



*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
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MEETING NOTICE

The next meeting of the Board of Directors is a regular business meeting scheduled as follows:

DATE: September 2, 2020

TIME: 6:00 pm

PLACE: Via Zoom Webinar

Join by Zoom:

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

Join by Phone:

Phone Number: 1-669-900-6833

Webinar ID: 897 0968 7840

Passcode: 912329

Español traducción:

Numero: 1-844-621-3956

Código de acceso: 130 197 75

ID: '#' (*libra de prensa*)

Agenda Enclosed

REMINDER: Notices are posted at www.nbrc.net. All meetings are made accessible to persons with disabilities and all members of the public are welcome to attend. Please contact Danielle Bernardo 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

Wednesday, September 2, 2020, 6:00 p.m.

Join by Zoom Webinar:

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

Join by Phone:

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- 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 the July 15, 2020 Regular Business Board Meeting be approved as submitted. (Pgs. 1-7) (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. FIRE UPDATES – Gabriel Rogin, Executive Director (5 min)
- VI. TREASURER'S REPORT – Rosemarie Pérez, Treasurer (10 min)
A. Treasurer's Report be approved as submitted (Pgs. 8-10) ACTION
- VII. 2021 PERFORMANCE CONTRACT – January Crane, Federal Revenue Department Manager (Pgs. 10-19) (25 min) INFO
- VIII. NATIONAL CORE INDICATORS DATA – January Crane, Federal Revenue Department Manager (Pgs. 20-35) (20 min) INFO
- IX. COMMITTEE REPORTS –
 - A. Executive Committee – Angel Hixson, Board President (5 min)
 - a. Doug Cleveland Board Opportunity Fund donations to help fire victims ACTION
 - B. Nominating Committee –
 - a. Proposed Board Member – Derek Hearhtower (to serve October 01, 2020 – September 31, 2023) (Pg. 36) (5 min) INFO
 - b. Removal of Board Member (Pg. 37) (5 min) INFO
 - c. NBRC Bylaws (Pg. 38) (5 min) INFO
 - C. Vendor Advisory Committee Update – Ali Tabatabai, VAC Representative (Pgs. 39-43) (2 min) INFO
 - D. Legislative Advisory Committee Update – Ali Tabatabai, VAC Representative (5 min)
 - a. Thank you letter to legislators (Pgs. 44-45) ACTION
 - E. Cultural and Linguistic Competency Committee Update – Rosemarie Pérez, Treasurer INFO
- X. EXECUTIVE DIRECTOR'S REPORT – Gabriel Rogin, Executive Director (5 min) INFO
- XI. GOOD OF THE ORDER – Any other Board business may be brought up at this time.

- XII. 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)
- XIII. ADJOURNMENT

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 on October 7, 2020 at 6:00 pm via Zoom.
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**North Bay Developmental Disabilities Services, Inc.
Board of Directors' Regular Business Meeting
North Bay Regional Center
Via Zoom
July 15, 2020, 6:00 pm**

MINUTES

NBRC BOARD MEMBERS PRESENT:

Lynette Stagner, Napa County
Jose Ayala, Napa County
Ali Tabatabai, VAC Representative, Napa County
Rosemarie Pérez, Treasurer, Sonoma County
Franklin Phillips, Board Mentor, Sonoma County

Angel Hixson, President, Solano County
Jeremy Johnson, Vice President, Solano County
Sara Speck, Secretary, Solano County
Rita Edmonds-Norris, Solano County
Alexis Jarreau, Solano County
Andrea Bednarova, Alameda County

NBRC BOARD MEMBERS ABSENT:

Hue Truong, Sonoma County (excused)
Abel Moya, Sonoma County

NBRC STAFF PRESENT

Isabel Calder, Chief Financial Officer
Courtney Singleton, Director of Community Services
Rick Burkett, Associate Director of IT
Alexandra Bravo, Service Coordinator
Claudia Ritchie, Case Management Supervisor

Gabriel Rogin, Executive Director
Beth DeWitt, Director of Client Services
Danielle Bernardo, Executive Assistant
Krizhia Fox, Service Coordinator
Rafael Hernandez-Perez, Case Management Supervisor

GUESTS:

Lisa Hooks, SCDD
Tobias Weare, SCDD
Maxine Milam, DDS
Holly Pagel, Connections for Life
Joe Schunk, Community
Kathleen Miller, Community
Paula Finley, Becoming Independent
Breeanne Burris, 24 hour Home Care

Derek Hearhtower, Community
Eric Vanderville, AIS
Faith Ritchie, Telecare
Cindy Cahill, Community
Kelly Weber, CBEM
Bobbie Scott, CBEM
Karre Williams, CBEM
Will Demster, CBEM

CALL TO ORDER –

Angel Hixson, President, called the regular business meeting to order at 6:02 p.m.

- Before moving on to the next agenda item, *Angel Hixson, Board President* noted this was the first board meeting by Zoom Webinar and went over a few housekeeping items

ROLL CALL AND INTRODUCTIONS –

Sara Speck, Secretary conducted roll call and a quorum was present.

CONSIDERATION OF MINUTES –

- *Jeremy Johnson, Vice President* noted a change to the minutes. He was not present at the June 3, 2020 board meeting and needed to be noted as absent (excused.)

M/S/C (Speck/Edmonds-Norris) Move that the minutes of the June 3, 2020 short business meeting be approved with the suggested revision noted above. UNANIMOUS

GENERAL PUBLIC COMMENT –

The question was asked if Rosemarie Pérez is the only board member with a family member living inside of a residential facility.

- *Angel Hixson, President* confirmed that was true.

TREASURER'S REPORT – Rosemarie Pérez, Treasurer

A. Treasurer's Report be approved as submitted

- A summary of the Doug Cleveland Board Opportunity Fund and the CFO board report can be found on pages 3-4 of the July 2020 board packet.

M/S/C (Speck/Jarreau) Move that the Treasurer's Report be approved as submitted.

UNANIMOUS

B. A-6 Contract *(see attached spreadsheet)*

M/S/C (Johnson/Bednarova) Move that the A-6 contract be approved as submitted.

UNANIMOUS

C. B-Preliminary Contract *(see attached spreadsheet)*

M/S/C (Edmonds-Norris/Johnson) Move that B-Preliminary contract be approved as submitted.

UNANIMOUS

SANTA ROSA LEASE AMENDMENTS

Isabel Calder, Chief Financial Officer noted NBRC was looking for a new Santa Rosa office space prior to COVID-19. NBRC currently has two leases; 2351 and 2421 Mendocino Avenue in Santa Rosa. Both leases are expiring on February 28, 2021. NBRC has decided to change paths and extend the current lease for the next 2 years.

M/S/C (Speck/Pérez) Move to approve the Santa Rosa office lease amendment for 2 years.

UNANIMOUS

RE-ENTRY

A. NBRC Office Re-Entry – *Gabriel Rogin, Executive Director* noted the following;

- NBRC is currently limiting the office use to keep employees safe.
- Most staff are working remotely from home and only limited employees are allowed into the office.
- When we move into phase two, a percentage of employees will be allowed in the office with the appropriate PPE.
- The draft re-entry plan is currently under review from the NBRC clinicians.
- We will eventually need to open up the office for assessments in a limited capacity, staff will keep the board posted.

B. NBRC Community Re-Entry – *Beth DeWitt, Director of Client Services* noted the following;

- She has been talking to service coordinators during unit meetings about resuming visits.
- There are new spikes in COVID-19 positive cases and the outbreak seems to be growing.
- We are creating the framework for when visits do resume in the future, including all of the necessary PPE.
- If there are situations presents a health and safety concern, they are evaluated on a case by case basis.
- There have been a few health and safety visits in cases where individuals were not able to express how they're doing by phone.
- Staff are sending visit requests to their Supervisor and Associate Director. The requests are reviewed at Executive meetings.
- Beth also noted it has been said that the regional centers across California are not reaching out to their families and individuals to make sure their needs are met. She noted she can say with confidence that NBRC staff are following up. Staff have separate spreadsheets for each of their caseloads to track all contact that they've made to make sure individual's needs are met.
 - *Rosemarie Pérez, Treasurer* asked if visits are happening virtually.
 - *Beth DeWitt, Director of Client Services* noted the Department of Developmental Services issued a directive to allow for the waiver of in person visits. Staff immediately switched over to phone, Zoom and Facetime and feel that the visits are effective.

C. Service Provider Re-Entry – *Courtney Singleton, Director of Community Services* noted the following:

- 7/31 is the end date for funding of retainer payments for non-residential service providers.
- Day Programs are providing alternative services virtually to keep people interactive.
- Contactless PPE distribution is on Monday's in July from 1:00 pm – 4:00 pm in Napa and on Friday's in Santa Rosa from 1:00 pm – 4:00 pm.

- *Ali Tabatabai, VAC Representative* noted the VAC appreciates the regional center and the State Council for coordinating PPE distribution.
- *Jeremy Johnson, Vice President* thanked Gabriel, Beth, and Courtney for the amount of work put in to keep the board informed.

