



# North Los Angeles County Regional Center

Main 818-778-1900 • Fax 818-756-6140 | 9200 Oakdale Avenue #100, Chatsworth, CA 91311 | [www.nlacrc.org](http://www.nlacrc.org)

July 11, 2024

Ernie Cruz  
Deputy Director  
Community Services Division  
Department of Developmental Services

Re: 2024 Caseload Ratio Plan of Correction

Dear Mr. Cruz:

North Los Angeles County Regional Center (NLACRC) is submitting this response to the Department of Developmental Services' (DDS) letter dated May 13, 2024, wherein DDS informed NLACRC that based on caseload ratio data NLACRC submitted to the Department in March of 2024, while NLACRC met caseload ratios for three of six categories, namely Movers Within Last 12 Months (1:45), Complex Needs (1:25), and Low or No POS (1:40); however, NLACRC did not meet the required caseload ratios in the following categories: On Waiver (1:62), Under 6 Years (1:40); and Over 5 Years of Age, Non-Waiver, Non-Movers (1:66).

On May 24, 2024, NLACRC notified consumers, families, staff, and community members of the center's public meetings scheduled on Tuesday, June 25, 2024, at 10:00 am and 6:00 pm, in order to present the caseload information and solicit feedback on the development of our Caseload Ratio Plan of Correction. The public meetings were in English with simultaneous interpretation in Armenian, Farsi, Spanish, and Tagalog. A survey requesting feedback was also shared with the community via email and social media posts and was kept open from May 24, 2024 through July 9, 2024.

NLACRC continues to experience tremendous growth and has consecutively ranked as highest among regional centers in the past three years for intake and eligibility and as of the date of this letter, the center has a total of 739 staff (326/bilingual), which includes, Case Management staff: 532 (253/bilingual), Service Coordinators: 406 (224/bilingual). Additionally, please note that since March 11, 2024, 93 Service Coordinators (45/bilingual) have been hired and NLACRC will continue to aggressively recruit to fill vacancies.

In the next 90 days, NLACRC will implement multiple hiring and retention strategies and will work with a consulting firm to achieve these efforts. The focus will be establishing an internal recruitment process that will be sustainable to onboard 20 employees a month for the next six months.

As staff continue to be hired, the center will continue to reduce the high caseloads by closely monitoring, (monthly caseload ratio report), and assigning cases as positions are filled. Additionally, the center will continue to assess and analyze our continuous rapid growth through intake and eligibility in comparison to the hiring rate. In the next 6 months from the date of this letter, the center anticipates 25-35% improvement in caseload ratio leading us to make significant progress towards caseload ratio compliance. At the 6 months mark the center will reevaluate and identify a new target for the following 6 months.

In addition, the center has developed a series of ongoing case management trainings to enhance Service Coordinator skills during the new staff orientation process, as well as adding an onboarding experience that provides hands-on in the field training by Service Coordinator Lead Trainers that coach, mentor, and better prepare Service Coordinators. These trainings will include the core tenets of the Lanterman Act, timelines for compliance, changes in law and requirements for the provision of service delivery. The center will continue to engage with staff through recently developed surveys to gather input and feedback on trainings and retention measures.

NLACRC appreciates the ongoing support and advocacy that DDS has extended in the areas of reducing caseload ratios. NLACRC recognizes the ongoing statewide challenges as they relate to the funding deficits within the antiquated regional center core staffing formula and the need to modernize this formula. NLACRC has made great efforts these past years to advocate in partnership with legislation both locally and statewide.

In addition to the above noted steps to the Plan of Correction, the feedback received from the community during last year's presentation was taken into consideration, and as a result, the center was able to implement some of these recommendations. Please refer to pages 9-11 of the attached Exhibit A. You will find the attendance lists for both public meetings attached as Exhibit B.

With regard to feedback from our community, as you will note in the attached Exhibit C, the top three survey recommendations received by our community are: Staff, Pay, and Caseloads, and the center continues to remain focused on all three areas as shown in the plan above. In addition to the survey responses, we had one member of the community make a request via Chat in the morning meeting asking that we update the caseload ratio information presented to reflect the hiring since the March 2024 survey as a one-page addendum to the presentation, which has been completed and uploaded to our website, see attached Exhibit D.

Please do not hesitate to reach out should you have any questions.

Sincerely,

Cristina Preuss

A handwritten signature in black ink, consisting of a large, stylized 'C' followed by a horizontal line that tapers to the right.

Interim Executive Director

Encl: Caseload Ratio Plan of Correction PowerPoint Presentation - Exhibit A  
Caseload Ratio Public Meeting Attendance Lists - Exhibit B  
Caseload Ratio Survey Feedback - Exhibit C  
Addendum to Caseload Ratio PowerPoint Presentation - Exhibit D

cc: Uvence Martinez, Chief, OCO, DDS  
Xochitl Gonzalez, Primary RC Liaison, OCO, DDS  
Amy Westling, Executive Director, ARCA  
Ana Quiles, Board President, NLACRC  
Evelyn McOmie, Deputy Director  
Vini Montague, Chief Financial Officer  
Betsy Monahan, Human Resources Director

2024 CASELOAD RATIO PUBLIC MEETING



50 YEARS OF SERVICE

Welcome! ¡Bienvenidos! Հարի գալուստ! خوش آمدید! Maligayang pagdating!

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North Los Angeles County Regional Center

2024 CASELOAD RATIO PUBLIC MEETING

DEVELOPING A PLAN OF CORRECTION

**Tuesday, June 25, 2024**

10:00 am to 11:30 am

or

6:00 pm to 7:30 pm

(Both Meetings will be in English with Spanish, Armenian, Farsi, and Tagalog Interpretation)

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**EXHIBIT A**

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## Purpose of this Public Meeting

### Background

- The Department of Developmental Services (“DDS”) is the agency through which the State of California provides services and supports to individuals with developmental and intellectual disabilities.
- Each year, DDS provides information about NLACRC’s Service Coordinator-to-consumer ratios.
- This year NLACRC’s Service Coordinator-to-Consumer ratios are higher than the ratios allowed in the Lanterman Act.
- DDS requires that regional centers hold a public meeting when caseload ratios are too high.

