

## **The Impact of Rapidly Rising Costs on Services to People Served by Regional Centers**

509 organizations responded to a provider survey assessing the health of the community system in the face of long-term underfunding. They represent nearly every type of service for every age range provided under the Lanterman Act. Respondents come from nearly every zip in California. Responding organizations report employing more than 25,000 direct support employees at the legal minimum wage applicable in their location.

- 30% -35% is the average annual turnover range for employees in community services.
- 77% of community organizations report they cannot keep key positions filled – with key positions remaining vacant for 30 days or longer.
- 89% of community organizations report the turnover rate is increasing as labor costs rise.
- Low wages are reported as the main reason for resignations and by applicants who decline to accept job offers.

### **What is the impact to people served?**

- **49% of organizations report downsizing program capacity or closing programs due to deficits in funding.**  
\*As a result, individuals are losing the services they now depend upon and these services are no longer available to regional centers as they consider the needs of consumers in their area.
- **45% of organizations report cancellations of scheduled services due to unavailability of staff.**  
\*As a result, individuals are deprived of necessary services and supports as prescribed in their Individualized Program Plans.
- **45% of organizations report that they are now turning away or placing on waiting lists individuals who have been referred by their Regional Centers for essential services.**  
\*As a result, individuals are denied access to the programs and services they, their families and their Regional Center Interdisciplinary Team have determined to be most appropriate to meet their needs.
- **67% of organizations have eliminated or reduced required employee qualifications (education /experience) in an effort to maintain sufficient staff to serve consumers.**  
\*A growing percentage of direct support staff do not possess the skills and experience once considered to minimal acceptable standards.
- **57% of organizations report they are now considering program downsizing and or closures due to funding deficits.**  
\*Further limiting services as demand increases with a growing population.
- **72% of organizations report that managers and supervisors are covering vacant direct service positions in order to maintain required staff-to-client ratios.**  
\*As a result, supervision and mentoring of new staff is curtailed.

### What are the implications to our Lanterman Act Community-Based System

- **72% of organizations report they are unable to respond to Regional Center Requests for Proposals to develop new services determined to be needed in their communities because rates are inadequate.** \*Statewide, service capacity is decreasing while the need for services is increasing.
- **45% of organizations report increasing their dependence on unreliable funding streams, primarily fundraising, to meet core labor and operational expenses.**  
\*As a result, investments in program improvements, infrastructure and capacity development have been sacrificed in order to meet monthly payroll and operating costs.
- **44% of organizations are failing to continuously meet required ratios due to staff vacancies despite active recruiting, use of temps and supervisors.**  
\*As a result, active treatment and teaching is curtailed in favor of protecting health and safety which itself is at greater risk.

[Please follow this link for a full look at the survey responses](#)