

Alta California Regional Center



Caseload Ratio Public Meeting Developing a Plan of Correction

August 10, 2023

Presented by: Mechelle Johnson & Jennifer Bloom

Purpose of the Meeting

Background

- The Plan of Correction will include information from this public meeting.
- §4646.6(f) – this code requires the regional center to submit a plan of correction when caseload ratios are not met for two consecutive reporting periods.
- §4646.6(g)(1) – this code requires the regional center to hold at least one public meeting to receive stakeholder input to help inform the way the regional center allocates new positions.
- ACRCs Service Coordinator-to-client ratios in March 2023 were higher than the ratios allowed in the Lanterman Act.
- DDS recommends that regional centers engage with their community when these ratios are too high.

Goal for this Meeting

- Share information about which of ACRC's Service Coordinator-to-client ratios are high.
- Get recommendations from the community about how to make ACRC's Service Coordinator-to-client ratios lower.
- To gather input to inform the regional center regarding new funding for Service Coordinator positions.

What to expect

- ACRC will create a Plan of Correction to submit to the DDS by August 23rd.
- The Plan of Correction will include information from this public meeting and recommendations from the public. ACRC needs your input by 5PM, Monday, August 14th

Vision & Mission Statements

Vision: A community where individuals with developmental disabilities are valued members who are treated with dignity and respect.

Mission: Alta California Regional Center creates partnerships to support all eligible individuals with developmental disabilities, children at risk, and their families in choosing services and supports through individual lifelong planning as a means to achieve healthy and productive lives in their own communities.

Commitment to our Community

ACRC is committed to meeting the needs of the individuals we serve across variables:

- age
- race
- ethnicity
- language
- diagnosis, and
- where people live

Facts

- ACRC is 1 of 21 regional centers in California.
- ACRC is the 4th largest regional center in California.
- We serve a total of 28,987 active clients as of June 2023
- Lanterman Eligibility-Average in Intake: 194 per month
- Early Start-Average Intake: 366 per month
- We serve clients in Sacramento, Placer, Yolo, Yuba, Colusa, El Dorado, Nevada, Alpine, Sutter & Sierra Counties.

What is a Caseload Ratio?

A caseload ratio measures the number of clients being served by our Service Coordinators. ACRC's caseload ratios have been too high. This means, in some cases, too many clients are sharing a single Service Coordinator.

What are the Highest Caseload Ratios Allowed?

The Lanterman Act Allows for Maximum Caseload Ratios for Different Types of Residences and Programs

Regional Center	On Waiver	Under 6 Years	Movers Over 24 Months	Movers Between 12 and 24 Months	Movers Within Last 12 Months	Over 5 Years, Non-Years, Waiver, Non-Mover	Complex Needs	Low or No POS
W&I Code Required Ratios	1:62	1:40	1:62	1:45	1:45	1:66	1:25	1:40
ACRC Number of Individuals Served	13,574	5,183	129	8	3	9,038	182	218
ACRC Ratios	1:82	1:64	1:52	1:23	1:54	1:77	1:22	1:36

Regional Center Operations Budget

- Each regional center is given money to operate their business. This is the operations budget.
- The operations budget is different than the purchase of services budget each regional center receives to purchase services for clients.
- A regional center's operations budget is decided through a formula. The formula for the operations budget is a "tool" to decide how much money DDS will give to the regional center.
- Since each regional center has different operations needs, each regional center might need to use the operations budget money differently.
- The formula is based on the number of clients that the regional center serves.
- POS Bucket \$\$



Operations Bucket \$



Core Staffing Formula

Core Staffing Formula:

- The operations budget includes money for employee salaries. The amount of money is based on the "Core Staffing Formula." The Core Staffing Formula has not been updated in decades. For Service Coordination, the last update to salaries was in 2001.



Funding Challenges - Allocation

Funds Provided For Service Coordinator Positions:

For every 3 Service Coordinator positions funded in the Operations budget, ACRC is able to hire 1.5 Service Coordinator based on the current salary used in the Core Staffing Formula.

This is because the average monthly salary for a Service Coordinator is higher than the money provided to ACRC for that position.

As of June 2023, ACRC receives funds for 380 out of the 590 Service Coordinators needed to meet caseload ratios.

