

**Performance Plan 2018**
*Board Approved: 7/11/2018*


North Bay Regional Center promotes opportunities and supports choices for people with developmental disabilities in Solano, Sonoma, and Napa Counties. This Plan for 2018 reflects targeted activities NBRC will engage in to improve outcomes related to Local and Public Policy Measures 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's performance.*


Performance Plan 2018: Public Policy Measures	Statewide Averages	NBRC Outcomes	Planned Activities for 2018
<b><i>Fewer clients reside in state developmental centers</i></b>	<b>0.38%</b> 2015	<b>1.19%/96</b> 2015	NBRC will reduce the number of individuals living in DCs; increased staffing for resource development and service coordination of DC clients will result in more individuals being transitioned to community living options; NBRC will work with DDS, SDC, and Regional Projects to coordinate the planned closure of SDC in a supportive manner. NBRC will increase RFP output to address individual's support needs.
	<b>0.33%</b> 2016	<b>1.22%/101</b> 2016	
	<b>0.26%</b> 2017	★ <b>1.00%/86</b> 2017	
<b><i>More children live with families (including own family, foster family, and/or guardian)</i></b>	<b>99.11%</b> 2015	<b>99.05%/3,114</b> 2015	NBRC continues monitoring family and children's support needs around health, living arrangements, school and leisure goals; SCs will continue to assess for behavior, respite and daycare needs, durable medical equipment, and other services that support families to maintain children in the family home.
	<b>99.22%</b> 2016	<b>99.19%/3167</b> 2016	
	<b>99.28%</b> 2017	★ <b>99.20%/3492</b> 2017	

Performance Plan 2018: Public Policy Measures	Statewide Averages	NBRC Outcomes	Planned Activities for 2018
<b><i>Fewer children live in licensed homes serving more than 6 children</i></b>	<b>0.06%</b> 2015  <b>0.05%</b> 2016  <b>0.04%</b> 2017	<b>0.06%/2</b> 2015  <b>0.09%/3</b> 2016  <b>0.09%/3</b> 2017	NBRC will continue developing alternative living arrangements that meet children’s support needs in the least restrictive setting.
<b><i>More adults live in home settings (includes living with family, parent or conservator; adult family home agency-FHA; independent living; or supported living arrangements)</i></b>	<b>77.69%</b> 2015  <b>78.47%</b> 2016  <b>79.27%</b> 2017	<b>76.05%/3,665</b> 2015  <b>77.62%/3861</b> 2016  ★ <b>78.51%/3970</b> 2017	NBRC continues advocating for individuals to assert their rights to access the living arrangement of their choice, and NBRC is committed to developing a wide array of options including family support for adults choosing to live in the family home. NBRC will continue utilizing the Living Arrangements Committee to identify living arrangements that meet both support needs and choice in the least restrictive manner.
<b><i>More adults reside in Independent Living arrangements</i></b>	<b>11.33%</b> 2015  <b>11.15%</b> 2016  <b>10.89%</b> 2017	<b>10.81%/521</b> 2015  <b>10.80%/537</b> 2016  ★ <b>11.75%/594</b> 2017	NBRC will continue working with clients and families to identify appropriate living arrangements, including development of ILS services. Service Coordinators will review and monitor support needs to include implementation of ILS in the family home to support independent skill development.

