



WESTSIDE
REGIONAL CENTER

Purchase of Services (POS) Public Meetings

In-person presentation in English: March 20, 2025, 11am-1pm

Virtual presentation in Spanish: March 25, 2025, 5pm-7pm

Meet The Team



Andy Ponce, Deputy Executive Director



Suzy Requarth, Director of Client Services



Ricardo Pacheco, Associate Director Community Services



Rosalinda Mata, Equity and Cultural Diversity Specialist

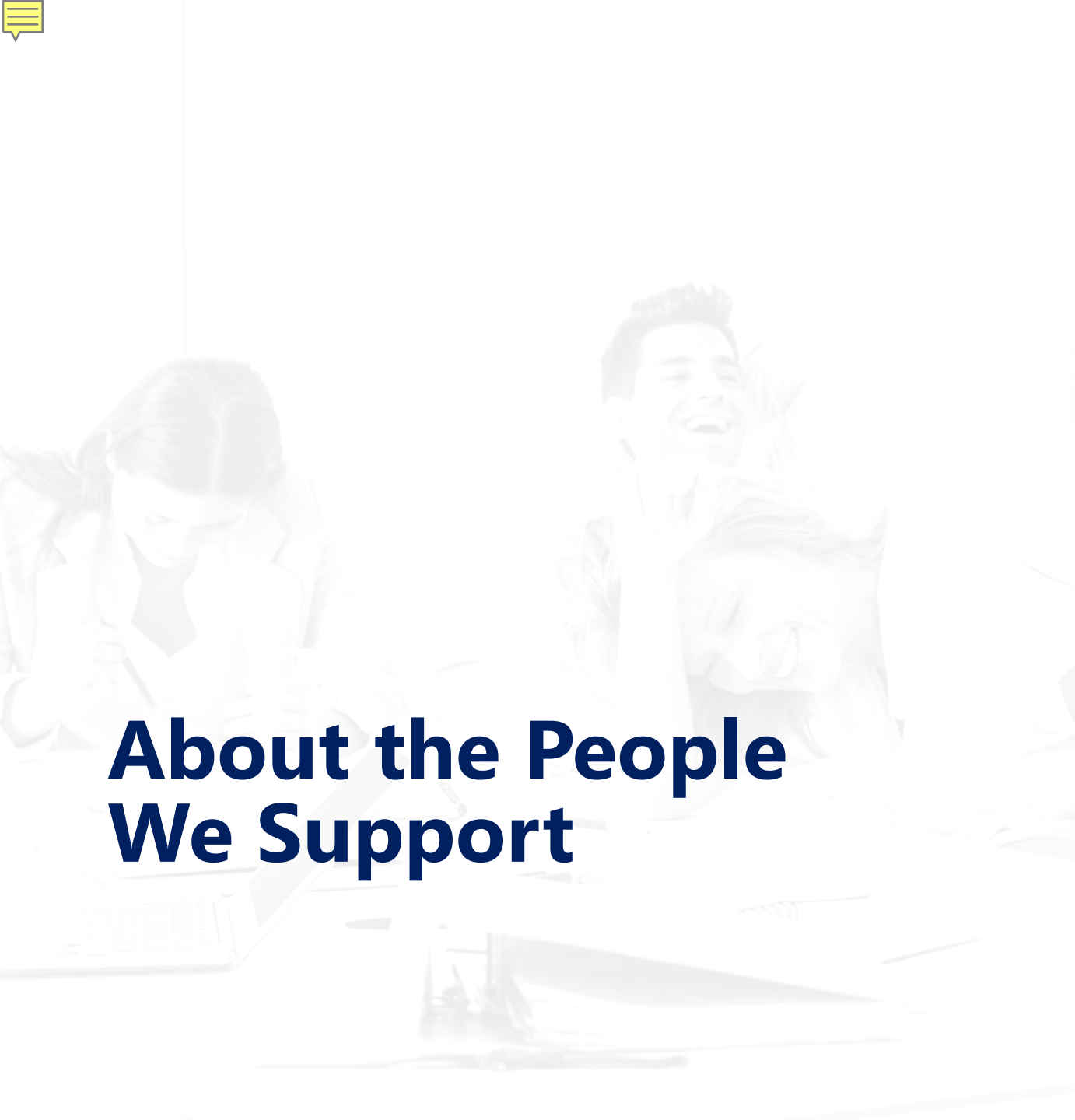




AGENDA

- ☐ *About the People We Support*
- ☐ *Annual Service Reports FY 23-24*
- ☐ *Efforts to Increase Equity*
- ☐ *Community Feedback*



A faded background image showing three people (two women and one man) sitting at a desk, looking at a laptop and papers, appearing to be in a collaborative work or study environment.

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 23-24)

Total		13,388
Age	Birth to age 2: 3 to 21 years: 22 years and older:	2,647 6,425 4,316
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:	* 593 2,948 4,833 ** 1,845 3,148

* 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 23-24)

Diagnosis	Autism: 5,536 Intellectual Disability: 5,983 Cerebral Palsy: 789 Epilepsy: 868 Category 5: 1,321 Other: 3,138
Language	English: 11,151 Spanish: 2,059 Other: 147
Residence Type	Home of Parent or Guardian: 11,797 Supported Living Services: 535 Independent Living Skills: 447 Community Care Facility: 415 Intermediate Care Facility: 85 Skilled Nursing Facility: 29 Other: 53 Family Home Agency/Family Teaching Home: * State-Operated Facility: *

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Annual Service Reports

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) = costs of services paid by WRC that 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 one-year period chosen to report its 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

