



*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 a Regular Business Board Meeting scheduled as follows:

**DATE:** March 1, 2023

**TIME:** 6:00 pm

**PLACE:** Via Zoom

**Please click the link below to join the webinar:**

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

**Join by Phone:**

Phone Number: 1-669-900-6833

Webinar ID: 897 0968 7840

Passcode: 912329

Se Habla Español

**Agenda Enclosed**

**REMINDER:** Notices are posted at [www.nbrc.net](http://www.nbrc.net). All meetings are made accessible to persons with disabilities and all members of the public are welcome to attend. Please contact Janelle Santana 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**  
**March 1, 2023, 6:00 p.m.**

**Join by Zoom Webinar:**

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

**Join by Phone:**

**Phone Number:** 1-669-900-6833 **Webinar ID:** 897 0968 7840 **Passcode:** 912329

- I. CALL TO ORDER – Rosemarie Pérez, President
- II. ROLL CALL AND INTRODUCTIONS – Sara Speck, Secretary (3 min)
- III. CONSIDERATION OF MINUTES – Regular Business Meeting Minutes from February 1, 2023 be approved as submitted. (2 min) (pgs. 1-4) ACTION
- IV. GENERAL PUBLIC COMMENT – Please use the chat in the Zoom meeting, or if attending by phone, please text your name to (707) 320-3106 to sign up (2 minutes per person unless otherwise allowed by Board Chairperson). (10 min)
- V. 2021 – 2022 CPA AUDIT REVIEW – ACTION  
Jessica Kober, Senior Manager and Tom Huey, Partner, Windes: Accounting Firm for Tax Audit & Advisory Services (30 min) (attachment)
- VI. TREASURER'S REPORT –
  - A. Treasurer's Report be approved as submitted - Andrea Bednarova, Treasurer ACTION  
(5 min) (pgs. 7-8)
- VII. COMMITTEE REPORTS –
  - A. Executive Committee Update – Rosemarie Pérez, President (5 min) INFO
    - i. Strategic Planning Update – Draft Mission Statement (pg. 9)
    - ii. Approved Board Opportunity Fund Request (pg. 10-11)
  - B. Cultural/Linguistic Competency Committee Update – Rosemarie Pérez, President (5 mins) INFO
  - C. Vendor Advisory Committee Update – Breeanne Kolster, VAC Co-Chair (5 mins) (pgs. 12-14) INFO
  - D. Public Policy Advisory Committee Update – Breeanne Kolster, VAC Representative (5 mins) INFO
  - E. Client Advisory Committee Update – Sara Speck, Secretary & CAC Co-Chair (5 mins) (attachment) INFO
  - F. Prevention Committee Update – Brien Farrell, Board Member (5 mins) ACTION
    - i. Name change to Risk Reduction Advisory Committee
  - G. Nominating Committee Update – Rosemarie Pérez, President (10 mins)
    - i. Vendor Advisory Committee Voting Membership Elections ACTION
      - a. Carin Hewitt (pg.15)
      - b. Adria Carson (pg.16)
      - c. Samantha Wilhite (pg.17)
    - ii. Vice President Election ACTION
      - a. Candace White (pg.18)
- VIII. EXECUTIVE DIRECTOR'S REPORT – Gabriel Rogin, Executive Director (15 mins) INFO
  - A. ARCA Strategic Planning Documents (pgs. 19-28)
  - B. Board Photos & Bios on NBRC Website
- IX. GOOD OF THE ORDER – Any other Board business may be brought up at this time.
- X. GENERAL PUBLIC COMMENT – Please use the chat in the Zoom meeting, or if attending by phone, please text your name to (707) 320-3106 to sign up (2 minutes per person unless otherwise allowed by Board Chairperson).

(10 min)

XI. ADJOURNMENT – Rosemarie Pérez, President

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 a regular business Board Meeting on April 5, 2023 at 6:00 pm.

**North Bay Developmental Disabilities Services, Inc.**  
**Board of Directors Regular Business Meeting**  
**February 1, 2023, 6:00 p.m.**  
**Via Zoom Webinar**

**NBRC BOARD MEMBERS PRESENT:**

Rosemarie Pérez, President, Sonoma County	Sara Speck, Secretary, Solano County
Breeanne Kolster, VAC Representative	Brien Farrell, Solano County
Candace White, Solano County	Ronald Gers, Sonoma County
Jeremy Johnson, Vice President, Solano County	Joanne Giardello, Solano County

**NBRC BOARD MEMBERS ABSENT:**

Jose Ayala, Napa County	Alexis Jarreau, Solano County
Andrea Bednarova, Treasurer	

**NBRC STAFF PRESENT:**

Gabriel Rogin, Executive Director	Courtney Singleton, Director of Community Services
Beth DeWitt, Director of Client Services	Deanna Mobley, Director of Intake and Clinical Services
Isabel Calder, Chief Financial Officer	Jennifer Crick, Director of Administrative Services
Barrie Gordon, Controller	Janelle Santana, Executive Assistant

**GUESTS:** (\*Based on participants' names in the Zoom Webinar meeting)

Trinidad Lopez, ICS Interpreting Services	Lisa Hooks
Carin Hewitt	Maxine Paula Milam
Cindy Cahill	Jana Cooper, Turning Point
Debbi Davis	Messina Dovichi, Turning Point
Edie Thomas	Paula Finley – BI
Gloria Hall	Roslyn
Holly Armijo	Samantha Wilhite
Holly Pagel	Stacey M
	Susan Riggle

**MINUTES**

**CALL TO ORDER** – *Rosemarie Pérez, President*, called the regular business meeting to order at approximately 6:02 pm.

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

**CONSIDERATION OF MINUTES** –

- i. Regular Business Meeting Minutes from January 4, 2023 be approved as submitted.

**M/S/C (Speck/Gers) Moved to approve the minutes for January 4, 2023.**

**APPROVED  
UNANIMOUS**

**GENERAL PUBLIC COMMENT** – None

**S.T.A.R.T. MODEL CONTRACT APPROVAL** –

*Courtney Singleton, Director of Community Services*, presented the S.T.A.R.T. Model Contract on pages 6-7 in the February 2023 Board Meeting packet.

