

Purchase of Service (POS) Public Meetings

Virtual Presentation in Spanish: March 25, 2026, 5:30pm – 7:30pm

In-person Presentation in English: April 2, 2026, 10:00am – 12:00pm

Presenters

Pablo Ibañez, Director of Client Services

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Michael McAllister, Associate Director, Client Services

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Candace Hein, Associate Director, Client Services

CandaceH@Westsiderc.org

Rosalinda Mata, Equity and Cultural Diversity Specialist

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Agenda

- Mission Statement
- About the People We Support
- Service Reports for Fiscal Year 2024-2025
- Efforts to Increase Community Engagement and Access
- Community Feedback

Mission Statement

It is Westside Regional Center's mission to support people with developmental disabilities, their families, and communities of choice by facilitating access to person-centered, culturally responsive services and resources.

About the People We Support

Purchase of Service (POS) Data

Westside Regional Center (WRC) presents the following data as required by the Lanterman Act (Welfare & Institutions Code, Section 4519.5).

Report for Fiscal Year 2024 – 2025 is on our website, under Transparency:

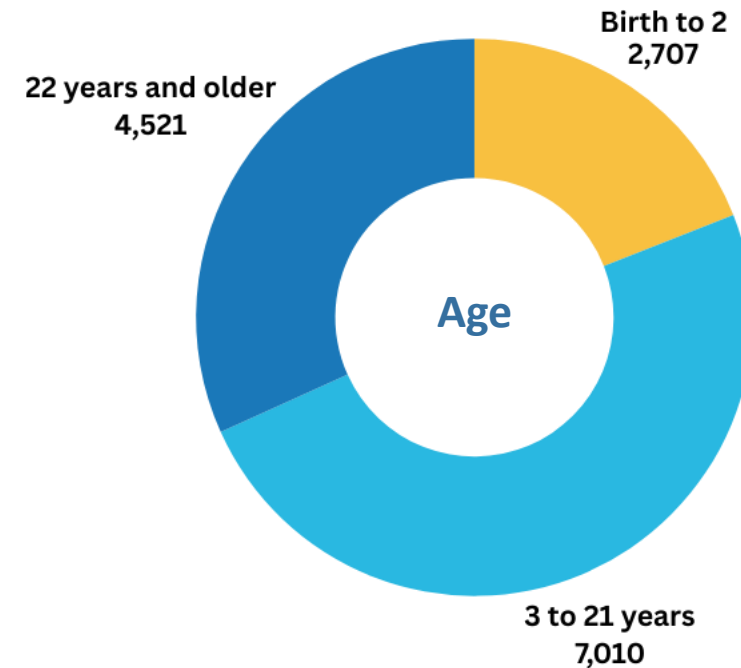
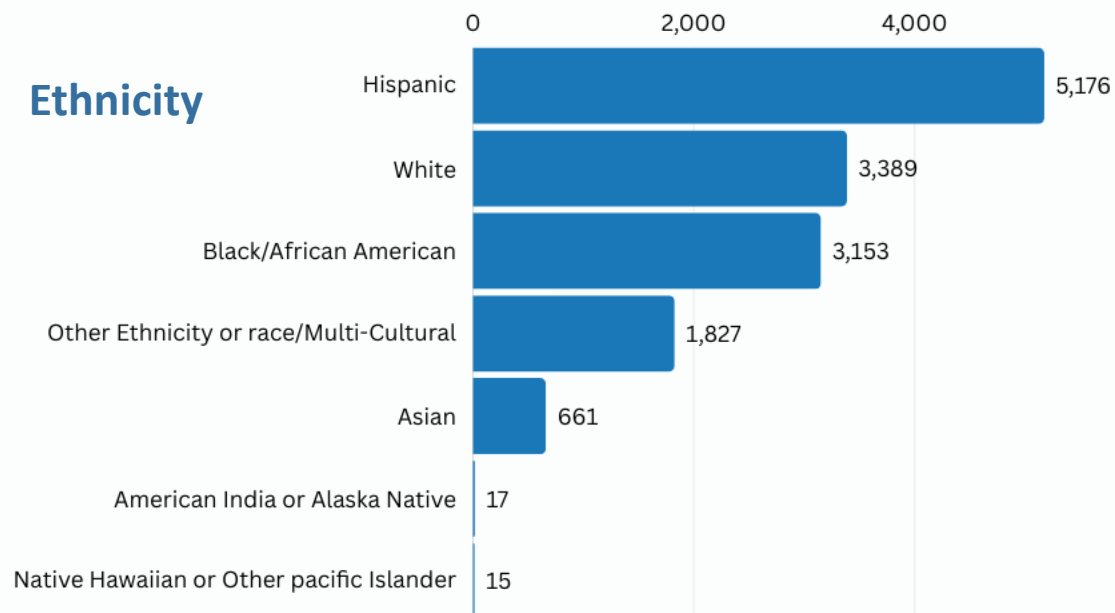
https://westsiderc.org/wp-content/uploads/2025/12/WRC_2025AnnualPOSReport_deid-adobe.pdf

People Supported by WRC in Fiscal Year 2024-2025

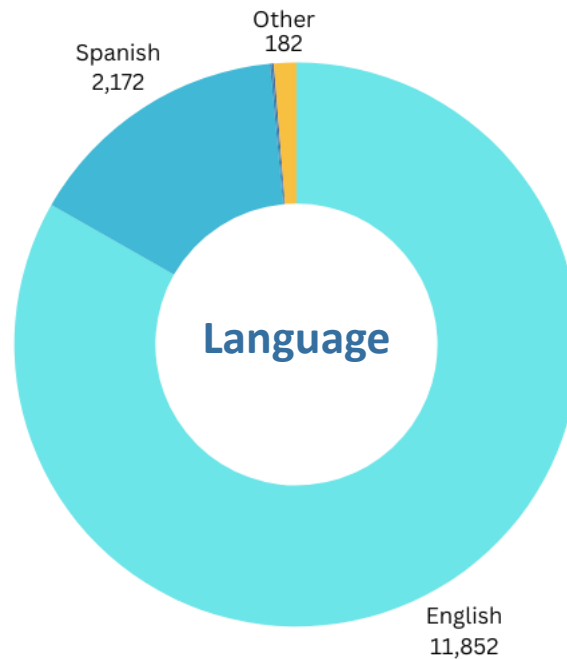
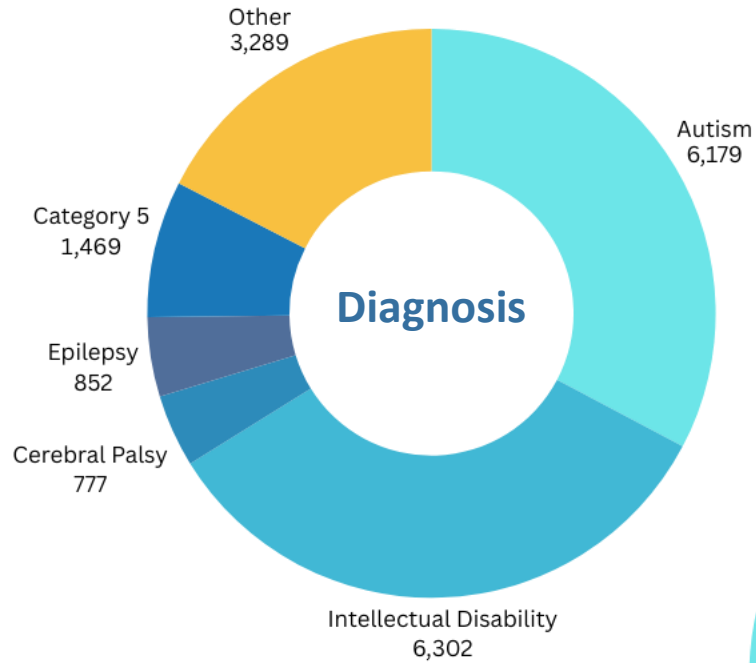
Total Number of People Supported

14,238

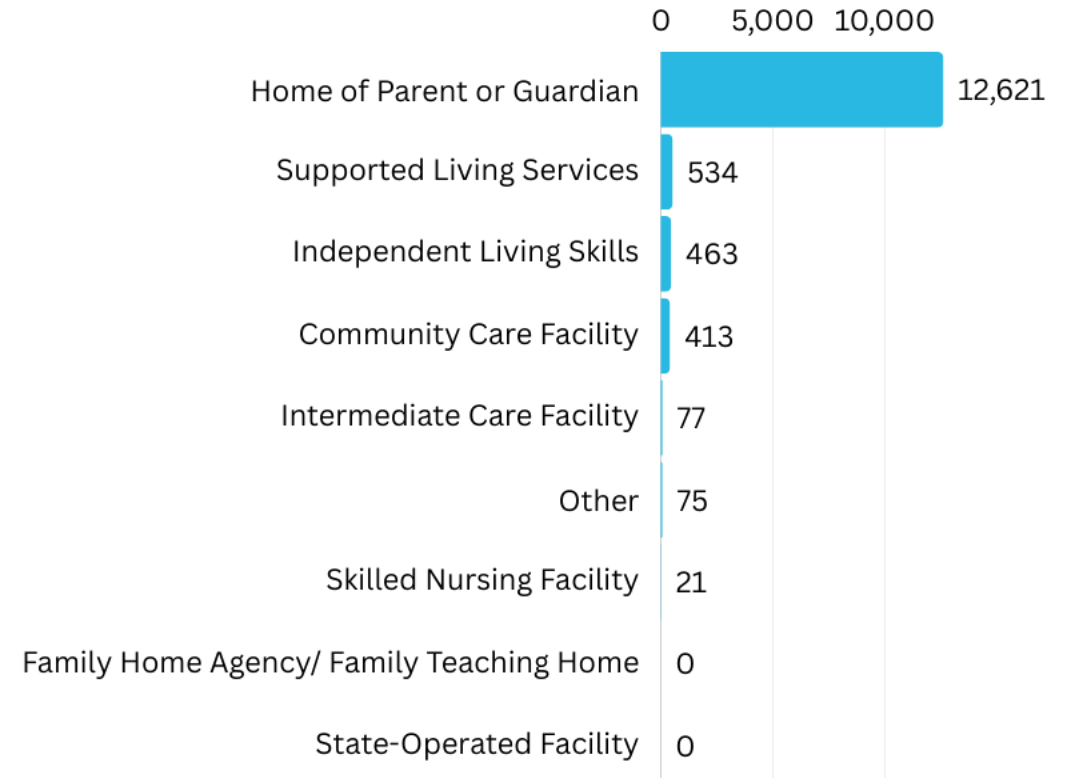
Ethnicity



People Supported by WRC in Fiscal Year 2024-2025



Residence Type



Service Reports for Fiscal Year 2024 - 2025

Definitions of Terms

Fiscal Year (FY)

