

Inland Regional Center

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Summer 2025

Performance Report for Inland Regional Center

Every year, the Department of Developmental Services (DDS) contracts with regional centers in California to serve individuals and families. And, every year DDS looks at how well the regional centers are doing. This report will give you information about Inland Regional Center (IRC).

Last year, IRC served about 53,770 individuals. The charts on page two tell you about the individuals IRC serves. You will also see how well IRC is doing in meeting goals and in fulfilling our contract with DDS.

At IRC, we want to improve every year, do better than the state average, and meet or exceed the DDS standard. IRC will continue working to improve timely compliance with intake and assessment timelines. Enhancing employment outcomes, especially increasing participation and successful placements in the Paid Internship Program—remains a priority for growth. In addition, IRC will sustain efforts to reduce disparities in purchase of service expenditures and ensure equity across all racial and ethnic groups, further advancing its mission of inclusive, person-centered support.

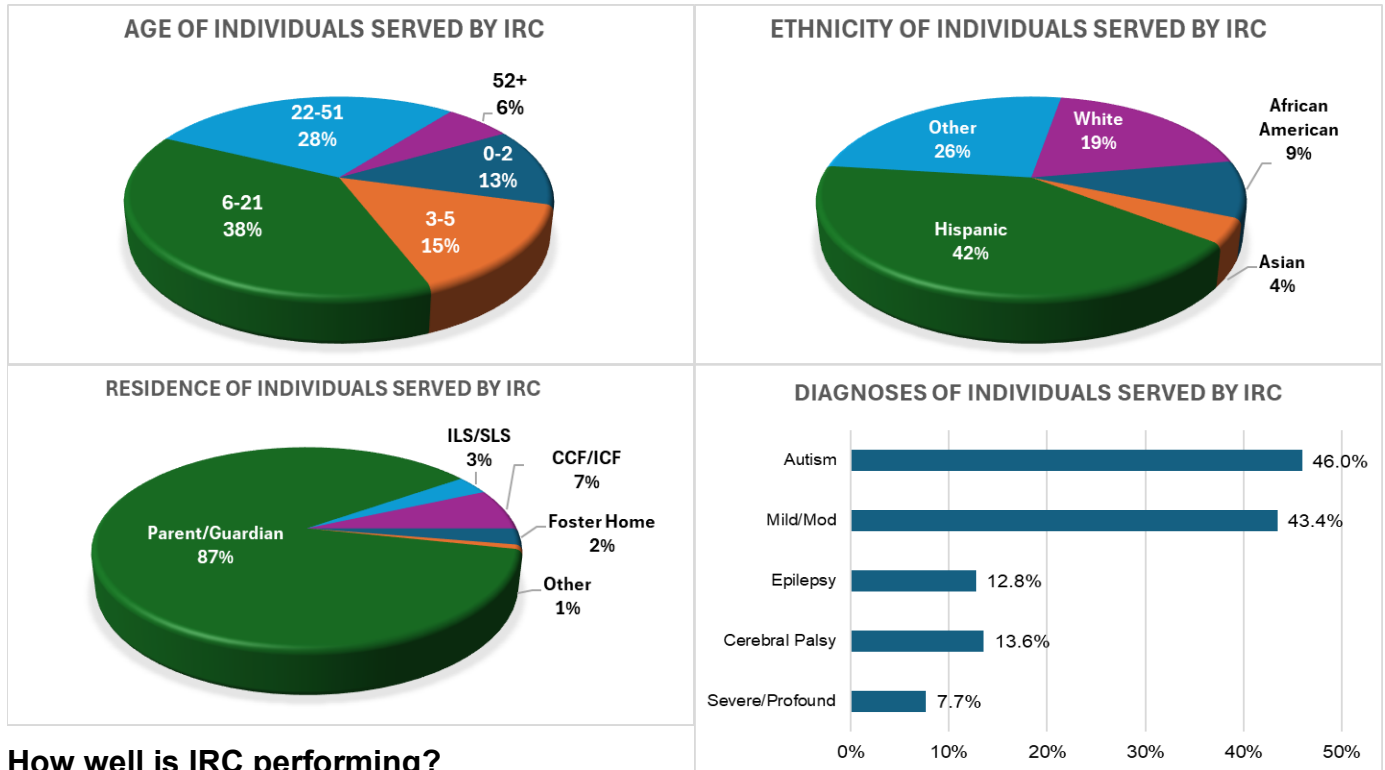
We hope this report helps you learn more about IRC. If you have any questions or comments, please contact us!

