

## Golden Gate Regional Center

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### Performance Report for Golden Gate Regional Center

Every year, the Department of Developmental Services (DDS) contracts with regional centers in California to serve consumers and families. And, every year DDS looks at how well the regional centers are doing. This report will give you information about your regional center.

Last year, at Golden Gate Regional Center (GGRC) we served about 9,400 consumers. The charts on page two tell you about the consumers we serve. You'll also see how well we are doing in meeting our goals and in fulfilling our contract with DDS.

At GGRC, we want to improve every year, do better than the state average, and meet or exceed the DDS standard. As you can see in this report, we continued to make progress in all five of the "Regional Center Goals" displayed in the chart on page 2 – more of the individuals we served in Developmental Centers have transitioned to new lives and homes in community settings; nearly all children are living with families; more adults are living in home settings than in 2016; fewer adults call large facilities their home and, as with the past several years, no children served by GGRC are living in large facilities.

But, we still need to improve in meeting statewide averages in most of these categories. In particular we have nearly five percent fewer individuals in home settings as compared with statewide averages. The GGRC three county catchment area (San Francisco, San Mateo and Marin Counties) has unquestionably the highest cost of living and occupancy costs in the state. Our challenges in finding and supporting home settings which could utilize independent and supported living services are directly tied to the lack of affordable housing for the individuals we serve in region. We plan to redouble our efforts to create and discover affordable housing opportunities for those we serve in order to make an impact in this area.

We hope this report helps you learn more about GGRC. If you have any questions or comments, please contact us!

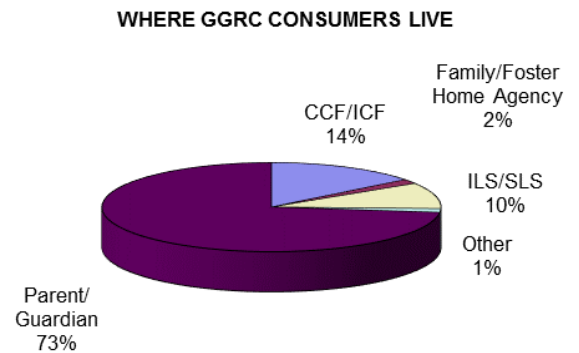
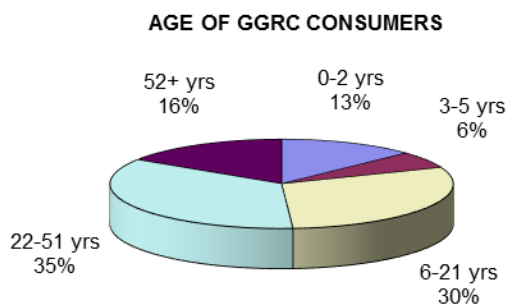
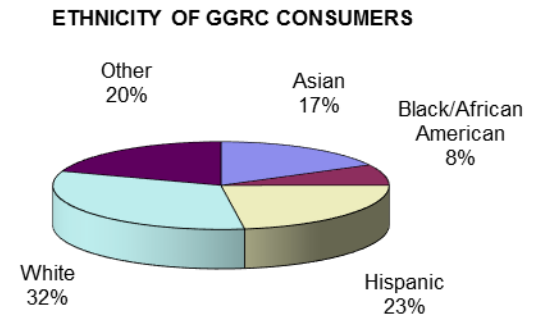
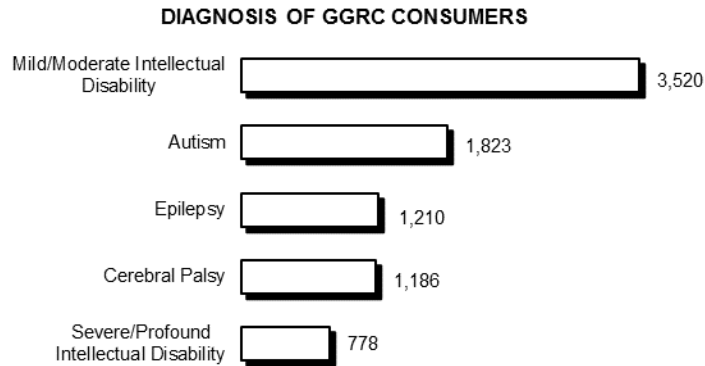
This report is a summary. To see the complete report, go to: [www.ggrc.org](http://www.ggrc.org), or contact GGRC at 415-546-9222.

