

San Gabriel/Pomona Regional Center

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San Gabriel / Pomona
Regional Center

Summer 2024

Performance Report for San Gabriel/Pomona Regional Center

Every year, the Department of Developmental Services (DDS) contracts with regional centers in California to serve individuals and families. And, every year DDS looks at how well the regional centers are doing. This report will give you information about your regional center.

Last year, at San Gabriel/Pomona Regional Center (SG/PRC) we served about 16,370 individuals. The charts on the following pages will tell you about the individuals we serve. You'll also see how well we are doing in meeting our goals and in fulfilling our contract with DDS.

At SG/PRC, we want to improve every year, do better than the state average, and meet or exceed the DDS standard. As you will find within this report, we did better in 2024 as compared with 2022 in achieving the following goals: Children are remaining in their family homes at 99.61% in 2024, as compared with 99.37% in 2022. Adults served are living in home settings at a higher rate demonstrating 77.48% in 2024 compared with 77.10% in 2022. Less adults served are living in residential settings of 6 beds or more, with an outcome 3.84% in 2024 as compared with 4.69% in 2022.

We also did better than the statewide average, regarding fewer individuals living in developmental centers.

There are many factors that contribute to SG/PRC's outcomes regarding living arrangements. SG/PRC has a unique history compared with other regional centers related to the availability and utilization of large residential facilities. Many years ago, and continuing as of today, representatives with other regional centers and community agencies have placed individuals with developmental disabilities into large, licensed facilities located within SG/PRC's service area.

In addition, within SG/PRC's service area, for over 40 years there have been three large children's facilities that serve children with developmental disabilities: two community care facilities and one healthcare facility. These facilities have been a safety net for the Los Angeles County Department of Children and Family Services (DCFS) and other regional centers to place children previously living with their families.

Most of these children placed by DCFS were suspected of having a diagnosis of developmental disability, but that diagnosis was not determined until after the child had already been placed in one of these large facilities located within SG/PRC's area. Therefore, when eligibility for regional center services was determined, the child's placement in the large facility was attributed to SG/PRC. Summary Performance Report for San Gabriel/Pomona Regional Center, Summer 2024.

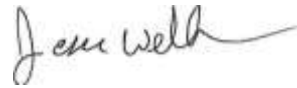
Furthermore, SG/PRC's historical success in developing residential facilities for children in response to the needs of DCFS and other Los Angeles County regional centers is another factor that has created this specific performance outcome.

Every year DDS reviews SG/PRC's performance. Our report is intended to offer an overview; while encouraging you to contact us should you have any questions.

This report is a summary. To see the complete report or for more information about SG/PRC, please go to: www.sgprc.org or contact Mr. Salvador Gonzalez, M.S., Director of Service Access and Equity at (909) 710-8814.

We hope this report helps you learn more about SG/PRC. If you have any questions or comments, please contact us!

