



*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 regular business meeting scheduled as follows:

**DATE:** April 3, 2019  
**TIME:** 6:00 – 8:00 p.m.  
**PLACE:** **Solano County Office of Education  
5100 Business Center Drive  
Fairfield, CA 94534**

### **Board Related Meetings:**

- Vendor Advisory Committee April 9, 2019, 10:00 am – 12:00 pm at North Bay Regional Center, Napa.
- Legislative Advisory Committee April 23, 2019, 10:00 am – 11:30 am at North Bay Regional Center, Napa

**REMINDER:** Notices are posted at [www.nbrc.net](http://www.nbrc.net). All meetings are made accessible to persons with disabilities and all members of the public are welcome to attend. Please contact Danielle Bernardo at (707) 256-1224 for further information or to request any disability-related modifications or accommodations.

**North Bay Developmental Disabilities Services, Inc.  
Board of Directors' Regular Business Meeting  
Wednesday, April 3, 2019, 6:00 p.m.  
Solano County Office of Education  
5100 Business Center Dr, Fairfield, CA 94534**

**AGENDA**

- I. CALL TO ORDER – Angel Hixson, President
- II. ROLL CALL AND INTRODUCTIONS – Rita Edmonds-Norris, Vice President and Secretary (5 min)
- III. CONSIDERATION OF MINUTES  
Minutes of Regular Business Meeting of March 6, 2019 be approved as submitted. (Pgs. 1-4) (2 min)  
ACTION
- IV. GENERAL PUBLIC COMMENT – Sign-up sheet (2 minutes per person unless otherwise allowed by Board Chairperson). (10 min)
- V. FRIENDS OF NORTH BAY  
A. \$42,344.53 Donation to the Doug Cleveland Board Opportunity Fund (5 min) INFO
- VI. FEATURE PRESENTATION  
A. Special Incident Reports – Courtney Singleton, Director of Community Services and January Crane, Federal Revenue Manager (30 min) INFO
- VII. TREASURER'S REPORT – Rosemarie Pérez, Treasurer (20 min)  
A. Treasurer's Report be approved as submitted (Pgs. 5-6) ACTION  
B. D-4 Contract (Pg. 7) ACTION  
C. E-2 Contract (Pg. 7) ACTION
- VIII. COMMITTEE REPORTS  
A. Executive Committee Update – Angel Hixson (20 min)  
a. 17-18 Marcum Audit Findings INFO  
b. Doug Cleveland Board Opportunity Fund Requests Over \$750 (Pg. 8) INFO  
c. Board Officer Recommendations (Pg. 9) ACTION  
i. Vice President Role  
B. Vendor Advisory Committee Update – David Mauger, VAC Representative (5 min) INFO  
C. Legislative Advisory Committee Update – Linda Plourde (5 min) INFO  
D. Client Advisory Committee – Franklin Phillips, Chairperson (Pg. 10) (5 min) INFO  
a. Next CAC Meeting Date: April 24, 2019
- IX. DIRECTOR'S REPORT  
A. Gabriel Rogin, Executive Director (5 min) INFO
- X. GOOD OF THE ORDER – any other Board business may be brought up at this time.
- XI. GENERAL PUBLIC COMMENT (10 min)
- XII. ADJOURNMENT

CLOSED SESSION – The governing board of a regional center may hold a closed meeting to discuss or consider one or more of the following: (1) real estate negotiations, (2) the appointment, employment, evaluation of performance, or dismissal of a regional center employee, (3) employee salaries and benefits, (4) labor contract negotiations, (5) pending litigation -- W&I Code 4663(a).

