



*Promoting Opportunities
Supporting Choices*

*Sponsors of
North Bay Regional Center
and other programs
for persons with developmental disabilities
610 Airpark Road
Napa, CA 94558
707-256-1224
Fax: 707-256-1230*

MEETING NOTICE

The next meeting of the Board of Directors is a regular business meeting scheduled as follows:

DATE: May 5, 2021

TIME: 6:00 pm

PLACE: Via Zoom Webinar

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. All meetings are made accessible to persons with disabilities and all members of the public are welcome to attend. Please contact Danielle Bernardo at (707) 256-1224 for further information or to request any disability-related modifications or accommodations.

North Bay Developmental Disabilities Services, Inc.

Board of Directors' Board Meeting

May 5, 2021, 6:00 p.m.

Join by Zoom Webinar:

<https://us02web.zoom.us/j/89709687840?pwd=QjllcTc0dzBBNXA2OEplLWVjOFItUT09>

Join by Phone:

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

- I. CALL TO ORDER – Angel Hixson, President
- II. ROLL CALL AND INTRODUCTIONS – Sara Speck, Secretary (3 min)
- III. CONSIDERATION OF MINUTES – Regular Business Meeting Minutes from April 7, 2021 Regular Business Board Meeting be approved as submitted. (2 min) (Pgs. 1-7) ACTION
- IV. GENERAL PUBLIC COMMENT – Please use the chat in the Zoom meeting to sign up, or if attending by phone, please text your name to (707) 501-0065 to sign up. (2 minutes per person unless otherwise allowed by Board Chairperson). (10 min)
- V. OVERVIEW OF EARLY START SERVICES – Rafael Hernandez-Perez and Christie Null, Early Start Case Management Supervisors (25 mins) INFO
- VI. CONTRACTS OVER \$250,000 – Courtney Singleton, Director of Community Services (30 min)
 - A. Family Home Agency Contracts (Pg. 8) ACTION
 - B. Enhanced Behavioral Supports Home Contract (Pg. 9) ACTION
 - C. Transportation Contracts – Marie Marchese, R&D Regional Manager and Myra Montejano, R&D Operations Manager (Pgs. 10-11) ACTION
- VII. GRASSROOTS DAY UPDATE – Board Members (5 min) INFO
- VIII. TREASURER'S REPORT – Rosemarie Pérez, Treasurer
 - A. Treasurer's Report be approved as submitted. (5 min) (Pgs. 12-13) ACTION
- IX. COMMITTEE REPORTS –
 - A. Nominating Committee – Rita Edmonds-Norris, Solano County
 - i. Board Member Vacancy (5 min) INFO
 - B. Vendor Advisory Committee Update – Ali Tabatabai, VAC Rep. (5 min) (Pgs. 14-20) INFO
 - C. Cultural and Linguistic Competency Committee Update – Rosemarie Pérez, Treasurer
 - i. Proposed Changes to the NBRC Website (5 min) ACTION
- X. EXECUTIVE DIRECTOR'S REPORT – Gabriel Rogin, Executive Director (5 min) INFO
- XI. GOOD OF THE ORDER – Any other Board business may be brought up at this time.
- XII. GENERAL PUBLIC COMMENT – Please use the chat in the Zoom meeting to sign up, or if attending by phone, please text your name to (707) 501-0065 to sign up. (2 minutes per person unless otherwise allowed by Board Chairperson). (10 min)
- XIII. ADJOURNMENT – Angel Hixson, 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 NBRC's Annual Board Meeting on June 2, 2021 at 6:00 pm via Zoom.

North Bay Developmental Disabilities Services, Inc.
Board of Directors' Regular Business Meeting
April 7, 2021, 6:00 p.m.
Via Zoom

NBRC BOARD MEMBERS PRESENT:

Sara Speck, Secretary, Solano County
Rosemarie Pérez, Treasurer, Sonoma County
Derek Hearthtower, Sonoma County
Hue Truong, Sonoma County

Jeremy Johnson, Vice President, Solano County
Ali Tabatabai, VAC Representative, Napa County
Jose Ayala, Napa County
Rita Edmonds-Norris, Solano County

NBRC BOARD MEMBERS ABSENT:

Alexis Jarreau, Solano County
Andrea Bednarova

Lynette Stagner, Napa County
Angel Hixson, President, Solano County

NBRC STAFF PRESENT

Ashley McConnell, Fed. Rev. Supervisor
Geri Audette, Training and Communications Spec.
Celeste Selwyn, Service Coordinator
Heidi Oestreich, Service Coordinator
Ivan Arce, QA Monitor
JC Andrade, EI Service Coordinator
Priscila Perez Espinoza, Service Coordinator
Tamara Boone, Service Coordinator

Gabriel Rogin, Executive Director
Beth DeWitt, Director of Client Services
Jennifer Crick, Acting Director of Administrative Services
Courtney Singleton, Director of Community Services
Deanna Mobley, Director of Intake and Clinical Services
Danielle Bernardo, Executive Assistant
Dr. Silva, Psychologist
Guadalupe Lopez, Intake Department Manager

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

Breeanne Burris, 24 Hour Home Care
Franklin Phillips, Community, CAC Chair
Jaclyn Balanay, DDS
Michelle Rogers, ELI
Orlando O'Shea, Parent and Community
"LS"

Cindy Cahill, Parent, Community
Joe Schunk, Community
Eric Martin, Oaks of Hebron
Paula Finley, Becoming Independent
Trinidad Lopez, ICS Interpreting Services

MINUTES

CALL TO ORDER – *Jeremy Johnson, Vice President*, called the regular business meeting to order at approximately 6:01 pm.

