



**San Gabriel / Pomona  
Regional Center**

**San Gabriel/Pomona Regional Center**  
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*Spring 2022*

## 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 with developmental disabilities and their families. And, every year DDS looks at how well the regional centers are doing. This report will give you information about San Gabriel/Pomona Regional Center (SG/PRC).

Last year, at SG/PRC, we served 14,170 individuals with developmental disabilities. The charts on the following pages illustrates who we serve. You'll also see how well we are doing in meeting performance goals and fulfilling our contract with DDS.

At SG/PRC, we strive to exceed the state average and the DDS standard. As you will find within this report, we did better in 2021 as compared with 2020 in achieving the following goals: Children are remaining in their family homes at 99.56% in 2021, as compared with 99.46% in 2020. Adults served are living in home settings at a higher rate demonstrating 76.08% in 2021 compared with 75.23% in 2020. Less adults served are living in residential settings of 6 beds or more, with an outcome of 5.37% in 2021 as compared with 5.86% in 2020.

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 are 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.

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.

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 97.29% in 2020, IPP completion and 2021 (N/A), it is likely that disruptions due to the COVID pandemic interfered with SG/PRC's usual completion percentage.

One area that we would like to highlight to demonstrate a great improvement was in the percentage of adults who were placed in competitive, integrated employment following participation in a Paid Internship Program from 19% in 2020 to 44% in 2021.

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.

For more information about SG/PRC, please go to: [www.sgprc.org](http://www.sgprc.org) or contact Mr. Salvador Gonzalez, M.S., Director of Community Outreach and Compliance at (909) 710-8814.

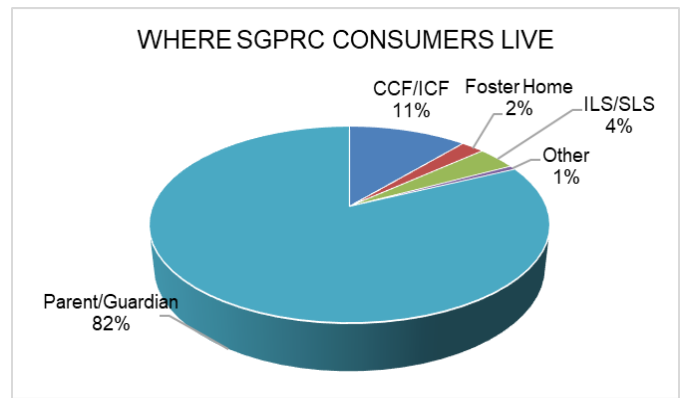
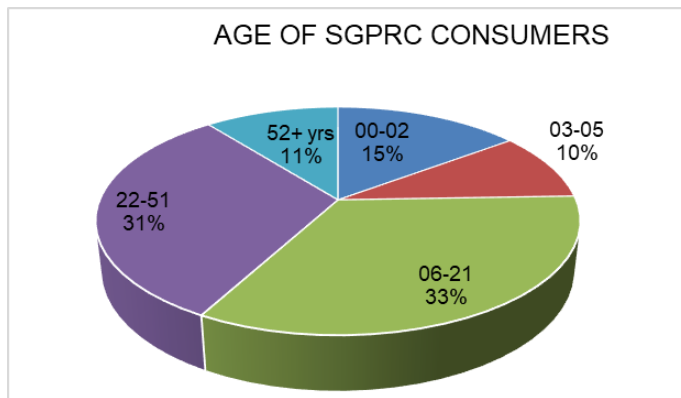
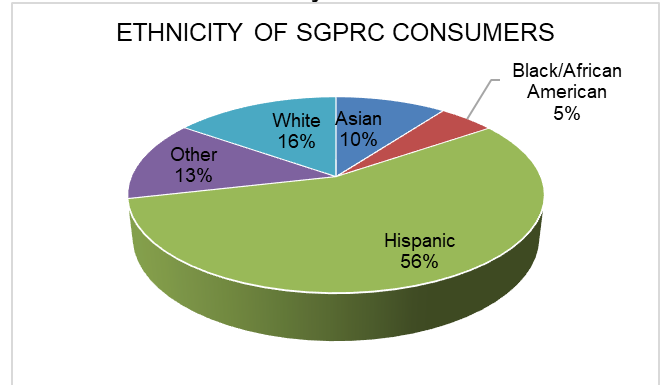
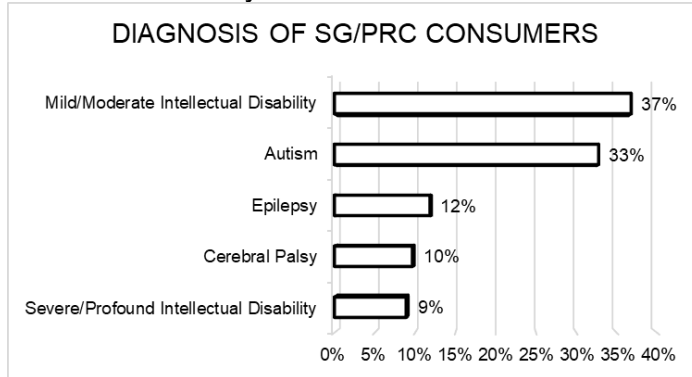
Warmest Regards,



