

Expenditure and Demographic Data and Public Meetings per W&I Code §4519.5 and Department of Developmental Services (DDS)/Regional Center Contract for Fiscal Year 2024-2025

May 28, 2026

Ernie Cruz, Deputy Director
Department of Developmental Services
Community Services Division
Office of Community Operations

Re: Expenditure and Demographic Data and Public Meetings per W&I Code §4519.5 and Department of Developmental Services (DDS)/Regional Center Contract for Fiscal Year 2024-2025

Dear Mr. Cruz:

In December 2025, the link to the DDS' website consisting of Annual Expenditures and Authorized Services for Fiscal Year 2024-2025 was posted, pursuant to Welfare and Institutions W&I Code §4519.5, as well as Westside Regional Center's contract with DDS. The DDS webpage included de-identified data reports regarding purchase of service authorizations, utilization, and expenditures, categorized by age, race and ethnicity, language, living arrangement and disability.

In accordance with W&I Code §4519.5, Westside Regional Center (WRC) held public meeting (s) related to the POS data separately from the regional center's board meetings:

Virtual Meeting on March 25, 2026, at 5:30 p.m.: Attended by 25 participants, conducted in Spanish with English interpretation.

In-Person Meeting on April 2, 2026, at 10:00 a.m.: Attended by 24 participants, conducted in English with Spanish interpretation available.

Anyone requiring interpretation in any additional language was also encouraged to indicate their preference during the meeting registration process to allow WRC to secure the appropriate interpreter for the public meetings.

Presentation slides and data summaries were made available in both English and Spanish on WRC's website. In addition, for those who attended the meetings, they were e-mailed copies of the POS Data PowerPoint presentation. Meeting participants included individuals supported by WRC, family members, community stakeholders, WRC staff, Westside Family Resource and Empowerment Center, DDS SAE grant funded navigator programs from Children's Hospital of Los Angeles and Westside Infant Network (WIN) as well as representatives from Disability Rights of California. WRC presenters were Pablo Ibañez, Client Services Director, Ricardo Pacheco, Associate Director Community Services, Candace Hein, Associate Director Client Services, Michael McAallister, Associate Director of Client Services and Rosalinda Mata, Equity and Cultural Diversity Specialist.

Outreach to Ensure Public Attendance and Participation

POS Data public meetings were promoted on WRC's website calendar starting 2/12/26. Announcements of the Purchase of Services (POS) Data meetings were made over 30 days prior to the first scheduled meeting on March 25, 2026. Community members were provided multiple notifications in English and Spanish that included e-mail reminders and social media posts during a 5-week period. The notifications were sent on the following dates: 2/20, 3/11, and 3/23. In addition, scheduled meetings were posted on WRC's Instagram and Facebook platforms.

Summary of WRC's Demographics and POS Data for the Fiscal Year 2024-2025

WRC served 14,238 individuals in FY 2024-2025. The demographics and living situation breakdown are as follows:

- Age Groups: birth to age 2 years (n=2,707), 3-21 years (n=7,010), 22 years and older (n=4,521),
- Ethnicity: Hispanic (n=5,176), White (n=3,389), Black/African American (n=3,153), Other Ethnicity or Race/Multicultural (n=1,827) and Asian American (n=661),

- Primary languages spoken: English (n=11,852), Spanish (n=2,172), Other (n=182),

Disparities in funded services continue to exist between the three largest ethnic groups:

- Per capita spending for Latinx/Hispanic population:
 - \$6,879 per capita for children 0-2 years old
 - \$14,526 per capita for children and adults between 3-21
 - \$68,171 per capita for adults 22 years and over
- Per capita spending for Black/African American population:
 - \$7,233 per capita for children 0-2
 - \$18,080 per capita for children and adults between the ages of 3-21 years
 - \$89,251 per capital for adults 22 years and over
- Per capita spending for White population:
 - \$6,022 per capita for children 0-2 years
 - \$21,802 per capita for children and adults 3-21 years
 - \$107,501 per capita for adults 22 years and over

For adult individuals, differentials are sometimes attributed to higher utilization of residential services by White adults. However, funding discrepancies in authorized services continue to be present particularly for Latinx/Hispanic adults that live in the family home.

- Dollar Amount of Services per Person by Ethnicity and Residence Type: In-Home
 - \$34,481 - Latinx/Hispanic (n=4,911)
 - \$45,925 – Black/African American (n=2,639)
 - \$48,274 - White (n=2,752)

Disparities also continue to impact service utilization for individuals of all ages who live in Spanish speaking households \$676,330 (n=165) compared to \$5,207,732 (n=1,374)

View the presentations in English and in Spanish ([English](#), [Spanish](#))

FY 23-24 Community Feedback and WRC's Efforts to Improve Service Delivery and Equity

WRC is committed to efforts in addressing disparities in the 23-24 fiscal year. Some of these activities continued through the 24-25 fiscal year. They are the following:

Access to Social and Recreational Services

Concerns: Geographic limitations, long waitlists

WRC Response: At the end of the 23-24 fiscal year, a total of 51 social recreational programs were vendored. In July 2025, a total of 67 programs were vendored which demonstrated an increase of 31%. In addition, a review of zip codes from the list of social recreational programs indicated that at least 23 programs were located in areas that are largely populated by ethnic minorities.