CONTRACTS OVER \$250,000 –

- A. CBEM – Bobbie Scott, CBEM Regional Director and Kelly Weber, CBEM Program Director**
The CBEM presentation can be found on pages 7-43 in the July 15, 2020 board packet.
M/S/C (Speck/Bednarova) Move to approve the CBEM contract for 09/01/20-08/31/21 (noted on the attached spreadsheet)
The motion passed with Stagner, Hixson, Johnson, Speck, Ayala, Edmonds-Norris, Bednarova, Jarreau, and Pérez voting in favor.
APPROVED
Ali Tabatabai ABSTAINED
- B. Telecare Corporation – Courtney Singleton, Director of Community Services**
M/S/C (Pérez/Speck) Move to approve the Telecare contract for 08/01/20-12/31/22. (noted on the attached spreadsheet)
The motion passed with Stagner, Hixson, Johnson, Speck, Ayala, Edmonds-Norris, Bednarova, Jarreau, and Pérez voting in favor.
APPROVED
Ali Tabatabai ABSTAINED

COMMITTEE REPORTS –

- A. Nominating Committee –**
Rita Edmonds-Norris, Solano County noted the nominating committee presented a slate of officers to the board at the June 3, 2020 meeting. She brought them back for a vote. According to the bylaws, each officer can serve a two-year term. Jeremy Johnson's 1st term as Vice-President ends in 2021 and Sara Speck's 1st term as Secretary ends in 2022. No action is needed on their terms this year. Angel Hixson's 1st term as President ends in June and Rosemarie Pérez's 1st term as Treasurer ends in August. In order to align the terms, the Nominating Committee recommends the start date of both of the President and Treasurer's terms to be July 1st.
- a. Proposed Slated Officers:**
- i. President –**
 - **Angel Hixson (9/10 votes)**
 - **Jose Ayala (1/10 votes)**
 - ❖ Angel Hixson was voted on for a second term as President with 9/10 votes from Board members with **Johnson, Speck, Pérez, Tabatabai, Ayala, Stagner, Jarreau, Bednarova and Edmonds-Norris voting in favor.**
APPROVED
 - ii. Treasurer –**
 - **Rosemarie Pérez (10/10 votes)**
 - ❖ Rosemarie Pérez was voted for a second term as Treasurer with 10/10 votes from Board members with **Hixson, Johnson, Speck, Pérez, Tabatabai, Stagner, Jarreau, Bednarova and Edmonds-Norris voted in favor.**
APPROVED
- B. Proposed Cultural Competency Committee – Rosemarie Pérez, Treasurer**
❖ Rosemarie gave a brief presentation on the importance of a Cultural Competency Committee.
M/S/C (Speck/Jarreau) Move to approve the Cultural Competency Committee.
UNANIMOUS
- C. Vendor Advisory Committee Update – Ali Tabatabai, VAC Representative** recapped the recent VAC meeting.
 - *The Vendor Advisory Committee minutes can be found on pages 46-50 of the July 2020 board packet.*
- D. Legislative Advisory Committee Update – Ali Tabatabai, VAC Representative** noted all eyes are on the HEROES Act and the 4th round of stimulus funding. The vast majority of those with SSI and SSA benefits have yet to receive the funding. There is an October deadline if you have not received payment. The Legislative Advisory Committee meets on the last Tuesday of each month

from 10:00 – 11:30 am.

- E. Client Advisory Committee Update** – *Franklin Phillips, CAC Chair* noted the CAC meeting was on July 2, 2020. The topics were COVID-19 and a presentation on the closure of the Sonoma Developmental Center.
- *Sara Speck, Co-Chair* asked for suggestions on how to get more clients involved.
 - *Gabriel Rogin, Executive Director* noted we can redouble our efforts to publicize the CAC meetings and also target certain groups with different meeting topics.

EXECUTIVE DIRECTOR'S REPORT – *Gabriel Rogin, Executive Director* noted the following:

- He acknowledged the board's leadership. It's impressive how seriously the board takes their roles and the leadership they're providing is reassuring.
- Providers are exhausted right now. They are doing an extraordinary job of keeping people safe.
- The regional center is trying to be the glue that holds this community together.
- NBRC needs to continue communication channels and remain vigilant.
- Statewide: 911 positive cases of regional center clients
- NBRC: 12 individuals tested positive
- NBRC: 10 service provider staff tested positive
- Family visitation is a complicated issue right now and he understands the urgency around that. NBRC is following the lead of public health agencies on these decisions.
- The Department of Developmental Services extended the Health and Safety Authority directive for regional centers Executive Directors through August 9th.
- The governor and legislators took action to rescind the cuts that were initially proposed for our system.

GOOD OF THE ORDER –

- *Ali Tabatabai, VAC Representative* noted how heartbreaking it is to hear about Thomas' health condition. Thomas' name is synonymous with NBRC. Over the years he got to know him very well. All in this community have known him to be the one to fight through any crisis for the regional center and now he is fighting one of his own. We all love him and our hearts go out to his family.
- *Sara Speck, Secretary* noted Thomas is such an awesome person, he's thoughtful and caring. Her heart goes out to him.
- *Gabriel Rogin, Executive Director* noted Thomas really sees NBRC as his family and he cares deeply about us all. We are thinking about him.
- *Rosemarie Pérez, Treasurer* noted Thomas sent three board applications a while back and she would like the Nominating Committee to move on interviewing.

GENERAL PUBLIC COMMENT – None

ADJOURNMENT – *Angel Hixson, President* adjourned the regular business meeting at 8:45 pm.

Date submitted to NBRC Board for review

07/15/2020

Date approved by NBRC Board Executive Committee (if applicable)

N/A

Date approved by NBRC Board

07/15/2020

Operations ☒

Purchase of Service ☒

The following contracts have been reviewed by Isabel Calder, Chief Financial Officer, and Gabriel Rogin, Executive Director. Both of whom recommend approval by the NBRC Board of Directors.

Purpose of Contract	Contractor Name and Vendor# (if applicable)	Term of Contract	Approved	M/S/C	Notes
A-6 Amendment for Fiscal Year 19/20	Department of Developmental Services	July 1, 2019 – June 30, 2026	Yes	(Johnson/Bednarova)	Total contract amount: \$312,092,147 This amendment increases the contract in the amount of \$9,605,375 as follows: <ul style="list-style-type: none"> Ops: \$221,295 for COVID related expenditures. POS: \$7,192,148 for general POS and \$2,191,932 for HCBS Grants that were awarded.
B-1 Preliminary for Fiscal Year 20/21	Department of Developmental Services	July 1, 2019 – June 30, 2026	Yes	(Edmonds-Norris/Johnson)	Total contract amount: \$252,023,936 Preliminary is the initial contract for FY 20/21 and represents approximately 80% of or the prior year contract amount. <ul style="list-style-type: none"> Ops: \$18,549,434 POS: \$233,474,502.



Date submitted to NBRC Board for review

07/15/2020

Date approved by NBRC Board Executive Committee (if applicable)

N/A

Date approved by NBRC Board

07/15/2020

Operations ☐Purchase of Service ☒

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

Purpose of Contract	Contractor Name and Vendor# (if applicable)	Term of Contract	Approved	M/S/C	Notes
Crisis Intervention Services	C.B.E.M. (127 consumers served)	09/01/20-08/31/21	Yes	(Speck/Bednarova) Tabatabai Abstained	\$1,964,826/Annual Contract \$3274.71/per client per month 50 clients per month is the maximum served in any month
Summary: Creating Behavioral Educational Moments (CBEM) has been providing crisis intervention services to NBRC clients since 2012. They provide an intensive short-term support system, geared towards achieving stability for those at risk of losing placement, being hospitalized for long periods of time, and/or other unforeseen circumstances. CBEM typically serves and individual for 3 to 6 months, but will not end services until stability is achieved. They provide emergency on-call services after hours to assist individuals in crisis 24 hours a day 7 days a week for any NBRC in need. NBRC can call CBEM 24 hours a day for assistance in serving any client in crisis.					
Community Crisis Home (CCH)	Telecare Corporation (4 consumers served)	08/01/20-12/31/22	Yes	(Pérez/Speck) Tabatabai Abstained	\$862,656 Facility Costs Annual \$2,460,000 Estimated Individual Costs Vary by client needs Home deflects individuals from locked settings
Summary: The Community Crisis Home (CCH) model of services was developed to meet the needs of individuals in crisis who previously would have been sent to developmental centers. This CCH serves four individuals who are at risk of placement in a locked setting. Individuals living in this home have tried or been denied all other unlocked placement options in the State of California. Individuals may have extreme behavioral needs that cannot be met in any other setting. This is a short-term crisis home where individuals can live for 18 months to gain stabilization. All staff in the home must be Registered Behavior Technicians					



even if they are Licensed Psychiatric Technicians. The CCH contract is governed by California Code of Regulations Title 17 sections §59014 through §59016. The home is certified by The Department of Developmental Services, licensed by Community Care Licensing and vendored by NBRC. The facility budget is approved by NBRC and certified by The Department of Developmental Services. This contract is for the facility and individual costs for the CCH. The below items are covered in this contract:

- | | | | |
|---|----------------------------|------------------|------------------|
| • Rent for the property/repairs/maintenance | • Psychiatrist | • Internet/Cable | • Insurance |
| • 1008 hours a week of certified staffing estimate (6 full time staff 24 hours a day) | • Dietician | • Utilities | • Phone |
| • 40 hours a week of the home Administrator | • Mental Health Counseling | • Transportation | • Repairs |
| • Board Certified Behavior Analyst | • Psychologist | • Food | • Property Taxes |
| • Registered Nurse, Licensed Vocational Nurse | | | |



North Bay Regional Center Doug Cleveland Board Opportunity Fund September 2, 2020 Board Meeting

This month we are reporting on both the accounts with Umpqua and US Bank. We are in the final phase of transitioning the accounts.

US Bank:

The account for the Doug Cleveland Board Opportunity Fund has been established and as of July 31, 2020 it had an ending balance in the amount of **\$639.00**. The account was opened with \$100.00 and had donations totaling \$539.00. This account had no service charge. We are working on transitioning the remaining funds from Umpqua to the new account. Covid-19 has posed some delay.

Umpqua Bank:

As of July 31, 2020, the ending register balance of the Doug Cleveland Board Opportunity Fund checking account was **\$7,448.27**. There were no awards issued in July. There was a \$23.00 maintenance fee applied.

The ending balance for the savings account was **\$62,566.87**. The account received a total of **\$1.06** in interest.

