



North Bay Regional Center

Performance Contract Plan 2021

Board Approved: 10/07/2020






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 2021 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 2021
<i>Number and percent of regional center caseload in Developmental Center</i>	0.10% FY 2018-19 0.08% FY 2019-20	10/0.11% FY 2018-19 12/0.13% FY 2019-20	<ul style="list-style-type: none"> NBRC will continue to support those that have transitioned into the community from a developmental center NBRC will increase resource development to address individual's support needs
<i>Number and percent of minors residing with families – own home, foster home, with guardian</i>	99.42% FY 2018-19 99.48% FY 2019-20	3721/99.41% FY 2018-19 ↑★ 3906/99.52% FY 2019-20	<ul style="list-style-type: none"> NBRC continues to monitor family and children's support needs around health, living arrangements, school, and community integration 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
<i>Number and percent of adults residing in independent living arrangements, with or without services</i>	10.36% FY 2018-19 10.06% FY 2019-20	611/11.55% FY 2018-19 ★ 608/11.41% FY 2019-20	

<p><i>Number and percent of adults residing independently, with Supported Living services</i></p>	<p>5.33% FY 2018-19</p> <p>5.28% FY 2019-20</p>	<p>644/12.18% FY 2018-19</p> <p>★ 645/12.10% FY 2019-20</p>	<ul style="list-style-type: none"> • NBRC will continue identifying supported living options and advocating for affordable housing options • NBRC to monitor quality outcomes and ensure access to all generic services, e.g., IHSS • Service Coordinators will conduct quarterly monitoring visits to ensure quality services
<p><i>Number and percent of adults residing in adult Family Home Agency (FHA) homes</i></p>	<p>0.96% FY 2018-19</p> <p>0.93% FY 2019-20</p>	<p>81/1.53% FY 2018-19</p> <p>↑★ 82/1.54% FY 2019-20</p>	<ul style="list-style-type: none"> • NBRC will continue to identify FHAs as a living option, working with vendors to ensure quality services and supports meet individuals' needs • Service Coordinators will conduct quarterly monitoring visits, with a minimum of 2 unannounced visits a year
<p><i>Number and percent of adults residing in family homes – home of parent/guardian</i></p>	<p>63.89% FY 2018-19</p> <p>64.98% FY 2019-20</p>	<p>2848/53.85% FY 2018-19</p> <p>↑ 2936/55.09% FY 2019-20</p>	<ul style="list-style-type: none"> • NBRC will examine available data to anticipate future resource development needs
<p><i>Number and percent of adults residing in home settings – independent living, supported living, adult FHA, and family homes</i></p>	<p>80.54% FY 2018-19</p> <p>81.25% FY 2019-20</p>	<p>4184/79.11% FY 2018-19</p> <p>↑ 4271/80.15% FY 2019-20</p>	<ul style="list-style-type: none"> • NBRC continues advocating for individual to assert their rights to access the living arrangement of their choice
<p><i>Number and percent of minors living in facilities service more than 6</i></p>	<p>0.04% FY 2018-19</p> <p>0.04% FY 2019-20</p>	<p>1/0.03% FY 2018-19</p> <p>2/0.05% FY 2019 – 20</p>	<ul style="list-style-type: none"> • NBRC will continue developing alternative living arrangements that meet children's support needs in the least restrictive setting
<p><i>Number and percent of adults living in facilities serving more than 6</i></p>	<p>2.24% FY 2018-19</p> <p>2.06% FY 2019-20</p>	<p>59/1.12% FY 2018-19</p> <p>↑★ 50/0.94% FY 2019-20</p>	<ul style="list-style-type: none"> • NBRC develops homes that serve 4 adults or less while meeting health and behavioral needs and anticipated CMS settings rules • NBRC will continue monitoring these settings and assessing for support needs quarterly