- a 12-month reporting period from July 1 to June 30

Purchase of Service (POS)

- money that WRC pays for services that people receive

Per Capita Expenditures

- the average amount of money spent per person on services

Per Capita Authorized Services

- the average amount of money approved to be spent per person on services

Privacy Protection (De-Identification Guidelines)

- to protect people's privacy, small numbers (from 1 to 10) are not shown (marked with *)
- some related numbers are also hidden so that no one can be identified (marked with **)

Utilization

- the percentage of approved services that were used and paid for

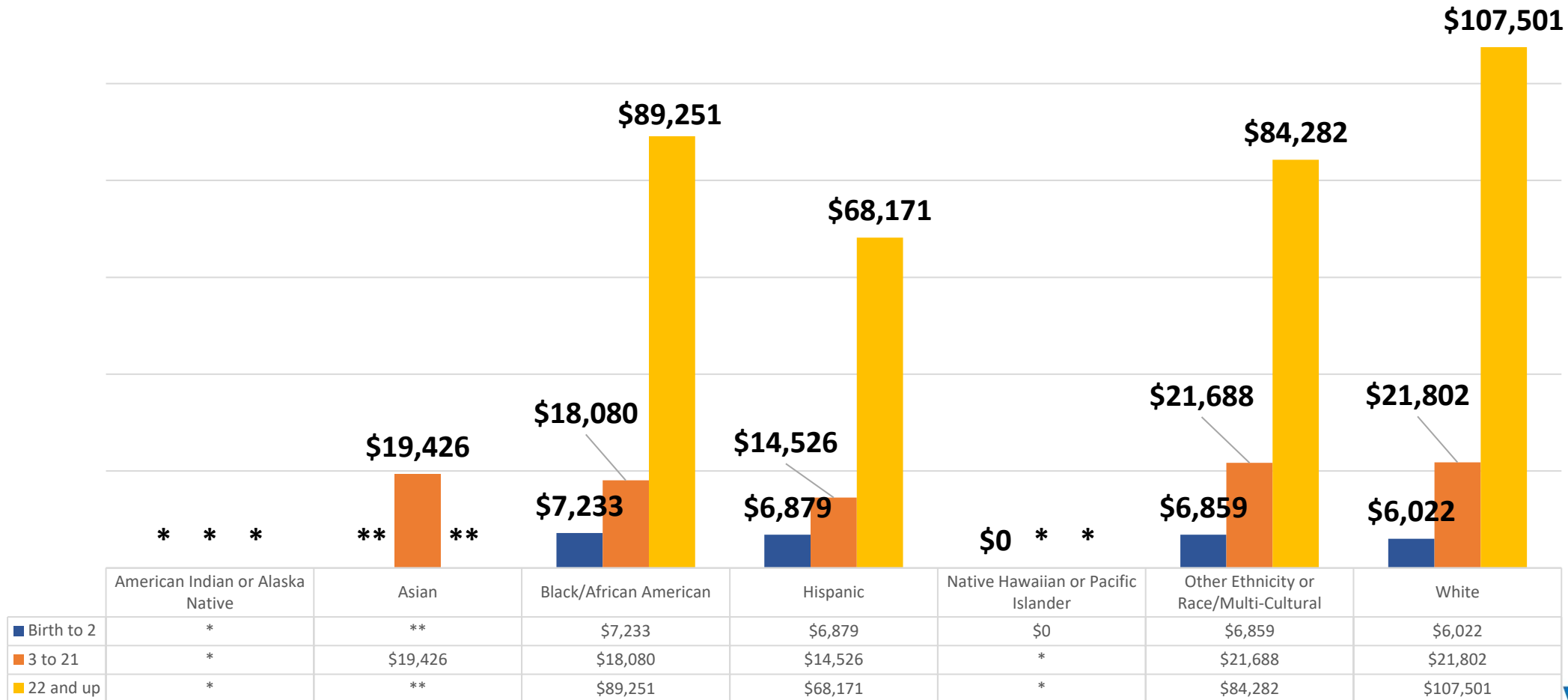
Threshold Language

- a language spoken by at least 5% of individuals receiving services (English and Spanish for WRC)

Dollar Amount of Services per Person by Ethnicity

Race/Ethnicity	Number of Individuals	Per Capita Expenditures	Per Capita Authorized Services	Percent Utilized
American Indian or Alaska Native	17	\$53,581	\$64,076	83.6%
Asian	661	\$35,295	\$59,508	59.3%
Black/African American	3,153	\$45,807	\$69,271	66.1%
Hispanic	5,176	\$27,039	\$42,783	63.2%
Native Hawaiian or Other Pacific Islander	15	\$15,407	\$27,121	56.8%
Other Ethnicity or Race/Multi-Cultural	1,827	\$31,713	\$53,841	58.9%
White	3,389	\$49,873	\$82,737	60.3%
Total	14,238	\$37,632	\$60,363	62.3%

