

**Golden Gate Regional Center**

Eric Zigman, Executive Director  
1355 Market Street, Suite 220  
San Francisco, CA 94103  
Phone: (415) 546-9222  
E-mail: [ezigman@ggrc.org](mailto:ezigman@ggrc.org)



*Summer 2025*

**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 Golden Gate Regional Center (GGRC).

Last year, GGRC served about 11,120 individuals. The charts on page two tell you about the individuals GGRC serves. You will also see how well GGRC is doing in meeting 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.

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 – and we have supported them in building those practices. 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.

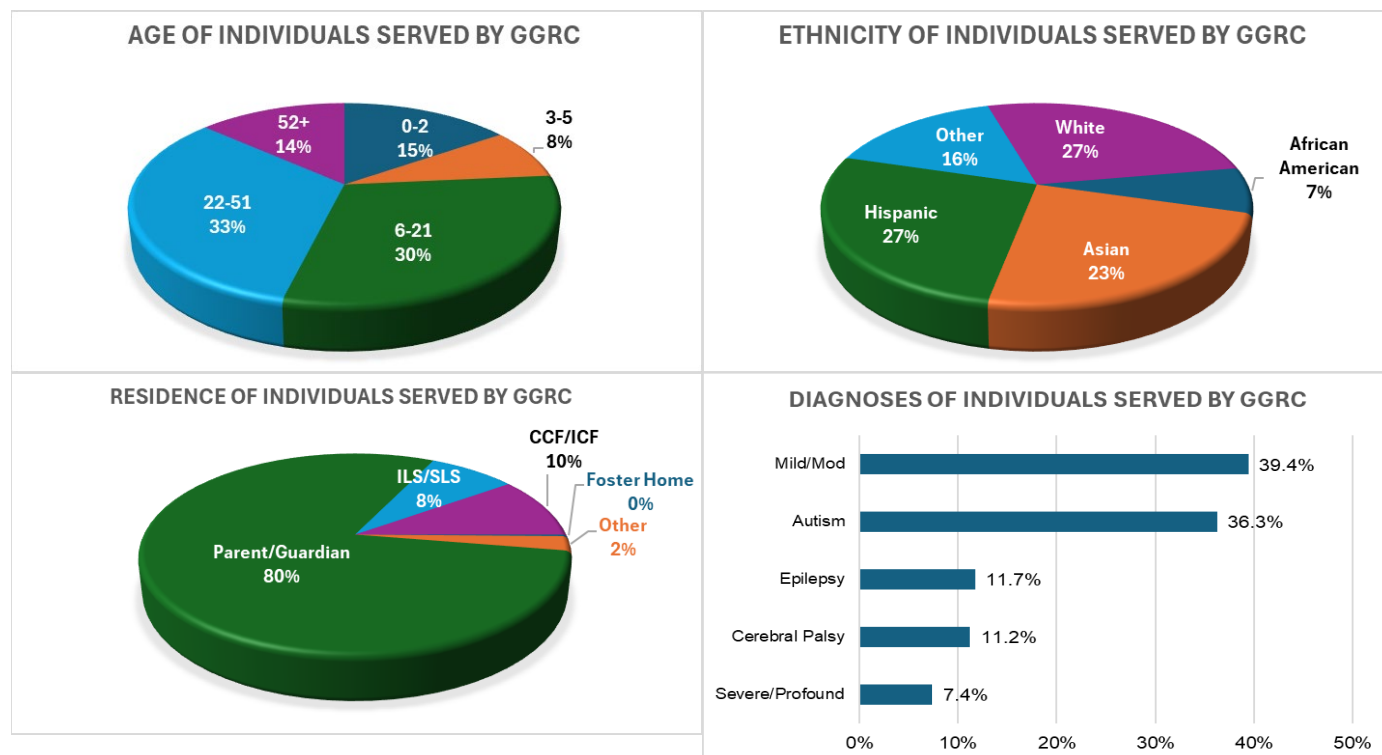
We hope this report helps you learn more about GGRC. If you have any questions or comments, please contact us! This report is a summary.

