



Golden Gate Regional Center

FY 2017-2018 Purchase of Service Annual Report

W&I Code Section 4519.5(e)-(f)

May 31, 2019

1) GGRC - POS Data Public Meeting

GGRC's public meeting to discuss POS data was held on March 7, 2019 from 6:30pm to 7:30pm. (See presentation attached to this report.) The meeting was held at ARC San Francisco located at 1500 Howard Street, San Francisco, CA. Flyers announcing the meeting were posted on GGRC's website from February 5, 2019 through March 7, 2019. Flyers were posted and distributed in English, Spanish, and Traditional Chinese. In addition to posting on GGRC's website, the flyer and information was distributed in the following ways, including but not limited to:

- Posted on GGRC's Facebook page
- Shared with All GGRC staff
- Announced at Service Provider Advisory Committee Meeting on February 12, 2019
- Shared with Service Provider Advisory Committee email distribution list
- Distributed to local Family Resource Centers to distribute to parent groups
- Announced at GGRC Board Meeting February 19, 2019
- Posted at GGRC office reception areas

Flyers provided contact information for accommodation requests including language interpreters and material translation. No accommodation requests were received. The presentation was conducted verbally in English and included a written powerpoint presentation with visual representations and hard copies available for attendees. The presentation was conducted in plain language and included definition of frequently used terms. Attendee comments were written down on large paper for all to see during the course of the meeting.

Handouts at the public meeting included a copy of the power point presentation, four page examples of the POS data, and GGRC's Vision, Mission, and Values. The powerpoint presentation included the GGRC website to access the full FY1718 POS data.

Eleven individuals (in addition to the presenter) attended the public meeting including parents, people receiving services, service providers, Department of Developmental Services staff, and GGRC staff.

Individuals present participated in providing public comment at the end of the presentation and provided additional suggestions after the meeting (please see notes on public comments in this document.)

In addition to the Public Meeting, the POS data and related information was presented at the GGRC

Supporting Lives of Liberty and Opportunity

www.ggrc.org

1355 Market Street, Suite 220
San Francisco, CA 94103
(415) 546-9222

3130 La Selva Street, Suite 202
San Mateo, CA 94403
(650) 574-9232

4000 Civic Center Drive, Suite 310
San Rafael, CA 94903
(415) 446-3000

Board of Directors Meeting on February 19, 2019.

2) FY 2017-2018 POS Data Public Meeting Minutes

A. Purpose of Meeting

- a. Review Purchase of Service (POS) data
 - i. Identify POS disparities
- b. Discuss GGRC's efforts to reduce POS disparities
- c. Gather feedback from the GGRC community
- d. Welfare & Institutions Code 4519.5
 - i. Regional Centers will hold public meetings to review Purchase of Service (POS) Data
 - ii. Addresses requirements to post data online

B. History

- a. A review of POS data identified disparities in purchase of services based on ethnicity/race throughout all 21 Regional Centers in California
 - i. Each Regional Center's POS disparities impacts different ethnic groups
- b. Additional funding was provided, starting in 2016-2017, to help reduce POS disparities
 - i. Allocated funding for each RC to hire a Culture Diversity Specialist
 - ii. Allocated 11 million to fund projects intended to reduce POS disparities

C. Frequently Used Terms

- a. FY: Fiscal Year (July-June)
- b. POS: Purchase of Service – the authorization for a specific service to be provided by a specific service provider or company/agency
- c. Per Capita: Per Person
- d. Authorization: cost of services approved
- e. Expenditures: cost of services that was paid for by the regional center

D. What does "POS Disparities" mean?

- a. Disparities:
 - i. Lack of similarity or equality; inequality; difference
- b. Purchase of Services Disparities or "POS Disparities" refers to differences in amount of services approved and/or paid for from one ethnic group to another

E. Purchase of Service Data (see data charts in attached presentation for visual representation)

- a. Introduction to the individuals served by GGRC
 - i. GGRC served 10,400 individuals in FY1718
 1. This is 304 more individuals than in FY167.
 2. The largest growth is seen in GGRC's Asian (+129 people) and Hispanic (+115 people) communities

- ii. The largest number of ethnicities served are White (3,248), Hispanic (2,455) and Asian (2,428)
 - iii. Additionally, GGRC serves 1,154 people who identify as “other” ethnicity or “multi-cultural); 755 people who are Black/African American, and 57 people who are native Hawaiian/Other Pacific Islander
 - iv. English, Spanish, and Cantonese are the languages represented by the most number of individuals
 - 1. There are 30 language categories in total represented by people served
- b. POS Data – Introduction
- i. POS data shows:
 - 1. Authorization, Expenditures, and utilization of POS data
 - 2. Data is broken down in a number of areas, including by age range, diagnoses, ethnicity, and residential living arrangement
 - ii. POS data does not show:
 - 1. Social work as a “service”
 - 2. Use of generic resources
 - 3. Use of contract services – e.g. transportation, some health and wellness services, other contracted services
 - 4. Whether individual service needs are met
 - 5. Barriers to accessing and/or using services
 - 6. The “Why” – other reasons there may be POS disparities
- c. Review of Purchase of Service data by ethnicity
- i. Comparison of authorization, expenditures and utilization – See charts in presentation
 - ii. GGRC Purchase of Service identified disparities –ages 0 and older – all services
 - 1. POS data for ages 0 and older show a higher rate of authorization and expenditures for people who are white and Black/African American compared to all other ethnicities.
 - 2. People who are Hispanic have the lowest rates of Purchase of Service Authorizations and expenditures
 - 3. All ethnicities showed an incremental increase in POS authorization and expenditures in FY1718 compared to FY1617
 - 4. Asian, Black/African American, and White ethnicities showed a decrease in FY1718 POS utilization compared to FY1617 utilization; rates of utilization for people who are Hispanic stayed relatively the same across the past two fiscal years

- iii. Number of people living in their family home compared to people living out of their family home (ages 22 and older)
 - 1. More people served by GGRC who are white or Black/African American living out of their family home in other residential settings such as group homes, their own home, or Family home Agencies
 - 2. More people served by GGRC who are Asian or Hispanic live in their family home
 - 3. This information is important to be aware of because there are often more services needed or a higher cost of services needed by people who live outside their family home. This may include authorizations for residential services (e.g. Group homes), supported living services, or Independent Living Services.

- iv. GGRC Purchase of Services Data ages 0 and older – People Living in Family Home
 - 1. All ethnicities show a significantly higher per capita rate of authorizations than expenditures
 - a. While data does not tell us why this occurs, some possible reasons include difficulty finding available services that are most frequently used by individuals living in their family homes including but not limited to respite services and behavioral intervention/support services
 - b. Utilization rates are significantly higher for people who are Asian, Black/African American, White, and Hispanic and significantly low for people who are American Indian/Alaska Native and Native Hawaiian/Other Pacific Islander

- v. GGRC Purchase of Services Data ages 0 and older – People Living Out of Family Home
 - 1. Disparity gaps significantly narrow across all ethnicities with the exception of American Indian/Alaska Native
 - a. It is important to note that while a disparity is evident, data does not allow us to draw the conclusion that service needs are not being met. It is also important to note that American Indian/Alaska Native has the highest rate of utilization in this area compared to other ethnicities
 - 2. All ethnicities have a utilization rate of 91.8% or higher
 - 3. A comparison of FY1718 data for individuals ages 22 (Asian, Black/African American, Hispanic, White) shows an increase in authorization and expenditure rates compared to FY1617

d. POS Data Summary

- i. Hispanic and Asian ethnicities represent the 2nd and 3rd largest ethnic groups served by GGRC
- ii. GGRC served 304 more individuals in 2017-2018 than the previous year
 1. Of those 304 individuals, people who identify as Asian or Hispanic represent the majority of new individuals being served
- iii. POS Data shows a slight increase in authorizations and expenditures across all ethnicities
- iv. GGRC POS data shows a disparity in authorizations and expenditures
 1. Data shows white ethnicity receives a higher amount funding for POS authorizations and Expenditures than other ethnic groups, with the widest gap being between White and Hispanic
- v. POS Data shows a decrease in overall utilization of authorized services for all ethnicities except “American Indian or Alaska Native” and Other Ethnicity or Race/Multi-Cultural
- vi. The POS data does not identify individual service needs
- vii. The POS data does not identify use of contracted services, generic services or “social work” as a service
- viii. The POS data does not identify impact of projects to reduce POS disparity on services
- ix. The POS data does not identify the impact of provider challenges (e.g. staffing, rates) on authorizations and expenditures
- x. The POS data does not identify the impact of gaps in services on authorizations and expenditures

