

North Bay Developmental Disabilities Services, Inc.
Board of Directors' Regular Business Meeting
Wednesday, September 3, 5:00 p.m.
North Bay Regional Center
10 Executive Court, Napa, CA 95403

MINUTES

NBRC BOARD MEMBERS PRESENT:

Kelley Hanson, VAC Rep. (Termed Out)
Bill Hall, Oaks of Hebron (Personal Assistant)

Harry Matthews, President/ARCA Rep
Franklin Phillips
Rhonda Foster

NBRC BOARD MEMBERS ABSENT:

Margi Stern, Excused

Walt Spicer, Excused
Joanne Tsai, Excused

STAFF PRESENT:

Dave Johnson, Chief Financial Officer
Pamela Madden Krall, Trng. Info Project Mgr.
Courtney Singleton, Associate Director
Maria Lopez, SC
Rick Burkett, Director IT
Kelly Weber, COAST Manager

Kathy Newman, Exec. Assistant
Bob Hamilton, Executive Director
Deanna Heibel, Associate Director Client Services
Thomas Maseda, Director Administration
Ana Alvarez, SC
Rafael Hernandez-Perez, EIS

GUESTS PRESENT:

Bob Phillips, AIVB
Mike Huckins, ARC-Solano
Terri Rowland, Milestones
Jennifer Can, Sibling
Q. Atilano, DDS

Margaret Farman, UCPNB
Lauren Meiklejohn, BI
Saanen Kerson, Vine Village
Barbara Power, Parent
Jessica Sadowski, People's Care

Rafael Hernandez-Perez informed the audience that should any Spanish speaking families require translation to let him know.

CALL TO ORDER – Harry Matthews, President, called the meeting to order at 5:04 p.m. Roll was called and a quorum was present. Board and audience introduced themselves.

CONSIDERATION OF MINUTES

M/S/C (Foster/Hansen) Move that the minutes of July 2, 2014 regular business meeting be approved as amended. UNANIMOUS

TREASURER'S REPORT

M/S/C (Phillips/Hansen) Move that the Treasurer's Report for the period of June 1 – July 31, 2014 be approved as submitted. UNANIMOUS

FEATURE PRESENTATION: Performance Contract and Public Input, Pamela Madden Krall

Performance Plan 2014 – Twice per year NBRC receives performance contract data from DDS. It is initiated from NBRC's SANDIS where we enter reports and data. The June data is what is used for the Annual Performance Contract. Pamela provided a PowerPoint presentation which provided information regarding NBRCs performance measures received for this year and proposed plans for the upcoming year on improving performance. This year NBRC passed all performance measures with the exception of two. Performance Goals are achieved when NBRC data exceeds the statewide average or has improved over the prior year.

- Fewer clients reside in state developmental centers. This year NBRC moved six resident from the DC and six from locked facilities.
 - ✓ NBRC continues developing new living arrangements to meet intensive health, mental health, and behavioral support needs.
- More children live with families including own family, foster family, and/or guardian. Exceeded last years percentages.
 - ✓ NBRC continues monitoring family and children's support needs around health, living arrangements, school, and leisure goals.
- Fewer children live in licensed homes serving in more than six children. NBRC have no children living in homes that serve six or more.
 - ✓ NBRC continues developing alternative living arrangements that meet children's support needs in the least restrictive setting.

- More adults live in home settings includes living with family, parent or conservator, adult family home agency FHA independent living or supported living arrangements. Exceeded last year's percentage.
 - ✓ NBRC continues advocating for individuals to assert their rights to the living arrangement of their choice and NBRC is committed to developing a wide array of options for adults.
 - ✓ NBRC will continue working with North Bay Housing Coalition to develop individual housing plans and advocate for affordable housing options.
 - ✓ NBRC will continue utilizing Living Arrangements Committee to identify living arrangements that meet individual's support needs and interests.
- More adults reside in the home of a parent or guardian.
 - ✓ NBRC will continue monitoring and assessing for living arrangements to meet client needs.
 - ✓ Service Coordinators will continue to assess for and identify family support needs.
- More adults reside in independent living arrangements. This is one of the measures NBRC did not meet this year.
 - ✓ NBRC will continue working with clients and families to identify appropriate living arrangements, and develop ILS services.
- More adults reside in supported living arrangements.
 - ✓ NBRC will continue identifying supported living options and advocating for affordable housing options including housing vouchers.
 - ✓ NBRC will continue monitoring and modifying support needs as identified for each individual client.
- More adults reside in FHA. NBRC now has two FHA i.e., Mentor and Enriching Lives.
 - ✓ NBRC continues seeing increased interest in this living arrangement and has expanded its resources in this area.
 - ✓ Service Coordinators will continue providing individuals with resource information.
- Fewer adults live in licensed homes serving more than six adults.
 - ✓ NBRC develops homes that serve four adults or less while meeting health and behavioral needs.
 - ✓ NBRC monitors and assesses for service needs, and advocates for transitioning adults into less restrictive/more integrative living arrangements.
- Number and percent of adults with earned income and average wage.
 - ✓ Limited data is available in this area. NBRC will continue working with the Department of Rehab. And local collaborative groups to increase employment opportunities.
- Number and percent of adults in supported employment and/or competitive employment.
 - ✓ Limited data is available in this area. NBRC will continue working with the Department of Rehab. And local collaborative groups to increase employment opportunities.

