

North Bay Regional Center
National Core Indicators
Public Meeting Report
November 2, 2020

The below information documents NBRC's compliance with Welfare and Institutions Code §4571 for CY 2020.

Notice of meeting announced 30 days prior and sent to regional center consumers, families and stakeholders:

On August 6, 2020 North Bay Regional Center (NBRC) posted a public notice on the NBRC website announcing the National Core Indicators public meeting to be held on September 2, 2020. This notice also went out in the weekly NBRC Update via email to community members. Please see page 4 for the board agenda.

Board of Directors must provide sufficient public comment period:

During the September 2nd meeting there were three (3) opportunities for the public to provide input on the NCI data. At the beginning of the meeting there was a public comment period. Following January Crane's presentation on the NCI data there was a public comment period and at the end of the meeting there was a public comment period.

Regional Center must ensure meeting and meeting materials provided language access as required by state and federal law:

The cover of the Board of Directors meeting packet indicates Spanish interpretation services are available. Please see page 3 in this packet. At the beginning of the meeting it was announced that Spanish interpretation services were available and anyone needing to utilize those services, please call 1-844-621-3956. The meeting was held via Zoom due to COVID-19 and interpretation was provided via phone.

Within 60 days of presentation, RC submits a report to DDS that includes:

- **Copies of presentation, minutes and attendee comments**
 - A copy of the presentation is located on pages 11-23 of this packet
 - The minutes from this meeting with all attendees listed are located on page 6 of this packet
 - Attendee comments can be found on page 10 of this packet
- **Regional center recommendations and plans to use the information to address RC priorities, strategic direction to improve specific areas of performance or both.**

Below is a summary of the comments made during the presentation and NBRC's action plans to address the areas discussed. Q=Question A=Action

Q. Are we rated negatively if adult clients live in their family home? Are we encouraged to have clients live in any specific type of residential setting?

A. Should it be a priority for clients to live with family? NBRC will have this discussion at a future board meeting to determine if we should prioritize one type of living setting. We must take into account different

cultural views on where people with disabilities live. This discussion will also be brought to the Diversity and Equity Committee for input. The Lanterman Act discusses least restrictive settings as a mandate for regional centers to ensure individuals are living in community settings and NBRC's mission is getting people out of restrictive settings and empowering people to live lives to the fullest in the community.

Q. Are we using the correct measures for the community that we serve?

A. The Board will discuss if any local measures information is not included in NCI or the performance plan that should be included.

Q. Are there unemployment numbers for people with disabilities who express that they want to work? Can we track numbers for those looking for a job?

A. Currently people with disabilities are lumped in with other unemployment number categories. NBRC will have the Employment Specialist take this item to the statewide Employment Specialists group to determine what options for tracking these numbers are available. The Client Development Evaluation Report (CDER) data will be pulled to determine if this information is available.

Q. For those who are employed- Do you find your employment to be meaningful?

A. NCI data helps regional centers to obtain this information. The IPP team discusses this information when reviewing clients' annual plan. NBRC will have the Employment Specialist review this item for options of how to gain this information from clients.

Q. I would like performance measures in the future to include stats that include living conditions in addition to living structure, such as how many clients have someone in their lives that have someone who understands them, how many clients live in a home where someone yells at them, etc." Quality of life questions- do you feel safe? Do you have friends?

A. Some of this information can be gained from the CDER data and the NCI data has a section on Choice and one on Satisfaction. NBRC will ensure this is an ongoing conversation with our clients through their IPP, to ensure they are making choices and are satisfied with who they live and socialize with.

Q. Identify what data is most meaningful to the Board to measure people's needs. Then NBRC can create mechanisms to track it.

A. NBRC board to determine what data is most meaningful and what additional data they would like NBRC to track. This can be added as a local item on NBRC's Performance Contract.

Q. Board members would like to look at the CDER Report to know what is in the document

A. NBRC will provide a Board training on the CDER Report

Q. Need better, real time data (Regional Center Dashboards)

A. NBRC is working to comply with latest requirements for each regional center to have their own dashboard. Right now NBRC has the link to the DDS website that has individual regional center data.



*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: September 2, 2020

TIME: 6:00 pm

PLACE: Via Zoom Webinar

Join by Zoom:

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

Join by Phone:

Phone Number: 1-669-900-6833

Webinar ID: 897 0968 7840

Passcode: 912329

Español traducción:

Numero: 1-844-621-3956

Código de acceso: 130 197 75

ID: '#' (*libra de prensa*)

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 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' Board Meeting
Wednesday, September 2, 2020, 6:00 p.m.

