

Westside Regional Center Performance Contract 2024-2025

Public Policy Outcomes

Public Policy Measures	State Average	WRC Baseline as of 2023	Planned Activities
Number and Percent of RC caseload living in State Developmental Center. (lower is better)	2023 224 .05%	2023 1 .01%	<ul style="list-style-type: none"> • Implement the projects approved through the 2023 and 2024 Community Placement Plan/Community Resource Development Plan and through funding from the Mental Health Services Act <ul style="list-style-type: none"> • Development of Substance Use Disorder residential, community-based, and peer mentoring programs • Development of behavioral and mental health focused Supported Living Services • Development of behavioral and mental health focused day and employment services • Development of additional Mobile Crisis resources
Number and Percent of minors living with families (includes own family, foster family, and guardian). (higher is better)	2023 225,410 99.67%	2023 5,533 99.84%	<ul style="list-style-type: none"> • Continued provision of training for families in behavior management, adaptive skill development, and support in accessing required Occupational Therapy/Physical therapy support as necessary • Continued support through the WRC Family Resource & Empowerment Center (FREC) that provides a library, assistance with issues such as IHSS, Support Groups, Educational Support, and facilitation of parent-to-parent support • Continue to provide 24/7 Crisis Support Services through the CRP and CBT Programs and development of new START programming • Development of both behavioral and medical respite capacity to support family home placement • Provision of camp, social recreation, and non-medical therapies through direct vendorization and participant directed service • Provision of newly vendored education support service providers
Number and Percent of adults living in home settings (includes independent and supported living, adult	2023 164,624 83.63%	2023 4,499 89.02%	<ul style="list-style-type: none"> • Development of Housing Access Services to support access of affordable housing • Increased technical support opportunities for supported/independent living service providers through regularly scheduled roundtable discussions/training opportunities

<p>family home agency, and with parent). (higher number is better)</p>			<ul style="list-style-type: none"> • Provision of Coordinated Family Supports to those living in the family home to assess present need and support with access to needed community resources • Expansion of Adult Family Home options through collaboration of present provider network and recruitment of additional providers • Continued support in implementation of the Self Determination Program to allow for greater flexibility and customization in service delivery • Continue to provide 24/7 Crisis Support Services through the CRP and CBT Programs and development of new START services • Development of both behavioral and medical respite capacity to support maintenance of family home placement • Development of Supported Living capacity for those with behavioral needs
<p>Number and Percent of minors living in licensed homes serving greater than 7 (includes ICF/DDs, ICF/DDHs, IFC/DDNs, SNFs, and CCFs). (lower is better)</p>	<p>2023 60 0.03%</p>	<p>2023 0 0.00%</p>	<ul style="list-style-type: none"> • Continue to provide information and support for families of minors regarding available living options • Increased in-home respite capacity for those with behavioral and medical need through implementation of the CPP/CRDP • Development of new Specialized Therapeutic, Mobile Crisis, and START programming to support those with emergent need • Continued support in implementation of the Self Determination Program to allow for greater flexibility and customization in service delivery
<p>Number and Percent of adults living in licensed homes serving greater than 7 (ICF/DDs, ICF/DDHs, ICF/DDNs, SNFs, and CCFs; RCFE not include</p>	<p>2023 3000 1.52%</p>	<p>2023 35 0.69%</p>	<ul style="list-style-type: none"> • Continued development of homes for four or fewer adults, including for adults with special health needs • Assess adults living in settings serving greater than 7 to identify more integrated living options whenever possible • Development of whole person assessment resources to assist in identifying medical and behavioral concerns that can contribute to destabilization of community placement • Provide training and information for families of adults regarding available living options

