



# Annual POS Meeting

Working Together Towards Equity



**WESTSIDE**  
REGIONAL CENTER

# OVERVIEW

Annual Public Meeting to Discuss  
Service Disparities Among Racial  
and Ethnic Minorities



Data limitations



The people we support



The services we provide



Disparities in services



Efforts to increase equity

# DATA LIMITATIONS

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The data reported is from Fiscal Year 7/1/2019 - 6/30/2020

- The regional center may still make payments for services provided to clients during this timeframe up until June 2022.





# DATA LIMITATIONS

Data displayed represents the cost of the services that clients received paid for by the regional center.

- Excludes the cost of services paid by Medi-Cal, private health insurance, Special Education, SSI, IHSS, etc.

Payments made to a service provider under a “contract” for group services are not included in the data.

- e.g., Crisis Support, Supported Employment Program, Transportation.





# DATA LIMITATIONS

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Some individuals are counted regardless of their current status.

- Closed
  - ❖ Children who were found not eligible for ongoing regional center services and have exited the Early Start Program at age 3
  - ❖ Individuals who have passed away
- Transferred
  - ❖ Individuals who have moved outside of our service area and were transferred to another regional center
- In-active
  - ❖ Individuals who currently do not require assistance from the regional center





# DATA LIMITATIONS

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There are many clients who have more than one diagnosis. Therefore, the sum of the clients reported in all the categories will be more than the total number of clients served by the regional center.

- For example: A client with a diagnosis of both autism and epilepsy will be counted in both the “Autism” and “Epilepsy” categories.







# THE PEOPLE WE SUPPORT

We will review the number of clients by:

