



North Los Angeles County Regional Center



2026 CASELOAD RATIO PUBLIC MEETING

DEVELOPING A PLAN OF CORRECTION

Tuesday, June 2, 2026

1:00 pm to 2:00 pm

or

6:00 pm to 7:00 pm

(Presented in English - Interpretation Available)

Presented by: Angela Pao-Johnson, Executive Director



2026 CASELOAD RATIO PUBLIC MEETING



Listening in Your Primary Language on Zoom

1. Click on 'Interpretation' in your meeting or webinar controls.
2. Choose the language selected at registration.
3. If you only want to hear the translated language, click 'Mute Original Audio' (*this step is optional*).

Note:

- ✓ *If you dial in or use the 'call me' feature, you won't be able to listen to language interpretation.*

Reminders

- Please keep in mind that this presentation is being recorded so we ask you to refrain from sharing personal information that may be compromised.
- Use the “chat” feature to enter suggestions or feedback.
- Links to the survey will be shared in the chat.
- QR Codes to the survey will be shared towards the end of the presentation.



2026 CASELOAD RATIO PUBLIC MEETING



Caseload Ratio Compliance – NLACRC



DDS Oversight



Annual Review



Noncompliance



Public Meeting Requirement

Purpose of the Meeting

- The meeting focuses on transparency and collaboration to address caseload ratios.

Impact of Caseload Ratios

- Caseload ratios affect service quality, timeliness, and the experience of individuals and families served.

WHY WE'RE HERE



NLACRC's service coordinator-to-client ratios are too high.

YOUR VOICE MATTERS



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

Community Engagement

- Community input will be incorporated into the corrective plan submitted to the Department of Developmental Services (DDS).



2026 CASELOAD RATIO PUBLIC MEETING

About NLACRC

NLACRC Organizational Scale

- NLACRC is the largest regional center serving Los Angeles County, supporting over *39,901 individuals as of March 1, 2026.

Diverse Service Regions

- NLACRC serves communities in San Fernando, Santa Clarita, and Antelope Valleys with varied geographic and cultural needs.

Snapshot:

- Average growth of 238 individuals served per month (approximately 4 additional caseloads monthly)
- Average monthly case movement: 1,028 openings and 790 closures
- High volume of ongoing coordination, tracking, and administrative activity
- Staffing challenges given limited funding, ongoing training and onboarding at high volumes





Understanding Caseload Ratios

What is a Caseload Ratio?

- The state establishes different target caseload ratios and funding levels for specific populations, such as young children and Medicaid Waiver participants.
- Caseload ratios reported to the state are organized into these required categories.
- Many service coordinators and units support a mix of populations across multiple categories.
- As a result, an individual service coordinator's caseload may not align exactly with any one statutory ratio.

Welfare & Institutions Code, §4640.6

- Regional centers report these ratios annually (March) to DDS.
- Ratios must be reported separately for service coordinators whose caseload includes certain categories, including:
 - On Medicaid Waiver
 - Under 6 Years
 - Movers within Last 12 Months (from Developmental Centers)
 - All Others
 - Complex Needs
 - Low or No Purchase of Services



