

Westside Regional Center Performance Contract 2025-26

Public Policy Outcomes

Public Policy Measures	State Average 2024	WRC Baseline as of 2024	Planned Activities
Number and Percent of RC caseload living in State Developmental Center. (lower is better)	2024 .05%	2024 1 .01%	<ul style="list-style-type: none"> • Schedule resource fair and vendor presentations for new vendors (as a planned activity of the 2024-2025 Performance Contract) that provide: • Substance Use Disorder counseling (Sober State) • Substance Use Disorder mentoring (Sober State) • Substance Use Disorder residential services Lily’s Specialized Home). • Behavior Day Program (Understanding Needed Integration) • Coordinated Career Pathway programs (N=13...)
Number and Percent of minors living with families (includes own family, foster family, and guardian). (higher is better)	2024 99.69%	2024 66,272 99.82%	<ul style="list-style-type: none"> • Continue to collaborate with the WRC Family Resource & Empowerment Center (FREC) that provides a library, assistance, support, information, workshops, parent support, and facilitation of parent-to-parent support. • Schedule Performance Contract Resource Fair and vendor presentations for new vendors that were vendored as a planned activity of the 2024-2025 Performance Contract) that provide: <ol style="list-style-type: none"> 1). Behavior Respite (Train Care) 2). Medical Respite (Lily’s Open Arms Specialized) 3). Behavior Day/Employment Program (Understanding Needed Integration) 4). Psychiatry related (Reswell) 5). Coordinated Family Supports (N=13) 6). Education Support Services (N=10) • Increased direct vendorization and utilization of Social Recreation/Camp/Non-Medical Therapies (N=64), including Participant Directed Services (N= 2) that handle 459 (Social Recreation/Camp/Non-Medical Therapies).
Number and Percent of adults living in home	2024	2024	<ul style="list-style-type: none"> • Improve formal needs assessment process to expand upon targeted resource development to meet unmet needs.

<p>settings (includes independent and supported living, adult family home agency, and with parent). (higher number is better)</p>	<p>84%</p>	<p>4,764 89.0%</p>	<ul style="list-style-type: none"> • Needs Assessment is live on SANDIS. • Increase knowledge and enrollment in Self Determination Program to augment flexibility and customization in service delivery. • For example: • “Your Self-Determination Adventure” resource fair • Sunday June 29, 2025, 10:00am-3:00pm The Proud Bird: 11022 Aviation Blvd, L.A. CA 90045.
<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>2024 0.02%</p>	<p>2024 0 0.00%</p>	<ul style="list-style-type: none"> • Continue to provide information and support for families of minors regarding available living options. • Increase usage of in-home respite, behavior respite, medical respite to individuals with behavioral and medical needs through continued implementation and resource development of the CPP/CRDP. • Schedule resource fair and vendor presentations for new vendors (that were vendored as a planned activity of the 2024-2025 Performance Contract) that provide Specialized Therapeutic Services, Mobile Crisis, and START programming to support individuals with emergent need • (i.e., Benchmark, Reswell Psychiatry, Line of Hope and START). • Increase knowledge and enrollment in Self Determination Program to increase 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>2024 1.46%</p>	<p>2024 30 0.56%</p>	<ul style="list-style-type: none"> • Continued development of affordable housing to increase housing access. • Increase resource development in Supported Living Services, Independent Living Training Services and Adaptive Skills Training to provide individualized support to individuals who wish to live independently and or receive training to live independently.

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 – 15.20% WRC – 17.71%</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 collaboration between WRC and the Department of Rehabilitation (DOR) specifically related to transition services. • Continue to refer individuals to the Department of Rehabilitation Student Support Transition Services (18-22); WRC recently identified a point of contact with DOR for this age range. • Increase outreach to local schools to share information regarding WRC’s newly developed Coordinated Career Programs (N= 14...)
<p>Average annual wages for ages 16-64:</p> <p>Statewide - \$14,256 (\$1,188x 12 months)</p> <p>WRC - \$15,204 (\$1,267x12 months).</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"> • Continue to share information with Client Services and increase knowledge about services offered through Department of Rehabilitation. • Continue hosting information sessions and sharing information at Client Services department meetings regarding Coordinated Career Pathways (started on March 20, 2025). • Continue to coordinate quarterly Day Program and Employment vendor forums to develop strategies for increasing

		employment outcomes (started on May 7, 2025).
<p>Average annual earnings for ages 16-64 compared to people with all disabilities in CA: All Disabilities - \$51,500 WRC - \$15,204</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: 2023 13.11%, 60 individuals in CIE following a PIP</p> <p>2024 10.47%, 86 individuals in CIE following a PIP</p>	<p>Data collected manually from service providers by WRC.</p>	<ul style="list-style-type: none"> • WRC recently developed a relationship with Managed Career Solutions to increase information about Community Works Incentives Coordinators (CWIC) who can assist with: • Benefits counseling and the effect of work on those benefits. • Help individuals understand work incentives so they can make an informed choice and be successful • Connect individuals with agencies that help pay for training or services to return to work. • Continue to collaborate with the Work Incentives Planning and Assistance Program (WIPA) to ensure individuals understand social security benefits (both Supplemental Security Income and Understand Social Security Disability Insurance). • Continue to improve information sharing with individuals/families served and