This report is a summary. To learn more about this report, go to: www.inlandrc.org/accountability/ or contact CJ Cook, 909-382-4848.

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Who uses IRC?

These charts tell you about who IRC individuals are and where they live.



How well is IRC performing?

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

The first column tells you how IRC was doing last reporting period, and the second column shows how IRC was doing at the end of fiscal year 2024-25.

To see how IRC 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)	June 2024		June 2025	
	State Average	IRC	State Average	IRC
More children live with families	99.69%	99.64%	99.71%	99.76%
More adults in home settings	83.86%	84.25%	84.29%	84.68%
Fewer children living in large facilities (more than 6 people)	0.02%	0.08%	0.03%	0.05%
Fewer adults live in large facilities (more than 6 people)	1.46%	0.73%	1.36%	0.74%

Notes: 1) Individuals 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 individuals' family homes. 4) Green text indicates the RC remained the same or improved from the previous year, red indicates the RC did not improve.

IRC continues to demonstrate strong performance in reducing reliance on large facilities serving more than six individuals. IRC remains well below the statewide average in this area and showed only a minimal increase of 0.01% from the previous year, reflecting ongoing progress toward supporting individuals in more inclusive, community-based settings.

Did IRC meet DDS standards?

Read below to see how well IRC did in meeting DDS compliance standards:

Areas Measured	Last Reporting Period	Current Reporting Period
Passes independent audit	Yes	Yes
Passes DDS financial audit ¹	Yes	Yes
Audits vendors as required	Met	Met
Didn't overspend operations budget	Yes	Yes
Participates in the federal waiver ²	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 individuals, including diagnosis.) ³	99.31%	84.43%
Intake/Assessment timelines for individuals age 3 or older met	56.55%	46.59%
IPP (<i>Individual Program Plan</i>) requirements met	99.88%	N/A ⁴
IFSP (<i>Individualized Family Service Plan</i>) requirements met	91.0%	95.5%

Notes: ¹ To review all of IRC's Fiscal and DDS audits- <https://www.inlandrc.org/accountability/>

² 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.

³ A problem was discovered with the data flow between Atlas and SANDIS surrounding timely CDER updates. While the information was accurately completed and tracked in Atlas, the process for updating the information in SANDIS was sufficiently complicated that small delays added up to many CDERs not making it to SANDIS. IRC has been working with SANDIS to expedite the implementation of a CDER bridge program to facilitate the timely updating of CDER information with greater accuracy and expect to have that work completed before the end of the year as SANDIS has programming time available for this project.

⁴ N/A indicates that the regional center was not reviewed for the measure during the current period.

In response to the intake and assessment timelines for individuals aged 3 and older, IRC has implemented several measures to improve performance. Over the past year, we hired 16 additional staff members in both Intake and Clinical and established new vendor resources to assist with managing intake assignments.

The lower numbers reported during this period were largely due to staffing shortages that limited our ability to meet the provisional eligibility requirements fully. To address this, the Director of Early Start and School Age has doubled the number of preschool units by hiring additional managers and Service Coordinators dedicated to Provisional Eligibility cases. With these staffing and structural enhancements now in place, we anticipate significantly stronger results in the next reporting cycle.

How well is IRC doing at getting individuals working?

