



San Diego Regional Center

Serving Individuals with Developmental Disabilities in San Diego and Imperial Counties

4355 Ruffin Road, San Diego, California 92123 • (858) 576-2996 • www.sdrc.org

July 12, 2019

To: San Diego Regional Center Clients, Families, and Community

Dear SDRC Community:

The Department of Developmental Services (DDS) has found the San Diego Regional Center (SDRC) out of compliance with the requirements in Section 4640.6 (c) of the Welfare and Institutions (W&I) Code. This section in the law requires that regional centers maintain service coordinator-to-client caseload ratios at or below specified averages.

In its report submitted to the DDS on March 15, 2019, SDRC did not meet the required caseload ratio for clients enrolled on the Home and Community-Based Services Waiver (a ratio of 1 to 78 was reported and the required ratio is 1 to 62); for clients three years of age and younger (a ratio of 1 to 77 was reported and the required ratio is 1 to 62); and for clients who have not moved from the developmental centers to the community since April 14, 1993, and who are not under the age of three nor on the Home and Community-Based Services Waiver (a ratio of 1 to 81 was reported and the required ratio is 1 to 66).

Section 4640.6 (f) of the W&I Code requires that a plan of correction be developed by a regional center that does not comply with the caseload ratio requirements for two consecutive reporting periods. The final plan will be developed following input from the state council, local organizations representing clients, family members, regional center employees, service providers, and other interested parties.

Please read the draft caseload ratio plan of correction that I propose to send to DDS. In accordance with Section 4640.6 (f) of the W&I Code your input is requested. If you would like to provide input please submit it by e-mail to ratio.input@sdrc.org; by fax to (858) 576-2873; or, through the United States Postal Service addressed to Carlos Flores, Executive Director, San Diego Regional Center, 4355 Ruffin Road, San Diego, California, 92123. In order to be considered your input must be received by the SDRC by August 9, 2019.

Sincerely,

Carlos Flores
Executive Director

Enclosures: SDRC Draft Caseload Ratio Plan of Correction
Letter from DDS dated June 24, 2019
Sections 4640.6 (c), (d), (e), and (f) of the W&I Code

East County Office
8760 Cuyamaca St #100
Santee CA 92071
619-596-1000

Imperial County Office
512 W Aten Rd
Imperial CA 92251
760-355-8383

North County Office
5931 Priestly Drive #100
Carlsbad CA 92008
760-736-1200

South County Office
2727 Hoover Ave #100
National City CA 91950
619-336-6600

DRAFT

Date

LeeAnn Christian, Deputy Director
Department of Developmental Services
1600 9th Street
Sacramento, CA 95814

Dear Ms. Christian:

This is the SDRC plan of correction as required in Section 4640.6 (f) of the Welfare & Institutions Code (W&I). In a letter dated June 24, 2019, you inform me that, based on caseload ratio data submitted to the Department of Developmental Services (DDS) on March 15, 2019, the San Diego Regional Center (SDRC) did not meet required caseload ratios for clients enrolled on the Home and Community-Based Services Waiver; for clients who are younger than three years of age; and, for clients who have not moved from the developmental centers to the community since April 14, 1993, and who are not under the age of three nor on the Home and Community-Based Services Waiver. A copy of your letter is enclosed for your reference.

For clients enrolled in the Home and Community-Based Waiver program the caseload ratio in the SDRC March 2019 caseload ratio data report was 1 to 78 (the required caseload ratio is 1 to 62); for clients younger than three years of age the caseload ratio was 1 to 77 (the required caseload ratio is 1 to 62); and, for clients who have not moved from the developmental centers to the community since April 14, 1993, and who are not younger than the age of three years nor on the Home and Community-Based Services Waiver, the caseload ratio was 1 to 81 (the required caseload ratio is 1 to 66).

From fiscal year 2010-2011 to 2012-2013 the operations allocations for the SDRC were significantly reduced because of the effects of the recession on the state budget. Since the recession and state budget crisis it has been exceedingly difficult to maintain caseload averages required in statute. The SDRC has been out of compliance with one or more required caseload ratios since 2012.

