



San Gabriel/Pomona Regional Center

May 19, 2025

Alma Janssen, Primary Regional Center Liaison
Department of Developmental Services
Office of Community Operations
Southern Region Office
2501 Harbor Blvd.
Costa Mesa, CA 92626

RE: Quality Assessments Requirements, Priorities and Plan Pursuant to Welfare & Institutions
Code Section 4571

Dear Ms. Janssen,

Within this letter you will find San Gabriel/Pomona Regional Center's (SG/PRC) actions, ongoing plan, priorities, goals, and strategies to improve quality assessment outcomes as reflected within the National Core Indicators Surveys.

I. Public Meetings with Stakeholders Methodology

SG/PRC developed one presentation including: SG/PRC outcomes from the Adult In-Person Survey FY 2022-2023; and an overview of the Quality Assessment & National Core Indicators (NCI). See Attachment A. Meeting notices were sent in SG/PRC's five threshold languages: English, Spanish, Mandarin, Korean, and Vietnamese. See attachment B.

These presentations were presented by this writer to stakeholders, including SG/PRC staff, and the SG/PRC Board of Directors on April 23, 2025. During these meetings, procedures used to conduct quality assessments were reviewed and an overview of SG/PRC's performance on each survey question as measured against the statewide averages was provided.

Throughout and at the end of the presentation, I provided opportunities for stakeholders to offer input, make comments and provide recommendations. See attachment C for the Minutes and feedback of April 23, 2025, Board Meeting. No comments, feedback, or input was received from stakeholders, community members were thankful for the presentation and the information.

II. SG/PRC's Priorities and Plan that Apply to All Age Groups Intended to Improve All Performance Indicators

- a. Keeping Individuals Served and their Families Informed – SG/PRC will strengthen its connection with individuals served and their families. SG/PRC will continue to hold monthly Community Zoom Meetings where updates on various topics are provided to

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individuals, families, and the community. We will also disseminate information through our website, as well as through our equity partners, parent support groups and through the use of Constant Contact. Our website Calendar of Events will also be updated regularly to reflect events held monthly. The monthly Community Calendar is disseminated through Constant Contact.

- b. Critical Information Forum (CIF) – In 2023, SG/PRC’s Service Access and Equity hosted 10 Critical Information Forum training courses to our community with approximately 850 participants. These presentations were created to address important, new, or current issues that support delivery and accessibility of service to individuals served by SG/PRC. Our LACC specialists through DDS Grant continue to offer the flyers in multiple languages and provide interpretation in Spanish, Vietnamese, Chinese, Korean, and American Sign Language for these meetings and will continue this service moving forward. 6 of the CIF Presentation were recorded and will be uploaded to SGPRC website for accessibility to all. Videos have been closed captioned in SG/PRC threshold languages. [See page 5](#)
- c. Language Access & Cultural Competency – The Department of Developmental Services (DDS) grant provides ongoing funding for Regional Centers to improve and promote Language Access and Cultural Competency to better support our individuals and families by helping facilitate more consistent access to information, services, and supports, with particular focus for individuals who are multi-lingual, monolingual, and diverse cultural groups. The grant initiated in 2021; overseen by Tiffany Loong and Luz Rodriguez-Urbe; who manage the budget, the projects associated with it and report back to DDS semiannually. Some of the projects associated with LACC funding are Cultural Competency Training for all staff through Circle Up, interpretation for community meetings, conferences, workshops, and trainings offered to the community in-person and virtually. LACC funding is also utilized to translate any SG/PRC publications, surveys, presentations, announcements, etc. requested.
- d. Parent Mentor Initiative (PMI) – This program provides individualized coaching and support to parents in accessing generic resources and regional center services and supports. Josie Martinez, our Community Outreach Specialist, oversees this program. The Parent Mentor Initiative Program is run in partnership with Alma Family Services. Through this program, we improve parents’ understanding of what is available through SG/PRC and help them access those services PMI collaborates closely with Parent’s Place to market and encourage families to access the Navigators program. [See page 6.](#)
- e. Specialized Caseloads – SG/PRC has implemented specialized caseloads to support individuals who are identified with no or low expenditures. This includes: five Enhanced Supports Coordinators, four Self-Determination Coordinators, two Deaf and Hard of Hearing Coordinators, and two Participant Choice Analysts. This change will allow SAE specialists including but not limited to Josie Martinez, Community Outreach Specialist, who oversees the Parent Mentor Initiative (PMI) to work more closely with the Enhanced Specialized SC’s and target clients with no POS.
- f. 2nd Annual Sirens of Silence: “Special Day with First Responders” – On Saturday, April 29, 2023, San Gabriel/Pomona Regional Center, in collaboration with Los Angeles

