



**San Gabriel / Pomona  
Regional Center**

May 12, 2022

Mr. Ernie Cruz, Deputy Director  
Department of Developmental Services  
1215 O Street, MS 8-20  
Sacramento, California 95814

RE: SG/PRC Caseload Ratios

Dear Mr. Cruz:

San Gabriel/Pomona Regional Center (SG/PRC) is in receipt of your letter dated March 21, 2022, regarding SG/PRC's caseload ratio survey submitted to the Department of Developmental Services (DDS) on February 10, 2022. Survey outcomes landed where we expected, given that both DDS and California Lawmakers acknowledge the regional center systemwide funding gap during Fiscal Year 21/22, where budget policy was agreed upon effective July 1, 2022, intended to shrink the caseload ratio gap.

SG/PRC and its entire community is pleased that funding to address caseload ratios is forthcoming systemwide in the amount of \$87.5M. Regrettably, the caseload ratio gap is expanding as the Association for Regional Center Agencies (ARCA) estimates the gap is now 1077 Service Coordinators statewide. SG/PRC remains hopeful that forthcoming funding intended to partially address the caseload ratio gap is allocated on a per capita, population served methodology to foreclose derivative disparities.

SG/PRC agrees, a local plan is helpful to optimize regional center operations efficiencies. However, such efforts will not eliminate the funding gap that has grown beyond the \$87.5M budget compromise. Feeding the caseload ratio gap is the outdated Core Staffing Formula (CSF). Accordingly structural problems within the CSF, developed nearly 40 years ago, remain tethered to underlying fiscal assumptions at that time that have not been updated in decades resulting in regional center operations underfunding moving forward. It is our understanding that California Lawmakers are advancing proposals intended to fix the outdated Core Staffing Formula that is the root cause for the caseload ratio gap. Plainly, local plans are ill-equipped to fix deficiencies embedded within the CSF or to change budget policy priorities sustaining the caseload ratio gap.

Within fiscal years 2010-2011 and to 2012-2013, SG/PRC's operations allocation was substantially reduced to mitigate the effects of the Great Recession, without recovery funding to make up those shortfalls. Astoundingly, 13 years have come and gone since the recession, and California's budget has realized record surpluses. SG/PRC's operations funding shortfall described is exacerbated as a result of the Great Resignation as most employers are competing within a shrinking workforce where monetary adjustments and enhanced benefits are driving factors that improve recruitment outcomes. We remain hopeful that funding for Service Coordination and regional center operations is adjusted through Core Staffing Formula revisions and updates soon. We resoundingly affirm that SG/PRC's nearly 15,000 individuals served, and their families are entitled to high quality Service Coordination, and allied services delivered through SG/PRC.

As expected, SG/PRC's caseload ratios at the time of the survey completed on February 10, 2022, did not meet statutory requirements in the categories: on the waiver, under 3 years in age, over 3 years in age, non-waiver / and movers within 12 and within 24 months.

SG/PRC within its requirements to develop a corrective action plan, has electronically delivered notices to specific entities regarding its plan of correction and thereafter received confirmation of attendance from representatives with Disability Rights of California. Additionally, SG/PRC's notice of public meeting was shared through Constant Contact, posted on the SG/PRC's website, shared within the SG/PRC Executive Director's monthly report, and shared during SG/PRC's weekly Zoom meetings with its service providers on Mondays, and with individuals served and their families on Tuesdays. Also, SG/PRC has established an email address [caseload@sgprc.org](mailto:caseload@sgprc.org) to encourage input from SG/PRC's community, and stakeholder groups.

*SG/PRC's public meeting was held on April 26, 2022. The public inquired about SG/PRC's diversity needs. Specific, mention was the need to recruit and retain African American Service Coordinators, and the need to recruit and retain Service Coordinators that speak Korean language to overcome Purchase of Service disparities, and to improve ethnic diversity within SG/PRC's workforce. Also, a member of the public asked about whether SG/PRC has any current disparity grants funded through the Department of Developmental Services. A member of the public stated that she was humbled that SG/PRC's parent support groups are holding meetings. Another member of the public stated that she has had positive experiences with SG/PRC's responsiveness and realizes that it is a major struggle for Service Coordinators with high caseloads. A community member asked about the training Service Coordinators are receiving to support individuals served that are Deaf or Hard of Hearing.*

SG/PRC staff responded that SG/PRC is seeking Service Coordinators through different recruitment streams including support through equity partners, reaching out to churches, and communicating the need for Service Coordinators with individuals served and their families within underrepresented communities. SG/PRC staff encouraged members of the public to contact state lawmakers representing their District to support the modernization of the Core Staffing Formula to close the caseload ratio gap and to prevent it from growing.

