



North Los Angeles County Regional Center

Code of Conduct

As we work together to provide services and supports to persons with developmental disabilities in our community, North Los Angeles County Regional Center (NLACRC) strives to create an environment of mutual respect and civility for staff, consumers, their families, and all other members of the community. To achieve this goal, we encourage freedom of expression, within the context of a supportive, safe, and harassment-free environment. NLACRC encourages positive communication and discourages actions that are or are perceived as hostile or threatening by or toward staff, representatives of NLACRC including, but not limited to its board members, consumers, family members, vendors, service providers, contractors, and anyone else who engages with NLACRC in any capacity. We seek your partnership in ensuring that every meeting and interaction will be held within the framework of mutual respect and civility among all participants.



North Los Angeles County Regional Center



Welcome! ¡Bienvenidos! Բարի գալուստ! خوش آمدید! Maligayang pagdating! Добро пожаловать!

2025 CASELOAD RATIO PUBLIC MEETING

DEVELOPING A PLAN OF CORRECTION

Tuesday, July 22, 2025

10:00 am to 11:30 am

or

6:00 pm to 7:30 pm

(Both meetings will be in English with Spanish Interpretation)



Purpose of this Public Meeting

Caseload Ratio Compliance – NLACRC



DDS Oversight



Annual Review



Noncompliance



Public Meeting Requirement

WHY WE'RE HERE



NLACRC'S service coordinator-to-individual served ratios are too high.

YOUR VOICE MATTERS



Community input will be included in a plan of correction submitted to DDS.

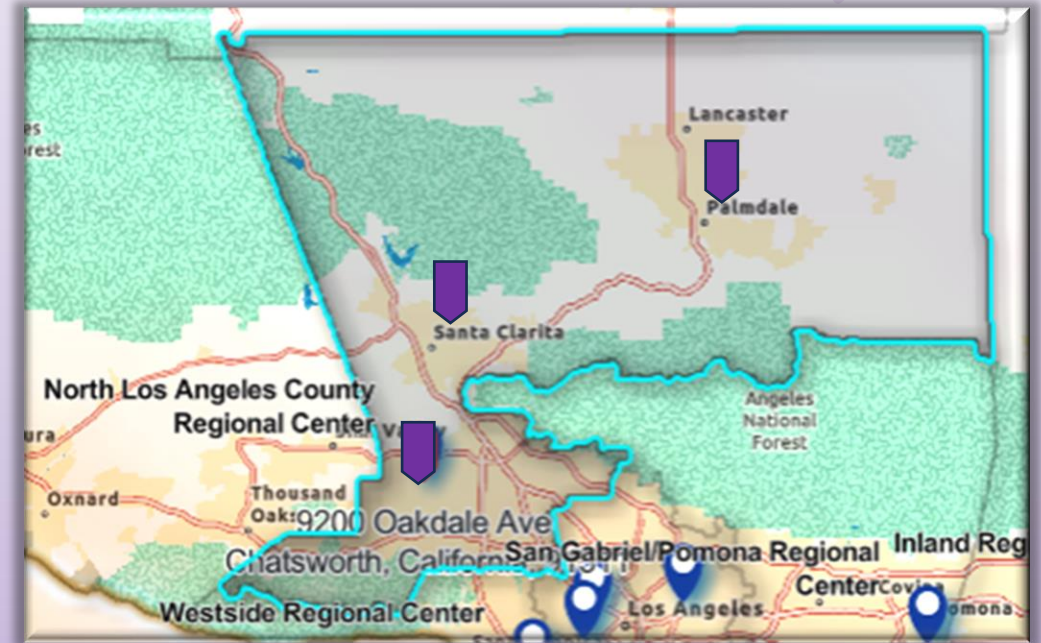
NLACRC Mission Statement

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 ***36,666** individuals served as of March 1, 2025. (an increase of 2,921 individuals served year to date)
- We serve individuals in San Fernando Valley, Santa Clarita Valley, and Antelope Valley.