<p><b>NEXT MEETING ANNOUNCEMENT</b> - The next Board of Directors meeting is a regular business meeting scheduled for Wednesday, May 1, 2019 at North Bay Regional Center, 2351 Mendocino Ave. Santa Rosa, CA 94503, at 6:00pm.</p>
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**North Bay Developmental Disabilities Services, Inc.  
Board of Directors' Regular Business Meeting  
North Bay Regional Center  
March 6, 2019 at 6:00 pm  
610 Airpark Road, Napa, CA 94558**

**MINUTES**

**NBRC BOARD MEMBERS PRESENT:** Rita Edmonds-Norris, Vice President and Secretary  
David Mauger, VAC Representative Rosemarie Pérez, Treasurer  
Jose Ayala, Napa County Sara Speck, Solano County  
Jeremy Johnson, Solano County Linda Plourde, Board Mentor  
Franklin Phillips, Sonoma County

**NBRC BOARD MEMBERS ABSENT:** Angel Hixson, President

**STAFF PRESENT:** Gabriel Rogin, Executive Director  
Courtney Singleton, Dir. Community Services Danielle Bernardo, Executive Assistant  
Isabel Calder, Interim Chief Financial Officer Thomas Maseda, Director of Administrative Services  
Alejandra Picazo, Service Coordinator Dee Heibel, Associate Director of Client Services  
Ashley McConnell, Federal Revenue Supv. Maura McDonough, Quality Assurance Supervisor  
Rick Burkett, Associate Director of IT

**GUESTS PRESENT:** Tobias Weare, SCDD North Bay  
Angelica Gemo, UCPNB Wine Bev Services Tony Marron, Parent  
Paula Finley, Becoming Independent Susan Labrecque, Solano County Office of Education  
Eugene Bastian, Parent Joey Bastian, Client

**CALL TO ORDER –**

*Rita Edmonds-Norris, Vice President and Secretary, called the meeting to order at 6:02 p.m. A quorum was present and the Board and audience introduced themselves.*

**CONSIDERATION OF MINUTES –**

**M/S/C (Johnson/Speck) Move that the minutes of the February 6, 2019 regular business meeting be approved as submitted. UNANIMOUS**

**GENERAL PUBLIC COMMENT –**

*Tony Marron parent of an NBRC client, noted the following;*

He reminded the Board he spoke in front of them at the December Board Meeting. His daughter has been a client for 20 years. She is conserved by the county and Mr. Marron states that has not gone well. Mr. Marron notes he would like to get in contact with the service coordinators supervisor and ask why he is not getting any responses from anyone.

- *Rita Edmonds-Norris, Vice President and Secretary, thanked Tony Marron for speaking to the Board.*

**FEATURE PRESENTATION –**

**A. Administrative Overview –** *Thomas Maseda, Director of Administrative Services gave an overview of Administrative services and noted the following;*

Human Resources

HR Generalist – Raquel Karnes  
Staffing  
Basic policies and procedures  
Compensation and benefits  
Legal training  
Regulatory compliance  
Labor and employee relations

Payroll Coordinator – Crystal Sepulveda  
Functions: Time and Attendance System  
management  
Payroll Processing  
Accounts Payable for Benefits  
Payroll/Tax Compliance

HR Accomplishments and Priorities:

- ✓ Staffing: Recruitment and Selection of New Executive Team
- ✓ Recruitment and Onboarding of 41 New Employees (26 Case Managers)
- ✓ Exit Trends: Paylocity tracking, 14% attrition rate
- ✓ New Employee Training
- ✓ New Employee Performance Reviews: Supervisor Feedback Survey
- ✓ Strengthening Labor/ Employee Relations

Information Technology

Associate Director of I.T. – Rick Burkett  
Functions: Development and maintenance of agency network  
Network security: daily race  
Management and coordination of hardware and systems  
Document imaging  
Everbridge – sends out mass communication  
Mobile Devices

IT Accomplishments and Priorities

- ✓ DocuShare filing automation administrative workload relief
- ✓ Mobile workforce: work efficiency

Facilities

Professional Working Environment: Respect of Employees, Clients, and Community  
Approximately 60,000 square feet  
Napa Office  
Santa Rosa Office

Facilities Accomplishments and Priorities

- ✓ Napa Office Lease 2016
- ✓ Santa Rosa Office Lease 2021 - exploring all options

Safety - Napa Office Safety Committee

Santa Rosa Office Safety Committee

- ✓ Quarterly inspections, Quarterly meetings
  - ✓ Accomplishments workplace more safe, public areas unsafe.
  - ✓ We reduced workman's compensation last year.
  - ✓ Active shooter training with local county sheriff departments
  - ✓ Personal defense and conflict de-escalation
  - ✓ CPI Nonviolent crisis intervention training.
  - ✓ Run, hide, fight, situational awareness, how to respond. "When in doubt, get out."
- *Jeremy Johnson* asked how many employees does NBRC have in total?
- *Thomas Maseda* replied 228 currently and 234 when we are at full capacity.

