea Bednarova, Treasurer
Sara Speck, Secretary, Solano County
Brien Farrell, Solano County
Ronald Gers, Sonoma County

NBRC BOARD MEMBERS ABSENT:

Jose Ayala, Napa County

Alexis Jarreau, Solano County
Jeremy Johnson, Vice President, Solano County

NBRC STAFF PRESENT:

Gabriel Rogin, Executive Director
Beth DeWitt, Director of Client Services
Isabel Calder, Chief Financial Officer
Todd Cooper, Senior Service Coordinator

Courtney Singleton, Director of Community Services
Deanna Mobley, Director of Intake and Clinical Services
Jennifer Crick, Director of Administrative Services
Janelle Santana, Executive Assistant

GUESTS: (*Based on participants' names in the Zoom Webinar meeting)

Trinidad Lopez, ICS Interpreting Services
Barrie
Cindy Cahill
Debbie Adams
Edie Thomas
Eric Martin, Oaks of Hebron
Gardinier

Michelle Ramirez
Paula Finley – BI
Mary Agnes Nolan
Linda Plourde
Holly Armijo
Sophia Agafonow, DDS
Jacquie V. Foss

MINUTES

CALL TO ORDER – *Rosemarie Pérez, President*, called the regular business meeting to order at approximately 6:00 pm.

ROLL CALL AND INTRODUCTIONS – *Sara Speck, Secretary*, conducted roll call and a quorum was present.

CONSIDERATION OF MINUTES –

- i. Regular Business Meeting Minutes from October 5, 2022 be approved as submitted.

M/S/C (Speck/Burris) Moved to approve the minutes for October 5, 2022.

**APPROVED
UNANIMOUS**

GENERAL PUBLIC COMMENT –

- *Carl Vinson, Community Member*, gave an update on a family member previously served by the regional center. Carl noted he's here to help support North Bay Regional Center.
- *Mary Agnes Nolan, SCDD*, left a public comment in the chat.
 - o The National Core Indicators Project is in the In-Person Survey Cycle. This means people are asked questions about how they feel about their services and questions about key areas in their life. Areas include topics of employment, rights, service planning, community inclusion, choice, and health and safety.
 - o Independent Contractors are hired by SCDD to meet with randomly selected adult individuals receiving Regional Center services and ask their opinion about their services.

There are no right or wrong answers and consumer input is very valuable. Help encouraging people to participate is appreciated. Information remains confidential and is not linked to a specific person.

- Letters will start being sent to individuals next week so phone calls will start being made to invite consumers to participate in a conversation that can be in person or via Zoom. It is consumer choice to participate and is voluntary. We will be hiring a few more Independent Contractors after we get through this initial training time and the application is available on the SCDD website. 400-person (face to face or via Zoom on camera) surveys need to be completed by June 30, 2023.
- *Derek Hearthtower, Community Member*, noted the need for recruitment of people diagnosed with autism for advocacy.

NBRC BUDGET OVERVIEW –

Isabel Calder, NBRC Chief Financial Officer, presented an overview of North Bay Regional Center's budget process. A copy of this presentation can be found as an attachment next to the November Board Meeting packet on the NBRC website.

- *Cindy Cahill, Community Member*, had a few questions related to medical coverage for Service Coordinators.
 - *Gabriel Rogin, Executive Director*, will follow-up with Cindy.

CONTRACTS OVER \$250,000 –

A. Supported Living Services (SLS) –

- *Jacquie V. Foss, Executive Director of Strategies to Empower People*, shared the five principles of Supported Living Services.
 1. A Home of One's Own
 2. Choice and Self Direction
 3. Relationships
 4. Community Membership
 5. Flexible and Tailored Services
- *Michelle Ramirez, CEO of On My Own Inc.*, shared the following.
 - On My Own Inc. has served the North Bay area for 10 years.
 - Michelle shared a personal family story of how the regional center system has changed over the years.
 - She noted that SLS is facing some significant challenges – the workforce crisis, pandemic testing requirements, and fear from staff of working in homes.
- *Courtney Singleton, NBRC Director of Community Services*, noted there are no SLS vendors on a Corrective Action Plan or devendorized at this time. Courtney presented the SLS contracts on pages 6-10 in the November 2022 board meeting packet for approval.

M/S/C (Speck/Bednarova) Moved to approve the Supported Living Services contracts on pages 6-10 in the November 2022 Board Meeting Packet.

**APPROVED
UNANIMOUS
Burris ABSTAINED**

B. ECS Laserfiche Cloud Proposal

- This contract was not ready to be presented.

TREASURER'S REPORT –

A. Treasurer's Report be approved as submitted.

Andrea Bednarova, Treasurer, reviewed the Treasurer's Report. A summary of the Board Opportunity Fund and the CFO board report can be found in the November 2022 board packet.

M/S/C (Farrell/Speck) Motioned to approve the Treasurer's Report as submitted.

**APPROVED
UNANIMOUS**

COMMITTEE REPORTS –

A. Executive Committee Update –

Rosemarie Pérez, President, notified the Board of Directors of the following items recently discussed by the Executive Committee.

- i. Strategic Planning Update
 - a. *Rosemarie Pérez, President*, gave an update on the Strategic Planning Committee Meeting that occurred on October 27th.
 - i. The next meeting is scheduled for November 15th at 3:30pm.
- ii. The Executive Committee approved the D-1 Contract. A summary of the contract can be found on page 14 of the November Board Meeting packet.
- iii. The Executive Committee recently approved two Board Opportunity Fund Requests.
 - a. Gabriel Rogin, Executive Director, gave a verbal summary of the individuals that received the funds (maintaining their privacy).

B. Cultural/Linguistic Competency Committee (CLCC) Update –

Rosemarie Pérez, President, requested approval of the draft Employment First Board Policy.

M/S/C (Bednarova/Speck) Motioned to approve the Employment First Policy as submitted.

**APPROVED
UNANIMOUS**

C. Vendor Advisory Committee (VAC) Update –

Breeanne Burris, VAC Co-Chair, noted the following regarding the recent Vendor Advisory Committee meeting.

- The goal is to send the Holiday Awareness Calendar out in January. Please reach out if anyone wants to share about a holiday awareness event that they're passionate about.
- The primary topic of conversation during the last VAC meeting was transportation.
- The Vendor Fair in Santa Rosa on October 26th was great.

D. Public Policy Advisory Committee Update –

Breeanne Burris, VAC Representative, noted the following.

- o Jessica Sadowsky, Linda Plourde, and Jacquie V. Foss had a conversation with Senator Feinstein's office and were able to shed some light on areas of advocacy – increase in funding to support the workforce crisis, directing the administration to create a standard occupation classification for Direct Support Professionals (DSP), and supporting DSPs towards a career.
- o A cost-of-living increase will come to Social Security benefits effective January 1st.
- o We are continuing efforts in getting the local Legislative breakfast organized.

E. Client Advisory Committee (CAC) Update –

Sara Speck, Board Secretary & CAC Co-Chair, noted the next CAC meeting is to be determined. It will likely be in December.

F. Prevention Committee Update –

Joanne Giardello, Board Member & Prevention Committee Chair, noted the next meeting will be on November 11th. A consistent schedule of when to meet will be determined then.

G. Nominating Committee Update-

Joanne Giardello, Board Member & Nominating Committee Chair, noted the committee met on October 11th.

- o We discussed methods of community outreach to recruit potential board members.
- o We are editing a board recruitment flyer.

EXECUTIVE DIRECTOR'S REPORT –

Gabriel Rogin, Executive Director, reviewed the following with the Board of Directors.

- a. The Board of Directors reviewed a draft of the 2023 Board of Directors Training Plan that can be found on page 20 of the November board meeting packet.