### Purpose of this meeting

- Share information about which of NLACRC’s Service Coordinator-to-consumer ratios are too high and why.
- Get input from the community to be included in the plan of correction that will be submitted to DDS.



## NLACRC Mission Statement

NLACRC’s mission is to create a community (including families) where each individual with a developmental disability has the opportunity to live a healthy, productive, and inclusive life.



## About NLACRC

- NLACRC is **1 of 21** regional centers in California.
- NLACRC is the **largest** of the 7 regional centers in LA County.
- We served a total of **33,745** consumers as of March 1, 2024.
- We serve consumers in San Fernando Valley, Santa Clarita Valley, and Antelope Valley.

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## Requirements Related to Caseload Ratio

### What is a Caseload Ratio?

- A caseload ratio tells us the number of consumers being served by each Service Coordinator.

### Welfare & Institutions Code, §4640.6

- Establishes service coordinator-to-consumer ratios to ensure that regional center staffing patterns demonstrate direct service coordination are the highest priority.
- Regional centers must report to the Department of Developmental Services ("DDS") on service coordinator-to-consumer ratios in March of each fiscal year
- Regional center shall hold at least one public meeting during the year to receive stakeholder input regarding the plan of correction.
  - Information about the Caseload Ratio public meeting is shared through these platforms:
    - × Emails
    - × NLACRC's weekly News You Can Use Newsletter
    - × Information was posted on the NLACRC website calendar and home page.
    - × Social media posts on NLACRC's \*Facebook, \*Instagram and Twitter
      - \*English and Spanish

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## Requirements Related to Caseload Ratio - Continued

### Welfare & Institutions Code, §4640.6 - continued

- DDS shall provide technical assistance and require a plan of correction when the required service coordinator-to-consumer ratios are not maintained by the regional center for two consecutive reporting periods.
- Plans of correction must be developed following input from the state council, local organizations representing consumers, family members, regional center employees, including recognized labor organizations, service providers and other interested parties.

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## Regional Center Operations Budget

- Each regional center is given a budget to operate their business.
- The operations budget is different than the purchase of services budget each regional center receives to purchase services for consumers.
- A regional center's operations budget is determined by DDS.
- The regional center's budget is based on the number of consumers that the regional center serves.

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## Regional Center Operations Budget

### Core Staffing Formula:

- The operations budget includes money for employee salaries. The amount of money is based on the "**Core Staffing Formula**", which has not been updated **since the 1990's**.
  - The Core Staffing Formula funds Service Coordinators at \$34,032 per year, which is \$16.36 per hour. The Los Angeles County minimum wage is \$16.90 per hour as of July 1, 2023.
- ***Regional centers operations budget for Service Coordinator salaries and benefits in the Core Staffing Formula is not based on today's hiring costs.***

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## Funding Challenges – Money Allocation

- For every **2** Service Coordinator positions funded in the Operations Budget based on the Core Staffing Funding, **the money only actually funds 1 position.**
- As of March 1, 2024:
  - 263 additional Service Coordinators needed to meet caseload ratios.

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## Regional Center Operations Budget – Additional Funding

- Effective in FY2019-2020, Senate Bill 81 provided money to regional centers to hire more Service Coordinators to establish 1:25 service coordinator-to-consumer caseload ratio for Consumers with complex needs.
  - Consumers with complex needs are those Consumers who reside in or are at risk of residing in one of the following places:
    - ✦ Institutions for Mental Diseases (IMD);
    - ✦ Community Crisis Homes;
    - ✦ State-Operated Acute Crisis Homes;
    - ✦ Out-Of-State Placement; or
    - ✦ Admitted into a psychiatric hospital several times during the preceding six months.

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## Regional Center Operations Budget – Additional Funding

- Beginning in FY2023-2024, the state budget provided money to regional centers to hire more Service Coordinators to reduce service coordinator-to-consumer caseloads to 1:40 for a specific number of consumers per regional center; NLACRC is authorized to serve 240 families at the 1:40 ratio.
- This funding is called “**Enhanced Service Coordination**,” and this funding is in addition to the “core staffing” funding.
- Enhanced Service Coordination specifically prioritizes individuals or families who have less than \$2,000.00 purchase of services expenditures or no purchase of services expenditures in services and supports.

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## Regional Center Operations Budget – Additional Funding

- The FY 2023-24 state budget included \$153,212 million of funding statewide to increase the number of service coordinators for children through age five and \$84.3 million of funding statewide to increase the number of service coordinators for all other age groups. This is specifically to reduce service coordinator-to-consumer caseload ratios.
- This funding is called “Caseload Ratio Relief.”
- The “Caseload Ratio Relief” funding is in addition to the “core staffing” funding.

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## What are the Highest Caseload Ratios Allowed?

The Lanterman Act sets the following caseload ratios for different types of residences and programs:

Residence/Program	Caseload Ratio
Consumers on Medicaid Waiver who do not fall in any other category here	1:62
Consumers Age 0 – 5	1:40
Consumers who moved from a Developmental Center to the community within the last 12 months	1:45
All Others	1:66
Complex Needs	1:25
Low/no purchase of service (This is enhanced service coordination. (Under the DDS contract, this category has a total of 240 individuals)	1:40

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## NLACRC's Caseload Ratios Chart

Caseload Ratio Measures	# of Consumers	# of Service Coordinators Assigned	NLACRC Caseload Ratio	# of Service Coordinators Required	# of Service Coordinators Needed
Medicaid Waiver (1:62)	10,073	89	1:113	162	73
Age 0-5 (1:40)	9,014	116	1:78	225	109
Moved from DC in the community within the last 12 months (1:45)	8	1	1:7	0	0
All Others (1:66)	14,650	141	1:104	222	81
Complex Needs (1:25)	134	6	1:23	5	0
Low or No Purchase of Service (1:40)	240	6	1:40	6	0

This chart is based on DDS and NLACRC data as of March 1, 2024.



