

**Westside Regional Center Performance Contract 2023-24  
Public Policy Outcomes 2023-24**

Public Policy Measures	State Average	WRC Baseline as of:	Planned Activities
<p>Number and percent of RC caseload living in State Developmental Center <b>(lower is better)</b></p>	<p align="center"><b>2021 .06%</b></p>	<p align="center"><b>June 2022 4 .03%</b></p>	<ul style="list-style-type: none"> <li>• Implement the proposed 2022-2023 Community Placement Plan/Community Resource Development Plan, which includes:               <ul style="list-style-type: none"> <li>• Develop 1 Deflection Home for persons served with mental health and Substance abuse support needs</li> <li>• Develop Enhanced Supported Living Services to support step down from the mental health and substance abuse deflection home</li> <li>• Develop Enhanced Supported Living Services for those with intensive behavioral needs</li> <li>• Increase referrals to Westside START Team</li> </ul> </li> </ul>
<p>Number and Percent of minors living with families (includes own family, foster family, and guardian). <b>(higher is better)</b></p>	<p align="center"><b>2021 99.60%</b></p>	<p align="center"><b>June 2022 99.79%</b>  <b>Children in foster care – 193 (3.98%)</b>  <b>Children in home of parent/guardian – 4646 (95.81%)</b>  <b>Total # 4578</b></p>	<ul style="list-style-type: none"> <li>• Continue to provide training for families in behavior management, toilet training &amp; adaptive skill development.</li> <li>• Coordinate and provide technical assistance for the continued operation of support groups for parents, siblings, and other family members.</li> <li>• 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.</li> <li>• Continue to provide 24/7 Crisis Support Services through the CRP and CBT Programs and increase referrals to WRC START Team.</li> <li>• Development of both behavioral and medical respite capacity to support family home placement</li> <li>• Assist families with supports through newly approved services, Camp, Social Recreation, Non-medical therapies and 3 yr.-17 yr. education supports...</li> </ul>
<p>Number and percent of adults living in home settings (includes independent and supported living, adult family home agency, and with parent) <b>(higher is better).</b></p>	<p align="center"><b>2021 81.71%</b>  <b>Total of all living in ILS/SLS/FHA/ In Family Home</b></p>	<p align="center"><b>June 2022</b>  <b>ILS 441 (9.19%)</b>  <b>SLS 487 (10.14%)</b>  <b>FHA 27 (.56%)</b>  <b>Family Home 3274 (68.19%)</b>  <b>Total of ILS/SLS/FHA/Family Home 88.09%</b></p>	<ul style="list-style-type: none"> <li>• Work with local housing services and organizations to promote and maintain affordable housing.</li> <li>• Provide training for supported living service providers to promote client health and safety.</li> <li>• Provide training for parents of young adults in transition to adulthood and to parents of older adults regarding service and support options.</li> <li>• Review and improve current ILS/SLS modes of services.</li> <li>• ILS, SLS &amp; AFHA will be the first level of review prior to out of home placement.</li> <li>• Increase the number of Adult Family Home options by increasing the availability of certified FHA family residences</li> <li>• Continue to provide 24/7 Crisis Support Services through the CRP and CBT Programs and increase referrals to WRC START Team.</li> <li>• Development of both behavioral and medical respite capacity to support maintenance of family home placement</li> <li>• Development of Supported Living capacity for those with behavioral needs</li> <li>• Development of Supported Living capacity to support the Deaf &amp; Hard of Hearing and Blind</li> </ul>

			<ul style="list-style-type: none"> <li>• Development of Housing Access Service capacity</li> <li>• Implement new WRC Strategic Plan to increase awareness of living options and supports.</li> </ul>
Number and percent of minors living in licensed homes serving greater than 6 (includes ICF/DDs, ICF/DDHs, IFC/DDNs, SNFs, and CCFs). <b>(lower is better)</b>	<b>2021</b> <b>0.03%%</b>	<b>June 2022</b> <b>.00%</b>	<ul style="list-style-type: none"> <li>• Continue to provide training and information for families of minors regarding available living options.</li> <li>• Continue to increase referrals to Westside START Team to support children living in the family home</li> <li>• Provide families with on-line training and videos to support families with children living in the home.</li> <li>• Increased in home respite capacity for those with behavioral and medical need through implementation of the CPP/CRDP plan upon approval</li> <li>• Continue and increase support groups, sib-shops, and other support services</li> </ul>
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)	<b>2021</b> <b>1.78%</b>	<b>June 2022</b> <b>35</b> <b>0.73%</b>	<ul style="list-style-type: none"> <li>• Encourage development of homes for four or fewer adults, including adults with special health needs.</li> <li>• Assess adults living in settings serving greater than 6, and identify less restrictive living options whenever possible.</li> <li>• Provide training and information for families of adults regarding available living options.</li> </ul>

