

2024 CASELOAD RATIO PUBLIC MEETING



Welcome!

iBienvenidos!

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خوش آمدید!

Maligayang pagdating!



North Los Angeles County Regional Center

2024 CASELOAD RATIO PUBLIC MEETING

DEVELOPING A PLAN OF CORRECTION

Tuesday, June 25, 2024

10:00 am to 11:30 am

or

6:00 pm to 7:30 pm

(Both Meetings will be in English with Spanish, Armenian, Farsi, and Tagalog Interpretation)

Purpose of this Public Meeting

Background

- The Department of Developmental Services (“DDS”) is the agency through which the State of California provides services and supports to individuals with developmental and intellectual disabilities.
- Each year, DDS provides information about NLACRC’s Service Coordinator-to-consumer ratios.
- This year NLACRC’s Service Coordinator-to-Consumer ratios are higher than the ratios allowed in the Lanterman Act.
- DDS requires that regional centers hold a public meeting when caseload ratios are too high.

Purpose of this meeting

- Share information about which of NLACRC’s Service Coordinator-to-consumer ratios are too high and why.
- Get input from the community to be included in the plan of correction that will be submitted to DDS.



NLACRC Mission Statement

NLACRC's mission is to create a community (including families) where each individual with a developmental disability has the opportunity to live a healthy, productive, and inclusive life.



About NLACRC

- NLACRC is **1 of 21** regional centers in California.
- NLACRC is the **largest** of the 7 regional centers in LA County.
- We served a total of **33,745** consumers as of March 1, 2024.
- We serve consumers in San Fernando Valley, Santa Clarita Valley, and Antelope Valley.



Requirements Related to Caseload Ratio

What is a Caseload Ratio?

- A caseload ratio tells us the number of consumers being served by each Service Coordinator.

Welfare & Institutions Code, §4640.6

- Establishes service coordinator-to-consumer ratios to ensure that regional center staffing patterns demonstrate direct service coordination are the highest priority.
- Regional centers must report to the Department of Developmental Services (“DDS”) on service coordinator-to-consumer ratios in March of each fiscal year
- Regional center shall hold at least one public meeting during the year to receive stakeholder input regarding the plan of correction.
 - Information about the Caseload Ratio public meeting is shared through these platforms:
 - ✦ Emails
 - ✦ NLACRC’s weekly News You Can Use Newsletter
 - ✦ Information was posted on the NLACRC website calendar and home page.
 - ✦ Social media posts on NLACRC’s *Facebook, *Instagram and Twitter



Requirements Related to Caseload Ratio - Continued

Welfare & Institutions Code, §4640.6 - continued

- DDS shall provide technical assistance and require a plan of correction when the required service coordinator-to-consumer ratios are not maintained by the regional center for two consecutive reporting periods.
- Plans of correction must be developed following input from the state council, local organizations representing consumers, family members, regional center employees, including recognized labor organizations, service providers and other interested parties.



Regional Center Operations Budget

- Each regional center is given a budget to operate their business.
- The operations budget is different than the purchase of services budget each regional center receives to purchase services for consumers.
- A regional center's operations budget is determined by DDS.
- The regional center's budget is based on the number of consumers that the regional center serves.



Regional Center Operations Budget

Core Staffing Formula:

- The operations budget includes money for employee salaries. The amount of money is based on the "**Core Staffing Formula**", which has not been updated **since the 1990's**.
 - The Core Staffing Formula funds Service Coordinators at \$34,032 per year, which is \$16.36 per hour. The Los Angeles County minimum wage is \$16.90 per hour as of July 1, 2023.
- ***Regional centers operations budget for Service Coordinator salaries and benefits in the Core Staffing Formula is not based on today's hiring costs.***



Funding Challenges – Money Allocation

- For every **2** Service Coordinator positions funded in the Operations Budget based on the Core Staffing Funding, **the money only actually funds 1 position.**
- As of March 1, 2024:
 - 263 additional Service Coordinators needed to meet caseload ratios.



