

# 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

NCI Question	FY 2009-10	FY 2010-11	FY 2011-12
Has met SC	88%	94%	92%
SC asks what person wants	85%	88%	88%
SC helps get what person needs	89%	92%	88%
SC calls back right away	76%	66%	73%

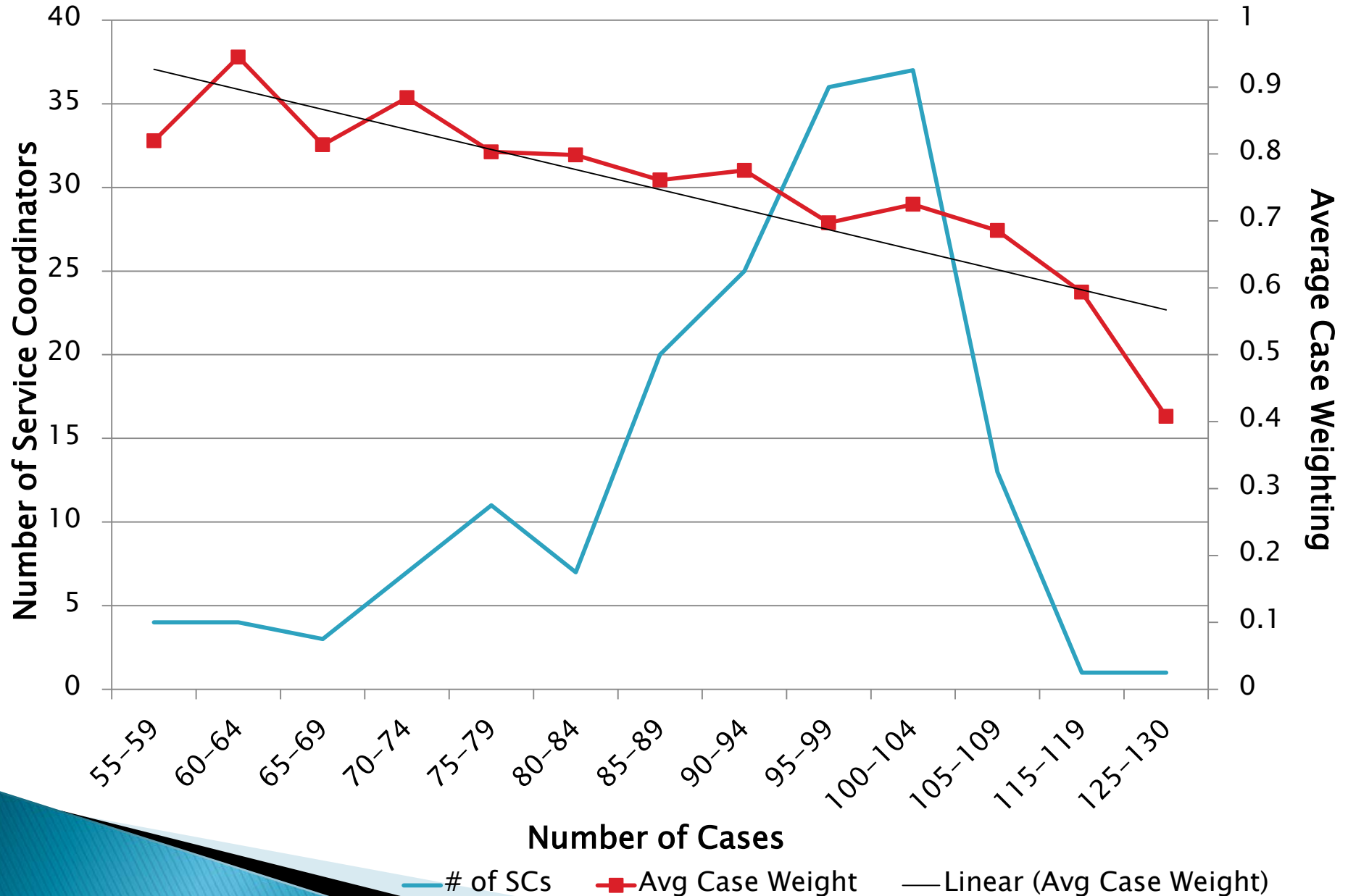
The next graph shows the way we work:

Workload (case weighting)

versus

Caseload (number of cases)

# Caseload Assignments and Average Case Weighting



# 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?