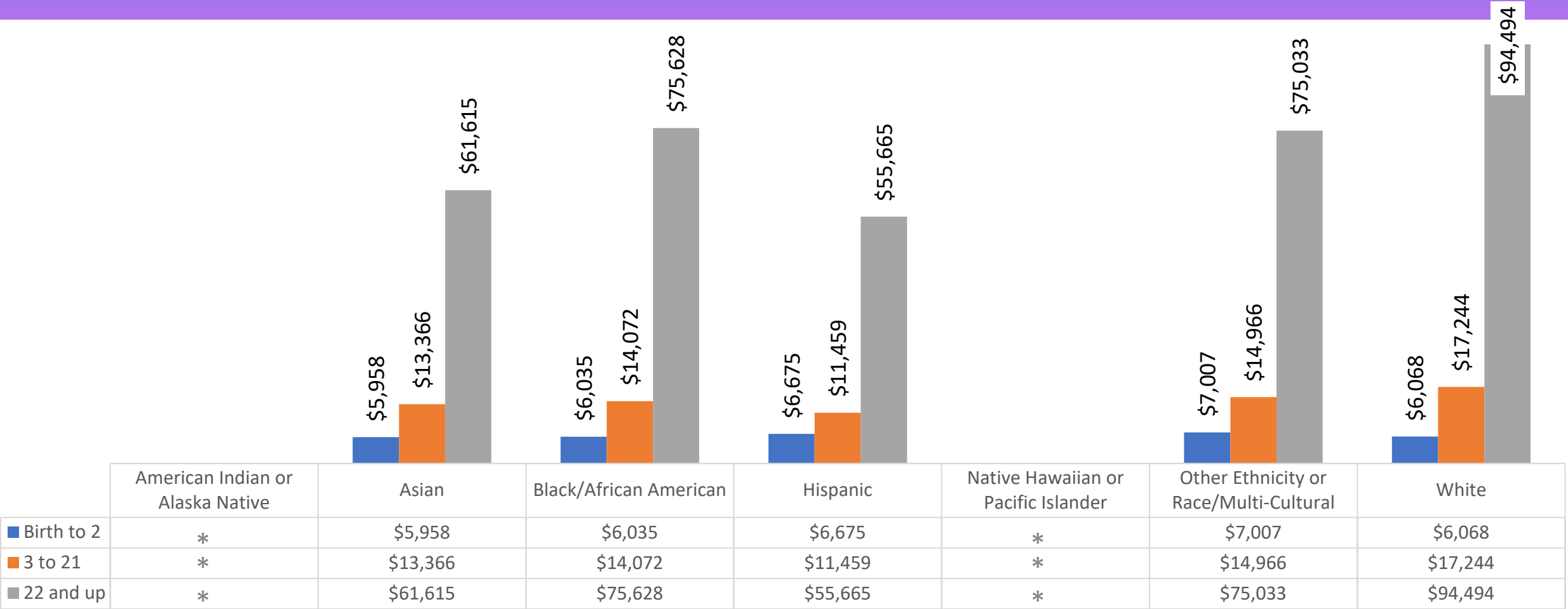
All Ages

	Consumers Count	Per Capita Expenditures	Per Capita Authorized Services	Utilized
American Indian or Alaska Native	*	*	*	56.0%
Asian	593	\$29,691	\$44,780	66.3%
Black/African American	2,948	\$38,677	\$63,866	60.6%
Hispanic	4,833	\$22,340	\$37,362	59.8%
Native Hawaiian or Other Pacific Islander	**	**	**	52.9%
Other Ethnicity or Race/Multi-Cultural	1,845	\$24,933	\$42,429	58.8%
White	3,148	\$44,113	\$72,497	60.8%
Totals	13,388	\$31,758	\$52,523	60.5%

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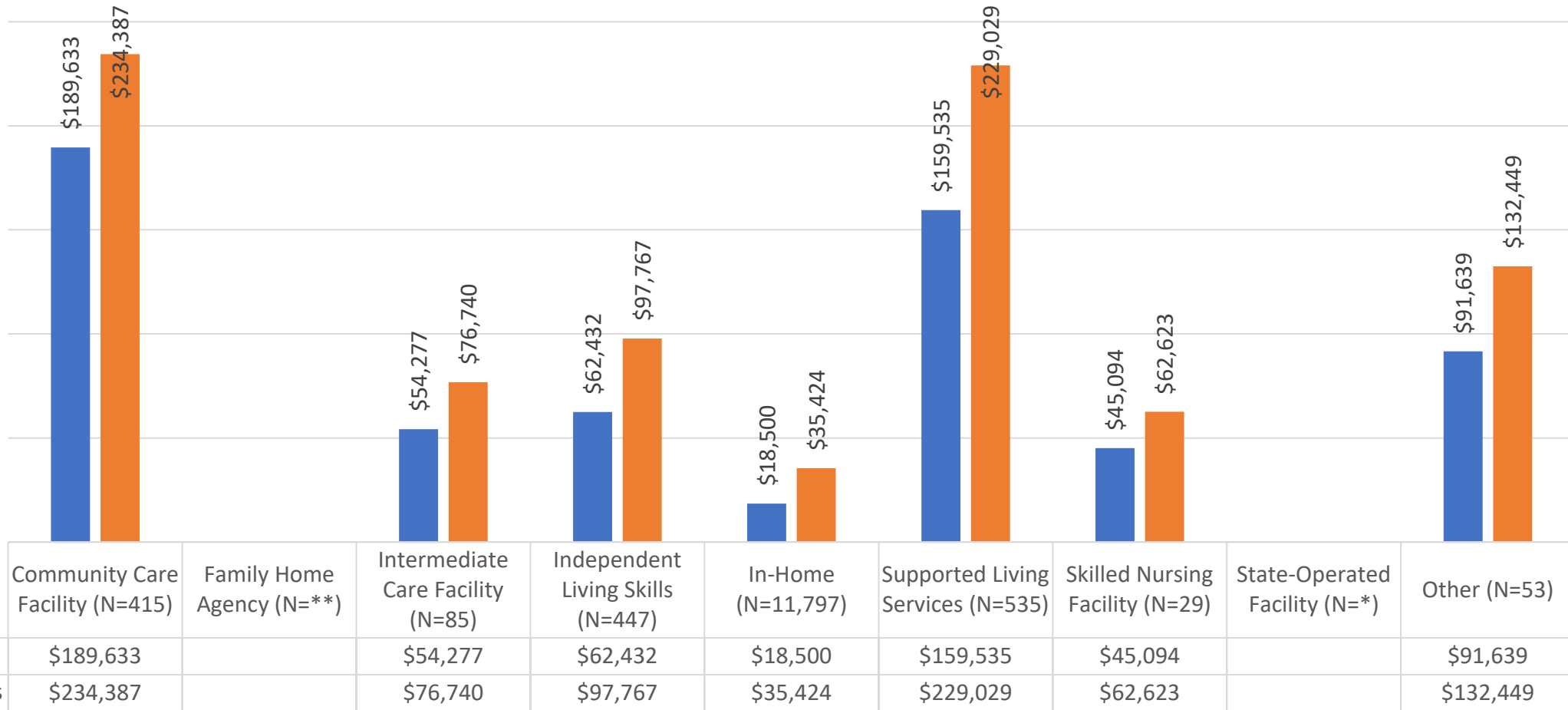
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Dollar Amount Spent per Person by Age and Ethnicity



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Dollar Amount of Services per Person by Residence Type



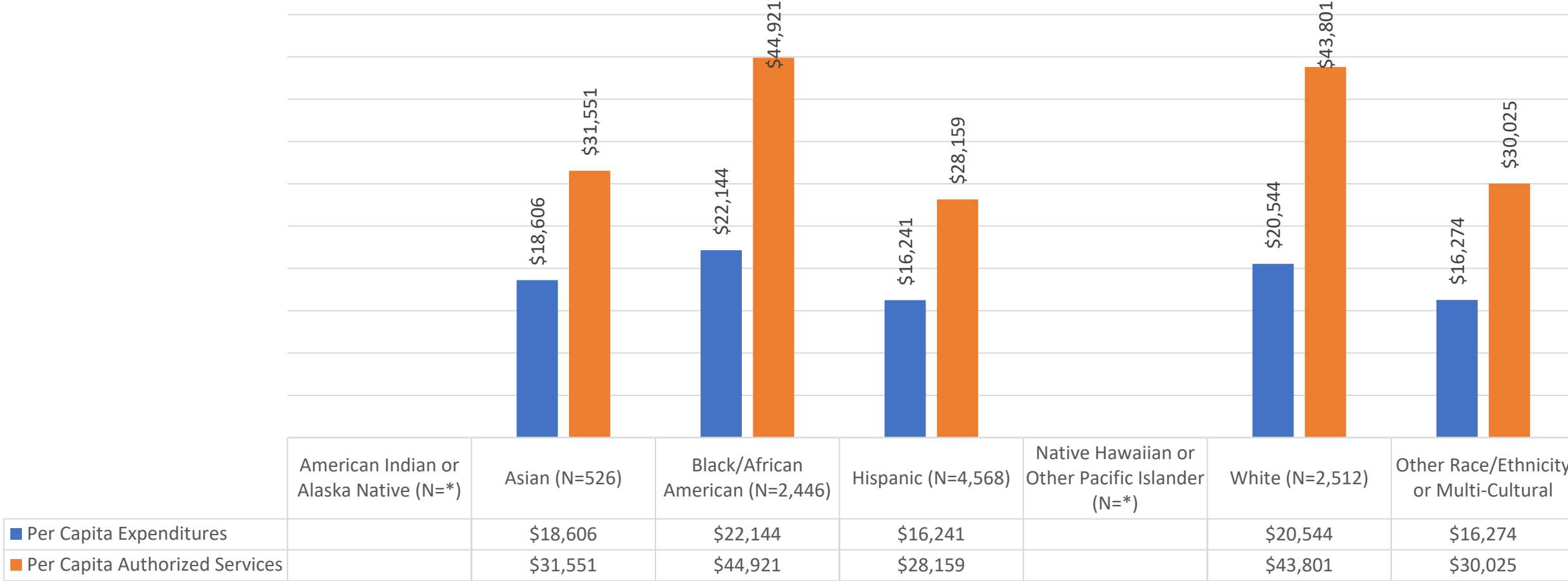
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Total Consumers: 13,388