Public Policy Outcomes: Measures Related to Employment

Measures	Measurement Methodology	Planned Activities
<p>Percentage of individuals served age 16-64 with earned income</p> <p style="text-align: center;">Statewide – 13.88% WRC – 14.54%</p>	<p style="text-align: center;">Based on 2021 Employment Development Department (EDD) data- average percentage of individuals served age 16-64 with earned income as reported to EDD.</p>	<ul style="list-style-type: none"> • Continued development of relationship between WRC and the Department of Rehabilitation (DOR) to promote more efficient access to services for individuals served by WRC • Continued recruitment of providers to deliver Tailored Day Services (TDS) and Paid Internship Programming (PIP) to improve upon Competitive Integrated Employment (CIE) outcomes • Increased technical support opportunities for employment focused service providers through regularly scheduled roundtable discussions/training opportunities • Continue networking with local businesses to develop employment opportunities for individuals served • Continue MOU with Local Planning agencies (partnership with School Districts and Department of Rehabilitation (DOR) • Development of new Coordinated Career Pathways service model to increase support for more effective career planning and customized employment outcomes
<p>Average annual wages for ages 16-64:</p> <p>Statewide - \$11,892</p>	<p style="text-align: center;">Based on 2021 EDD data – average annual wages as reported to EDD for individuals served age16-64</p>	<ul style="list-style-type: none"> • Increase/improve access to disability benefits management

<p>WRC - \$12,744</p>		<p>information to address fear of benefits loss due to earned income</p>
<p>Average annual earnings for ages 16-64 compared to people with all disabilities in CA: All Disabilities - \$51,500 WRC - \$12,744</p>	<p>Based on 2021 EDD data compared to 2021 Cornell Disability Statistics on people with all disabilities.</p>	<ul style="list-style-type: none"> • Explore service approaches in use to support other target populations in our communities to identify promising practices and additional opportunities for new approaches.
<p>Percentage and number of adults who were placed in competitive, integrated employment following participation in a Paid Internship Baseline: 2022 11.9%, 5 individuals in CIE from 42 PIPs</p> <p>2023 13.11%, 8 individuals in CIE from 61 PIPs</p>	<p>Data collected manually from service providers by WRC.</p>	<ul style="list-style-type: none"> • Increase number of Financial Management Services supporting PIP • Continued development of relationship between WRC and the Department of Rehabilitation (DOR) to promote more efficient access to services for individuals served by WRC • Increased technical support opportunities for employment focused service providers through regularly scheduled roundtable discussions/training opportunities • Continue networking with local businesses to develop employment opportunities for individuals served • Development of new Coordinated Career Pathways service model to increase support for more effective career planning and customized employment outcomes
<p>Average hourly or salaried wages and hours worked per week for adults who participated in a Paid</p>	<p>Data collected manually from service providers by WRC.</p>	<ul style="list-style-type: none"> • Increased technical support opportunities for employment focused service providers through

<p>Internship Program during the prior fiscal year.</p> <p>Baseline:</p> <p>2022 \$15.87/HR, 13.71Hrs/week</p> <p>2023 \$16.37/HR, 16Hrs/week</p>		<p>regularly scheduled roundtable discussions/training opportunities</p> <ul style="list-style-type: none"> • Continue networking with local businesses to develop employment opportunities for individuals served • Development of new Coordinated Career Pathways service model to increase support for more effective career planning and customized employment outcomes
<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>2022 \$16.05/HR, 22.4Hrs/week</p> <p>2023 \$16.37/HR, 16 Hrs/ week</p>	<p>Data collected manually from service providers by WRC.</p>	<ul style="list-style-type: none"> • Continued development of relationship between WRC and the Department of Rehabilitation (DOR) to promote more efficient access to services for individuals served by WRC • Increased technical support opportunities for employment focused service providers through regularly scheduled roundtable discussions/training opportunities • Continue networking with local businesses to develop employment opportunities for individuals served • Development of new Coordinated Career Pathways service model to increase support for more effective career planning and customized employment outcomes
<p>Total number of \$2000, \$2500, and \$3000 incentive payments made for the fiscal year.</p> <p>Baseline</p>	<p>Data collected though Purchase of Service review by WRC.</p>	<ul style="list-style-type: none"> • Continued development of relationship between WRC and the Department of Rehabilitation (DOR) to promote more efficient access to

