



2026 Service Coordinator (SC) Caseload Ratio Public Meeting

June 17, 2026





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Meeting Conduct



- Stay muted to avoid background noise; use Chat for questions/comments anytime.



- Hold all questions until the presentation ends; they'll be answered during public comment.



- Afterward, you may share comments/concerns during Public Testimony. To participate, type your name in Chat or raise your hand.



- When called, unmute to speak (2 minutes max), then mute again.



- Be respectful; avoid personal comments/cases.



- SCLARC values your input and works with you on solutions.



- Staff will be available in Chat for questions during the presentation.



SCLARC's

MISSION STATEMENT

SCLARC believes special needs deserve special attention. We are committed to the provision of culturally sensitive services which enhance the inherent strengths of the family and enable the individuals we serve to lead independent and productive lives.

Welfare and Institutions Code § 4640.6 *Caseload Ratio Law*



Regional Centers are required to:

- Maintain Service Coordinator to consumer ratios across categories, based on certain programs, consumer age and residence type.....
- ...Provide a plan of correction when, for two consecutive reporting periods, fails to maintain service coordinator caseload ratios required by this section or otherwise demonstrates an inability to maintain appropriate staffing patterns pursuant to this section.

Caseload Ratios

Caseload Averages

- Consumers enrolled in the Home and Community Based Services Waiver (1:62)
- Consumers under 5 years of age (1:40)
- Moved from a Developmental Center within the last 12 months (1:45)
- Over 5 years (consumers who have not moved out of a DC, and not on the Waiver program) (1:66)
- 1:25 Complex Needs Caseload (1:25)
- Low or No POS (1:40)



2026 Caseload Ratios

Caseload Ratios	Medicaid Waiver Consumers	Under 6 Years	Low or No POS	*Movers Within Last 12 Months	Over 5 Years, Non-Waiver, Non-Mover	Complex Needs
W&I Requirements	1:62	1:40	1:40	1:45	1:66	1:25
SCLARC 2026 Ratios	1:77 ↓	1:44 ↓	1:41 ↑	1:37	1:74 ↓	1:33 =
SCLARC 2025 Ratios	1:82	1:45	1:39	1:20	1:78	1:33

* Movers are consumers who moved out of a Developmental Center (DC).



Caseload Ratios

SCLARC did not meet the caseload ratios for the following five (5) categories:

- 1. Consumers enrolled in the Home and Community-Based Services Waiver (1:62)**
- 2. Consumers who are five years of age and younger (1:40)**
- 3. Consumers over the age of 5 Years (not enrolled in the waiver, and have not moved out of a DC) (1:66)**
- 4. 1:25 Complex Needs Caseload (1:25)**
- 5. Low or No POS (1:40) (DDS identified mixed caseloads)**

Caseload Ratios

For years SCLARC has worked on diligently with reducing caseload ratios.

Although SCLARC made improvements to reduce caseload ratios, consistent consumer growth required the continued hiring of new staff.

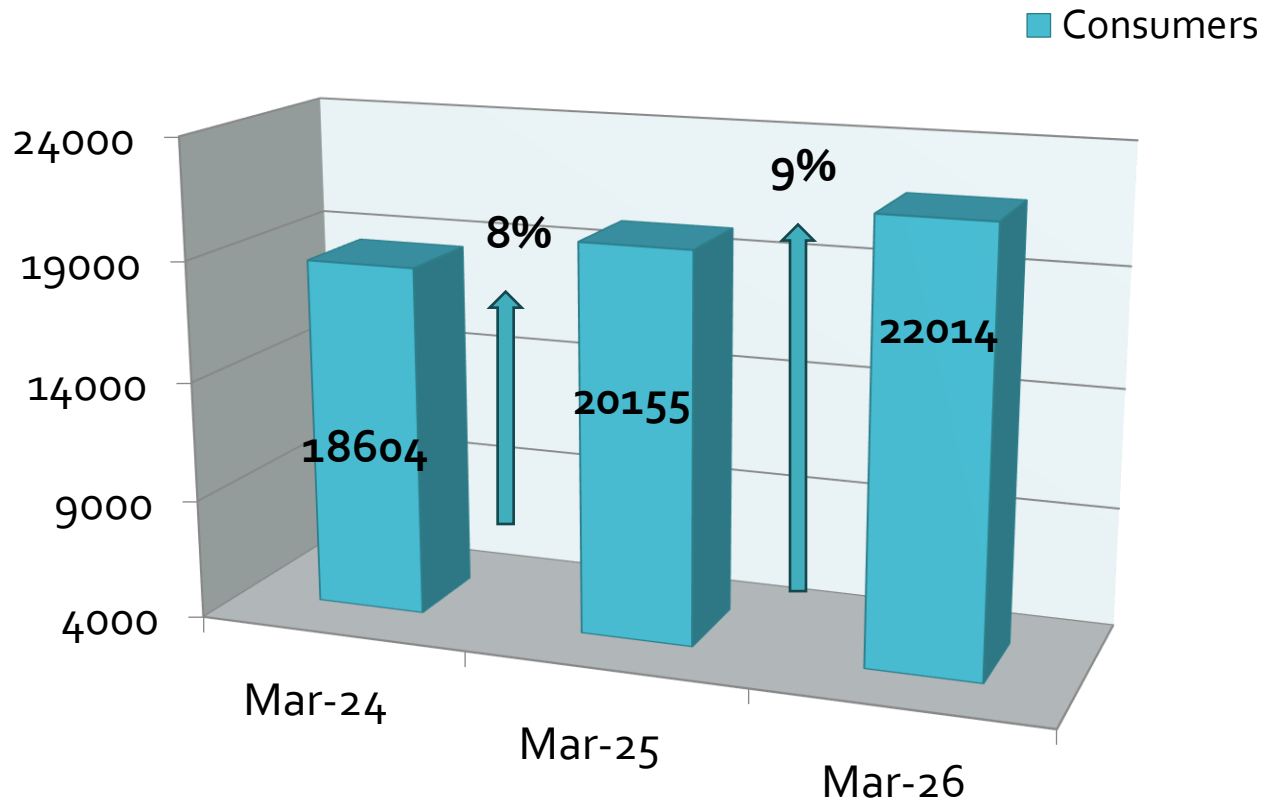
Major factors that impacted our 2026 caseload ratios are:

- 1) Consumer growth
- 2) 1 to 40 department caseload requirement dictated by WIC 4640.6



DCAS Consumer Growth

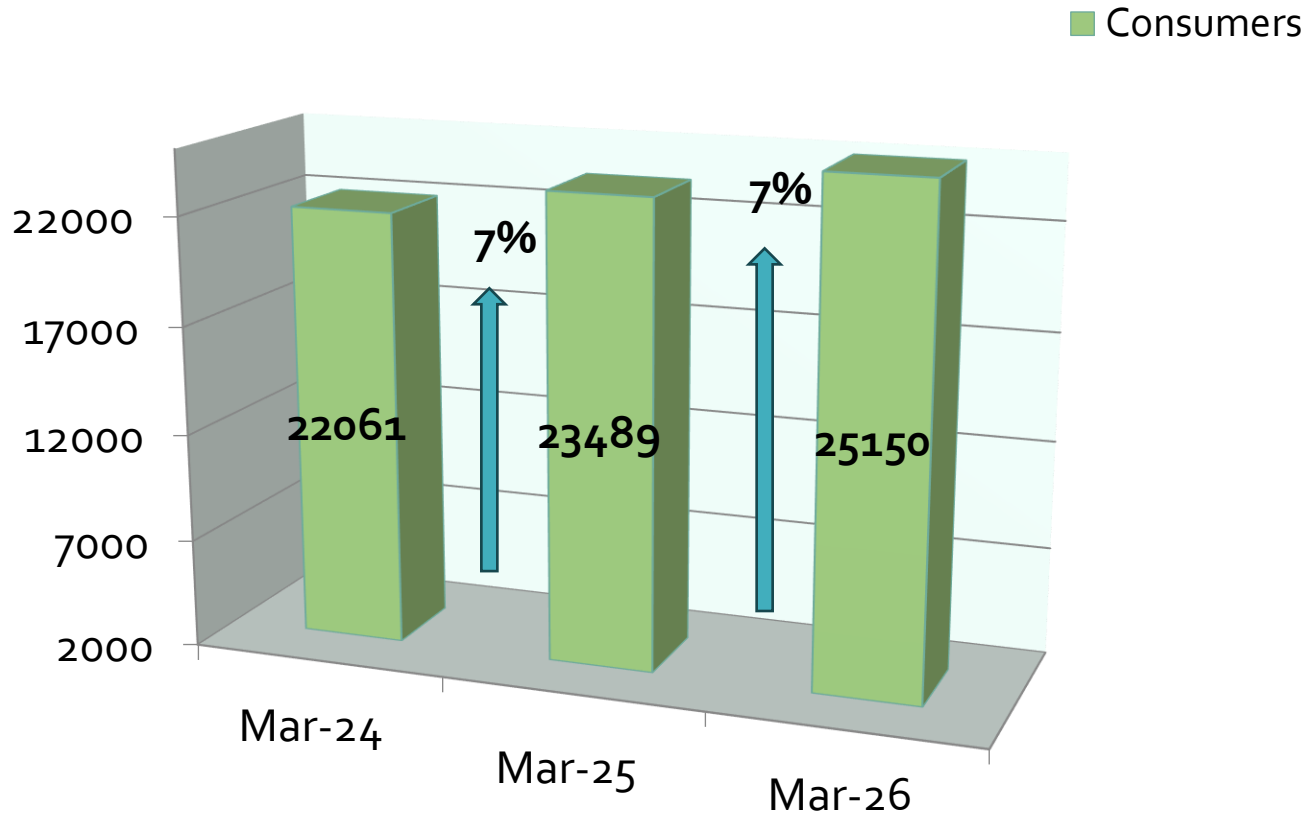
Taken from the months of March of each year (Status 2, 8, & U)