- Jana Cooper and Messina Dovichi from Turning Point Community Programs (TPCP) were invited to answer questions from the board regarding the program.

- The program will begin in Solano County. Over time, it will be extended to Santa Rosa and Sonoma area.

**M/S/C (Johnson/Speck) Moved to approve the S.T.A.R.T. Model Contract as submitted.** **APPROVED**  
**Kolster** **ABSTAINED**  
**UNANIMOUS**

**FOLLOW-UP ON MONITORING DATA –**

*Courtney Singleton, Director of Community Services*, shared a presentation regarding monitoring data. The presentation can be found as an attachment to the February 2023 Board Meeting packet.

- The Board requested more transparency with the vendor monitoring data.
  - o Courtney Singleton to speak with providers about formalizing a process that ensures the provider’s confidentiality and provides more information for the Board.

**TREASURER’S REPORT –**

**A. Treasurer’s Report be approved as submitted.**

*Rosemarie Pérez, President*, reviewed the Treasurer’s Report. A summary of the Board Opportunity Fund and the CFO board report can be found in the February 2023 board packet.

**M/S/C (Speck/Gers) Motioned to approve the Treasurer’s Report as submitted.** **APPROVED**  
**UNANIMOUS**

**COMMITTEE REPORTS –**

**A. Executive Committee Update –**

- a. *Rosemarie Pérez, President*, gave an update on NBRC’s strategic planning process.

**B. Cultural/Linguistic Competency Committee (CLCC) Update –**

*Rosemarie Pérez, President*, shared the following.

- o The CLCC is redrafting some of the board policies and will keep the Board updated as the drafts are ready for their review.
- o The next meeting is on February 16<sup>th</sup> at 12pm.

**C. Vendor Advisory Committee (VAC) Update –**

*Breeanne Kolster, VAC Co-Chair*, noted the following regarding the recent Vendor Advisory Committee meeting.

- o There was a presentation from Melissa Slama, NBRC Senior Companion Program Supervisor, regarding the program.
- o We discussed a housing opportunity with the HUD811 program in Windsor.
- o We talked about the impact of storms on clients and providers.
- o The committee discussed the need to advocate for better rate increases with Independent Living Services (ILS).
- o VAC discussed how providers can work together to be a part of the solution to expand the Self-Determination Program.

**D. Public Policy Advisory Committee (PPAC) Update –**

- a. *Breeanne Kolster, VAC Representative*, shared the following.
  - a. PPAC discussed federal policies and legislative priorities.
  - b. The group discussed Medicaid funding and how it will strengthen the workforce.
  - c. A Legislative Breakfast will be held at NBRC’s Napa Office on Friday, April 21<sup>st</sup> 9am-10:30am.

**E. Client Advisory Committee (CAC) Update –**

*Sara Speck, Board Secretary & CAC Co-Chair*, reported the next date of the CAC meeting – March 24<sup>th</sup> 1:00pm – 2:30pm.

**F. Prevention Committee Update –**

- a. *Joanne Giardello, Board Member & Prevention Committee Chair*, shared the following.

- a. The committee would like to change the name to “Risk Reduction Advisory Committee”.
- b. Dr. Katie Pedgrift, NBRC Psychologist, gave a presentation last week called “Relationships Decoded”. It was very professional and informative.
- c. The next Risk Reduction Committee Meeting will be held on February 22<sup>nd</sup> at 1pm. The meetings will be held on a recurring basis on the last Wednesday of every month at 1pm.

**G. Nominating Committee Update –**

- a. *Joanne Giardello, Board Member & Nominating Committee Chair*, presented the following candidates for consideration as a Vendor Advisory Committee Voting Member. The election for these individuals will take place during the March Board Meeting.
  - a. Carin Hewitt
  - b. Adria Carson
  - c. Samantha Wilhite
- b. Vice President Nominations
  - a. Jeremy Johnson’s final term as Vice President will end in March 2023.
  - b. *Joanne Giardello, Board Member & Nominating Committee Chair*, asked for Vice President nominations.
  - c. Candace White, Board Member, was nominated. Candace accepted the nomination. We will return with a vote for Candace White as Vice President of the Board of Directors at the March Board Meeting.

**EXECUTIVE DIRECTOR’S REPORT –**

*Gabriel Rogin, Executive Director*, reviewed the following with the Board of Directors.

- a. HCBS (Home and Community Based Services) Compliance
  - o All providers must come into compliance by March 17<sup>th</sup>.
  - o NBRC will be following up with the providers that have not complied.
- b. The Governor released the proposed budget for the next fiscal year.
  - o Gabriel Rogin reported there is a 12.7% proposed increase in funding for the regional center system and gave other budget updates. Gabriel acknowledged the Department of Developmental Services (DDS) and the Administration.
  - o DDS is considering the development of an autism branch at their headquarters.
- c. Legislative Advocacy
  - o ARCA is hosting a Capitol Briefing Day and asked Rosemarie Pérez, NBRC Board President, to participate. Gabriel Rogin acknowledged Rosemarie for her involvement in that event.
  - o Grassroots Day has been changed to a virtual event on March 29<sup>th</sup>. The briefing is the evening before, March 28<sup>th</sup>.
  - o Gabriel acknowledged Assemblymember Wilson for her leadership and agreeing to author a bill sponsored by ARCA.
- d. Gabriel asked the Board to review the ARCA Strategic Planning documents on pages 16 thru 54 of the February 2023 Board Meeting packet.
  - o ARCA is engaging in a Strategic Planning Process and they asked different regional center boards to review the documents and provide feedback. We will discuss at the next Board meeting.

**GOOD OF THE ORDER – None**

**GENERAL PUBLIC COMMENT –**

*Edie Thomas, Community Member*, noted a concern with Turning Point services.

*Rosemarie Pérez, President*, noted that someone will follow up with Edie on her concerns.

**CLOSED SESSION –**

The board moved into closed session at 7:34pm to discuss the appointment, employment, evaluation of performance, or dismissal of a regional center employee.

**RETURN FROM CLOSED SESSION-**

**A. Report on any action taken during closed session.**

The board returned from the closed session at 7:45pm and there was action taken to adjust the Executive Director's annual compensation.