<p>2022 \$2000 – 36 \$2500 – 21 \$3000 – 11</p> <p>2023 \$2000 – 31 \$2500 – 25 \$3000 – 25</p>		<p>services for individuals served by WRC</p> <ul style="list-style-type: none"> • Continue recruitment of providers to deliver Tailored Day Services (TDS) and Paid Internship Programming (PIP) to improve upon Competitive Integrated Employment (CIE) outcomes • Increased technical support opportunities for employment focused service providers through regularly scheduled roundtable discussions/training opportunities • Continue networking with local businesses to develop employment opportunities for individuals served • Continue MOU with Local Planning agencies (partnership with School Districts and Department of Rehabilitation (DOR) • Development of new Coordinated Career Pathways service model to increase support for more effective career planning and customized employment outcomes
<p>Percentage of adults who reported having competitive integrated employment as a goal in their IPP Previous Baseline: 2017/2018 NCI Survey State average – 29% WRC Average – 41%</p>	<p>Based on the 2020-2021 National Core Indicators (NCI) In-Person Survey – For this cycle background information on this domain was not available.</p>	<ul style="list-style-type: none"> • Continue information sharing and provision of training opportunities for our Service Coordinators and communities to promote prioritization of CIE outcomes. • Increase/improve access to disability benefits management information to address fear of benefits loss due to earned income

Public Policy Outcomes – Improving Equity in POS Expenditure

Measure and Measurement Methodology					Activities
Percent of total annual purchase of service expenditures by individual's ethnicity and age based on Fiscal 2022-2023 data:					
0-2 yrs.	# Served	Total Expenditures	Per Capita Expenditures	% Utilized	
American Indian or Alaska Native	*	0	\$8,701	42.2%	
Asian	117	\$534,265	\$4,566	63.8%	
Black/ Afr. Am.	393	\$2,010,208	\$5,115	55.4%	
Hispanic	886	\$5,065,757	\$5,718	59.9%	
Native Hawaiian or Pacific Islander	*	*	\$2,125	24.3%	
Other / Multi-Cultural	566	\$3,265,457	\$5,769	61.6%	
White	694	\$3,499,705	\$5,043	63.4%	
3-21 yrs.	# Served	Total Expenditures	Per Capita Expenditures	% Utilized	
American Indian or Alaska Native	*	*	\$45,940	89.4%	
Asian	247	\$3,197,742	\$12,946	53.2%	
Black/ Afr. Am.	1,188	\$13,564,106	\$11,418	58.2%	
Hispanic	2,327	\$22,201,200	\$9,541	56.3%	
Native Hawaiian or Pacific Islander	*	*	\$2,651	17.1%	
Other / Multi-Cultural	873	\$9,978,347	\$11,430	52.5%	
White	1,109	\$16,178,266	\$14,588	52.1%	
					<ul style="list-style-type: none"> Keep the community informed on important events, trainings, public meetings, and workshops through our Facebook, Instagram, website, and communication by WRC personnel. Provision of accessible informational sessions for underserved communities to increase awareness of available regional center services. Sessions to occur at WRC, in local community settings, and remotely as needed to promote participation. Sessions to be provided in threshold languages to ensure equitable information sharing. Coordination of resource fairs at WRC and in community settings to improve access to vendor/resource information. Improved access to Self Determination Program to expand upon flexible service provision that is culturally sensitive. Increase access to social/recreation services, camp, education support services, and specialized day care support for children living at home. Completion of implicit bias, cultural humility, and person-centered thinking training of WRC personnel to expand upon regional center capacity to promote effective individual service planning across cultures. Continued support through the WRC Family Resource & Empowerment Center (FREC) that provides a library, assistance with issues such as IHSS, Support Groups, Educational Support, and facilitation of parent-to-parent support. Increase access to the recently developed Coordinated Family Support program to assist

22yrs. +	# Served	Total Expenditures	Per Capita Expenditures	% Utilized
American Indian or Alaska Native	*	*	\$73,801	89.1%
Asian	199	\$10,102,885	\$50,768	73.9%
Black/ Afr. Am.	1,180	\$78,705,326	\$66,699	77.2%
Hispanic	1,230	\$59,780,456	\$49,693	70.1%
Native Hawaiian or Pacific Islander	*	*	\$19,106	43.8%
Other / Multi-Cultural	358	\$23,076,476	\$64,459	73.2%
White	1,187	\$98,842,577	\$83, 271	73.3%

those with adult children living in the family home in utilizing available services in their community, either generic or RC funded.

- Improve data collection on the specific unmet service needs for those in underserved communities to more effectively develop targeted resources that will meet present and future demand.
- Engagement with service providers to identify service modifications that could improve the accessibility of available programming for underserved population.