## How Does NLACRC Compare?

Description	Required Caseload Ratio	NLACRC Caseload Ratio	Comments
Medicaid Waiver	1:62	1:113	NLACRC did not meet required ratio.
Age 0-5	1:40	1:78	NLACRC did not meet required ratio.
Moved from DC in the community within the last 12 months	1:45	1:7	<b>NLACRC is under the caseload ratio and statewide average</b>
All Others	1:66	1:104	NLACRC did not meet required ratio.
Complex Needs	1:25	1:23	<b>NLACRC is under the caseload ratio and statewide average.</b>
Low or No Purchase of Service	1:40	1:40	<b>NLACRC met required ratio.</b>



## NLACRC's Caseload Ratios

NLACRC **did not meet** these Service Coordinator-to-consumer ratios:

- Medicaid Waiver
- Age 0-5
- All Others

NLACRC **met** these Service Coordinator-to-consumer ratios:

- Movers within the last 12 months
- Complex needs
- Low or no Purchase of Service



## Community Recommendations

NLACRC received recommendations last year from the community (individuals served, families, vendors, staff, other individuals) about caseload ratios.

Recommendations	Outcomes
<p><b>Staffing</b></p> <ul style="list-style-type: none"><li>▪ Hire more Service Coordinators.</li><li>▪ Hire Service Coordinators who have more experience with individuals with special needs.</li><li>▪ Increase the number of supervisors that supervise Service Coordinators.</li><li>▪ Hire assistants/secretarial staff.</li><li>▪ Offer part-time Service Coordinator positions.</li><li>▪ Hire individuals who receive regional center services who can be more empathetic and understanding of individuals with special needs.</li><li>▪ Increase salaries for Service Coordinators and Supervisors to be more competitive.</li></ul>	<ul style="list-style-type: none"><li>▪ <b>43 full-time</b> Service Coordinators have been hired.</li><li>▪ Some of the Service Coordinators hired are former employees of vendors who work with individuals with special needs.</li><li>▪ The number of supervisors for Service Coordinators has increased by <b>23%</b>.</li><li>▪ <b>5</b> assistants/secretarial staff have been hired.</li><li>▪ Status of part-time CSC positions: NLA focused on increasing full-time employee (FTE) positions to more quickly address caseload ratio concerns.</li><li>▪ # of individuals receiving RC services hired (or status): NLA, as an Equal Opportunity Employer, pledges to employ qualified individuals without discrimination against such individuals on the basis on race, color, religion, sex, national origin, age, <b>disability</b> or <b>genetic information</b></li><li>▪ Service Coordinators and Supervisors salaries increase by <b>15%</b>.</li></ul>



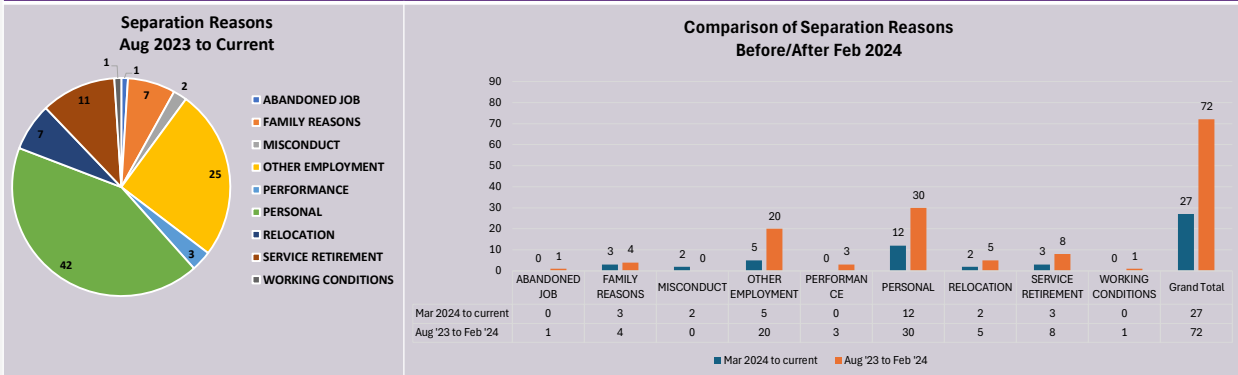
# Community Recommendations - Continued

## Recommendations

### Staffing Continued

- Assess the cause of high turnover.

## Outcomes



# Community Recommendations - Continued

## Recommendations

### Streamlining Work

- Create smaller caseloads for individuals/families that are not accessing services.
- Have supervisors manage unassigned cases.
- Create smaller caseloads and have supervisors manage the remaining cases.
- Try to combine cases that are close to each other.
- Services Coordinators should obtain needed information about individuals services from their service providers, such as annual/semi-annual progress reports for the individuals served.
- Include Early Start intake as part of NLACRC's Intake department to avoid closing cases after Early Start where applications are incomplete or not ready to proceed with a referral.
- Individuals served that are in the same family and receiving the same or similar services should be assigned to a single Service Coordinator.

## Outcomes

- Enhanced caseload unit has currently a 1:40 ratio for clients that have less than \$2000 or zero POS.
- Supervisors and Officers of the Day "ODs" respond and assist families/ clients from vacant caseloads.
- In addition to Supervisors managing large units and supporting their staff, their job responsibilities include reviewing and approving the documentation for service delivery and continued reporting.
- NLACRC has offices in the San Fernando Valley, Santa Clarita Valley and Antelope. Each office has case distribution for each of the valleys to service coordinators who work out of those offices.
- Assignment of cases is conducted based on the number of cases a CSC has and the catchment area where consumer resides.
- CSCs currently obtain progress reports from providers receiving funds from RC.
- Early Start Department has created an intake unit that completes 45-day timeline procedures for evaluations and eligibility.
- Within NLA, we have departments assigned by age groups that can provide information on services and supports based on the needs for the particular age and based on the specific needs of the individual.