The SDRC continues to experience a tremendous rate of client growth. At the end of June 2018, the total number of clients being served was 28,275. By the end of June 2019, the total had grown to 30,403. This is a net increase of 2,128 clients in one year. The SDRC would need to add approximately 33 more service coordinator positions just to cover the growth. I estimate that the SDRC needs more than 65 additional service coordinator positions to be in full compliance with the applicable state statute. Every attempt is being made to hire additional service coordinators with the operations allocation provided by the state. In the past fiscal year we increased the amount of authorized positions and added two service coordination units. We are in process of adding another unit.

On the date of this correspondence, SDRC has not received its operations allocation for fiscal year 2019-2020, and it is not possible to develop a plan of correction with specificity. Depending on the amount of the operations allocation the SDRC receives for current fiscal year, we will add as many service coordination units as the allocation allows. A service

SDRC DRAFT Caseload Ratio Plan of Correction

Date

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coordination unit consists of 10 to 12 service coordinators and one program manager. When a new unit is added, we also need to plan for additional office space, equipment and supplies, and support staff as appropriate.

Letters requesting input on this plan were sent to the regional manager of the State Council on Developmental Disabilities San Diego Imperial Regional Office; the chair of People First Imperial Valley; the chair of People First San Diego County; all SDRC employees; members of the San Diego Regional Center Vendor Advisory Committee; and, members of the Developmental Disabilities Provider Network. A notice was also posted on the SDRC website requesting input from clients, family members, and community members. Copies of your June 24, 2019 letter and Section 4640.6 (c) of the W&I Code were attached to the letters and notices. Copies of the letters and notices are enclosed.

If you have questions please call me at (858) 576-2933.

Sincerely,

Carlos Flores
Executive Director

ENCLOSURES

c: San Diego-Imperial Counties Developmental Services, Inc. Board of Directors
Amy Westling, Association of Regional Center Agencies

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DEPARTMENT OF DEVELOPMENTAL SERVICES

1600 NINTH STREET, Room 320, MS 3-9
 SACRAMENTO, CA 95814
 TTY (916) 654-2054 (For the Hearing Impaired)
 (916) 654-1958



June 24, 2019

Carlos Flores, Executive Director
 San Diego Regional Center
 4355 Ruffin Road, Suite 200
 San Diego, CA 92123-1648

Dear Mr. Flores:

Thank you for your service coordinator caseload survey emailed to the Department of Developmental Services (Department) on March 15, 2019. The data you provided indicates that, as of March 1, 2019, San Diego Regional Center (SDRC) did not meet all of the required caseload ratios mandated by Welfare & Institutions (W&I) Code section 4640.6(c). Specifically, SDRC did not meet required caseload ratios for the highlighted categories noted in the following table:

| Regional Center | Waiver Consumers | Under 3 Years | Movers Over 24 Months | Movers Between 12 and 24 Months | Movers Within Last 12 Months | Over 3 Years, NonWaiver, NonMover |
|-----------------|------------------|---------------|-----------------------|---------------------------------|------------------------------|-----------------------------------|
| W&I Requirement | 1:62 | 1:62 | 1:62 | 1:45 | 1:45 | 1:66 |
| SDRC | 1:78 | 1:77 | 1:57 | 1:21 | 1:6 | 1:81 |
| CA Avg. | 1:73 | 1:65 | 1:58 | 1:45 | 1:27 | 1:76 |

This letter is to notify you that, as specified by W&I Code section 4640.6(f), SDRC is required to submit a plan of correction because caseload ratios were not met for two consecutive reporting periods. The plan of correction must be developed with input from the State Council on Developmental Disabilities, local organizations representing the individuals you serve, their family members, regional center employees, including recognized labor organizations, service providers, and other interested parties. The Department recommends you hold at least one public meeting, with a minimum of 10 days advance written notice, to solicit input from the parties described above. Please include in your plan of correction how you incorporated feedback from all required stakeholders.

“Building Partnerships, Supporting Choices”

Carlos Flores, Executive Director

June 24, 2019

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We encourage you to review your process for determining service coordinator caseload assignments to assist in meeting the required caseload ratios and in developing your plan of correction.

Please email your plan of correction within 45 days from the date of this letter to:

Maxine Milam, Assistant Chief
Regional Center Operations Section
Department of Developmental Services
Email: maxine.milam@dds.ca.gov

The Department is available to provide technical assistance with the development of your plan of correction. If you have any questions, please contact Maxine Milam at (916) 654-2177, or at the email address provided above.