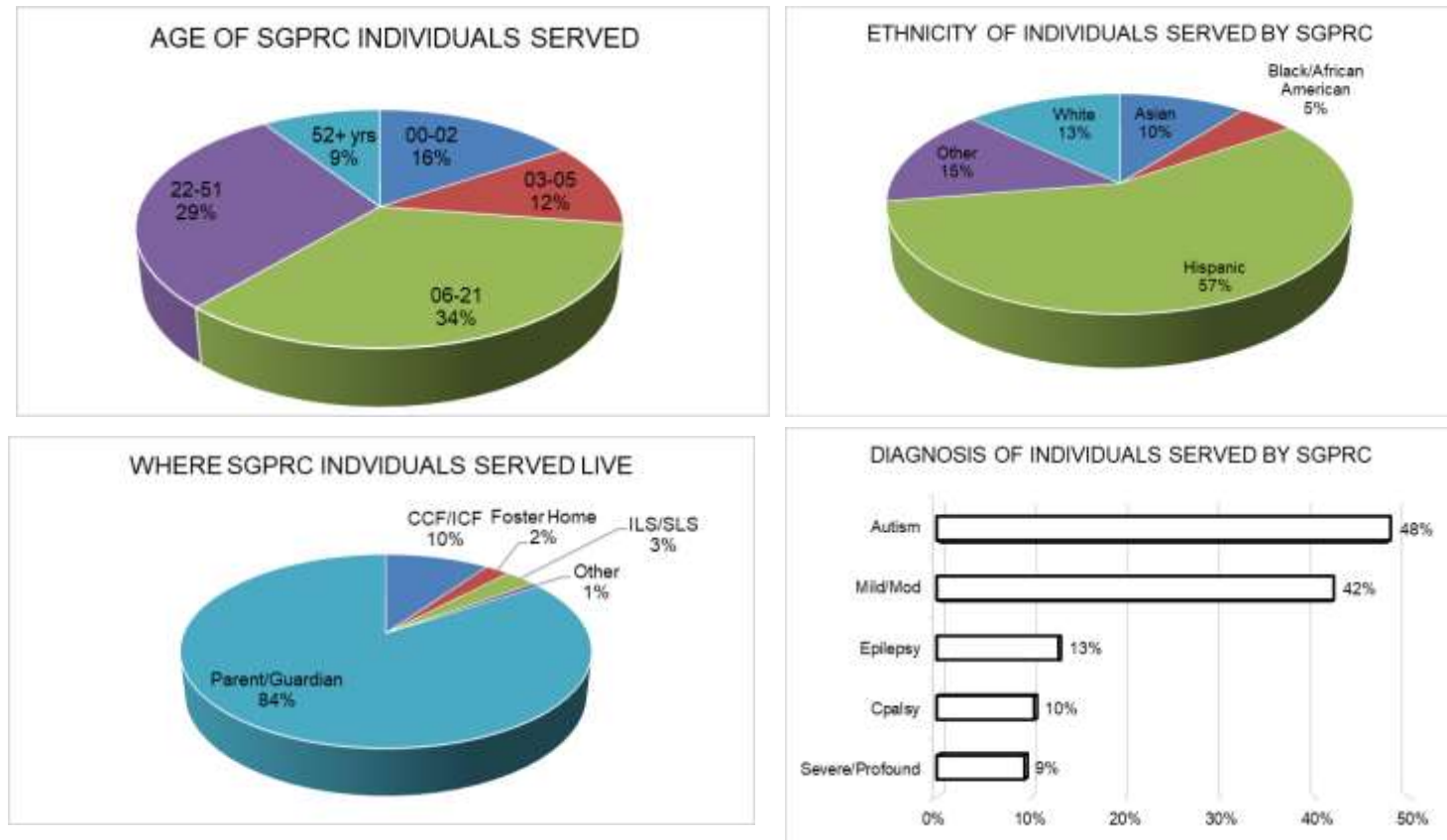
Kind Regards,

A handwritten signature in cursive script, appearing to read "Jesse Weller".

Jesse Weller, Psy.D.
Executive Director
San Gabriel/Pomona Regional Center

Who uses SG/PRC?

These charts tell you about who SG/PRC individuals are and where they live.



How well is SG/PRC performing?

This chart tells you five areas where DDS wants each regional center to keep improving.

The first column tells you how SG/PRC was doing last reporting period, and the second column shows how SG/PRC was doing at the end of fiscal year 2024.

To see how SG/PRC compares to the other regional centers in the state, compare the numbers to the state averages (in the shaded columns).

Regional Center Goals (based on Lanterman Act)	Last Reporting Period (December 2022)		Current Reporting Period (June 2024)	
	State Average	SG/PRC	State Average	SG/PRC
Fewer individuals live in developmental centers	0.06%	0.03%	0.05%	0.04%
More children live with families	99.61%	99.37%	99.69%	99.61%
More adults live in home settings	83.01%	77.10%	83.86%	77.48%
Fewer children live in large facilities (more than 6 people)	0.03%	0.13%	0.02%	0.16%
Fewer adults live in large facilities (more than 6 people)	1.67%	4.69%	1.46%	3.84%

Notes: 1) Individuals can be included in more than one diagnosis category. 2) Residence Types: CCF/ICF is Community Care Facility/Intermediate Care Facility; ILS/SLS is Independent Living Services/Supported Living Services. 3) Home settings include independent living, supported living, Adult Family Home Agency homes, and individuals' family homes. 4) Green text indicates the RC remained the same or improved from the previous year, red indicates the RC did not improve.

