



North Bay
Regional Center

2018 NBRC Expenditures & Demographics Data Report

Why Do We Have These Town Hall Meetings?

- ▶ Changes to the Lanterman Act- W & I Code 4519.5
- ▶ Changes in the population in our community and our state (Diagnosis, Age, Ethnicity, Language, Residence)
- ▶ Examine current trends and changes to understand and be responsive to existing and emerging needs
- ▶ Identify how to meet the needs of our consumers and families in culturally and linguistically responsive ways
- ▶ Increased transparency and accountability to our consumers and families served.

Definitions for this Presentation

- ▶ Differences between Purchase of Service (POS)
 - ▶ Authorization
 - ▶ Utilization
 - ▶ Expenditure
- ▶ Residence Types
 - ▶ Parent/Guardian Home
 - ▶ Independent Living or Supported Living
 - ▶ Community Care Facilities (CCF)
 - ▶ Foster Home, Children
 - ▶ Family Home, Adults
- ▶ Equitable Access/ Equal Access
- ▶ Disparity (in expenditures)
- ▶ Respite Services
- ▶ Cultural Barriers (to services and supports)
- ▶ Generic Resources

Purchase of Service Disparities Data

- ▶ DDS and Regional Centers compile data annually related to Purchase of Service (POS) authorization, utilization, and expenditures
- ▶ Centers post data on their websites with respect to age, race or ethnicity, primary language, disability, and residence type
- ▶ Centers share data with stakeholders in one or more public meetings
- ▶ Use the knowledge and experience of our consumers, families, and Service Coordinators to identify barriers to equitable access to services and supports
- ▶ Develop recommendations and best practices together to help reduce disparities in POS

Limitations of Data

- ▶ *POS Expenditures*- cost of services consumers receive that are paid for by regional centers
 - ▶ Does not include services coordinated through generic resources, such as Medicare, Medi-Cal, private insurance, SSI, etc.
 - ▶ Does not include services provided through contracts such as transportation
 - ▶ Utilization does not include services provided but not paid for due to late bills
- ▶ *Consumer Count* - total numbers are greater than actual caseloads; short-term services weighed same as long-term
- ▶ *Multiple Diagnoses* - consumers often have more than one diagnosis, therefore can be counted in more than one category

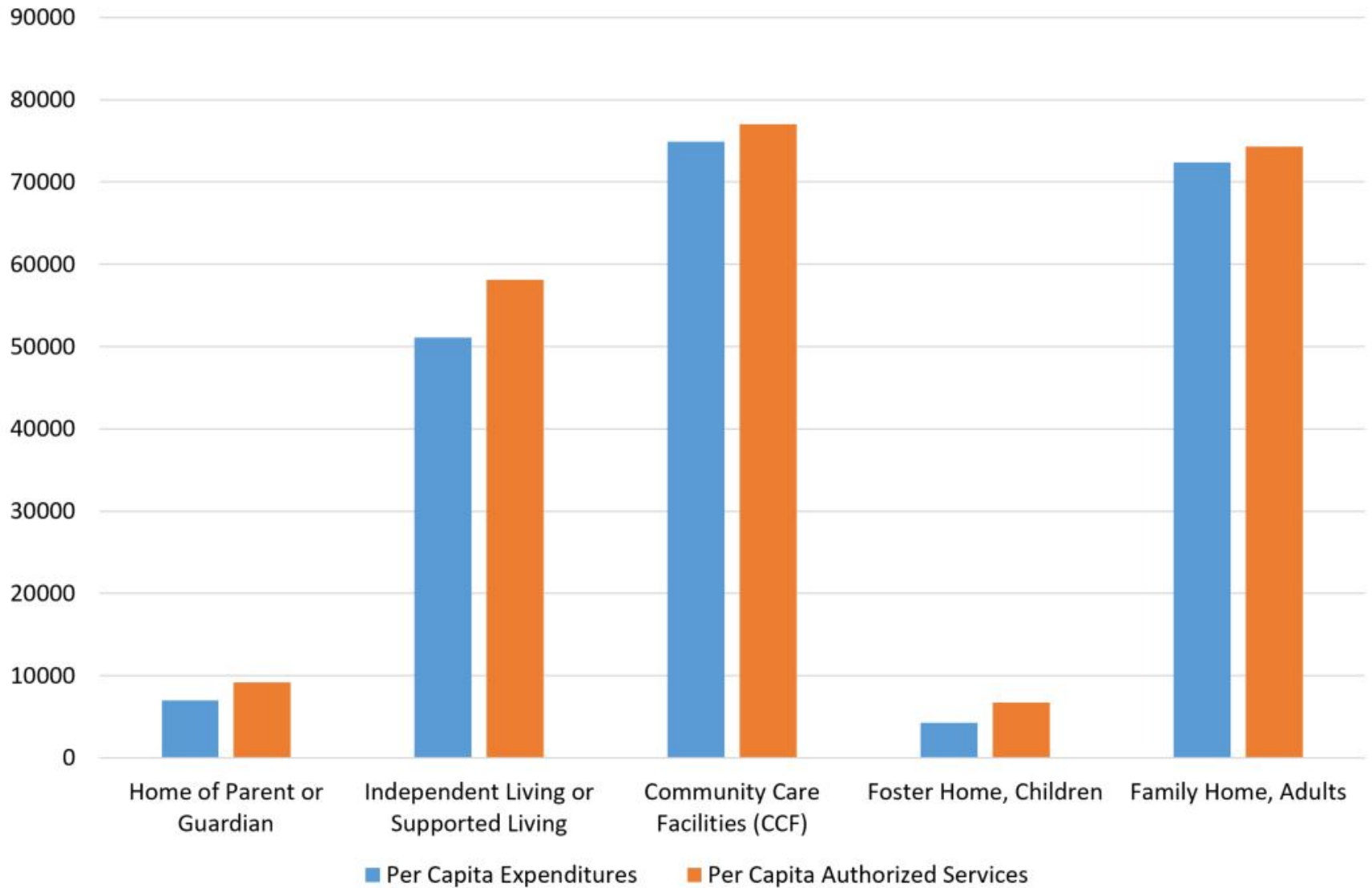
Other Considerations When Interpreting Data

