Regional Center of Orange County

Caseload Ratio
Plan of Correction
Fiscal Year 2015–16
Lanterman Act Specifies Caseload Ratios

- **1 to 62** for all consumers three years of age and younger, and consumers enrolled in the Home and Community-Based Services Waiver (HCBS) program, also known as Medicaid Waiver

- **1 to 66** for all other consumers
1 to 66 Eliminated for Five Years

- During the recession, from 2009 to 2014, the 1 to 66 ratio was eliminated.

- Effective July 1, 2014, the requirement was reinstated.
For Those Five Years

- Non-Early Start, non-Medicaid Waiver caseload ratios were higher – 1 to 100+
- Service Coordinator NCI ratings remained high

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<tbody>
<tr>
<td>Has met SC</td>
<td>88%</td>
<td>94%</td>
<td>92%</td>
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<tr>
<td>SC asks what person wants</td>
<td>85%</td>
<td>88%</td>
<td>88%</td>
</tr>
<tr>
<td>SC helps get what person needs</td>
<td>89%</td>
<td>92%</td>
<td>88%</td>
</tr>
<tr>
<td>SC calls back right away</td>
<td>76%</td>
<td>66%</td>
<td>73%</td>
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The next graph shows the way we work:

Workload (case weighting)

versus

Caseload (number of cases)
Caseload Assignments and Average Case Weighting

Number of Service Coordinators vs. Number of Cases

- # of SCs
- Avg Case Weight
- Linear (Avg Case Weight)
Continuation of Higher Ratios

- Higher ratios have not reduced service to consumers and families; continuation of business as it has been for six years
- Allocation to regional centers is not enough for 1 to 66
- Would mean hiring 72 service coordinators at an annual cost of $4.8 million
Quality vs. Quantity

- Caseload size does not equal workload
- Better to have fewer service coordinators working efficiently and reward their good work
• DDS requires a plan of correction and will not approve higher ratios

• Plan of correction includes input from the Community
Any Questions or Suggestions?