Did SG/PRC meet DDS standards?

Read below to see how well SG/PRC did in meeting DDS compliance standards:

Areas Measured	Last Reporting Period	Current Reporting Period
Passes independent audit	Yes	Yes
Passes DDS audit	Yes	Yes
Audits vendors as required	Met	Met
Didn't overspend operations budget	Yes	Yes
Participates in the federal waiver	Yes	Yes
CDERs and ESRs are updated as required (CDER is the Client Development Evaluation Report and ESR is the Early Start Report. Both contain information about individuals, including diagnosis.)	96.95%	99.97%
Intake/Assessment timelines for individuals age 3 or older met	72.28%	70.32%
IPP (<i>Individual Program Plan</i>) requirements met	98.60%	97.28%
IFSP (<i>Individualized Family Service Plan</i>) requirements met	88.7%	92.5%

Notes: 1) The federal waiver refers to the Medicaid Home and Community-Based Services Waiver program that allows California to offer services not otherwise available through the Medi-Cal program to serve people (including individuals with developmental disabilities) in their own homes and communities. 2) The CDER and ESR currency percentages were weighted based on the RC's Status 1 and Status 2 caseloads to arrive at a composite score. 3) N/A indicates that the regional center was not reviewed for the measure during the current period.

We are pleased to report that SG/PRC has performed better than prior years in meeting timelines for completion of the CDER and ESR reports. SG/PRC is timely in completing admissions assessments for individuals served ages 3 and older, as well as meeting the timeline requirements for development of the Individualized Family Service Plan (IFSP) for children under the age of 3 years.

However, there was a lower compliance percentage for completion of the Individual Program Plan (IPP). As SG/PRC has averaged 98.60% in 2022, IPP completion and in 2024 averaged 99.97%, it is likely that disruptions due to the COVID pandemic interfered with SG/PRC's usual completion percentage.

How well is SG/PRC doing at getting individuals working?

The chart below shows how well SG/PRC is performing on increasing individual employment performance compared to their prior performance and statewide averages:

Areas Measured		Time Period			
		CA	SG/PRC	CA	SG/PRC
Individual Earned Income (Age 16 to 64 years): Data Source: Employment Development Department		Jan through Dec 2022		Jan through Dec 2023	
Quarterly number of individuals with earned income		31,413	1,009	32,132	1,012
Percentage of individuals with earned income		15.40%	12.69%	15.20%	12.47%
Average annual wages		\$13,198	\$11,911	\$14,251	\$13,829
Annual earnings of individuals compared to people with all disabilities in California Data Source: American Community Survey, 2022 five-year estimate		2021		2022	
		\$30,783		\$29,382	
National Core Indicator Adult In-Person Survey*		July 2017-June 2018		July 2020-June 2021	
Percentage of adults who reported having integrated employment as a goal in their IPP		29%	20%	35%	N/A
Paid Internship Program Data Source: Paid Internship Program Survey		2021-22		2022-23	
		CA Average	SG/PRC	CA Average	SG/PRC
Number of adults who were placed in competitive, integrated employment following participation in a Paid Internship Program		1,527	24	2,650	55
Percentage of adults who were placed in competitive, integrated employment following participation in a Paid Internship Program		12%	17%	10%	9%
Average hourly or salaried wages for adults who participated in a Paid Internship Program		\$15.08	\$14.42	\$15.96	\$15.87
Average hours worked per week for adults who participated in a Paid Internship Program		15	16	14	23
Competitive Integrated Employment Data Source: Competitive Integrated Employment Incentive Program Survey					
Average wages for adults engages in competitive, integrated employment, on behalf of whom incentive payments have been made		\$15.63	\$15.07	\$16.51	\$16.12
Average hours worked for adults engages in competitive, integrated employment, on behalf of whom incentive payments have been made		22	26	21	23
Total number of Incentive payments made for the fiscal year for the following amounts:**	\$3,000	25	21	804	29
	\$2,500	42	30	849	44
	\$2,000	55	44	1,031	53

*Regional centers receive an 'N/A' designation within the table if fewer than 20 people responded to the survey item.

