



December 12, 2024

Ernie Cruz, Assistant Deputy Director  
Office of Community Operations  
Department of Developmental Services  
1215 O Street, MS 8-20  
Sacramento, CA 95814

Re: Westside Regional Center – Plan of Correction – Service Coordinator Caseload Ratio

Dear Mr. Cruz,

This is in response to your letter dated April 15, 2024, where the Department of Developmental Services (DDS) found Westside Regional Center to be out of compliance with the requirements in Section 4640.6 (c) of the Welfare and Institutions (W&I) Code. Based on the caseload ratio data submitted to DDS on March 10, 2024, Westside Regional Center did not meet the required Service Coordinator caseload ratios for the reporting period in different areas. This is WRC's plan of correction, as required in Section 4640.6 (f) of the Welfare & Institutions Code (W&I).

For individuals served on the Home and Community-Based Services Waiver, the caseload ratio in the WRC March 2024 caseload ratio data report was 1:84 (the required caseload ratio is 1:62); for individuals served who are under six years old, the caseload ratio data report was 1:75 (the required caseload ratio is 1:40); for individuals over five years of age who are not on the Home and Community-Based Services Waiver, the caseload ratio was 1:80 (the required caseload ratio is 1:66); and for the individuals who moved from a developmental center to the community in the last 12 months, the caseload ratio was 1:76 (the required caseload ratio is 1:45).

As we continue to navigate the national labor shortage post-pandemic, WRC remains committed to addressing all caseload ratios. From September 2023 through August 2024, WRC hired 32 new Service Coordinators and created an additional early childhood unit with ten Service Coordinator positions to support lowering caseloads for children 0-4.

To meet the recruitment demands, Westside Regional Center has established direct partnership with Career Centers at local area colleges and universities, including UCLA, Loyola Marymount, USC, and California State University-Los Angeles, Long Beach, Dominguez Hills, and Northridge. WRC also has a direct hire relationship with South Bay Workforce Investment Board, which acts as an extension of our recruitment efforts. The Human Resources Representatives of WRC are also present at Campus Recruitments and Job Fairs and participate in the Handshake Program, which brings the university communities together in one hub to help graduates identify employers in their discipline.

WRC's Recruitment Strategy has focused on ensuring that a wider net is cast to reach qualified applicants. To ensure a qualified pool of applicants, WRC has also implemented Clear Company,



## WESTSIDE REGIONAL CENTER

which is a platform that extends across the United States to professionals in the human services and social work disciplines. This gives WRC the advantage of attracting candidates that have been engaged in the intellectual and developmental disabilities communities in other geographical areas who can bring a new lens to our work, and most importantly, have the know-how to interact with our population.

Openings are posted on WRC's website, as well as LinkedIn, Diversity Boards, iHire, and other social media platforms. Because of the importance of social media in our recruitment efforts, WRC has also partnered with social media influencers to post open positions. We also post on Indeed, which has shown to be successful. To decrease the time-to-fill, Spark Hire is now utilized as a critical part of the recruitment process and has decreased WRC's recruiting time-frame by 40%.

WRC continues to see rapid growth in the number of people served. Currently WRC is serving over 12,000 individuals. To keep up with the pace of new cases, WRC will need to continue hiring new Service Coordinators, Program Managers, and Support Staff. The Executive Team is actively exploring options for additional positions to grow the Client Services Department. Additionally, WRC contracted a consulting agency to revise Service Coordinator salaries to keep them competitive with similar positions in the field. It is the intent and commitment of WRC to continue to monitor caseload ratios to efficiently distribute cases and maximize service delivery. WRC will continue to support and advocate for the modernization of the Core Staffing Formula to prevent future caseload ratios from rising.

Letters requesting input on this plan were sent to the regional manager of the State Council; Office of Client Rights Advocate; all WRC employees; members of the Westside Regional Center Vendor Advisory Committee; and a notice was also posted on the WRC website, WRC Facebook Page, and WRC Instagram Page, requesting input from the people we support, family members, and community members. Copies of your April 15, 2024, letter and Section 4640.6 (c) of the W&I Code were attached to the letter and notice. Copies of the letters and notices are enclosed.

If you have questions, please call me at (310) 258-4200.