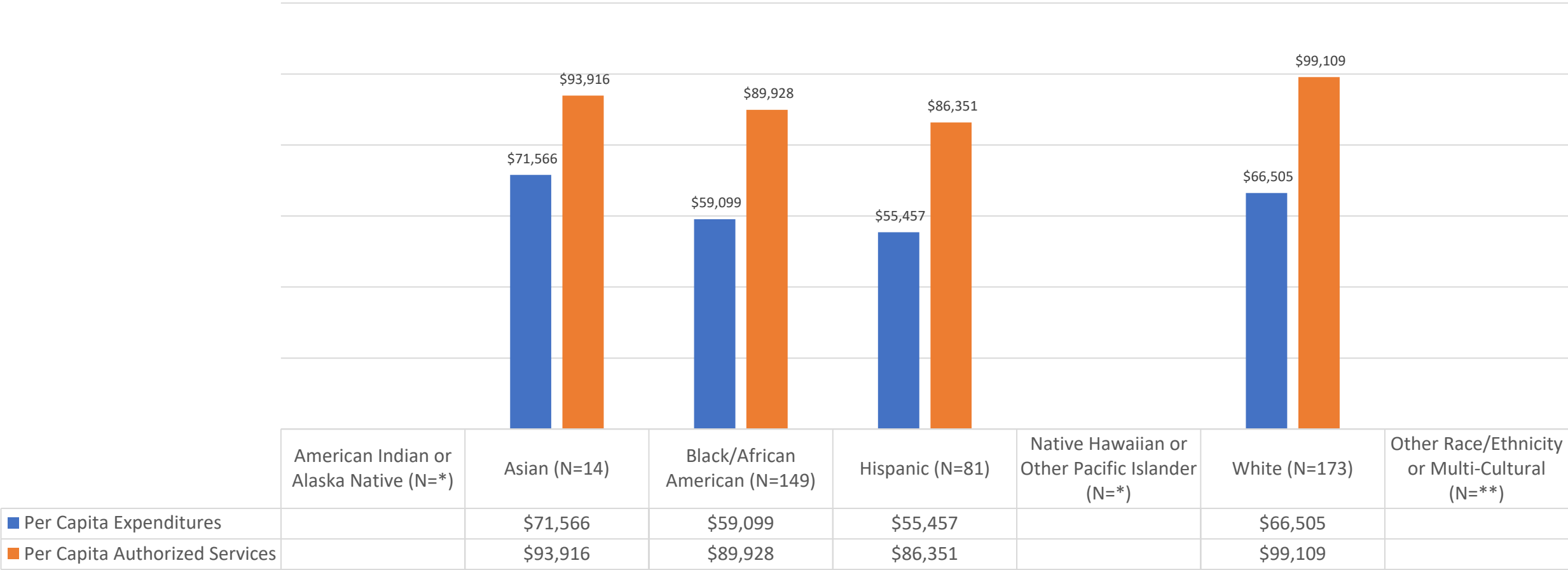
Dollar Amount of Services per Person by Ethnicity for Residence Type: In-Home



