

North Los Angeles County Regional Center
Director's Report
February 14, 2024

1. LEGISLATIVE

a. Governor's Proposed Budget

Major Policy Issues in Governor's January Budget for Fiscal Year 2024-25:

- \$1B savings by *delaying implementation of the final step of the rate model phase-in to July 1, 2025*
- \$10M savings by *delaying implementation of the preschool inclusion grants program to FY 2026-27*
- \$9.8M GF continued assessment of UFSM/CERMS OPS funds one-time funding
- \$7.2M reduction due to expiration of funding for Participant Choice Specialist positions
- \$36M *reduction due to expiration of one-time funding for Coordinated Family Support Services*
- \$22.9M increase in social recreation and camping in FY 2024-25 to match enacted FY 2023-24 amounts
- \$14.9M increase in DSP Workforce Training and Development to support growth from FY 2023-24
- *Master Plan for Developmental Services to "outline shared goals of developing a system that is person-centered, equity-focused, and data-driven while maximizing the effectiveness of recent investments to improve outcomes for consumers."*

2. Department of Developmental Services

On February 6, 2024, Regional centers received an updated directive to clarify the requirements contained in Welfare and Institutions (W&I) Code section [4688.22](#) and provide guidance on facilitating access to providers and vendorization of social recreation services, camping services, and nonmedical therapies; the requirements for facilitating vendorization and using participant-directed services. It is the further intent of the Legislature to ensure that the provision of services to consumers and their families be effective in meeting the goals stated in the individual program plan, reflect the preferences and choices of the consumer, and reflect the cost-effective use of public resources.

The updated directive includes the following additional information:

- A. Funding 1:1 Social Recreation Services:** While a 1:1 service may not directly provide socialization; it could support the acquisition of skills that would promote community inclusion and socialization opportunities. To this end, regional centers shall not prohibit the purchase of 1:1 services to include private lessons.
- B. Prohibition Against Requiring a Copayment or Shared Pay Arrangement**
- C. Regional Center Social Recreation POS Policies:** to increase availability of Service Providers through Participant-Directed Services and Expediting Vendorization
- D. Usual and Customary Rates;** A U&C rate is used when neither the Department nor the Department of Health Care Services have an established rate. In establishing U&C rate records, regional centers must follow the guidance provided in the [February 8, 2022](#) correspondence, and use the "SRA" subcode for restored services.

Coordinated Family Supports:

On February 6, 2024, the Department of Developmental Services (DDS) conducted a presentation regarding CFS implementation. Discussion was about progress, challenges, and to discuss upcoming outreach efforts for 2024. NLACRC Community services department is working on hosting virtual information sessions for Case Management staff starting the end of February and dissemination of a flyer to promote the use of this service. There are 7 vendors in our system.

DDS Direct Service Professional Training Stipend Program:

As of 01/23/2024, DDS reports having 40,613 registrants statewide; 38,613 DSPs completed at least 1 course and of those, 32,591 have completed two courses.

Payment Assistance for Intermediate Care Facilities during Transition to Managed Care:

Regional Centers will provide “lag funding” for ICF/DD homes under the conditions outlined in the Lag Funding Agreement; of which terms may only be modified by agreement between the ICF and the regional center. Separate agreements are not required for each ICF/DD home if the signatory has authority to enter agreements for more than one home. All homes and vendor numbers must be identified on the Agreement. Lag payments must be repaid no later than 15 days after the ICF/DD home receives reimbursement from the Managed Care Plan. For an ICF/DD home not currently vendored with the regional center, emergency vendorization will be used to expedite the process.

Association of Regional Center Agencies (ARCA):

ARCA Co-Sponsorship of Blue Envelope Program Bill, legislation that will create a Blue Envelope Program, making available blue envelopes containing information regarding traffic stop safety tips, printed recommendations to the responding law enforcement officer with interaction techniques to help promote enhanced communication and accommodation between law enforcement and community members; also may include information regarding an individual’s needs, requested accommodations, and an emergency contact. ARCA is also supporting the 41st Annual Cal-TASH conference which will take place in March 1-2, 2024, in Sacramento. The theme this year is *Self-Determined Life: Recommended for Ages 2-102*. It will have an entire strand of conference breakout sessions presented in Spanish and interpretation for our large group sessions and keynote speakers. Vendored by Regional Center with vendor code PW2184

State Council on Developmental Disabilities (SCDD)

Running through June 2024, DDS, with the support of the State Council on Developmental Disabilities (SCDD), will conduct data collection for the three NCI Family Surveys: (1) families with an adult with IDD living in their home, (2) families or guardians of an adult with IDD who does not live in their family home and (3) families with a child with IDD. We are encouraging the families of the individuals we serve to participate in the NCI survey.