F. GGRC Efforts to Reduce POS Disparities

- a. Continue to hire bi-lingual staff
- b. Dedicated Cultural Diversity Specialist position
- c. Interpreter and Translation services available
- d. Increasing number of vendorized translation services
- e. Increasing number of bi-lingual service providers
- f. Applying for annual disparity funding from DDS for projects focused on reducing disparities
- g. New Mission, Vision and Values that are inclusive of diverse cultures
- h. GGRC Newsletter, “Liberty” – to help keep people informed about GGRC news and activities
- i. Increased partnerships with Community Based Organizations (e.g. family resource centers)
- j. Annual Board Member training on Cultural Diversity
- k. Annual Public Meeting held to share information and get community feedback

- I. Presentation on FY2017-2018 POS Data to Board and community members in attendance
 - m. Outreach to family groups for possible presentation of POS data and to gather feedback
 - n. Focus groups with Families who are Spanish speaking to identify barriers to accessing services
- G. Special Projects Funding Through DDS Disparity Funding Include the following:
 - a. Conducting community outreach and education through radio in Spanish, Cantonese, and Mandarin
 - b. Partnering with Family Resource Centers to pilot “Culture Broker” Program
 - i. Included the creation of a GGRC Navigation Guide and Informational brochures in English, Spanish and Chinese to ensure consistent education and messaging about regional center services across community based organizations
 - ii. Conducting a “Congresito” – conference in Spanish for outreach to families/individuals served
 - iii. Focus groups conducted with Spanish speaking families to learn ways to increase understanding of information shared and navigating the system
 - c. Training efforts to increase person centered planning and to become a more person-centered organization in order to increase increase cultural responsiveness during the person centered planning process
 - i. Efforts include a survey conducted through 2019 to survey individuals receiving services or their families (situation depending) to assess regional center person centered planning practices and availability of culturally responsive services
- H. GGRC Efforts to Increase Linguistic Competency
 - a. GGRC Informational brochures, written in plain language, translated in Chinese and Spanish
 - b. Development of IPP checklist to help individuals and families pre-plan for their IPP meeting, translated in Chinese and Spanish
 - c. GGRC Navigation guide to help individuals and families better understand GGRC services, translated in Spanish and Chinese
 - d. Bi-lingual staff
 - e. Working to increase bi-lingual service providers
- I. 2018-2019 Funded Projects
 - a. Congresito – 1 Day Conference, conducted in Spanish, for individuals and families served by GGRC, in local, easy to access, community locations
 - b. San Mateo County - 1
 - c. San Francisco or Marin County – 1
 - d. Includes partnerships with Community Based Organizations to hold Congresitos

3) Public Meeting Comments and Suggestions (including follow up by attendees after the meeting)

- a. Increase efforts to ensure that ethnic breakdown of staff reflect community receiving services
- b. Recognize that different cultures approach advocacy and self-advocacy differently- educate those receiving services and seek to understand the cultural values of those receiving services
- c. Often social workers may be more responsive to the “squeaky wheel” but not all people will ask for services – seek to understand the service needs of the individuals receiving services
- d. Attendees appreciated the GGRC efforts to create a navigation guide that is translated
 - i. Make sure people understand the appeal process
- e. Make sure people understand the service options appropriate for their situation – some parents have to hear from other parents about services rather than hear about the options from social workers
 - i. Parents may not talk about the needs of their child they don’t know there are services available to support those needs (e.g. additional respite needs)
- f. Provide regional center staff training on etiquette/professionalism – not all cultures and people have the same assumptions about etiquette/professionalism
- g. Strengthen transition age support
 - i. Encourage life-long learning opportunities
 - ii. Ensure post-secondary transition support is consistently provided
 1. Educate on transition process
- h. Increase variety of outreach to include mixed media – television, social media, etc.
- i. Conduct regional centers staff training on unconscious bias – include race, sexual orientation, disability bias, etc.
- j. Increase cultural broker partnerships
 - i. Look for opportunities with existing service providers to serve as “ambassadors”
- k. Increase opportunities for families to talk to each other
 - i. Encourage individuals and families who are currently using services to talk to individuals/families who are not receiving services

4) Actions to improve Public Attendance and Participation

- a. GGRC has changed the location of the public meeting over the past several years, including holding it at the GGRC office and at different provider agencies. The meeting held on March 7, 2019 had a more diverse audience, representing diversity in stakeholder groups (e.g. people receiving services, families, and service providers). Future efforts to increase attendance and participation may include but are not limited to:
 - i. Conducting meetings in partnership with parent groups through family resource centers or other community based organizations in all three counties
 - ii. Conducting meetings at a variety of times of the day to accommodate a variety of schedules
 - iii. Conducting presentations at self-advocate meetings to increase feedback from people receiving services

5) Attachments

- a. 2019 POS Disparity Power point Presentation
- b. POS Data Handout
- c. GGRC Vision, Mission, and Values

Purchase of Service Data Summary FY 2017-2018

Golden Gate Regional Center (GGRC) Public Meeting

March 7, 2019

6:30pm-7:30pm

Presented By:

Amanda Pyle

Director, Community Services



Agenda

- Purpose of Meeting
- Frequently Used Terms – Defined
- Purchase of Service (POS) Data
- GGRC Efforts to Reduce POS Disparity
- Discussion

Purpose

- Review Purchase of Service (POS) data
 - Identify POS disparities
- Discuss GGRC's efforts to reduce POS disparities
- Gather feedback from the GGRC community
- Welfare & Institutions Code 4519.5
 - Regional Centers will hold public meetings to review Purchase of Service (POS) Data
 - Addresses requirements to post data online

History

- A review of POS data identified disparities in purchase of services based on ethnicity/race throughout all 21 Regional Centers in California
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Frequently Used Terms

