FY 2026-2027 SG/PRC
PERFORMANCE CONTRACT PLAN
PENDING DDS APPROVAL

San Gabriel/Pomona Regional Center

June 24, 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, Baseline Data, and Activities to improve service access and equity through San Gabriel/Pomona Regional Center.

Notes for Baseline Data indicators:
* Indicates the data from "SGPRC_performance_contract_report 2026 0120.xlsx" file
** Indicates the data from "SGPRC_2024_25_YE_ Rpt_Final_Revised.pdf" file
*** Indicates the data from "FY24-25 PC Outcome Review with Community.pptx" provided by SG/PRC Employment Specialist
**** Indicates the data from "EXPPLAN_CLNOAUTH 2025"
***** Indicates the data from "SGPRC_2025.xlsx" POS Data provided by DDS
****** SG/PRC Board Financial Reports
******* FY23-24 NCI Survey Reports

Community Integration

<table>
<tr><th>Measure Type</th><th>Measures</th><th>Planned Activities</th></tr>
<tr><td>Policy 1
<New></td><td>Number and percent of adults living independently with or without supports.

Baseline Data*: Sum of Indep. Living and Supp. Living
<table><tr><th>SG/PRC</th><th>Statewide</th></tr><tr><td>6.32%</td><td>13.18%</td></tr></table></td><td>a. Implement the Community Placement Plan (CPP) to develop resources to support individuals in the community.
b. Provide training to service providers to enhance their skills in serving individuals with challenging behaviors.</td></tr>
<tr><td>Policy 2</td><td>Number and percent of adults residing in adult Family Home Agency homes.

Baseline Data*: Adult FHA
<table><tr><th>SG/PRC</th><th>Statewide</th></tr><tr><td>0.34%</td><td>0.67%</td></tr></table></td><td>SG/PRC has developed a new Adult Family Home Agency to increase the number and diversity of certified adult family home options. SG/PRC now has a new AFHA – LEAP. SG/PRC will make appropriate referrals to the new AFHA-LEAP through Living Options Committee.

a. Provide training to case management staff on AFHA services.
b. Discuss living options with individuals as part of the IPP process.
c. Meet with at least two (2) support groups to discuss the FHA as an option.</td></tr>
<tr><td>Policy 3</td><td>Number and percent of adults residing in family homes (home of parent or guardian)
Ages:
· 18 to 35 years
· 36 to 50 years
· 51+ years</td><td>a. As part of the IPP process, SCs will assess the supports needed by families to maintain the adult served by SG/PRC within the family home and will discuss additional service and support options, such as additional respite and independent living skills training.</td></tr>
</table>

<table>
<tr>
<td></td>
<td>Baseline Data*: Own Home-Parent
<table><tr><th>SG/PRC</th><th>Statewide</th></tr><tr><td>72.49%</td><td>70.79%</td></tr></table></td>
<td>b. Provide training to parents on topics such as behavior intervention and adaptive skills that increase families' capabilities to maintain their adult family member in the home. This includes on-line training and IHSS training.
c. Continue SG/PRC Psychiatric Consultations as well as Crisis Services and Supports.
d. Inform families of family support or peer support groups/activities.
e. Advocate for use of generic resources, such as In-Home Support Services (IHSS), mental health services.
f. Continue to offer services to adults during home visits and offer support to maintain them in their family home.
g. Share commonly funded services for 18+ year olds.
h. Offer topic-specific training on services and resources for adults residing at home (i.e. ILS, personal assistance, adult day programs)</td>
</tr>
<tr>
<td>Policy 4</td>
<td>Number and percent of adults residing in home settings.

Baseline Data*: Total Adults in Home Settings
<table><tr><th>SG/PRC</th><th>Statewide</th></tr><tr><td>79.15%</td><td>84.65%</td></tr></table></td>
<td>See activities for Measures 1 through 3 above.</td>
</tr>
<tr>
<td>Policy 5</td>
<td>Number and percent of minors living in facilities serving > 6.

