

North Bay Regional Center Intake & Eligibility

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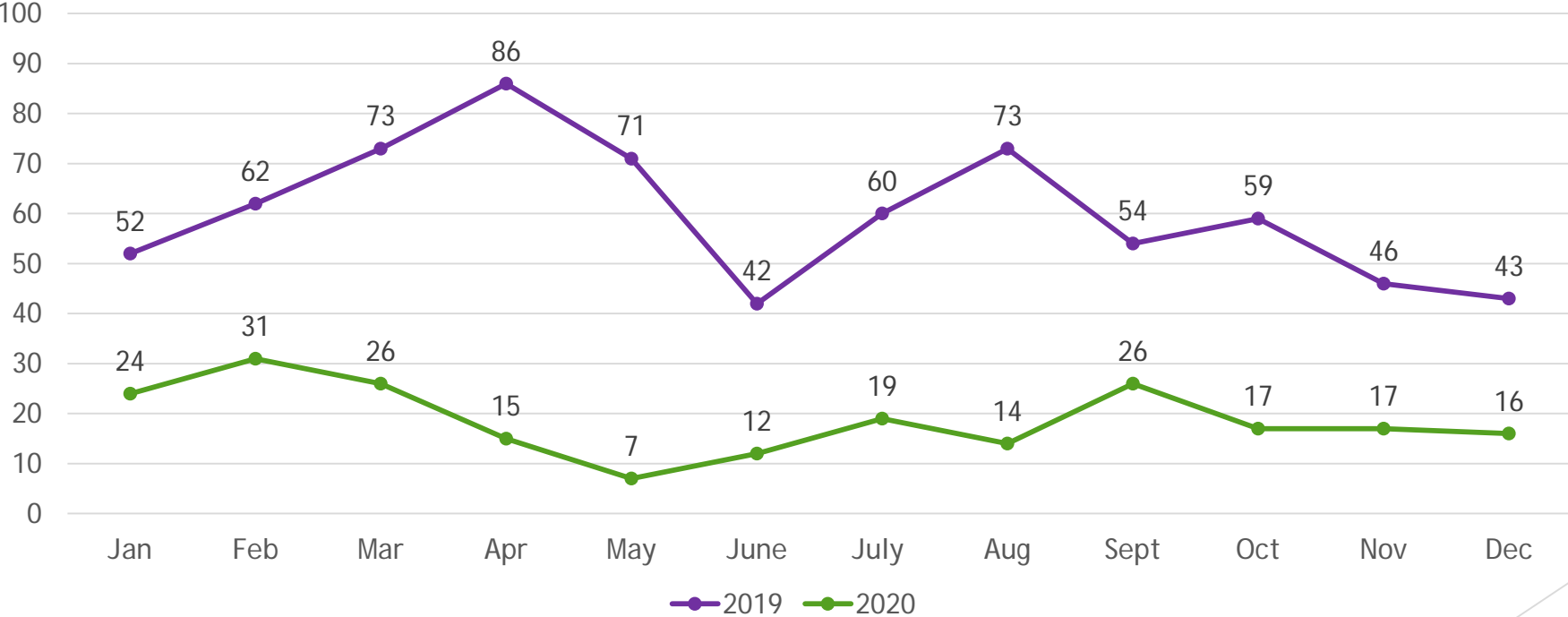
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Intake Referrals

- ▶ Families, community partners, etc. can continue to reach an Intake Referral Coordinator by:
 - ▶ Calling us at 707-256-1180
 - ▶ Emailing us at intake@nbrc.net
- ▶ Supporting documents can be submitted by:
 - ▶ Email
 - ▶ Fax
 - ▶ Mail
 - ▶ Drop box located outside at each office
- ▶ What has changed due to the shelter-in-place order...
 - ▶ Intakes cannot be held in person
 - ▶ All intake calls are routed to voicemail
 - ▶ Decreased referrals compared to previous years
 - ▶ Community partners thought NBRC was closed due to the shelter-in-place order
 - ▶ Referrals from schools and PCPs decreased because they were not seeing children in person
 - ▶ Families postponed intake process due to being overwhelmed due to shelter-in-place

Lanterman Referrals

2019 Vs. 2020



Intake Meetings

Assessment Counselors are holding intake meetings over the phone and scheduling a follow-up Zoom meeting.

