

**Westside Regional Center Performance Contract 2018
Public Policy Outcomes 2018**

Public Policy Measures	State Average 2016	WRC Baseline as of December 2016	Planned Activities
Number and percent of RC caseload living in State Developmental Center (lower is better)	.30%	.27% 23	<ul style="list-style-type: none"> • Implement the 2017-2018 Community Placement Plan, which includes: <ul style="list-style-type: none"> ○ Assisting Fairview/Porterville/Sonoma Developmental Center residents to move into the community. ○ Develop 2 Enhanced Behavioral Services Homes (EBSH); 2 Crisis Homes; 2 delayed egress Specialized Residential Facilities and one 10 unit Multi-Family Project.
Number and Percent of minors living with families (includes own family, foster family, and guardian). (higher is better)	99.15%	99.66% Own family (95.82%) Foster/Guardian (3.84%) 4,452	<ul style="list-style-type: none"> • Provide training for families in behavior management, toilet training & adaptive skill development. Mentor FBS program • Coordinate and provide technical assistance for the continued operation of support groups for parents, siblings, and other family members. • Continue and support the WRC Family Resource Center (FRC) that provides a library, assistance with issues such as IHSS, Support Groups, Educational Support, Sib Shops, and Parent to Parent support. • Developed a new Specialized Intensive Supports Agency that provides intensive supports and training to families with difficult to serve family members.
Number and percent of adults living in home settings (includes independent and supported living, adult family home agency, and with parent) (higher number is better)	79% ILS 11.24% SLS 5.55% FHA 0.96% w/parent/guardian – 60.29%	85.05% ILS (12.14%) 497 SLS (9.23%) 378 FHA (0.61%) 25 Parent/guardian – (62.97%) 4092	<ul style="list-style-type: none"> • Work with approved NPO's to promote and maintain affordable housing. • Provide training for supported living service providers to promote client health and safety. • Provide training for parents of young adults in transition to adulthood and to parents of older adults regarding service and support options. • Review and improve current ILS/SLS modes of services. • ILS, SLS & AFHA will be the first level of review prior to out of home placement.
Number and percent of minors living in licensed homes serving greater than 6 (includes ICF/DDs, ICF/DDHs, IFC/DDNs, SNFs, and CCFs). (lower is better)	.06%	.02% 1 4354	<ul style="list-style-type: none"> • Assess and review the 1 child living in a setting serving greater than 6, and identify less restrictive living options whenever possible. • Provide training and information for families of minors regarding available living options.
Number and percent of adults living in licensed homes serving greater than 6 (ICF/DDs, ICF/DDHs, ICF/DDNs, SNFs, and CCFs; RCFE not included) (lower is better)	2.78%	1.04% 43 4092	<ul style="list-style-type: none"> • Encourage development of homes for four or fewer adults, including adults with special health needs. • Assess adults living in settings serving greater than 6, and identify less restrictive living options whenever possible. • Provide training and information for families of adults regarding available living options.

