

**Westside Regional Center Performance Contract 2022
Public Policy Outcomes 2022**

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)	2020 .07%	October 2021 4 .03%	<ul style="list-style-type: none"> • Implement the proposed 2021-2022 Community Placement Plan/Community Resource Development Plan, which includes: <ul style="list-style-type: none"> ○ Develop 1 Step-Down Home ○ Develop one 10–12-unit Multi-Family Project. • Implement the 2021-2021 CPP/CRDP Plan upon approval. • Increase referrals to Westside START Team
Number and Percent of minors living with families (includes own family, foster family, and guardian). (higher is better)	2020 99.51%	October 2021 99.75% Children in foster care – 190 (4.15%) Children in home of parent/guardian – 4377 (95.60%) Total # 4578	<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 and increase referrals to WRC START Team. • Assist families with supports through newly approved services, Camp, Social Recreation, Non-medical therapies and 3 yr.-17 yr. education supports...
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).	2020 81.71% Total of all living in ILS/SLS/FHA/ In Family Home	October 2021 ILS 466 (9.88%) SLS 454 (9.62%) FHA 24 (.50%) Family Home 3196 (67.76%) Total of ILS/SLS/FHA/Family Home 87.76%	<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. • Increase the number of Adult Family Home options by increasing the number of AFHA • Continue to provide 24/7 Crisis Support Services through the CRP and CBT Programs and increase referrals to WRC START Team. • Implement new WRC Strategic Plan to increase awareness of living options and supports.
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)	2020 0.04%%	October 2021 .00%	<ul style="list-style-type: none"> • Continue to provide training and information for families of minors regarding available living options. • Continue to increase referrals to Westside START Team to support children living in the family home • Provide families with on-line training and videos to support families with children living in the home. • Increase Westside START Team Referrals • Continue and increase support groups, sib-shops, and other support services

Compliance Measures
State Average 2010 WRC 2020

	State Average 2010	WRC 2020	Planned Activities
Unqualified independent audit with no material findings 2021	95.23%	No	<ul style="list-style-type: none"> • Continue generally accepted accounting principles. • Maintain good business practice. • Modification due to CalPERS GASB (Governmental Accounting Standards)
Substantial compliance with DDS fiscal audit	95.23%	100%	<ul style="list-style-type: none"> • • Continue generally accepted accounting principles. • Maintain good business practices.
Operate within OPS budget	100%	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	2020 98.28%	2020 99.52%	<ul style="list-style-type: none"> • Continue to provide timely completion of CDER and ESR reports.
Intake/Assessment and IFSP timelines (0-2)	2020 94.91%	2020 91.40%	<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	2019 97.56%	2020 91.40%	<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)	2019 99.05%	2020 98.67%	<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)	2020 86.79%	2020 90.40%	<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*	Planned Activities
<p>Number and percent of clients, ages 16-64 with earned income. Statewide – 13.51% WRC – 14.33%</p>	<p>Based on 2020 19 Employment Development Department (EDD) data-changes in number and percentage of consumers ages 16-64 with earned income as reported to EDD.</p>	<ol style="list-style-type: none"> 1. Continue regular meetings with Department of Rehabilitation including Supported Employment Roundtable. 2. Continue the CIE and PIP Technical Assistance Sessions for providers interested in adding CIE/PIP to program designs 3. Continue annual National Disability Employment Awareness Month. 4. Continue networking with businesses in the area, e.g., Google, Amazon, Restaurants, and other local business owners, etc. to develop employment opportunities for individuals served. 5. Continue the monthly Employment First Business Advisory Committee. 6. Continue Pathways to Employment Training. 7. Continue MOU with Local Planning agencies (partnership with School Districts and Department of Rehabilitation)
<p>Average annual wages for clients age 16-64: Statewide - \$11,592 WRC - \$14,172</p>	<p>Based on 2020 EDD data – average annual wages as reported to EDD for consumers 16-64</p>	<ol style="list-style-type: none"> 1. Continue regular meetings with Department of Rehabilitation including Supported Employment Roundtable. 2. Continue the CIE and PIP Technical Assistance Sessions for providers interested in adding CIE/PIP to program designs 3. Continue annual National Disability Employment Awareness Month. 4. Continue networking with businesses in the area, e.g., Google, Amazon, Restaurants, and other local business owners, etc. to develop employment opportunities for individuals served. 5. Continue the monthly Employment First Business Advisory Committee. 6. Continue Pathways to Employment Training. 7. Continue MOU with Local Planning