Public Policy Performance Measures - Employment	Statewide Averages	NBRC Outcomes	Planned Activities for 2021
<i>Number and percent of individuals ages 16-64 with earned income (source: Employment Development Department)</i>	27,182/17% (per quarter) 2017 27,526/16% (per quarter) 2018	1424/28% (per quarter) 2017   1370/27% (per quarter) 2018	<ul style="list-style-type: none"> NBRC will continue working with the Dept. of Rehabilitation and local collaborative groups 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
<i>Average annual wages for individuals ages 16-64 (source: Employment Development Department)</i>	\$9033 2017 \$10,371 2018	\$8426 2017   \$10,354 2018	*see above
<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 *2018 data not available	*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>	6/18% FY 2017-18 9/13% FY 2018-19	0 FY 2017-18  2/7% FY 2018-19	<ul style="list-style-type: none"> 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 NBRC will create brochures and a guidebook on employment-related supports to be distributed to clients and stakeholders 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
<i>Average wages and hours worked for adults engaged in competitive integrate employment on behalf of whom incentive payments have been made (source: Competitive Integrated Employment Program Survey)</i>	\$11.93/hr 22hrs/wk FY 2017-18 \$12.76/hr 22hrs/wk FY 2018-19	\$11.47/hr 20 hrs/wk FY 2017-18 \$12.76/hr 20 hrs/wk ↑ FY 2018-19	*see above
<i>Average hourly or salaried wages and hours worked per week for adults who participates in a Paid Internship Program (source: Paid Internship Program Survey)</i>	\$11.64 18hrs/wk FY 2017-18 \$12.45/hr 17hrs/wk FY 2018-19	\$10.88/hr 17 hrs/wk FY 2017-18 \$12/hr 15 hrs/wk ↑ FY 2018-19	*see above
<i>Total number of \$1000, \$1250, and \$1500 incentive payments made for the fiscal year (source: Competitive Integrated Employment Incentive Program survey)</i>	63 FY 2017-18 109 FY 2018-19	75 FY 2017-18 ↑ ★ 127 FY 2018-19	*see above
<i>Percentage of adults who reported having competitive integrated employment as a goal in their IPP (source: National Core Indicator Adult Consumer Survey)</i>	27% FY 2014-15 29% FY 2017-18	26% FY 2014-15 ↑ ★ 36% FY 2017-18	<ul style="list-style-type: none"> 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

Public Policy Performance Measure – Reducing Disparities and Improving Equity in Purchase of Service Expenditures

FY 2018-19 NBRC data

Percent of total annual purchase of service expenditures by individual's ethnicity and age

<i>For All Ages</i>	Consumer Count	Total Expenditures	Total Authorized Services	Per Capita Expenditures	Per Capita Authorized Services	Utilized
American Indian or Alaska Native	42	\$1,211,262	\$1,418,067	\$28,840	\$33,764	85.4%
Asian	628	\$11,670,911	\$12,779,618	\$18,584	\$20,350	91.3%
Black/African American	934	\$22,939,361	\$26,793,517	\$24,560	\$28,687	85.6%
Hispanic	2,852	\$27,204,333	\$33,298,892	\$9,539	\$11,676	81.7%
Native Hawaiian or Other Pacific Islander	28	\$514,447	\$519,569	\$18,373	\$18,556	99.0%
Other Ethnicity or Race / Multi-Cultural	1,426	\$16,692,069	\$20,817,973	\$11,706	\$14,599	80.2%
White	4,986	\$155,386,025	\$174,910,358	\$31,164	\$35,080	88.8%
Totals:	10,896	\$235,618,408	\$270,537,994	\$21,624	\$24,829	87.1%
<i>For Birth to age 2 years, inclusive</i>						
American Indian or Alaska Native	5	\$34,912	\$56,633	\$6,982	\$11,327	61.6%
Asian	89	\$318,320	\$548,902	\$3,577	\$6,167	58.0%
Black/African American	95	\$251,299	\$417,930	\$2,645	\$4,399	60.1%
Hispanic	890	\$3,535,125	\$5,628,897	\$3,972	\$6,325	62.8%
Native Hawaiian or Other Pacific Islander	5	\$24,223	\$37,276	\$4,845	\$7,455	65.0%
Other Ethnicity or Race / Multi-Cultural	206	\$1,220,823	\$2,010,815	\$5,926	\$9,761	60.7%
White	821	\$3,568,453	\$5,553,569	\$4,346	\$6,764	64.3%
Totals:	2,111	\$8,953,155	\$14,254,022	\$4,241	\$6,752	62.8%
<i>For age 3 years to 21 years, inclusive</i>						
American Indian or Alaska Native	18	\$60,475	\$98,790	\$3,360	\$5,488	61.2%
Asian	261	\$894,927	\$1,347,312	\$3,429	\$5,162	66.4%
Black/African American	297	\$1,865,621	\$2,750,071	\$6,282	\$9,260	67.8%
Hispanic	1,281	\$4,352,048	\$6,601,562	\$3,397	\$5,153	65.9%
Native Hawaiian or Other Pacific Islander	14	\$13,671	\$15,055	\$976	\$1,075	90.8%
Other Ethnicity or Race / Multi-Cultural	861	\$3,121,995	\$4,713,744	\$3,626	\$5,475	66.2%
White	1,347	\$7,640,239	\$11,553,716	\$5,672	\$8,577	66.1%
Totals:	4,079	\$17,948,976	\$27,080,251	\$4,400	\$6,639	66.3%
<i>For age 22 years and older</i>						
American Indian or Alaska Native	19	\$1,115,875	\$1,262,644	\$58,730	\$66,455	88.4%
Asian	278	\$10,457,664	\$10,883,404	\$37,618	\$39,149	96.1%
Black/African American	542	\$20,822,441	\$23,625,515	\$38,418	\$43,590	88.1%
Hispanic	681	\$19,317,160	\$21,068,432	\$28,366	\$30,937	91.7%
Native Hawaiian or Other Pacific Islander	9	\$476,553	\$467,237	\$52,950	\$51,915	102.0%
Other Ethnicity or Race / Multi-Cultural	359	\$12,349,251	\$14,093,415	\$34,399	\$39,257	87.6%
White	2,818	\$144,177,334	\$157,803,073	\$51,163	\$55,998	91.4%
Totals:	4,706	\$208,716,277	\$229,203,721	\$44,351	\$48,705	91.1%



