

2018 Report and Plan of Correction for Non-Compliance of the Required Caseload Ratios



**VALLEY
MOUNTAIN
REGIONAL
CENTER**

Helping People
with Developmental
Disabilities Reach Their
Maximum Potential

Public Presentation of the Valley Mountain Regional Center Caseload Ratios

By Tony Anderson, Executive Director

VMRC did not meet the required caseload ratios

- ▶ consumers enrolled on the Home and Community-Based Services Waiver;
- ▶ 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.

DDS Letter. . .

- ▶ This letter is to notify you that, as specified in WIC section 4640.6, subd. (f), a plan of correction is required since VMRC 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 state council, local organizations representing consumers, family members, regional center employees, including recognized labor organizations, service providers, and other interested parties.
- ▶ DDS recommends 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

Systemic in Nature

- ▶ As reported in previous years the problem is systemic as the Valley Mountain Regional Center, and our sister regional centers, have inadequate funding to offer a competitive wage to recruit and retain sufficient numbers of Service Coordinators to comply with case load average ratios.
- ▶ In 2016 we received a significant increase in our funding which has enabled us to get closer to the wages and benefits of our employers in our region that hire social workers such as county government, hospitals and managed care organizations, schools, and community providers.
- ▶ Service coordinators start at \$39,728 (about \$19.11 an hour) which is far under the average for our largest county.

