



July 24, 2024

# 2024 Service Coordinator (SC) Caseload Ratio Public 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 during public comment when the presentation is over.
- 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 or raise your hand.
- When called please unmute yourself to ask your question or make a comment, and promptly mute yourself again once you're done.
- 2 minutes are allotted per person.
- Please be respectful and refrain from making personal comments or discussing personal cases.
- SCLARC is committed to hearing your concerns and working together to develop solutions to the challenges we face.
- During the presentation staff will be available to answer any questions you may have in the chat.



## 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 Averages

# Caseload Ratios

- Consumers enrolled in the Home and Community Based Services Waiver (1:62)
- Consumers under 6 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)



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
<b>SCLARC 2024 Ratios</b>	<b>1:76</b>	<b>1:54</b>	<b>1:40</b>	<b>1:27</b>	<b>1:75</b>	<b>1:25</b>
SCLARC 2023 Ratios	1:83	1:79	1:40	1:18	1:83	1:25



# 2024 Caseload Ratios

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

# Caseload Ratios

SCLARC did not meet the caseload ratios for the following three 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)



# Caseload Ratios



For years SCLARC has worked on 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 2024 caseload ratios are:

- 1) Consumer Growth
- 2) Provisional Eligibility
- 3) 1 to 40 Caseload requirement





# Early Start Consumer Growth

Taken from the month of March of each year and May 2024 (Status 1)