Baseline Data*: Total Children/7+ Beds
<table><tr><th>SG/PRC</th><th>Statewide</th></tr><tr><td>0.22%</td><td>0.03%</td></tr></table></td>
<td>a. Continue to work with large facilities to reduce their licensed capacity.
b. Provide assistance to the Los Angeles Department of Children and Family Services (DCFS) in locating appropriate, smaller facilities for mutually served minor clients.
c. At least annually, Service Coordinators to discuss with families and/or DCFS the option for children to live in facilities with a capacity of six (6) or fewer residents.
d. Assure that all residential services for children complies with CMS regulations for HCBS.
e. Continue to collaborate with Los Angeles Department of Children and Family Services (DCFS) in locating appropriate, smaller facilities for mutually served minor clients.
f. Provide training on POS available to meet the needs of mutually served individuals (i.e. ext. day, ext. year, in-home respite, day care for foster care youth not in large settings).
g. SG/PRC will continue collaborating and partnering with other agencies such as DCFS, DMH, low-income housing programs, and other Regional Centers.</td>
</tr>
</table>

<table>
<tr><td></td><td></td><td>h. Only develop Children's homes with 4 beds or less.</td></tr>
<tr><td>Policy 6</td><td>Number and percent of adults living in facilities serving > 6.

Baseline Data*: Total Adults/7+ Beds
<table><tr><th>SG/PRC</th><th>Statewide</th></tr><tr><td>3.50%</td><td>1.39%</td></tr></table></td><td>a. Continue to work with large facilities to reduce their licensed capacity.
b. Provide assistance to the Los Angeles Department of Children and Family Services (DCFS) in locating appropriate, smaller facilities for mutually served minor clients.
c. At least annually, Service Coordinators to discuss with families and/or DCFS the option for children to live in facilities with a capacity of six (6) or fewer residents.
d. Assure that all residential services for children complies with CMS regulations for HCBS.
e. Continue to collaborate with Los Angeles Department of Children and Family Services (DCFS) in locating appropriate, smaller facilities for mutually served minor clients.
f. Provide training on POS available to meet the needs of mutually served individuals (i.e. ext. day, ext. year, in-home respite, day care for foster care youth not in large settings).
g. SG/PRC will continue collaborating and partnering with other agencies such as DCFS, DMH, low-income housing programs, and other Regional Centers.
h. Only develop Children's homes with 4 beds or less.</td></tr>
</table>

Early Start

<table>
<tr><th>Measure Type</th><th>Measures</th><th>Planned Activities</th></tr>
<tr><td>Compliance 1
[Previously RCPM - Incentive]</td><td>Timely Access to Early Start Services
• 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.

Baseline Data**: IFSP requirements met
<table><tr><th>Last Reporting Period</th><th>Current Reporting Period</th></tr><tr><td>92.5%</td><td>91.6%</td></tr></table></td><td>a. Use multilingual intake staff and translated materials from first contact.
b. Create family-friendly timelines showing each step of the process.
c. Use texting platforms for appointment reminders and document requests.</td></tr>
<tr><td>Compliance 2
<New></td><td>Provisional Eligibility
• Number of children who turn age 5 and continue regional center services through provisional eligibility.</td><td>a. Use simplified documentation review for high-risk children.
b. Utilize virtual consultations while in-person evaluations are pending.</td></tr>
</table>

<table>
<tr>
<td></td>
<td>Baseline Data****: Status U
<table>
<tr><th>Status U Clients</th><th>Percentage out of 18,932</th></tr>
<tr><td>425</td><td>2.24%</td></tr>
</table>
</td>
<td></td>
</tr>
<tr>
<td>Incentive 3</td>
<td>Submission of Completed Early Start Report (ESR):
• Percentage of completed ESR submitted to DDS for children exiting Early Start, inclusive of all required fields.

