

NBRC Local Policy Outcomes & Strategic Achievements	Performance Outcomes Year End Report - 2017
<p><u>Individuals achieve self-reliance and independence</u></p>	<ul style="list-style-type: none"> • NBRC has authorized payment for 337 clients to receive Housing Assistance with North Bay Housing Coalition and Brilliant Corners to support self-reliance and independence; NBRC publishes monthly roommate information. • R&D completed 421 transportation access plans during 2017. Of the 421, 49 people served were diverted (12% of 421) / 372 (88% assigned to curb-to-curb transportation) • NBRC has supported 18 individuals in receiving travel training
<p><u>Individuals achieve economic influence through employment</u></p>	<ul style="list-style-type: none"> • NBRC collaborates with Santa Rosa Junior College to support students in the College to Career program, with currently 32 NBRC clients participating • NBRC provided 2 Dept. of Rehabilitation trainings to 42 Service Coordinators • NBRC distributes news and informational bulletins regarding employment legislation and opportunities through its weekly newsletter feed to 205+ subscribers • NBRC utilizes social media to include Facebook; currently 327 followers, an increase of over 100

<p><u>Individuals are the principal decision-makers in their lives</u></p>	<ul style="list-style-type: none"> • NBRC Consumer Advocate held 10 group and 1 Regional meetings with self-advocates and Service Coordinators to promote independent decision-making, handling of own resources and money, making career decisions, and voting • 35 new NBRC Service Coordinators received training in National Voters Rights Act including promotion of voter registration • NBRC collaborated with Sonoma County Office of Education to provide social-sexual education to 24 Special Education students in transition age 18-22
<p><u>Family Support services result in health family environments</u></p>	<ul style="list-style-type: none"> • NBRC continues advocating for use of community resources and private insurance, transitioning individuals with autism needing behavior supports to private insurance and providing co-pay and deductible supports as needed through the IPP process • Ten parents have completed online Parent Training in Behavior Management coursework, including content in Spanish • Utilization of Creating Behavioral and Educational Momentum (CBEM) crisis intervention services resulted in 116 individuals/families receiving crisis intervention supports to support family's needs • NBRC refers families to Matrix (Solano and Sonoma) and ParentsCAN (Napa) Family Resource Centers at Intake for direct parent support groups, assistance with social security, IEPs, and additional workshops as these are scheduled; informational newsfeeds are sent out weekly with support information and events held at FRC's
<p><u>Individuals and families have access to community resources</u></p>	<ul style="list-style-type: none"> • NBRC continues supporting, problem-solving, and facilitating use of private insurance and community resources to access behavior and medical services necessary to support client and family health, including use of co-pay legislation to support client access to needed medical services • NBRC contracted Dental Services Coordinator has resulted in 323 receiving medication management support and advocacy

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| | <ul style="list-style-type: none">• NBRC clinicians have met Sutter Hospital pediatricians, family resource center agencies/parent support groups, and county/foster family agencies to provide training on eligibility and general NBRC services to support and coordinate referral protocols• NBRC Intake Department Manager meets with the Alliance group which includes Solano Co CPS, Solano Co Probation, Child Start, Help Me Grow, Solano Co Health & Human Services, Law Enforcement, Vacaville and Fairfield Family Resource Center.• NBRC representatives participate on Solano, Napa, and Sonoma Community Advisory Committees, Napa and Sonoma Adult and Aging committees and Sonoma, Solano and Napa Mental Health groups to advocate on behalf of NBRC families and individuals receiving services to gain full access to these support systems |
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