
FY 2026-2027 SG/PRC
PERFORMANCE MEASURES
PERFORMANCE MEASURES FOR COMMUNITY INPUT ON ACTIVITIES



**San Gabriel / Pomona
Regional Center**

April 22, 2026

SAN GABRIEL/POMONA REGIONAL CENTER
75 Rancho Camino Drive, Pomona, CA 91766

Department of Developmental Services (DDS) provided a new set of Performance Measures for Fiscal Year 2026-2027 in March 2026. Please review the Measures and provide your input for Activities to improve service access and equity through San Gabriel/Pomona Regional Center.

Community Integration

Measure Type	Measures	Regional Center Activities to improve
Policy	Number and percent of adults living independently with or without supports.	New Performance Measure The higher the number, the better the outcome.
Policy	Number and percent of adults residing in adult Family Home Agency homes.	The higher the number, the better the outcome.
Policy	Number and percent of adults residing in family homes (home of parent or guardian) Ages: <ul style="list-style-type: none"> • 18 to 35 years • 36 to 50 years • 51+ years 	The higher the number, the better the outcome.
Policy	Number and percent of adults residing in home settings.	The higher the number, the better the outcome.
Policy	Number and percent of minors living in facilities serving > 6.	The lower the number, the better the outcome.
Policy	Number and percent of adults living in facilities serving > 6.	The lower the number, the better the outcome.

Early Start - Childhood

Measure Type	Measures	Regional Center Activities to improve
Compliance	Timely Access to Early Start Services <ul style="list-style-type: none"> • Percent of Individualized Family Service Plans (IFSP) completed within the federally required 45 day timeframe from receipt of referral for all children under the age of three. 	New Performance Measure
Compliance	<ul style="list-style-type: none"> • Provisional Eligibility Number of children who turn age 5 and continue regional center services through provisional eligibility. 	New Performance Measure
Incentive	Submission of Completed Early Start Report (ESR): <ul style="list-style-type: none"> • Percentage of completed ESR submitted to DDS for children exiting Early Start, inclusive of all required fields. 	New Performance Measure
Incentive	Planning for Services After Early Start <ol style="list-style-type: none"> 1. Percentage of children who receive a timely transition meeting at least 90 days prior to their third birthday. 2. Percentage of children transitioning from Early Start to Lanterman Act Services or Provisional Eligibility, who have a completed Individual Program Plan (IPP) no more than 60 days following their third birthday. 	New Performance Measure

Employment

Measure Type	Measures	Regional Center Activities to improve
Policy	Number and percentage of individuals ages 16-64 with earned income.	
Policy	Average annual wages for individuals ages 16-64.	
Policy	Number of adults who entered competitive integrated employment following participation in a Paid Internship Program.	
Policy	Percentage of adults who entered competitive integrated employment following participation in a Paid Internship Program.	
Policy	Average hourly or salaried wages and hours worked per week for adults who participated in a Paid Internship Program during the prior fiscal year.	
Policy	Average wages and hours worked for adults engaged in competitive integrated employment on behalf of whom incentive payments have been made.	
Policy	Total number of 30-day, 6-month and 12-month incentive payments made for the fiscal year.	
Incentive	Percentage of adults having competitive, integrated employment as a goal/outcome in their IPP and have a job with reportable wages.	
Incentive	Data Updates and Reporting <ul style="list-style-type: none"> • Percentage of individuals ages 16 and older who have updated employment-related information documented in the Client Development Evaluation Report (CDER). 	New Performance Measure
Incentive	Development and Outreach <ul style="list-style-type: none"> • Implementation of the Employment Development and Outreach Plan to increase employment opportunities and outcomes for individuals. 	New Performance Measure

Equity and Cultural Competency

<i>Measure Type</i>	<i>Measures</i>	<i>Regional Center Activities to improve</i>
Policy	<p>Expenditures: In-Home Purchase of Services (POS)</p> <p>Comparison of the POS expenditure amounts for individuals living at home to identify any differences across race, ethnicity and/or language when compared to the per capita average.</p>	
Policy	<p>Expenditures: In-Home Respite POS</p> <p>Comparison of POS expenditure amounts for all respite services delivered to people living in family homes, across race, ethnicity and language, when compared to the per capita average.</p>	New Performance Measure
Policy	<p>Service Utilization: Early Start</p> <p>Per capita Early Start Expenditures, separated and compared by race, ethnicity and language preference.</p>	New Performance Measure
Incentive	<p>Linguistic Diversity</p> <ul style="list-style-type: none"> Increase number of bilingual staff, including service coordinators, intake staff and first line supervisors, over FY 2025-26 in one of the RC's top 5 languages spoken. 	New Performance Measure