Sincerely,

Jane Borochoff  
Executive Director  
Westside Regional Center

cc: Board of Directors, Westside Regional Center  
Amy Westling, Association of Regional Center Agencies

December 12, 2024

Ernie Cruz, Subdirector Adjunto  
Oficina de Operaciones Comunitarias  
Departamento de Servicios de Desarrollo  
1215 O Street, MS 8-20  
Sacramento, CA 95814

Asunto: Centro Regional de Westside - Plan de Corrección - Proporción de Casos par  
Coordinador de Servicios Estimado

Sr. Cruz:

La presente es en respuesta a su carta con fecha 15 de abril de 2024, en la cual el Departamento de Servicios de Desarrollo (DDS) determine que el Centro Regional de Westside no cumpla con los requisitos establecidos en la Sección 4640.6 (c) del Código de Bienestar e Instituciones (W&I). Según los datos sobre la proporción de casos remitidos al DDS el 10 de marzo de 2024, el Centro Regional de Westside no alcanzó las proporciones requeridas de Coordinadores de Servicios para el período de notificación en diversas áreas. Este es el plan de corrección del Centro Regional de Westside (WRC), conforme a lo estipulado en la Sección 4640.6 (f) del Código de Bienestar e Instituciones (W&I).

Para las personas atendidas bajo la Exención de Servicios Basados en el Hogar y la Comunidad, la proporción de casos en el informe de marzo de 2024 del Centro Regional de Westside (WRC) fue de 1:84 (la proporción requerida es de 1:62); para las personas atendidas menores de seis años, la proporción fue de 1:75 (la proporción requerida es de 1:40); para las personas mayores de cinco años que no están bajo la Exención de Servicios Basados en el Hogar y la Comunidad, la proporción fue de 1:80 (la proporción requerida es de 1:66); y para las personas que se trasladaron de un centro de desarrollo a la comunidad en los últimos 12 meses, la proporción de casos fue de 1:76 (la proporción requerida es de 1:45).

A medida que seguimos enfrentando la escasez nacional de mano de obra tras la pandemia, el WRC sigue comprometido a abordar todas las proporciones de casos. Entre septiembre de 2023 y agosto de 2024, el WRC contrató a 32 nuevos Coordinadores de Servicios y creó una nueva unidad de la primera infancia con diez puestos adicionales de Coordinador de Servicios para apoyar la reducción de las proporciones de casos para niños de 0 a 4 años.



Para satisfacer las demandas de reclutamiento, el Centro Regional de Westside ha establecido una colaboración directa con las Centros de Carreras Profesionales de instituciones de estudios superiores, incluyendo UCLA, Loyola Marymount, USC, y las universidades estatales de California en Los Angeles, Long Beach, Dominguez Hills y Northridge. El WRC también estableció una relación directa de contratación con la Junta de Inversión Laboral de South Bay, la cual complementa y amplifica nuestros esfuerzos de reclutamiento. Los representantes de Recursos Humanos del WRC también están presentes en las contrataciones y ferias de empleo de los campus y participan en el programa Handshake, que reúne a las comunidades universitarias en un solo centro para ayudar a los licenciados a identificar empleadores en su área de especialización.

La estrategia de reclutamiento del WRC se ha centrado en ampliar su alcance para atraer a candidatos calificados. Con el fin de garantizar un grupo de solicitantes calificados, el WRC también ha implementado Clear Company, una plataforma que se extiende por todo Estados Unidos y está dirigida a profesionales de los sectores de servicios humanos y trabajo social. Esto le brinda al WRC la ventaja de atraer a candidatos que han trabajado con comunidades de personas con discapacidades intelectuales y del desarrollo en otras áreas geográficas, aportando una nueva perspectiva a nuestro trabajo y, lo más importante, con el conocimiento necesario para interactuar con nuestra población.

Las vacantes se publican en el sitio web del WRC, así como en LinkedIn, Diversity Boards, iHire y otras plataformas de redes sociales. Dada la importancia de las redes sociales en nuestros esfuerzos de reclutamiento, el WRC también ha colaborado con influencers para promocionar los puestos disponibles. Además, publicamos en Indeed, que ha demostrado ser exitoso. Para reducir el tiempo de contratación, ahora se utiliza Spark Hire como una parte esencial del proceso de reclutamiento, lo que ha disminuido el período de contratación del WRC en un 40 %.

El WRC sigue experimentando un rápido crecimiento en el número de personas atendidas, actualmente brindando servicios a más de 12 000 individuos. Para mantenerse al ritmo de los nuevos casos, el WRC tendrá que seguir contratando coordinadores de servicios, encargados de programas y personal de apoyo. El equipo ejecutivo está explorando opciones de manera activa para crear más puestos que fortalezcan el Departamento de Servicios al Cliente. Además, el WRC contrató una agenda de consultoría para revisar los salarios de los Coordinadores de Servicios, con el fin de mantenerlos competitivos en comparación con posiciones similares en el sector. El WRC tiene la intención y el compromiso de seguir supervisando la proporción de casos para distribuirlos de forma eficiente y maximizar la prestación de servicios. WRC también seguirá apoyando y abogando por la modernización de la fórmula básica de dotación de personal, para prevenir un aumento futuro en las proporciones de casos.



