



NANCY BARGMANN  
DIRECTOR

State of California—Health and Human Services Agency  
**Department of Developmental Services**  
1215 O Street, Sacramento, CA 95814  
[www.dds.ca.gov](http://www.dds.ca.gov)



GAVIN NEWSOM  
GOVERNOR

June 26, 2023

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

Dear Ms. Johnson:

Thank you for completing the service coordinator caseload ratio survey and questionnaire submitted to the Department of Developmental Services (Department) on March 27, 2023. IRC’s data from the questionnaire reflects that 10% of the new service coordinator positions, for which funding was appropriated in the Budget Act of 2022 (AB178), have been filled as of March 1, 2023:

Budget Act of 2022 (AB 178) Funded SC Positions			Total SCs for the RC*
Total SC positions funded	Total SC positions hired	Total SC positions vacant	
138	14	124	781

\* Includes SC positions not funded with AB 178 funding.

The February 14, 2023, service coordinator caseload ratio survey guidelines also required IRC to report on current caseloads as of March 1, 2023. IRC did not meet all the required ratios mandated by Welfare & Institutions (W&I) Code section 4640.6(c) and Article IX, Section 2 of the Fiscal Year 2022-2023 Regional Center Contract. Specifically, IRC did not meet the required caseload ratios for the highlighted categories noted in the table below:

Regional Center	On Waiver	Under 6 Years	Movers Over 24 Months	Movers Between 12 and 24 Months	Movers Within Last 12 Months	Over 5 Years, Non-Waiver, Non-Mover	Complex Needs	Low or No POS
W&I Code Required Ratios	1:62	1:40	1:62	1:45	1:45	1:66	1:25	1:40

IRC Number of Individuals Served	15,038	10,355	190	8	3	18,607	173	153
<b>IRC Ratios</b>	<b>1:71</b>	<b>1:85</b>	<b>1:57</b>	<b>1:44</b>	<b>1:60</b>	<b>1:67</b>	<b>1:34</b>	<b>1:26</b>

This letter is to notify you that, as specified by W&I Code section 4640.6(f), IRC is required to submit a plan of correction when caseload ratios are 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. Please include in your plan of correction how you incorporated feedback from all required stakeholders in meeting W&I Code section 4640.6(c). Additionally, IRC must detail new hiring strategies that have been or are planned to be implemented and provide a timeline with identified milestones for onboarding all AB178 allocated service coordinator positions.

W&I Code section 4640.6(c)(5) requires an average caseload of 1 to 40 for consumers served by the allocated enhanced service coordination (ESC) positions. IRC data reflects all ESC positions allocated to IRC have been filled.

The Department encourages IRC to continuously review the process for determining service coordinator caseload assignments to assist in meeting the required caseload ratios and in developing the plan of correction. The Department is available to provide technical assistance with the development of the plan of correction.

Please email your plan of correction within 60 days from the date of this letter to:

[OCO@dds.ca.gov](mailto:OCO@dds.ca.gov)

If you have questions regarding this letter, please contact Danielle Hurley, Research Data Specialist, Research, Evaluation, and Audit Branch, at (916) 654-3228, or by email, at [danielle.hurley@dds.ca.gov](mailto:danielle.hurley@dds.ca.gov).

Sincerely,



ERNIE CRUZ  
Deputy Director  
Community Services Division

cc: See next page

Lavinia Johnson, Executive Director  
June 26, 2023  
Page three

cc: Maureen O'Connell, Inland Regional Center  
Amy Westling, Association of Regional Center Agencies  
Aaron Christian, Department of Developmental Services  
Uvence Martinez, Department of Developmental Services  
Ann Nakamura, Department of Developmental Services  
Charles Liao, Department of Developmental Services  
Danielle Hurley, Department of Developmental Services  
Steven Pavlov, Department of Developmental Services