Baseline Data**: CDERs and ESRs are updated
<table>
<tr><th>Last Reporting Period</th><th>Current Reporting Period</th></tr>
<tr><td>99.97%</td><td>98.89%</td></tr>
</table>
</td>
<td>a. Develop standardized internal procedures and checklists to ensure all required ESR fields are completed prior to submission to DDS.
b. Create internal quality review protocols before reports are finalized.
c. Share audit findings with management and staff to promote continuous improvement.
d. Coordinate between Early Start and Information Technology teams to create a monitoring system to improve workflow efficiency and reporting accuracy.
e. Set internal performance goals aligned with DDS expectations for ESR submission rates</td>
</tr>
<tr>
<td>Incentive 4</td>
<td>Planning for Services After Early Start
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.</td>
<td>1a. Use automated reminders to staff and families beginning six months before age three.
1b. Set internal goals for transition meetings to occur 120–180 days before age three instead of only 90 days.
1c. Provide specialized transition-planning certification or competency training for service coordinators.
1d. Coordinate between Early Start and Information Technology teams to create a monitoring system to improve workflow efficiency and reporting accuracy.
1e. Set internal performance goals aligned with DDS expectations for incentive rate.

2a. Implement transition meetings between Early Start and Provisional Eligibility or Family Services.
2b. Implement enhanced procedures preventing service interruptions during transition.</td>
</tr>
</table>

Employment

<table>
<tr><th>Measure Type</th><th>Measures</th><th>Planned Activities</th></tr>
<tr><td>Policy 1</td><td>Number and percentage of individuals ages 16-64 with earned income.

Baseline Data**: Number and percentage in 2024

<table><tr><th>Number of client with EI</th><th>Percentage of client with EI</th></tr><tr><td>986</td><td>11.88%</td></tr></table></td><td>a. SG/PRC will participate in local partnership (LPA) meetings with local education agencies, Department of Rehabilitation, and community partners, either virtually or in-person when available, to promote, discuss and plan pathways to advancing competitive integrated employment for youth and adults.
b. SG/PRC will participate in semi-annual Work Services meetings with the Department of Rehabilitation, and Supported Employment Programs, either virtually or in-person when available, to promote competitive integrated employment services.
c. SG/PRC will participate in Transition Fairs and other resource/information fair hosted by local education agencies to promote and encourage competitive integrated employment for youth exiting the education system who wish to pursue employment.
d. SG/PRC will encourage day / work programs to consider adding on Tailored Day Services, since this is a 1:1 service and there is a focus on employment and volunteerism. Work Programs could use TDS for job development.
e. Annual participation in Transition Taskforce meetings during academic school year and Virtual Transition Fair where post educational options are offered to graduating and exiting students.
f. SG/PRC will sponsor at least one training to review the requirements for Coordinated Career Pathways- service code 956.</td></tr>
<tr><td>Policy 2</td><td>Average annual wages for individuals ages 16-64.

Baseline Data**: Average annual wages in 2024

<table><tr><th>CA</th><th>SG/PRC</th></tr><tr><td>$14,902</td><td>$14,610</td></tr></table></td><td>a. Service Coordinators to monitor and report competitively employed client’s wages in SANDIS.

b. Service Coordinators will encourage clients to obtain competitive integrated employment in the community with employers that that prevailing wage or higher.

c. Monitor Supported employment wages through vendor wage report documentations (DS1964 & DS1972).

d. Work with Work programs at receiving incentives when employment at minimum wage has been obtained.</td></tr>
</table>

<table>
<tr><td></td><td></td><td>e. Encourage work programs to add Tailored Day Services, which is a 1:1 service which can be used for job development.
f. SG/PRC will collect wage reports as part of employment data collection.
g. SG/PRC will educate case management staff on importance of updating.</td></tr>
<tr><td>Policy 3</td><td>Number of adults who entered competitive integrated employment following participation in a Paid Internship Program.

