

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

Promoting Opportunities Supporting Choices

## **MEETING NOTICE**

The next meeting of the Board of Directors is the Annual Board meeting scheduled as follows:

**DATE**: September 4, 2019

**TIME**: 6:00 pm

**PLACE:** Solano County Office of Education

5100 Business Center Drive

Fairfield, CA 94534

# **Agenda Enclosed**

# **Board Related Meetings:**

- The next meeting of the Vendor Advisory Committee will be September 10, 2019, at North Bay Regional Center (NBRC) Napa from 10:00 am 12:00 pm.
- The next Legislative Advisory Committee meeting will be on September 24, 2019 at NBRC Napa from 10:00 am 11:30 am.

**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 (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 4, 2019, 6:00 p.m. Solano County Office of Education 5100 Business Center Drive, Fairfield, CA 94534

- I. <u>CALL TO ORDER</u> Jeremy Johnson, Vice President
- II. ROLL CALL AND INTRODUCTIONS Rita Edmonds-Norris, Secretary (3 min)
- III. <u>CONSIDERATION OF MINUTES</u> Regular Business Meeting Minutes from the July 10, 2019 Board Meeting be approved as submitted. (2 min)
- IV. <u>GENERAL PUBLIC COMMENT</u> Sign-up sheet (2 minutes per person unless otherwise allowed by Board Chairperson). (10 min) (Pgs. 1-6)
- V. FEATURE PRESENTATIONS
  - A. Caseload Ratios Thomas Maseda, Director of Administrative Services

(25 min) (Pgs. 7-9) INFO

- B. Performance Contract January Crane, Federal Revenue Department Manager (20 min) (Pgs. 11-22) INFO
- VI. <u>TREASURER'S REPORT</u> Rosemarie Pérez, Treasurer (10 min) (Pgs. 23-25)
  - A. Treasurer's Report be approved as submitted

ACTION

- VII. COMMITTEE REPORTS -
  - A. Nominating Committee Rita Edmonds-Norris, Secretary (10 min)
    - a. Proposed Slated Board Member: (Pg. 27)

INFO

- Hue Truong (to serve October 2019 September 2022)
- b. Proposed VAC Members

ACTION

- James Cox
  - Michelle Condit
  - Eric Martin
- B. Vendor Advisory Committee Ali Tabatabai, VAC Representative (5 min) (Pgs. 29-32) INFO
- C. Legislative Advisory Committee Linda Plourde, Board Mentor (5 min)

INFO

- D. Client Advisory Committee Franklin Phillips, CAC Chairperson (5 min) (Pg. 33) INFO
- VIII. <u>DIRECTOR'S REPORT</u> Gabriel Rogin, Executive Director (5 min)

INFO

- IX. GOOD OF THE ORDER Any other Board business may be brought up at this time.
- X. <u>GENERAL PUBLIC COMMENT</u> Sign-up sheet (2 minutes per person unless otherwise allowed by Board Chairperson). (10 min)
- XI. ADJOURNMENT

<u>CLOSED SESSION</u> – 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 October 2, 2019, 6:00 p.m. at North Bay Regional Center, 2351 Mendocino Ave, Santa Rosa, CA 95403.

# North Bay Developmental Disabilities Services, Inc. Board of Directors' Regular Business Meeting North Bay Regional Center 2351 Mendocino Avenue, Santa Rosa, CA 95403 July 10, 2019 at 6:00 pm

### **MINUTES**

NBRC BOARD MEMBERS PRESENT:Jeremy Johnson, Vice PresidentDavid Mauger, VAC RepresentativeRita Edmonds-Norris, SecretaryFranklin Phillips, Sonoma CountyRosemarie Pérez, TreasurerLinda Plourde, Board MentorAbel Moya, Sonoma County

NBRC BOARD MEMBERS ABSENT: Jose Ayala, Napa County Lynette Stagner, Napa County Angel Hixson, President Sara Speck, Solano County

STAFF PRESENT:

Julie Blythe, Service Coordinator

Jeannette Prosser, IQM

Patrea Miller, Service Coordinator

Lucia Rangel, Service Coordinator

STAFF PRESENT:

Gabriel Rogin, Executive Director

Danielle Bernardo, Executive Assistant
Isabel Calder, Chief Financial Officer

Reyna Lopez, Service Coordinator

Courtney Singleton, Director of Commu

Lucia Rangel, Service Coordinator

Courtney Singleton, Director of Community Services

Jessica Gutierrez, Service Coordinator Robyn Wilson, Service Coordinator

Michelline Justman, Service Coordinator Christie Null, El Case Management Supervisor

Chad Graham, Case Management Tina Mott, Service Coordinator

Melissa Holbrook, Service Coordinator Anaid Carreno, Service Coordinator Services Hollie Smith, Service Coordinator

Ben Kaplan, Service Coordinator Laurie Warren, BCBA

Rick Burkett, Associate Director of IT Claudia Ritchie, Case Management Supervisor

Kristy Nelson, Service Coordinator Stacia Mott Austin, Service Coordinator

Heather Vail, Case Management Supervisor Deanna Heibel, Associate Director of Client Services

Diandra Razo, Intake Referral Coordinator Beatriz Osegura, Service Coordinator

Irma Acevedo Luna, EISC Tami Jo McMahon, Intake Assessment Counselor

GUESTS PRESENT:David Cole, Oaks of HebronAli Tabatabai, New LeafKarre Wiliams, CBEMLaura Briggin, UCPNBAaron Kowalski, CBEMMargaret Farmin, UCPNBSherri Kimbell, CBEMMary Ann Malinak, ParentKathleen Miller, Parent, PHA

Aaron Dewall, Lifehouse Shawn Mobley, Guest of Deanna Mobley

Dante M., Lifehouse Alma Janssen, DDS
Paul Mazzoleni, Parent Maxine Milan, DDS

Casey Harlan, Windsor House Brian Farrell, PHA Board member

William M., Windsor House Alexis Jarreau, Parent

Allen Hall, Windsor House Paul Null, Guest of Christie Null

# **CALL TO ORDER -**

Jeremy Johnson, Vice President, called the regular business meeting to order at 6:00 p.m.

# **CONSIDERATION OF MINUTES -**

M/S/C (Phillips/Edmonds-Norris) Move that the minutes of the June 5, 2019 regular business meeting be approved as submitted.

UNANIMOUS

**GENERAL PUBLIC COMMENT - N/A** 

### SHARING PROUD MOMENTS 2018-2019 -

- Mary Ann M., Parent of AM presented her son's successes and all of the volunteer work he does.
   A slideshow showcased some of AM's job experience and pictures of activities he enjoys doing.
   She shared her gratitude with those from United Cerebral Palsy North Bay, Cypress and her son's Service Coordinator, NBRC Stacia Mott Austin.
- Anaid Careno, NBRC Service Coordinator, Casey Harlan, Windsor House, presented WM's successes and how far he has come. He is now a great advocate for himself. WM also shared some of the things he likes doing, such as playing video games.
- Dante M. shared his success through a YouTube video he made titled, "Living my best life."
- Ali Tabatabai, New Leaf Solutions shared a success story about Senior Service Coordinator
  (SSC) Christin Neiderberger. He had the opportunity to go to the Social Security office with
  Christin and the mother of a client and was able to sit down and have a rare moment. During the
  conversation, the mother expressed the gratitude she had for all parties involved, including the
  SSC, Christin Neiderberger and those from the Belen Haven Home. Ali also thanked the COAST
  unit for the incredible work done during the SDC transition. Ali thanked the room for the
  opportunity to briefly say a few words to express his gratitude for the work being done.

### **EMPLOYEE AWARDS -**

Twenty-year awards: Supervisor:
Christie Null (7/98-7/18) Deanna Mobley

Ben Kaplan (1/99-1/19) Ellisa Reiff (Heather Vail spoke on behalf of Ellisa Reiff)
Deanna Mobley Beth DeWitt (Isabel Calder spoke on behalf of Beth DeWitt)

## **BOARD VICE PRESIDENT'S REMARKS -**

*Jeremy Johnson, Vice President,* thanked the NBRC employees for their dedication. Their service and dedication is a huge part in why we are able to have such great success stories from our clients.

### **BREAK-**

- ❖ The Board took a break at 7:06 pm and returned at 7:15 pm.
- ➤ Kathleen Miller, Parent Hospital Associate (PHA) had a brief announcement. She noted the following: PHA was involved in a film about the Sonoma Developmental Center closure. The showing will be on August 4, 2019 at the Sebastiani Theatre in Sonoma. Everyone involved worked really hard putting it together.

## FEATURE PRESENTATION -

- **A. CBEM –** Sherri Kimbell, Program Director, Karre Williams, Chief Operating Officer, Aaron Kowalski, Quality Assurance Specialist
- CBEM was asked to come back after six months from December 2018 to collect data regarding the number of clients they support, the length of service, diagnosis, where people live and where they've moved to.
- CBEM stands for Creating Behavioral and Educational Momentum.
- CBEM is open to anyone that is served by the regional center regardless of age.
- CBEM has served 457 individuals since opening in 2012.