Join by Zoom Webinar:

<https://us02web.zoom.us/j/89709687840?pwd=QjllcTc0dzBBNXA2OEplLanViOFItUT09>

Join by Phone:

Phone Number: 1-669-900-6833

Webinar ID: 897 0968 7840

Passcode: 912329

- I. CALL TO ORDER – Angel Hixson, President
- II. ROLL CALL AND INTRODUCTIONS – Sara Speck, Secretary (3 min)
- III. CONSIDERATION OF MINUTES – Regular Business Meeting Minutes from the July 15, 2020 Regular Business Board Meeting be approved as submitted. (Pgs. 1-7) (2 min) ACTION
- IV. GENERAL PUBLIC COMMENT – Please use the chat in the Zoom meeting to sign up, or if attending by phone, please text your name to (707) 501-0065 to sign up. (2 minutes per person unless otherwise allowed by Board Chairperson). (10 min)
- V. FIRE UPDATES – Gabriel Rogin, Executive Director (5 min)
- VI. TREASURER'S REPORT – Rosemarie Pérez, Treasurer (10 min)
A. Treasurer's Report be approved as submitted (Pgs. 8-10) ACTION
- VII. 2021 PERFORMANCE CONTRACT – January Crane, Federal Revenue Department Manager (Pgs. 10-19) (25 min) INFO
- VIII. NATIONAL CORE INDICATORS DATA – January Crane, Federal Revenue Department Manager (Pgs. 20-35) (20 min) INFO
- IX. COMMITTEE REPORTS –
 - A. Executive Committee – Angel Hixson, Board President (5 min)
 - a. Doug Cleveland Board Opportunity Fund donations to help fire victims ACTION
 - B. Nominating Committee –
 - a. Proposed Board Member – Derek Hearhtower (to serve October 01, 2020 – September 31, 2023) (Pg. 36) (5 min) INFO
 - b. Removal of Board Member (Pg. 37) (5 min) INFO
 - c. NBRC Bylaws (Pg. 38) (5 min) INFO
 - C. Vendor Advisory Committee Update – Ali Tabatabai, VAC Representative (Pgs. 39-43) (2 min) INFO
 - D. Legislative Advisory Committee Update – Ali Tabatabai, VAC Representative (5 min)
 - a. Thank you letter to legislators (Pgs. 44-45) ACTION
 - E. Cultural and Linguistic Competency Committee Update – Rosemarie Pérez, Treasurer INFO
- X. EXECUTIVE DIRECTOR'S REPORT – Gabriel Rogin, Executive Director (5 min) INFO
- XI. GOOD OF THE ORDER – Any other Board business may be brought up at this time.

XII. GENERAL PUBLIC COMMENT – Please use the chat in the Zoom meeting to sign up, or if attending by phone, please text your name to (707) 501-0065 to sign up. (2 minutes per person unless otherwise allowed by Board Chairperson). (10 min)

XIII. 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 on October 7, 2020 at 6:00 pm via Zoom.
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**North Bay Developmental Disabilities Services, Inc.
Board of Directors' Regular Business Meeting
North Bay Regional Center
Via Zoom
September 2, 2020, 6:00 pm**

MINUTES

NBRC BOARD MEMBERS PRESENT:

Jose Ayala, Napa County
Ali Tabatabai, VAC Representative, Napa County
Franklin Phillips, Board Mentor, Sonoma County

Rosemarie Pérez, Treasurer, Sonoma County
Sara Speck, Secretary, Solano County
Alexis Jarreau, Solano County
Andrea Bednarova
Hue Truong, Sonoma County

NBRC BOARD MEMBERS ABSENT:

Lynette Stagner, Napa County
Rita Edmonds-Norris, Solano County

Angel Hixson, President, Solano County
Abel Moya, Sonoma County
Jeremy Johnson, Vice President, Solano County

NBRC STAFF PRESENT

Isabel Calder, Chief Financial Officer
Danielle Bernardo, Executive Assistant
Katy Vanzant, QA Analyst
Burleigh Terno, Service Coordinator
Ivan Arce, Employment Specialist, QA

Gabriel Rogin, Executive Director
Beth DeWitt, Director of Client Services
Courtney Singleton, Director of Community Services
Jennifer Crick, Acting Director of Administrative Services
Rafael Hernandez-Perez, Case Management Supervisor
Alex Del Agua, Service Coordinator

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

Yolanda, Community
Paula Finley, Telecare
Eric Vanderville, AIS
Eric Martin, Oaks of Hebron
Ashley, Community

Derek Hearthtower, Community
Maxine Milam, DDS
Joe Shunk, Community
Yolanda, Community
Darelyn Pazdel, Community
Justin Hamilton Hole, Community

CALL TO ORDER –

Rosemarie Pérez, Treasurer, called the regular business meeting to order at 6:03 pm.

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

CONSIDERATION OF MINUTES –

M/S/C (Speck/Jarreau) Move that the minutes of the July 15, 2020 regular business board meeting be approved as submitted. **UNANIMOUS**

GENERAL PUBLIC COMMENT – None

FIRE UPDATES –

Gabriel Rogin, Executive Director, noted the following;

- Evacuations are happening at all hours.
- Service Coordinators are following up during business hours with as many people on their caseloads as they can to confirm their safety.
- NBRC staff are providing daily updates to the Department of Developmental Services.
- 755 clients and families were directly impacted, 382 confirmed evacuation, 40 Service Providers were directly impacted, 27 NBRC employees had to evacuate.
- In addition to COVID, staff are doing everything they can to verify individuals safety from the fires.
- *Andrea Bednarova* thanked staff for everything they have done for the clients during the fires.
- *Franklin Phillips, Board Mentor,* reflected on the 2017 fires and all of the emotions that the recent fires bring up for him.

