



May 18, 2022

2022 Service Coordinator (SC) Caseload Ratio Meeting

Meeting Conduct

ZOOM MEETING CODE OF CONDUCT

- Please keep yourself muted throughout the presentation to avoid background noise. You may type in your questions or comments in the Chat section at any time.
- Please hold all questions until the presentation is complete. All questions will be answered until the presentation is complete.
- After the presentation and after addressing chat questions and comments, we invite you to share your comments, concerns, and critiques during the Public Testimony period. If you wish to participate, please type your name in the Chat.
- When called please unmute yourself to ask your question, and promptly mute yourself again once you're done.
- 2 minutes are allotted per person.
- Please be respectful and refrain from making personal comments.
- SCLARC is committed to hearing your concerns and working together to develop solutions to the issues and challenges we face.
- During the presentation staff will be available to answer any questions you may have.



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 - WIC § 4640.6 *Caseload Ratio Law*

Regional Centers are required to:

- Maintain Service Coordinator to consumer ratios across 7 categories, based on certain programs, consumer age and residence type; and
- 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

- 7 categories : Caseload Averages
 - Consumers enrolled in the Home and Community Based Services Waiver (1:62)
 - Consumers under 3 years of age (1:62)
 - Moved from a Developmental Center Over 24 months (1:62)
 - Moved from a Developmental Center Between 12 and 24 months (1:45)
 - Moved from a Developmental Center within the last 12 months (1:45)
 - All others (consumers who have not moved out of a DC, not under the age of 3, and not on the Waiver program) (1:66)
 - 1:25 Complex Needs Caseload (1:25)

Definitions

Caseload Ratio

The number of consumers being served by each Service Coordinator.

Home and Community Based Services Waiver

Offers services not otherwise available through the Medi-Cal program to serve consumers in their own homes and communities. The HCBS Waiver program recognizes that many individuals at risk of being placed in medical facilities can be cared for in their homes and communities, preserving their independence and ties to family and friends at a cost no higher than that of institutional care.

Developmental Center (DC)

State operated facility that provides 24-hour services to consumers who cannot safely be served in the community. DC's are designed to increase independence, improve living skills and facilitate transitions back into the community.

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.

Caseload Ratios

SCLARC did not meet the caseload ratios for the following four 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)
- Consumers with complex needs

SCLARC Caseload Ratios By Year



	Mar-2019	Mar-2020	Mar-2021	Mar 2022
Medicaid Waiver required ratio	62	62	62	62
SCLARC's Average	69.1	73	79	78
Age 36 month and under required ratio	62	62	62	62
SCLARC's Average	73.7	75	69	84
Consumers moved from DC, lived in communities more than 24 months	62	62	62	62
SCLARC's Average	41.6	34	35.9	37
Consumers moved from DC, lived in communities between 12 and 24 months	45	45	45	45
SCLARC's Average	34.6	31	46.8	38
Consumers moved from DC within the last 12 months	45	45	45	45
SCLARC's Average	21.3	29	40.2	19
All Others required ratio	66	66	66	66
SCLARC's Average	72.2	77	84.2	84
1:25 Complex Needs	N/A	25	25	25
SCLARC's Average	N/A	87	26	27

DC= Developmental Center

Automated method used for all years



2022 Caseload Ratios

SCLARC Caseload Ratios 2021	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	Complex Needs
W&I Requirement	1:62	1:62	1:62	1:45	1:45	1:66	1:25
SCLARC	1:78	1:84	1:37	1:38	1:19	1:84	1:27
CA Avg.	1:79	1:65	1:60	1:52	1:32	1:82	1:23

