



*Promoting Opportunities  
Supporting Choices*

*Sponsors of  
North Bay Regional Center  
and other programs  
for persons with developmental disabilities  
610 Airpark Road  
Napa, CA 94558  
707-256-1224  
Fax: 707-256-1230*

## **MEETING NOTICE**

The next meeting of the Board of Directors is a Regular Business Board Meeting scheduled as follows:

**DATE:** October 6, 2021

**TIME:** 6:00 pm

**PLACE:** Via Zoom

**Please click the link below to join the webinar:**

<https://us02web.zoom.us/j/89709687840?pwd=QjllcTc0dzBBNXA2OEplanVjOFItUT09>

**Join by Phone:**

Phone Number: 1-669-900-6833

Webinar ID: 897 0968 7840

Passcode: 912329

Se Habla Español

## **Agenda Enclosed**

**REMINDER:** Notices are posted at [www.nbrc.net](http://www.nbrc.net). All meetings are made accessible to persons with disabilities and all members of the public are welcome to attend. Please contact Janelle Santana at (707) 256-1224 for further information or to request any disability-related modifications or accommodations.

**North Bay Developmental Disabilities Services, Inc.**

**Board of Directors' Board Meeting**

**October 6, 2021, 6:00 p.m.**

**Join by Zoom Webinar:**

<https://us02web.zoom.us/j/89709687840?pwd=QjllcTc0dzBBNXA2OEplLanVjOFItUT09>

**Join by Phone:**

**Phone Number:** 1-669-900-6833 **Webinar ID:** 897 0968 7840 **Passcode:** 912329

- I. CALL TO ORDER – Angel Hixson, President
- II. ROLL CALL AND INTRODUCTIONS – Sara Speck, Secretary (3 min)
- III. CONSIDERATION OF MINUTES – Regular Business Meeting Minutes from September 1, 2021 Regular Business Board Meeting be approved as submitted. (2 min) ACTION
- IV. GENERAL PUBLIC COMMENT – Please use the chat in the Zoom meeting to sign up, or if attending by phone, please text your name to (707) 501-0065 to sign up. (2 minutes per person unless otherwise allowed by Board Chairperson). (10 min)
- V. STRATEGIC PLANNING PROCESS UPDATE (30 mins) (Pgs. 6-24) - Ami Sullivan, Kinetic Flow INFO
- VI. COMMUNITY PLACEMENT PLAN START-UP FUNDS AWARDED FOR START MODEL (5 mins) (Pgs. 25-27) Courtney Singleton, Director of Community Services  
A. Request to Waive Request for Proposal (RFP) Policy ACTION
- VII. CONTRACT OVER \$250,000 (5 mins) (Pg. 28) – Courtney Singleton, Director of Community Services  
A. Vilon, Inc. Enhanced Behavioral Support Home (EBSH) ACTION
- VIII. FY 2021-2022 PERFORMANCE CONTRACT (10 mins) (Pgs. 29-39) – Courtney Singleton, Director of Community Services ACTION
- IX. DISCUSSION – BOARD EMPLOYMENT COMMITTEE (7 mins) - Alexis Jarreau, Solano County INFO
- X. TREASURER'S REPORT – Rosemarie Pérez, Treasurer  
A. Treasurer's Report be approved as submitted. (5 min) (Pgs. 40-41) ACTION
- XI. COMMITTEE REPORTS –  
A. Executive Committee- Jeremy Johnson, Vice President (2 mins)  
i. Board Retreat in December (Pg. 42) INFO  
B. Cultural/Linguistic Competency Committee Update – Rosemarie Pérez, Treasurer (5 min) INFO  
C. Client Advisory Committee Update – Sara Speck, Secretary (3 min) INFO
- XII. EXECUTIVE DIRECTOR'S REPORT – Gabriel Rogin, Executive Director (5 min) INFO
- XIII. GOOD OF THE ORDER – Any other Board business may be brought up at this time.
- XIV. GENERAL PUBLIC COMMENT – Please use the chat in the Zoom meeting to sign up, or if attending by phone, please text your name to (707) 501-0065 to sign up. (2 minutes per person unless otherwise allowed by Board Chairperson). (10 min)
- XV. CLOSED SESSION  
A. The appointment, employment, evaluation of performance, or dismissal of a regional center employee
- XVI. RETURN FROM CLOSED SESSION

A. Report on any action taken during the closed session (1 min)

INFO

XVII. ADJOURNMENT – Angel Hixson, President

CLOSED SESSION – a) The governing board of a regional center may hold a closed meeting to discuss or consider one or more of the following: (1) real estate negotiations, (2) the appointment, employment, evaluation of performance, or dismissal of a regional center employee, (3) employee salaries and benefits, (4) labor contract negotiations, (5) pending litigation. b) Any matter specifically dealing with a particular regional center client must be conducted in a closed session. -- W&I Code 4663.

NEXT MEETING ANNOUNCEMENT – The next Board Meeting will be a regular business Board Meeting on November 3, 2021 at 6:00 pm.
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**North Bay Developmental Disabilities Services, Inc.**  
**Board of Directors Regular Business Meeting**  
**September 1, 2021, 6:00 p.m.**  
**Via Zoom**

**NBRC BOARD MEMBERS PRESENT:**

Rosemarie Pérez, Treasurer, Sonoma County  
Derek Hearthtower, Sonoma County  
Alexis Jarreau, Solano County  
Jose Ayala, Napa County

Ali Tabatabai, VAC Representative, Napa County  
Rita Edmonds-Norris, Solano County  
Sara Speck, Secretary, Solano County  
Angel Hixson, President, Solano County  
Jeremy Johnson, Vice President, Solano County

**NBRC BOARD MEMBERS ABSENT:**

Lynette Stagner, Napa County

Hue Truong, Sonoma County  
Andrea Bednarova

**NBRC STAFF PRESENT**

Isabel Calder, Chief Financial Officer  
Beth DeWitt, Director of Client Services  
Gabriel Rogin, Executive Director  
Janelle Santana, Executive Assistant  
Abigail Andrade, Service Coordinator

Courtney Singleton, Director of Community Services  
Deanna Mobley, Director of Intake and Clinical Services  
Danielle Bernardo, Administrative Office Supervisor  
Geri Audette, Training and Communications Specialist  
Sabina Linares, Service Coordinator  
Jennifer Crick, Director of Administrative Services

**GUESTS:** (\*Based on participants names in the Zoom meeting.)

Cindy Cahill, Parent, FAU  
1916\*\*\*\*012  
Edie Thomas, Connections For Life  
Jeremy Hogan, CHD  
Margo Duncan, Community  
Mary Eble, North Bay Housing Coalition

Paula Finley, Becoming Independent  
Franklin Phillips, CAC Chairperson, Community  
Maxine Milam, DDS  
Breeanne Burris, 24 Hour Home Care  
Trinidad Lopez, ICS Interpreting Services

**MINUTES**

**CALL TO ORDER** – *Angel Hixson, President*, called the regular business meeting to order at approximately 6:01 pm.

**ROLL CALL AND INTRODUCTIONS** – *Sara Speck, Secretary*, conducted roll call and a quorum was present.

**CONSIDERATION OF MINUTES** – Regular Business Meeting Minutes from the July 7, 2021, meeting be approved as submitted.

- Change to make
- Rita Edmonds-Norris conducted roll call in Sara Speck's absence.

**M/S/C (Speck/Edmonds-Norris) Move to approve the minutes including the change noted above.**  
**UNANIMOUS**

**GENERAL PUBLIC COMMENT** – None

**INTRODUCTION – NEW EXECUTIVE ASSISTANT** – *Gabriel Rogin, Executive Director*, introduced Janelle Santana as the new Executive Assistant.

**FY 2021 – 2022 PERFORMANCE CONTRACT DRAFT PRESENTATION**

*Courtney Singleton, Director of Community Services*, presented the performance contract. The draft



performance contract can be found on pages 4-14 of the September 1, 2021 board packet.

- *Courtney Singleton, Director of Community Services*, noted that a developmental center is in Porterville, California. It still does have some individuals residing there and NBRC is working to help them move out.
- *Rosemarie Pérez, Treasurer*, asked if the performance contract included data for people in crisis centers.
  - *Courtney Singleton, Director of Community Services*, noted it does not.
- *Courtney Singleton, Director of Community Services*, noted that NBRC continues to advocate for individuals to access living arrangements of their choice.
  - *Jeremy Johnson, Vice President*, asked how are we determining what's the best place for them?
  - *Courtney Singleton, Director of Community Services*, notes that the performance contract will reflect more specific living situations after this year.
  - *Gabriel Rogin, Executive Director*, noted that DDS will be holding stakeholder meetings to gather information, in order to revise the performance measures in the future.
  - *Rosemarie Pérez, Treasurer*, asked what incentive is there for regional centers to meet and exceed these categories.
    - *Courtney Singleton, Director of Community Services*, stated that she believes in the future performance will be directly linked to incentives for regional centers.
  - *Jeremy Johnson, Vice President*, asked how we can track data of a client that wants to live on their own and help them achieve that.
  - *Gabriel Rogin, Executive Director*, noted that the challenge is capturing satisfaction data in real time, in order to use it to guide decision and policy making.
  - *Angel Hixson, President*, encouraged the board to participate in the DDS stakeholder meetings.
    - *Gabriel Rogin, Executive Director*, was invited to attend a DDS workgroup on performance measures and will let the board know of the meeting details, get feedback, and follow up with the board
- *Gabriel Rogin, Executive Director*, noted that we as a system need to do better in creating meaningful employment opportunities for the people we serve. Although, it has been a big area of emphasis for the state, and for regional centers, there hasn't been nearly enough progress. He notes it needs to be a community wide effort to increase these numbers and make sure the employment opportunities are really meaningful.
  - *Angel Hixson, President*, noted her experience with a staff member utilizing job coaching and it was wonderful. She believes in the job coaching program.
  - *Alexis Jarreau, Solano County*, asked what can we do to make sure that the people we serve are given outside opportunities other than the majority of them working in a warehouse, landscaping, janitorial? What do we do to audit supported employment vendors to make sure that they're doing what they say they're supposed to be doing?
    - *Courtney Singleton, Director of Community Services*, noted that the auditing would be through the IPP Process to see if the client is meeting the goal they set out to obtain. She notes the services can be individualized.
    - *Gabriel Rogin, Executive Director*, emphasized that often people believe that an IPP meeting is only once per year or even longer. The IPP meeting can be called anytime the person served wants one.
- How do we raise awareness and improve outcomes in employment for the developmentally disabled community?
  - *Gabriel Rogin, Executive Director*, noted we need to hold our vendors and ourselves accountable. We need to think out of the box, and open up the conversation to talk to different partners than we've been talking to in the past.
  - *Angel Hixson, President*, suggested starting a subcommittee of the board to focus on employment.
  - *Ali Tabatabai, VAC Representative*, noted he would like to be a part of the subcommittee.