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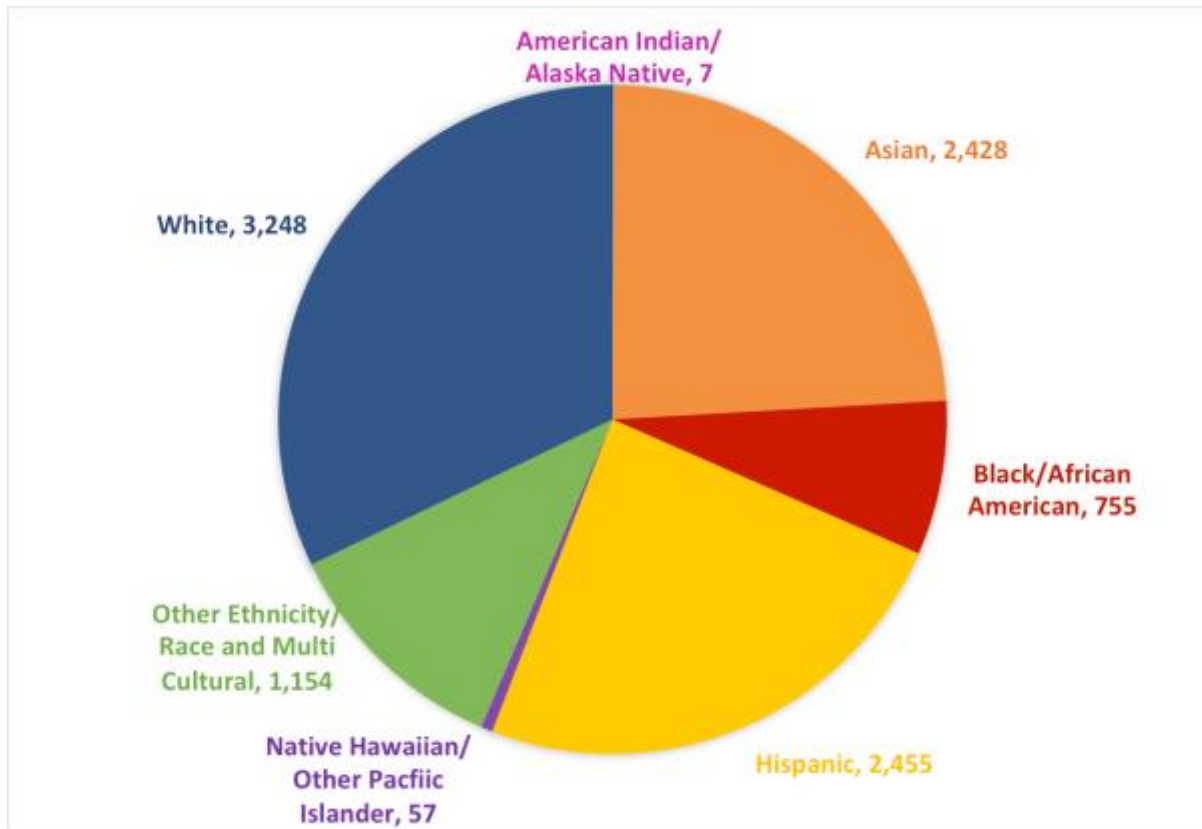
What does “POS Disparities” mean?

- Disparities:
 - Lack of similarity or equality; inequality; difference
- Purchase of Services Disparities or “POS Disparities” refers to differences in amount of services approved and/or paid for from one ethnic group to another

Purchase of Service Data

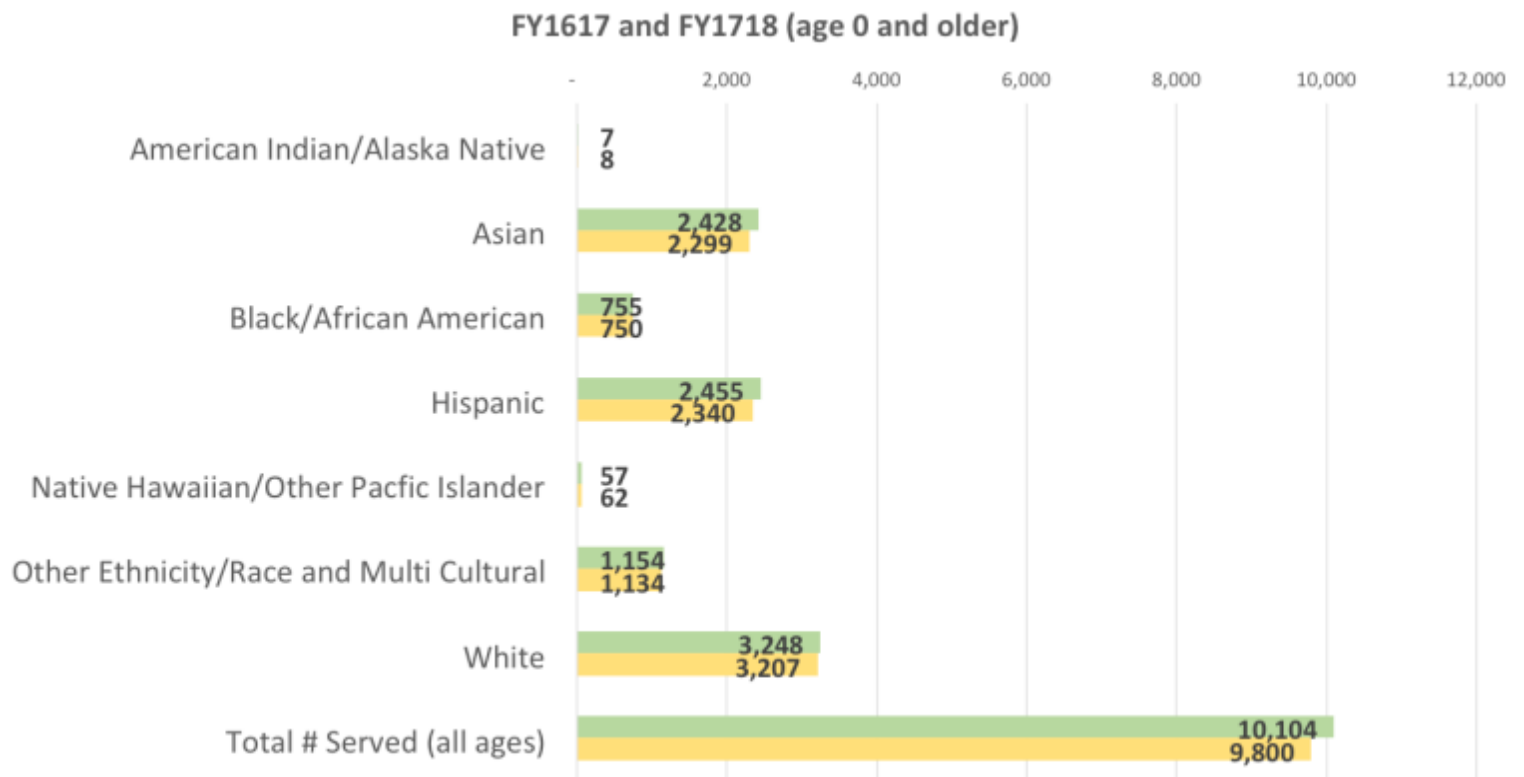
- Introduction to the individuals served by GGRC
- Review of Purchase of Service data by ethnicity
 - Comparison of authorization, expenditures and utilization
 - Disparities identified
 - A closer look at a sample of data by ethnicity

GGRC Total Number of Individuals Served FY 2017-2018



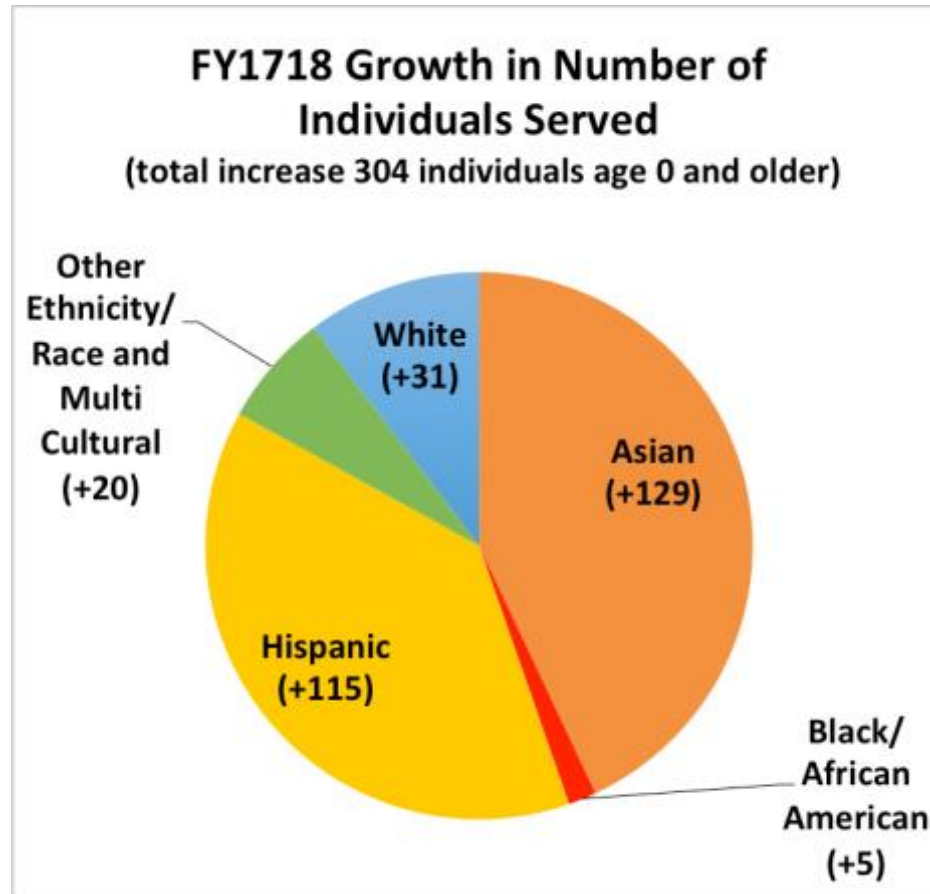
GGRC served 10,400 in fiscal year 2017-2018