# **CBEM Goals**

- 1. Maintain Least Restrictive Living Environment
- Maintain Least Restrictive Day Program/Work Program/School
- 3. Increase Access to the Community
- 4. Reduce 5150s/Hospitalizations
- 5. Reduce Emergency Services Utilization

- 6. Successful Transition to a New Living Environment
- 7. Promote Safety
- 8. Promote Health
- 9. Prevent Legal System Involvement

Demographics	County of Residence	Type of Residence
(142 individuals served from July 2017-present)	(Jan. 2017 – May 2019)	(Jan. 2017 – May 2019)
0-5: 2 1%	Napa: 22 16%	Family Home: 67 47%
6-12: 5 4%	Solano: 56 39%	Independent/ILS/SLS: 33 23%
13-17: 24 17%	Sonoma 63 44%	Residential Facility: 32 23%
18-24: 34 24%	Out of Area: 1 1%	Hospital/SNF/ICF: 6 4%
25-30: 22 15%		Family Home Agency: 2 1%
31-39: 14 10%		Homeless: 2 1%
40-49: 15 11%		
50-59: 13 9%		
60-69: 12 8%		
70+: 1 1%		

# Length of Service (July 2017 – May 2019)

Companywide average: 145 days (4.75 months)

Napa office average: 251 (8.25 months)

# Hotline Data (May 2018 - May 2019)

In Person 8.2% vs. Phone 91.8%

Phone: After Hours 71.6% vs. Business Hours 28.4% In-Person: After Hours 50% vs. Business Hours 50% Phone: Current 80% vs. Non-Active Clients 19.4%

# NBRC Staff Outreach 2019

2/20 Napa Supervisors meeting

2/27 Santa Rosa New Service Coordinator Orientation

3/6 Santa Rosa Supervisors meeting

3/20 NBRC Vendor Fair

3/21 Napa New Service Coordinator Orientation

4/9 Napa Adult Unit Presentation

4/19 Napa Children's Unit Presentation

4/25 Santa Rosa Adult Unit Presentation

5/8 Santa Rosa Children's Unit Presentation

\*CBEM holds weekly drop-in clinics in both offices.

The board asked CBEM a few questions before Courtney Singleton presented the contract for approval.

# CONTRACT OVER \$250,000 -

Courtney Singleton, Director of Community Services presented the following contract over \$250,000.

## A. CBEM

M/S/C (Edmonds-Norris/Pérez) Move that the CBEM contract be approved as submitted. (See attachment) UNANIMOUS

# **BOARD OPPORTUNITY FUND REQUEST OVER \$750 -**

Linda Plourde left the room at 8:03pm

Gabriel Rogin, Executive Director noted the following, 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

Page 4

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.

- Gabriel Rogin, Executive Director acknowledges the board's previous instruction not to approve this request again. However, in this case the individuals did their due diligence to try and identify a third roommate.
- Rosemarie Pérez, Treasurer noted if this request is approved, and they still need future assistance, they need to find another living situation.

# M/S/C (Phillips/Mauger) approve the Board Opportunity Fund request over \$750 for July and August as submitted. UNANIMOUS

❖ Linda Plourde returned to the room at 8:19 pm

## TREASURER'S REPORT – Rosemarie Pérez, Treasurer

- The NBRC's Doug Cleveland Board Opportunity Fund savings account as of May 2019
  - o Donations totaling \$2,076.24
  - o Bank fees, interest and account credits for the savings account came to \$2.44
  - o The savings account balance at the end of May 2019 was \$59,426.36
- In May 2019, there were 4 awards issued out of the checking account totaling \$5,495
- Bank maintenance fee totaled \$20
- The ending balance of the checking account was \$3,649.27 at of the end of May.

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

### **EXECUTIVE COMMITTEE -**

*Jeremy Johnson, Vice President* briefly went over what was approved at the Board of Directors Executive Committee meetings in the month of June 2019.

# A. E-3 Contract

The E-3 Contract was approved for \$2,548,971 in Operations and \$20,374,888 in POS dollars.

# **B.** Union Bank Line of Credit Amendment

The Union Bank Line of Credit was increased by \$10,000,000.

# C. A-Preliminary Contract

The A- Preliminary Contract for 19-20 was approved for \$208,532,709.

# **NOMINATING COMMITTEE - Rita Edmonds-Norris, Secretary**

Proposed Slate Board Member:

• Alexis Jarreau (to serve July 1, 2019 – June 30, 2021)

The Nominating Committee presented Alexis Jarreau. If approved by the board, she will serve a three year term beginning on August 1<sup>st</sup>. Alexis' bio can be found on page 16 of July's board packet.

- ❖ Before voting, Jeremy Johnson asked Ms. Jarreau to say a few words about why she is interested in serving on the board of North Bay Regional Center.
- Alexis Jarreau noted the following; she would like to serve on the board because she has frustrations with experiences that other parents might have as well. She wants to see if there is something she can bring to the table to help make things better for her, which in turn will help make it better for others.
- Jeremy Johnson, Vice President, asked the candidate to leave the room at 8:31pm. There was discussion prior to voting.

## M/S/C (Pérez/Phillips) Move that Alexis Jarreau be seated on the Board. UNANIMOUS

- The candidate was invited back into the room at 8:34pm.
- > Jeremy Johnson, Vice President, informed Ms. Jarreau that she has been voted onto the Board of Directors.

Regular Business Meeting July 10, 2019 – Page 5

# **GENERAL PUBLIC COMMENT - N/A**

# **CLOSED SESSION -**

The board moved into closed session at 8:36 pm to discuss a matter specifically dealing with a particular regional center client.

# **RETURN FROM CLOSED SESSION -**

No action was taking during the closed session.

ADJOURNMENT - Jeremy Johnson, Vice President adjourned the regular business meeting at 9:01 pm.



Operations $\square$
Purchase of Service $\boxtimes$

The following contracts have been reviewed by Courtney Singleton, Director of Community Services and Gabriel Rogin, Executive Director, both of whom recommend approval by the NBRC Board of Directors.

<b>Purpose of Contract</b>	Consumers Served	Contractor Name and Vendor # (if applicable)	Term of Contract	Total Contract Amount	Approved	M/S/C
Crisis Intervention Services	105 average per year	Creating Behavioral and Educational Momentum	09/01/19- 08/31/20	Annual Maximum \$1,815,918	Yes	(Edmonds-Norris/Pérez)
	Up to 50 per month	(CBEM) – PN0913	\$3,026.53 per individual per month \$151,326.50 per month maximum			
	Up to 600 per year			(50 clients per month)		

# North Bay Regional Center Caseload Ratios

# March 2019 DDS Report:

- ► MedWaiver Ratio = 1:74 Required = 1:62 (10 SCs needed to meet requirement)
- Early Start Ratio = 1:64 Required = 1:62(2 EISCs needed to meet requirement)
- ► All Others = 1:83 Requirement = 1:66 (10 SC's needed to meet requirement)

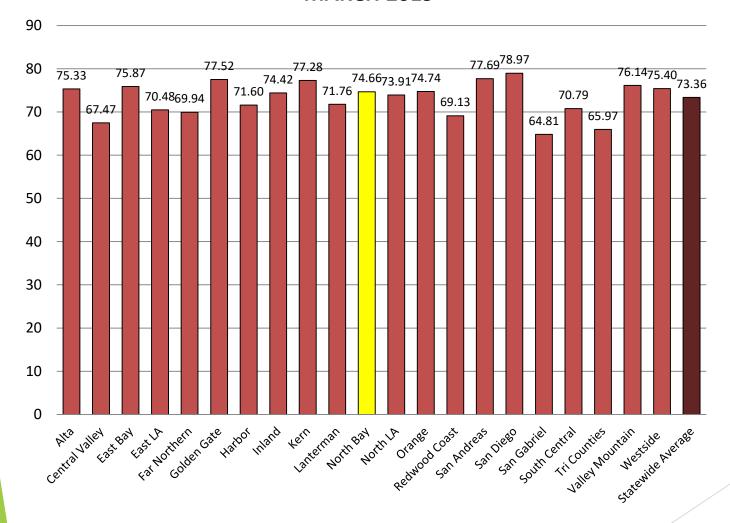
# North Bay Regional Center Caseload Ratios

Caseload Compliance:

Average Annual Case Manager Cost= \$76,000

22 Case Managers Needed to meet requirement= \$1.7 Million

# Overall Caseload Ratio MARCH 2019





## Performance Contract Plan 2020

**Board Approved: TBD** 

North Bay Regional Center (NBRC) promotes opportunities and supports choices for people with developmental disabilities, or at risk of developmental disabilities, in Solano, Sonoma, and Napa Counties. This Plan for 2020 reflects targeted activities NBRC will engage in to continue to improve outcomes related to Public Policy Measures and Compliance Requirements as a result of both internal review and external feedback sessions. Data referenced is as of June 2019 unless otherwise noted.



