



FRANK D. LANTERMAN
REGIONAL CENTER



2023 Service Coordinator Caseload Ratio Report



Agenda

- Results of the recent (March 2023) Caseload Ratio Survey
- Planning for Continued Caseload Growth
 - Anticipated new positions
- Alternative Staffing Model



What Does the Caseload Ratio Survey Measure?

- Surveys are completed semi-annually calculates how many individuals each SC supports
- Compares our actual ratio to the requirements in W&I Code Section 4640.6

Note:

- The impact of the pandemic - more regional center SCs have retired, resigned or on leaves of absence
- DDS/State of CA has made a significant investment in RC's



Working Towards Caseload Reduction

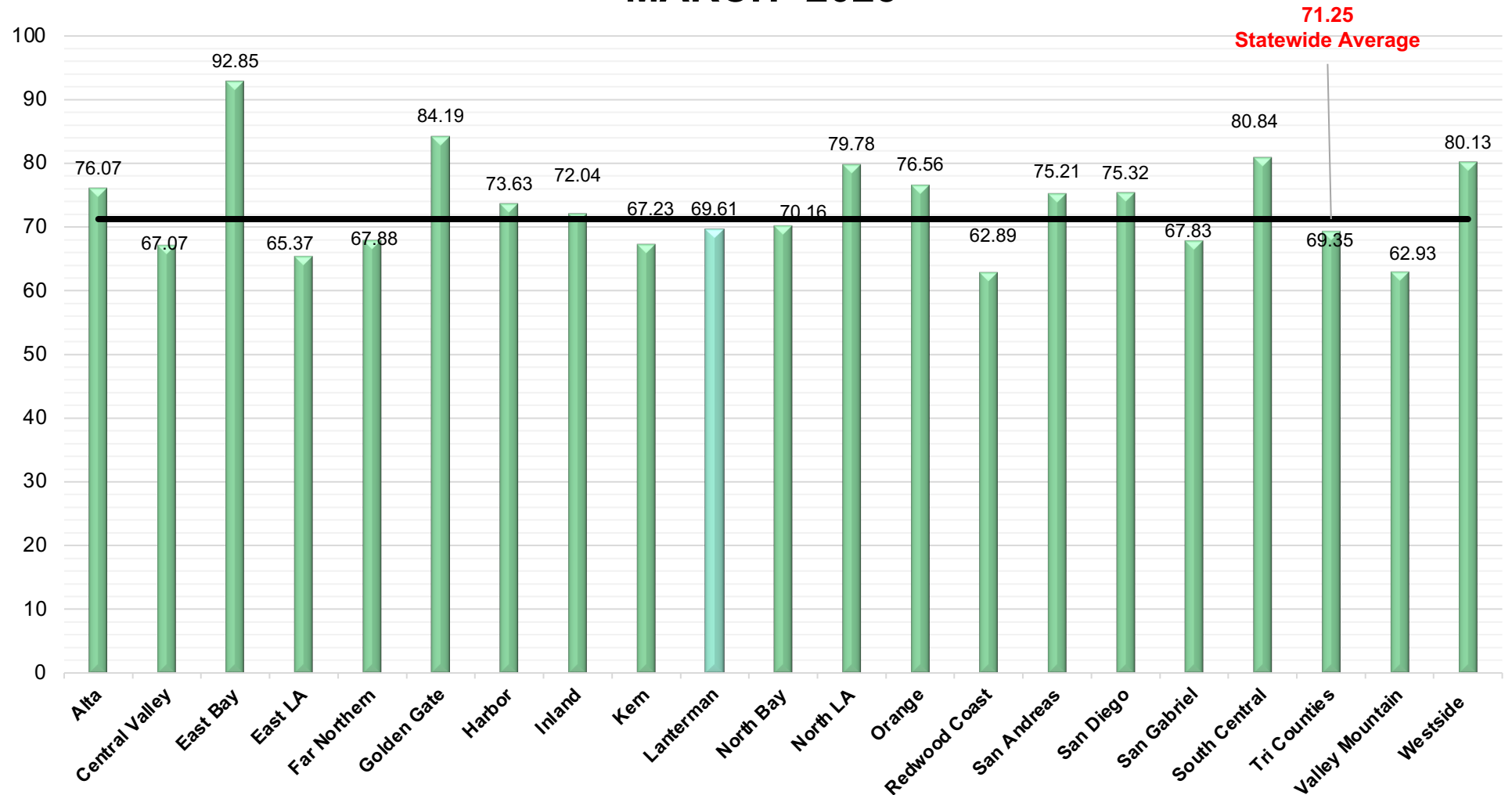
In 2022-2023

