

North Bay Regional Center: Expenditure Report Feedback & Action Plan for 2016



Town Hall Expenditure Reports: Sorted Feedback Data	NBRC Diversity Committee Suggestions
<p>Services</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>Services need to be re-used; what can be done to change a service if nothing is being done about that service?</p> <p>Families need to get more information about services available</p> <p>Need information on how to get services, and how to apply for services</p> <p>How far in advance does an SC need to notice to get/change services?</p> <p>Service coordiantors need to give family more information about services</p> <p>Services were authorized but no explanation about how to use them</p> <p>Respite: when family lives in small home/apt having respite worker there adds too many people to the space; need for respite workers to be able to take child out in community</p> <p>Need clarification around funding for behavior services</p> <p>Was informed that behavior services can take 3 months to get</p> <p>Had respite services but worker never came</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>Is there help for children under 18 to get living supports?</p>	<p>Action</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; contine encouraging families to attend the Orientations to NBRC; outreach to Community Advocacy groups and schools to ensure correct information regarding NBRC is being disseminated</p> <p>Develop an FAQs that addresse What To Do If: problems accessing services; don't know who SC is; don't know who Supervisor is; don't know how to access specific services (Respite, Day care, speech, behavior, therapies, etc etc)</p> <p>FAQs; how to Navigate the System in FAQs</p> <p>Collect data regarding EI utility disaprities; identify barriers to accessing respite and what exceptions/advocacy needs this warrants</p> <p>Include ILS service information in FAQs</p>
<p>Timely Communications</p> <p>Problems with call backs in timely manner</p> <p>Pressing "0" does not help- still do not get anyone or still need to leave message that is not followed up on</p> <p>Phone messages need to be kept up to date</p> <p>Return calls in a timely manner</p> <p>SC should call parents back</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>Action</p> <p>Address call-back protocols in FAQs; identify and/or modify internal protocols that wil create 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; ensure that phone messaging provides an alternate number to be reached when SC changes; establish a 'chain of command'</p>

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Town Hall Expenditure Reports: Sorted Feedback Data (2)	NBRC Diversity Committee Suggestions (2)
Other	Action
<p>Need support and instruction around what the IPP is, how to advocate for services in IPP</p> <p>Hire staff who have a child with a disability and who understand the challenges; feel like staff do not understand and just want to get paid rather than really help families</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</p> <p>New SCs should know what is going on with the case</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>Work with Family Resource Centers to schedule an Advocacy workshop; continue encouraging families to attend the Orientations to NBRC</p> <p>Schedule Legal Training (June 2016); add to FAQs</p> <p>Continue monthly scheduling of Orientations to NBRC</p>
Education & Outreach	Action
<p>More outreach and education is needed about our services/ more information needs to be given about ILS services at home</p> <p>Give brochures to schools</p> <p>Most parents get information from the school district</p> <p>Need information on how to get services, and how to apply for services</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>	<p>Explore other after-school models- boys/girls clubs; identify what can be replicated and/or training needed</p> <p>Cutreach to Community Advocacy (CAC) groups and schools (SELPA) to ensure correct information regarding NBRC is being disseminated</p> <p>Collaborate with PEAK/First Five/ Child Start to identify daycare solutions; schedule Child Care Services Forum</p> <p>Continue monthly scheduling of Orientations to NBRC</p> <p>Address IPP in FAQs; continue providing education with Orientation information</p>
Spanish Communications	Action
<p>Having only 1 Intake Assessment Counselor who speaks Spanish is a problem</p> <p>Not enough staff and services providers who speak Spanish</p> <p>Don't get information in Spanish</p>	<p>NBRC will continue providing incentives for recruiting bi-lingual staff</p> <p>FAQ's- include right to services/IPP in preferred language</p> <p>NBRC will continue identifying forms/information that needs to be translated</p>