

Golden Gate Regional Center
Eric Zigman, Executive Director
1355 Market St., Suite 220,
San Francisco, CA 94103
415-546-9222



Summer 2024

Performance Report for Golden Gate Regional Center

Every year, the Department of Developmental Services (DDS) contracts with regional centers in California to serve individuals 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 10,460 individuals. The charts on page two tell you about the individuals 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, over 99% of all children continue to live with their families and absolutely no kids are in facilities over 6 beds ((as has been the case for many years).

Of course, we still need to improve in meeting statewide averages in some of these categories. In particular we have had a particular challenge in reducing the percentage of adults in facilities greater than 6 beds (though progress is slow and steady). Though GGRC has for decades emphasized smaller residential settings and independent and supported living, we have a couple of 50-100 year old agencies with larger living arrangements. These agencies continue to push forward on person-centered practices to ensure the experience of the residents is not constrained by the size of the living arrangements. GGRC continues to emphasize smaller settings and independent living situations, despite the significant challenges of our high-cost area and its impact on housing availability.

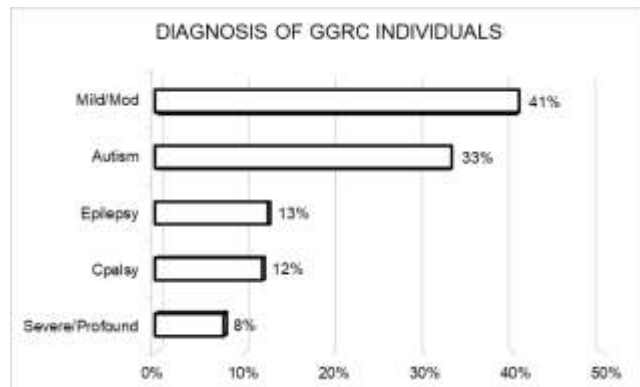
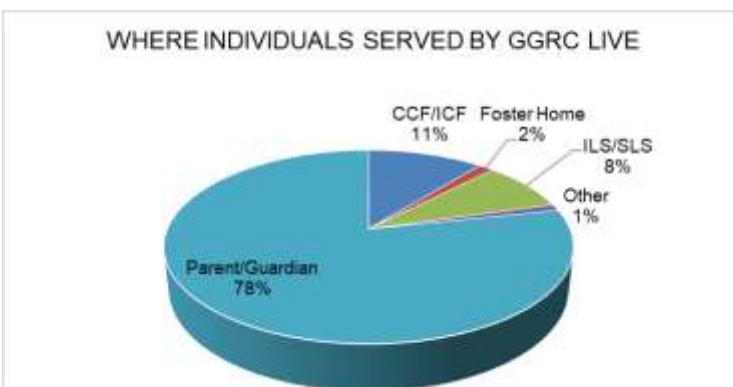
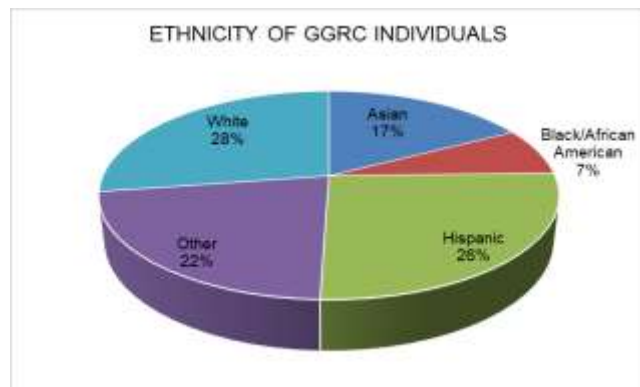
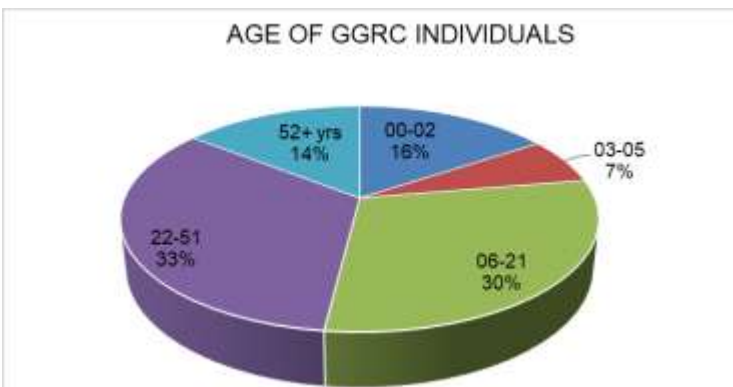
We hope this report helps you learn more about GGRC. If you have any questions or comments, please contact us!

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.

Executive Director, Golden Gate Regional Center

Who uses GGRC?

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



How well is GGRC performing?

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

The first column tells you how GGRC was doing last reporting period, and the second column shows how GGRC was doing at the end of fiscal year 2024.

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)	Last Reporting Period (December 2022)		Current Reporting Period (June 2024)	
	State Average	GGRC	State Average	GGRC
Fewer individuals live in developmental centers	0.06%	0.11%	0.05%	0.12%
More children live with families	99.61%	99.59%	99.69%	99.70%
More adults live in home settings	83.01%	77.96%	83.86%	78.63%
Fewer children live in large facilities (more than 6 people)	0.03%	0.00%	0.02%	0.00%
Fewer adults live in large facilities (more than 6 people)	1.67%	2.41%	1.46%	2.13%

Notes: 1) Individuals 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 individuals' 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 Reporting Period	Current Reporting 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 individuals, including diagnosis.)	93.99%	99.97%
Intake/Assessment timelines for individuals age 3 or older met	94.38%	69.72%
IPP (<i>Individual Program Plan</i>) requirements met	99.72%	94.56%
IFSP (<i>Individualized Family Service Plan</i>) requirements met	87.9%	86.0%

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 June 2024 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.