## WESTSIDE REGIONAL CENTER

Se enviaron cartas solidtando comentarios sobre este plan al gerente regional del Consejo Estatal, a la Ofidna del Defensor de los Derechos del Cliente, a todos los empleados del Centro Regional de Westside ya los miembros del Comite Asesor de Proveedores. Tambien se publicó un aviso en el sitio web, la pagina de Facebook y la cuenta de Instagram de WRC, invitando a las personas que apoyamos, a sus familiares ya la comunidad a compartir sus comentarios. Se adjuntaron copias de su carta del 15 de abril de 2024 y de la Sección 4640.6 (c) del Código de Bienestar e Instituciones (W&I) a las cartas y avisos enviados. Tambien se incluyen copias de estas cartas y avisos para su referenda.

Si tiene alguna pregunta, llámeme al (310) 258-4200.

Atentamente,

Jane Borochoff

Directora Ejecutiva

Centro Regional de Westside

cc: Junta de Directives, Centro Regional de Westside  
Amy Westling, Asociación de Agencias de Centros Regionales

October 15, 2024

Dear Westside Regional Center Community,

In a letter dated April 15, 2024, the Department of Developmental Services (DDS) found Westside Regional Center to be out of compliance with the requirements in Section 4640.6 (c) of the Welfare and Institutions (W&I) Code. Based on the caseload ratio data submitted to DDS on March 10, 2024, Westside Regional Center did not meet the required Service Coordinator caseload ratios for the reporting period in different areas. A copy of the letter from DDS is enclosed for reference.

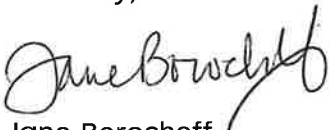
For individuals served on the Home and Community-Based Services Waiver, the caseload ratio in the WRC March 2024 caseload ratio data report was 1:84 (the required caseload ratio is 1:62); for individuals served who are under six years old, the caseload ratio data report was 1:75 (the required caseload ratio is 1:40); for individuals over five years of age who are not on the Home and Community-Based Services Waiver, the caseload ratio was 1:80 (the required caseload ratio is 1:66); and for the individual who moved from a developmental center to the community in the last 12 months, the caseload ratio was 1:76 (the required caseload ratio is 1:45).

Section 4640.6 (f) of the W&I Code requires that a plan of correction be developed by the regional center that does not comply with the caseload ratio requirement for two consecutive reporting periods. The final plan will be developed, following input from the state council, local organizations representing clients, family members, regional center employees, service providers, and other interested parties.

Please read the attached draft caseload ratio plan of correction that I propose to send to DDS. In accordance with Section 4640.6 (f) of the W&I Code your input is requested. If you would like to provide input, please submit it by e-mail to [CaseloadRatioFeedback@WestsideRC.org](mailto:CaseloadRatioFeedback@WestsideRC.org); by fax to 310-649-2033; or through the United States Postal Services addressed to Suzy Requarth, Director of Client Services, Westside Regional Center, 5901 Green Valley Circle, Suite 320, Culver City, California, 90230, ATTN: Caseload Ratio Feedback.

In order to be considered, your input must be received by WRC no later than October 31, 2024. Thank you in advance for your input in assisting us to address this matter.

Sincerely,



Jane Borochoff  
Executive Director  
Westside Regional Center





15 de octubre de 2024

Estimada comunidad del Centro Regional de Westside:

En una carta con fecha 15 de abril de 2024, el Departamento de Servicios de Desarrollo (DDS) determinó que el Centro Regional de Westside no cumplía con los requisitos establecidos en la Sección 4640.6 (c) del Código de Bienestar e Instituciones (W&I). Según los datos sobre la proporción de casos remitidos al DDS el 10 de marzo de 2024, el Centro Regional de Westside no alcanzó las proporciones requeridas de Coordinadores de Servicios para el período de notificación en diversas áreas. Se adjunta una copia de la carta del DDS como referencia.

