

WELCOME

Interpretation

Listening to language interpretation

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**.

BIENVENIDOS

Interpretación

Como escuchar la interpretación de un idioma.

1. En los controles de la reunión, o el seminario web, haga clic en “**Interpretation**”.
2. Haga clic en el idioma que desee escuchar.
3. (Opcional) Para escuchar solo el idioma interpretado, haga clic en “**Mute Original Audio**”.

CHÀO MỪNG

Diễn dịch

Nghe phiên dịch ngôn ngữ

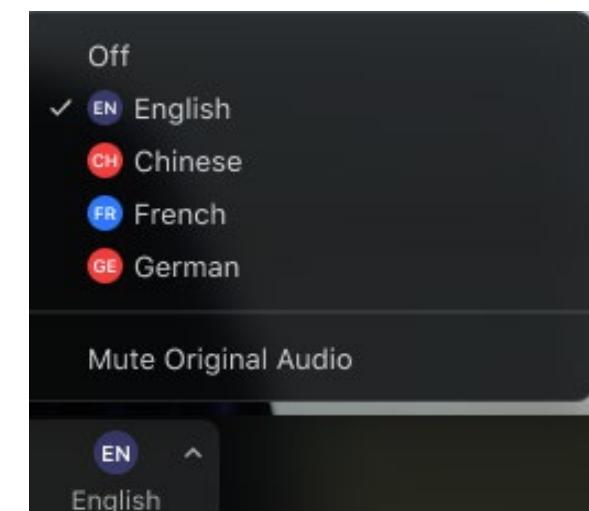
1. Trong chế độ điều khiển cuộc họp / hội thảo trên web của bạn, nhấp chuột vào “**Interpretation**”.
2. Nhấp vào ngôn ngữ bạn muốn nghe.
3. (Tùy chọn) Để chỉ nghe thông dịch theo ngôn ngữ bạn chọn, nhấp vào “**Mute Original Audio**” để tắt tiếng âm thanh gốc bằng Tiếng Anh.

환영합니다

통역

언어 통역 듣기

1. 회의/웹 세미나 제어에서 통역을 클릭하세요 “**Interpretation**”.
2. 듣고 싶은 언어를 클릭하세요.
3. (선택 사항) 통역된 언어만 듣고 싶으면 클릭하세요 “**Mute Original Audio**”.





REGIONAL CENTER
OF ORANGE COUNTY

Regional Center of Orange County

Caseload Ratio Plan of Correction Public Meeting

Fiscal Year 2024-25

July 8, 2025

Presented by:

Arturo Cazares, Director of Community Services and

Jennifer Montanez, Director of Case Management

Caseload Ratio Plan of Correction

- ▶ 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 (comments can be submitted to input@rcocdd.com)

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
WIC Required Ratios	1:62	1:40	1:45	1:66	1:25	1:40
RCOC Number of Individuals Served	8,381	6,186	0	12,342	54	240
RCOC Ratios	1:75	1:55	N/A	1:73	1:52	1:40

RCOC did not meet all the required ratios mandated by Welfare & Institutions Code (WIC) section 4640.6(c) and Article IX, Section 2 of the Fiscal Year (FY) 2024-2025 Regional Center Contract. Specifically, RCOC did not meet the required caseload ratios for the highlighted categories noted in the table above.

Caseload Ratio Plan of Correction

RCOC will focus on lowering overall caseloads for persons served under six years of age as follows:

- ▶ birth to 3 years of age
- ▶ provisional eligibility
- ▶ self-determination
- ▶ residing in specialized homes
- ▶ all other persons served under six years of age

Caseload Ratio Plan of Correction, *Continued*

RCOC's next focus will be lowering caseloads for persons served:

- ▶ with complex needs
- ▶ on waiver, and
- ▶ remaining caseloads

Service Coordinators Hired

Fiscal Year	Total SCs Hired	Total SCs Terminated*	Net SCs Hired
FY 2022-2023	88	37	51
FY 2023-2024	78	30	48
FY 2024-2025**	106	35	71

* Includes Voluntary and Involuntary terminations i.e., move out of state, new job, stay at home, retirement, etc.