- Impact of COVID on Intake and Assessment Process
  - *Rosemarie Pérez, Treasurer*, asked if COVID had any impact on the Intake and Assessment Process.
    - *Courtney Singleton, Director of Community Services*, agreed with Rosemarie that COVID was a key factor.
  - *Deanna Mobley, Director of Intake and Clinical Services*, elaborated on the reasons why the intake and assessment process was impacted.
    - Lack of Schooling in Person
    - Lack of Referrals for Early Intervention Intake
    - Difficulty Initiating the Intake Process
  - *Ali Tabatabai, VAC Representative*, added his perspective on the impact of COVID.
    - We need to prepare for the ramp up for all the folks that didn't get through the system

#### **PERFORMANCE CONTRACT PUBLIC COMMENT -**

- *Margo Duncan, Community*, was promoted to panelist due to having an older version of Zoom. Her question was not related to the performance contract.
  - *Angel Hixson, President*, asked her to wait until the end of the meeting for general public comment.
- *Cindy Cahill, Community*, noted it seems we don't have enough housing supply to meet the demand. She asked how many new homes we're going to be able to develop in the future.
  - *Gabriel Rogin, Executive Director*, recommended that we present information on our housing capacity at a future meeting.
- *Mary Eble, North Bay Housing Coalition*, asked via chat if the individuals living in family homes can be broken down by age.
  - *Isabel Calder, Chief Financial Officer*, responded that yes the data can be broken down by age.

#### **TREASURER'S REPORT-**

*Rosemarie Pérez, Treasurer*, presented the Treasurer's Report.

**M/S/C (Johnson/Speck) Move to approve the Treasurer's Report as submitted. UNANIMOUS**

#### **COMMITTEE REPORTS –**

**M/S/C (Johnson/Hixson) Move to change the order of the Committee Reports. UNANIMOUS**

##### **A. Vendor Advisory Committee Update –**

*Ali Tabatabai, VAC Representative*, noted the VAC meeting was a great way to recognize outstanding service from Solano Diversified Services. There was also a discussion of staffing shortages. Regional Center Admin & VAC members met separately to have a brainstorming session around staffing shortages and potential solutions. Ali plans to take these notes back to VAC. He also notes there's a new request for proposal for a Community Navigator through the Self-Determination Program.

The VAC minutes can be found on pages 20-25 of the September 1, 2021 board packet.

##### **B. Public Policy Advisory Committee Update –**

*Ali Tabatabai, VAC Representative* noted that the committee meets once per month and includes a combination of board members, regional center staff, and vendors. The last meeting had a focus on housing. It is important to give information to people we serve that allows them to speak their mind. He notes there's a lot of talented minds dedicated to making improvements in this area. This committee will partner with the NBRC Housing Committee on action steps going forward.

##### **C. Nominating Committee –**

*Rita Edmonds-Norris* proposed the following VAC members to the board for approval. The bios of each person can be found on pages 17-19 of the September 1<sup>st</sup>, 2021 board packet.

Proposed Slated VAC

- a. Mary Eble (Pg.17)

She noted she's glad to be a part of the voting membership and thanked the Board for opportunity to share.

**M/S/C (Edmonds-Norris/Pérez) Move to approve the proposed VAC member in September;**

**UNANIMOUS**

b. Jeremy Hogan (Pg.18)

He noted he's excited to work with everyone to support folks. He would love to promote hiring more individuals with developmental disabilities.

**M/S/C (Speck/Edmonds-Norris) Move to approve the proposed VAC member in September;**

**UNANIMOUS**

c. Breeanne Burris (Pg.19)

She noted that she's excited to see how this Vendor Advisory Committee can continue to contribute to the Board.

**M/S/C (Pérez /Speck) Moved to approve the proposed VAC member in November;**

**UNANIMOUS**

**The motion passed with 9 voting in favor.**

**APPROVED**

D. Cultural and Linguistic Competency Committee Update –

*Rosemarie Pérez, Treasurer*, noted the following;

Isabel Calder, Chief Financial Officer, joined our committee to review the data that's in our consumer statistic reports. As we work to improve cultural and linguistic competence, we want to be able to measure improvement. What is the data telling us? What is the source? What does it include/not include?

E. Client Advisory Committee Update –

*Sara Speck, Board Secretary and Co-Chair*, noted the following;

These dates have been proposed- 9/24/2021, 3/25/2022, 6/24/2022 from 1:00pm to 2:30pm. No date has been set for December 2021. These dates have not been finalized yet. We will send a flyer out once the dates are confirmed.

## **EXECUTIVE DIRECTOR'S REPORT –**

*Gabriel Rogin, Executive Director*, noted the following;

- Gabriel expressed his deep appreciation for the board, providers, people we serve, families, and regional center staff. He noted that meetings in our community have been constructive and solution oriented.
- COVID-19:
  - o 409 reported COVID positive cases of people we serve
  - o 28 new COVID positive reports for people we serve since August 9<sup>th</sup>
  - o There have been 186 outbreaks at different service provider locations since NBRC began tracking the data. That's an increase of 18 new outbreaks since August 9<sup>th</sup>.
  - o Gabriel referenced pages 28-32 for graphs of COVID numbers statewide.
  - o Gabriel will get back to the board with better data about how our positive cases are being tracked, according to residential types.
- New Positions at NBRC:
  - o We are getting closer to announcing new positions due to funding we received in this year's budget.
  - o We're waiting for the C-1 budget amendment to receive more clarity on our budget allocation.
- Office Re-Entry:
  - o We continue to monitor the Delta Variant closely. We postponed the date for office re-entry.
  - o We've upgraded ventilation, added protective Plexiglas, installed Wi-Fi in both offices, and moved some cubicles to accommodate space between people.
  - o Gabriel thanked SEIU for their input and on-going collaboration.
- August Board Retreat
  - o Gabriel acknowledged the Board's leadership
  - o Based on direction from the Board, NBRC will continue to focus on supporting families in

- crisis and developing resources to support the increasing numbers of individuals with autism.
- The presenters from DDS very much appreciated the conversation with the Board during the retreat. They would appreciate the opportunity to return and continue the conversation in the near future.

#### **GOOD OF THE ORDER –**

*Angel Hixson, President*, noted the following;

- Angel would like to say hello on behalf of board member, Lynette Cole and express her gratitude of the Board. Lynette has health issues and appreciates the support the Board has given.
- Angel to ask Lynette for her address so Board members can send her a card.
- Angel noted she's touched by the care Service Coordinator's have shown our clients. Please make sure we are expressing that to them. The Board appreciates them.
  - *Gabriel Rogin, Executive Director*, to send an email to All Staff expressing the Board's appreciation.

#### **GENERAL PUBLIC COMMENT –**

*Margo Duncan, Community*, did not stay on the call.

- Angel Hixson, President, noted she is hopeful Margo can write to the board or attend our board meeting next month.
- Board Email: [Nbrcbboard@yahoo.com](mailto:Nbrcbboard@yahoo.com)

#### **CLOSED SESSION –**

The board moved into closed session at 8:06pm to discuss Real Estate Negotiations.

#### **RETURN FROM CLOSED SESSION-**

##### **A. Report on any action taken during closed session.**

The board returned from the closed session at 8:14pm and there was no action taken to report on.

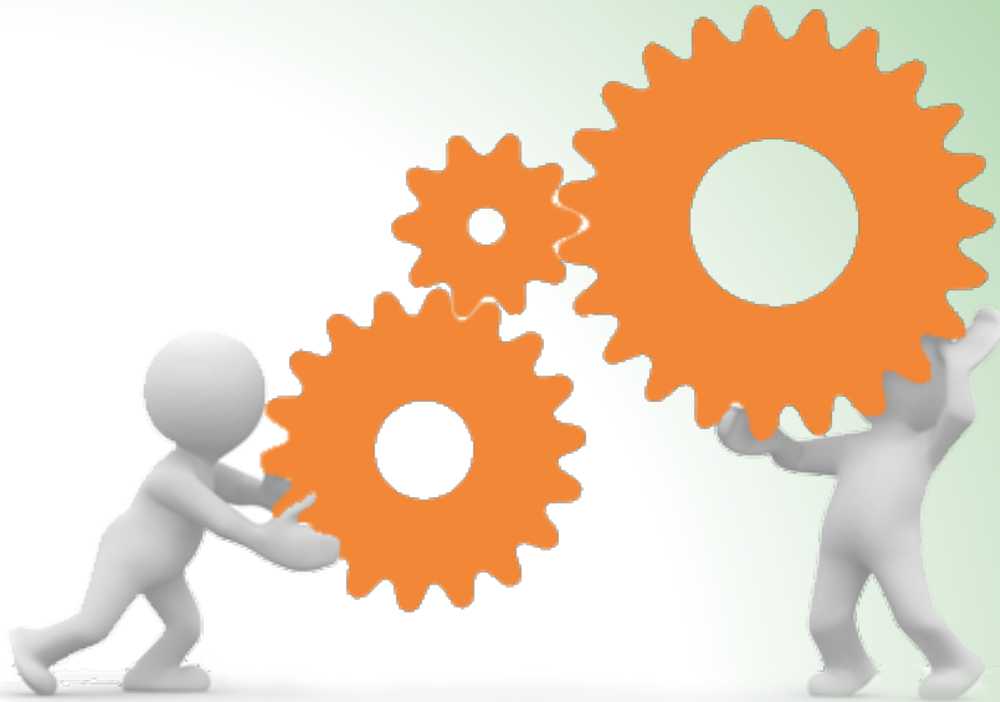
**ADJOURNMENT –** *Angel Hixson, President*, adjourned the regular business board meeting at 8:15 pm.



*“Tactics without Strategy is the noise before defeat.”*

*- Sun Tzu*

# Strategic Planning: Why, How and What's Next?







In short, a Strategic Plan (& the Planning Process) is a tool towards the intentional achievement of a defined future.



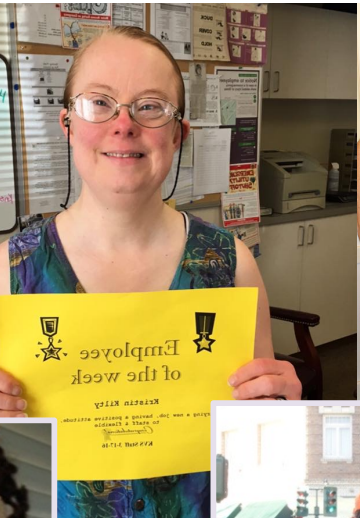
(aka. A Strategic Plan is a **roadmap** to help ensure you go where you want to!)