<p>Annual earnings of consumers ages 16-64 compared to people with all disabilities in CA. CA - \$56,600 - 2017 WRC - \$14,184 - 2018</p>	<p>Based on 2017 client wage data compared to 2017 Cornell Disability Statistics on people with all disabilities.</p>	<p>agencies (partnership with School Districts and Department of Rehabilitation)</p> <ol style="list-style-type: none"> 1. Continue regular meetings with Department of Rehabilitation including Supported Employment Roundtable. 2. Continue the CIE and PIP Technical Assistance Sessions for providers interested in adding CIE/PIP to program designs 3. Continue annual National Disability Employment Awareness Month. 4. Continue networking with businesses in the area, e.g., Google, Amazon, Restaurants, and other local business owners, etc. to develop employment opportunities for individuals served. 5. Continue the monthly Employment First Business Advisory Committee. 6. Continue Pathways to Employment Training. 7. Continue MOU with Local Planning agencies (partnership with School Districts and Department of Rehabilitation)
<p>Percentage of adults who were placed in competitive, integrated employment following participation in a Paid Internship. Baseline: 0.06. - 2018 5.8% - 2019</p>	<p>14.3% - 2021</p>	<ol style="list-style-type: none"> 1. Continue regular meetings with Department of Rehabilitation including Supported Employment Roundtable. 2. Continue the CIE and PIP Technical Assistance Sessions for providers interested in adding CIE/PIP to program designs 3. Continue annual National Disability Employment Awareness Month. 4. Continue networking with businesses in the area, e.g., Google, Amazon, Restaurants, and other local business owners, etc. to develop employment opportunities for individuals served. 5. Continue the monthly Employment First Business Advisory Committee. 6. Continue Pathways to Employment Training. 7. Continue MOU with Local Planning

		agencies (partnership with School Districts and Department of Rehabilitation)
<p>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:</p> <p>2018 \$13.02 Average per hour wage 7.2 Average hours per week</p> <p>2019 \$14.63 Average per hour wage 14.60 Average hours per week</p>	<p style="text-align: center;">2021 \$14.27 Average per hour wage 15.3 Average hours per week</p>	<ol style="list-style-type: none"> 1. Continue regular meetings with Department of Rehabilitation including Supported Employment Roundtable. 2. Continue the CIE and PIP Technical Assistance Sessions for providers interested in adding CIE/PIP to program designs 3. Continue annual National Disability Employment Awareness Month. 4. Continue networking with businesses in the area, e.g., Google, Amazon, Restaurants, and other local business owners, etc. to develop employment opportunities for individuals served. 5. Continue the monthly Employment First Business Advisory Committee. 6. Continue Pathways to Employment Training. 7. Continue MOU with Local Planning agencies (partnership with School Districts and Department of Rehabilitation)
<p>Average wages and hours worked for adults engaged in competitive, integrated employment, on behalf of whom incentive payments have been made.</p> <p>Baseline</p> <p>2018 \$13.00 Average per hour wage 13.5 hours Average hours per week</p> <p>2019 \$13.38 Average per hour wage 14.66 Average hours per week</p>	<p style="text-align: center;">2021 \$15.25 Average per hour wage 24.69 Average hours per week</p>	<ol style="list-style-type: none"> 1. Continue regular meetings with Department of Rehabilitation including Supported Employment Roundtable. 2. Continue the CIE and PIP Technical Assistance Sessions for providers interested in adding CIE/PIP to program designs 3. Continue annual National Disability Employment Awareness Month. 4. Continue networking with businesses in the area, e.g., Google, Amazon, Restaurants, and other local business owners, etc. to develop employment opportunities for individuals served. 5. Continue the monthly Employment First Business Advisory Committee. 6. Continue Pathways to Employment Training. 7. Continue MOU with Local Planning