COMPLIANCE MEASURES

- Intake/Assessment is completed in a timely manner. NBRC is at 100% with Intake and Assessment timelines.
 - ✓ NBRC will continue providing timely completion of intake/assessment for children three years old and above, and adults.
- Intake/Assessment and Individual Family Service Plans are completed in a timely manner. Statewide data collection under development.
 - ✓ NBRC will continue monitoring IFSP input data internally to ensure IFSP's are completed in a timely manner.
- Client Development Evaluation Reports (CDERs) and Early Start Reports (ESRs) are current.
 - ✓ NBRC will continue monitoring monthly reports to ensure CDERs and ESRs are current, using internal auditing to identify training and supports needs.
- NBRC passes unqualified independent audit with no material findings. This information is for 2013 as NBRC has not received audit information for 2014.
- NBRC is in substantial compliance with DDS fiscal audits.
- NBRC POS fiscal percent projections are accurate based on February SOAR.
- NBRC operates within the POS budget.
- NBRC participates in the Federal Waiver.
- NBRC complies with vendor audit requirements.
- NBRC develops IPPs that meet Welfare & Institutions Codes requirements.
- NBRC completes IFSPs to meet Title 17 requirements in compliance with timelines.

PUBLIC POLICY OUTCOMES FOR WHICH STATEWIDE DATA COLLECTION IS NOT YET AVAILABLE

- Access to medical and dental service. There is currently no data available but NBRC continues to work very closely with our Dental Coordinator to address the needed dental services.
- Number of clients per 1000 who are victims of abuse. Information currently not available.

- Individuals achieve self-reliance and independence. Feature independent activities on NBRC's You Tube channel, work with housing coalition for affordable housing, transferring rep payee to an outside vendor, utilize transportation access planning, greater access in the community, mobility training, etc.
- Individuals achieve economic influence through employment. Develop resources around employment. NBRC continues to refer to the College to Career Program and the Santa Rosa Junior College, and Project Search at Kaiser Permanente.
- Individuals are the principal decision makers in their lives. Randy Kitch, Consumer Advocate, continues to be involved in self advocacy with a large group of people that meets quarterly. He promotes independence regarding living situations and the importance of exercising their rights to vote.
- Family support services result in healthy family environments.
- Individuals and families have access to community resources and events.

COMMUNITY INPUT

- NBRC's average timeline for intake/assessment would be helpful to know as it would be a better bragging right, i.e., NBRC averages "90" days for an intake and assessment. Discussion followed.
- 142 days allowed for intake/assessment is hard for a young child who needs services immediately.
- Timeliness of services for 0-3 tracked over the required 45 days.
- Transition for out of state child transfer is lengthy and child loses services.
- Continue to monitor and advocate for dental services. Follow the status of availability of space for dentist to practice. Access dental resources in NBRC's catchment area. Sutter will keep their operating rooms opened through the end of September or possible later.
- Find a dental "home" for a child at a very early age. If preventative dental care is handled early on, the need for further dental care can be reduced by 25%.
- Alisha G, Dental Coordinator, will be asked to outline series of events relative to dental care.
- Community resources when residents of SDC are moved into the community. NBRC depends on service providers to make connections with compassionate loving doctors to serve our population.
- Hospital and hospitals systems are embracing the "accountable care" and "population health" as part of their strategic plan. It would behoove NBRC to contact hospital administrators and reminds them that there are vulnerable populations who need to be included in that plan. NBRC has a community outreach committee and a top priority is to reach out to local hospitals, pediatricians, and clinicians. In reviewing hospitals strategic plans, vision statements, mission statements, they have an obligation!
- Managed Care Networks developed with sufficient providers.