A diverse group of people, including an elderly woman, a young boy, an elderly man, a young girl, and a woman with glasses, are smiling and looking forward. The text "Why Strategic Planning?" is overlaid in green script font.

# Why Strategic Planning?

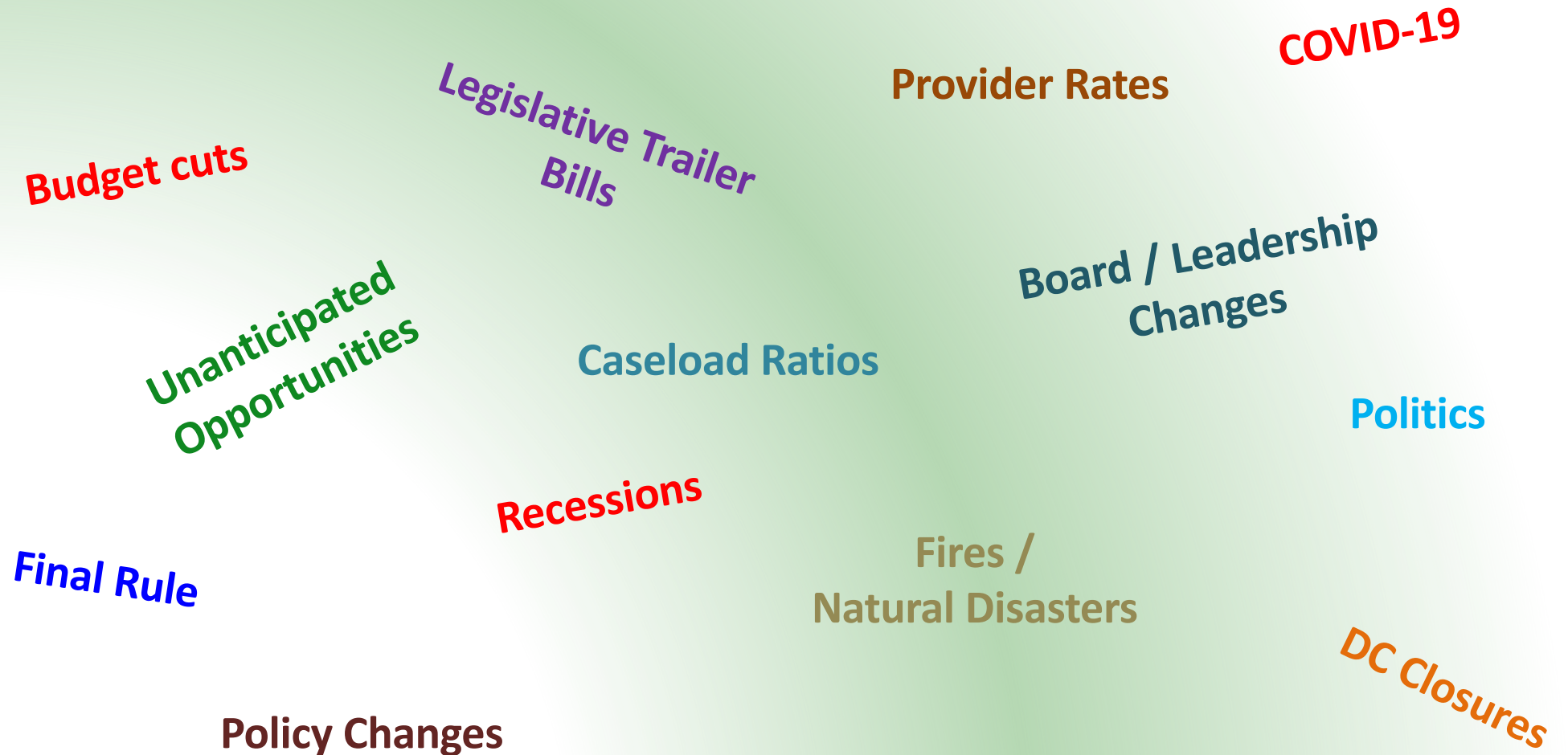






# Because \*life\* happens... but our Vision should not waiver

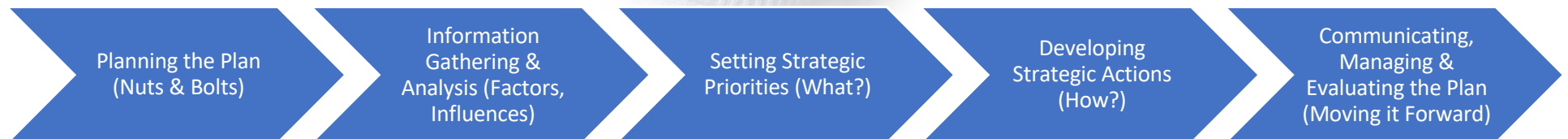
"We always overestimate the change that will occur in the next two years and underestimate the change that will occur in the next 10. Don't let yourself be lulled into inaction." – Bill Gates



"Most people overestimate what they can do in one year and underestimate what they can do in ten years." – Bill Gates

# North Bay Regional Center's Strategic Planning Process

—  
so... in concrete terms, what  
does this look like?





# The Basic Questions...

- Do we have a Vision, Mission, Values Statement? (A real, meaningful one!)
- Does our Vision, Mission, Values accurately reflect who we are?
  - Where are we today? (Strengths, Successes, Weaknesses, Flops, Unmet Needs, On Target, Ahead, Behind)
- Where do we want to be in 20XX? How do we move towards our vision?
  - What do we want to achieve? What if we fail to achieve?
- What factors or opportunities will help us get where we want to go?
  - What factors or challenges are going to inhibit our efforts?
- How can we achieve our goals?
  - If we accomplished our stated goals, would it match with our intent? Would it have stayed true to the vision of the organization?
- Are these steps taking us in the direction of our stated vision/mission?
  - Are these solid, realistic, incremental, do-able X-year goals?

Environmental Scan

SWOT

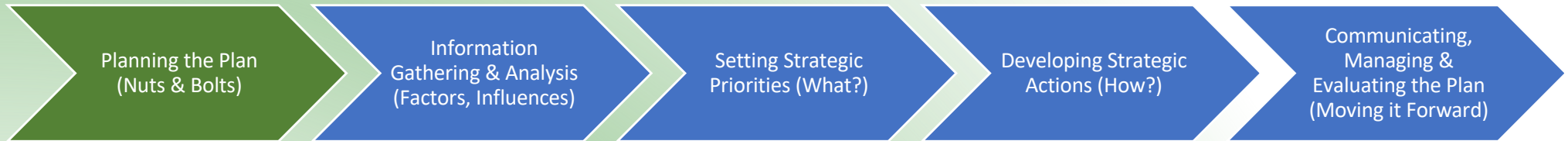
Needs Assessment

Stakeholder Feedback

Performance Contract

Service Metrics

# Phase I: Planning the Plan (nuts and bolts)



## Questions

- What period of time will the strategic plan support? 3 yrs? 5 yrs? 10 yrs?
- Who should be involved in the planning process? Who are your stakeholders?
- What process and methodology will be used?
- How will you provide opportunity for stakeholder input?
- What leadership structure will be used to plan, facilitate and implement?

## Activities

Kinetic Flow will meet with Strategic Planning Committee to **clarify the needs, scope and desired outcomes** of the strategic planning process and **discuss key elements of process and methodology**.

➤ This Phase began on March 16<sup>th</sup>, 2020 with the Executive Committee.



# Phase II: Information Gathering & Analysis

Planning the Plan  
(Nuts & Bolts)

Information  
Gathering & Analysis  
(Factors, Influences)

Setting Strategic  
Priorities (What?)

Developing Strategic  
Actions (How?)

Communicating,  
Managing &  
Evaluating the Plan  
(Moving it Forward)

## Questions

- What is the current fiscal, social and political context for your organization?
- What are the internal strengths and challenges of your organization?
- What are the external opportunities and barriers for your organization?
- What is important to the people you serve? What are your Priorities?
- How can this input inform your strategic thinking?

## Activities

- Interviews with Leadership
- Online Survey of Board of Directors, People Served, Staff, Service Providers, Community Partners
- Telephone Interviews with People Served

# Phase III: Setting Strategic Priorities



## Questions

- What do we want our Vision, Purpose, Mission and Values Statements to say about NBRC? What do we stand for/do? How do we interact?
- What is your desired future state, based on what you have learned?
- What are 3-5 critical focus areas/priorities for the next 3 years?
- How will you know when you have been successful in these areas?
- How will you measure progress?

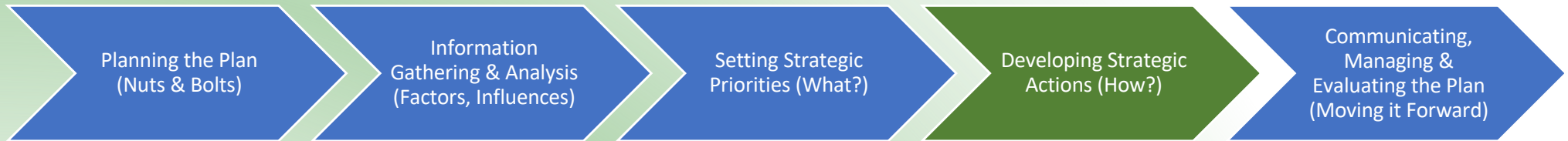
## Activities

- Update Vision, Purpose, Mission and Values
- Prioritize Strategic Focus Areas
- Define Focus Areas and Goals for each Area (generally)





# Phase IV: Developing Strategic Actions



## Questions

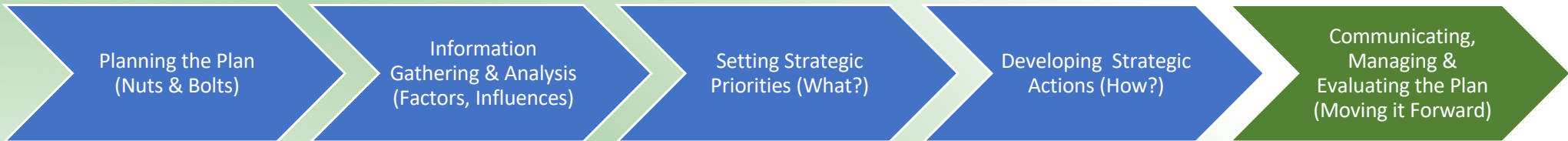
- What measurable goals are needed to move you toward your desired future state?
- What operational steps will be documented in an action plan (who, what, by when?)
- What annual milestones will be observed let you know if you are on track?
- Are you confident that your plan is realistic and achievable? It should be a stretch but not impossible.