NBRC's Performance Goals are achieved when NBRC data exceeds the statewide average or has improved over the prior year's performance.

Public Policy Performance	Statewide Averages	NBRC Outcomes	Planned Activities for 2020
Measures			
Number and percent of regional center caseload in Developmental Center	0.26% 2017 0.16% 2018 0.10% 2019	86/1% 2017 50/0.57% 2018 10/0.11% 2019	<ul> <li>NBRC will continue to support those that have transitioned into the community from a developmental center</li> <li>NBRC will increase resource development to address individual's support needs</li> </ul>
Number and percent of minors residing with families – own home, foster home, with guardian	99.28% 2017 99.34% 2018 99.42% 2019	3492/99.20% 2017 3561/99.39% 2018 3721/99.41% 2019	<ul> <li>NBRC continues to monitor family and children's support needs around health, living arrangements, school, and community integration</li> <li>Service Coordinators will continue to assess for behavior, respite, and daycare supports, durable medical equipment, and other services and supports to maintain children in the family home</li> </ul>

	I		
Number and percent of	10.89%	594/11.75%	
adults residing in	2017	2017	
independent living			
arrangements, with or	10.60%	625/12.08%	
without services	2018	2018	
	10.36%	611/11.55%	
	2019	2019	
Number and percent of	5.49%	702/13.88%	NBRC will continue identifying supported living
adults residing	2017	2017	
	2017	2017	options and advocating for affordable housing
independently, with	5.450/	640/42 540/	options
Supported Living services	5.45%	649/12.54%	NBRC to monitor quality outcomes and ensure
	2018	2018	access to all generic services, e.g., IHSS
			<ul> <li>Service Coordinators will conduct quarterly</li> </ul>
	5.33%	644/12.18%	monitoring visits to ensure quality services
	2019	2019	
Number and percent of	0.98%	75/1.42%	NBRC will continue to identify FHAs as a living
adults residing in adult	2017	2017	option, working with vendors to ensure quality
Family Home Agency			services and supports meet individuals' needs
(FHA) homes	0.97%	70/1.35%	Service Coordinators will conduct quarterly
, , , , , , , , , , , , , , , , , , , ,	2018	2018	monitoring visits, with a minimum of 2
			unannounced visits a year
	0.96%	81/1.53%	diffamiliation visits a year
	2019	2019	
Number and percent of	61.92%	2602/51.45%	NDDC will evereine eveileble date to entisinate
Number and percent of		•	NBRC will examine available data to anticipate
adults residing in family	2017	2017	future resource development needs
homes – home of			
parent/guardian	62.93%	2752/53.19%	
	2018	2018	
	63.89%	<b>√</b> 2848/53.85%	
	2019	2019	

Number and percent of	79.27%	3970/78.51%	NBRC continues advocating for individual to
adults residing in home	2017	2017	assert their rights to access the living
settings – independent			arrangement of their choice
living, supported living,	79.9%	4088/79%	
adult FHA, and family	2018	2018	
homes			
	80.54%	<u></u> 4184/79.11%	
	2019	2019	
Number and percent of	0.04%	3/0.09%	<ul> <li>NBRC will continue developing alternative living</li> </ul>
minors living in facilities	2017	2017	arrangements that meet children's support
service more than 6			needs in the least restrictive setting
	0.05%	3/0.08%	
	2018	2018	
	0.04%	1/0.03%	
	2019	2019	
Number and percent of	2.55%	66/1.31%	NBRC develops homes that serve 4 adults or less
adults living in facilities	2017	2017	while meeting health and behavioral needs and
serving more than 6			anticipated CMS settings rules
-	2.41%	61/1.18%	NBRC will continue monitoring these settings
	2018	2018	and assessing for support needs on a quarterly
			basis
	2.24%	59/1.12%	
	2019	2018	

Dublic Delieu Deufermeene	Ctatavvida	NDDC Outcomes	Planned Activities for 2020
Public Policy Performance	Statewide	NBRC Outcomes	Planned Activities for 2020
Measures - Employment	Averages	500/11.150/	1122 W 11 11 11 1 1 1 1 1 1 1 1 1 1 1 1
Number and percent of individuals ages 16-64 with earned income (EDD data)	906/13.1% 2015 (per quarter) 23,265/14.50% 2017 (annual)	689/14.15% 2015 (per quarter)  24.2% 2017 (annual)	<ul> <li>NBRC will continue working with the Dept. of Rehabilitation and local collaborative groups to promote Work First with the individual planning team and increase employment opportunities</li> <li>NBRC will increase business outreach and education and produce materials/media</li> </ul>
	2017 (dillidal)		highlighting the benefits of employing individuals with disabilities
Average annual wages for individuals ages 16-64 (EDD data)	\$7248 2015	\$6684 2015	*see above
	\$8698 2017	\$7758 2017	
Annual earnings of individuals ages 16-64 compared to all people with disabilities in California (EDD data)	\$6836 vs \$41,500 (calendar year 2013)	*statewide data collection under development	*see above
Number and percent of adults who entered in competitive integrated employment following participation in a Paid Internship Program	*statewide data collection under development	0 2018 3/8.8% 2019	<ul> <li>NBRC will increase training opportunities on Competitive Integrated Employment(CIE) for clients, vendors, and Service Coordinators in order to increase employment, awareness, and utilization of supports and programs</li> <li>NBRC will create brochures and a guidebook on employment-related supports to be distributed to clients and stakeholders</li> <li>NBRC will collaborate with Dept. of Rehabilitation and local school districts, through the Local Partnership Agreement (LPA) process, to increase opportunities for informed choice and employment</li> </ul>

Average wages and hours worked	*statewide	\$11.01/hr	*see above
for adults engaged in competitive	data collection	18 hrs/wk	
integrate employment on behalf of	under	2017	
whom incentive payments have	development		
been made	-	\$11.34/hr	
(FY 2018/19 NBRC data)		20 hrs/wk	
		2018	
		\$12.67/hr	
		22 hrs/wk	
		2019	
Average hourly or salaried wages	*statewide	\$10.88/hr	*see above
and hours worked per week for	data collection	18 hrs/wk	
adults who participates in a Paid	under	2018	
Internship Program during the prior	development		
fiscal year		\$12.03/hr	
(FY 2018/19 NBRC data)		15 hrs/wk	
		2019	
Total number of \$1000, \$1250, and	*statewide	24 - 2017	*see above
\$1500 incentive payments made for	data collection	43 - 2018	
the fiscal year	under	51 - 2019	
(FY 2018/19 NBRC data)	development		
Percentage of adults who reported	27%	25%	<ul> <li>NBRC will promote Work First with the</li> </ul>
having competitive integrated	(FY 2011/12)	(FY 2011/12)	individual planning team and continue to
employment as a goal in their IPP			provide training to Service Coordinators on
(NCI data)	27%	₹39%	advocating for integrated employment
	(FY 2014/15)	(FY 2014/15)	opportunities in the community

Public Policy Performance Measure – Reducing Disparities and Improving Equity in Purchase of Service Expenditures	FY 2017/18 NBRC data						
Service Experialtures							
	For Birth to age 2 years, inclusive						
	American Indian or Alaska Native	9	\$52,899	\$74,827	\$5,878	\$8,314	70.7%
	Asian	75	\$344,353	\$623,915	\$4,591	\$8,319	55.2%
	Black/African American	91	\$232,907	\$453,932	\$2,559	\$4,988	51.3%
	Hispanic	832	\$3,427,305	\$5,824,188	\$4,119	\$7,000	58.8%
Percent of total annual purchase of service	Native Hawaiian or Other Pacific Islander	3	\$21,786	\$38,056	\$7,262	\$12,685	57.2%
expenditures by individual's ethnicity and age	Other Ethnicity or Race / Multi-Cultural	240	\$1,230,914	\$2,133,781	\$5,129	\$8,891	57.7%
experiances by marriadar's elimiterty and age	White	708	\$3,456,967	\$5,672,557	\$4,883	\$8,012	60.9%
	Totals:	1,958	\$8,767,130	\$14,821,256	\$4,478	\$7,570	59.2%
	For age 3 years to 21 years, inclusive						
	American Indian or Alaska Native	17	\$73,746	\$105,873	\$4,338	\$6,228	69.7%
	Asian	250	\$973,766	\$1,482,896	\$3,895	\$5,932	65.7%
	Black/African American	281	\$1,497,981	\$2,206,322	\$5,331	\$7,852	67.9%
	Hispanic	1,204	\$4,572,514	\$7,032,285	\$3,798	\$5,841	65.0%
	Native Hawaiian or Other Pacific Islander	7	\$19,012	\$52,720	\$2,716	\$7,531	36.1%
	Other Ethnicity or Race / Multi-Cultural	792	\$2,549,887	\$3,859,818	\$3,220	\$4,874	66.1%
	White	1,296	\$7,037,261	\$10,591,113	\$5,430	\$8,172	66.4%
	Totals:	3,847	\$16,724,168	\$25,331,027	\$4,347	\$6,585	66.0%
	For age 22 years and older						
	American Indian or Alaska Native	15	\$1,025,628	\$1,178,265	\$68,375	\$78,551	87.0%
	Asian	271	\$7,876,385	\$8,054,318	\$29,064	\$29,721	97.8%
	Black/African American	535	\$19,247,154	\$21,191,568	\$35,976	\$39,610	90.8%
	Hispanic	628	\$14,751,523	\$16,173,242	\$23,490	\$25,754	91.2%
	Native Hawaiian or Other Pacific Islander	10	\$314,711	\$312,404	\$31,471	\$31,240	100.7%
	Other Ethnicity or Race / Multi-Cultural	346	\$9,941,613	\$11,239,703	\$28,733	\$32,485	88.5%
	White	2,783	\$114,905,776	\$124,417,418	\$41,288	\$44,706	92.4%
	Totals:	4,588	\$168,062,789	\$182,566,919	\$36,631	\$39,792	92.1%