17% increase from 2024-2026

Overall Consumer Growth

Taken from the month of March of each year (Status 1, 2, 8 & U)



14.3% increase from 2024-2026

1 to 40 Caseloads



In fiscal year 2022-2023 DDS provided funding for caseloads of 1 to 40 for consumers 5 years of age and younger.

W&I 4640.6 (c)(4): Notwithstanding paragraphs (1) to (3) an average service coordinator-to-consumer ratio of 1 to 40 for all consumers 5 years of age and younger.



Major impact to the Early Start Program and Children's Department.

High number of children between the ages of 0 to 5 (**6,597 children**); numbers includes provisional eligibility, as of March 2026.

SCLARC continues to hire additional Service Coordinators to meet 1:40 Caseload Ratios

SCLARC 2025 Staffing Updates

The implementation of the 1:40 caseload requirement, together with continued consumer growth and the advancement of Service Coordinators into new positions, continues to place pressure on caseload ratios.

- Since January 2025, SCLARC hired **106 Service Coordinators**.
- Since January 2026, SCLARC hired **7 Service Coordinators**.

In total, **SCLARC hired 113 Service Coordinators** since 2025

Since 2025 including 2026 SCLARC hired 113 SCs and experienced 38 separations, resulting in a net gain of 75 SCs (66.4% of the hires resulted in net workforce growth).

SCLARC 2025 Updates



Early Start Department added one new unit:

- 1 Program Manager, 1 Team Lead, 1 Support Staff
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The Children's Department has expanded to include:

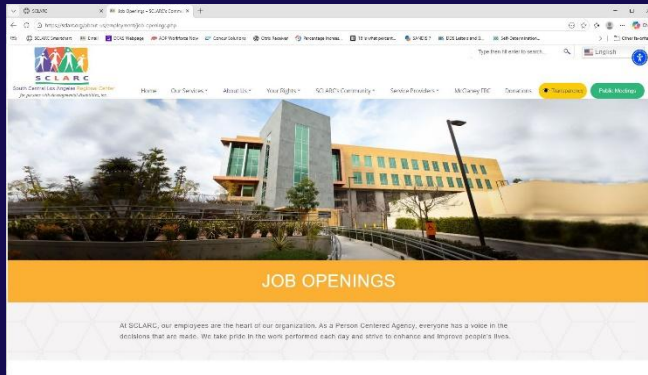
- 2 Children's Units (ages 6-21) – 2 Program Managers, **24 Service Coordinators**, 2 Team Leaders, 2 Support Staff
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The Adult Department expanded by adding:

- An additional new unit, 1 Program Manager, **12 Service Coordinators**, 1 Team Lead, 1 Support Staff

New Children and Adult Unit staff participate in both in-person training and ongoing year-round training which has successfully led to unprecedented staff retention.

SCLARC's Plan for 2026



- ✓ Continue to advertise on employment websites, and SCLARC's website and social media.
- ✓ Continue current recruitment practices by:
 - Forming partnerships with local universities
 - Using temp agencies to locate qualified Service Coordinators
 - Continue with SCLARC's internship program
- ✓ SCLARC plans to hire:
 - **Early Start: 1 New unit (1 PM, 2 SCs, 1 TL, and 1 SS)**
 - **Children's Department : 1 Unit for under age 5 (1 PM, 12 SCs, 1 TL, & 1 SS) and 1 unit for ages over 5 (1 PM, 12 SCs, 1TL, and 1 SS)**
 - **Adult Department : 1 Unit (1 PM, 12 SCs, 1 TL, and 1 SS).**
- ✓ Continue to offer 2-day and 3-day telecommute work schedules.
- ✓ Continue with the two-week new staff training schedule and corresponding Training Unit assignments to enhance retention.
- ✓ Collaborate with ARCA to advocate for the modernization of the Core Staffing Formula.
- ✓ Opening new office locations to increase our visibility throughout our catchment area and provide additional space to support staff growth.



Questions & Public Comments

CMHelp@sclarc.org

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