

**California Health and Human Services Agency
Department of Developmental Services**



APPEAL REQUESTS AND RESOLUTIONS



June 2023

Table of Contents

Background	3
Strengthening Transparency and Accountability	4
State-Level Summary of Appeal Requests, FY 2021-22	5
State-Level Summary of Appeal Requests, Year over Year	6
Table 1. Number of Appeal Requests Filed in FY 2021-22, by Regional Center	9
Table 2. Number of Appeal requests Filed in FY 2021-22, by Regional Center and Presenting Issues	10
Table 3: Number of Appeal Requests Filed in FY 2021-22, by Regional Center and Consumers' Ethnicity/Race	11
Table 4: Number of Appeal Requests Filed in FY 2021-22, by Regional Center and Consumers' Primary Language	12
Table 5: Number of Appeal Requests Filed in FY 2021-22, by Regional Center and Consumers' Age	13
Table 6: Number of Appeal Requests Resolved in FY 2021-22, by Regional Center	14
Table 7: Number of Appeal Requests Resolved in FY 2021-22, by Regional Center and Presenting Issue	15
Table 8: Number of Appeal Requests Resolved in FY 2021-22, by Regional Center and Consumers' Race	16
Table 9: Number of Appeal Requests Resolved in FY 2021-22, by Regional Center and Consumers' Primary Language	17
Table 10: Number of Appeal Requests Resolved in FY 2021-22, by Regional Center and Consumers' Age	18
Table 11: Number of Presenting Issues in Appeal Requests Resolved in FY 2021-22, by Regional Center and Resolution Type	19
Table 12: Number of Eligibility-Related Appeal Requests Resolved in FY 2021-22, by Regional Center and Resolution/ Outcome	20
Table 13: Number of Service-Related Appeal Requests Resolved in FY 2021-22, by Regional Center and Resolution/Outcome	21
Table 14: For Appeal Requests Resolved, Average Number of Calendar Days from Date of Appeal Request to Date of Resolution in FY 2021-22	22

Department of Developmental Services Appeal requests and Resolutions

Background

Appeal requests and resolutions are monitored by the Department of Developmental Services (Department). This report includes data for Fiscal Year (FY) 2021-22.

Appeal Requests and Resolutions

The appeal process is described in W&I Code Section 4710 et seq. and Title 17 of the California Code of Regulations (Public Health Division 2, Chapter 1, Subchapter 9). The appeal process is exclusively for resolving disputes with a regional center regarding eligibility or the nature, scope, timing/duration, and/or number of services funded. When eligibility or a service request is denied, the regional center provides a Notice of Action (NOA). Within 30 days¹ of receiving the NOA, an individual or authorized representative may file an appeal. To receive the current services during the appeal process, an appeal must be filed within 10 days of receiving the NOA. Note: These timeframes for responses by individuals became 60 days and 30 days, respectively, effective March 1, 2023.

As part of the appeal process, individuals or their authorized representatives may participate in informal meetings, mediation if the regional center agrees to mediation, and/or a state-level appeal hearing. When individuals or their representatives participate in informal meetings and/or mediations, cases are often resolved prior to a state-level appeal hearing. W&I Code Section 4712(a) requires that a state-level appeal hearing be scheduled by OAH within 50 days of the date the appeal request is received by the regional center.

Included in this report are the number of appeal requests filed and the number of appeal requests resolved or decided during the 2021-22 FY for each regional center and statewide, along with the following information:

- The reason for the appeal request, aggregated by issue type.
- The number of appeal requests resolved or decided by type.
- The average length of time between filing and resolution or disposition of the case.
- The outcome of the resolution, if known; and,
- Demographic information, including ethnicity, primary language, and age about consumers on whose behalf the complaint was filed.

Note: Appeal requests filed in FY 2021-22 may not have been resolved in the same fiscal year, and appeal requests resolved in FY 2021-22 may have been filed in a previous year.

¹ Statute is interpreted as calendar days unless otherwise specified.

Strengthening Transparency and Accountability

The Department monitors regional centers' and its own compliance with statutory requirements for appeals, including timelines for providing appropriate notices for denials of eligibility and service requests, and responding to appeal Requests.

