



*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:** July 10, 2019

**TIME:** 6:00 pm

**PLACE:** North Bay Regional Center  
2351 Mendocino Avenue  
Santa Rosa, CA 95403

### **Agenda Enclosed**

**Board Related Meetings:** The next meeting of the Legislative Advisory Committee will be July 23, 2019, at North Bay Regional Center Napa Office from 10:00 – 11:30 am.

**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' Annual Board Meeting**  
**Wednesday, July 10, 2019, 6:00 p.m.**  
**North Bay Regional Center**  
**2351 Mendocino Avenue, Santa Rosa, CA 95403**

- I. CALL TO ORDER – Jeremy Johnson, Vice President
- II. ROLL CALL AND INTRODUCTIONS – Rita Edmonds-Norris, Secretary (3 min)
- III. CONSIDERATION OF MINUTES – Regular Business Meeting Minutes from the June 5, 2019 Board Meeting be approved as submitted. (2 min) ACTION
- IV. GENERAL PUBLIC COMMENT – Sign-up sheet (2 minutes per person unless otherwise allowed by Board Chairperson). (10 min)
- V. SHARING PROUD MOMENTS 2018-2019 (25 min)
- VI. EMPLOYEE AWARDS (10 min)  
*Twenty-year awards:*  
Christie Null (7/98-7/18) Supervisor: Deanna Mobley  
Ben Kaplan (1/99-1/19) Ellisa Reiff  
Deanna Mobley Beth DeWitt
- VII. BOARD VICE PRESIDENT'S REMARKS – Jeremy Johnson, Vice President (5 min)
- BREAK -
- VIII. FEATURE PRESENTATION  
A. CBEM – Sherri Kimbell, Program Director, Karre Williams, Chief Operating Officer, Aaron Kowalski, Quality Assurance Specialist (30 min)(Pgs. 1-9) INFO
- IX. CONTRACT OVER \$250,000 – Courtney Singleton, Director of Community Services  
A. CBEM (5 min)(Pg. 10) ACTION
- X. BOARD OPPORTUNITY FUND REQUEST OVER \$750 – Beth DeWitt, Director of Client Services  
(5 min)(Pg. 11) ACTION
- XI. TREASURER'S REPORT – Rosemarie Pérez, Treasurer (10 min)(Pgs. 12-13)  
A. Treasurer's Report be approved as submitted ACTION
- XII. EXECUTIVE COMMITTEE – Jeremy Johnson, Vice President (Pgs. 14-15)  
A. E-3 Contract (2 min) INFO  
B. Union Bank Line of Credit Amendment (2 min) INFO  
C. A-Preliminary Contract (2 min) INFO
- XIII. NOMINATING COMMITTEE – Rita Edmonds-Norris, Secretary (5 min)(Pg. 16) ACTION  
Proposed Stated Board Member:  
• Alexis Jarreau (to serve July 1, 2019 – June 30, 2021)
- XIV. GENERAL PUBLIC COMMENT – Sign-up sheet (2 minutes per person unless otherwise allowed by Board Chairperson). (10 min)
- XV. GOOD OF THE ORDER – Any of Board business may be brought up at this time.
- XVI. CLOSED SESSION –  
Any matter specifically dealing with a particular regional center client.
- XVII. RETURN TO OPEN SESSION

## XVIII. ADJOURNMENT

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 September 4, 2019, 6:00 p.m. at Solano County Office of Education, 5100 Business Center Drive, Fairfield CA, 94534.
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**North Bay Developmental Disabilities Services, Inc.  
Board of Directors' Regular Business Meeting  
North Bay Regional Center  
610 Airpark Road, Napa CA 94558  
June 5, 2019 at 6:00 pm**

**MINUTES**

**NBRC BOARD MEMBERS PRESENT:**

David Mauger, VAC Representative  
Franklin Phillips, Sonoma County  
Jeremy Johnson, Vice President  
Linda Plourde, Board Mentor

Angel Hixson, President  
Rita Edmonds-Norris, Secretary  
Rosemarie Pérez, Treasurer  
Sara Speck, Solano County

**NBRC BOARD MEMBERS ABSENT:**

Jose Ayala

**STAFF PRESENT:**

Mike Ursini, Service Coordinator  
Heidi Oestreich, Service Coordinator  
Debbie Adams, Service Coordinator  
Shawna Cleveland, Service Coordinator  
Khrizhia Fox, Service Coordinator  
Stephanie Porter-Reid, , Service Coordinator  
Katrina Hammond, Service Coordinator  
Melina Arroya, Service Coordinator  
Morgan Gabree, Service Coordinator  
Tanisha Taylor, Service Coordinator  
Jamie Chavez, Service Coordinator  
Ori Gracy, Intake Referral Coordinator  
Tami Jo McMahon, Assessment Counselor  
Guadalupe Lopez, Intake Supervisor  
Maika O'Brian, Internal Quality Monitor  
Sarah George Early Intervention  
Alec Wiley, IT Tech 2  
Geri Audette, Early Intervention  
Laurie Cole, Early Intervention  
Christina Comic, Service Coordinator  
Jayme Wise, Senior Service Coordinator

Gabriel Rogin, Executive Director  
Danielle Bernardo, Executive Assistant  
Thomas Maseda, Director of Administrative Services  
Isabel Calder, Interim Chief Financial Officer  
Deborah Simms, Case Management Supervisor  
Ashley Allen, Senior Service Coordinator  
Jessica Domingo, Case Management Supervisor  
Rafael Hernandez-Perez, Case Management Supervisor  
Deanna Mobley, Associate Director of Client Services  
Jason Lane, Case Management Supervisor  
Beth DeWitt, Director of Client Services  
Joyce Coleman, Temporary Service Coordinator  
Kristen Bordenave, Intake Referral Coordinator  
Deanna Langle, Client Services Assistant  
Katy Vanzant, Internal Quality Monitor  
Ashley McConnell, Federal Revenue Case Mngmnt. Supv.  
Ana Horta, Senior Companion Program Specialist  
Joanne Giardello, Case Management Supervisor  
Dee Heibel, Associate Director of Client Services  
Courtney Singleton, Director of Community Services  
January Crane, Federal Revenue Department Supervisor  
Nagina McCants, Case Management Supervisor