- Diagnosis
- Age Range
- Race or Ethnicity
- Primary Language
- Residence Type

# WESTSIDE REGIONAL CENTER



Los Angeles  
County



114  
Service  
Coordinators



10,986  
Clients



# NUMBER OF CLIENTS BY DIAGNOSIS



3,800

1

AUTISM

3,698

2

INTELLECTUAL  
DISABILITY

198

3

CEREBRAL  
PALSY

104

4

EPILEPSY

371

5

CATEGORY  
5

# NUMBER OF CLIENTS BY AGE RANGE



**Ages 0-2**

2,298



**Ages 3 - 21**

4,912

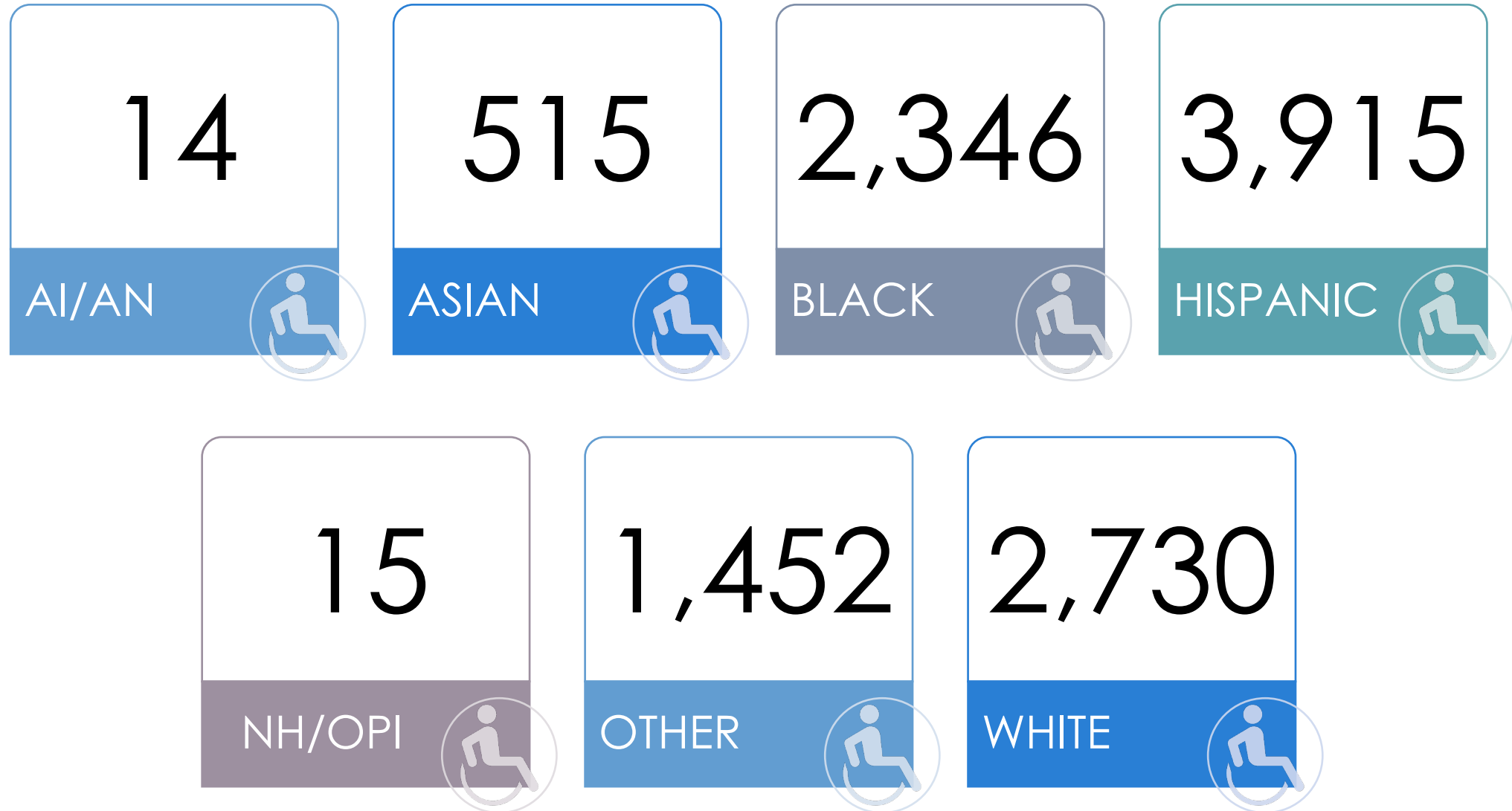


**Ages 22+**

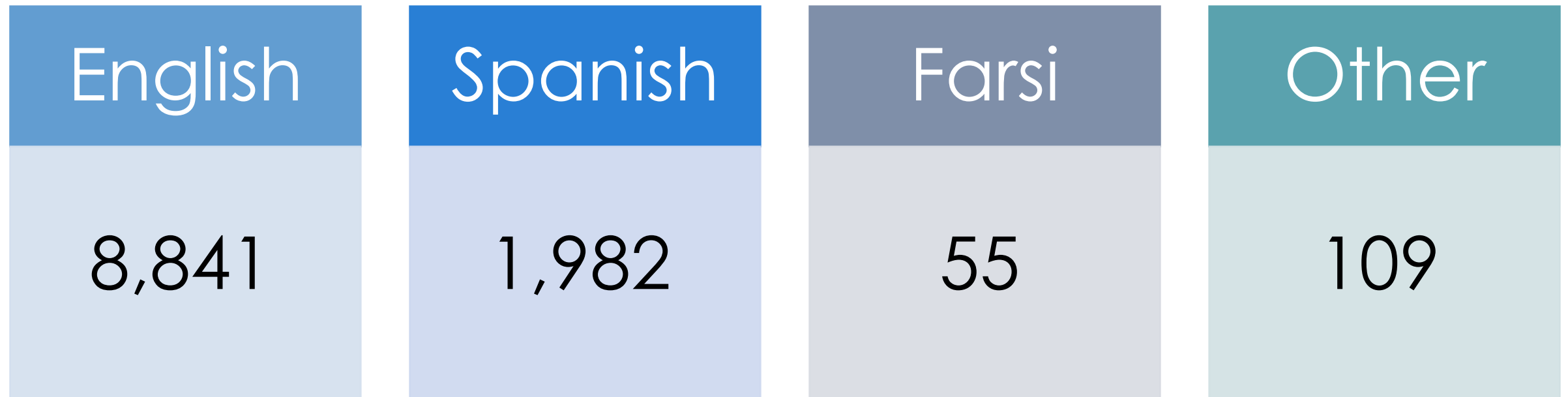
3,777