Performance Plan 2018: Public Policy Measures	Statewide Averages	NBRC Outcomes	Planned Activities for 2018
<b><i>More adults reside in Supported Living arrangements</i></b>	<b>5.60%</b> 2015  <b>5.52%</b> 2016  <b>5.49%</b> 2017	<b>15.04%</b> 2015  <b>14.90%/741</b> 2016  ★ <b>13.88%/702</b> 2017	NBRC will continue identifying supported living options and advocating for affordable housing options; NBRC will utilize internal procedures and protocols to monitor quality outcomes ensuring utility of community resources, e.g., IHSS, and prevention of service replication through budget and scheduling documentation through quarterly monitoring visits.
<b><i>More adults reside in Family Home Agency (FHA) living arrangements</i></b>	<b>0.95%</b> 2015  <b>0.97%</b> 2016  <b>0.98%</b> 2017	<b>1.0%/48</b> 2015  <b>1.31%/65</b> 2016  ★ <b>1.42%/75</b> 2017	NBRC will continue identifying FHA as a living option, working with vendors to ensure quality services and supports that meet individuals' needs; Service Coordinators will conduct quarterly monitoring visits.
<b><i>Fewer adults live in licensed homes serving more than 6 adults</i></b>	<b>2.85%</b> 2015  <b>2.72%</b> 2016  <b>2.55%</b> 2017	<b>1.66%/80</b> 2015  <b>1.55%/77</b> 2016  ★ <b>1.31%/66</b> 2017	NBRC develops homes that serve 4 adults or less while meeting health and behavioral needs and meeting anticipated CMS settings rules.  NBRC will continue monitoring homes and assessing for support needs on a quarterly basis.

Performance Plan 2018: Measures Related to Employment	Statewide Averages	NBRC	Planned Activities for 2018
<p><b>Number and percent of consumers (ages 16-64) with earned income</b></p> <p><i>(2015 EDD data)</i></p>	<p><b>20,196/13.6%</b> 2015</p>	<p> <b>22.4%</b> 2015</p>	<p>NBRC will continue working with the Dept. of Rehabilitation and local collaborative groups (e.g., Mayors' Committees, Community Advisory Committees) to promote Work First with the individual planning team and increase employment opportunities; NBRC will increase business outreach and education and produce materials/media highlighting the benefits of employing individuals with disabilities.</p>
<p><b>Average annual wages for consumers ages 16-64</b></p> <p><i>(2015 EDD data)</i></p>	<p><b>\$7248 (\$604/mo)</b> 2015</p>	<p><b>\$6684 (\$557/mo)</b> 2015</p>	<p>NBRC will continue working with the Dept. of Rehabilitation and local collaborative groups (e.g., Mayors' Committees, Community Advisory Committees) to promote Work First with the individual planning team and increase employment opportunities; NBRC will increase business outreach and education and produce materials/media highlighting the benefits of employing individuals with disabilities.</p>
<p><b>Annual earnings of consumers ages 16-64 compared to people with all disabilities</b></p> <p><i>(EDD data)</i></p>	<p>*statewide data collection under development</p>		<p>NBRC will continue working with the Dept. of Rehabilitation and local collaborative groups (e.g., Mayors' Committees, Community Advisory Committees) to promote Work First with the individual planning team and increase employment opportunities; NBRC will increase business outreach and education and produce materials/media highlighting the benefits of employing individuals with disabilities.</p>
<p><b>Number of adults who were placed in competitive, integrated employment following participation in a Paid Internship Program</b></p> <p><i>(NBRC data)</i></p>	<p>*statewide data collection under development</p>	<p><b>0</b></p>	<p>NBRC will increase training opportunities on Competitive Integrated Employment (CIE) for consumers, vendors, Board members and service coordinators in order to increase employment, awareness, and utilization of supports and programs.</p> <p>NBRC will create brochures and a guidebook on employment-related supports to be distributed to consumers and all stakeholders.</p> <p>NBRC will collaborate with DOR and local school districts, through the LPA process, to increase opportunities for informed choice and employment.</p> <p>NBRC will continue to be an active participant in and proponent of the Employment Specialists' Meetings and ongoing dialogues.</p>

