



South Central Los Angeles
Regional Center

for persons with developmental disabilities, inc.

2020 Service Coordinator Caseload Ratio Meeting

DECEMBER 17, 2020

Caseload Ratios

- ▶ 7 categories : Caseload Averages
 - ▶ Consumers enrolled in the Home and Community Based Services Waiver.
 - ▶ Consumers under 3 years of age.
 - ▶ Moved from a Developmental Center Over 24 months.
 - ▶ Moved from a Developmental Center Between 12 and 24 months.
 - ▶ Moved from a Developmental Center within the last 12 months
 - ▶ All others (consumers who have not moved out of a DC, not under the age of 3, and not on the Waiver program)
 - ▶ 1:25 Complex Needs Caseload

New Caseload Ratio for Complex Needs

W&I Code Section 4640(c) was amended in July 2019

- ▶ Requires an average caseload ratio of 1:25 for individuals with complex needs.
- ▶ Complex needs include but are not limited to receiving mobile crisis services, receiving state operated crisis assessment stabilization team services, placed in an acute crisis home or community crisis home, placed in a locked psychiatric facility, placed in an institution for mental disease, placed out of state, in county jail and eligible for diversion, or a person that cannot safely be served in a developmental center.

SCLARC did not meet the caseload ratios for the following three categories the past two consecutive reporting periods.

- ▶ Consumers enrolled in the Home and Community-Based Services Waiver
- ▶ Consumers who are under three years of age
- ▶ All Others (consumers not enrolled in the waiver, have not moved out of a DC, and are over the age of 3)

Caseload Ratios

SCLARC Caseload Ratios By Year

| | Mar-2017 | Mar-2018 | Mar-2019 | Mar 2020 |
|--|-------------|-------------|-------------|------------|
| Medicaid Waiver required ratio | 62 | 62 | 62 | 62 |
| SCLARC's Average | 76.0 | 68.8 | 69.1 | 73 |
| Age 36 month and under required ratio | 62 | 62 | 62 | 62 |
| SCLARC's Average | 77.6 | 71.6 | 73.7 | *75 |
| Consumers moved from DC, lived in communities more than 24 months | 62 | 62 | 62 | 62 |
| SCLARC's Average | 39.6 | 44.6 | 41.6 | 34 |
| Consumers moved from DC, lived in communities between 12 and 24 months | 45 | 45 | 45 | 45 |
| SCLARC's Average | N/A | 33.2 | 34.6 | 31 |
| Consumers moved from DC within the last 12 months | 45 | 45 | 45 | 45 |
| SCLARC's Average | 17.2 | 24.5 | 21.3 | 29 |
| All Others required ratio | 66 | 66 | 66 | 66 |
| SCLARC's Average | 78.7 | 70.6 | 72.2 | 77 |
| 1:25 Complex Needs | N/A | N/A | N/A | 25 |
| SCLARC's Average | N/A | N/A | N/A | 87 |

DC= Developmental Center
Automated method used for all years

*Consumer count is currently in review for accuracy as DDS reported 1:83

Caseload Ratios

- ▶ How SCLARC compares with the other regional centers?

| SCLARC Caseload Ratios 2020 | Medicaid Waiver Consumers | 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 |
|-----------------------------|---------------------------|---------------|------------------------|----------------------------------|-------------------------------|-------------------------------------|
| W&I Requirement | 1:62 | 1:62 | 1:62 | 1:45 | 1:45 | 1:66 |
| SCLARC | 1:73 | †1:75 | 1:34 | 1:31 | 1:29 | 1:77 |
| CA Avg. | 1:75 | 1:64 | 1:56 | 1:45 | 1:23 | 1:79 |

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

†Consumer count is currently in review for accuracy as DDS reported 1:83

Caseload Ratios



Over the past four years SCLARC has worked on reducing caseload ratios



Although SCLARC has made improvements to caseload ratios over the years, continued hiring of new staff is needed