# NUMBER OF CLIENTS BY ETHNICITY OR RACE



# NUMBER OF CLIENTS BY PRIMARY LANGUAGE





# NUMBER OF CLIENTS BY RESIDENCE TYPE



A close-up photograph of a hand holding a bright, glowing orb, possibly a light bulb or a small sun, against a dark background with bokeh light effects. The hand is positioned in the lower left, and the orb is in the center, emitting a warm, yellow light.

# THE SERVICES WE PROVIDE

We will review:

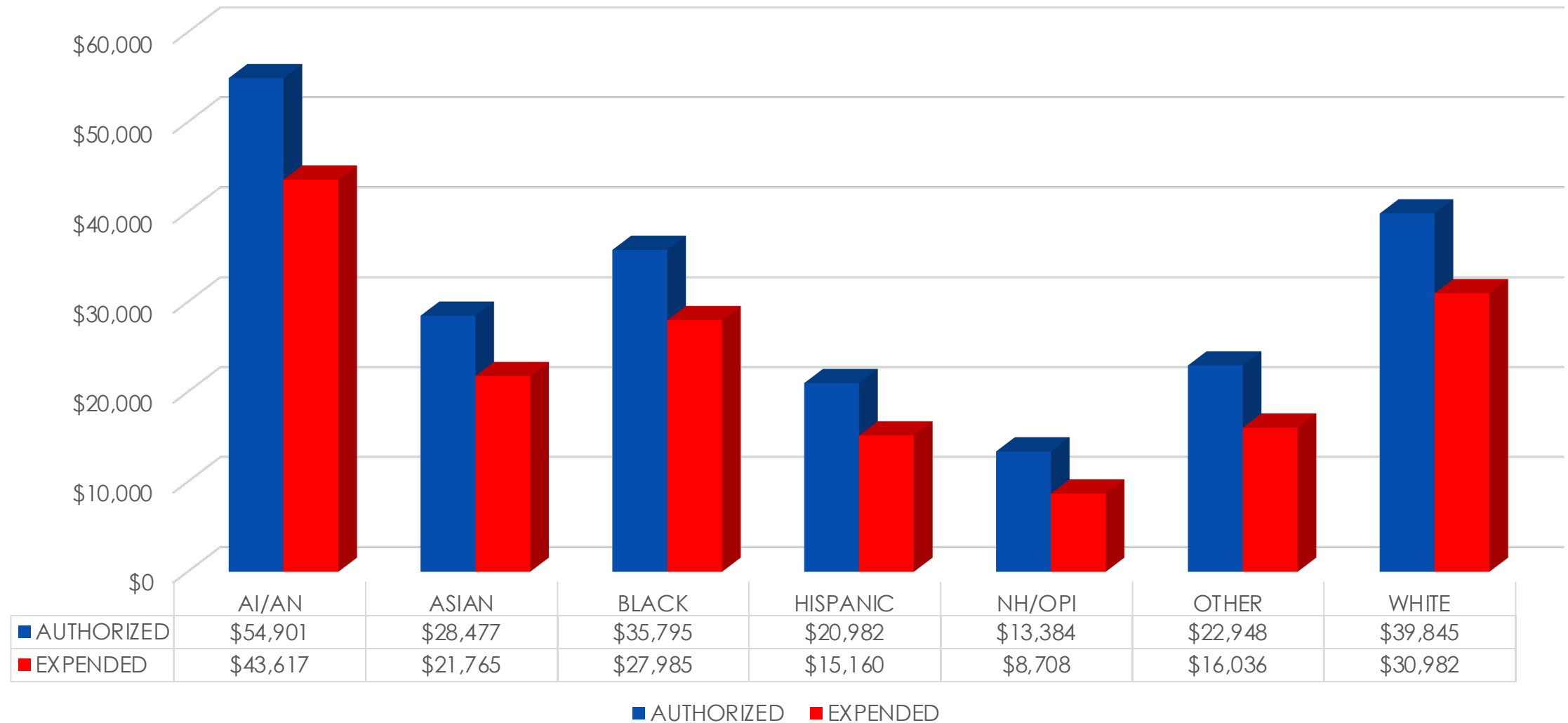
- Commonly used terminology
- The dollar amount of services expended per person
  - By race or ethnicity
  - By age range
  - By residence type