**GUESTS PRESENT:**

David Cole, Oaks of Hebron  
James Cox, Becoming Independent  
Stacey Martinez, ARC Solano  
Lynette Stagner, Parent  
Abel Moya, Parent  
Teresa Carillo, Parent  
Brianna Santos, Parent  
Jarente Ellis, Parent  
Stephanie Ellis, Parent  
Christina Maloy, Guest of Carolyn Dillard  
Terry Maloy, Guest of Carolyn Dillard  
Selena Cruz, Casa Luna  
Luis Ramirez, ARC Solano  
Antonio Oropeza, ARC Solano

Chen Curtis, Client, SANN Representative  
Mary Eble, North Bay Housing Coalition  
Tobias Weare, State Council on Developmental Disabilities  
Sonia, Chair Client  
Mike Huckins, ARC Solano  
Marianita Vieira, ARC Solano  
Taylor, PACE Solano  
Elena Crane, Guest of January Crane  
Maile Crane, Guest of January Crane  
Kelley Hansen, PACE Solano, Guest of Carolyn Dillard  
Carolyn Dillard, Mary Ida Cook Lifetime Achievement Award  
Recipient  
Stacey Martinez, ARC Solano  
Roberto Franco, Guest

**CALL TO ORDER –**

*Angel Hixson, President*, called the regular business meeting to order at 07:42 p.m.

**CONSIDERATION OF MINUTES –**

**M/S/C (Speck/Phillips) Move that the minutes of the May 1, 2019 regular business meeting be approved as submitted. UNANIMOUS**

**GENERAL PUBLIC COMMENT –**

*Angel Hixson, President*, addressed the audience and noted the following; if there are questions during any of the presentations, please save them until each presentation is over and raise your hand. If there are questions at the end of each presentation, the board will decide whether there is time to address them or whether the board will need to follow up after the meeting.

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

- The NBRC's Doug Cleveland Board Opportunity Fund savings account as of April 30, 2019.
  - Net decrease of \$9,843.10 due to a \$10,000 transfer to the checking account.
  - Two donations totaling \$151.90.
  - Bank fees, interest and account credits for the savings account came to \$7.00.
  - The savings account balance at the end of April 2019 was \$57,344.68
- In the month of April 2019, there were 9 awards issued out of the checking account totaling \$5,697.16.
- Bank maintenance fee totaled \$20.00.
- The ending balance of the checking account was \$9,164.27 as of April 30, 2019.
- E-3 allocation will be coming any day now.

**M/S/C (Edmonds-Norris/Mauger) Move that the Treasurer's Report be approved as submitted. UNANIMOUS**

**CONTRACTS OVER \$250,000 –**

*Courtney Singleton, Director of Community Services* noted the following; both of the following contracts are over \$250,000.00.

**A. Telecare Contract**

- Telecare Corporation is a Community Crisis Home.

**M/S/C (Speck/ Edmonds-Norris) Move that the Telecare Contract be approved as submitted (see attachment.) The motion passed with Hixson, Johnson, Edmonds-Norris, Speck, Mauger, and Pérez voting in favor. APPROVED**

**Phillips OPPOSED**

**B. Brilliant Corners Contract**

- Brilliant Corners, Enhanced Behavioral Support Home (EBSH).

**M/S/C (Johnson/Pérez) Move that the Brilliant Corners Contract be approved as submitted (see attachment.) The motion passed with Hixson, Johnson, Edmonds-Norris, Speck, Mauger, and Pérez voting in favor. APPROVED**

**Franklin ABSTAINED**

**EXECUTIVE COMMITTEE – Angel Hixson, President**

**A. RFP Waiver for a Community Crisis Home**

- *Angel Hixson, President*, noted the first item is a waiver that the Executive Committee approved on May 16, 2019 for our standard Request for Proposal process. Quick action was needed to get the contract in place for Telecare so that they could take over a Community Crisis Home without disrupting the people in the home.

NBRC has a policy which requires a Request for Proposals (RFP) to be completed when we are selecting a new provider for a Community Care Facility (group home) that is a Level 4 or higher. The Executive Committee agreed to waive this requirement in this situation, given how quickly staff needed to move to get the new provider in place.

**B. Board Opportunity Fund Request over \$750**

- *Angel Hixson, President*, noted the second item is a Board Opportunity Fund request that the board executive committee approved for \$3,995. This was a situation where the board executive committee agreed to support a family with the cost of funeral expenses for their son who passed away. The board executive committee agreed with this request, given that there were no other options. The board will be working to develop some specific criteria around funding for funeral expenses in the near future so there is more clarity around the parameters for future requests.

**NOMINATING COMMITTEE – Angel Hixson, President**

Proposed Slate Board Members:

- Lynette Stagner (to serve July 1, 2019 – June 30, 2021)
- Abel Moya (to serve July 1, 2019 – June 30, 2021)

The Nominating Committee presented two board candidates for approval – Lynette Stagner and Abel Moya. The candidates were introduced at the May Meeting and brought back for a vote in June. If approved by the board, they will each serve a three year term beginning on July 1<sup>st</sup>. The bios for each candidate can be found starting on page 13 of the board packet.

- ❖ *Before voting, Angel Hixson asked each candidate to say a few words about why they are interested in serving on the board of North Bay Regional Center.*
- *Abel Moya* noted the following; this is a new arena for him. He has participated on other Boards. Once he learned that his son has special needs and became aware of the help that North Bay Regional Center offers, he felt like this is his place.
- *Lynette Stagner* noted she has a 19 year old daughter with Down syndrome. Lynette welcomes the challenge that being on the Board would bring and she thanked them for considering her.
- ❖ *Angel Hixson, President, asked the candidates to leave the room.*
- ❖ *There was discussion prior to voting. It was noted that both candidates would be an excellent addition to the board.*

**M/S/C (Johnson/Mauger) Move that Lynette Stagner be seated on the Board.**

**UNANIMOUS**

**M/S/C (Pérez/Phillips) Move that Abel Moya be seated on the Board.**

**UNANIMOUS**

- ❖ *The candidates were invited back into the room at 8:41 pm.*
- *Angel Hixson, President*, informed Mr. Moya and Ms. Stagner that as of July 1<sup>st</sup> they will be seated on the Board of Directors.

**GENERAL PUBLIC COMMENT –**

- *Roberto Franco, Guest*, inquired about the process of picking new board members. He also questioned the demographics of the board.
- *Angel Hixson, President*, asked staff to follow up with Mr. Franco.
- *Roberto Franco, Guest*, also asked for more information about the selection of Telecare for the community crisis home.
- *Angel Hixson, President*, noted the board will ask someone to follow up.