Compliance Measures
State Average 2016 WRC Baseline as
of December 2016

Planned Activities

Unqualified independent audit with no material findings	Yes	Yes	<ul style="list-style-type: none"> • Continue generally accepted accounting principles. • Maintain good business practice.
Substantial compliance with DDS fiscal audit	Yes/No	Yes	<ul style="list-style-type: none"> • Continue generally accepted accounting principles. • Maintain good business practices.
Accuracy percent of POS fiscal projections (based upon February SOAR)	Yes/No	Yes	<ul style="list-style-type: none"> • Maintain monthly internal fiscal projections (internal SOAR Reports) • Maintain accuracy of POS fiscal projections based on history and ongoing utilization review.
Operate within OPS budget	Yes/No	Yes	<ul style="list-style-type: none"> • Maintain monthly reporting Schedules to monitor OPS budget. • Continue operation budget planning, ongoing utilization review, and periodic adjustments as needed.
Certified to participate in Waiver	Yes/No	Yes	<ul style="list-style-type: none"> • Maintain compliance with Medicaid Waiver requirements.
Compliance with Vendor Audit per contract Article III Section 10	Yes/No	Yes	<ul style="list-style-type: none"> • Maintain compliance with contract.
Individuals with current CDER or ESR	95.31%	Total with current CDER or ESR 94.31%	<ul style="list-style-type: none"> • Continue to provide timely completion of CDER and ESR reports.
Intake/Assessment and IFSP timelines (0-2)	90.29%	82.35% - 2016	<ul style="list-style-type: none"> • Continue to provide timely completion of intake/assessment for clients under 3 years of age.
Intake/Assessment timelines, clients 3 and above	97.53% 142 days or less 1.94% 143-240 days 0.17% over 240 days	94.31% 142 days or less 4.37% 143-240 days .0% (0) over 240 days	<ul style="list-style-type: none"> • Continue to provide timely completion of Intake/Assessment for clients 3 years of age and above
IPP Development (Welfare and Institutions Code requirements)	99.17%	98.82%	<ul style="list-style-type: none"> • Continue to comply with all requirements of the Welfare and Institutions Code for timely completion of individual/family service plans for clients receiving services under the Lanterman Act.
IFSP Development (Title 17 requirements)	2016 90.29%	2016 82.35%	<ul style="list-style-type: none"> • Continue to comply with all requirements of Title 17 for timely completion of individual/family service plans for infants and children receiving early intervention services.

Public Policy Outcomes: Measures Related to Employment

Measures	Measurement Methodology*	Frequency	Planned Activities
Number and percent of clients, ages 16-64 with earned income. Statewide – 13.6% WRC – 14.1%	Based on 2015 Employment Development Department (EDD) data-changes in number and percentage of consumers ages 16-64 with earned income as reported to EDD.	Annual	WRC plans for achieving employment measures include the activities listed below: <ul style="list-style-type: none"> • Board approved Employment First Policy (Finalized Fall 2016) • WRC SEP Roundtable for providers every other month • WRC Employment First Business Advisory Committee meets monthly with planned activities- Community Outreach, Education, Job Fair
Average annual wages for clients age 16-64: Statewide - \$7236 WRC - \$9172	Based on 2015 EDD data – average annual wages as reported to EDD for consumers 16-64	Annual	<ul style="list-style-type: none"> • New Tailored Services (TS) and Individualized Services (Fall 2015)- Volunteerism, Employment, Post-Secondary, Micro-Enterprise • WLAC C2C Program (Fall 2015) and TS supporting Post-Secondary activities • WRC Customized Employment vendorization for providers
Annual earnings of consumers ages 16-64 compared to people with all disabilities in CA. CA - \$41,600 WRC - \$9172	Based on 2015 EDD data-client wage data compared to people with all disabilities as reported to EDD.	Annual	<ul style="list-style-type: none"> • SCDD Grant for CE Discovery Fidelity Scale (14 providers ACRE trained at no cost, 5 providers implementing DFS for CE with clients)- 3 WRC Community Services staff ACRE certified • Hosting on-going ACRE trainings for stakeholders • WRC to host APSE CESP (Certified Employment Support Professional) exams 2018-2019 for Greater LA Area
Percentage of adults who were placed in competitive, integrated employment following participation in a Paid Internship.	Data collected manually from service providers by regional centers.	Annual	<ul style="list-style-type: none"> • WRC active Cal APSE member and meeting/conference host, participant • Ongoing Employment First/WIOA/HCBS Info Sessions, presentations, education and outreach- WRC training and events • WRC annual One Day Transition Conference • WRC annual Transition Fair
Number of adults who were placed in competitive, integrated employment following participation in a Paid Internship.	Data collected manually from service providers by regional centers.	Annual	<ul style="list-style-type: none"> • On-going SSA Work Incentives & ABLE Presentations • PIP/CIE outreach – WRC PIP Brochure, Employment Booklet • Culver City Chamber of Commerce membership to recruit from local businesses
Average hourly or salaried wages and hours worked per week for adults who participated in a Paid Internship Program during the prior fiscal yr.	Data collected manually from service providers by regional centers.	Annual	<ul style="list-style-type: none"> • LPA facilitation with local USDs and Charter Schools in process • 2 current West LA Project SEARCH sites (LAUSD transition Kaiser 2015) and new hospitality industry site in process
Average wages and hours worked for adults engaged in competitive, integrated employment, on behalf of whom incentive payments have been made.	Data collected manually from service providers by regional centers.	Annual	