Regional Social Worker Salary Chart

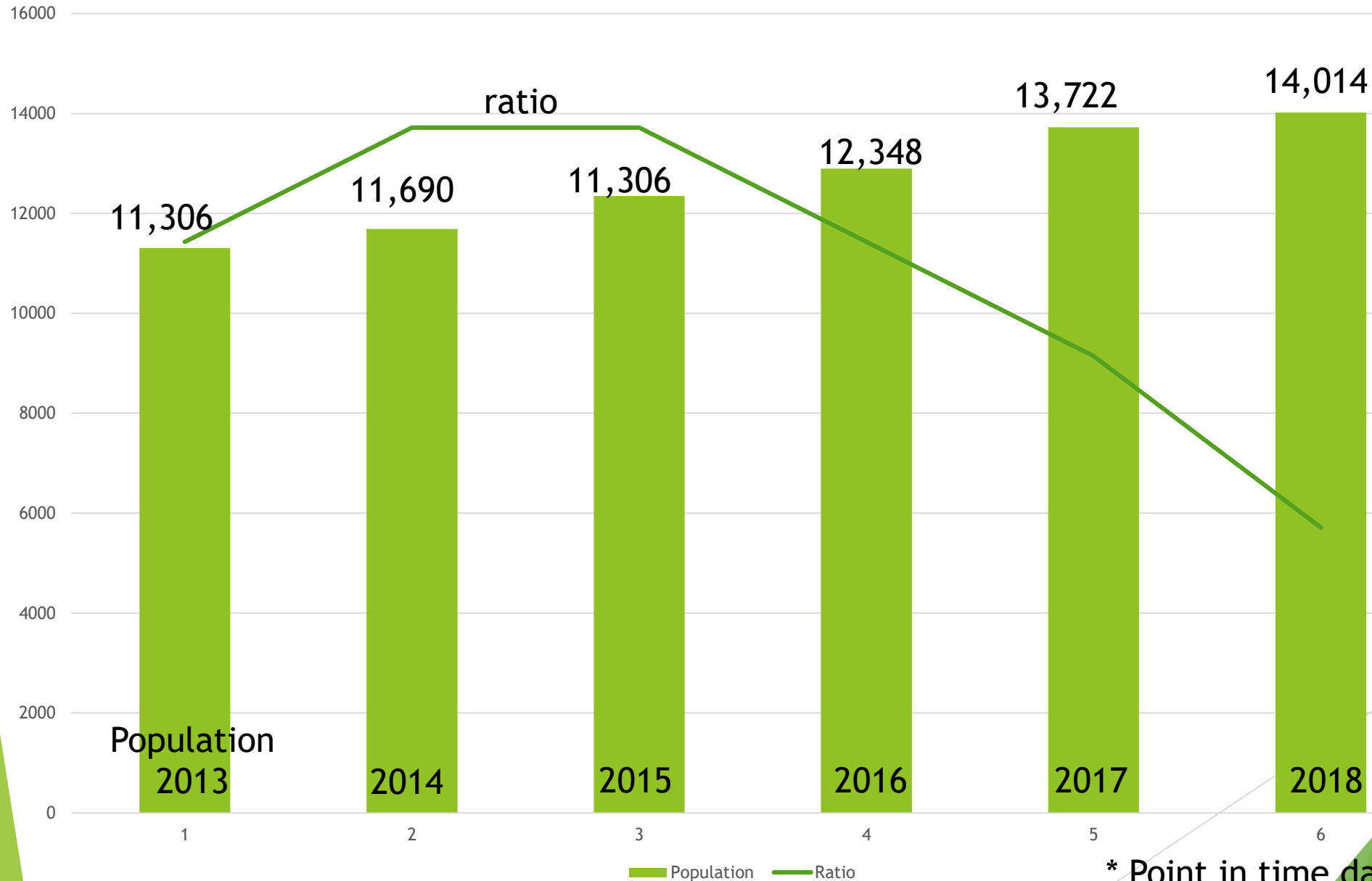


Recruitment Campaign

- ▶ In 2018 we completed our two year expansion hiring campaign culminating in the hiring of 25 more case managers.
- ▶ As of July 2017 VMRC employed 319 people and as of today we employ 337 with plans to hire about 5 more case carrying professionals.
- ▶ Every month we report on the caseload status to our Finance and Personnel Committee.
- ▶ This issue is also discussed at VMRC Board meetings and also reported at several community meetings with parents, vendors and advocates.