** Counts available as of May 31, 2025

Service Coordinators Hired, *Continued*

- ▶ RCOC SCs are exempt, allows flexibility to arrange their schedules to support families
- ▶ New SCs are gradually assigned a full caseload
- ▶ As the number of SCs hired increases, so does the need for more supervisors, and these promotions impact caseloads
- ▶ Promotional opportunities in other departments also affect caseloads

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 21 / 22	85%	85%	94%	92%
Family Guardian FY 21 / 22	89%	92%	98%	99%
Child Family FY 21 / 22	83%	76%	94%	93%
Adult Family FY 19 / 20	90%	85%	95%	95%
Family Guardian FY 19 / 20	93%	93%	99%	99%
Child Family FY 18 / 19	89%	78%	95%	93%
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

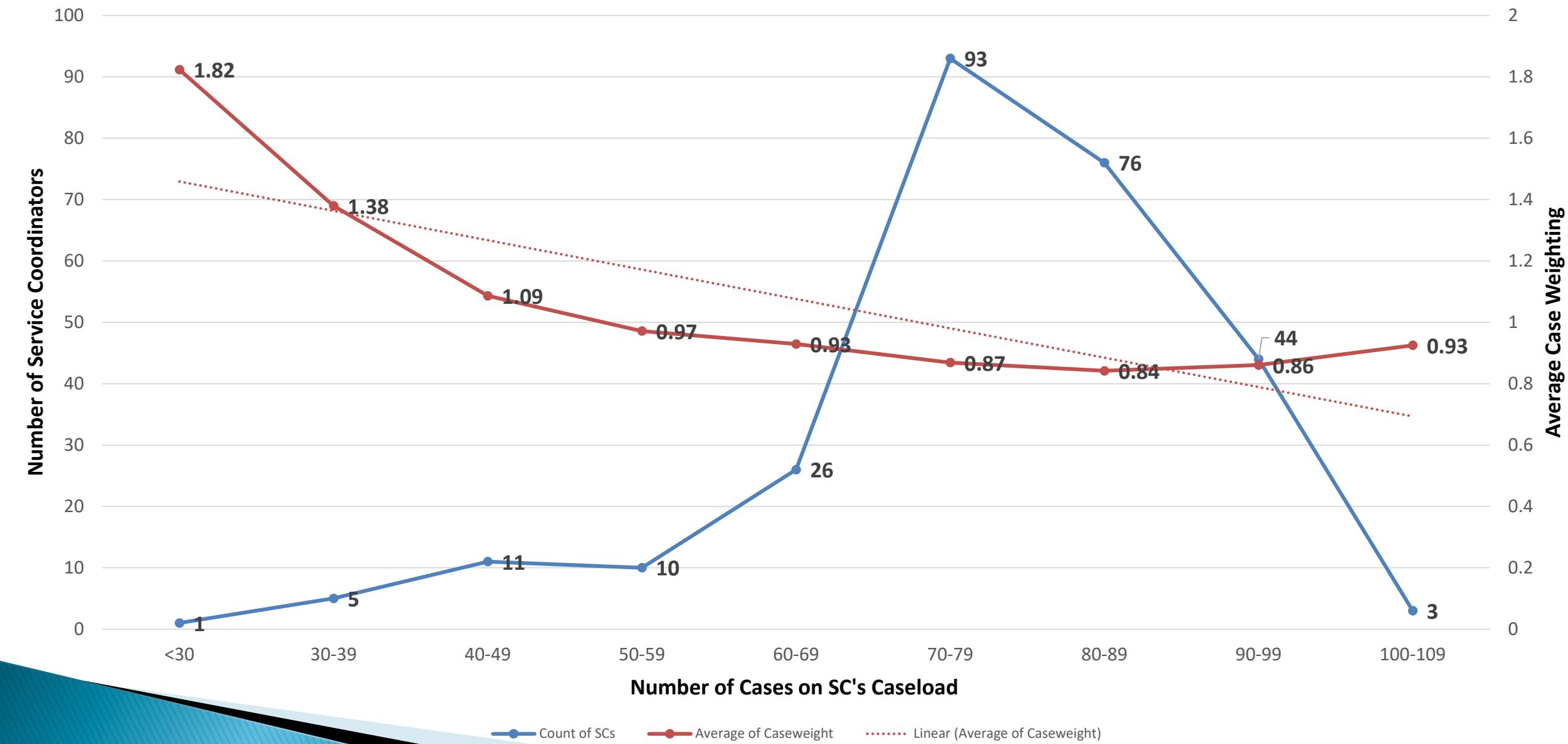
The following graphs show the way we work:

Workload (case weighting)

VS.

