



WESTSIDE
REGIONAL CENTER

Purchase of Services (POS) Public Meetings

In-person presentations on:

March 12, 2024, 10.00-noon

March 14, 2024, 5.30-7.30pm

March 28, 20024, 10.00-noon (in Spanish)

Virtual presentation on:

March 19, 2024, 5.30-7.30pm

Meet The Team



Jane Borochoff, Executive Director



***Andy Ponce, Director of Community Services,
Acting Director of Client Services***



Rosalinda Mata, Equity and Cultural Diversity Specialist



Sarah Rasmussen, Project Specialist



Belen Enciso, Service Access & Training Specialist



***Elaine Wright-Forris, Deaf and Hard of Hearing
Communication Specialist***



AGENDA

About the People We Support

Annual Service Reports FY 22-23

Efforts to Increase Equity

Community Feedback





About the People We Support

We will review information about:

Diagnosis, age, race and ethnicity, primary language and residency type

People Supported by WRC (Fiscal Year 22-23)

Total		12,548
Age	Birth to age 2: 3 to 21 years: 22 years and older:	2,658 5,756 4,134
Race and Ethnicity	American Indian or Alaska Native: Asian: Black/African American: Hispanic: Native Hawaiian or Other Pacific Islander: Other Ethnicity or Race/Multi-Cultural: White:	* 563 2,761 4,416 ** 1,797 2,990

* In accordance with DDS Data De-Identification Guidelines, counts of one through ten have been suppressed.

** In accordance with DDS Data De-Identification Guidelines, complementary cells have been suppressed.

People Supported by WRC (Fiscal Year 22-23)

Diagnosis	Autism: 4,985 Intellectual Disability: 5,661 Cerebral Palsy: 801 Epilepsy: 904 Category 5: 1,169 Other: 3,034
Language	English: 10,424 Spanish: 1,955 Other: 143
Residence Type	Home of Parent or Guardian: 10,589 Independent or Supported Living: 961 Community Care Facility: 421 Intermediate Care Facility: 96 Foster Home, Children: 381 Family Home, Adults: 26 Transient/Houseless: 19 Other: 11



Annual Service Reports for Fiscal Year 2022-2023

We will review information about:

*Dollar amount spent on services per person
by age, race/ethnicity, and type of residence.
We will also review case management only
(no POS) data.*

Definitions of Terms Used by Regional Centers

Purchase of Service (POS) = money paid by WRC for services individuals receive

Per Capita Expenditures = per person dollar amount spent on services

Per Capita Authorized Services = per person dollar amount approved to spend on services

Fiscal Year (FY) = a 12 month period chosen to report financial information (July to June)