<p>Total number of \$1000, \$1250, and \$1500 incentive payments made for the fiscal year.</p> <p>Baseline 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>October 2020 \$1000 = 26 \$1250 = 18 \$1500 = 14</p>	<p style="text-align: center;">October 2021 \$1000 – 14 \$1250 – 11 \$1500 – 11</p>	<p>agencies (partnership with School Districts and Department of Rehabilitation)</p> <ol style="list-style-type: none"> 1. Continue regular meetings with Department of Rehabilitation including Supported Employment Roundtable. 2. Continue the CIE and PIP Technical Assistance Sessions for providers interested in adding CIE/PIP to program designs 3. Continue annual National Disability Employment Awareness Month. 4. Continue networking with businesses in the area, e.g., Google, Amazon, Restaurants, and other local business owners, etc. to develop employment opportunities for individuals served. 5. Continue the monthly Employment First Business Advisory Committee. 6. Continue Pathways to Employment Training. 7. Continue MOU with Local Planning agencies (partnership with School Districts and Department of Rehabilitation)
<p>Percentage of adults who reported having integrated employment as a goal in their IPP.</p>	<p style="text-align: center;">Based on the 2017-2018 National Core Indicators (NCI) In-Person Survey – 29%</p>	<ol style="list-style-type: none"> 1. Continue regular meetings with Department of Rehabilitation including Supported Employment Roundtable. 2. Continue the CIE and PIP Technical Assistance Sessions for providers interested in adding CIE/PIP to program designs 3. Continue annual National Disability Employment Awareness Month. 4. Continue networking with businesses in the area, e.g., Google, Amazon, Restaurants, and other local business owners, etc. to develop employment opportunities for individuals served. 5. Continue the monthly Employment First Business Advisory Committee. 6. Continue Pathways to Employment Training. 7. Continue MOU with Local Planning agencies (partnership with School

		Districts and Department of Rehabilitation)
<p>Number of adults who were placed in competitive, integrated employment following participation in a Paid Internship program (PIP).</p>	<p style="text-align: center;">2021 3 individuals are in competitive integrated employment as a result PIP of the 14 PIPs.</p>	<ol style="list-style-type: none"> 1. Continue regular meetings with Department of Rehabilitation including Supported Employment Roundtable. 2. Continue the CIE and PIP Technical Assistance Sessions for providers interested in adding CIE/PIP to program designs 3. Continue annual National Disability Employment Awareness Month. 4. Continue networking with businesses in the area, e.g., Google, Amazon, Restaurants, and other local business owners, etc. to develop employment opportunities for individuals served. 5. Continue the monthly Employment First Business Advisory Committee. 6. Continue Pathways to Employment Training. 7. Continue MOU with Local Planning agencies (partnership with School Districts and Department of Rehabilitation)

Public Policy Performance Measures

Measure and Measurement Methodology					Activities
Percent of total annual purchase of service expenditures by individual's ethnicity and age based on Fiscal 2017-2018 data:					Community Outreach <ul style="list-style-type: none"> – Keep the community informed on important events, trainings, public meetings and workshops through our Facebook, Instagram, website, and Bi-Monthly E-Newsletter. – Direct families to the WRC YouTube channel and Facebook Library for self-guided learning opportunities. – Implement the WRC 2021 Strategic Plan – Develop and authorize New Adult In-Home Services from the 21-22 DDS Budget. – Develop and authorize social recreation services, non-medical therapies, camp, and educational supports from children 13-17 years of age. – Continue to enroll individuals in Self Determination Services – Continue to provide individuals with Participant Directed Services. – Implement new WRC Strategic Plan Goals
0-2 yrs.	# of Clients	Total Expenditures	Per Capita Expenditures	% Utilized	
American Indian or Alaska Native	2	\$652	\$326	100%	
Asian	114	\$719,202	\$6,309	68.5%	
Black/ Afr. Am.	275	\$1,400,890	\$5,094	63.8%	
Hispanic	881	\$4,672,948	\$5,304	68.8%	
Native Hawaiian or Pacific Islander	2	\$5,843	\$2,291	70.1%	
Other / Multi-Cultural	440	\$2,156,415	\$4,901	67.2%	
White	584	\$3,361,403	\$5,756	71.6%	
3-21 yrs.	# of Clients	Total Expenditures	Per Capita Expenditures	% Utilized	
American Indian or Alaska Native	6	\$61,996	\$10,333	57.7%	
Asian	219	\$2,244,040	\$10,247	58.1%	
Black/ Afr. Am.	991	\$11,822,978	\$11,930	61.9%	
Hispanic	1,991	\$17,035,808	\$8,556	60.9%	
Native Hawaiian or Pacific Islander	10	\$60,093	\$6,009	53.6%	
Other / Multi-Cultural	706	\$6,540,323	\$9,264	56.7%	
White	989	\$12,448,701	\$12,587	59.5%	
22yrs. +	# of Clients	Total Expenditures	Per Capita Expenditures	% Utilized	
American Indian or Alaska Native	6	\$547,995	\$91,332	83%	
Asian	182	\$8,245,784	\$45,307	84.6%	
Black/ Afr. Am.	1,080	\$52,429,976	\$48,546	83.6%	
Hispanic	1,043	\$37,642,039	\$36,090	79.5%	
Native Hawaiian or Pacific Islander	3	\$64,680	\$21,560	80.5%	
Other / Multi-Cultural	306	\$14,587,332	\$47,671	78.6%	