# UNDERSTANDING THE TERMINOLOGY

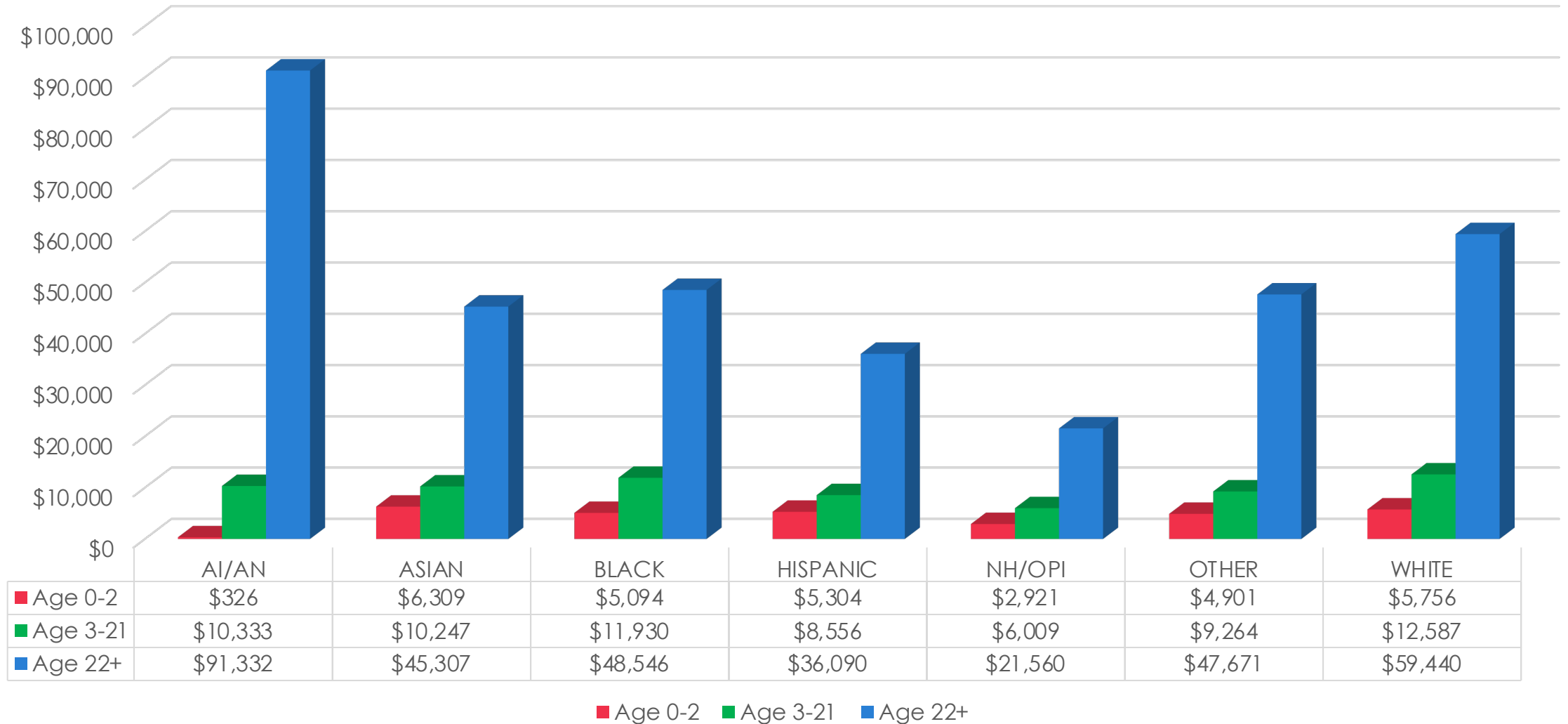
- POS – Purchase of Service
- Fiscal Year (FY) – a one-year period chosen by a company to report its financial information
- Authorized Service – services that have been authorized to be funded by the regional center
- Expenditure – represents a payment made to purchase services
- Per Capita – the average per person
- Utilization – people using services that are made available to them