To learn more about this report, go to: [www.ggrc.org](http://www.ggrc.org) or contact me at: [ezigman@ggrc.org](mailto:ezigman@ggrc.org)

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 2024-25.

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)	June 2024		June 2025	
	State Average	GGRC	State Average	GGRC
More children live with families	99.69%	99.70%	99.71%	99.54%
More adults in home settings	83.86%	78.63%	84.29%	79.28%
Fewer children living in large facilities (more than 6 people)	0.02%	0.00%	0.03%	0.00%
Fewer adults live in large facilities (more than 6 people)	1.46%	2.13%	1.36%	2.07%

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 financial audit <sup>1</sup>	Yes	Yes
Audits vendors as required	Met	Met
Didn't overspend operations budget	Yes	Yes
Participates in the federal waiver <sup>2</sup>	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.) <sup>3</sup>	99.97%	94.67%
Intake/Assessment timelines for individuals age 3 or older met	69.72%	75.97%
IPP ( <i>Individual Program Plan</i> ) requirements met	94.56%	97.14%
IFSP ( <i>Individualized Family Service Plan</i> ) requirements met	86.0%	78.1%

Notes: <sup>1</sup> [Link to DDS financial audit for fiscal years 2022-23 and 2023-24](#)

<sup>2</sup> 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.

<sup>3</sup> The CDER and ESR currency percentages are weighted based on the RC's Status 1 and Status 2 June 2025 caseloads to arrive at a composite score.

GGRC did fairly well on the compliance measures again this year. Like nearly all regional centers, we have struggled with the spike in the number of individuals applying for our services. Our Intake/Assessment department has expanded to try to meet the increased demand in both Early Start (0-3 yrs old) and Lanterman Act (3yrs and older) eligibility assessments. After decades of staff scarcity, GGRC has made great strides in increasing the number of staff and reducing caseloads (within the continued 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. Both in "Percentage of consumers with earned income" and "Average Annual Wages," GGRC excels. That said, we know we have a long, long way to go to support more individuals with job opportunities and on the job support. We remain hopeful about the potential of "rate reform efforts" to aid us in these efforts.

In terms of reducing Purchase of Service (POS) Disparities, the chart on page 5 displays the relationship between the services GGRC authorized, and what the people we serve could actual utilize (i.e., they were able to receive the services and the provider was able to bill for those services). The Chart reveals that Independent Living Services and In Home Services suffered from some of the lowest utilization across all ethnicities. For more information about POS Disparities see the data and reports at GGRC's Reporting and Data Transparency website [here](#).

## 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
<b>Consumer Earned Income ( Age 16 to 64 years):</b>		<b>Jan through Dec 2023</b>		<b>Jan through Dec 2024</b>	
Data Source: Employment Development Department					
Quarterly number of consumers with earned income		32,132	1,046	32,936	1,065
Percentage of consumers with earned income		15.20%	17.39%	15.60%	17.20%
Average annual wages		\$14,251	\$15,907	\$14,902	\$16,352
<b>Annual earnings of consumers compared to people with all disabilities in California</b>		<b>2022</b>		<b>2023</b>	
Data Source: American Community Survey, five-year estimate		\$29,382		\$31,436	
<b>Paid Internship Program</b>		<b>2022-23</b>		<b>2023-24</b>	
Data Source: Paid Internship Program Survey		<b>CA Average</b>	<b>GGRC</b>	<b>CA Average</b>	<b>GGRC</b>
Number of adults who were placed in competitive, integrated employment following participation in a Paid Internship Program		12	1	13	7
Percentage of adults who were placed in competitive, integrated employment following participation in a Paid Internship Program		10%	1%	9%	4%
Average hourly or salaried wages for adults who participated in a Paid Internship Program		\$15.96	\$17.30	\$16.74	\$18.41
Average hours worked per week for adults who participated in a Paid Internship Program		14	4	14	6
<b>Competitive Integrated Employment</b>					
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		\$16.51	\$18.17	\$17.33	\$18.97
Average hours worked for adults engages in competitive, integrated employment, on behalf of whom incentive payments have been made		21	17	21	18
Total number of Incentive payments made for the fiscal year for the following amounts:	\$3,000	38	22	35	29
	\$2,500	40	4	40	29
	\$2,000	49	20	51	41

Notes: 1) The National Core Indicator Survey question "Percentage of Adults who Reported having integrated employment as a goal on their IPP" is no longer asked and therefore could not be included on the report. 2) Differences in regional center population sizes may affect the number of individuals participating in employment programs.