						1	
		age 2 years, inclusive					
	American Ind	lian or Alaska Native		9	9	0	0.0%
	Asian			75	73	2	2.7%
	Black/African	American		91	80	11	12.1%
Number and Develop of individuals receiving	Hispanic			832	802	30	3.6%
Number and Percent of individuals receiving	Native Hawai	ian or Other Pacific Islander		3	3	0	0.0%
only case management services by age and	Other Ethnici	ty or Race / Multi-Cultural		240	233	7	2.9%
ethnicity	White			708	698	10	1.4%
Etimicity			Totals:	1,958	1,898	60	3.1%
	For age 3 ye	ars to 21 years, inclusive					
	American Ind	lian or Alaska Native		17	10	7	41.2%
	Asian			250	153	97	38.8%
	Black/African	American		281	177	104	37.0%
	Hispanic			1,204	842	362	30.1%
	Native Hawai	ian or Other Pacific Islander		7	3	4	57.1%
	Other Ethnici	ty or Race / Multi-Cultural		792	538	254	32.1%
	White			1,296	821	475	36.7%
			Totals:	3,847	2,544	1,303	33.9%
	For age 22 v	rears and older					
		lian or Alaska Native		15	14	1	6.7%
	Asian			271	222	49	18.1%
	Black/African	American		535	461	74	13.8%
	Hispanic			628	526	102	16.2%
	Native Hawai	ian or Other Pacific Islander		10	8	2	20.0%
	Other Ethnici	ty or Race / Multi-Cultural		346	274	72	20.8%
	White			2,783	2,502	281	10.1%
	C. C		Totals:	4,588	4,007	581	12.7%
	Language	Consumer Count	Per Capita Exp	penses			
Per capita purchase of service expenditures by	English	8,420	\$21,05	8			
individual's primary language (for primary	Spanish	1,796	\$6,911				
languages chosen by 30 or more clients)		•					
ranguages chosen by 50 or more chefts)	Tagalog	57	\$17,45	3			
	Table	40.272	C45 40				
	Totals	10,273	\$45,42	.2			

Measures Related to Reducing Disparities and
Improving Equity in Purchase of Service Expenditures

# National Core Indicator (NCI) Data

Number and percent of individuals, by ethnicity, who are satisfied with the services and supports received by the family and family member

**Current NCI data identifies that per survey:** 

- Child Family Survey: 87% of respondents are satisfied (FY 15/16)
- Adult Family Survey: 70% of respondents are satisfied (FY 13/14)
- Family Guardian Survey: 87% of respondents are satisfied (FY 13/14)

NBRC Service Coordinators will complete trainings in cultural sensitivity; language support needs will be identified to ensure effective translation and interpretation of service planning including a proposal to expand capacity of bi-lingual vendors.

NBRC will use data related to satisfaction to attempt to align resources with the needs of the community.

Number and percent of families, by ethnicity, who report that services have made a difference in helping to keep their family member at home. Current NCI data identifies that per survey:

- Child Family Survey: 85% report services have made a difference (FY 15/16)
- Adult Family Survey: 75% report services have made a difference (FY 13/14)

NBRC will analyze data sorted by ethnicity to identify areas where disparity exists regarding service needs.

NBRC will use data to identify and develop resource and support needs in the community and coordinate with Family Resource Centers to advocate for increased access to community resources.

Compliance Measure – Public Policy and Compliance	2018	2019	Planned Activities for 2020
Unqualified independent audit with no material findings	NO* *NBRC received the FY 16-17 draft independent audit within 30 days of this reporting period	YES	NBRC will continue to utilize sound business practices in compliance with audits
Substantial compliance with the Department fiscal audit	YES	YES	NBRC will continue to fulfill internal auditing requirements
Operates within operations budget	YES	YES	NBRC will continue to monitor and provide monthly reporting
Certified to participate in the Home and Community-Based Waiver	YES	YES	NBRC Internal Quality Monitor conducts monthly audits, as well as ongoing training on all Federal Programs
Compliance with Vendor Audit Requirements per contract	NO*  *NBRC achieved compliance with the number of audits performed. Submission of the audit summary was delayed	YES	NBRC will continue to perform audits with our vendors on a regular basis
IPP Development per W&I Code requirements	98% (2015)	100% (2017)	NBRC will continue to regularly monitor IPP reports; draft 2019 audit results not available as of June 2019
IFSP Development per Title 17 requirements per ESR	88%	79%	NBRC will continue to comply with Title 17 requirements

Compliance Measure	Statewide Averages	NBRC Outcomes	Planned Activities for 2020
CDER/ESR Currency	98.34% - 2017	98.72% - 2017	NBRC will continue monitoring monthly
	98.5% - 2018	98.86% - 2018	reports to ensure CDERS and ESRs are
	98.3% - 2019	98.9% - 2019	current
			<ul> <li>Internal quality monitoring and monthly</li> </ul>
			auditing will identify reporting errors
			and missed dates to increase reporting
			compliance  • Federal Revenue staff will continue to
			send monthly reminders to Service
			Coordinators
Intake/Assessment and IFSP	*statewide data	88% - 2018	NBRC will continue monitoring IFSP
timelines (ages 0-2)	collection under	79% - 2019	input data internally to ensure IFSP's are
	development		completed in a timely manner
			,
			<ul> <li>NBRC will continue to submit RFPs for</li> </ul>
			speech, OT, and PT for additional
			assistance in timely assessments
Intake/Assessment timelines for			NIDDC will assation a grounding time the
individuals ages 3 or older			<ul> <li>NBRC will continue providing timely completion of intake/assessment for</li> </ul>
marviduais ages 5 or older			children 3 years old and above
142 days or less	97.91% - 2017	99.31% - 2017	cimaren o years ora ana above
	99.12% - 2018	96.92% - 2018	
	89.84% - 2019	100% - 2019	
	<b>1.85%</b> - 2017	.69% - 2017	
143-240 days	.76% - 2018	3.08% - 2018	
	6.05% - 2019	0% - 2019	
	<b>.24%</b> - 2017	0% - 2017	
Over 240 days	.12% - 2018	0% - 2017	
Over 240 days	4.11% - 2019	0% - 2019	



# North Bay Regional Center

# 2020 Performance Contract Public Meeting Comment Form

# What is a Performance Contract?

The contract is a comprehensive, performance based accountability system for all regional centers. The goals will be modified annually and be focused on how the regional center performed in meeting community based services.

The report will also include Disparity and Employment outcomes for each regional center. The reports can be found at <a href="https://www.nbrc.net">www.nbrc.net</a>

# How can you help?

- 1. Review the report. Then think about the individual areas and are they capturing what you think is important?
- 2. Attend our Public Meetings to hear the presentation and offer feedback.
- 3. If you are unable to attend, submit written feedback.

complete the form below.	
Return the form below	
Nam <u>e:</u>	Do not complete this section If you
Address:	prefer to remain anonymous,
City:	however, we would like to be able to speak to you about your ideas.
Zip:	
Phone Number:	
What outcomes would you like to see in the North Bay Regional (	Center Performance Contract?
1.	
2.	
What comments do you have about the North Bay Regional Cent (Use back if needed)	er Performance Contract?

If you are unable to attend the meeting, do not let that stop you from offering your opinion. Please

Please mail/email your comments by September 15th, 2019

to: Email: jcrane@nbrc.net

Mail: January Crane, 610 Airpark Rd, Napa, CA 94558



# 2020 Formulario de Comentarios de la Reunión Pública sobre el Contrato de Desempeño

# ¿Qué es un contrato de desempeño?

El contrato es un sistema integral de rendición de cuentas para todos los centros regionales y está basado en el desempeño los mismos. Las metas serán modificadas anualmente y se enfocaran en cómo se desempeñó el centro regional en el cumplimiento de servicios basados en la comunidad.