Dollar Amount Spent per Person by Age and Ethnicity

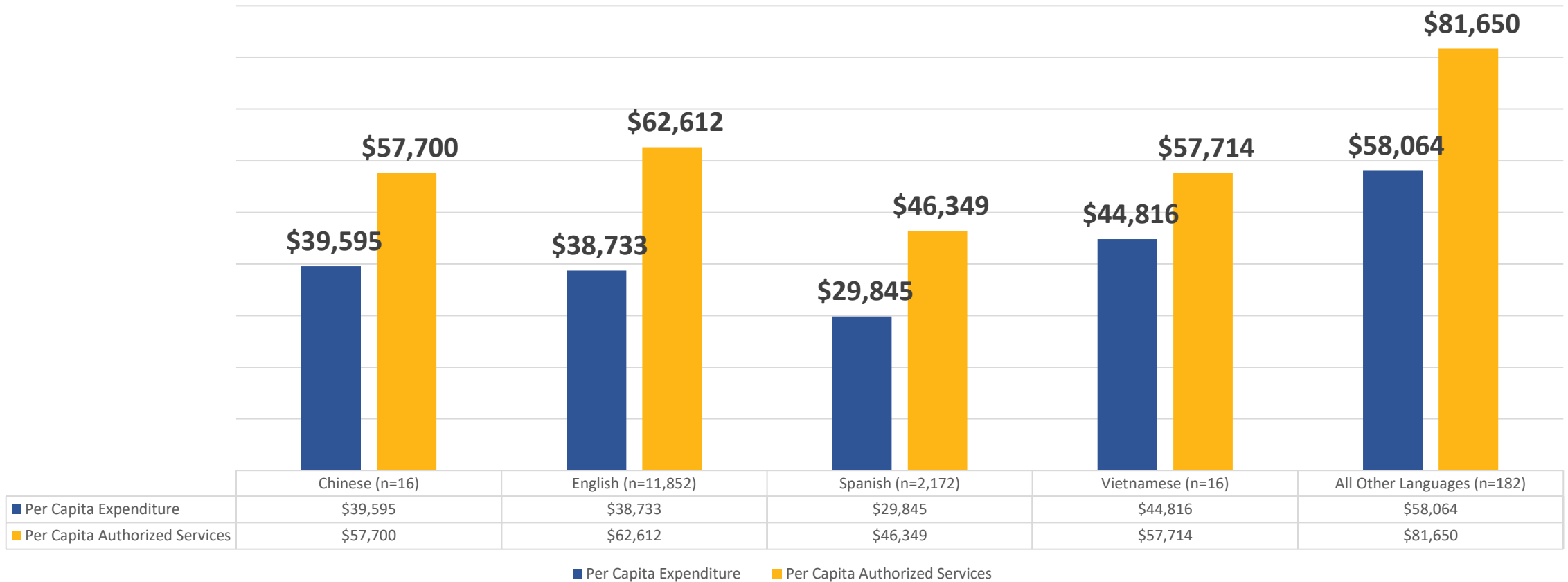


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Total Individuals: 14,238



Dollar Amount of Services per Person by Language

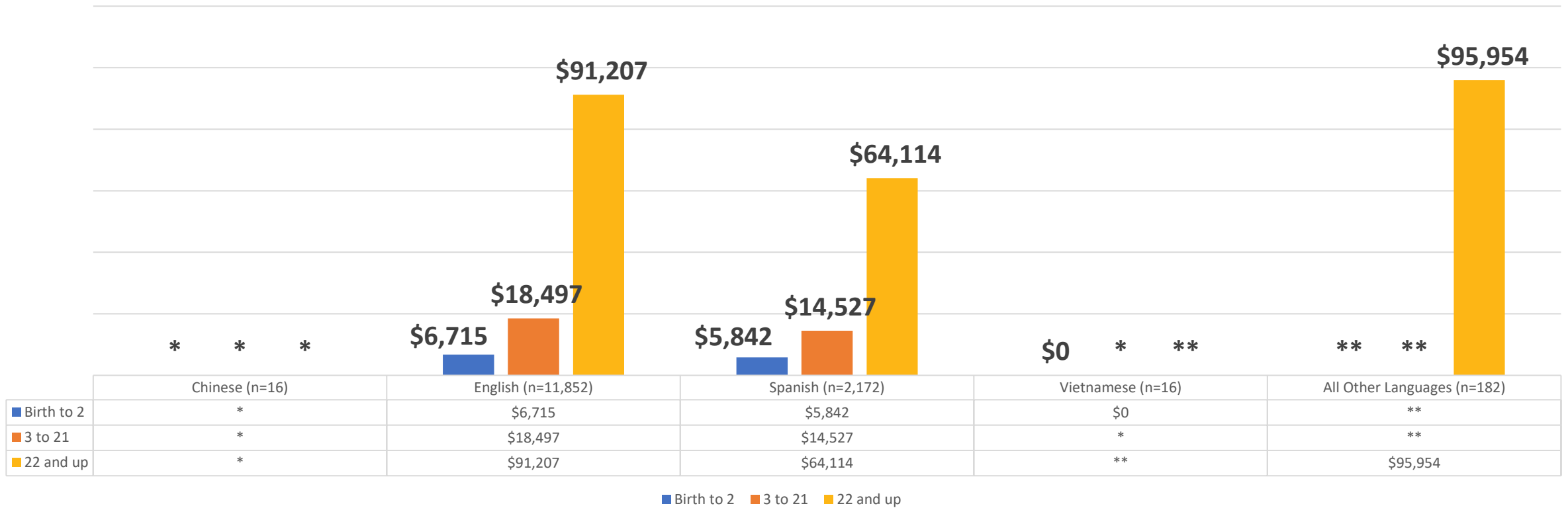


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Total Individuals: 14,238



Dollar Amount Spent per Person by Age and Language

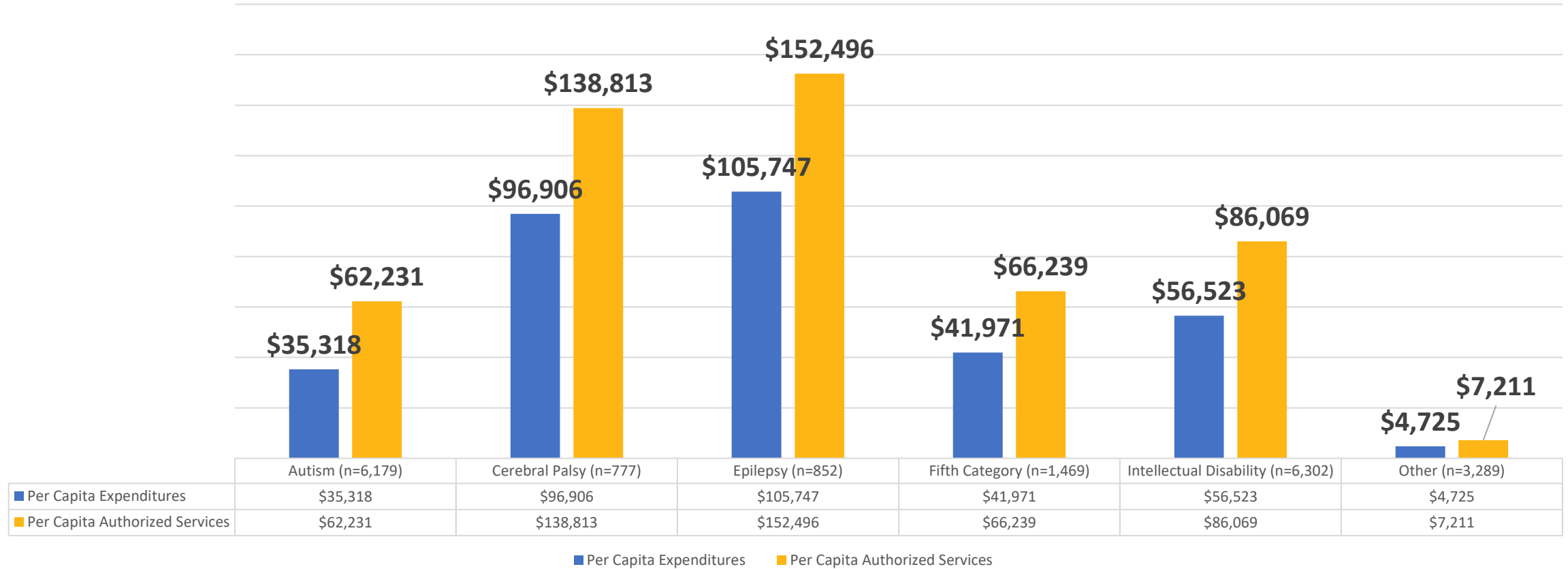


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Total Individuals: 14,238



Dollar Amount of Services per Person by Diagnosis

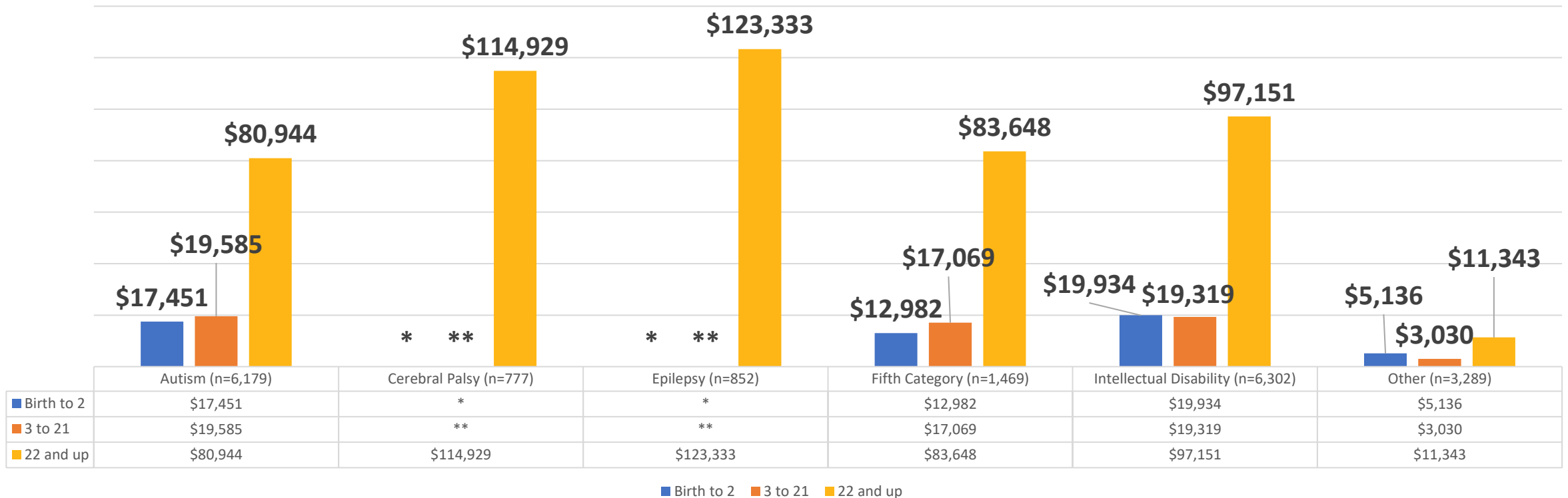


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Total Individuals: 14,238



Dollar Amount Spent per Person by Age and Diagnosis

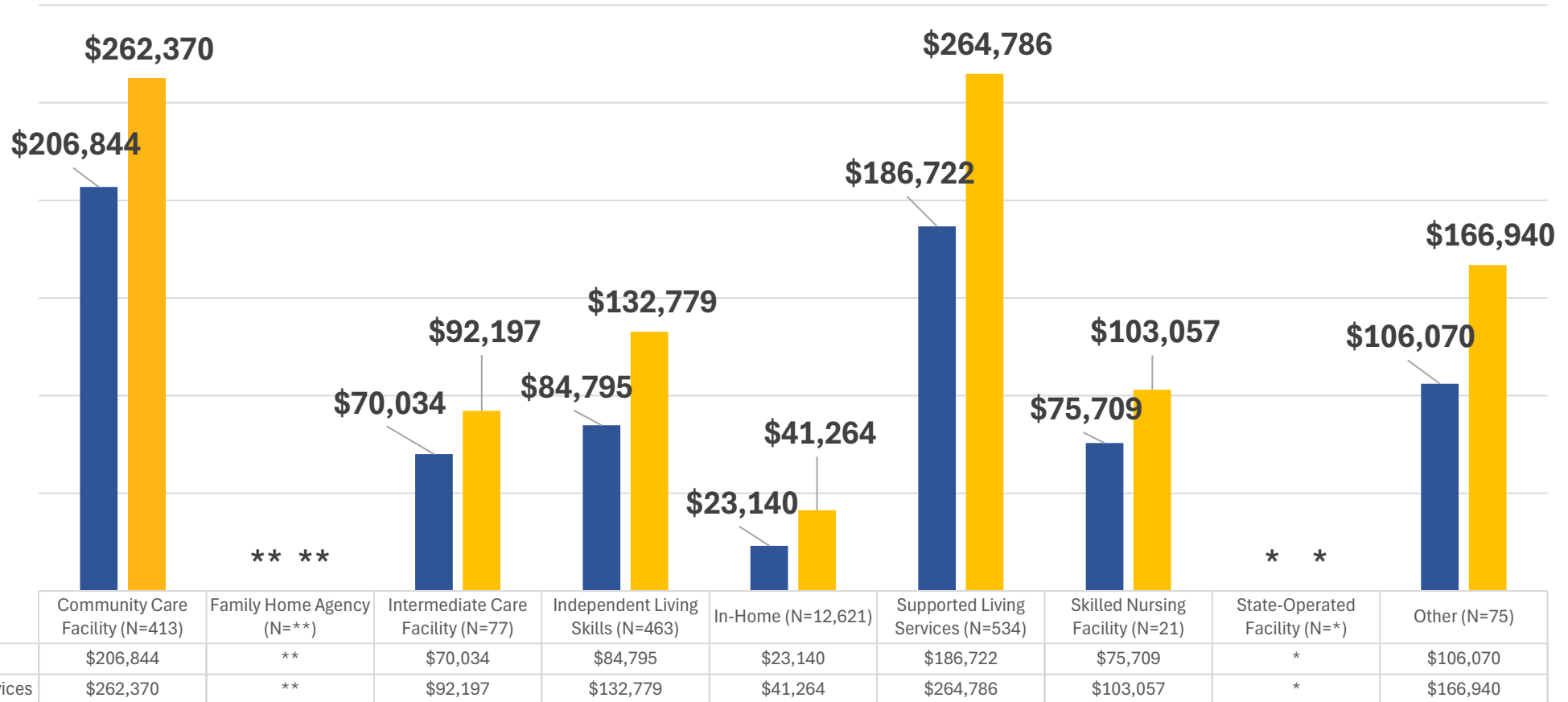


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Total Individuals: 14,238



Dollar Amount of Services Per Person by Types of Residence



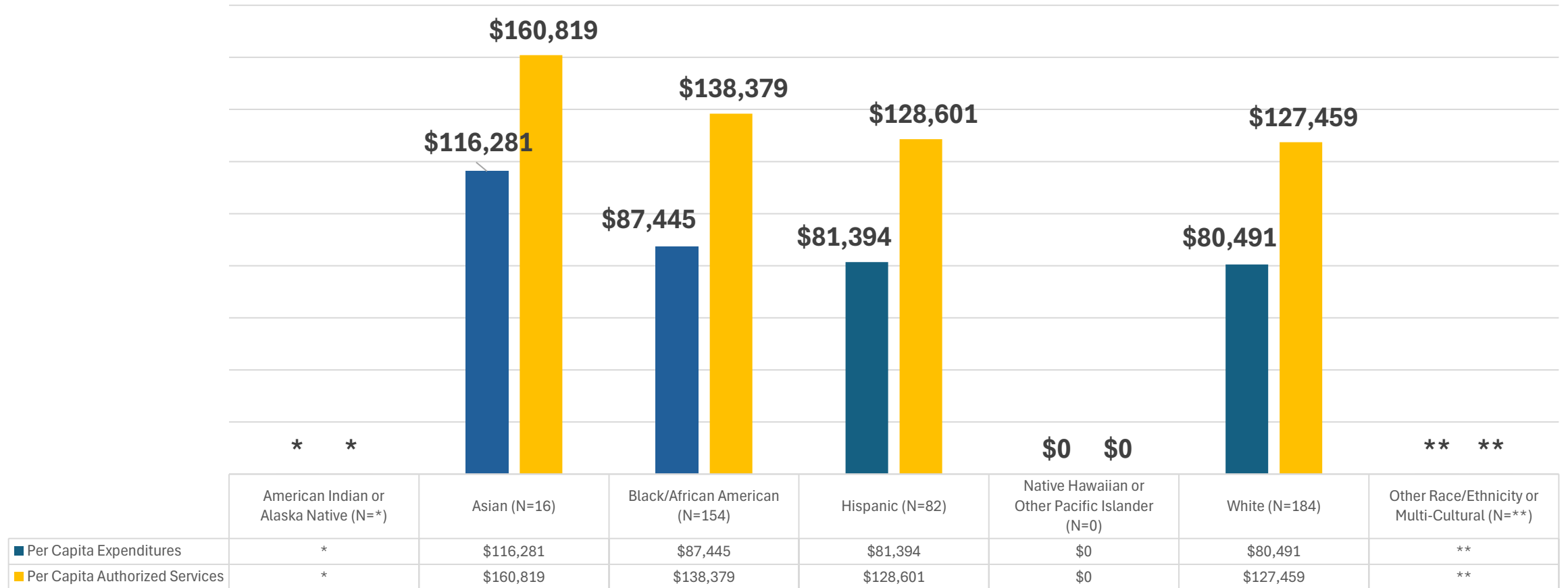
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Total Individuals: 14,238