**ADJOURNMENT – Angel Hixson, President** adjourned the regular business meeting at 8:20 pm.

Operations ☐

Purchase of Service ☒

Date submitted to NBRC Board for review

06/05/19

Date approved by NBRC Board Executive Committee (if applicable)

N/A

Date approved by NBRC Board

06/05/19

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

Purpose of Contract	Consumers Served	Contractor Name and Vendor # (if applicable)	Term of Contract	Total Contract Amount	Approved	M/S/C	Notes
Housing Development	2	Brilliant Corners	6/30/19-3/31/21	\$300,000 Acquisition \$225,000 Renovation	Yes	(Johnson/Pérez)  Phillips Abstained	Sonoma County
Community Crisis Home-(CCH)	4	Telecare Corporation	07/01/19-6/30/20	\$862,656 –Facility Costs Annual \$1,920,000- Estimated Annual Individual Costs	Yes	(Speck/Edmonds-Norris)  Phillips Opposed	Home deflects individuals from locked settings

**Summary:** This 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. This contract is for the facility and individual costs for the CCH. The below items are covered in this contract:

- Rent for the property/repairs/maintenance
- 840 hours a week of certified staffing (estimate)
- 40 hours a week of the home Administrator
- Board Certified Behavior Analyst
- Registered Nurse, Licensed Vocational Nurse
- Psychiatrist
- Dietician
- Mental Health Counseling
- Psychologist
- Internet/Cable
- Utilities
- Transportation
- Food
- Insurance
- Phone
- Repairs
- Property Taxes





CREATING BEHAVIORAL + EDUCATIONAL MOMENTUM

## **CRITICAL INTERVENTION SERVICES**

*CBEM began serving individuals in NBRC's catchment area of Napa, Solano and Sonoma counties in November 2012. We have worked with 457 individuals in these counties since the start of our services.*

CBEM provides crisis support, as well as a short term, intensive service that is typically 3-6 months in duration.

### **Crisis Support**

We are available 24 hours a day, 7 days a week, both by phone and in person, through our crisis hotline, to support individuals and their circle of support at critical moments in time to maintain safety their safety.

### **Intervention**

Our Critical Intervention Specialists (CIS) provide weekly visits and focus on training individuals and their circle of support. We utilize skill building, modeling and person centered approaches to enhance communication, minimizing incidents of escalation.

### **Prevention**

We assess individuals in their existing environment, identify their precursors and develop a plan. The circle of support is instructed on recognizing precursors and other factors that may contribute to challenging moments in time.

### **Follow-Up**

We follow up and follow through with individuals and their circles of support the day after responding to a critical situation and as needed, to ensure that stabilization continues. This follow-up is beneficial to review the interventions.

# CBEM

CREATING BEHAVIORAL + EDUCATIONAL MOMENTUM

## **REASONS FOR REFERRAL TO CBEM**

**Behavioral challenges in any environment (home, day program, transportation, community):**

- Self-injurious behavior (head banging, skin picking, biting self)
- Property destruction (throwing objects, hitting/kicking holes in the wall, breaking windows, etc.)
- Sexualized behaviors (inappropriate touching, groping, sexually inappropriate language, etc.)
- Physical aggression (hitting, kicking, biting, hair pulling, scratching, etc.)
- Verbal aggression (inappropriate cursing, threatening others, etc.)
- Elopement (wandering or leaving a supervised setting)
- Inappropriate boundaries / poor social skills (invading personal space of others, touching others without permission, etc.)
- Hygiene concerns (refusing to shower, brush teeth, wear clean clothing, etc.)
- Medication challenges (not taking medication as instructed by physician or not at all)

Examples of how CBEM has assisted individuals with behavioral challenges:

- ★ Collaborated with residential / day program staff and families to implement basic interventions (social stories, visual schedules, incentive plans, coping skills ) to reduce targeted behaviors and increase skill development.
- ★ Conducted an informal assessment of challenging behaviors in various environments and provided feedback to the circle of support on behavioral strategies.
- ★ Coached and empowered circle of support to manage critical behaviors independently by giving training on basic behavioral principles (redirection, antecedents/triggers, environmental variables).
- ★ Met with an individual's BCBA and discussed simplified strategies for the circle of support to implement.

# CBEM

CREATING BEHAVIORAL + EDUCATIONAL MOMENTUM

## **Mental Health Instability:**

- Need for Medication Review (individual or circle of support unhappy with current medication or side effects from medication)
- Suicidal ideation (voicing intent to harm oneself)
- History of hospitalizations (recent 5150 holds)
- Substance abuse (individual engaging in unsafe behaviors due to substance use)
- Grief/Loss needs (recent death of a family member or others close to the individual)
- Barriers (inability to participate in school / day program, inability to access community) stemming from mental health issues (i.e. anxiety, depression)
- Lack of mental health knowledge / supports (individual or circle of support unaware of mental health resources and interventions for specific disorders)

Examples of how CBEM has assisted individuals with mental health instability:

- ★ Researched extensively and found an inpatient substance abuse program.
- ★ Helped an individual transition out of psychiatric facility into residential care.
- ★ Collaborated with circle of support to identify antecedents that precede 5150 hospitalizations and develop responsive strategies that has assisted circle of support de-escalate individual.
- ★ Collaborated with mental health professionals to assist in identifying behavioral strategies to meet the individual's needs.
- ★ Provided an individual generic mental health resources.

## **Legal / criminal activity:**

- Support needed to transition from jail into the community
- Assistance needed to help support terms of probation or diversion
- CPS / APS involvement
- Police involvement
- Attending court hearings with the individual

Examples of how CBEM has assisted individuals with legal / criminal activity:

# CBEM

## CREATING BEHAVIORAL + EDUCATIONAL MOMENTUM

- ★ Coordinated with circle of support to develop strategies that have helped an individual adhere to a diversion plan.
- ★ Worked with CPS to develop a cohesive plan of support for an individual with children.
- ★ Worked with CPS on helping a family transition their family member into a residential facility.
- ★ Worked with APS on assisting a family to better meet the needs of an individual living with the family.
- ★ Provided information to law enforcement regarding an individual's diagnosis, medications, behaviors, and collaborated on plan to maintain individual safety.
- ★ Supported an individual transitioning out of jail and provided ongoing support through the legal process.