- *Gabriel Rogin* noted past surveys have indicated the quality and stability of service coordinators are important to families. He let the Board know we are doing everything we can to retain our employees, boosting morale, and strengthening labor relations.
- The Board of Directors had a discussion regarding the office doors being unlocked during Board meetings. It was agreed that they should be left unlocked in the event someone from the public arrives to the Board meeting late.
- *Rita Edmonds-Norris* thanked Thomas for his presentation.

**TREASURER'S REPORT – Rosemarie Pérez, Treasurer**

**A. Treasurer's Report**

Rosemarie Pérez noted the following;

- NBRC's Doug Cleveland Board Opportunity Fund had a net increase of \$625. There were five donations made in memory of Doug Cleveland.
- The money market balance at the end of January was \$29,730.54.
  - Earned bank interest for the money market account came to \$0.75
- There were five awards totaling \$2,045.57 for the month of January. The ending balance of the Board Opportunity Fund checking account is \$1,989.77 as of January 31, 2019.
- Friends of North Bay (FONB) donated \$42,344.53 to the Board Opportunity Fund. Since its founding in 2011, FONB worked to fundraise and fund financial assistance to our clients for supports and services not covered. That donation will be reflected in next month's Treasurer's report.
  - ❖ Rosemarie thanked Friends of North Bay for their generous donation.
- NBRC is expecting the CPA audit draft by the end of this week.

**M/S/C (Phillips/Speck) Move that the Treasurer's Report for the month of February be approved as submitted. UNANIMOUS**

**COMMITTEE REPORTS –**

**A. Executive Committee Update – Rita Edmonds-Norris, Vice President and Secretary.**

*Gabriel Rogin, NBRC Executive Director* assisted Rita with the Executive Committee Update

**a. Contract Over \$250,000 – Adelaide II**

The Executive Committee took action to approve a contract for the Adelaide II home and the committee is required to report back to the Board. The term of the contract started the next day following the February 21, 2019, Executive Committee meeting.

**b. Update to Bank Signature Cards**

NBRC staff is recommending we broaden the number of signers in the event we cannot wait for the standard payment cycle. In the event Gabriel is out of the office, having additional signers will prevent any hold up in processing payments.

- Jeremy Johnson noted it is important for Gabriel to have his time with his family.

**M/S/C (Johnson/Phillips) Move to approve the additional signers, Beth DeWitt, Courtney Singleton and Isabel Calder to the bank signature card. UNANIMOUS**

**B. Vendor Advisory Committee Update –**

- ❖ *David Mauger, VAC Representative* referred everyone to the Vendor Advisory Committee (VAC) Report on Page 12 and the VAC Meeting minutes on Page 14 of the March Board Packet.

**DIRECTOR'S REPORT – Gabriel Rogin, Executive Director, noted the following;**

- DDS released their rate study. They contracted with Burns and Associates to do an analysis.



- Positive that it does take into account geographic differential, wages, travel costs, real estate.
- It presents challenges because some rates would go down.
- The next VAC meeting will be used to talk about the Rate Study. Public comment can be submitted to DDS up until March 22<sup>nd</sup>. It is important for us to provide those comments in an organized manner.
  - Please email feedback to [Ratestudy@nbc.net](mailto:Ratestudy@nbc.net).
  - There is a push is for an 8% increase across the Board in the meantime.
- DDS contacted us about the composition of the Board and we are lacking in representation from the Asian community and legal. We are also under-represented in the African American demographic. Thomas will initiate a nominating committee meeting soon.
- With the generous donation from the Friends of North Bay, we are considering broadening the criteria that we use to approve requests. We are looking into the possibilities of swimming lessons, camp, etc. to help families with some of those circumstances.
- A month ago there was a story from KTVU about a person served by NBRC that attacked an SLS provider. We take that very seriously.
- *Jeremy Johnson* asked if another regional center places a client into our area, how would we know if they present danger and is this something we could possibly take into consideration when looking at internal processes?
- *Gabriel Rogin* agreed if they are placed in our area they are partially our responsibility.