<p><b>Percentage of adults who were placed in competitive, integrated employment following participation in a Paid Internship Program</b></p> <p><i>(NBRC data)</i></p>	<p>*statewide data collection under development</p>	<p><b>0%</b></p>	<p>NBRC will increase training opportunities on Competitive Integrated Employment (CIE) for consumers, vendors, Board members and service coordinators in order to increase employment, awareness, and utilization of supports and programs.</p> <p>NBRC will create brochures and a guidebook on employment-related supports to be distributed to consumers and all stakeholders.</p> <p>NBRC will collaborate with DOR and local school districts, through the LPA process, to increase opportunities for informed choice and employment.</p> <p>NBRC will continue to be an active participant in and proponent of the Employment Specialists’ Meetings and ongoing dialogues.</p>
<p><b>Average wages and hours worked for adults who participated in a Paid Internship Program</b></p> <p><i>(NBRC data)</i></p>	<p>*statewide data collection under development</p>		<p>NBRC will increase training opportunities on Competitive Integrated Employment (CIE) for consumers, vendors, Board members and service coordinators in order to increase employment, awareness, and utilization of supports and programs.</p> <p>NBRC will create brochures and a guidebook on employment-related supports to be distributed to consumers and all stakeholders.</p> <p>NBRC will partner with DOR and local school districts, through the LPA process, to increase opportunities for informed choice and employment.</p> <p>NBRC will continue to be an active participant in and proponent of the Employment Specialists’ Meetings and ongoing dialogues.</p>
<p><b>Average wages and hours worked for adults engaged in competitive, integrated employment, on behalf of whom incentive payments have been made</b></p> <p><i>(NBRC data)</i></p>	<p>*statewide data collection under development</p>	<p><b>\$11.01/hour 18 hours/week</b></p>	<p>NBRC will increase training opportunities on Competitive Integrated Employment (CIE) for consumers, vendors, Board members and service coordinators in order to increase employment, awareness, and utilization of supports and programs.</p> <p>NBRC will create brochures and a guidebook on employment-related supports to be distributed to consumers and all stakeholders.</p> <p>NBRC will partner with DOR and local school districts, through the LPA process, to increase opportunities for informed choice and employment.</p> <p>NBRC will continue to be an active participant in and proponent of the Employment Specialists’ Meetings and ongoing dialogues.</p>
<p><b>Total number of \$1000, \$1250 and \$1500 incentive payments made for the fiscal year</b></p> <p><i>(FY 16/17 NBRC data)</i></p>	<p>*statewide data collection under development</p>	<p><b>24</b></p>	<p>NBRC will continue to track and provide this information to the Agency and Employment Specialist</p>

<p><b>Percentage of adults reporting integrated employment as a goal in IPP</b> <i>(NCI FY 14/15 data)</i></p>	<p><b>27%</b></p>	<p> <b>39%</b></p>	<p>NBRC will promote Work First with the individual planning team and provide training to Service Coordinators on advocating for integrated employment preparation and opportunities in the community. NBRC will work with the Department of Rehabilitation and school transition teams to promote integrated employment and Workforce Investment Opportunity Act legislation aimed at increasing competitive employment outcomes.</p>
<p>Performance Plan 2018: Compliance Measures: NBRC is in compliance with Performance Contract when CDER and Intake timelines are met and NBRC passes auditing and budget management criteria</p>			
<p>Compliance Measures</p>	<p><b>Statewide Average</b></p>	<p><b>NBRC Outcomes</b></p>	<p><b>Planned Activities for 2018</b></p>