### **Transitioning from one living environment to another:**

- Hospitals
- Developmental Centers
- Jails
- Moving between residential facilities
- Moving from family home to a new living environment

Examples of how CBEM has assisted individuals in transitioning from one living environment to another:

- ★ Helped an individual transition out of the family home to a new residential care facility.
- ★ Connected with the new residential care facility in preparation for the arrival of the individual and ensured the new residential facility was aware of the individual's likes, dislikes, and needs.
- ★ Assisted in the transition of an individual from jail into the community. Became well versed on the probation plan, in order to best support the individual to be successful upon release from jail.

### **Other ways CBEM can assist individuals**

Connecting individuals to generic resources:

- Victim assistance services / programs

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## CREATING BEHAVIORAL + EDUCATIONAL MOMENTUM

- Homeless shelters, food resources
- Substance abuse services
- Mental health evaluations
- Anger management
- Grief / loss counseling
- Support groups
- Counseling
- Attending appointments with individuals as needed (psychiatrist, therapist, primary care physician)

Examples of how CBEM has assisted in connecting individuals to generic resources:

- ★ Helped a family access behavioral services through health insurance to support their son, who has Autistic-like behaviors.
- ★ Helped connect an individual with counseling services through a generic resource.
- ★ Helped an individual connect with community based social resources.
- ★ Found an anger management class at a local clinic.



CREATING BEHAVIORAL + EDUCATIONAL MOMENTUM

## **CBEM GOALS FOR STABILIZATION**

### **Maintain least restrictive living environment**

The goal is for the individual to live in the most integrated setting, as is appropriate for the individual's needs. This goal is measured by comparing the living environment pre-service with the living environment post-service.

### **Maintain least restrictive day program/work program or school**

This goal is for the individual to receive services for day program/work program or school in the most integrated setting possible, as is appropriate for the individual's needs. This goal is measured by comparing the restrictiveness of the day program/work program/school with that of the day program/work program/school post CBEM services.

### **Increase access to the community**

This goal focuses on assisting the individual to increase access to new community services and/or his/her integration in the community. This goal may include one or more of three areas of community access;

1. increase in generic services (examples Boys and Girls Club, Big Brothers/Big Sisters, church, local recreation activities)
2. increase in professional services (examples therapy, psychiatry, OT/PT, dental)
3. increase in community integration (assisting the individual to do more activities outside of their living environment)

### **Reduce 5150s/hospitalizations**

This goal focuses on reducing the number of hospitalizations for an individual. This goal is measured by comparing the number of 5150s/hospitalizations three months pre-services with the number of occurrences during three months of Active CBEM services.

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CREATING BEHAVIORAL + EDUCATIONAL MOMENTUM

## **Reduce emergency services utilization**

This goal is to reduce the amount of involvement by emergency services (law enforcement, first responders.) This goal is measured as indicated by the number of occurrences three months pre-services compared to three months Active CBEM services.

## **Successful transition to a new environment**

This goal focuses on supporting an individual to successfully transition from one environment (living environment/day program/school) to another. This goal is measured by the individual transitioning to a new environment and remaining there for two months.

## **Promote safety**

This goal focuses on assisting individuals to make safe choices in their lives. This goal is measured by the utilization of two strategies; creating a safety plan and using a precursor worksheet.

## **Promote health**

This goal focuses on assisting individuals to live a healthy lifestyle. This goal is measured by providing psychoeducation to the individual and/or circle of support.

## **Prevent legal system involvement**

This goal focuses on assisting individuals to avoid being arrested or having further legal charges. This goal is measured by the amount of legal system involvement the individual has three months pre-services compared to the amount of legal system involvement three months Active CBEM services.

# CBEM

CREATING BEHAVIORAL + EDUCATIONAL MOMENTUM

## **PHASES OF A CASE**

When a need for critical intervention support is identified by the Interdisciplinary Team, the individual's Regional Center Service Coordinator makes a referral for CBEM services. Once this referral is received, CBEM will provide 3-6 months of service to the individual and their circle of support. During this time CBEM will conduct an assessment, develop tools and strategies, and meet regularly with the individual and their circle of support to provide education and training around the implementation of strategies. The individual's primary contact person at CBEM is available by phone and email Monday-Friday from 9AM-5PM.

### **Pre-Assessment phase**

The initial referral is made to CBEM by an employee of the Regional Center. The case is assigned to two CBEM team members (a Lead and an Assist), who review the referral information, make phone contact with individual/circle of support, and schedule an in-person intake meeting.

### **Assessment phase**

CBEM will begin an assessment of the individual following the initial in-person meeting (Intake Meeting). This assessment period generally takes between 4-6 weeks and includes gathering and analyzing data, completing individual related documentation, and developing initial strategies around safety and wellbeing. During this phase individuals and circles of support can expect to receive a minimum of 1 face to face meeting per week and phone contact in-between meetings.

Documents Completed in Assessment Phase:

- **Stabilization Plan:** includes the Goals, Reasons for Referral, Objectives, and Strategies CBEM will focus on to support the individual in attaining stability. This plan requires approval from the Service Coordinator, Care Provider and/or Client.
- **Case Review:** An overview of the individuals demographic information, likes and dislikes, strengths and abilities, communication style, and historical information.



# CBEM

## CREATING BEHAVIORAL + EDUCATIONAL MOMENTUM

The Case Review is presented to the CBEM team, including a consulting psychologist, psychiatrist, and behaviorist.

- Client Assessment Form: Indicates the individual's current level of care, types of support, and the number of 5150s or police interventions in the past 90 days. This Assessment is completed at the beginning and then at the end of each case, and is used to measure progress and goals.

### **Implementation phase**

The Implementation Phase begins once all the assessments are complete and all the documents listed above have been approved. The majority of CBEM's time is spent in this phase, which lasts between 1-4 months. During this time, CBEM will develop the strategies listed on the Stabilization plan, and will provide training on the use of each strategy. During this phase individuals and circles of support can expect to receive a minimum of 1 face to face meeting per week and phone contact in-between meetings.