Para las personas atendidas bajo la Exención de Servicios Basados en el Hogar y la Comunidad (Home and Community-Based Services Waiver), el informe de la proporción de casos del Centro Regional de Westside de marzo de 2024 mostró una proporción de 1:84 (la proporción requerida es 1:62). Para las personas atendidas menores de seis años, la proporción de casos fue de 1:75 (la proporción requerida es 1:40). Para las personas mayores de cinco años que no están bajo la Exención de Servicios Basados en el Hogar y la Comunidad, la proporción de casos fue de 1:80 (la proporción requerida es 1:66). Finalmente, para la persona que se trasladó de un centro de desarrollo a la comunidad en los últimos 12 meses, la proporción de casos fue de 1:76 (la proporción requerida es 1:45).

La Sección 4640.6 (f) del Código de Bienestar e Instituciones (W&I) exige que se elabore un plan de corrección por parte del Centro Regional que no cumpla con el requisito de proporción de casos durante dos períodos de notificación consecutivos. El plan final se desarrollará con la participación del consejo estatal, organizaciones locales que representen a los clientes, miembros de la familia, empleados del Centro Regional, proveedores de servicios y otras partes interesadas.

Se adjunta el borrador del plan de corrección de la proporción de casos que se propone remitir al DDS. Conforme a lo establecido en la Sección 4640.6 (f) del Código de Bienestar e Instituciones (W&I), se solicita atentamente su opinión. Si desea aportar comentarios, puede hacerlo enviándolos por correo electrónico a [CaseloadRatioFeedback@WestsideRC.org](mailto:CaseloadRatioFeedback@WestsideRC.org); por fax al 310-649-2033; o a través del Servicio Postal de los Estados Unidos, dirigido a Suzy Requarth, Directora de Servicios al Cliente, Centro Regional de Westside, 5901 Green Valley Circle, Suite 320, Culver City, California, 90230, ATTN: Caseload Ratio Feedback.

Para que sus comentarios sean considerados, estos deberán ser recibidos por el Centro Regional de Westside a más tardar el 31 de octubre de 2024. Agradecemos de antemano su colaboración en ayudarnos a abordar este asunto.

Atentamente,



Jane Borochoff

Directora Ejecutiva

Centro Regional de Westside

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*Comprometidos con la prestación de apoyo y servicios a personas con discapacidades del desarrollo*



# WESTSIDE REGIONAL CENTER

October 15, 2024

To: Westside Regional Center Vendor Advisory Committee:

Dear Service Providers,

In a letter dated April 15, 2024, the Department of Developmental Services (DDS) found Westside Regional Center to be out of compliance with the requirements in Section 4640.6 (c) of the Welfare and Institutions (W&I) Code. Based on the caseload ratio data submitted to DDS on March 10, 2024, Westside Regional Center did not meet the required Service Coordinator caseload ratios for the reporting period in different areas. A copy of the letter from DDS is enclosed for reference.

For individuals served on the Home and Community-Based Services Waiver, the caseload ratio in the WRC March 2024 caseload ratio data report was 1:84 (the required caseload ratio is 1:62); for individuals served who are under six years old, the caseload ratio data report was 1:75 (the required caseload ratio is 1:40); for individuals over five years of age who are not on the Home and Community-Based Services Waiver, the caseload ratio was 1:80 (the required caseload ratio is 1:66); and for the individual who moved from a developmental center to the community in the last 12 months, the caseload ratio was 1:76 (the required caseload ratio is 1:45).

Section 4640.6 (f) of the W&I Code requires that a plan of correction be developed by the regional center that does not comply with the caseload ratio requirement for two consecutive reporting periods. The final plan will be developed, following input from the state council, local organizations representing clients, family members, regional center employees, service providers, and other interested parties.

Please read the attached draft caseload ratio plan of correction that I propose to send to DDS. In accordance with Section 4640.6 (f) of the W&I Code your input is requested. If you would like to provide input, please submit it by e-mail to [CaseloadRatioFeedback@WestsideRC.org](mailto:CaseloadRatioFeedback@WestsideRC.org); by fax to 310-649-2033; or through the United States Postal Services addressed to Suzy Requarth, Director of Client Services, Westside Regional Center, 5901 Green Valley Circle, Suite 320, Culver City, California, 90230, ATTN: Caseload Ratio Feedback.

In order to be considered, your input must be received by WRC no later than October 31, 2024. Thank you in advance for your input in assisting us to address this matter.