- Added a new Early Childhood Team to serve children 3 to under 6-year olds, including children with a Provisional Diagnosis
- Added additional Early Intervention team to serve birth to 3-year olds
- Added a new Older Adult team to serve our aging population
 - Added 3 new Manager positions
 - Added 3 new Secretary positions
- Total – Hired 45 service coordinators in 2022.



Overall Caseload Ratio MARCH- 2023

- ❖ 2023 Statewide average Caseload ratio is **1:71.25**
- ❖ FDLRC ratio is **1:69.61**
- ❖ FDLRC Last year **1:79.8**
- ❖ **12.8% decrease** in caseload ratio





Caseload Ratio - Consumers Age 0 to Under 6 years MARCH - 2023

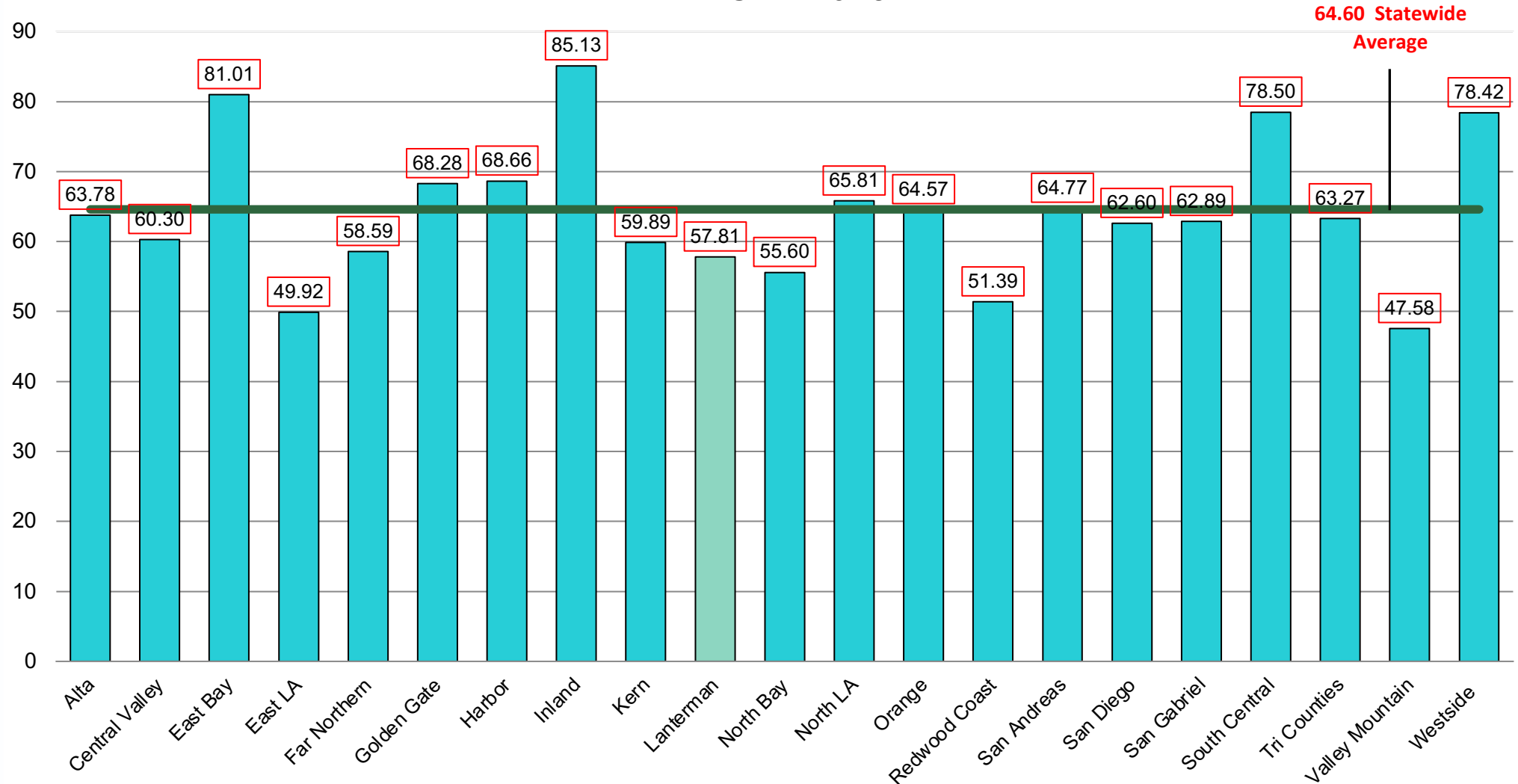
❖ Required
Ratio **1:40**
(Age 0-3,
was 1:62)

