



# Annual POS Meeting

Working Together Towards Equity

Wednesday, March 30, 2022

# 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



Plan to increase equity in service access

# DATA LIMITATIONS

---

Changes in service delivery and billing in response to the COVID-19 pandemic may have affected individuals and communities differently. Care should be taken in comparing FY 20/21 data to data for previous years.

- In response to the pandemic and varied individual needs and circumstances, billing for some services changed to a monthly rate instead of hourly or daily rates. As a result, this may have reduced differences among individuals in service authorizations, expenditures, and utilization.





# DATA LIMITATIONS

---

The data reported is from Fiscal Year 7/1/2020 - 6/30/2021

- The regional center may still make payments for services provided to clients during this timeframe up until June 2023.





# 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

---

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

---

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



123  
Service Coordinators



10,976  
Clients

# NUMBER OF CLIENTS BY DIAGNOSIS



4,110

1

AUTISM

3,710

2

INTELLECTUAL  
DISABILITY

195

3

CEREBRAL  
PALSY

101

4

EPILEPSY

403

5

CATEGORY  
5



# NUMBER OF CLIENTS BY AGE RANGE



**Ages 0-2**

2,091



**Ages 3 - 21**

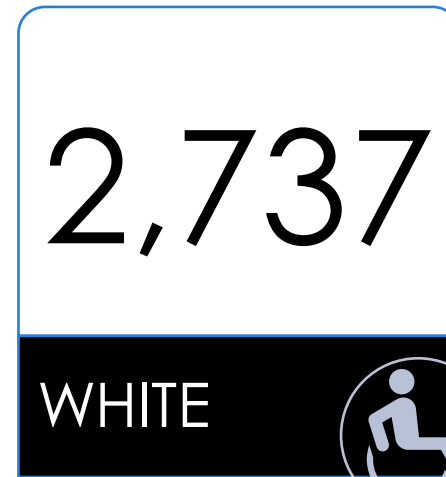
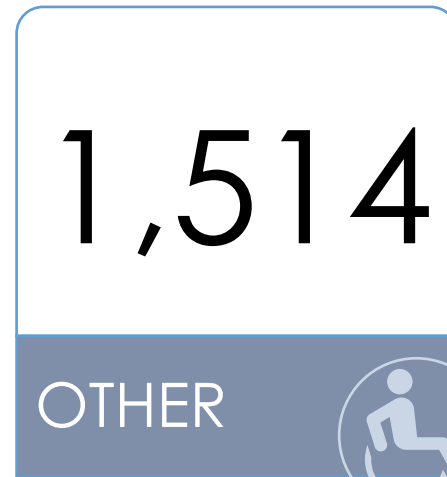
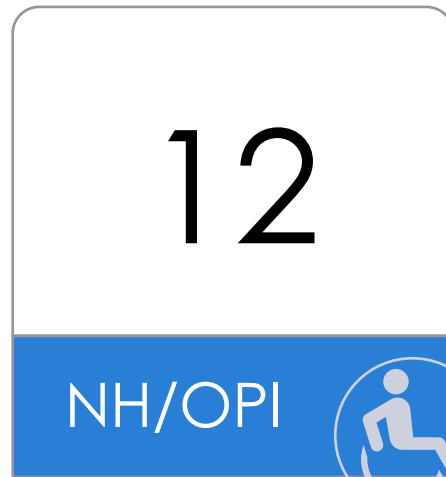
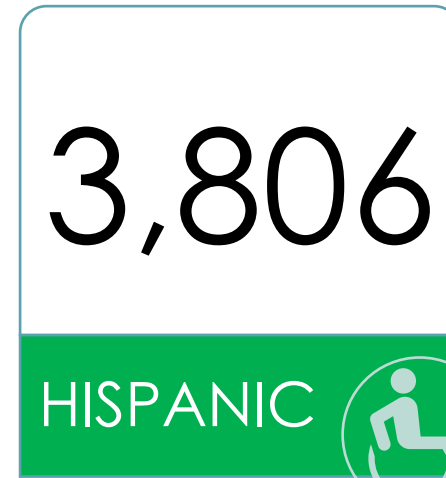
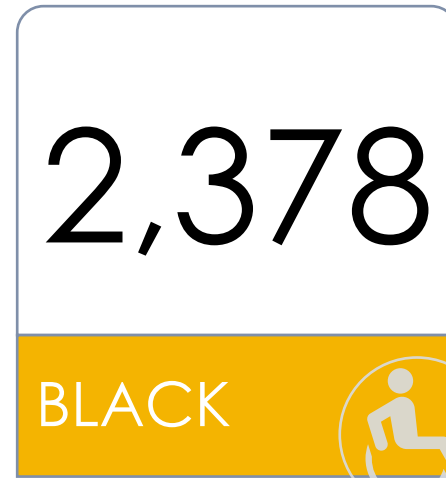
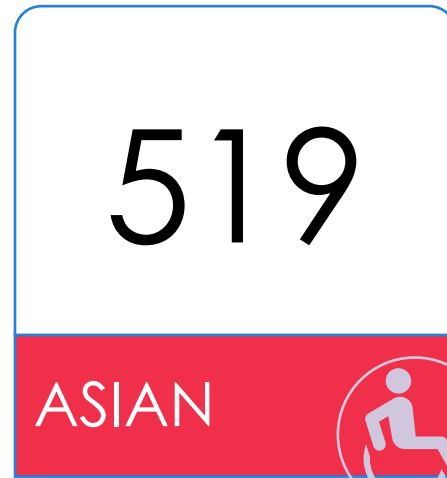
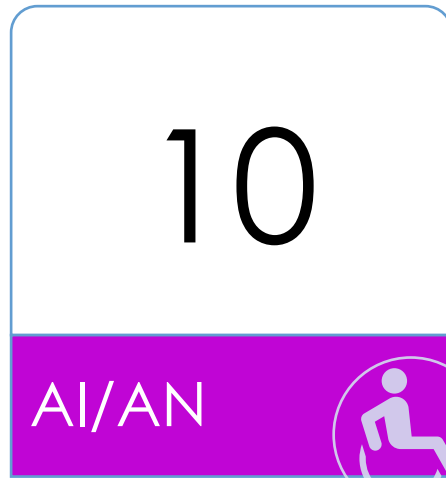
4,984