**ADJOURNMENT** – *Rosemarie Pérez, President*, adjourned the regular business board meeting at 7:45pm.

Date submitted to NBRC Board for review

02/01/23

Date approved by NBRC Board Executive Committee (if applicable)

Date approved by NBRC Board

02/01/23

Operations

Purchase of Service

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

Purpose of Contract	Consumers Served	Contractor Name and Vendor# (if applicable)	Term of Contract	Contract Amounts	APPROVED	Notes
Crisis Services	Projected 100 Clients	Turning Point Community Programs (TPCP)	02/06/2023- 12/31/2023	\$3,391.32 (Individual Monthly Rate) \$3,730,452 (maximum contract amount)	<b>Johnson/Speck</b>  <b>Kolster</b> <b>ABSTAINED</b>	START Program

**Summary:**

TPCP's California START North Bay (CSNB) program is an evidenced-based, comprehensive model with a person-centered approach that applies principles of positive psychology, utilizes therapeutic tools, and creates linkages to natural and community-based resources. Services of the CSNB program include but are not limited to: Ongoing biopsychosocial assessments; Determination and assessment of strengths of the individual and team; System engagement and consultation; Cross systems crisis prevention and intervention planning; Comprehensive service evaluations; Clinical, medical and other interdisciplinary consultation and collaboration; and all other planned clinical team activities. Diagnostic eligibility for the program includes Intellectual Disability (ID), Developmental Disability, a 5th Category as defined by NBRC that includes disabling conditions found to be closely related to ID or require treatments similar to those needed for individuals with ID, Autism Spectrum Disorders and any co-occurring mental health diagnosis that is impairing the individual's functioning or symptoms.

CSNB individual services provided:

- Community Support



- Crisis Intervention & Stabilization
- Crisis On-Call Support
- Medical/Psychiatric Consultation
- CSNB Facilitated Team Meeting(s)
- Comprehensive Service Evaluation
- Cross-Systems Crisis Prevention/Intervention Plan
- Clinical Education Team and Follow Up
- Assessment
- Referrals and Linkages
- Outreach Visits
- Coordination



# North Bay Regional Center Doug Cleveland Board Opportunity Fund March 1, 2023, Board Meeting

The Doug Cleveland Board Opportunity Fund ending balance as of January 31, 2023, was **\$65,031.79**.

Below are the transactions that occurred in the month of January 2023:

## Donations and Deposits:

- No Donations \$ 0.00
- No Deposits \$ 0.00

## Awards:

- One award was issued \$ 3,334.00

## Other Transactions:

- Holiday Gift Card Purchase \$10,013.95

Ops Expenditures 7 month 53%	<b>CFO Board Report</b> As of January 31, 2023 58% of the fiscal year has elapsed		POS Expenditures 7 month 47%
<b>OPERATIONS</b>		<b>Total Ops Allocation: \$ 31,797,439</b>	
Total General Ops Contract: \$	30,836,188	Total CPP Contract: \$	-
General Ops Amount Available: \$	14,620,934	CPP Contract Amount Available: \$	-
		Total YTD	
<b>OPERATIONS EXPENSE (OPS)</b>	<b>YTD Actual</b>	<b>% by category</b>	<b>Forecast*</b>
			<b>Actual + Forecast</b>
Personnel	\$ 11,424,524	70.46%	\$ 10,162,798 \$ 21,587,322
Benefits	\$ 2,454,061	15.13%	\$ 3,063,861 \$ 5,517,922
Facilities	\$ 1,237,739	7.63%	\$ 843,973 \$ 2,081,712
Equipment	\$ 581,579	3.59%	\$ 82,421 \$ 664,000
Communications	\$ 248,385	1.53%	\$ 26,615 \$ 275,000
Mileage	\$ 89,576	0.55%	\$ 91,226 \$ 180,802
Legal	\$ 17,520	0.11%	\$ 32,480 \$ 50,000
General Office	\$ 34,339	0.21%	\$ (2,339) \$ 32,000
Consultants	\$ 185,228	1.14%	\$ 217,672 \$ 402,900
Bank Fee and LOC	\$ 16,957	0.10%	\$ 13,687 \$ 30,644
Other Expenses	\$ 30,487	0.19%	\$ 144,513 \$ 175,000
Revenue	\$ (105,141)	-0.65%	\$ (80,000) \$ (185,141)
Community Placement Plan (CPP)	\$ -	0.00%	\$ 672,897 \$ 672,897
<b>Total Operations Expenses</b>	<b>\$ 16,215,254</b>		<b>\$ 15,269,804 \$ 31,485,058</b>
<b>Senior Companion Program - Grant</b>	<b>YTD Actual</b>	<b>% by category</b>	<b>Forecast*</b>
			<b>Actual + Forecast</b>
<b>Senior Companion Program - Grant</b>	<b>\$ 138,768</b>	<b>48%</b>	<b>\$ 149,586 \$ 288,354</b>
<b>Total Ops Paid: \$ 16,354,022</b>			
<b>PURCHASE OF SERVICES</b>		<b>Total POS Allocation: \$ 436,398,223</b>	
Total POS Contract: \$	436,398,223	Total CPP Contract: \$	-
POS Contract Amount Available: \$	231,690,643	CPP Contract Amount Available: \$	-
		Total YTD	
<b>PURCHASE OF SERVICES (POS)</b>	<b>YTD Actual</b>	<b>% YTD Total</b>	<b>Forecast*</b>
			<b>Actual + Forecast*</b>
Community Care Facilities	\$ 69,238,294	33.8%	\$ 49,823,507 \$ 119,061,801
Supported Living Services	\$ 50,261,864	24.6%	\$ 45,974,070 \$ 96,235,934
Day Programs	\$ 36,592,920	17.9%	\$ 26,311,298 \$ 62,904,218
Behavioral Services	\$ 16,260,216	7.9%	\$ 11,651,287 \$ 27,911,503
Other	\$ 15,636,533	7.6%	\$ 44,068,558 \$ 59,705,091
Transportation	\$ 7,467,790	3.6%	\$ 8,095,609 \$ 15,563,399
Respite	\$ 4,876,118	2.4%	\$ 3,435,238 \$ 8,311,356
Medical Services	\$ 4,373,845	2.1%	\$ 4,028,044 \$ 8,401,889
Community Placement Plan (CPP)	\$ -	0.0%	\$ - \$ -
<b>TOTAL POS EXPENSES</b>	<b>\$ 204,707,580</b>	<b>100.0%</b>	<b>\$ 193,387,611 \$ 398,095,191</b>
*This budget reflects through the D-1 for FY23.			
<b>Total Regional Center Budget:</b>		<b>\$ 468,195,662</b>	

## Our Mission

### Proposed by Strategic Planning Committee:

Our mission is to empower, respect and serve each child and adult with or **at risk of** developmental disabilities, while promoting the health and well-being of each individual, their families, and our community.