❖ FDLRC is at
1:57.8

❖ FDLRC Last
year **1:64.7**

❖ **10.7%**
decrease in
caseload
ratio

❖ Statewide
Average
1:64.6





Caseload Ratio - Consumers on the HCBS Waiver MARCH- 2023

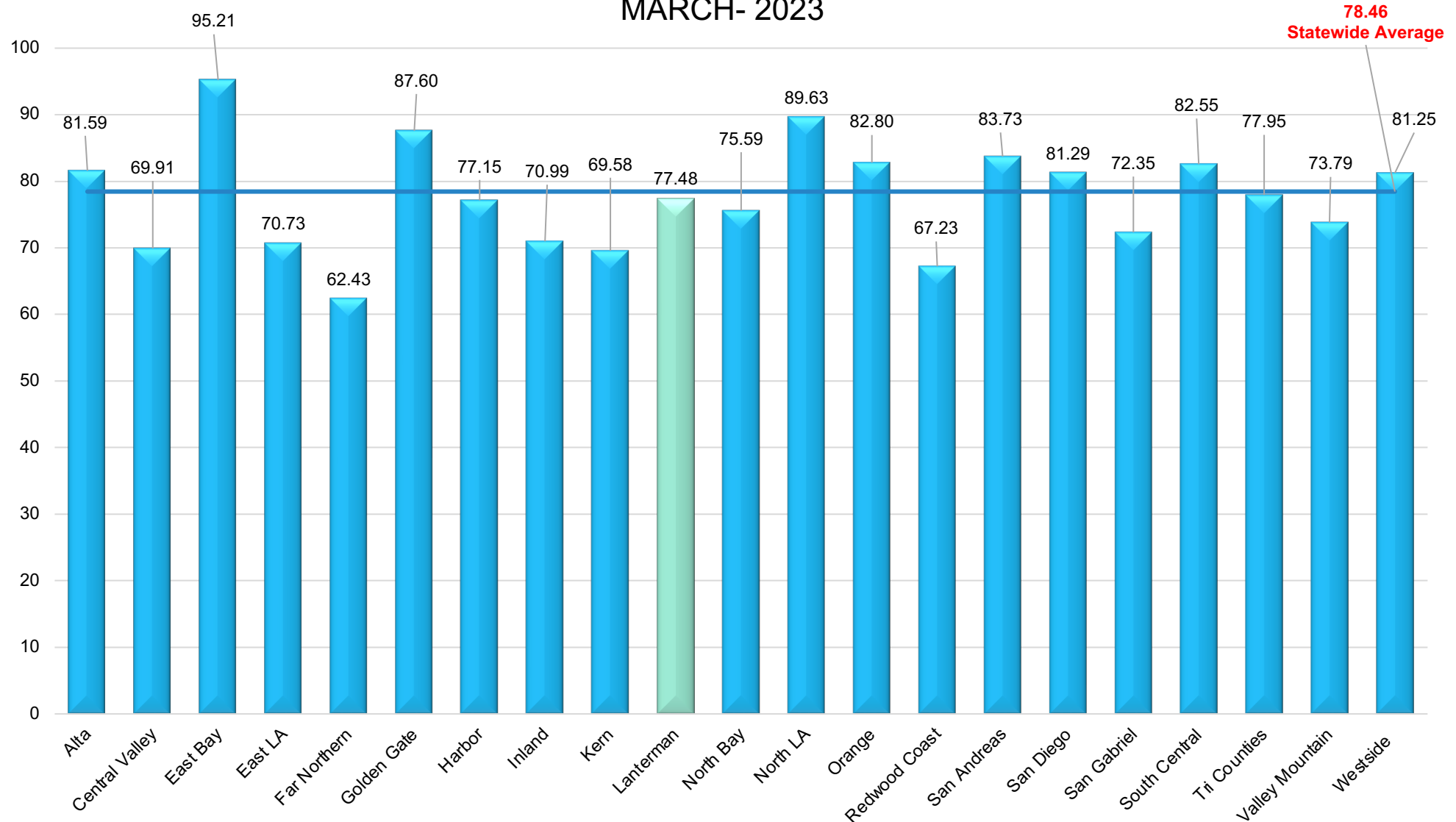
❖ **Required Ratio**
1:62

❖ **FDLRC is at**
1:77.5

❖ **FDLRC Last Year**
1:82.4

❖ **6% decrease in**
caseload ratio

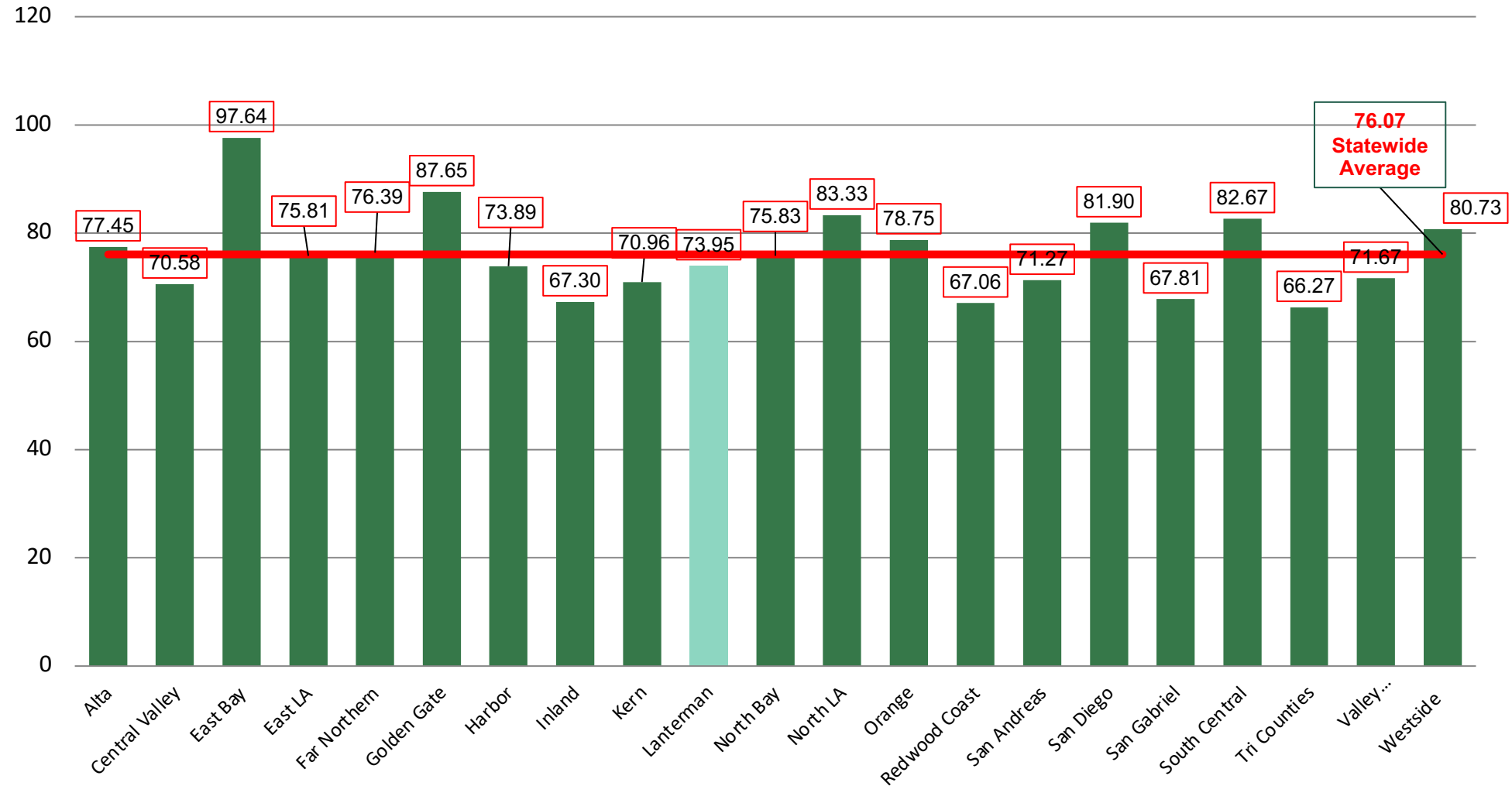
❖ **Statewide**
Average 1:78.5





Caseload Ratio - All Other Consumers OCTOBER - 2023

- ❖ Required Ratio
1:66
- ❖ FDLRC is at **1:74**
- ❖ FDLRC Last Year
1:83.9
- ❖ **11.8% decrease**
in caseload ratio
- ❖ Statewide
Average **1:76**





CHALLENGES

Internal promotions add to our recruitment needs

- Domino effect

Recruit for language need

- 90% of our SC staff speak at least a second language
- Currently recruiting for Spanish, Korean, Chinese, Tagalog



RECRUITMENT EFFORTS

Have increased our advertising budget

- Social Media
- Website – Job board

Referral fee to staff

- Half payment when someone is hired and second half when the person successfully completes their introductory period

Have a dedicated Interview Panel

- Aware of all needs within the Center
- Able to make quicker decisions, thus offer positions quicker



Coordinating Case Management Services

- **As part of our service coordination model** - FDLRC plans to continue its long-standing Alternative Staffing Model
