

April , 2022

Ernie Cruz
Assistant Deputy Director
Office of Community Operations
Department of Developmental Services
1215 O Street, MS 8-20
Sacramento, CA 95814

Re: Caseload Plan of Correction

Dear Mr. Cruz,

This is in response to the DDS letter dated March 21, 2022 concerning Lanterman Regional Center's caseload ratio data. We met three of six categories: Movers within Last 12 Months (1:45), Complex Needs (1:25) and Low or No POS (1:40). We did not meet the caseload ratio for Medicaid Waiver (1:62), Under 3 Years (1:62) or for the Over 3 year Non-Waiver (1:66). DDS determined that the **Movers Between 12 and 24 Months and Movers within the Last 12 Months** categories did not apply to Lanterman.

Seeking input from our community, we held a Community Meeting on Wednesday, May 18th, hosted by our Board's Programs & Services Committee. We promoted this meeting via an e-Bulletin which included a copy of the DDS letter, our proposed response letter, the applicable Welfare & Institutions Code and a copy of our Power Point presentation.

We have also posted this information on our website and emailed it to the local representative from the State Council on Developmental Disabilities, the Office of Client's Rights and to our Employee Union, United Electrical Radio and Machine Workers of America, Local 1018. To date we have not received any input for changes and new strategies was received.

This second year of the pandemic has been challenging and has complicated our ability to predict caseload growth as well as our recruitment efforts, especially in light of many resignations during the pandemic. During this time period we have also returned to more typical caseload growth. In 2020 our overall caseload was 10,883; in 2021 our caseload grew by 466 for a total of 11,349 and with only 3 months in to the 2022 calendar year we are again on pace to grow by an estimated 400. Lanterman Regional Center is grateful for the state's planned investment into the reduction of caseloads in the upcoming fiscal year, 2022-23. Providing these badly needed financial resources to hire additional service coordinators is an investment in the regional center system which will result in better outcomes for our clients and families. However, the funding level is from March 2019 and, unfortunately, since then both the number of service coordinators needed to meet mandated caseload ratios and the overall cost of closing

this gap have grown. Only through the state's commitment to update and maintain a current Core Staffing Formula will it be possible to permanently enhance stability, prevent caseload ratios from rising again and encourage service coordinator longevity through competitive wages and benefits.

We anxiously await the FY 22-23 budget in which the legislature has committed to fund approximately 800 service coordinator positions. We estimate approximately 30 service coordination positions, as well as managers and clerical support, are needed to fully meet the caseload mandates. We are aggressively recruiting to fill recent vacancies as well as the state initiative for Enhanced Caseloads for Low/No POS caseloads. We have also begun to modestly recruit and hire additional service coordinators in anticipation of the planned funding for these positions. Once we have a better understanding of our allocation for new service coordinator positions we will increase our recruiting efforts.

In addition, Lanterman Regional Center has a long standing Alternative Staffing Model, which we intend to submit again this year. Our proposed model includes the collaboration of service coordination, quality assurance and resource center staff to support our 11,000 Lanterman clients and families; families and service providers see the value of these specialized staff. This ASM will not supplant the allocation for additional service coordination position, but will be in addition to these new positions.

Please call if you have questions, (213) 252-4900.

Sincerely,

Melinda Sullivan
Executive Director

Enc: E-bulletin and website copies