Ops Expenditures 12 months 96%		North Bay Regional Center CFO Board Report As of June 30, 2020 83% if the fiscal year has elapsed				POS Expenditures 12 months 98%	
OPERATIONS						Total Ops Allocation: \$ 25,453,955	
Total General Ops Contract: \$ 23,463,409		Total CPP Contract: \$ 1,438,445					
General Ops Amount Available (less advanced amount) \$ 510,839		CPP Contract Amount Available (less advance amount): \$ -					
Operations Expense (OPS)		YTD Actual	% by category	Forecast*	Total YTD Actual + Forecast		
Personnel	\$ 14,206,508	58.2%		\$ 14,206,508			
Benefits	\$ 5,378,630	22.1%		\$ 5,378,630			
Facilities	\$ 1,848,033	7.6%		\$ 1,848,033			
Equipment	\$ 428,085	1.8%		\$ 428,085			
Communications	\$ 124,094	0.5%		\$ 124,094			
Mileage	\$ 257,121	1.1%		\$ 257,121			
Legal	\$ 8,881	0.0%		\$ 8,881			
General Office	\$ 203,498	0.8%		\$ 203,498			
Consultants	\$ 451,368	1.9%		\$ 451,368			
Bank Fee and LOC	\$ 11,709	0.0%		\$ 11,709			
Other Expenses	\$ 265,055	1.1%		\$ 265,055			
Revenue	\$ (230,412)	-0.9%		\$ (230,412)			
Sub-Total General Operations Expense \$ 22,952,570				\$ 22,952,570			
Community Placement Plan (CPP)		1,438,445	5.9%	\$ -	\$ 1,438,445		
Sub-Total CPP Operations Expense		1,438,445		\$ -	\$ 1,438,445		
Total Operations Expenses		24,391,015		\$ -	\$ 24,391,015		
GRANT INFORMATION							
		YTD Actual		Forecast*	Actual + Forecast		
Mental Health Services Fund - Grant							
\$212,192.00	\$ 190,579			\$ 21,613	\$ 212,192		
Senior Companion Program - Grant							
\$339,909.00	\$ 217,474			\$ 122,435	\$ 339,909		
Sub-Total Grant Expense \$ 408,053				\$ 144,048	\$ 552,101		
PURCHASE OF SERVICES							
Total POS Contract: \$ 285,533,892		Total CPP Contract: \$ 1,104,300					
POS Contract Amount Available (less advanced amount): \$ 4,194,362		CPP Contract Amount Available (less advanced amount): \$ 1,103,673					
Purchase of Services (POS)		YTD Actual	% YTD Total	Forecast*	Total YTD Actual + Forecast*		
Community Care Facilities	\$ 90,564,986	32.2%		\$ 1,698,182	\$ 92,263,168		
Supported Living Services	\$ 66,286,151	23.6%		\$ 656,587	\$ 66,942,738		
Day Programs	\$ 48,653,121	17.3%		\$ 1,466,279	\$ 50,119,400		
Behavioral Services	\$ 33,197,405	11.8%		\$ 61,788	\$ 33,259,193		
Other	\$ 18,538,865	6.6%		\$ 84,494	\$ 18,623,359		
Transportation	\$ 14,460,778	5.1%		\$ -	\$ 14,460,778		
Respite	\$ 7,231,094	2.6%		\$ 341,542	\$ 7,572,636		
Medical Services	\$ 2,407,130	0.9%		\$ 101,856	\$ 2,508,986		
Total NON-CPP POS services \$ 281,339,530				\$ 4,410,728	\$ 285,750,258		
Community Placement Plan (CPP)		\$ 627	0.0%	\$ 1,103,673	\$ 1,104,300		
TOTAL POS EXPENSES							
including CPP		\$ 281,340,157		\$ 5,514,401	\$ 286,854,558		
*This budget reflects through the A-3 amendment.							
Total Regional Center Budget:					\$ 312,092,147		



North Bay Regional Center

Performance Contract Plan 2021

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 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 centerNBRC 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 integrationService 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	

<i>Number and percent of adults residing independently, with Supported Living services</i>	5.33% FY 2018-19 5.28% FY 2019-20	644/12.18% FY 2018-19 ★ 645/12.10% FY 2019-20	<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
<i>Number and percent of adults residing in adult Family Home Agency (FHA) homes</i>	0.96% FY 2018-19 0.93% FY 2019-20	81/1.53% FY 2018-19 ↑★ 82/1.54% FY 2019-20	<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
<i>Number and percent of adults residing in family homes – home of parent/guardian</i>	63.89% FY 2018-19 64.98% FY 2019-20	2848/53.85% FY 2018-19 ↑ 2936/55.09% FY 2019-20	<ul style="list-style-type: none"> NBRC will examine available data to anticipate future resource development needs
<i>Number and percent of adults residing in home settings – independent living, supported living, adult FHA, and family homes</i>	80.54% FY 2018-19 81.25% FY 2019-20	4184/79.11% FY 2018-19 ↑ 4271/80.15% FY 2019-20	<ul style="list-style-type: none"> NBRC continues advocating for individual to assert their rights to access the living arrangement of their choice
<i>Number and percent of minors living in facilities service more than 6</i>	0.04% FY 2018-19 0.04% FY 2019-20	1/0.03% FY 2018-19 2/0.05% FY 2019-20	<ul style="list-style-type: none"> NBRC will continue developing alternative living arrangements that meet children's support needs in the least restrictive setting
<i>Number and percent of adults living in facilities serving more than 6</i>	2.24% FY 2018-19 2.06% FY 2019-20	59/1.12% FY 2018-19 ↑★ 50/0.94% FY 2019-20	<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</i> (source: Competitive Integrated Employment Program Survey)	\$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</i> (source: Paid Internship Program Survey)	\$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</i> (source: Competitive Integrated Employment Incentive Program survey)	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</i> (source: National Core Indicator Adult Consumer Survey)	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						
<i>Percent of total annual purchase of service expenditures by individual's ethnicity and age</i>	For All Ages						
	Ethnicity	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%
	For Birth to age 2 years, inclusive						
	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%
	For age 3 years to 21 years, inclusive						
	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%
	For age 22 years and older						
	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	YES	NBRC will continue to utilize sound business practices in compliance with audits
Substantial compliance with the Department fiscal audit	YES	*Audit in 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 N/A</p> <p>*data not available by ethnicity</p>	<p>RCRC 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>

Quality Assessment and the National Core Indicators

Project of California Department of Developmental
Services



NATIONAL
CORE
INDICATORS

What is National Core Indicators?

- ▶ The National Core Indicators (NCI) is a tool that has been used in California since 2010. It is a requirement by law (Welfare and Institutions Code, section 4571) that the State implement a nation-wide quality assessment survey.
- ▶ This is an important effort to collect accurate, reliable, and valid consumer and family satisfaction measures, as well as consumer outcome data.

How will the survey answers be used?

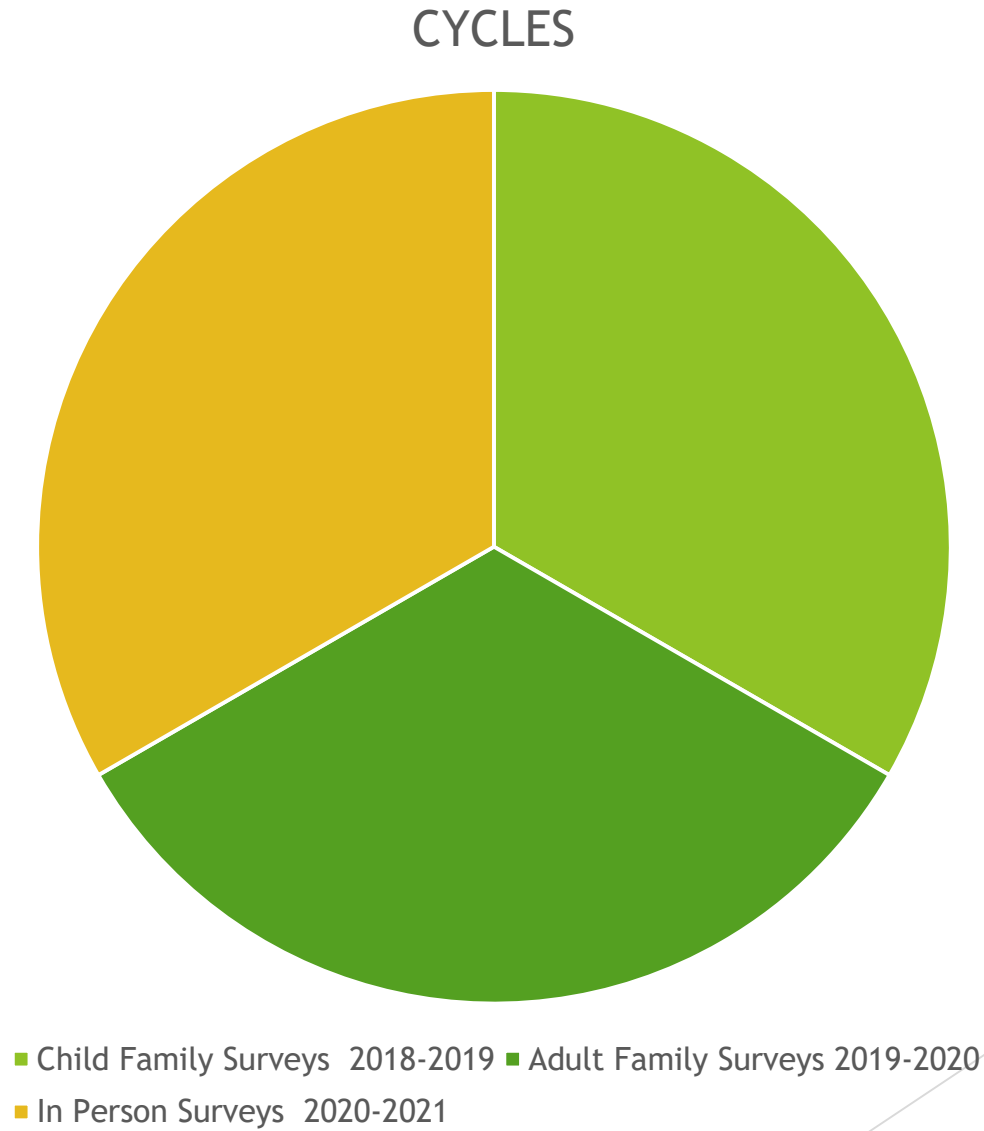
- ▶ Once answers are collected, Human Services Research Institute (HSRI) and UC Davis will analyze the data and share the results in a report with DDS and regional centers.
- ▶ DDS also shares the important information with stakeholders. The results can be used to make policy decisions in order to improve services.

Information about the NCI Surveys

- ▶ **THERE ARE FOUR TYPES OF NCI SURVEYS**
used in California.

Surveys are done every year

The different types of (surveys) or data collection are rotated every three years.