The Department continues to provide technical assistance to regional centers and communicate with the individuals and families it serves about the appeal process. The Department's efforts to partner with regional centers and the Department of General Services, Office of Administrative Hearings to improve data quality around all aspects of appeals have provided a better statewide perspective on this important process.

Interpreting the Data

The number of appeal requests submitted by consumers, or their authorized representatives, is one very broad measure of a regional center's performance. That number is affected by a variety of factors. For example, a larger regional center may receive more appeals than a smaller one, or a regional center that rigorously informs individuals and their families of their appeal rights, or whose appeal request process is easier to use, may receive more appeal requests.

De-Identification of Data

Date fields in tables might contain one or two asterisks which are defined below:

* - In accordance with DDS Data De-Identification Guidelines, counts of one through ten have been suppressed.

** - In accordance with DDS Data De-Identification Guidelines, complementary cells have been suppressed.

State-Level Summary of Appeal Requests, FY 2021-22

Topic	Number	Table
Number of Appeal Requests Filed Pursuant to W&I Code Section 4710.5	905	1
Number of Presenting Issues in Appeal Requests Filed ¹	951	2
Top Three Presenting Issues in Appeal Requests Filed		
Eligibility	427	2
Respite (89), Day Care (35), Personal Assistance (77)	201	2
Other Miscellaneous Services	82	2
Number of Resolved Issues Pursuant to W&I Code Section 4710.5	972	7
Appeal Requests Resolved at or before Informal Meeting	638	11
Appeal Requests Resolved at Mediation	56	11
Appeal Requests Resolved at State-Level Hearing	243	11
Appeal Requests Administratively Closed at State-Level Hearing	*	11
Appeal Requests where Claimant Withdrew Request	34	11
Appeal Requests Resolved Where the Individual Was Found Eligible	141	12
Appeal Requests Resolved Where Services Were Fully Funded	195	13
Appeal Requests Resolved Where Services Were Partially Funded	94	13
Average Number of Days to Resolution	80	14

Note: Data for appeal requests by ethnicity, primary language, regional center, and age are provided in tables 3-6 and 8-10.

¹Appeal requests may contain more than one presenting issue.

In FY 2021-22, 905 appeal requests were filed pursuant to W&I Code Section 4710.5. The three most common presenting issues were eligibility, respite/day care/personal assistance, and other Miscellaneous Services. The “other Miscellaneous Services” category includes crisis services, legal services, translation services, social/recreation, education, training, Home and Community-Based Services (HCBS) Waiver, and transportation.

In FY 2021-22, 972 presenting issues were resolved. Some of these resolutions were of appeal requests made prior to July 1, 2021.

- 638 were resolved at or before an informal meeting.
- 56 were resolved at mediation.
- 243 were resolved at a state-level hearing.
- Of the 427 eligibility-related appeal requests resolved, 141 were resolved by finding the individual eligible for regional center services.
- Of the 549 service-related appeal requests resolved, 195 were resolved by fully funding the requested service(s) and 94 were resolved by partially funding the requested service(s).
- On average, appeal requests were resolved in 80 days.

The table below provides a year-over-year comparison of the appeal request and resolution data since FY 2018-19.

State-Level Summary of Appeal Requests, Year over Year

Topic	FY 2017-18	FY 2018-19	FY 2019-20	FY 2020-21	FY 2021-22
Number of Appeal Requests Filed		1,046	992	913	905
Number of Resolved Appeal requests			955	970	929
Average Number of Days to Resolution		70	75	101	80

For appeal requests across the reported fiscal years:

- The number of appeal requests filed across FYs decreased from 1,046 in FY 2018-19 to 905 in FY 2021-22 and the number resolved decreased from 955 in FY 2019-20 to 929 in FY 2021-22.
- The average number of days to resolution increased by approximately 30 days in FY 2020-21 compared to previous FYs but decreased by 21 days in FY 2020-21. This may be attributed to a lower number of appeals submitted during the COVID-19 experience, and improved efficiency of regional center processes to resolve appeal requests.

Appeal Requests and Resolutions FY 2021-22

Sources and Organization of Data

Regional centers completed a survey requesting data regarding appeal requests filed and resolved in FY 2021-22. Surveys included prepopulated information maintained by the Department, including demographic data. Regional centers added details regarding the presenting issues and, as appropriate, the outcome of the resolution (e.g., was person found eligible at mediation). Categories for issue type and resolutions were identified for the principal subjects of each appeal request.