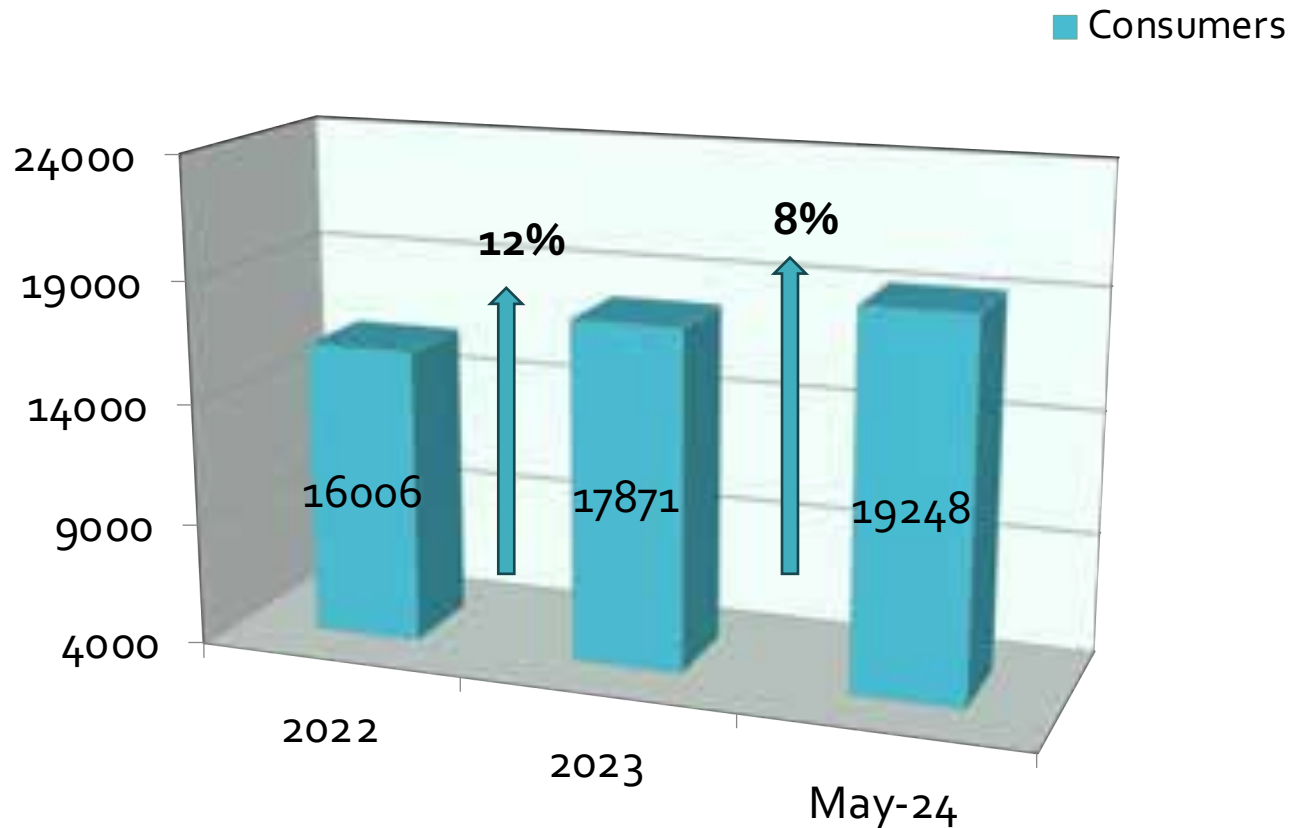


22% increase since 2022



# DCAS Consumer Growth

Taken from the months of March of each year and May of 2024 (Status 2, 8, & U)



20% increase since 2022



# Overall Consumer Growth

Taken from the month of April of each year and May 2024 (Status 1, 2, 8 & U)