How well is SG/PRC doing at reducing disparities and improving equity?

- A. SG/PRC is dedicated to improving all performance indicators for all age groups by primarily hearing from individuals and families served by our Regional Center. Public input and comments are what drives SG/PRC's efforts.

Strategies- SG/PRC's Language Access and Cultural Competency (LACC) team hosted a total of 13 Coffees with the Director (public engagement meetings) where space was provided for all families and individuals served by SG/PRC to connect with staff and Directors. The purpose was to provide an in-person setting and provide feedback and to seek additional support. The LACC team also contracted with Bridging Voices and had fourteen input sessions which were conducted in June 2023. Sessions were conducted via Zoom and in person. Individuals served were invited to participate in input sessions via informational fliers mailed to individuals' homes. Input sessions were held in participants' preferred language. 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 a native Spanish speakers who was also proficient in English. One session was offered to the Black/African American Community and one Tagalog session was conducted in English. Tagalog, Cantonese, Vietnamese and Mandarin sessions were conducted using consecutive interpretation.

Strategies – There were two input sessions conducted per language or cultural group, except for one session for Deaf and Hard of Hearing, and Black/African American individuals. Deaf and Hard of Hearing session had no attendees. As such, there were a total of 13 sessions. A total of 61 people attended the input sessions. People who attended the input sessions were appreciative of the opportunity to be heard and meet others with relatable experiences and languages or cultural groups. SG/PRC was able to apply these recommendations and feedback in our outreach efforts and training. Bridging Voices also conducted a training to all SG/PRC leadership based on the findings.

- B. Keeping Individuals Served and their Families Informed

SG/PRC will strengthen its connection with individuals served and their families through various platforms of information that allow for more engagement between individuals, families and SG/PRC staff.

Strategies – SG/PRC will continue to hold monthly Community Zoom Meetings on the third Tuesday of the month where updates on various topics are provided to individuals, families, and the community. Our Regional Center also disseminates information through our website, our equity partners, parent support groups and through Constant Contact. Our website Calendar of Events will also be updated regularly to reflect monthly events. Language Access and Cultural Competency (LACC) Specialist provided interpretation services for over 200 Community Meetings and Trainings. Community Outreach Specialist disseminated information to Community Partners and Equity Partners.

Parent Mentor Initiative (PMI) is a grant funded by DDS to reduce disparity and address equity. PMI is done in partnership with Alma Family Services, who hire and train mentors who in turn work and train families to advocate for the individuals served. Mentors help navigate regional center services. In 2023, we had 51 families referred to the PMI program and graduated 39 parents through this empowerment program.

Critical Issues Forum (CIF) – These presentations were created to address important, new, or current issues that support delivery and accessibility of service to individuals served by SG/PRC. In 2023, SG/PRC held 10 CIF trainings/presentations for the community with a cumulative total of over 850 participants. Our LACC specialists continued to offer the flyers in our four threshold languages and provided interpretation in Spanish, Vietnamese, Chinese, Korean, and American Sign Language. 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.

Strategies – The LACC team utilized grant funds to coordinate 300+ agency documents to be translated in our threshold languages: Spanish, Chinese, Korean, and Vietnamese. These documents include but are not limited to: Social Recreation Policy, Support Group and Generic Resource Pamphlets, Early Start forms and information sheet, Admission forms & Welcome packets, Paid Internship Program Brochures, Housing Resources, Foster Grandparents Informational sheet, and other agency forms, flyers and publications etc. LACC team also coordinated a POS summary translation into Braille, per a Service Coordinator's special request for his blind individual served.

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 continues to 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.

- C. 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.

Strategies -- SG/PRC offers presentations through our Critical Issues Forum which is SG/PRC's platform to address topics that are significant to the community we serve. The presentations are open to Service Coordinators, vendors, and advocates alike. SG/PRC also holds staff training which are geared for internal staff to keep them updated on policies, generic resources, directives, best practices, and other practices necessary for providing quality services. Service Coordinators receive information on grant projects that support the clients/families we serve, such as the Parent Mentor Initiative which focuses on families with low/no POS, as well as events and resources available throughout SG/PRC's catchment area.