During each NCI survey cycle the Office of Quality Assurance will send a monthly progress report to regional centers showing the number of surveys completed, and the number of surveys needed to achieve a representative sample for each regional center.

a. NLACRC Employee Satisfaction Survey – Request for Proposal

NLACRC’s 2022-2026 Strategic Plan includes development and growth of an engaged workforce, with strategies that include providing ongoing training to staff, developing consistency in onboarding procedures across departments, creating career advancement pathways, assessing work load issues by job classification, addressing workload imbalance, exploring team structure, utilizing Information Technology to build/support team structures, creating training tools database to support supervisors in training their teams, and more. To

assess the impact of efforts in this area thus far, NLACRC is seeking a qualified firm to conduct an employee satisfaction survey.

Quality Assurance

For the month of January 2024, Community Services conducted 86 residential visits as follows:

- 35 unannounced visits
 - 31 - CCFs, 4 - ICFs, 0 - FHAs, 0- FFA (8 AV, 27 SFV/SC)
- 23 Annual Reviews – CCF and Day Program (5 AV, 18 SFV/SC)
- 28 Other. 33 In-Person Visits (DDS Reviews, New Provider Orientation, QA/RD Walkthrough, 7 Day visit, SIR Follow/Complaint/CAP Follow-up, Attempted Unannounced Visits – provider was not home)
- 2 Corrective Action Plans developed with residential providers
- 0 Plan of Improvement with a non-residential provider

Consumer Statistics

As of January 2024, the Center served 35,622 consumers and applicants, including 4,879 in Early Start, and 27,991 (increase of 32) in the Lanterman program. The Center's San Fernando Valley Office serves 22,598 individuals, Antelope Valley serves 8,803 and the Santa Clarita Office serves 3,859 (these totals include applicants, and individuals served under Lanterman and the Early Start programs).

Upcoming Community Events and Educational Training Opportunities:

Kick off meeting held on 2/7/2024 for our first cohort of employees to be part of the Train the trainer model to become Diversity and Inclusion training facilitators. Equity Praxis consultant firm will provide training to 8 NLACRC staff on Facilitating Diversity, Inclusion, Equity, & Justice (DIEJ) Discussions. Participants will attend 4 sessions and will be coached on live sessions to practice skills learned in theory. The goal of this model is to have NLACRC staff to provide ongoing year-round sessions on Diversity, Inclusion, Equity, & Justice (DIEJ) to new hires as they join our organization. This effort is part of our cultural proficiency initiative.

NLACRC's Calendar of Events:

- Self Determination Local Advisory Committee Meeting, 02/15/2024 6:30 PM - 8:30 PM
- Self-Determination Independent Facilitator Workshop, 02/21/2024 1:00 PM - 3:00 PM
- CalABLE Presentation - North Los Angeles County Regional Center, 02/21/2024 4:00 PM - 5:30 PM
- CalABLE Presentation - En Espanol, 02/21/2024 4:00 PM - 5:00 PM
- Parent of Adult Consumers Support Group, 02/21/2024 6:30 PM
- NLACRC's Legislative Town Hall, 02/22/2024 6:00 PM - 7:30 PM
- Orientaciones de autodeterminación, 02/26/2024 9:00 AM
- Different Thinkers, Different Learners-Diferentes Formas de Pensar, Diferentes Formas de Aprender
- Diagnosis and Challenges of Autistic Spectrum Disorder (ASD), 02/27/2024 10:00 AM - 11:30 AM
- Pregúntale a Mariana, 02/28/2024 10:00 AM
- Self-Determination Orientation, 03/04/2024 9:00 AM
- Support Group for Self Determination Program at NLACRC - Grupo de apoyo de NLACRC para el programa de autodeterminación, 03/06/2024 4:30 PM - 6:00 PM
- Farsi Tea Time, 03/06/2024 6:30 PM - 8:00 PM