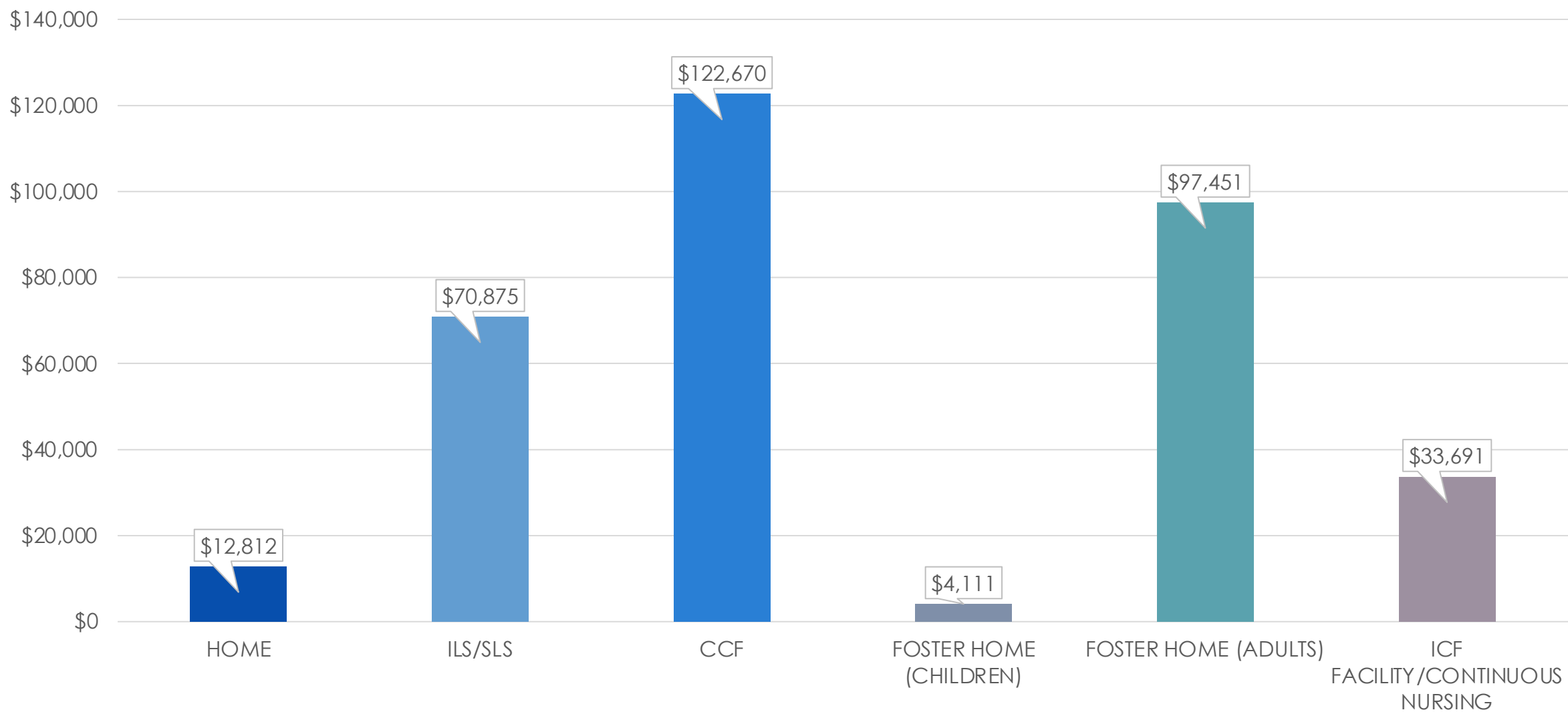
# DOLLAR AMOUNT OF SERVICES AUTHORIZED & EXPENDED PER CAPITA BY RACE OR ETHNICITY