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

Caseload Ratios

For years SCLARC has worked on reducing caseload ratios

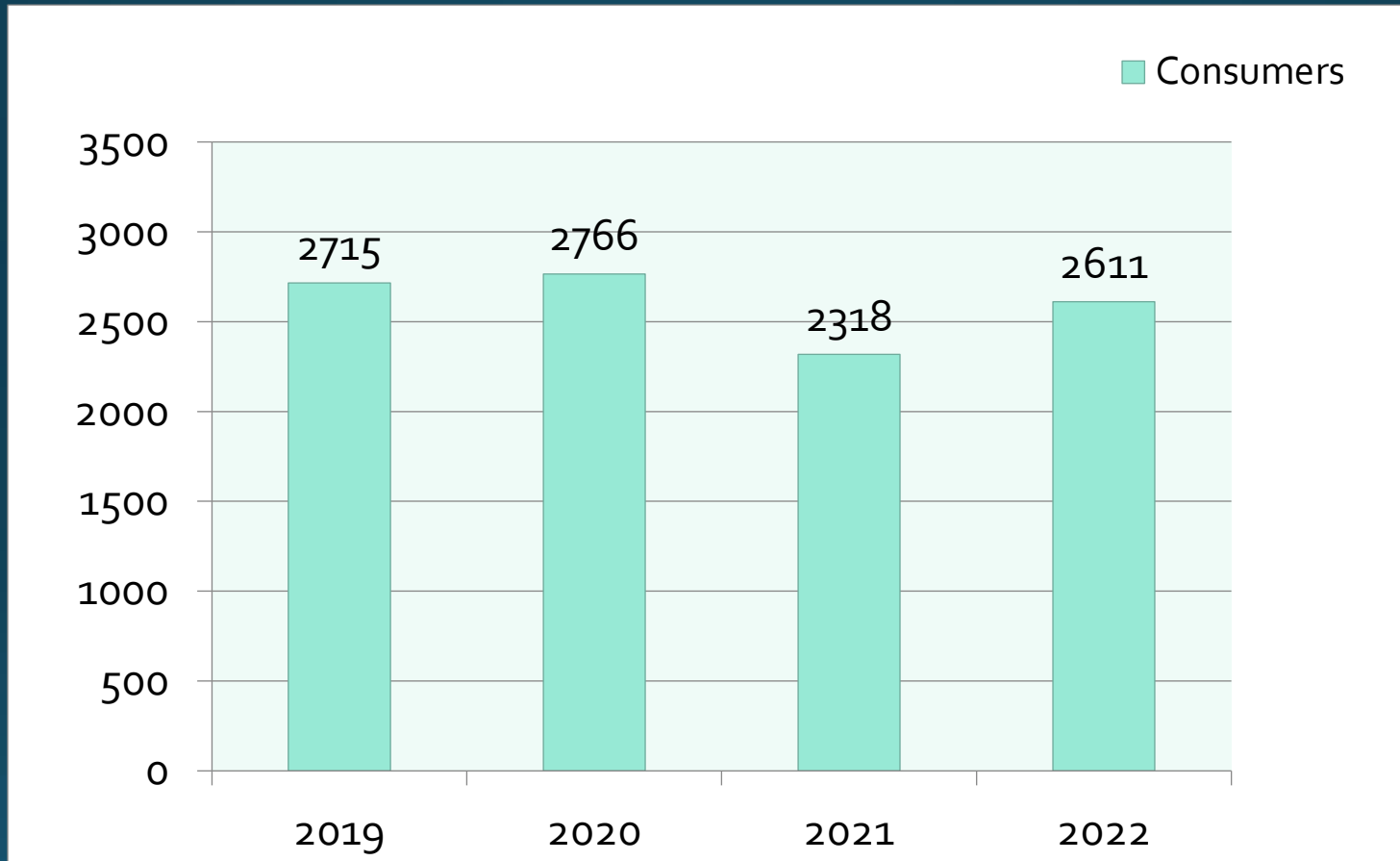
Although SCLARC made improvements to reduce caseload ratios, consistent consumer growth required the hiring of new staff

Major factors that impacted our caseload ratios are:

- Consumer Growth
- Service Coordinator Turnover/Resignation
- C-19 Pandemic

Early Start Consumer Growth

Taken from the month of April for each year and March 2022 (Status 1)