<b>Compliance Measures</b>	<b>State Average</b>	<b>WRC</b>	<b>Planned Activity</b>
Unqualified independent audit with no material findings 2021	<b>90%</b>	<b>No</b>	<ul style="list-style-type: none"> <li>• Continue generally accepted accounting principles.</li> <li>• Maintain good business practice.</li> <li>• Modification due to CalPERS GASB (Governmental Accounting Standards)</li> </ul>
Substantial compliance with DDS fiscal audit	<b>100%</b>	<b>Yes</b>	<ul style="list-style-type: none"> <li>• Continue generally accepted accounting principles.</li> <li>• Maintain good business practices.</li> </ul>
Operate within OPS budget	<b>100%</b>	<b>Yes</b>	<ul style="list-style-type: none"> <li>• Maintain monthly reporting Schedules to monitor OPS budget.</li> <li>• Continue operation budget planning, ongoing utilization review, and periodic adjustments as needed.</li> </ul>
Certified to participate in Waiver	<b>100%</b>	<b>Yes</b>	<ul style="list-style-type: none"> <li>• Maintain compliance with Medicaid Waiver requirements.</li> </ul>
Compliance with Vendor Audit per contract Article III Section 10	<b>86%</b>	<b>Yes</b>	<ul style="list-style-type: none"> <li>• Maintain compliance with contract.</li> </ul>
Individuals with current CDER or ESR	<b>2021 98%</b>	<b>June 2022 99%</b>	<ul style="list-style-type: none"> <li>• Continue to provide timely completion of CDER and ESR reports.</li> </ul>
Intake/Assessment and IFSP timelines (0-2)	<b>2021 78%</b>	<b>June 2022 98%</b>	<ul style="list-style-type: none"> <li>• Continue to provide timely completion of intake/assessment for clients under 3 years of age.</li> </ul>
Intake/Assessment timelines, clients 3 and above	<b>2021 94%</b>	<b>2021 98%</b>	<ul style="list-style-type: none"> <li>• Continue to provide timely completion of Intake/Assessment for clients 3 years of age and above</li> </ul>
IPP Development (Welfare and Institutions Code requirements)	<b>2021 99%</b>	<b>2021 97%</b>	<ul style="list-style-type: none"> <li>• Increase compliance with all requirements of the Welfare and Institutions Code for timely completion of individual for clients receiving services under the Lanterman Act through reinforcement of statutory requirements with service coordination staff and management.</li> </ul>
IFSP Development (Title 17 requirements)	<b>2021 87%</b>	<b>2021 92%</b>	<ul style="list-style-type: none"> <li>• 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.</li> </ul>

## Public Policy Outcomes: Measures Related to Employment

Measures	Measurement Methodology*	Planned Activities
<p>Percent of clients, ages 18-64 with earned income.  <b>Statewide – 19.6%</b>  <b>WRC – 21.1%</b></p>	<p>Based on 2020 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"> <li>1. Continue the Supported Employment Roundtable that meets quarterly with Department of Rehabilitation and supported employment providers</li> <li>2. Continue provision of CIE and PIP Technical Assistance for service providers</li> <li>3. Explore resumption of Career Fairs post pandemic.</li> <li>4. Continue networking with local businesses to develop employment opportunities for individuals served</li> <li>5. Continue the Employment First Business Advisory Committee that meets monthly</li> <li>6. Continue MOU with Local Planning agencies (partnership with School Districts and Department of Rehabilitation (DOR))</li> </ol>
<p>Average monthly wages for clients age 18-64:  <b>Statewide - \$816</b>  <b>WRC - \$892</b></p>	<p>Based on 2020 EDD data – average monthly wages as reported to EDD for consumers 18-64</p>	<ol style="list-style-type: none"> <li>1. Continue the monthly Supported Employment Roundtable.</li> <li>2. Continue the CIE and PIP Technical Assistance Sessions that meet monthly</li> <li>3. Continue annual Career Fair</li> <li>4. Continue networking with businesses in the area, e.g., Google, Activision, Amazon, and Tender Greens Restaurants, etc. to develop employment opportunities for individuals served.</li> <li>5. Continue the Employment First Business Advisory Committee that meets monthly.</li> <li>6. Continue MOU with Local Planning agencies (partnership with School Districts and Department</li> </ol>