*Not including Complex & Low/No POS



Requirements Related to Caseload Ratio

What is a Caseload Ratio?

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

Welfare & Institutions Code, §4640.6

- Establishes service coordinator-to-individuals served 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-individuals served 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
 - *English and Spanish

Requirements Related to Caseload Ratio

Welfare & Institutions Code, §4640.6 - continued

- DDS shall provide technical assistance and require a plan of correction when the required service coordinator-to-individuals served 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 individuals served, 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 individuals served.
- A regional center's operations budget is determined by DDS.
- The regional center's budget is based on the number of individuals served that the regional center serves.

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, 2025:
 - 198 additional Service Coordinators needed to meet caseload ratios. (263 additional Service Coordinators were needed as of March 1, 2024.)

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-individuals served caseload ratio for individuals served with complex needs.
 - Individuals served with complex needs are those individuals served 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 (continued)

- Beginning in FY2023-2024, the state budget provided money to regional centers to hire more Service Coordinators to reduce service coordinator-to-individuals served caseloads to 1:40 for a specific number of individuals served 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 (continued)

- 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-individuals served 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 |
|-------------------------------------------------------------------------------------------------------------------------------------------|-----------------------|
| Individuals served on Medicaid Waiver who do not fall in any other category here | 1:62 |
| Individuals served Age 0 – 5 | 1:40 |
| Individuals served 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 |