- *Sara Speck, Secretary*, thanked staff for everything they've done

TREASURER'S REPORT –

A. Treasurer's Report be approved as submitted - Rosemarie Pérez, Treasurer

- A summary of the Doug Cleveland Board Opportunity Fund and the CFO board report can be found on pages 8-10 of the September 2020 board packet.

M/S/C (Speck/Jarreau) Move that the Treasurer's Report be approved as submitted.

UNANIMOUS

FY 2020-2021 PERFORMANCE CONTRACT –

January Crane, Federal Revenue Department Manager reviewed the draft Performance Contract. The Performance Contract is in the September 2, 2020 board packet on pages 10-19.

- *Rosemarie Pérez, Treasurer*, noted the number of adult clients living in family homes was neither positive nor negative. Are we encouraged to have our clients live a certain way?
- *Gabriel Rogin, Executive Director*, indicated they are looking at the entire Performance Contract and reevaluating whether the current measurements are appropriate. Additionally, the board has the option of adding our own Performance Contract measures.
- *Ali Tabatabai, VAC Representative*, noted he is interested in seeing unemployment numbers for individuals with developmental disabilities that want to work.

NATIONAL CORE INDICATORS DATA –

January Crane, Federal Revenue Department Manager, presented the National Core Indicators (NCI.) The NCI data can be found on pages 20-35 of the September 2020 board packet.

Suggestions for future National Core Indicator Surveys include the following:

- *Derek Hearthtower* noted he would like to see data that include living conditions and living structure.
 - How many clients have someone in their lives that understands them?
 - How many clients live in a home where someone yells at them?
 - *January Crane, Federal Revenue Department Manager*, noted that some of those questions are answered in CDER Report.
 - *Rosemarie Pérez, Treasurer*, noted she would like the board to see a CDER Report.
- *Gabriel Rogin, Executive Director*, noted one challenge is the gap between when data is collected and when we actually receive it.
 - Some regional centers have created dashboards and real time data as a system on their websites.
- *Ali Tabatabai, VAC Representative*, noted he would like to see employment data for individuals with developmental disabilities.
 - Do they have a job that is meaningful?
 - Are they looking for employment?

- ❖ Before moving onto the next agenda item, board members shared their gratitude for January's dedication and commitment to North Bay Regional Center over the last 12 years. She has taken a position at DDS and will continue to serve our community.

COMMITTEE REPORTS –

A. Executive Committee – Rosemarie Pérez, Treasurer

a. Doug Cleveland Board Opportunity Fund donations to help fire victims

Gabriel Rogin, Executive Director, noted he appreciates the board's willingness to support people affected by the fires. People have lost their homes, had to evacuate for lengthy periods of time, etc. Staff are developing criteria for recipients of the 10 \$100 gift cards.

- 1) Must have had a significant financial loss due to the fire.
- 2) A regional center client must be directly impacted.

- *Andrea Bednarova* noted she agrees with the criteria, but thinks the dollar amount of \$1,000 is low given the amount of destruction and disruption to the lives of the clients.
 - *Gabriel Rogin, Executive Director*, noted there are other means of financial relief through FEMA, charity, insurance. The donation is a gesture to show NBRC cares. The dollar amount we have won't be significant enough to offset their loss. He noted he could come back to the board to ask for more money if needed. The donations are in addition to our normal donation fund process. NBRC IT is working on adding a donate button to our website that will be for our Board Opportunity Fund.
- M/S/C (Bednarova/Speck) Move to approve the \$1,000 donation to assist fire victims and give Gabriel discretion to come back to the board to ask for more money in the future, if needed.**
- UNANIMOUS**

B. Nominating Committee – *Rosemarie Pérez, Treasurer*

a. Proposed Board Member –

Derek Hearthtower (to serve October 01, 2020 – September 31, 2023)

- ❖ The Nominating Committee recommends Derek Hearthtower to fill a vacant consumer advocate position on the Board of Directors. Rosemarie read Mr. Hearthtower's bio that can be found on page 36 of the September 2020 board packet.
- *Derek Hearthtower* noted he is all about advocating for people with developmental disabilities. There is a lot of heart in our community and the world has a lot to hear from us.
- ❖ Derek will be brought back for a vote in October.

b. Removal of Board Member –

Gabriel Rogin, Executive Director, noted board member Abel Moya requested a leave of absence for six months to a year. Gabriel will discuss this further with the Executive Committee.

c. NBRC Bylaws

Gabriel Rogin, Executive Director, noted the Executive Committee would like to create "interim terms" for board officers in order to align terms with required election dates in the bylaws. Gabriel will work with attorney Mike Monk to come up with a recommendation to bring back to the board.

C. Vendor Advisory Committee Update – *Ali Tabatabai, VAC Representative*, reviewed the minutes from the August 11th meeting. The minutes can be found on pages 6-10 of the September 2020 board packet.

