



**GOLDEN GATE REGIONAL CENTER
PERFORMANCE CONTRACT PROPOSED PLAN 2024-2025**

State Public Policy Performance Measure (Outcomes from DDS)	Statewide Average	GGRC Baseline	Statement/Objective	Implementation
I. Children Residing with Families (Child is defined as under 18 years of age).	TBD	TBD	Statement: Golden Gate Regional Center ensures that children will reside with their families or in a family setting by providing the needed supports and services regardless of the severity of the child’s disability	Continue to assess current supports and services.
A. Number and % of regional center children caseload in foster homes.	TBD	TBD	Objectives: Social workers continue to identify, publicize and facilitate access to supports and services for children with developmental disabilities who are considered at risk for out-of-home placement.	<ul style="list-style-type: none"> GGRC will work with the Family Resource Centers in each county in an effort to support programs, training and services that are designed to provide equal access to childcare for children with special needs.
B. Number and % of regional center children caseload in own home with Family/Parent/Guardian.	TBD	TBD		<ul style="list-style-type: none"> Continue to develop innovative resources for children 0-3 years old. Review and revise services, e.g. respite and family support.
C. Total number and % of regional center children served in homes (This is a total of sections A & B).	TBD	TBD		<ul style="list-style-type: none"> GGRC will assure that families receive full information about the developmental needs of their children and services available. GGRC will assure that individuals and their caregivers receive complete assessments and have the opportunity to ask questions, advocate, and access services. To be evaluated and monitored by a National Care Indicators (NCI) survey of children and their caregivers.
II. Adults Residing in Home Settings	TBD	TBD	Statement: GGRC works with adults served, their support staff/agencies and advocates to empower and enable them to assert their rights to determine and control the living arrangements of their choice. This may include owning, renting, or leasing the home where they reside.	<ul style="list-style-type: none"> GGRC will provide case management training to assist families in establishing maintenance plans in the event of temporary caregiver illness/incapacity and for eventual transition plans.
A. Total Number and % of regional center residing in Adult Family Home Agency (FHA) homes.	TBD	TBD	Objective: Using the Person-Centered Individual Program Planning process, Social Workers will continue to identify adults served by GGRC who have the hopes and desires to live in a new living arrangement.	<ul style="list-style-type: none"> GGRC will request vendors to include maintenance and transitional plans in the event of temporary illness/incapacity and transfer of ownership in their Program Design.



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B. Total Number and % of regional center adults served residing in independent living.	TBD	TBD		<ul style="list-style-type: none"> GGRC will ensure that individuals are provided opportunities for safety awareness training on a regular and as needed basis. Review and revise services, e.g. respite and family support. GGRC will assure that those served and their caregivers receive complete assessments and have opportunity to ask questions, advocate, and access services. To be evaluated and monitored by a NCI survey of adults and their caregivers.
C. Total Number and % of regional center adults in their own home, with a parent or guardian.	TBD	TBD		
D. Total number and % of regional center adults served residing in supported living.	TBD	TBD		
E. Total Number and % of regional center adults in home settings.	TBD	TBD		
III. Children Residing in Facilities with Seven or More Beds (Excluding DCs)	TBD	TBD		
A. Total number and % of regional center children caseload residing in a CCF (7+ beds)	TBD	TBD		
B. Total Number and % of regional center children served residing in an ICF (7+ beds)	TBD	TBD		
C. Total Number and % of regional center children caseload residing in a nursing facility.	TBD	TBD		
D. Total number and % of regional center children living in facilities serving >6	TBD	TBD		



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IV. Adults Residing in Facilities with Seven or More Beds (Excluding DCs)	TBD	TBD	<p>Statement: GGRC continues to ensure that individuals with developmental disabilities have more choices in living options regardless of the severity of their disability, though the lack of affordable and accessible housing in our highest of high-cost areas constrains our ability to offer as wide a spectrum of choices as we would like.</p> <p>Statement: GGRC continues to ensure that individuals with developmental disabilities have more choices in living options regardless of the severity of their disability, though the lack of affordable and accessible housing in our highest of high-cost areas constrains our ability to offer as wide a spectrum of choices as we would like.</p>	<p>Statement: GGRC continues to ensure that individuals with developmental disabilities have more choices in living options regardless of the severity of their disability, though the lack of affordable and accessible housing in our highest of high-cost areas constrains our ability to offer as wide a spectrum of choices as we would like.</p> <p>Implementation: GGRC will continue seeking appropriate placement in smaller facilities for these adults and to support creative services and supports which would allow placement in existing small facilities and supports to ensure success for these individuals.</p>
A. Total number and % of regional center adults served residing in a CCF (7+beds)	TBD	TBD		
B. Total number and % of regional center adults served residing in an ICF (7+ beds)	TBD	TBD		
C. Total number and % of regional center adults served residing in a nursing facility.	TBD	TBD		
D. Total number and % of regional center adults living in facilities serving >6	TBD	TBD		
V. Intake Duration	TBD	TBD	<p>Statement: Management and Case Management staff receives a monthly report on the duration individuals ages 3 and over are in the intake process.</p> <p>Objective: GGRC will continue to ensure that the duration of individuals ages 3 and over in the intake process is within mandated timeline.</p>	<p>GGRC will provide individuals and their caregivers/advocates with initial information about developmental needs, and about the services and supports available, inside and outside of GGRC.</p> <p>GGRC will review and revise intake and responses problem and staff capacity in order to improve in this area.</p>
A. Total number and % of regional center individuals over age 3 with <= 142 days.	TBD	TBD		
B. Total number and % of regional center individuals over age 3 with 143-240 days	TBD	TBD		
C. Total number and % of regional center individuals over age 3 with over 240 days.	TBD	TBD		
VI. Compliance Measures	TBD	TBD		