# DOLLAR AMOUNT EXPENDED PER CAPITA BY AGE RANGE



# DOLLAR AMOUNT EXPENDED PER CAPITA BY RESIDENCE TYPE







# SERVICE DISPARITIES

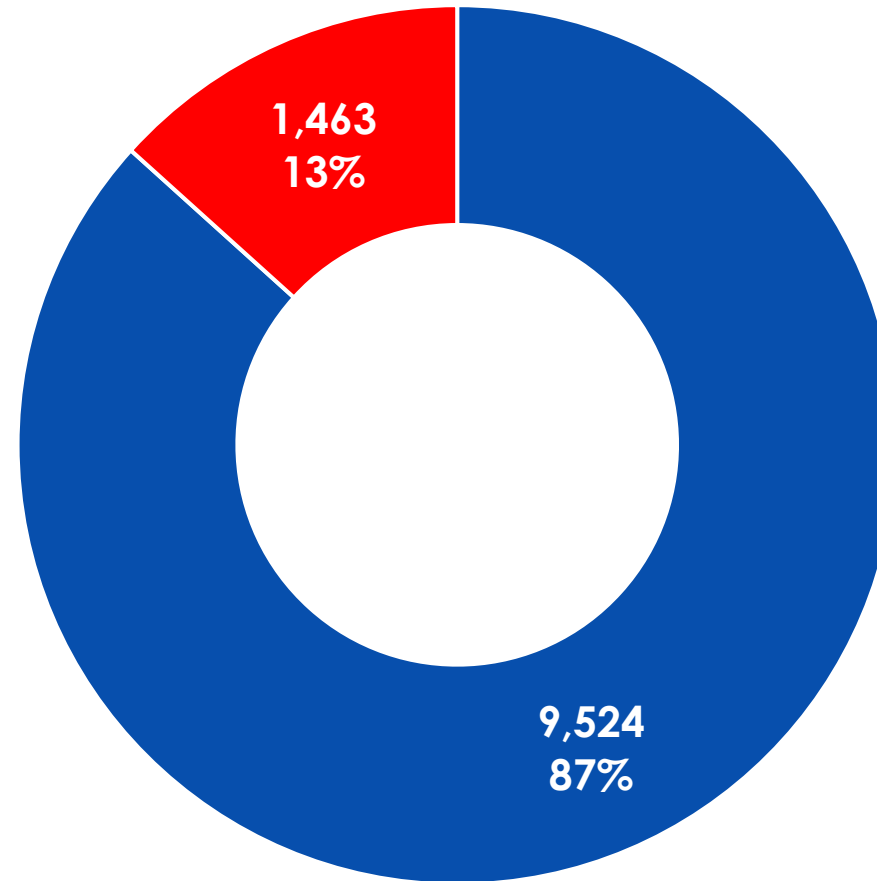
We will review:

- Number of people without services
  - Overall
  - By race or ethnicity
- Reasons why there may be disparities