Caseload (number of cases)

Caseload Assignments and Average Case Weighting as of June 06, 2025

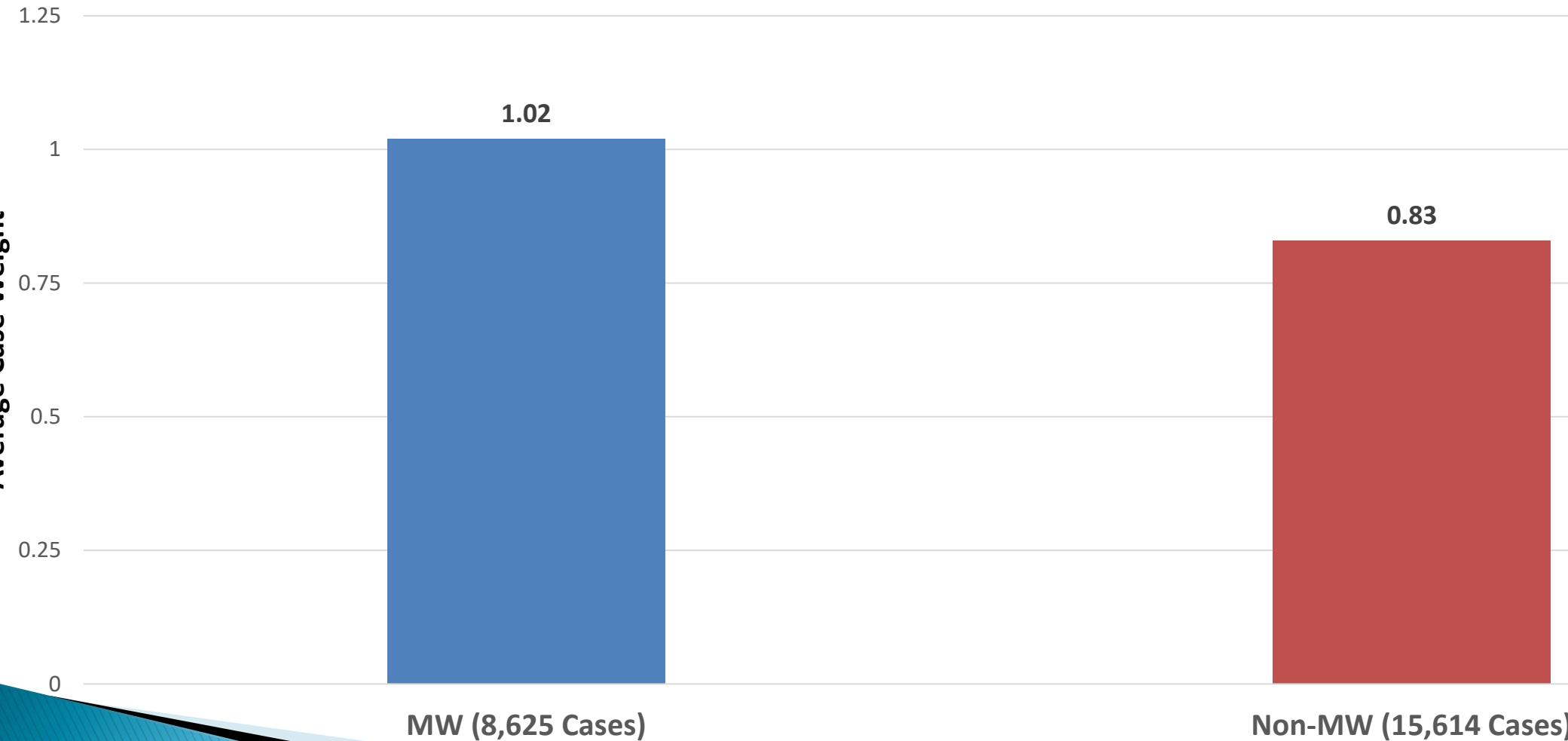


Current Criteria Included for Case Weighting

- ▶ New to RCOC (3 months)
- ▶ Newly Assigned (6 months)
- ▶ Diagnosis & Evaluation
- ▶ Early Start/Transition/CCS/status 0
- ▶ 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



Higher Ratios

- ▶ Higher ratios have not reduced the level of quality service provided by RCOC's Service Coordinators to those we serve and their families. However, lack of resources has.
- ▶ Promotions impact ratios, the best SCs make the best supervisors.
- ▶ Caseload growth (approximately 5% annually for the past five years) affects the ratios.

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

Caseload Ratio Plan of Correction Public Meeting

RCOC's Plan of Correction must include input from the community.
Comments can be submitted to input@rcocdd.com.

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