# Community Recommendations - Continued

Recommendations	Outcomes
<p><b>Training</b></p> <ul style="list-style-type: none"> <li>▪ Provide training that prepares Service Coordinators with all the tools they need to succeed.</li>   <li>▪ Provide time management training to staff.</li> </ul>	<ul style="list-style-type: none"> <li>▪ Training and tools provided to staff:                             <ul style="list-style-type: none"> <li>❖ SharePoint: Training library – 532 Active training documents and instructional guides.</li> <li>❖ LMS eLearning catalog – 39 Active eLearning modules for CSCs that are on-demand.</li> <li>❖ Diversity, Equity, Inclusion, and Belonging Training – 4-part series. Three sessions at 3hrs in-person, and one virtual session 1.5hrs. Provided throughout Fiscal Year 2023-24. All catch-up/makeup sessions to be completed by end of June 2024.</li> <li>❖ Person-Centered Planning Overview – Training completed for all CSCs School Age Units through Adult Age Units.</li> <li>❖ Person-Centered IPP Writing New Staff Orientation Training – 4-part program designed for CSCs (Lanterman Ages 3+) for new staff. Three sessions at 3hrs in-person, and one virtual/practice session for person-centered IPP writing. The virtual session is for staff to practice writing an IPP with the option to meet with their lead trainer to answer questions or receive support.</li> <li>❖ Early Start, IFSP Refresher, and Typing an IFSP eLearning modules designed/developed. (Included in the numbers above in the eLearning catalog)</li> <li>❖ Early Start based curriculum for new staff – Early Start department specific training program. Virtual sessions for all new Early Start staff.</li> </ul> </li>   <li>▪ Time Management Training:                             <ul style="list-style-type: none"> <li>❖ Provided in the LMS eLearning catalog.</li> </ul> </li> </ul>



# Community Recommendations - Continued

Recommendations	Outcomes
<p><b>Public Information</b></p> <ul style="list-style-type: none"> <li>▪ Give individuals specific information on how they can advocate for necessary political and budgetary changes to improve services.</li> <li>▪ Provide more self-serve tools on the website.</li> <li>▪ Create more self-service options so that individuals can research service providers without Service Coordinator involvement.</li> <li>▪ Provide individuals services/families with a list of regional center services.</li> <li>▪ Provide more information about services on your website.</li> </ul>	<ul style="list-style-type: none"> <li>▪ Specific information provided to individuals on how they can advocate for political and budgetary changes:                             <ul style="list-style-type: none"> <li>❖ NLAARC Legislative Town Hall – Held on February 22, 2024</li> <li>❖ Creating Additional Legislative Training for the Community</li> </ul> </li> <li>▪ Self-serve tools on the website:                             <ul style="list-style-type: none"> <li>❖ <a href="https://www.nlacrc.org/consumers-families/service-and-support-assessments">https://www.nlacrc.org/consumers-families/service-and-support-assessments</a></li> </ul> </li> <li>▪ Self-service options so that individuals can research service providers:                             <ul style="list-style-type: none"> <li>❖ <a href="https://www.nlacrc.org/consumers-families/service-provider-list">https://www.nlacrc.org/consumers-families/service-provider-list</a></li> </ul> </li> <li>▪ List of regional center services:                             <ul style="list-style-type: none"> <li>❖ <a href="#">North Los Angeles County Regional Center Services and Descriptions</a></li> </ul> </li> <li>▪ Some of the useful information on NLAARC's website includes:                             <ul style="list-style-type: none"> <li>❖ <a href="#">Guide for Consumers and Families</a></li> <li>❖ <a href="#">Common Services brochures</a> and <a href="#">supplement with regional center services and descriptions</a></li> <li>❖ <a href="#">Updated service standards</a></li> <li>❖ <a href="#">Assessment tools</a></li> <li>❖ <a href="#">Emergency preparedness</a></li> <li>❖ <a href="#">NLAARC's town halls</a></li> <li>❖ <a href="#">Information about COVID-19</a></li> </ul> </li> </ul>



## Legislative and Community Engagement

NLACRC has actively engaged with legislators and the community to try to find solutions for high caseloads. These include:

### Efforts

- We collaborate with a Legislative Educator Consultant to assist us with legislative activities and engagement.
- Each year we provide legislative advocacy training for Board members and management staff.
- Advocating with legislators in supporting and addressing state budget allocations can provide us with more funding for operations and for hiring more staff.



## Legislative and Community Engagement - Continued

### Efforts

- Individuals served, their families, vendors, and NLACRC staff met with legislators throughout the year at their local district offices to keep them informed about our most critical issues related to budget allocation.
- Individuals served, their families, vendors, and NLACRC staff continue to meet with legislators during Grass Roots Day through ARCA in Sacramento.
- ARCA advocates for funding required for compliance with federal, state, and local mandates.



## NLACRC's Continued Commitment to Our Community

**NLACRC is committed to continue to make significant progress towards compliance with the Caseload Ratio, including timelines, resources, and strategies from consumers, families, and the community at large.**





## NLACRC Wants to Hear From You

We want your feedback and suggestions on how to address caseload ratios. Follow the links below to complete our brief online survey by **July 9, 2024**.

The survey is available in English and Spanish:

English version:

<https://rebrand.ly/CaseLoadEng>



Spanish version:

<https://rebrand.ly/CaseloadES>



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Thank you!

¡Gracias!

Շնորհակալություն!

مشكروم!

Salamat!

