

**North Bay Developmental Disabilities Services, Inc.
Board of Directors' Regular Business Meeting
Wednesday, May 7, 2014, 5:00 p.m.
North Bay Regional Center
10 Executive Court, Napa, CA 94558**

MINUTES

NBRC BOARD MEMBERS PRESENT:

Walter Spicer, Vice President
Kelley Hanson, VAC Rep.
Bill Hall, Oaks of Hebron (Personal Assistant)

Harry Matthews, President/ARCA Rep
Margi Stern, Secretary/Treasurer
Franklin Phillips

NBRC BOARD MEMBERS ABSENT:

Joanne Tsai, Excused

Rhonda Foster, Excused
Barbara Power, Excused

STAFF PRESENT:

Kathy Newman, Exec. Assistant
Thomas Maseda, Director of Administration
Jordan Hall, CRC
January Crane, Fed Rev Dept. Mgr.
Paul Bray QAM
Isabel Calder, Accounting Director

Bob Hamilton, Executive Director
Dave Johnson, Chief Financial Officer
Pamela Madden Krall, Training Info Project Manager
Michi Gates, Director, Client Services
Rick Burkett, Director of IT
Diana Tucker, QAM
Joanne Giardello, CMS

GUESTS PRESENT:

Cindy Ruder, AIVB
Lauren Meiklejohn, BI
Annie Breuer, OCRA
Edith Thomas, Connections for Life

Margaret Farman, UCPNB
Bob Phillips, AIVB
Yulahlia Hernandez, OCRA
Danielle Harris, SDS

CALL TO ORDER – Harry Matthews, President, called the meeting to order at 5:10 p.m. Roll was called and a quorum was present. Board and audience introduced themselves.

CONSIDERATION OF MINUTES

M/S/C (Phillips/Spicer) Move that the minutes of April 2, 2014 regular business meeting be approved as amended. UNANIMOUS

TREASURER'S REPORT

M/S/C (Spicer/Phillips) Move that the Treasurer's Report for the period of March 1 - 31, 2014 be approved as submitted. UNANIMOUS

ANNOUNCEMENTS:

- Pamela Madden Krall noted that an abridged version of NBRC's newsletter found on page 28 of the Board packet features an article regarding Friends of NBRC. Pamela invited everyone to join Friends on June 4th, 2014 at 6:00 p.m. (following the Annual Board meeting at 4:30 p.m.) at Napa Smith for the "launch" reception to honor "Friends" first service award.
- Bob Phillips noted the Employment First conference hosted by NBRC on Tuesday May 27th from 10:00 a.m. to Noon. Mark Pollit from the State Council on Developmental Disabilities will speak on Employment First overview. Denise Kirtwright, Employment statistics/data. There will be a panel consisting of providers, school district personnel, Department of Rehab etc. that will center their discussion on "what will it take for Employment First to succeed"?

FEATURE PRESENTATION: Sara Murphy, Director of Worklink Program, "A New Day for Day Services"

Sara provided a PowerPoint presentation that included the following: Employment First: integrated, direct hire employment at a competitive wage

Barriers to Integrated Employment for People in Day Programs

- Mandatory attendance six hours/day, five days/week
- High client: staff ratios
- Designated program hours (M-F, 9 – 3)
- Day Services focus on "non-work" activities
- Little training regarding job development/coaching

- Attendance-based, not outcome-based. No incentives for participants to work or gain independence – in fact it is a financial disincentive

Vocational Rehabilitation (VR)

- Nationally, 31% (over 15,000) of VR applicants with intellectual developmental disabilities had their cases closed in 2011 were closed prior to the creation of an IPE.
- Nationally, 34% (nearly 17,000) of VR applicants with I/DD who had their cases closed in 2011 did get an IPE but had their cases closed without getting a job.
- So, 65% of the people with I/DD who apply to VR for help to find a community job do not get one.

Supported Employment is Not Seen as a Viable Option

- Discouraged from applying for VR services or no service providers who can do a customized placement.
- Complex support needs makes it hard to manage the “unpredictability” of work.
- If work hours are limited, individual sits home the remainder of the week.
- People need wrap around support, life is more than just work – emotional health (and job performance) may suffer.

Programmatic Challenges with Supported Employment

- SE/IP rates are insufficient and outcome-based, requires that providers make quick placements.
- Limited up front time – can’t afford to do in-depth discovery, difficult to identify a person’s skills, interests, and needs – blind placements, praying it’s right.
- Unpredictability of work (very little control), difficult program to manage, budget and staff.
- Can’t address barriers or skill deficits prior to placement, must be addressed on-the-job.
- Requires customized employment approach.
- Community instructors lacked confidence and training to approach/negotiate with business.
- People with more significant disability don’t always fit in a box.
- How do we bridge the service gap? Get rid of the boxes by braiding day and work services.