Total Numbers of Individuals Served –a 2 year Comparison



GGRC Growth

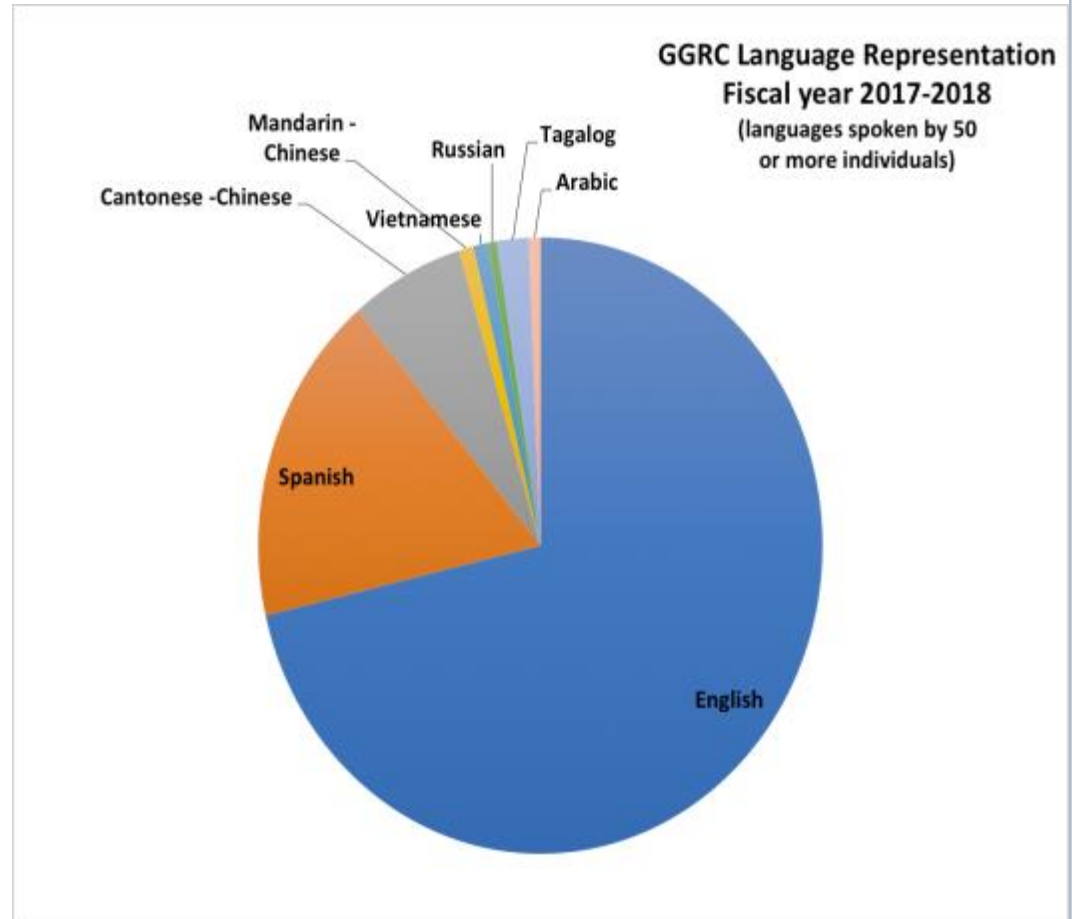
GGRC served 304 more individuals in FY 2017-2018 compared to the previous year



Languages

Languages Represented

ASL (American Sign Language)	Japanese	Other Pacific Island
Other sign language	Vietnamese	Arabic
English	Korean	Farsi (Persian)
Armenian	Laotian	Hindi (Northern India)
Amharic	Cambodian	Urdu (Pakistan India)
French	Other Asian	Other Indo-Iranian Language
Italian	Thai	Danish
Portuguese	Russian	All Other Languages
Spanish	Other Uralic-Slavic Languages	
Cantonese - Chinese	Samoan	
Mandarin - Chinese	Tagalog	

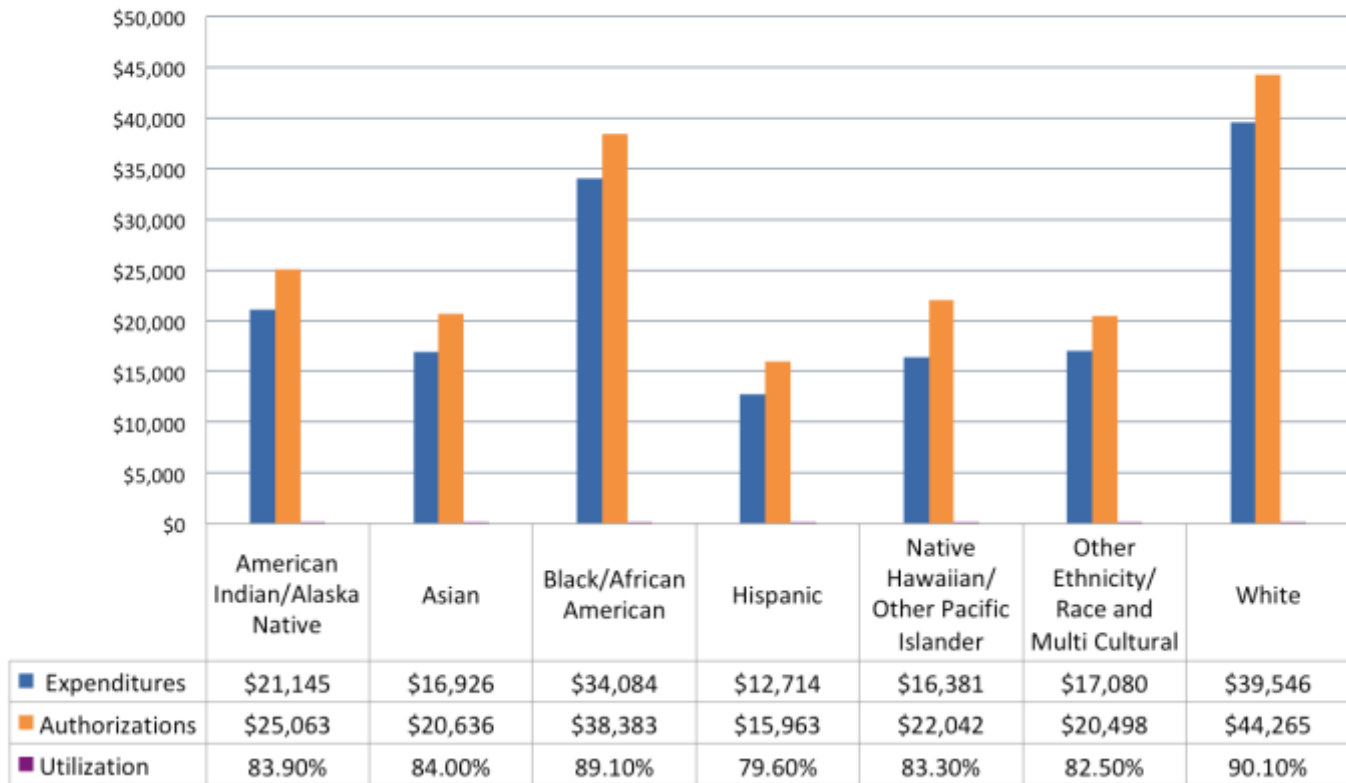


POS Data - Introduction

- POS data shows:
 - Authorization, Expenditures, and utilization of POS data
 - Data is broken down in a number of areas, including by age range, diagnoses, ethnicity, and residential living arrangement
- POS data does not show:
 - Social work as a “service”
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 - Barriers to accessing and/or using services
 - The “Why” – other reasons there may be POS disparities