### **Transition phase**

After the items in the Stabilization Plan have been addressed and the individual has stabilized, CBEM will spend one month transitioning out of the case. During this transition period, CBEM will develop a plan with the individual and circle of support to promote ongoing stability once CBEM is no longer providing services. During this phase, CBEM will reduce face to face meetings to once every 2 weeks. CBEM staff will follow-up via phone in between the meeting weeks. The case will be officially inactivated at the end of the Transition Phase and no further contact will be made by the Specialists.

### **After Care Only (no cost for this service)**

After the case is closed, one of CBEM's Directors (Program Director or Assistant Director) will provide 2 check-ins via phone over the next 30 days to monitor progress, follow up on the Transition Plan, and to conduct a satisfaction check. If additional services are required during this phase, a new referral must be made by the Service Coordinator.



Operations ☐  
Purchase of Service ☒

Date submitted to NBRC Board for review

02/06/19

Date approved by NBRC Board Executive Committee (if applicable)

N/A

Date approved by NBRC Board

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The following contracts have been reviewed by Courtney Singleton, Interim Director Community Services 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)	Vendor #	Term of Contract	Maximum Contract Amount
Crisis Intervention Services	105 average per year  up to 50 per month up to 600 per year	Creating Behavioral and Educational Momentum (CBEM)	PN0913	9/1/19-08/31/20	<b>Annual Maximum contract</b> <b>\$1,815,918</b>  \$3,026.53/per individual per month \$151,326.5 per month maximum (50 clients per month)





### **Board Opportunity Fund Request over \$750**

Two women live together in a three bedroom apartment. The third roommate moved out in October 2018. The two remaining roommates need financial support to make up the difference in rent until a third roommate can be identified. They are requesting \$1,134 for July and \$1,134 for August rental assistance while they continue their search. If a third roommate is identified, they will refund any remaining funds.

July – \$1,134, \$567 per woman  
August – \$1,134, \$567 per woman  
Total for July and August – \$2,268





# **North Bay Regional Center Doug Cleveland Board Opportunity Fund July 2019 Board Meeting**

In the month of May 2019, NBRC's Doug Cleveland Board Opportunity Fund received donations in the amount of **\$2,076.24**. The bank fees, interest, and account credits for the savings account came to a net of \$2.44. As of May 31, 2019, the savings account balance was **\$59,423.36**.

In the month of May 2019, there were (4) awards issued out of the checking account totaling **\$5,495.00**. The bank maintenance fee totaled \$20.00. The ending register balance of the Doug Cleveland Board Opportunity Fund checking account was **\$3,649.27** as of May 31, 2019.

**North Bay Regional Center**  
**CFO Board Report**  
As of April 30, 2019

10 months  
83.37%

**PURCHASE OF SERVICES**

**Total POS Allocation: \$ 231,575,750.00**

Total POS Contract: \$		221,909,585.00		Total CPP Contract: \$		9,666,165.00		
POS Contract Amount Available: \$		19,610,599.00		CPP Contract Amount Available: \$		-		
		%				Total YTD		
Purchase of Services (POS)		YTD Actual	YTD Total		Forecast*		Actual + Forecast*	
Community Care Facilities	\$	48,862,231.00	25.3%	\$	9,833,165.00	\$	58,695,396.00	
Supported Living Services	\$	46,102,912.00	23.9%	\$	9,254,986.00	\$	55,357,898.00	
Day Programs	\$	33,228,708.00	17.2%	\$	6,886,192.00	\$	40,114,900.00	
Behavioral Services	\$	25,782,724.00	13.4%	\$	5,195,281.00	\$	30,978,005.00	
Other	\$	13,182,072.00	6.8%	\$	2,779,730.00	\$	15,961,802.00	
Transportation	\$	10,733,819.00	5.6%	\$	2,161,313.00	\$	12,895,132.00	
Respite	\$	4,673,252.00	2.4%	\$	1,016,651.00	\$	5,689,903.00	
Medical Services	\$	1,083,073.00	0.6%	\$	230,347.00	\$	1,313,420.00	
Total NON-CPP POS services		\$	183,648,791.00	\$	37,357,665.00	\$	221,006,456.00	
Community Placement Plan (CPP)	\$	9,411,970.00	4.9%	\$	2,755,302.00	\$	12,189,945.00	
TOTAL POS AND CPP EXPENSES		\$	193,060,761.00	100.0%	\$	40,112,967.00	\$	233,196,401.00

**OPERATIONS**

**Total Ops Allocation: \$ 23,540,476.00**

Total General Ops Contract: \$		20,833,641.00		Total CPP Contract: \$		2,155,587.00	
General Ops Amount Available \$		-		CPP Contract Amount Available: \$		-	
		%				Total YTD	
Operations Expense (OPS)		YTD Actual	YTD Total		Forecast*	Actual + Forecast	
Personnel	\$	11,182,535.00	59.9%	\$	2,448,872.00	\$ 13,637,962.00	
Benefits	\$	3,633,390.00	19.5%	\$	585,864.00	\$ 4,219,254.00	
Facilities/Insurance	\$	1,504,786.00	8.1%	\$	310,634.00	\$ 1,815,420.00	
Equipment	\$	208,887.00	1.1%	\$	54,334.00	\$ 263,221.00	
Consultants	\$	268,786.00	1.4%	\$	93,600.00	\$ 362,386.00	
Mileage	\$	244,988.00	1.3%	\$	58,610.00	\$ 303,598.00	
General Office	\$	104,928.00	0.6%	\$	64,706.00	\$ 169,634.00	
Legal	\$	54,729.00	0.3%	\$	14,000.00	\$ 68,729.00	
Communications	\$	77,230.00	0.4%	\$	41,950.00	\$ 119,180.00	
Other Expenses	\$	29,405.00	0.2%	\$	18,540.00	\$ 47,945.00	
Bank Fee and Interest Expense	\$	4,873.00	0.0%	\$	16,058.00	\$ 20,931.00	
Revenue	\$	(176,566.00)	-0.9%	\$	(18,053.00)	\$ (194,619.00)	
Sub-Total General Operations							
Expense	\$	17,137,971.00		\$	3,689,115.00	\$ 20,833,641.00	
Community Placement Plan (CPP)		1,531,935.00	8.2%	\$	623,652.00	\$ 2,155,587.00	
Sub-Total CPP Operations Expense	\$	1,531,935.00		\$	623,652.00	\$ 2,155,587.00	
Total Operations Expense	\$	18,669,906.00	100%	\$	4,312,767.00	\$ 22,989,228.00	

