

North Bay Regional Center: Expenditure Report Feedback & Action Plan for 2018



Town Hall Expenditure Reports: Sorted Feedback Summary	NBRC Action Items
Services	Action
Recreational services are needed	Provide translated service information that is on the website to all families/clients
Amount of services vary depending on the Service Coordinator assigned	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
Not enough respite workers	Continue to schedule Orientations to NBRC in both English and Spanish
How are unmet needs in the Spanish speaking community being tracked?	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
Need to understand what the services are- need clarification about types of services, what kind, and how they benefit him/us	Review and address Client Satisfaction Survey developed by contracted agency (Kinetic Flow)
Services Families need to get more information about services available	Include ILS service information in FAQs
Need information on how to get services, and how to apply for services Service	NBRC to collect and provide common generic resources to staff for easy referral to clients
Coordinators need to give family more information about services	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
Authorized services but no explanation about how to use them	Work with internal IT Department to increase Service Coordinator access to information regarding appropriate and vetted services and generic resources in the community.
More information needs to be given about ILS services at home	
Need to understand what supported living is at the home; when do you start preparing your child for SLS/ILS services?	
More information need on generic resources	

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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>

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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</p> <p>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</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>Continue to schedule Orientations to NBRC in both English and Spanish</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>

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Spanish Communication	Action
<p>Not enough staff and 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>