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%	*	40.0%	*	0.0%	*	20.0%
Asian	0	3.4%	70	28.3%	21	10.6%	91	16.2%
Black/ Afr. Am.	*	*	280	23.6%	88	7.5%	375	13.6%
Hispanic	*	*	686	29.5%	112	9.3%	805	18.2%
Native Hawaiian or other Pacific Islander	0	0.0%	*	42.9%	*	0.0%	*	27.3%
Other / Multi-Cultural	*	*	229	26.2%	44	12.3%	281	15.6%
White	14	2%	285	27.0%	390	10.5%	424	14.2%

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	6	\$61,903	\$10,317	45.1%

Asian	446	\$6,477,575	\$14,524	65.4%
Black/ Afr. Am.	1,899	\$34,801,173	\$18,326	69.2%
Hispanic	3,547	\$49,205,200	\$13,872	67.5%
Native Hawaiian or Pacific Islander	11	\$143,230	\$13,021	67.8%
Other / Multi-Cultural	1,401	\$17,043,486	\$12,165	64.6%
White	2,089	\$32,128,592	\$15,380	59.8%

ILS/SLS	# of Clients	Total Expenditures	Per Capita Expenditures	% Utilized
American Indian or Alaska Native	3	\$568,890	\$189,630	89.3%
Asian	39	\$2,634,675	\$67,556	87.6%
Black/ Afr. Am.	293	\$24,139,119	\$82,386	89.0%
Hispanic	134	\$9,166,882	\$68,410	85.0%
Native Hawaiian or Pacific Islander	0			
Other / Multi-Cultural	69	\$5,941,345	\$86,106	85.7%
White	418	\$34,843,566	\$83,358	85.4%

Licensed Residential Homes	# of Clients	Total Expenditures	Per Capita Expenditures	% Utilized
American Indian or Alaska Native	0	0	0	0
Asian	31	\$3,063,339	\$98,817	80.3%
Black/ Afr. Am.	154	\$15,876,002	\$103,091	83.8%
Hispanic	108	\$10,746,998	\$99,509	81.4%
Native Hawaiian or Pacific Islander	1	\$14,835	\$14,835	65.4%
Other / Multi-Cultural	38	\$5,061,865	\$133,207	83.7%
White	210	\$27,862,128	\$132,677	82.9%

Measure and Measurement Methodology					Activities
Per capita purchase of service expenditures by individual's primary language (threshold languages identified):					Translation & Interpretation Services <ul style="list-style-type: none"> • Continue to provide individuals served and families translation and interpretation services during IPP/IFSP meetings, assessments and consultations, public meetings, conferences, resource fairs, and other events. • Continue providing contracted translation services for legal documents.
Language	% Utilized	# of Clients	Total Expenditures	Per Capita Expenditures	
English	68.9%	10,424	\$435,081,349	\$28,778	
Spanish	63.7%	1,955	\$66,406,242	\$21,647	

Compliance Measures	State	WRC	Planned Activities
Unqualified independent audit with no material findings 2022	90%	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	100%	Yes	<ul style="list-style-type: none"> • Continue generally accepted accounting principles. • Maintain good business practices.
Operate within OPS budget	100%	Yes	<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%	Yes	<ul style="list-style-type: none"> • Maintain compliance with Medicaid Waiver requirements.
Compliance with Vendor Audit per contract Article III Section 10	86%	Yes	<ul style="list-style-type: none"> • Maintain compliance with contract.
Individuals with current CDER or ESR	96%	98%	<ul style="list-style-type: none"> • Continue to provide timely completion of CDER and ESR reports.
Intake/Assessment and IFSP timelines (0-2)	*	69%	<ul style="list-style-type: none"> • Development of Early Childhood case management units to assist in support of children deemed provisionally eligible and reduce workload on Early Start team. Continued recruitment of qualified personnel to assume available Early Childhood and Early Start positions. Subsequent review by DDS near end of fiscal year indicated that performance in this domain had been increased to 100%, but supporting documentation not received as of this date.
Intake/Assessment timelines, clients 3 and above	83%	96%	<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)	99%	97%	<ul style="list-style-type: none"> • Increase compliance with all requirements of the Welfare and Institutions Code for timely completion and distribution of IPPs for those receiving services. This will occur through continued efforts to reduce caseload ratios and training of Service Coordinators and management staff on statutory requirements under the Lanterman Act and Federal HCBS waiver.
IFSP Development (Title 17 requirements)	89%	92%	<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.