



# 2025 Service Coordinator (SC) Caseload Ratio Public Meeting

September 15, 2025





# Interpretation

This meeting will have simultaneous English/Spanish translation. Shortly, we'll show you how to choose the language on your PC or mobile device.

# 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 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)



# 2025 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
<b>SCLARC 2025 Ratios</b>	<b>1:82</b>	<b>1:45</b>	<b>1:39</b>	<b>1:20</b>	<b>1:78</b>	<b>1:33</b>
SCLARC 2024 Ratios	1:76	1:54	1:40	1:27	1:75	1:25

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



# Caseload Ratios

**SCLARC did not meet the caseload ratios for the following three (4) 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)**



# 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.

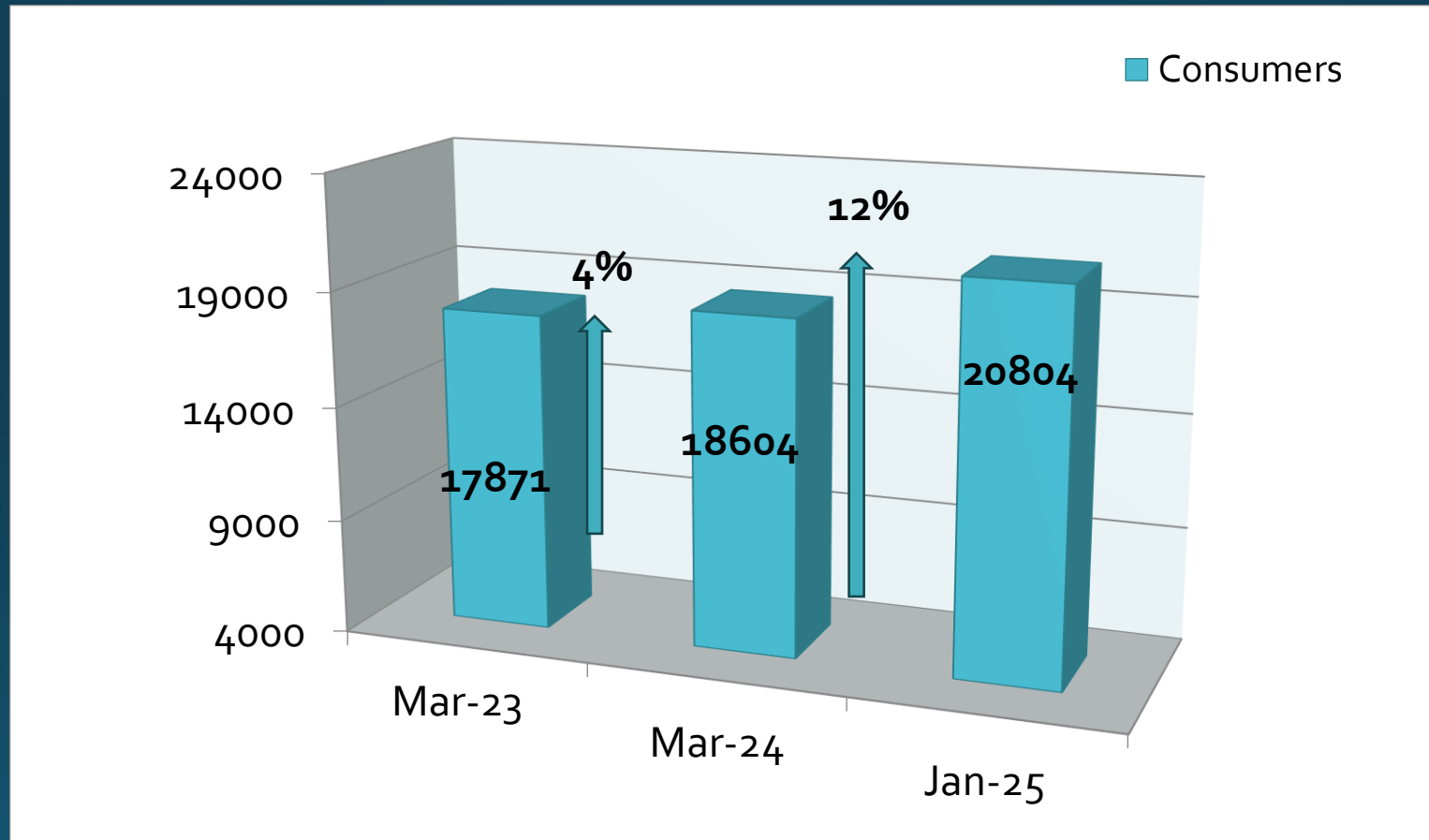


Major factors that impacted our 2025 caseload ratios are:

- 1) Significant 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 and August of 2025 (Status 2, 8, & U)



16% increase from 2023-2025

# Overall Consumer Growth

Taken from the month of March of each year and August 2025 (Status 1, 2, 8 & U)



15.8% increase from 2023-2025

# 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 (**7,170 children**); numbers includes provisional eligibility, as of August 2025.

In response, SCLARC hired additional Service Coordinators.

# SCLARC Staffing Updates

The new 1-to-40 caseload requirement, along with growth and promotion of our Service Coordinators transitioning to new positions, continues to impact caseload ratios.

Since 2022, SCLARC's monthly Job Fairs have been highly successful, with some attracting over 300 applicants.

- In 2023, SCLARC hired **159 Service Coordinators**.
- Since January 2024, SCLARC hired **64 Service Coordinators**.
- Since January 2025, SCLARC hired **84 Service Coordinators**.

In total, **SCLARC hired 307 Service Coordinators** since 2022.