- Black & African American Support Group, 03/06/2024 6:30 PM
- Collaborative Understanding: American Sign Language and Deaf Culture for Inclusive Service Vendor, 03/07/2024 10:00 AM - 12:00 PM
- Armenian Parent Circle of Support / Հայ Ենտղների Աջակցութեան Շրջանակ, 03/07/2024 6:30 PM - 8:00 PM

FFRC's Calendar of Events:

- AV Family Focus Support Group (Spanish), Thursday, February 15, 2024 - 12:00pm to 1:00pm
- Parent Check-in & Chat Support Group, Thursday, February 15, 2024 - 12:30pm to 1:30pm
- Parents of Adult Consumers, Wednesday, February 21, 2024 - 6:30pm
- Early Start Bilingual Support Group / Grupo de Apoyo Bilingüe Primary ta, Thursday, February 22, 2024 - 1:00pm to 2:00pm
- El Poder del Amor y la Paciencia, Friday, February 23, 2024 - 10:00am to 11:00am
- 2024 Generic Services workshops with DRC: ALTERNATIVES TO CONSERVATORSHIP, Wednesday, March 6, 2024 - 10:00am to 12:00pm
- Black & African American Support Group, Wednesday, March 6, 2024 - 6:30pm
- AV Family Focus Support Group (spanish), Thursday, March 7, 2024 - 12:00pm to 1:00pm
- A Beginners Guide to Special Needs Planning, Thursday, March 7, 2024 - 2:00pm to 3:00pm
- Armenian Parent Circle of Support, Thursday, March 7, 2024 - 6:30pm to 8:00pm
- El Poder del Amor y la Paciencia, Friday, March 8, 2024 - 9:30am to 11:00am
- Fundamentos del IEP: Preparando y Empoderando a los Padres para el IEP de sus Hijos, Tuesday, March 12, 2024 - 12:00pm to 1:30pm
- IEP Essentials: Empowering & Preparing Parents for their child's IEP, Wednesday, March 13, 2024 - 12:00pm to 1:30pm

***Additionally, the Family Focus Resource Center coordinates several support groups including “Black & African American Family Focus Support Group” “Mamas Latinas Grupo de Apoyo” and the “Parent Check-In and Chat”. Please see NLACRC’s Calendar of Events, which includes a link for the Family Focus Resource Center, for information regarding more support groups, training opportunities, dates, times, and links.**

***Additional training and support groups are offered as well! Please see NLACRC’s Calendar of Events, which includes a link for the Family Focus Resource Center, for information regarding dates, times and links for these events, trainings and more.**

Upcoming Disability Organization Events/Activities:

State Council on Developmental Disabilities next council meeting March 19, 2024

Disability Rights California’s next board meeting is February 29, 2024 – 10:00 AM- 12:30 PM

