

## **San Gabriel/Pomona Regional Center**

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### **Performance Report for San Gabriel/Pomona Regional Center**

The Department of Developmental Services (DDS) contracts with 21 regional centers. Regional centers are non-profit private corporations that provide diagnostic, service coordination, and funding of community-based services for approximately 360,000 individuals with developmental disabilities living in California, sometimes referred to as consumers.

Regional centers, in partnership with DDS, individuals served, and stakeholder groups, implement the Lanterman Developmental Services Act.

The Lanterman Act is a key piece of legislation that guides nearly all the regional center's day to day business activities. Also, the Lanterman Act is filled with many procedures that are designed to protect the civil rights of individuals with developmental disabilities and assures their access to community-based services directed by their choices and lifestyle preferences.

Every year DDS looks at how well the regional centers are doing. This report will give you information about your regional center, San Gabriel/Pomona Regional Center (SG/PRC). Last year, SG/PRC served about 13,400 individuals with developmental disabilities through assessing their service needs and funding for services described within their Individual Program Plans (IPPs) and Individualized Family Service Plans (IFSPs). The charts beginning on page two tell you some information about the individuals we serve. You will 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 standards. As you can see in this report, we did better in 2020 than 2019 in achieving the following goals: fewer individuals living in developmental centers; more children living with families; more adults living in home settings; and fewer adults living in residential facilities with capacity of more than six (6) residents. We also did better than the statewide average regarding fewer individuals living in developmental centers. In fact, SG/PRC had no individual placed and living in a developmental center.

We still need to reduce the number of adults and children living in residential facilities with more than six (6) residents.

There are many factors that contribute to SG/PRC's results 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.

Another major contributing factor was the geographical location of Lanterman Developmental Center (LDC) within the borders of SG/PRC's service area. Many individuals transitioning from LDC to community settings were individuals affiliated with other regional centers but were accepted for placement by residential providers located within SG/PRC's area.

In addition, within SG/PRC's service area, there are three large children's facilities that have served children with developmental disabilities for over 40 years: two community care facilities and one healthcare facility. These facilities have been used extensively by 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 success in developing residential facilities for children in response to the needs of DCFS and other Los Angeles County regional center is another factor that creates an uptick in this specific performance measure.

We are pleased to report that SG/PRC has performed better than prior year in meeting timelines for completion of the CDER and ESR reports, timely intake assessments for age 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 99% IPP completion over the previous two years, it is likely that disruptions due to the COVID pandemic interfered with SG/PRC's usual completion percentage.

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 13,400 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.

We hope this report helps you learn more about SG/PRC. If you have any questions or comments, please contact us!