### Proposed revisions from Cultural and Linguistic Competency Committee:

Our mission is to empower, respect and serve each child and adult with or **with the potential for a developmental disability**, while promoting the health and well-being of each individual, their families, and our community.



## Board Opportunity Fund Request

**The Executive Committee (Pérez, Speck, & Bednarova) approved the request via email on 2/8/2023.**

Individual Name: AC and AC
Type of Request: Financial Assistance

### Summary

PC, the mother of AC and AC was diagnosed with a heart condition in late November 2022. Due to this medical crisis mom has been unable to care for her children and her husband has had to take time off work to help with their care. The family has 6 children, 13y/o-3y/o with 2 sets of twins. Two of the children are NBRC clients, one child from each set of twins. Mom was the primary caregiver and the IHSS worker for her two sons before her illness. PC has been told she needs to have open heart surgery and will need time to recover. Currently and during the recovery period mom cannot do anything to elevate her heartrate or do anything strenuous. Mom's operation is scheduled for 3/2/23.

Grandma is the respite provider for both kiddos and can help the family more often but needs to be paid since she would have to leave her job to do these hours. We were able to raise the respite hours during this time to help out the family. Also, PC was able to temporarily switch her IHSS hours to her husband which helps them to not lose that income.

However, since dad was working only sporadically during late November into early January, helping support his wife and children in the home, the family began to fall behind on bills. They stopped paying for garbage as they were hoping to catch up once mom got better. During this time mom was attending appointments to find out exactly what was going on with her heart. In early January, her doctor let her know that her heart damage was extensive and she would need to have open heart surgery. At this point, her doctor gave her husband a formal letter for him to request time off work to be home with mom and the children. Dad tried to apply for disability to help his family financially but was told he would only qualify for this after the operation. The family has since run through all their savings and money loaned to them by family. Mom called me at the end of January to let me know the family was now in a financial crisis and she did not know what to do.

The family had rent due on February 1<sup>st</sup> which they were unable to pay. For each day after the 3<sup>rd</sup> of the month that they are late with rent they are charged a fee of \$50. They also owe for PG&E for this

month and the back bills for garbage. Mom has contacted all her utilities and her landlord to see what they can do to help the family. Mom has also reached out to Catholic Charities, CAP, and the Black Forum grants to vulnerable families. She says that the programs all have waitlists and if funding is still available, they may be able to help her at some point but there are no guarantees.

The family is under a great deal of stress due to mom's health and this current financial crisis. The granting of these funds would be an amazing gift for the family and allow them some breathing room. PC feels that with the respite hours and her husband getting disability after her operation the family should be alright. Mom states that they just need help to get current on bills and pay the rent this month.

TOTAL FUNDS REQUESTED: \$3806

- Rent: \$2875
- Fines for late rent: \$200
- PG&E: \$316
- Garbage: \$415

ALTERNATIVE RESOURCES EXPLORED: Catholic Charities, CAP and Black Forum funding. Family also contacted landlord and utilities to see what kinds of help they could provide.

## VAC MEETING MINUTES



Vendor Advisory Committee

North Bay Regional Center

December 13, 2022 at 10:00 am - 11:30 am  
Via Zoom



- A. CALL TO ORDER- *Stacey Martinez, VAC Co-Chair*, called the meeting to order at 10:03 am.
- a. Roll Call of Voting Members: Stacey Martinez, Breeanne Kolster, Eric Martin, Jeremy Hogan, Michael Lisenko, Michelle Ramirez, Jamie F Thompson, Jessica Sadowsky, Michele Rogers, Mary Eble (absent), James Cox (absent).
  - b. Establish Quorum: established
- B. CONSIDERATION OF AGENDA
- a. Additions or modifications to this agenda by voting members – None
- C. APPROVAL OF MINUTES: **Action Item for VAC Voting Members**
- a. October 2022, Meeting Minutes – approved by Michelle Ramirez. Seconded by Michael Lisenko. All in favor, none opposed.
- D. GROUP REPORTS
- a. Napa-Solano Vendor Group – None
  - b. Sonoma Vendor Group
    - a. Eric Martin reported the group talked about Day Programs, Supported Living ratios, and other items.
  - c. Residential – None
  - d. Housing
    - a. New HUD811 opportunity in Windsor. If there is anyone that's homeless or at risk of becoming homeless, please let your Service Coordinator at NBRC know.
  - e. Transportation
    - a. *Leticia Leon, R&D Transportation*, will send an email to Stacey Martinez, VAC Co-Chair, regarding the holiday closures of commercial transportation service providers.
    - b. The Vendor Advisory Committee had a discussion around the challenges service providers are having with transportation.
  - f. Trade Associations
    - a. CDSA –
      1. Michelle Ramirez shared the following links.
        - a. California Assembly Budget Blueprint 2023-2024  
[https://a19.asmdc.org/sites/a19.asmdc.org/files/2022-12/2023\\_budget\\_blueprint\\_final.pdf](https://a19.asmdc.org/sites/a19.asmdc.org/files/2022-12/2023_budget_blueprint_final.pdf)
        - b. Regional Center Directives

