

# Alta California Regional Center



## Caseload Ratio Public Meeting Developing a Plan of Correction

May 17, 2022

Presented by: Lori Banales & Mechelle Johnson

# 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 February 2022 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 May 20<sup>th</sup>.
- The Plan of Correction will include information from this public meeting and recommendations from the public.

# 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 4<sup>th</sup> largest regional center in California.
- We serve a total of 27,802 active clients as of May 2022
- Active Applicants in Intake: 198
- 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 the Maximum Caseload Ratios for Different Types of Residences and Programs

Regional Center	On Waiver	Under 3 Years	Movers Over 24 Months	Movers Between 12 and 24 Months	Movers Within Last 12 Months	Over 3 Years, Non-Waiver, Non-Mover	Complex Needs	Low or No POS
W&I Code Required Ratios	1:62	1:62	1:62	1:45	1:45	1:66	1:25	1:40
ACRC Number of Individuals Served	13,982	2,376	125	0	0	10,245	217	26
<b>ACRC Ratios</b>	<b>1:86</b>	<b>1:55</b>	<b>1:55</b>	<b>N/A</b>	<b>N/A</b>	<b>1:88</b>	<b>1:23</b>	<b>1:13</b>
CA Average	1:79	1:65	1:60	1:52	1:32	1:82	1:23	1:38

# 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

Money Given 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 given to ACRC for that position.

ACRC receives funds for 380 out of the 582 Service Coordinators needed to meet caseload ratios. This is the number of SCs needed as of May 2022.

ACRC would need \$12 million more to hire all 582 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 psychiatric hospital several times during the preceding six months
- 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 purchase of services expenditures or 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 2022-23 budget includes \$87.5 Million Total (\$83.8M available with approximately 10% withheld for Performance Measure Incentives (8-10M) of funding for caseload ratio relief to increase the number of service coordinators by 855 service coordinators in order to reduce service coordinator -to- client caseloads. (With 10% held back = 770 SC positions)
- 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	ACRC Caseload Ratio	# of Service Coordinators Required	# of Service Coordinators Needed
Early Start (1:62)	2376	44	1:55	38	0
Medicaid Waiver (1:62)	13982	162	1:87	226	64
Moved from DC in the community for over 24 months (1:62)	125	3	1:55	2	0
Moved from DC in the community between 12-24 months (1:45)	0	0	0	0	0
Moved from DC in the community within the last 12 months (1:45)	0	0	0	0	0
All Others (1:66)	10245	117	1:88	155	38
Complex Needs (1:25)	217	10	1:23	9	0
Low or No Purchase of Service (1:40)	26	2	1:13	1	0