Measure and Measurement Methodology

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	0.0%	2	33.3%	0	0.0%	2	14.3%
Asian	1	0.9%	45	20.5%	19	10.4%	65	12.6%
Black/ Afr. Am.	5	1.8%	191	19.3%	63	5.8%	259	11.0%
Hispanic	12	1.4%	494	24.8%	92	8.8%	598	15.3%
Native Hawaiian or other Pacific Islander	0	0.0%	5	50.0%	0	0.0%	5	33.3%
Other / Multi-Cultural	4	0.9%	163	27.4%	29	9.9%	196	14.4%
White	6	1.0%	237	23.9%	83	7.2%	325	11.9%

Activities

Creating Successful Transitions (funded by DDS grant)

Goal: To increase the POS of Black (100), Hispanic (150) and Other/Multi-cultural (50) families or adults.

Early Start Program – Online Training Course

- For parents and caregivers of infants and toddlers enrolled in the Early Start Program. Provides information from eligibility determination to exiting the program.
- Available in English and Spanish language.

Family Welcome Experience – Online Training Program

- 3 courses: Early Start, School-Aged Youth, and Adults
- The goal is to ensure equitable access to information about services that may be available to individuals, either at WRC or in their local community, and how to obtain those services.

Motivational Interviewing for Service Coordinators

- An online training program that assists SCs in learning about a new communication approach – Motivational Interviewing (MI). MI is a person-centered, collaborative conversation to strengthen a person’s own motivation for and commitment to change.
30 trained SCs will reach out to 15 of their low to no POS families/adults to motivate them to access regional center services (new or priorly authorized).

Measure and Measurement Methodology

Indicator showing the relationship between annual authorized services and expenditures by individual’s residence type and ethnicity.

Family Home	# of Clients	Total Expenditures	Per Capita Expenditures	% Utilized
American Indian or Alaska Native	10	\$64,436	\$6444	55.3%
Asian	444	\$5,878,166	\$13,239	66.5%
Black/ Afr. Am.	1881	\$29,202,131	\$15,525	69.0%
Hispanic	3663	\$40,314,748	\$4,561	67.4%
Native Hawaiian or Pacific Islander	14	\$116,247	\$8,303	64.1%
Other / Multi-Cultural	1347	\$14,209,891	\$10,549	62.6%
White	2071	\$29,523,661	\$14,256	65.1%

Activities

- Develop and authorize new adult in-home services from the 21-22 DDS/RC Budget
- Work with families to develop future planning.
- Develop and continue family support groups.
- Implement the WRC Strategic Plan to assist individuals living in the family home.
- Increase awareness of living options for individuals supported by WRC.
- Increase awareness of Self Determination Services
- Increase awareness of Participant Directed Services

ILS/SLS	# of Clients	Total Expenditures	Per Capita Expenditures	% Utilized
American Indian or Alaska Native	4	\$652,090	\$136,552	83.8%
Asian	39	\$2,268,991	\$58,179	88.3%
Black/ Afr. Am.	289	\$21,521,538	\$74,469	85.4%
Hispanic	131	\$8,279,445	\$63,202	86.2%
Native Hawaiian or Pacific Islander	0			
Other / Multi-Cultural	64	\$5,091,631	\$79,557	81.7%
White	426	\$29,835,782	\$70,037	83.7%

Licensed Residential Homes	# of Clients	Total Expenditures	Per Capita Expenditures	% Utilized
American Indian or Alaska Native	0			
Asian	29	\$2,742,461	\$94,568	93.8%
Black/ Afr. Am.	151	\$14,385,812	\$95,270	91.6%
Hispanic	109	\$9,654,352	\$88,572	87.7%
Native Hawaiian or Pacific Islander	1	\$14,369	\$19,285	74.5%
Other / Multi-Cultural	35	\$3,959,037	\$113,115	69.5%
White	697	\$3,107,330	\$4,458	91.7%

Measure and Measurement Methodology

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

Language	% Utilized	# of Clients	Total Expenditures	Per Capita Expenditures
English	76.3%	8,841	\$208,888,406	\$23,627
Spanish	70.8%	1,982	\$29,834,025	\$15,052
Farsi	79.0%	55	\$3,034,202	\$55,167

Activities

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.

Motivational Interviewing for Service Coordinators

- An online training program that assists SCs in learning about a new communication approach – Motivational Interviewing (MI). MI is a person-centered, collaborative conversation to strengthen a person's own motivation for and commitment to change.
- 30 trained SCs will reach out to 15 of their low to no POS families/adults to motivate them to access regional center services (new or priorly authorized).