



INLAND REGIONAL CENTER

Enhancing Lives

...valuing independence, inclusion and empowerment

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July 7, 2016

Rachel Long
Dept of Developmental Services
1600 Ninth Street, Room 320 (MS 3-9)
Sacramento, CA 95814

Dear Ms. Long:

Inland Regional Center (IRC) is submitting this correspondence in response to a letter from the Department of Developmental Services (DDS) dated May 23, 2016. That letter informed IRC that based on caseload ratio data IRC submitted to the Department on March 11, 2016, IRC did not meet the required caseload ratios for: 1) consumers enrolled in the Home and Community-Based Services Waiver; 2) consumers 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. These ratios are mandated by the Welfare and Institutions Code (WIC) section 4640.6 subd. (c). A copy of this letter is enclosed for your reference. This is the IRC plan of correction as required in Section 4640.6 (f) of the WIC.

On June 13, 2016 IRC posted a notice to consumers, families, staff and community members soliciting input on how to bring caseloads into compliance. They were given the option to submit opinions via email, fax or regular mail. They were also given the option of attending one of two Public Meetings to be held on June 28, 2016. The first of these meetings was held at In-Roads Creative Programs in Colton (San Bernardino County). The other meeting was held at the Riverside Public Library-Arlington Branch (Riverside County). The topic was also brought up at the June 20, 2016 Vendor Advisor Committee meeting in Ontario and in telephone discussions that took place on June 13, 2016 and July 1, 2016 with the State Council on Developmental Disabilities.

The caseload ratio for IRC in the March 2016 data for consumers enrolled in the Home and Community-Based Services Waiver was 1 to 73 (the required caseload ratio is 1 to 62) and the caseload ratio for consumers who have not moved from the Developmental centers since April 14, 1993 was 1 to 77 (the required ratio is 1 to 66).

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During the past year, as in previous years, IRC has continued to experience tremendous growth in our consumer population. At the end of April 2015 IRC had 30,240 consumers. At the end of April 2016 IRC had approximately 31,470 consumers. This represents a net growth of 1230 consumers. Throughout that time, IRC has continued to post employment opportunities for consumer services coordinators (CSCs) and hire to those positions. Since July 2015, IRC has establish and filled 24 new case management growth positions. However IRC also lost and had to refill 27 additional case management positions. As stated above we continue to advertise for new employees and continue to hire.

On the date of this correspondence, IRC has not yet received its operations allocation for fiscal year 2016-2017 which makes it very difficult to develop a specific plan of correction. However current estimates would indicate that IRC would need to hire approximately 79 more CSCs to meet required staffing ratios. That would not take into account any further growth or the loss of any current CSCs. Obviously the addition of that many CSCs would also require additional equipment, management staff and support staff.

Frankly, there was not very much input or participation from the community during our outreach on this topic. Most input was from case management staff. Emphasis was placed on doing as much as we could to prevent the loss of currently employed case managers (27 in the past year). Not only does that limit caseload size but it also reduces the amount of time and effort spent on staff training. In an effort to reduce losses through attrition, we are planning to augment our salary and benefit package for staff in compliance with Assembly Bill X2 1.

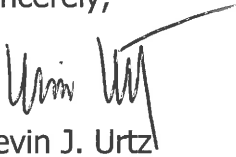
Finally, IRC would like to express a concern brought about by the implementation of (AB)X2 1. This bill requires the Department to allocate \$31 million in funding for regional center staff and administrative costs. It also states that of this amount, \$29.7 million shall be used for salary *increase*, benefit *increase*, or both, for regional center staff. Although this is very beneficial to our effort to retain employees, it appears that this allocation cannot be used to hire new staff to bring ratios down. In fact, it could serve as a deterrant to hiring new employees. Adjustments to current employee salary ranges and benefit packages from the fixed \$29 million will also benefit unknown numbers of future employees even though the fixed \$29 million in increases seems earmarked only for current employees. Therefore a regional center that is growing rapidly, as is IRC, is more negatively impacted than those centers with less growth and more predictable future costs. Restricting the \$29 million to

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increases *only* is a detriment to needed hiring. If we consider a reduced caseload a "benefit", it would seem this money could and should be used for that purpose as well as for increases. That, however, does not seem to be the intent of the bill.

If you have any questions please feel free to call me at (909) 890-3401.

Sincerely,

A handwritten signature in black ink, appearing to read "Kevin Urtz", with a long horizontal stroke extending to the right from the end of the signature.

Kevin J. Urtz
Associate Executive Director

Copy: Keith Nelson, IRC
Nancy Bargeman, DDS
Eileen Richey, ARCA
Brian Winfield, DDS

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



May 23, 2016

Lavinia Johnson, Executive Director
Inland Regional Center
P.O. Box 19037
San Bernardino, CA 92423

Dear Ms. Johnson:

Thank you for your service coordinator caseload survey emailed to the Department of Developmental Services (Department) on March 11, 2016. The data you provided indicates that as of March 1, 2016, Inland Regional Center (IRC) did not meet the required caseload ratios for: 1) consumers enrolled on the Home and Community-Based Services Waiver; 2) consumers 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. As you know, these ratios are mandated by Welfare and Institutions Code (WIC) section 4640.6, subd. (c). Based on caseload ratio data submitted to the Department in March 2015, IRC was also out of compliance in one or more areas for that reporting period.

This letter is to notify you that, as specified in WIC section 4640.6, subd. (f), a plan of correction is required since IRC failed to maintain the required service coordinator caseload ratios for two consecutive reporting periods. The plan of correction must be developed following input from the local area board, local organizations representing consumers, family members, regional center employees, including recognized labor organizations, service providers, and other interested parties. In developing your plan, we recommend you hold a minimum of one public meeting, with at least 10 days advance written notice, to solicit input from the entities described above. With the plan of correction, please describe how input was incorporated from interested parties. Please e-mail your plan of correction within 45 days from the date of this letter to:

Rachel Long
Department of Developmental Services
E-mail: Rachel.Long@dds.ca.gov

"Building Partnerships, Supporting Choices"

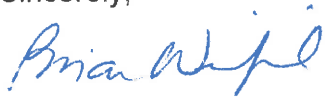
Lavinia Johnson, Executive Director

May 23, 2016

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The Department is available to provide technical assistance if you believe this would be helpful to IRC in achieving the required service coordinator caseload ratios. If you have any questions, please contact Rachel Long, Regional Center Operations Section Chief, at (916) 654-1976.

Sincerely,



BRIAN WINFIELD
Acting Deputy Director
Community Services Division

cc: Keith Nelson, Ph.D., Board Chair
Inland Counties Regional Center, Inc.

Eileen Richey, Executive Director
Association of Regional Center Agencies