



San Gabriel / Pomona
Regional Center

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San Gabriel/Pomona Regional Center

Strategic Plan Progress Report

Quarter 2 (October 2024 – December 2024)

Wednesday January 22, 2025

Goal 1: Enhance Overall Service Delivery Excellence

1-1: Improve response times to improve satisfaction

Update: Survey has been completed to establish baseline data for 24-hour responsiveness, translated into multiple languages, and ready to be sent. The release date was January 7, 2025, but postponed due to emergency command response communication plan in place due to Eaton Fire and Recovery Efforts. The new survey release date is Monday, February 3, 2025.

1-2 Expand service offerings, introducing new programs and tailored support to meet the region's diverse needs.

Update: The Department of Developmental Services awarded SG/PRC the following projects as part of the Community Resource Development Plan for FY 2024/25:

- *Specialized Residential Care Facility for the Elderly (with nursing and behavioral support needs) (150,000.00.)*
- *Licensed Behavior Management Day Program (with nursing and behavioral support needs) (200,000.00.)*
- *Licensed Day Program (with nursing and behavioral support needs) (200,000.00.)*
- *Specialized Residential Care Facility (with a mental health emphasis) (200,000.00.)*
- *Social Connection Workshop for Pre-Teens (70,000.00.)*
- *Drowning Prevention Campaign (50,000.00.)*

- *Affordable Housing Digital Site/Tool (200,000.00.)*
- *Aging Caregiver Workshop Series (80,000.00).*

Goal 2: Strengthen Community Engagement and Advocacy

2-1 Facilitate quarterly engagement opportunities with individuals served, potential clients, their families, caregivers, advocacy groups, community organizations, and local agencies.

Updates:

- ***October 7, 2024: West San Gabriel Valley SELPA Community Advisory Committee Presentation***

SG/PRC coordinated by Angie Luu, Early Childhood Development Specialist. Participants at this meeting were LEA's staff within the SG/PRC catchment and SG/PRC early start service and preschool service coordination staff. This meeting allowed all participants to collaborate and speak about what is currently working and what is currently not working as it relates to transitioning children from Part C to Part B to enhance engagement.

- ***October 12, 2024: Black Education Expo***

Black Education Expo in the city of Pasadena as exhibitors. The event was designed for K-12 students and their parents where they can obtain educational resources. Information about regional center services was shared with attendees that visited SG/PRC's table, as well as information about training offered by our Education Specialist.

- ***October 18, 2024: Self-Determination Program (SDP) Conference***

SG/PRC hosted our first Self Determination Conference for individuals/families actively enrolled in Self Determination and for those interested in the program. Over 300 guests were in attendance. Additional presentations were provided by the Office of Clients Rights, Appeals presented by the Manager of Appeals at SG/PRC, Department of Rehabilitation, and lastly a skit presented by an actor and SDP participant of SG/PRC. Families also had the opportunity to network and receive resources from exhibitors present at the event.

- ***October 20, 2024: Buddy Walk (for Down Syndrome (DS))***

The Buddy Walk, which is part of the Down Syndrome Association of Los Angeles, had a festival to celebrate individuals with Down Syndrome. The purpose of the event is to advocate for the value, acceptance, and inclusion of people with DS. Hundreds of participants attended the event in celebration of people with DS.

- ***October 27, 2024: California Resource Services for Independent Living - Disability Fall Festival***

SG/PRC attended a Disability Festival in East Los Angeles as exhibitors. The Service Access and Equity team engaged with families, shared information about services, who we support, and provided handouts on different workshops and training offered by SG/PRC.

- ***October 29, 2024: 10th Annual Art Festival***

The 10th Annual Arts Festival at Royal Oak Middle School hosted by San Gabriel Valley SELPA. TK-8th grade students both from the general education classrooms and special day classrooms from San Gabriel Valley SELPA enjoyed making artwork with a variety of art supplies. It was a fun and inclusive event for all participants.

- ***December 14, 2024: Southeast Asian Gathering hosted by Filipino Parent Support Group at SG/PRC***

The SG/PRC Filipino Support Group hosted a gathering for families that identify as members of the Southeast Asian Community. Information on regional center services, generic resources, Purchase of Service (POS) data, and other upcoming events. Approximately 80 people including two Ombudsperson staff from the Department of Developmental Services (DDS).

2-3: Increase engagement by delivering information through digital platforms such as websites, online forums, and social media.

Update: SG/PRC is concluding the final phases of cross-walking (validation of new site against current site). Our target date was to go live by January 1, 2025, but we are recalibrating to go live by March 31, 2025. An overview of the test website will be presented at the Strategic Development Advisory Committee on February 26, 2025.

Goal 4: Improve Operational Efficiency and Technological Advancements for Service Excellence

Goal 4: Improve Operational Efficiency and Technological Advance

4-2: Invest in technology solutions to streamline administrative tasks, enhance data management, and improve communication.

Update: SG/PRC's Board of Directors approved and supported our investment in modernizing our technology for a new case management software system. ATLAS offers customization, improved reporting, user-friendly interfaces, and improved communication between SG/PRC and the community. This technology has superior fiscal capabilities that will increase our efficiency with purchase of services and authorizations. Throughout this past quarter, the team has dedicated significant resources with the company to perform data validation, concluding the final phases of discovery, improving workflows suggesting enhancements of current inefficient workflows, along with testing and piloting before going live. The ATLAS case management system is set to go live for SG/PRC on February 12, 2025.