Baseline Data***: Number of PIP Participants entered CIE

<table><tr><th>June 2025</th></tr><tr><td>28 out of 129 PIP Participants entered CIE</td></tr></table></td><td>a. SG/PRC will sponsor and/or participate in a Job Fair or Employment Fair to promote employment opportunities for those who participated in PIP and for potential employers.
b. Employment options will be routinely discussed at IPP meetings.
c. The importance of Paid Internship Program (PIP) potentially leading to employment will be discussed at the Vendor Advisory Committee (VAC) and in the employment subcommittee of the VAC.
d. Employment following PIP participation will be discussed during quarterly Work Services meetings that includes DOR and employment vendors.
e. SG/PRC Employment Specialist will work with Resource Development staff to have PIP vendors specify the intended outcome in the program/service design.
f. SG/PRC will provide training to service coordination staff to help staff better understand PIP and Competitive Integrated Employment.
g. SG/PRC will work with day and work programs at considering Tailored Day Services to facilitate employment and volunteerism and job development—all of which can lead to the use of PIP, CIE and Coordinated Career Pathways.</td></tr>
<tr><td>Policy 4</td><td>Percentage of adults who entered competitive integrated employment following participation in a Paid Internship Program.

Baseline Data***: Percentage of PIP Participants to CIE

<table><tr><th>June 2025</th></tr><tr><td>21.71%</td></tr></table></td><td>See activities above for Employment Measure #3</td></tr>
<tr><td>Policy 5</td><td>Average hourly or salaried wages and hours worked per week for adults who participated in a Paid Internship Program during the prior fiscal year.</td><td>See activities above for Employment Measure #3</td></tr>
</table>

<table>
<tr><td></td><td>Baseline Data***: Average hourly wage of PIP participants
<table><tr><th>June 2025</th></tr><tr><td>$16.88/hr
13.71 hrs/week</td></tr></table></td><td></td></tr>
<tr><td>Policy 6</td><td>Average wages and hours worked for adults engaged in competitive integrated employment on behalf of whom incentive payments have been made.

Baseline Data***: Average hourly wage of clients in CIE
<table><tr><th>June 2025</th></tr><tr><td>$17.63/hr
20.4 hrs/week</td></tr></table></td><td>a. SG/PRC will utilize the same activity plans for competitive, integrated employment (CIE) as for PIP, indicated above.
b. As appropriate, SCs will list CIE as an IPP goal.
c. If CIE is identified in IPP goals, the SCs will define the number of hours of CIE as part IPP objectives/outcomes and plans.
d. SG/PRC will inform service coordination staff of PIP, CIE and incentive programs through a group training.</td></tr>
<tr><td>Policy 7</td><td>Total number of 30-day, 6-month and 12-month incentive payments made for the fiscal year.

Baseline Data***: Total number of incentive payments
<table><tr><th>Employment Measure</th><th>Incentive Payment</th></tr><tr><td>*(Total number of $2000, $2500 and $3000 incentive payments made for the fiscal year.)</td><td>$2000 = 42
$2500 = 25
$3000 = 18

Total = 85</td></tr></table></td><td>a. SG/PRC will discuss the benefits of incentives and how to quality for incentives during Vendor Advisory Committee (VAC) meetings, VAC employment subcommittee meetings, as part of Technical Assistance Trainings for vendors, and during Work Services meetings.
b. Information about the CIE incentives will be posted to the SG/PRC website.
c. Inform service coordination staff of PIP, CIE and incentive programs.</td></tr>
<tr><td>Incentive 8</td><td>Percentage of adults having competitive, integrated employment as a goal/outcome in their IPP and have a job with reportable wages.</td><td>a. SG/PRC will develop Individual Program Plans (IPPs) based on the Person-Centered Thinking and Person-Centered Planning approach.
b. Service Coordinators (SCs) will discuss integrated employment with adults as a part of the "important to/important for" conversation.
c. For those adults who report an interest in integrated employment, SCs will incorporate integrated employment as an IPP goal.</td></tr>
<tr><td>Incentive 9