Regional Center Requirements

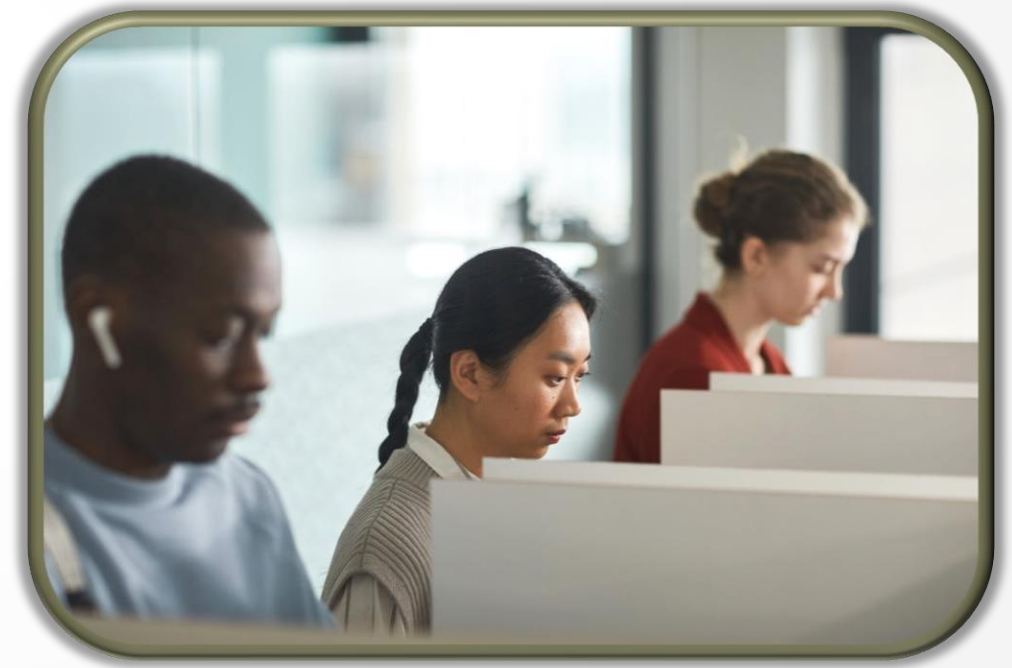


- Must hold at least one public meeting each year to gather stakeholder input on any correction plan, with information shared via email, newsletters, website, and social media.
- If ratios are not met for two consecutive reporting periods, DDS requires a plan of correction and provides technical assistance.
- Correction plans must be developed with input from stakeholders (individuals served, families, staff, service providers, and others).

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, 2026:
 - 162 additional Service Coordinators needed to meet caseload ratios.

Note: 263 additional Service Coordinators were needed as of March 1, 2024.



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Regional Center Operation Budget – Additional Funding

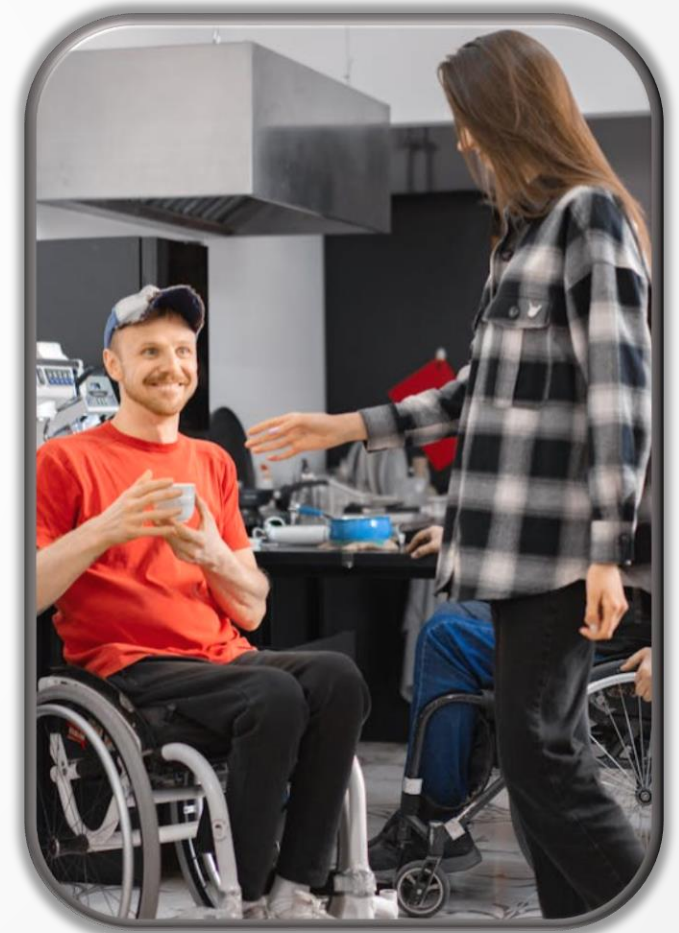


- Effective in FY2019-2020, Senate Bill 81 provided money to regional centers to hire more Service Coordinators to establish 1:25 service coordinator-to-individuals served caseload ratio for individuals served with complex needs.
 - Individuals served with complex needs are those individuals served who 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