Number and Percent of individuals receiving only case management services by age and ethnicity

<i>For All Ages</i>	Total Eligible Consumers	Consumers Receiving Purchased Services	Consumers With No Purchased Services	Percent With No Purchased Services
Ethnicity				
American Indian or Alaska Native	42	34	8	19.0%
Asian	628	489	139	22.1%
Black/African American	934	785	149	16.0%
Hispanic	2,852	2,373	479	16.8%
Native Hawaiian or Other Pacific Islander	28	21	7	25.0%
Other Ethnicity or Race / Multi-Cultural	1,426	1,071	355	24.9%
White	4,986	4,256	730	14.6%
Totals:	10,896	9,029	1,867	17.1%
<i>For Birth to age 2 years, inclusive</i>				
American Indian or Alaska Native	5	5	0	0.0%
Asian	89	82	7	7.9%
Black/African American	95	92	3	3.2%
Hispanic	890	876	14	1.6%
Native Hawaiian or Other Pacific Islander	5	4	1	20.0%
Other Ethnicity or Race / Multi-Cultural	206	205	1	0.5%
White	821	800	21	2.6%
Totals:	2,111	2,064	47	2.2%
<i>For age 3 years to 21 years, inclusive</i>				
American Indian or Alaska Native	18	12	6	33.3%
Asian	261	173	88	33.7%
Black/African American	297	207	90	30.3%
Hispanic	1,281	916	365	28.5%
Native Hawaiian or Other Pacific Islander	14	8	6	42.9%
Other Ethnicity or Race / Multi-Cultural	861	569	292	33.9%
White	1,347	924	423	31.4%
Totals:	4,079	2,809	1,270	31.1%
<i>For age 22 years and older</i>				
American Indian or Alaska Native	19	17	2	10.5%
Asian	278	234	44	15.8%
Black/African American	542	486	56	10.3%
Hispanic	681	581	100	14.7%
Native Hawaiian or Other Pacific Islander	9	9	0	0.0%
Other Ethnicity or Race / Multi-Cultural	359	297	62	17.3%
White	2,818	2,532	286	10.1%
Totals:	4,706	4,156	550	11.7%

Per capita purchase of service expenditures by individual's primary language (for primary languages chosen by 30 or more clients)







Language	Count of UCI		Per Capita Purchase of Service Expenditures	
	2017-2018	2018-2019	2017-2018	2018-2019
English	8,432	8,831	\$21,028	\$24,508
Spanish	1,797	1,890	\$6,907	\$7,830
Tagalog	57	58	\$17,453	\$20,723

