



Alta Reflections

End of Year 2025 Summary



We are pleased to share an update on Alta California Regional Center's activities in 2025.

Each year, it is valuable to pause and reflect on the collective work and associated outcomes that our agency has achieved. The work that we do is expansive and promotes our agencies Mission and Vision for the individuals and families that we support. It is impossible to chronicle every activity and impact, as there are too many to count.

In this report you will see the key areas our staff, across all departments, have contributed to enriching the lives of people with developmental disabilities. We have many accomplishments to celebrate as we close out calendar year 2025.

Lori Banales

In this report you will receive updates on:

Regional Center Operations

Case Management

Intake & Clinical

Community Services

Outreach

Regional Center Operations

Human Resources

- **Staff as of 12/31/2025 = 875** (755 in 2023)
 - Hired 249 - Term 135
 - **Net Growth 120 Employees**

Fiscal & Information Technology

- Clean slate audit with no unresolved items.
- Clean Independent Audit report.
- Completed all required vendor audits and secured all audit findings.
- Implemented DDS Rate Study Authorization structure changes
- Transitioned Community Services Department to ATLAS electronic records.



ACRC Facilities and IT Team accomplished the move into our new Sacramento office in March 2025.

AS OF DECEMBER 31, 2025, ACRC SERVED 36,760 (34,766 IN 2024)



Legal Department

- Filed 317 conservatorship assessment reports
- Investigated and resolved 59 WIC 4731 complaints, 8 Citizen Complaints, 46 Whistleblower Complaints, 5 Vendorization appeals, and 2 Residential Service Facility appeals.
- Responded to 64 subpoenas (53 records-only and 11 personal appearance).
- Issued 1721 Notices of Action: 611 eligibility, 188 services, and 922 for case inactivation.



Federal Programs

- ACRC is ranked 3rd for the most clients on the SD (Self Determination) Waiver, 433* clients
- ACRC is ranked 2nd for the largest number of clients on Medicaid Waiver, 15,963* clients.
- 3,439 clients on 1915(i) Waiver. No statewide report exists on the 1915i Waiver and ACRC has taken a leadership position in the state by creating our own monitoring tool.

Case Management Updates

Early Start

- 2921 intakes in calendar year 2025
- Early Start units grew from 6 to 7, including one full Yuba City unit
- 1:40 ratio met throughout all Early Start units!
- Implemented Atlas
- Initiating teaming at 30 months means earlier transitions to Early Childhood teams, ensuring IPPs are developed to start on the child's third birthday without gaps in services.
- Rate study implemented

Early Childhood & Children's

- **Implemented new Early Childhood Units**
 - Service all 10 counties
 - Growth to 4 case management units
- Continued growth in teams across all 10 counties and development of an 8th growth unit serving Sacramento County.
- AB 2083 collaboration and ILT and AT representation across all counties served.
- Managed Care Partner quarterly meetings participation benefiting clients and families across all 10 counties.
- Quarterly collaboration with SELPA Partners
- Continued County Behavioral Health Collaboration