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Meeting ID: 84755025807	Start Time: 6/25/2024 9:31:07 AM	User Email: publicinfo@nlacrc.org	Participants: 52
Topic: NLACRC Caseload Ratio	End Time: 6/25/2024 10:48:55 AM	Duration (Minutes): 78	

Name (Original Name)	User Email	Join Time	Leave Time	Duration (Minutes)	Guest	In Waiting Room
14437690909		6/25/2024 9:58	6/25/2024 10:48	51	Yes	No
Albert		6/25/2024 10:24	6/25/2024 10:48	25	Yes	No
Ana Maria Parthenis-Rivas		6/25/2024 10:04	6/25/2024 10:48	45	Yes	No
Andrew McElhinney		6/25/2024 9:58	6/25/2024 10:04	6	Yes	Yes
Andrew McElhinney		6/25/2024 10:04	6/25/2024 10:48	45	Yes	No
Arlene Tapia		6/25/2024 10:40	6/25/2024 10:48	9	Yes	No
Armine Bagumyan NLACRC		6/25/2024 10:08	6/25/2024 10:48	41	Yes	No
Artur Jamalyan - Armenian Interpreter (Artur Jamalyan)	artur.jamalyan@gmail.com	6/25/2024 10:04	6/25/2024 10:48	44	Yes	No
Bee's iPad		6/25/2024 9:58	6/25/2024 10:04	6	Yes	Yes
Bee's iPad		6/25/2024 10:04	6/25/2024 10:20	17	Yes	No
Cathy's iPad		6/25/2024 9:58	6/25/2024 10:04	6	Yes	Yes
Cathy's iPad		6/25/2024 10:04	6/25/2024 10:48	45	Yes	No
CBEM Ute Escorcía (Ute Escorcía)		6/25/2024 10:04	6/25/2024 10:48	45	Yes	No
Chris Whitlock	cwhitlock2@nlacrc.org	6/25/2024 9:33	6/25/2024 10:48	76	No	No
Claudia Santos	claudiaexcaret@hotmail.com	6/25/2024 9:48	6/25/2024 9:49	1	Yes	Yes
Claudia Santos - Spanish interpreter (Claudia Santos)	claudiaexcaret@hotmail.com	6/25/2024 9:49	6/25/2024 10:31	43	Yes	No
Cristina Preuss, NLACRC		6/25/2024 9:51	6/25/2024 9:52	1	Yes	Yes
Cristina Preuss, NLACRC		6/25/2024 9:52	6/25/2024 10:48	57	Yes	No
Cynthia Sanchez- PFSS		6/25/2024 10:00	6/25/2024 10:01	1	Yes	Yes
Cynthia Sanchez- PFSS		6/25/2024 10:02	6/25/2024 10:04	2	Yes	Yes
Cynthia Sanchez- PFSS		6/25/2024 10:04	6/25/2024 10:48	45	Yes	No
David Ebrami		6/25/2024 10:14	6/25/2024 10:48	35	Yes	No
Diana Padilla Garcia		6/25/2024 10:00	6/25/2024 10:04	4	Yes	Yes
Diana Padilla Garcia		6/25/2024 10:04	6/25/2024 10:48	45	Yes	No
Donna Rentsch, NLACRC		6/25/2024 10:01	6/25/2024 10:02	1	Yes	Yes
Donna Rentsch, NLACRC		6/25/2024 10:02	6/25/2024 10:48	47	Yes	No
Edith Alvarez		6/25/2024 10:21	6/25/2024 10:48	28	Yes	No
ESTER KLUG - FILIPINO INTERPRETER		6/25/2024 9:59	6/25/2024 9:59	1	Yes	Yes
ESTER KLUG - FILIPINO INTERPRETER		6/25/2024 9:59	6/25/2024 10:48	50	Yes	No
Evelyn McOmie, NLACRC		6/25/2024 9:58	6/25/2024 9:58	1	Yes	Yes
Evelyn McOmie, NLACRC		6/25/2024 9:58	6/25/2024 10:48	51	Yes	No
Fatima Perez, OCRA		6/25/2024 10:01	6/25/2024 10:04	4	Yes	Yes
Fatima Perez, OCRA		6/25/2024 10:04	6/25/2024 10:48	45	Yes	No
Gabriela Eshрати, NLACRC		6/25/2024 9:59	6/25/2024 9:59	1	Yes	Yes
Gabriela Eshрати, NLACRC		6/25/2024 9:59	6/25/2024 10:48	50	Yes	No
Gabriela omari		6/25/2024 9:58	6/25/2024 9:59	1	Yes	Yes
Gabriela omari		6/25/2024 9:59	6/25/2024 10:48	50	Yes	No
Gaby-Kaylee & Tatiana		6/25/2024 9:53	6/25/2024 10:04	11	Yes	Yes
Gaby-Kaylee & Tatiana		6/25/2024 10:04	6/25/2024 10:44	41	Yes	No
John, Public Information Specialist		6/25/2024 9:34	6/25/2024 9:35	1	Yes	Yes
John, Public Information Specialist		6/25/2024 9:35	6/25/2024 10:48	74	Yes	No
Julie		6/25/2024 10:02	6/25/2024 10:04	2	Yes	Yes
Julie		6/25/2024 10:04	6/25/2024 10:37	34	Yes	No
Kristine Ysabelle Mosteiro		6/25/2024 10:06	6/25/2024 10:48	42	Yes	No
Lori Walker		6/25/2024 9:55	6/25/2024 10:04	10	Yes	Yes
Lori Walker		6/25/2024 10:04	6/25/2024 10:48	45	Yes	No
M.Lara		6/25/2024 10:03	6/25/2024 10:04	1	Yes	Yes
M.Lara		6/25/2024 10:04	6/25/2024 10:48	45	Yes	No
maral		6/25/2024 9:35	6/25/2024 9:46	11	Yes	Yes
Maria		6/25/2024 9:43	6/25/2024 9:44	1	Yes	Yes
Maria Cedillo		6/25/2024 9:47	6/25/2024 9:48	1	Yes	Yes
Maria Cedillo		6/25/2024 9:48	6/25/2024 10:48	61	Yes	No
Maria De Jesus Rodriguez- PFSS		6/25/2024 10:00	6/25/2024 10:04	4	Yes	Yes
Maria De Jesus Rodriguez- PFSS		6/25/2024 10:04	6/25/2024 10:48	45	Yes	No
maureen fitzgerald		6/25/2024 9:59	6/25/2024 10:04	5	Yes	Yes
maureen fitzgerald		6/25/2024 10:04	6/25/2024 10:48	45	Yes	No
mayram artinian		6/25/2024 10:36	6/25/2024 10:37	2	Yes	No
mayram artinian		6/25/2024 10:37	6/25/2024 10:38	2	Yes	No
mayram artinian		6/25/2024 10:39	6/25/2024 10:40	2	Yes	No
mayram artinian		6/25/2024 10:34	6/25/2024 10:36	3	Yes	No
mayram artinian		6/25/2024 10:40	6/25/2024 10:44	4	Yes	No
mayram artinian		6/25/2024 10:44	6/25/2024 10:48	4	Yes	No
mayram artinian (maral)		6/25/2024 9:46	6/25/2024 10:34	48	Yes	No
Megan Mitchell		6/25/2024 10:01	6/25/2024 10:02	1	Yes	Yes
Megan Mitchell		6/25/2024 10:02	6/25/2024 10:48	47	Yes	No
Melissa Sanchez (she/her)		6/25/2024 10:26	6/25/2024 10:29	3	Yes	No
Mina ( Mahnaz M) (Mina)		6/25/2024 10:04	6/25/2024 10:48	44	Yes	No
Mitra panah		6/25/2024 9:46	6/25/2024 9:47	1	Yes	Yes