## Activities

- Define Focus Areas and Goals for each Area (specifically)
- Define Outcome Measures (Gather Baselines)



# Phase V: Communicating, Managing & Evaluating



## Questions

- How will you ensure that the Strategic Plan is user-friendly?
- How will the Strategic Plan be transparent and visible to the community you serve?
- How will progress be evaluated and reported? How will you redirect if needed?
- How will the Strategic Plan be embedded in the work of the Board and Staff? (ex: job descriptions, performance evaluations, board development topics, etc.)

## Activities

- Creation of a Communication & Engagement Plan
- Define Responsibilities Plan (where supportive/helpful to the Executive Director)



# The Keys for Success (and Potential Pitfalls)



# A Strategic Plan has the best odds if you hit the Sweet Spot!

Inclusive, Collaborative  
Open, Honest  
Data Driven  
Outside the Box  
Aggressive  
Ambiguous  
Personalized



Dictated  
Stuck in History  
Anecdotal  
Impossible/Improbable  
Set up to Fail  
Prescriptive  
Overlooks Flaws

A Strategic Plan should be inclusive, forward-looking and honest.

A Strategic Plan should meet the needs of the organization while challenging the organization to do better.

A Strategic Plan should be flexible enough to provide movement during significant events (i.e. COVID-19) but not so flexible that you drift off track.



# Is it... On Point? Reflective? Understandable?

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- If our leadership completely changed tomorrow, would the new team still be guided towards our desired goals/vision by the Strategic Plan?
  - Does this plan help our agency to **THRIVE**?
- Did we consider the **HISTORY & MOMENTUM** of the organization?
  - Does our plan **ENGAGE** those responsible for executing/implementing?
- Are we utilizing the strengths of our collaborative **PARTNERS**?
  - Does our plan access **ALL** of our available **OPPORTUNITIES**?
- Does our plan **OVER/UNDER PROMISE** what we can do?
  - Are outlined actions the **SAME THINGS** we've tried before? (Succeeded? Failed?)
- Are there others that have succeeded in these areas? **PROMISING PRACTICES**?
- What did we miss? Drawbacks? Gains?





STOP... BREATHE... GUT CHECK

DOES YOUR PLAN FEEL GOOD?  
RIGHT?

DOES IT SUPPORT THE LONG-TERM  
GOALS OF THE ORGANIZATION AND  
COMMUNITY?



So it is said that if you know your  
enemies and know yourself, you can  
win a hundred battles without a single  
loss.

If you only know yourself, but not your  
opponent, you may win or may lose.

If you know neither yourself nor your  
enemy, you will always endanger  
yourself.

The Art of War by Sun Tzu



## **The START Model**

The START program model was implemented in 1988 by Dr. Joan Beasley and her team to provide community-based crisis intervention for individuals with IDD and mental health needs. The model is evidence-informed and utilizes a national database. It is a person-centered, solutions-focused approach that employs positive psychology and other evidence-based practices.

START is a comprehensive model of service supports that optimizes independence, treatment, and community living for individuals with IDD and mental health needs. In the 2002 U.S. Surgeon General's Report on mental health disparities for persons with intellectual/developmental disabilities, START was cited as a model program. In 2016, START was discussed as a best practice at a Roundtable on the Promotion of Health Equity planned by the National Academy of Sciences Institute of Medicine.

In order to be a certified START program, the team must be trained, participate in data collection and reporting, and effectively employ the methods of the START model.

For more information about START programs across the nation, explore our [map that outlines where START programs have been implemented](#).

## **The Center for START Services**

The Center for START Services at the University of New Hampshire Institute on Disability/UCED is a national initiative that works to strengthen efficiencies and service outcomes for individuals with intellectual and developmental disabilities (IDD) and mental health needs in the community. The Center was established in 2009 at the IOD to provide technical support, clinical expertise, and training and consultation services that support the development of:

- Comprehensive Evaluation of Services & Systems of Care (local and state)
- A systems linkage approach to service provision
- Expert Assessment & Clinical Support
- Outcomes-Based Research & Evaluation
- Short-Term Therapeutic Resources and Opportunities
- Cross Systems Crisis Prevention & Intervention Planning
- Family Support, Education & Outreach
- Interdisciplinary Collaboration

By supporting the development of the cornerstones of the START model as outlined above, START programs and their participants experience an array of benefits including:

- Reduced use of emergency services and state facility/hospital stays
- High rates of satisfaction by families and care recipients
- Cost-effective service delivery
- Increased community involvement and crisis expertise in communities
- Strengthened linkages that enrich systems, increase resources, and fill in service gaps

<https://centerforstartservices.org/about-us>



### Approval of Fiscal Year (FY) 2021-22 Community Placement Plan (CPP)

The Department of Developmental Services (DDS) is approving two projects of North Bay Regional Center's (NBRC) FY 2021-22 CPP:

**NBRC-2122-2:**

DDS authorizes NBRC to use up to \$300,000 in FY 2021-22 non-CPP General Fund Provider Start Up funds. These funds will support the development of a Crisis Support Service called "START Team." This program will provide additional services and supports to individuals experiencing challenges, so that they can maintain their community living situation.

**NBRC-2122-3:**

DDS authorizes NBRC to use up to \$835,020 in FY 2021-22 non-CPP General Fund for The Center for START Services to support the development of a Crisis Support Services program. This program will provide intensive, specialized services and supports to individuals, so that they can maintain their community living situation

NBRC will also be participating and collaborating in the START workgroup meetings that will be facilitated by DDS starting by October 2021.

To secure these funds, NBRC will need to secure a contract with both the Center for START Services and a Support Services provider by June 30<sup>th</sup>, 2022. The non-CPP General funds will be allocated in the next allocation cycle.

**NORTH BAY DEVELOPMENTAL DISABILITIES SERVICES, INC.  
Board of Directors**

**REQUEST FOR PROPOSAL (RFP) POLICY**

**PURPOSE:**

The purpose of the Request for Proposal (RFP) policy is to outline the specific circumstances under which North Bay Regional Center (NBRC) will issue RFPs to address a service need, as required by NBRC's contract with the Department of Developmental Services. The RFP policy is designed to meet the following goals: develop a wider pool of qualified applicants, ensure cost effectiveness, ensure that current and potential providers have an equal opportunity to apply for NBRC start-up funds when available, and to bring consistency to NBRC's recruitment efforts.

**POLICY:**

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:

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

Date submitted to NBRC Board for review

10/6/21

Date approved by NBRC Board Executive Committee (if applicable)

Date approved by NBRC Board

Operations ☐

Purchase of Service ☒

The following contracts have been reviewed by Courtney Singleton, Director of Community Services, Isabel Calder, Chief Financial Officer and Gabriel Rogin, Executive Director. All recommend approval by the NBRC Board of Directors.

Purpose of Contract	Consumers Served	Contractor Name and Vendor# (if applicable)	Term of Contract	Contract Amounts	Notes
Enhanced Behavioral Supports Home	4	Vilon Incorporated	11/01/21-12/31/22	\$79,458/Per month \$953,496/Annually	Sonoma County

**Summary:**

This Enhanced Behavioral Supports Home (EBSH) is being developed to serve individuals with intense behavioral needs, moving from locked or more restrictive settings such as Community Crisis Homes. These individuals will have had multiple unsuccessful community placements and the last best option for them is an EBSH Home. This EBSH will serve 4 individuals with intense behavioral needs. All staff in the home must be Licensed Psychiatric Technicians or Registered Behavior Technicians. The EBSH contract is governed by California Code of Regulations Title 17 sections §59057 through §59059. The facility budget is approved by NBRC and certified by The Department of Developmental Services. This contract is for the facility costs for the EBSH. Each individual has their own individual budget for additional staffing. When the first individual moves into the home, the facility cost is paid to the EBSH vendor. The below items are covered in the facility cost per month:

Rent for the property	Insurance	
168 hours a week of Lead Staff (salary, benefits & taxes)	Phone	Property Taxes
40 hours a week of the home Administrator	Repairs	Utilities
Board Certified Behavior Analyst supervision	Internet/Cable	Transportation

## Performance Contract Plan 2022









Board Approved: TBD



North Bay Regional Center (NBRC) promotes opportunities and supports choices for people with developmental disabilities, or at risk of developmental disabilities, in Solano, Sonoma, and Napa Counties.




This Plan for 2022 reflects targeted activities NBRC will engage in to continue to improve outcomes related to Public Policy Measures and Compliance Requirements as a result of both internal review and external feedback sessions.

NBRC's Performance Goals are achieved when NBRC data exceeds the statewide average (★) or has improved over the prior year (↑)

Public Policy Performance Measures	Statewide Averages	NBRC Outcomes	Planned Activities for 2022
<i>Number and percent of regional center caseload in Developmental Center</i>	0.08% FY 2019-20  0.09% FY 2020-21	12/0.13% FY 2019-20  ↑ 11/0.12% FY 2020-21	<ul style="list-style-type: none"> <li>NBRC will continue to support those that have transitioned into the community from a developmental center</li> <li>NBRC will increase resource development to address individual's support needs</li> </ul>
<i>Number and percent of minors residing with families – own home, foster home, with guardian</i>	99.48% FY 2019-20  99.53% FY 2020-21	3906/99.52% FY 2019-20  ↑★ 3881/99.54% FY 2020-21	<ul style="list-style-type: none"> <li>NBRC continues to monitor family and children's support needs around health, living arrangements, school, and community integration</li> <li>Service Coordinators will continue to assess for behavior, respite, and daycare supports, durable medical equipment, and other services and supports to maintain children in the family home</li> </ul>
<i>Number and percent of adults residing in independent living arrangements, with or without services</i>	10.06% FY 2019-20  9.76% FY 2020-21	608/11.41% FY 2019-20  ↑★ 633/11.74% FY 2020-21	<ul style="list-style-type: none"> <li>NBRC continues advocating for individual to assert their rights to access the living arrangement of their choice</li> <li>NBRC will explore creating more person-centered metrics to ensure performance is aligned with the people we serve. NBRC will schedule a meeting of the board of directors to begin the discussion.</li> </ul>