ACRC would need \$13 million more to hire all 590 Service Coordinators to meet the caseload ratios.

Regional Center Operations – 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-client caseload ratio for Clients with complex needs.
- Clients with complex needs are those clients 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 locked psychiatric hospital several times during the preceding six months or Jail
 - Receiving a mobile crisis service
- This funding is called “Specialized Caseload.”
- The “Specialized Caseload” funding is in addition to the funding for SCs in the “Core Staffing Formula.”

Regional Center Operations – Additional Funding

- Effective in FY2021-2022, the enacted budget provided money to regional centers to hire more Service Coordinators to reduce service coordinator-to-client caseload to 1:40, which is part of a disparity grant through East Los Angeles Regional Center (ELARC) to reduce disparities.
- This funding is called “Enhanced Service Coordination”
- The “Enhanced Service Coordination” funding is in addition to the funding for SC’s in the “Core Staffing Formula.”
- Enhanced Service Coordination prioritizes individuals or families who are monolingual and have low to no purchase of services expenditures. These caseloads are time limited with the intention to provide intensive support, education and linkage to regional center services and community services (generic).

Regional Center Operations – Additional Funding

- The Governor's FY 2023-24 budget includes approximately \$120 million for the 0-5 Early Start initiative and caseload ratio relief to increase the number of SCs by approximately 1,100 in order to reduce service coordinator -to-client caseloads.
- This funding is called "Caseload Ratio Relief."
- The "Caseload Ratio Relief" funding is in addition to the "core staffing" funding.

Caseload Ratio Report

How many Service Coordinators are needed?

Caseload Ratio Measure	# of Clients	# of Service Coordinators Assigned (FTE)	ACRC Caseload Ratio	# of Service Coordinators Required	# of Service Coordinators Needed
Early Start (1:40)	5,183	82	1:64	130	48
Medicaid Waiver (1:62)	13,574	167	1:82	219	52
Moved from DC in the community for over 24 months (1:62)	129	3	1:52	3	0
Moved from DC in the community between 12-24 months (1:45)	8	0.35	1:23	1	0
Moved from DC in the community within the last 12 months (1:45)	3	0.06	1:54	0	0
All Others (1:66)	9,038	117	1:78	137	20
Complex Needs (1:25)	182	9	1:22	9	0
Low or No Purchase of Service (1:40)	218	6	36	36	0