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

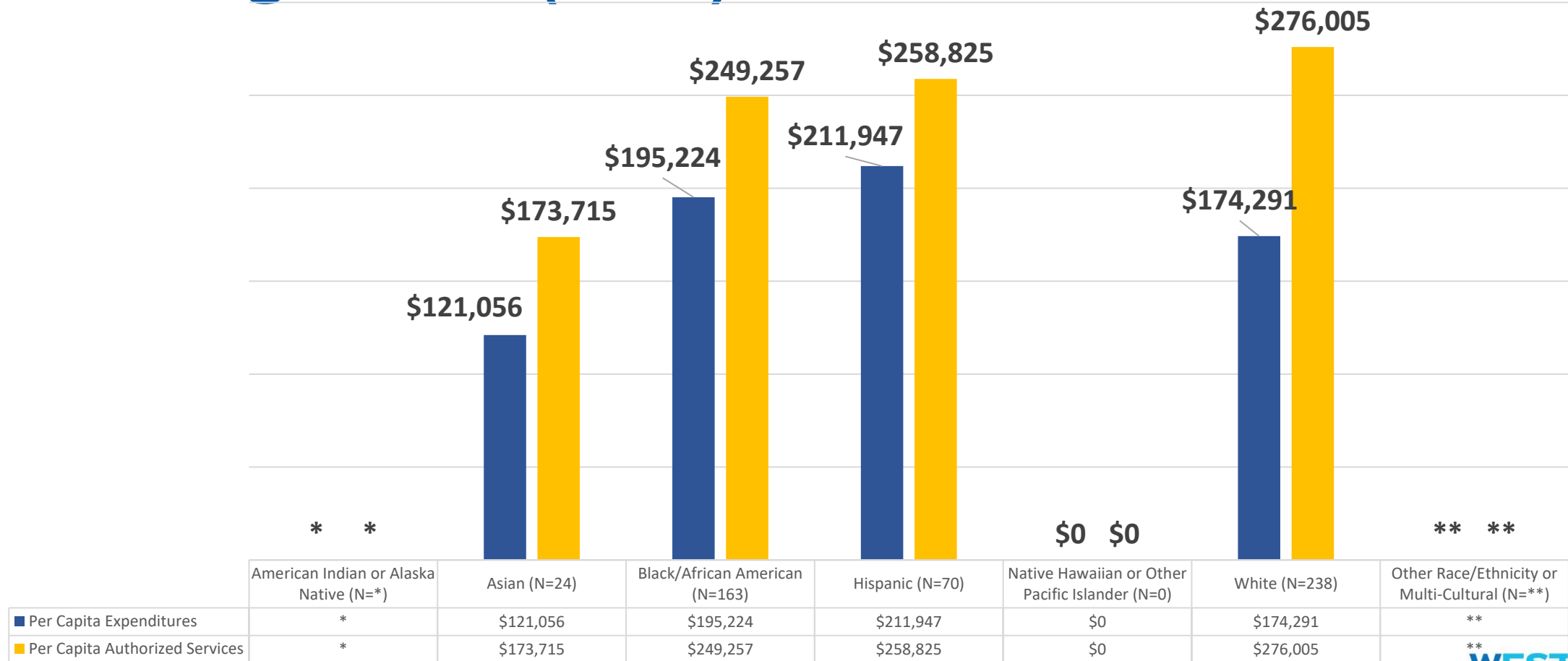


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Total Individuals: 463

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

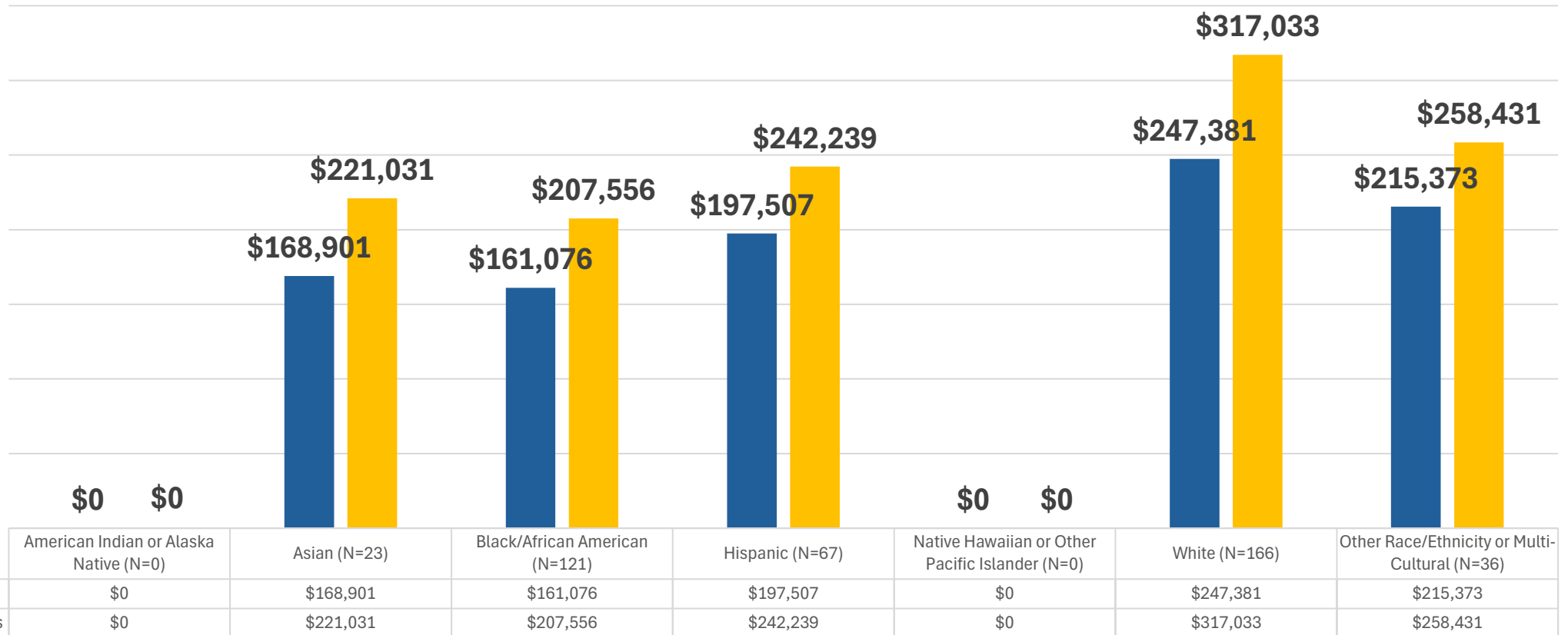


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Total Individuals: 534



Dollar Amount of Services per Person by Ethnicity and Residence Type: Community Care Facility (CFS)

