



Date: February 7, 2024

To: NBRC Board of Directors

Fr: Gabriel Rogin, Executive Director

Re: 2024-26 Strategic Plan: Stakeholder Feedback, Suggested Responses

Dear Board of Directors,

As we work to finalize the 2024-26 Strategic Plan, NBRC sought final input from our stakeholders, including presenting the draft to the Board of Directors, NBRC staff, and the Vendor Advisory Committee in January 2024.

Overall, NBRC received positive feedback from stakeholders at large. A number of individuals had valuable specific feedback we wanted to make available to the Board of Directors, as well as NBRC's initial response or recommendations for your consideration.

**Board of Directors:** NBRC received specific feedback from one member of the Board of Directors.

**Recommendation/Comment 1:**

Add "Transportation" as a focus area for the 2024-26 Strategic Plan.

**Initial Response/Recommendation 1:**

Transportation is vital to the individuals and families NBRC supports and was included in the potential list of focus areas for all stakeholders. Overall, people served/families, staff and providers all assigned Transportation as the 17<sup>th</sup> most important focus area to address in the current strategic plan and was therefore not include in the top focus areas.

NBRC's purchased transportation services are currently coordinated through a transportation broker, R&D Transportation. As the broker provides a single vendor to coordinate with, all transportation related data, reporting and collaboration remain with one entity. Following up on the recommendation from a Board member, Gabriel Rogin connected with R&D Transportation to understand what data they have available, or could be made available, and how transportation concerns might be best addressed.

At this time, rather than add a focus area, NBRC recommends that our Executive Team work closely with R&D Transportation to best understand the data they currently have available, how that data may be augmented, and how service issues can be addressed. Additionally, NBRC recommends that R&D Transportation provide an annual report to the Board to update the Board (and community) on the status of purchased transportation and transportation needs at NBRC.

The Strengthening Self-Advocates Focus Area Workgroup gathered a number of strategies to help support transportation at NBRC that should be considered within these discussions.



**Regional Center Staff:** NBRC received specific feedback from a few regional center staff members:

**Recommendation/Comment 2:**

*"I did not recall the time that staff is asked for feedback on strategic plan draft. It is a great plan. I like the statement "we are PROUD to serve our community..." "it is very expressive and creative!"*

**Initial Response/Recommendation 2:**

Thank you! NBRC Leadership felt it was important to ensure all stakeholders had an opportunity to contribute to and engage in the Strategic Plan.

**Recommendation/Comment 3:**

*"Regarding the plan 1: "supporting our team strategies" it is a great plan: specifically 1:1 and 1:2, also 1:3 and 1: 4 - all are vital for the staff. The organization Culture 1:2 "promoting positive culture" seems very pertinent at this time. I hope there more details on how to do this, and also measurement strategies more than Paylocity."*

**Initial Response/Recommendation 3:**

We agree. Yes, there will be additional details available on each strategy. Once the Board of Directors approves the Strategic Plan, NBRC Leadership will work on an Implementation Plan, which outlines how each of these Strategies will be pursued and accomplished. The Implementation Plan will include additional details on how each strategy will be addressed, which Department or Unit is responsible for the steps in each strategy, what resources will be needed, and major milestones. NBRC Leadership will report on the progress of the Implementation Plan and Strategic Plan annually.

**Recommendation/Comment 4:**

*"I noticed that draft strategic plan has "welcome" in different languages. I am not sure how many people need to speak the language to be added, I think it would be good idea to add (the) Amharic greeting in Ethiopian language to the increase diversity and inclusion. I have noticed documents such as Medi-Cal Notices in Amharic language."*

**Initial Response/Recommendation 4:**

We agree. Thank you! The suggested Amharic greeting has been added to the draft of the Strategic Plan for the Board of Director's review.

**Recommendation/Comment 5:**

Under the Communication focus area: it is important to ensure outreach and communication methods are consistent and up-to-date. Staff have observed that NBRC uses many different outreach methods and at times staff providing outreach are using inconsistent information, different messaging or information that is not up to date.

**Initial Response/Recommendation 5:**

We agree; it is important to ensure all NBRC communications and outreach are consistent and accurate. We appreciate the feedback and will ensure this is addressed in the Implementation Plan for the Strategic Plan. Thank you!



**Recommendation/Comment 6:**

Under the Supporting our Teams focus area, it might be helpful for retention to look at the Outcome Measurement (turn-over, retention, morale, attendance at internal events) by different employee demographics (primary language, ethnicity/identity, longevity, and others) to understand how the regional center culture can better support retention of all linguistic and cultural groups.

**Initial Response/Recommendation 6:**

We agree. Thank you for the suggestion. These factors will be included, to the best of our ability, when we look at the different outcome measures and create the employee survey. Some of these demographics NBRC may not collect on each staff member, so we will need to rely on staff to volunteer what information they feel comfortable providing.

**Recommendation/Comment 7:**

A lot of the Strategic Plan relates to linguistic and cultural competence and equity; it would be helpful to quantify how much NBRC translates and if it makes sense to have more resources internally for translation and interpretation rather than contract this out.

**Initial Response/Recommendation 7:**

This is a great observation. While it would be helpful to have these resources internally, NBRC will need to look at how much (hours and dollars) is spent on translation and interpretation and see if it is cost effective to bring these specialties in-house. NBRC Leadership is committed to following up on this suggestion and will work to quantify the resources and feasibility of internal translation and interpretation.

**Service Provider Community:** NBRC received specific feedback from several members of the Vendor Advisory Committee:

**Recommendation/Comment 8:**

Focus Area: Community Outreach: Add as an Outcome Measure: Service Provider Satisfaction with External Communication.

**Initial Response/Recommendation 8:**

NBRC is committed to ensuring service providers are treated as valued, collaborative partners, including the importance of regional center staff returning provider calls and emails. Further, NBRC fully supports this as an area for improvement and development.

In order to best address this area, including having reliable data to monitor and guide improvement, NBRC recommends Leadership research what other regional centers and agencies are currently doing in this area and what methodologies have been most effective both in terms of ongoing data monitoring and reporting, and promising practices for improving regional center responsiveness to service providers. Leadership will present an update to the Board and VAC by June 2024.