M/S/C (Speck/Giardello) Motioned to approve the 2023 Board of Directors Training Plan as submitted.

**APPROVED
UNANIMOUS**

- b. Review draft of Quarterly 4731 Complaint Summary
 - o The Board of Directors confirmed the format looks good. The verbiage used in the summary needs clarity but the Board will accept it until further notice.
- c. Updates –
 - a. Our staff and management have started an Efficiency Workgroup to review processes, forms, and procedures for effectiveness and efficiency.
 - b. We're making progress in the Self Determination Program. We will provide more information at a future board meeting.
 - c. The Little Hoover Commission is currently evaluating the regional center system. Gabriel Rogin, Executive Director, shared an update on the evaluation and will keep the Board informed.

GOOD OF THE ORDER –

Sara Speck, Secretary, shared her excitement of being interviewed in North Bay Regional Center's Consumer Newsletter.

GENERAL PUBLIC COMMENT – None

CLOSED SESSION –

The board moved into closed session at 8:10 pm to discuss labor contract negotiations and the appointment, employment, evaluation of performance, or dismissal of a regional center employee.

RETURN FROM CLOSED SESSION-

A. Report on any action taken during closed session.

The board returned from the closed session at 9:15 pm and there was no action taken.

ADJOURNMENT – *Rosemarie Pérez, President*, adjourned the regular business board meeting at 9:15 pm.

Date submitted to NBRC Board for review

11/02/2022

Date approved by NBRC Board Executive Committee (if applicable)

Date approved by NBRC Board

11/02/2022

 Operations ☐

 Purchase of Service ☒

The following contracts have been reviewed by Courtney Singleton, Director of Community Services, Isabel Calder, Chief Financial Officer and Gabriel Rogin, Executive Director. All recommend approval by the NBRC Board of Directors.

Purpose of Contract	Consumers Served	Total Hours Billed FY 2022	Contractor Name and Vendor#	Term of Contract	APPROVED	Contract Amounts
Supported Living Service	69	268,727	A BRIGHT FUTURE, INC PN1129	01/01/23-12/31/23	M/S/C Speck/Bednarova ABSTAINED Burris	\$ 8,732,678, Actual: 1/1/22-08/31/22 Estimated projected payment to exceed \$250,000
Serves individuals with higher needs at a 1:1 or in some instances 2:1 staff to client ratio.						
Supported Living Service	75	237,606	LIFEHOUSE, INC PN1008	01/01/23-12/31/23	M/S/C Speck/Bednarova ABSTAINED Burris	\$ 6,756,350, Actual: 01/01/22-08/31/22 Estimated projected payment to exceed \$250,000
Supported Living Service	35	110,691	LYNN AND DARLA SUPPORTED PN0641	01/01/23-12/31/23	M/S/C Speck/Bednarova ABSTAINED Burris	\$ 3,801,885, Actual: 01/01/22-8/31/22 Estimated projected payment to exceed \$250,000
Supported Living Service	50	114,626	COMMUNITY CONNECTIONS	01/01/23-12/31/23	M/S/C Speck/Bednarova	\$ 3,385,261, Actual: 01/01/22-8/31/22

			PN1249		ABSTAINED Burris	Estimated projected payment to exceed \$250,000
Supported Living Service	26	109,227	TAILORED LIVING CHOICES PN1239	01/01/23-12/31/23	M/S/C Speck/Bednarova ABSTAINED Burris	\$ 2,941,477, Actual: 01/01/22-8/31/22 Estimated projected payment to exceed \$250,000
Serves individuals that have moved from Sonoma Developmental Center and other locked settings						
Supported Living Service	44	83,551	ON MY OWN INDEPENDENT PN0929	01/01/23-12/31/23	M/S/C Speck/Bednarova ABSTAINED Burris	\$ 2,596,180, Actual: 01/01/22-8/31/22 Estimated projected payment to exceed \$250,000
Supported Living Service	29	42,033	CONNECTIONS FOR LIFE PN0227	01/01/23-12/31/23	M/S/C Speck/Bednarova ABSTAINED Burris	\$ 1,289,035, Actual: 01/01/22-8/31/22 Estimated projected payment to exceed \$250,000
Supported Living Service	42	70,196	NEW BEGINNINGS PN0471	01/01/23-12/31/23	M/S/C Speck/Bednarova ABSTAINED Burris	\$ 2,340,233, Actual: 01/01/22-8/31/22 Estimated projected payment to exceed \$250,000
Supported Living Service	66	62,787	BECOMING IND SUPP LVG P20294	01/01/23-12/31/23	M/S/C Speck/Bednarova ABSTAINED Burris	\$1,988,186, Actual: 01/01/22-8/31/22 Estimated projected payment to exceed \$250,000
Supported Living Service (Medical)	4	35,914	SPECIAL CARE SUPPORTED PN1065	01/01/23-12/31/23	M/S/C Speck/Bednarova ABSTAINED Burris	\$ 1,304,753, Actual: 01/01/22-8/31/22 Estimated projected payment to exceed \$250,000
Serves individuals with medical needs that require nursing services. Provides Registered and Licensed Vocational Nursing Services to clients in Supported Living						

Supported Living Service	19	69,950	BAYBERRY INCORPORATED P20287	01/01/23-12/31/23	M/S/C Speck/Bednarova ABSTAINED Burris	\$1,879,501, Actual: 01/01/22-8/31/2022 Estimated projected payment to exceed \$250,000
Supported Living Service (CPP,SDC)	21	83,566	STRATEGIES TO EMPOWER PN1067	01/01/23-12/31/23	M/S/C Speck/Bednarova ABSTAINED Burris	\$2,208,310, Actual: 01/01/22-8/31/22 Estimated projected payment to exceed \$250,000
Serves individuals that have moved from Sonoma Developmental Center and other locked settings						
Supported Living Service	20	45,341	HELPING HAND SUPPORTIVE PN0914	01/01/23-12/31/23	M/S/C Speck/Bednarova ABSTAINED Burris	\$ 1,372,390, Actual: 01/01/22-8/31/22 Estimated projected payment to exceed \$250,000
Supported Living Service (CPP)	12	39,144	INCLUSION SERVICES, LLC PN1014	01/01/23-12/31/23	M/S/C Speck/Bednarova ABSTAINED Burris	\$ 1,303,600, Actual: 01/01/22-08/31/22 Estimated projected payment to exceed \$250,000
Serves individuals that have moved from locked settings						
Supported Living Service	27	28,311	LIGHTHOUSE LIVING SVCS PN0795	01/01/23-12/31/23	M/S/C Speck/Bednarova ABSTAINED Burris	\$936,282, Actual: 01/01/22-08/31/22 Estimated projected payment to exceed \$250,000
Supported Living Service (DC,CPP)	6	19,397	OMELAGAH, INC PN1023	01/01/23-12/31/23	M/S/C Speck/Bednarova ABSTAINED Burris	\$612,416, Actual: 01/01/22-08/31/22 Estimated projected payment to exceed \$250,000
Serves individuals that have moved from Porterville Developmental Center and other locked settings						
Supported Living Service	11	41,606	JAQUIT FOUNDATION INC PN0660	01/01/23-12/31/23	M/S/C Speck/Bednarova	\$1,354,768, Actual: 01/01/22-8/31/22