SG/PRC staff reported that SG/PRC has several equity partnerships. However, many request were not approved for funding through DDS due to budget constraints. SG/PRC staff reported that SG/PRC created specialized caseloads for Service Coordinators serving Deaf and Hard of Hearing individuals with a reduced caseload ratio of 1:50. Also, SG/PRC has hired a Deaf and Hard of Hearing Specialist to support SG/PRC Service Coordinators with specialized training and is a support that is available when needed.

- SG/PRC's CFO and HR Directors every month will analyze current and future budgetary commitments, and recruit Service Coordinators within budget year allocation thresholds.
- SG/PRC has created and is implementing an employee referral program. *SG/PRC will broaden the reach of its recruitment of Service Coordinators representing African American, Korean, and Multi-ethnicities to achieve greater symmetry between SG/PRC's workforce and individuals served (public input April 26, 2022).*

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- SG/PRC has successfully introduced cellphone technologies, integrated with VoIP (voice over the Internet Protocol), teleconferencing technologies, internet hotspots, laptops, and integrated texting features intended to meet the communication preferences and needs of individuals served and their families.
- SG/PRC will retain its (9) floater Service Coordinator positions that are not computed within its survey of caseload ratios.
- SG/PRC has begun the rollout of Virtual Chart technologies, in partnership with Orange County Regional Center, intended as a time savings opportunity for Service Coordinators through its capabilities with eliminating redundancies within the work completed by Service Coordinators.
- SG/PRC created a Streamlining Team that has streamlined internal processes and procedures having low value and has refined systems to reduce overlapping functions resulting in additional time savings opportunities for Service Coordinators.
- SG/PRC has adjusted its Service Coordinator assignments during July 2021 to better serve its deaf and hard of hearing population, and participants within its Self-Determination Program through creating specialized caseloads for both areas with reduced caseload ratios ....1 to 50 and 1 to 40. *SG/PRC will ensure that its Service Coordinators that support the Deaf and Hard of Hearing Community receives supports and training from the SG/PRC Deaf and Hard of Hearing Specialist (public input, April 26, 2022).*
- SG/PRC's Leadership Team and Board will continue its efforts to inform lawmakers regarding the regional center system of care and the need to fully fund regional center operations through modernizing the Core Staffing Formula as a necessity to support individuals with developmental disabilities' inclusion into every aspect of community life.

SG/PRC is grateful for the State's planned funding for the reduction of caseload ratios in fiscal year (FY) 2022/2023. Providing needed financial resources for regional centers to hire additional service coordination staff is an investment in better outcomes for those served by regional centers and their families. That funding level is based on the expected cost of backfilling needed service coordination positions from March 2019. Since then, both the number of Service Coordinators needed to meet mandated caseload ratios and the overall cost of closing this gap has continued to grow.

Only through the State of California's commitment to modernizing and keeping the Core Staffing Formula current is it possible to permanently protect regional centers' operations stability, prevent caseload ratios from rising again, and anchor Service Coordinator retention through competitive wages and benefits.

Please know that I am an Advocate at Heart for individuals served, a Service Coordinator at my core, and SG/PRC is committed to doing whatever it can to protect and strengthen the regional center service delivery system. Affirmatively, we want Service Coordinators to have low caseloads, and all of us want Service Coordinators and all regional center employees to be compensated at fair value. Diligently pursuing these goals in partnership are worthwhile.... protecting the Lanterman Promise.

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Mr. Cruz, exceedingly, we admire DDS' partnership as we do our very best for our community we mutually serve.

Warmest regards,

A handwritten signature in black ink, appearing to read 'Anthony Hill', with a stylized, cursive script.

Anthony Hill, M.A. Esq.  
Juris Doctor  
Executive Director  
San Gabriel Pomona Regional Center  
[ahill@sgprc.org](mailto:ahill@sgprc.org).

Enclosure: Letter-Ernie Cruz (3.21.2022)

cc: Sheila James, Board President, San Gabriel/Pomona Regional Center  
Roy Doronila, SG/PRC CFO  
Raquel Sandoval, SG/PRC Director of Human Resources  
Daniela Santana, SG/PRC Director of Client Services  
Salvador Gonzalez, Director of Community Outreach and Compliance  
Amy Westling, Executive Director, Association of Regional Center Agencies  
Brian Winfield, Chief Deputy Director, Department of Developmental Services  
Uvence Martinez, Chief, Community Operations, Department of Developmental Services

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