1. Reasons for appeal requests (i.e., presenting issues) include:
 - a. Eligibility
 - b. Day Program/Employment
 - c. Medical/Dental Related Expenses
 - d. Self-Determination Program
 - e. Assessment/Therapy/Behavior Services
 - f. Respite/Day Care/Personal Assistance
 - g. Independent Living (ILS)/Supported Living (SLS)/Residential/Housing/Rental/Hotel Expenses
 - h. Other - Miscellaneous Services
 - i. Other - Miscellaneous Expenses
2. Each appeal resolution was assigned a corresponding issue type (see number 1 above).
3. Resolutions were categorized as follows:
 - a. Resolved at or before an informal meeting
 - b. Resolved at mediation
 - c. Resolved at state-level appeal hearing
 - i. Granted
 - ii. Denied
 - iii. Split Decision
 - iv. Dismissed
 - v. Administratively Closed
 - d. Claimant withdrew request for other reasons
4. Outcomes for appeal resolutions were categorized as follows:
 - a. Eligible
 - b. Ineligible
 - c. RC Agreed to do Intake/Eligibility Assessment
 - d. RC Reactivated Case
 - e. Services fully funded
 - f. Services partially funded
 - g. Service funding denied
 - h. Other outcome
 - i. Case dismissed
 - j. Claimant withdrew request
 - k. Resolution not listed

5. The length of time to resolution above is calculated as the number of days from the date the appeal request was filed with the regional center to the date it was resolved.

Regional Center Acronyms

Acronym	Regional Center
ACRC	Alta California Regional Center
CVRC	Central Valley Regional Center
ELARC	Eastern Los Angeles Regional Center
FDLRC	Frank D. Lanterman Regional Center
FNRC	Far Northern Regional Center
GGRC	Golden Gate Regional Center
HRC	Harbor Regional Center
IRC	Inland Regional Center
KRC	Kern Regional Center
NBRC	North Bay Regional Center
NLACRC	North Los Angeles County Regional Center
RCRC	Redwood Coast Regional Center
RCEB	Regional Center of the East Bay
RCOC	Regional Center of Orange County
SARC	San Andreas Regional Center
SCLARC	South Central Los Angeles Regional Center
SDRC	San Diego Regional Center
SG/PRC	San Gabriel/Pomona Regional Center
TCRC	Tri-Counties Regional Center
VMRC	Valley Mountain Regional Center
WRC	Westside Regional Center

Table 1. Number of Appeal Requests Filed in FY 2021-22, by Regional Center

Regional Center	Total Appeal requests Filed in FY 2021-22	Per Capita*
ACRC	26	1.05
CVRC	29	1.46
ELARC	42	3.72
FDLRC	23	2.38
FNRC	*	*
GGRC	13	1.55
HRC	24	1.69
IRC	167	4.65
KRC	16	1.63
NBRC	*	*
NLACRC	97	3.79
RCRC	*	*
RCEB	15	0.74
RCOC	48	2.40
SARC	21	1.36
SCLARC	102	6.35
SDRC	32	1.04
SGPRC	72	5.78
TCRC	16	1.18
VMRC	26	1.80
WRC	116	13.91
Total	905	2.74

Note:

A person may file more than one appeal request. In FY 2021-22, 905 appeal requests were filed by 788 individuals.

Per Capita is based on RC Consumer Caseload, Status 2 (Active Client), as of June 2022, per 1,000 consumers.

Table 2. Number of Appeal requests Filed in FY 2021-22, by Regional Center and Presenting Issues