<New></td><td>Data Updates and Reporting

• Percentage of individuals ages 16 and older who have updated employment-related</td><td>a. SG/PRC will incorporate employment discussions into Individual Program Plan (IPP) meetings and transition planning activities.
b. Provide ongoing training to Service Coordinators regarding DDS employment reporting requirements and CDER documentation standards.</td></tr>
</table>

	information documented in the Client Development Evaluation Report (CDER).	c. Establish internal benchmarks aligned with DDS expectations for timely and complete CDER employment updates. d. Recognize staff or teams demonstrating strong performance in employment data reporting and documentation quality.
Incentive 10 <New>	Development and Outreach • Implementation of the Employment Development and Outreach Plan to increase employment opportunities and outcomes for individuals.	a. Conduct outreach to local businesses, employers, chambers of commerce, and workforce development organizations to increase employment opportunities. b. Establish partnerships with employers willing to provide: Competitive Integrated Employment opportunities, paid internships, job shadowing experiences, and work-based learning opportunities. c. Promote the benefits of inclusive hiring practices and workforce diversity.

Equity and Cultural Competency

<table>
<tr><th>Measure Type</th><th>Measures</th><th>Planned Activities</th></tr>
<tr><td>Policy 1</td><td>Expenditures: In-Home Purchase of Services (POS)

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.

Baseline Data***: FY2025 POS Per Capita Expenditure by Ethnicity living in family homes

<table>
<tr><th>Ethnicity</th><th>Per Capita Expenditures</th></tr>
<tr><td>American Indian or Alaska Native</td><td>$ 6,147</td></tr>
<tr><td>Asian</td><td>$ 17,798</td></tr>
<tr><td>Black/African American</td><td>$ 19,026</td></tr>
<tr><td>Hispanic</td><td>$ 13,817</td></tr>
<tr><td>Native Hawaiian or Other Pacific Islander</td><td>$ 17,182</td></tr>
<tr><td>White</td><td>$ 17,317</td></tr>
<tr><td>Other Race/Ethnicity or Multi-Cultural</td><td>$ 12,829</td></tr>
<tr><td>Total</td><td>$ 14,730</td></tr>
</table>
</td><td>a. Recruit and maintain a culturally diverse staff whose ethnicity, language and cultural background reflect that of the collective individuals served by SG/PRC.
b. Provide information and training for staff and service providers to promote culturally- competent and person-centered service delivery.
c. Seek input from our community regarding barriers to access and utilization of services, and ways to overcome these barriers, especially for Hispanic school-aged children and Hispanic adults residing with their families.
d. Review annual POS authorization and expenditure data and monitor progress.
e. Service Coordinators annually review utilization of authorized POS for the individuals assigned to them.
f. Continue seeking DDS funding for successful equity projects and continue implementing the Equity Projects funded by the DDS Disparity Funds Program, to better inform and prepare families to access and utilize regional center services.
g. SG/PRC will run a query of NO POS numbers for Family, Transition, and Adult Services Departments to establish a baseline and begin focusing on those individuals that are not accessing or utilizing services and resources.
h. Review annually progress made on those with most disparity.
i. In-service training with staff on services available, cultural barriers to accessing services, sharing of resources.</td></tr>
<tr><td>Policy 2

<New></td><td>Expenditures: In-Home Respite POS

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.

Baseline Data ******: SG/PRC Board Financial Reports

<table>
<tr><td>FY 25-26 Respite Total</td><td>$ 97,029,690</td></tr>
</table>
</td><td>Plans same as above in Measure #1.

a. Additionally, run periodic reports of POS to track progress and identify trends.
b. For children in Early Intervention who show no POS, clearly identify those children that are being serviced under their medical insurance plan.</td></tr>
</table>

<table>
<tr>
<td>Policy 3

<New></td>
<td>Service Utilization: Early Start

Per capita Early Start Expenditures, separated and compared by race, ethnicity and language preference.

Baseline Data***: FY2025 Early Start POS utilization by Ethnicity

<table>
<tr><th>Ethnicity</th><th>Utilized</th></tr>
<tr><td>American Indian or Alaska Native</td><td>52.8%</td></tr>
<tr><td>Asian</td><td>72.0%</td></tr>
<tr><td>Black/African American</td><td>66.4%</td></tr>
<tr><td>Hispanic</td><td>70.5%</td></tr>
<tr><td>Native Hawaiian or Other Pacific Islander</td><td>100.0%</td></tr>
<tr><td>White</td><td>71.0%</td></tr>
<tr><td>Other Race/Ethnicity or Multi-Cultural</td><td>71.5%</td></tr>
<tr><td>Total</td><td>70.8%</td></tr>
</table>
</td>
<td>Plans same as above in Measure # 1-2</td>
</tr>
<tr>
<td>Incentive 4

<New></td>
<td>Linguistic Diversity

• 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.