		Service Coordinators relating to disability benefits management and available work services.
<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.</p> <p>Baseline:</p> <p>2023 \$16.37/HR, 16Hrs/week</p> <p>2024 \$17.41/HR, 10Hrs/week</p>	<p>Data collected manually from service providers by WRC.</p>	<ul style="list-style-type: none"> • Despite the challenges with the development of FMS (i.e., liability, high insurance costs, workers compensation), continue to develop FMS agencies that can pay for PIP (Paid Internship Program) and become employee of record
<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>2023 \$16.63/HR, 21Hrs/week</p> <p>2024 \$18.57/HR, 21 Hrs/ week</p>	<p>Data collected manually from service providers by WRC.</p>	<ul style="list-style-type: none"> • Continue to creatively develop Tailored Day Services program and Supported Employment services in a way that is in line with the DDS directives under Rate Reform: • Day Services (service code 531). • Supported Employment - Group (service code 950). • Supported Employment - Individual (service code 952) • Work Activity Program (service code 954)
<p>Total number of \$2000 (30 days), \$2500 (6 months), and \$3000 (12 months) incentive payments made for the fiscal year. Baseline</p>	<p>Data collected though Purchase of Service review by WRC.</p>	<ul style="list-style-type: none"> • Continue to creatively develop Tailored Day Services program and Supported Employment services in a way that is in

<p>2023 \$2000 – 39 \$2500 – 24 \$3000 – 14</p> <p>2024 \$2000 – 31 \$2500 – 25 \$3000 – 25</p>		<p>line with the DDS directives under Rate Reform:</p> <ul style="list-style-type: none"> • Day Services (service code 531). • Supported Employment - Group (service code 950). • Supported Employment - Individual (service code 952) • Work Activity Program (service code 954).
<p>Percentage of adults who reported having competitive integrated employment as a goal in their IPP</p> <p>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 2023-2024 data:					
For birth to age 2 years, inclusive	Individuals Count	Total Expenditures	Per Capita Expenditures	Utilized	
American Indian or Alaska Native	*	*	*	84.4%	
Asian	100	\$595,806	\$5,958	62.3%	
Black/African American	380	\$2,293,461	\$6,035	57.3%	
Hispanic	928	\$6,194,722	\$6,675	59.3%	
Native Hawaiian or Other Pacific Islander	*	*	*	61.8%	
White	740	\$4,490,660	\$6,068	66.7%	
Other Race/Ethnicity or Multi-Cultural	497	\$3,482,251	\$7,007	61.5%	
For age 3-21 years, inclusive	Individuals Count	Total Expenditures	Per Capita Expenditures	Utilized	
American Indian or Alaska Native	*	*	*	37.6%	
Asian	277	\$3,702,286	\$13,366	50.3%	
Black/African American	1,340	\$18,856,588	\$14,072	47.3%	
Hispanic	2,615	\$29,966,425	\$11,459	49.1%	
Native Hawaiian or Other Pacific Islander	*	*	*	43.9%	
White	1,206	\$20,796,161	\$17,244	43.8%	

- Continue to host community events, trainings, public meetings, workshops, Facebook, Instagram, website and through communication with personnel.
- Continued outreach to community partners to host information sessions about the Regional Center to increase awareness of available regional center services.
- Information sessions to be provided in threshold languages to ensure equitable information sharing.
- Increased access to self-determination to expand upon access to tailored services and flexibility in service provision in a culturally sensitive manner.
- Increase development of Family Mediated Services (FMS) agencies to increase service usage and service access.

Other Race/Ethnicity or Multi-Cultural	976	\$14,607,161	\$14,966	51.1%
American Indian or Alaska Native	*	*	*	37.6%
22yrs. +	# Served	Total Expenditures	Per Capita Expenditures	% Utilized
American Indian or Alaska Native	*	*	*	89.5%
Asian	216	\$13,308,749	\$61,615	73.0%
Black/African American	1,228	\$92,870,762	\$75,628	64.3%
Hispanic	1,290	\$71,807,809	\$55,665	65.8%
Native Hawaiian or Other Pacific Islander	*	*	*	61.4%
White	1,202	\$113,581,269	\$94,494	65.3%
Other Race/Ethnicity or Multi-Cultural	372	\$27,912,170	\$75,033	63.4%

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%	*	16.7%	0	0.0%	*	10.0%
Asian	*	*	59	21.3%	**	**	84	14.2%
Black/ Afr. Am.	*	*	303	22.6%	**	**	411	13.9%
Hispanic	20	2.2%	699	26.7%	128	9.9%	847	17.5%
Native Hawaiian or other Pacific Islander	0	0.0%	*	40.0%	0	0.0%	*	18.2%
White	17	2.3%	262	21.7%	113	9.4%	392	12.5%
Other / Multi-Cultural	11	2.2%	254	26%	39	9.3%	304	16.5%

