



PETE CERVINKA
DIRECTOR

CALIFORNIA HEALTH & HUMAN SERVICES AGENCY
DEPARTMENT OF DEVELOPMENTAL SERVICES
1215 O Street, Sacramento, CA 95814 • www.dds.ca.gov



GAVIN NEWSOM
GOVERNOR

September 30, 2025

Lori Banales, Executive Director
Alta California Regional Center
4151 East Commerce Way, Suite 100
Sacramento, CA 95834

Dear Lori Banales:

The Department of Developmental Services (Department) received Alta California Regional Center's (ACRC) caseload ratio plan of correction dated July 17, 2025. In accordance with Welfare & Institutions Code (WIC) Section 4640.6(f), plans of correction shall be developed following input from the state council, local organizations representing individuals, family members, regional center employees, including recognized labor organizations, service providers, and other interested parties.

ACRC's plan of correction was developed as specified in WIC Section 4640.6(f) and included the following actions to meet statutory requirements:

- Improve the caseload ratios as required and feasible within the current funding structure.
- Prioritize hiring service coordinators to impact caseload size.
- Created four new Early Childhood Units and hired 14 service coordinators in Early Childhood units.
- Implemented a student intern program with 13 universities.
- Hire Associate Service Coordinators who support service coordinators in their work with clients.
- Hire Lead Service Coordinators who support service coordinators with on-the-job training and complex case navigation.
- Implement strategic hiring plan that prioritizes backfilling existing service coordinator positions before posting new service coordinator growth positions.

ACRC's caseload ratio survey identified a total of 6 low or no POS caseloads, with 3 of those caseloads being mixed with other caseloads, which is prohibited. ACRC's plan of correction identified the root cause and have taken action to prevent this error from occurring again. ACRC will also have a quarterly report generated to further monitor these caseloads.

In addition to ACRC's plan of correction, the Department recommends that ACRC complete the automated caseload ratio worksheet periodically to monitor progress towards meeting required caseload ratios.

If you have any questions regarding this correspondence, please contact Jaclyn Balanay, Primary Regional Center Liaison, Office of Community Operations, at (916) 654-3425, or by email at Jaclyn.Balanay@dds.ca.gov.

Sincerely,

Original signed by:

ERNIE CRUZ
Deputy Director
Community Services Division

cc: Dan Lake, Alta California Regional Center, Inc.
Amy Westling, Association of Regional Center Agencies
Michi Gates, Department of Developmental Services
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