#### **GOOD OF THE ORDER –**

**GENERAL PUBLIC COMMENT –** None

#### **CLOSED SESSION –**

The Board of Directors moved into a Closed Session Meeting at 7:10 pm.

#### **RETURN TO OPEN SESSION –**

The Board of Directors returned to open session at 8:35 pm. No Action was taken during the Closed Session.

**ADJOURNMENT –** *Rita Edmonds-Norris, Vice President and Secretary* adjourned the regular business meeting at 8:36 pm.



## **North Bay Regional Center Doug Cleveland Opportunity Fund April Board Meeting 4/3/19**

As of February 28, 2019, NBRC's Doug Cleveland Opportunity Fund savings account had a net increase in the amount of \$43,346.25 due to the generous donation from Friends of the NorthBay. The savings account balance at the end of February 2019 was \$73,076.79. Earned bank interest for the savings account came to \$ 1.72.

In the month of February 2019, there was one (1) award totaling \$500.00. The bank maintenance fee, which included two (2) stop payments, totaled \$56.00 for the checking account. The ending balance of the Doug Cleveland Opportunity Fund checking account is \$2,040.77 as of February 28, 2019.

**North Bay Regional Center**  
**CFO Board Report**  
As of January 31, 2019

7 months

		%		Total YTD	
	<u>YTD Actual</u>	<u>YTD Total</u>	<u>Forecast*</u>	<u>Actual + Forecast*</u>	
<b>Purchase of Services (POS)</b>					
Community Care Facilities	\$ 33,745,165.00	25.57%	\$ 24,190,275.00	\$ 57,935,440.00	
Supported Living Services	\$ 31,906,595.00	24.18%	\$ 22,790,425.00	\$ 54,697,020.00	
Day Programs	\$ 23,075,764.00	17.49%	\$ 16,808,120.00	\$ 39,883,884.00	
Behavioral Services	\$ 17,792,168.00	13.48%	\$ 12,767,177.00	\$ 30,559,345.00	
Other	\$ 8,964,309.00	6.79%	\$ 6,527,005.00	\$ 15,491,314.00	
Transportation	\$ 7,357,466.00	5.58%	\$ 5,299,198.00	\$ 12,656,664.00	
Respite	\$ 3,094,859.00	2.35%	\$ 2,425,583.00	\$ 5,520,442.00	
Medical Services	\$ 618,545.00	0.47%	\$ 651,302.00	\$ 1,269,847.00	
<b>Total NON-CPP POS services</b>	<b>\$ 126,554,871.00</b>		<b>\$ 91,459,085.00</b>	<b>\$ 218,013,956.00</b>	
Community Placement Plan (CPP)	\$ 5,412,826.00	4.10%	\$ 7,168,085.00	\$ 12,580,911.00	
<b>TOTAL POS AND CPP EXPENSES</b>	<b>\$ 131,967,697.00</b>	<b>100.00%</b>	<b>\$ 98,627,170.00</b>	<b>\$ 230,594,867.00</b>	

		Remaining Allocation	Percent spent to date
<b>E-1 -POS ALLOCATION</b>	<b>\$ 204,010,334.00</b>	<b>\$ 76,684,202.00</b>	<b>64.69%</b>
<b>E-2 -POS ALLOCATION</b>	<b>\$ 4,641,565.00</b>		
<b>TOTAL POS ALLOCATION</b>	<b>\$ 208,651,899.00</b>		

ICF State Plan Amendment (SPA) offset      \$      (2,851,749.00)      \$      (1,767,765.00)      \$      (4,619,514.00)