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

Total Consumers: 11,797

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

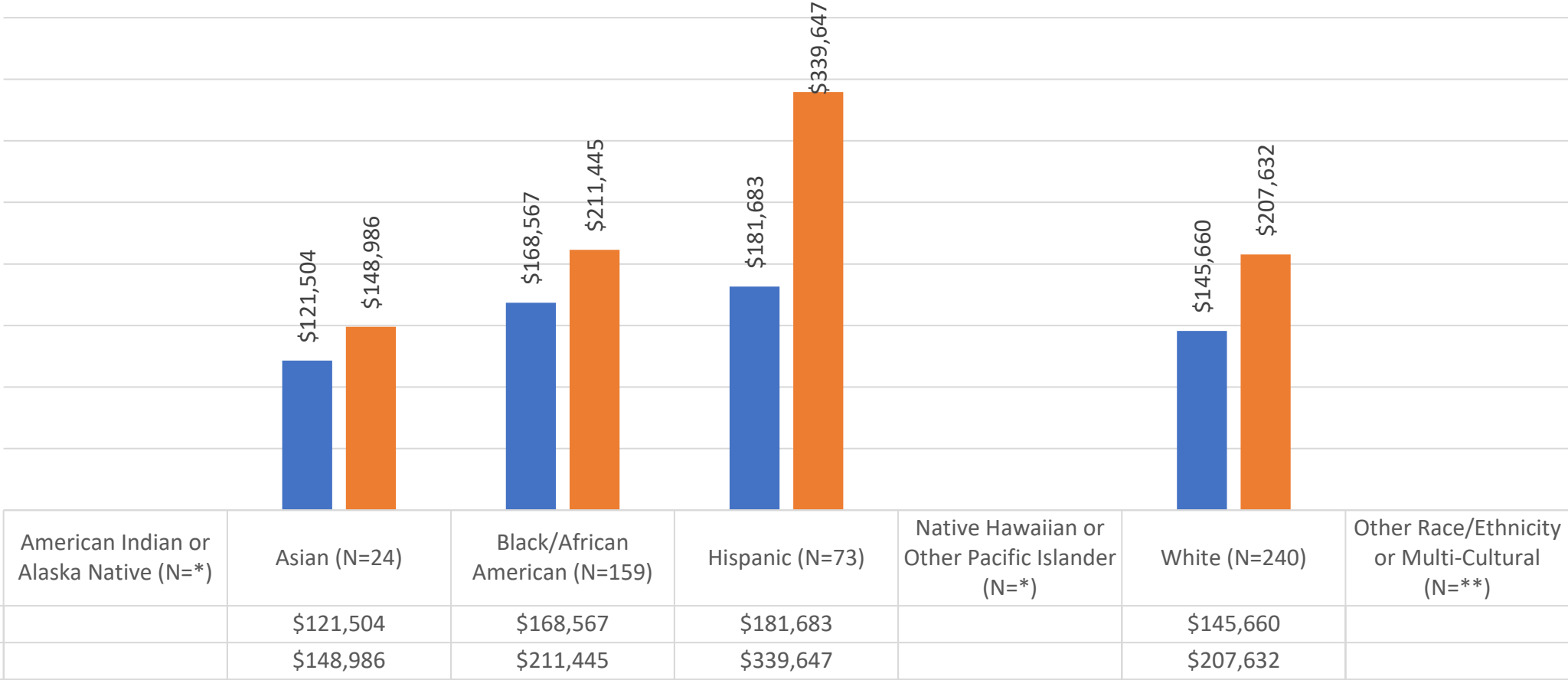


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Total Consumers: 447

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

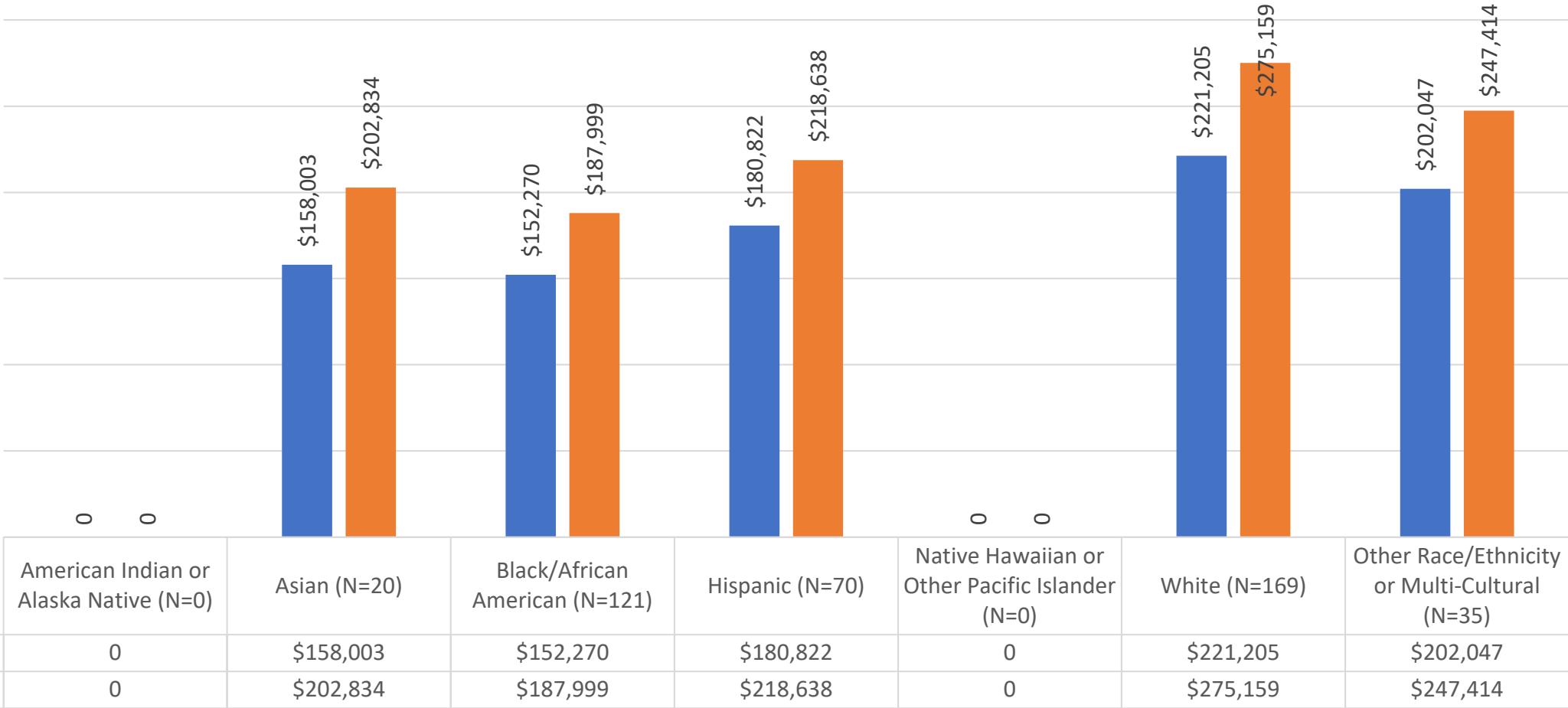


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Total Consumers: 535

Dollar Amount of Services per Person by Ethnicity for Residence Type: Community Care Facility



Total Consumers: 415

Dollar Amount of Services by Ethnicity for Social Recreation Services for All Ages

Examples: swimming, karate, basketball, boxing, surfing, gymnastics, dance and more

All ages

	Individuals Count	Total Expenditures	Total Authorized Services	Per Capita Expenditures	Per Capita Authorized Services	Utilized
American Indian or Alaska Native	0	\$ 0	\$ 0	\$ 0	\$ 0	0.0%
Asian	63	\$ 236,446	\$ 453,435	\$ 3,753	\$ 7,197	52.1%
Black/African American	254	\$ 844,896	\$ 1,783,845	\$ 3,326	\$ 7,023	47.4%
Hispanic	378	\$ 1,046,657	\$ 2,290,682	\$ 2,769	\$ 6,060	45.7%
Native Hawaiian or Other Pacific Islander	0	\$ 0	\$ 0	\$ 0	\$ 0	0.0%
White	341	\$ 1,426,527	\$ 3,015,745	\$ 4,183	\$ 8,844	47.3%
Other Race/Ethnicity or Multi-Cultural	203	\$ 620,286	\$ 1,251,487	\$ 3,056	\$ 6,165	49.6%
Total	1,239	\$ 4,174,812	\$ 8,795,194	\$ 3,370	\$ 7,099	47.5%

Dollar Amount of Services by Ethnicity for Social Recreation Services by Age

For birth to age 2 years, inclusive

	Individuals Count	Total Expenditures	Total Authorized Services	Per Capita Expenditures	Per Capita Authorized Services	Utilized
American Indian or Alaska Native	0	\$ 0	\$ 0	\$ 0	\$ 0	0.0%
Asian	*	*	*	*	*	34.7%
Black/African American	*	*	*	*	*	22.2%
Hispanic	*	*	*	*	*	32.9%
Native Hawaiian or Other Pacific Islander	0	\$ 0	\$ 0	\$ 0	\$ 0	0.0%
White	*	*	*	*	*	70.2%
Other Race/Ethnicity or Multi-Cultural	*	*	*	*	*	93.8%
Total	*	*	*	*	*	49.5%

For age 3 years to 21 years, inclusive

	Individuals Count	Total Expenditures	Total Authorized Services	Per Capita Expenditures	Per Capita Authorized Services	Utilized
American Indian or Alaska Native	0	\$ 0	\$ 0	\$ 0	\$ 0	0.0%
Asian	45	\$ 138,584	\$ 267,824	\$ 3,080	\$ 5,952	51.7%
Black/African American	178	\$ 374,359	\$ 924,942	\$ 2,103	\$ 5,196	40.5%
Hispanic	319	\$ 683,528	\$ 1,699,832	\$ 2,143	\$ 5,329	40.2%
Native Hawaiian or Other Pacific Islander	0	\$ 0	\$ 0	\$ 0	\$ 0	0.0%
White	221	\$ 634,652	\$ 1,307,523	\$ 2,872	\$ 5,916	48.5%
Other Race/Ethnicity or Multi-Cultural	182	\$ 481,708	\$ 993,179	\$ 2,647	\$ 5,457	48.5%
Total	945	\$ 2,312,831	\$ 5,193,300	\$ 2,447	\$ 5,496	44.5%

