

**Regional Center of the East Bay (RCEB)
Plan of Correction Addressing Caseload Ratios
August 2021**

Regional Center of the East Bay (RCEB) received a letter from the Department of Developmental Services (DDS) on July 2, 2021 indicating that we had not met the caseload ratios required in Welfare and Institutions Code 4640.6 (c). The findings were based on the caseload survey submitted by RCEB to DDS on March 1, 2021. There were three areas in which RCEB did not meet the required caseload ratios: individuals on the Home and Community Based Services Waiver; individuals under 36 months of age; and individuals over 3 years not on a waiver. Since RCEB has not met the required ratios for two consecutive reporting periods, we are required to submit a plan of correction.

RCEB believes that the ability to meet caseload ratios is critical to meeting the promises of the Lanterman Act and to assuring that all persons served can receive the supports and services that are important to and for them. RCEB's inability to meet these caseload ratios is solely due to factors beyond our control that impact our ability to hire enough service coordinators. We have indicated these factors in previous caseload plan of correction reports and will reiterate them here. RCEB receives funding for most case management positions at a wage that is based on 1990 salaries. This insufficient allocation means that every time we have growth to substantiate two additional caseloads, we can hire just over one position. Caseload growth adds inadequate additional dollars further exacerbating the deficit. Last year, between March 2020 and March 2021, we grew by just over 700 people. In addition, the ever rising costs of health care benefits, worker's compensation, and technology costs put a strain on our already impacted operations budget.

RCEB continues to experience the challenges of being located in a high cost area with a housing market that is increasingly more expensive. We continue to see a trend of staff moving out of the East Bay to more affordable areas of the state. With the pandemic, we have also had staff moving to other areas of the country. Our case management salaries are not competitive when compared with social work positions offered through the counties, schools, or health care providers. Staff retention, recruitment and filling positions that provide direct services to our consumers continues to be our highest priority. The dollar amount we are provided in the core staffing formula for a service coordinator is less than the local minimum wage in one of our cities this year.

When we have seen augmentations for salary and benefit increases for staff such as Assembly Bill (AB) X2-1, we have been able to add and fill many additional case management positions. These efforts become diluted over time as we our caseloads grow.

Our plan of correction for efforts towards compliance with case load ratios remains similar to that of previous years. We will continue to advocate for funding that is

appropriate to actually hire and retain case management staff. This year, we are excited about some increases in case management funding, specifically, 1:40 caseloads for underserved communities with low to no purchase of service. We believe these position will assist in focused support for individuals and families with high needs and will reduce impacts on other caseloads. Furthermore, we are optimistic that the promise of positions to meet caseload ratios statewide in the 2022/2023 budget year, will be realized. In preparation for funding for more positions, we are initiating the hiring of a recruitment specialist to augment our Human Resources department during this year. We are looking at outreach and relationship building with social work programs so that the groundwork can be done to bring on many new cases managers as soon as funding is approved.