

North Bay Regional Center: Expenditure Report Feedback & Action Plan for 2019

Town Hall Expenditure Reports: Sorted Feedback Summary	2018-19 NBRC Action Items	Completed Action Items from 2018
Services	Action	
<p>Recreational services are needed</p> <p>Amount of services vary depending on the Service Coordinator assigned</p> <p>Not enough respite workers</p> <p>How are unmet needs in the Spanish speaking community being tracked?</p> <p>Need to understand what the services are- need clarification about types of services, what kind, and how they benefit him/us</p> <p>Families need to get more information about services available</p> <p>Need information on how to get services, and how to apply for services Service</p> <p>Coordinators need to give family more information about services</p> <p>Authorized services but no explanation about how to use them</p> <p>More information needs to be given about ILS services at home</p> <p>Need to understand what supported living is at the home; when do you start preparing your child for SLS/ILS services?</p> <p>More information need on generic resources</p>	<p>Provide translated service information that is on the website to all families/clients</p> <p>Work with Family Resource Centers to schedule an Advocacy workshop; outreach to Community Advocacy groups and schools to ensure correct information regarding NBRC is being disseminated</p> <p>Continue to schedule Orientations to NBRC in both English and Spanish</p> <p>Develop an FAQs that addresses What To Do If: problems accessing services; don't know who SC is; don't know who Supervisor is; post to NBRC website</p> <p>Review and address Client Satisfaction Survey developed by contracted agency (Kinetic Flow)</p> <p>Include ILS service information in FAQs</p> <p>NBRC to collect and provide common generic resources to staff for easy referral to clients</p> <p>Create regular unit support groups for SCs to come together with supervisors and share new findings, general resources, best practices, and NBRC agency expectations regarding POS Disparity</p> <p>Work with internal IT Department to increase Service Coordinator access to information regarding appropriate and vetted services and generic resources in the community.</p>	<p>Website is available in all target languages, and important documents are being translated into Spanish</p> <p>FAQ available on website, including ILS services</p> <p>Tracking unmet needs in the Spanish speaking community through Kinetic Flow Survey and Disparity Town Hall Meetings in all catchment areas</p> <p>Completed Kinetic Flow Survey to understand needs of the community and their satisfaction with services</p> <p>Information on website about how to get and apply for services, including online application process</p> <p>Professional Skills Development created to support SC's with understanding new findings, general resources, best practices, and agency expectations around Disparity</p> <p>Continuing Introductions to Regional Centers in English and Spanish</p> <p>Created Generic Resources hub through internal DocuShare system for SC's to find information to support clients and families</p>

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Timely Communication	Action	
<p>Resource Development unit is not calling back potential vendors</p> <p>Problems with call backs in timely manner</p> <p>Phone messages need to be kept up to date</p> <p>SC s should return calls and provide more information about services</p> <p>What happens when family calls SC and leaves message for Supervisor and still no call back? Is there a hotline number?</p> <p>So hard to keep track of SCs with so many changes- what does NBRC do to inform parents of changes?</p> <p>Need more information about community events</p> <p>Request ways to learn about new laws or changes to NBRC policy</p>	<p>Address call-back protocols in FAQs, including a means for someone to have access to a bi-lingual Management staff</p> <p>Research "Help Line" options</p> <p>Ensure that communications go out to families regarding SC changes per NBRC procedure; ensure that phone messaging provides an alternate number to be reached when SC changes per NBRC procedure</p> <p>Develop use of EverBridge system to reach Spanish speaking families</p> <p>Add a calendar of community events to NBRC webpage</p> <p>Utilize social media to share information about events and NBRC related news</p>	<p>Agency expectation around returning calls within 48 hours (2 business days)</p> <p>Opportunities to contact SC, their supervisor, or the front desk if not receiving calls back within agency standard of 48 hours (4 business days).</p> <p>Community events are shared through the website Calendar of Events, and now through the NBRC Facebook page.</p> <p>Social media strategy will also include NBRC Instagram in the future</p> <p>Increasing social media presence to share information about community events and NBRC related news, including new laws and changes to NBRC policy</p> <p>Actively using Everbridge notification system with bi-lingual text messaging and voice call capabilities</p>