Child Family Survey

- ▶ **The Child Family Survey** is a survey that is mailed to families with children ages 3-18 years old living with them.

Adult Family Survey

- ▶ **The Adult Family Survey** is mailed out to all available families whose loved ones (age 18 and over) are living with them

Family Guardian Survey

- ▶ **The Family Guardian Survey** is mailed to families and conservators of individuals who are age 18 and over and live in a community placement setting

Adult In-Person Survey~(formally known as the Adult Consumer Survey)

- ▶ **The Adult In-Person Survey** is conducted *face to face* with an individual who is 18 years or older and receiving services from the regional center.
- ▶ Interviews are completed by independent contractors and SCDD staff

How long do they take?

- ▶ All of the surveys take between 15-30 minutes to complete.
- ▶ All responses are confidential. No one will know answers-not case managers, providers, support workers, or any others.

What to do with them?

- ▶ The mail-in surveys will come with a pre-addressed, pre-stamped return envelope.
 - ▶ Note: that for 2019 the option to do direct entry of the survey on line was added
- ▶ The In Person Surveys will begin with a introductory letter and follow-up phone call.

Demographics

- ▶ The survey instrument begins with a series of questions relating to characteristics of the child with a developmental disability (e.g., age, race, type of disability)
- ▶ followed by a series of demographic questions pertaining to the survey respondent (e.g., age, health status, relationship to the child with the developmental disability).

Services and Supports Received







- ▶ A brief section of the survey asks the respondent to identify the services and supports that they and/or their child with a developmental disability receive.
- ▶ Another section asks about additional services their family might need

Questions Regarding Services and Supports


The survey contains six groups of questions that probe specific areas of quality service provision:

- ▶ Information and Planning
- ▶ Access and Delivery of Services
- ▶ Choice and Control
- ▶ Community Connections
- ▶ Satisfaction and Outcomes


DDS Website Information





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National Core Indicators

The National Core Indicators (NCI) Survey is used by the California Department of Developmental Services to assess performance in services and supports provided to people with intellectual/developmental disabilities (I/DD). The NCI survey has been used in California since 2010 as a requirement by the Welfare and Institutions Code, Section 4571 to implement a nation-wide quality assessment survey.

Learn More

Survey Results/Reports

Self Advocates

Individuals Transitioning

The National Core Indicators (NCI) is a way the state and regional centers learn about the California service system. The State Council on Developmental Disabilities may ask to interview you for NCI. The interview is voluntary, that means you can choose to be interviewed or not. If you do answer the NCI questions, your information will be confidential and will not affect your services. During the interview

Related Links

[National Core Indicators](#)

[Regional Center National Core Indicators Reports](#)

[Mover Longitudinal Study](#)

Contact Us

[NCI Regional Center Liaisons](#)

[State Council on Developmental Disabilities: Quality Assurance Coordinators](#)

Email: ncihelp@dds.ca.gov

Resources and Surveys

Resources

- [\(Video\) Why is NCI Important?](#)
- [\(Video\) What to Expect During an NCI Interview](#)
- [\(Video\) Adult In Person Survey 2015](#)
- [\(Video\) Self-Advocacy Conference 2015](#)
- [Consumer Corner](#)
- [Frequently Asked Questions](#)
- [Reports](#)
- [User-Friendly: Adult Family Survey 3, FY 16/17](#) PDF
- [User-Friendly: Child Family Survey 2, FY 15/16](#) PDF
- [User-Friendly: Family Guardian Survey 3, FY 16/17](#) PDF
- [User-Friendly Regional Center reports](#)

Data Briefs

- [NCI Adult Consumer Survey FY 14/15 Data Brief](#) PDF
- [NCI Adult Consumer Survey FY 11/12 Data Brief](#) PDF

Statewide Reports

- Adult In-Person Survey
 - [Adult In-Person Survey 4, FY 17/18](#) PDF
 - [Adult In-Person Survey 3, FY 14/15](#) PDF
 - [Adult In-Person Survey 2, FY 11/12](#) PDF
 - [Adult In-Person Survey 1, FY 10/11](#) PDF
- Adult Family Survey Reports
 - [Adult Family Survey 2, FY 13/14](#) PDF
 - [Adult Family/Family Guardian Surveys 1, FY 10/11](#) PDF
- Family Guardian Survey Reports
 - [Family Guardian Survey 2, FY 13/14](#) PDF
- Child Family Survey Reports
 - [Child Family Survey 2, FY 15/16](#) PDF
 - [Child Family Survey 1, FY 12/13](#) PDF
- Regional Center Reports



Proposed Slated Board Member:

- Derek Hearhtower (INFO)

Derek is a self-advocate with Autism. He works as a Direct Support Professional for Dungarvin Day Program. Derek has a Bachelor's degree in Early Childhood Development. He has created a human developmental model for empowerment. His most recent project is a form to help individuals request accommodations.

Derek has applied as a board member because he believes people with developmental disabilities deserve basic rights such as privacy, compassion, to be heard and understood and have opportunities to grow.

The Nominating Committee recommends Derek Hearhtower to serve on the North Bay Regional Center Board of Directors.

**TWELFTH RESTATEMENT OF BYLAWS OF
NORTH BAY DEVELOPMENTAL DISABILITIES SERVICES, INC.**
A California Nonprofit, Public Benefit Corporation

Section 5.11 Removal of Directors

(a) Any Director may be removed as a Director with or without cause at any time by resolution duly adopted by the Directors of the Corporation, provided that the following two conditions are satisfied:

(1) Notice of intention to offer a resolution for such removal is given to each Director of the Corporation not less than fifteen (15) days prior to the date of adoption of such resolution; and

(2) At least sixty-six and two-thirds percent (66 2/3 %) of the full number of persons who at the time are Directors of the Corporation vote in favor of such removal.

(b) If any Director of the Corporation be absent for three (3) consecutive meetings of the Board of Directors or three (3) consecutive meetings of any Standing Committee of the Corporation of which such Director is a member, such Director may, by vote of a majority of the full number of persons who at the time are directors of the Corporation, be removed from office as a Director at the conclusion of the meeting of the Directors of the Corporation next succeeding such three (3) consecutive absences. Notice of such three (3) consecutive absences and of the immediately preceding sentence of these Bylaws shall be included by the Secretary in the notice of the meeting of the Directors of the Corporation next succeeding such three (3) consecutive absences.

(c) Whenever a Director is removed, the Secretary shall give written notice of such removal to such Director

**TWELFTH RESTATEMENT OF BYLAWS OF
NORTH BAY DEVELOPMENTAL DISABILITIES SERVICES, INC.**

A California Nonprofit, Public Benefit Corporation

Section 6.2 Qualifications. Election. Term of Office, and Vacancies

(a) Officers of the Corporation shall be elected by the Board at its July meeting as specified in Section 5.10(a) hereof. The term of office of each elected Officer shall begin immediately upon his/her election. In all cases, Officers shall be elected from among any of the Directors then serving other than the Director selected by the Service Provider Advisory Committee pursuant to Section 8.4(d)(4) hereof. Each Officer shall serve for a two-year term or until: (1) his or her resignation, (2) his or her removal at the pleasure of the Board of Directors, (3) the expiration of his or her term as a Director, or (4) his or her death, whichever occurs first. No person shall serve more than two (2) full consecutive terms in the same office. Vacancies among the Officers shall be filled by the Board of Directors.

(b) A list of nominees for Officers shall be provided by the Nominating Committee at a regular meeting of the Board of Directors prior to such annual meeting. Opportunity for additional nominations by any Directors shall be provided immediately prior to balloting.

AGENDA

A. CALL TO ORDER

- a. Roll Call of Voting Members
James Cox, Linda Plourde, Mike, Michelle Condit, Michelle Ramirez, Kelly Hanson, Ali Tabatabai, Holly Pagel, Stacey Martinez, Eric Martin, Andrea Mendoza, Jamie Thompson
- b. Establish Quorum
Quorum Established

B. CONSIDERATION OF AGENDA

- a. Additions or modifications to this agenda by voting members

None

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

- a. July 14, 2020, Meeting Minutes
Linda Plourde moved, Kelley Hanson seconded, minutes approved.

D. NEW BUSINESS

- a. Announcement regarding Thomas M.
Thomas was recently diagnosed with cancer, is under chemo, and taking leave. Rick Burkett will be the contact person in his place. Thomas has been central to NBRC for years. Thomas has said repeatedly he is not a private person, and said it is OK to share this information about him. He asked that people pray for him. In the meantime, there is an acting Administrative Director – Jennifer Crick. She formerly worked at ALTA.
- b. DDS Guidelines for non-residential services
Courtney Singleton: New directive for billing for non-residential services. Two more meetings coming up. For day programs – 8/18 from 3-4pm, 8/19 – for early start and other services held at 1:30. There are two forms required for DDS, Courtney will send out and go over. Review of daily versus hourly billing --- if you have a daily rate or if you provide one of the services, such as zoom, PPE delivery, etc. – you can bill for the whole day. If you are hourly, and providing similar services, you can bill that one client for the average number of hours. This is similar to absence billing. There is a certification form and safety plan that is required to submit to NBRC.
Stacey Martinez: Question about how to calculate the averages on daily versus hourly.
Zechariah Sarikey (via chat): What if we intake new clients and don't have average data? Isabel and Courtney said they are waiting for more info from DDS.
Michelle Ramirez (via chat): This certification is not for SLS or ILS.
Courtney: Only if you provide remote ILS/SLS.

Meeting Minutes – August 11th, 2020 – VIA Zoom

Jeremey Hogan (via chat): Is there a minimum amount of time needed to bill for daily rate?

Courtney: No

Beth Kahiga: Do you want everyone to use the form provided by DDS/NBRC or can we use our own?

Courtney: Please use the forms provided. You can use your own process, but they need to meet all the same requirements.

Kelly Hanson: If you have multiple vendor numbers, you need to do a certification for each vendor number. Mentioned at meeting last week.

Courtney: If you are going to provide all the same services, you could fill out one form, and fill out the vendor numbers at the bottom.

Jacquie: Asked DDS about this issue and had a question about potential for double billing from two staff providing services at the same time.

