

San Gabriel/Pomona Regional Center

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Performance Report for San Gabriel/Pomona Regional Center

Every year, the Department of Developmental Services (DDS) contracts with regional centers in California to serve consumers 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 13,570 consumers. The charts on page two tell you about the consumers 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 can see in this report, we did well in the measure of fewer consumers living in developmental centers – far lower percentage than the statewide average. Small improvements were also seen in more children living with families, more adults living in home settings, fewer children living in residential facilities with a capacity of more than six (6) people, and fewer adults living in residential facilities with a capacity of more than six (6) people.

SG/PRC met all compliance measures that are indicated with a “yes” or “met”. SG/PRC showed improvement over last year in terms of CDERs and ESRs being updated as required as well as IPP and IFSP requirements being met.

The one area that needs improvement was meeting the assessment timelines for intake for consumers age 3 and older. While SG/PRC still had a completion of 92.42%, it was lower than last year's 100% due a lack of resources. Despite our efforts, SG/PRC has had difficulty in securing psychologists who can perform the assessments needed for intake. We are increasing our efforts to locate and secure the services of psychologists who are qualified to do this type of work.

In terms of employment, SG/PRC exceeded the State average in the number of participants in the Paid Internship Program (PIP), the average hours worked in competitive, integrated employment, and the total number of incentive payments made for Competitive Integrated Employment (CIE). SG/PRC made a total of 66 CIE payments while the State average was 63.

In addition, SG/PRC had two local policy measure related to employment: (a) Adults served by SG/PRC have jobs that pay minimum wage or better; and (b) More adults

participate in individualized employment services. The number of adults who have jobs that pay minimum wage or better was 414 at the end of 2018, in comparison to 375 at the end of 2017. That change represented an overall increase of 10.4% from 2017 to 2018 and a 40% increase from 2016 (296 individuals).

The chart below shows the increase in participation in individualized services that led to employment or represented individualized employment.

	2016	2017	2018
A) Tailor Day Services, Individualized Community Services, College Supports, Employment Facilitation Transition Services, Voucher Program	216	346 (5%)*	385 (6.92%)
B) SEP (Supported Employment Programs)	434	464 (6.7%)	470 (8.45%)
C) CIE (Competitive Integrated Employment w/o supports)	96	109 (1.58%)	114 (2.05%)

In terms of equitable access and utilization of regional center paid services (POS), please refer to the extensive reports posted to the SG/PRC website, listed under Governance =>Transparency & Accessibility to Public Information, and click on Annual POS Expenditure Reports.

At the time of this writing, community meetings are being held to review FY 17-18 data and the progress made to date. The most current posted information on the website is for FY 16-17. You will find the report of the community meetings and the data analysis sent to DDS, as well as presentations made to the community in English, Spanish, Chinese, Korean and Vietnamese. The FY17-18 data and report will be posted by May 31st, 2019.

SG/PRC has developed a number of innovative and effective ways to reduce disparity in our service area by providing parent education through disparity-funded projects, such as Navigating the Regional Center System (NRCS) and the Parent Mentor Initiative (PMI), as well as making available the ADEPT online Behavior Management training modules developed by The MIND Institute translated in Chinese, Korean, and Vietnamese.

There are many factors that can affect whether an individual or the family receives POS. Especially noteworthy with our Hispanic and Asian consumers, 43% are school-aged and eligible for generic resources/services available through the public schools (including transportation), California Children’s Services, Medi-Cal and private

insurance. There is a possibility that all of the service needs are met through these generic resources for these school-aged individuals.

Nonetheless, SG/PRC taken steps to significantly reduce the number of individuals who were receiving only “case management services”, meaning that they were not receiving any POS services (AKA No POS). This is especially a concern for adults living at home, as there are fewer generic resources to meet their needs in comparison to school-aged individuals.

The data from FY 14 indicated that 28.3% of Hispanic consumers were only receiving case management. That percentage of individuals with No POS has steady dropped each year so that by FY 18 there were 20.8% (or 1,741 individuals) without POS. That means there was an increase of 7.5% more Hispanic individuals getting paid regional center services than when we first started looking at disparity data. This is particularly noteworthy as the number of Hispanic consumers eligible to receive POS increased from 6,749 in FY to 8,355 in FY 18 – an increase of 1,606 consumers. That means that while 4,841 Hispanic individuals received POS in FY 2014, 6,614 Hispanic individuals received POS services in FY 2018 – an increase of 1,773 individuals.

The No POS percentages also dropped across time from FY 14 to the FY 18 for the other ethnic groups (meaning that the number of people receiving POS consistently increased). For example, No POS for African-American individuals reduced from 23.7% to 19.9% and for Asian individuals from 23.0% to 21.8%.

The average POS expenditures for all groups increased each year. However, the average expenditures for school-aged and adult Hispanic individuals living at home consistently remained lower than the average expenditures for all other ethnic groups, although expenditures during the Early Start years were above average. The other consistent pattern was that the average expenditure for African-American babies and toddlers was significantly lower than across all other ethnic/racial groups. During the coming year, SG/PRC will launch two disparity grant-funded projects to address this concerning trend.

