



North Los Angeles County Regional Center
Director's Report
November 2024

1. NLACRC Spotlight:

- A. In the first quarter of this fiscal year, the Center has achieved a net increase of 42 new employees so far.
 - i. During last fiscal year, the Center achieved a net increase of 85 new employee's total.
 - ii. Additionally, NLACRC's turnover rate continues to trend downwards year after year. Last year, our turnover rate was 17.2%. If we annualize our current turnover rate for this fiscal year, our turnover rate is projected to be 9.12%.
- B. In the past quarter, the Center has promoted 3 employees to supervisory roles and 1 to a director role.
- C. Over the past 10 months, the Regional Center has been able to cut our vacant cases by half:
 - i. In December 2023, we had 5,665 cases without assigned Client Service Coordinators (CSCs), representing 81 full caseloads.
 - ii. As of now, Regional Center has reduced that to 2,593 cases (41 caseloads), marking significant progress in case management.
- D. Regarding Special Incident Report (SIR) processing, NLACRC has been able to submit reports to DDS within the required 2-day window 95% of the time, as compared to the Regional Center average of 88.7%.
- E. A small workgroup has been collaborating closely with the Department of Developmental Services (DDS) to develop a streamlined process that enables infants in the NICU to access Early Start services more quickly. Dr. DeAntonio and Manager Elisa Hill, from NLACRC's clinical and Early Start team, have been participating and were cited for providing instrumental guidance. This initiative aims to ensure timely support for newborns with developmental needs, facilitating earlier interventions and better outcomes.

2. Department Developmental Center Updates:

A. Direct Support Professional (DSP) University

- i. The Department of Developmental Services (DDS) has initiated a partnership with Sacramento State University to use its Learning Management System (LMS) to support the DSP University project. This initiative aims to enhance DSP training and professional development statewide.
- ii. DSP I Tier Release: The first tier of training (DSP I) is expected to be released initially, with subsequent tiers (DSP II and DSP III) following in a phased rollout. This structured approach ensures progressive skill-building for DSPs.

B. Bilingual Stipend:

- i. DSPs can complete self-attestations to qualify for the bilingual stipend, at least during the initial stages of the program. This allows for a more streamlined process while the system is implemented.
- ii. Each DSP is limited to receiving no more than two stipends per month, regardless of how many languages they speak or how many service providers they work for.

C. Rate Directives

- i. Following the release of the overall rate reform directive, DDS is focusing on service-specific rate directives, which will refine reimbursement structures and address the needs of individual services.
- ii. Family Home Agencies, behavioral services, specialized therapeutic services, and Early Start programs are the next in line for these specific rate directives.
- iii. Transportation Services: Discussions regarding transportation services continue, particularly around billing instructions and rate workbooks. A specialized workgroup has been meeting on this issue for an extended period, aiming to finalize a fair and functional system for transportation-related costs.

D. Individual Program Plan (IPP) Template

- i. DDS staff are concluding the train-the-trainer sessions for the updated IPP template. This template is part of DDS's broader goal to standardize and improve the planning process for individuals receiving services.

E. Electronic Integration:

- i. DDS is collaborating with SANDIS to program the IPP template into an electronic format, enhancing accessibility and usability for both service providers and families.

F. DDS Public Dashboard

- i. The public dashboard introduced by DDS has been well-received, promoting greater transparency and accountability across the developmental services sector.
- ii. Key Features: The dashboard includes comprehensive data on outcome measures, demographic statistics, and equity metrics, providing insights into service delivery performance and helping identify areas needing improvement.

G. 1/1/25 Rates Update

- i. The rates set for implementation on January 1, 2025, will incorporate updates reflecting the minimum wage adjustments for both 2024 and 2025, as well as the IRS mileage rates for 2024.
- ii. Mileage Rates: Since the IRS only posts its mileage rates for the upcoming year in mid-December, there may be further adjustments to account for any 2025 mileage rate increases. This ensures rates remain accurate and reflective of real-world costs for service providers traveling to support individuals.

H. National Core Indicator (NCI) In-Person Survey

- i. The California Department of Developmental Services (DDS) is conducting the 2024 National Core Indicators (NCI) In-Person Survey to gather feedback directly from adults who receive services through regional centers. This survey is part of a broader effort to assess and improve services for individuals with developmental disabilities in areas like employment, community involvement, service satisfaction, and personal choice.