# Community Recommendations from 2021

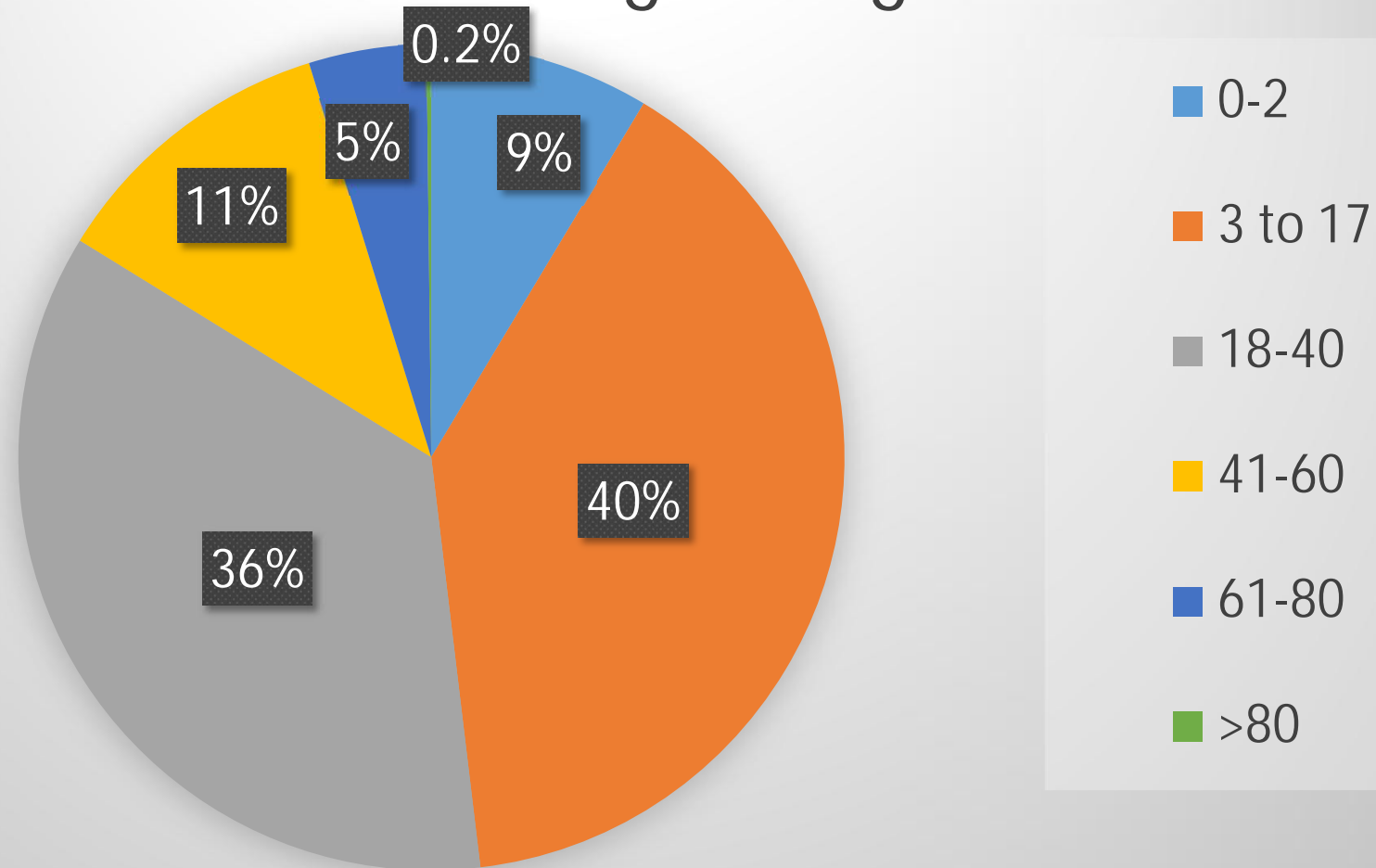
The list below represents recommendations ACRC received last year from the community. We need your input for the plan of correction due May 20th.

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.
- Use student interns to carry cases.
- Focus hiring on service coordination only.
- Have management staff carry cases.
- Ensure cases are inactivated following due process timeline.
- Create generic caseloads, rather than specialized caseloads to equalize caseloads.
- Increase the salary range for service coordination.
- Create incentives for referrals that lead to hiring service coordinators.
- Partner with local universities and participate in job fairs for purposes of recruitment.
- Promote the, "Public Service Loan Forgiveness Program" for purposes of recruitment.
- Create part-time service coordinator job opportunities.
- Service providers have the same issue.
- Support and maintain staff to reduce turnover.