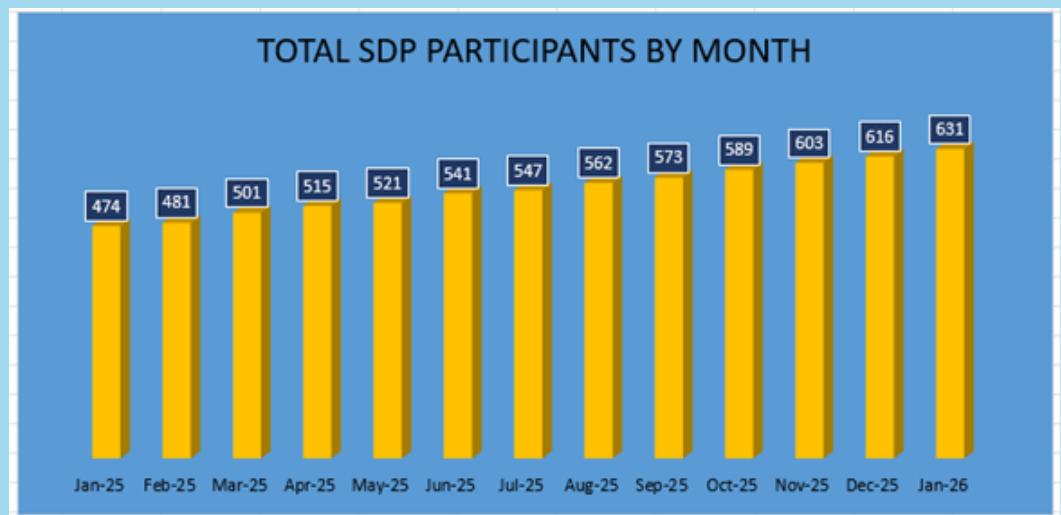


Supporting SDP Growth

- There are 10 Participant Choice Specialists supporting all case management units.
- The SDP Team has created tools and resources to support case management:
 - Procedural guidance for new enrollments and subsequent year renewals
 - Checklists with timelines for transitioning into SDP
 - Checklists for Spending plan reviews
 - Implemented Spending Plan Committee Review



Self-Determination Program



- The SDP Team participated in 8 Outreach events, in addition to those facilitated by ACRC's Diversity Outreach Workgroup.
- The SDAC hosted a booth at the Supported Life Conference in October 2025 and presented a workshop on SDP during the conference.
- SDAC Implementation Funds were awarded to Cambrian FMS to facilitate training and support to SDP participants.

Case Management Updates continued

New Professional Development Unit

The goal of the Professional Development Unit is to establish a talent pipeline from top universities to ACRC, providing interns with guidance and mentorship to develop into future full-time professionals who embody ACRC's mission and vision, while also enhancing recruitment and retention efforts.

In 2025, ACRC supported over 20 BSW and MSW interns from twelve universities: Arizona State, Baylor University, Chico State, Liberty University, Pacific Oaks College, Sacramento State, UMass, University of Kentucky, Grand Canyon University and the University of New England, the University of Pacific, University of Nevada Reno. Since the fall, seven students have completed their internships, and we have six new interns joining ACRC in January 2026 and three additional interns will be on board later in the semester.

In addition, we're getting a steady stream of applications from eager prospective interns!! With support from our Professional Development Team, these interns are poised to become future leaders who'll champion ACRC's mission and values – making a lasting impact both here and in the community.

2025 - Two ACRC Interns became full time employees!

Education Support Team

- **Special Education Referrals - 324**
- IEP Meeting Attendance: 18
- ACRC Presentations: 4
- Education Consultant Clinics: 47
- Interagency Collaboration/Meetings: 25
- IDEA Specialist Collaborative Meetings: 10
- Webinars held:
 - Community Webinars held: 4
 - Service Coordinator Webinars: 5



Enhanced Case Management Unit

- Composed of:
 - Cultural Diversity Specialist
 - 2 Spanish Speaking Caseloads
 - Russian Speaking Caseload
 - Hmong Speaking Caseload
 - Punjabi Speaking Caseload
 - African American Caseload
- Providing service access and equity through identification of clients with linguistic and ethnic needs.
- **Enhanced Service Coordinators see clients at least every 3 months.**
- 1:40 Caseload ratio
- Service Access and Equity (SAE) Grants – provided letters of support and consultation with SAE Grant applicants.
 - Language Access and Cultural Competency (LACC) funds are leveraged to ensure materials are translated across multiple languages. Building collaborative relationships with Community Based Organizations.

Client Advocate Summary

Direct Support & Referrals

- Received 102 referrals to support Planning Teams throughout 2025.
- Provided People Planning Together (PPT) sessions to adults and transition-age- students.
- 21 Client Advocate Consultation Clinics for Service Coordinators have been held in 2025

Advocacy, Representation & Community Engagement

- Attended and represented ACRC at People First meetings across the catchment area.
- Participated in Grassroots Day advocacy efforts.
- Served on the SacRT Mobility Advisory Council.
- Served as members of the Sacramento County Local Aging and Disability Action Plan Group.
- Served on the Sacramento City Unified School District (SCUSD) Career Technology Advisory Board.
- Participated in the development and implementation of ACRC's New Client Orientation.