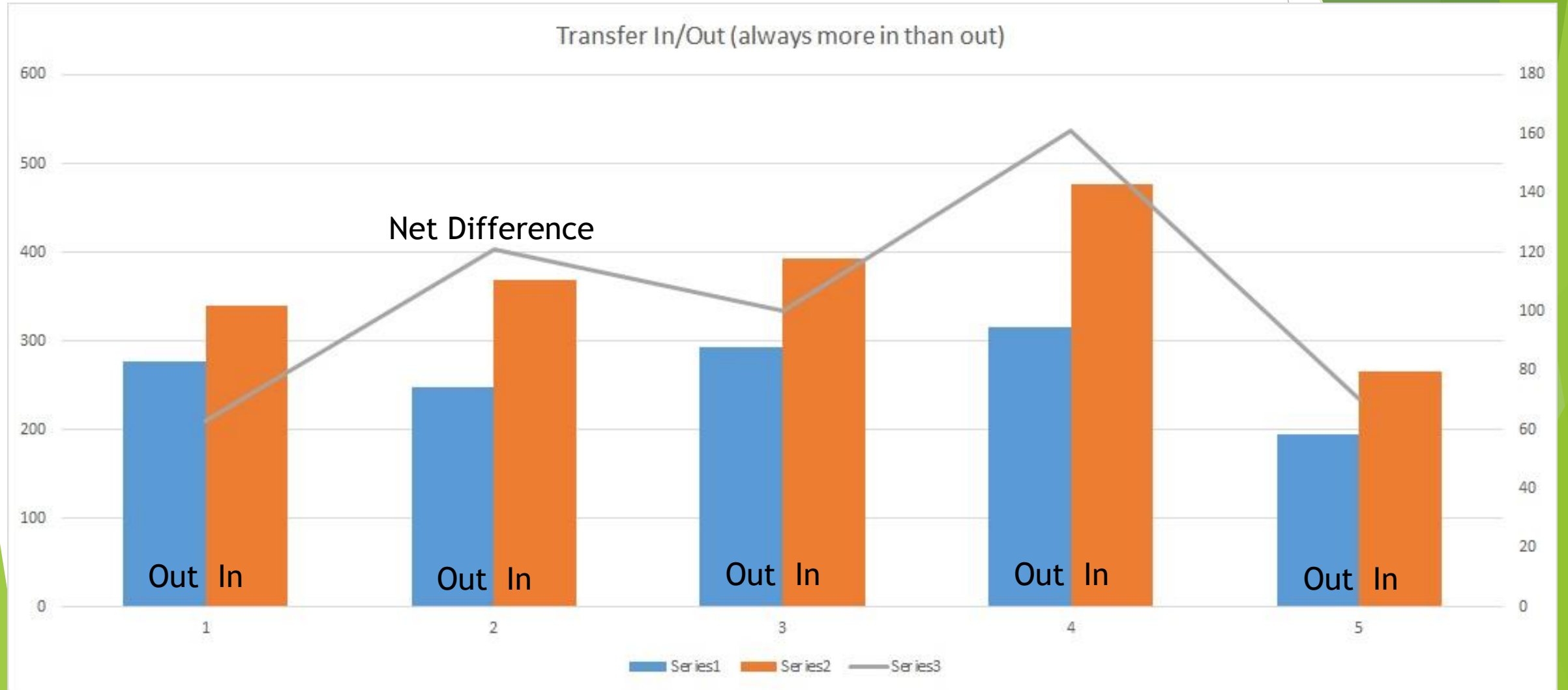
Ratios by Population Since 2013*

Caseload by Population



* Point in time data for July 1st of each year.

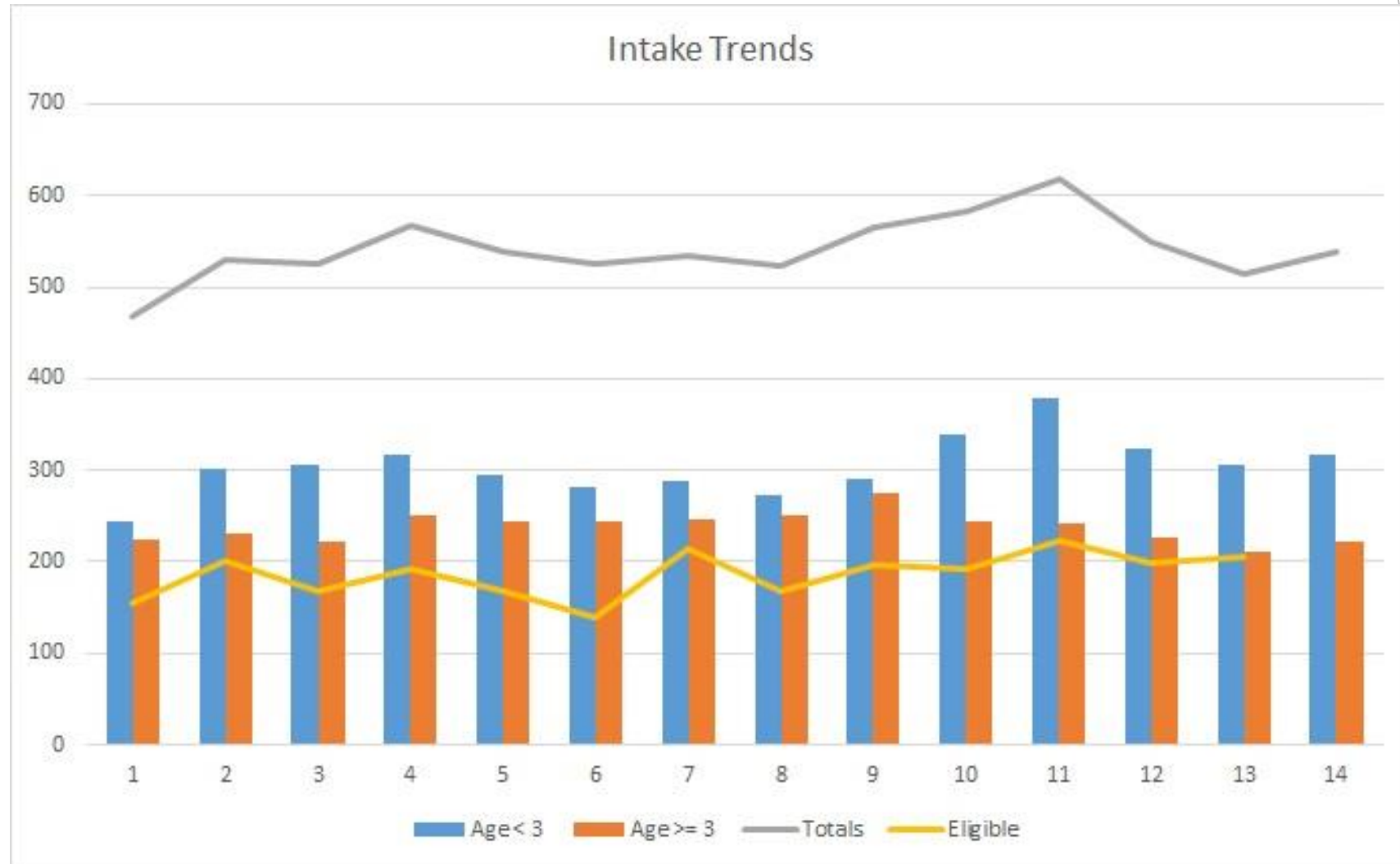
Difference Between Transfers Out Versus In