Sincerely,

Jane Borochoff  
Executive Director  
Westside Regional Center





# WESTSIDE REGIONAL CENTER

October 15, 2024

Dear Westside Regional Center Employees,

In a letter dated April 15, 2024, the Department of Developmental Services (DDS) found Westside Regional Center to be out of compliance with the requirements in Section 4640.6 (c) of the Welfare and Institutions (W&I) Code. Based on the caseload ratio data submitted to DDS on March 10, 2024, Westside Regional Center did not meet the required Service Coordinator caseload ratios for the reporting period in different areas. A copy of the letter from DDS is enclosed for reference.

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In order to be considered, your input must be received by WRC no later than October 31, 2024. Thank you in advance for your input in assisting us to address this matter.

Sincerely,

Jane Borochoff

Executive Director

Westside Regional Center



October 15, 2024

Matt Alivio  
Office of Clients' Rights Advocacy  
5901 Green Valley Circle, Suite 150  
Culver City, CA 90230

Dear Matt Alivio,

In a letter dated April 15, 2024, the Department of Developmental Services (DDS) found Westside Regional Center to be out of compliance with the requirements in Section 4640.6 (c) of the Welfare and Institutions (W&I) Code. Based on the caseload ratio data submitted to DDS on March 10, 2024, Westside Regional Center did not meet the required Service Coordinator caseload ratios for the reporting period in different areas. A copy of the letter from DDS is enclosed for reference.

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**WESTSIDE**  
REGIONAL CENTER

In order to be considered, your input must be received by WRC no later than October 31, 2024.  
Thank you in advance for your input in assisting us to address this matter.

Sincerely,

A handwritten signature in blue ink that reads "Jane Borochoff". The signature is fluid and cursive, with a long, sweeping underline that extends to the right.

Jane Borochoff  
Executive Director  
Westside Regional Center



October 15, 2024

Christofer Arroyo - Los Angeles Regional Manager  
Los Angeles Office  
State Council on Developmental Disabilities  
411 N. Central Avenue, Suite 620, Glendale, CA 91203

Dear Christofer Arroyo,

In a letter dated April 15, 2024, the Department of Developmental Services (DDS) found Westside Regional Center to be out of compliance with the requirements in Section 4640.6 (c) of the Welfare and Institutions (W&I) Code. Based on the caseload ratio data submitted to DDS on March 10, 2024, Westside Regional Center did not meet the required Service Coordinator caseload ratios for the reporting period in different areas. A copy of the letter from DDS is enclosed for reference.

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Sincerely,

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Jane Borochoff  
Executive Director  
Westside Regional Center



October 15, 2024

Amy Westling  
ARCA  
980 9<sup>th</sup> Street, Suite 1450  
Sacramento, CA 95814

Dear Amy Westling,

In a letter dated April 15, 2024, the Department of Developmental Services (DDS) found Westside Regional Center to be out of compliance with the requirements in Section 4640.6 (c) of the Welfare and Institutions (W&I) Code. Based on the caseload ratio data submitted to DDS on March 10, 2024, Westside Regional Center did not meet the required Service Coordinator caseload ratios for the reporting period in different areas. A copy of the letter from DDS is enclosed for reference.

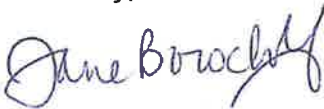
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Sincerely,



Jane Borochoff  
Executive Director  
Westside Regional Center

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*Committed To Providing Support And Services To People With Developmental Disabilities*

5901 Green Valley Circle, Suite 320, Culver City, CA 90230 ■ (310) 258-4000 ■ [www.westsiderc.org](http://www.westsiderc.org)



NANCY BARGMANN  
DIRECTOR

April 15, 2024

Jane Borochoff, Executive Director  
 Westside Regional Center  
 5901 Green Valley Circle, Suite 320  
 Culver City, CA 90230

Dear Ms. Borochoff:

Thank you for completing the service coordinator caseload ratio survey submitted to the Department of Developmental Services (Department) on March 10, 2024. The data Westside Regional Center (WRC) provided indicates that, as of March 1, 2024, WRC did not meet all the required caseload 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, WRC did not meet the required caseload ratios for the highlighted categories noted in the following table:

Regional Center	On Waiver	Under 6 Years	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	1:45	1:66	1:25	1:40
WRC Number of Individuals Served	4,762	2,913	1	3,235	20	94
<b>WRC Ratios</b>	<b>1:84</b>	<b>1:75</b>	<b>1:76</b>	<b>1:80</b>	<b>1:20</b>	<b>1:32</b>

This letter is to notify you that, as specified by W&I Code section 4640.6(f), WRC 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 WRC serves, their family members, regional center employees, including recognized labor organizations, service providers, and other interested parties.