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

CONSIDERATION OF MINUTES – Regular Business Meeting Minutes from the March 3, 2021 Regular Business Board Meeting be approved as submitted.

M/S/C (Speck/Edmonds-Norris) Move to approve the minutes as submitted.

UNANIMOUS

GENERAL PUBLIC COMMENT –

Orlando O'Shea, Community Advocate, Parent, and Conservator, noted he received a message on Facebook that stated the following; "I just wanted to let you know that July of last year I witnessed two staff from Telecare and Beck Lane strike your son with one of the Telecare supplied padded shields and then stood in your son's doorway and verbally threatened him saying, "Do I need to come back in there?" This assault was reported to the program administrator, as well as human resources, but I don't believe the issue was escalated from there, I just thought you should know."

Mr. O'Shea noted there has been several substantiated claims. He contacted Community Care Licensing and they did get an anonymous tip about this event that he was unaware of. They investigated it, and he

noted they said the claim was substantiated. Mr. O'Shea noted how important it is to advocate for the clients that are unable to do so for themselves. He also thanked Clients Rights for their advocacy.

AUTISM ACCEPTANCE –

Garrett Winters, Autistic Activist, shared the following:

- It's important to not have assumptions of what Autism looks like. There's a saying "You've met one autistic, you met one autistic."
- The system tries to reduce Autistics' to a false binary. Each is completely different.
- People with Autism are often regulated janitorial fields, which is found hurtful. They are given entry level jobs by default.
- He recommended finding employment that would let individuals with disabilities help others with disabilities.
- Communication Tips:
 - o Phone calls are the worst type of communication for many individuals with Autism.
 - o You cannot see the non-verbal cues over the phone.
 - o Those with ASD sometimes have auditory processing issues and cannot process all of the information in real time.
 - o Text based communication is best because you are able to see the information you are responding to.
- *Jeremy Johnson, Vice President*, noted how appreciative of Mr. Winters he was and how much he learned from his presentation.
- *Ali Tabatabai, VAC Representative*, asked how the club he started at Sonoma State University was going.
 - o *Garrett Winters* replied due to COVID, it's been put on pause.

CASELOAD RATIO

Jennifer Crick, Acting Director of Community Services presented the Caseload Ratios presentation noted on the attached PowerPoint.

- *Heidi Oestreich, NBRC Service Coordinator*, noted the following; she has been with NBRC for 25 years. NBRC is experiencing extremely high turnover of SC's. Service Coordinators (SC) have an excessively high workload average caseloads are in mid-80 up to the mid 90's. EI caseloads in the 60's. The most frequent family complaint is the rapid turnover of SC's. Our clients and families want continuity in their care and services. They want to know that their child/client is understood and that their needs are known and that their SC cares about them. Families/clients have complained some days it feels like SC's are just trying to get through reporting requirements and unfortunately, sometimes this is what is happening. SC's are doing the workload of 1.5 positions. We have clients that don't have family support and sometimes need more attention from us. As an SC, we can see the issues with the caseloads. We know we are unable respond quickly enough, we know there are delays in returning phone calls and delays in getting services. She noted she can speak for most of SCs and Early Intervention SC's and they want to be able to do a better job, be more support, and spend more time with their clients.

Jennifer Crick noted the average salary for an SC is \$56,000 a year. NBRC benefits are 34% of salary (retirement, benefits, workers comp,) which comes out to be about \$19,000 a year for a total of \$75,000 per SC.

- NBRC needs 21.5 SC's to meet required ratios, which comes out to \$1,600,000.
- The core staffing formula outlined in the governor's budget funds \$34,000 a year for an SC's salary. That formula is based on outdated methodology from the early 1990s. It equals \$16 an hour and we are hiring degreed professionals. California minimum wage is \$14 an hour. The formula allows benefits to be funded at 24%, the funding only accounts for \$8,000 a year and our benefits are \$19,000. The sum total the state is funding us at is short \$42,000 a year per SC.

❖ *Please note the public comments below regarding caseload ratios.*

- *Jeremy Johnson, Vice President*, asked if the 18 vacancies are accounted for in the additional 21.5 SC's needed to meet caseload ratios.
 - It was noted the 18 vacancies are positions on top of the 21.5 needed.
- *Ali Tabatabai, VAC Representative*, noted the county illustration in the PowerPoint tells the whole story. The Public Policy Committee and others are trying to get legislators to understand why it is so hard to keep staff. He also noted Heidi's words were powerful.
- *Rosemarie Pérez, Treasurer*, asked to what extent has there been conversations with DDS and legislature around this formula.
- *Gabriel Rogin, Executive Director*, noted he is on a mission to have this conversation in every forum imaginable. It's turned into an acute problem because over time these ratios have increased and become more outdated. We can't wait any longer. We must continue the pressure until we see meaningful results.
- *Cindy Cahill, Parent, community member*, noted that she agrees the staff turnover rate is high and what is the likelihood of rate increase for SC's?
- *Celeste Selwyn, NBRC Service Coordinator*, asked if there are any additional plans for retention.
- *Gabriel Rogin, Executive Director*, noted this is an ongoing conversation. We are looking at every possible scenario, the culture, and budget of the organization. He noted retention is imperative.
- *Breeanne Burris, 24 Hour Home Care*, thanked Heidi for sharing her perspective and noted that she appreciated that NBRC presented specific numbers so the board can truly understand.
- *Jeremy Johnson, Vice President*, noted he knows there is value in having employees who have been with the company long-term. He also appreciated the salary comparison.