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[NOTE A - J ARE COMPLIANCE MEASURES]	NA	TBD		
A. Unqualified independent audit with no material finding(s)	NA	TBD		
B. Substantial compliance with DDS fiscal audit	NA	TBD		
C. Operates within OPS budget.	NA	TBD		
D. Certified to participate in Waiver	NA	TBD		
E. Compliance with Vendor Audit Requirements per contract, Article III, Section 10	NA	TBD		
F. CDER/ESR currency	NA	TBD		
G. Intake/assessment and IFSP timelines for consumers between ages 0-2	NA	TBD		
H. Intake/assessment timelines for individuals ages 3 or older (new for 2022)	NA	TBD		
I. IPP Development (WIC requirements)	NA	TBD		
J. IFSP Development (Title 17 requirements)	NA	TBD		



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<p>VII. Public Policy Performance Measures – Employment (2024-2025)</p> <p>a. Annual earnings of consumers ages 16 and older compared to people with all disabilities in CA.</p> <p>b. Number of adults who were placed in competitive, integrated employment following participation in a Paid Internship Program (PIP).</p> <p>c. Percentage of adults who were placed in competitive, integrated employment following participation in a Paid Internship Program.</p> <p>d. Average hourly or salaried wages and hours worked per week for adults who participated in a Paid Internship Program during the prior fiscal year.</p> <p>e. Average wages and hours worked for adults engaged in competitive, integrated employment (CIE), on behalf of whom incentive payments have been made.</p> <p>f. Total number of 30-day, 6 months and 12-month incentive payments made for the fiscal year.</p> <p>g. Percentage of adults who reported having integrated employment as a goal in their IPP</p>	TBD	TBD		<p>[Please note: PIP = Paid Internship Program and CIE = Competitive, Integrated Employment]</p> <p>a. GGRC will work with local day and employment programs to educate them on the operations and benefits of PIP. Assisting provider through the vendorization process that are interested in PIP and CIE incentive. Our employment task force continues to host an employment summit focused on topics and training related to improving employment outcomes for those we serve.</p> <p>b. GGRC will work with providers to develop tailored day services focused on development of Paid Internships and employment.</p> <p>c. GGRC will work with providers to help develop best practices around job discovery, person center planning, and development of internships that lead to competitive, integrated employment.</p> <p>d. Track changes in PIP hourly wages, based on activities outlined in A., B. & C. above.</p> <p>e. Track PIP Development incentives paid.</p> <p>f. Track changes in CIE hourly wages and hours per week, based on activities outlined in A., B. & C. above.</p> <p>g. Track changes in CIE milestone requests, based on activities outlined in A., B. & C. above.</p> <p>h. Providing training and consultation to social workers regarding Employment First policies. GGRC’s Employment Specialist will assist social workers to develop a person center</p>



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				approach to developing integrated employment goals into individuals IPPs.
VII. National Core Indicators (NCI) Employment	TBD	TBD	Statement: In 2012, GGRC has adopted an Employment First Policy making competitive integrated employment the first option considered by planning teams for every working adult served by GGRC. Since FY 2016-2017, the addition of an Employment Specialist position at GGRC has made a significant positive impact on the agency’s work in this area. The National Core Indicator Study for Adults served in California happens on a triennial basis, so the next survey is scheduled to be completed by June 30th, 2022.	Through the work of GGRC’s employment specialist, resource developer and social workers, the agency will work to expand opportunities in CIE and the Paid Internship Program (PIP).
A. Number and % of individuals, by race/ethnicity, who are satisfied with the services and supports received by the family and family member.	NA	TBD	Objective: GGRC will implement its Employment First Policy by providing adults and family members with information regarding the opportunity and support to work in employment settings that are meaningful to them and by annually reviewing those opportunities with individuals to ensure they are engaged in activities of their choosing.	
B. Number and % of individuals, by race/ethnicity, whose IPP/IFSP includes all of the services and supports needed.	NA	TBD		
C. Number and % of families, by race/ethnicity, who report that services have made a difference helping keep their family member at home.	NA	TBD		
VII. Employment Development Department (EDD) Employment	TBD	TBD	Statement: GGRC social workers and vendors will implement GGRC's Employment First Policy of integrated competitive employment as the first option for people with intellectual disabilities.	GGRC social workers will implement the Employment First Policy by providing adults and family’s information on job preparation and procurement at annual Individual Transition Meetings through the school and Individual Program Planning meetings through GGRC. GGRC will continue to work on development of new programs that