Sincerely,

Original signed by:

LEEANN CHRISTIAN
Deputy Director
Community Services Division

cc: David Hadacek, San Diego-Imperial Counties Developmental Services, Inc.
Amy Westling, Association of Regional Center Agencies
Brian Winfield, Department of Developmental Services
Ernie Cruz, Department of Developmental Services
Mary Hernandez, Department of Developmental Services
Rapone Anderson, Department of Developmental Services
Maxine Milam, Department of Developmental Services

*Section 4640.6(c), (d), (e), and (f) of the Welfare and Institutions Code
(Lanterman Developmental Disabilities Services Act)*

(c) Contracts between the department and regional centers shall require regional centers to have service coordinator-to-consumer ratios, as follows:

(1) An average service coordinator-to-consumer ratio of 1 to 62 for all consumers who have not moved from the developmental centers to the community since April 14, 1993. In no case shall a service coordinator for these consumers have an assigned caseload in excess of 79 consumers for more than 60 days.

(2) An average service coordinator-to-consumer ratio of 1 to 45 for all consumers who have moved from a developmental center to the community since April 14, 1993. In no case shall a service coordinator for these consumers have an assigned caseload in excess of 59 consumers for more than 60 days.

(3) Commencing January 1, 2004, the following coordinator-to-consumer ratios shall apply:

(A) All consumers three years of age and younger and for consumers enrolled in the Home and Community-based Services Waiver program for persons with developmental disabilities, an average service coordinator-to-consumer ratio of 1 to 62.

(B) All consumers who have moved from a developmental center to the community since April 14, 1993, and have lived continuously in the community for at least 12 months, an average service coordinator-to-consumer ratio of 1 to 62.

(C) All consumers who have not moved from the developmental centers to the community since April 14, 1993, and who are not described in subparagraph (A), an average service coordinator-to-consumer ratio of 1 to 66.

(4) For purposes of paragraph (3), service coordinators may have a mixed caseload of consumers three years of age and younger, consumers enrolled in the Home and Community-based Services Waiver program for persons with developmental disabilities, and other consumers if the overall average caseload is weighted proportionately to ensure that overall regional center average service coordinator-to-consumer ratios as specified in paragraph (3) are met.

For purposes of paragraph (3), in no case shall a service coordinator have an assigned caseload in excess of 84 for more than 60 days.

(d) For purposes of this section, "service coordinator" means a regional center employee whose primary responsibility includes preparing, implementing, and monitoring consumers' individual program plans, securing and coordinating consumer services and supports, and providing placement and monitoring activities.

(e) In order to ensure that caseload ratios are maintained pursuant to this section, each regional center shall provide service coordinator caseload data to the department, annually for each fiscal year. The data shall be submitted in the format, including the content, prescribed by the department. Within 30 days of receipt of data submitted pursuant to this subdivision, the department shall make a summary of the data available to the public upon request. The department shall verify the accuracy of the data when conducting regional center fiscal audits. Data submitted by regional centers pursuant to this subdivision shall:

(1) Only include data on service coordinator positions as defined in subdivision (d). Regional centers shall identify the number of positions that perform service coordinator

duties on less than a full-time basis. Staffing ratios reported pursuant to this subdivision shall reflect the appropriate proportionality of these staff to consumers served.

(2) Be reported separately for service coordinators whose caseload includes any of the following:

(A) Consumers who are three years of age and older and who have not moved from the developmental center to the community since April 14, 1993.

(B) Consumers who have moved from a developmental center to the community since April 14, 1993.

(C) Consumers who are younger than three years of age.

(D) Consumers enrolled in the Home and Community-based Services Waiver program.

(3) Not include positions that are vacant for more than 60 days or new positions established within 60 days of the reporting month that are still vacant.

(4) For purposes of calculating caseload ratios for consumers enrolled in the Home and Community-based Services Waiver program, vacancies shall not be included in the calculations.

(f) The department shall provide technical assistance and require a plan of correction for any regional center that, for two consecutive reporting periods, fails to maintain service coordinator caseload ratios required by this section or otherwise demonstrates an inability to maintain appropriate staffing patterns pursuant to this section. Plans of correction shall be developed following input from the state council, local organizations representing consumers, family members, regional center employees, including recognized labor organizations, and service providers, and other interested parties.