**GRANT INFORMATION**

	<b>YTD Actual</b>	<b>% YTD Total</b>	<b>Grant Amount</b>	<b>Remaining Balance</b>
Mental Health Services Fund - Grant	\$ 154,093.00	69%	\$ 222,531.00	\$ 68,438.00
Senior Companion Program - Grant	\$ 137,326.00	42%	\$ 328,717.00	\$ 191,391.00
<b>Sub-Total Grant Expense</b>	<b>\$ 291,419.00</b>		<b>\$ 551,248.00</b>	<b>\$ 259,829.00</b>

**Total Regional Center Budget: \$ 255,116,226.00**



Operations ☒

Purchase of Service ☒

Date submitted to NBRC Board for review

06/12/19

Date approved by NBRC Board Executive Committee (if applicable)

06/12/19

Date approved by NBRC Board

N/A

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

Purpose of Contract	Consumers Served	Contractor Name and Vendor # (if applicable)	Term of Contract	Total Contract Amount	Approved	M/S/C	Notes
Increase for FY 18-19 DDS Contract		Department of Developmental Services (E-3)	7/1/14-6/30/21	\$255,116,220.00	Yes	(Johnson/Edmonds-Norris)	FY 18/19 E-3 POS \$22,293,851.00
Amend Line of Credit Contract		Union Bank	4/1/19-9/30/19	\$25,000,000.00	Yes	(Pérez/Edmonds-Norris)	Amendment – additional \$10,000,000.00 * to be executed only if needed.

Operations ☒

Purchase of Service ☒

Date submitted to NBRC Board for review

06/17/19

Date approved by NBRC Board Executive Committee (if applicable)

06/17/19

Date approved by NBRC Board

N/A

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

Purpose of Contract	Consumers Served	Contractor Name and Vendor # (if applicable)	Term of Contract	Total Contract Amount	Approved	M/S/C	Notes
FY 19-20 DDS Contract		Department of Developmental Services (A – Preliminary)	7/1/19-6/30/26	\$208,532,709.00	Yes	(Pérez/Edmonds-Norris)	Johnson Abstained



Proposed Slated Board Member:

- Alexis Jarreau

Candidate: Alexis Jarreau

Alexis Jarreau is a parent of a young adult with autism who receives services from NBRC and lives in Solano County. Ms. Jarreau has a passion for helping people with disabilities. She helped found and currently works with a community non-profit organization called “Found It” that provides socialization opportunities for people with developmental disabilities. She has experience serving on non-profit boards of directors such as the Alternative Music Foundation. She was responsible for reviewing and approving policy and the general governance of the organization. Ms. Jarreau has an educational background in Psychology and Sociology and professional experience in the mortgage industry. As a parent of a person receiving services from NBRC, she will help to provide a strong parental perspective on how NBRC can better serve our clients.

The Nominating Committee recommends Alexis Jarreau to serve on the North Bay Regional Center Board of Directors.

# Meeting Minutes

NBRC Vendor Advisory Committee  
North Bay Regional Center, Napa

June 11, 2019



I. Introductions and Acceptance of Minutes	
<p><input checked="" type="checkbox"/> Call to Order Holly Pagel, VAC Co-Chair, called the meeting to order at 10:04 am</p> <p><input type="checkbox"/> quorum met</p> <p><input checked="" type="checkbox"/> previous meeting minutes: Elizabeth Clary.</p>	<p><u>VAC Co-Chairs</u>  <input checked="" type="checkbox"/> Holly Pagel, Connections for Life (VAC Facilitator)  <input type="checkbox"/> Linda Plourde, Bayberry, Inc. (Board Mentor)</p> <p><u>VAC Membership</u>  <input checked="" type="checkbox"/> Kelley Hanson, PACE Solano  <input type="checkbox"/> Mike Lisenko, UCP of the North Bay  <input checked="" type="checkbox"/> Karen Lustig, Aldea Supported Living Services  <input checked="" type="checkbox"/> David Mauger, C. House  <input type="checkbox"/> Andrea Mendoza, REI/CHDC  <input type="checkbox"/> Michelle Ramirez, On My Own  <input type="checkbox"/> Ali Tabatabai, New Leaf</p> <p><u>NBRC Staff</u>  Nagina Azizi-McCants, Supervisor  Isabel Calder, Interim Chief Financial Officer  Joanne Giardello, Case Management Supervisor  Gabriel Rogin, Executive Director  Thomas Maseda, Director of Administrative Services  Ashley McConnell, Federal Revenue Supervisor  Maika O'Brien, IQM</p> <p><u>General Members</u>  Adria Carson, On My Own  Cathy Forsyth, Liberty ILS  Eric Martin, Oaks of Hebron  Leticia Leon, R&amp;D Transportation  Sherri Kimbell, CBEM  Cinthia Flores, Sonja Corina Inc  Shannon Steele, Skills for Life  Collin Wiemiel, Strategies to Empower People  Michelle Lonix, Lifehouse  Trice Padecky, Lifehouse  Charlene Cleary, The Mentor Network  Sheri M. Lott, Omelagah  Jenel Matias, Seasons SLS  Nicholas Aguilar, Premier HCS  Deb Swain, The Swain Center  Scott Barr, CA Mentor  James Cox, Becoming Independent</p>
II. Agenda changes/Additions/Trainings	
	<p><b>Thomas Maseda from North Bay Regional Center presented on PG&amp;E Public Safety Power Shut Downs:</b></p>