- b. CCLN –
  - 1. Julie Beadle-Brown, Project Manager on the PAVE Project, shared via chat.
    - a. We're expecting the contract with DDS for the PAVE Service Outcomes project to be signed any day now. It has taken a long time, but we are almost there. We look forward to being able to provide a much more detailed update on the project at the next VAC meeting.
- c. ANCOR –
  - 1. Linda Plourde, Bayberry Inc., shared the following.
    - a. In January, ANCOR is having a Governmental Relations Conference in Baltimore, Maryland. They plan to establish their legislative priorities for the year.
    - b. There is going to be a shift in Congress. ANCOR is going to push to advocate for key points before that shift happens.
- d. ARC/UCP – None
- g. NBRC Board Report
  - a. *Breeanne Kolster, VAC Co-Chair*, reported the following.
    - 1. There were contracts up for approval during the December Board Meeting. A few service providers shared with the Board of Directors about success stories and challenges.
    - 2. The Board of Directors are recruiting for board members. If you have an interest in applying, please contact [JanelleS@nbrc.net](mailto:JanelleS@nbrc.net)
    - 3. The date for Grassroots Day may be changing.
- h. ARCA
  - a. *Gabriel Rogin, NBRC Executive Director*, noted the following.
    - 1. The Little Hoover Commission just wrapped up their hearings. There was concern with navigating regional center services and the need for more advocacy support for individuals and families trying to access regional center services.
    - 2. NBRC will keep you posted on how the implementation of performance measures is going.
    - 3. NBRC is planning to move the Santa Rosa office in 2023.
    - 4. The Board is engaging in a strategic planning process. Gabriel Rogin may reach out to providers to participate in workgroups.
    - 5. If NBRC reaches out to a service provider regarding HCBS Compliance, please respond promptly.
    - 6. NBRC recently hired a Community Outreach and Engagement Specialist.
- i. Committees/Subcommittees
  - a. Public Policy Advisory Committee (PPAC) –
    - 1. Jeremy Hogan shared via chat: Save the date for the Legislative Event on Friday April 21st, 2023! This will be a hybrid event at NBRC's Napa location and we'd love to see you all there! More information to come soon.



- b. Cultural Diversity (Cultural Linguistic Competency)
  - 1. *Breeanne Kolster, VAC Co-Chair*, reported the following.
    - a. The group is still finalizing the holiday awareness calendar.
    - b. The next meeting is this Thursday at 9am.
      - i. Email [twallace@ucpnb.org](mailto:twallace@ucpnb.org) if you would like to join the meeting.
- c. Early Intervention/Early Start Subcommittee
  - 1. Michele Rogers, shared the conversation that occurred at a statewide meeting around verbiage, masking, and the budget implementation.
- d. SLS/ILS Subcommittee – None

E. NBRC UPDATES:

- a. Fiscal
  - a. *Dee Skrzypczak, NBRC Fiscal Supervisor*, notified the group of the following.
    - 1. Go to E-billing to review authorizations the day after the Fiscal team uploads them.
      - a. E-billing upload dates for Fiscal: 16<sup>th</sup>, 22<sup>nd</sup>, and last day of month.
  - b. All vendors should have access to SANDIS portal. Please email Dee Skrzypczak if you need access. [ebilling@nbrc.net](mailto:ebilling@nbrc.net)
- b. Vendor Relations –
  - a. *Diana Azinger, NBRC Rate Coordinator*, will send out Supported Living Services contracts for signature soon. Please send back to her by the end of the year.
- c. Quality Assurance – None
- d. Self-Determination Program (SDP) – None

F. NEW BUSINESS – None

G. OLD BUSINESS – None

H. GENERAL ANNOUNCEMENTS

- a. Training/Events
  - a. Tobias Weare, SCDD, shared via chat
    - 1. Person Centered Planning & Person-Centered Thinking training December 20th, from 1-2pm
      - a. Training registration link <https://conta.cc/3PnJckG>
    - 2. [Hands-Only CPR Outreach Flyer - Accessible.pdf](#)
- b. Community Concerns - None
- c. Reminders – None

I. AGENDA ITEMS FOR FUTURE MEETINGS – None

- J. ADJOURNMENT- *Stacey Martinez, VAC Co-Chair*, ended the meeting.  
10:56AM





**Proposed VAC Voting Member:** Carin Hewitt  
**Service Type:** Person Centered Planning  
**County:** Solano, Napa, and Sonoma

Carin Hewitt’s experience working in nonprofits spans nearly 30 years. She began her career at Becoming Independent and after 16 years left the organization and launched a consulting business called Alift LLC. Over the years, she has worked with numerous organizations throughout the Bay Area including YWCA, Pace Solano, Napa Valley PSI, North Bay Housing Coalition, California Autism Foundation, Santa Rosa Community Health, Vital Immigrant Defense Advocacy and Services, Community Access Plus and several others.

In 2020, Alift LLC became a vendor of North Bay Regional Center to provide person centered facilitation services. Carin has provided support to 20 individuals seeking to enroll in the self-determination program and is currently in the process of getting certified and vendored as an Independent Facilitator.

The result of this experience is a skilled and passionate advocate who is firmly grounded in leadership philosophies that promote collaboration, innovation, and advocacy on behalf of all individuals.

As the owner and operator of Alift LLC, Carin’s goal is to support individuals and organizations to achieve their highest potential. This focus stems from her deep background serving people with intellectual and developmental disabilities which taught her the value of assessing situations from both a systems and human perspective. It also helped her develop an instinctive capacity to identify individual and organizational strengths and then equip people – individuals and leaders – with the tools and processes that help them reach their goals.



**Proposed VAC Voting Member:**                    **Adria Carson**

**Service Type:**                                        **Supported Living Services, Independent Living Skills, & Supported Employment**

**County:**    **Napa & Solano**

Adria Carson began her career pursuing her passion in working with children in the early 1990's. She started out as a direct care staff advocating for children with special needs. After a few years, she continued to support those children into adulthood and began working in Adult Residential Services. She went on to hold other positions such as an ARF Administrator, Adult Day Program Administrator, Director of SLS and Work Activity Program during her 21-year tenure with an agency in the East Bay.

In 2015, Adria joined the On My Own team as the Program Director of their North Bay Office. On My Own Independent Living Services and Community Services currently provide Supported Living Services, Independent Living Services, Job Development and Job Coaching in Napa and Solano Counties.

Adria has a passion for helping others and assisting those without a voice to live a quality life.



**Proposed VAC Voting Member:**                    **Samantha Wilhite**  
**Service Type:**                                        **Supported Living Services & Independent Living Skills**  
**County:**    **Solano**

Samantha Wilhite is currently the Director of Operations with Connections For Life (CFL).