D. Legislative Advisory Committee Update – *Ali Tabatabai, VAC Representative*

a. Thank you letter to Legislators

Ali Tabatabai, VAC Representative, noted the committee is working on restructuring to align with the board bylaws. Ali then presented a thank you letter that is to be sent to local legislators that can be found on page 44 of the September 2020 board packet.

M/S/C (Speck/Bednarova) Move to approve the thank you letter to local legislators with the change that it comes from the Board of Directors instead of the VAC.

UNANIMOUS

E. Cultural and Linguistic Competency Committee Update –

Rosemarie Pérez, Treasurer, noted the first Cultural and Linguistic Competency Committee meeting will be on 9/25 at 1:00 pm. This meeting will be open to the public and the purpose of the committee will be discussed.

EXECUTIVE DIRECTOR'S REPORT –

Gabriel Rogin, Executive Director, noted the following:

- NBRC has 35 COVID positive clients that we are aware of. 25 in Sonoma County, 7 in Solano County, 2 in Napa County and 1 in Los Angeles.
 - Of those 35 NBRC clients, here is the demographic breakdown - African American: 4, Hispanic: 15, Filipino: 3, Caucasian: 12 and Other: 1
 - We are deeply committed to minimizing COVID rates within our population.
- Retainer payments for nonresidential services have ended at the end of August.
- The Alternative Services directive changes the billing methodology for nonresidential service providers. The change to monthly rates won't be implemented until November. DDS confirmed if you're a Service Provider and are providing the same services you were pre-COVID but are now providing them remotely, you can bill same way you've always billed. If you're providing alternative services based on COVID, you need to use the Alternative Services model
- January's departure is unfortunate a loss for our agency. We will be hiring a Training and Communications Specialist. They'll be responsible for external communication, media, social media and our website.
- We will also be creating a Clinical Director position.

GOOD OF THE ORDER –

- *Ali Tabatabai, VAC Representative* acknowledged the work of NBRC's employment specialist, Ivan Arce. He noted he would like him to present to the Board at some point. Ivan is currently a part of a Stanford workgroup that is designing new models to help neuro-individuals seek employment. Ivan is representing the regional center on a global stage to a larger group of stake holders.

GENERAL PUBLIC COMMENT – None

- *Justin H., Community*, noted he hasn't received his bus pass.
 - *Isabel Calder, Chief Financial Officer* noted he can call the fiscal staff to discuss.

ADJOURNMENT –

Rosemarie Pérez, Treasurer, adjourned the meeting at 8:41 pm.

Additional Notes from NBRC NCI Public Meeting

NCI

- Are we rated negatively if adult clients live in their family home? Are we encouraged to have clients live in any specific type of residential setting?
 - Should it be a priority for clients to live with family? Have this discussion at a future board meeting. Different cultures view this differently. Lanterman Act discusses least restrictive. Mission is to empower people to live lives in community. Getting people out of restrictive settings.
- Are we using the correct measures for the community that we serve?
 - Board will discuss if any local measures not included in NCI or PC that should be included.
- Are there unemployment numbers for people with disabilities who express that they want to work? Can we track numbers for those looking for a job?
 - We are lumped in with other categories. Employment Specialist take to statewide group
- For those who are employed- Do you find your employment to be meaningful?
 - NCI data helps with this-
 - Employment Specialist
 - IPP team discusses this.
- "I would like performance measures in the future to include stats that include living conditions in addition to living structure, such as how many clients have someone in their lives that have someone who understands them, how many clients live in a home where someone yells at them, etc." Quality of life questions- do you feel safe? Do you have friends?
 - Some of this is in the CDER Data and NCI
 - Ongoing conversation with our clients-quality is based on what the person wants for their life. Are they choosing staff, roommates-all discussed with IPP process and team? Based on Person Centered discussions
- From Gabriel: Identify what data is most meaningful to the Board to measure people's needs. Then we can create mechanisms to track it.
- Rosemarie would like to look at the CDER Report to know what is in the document
 - Board training on CDER
- Need better, real time data (Regional Center Dashboards)
 - Working to comply with latest requirements for each RC to have their own dashboard. Right now link to DDDS website data

NCI In Person Survey FY 2017/18 - Selected Findings

NBRC Board of Directors Presentation Sept 2020

What is National Core Indicators?

- ▶ The National Core Indicators (NCI) is a tool that has been used in California since 2010. It is a requirement by law (Welfare and Institutions Code, section 4571) that the State implement a nation-wide quality assessment survey.
- ▶ This is an important effort to collect accurate, reliable, and valid consumer and family satisfaction measures, as well as consumer outcome data.