WorkLink’s Services Today

- Mission: Provide the necessary supports for an individual to be directly hired at a competitive wage in a job that matches his/her skills and interests.
- Philosophy: Dignity of work – work is an essential component of adult life. People need to feel useful.
- Program Design: No set program hours, no mandatory attendance – just a menu of hourly services

Hybrid Service Approach

- Program Goals: Maximize independence, build skills, direct hire employment
- Hourly rates for “day services” (max 30 hours/week)
- Braided funding, DDS/Day Services and VR/SE services on the same day.
- Use Day Services to explore employment options and build skills – and address needs beyond work.
- Bring in VR/SE services when goal is determined and a specific plan has been developed.

Integrated Work Services

- 100% Community-Based – 3:1 Day Services combined with 1:1 supported employment/IP (VR) services.
- Focused on work. Uses volunteer sites for job exploration and training – 70% of the time is spent at volunteer work sites. Project SEARCH/Kaiser Permanente internship program.

Purposeful Day Services

- Goal oriented
- Person-centered discovery (verifying interests and skills).
- Strengthen employability skills (motivation, work ethic, hard and soft skills).
- Build community and address non-work needs (connect people to friends and neighborhood, and augmenting part-time work hours).
- Tailored to an individual’s needs (flexible and responsive to change).
- Services are built to order – flexible services, based on customer needs. No schedules look the same.
- Life changes, needs change – services must be flexible.

Braided Services Can be Easily Adjusted

- Shifts in employment status/schedules
 - ✓ New job/changing schedules
 - ✓ Job loss
 - ✓ Seasonal fluctuations
- Personal situations
- Discovery and skill evaluation
- Skill building (Kaiser Permanente/Project SEARCH, Volunteer at non-profits).

Encourages Independence

- People gain work skills, responsibilities increase.
- People gain confidence and independence in community settings
- Program services fade as natural supports are developed.
- Less day program hours needed.

Benefits of the Hybrid Approach

- Tailors support for those with more significant disabilities-day services augment “work”.
- Makes Supported Employment more manageable and viable.
- Improves person-centered planning and discovery.
- Fosters independence – decrease in hours of service needed – service additional people.
- Maximizes use of limited resources (used for those who need them most).
- Able to be more responsive to customer needs (participants and employers).
- Makes employment more manageable and less risky – discovery and training leads to faster, better placements. Levels the service hours and can easily support changing work schedules.
- Staff develop a specialty
- Strengthens partnerships
- Lowers staff turnover – “best job I’ve ever had”.

Challenges

- More complicated billing/accounting/tracking
- Scheduling (a fine tuned ballet)
- It’s a constant flux
- Have to be accountable – individuals and funders.
- Participants start to get demanding – all activities have to be engaging and meaningful.
- Communication is essential – all parties.
- It is more work – but it is worth the effort!!

Golden Gate Regional Center: Employment First - Getting from Policy to Practice

- Data collection/baseline employment – employment data sheet
- Employment First training for service coordinators
- AimHIRE, an employment facilitation service
- Employment Summits
 - ✓ Employment First – the train is leaving the station
 - ✓ Expectations and measures of progress
 - ✓ What does your agency need to get there?

Lessons Learned

- Must commit to Employment First and Integrated Employment for everyone
- Day services can encourage, support, and augment employment – play an important role in the placement process.
- The question is not whether a person can work, but where.
- A customized Employment placement and a person-centered service approach are essential. Discussion followed.

NEW BUSINESS:

- A. Board Meeting Schedule Change – The Board schedule was amended to accommodate Solano County meeting in November.
- B. June 4th Annual Board Meeting Time Change – It was proposed that the Annual Board meeting begin at 4:30 due to the “Friends” launch reception following at 6:00 p.m.

M/S/C (Phillips/Hanson) Move approval of the Annual Board Meeting change and the amended Board meeting schedule.

UNANIMOUS

COMMITTEE REPORTS

- A. Executive Committee – No meeting/report.
- B. Vendor Advisory Committee (VAC) – Kelley Hanson
 - The VAC met on Tuesday, April 8, 2014. Please refer to the minutes for a complete report of all agenda items.
 - Group reports were given.