Regional Center Operations Budget – Additional Funding

- Effective in FY2019-2020, Senate Bill 81 provided money to regional centers to hire more Service Coordinators to establish 1:25 service coordinator-to-consumer caseload ratio for Consumers with complex needs.
 - Consumers with complex needs are those Consumers who reside in or are at risk of residing in one of the following places:
 - ✦ Institutions for Mental Diseases (IMD);
 - ✦ Community Crisis Homes;
 - ✦ State-Operated Acute Crisis Homes;
 - ✦ Out-Of-State Placement; or
 - ✦ Admitted into a psychiatric hospital several times during the preceding six months.

Regional Center Operations Budget – Additional Funding

- Beginning in FY2023-2024, the state budget provided money to regional centers to hire more Service Coordinators to reduce service coordinator-to-consumer caseloads to 1:40 for a specific number of consumers per regional center; NLACRC is authorized to serve 240 families at the 1:40 ratio.
- This funding is called “**Enhanced Service Coordination,**” and this funding is in addition to the “core staffing” funding.
- Enhanced Service Coordination specifically prioritizes individuals or families who have less than \$2,000.00 purchase of services expenditures or no purchase of services expenditures in services and supports.



Regional Center Operations Budget – Additional Funding

- The FY 2023-24 state budget included \$153,212 million of funding statewide to increase the number of service coordinators for children through age five and \$84.3 million of funding statewide to increase the number of service coordinators for all other age groups. This is specifically to reduce service coordinator-to-consumer caseload ratios.
- This funding is called “Caseload Ratio Relief.”
- The “Caseload Ratio Relief” funding is in addition to the “core staffing” funding.



What are the Highest Caseload Ratios Allowed?

The Lanterman Act sets the following caseload ratios for different types of residences and programs:

Residence/Program	Caseload Ratio
Consumers on Medicaid Waiver who do not fall in any other category here	1:62
Consumers Age 0 – 5	1:40
Consumers who moved from a Developmental Center to the community within the last 12 months	1:45
All Others	1:66
Complex Needs	1:25
Low/no purchase of service (This is enhanced service coordination. (Under the DDS contract, this category has a total of 240 individuals)	1:40



NLACRC's Caseload Ratios Chart

Caseload Ratio Measures	# of Consumers	# of Service Coordinators Assigned	NLACRC Caseload Ratio	# of Service Coordinators Required	# of Service Coordinators Needed
Medicaid Waiver (1:62)	10,073	89	1:113	162	73
Age 0-5 (1:40)	9,014	116	1:78	225	109
Moved from DC in the community within the last 12 months (1:45)	8	1	1:7	0	0
All Others (1:66)	14,650	141	1:104	222	81
Complex Needs (1:25)	134	6	1:23	5	0
Low or No Purchase of Service (1:40)	240	6	1:40	6	0

This chart is based on DDS and NLACRC data as of March 1, 2024.



How Does NLACRC Compare?

Description	Required Caseload Ratio	NLACRC Caseload Ratio	Comments
Medicaid Waiver	1:62	1:113	NLACRC did not meet required ratio.
Age 0-5	1:40	1:78	NLACRC did not meet required ratio.
Moved from DC in the community within the last 12 months	1:45	1:7	NLACRC is under the caseload ratio and statewide average
All Others	1:66	1:104	NLACRC did not meet required ratio.
Complex Needs	1:25	1:23	NLACRC is under the caseload ratio and statewide average.
Low or No Purchase of Service	1:40	1:40	NLACRC met required ratio.



NLACRC's Caseload Ratios

NLACRC **did not meet** these Service Coordinator-to-consumer ratios:

- Medicaid Waiver
- Age 0-5
- All Others

NLACRC **met** these Service Coordinator-to-consumer ratios:

- Movers within the last 12 months
- Complex needs
- Low or no Purchase of Service



Community Recommendations

NLACRC received recommendations last year from the community (individuals served, families, vendors, staff, other individuals) about caseload ratios.