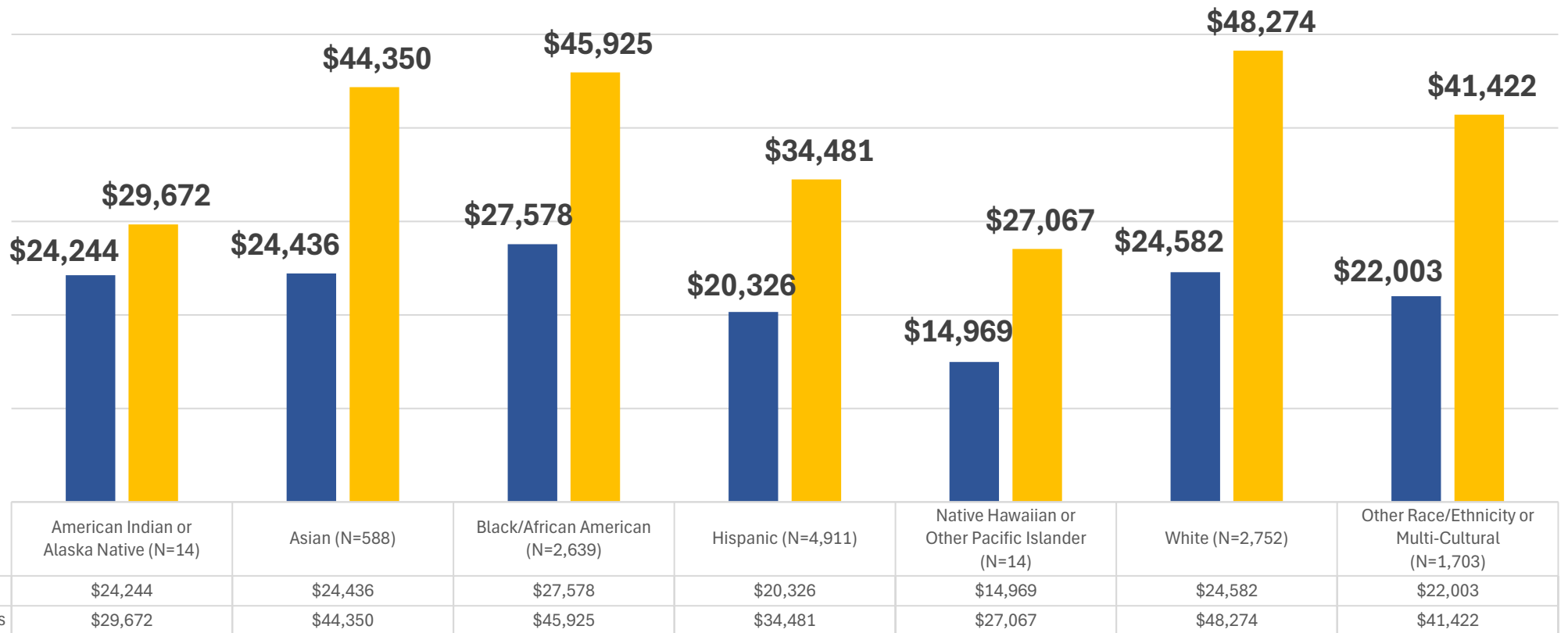


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Total Individuals: 413



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



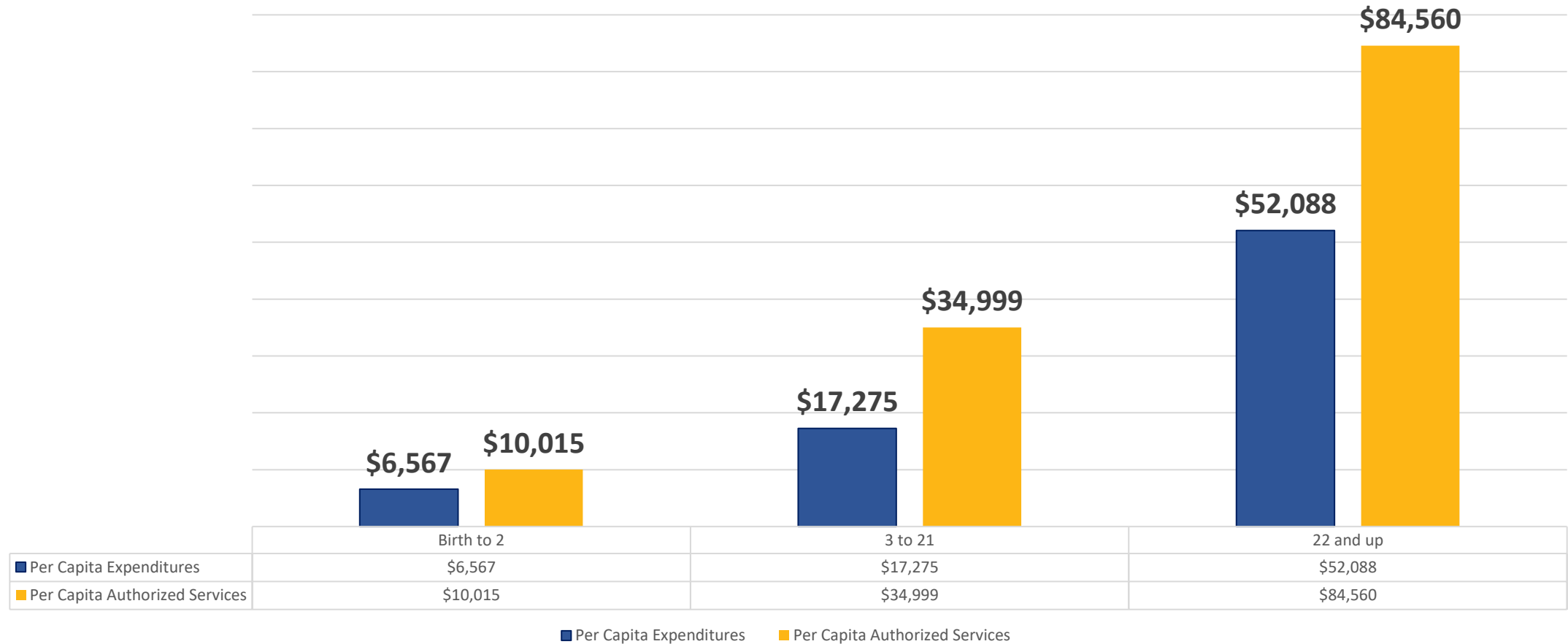
* To protect privacy, small numbers (one to ten) are not shown

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Total Individuals: 12,621



Dollar Amount of Services per Person by Age and Residence Type: In-Home

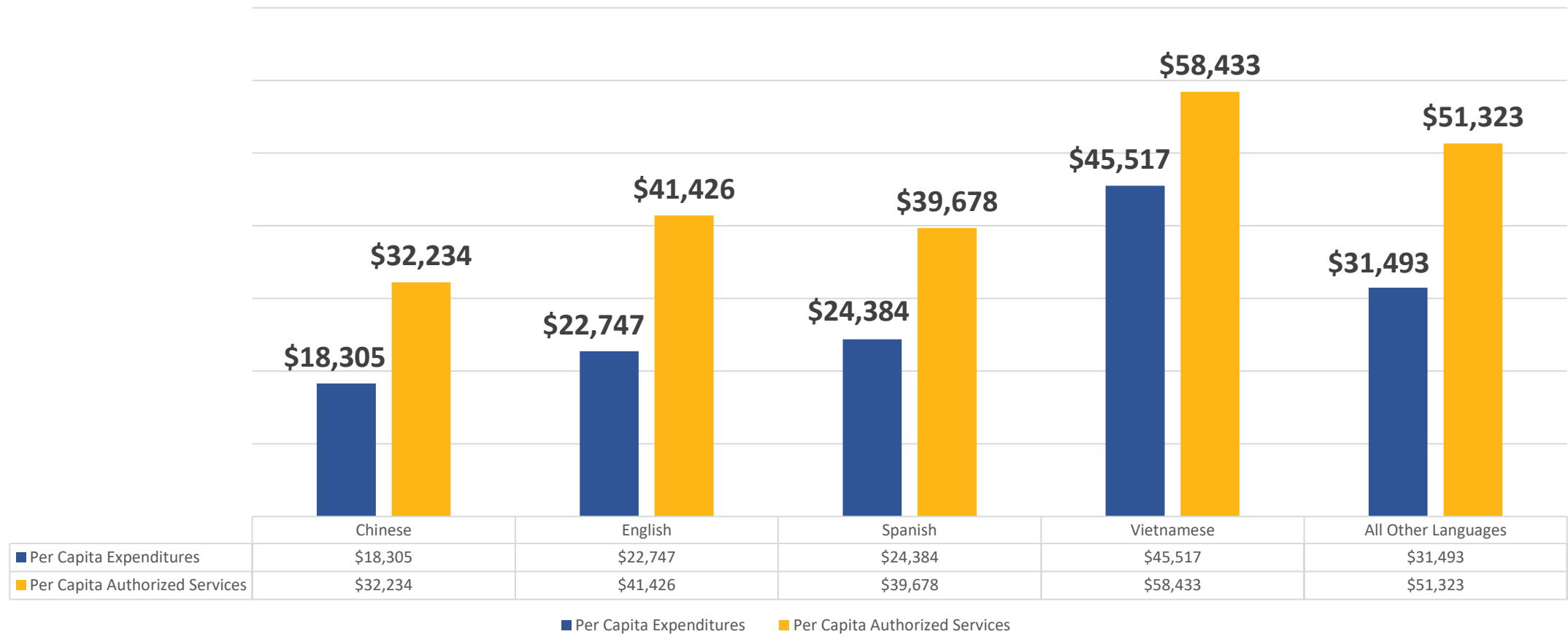


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Total Individuals: 12,621



Dollar Amount of Services per Person by Language and Residence Type: In-Home



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Total Individuals: 12,621



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

Examples: sports club, special Olympics, participant-directed community activities, social recreation program, and creative arts program

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	**	**	**	**	**	48.3%
Black/African American	313	\$ 1,095,441	\$ 2,382,390	\$ 3,500	\$ 7,611	46.0%
Hispanic	481	\$ 1,502,667	\$ 3,550,490	\$ 3,124	\$ 7,381	42.3%
Native Hawaiian or Other Pacific Islander	*	*	*	*	*	68.9%
White	421	\$ 2,089,616	\$ 4,323,083	\$ 4,963	\$ 10,269	48.3%
Other Race/Ethnicity or Multi-Cultural	246	\$ 869,364	\$ 1,718,778	\$ 3,534	\$ 6,987	50.6%
Total	1,551	\$ 5,902,579	\$ 12,688,751	\$ 3,806	\$ 8,181	46.5%

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	**	**	**	**	**	46.5%
Black/African American	218	\$ 503,927	\$ 1,182,509	\$ 2,312	\$ 5,424	42.6%
Hispanic	409	\$ 1,044,227	\$ 2,629,238	\$ 2,553	\$ 6,428	39.7%
Native Hawaiian or Other Pacific Islander	*	*	*	*	*	68.9%
White	274	\$ 1,046,570	\$ 2,243,753	\$ 3,820	\$ 8,189	46.6%
Other Race/Ethnicity or Multi-Cultural	216	\$ 634,759	\$ 1,400,736	\$ 2,939	\$ 6,485	45.3%
Total	1,187	\$ 3,462,501	\$ 7,956,319	\$ 2,917	\$ 6,703	43.5%

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Dollar Amount of Services by Ethnicity for Camping Services by Age

Examples: day camps and overnight camps and associated travel services

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	**	**	**	**	**	39.7%
Black/African American	106	\$ 337,550	\$ 954,707	\$ 3,184	\$ 9,007	35.4%
Hispanic	81	\$ 208,107	\$ 619,427	\$ 2,569	\$ 7,647	33.6%
Native Hawaiian or Other Pacific Islander	*	*	*	*	*	100.0%
White	105	\$ 475,545	\$ 1,163,836	\$ 4,529	\$ 11,084	40.9%
Other Race/Ethnicity or Multi-Cultural	79	\$ 309,006	\$ 649,836	\$ 3,911	\$ 8,226	47.6%
Total	395	\$ 1,423,227	\$ 3,620,875	\$ 3,603	\$ 9,167	39.3%

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	**	**	**	**	**	36.6%
Black/African American	94	\$ 313,181	\$ 889,408	\$ 3,332	\$ 9,462	35.2%
Hispanic	**	**	**	**	**	32.0%
Native Hawaiian or Other Pacific Islander	*	*	*	*	*	100.0%
White	92	\$ 430,654	\$ 1,056,638	\$ 4,681	\$ 11,485	40.8%
Other Race/Ethnicity or Multi-Cultural	**	**	**	**	**	43.4%
Total	350	\$ 1,243,472	\$ 3,282,639	\$ 3,553	\$ 9,379	37.9%

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Dollar Amount of Services by Ethnicity and Age for Educational Services

Educational Services (only applicable to ages 3 to 17 years old): school for the deaf-blind, tutor services, public school early intervention program, educational psychologist, teacher, teacher's aide, teacher of special education, tutor, educational services