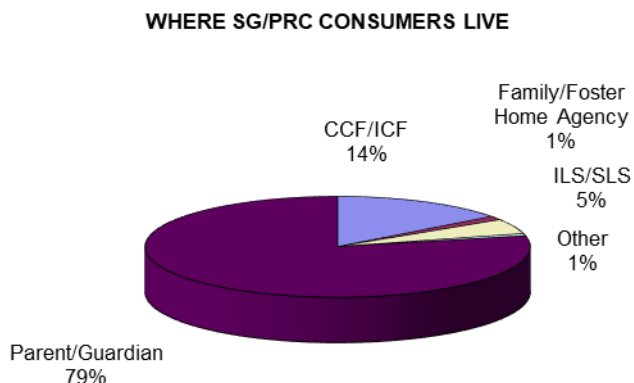
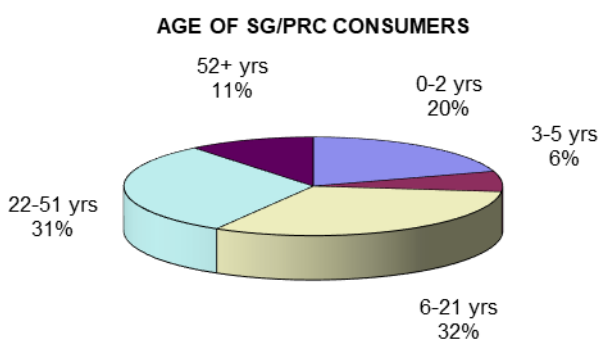
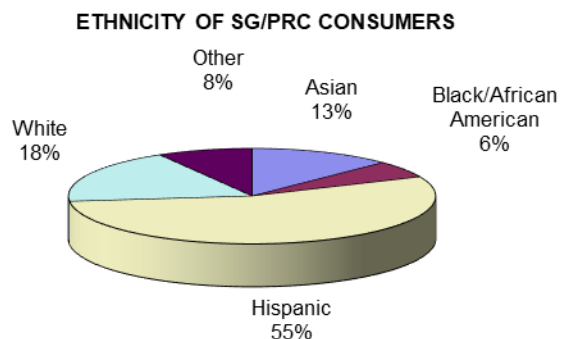
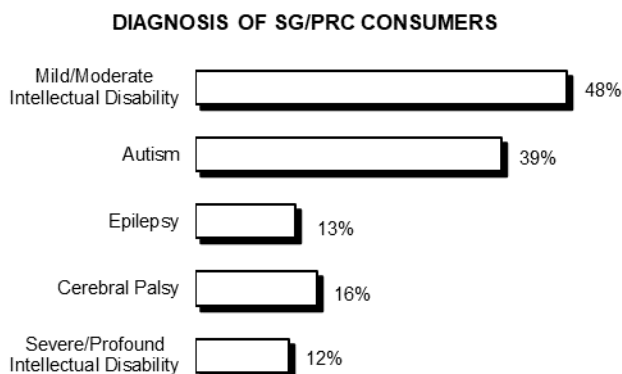
This report is a summary. For more information about the regional center, please go to: [www.sgprc.org](http://www.sgprc.org) or contact Mr. Salvador Gonzalez, Director of Community Outreach and Compliance at (909)-868-7521.

With kindest regards,

A handwritten signature in black ink, appearing to read 'Anthony L. Hill', with a stylized flourish at the end.

Anthony L. Hill, M.A., Attorney at Law  
Executive Director  
San Gabriel/Pomona Regional Center

**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 2019, and the second column shows how SG/PRC was doing at the end of 2020.

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 2019		December 2020	
	State Average	SG/PRC	State Average	SG/PRC
Fewer consumers live in developmental centers	0.08%	0.03%	0.07%	0.00%
More children live with families	99.44%	99.32%	99.51%	99.46%
More adults live in home settings*	80.84%	74.09%	81.71%	75.23%
Fewer children live in large facilities (more than 6 people)	0.04%	0.20%	0.04%	0.15%
Fewer adults live in large facilities (more than 6 people)	2.15%	6.27%	1.92%	5.86%

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	Met	See Note 4
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.)*	95.81%	98.86%
Intake/Assessment timelines for consumers age 3 or older met	96.95%	97.89%
IPP ( <i>Individual Program Plan</i> ) requirements met	99.30%	97.29%
IFSP ( <i>Individualized Family Service Plan</i> ) requirements met	91.7%	91.8%

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 waives the requirements of Article III, Section 9, paragraph (c) of the Department's regional center contract. SG/PRC completed 10 vendor reviews during the year, despite the complications due to the COVID-19 pandemic.