Recommendations	Outcomes
<p>Staffing</p> <ul style="list-style-type: none">▪ Hire more Service Coordinators.▪ Hire Service Coordinators who have more experience with individuals with special needs.▪ Increase the number of supervisors that supervise Service Coordinators.▪ Hire assistants/secretarial staff.▪ Offer part-time Service Coordinator positions.▪ Hire individuals who receive regional center services who can be more empathetic and understanding of individuals with special needs.▪ Increase salaries for Service Coordinators and Supervisors to be more competitive.	<ul style="list-style-type: none">▪ 43 full-time Service Coordinators have been hired.▪ Some of the Service Coordinators hired are former employees of vendors who work with individuals with special needs.▪ The number of supervisors for Service Coordinators has increased by 23%.▪ 5 assistants/secretarial staff have been hired.▪ Status of part-time CSC positions: NLA focused on increasing full-time employee (FTE) positions to more quickly address caseload ratio concerns.▪ # of individuals receiving RC services hired (or status): NLA, as an Equal Opportunity Employer, pledges to employ qualified individuals without discrimination against such individuals on the basis on race, color, religion, sex, national origin, age, disability or genetic information▪ Service Coordinators and Supervisors salaries increase by 15%.



Community Recommendations - Continued

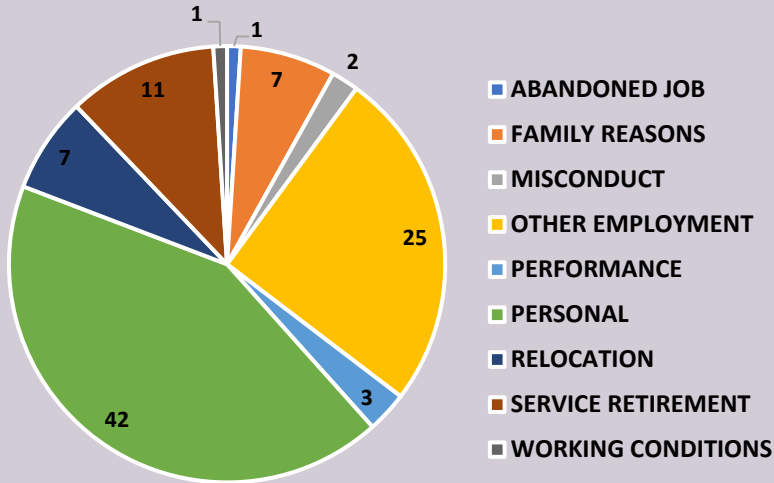
Recommendations

Staffing Continued

- Assess the cause of high turnover.

Outcomes

Separation Reasons
Aug 2023 to Current



Comparison of Separation Reasons
Before/After Feb 2024



Community Recommendations - Continued

Recommendations	Outcomes
<p><u>Streamlining Work</u></p> <ul style="list-style-type: none">▪ Create smaller caseloads for individuals/families that are not accessing services.▪ Have supervisors manage unassigned cases.▪ Create smaller caseloads and have supervisors manage the remaining cases.▪ Try to combine cases that are close to each other.▪ Services Coordinators should obtain needed information about individuals services from their service providers, such as annual/semi-annual progress reports for the individuals served.▪ Include Early Start intake as part of NLACRC's Intake department to avoid closing cases after Early Start where applications are incomplete or not ready to proceed with a referral.▪ Individuals served that are in the same family and receiving the same or similar services should be assigned to a single Service Coordinator.	<ul style="list-style-type: none">▪ Enhanced caseload unit has currently a 1:40 ratio for clients that have less than \$2000 or zero POS.▪ Supervisors and Officers of the Day "ODs" respond and assist families/ clients from vacant caseloads.▪ In addition to Supervisors managing large units and supporting their staff, their job responsibilities include reviewing and approving the documentation for service delivery and continued reporting.▪ NLACRC has offices in the San Fernando Valley, Santa Clarita Valley and Antelope. Each office has case distribution for each of the valleys to service coordinators who work out of those offices.▪ Assignment of cases is conducted based on the number of cases a CSC has and the catchment area where consumer resides.▪ CSCs currently obtain progress reports from providers receiving funds from RC.▪ Early Start Department has created an intake unit that completes 45-day timeline procedures for evaluations and eligibility.▪ Within NLA, we have departments assigned by age groups that can provide information on services and supports based on the needs for the particular age and based on the specific needs of the individual.