Total number of \$1000, \$1250 and \$1500 incentive payments made for the fiscal year.	Data collected manually from service providers by regional centers.	Annual	
Percentage of adults who reported having integrated employment as a goal in their IPP. 26%	Based on the 2014-15 National Core Indicators (NCI) Survey – <i>Yes/No/Don't know</i>	Annual	

Measures Related to Reducing Disparities and Improving Equity in Purchase of Services Expenditures

Measure					Measurement Methodology
Percent of total annual purchase of service expenditures by individual's ethnicity and age based on 2015-2016 data :					<p>WRC Board of Director's Equity Task Force meets the 4th Wednesday of every month to ensure community input on the implementation and progress of the WRC Equity Project.</p> <p>Equity and Cultural Diversity Specialist will oversee improvement in POS via WRC Equity Project.</p> <p>WRC received 2016-2017 Disparity Grant Funding to focus on 4,970 clients and families in the Hispanic and African American communities. WRC has initiated/completed the following project components:</p> <ol style="list-style-type: none"> 1. Parent Empowerment Project – Parent to Parent Support 2. Developed 7 programs for children that include Occupational/Physical/Speech Therapies; Social Skills and Day Care that are culturally sensitive and appropriate. 3. Developed an Enhanced Case Management Team to address individual needs and barriers of target population who receive no services and aid them in receiving requested and funded POS service 4. Redesigning the WRC website to be culturally and linguistically appropriate for the WRC community. 5. Providing more convenient transportation and childcare to assist families to attend trainings and meetings. 6. Developing WRC Dashboard for transparency 7. Increased culturally and linguistically appropriate translation and interpretation services. 8. Multi-Disciplinary Staffing – ECM Team will collaborate in multi-disciplinary staffing's held twice monthly for Service Coordinators to present cases and discuss barriers (individual and systemic) and unmet needs for specific cases. <p>WRC will submit a comprehensive 2017-2018 proposal to DDS to continue to promote equity and address POS disparities that includes continuation funds of current project components and new projects to increase cultural and linguistically appropriate services for adult clients. – pending approval of DDS.</p>
0-2	Clients	Total Exp.	Total Auth.	% Utilized	
Asian	74	\$302,551	\$422,956	71.5%	
Black/ African-American	250	\$784,505	\$1,346,080	58.3%	
Filipino	8	\$32,184	\$61,864	52.0%	
Hispanic	715	\$3,139,292	\$4,729,740	66.4%	
Native American	0				
Other	296	\$1,527,644	\$2,214,462	69.0%	
Polynesian	3	\$15,987	\$18,303	87.3%	
White	619	\$2,550,701	\$3,662,794	69.9%	
3-21	Clients	Total Exp.	Total Auth.	% Utilized	
Asian	161	\$1,301,707	\$2,013,960	64.6%	
Black/ African-American	854	\$7,661,238	\$11,406,151	67.2%	
Filipino	29	\$32,184	\$200,439	62.8%	
Hispanic	1546	\$10,926,356	\$15,889,091	68.8%	
Native American	6	\$19,619	\$30,261	64.8%	
Other	532	\$5,173,130	\$7,917,149	65.3%	
Polynesian	5	\$28,533	\$40,048	71.2%	
White	1,016	\$9,973,503	\$15,823,683	63.0%	
Totals:	4,149	\$35,284,525	\$53,439,669	66.0%	
22 +	Clients	Total Exp.	Total Auth.	% Utilized	
Asian	128	\$3,957,705	\$4,866,198	81.3%	
Black/ African-American	984	\$27,957,022	\$34,503,785	81.0%	
Filipino	36	\$833,316	\$996,812	83.6%	
Hispanic	860	\$20,943,853	\$26,129,447	80.2%	
Native American	5	\$70,789	\$116,988	81.7%	
Other	243	\$8,465,153	\$10,367,128	81.7%	
Polynesian	5	\$73,538	\$116,988	62.9%	
White	1,087	\$44,603,507	\$55,054,680	81.0%	
Totals:	3,348	\$106,904,884	\$132,125,561	80.9%	