- Coordinating services is a team effort of many regional center staff
 - Individual service coordinator
 - Other regional center specialists such as
 - Clinical Staff
 - KYRC Staff
 - Quality Assurance
 - Fiscal and accounting
- **Our 2023-24 proposal continues to use:**
 - **2 FTE Quality Assurance Specialists**
 - **2 FTE KYRC Family Support Specialists**



• Staffing

....service coordination shall include those activities necessary to implement an individual program plan, including, but not limited to, participation in the IPP process; assurance that the planning team considers all appropriate options for meeting each individual program plan objective; **securing, through purchasing or by obtaining from generic agencies or other resources**, services and supports specified in the person's IPP; coordination of services and support programs; **collection and dissemination of information**; and monitoring implementation of the plan to ascertain that objectives have been fulfilled and to assist in revising the plan as necessary.

Welfare and Institutions Code, section 4647 (a)



Coordinating Case Management Services

- **Quality Assurance Specialists**

- Specialized staff conduct residential service monitoring and provide technical assistance as needed
- Helps assure individuals are referred to quality services
- SC's can focus their efforts on the individuals served and not be distracted by the additional responsibilities of monitoring the licensed residential homes

- **KYRC Family Support Specialists**

- Provide 1 to 1 support, as well as formal education and training
- Provides direct and timely access to information and supports required by families
- Supports the SC teams with the production of printed and audiovisual materials for the use of families and clients.
- Supports the SC teams with the initial orientation to new clients and their families.



In Summary.....

- The 2023-2024 budget is still being evaluated.
- We anticipate we will add an additional team to our Ongoing Units.
- Focus will be on Young Adults.
- We will also evaluate whether we need to add additional SC's to our Early Intervention and Early Childhood teams.
And....
- Will continue with our ***Alternative Staffing Model***



FRANK D. LANTERMAN
REGIONAL CENTER

- If you support our plan, we want to take a vote during this meeting
- We will be collecting written support for the Alternative Staffing Model through September as part of our annual submission process.

Please submit any written input by September 2023

Melinda Sullivan

Executive Director

Lanterman Regional

3303 Wilshire Blvd., Ste. 700

Los Angeles, CA 90010

Or

KYRC@Lanterman.org