

**Westside Regional Center Performance Contract 2019
Public Policy Outcomes 2019**

Public Policy Measures	State Average	WRC Baseline as of :	Planned Activities
Number and percent of RC caseload living in State Developmental Center (lower is better)	December 2017 .21% July 2018 .16%	December 2017 .13% July 2018 .14%	<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 5 Enhanced Behavioral Services Homes (EBSH); 2 Crisis Homes; 2 medical/behavior homes and one 10 unit Multi-Family Project. • Implement the 2018-2019 CPP/CRDP Plan upon approval.
Number and Percent of minors living with families (includes own family, foster family, and guardian). (higher is better)	December 2017 99.32% July 2018 99.34%	December 2017 99.69% July 2018 99.77%	<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)	December 2017 79.61% July 2018 70.90%	December 2017 85.71% July 2018 86.07%	<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)	December 2017 0.04% July 2018 0.05%	December 2017 0.02% July 2018 0.00%	<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)	December 2017 2.47% July 2018 2.39%	December 2017 1.10% July 2018 1.10%	<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 2017 WRC 2017

Planned Activities

Unqualified independent audit with no material findings 2017	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	December 2017 98.41% July 2018 98.52%	December 2017 97.04% July 2018 98.52%	<ul style="list-style-type: none"> • Continue to provide timely completion of CDER and ESR reports.
Intake/Assessment and IFSP timelines (0-2)	December 2017 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	December 2018 99.06% July 2018 142 Days = 99.12% 143-240 Days =0.76% Over 240 day = 0.12%	December 2017 98.58% July 2018 142 Days = 97.92% 143-240 Days =2.08% Over 240 day = 0.0%	<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)	December 2017 99.17%	December 2017 99.55%	<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)	December 2017 90.29%	December 2017 83.90%	<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
<p>Number and percent of clients, ages 16-64 with earned income. Statewide - 14% WRC - 14.82%</p>	<p>Based on 2017 Employment Development Department (EDD) data-changes in number and percentage of consumers ages 16-64 with earned income as reported to EDD.</p>	<p>Annual</p>	<p>WRC plans for achieving employment measures include the activities listed below:</p> <ul style="list-style-type: none"> • Board approved Employment First Policy (2016) • WRC SEP Roundtable for providers bi-monthly • WRC Employment First Business Advisory Committee monthly • Activities- Community Outreach, Business Connection Event, Education, Career Fair
<p>Average annual wages for clients age 16-64: Statewide -\$8700 WRC - \$10,651</p>	<p>Based on 2017 EDD data – average annual wages as reported to EDD for consumers 16-64</p>	<p>Annual</p>	<ul style="list-style-type: none"> • New Tailored Services (TS) and Individualized Services (2015)- Volunteerism, Employment, Post-Secondary, Customized Employment/Micro-Enterprise • WLAC C2C Program (Fall 2015) and TS supporting Post-Secondary activities • WRC Customized Employment vendorization for providers
<p>Annual earnings of consumers ages 16-64 compared to people with all disabilities in CA. CA - \$45,300 WRC - \$10,651</p>	<p>Based on 2017 EDD data-client wage data compared to Cornell Disability Statistics on people with all disabilities.</p>	<p>Annual</p>	<ul style="list-style-type: none"> • SCDD Grant for CE Discovery Fidelity Scale (14 providers ACRE Customized Employment (CE) trained at no cost, 5 providers implementing fidelity scale 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
<p>Percentage of adults who were placed in competitive, integrated employment following participation in a Paid Internship. Baseline</p>	<p>0.06.</p>	<p>Annual</p>	<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 • WRC will hold a series of monthly informational, brainstorming, recruitment and technical assistance sessions to increase PIP and CIE opportunities
<p>Average hourly or salaried wages and hours worked per week for adults who participated in a Paid</p>	<p>WRC has 18 Paid Internships \$10.50/hour – 3 Internships – average 16 hours per week \$11.00/hour – 5 internships – average</p>	<p>Annual</p>	<ul style="list-style-type: none"> • On-going SSA Work Incentives & ABLE Presentations • PIP/CIE outreach – WRC PIP & CIE Brochure