**Ages 22+**

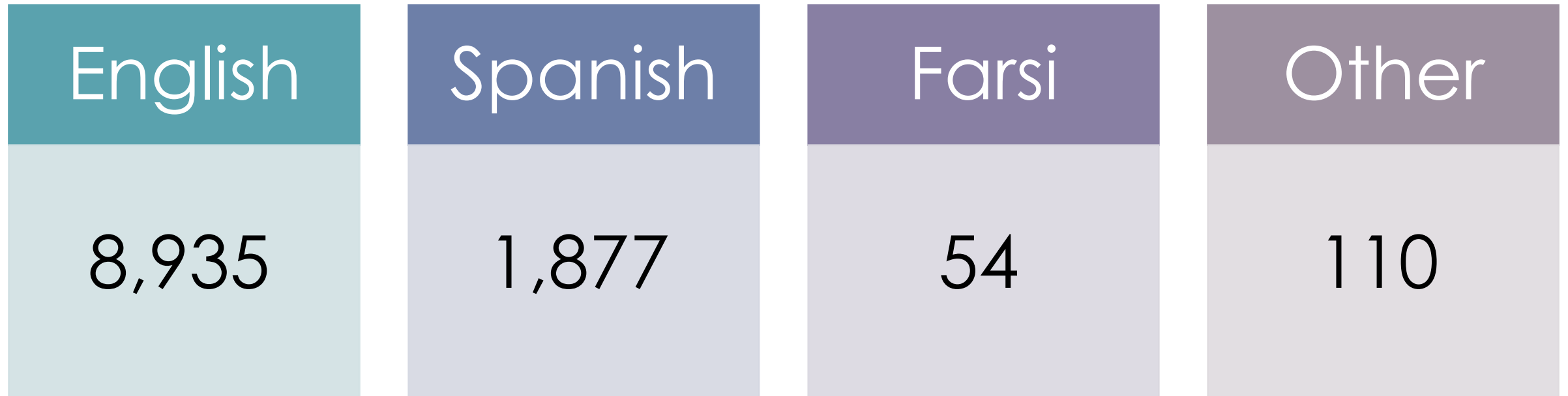
3,901

# NUMBER OF CLIENTS BY ETHNICITY OR RACE





# NUMBER OF CLIENTS BY PRIMARY LANGUAGE



# NUMBER OF CLIENTS BY RESIDENCE TYPE







# The Services We Provide

## We will review:

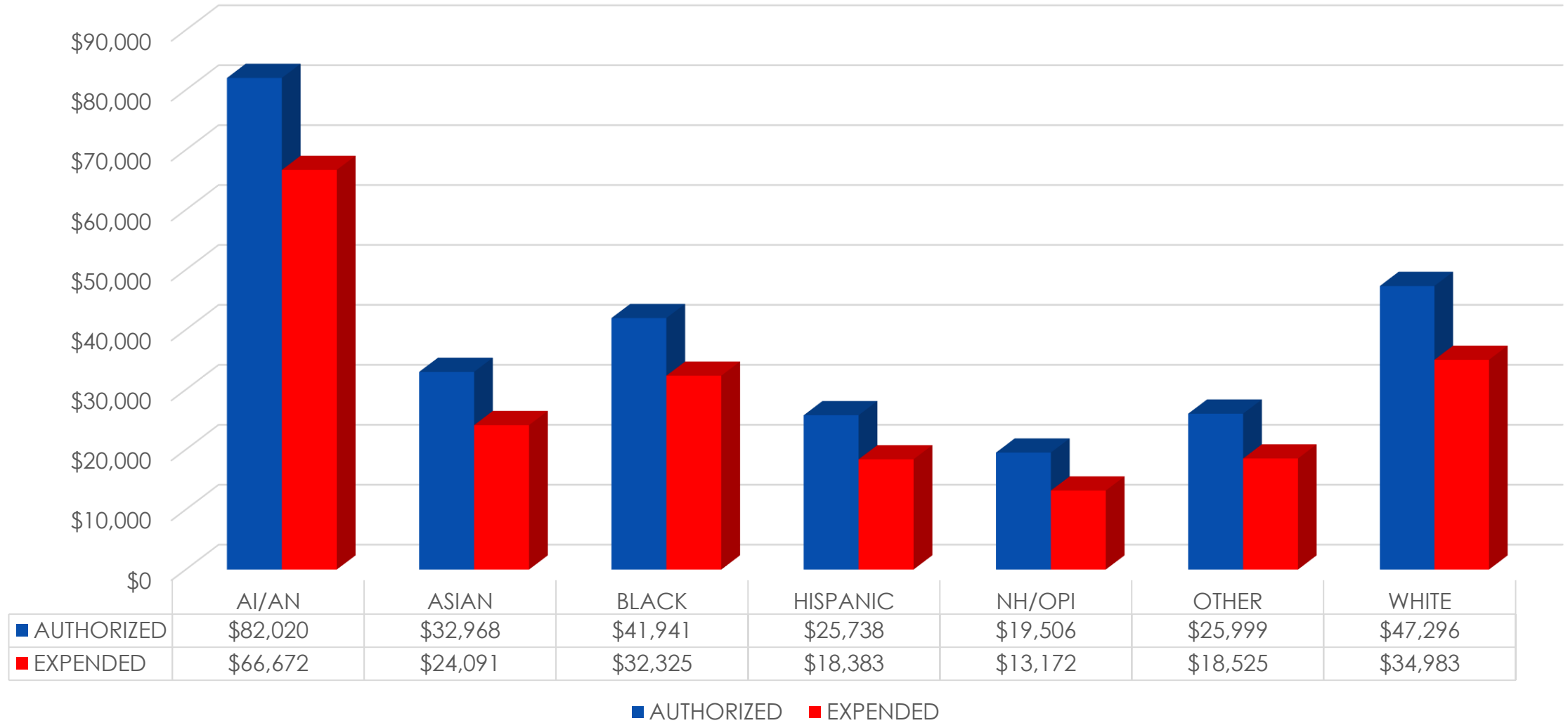
- Commonly used terminology
- The dollar amount of services expended per person
  - By race or ethnicity
  - By age range
  - By residence type