Baseline Data***: June 2026 SC counts by threshold languages

<table>
<tr><th>Languages</th><th>Number of SC</th></tr>
<tr><td>ASL Count</td><td>4</td></tr>
<tr><td>Korean Count</td><td>4</td></tr>
<tr><td>Tagalog Count</td><td>7</td></tr>
<tr><td>Vietnamese Count</td><td>9</td></tr>
<tr><td>Cantonese Count</td><td>16</td></tr>
<tr><td>Mandarin Count</td><td>19</td></tr>
<tr><td>Spanish Count</td><td>363</td></tr>
<tr><td>Total</td><td>426</td></tr>
</table>
</td>
<td>a. SG/PRC will continue to actively recruit bilingual staff according to our threshold languages.

b. Advertising job opportunities through culturally diverse community organizations, colleges, professional associations, and multilingual platforms.</td>
</tr>
</table>

Innovation in Service Availability, Delivery and Technology

Measure Type	Measures	Planned Activities
Incentive 1 <New>	Website Accessibility 1. Regional center website meets 100% of Web Contents Accessibility Guidelines 2.1 (WCAG 2.1).	1a. SG/PRC will address any current website accessibility issues. 1b. SG/PRC will enhance user website experience by making it more user friendly. 1c. SG/PRC will work with a website consultant to meet WCAG 2.1. 1d. SG/PRC will train designated staff on website accessibility standards that meet WCAG 2.1.
	2. Regional center's website meets WCAG 2.2 Guidelines.	2a. SG/PRC will continue to expand on improved usability for those visiting our website. 2b. SG/PRC will work with a website consultant to meet WCAG 2.2. 2c. SG/PRC will train designated staff on website accessibility standards that meet WCAG 2.2.

Individual/Family Experience and Satisfaction

Measure Type	Measures	Planned Activities
Policy 1 <New>	Number and percent of individuals, by race/ethnicity, who are satisfied with the services and supports received by the family and family member. Baseline Data *******: FY23-24 NCI Survey Reports Click on this link to view NCI data graph.	Most recent National Core Indicator (NCI) data available: Child Family Survey, Adult Family Survey, Family Guardian Survey.
Policy 2 <New>	Number and percent of individuals, by race/ethnicity, whose IPP/IFSP includes all of the services and supports needed. Baseline Data *******: FY23-24 NCI Survey Reports Click on this link to view NCI data graph.	Most recent National Core Indicator (NCI) data available: Child Family Survey, Adult Family Survey, Family Guardian Survey.
Policy 3 <New>	Number and percent of individuals who feel that services and supports have made a positive difference in the life of their family member. Baseline Data *******: FY23-24 NCI Survey Reports Click on this link to view NCI data graph.	Most recent National Core Indicator (NCI) data available: Child Family Survey, Adult Family Survey, Family Guardian Survey.
Incentive 4 <New>	Individual Program Plan experience: • Percent of IPP surveys received by the Department compared to total number of IPP's completed per quarter (locked/ distributed) Baseline Data *******: FY23-24 NCI Survey Reports Click on this link to view NCI data graph.	Percent of IPP surveys received by the Department compared to total number of IPP's completed per quarter (locked/ distributed).