County Fire Department (LACoFD), hosted its 2nd Annual Sirens of Silence event in Pomona, for the individuals served, their families, and community members. Individuals of all ages had the opportunity to see, touch, and try apparatus and equipment in a sensory-sensitive space. Karen Zarsadiaz began the Sirens of Silence program, to promote awareness and education mutually for first responders and those with Autism and other developmental disabilities on how to best protect their families in emergencies. The program consists of three components: (1) a training module for first responders as well as information materials, (2) sensory-sensitive events, and (3) safety-related items. Informational materials can also be found on their website. Sirens of Silence is an opportunity for first responders and individuals with developmental disabilities and their parents, caretakers, or guardians to learn from one another. First Responders provided outreach information to our community and shared how to help calm individuals in times of emergency and receive helpful tips and advice. At this event we also had the pleasure of hosting a dental screening for our individuals served. We specially want to thank Christina Macasaet, SG/PRC Dental Health Coordinator, Western University Health Science Dental Program Students, and In-Motion Dental Clinic, all of whom made the dental screenings possible. A total of 49 dental screenings were completed on both children and adults served by SG/PRC. Sirens of Silence was made possible by Richard D. Davis Foundation funding and SG/PRC Staff volunteers. Richard D. Davis funded meals for all individuals served who attended the event. This event was made possible with the support of Jesse Weller, SG/PRC Executive Director and our SG/PRC team who supported along the way and most importantly at the event. Sirens of Silence hosted over 290 attendees and over 15 exhibitors. The exhibitors included: LA County Fire Department, LACoFD E186 & Q185 with Jackson the Dog, Los Angeles County Sheriff's Department, Los Angeles County Fire Department Lifeguard, LACoFD CPR Training, California Highway Patrol, CARE Ambulance, SG/PRC Service Access and Equity Team and staff volunteers, Western University of Health Sciences Dental Program, SG/PRC Dental Clinic, WonderKind Occupational Therapists and Kids First Pediatric Therapy provided sensory stations, Pomona Police Department, Pomona Police SWAT, Alisa Ann Ruch Burn Foundation, Pomona Valley Hospital, and food catered by Baja Cali Fish and Tacos.

- g. Staff Training to Maintain High Quality Customer Service – SG/PRC believes that staff training regarding SG/PRC's mission, core values, and internal policies related to business communications and timely response, will improve overall satisfaction with SG/PRC's approach to meeting the needs of individuals served and their families. See [page 7](#).

Additionally, SG/PRC invites case management staff to the CIF presentations and Special Education presentations as a way of keeping them informed of the same information families are receiving. This two-pronged approach allows us to educate our community and staff to keep them on par with the latest information, resources, services, and more. Case management staff also receive ongoing communication regarding Parent Mentor services for any family that may be struggling with navigating the regional center, navigating the numerous public agencies, including their child's school and the IEP process. [See page 8](#).