Education, Training & Capacity Building

- Held multiple client, family, and community workshops on Supported Decision-Making.
- Conducted Client Rights Trainings for vendored providers.
- Presented to California Northstate University dental students, emphasizing person-centered care in clinical settings.
- Assisted in facilitating presentations with ACRC's Client Advisory Committee and co-developed ACRC's Person-Centered Thinking Policy.

Speaking Engagements & Panels

- Delivered the keynote address at SCUSD's transition student graduation ceremony.
- Served as a panelist for the Department of Developmental Services on the role of Regional Center Client Advocates.
- Served as a panelist for the Sacramento County Office of Education, focusing on breaking down barriers for underserved communities.

Expanding Access and Awareness of Services

ACRC continues to strengthen access to information and services for the individuals and families we serve. To make it easier for our community to find the resources they ask about most, **in 2025 ACRC developed a new QR code flyer** that links directly to key service areas from Early Start to Adult Services, to the Self-Determination Program, and Social Recreation.

ACRC service coordinators now include direct website links to service guides in their email signature blocks, giving individuals quick access to "Services and Supports for Every Age Group." These guides help clients and families explore available supports tailored to different life stages.

In addition, alongside the Individual Program Plan (IPP) survey information shared during each IPP meeting, ACRC is distributing flyers with QR codes that link directly to the survey. This added convenience makes it easier for individuals and families to complete the survey and share valuable feedback.

Intake & Clinical Highlights

Lanterman Eligibility

- **2917 applicants were assessed through Intake (2800 in 2024)**
- **2156 applicants were made eligible for services (1952 in 2024)**

ASD Specialist

- Engaged with the community on outreach trainings, providing training on Autism and how to meet the needs of individuals with an Autism diagnosis as well as diagnostic characteristics, tips for effective engagement and navigating service systems.
- Presented at the UC Davis MIND Summer Institute on implementing evidence-based practices for Autism and the power of interagency collaboration.
- Maintained executive leadership role with California Autism Professional Training and Information Network (C.A.P.T.A.I.N.), mentoring clinicians, and other professionals on increasing quality of services and leading the state in an initiative for service improvement.

Speech & Language Pathologist

- Completed more than 70 direct assessments for Early Start and completed report reviews of insurance funded assessments to determine eligibility for Early Start.
- Provided QA support and engaged in case management collaboration for increasing access to feeding therapy, speech therapy, and AAC services.
- Partnered in supporting the updating and revising of the ACRC service guidelines for EI Speech Language Pathology, Early Start Feeding Therapy, and Early Start and Lanterman Assistive Technology.

Dental Coordinator

- Participating member of the Medi-Cal Dental Advisory Committee (MCDAC).
- Facilitated quarterly group dental clinics/hygiene days with Registered Dental Hygienists in Alternative Practice (RDHAP) providing dental services to clients supported through a vendoried Independent Living Service (ILS) agency and in outlying areas, with some of these hygiene days being supported by a mobile dentist.
- Provided community outreach and trainings to day programs, care homes, and California Northstate University – dental college.

Behaviorists

- Hosted a BACB continuing education conference, "Sexual Trauma and Informed Care Training", presented by Mary Wong, BCBA, PsyD.
- Conducted and hosted multiple community outreach/vendor trainings: Compassionate Care
 - Evidence-based Practices
 - Dual Diagnosis and Mental Health Resources
 - Quality Assurance of Behavior Services
- Supported monthly to quarterly QA oversight across 22 specialized homes

Nurse Consultants

- Early Intervention (EI):
 - Conducted 162 in person, Early Start nursing assessments related to eligibility
 - Completed 974 medical record reviews
 - Provided case management training and support to ACRC's EI units.
- Lanterman (3+ years):
 - Conducted monthly to quarterly QA oversight and emergency consultation for 22 specialized homes (6 Adult, 1 Children's, 10 Behavioral, 5 Crisis).
 - Supported the ongoing development and opening of ACRC's first Group Home for Children with Special Health Care Needs (GHCN).
 - Provided vendor trainings on the use of Vagus Nerve Stimulation (VNS) device and restricted health care plans in licensed care facilities.