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

Or contact Carol Tomblin, Director of Compliance and Outreach at ctomblin@sgprc.org or (909) 868-7521.


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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	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 consumers, including diagnosis.)*	96.30%	96.67%
Intake/Assessment timelines for consumers age 3 or older met	100%	92.42%
IPP (<i>Individual Program Plan</i>) requirements met	98.98%	99.31%
IFSP (<i>Individualized Family Service Plan</i>) requirements met	87.4%	87.6%

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) The IFSP calculation methodology was changed from composite to average in order to more accurately reflect the RC's performance by only including children reviewed during monitoring and not all Early Start consumers. 4) N/A indicates that the regional center was not reviewed for the measure during the current period.

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
Consumer Earned Income (Ages 16+): Data Source: Employment Development Department	Jan through Dec 2016		Jan through Dec 2017	
Quarterly number of consumers with earned income	25,236	679	27,182	734
Percentage of consumers with earned income	16%	10%	17%	11%
Average annual wages	\$8,327	\$8,969	\$9,033	\$9,926
Annual earnings of consumers compared to people with all disabilities in California Data Source: Cornell University Disability Status Report	2016		2017	
	\$45,300		\$47,500	
National Core Indicator Adult Consumer Survey	July 2011-June 2012		July 2014-June 2015	
Percentage of adults who reported having integrated employment as a goal in their IPP	27%	24%	27%	14%
Paid Internship Program Data Source: Paid Internship Program Survey	2017-18			
	CA Average		SG/PRC	
Number of adults who were placed in competitive, integrated employment following participation in a Paid Internship Program	6		11	
Percentage of adults who were placed in competitive, integrated employment following participation in a Paid Internship Program	18%		19%	
Average hourly or salaried wages for adults who participated in a Paid Internship Program	\$11.64		\$10.97	
Average hours worked per week for adults who participated in a Paid Internship Program	18		17	
Incentive Payments Data Source: Competitive Integrated Employment Incentive Program Survey				
Average wages for adults engaged in competitive, integrated employment, on behalf of whom incentive payments have been made	\$11.93		\$11.41	
Average hours worked for adults engaged in competitive, integrated employment, on behalf of whom incentive payments have been made	22		26	
Total number of Incentive payments made for the fiscal year for the following amounts:	\$1,500	13	3	
	\$1,250	21	17	
	\$1,000	29	46	

The 2019 employment data was compiled differently from previous years. To obtain these statistics, DDS provided the EDD with the names and social security numbers of individuals ages 16 and older that are Status 2. The EDD matched that information to their database and returned individual-specific wage data including employment locations, business name and type. DDS then analyzed the data for accuracy and only reported to regional centers the information deemed most accurate. Approximately 87% of the EDD data were deemed accurate enough to report with confidence.

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

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

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	
	2017	2018	2017	2018	2017	2018	2017	2018	2017	2018	2017	2018	2017	2018
Home	0.82	0.66	0.76	0.75	0.76	0.73	0.74	0.74	0.86	0.75	0.75	0.75	0.74	0.73
ILS/SLS	0.93	0.96	0.90	0.82	0.82	0.80	0.87	0.84	0.97	0.92	0.90	0.87	0.86	0.77
Institutions	N/A	#DIV/0!	0.67	1.00	0.61	1.00	0.55	0.79	N/A	N/A	0.62	1.00	1.00	N/A
Residential	0.83	0.90	0.93	0.92	0.93	0.92	0.92	0.92	0.97	0.98	0.92	0.91	0.94	0.93
Med/Rehab/Psych	N/A	N/A	0.56	0.67	0.93	0.88	0.92	0.94	N/A	N/A	0.86	0.66	0.95	0.93
Other	N/A	N/A	N/A	0.85	0.94	0.24	0.70	0.98	N/A	N/A	0.82	0.63	0.69	N/A

Please note that the table above indicates the percentage of utilization of services that are authorized. It does not, in fact show if SG/PRC is providing services equally for all consumers. Authorizations (which are not shown in this report) are more indicative of equal access to paid services.

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	2017	0	2	0	N/A	50%	N/A
	2018	0	2	0	N/A	40%	N/A
Asian	2017	2	232	128	1%	32%	21%
	2018	5	252	136	1%	32%	22%
Black/African	2017	1	105	70	1%	44%	14%

American	2018	2	94	60	3%	44%	12%
Hispanic	2017	22	1,199	523	1%	32%	20%
	2018	31	1,189	521	2%	32%	19%
Native Hawaiian or Other Pacific Islander	2017	0	3	0	N/A	50%	N/A
	2018	0	1	0	N/A	17%	N/A
White	2017	5	203	272	2%	38%	15%
	2018	12	197	253	6%	36%	14%
Other Ethnicity or Race	2017	4	181	59	1%	33%	23%
	2018	6	178	63	1%	32%	23%
Total	2017	34	1,925	1,052	1%	33%	18%
	2018	56	1,913	1,033	2%	33%	17%

Want more information?

To see the complete report, go to: www.sgprc.org

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