

Interpretation Interpretación Thông dịch

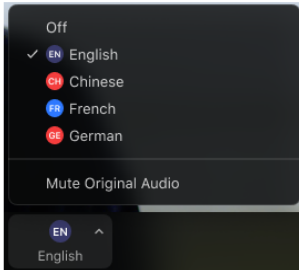
Listening to language interpretation

Windows | macOS

1. In your meeting/webinar controls, click **Interpretation**.



2. Click the language that you would like to hear.



3. (Optional) To only hear the interpreted language, click **Mute Original Audio**.

Cómo escuchar la interpretación de un idioma

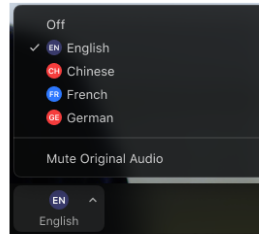
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1. En los controles de la reunión o el seminario web, haga clic en

Interpretación.



2. Haga clic en el idioma que desee escuchar.



3. (Opcional) Para escuchar solo el idioma interpretado, haga clic en **Silenciar audio original**.

1. Trong chế độ điều khiển cuộc họp / hội thảo trên mạng của bạn, nhấp chuột vào “Interpretation”.
2. Nhấp chuột vào “Vietnamese” để nghe tiếng Việt
3. (Tùy chọn) Để chỉ nghe thông dịch theo ngôn ngữ bạn chọn, nhấp vào “Mute Original Audio” để tắt âm thanh gốc bằng tiếng Anh.

WELCOME

BIENVENIDOS

THÂN CHÀO



Regional Center of Orange County

Caseload Ratio Plan of Correction
Virtual Public Meeting
Fiscal Year 2022–23
July 26, 2023

Caseload Ratio Plan of Correction

- ▶ Insufficient funding (*increased funding for service coordination necessary*)
- ▶ Regional Center of Orange County would need to hire 113 more service coordinators to be in compliance, at an annual cost of \$9.1 million
- ▶ Case Weighting to continue (*details to follow*)

Budget Act of 2022 (AB 178) Funded SC Positions			Total SCs for the RC*
Total SC positions funded	Total SC positions hired	Total SC positions vacant	
80	45	35	354

**Includes SC positions not funded with AB 178 funding*

Regional Center of Orange County's (RCOC) data from the questionnaire reflects that 56% of the new service coordinator (SC) positions, for which funding was appropriated in the Budget Act of 2022 (AB178), have been filled as of March 1, 2023

Lanterman Act Specifies Caseload Ratios

Regional Center	On Waiver	Under 6 Years	Movers Over 24 Months	Movers Between 12 and 24 Months	Movers Within the 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	1:62	1:45	1:45	1:66	1:25	1:40
RCOC Number of Individuals Served	8,569	5,019	184	1	1	10,739	36	180
RCOC Ratios	1:83	1:65	1:71	1:100	1:100	1:79	1:39	1:36

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 2022–2023 Regional Center Contract. Specifically, RCOC did not meet the required caseload ratios for the highlighted categories noted in the table above

Lanterman Act Specifies Caseload Ratios

- ▶ 1 to 40 for all persons served under age 6
- ▶ 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 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 FY 19/20	93%	93%	99%	99%
Adult Family FY 16/17	89%	86%	88%	91%
Family Guardian FY 16/17	87%	92%	92%	96%
Child Family FY 15/16	85%	76%	93%	92%
Adult Family FY 13/14	86%	88%	92%	N/A
Family Guardian FY 13/14	93%	91%	96%	N/A
Child Family FY 12/13	80%	71%	92%	N/A