Utilization = percentage of authorized services billed and paid

Dollar Amount of Services per Person for All Ages by Ethnicity

Westside Regional Center

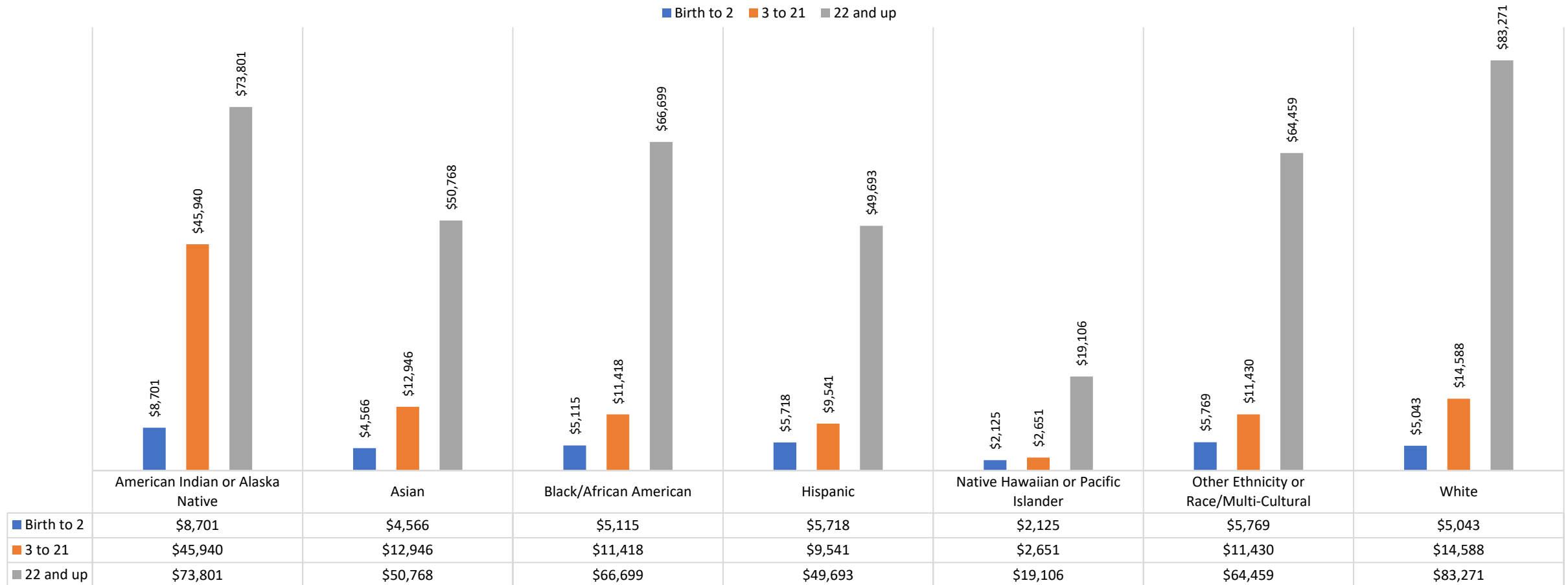
All Ages

	Consumers Count	Per Capita Expenditures	Per Capita Authorized Services	Utilized
American Indian or Alaska Native	*	\$53,360	\$60,879	87.7%
Asian	563	\$24,574	\$36,450	67.4%
Black/African American	2,761	\$34,147	\$46,672	73.2%
Hispanic	4,416	\$19,712	\$30,143	65.4%
Native Hawaiian or Other Pacific Islander	**	\$7,091	\$22,560	31.4%
Other Ethnicity or Race/Multi-Cultural	1,797	\$20,212	\$31,074	65.0%
White	2,990	\$39,639	\$57,877	68.5%
Totals	12,548	\$27,942	\$40,823	68.4%

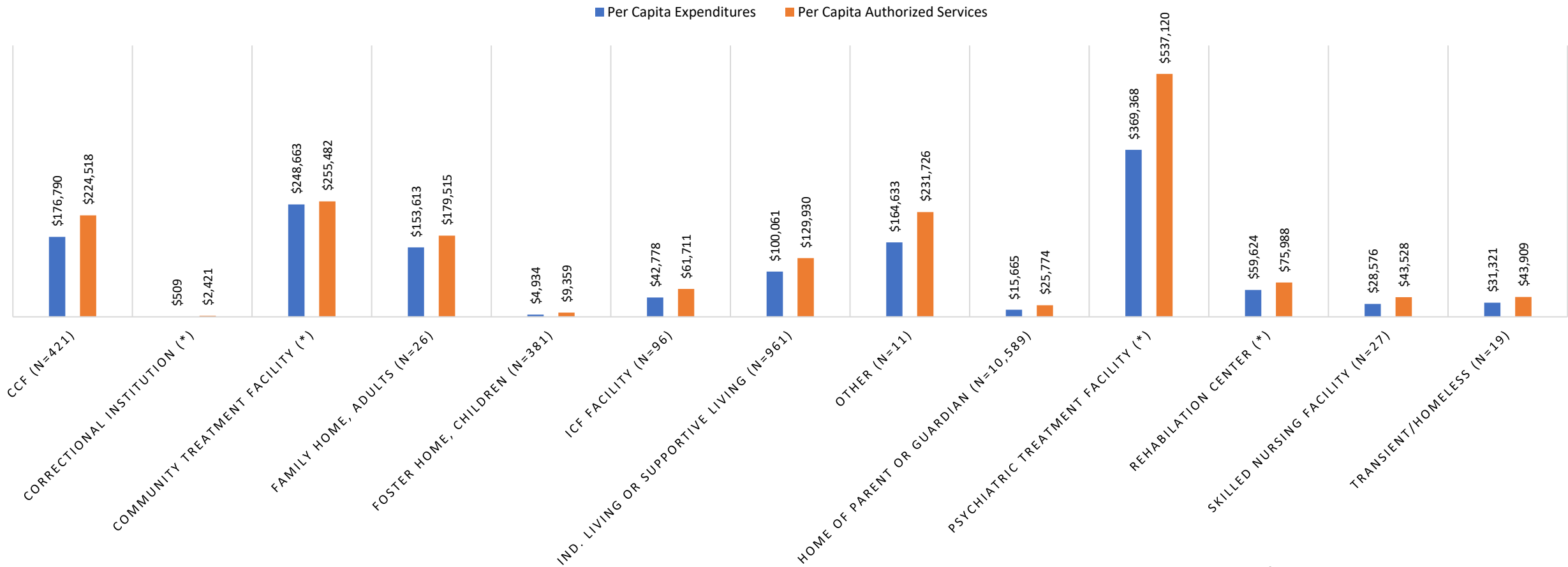
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Dollar Amount Spent per Person by Age and Ethnicity