OVERVIEW OF INTAKE AND ELIGIBILITY

Guadalupe Lopez, Intake Department Supervisor and Dr. Daniel Silva, NBRC Psychologist presented an overview of Intake and Eligibility. (For more information, please view the attached PowerPoint.)

TREASURER'S REPORT

- A. M/S/C (Speck/Truong) Move to approve the Treasurer's Report be approved as submitted.**
UNANIMOUS

B. B-2 Contract

Rosemarie Pérez, Treasurer, reviewed the B-2 Contract on page 11 of the April 7, 2021 board packet.

M/S/C (Speck/Edmonds-Norris) Move to approve the B-2 Contract noted on the attached spreadsheet.
UNANIMOUS

C. US Bank Line of Credit

Rosemarie Pérez, Treasurer, reviewed the US Bank Line of Credit on 12 of the April 7, 2021 board packet. She noted the dollar amount was noted incorrectly and should be \$30,000,000 instead of \$27,000,000.

M/S/C (Edmonds-Norris/Speck) Move to approve the \$30,000,000 line of credit with US Bank as noted on the attached spreadsheet.
UNANIMOUS

COMMITTEE REPORTS –

A. Nominating Committee Update –

a. VAC Candidate – Michelle Rogers

Rita Edmonds-Norris, Solano County, read Michelle Rogers bio on pages 13-14 of the April 7, 2021 board packet.

- *Michelle Rogers* noted the following; her step daughter, niece, and nephew all are regional center clients and have full time jobs. She is not only a big proponent of Early Start services, but she has seen what support from the regional centers can do throughout the age cycle. She also noted Early Start exists, and the decisions we make affect those babies for the rest of their lives. She is excited to potentially serve on the VAC.

❖ *Before voting, Danielle Bernardo, Executive Assistant, moved Ms. Rogers into a*

breakout room.

- *Ali Tabatabai, VAC Representative*, noted the VAC voting group will shift over into other counties to meet the representation of the catchment area.
- *Rosemarie Pérez, Treasurer*, noted the nominating committee was thrilled with her qualifications.

M/S/C (Speck/Truong) Moved to approve Michele Rogers as a VAC member.

UNANIMOUS

- ❖ *Ms. Rogers was brought back into the meeting and informed she voted on as a member of the VAC.*

B. Vendor Advisory Committee Update – Ali Tabatabai, VAC Rep.

Ali Tabatabai, VAC Representative reviewed the VAC minutes on pages 15-23 of the April 7, 2021 board packet.

C. Public Policy Advisory Committee Update – Ali Tabatabai, VAC Rep.

Ali Tabatabai, VAC Representative, noted the committee is continuing to meet with local legislators via Zoom to advocate for provider rates.

D. Cultural and Linguistic Competency Committee Update – Rosemarie Pérez, Treasurer

Rosemarie Pérez, Treasurer, noted there are a few proposed changes to the NBRC website. The proposed changes will be brought back to the board next month. The committee wants the website to reflect the commitment to cultural and linguistic competency. In addition, she asked the board to start talking about how comfortable they are about making statements regarding what is happening in real time in the world.

- *Gabriel Rogin, Executive Director*, noted he will bring this topic back on an agenda in a few months.

EXECUTIVE DIRECTOR'S REPORT –

Gabriel Rogin, Executive Director, noted the following;

- COVID rates are moving in the right direction. Napa and Sonoma Counties are in the orange tier while Solano County remains in the red.
- 1,260 of NBRC's eligible participants have received their 1st dose, 774 eligible participants have received their 2nd dose, and 121 eligible regional center participants have declined to answer.
- Gabriel thanked staff, the Service Provider community, the people we serve and their family members. It has been an all hands on deck effort to spread the word about vaccinations and making sure people are aware that they are eligible for the vaccine.
 - o There was a vaccination site in Sonoma County yesterday. It was heartwarming to see Safeway and NBRC staff manning the site.
 - o There will be a drive thru vaccination site on 4/12 at the Veteran's building in Sonoma that will be giving the Janssen 1 dose vaccination.
 - o There will be two additional drive thru vaccination sites on 4/15 & 4/20 at the NBRC office parking lot in Napa, for individuals in Napa and Solano Counties.
 - o Email Vaccine@nbrc.net with any questions.
- NBRC staff will be returning to office. They were recently given a 90 day heads up. We will not be shifting to 100% back into the office, we learned there is real value in remote work.
- DDS has already started resuming in person visits and will be issuing a directive requiring regional centers to do the same.
- The other big piece is when will non-residential services start back up? Those conversations are just starting and this will happen gradually.
- The regional center is committed to continuing dialogue with all of our stakeholders throughout the transition.

GOOD OF THE ORDER –

- *Rosemarie Pérez, Treasurer*, thanked NBRC staff for working so hard during these difficult times.
- *Jeremy Johnson, Vice President*, noted there is an event at Andrew Park in Vacaville on April 24th at 1:00 pm for Special Needs Awareness Month. He noted there will be tables set up from various community agencies, a parade, and an area with sound sensitivity. It's an event to bring families

together and all COVID protocols will be in effect.

GENERAL PUBLIC COMMENT – None

CLOSED SESSION –

The board moved into a closed session at approximately 8:25 pm to discuss a matter specifically dealing with a particular regional center client.

RETURN FROM CLOSED SESSION –

No action was taken during the closed session.

ADJOURNMENT – *Jeremy Johnson, Vice President*, adjourned the regular business board meeting at 8:31pm.