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)	*final 2019 audit results not available as of August 2020	NBRC will continue to regularly monitor IPP reports
IFSP Development per Title 17 requirements per ESR	87.3%	87.1%	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 98.34% FY 2019-20	98.9% FY 2018-19  98.68% FY 2019-20	<ul style="list-style-type: none"> NBRC will continue monitoring monthly reports to ensure CDERS and ESRs are current
Intake/Assessment and IFSP timelines (ages 0-2)	*statewide data collection under development	95.91% FY 2018-18  98.73% FY 2019-20	<ul style="list-style-type: none"> NBRC will continue monitoring IFSP input data internally to ensure IFSP's are completed in a timely manner NBRC will continue to submit RFPs for speech, OT, and PT for additional assistance in timely assessments

Intake/Assessment timelines for individuals ages 3 or older			<ul style="list-style-type: none"> NBRC will continue providing timely completion of intake/assessment for children 3 years old and above
<i>142 days or less</i>	89.84% FY 2018-19	100% FY 2018-19	
	91.29% FY 2019-20	86.71% FY 2019-20	
	*****	*****	
<i>143-240 days</i>	6.05% FY 2018-19	0% FY 2018-19	
	7.47% FY 2019-20	13.29% FY 2019-20	
	*****	*****	
<i>Over 240 days</i>	4.11% FY 2018-19	0% FY 2018-19	
	1.25% FY 2019-20	★ 0% FY 2019-20	

Measures Related to Reducing Disparities and Improving Equity in Purchase of Service Expenditures		National Core Indicator (NCI) Data Current NCI data identifies per survey type and year			
Overall Number and Percent of individuals, by ethnicity , who are satisfied (always/usually) with the services and supports received by the family and family member	Child Family Survey (FY 15/16)	NBRC White: 52.5% (FY 12/13: 53.85%) Hispanic or Latino: 65.4% (FY 12/13: 62.26%) Total Overall: 299/58.2% (FY 12/13: 362/58.29%)	FNRC White: 78.2% Hispanic or Latino: 68.6% Total Overall: 226/76.1%	RCRC White: 73.7% Hispanic or Latino: 71% Total Overall: 153/71.9%	Statewide White: 72.8% (FY 12/13: 63.88%) Hispanic or Latino: 69.7% (FY 12/13: 59.94%) Overall: 12,696/70.8% (FY 12/13: 7995/62.53%)
	Family Guardian Survey (FY 16/17)	White: 82.5% (FY 13/14: 84.75%) Hispanic or Latino: 80% (FY 13/14: 75%) Total Overall: 159/82.4% (FY 13/14: 150/82%)	White: 86.6% (FY 13/14:) Hispanic or Latino: 100% Total Overall: 195/85.1%	White: 83.9% Hispanic or Latino: 100% Total Overall: 70/82.9%	White: 89% (FY 13/14: 83.74%) Hispanic or Latino: 83% (FY 13/14: 72.76%) Overall: 3768/87.5% (FY 13/14: 3210/81.06%)
	Adult Family Survey (FY 16/17)	White: 77.3% (FY 13/14: 67.39%) Hispanic or Latino: 71.1% (FY 13/14: 55.88%) Total Overall: 238/75.2% (FY 13/14: 67.17%)	White: 81.1% Hispanic or Latino: 84% Total Overall: 245/76.1%	White: 87.7% Hispanic or Latino: 75% Total Overall: 159/85.5%	White: 80.9% Hispanic or Latino: 77.6% Overall: 4603/79.1%

Measures Related to Reducing Disparities and Improving Equity in Purchase of Service Expenditures		National Core Indicator (NCI) Data Current NCI data identifies per survey type and year			
Number and Percent of families, by ethnicity, who report that services have made a positive difference in helping to keep their family member at home	Adult Family Survey (FY 16/17)	<p>NBRC</p> <p>  White: 69% (FY 10/11: 55.56%)</p> <p>  Hispanic or Latino: 68.6% (FY 10/11: 60%)</p> <p>  Overall: 259/67.2% (FY 10/11: 207/59.42%)</p>	<p>FNRC</p> <p>N/A</p> <p>*data not available by ethnicity</p>	<p>RCRC</p> <p>N/A</p> <p>*data not available by ethnicity</p>	<p>Statewide</p> <p>White: 68.3% (FY 10/11: 61.26%)</p> <p>Hispanic or Latino: 64.1% (FY 10/11: 61.26%)</p> <p>Overall: 4918/65.1% (FY 10/11: 60.61%)</p>