

# Interpretation

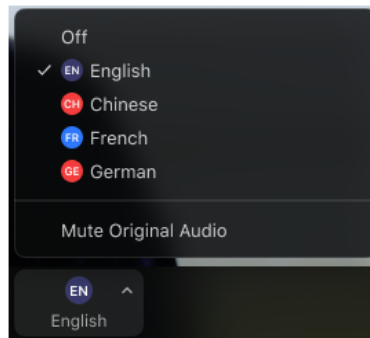
## Listening to language interpretation

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# WELCOME



# Regional Center of Orange County

Caseload Ratio Plan of Correction Public Meeting

Fiscal Year 2023-24

June 12, 2024

*Presented by:*

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*Jennifer Montanez, Director of Case Management*

# Caseload Ratio Plan of Correction

- ▶ Insufficient funding (*increased funding for service coordination necessary*)
- ▶ Regional Center of Orange County would need to hire 83 more service coordinators to be in compliance, at an annual cost of \$6.9 million to meet ratios.
- ▶ Case Weighting to continue (*details to follow*)

Budget Act of 2023 (SB 101) Funded SC Positions			Total SCs for the RC*
Total SC Positions funded	Total SC positions hired	Total SC positions vacant	
85	44	41	399

*\*Includes SC positions not funded with SB 101 funding.*

Regional Center of Orange County's (RCOC's) data reflects that 52% of new service coordinator (SC) positions, for which funding was appropriated have been filled as of March 1, 2024.

# Lanterman Act Specifies Caseload Ratios

- ▶ **1 to 62** for all persons served enrolled in the Home and Community Based Services Waiver (HCBS) program, also known as Medicaid Waiver
- ▶ **1 to 40** for all persons served under age 6
- ▶ **1 to 45 Movers within last 12 months**
- ▶ **1 to 66** for all other persons we serve (*including HCBS 1915(i) State Plan Amendment*)
- ▶ **1 to 25** Complex Needs
- ▶ **1 to 40** Low or No Purchase of Services

# Lanterman Act Specifies Caseload Ratios

Regional Center	On Waiver	Under 6 Years	Movers Within Last 12 Months	Over 5 Years, Non-Waiver, Non-Mover	Complex Needs	Low or No POS
W&I Code Required Ratios	1:62	1:40	1:45	1:66	1:25	1:40
RCOC Number of Individuals Served	8,616	5,964	3	11,074	48	193
<b>RCOC Ratios</b>	<b>1:81</b>	<b>1:61</b>	<b>1:34</b>	<b>1:77</b>	<b>1:31</b>	<b>1:39</b>

RCOC did not meet all the required ratios mandated by Welfare & Institutions (W&I) Code section 4640.6(c) and Article IX, Section 2 of the Fiscal Year 2023-2024 Regional Center Contract. Specifically, RCOC did not meet the required caseload ratios for the highlighted categories noted in the table above.

# Historically, National Core Indicators (NCI) Surveys show satisfaction even when caseload ratios are not met

NCI Survey and Year	Able to Contact SC When Wants	Satisfied with Services and Supports Currently Received	Services and Supports Have Made a Positive Difference	Services and Supports Help to Live a Good Life
Adult Family FY 19 / 20	90%	85%	95%	95%
Family Guardian 19 / 20	93%	93%	99%	99%
Adult Family FY 16 / 17	89%	86%	88%	91%
Family Guardian 16 / 17	87%	92%	92%	96%
Child Family 15 / 16	85%	76%	93%	92%
Adult Family FY 13 / 14	86%	88%	92%	N/A
Family Guardian 13 / 14	93%	91%	96%	N/A
Child Family 12 / 13	80%	71%	92%	N/A