- ✓ The Napa/Solano Vendor Group met on April 2nd and discussed the changes with the Rep Payee receipt process and the desire to learn when the next NBRC Bridges training will be. They also discussed the upcoming CARD training and that CEU's will be given for attendance at the training. There was also discussion around the complexity of overtime and SLS.
 - ✓ The Sonoma Vendor Group reported on the Legislative Breakfast which took place on March 28th.
 - ✓ Bob Phillips, Area Board IV, read the Employment First Policy to the group. He indicated that a committee would be formed to discuss how Employment First will be implemented in this area. He gave everyone his contact information and encouraged people to contact him if they wanted to be part of the discussion. He also reported on AB 626 and SB 577.
 - ✓ Mary Eble of NBHC reported that there will be a roommate mixer in Vacaville later this month. NBHC continues to work on duplex purchases in Vallejo. NBHC is part of a group that gathers to discuss housing issues across the state.
 - ✓ Stan Higgins announced that the Vendor Fair is scheduled for September 18th at the Sonoma Vets building following the NBRC all staff meeting.
 - ✓ Linda Plourde reported that the CSLN Conference begins this week.
 - ✓ Elizabeth Clary reported that the CARD training in Napa is on May 29th and in Sonoma on June 5th. The training will run from 10:00 am – 2:00 pm. The cost per individual is \$30.00. A box lunch will be available for an additional \$10.00.
 - ✓ Stan reported that training for support care staff has been a topic of conversation with CASACC; including mandated classes and lack of training online. He also reported that another fire sprinkler bill has been put together for care homes. This is cost prohibitive for many of the homes.
 - ✓ Michi Gates reported that NBRC has decided to do drop in visits on clients living in SLS rather than the scheduled quarterly visits. The purpose of the visits is to follow up on reported issues and to ensure service providers are providing the services they have been vendored to provide.
 - ✓ January Crane shared results of the Medicaid Waiver audit with the group. She also announced that the new SIR form can be found on the NBRC website. NBRC is still working on posting a version that can be edited and expect to have that shortly.
 - Announcements were made. Karen Farnsworth announced that the California Programs for the Autistic, Inc. will celebrate 35 years of service by hosing a fundraiser on April 26th at Hotmonk Tavern in Sebastopol from 2:00 pm – 5:00 pm. Tickets can be purchased at Brown Paper Tickets online. .
 - The next VAC meeting will be held on Tuesday, April 8, 2014.
- C. Nominating Committee – Walt Spicer, Chair – Nothing to report. The Nominating Committee continues to search for Solano County Board applicants to serve on the Board. Requested suggestions from the community and/or Board.

EXECUTIVE DIRECTOR'S REPORT

Bob Hamilton, Executive Directors Report:

- Bob sadly noted that NBRC lost a long-term employee on Thursday, May 1, 2014 due to complications following surgery. Linda Tingle worked for the Regional Center for 28 years with the last 18 years in the Human Resources Department. She retired July 2104 to spend time with her husband Chuck. A memorial service will be held Thursday, May 8th at Treadway & Wigger Funeral Home at 1:00 with a reception following.
- Bob noted that he has been heavily involved in advocacy and legislative areas than ever before. Senate Bill 1178 (Correa) sponsored by ARCA, is a housing bill. Senator Correa, Bob Hamilton, and Rick Rollins have testified at two legislative hearings. The Transportation and Housing Committee of 11 members rendered a unanimous vote to move SB1178 to the Appropriations Committee. Senators Beale, Pavly, and Desaulnier asked to be added as authors to the bill. The next step is where all authors present their bills to the Appropriations Committee. The Committee selects a few of bills which are aligned with what the Governor has directed the leadership to focus on.
- May Revise will come out next week at which time we will then know which of the bills will be funded.
- Bob attended an SDC Coalition meeting chaired by Supervisor Gore of Sonoma County. Bob also attended a Sonoma County Supervisors meeting where he spoke during “public comment” in support of the Regional Center. It is the goal of NBRC to place residents at SDC in the least restrictive living environment as possible. Senate Bill 1428 is a bill that identifies SDC as a placement of last resort and would include community input regarding closure. Discussion followed.

Michi Gates, Director of Client Services:

- Michi reported on an inspiring life story regarding one of North Bay Regional Center's Senior Service Coordinators Flor Pulida-Rocha, which appeared in the Board packet. Flor supported a client that resided at

Sonoma Developmental Center successfully transition into the community. Randy Kitch, North Bay Regional Center's Consumer Advocate, nominated Flor for this recognition.

- Michi noted six Requests for Proposal (RFPs) in the packet which will provide services for Residential Care Homes with various specialized needs. Level 4 Homes are only done through the RFP process. Michi thanked Diana Tucker and Paul Bray for working on these. These RFPs do not come with any start-up money. The homes are single resident homes for four or fewer clients.
- Michi highlighted the meeting with a few of NBRC's Spanish speaking families. Michi thanked Cindy Ruder for organizing the meeting. The meeting originally included two families who attended a previous Board meeting. The intent of the meeting was to connect with the families to hear their concerns and follow-up. The general theme of concern centered on transitioning out of the Early Start. The goal is to establish ongoing meetings in both the Napa and Santa Rosa offices so families can share their concerns. NBRC will work on communication so that Spanish families feel heard and supported. Cindy Ruder noted families were very appreciative of being able to meet with NBRC. AIVB is planning some trainings for Spanish speaking families.
- Bob noted that NBRC is in the process of considering organizational issues around better serving our NBRC clients.