El informe también incluirá los resultados de Disparidad y Empleo para cada centro regional. Los informes se pueden encontrar en www.nbrc.net

# ¿Cómo puede ayudar?

- Revea los comentarios ofrecidos por la comunidad, el plan de acción y otros informes de disparidad. Estos se pueden encontrar en www.nbrc.net. Luego piense en las áreas individuales, ¿están capturando lo que cree es importante?
- Asista a nuestras reuniones públicas para escuchar la presentación y ofrecer comentarios.
- 3. Si no puede asistir, envíe sus comentarios por escrito.

formulario. Nombre: \_\_\_\_\_ No complete esta sección si Domicilio: prefiere permanecer en el Ciudad: anonimato; sin embargo, nos gustaría poder hablar con usted Código Postal: sobre sus ideas. Número de Teléfono: ¿Qué resultados le gustaría ver en los contratos de desempeño del Centro Regional del Norte de la Bahía? 1. 2. ¿Qué comentarios tiene sobre los contratos de desempeño del Centro Regional del Norte de la Bahía? (De ser necesario use la parte de atrás)

Si no puede asistir a la reunión, no permita que eso le impida ofrecer su opinión. Por favor complete el siguiente

Por favor mande sus comentarios por correo/correo electrónico antes del 15 de Septiembre de 2019 a:

jcrane@nbrc.net

Dirección de Correo: January Crane, 610 Airpark Rd, Napa, CA 94558



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

In the month of June 2019, NBRC's Doug Cleveland Board Opportunity Fund received donations in the amount of \$19.07. The bank fees, interest, and account credits for the savings account came to a net of \$2.44. As of June 30, 2019, the savings account balance was \$59,444.87.

There were (2) awards issued out of the checking account totaling \$800.00 in the month of June. 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 June 30, 2019.

For the month of July 2019, the Doug Cleveland Board Opportunity Fund received no donations. There was a decrease in the savings account balance in the amount of \$10,000.00 due to a transfer of funds to the checking account. The balance as of July 31, 2019 was \$49,446.99.

There were (2) awards issued out of the checking account totaling **\$2,264.00** in the month of July. The bank maintenance fee totaled \$20.00. The ending register balance of the Doug Cleveland Board Opportunity Fund checking account was **\$11,041.27** as of July 31, 2019.

# North Bay Regional Center CFO Board Report

As of June 30, 2019

12 months 101.75%

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:	\$ (1,220,448.00)	CP	P Contra	ct Amount Available:	\$ (2,835,910.00)
Amount needed to cover forecast	\$ (2,838,532.00)				\$ (3,266,376.00)
		%			Total YTD
Purchase of Services (POS)	YTD Actual	YTD Total		Forecast*	Actual + Forecast*
Community Care Facilities	\$ 59,439,801.00	25.2%	\$	206,752.00	\$ 59,646,553.00
Supported Living Services	\$ 56,059,815.00	23.8%	\$	305,748.00	\$ 56,365,563.00
Day Programs	\$ 40,224,370.00	17.1%	\$	542,470.00	\$ 40,766,840.00
Behavioral Services	\$ 31,048,355.00	13.2%	\$	173,457.00	\$ 31,221,812.00
Other	\$ 16,224,366.00	6.9%	\$	154,039.00	\$ 16,378,405.00
Transportation	\$ 13,017,539.00	5.5%	\$	118,805.00	\$ 13,136,344.00
Respite	\$ 5,746,004.00	2.4%	\$	116,813.00	\$ 5,862,817.00
Medical Services	\$ 1,369,783.00	0.6%	\$	-	\$ 1,369,783.00
Total NON-CPP POS services	\$ 223,130,033.00		\$	1,618,084.00	\$ 224,748,117.00
Community Placement Plan (CPP)	\$ 12,502,075.00	5.3%	\$	430,466.00	\$ 12,932,541.00
TOTAL POS AND CPP EXPENSES	\$ 235,632,108.00	100.0%	\$	2,048,550.00	\$ 237,680,658.00

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

Total General Ops Cont	ract: \$	20,833,641.00	Total CPP Contract:		\$ 2,155,587.00	
General Ops Amount Avail	lable \$	372,670.00	<b>CPP Contract Amount Available:</b>		\$ 189,914.00	
			%			Total YTD
Operations Expense (OPS)		YTD Actual	YTD Total		Forecast*	Actual + Forecast
Personnel	\$	13,387,412.00	59.7%	\$	-	\$ 13,387,412.00
Benefits	\$	4,208,929.00	18.8%	\$	-	\$ 4,208,929.00
Facilities/Insurance	\$	1,791,078.00	8.0%	\$	-	\$ 1,791,078.00
Equipment	\$	277,236.00	1.2%	\$	-	\$ 277,236.00
Consultants	\$	382,376.00	1.7%	\$	-	\$ 382,376.00
Mileage	\$	302,520.00	1.3%	\$	-	\$ 302,520.00
General Office	\$	128,816.00	0.6%	\$	-	\$ 128,816.00
Legal	\$	55,926.00	0.2%	\$	-	\$ 55,926.00
Communications	\$	93,305.00	0.4%	\$	-	\$ 93,305.00
Other Expenses	\$	30,520.00	0.1%	\$	-	\$ 30,520.00
Bank Fee and Interest Expense	\$	6,085.00	0.0%	\$	-	\$ 6,085.00
Revenue	\$	(203,232.00)	-0.9%	\$	-	\$ (203,232.00)
Sub-Total General Opera	tions					
Ехр	ense \$	20,460,971.00		\$	-	\$ 20,460,971.00
Community Placement Plan (CPP)		1,965,673.00	8.8%	\$	-	\$ 1,965,673.00
Total Operations Exp	ense \$	22,426,644.00	100%	\$		\$ 22,426,644.00

# **GRANT INFORMATION**

	YTD Actual	% YTD Total	<b>Grant Amount</b>	Remaining Balance	
Mental Health Services Fund - Grant	\$ 185,700.00	83%	\$ 222,531.00	\$	36,831.00
Senior Companion Program - Grant	\$ 188,022.00	57%	\$ 328,717.00	\$	140,695.00
Sub-Total Grant Expense	\$ 373,722.00		\$ 551,248.00	\$	177,526.00

**Total Regional Center Budget:** 

\$ 255,116,226.00

# North Bay Regional Center CFO Board Report

As of July 31 2019

1 month **10.84%** 

# PURCHASE OF SERVICES Total POS All

**Total POS Allocation:** \$ 190,690,626.00

Total POS Contract:	\$ 190,690,626.00			Total CPP Contract:	\$ -
POS Contract Amount Available:	\$ 170,020,952.00	СРР	Contra	ct Amount Available:	\$ -
		%			Total YTD
Purchase of Services (POS)	YTD Actual	YTD Total		Forecast*	Actual + Forecast*
Community Care Facilities	\$ 6,404,841.00	31.0%	\$	-	\$ 6,404,841.00
Supported Living Services	\$ 4,960,020.00	24.0%	\$	-	\$ 4,960,020.00
Day Programs	\$ 3,449,685.00	16.7%	\$	-	\$ 3,449,685.00
Behavioral Services	\$ 2,759,280.00	13.3%	\$	-	\$ 2,759,280.00
Other	\$ 1,245,741.00	6.0%	\$	-	\$ 1,245,741.00
Transportation	\$ 1,258,627.00	6.1%	\$	-	\$ 1,258,627.00
Respite	\$ 435,837.00	2.1%	\$	-	\$ 435,837.00
Medical Services	\$ 155,643.00	0.8%	\$	-	\$ 155,643.00
Total NON-CPP POS services	\$ 20,669,674.00		\$	-	\$ 20,669,674.00
Community Placement Plan (CPP)	\$ -	0.0%	\$	-	\$ -
TOTAL POS AND CPP EXPENSES	\$ 20,669,674.00	100.0%	\$	-	\$ 20,669,674.00

OPERATIONS Total Ops Allocation: \$ 18,394,180.00

Total General Ops Contract:	\$ 17,842,080.00	Total CPP Contract:		\$ -	
<b>General Ops Amount Available</b>	\$ 14,994,221.00	СРР	Contra	ct Amount Available:	\$
		%			Total YTD
Operations Expense (OPS)	YTD Actual	YTD Total		Forecast*	Actual + Forecast
Personnel	\$ 1,239,948.00	43.5%	\$	-	\$ 1,239,948.00
Benefits	\$ 1,230,212.00	43.2%	\$	-	\$ 1,230,212.00
Facilities/Insurance	\$ 252,725.00	8.9%	\$	-	\$ 252,725.00
Equipment	\$ 68,625.00	2.4%	\$	-	\$ 68,625.00
Consultants	\$ 16,950.00	0.6%	\$	-	\$ 16,950.00
Mileage	\$ 25,706.00	0.9%	\$	-	\$ 25,706.00
General Office	\$ 16,891.00	0.6%	\$	-	\$ 16,891.00
Legal	\$ -	0.0%	\$	-	\$ -
Communications	\$ 8,896.00	0.3%	\$	-	\$ 8,896.00
Other Expenses	\$ 1,116.00	0.0%	\$	-	\$ 1,116.00
Bank Fee and Interest Expense	\$ 1,346.00	0.0%	\$	-	\$ 1,346.00
Revenue	\$ (14,556.00)	-0.5%	\$	-	\$ (14,556.00)
Sub-Total General Operations					
Expense	\$ 2,847,859.00		\$	-	\$ 2,847,859.00
Community Placement Plan (CPP)	-	0.0%	\$	-	\$ -
Sub-Total CPP Operations Expense	\$ -		\$	-	\$ -
Total Operations Expense	\$ 2,847,859.00	100%	\$	-	\$ 2,847,859.00

# **GRANT INFORMATION**

	YTD Actual	% YTD Total	Grant Amount	Remaining Balance	
Mental Health Services Fund - Grant	\$ 6,231.00	3%	\$ 212,191.00	\$	205,960.00
Senior Companion Program - Grant	\$ 19,299.00	6%	\$ 339,909.00	\$	320,610.00
Sub-Total Grant Expense	\$ 25,530.00		\$ 552,100.00	\$	526,570.00

# **Total Regional Center Budget\*:**

\$ 209,084,806.00

<sup>\*</sup>This includes both Grants that are not noted in the A Prelim, but are approved through contract. The Grants will be reflected in the A-1 amendment.