Date submitted to NBRC Board for review

04/07/2021

Date approved by NBRC Board Executive Committee (if applicable)

N/A

Date approved by NBRC Board

04/07/2021

Operations ☒

Purchase of Service ☒

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

Purpose of Contract	Contractor Name and Vendor# (if applicable)	Term of Contract	Approved	M/S/C	Notes
B-2 for Fiscal Year 20/21	Department of Developmental Services	July 1, 2019 – June 30, 2026	Yes	(Speck/Edmonds-Norris)	<p>Total contract amount: \$339,412,463.00</p> <p>The B-2 includes the Ops allocation in the amount of \$1,718,539 for the following: Rent \$228,773, Specialized Home Monitoring \$751,814, CPP \$455,332, and DC Closure ongoing workload \$282,620.</p> <p>The B-2 also includes \$229,138 for CPP POS start-up funds.</p> <p>With the approval of the B-2 amendment NBRC total allocation for FY21 is as follows:</p> <ul style="list-style-type: none"> Ops: \$25,479,605 POS: \$313,932,858



Renew Line of Credit	US Bank	May 1, 2021 – April 30, 2022	Yes	(Edmonds-Norris/ Speck)	<p>Total contract amount: \$27,000,000</p> <p>This is a renewal with an increase for a total line of credit in the amount of \$27 million. This amount will cover one month of NBRC expenditures.</p> <p>The terms remain the same: -No commitment fees -Interest is 1.75% plus current LIBOR rate (approximately 2%)</p>
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Date submitted to NBRC Board for review

05/05/21

Date approved by NBRC Board Executive Committee (if applicable)

N/A

Date approved by NBRC Board

 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	Notes
Family Home Agency	52	California Mentor Family Home Agency, LLC, HN0365	06/01/21-05/31/22	Previous Year: \$3,201,210 New Contract-Over \$250,000	
Family Home Agency	37	AMP INC DBA Enriching Lives HN0386	06/01/21-05/31/22	Previous Year: \$1,785,742 New Contract: Over \$250,000	

Summary:

A Family Home Agency (FHA) approves family homes, which offer the opportunity for up to two adult individuals with developmental disabilities per home to reside with a family and share in the interaction and responsibilities of being part of a family. The individual with developmental disabilities receives the necessary service and supports from the family, agencies and the community to enable the individual to be a participating member of the family and the community where the family resides. The family home arrangement allows the sharing of food, housing, experience, responsibilities and togetherness.

The FHA is a private, nonprofit organization under contract to, and vendored by a regional center. FHAs are responsible for recruiting, training, approving and monitoring family homes, as well as providing ongoing support to family homes. Social service staff employed by the FHA make regular visits to the family home to ensure that necessary services and supports are in place, and that the match between the family and the new family member is viable, and continues to be viable.

Purpose of Contract	Consumers Served	Contractor Name and Vendor# (if applicable)	Term of Contract	Contract Amounts	Notes
Enhanced Behavioral Supports Home	3	Kwanza Care, Inc. (Utulivu EBSH)	05/15/21-12/31/22	\$65,000/per month \$780,000/annual contract	

Summary:

This new Enhanced Behavioral Home (EBSH) was developed to serve individuals with intense behavioral needs moving back to CA out of state, from children's EBSH homes and to serve other individuals who cannot be served in any other setting. This EBSH will serve 3 individuals with intense behavioral needs. All staff in the home must be Licensed Psychiatric Technicians or Registered Behavior Technicians. The EBSH contract is governed by California Code of Regulations Title 17 sections §59057 through §59059. The facility budget is approved by NBRC and certified by The Department of Developmental Services. This contract is for the facility costs for the EBSH. Each individual has their own individual budget for additional staffing. When the first individual moves into the home, the facility cost is paid to the EBSH vendor. The below items are covered in the facility cost per month:

- Rent for the property
- 168 hours a week of Lead Staff (salary, benefits & taxes)
- 40 hours a week of the home Administrator
- Board Certified Behavior Analyst supervision
- Property Taxes
- Insurance
- Phone
- Repairs
- Internet/Cable
- Utilities
- Transportation

Purpose of Contract	Consumers Served	Contractor Name and Vendor# (if applicable)	Term of Contract	Contract Amounts	Notes
Transportation	53	Gateway Transportation – HN0368	07/01/21-06/30/24	\$346,186 Annually	
Transportation	187	Becoming Independent-H08222	07/01/21-06/30/24	\$1,070,077 Annually	
Transportation	74	Dungarvin CA, LLC – P20895	07/01/21-06/30/24	\$512,432 Annually	
Transportation	76	Milestones of Development-H13225	07/01/21-06/30/24	\$523,669 Annually	
Transportation	192	Pace Solano – H13225	07/01/21-06/30/24	\$917,965 Annually	
Transportation	198	United Cerebral Palsy – HN0286	07/01/21-06/30/24	\$985,146 Annually	
Transportation	55	MV Transit – NB-ZN0159	07/01/21-06/30/24	\$1,231,549 Annually	
Transportation	81	North Bay Transit Group, Inc. – PN1022	07/01/21-06/30/24	\$699,300 Annually	
Transportation	236	NSRT Enterprises – HN0433	07/01/21-06/30/24	\$2,975,551 Annually	
Transportation	93	Transmetro Inc - North Bay – HN0386	07/01/21-06/30/24	\$1,190,250 Annually	

Summary:

Transportation services are provided by a combination of day program service providers and commercial transportation companies. These transportation agencies provide routed door to door transportation services to ensure individuals served by North Bay Regional Center can get to their day and work programs. During the pandemic the Department of Developmental Services authorized a program called Alternative Services, which allows for transportation companies to complete one time trips for individuals to get to appointments, delivering day program supplies to people in their homes, delivering Personal Protective Equipment (PPE) to anyone served by NBRC and picking up large quantities of PPE and delivering it to NBRC for distribution.