<i>Number and percent of adults residing independently, with Supported Living services</i>	5.28% FY 2019-20  5.18% FY 2020-21	645/12.10% FY 2019-20   649/12.04% FY 2020-21	<ul style="list-style-type: none"> <li>• NBRC will continue identifying supported living options and advocating for affordable housing options</li> <li>• NBRC to monitor quality outcomes and ensure access to all generic services, e.g., IHSS</li> <li>• Service Coordinators will conduct quarterly monitoring visits to ensure quality services</li> </ul>
<i>Number and percent of adults residing in adult Family Home Agency (FHA) homes</i>	0.93% FY 2019-20  0.89% FY 2020-21	82/1.54% FY 2019-20   83/1.54% FY 2020-21	<ul style="list-style-type: none"> <li>• NBRC will continue to identify FHAs as a living option, working with vendors to ensure quality services and supports meet individuals' needs</li> <li>• Service Coordinators will conduct quarterly monitoring visits, with a minimum of 2 unannounced visits a year</li> </ul>
<i>Number and percent of adults residing in family homes – home of parent/guardian</i>	64.98% FY 2019 -20  66.36% FY 2020-21	2936/55.09% FY 2019-20   3004/55.73% FY 2020-21	<ul style="list-style-type: none"> <li>• NBRC will examine available data to anticipate future resource development needs</li> <li>• Service Coordinators will continue to assess for services needed in the family home.</li> </ul>
<i>Number and percent of adults residing in home settings – independent living, supported living, adult FHA, and family homes</i>	81.25% FY 2019-20  82.20% FY 2020-21	4271/80.15% FY 2019-20   4369/81.06% FY 2020-21	<ul style="list-style-type: none"> <li>• NBRC continues advocating for individual to assert their rights to access the living arrangement of their choice</li> </ul>
<i>Number and percent of minors living in facilities service more than 6</i>	0.04% FY 2019-20  0.03% FY 2020-21	2/0.05% FY 2019 –20    0/0.00% FY 2020-21	<ul style="list-style-type: none"> <li>• NBRC will continue developing alternative living arrangements that meet children's support needs in the least restrictive setting</li> </ul>
<i>Number and percent of adults living in facilities serving more than 6</i>	2.06% FY 2019-20  1.84% FY 2021	50/0.94% FY 2019-20    43/.89 FY 2020-21	<ul style="list-style-type: none"> <li>• NBRC develops homes that serve 4 adults or less while meeting health and behavioral needs and anticipated CMS settings rules</li> <li>• NBRC will continue monitoring these settings and assessing for support needs quarterly</li> </ul>

Public Policy Performance Measures - Employment	Statewide Averages	NBRC Outcomes	Planned Activities for 2022
<i>Number and percent of individuals ages 16-64 with earned income (source: Employment Development Department)</i>	27,526/16% 2018  28,170/16% 2019	1370/27% 2018   1422/27% 2019	<ul style="list-style-type: none"> <li>NBRC will continue working with the Dept. of Rehabilitation and local collaborative groups to promote Employment First with the individual planning team and increase employment opportunities</li> <li>NBRC will increase business outreach and by hosting The Employment Task Force and inviting businesses to attend and present</li> </ul>
<i>Average annual wages for individuals ages 16-64 (source: Employment Development Department)</i>	\$10,371 2018  \$11,327 2019	\$10,354 2018   \$10,855 2019	<ul style="list-style-type: none"> <li>NBRC Board of Directors will explore creating a Board committee on employment to educate and inform community businesses.</li> </ul>
<i>Annual earnings of individuals ages 16-64 compared to all people with disabilities in California (source: Cornell University Disability Status Report)</i>	\$47,500 2017  \$47,600 2018	*statewide data collection under development	*see above
<i>Number and percent of adults who entered in competitive integrated employment following participation in a Paid Internship Program (source: Paid Internship Program Survey)</i>	9/13% FY 2018-19  8/9% FY 2019-20	2/7% FY 2018-19  1/3% FY 2019-20	<ul style="list-style-type: none"> <li>NBRC will increase training opportunities on Competitive Integrated Employment(CIE) for clients, vendors, and Service Coordinators in order to increase employment, awareness, and utilization of supports and programs</li> <li>NBRC will collaborate with Dept. of Rehabilitation and local school districts, through the Local Partnership Agreement (LPA) process, to increase opportunities for informed choice and employment</li> <li>NBRC will coordinate the Employment Task Force that brings education and collaboration to vendors, businesses and NBRC's community partners</li> </ul>

<p><i>Average wages and hours worked for adults engaged in competitive integrate employment on behalf of whom incentive payments have been made</i> (source: Competitive Integrated Employment Program Survey)</p>	<p>\$12.76/hr 22hrs/wk FY 2018-19</p> <p>\$13.52 21 hrs/wk FY 2019-20</p>	<p>\$12.76/hr 20 hrs/wk FY 2018-19</p> <p> \$13.28 20 hrs/wk FY 2019-20</p>	<p>*see above</p>
<p><i>Average hourly or salaried wages and hours worked per week for adults who participates in a Paid Internship Program</i> (source: Paid Internship Program Survey)</p>	<p>\$12.45/hr 17hrs/wk FY 2018-19</p> <p>\$13.31 16 hrs/wk FY 2019-20</p>	<p>\$12/hr 15 hrs/wk FY 2018-19</p> <p>  \$14.28 17 hrs/wk FY 2019-20</p>	<p>*see above</p>
<p><i>Total number of \$1000, \$1250, and \$1500 incentive payments made for the fiscal year</i> (source: Competitive Integrated Employment Incentive Program survey)</p>	<p>109 FY 2018-19</p> <p>84 FY 2019-20</p>	<p>127 FY 2018-19</p> <p>75 FY 2019-20</p>	<p>*see above</p>
<p><i>Percentage of adults who reported having competitive integrated employment as a goal in their IPP</i> (source: National Core Indicator Adult Consumer Survey)</p>	<p>27% FY 2014-15</p> <p>29% FY 2017-18</p>	<p>36% FY 2017-18</p>	<ul style="list-style-type: none"> <li>NBRC will promote Employment First with the individual planning team and continue to provide training to Service Coordinators on advocating for integrated employment opportunities in the community</li> </ul>

Public Policy Performance Measure – Reducing Disparities and Improving Equity in Purchase of Service Expenditures  
*Percent of total annual purchase of service expenditures by individual's ethnicity and age*

North Bay Regional Center

**Total Annual Expenditures and Authorized Services  
by Ethnicity or Race**

Fiscal Year 2019-2020  
Page 1 of 1

**For All Ages**

Ethnicity	Consumer Count	Total Expenditures	Total Authorized Services	Per Capita Expenditures	Per Capita Authorized Services	Utilized
American Indian or Alaska Native	51	\$1,681,643	\$1,927,468	\$32,973	\$37,793	87.2%
Asian	619	\$12,869,533	\$14,245,128	\$20,791	\$23,013	90.3%
Black/African American	921	\$27,888,339	\$32,694,426	\$30,281	\$35,499	85.3%
Hispanic	2,871	\$32,418,598	\$39,887,836	\$11,292	\$13,893	81.3%
Native Hawaiian or Other Pacific Islander	27	\$644,498	\$609,535	\$23,870	\$22,575	105.7%
Other Ethnicity or Race / Multi-Cultural	1,479	\$21,588,271	\$27,139,764	\$14,597	\$18,350	79.5%
White	4,850	\$185,333,926	\$209,674,538	\$38,213	\$43,232	88.4%
<b>Totals:</b>	<b>10,818</b>	<b>\$282,424,808</b>	<b>\$326,178,695</b>	<b>\$26,107</b>	<b>\$30,151</b>	<b>86.6%</b>

**For Birth to age 2 years, inclusive**

American Indian or Alaska Native	10	\$37,638	\$57,573	\$3,764	\$5,757	65.4%
Asian	78	\$348,883	\$587,782	\$4,473	\$7,536	59.4%
Black/African American	91	\$317,348	\$580,298	\$3,487	\$6,377	54.7%
Hispanic	860	\$4,045,021	\$6,500,301	\$4,704	\$7,558	62.2%
Native Hawaiian or Other Pacific Islander	3	\$2,279	\$6,491	\$760	\$2,164	35.1%
Other Ethnicity or Race / Multi-Cultural	190	\$937,186	\$1,669,790	\$4,933	\$8,788	56.1%
White	748	\$4,037,105	\$6,466,109	\$5,397	\$8,645	62.4%
<b>Totals:</b>	<b>1,980</b>	<b>\$9,725,459</b>	<b>\$15,868,345</b>	<b>\$4,912</b>	<b>\$8,014</b>	<b>61.3%</b>

**For age 3 years to 21 years, inclusive**

American Indian or Alaska Native	19	\$146,351	\$187,805	\$7,703	\$9,884	77.9%
Asian	255	\$819,644	\$1,289,954	\$3,214	\$5,059	63.5%
Black/African American	285	\$1,644,364	\$2,698,512	\$5,770	\$9,468	60.9%
Hispanic	1,327	\$5,050,467	\$7,395,032	\$3,806	\$5,573	68.3%
Native Hawaiian or Other Pacific Islander	13	\$5,297	\$6,995	\$407	\$538	75.7%
Other Ethnicity or Race / Multi-Cultural	907	\$5,093,552	\$7,819,373	\$5,616	\$8,621	65.1%
White	1,324	\$11,234,129	\$16,110,828	\$8,485	\$12,168	69.7%
<b>Totals:</b>	<b>4,130</b>	<b>\$23,993,804</b>	<b>\$35,508,499</b>	<b>\$5,810</b>	<b>\$8,598</b>	<b>67.6%</b>

**For age 22 years and older**

American Indian or Alaska Native	22	\$1,497,654	\$1,682,090	\$68,075	\$76,459	89.0%
Asian	286	\$11,701,006	\$12,367,391	\$40,913	\$43,243	94.6%
Black/African American	545	\$25,926,627	\$29,415,616	\$47,572	\$53,974	88.1%
Hispanic	684	\$23,323,110	\$25,992,503	\$34,098	\$38,001	89.7%
Native Hawaiian or Other Pacific Islander	11	\$636,923	\$596,048	\$57,902	\$54,186	106.9%
Other Ethnicity or Race / Multi-Cultural	382	\$15,557,532	\$17,650,601	\$40,727	\$46,206	88.1%
White	2,778	\$170,062,691	\$187,097,601	\$61,218	\$67,350	90.9%
<b>Totals:</b>	<b>4,708</b>	<b>\$248,705,545</b>	<b>\$274,801,852</b>	<b>\$52,826</b>	<b>\$58,369</b>	<b>90.5%</b>



# **Consumers with No Purchase of Services by Ethnicity or Race**

*For All Ages*

Ethnicity	Total Eligible Consumers	Consumers Receiving Purchased Services	Consumers With No Purchased Services	Percent With No Purchased Services
American Indian or Alaska Native	51	41	10	19.6%
Asian	619	479	140	22.6%
Black/African American	921	751	170	18.5%
Hispanic	2,871	2,378	493	17.2%
Native Hawaiian or Other Pacific Islander	27	21	6	22.2%
Other Ethnicity or Race / Multi-Cultural	1,479	1,103	376	25.4%
White	4,850	4,116	734	15.1%
<b>Totals:</b>	<b>10,818</b>	<b>8,889</b>	<b>1,929</b>	<b>17.8%</b>