NEW BUSINESS:

Request for Proposal (RFP) Policy – Kelly Weber noted that the proposed policy outlines the protocol used when NBRC puts out an RFP. NBRC will issue RFPs at various times throughout the year to address unmet service needs. RFPs will be sent out to address the following service needs:

- Community Care Licensed facilities Level 4 and higher.
- Family Home Agencies, pursuant to Title 17 regulations.
- Projects that include start-up funding from the Community Placement Plan
- Specialized service needs that have been unmet through regular resource development.

M/S/C (Foster/Franklin) Move approval of the Request for Proposal Policy.

UNANIMOUS

Bob noted that Kelly Weber will be leaving NBRC shortly to work for one of our Vendors, Center of Behavioral Educational Management (CBEM) as Regional Director of Critical Intervention Services. She noted what a great opportunity to work at NBRC and gain the knowledge she has. She thanked everyone for their support and commended NBRC for their mission to provide services to those who have developmental disabilities.

COMMITTEE REPORTS

- A. Executive Committee – Harry Matthews – The Executive Committee did not meet in July and will meet following this meeting.
- B. Vendor Advisory Committee (VAC) – Kelley Hanson
The VAC met on Tuesday, August 12, 2014. Please refer to the minutes for a complete report of all agenda items. The VAC discussed spam filters on email being sent to NBRC.
- Rick, the IT Specialist for NBRC, educated the group on NBRC's data security process. He indicated that individuals having issues with email should contact their Service Coordinator, who in turn, will alert him to the problem. The group also discussed the SLS tier system and minimum wage adjustments for SLS agencies. Requests for minimum wage adjustments for SLS agencies have been submitted to NBRC for review. Once

NBRC has reviewed the documents they will be sent to DDS. There is no defined timeline for this review. The group asked for clarification from NBRC regarding the date when electronic billing should be submitted to NBRC. NBRC asked about the VAC Website, which has not been updated in years. Kelley Hanson indicated that the VAC members would meet to discuss the site and how it will be maintained going forward.

- There was discussion around the barriers of moving individuals into SLS housing situations and the difficulty in finding roommates for these individuals. Once housing is secured there is a time lag in terms of when IHSS support kicks in for the individual. This creates an additional expense for the provider. Michi Gates cautioned providers not to secure housing and enter into housing contracts without budget approval from NBRC.
- Lastly, there was discussion regarding POS's and the desire for NBRC Service Coordinators to communicate with vendors when they have submitted a POS for review and approval. Currently, some agencies are receiving POS's prior to accepting individuals into their programs. Linda Wheeler suggested that providers place their referral requirements on the VAC Website.

Group reports were provided:

- The vendor fair is scheduled for September 18th at the Sonoma Veterans Building following the NBRC all staff meeting.
- Liz Sutton reported that the Annual Meeting for CDSA will be held October 7th through October 9th in Los Angeles.
- Bob Hamilton reported that the next ARCA meeting is scheduled for October 16-17 at Harbor Regional Center. Bob indicated that DDS is working on locating housing for SDC residents as they begin the decertification process. The group discussed the Closure Community Services Task Force.
- Michi Gates reported that due to audit findings there will be changes in the billing process for SLS agencies. SLS submissions will include hours provided. NBRC will email the new process to providers. The e-billing spreadsheets will be updated to comply with the new billing requirements. This change will also impact ILS providers.

Announcements were made.

- Candace McGuire informed the group of the Disability Service Legal Center Tech Expo scheduled in the Garrett Building at the Sonoma County Fair Grounds on October 10th from 10:00 am to 3:00 pm.
- Kelley Hanson announced that "the Barn" at PSI will be having a clearance sale on October 21st from 2:00 pm to 6:30 pm.
- The next VAC meeting will be held on Tuesday, September 9, 2014.

Harry noted that this is Kelley's last meeting as the Vendor Advisory Board Rep. Harry also noted that he has only seen two VAC Reps i.e., Linda Plourde, and Kelley Hanson who were both very productive Board members as they understand the system always lending a helping hand with invaluable judgment. It will be a great loss to NBRC Board. Harry presented Kelley with a bouquet of flowers. Harry welcomed Mike Huckins, Executive Director ARC Solano, as the new Board VAC Rep.