# Client Demographics

## ACRC Client Age Ranges





# Growth Rate & Plan to Bring Ratios Down

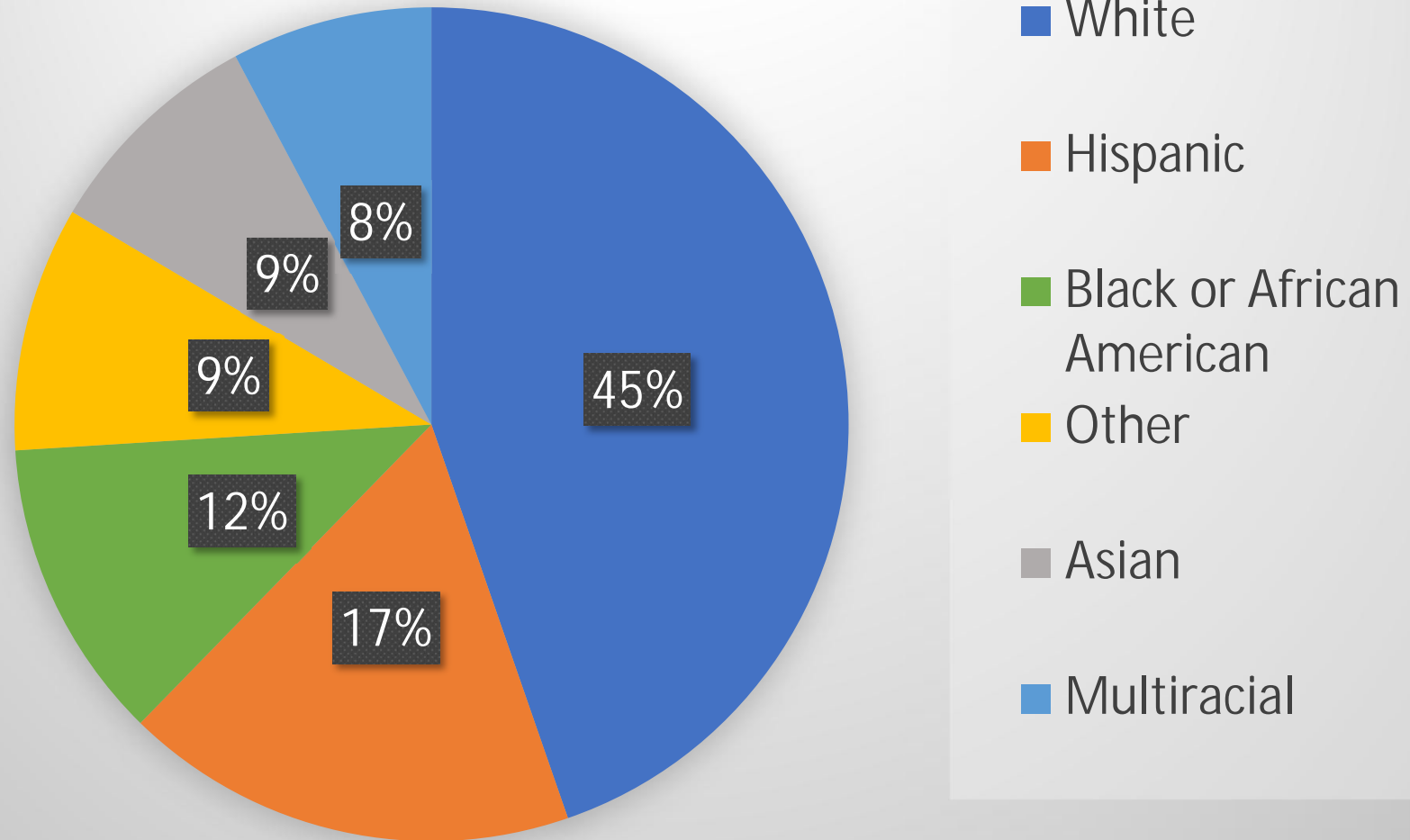
## Additional funding: Annual Growth

- Early Childhood units (0-5) = Proposed for FY 22/23 1:40 caseload ratio: How many new caseloads?