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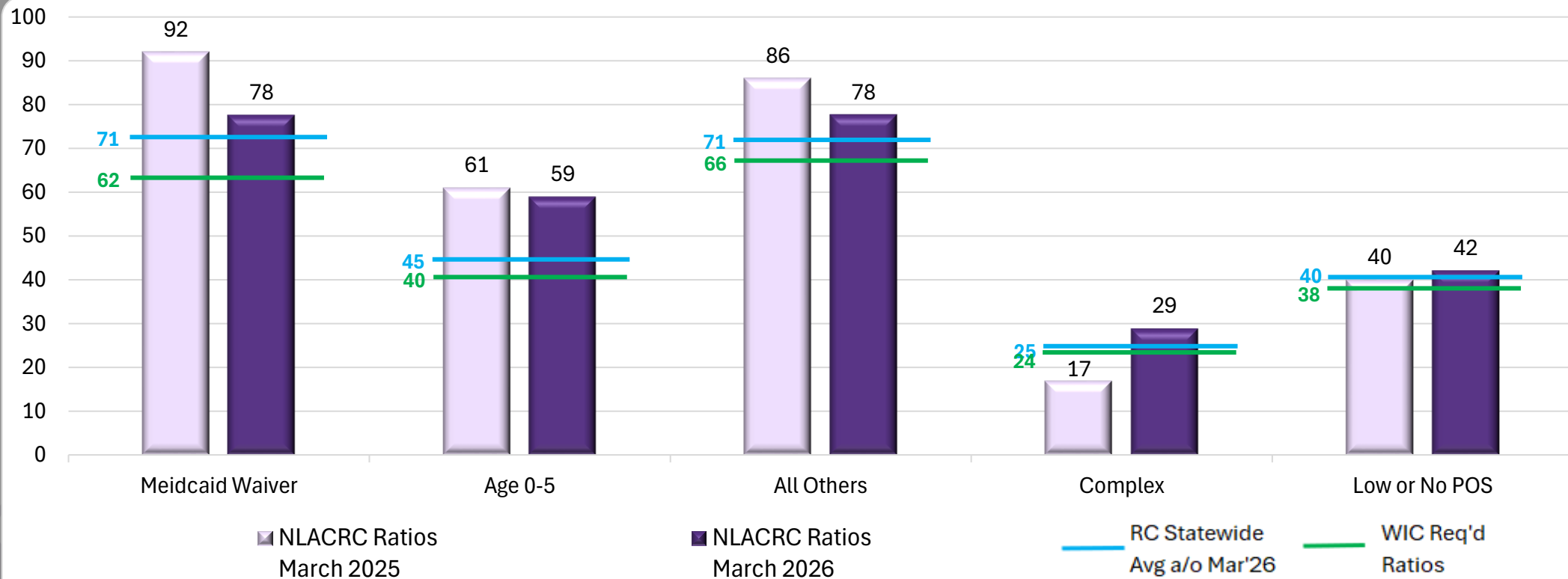
Regional Center Operation Budget – Additional Funding (continued)

- 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.



