

**Golden Gate Regional Center**  
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*Spring 2020*

## 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 9,420 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 incremental progress (or maintain our achievements) in the five "Regional Center Goals" displayed in the chart on the following page. Importantly, nearly all of the individuals we used to serve in Developmental Centers have transitioned to new lives and homes in community settings and over 99% of all children are living with their families.

But, we still need to improve in meeting statewide averages in some of these categories. In particular we have 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 availability for the individuals we serve in our region. In addition, chronically-underfunded rates available for home support services intensify our challenges in this area. We are continuing our efforts to create and discover affordable housing opportunities for those we serve, as well as continuing to advocate to state policy-makers for desperately-needed provider rate reform, 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, [www.ggrc.org](http://www.ggrc.org)

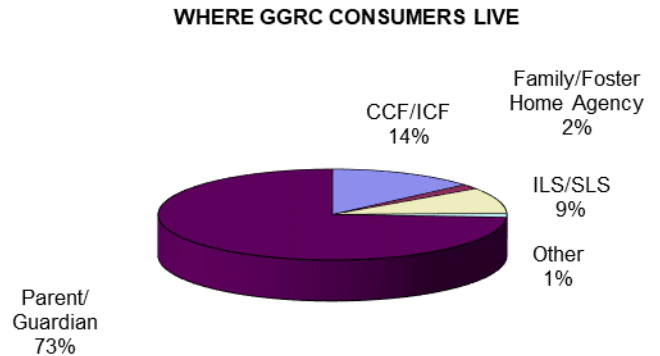
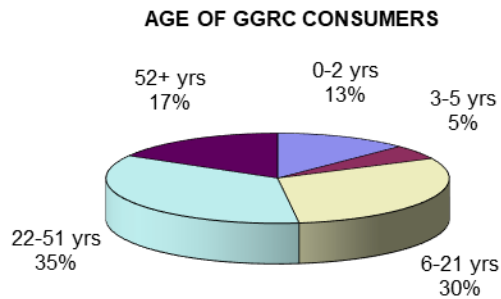
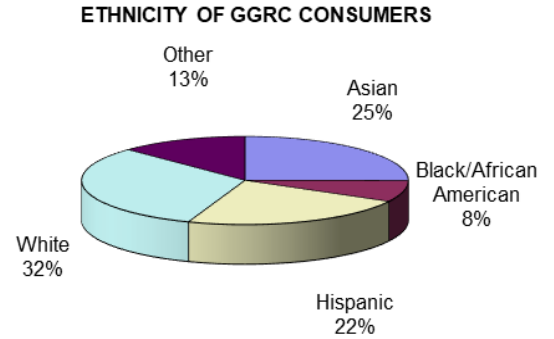
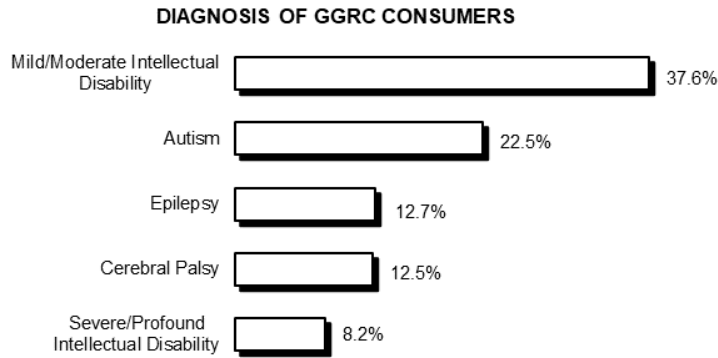
Or contact GGRC at 415-546-9222

A handwritten signature in blue ink, appearing to read "Eric Zigman". The signature is fluid and cursive, with a large, sweeping flourish at the end.

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 2018, and the second column shows how GGRC was doing at the end of 2019.