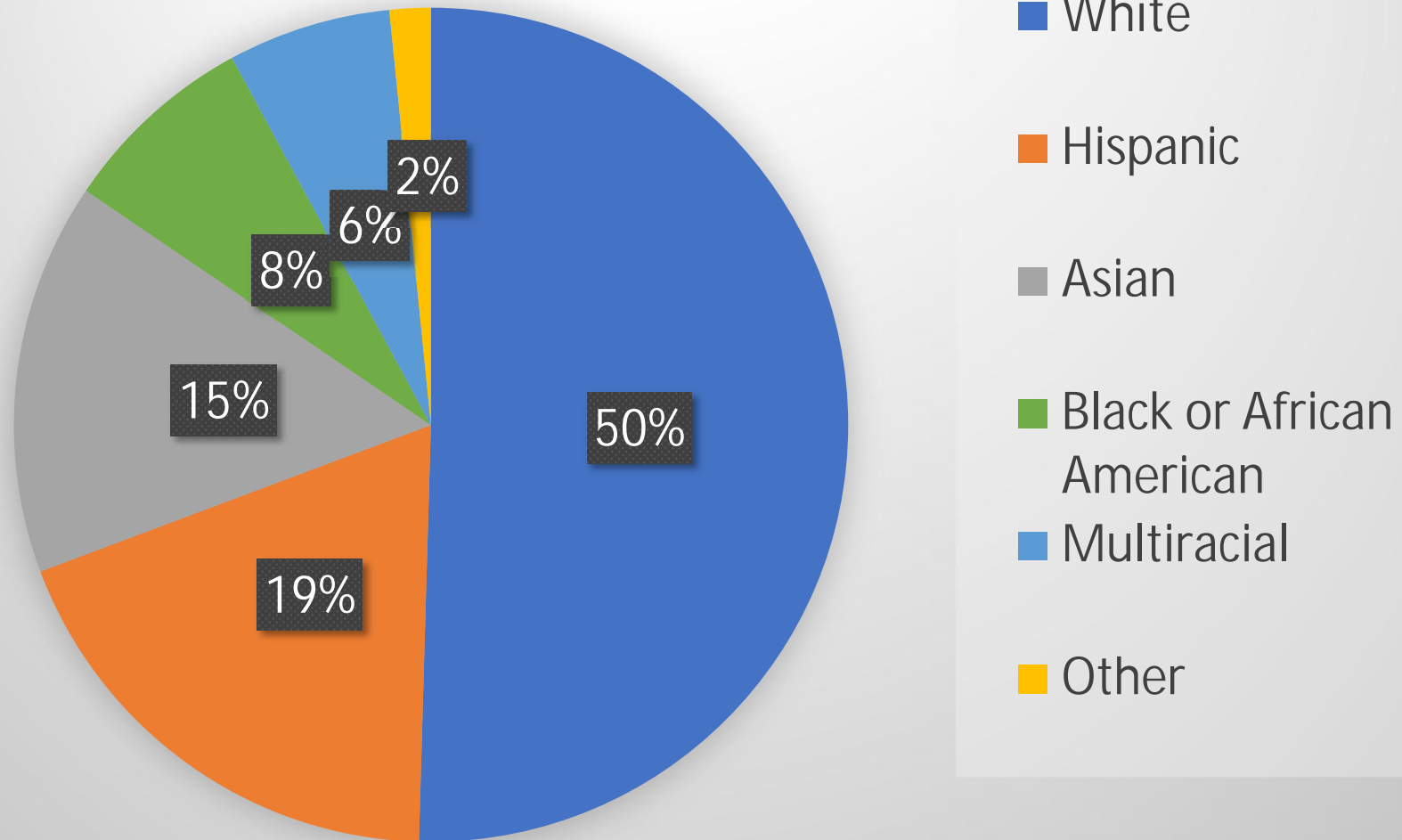
Early Start (0-2): 12 NEW CASELOADS = 1 unit      Lanterman (3-5): 60 NEW CASELOADS = 5 units

Month	03-17	18-40	41-60	61-80	Total
2021	557	100	14	3	674
Jul	114	21			135
Aug	104	20	3	1	128
Sep	101	12	5	2	120
Oct	63	17	2		82
Nov	80	18	3		101
Dec	95	12	1		108
2022	382	63	8	4	457
Jan	132	19	4		155
Feb	111	14	3	2	130
Mar	139	30	1	2	172
<b>Total</b>	<b>939</b>	<b>163</b>	<b>22</b>	<b>7</b>	<b>1131</b>