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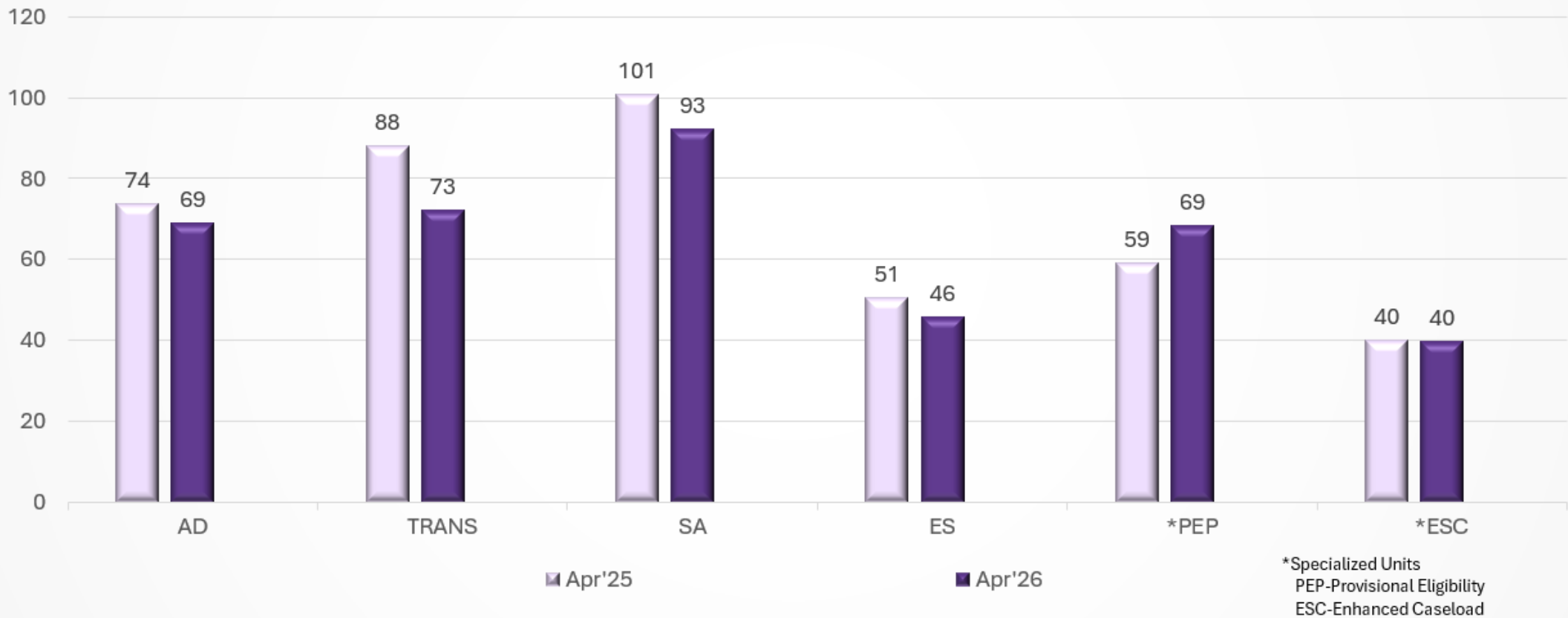
NLACRC Caseload Ratios March 2025 vs March 2026 & NLACRC vs Statewide Averages and WIC Requirements March 2026



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Caseload Ratios by Unit April 2025 vs April 2026



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Actual vs. Required Service Coordinator Staffing by Caseload Category Year over Year

Caseload Category (Req'd Ratio)	Year	# of Individuals Served	# of Service Coordinators Assigned	NLACRC Caseload Ratios	# of Service Coordinators Needed
Medicaid Waiver (1:62)	2026	10,474	135	1:78	34
	2025	10,150	110	1:92	54
Age 0-5 (1:40)	2026	10,359	176	1:59	83
	2025	9,778	160	1:61	84
All Others (1:66)	2026	19,058	245	1:78	44
	2025	16,732	194	1:86	60
Moved from DC within last 12 mos (1:45)	2026	10	1	1:11	0
	2025	6	1	1:07	0
Complex Needs (1:25)	2026	134	5	1:29	1
	2025	136	8	1:17	0
Low/No POS (1:40)	2026	237	6	1:42	0
	2025	239	6	1:40	0

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

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Legislative Efforts



- Each year, legislative advocacy training is provided for Board members and management staff.
- Individuals served, families, vendors, and staff regularly meet with legislators locally and in Sacramento through the Association of Regional Center Agencies' (ARCA) Grassroots Day to advocate for:
 - Increased operational funding
 - Manageable caseload ratios
 - Workforce stabilization
- Advocacy efforts have focused on increasing Service Coordinator staffing resources, addressing recruitment and retention challenges, and educating policymakers on the growing complexity of case management responsibilities and service demands.
- Ongoing collaboration with ARCA, DDS, and legislative offices supports statewide budget and policy efforts related to:
 - Caseload ratio relief
 - Equitable funding methodologies
 - Compliance with federal, state, and local mandates.