**NORTH LOS ANGELES COUNTY REGIONAL CENTER
MONTHLY STATISTICS RECAP
January 2024**

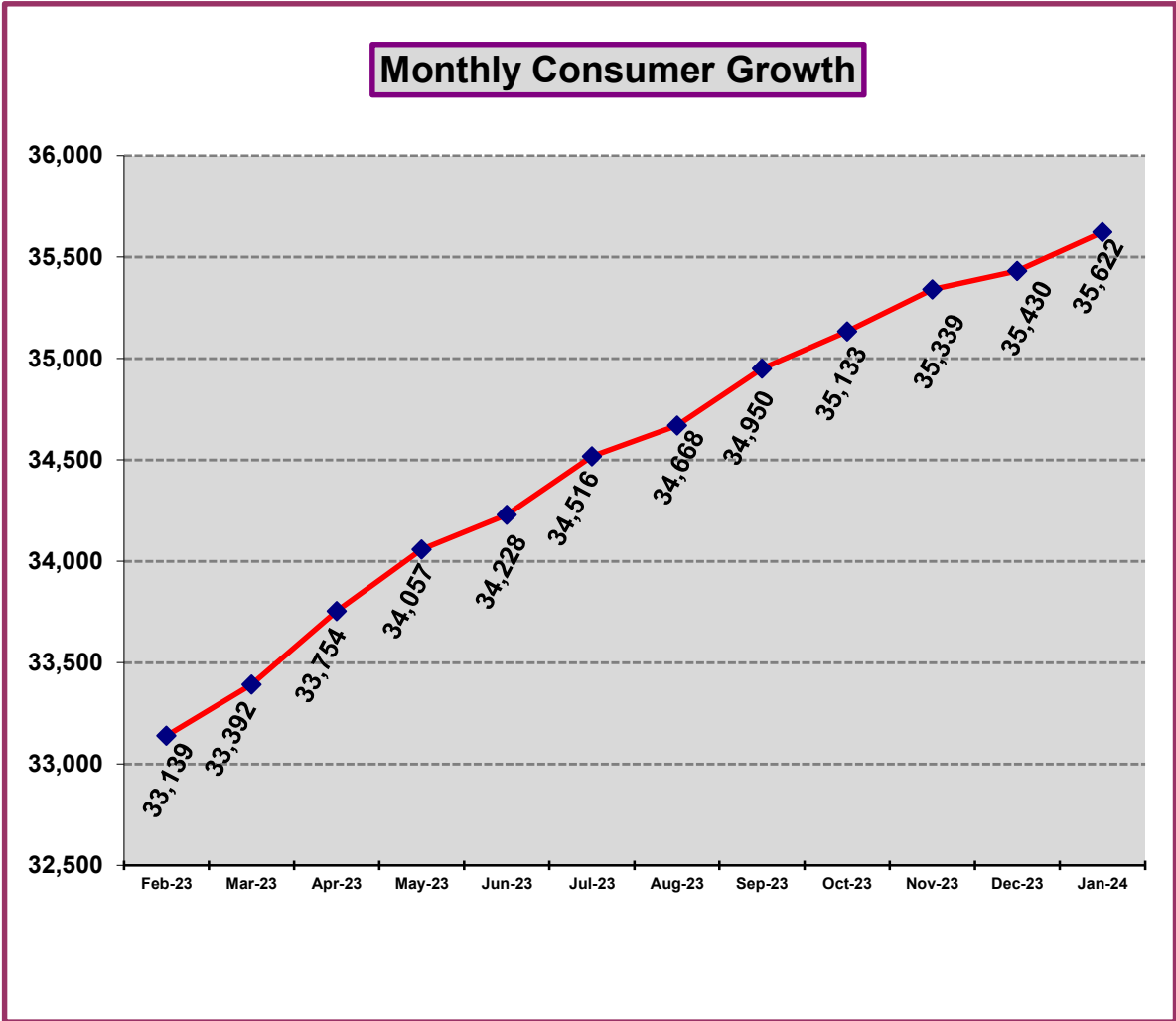
	February 2023 Total	January 2024 Total	Increase/ Decrease	% Change
ALL VALLEYS				
Total Non-Early Start	26,162	27,991	1,829	6.99%
Total Early Start	4,601	4,879	278	6.04%
Unit Supervisor Cases (*)	271	333	62	22.88%
Self Determination Specialist (*)	12	0	-12	-100.00%
Prenatal Services	0	0	0	#DIV/0!
Provisional Eligibility	526	582	56	10.65%
Development Center	14	14	0	0.00%
Enhanced Caseloads	238	238	0	0.00%
Enhanced Case Mgmt	32	32	0	0.00%
Specialized 1:25 Caseloads	34	30	-4	-11.76%
Pending Transfer	45	63	18	40.00%
Early Start Intake Services	223	447	224	100.45%
Intake Services	981	1,013	32	3.26%
TOTAL ALL VALLEYS	33,139 (**)	35,622	2,483	7.49%
SAN FERNANDO VALLEY				
Adult Services	6,366	6,390	24	0.38%
Adult Unit Supervisor (*)	15	7	-8	-53.33%
Transition Services	3,253	3,475	222	6.82%
Transition Unit Supervisor (*)	33	158	125	378.79%
School Age Services	6,649	7,443	794	11.94%
School Age Unit Supervisor (*)	63	53	-10	-15.87%
Early Start Services	3,185	3,318	133	4.18%
Early Start Unit Supervisor (*)	1	2	1	100.00%
Early Start Intake Unit Supervisor (*)	0	16	16	#DIV/0!
Prenatal Services	0	0	0	#DIV/0!
Provisional Eligibility	526	582	56	#DIV/0!
Provisional Unit Supervisor (*)	16	11	-5	#DIV/0!
