

**Westside Regional Center Performance Contract 2021
Public Policy Outcomes 2021**

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)	2019 .08%	October 2020 3 .03%	<ul style="list-style-type: none"> • Implement the proposed 2020-2021 Community Placement Plan/Community Resource Development Plan, which includes: <ul style="list-style-type: none"> ○ Develop 1 Children’s Community Crisis Homes ○ Develop 1 Step-Down Home ○ Develop one 10-12 unit Multi-Family Project. • Implement the 2020-2021 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)	2019 99.35%	October 2020 99.77% Children in foster care – 197 (4.34%) Children in home of parent/guardian – 4323 (95.43%) Total # 4530	<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..
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)	2019 80.84%	October 2020 90.26% Total 4,159	<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 homes and agencies.
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)	2019 2.15%	October 2020 .22%	<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
Number and percent of adults living in licensed homes serving greater than 6 (ICF/DDs, ICF/DDHs, ICF/DDNs, SNFs, and CCFs; RCFE not include	2019 2.31%	2019 0.73%	<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 2019 WRC 2019

Planned Activities

Unqualified independent audit with no material findings 2019	86%	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	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	2019 95.33%	2019 96.07	<ul style="list-style-type: none"> • Continue to provide timely completion of CDER and ESR reports.
Intake/Assessment and IFSP timelines (0-2)	2017 82.44%	2017 80.00%	<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%	2019 94.25% October 2020 96.99%	<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%	2019 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)	2019 84.90%	September 2017 83.44%	<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 – 16.05.% WRC – 16.93%</p>	<p>Based on 2019 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 the monthly Supported Employment Roundtable. 2. Continue the CIE and PIP Technical Assistance Sessions that meet monthly 3. Continue annual National Disability Employment Awareness Month. 4. Continue networking with businesses in the area, e.g. Google, Activision, and Tender Greens Restaurants, 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 -\$11,300 WRC - \$14,184</p>	<p>Based on 2019 EDD data – average annual wages as reported to EDD for consumers 16-64</p>	<ol style="list-style-type: none"> 1. Continue the monthly Supported Employment Roundtable. 2. Continue the CIE and PIP Technical Assistance Sessions that meet monthly 3. Continue annual Career Fair 4. Continue networking with businesses in the area, e.g. Google, Activision, and Tender Greens Restaurants, etc. to develop employment opportunities for individuals served. 5. Continue the Employment First Business Advisory Committee that meets monthly. 6. Continue MOU with Local Planning agencies (partnership with School Districts and Department of Rehabilitation)

<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>	<ol style="list-style-type: none"> 1. Continue the Supported Employment Roundtable that meets monthly 2. Continue the CIE and PIP Technical Assistance Sessions that meet monthly 3. Continue annual Career Fair 4. Continue networking with businesses in the area, e.g. Google, Activision, and Tender Greens Restaurants, etc. to develop employment opportunities for individuals served. 5. Continue the Employment First Business Advisory Committee that meets monthly. 6. 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</p>	<p>0.06. – 2018 5.8% - 2019</p>	<ol style="list-style-type: none"> 1. Continue the Supported Employment Roundtable that meets monthly 2. Continue the CIE and PIP Technical Assistance Sessions that meet monthly 3. Continue annual Career Fair 4. Continue networking with businesses in the area, e.g. Google, Activision, and Tender Greens Restaurants, etc. to develop employment opportunities for individuals served. 5. Continue the Employment First Business Advisory Committee that meets monthly. 6. 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: \$13.02 per hour in 2018 7.2 hours per week in 2018</p>	<p style="text-align: center;">2019 \$14.63 Average per hour wage 14.60 Average hours per week</p>	<ol style="list-style-type: none"> 1. Continue the Supported Employment Roundtable that meets monthly 2. Continue the CIE and PIP Technical Assistance Sessions that meet monthly 3. Continue annual Career Fair 4. Continue networking with businesses in the area, e.g. Google, Activision, and Tender Greens Restaurants, etc. to develop employment opportunities for individuals served. 5. Continue the Employment First Business Advisory Committee that meets monthly. 6. 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. Baseline</p>	<p style="text-align: center;">December 2018 Average Wages - \$13.00 per hour Average Hours Worked – 13.5 hours</p> <p style="text-align: center;">September 2019 \$13.38 – Average Wage 14.66 – Average hours per week</p>	<ol style="list-style-type: none"> 1. Continue the Supported Employment Roundtable that meets monthly 2. Continue the CIE and PIP Technical Assistance Sessions that meet monthly 3. Continue annual Career Fair 4. Continue networking with businesses in the area, e.g. Google, Activision, and Tender Greens Restaurants, etc. to develop employment opportunities for individuals served. 5. Continue the Employment First Business Advisory Committee that meets monthly. 6. Continue MOU with Local Planning agencies (partnership with School Districts and Department of Rehabilitation)

