



**San Gabriel / Pomona  
Regional Center**

August 19, 2023

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

RE: SG/PRC Caseload Ratio Plan of Correction

Dear Mr. Cruz:

San Gabriel/Pomona Regional Center (SG/PRC) is in receipt of your letter dated June 20, 2023, regarding SG/PRC's caseload ratio survey submitted to the Department of Developmental Services (DDS). First and foremost, we want to extend our appreciation to DDS for the ongoing support and advocacy to support regional centers in the areas of reducing caseload ratios. We recognize the ongoing statewide challenges as they relate to the funding deficits within the regional center core staffing formula.

Earlier this year, Assemblymember Joaquin Arambula, who represents the 31<sup>st</sup> District in California, provided support towards a budget investment focused on modernizing the core staffing formula. Within the support letter, a request was made to the legislature for regional centers to have an allocation of \$64.6 million from the General Fund on an ongoing basis to modernize the formula. While we were hopeful for this request to be approved, unfortunately, it did not pass this year; however, we want to recognize that the legislative advocacy on this matter was critical, and we need to continue to advocate in partnership, both locally and statewide.

Across the state, we recognize the growth in the number of individuals served and their families at regional centers. We believe this is important to recognize as it means more people are getting connected to our service system. As more people are served by regional centers, we believe this underfunding is a primary driver for some caseload ratios not being met at statutory levels. In addition, last year the California state Auditor released a report that identified recommendations to modernize the core staffing formula, which further validates the importance of this budget matter. Ultimately, if we can address this through the legislative process, it will help assist in reducing caseload ratios.

Per W&I Code section 4640.6(f), SG/PRC is submitting this required plan since some areas of our caseload ratios were not met for two consecutive reporting periods. The plan of correction must be developed with input from key stakeholders and community members. As such, SG/PRC presented and discussed this topic at our established monthly community meeting on Tuesday August 15, 2023, at 10:00AM, which was largely attended by approximately 79 stakeholders. During that meeting, SG/PRC received feedback and suggestions that will be summarized here:

- SG/PRC Service Coordinators were recognized by a service provider for being responsive while acknowledging the caseload ratios.
- SG/PRC to review the overall job description and revamp it to be more efficient to meet the needs,

incorporate more benefits and incentives for staff, and increased focused on making sure all diverse communities are represented with a particular focus on African American and Black communities.

- SG/PRC to recruit staff that reflect all communities served, including culture and language.
- SG/PRC was acknowledged for their transparency.

Additionally, SG/PRC held an additional meeting on Thursday August 17, 2023, at 1:00PM to discuss our Caseload Ratio Plan of Correction to seek input from our stakeholders. Please refer to the PowerPoint (Exhibit 1) and Minutes (Exhibit 2) of that meeting that accompanies this letter.

As outlined in the acknowledgement letter, SG/PRC has filled all positions associated with the AB 178 allocated funding. We have been very active in recruiting this past fiscal year and have achieved the recruitment of the 60 identified positions.

SG/PRC did **not** meet all the required ratios mandated by Welfare & Institutions (W&I) Code section 4640.6(c) and Article IX, Section 2 of the Fiscal Year 2022-2023 Regional Center Contract. The following areas were identified as not met:

- On waiver
- Under 6 years of age
- Movers over 24 months
- Movers over between 12-24 months
- Movers within last 12 months
- Over 5 years, non-waiver, non-mover

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. Additionally, SG/PRC's notice of public meeting was shared through Constant Contact. Also, SG/PRC has established a centralized email address to reach Salvador Gonzalez, Director of Service Access and Equity at [sgonzalez@sgprc.org](mailto:sgonzalez@sgprc.org) to encourage input from SG/PRC's community, and stakeholder groups.

#### Continued Efforts for Plan of Action

- SG/PRC to continue to assess current and future budgetary commitments and recruit of Service Coordinators within budget year allocation thresholds, including critical positions related to intake and eligibility and clinical positions.
- SG/PRC to continue implementing an employee referral program.
- SG/PRC will retain its floater Service Coordinator positions that are not computed within its survey of caseload ratios to help provide relief to uncovered caseloads.
- SG/PRC reinstated and established growth positions in areas of service coordination that had elevated caseload ratios this past fiscal year.

- SG/PRC has established support positions to service coordination, such as Health Care Specialist, Federal Revenues Specialist, and an additional SIR Coordinator.
- SG/PRC will continue to explore technology over the next fiscal year to streamline efficiencies.
- SG/PRC to continue to assess and review salary structures and compensation within the current budgetary framework.
- 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.

Genuinely,

A handwritten signature in black ink that reads "Jesse Weller". The signature is fluid and cursive, with a long horizontal flourish extending to the right.

Jesse Weller, Psy. D.  
Executive Director  
San Gabriel/Pomona Regional Center  
[jweller@sgprc.org](mailto:jweller@sgprc.org)

Enclosure: Letter-Ernie Cruz

cc: Julie Chetney, Board of Directors President