

## STATEMENT OF ASSURANCES

This is to assure that North Bay Regional Center Year 2014 Performance Contract was developed in accordance with the requirements specified in Welfare and Institutions Code section 4629 and the Department of Developmental Services' (DDS) Year 2014 Performance Contract Guidelines.

The performance contract was developed through a public process which included:

- Providing information, in an understandable form, to the community about regional center services and supports, including budget information and baseline data on services and supports and the regional center operations [WIC 4629 (c)(B)(i)];
- Holding at least one public meeting to solicit input on performance objectives and using focus groups or surveys to collect information from the community [WIC 4629 (c)(B)(ii)];
- Providing at least 10 calendar days advance public notice of the date(s) of the public meeting (DDS Guidelines);
- Circulating a draft to the community of the performance contract plan relative to the public policy and compliance outcomes identified in the DDS Performance Contract Guidelines, and any locally developed policy outcomes prior to presenting the contract to the regional center board for action [WIC 4629 (c)(B)(iii)];
- Providing an opportunity for additional public input and consideration of that input at the regional center board meeting prior to board action on the proposed performance contract [WIC 4629 (c)(B)(iii)].

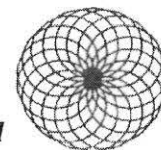
Signature of RC Director: \_\_\_\_\_



Date: \_\_\_\_\_



11/12/13




**North Bay Regional Center promotes opportunities and supports choices for people with developmental disabilities in Solano, Sonoma, and Napa Counties**



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

Performance Plan- 2013-14: Public Policy Measures	Statewide Averages	NBRC Outcomes	Strategic Achievements & Planned Activities for 2013-2014
Fewer clients reside in state developmental centers	.78% 2011  0.67% 2012  0.57% 2013	1.74%/131 2011  1.53%/118 2012  1.40%/110 2013 ☆	NBRC continues developing new living arrangements to meet intensive health, mental health, and behavioral support needs.
More children live with families (including own family, foster family, and/or guardian)	98.64% 2011  98.78% 2012  98.92% 2013	97.98%/3008 2011  98.36%/3052 2012  98.78%/3,078 2013 ☆	NBRC provides New Parent Orientations including resources for and referrals to community agencies, IHSS, Kaiser Autism Case Management services, and Family Resource Centers. NBRC continues providing family support as needed including: respite, daycare supplement, and behavioral services that include the family. NBRC's MHSA Project Connect will continue to address the early intervention needs of children 0-5 with mental health diagnoses.
Fewer children live in licensed homes serving more than 6 children	0.11% 2011  0.08% 2012  0.08% 2013	0.10%/3 2011  0%/0 2012  0%/0 2013 ☆	NBRC continues developing alternative living arrangements that meet children's health needs; NBRC continues improving behavior health and crisis intervention services through the utilization of private insurance and community resources as well as NBRC contracted vendors.

	Statewide Average	NBRC Average	Planned Activities for 2013-14
<p><i>More adults live in home settings (includes living with family/parent/conservator, adult family home agency-FHA, independent living, or supported living arrangements)</i></p>	<p><b>74.1%</b> 2011</p> <p><b>75.29%</b> 2012</p> <p><b>76.08%</b> 2013</p>	<p><b>70.62%/3045</b> 2011</p> <p><b>72.18%/3231</b> 2012</p> <p><b>73.52%/3,392</b> 2013 </p>	<p>NBRC continues advocating for and developing a wide array of living arrangements for adults, including use of Individualized Housing Plans. Families will continue attending Transition Fairs to become informed and supported in making choices for living arrangements, and NBRC will increase outreach to minority clients to educate families on living options and provide information in a culturally appropriate manner.</p> <p>NBRC monitors residential services to ensure living arrangements meet client needs, modifying and/or reducing services as appropriate to meet needs for least restrictive supports.</p>
<p><i>More adults reside in the home of a parent or guardian</i></p>	<p><b>57.99%</b> 2013</p>	<p><b>47.05%/2,175</b> 2013</p>	<p>NBRC will continue monitoring living arrangements to meet client needs, advocating for and modifying supports as needed for client to reside in the home of a parent or guardian.</p>
<p><i>More adults reside in Independent Living arrangements</i></p>	<p><b>11.94%</b> 2011</p> <p><b>11.84%</b> 2012</p> <p><b>11.63%</b> 2013</p>	<p><b>10.74%/463</b> 2011</p> <p><b>11.15%/499</b> 2012</p> <p><b>11.46%/530</b> 2013 </p>	<p>NBRC will continue working with clients and families to identify appropriate living arrangements, and develop ILS services. NBRC works with North Bay Housing Coalition and local ILS agencies to advocate for, develop and provide access to affordable residential options and school transition programs to prepare clients for independent living arrangements.</p>