Dollar Amount of Services per Person by Residence Type

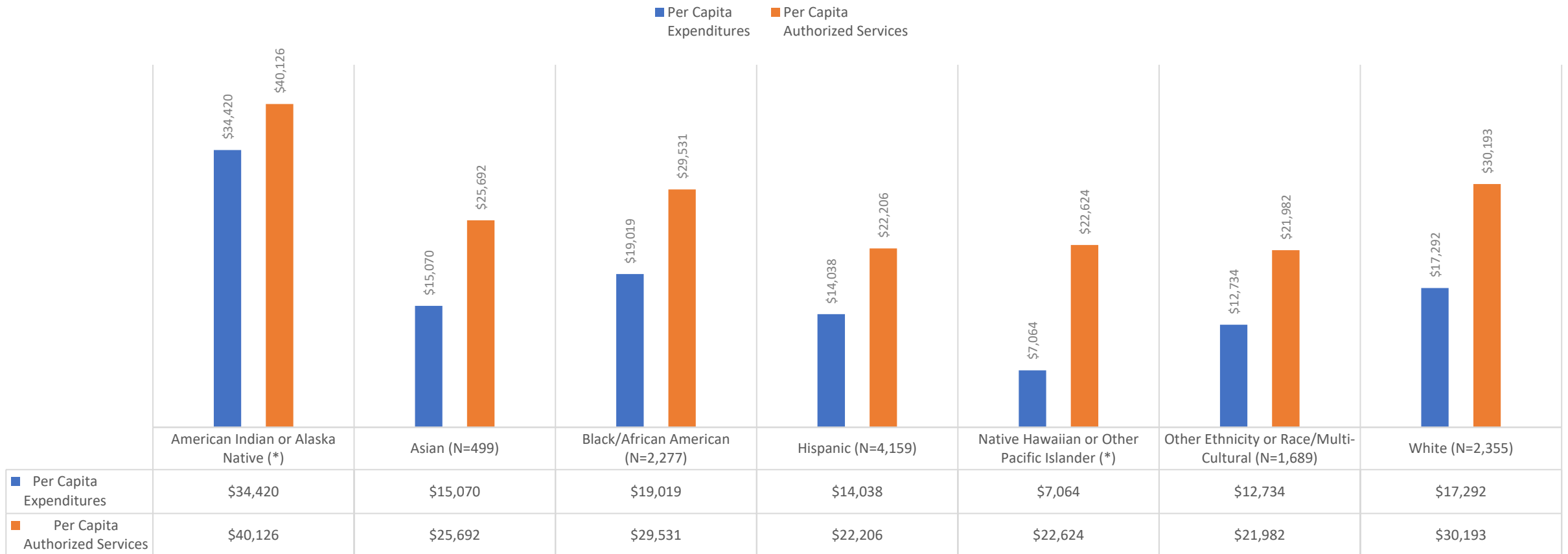


* In accordance with DDS Data De-Identification Guidelines, counts of one through ten have been suppressed.