# PEOPLE WITH OR WITHOUT SERVICES

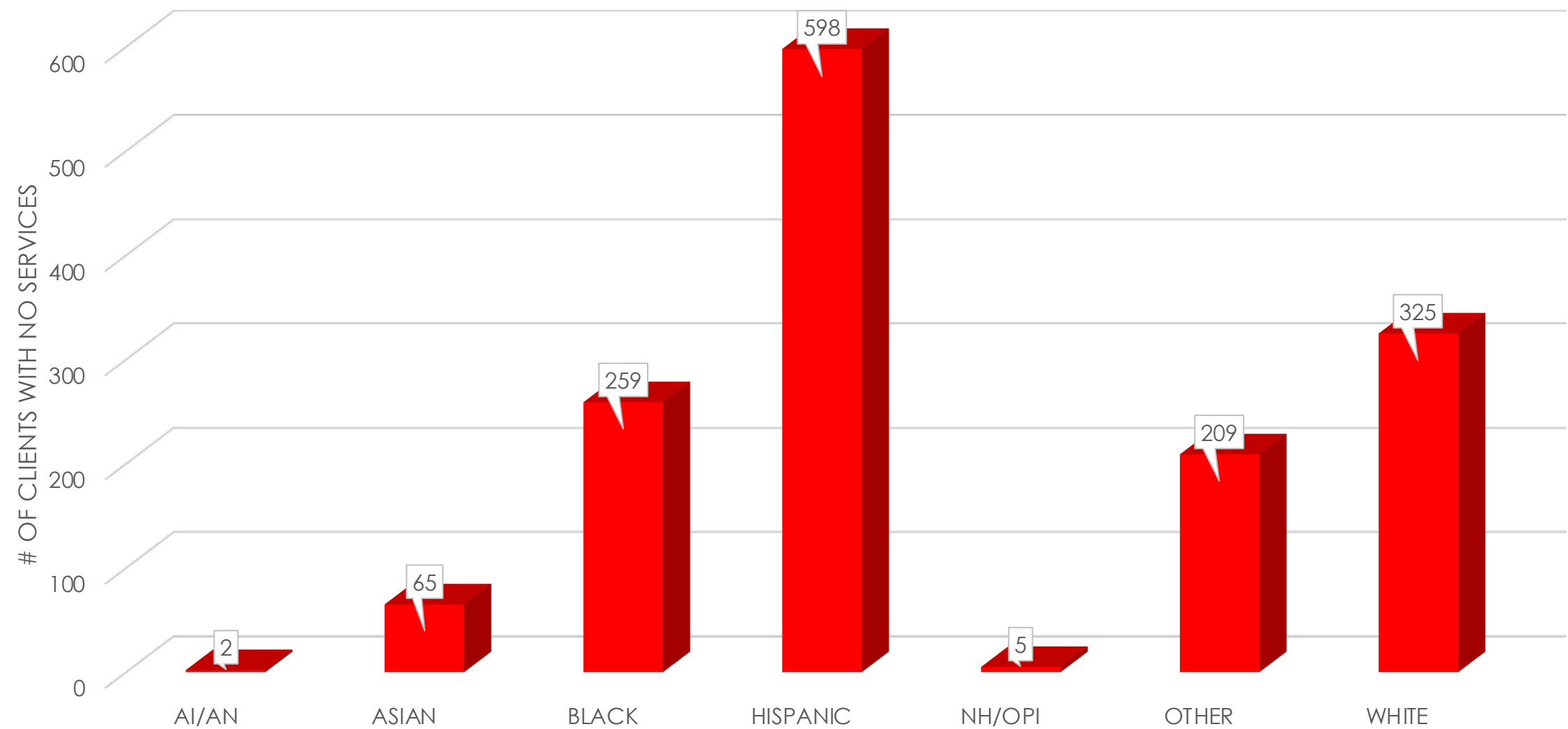
**Services** = receive case management AND services purchased by the regional center

**No Services** = receive case management only



■ Services  
■ No Services

# PEOPLE WITHOUT SERVICES BY ETHNICITY OR RACE





# BARRIERS TO EQUITABLE ACCESS TO SERVICES AND SUPPORTS

- Lack of knowledge of available services and supports or how to request them via their SC
- Services currently available at WRC do not meet the needs of the individual or their family
- COVID-19 Pandemic (end of FY, March 19, 2020 – June 30, 2020)
  - Technology gap
    - Households could not afford a laptop/tablet or pay for Internet access every month to access virtual services
  - Alternative Service Delivery
    - Households required assistance in learning how to use technology to receive services virtually







# EFFORTS TO INCREASE EQUITY

We will review:

- Our efforts to promote equity in 2020
- Our plan to promote equity and reduce disparities for 2021