Regional Center	Eligibility	Day Program/ Employment	Medical/ Dental Related Services	Self- Determination Program	Assessment/ Therapy/ Behavior Services ¹	Respite/Day Care/ Personal Assistance	ILS/SLS/ Residential Housing/Rental/ Hotel Expenses	Other Miscella neous Services ₂	Other Miscellan eous Expenses ₃	Total
ACRC	11	*	*	*	0	*	*	0	*	26
CVRC	14	*	*	*	*	*	0	*	*	29
ELARC	11	*	*	0	*	20	*	*	*	49
FDLRC	*	0	0	*	*	*	*	*	*	23
FNRC	*	0	0	0	0	0	*	*	*	*
GGRC	*	0	0	0	0	0	*	*	*	13
HRC	*	*	*	0	*	*	*	*	*	26
IRC	126	*	*	*	14	12	*	11	*	175
KRC	*	0	0	0	*	*	*	0	0	16
NBRC	*	0	0	0	0	*	*	0	0	*
NLACRC	46	*	0	*	*	23	*	*	*	99
RCRC	*	0	*	*	*	*	0	*	*	14
RCEB	*	0	0	*	*	*	*	*	*	15
RCOC	13	*	0	*	*	18	*	*	*	54
SARC	16	0	*	*	0	0	0	*	*	21
SCLARC	73	0	0	*	*	23	0	*	0	102
SDRC	*	0	0	*	*	*	*	*	*	32
SGPRC	21	*	*	*	*	*	*	*	11	74
TCRC	*	0	0	0	*	*	*	*	0	17
VMRC	*	0	0	0	*	*	0	*	*	25
WRC	31	*	0	*	19	50	*	20	0	130
Total	427	**	*	55	74	201	43	82	40	951

Note: Appeal requests may contain more than one presenting issue. In FY 2021-22, the 905 appeal requests included 951 issues.

¹ Includes Psychiatrist, Psychologist/Counseling.

² Includes crisis services, legal services, translation services, social/recreation, education, training, HCBS waiver, and transportation.

³ Includes home/auto modification.

Table 3: Number of Appeal Requests Filed in FY 2021-22, by Regional Center and Consumers' Ethnicity/Race

Regional Center	Asian ¹	Black/African American	Hispanic	White ²	Other Ethnicity/Race ³	Total
ACRC	*	*	*	*	*	26
CVRC	0	*	*	*	*	22
ELARC	*	*	22	*	*	41
FDLRC	*	*	*	*	*	17
FNRC	0	0	*	*	0	*
GGRC	*	*	*	*	*	11
HRC	*	*	11	*	*	20
IRC	*	*	36	34	78	163
KRC	0	*	*	*	*	16
NBRC	0	*	*	*	0	*
NLACRC	*	*	29	13	17	74
RCRC	0	0	0	*	*	*
RCEB	*	*	*	*	*	12
RCOC	11	*	12	13	*	45
SARC	*	0	*	*	*	20
SCLARC	0	13	64	*	*	94
SDRC	*	*	*	14	*	31
SGPRC	11	*	22	*	13	60
TCRC	0	0	*	*	*	14
VMRC	0	*	*	*	11	26
WRC	*	*	19	35	*	77
Total	60	73	267	205	183	788

Note: A person may file more than one appeal request. There was a total of 905 appeal requests filed by 788 individuals. Each claimant is represented in this table once.

¹ Includes Asian Indian, Chinese, Filipino, Japanese, Korean, Vietnamese, and Other Asian.

² Includes Russian and White.

³ Includes American Indian/Alaskan Native, Native Hawaiian, Other Pacific Islander, mixed, other, and unidentified.

Table 4: Number of Appeal Requests Filed in FY 2021-22, by Regional Center and Consumers' Primary Language

Regional Center	English	Spanish	Other Languages ¹	Total
ACRC	*	*	0	26
CVRC	20	*	*	22
ELARC	30	*	*	41
FDLRC	*	*	0	17
FNRC	*	*	0	*
GGRC	*	*	0	11
HRC	*	*	0	20
IRC	144	*	*	163
KRC	16	0	0	16
NBRC	*	0	*	*
NLACRC	61	13	0	74
RCRC	*	*	*	12
RCEB	34	*	*	45
RCOC	*	*	0	*
SARC	*	*	0	20
SCLARC	56	38	0	94
SDRC	28	*	*	31
SGPRC	51	*	*	60
TCRC	*	*	0	14
VMRC	*	*	0	26
WRC	**	*	0	77
Total	646	126	16	788

Note: A person may file more than one appeal request. There was a total of 905 appeal requests filed by 788 individuals. Each claimant is represented in this table once.

¹ Includes Arabic, Armenian, American Sign Language, Cantonese, Farsi (Persian), Hebrew, Korean, Mandarin Chinese, other, and unidentified.