R&D Transportation Quality Assurance Overview

Our local QA team provides technical assistance and oversight to our transportation providers. Audits and compliance workshops are conducted to ensure drivers have proper training, all credentials meet contractual expectations and vehicles are well maintained and in safe operating condition.

- QA performs quarterly audits with a focus on Regional Center contractual expectations. This includes: vehicle inspections, verifying insurance, registration, driver credentials and maintenance records.
- Drivers Compliance Workshops: Consists of Title 17 SIR reporting requirements, sensitivity trainings, identifying abuse/neglect, daily vehicle inspections, a person centered approach to assisting participants, and additional supporting topics as needed.
- Site visits at homes and programs allow an opportunity for QA to ensure that drivers are following protocols and identify training needs. During site visits QA will take the opportunity to speak with riders, day program staff and individuals to ensure all safety protocols are followed.
- Special Incident Report (SIR) Follow up-QA supports the follow up of incidents reported to R&D. A person centered approach is exercised in order to identify the safest solution for an individual and their transportation needs. Often the need for a site visit, route audit and through interview process will support a recommendation to resolving an outstanding incident.
- Route audits- This process provides an opportunity to observe a specific route and provide feedback on potential services changes regarding modifications to the route, mobility status, seating arrangements, and training opportunities for the driver and or attendant. We will often ride along when a route is running late to ensure that riders are not on the bus for over 60 minutes and make recommendations based on observations.



North Bay Regional Center Doug Cleveland Board Opportunity Fund May 5, 2021 Board Meeting

The Doug Cleveland Board Opportunity Fund ending balance as of March 31, 2021 was **\$72,996.22**. This includes a total deposit of \$180.00 in donations.

There were no awards issued in the month of March. The NBRC website donation link has received a few donations. The first check has been received in the amount of \$980.40 and will be noted in next month's report.

Ops Expenditures 9 months 71%		North Bay Regional Center CFO Board Report As of March 31, 2021 75% of the fiscal year has elapsed				POS Expenditures 9 months 75%	
OPERATIONS		Total Ops Allocation: \$ 25,479,605					
Total General Ops Contract: \$		23,704,507		Total CPP Contract: \$		1,415,844	
General Ops Amount Available: \$		6,762,605		CPP Contract Amount Available: \$		1,415,844	
		Total YTD					
OPERATIONS EXPENSE (OPS)		YTD Actual	% by category	Forecast*	Actual + Forecast		
Personnel	\$	11,909,835	70.30%	\$ 5,658,479	\$	17,568,314	
Benefits	\$	3,046,757	17.98%	\$ 2,189,660	\$	5,236,417	
Facilities	\$	1,437,711	8.49%	\$ 407,256	\$	1,844,967	
Equipment	\$	309,435	1.83%	\$ 35,400	\$	344,835	
Communications	\$	124,228	0.73%	\$ 157,363	\$	281,591	
Mileage	\$	6,282	0.04%	\$ 3,000	\$	9,282	
Legal	\$	9,738	0.06%	\$ 7,500	\$	17,238	
General Office	\$	18,434	0.11%	\$ 14,110	\$	32,544	
Consultants	\$	119,599	0.71%	\$ 75,000	\$	194,599	
Bank Fee and LOC	\$	15,785	0.09%	\$ 7,883	\$	23,668	
Other Expenses	\$	24,872	0.15%	\$ 5,000	\$	29,872	
Revenue	\$	(80,774)	-0.48%	\$ (22,948)	\$	(103,722)	
Community Placement Plan (CPP)	\$	-	0.00%	\$ 1,415,844	\$	1,415,844	
Total Operations Expenses		16,941,902		\$ 8,537,703	\$	25,479,605	
Senior Companion Program - Grant		YTD Actual	% by category	Forecast*	Actual + Forecast		
Senior Companion Program - Grant		\$ 166,639		\$ 192,615	\$	359,254	
PURCHASE OF SERVICES		Total POS Allocation: \$ 313,932,858					
Total POS Contract: \$		313,670,120		Total CPP Contract: \$		262,738	
POS Contract Amount Available: \$		77,615,971		CPP Contract Amount Available: \$		262,738	
		Total YTD					
PURCHASE OF SERVICES (POS)		YTD Actual	% YTD Total	Forecast*	Actual + Forecast*		
Community Care Facilities	\$	79,551,306	33.7%	\$ 26,706,574	\$	106,257,880	
Supported Living Services	\$	57,923,329	24.5%	\$ 19,400,208	\$	77,323,537	
Day Programs	\$	40,965,651	17.4%	\$ 14,076,071	\$	55,041,722	
Behavioral Services	\$	22,254,935	9.4%	\$ 7,548,038	\$	29,802,973	
Other	\$	15,840,656	6.7%	\$ 4,607,695	\$	20,448,351	
Transportation	\$	8,898,878	3.8%	\$ 3,061,221	\$	11,960,099	
Respite	\$	6,982,397	3.0%	\$ 2,445,304	\$	9,427,701	
Medical Services	\$	3,636,997	1.5%	\$ 1,718,762	\$	5,355,759	
COVID and Rate Increases				\$ -	\$	750,000	
Community Placement Plan (CPP)	\$	-	0.0%	\$ -	\$	-	
TOTAL POS EXPENSES		\$ 236,054,149	100.0%	\$ 79,563,873	\$	316,368,022	
*This budget reflects through the B-2 amendment.							
Total Regional Center Budget:				\$ 339,412,463			