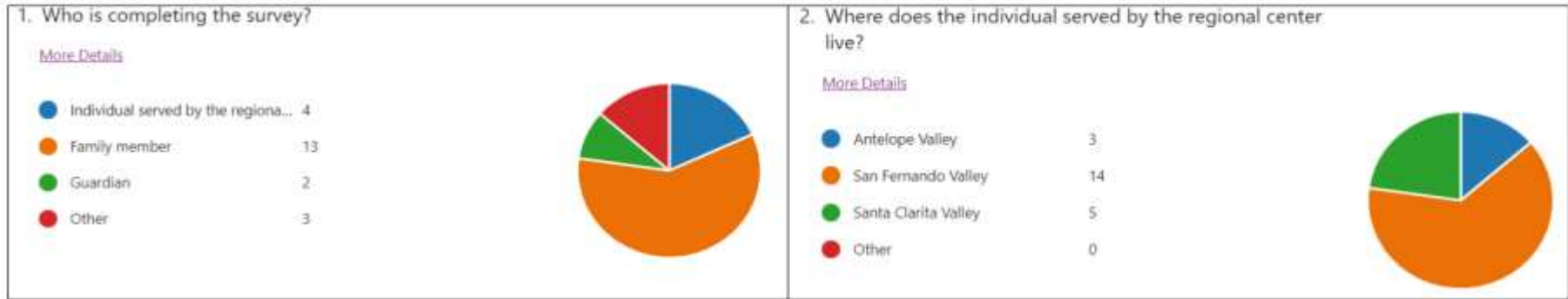
## EXHIBIT B

Mitra panah - Farsi Interpreter (Mitra panah)		6/25/2024 9:47	6/25/2024 10:48	62	Yes	No
Nahid Abouzar(NLACRC)		6/25/2024 10:30	6/25/2024 10:48	19	Yes	No
Public Information - Destiny (Publishing Department)		6/25/2024 9:38	6/25/2024 10:48	70	Yes	No
Public Information - Silvia (Public Information)	publicinfo@nlarc.org	6/25/2024 9:31	6/25/2024 10:48	78	No	No
Publishing Department		6/25/2024 9:38	6/25/2024 9:38	1	Yes	Yes
Randy Rabadi		6/25/2024 9:38	6/25/2024 9:38	1	Yes	Yes
Randy Rabadi		6/25/2024 9:38	6/25/2024 10:48	71	Yes	No
Rosemarie Johnson	rosemariedjohnson@yahoo.com	6/25/2024 9:49	6/25/2024 9:49	1	Yes	Yes
Sandy Ramirez		6/25/2024 10:48	6/25/2024 10:48	1	Yes	No
Tagalog Interpreter- Rosemarie Johnson (Rosemarie Johnson)	rosemariedjohnson@yahoo.com	6/25/2024 9:49	6/25/2024 10:48	60	Yes	No
Telma Diaz		6/25/2024 10:45	6/25/2024 10:48	4	Yes	No
Ute Escorcia		6/25/2024 10:00	6/25/2024 10:04	5	Yes	Yes
Vanessa Kuhlmann		6/25/2024 10:00	6/25/2024 10:04	4	Yes	Yes
Vanessa Kuhlmann		6/25/2024 10:04	6/25/2024 10:48	45	Yes	No
Vini Montague		6/25/2024 10:00	6/25/2024 10:00	1	Yes	Yes
Vini Montague		6/25/2024 10:00	6/25/2024 10:48	48	Yes	No

Meeting ID: 81673316970	Start Time: 6/25/2024 5:30:59 PM	User Email: publicinfo@nlarc.org	Participants: 32
Topic: NLACRC Caseload Ratio	End Time: 6/25/2024 6:37:14 PM	Duration: 67 (minutes)	