*Anthony Hill*, M.A., Strategic Communications  
Juris Doctor, Esquire  
Executive Director

## Who uses SG/PRC?

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



## How well is SG/PRC performing?

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

The first column tells you how SG/PRC was doing at the end of 2020, and the second column shows how SG/PRC was doing at the end of 2021.

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)	December 2020		December 2021	
	State Average	SG/PRC	State Average	SG/PRC
Fewer consumers live in developmental centers	0.07%	0.00%	0.06%	0.02%
More children live with families	99.51%	99.46%	99.58%	99.56%
More adults live in home settings*	81.71%	75.23%	82.50%	76.08%
Fewer children live in large facilities (more than 6 people)	0.04%	0.15%	0.03%	0.10%
Fewer adults live in large facilities (more than 6 people)	1.92%	5.86%	1.78%	5.37%

Notes: 1) Consumers 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 consumers' 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:

Area Measured	Last Period	Current Period
Passes independent audit	Yes	Yes
Passes DDS audit	Yes	Yes
Audits vendors as required	See Note 4	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 consumers, including diagnosis.)*	98.86%	98.72%
Intake/Assessment timelines for consumers age 3 or older met	97.89%	93.84%
IPP ( <i>Individual Program Plan</i> ) requirements met	97.29%	N/A
IFSP ( <i>Individualized Family Service Plan</i> ) requirements met	91.8%	91.6%

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. 4) Department Directive 01-041520 waived the requirements of Article III, Section 9, paragraph (c) of the Department's regional center contract.

## How well is SG/PRC doing at getting consumers working?

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

Areas Measured	Time Period			
	CA	SG/PRC	CA	SG/PRC
<b>Consumer Earned Income (Ages 16 and above):</b> Data Source: Employment Development Department	Jan through Dec 2019		Jan through Dec 2020	
Quarterly number of consumers with earned income				
Percentage of consumers with earned income				
Average annual wages				
<b>Annual earnings of consumers compared to people with all disabilities in California</b> Data Source: American Community Survey, five-year estimate	2019		2020	
	\$25,990		\$26,794	
<b>National Core Indicator Adult Consumer Survey</b>	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
<b>Paid Internship Program</b> Data Source: Paid Internship Program Survey	2019-20		2020-21	
	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	8	7	6	7
Percentage of adults who were placed in competitive, integrated employment following participation in a Paid Internship Program	9%	19%	14%	44%
Average hourly or salaried wages for adults who participated in a Paid Internship Program	\$13.31	\$12.10	\$14.25	\$13.63
Average hours worked per week for adults who participated in a Paid Internship Program	16	14	17	22
<b>Incentive Payments</b> 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	\$13.52	\$13.13	\$14.81	\$14.24
Average hours worked for adults engages in competitive, integrated employment, on behalf of whom incentive payments have been made	21	22	23	26
Total number of Incentive payments made for the fiscal year for the following amounts:	\$1,500	22	13	17
	\$1,250	28	17	19
	\$1,000	34	24	33

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

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

SG/PRC has developed several innovative and effective ways to reduce disparities and improve equity for individuals served and their families. For example, SG/PRC has provided parent educations and training through service access and equity projects funded by DDS, such as Navigating the Regional Center System (NRCS) workshop series, the Parent Mentor Initiative (PMI) that provides individualized parent-to-parent coaching, as well making available the ADEPT online behavior management training modules (developed by the MIND Institute at UC Davis) in Chinese, Korean and Vietnamese through our Parent Learning Portal. Most recently, SG/PRC has developed webinars to assist parents understand healthcare benefits and a video presentation of the five modules of NRCS – all available online through SG/PRC website.