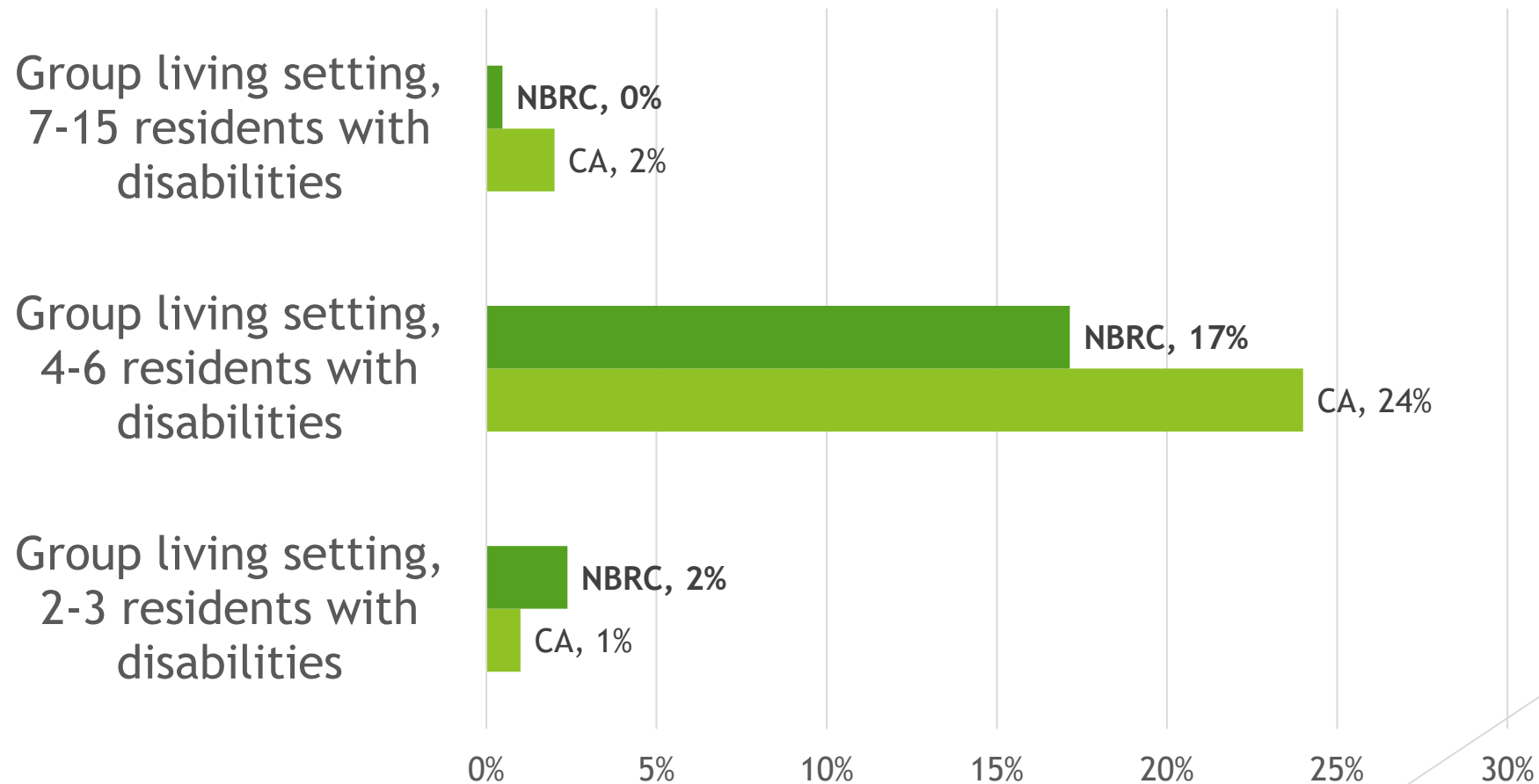
Trailer Bill Language (TBL) Affecting Statutes of 2019

- ▶ Welfare and Institutions Code 4571 was amended to require regional centers to annually present data collected from the findings
- ▶ Required public meeting & 30 day notice to individuals and families