Isabel: DDS is collecting list of all questions and is going to put together a response for all of them. Courtney is collecting the questions and sending them to DDS. Jacquie: Emphasis on Person Center Planning for certification, what does it look like during the pandemic? It can be a big stressor on provider and program during this time.

Courtney: PCP is one of the options, it can be selected.

Joetta Griffin: What if you deliver supplies for the week? Can you bill for every day that week? Do we have follow-up info about transportation?

Courtney: No you cannot bill for the week. You must do a new activity each day to bill for the week.

Kelley Hanson: Setting up schedules for staff to decide what to do each day of the week. Developed a schedule for everyone at the agency, so there can be maximum billing and service provided.

Beth and Jacquie discussed stress being put on residential providers and ways to work collaboratively through all services. Kelley added question about clarification needed for people in CCL settings versus FHA.

Eric Martin: Parent vendor transportation could be utilized to get clients to a meeting point. Beth said a lot of parents have their own jobs and they have not seen much activity.

Beth K.: What is the total that the quarterly form looking for?

Courtney: said she is having a problem adding it up too and is following up with DDS.

Saenen Kerson: Discuss new directives for persons who cannot return to programs.

Courtney: ICFs and medically fragile are being directed not to return.

E. GROUP REPORTS

a. NBRC Board Report- Ali Tabatabai

The board did not hold public meeting in August but did hold the annual retreat. There are several new board members. There was a lot of emphasis on support for DSPs and funding for services. The subcommittee on Cultural & Linguistic Competency is gaining tracking. Ali encouraged everyone in VAC to be active in board meeting; board members are very eager to make connections with the vendor community.

Meeting Minutes – August 11th, 2020 – VIA Zoom

b. ARCA- Gabriel Rogin

Board is very interested in what vendors do and would like to create more formal opportunities for vendors to be included in future agendas. Engaged in contract to engage staff in trainings on cultural competence and looking to involve vendors in training as well. He said he hears everyone loud and clear about more clarity and is in more frequent communication with DDS. COVID19 numbers are relatively low compared to state and other centers, which is a result of work from the community.

c. Services, Vendor Relations, & SLS Subcommittee- Courtney S.

SLS meeting discussed day program re-entry, SLS providers, and staff who are getting tired. They do not have new applications and no new people coming aboard. People were positive about day program support to be provided safely. There is concerns about winter weather, clients, and staffing. There is growing fatigue due to lack of staffing. Discussed difficulty of getting COVID19 testing. Medical doctors are not testing without symptoms and 10 day wait to get testing from the state. IHHS rate is going up to \$14.45 in Napa County. Discussion about state level reengagement plan, and there is a blind spot of people who are receiving in-person supports now.

Jacquie commented on testing and how to do it in house, they will bill your insurance first, and they can have quick turnaround for people who are medically fragile. Jacquie had 50 test kits sent from a company Biodesix out of New Jersey. You do not get billed for test kits until you use them.

d. Legislative Committee- Linda P.

Met on 6/28. Discussed the HEROES/HEALS act. Not much movement yet. There are executive orders signed by the President to help move the process faster, but that could cause legal problems because congress oversees financing. The way the executive order is written could be a greater burden on states. Regulations subcommittee paused activity to observe the frequent changes and evolving directives. The “you need to know me, I’m a DSP” workgroup is making progress on information and publication on documents.

You Need to Know Me flyer – Jeremy Hogan shared flyer. Used ARCA’s “What Does a Service Coordinator do” as a guide. The flyer highlights the main responsibilities and work performed by a Direct Support Professional. The idea is to pass this info along to lawmakers to help inform about the importance of this work. The flyer includes facts about DSP employment and quotes from providers. Plan to reach out to other vendor committees to get their feedback. Linda added that we would like to share this document with the various service provider associations. Point of the flyer is to define a DSP and point to chronic underfunding. Jacquie added that our workforce is invisible, and some of that is intended, the question is becoming “do you even see me?” Linda added that it can be modified as needed around specific legislation at a given time. Question from Carin Hewitt around refraining from using client and consumer, making sure it was talking about people with disabilities. Stacey said she used a mix of words. Comment from Maura McDonough: “It

Meeting Minutes – August 11th, 2020 – VIA Zoom

would be great to give this version to DSPs to share with whomever they would like when explaining their roles.”

F. NBRC Updates:

a. Fiscal

Isabel Calder: NBRC finished rollover. Update on application deadline to Aug 28th for additional CARES act funding for Medicaid providers. Suggest that all vendors apply for funding and can check the list of vendors identify by DDS. Log onto hhs.gov and validate TIN.

b. Quality Assurance

Maura M.: No new updates other than PPE.

G. OLD BUSINESS

a. PPE

i. Resources and NBRC pick up days

Maura M.: [apologized for any confusion] Challenging to figure out the best way to do this and obstacles of having to close building due to potential exposure. Napa on Monday's between 1-3pm. There will be prepackaged bags of PPE to be place in trunk. Gabriel added that they received a significant number of gloves from DDS.

b. Concerns by service type (not already covered)

i. Residential

Impact to SSI benefits – Ali said that SSI benefits can be significantly impacted by temporary movement of residents during the pandemic. If a family member moves their loved one back home, SSI overpayments could occur and “bed-hold” payments aren’t available through SSI. There may be ways to appeal or waive an overpayment however.

ii. SLS/ILS

Jacque: With reengagement, how do we help non-residential to in person support and more info needed from DDS?

iii. Day Programs

iv. Respite

v. Early Start

vi. Transportation

Kelley H had concern around transportation due to lack of information. Leticia Leon from R&D expressed lack of info concerns to DDS. They discussed the July 17th was not clear on information for transportation guidance. Recommendations were submitted to the department to provide additional guidance. The workgroup recommended to expand the service delivery framework to include transportation services and coordination of delivery of PPE and sanitizing supplies for transportation providers. Workgroup recommended to expand flexibility to regional center. Recommendations for improved transportation access for essential needs and

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employment for those who have limited access to public transportation. The group is waiting to hear back from DDS and receive feedback on rate structures as well.

H. GENERAL ANNOUNCEMENTS

- a. Trainings/Events
Stacey Martinez is gathering idea for DSP week. Gabriel suggested a way to highlight DSP week on website and shared idea to include DSP recognition in VAC meeting during pandemic.
Maura: SIR training on 8/19 via zoom.
- b. Community concerns
Leticia: If programs are needing transportation for small groups, please contact transportation scheduling department so that the resources can be aligned and work around the decreased occupancy within vehicles. Jim Stone is transportation planning supervisor.
Kelley: Are we still under directive about not having more than 10 people on site?
Courtney: Depends on the county and will provide the most up to date info.
Joetta G: What if you have a large facility with separation?
Courtney: Don't think it is possible yet but checking guidance.
- c. Reminders
 - i. HCBS Survey due August 31st!

I. AGENDA ITEMS FOR FUTURE MEETINGS

J. ADJOURNMENT

- a. Holly adjourned the meeting at 11:33am



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Our Vendor Advisory Committee of North Bay Regional Center serves Sonoma, Napa and Solano Counties and is made up of community organizations representing thousands of direct support staff, serving 9,635 people with intellectual and developmental disabilities. **We want to thank you**, your colleagues in the Legislature, and Governor Gavin Newsom for agreeing on AB 89 (Ting) 2020 Budget Act that responsibly balances the Budget while protecting the health and welfare of NBRC constituents served by our system.

This budget helped maintain critical services amidst the chaos of the COVID-19 pandemic. We look forward to continuing our work with you as we face the many challenges ahead. This new budget plan spared disability services from devastating cuts. In recent years, many services saw rate increases to address a portion of their established underfunding. We appreciate this final Budget deal also including several services that had been left out of those increases. Some help people live independently, and others work to assist children with developmental delays catch up to their peers. Californians, including those in the North Bay with developmental disabilities, can rest assured that critical safety net services will remain available. In-Home Supportive Services, Denti-Cal benefits, and a variety of Medi-Cal benefits were protected this year, including funding for Intermediate Care Facilities.

There is still much work to be done. People with developmental disabilities are uniquely vulnerable during this public health crisis. For them, COVID-19 presents a serious threat, with higher infection and mortality rates nationwide. Additionally, the necessary public health responses worsen challenges people with disabilities already face. Many struggle to cope with even minor disruptions to routine. The pandemic-driven changes have totally upended their lives. Loneliness, already common for people with disabilities, is intensified due to isolation from friends, family, and support staff. These can harm mental, physical, or behavioral health, further straining these individuals and their families. This crisis is a huge new challenge to a service system stretched thin from decades of underfunding and rapid caseload growth. However, in response to COVID-19, we are seeing incredible efforts on all fronts to support individuals with disabilities in new and flexible ways. Service coordinators at North Bay Regional Center have triaged nonstop calls from individuals and families in need of new or adapted services. Providers have coordinated food and supply deliveries and stayed connected with people virtually to help them maintain a sense of community. Staff at residential facilities has sheltered-in-place with their vulnerable clients. Some had to self-isolate from their own family to safely serve in other families' homes. Family caregivers have gone to great lengths to fill significant service delivery gaps.

Despite meeting new challenges during the pandemic's early months, we fear this is only the beginning. People with disabilities and their families remain strained and vulnerable. As communities reopen, family caregivers will need to return to their jobs, increasing risk of exposure for everyone in the home. This is particularly true when a person with disabilities needs ongoing support. Informed by lessons learned and the feedback from individuals with disabilities and their families about how to best support them, our organizations are adapting to each new circumstance and implementing new practices.

For years, state leaders have heard our concerns about the impact of chronic underfunding on our system. The State's own study, released in 2019, revealed a \$1.4 billion funding gap for disability services, which still remains. We fully recognize the fiscal implications of this recession; our system was never fully restored from the last one, limiting the availability of services and supports needed today by the people we serve. We also look forward to

future opportunities to secure access to services in higher-cost areas of the state like ours. Our lawmakers have long shown an interest in this and other challenges, including reducing the size of caseloads of regional center service coordinators. We have warned that the disability system would break if it were cut again. We are deeply grateful you, your colleagues in the Legislature, and Governor Newsom heard our needs. Moving forward, one of California's most vulnerable populations will still need your support to ensure the long-term availability of the services and supports they rely on, both in times of crisis and beyond. **Thank you** for supporting a Budget prioritizing the health and safety of Californians with disabilities, their families, and the workers who serve them at the front lines of this crisis.