Meeting Minutes

April 13, 2021 at 10:00 am - 11:30 am

Location/Zoom Meeting

<https://us02web.zoom.us/j/88910333025?pwd=a1ZTTDRiNXQ1MDc3Rk1kK2NXdG91QT09>

Meeting ID: 889 1033 3025

Passcode: 620281

Minutes taken by Kelley Hanson, Voting VAC Member

A. CALL TO ORDER @ 10:04 am



a. Roll Call of Voting Members

- i. Attending: Kelley Hanson, Stacey Martinez, Ali Tabatabai, James Cox, Andrea Mendoza, Michelle Ramirez, Mike Lisenko, Jamie Thompson, Michelle Condit, and Eric Martin
- ii. Absent: Holly Pagel and Michele Rogers (both excused)

b. Establish Quorum

- i. Established

B. CONSIDERATION OF AGENDA:

- a. Additions or modifications to this agenda by voting members
 - i. No additions.



C. APPROVAL OF MINUTES: *Action Item for voting VAC members*

a. March 9, 2021 Meeting Minutes

- i. Jamie Thompson moves to approve the March 9, 2021 minutes as amended
- ii. 2nd by James Cox
- iii. All in favor
- iv. None opposed
- v. Motion passes

D. SPECIAL PRESENTATIONS

a. DSP Appreciation- Kelley Hanson and Ali Tabatabai

- i. This month we are recognizing 2 DSPs; one from English Hills Crisis Home, Shanelle Arquero and one from Beck Lane Crisis Care Home, Jennifer Rychlik.
- ii. Both DSP's are off today so Tiffany Spiecker, MA, Telecare Corporation will provide recognition for both employees.
- iii. Tiffany Spiecker- Shanelle attended DSP 1 back in March 2020, and after class, she would come to work and immediately propose ideas for improving our facility's emergency management procedures. She made suggestions, brainstormed, and spearheaded the implementation of improved practices based on what she was learning in class. The pandemic hit just prior to Shanelle's DSP cohort testing; she later completed

DSP 1 virtually. In August, our program was deeply impacted by the LNU-Lightning Complex Fires, and Shanelle's earlier advocacy for improved emergency planning became vital as we evacuated for a total of 30 days. Recently, we were forced to re-evacuate due to our location in the burn scar and the fear of flash floods. As a newly promoted Lead Staff, Shanelle led her team through both the re-location and re-populating process of the home. She is a vital member of our team and epitomizes the values of a DSP. Jennifer has provided such wonderful insight on strengths and weaknesses at the program and has been working with management to address and improve quality of care and procedures at Beck Lane. She has been welcoming, supportive and has spoken up when she needed to. She is a great leader with excellent communication skills and has great relationships with staff and residents. We are thankful for her hard work and for stepping up when needed.

- b. VAC Openings & Qualifications and Welcome new VAC voting member Michele Rogers.
 - i. In the fall there will be 3 vacancies on the VAC Committee. The seats will be filled with individuals who are in the Sonoma, Napa or Solano catchment area and have been regularly attending VAC meetings. As directed by the NBRC Board of Directors, a diversity of service categories will be represented and an equal amount of committee members will be from each county. The current VAC voting members will review applications and contenders will be moved on to the NBRC Board of Directors for review and approval. Ali asked current VAC members to share their experiences on the VAC and the feedback was universal; *pleasure to work with both vendors and the NBRC Executive Management Team, great value in participating with the larger group, and what you put in you get back. The group is professional and does a lot behind the scenes to support the community.* **Interested parties should email Ali at alit@newleafsolutions.com**
 - ii. Welcome Michele Rogers! Michele is the newest VAC Member and brings a wealth of experience to the group. She has a PhD in Neurobiology/early childhood mental health and is the ED of the Early Learning Institute, a non-profit working with NBRC for over 20 years. Her knowledge of early start services will be a great asset to the group and community at large.

E. GROUP REPORTS

- a. Napa-Solano Vendor Group- Kelley H.
 - i. Met on April 1, 2021. The group covered a variety of topics including vaccines, on-site and mobile testing, surveillance testing, program re-openings, EBilling PPP Attestation, and customer satisfaction surveys from NBRC for vendors.
- b. Sonoma Vendor Group- Jamie F.
 - i. Did not meet formally but informally (email, etc.) discussed vaccines, program re-openings, and advocacy efforts on the part of CDSA.
- c. Residential/Housing – Mary E.
 - i. At the federal level, HUD established the Section 811 rental subsidy program. This is similar to a Section 8 voucher in that the tenant receives a subsidy and pays as little as 30% of income towards rent. At the State level it is administered by 4 state agencies. Locally, NBRC is the tenant referral organization (TRO) to partner with local developers.