# UNDERSTANDING THE TERMINOLOGY

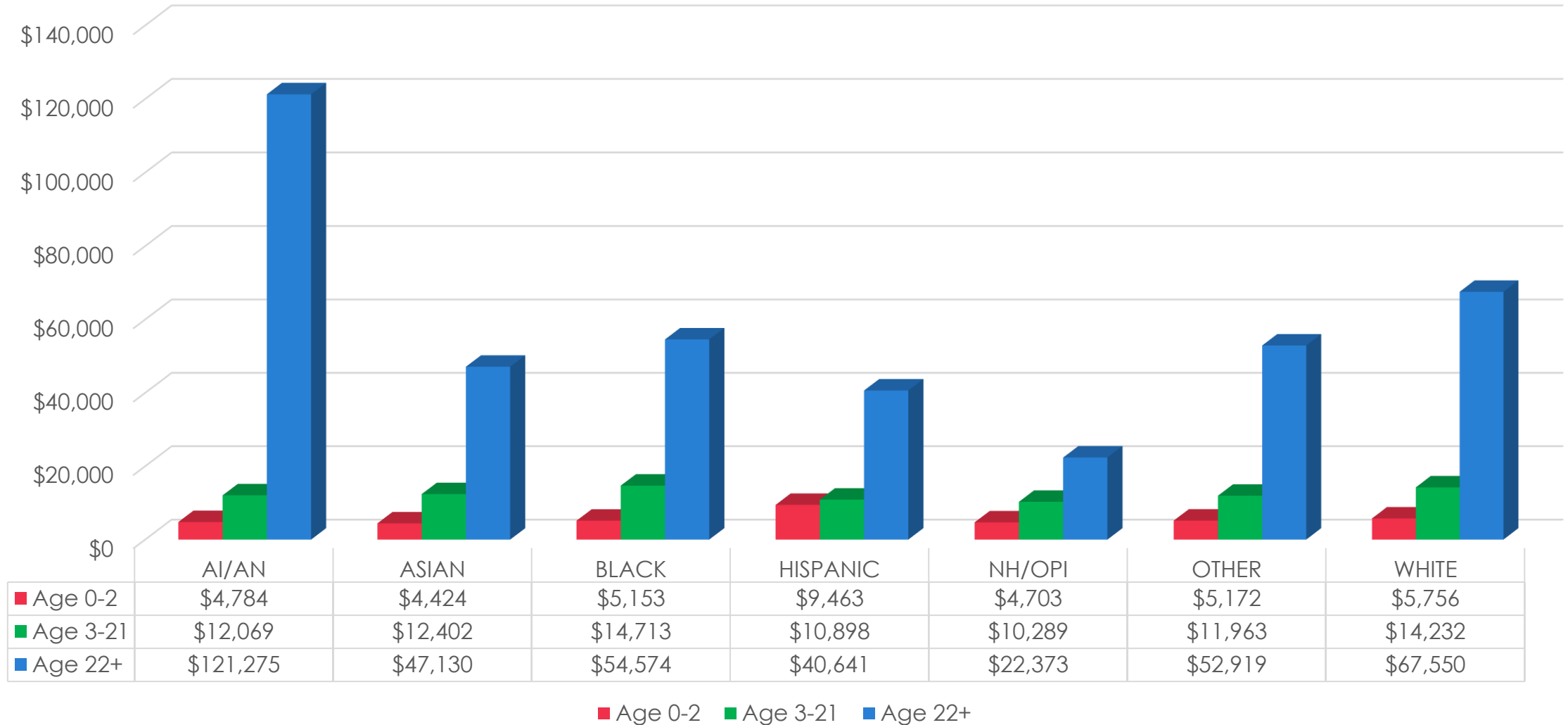
- POS – Purchase of Service
- Fiscal Year (FY) – a one-year period chosen by a company to report its financial information
- Authorized Service – services that have been authorized to be funded by the regional center
- Expenditure – represents a payment made to purchase services
- Per Capita – the average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