<p><b><i>Intake/Assessment is completed in a timely manner:</i></b></p> <p><b><i>142 days or less</i></b></p> <p><b><i>143-240 days</i></b></p> <p><b><i>Over 240 days</i></b></p>	<p><b>97.99%-2015</b> <b>98.32% - 2016</b> <b>97.91% - 2017</b></p> <p><b>1.70%- 2015</b> <b>1.56% - 2016</b> <b>1.85% - 2017</b></p> <p><b>.31%- 2015</b> <b>.12% - 2016</b> <b>.24% - 2017</b></p>	<p><b>100%- 2015</b> <b>94.74% - 2016</b> <b>★ 99.31% - 2017</b></p> <p><b>0%-2015</b> <b>4.31% - 2016</b> <b>★ .69% - 2017</b></p> <p><b>0%- 2015</b> <b>.96% - 2016</b> <b>★ 0% - 2017</b></p>	<p>NBRC will continue providing timely completion of intake/assessment for children 3 years old and above. NBRC will develop RFPs for speech, OT, and PT for additional assistance in timely assessments.</p>
<p><b><i>Intake/assessment and Individual Family Service Plans are completed in a timely manner</i></b></p>	<p><i>*Statewide data collection under development</i></p>	<p><b>98%- 2017 compliance for IFSPs, see Intake</b></p>	<p>NBRC will continue monitoring IFSP input data internally to ensure IFSP's are completed in a timely manner.</p>
<p><b><i>Client Development Evaluation Reports (CDERs) and Early Start Reports (ESRs) are current</i></b></p>	<p><b>98.19%-2015</b> <b>98.44% -2016</b> <b>98.34% -2017</b></p>	<p><b>96.84%- 2015</b> <b>97.57% - 2016</b> <b>★ 98.72% - 2017</b></p>	<p>NBRC will continue monitoring monthly reports to ensure CDERS and ESRs are current; internal quality monitoring and monthly auditing will identify reporting errors and missed dates to increase reporting compliance.</p>
<p>Compliance Measure</p>	<p><b>2016</b></p>	<p><b>2017</b></p>	<p><b>Planned Activities for 2018</b></p>
<p><b><i>NBRC operates within OPS budget</i></b></p>	<p>YES</p>	<p>YES</p>	<p>NBRC will continue to monitor through monthly reporting.</p>

<b><i>NBRC passes unqualified independent audit with no material findings</i></b>	YES	YES	NBRC will continue to utilize business practices in compliance with audits.
<b><i>NBRC is in substantial compliance with DDS Fiscal Audits</i></b>	NO	★ YES	NBRC will add staff to fulfill internal auditing requirements to address audit findings and ensure compliance in the future.
<b><i>NBRC POS fiscal % projections are accurate (based on February 2017 SOAR)</i></b>	YES	YES	NBRC monitors POS spending monthly to make accurate projections.
<b><i>NBRC Operates within the POS budget</i></b>	YES	YES	NBRC monitors POS spending through internal business practices.
<b><i>NBRC participates in the Federal Waiver</i></b>	YES	YES	NBRC Internal Quality Monitor conducts monthly audits.
<b><i>NBRC complies with Vendor Audit requirements</i></b>	NO	NO	NBRC has staffed this position; we will continue to address this with our vendors to the best of our ability.
<b><i>NBRC develops IPPs that meet Welfare &amp; Institutions Codes (WIC) requirements</i></b>	YES	★ YES	NBRC will continue to monitor IPP reports per Supervisor; 97% and 98% compliance per 2013 and 2015 DDS audits, respectively.
<b><i>NBRC completes IFSPs to meet Title 17 requirements in compliance with timelines</i></b>	95%	★ 98%	NBRC will continue to comply with Title 17 requirements.
Performance Plan 2018: NBRC Local Policy Outcomes	<b>Planned Activities for 2018</b>		
<b><i>Establishment of local partnership agreements between regional centers, local educational agencies, and the Department of Rehabilitation districts</i></b>	NBRC will work with the Department of Rehabilitation and school transition teams to promote integrated employment and Workforce Investment Opportunity Act legislation aimed at increasing competitive employment outcomes.		