GGRC POS Data 2017-2018

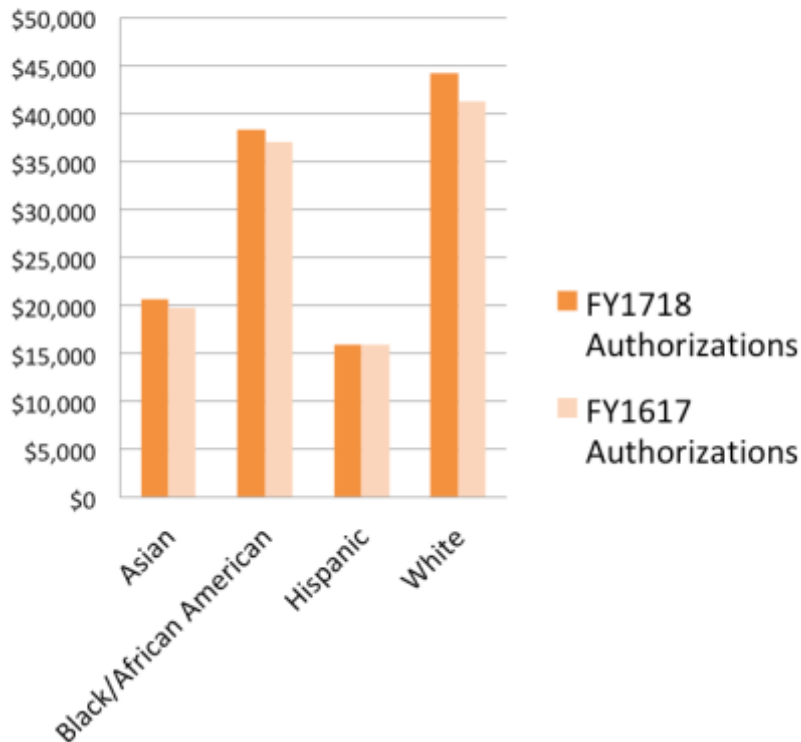
**GGRC POS Authorizations & Expenditures
Fiscal Year 2017-2018 (age 0 and older)**



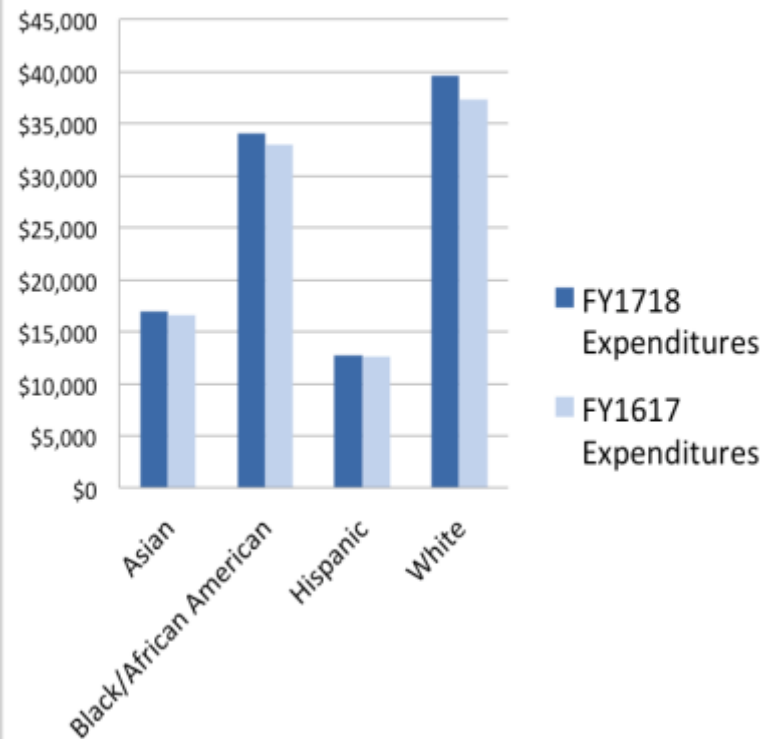
**All dollar amounts are per capita*

GGRC POS Data – 2 Year Comparison

GGRC Authorization Comparison (age 0 and older)

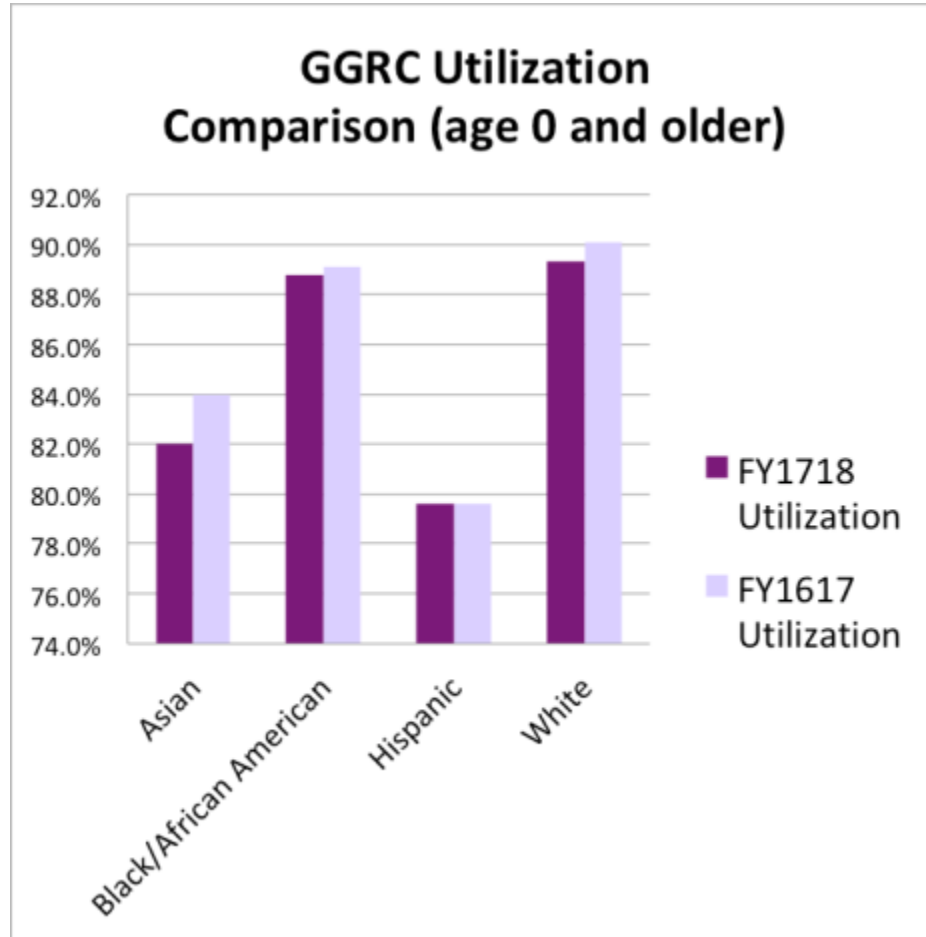


GGRC POS Expenditures Comparison (age 0 and older)