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

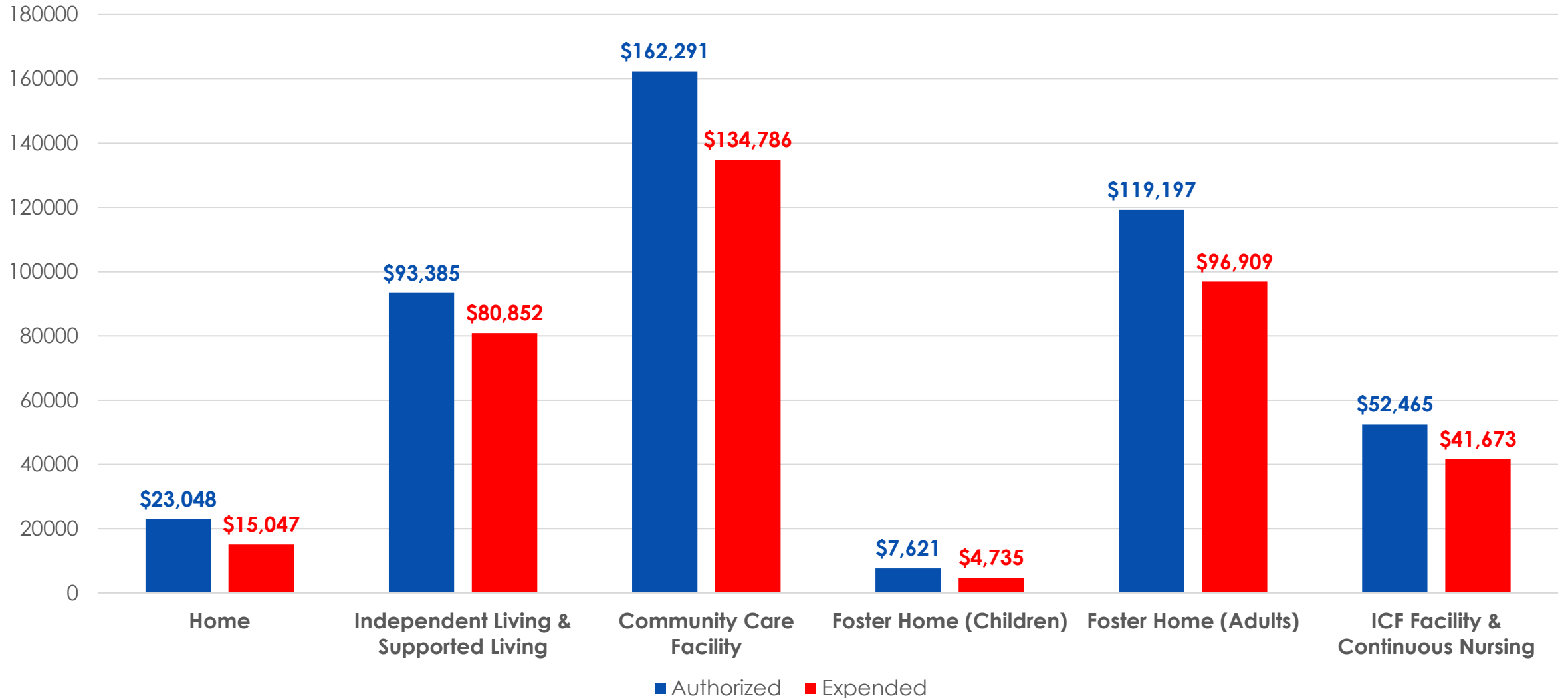


# DOLLAR AMOUNT EXPENDED PER CAPITA BY AGE RANGE





# DOLLAR AMOUNT OF SERVICES AUTHORIZED & EXPENDED PER CAPITA BY RESIDENCE TYPE





# Service Disparities

We will review:

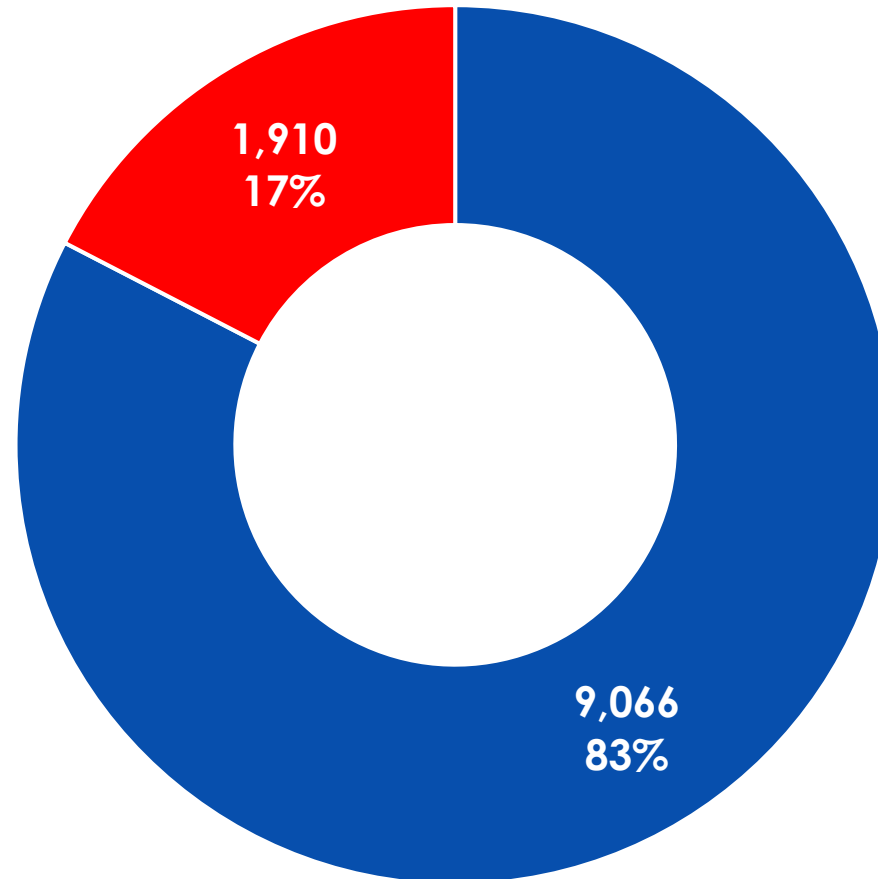
- Number of people without services
- Reasons why there may be disparities



