



INLAND REGIONAL CENTER

...valuing independence, inclusion, and empowerment

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August 3, 2023

Department of Developmental Services
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Mr. Cruz:

Inland Regional Center (IRC) is submitting this correspondence in response to a Department of Developmental Services (DDS) letter dated June 26, 2023. That letter informed IRC that based on caseload ratio data IRC submitted to the Department on March 27, 2023, IRC did not meet the required caseload ratios for 1) consumers enrolled in the Home and Community-Based Services Waiver; 2) under 6 years of age; 3) movers within the last 12 months; 4) over 5 years of age, non-waiver, non-movers; 5) complex needs. These ratios are mandated by the Welfare and Institutions Code (WIC) section 4640.6 sub (c) and Article IX, Section 2 of the Regional Center Contract. This is the IRC plan of correction as required in Section 4640.6 (f) of the WIC.

As in previous years, IRC has continued to experience tremendous growth in our client population during the past year. At the end of March 2023, IRC had 48,252 clients. IRC averages 470 cases each month, which includes new cases, transfers in, and case reactivations. In theory, this growth would require a new fully staffed unit every 90 days to maintain the current caseload ratio as required by WIC.

IRC has continued to post employment opportunities for Consumer Services Coordinators (CSCs) and hire those positions. Since June 30, 2022, IRC has hired 101 new staff. However, IRC lost and had to refill 42 additional positions. As stated above, we continue to advertise for new employees and continue to hire. It is noteworthy to state that in March 2023, IRC had a total of 919 staff, 609 of which were case management. By July 25, 2023, IRC had a total of 985 total staff, with 636 in case management.

IRC's Training and Development Unit revamped the New Staff Sponsorship Program for all new hires. Processes and incentives for the mentoring of new staff by senior staff to teach and coach the new hires have been updated. IRC currently has 180 trained mentors that create knowledgeable and engaged new hires while fostering a learning environment to better serve our community.

IRC is incentivizing our bilingual staff with a monthly stipend after successfully completing a competency test. IRC's goals are to meet the community's needs and adequately compensate our team for reading, writing, and speaking low-frequency languages which includes: American Sign Language (ASL), Spanish, Arabic, Mandarin/Chinese, Tagalog, and Vietnamese. We believe this stipend will assist in recruiting candidates to support the agency's continued growth and assist in the reduction of the disparities in our Purchase of Services (POS).

IRC's Executive Management Team reviewed and updated all current pay scales, which resulted in increased salaries and provided an FY22/23 one-time salary augmentation to assist with creating stability and longevity within our agency.

While many positives have come from virtual recruitment processes IRC created during the pandemic, it also brought a few challenges. Our Human Resources Department has noted connection and communication issues with virtual interviews with sound or video. As well we believe the virtual interviews made it difficult for a candidate to

build rapport with a hiring manager if someone is uncomfortable speaking on camera. As a result of the barriers, IRC's Human Resources Department hosted in October 2022, March 2023, and June 2023 in-person hiring events and we will offer in-person interviews moving forward.

On July 6, 2023, IRC posted a notice to clients, families, staff, and community members soliciting input on bringing caseloads into compliance to inlandrc.org. A copy of the DDS letter dated June 6, 2023, was provided as well to the community on inlandrc.org/accountability.

On July 17, 2023, a caseload ratio survey in English and Spanish was posted to all of IRC's social media platforms to solicit ideas. Parents, clients, vendors, and community partners were also given the opportunity of attending a Public Meeting on August 2, 2023, at 430 pm, via Zoom.

A caseload survey was shared with the Vendor Advisory Committee (VAC) on July 31, 2023.

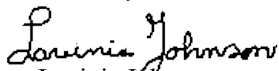
On July 31, 2023, the caseload survey was shared with all staff at IRC. Upon analyzing the survey responses, it was determined that we as an agency have an opportunity to work more closely with our valued staff over the next year, fostering a better understanding of the following: caseload ratio, impact on those we serve, the WIC code, and how we can reduce this disparity as a team.

On July 10, 2023, IRC shared the caseload ratio letter, link to the Zoom meetings, survey, and meeting announcement with State Council on Developmental Disabilities (SCDD). SCDD did not attend.

The meeting notification was shared with DDS on July 10, 2023, and a representative was present.

On August 2, 2023, via Zoom, no public input was given after a brief presentation was provided. No parents of IRC Clients attended the meeting.

Sincerely,


Lavinia Johnson
Executive Director