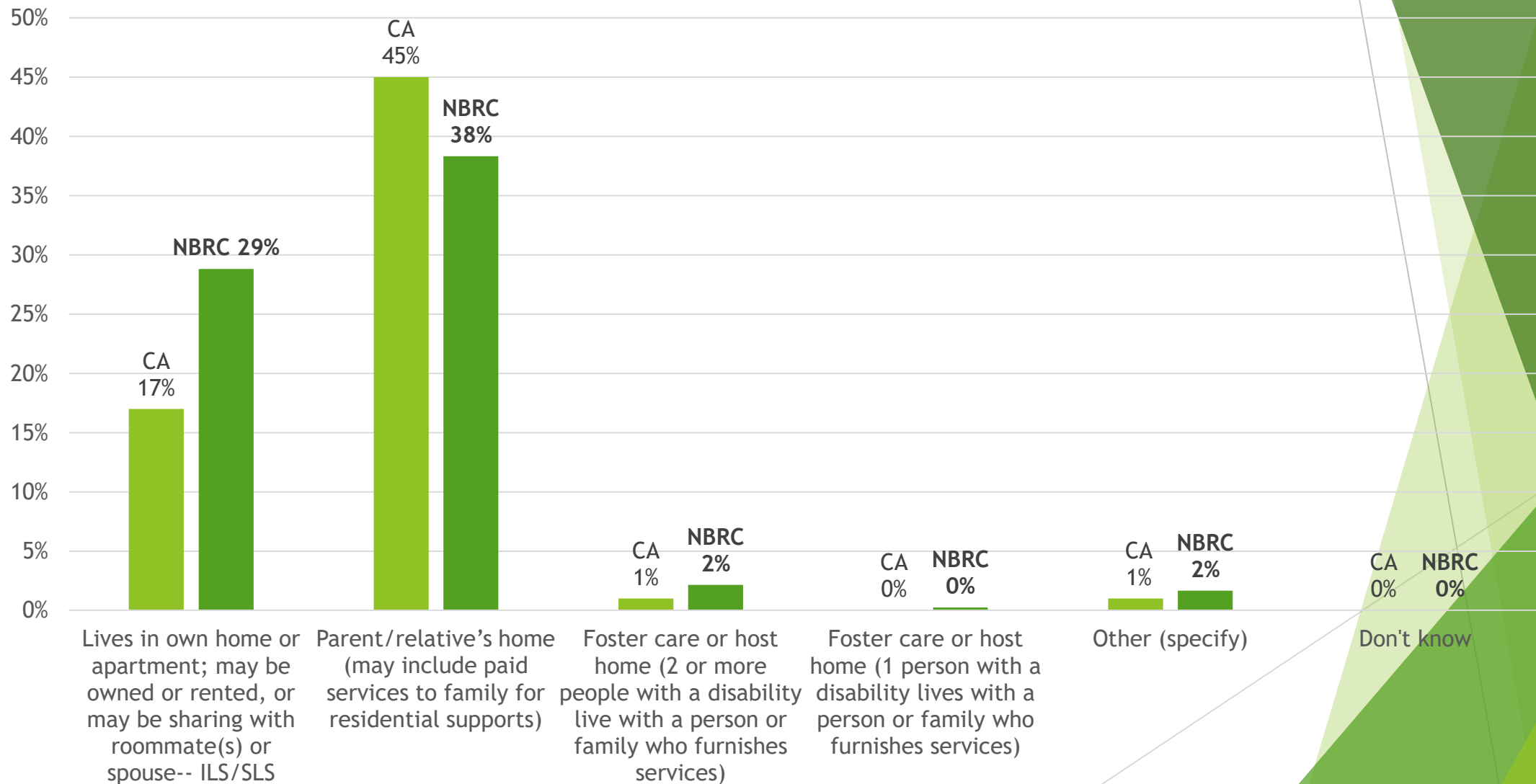
Parameters of In Person Survey

- ▶ 426 individuals interviewed beginning Fall of 2017
- ▶ A face to face meeting was conducted with a person who is receiving services from the Regional Center
- ▶ 60 Outcome Areas
- ▶ Asks people how they feel about where they live and work, the kinds of choices they make, the activities they participate within their community their relationships and their health & wellbeing