# PEOPLE WITH OR WITHOUT SERVICES - WRC

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

**No Services** = receive case management only

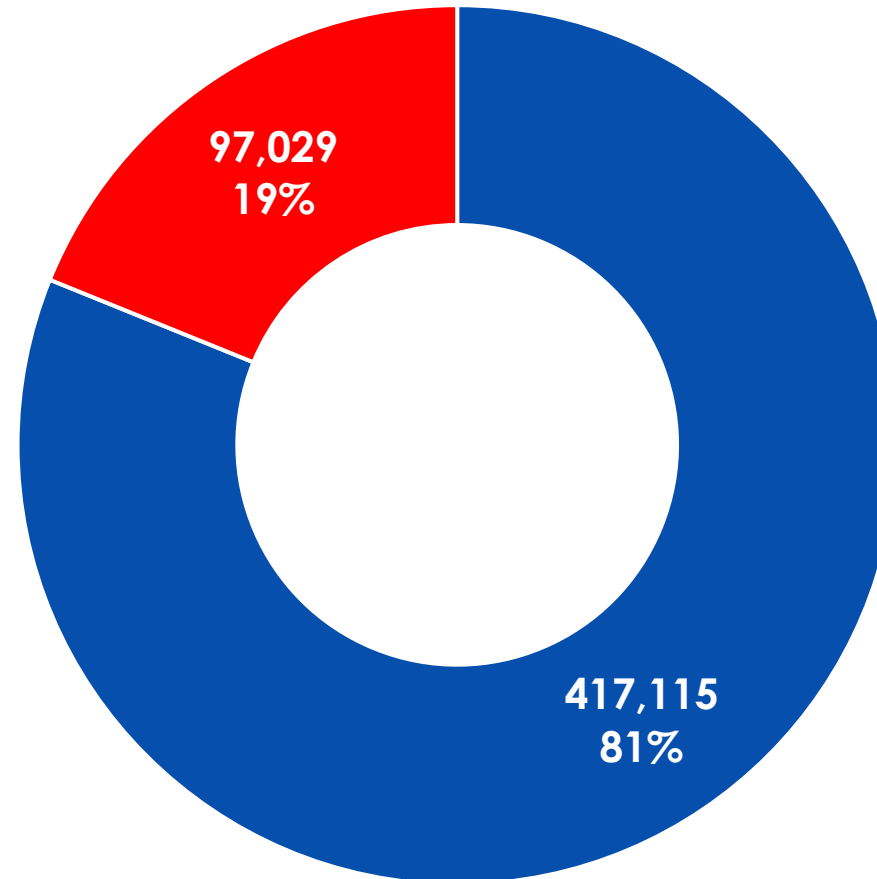


■ Services  
■ No Services

# PEOPLE WITH OR WITHOUT SERVICES - STATEWIDE

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

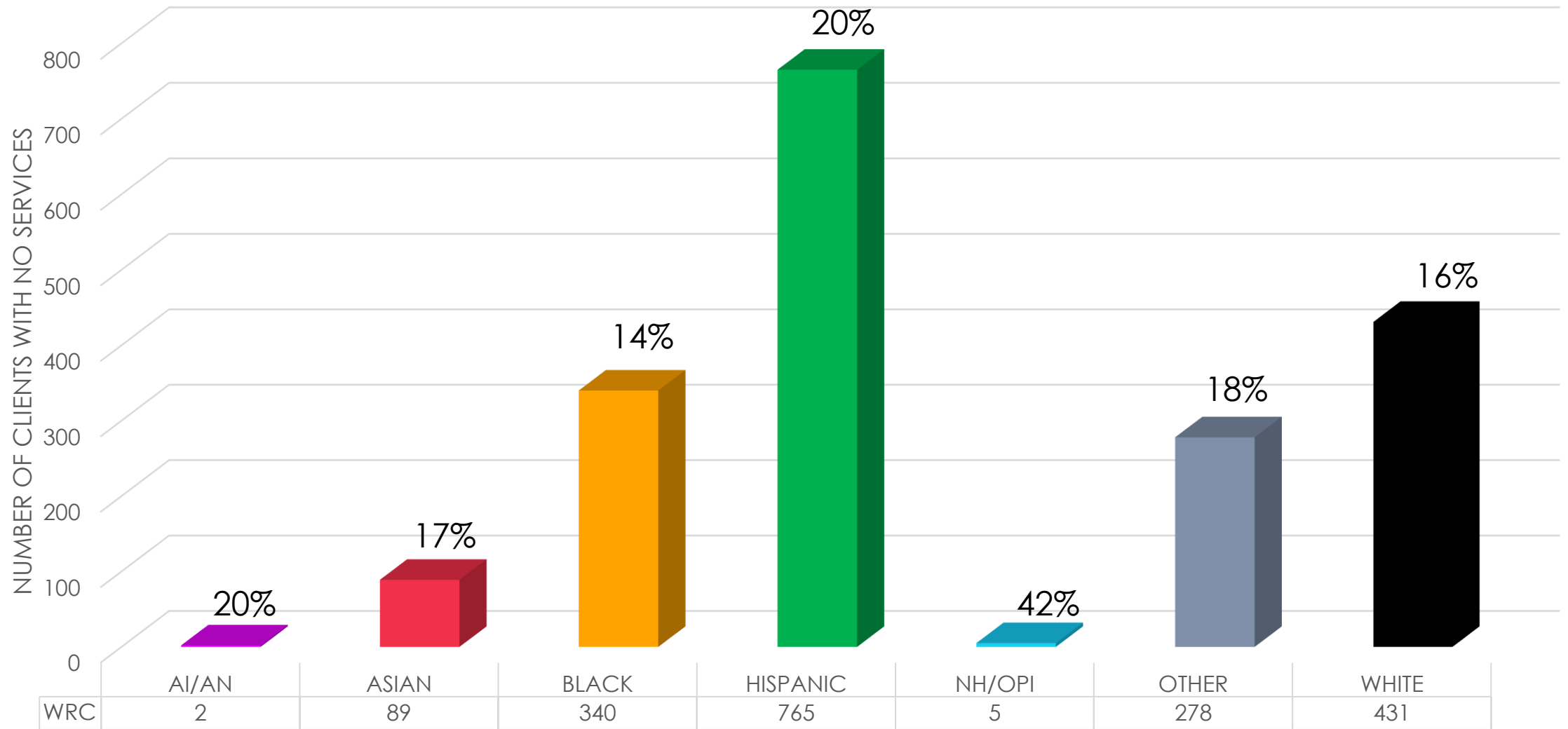
**No Services** = receive case management only