For age 22 years and older

	Individuals Count	Total Expenditures	Total Authorized Services	Per Capita Expenditures	Per Capita Authorized Services	Utilized
American Indian or Alaska Native	0	\$ 0	\$ 0	\$ 0	\$ 0	0.0%
Asian	**	**	**	**	**	52.9%
Black/African American	**	**	**	**	**	54.9%
Hispanic	**	**	**	**	**	61.6%
Native Hawaiian or Other Pacific Islander	0	\$ 0	\$ 0	\$ 0	\$ 0	0.0%
White	**	**	**	**	**	46.3%
Other Race/Ethnicity or Multi-Cultural	**	**	**	**	**	53.6%
Total	**	**	**	**	**	51.7%

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Dollar Amount of Services by Ethnicity for Camping Services for by Age

Examples: day camps and overnight camps

All ages

	Individuals Count	Total Expenditures	Total Authorized Services	Per Capita Expenditures	Per Capita Authorized Services	Utilized
American Indian or Alaska Native	0	\$ 0	\$ 0	\$ 0	\$ 0	0.0%
Asian	27	\$ 64,136	\$ 203,933	\$ 2,375	\$ 7,553	31.4%
Black/African American	72	\$ 189,288	\$ 472,764	\$ 2,629	\$ 6,566	40.0%
Hispanic	62	\$ 160,028	\$ 355,121	\$ 2,581	\$ 5,728	45.1%
Native Hawaiian or Other Pacific Islander	0	\$ 0	\$ 0	\$ 0	\$ 0	0.0%
White	91	\$ 292,804	\$ 650,374	\$ 3,218	\$ 7,147	45.0%
Other Race/Ethnicity or Multi-Cultural	72	\$ 172,108	\$ 457,171	\$ 2,390	\$ 6,350	37.6%
Total	324	\$ 878,363	\$ 2,139,365	\$ 2,711	\$ 6,603	41.1%

For age 3 years to 21 years, inclusive

	Individuals Count	Total Expenditures	Total Authorized Services	Per Capita Expenditures	Per Capita Authorized Services	Utilized
American Indian or Alaska Native	0	\$ 0	\$ 0	\$ 0	\$ 0	0.0%
Asian	**	**	**	**	**	40.4%
Black/African American	**	**	**	**	**	40.0%
Hispanic	56	\$ 148,804	\$ 334,591	\$ 2,657	\$ 5,975	44.5%
Native Hawaiian or Other Pacific Islander	0	\$ 0	\$ 0	\$ 0	\$ 0	0.0%
White	**	**	**	**	**	45.8%
Other Race/Ethnicity or Multi-Cultural	63	\$ 145,146	\$ 417,530	\$ 2,304	\$ 6,627	34.8%
Total	294	\$ 802,114	\$ 1,931,715	\$ 2,728	\$ 6,570	41.5%

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

Dollar Amount of Services by Ethnicity for Educational Services by Age

Examples: tutoring programs and college prep programs

All ages

	Individuals Count	Total Expenditures	Total Authorized Services	Per Capita Expenditures	Per Capita Authorized Services	Utilized
American Indian or Alaska Native	0	\$ 0	\$ 0	\$ 0	\$ 0	0.0%
Asian	30	\$ 265,779	\$ 385,285	\$ 8,859	\$ 12,843	69.0%
Black/African American	79	\$ 475,267	\$ 940,560	\$ 6,016	\$ 11,906	50.5%
Hispanic	155	\$ 936,630	\$ 1,736,795	\$ 6,043	\$ 11,205	53.9%
Native Hawaiian or Other Pacific Islander	0	\$ 0	\$ 0	\$ 0	\$ 0	0.0%
White	77	\$ 426,724	\$ 910,179	\$ 5,542	\$ 11,821	46.9%
Other Race/Ethnicity or Multi-Cultural	69	\$ 415,350	\$ 650,733	\$ 6,020	\$ 9,431	63.8%
Total	410	\$ 2,519,751	\$ 4,623,552	\$ 6,146	\$ 11,277	54.5%

For age 3 years to 21 years, inclusive

	Individuals Count	Total Expenditures	Total Authorized Services	Per Capita Expenditures	Per Capita Authorized Services	Utilized
American Indian or Alaska Native	0	\$ 0	\$ 0	\$ 0	\$ 0	0.0%
Asian	30	\$ 265,779	\$ 385,285	\$ 8,859	\$ 12,843	69.0%
Black/African American	79	\$ 475,267	\$ 940,560	\$ 6,016	\$ 11,906	50.5%
Hispanic	155	\$ 936,630	\$ 1,736,795	\$ 6,043	\$ 11,205	53.9%
Native Hawaiian or Other Pacific Islander	0	\$ 0	\$ 0	\$ 0	\$ 0	0.0%
White	77	\$ 426,724	\$ 910,179	\$ 5,542	\$ 11,821	46.9%
Other Race/Ethnicity or Multi-Cultural	69	\$ 415,350	\$ 650,733	\$ 6,020	\$ 9,431	63.8%
Total	410	\$ 2,519,751	\$ 4,623,552	\$ 6,146	\$ 11,277	54.5%

Dollar Amount of Services by Ethnicity for Non-Medical Services by Age

Examples: equine therapies and therapies such as music, art and dance

All ages

	Individuals Count	Total Expenditures	Total Authorized Services	Per Capita Expenditures	Per Capita Authorized Services	Utilized
American Indian or Alaska Native	0	\$ 0	\$ 0	\$ 0	\$ 0	0.0%
Asian	*	*	*	*	*	63.8%
Black/African American	*	*	*	*	*	49.4%
Hispanic	16	\$ 24,805	\$ 46,422	\$ 1,550	\$ 2,901	53.4%
Native Hawaiian or Other Pacific Islander	0	\$ 0	\$ 0	\$ 0	\$ 0	0.0%
White	18	\$ 47,105	\$ 92,615	\$ 2,617	\$ 5,145	50.9%
Other Race/Ethnicity or Multi-Cultural	15	\$ 34,085	\$ 55,450	\$ 2,272	\$ 3,697	61.5%
Total	67	\$ 153,258	\$ 278,151	\$ 2,287	\$ 4,152	55.1%

For age 3 years to 21 years, inclusive

	Individuals Count	Total Expenditures	Total Authorized Services	Per Capita Expenditures	Per Capita Authorized Services	Utilized
American Indian or Alaska Native	0	\$ 0	\$ 0	\$ 0	\$ 0	0.0%
Asian	*	*	*	*	*	62.6%
Black/African American	*	*	*	*	*	53.4%
Hispanic	**	**	**	**	**	54.4%
Native Hawaiian or Other Pacific Islander	0	\$ 0	\$ 0	\$ 0	\$ 0	0.0%
White	14	\$ 41,002	\$ 80,815	\$ 2,929	\$ 5,772	50.7%
Other Race/Ethnicity or Multi-Cultural	15	\$ 34,085	\$ 55,450	\$ 2,272	\$ 3,697	61.5%
Total	56	\$ 125,068	\$ 225,533	\$ 2,233	\$ 4,027	55.5%

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Dollar Amount of Services by Ethnicity for Other Social Recreation Services by Age