In Sonoma County, the local developer is Eden Housing where they made 22 units available for the 811 program. NBRC maintains an internal wait list for the program. NBHC is also networking with other developers in Windsor, Napa, Fairfield, Healdsburg, Davis, and Dixon. Gabriel shared that the foundation established years ago is reaping benefits now. If you want to refer someone to the waitlist, contact the individual's SC.

d. Trade Associations

i. CDSA- Michelle Ramirez

1. Deferred her report to representatives from other associations as she is listed on the agenda first and each week covers topics that other groups are working on as well. She wanted to give the other groups the opportunity to report first.

ii. CCLN- Jacquie V. Foss

1. Jacquie discussed AB 813. This bill would require the department to establish a pilot program to develop metrics and methods of data collection to evaluate the outcomes of services authorized by regional centers. The bill would require at least 3 regional centers to participate and identify 4 types of service which metrics and methods of data collection will be developed. The bill will be heard on 4/21/2021 with the support of many advocacy groups.
2. The American Rescue Act is bringing an influx of money into California, \$26.3 billion, which includes a 10% increase in federal match funds. Jacquie discussed a 10 for 10 campaign; the 10% federal match funds should be funneled into the system for a 10% increase in DSP wages. President Biden's Infrastructure Plan will bring additional monies into the State as well. Jacquie stressed the need for advocates to stay on top of the money coming into California and to continue to advocate for higher wages for direct care professionals.
3. On 4/23/2021, the monthly EVV member meeting will be held. Part of the conversation will reside around requirements including, can agencies continue to use software they have already purchased and will free software from the state be provided to vendors.

iii. ANCOR- Linda Plourde

1. Case for Inclusion Congressional Briefing-Senator Duckworth has committed to spearheading a letter urging CMS to quickly release FMAP guidance, asking for a longer time for retainer payments.
2. June 14-16, 2021 Conference Keynote: JP Pawliw-Fry, New York Times best-selling author and peak performance thought leader will speak to what he calls the last 8% of situations, which not only inhibits an organization's ability to adapt and win but disengages their most important resource, their people. Other speakers include; Allison Barkhoff of ACL (Administration for Community Living) with the Biden Administration, Mary Sowers NASDDS, Chris Button ODEP, and National Association of State Directors of Developmental Disabilities Services and Office of Disability Employment Policy with the US Department of Labor.

iv. ARC/UCP

1. Nothing to report.

- e. NBRC Board Report- Ali T.
 - i. The NBRC board met on April 7, 2021. The highlight was Garrett Winters, an autism activist, talking about his experiences and what it's like to live in his shoes. He stressed not to make assumptions about individuals living with autism.
 - ii. Jennifer Crick, Acting Director of Administrative Services and Heidi Oestreich, Service Coordinator discussed caseload ratios. Government code requires Regional Centers to maintain specific Service Coordinator to client ratios. Currently NBRC is not compliant and is developing a plan for DDS with input gathered from families, care providers, and stakeholders. Jennifer described the challenges faced including a competitive work environment and the shortfall of funding requiring a significant increase in the operations budget to hire additional Service Coordinators. She indicated it has been a challenge keeping up with staffing requirements. Heidi provided a "boots on the ground" synopsis of the responsibilities of a Service Coordinator and the pressure to get things done given the diminished work force and staff having to cover for each other.
- f. ARCA- Gabriel R.
 - i. Gabriel stressed that "we are all in this together" and the community at large should be advocating for pay increases for all.
 - ii. Gabriel introduced Ellisa Reiff as the new Associate Director of Client Services, Napa Office. Ellisa began her career as a DSP, transitioning to the Regional Center where she has worked for 25 years, primarily in Sonoma County. Ellisa thanked the vendors for their support of the clients and encouraged them to contact her if they need anything (elissar@nbrc.net). Gabriel reiterated that NBRC is lucky to have her.
 - iii. Gabriel reported that infection rates are down and asked Deanna Mobley to provide additional information regarding vaccine clinics, and vaccination rates.
 - iv. Deanna reported that Safeway has cancelled all appointments on 4/15 and 4/20 due to the "pause" on the Janssen (Johnson & Johnson) vaccine. There will be a drive up clinic on 4/20 with the Pfizer vaccine instead. Everyone that signed up for both days will be receiving an email from Safeway with the information on the 4/20 clinic, including a registration link.
 - v. NBRC has entered data on 1444 individuals out of 5796 eligible for the vaccine (25% recorded). In total, 1322 have received first doses, 853 are fully vaccinated, and 122 refused the vaccine. Deanna is continuing to receive data from Service Coordinators and is also looking at the demographics of individuals refusing to get the vaccine to identify potential trends.
 - vi. NBRC is posting as much information as possible on the website regarding the vaccine. If you want additional information please contact your Service Coordinator or email vaccine@nbrc.net.
 - vii. NBRC and the union agreed that prior to returning to working on site, NBRC would provide workers with a 90 day notice. The notice was provided last week and workers are expected back at work in early July. Staff that want to return sooner, can.
 - viii. DDS is expected to issue guidance on community visits. The NBRC Executive Team is working on specifics regarding community visits and will have something out to staff most likely before the guidance from DDS is issued.

- ix. Gabriel thanked the VAC voting members for providing feedback on the NBRC Vendor Survey. The link will be sent out in week or so.
- x. There was conversation around how to encourage people to be vaccinated. Jacquie noted there should be a PR push to educate DSP's to alleviate their fears. Can a committee/group be created to address the issue? Carla Harris, Cal Mentor, agreed with Jacquie and noted there are not many people of color in the group. Gabriel indicated that NBRC could facilitate a group discussion on the issue of vaccinations; as well as, cultural diversity.
- g. Committees/Subcommittees
 - i. The Public Policy Advisory Committee-Linda Plourde
 - 1. The focus in March was legislative meetings scheduled the week of March 22nd. The talking points for the meetings included:
 - a. Professionalizing the workforce/DSPs and as it ties into wages
 - i. SOE for DSP- Assemblymember Jim Frazier is taking this on with a new bill
 - b. Adequate funding for the WHOLE system
 - 2. Here are a few of the meetings:
 - a. Jeremy Hogan met with Senator McGuire on 3/12
 - b. Kelley met with Senator Dodd on 3/23
 - c. Kelly Weber met with Assemblymember Jim Wood
 - d. Gabriel continues to work in collaboration with Assemblymember Jim Frazier.
 - 3. The meetings went well and the legislators all understood the value of DSP's and increasing wages. The hurdle is how do we get there? What mechanism needs to be in place to get additional monies into our service system? Additional advocacy work with the legislators will continue.
 - 4. The next meeting will be held on Tuesday, April 27, 2021 at 10:00 am.
 - ii. DSP Subcommittee – Kelley Hanson
 - 1. Did not meet. Kelley encouraged attendees of today's meeting to nominate their DSP "heroes". This is an excellent forum for their staff to receive positive feedback and accolades for their efforts during this unprecedented time.

