

North Los Angeles County Regional Center

Special Contract Language

ARTICLE X

The following is an amendment to Special Contract Language (SCL) executed between the State and Contractor on October 20, 2025, and is intended to address continued concerns and deficiencies identified at the North Los Angeles County Regional Center (regional center). To remedy these deficiencies, Contractor agrees to comply with the below special contract terms as authorized by Welfare and Institutions Code section 4635 (b). The State requires Contractor to sustain the SCL, and to keep the State informed of progress on established goals and practices. This SCL is executed for this purpose.

I. Regional Center Operations

Contractor agrees to the following terms to remedy deficiencies pertaining to its regional center operations, stability, and staff development:

A. Delivery of Regional Center Services

Contractor shall comply with the delivery of case management services by the regional center consistent with the requirements of the Lanterman Act. Contractor shall provide monthly data on service coordinator to consumer caseload ratios, and shall reduce caseload ratios as follows:

1. Contractor shall meet the most current California average among all regional centers for the following caseloads which were not in compliance based on the Contractor's caseload ratio survey in March 2026:
 - a. On Waiver 1:72
 - b. Under 6 Years 1:46
 - c. Over 5, Non-Waiver, Non-Mover 1:71
2. These regional center caseload ratio categories are specified in Welfare and Institutions Code sections 4640.6 (c)(3)(A), 4640.6 (c)(4), and 4640.6 (c)(3)(C), respectively.
3. Contractor's compliance with the requirements of subparagraph 1 for six consecutive months will be deemed substantial compliance and this provision of SCL will be considered met and the requirements in this section, I.A., will be removed.

II. Regional Center Community Relations

Contractor shall demonstrate community responsiveness and positive relationships with its community members, including individuals and families served and their provider community. This will be reflected in the percentage of Individual Program Plan (IPP) surveys returned by individuals and families served by the Contractor. Contractor shall make individuals and families aware of the availability of the IPP survey. Contractor shall maintain a rate of return on IPP surveys at or above the statewide average and a rate of 85% or better on

IPP survey responses indicating that individuals are satisfied with their experience. Contractor's compliance with this provision of SCL for a consecutive period of six months will be deemed substantial compliance and the requirement will be removed.

III. Regional Center Complaints.

Contractor shall provide the State every 30 days starting the effective date of this Article, a report of whistleblower complaints received under Contractor's Whistleblower Policy (Regional Center Whistleblower for Vendors, Contractors and Others) in a format approved by the State using the Regional Center Portal. Contractor shall continue providing its updates in the format approved by the State until all SCL is withdrawn. This reporting shall contain, at a minimum, the following information for each complaint submitted: (1) Date complaint was received; (2) Entity that is the target of the complaint (e.g., regional center staff, service provider, community member, etc.); and (3) Total number of days Contractor took to complete the inquiry/follow-up, from the date the complaint was received until Contractor deemed the complaint closed; (4) Actions taken by the Contractor to remediate the issue and outcome.

IV. State Meetings.

Contractor shall meet with the State at the State's request to assess Contractor progress in addressing identified performance issues and complying with the terms of this Article. The State may, at its discretion, schedule meetings more or less frequently than every 90 days and/or require Contractor to provide written updates.