	Statewide Average	NBRC Average	Planned Activities for 2013-14
<p><i>More adults reside in Supported Living arrangements</i></p>	<p><b>5.56%</b> 2011</p> <p><b>5.59%</b> 2012</p> <p><b>5.63%</b> 2013</p>	<p><b>13.66%/589</b> 2011</p> <p><b>13.94%/624</b> 2012</p> <p><b>14.08%/651</b> 2013 </p>	<p><i>NBRC will continue identifying supported living options and advocating for affordable housing options including housing vouchers. NBRC will continue monitoring and modifying support needs as identified for each individual client.</i></p>
<p><i>More adults reside in Family Home Agency (FHA) living arrangements</i></p>	<p><b>0.70%</b> 2011</p> <p><b>0.76%</b> 2012</p> <p><b>0.84%</b> 2013</p>	<p><b>.67%/29</b> 2011</p> <p><b>0.89%/40</b> 2012</p> <p><b>0.93%/43</b> 2013 </p>	<p><i>NBRC continues educating and training staff and clients/families in use of FHA living arrangements.</i></p> <p><i>NBRC will continue to use needs-based assessments and IDT planning teams to refer clients/families to FHA living arrangements and expand FHA vendor options including implementation of the Enriching Lives FHA Waiver to serve 17 year olds, out of home respite needs, and the ability for a custodial parent to reside with a minor child.</i></p>
<p><i>Fewer adults live in licensed homes serving more than 6 adults</i></p>	<p><b>3.65%</b> 2011</p> <p><b>3.40%</b> 2012</p> <p><b>3.17%</b> 2013</p>	<p><b>2.02%/87</b> 2011</p> <p><b>1.70%/76</b> 2012</p> <p><b>1.80%/83</b> 2013 </p>	<p><i>NBRC develops homes that serve 4 adults or less while meeting health and behavioral needs.</i></p> <p><i>NBRC will continue to monitor and assess service needs to advocate for and transition adults into less restrictive/more integrative living arrangements.</i></p>

Compliance Measures: NBRC is in compliance with Performance Contract when CDER and Intake timelines are met and NBRC passes auditing and budget management criteria			
Compliance Measure	Statewide Average	NBRC Outcomes	Planned Activities
<p><i>Intake/Assessment is completed in a timely manner: 142 days or less</i></p> <p><i>143-240 days</i></p> <p><i>Over 240 days</i></p>	<p><b>98.56%- 2011</b> <b>98.83%- 2012</b> <b>99.05%-2013</b></p> <p><b>1.30%- 2011</b> <b>1.13%- 2012</b> <b>0.87%-2013</b></p> <p><b>0.13%- 2011</b> <b>0.04%- 2012</b> <b>0.08%-2013</b></p>	<p><b>95.65%- 2011</b> <b>85.81%- 2012</b> <b>98.33%-2013</b> ★</p> <p><b>4.35%- 2011</b> <b>13.51%- 2012</b> <b>0.56%-2013</b> ★</p> <p><b>0%- 2011</b> <b>0.68%- 2012</b> <b>1.11%-2013</b></p>	<p><i>NBRC will continue providing timely completion of intake/assessment for children 3 years old and above, and adults.</i></p> <p><i>NBRC will continue working with intake staff, SELPA, and vendors to improve timelines.</i></p> <p><i>NBRC will work with regional center database systems, e.g., SANDIS, to ensure accurate data input and corrections are made.</i></p>
<i>Intake/assessment and Individual Family Service Plans are completed in a timely manner</i>	<i>Statewide data collection under development</i>		<i>NBRC will continue monitoring IFSP input data internally to ensure IFSP's are completed in a timely manner</i>
<i>Client Development Evaluation Reports (CDERs) and Early Start Reports (ESRs) are current</i>	<p><b>97.15%-2013</b></p>	<p><b>93.81%-2011</b> <b>No data-2012</b> <b>95.35%-2013</b> ★</p>	<i>NBRC will continue monitoring reports to ensure CDERS and ESRs are current, and will use internal auditing to identify training needs and supports.</i>

