

**Westside Regional Center Performance Contract 2020
Public Policy Outcomes 2020**

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 2018 .12%	December 2018 .12% September 2019 .08%	<ul style="list-style-type: none"> • Implement the 2019-2020 Community Placement Plan/Community Resource Development Plan, which includes: <ul style="list-style-type: none"> ○ Develop 2 Community Crisis Homes ○ Develop 1 new Family Teaching Home ○ Develop 1 new Enhanced Behavioral Services Homes (EBSH); and one 10 unit Multi-Family Project. • Implement the 2019-2020 CPP/CRDP Plan upon approval.
Number and Percent of minors living with families (includes own family, foster family, and guardian). (higher is better)	December 2018 99.38%	December 2018 99.74% September 2019 99.78% Children in foster care – 194 (4.04%) Children in home of parent/guardian – 4595 (95.72%)	<ul style="list-style-type: none"> • Continue to provide training for families in behavior management, toilet training & adaptive skill development. • 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. • Continue to provide 24/7 Crisis Support Services through the CRP and CBT Programs.
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 2018 80.20%	December 2018 86.07% September 2019 86.7% ADFHA – 23 ILS – 502 With parent/guardian – 2923 SLS- 591	<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 201 0.04%	July 2018 0.00% September 2019 1 - .02%	<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 2018 2.31%	December 2018 .92% September 2019 .85% CCF 7+ - 12 ICF 7+ - 4 Nursing Home - 22	<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 2018 WRC 2018

Planned Activities

Unqualified independent audit with no material findings 2018	81%	100%	<ul style="list-style-type: none"> • Continue generally accepted accounting principles. • Maintain good business practice.
Substantial compliance with DDS fiscal audit	100%	100%	<ul style="list-style-type: none"> • Continue generally accepted accounting principles. • Maintain good business practices.
Operate within OPS budget	Yes/No	100%	<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	100%	100%	<ul style="list-style-type: none"> • Maintain compliance with Medicaid Waiver requirements.
Compliance with Vendor Audit per contract Article III Section 10	86%	100%	<ul style="list-style-type: none"> • Maintain compliance with contract.
Individuals with current CDER or ESR	December 2018 95.54% July 2018 98.52%	December 2018 95.18% September 2019 99.15%	<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 September 2017 – 82.86%	<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 2017 98.45%	December 2018 96.99% September 2019 142 Days = 95.72%% 143-240 Days =4.27% 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 98.85%	December 2018 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 2018 85.78%	September 2017 82.86%	<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
Number and percent of clients, ages 16-64 with earned income. Statewide – 14.50% WRC – 14.82%	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.	Annual
Average annual wages for clients age 16-64: Statewide - \$8700 WRC - \$10.655	Based on 2017 EDD data – average annual wages as reported to EDD for consumers 16-64	Annual
Annual earnings of consumers ages 16-64 compared to people with all disabilities in CA. CA - \$56,600 - 2017 WRC - \$10,655 - 2018	Based on 2018 EDD data-client wage data compared to 2017 Cornell Disability Statistics on people with all disabilities.	Annual
Percentage of adults who were placed in competitive, integrated employment following participation in a Paid Internship. Baseline	0.06. – December 2018 6.6% - 65 individuals - September 2019	Annual
Average hourly or salaried wages and hours worked per week for adults who participated in a Paid Internship Program during the prior fiscal year. Baseline	WRC has 18 Paid Internships – December 2018 \$10.50/hour – 3 Internships – average 16 hours per week \$11.00/hour – 5 internships – average 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 WRC has 61 Paid Internship Programs – September 2019 \$13.02 per hour average wage 7.2 hours Average hours per week .	Annual
Average wages and hours worked for adults engaged in competitive, integrated employment, on behalf of whom incentive payments have been made. Baseline	December 2018 Average Wages - \$13.00 per hour Average Hours Worked – 13.5 hours September 2019 \$13.38 – Average Wage 14.66 – Average hours per week	Annual

<p>Total number of \$1000, \$1250 and \$1500 incentive payments made for the fiscal year.</p> <p>Baseline</p>	<p>December 2018 Total Payment Made for: \$1000 – 5 payments \$1250 – 6 payments \$1500 – 3 payments</p> <p>September 2019 Total Payments Made for: \$1000 – 36 \$1250 – 21 \$1500 – 8</p>	<p>Annual</p>
<p>Percentage of adults who reported having integrated employment as a goal in their IPP.</p>	<p>Based on the 2014-15 National Core Indicators (NCI) Survey --26% Based on the 2017-2018 National Core Indicators (NCI) Survey – 41%</p>	<p>Annual</p>

DRAFT

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

Percent of total annual purchase of service expenditures by individual's ethnicity and age based on **December 2018 data**:

0-2 yrs.	# of Clients	Total Exp.	Total Auth.	% Utilized	
American Indian or Alaska Native	1	\$29	\$309	9.5%	
Asian	123	\$588,389	\$900,424	65.4%	
Black/African American	281	\$1,201,627	\$1,865,221	64.4%	
Hispanic	859	\$3,794,985	\$5,756,120	65.9%	
Native Hawaiian or Other Pacific Islander	2	\$17,787	\$27,100	65.6%	
Other Ethnicity or Race / Multi-Cultural	404	\$1,728,028	\$2,615,933	66.1%	
White	652	\$2,682,692	\$3,720,754	72.1%	
3-21 yrs.	# of Clients	Total Exp.	Total Auth.	% Utilized	
American Indian or Alaska Native	5	\$50,150	\$128,166	39.1%	
Asian	204	\$1,996,829	\$3,089,437	64.6%	
Black/African American	872	\$8,645,584	\$13,026,236	66.4%	
Hispanic	1,684	\$12,497,052	\$18,580,847	67.3%	
Native Hawaiian or Other Pacific Islander	6	\$48,351	\$73,346	65.9%	
Other Ethnicity or Race / Multi-Cultural	546	\$5,196,508	\$8,275,072	62.8%	
White	1,002	\$11,281,698	\$17,174,263	65.7%	
American Indian or Alaska Native	22yrs. +	# of Clients	Total Exp.	Total Auth.	% Utilized
American Indian or Alaska Native	7	\$428,720	\$532,461	80.5%	
Asian	173	\$6,250,007	\$7,391,326	84.6%	
Black/African American	1,043	\$39,039,098	\$46,100,175	84.7%	
Hispanic	960	\$28,567,834	\$35,169,395	81.2%	
Hawaiian/ Other Pacific Islander	3	\$55,348	\$66,666	83.0%	
Other Ethnicity or Race / Multi-	288	\$11,862,303	\$14,438,892	82.2%	
White	1,128	\$56,647,651	\$67,116,867	84.4%	

Activities:

1. Enhanced Case Management (ECM)

- The ECM Unit continues to reach out to Latino and African-American families who are currently not receiving regional center funded services.
- Offers informational workshops to provide information, education and access to services. Once completed, families are given an opportunity to submit requests for regional center funded services or community resources to the ECM team directly rather than waiting for the "follow through" from a regular Service Coordinator (SC).
 - o **118** families have attended the workshop
 - o **76** participants requested assistance with accessing services.
 - **177** WRC funded services (POS) have been authorized
 - **311** referrals made for non-POS support and services

2. Parent Empowerment Project (PEP)

- A parent-led program developed by Autism Society of Los Angeles (ASLA) that serves African American and Hispanic/Latino families with limited to no WRC funded services.
 - o **142** families supported by PEP
- PEP Parents Leaders support families in accessing and/or applying for generic/ community services as well as WRC services and supports.
 - o **301** generic/ community services accessed
 - o **163** referrals to WRC funded services
- Attend community outreach events to inform families about the existence of the regional center, the intake process and services and supports.
- Host educational trainings and workshops in the community.

Number and percent of individuals receiving only case management services by age and ethnicity: **December 2018 data**

Ethnicity	0 - 2 yrs.		3 - 21 yrs.		22 yrs. +		Total	
	#	%	#	%	#	%	#	%
American Indian or Alaska Native	0	0.0%	1	20.0%	1	14.3%	2	15.4%
Asian	0	0.0%	51	25.0%	19	11.0%	70	14.0%
Black/ Afr. Am.	4	1.4%	206	23.6%	76	7.3%	286	13.0%
Hispanic	5	0.6%	478	28.4%	89	9.3%	572	16.3%
Native Hawaiian or other Pacific Islander	0	0.0%	2	33.3%	0	0.0%	2	18.2%
Other / Multi-Cultural	3	0.7%	134	24.5%	33	11.5%	170	13.7%
White	1	0.2%	281	28.0%	78	6.9%	360	12.9%

1. Enhanced Case Management (ECM)

- ECM will continue to send outreach mailers, robo- and telephone calls to underserved families to participate in informational workshops.

2. Parent Empowerment Project (PEP)

- PEP Parent Leaders will continue to assist community outreach events in order to gain referrals from underserved families for PEP services.

3. Online Community Outreach

- Keep the community informed on important events, trainings, public meetings and workshops through our Facebook, Instagram and website.
- Direct families to our YouTube channel to learn about: the Westside Regional Center; Intake Process; Service Coordination; IPP process; Fair Hearing and Appeal Process; Early Start transition; Family Resources Center; and more!

Per capita purchase of service expenditures by individual's primary language (for primary languages chosen by 30 or more consumers) **December 2018 data**

Language	% Utilized	# of Clients	Per Capita Expenditures	Per Capita Authorized
English	78.7%	8,194	\$19,819	\$25,192
Spanish	75.5%	1,867	\$13,299	\$17,615
Farsi	78.2%	59	\$41,387	\$52,910

Translation & Interpretation Services

- Continue to provide adult individuals and families translation and interpretation services during IPP/IFSP meetings, assessments and consultations; public meetings, conferences, fairs, and other events.
- Continue providing contracted translation services for legal documents.

Spanish Publication Development

- Disseminate newly developed publications to WRC families during outreach and public events.
 - o [Intake Brochure: Birth to 3 Years](#)
 - o [Intake Brochure: 3 Years of Ages and Older](#)
 - o [Services & Supports: Ages Birth to 3](#)
 - o [Services & Supports: Ages 3 to 10](#)
 - o [Services & Supports: Ages 11 to 17](#)
 - o [Services & Supports: Ages 18 to 22](#)
 - o [Services & Supports: Ages 23 and Older](#)
 - o [List of Resources Available at WRC](#)
 - o [WRC Information and Resources Booklet](#)

[WRC Transition from High School to Adulthood](#)

DRAFT