We believe that often the core of disparities is that individuals served and their families lack information about services available through the regional center or lack the knowledge and confidence to navigate the regional center system. Thus, we have intentionally assured that information sharing that leads to knowledge acquisition regarding regional center services and supports and generic/community resources is the overarching goal we aim to achieve. We have discovered through our experiences that when an individual served is not receiving a regional center funded service, this might arise from a lack of accurate information or inability to navigate the regional center system. As a way to mitigate these potential barriers, SG/PRC closely monitors instances when individuals only receive case management (meaning that they have no paid regional center services, AKA “no POS”) and also when individuals do not utilize authorized services as expected.

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 consumers.

Residence Type	American Indian or Alaska Native		Asian		Black/African American		Hispanic		Native Hawaiian or Other Pacific Islander		White		Other Ethnicity or Race	
	19-20	20-21	19-20	20-21	19-20	20-21	19-20	20-21	19-20	20-21	19-20	20-21	19-20	20-21
Home	🟡 0.69	🟡 0.63	🟡 0.71	🟡 0.64	🟡 0.70	🟡 0.65	🟡 0.72	🟡 0.67	🟢 0.80	🟡 0.70	🟡 0.72	🟡 0.64	🟡 0.68	🟡 0.66
ILS/SLS	🟡 0.71	🟡 0.66	🟢 0.88	🟢 0.76	🟡 0.68	🟡 0.73	🟢 0.85	🟢 0.82	🟢 0.84	🟡 0.62	🟢 0.86	🟢 0.81	🟢 0.84	🟢 0.77
Institutions	N/A	N/A	N/A	🟢 1.00	🟢 0.85	N/A	N/A	🔴 0.43	N/A	N/A	🟢 1.00	N/A	N/A	N/A
Residential	🟢 0.82	🟡 0.72	🟢 0.93	🟢 0.79	🟢 0.93	🟢 0.79	🟢 0.92	🟢 0.79	🟢 0.98	🟢 0.92	🟢 0.90	🟡 0.73	🟢 0.94	🟢 0.80
Med/Rehab/Psych	N/A	N/A	🔴 0.00	🟢 0.84	🟢 0.85	🟢 0.78	🟢 0.91	🟢 0.83	N/A	N/A	🟡 0.61	🟡 0.56	🔴 0.15	🔴 0.00
Other	N/A	N/A	🟢 1.00	N/A	🟡 0.67	🟡 0.54	🟢 0.80	🟢 0.82	N/A	N/A	🟡 0.65	🔴 0.35	🟢 0.97	🟢 0.97

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 consumers 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.

Indicator showing the relationship between annual authorized services and expenditures by individual's residence type and ethnicity. Utilization of authorized services by residence type and ethnicity is only one way to look at the expenditure and authorization data. There are other approaches, including reviewing the "no POS" reports by ethnicity, age and language, as indicated below. The Case Management Only or No POS report may be more easily understood by reviewing the Power Point presentation prepared by SG/PRC, which represents these data using graphs.

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

Measure	Year	Number of Eligible Consumers Receiving Case Management Only			Percent of Eligible Consumers 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	19-20	0	3	2	0%	60%	20%
	20-21	0	5	1	0%	63%	13%
Asian	19-20	4	236	150	1%	27%	22%
	20-21	11	314	170	3%	36%	24%
Black/African American	19-20	0	80	76	0%	36%	15%
	20-21	3	76	84	4%	35%	17%
Hispanic	19-20	20	1,345	595	1%	34%	21%
	20-21	56	1,392	712	3%	34%	24%
Native Hawaiian or Other Pacific Islander	19-20	0	2	0	0%	67%	0%
	20-21	0	1	0	0%	33%	0%
White	19-20	4	190	260	2%	34%	15%
	20-21	7	217	292	4%	39%	17%
Other Ethnicity or Race	19-20	7	247	69	1%	34%	23%
	20-21	25	289	88	4%	38%	28%
Total	20-21	102	2,294	1,347	4%	35%	22%

The Case Management Only or No POS report may be more easily understood by reviewing the Power Point presentation prepared by SG/PRC, which represents these data using graphs

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](http://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!

This report is a summary. To see the complete report, go to: [www.sgprc.org](http://www.sgprc.org) or contact Salvador Gonzalez, M.S., Director of Community Outreach and Compliance at [sgonzalez@sgprc.org](mailto:sgonzalez@sgprc.org) or (909) 710-8814.

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