She received her BS in Health Administration in early 2020. She began her employment career with CFL as a Direct Support Professional in 2013, advancing as a Living Services Coordinator, and then into leadership roles in CFL's operations. Samantha's 10 year experience with CFL began when her mother, a client of North Bay Regional Center began receiving Independent Living Services. Through the years Samantha has been a strong advocate for her mother, her younger brother and other various family members.

Samantha's dedication to supporting people with intellectual and developmental disabilities has become an integral part of who she is.



**Proposed Vice President for the Board of Directors:**

**Candace White, Solano County**

Serving as a board member for NBRC would give me the opportunity to make a difference in the lives of the special needs community and their families. As the parent of a special needs child I am always thinking of ways to become a better advocate, provide more support, and care for my child. As a board member this will provide me the opportunity to positively affect change, advocate and support for the clients and their families of NBRC. I will gain insight into the organization and develop a better understanding on how to approach, develop and provide quality care. I care deeply about the special needs community and the services they provide and will always have the goal in mind of how this will benefit our clients.

My character, commitment to the cause, strong leadership and communication skills will be an asset to the team in providing good quality care and providing input to the organization to advance the mission of NBRC.

# Draft Strategic Plan

## BACKGROUND:

Since Fiscal Year 2013/14, ARCA has operated under a strategic plan to help ensure the work of the staff and the organization as a whole are consistent with its overall goals. As each strategic plan generally covers a three-year period, specific priorities consistent with the plan are identified each year. In October 2022, ARCA Board members and staff participated in a strategic planning retreat to identify the major priorities for the organization for Fiscal Years 2023/24 – 2025/26, which are:

- Funding for Current and Future Needs;
- Flexible and Sustainable Services;
- Preservation of the Lanterman Act and Efficacy of the Developmental Services System; and,
- Inclusive and Equitable Communities and Decision-Making.

The Board of Directors also spent time at the retreat identifying key strategies for approaching the work in the above areas. Since that time, ARCA staff drafted a strategic plan document that incorporates work from the retreat.

## ANALYSIS/DISCUSSION:

ARCA's Strategic Plan for Fiscal Years 2023/24 – 2025/26 is now in draft form and ready to share with individual regional center boards as well as various ARCA discipline groups and committees for their comments and feedback. Please keep in mind through the feedback process:

- ARCA's mission is to support regional centers to do their work on behalf of individuals with developmental disabilities in the community.
- This plan is intended to help prioritize work for a three-year period, so it is by design very high level.
- As the group spent a significant amount of time in the pre-retreat survey and at the retreat itself establishing the overall goals (beginning with "ARCA envisions"), ARCA needs feedback that helps to clarify and strengthen those.
- Given the specific strategies (beginning with "ARCA will work to implement this change by") are less refined, comments designed to identify and shape those are welcome.
- After review and discussion, please email feedback to Amy Westling ([awestling@arcnet.org](mailto:awestling@arcnet.org)) no later than March 31, 2023. This will enable staff and the Strategic Planning Committee to make needed revisions for final approval at the June ARCA Board of Directors meeting.

**ATTACHMENT(S):** Draft Strategic Plan for Fiscal Years 2023/24 – 2025/26



**Association of Regional Center Agencies  
Strategic Plan  
Fiscal Years 2023/24-2025/26**

DRAFT

## **The Strategic Planning Process**

### ***The Intent and Objective: Why a Strategic Plan?***

Strategic planning determines where an organization is going, how it's going to get there, and how it'll know if it got there or not. The fundamental purpose of strategic planning is to align the mission and vision with appropriate strategies and initiatives. Without them, the plan exists in a vacuum. And organizations that develop plans without considering mission and vision usually fail in their execution. The value statements are also important to the strategic planning process, as they provide a touchstone for the organization for how business decisions are made, and what are acceptable strategies and tactics. Goals, strategies, and tasks are the cornerstone of every strategic plan. They are the roadmap for where the organization is going. They define what will be accomplished, by whom, and when. By having focused goals, strategies, and tasks — coupled with a strong accountability system — an organization's likelihood of success is enhanced.

### ***The Next Step: Conducting a Strategic Planning Process***

In 2012, ARCA began work on the strategic plan that guided its efforts during the 2013-14 through 2015-16 Fiscal Years. The plan was later revised to guide the organization's work during both the 2016-17 through 2018-19 Fiscal Years and the 2019-20 through 2022-23 Fiscal Years. Most recently, ARCA convened a strategic planning retreat in October 2022 to begin work on its updated strategic plan, intended to guide its work in the coming three Fiscal Years. This document is the result of that concentrated discussion, as well as further consultation with ARCA's various discipline groups and committees.

Given the extensive review of the Vision, Mission, and Values of the organization that was undertaken in 2012, it was agreed that they continue to be current and applicable. It was felt that it was essential all regional centers have an opportunity to participate in the strategic planning process. As such, each regional center Executive Director and Board Delegate was asked to jointly complete a survey regarding the current strengths, challenges, and priorities that should be considered as the strategic planning process unfolded.



## **Vision, Mission, Values**

### ***Vision***

The Association of Regional Center Agencies effectively represents a strong regional center system that supports Californians with developmental disabilities and the developmental services system.

### ***Mission***

The mission of the Association of Regional Center Agencies (ARCA) is to promote, support, and advance regional centers in achieving the intent and mandate of the Lanterman Developmental Disabilities Services Act in providing community-based services that enable individuals with developmental disabilities to achieve their full potential and highest level of self-sufficiency.

### ***Values***

The Association of Regional Center Agencies values:

- Respectful interactions with all stakeholders;
- Democratic decision-making among its members;
- Honesty and integrity in communicating with all stakeholders;
- Analysis of relevant information and crafting of policy;
- Assertive leadership and advocacy; and,
- Effective negotiation of agreements with DDS and partner organizations.

## **Funding for Current and Future Needs**

ARCA will pursue funding to enhance stability and supporting greater individual choice while achieving the intent and mandate of the Lanterman Developmental Disabilities Services Act.