In Gratitude,

Board of Directors
North Bay Regional Center

NEWLY REPORTED POSITIVE COVID-19 CASES AND DEATHS OF COVID-19-POSITIVE CONSUMERS

Weekly data provided by regional centers as of 8/22/20; daily counts as of 8/25/20

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These tables and charts compile data provided to DDS by California's 21 regional centers (RCs). Updates received from each regional center every business day include information for individuals known to them to have tested positive for COVID-19; data is provisional and may change as regional centers provide updates. Weekly data reflects RC reports through Saturday for weeks that start on Sunday. DDS implemented a surveillance data tracking tool on 3/16/20, and this report begins the week of March 15, 2020. (Governor Newsom declared a State of Emergency related to COVID-19 on 3/4/20.)

Figure 1. Number of consumers newly reported as COVID-19 positive, by week

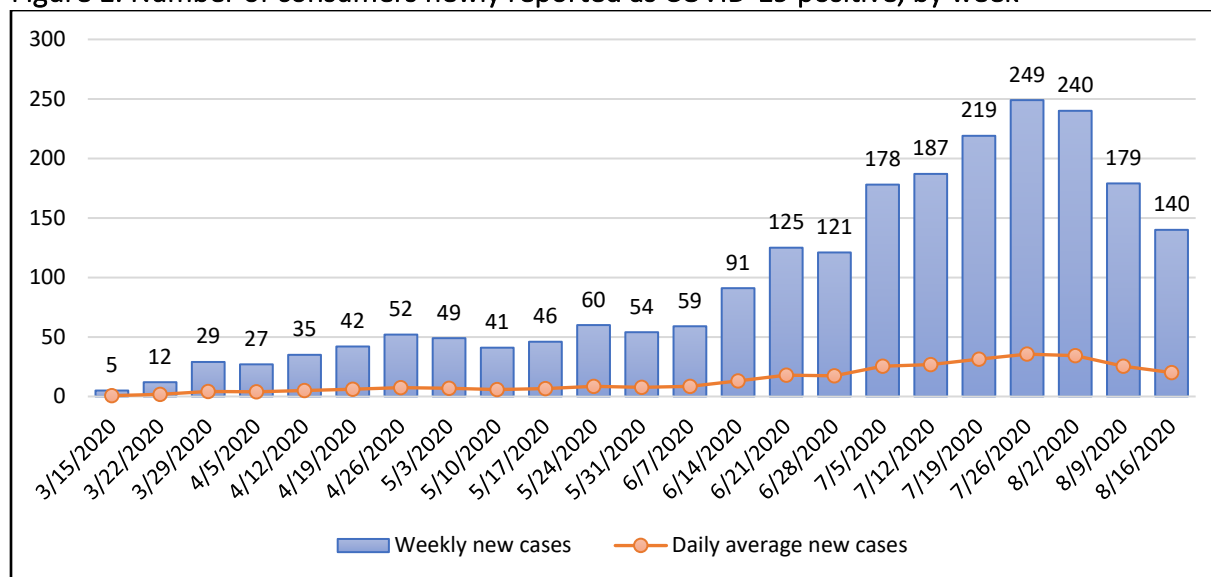
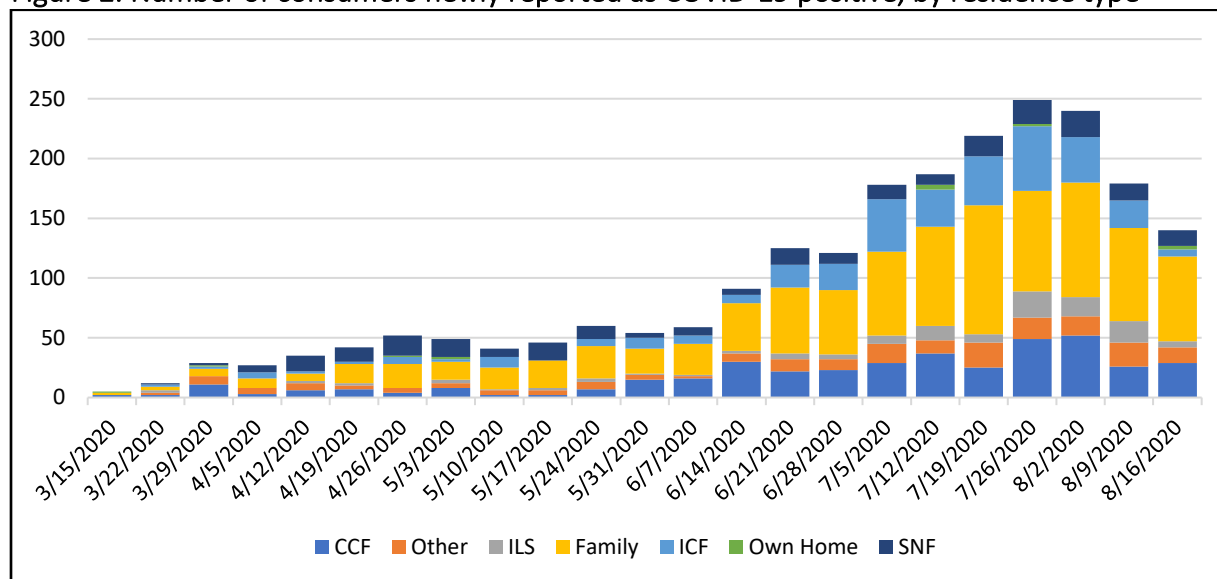


Figure 2. Number of consumers newly reported as COVID-19 positive, by residence type



Notes: CCF includes ARF, ARFPSHN, CCF, CCH, CCF-Level 3S/4I/113, RCFE, SRF; ICF includes ICF, ICF/DD-H, ICF/DD-N, ICF/DD; Family includes family, parents' home, group home, FHA, FFA; Other includes other, jail, SLS, homeless, EBSH, FFA. Consumers categorized in ILS may live with families or independently.

Table 1. Number of consumers reported as COVID-19-positive, by residence type

RESIDENCE TYPE	NUMBER OF CONSUMERS REPORTED AS COVID-19 POSITIVE	THIS GROUP AS A SHARE OF ALL CONSUMERS REPORTED AS COVID-19 POSITIVE	THIS GROUP AS A SHARE OF ALL CONSUMERS
Community Care Facility (CCF)	425	18%	7%
ICF for the Developmentally Disabled (ICF-DD)	104	5%	0%
ICF/DD-Habilitative (ICF/DD-H)	161	7%	1%
ICF/DD-Nursing (ICF/DD-N)	75	3%	1%
Family Home Agency (FHA)	12	1%	0%
Supported Living Services (SLS)	140	6%	3%
Independent Living Services (ILS)	120	5%	5%
Family	952	41%	81%
Own home	18	1%	
Skilled Nursing Facility (SNF)	249	11%	0%
Other	52	2%	2%
Total	2,308	100%	100%

Table 2. Number of deaths of consumers who tested positive for COVID-19, by residence type

RESIDENCE TYPE	NUMBER OF CONSUMERS	THIS GROUP AS A SHARE OF ALL DECEASED CONSUMERS REPORTED AS COVID-19 POSITIVE	THIS GROUP AS A SHARE OF ALL CONSUMERS
Community Care Facility (CCF)	21	16%	7%
ICF for the Developmentally Disabled (ICF-DD)	5	4%	0%
ICF/DD-Habilitative (ICF/DD-H)	11	8%	1%
ICF/DD-Nursing (ICF/DD-N)	11	8%	1%
Family Home Agency	0	0%	0%
Supported Living Services (SLS)	9	7%	3%
Independent Living Services (ILS)	5	4%	5%
Family	20	15%	81%
Own Home	2	2%	
Skilled Nursing Facility (SNF)	48	36%	0%
Other	1	1%	2%
Total	133	100%	100%

Source: DDS analysis of COVID-19 surveillance data provided by regional centers as of 8/25/20 and Client Master File data as of July 2020.