					ABSTAINED Burris	Estimated projected payment to exceed \$250,000
Supported Living Service	5	8,331	WOOD SUPPORTED LIVING PN0981	01/01/23-12/31/23	M/S/C Speck/Bednarova ABSTAINED Burris	\$ 250,125, Actual: 01/01/22-8/31/22 Estimated projected payment to exceed \$250,000
Supported Living Service	31	26,247	OAKS OF HEBRON SUPP LVG P20286	01/01/23-12/31/23	M/S/C Speck/Bednarova ABSTAINED Burris	\$672,813, Actual: 1/1/22-08/31/22 Estimated projected payment to exceed \$250,000
Supported Living Service	5	16,157	SEASONS SUPPORTED LIVING PN1168	01/01/23-12/31/23	M/S/C Speck/Bednarova ABSTAINED Burris	\$ 468,202, Actual: 01/01/22-8/31/22 Estimated projected payment to exceed \$250,000
Supported Living Service	13	42,467	ADVANCED SUPPORTIVE PN1134	01/01/23-12/31/23	M/S/C Speck/Bednarova ABSTAINED Burris	\$1,413,962, Actual: 01/01/22-8/31/22 Estimated projected payment to exceed \$250,000
Supported Living Service	3	16,128	SIDE BY SIDE SUPPORTED PN1100	01/01/23-12/31/23	M/S/C Speck/Bednarova ABSTAINED Burris	\$ 394,007, Actual: 01/01/22-8/31/22 Estimated projected payment to exceed \$250,000
Supported Living Service	7	13,790	WELLNESS SUPPORTED LIVING PN0519	01/01/23-12/31/23	M/S/C Speck/Bednarova ABSTAINED Burris	\$ 466,404, Actual: 01/01/22-8/31/22 Estimated projected payment to exceed \$250,000
Supported Living Service	4	10,839	NEW HORIZONS SLS, LLC PN1021	01/01/23-12/31/23	M/S/C Speck/Bednarova ABSTAINED Burris	\$ 353,355, Actual: 01/01/22-8/31/22 Estimated projected payment to exceed \$250,000

Supported Living Service	15	14,361	ATLAS COMMUNITY SERVICES PN1043	01/01/23-12/31/23	M/S/C Speck/Bednarova ABSTAINED Burris	\$421,603, Actual: 01/01/22-8/31/22 Estimated projected payment to exceed \$250,000
Supported Living Service	9	5,558	HEART'S DESIRE SUPPORTED PN1132	01/01/23-12/31/23	M/S/C Speck/Bednarova ABSTAINED Burris	\$180,754, Actual: 01/01/22-8/31/22 Estimated projected payment to exceed \$250,000
Supported Living Service	26	72,161	A.A. LIVING OPPORTUNITIES PN1174	01/01/23-12/31/23	M/S/C Speck/Bednarova ABSTAINED Burris	\$1,929,572, Actual: 01/01/22-8/31/22 Estimated projected payment to exceed \$250,000
Supported Living Service	7	16,770	PEACE OF MIND SLS PN1194	01/01/23-12/31/23	M/S/C Speck/Bednarova ABSTAINED Burris	\$474,525, Actual: 01/01/22-8/31/22 Estimated projected payment to exceed \$250,000
New Vendor. Began services in March of 2021						
Supported Living Service	14	13,069	INFINITY & BEYOND PN1217	01/01/23-12/31/23	M/S/C Speck/Bednarova ABSTAINED Burris	\$385,805, Actual: 01/01/22-08/31/22 Estimated projected payment to exceed \$250,000
New Vendor. Began services in August of 2021						
Supported Living Service	9	21,252	UNITED SUPPORTIVE LIVING PN1220	01/01/23-12/31/23	M/S/C Speck/Bednarova ABSTAINED Burris	\$613,686, Actual: 01/01/22-8/31/22 Estimated projected payment to exceed \$250,000
New Vendor. Began services in September of 2021						
Supported Living Service	19	10,986	TOMORROW HOUSE SUPPORTIVE LIVING PN1226	01/01/23-12/31/23	M/S/C Speck/Bednarova ABSTAINED	\$311,908, Actual: 01/01/22-8/31/22 Estimated projected payment to exceed \$250,000

					Burris	
New Vendor. Began services in May of 2021						
Supported Living Service	6	6,342	BBMS SUPPORTIVE LIVING SERVICES PN1242	01/01/23-12/31/23	M/S/C Speck/Bednarova ABSTAINED Burris	\$198,299, Actual: 01/01/22-8/31/22 Estimated projected payment to exceed \$250,000
New Vendor. Began services in November of 2021						
Supported Living Services	6	6,859	COMMUNITY ANCHOR SERVICES PN1216	01/01/23-12/31/23	M/S/C Speck/Bednarova ABSTAINED Burris	\$198,256, Actual: 01/01/22-8/31/22 Estimated projected payment to exceed \$250,000
New Vendor. Began services in April of 2021						
<p>Summary: Supported Living Services (SLS) consist of a broad range of services for adults with developmental disabilities who, through the Individual Program Plan (IPP) process, choose to live in homes they themselves own or lease in the community. Supported Living Services may include: <ul style="list-style-type: none"> • Assistance with selecting and moving into a home of one's choosing; • Selecting staff and housemates; • Acquiring household furnishings. • Common daily living activities (shopping, cooking, medical appointments); • Becoming a participating member in community life (fun); and, • Managing personal financial affairs, as well as other supports • Services are offered for as long and as often as needed, with flexibility to meet an individual's changing needs overtime </p> <p>Supported Living Services Principles - Lanterman Act -Welfare and Institutions Code §4689 The Department of Developmental Services, Regional Centers and Service Providers are charged with ensuring that supported living arrangements adhere to the following principles: <ul style="list-style-type: none"> • Consumers shall be supported in living arrangements, which are typical of those in which persons without disabilities reside. • The services or supports that a consumer receives shall change as his or her needs change without the consumer having to move elsewhere. • The consumer's preference shall guide decisions concerning where and with whom he or she lives. • Consumers shall have control over the environment within their own home. </p>						

- The purpose of furnishing services and supports to a consumer shall be to assist that individual to exercise choice in his or her life while building critical and durable relationships with other individuals.
- The services or supports shall be flexible and tailored to a consumer's needs and preferences.
- Services and supports are most effective when furnished where a person lives and within the context of his or her day-to-day activities.
- Consumers shall not be excluded from supported living arrangements based solely on the nature and severity of their disabilities.

NORTH BAY DEVELOPMENTAL DISABILITIES SERVICES, INC.

M/S/C (Bednarova/Speck) Motioned to approve the

Employment First Policy as submitted.

APPROVED BY BOARD OF DIRECTORS ON 11/2/2022

EMPLOYMENT FIRST

PURPOSE:

In alignment with California's Employment First Policy, North Bay Regional Center (NBRC) makes it the highest priority that integrated and competitive employment be the first option considered by planning teams. Competitive Integrated Employment (CIE) is employment, the same as for anyone with or without a disability. It is full or part-time work, that pays at least minimum wage or a wage equitable to what others earn doing the same work, and in a place with a diverse workforce. CIE also means having one's own business.

POLICY:

NBRC will lead by example in creating a culture where individuals can work and engage with their communities with the appropriate supports and advocacy. Addressing barriers such as benefits planning, transportation solutions and accommodations needs will be met through collaboration with the individual, their support teams, and their potential employer.

NBRC will ensure that services and resources are made available to meet the identified needs in a way that keeps the person informed and engaged throughout the process. NBRC will create an environment that encourages individuals to make informed choices when seeking employment in their community that aligns with their choices, strengths, and interests, with supports that meet their employment needs. Employment helps individuals achieve the highest level of independence and inclusivity. When individuals exercise this independence they are also contributing to their work environment and community.

NBRC promotes equitable, diverse and integrated employment in a positive environment, that acknowledge and respect the individual's culture and work interests. NBRC will advocate for diverse employment opportunities for individuals to be considered as a workforce for all types of work and industries, including supporting them to develop their own business. NBRC will also advocate for employment opportunities that provide challenging integrated work at competitive wages.