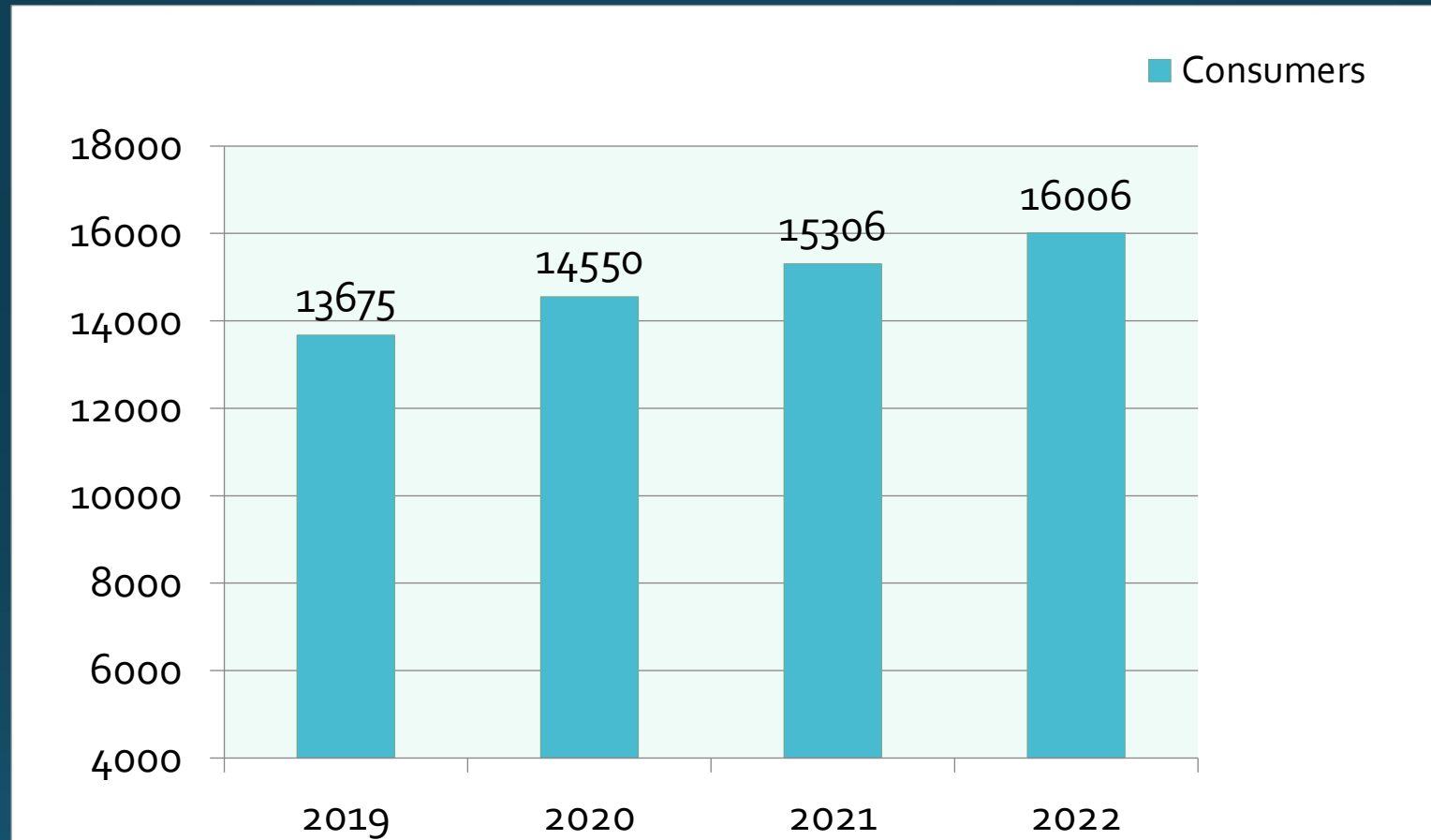


Increase of 13% since 2021

<https://www.dds.ca.gov/transparency/facts-stats/>

DCAS Consumer Growth

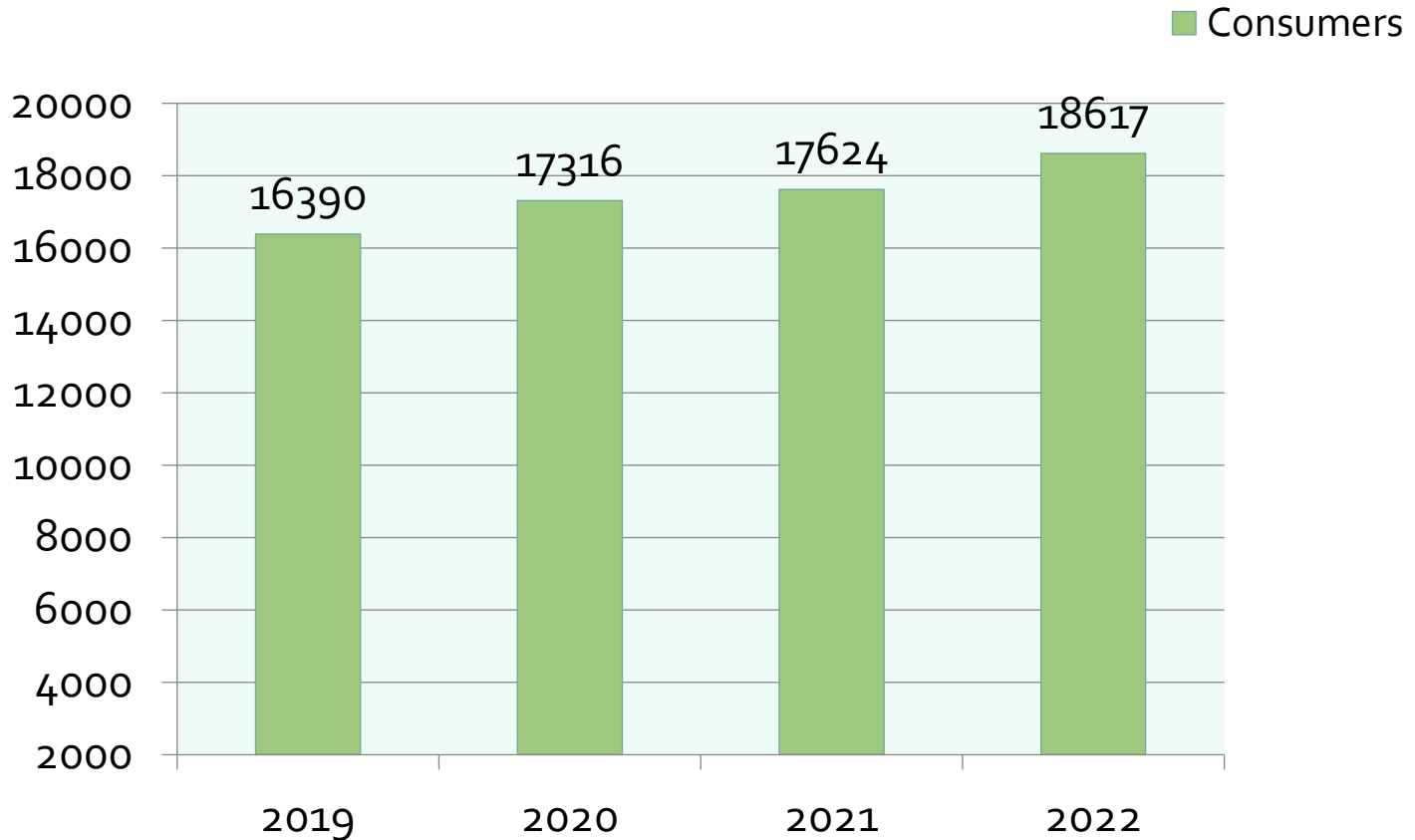
Taken from the month of April for each year and March 2022 (Status 2, 8, & U)



Increase of 17% since 2019

Overall Consumer Growth

Taken from the month of April for each year and March 2022 (Status 1, 2, 8 & U)