Education Specialist, Nora Perez-Givens, has also provided training to both Staff and Parents on a variety of topics regarding school and educational matters. SG/PRC's Education Specialist conducted training for SGPRC Staff throughout the year from January to November with a total of 735 participants. She also held training on the Education System on Thursday afternoons for parents and caregivers with interpretation as well from March to November with 119 participants.

SG/PRC's Priorities and Plans that apply to Adults

Adults indicated specific to SG/PRC in comparison to the statewide average a lower level of satisfaction as related to employment and/or adult day programs. Adults surveyed indicated wanting to spend less time at their day programs and being generally dissatisfied with their day program. Also, very few adults reported that they had employment as a goal/objective.

Strategies -- [Priority] Training on Services and Resources - 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 on: 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.

Strategies -- [Priority] Employment - SG/PRC Client Services Managers will assure that transition services within Special Education and employment are topics of discussion during the annual Individual Program Plan (IPP) meeting for children starting at 14 years of age to encourage the planning team to Include an employment goal in the child's IPP. SG/PRC's goal is to achieve 95% percent compliance with this specific area of focus. SG/PRC Client Services Managers will develop internal accountability systems to monitor progress and will adjust increase improvement when and if needed. Also, SG/PRC will develop or revise existing planning team meeting tools to encourage employment and transition discussions.

Strategies -- [Priority] Day Program Satisfaction - SG/PRC Client Services Managers in collaboration with Service Coordinators, Resource Development Staff and adults served by SG/PRC will develop a survey and distribute it to individuals served to understand what individuals served like and what they do not like about their current day program service, and why they prefer to spend less time at the day program. Survey results will be analyzed and shared with the local vendor advisory subcommittee for day program services and will be relied on as the foundation to improve service delivery systems to achieve greater levels of satisfaction.

SG/PRC is showing great improvement toward reducing disparities through strategies as mentioned throughout this report and through our data. We have seen a decrease in No POS by ethnicity; our Asian community in 2021-2022 was at 25.1% with no POS, for 2022-2023 they were at 23%, our African American community in 2021-2022 was at 21.1% with no POS, in 2022-2023 they were at 20.5%, our Hispanic community in 2021-2022 was at 26.6% no POS, in 2022-2023 they were at 25.6%, Other Ethnicity/Race or Multi-Cultural in 2021-2022 was at 24.6% with no POS, in 2022-2023 they were at 23.5%. Please see the chart below.

Individuals with No Purchase of Service by Ethnicity or Race

Ethnicity or Race	No POS 2021-2022				No POS 2022-2023				Improvement in No POS
	Total Eligible individuals	Individuals receiving POS	Individuals with No POS	Percent with No POS	Total Eligible individuals	Individuals receiving POS	Individuals with No POS	Percent with No POS	
Asian	2,075	1,555	520	25.1%	2,203	1,708	506	23%	2.1%
Black/African American	826	652	174	21.1%	809	644	166	20.5%	.6%
Hispanic	9,121	6,692	2,429	26.6%	9,654	7,193	2,472	25.6%	1.0%
Other Ethnicity or Race/ Multi-Cultural	1,843	1,389	454	24.6%	1,977	1,520	465	23.5%	1.1%

The table below shows the relationship between annual authorized services and expenditures (otherwise known as Utilization) by individual's residence type and ethnicity

These tables show you how well the regional center is doing at providing services equally for all individuals.

Indicator showing the relationship between annual authorized services and expenditures by individual's residence type and ethnicity.