Board Training Plan 2023

Approved by NBRC Board of Directors on November 2, 2022.
 M/S/C (Speck/Giardello)

Training	Frequency	Length	Trainer	Affiliation
Overview of DDS Fiscal and Compliance Audit	One time	30 min	DDS	DDS
ARCA Academy Presentations	Every few months	2 hours	ARCA	ARCA
Employment	One time	30 min	TBD	TBD
The Day in the Life of a Service Coordinator	One time	1 hour	TBD	TBD
Purchase of Service Expenditure Projections Overview	Annually	30 min	Isabel Calder	Chief Financial Officer
Strategic Planning	Ongoing	1 hour	Ami Sullivan	Kinetic Flow
New DDS Contract Language	One time	1 hour	Gabriel Rogin	NBRC Executive Director
Disaster Preparedness	One Time	30 min	TBD	NBRC TBD
Housing Capacity and Development	One time	30 min	TBD	NBRC Housing Committee
Community Resource Development Plan	Annually	30 min	Courtney Singleton	NBRC Director of Community Services
National Core Indicators Data	Annually	30 min	Courtney Singleton	NBRC Director of Community Services
<i>Annual Board Meeting - Community Success Stories</i>	Annually	4 hours	TBD	TBD
Caseload Ratios	Annually	1 hour	Beth DeWitt and Jennifer Crick	NBRC Director of Client Services and Administrative Services
The Impact of Caseload Ratios	One time	30 min	TBD	TBD
Crisis Prevention and Response	One time	30 min	TBD	TBD
Diversity, Equity and Belonging	One time	1.5 hours	TBD	TBD
Board Retreat - Board Governance, Whistleblower, Conflict of Interest and DDS Contract	Annually	4 hours	TBD	TBD
Performance Contract/ Disparity Report	Annually	30 min	Courtney Singleton	NBRC, Director of Community Services
Vendor Monitoring	One time	30 min	Courtney Singleton	NBRC Director of Community Services

Date submitted to NBRC Board for review

12/07/2022

Date approved by NBRC Board Executive Committee (if applicable)

N/A

Date approved by NBRC Board

The following contracts have been reviewed by Courtney Singleton, Director Community Services, Isabel Calder, Chief Financial Officer and Gabriel Rogin, Executive Director, All of whom recommend approval by the NBRC Board of Directors.

Purpose of Contract	Consumers Served	Contractor Name (if applicable)	Vendor #	Term of Contract	Maximum Annual Payment
Specialized Residential Facility	4	C.A.S.A. Luna Inc.	HN0434	1/01/2023 to 12/31/2025	\$982,199
This home meets the needs of individuals that have moved from locked settings or were at risk for placement in a locked setting due to behavioral needs.					
Specialized Residential Facility	4	Edrine Home. LLC	HN0438	1/01/2023 to 12/31/2025	\$944,987
This home meets the needs of individuals that have moved from Sonoma Developmental Center with medical and behavioral needs					
Specialized Residential Facility	4	BAT Residential Services, Inc. (Erika's Home)	HN0453	1/01/2023 to 12/31/2025	\$1,122,558
This home meets the needs of individuals that are at risk of or moving from a more restrictive setting. The Department of Developmental Services has approved a health and safety waiver rate for this home, to meet the individuals that live in the home.					
Specialized Residential Facility	4	Providence Residential Care	HN0512	1/01/2023 to 12/31/2025	\$726,511
This home meets the needs of individuals with medical needs and some minor behavioral needs					
Specialized Residential Facility	4	National Mentor Health Care, LLC	HN0529	1/01/2023 to 12/31/2025	\$726,511
This home meets the needs of individuals with medical needs					

Specialized Residential Facility	4	Cornerstone Residential, LLC (Noel's Home)	HN0572	1/01/2023 to 12/31/2025	\$727,810
This home meets the needs of individuals that have medical and behavioral needs.					
Specialized Residential Facility- New	4	Walk of Residential Care, Inc.	HN0642	12/12/2022-12/31/2025	\$726,511
This home meets the needs of individuals who have behavioral and/or personal care needs					
Specialized Residential Facility-New	4	Gregoria Manor, LLC (Vilma's Home)	HN0651	12/12/2022-12/31/2025	\$726,511
This home will meet the needs of individuals with medical and behavioral needs, that are over the age of 59. It will be licensed as a Residential Facility for the Elderly.					
Specialized Residential Facility-Children-New	4	HR Agape Inc. (Spanish Bay Home)	HN0662	12/12/2022-12/31/2025	\$726,511
This facility is designed to provide a safe family home in a structured environment for boys and/or girls from 5-17 years of age with developmental disabilities who are ambulatory and currently at risk due to judicial proceedings and/or profound behavioral conditions, lacking social skills, and deficits in independent living skills.					
<p>Summary:</p> <p>Specialized Residential Facilities (SRF) are licensed by California Department of Social Services, Community Care Licensing and vendored by North Bay Regional Center to serve individuals with medical and/or behavioral needs. Many were developed to serve individuals who's needs could not be met in other settings. These homes provide between 2 -3 staff to 4 client ratios during awake hours with a 2 staff to 4 client ratio overnight. Professional Consultation services may include: A Registered Nurse, Board Certified Behavior Analyst, Occupational Therapist, Registered Dietician, Recreational Therapist and/or Physical Therapist. These homes are monitored/visited on a quarterly basis by each client's NBRC Service Coordinator, on an annual basis by Quality Assurance Staff and annually unannounced by Community Care Licensing.</p>					

Purpose of Contract	Consumers Served	Contractor Name (if applicable)	Vendor #	Term of Contract	Maximum Annual Payment
Adult Residential Facility for Persons with Special Healthcare Needs -ARFPSHN	4	NEA Home, Inc (Tamara Home)	HN0476	1/01/2023 to 12/31/2025	\$1,175,580
<p>Summary:</p> <p>An Adult Residential Facility for Persons with Special Healthcare Needs (ARFPSHN) is a four or five bedroom home licensed by Department of Social Services-Community Care Licensing, certified by The Department of Developmental Services and vendored by a regional center. An ARFPSHN provides care to individuals that require 24 hour licensed nursing care in a home setting. Staffing requirements are two staff to five individuals, with 24 hours a day of licensed nursing, of which 40 hours a week must be a Registered Nurse. Individuals also receive 60 day visits by their physician. Professional Consultation services may include: A Registered Nurse, Board Certified Behavior Analyst, Occupational Therapist, Registered Dietician, Recreational Therapist and/or Physical Therapist. These homes serve some of NBRC's most medically fragile individuals. ARFPHNs are monitored/visited on a monthly basis by NBRC's Senior Nurse Consultants, on a quarterly basis by each client's NBRC Service Coordinator, on an annual basis by NBRC's Quality Assurance Staff, semiannually by The Department of Developmental Services and annually unannounced by Community Care Licensing. This home was developed for individuals moving from Sonoma Developmental Center</p>					
Purpose of Contract	Consumers Served	Contractor Name (if applicable)	Vendor #	Term of Contract	Maximum Annual Payment
Enhanced Behavioral Supports Home	4	BAT Residential Service, Inc. (Erik's Home)	HN0435	1/01/2023 to 12/31/2025	\$674,829
This home meets the needs of individuals that transitioned from Sonoma Developmental Center. This home was developed in 2017 and was the first EBSH home in NBRC's catchment area.					
Enhanced Behavioral Supports Home	4	Elwyn California (Happy Valley)	HN0467	1/01/2023 to 12/31/2025	\$852,060
This home meets the needs of individuals that transitioned from Sonoma Developmental Center.					
Enhanced Behavioral Supports Home	4	Elwyn California- (Barnes)	HN0468	1/01/2023 to 12/31/2025	\$747,588
This home meets the needs of individuals that transitioned from Sonoma Developmental Center.					