Training Unit

- Coordinated 22 New Employee Orientations
- Generated over 985 Social Media Postings
- Over 7 thousand followers across multiple social media platforms.
- Unit Staff Prepare Handouts for Outreach Events
- **ACRC Participated in 83 Community Outreach Events**



Community Services

The major activity in 2025 was the implementation of the new rates established by the Department of Developmental Services. Despite the need to transition thousands of service provider rates to new amounts as well as changing a number of services rate methodologies, ACRC still continued to expand our services in the areas of need put forth by our community. **In 2025, ACRC vendedored GoGoGrandparent to meet our agency rideshare needs, our transportation broker R&D Transportation arranged rides for over 3400 clients.**

New Service Providers

by Year

2020 - 165
2021 - 149
2022 - 188
2023 - 252
2024 - 333
2025 - 331



Vendor Type	2025	2024
Residential Care Homes	76	57
Supported Living Agency	25	19
Speech Therapy	23	14

HCBS Compliance

- ACRC completed all required vendor HCBS reviews in 2025. 599 programs were assessed and 568 visits completed.
- ACRC providers are nearly 100% compliant with one service provider actively completing a remediation plan.
- **HCBS grant funded OOMM Roommate Matching Application moved to statewide adoption in 2025.**



Complaint Responses

- 4731 - 12 completed
- Whistleblower - 22 completed
- CSS Alerts - 62 completed

Housing

- Received funding from DDS for 3 new affordable housing projects in Sacramento, Yolo, and Placer counties.
- Participated in the Grand Opening of the Heights on Stockton affordable housing development.



Community Services - Continued

CIE and PIP

- During FY24-25, ACRC had 224 Competitive Integrated Employment (CIE) placements, indicated by 30 Day EMPP POSs. **This is an increase from 157 CIE placements in FY 23-24.**
 - ACRC paid out 522 EMPP, EMP6, and EMP12 incentive payments during this fiscal year. We paid out **112 12-month incentive payments**, indicating clients are obtaining more long-term employment.
- We had **364 Paid Internships** (PIP), compared to 211 in FY 23-24
- ACRC currently has **32 providers, providing offering CIE and PIPs**
- We have continued our relationship with employers such as UC Davis, State of California, Essendant, Smart and Final, Eskaton, TMM/Sacramento International Airport, Amazon, and local school districts. We are supporting DDS in state employment initiatives, which has included **hosting a state employment workshop and supporting DDS in their internal workforce initiatives**.

Open House and Micro Enterprise Fairs

ACRC hosted two Microenterprise Fairs in 2025, one in July along with our open house and one in December. These events both saw 50+ vendors and 100+ shoppers.



Emergency Resource Fair

ACRC held our first Emergency Resource Fair in 2025. This event saw public safety officers, assistive technology providers, state and local agencies all providing supports in case of an emergency.



Forensics

ACRC has a Specialized Services and Supports Unit that contains a Victim Advocate, Specialized Court Liaison, and Forensic Specialist.

- Court Ordered Intake Referrals: 120
- Clients Supported by Victim Advocate: 47
- Clients Supported with Civil Commitments: 14 (8 expired this year b/c not needed)
- **Forensic Review Team Staffing's: 309**
- Number of Defendants Supported:
 - **ACRC Court Attendance -948**
 - Client Arrests -165
 - Diversion Plans- 42
 - Competency Plans -26



Kicking off Blue Envelope Program in Placer County

Outreach

- ACRC participated in **80 community outreach events**
- ACRC participated in 5 listening sessions, and 3 feedback sessions across diverse community populations
- 7,190 people were reached through outreach efforts in-person
- 562 requested and translated documents in targeted threshold languages
- 485 individuals (clients, caregivers, vendors, and community partners at outreach events) were surveyed in their target language
- Increased outreach efforts to Punjabi, Native American, and Russian/Slavic community members
- 187 community-based organization partnerships maintained



Continued outreach to our Slavic community spearheaded by our Russian and Ukrainian bilingual staff.



Presentation of ACRC CSMs at U.C. Davis Mind **Aprendiendo Juntos conference**. ACRC also provided an outreach and information table to compliment the panel.



Our first listening session aimed at the 2SLGBTQIA population with representatives from Roseville (SDP) and CSMs, with community partners and vendors present.



Growing Partnerships with **Art-Tism and SCUSD** to help further connect families and clients with RC services and information on enhancing existing clients