		%		Total YTD	
	<u>YTD Actual</u>	<u>YTD Total</u>	<u>Forecast*</u>	<u>Actual + Forecast</u>	
<b>Operations Expense (OPS)</b>					
Personnel	\$ 7,912,230.00	58.51%	\$ 6,122,180.00	\$ 14,034,410.00	
Benefits	\$ 2,796,200.00	20.68%	\$ 1,277,160.00	\$ 4,073,360.00	
Facilities/Insurance	\$ 1,087,221.00	8.04%	\$ 776,586.45	\$ 1,863,807.45	
Equipment	\$ 189,033.00	1.40%	\$ 120,526.00	\$ 309,559.00	
Consultants	\$ 179,111.00	1.32%	\$ 136,245.00	\$ 315,356.00	
Mileage	\$ 164,979.00	1.22%	\$ 168,134.00	\$ 333,113.00	
MHSA Grants	\$ 92,268.00	0.68%	\$ 138,019.00	\$ 230,287.00	
Grants (Senior Companion Program)	\$ 81,503.00	0.60%	\$ 247,214.00	\$ 328,717.00	
General Office	\$ 69,198.00	0.51%	\$ 55,900.00	\$ 125,098.00	
Legal	\$ 46,280.00	0.34%	\$ 100,766.00	\$ 147,046.00	
Communications	\$ 50,912.00	0.38%	\$ 86,936.00	\$ 137,848.00	
Other Expenses	\$ 13,542.00	0.10%	\$ 26,032.00	\$ 39,574.00	
Bank Fee and Interest Expense	\$ 4,102.00	0.03%	\$ 4,781.00	\$ 8,883.00	
Revenue	\$ (122,171.00)	-0.90%	\$ (113,905.00)	\$ (236,076.00)	
<b>Total Non-CPP Operations Expense</b>	<b>\$ 12,564,408.00</b>	<b>92.90%</b>	<b>\$ 9,146,574.45</b>	<b>\$ 21,710,982.45</b>	
Community Placement Plan (CPP)	\$ 959,607.00	7.10%	\$ -	\$ 959,607.00	
<b>Total OPS &amp; CPP Expenses</b>	<b>\$ 13,524,015.00</b>	<b>100.00%</b>	<b>\$ 9,146,574.45</b>	<b>\$ 22,670,589.45</b>	

		Remaining Allocation	Percent spent to date
<b>E-1 Non-Cpp OPERATIONS ALLOCATION</b>	<b>\$ 21,384,889.00</b>		
<b>E-1 CPP OPERATIONS ALLOCATION</b>	<b>\$ 1,169,068.00</b>		
<b>E-2 OPERATIONS ALLOCATION</b>	<b>\$ 986,519.00</b>		
<b>TOTAL OPERATIONS ALLOCATION</b>	<b>\$ 23,540,476.00</b>	<b>\$ 10,016,461.00</b>	<b>57.45%</b>



Operations <input checked="" type="checkbox"/> Purchase of Service <input checked="" type="checkbox"/>
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Date submitted to NBRC Board for review

4/3/2019

Date approved by NBRC Board Executive Committee (if applicable)

\_\_\_\_\_

Date approved by NBRC Board

\_\_\_\_\_

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

Purpose of Contract	Consumers Served	Contractor Name (if applicable)	Term of Contract	Total Contract Amount	Notes
D-4 Amendment	N/A		7/1/2014 Thru 6/30/2021	\$219,169,701	D-4 amendment total <b>\$1,595,857</b> Ops: (\$174,800) deallocation for unfilled Registered Nurse position  POS: \$1,793,030 (\$22,373) deallocation for program development
E-2 Amendment	N/A		7/1/2014 Thru 6/30/2021	\$232,192,375	E-2 amendment total <b>\$5,628,084</b> Ops: \$986,519 POS: \$4,606,492 Part C: \$35,073



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

[www.nbrc.net](http://www.nbrc.net)

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

## **Doug Cleveland Board Opportunity Fund Requests Over \$750 March 2019**

Formally approved by the Board of Directors Executive Committee on March 19, 2019 –

A client who presently lives in his own apartment needed assistance with paying the rent until he is able to find suitable roommates. He has two potentially interested candidates. Any unused funds will be returned to the Board Opportunity Fund.