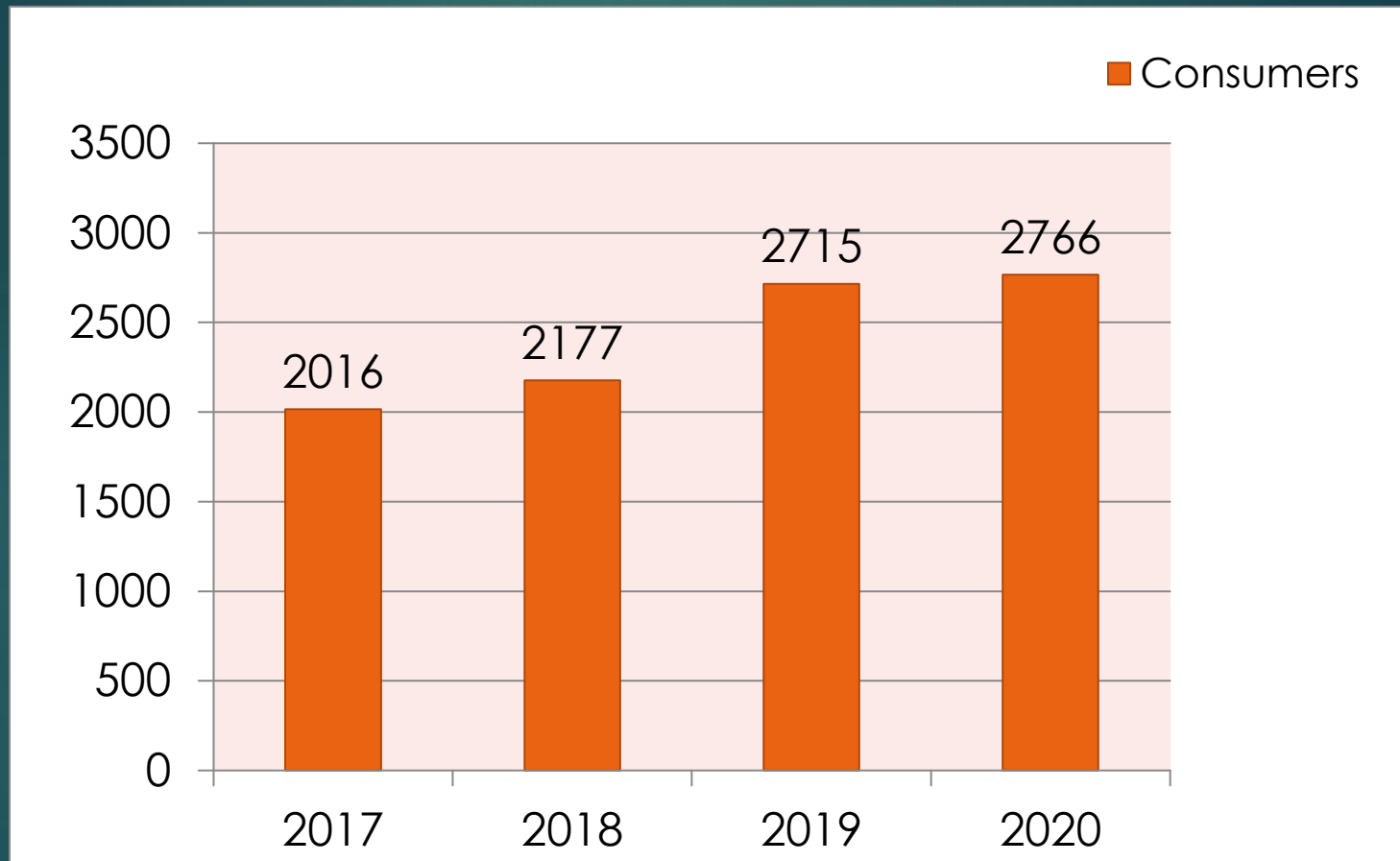
Factors that impact our caseload ratios are:

Consumer Growth

Service Coordinator Turnover

Early Start Consumer Growth

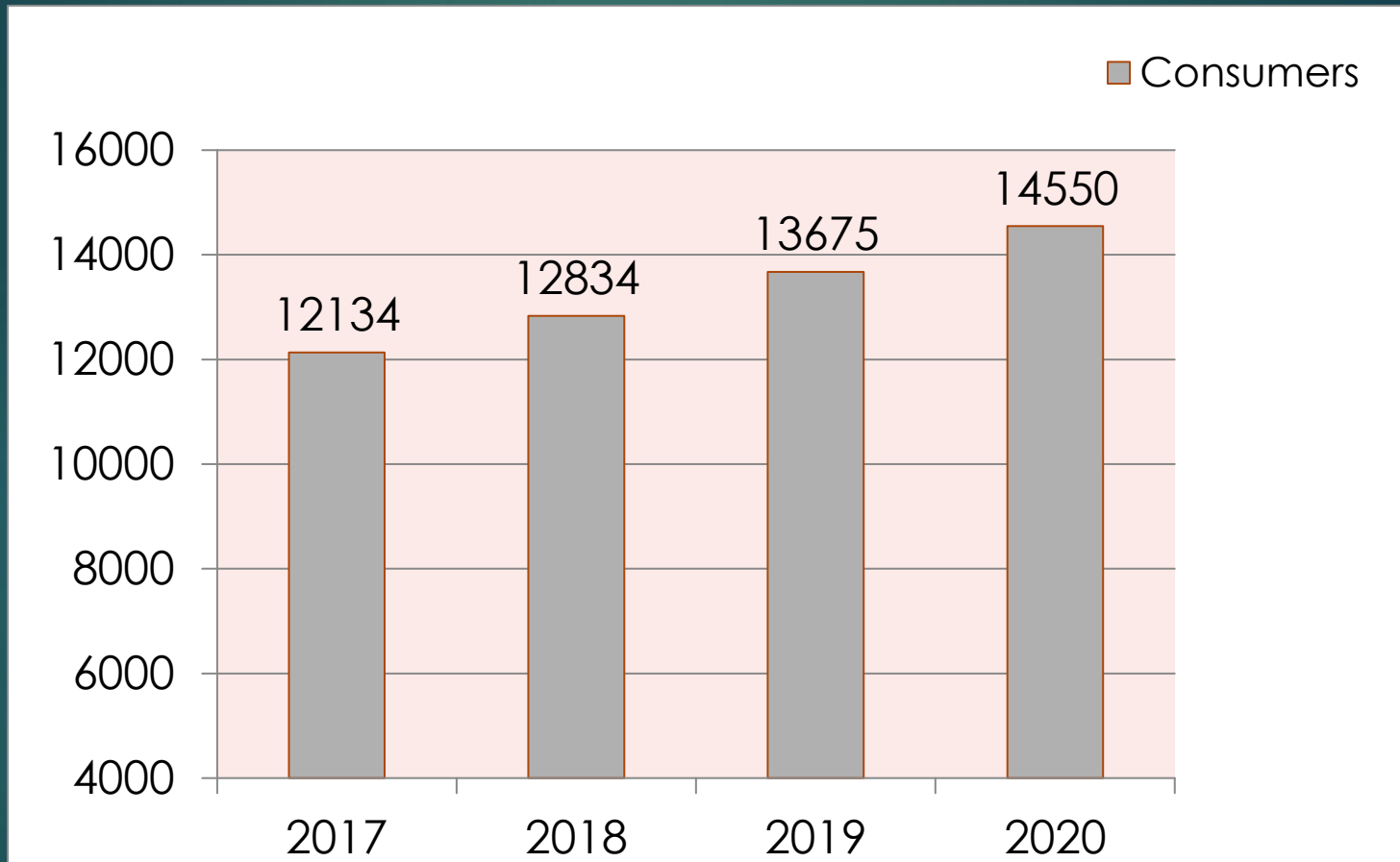
Taken from the month of April for each year (Status 1)