N/A = question not asked Nationally

**The following graphs show the way we work:**

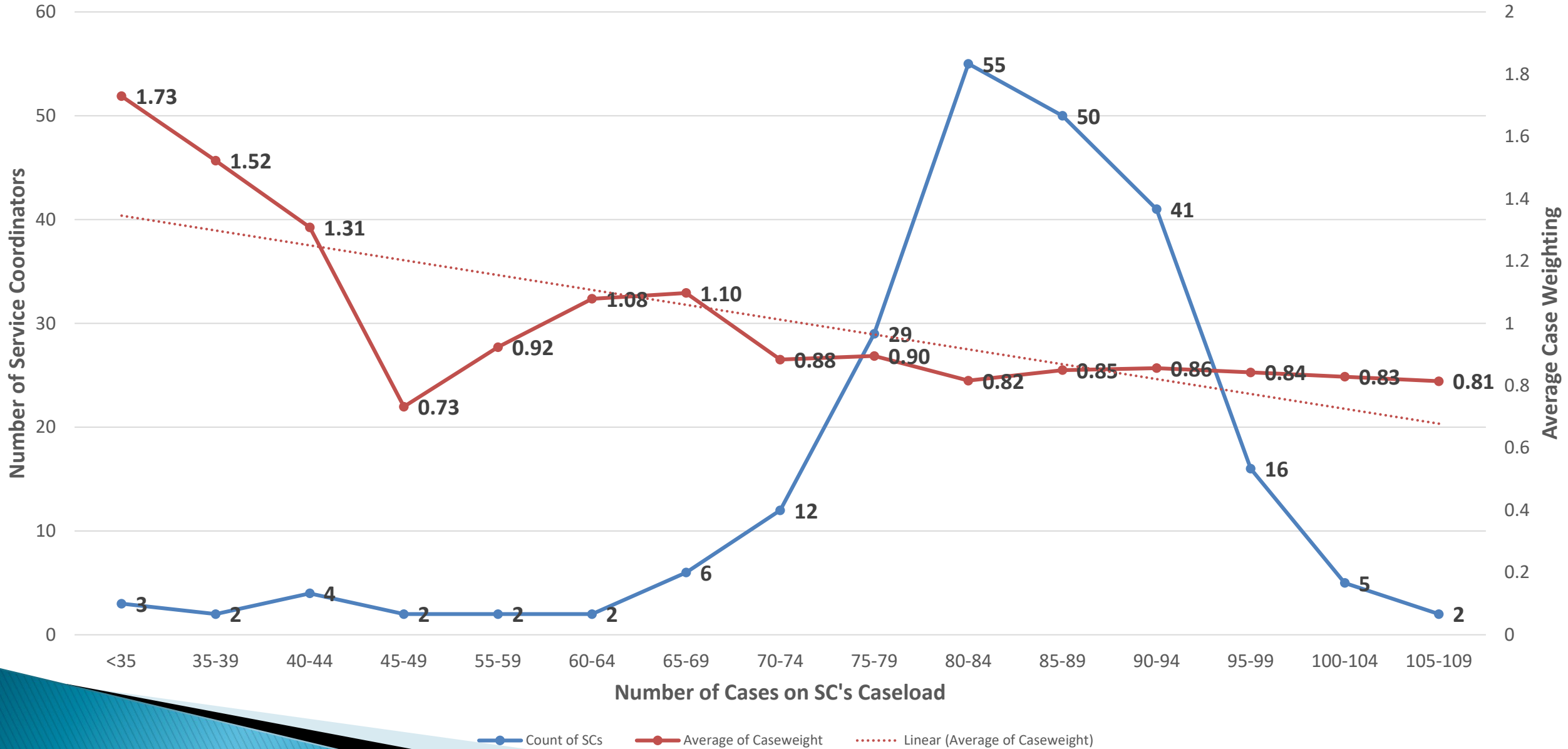
Workload (case weighting)

versus

Caseload (number of cases)