Enhanced Behavioral Supports Home	4	BAT Residential Service, Inc. (Lucia's Home)	HN0533	1/01/2023 to 12/31/2025	\$712,661
This home meets the need of women moving out of locked settings or more restrictive settings					
Enhanced Behavioral Supports Home	4	A Place of Grace Moosup	HN0534	1/01/2023 to 12/31/2025	\$770,030
This home meets the needs of individuals moving from locked settings or were are risk for placement in a locked setting, due to behavioral needs.					
Enhanced Behavioral Supports Home-Children	4	Polaris Home	HN0535	1/01/2023 to 12/31/2025	\$828,440
This home meets the needs of children with enhanced behaviors.					
Enhanced Behavioral Supports Home	3	Kwanza (Utulivu)	HN0593	1/01/2023 to 12/31/2025	\$883,754
This home meets the needs of individuals that transitioned from Sonoma Developmental Center.					
<p>Summary:</p> <p>These Enhanced Behavioral Homes (EBSH) were developed to serve individuals with challenging behavioral needs that have moved from Sonoma Developmental Center and other locked settings into the community. These individuals cannot be served in any other setting, due to their behavioral needs. All staff in the homes must be Licensed Psychiatric Technicians or Registered Behavior Technicians. The staffing levels are determined by each individual client's needs. The EBSH contract is governed by California Code of Regulations Title 17 sections §59057 through §59059. The facility budget is approved by NBRC and certified by The Department of Developmental Services. This contract is for the facility costs for the home. When the first individual moves into the home, the facility cost is paid to the EBSH vendor. These homes are monitored/visited on a quarterly basis by each client's NBRC Service Coordinator, monthly by NBRC's Board Certified Behaviorist, quarterly by NBRC's Quality Assurance Staff, semiannually by The Department of Developmental Services and annually unannounced by Community Care Licensing. Each client has their own individual budget that covers additional staffing costs, based on the client's needs.</p> <p>The below items are covered in this cost contract:</p> <ul style="list-style-type: none"> Rent and maintenance for the property 168 hours a week of Lead Staff 40 hours a week of the home Administrator Board Certified Behavior Analyst Internet/Cable Utilities Transportation Insurance Phone Repairs Internet/Cable Utilities 					

Purpose of Contract	Consumers Served	Contractor Name (if applicable)	Vendor #	Term of Contract	Maximum Annual Payment
Community Crisis Home (CCH)	4	Telecare	HN0511	1/01/2023 to 12/31/2026	\$890,148
Community Crisis Home (CCH)	4	Telecare	HN0531	1/01/2023 to 12/31/2026	\$1,000,776
Summary: A Community Crisis Home provides 24-hour nonmedical care to persons with developmental disabilities receiving regional center services and in need of crisis intervention services, who would otherwise be at risk of admission to a more restrictive setting. Each CCH serves four individuals. All staff in the home must be Registered Behavior Technicians even if they are Licensed Psychiatric Technicians. The CCH contract is governed by California Code of Regulations Title 17 sections §59014 through §59016. The facility budget is approved by NBRC and certified by The Department of Developmental Services. The facility budget is approved by NBRC and certified by The Department of Developmental Services. This contract is for the facility costs for the home. When the first individual moves into the home, the facility cost is paid to the CCH vendor. These homes are monitored/visited monthly by each client's NBRC Service Coordinator, monthly by NBRC's Board Certified Behavior Analyst, quarterly by NBRC's Quality Assurance Staff, semiannually by The Department of Developmental Services and annually unannounced by Community Care Licensing. Each client also has their own individual budget that covers additional staffing and consultation costs, based on the their needs. The below items are covered in this contract: <ul style="list-style-type: none"> Rent for the property/repairs/maintenance 168 hours a week of Lead Staff 40 hours a week of the home Administrator Board Certified Behavior Analyst Internet/Cable Utilities Transportation Property Taxes Insurance Phone Repairs 					
Crisis Intervention Facility - Children	3	Inclusion Specialized Programs, LLC	HN0532	1/01/2023 to 12/31/2025	\$943,890
Summary A Crisis Intervention Facility for children is a short term home to allow children to stabilize their behaviors and return home or move into a permanent living arrangement. This home provides 168 hours a week of Registered Behavior Technician staffing and 230 hours of Direct Support Professional staffing. Individuals will have 24 hours a month of consultation services. Consultation types are based on individual need and can be, but are not limited to: Board Certified Behaviorist, Registered Nurse, Occupational Therapist, Recreation Therapist, or Psychiatrist.					

Date submitted to NBRC Board for review

December 7, 2022

Date approved by NBRC Board Executive Committee (if applicable)

Date approved by NBRC Board

Operations ☒

Purchase of Service ☒

The following contracts have been reviewed by Isabel Calder, Chief Financial Officer and Gabriel Rogin, Executive Director. Both of whom recommend approval by the NBRC Board of Directors.

Purpose of Contract	Contractor Name and Vendor#	Term of Contract	Total Contract Amount	Notes
Upgrade security and support for document imaging	ECS Imaging, Inc. – Laserfiche Cloud Business	Annual renewal	\$340,000	One-Time Implementation \$112,500 30TB Cloud storage and 300 Users: \$227,500/annually
<p>This contract provides implementation and training which includes Configuration for Human Resources (HR), Information Technology (IT), Clinical Department, Accounting, Administration, and Case Management. Initial automation will be focused on HR onboarding and new Vendor applications. This vendor will ‘Train the Trainer’ and will work on the data conversion from our existing system to the new system.</p> <p>Ongoing services include 300 full user licenses, 30TB of Cloud storage. Laserfiche Cloud Security utilizes Amazon’s security platform and backs up the data four times a day, and every 6 hours thereafter to prevent any loss data.</p> <p>In addition to the advanced security features, this product provides a variety of add-ons that will implement efficiencies and assist with staff workload. Accessing and viewing documents will become much easier for staff with a link to client charts directly from SANDIS.</p> <p>Some of the added features are Workflow application, Advanced audit trail, Import agent (allows copies to be used as scanners), and LaserForms.</p>				



North Bay Regional Center Doug Cleveland Board Opportunity Fund December 7, 2022, Board Meeting

The Doug Cleveland Board Opportunity Fund ending balance as of October 31, 2022, was **\$69,085.98**.

Below are the transactions that occurred in the month of October 2022:

Donations and Deposits:

- No Donations
- One Deposit \$ 10.00

Awards:

- There were two (2) grants issued
- A grant was issued in the amount of \$1200.00
- A grant was issued in the amount of \$ 300.00