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	**	**	**	**	**	74.6%
Black/African American	135	\$ 853,637	\$ 1,573,731	\$ 6,323	\$ 11,657	54.2%
Hispanic	231	\$ 1,673,366	\$ 2,831,977	\$ 7,244	\$ 12,260	59.1%
Native Hawaiian or Other Pacific Islander	*	*	*	*	*	63.5%
White	112	\$ 662,592	\$ 1,315,004	\$ 5,916	\$ 11,741	50.4%
Other Race/Ethnicity or Multi-Cultural	102	\$ 636,026	\$ 1,072,510	\$ 6,236	\$ 10,515	59.3%
Total	620	\$ 4,238,290	\$ 7,347,182	\$ 6,836	\$ 11,850	57.7%

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	**	**	**	**	**	74.6%
Black/African American	135	\$ 853,637	\$ 1,573,731	\$ 6,323	\$ 11,657	54.2%
Hispanic	231	\$ 1,673,366	\$ 2,831,977	\$ 7,244	\$ 12,260	59.1%
Native Hawaiian or Other Pacific Islander	*	*	*	*	*	63.5%
White	112	\$ 662,592	\$ 1,315,004	\$ 5,916	\$ 11,741	50.4%
Other Race/Ethnicity or Multi-Cultural	102	\$ 636,026	\$ 1,072,510	\$ 6,236	\$ 10,515	59.3%
Total	620	\$ 4,238,290	\$ 7,347,182	\$ 6,836	\$ 11,850	57.7%

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

Examples: specialized recreation therapy, art therapist, dance therapist, music therapist and recreation therapist

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	12	\$ 37,194	\$ 71,180	\$ 3,099	\$ 5,932	52.3%
Black/African American	15	\$ 29,150	\$ 75,285	\$ 1,943	\$ 5,019	38.7%
Hispanic	41	\$ 49,450	\$ 134,665	\$ 1,206	\$ 3,285	36.7%
Native Hawaiian or Other Pacific Islander	0	\$ 0	\$ 0	\$ 0	\$ 0	0.0%
White	45	\$ 103,255	\$ 202,066	\$ 2,295	\$ 4,490	51.1%
Other Race/Ethnicity or Multi-Cultural	33	\$ 67,435	\$ 129,182	\$ 2,043	\$ 3,915	52.2%
Total	146	\$ 286,484	\$ 612,379	\$ 1,962	\$ 4,194	46.8%

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	*	*	*	*	*	52.8%
Black/African American	**	**	**	**	**	39.0%
Hispanic	**	**	**	**	**	32.9%
Native Hawaiian or Other Pacific Islander	0	\$ 0	\$ 0	\$ 0	\$ 0	0.0%
White	39	\$ 84,310	\$ 171,416	\$ 2,162	\$ 4,395	49.2%
Other Race/Ethnicity or Multi-Cultural	31	\$ 67,330	\$ 128,050	\$ 2,172	\$ 4,131	52.6%
Total	130	\$ 242,530	\$ 533,942	\$ 1,866	\$ 4,107	45.4%

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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	36	\$ 116,353	\$ 350,170	\$ 3,232	\$ 9,727	33.2%
Black/African American	85	\$ 166,561	\$ 642,074	\$ 1,960	\$ 7,554	25.9%
Hispanic	154	\$ 348,062	\$ 1,226,991	\$ 2,260	\$ 7,967	28.4%
Native Hawaiian or Other Pacific Islander	0	\$ 0	\$ 0	\$ 0	\$ 0	0.0%
White	134	\$ 460,053	\$ 1,069,336	\$ 3,433	\$ 7,980	43.0%
Other Race/Ethnicity or Multi-Cultural	91	\$ 182,519	\$ 652,974	\$ 2,006	\$ 7,176	28.0%
Total	500	\$ 1,273,548	\$ 3,941,544	\$ 2,547	\$ 7,883	32.3%

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	**	**	**	**	**	30.1%
Black/African American	59	\$ 79,477	\$ 399,696	\$ 1,347	\$ 6,775	19.9%
Hispanic	118	\$ 232,548	\$ 836,253	\$ 1,971	\$ 7,087	27.8%
Native Hawaiian or Other Pacific Islander	0	\$ 0	\$ 0	\$ 0	\$ 0	0.0%
White	103	\$ 330,463	\$ 803,986	\$ 3,208	\$ 7,806	41.1%
Other Race/Ethnicity or Multi-Cultural	**	**	**	**	**	29.2%
Total	393	\$ 913,731	\$ 2,958,610	\$ 2,325	\$ 7,528	30.9%

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Dollar Amount of Services for 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	*	*	*	*	*	81.7%
English	1,374	\$ 5,207,732	\$ 11,113,577	\$ 3,790	\$ 8,088	46.9%
Spanish	165	\$ 676,330	\$ 1,538,847	\$ 4,099	\$ 9,326	44.0%
Vietnamese	0	\$ 0	\$ 0	\$ 0	\$ 0	0.0%
All Other Languages	**	**	**	**	**	48.5%
Total	1,551	\$ 5,902,579	\$ 12,688,751	\$ 3,806	\$ 8,181	46.5%

For age 3 years to 21 years, inclusive

	Individuals Count	Total Expenditures	Total Authorized Services	Per Capita Expenditures	Per Capita Authorized Services	Utilized
Chinese	*	*	*	*	*	81.7%
English	1,057	\$ 3,116,316	\$ 7,084,495	\$ 2,948	\$ 6,702	44.0%
Spanish	123	\$ 332,807	\$ 844,684	\$ 2,706	\$ 6,867	39.4%
Vietnamese	0	\$ 0	\$ 0	\$ 0	\$ 0	0.0%
All Other Languages	*	*	*	*	*	45.7%
Total	1,187	\$ 3,462,501	\$ 7,956,319	\$ 2,917	\$ 6,703	43.5%

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Dollar Amount of Services for Camping 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	365	\$ 1,327,450	\$ 3,309,868	\$ 3,637	\$ 9,068	40.1%
Spanish	**	**	**	**	**	25.4%
Vietnamese	0	\$ 0	\$ 0	\$ 0	\$ 0	0.0%
All Other Languages	*	*	*	*	*	52.8%
Total	395	\$ 1,423,227	\$ 3,620,875	\$ 3,603	\$ 9,167	39.3%

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	327	\$ 1,174,821	\$ 2,997,939	\$ 3,593	\$ 9,168	39.2%
Spanish	**	**	**	**	**	20.9%
Vietnamese	0	\$ 0	\$ 0	\$ 0	\$ 0	0.0%
All Other Languages	*	*	*	*	*	39.2%
Total	350	\$ 1,243,472	\$ 3,282,639	\$ 3,553	\$ 9,379	37.9%

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Dollar Amount of Services for Educational 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	502	\$ 3,319,280	\$ 5,942,545	\$ 6,612	\$ 11,838	55.9%
Spanish	**	**	**	**	**	65.3%
Vietnamese	0	\$ 0	\$ 0	\$ 0	\$ 0	0.0%
All Other Languages	*	*	*	*	*	67.0%
Total	620	\$ 4,238,290	\$ 7,347,182	\$ 6,836	\$ 11,850	57.7%

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	502	\$ 3,319,280	\$ 5,942,545	\$ 6,612	\$ 11,838	55.9%
Spanish	**	**	**	**	**	65.3%
Vietnamese	0	\$ 0	\$ 0	\$ 0	\$ 0	0.0%
All Other Languages	*	*	*	*	*	67.0%
Total	620	\$ 4,238,290	\$ 7,347,182	\$ 6,836	\$ 11,850	57.7%

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Dollar Amount of Services for Non-Medical 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	132	\$ 269,984	\$ 566,289	\$ 2,045	\$ 4,290	47.7%
Spanish	14	\$ 16,500	\$ 46,090	\$ 1,179	\$ 3,292	35.8%
Vietnamese	0	\$ 0	\$ 0	\$ 0	\$ 0	0.0%
All Other Languages	0	\$ 0	\$ 0	\$ 0	\$ 0	0.0%
Total	146	\$ 286,484	\$ 612,379	\$ 1,962	\$ 4,194	46.8%

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	**	**	**	**	**	46.6%
Spanish	**	**	**	**	**	28.9%
Vietnamese	0	\$ 0	\$ 0	\$ 0	\$ 0	0.0%
All Other Languages	0	\$ 0	\$ 0	\$ 0	\$ 0	0.0%
Total	130	\$ 242,530	\$ 533,942	\$ 1,866	\$ 4,107	45.4%

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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	437	\$ 1,053,719	\$ 3,260,472	\$ 2,411	\$ 7,461	32.3%
Spanish	**	**	**	**	**	32.4%
Vietnamese	0	\$ 0	\$ 0	\$ 0	\$ 0	0.0%
All Other Languages	*	*	*	*	*	30.2%
Total	500	\$ 1,273,548	\$ 3,941,544	\$ 2,547	\$ 7,883	32.3%

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	351	\$ 788,065	\$ 2,560,143	\$ 2,245	\$ 7,294	30.8%
Spanish	**	**	**	**	**	31.7%
Vietnamese	0	\$ 0	\$ 0	\$ 0	\$ 0	0.0%
All Other Languages	*	*	*	*	*	29.7%
Total	393	\$ 913,731	\$ 2,958,610	\$ 2,325	\$ 7,528	30.9%

* To protect privacy, small numbers (one to ten) are not shown

** Some related numbers are also hidden so that no one can be identified

Number of Times a Written IPP was Provided More than 45 Days after Request (threshold languages)

All ages

	Individuals Count	IPP Translation Requests	Requests Not Completed within 45 Days	Percent of Requests Not Completed within 45 Days
Chinese	16	0	0	0.0%
English	11,852	**	*	37.5%
Spanish	2,172	**	**	38.6%
Vietnamese	16	0	0	0.0%
All Other Languages	182	0	0	0.0%
Total	14,238	182	70	38.5%

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Number of Times a Written IPP was Provided More than 60 days after Request (non-threshold languages)