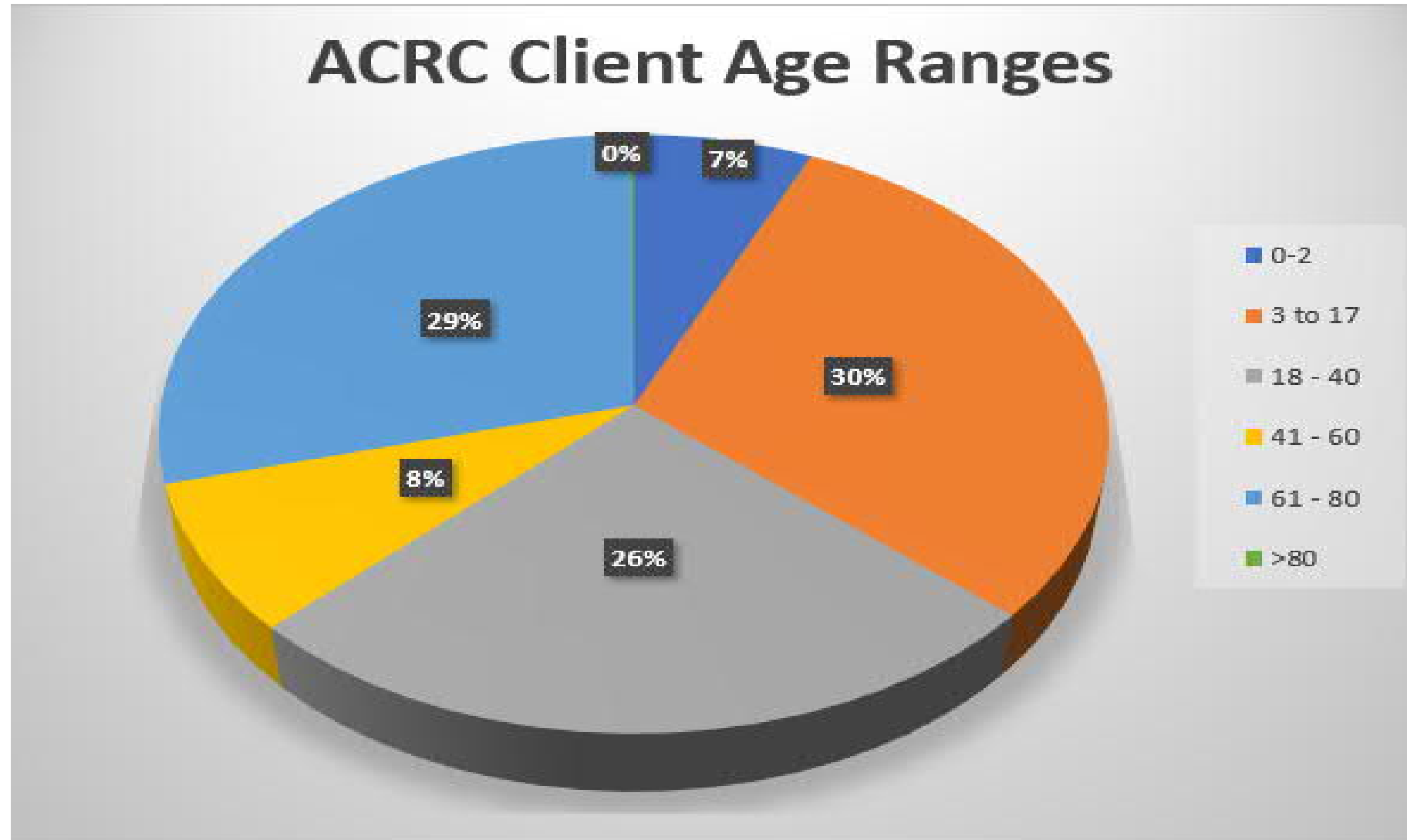
Community Recommendations from 2022

We need and value your input for ACRC's plan of correction due August 23rd.

Input across all stakeholders supported the need for additional funding and included:

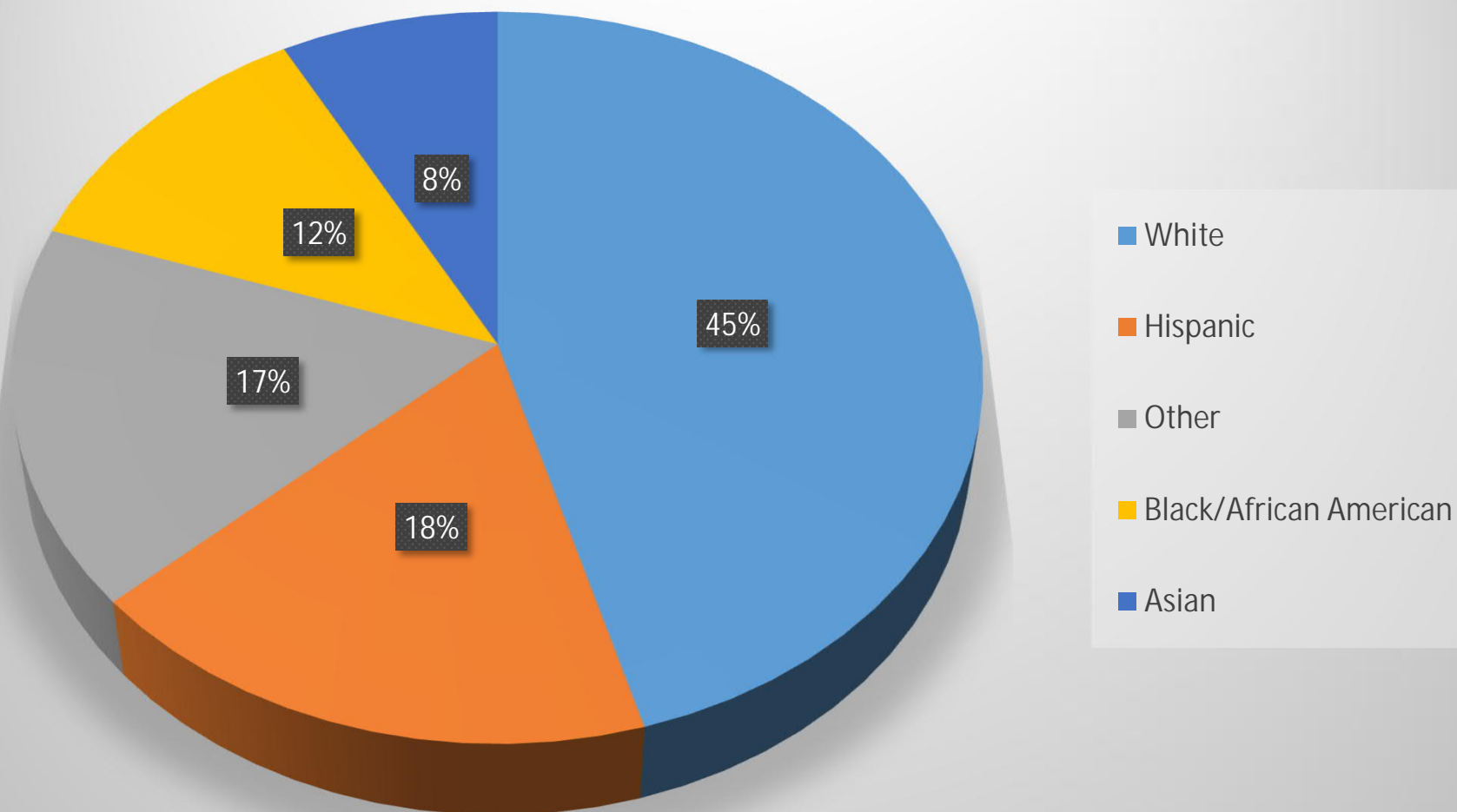
- Have DDS revise the core staffing formula to reflect actual hiring and salary costs.
- Focus on staff retention to reduce turnover.
- Incentivize your "Refer a Friend" program to include time-off for the referring staff, if the applicant is hired.
- Pursue a more equitable fund allocation per client. ACRC's allocation from DDS was the 19th lowest of the 21 regional centers.
- Hire two part-time Service Coordinators to share a caseload.
- Create generic caseloads, rather than specialized caseloads to equalize caseloads.
- Assist clients/families with obtaining internet access. Refer them to the most "frequently asked question" section for basic information therefore, service coordinators can focus on tasks that really require their assistance.
- Increase the salary range for service coordination and offer financial assistance to pursue higher degrees.