All ages

	Individuals Count	Total Expenditures	Total Authorized Services	Per Capita Expenditures	Per Capita Authorized Services	Utilized
American Indian or Alaska Native	0	\$ 0	\$ 0	\$ 0	\$ 0	0.0%
Asian	*	*	*	*	*	29.1%
Black/African American	**	**	**	**	**	47.9%
Hispanic	67	\$ 12,892	\$ 45,557	\$ 192	\$ 680	28.3%
Native Hawaiian or Other Pacific Islander	0	\$ 0	\$ 0	\$ 0	\$ 0	0.0%
White	50	\$ 35,749	\$ 82,614	\$ 715	\$ 1,652	43.3%
Other Race/Ethnicity or Multi-Cultural	42	\$ 26,799	\$ 70,397	\$ 638	\$ 1,676	38.1%
Total	190	\$ 93,161	\$ 244,968	\$ 490	\$ 1,289	38.0%

For age 3 years to 21 years, inclusive

	Individuals Count	Total Expenditures	Total Authorized Services	Per Capita Expenditures	Per Capita Authorized Services	Utilized
American Indian or Alaska Native	0	\$ 0	\$ 0	\$ 0	\$ 0	0.0%
Asian	*	*	*	*	*	29.8%
Black/African American	**	**	**	**	**	25.4%
Hispanic	59	\$ 10,167	\$ 37,777	\$ 172	\$ 640	26.9%
Native Hawaiian or Other Pacific Islander	0	\$ 0	\$ 0	\$ 0	\$ 0	0.0%
White	41	\$ 26,624	\$ 62,949	\$ 649	\$ 1,535	42.3%
Other Race/Ethnicity or Multi-Cultural	39	\$ 23,300	\$ 64,210	\$ 597	\$ 1,646	36.3%
Total	162	\$ 69,115	\$ 197,297	\$ 427	\$ 1,218	35.0%

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Dollar Amount of Services for Social Recreation Services by Language and Age

Examples: swimming, karate, basketball, boxing, surfing, gymnastics, dance and more

All ages

	Individuals Count	Total Expenditures	Total Authorized Services	Per Capita Expenditures	Per Capita Authorized Services	Utilized
Chinese	*	*	*	*	*	50.8%
English	1,089	\$ 3,635,429	\$ 7,741,874	\$ 3,338	\$ 7,109	47.0%
Spanish	140	\$ 510,471	\$ 1,009,045	\$ 3,646	\$ 7,207	50.6%
Vietnamese	*	*	*	*	*	4.8%
All Other Languages	*	*	*	*	*	69.8%
Total	1,239	\$ 4,174,812	\$ 8,795,194	\$ 3,370	\$ 7,099	47.5%

For age 3 years to 21 years, inclusive

	Individuals Count	Total Expenditures	Total Authorized Services	Per Capita Expenditures	Per Capita Authorized Services	Utilized
Chinese	*	*	*	*	*	50.8%
English	835	\$ 2,083,751	\$ 4,619,566	\$ 2,496	\$ 5,532	45.1%
Spanish	103	\$ 214,690	\$ 546,935	\$ 2,084	\$ 5,310	39.3%
Vietnamese	0	\$ 0	\$ 0	\$ 0	\$ 0	0.0%
All Other Languages	*	*	*	*	*	54.2%
Total	945	\$ 2,312,831	\$ 5,193,300	\$ 2,447	\$ 5,496	44.5%

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Dollar Amount of Services for Camping Services by Language and Age

Examples: day camps and overnight camps

All ages

	Individuals Count	Total Expenditures	Total Authorized Services	Per Capita Expenditures	Per Capita Authorized Services	Utilized
Chinese	0	\$ 0	\$ 0	\$ 0	\$ 0	0.0%
English	303	\$ 819,715	\$ 1,981,046	\$ 2,705	\$ 6,538	41.4%
Spanish	**	**	**	**	**	31.9%
Vietnamese	0	\$ 0	\$ 0	\$ 0	\$ 0	0.0%
All Other Languages	*	*	*	*	*	50.1%
Total	324	\$ 878,363	\$ 2,139,365	\$ 2,711	\$ 6,603	41.1%

For age 3 years to 21 years, inclusive

	Individuals Count	Total Expenditures	Total Authorized Services	Per Capita Expenditures	Per Capita Authorized Services	Utilized
Chinese	0	\$ 0	\$ 0	\$ 0	\$ 0	0.0%
English	279	\$ 765,046	\$ 1,802,891	\$ 2,742	\$ 6,462	42.4%
Spanish	**	**	**	**	**	28.3%
Vietnamese	0	\$ 0	\$ 0	\$ 0	\$ 0	0.0%
All Other Languages	*	*	*	*	*	30.2%
Total	294	\$ 802,114	\$ 1,931,715	\$ 2,728	\$ 6,570	41.5%

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Dollar Amount of Services for Educational Services by Language and Age

Examples: tutoring programs and college prep programs

All ages

	Individuals Count	Total Expenditures	Total Authorized Services	Per Capita Expenditures	Per Capita Authorized Services	Utilized
Chinese	*	*	*	*	*	25.0%
English	331	\$ 2,010,020	\$ 3,804,877	\$ 6,073	\$ 11,495	52.8%
Spanish	75	\$ 491,586	\$ 790,895	\$ 6,554	\$ 10,545	62.2%
Vietnamese	0	\$ 0	\$ 0	\$ 0	\$ 0	0.0%
All Other Languages	*	*	*	*	*	69.4%
Total	410	\$ 2,519,751	\$ 4,623,552	\$ 6,146	\$ 11,277	54.5%

For age 3 years to 21 years, inclusive

	Individuals Count	Total Expenditures	Total Authorized Services	Per Capita Expenditures	Per Capita Authorized Services	Utilized
Chinese	*	*	*	*	*	25.0%
English	331	\$ 2,010,020	\$ 3,804,877	\$ 6,073	\$ 11,495	52.8%
Spanish	75	\$ 491,586	\$ 790,895	\$ 6,554	\$ 10,545	62.2%
Vietnamese	0	\$ 0	\$ 0	\$ 0	\$ 0	0.0%
All Other Languages	*	*	*	*	*	69.4%
Total	410	\$ 2,519,751	\$ 4,623,552	\$ 6,146	\$ 11,277	54.5%

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Dollar Amount of Services for Non-Medical Services by Language and Age

Examples: equine therapies and therapies such as music, art and dance

All ages

	Individuals Count	Total Expenditures	Total Authorized Services	Per Capita Expenditures	Per Capita Authorized Services	Utilized
Chinese	0	\$ 0	\$ 0	\$ 0	\$ 0	0.0%
English	**	**	**	**	**	54.9%
Spanish	*	*	*	*	*	59.9%
Vietnamese	0	\$ 0	\$ 0	\$ 0	\$ 0	0.0%
All Other Languages	0	\$ 0	\$ 0	\$ 0	\$ 0	0.0%
Total	67	\$ 153,258	\$ 278,151	\$ 2,287	\$ 4,152	55.1%

For age 3 years to 21 years, inclusive

	Individuals Count	Total Expenditures	Total Authorized Services	Per Capita Expenditures	Per Capita Authorized Services	Utilized
Chinese	0	\$ 0	\$ 0	\$ 0	\$ 0	0.0%
English	**	**	**	**	**	55.4%
Spanish	*	*	*	*	*	58.0%
Vietnamese	0	\$ 0	\$ 0	\$ 0	\$ 0	0.0%
All Other Languages	0	\$ 0	\$ 0	\$ 0	\$ 0	0.0%
Total	56	\$ 125,068	\$ 225,533	\$ 2,233	\$ 4,027	55.5%