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	*	*	*	38.5%
Asian	526	\$9,786,634	\$18,606	59.0%
Black/ Afr. Am.	2,446	\$54,164,421	\$22,144	49.3%
Hispanic	4,568	\$74,187,510	\$16,241	57.7%
Native Hawaiian or Pacific Islander	*	*	*	52.5%
White	2,512	\$51,606,633	\$20,544	46.9%
Other / Multi-Cultural	1,727	\$28,105,637	\$16,274	54.2%

SLS	# of Clients	Total Expenditures	Per Capita Expenditures	% Utilized
American Indian or Alaska Native	*	*	*	94.4%
Asian	24	\$2,916,103	\$121,504	81.6%
Black/ Afr. Am.	159	\$26,802,218	\$168,567	79.7%
Hispanic	73	\$13,262,840	\$181,683	53.5%
Native Hawaiian or Pacific Islander	0	\$0	\$0	0.0%
White	240	\$34,958,382	\$145,660	70.2%
Other / Multi-Cultural	**	**	**	68.5%

ILS	# of Clients	Total Expenditures	Per Capita Expenditures	% Utilized
American Indian or Alaska Native	*	*	*	69.3%
Asian	14	\$1,001,930	\$71,566	76.2%
Black/ Afr. Am.	149	\$8,805,735	\$59,099	65.7%
Hispanic	81	\$4,492,047	\$55,457	64.2%
Native Hawaiian or Pacific Islander	0	\$0	\$0	0.0%
White	173	\$11,505,320	\$66,505	67.1%
Other / Multi-Cultural	**	**	**	43.0%

- Continue to increase program development in the areas of social/recreational services, camp, education support services, behavior respite and psychiatric related services.
- Continue to collaborate with the Family Resource & Empowerment Center to ensure families have access to information, resources, parent-to-parent support, and literature on generic resources (i.e., IHSS, SSI, Medi-Cal...).
- Increase access to employment related services and via access to Paid Internship Program (PIP) opportunities, Coordinated Career Planning (CCP) services.
- Development of 20-25(of 102) affordable housing in connection with Santa Monica (Westchester); at 30% of annual median income (i.e., one bedroom, \$400-500; with option of furnished)- Community Corporation Santa Monica.
- History of unhoused individuals and history of IDD diagnosis.
- Continued development of affordable housing.
- Improved data collection on specific unmet service needs via the needs assessment on SANDIS, to capture specific needs for underserved communities.
- Develop targeted resources that will more effectively meet the identified needs.
- Continue to engage in conversation with Service Coordinators to identify service needs to improved accessibility and available resources to meet the needs of underserved communities.

Licensed Residential Homes	# of Clients	Total Expenditures	Per Capita Expenditures	% Utilized
American Indian or Alaska Native	0	\$0	\$0	0.0%
Asian	20	\$3,160,065	\$158,003	77.9%
Black/ Afr. Am.	121	\$18,424,696	\$152,270	81.0%
Hispanic	70	\$12,657,540	\$180,822	82.7%
Native Hawaiian or Pacific Islander	0	\$0	\$0	0.0%
White	169	\$37,383,648	\$221,205	80.4%
Other / Multi-Cultural	35	\$7,071,638	\$202,047	81.7%

- Continue to develop day services to meet the needs of people living in licensed homes Day Services (service code 531).
- Supported Employment - Group (service code 950).
- Supported Employment - Individual (service code 952)
- Work Activity Program (service code 954).

Measure and Measurement Methodology

Activities

Per capita purchase of service expenditures by individual's primary language (threshold languages identified):

Translation & Interpretation Services

Language	% Utilized	# of Clients	Total Expenditures	Per Capita Expenditures
English	60.3%	11,151	\$365,048,971	\$32,737
Spanish	59.6%	2,059	\$50,949,951	\$24,475

- Continue to provide individuals served and families translation and interpretation services during IPP/IFSP meeting, assessment, and consultation, public meetings, conferences, resource fairs, and other events.
- Continued providing contracted translation services for legal documents.
- Continued coordination of resource fairs at WRC to improves access to existing and newly developed providers.

Compliance Measures

Compliance Measures	State	WRC	Planned Activities
Unqualified independent audit with no material findings 2023/2024	100%	Yes	<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	Yes	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	Yes	Yes	<ul style="list-style-type: none"> • Maintain compliance with Medicaid Waiver requirements.
Compliance with Vendor Audit per contract Article III Section 10	76%	Yes	<ul style="list-style-type: none"> • Maintain compliance with contract.
Individuals with current CDER or ESR	99.80%	99.99%	<ul style="list-style-type: none"> • Continue to provide timely completion of CDER and ESR reports.
Intake/Assessment and IFSP timelines (0-2)	*	100%	<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.
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Intake/Assessment timelines, clients 3 and above	78.40%	94.44%	<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)	97.12%	92.78%	<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)	89.77%	77.76%	<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.