



Regional Center of Orange County

Caseload Ratio Plan of Correction Public Meeting
Fiscal Year 2021–22
May 18, 2022

Caseload Ratio Plan of Correction

- ▶ Insufficient funding (*increased funding for service coordination necessary*)
- ▶ Regional Center of Orange County would need to hire 90 more service coordinators to be in compliance, at an annual cost of \$7.2 million
- ▶ Case Weighting to continue (*details to follow*)

Lanterman Act Specifies Caseload Ratios

- ▶ 1 to 62 for all persons served three years of age and younger, and those we serve enrolled in the Home and Community-Based Services Waiver (HCBS) program, also known as Medicaid Waiver
- ▶ 1 to 66 for all other persons we serve *(including HCBS 1915(i) State Plan Amendment)*

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 for the adult in person surveys remained high and continue to be high afterwards

NCI Question	FY 2009–10	FY 2010–11	FY 2011–12	FY 2014–15	FY 2017–18	FY 2020–21
Has met SC	88%	94%	92%	98%	94%	86%
SC asks what person wants	85%	88%	88%	88%	88%	85%
SC helps get what person needs	89%	92%	88%	91%	N/A	N/A
SC calls back right away	76%	66%	73%	77%	N/A	N/A
Able to contact SC when wants	N/A	N/A	N/A	N/A	88%	81%

N/A = question dropped Nationally

For Those Five Years+

- ▶ NCI family/guardian surveys show satisfaction during and after at high levels

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

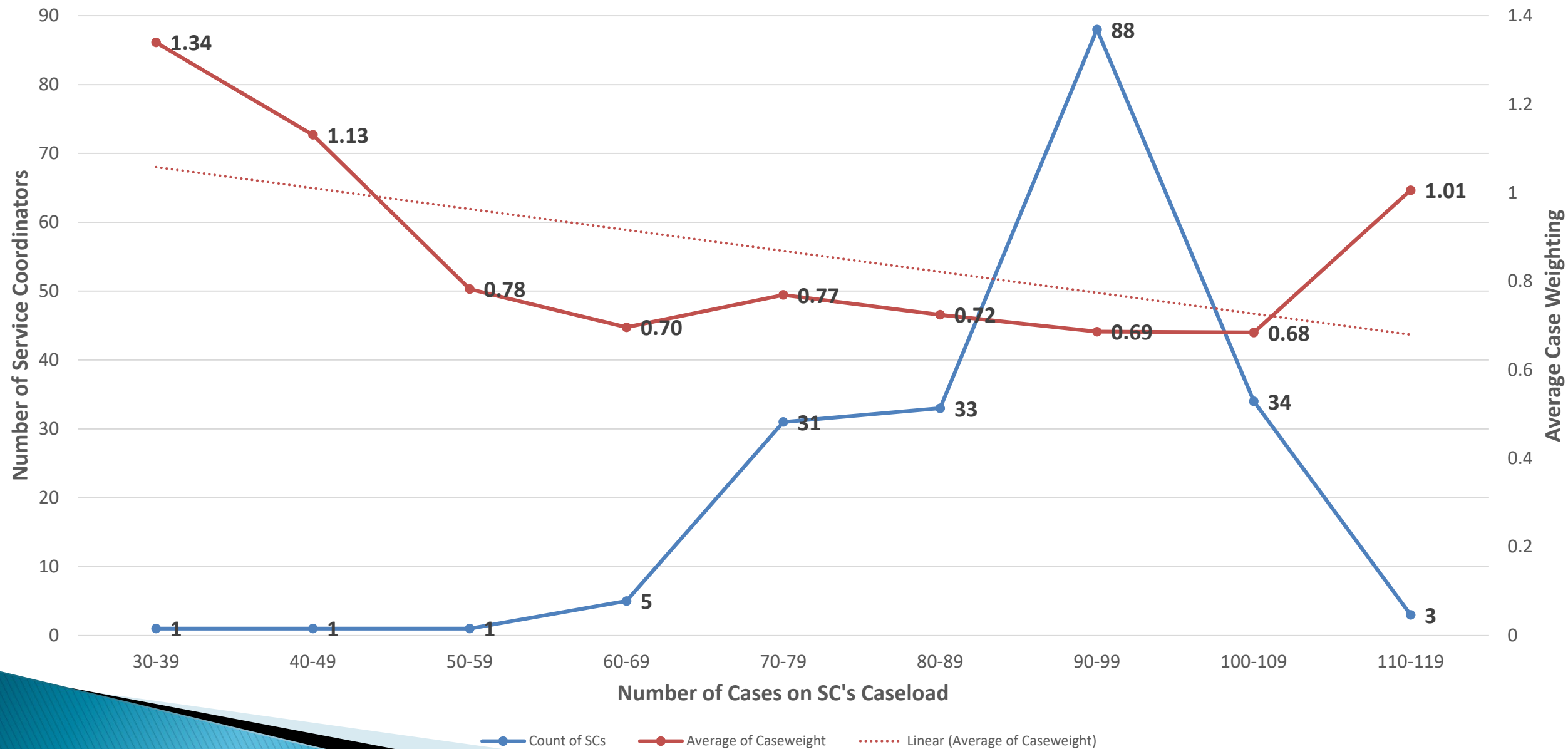
The following graphs shows the way we work:

Workload (case weighting)

versus

Caseload (number of cases)

Caseload Assignments and Average Case Weighting as of April 26, 2022



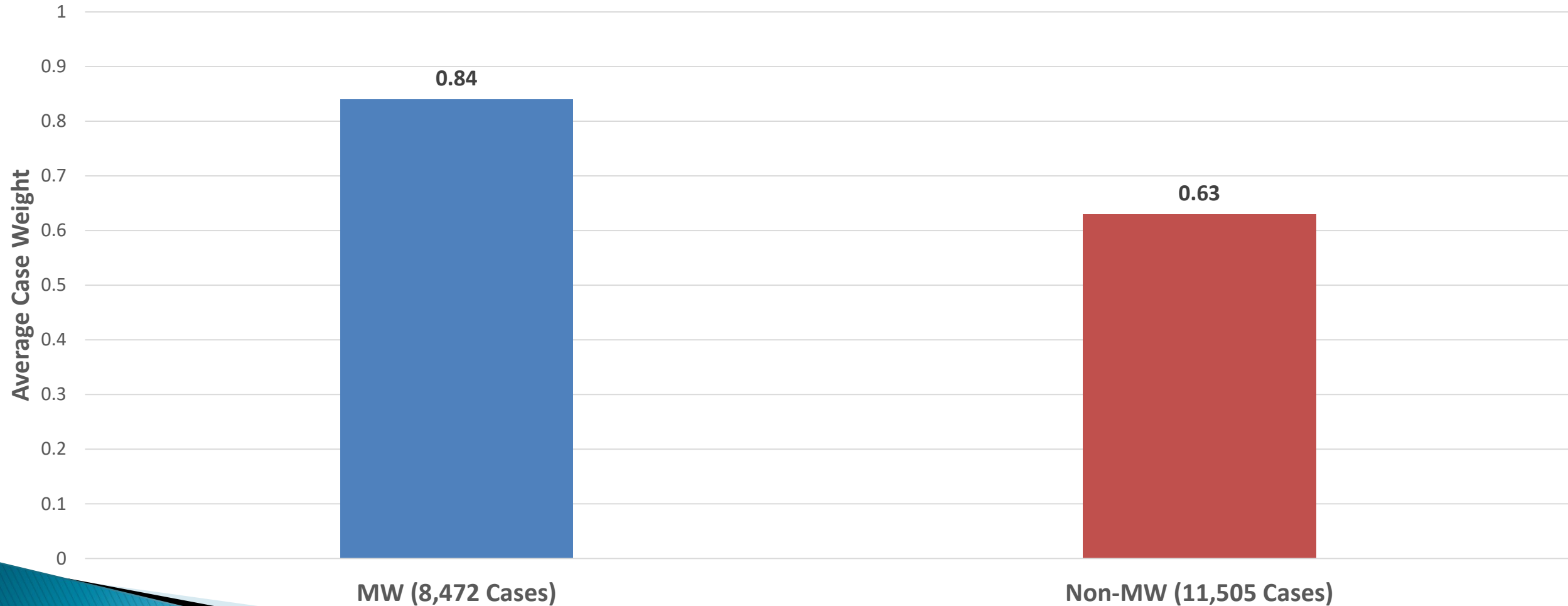
Current Criteria Included for Case Weighting

3 years of age and older

- ▶ New to RCOC (3 months)
- ▶ Newly Assigned (6 months)
- ▶ Fair Hearing
- ▶ Out of County
- ▶ Out of State
- ▶ Monolingual
- ▶ Quarterly Reviews Required
- ▶ Medicaid Waiver
- ▶ Developmental Center
- ▶ IEPs
- ▶ High School Transition Period (16 to 22 years of age)
- ▶ Parent is a Person Served
- ▶ Dual Diagnosis
- ▶ Behaviors
- ▶ Sexually Inappropriate
- ▶ Criminal Justice Involvement
- ▶ SIRs
- ▶ Resource Groups
- ▶ PTMs
- ▶ 3 or more different behavior vendors used in the past year
- ▶ Get Safe 055 Contract
- ▶ Crisis Management 017, 090, 900 Contract

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
- ▶ Allocation of funding from the California Department of Developmental Services (DDS) to regional centers is not enough for a 1 to 66 caseload ratio
- ▶ Would mean hiring 90 more service coordinators at an annual cost of \$7.2 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

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

Any Questions or Suggestions related to Plan of Correction?