*ARCA envisions sustainable funding that is adequate to meet mandates and allows California to keep its commitments to people with developmental disabilities through individually-chosen services and lifelong service coordination supported by manageable caseload ratios.*

### ***The developmental disabilities service system has seen...***

The State has made recent investments to reduce caseload ratios, particularly for targeted populations, and update service provider rates to link them to the actual cost of service delivery, but neither reform is accompanied by a long-term commitment to keep funding levels updated. Steps are being taken to tie reimbursements to individual outcomes, with priority being given to more robust data collection, choice, person-centered planning, and cultural competence. The lack of guaranteed funding leads to annual budgetary vulnerability. In the long term, this uncertainty, coupled with a lack of automatic adjustments in response to inflationary pressures, has resulted in inadequate staffing and high turnover in both regional center and service provider workforces, which compromises quality outcomes for individuals, particularly in the areas of choice of service providers and lifelong person-centered planning.

### ***ARCA will work to implement change by:***

1. Directly advocating for rates that are based on the actual cost of service provision and automatically adjust with time, leveraging ARCA's resources to calculate fiscal impacts, connecting advocates to legislative champions and decisionmakers in the Administration, and demonstrating the importance of this due to its impact on individuals served and their families as they seek greater person-centered choice and community participation.
2. Leading efforts to modernize and automatically update regional centers' Core Staffing Formula through a legislative and public relations campaign that includes rich data, cultivation of legislative champions, and advocacy coalition building with active participation from people served, their families, and local and statewide service provider organizations to highlight the importance of supporting robust service coordination.
3. Exploring and pursuing, with the support of stakeholders and governmental champions, reliable funding sources for the developmental services system outside the state's General Fund, beginning with an in-depth analysis of the funding streams for education and behavioral health systems.
4. XXX
5. XXX

## **Flexible and Sustainable Services**

ARCA will pursue reforms to enhance resources to meet individual needs as envisioned in the Lanterman Developmental Disabilities Services Act.

*ARCA envisions a developmental services system that efficiently offers a greater variety of services and enhanced choice to people with developmental disabilities in order to empower them to meet their individualized person-centered goals.*

### ***The developmental disabilities service system has seen...***

A foundational tenet of California's developmental services system is that services and supports should be uniquely tailored to enable each person served to meet his or her individualized goals, which requires the expansion of flexible service models as the people served become increasingly diverse racially, ethnically, and linguistically, as well as in their needs and preferences. The system has seen fiscal constraints and limitations on flexibility in the services it can offer to meet identified needs. Individuals with developmental disabilities and their families are increasingly expressing a desire to access more flexible, innovative, individualized services. The pandemic demonstrated the benefit of flexible service options and control for those served by regional centers and their families, particularly as a tool for increasing service equity and satisfaction.

### ***ARCA will work to implement change by:***

1. Building momentum for needed regulatory changes, including through public relations efforts, to enhance service flexibility informed by ideas provided by individuals served and their families through focus groups, surveys, and other means.
2. Promoting the value and importance of regional center flexibility to operationalize DDS directives and statutory and regulatory changes, with input from their local communities.
3. Embedding the philosophy of person-centeredness in formal decision-making processes and community communications and advocating for dedicated funding for person-centered education and training for regional centers and the broader community to empower and support individualized planning and resource matching.
4. XXX
5. XXX

## **Preservation of the Lanterman Act and Efficacy of the Developmental Services System**

ARCA will pursue greater stakeholder and decision-maker understanding and support for the structure of California's developmental services system as outlined in the Lanterman Developmental Disabilities Services Act and Early Intervention Services Act.

*ARCA envisions a developmental services system that visibly and effectively supports people with developmental disabilities through regional centers, which maintain their independence, are accountable to, representative of, and embedded in their communities, and earn the support of those served, legislators, and stakeholders.*

### ***The developmental disabilities service system has seen...***

Regional centers were intentionally designed to meet the needs of their communities by making them responsive to both their state funding source and, through volunteer boards of directors, local communities. Uniform statutes, regulations, and contracts establish a consistent framework for services across regional center catchment areas. Rapid growth in both population served and state fiscal investment have led to increased scrutiny of individual regional centers and the whole service system, as well as questions about the balance between statewide consistency and local flexibility. With the support of various advocacy groups, the Legislature and Administration have increasingly constrained local control in recent years. Since its inception, the developmental services system has enjoyed bipartisan legislative support, but given legislative turnover, it lacks consistent legislative champions.

### ***ARCA will work to implement change by:***

1. Educating legislators and staff about the regional center system and the value of its independence through a coordinated media strategy that will include clear, customizable materials, multilingual outreach, and refined talking points augmented by Grassroots Day and ongoing networking.
2. Improving collaboration with stakeholders and decision-makers to champion preservation of the regional center system through regular engagement and educational opportunities, including for those without ready digital access.
3. Enhancing ARCA's role as a recognized authority for quality information and perspectives on the developmental services system through reporting on strengths and challenges, and highlighting the strategies regional centers use to meet the needs of their communities.
4. Developing meaningful metrics supported by clean, actionable information that demonstrate regional center effectiveness through the establishment of standard and consistent definitions, data collection on meaningful outcomes, and periodic evaluation with an eye towards continuous improvement.
5. Supporting greater consistency in performance across all 21 regional centers through the sharing of quality data, the establishment of a peer review and support structure, creation of a cross-regional center intervention and escalation strategy, and formalization of a mentorship process for incoming regional center Executive Directors.

## **Inclusive and Equitable Communities and Decision-Making**

ARCA will pursue reforms to support greater visible and authentic participation of those served by regional centers in all of California's geographic, ethnic, and linguistic communities.

*ARCA envisions a developmental services system led by the people it serves that supports their meaningful integration, better aligns with their wants, needs, and aspirations, and enhances their quality of life as measured by data and their satisfaction.*

### ***The developmental disabilities service system has seen...***

While its origins were in a professional-led medical model, the developmental services system continues to evolve to improve its person-centeredness and its systemic and individually-defined outcomes. Building on an understanding that people are the experts in their own lives, federal guidance now requires the balancing of what is important for the individual with what is important to them. Increasingly, communities are moving from acceptance to integration to inclusion of individuals with disabilities, but there is still a lack of broad understanding of the value their participation brings to community life. Increasingly, there is greater understanding of the importance of hearing from people served directly when possible and following their lead in the development of policy and practices, although much work remains to be done in this area to ensure its more consistent application. Much of the future work in this area can be supported through partnerships with community-based organizations to leverage available funding sources (e.g., Service Access and Equity, Community Grants, Placement Plan/Community Development Plan).