Ops Expenditures 4 month 28%	CFO Board Report As of October 31, 2022 33% of the fiscal year has elapsed				POS Expenditures 4 month 26%	
OPERATIONS						
Total Ops Allocation: \$				31,797,439		
Total General Ops Contract: \$		30,836,188		Total CPP Contract: \$		-
General Ops Amount Available: \$		22,133,821		CPP Contract Amount Available: \$		-
Total YTD						
OPERATIONS EXPENSE (OPS)		YTD Actual	% by category	Forecast*	Actual + Forecast	
Personnel	\$	6,183,620	71.06%	\$ 15,391,747	\$	21,575,367
Benefits	\$	1,317,010	15.13%	\$ 4,200,912	\$	5,517,922
Facilities	\$	759,717	8.73%	\$ 1,321,995	\$	2,081,712
Equipment	\$	168,924	1.94%	\$ 495,076	\$	664,000
Communications	\$	159,949	1.84%	\$ 115,051	\$	275,000
Mileage	\$	44,802	0.51%	\$ 136,000	\$	180,802
Legal	\$	1,862	0.02%	\$ 48,138	\$	50,000
General Office	\$	15,549	0.18%	\$ 16,451	\$	32,000
Consultants	\$	85,891	0.99%	\$ 317,009	\$	402,900
Bank Fee and LOC	\$	10,644	0.12%	\$ 20,000	\$	30,644
Other Expenses	\$	23,558	0.27%	\$ 151,442	\$	175,000
Revenue	\$	(69,159)	-0.79%	\$ (80,000)	\$	(149,159)
Community Placement Plan (CPP)	\$	-	0.00%	\$ 672,897	\$	672,897
Total Operations Expenses		8,702,367		\$ 22,806,718	\$	31,509,085
Senior Companion Program - Grant		YTD Actual	% by category	Forecast*	Actual + Forecast	
Senior Companion Program - Grant		\$ 79,992	28%	\$ 208,362	\$	288,354
PURCHASE OF SERVICES						
Total POS Allocation: \$				436,398,223		
Total POS Contract: \$		436,398,223		Total CPP Contract: \$		-
POS Contract Amount Available: \$		322,710,786		CPP Contract Amount Available: \$		-
Total YTD						
PURCHASE OF SERVICES (POS)		YTD Actual	% YTD Total	Forecast*	Actual + Forecast*	
Community Care Facilities	\$	38,831,024	34.2%	\$ 97,724,018	\$	136,555,042
Supported Living Services	\$	27,949,185	24.6%	\$ 70,804,675	\$	98,753,860
Day Programs	\$	21,592,065	19.0%	\$ 54,455,486	\$	76,047,551
Behavioral Services	\$	8,311,907	7.3%	\$ 20,933,196	\$	29,245,103
Other	\$	7,897,659	6.9%	\$ 22,090,600	\$	29,988,258
Transportation	\$	4,057,339	3.6%	\$ 8,933,515	\$	12,990,854
Respite	\$	2,632,430	2.3%	\$ 6,643,364	\$	9,275,794
Medical Services	\$	2,415,828	2.1%	\$ 6,478,694	\$	8,894,522
Community Placement Plan (CPP)			0.0%	\$ -	\$	-
TOTAL POS EXPENSES		\$ 113,687,437	100.0%	\$ 288,063,548	\$	401,750,985
*This budget reflects through the D-1 for FY23.						
Total Regional Center Budget:				\$		468,195,662



North Bay Regional Center

BOARD FUND REQUEST

CLIENT NAME	Gift Cards for Families in Need
PAY TO THE ORDER OF	NBRC
AMOUNT REQUESTED	\$ 10,000.00

REQUESTING BY: NBRC Board of Directors PRINT NAME: NBRC Board of Directors DATE: 12/7/2022

JUSTIFICATION FOR REQUEST	66 gift cards for \$150/each. The total cost is as follows: \$10,000 for funds added to the cards
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November 29, 2022

Re: Strategic Planning Update

Dear Board of Directors,

At the close of the Strategic Planning Retreat in August, NBRC had a rough draft of:

- Values
- Vision
- Mission

And had selected the focus areas.

Prior to the retreat, NBRC formulated a Strategic Planning Committee (Committee), with 13 members, comprised of representatives of the Board of Directors (3), regional center leadership (3), staff (3), and community members (people served, providers, community partners).

The Strategic Planning Committee met twice before the retreat to help plan and provide feedback. Since the retreat, the Committee has met monthly to follow-up on the draft items.

The Committee has:

- Redrafted the Values (September)
- Redrafted the Vision (October-November)
- Redrafted the Mission (November – December)

These redrafted statements represent near final drafts that the Committee will review once more before forwarding to the whole Board of Directors for feedback and/or approval and adoption.

In addition, the Strategic Planning Committee approved the selection of the focus area workgroup leaders:

- NBRC Staff Retention and Development – Jennifer Crick
- Housing Development – Courtney Singleton
- Communication and Community Outreach – pause to hire Communication Specialist, Community Outreach and Engagement positions
- Strengthening Self Advocates – Ellen Sweigert, Sara Speck
- Funding and Legislative Advocacy – Rosemarie Perez, Gabriel Rogin

These Workgroup Leaders are now formulating their workgroups – choosing staff and community members that have experience or interest in these areas. The Workgroups will begin meeting in January. The Workgroups will spend 4-8 hours each flushing out strategies and activities that will drive notable change in these areas and are realistic in terms of available resources to drive that change.



Kinetic Flow Corp.
A Human Services Consulting Group

If anyone is interested in being involved in one of these groups, please let Janelle Santana know (janelles@nbrc.net). Additionally, an email is going to staff to encourage participation in the Workgroups, and the Strategic Planning Committee is presenting to the Client Advisory Committee in December to encourage participation.



CLIENT ADVISORY COMMITTEE

Friday, December 16, 2022

1:30 pm – 3:00 pm

**You are invited to give your feedback on the
development of North Bay Regional Center's website!**
Geri Audette, NBRC Training and Communication Specialist

Update on NBRC's Strategic Planning Process
Ami Sullivan, Kinetic Flow

Presentation on Self-Advocacy
Ellen Sweigert, NBRC Consumer Advocate

Join Zoom Meeting

**[https://us02web.zoom.us/j/81748294894?pwd=3wf5xDw_3FXUtEqwh
TJFLI-ilCu59C.1](https://us02web.zoom.us/j/81748294894?pwd=3wf5xDw_3FXUtEqwhTJFLI-ilCu59C.1)**

Meeting ID: 817 4829 4894
Passcode: 062299

Please email janelles@nbrc.net if you have any questions.



North Bay Regional Center



**Now's Your Chance:
Get Involved!**

**Join North Bay Regional Center's
Board of Directors**

Contact us today

Telephone (707) 256 – 1224

Serving Napa, Solano and Sonoma Counties

610 Airpark Road

Napa, CA 94558

www.nbrc.net



DEPARTMENT OF DEVELOPMENTAL SERVICES

1215 O Street, MS 8-30
Sacramento, CA 95814
TTY: 711
(833) 421-0061



November 7, 2022

Rosemarie Perez, Board President
Gabriel Rogin, Executive Director
North Bay Regional Center
610 Airpark Road
Napa, CA 94558

Dear Ms. Perez and Mr. Rogin:

Thank you for completing and submitting the 2022 Board Composition Survey issued by the Department of Developmental Services (Department). Pursuant to Welfare & Institutions (W&I) Code section 4622.5, "By August 15 of each year, the governing board of each regional center shall submit to the department detailed documentation, as determined by the department, demonstrating that the composition of the board is in compliance with section 4622." North Bay Regional Center (NBRC) submitted a completed survey on August 15, 2022, and a plan detailing how and when it will come into compliance on October 4, 2022.

NBRC's Board composition complies with most requirements pursuant to W&I Code section 4622. NBRC's Bylaws state that the Board of Directors should have a range of 10 to 13 members. The survey lists 11 members as serving on the board and all their terms of office fall within the statutory limits. NBRC's Board also includes a member from the provider advisory committee as required.

NBRC's diligence with board composition is demonstrated in meeting the requirements of geographic and disability representation. NBRC's Board maintains requisite members with legal, management, or board governance, finance, and developmental disability program expertise, as well as members with an interest in, or knowledge of, developmental disabilities. The Department also acknowledges the required inclusion of individuals receiving regional center services and parents/legal guardians of individuals served.

Based on NBRC's survey results, the board composition does not comply with the following requirement contained in W&I Code section 4622. Data from the 2016-2020 American Community Survey used to determine the race and ethnic representation of NBRC's catchment area, reveals that the composition of NBRC's Board does not reflect the racial and ethnic diversity of the community served. The Asian and Hispanic/Latino communities are underrepresented.

"Building Partnerships, Supporting Choices"

Rosemarie Perez, Board President
Gabriel Rogin, Executive Director
November 7, 2022
Page two

The Department acknowledges receipt and approves NBRC's plan to come into compliance with the requirements detailed in W&I Code section 4622.