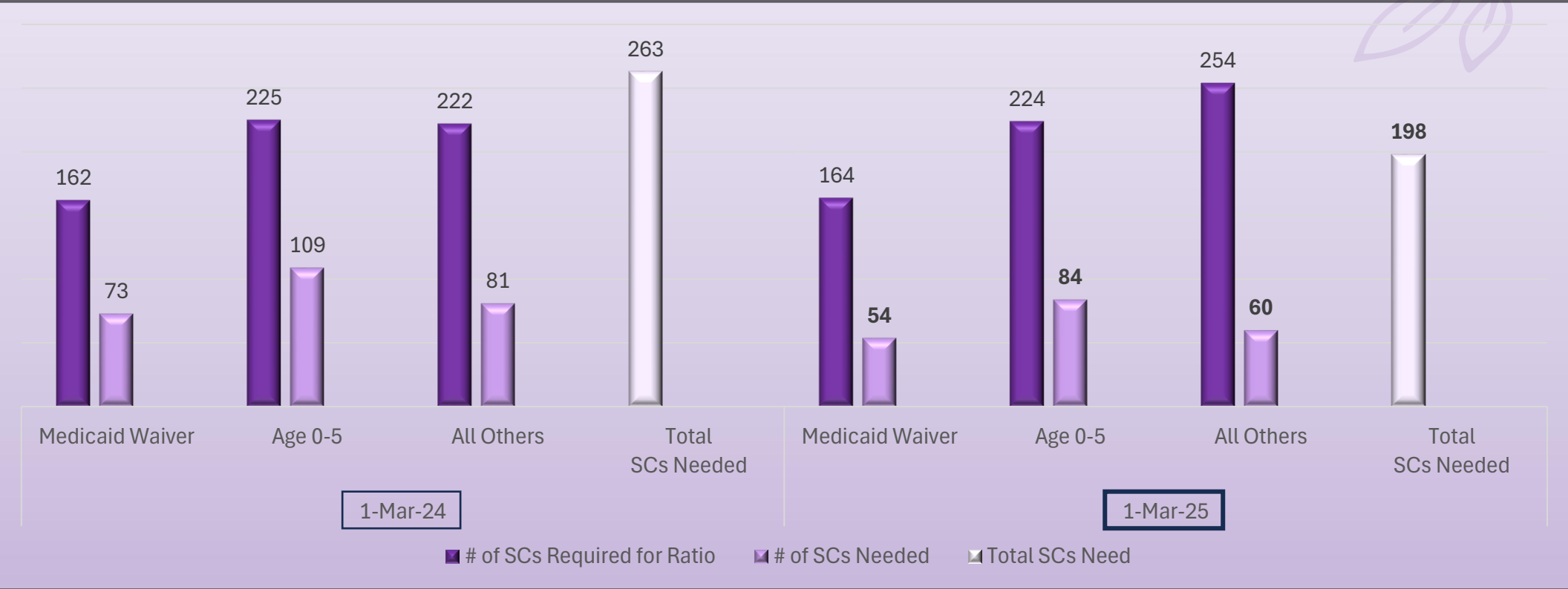
2025 CASELOAD RATIO PUBLIC MEETING

Service Coordinators : Individuals Served Ratio

| Caseload Ratio Measures | Year | # of individuals served | # of Service Coordinators Assigned | NLACRC Caseload Ratios | # of Service Coordinators Required | # of Service Coordinators Needed |
|-----------------------------------------------------------------|--------------|-------------------------|------------------------------------|------------------------|------------------------------------|----------------------------------|
| Medicaid Waiver (1:62) | 2025 2024 | 10,150 10,073 | 110 89 | 1:92 1:113 | 164 162 | 54 73 |
| Age 0-5 (1:40) | 2025 2024 | 9,778 9,014 | 160 116 | 1:61 1:78 | 244 225 | 84 109 |
| All Others (1:66) | 2025 2024 | 16,732 14,650 | 194 141 | 1:86 1:104 | 254 222 | 60 81 |
| Moved from DC in the community within the last 12 months (1:45) | 2025 2024 | 6 8 | 1 1 | 1:7 1:7 | 0 0 | 0 0 |
| Complex Needs (1:25) | 2025 2024 | 136 134 | 8 6 | 1:17 1:23 | 5 5 | 0 0 |
| Low or No Purchase of Service (1:40) | 2025 2024 | 239 240 | 6 6 | 1:40 1:40 | 6 6 | 0 0 |

This chart is based on DDS and NLACRC data as of March 1st each year.

Service Coordinators Needed to Meet Ratios



This chart is based on DDS and NLACRC data as of March 1st each year.

How Does NLACRC Compare?

| Description | Required Caseload Ratios | Statewide Average Caseload Ratios | NLACRC Caseload Ratios (As of March 1, 2025) | Comments |
|----------------------------------------------------------|--------------------------|-----------------------------------|-------------------------------------------------|------------------------------------------------------------------|
| Medicaid Waiver | 1:62 | 1:75 | 1:92 | NLACRC did not meet required ratio. |
| Age 0-5 | 1:40 | 1:54 | 1:61 | NLACRC did not meet required ratio. |
| All Others | 1:66 | 1:73 | 1:86 | NLACRC did not meet required ratio. |
| Moved from DC in the community within the last 12 months | 1:45 | 1:31 | 1:7 | NLACRC is under the caseload ratio and statewide average |
| Complex Needs | 1:25 | 1:24 | 1:17 | NLACRC is under the caseload ratio and statewide average. |
| Low or No Purchase of Service | 1:40 | 1:36 | 1:40 | NLACRC met required ratio. |

NLACRC's Caseload Ratios



NLACRC **exceeded** the following service coordinators-to-individuals served caseload ratios:

As of March 1, 2025

- Medicaid Waiver **1:92**
- Age 0-5 **1:61**
- All Others **1:86**

As of June 30, 2025

- Medicaid Waiver **1:85**
- Age 0-5 **1:60**
- All Others **1:78**

Community Recommendations


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

| Community Recommendations | NLACRC Plan/Outcome |
|----------------------------------------------------------------------------------------------------------------------------------------------------------------------|-------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
| <u>STAFFING</u> | |
| ➤ Hire More Service Coordinators: There is a clear need for more service coordinators to handle the growing caseloads and provide timely support to families. | ✓ As of June 16, 2025, NLACRC hired 188 service coordinators (CSCs) to open positions. This is an increase of 55 more CSC hires than prior fiscal year (FY23-24), and 98 more CSC hires than FY22-23. |
| ➤ Address Overwhelmed Staff: Current coordinators are overwhelmed, indicating a need for smaller caseloads and better support. | ✓ This fiscal year, NLACRC has introduced and has begun recruiting for two (2) service coordination positions to provide additional CSC support: <ul style="list-style-type: none">▪ Associate CSC - CSUN student position to provide entry-level service coordination experience and support caseloads for school-age cases.▪ SDP CSC Lead Training Specialist - Position provides introductory information, advocacy, and case management stabilization services for consumer participants of the Self- Determination Program (SDP). ✓ NLACRC recruited/promoted nine (9) additional Lead Trainer CSCs to provide more direct training support to CSCs within their 1st year of service coordination activities. |
| ➤ Enhance Support During Crises: High caseloads can hinder crisis support, so reducing caseloads is vital for effective crisis management. | ✓ NLACRC acknowledges that it is important to prioritize individuals in a crisis situation and has a designated unit for individuals with more complex needs. The team meets to assess and determine if an individual would be better served through the complex needs caseload. |

Community Recommendations (continued)

| Community Recommendations | NLACRC Plan/Outcome |
|--------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|---------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
| <u>Staffing (continued)</u> ➤ Improve Hiring Practices: Clear guidelines and qualifications for hiring, along with promoting open positions, can help address the shortage of coordinators. | <ul style="list-style-type: none">✓ Provided clarity for experience and education requirements for CSC positions with job postings.✓ Provided clarity with base pay methodology for hire offers within job posting.✓ Improved internal communications/marketing of NLACRC's Employee Referral Bonus Program.✓ Improved transparency with guidelines on how we hire in public NLACRC website for Career Opportunities. |
| ➤ Address Complaints: Remove coordinators who have received complaints for poor performance or mistreatment of families. | <ul style="list-style-type: none">✓ Consumers/families can request (at any time) a new service coordinator if they are not satisfied. If there is a performance issue, this will be addressed individually. |
| <u>Training</u> ➤ Improve Training: Provide more and better training for new caseworkers and improved leadership are crucial to ensure quality services. | <ul style="list-style-type: none">✓ Standardized training at the center by integrating instructional design principles.✓ Developed an on-demand eLearning catalog tailored for Lanterman service coordinators.✓ Led three collaborative workgroups to co-design a new core curriculum for CSCs, now in development with a dedicated trainer.✓ Expanded the Training Unit by hiring a Case Management Training Facilitator and an Instructional Designer.✓ Delivered two leadership training programs for management in FY24–25, with a third scheduled for August 2025. |

Community Recommendations (continued)

| Community Recommendations | NLACRC Plan/Outcome |
|------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|----------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
| <p><u>Services</u></p> <p>➤ Ensure Accountability and Efficiency: Supervisors should approve services faster and reduce unnecessary paperwork to improve efficiency.</p> | <p>✓ To improve efficiency, NLACRC continues to review processes and procedures around service approval. As a result, and in an effort to streamline the authorization process, supervisors were granted the authority to approve most services at their level. We are committed to meeting the needs of the individuals we serve; therefore, authorizations will continue to be reviewed to avoid delays.</p> |
| <p><u>Funding</u></p> <p>➤ Provide Adequate Funding: More government funding is needed to support the increasing population with disabilities.</p>  | <p>✓ Please refer to page 20 to see activities related to legislative engagement.</p> |

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.
- 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 Ratios, including timelines, resources, and strategies from individuals served, families, and the community at large.

2025 CASELOAD RATIO PUBLIC MEETING

**Your questions are
important to us!**

**Please provide your questions in the Q&A section at the
bottom of your Zoom screen:**



Q&A



More

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 25, 2025**.

The survey is available in English and Spanish:

English version:

<https://rebrand.ly/CRSurvey2025EN>



Spanish version:

<https://rebrand.ly/CRSurvey2025SP>