Transfer In/Out

| 2014 | 2014 | 2015 | 2015 | 2016 |
|------|------|------|------|------|
| 276 | 248 | 292 | 316 | 195 |
| 339 | 369 | 392 | 477 | 265 |
| 63 | 121 | 100 | 161 | 70 |

Intake



Intake and Eligible

| | 1-Jul-17 | 1-Aug-17 | 1-Sep-17 | 1-Oct-17 | 1-Nov-17 | 1-Dec-17 | 1-Jan-18 | 1-Feb-18 | 1-Mar-18 | 1-Apr-18 | 1-May-18 | 1-Jun-18 | 1-Jul-18 | 1-Aug-18 |
|----------|----------|----------|----------|----------|----------|----------|----------|----------|----------|----------|----------|----------|----------|----------|
| Age < 3 | 244 | 301 | 305 | 317 | 295 | 282 | 289 | 272 | 291 | 340 | 378 | 323 | 305 | 318 |
| Age >= 3 | 225 | 230 | 221 | 250 | 244 | 244 | 246 | 251 | 275 | 243 | 241 | 226 | 210 | 221 |
| Totals | 469 | 531 | 526 | 567 | 539 | 526 | 535 | 523 | 566 | 583 | 619 | 549 | 515 | 539 |
| Eligible | 154 | 202 | 167 | 192 | 167 | 139 | 215 | 167 | 196 | 193 | 222 | 198 | 205 | |

Caseload and Consumer Census

In July 2016 we had an average of 1:80, with the same ratio in July 2017 and as of our most recent ratio report we are now at 1:75.

On June 1, 2016 VMRC had 12,886 consumers. As of June 1, 2017 VMRC had 13,697 consumers, a difference of 811 consumers in a 1 year period and in 2018 we served 14014 (317 added)

Although we have expanded the number of case carrying positions our growth appears to have kept up with our recruiting rate.

Our Hiring Outcomes

- ▶ It would take 5 staff to cover our consumer growth in the last year (caseload average of 75 consumers per case carrying staff).
- ▶

Other Factors Impacting the Ratios

- ▶ It has been a constant struggle to not only recruit more Service Coordinators, but also to retain them. Our average tenure is 9 years but our turnover rate forth epast year is now at 10.1%.
- ▶ DDS has expanded our capacity in a few critical areas such as Employment Specialist, Cultural Specialist, and a position to implement Program Evaluation of the Home and Community Based Services New Rules.
- ▶ These new positions represented promotional opportunities for case carrying staff but it also meant we had more vacancies in our Service Coordinator ranks.
- ▶ In addition to the internal promotions we have had some staff leaving for a variety of reasons including retirement, the need for a better paying job and the need to find a job with less pressure and rigid documentation timelines.

Our Plan for Correction . . .

- ▶ Our plan is to continue our recruiting efforts and to identify time saving tools for Service Coordinators to meet increasing expectations.
- ▶ The VMRC IT Department is looking at several computer software programs that can assist Service Coordinators in doing their work.
- ▶ We will also continue to solicit ideas from the community to improve our recruitment and employee retention efforts.
- ▶ The success of our plan will depend, in large part, on receiving sufficient funding from the DDS to keep our salaries and benefits competitive with other social services agencies in our area.

Public Input . . .

- ▶ What Do Think?
- ▶ Any other ideas besides increasing funding?
- ▶ What's your experience with high caseloads.