Jane Borochoff, Executive Director  
April 15, 2024  
Page two

Please include in the plan of correction how WRC incorporated feedback from all required community representatives in meeting W&I Code section 4640.6(c).

The Department is available to provide technical assistance with the development of the plan of correction. Please email the 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: Vanda Yung, Westside Regional Center  
Amy Westling, Association of Regional Center Agencies  
Tiffani Andrade, Department of Developmental Services  
Christine Bagley, Department of Developmental Services  
Jacqueline Gaytan, 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  
Edwin Pineda, Department of Developmental Services



NANCY BARGMANN  
 DIRECTORA



GAVIN NEWSOM  
 GOBERNADOR

15 de abril de 2024

Jane Borochoff, Directora Ejecutiva  
 Centro Regional de Westside  
 5901 Green Valley Circle, Suite 320  
 Culver City, CA 90230

Estimada Sra. Borochoff:

Gracias por completar la encuesta sobre la proporción de casos por coordinador de servicios, presentada al Departamento de Servicios de Desarrollo (Departamento) el 10 de marzo de 2024. Los datos proporcionados por el Centro Regional de Westside (WRC) indican que, al 1 de marzo de 2024, el WRC no cumplió con todas las proporciones de casos requeridas por la Sección 4640.6(c) del Código de Bienestar e Instituciones (W&I) y el Artículo IX, Sección 2 del contrato del Centro Regional para el Año Fiscal 2022-2023. En concreto, el WRC no cumplió con las proporciones de casos requeridas para las categorías destacadas en la siguiente tabla:

Centro Regional	Bajo exención	Menores de 6 años	Mudanzas en los últimos 12 meses	Más de 5 años, sin exención, sin mudanzas	Necesidades complejas	Sin o con servicios limitados (POS)
Proporciones requeridas por el W&I	1:62	1:40	1:45	1:66	1:25	1:40
Cantidad de personas atendidas por el WRC	4,762	2,913	1	3,235	20	94
<b>Proporciones del WRC</b>	<b>1:84</b>	<b>1:75</b>	<b>1:76</b>	<b>1:80</b>	<b>1:20</b>	<b>1:32</b>

La presente carta tiene como objetivo notificarle que, conforme a lo estipulado en la Sección 4640.6(f) del Código de Bienestar e Instituciones (W&I), el Centro Regional de Westside (WRC) está obligado a presentar un plan de corrección cuando no se cumplan las proporciones de casos durante dos períodos de notificación consecutivos. El plan de corrección debe elaborarse con la participación del Consejo Estatal de Discapacidades del Desarrollo, organizaciones locales que representen a las personas atendidas por WRC, sus familiares, empleados del Centro Regional, incluidas organizaciones laborales reconocidas, proveedores de servicios y otras partes interesadas.

Jane Borochoff, Directora Ejecutiva  
15 de abril de 2024  
Página 2

Incluya en el plan de corrección cómo el Centro Regional de Westside (WRC) incorporó los comentarios de todos los representantes comunitarios requeridos para cumplir con la Sección 4640.6(c) del Código de Bienestar e Instituciones (W&I).

El Departamento está disponible para proporcionar asistencia técnica en el desarrollo del plan de corrección. Le solicitamos que envíe el plan de corrección dentro de los 60 días a partir de la fecha de esta carta al siguiente correo electrónico:

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

Si tiene alguna pregunta respecto a esta carta, comuníquese con Danielle Hurley, Especialista en Investigación de Datos de la División de Investigación, Evaluación y Auditoría, al (916) 654-3228 o por correo electrónico a [danielle.hurley@dds.ca.gov](mailto:danielle.hurley@dds.ca.gov).

Atentamente,



ERNIE CRUZ  
Director Adjunto  
División de Servicios Comunitarios

cc: Vanda Yung, Centro Regional de Westside  
Amy Westling, Asociación de Agencias de Centros Regionales Tiffani  
Andrade, Departamento de Servicios de Desarrollo Christine Bagley,  
Departamento de Servicios de Desarrollo Jacqueline Gaytan,  
Departamento de Servicios de Desarrollo Ann Nakamura,  
Departamento de Servicios de Desarrollo Charles Liao,  
Departamento de Servicios de Desarrollo Danielle Hurley,  
Departamento de Servicios de Desarrollo Steven Pavlov,  
Departamento de Servicios de Desarrollo Edwin Pineda,  
Departamento de Servicios de Desarrollo



*Section 4640.6(c), (d), (e), and (f) of the Welfare and Institutions Code  
(Lanterman Developmental Disabilities Services Act)*

(c) Contracts between the department and regional centers shall require regional centers to have service coordinator-to-consumer ratios, as follows:

(1) An average service coordinator-to-consumer ratio of 1 to 62 for all consumers who have not moved from the developmental centers to the community since April 14, 1993. In no case shall a service coordinator for these consumers have an assigned caseload in excess of 79 consumers for more than 60 days.