Total Consumers: 12,548

Dollar Amount of Services per Person by Ethnicity for Residence Type: Home***

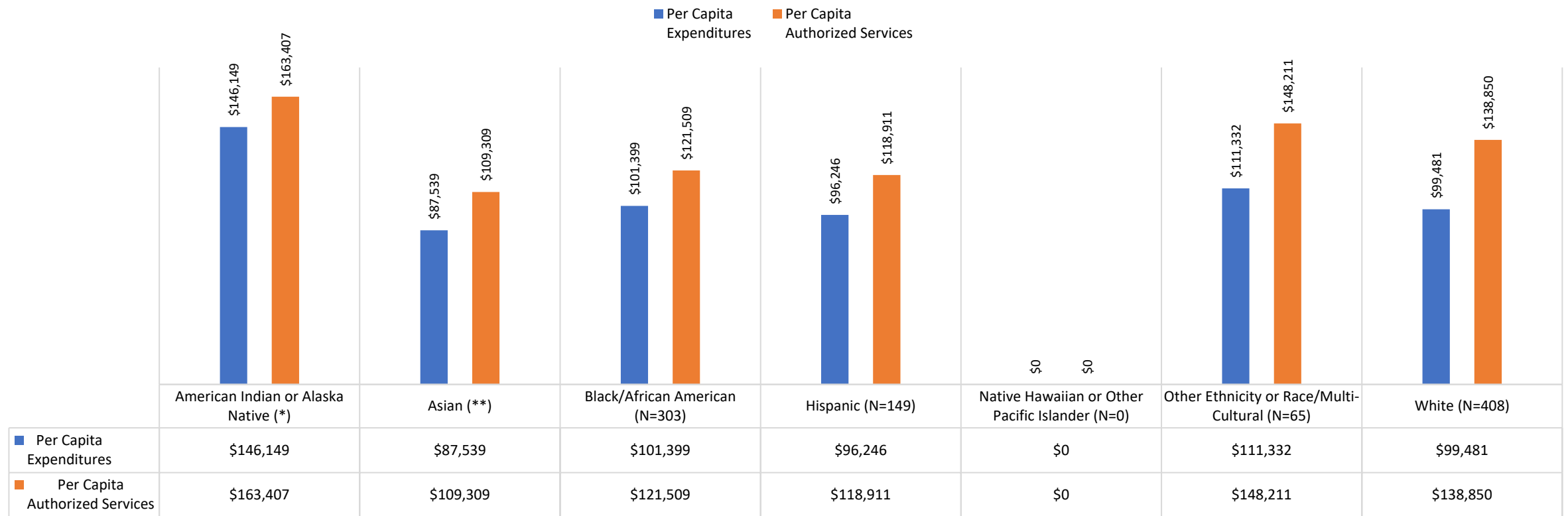
***Residence type "Home" includes: Parent/Relative/Legal Guardian, Family Home Agency, Certified Foster Home, Foster Home Children



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Total Consumers: 10,996

Dollar Amount of Services per Person by Ethnicity for Residence Type: Independent / Supported Living (ILS/SLS)



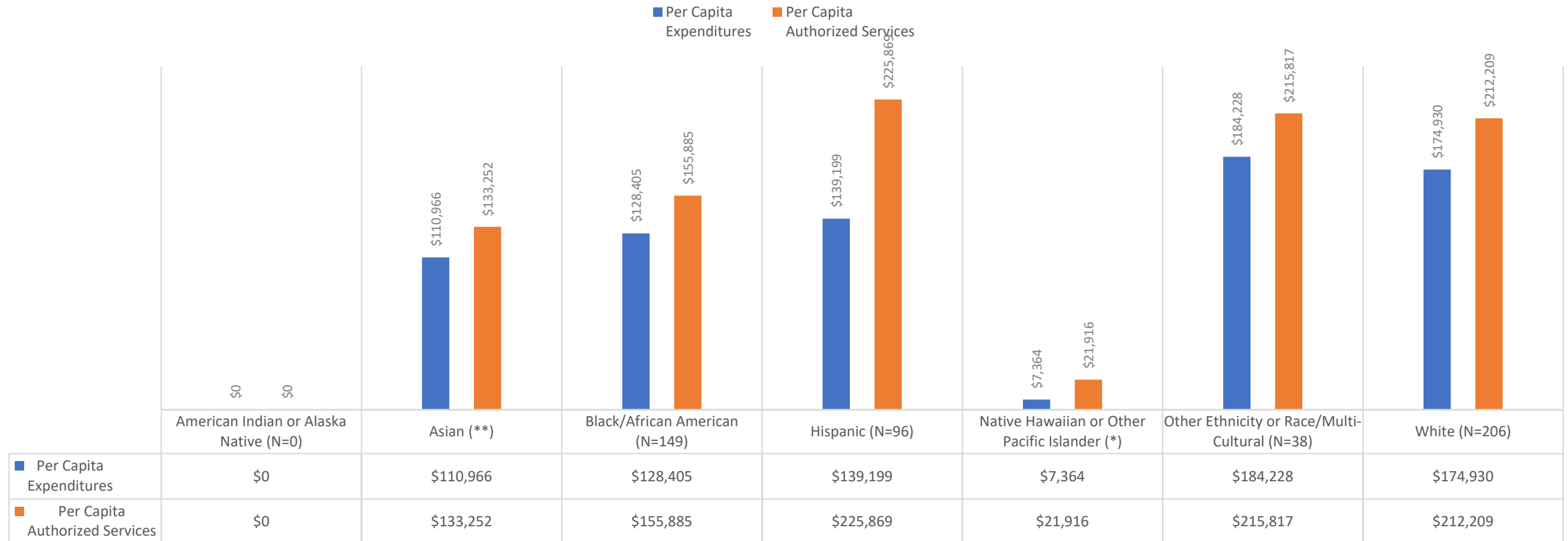
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Total Consumers: 961