Table 5: Number of Appeal Requests Filed in FY 2021-22, by Regional Center and Consumers' Age

Regional Center	0 through 2 years ¹	3 through 17 years	18 years or older	Total
ACRC	0	12	14	26
CVRC	0	*	*	22
ELARC	0	24	17	41
FDLRC	*	*	11	17
FNRC	0	*	*	*
GGRC	0	*	*	11
HRC	0	**	*	20
IRC	*	96	57	163
KRC	0	*	*	16
NBRC	0	*	*	*
NLACRC	*	43	*	74
RCRC	0	*	*	*
RCEB	0	*	*	12
RCOC	*	*	23	45
SARC	*	13	*	20
SCLARC	0	70	24	94
SDRC	0	12	19	31
SGPRC	*	37	*	60
TCRC	0	*	*	14
VMRC	0	*	*	26
WRC	*	59	*	77
Total	19	473	296	788

Note: A person may submit more than one appeal request. There was a total of 905 appeal requests filed by 788 individuals. Each claimant who has a known Unique Client Identifier number is represented in this table once.

¹ 0 through 2 years represents consumers that meet the Lanterman eligibility standards and are not active consumers within Early Start.

Table 6: Number of Appeal Requests Resolved in FY 2021-22, by Regional Center

Regional Center	Total Appeal Requests Resolved in FY 2021-22
ACRC	26
CVRC	26
ELARC	45
FDLRC	34
FNRC	11
GGRC	14
HRC	30
IRC	153
KRC	15
NBRC	*
NLACRC	93
RCRC	*
RCEB	16
RCOC	59
SARC	23
SCLARC	101
SDRC	29
SGPRC	91
TCRC	13
VMRC	30
WRC	106
Total	929

Note: A person may have more than one appeal request resolved in a FY.
In FY 2021-22, 929 appeal requests were resolved for 808 individuals.

Table 7: Number of Appeal Requests Resolved in FY 2021-22, by Regional Center and Presenting Issue

Regional Center	Eligibility	Day Program/ Employment	Medical/ Dental Related Services	Self- Determination Program	Assessment/ Therapy/ Behavior Services ¹	Respite/ Day Care/ Personal Assistance	ILS/SLS/ Residential Housing/ Rental/Hotel Expenses	Other Miscellane ous Services ²	Other Miscellane ous Expenses ³	Total
ACRC	*	*	*	*	0	*	*	0	*	26
CVRC	17	0	0	*	*	*	0	0	*	26
ELARC	*	*	*	*	*	17	*	*	*	51
FDLRC	*	0	0	*	*	*	*	11	*	34
FNRC	*	0	0	0	0	0	*	*	*	11
GGRC	*	0	0	0	0	0	*	*	*	14
HRC	*	*	*	*	*	*	*	*	*	33
IRC	114	*	*	*	14	12	*	11	*	160
KRC	*	0	0	0	*	*	*	0	0	15
NBRC	*	0	0	0	0	*	*	0	0	*
NLACRC	50	*	*	*	*	15	*	*	0	95
RCRC	*	0	0	0	0	*	0	0	*	*
RCEB	*	0	0	*	*	*	*	*	*	16
RCOC	14	*	*	*	*	21	*	*	*	64
SARC	18	0	*	*	0	0	0	*	*	23
SCLARC	59	0	0	*	*	37	0	*	0	102
SDRC	*	0	0	*	*	12	*	*	0	31
SGPRC	27	14	*	*	*	*	*	11	17	97
TCRC	*	0	0	0	*	*	0	0	*	13
VMRC	12	0	0	*	*	*	0	*	*	30
WRC	29	*	0	*	16	45	*	18	0	117
Total	423	25	12	56	79	201	41	90	45	972

Note: Appeal requests may contain more than one presenting issue. In FY 2021-22, 929 appeal requests resolved included 972 issues.

¹ Includes Psychiatrist and Psychologist/Counseling.

² Includes crisis services, legal services, translation services, social/recreation, education, training, HCBS waiver, SSI/SSP restoration, and transportation.

³ Includes home/auto modification.