The Department recognizes the tremendous commitment and responsibility involved in board membership and appreciates your efforts. The Department also recognizes the complexity of maintaining compliance within the context of NBRC's Bylaws, Board member term limits, and the multi-faceted contributions of each board member. If you have questions regarding this correspondence, please contact Maxine Paula Milam, Primary Regional Center Liaison, Office of Community Operations, at (916) 654-2177, or by email, at maxine.milam@dds.ca.gov.

Sincerely,

A handwritten signature in black ink, appearing to read "Ernie Cruz", with a long horizontal flourish extending to the right.

ERNIE CRUZ
Deputy Director
Community Services Division

cc: Amy Westling, Association of Regional Center Agencies
Brian Winfield, Department of Developmental Services
Aaron Christian, Department of Developmental Services
Yasir Ali, Department of Developmental Services
Erin Paulsen Brady, Department of Developmental Services
Maxine Paula Milam, Department of Developmental Services

November 4, 2022

Little Hoover Commission
925 L St., Suite 805
Sacramento, CA 95814

RE: ARCA Recommendations for Little Hoover Commission on California’s Developmental Disabilities System

Honorable Commissioners:

California’s regional centers are a network of 21 community-based non-profits, represented by the Association of Regional Center Agencies (ARCA). The regional centers coordinate services for, and advocate on behalf of, nearly 400,000 Californians with developmental disabilities, as defined in California law¹. ARCA appreciates the opportunity to offer formal comments to inform the work of the Little Hoover Commission.

California’s developmental services system is the only one of its kind in the nation, as it promises services and supports to individuals with developmental disabilities from birth through death, regardless of family income, and without waitlists for entering the service system. The system is growing rapidly (approximately 5% a year) and serves people ranging from young children with autism, to young adults with intensive behavioral or psychiatric support needs, to people with aging parent caregivers. Approximately 1% of the state’s population is now served through regional centers.

The regional center system was created through the Lanterman Act to be locally responsive under the leadership of their boards of directors. These boards of directors, per state law, must be composed of people served, their families, and various professionals, who are representative of the area’s ethnic and geographic diversity.² Regional centers are held to a wide range of legal and contractual standards laid out in statute and regulation, as well as contracts with the State Department of Developmental Services. There are also multiple “good governance” mandates related to independent financial review, whistleblower protections, and other mechanisms to support board oversight of regional centers.

As noted during the recent roundtable discussion hosted by the Little Hoover Commission, California’s developmental services system is transitioning to become one that strives to measure and incentivize good outcomes rather than simply counting units of service.

¹ Welfare and Institutions Code §4512(a)

² Welfare and Institutions Code §4622

Another change the system has undergone in recent years is asking those served to share their thoughts and experiences directly, and offer their opinions about what is and is not working in the current system. One mechanism for gathering this information is through the National Core Indicators study, which asks those served by developmental services systems in 48 states and Washington, D.C. about their experiences accessing developmental services. In California, surveys are done by an independent agency. Data from Fiscal Year (FY) 2020-21, which is the latest available, tells us the following from among approximately 5,000 respondents who were interviewed:

- 96% of people report staff respect them;
- 92% of people report they like where they live;
- 91% report their services and supports help them live a good life;
- 94% report they have enough choice about their daily schedules;
- 97% report their services are provided in such a way that they are respectful of their culture;
- 93% report their planning team meetings had people they wanted there; and,
- 85% report they can contact their service coordinator when they need or want to.

While no survey is perfect, the message here is clear. The experiences of the vast majority of people served in our system are positive. We have a strong foundation to build from that overall respects people, supports their choices, and helps them lead good lives.

ARCA appreciates the Little Hoover Commission's exploration of how California can better support the 400,000 individuals served by the regional centers, as well as those who will need their support in the future. In its simplest form, the answer to what people with developmental disabilities and their families need is respect, individualized person-centered planning, and access to the unique array of services and supports necessary to pursue their goals. Regional centers are committed to the pursuit of equity for those from all racial, ethnic, and linguistic backgrounds no matter where in the state they live.

ARCA's specific recommendations in the following areas provide a roadmap to enhancing both service access and equity:

- Systemic barriers;
- System capacity;
- Racial, ethnic, and linguistic equity initiatives; and,
- Opportunities for greater consistency.

Systemic Barriers

Challenges in navigating the service system were a recurring topic during the October 27, 2022, Roundtable. There was a particular emphasis on how – and by whom – services are funded and the barriers that creates, including at times discouraging service access altogether. In some cases, eliminating statutory requirements may result in greater support and less bureaucracy separating individuals from services.

Generic Services: As various advocacy organizations, including ARCA, have noted, both state statute and federal funding rules require those served by regional centers and their families to first seek services from other public and private agencies (*e.g.*, Medi-Cal, In-Home Supportive Services, education, health insurance) for services that may be those agencies' responsibility. This has been a requirement since the

inception of the Lanterman Act. But it has become more complicated due to increasingly-complex funding rules at other agencies and regional centers' lack of systematic insight into the other services each person accesses. Separately, a Recession-era statutory change forces families to appeal service denials from other agencies.³ ARCA recommends the statutory requirement requiring appeal of generic agency denials be reversed to make it easier to demonstrate the exhaustion of generic resources, and that data on each person's use of generic services be made available to regional centers.

Least-Costly Vendor: Another barrier created during the Recession was a requirement that regional centers purchase services from the "least costly available provider of comparable service," whether or not that provider is the one preferred by the individual and their support team.⁴ This limits choice and inappropriately shifts the conversation away from individual preferences, to calculation of costs. While the impact of this will likely be reduced as the rate models standardize service rates, ARCA recommends the least costly vendor statutory requirement be reversed in order to more clearly prioritize and support individual choice and reduce unnecessary bureaucratic barriers.

Median Rates: At the start of the Recession, regional centers' ability to negotiate rates with service providers was limited to the lower of either the statewide or local median rates.⁵ The calculations behind this drive any new rate down towards a mathematical midpoint that is disconnected from local business costs. As updates to service provider rates are driven by local labor costs, this requirement makes it harder for regional centers in high-cost areas to develop services needed in their communities. ARCA recommends this requirement be eliminated or changed to allow the use of the higher of either the local or statewide median rates.

Family Fees: The Annual Family Program Fee (AFPF) was introduced during the Recession as a revenue-generating measure. It requires parents of infants, toddlers, and children to pay a fee to the state because they access needed services for their children with developmental disabilities (e.g., behavior services, speech therapy). Separately, the Family Cost Participation Program (FCPP) began in 2005 but was expanded to include Early Start children during the Recession. It makes families pay a portion of the cost of their child's respite, daycare, and camp services. In both cases, these fees act as a barrier to needed services, and can create an adversarial relationship between service coordinators and the families whom they are supporting. Both fees have been suspended since the beginning of the pandemic. ARCA recommends the permanent elimination of both fees.

System Capacity

Commissioner Aroner noted during the Little Hoover Commission's October 13, 2022, hearing that there is a disconnect between an entitlement to services and limited funding. While sufficient funding would not address all of the developmental services system's challenges, stopping short of full funding ensures it will continue to struggle in several key areas.

High Caseloads: As the State Auditor noted in its June 2022 report, after reviewing operations at three regional centers it found "they have neither sufficient staff nor funding." The heart of the problem is service coordinators have to support too many people, while the system continues to grow more

³ Welfare and Institutions Code §4659

⁴ Welfare and Institutions Code §4648(a)(6)(D)

⁵ Welfare and Institutions Code §4691.9(a)(2)

complex. This means they don't have enough time to invest in building relationships with individuals and their families, or to more deeply understand their unique needs. The time crunch also undercuts service coordinators' ability to help families navigate and access services through generic agencies – a particularly strong need for diverse communities. The root cause is an antiquated formula that funds regional centers for new positions at salaries that are approximately 50% of the actual cost. Investments were made in FY 2022-23 to begin reducing caseload sizes, but ARCA recommends modernizing the Core Staffing Formula to ensure it adjusts with time to improve individual support and outcomes.

