



Golden Gate Regional Center

Supporting Lives of Liberty and Opportunity







2022-25 Strategic Plan Overview



Building a Bridge to a Better Future

by addressing:

-  *Investment in Staff*
-  *Community Living*
-  *Community Education and Engagement*
-  *Organizational Agility and Impact*

Who we are, What we do

Supporting Lives of Liberty and Opportunity

Golden Gate Regional Center:

- Opened its doors in 1966 as a pilot for the eventual Lanterman Mental Retardation Services Act (Lanterman Act, 1969)
- Serves 10,200 individuals in Marin, San Francisco and San Mateo counties
- Employs more than 250 staff in three local offices
- Contracts with 1,000+ vendors
- Directed by a 9-15 member Board of Directors

Our Vision:

People with intellectual and developmental disabilities lead lives of liberty and opportunity, lives in which they not only contribute and thrive in their chosen communities but are valued and embraced members of those communities.

Our Mission:

To build inclusive communities by connecting and developing innovative services and supports responsive to the needs and aspirations of individuals with intellectual and developmental disabilities, and their families while educating and informing all community members about the rights, value and potential of human diversity.

Values:

- Partnership
- Honor
- Person Centered Thinking
- A Commitment to Learning and Reflecting
- Innovation

Our Commitments:

- Person Centered Approach
- Solid Partnerships
- Supporting Progress
- A Commitment to Quality and Impact
- Diversity, Equity, Inclusion and Belonging

Strategic Focus Areas 2022-25:

- Investment in Staff
- Community Living
- Community Education and Engagement
- Organizational Agility and Impact



Welcome to Golden Gate Regional Center!

The past few years have brought a tremendous amount of change, both in our regional center system and in our world. In order to be responsive to the challenges and opportunities presented by our current realities, we offer a Strategic Plan that is responsive to the transitional period we are in.



In examining the necessary changes that come with growth, we are called to build a plan that creates the kind of organizational culture that provides excellent support to the people we serve. To do that, GGRC Staff must be well supported by the agency in terms of workload and recognition.

Currently, our resources and capacity to respond (to the individuals we serve and the larger community) have been stressed to the max. The current workload for each position is too heavy. And everyone – the people we serve, families, providers and staff- are suffering from this situation.

Regional center funding is still inadequate despite long-overdue investments from the state. However, combined with the focus and guidance of a strong Strategic Plan, we can become a more person-centered and responsive agency. This Strategic Plan will be a “bridge” to developing the kind of regional center the Lanterman Act describes – one that meets the needs and dreams of the people we serve. We want GGRC to be the kind of regional center that the individuals we serve, and their families, deserve.

With our deepest appreciation for the people we serve, our staff and our provider community,

Jacy Cohen, Board Chair
Eric Zigman, Executive Director

Our Goals

Supporting Lives of Liberty and Opportunity



Golden Gate Regional Center has many goals, hopes and aspirations. But we have more and more legal requirements that make it hard to help people. This Strategic Plan will help GGRC maintain a balanced focus on where we want to go and how best to get there. Here are GGRC's goals:

Investment in Staff – Golden Gate Regional Center's ability to serve our community rests primarily on the shoulders of our staff members. We are committed to creating an organization where each GGRC staff member can do their best work, and to accomplish this we must reduce heavy workloads throughout the agency. At the same time, we will increase the recognition of staff's efforts and of their expertise

Community Living – Golden Gate Regional Center is committed to people served having equal access to homes and quality supports in their chosen communities.

Community Education and Engagement – Golden Gate Regional Center believes that clear, comprehensive, accessible information about the regional center, and the people it serves, is key to helping our greater community value, respect and support the people we serve.

Organizational Agility and Impact – Golden Gate Regional Center believes that as an organization, we must be flexible and nimble, allowing for efficient and effective responses to challenges and opportunities as they arise.

Our Goals: Investment in Staff

Golden Gate Regional Center will work to help recruit, grow, and develop a diverse and representative leadership and employee base.



Driving change in this area, Golden Gate Regional Center will:

- ✓ Work to increase staff compensation and recognition
- ✓ Support staff development and growth
- ✓ Work to create a positive, supportive workplace and increase staff's sense of belonging and engagement
- ✓ Build an engaged and culturally responsive organization

Our Goals: Community Living

Golden Gate Regional Center will support safe, affordable, accessible, housing for people served.



Driving change in this area, Golden Gate Regional Center will:

- ✓ Work to retain existing housing held by aging family members and providers
- ✓ Encourage group home providers to support expressions of personal identity and choice for people served
- ✓ Create new capacity for people living on their own
- ✓ Identify, develop, and educate supports for later life transitions
- ✓ Work to expand the current housing through advocacy and collaboration
- ✓ Look for new ways to work together to support, create, and maintain a wide array of housing
- ✓ Help ensure people we serve are prepared and supported during natural disasters and emergencies



Our Goals: Community Education and Engagement

Golden Gate Regional Center will work to help ensure people we serve are valued as responsible members of our greater community.

Driving Change in this area, Golden Gate Regional Center will:

- ✓ Support and encourage people served to be leaders within the regional center, locally and at a state level
- ✓ Develop and connect individual and families support bases
- ✓ Increase our understanding of all people served, or who may be served in our community
- ✓ Use technology to make it easier for people to learn about the regional center and what we do
- ✓ Help our community better know who we are, who we serve and what people served are capable of
- ✓ Help our community first responders, like police officers, know who we are and how to best support the people we serve
- ✓ We will advocate for people served and help our community better understand, connect to, and support the people we serve

Our Goals: Organizational Agility and Impact

Golden Gate Regional Center will be a leader, employing philosophies and business practices of innovation, agility, empowerment, and effectiveness into its culture.



Driving change in this area,
Golden Gate Regional Center
will:

- ✓ Make it easier for people to use the regional center
- ✓ Support each GGRC department to become better experts and be better equipped to do their job
- ✓ Build stronger GGRC leadership by supporting staff to grow into better leaders
- ✓ Increase our internal consistency and ways to make it easier to get done
- ✓ Strengthen our regional center's emergency preparedness and emergency responsiveness across the agency and in each office