A handwritten signature in blue ink, appearing to read "Eric Zigman". The signature is fluid and cursive.

Executive Director, Golden Gate Regional Center

## Who uses GGRC?

These charts tell you about who GGRC consumers are and where they live.



## How well is GGRC performing?

This chart tells you about five areas where DDS wants each regional center to keep improving.

The first column tells you how GGRC was doing at the end of 2016, and the second column shows how GGRC was doing at the end of 2017.

To see how GGRC compares to the other regional centers in the state, compare the numbers to the state averages (in the shaded columns).

Regional Center Goals (based on Lanterman Act)	December 2016		December 2017	
	State Average	GGRC	State Average	GGRC
Fewer consumers live in developmental centers	0.30%	0.95%	0.21%	0.55%
More children live with families	99.24%	99.06%	99.32%	99.14%
More adults live in home settings*	78.89%	73.70%	79.61%	74.19%
Fewer children live in large facilities (more than 6 people)	0.05%	0.00%	0.04%	0.00%
Fewer adults live in large facilities (more than 6 people)	2.60%	3.29%	2.47%	3.00%

Notes: 1) Consumers can be included in more than one diagnosis category. 2) Residence Types: CCF/ICF is Community Care Facility/Intermediate Care Facility; ILS/SLS is Independent Living Services/Supported Living Services. 3) Home settings include independent living, supported living, Adult Family Home Agency homes, and consumers' family homes. 4) Green text indicates the RC remained the same or improved from the previous year, red indicates the RC did not improve.

## Did GGRC meet DDS standards?

Read below to see how well GGRC did in meeting DDS compliance standards:

Areas Measured	Last Period	Current Period
Passes independent audit	Yes	Yes
Passes DDS audit	Yes	Yes
Audits vendors as required	Met	Partially Met*
Didn't overspend operations budget	Yes	Yes
Participates in the federal waiver	Yes	Yes
CDERs and ESRs are updated as required (CDER is the Client Development Evaluation Report and ESR is the Early Start Report. Both contain information about consumers, including diagnosis.)	96.54%	98.82%
Intake/Assessment timelines for consumers age 3 or older met	99.36%	93.75%
IPP ( <i>Individual Program Plan</i> ) requirements met	99.90%	99.07%
IFSP ( <i>Individualized Family Service Plan</i> ) requirements met	80.5%	82%

Notes: 1) The federal waiver refers to the Medicaid Home and Community-Based Services Waiver program that allows California to offer services not otherwise available through the Medi-Cal program to serve people (including individuals with developmental disabilities) in their own homes and communities. 2) The CDER and ESR currency percentages were weighted based on the RC's Status 1 and Status 2 caseloads to arrive at a composite score. 3) The IFSP calculation methodology was changed from composite to average in order to more accurately reflect the RC's performance by only including children reviewed during monitoring and not all Early Start consumers. 4) N/A indicates that the regional center was not reviewed for the measure during the current period.

\* A note regarding the "Audits vendors as required" measure: Though the Performance Contract Compliance Standards are reported on a calendar year basis, the number of required vendor audits are determined and performed on a fiscal year basis. GGRC will fully meet this requirement, as we have done for many years, by the required deadline at the end of fiscal year 2017-2018.

Finally, on the following page (page 4), you will see that GGRC continues to be a leader in supporting the employment of those we serve, with both the "Percentage of consumers with earned income" and the "Average annual wages" well above statewide averages.