- ▶ Services are specific to individual's needs
- ▶ Some services are more expensive than others
- ▶ Difference in expenditures does *not* necessarily mean that needs are unmet
- ▶ Expenditure data does not tell us *why* differences exist
- ▶ We don't know *why* differences exist without looking at other information and data

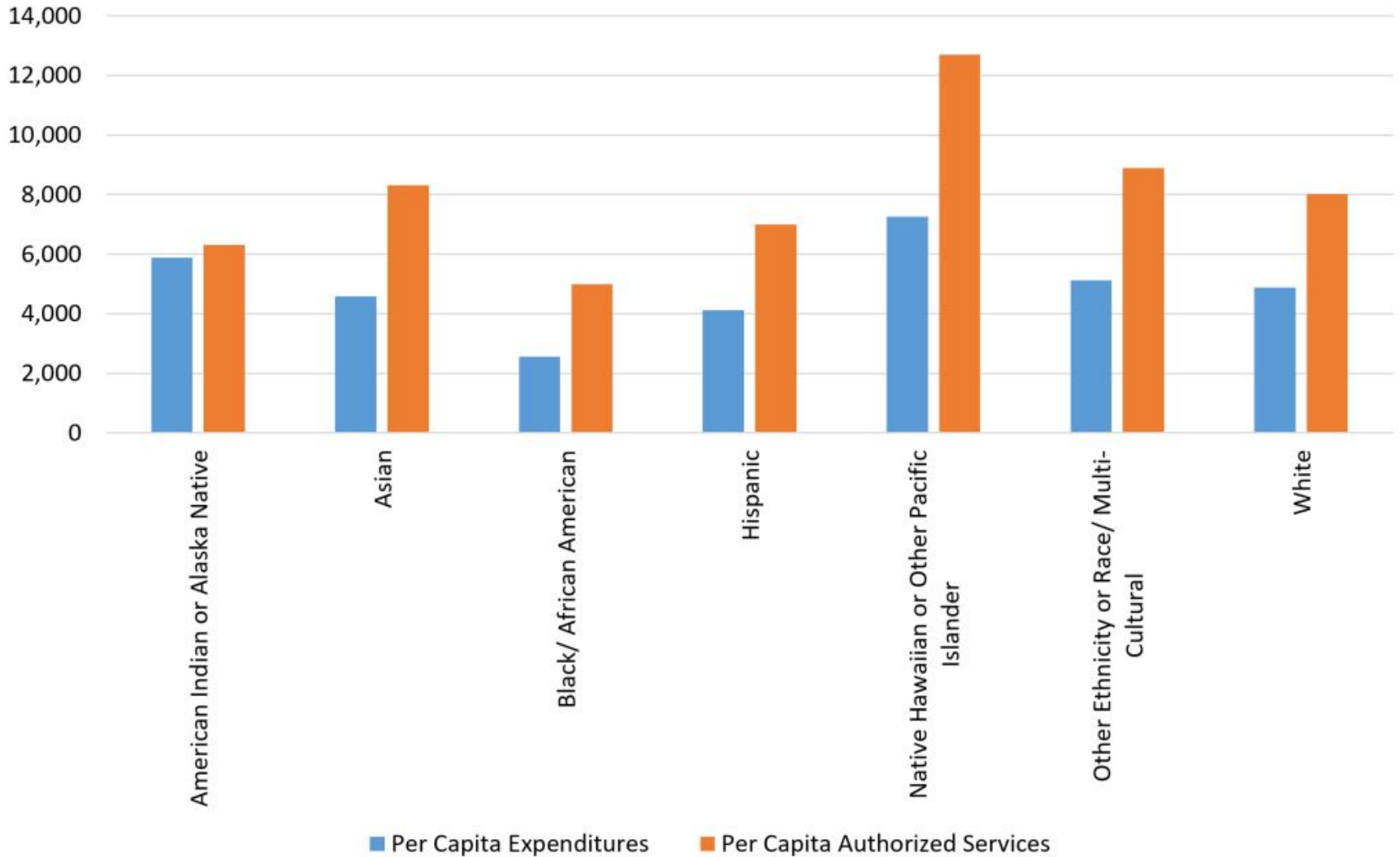
Questions & Discussion

- ▶ What regional center services do you need that are **not** available to you or your family member? What are your unmet needs?
- ▶ How do you get information about NBRC?
- ▶ What steps can NBRC take to make information about services more accessible and easier to understand?
- ▶ What are your ideas about the differences in expenditures, and what can be done?