Client Demographics



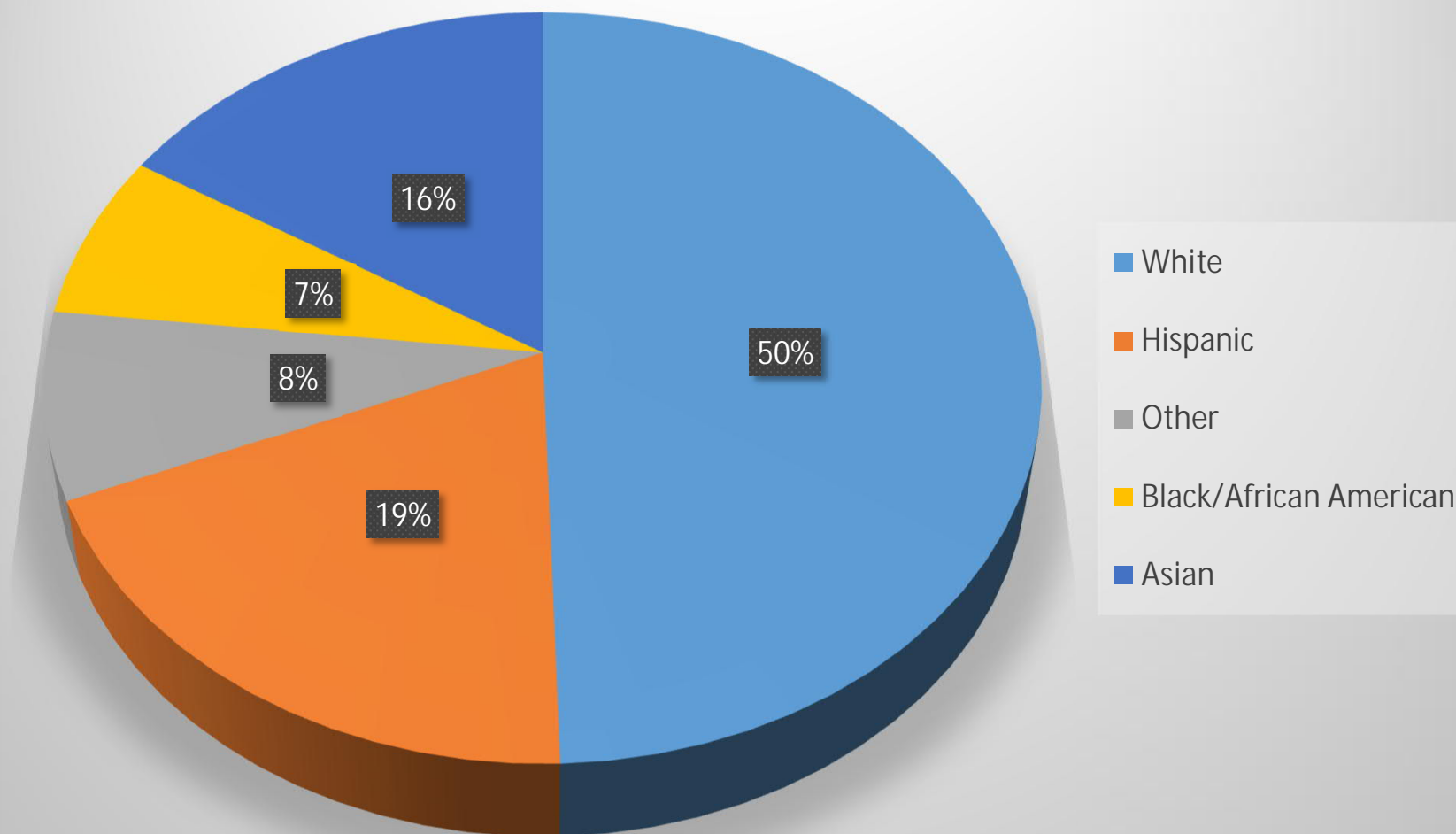
Client Demographics

Client Demographics - Ethnicity



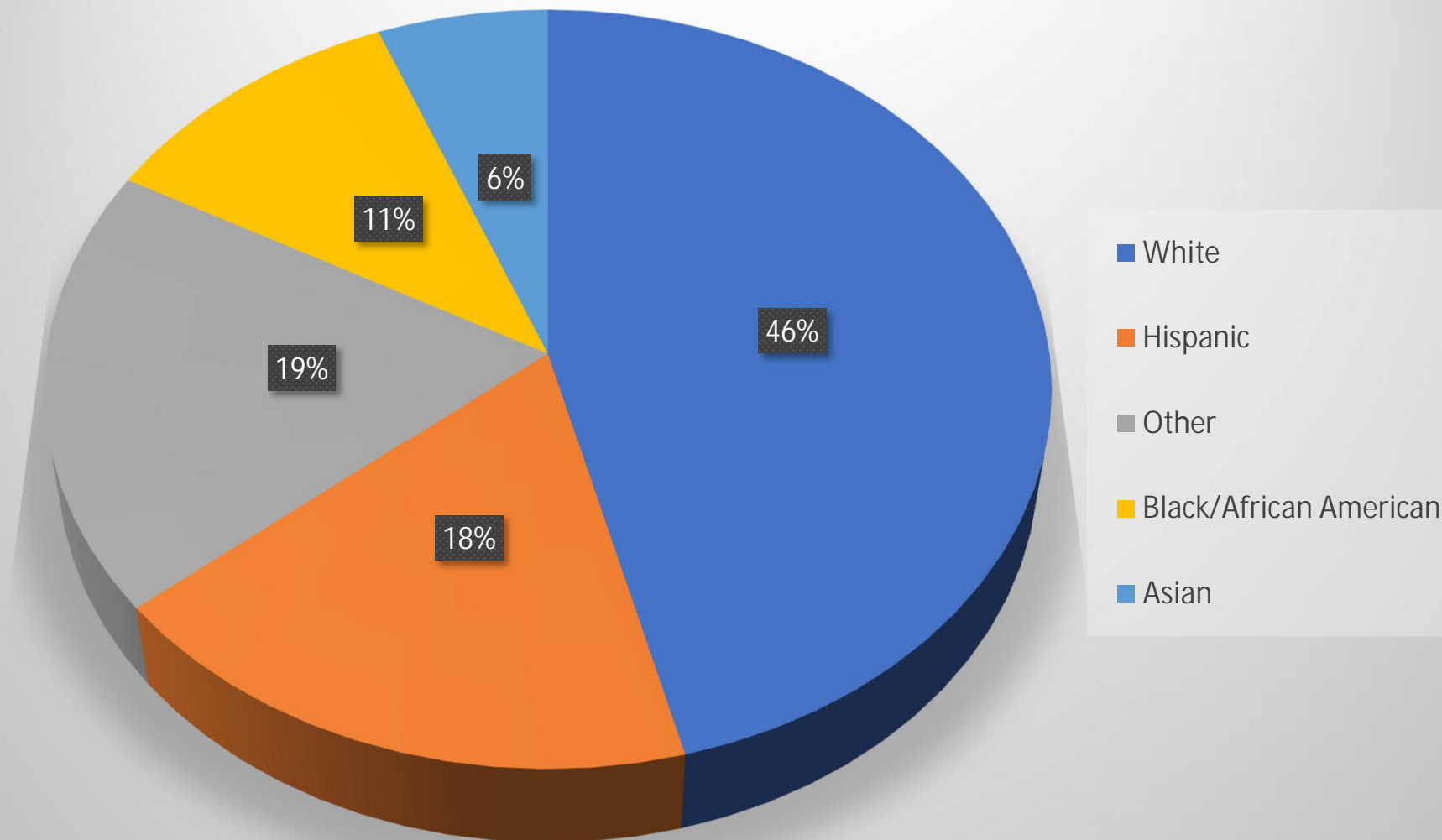
Staff Demographics

Staff Demographics - Ethnicity



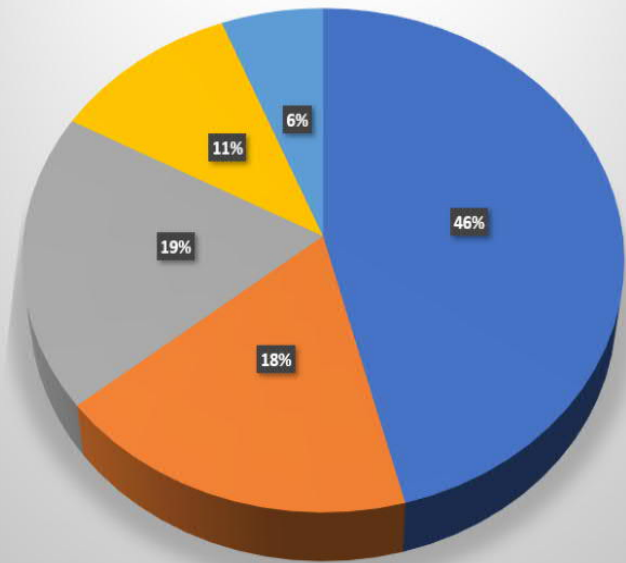
Catchment Area Demographics

Catchment Area Demographics - Ethnicity

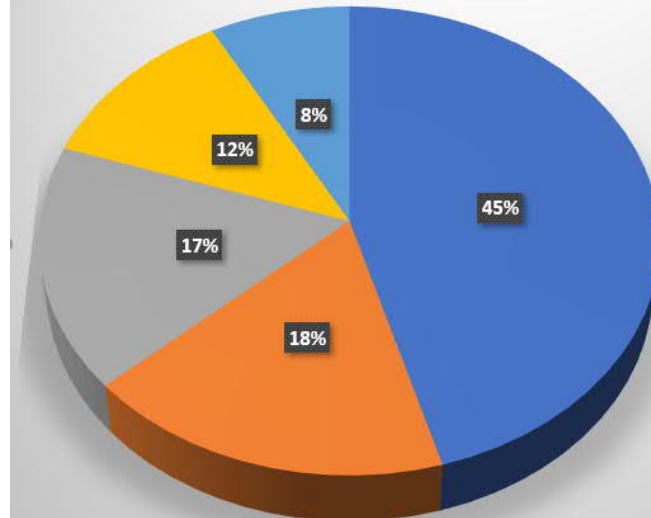