Dollar Amount of Services per Person by Ethnicity for Residence Type: Residential***

***Residence type “Residential” includes: Community Care Facility (CCF), CCF Special Health Care Needs/children, Intensive Care Facility (ICF), Continuous Nursing

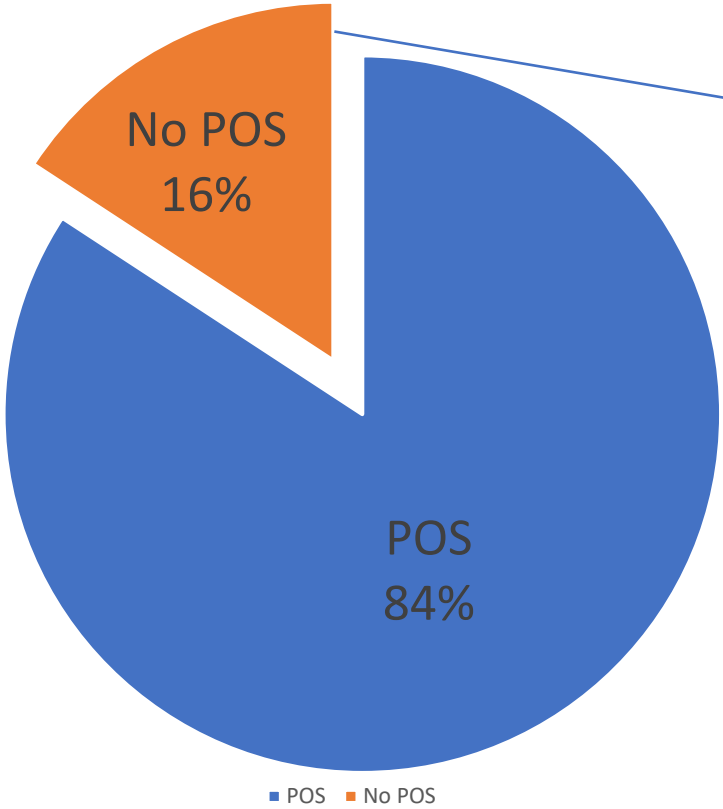


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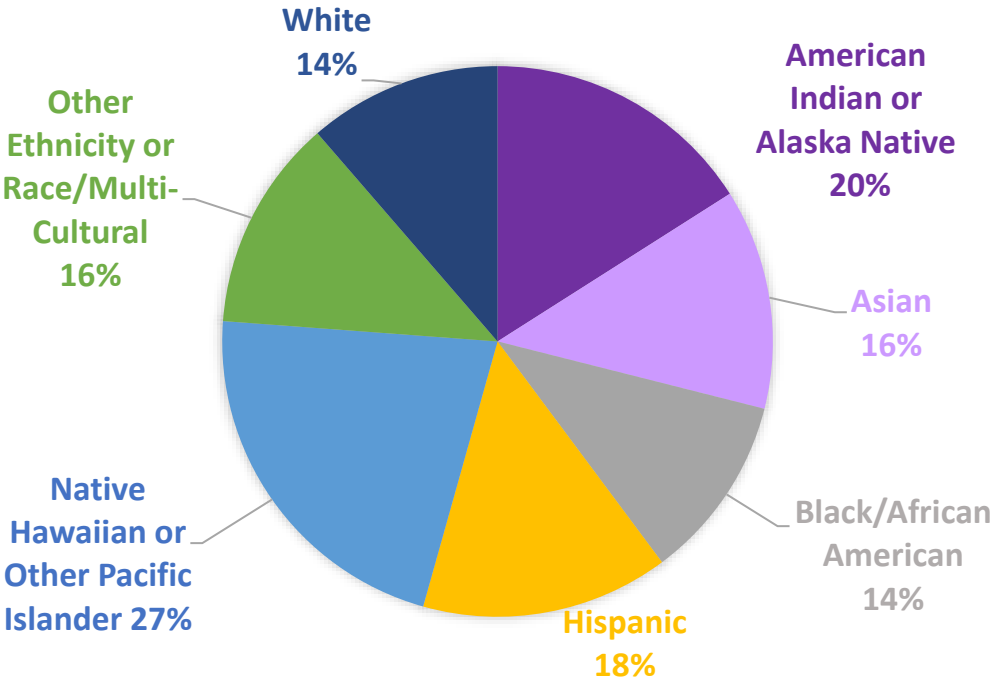
Total Consumers: 516