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

www.nbrc.net

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

Proposed Slated Board Member:

Hue Truong

Hue Truong is a sister of an adult client who receives services from NBRC and lives in Sonoma County.

Ms. Truong is devoted to caring for her sister and supporting people with disabilities. She has a deep appreciation for the support NBRC has provided to her sister and would like "give back" to NBRC and the community by serving on the NBRC Board of Directors. She currently serves as the President of Truong Accounting Services and holds a Bachelor's of Science Degree in Business Administration, from Sonoma State University. She has a strong business and accounting background and a deep concern for people with Developmental Disabilities. As a sister of a person receiving services from NBRC and a business leader in our community, she will provide a unique perspective on how NBRC can better serve our clients.

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

# **Meeting Minutes**

NBRC Vendor Advisory Committee North Bay Regional Center, Napa

# August 13, 2019



I. Introductions and	
Acceptance of Minutes	
<ul> <li>         ⊠ Call to Order         Holly Pagel, VAC Co-Chair,         called the meeting to order         at 10:05 am         </li> <li>         ⊠ quorum met         </li> <li>         ∑ previous meeting         minutes: Kelley Hanson     </li> </ul>	VAC Co-Chairs  ☐ Holly Pagel, Connections for Life (VAC Facilitator) ☐ Linda Plourde, Bayberry, Inc. (VAC Board Representative Advisor)  VAC Membership ☐ Jamie Collins, North Bay Industries ☐ Kelley Hanson, Pace Solano ☐ Mike Lisenko, UCP of the North Bay ☐ Stacey Martinez, The ARC-Solano ☐ Andrea Mendoza, REI/CHDC ☐ Michelle Ramirez, On My Own ☐ Ali Tabatabai, New Leaf Solutions  NBRC Staff ☐ Gabriel Rogin, Executive Director Isabel Calder, Chief Financial Officer Courtney Singleton, Director of Community Services Thomas Maseda, Director of Administrative Services Maura McDonough, Quality Assurance Supervisor January Crane, Dept Manager, Fed Programs & Agency Training Ashley McConnell, Federal Revenue Program Supervisor
II. Agenda changes/Additions/Trainings	
	Thomas Maseda - HIPPA:  Thomas discussed further info on BAA agreement and stated that agreements have not gone out to all vendors yet. He discussed what constitutes a data breach and informed the group that he is the point of contact to self-report breaches to NBRC. Whenever information is disclosed to someone who was not authorized. Eg. Health related information (name, address, SS#would be a breach). "Unauthorized disclosure" is the language in the law. Many names and other private info are stored on flash drives and laptops, etc. If happens, you have obligation to contact NBRC and DDS. Must be appropriately reported. Also, if someone hacks your network is must be reported. Thomas stated the best way to report is to give him a phone call. Thomas stated the goal is to move towards compliancy even if we experience breaches. NBRC will be putting more information on HIPPA resources and training on its website. Kelley Hanson raised the question of how can vendors sign the BAA if they know they aren't fully compliant yet. Gabriel Rogin replied that NBRC needs to address situations like these on a case-by-case basis.

VAC Meeting Minutes 1 8/28/19

Thomas also discussed PG&E outages, encouraged community members to use NIXLE for alerts, and said that PG&E can conduct home visits for people relying on powered medical equipment.

Sept and Oct coming quickly. It will be hot, dry and windy. Electricity will be going off. NBRC is working towards determining which clients rely on electricity. Working to resolve robo-call issue. To identify highest risk folks in case of a power outage. Be aware of local charging stations. Community members may use the PGE website and can register people who are dependent on electricity. PGE will then send staff out to check on folks during outage.

# Isabel Calder: Bridge funding confirmation that TDS and EDR services received a negotiated 2.1 increase.

Isabel discussed Self-Determination/FMS payments and the possibility of fiscal having two check runs in the month (10th and 24th)

# Linda Plourde: CMS regarding EVV

Linda discussed the CMCS Information Bulletin on additional EVV guidance. The group discussed that additional IHHS electronic record keeping would be required and it was not clear whether the platform would include geocaching the provider's clock in/out. Jacquie Dillard-Foss shared her perspective from CSLN and approach taken by Hewlett Packard. Maura McDonough and Jackie agreed that additional clarification and training should be provided by DSS as opposed to DDS

# Kelley Hanson: Sexual Harassment Prevention Training requirement due at end of year

Kelley asked the group what steps other vendors are taking to make sure rank and file, and new hires are completing required Sexual Harassment Prevention Training. Linda Plourde also suggested that vendors check with their insurance broker who may offer free training resources. ThinkHR was provided as an online training platform for employees.

# III. Group Reports Summary

# Napa-Solano Vendor Group:

No update

# **Sonoma Vendor Group:**

Group discussed how to retain DSPs, how to fund budget increases, meal/break waivers; and how increased funding will be used

### **North Bay Housing Coalition:**

Housing California reports that Gov Newsom signed budget allocating \$2.7 billion for affordable housing and homelessness. It includes funding for tax credits which is what developer use to build affordable housing. If passed, AB 10 would add another \$500 million for tax creditsm, stated Mary Eble.

The NBRC Housing committee will track developments in our catchment area and advocate for "set-asides" for persons with I/DD.

City of Santa Rosa is considering an ordinance that would require owners to accept a Section 8 voucher. At this time, it is very challenging to find

owners willing to work with this program and this leads to many people losing a valuable resource if they can't rent up with the voucher. Also a state bill was introduced requiring owners to accept a voucher.

NBHC shared a housing presentation to the CAC group at NBRC Santa Rosa office and is scheduled to do same in Napa office. Importance of emphasizing being proactive and signing up on wait list whenever possible.

NBHC is working on policies to implement a master lease program as well as its Cleveland Fund for risk mitigation pool. It will evaluate each individual situation.

Gabriel Rogin asked Mary Eble where NBHC and the NBRC Board could work together on housing funding overlap.

### **Trade Associations:**

Jacquie (CSLN): submitted grant to state for collecting outcomes which will begin in December; CSLN hired an ED; will have public policy conference in January; met w/DDS to discuss why ILS didn't get a raise- She stated DDS said that they think ILS is being used as a way to get higher rates for SLS. Dr. Gali is new director of HHS dept. CLSN dropped out of Lanterman Coalition in favor of "The Path Forward Collaborative." Group discussion with questions surrounding outcomes followed --"utilization is NOT an outcome." Gabriel discussed needing more direction from the state on utilization and cost containment.

Gabriel: Only hope is that we don't become more fragmented. So powers that be do not pick us apart.

Michelle- CDSA- working on Meal & Break issue. Advocating for rate study work group as it wasn't mentioned at last task force. Also working on DSP rate structure.

Mike- will meet on Aug 28th. Will discuss leg issues and rate increases and wages.

# **NBRC Report:**

Board Retreat – no report. Ali Tabatabai announced as new VAC rep. to the Board. Gabriel added to the discussion with Jackie about NCI as measures of outcomes versus utilization rates. There was a general group discussion about how NCI outcomes don't account for an individual's perspective and awareness of services. There was agreement that we are at a tipping point and SYSTEM REFORM is needed, not just rate reform.

Services and Vendor Relations & SLS Subcommittee: Courtney Singleton

Courtney stated the SLS group met and discussed contract. In the last quarter, NBRC was 46% over state average for larceny and it was all in SLS. Alexander Williams moved from SDC closure and is now working a lot on QA and SIR follow ups.