Person Centered Planning

Measure Type	***Measures***	**Planned Activities**
Incentive 1 <New>	Person Centered Facilitation Skills • Regional centers have one certified person-centered plan facilitation trainer employed for every 10,000 people enrolled in services.	a. SG/PRC will recruit staff and certify them as PCP facilitators/trainers. b. SG/PRC will provide continuing education for facilitators. c. SG/PRC will develop internal person-centered planning trainings. d. SG/PRC will provide regular/ongoing PCP training opportunities for staff.
Incentive 2 <New>	Informational Outreach to Individuals and Families • Implementation of the informational outreach to individuals and families about person-centered practices.	a. SG/PRC will offer person-centered planning to families new to our system via our New Family Orientation. b. SG/PRC will offer person-centered planning to families at our Empowerment Conference. c. SG/PRC will partner with support groups, equity partners, etc. To offer PCP workshops. d. SG/PRC will use various platforms, such as our Community Information Forum, to provide trainings to our community.

Service Coordination and Regional Center Operations

<table>
<tr><th>Measure Type</th><th>Measures</th><th>Planned Activities</th></tr>
<tr><td>Compliance 1

<New></td><td>The regional center achieves an unqualified independent audit with no material finding(s).</td><td>a. SG/PRC will perform internal audit reviews aligned with independent auditor procedures.
b. SG/PRC will conduct pre-audit review with independent auditors.
c. SG/PRC will address prior-year findings proactively.</td></tr>
<tr><td>Compliance 2

<New></td><td>The regional center achieves substantial compliance with the Department fiscal audit.</td><td>a. SG/PRC will conduct internal fiscal compliance reviews.
b. SG/PRC will analyze prior DDS audit findings and implement preventative system improvements.
c. Implement electronic fiscal tracking systems.
d. Provide annual fiscal staff compliance training.</td></tr>
<tr><td>Compliance 3

<New></td><td>The regional center operates within operations budget.

Baseline Data ******: SG/PRC Board Financial Reports

Click on this link to view SG/PRC Board Financial Report.</td><td>a. SG/PRC will review monthly expenditures against approved operations budget.
b. SG/PRC will review recurring operational costs regularly.
c. SG/PRC will conduct quarterly financial forecasting.</td></tr>
<tr><td>Compliance 4

<New></td><td>Compliance with Vendor Audit Requirements per contract, Article III, Section 9.

• 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.</td><td>a. SG/PRC will maintain vendor audit tracking system.
b. SG/PRC will review vendor audit submissions for completeness, timeliness, and compliance with DDS requirements.
c. SG/PRC will develop vendor audit compliance procedures.
d. d. SG/PRC will track vendor corrective action plans related to audit findings.</td></tr>
<tr><td>Compliance 5

<New></td><td>Percentage of status 2 and U clients who have a Client Development Evaluation Report (CDER) updated or reviewed within the past 365 days.

Baseline Data *: Status 2, 3, U with CDER as of DEC/2025

<table><tr><th>SG/PRC</th><th>Statewide</th></tr><tr><td>98.9%</td><td>95.0%</td></tr></table></td><td>a. SG/PRC will develop automated tracking systems for CDER due dates.
b. SG/PRC will conduct ongoing CDER monitoring compliance.
c. c. Include CDER compliance in staff performance discussions.</td></tr>
</table>

<table>
<tr>
<td>Compliance 6

<New></td>
<td>Intake/assessment timelines for individuals ages 3 and older.

• 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.

Baseline Data *: Intake Table as of December 2025

<table><tr><th>SG/PRC</th><th>Statewide</th></tr><tr><td>91.1%</td><td>61.5%</td></tr></table></td>
<td>a. SG/PRC will regularly generate intake compliance reports.
b. SG/PRC will develop standardized intake workflows and checklists.
c. SG/PRC will offer multilingual and accessible communication materials.
d. SG/PRC will conduct internal intake monitoring meetings.</td>
</tr>
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<td>Compliance 7

<New></td>
<td>Percentage of Individual Program Plan’s for individuals enrolled in a federal waiver that meet requirements outlined in WIC 4646 and 4646.5</td>
<td>a. SG/PRC will review a sample of waiver participant IPPs on a regular basis.
b. SG/PRC will evaluate compliance with WIC 4646 and 4646.5 requirements.
c. c. SG/PRC will maintain IPP tracking and monitoring systems.</td>
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<td>Policy 8

<New></td>
<td>Vendorization

• 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.</td>
<td>a. SG/PRC will review and improve vendorization workflows.
b. SG/PRC will review vendorization files periodically for completeness, policy compliance, and documentation accuracy.
c. SG/PRC will provide vendorization technical assistance.
d. d. SG/PRC will develop vendorization FAQs and resource guides.</td>
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<tr>
<td>Compliance 9

<New></td>
<td>Substantial compliance with HCBS Final Settings Rule: Community Settings requirements.