Name (Original Name)	User Email	Join Time	Leave Time	Duration	Guest	In Waiting Room
Artur Jamalyan	artur.jamalyan@gmail.com	6/25/2024 17:32	6/25/2024 17:32	1	Yes	Yes
Artur Jamalyan - Armenian Interpreter (Artur Jamalyan)	artur.jamalyan@gmail.com	6/25/2024 17:32	6/25/2024 18:37	65	Yes	No
Chris Whitlock	cwhitlock2@nlarc.org	6/25/2024 17:32	6/25/2024 18:37	65	No	No
Claudia Santos	claudiaexcaret@hotmail.com	6/25/2024 17:33	6/25/2024 17:33	1	Yes	Yes
Claudia Santos - Spanish Interpreter (Claudia Santos)	claudiaexcaret@hotmail.com	6/25/2024 17:33	6/25/2024 18:37	64	Yes	No
Cristina Preuss, NLACRC		6/25/2024 17:51	6/25/2024 17:51	1	Yes	Yes
Cristina Preuss, NLACRC		6/25/2024 17:51	6/25/2024 18:37	46	Yes	No
Cynthia Sanchez (Sanchez)		6/25/2024 18:00	6/25/2024 18:14	14	Yes	No
Daniel Suarez		6/25/2024 18:06	6/25/2024 18:37	31	Yes	No
Destiny# Public Information (Publishing Department)		6/25/2024 17:31	6/25/2024 18:37	66	Yes	No
Donna Rentsch, NLACRC		6/25/2024 18:02	6/25/2024 18:37	35	Yes	No
Evelyn McOmie, NLACRC		6/25/2024 17:58	6/25/2024 17:58	1	Yes	Yes
Evelyn McOmie, NLACRC		6/25/2024 17:58	6/25/2024 18:37	39	Yes	No
Gabriela Eshrati, NLACRC		6/25/2024 17:51	6/25/2024 17:51	1	Yes	Yes
Gabriela Eshrati, NLACRC		6/25/2024 17:51	6/25/2024 18:37	46	Yes	No
Gabriela omari		6/25/2024 17:31	6/25/2024 17:31	1	Yes	Yes
Gabriela omari		6/25/2024 17:31	6/25/2024 18:37	66	Yes	No
Gina's iPhone ProMax		6/25/2024 18:05	6/25/2024 18:14	10	Yes	No
Google Pixel 8 Pro		6/25/2024 18:02	6/25/2024 18:37	35	Yes	No
iPhone		6/25/2024 17:56	6/25/2024 17:57	1	Yes	Yes
iPhone		6/25/2024 17:58	6/25/2024 18:00	3	Yes	Yes
iPhone		6/25/2024 18:00	6/25/2024 18:17	18	Yes	No
iPhone		6/25/2024 18:18	6/25/2024 18:37	19	Yes	No
John, Public Information Specialist		6/25/2024 17:31	6/25/2024 17:31	1	Yes	Yes
John, Public Information Specialist		6/25/2024 17:31	6/25/2024 18:37	66	Yes	No
Jordan		6/25/2024 17:59	6/25/2024 18:00	1	Yes	Yes
Jordan		6/25/2024 18:00	6/25/2024 18:37	37	Yes	No
Lucas (BIBOSO)		6/25/2024 18:06	6/25/2024 18:37	31	Yes	No
maral		6/25/2024 17:32	6/25/2024 17:33	2	Yes	Yes
maral		6/25/2024 17:34	6/25/2024 17:35	1	Yes	Yes
Maria Serrano		6/25/2024 18:20	6/25/2024 18:37	17	Yes	No
mayram artinian - Armenian Interpreter (maral)		6/25/2024 17:35	6/25/2024 18:37	63	Yes	No
Melsida Hayrapetyan		6/25/2024 17:37	6/25/2024 17:38	1	Yes	Yes
Melsida Hayrapetyan		6/25/2024 17:38	6/25/2024 18:37	60	Yes	No
Mina ( Mahnaz M)		6/25/2024 17:32	6/25/2024 17:34	2	Yes	Yes
Mina ( Mahnaz M) - Farsi Interpreter (Mina ( Mahnaz M))		6/25/2024 17:34	6/25/2024 18:37	64	Yes	No
Mitra panah		6/25/2024 17:31	6/25/2024 17:31	1	Yes	Yes
Mitra panah - Farsi Interpreter (Mitra panah)		6/25/2024 17:31	6/25/2024 18:37	66	Yes	No
Publishing Department		6/25/2024 17:31	6/25/2024 17:31	1	Yes	Yes
Randy Rabadi		6/25/2024 17:31	6/25/2024 17:31	1	Yes	Yes
Randy Rabadi		6/25/2024 17:31	6/25/2024 18:25	54	Yes	No
Randy Rabadi		6/25/2024 18:25	6/25/2024 18:26	2	Yes	No
Randy Rabadi		6/25/2024 18:26	6/25/2024 18:37	11	Yes	No
Rhoselanni Jenkins- Tagalog Interpreter		6/25/2024 17:31	6/25/2024 17:31	1	Yes	Yes
Rhoselanni Jenkins- Tagalog Interpreter		6/25/2024 17:31	6/25/2024 18:37	66	Yes	No
Rosemarie Johnson	rosemariedjohnson@yahoo.com	6/25/2024 17:31	6/25/2024 17:31	1	Yes	Yes
Sanchez		6/25/2024 18:00	6/25/2024 18:00	1	Yes	Yes
Selin Cacao		6/25/2024 17:31	6/25/2024 17:31	1	Yes	Yes
Selin Cacao		6/25/2024 17:31	6/25/2024 18:37	66	Yes	No
Silvia - Public Information (Public Information)	publicinfo@nlarc.org	6/25/2024 17:30	6/25/2024 18:37	67	No	No
Tagalog Interpreter- Rosemarie Johnson (Rosemarie Johnson)	rosemariedjohnson@yahoo.com	6/25/2024 17:31	6/25/2024 18:37	66	Yes	No
Vini Montague		6/25/2024 17:59	6/25/2024 18:00	1	Yes	Yes
Vini Montague		6/25/2024 18:00	6/25/2024 18:37	38	Yes	No
Xochitl Gonzalez		6/25/2024 18:00	6/25/2024 18:00	1	Yes	Yes
Xochitl Gonzalez		6/25/2024 18:00	6/25/2024 18:37	37	Yes	No