3. Developmental Services Master Plan (Summary of November 6, 2024 Meeting):

A. Workgroup #1: Individuals & Families Experience Person-Centered Service Systems They Trust

- i. Recommended fostering greater trust by improving equity and access, cultural and linguistic competency, community outreach and education, mentorship and support, standardization and accountability, person-centered services, communication and transparency, and technical assistance.

B. Workgroup #2: Individuals Receive Timely, Inclusive & Seamless Services Across All Service Systems

- i. Concentrated on enhancing life transitions by offering more comprehensive person-centered planning and other supportive strategies.

C. Workgroup #3: Individuals & Families Receive Services from a High-Quality, Stable, and Person-Centered Workforce

- i. Held discussions centered on expanding career pathways for Direct Support Professionals (DSPs), improving their compensation, and supporting individuals with disabilities in providing direct services.

D. Workgroup #4: Individuals & Families Experience Consistent, Transparent, Accountable and Data-Driven Systems that Focus on Outcomes

- i. Focused on recommendations for modernizing IT systems, enhancing inter-departmental data sharing, evaluating the effectiveness of equity grant investments, and conducting surveys to gain insights into service effectiveness.

E. Workgroup #5: Individuals are Entitled to Life-Long Services with Adequate Resources

- i. Discussed ways to improve federal funding integration across systems and provide more navigation support to facilitate cross-system service access, with a focus on financial structures that support services for individuals with high-acuity needs.

4. Legislative Updates:

A. Portions of AB 1147 Enacted on 1/1/25:

- a. Effective January 1, 2025, specific provisions of AB 1147 will be enacted, including the following:
 - i. Regional Center (RC) Staff Gift Limits: Staff members at Regional Centers will be limited to accepting gifts valued at no more than \$15 annually, ensuring transparency and reducing conflicts of interest.
 - ii. Prohibition on Executive Staff Hiring Family Members: Executive staff at Regional Centers will be prohibited from hiring family members to prevent nepotism and promote fairness in hiring practices.
 - iii. Access to Personal Records: Individuals outside of the formal appeals
 1. This process will be allowed to request their own records, with the expectation that these records will be provided within three business days of the request. This change improves access to personal information and enhances individual autonomy in managing their services.

2. Center Updates:

A. Recruitment:

- a. Total # positions filled: 791
 - i. Total # of positions authorized: 942
- b. November New Hires
 - i. 1st cycle (11/4/2024): 9
 - ii. 2nd cycle (11/18/2024): 6 (2 confirmed. 4 candidates yet to confirm)

B. Consumer Statistics:

- Total served: 37,967
- Early Start 5,134
- Lanterman 30,045
- Breakdown of three valleys:
 - AV 8,937 (Early Start, & Lanterman)
 - SCV 4,148 (Early start & Lanterman)
 - SFV 22,094 (Early start, & Lanterman)
- Intake all 3 valley: 1,209 & Early start Intake: 375
- All other categories not captured in Early Start, Lanterman, and Intake, such as Provisional, Enhanced, Specialized, and other which total 1,204.

C. Quality Assurance:

- A. The Center's Quality Assurance team conducted 142 residential visits in October and 102 unannounced in-person visits.
 - i. 4 residential providers received corrective action plans.
 - ii. 1 non-residential provider received of plan of improvement.

3. Special Contract Language: Columbus Organization

A. Summary of Work Groups:

- i. Shared Space Work Group (Antelope Valley):
 1. Formed: Sept. 5, 2024; 4 full group and several subgroup meetings.
 2. Actions: Conducted survey; drafted workspace plan for mid-Nov. presentation.
 3. Attendance: Avg. 65 per meeting.
- ii. Shared Space Work Group (Santa Clarita):
 1. Formed: Sept. 4, 2024; 4 full and several subgroup meetings.
 2. Actions: Survey conducted; drafted two workspace plans for mid-Nov. presentation.
 3. Attendance: Avg. 30 per meeting.
- iii. Shared Space Work Group (San Fernando Valley):
 1. Formed: Sept. 26, 2024; 1st meeting on Oct. 15, 2024.
 2. Focus Areas: Plans for staff survey. Presentation: Scheduled for December.
 3. Attendance: 177 at initial meeting.
- iv. Case Management Support and Stabilization Work Group:
 1. Formed: Sept. 16, 2024; 1st meeting on Oct. 19, 2024.
 2. Focus Areas: Forms review, creation of standard operating procedures and proposing a career ladder for service coordinators. Presentation: Scheduled for December.
 3. Attendance: Avg. 200 per meeting.
- v. Recruitment and Retention Work Group:
 1. Formed: Sept. 16, 2024; 1st meeting on Oct. 9, 2024.
 2. Focus Areas: Recruitment, retention, performance evaluation enhancements. Presentation Scheduled for January.
 3. Attendance: 257 at initial meeting.
- vi. SDP Focus Group:
 1. Formed: Sept. 6, 2024; 5 meetings held.
 2. Actions: Addressed immediate challenges Service Coordinators face in the SDP process.
 3. Presented proposal to Executive Director on October 31st, 2024.