On-Duty Specialist Unit	0	0	0	#DIV/0!
Development Center	14	14	0	0.00%
Enhanced Caseload	238	238	0	0.00%
Enhanced Case Mgmt	32	32	0	0.00%
Specialized 1:25 Caseloads	34	30	-4	-11.76%
Pending Transfer	45	63	18	40.00%
Early Start Intake Services	223	447	224	100.45%
Intake Services	488	1,013	525	107.58%
Self Determination Specialist (*)	5	0	-5	-100.00%
TOTAL	20,342	22,598	2,106	10.35%
ANTELOPE VALLEY				
Self Determination Specialist (*)	5	0	-5	-100.00%
Adult Services	2,692	2,768	76	2.82%
Adult Unit Supervisor (*)	9	19	10	111.11%
Transition Unit	1,796	1,947	151	8.41%
Transition Unit Supervisor (*)	12	5	-7	-58.33%
School Age Services	2,344	2,712	368	15.70%
School Age Unit Supervisor (*)	26	39	13	50.00%
Early Start Unit Supervisor (*)	85	2	-83	-97.65%
Early Start Intake Unit Supervisor (*)	6	12	6	100.00%
Early Start Services	801	950	149	18.60%
Intake Services	423	426	3	0.71%
TOTAL	8,056	8,803	686	8.52%
SANTA CLARITA VALLEY				
Self Determination Specialist (*)	3	0	-3	-100.00%
Adult Services	961	998	37	3.85%
Transition Services	707	691	-16	-2.26%
Transition Unit Supervisor (*)	1	0	-1	-100.00%
School Age Services	1,394	1,559	165	11.84%
School Age Supervisor (*)	3	4	1	33.33%
Early Start Services	615	611	-4	-0.65%
Early Start Unit Supervisor (*)	1	1	0	0.00%
Early Start Intake Unit Supervisor (*)	0	2	2	#DIV/0!
TOTAL	3,677	3,859	182	4.95%