M/S/C (Phillips/Hansen) Move approval of seating Mike Huckins as the new VAC Board Rep. UNANIMOUS

EXECUTIVE DIRECTOR'S REPORT

Bob Hamilton Executive Directors Report:

- The Regional Center system is in a new era with multiple upcoming public input meetings, i.e., Secretary Dooley's conference, and Director Santi Rogers is organizing statewide workgroups to get public input for the specialized facilities that will be developed.
- NBRC continues to struggle with rate freezes and furloughs which makes it difficult for NBRC to move forward. Bob is looking forward to providing these groups with input to get the system back on its feet again.
 - New federal rules for Statewide Regional Center programs. California is already preparing a transition plan outlining how the Regional Center System will spend the next five years complying with the new regulations. The plan centers around making every client environment home like. The State will compile the input received from the public meetings and submit it to the Feds in approximately 120 days.
 - The "Future of Community Services" is Secretary Dooley's new taskforce which heavily weighs in favor of Developmental Center's representation. Bob strongly encouraged everyone to contact Secretary Dooley with input regarding the importance of adding more representatives to community services for clients.
 - NBRC will be watching and working closely with providers to see what the impact of the minimum wage is. It is currently unknown what the rules will be for over time. The Governor has been inundated with input from the community/public which will hopefully provide relief.
 - One of the major barriers of folks moving into the community is the lack of affordable housing. Director Santi Rogers will be investigating options other than CPP.

- Senator Steinberg is terming out. Bob noted that he has been a real advocate for the Regional Center system. The system is now looking for the next legislator who will “champion” people with developmental disabilities.
- Harry noted the importance of the new Centers for Medicare and Medicaid Services (CMS) rules.
- NBRC relies on the good will of the legislature and not on how much campaign contributions we provide. Half of our budget comes from the federal government.

Michi Gates, Director, Client Services was absent attending Chief Counselor’s meeting in Southern California.

In her absence Pamela Madden Krall shared the success story typically relayed by Michi regarding a client of NBRC’s named Arthur. Arthur lived with his mother until she was no longer able to care for him. Arthur moved in with his IHSS worker thinking it was a good idea as he would be close his mother in the nursing home. Throughout the year, Stephanie received ongoing reports from Arthur’s day program related to a lack of food, poor hygiene concerns, and Arthur’s disheveled appearance. The change in Arthur was unsettling and noticeable, so Stephanie shifted her advocacy and coordination of services role into high gear. She regularly stopped by his program and collaborated with APS to address concerns regarding neglect. She checked on Arthur often, always asking if he wanted to go home to his sister, to which he would reply, “I’m fine”.

Arthur finally told Stephanie, “My mother said I need to go home” and Arthur agreed he was ready. For over a year, Arthur’s sister pleaded for him to come home and was elated when he agreed to do so. Stephanie determined Arthur had sufficient funds to purchase a one way airline ticket to his hometown of Kansas City, to live with his sister.

Arthur is so happy to be home. The doorbell constantly rings with people coming to visit Arthur as well as him going out visiting family and friends. He is getting great meals, enjoying his sister and niece, and catching up on old times. Arthur is enjoying his own room, his own flat screen TV, and new clothes. When Stephanie talks to him, he repeatedly says, “Bless you, and thank you”. Congratulations to Stephanie Preston-White for inspiring Arthur’s life.

Dee Heibel, Associate Director, Client Services noted the following:

- North Bay Regional Center has a new physician, Dr. Mahajan, who will work 20 hours per week.
- DDS audit has been completed.
- NBRC continues to fill vacancies for Service Coordinators.
- New Leaf is the agency NBRC has been contracted with as Rep Payee for our clients.

Thomas Maseda, Director of Administration: Larry Sark, past NBRC employee, has been sentenced to the maximum of 12 years in prison for embezzlement of client funds. Restitution is being addressed through the Department of Corrections which is a very slow process. NBRC has filed a claim through our insurance company for the loss in funds. Thomas is in the process of providing the insurance company with back ground paperwork. Once the claim has been filed, NBRC will receive payment, which will be returned to the victims of embezzlement. Additionally, NBRC will be working on setting up trusts for these clients so they will not be penalized for having more than the \$2000 limit. Waiting for final work from insurance company.

Dave Johnson, Financial Report:

Purchase of Services (POS): North Bay Regional Center’s (NBRC) last fiscal year (FY), 2013-14, purchase of service (POS) expenditures were \$139 million versus \$133 million during FY 2012-13, a 5% increase (of which 1.25% represents the restoration of prior budget cuts).

NBRC’s supported living services (SLS) expenditures increased by \$5 million, or 15%, reflecting an increase of 45 clients (6%) in higher service tiers. This increase was partially offset by a reduction in community care facility (CCF) services of \$2 million, or (-8%) reflecting a decrease of 50 clients (5%). Surprisingly, behavioral services increased by \$2 million (12%). This decrease reflects an increase of \$769k (9%) in Community Integration Training, a \$465k (37%) increase in Client / Parent support and a \$205k increase in CBEM services reflecting their 1st full year of their new contract with NBRC.