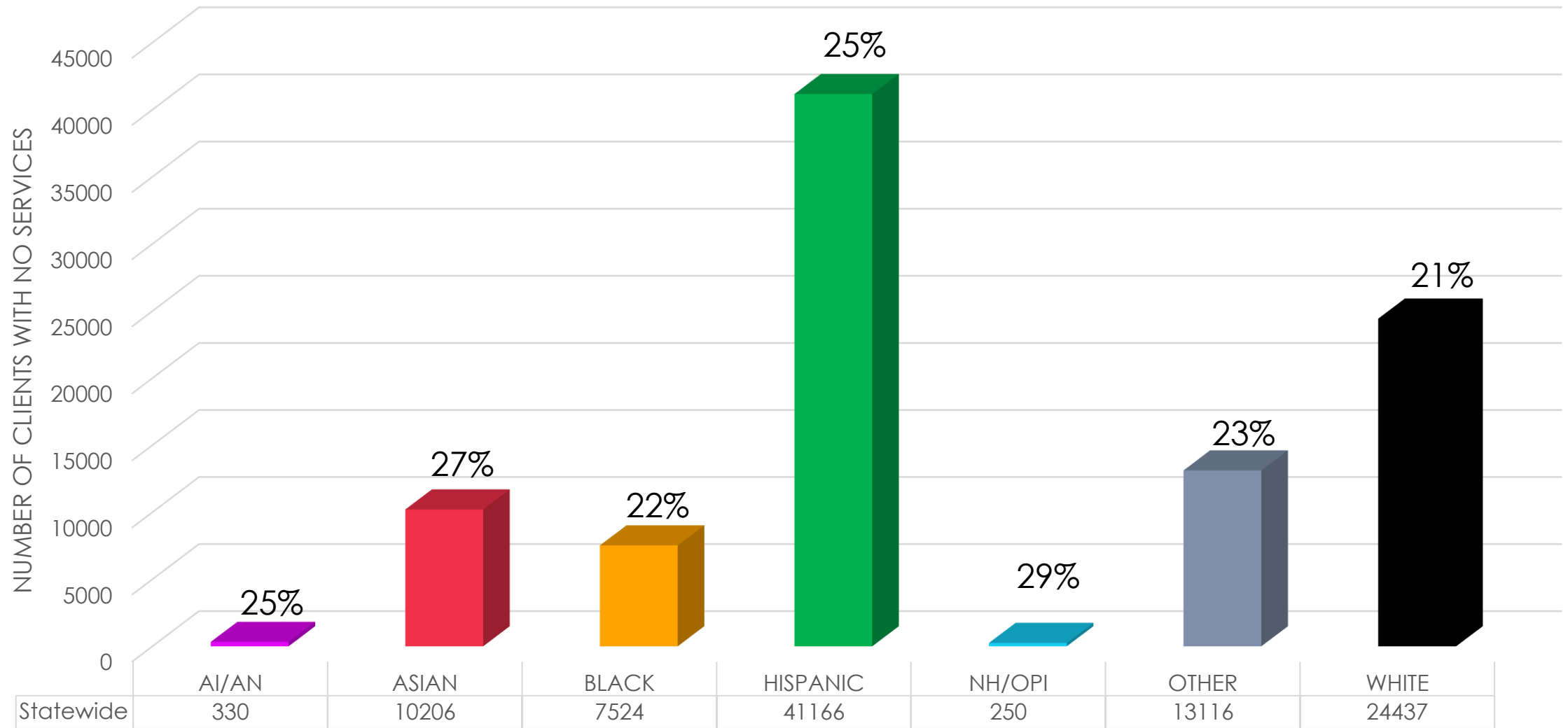
■ Services  
■ No Services



# PEOPLE WITHOUT SERVICES BY ETHNICITY OR RACE (WRC)



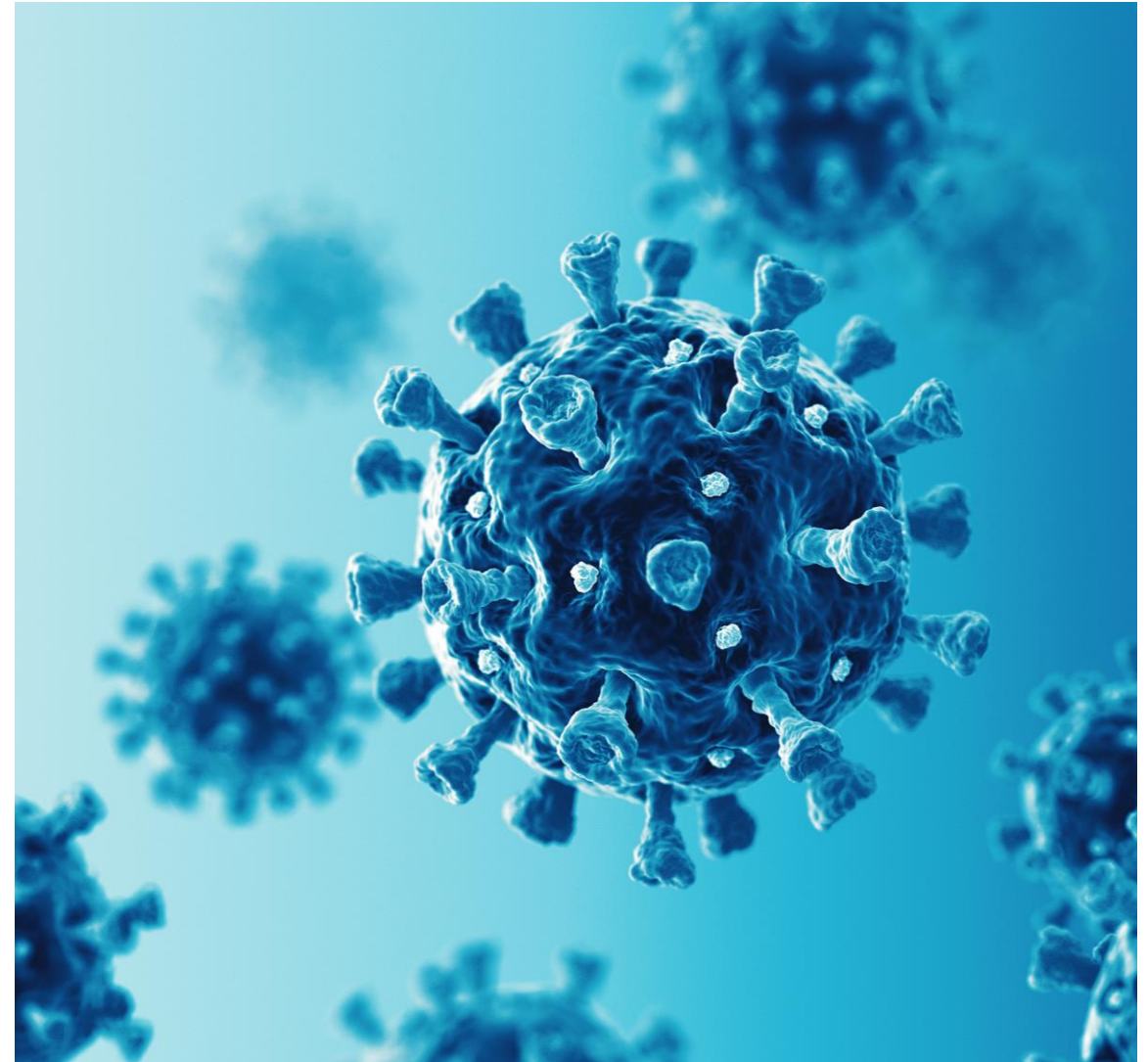
# PEOPLE WITHOUT SERVICES BY ETHNICITY OR RACE (Statewide)



# BARRIERS TO EQUITABLE ACCESS TO SERVICES AND SUPPORTS

## Effects of the COVID-19 Pandemic

- Families/individuals were less likely to use out-of-home services such as day services, social skills, and tailored services through an alternative service delivery model.
  - Individuals did not enjoy the same attendance and the rates were not the same.
- Individuals used fewer Independent Living and Supported Living services.
  - They were reticent to work with individuals outside of their home.
  - There were significant staffing issues, even if you wanted a service provider, to grant that request.