## NLACRC 2024 CASELOAD RATIO SURVEY RESULTS - ENGLISH



3. Please provide your suggestions to make service coordinator caseloads smaller:

ID	Name	Response
1	anonymous	Higher more service coordinators and pay them more money.
2	anonymous	Add more service coordinators.
3	anonymous	Hire more people. I am a mom of an autistic son who takes service from the Regional Centre. My name is Nisha Abidi and I have applied to the job openings for Chatsworth office. I am aware of the workings of the case worker and I can empathize with the family seeking help as I'm have been through the same process. Just waiting to hear back.
4	anonymous	It is a difficult to provide suggestions on how you should make your caseloads smaller when we don't have upfront the guidelines as to how you do your current caseloads. If it involves budgeting, again that would entail know how the budget is currently managed. I do agree that your caseloads should be smaller. Although I do not know your ratios, what I do know is when I have spoken to my children's service coordinators, they always sounds like they are overwhelmed and I a rush. As a case manager myself for the pediatric population, I interpret that as work/patient/client overload.
5	anonymous	Pay the staff competitive wages. I have had 3 coordinators in less than 2 years. Maybe offer other perks to encourage their professional growth.
6	anonymous	too good to be true but hire more people and government should give more budget to this area because there is growing population with disabilities and they need help.
7	anonymous	Hire and train new caseworkers, but first remove
8	anonymous	I believe that NLACRC supervisors and directors need to be replaced and or monitored. They are not able to train new caseworkers services here are poor, unfair they focus more on denying your services, then providing you services
9	anonymous	Hire new caseworkers and train them better. Agency needs better leadership. It is chaotic and if you complain the retaliate.
10	anonymous	My service coordinator was in a leave of absence and no one took her cases. The only option I was given was to talk to the officer of the day. All my son's care services expired and I was at risk of losing my job - two times in one year. Get more funding. Hire more staff.

11	anonymous	Pay your employees more money. Stop taking applications unless it is for a real disability. Stop making EVERYONE who applies eligible so that you can get more money from the state.
12	anonymous	We need more help on the things we require to take care of our family members.
13	anonymous	More accountability from supervisors to approve faster. It is taking so long for supervisor to approve my children camp, and extracurricular activities. Why do the coordinators need to write such lengthy reports for a camp or extracurricular activity.
14	anonymous	Hire more consumer service coordinators to meet the demand in services from people with mental health deficits. Give employees more vacation time, increase pay, a better variety of health options, and other incentives.
15	anonymous	Unless you deny customers access, or properly (with sufficient training and support) convert consumers to SDP, the only way to make caseloads smaller is to hire more case managers.
16	anonymous	Create new units and hire more CSCs with adequate pay. Create new units for social recreation service reimbursements/requests and another unit for those in the self-determination program. Maybe ask other regional centers how they manage all of the workload with cases. It's not just about reducing the caseloads but about reducing the amount of work they complete that other regional centers don't even do. I filled this survey last year recommending to hire more CSCs and there really hasn't been any changes that I've noticed. Everything takes too long between getting a service approved or even hearing back from the CSC.
17	anonymous	How can these jobs be put on the hiring market? What are the qualifications/school needed lately there has been such a shortage of coordinators, what else is going on at the regional centers that we are not aware of? Can the regional center personally keep promoting hiring positions? Is it possible for coordinators to have assistants? How can we help our coordinators also feel seen and heard?
18	anonymous	Hire more service coordinators, train them well, pay them more, and above all, listen to your current CSCs, take their feedback, and correct the situation at NLA.
19	anonymous	Vendor representative from CBEM agency (Creating Behavioral and Educational Momentum). As a crisis agency, our mission is to support consumers experiencing crisis. It's crucial to respond quickly when a person is going through acute crisis. We have experienced that high caseloads increase the stressors for a person in crisis and it decreased out ability of a vendor to provide support during a difficult time.
20	anonymous	It seems to be at a good number of caseloads. Now is that true? Why are case coordinators still not responding in a timely fashion. Hire more coordinators or pay them well so they do their work well. Or fire them entitled staff and hire new people who are really wanting to work.
21	Anonymous	Hire more people.
22	Anonymous	Hire more service coordinators.

## NLACRC 2024 CASELOAD RATIO SURVEY RESULTS - SPANISH



3. Por favor, proporcione sus sugerencias para reducir el número de casos de los coordinadores de servicios:

ID	Name	Response
1	anonymous	Menos casos, más coordinadores, más capacitación para los coordinadores de servicios sobre calidad en el servicio.
2	anonymous	No les den tantos casos a los coordinadores, remover coordinadores que han recibido quejas por su mal trabajo o mal trato a las familias.

# Addendum

\*As of June 18, 2024:

- 205 additional Service Coordinators needed to meet caseload ratios.

## \*\*NLACRC's Caseload Ratios Chart

Caseload Ratio Measures	# of Consumers	# of Service Coordinators Assigned	NLACRC Caseload Ratio	# of Service Coordinators Required	# of Service Coordinators Needed
Medicaid Waiver (1:62)	10,021	114	1:88	162	48
Age 0-5 (1:40)	9,480	133	1:71	237	104
Moved from DC in the community within the last 12 months (1:45)	11	2	1:6	0	0
All Others (1:66)	15,261	178	1:86	231	53
Complex Needs (1:25)	132	6	1:23	5	0
Low or No Purchase of Service (1:40)	237	6	1:40	6	0

This chart is based on NLACRC data as of June 18, 2024.

\*Addendum in reference to Slide 10 of presentation on June 25, 2024 to show the number of Service Coordinators needed to meet caseload ratios as of June 18, 2024.

\*\*Addendum in reference to Slide 15 of presentation on June 25, 2024 to show the caseload ratio chart as of June 18, 2024.