NBRC is currently in the process of updating contracts, specifically with SLS vendors, in order to implement best practice protocols. In order to facilitate the process, NBRC will be extending current SLS until December 31, 2014.

Operations (OPS): On the Operations side, FY 2013-14 expenditures were \$16.7 million versus \$16.0 million during FY 2012-13, a 4% increase (of which 1.25% represents the restoration of prior budget cuts). The largest increases in OPS expenditures were in payroll with \$299k reflecting the new Cost of Living Allowance (COLA). Computer

equipment expenses are responsible for a majority of the \$228k increase in equipment expenses. The decrease in legal expenses by \$166k reflect the end of union negotiations whereas the increase in other expenses by \$268k reflects the end of retro intermediate care facilities (ICF) payments.

Dave provided a summary of where NBRC is with respect to the representative payee transition. The contract with NBRC's representative payee vendor, New Leaf, was sign with an effective date of September 1, 2014. New Leaf is contracted to provide full administration of representative payee services to approximately 1,400 clients for cumulative maximum amount of \$840,000. The timeline for the transition will be completed in September with Case Management training and vendor notification whereas files and data will be transitioned in October. Our goal is to have clients received independent living services (ILS) and SLS transitioned over in November.

LIAISON REPORTS

- A. Association of Regional Center Agencies (ARCA) – Harry Matthews (10 minutes): ARCA met August 21-22.
- Bob and Harry attended the two-day ARCA meetings at Harbor Regional Center.
 - The Early Start program has been reinstated. It is not being funded to the extent it was prior to being eliminated. No optional services. NBRC is not receiving Operations funding to support this mandate.
 - Cash flow is not as good as it has been in the past but is vastly better than the last several years. Cash flow going forward looks positive.
 - There are 21 Regional Center Boards, some of which have 21 Board members; NBRC has nine. There was discussion regarding recruitment, needs etc. There was also discussion regarding teleconferencing rather than physically meeting.
 - Discussion regarding Center for Medicare & Medicaid Services (CMS) Rules.
- B. Area IV Board – Bob Phillips, Executive Director (10 minutes):
- Senate Bill 577 (Pavley) – Employment for those with autism and other developmental disabilities. This bill will assist supported employment providers with discovery, job development etc. The bill is on the Governor's desk now.
 - Center for Medicare & Medicaid Services (CMS) rules training at Golden Gate Regional Center on November 20th in Oakland at the Transformation Institute. Karen Flippo, Institute for Community Inclusion, University of Massachusetts, will be the keynote speaker. This training is specifically for Service Providers with Regional Center staff being trained the following day.
 - The Department of Developmental Services will receive a Medicaid Waiver amendment adding Self Determination as a service under that waiver. The amendment will most likely be implemented in California around July 1, 2015. The Department must also submit a Transitional Plan as part of the amendment. This is an independent waiver 1915K.
 - Autism Society of California is providing a presentation on Self Determination at the AIVB meeting on September 18 at Solano County Office of Education.
 - AB1595 is a bill which will make changes to the State Council on Developmental Disabilities including eliminating Area Boards. This bill has passed and is on the Governor's desk.

GENERAL PUBLIC COMMENT:

- Pamela Madden Krall noted that the Annual June Board meeting video has been published to NBRC's You Tube channel. The link can be found on our website at nbrc.net.
- Jennifer Can, sibling to NBRC client, noted she has emailed Board members late Friday afternoon (August 29th) regarding a transportation issue with her sister. Her sister lives at home and attends a behavioral day program. Recently her sister was struck by the driver. On Friday August 29th her sister was missing for approximately 2.5 hours. Jennifer was on hold with R&D who was unable to locate the bus. She has attempted to meet with R&D Transportation but has yet to make that happen. Her sister is non-verbal and cannot disclose what is transpiring. R&D's solution is to hire a new driver who is also not trained. The driver that struck her sister is still driving the bus. Other riders are experiencing the same issue. Jennifer is concerned about her sister's safety. Deanna Heibel will investigate the situation and follow-up with the sister.
- Margaret Farman requested Bob to meet with Director Santi Rogers and the Governor regarding rates. The system needs immediate rate relief. The provider community has hit the crisis stage. She encouraged Bob to continue to do everything possible to push the system. Providers are forced to continually fundraise to make ends meet. Discussion followed.

ADJOURNMENT – M/S/C (Hansen/Foster) Move to adjourn the meeting at 7:21 p.m. UNANIMOUS

NEXT MEETING ANNOUNCEMENT – The next Board meeting is scheduled for October 1, 2014 at Sonoma Developmental Center at 5:00 p.m.