

**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, counselling services, service coordination and funding for community-based services for approximately 360,000 individuals with developmental disabilities living in California. Regional Centers, in partnership with DDS, individuals served, and stakeholder groups, implement the Lanterman Developmental Disabilities 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.

Your regional center, San Gabriel /Pomona Regional Center (SG/PRC), retains a partnership with 13,610 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).

Every year DDS conducts a review to determine your regional center's performance in different areas of measurement as compared with other regional centers. This report provides insight about your regional center, San Gabriel/Pomona Regional Center. You will find within the charts on page two detailed information about the individuals we serve. You will also see how well we are doing in meeting our goals and fulfilling our contract with DDS.

At SG/PRC, we want to improve every year, do better than the statewide average, and meet or exceed the DDS standards. As you can see in this report, we did better in 2019 than 2018 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 a capacity of more than 6 residents. We also did better than the statewide average regarding fewer individuals living in developmental centers.

We still need to reduce the number of children living in residential facilities with more than six residents. However, there are many factors that contribute to SG/PRC's statistical outcomes. SG/PRC has a unique history compared with other regional centers related to utilization of large facilities. Many years ago, and continuing as of today, representatives with other regional centers and community agencies have placed individuals with developmental disabilities into licensed facilities located in SG/PRC's service area.

A major contributing factor is 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 service 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 health care 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 within their family homes.

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 been placed in one of the large facilities located in SG/PRC's area. SG/PRC has no authority or control over other placing agencies and cannot legally interfere with residential service providers' agreements to accept placements. Often, many of these children suspected of having a developmental disability are found eligible for regional centers services, although their families live in communities outside of SG/PRC's service area.

Aptly, SG/PRC's committed efforts to decrease the number of children living in large facilities is hindered because representatives with other agencies place children in SG/PRC's area. These cases are often transferred 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 centers is another superseding 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 completing intake assessments for individuals 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. Also, SG/PRC met DDS' compliance standards and closely approximated the 2018 percentage for meeting the requirements for development of the Individual Program Plan (IPP). However, there was a very slight variance (less than a 1% difference) in the timely completion of the CDER and ESR reports.

In terms of employment measures, SG/PRC performed better in 2017 than 2016 in the number of adults with earned income -- an increase from 679 to 734 -- and a higher percent of adults with earned income -- from 10% to 11%. The average earned income was higher in calendar year 2017 than the previous calendar year rising above the statewide average by almost \$900.00 in 2017. The survey of adults (National Core Indicator-NCI) yielded that 6% more adults with developmental disabilities served by SG/PRC had integrated employment as a goal in the IPP. Most noteworthy was that the average hours worked in competitive. Also, integrated employment for those participating in the incentive program was higher than the statewide average.

In addition to the employment policy measures established by DDS, SG/PRC adopted two local employment measures: (1) Adults served by SG/PRC have jobs that pay minimum wage or better; and (2) More adults participate in individualized employment services. At the end of 2019, 428 adults (5.99% of all SG/PRC adults) had jobs paying at or better than minimum wage. Also, the number of adults in supported employment increased to 476 (6.66% of all SG/PRC adults). Accordingly, when compared with 2018 data, SG/PRC's 2019 employment outcomes demonstrated improved overall performance in these areas of measurement.

We are thrilled to report that SG/PRC has developed several innovative and effective ways to reduce disparities and increase equity for individuals served and their families. For example, SG/PRC has provided parent education and training through disparity projects, such as the Navigating the Regional Center System (NRCS) workshop series, Parent Mentor Initiative (PMI) that provides individualized parent-to-parent coaching, as well as making available the ADEPT online Behavior Management training modules (developed by the MIND Institute) in Chinese, Korean and Vietnamese through our Parent Learning Portal.

We believe at the core of disparities is that often individuals served or their families lack information about services available through the regional center or lack knowledge on how to navigate the regional center system. Thus, we have intentionally assured that information sharing and knowledge acquisition regarding the regional center system and other community resources are the overarching goals we aim to achieve. We have discovered through our experiences that when an individual served is not receiving a regional center funded service, this occurrence might arise from a lack of information or inability to navigate the regional center. As a method to mitigate this potential barrier, SG/PRC closely monitors instances where individuals only receive case management services and do not have any POS funded service, as well as when authorized services are not sufficiently utilized.