Table 8: Number of Appeal Requests Resolved in FY 2021-22, by Regional Center and Consumers' Race

Regional Center	Asian ¹	Black/African American	Hispanic	White ²	Other Ethnicity Race/Unknown ³	Total
ACRC	*	*	*	11	*	26
CVRC	0	*	*	*	*	21
ELARC	*	*	23	*	*	40
FDLRC	*	*	*	11	*	23
FNRC	0	0	*	*	0	11
GGRC	*	*	*	*	*	13
HRC	*	*	14	*	*	24
IRC	*	*	29	33	72	152
KRC	*	*	*	*	*	15
NBRC	0	*	0	*	*	*
NLACRC	*	*	29	20	17	78
RCRC	*	0	0	*	0	*
RCEB	*	*	*	*	*	13
RCOC	12	*	16	14	*	51
SARC	*	0	*	*	*	23
SCLARC	0	*	62	*	*	86
SDRC	*	*	*	12	*	27
SGPRC	*	*	34	12	16	78
TCRC	0	0	*	*	*	13
VMRC	0	*	*	*	12	28
WRC	*	*	18	33	*	72
Total	65	78	278	213	174	808

Note: A consumer or representative may have more than one appeal request resolved. In FY 2021-22, 929 appeal requests were resolved for 808 individuals. Each claimant is represented in this table once.

¹ Includes Asian Indian, Chinese, Filipino, Japanese, Korean, Vietnamese, and Other Asian.

² Includes Russian and White.

³ Includes American Indian/Alaskan Native, Native Hawaiian, Other Pacific Islander, mixed, other, and unidentified.

Table 9: Number of Appeal Requests Resolved in FY 2021-22, by Regional Center and Consumers' Primary Language

Regional Center	English	Spanish	Other Languages ¹	Total
ACRC	*	*	0	26
CVRC	19	*	*	21
ELARC	29	*	*	40
FDLRC	*	*	0	23
FNRC	*	*	0	11
GGRC	*	*	*	13
HRC	13	11	0	24
IRC	135	*	*	152
KRC	15	0	0	15
NBRC	*	*	0	*
NLACRC	65	13	0	78
RCRC	*	*	0	*
RCEB	*	*	*	13
RCOC	38	*	*	51
SARC	19	*	*	23
SCLARC	47	39	0	86
SDRC	24	*	*	27
SGPRC	65	*	*	78
TCRC	*	*	0	13
VMRC	*	*	0	28
WRC	*	*	0	72
Total	655	136	17	808

Note: A person may have more than one appeal request resolved. In FY 2021-22, 929 appeal requests were resolved for 808 individuals. Each claimant is represented in this table once.

¹ Includes Arabic, Armenian, American Sign Language, Cantonese, Farsi (Persian), Hebrew, Korean, Mandarin Chinese, other, and unidentified.

Table 10: Number of Appeal Requests Resolved in FY 2021-22, by Regional Center and Consumers' Age

Regional Center	0 through 2 years*	3 through 17 years	18 years or older	Total
ACRC	0	*	**	26
CVRC	0	*	*	21
ELARC	*	26	*	40
FDLRC	*	*	13	23
FNRC	0	*	*	11
GGRC	0	*	*	13
HRC	0	*	*	24
IRC	*	99	*	152
KRC	0	*	*	15
NBRC	0	*	*	*
NLACRC	*	45	*	78
RCRC	0	*	*	*
RCEB	0	*	*	13
RCOC	*	*	27	51
SARC	*	15	*	23
SCLARC	0	62	24	86
SDRC	0	12	15	27
SGPRC	*	48	*	78
TCRC	0	*	*	13
VMRC	0	**	*	28
WRC	*	54	*	72
Total	16	490	302	808

Note: A person may have more than one appeal request resolved. In FY 2021-22, 929 fair hearing requests were resolved for 808 individuals. Each consumer or representative who has a known Unique Client Identifier is represented in this table once.

¹ 0 through 2 years represents consumers that meet the Lanterman eligibility standards and are not active consumers within Early Start.