# Caseload Assignments and Average Case Weighting as of May 24, 2024

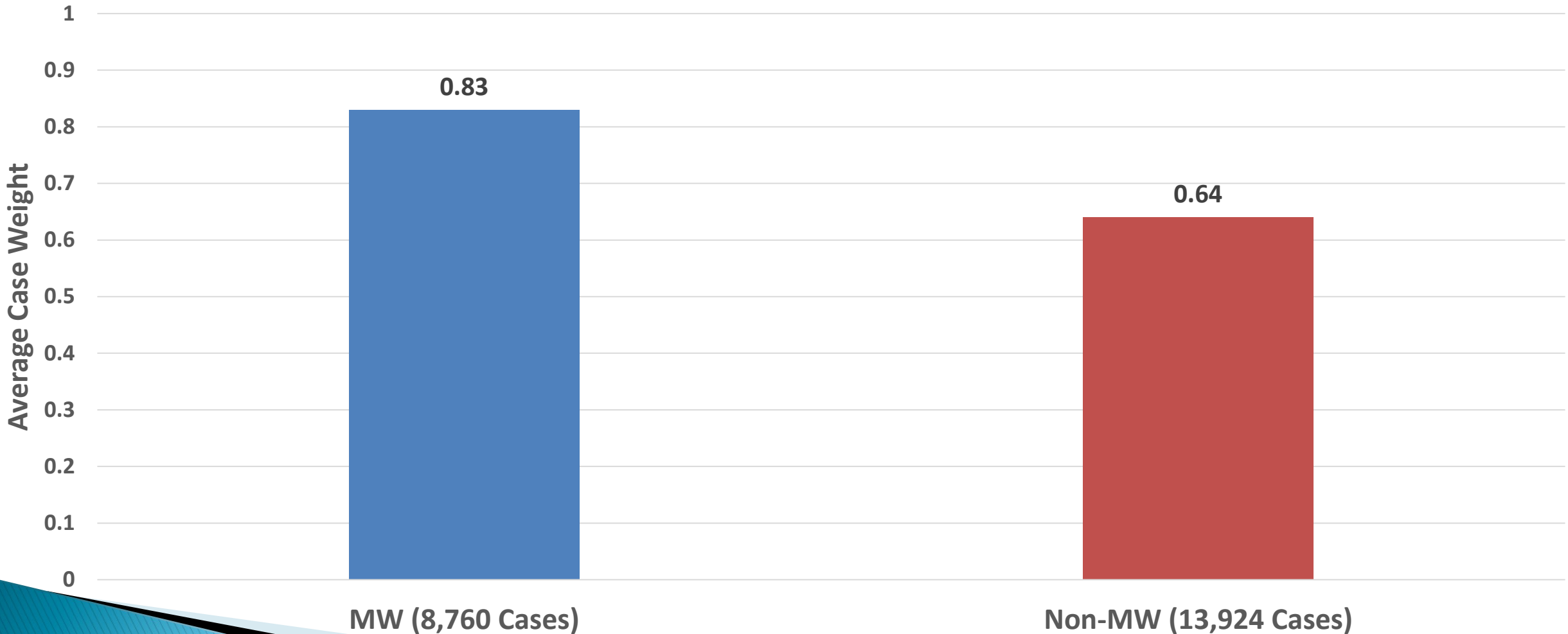


# Current Criteria Included for Case Weighting

- ▶ New to RCOC (3 months)
- ▶ Newly Assigned (6 months)
- ▶ Diagnosis & Evaluation
- ▶ Early Start/Transition/CCS/status0
- ▶ Fair Hearing
- ▶ Out of County
- ▶ Out of State
- ▶ Monolingual
- ▶ Quarterly Reviews Required
- ▶ Medicaid Waiver
- ▶ Developmental Center
- ▶ Individual Educational Plan (IEPs)
- ▶ High School Transition Period (16 to 22 years of age)
- ▶ Parent is a Person Served
- ▶ Behaviors
- ▶ Dual Diagnosis
- ▶ Sexually Inappropriate
- ▶ Criminal Justice Involvement
- ▶ Special Incident Reports (SIRs)
- ▶ Resource Groups
- ▶ Planning Team Meetings (PTMs)
- ▶ 3 or more different behavior vendors used in the past year
- ▶ Get Safe Contract
- ▶ Crisis Management Services
- ▶ Self Determination
- ▶ Enhanced Service Coordination
- ▶ Provisional Transition (4.8-5)

# Case Weight Comparison

## Medicaid Waiver and Non-Medicaid Waiver



# Continuation of Higher Ratios

- ▶ Higher ratios have not reduced the levels of service RCOC service coordinators provide to those we serve and their families. However lack of resources has.
- ▶ Allocation of funding from the California Department of Developmental Services (DDS) to regional centers is not enough for 1:40, 1:62 and 1:66 caseload ratios. The position is also underfunded by the State.
- ▶ Would mean hiring 83 more service coordinators at an annual cost of \$6.9 million

# Quality vs. Quantity

- ▶ Caseload size does not equal workload
- ▶ Better to have fewer (higher quality) service coordinators working efficiently than higher number (quantity) of lower paid service coordinators

# Public Meeting

- ▶ DDS requires a public meeting for the plan of correction and will not approve higher ratios
- ▶ Plan of correction must include input from the community

**Any Questions or Suggestions  
Related to Plan of Correction?**