<p>Annual earnings of consumers ages 18-64 compared to people with all disabilities in CA.  <b>CA - \$48,500 - 2019 (ages 21-64)</b>  <b>WRC - \$10,704 - 2020</b></p>	<p>Based on 2020 client wage data compared to 2019 Cornell Disability Statistics on people with all disabilities.</p>	<ol style="list-style-type: none"> <li>1. Continue the Supported Employment Roundtable that meets quarterly with Department of Rehabilitation and supported employment providers</li> <li>2. Continue provision of CIE and PIP Technical Assistance for service providers</li> <li>3. Explore resumption of Career Fairs post pandemic.</li> <li>4. Continue networking with local businesses to develop employment opportunities for individuals served</li> <li>5. Continue the Employment First Business Advisory Committee that meets monthly</li> <li>6. Continue MOU with Local Planning agencies (partnership with School Districts and Department of Rehabilitation (DOR)</li> </ol>
<p>Percentage of adults who were placed in competitive, integrated employment following participation in a Paid Internship.  <b>Statewide Baseline 2021:</b>  <b>14.3%</b></p>	<p><b>WRC FY 2022 (July 1, 2021 - June 30, 2022) = 20%</b></p>	<ol style="list-style-type: none"> <li>1. Continue the Supported Employment Roundtable that meets quarterly with Department of Rehabilitation and supported employment providers</li> <li>2. Continue provision of CIE and PIP Technical Assistance for service providers</li> <li>3. Explore resumption of Career Fairs post pandemic.</li> <li>4. Continue networking with local businesses to develop employment opportunities for individuals served</li> <li>5. Continue the Employment First Business Advisory Committee that meets monthly</li> <li>6. Continue MOU with Local Planning agencies (partnership with School Districts and Department of Rehabilitation (DOR)</li> </ol>

<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.</p> <p><b>Statewide Baseline 2021:</b></p> <p><b>\$14.27 Average per hour wage</b>  <b>15.3 Average hours per week</b></p>	<p><b>WRC FY 2022</b></p> <p><b>\$15.87 Average per hour wage</b>  <b>13.71 average hours per week</b></p>	<ol style="list-style-type: none"> <li>1. Continue the Supported Employment Roundtable that meets monthly</li> <li>2. Continue the CIE and PIP Technical Assistance Sessions that meet monthly</li> <li>3. Explore resumption of Career Fairs post pandemic.</li> <li>4. Continue networking with local businesses to develop employment opportunities for individuals served</li> <li>5. Continue the Employment First Business Advisory Committee that meets monthly.</li> <li>6. Continue MOU with Local Planning agencies (partnership with School Districts and Department of Rehabilitation (DOR)</li> </ol>
<p>Average wages and hours worked for adults engaged in competitive, integrated employment, on behalf of whom incentive payments have been made.</p> <p><b>Statewide Baseline 2021:</b></p> <p><b>\$15.25 Average per hour wage</b>  <b>24.69 hours Average hours per week</b></p>	<p><b>WRC FY 2022</b></p> <p><b>16.05 Average per hour wage</b>  <b>22.40 Average hours per week</b></p>	<ol style="list-style-type: none"> <li>1. Continue the Supported Employment Roundtable that meets monthly</li> <li>2. Continue the CIE and PIP Technical Assistance Sessions that meet monthly</li> <li>3. Explore resumption of Career Fairs post pandemic.</li> <li>4. Continue networking with local businesses to develop employment opportunities for individuals served</li> <li>5. Continue the Employment First Business Advisory Committee that meets monthly</li> <li>6. Continue MOU with Local Planning agencies (partnership with School Districts and Department of Rehabilitation (DOR)</li> </ol>
<p>Total number of \$1000, \$1250, and \$1500 incentive payments made for the fiscal year.</p> <p><b>Baseline</b>  <b>October 2021:</b>  <b>\$1000 – 14</b>  <b>\$1250 – 11</b></p>	<p><b>WRC FY 2021-2022</b></p> <p><b>\$2,000 – 36</b>  <b>\$2,500 – 21</b>  <b>\$3,000 – 11</b></p>	<ol style="list-style-type: none"> <li>1. Continue the Supported Employment Roundtable that meets quarterly with Department of Rehabilitation and supported employment providers</li> <li>2. Continue provision of CIE and PIP Technical Assistance for service providers</li> </ol>

