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 9,660 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 continue to live with their families.

Of course, 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 support services intensify our challenges in this area. With DDS' support, we are continuing to create and discover affordable and accessible housing opportunities for those we serve, as well as continuing to advocate to state policy-makers the acceleration of the planned service provider rate reform, in order to make a greater impact in this area.

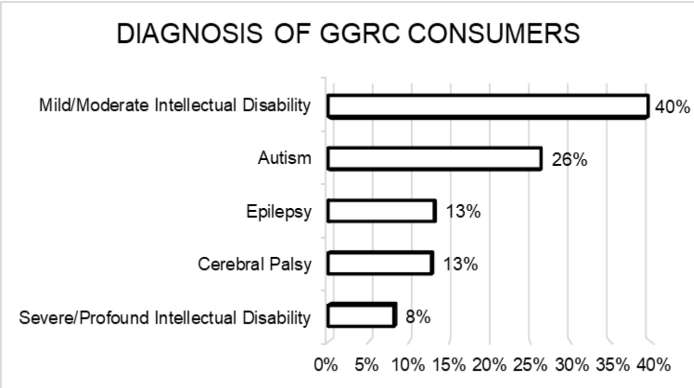
We hope this report helps you learn more about GGRC. If you have any questions or comments, please contact us!

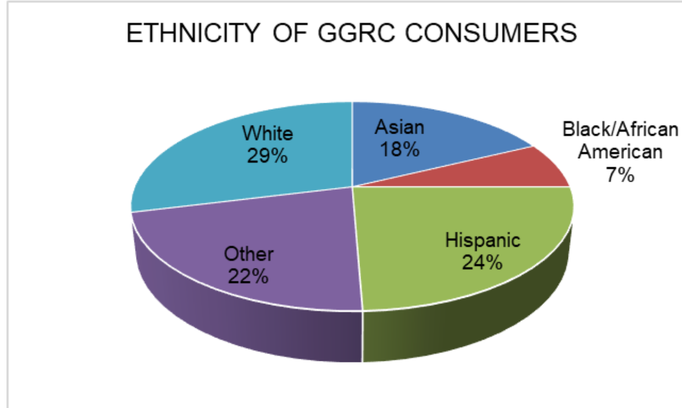
This report is a summary. For more information about the regional center, please go to: www.ggrc.org or contact me at 415-832-5516

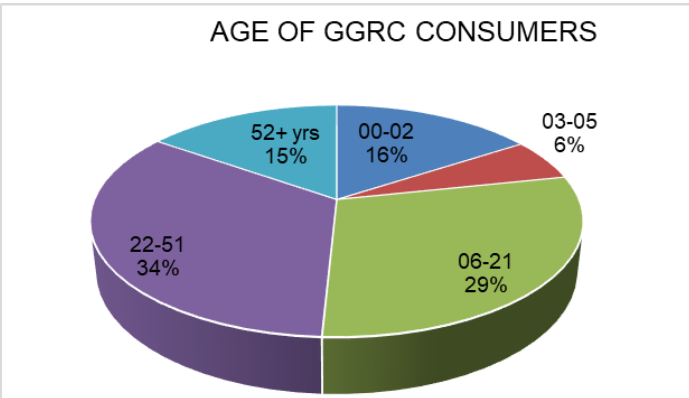
Eric Zigman

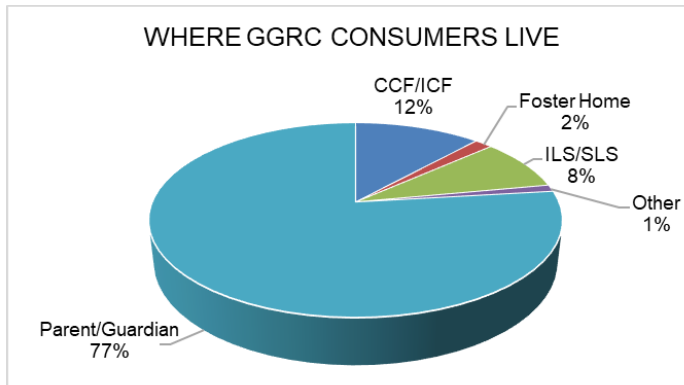
Executive Director, Golden Gate Regional Center

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 2020, and the second column shows how GGRC was doing at the end of 2021.

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 2020**		**December 2021**	
	State Average	GGRC	State Average	GGRC
Fewer consumers live in developmental centers	0.07%	0.10%	0.06%	0.12%
More children live with families	99.51%	99.38%	99.58%	99.36%
More adults live in home settings	81.71%	76.63%	82.50%	77.73%
Fewer children live in large facilities (more than 6 people)	0.04%	0.00%	0.03%	0.00%
Fewer adults live in large facilities (more than 6 people)	1.92%	2.60%	1.78%	2.35%

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	See note 4	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.)	99.18%	98.40%
Intake/Assessment timelines for consumers age 3 or older met	99.12%	92.72%
IPP *(Individual Program Plan)* requirements met	99.49%	N/A
IFSP *(Individualized Family Service Plan)* requirements met	77.1%	76.5%

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) N/A indicates that the regional center was not reviewed for the measure during the current period. 4) Department Directive 01-041520 waives the requirements of Article III, Section 9, paragraph (c) of the Department's regional center contract.