The chart below shows how well IRC is performing on increasing individual employment performance compared to their prior performance and statewide averages:

Areas Measured	Time Period				
	CA	IRC	CA	IRC	
Consumer Earned Income (Age 16 to 64 years): Data Source: Employment Development Department	Jan through Dec 2023		Jan through Dec 2024		
Quarterly number of consumers with earned income	32,132	2,756	32,936	2,714	
Percentage of consumers with earned income	15.20%	11.41%	15.60%	10.55%	
Average annual wages	\$14,251	\$14,452	\$14,902	\$15,511	
Annual earnings of consumers compared to people with all disabilities in California Data Source: American Community Survey, five-year estimate	2022		2023		
	\$29,382		\$31,436		
Paid Internship Program Data Source: Paid Internship Program Survey	2022-23		2023-24		
	CA Average	IRC	CA Average	IRC	
Number of adults who were placed in competitive, integrated employment following participation in a Paid Internship Program	12	3	13	0	
Percentage of adults who were placed in competitive, integrated employment following participation in a Paid Internship Program	10%	1%	9%	0%	
Average hourly or salaried wages for adults who participated in a Paid Internship Program	\$15.96	\$15.49	\$16.74	\$15.92	
Average hours worked per week for adults who participated in a Paid Internship Program	14	12	14	14	
Competitive Integrated Employment 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	\$16.51	\$15.68	\$17.33	\$17.05	
Average hours worked for adults engages in competitive, integrated employment, on behalf of whom incentive payments have been made	21	22	21	24	
Total number of Incentive payments made for the fiscal year for the following amounts:	\$3,000	38	67	35	70
	\$2,500	40	88	40	90
	\$2,000	49	91	51	126

Notes: 1) The National Core Indicator Survey question "Percentage of Adults who Reported having integrated employment as a goal on their IPP" is no longer asked and therefore could not be included on the report. 2) Differences in regional center population sizes may affect the number of individuals participating in employment programs.

How well is IRC doing at reducing disparities and improving equity?

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

Percent of total annual purchase of service expenditures by individual's ethnicity and age

Age Group	Measure	American Indian or Alaska Native		Asian		Black/African American		Hispanic		Native Hawaiian or Other Pacific Islander		White		Other Ethnicity or Race	
		22-23	23-24	22-23	23-24	22-23	23-24	22-23	23-24	22-23	23-24	22-23	23-24	22-23	23-24
Birth to 2	Individuals	0%	0%	2%	2%	2%	4%	20%	31%	0%	0%	4%	8%	72%	55%
	Expenditures	0%	0%	2%	3%	2%	3%	21%	32%	0%	0%	4%	8%	70%	54%
3 to 21	Individuals	0%	0%	4%	4%	8%	7%	43%	42%	0%	0%	16%	14%	29%	32%
	Expenditures	0%	0%	4%	5%	10%	10%	45%	44%	0%	0%	21%	19%	20%	22%
22 and older	Individuals	0%	0%	4%	4%	14%	14%	43%	44%	0%	0%	34%	33%	4%	5%
	Expenditures	0%	1%	3%	4%	16%	16%	32%	33%	0%	0%	44%	42%	4%	4%

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

Measure	Year	Number of Eligible individuals Receiving Case Management Only			Percent of Eligible individuals 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	22-23	0	**	**	0%	39%	**
	23-24	0	**	**	N/A	30%	**
Asian	22-23	13	340	194	7%	35%	26%
	23-24	14	320	208	5%	29%	26%
Black/African American	22-23	9	697	432	4%	39%	17%
	23-24	24	663	509	6%	33%	19%
Hispanic	22-23	82	3,615	1,872	4%	36%	24%
	23-24	127	3347	1808	4%	30%	22%
Native Hawaiian or Other Pacific Islander	22-23	0	**	**	0%	44%	**
	23-24	0	**	**	N/A	36%	**
White	22-23	22	1,367	1,099	5%	38%	18%
	23-24	31	1216	1275	4%	32%	20%
Other Ethnicity or Race	22-23	499	2,342	158	6%	35%	20%
	23-24	376	2654	203	6%	32%	23%
Total	22-23	625	8,393	3,786	6%	36%	21%
	23-24	572	8228	4032	5%	31%	21%

* In accordance with California Health and Human Services de-identification guidelines, counts of one through ten have been suppressed.