Table 11: Number of Presenting Issues in Appeal Requests Resolved in FY 2021-22, by Regional Center and Resolution Type

Regional Center	Resolved at or before Informal Meeting	Resolved at Mediation	Granted at State-Level Appeal Hearing	Denied at State-Level Appeal Hearing	Split Decision at State-Level Appeal Hearing	Dismissed at State-Level Appeal Hearing	Administratively Closed at State-Level Appeal Hearing	Claimant Withdrew Request ¹	Total
ACRC	15	*	0	*	0	*	0	0	26
CVRC	23	*	*	*	0	0	0	0	26
ELARC	23	0	*	19	*	*	0	0	50
FDLRC	16	*	0	*	0	*	0	*	34
FNRC	*	0	0	*	0	*	0	0	11
GGRC	*	0	*	*	0	0	0	*	14
HRC	23	0	0	*	*	0	0	0	33
IRC	122	*	*	24	0	*	0	*	160
KRC	*	*	0	0	0	*	0	*	15
NBRC	*	0	0	*	0	*	0	0	*
NLACRC	62	0	*	13	*	*	0	*	95
RCRC	*	0	0	*	0	*	0	0	*
RCEB	*	*	*	*	0	*	0	0	16
RCOC	45	*	0	*	0	0	0	0	64
SARC	13	*	*	*	0	*	*	*	23
SCLARC	86	0	*	*	*	*	0	0	102
SDRC	13	*	0	*	0	0	0	*	31
SGPRC	55	14	*	13	*	*	0	*	98
TCRC	*	*	*	0	0	0	0	*	12
VMRC	27	*	0	*	0	0	0	*	30
WRC	75	0	0	*	0	21	*	*	117
Total	638	56	21	134	**	70	*	34	972

Note: In FY 2021-22, 929 Appeal Requests resolved included 965 issues.

¹ Reflects the number of requests that were withdrawn by the claimant for a reason not identified in the Notice of Resolution

Table 12: Number of Eligibility-Related Appeal Requests Resolved in FY 2021-22, by Regional Center and Resolution/ Outcome

Regional Center	RC Agreed to do Intake/ Eligibility Assessment	Found Eligible at or Before Informal Meeting	Found Ineligible at or Before Informal Meeting	Found Eligible in Mediation	Found Ineligible in Mediation	Found Eligible at State Level Appeal Hearing	Found Ineligible at State Level Appeal Hearing	Administratively Closed at State Level Appeal Hearing	RC Reactivated Case	Resolution not Listed	Claimant Withdrew Request	Total
ACRC	0	*	*	0	0	0	*	0	*	0	0	*
CVRC	*	*	*	0	0	0	*	0	0	0	0	17
ELARC	*	*	*	0	0	0	*	0	0	0	0	*
FDLRC	*	*	*	0	0	0	*	0	0	0	*	*
FNRC	0	*	*	0	0	0	0	0	0	0	0	*
GGRC	*	*	0	0	0	0	*	0	0	0	*	*
HRC	*	*	*	0	0	0	0	0	0	0	0	*
IRC	30	21	42	0	0	*	15	0	*	0	*	114
KRC	0	*	*	0	0	0	*	0	0	0	*	*
NBRC	0	*	0	0	0	0	*	0	0	0	0	*
NLACRC	17	*	14	0	0	0	*	0	0	*	*	50
RCRC	0	0	*	0	0	0	*	0	0	0	0	*
RCEB	*	*	0	0	0	0	0	0	0	0	0	*
RCOC	*	*	*	0	0	0	0	0	0	0	0	14
SARC	*	*	0	0	*	*	*	*	0	*	*	18
SCLARC	*	37	12	0	0	0	*	0	0	0	0	59
SDRC	0	*	0	*	0	0	*	0	0	0	0	*
SGPRC	*	*	*	0	0	0	*	0	0	*	*	27
TCRC	*	*	*	0	*	0	0	0	0	0	*	*
VMRC	*	*	*	0	0	0	0	0	0	0	0	12
WRC	*	14	*	*	*	*	*	*	0	0	*	29
Total	86	131	108	*	*	*	60	*	*	*	22	423

¹Appeal hearing request was submitted without consent.