**All dollar amounts are per capita*

GGRC POS Data – 2 year Comparison



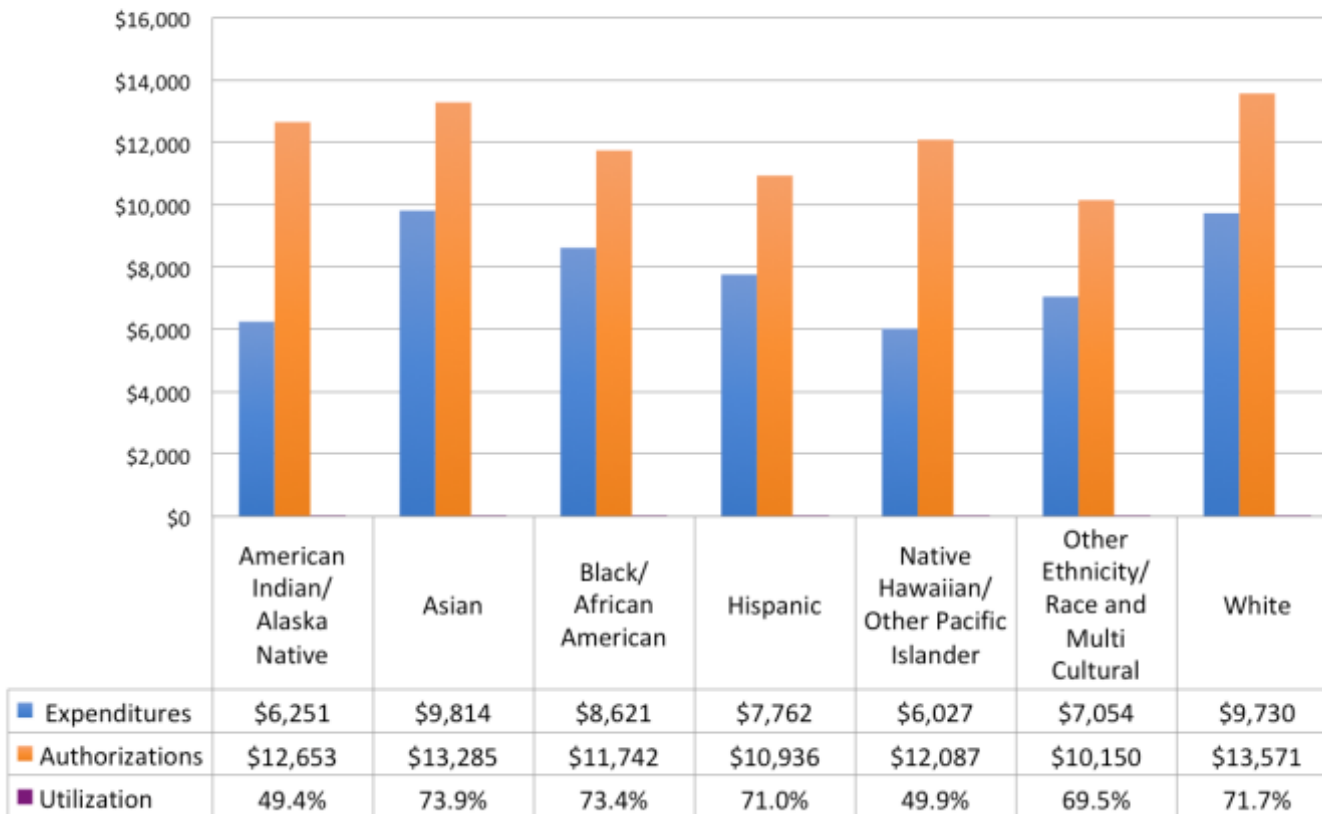
Possible Reasons for POS Disparities

The following possible reasons for POS disparities have been identified through previous Public meetings, culturally diverse focus groups with individuals served, regional center staff, and service providers.

- Greater use of generic resources
- Difficulty understanding the complex service system
 - Lack of awareness or comfort with discussing needs
- Fear of speaking up for service needs or language needs
 - May be concerned that speaking up will impact current services
- Fear of working with “government funded” services
 - Assumptions that regional centers are government agencies
- Lack of time to attend meetings, talk about services, etc.
- Shortage of culturally sensitive and/or bi-lingual service providers
- Cultural values may be incompatible with seeking regional center services or traditional service delivery
- Multi-generational homes

GGRC POS Data – Living in a Family Home

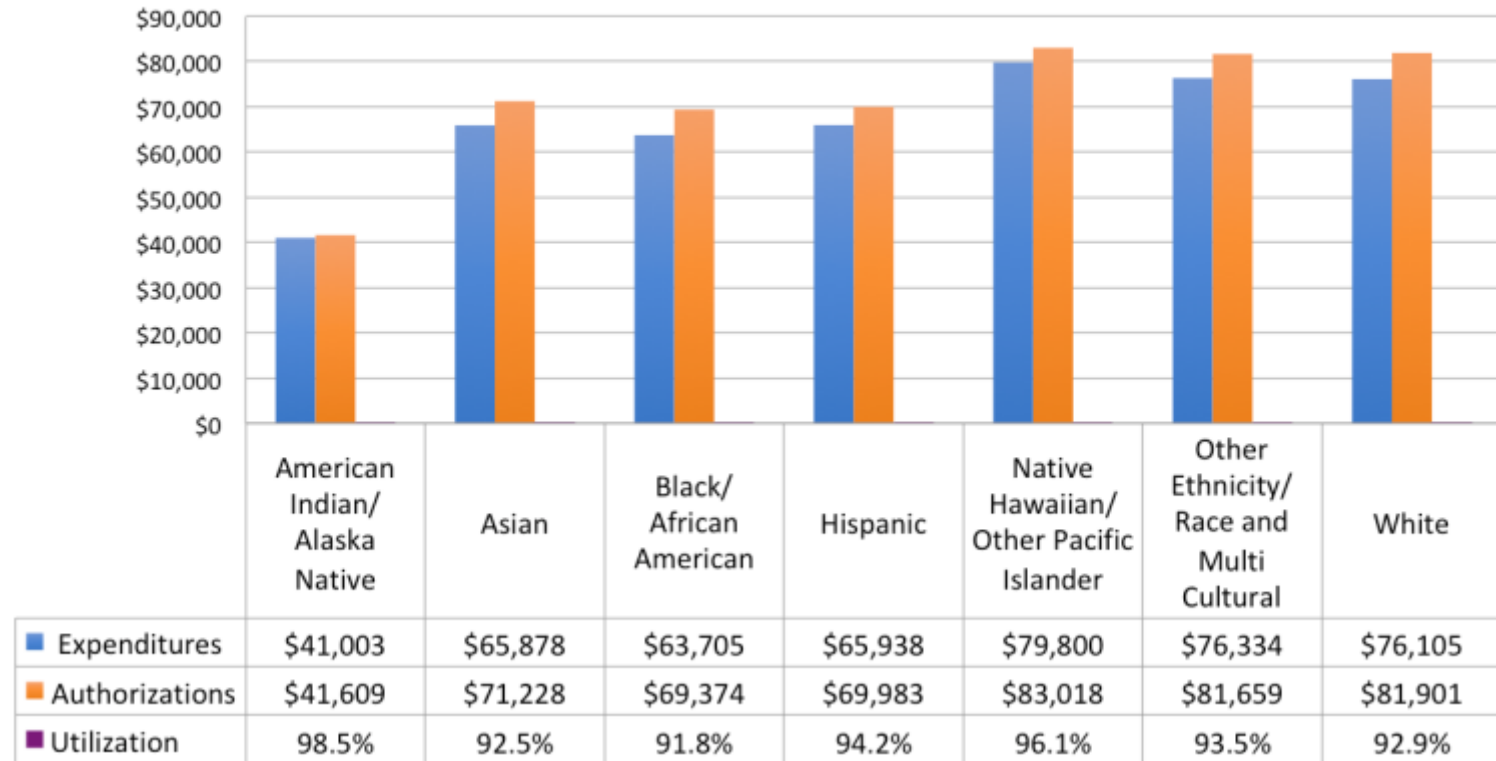
Living in Family Home - GGRC POS Authorizations & Expenditures Fiscal Year 2017-2018 (age 0 and older)