## ACRC Client Ethnicity

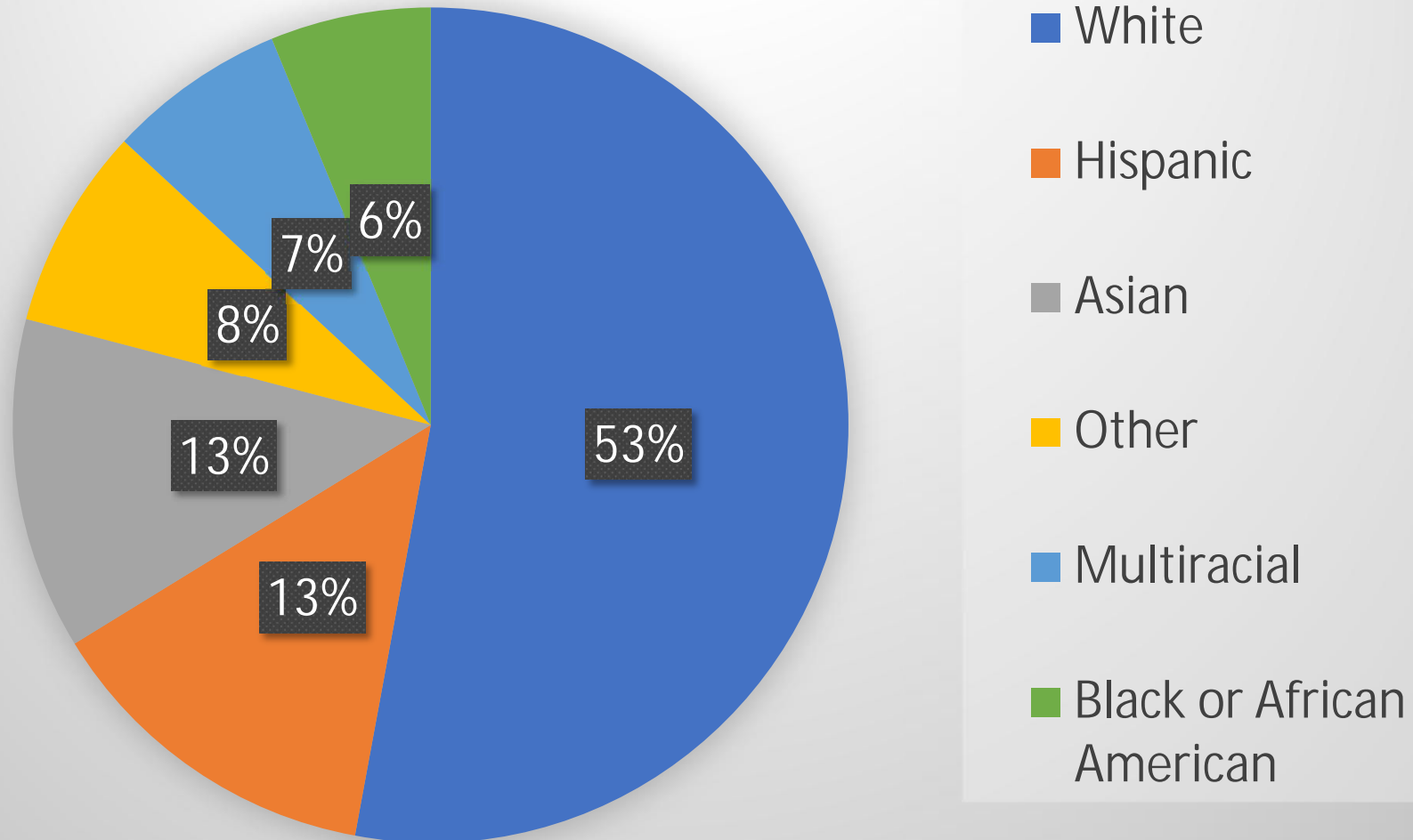


## ACRC Staff Ethnicity



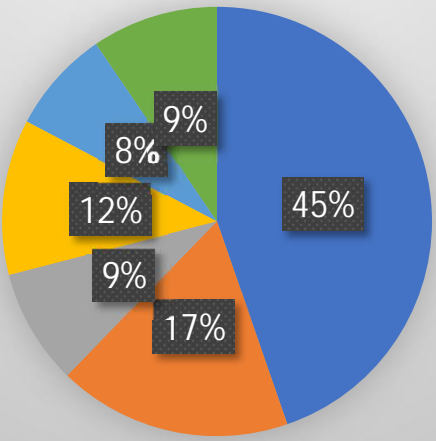
# Area Demographics

## ACRC Catchment Area Ethnicity

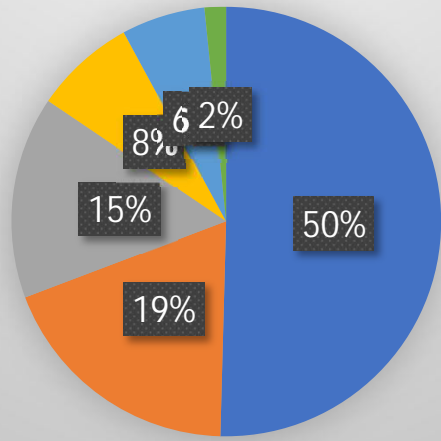


# Combined Demographics-Ethnicity

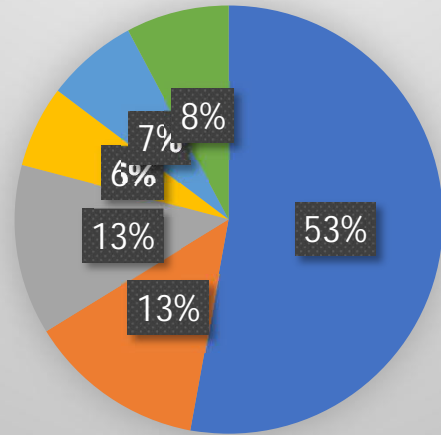
### ACRC Client Ethnicity



### ACRC Staff Ethnicity



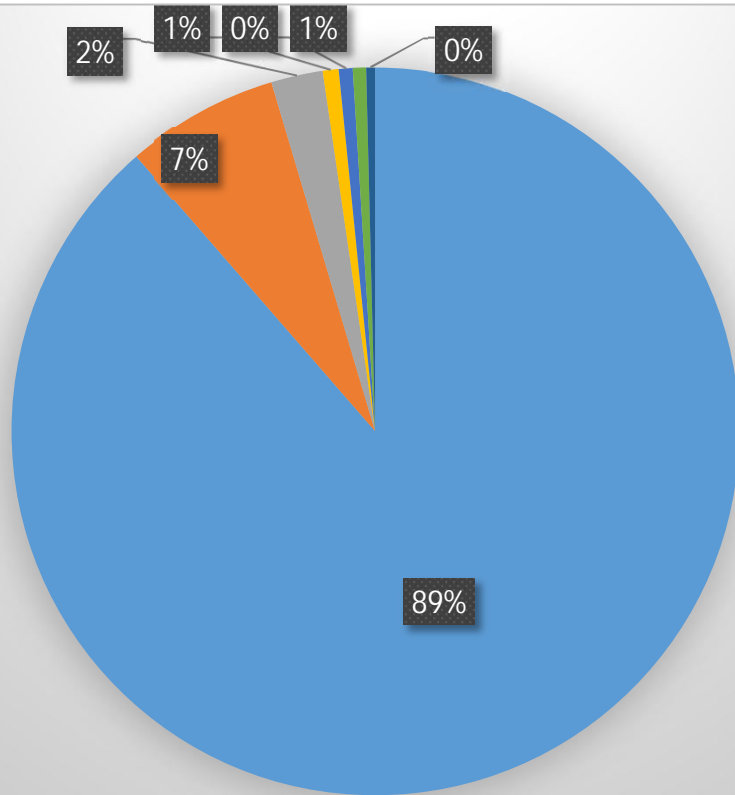
### ACRC Catchment Area



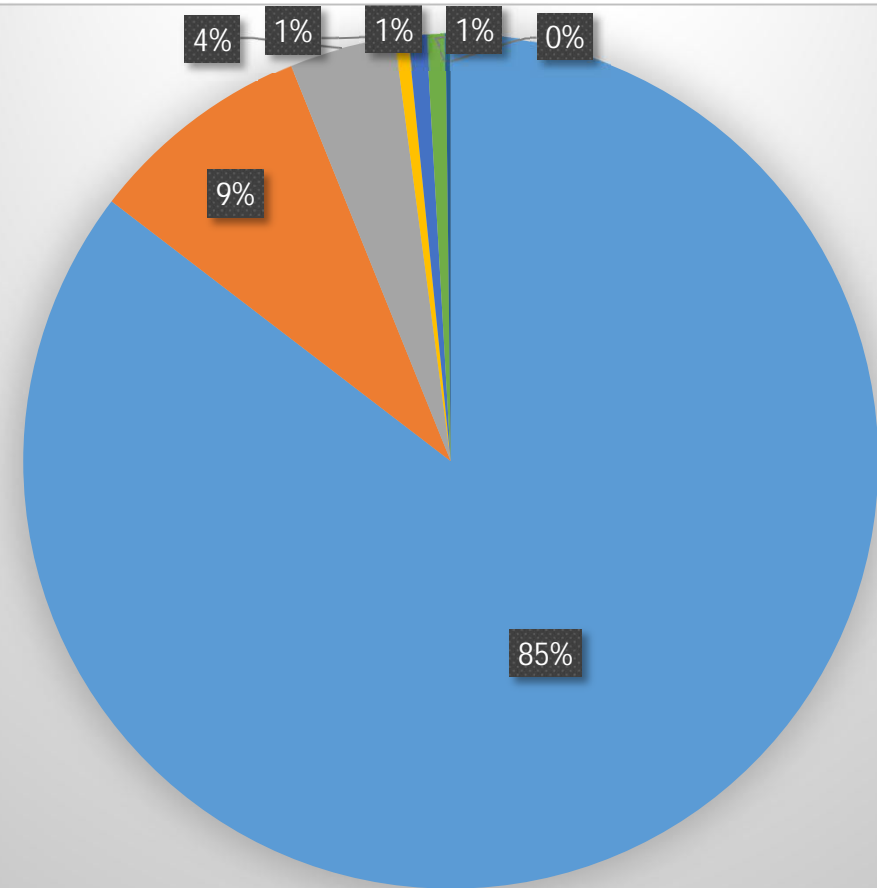
■ White    ■ Hispanic    ■ Asian    ■ Black or African American    ■ Multiracial    ■ Other

# Combined Demographics-Language

## • Client Languages



## Staff Languages



English Spanish Other Russian ASL Vietnamese Chinese

# Growth Rate & Plan to Bring Ratios Down

## July 2021-April 2022

- Status 1 Clients increased 343 clients or 14%
- Status 2 Clients increased by 950 clients or 4%
  - Net increase of 1293 clients or 5% overall growth rate

Create Case Management units: How many new caseloads to 70-85 (Tied to Caseload Reduction Funds)

- 72 New Caseloads-84 New Caseloads= 6-7 NEW UNITS

## QUESTIONS?

Alta California Regional Center Website: [www.altaregional.org](http://www.altaregional.org)

Caseload Ratio Input: [ratioinput@altaregional.org](mailto:ratioinput@altaregional.org)

Mechelle Johnson (916) 978-6653 [mjohnson@altaregional.org](mailto:mjohnson@altaregional.org)  
Director of Client Services