<p><b><i>Provision of information to consumers regarding Employment First Policy, opportunities for employment and available supports to achieve integrated competitive employment</i></b></p>	<p>NBRC will be instructed and supported on providing information to their clients and families during the IPP process specifically re: Employment First and the necessity of discussions around employment options. NBRC will promote Work First with the individual planning team and provide training to Service Coordinators on advocating for integrated employment preparation and opportunities in the community.</p>
<p>NBRC PERFORMANCE CONTRACT MEASURES RELATED TO REDUCING DISPARITIES AND IMPROVING EQUITY</p>	
<p><b><i>Number and percent of individuals, by ethnicity, who are satisfied with the services and supports received by the family and family member</i></b></p>	<p>Current NCI data identifies that per survey:</p> <ul style="list-style-type: none"> <li>• Child Family Survey: 63% of respondents are satisfied (FY 12/13)</li> <li>• Adult Family Survey: 70% of respondents are satisfied (FY 13/14)</li> <li>• Family Guardian Survey: 87% of respondents are satisfied (FY 13/14)</li> </ul> <p>NBRC will analyze data sorted by ethnicity to identify areas where disparity exists regarding satisfaction with services. NBRC Service Coordinators will complete trainings in cultural sensitivity; language support needs will be identified to ensure effective translation and interpretation of service planning including expansion of bi-lingual vendors. NBRC will use data related to satisfaction to identify and develop targeted resource and support needs in the community.</p>
<p><b><i>Number and percent of families, by ethnicity, who report that services</i></b></p>	<p>Current NCI data identifies that per survey:</p> <ul style="list-style-type: none"> <li>• Child Family Survey: 83% report services have made a difference (FY 12/13)</li> <li>• Adult Family Survey: 75% report services have made a difference (FY 13/14)</li> </ul>

**have made a difference in helping to keep their family member at home.**

- NBRC will analyze data sorted by ethnicity to identify areas where disparity exists regarding service needs. NBRC will use data to identify and develop resource and support needs in the community and coordinate with Family Resource Centers to advocate for increased access to community resources.

**Number and percent of individuals receiving only case management services by age and ethnicity:**

*(FY 15/16 NBRC data)*

Birth to age two, inclusive:

Fiscal Year 2016 Ethnicity	Consumer Count	Receiving Services	No Services	Percent No Services
Asian	38	38	0	0.0%
Black/African-American	64	60	4	6.3%
Filipino	36	31	5	13.9%
Hispanic	639	615	24	3.8%
Native American	5	5	0	0.0%
Other Ethnicity or Race	266	247	19	7.1%
Polynesian	2	2	0	0.0%
White	530	520	10	1.9%
<b>Totals</b>	<b>1,580</b>	<b>1,518</b>	<b>62</b>	<b>3.9%</b>

Age three to 21, inclusive:

**Number and percent of individuals receiving only case management services by age and ethnicity:**

Fiscal Year 2016 Ethnicity	Consumer Count	Receiving Services	No Services	Percent No Services
Asian	67	42	25	37.3%

*(FY 15/16 NBRC data)*

<b>Black/African-American</b>	286	166	120	42.0%
<b>Filipino</b>	128	72	56	43.8%
<b>Hispanic</b>	1,101	790	311	28.3%
<b>Native American</b>	14	7	7	50.0%
<b>Other Ethnicity or Race</b>	726	530	196	27.0%
<b>Polynesian</b>	13	8	5	38.5%
<b>White</b>	1,331	820	511	38.4%
<b>Totals</b>	3,666	2,435	1,231	33.6%

Twenty-two and older:

<b>Fiscal Year 2016 Ethnicity</b>	<b>Consumer Count</b>	<b>Receiving Services</b>	<b>No Services</b>	<b>Percent No Services</b>
<b>Asian</b>	89	76	13	14.6%
<b>Black/African-American</b>	517	437	80	15.5%
<b>Filipino</b>	153	131	22	14.4%
<b>Hispanic</b>	564	468	96	17.0%
<b>Native American</b>	16	15	1	6.3%
<b>Other Ethnicity or Race</b>	297	243	54	18.2%
<b>Polynesian</b>	9	6	3	33.3%
<b>White</b>	2,720	2,471	249	9.2%
<b>Totals</b>	4,365	3,847	518	11.9%

**Total annual per capita purchase of service expenditures by individual's primary language (for primary**

<b>Fiscal Year 2016</b>		
<b>Language</b>	<b>Consumer Count</b>	<b>Per Capita Expenses</b>
English	7,798	\$17,932
Spanish	1,648	\$6,233

<b>languages chosen by 30 or more consumers only)</b>	Tagalog	46	\$15,461
	<b>Totals</b>	<b>9492</b>	<b>\$39,626</b>
<i>(FY 15/16 NBRC data)</i>			