**All dollar amounts are per capita*

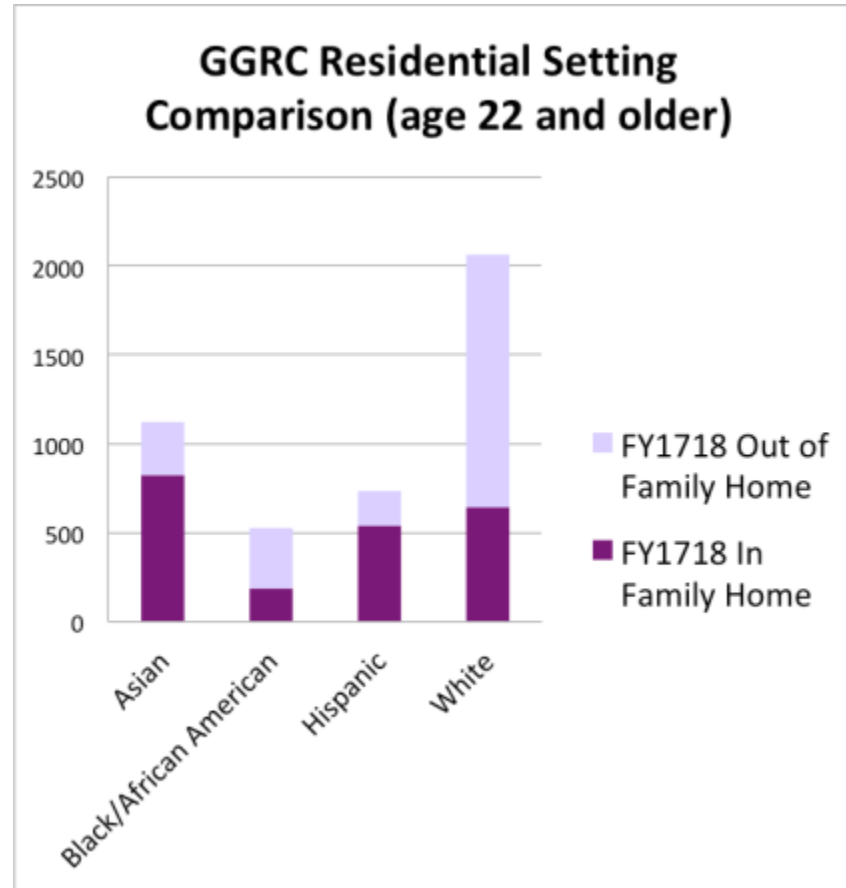
POS Data – Living Out of a Family Home

Living Out of Family Home - GGRC POS Authorizations & Expenditures Fiscal Year 2017-2018 (age 0 and older)



**All dollar amounts are per capita*

Residential Setting Comparison – a Closer Look



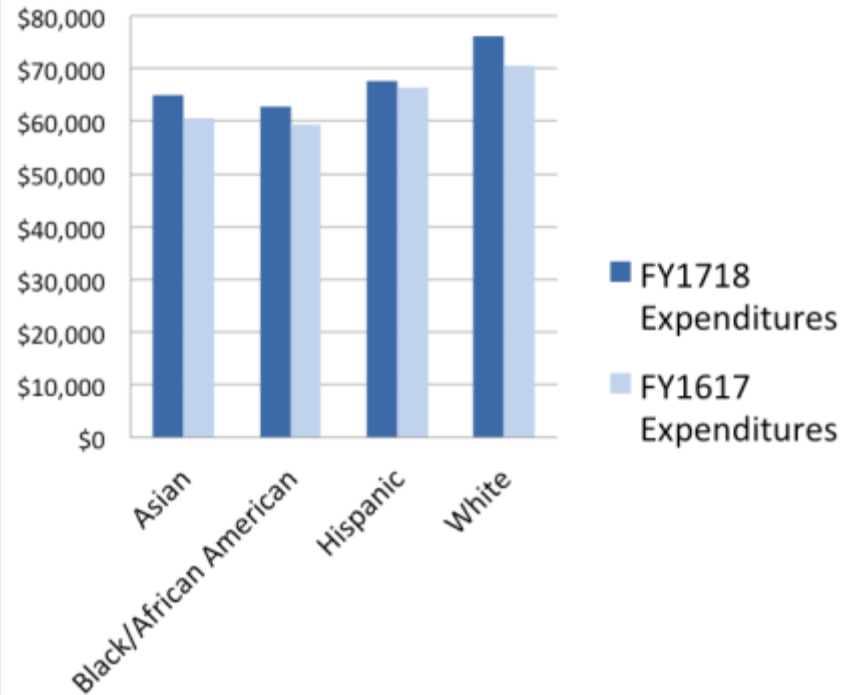
Data chosen above is based on the ethnic groups with the largest number of individuals served by GGRC

Authorizations & Expenditures for Individuals Living Out of a Family Home

GGRC Out of Family Home Authorization Comparison (age 22 and older)



GGRC Out of Family Home Expenditure Comparison (age 22 and older)



**All dollar amounts are per capita*

POS Data Disparity Points— Fiscal Year 2017-2018

- Hispanic and Asian ethnicities represent the 2nd and 3rd largest ethnic groups served by GGRC
- GGRC served 304 more individuals in 2017-2018 than the previous year
 - Of those 304 individuals, people who identify as Asian or Hispanic represent the majority of new individuals being served
- POS Data shows a slight increase in authorizations and expenditures across all ethnicities
- GGRC POS data shows a disparity in authorizations and expenditures
 - Data shows white ethnicity receives a higher amount funding for POS authorizations and Expenditures than other ethnic groups, with the widest gap being between White and Hispanic
- POS Data shows a decrease in overall utilization of authorized services for all ethnicities except “American Indian or Alaska Native” and Other Ethnicity or Race/Multi-Cultural

POS Data Disparity Points– Fiscal Year 2017-2018

- The POS data does not identify individual service needs
- The POS data does not identify use of contracted services, generic services or “social work” as a service
- The POS data does not identify impact of projects to reduce POS disparity on services
- The POS data does not identify the impact of provider challenges (e.g. staffing, rates) on authorizations and expenditures
- The POS data does not identify the impact of gaps in services on authorizations and expenditures

GGRC Efforts to Reduce POS Disparities

- Continue to hire bi-lingual staff
- Dedicated Cultural Diversity Specialist position
- Interpreter and Translation services available
- Increasing number of vendorized translation services
- Increasing number of bi-lingual service providers
- Applying for annual disparity funding from DDS for projects focused on reducing disparities
- New Mission, Vision and Values that are inclusive of diverse cultures
- GGRC Newsletter, “Liberty” – to help keep people informed about GGRC news and activities

GGRC Efforts to Reduce POS Disparities – continued

- Increased partnerships with Community Based Organizations (e.g. family resource centers)
- Annual Board Member training on Cultural Diversity
- Annual Public Meeting held to share information and get community feedback
- Presentation on FY2017-2018 POS Data to Board and community members in attendance
- Outreach to family groups for possible presentation of POS data and to gather feedback
- Focus groups with Families who are Spanish speaking to identify barriers to accessing services

Special Projects funded through DDS Disparity Funding

Conducting Community Outreach

- Radio Outreach (Sound of Hope, KIQI, and KEST)
- Congresito (Conference for Spanish speaking individuals/families)
- Public Forums (Education and Community Feedback)