Table 13: Number of Service-Related Appeal Requests Resolved in FY 2021-22, by Regional Center and Resolution/Outcome

Regional Center	Services Fully Funded at or Before Informal Meeting	Services Partially Funded at or Before Informal Meeting	Other Outcome at or Before Informal Meeting ¹	Services Fully Funded at Mediation	Services Partially Funded at Mediation	Other Outcome at Mediation ²	Services Fully Funded at State Level Appeal Hearing	Services Partially Funded at State Level Appeal Hearing	Services Denied at State Level Appeal Hearing	Dismissed at State Level Appeal Hearing	Claimant Withdrew Request ³	Total
ACRC	*	*	*	*	0	*	0	0	*	0	*	16
CVRC	*	*	*	*	0	0	*	0	0	0	0	*
ELARC	*	*	*	0	0	0	*	*	20	0	*	41
FDLRC	*	*	*	*	0	*	0	0	13	0	0	26
FNRC	*	0	*	0	0	0	0	0	*	0	0	*
GGRC	0	0	0	0	0	0	*	0	*	0	*	*
HRC	*	0	*	0	0	0	0	*	*	0	0	25
IRC	*	*	*	0	*	*	*	0	15	0	0	46
KRC	*	*	*	*	*	0	0	0	0	0	0	*
NBRC	*	0	0	0	0	0	0	0	*	0	0	*
NLACRC	14	*	*	0	0	0	*	*	14	0	*	45
RCRC	0	0	*	0	0	0	0	0	*	0	0	*
RCEB	*	*	0	*	*	*	*	*	*	0	*	15
RCOC	16	*	*	*	*	*	0	0	*	0	*	50
SARC	0	*	*	*	0	0	0	0	*	0	0	*
SCLARC	*	19	*	0	0	0	*	*	*	0	0	43
SDRC	*	*	*	*	*	0	0	0	*	0	*	26
SGPRC	24	*	10	11	*	*	*	0	13	0	*	70
TCRC	*	0	*	0	0	0	*	0	0	0	0	*
VMRC	*	*	*	*	0	0	0	0	*	0	0	18
WRC	30	**	16	0	0	0	0	0	25	0	*	88
Total	140	66	91	30	13	*	25	**	142	0	17	549

Note:

¹ Reflects unique resolutions.

² Reflects unique resolutions.

³ Reflects the number of requests that were withdrawn by the claimant for a reason not identified in the Notice of Resolution.

Table 14: For Appeal Requests Resolved, Average Number of Calendar Days from Date of Appeal Request to Date of Resolution in FY 2021-22

Regional Center	Resolved at or before Informal Meeting	Resolved Mediation	Granted at State Level Appeal Hearing	Denied at State Level Appeal Hearing	Split Decision at State Level Appeal Hearing	Dismissed at State Level Appeal Hearing	Claimant Withdrew Request ¹	Average
ACRC	46	106	N/A	254	N/A	53	61	78
CVRC	49	70	106	55	N/A	N/A	N/A	52
ELARC	76	N/A	185	111	160	119	53	103
FDLRC	55	81	N/A	106	N/A	49	96	73
FNRC	77	N/A	N/A	79	N/A	49	N/A	75
GGRC	21	N/A	56	315	N/A	N/A	53	101
HRC	84	N/A	N/A	170	218	N/A	N/A	119
IRC	43	45	110	122	N/A	45	101	55
KRC	39	167	N/A	N/A	N/A	78	68	62
NBRC	69	N/A	N/A	177	N/A	40	N/A	102
NLACRC	65	N/A	110	136	160	132	78	87
RCRC	54	N/A	N/A	67	N/A	46	N/A	57
RCEB	53	48	64	51	N/A	48	70	54
RCOC	52	76	N/A	142	N/A	N/A	119	69
SARC	64	39	658	85	N/A	38	222	105
SCLARC	59	N/A	89	147	222	111	N/A	70
SDRC	37	56	N/A	108	N/A	N/A	81	58
SGPRC	89	138	271	186	153	86	86	114
TCRC	82	66	79	N/A	N/A	N/A	101	79
VMRC	55	41	N/A	88	N/A	N/A	19	58
WRC	85	N/A	N/A	111	N/A	114	137	96
Average	61	85	153	132	185	88	99	80

Note: Table shows the average number of calendar days to resolution for the appeal resolved in FY 2021-22. The average is calculated using the sum of the number of days from submission to resolution of the appeal request divided by the number of appeals.

¹ Reflects the number of requests that were withdrawn for a reason not captured in the Notice of Resolution