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Other	Action	
<p>Need information on parent support groups or Family Resource Centers throughout the catchment area</p> <p>Self Determination Program option not widely known among the Spanish speaking population How do we know what is authorized but not spent on the Spanish speaking clients</p> <p>Need support and instruction around what the IPP is, how to advocate for services in IPP</p> <p>SCs should be doing more advocacy</p> <p>More training is needed for SCs around the NOA process</p> <p>SCs should attend the IEPs so they can assist with advocacy and help the family understand the IEP process</p> <p>What can parents do when the school qualifies someone for Autism but NBRC does not?</p> <p>What services are available for children that do not qualify for NBRC?</p> <p>Families often receive help only when there is a crisis</p>	<p>Work with Family Resource Centers to schedule an Advocacy workshop</p> <p>Continue to schedule Orientations to NBRC in both English and Spanish</p> <p>Continue to schedule Legal Training for NBRC staff regarding client's rights, Notice of Action process, and Fair Hearings</p> <p>Work with Disability Rights-CA and State Council on DD to coordinate advocacy workshops and opportunities</p>	<p>Created Generic Resources through internal DocuShare system for SC's to find information (parent support groups, Generic Benefits, etc.) to support clients and families</p> <p>Information on support groups will also be shared through NBRC social media (website, FB)</p> <p>Continuing Introductions to Regional Centers in English and Spanish, including information about when families do not qualify for services, the NOA process, and how to re-apply for services</p> <p>Increasing orientations around Self-Determination Program with Spanish speaking populations and professional interpreters</p> <p>Increasing support and instructions about the IPP process and how to advocate for services</p> <p>Increasing collaboration with Disability Rights- CA and State Council on DD to coordinate advocacy workshops and opportunities</p>

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Education and Outreach	Action	
<p>Monthly meetings at NBRC re: "Intro to RC Services" is needed</p> <p>More outreach and education is needed about our services/ more information needs to be given about ILS services at home</p> <p>Families would like to have opportunities for education and learning about resources to increase self-advocacy skills and self-empowerment</p> <p>Need more information about NBRC. Specific information, because "Regional Center" is too vague</p> <p>There is a lot of stigma around autism and people get scared about a diagnosis</p> <p>Give brochures to schools</p> <p>Most parents get information from the school district</p> <p>Need information on how to get services, and how to apply for services</p> <p>More community based meetings for new parents</p> <p>More outreach and education is needed about NBRC services</p> <p>Need support and instruction around what the IPP is, how to advocate for services in IPP</p>	<p>Outreach to Community Advocacy (CAC) groups and schools (SELPA) to ensure correct information regarding NBRC is being disseminated</p> <p>Continue to schedule Orientations to NBRC in both English and Spanish</p> <p>Print revised brochures in Spanish re: NBRC services and Early Start</p> <p>Create targeted information via postcards to be left at schools and clinics</p> <p>Disparity committee to collaborate on a postcard "tag lines" and content. Use also as an opportunity to also provide more information about diagnosis and NBRC as a resource</p> <p>Build relationships and work with community-based organizations to collaborate and organize parent workshops on topics chosen based on parent feedback (Example: Learn more About IPP, Autism, etc.)</p>	<p>Continuing Introduction to NBRC throughout the year</p> <p>Increasing information at Outreach events throughout the catchment area about NBRC specifically and services that we provide (provided at least 44 Outreach events in 2018)</p> <p>Increasing collaboration with schools throughout catchment area</p> <p>Increasing relationships and collaboration with community based organizations in all catchment areas</p> <p>Information on website about how to get and apply for services, including online application process</p>

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Spanish Communication	Action	
<p>Not enough staff who speak Spanish</p> <p>Not enough services providers who speak Spanish</p> <p>Don't get information in Spanish</p>	<p>NBRC will continue providing incentives for recruiting bi-lingual staff</p> <p>Emphasize to staff the requirements re: IPP in preferred language</p> <p>NBRC will continue identifying forms/information that needs to be translated</p> <p>Develop use of Everbridge system to reach Spanish speaking families</p>	<p>NBRC provides financial incentives for bi-lingual staff</p> <p>NBRC bilingual Spanish speaking staff make up 24% of employees and 26% of NBRC's clientele identify as Hispanic</p> <p>Resource Development team continuing to recruit for service providers (especially Early Start providers like PT, OT, Speech) who serve Spanish speaking populations and will be trained in Cultural Sensitivity</p> <p>Website is available in all target languages, upgraded translation app</p> <p>Important documents from Intake, Employment, and Early Start programs and other units have been translated into Spanish</p> <p>In progress for getting the IPP translated into Spanish for families</p> <p>Continuing Introductions to Regional Centers in English and Spanish</p> <p>Increasing orientations around Self-Determination Program for Spanish speaking families with professional interpreters</p> <p>Actively using Everbridge for Disparity Town Hall Meetings and Intro to Regional Center Presentations for the community</p>