# **Legislative Committee:**

Linda provided follow-up information on DSP for the day. Congressman Mike Thompson, and not just staff, will participate in shadowing an DSP. ASM Frazier's office declined the invitation. Linda stressed that getting legislative representatives to participate is more impactful and meaningful

	than the kickoff event.					
	than the Moron event.					
	HIPPA & Data Security Subcommittee: All announced the that newly formed group plans to meet every 3 <sup>rd</sup> Thursday at 3pm. Basics of HIPPA/Data Security continued to be discussed. NBRC admin staff is working with the group to pool FAQ and resources list to assist vendors in compliance. Stacey Martinez offered to have a encryption service demo to VAC and provide a lower group rate.					
IV. Community Concerns/Clarifications/ Presentations						
V. NBRC Policies and	C					
Procedures	Summary					
Trocedures	Policies and Procedures: No report.					
VI. New Business	Summary					
VII. Announcements	Summary					
NBRC Announcements	January Crane: Progress/Update on CMS Settings Rules trainings Held two webinars on CMS settings rules. They had draft of strategic plan to help vendors get in compliance. Also working on onboarding of new vendors to make sure that they are creating a compliant program. Ashely is the HCBS Specialist. Drafting of strategic plan and where they are standing on HCBS compliance. Met with resource development and looking more into onboarding process. Next the group will be working with NBRC QA and beginning work with RSPs.					
	Maura McDonough: SIR- DDS is scrutinizing SIRs more closely than they used do. They are actually reading all of them now. Alex Williams (Asst. QA Supervisor) gives QA another set of eyes. One report NBRC gets is a quarterly report from Mission Analytics about SIRs. Maura will start mentioning highlights quarterly. Stated there was spike in incidents involving larceny and other financial abuses.					
	Ivan Arce: Employment Task Force- Vendor Summit & Survey					
	The task force has done well so far and thanks to everyone who has participated. Sept 25 there will be a vendor summit, 10 am - 1 pm @ NBRC.					
General Announcements						
	<ul> <li>Sprout Film Festival Oct 19 and 21. Contact Stacey Martinez</li> <li>Aug 22 is annual picnic, most NBRC staff will be out that day.</li> <li>SDP will have twice/mo check runs, Isabel will send out info when more is known.</li> <li>Renee Fannin announced Hollie Swain as new director at Lynn &amp; Darla</li> </ul>					
Adjourn						
	The meeting concluded at 11:45 am.					

Minutes submitted by: Ali Tabatabai, with contributions from Stacey Martinez and Ashly McConnell



# **CLIENT ADVISORY COMMITTEE**

610 Airpark Road Napa, CA 94558 Thursday, September 12, 2019 12:30 pm – 2:00 pm

# Presentation from:

# **North Bay Housing Coalition**



- Have you thought about where you want to live?
- Can you afford it?
- What kind of support will you want/need?
- Why you need to start planning for housing now.
- What questions or ideas do you have?



Discussion with:
Katy Vanzant and Ivan Arce of the
NBRC Employment Taskforce

Please RSVP – DanielleB@nbrc.net By September 9, 2019

\*Pizza and beverages will be provided\*





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

www.nbrc.net

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

# Public Meeting to Review 2019/20 Disparity Project Grant Funding

Tuesday, Sept 17<sup>th</sup>, 2019 6-8 pm Solano Co Office of Education 5100 Business Center Dr Fairfield, CA 94534

North Bay Regional Center wants to make sure that we are continuously improving. We strive to exceed our mission, desired outcomes, and that we are in compliance with all requirements.

The Disparity Funds Program supports projects that aim to increase equity in service access. Proposals must link to an identified issue or barrier in the local community or statewide, which has been identified through POS data, stakeholder feedback, and/or RC plans and recommendations to promote equity and reduce disparities.

We continue to fulfill all planned activities with the intent of improving outcomes as directed by our community members, Board of Directors, and NBRC staff.

## How do we continue to improve in our efforts to address disparities in purchases of service?

We are continuing activities from this year and prior years, such as the continued outreach and education, staff training, use of social media, providing orientation to Regional Center services to new families, and increased collaboration with community partners:

- Promotora project
- Translation of materials and information into Spanish and Tagalog
- Cultural Sensitivity presentations to staff and vendors
- Agency-wide implementation of Person Centered Thinking, Planning, and Practices

You are invited to hear a presentation of our proposed plan and provide your input. We will present the plan and listen to your comments at the Solano Co Office of Education on Tues, Sept 17, 2019 from 6-8pm.

or send your written input by mail or email to: January Crane, Department Manager PO Box 3360 NAPA CA 94558 Email: jcrane@nbrc.net



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# Reunión Publica para Reexaminar el Financiamiento Subvenciones del Proyecto de Disparidad 2019/20

Martes 17 de Septiembre 2019, 6-8 pm Oficina de Educación de Solano Co 5100 Business Center Dr Fairfield, CA 94534

El Centro Regional del Norte de la Bahía quiere asegurarse de que estamos mejorando continuamente. Nos esforzamos por cumplir y superar nuestra misión, por alcanzar los resultados deseados y cumplir con todos los requisitos.

Los fondos del Proyecto de Disparidad asisten proyectos que apuntan a incrementar la equidad en el acceso de servicios. Las propuestas deben estar vinculadas a un problema o barrera en la comunidad local o del estado; los cuales han sido previamente identificado a través de datos de POS (dinero gastado en servicios), comentarios de las partes interesadas y/o planes y recomendaciones del Centro Regional (CR) para promover la equidad y reducir las disparidades.

Continuaremos cumpliendo todas las actividades planificadas con la intención de mejorar los resultados propuestos e indicados por los miembros de nuestra comunidad, la Junta Directiva y el personal de NBRC.

# ¿Cómo continuaremos mejorando nuestros esfuerzos para abordar las disparidades en las compras de servicios?

Continuaremos promoviendo las actividades de este año y años anteriores, como ser divulgación y educación, capacitación del personal, uso de las redes sociales, brindando orientación sobre los servicios del Centro Regional a las nuevas familias, e incrementando colaboración con otras organizaciones comunitarias:

- Proyecto promotoras
- Traducción de materiales e información en Español y Tagalog
- Presentaciones sobre Sensibilidad Cultural a nuestro personal y vendedores
- Implementación a nivel agencia de Prácticas de Pensamiento y Planificación centradas en la persona (conocido como Person Centered Thinking, Planning, and Practices)

Lo invitamos a escuchar una presentación sobre el plan que hemos propuesto y a brindar su opinión.

Presentaremos el plan y escucharemos sus comentarios en la Oficina de Educación de Solano Co el Martes 17 de Septiembre de 2019 de 6 a 8 p.m.

o envíe su aporte escrito por correo o correo electrónico a: January Crane, Department Manager PO Box 3360 NAPA CA 94558 Email: jcrane@nbrc.net



# What is a Disparity Project?

The Disparity Funds Program supports projects that aim to increase equity in service access. Proposals must link to an identified issue or barrier in the local community or statewide, which has been identified through POS data, stakeholder feedback, and/or RC plans and recommendations to promote equity and reduce disparities.

# How can you help?

- 1. Review the community feedback and action plan and other Disparity reports. These can be found at www.nbrc.net. Then think about the individual areas and are they capturing what you think is important?
- 2. Attend our Public Meetings to hear the presentation and offer feedback.
- 3. If you are unable to attend, submit written feedback.

complete the form below.					
Return the form below					
Name:	Do not complete this section If you				
Address:	prefer to remain anonymous, however, we would like to be able to				
Cit <u>y:</u>	speak to you about your ideas.				
Zip:					
Phone Number:					
What outcomes would you like to see NBRC Disparity Projects we	e focus on?				
1.					
2.					
What comments do you have about the North Bay Regional Cent	er Disparity projects?				
(Use back if needed)					

If you are unable to attend the meeting, do not let that stop you from offering your opinion. Please

Please mail/email your comments by September 15th, 2019

to: jcrane@nbrc.net

Mail: January Crane, 610 Airpark Rd, Napa, CA 94558



# 2019-20 Proyecto-Propuesta de Disparidad Formulario de Comentarios de la Reunión Pública

# ¿Qué es el Proyecto de Disparidad?

Los fondos del Proyecto de Disparidad asisten proyectos que apuntan a incrementar la equidad en el acceso de servicios. Las propuestas deben estar vinculadas a un problema o barrera en la comunidad local o del estado; los cuales han sido previamente identificado a través de datos de POS (dinero gastado en servicios), comentarios de las partes interesadas y/o planes y recomendaciones del Centro Regional (CR) para promover la equidad y reducir las disparidades.

# ¿Cómo puede ayudar?

- Revea los comentarios ofrecidos por la comunidad, el plan de acción y otros informes de disparidad. Estos se pueden encontrar en www.nbrc.net. Luego piense en las áreas individuales, ¿están capturando lo que cree es importante?
- Asista a nuestras reuniones públicas para escuchar la presentación y ofrecer comentarios.
- 3. Si no puede asistir, envíe sus comentarios por escrito.

Si no puede asistir a la reunión, no permita que eso le impida ofrecer su opinión. Por favor complete el siguiente formulario.