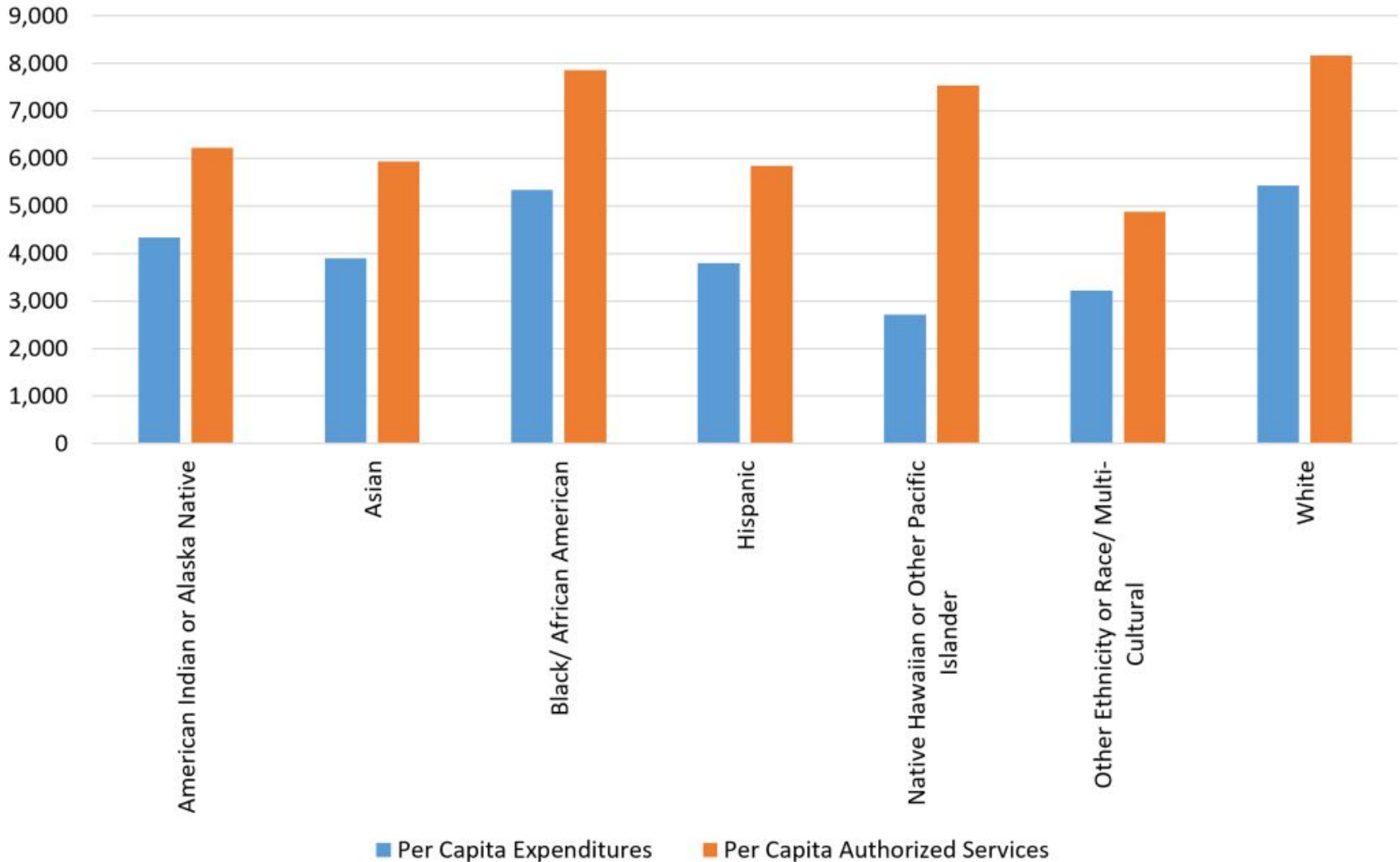
Expenditures Differences Based on Residence