(2) An average service coordinator-to-consumer ratio of 1 to 45 for all consumers who have moved from a developmental center to the community since April 14, 1993. In no case shall a service coordinator for these consumers have an assigned caseload in excess of 59 consumers for more than 60 days.

(3) Commencing January 1, 2004, the following coordinator-to-consumer ratios shall apply:

(A) All consumers three years of age and younger and for consumers enrolled in the Home and Community-based Services Waiver program for persons with developmental disabilities, an average service coordinator-to-consumer ratio of 1 to 62.

(B) All consumers who have moved from a developmental center to the community since April 14, 1993, and have lived continuously in the community for at least 12 months, an average service coordinator-to-consumer ratio of 1 to 62.

(C) All consumers who have not moved from the developmental centers to the community since April 14, 1993, and who are not described in subparagraph (A), an average service coordinator-to-consumer ratio of 1 to 66.

(4) For purposes of paragraph (3), service coordinators may have a mixed caseload of consumers three years of age and younger, consumers enrolled in the Home and Community-based Services Waiver program for persons with developmental disabilities, and other consumers if the overall average caseload is weighted proportionately to ensure that overall regional center average service coordinator-to-consumer ratios as specified in paragraph (3) are met.

For purposes of paragraph (3), in no case shall a service coordinator have an assigned caseload in excess of 84 for more than 60 days.

(d) For purposes of this section, "service coordinator" means a regional center employee whose primary responsibility includes preparing, implementing, and monitoring consumers' individual program plans, securing and coordinating consumer services and supports, and providing placement and monitoring activities.

(e) In order to ensure that caseload ratios are maintained pursuant to this section, each regional center shall provide service coordinator caseload data to the department, annually for each fiscal year. The data shall be submitted in the format, including the content, prescribed by the department. Within 30 days of receipt of data submitted pursuant to this subdivision, the department shall make a summary of the data available to the public upon request. The department shall verify the accuracy of the data when conducting regional center fiscal audits. Data submitted by regional centers pursuant to this subdivision shall:

(1) Only include data on service coordinator positions as defined in subdivision (d). Regional centers shall identify the number of positions that perform service coordinator

duties on less than a full-time basis. Staffing ratios reported pursuant to this subdivision shall reflect the appropriate proportionality of these staff to consumers served.

(2) Be reported separately for service coordinators whose caseload includes any of the following:

(A) Consumers who are three years of age and older and who have not moved from the developmental center to the community since April 14, 1993.

(B) Consumers who have moved from a developmental center to the community since April 14, 1993.

(C) Consumers who are younger than three years of age.

(D) Consumers enrolled in the Home and Community-based Services Waiver program.

(3) Not include positions that are vacant for more than 60 days or new positions established within 60 days of the reporting month that are still vacant.

(4) For purposes of calculating caseload ratios for consumers enrolled in the Home and Community-based Services Waiver program, vacancies shall not be included in the calculations.

(f) The department shall provide technical assistance and require a plan of correction for any regional center that, for two consecutive reporting periods, fails to maintain service coordinator caseload ratios required by this section or otherwise demonstrates an inability to maintain appropriate staffing patterns pursuant to this section. Plans of correction shall be developed following input from the state council, local organizations representing consumers, family members, regional center employees, including recognized labor organizations, and service providers, and other interested parties.

*Sección 4640.6(c), (d), (e) y (f) del Código de Bienestar Público e  
Instituciones (Ley Lanterman de Servicios para Discapacidades del  
Desarrollo)*

(c) Los contratos entre el departamento y los centros regionales requerirán que los centros regionales tengan las siguientes proporciones de coordinador de servicio a consumidor:

(1) Una proporción promedio de coordinador de servicios al consumidor de 1 a 62 para todos los consumidores que no se hayan mudado de los centros de desarrollo a la comunidad desde el 14 de abril de 1993. En ningún caso un coordinador de servicios para estos consumidores tendrá un número de casos asignado de más de 79 consumidores durante más de 60 días.