4. Upcoming Disability Organization Events/Activities:

- a. State Council on Developmental Disabilities next council meeting – November 19, 2024
- b. Disability Rights California's next board meeting - November 15, 2024
- c. Self Determination Local Advisory Meeting – November 21, 2024

October 2024 CSC Caseload Ratio

Filled Positions

Vacancies

San Fernando Valley

Adult Services

	Unit Total	Ser. Coor.	Consumers	Case Ratio	Vacancies	Consumers	Case Ratio	Floater	OD	Assoc.
Adult Unit 1	543	5	420	84.0	5	123	24.6			
Adult Unit 2	780	10	780	78.0	1					
Adult Unit 3	8		8							
Adult Unit 4	737	9	718	79.8	2	19	9.5			
Adult Unit 5	740	9	740	82.2	1					
Adult Unit 6	583	8	583	72.9	2					
Adult Unit 7	726	11	726	66.0			#DIV/0!			
Adult Unit 8	766	9	683	75.9	2	83	41.5			
Adult Unit 9	735	10	735	73.5	1					
Adult Unit 10	535	8	494	61.8	3	41	13.7			
Adult Unit 11	414	5	350	70.0	6	64	10.7	2		
Total	6,567	84	6,237	74.3	23	330	14.3	2		

Transition Services

	Unit Total	Ser. Coor.	Consumers	Case Ratio	Vacancies	Consumers	Case Ratio	Floater	OD	Assoc.
Transition Unit 1	1,042	9	942	104.7	2	100	50.0	1		
Transition Unit 2	1,175	10	1,066	106.6	1	109	101.0			
Transition Unit 3	1,046	10	1,046	104.6	3					
Transition Unit 4	456	6	456	76.0	5					
Total	3,719	35	3,510	100.3	11	209	19.0	1		

School Age Services

	Consumers	Ser. Coor.	Consumers	Case Ratio	Vacancies	Consumers	Case Ratio	Floater	OD	Assoc.
School Age 3	1,299	11	1,299	118.1	1					
School Age 4	1,138	10	1,081	108.1	2	57	28.5			
School Age 5	1,013	9	967	107.4	3	46	15.3			
School Age 6	1,195	11	1,195	108.6			#DIV/0!			
School Age 7	1,231	11	1,231	111.9	1					
School Age 8	1,117	10	1,076	107.6	1	41	41.0			
School Age 9	900	9	867	96.3	2	33	16.5			
School Age 10	456	6	456	76.0	1					
Total	8,349	77	8,172	106.1	11	177	16			

Early Start Services

	Consumers	Ser. Coor.	Consumers	Case Ratio	Vacancies	Consumers	Case Ratio	Floater	OD	Assoc.
Early Start 1 (Status 1, 2 & U)	496									
Early Start 1 Intake	24									
Early Start 1 Total	520	10	520	52.0			#DIV/0!			
Early Start 2 (Status 1, 2 & U)	453									
Early Start 2 Intake	24									
Early Start 2 Total	477	8	477	59.6	1					
Early Start 3 (Status 1, 2 & U)	442									
Early Start 3 Intake	28									
Early Start 3 Total	470	8	470	58.8	2					
Early Start 4 (Status 1, 2 & U)	468									
Early Start 4 Intake	37									
Early Start 4 Total	505	9	505	56.1			#DIV/0!			
Early Start 5 (Status 1, 2 & U)	431									
Early Start 5 Intake	19									
Early Start 5 Total	450	8	450	56.3			#DIV/0!			
Early Start 6 (Status 1, 2 & U)	517									
Early Start 6 Intake	26									
Early Start 6 Total	543	10	543	54.3			#DIV/0!			
Early Start 7 (Status 1, 2 & U)	458									
Early Start 7 Intake	36									
Early Start 7 Total	494	8	469	58.6	2	25	12.5	1		
Status 1 Over 36 mo.	52									
Total	3,459	61	3434	56.3	5	25	5.0	1		