*For Birth to age 2 years, inclusive*

American Indian or Alaska Native	10	10	0	0.0%
Asian	78	72	6	7.7%
Black/African American	91	91	0	0.0%
Hispanic	860	834	26	3.0%
Native Hawaiian or Other Pacific Islander	3	3	0	0.0%
Other Ethnicity or Race / Multi-Cultural	190	188	2	1.1%
White	748	735	13	1.7%
<b>Totals:</b>	<b>1,980</b>	<b>1,933</b>	<b>47</b>	<b>2.4%</b>

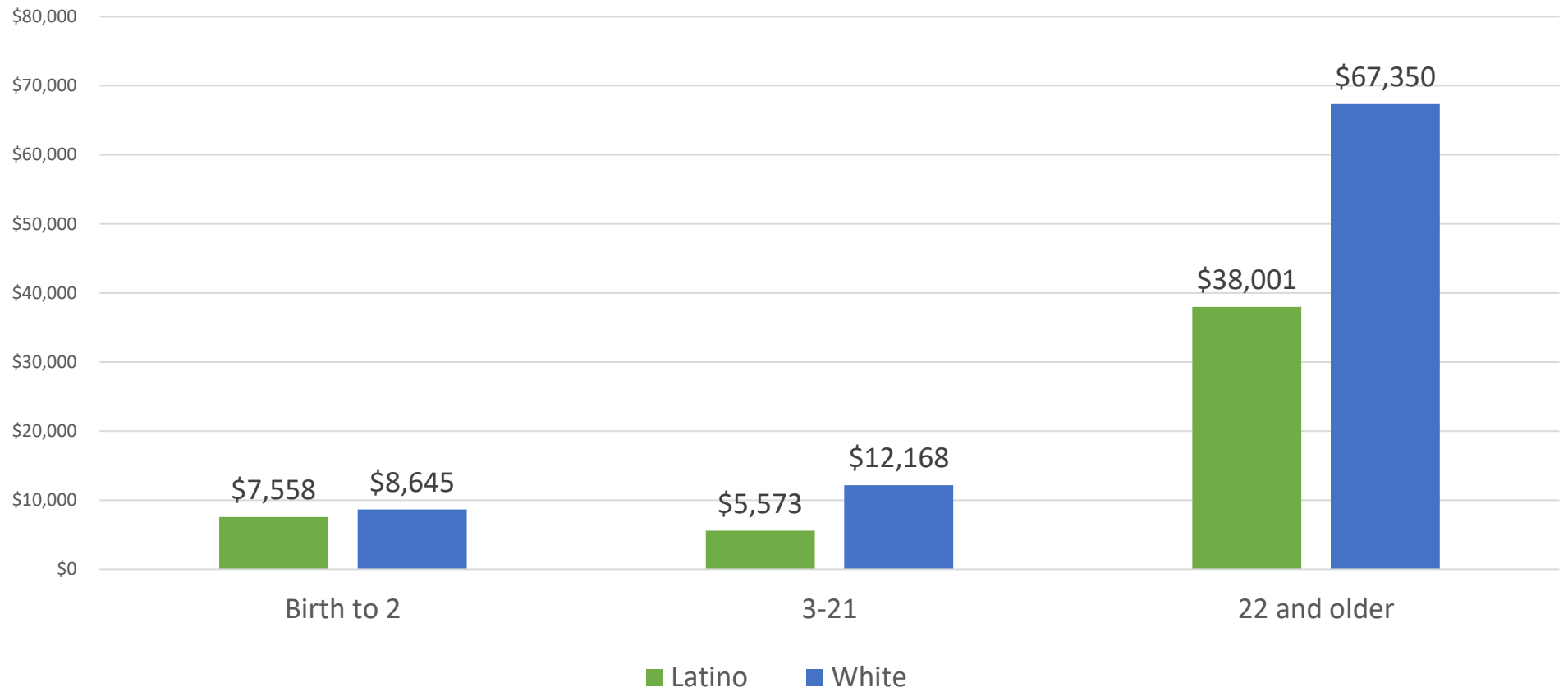
*For age 3 years to 21 years, inclusive*

American Indian or Alaska Native	19	11	8	42.1%
Asian	255	164	91	35.7%
Black/African American	285	177	108	37.9%
Hispanic	1,327	949	378	28.5%
Native Hawaiian or Other Pacific Islander	13	7	6	46.2%
Other Ethnicity or Race / Multi-Cultural	907	606	301	33.2%
White	1,324	875	449	33.9%
<b>Totals:</b>	<b>4,130</b>	<b>2,789</b>	<b>1,341</b>	<b>32.5%</b>

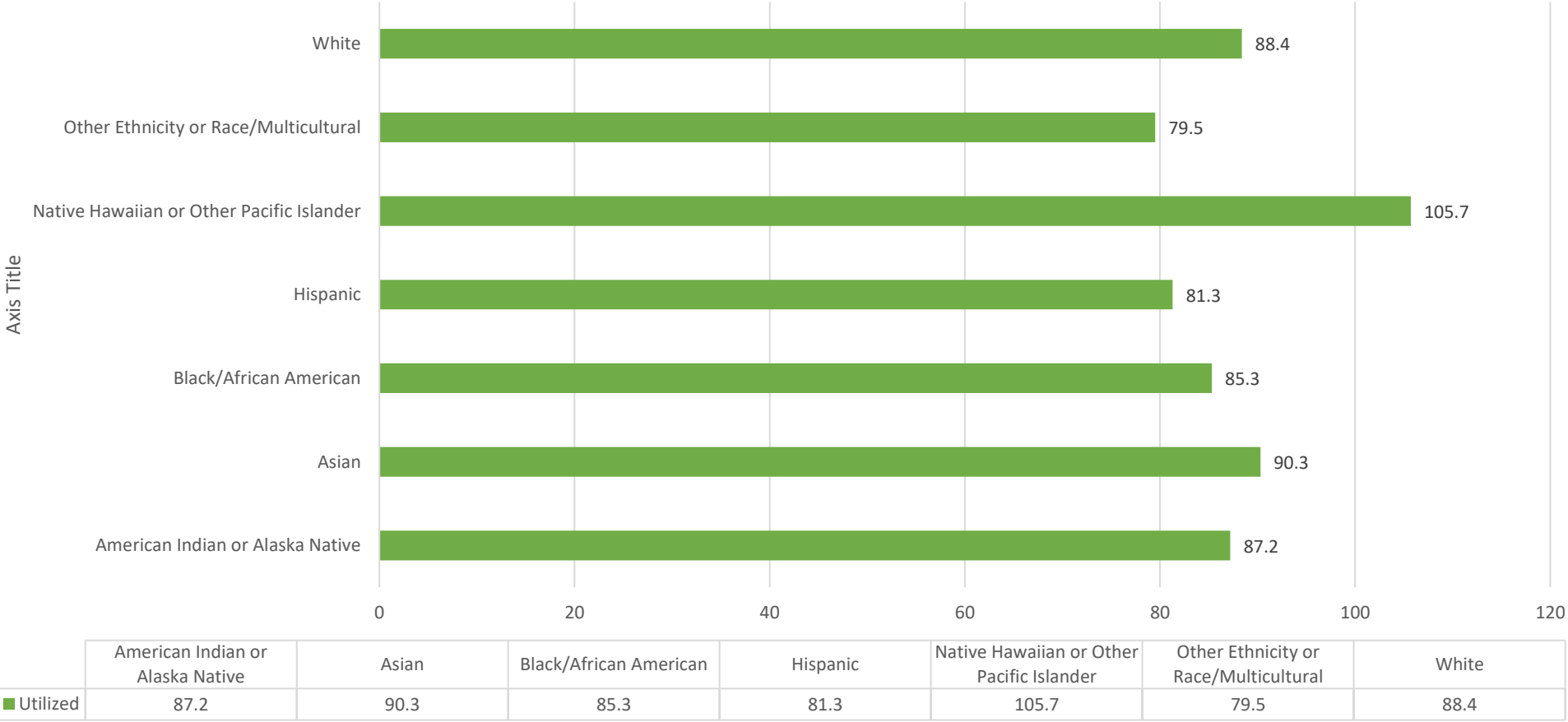
*For age 22 years and older*

American Indian or Alaska Native	22	20	2	9.1%
Asian	286	243	43	15.0%
Black/African American	545	483	62	11.4%
Hispanic	684	595	89	13.0%
Native Hawaiian or Other Pacific Islander	11	11	0	0.0%
Other Ethnicity or Race / Multi-Cultural	382	309	73	19.1%
White	2,778	2,506	272	9.8%
<b>Totals:</b>	<b>4,708</b>	<b>4,167</b>	<b>541</b>	<b>11.5%</b>

Per Capita POS Expenditure by Age and Ethnicity



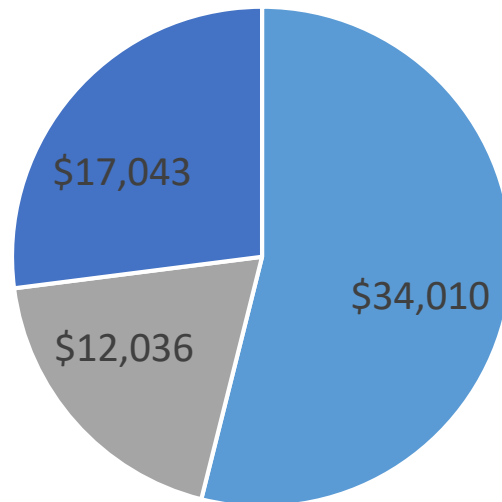
Utilization of Services 2019-20





### Per Capita Expenditure by Language



Language	Count of Clients		Per Capita Purchase of Service	
	2018-19	2019-20	2018-19	2019-20
English	8831	8754	\$24,508	\$34,010
Spanish	1890	1890	\$7,830	\$12,036
Tagalog	58	54	\$20,723	\$17,043