People Supported by WRC with POS vs. Case Management Only (No POS)



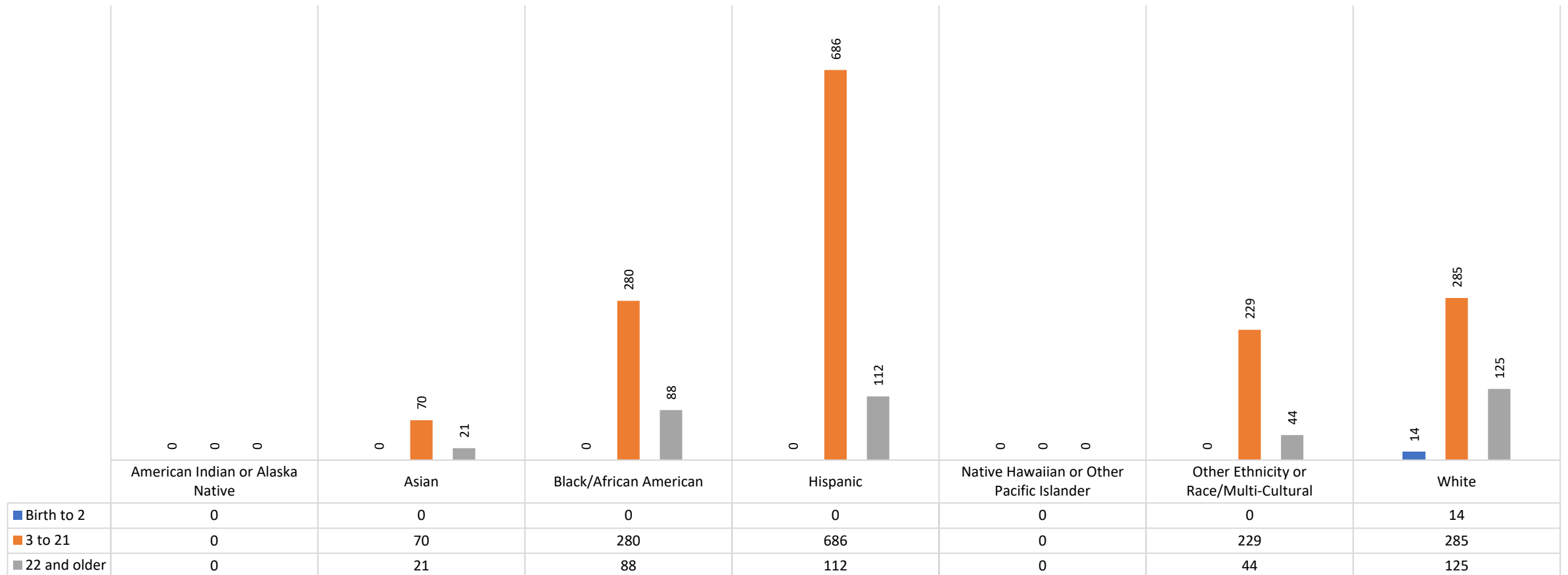
Total Consumers: 12,548
POS: 10,575
No POS: 1,981

Percent without POS by Race/Ethnicity



Case Management Services Only (No POS) by Age and Ethnicity

■ Birth to 2 ■ 3 to 21 ■ 22 and older





Efforts to Increase Equity

We will review information about:

New and ongoing initiatives to promote equity

Community Engagement

Efforts to increase community awareness regarding regional center services:

- Increase in the population from the last reporting year (Fiscal Year 2021-2022):
 - 10% Black/AA population
 - 10% Hispanic/Latinx
 - 9% Asian
 - 7% White
 - 7% Multicultural
- Refined and expanded Child Find Plan
- Community outreach (educational presentations) with the following community partners:
 - Venice Family Clinic, Crystal Stairs, Volunteers of America, Southwest SELPA, Tri-City SELPA, Therapy Place 4 for Kids, Allies for Every Child, and Moving On Up Conference (WFREC)
 - Community education to include “Provisional” eligibility and “Restored” social/recreational services

Community Engagement - Services Education

Efforts to increase community awareness regarding under utilized services:

- Increase in adult service use since last fiscal year with 3 highest adult populations
 - 17% Black/AA
 - 16% White
 - 12% Latinx/Hispanics
- Coordinated Family Supports for adults living in the home:
 - Though WRC is in the lead statewide in CFS funding authorizations and newly vendored programs, plans are underway to conduct more orientations and resource fairs
 - Development of promotional materials
- Self Determination Program
 - Given WRC's emergent strides in utilizing SDP services, intensified efforts will be focused in engaging Latinx/Hispanic and Black/AA populations

Improving Approaches to Services and Support

Collaborative Engagement with Service Providers

- Site visits to strengthen partnerships, identify potential access barriers, and areas for improvement

Improving Cross-Cultural Communication among Staff

- **Implicit bias training:** to raise awareness of pre-judgments that impacts client-centered care, quality of interpersonal communication, and ability to build trust
 - Ongoing January to April 30, 2024
- **Cultural humility training:** to raise awareness about language dynamics that create communication barriers and to provide strategies to modify language and communication approaches to improve engagement
 - Starting in May 2024

Language Access Efforts – Coordination of Interpretation and Translation Services

- Streamlined document translation, including IPPs, IFSPs, Annual Reports, and assessments
- Increased interpretation and translation resources available to staff
- Streamlined interpretation services for IPP/IFSP meetings and home visits
- Provided easy-to-use on-demand interpretation services to assist staff in phone calls and other interactions
- Provided interpretation in Spanish and ASL for public meetings and board meetings

Language Access Efforts – Needs Assessments

- Conducted Individual/Family survey to assess barriers to WRC services
 - Survey done by phone, email, mail, and text
 - Survey in English, Spanish, Tagalog, Vietnamese, and Farsi
- Five listening sessions were conducted in 2023 to learn more about the needs of Spanish speakers, African Americans, Ethiopian/Amharic speakers, people who are Deaf or Hard of Hearing, and Farsi speakers

Language Access Efforts – Diversity, Equity, Inclusion, and Belonging Assessment

- DEIB Audit recently conducted Orange Grove Consulting
- Consisted of survey responses by staff, interviews with staff, and data from Human Resources
- Looking into next steps for how to improve DEIB practices internally at Westside Regional Center

Enhancing Communication Experiences

- Overview of American with Disabilities Act (ADA)
- Secured high quality assistive technology:
 - UbiDuo 3 TTS 1, communication device
 - Hearing Loop, assistive listening technology
- Provided training in American Sign Language for staff and vendors to improve communication with individuals who are deaf and hard of hearing:
 - ASL 1A and 1B classes



Increasing Access to Services – Enhanced Case Management (ECM)

- FY 22-23, 2,000 individuals with little (under \$2,000) or no POS
- ECM reviewed 38% (764) of the records and supported
 - 66 individuals (44% African American, 52% Spanish/Latin, 4% other)
 - Services put in place: respite, personal assistance hours, ABA assessment, psychological re-evaluation, social skills, restored services (tutoring, swimming), and transportation

Increasing Access to Services – Self Determination Program (SDP)

- Enthusiasm about non-traditional alternative ways of receiving regional center services continues to grow at Westside Regional Center:
 - Current SDP participants – 278
 - Ethnic groups:
 - African-American 30
 - Multi-cultural 25
 - Latinx/Hispanic 43
 - White 131
- SDP option is more often utilized by individuals between the age range of 3-22 (199)

Efforts to Increase Access to Services Through DDS - SAE Grants

- Local Community Based Organizations awarded Service Access and Equity grants:
 - Children's Hospital of LA (Parent Navigator Program)
 - USC UCEDD Children's Hospital (Peer Mentor Program to provide technical assistance to Community Based Organizations)
 - Disability Voices United (Developing diverse emerging self advocate leaders)
 - Being Built Together (Community Connector Program to expand service access)
- Other statewide efforts have also been funded and can be reviewed on the DDS website: dds.ca.gov/rc/disparities/

Community Feedback