<p>Internship Program during the prior fiscal year. Baseline</p>	<p>13.10 hours per week \$13.25/hour – 6 internships – average 5 hours per week \$12.00/hour – 1 internships – average 16 hours per week \$20.00/hour - 3 internships – average 20.83 hours per week</p>		<ul style="list-style-type: none"> • Culver City Chamber of Commerce membership to recruit from local businesses • LPA facilitation with local USDs and Charter Schools in process • 2 current West LA Project SEARCH sites (UCLA Health- adult & Kaiser- transition) and new hospitality industry site in process • WRC will hold a series of informational, brainstorming and recruitment sessions to increase PIP and CIE opportunities • Resume development as part of client file (review and discussion in IPP and included in employment services referral packet)
<p>Average wages and hours worked for adults engaged in competitive, integrated employment, on behalf of whom incentive payments have been made. Baseline</p>	<p>Average Wages - \$13.00 per hour Average Hours Worked – 13.5 hours</p>	<p>Annual</p>	<ul style="list-style-type: none"> • WRC will continue to emphasize the importance of employment opportunities at minimum wage or above • WRC will continue to promote our Employment First Policy • CIE incentive payment job types: food service, hospitality, healthcare, landscaping, retail, entertainment, childcare, office work, micro-enterprise • On-going employment placement in various types of jobs and CIE settings
<p>Total number of \$1000, \$1250 and \$1500 incentive payments made for the fiscal year. Baseline</p>	<p>Total Payment Made for: \$1000 – 5 payments \$1250 – 6 payments \$1500 – 3 payments</p>	<p>Annual</p>	<ul style="list-style-type: none"> • WRC will hold a series of informational, brainstorming, recruitment and technical assistance sessions to increase PIP and CIE opportunities
<p>Percentage of adults who reported having integrated employment as a goal in their IPP. 26%</p>	<p>Based on the most current 2014-15 National Core Indicators (NCI) Survey – <i>Yes/No/Don't know</i></p>	<p>Annual</p>	<ul style="list-style-type: none"> • WRC will continue to educate and instruct staff to develop employment goals for all adults • WRC on-going training for Service Coordinators about the importance of developing employment goals for adults and CIE monitoring

Measure and Measurement Methodology

Percent of total annual purchase of service expenditures by individual's ethnicity and age based on 2016-2017 data:

0-2 yrs.	# of Clients	Total Expenditures	Total Authorized	Per Capita Expenditures	% Utilized
American Indian or Alaska Native	1	\$1,200	\$1,915	\$1,200	62.7%
Asian	117	\$406,488	\$562,347	\$3,474	72.3%
Black/ Afr. Am.	247	\$1,091,996	\$1,753,166	\$4,421	62.3%
Hispanic	846	\$4,019,806	\$6,191,197	\$4,752	64.9%
Native Hawaiian or Pacific Islander	1	\$2,744	\$3,307	\$2,744	83.0%
Other / Multi-Cultural	347	\$1,585,223	\$2,345,005	\$4,568	67.6%
White	622	\$3,008,027	\$4,233,143	\$4,836	71.1%
3-21 yrs.	# of Clients	Total Exp.	Total Auth.	Per Capita Expenditure	% Utilized
American Indian or Alaska Native	5	\$23,401	\$28,893	\$4,680	81.0%
Asian	198	\$1,592,368	\$2,625,672	\$8,042	60.6%
Black/ Afr. Am.	839	\$8,523,678	\$12,708,448	\$10,159	67.1%
Hispanic	1,599	\$11,270,120	\$17,102,432	\$7,048	65.9%
Native Hawaiian or Pacific Islander	4	\$38,276	\$51,024	\$9,569	75.0%
Other / Multi-Cultural	537	\$5,430,034	\$8,514,980	\$10,112	63.8%
White	976	\$11,185,307	\$17,753,722	\$11,460	63.0%
22yrs. +	# of Clients	Total Exp.	Total Auth.	Per Capita Expenditure	% Utilized
American Indian or Alaska Native	7	\$79,868	\$97,863	\$11,410	81.6%
Asian	167	\$5,946,086	\$7,026,887	\$35,605	84.6%
Black/ Afr. Am.	1,007	\$33,864,458	\$43,012,083	\$33,629	78.7%
Hispanic	908	\$26,195,555	\$31,489,605	\$28,850	83.2%
Native Hawaiian or Pacific Islander	4	\$60,000	\$77,307	\$15,000	77.6%
Other / Multi-Cultural	258	\$10,858,962	\$13,075,519	\$42,089	83.0%
White	1,106	\$51,624,322	\$63,613,268	\$46,677	81.2%