* Numbers not part of ratio count, but counted on Total All Valleys

**This number is our total number of consumers as January 2024 (Early Start, Lanterman and others: Intake services, pending transfers, DC, enhanced case management, etc.)

NLACRC TOTAL (ALL SERVICES) MONTHLY CONSUMER GROWTH ALL VALLEYS

Month	Consumers	Growth	% Change
Feb-23	33,139	253	0.76%
Mar-23	33,392	362	1.08%
Apr-23	33,754	303	0.90%
May-23	34,057	171	0.50%
Jun-23	34,228	288	0.84%
Jul-23	34,516	152	0.44%
Aug-23	34,668	282	0.81%
Sep-23	34,950	183	1.11%
Oct-23	35,133	183	0.52%
Nov-23	35,339	206	0.58%
Dec-23	35,430	91	0.26%
Jan-24	35,622	192	0.54%
Total		2,666	
Average		222	
Percent Chg		8%	



January 2024 CSC Caseload Ratio

		Filled Positions				Vacancies				
San Fernando Valley										
Adult Services										
Unit Total	Ser. Coord.	Consumers	Case Ratio	Vacancies	Consumers	Case Ratio	Floater	OD	Assoc.	
Adult Unit 1	755	8	687	85.9	1	68	68.0			
Adult Unit 2	851	9	782	86.9	2	69	34.5			
Adult Unit 3	10		10							
Adult Unit 4	865	6	542	90.3	5	323	64.6			
Adult Unit 5	888	6	550	91.7	4	338	84.5			
Adult Unit 6	919	8	737	92.1	2	182	91.0			
Adult Unit 7	827	7	601	85.9	5	226	45.2			
Adult Unit 8	837	7	585	83.6	4	252	63.0			
Adult Unit 9					5					
Adult Unit 10					4					
Adult Unit 11	438	3	260	86.7	3	178	59.3	2		
Total	6,390	54	4,754	88.0	35	1,636	46.7	2		
Transition Services										
Unit Total	Ser. Coord.	Consumers	Case Ratio	Vacancies	Consumers	Case Ratio	Floater	OD	Assoc.	
Transition Unit 1	1,075	9	875	97.2	2	200	100.0	1		
Transition Unit 2	1,107	10	1,006	100.6	1	101	101.0			
Transition Unit 3	1,293	12	1,198	99.8	1	95	95.0			
Transition Unit 4					4					
Total	3,475	31	3,079	99.3	8	396	49.5	1		
School Age Services										
Consumers	Ser. Coord.	Consumers	Case Ratio	Vacancies	Consumers	Case Ratio	Floater	OD	Assoc.	
School Age 3	1,248	10	1,138	113.8	2	110	55.0			
School Age 4	1,085	9	977	108.6	3	108	36.0			
School Age 5	1,085	9	990	110.0	3	95	31.7			
School Age 6	1,181	11	1,181	107.4			#DIV/0!			
School Age 7	1,167	11	1,167	106.1	1					
School Age 8	1,109	7	802	114.6	4	307	76.8			
School Age 9	568	6	473	78.8	1	95	95.0			
Total	7,443	63	6,728	106.8	14	715	51			
Early Start Services										
Consumers	Ser. Coord.	Consumers	Case Ratio	Vacancies	Consumers	Case Ratio	Floater	OD	Assoc.	
Early Start 1 (Status 1 & 2)	509									
Early Start 1 Intake	21									
Early Start 1 Total	530	6	364	60.7	4	166	41.5			
Early Start 2 (Status 1 & 2)	518									
Early Start 2 Intake	24									
Early Start 2 Total	542	6	454	75.7	3	88	29.3			
Early Start 3 (Status 1 & 2)	485									
Early Start 3 Intake	22									
Early Start 3 Total	507	6	449	74.8	4	58	14.5			
Early Start 4 (Status 1 & 2)	448									
Early Start 4 Intake	14									
Early Start 4 Total	462	4	322	80.5	5	140	28.0			
Early Start 5 (Status 1 & 2)	548									
Early Start 5 Intake	48									
Early Start 5 Total	596	7	536	76.6	1	60	60.0			
Early Start 6 (Status 1 & 2)	340									
Early Start 6 Intake	26									
Early Start 6 Total	366	4	309	77.3	5	57	11.4			
Early Start 7 (Status 1 & 2)	296									
Early Start 7 Intake	19									
Early Start 7 Total	315	5	268	53.6	2	47	23.5			
Status 1 Over 36 mo.	49									
Total	3,318	38	2702	71.1	24	616	25.7			
Summary										
Consumers	Ser. Coord.	Consumers	Case Ratio	Vacancies	Consumers	Case Ratio	Floater	OD	Assoc.	
Total Non-Early Start	17,308	148	14,561	98.4	57	2,747	48.2	3		
Total Early Start	3,318	38	2702	71.1	24	616	25.7			
Total	20,626	186	17,263	92.8	81	3,363	41.5	3		