Compliance Measure	2012	2013	Planned Activities
<i>NBRC passes unqualified independent audit with no material findings</i>	YES	YES	<i>NBRC will continue to utilize business practices in compliance with audits</i>
<i>NBRC is in substantial compliance with DDS Fiscal Audits</i>	YES	YES	<i>See above</i>
<i>NBRC POS fiscal % projections are accurate (based on February SOAR)</i>	YES	YES	<i>NBRC monitors POS spending monthly to make accurate projections. With the advent of E-Billing this past year, NBRC fiscal staff has improved accuracy</i>
<i>NBRC Operates within the POS budget</i>	YES	NO	<i>NBRC was awaiting additional budget allocations from DDS to compensate overage- received August 3013</i>
<i>NBRC participates in the Federal Waiver</i>	YES	YES	<i>NBRC Internal Quality Monitor conducts monthly internal audits to ensure reporting compliance and identify staff training needs</i>
<i>NBRC complies with Vendor Audit requirements</i>	YES	YES	<i>NBRC will continue to meet vendor audit requirements</i>
<i>NBRC develops IPPs that meet Welfare &amp; Institutions Codes (WIC) requirements</i>	<i>99.78% are compliant per DDS review</i>	<i>NBRC is substantially compliant with Biennial DDS review per Welfare &amp; Institutions Code section 4646.5 (c)(3)</i>	<i>NBRC will continue to monitor IPP reports per Supervisor review and approval to ensure all IPPS meet Lanterman Act and WIC requirements.</i>
<i>NBRC completes IFSPs to meet Title 17 requirements in compliance with timelines</i>	<i>86.69%</i>	<i>Early Start Report is Under Development</i>	<i>NBRC will continue to comply with Title 17 requirements for timely completion of IFSPs per Supervisor review</i>

**Public Policy Outcomes for which Statewide Data Collection is Not Yet Available**

Measure	Planned Activities
<i>Number and percent of adults with earned income and average wage (aggregate)</i>	<ul style="list-style-type: none"> <li>• NBRC will continue identifying data points that will inform wage and earned income of clients, thereby supporting improved planning; NBRC continues strategizing with supported employment vendors and local businesses to improve upon and expand awareness for hiring clients into competitive work opportunities</li> <li>• NBRC will train staff on Employment First legislation and develop strategies for improving employment outcomes</li> </ul>
<i>Number and percent of adults in supported employment and/or competitive employment</i>	<ul style="list-style-type: none"> <li>• NBRC will work with families, client advocates and the Department of Rehabilitation to increase job access in the community</li> <li>• NBRC will continue advocating for work first options; current NBRC data suggests 459 clients(10%) are working in supported employment capacities</li> </ul>
<i>Access to medical and dental service</i>	<ul style="list-style-type: none"> <li>• NBRC contracts with a dental services coordinator to improve access</li> <li>• NBRC advocates for and assists clients and families with accessing Medi-Cal using Institutional Deeming</li> <li>• NBRC collaborates with managed care plans, Partnership Health Plan, and community health initiatives to meet needs and will increase outreach to medical professionals</li> <li>• NBRC Community Resource Consultant identifies needs and develops resources for accessing services</li> <li>• NBRC will work with local vendors and our community to identify Covered California options for clients to gain improved access to medical and dental services</li> </ul>
<i>Number of clients per 1,000 who are victims of abuse.</i>	<ul style="list-style-type: none"> <li>• NBRC trains staff as mandated reporters and works with victims advocates, domestic violence agencies, and local law enforcement agencies providing training and awareness outreach</li> <li>• NBRC collaborates with the Predator Awareness Task Force to provide training and education on community safety</li> <li>• NBRC trained 75 professionals on the "Safe and Strong" curriculum in a 'train the trainer' capacity and will continue advocating for use of this curriculum</li> </ul>