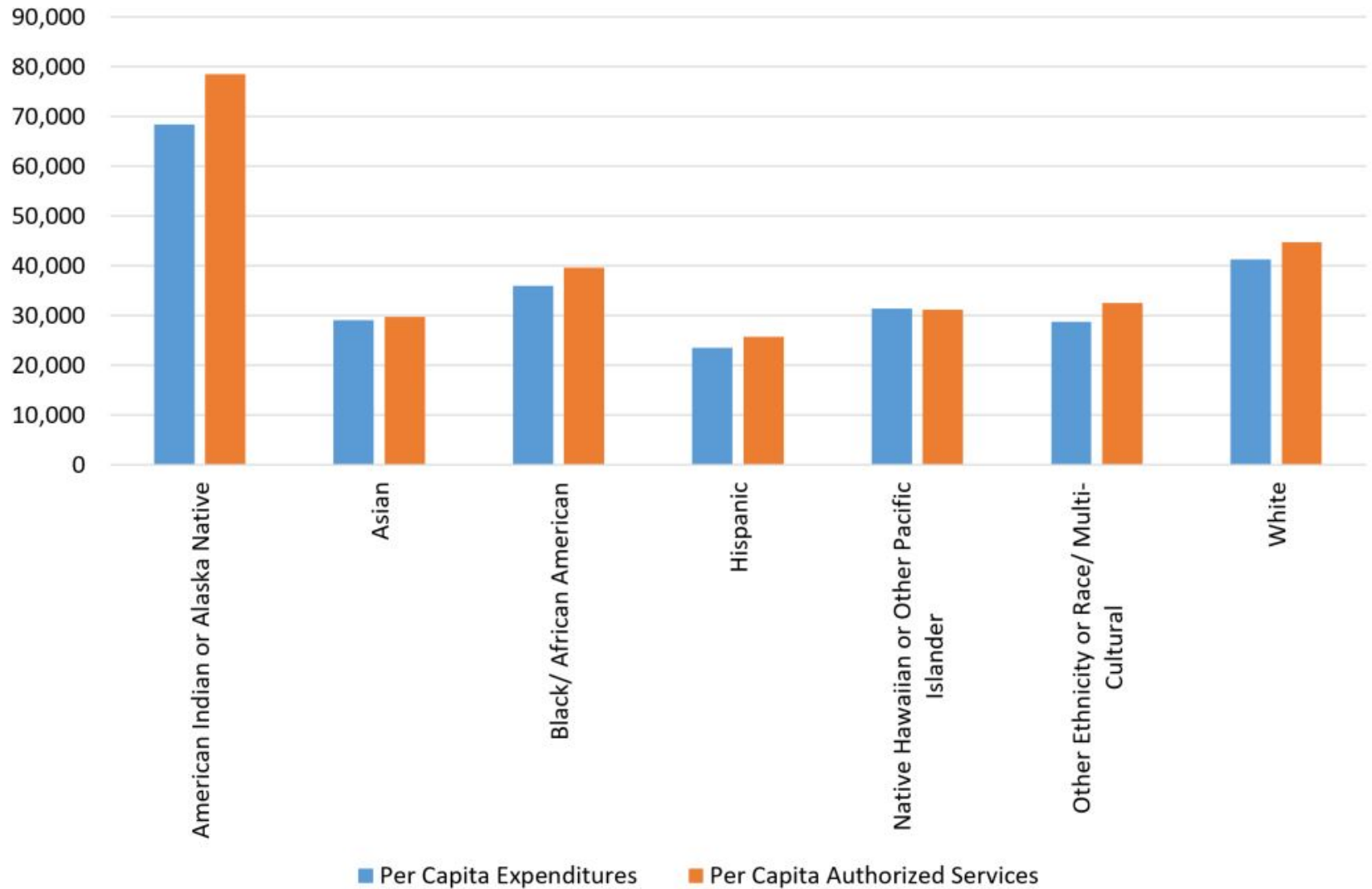
Comparison of NBRC Expenditures by Ethnicity 0-2 years old: Early Start