### ***ARCA will work to implement change by:***

1. Identifying, supporting, and advancing people served to participate in statewide and local committees, commissions, and initiatives, including those internal to ARCA, through highlighting their strengths, contributions, and expertise.
2. Developing two-way communication and education strategies with diverse communities to support advocacy for improving information and services available to local communities.
3. Increasing the recognition by the general public and other agencies of the presence and contributions of people served by regional centers through public relations and networking efforts.
4. Supporting the work of regional centers and their partners to increase inclusion in community life (e.g., employment and housing) among individuals with developmental disabilities through better outreach tools and advocacy for needed service capacity.
5. Enhancing the capacity of regional centers to develop more culturally sensitive and responsive services and supports through the building of provider capacity that reflects the diversity of various cultural and ethnic communities.
6. Advocating for the flexible development of a greater array of services and supports to meet the needs of people requiring differing levels of support intensity and seeking funding to address identified shortfalls in this area.

## **Operational Focus Area: Regional Center System Efficacy**

ARCA will pursue an effective, efficient organization that promotes the goals and objectives of the ARCA Board of Directors and encourages and supports regional center efforts in California.

*ARCA envisions an effective, efficient organization that promotes the goals and objectives of the Board of Directors, and encourages and supports regional center efforts in California.*

### ***ARCA will work to implement change by:***

1. Fostering relationships with state-level partners and stakeholders, including DDS, the Legislature, the State Council on Developmental Disabilities, The Arc and United Cerebral Palsy California Collaboration, and others.
2. Representing ARCA, the regional centers, and the developmental disabilities service system in legislative and Budget hearings, promoting the developmental disabilities service system at Grassroots Day and other venues, and by being responsive to requests for information, testimony, and formal and informal meetings with state representatives, including members of the Legislature, DDS, and others.
3. Promoting education and information sharing within the ARCA office, with the Board of Directors, its committees and sub-committees, task forces, key stakeholders, and our community.
4. Providing relevant and vital information to internal and external partners in a respectful, clear, and concise manner.
5. Maintaining fiscal responsibility to its regional center members with an unqualified independent audit with no material findings, and operating within budget.

## **Implementation and Accountability**

The Strategic Plan establishes a prioritization of activities for the next three years.

Annual budget and work plan development in each fiscal year should be organized around the focus areas of the Strategic Plan.

Annual focus areas will be developed at the beginning of each fiscal year.

Periodic reporting on progress will ensure there is ongoing awareness of, and engagement with, the plan.

DRAFT



## Master Board Calendar 2023

Month	Awareness Days	Item	Due Date
<b>JANUARY</b>		Complete Executive Director Performance Review	
<b>FEBRUARY</b>			
<b>MARCH</b>		Annual CPA Audit Presentation	March 31 <sup>st</sup> Due Date
<b>APRIL</b>		Caseload Ratio Presentation COI Training – Board of Directors to sign Conflict of Interest Statements	April Board Meeting Must be dated by August 1 <sup>st</sup> , due to DDS by August 10 <sup>th</sup>
<b>MAY</b>		Community Resource Development Plan NCI (National Core Indicators) Data (upon receipt from DDS)	May Board Meeting Depending on the release of information from DDS
<b>JUNE</b>		Annual Board Meeting Employee Recognition	June Board Meeting





<b>Month</b>	<b>Awareness Days</b>	<b>Item</b>	<b>Due Date</b>
<b>JULY</b>		Public Input Session for Caseload Ratio Corrective Action Plan Preliminary Contract Approval for New Fiscal Year	July Board Meeting
<b>AUGUST</b> No Board Meeting Board Retreat		Board of Directors Retreat	
<b>SEPTEMBER</b>			
<b>OCTOBER</b>		Performance Contract Draft presented for feedback Executive Director Performance Surveys sent out	October Board Meeting
<b>NOVEMBER</b>		Performance Contract presented for approval Residential and SLS Contracts over \$250,000 for approval, as needed	November Board Meeting
<b>DECEMBER</b> Board Meeting & Retreat		Board Retreat Executive Director Performance Review	January 1 <sup>st</sup>

**4731 Reporting Summary to Board of Directors**

**October - December 2022**

<u>Date Complaint Received by Regional Center</u>	<u>Date Proposed Resolution Sent to Consumer</u>	<u>Subject Matter of Complaint</u>	<u>Root Cause of Complaint</u>	<u>How Complaint was resolved</u>
9/2/2022	10/3/2022	Service Related	Eligibility Assessment	Additional consumer and/or regional center customer services were provided
9/7/2022	10/5/2022	Service Related	Service Coordinator & service accommodation	Additional consumer and/or regional center customer services were provided
		Service Coordination		Change in Service Coordinator occurred
9/28/2022	10/27/2022	Service Related	Service Coordinator & placement with provider	Complaint was out-of-scope of W&I §4731
		Service Coordination		Change in Service Coordinator occurred
10/18/2022	11/15/2022	Service Related	Payment for services	Complaint was out-of-scope of W&I §4731
				Additional consumer and/or regional center customer services were 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

**FAIR HEARING & MEDIATION UPDATE**

**FEBRUARY 1, 2023 – FEBRUARY 28, 2023**

- |                       |   |
|-----------------------|---|
| Funding<br>(22-7)     | <u>Reason for Appeal:</u> Claimant appeals denial of funding for support services.<br><u>Ruling:</u> Mediation completed. Fair Hearing scheduled. |
| Eligibility<br>(22-8) | <u>Reason for Appeal:</u> Claimant appeals denial of eligibility.<br><u>Ruling:</u> Fair Hearing scheduled.                                       |
| Eligibility<br>(22-9) | <u>Reason for Appeal:</u> Claimant appeals denial of eligibility.<br><u>Ruling:</u> Fair Hearing scheduled.                                       |
| Eligibility<br>(23-1) | <u>Reason for Appeal:</u> Claimant appeals denial of eligibility.<br><u>Ruling:</u> Fair Hearing scheduled.                                       |