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<br>(based on Lanterman Act)            | December 2018 |        | December 2019 |        |
|--|---------------|--------|---------------|--------|
|  | State Average | GGRC   | State Average | GGRC   |
| Fewer consumers live in developmental centers                | 0.12%         | 0.12%  | 0.08%         | 0.14%  |
| More children live with families                             | 99.38%        | 99.20% | 99.44%        | 99.21% |
| More adults live in home settings*                           | 80.20%        | 74.44% | 80.84%        | 75.38% |
| Fewer children live in large facilities (more than 6 people) | 0.04%         | 0.00%  | 0.04%         | 0.03%  |
| Fewer adults live in large facilities (more than 6 people)   | 2.31%         | 2.94%  | 2.15%         | 2.83%  |

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         | 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.) | 96.45%      | 97.06%         |
| Intake/Assessment timelines for consumers age 3 or older met  | 97.78%      | 96.53%         |
| IPP ( <i>Individual Program Plan</i> ) requirements met   | 100%        | N/A            |
| IFSP ( <i>Individualized Family Service Plan</i> ) requirements met   | 80.8%       | 80.7%          |

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.

On the following page (page four), you will see that GGRC continues to be a leader in supporting the competitive, integrated employment of those we serve. In particular, average annual wages are 37% higher among those we support when compared with average annual wages statewide. Additionally, GGRC's performance on the "Percentage of consumers with earned income" grew to 21%, a full five percent higher than the state average of 16%. While many, many more individuals served deserve to have employment opportunities, GGRC's strong showing in this measure underscores our continuing efforts to increase employment opportunities and income for those we serve.

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

The chart below shows how well GGRC is performing on increasing consumer employment performance compared to their prior performance and statewide average:

| Areas Measured   | Time Period          |          |                      |          |
|--|----------------------|----------|----------------------|----------|
|  | CA                   | GGRC     | CA                   | GGRC     |
| <b>Consumer Earned Income (Ages 16 to 64):</b><br>Data Source: Employment Development Department   | Jan through Dec 2017 |          | Jan through Dec 2018 |          |
| Quarterly number of consumers with earned income   | 27,182               | 1,057    | 27,526               | 1,104    |
| Percentage of consumers with earned income   | 17%                  | 20%      | 16%                  | 21%      |
| Average annual wages   | \$9,033              | \$12,785 | \$10,317             | \$14,141 |
| <b>Annual earnings of consumers compared to people with all disabilities in California</b><br>Data Source: Cornell University Disability Status Report | 2017                 |          | 2018                 |          |
|  | \$47,500             |          | Data not Available*  |          |
| <b>National Core Indicator Adult Consumer Survey</b>   | July 2014-June 2015  |          | July 2017-June 2018  |          |
| Percentage of adults who reported having integrated employment as a goal in their IPP  | 27%                  | 28%      | 29%                  | 24%      |
| <b>Paid Internship Program</b><br>Data Source: Paid Internship Program Survey  | 2017-18              |          | 2018-19              |          |
|  | CA Average           | GGRC     | CA Average           | GGRC     |
| Number of adults who were placed in competitive, integrated employment following participation in a Paid Internship Program                            | 6                    | 6        | 9                    | 3        |
| Percentage of adults who were placed in competitive, integrated employment following participation in a Paid Internship Program                        | 18%                  | 27%      | 13%                  | 2%       |
| Average hourly or salaried wages for adults who participated in a Paid Internship Program  | \$11.64              | \$14.18  | \$12.45              | \$14.54  |
| Average hours worked per week for adults who participated in a Paid Internship Program   | 18                   | 17       | 17                   | 13       |
| <b>Incentive Payments</b><br>Data Source: Competitive Integrated Employment Incentive Program Survey   |                      |          |                      |          |
| Average wages for adults engaged in competitive, integrated employment, on behalf of whom incentive payments have been made                            | \$11.93              | \$13.84  | \$12.76              | \$14.57  |
| Average hours worked for adults engages in competitive, integrated employment, on behalf of whom incentive payments have been made                     | 22                   | 21       | 22                   | 22       |
| Total number of Incentive payments made for the fiscal year for the following amounts:   | \$1,500              | 13       | 25                   | 27       |
|  | \$1,250              | 21       | 46                   | 39       |
|  | \$1,000              | 29       | 50                   | 43       |
|  |                      |          | 56                   | 56       |

To obtain these statistics, DDS provided the EDD with client data, and the EDD matched that information to their database and returned individual-specific wage data including employment locations, business name and type. DDS then analyzed the data for accuracy and only reported to regional centers the information deemed most accurate.

\*The Cornell University 2018 Disability Status Report was not available at the time that this report was finalized.