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Dollar Amount of Services for Other Social Recreation Services by Language and Age

All ages

	Individuals Count	Total Expenditures	Total Authorized Services	Per Capita Expenditures	Per Capita Authorized Services	Utilized
Chinese	0	\$ 0	\$ 0	\$ 0	\$ 0	0.0%
English	169	\$ 89,002	\$ 225,449	\$ 527	\$ 1,334	39.5%
Spanish	21	\$ 4,159	\$ 19,519	\$ 198	\$ 929	21.3%
Vietnamese	0	\$ 0	\$ 0	\$ 0	\$ 0	0.0%
All Other Languages	0	\$ 0	\$ 0	\$ 0	\$ 0	0.0%
Total	190	\$ 93,161	\$ 244,968	\$ 490	\$ 1,289	38.0%

For age 3 years to 21 years, inclusive

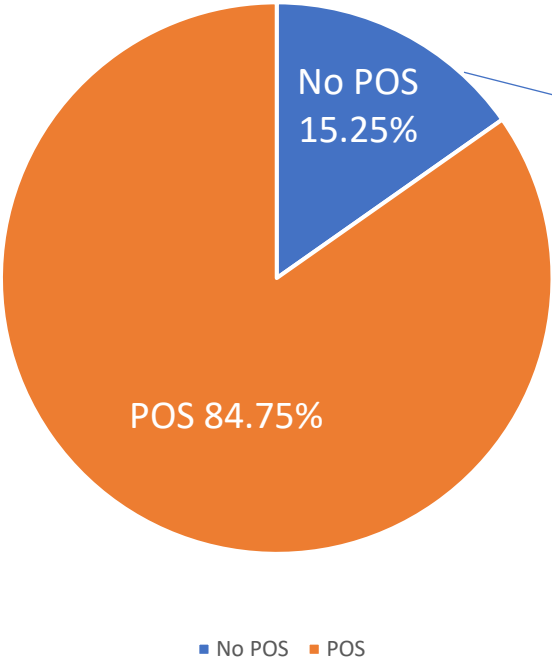
	Individuals Count	Total Expenditures	Total Authorized Services	Per Capita Expenditures	Per Capita Authorized Services	Utilized
Chinese	0	\$ 0	\$ 0	\$ 0	\$ 0	0.0%
English	**	**	**	**	**	36.2%
Spanish	**	**	**	**	**	17.8%
Vietnamese	0	\$ 0	\$ 0	\$ 0	\$ 0	0.0%
All Other Languages	0	\$ 0	\$ 0	\$ 0	\$ 0	0.0%
Total	162	\$ 69,115	\$ 197,297	\$ 427	\$ 1,218	35.0%

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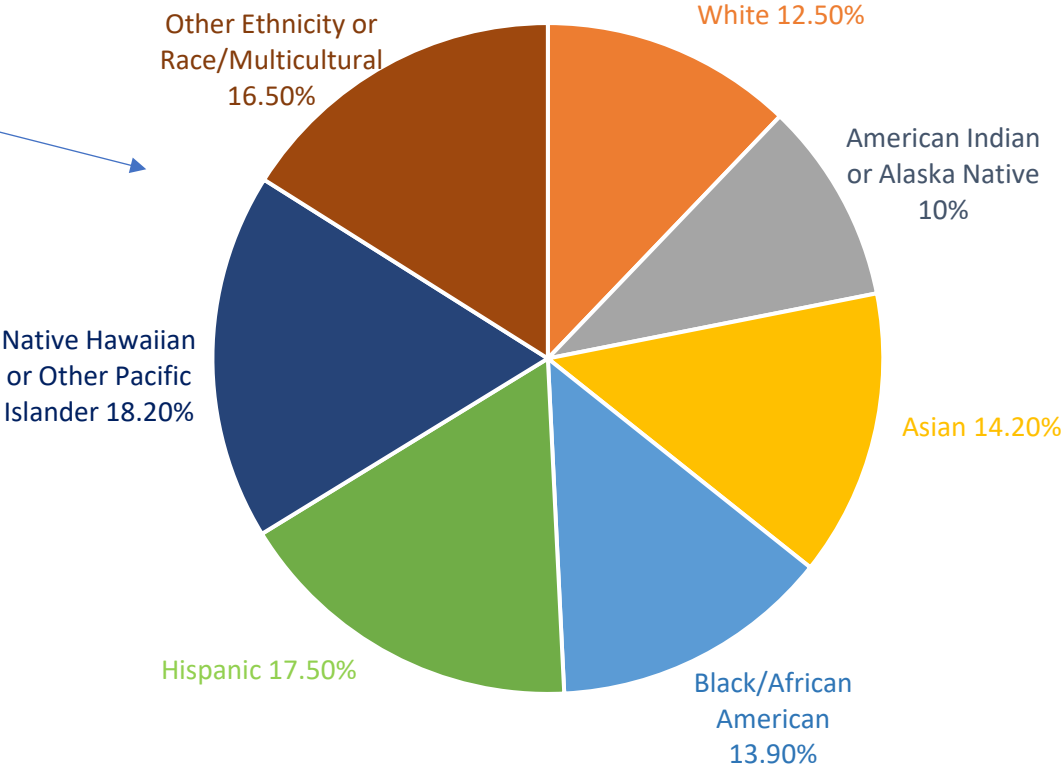
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People Supported by WRC with POS vs. Case Management Only (No POS)