Increase of 37% since 2017

DCAS Consumer Growth

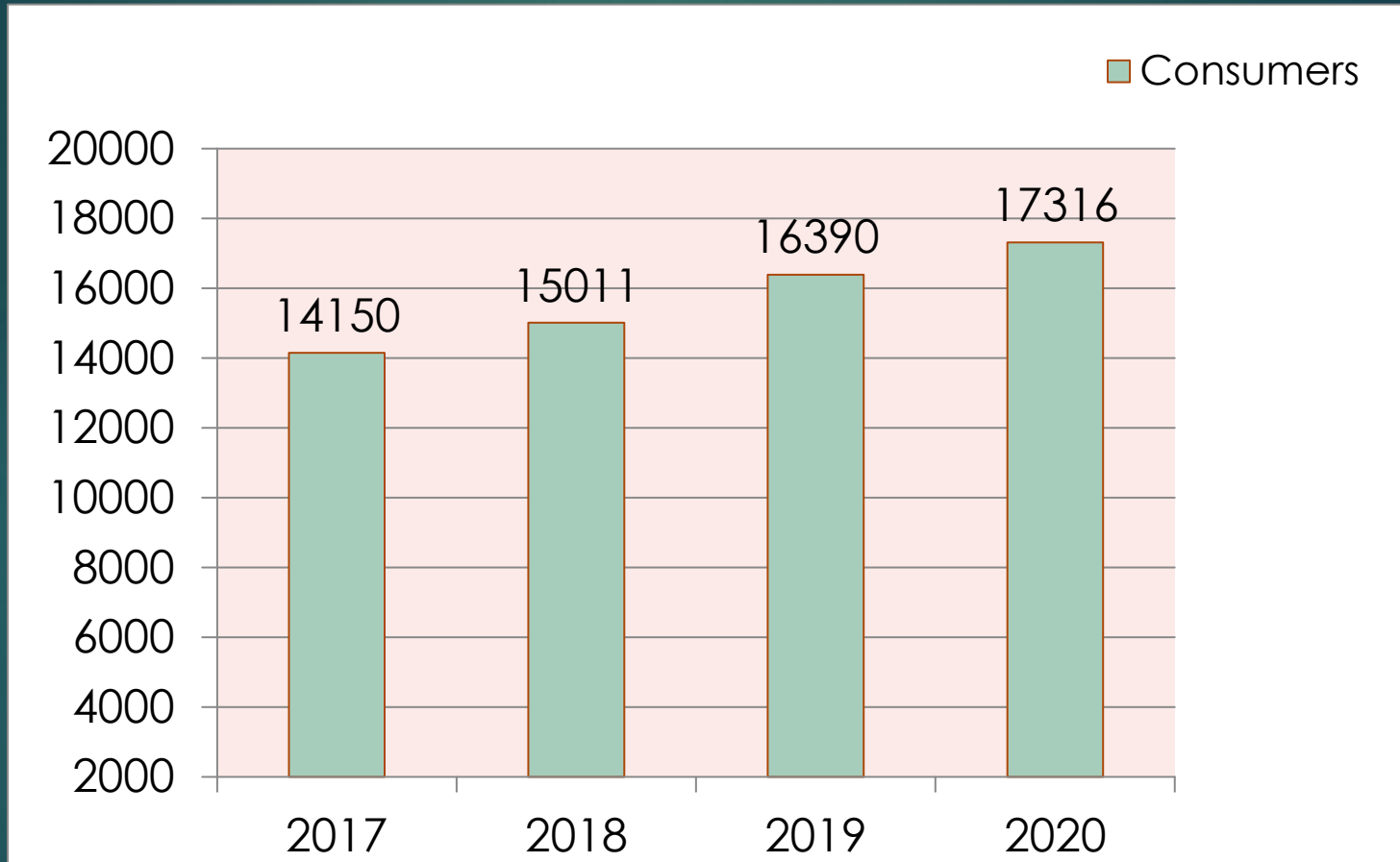
Taken from the month of April for each year (Status 2 & 8)



Increase of 20% since 2017

Overall Consumer Growth

Taken from the month of April for each year (Status 1, 2, & 8)