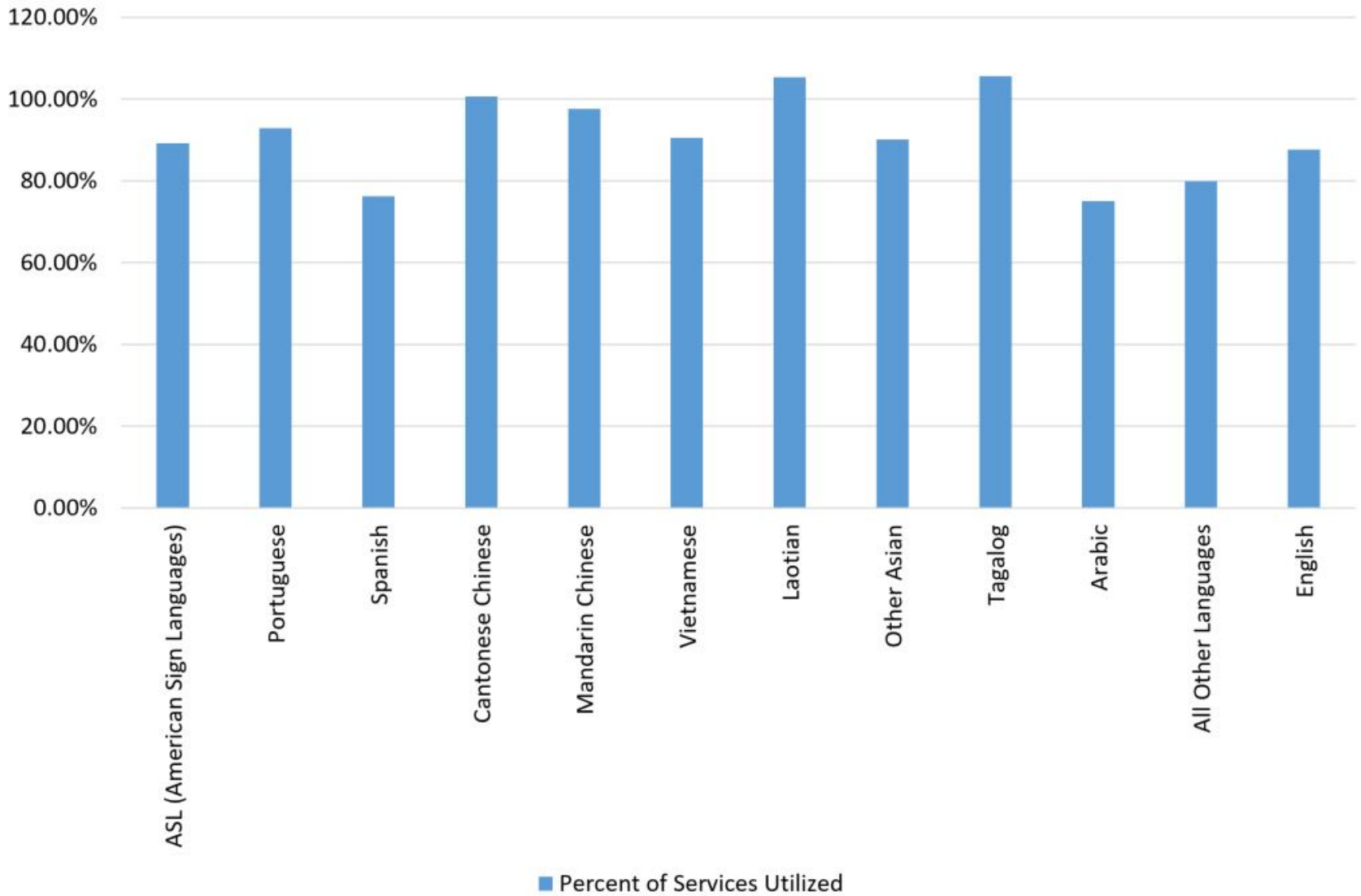
Comparison of NBRC Expenditures by Ethnicity 3-21 years old: School-based