January 2024 CSC Caseload Ratio

SFV Self Determination Specialist*		2									
Intake Services		587	9	526	58.4		61.0	#DIV/0!			2
Antelope Valley		Consumers	Ser. Coord.	Consumers	Case Ratio	Vacancies	Consumers	Case Ratio	Floater	OD	Assoc.
Adult Unit 1		725	1	63	63.0	11	662	60.2			
Adult Unit 2		1,074	10	981	98.1	1	93	93.0			
Adult Unit 3		969	11	969	88.1						
Total		2,768	22	2,013	91.5	12	755	62.9			
Transition Unit 1		1,096	8	699	87.4	5	397	79.4			
Transition Unit 2		851	7	688	98.3	3	163	54.3			
Total		1,947	15	1,387	92.5	8	560	70.0			
School Age 1		1,107	9	946	105.1	3	161	53.7			
School Age 2		1,088	10	953	95.3	3	135	45.0			
School Age 3		517	4	424	106.0	4	93	23.3			
Total		2,712	23	2,323	101.0	10	389	38.9			
AV Early Start 1 (Status 1 & 2)		414									
AV Early Start 1 Intake		8									
AV Early Start 1 Total		422	6	413	68.8	3	9	3.0			
AV Early Start 2 (Status 1 & 2)		289									
AV Early Start 2 Intake		16									
AV Early Start 2 Total		305	5	305	61.0	1					
AV Early Start 3 (Status 1 & 2)		209									
AV Early Start 3 Intake		14									
AV Early Start 3 Total		223	4	223	55.8	2					
Status 1 Over 36 mo.		27									
		Consumers	Ser. Coord.	Consumers	Case Ratio	Vacancies	Consumers	Case Ratio	Floater	OD	Assoc.
Total Non-Early Start		7,427	60	5,723	95.4	30	1,704	56.8			
Total Early Start		950	15	941	62.7	6	9	1.5			
Total		8,377	75	6,664	88.9	36	1,713	47.6			
AV Self Determination Specialist*		1									
AV Intake Services		426	5	404	80.8	1	22	22			2
Santa Clarita Valley		Consumers	Ser. Coord.	Consumers	Case Ratio	Vacancies	Consumers	Case Ratio	Floater	OD	Assoc.
Adult Unit		998	9	918	102.0	2	80	40.0		1	
Transition Unit 1		83			#DIV/0!	1	83	83.0			
Transition Unit 2		608	5	458	91.6	2	150	75.0			
Total		691	5	458	91.6	3	233	77.7			
School Age Unit 1		1,041	10	1041	104.1			#DIV/0!			
School Age Unit 2		518	6	518	86.3	4					
Total		1,559	16	1,559	97.4	4					
SCV Early Start (status 1 & 2)		245									
SCV Early Start Intake											
SCV Early Start 1 Total		245	6	245	40.8	2					
SCV Early Start 2 (status 1 & 2)		357									
SCV Early Start 2 Intake		9									
SCV Early Start 2 Total		366	8	366	45.8	2					
Status 1 Over 36 mo.		4									
		Consumers	Ser. Coord.	Consumers	Case Ratio	Vacancies	Consumers	Case Ratio	Floater	OD	Assoc.
Total Non-Early Start		3,248	30	2,935	97.8	9	313	34.8		1	
Total Early Start		611	14	611	43.6	4					
Total		3,859	44	3,546	80.6	13	313	24.1		1	
SCV Self Determination Specialist*						1					

January 2024 CSC Caseload Ratio

All Valleys	Consumers	Ser. Coord.	Consumers	Case Ratio	Vacancies	Consumers	Case Ratio	Floater	OD	Assoc.
Total Non-Early Start	27,983	238	23,219	97.6	96	4,764	49.6	3	1	
Total Early Start	4,879	67	4,254	63.5	34	625	18.4			
Sub-total	32,862	308	27,473	89.2	131	5,389	41.1	3	1	
*Self Determination Specialist		3			1					
*Total Non Early Start Supervisor	298									
*Total Early Start Supervisor Status 1&2	5									
*Total Early Start Supervisor Intake	30									
Intake Services	1,013	14		72.4	1	83				4
Early Start Intake	447	7		63.9	2					3
Prenatal Services										
Provisional Eligibility	582	8		72.8				1		
Enhanced Caseloads	238	6		39.7						
On-Duty Specialist Unit										4
AV On-Duty/Floater Specialist Unit								3		4
SCV On-Duty/Floater Specialist Unit	1							1		
Lead CSC Trainers	7	3								
Development Center	14									
Enhanced Case Management	32	1								
Specialized 1:25 Caseloads	30	1			2					
Pending Transfer	63									
Total	35,622	348		102.4	136			8	9	7

*** Numbers not part of ratio count, but counted on Total Summary section**

SFV Adult Unit Supervisor*	7
SFV Transition Unit Supervisor*	158
SFV School Age Unit Supervisor*	53
SFV Early Start Unit Supervisor*	2
SFV Early Start Intake Unit Supervisor*	16
Provisional Unit Supervisor	11
SCV Early Start Unit Supervisor*	1
SCV Early Start Intake Unit Supervisor*	2
SCV School Age Supervisor*	4
SCV Transition Supervisor*	
SCV Adult Supervisor*	2
AV Adult Unit Supervisor*	19
AV Transition Supervisor*	5
AV School Age Supervisor*	39
AV Early Start Unit Supervisor*	2
AV Early Start Intake Unit Supervisor*	12