Type of Residence - CCF



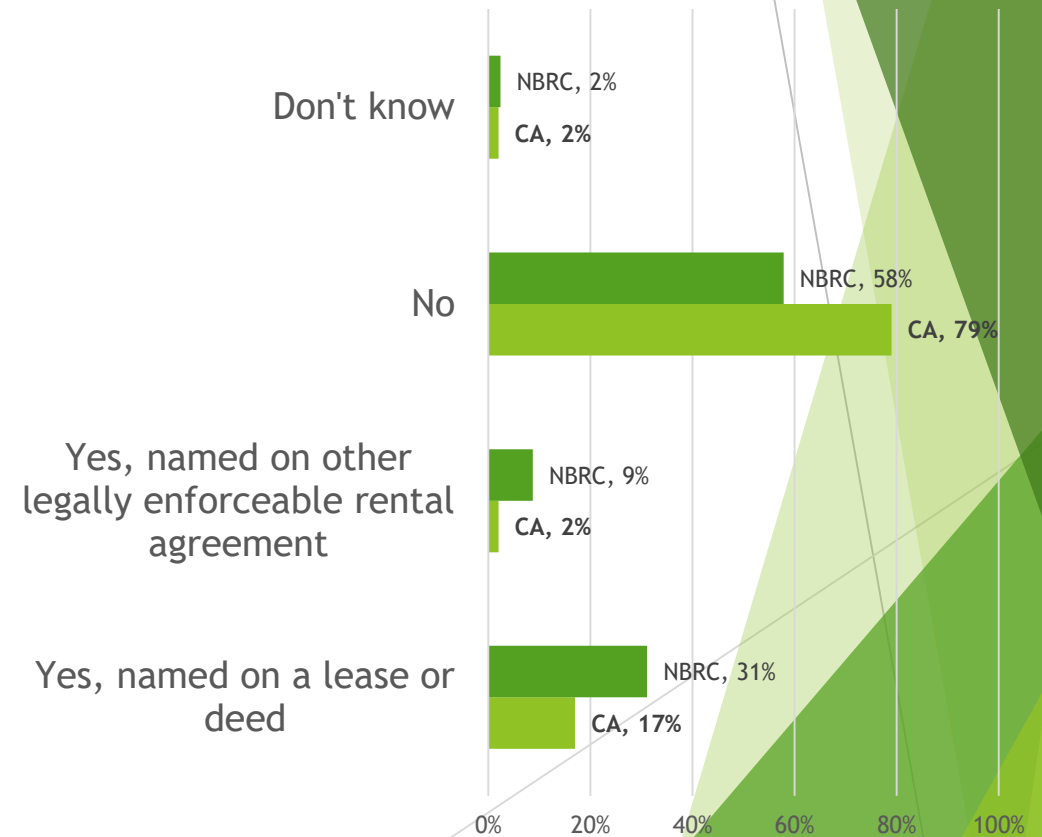
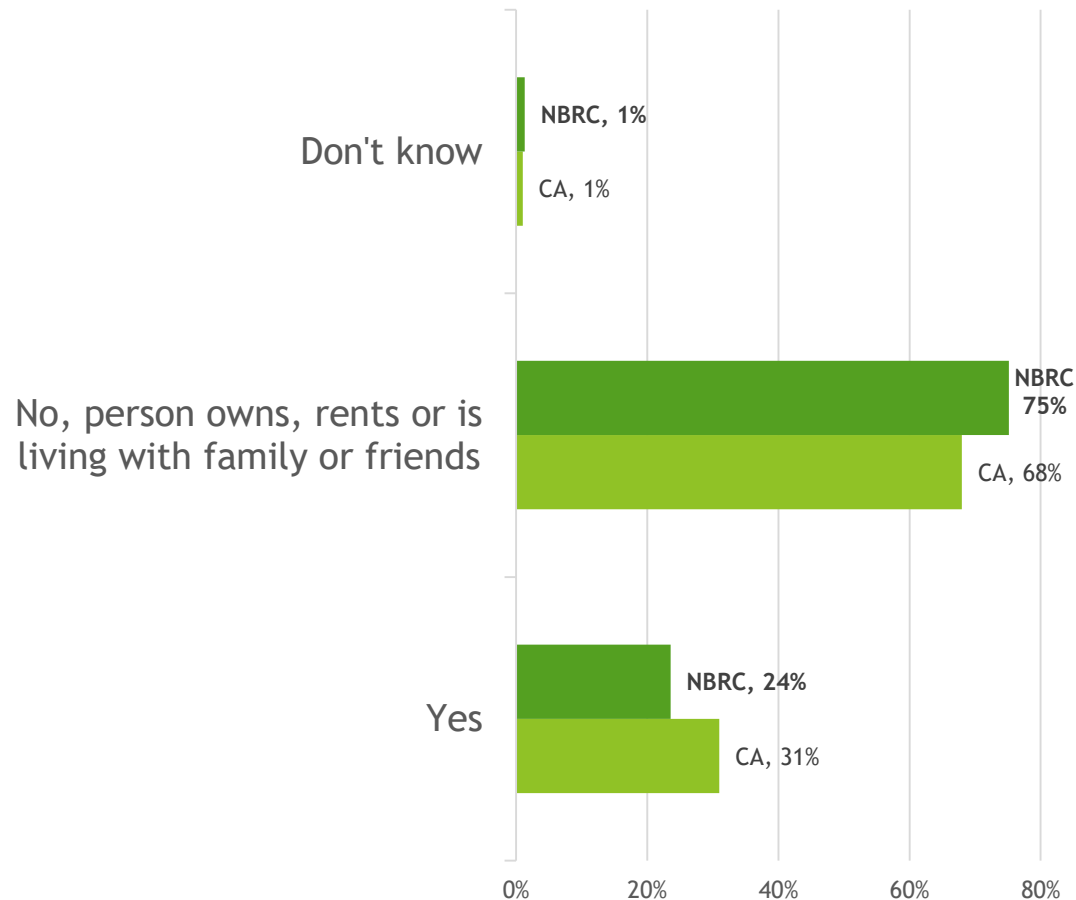
Type of Residence - Other



Residential Setting - ownership

Residence is Provider
Owned/Controlled

On Lease/Deed/Agreement



Choices - higher than CA Average

	CA	NBRC
CHOSE HOME (IF NOT LIVING IN FAMILY HOME)		
Yes	51%	61%
CHOSE ROOMMATES, OR CHOSE TO LIVE ALONE (IF NOT LIVING IN FAMILY HOME)		
Yes	37%	46%
CHOSE STAFF OR DID NOT CHOOSE BUT CAN REQUEST TO CHANGE		
Yes	59%	65%
CHOOSES OR HAS INPUT IN CHOOSING DAILY SCHEDULE		
Yes	82%	86%
CHOOSES OR HAS INPUT IN CHOOSING HOW TO SPEND FREE TIME		
Yes	89%	94%