Entregue el formulario debajo	
Nombre:	
Domicilio:	No complete esta sección si prefiere permanecer en el
Ciudad:	anonimato; sin embargo, nos
Código Postal:	gustaría poder hablar con usted
Número de Teléfono:	sobre sus ideas.
¿Qué resultados le gustaría ver en los proyectos de disparidad del Cer 1.	tro Regional del Norte de la Bahía?
2.	
Qué comentarios tiene sobre los proyectos de disparidad del Centro F (De ser necesario use la parte de atrás)	tegional del Norte de la Bahía?

Por favor mande sus comentarios por correo/correo

electrónico antes del 15 de Septiembre de 2019 a:

jcrane@nbrc.net

# CONSUMER STATISTICS COUNTIES SELECTED: \*\* ALL \*\*

						COONII	ES SELEC	JIED. A				
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80 & OLDER	34	.3 %						CCF FOSTER CA OTHER	RE	775 174 83	8.0 % 1.8 % .8 %	
TOTAL: 9,	,599	100.0 %	TC	TAL:	9,599	100.0	%	,	TOTAL:	9,599	100.0 %	
ETHNICITY	NUMBE	IR % TO	TOTAL	, DIS	SABILITY		NUMBEI	% TO TOT.		COUNTY	NUMBER	% TO TOTAL
MIXED ASIAN BLACK FILIPINO NATIVE AMERICAN POLYNESIAN	644 249 854 357 44	) <u> </u>	6.7 % 2.5 % 8.8 % 3.7 % .4 %	AUTISM EPILEPSY CEREBRAL PAL: MENTAL RETARI OTHER			2,593 1,084 917 4,857 1,000		1.2 % 48. 9.5 % 49. 0.5 %	8. NAPA 8. SOLANO 9. SONOMA	4,031	12.6 % 41.9 % 43.7 % .0 % .0 %
SPANISH/LATIN WHITE OTHER UNKNOWN	2,376 4,447 199 429	5 2 7 4	4.7 % 6.3 % 2.0 % 4.4 %	CONSU	JMERS MAY	/ HAVE	MULTIPLI	E DIAGNOSE	S	OTHER	155	.0 % .0 % .0 % .0 %
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TOTAL

9,599 100.0

9,599 100.0 %

TOTAL

-AC641-

PAGE: 1

# **Consumer Advocate Report**

# August 1st -August 31, 2019

The three self-advocacy groups are have not started yet due to my personal issues. I'm hoping they will in September and my apologies!

The Napa Valley In-Home Support Services Advisory Committee sponsored a Fair Booth at the Napa County Fair starting on August 7<sup>th</sup> through the 11<sup>th</sup>. The purpose was to get exposure to In Home Support Services, IHSS, and to recruit Providers.

I attended Individual Program Planning meetings, and Team meetings for the people we serve.

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 JULY 1 – AUGUST 31, 2019

Eligibility Reason for Appeal: Claimant appeals denial of eligibility.

(19-04) <u>Ruling</u>: Fair Hearing request withdrawn.

Eligibility Reason for Appeal: Claimant appeals denial of eligibility.

(19-05) Ruling: Fair Hearing request pending.

Eligibility Reason for Appeal: Claimant appeals denial of eligibility.

(19-06) <u>Ruling</u>: Fair Hearing request pending.

Eligibility Reason for Appeal: Claimant appeals denial of eligibility.

(19-07) <u>Ruling</u>: Fair Hearing request withdrawn.

Eligibility Reason for Appeal: Claimant appeals denial of eligibility.

(19-08) <u>Ruling</u>: Fair Hearing request pending.

Eligibility Reason for Appeal: Claimant appeals denial of eligibility.

(19-09) <u>Ruling</u>: Fair Hearing request pending.

Eligibility Reason for Appeal: Claimant appeals denial of funding transportation for requested activities.

(19-10) <u>Ruling</u>: Fair Hearing request pending.

Eligibility Reason for Appeal: Claimant appeals denial of eligibility.

(19-11) <u>Ruling</u>: Fair Hearing request withdrawn.



# Federal Revenue Department Board Report for Quarter 4, April – May – June 2019

The Federal Revenue Department consists of the HCBS/Medicaid Waiver program, 1915(i) State Plan Amendment (SPA) program, Self Determination Program (SDP), Nursing Home Reform (NHR), Audit preparation for all DDS and CPA Audits, CMS Setting Rules/HCBS Compliance, and Agency trainings re: all federally related programs and supports

# • HCBS Medicaid Waiver and 1915(i) SPA programs:

**Medicaid Waiver:** Annual targets have not been established by DDS for several quarters; instructions are to continue to add clients monthly. Not adding monthly can result in the withholding of federal funds in our Operations budget and less POS (purchase of service) reimbursement.

# 1915 (i) SPA:

The 1915(i) SPA will allow California to receive federal funding for POS services for individuals who may not qualify for Medicaid Waiver, but does not provide funds for operational expenditures.

**Status**: 97% of all active clients verified as eligible for Federal Financial Participation (FFP) are enrolled in the Medicaid Waiver program and 100% of clients eligible for SPA are enrolled and management by the Department.

As of June 2019, 4375 clients are enrolled on the Medicaid Waiver and 1778 are enrolled on the 1915(i) SPA.

## • Audits:

# **HCBS Audit**

DDS and Department of Health Care Services (DHCS) biannual HCBS Medicaid Waiver audit concluded at the end of May.

**Status:** Preliminary results have been very positive; draft report to be completed by end of 2019.

# **Independent/CPA Audit**

The CPA/Independent Audit has been completed and submitted as of March 30, 2019. The Federal Revenue team continues to assist in gathering client charts and information requested by the auditors.

- **Training:** Department Manager and Federal Revenue staff provided New Employee and unit trainings for Service Coordinators in the 4<sup>th</sup> quarter of the 18/19 fiscal year, to include:
  - o Overview of all Federal Programs
  - o Title 19/Targeted Case Management (TCM) notes and documentation requirements
  - o Client Development and Evaluation Reports (CDER) requirements and instructions

# • DDS/NBRC updates:

# **CMS HCBS Settings Rule**

**Status:** Federal Revenue staff have completed the oversight of the first group of vendors that received funding for the FY 16/17 CMS compliance grants. They are currently supporting the FY 17/18 grant recipients on budget monitoring, billing requirements, and overseeing milestones that meet the Proposal objectives. NBRC received notification of nine grant recipients; 8 of these vendors were able to get into contract.

At this time, all agencies either are on target or are receiving technical assistance from NBRC to stay in compliance.

# **Nursing Home Reform:**

DDS continues to capture additional FFP by requesting LTC facilities to provide Pre Admission Screening and Resident Reviews (PAS/RRs) to be sent to DDS upon discharges, not just upon admission. The additional workload of processing these Level II PASRRs has increased and is being absorbed by the Federal Revenue unit.

- NBRC Agency Support: The Federal Revenue Department consists of a Department Manager, Supervisor, 2.5 FTE Internal Quality Monitors and 2 FTE Client Services Assistants who continue to provide trainings and support to service coordinators and supervisors in order to assist with compliance requirements and Federal regulations. The Federal Revenue Department will do so by:
  - o Providing support with ongoing Medicaid Waiver enrollment
  - o Providing support with ongoing 1915(i) State Plan Amendment (SPA) enrollment
  - o Track the Client Development Evaluation Report (CDER) for timely completion
  - o Track compliance with timely monitoring of services provided in Family Home Agency settings
  - o Provide ongoing support to staff during all audits
  - o Outreach and trainings regarding the CMS HCBS Final Settings Rule to vendors in collaboration with the Quality Assurance and Community Resource Development teams

# • NBRC Support:

o Federal Revenue Department Manager continues to co-chair the DDS/ARCA Federal Revenue subcommittee and provide consultation to DDS re: Regional Center practices.

Prepared by January Crane, MPA
Department Manager, Federal Programs

# Become an NBRC Vendor! Visit NBRC's website:

http://nbrc.net/service-providers/becomeavendor/

# Resource Development

The Resource Development Department received 11 requests for vendorization during the month of July and completed 1 new vendorization. Please join NBRC in welcoming the new vendors below to the North Bay Regional Center vendor community.

# New Vendors

• Sarah Erickson, PT, DPT - EARLY START SPEC THERAPEUTIC SRVCS

# NBRC Quality Assurance Work May 2019

18 QA Annual or Quarterly Vendor Reviews76 Vendors received QA technical assistance81 NBRC staff received QA technical assistance

# **Observe, Decide, Act: Medical Red Flags**

An overview of what to look for in medically complicated situations was held at NBRC's Napa office and facilitated by Dr. Gayatri Mahajan. NBRC's Quality Assurance Team works closely with the Clinical Team to ensure all vendors are aware and familiar with common medical oversight.

To view the trainings provided to vendors, please go to: https://nbrc.net/service-providers/calendars/

# **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/serviceproviders/resource-needs-requestsfor-proposals/

# Upcoming SIR Vendor Trainings

# Napa Office:

610 Airpark Rd
Board Room
Wed, Sept 24<sup>th</sup>
registration at 3:30 p.m.,
class 4:00p.m. – 6:00 p.m.

RSVP to SIR@nbrc.net

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