**M/S/C (Edmonds-Norris/Pérez) Move to approve the Board Opportunity Fund Request for \$1050.00 for JG rental assistance. UNANIMOUS**



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Proposed Slated Officer: Vice President  
Jeremy Johnson

Mr. Jeremy Johnson has been faithfully serving as a member of the NBRC Board of Directors since July 11, 2018. His experience, compassion, and dedication to NBRC and our clients is remarkable. Mr. Johnson is a parent of an NBRC client and understands the challenges and needs of people with intellectual and developmental disabilities and their families. He also serves as a police officer for the City of Vacaville. In this capacity, he has taken a leadership role in Solano County to train law enforcement officers on how to interact with people who have a disability to ensure their safety. Mr. Johnson is also involved with other community organizations that support people with disabilities such as Team Vacaville, Challenger Baseball League, Youth Roundtable groups and is the founder of the Puzzle Project. Mr. Johnson has taken an active role as a member of the NBRC Board to help guide the Agency and ensure it successfully serves and supports our clients and their families.

The Nominating Committee strongly recommends Jeremy Johnson to serve as the Vice President of the North Bay Regional Center Board of Directors.

# CLIENT ADVISORY COMMITTEE



**Wednesday, April 24, 2019**

12:30pm – 2:00pm

There will be a Self-Advocacy presentation from:



Are you receiving services from North Bay Regional Center?

Are you interested in making your voice heard?

Do you want a seat at the table to help NBRC make decisions about services for people with developmental disabilities?

Please RSVP to [DanielleB@nbrc.net](mailto:DanielleB@nbrc.net)

by **April 19, 2019**

*Snacks and beverages will be provided*







## NBRC Community Services

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

### Resource Development

The Resource Development Department received 12 requests for vendorization during the month of February and completed 5 new vendorizations. Please join NBRC in welcoming the new vendors below to the North Bay Regional Center vendor community.

### New Vendors

- A Place of Grace-In Home/Mobile Day Program/Solano County
- Lilly Sullivan-Speech Therapy-Sonoma County
- Olive & Branch Speech Pathology-Solano County
- J. Sisson Construction Inc.-Environmental Accessibility-Sonoma County
- Adelaide Home II, LLC-Specialized Residential Facility-Solano County

### Employment Task Force

NBRC's Employment Task Force is off to a roaring start. The Task Force met in January and February bringing together Department of Rehabilitation, school districts, service providers and NBRC. The next meeting will be held on March 27<sup>th</sup> at NBRC's Napa office located at 610 Airpark Rd., in Napa from 10:00 a.m. to 12:00 p.m.

### Upcoming SIR Vendor Trainings

**Napa Office:** 610 Airpark Way, Board Room Dates & Times:-Wed, May 29th, Registration at 1:30 p.m., class 2:00 p.m.-4:00 p.m.  
**Santa Rosa Office:** 2351 Mendocino Ave, Thai/Oaks Room Dates & Times:- Wed, July 24th, registration at 9:30 a.m., class 10:00 a.m.-12:00 p.m.

RSVP to [SIR@nbrc.net](mailto:SIR@nbrc.net)

### **New Provider Orientation**

**Wednesday, May 15th**  
**NBRC Napa, 610 Airpark Road**  
**9:00 a.m. – 5:00 p.m.**

#### **Topics Covered:**

Overview of North Bay Regional Center, Title 17 regulations and requirements, The Lanterman Act, Regional Center monitoring and evaluation process, Client's Rights, Fiscal Requirements, Principles of Risk Management, Elements of a Program Design and Home Levels demystified.

RSVP to [JasmineM@nbrc.net](mailto:JasmineM@nbrc.net)

### **Trauma-Informed Care: Ensuring Safe, Supportive Services**

**NEW DATE: Wednesday, April 24th**  
**NBRC Napa, 610 Airpark Road**  
**10:00 a.m.- 12:00 p.m.**

Becoming “**trauma-informed**” means recognizing that people often have many different types of trauma in their lives. Understanding the types of trauma and their impact is an essential element of compassionate and supportive services.