NUMBER OF CONSUMERS NEWLY REPORTED AS COVID-19 POSITIVE, BY WEEK AND REGION

Figure 3. Northern CA excluding the Bay Area

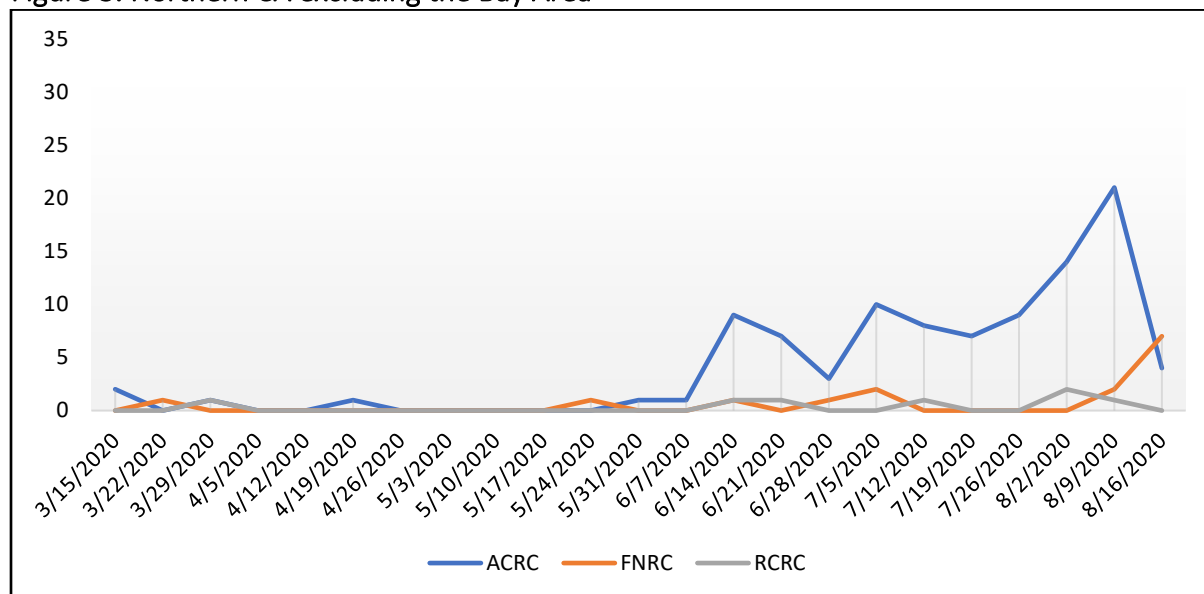


Figure 4. Bay Area

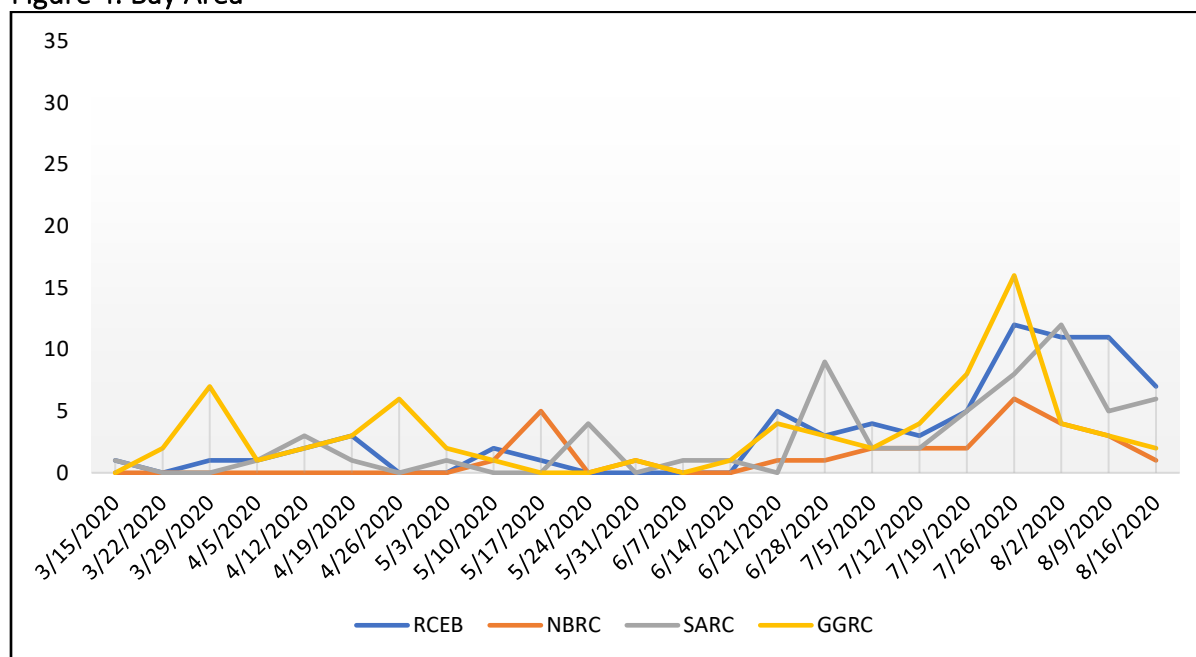


Figure 5. Central CA

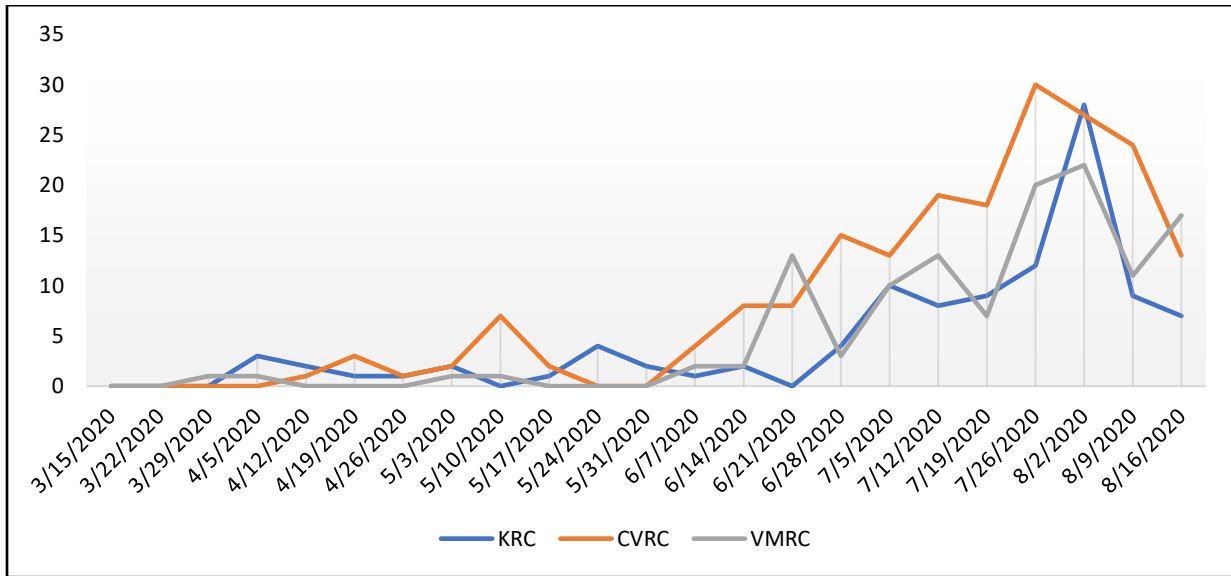


Figure 6. Southern CA excluding Los Angeles

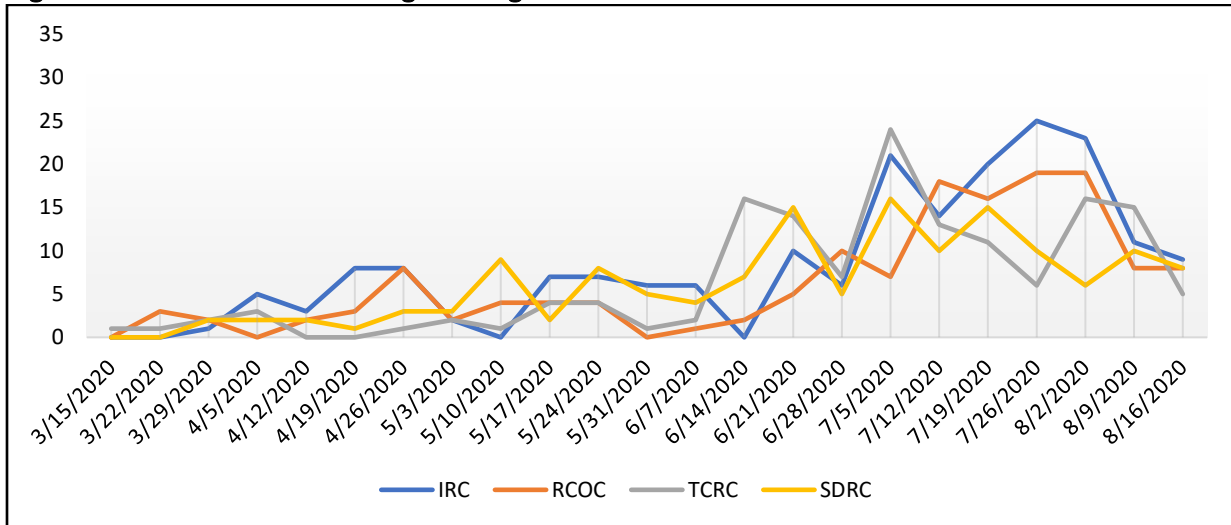


Figure 7. Los Angeles

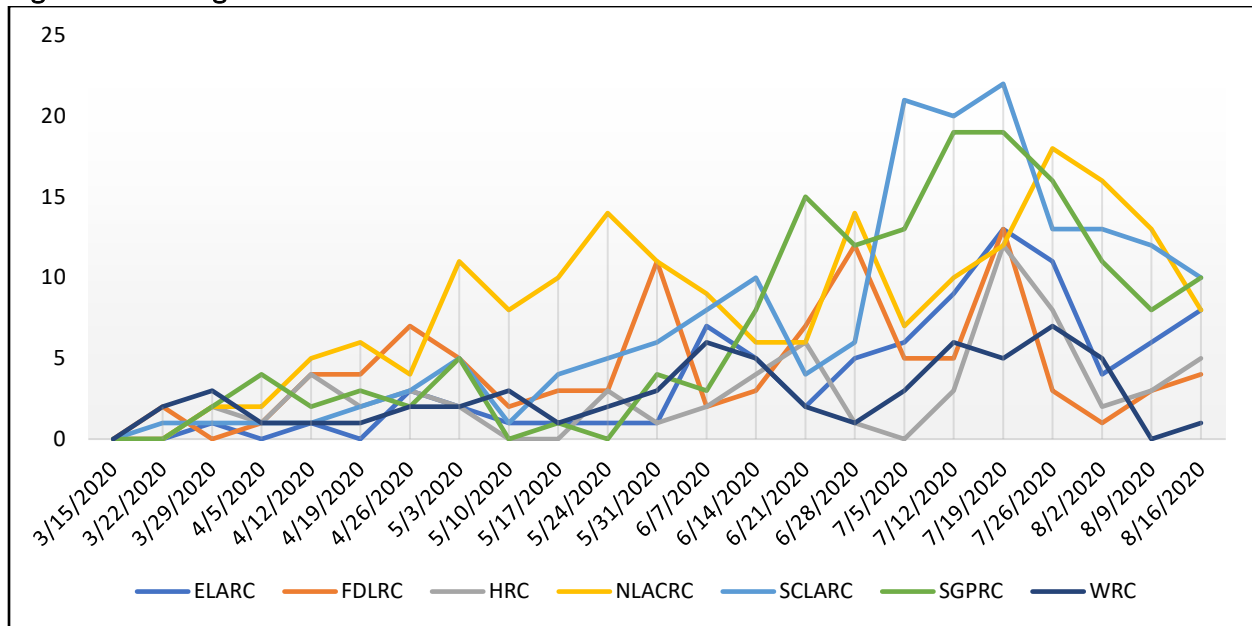


Table 3. Number of consumers reported as COVID-19 positive per 10,000 consumers, by regional center

REGIONAL CENTER	NUMBER OF CONSUMERS REPORTED AS COVID-19 POSITIVE	TOTAL NUMBER OF CONSUMERS AT THIS REGIONAL CENTER	PER 10,000 CONSUMERS
SGPRC	157	13,693	114.7
KRC	109	10,039	108.6
SCLARC	173	17,531	98.7
TCRC	150	15,339	97.8
CVRC	203	21,460	94.6
FDLRC	101	10,896	92.7
VMRC	135	15,397	87.7
GGRC	73	9,498	76.9
ELARC	94	12,354	76.1
NLACRC	192	26,732	71.8
WRC	62	9,181	67.5
RCOC	150	22,288	67.3
IRC	195	38,158	51.1
SDRC	145	31,532	46.0
HRC	67	14,657	45.7
ACRC	106	25,343	41.8
SARC	64	17,481	36.6
RCEB	77	21,511	35.8
NBRC	32	9,219	34.7
FNRC	16	8,039	19.9
RCRC	7	4,025	17.4
Total	2,308	354,373	65.1

Source: DDS analysis of COVID-19 surveillance data provided by regional centers as of 8/25/20 and Client Master File data as of July 2020.