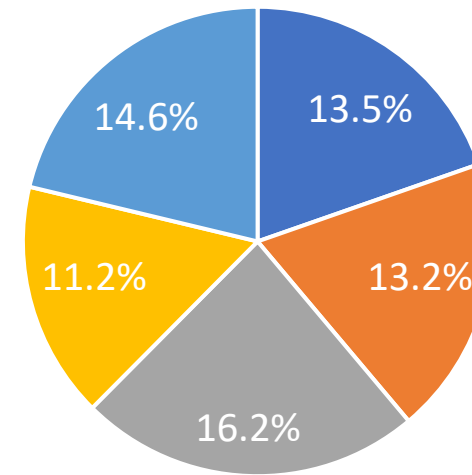
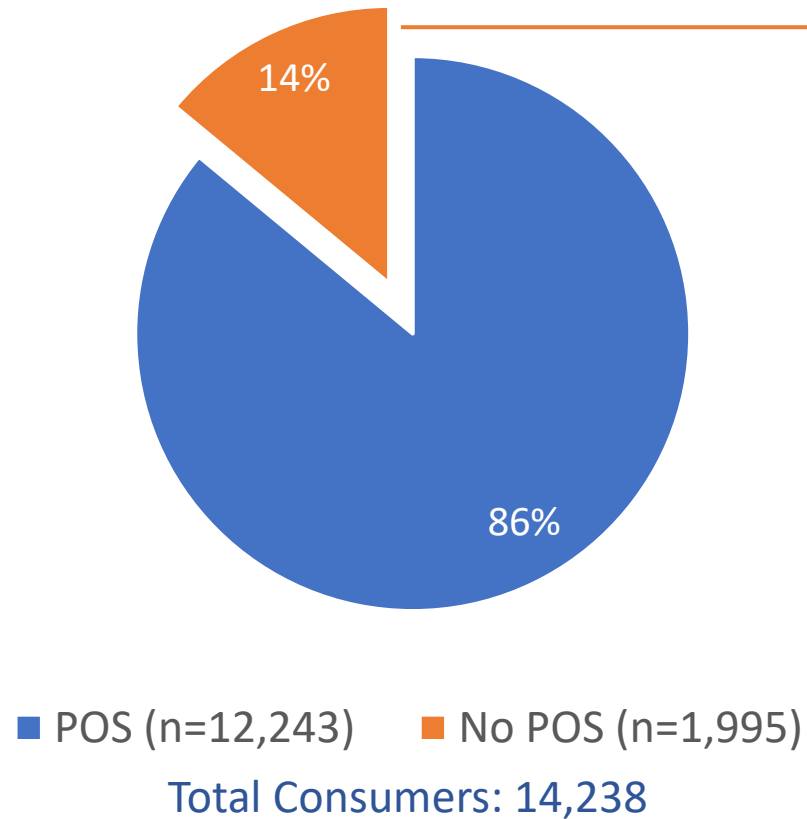
All ages

	Individuals Count	IPP Translation Requests	Requests Not Completed within 60 Days	Percent of Requests Not Completed within 60 Days
Chinese	16	0	0	0.0%
English	11,852	*	*	33.3%
Spanish	2,172	0	0	0.0%
Vietnamese	16	0	0	0.0%
All Other Languages	182	*	0	0.0%
Total	14,238	*	*	20.0%

* To protect privacy, small numbers (one to ten) are not shown

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

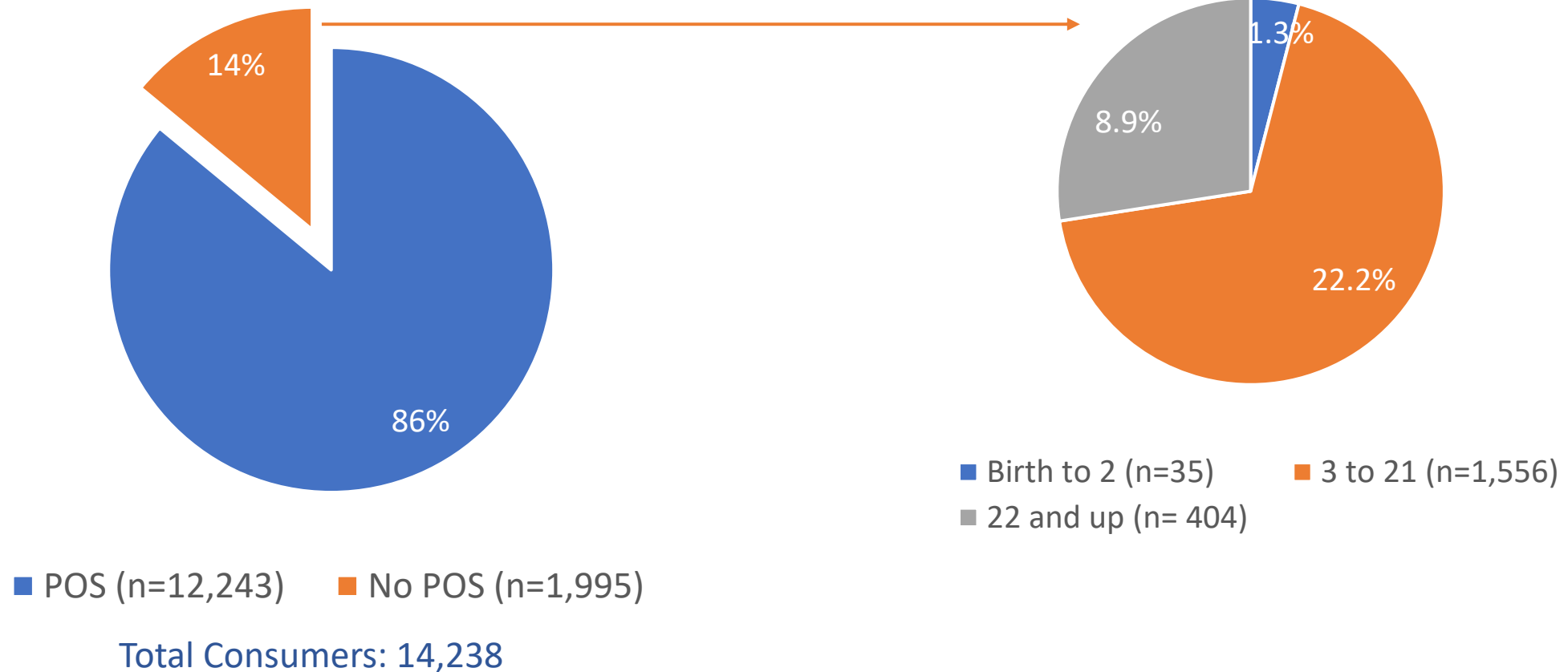


- Asian (n=89)
- Black / African American (n=417)
- Hispanic (n=840)
- White (n=378)
- Other Race/Ethnicity or Multi-Cultural (n=266)

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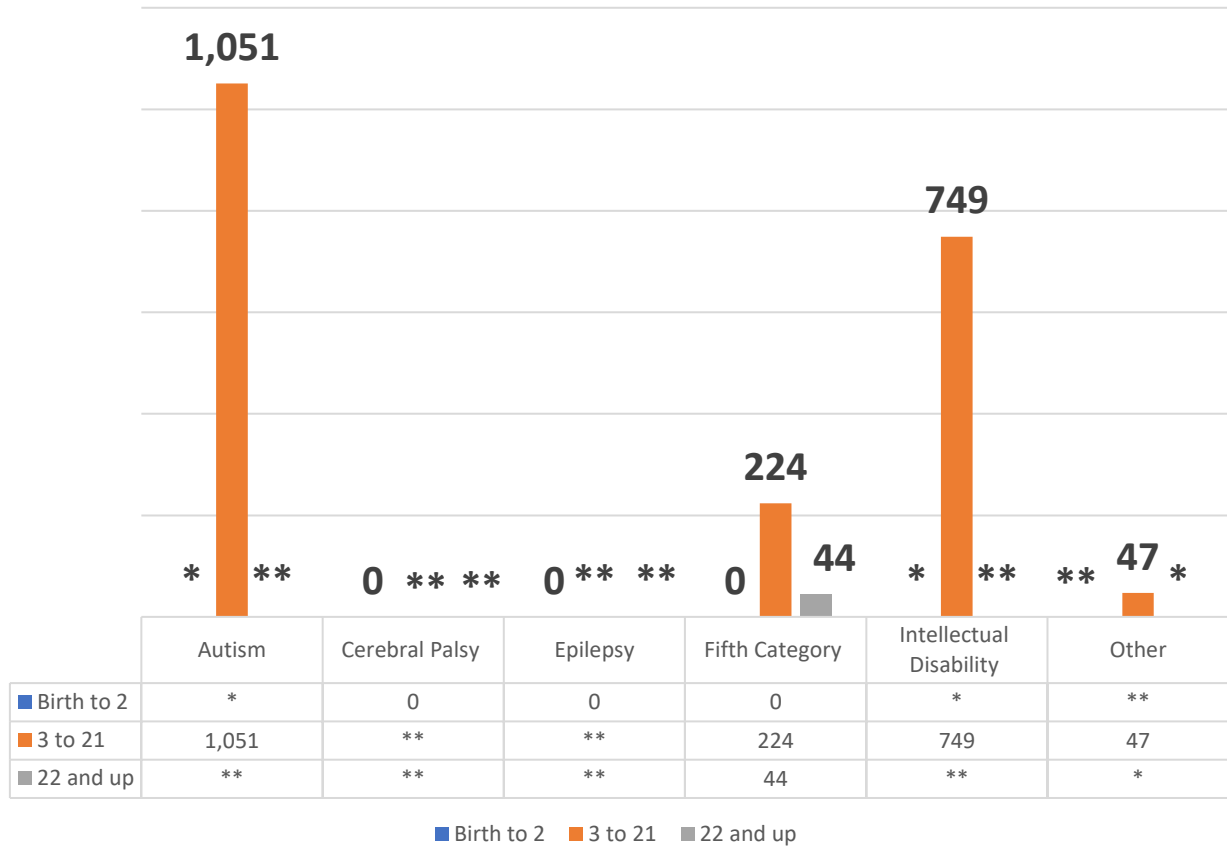
People Supported by WRC with POS vs. Case Management Only (No POS) by Age



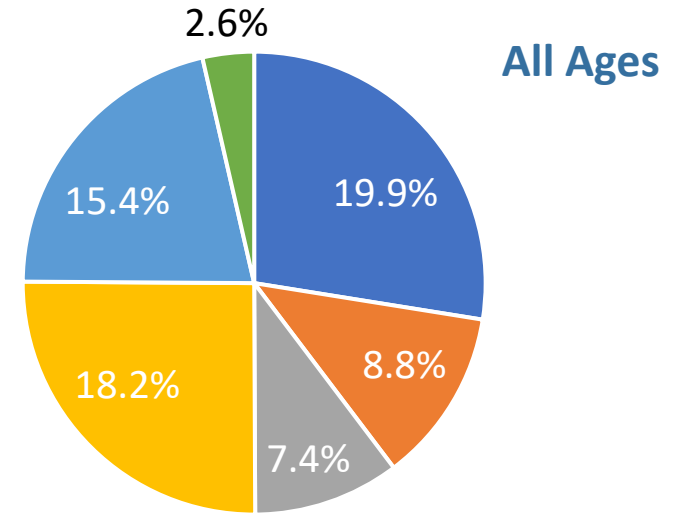
* To protect privacy, small numbers (one to ten) are not shown