20.5% increase in consumer growth since 2022

# Provisional Eligibility

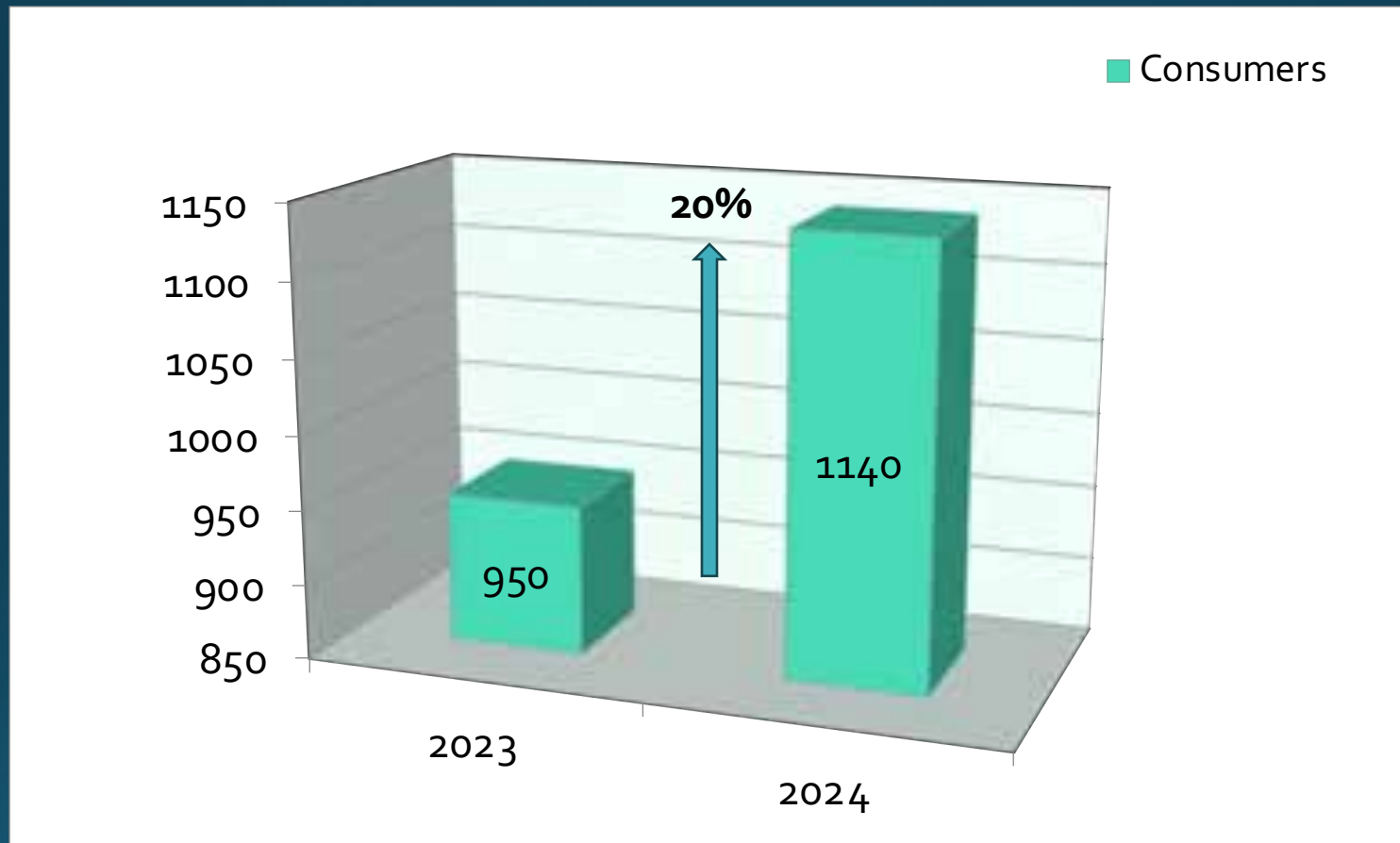


Developmental Services Budget Trailer Bill, AB 136 (Chapter 76, Statutes of 2021), amended Welfare and Institutions (W&I) Code section 4512 to expand eligibility for Lanterman Developmental Disabilities Services Act (Lanterman Act) services by allowing a child who is three or four years of age to be provisionally eligible for regional center services under specified conditions.



# Provisional Eligibility Growth

Status U Cases



As of April 2024, SCLARC has the highest Number of Status U cases across the State  
13% overall share of Provisional Cases Statewide



# 1 to 40 Caseloads



In fiscal year 2022-2023 DDS provided funding for caseloads of 1 to 40 for consumers five 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 five 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 (**6,353 children**); numbers includes provisional eligibility.

In response, SCLARC hired additional Service Coordinators.

# SCLARC Staffing Updates



- The new 1 to 40 caseload requirements and the advancement of Service Coordinators to new positions impacted caseload ratios.
- In 2022, SCLARC launched its job fairs.
- Since 2022, SCLARC's monthly Job Fairs have been successful, with the past three fairs hosting more than 300 applicants.
- SCLARC hired **95 Service Coordinator positions in 2023.**
- Since January 2024, SCLARC hired **64 Service Coordinator positions.**
- Since January 2023, SCLARC hired **159 Service Coordinators.**

# SCLARC Updates



The Department of Children and Adult Services was restructured into two specialized departments:

**Children from ages 3 to 21**

**Adults aged 22 and older.**



Early Start Department added two new units:

2 Program Managers, **24 Service Coordinators**, 2 Team Leads, and 2 Support Staff.



The Children's Department expanded to include: 5 new ECU Units: 5 Program Managers, **58 Service Coordinators**, 5 Team Leads, and 5 Support Staff.

The Adult Department expanded by adding an additional new unit, 1 Program Manager, **12 Service Coordinators**, 1 Team Lead, and 1 Support Staff.



New staff participate in both in-person training orientations and ongoing year-round training.

SCLARC offers continuous training to new and current staff.





# SCLARC's Plan



- SCLARC will keep up its advertising of job fairs on the radio and KTLA 5.
- SCLARC will continue its recruitment practices:
  - Forming additional partnerships with local universities
  - Maintaining hiring incentives for new staff
  - Pay referral fees to current employees
  - Using temp agencies to find qualified Service Coordinators.
- SCLARC plans to hire:
  - ✓ Early Start: 2 New units (2 PMs, 20 SCs, 2 TLs, and 2 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, 1 TL, and 1 SS)
  - ✓ Adult Department: 2 Units (2 PMs, 24 SCs, 2 TL, & 2SS).
- SCLARC will continue to offer two-day and three-day telecommute work schedules.
- SCLARC will collaborate with ARCA to advocate for the modernization of the Core Staffing Formula.
- SCLARC will keep its focus on monitoring consumer growth.



# Questions & Public Comment

[CMHelp@sclarc.org](mailto:CMHelp@sclarc.org)

**1-833-SCLARC1 or 1-833-725-2721**