## How well is GGRC doing at getting consumers working?

GGRC has chosen to include consumer employment as a local measure in their performance contract. The chart below shows how well FDLRC is performing on increasing consumer employment performance compared to their prior performance and statewide average:

Area Measured	Time Period			
	State Average	GGRC	State Average	GGRC
	Jan. through Dec. 2016		Jan through Dec. 2017	
<b>Of adults in day services, percentage that interact with people without disabilities:</b>				
Data Source: Client Development Evaluation Report (CDER)				
No people without disabilities	9%	5%	10%	6%
Few	58%	64%	58%	63%
Mostly	18%	19%	18%	19%
Only	14%	12%	15%	12%
<b>Percentage of adults who engage in paid work:</b>				
Data Source: CDER				
Less than 10 hours/week	7%	9%	7%	8%
10-25 hours/week	9%	8%	8%	8%
26-39 hours/week	5%	4%	5%	4%
40+ hours/week	1%	2%	1%	2%
<b>Percentage of adults earning:</b>				
Data Source: CDER				
Below Minimum Wage	57%	38%	53%	36%
Minimum Wage	26%	32%	29%	32%
Above Minimum Wage	16%	28%	17%	30%
Salaried	1%	2%	1%	2%
<b>Percentage of Adults who Reported:</b>				
Data Source: National Core Indicator Adult Consumer Survey		July 2011-June 2012		July 2014-June 2015
Having a paid job in a community-based setting	13%	16%	13%	14%
Having integrated employment as a goal in their IPP	27%	26%	27%	28%
Currently being unemployed, but wanting a job in the community	39%	32%	45%	44%
<b>Earned Income (Adults age 16-64):</b>				
Data Source: Employment Development Department		Jan through Dec 2016		Jan through June 2017
Quarterly number of consumers with earned income	21,817	831	23,205	872
Percentage of consumers with earned income	14.2%	16.2%	14.6%	16.7%
Average annual wages	\$7,953	\$11,742	\$8,368	\$12,126
<b>Annual earnings of all people with disabilities in California</b>				
Data Source: Cornell University Disability Status Report		2015		2016
		\$43,100		\$45,300

## How well is GGRC doing at reducing disparities and improving equity?

These tables show you how well the regional center is doing at providing services equally for all consumers.

Percent of Expenditures and Consumers by Residence Type and Ethnicity/Race Fiscal Years 2015-16 and 2016-17															
Residence Type	Measure	American Indian or Alaska Native		Asian		Black/African American		Hispanic		Native Hawaiian or Other Pacific Islander		White		Other Ethnicity or Race	
		2016	2017	2016	2017	2016	2017	2016	2017	2016	2017	2016	2017	2016	2017
Family Home	Consumers	0.1%	0.1%	26%	27%	6%	6%	28%	29%	1%	1%	24%	24%	14%	14%
	Expenditures	0.0%	0.0%	28%	29%	10%	8%	23%	24%	1%	1%	27%	28%	11%	11%
ILS/SLS	Consumers	0.1%	0.1%	10%	10%	15%	15%	8%	8%	0%	0%	61%	61%	5%	6%
	Expenditures	0.0%	0.0%	8%	8%	12%	12%	5%	5%	0%	0%	69%	70%	5%	6%
Institutions	Consumers	0.0%	0.0%	12%	21%	12%	50%	3%	7%	3%	0%	65%	21%	6%	0%
	Expenditures	0.0%	0.0%	54%	5%	8%	72%	0%	4%	29%	0%	8%	19%	1%	0%
Residential	Consumers	0.1%	0.1%	14%	14%	11%	11%	9%	9%	0%	0%	59%	59%	7%	6%
	Expenditures	0.1%	0.1%	12%	13%	12%	11%	9%	9%	0%	1%	59%	59%	8%	8%
Med/Rehab/Psych	Consumers	1.4%	1%	15%	16%	11%	11%	7%	5%	0%	0%	59%	60%	6%	6%
	Expenditures	1.2%	1%	14%	20%	5%	11%	9%	9%	0%	0%	57%	53%	14%	6%
Other	Consumers	2.0%	2%	8%	8%	34%	39%	2%	0%	2%	0%	44%	41%	8%	10%
	Expenditures	0.0%	1%	5%	4%	28%	52%	0%	0%	3%	0%	49%	41%	14%	3%