## 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.

Indicator showing the relationship between annual authorized services and expenditures by individual's residence type and ethnicity

| Residence Type  | American Indian or Alaska Native |       | Asian |       | Black/African American |       | Hispanic |       | Native Hawaiian or Other Pacific Islander |       | White |       | Other Ethnicity or Race |       |
|-----------------|----------------------------------|-------|-------|-------|------------------------|-------|----------|-------|---|-------|-------|-------|-------------------------|-------|
|                 | 17-18                            | 18-19 | 17-18 | 18-19 | 17-18                  | 18-19 | 17-18    | 18-19 | 17-18                                     | 18-19 | 17-18 | 18-19 | 17-18                   | 18-19 |
| Home            | 🟡0.52                            | 🟡0.59 | 🟢0.77 | 🟡0.74 | 🟢0.82                  | 🟢0.80 | 🟡0.71    | 🟡0.73 | 🟢0.79                                     | 🟡0.61 | 🟡0.74 | 🟡0.74 | 🟡0.70                   | 🟡0.69 |
| ILS/SLS         | 🟢1.00                            | 🟢1.00 | 🟢0.84 | 🟢1.00 | 🟢0.83                  | 🟢0.83 | 🟢0.87    | 🟢0.81 | N/A                                       | 🔴0.49 | 🟢0.87 | 🟢0.85 | 🟢0.88                   | 🟢0.84 |
| Institutions    | N/A                              | N/A   | 🟡0.66 | N/A   | 🟡0.52                  | N/A   | 🔴0.47    | 🔴0.21 | N/A                                       | 🟢1.00 | 🟡0.52 | 🟡0.67 | N/A                     | N/A   |
| Residential     | 🟢0.99                            | 🟢0.98 | 🟢0.96 | 🟢0.95 | 🟢0.97                  | 🟢0.95 | 🟢0.97    | 🟢0.95 | 🟢0.97                                     | 🟢0.95 | 🟢0.96 | 🟢0.95 | 🟢0.97                   | 🟢0.96 |
| Med/Rehab/Psych | 🟢0.89                            | N/A   | 🟢0.92 | 🟢0.90 | 🟢0.95                  | 🟢0.99 | 🟢0.95    | 🟢0.96 | N/A                                       | N/A   | 🟢0.89 | 🟢0.88 | 🟢0.93                   | 🟢0.92 |
| Other           | 🟢0.76                            | N/A   | 🟡0.70 | 🟡0.66 | 🟢0.78                  | 🟢0.82 | N/A      | 🟡0.54 | N/A                                       | N/A   | 🟡0.74 | 🟡73%  | 🔴0.47                   | 🟡0.66 |

Notes: 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. 4) Green check marks are indicated by values less than 1.25 and greater than or equal to 0.75. Yellow warning signs are indicated by values less than 1.5 and greater than or equal to 1.25 and less than .75 and greater than 0.5. Red x's are indicated by values less than or equal to 0.5 and greater than or equal to 1.5. A perfect ratio is indicated as 1.0.

Per capita purchase of service expenditures by individual's primary language  
(for primary languages chosen by 30 or more consumers only)

| Language          | Count of UCI |           | Per Capita Purchase of Service Expenditures |           |
|-------------------|--------------|-----------|---|-----------|
|                   | 2017-2018    | 2018-2019 | 2017-2018                                   | 2018-2019 |
| English           | 7,044        | 7,235     | \$29,197                                    | \$31,664  |
| Spanish           | 1,725        | 1,772     | \$9,881                                     | \$10,852  |
| Cantonese Chinese | 643          | 664       | \$17,895                                    | \$18,931  |
| Tagalog           | 179          | 181       | \$19,878                                    | \$21,801  |
| Mandarin Chinese  | 83           | 87        | \$12,444                                    | \$17,332  |
| Vietnamese        | 82           | 79        | \$12,200                                    | \$13,986  |
| Arabic            | 66           | 61        | \$15,401                                    | \$14,757  |
| Russian           | 51           | 51        | \$22,132                                    | \$26,785  |
| Other Asian       | 33           | 29        | \$18,180                                    | \$21,174  |
| Korean            | 25           | 30        | \$37,611                                    | \$37,170  |

**Want more information?**

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

Or contact GGRC at 415-546-9222