NBRC Local Policy Outcomes & Strategic Achievements	Planned Activities for 2013-14
<p><u>Individuals achieve self-reliance and independence</u></p>	<ul style="list-style-type: none"> <li>• NBRC launched a YouTube channel featuring stories promoting independence and self-reliance <a href="http://www.youtube.com/user/northbayrc">www.youtube.com/user/northbayrc</a></li> <li>• NBRC will continue working with the statewide housing coalition to increase affordable housing</li> <li>• NBRC supports clients managing their money and promotes clients acting as their own rep payees, with supports as needed</li> <li>• NBRC will expand outreach and education to minority groups to increase cultural awareness and expand staff cultural competency skill sets to promote equity of resource distribution which supports self-reliance and independence</li> <li>• NBRC Transportation Access Planning will continue identifying cost effective services that promote greater independence and self-reliance in accessing the community</li> </ul>
<p><u>Individuals achieve economic influence through employment</u></p>	<ul style="list-style-type: none"> <li>• NBRC will continue referring students to the College to Career program and Project Search, promoting work opportunities through transition</li> <li>• NBRC will promote Work First options</li> <li>• NBRC will continue training staff on use of community resources to increase employment options including Dept. of Rehabilitation referrals</li> <li>• NBRC will identify data sets that support planning and decision-making regarding strategies to reduce dependence on government subsidies</li> </ul>
<p><u>Individuals are the principal decision-makers in their lives</u></p>	<ul style="list-style-type: none"> <li>• NBRC will work with self-advocates to promote independent decision-making, handling of own resources and money, making career decisions, and voting</li> <li>• NBRC will expand outreach and education to minority groups to increase cultural awareness and expand staff cultural competency skill sets in ways that result in greater equity of resource distribution to support individuals acting as principal decision-makers</li> <li>• NBRC will explore use of Tailored Day Services to increase options for individuals to act as principal decision-makers</li> <li>• NBRC will continue promoting voter registration through service coordination and self-advocacy</li> </ul>



Family Support services result in health family environments

- NBRC will continue advocating for use of community resources and private insurance, including conducting community outreach and education, to facilitate improved collaborations resulting in increased access for clients and families
- NBRC Parent Behavior trainings will continue educating parents and families in providing behavior supports that result in cost-effective behavior interventions and person-centered planning, supporting healthy family environments in both Spanish and English
- NBRC will continue utilizing Creating Behavioral and Educational Momentum (CBEM) crisis intervention services, providing successful deflection from more restrictive supports
- NBRC continues supporting emergency preparedness in collaboration with vendor and community groups including Disaster Preparedness for Vulnerable Populations (DP4VP) and Public Health Outreach Network for Emergencies (PHONE)
- NBRC will continue project management of Mental Health Service Act grants, serving the needs of individuals with dual diagnosis and early childhood mental health

Individuals and families have access to community resources

- NBRC will increase community outreach and education to diverse ethnic and cultural groups to facilitate increased awareness around regional center services and collaboration that expands the use of community resources
- NBRC continues supporting, problem-solving, and facilitating use of private insurance and community resources to access behavior and medical services necessary to support client and family health, including use of co-pay legislation to support client access to needed medical services