<p>Total number of \$1000, \$1250 and \$1500 incentive payments made for the fiscal year. Baseline</p>	<p style="text-align: center;">December 2018 Total Payment Made for: \$1000 – 5 payments \$1250 – 6 payments \$1500 – 3 payments</p> <p style="text-align: center;">September 2019 Total Payments Made for: \$1000 – 36 \$1250 – 21 \$1500 – 8</p> <p style="text-align: center;">October 2020</p> <ul style="list-style-type: none"> • \$1000) = 26 • \$1250) = 18 • \$1500) = 14 	<ol style="list-style-type: none"> 1. Continue the Supported Employment Roundtable that meets monthly 2. Continue the CIE and PIP Technical Assistance Sessions that meet monthly 3. Continue annual Career Fair 4. Continue networking with businesses in the area, e.g. Google, Activision, and Tender Greens Restaurants, etc. to develop employment opportunities for individuals served. 5. Continue the Employment First Business Advisory Committee that meets monthly. 6. 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 the Supported Employment Roundtable that meets monthly 2. Continue the CIE and PIP Technical Assistance Sessions that meet monthly 3. Continue annual Career Fair 4. Continue networking with businesses in the area, e.g. Google, Activision, and Tender Greens Restaurants, etc. to develop employment opportunities for individuals served. 5. Continue the Employment First Business Advisory Committee that meets monthly. 6. 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.*</p>	<p>2 individuals are in competitive integrated employment as a result PIP of the 34 PIPs.</p>	<ol style="list-style-type: none">1. Continue the Supported Employment Roundtable that meets monthly2. Continue the CIE and PIP Technical Assistance Sessions that meet monthly3. Continue annual Career Fair4. Continue networking with businesses in the area, e.g. Google, Activision, and Tender Greens Restaurants, etc. to develop employment opportunities for individuals served.5. Continue the Employment First Business Advisory Committee that meets monthly.6. Continue MOU with Local Planning agencies (partnership with School Districts and Department. Of Rehabilitation
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Measure and Measurement Methodology

Percent of total annual purchase of service expenditures by individual's ethnicity and age based on Fiscal 2017-2018 data:

0-2 yrs.	# of Clients	Total Expenditures	Per Capita Expenditures	% Utilized
American Indian or Alaska Native	4	\$1,883	\$471	72.7%
Asian	123	\$687,989	\$5,593	67.7%
Black/ Afr. Am.	316	\$1,453,659	\$4,600	65.8%
Hispanic	946	\$4,314,748	\$4,561	67.4%
Native Hawaiian or Pacific Islander	2	\$2,617	\$1,309	65.4%
Other / Multi-Cultural	470	\$2,496,764	\$5,312	69.5%
White	697	\$3,107,330	\$4,458	70.9%
3-21 yrs.	# of Clients	Total Expenditures	Per Capita Expenditures	% Utilized
American Indian or Alaska Native	5	\$130,696	\$26,139	56.6%
Asian	217	\$2,004,374	\$9,237	59.1%
Black/ Afr. Am.	904	\$10,182,461	\$11,264	66.8%
Hispanic	1,754	\$13,315,950	\$7,592	65.0%
Native Hawaiian or Pacific Islander	9	\$54,662	\$6,074	54.0%
Other / Multi-Cultural	594	\$5,479,212	\$9,224	61.5%
White	945	\$10,614,233	\$11,232	64.8%
22yrs. +	# of Clients	Total Expenditures	Per Capita Expenditures	% Utilized
American Indian or Alaska Native	6	\$512,151	\$85,359	95.9%
Asian	170	\$7,054,093	\$41,495	84.9%
Black/ Afr. Am.	1,043	\$44,656,541	\$42,815	84.3%
Hispanic	991	\$31,564,541	\$31,851	80.8%
Native Hawaiian or Pacific Islander	3	\$60,679	\$20,226	80.7%
Other / Multi-Cultural	293	\$12,630,655	\$43,108	81.2%
White	1,154	\$61,140,847	\$52,982	84.9%

Activities

Online Community Outreach

- 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 our YouTube channel and Facebook Library for self-guided learning opportunities

Measure and Measurement Methodology								Activities	
Number and percent of individuals receiving only case management services by age and ethnicity:								Creating Successful Transitions (grant funded by DDS) Support underserved Black (100), Hispanic (150) and Other/Multi-cultural (50) families through key stages of transition	
Ethnicity	0 – 2 yrs.		3 – 21 yrs.		22 yrs. +		Total		
	#	%	#	%	#	%	#	%	
American Indian or Alaska Native	0	0.0%	2	40.0%	0	0.0%	2	13.3%	
Asian	0	0.0%	46	21.2%	15	8.8%	61	12.0%	
Black/ Afr. Am.	6	1.9%	218	24.1%	62	5.9%	286	12.6%	
Hispanic	6	0.6%	503	28.7%	79	8.0%	588	15.9%	
Native Hawaiian or other Pacific Islander	0	0.0%	5	55.6%	0	0.0%	5	35.7%	
Other / Multi-Cultural	4	0.9%	163	27.4%	29	9.9%	196	14.4%	
White	6	0.9%	275	29.1%	83	7.2%	364	13.0%	
								<u>Early Childhood Transition Workshop (Series)</u> – For parents and guardians of children ages 2 ½ to 3 transitioning out of the Early Start Program and beginning new options at age 3 <u>High School to Community Life Transition Workshop (Series)</u> – For adolescents and young adults ages 14 to 21 who are planning to exit the school district into life in the community <u>Resource Development:</u> – Develop the “Early Start Transition: 30 Months to 3 Years of Age” booklet in English and Spanish for families transitioning out of the Early Start Program by their child’s 3rd birthday. – Resource guides for topics covered in curriculum <u>Outreach</u> – Bi-Monthly Resource Guide (via e-mail) – Social media campaigns – Mailers, text messages & phone calls	

Measure and Measurement Methodology					Activities
Per capita purchase of service expenditures by individual’s primary language (for primary languages chosen by 30 or more consumers):					Translation & Interpretation Services
Language	% Utilized	# of Clients	Total Expenditures	Per Capita Expenditures	<ul style="list-style-type: none"> – 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.
English	78.6%	8,571	\$180,177,629	\$21,022	
Spanish	74.2%	1,913	\$25,647,773	\$13,407	
Farsi	79.6%	54	\$2,688,420	\$49,786	