# BARRIERS TO EQUITABLE ACCESS TO SERVICES AND SUPPORTS

## Intake & Eligibility Process

- Feedback from the community has revealed difficulties in accessing assessment and evaluation services.
- Traditionally intake applications have been a paper/pencil process in which individuals have had to drop the materials off in person at our receptionist desk, delivered by mail, or emailed to the intake department.
- This sometimes results in unnecessary time delays in having the application received and processed.

The image shows a close-up of a paper application form titled "APPLICATION" in large, bold, black letters. The form is laid out on a wooden surface. A black pen with a gold-colored tip is resting on the form, pointing towards the "Services needed" section. The form is divided into several sections with labels in bold black text:

- Personal Information**: This section includes fields for "Name (Last)", "Name (First)", "Name (Middle Initial)", "Address (Mailing Address)", "City", "State", "Zip", "Home Telephone", and "Other Telephone".
- Services needed**: This section consists of several horizontal lines for writing.
- Current Income**: This section includes a question: "High School Graduate Or General Education (GED) Test Passed?" with "Yes" and "No" options.
- Business School, Military (Most recent first)**: This section includes a question: "If no, list the highest grade completed" and a table with columns for "Dates Attended (Year)", "Credits Earned", and "Graduate". The "Credits Earned" column is further divided into "Quarterly or Semester Hours" and "Other (Specify)". The "Graduate" column has "Yes" and "No" options.

# BARRIERS TO EQUITABLE ACCESS TO SERVICES AND SUPPORTS

## Large amount of information

- Incoming families and adult clients often feel overwhelmed by the amount of information provided to them by the various professionals during the intake process and their assigned service coordinator. Information may include:
  - Understanding the diagnosis or developmental delay
  - Services and supports available through the regional center
  - Resources available in their community
- Requests have been made for an online learning library that individuals can complete at their own pace



# BARRIERS TO EQUITABLE ACCESS TO SERVICES AND SUPPORTS

## Lack of Technology and Support

- Households are not able to afford a laptop/tablet or pay for Internet access every month to access virtual services or online resources
- Households also require assistance in learning how to use technology to receive services virtually





# BARRIERS TO EQUITABLE ACCESS TO SERVICES AND SUPPORTS

## Caseload Ratios

- WRC has been understaffed and requires additional employees to reduce the number of cases per SC.
  - For individuals enrolled on the Home and Community-Based Services Waiver, the caseload ratio in the WRC March 2021 caseload ratio data report was 1:75 (the required caseload ratio is 1:62)
  - For individuals served who are older than the age of three years and are not on the Home and Community Based Services Waiver, the caseload ratio was 1:77 (the required caseload ratio is 1:66)
- WRC recognizes that the large number of cases that our service coordinators manage directly affect their ability to better serve diverse communities and meet their unique needs.



# BARRIERS TO EQUITABLE ACCESS TO SERVICES AND SUPPORTS

## Purchase of Service (POS) Policy

- A common concern identified is that many services currently available at the regional center do not meet the needs of the individual or their family.
- Many families have identified services they want but have not been accessible, such as camping, social recreation activities, educational services for children 3-17, and non-medical therapies such as specialized recreation, art, dance, and music.





# Plan to increase equity in service access

We will review:

- WRC's plan to promote equity and reduce disparities for 2022



# PLAN TO PROMOTE EQUITY AND REDUCE DISPARITIES FOR 2022



## Online Intake Application & Portal

- Funded through the *Help Me Grow Los Angeles Pathways* grant from First 5 LA
- WRC is working on an online portal that will allow individuals, families, caregivers, and service providers to complete and submit intake applications online through our website or by using a QR code.
- Applications will be received immediately by the intake department.
- Available for both Early Intervention (birth to three) and Lanterman Act services (three and older).

# PLAN TO PROMOTE EQUITY AND REDUCE DISPARITIES FOR 2022



## Online Intake Application & Portal

- Individuals will be also able to log into the portal to securely upload additional documents, communicate with intake staff, check on their application status, and review upcoming intake appointments.
- WRC is also working with our partners, Westside Family Resource and Empowerment Center and the Achievable Health Center, to provide families with access to community services and resources identified during the intake process.

# PLAN TO PROMOTE EQUITY AND REDUCE DISPARITIES FOR 2022

## Technology Lending Library



- Contract with EmpowerTech
- Increase access to remote and virtual services by providing eligible participants with tablets and/or laptops, data service, and technical support
- We have secured a number of electronic devices which will be provided to families through a lending library if they face difficulties accessing our online services, training and/or application for services.
- In addition, EmpowerTech has staff that will be available to support individuals in resolving any difficulties with using or accessing online resources.
- **Available for request by the end of April 2022**



# PLAN TO PROMOTE EQUITY AND REDUCE DISPARITIES FOR 2022

## Hiring Additional Staff



- Westside is currently recruiting **16 service coordinators** to meet caseload ratios.
- This will allow WRC to keep caseloads small enough to safely serve people and allow service coordinators to carry out other duties such as to assist individuals in applying for public services (i.e., SS, IHSS, CalFresh), attending IEP meetings, and completing professional development training.
- The Department of Developmental Services (DDS) has also expressed a commitment to provide continual funding for the hiring of service coordinators to ensure that regional centers comply with statewide caseload ratio requirements.

# PLAN TO PROMOTE EQUITY AND REDUCE DISPARITIES FOR 2022

## Hiring Additional Staff



- Westside is in the process of hiring **three (3) Specialized Enhanced Case Service Coordinators**. Their caseloads will consist of families/individuals who have been identified as having little to no funded regional center services.
- Westside is also excited to announce that we will be hiring **three (3) Participant Choice Specialists** who will ensure equitable access to services through the Self-Determination Program. This will include education and support to families and service coordinators to ensure a more comprehensive understanding of the service access model.