	<p>PG&amp;E can turn off electricity to help prevent wildfires anytime between June and November; mostly effecting Sonoma and Napa Counties; every client and agency of NBRC will get a call about upcoming shut downs, which are meant as “check-in’s” and to give an opportunity for people to call in to NBRC with concerns. Have clients sign up for Nixle alerts, which will keep them up to date.</p> <p><b>Follow-up on HIPAA presentation from last month:</b> the VAC and NBRC are forming a HIPAA compliance committee. They will be looking at low-cost protection that meets compliance requirements. There was a Vendor breach just recently the exposed the information of 95 clients when a staff’s laptop was stolen; this laptop had no password or any other encryption on it. NBRC worked many, many hours to minimize the risk to the NBRC clients.</p>
<b>III. Group Reports</b>	<b>Summary</b>
	<p><b>Napa-Solano Vendor Group:</b> Did not meet</p> <p><b>Sonoma Vendor Group:</b> There was no report</p> <p><b>North Bay Housing Coalition:</b> Holly directed the group to Mary Eble’s email from this morning.</p> <p><b>Trade Associations:</b></p> <ul style="list-style-type: none"> <li>• <b>CDSA</b> – Negotiations are continuing about Rate increases and the Sunsetting end times. CDSA put out an ad in the Sacramento Bee about this issue.</li> <li>• <b>The Arc/UCP</b> –State Budget draft: For those Vendors that were recommended to be getting an increase in the Rate Study, they will be getting an increase. Many increases are 8.2%; 4 vendor codes are less than 8.2%; some get no increase. The good news is that there is a lot of awareness of the need to get more than an 8% increase. These increases are projected to start January 1, 2020. If this happen, DDS would have to issue a new rate letter.</li> <li>• <b>CSLN</b> - CSLN is addressing issues connected to an In-Home Supportive Services (IHSS) overtime lawsuit. When one direct service employee has dual employers (eg. IHSS and an independent or supported living services agency), there is a question over who is responsible for overtime.</li> </ul> <p><b>NBRC Report:</b> David Mauger reported on the NBRC Board meeting that took place on June 5<sup>th</sup>, at 6 pm, in the Napa office:</p> <ul style="list-style-type: none"> <li>• It was the Annual Meeting that started with a consumer discussing his role on the self-advocacy committee at the CSCDD.</li> <li>• Several families and one consumer presented collaborative success with NBRC with Sharing Proud Moments.</li> <li>• The Mary Ida Cook Lifetime Achievement Award was presented by January Crane to Carolyn Dillard.</li> <li>• Employee Awards were presented for 10 years of service to: Kelley Morse, Guadalupe Lopez, and January Crane. 20 years of service awards went to: Richard Burkett and Mike Ursini.</li> <li>• The Board voted in two new members.</li> <li>• The Board meets again on July 10<sup>th</sup>, at 6 pm, in Santa Rosa.</li> </ul> <p><b>ARCA and NBRC report:</b> Gabriel Rogin spoke to these points:</p> <ul style="list-style-type: none"> <li>• Per the draft of the State Budget, there is NO restoration of camp or social recreation funds, increases for I.C.F.’s, fix for Minimum</li> </ul>

	<p>Wage increases, money to reduce NBRC caseloads, nor SSP COLA. There is a suspension of the Uniform Holiday Schedule. There is money for HCBS oversight and an increase for FHA oversight. The increases would sunset January 2022.</p> <p><b>Services and Vendor Relations &amp; SLS Subcommittee:</b> Courtney Singleton</p> <ul style="list-style-type: none"> <li>The SLS Subcommittee finished reviewing the SLS contract. Next month, they will review the final draft. Courtney will send it out in advance.</li> <li>NBRC has listed on their website that they need new Level IV ARM homes. It is actually an open RFP because new homes are constantly needed.</li> <li>NBRC has also put on their website that a Need Survey has gone out.</li> </ul> <p><b>Legislative Committee:</b> Linda Plourde is in Washington D.C. advocating for immigrant workforce. She sent in information that DSP for the Day is still in the works—if you want to be a site, let Linda know. Also, she wants everyone to keep pushing for increases until the Governor signs the budget!</p>
<b>IV. Community Concerns/Clarifications/ Presentations</b>	
	<p><b>Introductions:</b></p> <p>Dr. Swain was introduced as a professional working with Early Start. She is working on reducing the wait lists for this program and has written letters to the Legislation and DDS on behalf of Early Start.</p>
<b>V. NBRC Policies and Procedures</b>	<b>Summary</b>
	<p><b>Policies and Procedures:</b> No report.</p> <p><b>NBRC Announcements:</b> January Crane reported on the following:</p> <ul style="list-style-type: none"> <li>The DDS HCBS audit has wrapped up.</li> <li>The next SIR Training is July 24<sup>th</sup>, at 10 am, in Santa Rosa. You can rsvp by emailing eir.nbrc.net.</li> <li>She asked if those present would want a presentation for HCBS Settings rule, and the answer was YES.</li> </ul>
<b>VI. New Business</b>	<b>Summary</b>
	<p><b>Santa Rosa SLS and VAC meeting July 9<sup>th</sup>, 9 am – 12 noon</b> was announced.</p> <p>There was no discussion on the <b>Holiday Schedule</b>.</p>
<b>VII. Announcements</b>	<b>Summary</b>
	<p>Elizabeth Clary is no longer on the VAC and no longer the note taker. There is an opening on the VAC; let Holly know if you are interested.</p>
<b>Adjourn</b>	
	The meeting concluded at 11:03 am.

Minutes submitted by: Karen Lustig

AGE RANGE	NUMBER	% TO TOTAL	GENDER	NUMBER	% TO TOTAL	RESIDENCE TYPE	NUMBER	% TO TOTAL
0 - 2	1,325	13.9 %	MALES	6,088	63.9 %	OWN HOME	6,934	72.8 %
3 - 17	2,848	29.9 %	FEMALES	3,426	36.0 %	ILS	614	6.4 %
18 - 40	3,376	35.4 %				SLS	646	6.7 %
41 - 60	1,261	13.2 %				DC	10	.1 %
61 - 80	671	7.0 %				SNF	48	.5 %
						ICF	219	2.3 %
80 & OLDER	33	.3 %				CCF	778	8.1 %
						FOSTER CARE	180	1.8 %
						OTHER	85	.8 %
TOTAL:	9,514	100.0 %	TOTAL:	9,514	100.0 %	TOTAL:	9,514	100.0 %

ETHNICITY	NUMBER	% TO TOTAL	DISABILITY	NUMBER	% TO TOTAL CONSUMERS	COUNTY	NUMBER	% TO TOTAL
MIXED	653	6.8 %	AUTISM	2,561	26.9 %	28. NAPA	1,195	12.5 %
ASIAN	244	2.5 %	EPILEPSY	1,088	11.4 %	48. SOLANO	3,989	41.9 %
BLACK	853	8.9 %	CEREBRAL PALSY	919	9.6 %	49. SONOMA	4,184	43.9 %
FILIPINO	354	3.7 %	MENTAL RETARDATION	4,840	50.8 %			.0 %
NATIVE AMERICAN	38	.3 %	OTHER	996	10.4 %			.0 %
POLYNESIAN		.0 %						.0 %
SPANISH/LATIN	2,354	24.7 %	CONSUMERS MAY HAVE MULTIPLE DIAGNOSES					.0 %
WHITE	4,415	46.4 %						.0 %
OTHER	184	1.9 %						.0 %
UNKNOWN	419	4.4 %						.0 %
						OTHER	146	1.5 %
TOTAL:	9,514	100.0 %				TOTAL:	9,514	100.0 %