Positives

- ▶ Since many families are more accessible
 - ▶ Intake meetings can be scheduled and held quicker
 - ▶ Easier to change appointment times if requested by the family
- ▶ In some cases, eligibility decisions are being made quicker

Challenges

- ▶ Technology issues
- ▶ Obtaining signed consents
- ▶ Intake meetings are taking longer due to lack of technology and ability to sign consents remotely



Testing

Tele-Health Evaluations

Positives

- ▶ Parent interview can be completed over the phone
- ▶ Opportunity to build rapport with families through the parent interview prior to evaluation
- ▶ Increased flexibility to schedule and reschedule remote evaluations
- ▶ Benefits to evaluating children in their natural environment
- ▶ Families have the ability to provide videos
- ▶ Tele-health has not been a barrier to diagnosing ASD

Challenges

- ▶ Technology issues
 - ▶ Public Safety Power Shutoffs
- ▶ Less control of the evaluation
- ▶ Observations
- ▶ Feedback session
- ▶ Cognitive Testing
- ▶ No training before COVID

Tele-Health Protocols

BOSA (Brief Observation of Symptoms of Autism)

- ▶ Parent administered. Evaluator guides parents through series of activities
- ▶ Administration should take about 15-20 min
- ▶ Based on ADOS-2. Should only be administered and scored by those trained and fluent in ADOS-2
- ▶ 4 levels to accommodate all ages and language levels
- ▶ Requires a number of toys and materials that need to be delivered to the family to administer the BOSA

TELE-ASD-PEDS- Vanderbilt Treatment & Research Institute for ASD

- ▶ Parent administered. Evaluator or provider walks parents through series of basic tasks in attempts to elicit communication and social interaction
- ▶ Tasks can be modified and repeated as often as possible to make meaningful observations
- ▶ Administration should take about 10-20 minutes
- ▶ For children around 36 months and younger
- ▶ Utilizes toys already in the child's environment. Items do not need to be purchased

In-Person Testing

NBRC resumed in-person testing in the Napa office in November of 2020.

What has changed?

- ▶ If both parents would like to participate in the feedback sessions, the clinician will meet with parents outside in the patio area
- ▶ Must wear a mask with the exemption of younger children that are unable to tolerate a mask or during part of the evaluation
- ▶ Health Screen & temperature checks required prior to entering the office

Challenges

- ▶ No testing currently available in the Santa Rosa office
- ▶ Unable to hold multiple evaluations in the testing area
- ▶ Limits participants to applicant and one parent or support person in the testing area