<p><b>\$1500 - 11</b></p>	<p><b>*There was a change in the amount paid for CIE Incentives for fiscal year 2021 - 2022</b></p>	<ol style="list-style-type: none"> <li>3. Explore resumption of Career Fairs post pandemic.</li> <li>4. Continue networking with local businesses to develop employment opportunities for individuals served</li> <li>5. Continue the Employment First Business Advisory Committee that meets monthly</li> <li>6. Continue MOU with Local Planning agencies (partnership with School Districts and Department of Rehabilitation (DOR)</li> </ol>
<p>Percentage of adults who reported having integrated employment as a goal in their IPP.</p> <p><b>Previous Baseline: 29%</b></p>	<p><b>Based on the 2020-2021 National Core Indicators (NCI) In-Person Survey - 45%</b></p>	<ol style="list-style-type: none"> <li>1. Build upon partnerships with local school districts to increase awareness of available local employment and job training supports</li> <li>2. Case management to continue to share information with planning teams regarding the viability of the goal of integrated employment</li> <li>3. Continued assessment of individual support needs to build preparation for community integrated employment</li> </ol>
<p>Number of adults who were placed in competitive, integrated employment following participation in a Paid Internship program (PIP).</p> <p><b>Baseline: 2021</b> <b>3 individuals in competitive integrated employment as a result of 14 PIPs</b></p>	<p style="text-align: center;"><b>2022</b></p> <p><b><u>5</u> individuals are in competitive integrated employment as a result of 42 PIPs.</b></p>	<ol style="list-style-type: none"> <li>1. Continue the Supported Employment Roundtable that meets monthly</li> <li>2. Continue the CIE and PIP Technical Assistance Sessions that meet monthly</li> <li>3. Explore resumption of Career Fairs post pandemic.</li> <li>4. Continue networking with local businesses to develop employment opportunities for individuals served</li> <li>5. Continue the Employment First Business Advisory Committee that meets monthly</li> <li>6. Continue MOU with Local Planning agencies (partnership with School Districts and Department of Rehabilitation (DOR)</li> </ol>

**Public Policy Performance Measures**

Measure and Measurement Methodology					Activities
<b>Percent of total annual purchase of service expenditures by individual's ethnicity and age based on Fiscal 2021-2022 data:</b>					<p><b>Community Outreach</b></p> <ul style="list-style-type: none"> <li>- Keep the community informed on important events, trainings, public meetings and workshops through our Facebook, Instagram, website, and Bi-Monthly E-Newsletter.</li> <li>- Direct families to the WRC YouTube channel and Facebook Library for self-guided learning opportunities.</li> <li>- Develop and authorize New Adult In-Home Services from the 22-23 DDS Budget.</li> <li>- Develop and authorize social recreation services, non-medical therapies, camp, and educational supports for children 13-17 years of age.</li> <li>- Continue to enroll individuals in Self Determination Services</li> <li>- Continue to provide individuals with Participant Directed Services.</li> <li>- Implementation of the WRC Language Access and Cultural Competency Plan to increase effectiveness in assessing need and improving service access</li> </ul>
0-2 yrs.	# of Clients	Total Expenditures	Per Capita Expenditures	% Utilized	
American Indian or Alaska Native	0	0	0	0	
Asian	89	\$472,411	\$5,308	69.1%	
Black/ Afr. Am.	307	\$1,332,138	\$4,339	61.3%	
Hispanic	783	\$3,839,412	\$4,903	62.5%	
Native Hawaiian or Pacific Islander	0	0	0	0	
Other / Multi-Cultural	551	\$2,628,584	\$4,771	66.6%	
White	574	\$3,084,179	\$5,373	69.2%	
3-21 yrs.	# of Clients	Total Expenditures	Per Capita Expenditures	% Utilized	
American Indian or Alaska Native	7	\$115,650	\$16,521	62.8%	
Asian	228	\$2,630,709	\$11,538	61.8%	
Black/ Afr. Am.	1,056	\$12,505,323	\$11,842	64.1%	
Hispanic	2,074	\$18,402,693	\$8,873	61.4%	
Native Hawaiian or Pacific Islander	7	\$73,978	\$10,568	68.6%	
Other / Multi-Cultural	785	\$7,809,489	\$9,948	57.6%	
White	1,068	\$12,839,928	\$12,022	54.4%	
22yrs. +	% of Clients	Total Expenditures	Per Capita Expenditures	% Utilized	
American Indian or Alaska Native	5	\$375,873	\$75,175	91.4%	
Asian	199	\$9,236,719	\$46,416	80.8%	
Black/ Afr. Am.	1,130	\$64,306,692	\$56,909	83.0%	
Hispanic	1,149	\$51,171,059	\$44,535	81.1%	
Native Hawaiian or Pacific Islander	4	\$67,366	\$16,842	78.7%	
Other / Multi-Cultural	347	\$19,297,787	\$55,613	78.3%	