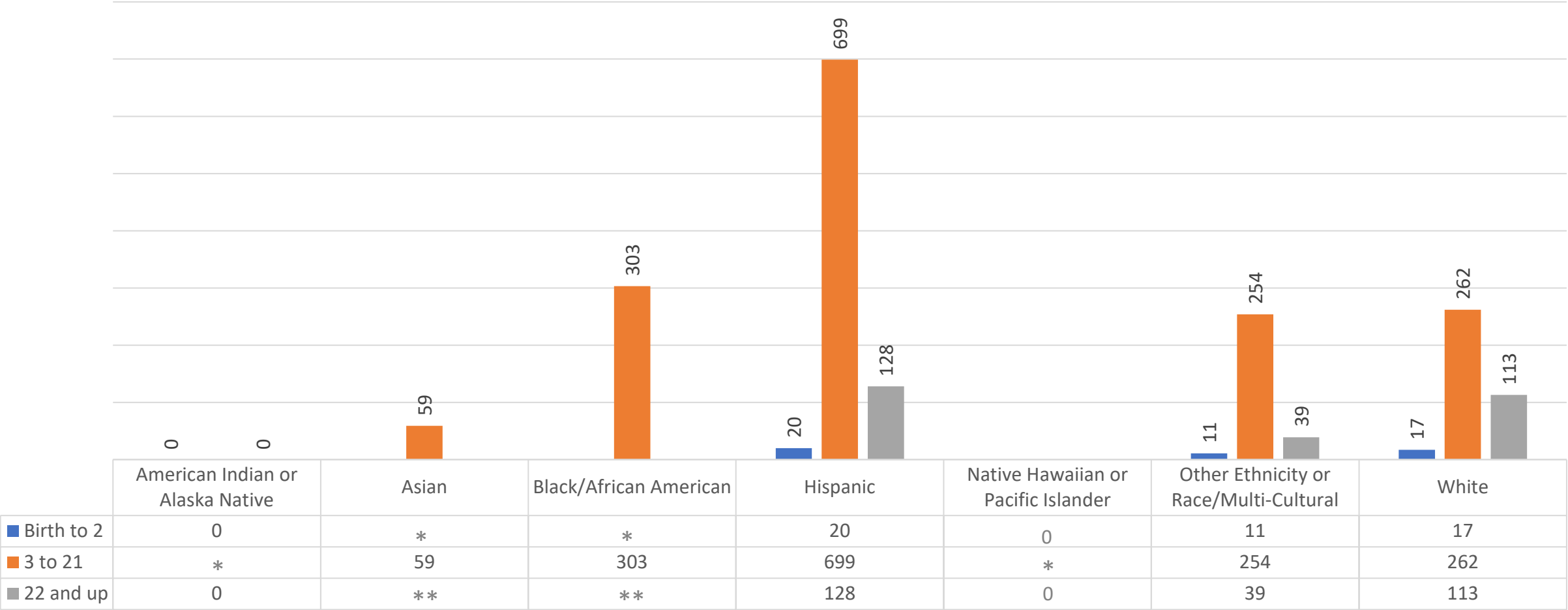


Percent without POS by Race/Ethnicity



Total Consumers: 13,388
POS: 11,347
No POS: 2,041

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



* 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.



Efforts to Increase Community Engagement and Access

We will review information about:

New and ongoing initiatives to promote equity



Community Engagement

- Intake and Eligibility presentations:
 - Venice Family Clinic, Family Services of Santa Monica, Volunteers of America, UCLA Residents
- Participation in community outreach events:
 - Richstone Center, El Camino College, Centinela Valley Unified School District, Tri City SELPA
- Development of Community Connector Project in partnership with Westside Infant Family Network (WIN) funded through FY 24-25 Service Access and Equity Grant Program:
 - Grant award of \$450,000 for 24 months; development in progress
 - Focus on Latinex and African-American children ages birth to 5 with low to no POS funding in Westside's catchment area
 - Goal to expand understanding about regional center services and increase service use through one-to-one support from WIN's Community Health Workers
- Listening sessions through "Community Conversations" held on a quarterly basis (upcoming meeting scheduled for Wednesday 6/25/25 from 5:30 – 7:00).



Community Education

- Informational Sessions (total of 12) regarding following services: social and recreational, respite, personal assistance, Health & Safety Waivers, ABA, adaptive skills, Coordinated Family Supports and regional center's appeals processes
- Related vendor Resource Fairs (total of 8) consistent with Informational Session topics to assist families in in-person meeting with regional center vendors; presented services included social and recreational (2), respite, personal assistance, and Health and Safety (2), ABA (2), adaptive skills (1), Coordinated Family Supports (1).
- Bilingual interpreters were available enabling families to interview several regional center vendors at the same time.
- Based on Information Session, development of videos and modules to enhance understanding of regional center services and to improve engagement; development in progress



Cross Cultural Communication

- Implicit bias training: to raise awareness of pre-judgments that impact client-centered care, quality of interpersonal communication, and the ability to build trust
 - Training for staff and intake vendors provided from January to April 30, 2024
- Cultural humility training: to raise awareness about language dynamics that create communication barriers and provide strategies to modify language and communication approaches to improve engagement
 - Training for staff and Board members provided May 2024 through December 3, 2024



Language Access Efforts

- Translation
 - 126 IPP documents:
 - Requests completed within 45 days: 62
 - Requests over 45 days: 56
 - Requests completed within 60 days: 2
 - Requests over 60 days: 6
 - 275 other documents (e.g., IFSPs, progress reports, and materials for public presentations)
 - 417 website materials translated to Spanish and Farsi
- Interpretation arranged for 63 public and private meetings
- WRC staff participated in ASL classes
- Equipment like the PockeTalker and hearing loops were purchased to improve communication with our Deaf+ and Hard of Hearing individuals and families; equipment available at reception to use as needed



Efforts to Enhance Service Access – Enhanced Case Management Services (ECM)

- Provides intense case management for individuals and their families with low to no POS expenditures (under \$2,000)
- Individuals receive maximum hands-on support to secure generic and regional center services
- ECM supported:
 - 108 individuals; 68% Latinx, 23% African American, and 9% including individuals identifying as Chinese, Filipino, Japanese, Persian, multi-cultural, and White)
 - Languages of individuals: 57% English, 42% Spanish, and 1% Farsi
 - Services received: respite, personal assistance hours, social recreational (restored) services including tutoring, psychological re-evaluations, dental services, social skills services, Coordinated Family Supports services, immigration consultations, and interpretation/translation services

Parent Navigators in Pediatric Clinics to Support Service Access

By: Program Director Christine Bottrell Mirzaian, MD, MPH
Director, Clinical and Community Services, USC UCEDD
Assistant Professor of Clinical Pediatrics, Keck School of Medicine of USC

Purpose

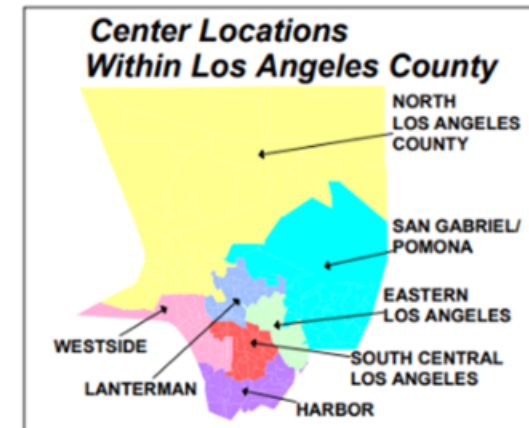
- The Parent Navigator program received funding from the DDS Service Access Equity grant program in 2017 and the program started in July 2018.
- The Parent Navigator program was created to work one-on-one with families to connect them to Regional Center services including Early Start and Lanterman Act services for children with developmental disabilities. The program also helps families obtain generic services.

Data Overview

- Parent Navigators serve about 1,200 families a year.
- Parent Navigators help submit about 350 Early Start referrals and about 150 Lanterman Act service referrals a year.
- Parent Navigators provide Regional Center service navigation to about 800 individuals a year.
- Parent Navigators provide generic service navigation to about 400 individuals a year.
- For our current grant cycle, we have worked with 37 families from Westside Regional Center so far.

Who We Serve

- We receive referrals from AltaMed General Pediatrics clinic at CHLA.
 - 85% of the population we serve are of Hispanic/Latino ethnicity and 50% are Spanish speaking.
 - Majority are low-income
- Serve families from all 7 L.A. County Regional Centers.
- We've extended our project to include community clinics such as Watts Healthcare which has additional families from Westside Regional Center.



Parent Navigators in Pediatric Clinics to Support Service Access

4 Full-Time Parent Navigators (PNs)

- PNs are parents or family members of a child with a developmental disability.
- They have extensive experience in system navigation, community-based resources, and advocacy for families.
- They are from the community in which we serve.
- They have been trained by the USC University Center for Excellence in Developmental Disabilities (UCEDD) faculty.



How Parent Navigators Help Families

- Explain to the family what the Regional Center is
- Encourage families: “I have been there.”
- Helping parents understand the behaviors of Autism.
- Help families with the intake process, filling out forms.
- Identify needed information from providers.
- Follow-up with and continue to support families.
- Trouble shoot issues – reach out to service coordinators.
- Lead families through the appeal process when needed.
- Provide workshops for parents.
- Are available and easily accessible in clinic.
- Advocate, advocate, advocate!

Community Feedback