Comparison of NBRC Expenditures by Ethnicity 22+ years old: Adulthood

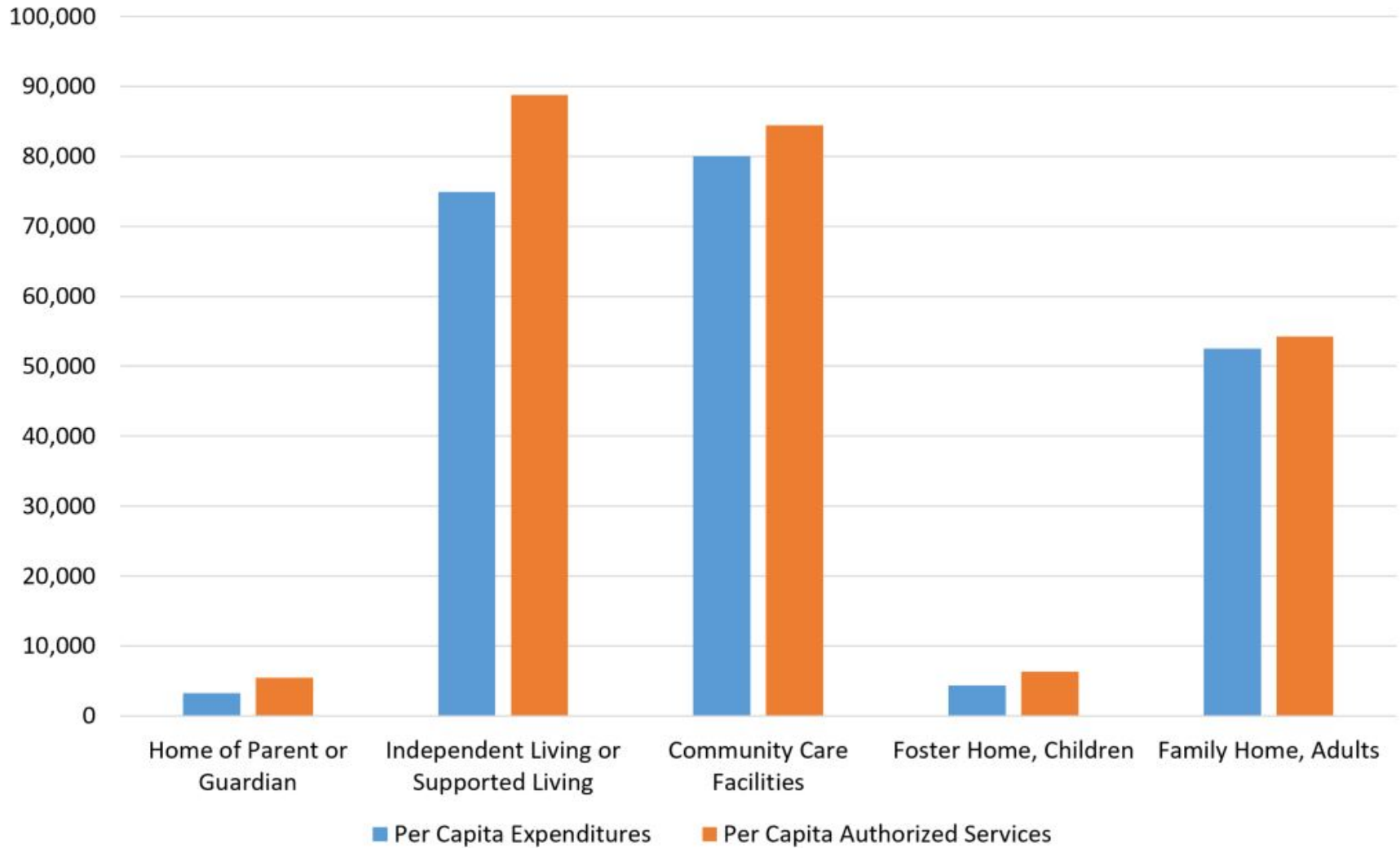


Comparison of NBRC Expenditures by Language All Ages

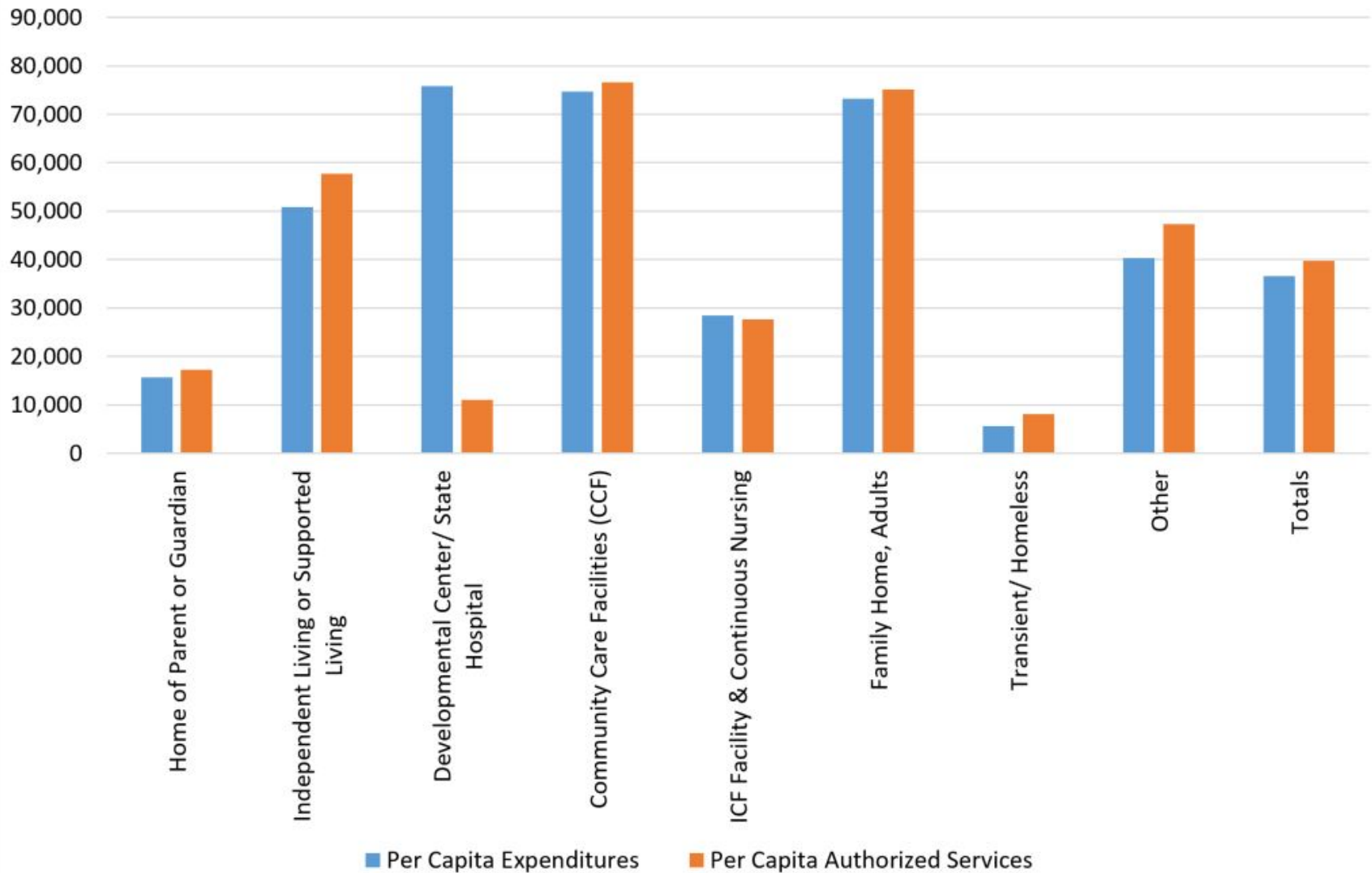


*Includes primary languages utilized by 5 or more consumers

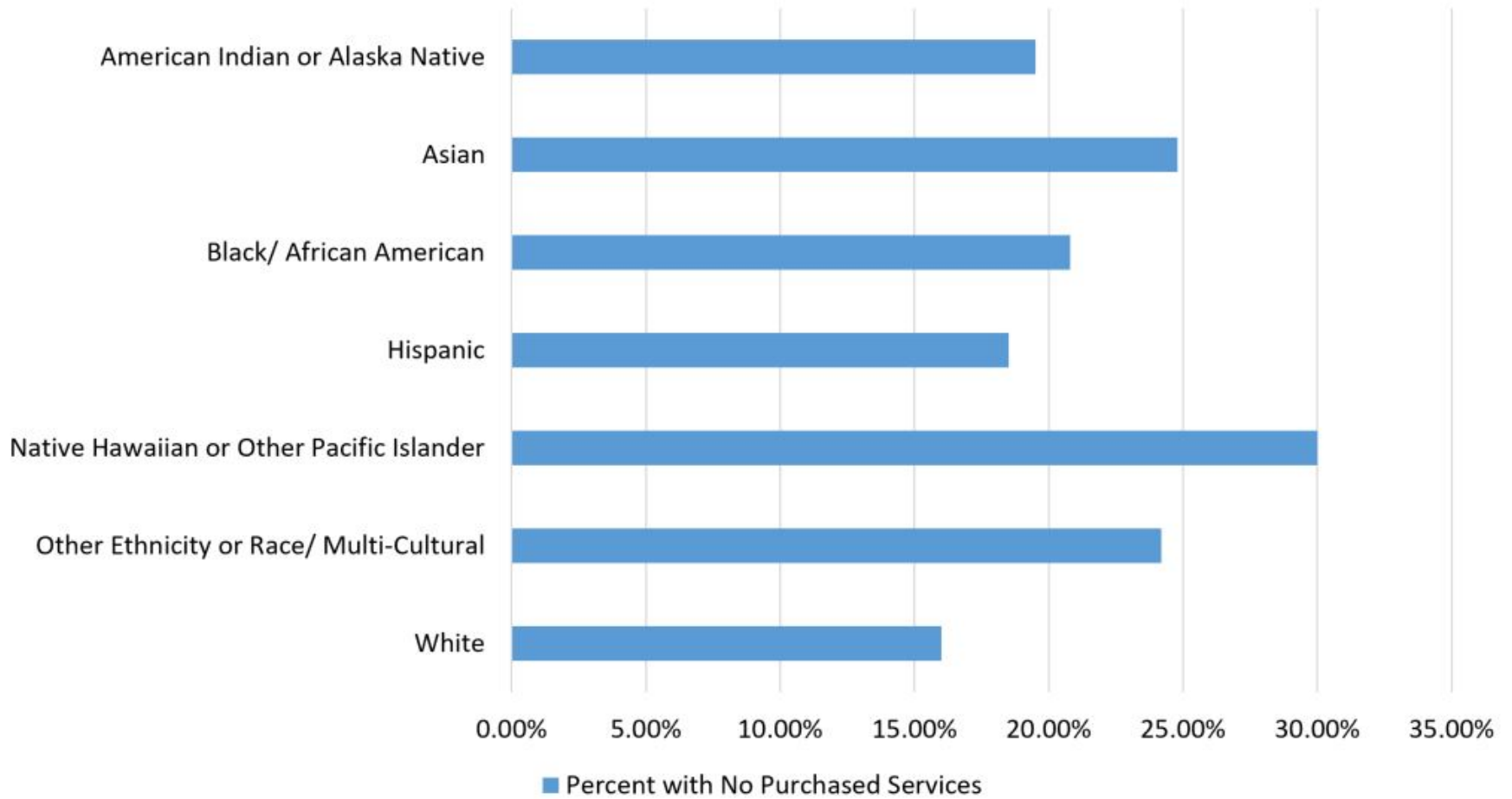
Comparison of NBRC Per Capita Expenditures by Residence 3-21 years old: School-based



Comparison of NBRC Per Capita Expenditures by Residence 22+ years old: Adulthood



Comparison of NBRC Data: No Services, All Ages



Summary:

What Does This Data Mean?

- ▶ Disparity exists
- ▶ The POS data doesn't answer why disparity exists
- ▶ Disparity in expenditure does not necessarily mean people's needs are not being met
- ▶ Survey results add to the story by providing more context and information to stakeholders

How Else Do We Track Successes and Growth Areas?

- ▶ National Core Indicator (NCI) Data
- ▶ Unmet Need Survey
- ▶ Kinetic Flow Survey
- ▶ Town Hall Meetings

Core Indicators of Interest

NCI Data from 2015- 2016

The National Core Indicators (NCI) Child Family Survey was conducted in Fiscal Year 2015-2016 to assess system-wide performance and family satisfaction with services that they or their child receive.