Note: 1) Institutions include developmental centers, state hospitals, and correctional facilities. 2) Residential includes care facilities intermediate care facilities, and continuous nursing facilities. 3) Med/Rehab/Psych include skilled nursing facilities, psychiatric treatment and rehabilitation centers, acute general hospitals, sub-acute care services, and community treatment facilities. 4) Other includes consumers who are out-of-state, in hospice, transient/homeless, or not listed elsewhere.

The tables below provide information on National Core Indicator survey results regarding services, satisfaction, and family outcomes, analyzed by race and ethnicity.

Percentage always/usually satisfied with the services and supports family member currently receives.

(Adult Family Survey: 2013-14)

Ethnicity/Race	GGRC	All California Regional Centers
Total Respondents	128	3,920
American Indian/Alaska Native	N/A	58.33%
Asian	72.73%	69.39%
Black/African-American	62.50%	64.38%
Hispanic or Latino	72.00%	66.97%
Missing Race	N/A	59.49%
Mixed Race	83.33%	72.07%
Native Hawaiian/Pacific Islander	50.00%	68.97%
Other/Unknown	0.00%	50.00%
White	77.14%	74.74%
Overall	73.56%	70.10%

Percentage always/usually satisfied with the services and supports family member currently receives.

(Family/Guardian Survey: 2013-14)

Ethnicity/Race	GGRC	All California Regional Centers
Total Respondents	181	3,210
American Indian/Alaska Native	100.00%	73.68%
Asian	73.33%	83.94%
Black/African-American	55.56	72.61%
Hispanic or Latino	75.00%	72.76%
Missing Race	100.00%	55.56%
Mixed Race	72.73%	74.58%
Native Hawaiian/Pacific Islander	100.00%	83.33%
Other/Unknown	100%	90.00%
White	84.73%	83.74%
Overall	81.77%	81.06%

Percentage always/usually satisfied with the services and supports your family member currently receives.

(Child Family Survey: 2015-16)

Ethnicity/Race	GGRC	All California Regional Centers
Total Respondents	309	12,696
American Indian/Alaska Native <sup>1</sup>	100.00%	76.50%
Asian <sup>1</sup>	62.00%	69.90%
Black/African-American <sup>1</sup>	77.80%	70.10%
Hispanic or Latino <sup>1</sup>	69.60%	69.70%
Missing Race	50.00%	70.50%
Mixed Race <sup>2</sup>	70.20%	71.70%
Native Hawaiian/Pacific Islander <sup>1</sup>	0.00%	73.10%
Other/Unknown <sup>1</sup>	0.00%	65.00%
White <sup>1</sup>	61.50%	72.80%
Overall	65.40%	70.80%

Notes
Asian category includes: Asian Indian, Cambodian, Chinese, Filipino, Hmong, Japanese, Korean, Laotian, Other Asian, Thai, and Vietnamese
Native Hawaiian/Polynesian category includes Guamanian, Native Hawaiian, Other Pacific Islander, and Samoan
White category includes Russian and White
N/A means that there were no respondents for the category
National Core Indicator survey responses reflect only the opinion of the regional center consumers that responded to the survey. For more details on the National Core Indicator survey, contact the regional center.

### Want more information?

To see the complete report, go to: [www.ggrc.org](http://www.ggrc.org)

Or contact GGRC at 415-546-9222