- h. **Coffee with the Director Input sessions** – SG/PRC’s LACC team hosted a total of 13 Coffee with Director public meetings where space was provided for all families and individuals served by SG/PRC to connect with staff and Directors in an in-person setting and provide feedback and to seek additional support. The LACC team also contracted with Bridging Voices and had fourteen listening sessions which were conducted in June 2023. Sessions were conducted on Zoom and in person. Clients were invited to participate in listening sessions via informational fliers mailed to individuals’ homes. Listening sessions were held in participants’ preferred language and interpretation services were used for all non-English speaking groups. The Spanish-speaking sessions were conducted in Spanish by the facilitator and note taker was both native Spanish speakers and were also proficient in English. Black/African American and one Tagalog session were conducted in English. Tagalog, Cantonese, Vietnamese and Mandarin sessions were conducted using consecutive interpretation. [See page 9.](#)
- i. **Department of Mental Health workshops** – In 2023 SG/PRC offered (2) mental health workshop series in collaboration with the Department of Mental Health. The first series was a six-week workshop offered in the evenings that began in April of 2023 via zoom. The topics presented on were: Mental Health Stigma, Family Violence Prevention and Resilience, Child Abuse Prevention and Resilience, Positive Parenting: Understanding Learning Disabilities, Autism, and ADHD, Positive Parenting: Understanding Anxiety and Depression, Grief, Loss, and Resilience. The second series was a 4-week workshop series offered in the mornings in October of 2023 via zoom. The topics presented were: Emotional Wellbeing and Stress, Bullying Prevention, Grief, Loss and Resilience, and Mental Health Stigma: Changing the Story. The workshop series focused on increasing awareness about mental health issues, removing barriers, and improving timely access to culturally and linguistically appropriate resources. All workshops were offered in our threshold languages, American Sign Language, Chinese, Korean, Spanish, and Vietnamese. [See pages 10 & 11.](#)

Ms. Alma Janssen, the above satisfies the requirements expressed in Welfare & Institutions Code Section 4751. This report, priorities, plans and strategies will be posted on SG/PRC webpage.

If you have any questions regarding this report or plan within, please contact me at sgonzalez@sgprc.org or (909) 710-8814.

Best regards,


Salvador Gonzalez

Salvador Gonzalez, M.A.

Director of Service Access and Equity

San Gabriel/Pomona Regional Center (SG/PRC)

2023 Critical Issues Forum (CIF) Calendar



San Gabriel / Pomona
Regional Center

2023 CALENDAR

CRITICAL ISSUES FORUM

Addressing important, new, or current issues that may affect the delivery and accessibility of service to individuals, parents, caregivers, vendors, and community that supports those served by San Gabriel/Pomona Regional Center

Date	Topic	Presenter
January 12, 2023	Support for Clients in the Legal System	Patricia Rambo, Forensic Specialist
February 23, 2023	The Lanterman Fair Hearing Process and Changes to the process	Daniel Ibarra, Fair Hearing Specialist
March 2, 2023	Annual POS Expenditure Data	SGPRC Equity Team
April 13, 2023	Utilization of Evidence-Based Practices	Joshua Trevino, BCBA
May 18, 2023	Service Access and Equity Specialists Roles	Service Access and Equity Department
June 8, 2023	Special Education 101	Nora Perez-Givens, Education Specialist
July 13, 2023	Housing Options and Resources	Lisa Cipres, Housing Specialist
August 17, 2023	Deaf and Hard of Hearing Culture Awareness and Resources	Jessica Wilson, Deaf and Hard of Hearing Specialist
Sept. 20, 2023	First Responders Panel	Los Angeles County Fire Department at SG/PRC
Sept. 27, 2023	CY2023 Performance Contract	Salvador Gonzalez, Director of Service Access & Equity

VIA ZOOM

- [Click Here](#) for Zoom
- Meeting ID: 836 6212 8172

Service Access and Equity

- For more information, please contact:
[Josie Martinez](#) (909) 710-8816

LACC

Through the Language Access and Cultural Competency, all presentations will be simultaneously interpreted in our five threshold languages: English with ASL, Spanish, Chinese, Korean, and Vietnamese



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Parent Mentor Initiative (PMI) Flyers

Parent Mentor Initiative (PMI)

Matching SG/PRC Parents with a Mentor who understands the unique challenges of being a parent to an individual with special needs.

Parent Mentors Can Help With...

- Increasing your knowledge of Purchase of Service (POS), Generic Resources and Community Resources.
- Identify how to increase the utilization of secured services.
- Understanding the role of the service coordinator to strengthen support and advocacy.
- Preparing for the Individual Program Plan (IPP) meeting.
- Learning organization & record-keeping strategies for better advocacy.
- Accessing Information to support life stages/transitions and family dynamics.
- Assist to develop a parent support system.
- Supporting parents to define and overcome the barriers affecting access to services.