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

Ethnicity	0-3 YRS.		3-21 YRS.		22+ YRS		Total %	
	#	%	#	%	#	%	#	%
White	3	1.3%	240	23.6%	84	7.7%	332	12.2%
Hispanic	5	0.7%	436	28.2%	88	10.2%	529	16.9%
African American	6	2.4%	192	22.5%	69	22.5%	267	12.8%

WRC Board of Director's Equity Task Force meets the 4th Wednesday of every month to ensure community input on the implementation and progress of the WRC Equity Project.

Equity and Cultural Diversity Specialist will oversee improvement in POS via WRC Equity Project.

WRC received 2016-2017 Disparity Grant Funding to focus on 4,970 clients and families in the Hispanic and African American communities. WRC has initiated/completed the following project components:

1. Parent Empowerment Project – Parent to Parent Support
2. Developed 7 programs for children that include Occupational/Physical/Speech Therapies; Social Skills and Day Care that are culturally sensitive and appropriate.
3. Developed an Enhanced Case Management Team to address individual needs and barriers of target population who receive no services and aid them in receiving requested and funded POS service
4. Redesigning the WRC website to be culturally and linguistically appropriate for the WRC community.
5. Providing more convenient transportation and childcare to assist families to attend trainings and meetings.
6. Developing WRC Dashboard for transparency
7. Increased culturally and linguistically appropriate translation and interpretation services.
8. Multi-Disciplinary Staffing – ECM Team will collaborate in multi-disciplinary staffings held twice monthly for Service Coordinators to present cases and discuss barriers (individual and systemic) and unmet needs for specific cases.

WRC will submit a comprehensive 2017-2018 proposal to DDS to continue to promote equity and address POS disparities that includes continuation funds of current project components and new projects to increase cultural and linguistically appropriate services for adult clients. – pending approval of DDS.

Per capita purchase of service expenditures by individual's primary language (for primary languages chosen by 30 or more consumers)

Language Utilized	Client Count	Per Capita Expenditures	Per Capita Authorized
English 76.3%	7525	\$16,839	\$22,077
Spanish 74.3%	1755	\$11,195	\$15,076
Farsi 79.4%	60	\$28,178	\$35,493

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Equity and Cultural Diversity Specialist will oversee improvement in POS via WRC Equity Project.

WRC received 2016-2017 Disparity Funds Program funding to focus on 4,970 clients and families in the Hispanic and African American communities. WRC has initiated/completed the following project components:

1. Parent Empowerment Project –A parent-led program that seeks to reduce racial and ethnic disparities for individuals and families through the provision of materials, trainings, advocacy, outreach, and community building activities.
2. Developed 7 programs for children that include Occupational/Physical/Speech Therapies; Social Skills and Day Care that are culturally sensitive and appropriate.
3. Developed an Enhanced Case Management unit to address individual needs and barriers identified by the target population who receive no services and aid them in receiving requested and funded POS service
4. Increased translation and interpretation services.
5. Multi-Disciplinary Staffing – ECM Team will collaborate in multi-disciplinary staffings held twice monthly for Service Coordinators to present cases and discuss barriers (individual and systemic) and unmet needs for specific cases.

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