GGRC did fairly well on the compliance measures again this year. Though improvement is seen in the CDER/ESR updating process, we have struggled with the post-pandemic spike in new cases in our Intake/Assessment department as well as with IFSP timeline requirements. After decades of staff scarcity, GGRC has made great strides in increasing the number of staff and reducing caseloads (within the context of increasing workload demands from the state).

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. As of 12/2023, the percentage of those served by GGRC with earned income is 2.19% higher than state average, and the average wages in CIE are \$1.26/hour (or 7.6%) higher in GGRC's area than the state average for Fiscal Year 22-23.

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. With the advent of more reasonable provider rates in January 2025, and a new Job Development service category, we are hopeful that CIE and Paid Internship opportunities will have a chance to grow significantly.

How well is GGRC doing at getting individuals working?

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

Areas Measured	Time Period			
	CA	GGRC	CA	GGRC
Individual Earned Income (Age 16 to 64 years): Data Source: Employment Development Department	Jan through Dec 2022		Jan through Dec 2023	
Quarterly number of individuals with earned income	31,413	1,025	32,132	1,046
Percentage of individuals with earned income	15.40%	17.33%	15.20%	17.39%
Average annual wages	\$13,198	\$15,525	\$14,251	\$15,907
Annual earnings of individuals compared to people with all disabilities in California Data Source: American Community Survey, five-year estimate	2021		2022	
	\$30,783		\$29,382	
National Core Indicator Adult In-Person 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 Data Source: Paid Internship Program Survey	2021-22		2022-23	
	CA Average	GGRC	CA Average	GGRC
Number of adults who were placed in competitive, integrated employment following participation in a Paid Internship Program	1,527	71	2,650	190
Percentage of adults who were placed in competitive, integrated employment following participation in a Paid Internship Program	12%	1%	10%	1%
Average hourly or salaried wages for adults who participated in a Paid Internship Program	\$15.08	\$16.00	\$15.96	\$17.30
Average hours worked per week for adults who participated in a Paid Internship Program	15	10	14	4
Competitive Integrated Employment 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	\$15.63	\$16.94	\$16.51	\$18.17
Average hours worked for adults engages in competitive, integrated employment, on behalf of whom incentive payments have been made	22	18	21	17
Total number of Incentive payments made for the fiscal year for the following amounts:**	\$3,000	25	18	804
	\$2,500	42	35	849
	\$2,000	55	39	1,031
				20

*Regional centers receive an 'N/A' designation within the table if fewer than 20 people responded 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 individuals.

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	
	21-22	22-23	21-22	22-23	21-22	22-23	21-22	22-23	21-22	22-23	21-22	22-23	21-22	22-23
Home	✓ 1.00	✗ 0.17	✓ 0.75	⚠ 0.71	⚠ 0.74	⚠ 0.69	⚠ 0.73	⚠ 0.71	⚠ 0.73	⚠ 0.64	⚠ 0.66	⚠ 0.66	⚠ 0.61	⚠ 0.61
ILS/SLS	⚠ 0.72	✓ 0.99	✓ 0.88	✓ 0.86	✓ 0.79	✓ 0.79	✓ 0.79	✓ 0.79	⚠ 0.71	⚠ 0.62	✓ 0.82	✓ 0.81	✓ 0.85	✓ 0.79
Institutions	N/A	N/A	✗ 0.38	✗ 0.15	✓ 0.81	✓ 0.95	✓ 1.00	✓ 1.00	✓ 1.00	✓ 0.95	✗ 0.11	✓ 1.00	N/A	✓ 1.00
Residential	✓ 0.84	✓ 0.84	✓ 0.88	✓ 0.87	✓ 0.87	✓ 0.86	✓ 0.88	✓ 0.87	✓ 0.94	✓ 0.95	✓ 0.88	✓ 0.85	✓ 0.88	✓ 0.87
Med/Rehab/Psych	N/A	N/A	⚠ 0.71	⚠ 0.70	✓ 0.92	✓ 0.94	✓ 0.94	✓ 0.92	N/A	N/A	✓ 0.88	✓ 0.80	✓ 0.87	✓ 0.86
Other	N/A	N/A	✓ 0.82	⚠ 0.74	⚠ 0.66	✓ 0.82	✓ 0.83	✓ 0.94	⚠ 0.54	✗ 0.33	✓ 0.84	✓ 0.79	✓ 0.75	⚠ 0.69

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 individuals 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 individuals only)

Language	Count of UCI		Per Capita Purchase of Service Expenditures	
	21-22	22-23	21-22	22-23
English	7,738	8,024	\$39,632	\$42,983
Spanish	1,937	2,041	\$13,934	\$15,526
Cantonese Chinese	685	654	\$25,040	\$28,599
Tagalog	169	172	\$28,236	\$33,903
Mandarin Chinese	84	102	\$21,684	\$18,219
Vietnamese	71	68	\$16,234	\$17,233
Arabic	55	60	\$26,208	\$30,625
Russian	51	55	\$38,542	\$38,463
Other Asian	42	41	\$25,669	\$29,875
American Sign Language	36	46	\$59,319	\$65,435
All Other Languages	35	36	\$42,899	\$44,730
Portuguese	26	33	\$29,254	\$36,359

Want more information?

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

Or contact Eric Zigman at 415-546-9222