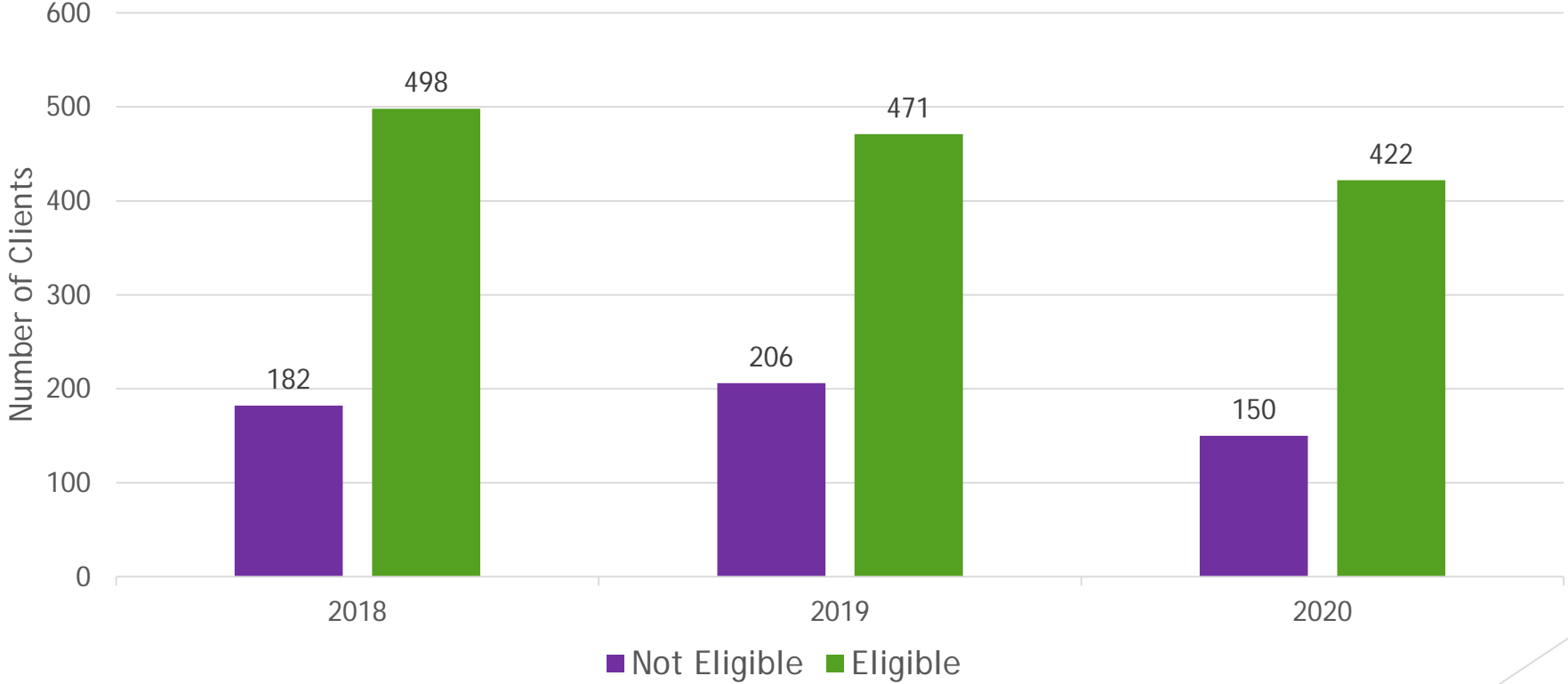
Presumptive Eligibility

The eligibility team may consider individuals under presumptive eligibility in situations in which NBRC is unable to conduct an evaluation due to COVID-19 restrictions but there is enough information to make a decision

Clients that are found presumptively eligible have access to all services unless documentation or an evaluation is conducted at a later date that does not support the initial determination

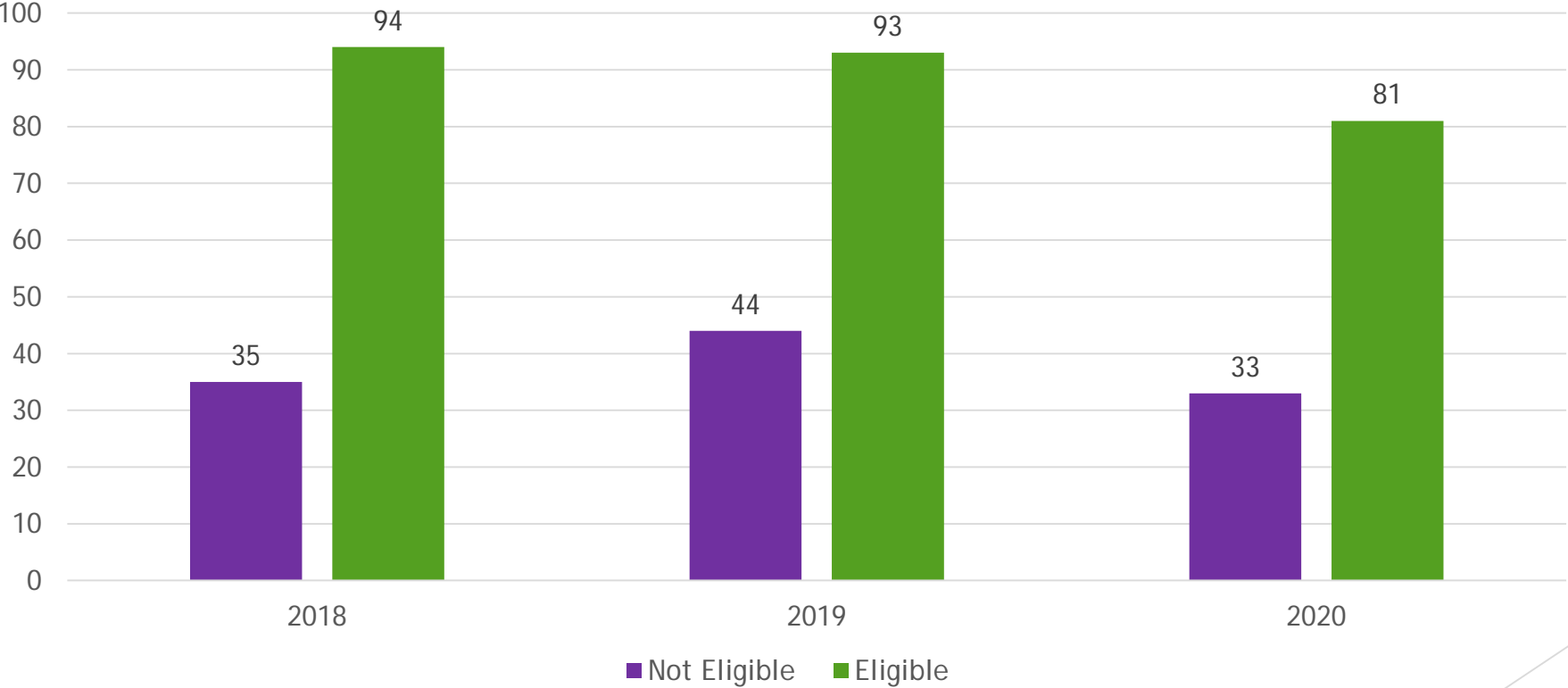
NBRC has found 9 clients presumptively eligible