# PLAN TO PROMOTE EQUITY AND REDUCE DISPARITIES FOR 2022



## Camp, Social Recreation and Other Services

- **Effective July 1, 2021**, changes to WIC section 4648.5 restores regional center authority to fund camping services and associated travel expenses; social recreation activities; educational services for children 3 to 17, inclusive, years of age; and nonmedical therapies, including, but not limited to, specialized recreation, art, dance, and music.
- If you have not done so already, please **contact your service coordinator** to set up an IPP meeting to discuss access to these services.



# PLAN TO PROMOTE EQUITY AND REDUCE DISPARITIES FOR 2022



**CALL FOR PROSPECTIVE SERVICE PROVIDERS**

WRC is accepting Letters of Interest (LOI) to consider for vendorization for the following services:

- Camps & Camping Services
- Social Recreation
- Education Services for children ages 3 - 17
- Nonmedical therapies such as specialized recreation, art, dance, and music

**APPLY TODAY!**

**SUBMIT YOUR DOCUMENTS**  
RestoredServices@WestsideRC.org

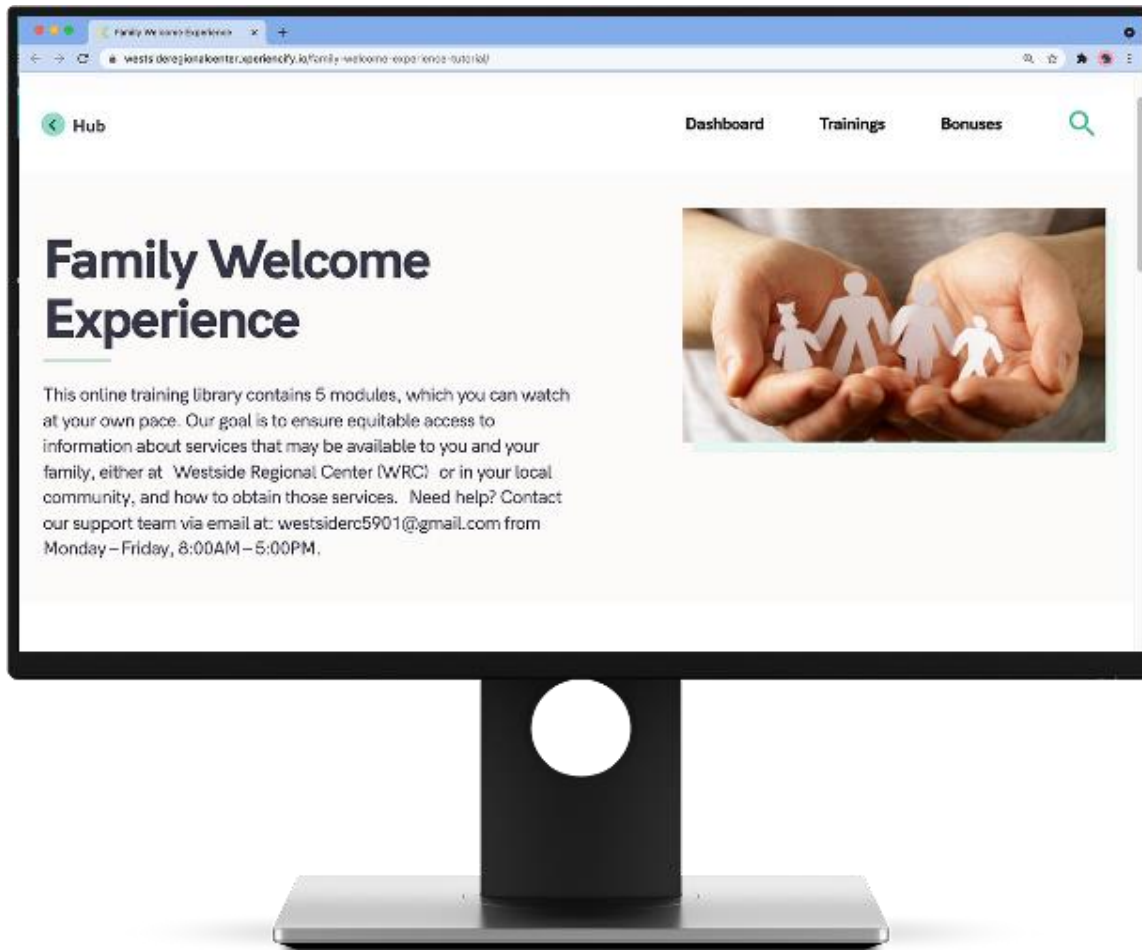
 **WESTSIDE**  
REGIONAL CENTER

## Camp, Social Recreation and Other Services

- In response to this change, WRC has been reaching out to community providers of these services to add them to our list of vendored providers. We have worked to expedite our vendorization process to make it easier for these providers to become vendored for us to pay for these services for individuals.
- We are currently seeking programs in areas such as camps, tutoring services, recreational programs such as swimming, gymnastics, martial arts, and other sports programs.
- **We need your help!** Please assist us by referring any service providers in your community (that are not currently vendored) to submit a Letter of Interest (LOI) to our Community Services Department.

# PLAN TO PROMOTE EQUITY AND REDUCE DISPARITIES FOR 2022

## Family Welcome Experience



- This online training program has **three online courses**:
  - Early Start Program (Birth to 36 months)
  - School-Aged Youth (3 to 22)
  - Adults (23 and older)
- Main content:
  - (1) Introduction to WRC; (2) Services & Supports; (3) Advocacy; (4) Westside Family Resource & Empowerment Center (WFREC); and (5) Generic & Community-Based Resources.
- Available in English, with Spanish underway by April 29, 2022.
- **269** families currently enrolled



# COMMUNITY INPUT

We want to hear from you!



# 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, 6:30 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

# STAY INFORMED!



Sign up for our e-newsletter!  
[tinyurl.com/WRCnewsletter](https://tinyurl.com/WRCnewsletter)



Follow us on Facebook and Instagram!  
[@westsideregionalcenter](https://www.instagram.com/westsideregionalcenter)



Subscribe to our YouTube channel!  
[www.youtube.com/c/WestsideRegionalCenter](https://www.youtube.com/c/WestsideRegionalCenter)





# Thank You

Dr. Tom Kelly, PhD



310-258-4200



TomK@WestsideRC.org



westsiderc.org