The screenshot shows the KTLA 5 website with a blue header. The top left says "LIVE NOW KTLA 5 News Live at 4". The top center has the "KTLA 5 LA'S VERY OWN" logo. The top right shows a weather widget for Los Angeles with a sun icon, "91°", and "LOS ANGELES". Below the header is a navigation bar with links: "Watch Live", "News", "Weather", "Morning News", "Video", "KTLA+ App", "Marketplace", "Shows", "Contests", "About", and a search icon. Below the navigation bar is a red alert banner that says "ALERT Woman shot outside Topanga Westfield Cheesecake Factory, suspect arrested" with a link to "2 MORE ALERTS". Below the alert is a large white banner for a "JOB FAIR" by the "DEPARTMENT OF CHILDREN SERVICES". The banner includes the SCLARC logo, the text "SOUTH CENTRAL LOS ANGELES REGIONAL CENTER", and details about the event: "When: Friday, August 22, 2025, Friday, September 19, 2025", "Time: 9:00 AM - 1:00 PM, Walk-ins welcome until 1pm", and "Location: 2500 S. Western Ave, Los Angeles, CA 90018". There is also a circular photo of a smiling woman.



# SCLARC Updates



## **Early Start Department added one new unit:**

- 1 Program Manager, **12 Service Coordinators**, 1 Team Leads, 1 Support Staff
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## **The Children's Department has expanded to include:**

- 1 Early Childhood Unit (ages 3-5) – 1 Program Manager, **12 Service Coordinators**, 1 Team Leader, 1 Support Staff
- 3 Children's Units (ages 6-21) – 3 Program Managers, **36 Service Coordinators**, 3 Team Leaders, 3 Support Staff

## **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.

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# Caseload Ratios as of July 2025

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 July 2025 Ratios</b>	<b>1:69</b>	<b>1:43</b>	<b>1:40</b>	<b>1:20</b>	<b>1:71</b>	<b>1:27</b>
SCLARC March 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).

# SCLARC's Plan



- ✓ Continue to advertise job fairs on radio and KTLA 5.
- ✓ Continue current recruitment practices by:
  - Forming partnerships with local universities
  - Maintaining hiring incentives for new staff
  - Paying referral fees to current employees
  - Using temp agencies to locate qualified Service Coordinators
- ✓ SCLARC plans to hire:
  - Early Start: 1 New unit (1 PMs, 10 SCs, 1 TLs, 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.





# Questions & Public Comments

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

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