In accordance with the Lanterman Act, every year we give public notice to individuals served, their families and stakeholder groups regarding our annual meeting regarding our performance. Simply, we request that you attend, participate, give us input, and help us identify opportunities where we may adjust our strategies to achieve better outcomes.

In the interim, immediately, you can gain a better understanding of SG/PRC's disparity data and the full scope of our efforts to increase Purchase of Services (POS) equity at [www.sgprc.org](http://www.sgprc.org) under "governance" and "transparency" where you will find our Annual POS Expenditure Data and other reports.

Additionally, Dr. Carol Tomblin, SG/PRC's Director of Community Outreach and Compliance, can be reached at [ctomblin@sgprc.org](mailto:ctomblin@sgprc.org) or at (909) 868-7521 as a resource to help you understand our reports and data analysis explained within.

With kindest regards,

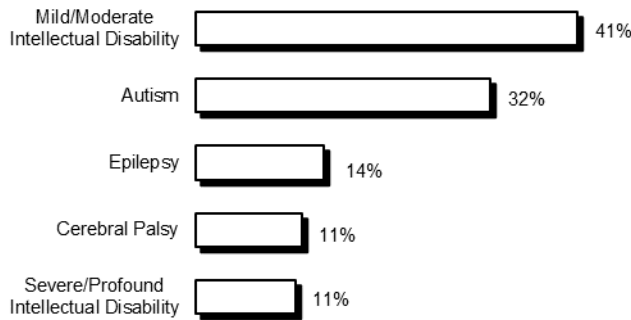


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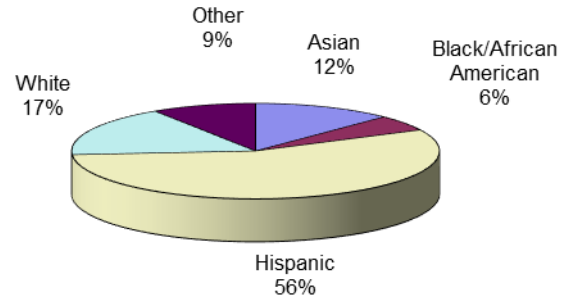
## Who uses SG/PRC?

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

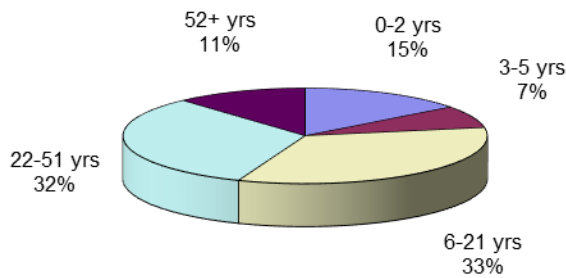
**DIAGNOSIS OF SG/PRC CONSUMERS**



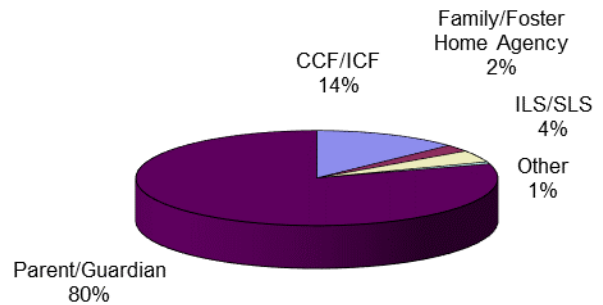
**ETHNICITY OF SG/PRC CONSUMERS**



**AGE OF SG/PRC CONSUMERS**



**WHERE SG/PRC CONSUMERS 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 2018, and the second column shows how SG/PRC was doing at the end of 2019.

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 2018		December 2019	
	State Average	SG/PRC	State Average	SG/PRC
Fewer consumers live in developmental centers	0.12%	0.05%	0.08%	0.03%
More children live with families	99.38%	99.21%	99.44%	99.32%
More adults live in home settings*	80.20%	73.47%	80.84%	74.09%
Fewer children live in large facilities (more than 6 people)	0.04%	0.17%	0.04%	0.20%
Fewer adults live in large facilities (more than 6 people)	2.31%	6.47%	2.15%	6.27%

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	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.)*	96.67%	95.81%
Intake/Assessment timelines for consumers age 3 or older met	92.42%	96.95%
IPP ( <i>Individual Program Plan</i> ) requirements met	99.31%	99.30%
IFSP ( <i>Individualized Family Service Plan</i> ) requirements met	87.6%	91.7%