Community Recommendations - Continued

Recommendations	Outcomes
<p><u>Training</u></p> <ul style="list-style-type: none">▪ Provide training that prepares Service Coordinators with all the tools they need to succeed. ▪ Provide time management training to staff.	<ul style="list-style-type: none">▪ Training and tools provided to staff:<ul style="list-style-type: none">❖ SharePoint: Training library – 532 Active training documents and instructional guides.❖ LMS eLearning catalog – 39 Active eLearning modules for CSCs that are on-demand.❖ Diversity, Equity, Inclusion, and Belonging Training – 4-part series. Three sessions at 3hrs in-person, and one virtual session 1.5hrs. Provided throughout Fiscal Year 2023-24. All catch-up/makeup sessions to be completed by end of June 2024.❖ Person-Centered Planning Overview – Training completed for all CSCs School Age Units through Adult Age Units.❖ Person-Centered IPP Writing New Staff Orientation Training – 4-part program designed for CSCs (Lanterman Ages 3+) for new staff. Three sessions at 3hrs in-person, and one virtual/practice session for person-centered IPP writing. The virtual session is for staff to practice writing an IPP with the option to meet with their lead trainer to answer questions or receive support.❖ Early Start, IFSP Refresher, and Typing an IFSP eLearning modules designed/developed. (Included in the numbers above in the eLearning catalog)❖ Early Start based curriculum for new staff – Early Start department specific training program. Virtual sessions for all new Early Start staff. ▪ Time Management Training:<ul style="list-style-type: none">❖ Provided in the LMS eLearning catalog.



Community Recommendations - Continued

Recommendations	Outcomes
<p><u>Public Information</u></p> <ul style="list-style-type: none">▪ Give individuals specific information on how they can advocate for necessary political and budgetary changes to improve services.▪ Provide more self-serve tools on the website.▪ Create more self-service options so that individuals can research service providers without Service Coordinator involvement.▪ Provide individuals services/families with a list of regional center services.▪ Provide more information about services on your website.	<ul style="list-style-type: none">▪ Specific information provided to individuals on how they can advocate for political and budgetary changes:<ul style="list-style-type: none">❖ NLACRC Legislative Town Hall – Held on February 22, 2024❖ Creating Additional Legislative Training for the Community▪ Self-serve tools on the website:<ul style="list-style-type: none">❖ https://www.nlacrc.org/consumers-families/service-and-support-assessments▪ Self-service options so that individuals can research service providers:<ul style="list-style-type: none">❖ https://www.nlacrc.org/consumers-families/service-provider-list▪ List of regional center services:<ul style="list-style-type: none">❖ North Los Angeles County Regional Center Services and Descriptions▪ Some of the useful information on NLACRC’s website includes:<ul style="list-style-type: none">❖ Guide for Consumers and Families❖ Common Services brochures and supplement with regional center services and descriptions❖ Updated service standards❖ Assessment tools❖ Emergency preparedness❖ NLACRC’s town halls❖ Information about COVID-19



Legislative and Community Engagement

NLACRC has actively engaged with legislators and the community to try to find solutions for high caseloads. These include:

Efforts

- We collaborate with a Legislative Educator Consultant to assist us with legislative activities and engagement.
- Each year we provide legislative advocacy training for Board members and management staff.
- Advocating with legislators in supporting and addressing state budget allocations can provide us with more funding for operations and for hiring more staff.

Legislative and Community Engagement - Continued

Efforts

- Individuals served, their families, vendors, and NLACRC staff met with legislators throughout the year at their local district offices to keep them informed about our most critical issues related to budget allocation.
- Individuals served, their families, vendors, and NLACRC staff continue to meet with legislators during Grass Roots Day through ARCA in Sacramento.
- ARCA advocates for funding required for compliance with federal, state, and local mandates.



NLACRC's Continued Commitment to Our Community

NLACRC is committed to continue to make significant progress towards compliance with the Caseload Ratio, including timelines, resources, and strategies from consumers, families, and the community at large.





NLACRC Wants to Hear From You

We want your feedback and suggestions on how to address caseload ratios. Follow the links below to complete our brief online survey by **July 9, 2024**.

The survey is available in English and Spanish:

English version:

<https://rebrand.ly/CaseLoadEng>



Spanish version:

<https://rebrand.ly/CaseloadES>





Thank you!

iGracias!

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مَشْكُورَم!

Salamat!