White	1,165	\$83,918,738	\$72,033	78.8%
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**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	28.6%	0	0.0%	0	0.0%
Asian	1	1.1%	63	27.6%	19	10.4%	27	13.6%
Black/ Afr. Am.	5	1.6%	263	24.9%	63	5.8%	76	6.7%
Hispanic	8	1.0%	673	32.5%	92	8.8%	117	10.2%
Native Hawaiian or other Pacific Islander	0	0.0%	3	42.9%	0	0.0%	0	0.0%
Other / Multi-Cultural	11	2.0%	232	29.6%	29	9.9%	37	10.7%
White	13	2.3%	294	27.5%	83	7.2%	97	8.3%

**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	8	\$117,334	\$14,667	62.6%
Asian	447	\$6,479,206	\$14,495	68.4%
Black/ Afr. Am.	2,021	\$35,537,477	\$17,584	71.0%
Hispanic	3,753	\$49,128,783	\$13,091	69.3%

**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).

**Activities**

-Develop and authorize new adult in-home services from the 22-23 DDS/RC Budget  
 - Work with families to develop future planning.  
 - Develop and continue family support groups.  
 -Increase awareness of living options for individuals supported by WRC.  
 - Increase awareness of Self Determination Services  
 - Increase awareness of Participant Directed Services

Native Hawaiian or Pacific Islander	10	\$126,617	\$12,662	73.1%
Other / Multi-Cultural	1,566	\$17,508,891	\$11,181	65.3%
White	2,164	\$32,659,679	\$15,092	59.3%

ILS/SLS	# of Clients	Total Expenditures	Per Capita Expenditures	% Utilized
American Indian or Alaska Native	3	\$373,020	\$124,340	92.0%
Asian	37	\$2,571,504	\$69,500	86.4%
Black/ Afr. Am.	291	\$25,908,530	\$89,033	90.0%
Hispanic	141	\$12,083,756	\$85,700	86.0%
Native Hawaiian or Pacific Islander	0			
Other / Multi-Cultural	71	\$5,699,584	\$80,276	77.3%
White	414	\$35,224,890	\$85,084	84.2%

Licensed Residential Homes	# of Clients	Total Expenditures	Per Capita Expenditures	% Utilized
American Indian or Alaska Native	0	0	0	0
Asian	29	\$2,964,421	\$102,221	83.1%
Black/ Afr. Am.	150	\$15,657,418	\$104,383	82.3%
Hispanic	96	\$11,539,125	\$120,199	86.7%
Native Hawaiian or Pacific Islander	1	\$14,727	\$14,727	72.7%
Other / Multi-Cultural	42	\$6,494,945	\$154,642	81.5%
White	208	\$31,236,981	\$150,178	85.0%

### Measure and Measurement Methodology

**Per capita purchase of service expenditures by individual's primary language (for primary languages chosen by .25% or more consumers):**

Language	% Utilized	# of Clients	Total Expenditures	Per Capita Expenditures
English	74.9%	9,455	\$250,948,850	\$26,541
Spanish	74.0%	1,908	\$35,988,031	\$18,862
Farsi	84.1%	52	\$3,368,828	\$76,996

### 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).