N/A = question not asked Nationally

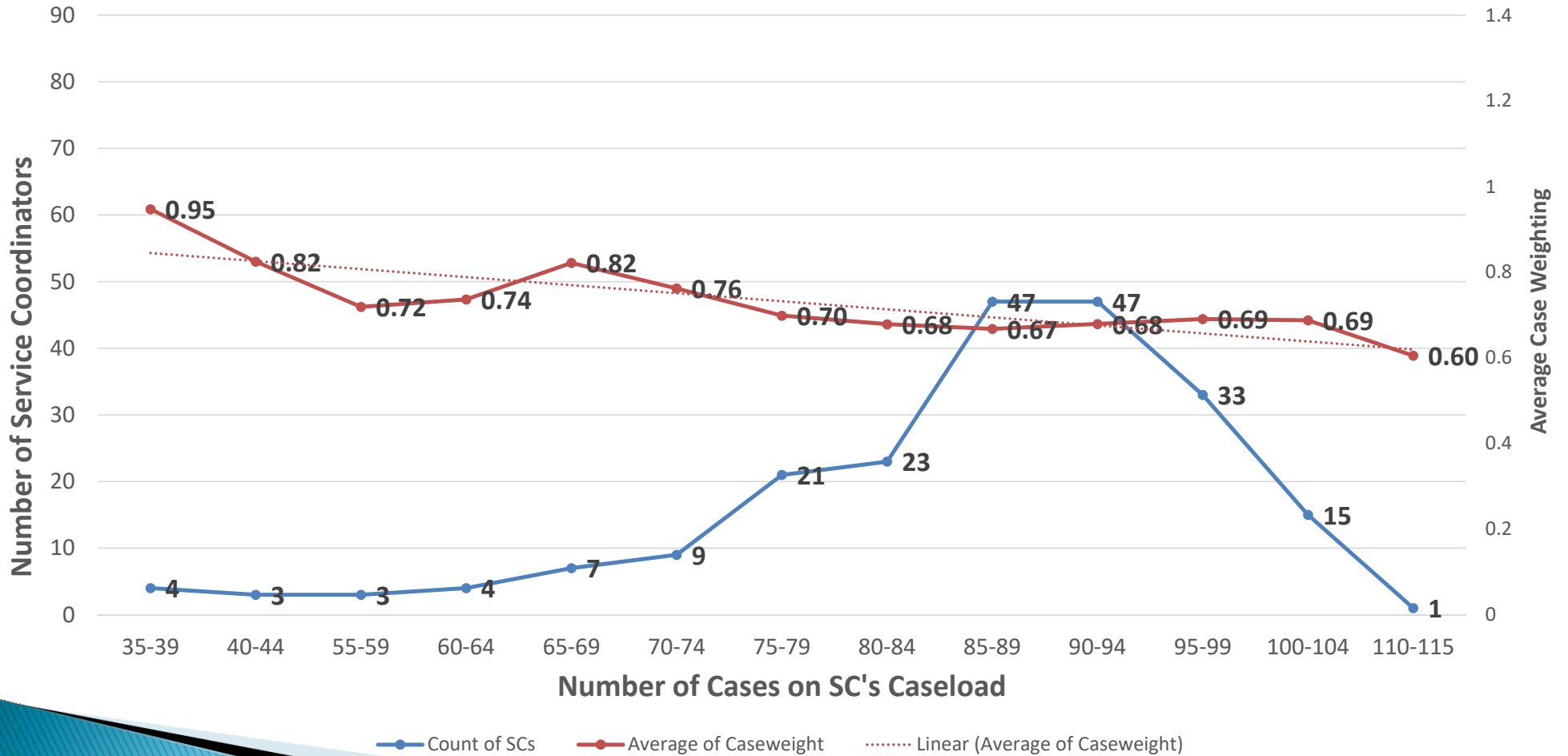
The following graphs show the way we work:

Workload (case weighting)

versus

Caseload (number of cases)

Caseload Assignments and Average Case Weighting as of June 15, 2023

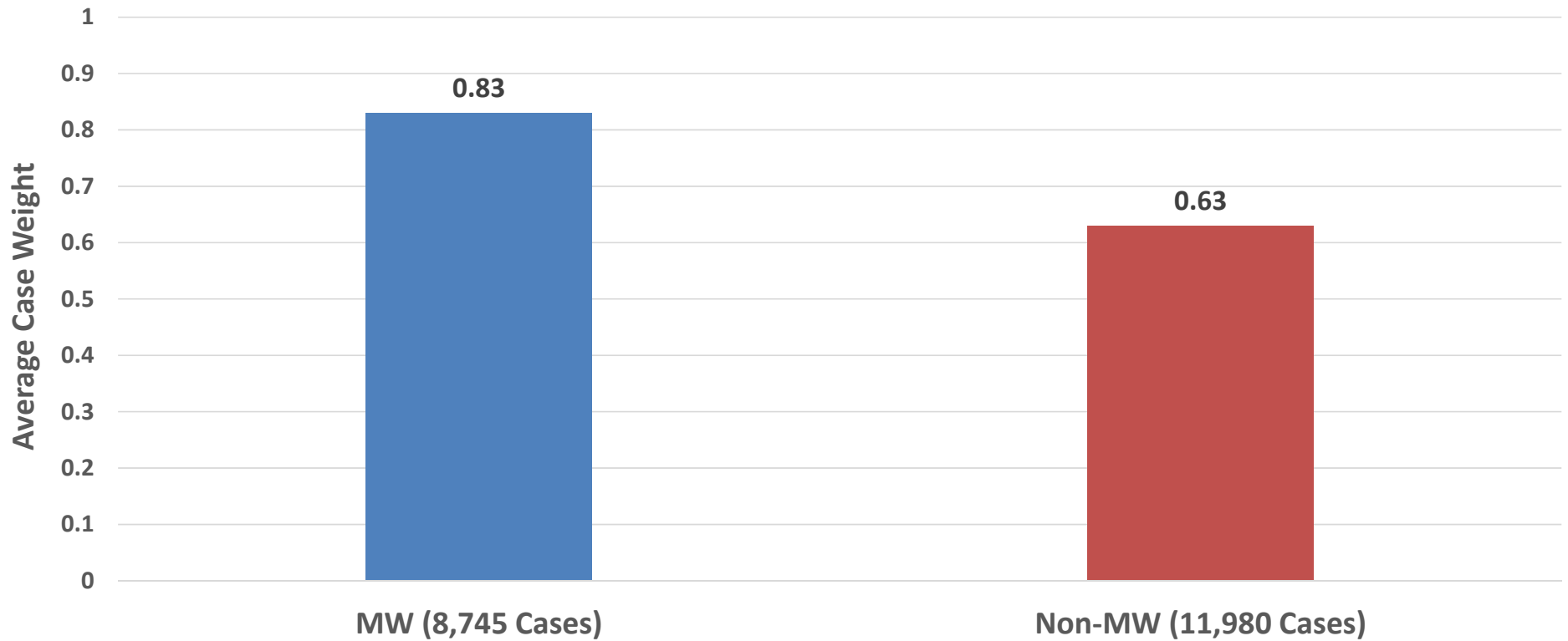


Current Criteria Included for Case Weighting

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. However, NCI survey results indicate a decline in the levels of satisfaction.
- ▶ 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
- ▶ Would mean hiring 113 more service coordinators at an annual cost of \$9.1 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?