F. NBRC UPDATES:

- a. Fiscal- Isabel C.
 - i. Transportation Monthly Authorization process & billing:
 - 1. All standard monthly ASD rates will be entered with subcode A@.
 - 2. A secondary ASD subcode will be added to identify 'non-routed' client authorizations, the subcode will be A@A – This will cover ASD services such as transportation for vaccination, etc.
 - 3. Monthly average fuel expenses will be calculated and finalized by R&D no later than 4/23/21. This includes obtaining supporting documentation for the fuel expenditures.
 - 4. NBRC will create the ASD authorizations and will post the invoices on ebilling by 4/30/2021.

5. Completed and approved toolsheets must be received by NBRC no later than 5/10/21.
 6. NBRC will run the transportation check run on 5/19/21 (EFT will be deposited by 5/21/21).
 7. Courtney to follow up with DDS regarding the reimbursement of Bus Aide.
 8. Courtney will also confirm if NBRC can pay above the monthly average for the vendor. We will use Whistle Stop and Marin Senior as examples as they deliver to more clients than they typically average.
- ii. EBilling Attestation
 1. DDS has pulled back the EBilling PPP Attestation. DDS will reissue a directive to clarify that the attestation requirement is being pulled out of the certification requirements for March. If you are concerned that your staff attested to something that you do not agree with, send Isabel an email and she will place it in your vendor file for future reference.
 2. Currently there is not a mechanism to “take back” the PPP money, there are auditing issues, and other concerns around managing this CMS requirement. More information is forthcoming.
- b. Case Management-Isabel Calder (for Beth DeWitt)
 - i. NBRC hired Valerie Bain as the SDP Specialist. She comes from an FMS and is very knowledgeable regarding Self Determination. Currently 12 individuals have transitioned to SDP and 5 are close to transitioning.
- c. Vendor Relations- Courtney Singleton
 - i. The SLS survey, as discussed this morning, will be going out by 4/16/2021.
 - ii. CCL published a PIN opening visitation in care homes. If vaccinated, you can go into the home and visit. Over-night home visits are also permitted.
 - iii. To move into a new care facility a resident must receive a negative COVID test.
 - iv. Several NBRC vendors participated in the pilot program for HCBS Virtual Site Assessments; as a result, no other NBRC vendors will be required to participate in forthcoming surveys.
 - v. 20 vendors applied for the most recent DDS grant funds. Grant recipients should be notified by the end of April 2021.
 - d. Quality Assurance- Courtney Singleton
 - i. Maura McDonough will be leaving NBRC at the end of May. Hiring for her replacement is in process. Maura will work with her replacement prior to her departure. Information to follow on Maura’s going away celebration.

G. NEW BUSINESS

- a. None.

H. OLD BUSINESS

- a. Mobile Testing- Deanna Mobley
 - i. Deanna reported that mobile testing is not available for “on-going” testing. She mentioned that Valencia Branch Laboratory is the way to go if you want to do testing on site. Several vendors are accessing this resource as the process is straight forward and the

results come back quickly, within 24 to 48 hours. If you want additional information, contact Deanna directly at deannam@nbrc.net.

I. GENERAL ANNOUNCEMENTS

- a. Training/Events
 - i. Nothing to report.
- b. Community concerns
 - i. Nothing to report.
- c. Reminders
 - i. Nothing to report.
- d. Compass Human Services
 - i. Mike Tredowski introduced himself and Compass Human Services; a program providing TDS and Community Integrated Training to individuals in Sonoma County. To access more information about the program visit their website; www.compasshumanservices.com.

J. AGENDA ITEMS FOR FUTURE MEETINGS

- a. Standing agenda item for Cultural Diversity. A sub-group of the VAC to discuss how to make vaccine conversations happen with providers.

K. ADJOURNMENT @ 11:44 am

- a. Stacey Martinez moves to adjourn the meeting
- b. 2nd by Eric Martin
- c. All approve
- d. None oppose
- e. Motion carries





FAIR HEARING & MEDIATION UPDATE

APRIL 1 – APRIL 30, 2021

Eligibility (20-06)	<u>Reason for Appeal:</u> Claimant appeals denial of eligibility. <u>Ruling:</u> Fair Hearing request pending.
SLS Denial (20-08)	<u>Reason for Appeal:</u> Claimant appeals denial of SLS. <u>Ruling:</u> Fair Hearing request pending.
Eligibility (21-01)	<u>Reason for Appeal:</u> Claimant appeals denial of eligibility. <u>Ruling:</u> Fair Hearing request pending.
Housing Assistance (21-02)	<u>Reason for Appeal:</u> Claimant appeals denial of housing assistance <u>Ruling:</u> Fair Hearing request pending.