Employment - higher than CA average

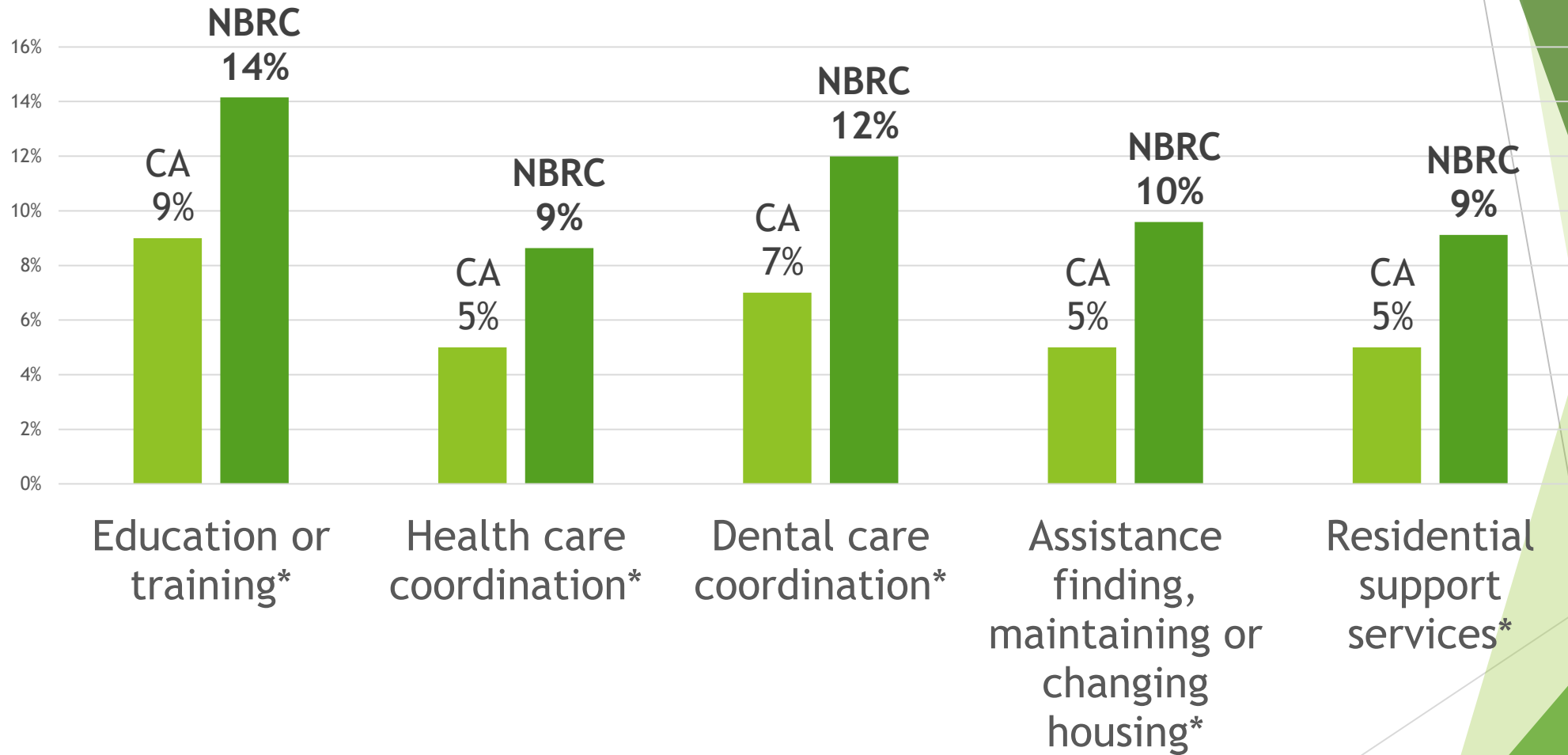
HAS PAID JOB	CA	NBRC
Yes	15%	26%

HAS EMPLOYMENT AS GOAL IN SERVICE PLAN	CA	NBRC
Yes	29%	36%

Service Coordinator - higher or at CA average

Service Coordinator	CA	NBRC
MET CASE MANAGER/SERVICE COORDINATOR		
Yes	93%	93%
CASE MANAGER/SERVICE COORDINATOR ASKS WHAT PERSON WANTS		
Yes	84%	81%
ABLE TO CONTACT CASE MANAGER/SERVICE COORDINATOR WHEN WANTS TO		
Yes	84%	84%
STAFF COME AND LEAVE ON TIME		
Yes	93%	92%
TOOK PART IN LAST IPP MEETING		
Yes, or had option but chose not to	99%	98%
KNEW WHAT WAS BEING TALKED ABOUT AT LAST IPP MEETING		
Yes	84%	83%
IPP MEETING INCLUDES PEOPLE PERSON WANTED THERE		
Yes	93%	94%
CHOSE SERVICES GETS AS PART OF IPP		
Yes	76%	85%

Additional Services Needed/Requested



Health - opportunities for improvement

DENTAL EXAM IN THE PAST YEAR	CA	NBRC
Yes, in past year	80%	70%
VISION SCREENING IN THE PAST YEAR		
Yes, in past year	52%	47%
HEARING TEST IN THE PAST FIVE YEARS		
Yes, in past five years	50%	36%

Next Steps

- ▶ Report to be submitted to DDS within 60 days that includes:
 - ▶ Copies of presentation
 - ▶ Minutes from the community meeting
 - ▶ Attendees comments
 - ▶ Regional Center recommendations and plans to use the information to address regional center priorities and/or strategic directions to improve specific areas of performance, or both