	Consumers	Ser. Coor.	Consumers	Case Ratio	Vacancies	Consumers	Case Ratio	Floater	OD	Assoc.
Total Non-Early Start	18,635	196	17,919	91.4	45	716	15.9	3		
Total Early Start	3,459	61	3434	56.3	5	25	5.0	1		
Total	22,094	257	21,353	83.1	50	741	14.8	4		

October 2024 CSC Caseload Ratio

All Valleys	Consumers	Ser. Coor.	Consumers	Case Ratio	Vacancies	Consumers	Case Ratio	Floater	OD	Assoc.
Total Non-Early Start	30,045	305	27,787	91.1	91	2,258	24.8	3		
Total Early Start	5,134	93	4,919	52.9	16	215	13.4	2		
Sub-total	35,179	402	32,706	81.4	107	2,473	23.1	5		
*Self Determination Specialist		4								
*Total Non Early Start Supervisor	190									
Total Early Start Supervisor Status 1, 2 & U	14									
*Total Early Start Supervisor Intake	28									
Intake Services	1,209	15		80.6						5
Early Start Intake	375	9		41.7						3
Prenatal Services										
Provisional Eligibility	594	8		74.3	4			1		
Enhanced Caseloads	240	6		40.0						
On-Duty Specialist Unit									4	
AV On-Duty/Floater Specialist Unit	2							3	4	
SCV On-Duty/Floater Specialist Unit								1	1	
Lead CSC Trainers	11	7			8					
Development Center	13									
Enhanced Case Management	31	1								
Specialized 1:25 Caseloads	13	1			2					
Pending Transfer	68									
Total	37,967	449		84.6	121			10	9	8

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

SFV Adult Unit Supervisor*	17
SFV Transition Unit Supervisor*	43
SFV School Age Unit Supervisor*	57
SFV Early Start Unit Supervisor*	6
SFV Early Start Intake Unit Supervisor*	5
Provisional Unit Supervisor	29
SCV Early Start Unit Supervisor*	1
SCV Early Start Intake Unit Supervisor*	7
SCV School Age Supervisor*	5
SCV Transition Supervisor*	
SCV Adult Supervisor*	
AV Adult Unit Supervisor*	1
AV Transition Supervisor*	9
AV School Age Supervisor*	29
AV Early Start Unit Supervisor*	7
AV Early Start Intake Unit Supervisor*	16

Residential and Day Program Quality Assurance Monitoring Activities
January 2024 - December 2024

Month	Jan	Feb	March	April	May	June	July	Aug	Sept	Oct	Nov	Dec	Totals
# of Res'l & Day QA Staff	6	7	7	7	7	7	7	7	7	8			
# Annual Facility Monitoring Visits	23	20	23	29	36	44	59	42	1	0			277
# Unannounced Visits	31	32	81	69	60	46	44	35	63	102			563
# Corrective Action Plans Issued	2	1	6	1	3	6	7	7	4	4			41
*Substantial Inadequacies Cited:													
1.Threat to Health or Safety				1	2			1	1	1			
2.Provision of fewer staff hours than req'd	1					1				2			
3.Violations of Rights		1	2		2	1	1	3	1				
4.Failure to implement consumer's IPP	1		1			2		1	1	2			
5.Failure to comply with Admission Agreement	1	1	5	1	2	1	8	3	3	2			
6.Deficiencies handling consumers' cash resources								1					
7.Failure to comply with staff training reqs			1					4					
8.L4 fails to use methods per program design								1					
9.L4 fails to measure consumer progress													
10.Failure to take action per CAP													
11.Failure to use rate increase for purposes authorized													
12.Failure to ensure staff completes DSP requirements.				1		1		2					
13.Failure to submit Special Incident Report					1	3		1	2				
*per Title 17 §56054(a)	3	2	9	3	7	9	9	17	8	7	0	0	