### 2019-20 Per Capita Expenditure by Language



■ English ■ Spanish ■ Tagalog

Compliance Measure – Public Policy and Compliance	2019	2020	Planned Activities for 2021
Unqualified independent audit with no material findings	YES	*Audit in process	NBRC will continue to utilize sound business practices in compliance with audits
Substantial compliance with the Department fiscal audit	YES	*Audit it process	NBRC will continue to fulfill internal auditing requirements
Operates within operations budget	YES	YES	NBRC will continue to monitor and provide monthly reporting
Certified to participate in the Home and Community-Based Waiver	YES	YES	NBRC Internal Quality Monitor conducts monthly audits, as well as ongoing training on all Federal Programs
Compliance with Vendor Audit Requirements per contract	YES	YES	NBRC will continue to perform audits with our vendors on a regular basis
IPP Development per W&I Code requirements	99.33% (2017)	98.5% (2019)	NBRC will continue to regularly monitor IPP reports
IFSP Development per Title 17 requirements per ESR	87.3%	 90%	NBRC will continue to submit RFPs for speech, OT, and PT for additional assistance in timely assessments
Compliance Measure	Statewide Averages	NBRC Outcomes	Planned Activities for 2021
CDER/ESR Currency	98.3% FY 2018-19  98.39% FY 2020-21	98.9% FY 2018-19  98.39% FY 2020-21	<ul style="list-style-type: none"> <li>NBRC will continue monitoring monthly reports to ensure CDERS and ESRs are current</li> </ul>
Intake/Assessment and IFSP timelines (ages 0-2)	*statewide data collection under development	95.91% FY 2018-19   98.73% FY 2019-20	<ul style="list-style-type: none"> <li>NBRC will continue monitoring IFSP input data internally to ensure IFSP's are completed in a timely manner</li> <li>NBRC will continue to submit RFPs for speech, OT, and PT for additional assistance in timely assessments</li> </ul>

Intake/Assessment timelines for individuals ages 3 or older			<ul style="list-style-type: none"> <li>NBRC will continue providing timely completion of intake/assessment for children 3 years old and above</li> </ul>
<i>142 days or less</i>	91.29% FY 2019-20  98.27% FY 2020-21 *****	86.71% FY 2019-20  94.66%  FY 2020-21 *****	
<i>143-240 days</i>	7.47% FY 2019-20  .85% FY 2020-21 *****	13.29% FY 2019-20  2.29%  FY 2020-21 *****	
<i>Over 240 days</i>	1.25% FY 2019-20  .88% FY 2020-21	0% FY 2019-20  3.05% FY 2020-21	



**North Bay Regional Center  
Doug Cleveland  
Board Opportunity Fund  
October 6, 2021 Board Meeting**

The Doug Cleveland Board Opportunity Fund ending balance as of August 31, 2021 was **\$73,533.41**. This balance includes one award issued in the amount of \$100.00 and 2 donations received totaling \$70.00.

Ops Expenditures 2 months 19%	North Bay Regional Center CFO Board Report As of August 31, 2021 17% of the fiscal year has elapsed				POS Expenditures 2 months 21%
OPERATIONS					
Total Ops Allocation: \$ 20,686,548					
Total General Ops Contract: \$ 20,318,793		Total CPP Contract: \$ -			
General Ops Amount Available: \$ 16,389,652		CPP Contract Amount Available: \$ -			
Total YTD					
OPERATIONS EXPENSE (OPS)	YTD Actual	% by category	Forecast*	Actual + Forecast	
Personnel	\$ 2,666,819	67.87%	\$ -	\$ 2,666,819	
Benefits	\$ 692,319	17.62%	\$ -	\$ 692,319	
Facilities	\$ 412,902	10.51%	\$ -	\$ 412,902	
Equipment	\$ 101,095	2.57%	\$ -	\$ 101,095	
Communications	\$ 30,421	0.77%	\$ -	\$ 30,421	
Mileage	\$ 10,537	0.27%	\$ -	\$ 10,537	
Legal	\$ 1,554	0.04%	\$ -	\$ 1,554	
General Office	\$ 3,016	0.08%	\$ -	\$ 3,016	
Consultants	\$ 14,040	0.36%	\$ -	\$ 14,040	
Bank Fee and LOC	\$ 3,327	0.08%	\$ -	\$ 3,327	
Other Expenses	\$ 4,474	0.11%	\$ -	\$ 4,474	
Revenue	\$ (11,363)	-0.29%	\$ -	\$ (11,363)	
Community Placement Plan (CPP)	\$ -	0.00%	\$ -	\$ -	
Total Operations Expenses	3,929,141		\$ -	\$ 3,929,141	
Senior Companion Program - Grant					
YTD Actual		% by category	Forecast*	Actual + Forecast	
Senior Companion Program - Grant	\$ 38,394	10%	\$ -	\$ 367,755	
PURCHASE OF SERVICES					
Total POS Allocation: \$ 233,474,502					
Total POS Contract: \$ 233,474,502		Total CPP Contract: \$ -			
POS Contract Amount Available: \$ 183,581,656		CPP Contract Amount Available: \$ -			
%					
PURCHASE OF SERVICES (POS)	YTD Actual	YTD Total	Forecast*	Total YTD Actual + Forecast*	
Community Care Facilities	\$ 16,931,305	33.9%	\$ -	\$ 16,931,305	
Supported Living Services	\$ 12,622,708	25.3%	\$ -	\$ 12,622,708	
Day Programs	\$ 9,611,442	19.3%	\$ -	\$ 9,611,442	
Behavioral Services	\$ 3,866,813	7.8%	\$ -	\$ 3,866,813	
Other	\$ 3,427,466	6.9%	\$ -	\$ 3,427,466	
Transportation	\$ 1,352,593	2.7%	\$ -	\$ 1,352,593	
Respite	\$ 1,301,039	2.6%	\$ -	\$ 1,301,039	
Medical Services	\$ 779,480	1.6%	\$ -	\$ 779,480	
COVID and Rate Increases			\$ -	\$ -	
Community Placement Plan (CPP)	\$ -	0.0%	\$ -	\$ -	
TOTAL POS EXPENSES	\$ 49,892,846	100.0%	\$ -	\$ 49,892,846	
*This budget reflects through the B-3 amendment.					
Total Regional Center Budget:				\$ 254,161,050	





### **Board Meeting Locations 2021**

6:00 pm – 8:00 pm

***All Board Meetings will be held via Zoom videoconferencing until further notice.***

January 6, 2021	<i>No Board Meeting</i>
February 3, 2021	Regular Business Meeting
March 3, 2021	Regular Business Meeting
April 7, 2021	Regular Business Meeting
May 5, 2021	Regular Business Meeting
June 2, 2021	<i>Annual Board Meeting</i>
July 7, 2021	Regular Business Meeting
August 4, 2021	<i>No Board Meeting – Board Retreat</i>
September 1, 2021	Regular Business Meeting
October 6, 2021	Regular Business Meeting
November 3, 2021	Regular Business Meeting
December 1, 2021	Short Business Meeting

## VAC MEETING MINUTES



**Vendor Advisory Committee**

North Bay Regional Center

September 14th, 2021 at 10:00 am - 11:30 am  
Via Zoom



A. CALL TO ORDER- Ali Tabatabai called the meeting to order at 10:03 am.

- a. Roll Call of Voting Members: Mary Eble, Kelley Hanson, Stacey Martinez, Ali Tabatabai, James Cox, Andrea Mendoza, Michelle Ramirez, Mike Lisenko, Jamie F Thompson, Michelle Condit, Eric Martin, and Michele Rogers
- b. Establish Quorum: established

B. CONSIDERATION OF AGENDA:

- a. Additions or modifications to this agenda by voting members- no additions

C. APPROVAL OF MINUTES: **Action Item for voting VAC members**

- a. August 10, 2021, Meeting Minutes- approved by Michelle Rogers.  
Seconded by Mike Lisenko. All in favor, none opposed.



D. GROUP REPORTS

- a. Napa-Solano Vendor Group- *Kelley H.*  
Did not meet. Will try to meet later this month.
- b. Sonoma Vendor Group- *Jamie F.*  
Did not meet. Will try to meet later this month.

- c. Residential/Housing- *Mary Eble*

City of Santa Rosa has their Section 8 Housing available City of Santa Rosa—Section 8 wait list: <https://srcity.org/599/Housing-Choice-Voucher-Section-8>

We are tracking the different meetings happening in cities and counties. We're identifying the priorities of each jurisdiction to see if they're talking about housing. If they're not, we're identifying how we can get them to start talking about housing.

*Gabriel Rogin* thanked *Mary Eble* for her leadership in this area.

Michele Rogers noted we want an army of advocates.

*Ali Tabatabai* asked if anyone is interested in bringing more information on residential services to the group, please let him know.

- d. Trade Associations

- CDSA-  
No report for CDSA
- CCLN-

Monthly Member Meet Up on Self-Determination Program on Friday, September 17th.  
This meeting will explain how supportive living can participate in that.  
Next month, they will be doing a training on diversity.

- Topic: The Self-Determination Program: Opportunities for Traditional Services Provider to Think Outside of the Box.  
Friday, September 17, 2021  
12:00PM-2:00PM  
Presented by:  
-Judy Mark, Parent of SDP Participant and President, Disability Voices United  
-Molly Kennedy, SDP Participant and Program Fellow, Disability Voices United  
Topic: CCLN Monthly Member Meet Up: The Self-Determination Program  
Time: Sep 17, 2021 12:00 PM Pacific Time (US and Canada)  
Join Zoom Meeting  
<https://us06web.zoom.us/j/85162144666?pwd=TmZldFBWWIBhd2hVTW9sV2NIU0c0dz09>  
Meeting ID: 851 6214 4666  
Passcode: 093099

➤ *ANCOR- Linda Plourde*

To meet the new funding line, the HCBS and Federal Medical Assistance for each quarter was reduced from 10% down to 7%. So, that will make a difference in the amount of money the states get from the federal government. To help reduce costs, they are expanding payment review process to every 3 years, vs 2 years. It also removes benchmark criteria, requiring evidence that a majority of direct care workers receive competitive wages and benefits. There's some good points, and not so good points to these changes. Substantially less money coming into our state.

CMS Center for Medicaid Services announced expansion of emergency regulations for vaccinations for nursing home workers. President Biden issued an executive order that all companies of 100 employees or more mandate vaccines or require weekly testing for those individuals who do not want to be vaccinated.

CMS has not come out yet and said that that's applicable to HCBS services, in particular, but they will develop an interim final rule with a comment period that will be issued in October.

➤ *ARC/UCP – Mike Lisenko*

Mike to send Take Action Now link

e. NBRC Board Report- *Ali T.*

<https://nbrc.net/wp-content/uploads/September-1-2021-Board-Packet-Draft.pdf>

- Welcome Janelle Santana, new Executive Assistant.
- Performance Contract presented by Courtney Singleton.
  - DDS is holding stakeholder meetings to revamp the data points being collected.
  - What data can tell the story that regional centers are meeting the needs of the people we serve?
- The Board approved 3 new VAC Voting Members. We are excited about this!
  - Mary Eble- replacing Holly Pagel
  - Jeremy Hogan- replacing Andrea Mendoza end of September
  - Breeanne Burris- replacing Kelley Hanson end of November

- VAC needs to sit down and review committee structure this Fall
- We set up a mail distribution list for VAC Voting Members to send information out in real time
  - We are using MailChimp

f. ARCA- *Gabriel R.*

- Informing DDS and others at the state level about staffing shortages.  
There seems to be openness from the state to help us out. What specific type of relief do service providers need?  
VAC had a great brainstorming session. We need to give concrete recommendations to get more relief.
- NBRC will be requiring weekly testing for all unvaccinated employees starting mid-October.

g. Committees/Subcommittees

i. Public Policy Advisory Committee- *Linda P.*

Collaboration of Housing Committee: Saanen Kerson, Gabriel Rogin, Mary Eble, Michelle Rogers, and Rosemarie Perez

How do we address the workforce crisis and move forward? Continue to be updated on the DDS directives. We plan to spend more time during the public policy committee meeting to discuss in more detail.