Dave Johnson, Financial Report:

Dave noted NBRC's dashboard for the nine months ending March 31st, 2014.

The Purchase of Service (POS) section of the dashboard reflects expenditures for the first nine months of the fiscal year, 75% of NBRC's fiscal year. POS expenditures are currently 78% of the allocation through the E-4. Based on the current POS forecast NBRC will overspend its POS allocation through E-4 by mid-June. We are anticipating additional funds will be allocated by DDS in the future to make up this shortage.

This fiscal year NBRC has finally had the operations funding to replace computers that have been deferred from prior years due to budget difficulties. The majority of the computers were running Windows XP which is no longer being supported by Microsoft.

An ARCA Subgroup is working with experts to negotiate a contract to resolve the rent issue.

Thomas noted that NBRC increased staffing by five additional Service Coordinators last summer 2013. NBRC has since hired five more Service Coordinators. It is NBRC's goal to decrease caseload ratios with the ultimate goal to better serve clients. There has been an increase in attrition as the labor market tightens. NBRC has hired a bilingual supervisor.

Rick Burkett noted that NBRC has changed focus on Service Coordinators work stations to laptops so they can be in the field better equipped to serve clients. All Service Coordinators will eventually have laptops that will be able to access NBRC network outside of the work place. Service Coordinators will be able to do everything but mobile printing. It is the goal of NBRC that case management staff have the capability to access everything needed while in a client's home.

LIAISON REPORTS

- A. Association of Regional Center Agencies (ARCA) – Harry Matthews (10 minutes): The next meeting is June 19-20. There will be a reception for Diane Anand, Executive Director of Lanterman Regional Center as she is retiring after 40 plus years.
- Harry noted that he participated via tele-conference with ARCA. Regional Center "voices" are being heard regarding reinstating Early Start. It is hopeful that something positive will be in the May Revise, which is due to be released in the next couple of weeks. John Doyle, Deputy Director, DDS, noted that cash flow is much more promising than it has been in passed months.
- B. Area IV Board – Bob Phillips, Executive Director (10 minutes):
- Bob Phillips noted that Martin Weil, President, Area IV Board, encouraged NBRC Board of Directors to instigate a resolution of restitution that will not violate the injunction to assure all clients affected in the recent embezzlement case be paid back stolen funds. Mr. Weil encouraged the Board to conduct an independent investigation that reported directly to the Board. At the time of Mr. Weil's request, Harry noted that the NBRC Board will take his requests under consideration. Bob Phillips requested an update as to whether the Board has made a decision to proceed with the AIVB's request(s).

- Bob Hamilton noted that the Regional Center is still in the process of investigating and won't know until this matter goes to trial whether or not this money was actually stolen from individual clients. NBRC has assured that individual clients are not being harmed.
- Bob Phillips noted that their Board meeting is coming up and passed up a copy of the agenda. One of the items on the agenda concerns the NBRC embezzlement case. Bob Phillips distributed a letter included in the AIVB packet regarding this issue.
- SB 1160 (Beale) would require a job coach-to-consumer ratio of not less than 1:2 and would be funded by the regional center or the Department of Rehabilitation. This bill would allow more individualized attention, greater flexibility, and incentives for businesses; SB 577 (Pavly) This bill would require the development and semiannual review of a plan if community-based; SB 1126 proposes to increase rates with the Department of Rehab reimbursing providers for placements.
- Cindy Ruder addressed NBRC's response to the embezzlement case; i.e., as rep-payee NBRC is now collecting all receipts for expenditures. Many clients are filing 4731 Complaints complaining about this practice. Discussion followed.
- Bob Hamilton stated that 21 4731 complaints were submitted and stated that NBRC is not payee for two of them. One of the complaints submitted, neither the client nor his mother were aware of the complaint and don't receive P&I money. He noted that it is evident that those who filed the complaints are being assisted as many of them were written in the same handwriting, repeating the same complaint verbatim. NBRC is doing everything possible to meet their obligations under the law. Bob Hamilton noted that collecting receipts is a legitimate process and NBRC provides exceptions when necessary. NBRC is willing to work with people on an individual basis.

GENERAL PUBLIC COMMENT: None

GOOD OF THE ORDER – None

NEXT MEETING ANNOUNCEMENT – The next Board meeting is the Annual Board Meeting scheduled for June 4, 2014 in the Napa office at **4:30 p.m.**

ADJOURNMENT – M/S/C (Phillips/Spicer) Move to adjourn the meeting at 7:30 p.m.

UNANIMOUS