Inadequate Service Provider Network: While California does not have a waitlist for entering into its service system, wait times for accessing day-to-day services have, in many instances, become the norm. In response to this, the state is now phasing in updated rate models that are more consistent, and are designed based on cost assumptions. This will include a Quality Incentive Program, which is intended to financially reward service providers that help individuals achieve better outcomes. The first phase of implementation has shown there are some assumptions that need to be revisited and corrected – for instance, consideration should be given to better support service access in rural areas. ARCA recommends California commit to keeping rates consistent with costs over time and measure the impact of this effort on overall service capacity, including for diverse communities.

Data Needs: As noted during the Little Hoover Commission Roundtable, the systematic measurement of quality outcomes, as well as real-time monitoring of regional centers by DDS, would be improved with better data systems. The regional center accounting system is nearly 40 years old and can't meet modern business needs. This means various third-party programs are used to conduct business, including paying service providers. Separately, case management systems lack uniformity, and most don't offer individuals and their families access to their records. Recognizing these issues, the state provided one-time funding in FY 2021-22 to develop a replacement plan. The actual software still needs to be purchased and brought online. ARCA recommends the authorization of funding to acquire and implement new data systems.

Racial, Ethnic, and Linguistic Equity Initiatives

Given California's intentional focus on greater equity in service delivery along racial, ethnic, and linguistic lines over the last few years, several recent initiatives targeted this outcome, including lifting the cap on respite hours and allowing Independent Living Skills training to be provided in the family home. Other initiatives (e.g., bilingual stipends for Direct Support Professionals, regional center staff implicit bias training, Coordinated Family Support Services) are being developed. ARCA supports these efforts and recognizes as DDS recently stated, "as a state, we are closer to the beginning of this process than the end." Regional centers continue to strive for improvement in this area.

Equity Data: Since 2013, regional centers have posted data regarding their spending on individuals according to their race, ethnicity, language, and other factors.⁶ These requirements have expanded over time. Separately, DDS developed [Statewide Equity Measures](#) that measure spending on specific services, intake timelines, and other elements. California has not yet identified the specific discrete data elements that will be used to evaluate success in racial, ethnic, and linguistic equity. This lack of clarity makes it challenging to develop and evaluate policies meant to address shortfalls in this area. ARCA recommends

⁶ Welfare and Institutions Code §4519.5

the state identify a valid, reliable, and consistent set of data elements that will be used to measure progress in service equity to those across racial, ethnic, and linguistic lines.

Equity Grants: Beginning in 2016, the state began investing \$11 million annually in projects to improve service access and equity for individuals served by regional centers from diverse racial, ethnic, or linguistic groups. These grants began as opportunities to try out novel ideas at the local level to improve service access. ARCA believes the best of these innovative programs should become permanent and universally available. For instance, [the Enhanced Service Coordination Project](#) started as a grant at Eastern Los Angeles Regional Center. It let service coordinators spend more time with families whose primary language is not English and who were accessing few or no regional center-funded supports. ARCA and the regional centers are extremely pleased to see that, in response to robust data regarding its success, this is now an option statewide. ARCA also appreciates the detailed and data-driven analysis Georgetown University is conducting on the effectiveness of these efforts. ARCA recommends the prioritization of future projects for funding that lend themselves to evaluation and replication.

Individualized Services: Improving service access means meeting individual needs with greater flexibility and responsiveness. During the pandemic, more emphasis was placed on allowing individuals to have those closest to them, such as relatives or family friends, support them through Participant-Directed Services (“employer authority” in federal terminology). The Self-Determination Program includes this flexibility and takes it one step further by allowing individuals to better customize and prioritize services by moving funding between them (“budget authority”). ARCA recommends eliminating barriers to these individualized services without compromising their federal funding, including through streamlining enrollment for those with adequate base budgets in the Self-Determination Program and exploring alternative data-driven budgeting methodologies for the program.

Social Recreation: ARCA was a proud sponsor of the restoration of services suspended during the Recession, including social recreation. The data has long shown how popular these services are among diverse communities. As services are now more integrated into communities than at the time of the suspension, this “restoration” is more accurately framed as a “reimagining.” However, some integrated recreation programs (e.g., community karate classes) have been hesitant to go through the contracting process to allow them provide services to those served by regional centers (commonly known as “vendorization”). Another barrier is the fact that regional centers are required to pay for services after they are provided – normally, the typical participant in a community program pays up front. ARCA recommends statutory flexibilities for these service providers to promote greater service access.

Opportunities for Greater Consistency

Rather than state-run offices, regional centers were intentionally designed by the Lanterman Act to be community-facing organizations that are responsive to local needs. As noted during the Little Hoover Commission Roundtable, California’s remarkable geographic diversity doesn’t lend itself to a singular state system. Regional centers continuously work to strengthen the knowledge and capacity of regional center boards; ARCA began work in this area as well, starting in early 2020⁷. While every regional center is committed to meeting the unique needs of those it serves, part of the evolution of the service system

⁷ Materials and recordings available at <https://www.cal-collab.net/web-academies/>

requires a greater level of statewide consistency. As all regional centers are members of ARCA, the organization commits to developing proposals in the following areas by the end of 2023:

- Family Supports – The amount of support a family needs does not typically change when they move from one geographic area to another. ARCA commits to the development of a standardized assessment tool that evaluates overall family support needs, while allowing the particular array of services (*e.g.*, respite, after school programs) to be locally-informed.
- Website Transparency – Regional centers are required to post a variety of data on their websites to allow the public to better understand their services and practices. ARCA commits to the development of a consistent structure for this information to simplify the navigation of regional center websites. When possible, preference will be given to ensuring data generated by regional centers is machine-readable.
- Vendorization Process – While there are clear requirements for vendorization, service providers' experiences completing the vendorization process should not vary significantly between regional centers. Regional centers will work to streamline and standardize vendorization processes, including exploring opportunities to improve the "courtesy vendorization" process and developing recommendations for sharing statewide vendorizations for remote services, including to support telehealth.
- Intake – As intake is the first introduction of individuals and their families to the developmental services system, it is essential that barriers to entry be minimized. Regional centers will implement standardized intake forms and data tracking, once their development is finalized in the ongoing DDS-led Regional Center Performance Measures effort. Regional centers will also explore ways to better share scarce clinical resources. Additionally, for foster children, who may move frequently during the intake process, regional centers commit to developing processes to allow the regional center that began the intake process to complete it.

Support for these proposals would allow the Commission to advance practical solutions that promote greater consistency without creating additional bureaucracy or eroding the community-facing foundation of the Lanterman Act.

ARCA and its member regional centers remain committed to equitably serving Californians with developmental disabilities and their families. ARCA understands needed changes to the service system cannot be carried out in isolation. We have worked collaboratively with stakeholders, advocacy organizations, the Legislature, and the Administration for many years to advocate for improvements to services for those served by regional centers and their families. We look forward to the recommendations of the Little Hoover Commission and are committed to ongoing discussions about how working together we can all propel the service system forward.

If you have any questions regarding ARCA's recommendations or perspectives, please do not hesitate to contact me at awestling@arcnet.org or (916) 446-7961.

Sincerely,



Executive Director



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FAIR HEARING & MEDIATION UPDATE

NOVEMBER 1, 2022 – NOVEMBER 30, 2022

Funding
(22-7)

Reason for Appeal: Claimant appeals denial of funding for support services.

Ruling: Mediation and Fair Hearing scheduled.

Eligibility
(22-8)

Reason for Appeal: Claimant appeals denial of eligibility.

Ruling: Mediation and Fair Hearing date to be determined.