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A. Number of individuals ages 16 and above with earned income	TBD	TBD	GGRC Employment Performance Measures – Paid Internship Program (PIP) and Competitive, Integrated Employment (CIE) Data and Projected Goals:	will emphasize a focus on competitive employment as a primary outcome.																																			
B. Percentage of individuals ages 16 and above with earned income.	TBD	TBD																																					
VIII. Improving Equity in Purchase of Service Expenditures	NA	TBD	Statement: GGRC works to insure that individual needs are being met within appropriate community settings and with sensitivity of the diverse cultural, language, and ethnic characteristics of individuals and families.	Objective/Implementation: GGRC Social Workers will work with individuals and families to develop IPP goals and objectives to address their choice of living situations. GGRC will work to develop services in the community that meet the cultural and background preferences of individuals and family members to insure the availability of resources. GGRC will continue outreach efforts within our community to overcome potential cultural barriers when identifying appropriate services. GGRC will utilize data collected through NCI survey related to individuals' and families' satisfaction with services and supports to guide the development of new programs in the community. Services can be modified to address individual satisfaction as needed. GGRC will continue to develop community programs that allow for a range of options for individuals when selecting those services. GGRC service coordinators will receive initial and ongoing training related to IPP development that ensures meaningful consumer and family participation. Trainings may include topics such as Culture and Communication, Dimensions of Culture, and Understanding																																			
A. Indicator showing the relationship between annual authorized services and expenditure by individual's residence type and ethnicity.	NA	TBD																																					
<table border="1"> <thead> <tr> <th></th> <th>HOME</th> <th>ILS/SLS</th> <th>RESIDENTIAL</th> <th>MED/PSYCH REHAB</th> </tr> </thead> <tbody> <tr> <td>White</td> <td></td> <td></td> <td></td> <td></td> </tr> <tr> <td>Hispanic</td> <td></td> <td></td> <td></td> <td></td> </tr> <tr> <td>Black/AA</td> <td></td> <td></td> <td></td> <td></td> </tr> <tr> <td>Native American</td> <td></td> <td></td> <td></td> <td></td> </tr> <tr> <td>Asian</td> <td></td> <td></td> <td></td> <td></td> </tr> <tr> <td></td> <td></td> <td></td> <td></td> <td></td> </tr> </tbody> </table>		HOME	ILS/SLS	RESIDENTIAL	MED/PSYCH REHAB	White					Hispanic					Black/AA					Native American					Asian													
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Pacific Islander								<p>Culture. GGRC will review IPP goals at least annually to insure that services continue to meet individual needs.</p> <p>All GGRC employees will participate in a two day Person Centered Thinking training focusing on developing person centered plans and supports that are inclusive of each individual’s cultural values, beliefs, and preferences. In 2019 and 2020, voluntary surveys are being conducted in each individual’s annual meeting, available in five threshold languages, surveying experience with the person-centered planning process, perception of cultural and linguistic responsiveness throughout the service planning process, and identification of unmet service needs. Annually, GGRC will analyze Purchase of Service data and identify changes in authorization and utilization rates by ethnicity.</p> <p>A. Per capita annual expenditures by individual's residence type and ethnicity.</p> <p>B. Increase utilization rate of expenditures authorized for Chinese and Spanish speaking individuals by 3%.</p>									
Other																	
<p>B. Per capita purchase of service expenditure by individual’s primary language (for primary language chosen by 30 or more individuals only).</p> <table border="1"> <thead> <tr> <th>Change in Percentage between FY 2020-2021 and FY 2022-2023</th> <th>Change</th> </tr> </thead> <tbody> <tr> <td align="center">Cantonese</td> <td align="center">TBD</td> </tr> <tr> <td align="center">Mandarin</td> <td align="center">TBD</td> </tr> <tr> <td align="center">Spanish</td> <td align="center">TBD</td> </tr> <tr> <td align="center">English</td> <td align="center">TBD</td> </tr> </tbody> </table>					Change in Percentage between FY 2020-2021 and FY 2022-2023	Change	Cantonese	TBD	Mandarin	TBD	Spanish	TBD	English	TBD	NA	TBD	
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