Medi-Cal is excusing stimulus payments from assets or resources.

Next Meeting is Tuesday, September 28<sup>th</sup> at 10am.

ii. DSP Subcommittee- *Kelley H.*

Encouraged everyone to submit their DSPs to Kelley or Holly so we have an opportunity to recognize them in this forum.

iii. Cultural Diversity (Cultural Linguistic Competency)- *Breanne B.*

There was a small group discussion about Electronic Visit Verification (EVV) and we decided we'll be bringing that forward next month for a larger group discussion. This will help prepare vendors on what it's going to look like. The goal for that subcommittee is to help prevent disparities, because of some of the standards that EVV is going to require for families and providers.

The meeting also included discussions of bilingual differential pay and monolingual staff.

Future meeting will focus on surveys for DDS- diversity of staff internally and their knowledge.

Next meeting is Thursday, September 16<sup>th</sup> 9am

iv. Early Intervention/ Early Start Subcommittee- *Michele R.*

The first meeting was held. Twelve people attended, nine agencies represented. The group expressed a need for DDS Directives to be interpreted for vendors. There was a discussion of trying to handle the amount of cancellations. 35-40% cancellation rate of visits.

Agenda Item for next meeting- Discussion of mental health services for clients and their families.

We are working on updating EI Rates.

It's been really tough to find experienced and qualified EI Coordinators along with OT, PT, and speech due to 1:1 in home nature of our work.  
Deb Swain has agreed to co-chair the EI Subcommittee.

#### E. NBRC UPDATES:

a. Fiscal- *Isabel C.*

Hope to be compliant with vendor independent audits by next year. The audit reports are due within 9 months of the end of fiscal year.

Isabel will send Ali a list of auditors.

b. Vendor Relations- *Courtney S.*

We're waiting to see if DDS Directives get extended past October 3<sup>rd</sup>.

EVV implementation will apply to certain service codes in January 2022. No training dates set up on how to use the system yet. You can receive newsletters. Courtney will keep us updated through vendor connect.

[evv@dds.ca.gov](mailto:evv@dds.ca.gov) to receive any EVV updates directly from the state.

Email [courtneys@nbrc.net](mailto:courtneys@nbrc.net) if you have any questions about EVV or alternative services.

DDS issued a directive regarding alternative services. Each vendor is supposed to meet with clients regarding alternative services.

c. Quality Assurance- *Jason L.*

Drive-Up Event for PPE October 5<sup>th</sup> 9:30am-11:30am- Santa Rosa

- November- Napa

- December- Santa Rosa

Link to order PPE directly on our website- <https://nbrc.net/personal-protective-equipment-delivery/> . You can order anytime via the NBRC website and R&D will arrange delivery.

We are working to finalize calendar for vendor trainings calendar 2022.

- Survey Monkey to VAC group for recommendations. Hope to finalize calendar by November

Next Vendor Training on September 23<sup>rd</sup> via Zoom- Medication info, destruction records, etc. Combination of QA and a nurse from our Clinical team

October 7- Clients Right's

October 31- Dr. Mahajan Medical Red Flags

October 27- Clinical/QA Presentation of Fall Risk Assessment's

Access trainings on NBRC Website > <https://nbrc.net/service-providers/calendars/>

d. Self-Determination Program- *Beth D.*

Ten people have transitioned fully into self-determination. Valerie B. created internal training that provides basics that helps staff understand concepts. Trying to create systems so every time there's a touch point with a person, we're talking about self-determination.

- Orientations being offered twice a month. Spanish translation. Register on NBRC Website.

Valerie B. is putting together other trainings for the vendor community to understand how the budget is created.

We're also trying to identify an entity to help promote self-determination to the wider community and to our members who aren't as quick to respond to self-determination or who may need additional support in learning more about self-determination.

## F. NEW BUSINESS

### a. Transportation - *Leticia L.*

Driver Shortage Issue- service providers will need to provide more notice ahead of time. The more notice, the better, so they can align the staffing resources.

National Survey Indicates 'Severe' School Bus Driver Shortage

[https://www.schoolbusfleet.com/10150418/national-survey-indicates-severe-school-bus-driver-shortage?utm\\_source=email&utm\\_medium=newsletter&utm\\_campaign=20210831-NL-SBF-Newsline-BOBCD210825017&omdt=NL-SBF-Newsline&omid=1004751966&utm\\_content=01&tracking\\_number=BOBCD210825017&oly\\_enc\\_id=9564G1128845F6D](https://www.schoolbusfleet.com/10150418/national-survey-indicates-severe-school-bus-driver-shortage?utm_source=email&utm_medium=newsletter&utm_campaign=20210831-NL-SBF-Newsline-BOBCD210825017&omdt=NL-SBF-Newsline&omid=1004751966&utm_content=01&tracking_number=BOBCD210825017&oly_enc_id=9564G1128845F6D)

## G. OLD BUSINESS

### a. Vaccination Consideration

*James Cox* reports employees need to be fully vaccinated or have a religious or medical exemption by September 30<sup>th</sup>. Three people submitted a request for exemption- approved. Subject to weekly testing. Curative is doing testing for these employees. All new hires will be required to abide by this policy.

- *Louis Chiofalo, SDS CEO*, asked James to provide more information on exemption process.

Interactive process for reasonable accommodation.

*Michele Rogers* reports they're asking the adult caregiver who comes with the child to service about their vaccine status. If they are vaccinated, they can have an in person visit in the center. If they're not vaccinated, or they declined to state, they have an outside visit or a virtual service.

### b. Staffing Shortage - *Ali Tabatabai*

DDS is interested in hearing our strategies and maybe even policy suggestions on things we can do to provide creative solutions to this issue.

Public Policy Subcommittee Workgroup to continue the staffing shortage discussion and brainstorm regarding possible solutions.

## H. GENERAL ANNOUNCEMENTS

### a. Training/Events- *Stacey Martinez*

i. September 24<sup>th</sup> 10:15am-12:30pm - Sprout Film Festival

ii. September 26<sup>th</sup> - Fundraising Event

iii. 'Thank You' videos to legislators for the budget this year

### b. Community concerns- None

### c. Reminders- None

I. AGENDA ITEMS FOR FUTURE MEETINGS - None

J. ADJOURNMENT- *Ali Tabatabai* made motion to adjourn, *James Cox* motioned and *Kelly Hanson* seconded.

11:25AM



Minutes Taken by Janelle Santana



AGE RANGE	NUMBER	% TO TOTAL	GENDER	NUMBER	% TO TOTAL	RESIDENCE TYPE	NUMBER	% TO TOTAL
0 - 2	1,466	14.7 %	MALES	6,439	64.7 %	OWN HOME	7,416	74.5 %
3 - 17	3,010	30.2 %	FEMALES	3,505	35.2 %	ILS	635	6.3 %
18 - 40	3,486	35.0 %				SLS	649	6.5 %
41 - 60	1,243	12.5 %				DC	10	.1 %
61 - 80	711	7.1 %				SNF	32	.3 %
						ICF	189	1.9 %
80 & OLDER	28	.2 %				CCF	750	7.5 %
						FOSTER CARE	193	1.9 %
						OTHER	70	.7 %
TOTAL:	9,944	100.0 %	TOTAL:	9,944	100.0 %	TOTAL:	9,944	100.0 %

ETHNICITY	NUMBER	% TO TOTAL	DISABILITY	NUMBER	% TO TOTAL CONSUMERS	COUNTY	NUMBER	% TO TOTAL
MIXED	617	6.2 %	AUTISM	3,051	30.6 %	28. NAPA	1,249	12.5 %
ASIAN	248	2.4 %	EPILEPSY	1,046	10.5 %	48. SOLANO	4,227	42.5 %
BLACK	852	8.5 %	CEREBRAL PALSY	901	9.0 %	49. SONOMA	4,337	43.6 %
FILIPINO	365	3.6 %	MENTAL RETARDATION	4,703	47.2 %			.0 %
NATIVE AMERICAN	50	.5 %	OTHER	954	9.5 %			.0 %
POLYNESIAN		.0 %						.0 %
SPANISH/LATIN	2,573	25.8 %	CONSUMERS MAY HAVE MULTIPLE DIAGNOSES					.0 %
WHITE	4,352	43.7 %						.0 %
OTHER	341	3.4 %						.0 %
UNKNOWN	546	5.4 %						.0 %
						OTHER	131	1.3 %
TOTAL:	9,944	100.0 %				TOTAL:	9,944	100.0 %

PRIMARY LANGUAGE	NUMBER	% TO TOTAL	Status	Count	% TO TOTAL
SIGN LANGUAGE	28	.2 %	0	504	5.0
ENGLISH	8,202	82.4 %	1	1,200	12.0
SPANISH	1,580	15.8 %	2	8,221	82.6
OTHER LATIN LANG.	2	.0 %	3		
CANTONESE CHINESE	6	.0 %	8	11	
MADARIN CHINESE	3	.0 %	U	8	
JAPANESE	2	.0 %			
VIETNAMESE	14	.1 %			
KOREAN	5	.0 %			
LAOTIAN	2	.0 %			
CAMBODIAN	2	.0 %			
OTHER ASIAN LANG.	5	.0 %			
RUSSIAN	2	.0 %			
ALL OTHER LANG.	91	.9 %			
TOTAL	9,944	100.0 %	TOTAL	9,944	100.0



**FAIR HEARING & MEDIATION UPDATE**  
**SEPTEMBER 1, 2021 – SEPTEMBER 30, 2021**

ABA Funding  
(21-07)

Reason for Appeal: Claimant appeals denial of ABA services.  
Ruling: Fair Hearing request pending.

Eligibility  
(21-09)

Reason for Appeal: Claimant appeals denial of eligibility.  
Ruling: Fair Hearing request dismissed.

Housing  
Assistance  
(21-10)

Reason for Appeal: Claimant appeals denial of housing assistance  
Ruling: Fair Hearing request pending.

Eligibility  
(21-11)

Reason for Appeal: Claimant appeals denial of eligibility.  
Ruling: Fair Hearing request pending.