** Some related numbers are also hidden so that no one can be identified

People Supported by WRC with Case Management Only (No POS) by Age and Diagnosis



* To protect privacy, small numbers (one to ten) are not shown
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- Autism (n=1,230)
- Cerebral Palsy (n=68)
- Epilepsy (n=63)
- Fifth Category (n=268)
- Intellectual Disability (n=972)
- Other (n=84)

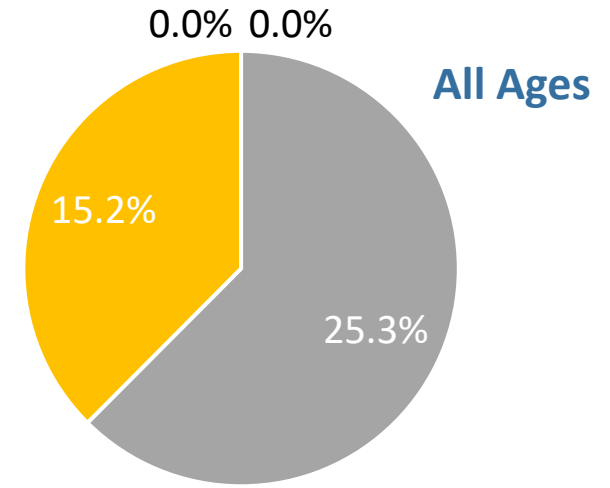
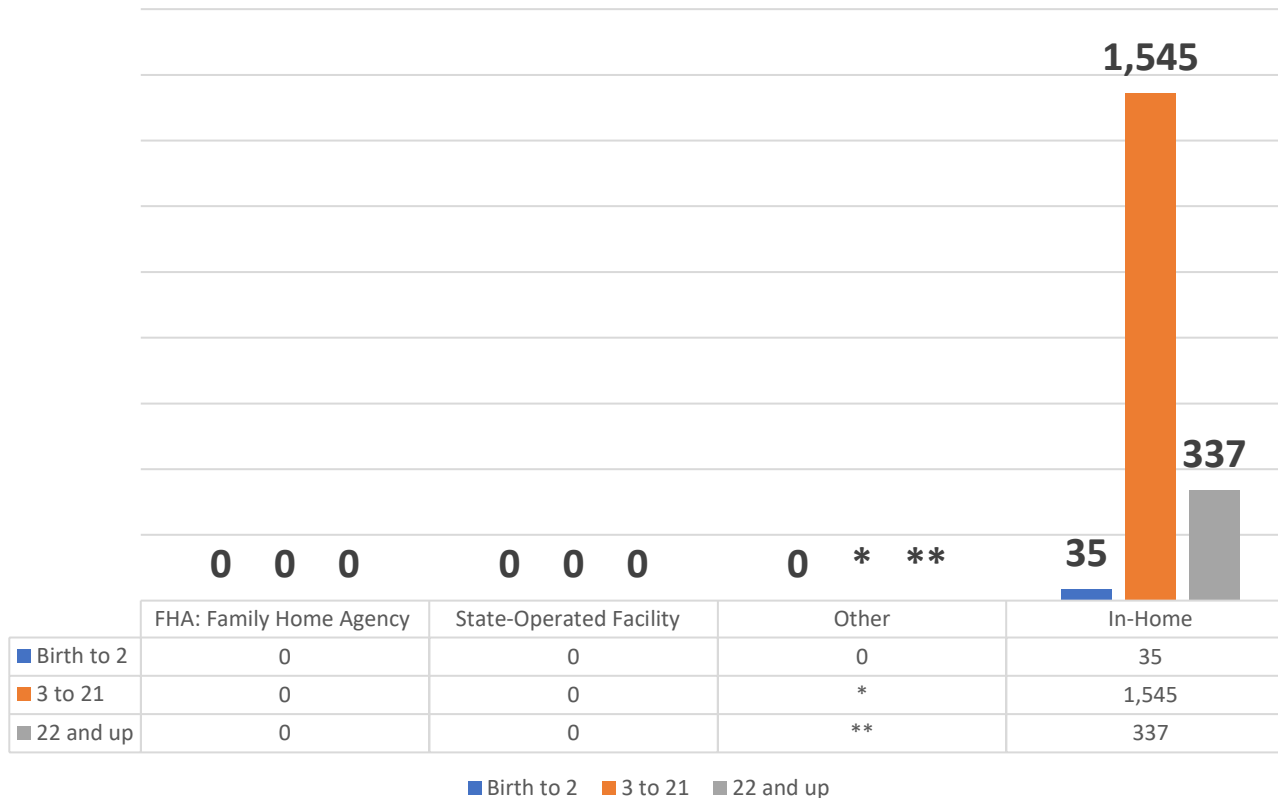
Total Consumers: 14,238

POS: 12,243

No POS: 1,995



People Supported by WRC with Case Management Only (No POS) by Age and Residence Type



- FHA: Family Home Agency (n=0)
- State-Operated Facility (n=0)
- Other (n=19)
- In-Home (n=1,917)

Total Consumers: 14,238

POS: 12,243

No POS: 1,995

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Efforts to Increase Community Engagement and Access

Language Access Efforts

- Translation and Interpretation
 - Over 570 documents translated to Spanish, Mandarin, Russian, and Arabic
 - Over 90 interpretations provided at various meetings
 - Continue to provide an opportunity for feedback on the quality of translation/interpretation services via survey: <https://www.surveymonkey.com/r/MHHWVRM>)
- Developed 11 bilingual (English/Spanish) interactive, online courses on regional center's services and supports
- Provided series of trainings on deaf culture and awareness, the use of assistive technology for deaf and hard of hearing individuals, and ASL lessons
- Assistive technology (e.g., hearing loops) purchased and available around the offices

Get to Know WRC Services and Supports — At Your Own Pace

Interactive 5-10 minute courses are available on the following topics:

- Early Start
- Intake and Eligibility
- Service Coordination
- Individualized Program Plan (IPP) Meeting
- Adaptive Skills
- Coordinated Family Support (CFS) Service
- Personal Assistance (PA) and Respite Services
- Restored Services
- Self-Determination Program (SDP)
- Hearing and Appeal Process
- Westside Family Resource and Empowerment Center (WFREC)

A few minutes of learning can help you understand WRC services and feel more confident navigating supports

Click [here](#) or scan the QR code to log in/register and get started.



Courses are available in English and Spanish. These courses were paid for by Language Access and Cultural Competency funding. If you have questions, please reach out to Belen Enciso, belene@westsiderc.org.



Language Access Efforts

- Implement initiatives informed by the 2023 DEIB audit to build on WRC's strong culture of caring and collegiality, while continuing to:
 - promote workload sustainability and leadership growth, such as strengthening recruitment to support manageable caseloads and expanding training in leadership skills
 - offer bilingual testing: 95 Service Coordinators and Early Start or Intake staff tested as bilingual
 - provide cultural competency training: 158 staff members completed the training and learned how to utilize accessible language, gain a better understanding of cultural diversity, respond with cultural sensitivity, and apply their skills

Community Engagement Efforts

Outreach events

- Engaged with Westside communities (approximately 275 individuals and families) during nine outreach events hosted by clinics, hospitals, school districts, HeadStart programs, churches, and WRC's vendors to discuss access to services

Information sessions and resource fairs

- Organized and hosted nine virtual informational sessions on WRC's services and supports for individuals and families. Topics covered social recreational, personal assistance, respite, intake, Applied Behavioral Analysis, appeals and Coordinated Family Support services
- 39 participants participated in post satisfaction survey. The majority indicated "agree" and "strongly agree" that their knowledge on WRC funded services had increased. 16 participants reported that their improved awareness of services led to submitting requests for services
- The most popular informational session topics: Intake & Eligibility (9), In Home Supports/PA (9) and Social Recreational services (8). Other future topic interests: Social and Adaptive Skills.
- Organized and hosted six in-person resource fairs for individuals and families to meet vendors providing services and supports including social recreational, personal assistance, respite, intake, Applied Behavioral Analysis, appeals and Coordinated Family Support services

Community Engagement Efforts

“Community Conversations”

- Organized and hosted quarterly meetings for WRC’s community including:
- September 2024 meeting to gather input on vision and format of future gatherings
- December 2024 meeting pertaining to caseload ratios and turnover rates
- March 2024 POS public meeting to discuss POS FY 23-24 data
- June 2025 employment options and introduction of Service Access and Equity (SAE) community-based organization (CBO) grant recipient, WIN

Local CBO Partnerships

- SAE grant partnerships with WIN to help increase access to services for Latino and African American children birth to 6 years of age
- 44 referrals were generated in the first quarter of 2024-2025 fiscal year
- WIN's Community Connectors assisted 26 families via needs assessments including service barriers
- WRC supported Community Connectors with training opportunities on social-recreational, respite, Personal Assistance, behavioral and adaptive skills, intake IHSS, SSI, educational advocacy services and Self Determination Program
- Formation of WIN's Support group for parents of neurodiverse children 0-7



PARENTS EMPOWERING PARENTS
AUTHENTIC CONNECTION STARTS HERE



FOR CAREGIVERS OF CHILDREN WITH INTELLECTUAL AND DEVELOPMENTAL DISABILITIES AGES 0-7 THAT LIVES IN LA COUNTY
Coming January 2026



- Bi-weekly virtual drop-in space
- Parent-led discussions
- Emotional support & building resilience
- Education and resources provided

**ENROLLMENT IS OPEN YEAR LONG!
SCAN OR FOLLOW LINK TO REGISTER TODAY**



PARTNERING WITH WESTSIDE REGIONAL CENTER | LOS ANGELES COUNTY DEPARTMENT OF MENTAL HEALTH

REGISTER HERE: <https://shorturl.at/DOFD3>
WWW.WINLA.ORG | @WINFAMILIESLA | INFO@WINLA.ORG

Service Access and Equity Efforts

- Westside Family Resource and Empowerment Center's Community Navigator Program (CNP)
 - From April'24 to April'25, 258 participants, 39 parent support groups hosted, 45 parent workshops conducted, 14 outreach events, 13 participants referred to a regional center for services, 62 participants receive regional center's services after engaging with the program
- WRC's Enhanced Case Management Program (ECM)
 - The ECM team has served 115 families in accessing services such as respite, social and recreational services, Personal Assistance, tutoring, educational advocacy and Coordinated Family Supports (CFS)
- WRC's Self Determination Program (SDP)
 - SDP support group sessions were offered to 16 English and 9 Spanish speaking participants. 12 English and 12 Spanish support group sessions were held.
 - 744 total SDP enrollees with 34 individuals identified as Spanish speaking to date

Community Feedback