Eligibility



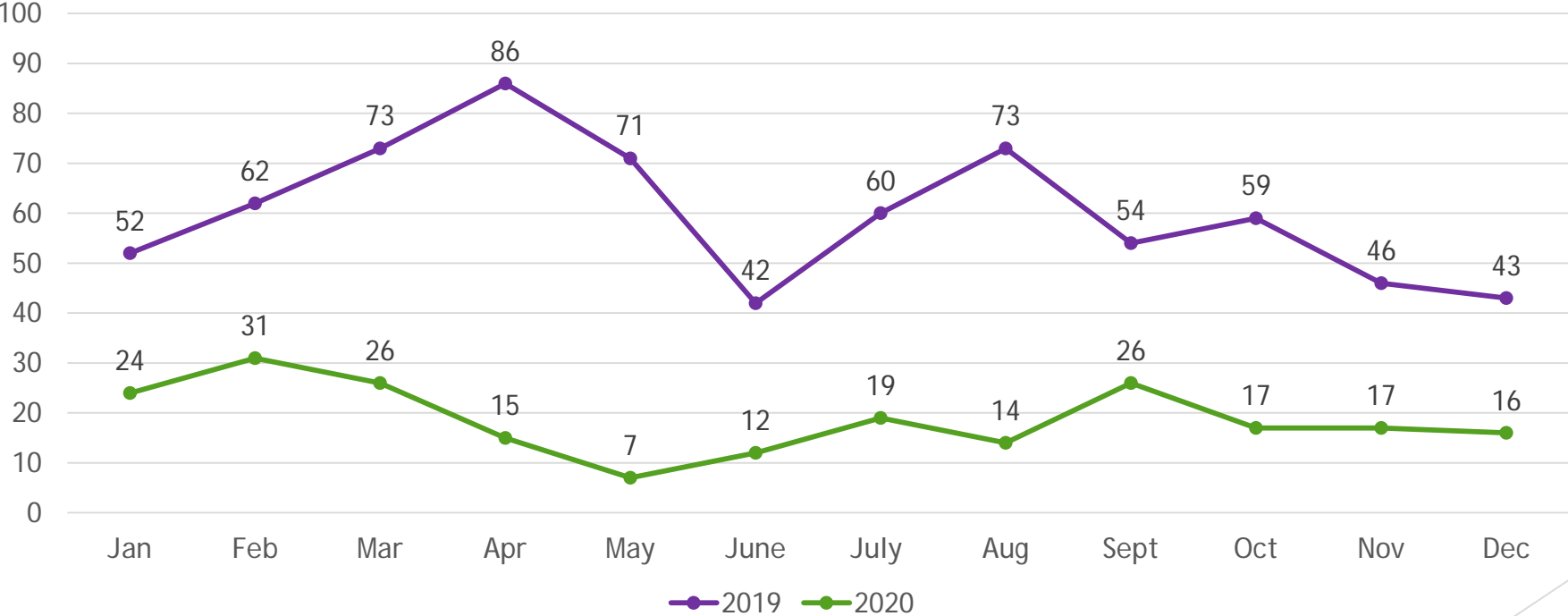
Eligibility

Spanish Speaking Families



Lanterman Referrals

2019 Vs. 2020



Outreach Efforts

Collaboration with community partners...

- ▶ Help Me Grow in Solano County
- ▶ Grand Rounds with Kaiser pediatricians and family medicine
- ▶ Ole Health
- ▶ Email was sent to multiple community partners in all 3 counties with information about how to apply for Early Start services and Lanterman services

Community Outreach is one of the goals for 2021 for the Intake Team!

How to reach us...

Email: intake@nbrc.net

Phone number: 707-256-1180

Questions????

