



**DRAFT**

June 3, 2017

Rachel Long  
Department of Developmental Services  
Quality Management Section  
1600 9th Street, Room 340, MS 3-23  
Sacramento, CA 95814

**Re: Tri-Counties Regional Center - Caseload Ratio Plan of Correction**

Dear Ms. Long,

Tri-Counties Regional Center (TCRC) has met the service coordinator caseload ratios in 2017 as required by WIC Section 4640.6 for persons in Medicaid Waiver, age 36 months and under, and persons moved from the DC. However, TCRC has not achieved the caseload ratio for persons served in the all other category. Pursuant to WIC 4640.6(f), TCRC has developed a plan of correction to meet the all other service coordinator ratio of 66:1. The plan entails the following actions:

1. TCRC continues to conduct a thorough analysis of caseload configuration and ratio status every month. In our most recent analysis, despite significant recruitment, TCRC currently would need to increase service coordination/case management employees by over 10 positions in order to comply with the regulations. This would require the additional funding of over \$875,000 in our operations budget.
2. Although TCRC is significantly underfunded in its Operations budget to meet the required 66:1 ratio, TCRC improved this caseload ratio by adding 8 new service coordination positions in the first calendar quarter of 2017.
3. The Governor's Budget for Fiscal Year 2017/18 currently proposes no further increase to the \$17 million increase received in FY 2016/17 to fund additional service coordinator positions at regional centers to reduce caseload ratios. After TCRC's allocation for FY 17/18 OPS funding is received, it will be determined how many new positions TCRC can feasibly add in FY 17/18. Given our caseload growth, it is anticipated that 10 to 12 new service coordinator positions may need to be added to accommodate the annual growth in caseloads through next fiscal year. This is on top of the 10 new service coordinator positions currently needed.
4. Multiple advocacy meetings with State legislature representatives have been held in all three counties in TCRC's catchment area. These meetings included representatives from the State Council on Developmental Disabilities-Central Coast (previously Area Board 9), SEIU 721 leadership who represent TCRC employees, vendor and family representatives, and TCRC employees. These

meetings were held to promote the message of the need to educate our legislature and to increase statewide regional center POS and Operations budgets which would include funding to hire for additional needed service coordinators.

5. I have personally made numerous visits to the state capitol to advocate for the funding needs of the entire regional center system. Additionally, my representation on various ARCA committees has resulted in the creation of an Operations Funding Solutions group that will be assessing the core staffing formula and providing ARCA with a proposed plan to address true funding needs for the Operations budget statewide. TCRC's CFO, Lorna Owens, has been assisting this group in accomplishing this task.
6. On May 22, 2017, TCRC publicly announced on the TCRC website that the Tri-Counties Association for the Developmentally Disabled (TCADD) Board meeting, on June 3, 2017, will include an opportunity to discuss the caseload ratio status. The SEIU 721 who represents TCRC employees was also informed of the June Board meeting. Additionally, the State Council on Developmental Disabilities-Central Coast was sent individual notification of this topic being discussed at the June Board meeting and welcoming public input on the matter.

The recommendations at this public meeting included the following; confirmation that additional operations funding is first priority, revision of the outdated core staffing formula to a more realistic level, continue to press the State legislature and also to remind them that if the Federal government discontinues reimbursement for Medicaid Waiver cases due to failure to meet the contracted caseload ratios the State will lose over \$2 billion in Federal revenue to the State general fund.

Although TCRC has made significant progress in bridging the caseload ratio gap, additional funding to hire additional service coordinators is the resounding solution to this issue. We remain vigilant in our pursuit to increase the necessary funding for this purpose and look to the support of DDS in this matter.