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
<b>Consumer Earned Income (Ages 16 and above):</b> 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
<b>Annual earnings of consumers compared to people with all disabilities in California</b> Data Source: Cornell University Disability Status Report	2017		2018	
	\$47,500		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	2017-18		2018-19	
	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	6	11	9	12
Percentage of adults who were placed in competitive, integrated employment following participation in a Paid Internship Program	18%	19%	13%	16%
Average hourly or salaried wages for adults who participated in a Paid Internship Program	\$11.64	\$10.97	\$12.45	\$11.49
Average hours worked per week for adults who participated in a Paid Internship Program	18	17	17	18
<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	\$11.93	\$11.41	\$12.76	\$12.18
Average hours worked for adults engages in competitive, integrated employment, on behalf of whom incentive payments have been made	22	26	22	25
Total number of Incentive payments made for the fiscal year for the following amounts:	\$1,500	13	3	27
	\$1,250	21	17	39
	\$1,000	29	46	43

To obtain these statistics, DDS provided the EDD with client data, and 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.

\*The Cornell University 2018 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?

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	
	17-18	18-19	17-18	18-19	17-18	18-19	17-18	18-19	17-18	18-19	17-18	18-19	17-18	18-19
Home	⚠️ 0.66	⚠️ 0.65	⚠️ 0.75	✅ 0.76	⚠️ 0.73	⚠️ 0.73	⚠️ 0.74	⚠️ 0.74	⚠️ 0.75	✅ 0.75	⚠️ 0.75	⚠️ 0.73	⚠️ 0.73	⚠️ 0.71
ILS/SLS	✅ 0.96	✅ 0.83	✅ 0.82	✅ 0.84	✅ 0.80	✅ 0.76	✅ 0.84	✅ 0.83	✅ 0.92	⚠️ 0.70	✅ 0.87	✅ 0.87	✅ 0.77	⚠️ 0.74
Institutions	N/A	N/A	✅ 1.00	✅ 1.00	✅ 1.00	⚠️ 0.52	✅ 0.79	❌ 0.30	N/A	N/A	✅ 1.00	✅ 0.94	N/A	N/A
Residential	✅ 0.90	✅ 0.87	✅ 0.92	✅ 0.93	✅ 0.92	✅ 0.92	✅ 0.92	✅ 0.92	✅ 0.98	✅ 0.98	✅ 0.91	✅ 0.91	✅ 0.93	✅ 0.94
Med/Rehab/Psych	N/A	N/A	⚠️ 0.67	❌ 0.42	✅ 0.88	✅ 0.92	✅ 0.94	✅ 0.91	N/A	N/A	⚠️ 0.66	✅ 0.77	✅ 0.93	N/A
Other	N/A	N/A	✅ 0.85	N/A	❌ 0.24	⚠️ 0.69	✅ 0.98	✅ 0.97	N/A	N/A	⚠️ 0.63	⚠️ 0.74	N/A	✅ 0.94



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	2017-18	0	2	0	N/A	40%	N/A
	2018-19	0	3	1	0%	60%	9%
Asian	2017-18	5	252	136	1%	32%	22%
	2018-19	6	255	147	1%	31%	23%
Black/African American	2017-18	2	94	60	3%	44%	12%
	2018-19	1	88	64	1%	41%	13%
Hispanic	2017-18	31	1,189	521	2%	32%	19%
	2018-19	18	1,198	560	1%	32%	20%
Native Hawaiian or Other Pacific Islander	2017-18	0	1	0	N/A	17%	N/A
	2018-19	0	3	0	N/A	60%	0%
White	2017-18	12	197	253	6%	36%	14%
	2018-19	5	187	241	2%	35%	22%
Other Ethnicity or Race	2017-18	6	178	63	1%	32%	23%
	2018-19	7	209	59	2%	33%	20%
Total	2017-18	56	1,913	1,033	2%	33%	17%
	2018-19	37	1,943	1,072	1%	33%	18%

**Want more information?**

To see the complete report, go to: [www.sgprc.org](http://www.sgprc.org)

Or contact Carol Tomblin at (909) 868-7521 or [ctomblin@sgprc.org](mailto:ctomblin@sgprc.org)