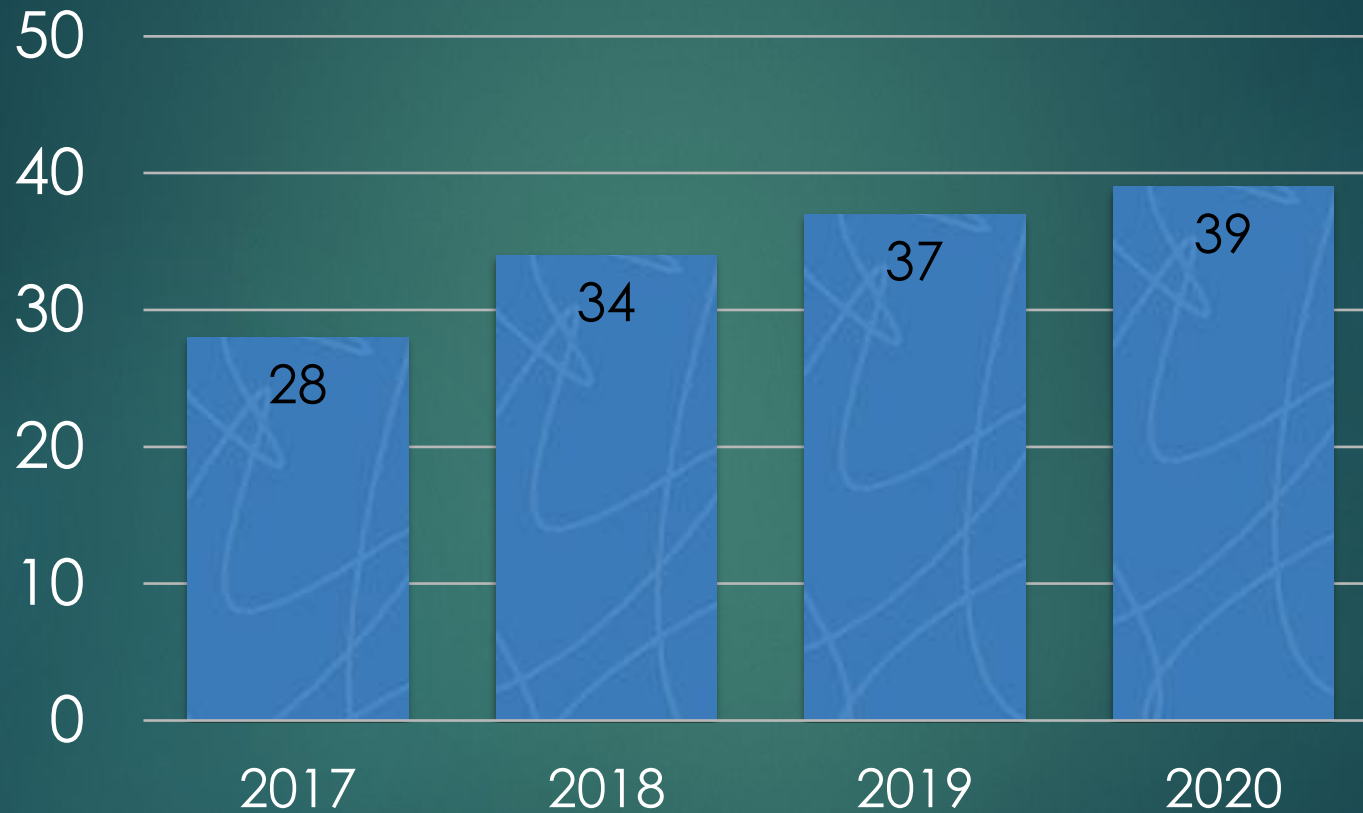


Overall Consumer Growth

- ▶ In April 2017 SCLARC consumers grew by 1140 consumers (9%)
- ▶ In April 2018 SCLARC consumers grew by 861 consumers (6%)
- ▶ In April 2019 SCLARC consumers grew by 1379 consumers (9%)
- ▶ In April 2020 SCLARC consumers grew by 926 consumers (6%)

