

## Regional Center Workgroup Points of Consensus

**Goal:** Efficient, responsive, culturally competent, high quality person-centered planning and service coordination with streamlined, sustainable funding and organization that allows for necessary local flexibility, quality assurance and resource development.

### **Recommendations:**

- Funding should remain based on caseload ratio
- The core staffing formula should be revised by Dept. of Developmental Services and the Association of Regional Center Agencies (ARCA) working together with stakeholders, with a focus on person centered planning, salary issues and streamlining
- There should be the flexibility to have a lower caseload for specialized populations such as Developmental Center movers, early start, and those involved in the criminal justice system, as well as flexibility for moments of crisis.
- There should be a mechanism for periodic review and adjustment of caseload ratios
- There should be minimum qualifications for Service Coordinators, perhaps a MSW, and salaries to retain that level of expertise
- The duties of the Service Coordinators should be examined to see if some duties could be shared in a team approach or taken over by general staff
- Technology should be evaluated to see where it might improve services and create efficiencies
- Other systems of care should be examined to see if aspects could be beneficial to the Regional Center (RC) system
- Need to streamline paperwork and operations
- Need to work on transition points to other systems of care, perhaps by having a liaison at the RC
- There are serious concerns about the interpretation of the requirement for most cost effective services
- There should be some measure of consumer satisfaction
- There should be an examination of whether positive outcomes could be tied to extra funding
- Audits should help prevent issues
- Quality assurance needs to be enhanced with a focus on consumer outcomes
- Re-evaluate reportable data and documentation to ensure that it is capturing meaningful information