In the compliance chart above, it is worth noting that measures primarily related to GGRC Social Worker (Service Coordinator) workload (specifically CDER, ESR, IPP and IFSP timelines) have decreasing and disappointing percentages. The root cause of this drop is the **skyrocketing caseload numbers** at GGRC, driven by the state's funding methodology (The Core Staffing Formula) and its budget allocations that are frozen at 1991 levels. GGRC has some of the very highest caseload ratio numbers amongst the 21 regional centers. We are advocating constantly with policy makers to "modernize" the Core Staffing Formula in order to address this fundamental barrier to services.

On the following page (page four), you will see that GGRC continues to have a strong showing in supporting the competitive, integrated employment (CIE) of those we serve. However the impact of the pandemic shows a drop in the raw numbers of individuals with earned income served by GGRC. We are pleased that average annual wages of those we support are 24% higher than the statewide average. Additionally, GGRC's performance on the "Percentage of consumers with earned income" remained much higher than the state averages. 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. Severe challenges in service provider job developer and job coach hiring and compensation in our area have had a significant and negative impact in both CIE and Paid Internship programs.

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
Consumer Earned Income (Age 16 to 64 years)*: Data Source: Employment Development Department (EDD)		**Jan through Dec 2019**		**Jan through Dec 2020**	
Quarterly number of consumers with earned income		25,710	1,031	22,772	868
Percentage of consumers with earned income		17.17%	21.47%	18.86%	23.03%
Average annual wages		$8,772	$12,028	$9,733	$12,036
Annual earnings of consumers compared to people with all disabilities in California		**2019**		**2020**	
Data Source: American Community Survey, five-year estimate		$25,990		$26,794	
National Core Indicator Adult Consumer Survey		**July 2017-June 2018**		**July 2020-June 2021**	
Percentage of adults who reported having integrated employment as a goal in their IPP		29%	24%	35%	N/A**
Paid Internship Program		**2019-20**		**2020-21**	
Data Source: Paid Internship Program Survey		**CA Average**	**GGRC**	**CA Average**	**GGRC**
Number of adults who were placed in competitive, integrated employment following participation in a Paid Internship Program		8	2	6	2
Percentage of adults who were placed in competitive, integrated employment following participation in a Paid Internship Program		9%	1%	14%	5%
Average hourly or salaried wages for adults who participated in a Paid Internship Program		$13.31	$14.84	$14.25	$16.00
Average hours worked per week for adults who participated in a Paid Internship Program		16	15	17	13
Incentive Payments Data Source: Competitive Integrated Employment Incentive Program Survey					
Average wages for adults engages in competitive, integrated employment, on behalf of whom incentive payments have been made		$13.52	$15.33	$14.81	$16.16
Average hours worked for adults engages in competitive, integrated employment, on behalf of whom incentive payments have been made		21	18	23	19
Total number of Incentive payments made for the fiscal year for the following amounts:	$1,500	22	26	17	14
	$1,250	28	29	19	11
	$1,000	34	39	33	24

*Count of consumers included in the EDD data is determined by how precisely consumer's names match between the EDD data and the Department's data. New methodology, implemented in 2021 and applied to 2019 and 2020 data, requires consumers names to match more precisely than in previous years in order to be counted in the dataset. **Regional centers receive an 'N/A' designation if fewer than 20 people respond to the survey item.

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	
	19-20	20-21	19-20	20-21	19-20	20-21	19-20	20-21	19-20	20-21	19-20	20-21	19-20	20-21
Home	0.64	0.75	0.72	0.74	0.77	0.76	0.73	0.73	0.69	0.65	0.71	0.70	0.67	0.67
ILS/SLS	1.00	1.00	0.87	0.88	0.81	0.82	0.82	0.82	0.16	0.48	0.85	0.82	0.85	0.83
Institutions	N/A	N/A	0.26	1.00	0.10	0.37	0.00	0.40	N/A	1.00	N/A	0.28	N/A	0.78
Residential	0.97	0.87	0.96	0.90	0.95	0.88	0.94	0.88	0.93	0.88	0.95	0.88	0.95	0.90
Med/Rehab/Psych	N/A	N/A	0.81	0.69	0.77	0.89	0.89	0.92	0.00	N/A	0.85	0.85	0.80	1.00
Other	N/A	N/A	0.66	0.73	0.88	0.90	0.65	0.71	0.00	48%	0.59	0.68	0.44	0.38

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. **5) 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	
	2019-2020	2020-21	2019-2020	2020-21
English	7,308	7,450	$35,750	$39,621
Spanish	1,733	1,837	$12,650	$13,665
Cantonese Chinese	672	687	$22,140	$23,197
Tagalog	180	176	$25,316	$27,843
Mandarin Chinese	87	80	$18,314	$20,500
Vietnamese	78	78	$16,489	$16,772
Arabic	56	54	$16,329	$20,661
Russian	49	50	$30,512	$37,917
All Other Languages	40	35	$25,967	$39,254
Other Asian	30	39	$26,296	$25,792

Want more information?

To see the complete report, go to: www.ggrc.org

Or contact Eric Zigman at 415-832-5516