** In accordance with California Health and Human Services de-identification guidelines, complementary cells have been suppressed.

The tables below provide information on National Core Indicator survey results regarding services, satisfaction, and family outcomes, analyzed by race and ethnicity.

Overall, are you satisfied with the services and supports your family currently receives? (Response: Always/Usually, Adult Family Survey 2021-2022)		
Race/Ethnicity ¹	IRC ^{2,3}	All California Regional Centers ^{2,3}
Total Number of Respondents	376	7259
American Indian/Alaska Native	N/A	81%
Asian	90%	77%
Black/African-American	78%	82%
Native Hawaiian/Pacific Islander	N/A	74%
White	82%	77%
Other	72%	75%
Hispanic or Latino	85%	80%
Overall	82%	78%

Overall, are you satisfied with the services and supports your child currently receives? (Response: Always/Usually, Child Family Survey 2021-2022)		
Race/Ethnicity ¹	IRC ^{2,3}	All California Regional Centers ^{2,3}
Total Number of Respondents	211	5100
American Indian/Alaska Native	N/A	84%
Asian	N/A	67%
Black/African-American	N/A	73%
Native Hawaiian/Pacific Islander	N/A	93%
White	73%	64%
Other	85%	70%
Hispanic or Latino	69%	68%
Overall	73%	68%

Overall, are you satisfied with the services and supports your family currently receives? (Response: Always/Usually, Family Guardian Survey 2021-2022)		
Race/Ethnicity ¹	IRC ^{2,3}	All California Regional Centers ^{2,3}
Total Number of Respondents	244	4171
American Indian/Alaska Native	N/A	71%
Asian	N/A	88%
Black/African-American	84%	76%
Native Hawaiian/Pacific Islander	N/A	N/A
White	88%	86%
Other	70%	81%
Hispanic or Latino	78%	80%
Overall	84%	84%

Notes on NCI Data: 1. Race/Ethnicity information was recoded into seven (7) mutually exclusive categories: American Indian/Alaska Native, Asian, Black/African American, Hawaiian/Pacific Islander, Hispanic/Latino, White, Other. Asian category included Asian Indian, Chinese, Filipino, Japanese, Korean, Vietnamese, Middle Eastern, Other Asian. Hawaiian/Pacific Islander category included Native Hawaiian, Guamanian or Chamorro, Samoan, or Other Pacific Islander. Hispanic/Latino category included Mexican, Mexican-American, Chicano, Puerto Rican, Cuban, or Other Spanish/Hispanic/Latino. White category included European, Eastern European, and Russian. Other includes Mixed Race category of individuals who selected more than one racial/ethnic category and those who selected Other for their race. 2. Response option "Does Not Apply", and missing responses are excluded from the percentage calculation. 3. To protect confidentiality, cell sizes with 11 or fewer individuals have been suppressed with a notation of N/A, in accordance with Department of Health Care Services data de-identification guidelines. 4. Race/Ethnicity categories have been revised to align with state and national reporting.

Locally Developed Public Policy Measure

Inland Regional Center's Equitable Crisis Intervention Program (FY 2024/2025) advanced culturally responsive, community-driven solutions to improve crisis response for individuals with intellectual and developmental disabilities (I/DD), including those who are Deaf or Hard of Hearing (DHH). Anchored by the Blue Envelope Program, the initiative provided multilingual outreach, trauma-informed training, and scenario-based workshops co-designed with families, self-advocates, and law enforcement. Partnerships with agencies such as the San Bernardino Sheriff's Department, fire, EMS, and community organizations strengthened trust and expanded awareness, while pilot crisis response models in Riverside and San Bernardino Counties demonstrated local innovation. Final evaluations confirmed increased awareness, improved family peace of mind, and greater collaboration, establishing IRC's approach as a replicable statewide model for equitable, inclusive public safety. To see the full report please visit <https://www.inlandrc.org/accountability/>

Want more information?

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

Or contact CJ Cook at 909-382-4848

Additional information can be found on the: [DDS Regional Center Dashboard](#)