How Do I get Referred to PMI?

- Contact your Service Coordinator for referral
- or
- Please contact Josie Martinez, Community Outreach Specialist
(909) 710-8817; jmartinez@sgprc.org

A special project brought to you by San Gabriel/Pomona Regional Center in collaboration with Alma Family Services. The project is made possible through funding from the Department of Developmental Services (DDS).





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2023 Staff Training Calendar



San Gabriel / Pomona
Regional Center

2023 Staff Training Calendar

Service Access and Equity Department has scheduled the following training for the benefit of all our employees to keep them updated on various topics.

Presentations will be held from 11:00am-12:00pm

DATE	TOPIC& PRESENTER
1/26/23	How to Prepare a NOPA & Fair Hearing Forms Daniel Ibarra, Fair Hearing Specialist
2/09/23	How to Access ABA & Mental Health Services Marssia Chutan, LA Care Liaison
3/23/23	Meet your Service Access and Equity Specialists Service Access and Equity Department
4/06/23	Utilization of Evidence-Based Practices Joshua Trevino, Board Certified Behavior Analyst
4/20/23	IEP Basics & Your Role at School Nora Perez-Givens, Education Specialist
5/11/23	The Lanterman Hearing Process/Changes to the Process Daniel Ibarra, Fair Hearing Specialist
6/15/23	How to Utilize Family Education/Training Modules Amos Byun, Community Outreach Specialist
8/10/23	Enrichment of ABA Programing: Incorporating Siblings Joshua Trevino, Board Certified Behavior Analyst
8/24/23	How to Access ABA & Mental Health Services Tina Hendizadeh, LMFT - HealthNet Community Liaison
09/2023 TBD	Disabled Students Programs and Services (DSPS) Citrus College Emmy Madrid, DSPS Specialist

For more information, please contact: [Amos Byun](#) (909) 710-8815 or [Josie Martinez](#) (909) 710-8817

[Click here to Join Zoom Meeting](#)
Zoom Meeting ID: 864 0271 9405

Special Education Training Calendar for STAFF ONLY



San Gabriel / Pomona
Regional Center

2023 EDUCATION SYSTEM TRAININGS - STAFF ONLY

Provided by Nora Perez-Givens, Education Specialist

Join us the 3rd and 4th Friday of the month for these one-hour trainings to learn more about helping families through the education system.

11:00am-12:00pm via Zoom

MONTH	TRAINING TOPIC
January 20, 24	Special Education - The Basics
February 17, 24	Special Education Timelines
March 17, 24	Special Education - Terms to Know/Generic Resources
April 21, 28	504 Plan vs. IEP - Which is Best Based on Student Need
May 19, 26	Development of a Supportive IEP
June 16, 23	Parents Rights - Special Education
July 21, 28	School Discipline - Rights of Students with Disabilities
August 18, 25	Options for resolving Disagreements regarding Special Education
September 15, 22	Limited Conservatorship and the Role of Regional Center completing the Conservatorship Letter
October 20, 27	Addressing Behavioral and Mental Health Needs via IEP
November 3, 10	Assistive Technology and IEP's

Zoom ID: 831 2220 5759 or [Click here](#) for Zoom Link

For more information, please contact Nora Perez-Givens ext. 8820 or Marilyn Carmona ext. 8818

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Coffee with the Director



COFFEE with the Director

2023 Listening Sessions

We welcome the community to join San Gabriel/Pomona Regional Center's Service Access and Equity Department for coffee. This is a great opportunity to engage with SG/PRC leadership, gain knowledge and ask questions. We value your feedback, comments, and participation.