Platform for Open Dialogue and Community Collaborations

Concerns: Lack of community engagement

WRC Response: WRC launched quarterly "Community Conversation" events that started in September 2024 and have continued into 2026. These events are opportunities for the community to voice concerns, ask general questions regarding services and provide feedback about training topics. Meetings have been promoted both in our website calendar and through e-mail blasts as well as social media. Spanish interpretation has been made available. Other language needs were also considered at the point of registration. Topics such as employment options and transition to adulthood planning were requested by the community. WRC also coordinated a two-part cultural humility training that was open to local community organizations receiving DDS SAE grant funds to provide navigation services to Westside's community. In addition, in January 2025, WRC and Westside Infant Network initiated a partnership to provide community navigation services. The collaborative project has been made possible through a DDS SAE grant. WIN's Community Connectors have served 44 individuals from 3/1/25-6/30/25. The project will continue until December 2026.

Efforts to Increase Awareness About Available Services

Concerns: Lack of Information About Services

WRC Response: WRC has continued the former 2023-2024 fiscal year goal of increasing awareness of regional center funded services through 9 virtual informational sessions and 7 resource fairs that took place from 7/1/24-6/30/25. Topics covered:

Social Recreational services, Personal Assistance, Respite, Intake and Assessment Process, Applied Behavioral Analysis, Appeals and Resolution Process, and Coordinated Family Support services. After informational sessions were concluded, a survey was conducted to determine whether participants increased their awareness and thereby regional center service utilization. The survey indicated that 75% either agreed or strongly agreed that they increased their knowledge about regional center services, 37.5% either agreed or strongly agreed that they requested a service for the first time and 50% either agreed or strongly agreed that they requested additional regional center funded services. Furthermore, through LACC funding, 11 bilingual (English/Spanish) interactive online courses regarding regional center's services and supports were developed. Finally, self-paced e-learning modules in English and Spanish were developed in 2025 with the projection of a launch date in 2026.

Challenges Transitioning to the Self Determination Program (SDP)

Concern: Prolonged Process in Transitioning to SDP

WRC Response: During the POS meeting in March 2024, feedback was provided that the process in transitioning to SDP was experienced as a protracted and frustrating process. Therefore, during fiscal year of 2024-2025, WRC sought to improve parents' experience in transitioning from traditional services to SDP by developing monthly "Question and Answer" drop-in sessions where parents can obtain quick guidance and clarification on their questions. These sessions were facilitated by an Independent Facilitator funded through "implementation funds" as of June 2025. An SDP enrollment flow chart in English and Spanish was also created to help families visualize the process better. This document will soon be uploaded to the WRC's website.

Additionally, a consultant from the National Center for Self-Directions was contracted by WRC in January 2025 to assist with streamlining internal processes, building a larger and more focused SDP team, and increasing community outreach efforts. To begin with, a survey regarding barriers in transitioning to SDP was sent in February 2025 to stakeholders, including parents, individuals served, Service Coordinators and Independent Facilitators. As a result, the WRC SDP team has expanded from a team of 4 to a team of 10 Service Coordinators and a manager. The SCs who work on SDP cases typically have a 1:25 caseload ratio to provide families with extensive support.

Caseload Coverage of Vacant Caseloads

Concern: Caseload Coverage

WRC Response: WRC continues to address caseload coverage by using float coverage as available. WRC also continues to be committed to recruiting and hiring new Service Coordinators to minimize reported gaps that families report experiencing.

FY 2024-2025 Community Feedback and WRC's Goals to Improve Service Delivery and Equity

WRC has committed to the following plan for the upcoming 2025-2026 fiscal year:

Authorized versus Utilized Services

Concerns: Community members noted in both meetings that although services are authorized, they are often not utilized.

- In preparation for IPP/annuals/quarterlies, SCs will be encouraged to review service utilization prior to meeting to inform discussions about what has been working and what is not working.
- Strategic efforts will be made by WRC to perform check-in calls with individuals/families within 3 months after the annual or IPP to evaluate service satisfaction and fitness.
- Families will also be encouraged to report as soon as possible whether services are satisfactorily meeting the individual's or family's expectations to ensure that other options are being discussed.
- Service providers will be encouraged to be proactive in letting SCs know if they are having difficulties connecting with families in providing orientation to services if services are discontinued or never utilized.
- CRDP resource development through WRC's community services department will be employed as a means of developing resources to assist in addressing service equity needs.
- WRC will develop a survey for individuals served, families, providers, staff and community members regarding vendored services that will be made available on our website. The survey will be available year-round, and data will be compiled and summarized during the annual review.
- Data regarding resource needs will also be extracted from SANDIS as a supplemental source of information.
- Outreach activities and community engagement will aim to learn from the public why some services are not utilized.

- Efforts will increase to provide community education about Participant Directed Services as an option when a vendored service is not compatible with the individual's needs or preferences.
- WRC will also continue to support and sponsor efforts to educate the community regarding SDP as an alternative to create individualized plans that may potentially maximize service utilization.

Westside Regional Center remains dedicated to improving service equity and addressing disparities in POS funding and access. Through community engagement, data transparency and responsive and creative action plans, WRC will continue to work collaboratively with individuals and families to foster inclusive, accessible support services for all of our community.