Innovation in Service Availability, Delivery and Technology

<i>Measure Type</i>	<i>Measures</i>	<i>Regional Center Activities to improve</i>
Incentive	Website Accessibility <ol style="list-style-type: none"> 1. Regional center website meets 100% of Web Contents Accessibility Guidelines 2.1 (WCAG 2.1). 2. Regional center's website meets WCAG 2.2 Guidelines. 	New Performance Measure

Individual/Family Experience and Satisfaction

<i>Measure Type</i>	<i>Measures</i>	<i>Regional Center Activities to improve</i>
Policy	Number and percent of individuals, by race/ethnicity, who are satisfied with the services and supports received by the family and family member.	New Performance Measure
Policy	Number and percent of individuals, by race/ethnicity, whose IPP/IFSP includes all of the services and supports needed.	New Performance Measure
Policy	Number and percent of individuals who feel that services and supports have made a positive difference in the life of their family member.	New Performance Measure
Incentive	Individual Program Plan experience: <ul style="list-style-type: none"> • Percent of IPP surveys received by the Department compared to total number of IPP's completed per quarter (locked/ distributed) 	New Performance Measure

Person Centered Planning

<i>Measure Type</i>	<i>Measures</i>	<i>Regional Center Activities to improve</i>
Incentive	Person Centered Facilitation Skills <ul style="list-style-type: none"> • Regional centers have one certified person-centered plan facilitation trainer employed for every 10,000 people enrolled in services. 	New Performance Measure
Incentive	Informational Outreach to Individuals and Families <ul style="list-style-type: none"> • Implementation of the informational outreach to individuals and families about person-centered practices. 	New Performance Measure

Service Coordination and Regional Center Operations

Measure Type	Measures	Regional Center Activities to improve
Compliance	The regional center achieves an unqualified independent audit with no material finding(s).	New Performance Measure
Compliance	The regional center achieves substantial compliance with the Department fiscal audit.	New Performance Measure
Compliance	The regional center operates within operations budget.	New Performance Measure
Compliance	Compliance with Vendor Audit Requirements per contract, Article III, Section 9. <ul style="list-style-type: none"> • The number of vendor audits completed compared to the number of vendor audits required per Article III, Section 9 of the Regional Center/Department Contract. 	New Performance Measure
Compliance	Percentage of status 2 and U clients who have a Client Development Evaluation Report (CDER) updated or reviewed within the past 365 days.	New Performance Measure
Compliance	Intake/assessment timelines for individuals ages 3 and older. <ul style="list-style-type: none"> • The percentage of Intake/assessments completed on time compared to the total number of intake and assessments completed by the regional center within the reporting period. 	New Performance Measure
Compliance	Percentage of Individual Program Plan's for individuals enrolled in a federal waiver that meet requirements outlined in WIC 4646 and 4646.5	New Performance Measure
Policy	Vendorization <ul style="list-style-type: none"> • Percentage of vendorizations that met the regulatory 45-day timeline in the Decision Stage. • Average number of days from application submissions to final decision on vendorization approval. 	New Performance Measure

Service Coordination and Regional Center Operations (Continued)

Measure Type	Measures	Regional Center Activities to improve
Compliance	Substantial compliance with HCBS Final Settings Rule: Community Settings requirements. <ul style="list-style-type: none"> • The number of HCBS settings vendor audits completed compared to the number of HCBS vendors required to demonstrate compliance with the settings rules. 	New Performance Measure
Policy	Medicaid Waiver Enrollment <ul style="list-style-type: none"> • Of the total number of regional center individuals who meet 1915c eligibility, the percentage of those who are enrolled in a federal waiver, separated by waiver type. 	New Performance Measure
Compliance	Special Incident Reports (SIRs) are submitted within the required timeframes. <ul style="list-style-type: none"> • The percentage of SIR reports submitted by the vendor and regional center within the required timeframes. 	New Performance Measure
Incentive	Choice of Services within Regional Centers <ul style="list-style-type: none"> • Number of vendors for each core service type, delivering services within the regional center catchment area, reported by zip code. 	New Performance Measure
Incentive	Timely Authorizations <ul style="list-style-type: none"> • Number of days between individual program plan (IPP) review and service authorization, reported as an average and range. 	New Performance Measure
Incentive	Service Coordinator Competency <ul style="list-style-type: none"> • Number of new service coordinators who completed all requirements within the training standards and competencies. 	New Performance Measure
Incentive	Benefits - Medical Insurance Information	New Performance Measure