Activities

1. Parent Empowerment Project

0-2 yrs.	# of Clients Served	# of Authorized POS	# of Authorized Generic Services	Avg. Per Capita
African Am./Black	0	0	0	**
Hispanic/Latino	3	4	1	**
3-21 yrs.	# of Clients Served	# of Authorized POS	# of Authorized Generic Services	Avg. Per Capita
African Am./Black	41	15	9	**
Hispanic/Latino	14	20	18	**
22 yrs.+	# of Clients Served	# of Authorized POS	# of Authorized Generic Services	Avg. Per Capita
African Am./Black	1	0	0	**
Hispanic/Latino	6	1	4	**

2. New Vendors for Early Start & Children Services

Vendor	Service(s)	# of Clients
NAPA Center	After School Care	9
Wiley Center	Social Skills	8
R-Traces	Social Skills	10
Wiley Center	ST	49
Greco's World	OT	24
PTN	OT/PT/ST	22

**Average Per Capita will be provided to DDS in the 2019 performance contract year-end report due February 28, 2020.

(continuation from above)

3. Enhanced Case Management

0-2 yrs.	# of Clients Served	# of Authorized POS	# of Generic Service Referrals	Avg. Per Capita
African Am./Black	0	0	0	**
Hispanic/Latino	0	0	0	**
3-21 yrs.	# of Clients Served	# of Authorized POS	# of Generic Service Referrals	Avg. Per Capita
African Am./Black	10	14	22	**
Hispanic/Latino	43	61	120	**
22 yrs.+	# of Clients Served	# of Authorized POS	# of Generic Service Referrals	Avg. Per Capita
African Am./Black	8	5	9	**
Hispanic/Latino	11	16	24	**

**Average Per Capita will be provided to DDS in the 2019 performance contract year-end report due February 28, 2020.

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

Ethnicity	0 - 2 yrs.		3 - 21 yrs.		22 yrs. +		Total	
	#	%	#	%	#	%	#	%
American Indian or Alaska Native	0	0%	2	40%	1	14.3%	3	23.1%
Asian	0	0%	57	28.8%	18	10.8%	75	15.6%
Black/ Afr. Am.	4	1.6%	197	23.5%	69	6.9%	270	12.9%
Hispanic	6	0.7%	483	30.2%	78	8.6%	567	16.9%
Native Hawaiian or other Pacific Islander	0	0%	1	25.0%	0	0%	1	11.1%
Other / Multi-Cultural	2	0.6%	131	24.4%	26	10.1%	159	13.9%
White	6	1%	249	25.5%	77	7%	332	12.3%

1. Continue providing parent to parent support via the Parent Empowerment Project (a parent-led program) that serves African American and Hispanic/Latino families with limited POS funding navigate RC and public systems, understand available services, and receive funding for WRC and generic services.
2. Continue providing Enhanced Case Management services for families identified with no POS funding.
3. Continue monitoring the case management only data to identify trends and develop a plan to reassess service needs and address them through person-centered planning.

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

Language	% Utilized	# of Clients	Per Capita Expenditures	Per Capita Authorized
English	76.0%	7,758	\$19,161	\$25,201
Spanish	76.1%	1,854	\$12,540	\$16,472
Farsi	81.7%	60	\$34,451	\$42,191

1. Continue providing translation and interpretation services during IPP/IFSP meetings, assessments and consultations.
2. Continue providing contracted interpreter services during public meetings, conferences, fairs, and other events.
3. Continue providing contracted translation services for informational materials, legal documents, and other publications into multiple languages.
4. Continue to develop and design educational publications through funding provided by the Disparity Funds Program

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