The number of HCBS settings vendor audits completed compared to the number of HCBS vendors required to demonstrate compliance with the settings rules.</td>
<td>a. SG/PRC will perform periodic reviews of provider settings to evaluate compliance with HCBS community setting requirements.
b. Use standardized HCBS assessment tools and checklists.
c. SG/PRC will conduct training on HCBS requirements, person-centered practices, community integration standards, consumer rights
d. SG/PRC will offer refresher trainings annually.</td>
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<tr>
<td>Policy 10

<New></td>
<td>Medicaid Waiver Enrollment

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.</td>
<td>a. SG/PRC will implement waiver enrollment tracking systems.
b. SG/PRC will review client records regularly to identify individuals potentially eligible for waiver enrollment.</td>
</tr>
</table>

		c. SG/PRC will periodically review waiver files for enrollment accuracy, documentation completeness, and renewal compliance. d. SG/PRC will provide staff training on waiver requirements.
Compliance 11 <New>	Special Incident Reports (SIRs) are submitted within the required timeframes. The percentage of SIR reports submitted by the vendor and regional center within the required timeframes.	a. SG/PRC will Review and update internal SIR policies and procedures to align with Title 17 reporting requirements and DDS expectations. b. SG/PRC will conduct annual and refresher training for regional center staff and vendors regarding SIR reporting requirements, Title 17 timelines, documentation standards and reporting responsibilities and escalation procedures. c. Distribute updated guidance, reminders, and training materials related to incident reporting compliance.
Incentive 12 <New>	Choice of Services within Regional Centers Number of vendors for each core service type, delivering services within the regional center catchment area, reported by zip code.	a. SG/PRC will Assess Service Availability and Geographic Gaps by conducting ongoing analysis of vendor distribution by service code and zip code throughout the catchment area. b. SG/PRC will expand Vendor Recruitment and Development Efforts by conducting targeted outreach and recruitment efforts to increase the number and diversity of vendors providing core services. c. SG/PRC will utilize feedback to guide vendor development priorities and improve access to services within local communities. d. SG/PRC will promote development of specialized services addressing the unique needs of individuals served, including behavioral services, independent living services, employment supports, and transportation and community integration services.
Incentive 13 <New>	Timely Authorizations Number of days between individual program plan (IPP) review and service authorization, reported as an average and range.	a. SG/PRC will Provide training to Service Coordinators, supervisors, and fiscal staff regarding timely authorization requirements, documentation standards, fiscal system processes, and best practices for efficient service coordination and authorization processing b. SG/PRC will identify recurring barriers impacting timeliness and develop corrective action strategies when needed. c. SG/PRC will improve responsiveness to urgent service needs identified during the IPP process

Incentive 14 <New>	Service Coordinator Competency Number of new service coordinators who completed all requirements within the training standards and competencies.	a. SG/PRC will implement a structured onboarding program for newly hired service coordinators that includes training timelines, competency expectations, and required Learning Management System (LMS) coursework. b. SG/PRC will Provide new staff with clear guidance regarding DDS-required training standards and completion deadlines. c. SG/PRC will pair newly hired service coordinators with experienced staff or supervisors to support skill development and competency attainment.
Incentive 15 <New>	Benefits - Medical Insurance Information	a. SG/PRC will review and update internal procedures related to collection, verification, and documentation of medical insurance information. b. SG/PRC will implement routine monitoring reports to identify: missing insurance information, incomplete or incorrectly formatted entries, and outdated insurance records requiring updates. c. SG/PRC will encourage individuals and families to provide updated insurance information during annual and periodic IPP meetings, intake and eligibility processes, and service coordination contacts.