Comparison of Client, Staff and Catchment Area

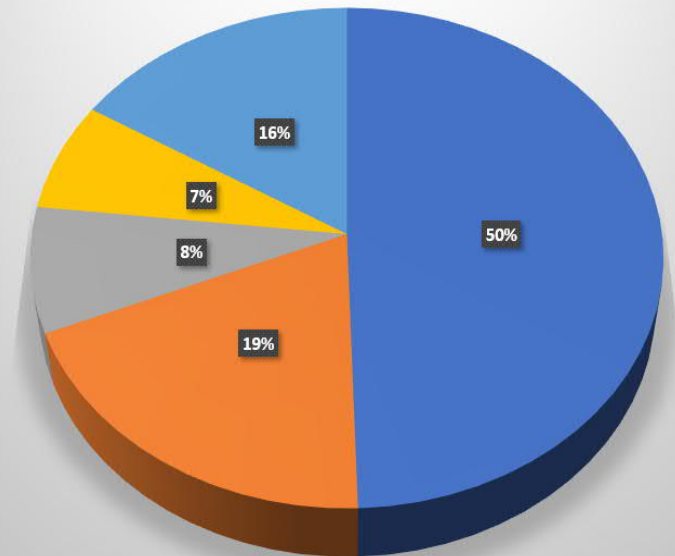
Catchment Area Demographics - Ethnicity



Client Demographics - Ethnicity



Staff Demographics - Ethnicity



White

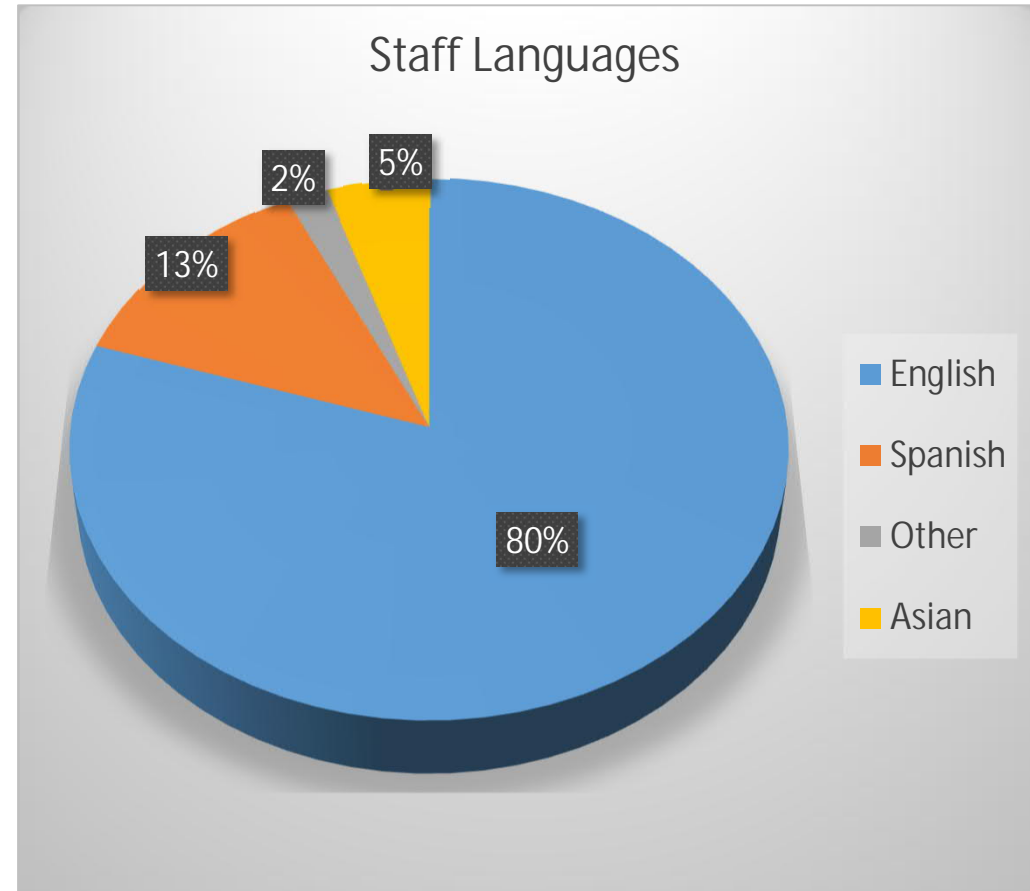
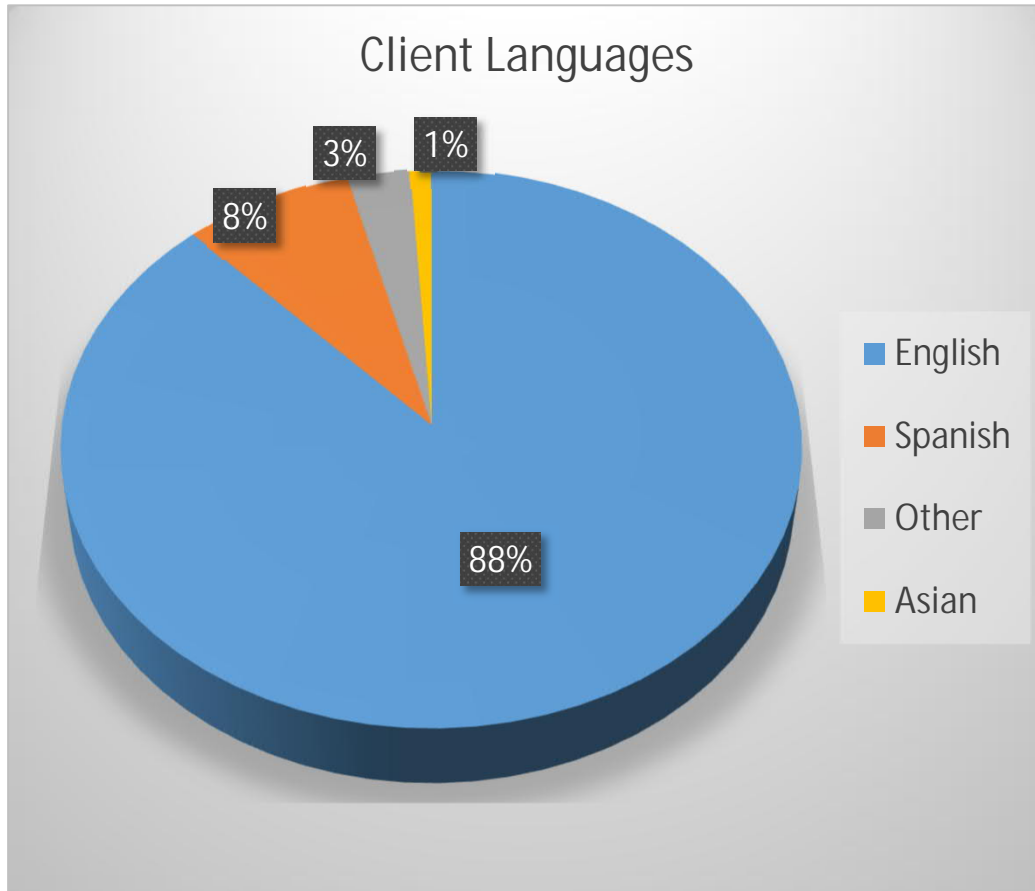
Hispanic

Other

Black/African American

Asian

Comparison of Client and Staff Demographic by Language



Plan to Bring Caseload Ratios Down

Sept 2022-June 2023

- Status 1 Clients increased 729 clients or 16%
- Status 2 Clients increased by 733 clients or 3%
 - Net increase of 1,462 clients or 5% overall growth rate

Plan to Bring Caseloads Down

- Lanterman Units (ages 6 and up) = Proposed for FY 23/24 how many new caseloads? Approximately 72-84 new caseloads
- Early Childhood units (0-5) = Proposed for FY 23/24 1:40 caseload ratio: How many new caseloads? Approximately 90 new caseloads

QUESTIONS?

Alta California Regional Center Website: www.altaregional.org

Caseload Ratio Input: ratioinput@altaregional.org

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