## 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 ( Age 16 and above):</b> Data Source: Employment Development Department	Jan through Dec 2018		Jan through Dec 2019	
Quarterly number of consumers with earned income	27,526	781	28,170	788
Percentage of consumers with earned income	16%	11%	16%	11%
Average annual wages	\$10,317	\$10,741	\$11,327	\$12,001
<b>Annual earnings of consumers compared to people with all disabilities in California</b> Data Source: Cornell University Disability Status Report	2018		2019	
	\$47,600		Data not available*	
<b>National Core Indicator Adult Consumer Survey</b>	July 2014-June 2015		July 2017-June 2018	
Percentage of adults who reported having integrated employment as a goal in their IPP	27%	14%	29%	20%
<b>Paid Internship Program</b> Data Source: Paid Internship Program Survey	2018-19		2019-20	
	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	9	12	8	7
Percentage of adults who were placed in competitive, integrated employment following participation in a Paid Internship Program	13%	16%	9%	19%
Average hourly or salaried wages for adults who participated in a Paid Internship Program	\$12.45	\$11.49	\$13.31	\$12.10
Average hours worked per week for adults who participated in a Paid Internship Program	17	18	16	14
<b>Incentive Payments</b> 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	\$12.76	\$12.18	\$13.52	\$13.13
Average hours worked for adults engages in competitive, integrated employment, on behalf of whom incentive payments have been made	22	25	21	22
Total number of Incentive payments made for the fiscal year for the following amounts:	\$1,500	27	23	22
	\$1,250	39	34	28
	\$1,000	43	44	34

\*The Cornell University 2019 Disability Status Report was not available at the time that this report was finalized.

## 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.

Residence Type	American Indian or Alaska Native		Asian		Black/African American		Hispanic		Native Hawaiian or Other Pacific Islander		White		Other Ethnicity or Race	
	18-19	19-20	18-19	19-20	18-19	19-20	18-19	19-20	18-19	19-20	18-19	19-20	18-19	19-20
Home	🟡 0.65	🟡 0.69	🟢 0.76	🟡 0.71	🟡 0.73	🟡 0.70	🟡 0.74	🟡 0.72	🟢 0.75	🟢 0.80	🟡 0.73	🟡 0.72	🟡 0.71	🟡 0.68
ILS/SLS	🟢 0.83	🟡 0.71	🟢 0.84	🟢 0.88	🟢 0.76	🟡 0.68	🟢 0.83	🟢 0.85	🟡 0.70	🟢 0.84	🟢 0.87	🟢 0.86	🟡 0.74	🟢 0.84
Institutions	N/A	N/A	🟢 1.00	N/A	🟡 0.52	🟢 0.85	🔴 0.30	N/A	N/A	N/A	🟢 0.94	🟢 1.00	N/A	N/A
Residential	🟢 0.87	🟢 0.82	🟢 0.93	🟢 0.93	🟢 0.92	🟢 0.93	🟢 0.92	🟢 0.92	🟢 0.98	🟢 0.98	🟢 0.91	🟢 0.90	🟢 0.94	🟢 0.94
Med/Rehab/Psych	N/A	N/A	🔴 0.42	🔴 0.00	🟢 0.92	🟢 0.85	🟢 0.91	🟢 0.91	N/A	N/A	🟢 0.77	🟡 0.61	N/A	🔴 0.15
Other	N/A	N/A	N/A	🟢 1.00	🟡 0.69	🟡 0.67	🟢 0.97	🟢 0.80	N/A	N/A	🟡 0.74	🟡 0.65	🟢 0.94	🟢 0.97

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	18-19	0	3	1	0%	60%	9%
	19-20	00	3	2	0%	60%	20%
Asian	18-19	6	255	147	1%	31%	23%
	19-20	4	236	150	1%	27%	22%
Black/African American	18-19	1	88	64	1%	41%	13%
	19-20	0	80	76	0%	36%	15%
Hispanic	18-19	18	1,198	560	1%	32%	20%
	19-20	20	1,345	595	1%	34%	21%
Native Hawaiian or Other Pacific Islander	18-19	0	3	0	N/A	60%	0%
	19-20	0	2	0	0%	67%	0%
White	18-19	5	187	241	2%	35%	22%
	19-20	4	190	260	2%	34%	15%
Other Ethnicity or Race	18-19	7	209	59	2%	33%	14%
	19-20	7	247	69	1%	34%	23%
Total	18-19	37	1,943	1,072	1%	33%	18%
	19-20	35	2,103	1,152	1%	33%	19%

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 Xochitl Gonzalez, Cultural Specialist/Community Outreach Specialist at [xgonzalez@sgprc.org](mailto:xgonzalez@sgprc.org) or (909) 868-7738.

With kindest regards,



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