



San Gabriel/Pomona  
Regional Center

# What Changed in One Year



Strategic Plan - 2025 Progress Report

**2024 - 2027  
STRATEGIC PLAN**

Our Community, Our Future



## **One year ago, SG/PRC launched a three-year Strategic Plan.**

We set out to improve how services are delivered, strengthen community connection, support our workforce, and modernize our systems.

2025 presented significant challenges - from regional wildfires and federal uncertainty to major system changes - yet throughout the year, we remained anchored to our strategic plan and long-term direction.

This report is not just about what we did.  
It is about what has changed.

**It is about what we accomplished together.**



# Goal #1

Expand high-quality services by improving response times, expanding access, and using feedback to support strong service experiences

## What Changed in Service Delivery

A parent calls with a question about next steps. While response timelines have varied over time, today families receive clearer expectations, with follow-up in many service areas occurring within 24–48 hours.



## What Action We Took

- Response timelines were analyzed, reviewed, and standardized.
- We implemented an On-Duty Team and created communication pathways to ensure timely responses for our community that also includes a designated email address: **[ondutyteam@sgprc.org](mailto:ondutyteam@sgprc.org)**.
- Regional center information guides were updated.
- A quality review survey was created so individuals and families can provide feedback on their experiences.



## The Impact

- Over the past two years, we have been expanding access, data has shown that individuals ages 3-21 are receiving more services and support, a nearly 10% increase.
- Early indications suggest more families and providers receive timely communications from SG/PRC or escalate to leadership if barriers occur.
- Communication is becoming more predictable.



# Goal #2

Strengthen connections with our community by increasing awareness, engagement, self-advocacy, and partnerships with policymakers

## What Changed in Community Engagement

The SG/PRC Service Access & Equity Team has been actively engaging in the community to strengthen relationships, share information and resources, and advance access and equity. In 2025, the team participated in more than 75 community outreach events.

At recent events, families connected not only with SG/PRC staff, but also with fellow parents, service providers, and advocates - many sharing that they left with new contacts and a greater sense of confidence navigating the system. Attendance at major events further reflected this growing engagement, with more than 450 participants at the Self-Determination Program Conference and over 150 attendees at the Empowerment Conference.

## What Action We Took

- Community events expanded participation across the region.
- Outreach materials and resource guides were made available in multiple languages.
- We expanded our digital presence. A new website and social media launched with improved navigation and access to resources.
- We took action to increase our blueprint to secure a second office in Irwindale, CA to better serve our community.
- Advocacy and parent mentor efforts continue to grow.



## The Impact

- More families are finding information in ways that work for them.
- Community participation is broader.
- Engagement is becoming more intentional with a focus on quality.

# Goal #3

Enhance SG/PRC's Human Resources and Talent Development by building a diverse, skilled workforce aligned with our mission and goals.

## What Changed in Our People Strategy

SG/PRC is committed to attracting and developing a diverse, skilled workforce, by strengthening how we hire, onboard, train, and mentor staff. By cultivating a culture of trust, belonging, and continuous improvement employees feel connected to our mission from day one and are empowered to deliver high-quality, mission-driven services.



## What Actions We Took

- Implemented a comprehensive training and development program with 75% of staff reporting improved skills and confidence in post-training assessments.
- Decreased turnover by 5%, with a growth rate of 4.9% and average tenure of 9 years.
- Automated recruitment and launched a comprehensive onboarding process to ensure smooth integration of all new hires.
- Established a central training website for SG/PRC staff to provide convenient access to scheduled and past training modules and role-specific resources.
- Hired Chief People Officer to foster a mission-driven and inclusive workforce that supports staff well-being, professional development, and high performance.
- Launched new phase of leadership development and hired division managers to better prepare for leadership succession.



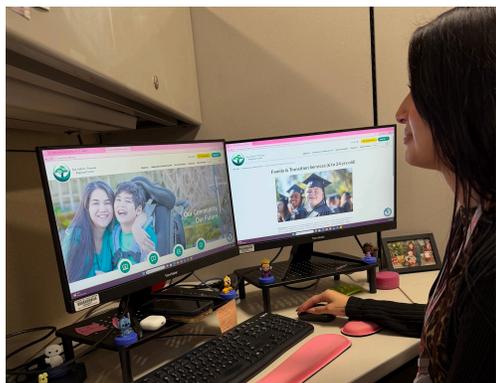
## The Impact

- Families experience high-quality case management service delivery.
- Families have a consistent point of contact reducing the need to retell their story and helping to build trust.
- Strengthening leadership allows us to support a workforce of nearly 600 staff.
- Allows us to meet the unique needs of the communities we serve and ensures we deliver inclusive, equitable, people-centered services.



# Goal #4

SG/PRC strives to run efficiently, leverage technology, and provide the highest quality service to those we support



## What Changed Behind the Scenes

Throughout 2025, we have been diving into workflows and procedures. Basically, how we operate every day.

Asking staff questions like this:

- What can allow you to have more time back in the day?
- Is this form truly needed?
- What are the bottlenecks?

## What Action We Took:

- Implemented a new ticketing system that streamlines how technology issues are reported and resolved, improving response times and reducing disruptions to daily work.
- Streamlined system access for staff, allowing them to move more easily between tools needed to do their work.
- Launched an online intake portal to make it easier for community members to apply for regional center services.
- Continued enhancements to software security and safeguards to support safe and reliable operations.
- Made targeted short-term system investments to improve efficiency and automation for Intake and Early Intervention Teams as the State Department pursues a future universal system for regional centers.



## The Impact

- Clearer internal workflows.
- More consistent follow-through.
- Stronger accountability.



## What Comes Next

The first year focused on building structure and stability.

The next phase focuses on input and refining. In the coming weeks, you will receive a short progress survey. This is a temperature check.

### **We want to know:**

- Are you noticing improvements?
- What's working well?
- What could be improved or adjusted?

Your feedback will help guide the next phase of implementation. This plan is not finished. It is evolving.

**Together, we are building a stronger and more responsive system of support.**

## How are we doing?

You will receive a survey  
in March 2026,

We encourage you  
to share your feedback.