AGE RANGE	NUMBER	% TO TOTAL	GENDER	NUMBER	% TO TOTAL	RESIDENCE TYPE	NUMBER	% TO TOTAL
0 - 2	1,210	12.6 %	MALES	6,147	64.4 %	OWN HOME	7,014	73.4 %
3 - 17	2,932	30.7 %	FEMALES	3,396	35.5 %	ILS	608	6.3 %
18 - 40	3,443	36.0 %				SLS	649	6.8 %
41 - 60	1,240	12.9 %				DC	12	.1 %
61 - 80	685	7.1 %				SNF	42	.4 %
						ICF	199	2.0 %
80 & OLDER	33	.3 %				CCF	758	7.9 %
						FOSTER CARE	186	1.9 %
						OTHER	75	.7 %
TOTAL:	9,543	100.0 %	TOTAL:	9,543	100.0 %	TOTAL:	9,543	100.0 %

ETHNICITY	NUMBER	% TO TOTAL	DISABILITY	NUMBER	% TO TOTAL	COUNTY	NUMBER	% TO TOTAL
MIXED	609	6.3 %	AUTISM	2,816	29.5 %	28. NAPA	1,190	12.4 %
ASIAN	238	2.4 %	EPILEPSY	1,059	11.0 %	48. SOLANO	4,040	42.3 %
BLACK	854	8.9 %	CEREBRAL PALSY	907	9.5 %	49. SONOMA	4,197	43.9 %
FILIPINO	351	3.6 %	MENTAL RETARDATION	4,807	50.3 %			.0 %
NATIVE AMERICAN	41	.4 %	OTHER	980	10.2 %			.0 %
POLYNESIAN		.0 %						.0 %
SPANISH/LATIN	2,376	24.8 %	CONSUMERS MAY HAVE MULTIPLE DIAGNOSES					.0 %
WHITE	4,345	45.5 %						.0 %
OTHER	226	2.3 %						.0 %
UNKNOWN	503	5.2 %						.0 %
						OTHER	116	1.2 %
TOTAL:	9,543	100.0 %				TOTAL:	9,543	100.0 %

PRIMARY LANGUAGE	NUMBER	% TO TOTAL	Status	Count	% TO TOTAL
SIGN LANGUAGE	25	.2 %	0	288	3.0
ENGLISH	7,823	81.9 %	P		
SPANISH	1,557	16.3 %	1	1,113	
OTHER LATIN LANG.	1	.0 %	2	8,130	
CANTONESE CHINESE	6	.0 %	3		
MADARIN CHINESE	3	.0 %	8	12	
JAPANESE	2	.0 %			
VIETNAMESE	15	.1 %			
KOREAN	3	.0 %			
LAOTIAN	2	.0 %			
CAMBODIAN	3	.0 %			
OTHER ASIAN LANG.	4	.0 %			
RUSSIAN	2	.0 %			
ALL OTHER LANG.	97	1.0 %			
TOTAL	9,543	100.0 %	TOTAL	9,543	100.0



Federal Revenue Department Board Report for Quarter 4, April – May - June 2020

The Federal Revenue Department consists of the HCBS/Medicaid Waiver program, 1915(i) State Plan Amendment (SPA) program, Nursing Home Reform (NHR), Audit preparation for all DDS and CPA Audits, CMS Setting Rules/HCBS Compliance, and Agency trainings re: all federally related programs and supports

- **HCBS Medicaid Waiver and 1915(i) SPA programs:**

Medicaid Waiver: Annual targets are no longer established by DDS; instructions are to continue to add clients monthly. Not adding monthly can result in the withholding of federal funds in our Operations budget and less POS (purchase of service) reimbursement.

1915 (i) State Plan Amendment (SPA):

The 1915(i) SPA will allow California to receive federal funding for POS services for individuals who may not qualify for Medicaid Waiver, but does not provide funds for operational expenditures.

Status: As of May 2020, 4631 clients are enrolled on the Medicaid Waiver and 1487 are enrolled on the 1915(i) SPA. Medicaid Waiver Federal Financial Participation (FFP) recovered by NBRC compliance resulted in \$8,955,129 for the month of April 2020.

- **Audits:**

HCBS Audit

DDS and Department of Health Care Services (DHCS) biannual HCBS Medicaid Waiver audit concluded at the end of May 2019.

Status: Draft report is completed and is being reviewed by DDS Management.

Independent/CPA Audit

The CPA/Independent Audit is currently in progress. The Federal Revenue team is available to provide information requested by the auditors.

Family Home Agency (FHA)

This audit is currently in progress. The Federal Revenue team has assisted in gathering client charts and information requested by the auditors.

Enhanced Behavior Support Homes (EBSH)

These home audits are ongoing. The Federal Revenue Department Manager continues to assist in gathering client charts and information requested by the auditors.

Payment Error Rate Measurement (PERM)

No audit requests during this quarter.

- **Training:** Department Manager and Federal Revenue staff provided New Employee and unit trainings for Service Coordinators in the 4th quarter of the 19/20 fiscal year, to include:
 - Overview of all Federal Programs
 - Title 19/Targeted Case Management (TCM) notes and documentation requirements
 - Client Development and Evaluation Reports (CDER) requirements and instructions

- **DDS/NBRC updates:**

CMS HCBS Final Rule:

Status: This set of federal regulations applies to residential, employment and day programs providers. The implementation deadline as noted in the State Transition Plan has been extended to March 17, 2023.

Compliance Grants

Since 2016, the state has made funding available each year to assist current providers to transition services to be in alignment with the Final Rule. The Federal Revenue unit is currently supporting the FY 17/18 and FY 18/19 grant recipients on budget monitoring, billing requirements, and overseeing milestones that meet the Proposal objectives. At this time, all agencies either are on target or are receiving technical assistance from NBRC to stay in compliance.

Nineteen different proposals were submitted for FY 19/20 funding. DDS awarded funding for 17 projects and NBRC came into contract by 6/30/2020 and 7/21/2020, respectively.

Provider Self-Assessments

Identified providers are required to complete an online self-assessment to measure their current level of compliance with the HCBS Final Rule. If a provider is not in compliance, there is time to develop a transition plan.

DDS announced the self-assessment process on January 23rd, 2020. The initial March 31st, 2020 deadline to complete the self-assessment was extended to June 30th, then again to August 31st due to COVID-19. The Federal Revenue unit has provided in person self-assessment trainings for vendors in both the Napa and the Santa Rosa offices, as well as ongoing vendor support to answer regulatory questions and to resolve any technical issues related to accessing the self-assessment website. Self-assessment information will be posted to the NBRC website on August 31st, 2020.

Nursing Home Reform:

DDS continues to capture additional FFP by requesting long term care facilities to provide Pre Admission Screening and Resident Reviews (PAS/RRs) to be sent to DDS upon discharges, not just upon admission. The additional workload of processing these Level II PASRRs continues to increase and is being absorbed by the Federal Revenue unit.

- **NBRC Agency Support:** The Federal Revenue Department consists of a Department Manager, Supervisor, 2.5 FTE Internal Quality Monitors and 2 FTE Client Services Assistants who continue to provide trainings and support to service coordinators and supervisors in order to assist with compliance requirements and Federal regulations. The Federal Revenue Department will do so by:
 - Providing support with ongoing Medicaid Waiver enrollment
 - Providing support with ongoing 1915(i) State Plan Amendment (SPA) enrollment
 - Provide support with Self Determination Program (SDP) Waiver enrollment
 - Provide ongoing support to supervisors during all audits
 - Assist vendors in CMS HCBS Final Rule Settings Rules compliance/self-assessments
 - Coordinate increased Home and Community Based Alternative (HCBA) Waiver enrollments among the 3-county catchment area
- **NBRC Support:**
 - Federal Revenue Department Manager was co-chair the DDS/ARCA Federal Revenue subcommittee on May 28th and provides consultation to DDS re: Regional Center practices.



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FAIR HEARING & MEDIATION UPDATE

JULY 1, 2020 – AUGUST 31, 2020

Eligibility (19-05)	<u>Reason for Appeal:</u> Claimant appeals denial of eligibility. <u>Ruling:</u> Fair Hearing request pending.
Eligibility (19-06)	<u>Reason for Appeal:</u> Claimant appeals denial of eligibility. <u>Ruling:</u> Pending decision from OAH.
Eligibility (19-12)	<u>Reason for Appeal:</u> Claimant appeals denial of eligibility. <u>Ruling:</u> Fair Hearing request pending.
Denial of SLS Services (20-04)	<u>Reason for Appeal:</u> Claimant appeals denial of SLS services. <u>Ruling:</u> Fair Hearing request pending.
Eligibility (20-06)	<u>Reason for Appeal:</u> Claimant appeals denial of eligibility. <u>Ruling:</u> Fair Hearing request pending.
Eligibility (20-07)	<u>Reason for Appeal:</u> Claimant appeals denial of eligibility. <u>Ruling:</u> Fair Hearing request pending.