PRIMARY LANGUAGE	NUMBER	% TO TOTAL	Status	Count	% TO TOTAL
SIGN LANGUAGE	20	.2 %	0	455	4.7
ENGLISH	7,786	81.8 %	1	1,088	11.4
SPANISH	1,561	16.4 %	2	7,961	83.6
OTHER LATIN LANG.	2	.0 %	3		
CANTONESE CHINESE	6	.0 %	8	10	
MADARIN CHINESE	3	.0 %			
JAPANESE	2	.0 %			
VIETNAMESE	17	.1 %			
KOREAN	3	.0 %			
LAOTIAN	4	.0 %			
CAMBODIAN	3	.0 %			
OTHER ASIAN LANG.	4	.0 %			
RUSSIAN	2	.0 %			
ALL OTHER LANG.	101	1.0 %			
TOTAL	9,514	100.0 %	TOTAL	9,514	100.0



## NBRC Community Services

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

### Resource Development

The Resource Development Department received 9 requests for vendorization during the month of May and completed 2 new vendorizations. Please join NBRC in welcoming the new vendors below to the North Bay Regional Center vendor community.

### New Vendors



- **Futures Explored**-Camping Services-Solano County
- **Napa Valley Unified School**-Competitive Integrated Employment Incentive and Paid Internship Program-Napa County

### NBRC Quality Assurance Work May 2019

16 QA Annual or Quarterly Vendor Reviews  
80 Vendors received QA technical assistance  
80 NBRC staff received QA technical assistance

### REQUEST FOR PROPOSAL

NBRC is searching for **Level 4A- 4I Residential Service Providers** in Napa, Solano and Sonoma Counties. Below is the Request for Proposal outlining requirements.

#### **Important Dates:**

- RFP applications due the last Friday of every month.
- Interviews held 2<sup>nd</sup> Wednesday of the month

<https://nbrc.net/service-providers/resource-needs-requests-for-proposals/>

### **New Provider Orientation**

During the month of May the Quality Assurance Unit hosted a New Provider Orientation. This is a mandatory training for all new vendors that are opening Community Care Licensed homes in North Bay Regional Center's catchment area. The training is a full 8 hours and covers topics: Client's Rights, The Regional Center System, Vendorization, SIR reporting, Demystifying the level system for group homes. This training is held two times per year in NBRC's Napa Office. For upcoming trainings please visit: <https://nbrc.net/service-providers/calendars/>

### **Clients' Rights Training**

A Clients' Rights Training was held at NBRC's Santa Rosa office and facilitated by The Office of Clients' Rights Advocacy (OCRA). NBRC's Quality Assurance Team works in conjunction with OCRA to ensure all vendors are aware and familiar with clients' rights. For more information on OCRA, please visit: <https://www.disabilityrightsca.org/what-we-do/programs/office-of-clients-rights-advocacy-ocra>

### **Upcoming SIR Vendor Trainings**

#### ***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)**

Sign up for NBRC's **VENDOR CONNECTION** newsletter  
<https://nbrc.net/service-providers/>



## **Consumer Advocate Report**

**June 1<sup>st</sup> – June 30, 2019**

**The three self-advocacy groups in Vacaville, Fairfield and Vallejo have not started yet due to my speech device not working properly. I will be getting a new speech device soon.**

**The Napa Valley In-Home Support Services Advisory Committee sponsored an Appreciation Luncheon on April 21<sup>st</sup> at the Elks Lodge in Napa. The purpose was to show Providers how much they are appreciated for the personal care they provide people with all disabilities. Presentations were on Disaster Preparedness, Employees Time Sheets, and Employee Verification Vouchers. One-hundred Providers were in attendance.**

**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.**

**Submitted by,**

**Randy Kitch**

**Consumer Advocate**



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

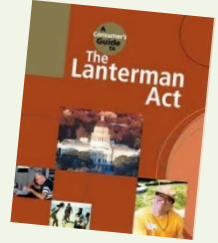
2351 Mendocino Avenue, Santa Rosa, CA 95403  
Phone: (707) 569-2000 • TTY (707) 525-1239

**FAIR HEARING & MEDIATION UPDATE**  
**JUNE 1 – JUNE 30, 2019**

Eligibility (18-20)	<u>Reason for Appeal:</u> Claimant appeals denial of eligibility. <u>Ruling:</u> Fair Hearing request dismissed
Eligibility (19-02)	<u>Reason for Appeal:</u> Claimant appeals denial of eligibility. <u>Ruling:</u> Fair Hearing request withdrawn
Eligibility (19-03)	<u>Reason for Appeal:</u> Claimant appeals denial of eligibility. <u>Ruling:</u> Fair Hearing request withdrawn.
Eligibility (19-04)	<u>Reason for Appeal:</u> Claimant appeals denial of eligibility. <u>Ruling:</u> Fair Hearing request pending.
Eligibility (19-05)	<u>Reason for Appeal:</u> Claimant appeals denial of eligibility. <u>Ruling:</u> Fair Hearing request pending.
Eligibility (19-06)	<u>Reason for Appeal:</u> Claimant appeals denial of eligibility. <u>Ruling:</u> Fair Hearing request pending.
Eligibility (19-07)	<u>Reason for Appeal:</u> Claimant appeals denial of eligibility. <u>Ruling:</u> Fair Hearing request pending.



North Bay  
Regional Center



*Join us for an*  
**Orientation to North Bay Regional Center (NBRC)**

**Learn About:**

- Eligibility for NBRC services
- The role of your Service Coordinator
- Regional Center Services and Providers
- What you can expect from NBRC

*. . . and much more!*

*A meeting for all families!*

**Tuesday, July 16<sup>th</sup>, 2019,**

**6:00-8:00 pm**

**Location: 610 Airpark Rd, Napa CA**

***Refreshments Provided!***

Contact/RSVP to January Crane  
707-256-1256 or [JanuaryC@nbrc.net](mailto:JanuaryC@nbrc.net)