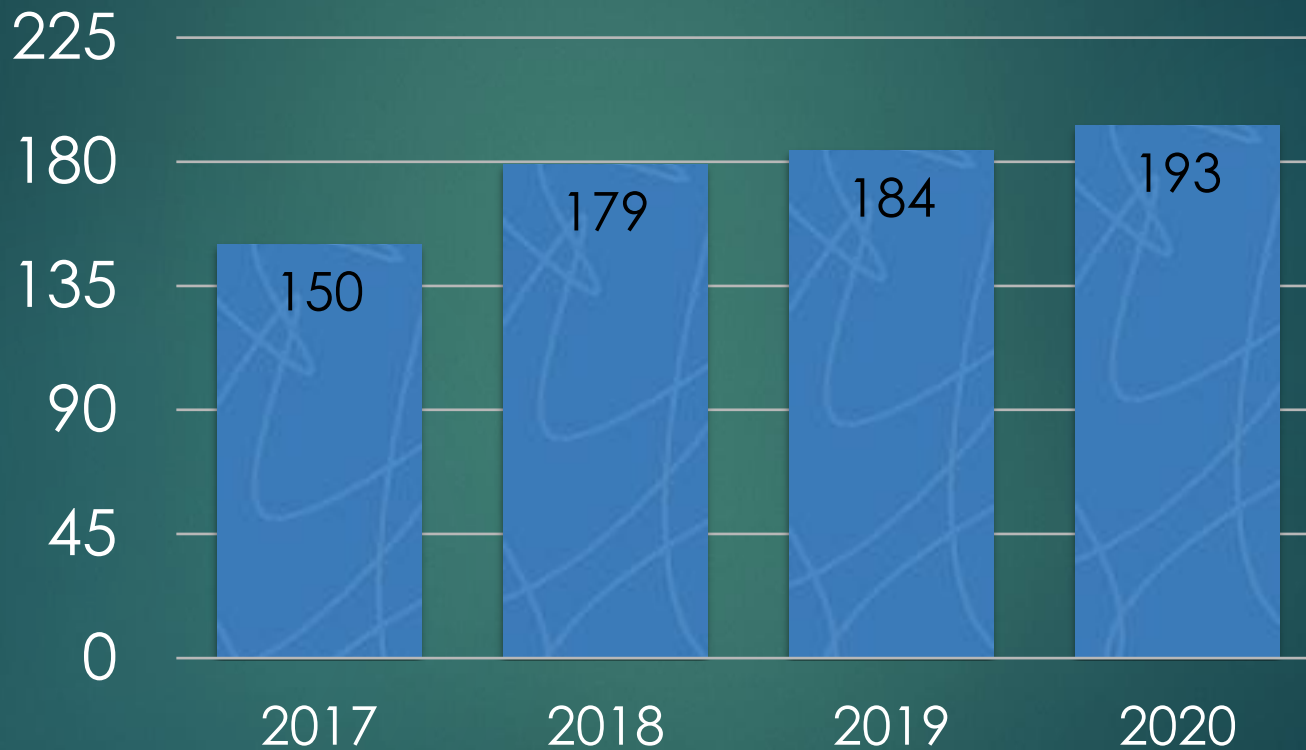
Since 2017 consumer growth increased by 22%

Early Start SC Growth



Increase of 39% since 2017

DCAS SC Growth



Increase of 29% since 2017

Early Start/DCAS SC Growth and Turnover

The numbers below include filling vacancies and hiring new staff:

- ▶ In 2017 Hired 56 SCs lost 17; grew by 23 SCs
- ▶ In 2018 Hired 44 SCs lost 21; grew by 36 SCs
- ▶ In 2019 Hired 33 staff lost 27; grew by 12 SCs
- ▶ As of December 1, 2020, SCLARC Hired 21 SCs lost 10; grew by 14 SCs

Overall increase of 34% staffing since 2017

Staff Turnover Reasons:

- ▶ Obtained higher degrees and/or changed career path.
- ▶ Moved out of local area and want to work closer to home.
- ▶ Medical/Leave of Absences.
- ▶ Low performance .
- ▶ Promotions to new positions within agency.
- ▶ Pandemic

Current Update

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- ▶ Caseload average for complex ratios have been met, currently have two 1:25 caseloads.
- ▶ Since April of 2020 SCLARC DCAS hired 18 Service Coordinators for vacancies and new positions which assists with the reduction and maintenance of lower caseloads.
- ▶ Since April, SCLARC's Early Start Program hired 2 Service Coordinators for the Under 3 years caseloads.
- ▶ Caseload average as of Dec. 1 the Early Start Under 3 years caseload average is currently at 1:64.
- ▶ SCLARC is in the process of hiring two Service Coordinators scheduled to start in January 2021.
- ▶ New staff participate in year-round trainings to ensure that they are appropriately trained when they begin their employment; this will assist to ensure they learn to work with our families and navigate the regional center system.
- ▶ Since March, the Pandemic made it more difficult to bring in new staff as the regional center required a new approach of conducting interviews and bringing in new staff.

Our Plan

- ▶ SCLARC will conduct at least one SC interview day per month until caseload ratios are met (12 applicants are usually interviewed).
- ▶ SCLARC will continue to conduct SC interviews through Zoom in order to hire for vacancies and new staffing.
- ▶ SCLARC will continue its efforts to monitor consumer growth and the operations budget and reduce staff turnover in order to meet and maintain the mandated caseload ratios.
- ▶ SCLARC will work on surveying and obtaining feedback from existing staff to determine why they stay and what the agency can do to maintain staff and reduce turnover.
- ▶ SCLARC will continue to require new staff to participate in year-round training including Person Centered Training.
- ▶ SCLARC will utilize remote work schedules and additional office space at the South Gate Office if needed to allow for staff growth post pandemic.



Questions & Public Comment