(2) Una proporción promedio de coordinador de servicios al consumidor de 1 a 45 para todos los consumidores que no se hayan mudado de un centro de desarrollo a la comunidad desde el 14 de abril de 1993. En ningún caso un coordinador de servicios para estos consumidores tendrá un número de casos asignado de más de 59 consumidores durante más de 60 días.

(3) A partir del 1 de enero de 2004, se aplicarán las siguientes proporciones de coordinador a consumidor:

(A) Todos los consumidores de tres años de edad y menores y para los consumidores inscritos en el programa de Exención de servicios basados en el hogar y la comunidad para personas con discapacidades del desarrollo, una proporción promedio de coordinador de servicios al consumidor de 1 a 62.

(B) Todos los consumidores que se hayan mudado de un centro de desarrollo a la comunidad desde el 14 de abril de 1993 y hayan vivido continuamente en la comunidad durante al menos 12 meses, una proporción promedio de coordinador de servicios al consumidor de 1 a 62.

(C) Todos los consumidores que no se hayan mudado de los centros de desarrollo a la comunidad desde el 14 de abril de 1993 y que no estén descritos en el subpárrafo 1A), una proporción promedio de coordinador de servicios al consumidor de 1 a 66.

(4) A los fines del párrafo (3), los coordinadores de servicios pueden tener una carga de casos mixta de consumidores de tres años de edad y menores, consumidores inscritos en el programa de Exención de servicios basados en el hogar y la comunidad para personas con discapacidades del desarrollo y otros consumidores si el promedio general de casos se pondera proporcionalmente para garantizar que se cumplan las proporciones promedio generales de coordinadores de servicios a consumidores de los centros regionales que se especifican en el párrafo (3).

A los efectos del párrafo (3), en ningún caso un coordinador de servicios tendrá asignado un número de casos superior a 84 durante más de 60 días.

(d) A los fines de esta sección, "coordinador de servicios" significa un empleado del centro regional cuya responsabilidad principal incluye preparar, implementar y monitorear los planes de programas individuales de los consumidores, asegurar y coordinar los servicios y apoyos para los consumidores, y proporcionar actividades de ubicación y monitoreo.

(e) A fin de garantizar que se mantengan las proporciones de número de casos de conformidad con esta sección, cada centro regional deberá proporcionar datos de número de casos del coordinador de servicios al departamento, anualmente para cada año fiscal. Los datos se presentarán en el formato, incluido el contenido, prescrito por el departamento. Dentro de los 30 días posteriores a la recepción de los datos presentados de conformidad con esta subdivisión, el departamento pondrá a disposición del público un resumen de los datos a pedido. El departamento verificará la exactitud de los datos mediante auditorías fiscales del centro regional. Los datos presentados por los centros regionales de conformidad con esta subdivisión deberán:

(1) Incluir solo datos sobre los puestos de coordinadores de servicios como se define en la subdivisión (d). Los centros regionales identificarán el número de puestos que desempeñan las actividades del coordinador de servicio que no se desempeñen a tiempo completo. Las

proporciones de personal informadas de conformidad con esta subdivisión deberán reflejar la proporcionalidad apropiada de este personal a los consumidores atendidos.

(2) Informarse por separado para los coordinadores de servicios cuyo número de casos incluya cualquiera de los siguientes:

(A) Consumidores que tienen tres años de edad o más y que no se han mudado del centro de desarrollo a la comunidad desde el 14 de abril de 1993.

(B) Consumidores que se han mudado de un centro de desarrollo a la comunidad desde el 14 de abril de 1993.

(C) Consumidores menores de tres años.

(D) Consumidores inscritos en el programa de Exención de servicios basados en el hogar y la comunidad.

(3) No incluir puestos que estén vacantes por más de 60 días o nuevos puestos establecidos dentro de los 60 días del mes del informe que aún estén vacantes.

(4) A los efectos de calcular las proporciones de casos para los consumidores inscritos en el programa de Exención de servicios basados en el hogar y la comunidad, las vacantes no se incluirán en los cálculos.

(f) El departamento proporcionará asistencia técnica y requerirá un plan de corrección para cualquier centro regional que, durante dos períodos de informe consecutivos, no mantenga las proporciones de número de casos de coordinadores de servicios requeridas por esta sección o de otra manera demuestre una incapacidad para mantener patrones de personal adecuados de conformidad con esta sección. Los planes de corrección se desarrollarán siguiendo los aportes del consejo de estado, las organizaciones locales que representan a los consumidores, los miembros de la familia, los empleados del centro regional, incluidas las organizaciones laborales reconocidas, los proveedores de servicios y otras partes interesadas.