Residence Type	American Indian or Alaska Native		Asian		Black/African American		Hispanic		Native Hawaiian or Other Pacific Islander		White		Other Ethnicity or Race	
	21-22	22-23	21-22	22-23	21-22	22-23	21-22	22-23	21-22	22-23	21-22	22-23	21-22	22-23
Home	⚠0.65	⚠0.62	⚠0.59	⚠0.60	⚠0.63	⚠0.61	⚠0.61	⚠0.64	⚠0.54	⚠0.54	⚠0.57	⚠0.60	⚠0.62	⚠0.62
ILS/SLS	✖0.24	✖0.37	⚠0.74	✅0.80	⚠0.71	⚠0.67	✅0.77	✅0.78	✖0.40	✖0.39	✅0.79	✅0.80	⚠0.72	✅0.80
Institutions	N/A	N/A	N/A	N/A	✅0.92	✖0.15	✅0.79	✖0.40	N/A	N/A	N/A	✅1.00	N/A	⚠0.75
Residential	⚠0.69	⚠0.69	⚠0.72	✅0.77	⚠0.74	✅0.79	✅0.75	✅0.79	✅0.88	✅0.87	⚠0.68	⚠0.74	✅0.78	✅0.81
Med/Rehab/Psych	N/A	N/A	✖0.48	⚠0.66	✖0.12	⚠0.64	⚠0.61	⚠0.53	N/A	N/A	⚠0.59	⚠0.50	✖0.30	⚠0.69
Other	N/A	N/A	✖0.00	✖0.00	⚠0.58	✖0.20	⚠0.68	⚠0.64	N/A	N/A	✖0.49	⚠0.53	✅0.90	✖0.42

Notes: 1) Institutions include developmental centers, state hospitals, and correctional facilities. 2) Residential includes care facilities intermediate care facilities, and continuous nursing facilities. 3) Med/Rehab/Psych include skilled nursing facilities, psychiatric treatment and rehabilitation centers, acute general hospitals, sub-acute care services, and community treatment facilities. 4) Other includes individuals who are out-of-state, in hospice, transient/homeless, or not listed elsewhere. 5) Green check marks are indicated by values less than 1.25 and greater than or equal to 0.75. Yellow warning signs are indicated by values less than 1.5 and greater than or equal to 1.25 and less than .75 and greater than 0.5. Red x's are indicated by values less than or equal to 0.5 and greater than or equal to 1.5. A perfect ratio is indicated as 1.0.

Number and percent of individuals receiving only case management services by age and ethnicity.

Measure	Fiscal Year	Number of Eligible Individuals Receiving Case Management Only			Percent of Eligible Individuals Receiving Case Management Only		
		Birth to 2	3 to 21	22 and Older	Birth to 2	3 to 21	22 and Older
American Indian or Alaska Native	21-22	0	4	0	0%	44%	0%
	22-23	0	4	0	0%	33%	0%
Asian	21-22	17	328	195	4%	35%	27%
	22-23	16	305	185	4%	30%	24%
Black/African American	21-22	5	84	88	5%	37%	17%
	22-23	8	71	87	10%	32%	17%
Hispanic	21-22	78	1,573	789	4%	38%	26%
	22-23	104	1,576	792	5%	36%	25%
Native Hawaiian or Other Pacific Islander	21-22	0	0	1	0%	0%	10%
	22-23	0	1	2	0%	20%	20%
White	21-22	10	210	273	6%	40%	16%
	22-23	15	176	260	7%	33%	16%
Other Ethnicity or Race	21-22	28	339	90	4%	39%	27%
	22-23	31	343	91	5%	35%	26%
Total	21-22	138	2,538	1,436	4%	38%	23%
	22-23	174	2,476	1,417	5%	34%	22%

You can gain a better understanding of SG/PRC's POS Expenditure data and SG/PRC's efforts to increase POS equity by reviewing the annual equity reports sent to DDS and the PowerPoint presentations shared during annual community meetings posted to our website www.sgprc.org => Governance => Transparency & Access to Public Information => Annual Purchase of Services (POS) Expenditure Reports.

In addition to the No POS graphs, there are charts prepared by SG/PRC that present expenditures by age and primary language, with emphasis on individuals living with family.

In accordance with the Lanterman Act, every year we give public notice to individuals served, their families, and stakeholder groups regarding our annual meeting to review our performance. We request that you participate in this annual meeting, give us input, and help us identify opportunities where we may adjust our strategies to achieve better outcomes.

Want more information?

We hope this report helps you learn more about SG/PRC. If you have any questions or comments, please contact us!

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