Sessions will be held In-Person at San Gabriel/Pomona Regional Center
75 Rancho Camino Dr. Pomona, CA 91766

MAY 10 & AUGUST 2

11:00 AM - 12:00 PM

English & Deaf and Hard Hearing Community
with American Sign Language Interpretation

1:00 PM - 2:00 PM

Black/African American Community

2:30 PM - 3:30 PM

Hispanic & other Spanish Speaking Communities

MAY 11 & AUGUST 3

11:00 AM - 12:00 PM

Chinese Community

1:00 PM - 2:00 PM

Korean Community

2:30 PM - 3:30 PM

Vietnamese Community

Special Session with:

JESSE WELLER, PSY.D. NOVEMBER 8

EXECUTIVE DIRECTOR —10AM-12PM—

ALL LANGUAGES AND CULTURES WELCOME

For more information, please contact Luz Rodriguez-Urbe (909) 710-8828 or Tiffany Loong (909) 710-8827.
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Department of Mental Health Workshops



San Gabriel / Pomona
Regional Center



LOS ANGELES COUNTY
**DEPARTMENT OF
MENTAL HEALTH**
hope. recovery. wellbeing.

DEPARTMENT OF MENTAL HEALTH WORKSHOPS

San Gabriel/Pomona Regional Center invites you to join our 6-Week Workshop series presented by and in collaboration with the Department of Mental Health. This is a free workshop and great opportunity in learning how to support others.

Workshops from 4:00PM -5:00PM

[Click Here for Zoom Link](#)

ZOOM ID: 883 2183 7035

**TUESDAY
April 4**

**MENTAL HEALTH AND STIGMA:
CHANGING THE STORY**

**TUESDAY
April 11**

**FAMILY VIOLENCE PREVENTION AND
RESILIENCE**

**TUESDAY
April 18**

**CHILD ABUSE PREVENTION AND
RESILIENCE**

**TUESDAY
April 25**

**POSITIVE PARENTING:
UNDERSTANDING LEARNING DISABILITIES,
AUTISM, AND ADHD**

**TUESDAY
May 2**

**POSITIVE PARENTING: UNDERSTANDING
ANXIETY & DEPRESSION**

**TUESDAY
May 9**

**GRIEF, LOSS
AND RESILIENCE**

Information will be presented in the following languages: Spanish, Korean, Mandarin, and English. Interpretation in American Sign Language & Vietnamese.

For more information, please contact [Josie Martinez](#) at (909) 710-8817 or [Amos Byun](#) at (909) 710-8815.

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Department of Mental Health Workshops



San Gabriel / Pomona
Regional Center



LOS ANGELES COUNTY
**DEPARTMENT OF
MENTAL HEALTH**
hope. recovery. wellbeing.

**SG/PRC IN COLLABORATION WITH THE LOS ANGELES COUNTY
DEPARTMENT OF MENTAL HEALTH IS OFFERING A FREE 4-WEEK
WORKSHOP SERIES ON VARIOUS MENTAL HEALTH TOPICS.**

Date	Topic	Description
10/4	Emotional Wellbeing and Stress	Learn about the relationship between stress and health.
10/11	Bullying Prevention - Kindness, Acceptance, Inclusion	Understanding why children bully, the impact of bullying on mental health, and more.
10/18	Grief, Loss, and Resilience	Learn about the five stages of grief and loss, the Impact in children and adolescents, and more.
10/25	Mental Health and Stigma: Changing the Story	What are the narratives that maintain stigma on Mental Health, advice to eliminate stigma.

This workshop series aims to reduce stigma associated with mental illness and increasing awareness about mental health issues, removing barriers, and improving timely access to culturally and linguistically appropriate resources.

JOIN VIA ZOOM
[CLICK HERE FOR LINK](#)

MEETING ID: 880 4381 9307
DIAL IN: 16699006833

11:00 AM- 12:00PM

INFORMATION WILL BE PRESENTED IN THE FOLLOWING LANGUAGES: SPANISH, KOREAN, MANDARIN, AND ENGLISH.
INTERPRETATION IN AMERICAN SIGN LANGUAGE & VIETNAMESE.

FOR MORE INFORMATION CONTACT AMOS BYUN (909) 710-8815 OR JOSIE MARTINEZ (909) 710-8817



SERVICE, SUPPORT AND ADVOCACY FOR INDIVIDUALS WITH DEVELOPMENTAL DISABILITIES AND THEIR FAMILIES.

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