Increase of 14% since 2019

<https://www.dds.ca.gov/transparency/facts-stats/>



Overall Consumer Growth

- In April 2020 SCLARC consumers grew by 926 consumers (6%)
- In April 2021 SCLARC consumers grew by 308 consumers (2%)
- In March 2022 SCLARC consumers grew by 993 consumers (6%)

Since 2019 consumer growth increased by 14%

Early Start/DCAS SC Growth and Turnover/Resignations

The numbers below include filling vacancies and hiring new staff:

- Since March of 2021, SCLARC received 44 resignations
- Since March of 2021, SCLARC hired 43 staff to fill vacancies with two additional hires scheduled to join staff later in May 2022.
- Promotions of existing Service Coordinators to new/other open positions within the agency led to additional vacancies which negatively impacted caseload ratios.

Staff Resignation/Turnover Reasons:

- Obtained a higher degree moving forward in career.
- Changed career paths.
- Moved out of area.
- Did not/unable to return from leave of absence.
- Performance issues.
- Pandemic challenges.
- Retirements (planned and unexpected).
- Unwilling to comply with Vaccination.
- Promotions to new/other positions within agency resulted in vacancies.



C-19 Pandemic Impact on SCLARC Workforce

- Since March 2020, the Pandemic has made it challenging with hiring new staff.
 - Less qualified individuals.
 - High Salaries requested.
 - Hired staff but changed their minds after a few months on the job.
 - Would prefer to work from home 5 days per week.
- For existing staff, the pandemic had a major impact in their lives.
 - Increase in leave of absences related to the pandemic.
 - Changes in life circumstances resulted in staff unexpectedly departing the agency.
 - Childcare and COVID-19 related illnesses impacted the workforce.
- Given the uncertainty during the apex of the pandemic, SCLARC was cautious with hiring new additional staff for growth.

SCLARC Updates

Since 2010 to 2013, the effects of the recession on the Regional Center Operations budgets and the state budget crisis during that time, SCLARC has found it difficult to maintain caseload averages required by statute.

Combined with consumer growth, the pandemic and the phenomenon of the Great Resignation that continues in 2022, staying in compliance with caseload ratios required by statute has made it extremely difficult.

DDS provided additional funding for the reduction of caseload ratios and is based on the expected cost of backfilling needed Service Coordinator (SC) positions from March 2019. Since then, the SCs needed to meet mandated caseload ratios and overall cost of closing the gap has continued to grow.

Caseload average for complex ratios fluctuates, currently DDS assigned SCLARC two 1:25 Caseload Service Coordinators.

The Department of Children and Adult Services was restructured into two caseload specializations; one Department for Children (school aged individuals ages 3 to 21) and one Department for Adult individuals (ages 22+).

SCLARC continues to conduct virtual interview sessions at least two days per month interviewing 6 to 12 potential candidates per day.

New staff participate in virtual/in-person orientations and year-round trainings to ensure that they are appropriately trained when they begin their employment; the goal is to ensure they learn to work with our families and navigate the regional center system.

SCLARC also offers year-round training to staff at agency-wide/ department/ unit meetings, in small groups and 1:1 with the Team Leader or Program Manager.

Our Plan

- SCLARC will continue to conduct at least two SC interview days per month until caseload ratios are met (6-12 applicants are normally interviewed per day) and are considering a hiring fair event in the coming months.
- SCLARC will expand recruitment practices by partnering with local universities, will continue offering hiring bonuses to new staff, will continue the practice of paying referral fees to existing staff who identify qualified applicants, and will work with temp agencies to identify qualified SCs.
- SCLARC will hire one new Program Manager and twelve new SCs for the Children's case management unit in response to consumer growth.
- SCLARC will continue offering two day and three day telecommute work schedules to promote social distancing, for space to house new SCs, and as an added incentive to work from home.
- SCLARC will support and advocate for the modernization of the Core Staffing Formula in order to permanently enhance stability, prevent future caseload ratios from rising, and maintain staffing through competitive wages and benefits.
- SCLARC will continue its efforts to monitor consumer growth to ensure that we meet and maintain mandated caseload ratios.



Questions & Public Comment

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