RSVP to [JasmineM@nbrc.net](mailto:JasmineM@nbrc.net)

Keep updated on Service Provider communications? Sign up for NBRC's **VENDOR CONNECTION** newsletter

[here](#) or visit

<https://nbrc.net/service-providers/>

### NBRC Quality Assurance Work February 2019

- 19 QA Annual or Quarterly Vendor Reviews
- 53 Vendors received QA technical assistance
- 54 NBRC staff received QA technical assistance



## **Consumer Advocate Report**

**March 1<sup>st</sup> – March 31, 2019**

**There will be three self-advocacy groups starting up in April. The groups are in Vacaville, Fairfield, and Vallejo. Fairfield and Vallejo are in the process of electing officers, and Vacaville already has them. Each group will develop their own mission.**

**The In-Home Support Services, IHSS Advisory Committee is sponsoring another “Provider Appreciation Day” sometime in June at the Elks Lodge in Napa. The purpose of this event is to show providers how much they are appreciated for the personal care they provide people with disabilities. It’s still in the planning stages and there will be more to come in my April report.**

**NBRC Staff are asking more about Client Rights. I try to answer their questions and direct them to the Lanterman Act. We all should read the Lanterman Act.**

**I continue to assist service coordinators with their cases and I am still the DDS Conservator designee. This is confidential information which I cannot report on.**

***Report submitted by Randy Kitch, Consumer Advocate***



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Phone: (707) 569-2000 • TTY (707) 525-1239

**FAIR HEARING & MEDIATION UPDATE  
MARCH 1, 2019 – MARCH 31, 2019**

Eligibility (17-35)      Reason for Appeal: Claimant appeals denial of eligibility.  
Ruling: Fair Hearing request withdrawn.

Eligibility (18-20)      Reason for Appeal: Claimant appeals denial of eligibility.  
Ruling: Fair Hearing request pending.

Eligibility (19-01)      Reason for Appeal: Claimant appeals denial of eligibility.  
Ruling: Fair Hearing request withdrawn.



## FOR CONSUMERS AND FAMILIES:

People with intellectual and developmental disabilities are provided many services because of the Lanterman Act. Many services people receive are paid for with state and federal money from the federal Centers for Medicare and Medicaid Services (CMS). Therefore, California must comply with what is called the Home and Community-Based Services (HCBS) Final Rule. This rule sets requirements for HCBS settings, which are places where people live or receive services. Each state has until March 2022 to help providers comply with the HCBS Final Rule.

### The HCBS Final Rule Applies to:

- Residential and non-residential settings; including certified and licensed homes
- Day programs, and other day-type services
- Employment options and work programs

### The HCBS Final Rule Does NOT Apply to:

- Nursing homes
- Hospitals
- Intermediate Care Facility for Individuals with Intellectual Disabilities (ICF/IID)
- Institutions for mental diseases (IMD)

### What is the Goal of the HCBS Final Rule?

To enhance the quality of services provided by:

- Maximizing opportunities and choices for individuals
- Promoting community integration by making sure individuals have full access to the community
- Making sure individuals have the opportunity to work and spend time with other people in their community who do not have disabilities
- Ensuring individual preferences are supported and rights are protected
- Establishing person-centered service planning requirements, which includes a process driven and directed by the individual to identify needed services and supports

### All Settings

The Final Rule requires that you can:

- Spend time in, and being a part of, your community
- Work alongside people who do not have disabilities
- Have choices regarding services and supports, and who provides them
- Have control of your schedule and activities

### Residential Settings

#### Provider Owned or Controlled

In addition to the requirements applicable to all settings, the Final Rule requires that you have:

- Choice about your roommates
- Privacy in your room, including a lock on your door
- Control of your schedule and activities
- The ability to have visitors of your choosing, at any time
- Freedom to furnish and decorate your room
- A lease or other legal agreement, protecting you from eviction