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Community Recommendations

(Overview of recommendations gathered from the 2025 Caseload Ratio Survey)



Community Recommendations

Workforce & Team Structure

Strengthen Workforce

- Hire and retain staff (competitive pay, training)
- Cap caseloads and add float/backup roles

Redesign Caseloads & Teams

- Assign by level of need
- Implement team model (Case Manager + Coordinator)
- Create specialized units (e.g., aging adults)

Operational Efficiency

Streamline Processes

- Reduce paperwork with templates and shared tools
- Pre-authorize common services
- Accelerate decision timelines

NLACRC Plan/Outcome

Workforce & Team Structure

Strengthen Workforce

- ✓ Redesigned training for SCs to fit multiple learning styles
- ✓ Hired lead trainers to mentor new staff
- ✓ On the job training provided to supervisors
- ✓ Incentives are provided to retain bilingual staff

Redesign Caseload & Teams

- ✓ Ongoing tracking of staffing levels to systematically reduce caseload ratios
- ✓ Investment in SDP Lead Specialists and Associate Service Coordinators
- ✓ NLACRC plans to redesign Early Start Department and create early childhood unit that will have caseloads to the age of 5

Operational Efficiency

Streamline Processes

- ✓ Use digital platform for IPP signature pages
- ✓ Condense forms to reduce unnecessary paperwork
- ✓ Updating interoffice procedures to streamline, track and create efficiency
- ✓ Leveraging technology to reduce manual processes



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Community Recommendations (continued)



Community Recommendations

Communication & Engagement

Improve Communication

- Set response expectations (timely acknowledgments)
- Use digital tools (text, webinars, FAQs)
- Establish clear escalation pathways

Service Delivery & Partnerships

Expand Services & Coordination

- Increase provider partnerships
- Use micro-teams and clinical consultants for complex cases
- Improve transition support and age-specific services

NLACRC Plan/Outcome

Communication & Engagement

Improve Communication

- ✓ Revised SC Service Standards Organizationally
- ✓ Established Community Listening Sessions with the Executive Director
- ✓ Revised NLACRC Newsletter
- ✓ Expanded on NLACRC Digital Content (Parent University, Podcasts, etc).

Service Delivery & Partnerships

Expand Services & Coordination

- ✓ NLACRC participates in the Santa Clarita Mayors Committee
- ✓ Quarterly Employment meeting hosted by NLACRC for vendors and community partners
- ✓ Adult Services Sub Committee participation with vendors, led by VAC members
- ✓ Dept of Rehab partnership meeting
- ✓ Project Search/LAUSD partnership
- ✓ NLACRC representation at the APSE (Association of People Supporting Employment) Board



NLACRC's Continued Commitment to Our Community

NLACRC remains committed to making meaningful progress toward meeting caseload ratio requirements, incorporating clear timelines, adequate resources, and strategies informed by individuals served, families, and the broader community.



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NLACRC Wants to Hear From You

Share your feedback and suggestions on how to address caseload ratios.

Follow the links or use the QR Codes below to complete our brief online survey by July 25, 2026.

English

[Caseload Ratio Survey 2026](#)



Spanish

[Encuesta de Proporción de Casos 2026](#)



Tagalog

[Surbey ng Caseload Ratio 2026](#)



Armenian

[Հաճախորդների գծային հարաբերակցության ուսումնասիրություն 2026](#)



Farsi

[نظر سنجی نسبت تعداد پرونده ها 2026](#)



HOW TO STAY INFORMED

Social Media Links:



Instagram English: [@NLACRCofficial](#)

Instagram Español: [@NLACRCespanol](#)



Facebook: www.facebook.com/NLACRC/

Facebook Español: www.facebook.com/NLACRCespanol



YouTube: <https://www.youtube.com/@NLACRC>



Website: <https://www.nlacrc.org/>

Thank You!

¡Gracias!

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Salamat

Cám ơn

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Спасибо!

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