1,308 surveys were sent out to NBRC families and there were 311 responses.

Overall Satisfaction

- ▶ 87% of families are satisfied with services and supports received

NCI Results Continued

Family Outcomes

- ▶ 85% agree that services/supports have made a positive difference in the family's life
- ▶ 84% report that supports have improved the family's ability to care for the child
- ▶ 90% agree that services/supports help their child live a good life

Information and Planning

- ▶ 75% get enough information to help plan services
- ▶ 86% report information about services/supports is easy to understand
- ▶ 94% report that the Service Coordinator respects the family's choices and opinions
- ▶ 77% share that the IPP/IFSP includes all the services/support that the child needs

NCI Results Continued

Access and Delivery

- ▶ 94% report that support workers speak in a way the family understands
- ▶ 98% agree that services and supports are delivered in a way that are respectful of family's culture
- ▶ 92% share that support worker have the right information and skills to meet family's needs
- ▶ 72% of families have access to respite services
- ▶ 60% of families get needed supports

Cultural Competency

- ▶ 93% got a copy of the IPP/IFSP in their preferred language
- ▶ 96% share that there are support workers available who can speak their preferred language
- ▶ 72% report that services have made a difference in keeping their child in the home

Unmet Need Survey & Results

Objective was to develop a greater understanding of barriers faced by the Service Coordinators when attempting to navigate services for NBRC clients. A component to the Kinetic Flow Survey, completed between April 2, 2018 and April 16, 2018 and collected 35 responses.

Included 7 open-ended questions designed to solicit information related to the needs of SC's as well as the perspectives of the needs of their clients.

- ▶ Notable mentions regarding barriers for SC's include the need for more time to develop relations with families and the need for more access to information about generic resources.
- ▶ For families and clients, the need for bilingual and immigrant-related services and providers.
- ▶ A general need for more providers/ service options and access to information was also noted for both service coordinators and their clients.

Kinetic Flow Survey

Designed to target the perspectives of the clients and their family.

Objectives were to gauge *overall service access, usage, and satisfaction* of the people NBRC services, specifically to understand potential service disparities:

- ▶ To determine differences in service usage and satisfaction;
- ▶ To understand any barriers to services;
- ▶ To determine if people have experienced problems accessing regional center services;
- ▶ And to determine the level of overall satisfaction with NBRC and the services and supports.

Surveys were conducted online between September 26, 2017 and October 24, 2017 with a total of 58 respondents, and telephone surveys were conducted between October 24, 2017 and December 6, 2017 with a total of 839 respondents.

Kinetic Flow Results

There were 37 questions in total, and most used a 5 point scale (1= Poor, 2= Just OK, 3= Good, 4= Excellent, and 5= Truly Outstanding). NBRC scored between Good (3.00) and Excellent (4.00) on all 24 metrics assessed.

The highest rated metrics were:

- ▶ Service Coordinator speaking to you in your preferred language (3.76)
- ▶ Service Coordinator helping you feel more comfortable talking about you/your child (3.70)

The lowest rated metrics were:

- ▶ Assisting you to identify and connect with natural supports (3.06)
- ▶ Providing information on generic services (3.08)

When asked what services or supports the regional center has made available to you/your child that you have **not** utilized, the most common responses were: **Respite (59 mentions)**, Housing Options (15 mentions), Dental Care (13 mentions), and Transition Programs/ Employment (10 mentions).

What Has NBRC Done With This Information To Address Disparity?

- ▶ Disparity Committee established, and position of Diversity and Equity Specialist added
- ▶ Application for annual DDS Disparity Grant
- ▶ Ongoing cultural competency training for all staff and leadership
- ▶ Translation of documents and resources for Early Start, Self-Determination, and Employment programs and other communication from NBRC
- ▶ Increased organization of and participation in community outreach events targeted toward Spanish speaking communities
- ▶ Implementation of Everbridge notification system, sending information in preferred/primary language
- ▶ Creation of an internal Docushare resource hub for Service Coordinators

Everbridge Outreach Implementation

'Everbridge' is an automated, personalized notification system used by many schools, service providers, and government agencies to provide tailored messages.

- ▶ NBRC will notify clients and families of relevant meetings, information sessions, community events, and other situations that may affect your area.
- ▶ Individuals and families will receive an automated voice call and/or a text straight to their phone.
- ▶ One feature of this system is the ability to respond to messages that NBRC staff send out.
- ▶ Able to send and receive information in a family's preferred language
- ▶ Ability to Opt Out of future messaging on specific subjects

Intake & Eligibility

The background features abstract, overlapping geometric shapes in various shades of green, ranging from light lime to dark forest green. These shapes are primarily located on the right side of the slide, creating a modern, layered effect. The rest of the slide is a plain white background.

Thank you for coming!

To continue these conversations, feel free to contact:

Lindsay Franco, Diversity & Equity Specialist

North Bay Regional Center

LindsayF@nbrc.net or 707.256.1102



North Bay
Regional Center