# EFFORTS MADE TO PROMOTE EQUITY IN 2020: COVID-19

## ❖ Specialized Supervision (SS)

- *SS services are for parents who are working or in school full-time who need assistance to provide supervision primarily during after-school hours and/or during school breaks*
- Current families with SS services were provided additional hours
- WRC made temporary changes to support families with distant learning and COVID-19 related needs utilizing SS. In some cases, we have eliminated the full-time school/ work eligibility criteria for single or two-parent households in order to make this service more accessible

## ❖ Personal Assistance (PA)

- *PA services help with daily living activities such as bathing, dressing, and meal preparation*
- WRC made temporary changes to allow family members to be paid as PAs rather than hiring through an agency
- Provided additional PA to support Distant and Alternative programming

## ❖ Distribution Events

- Personal Protective Equipment (PPE)
- Cloth Face Masks

## ❖ COVID-19 Testing on Site

- In partnership with Central Neighborhood Health Foundation (CNHF)
- Provided free testing to WRC staff, service providers and individuals/families





# EFFORTS MADE TO PROMOTE EQUITY IN 2020: GRANTS

## Creating Successful Transitions (CST)

- ❖ Early Childhood Transitions - a 3-part, virtual series for parents and guardians of children ages 2<sup>1/2</sup> to 3 who are transitioning out of the Early Start Program
  - 23 individuals trained
  - 150 views on YouTube
  
- ❖ Transitioning from High School to Community Life – a 7-part, virtual series for High School students in the Special Education program, their families, and the professionals that support them. The objective is to prepare students for life after high school: college, employment, living independently, changes in healthcare, and more.
  - 144 individuals trained
  - 53 individuals referred to the Family Resource Center
  - 58 individuals referred to the Education Support Services (ESS) unit
  - 329 views on YouTube



# PLAN TO PROMOTE EQUITY AND REDUCE DISPARITIES FOR 2021

## ❖ COVID-19 Vaccine Appointment Hotline

- (213) 459-3435
- [Covid-Vaccinations@WestsideRC.org](mailto:Covid-Vaccinations@WestsideRC.org)

## ❖ Technology Lending Library

- Increase access to remote and virtual services by providing eligible participants with tablets and/or laptops, data service, and technical support

## ❖ Strategic Planning Consultant – Strategy Matters

- Community Survey, Town Halls

## ❖ Creating Successful Transitions (CST)

- *The Early Start Program at WRC* (booklet for parents and caregivers)
  - Introduction to the Early Start Program
  - Exiting the Early Start Program
  - Generic and Community Resources
- *Navigating Barriers to Service Access* (e-Learning Platform)
  - Service Coordinators
  - Parents and Caregivers





# COMMUNITY INPUT

We want to hear from you!



# ZOOM POLL

Have you ever had any difficulties in accessing a service or support offered by your Service Coordinator?

☐ YES

☐ NO

# ZOOM POLL

For those who answered **YES**, what was the barrier? *Select all that apply.*

- ☐ **Cultural** – Service provider does not speak my preferred language; services are not sensitive to my culture, values, beliefs and/or customs
- ☐ **Communication** - materials are not available in my language; information is not easy to read/understand
- ☐ **Lack of knowledge** – how to request or access the service; what the service is about; how the service can benefit me or my child
- ☐ **Internet/technology access** – unable to access virtual services; unable to participate in trainings, events or meetings
- ☐ **Travel distance** – services are not available in my community; lack of transportation
- ☐ **Availability** – long wait lists; lack of weekend or evening hours
- ☐ **Other** (type in the chat box)

# OPEN DISCUSSION

- How can we better support you in accessing our services and supports?

*Type your response in the chat box OR raise your hand.*



# ADDITIONAL OPPORTUNITIES TO PARTICIPATE IN THE CONVERSATION

## Board of Directors (BOD)

- First Wednesday of the month, 6:00 PM

## BOD Subcommittees

- Client Services Committee
- Consumer Advisory Committee
- Finance Committee
- Political Action Committee
- Self-Determination Local Advisory Committee
- Strategic Planning Committee

Visit [westsiderc.org](https://westsiderc.org) for dates, times, and Zoom link

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# Thank You

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