## 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	
	22-23	23-24	22-23	23-24	22-23	23-24	22-23	23-24	22-23	23-24	22-23	23-24	22-23	23-24
Community Care Facility	N/A	✓ 0.80	✓ 0.91	✓ 0.86	✓ 0.91	✓ 0.83	✓ 0.88	✓ 0.83	N/A	✓ 0.84	✓ 0.89	✓ 0.83	✓ 0.83	✓ 0.79
Family Home Agency/Family Teaching Home	N/A	✓ 0.75	✓ 0.84	✓ 0.75	✓ 0.81	⚠ 0.70	✓ 0.81	⚠ 0.61	✓ 0.82	✓ 0.79	✓ 0.84	✓ 0.76	✓ 0.81	✓ 0.78
Intermediate care facilities	N/A	⚠ 0.67	✓ 0.86	⚠ 0.67	✓ 0.79	✓ 0.78	✓ 0.84	⚠ 0.62	N/A	⚠ 0.73	✓ 0.84	⚠ 0.66	✓ 0.84	⚠ 0.55
Independent living skills	✓ 0.99	⚠ 0.59	✓ 0.77	⚠ 0.70	⚠ 0.70	⚠ 0.60	⚠ 0.74	⚠ 0.74	⚠ 0.62	⚠ 0.71	✓ 0.75	⚠ 0.64	⚠ 0.62	✗ 0.47
In-Home	✗ 0.17	✗ 0.48	⚠ 0.70	⚠ 0.60	⚠ 0.62	⚠ 0.58	⚠ 0.70	⚠ 0.61	⚠ 0.65	⚠ 0.56	⚠ 0.61	⚠ 0.56	⚠ 0.62	⚠ 0.59
Supported living services	N/A	✓ 0.76	✓ 0.80	✓ 0.85	✓ 0.80	✓ 0.82	⚠ 0.72	✓ 0.84	⚠ 0.53	⚠ 0.70	✓ 0.76	⚠ 0.69	✓ 0.76	⚠ 0.72
Skilled Nursing Facility	N/A	⚠ 0.66	✓ 0.81	⚠ 0.58	N/A	✓ 0.78	N/A	⚠ 0.66	N/A	⚠ 0.51	✓ 0.76	✓ 0.77	⚠ 0.73	✗ 0.35
State-Operated Facility	N/A	✗ 0.40	⚠ 0.50	✓ 0.83	✓ 1.00	⚠ 0.61	✓ 1.00	⚠ 0.71	✓ 0.95	✓ 1.00	✓ 1.00	⚠ 0.58	N/A	⚠ 0.53
Other	✓ 0.84	⚠ 0.52	✓ 0.84	⚠ 0.58	✓ 0.79	⚠ 0.62	✓ 0.84	⚠ 0.62	✓ 0.79	✓ 0.80	✓ 0.81	⚠ 0.60	✓ 0.83	✓ 0.75

Note: 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	
	22-23	23-24	22-23	23-24
English	8,024	8,004	\$42,983	\$46,550
Spanish	2,041	2,117	\$15,526	\$16,709
Cantonese Chinese	654	651	\$28,599	\$29,281
Tagalog	172	168	\$33,903	\$37,045
Mandarin Chinese	102	108	\$18,219	\$21,648
Vietnamese	68	67	\$17,233	\$20,132
Arabic	60	60	\$30,625	\$33,550
Russian	55	56	\$38,463	\$45,008
American Sign Language	46	52	\$65,435	\$82,739
All Other Languages	36	51	\$44,730	\$39,336
Portuguese	33	39	\$36,359	\$23,232
Other Asian	41	32	\$29,875	\$31,035

### Want more information?

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

Or contact Eric Zigman at [ezigman@ggrc.org](mailto:ezigman@ggrc.org)

Additional information can be found on the: [DDS Regional Center Dashboard](#)