Outreach through “Cultural Broker” Partnerships

- Navigation Guide
- Brochures
- Cultural Brokers

Person Centered Planning & Becoming A More Person Centered Organization

- Contracted with Support Development Associates (SDA) for Person Centered Thinking Training and Staff Development Training

Using Person Centered Thinking to Reduce POS Disparities

- The certification of 12 PCT Trainers who will conduct 2-day PCT Trainers throughout the GGRC community
- Family Training teaching families to develop 1 page descriptions
- Community Forums held in our culturally diverse communities to provide an overview of person-centered thinking/planning efforts, the role this planning can have on services to people we support, and hear feedback from our communities on what person centered services means to them
- Annual Meeting Surveys (to individuals supported or their families) to gather feedback on person-centered planning
- Social work survey to identify new service needs, inclusive of cultural and linguistic needs
- A series of Organizational Change meetings with Support Development Associates to support GGRC in becoming a more person-centered organization

GGRC's Efforts to Increase Linguistic Competency

Linguistic Competency – providing information in a manner that is accessible to a wide variety of communication styles/needs, including but not limited to: plain language, different languages, limited English proficiency, visual impairments, hearing impairments, and limited literacy.

- GGRC Informational brochures, written in plain language, translated in Chinese and Spanish
- Development of IPP checklist to help individuals and families pre-plan for their IPP meeting, translated in Chinese and Spanish
- GGRC Navigation guide to help individuals and families better understand GGRC services, translated in Spanish and Chinese
- Bi-lingual staff
- Increasing bi-lingual service providers

Newly Funded FY1819 Projects

- Congreso – 1 Day Conference, conducted in Spanish, for individuals and families served by GGRC, in local, easy to access, community locations
 - San Mateo County - 1
 - San Francisco or Marin County – 1
 - Includes partnerships with Community Based Organizations to hold Congresitos

POS Disparity Discussion (Public Comment)

- Ideas on ways to decrease POS disparity?
- Ideas for new projects for DDS disparity funding (FY2019-2020 –tbd)?
- Other comments or ideas?

Resources

- GGRC'S POS Data for Fiscal year 2017-2018 and previous years can be found at:

<http://www.ggrc.org/about-us/transparency-a-accountability>

Questions? Contact Amanda Pyle, apyle@ggrc.org

Total Annual Expenditures and Authorized Services by Ethnicity or Race

For All Ages

Ethnicity	Consumer Count	Total Expenditures	Total Authorized Services	Per Capita Expenditures	Per Capita Authorized Services	Utilized
American Indian or Alaska Native	7	\$148,013	\$175,442	\$21,145	\$25,063	84.4%
Asian	2,428	\$41,096,010	\$50,103,104	\$16,926	\$20,636	82.0%
Black/African American	755	\$25,733,295	\$28,978,855	\$34,084	\$38,383	88.8%
Hispanic	2,455	\$31,214,047	\$39,189,530	\$12,714	\$15,963	79.6%
Native Hawaiian or Other Pacific Islander	57	\$933,713	\$1,256,417	\$16,381	\$22,042	74.3%
Other Ethnicity or Race / Multi-Cultural	1,154	\$19,710,212	\$23,655,086	\$17,080	\$20,498	83.3%
White	3,248	\$128,444,220	\$143,771,608	\$39,546	\$44,265	89.3%
Totals:	10,104	\$247,279,510	\$287,130,041	\$24,473	\$28,417	86.1%

For Birth to age 2 years, inclusive

American Indian or Alaska Native	2	\$7,138	\$22,359	\$3,569	\$11,179	31.9%
Asian	386	\$3,250,002	\$5,243,871	\$8,420	\$13,585	62.0%
Black/African American	46	\$199,847	\$356,888	\$4,345	\$7,758	56.0%
Hispanic	646	\$4,646,730	\$7,815,455	\$7,193	\$12,098	59.5%
Native Hawaiian or Other Pacific Islander	5	\$36,223	\$103,903	\$7,245	\$20,781	34.9%
Other Ethnicity or Race / Multi-Cultural	285	\$2,005,894	\$3,076,319	\$7,038	\$10,794	65.2%
White	352	\$2,230,392	\$3,576,758	\$6,336	\$10,161	62.4%
Totals:	1,722	\$12,376,227	\$20,195,554	\$7,187	\$11,728	61.3%

For age 3 years to 21 years, inclusive

American Indian or Alaska Native	2	\$17,866	\$28,255	\$8,933	\$14,128	63.2%
Asian	923	\$6,330,548	\$8,721,953	\$6,859	\$9,450	72.6%
Black/African American	183	\$1,892,429	\$2,213,837	\$10,341	\$12,097	85.5%
Hispanic	1,074	\$5,886,887	\$7,751,124	\$5,481	\$7,217	75.9%
Native Hawaiian or Other Pacific Islander	22	\$43,484	\$88,202	\$1,977	\$4,009	49.3%
Other Ethnicity or Race / Multi-Cultural	515	\$2,862,486	\$4,040,021	\$5,558	\$7,845	70.9%
White	832	\$7,307,166	\$9,626,354	\$8,783	\$11,570	75.9%
Totals:	3,551	\$24,340,864	\$32,469,747	\$6,855	\$9,144	75.0%

For age 22 years and older

American Indian or Alaska Native	3	\$123,009	\$124,828	\$41,003	\$41,609	98.5%
Asian	1,119	\$31,515,461	\$36,137,280	\$28,164	\$32,294	87.2%
Black/African American	526	\$23,641,019	\$26,408,130	\$44,945	\$50,206	89.5%
Hispanic	735	\$20,680,431	\$23,622,950	\$28,137	\$32,140	87.5%
Native Hawaiian or Other Pacific Islander	30	\$854,006	\$1,064,312	\$28,467	\$35,477	80.2%
Other Ethnicity or Race / Multi-Cultural	354	\$14,841,832	\$16,538,745	\$41,926	\$46,720	89.7%
White	2,064	\$118,906,662	\$130,568,495	\$57,610	\$63,260	91.1%
Totals:	4,831	\$210,562,419	\$234,464,741	\$43,586	\$48,533	89.8%

Total Annual Expenditures and Authorized Services for Consumers Living at Home by Ethnicity or Race

For All Ages

Ethnicity	Consumer Count	Total Expenditures	Total Authorized Services	Per Capita Expenditures	Per Capita Authorized Services	Utilized
American Indian or Alaska Native	4	\$25,004	\$50,614	\$6,251	\$12,653	49.4%
Asian	2,120	\$20,805,531	\$28,164,778	\$9,814	\$13,285	73.9%
Black/African American	406	\$3,500,185	\$4,767,183	\$8,621	\$11,742	73.4%
Hispanic	2,246	\$17,432,904	\$24,562,994	\$7,762	\$10,936	71.0%
Native Hawaiian or Other Pacific Islander	49	\$295,315	\$592,276	\$6,027	\$12,087	49.9%
Other Ethnicity or Race / Multi-Cultural	987	\$6,962,422	\$10,017,992	\$7,054	\$10,150	69.5%
White	1,789	\$17,406,603	\$24,277,655	\$9,730	\$13,571	71.7%
Totals:	7,601	\$66,427,964	\$92,433,492	\$8,739	\$12,161	71.9%

For Birth to age 2 years, inclusive

American Indian or Alaska Native	2	\$7,138	\$22,359	\$3,569	\$11,179	31.9%
Asian	386	\$3,250,002	\$5,243,871	\$8,420	\$13,585	62.0%
Black/African American	46	\$199,847	\$356,888	\$4,345	\$7,758	56.0%
Hispanic	646	\$4,646,730	\$7,815,455	\$7,193	\$12,098	59.5%
Native Hawaiian or Other Pacific Islander	5	\$36,223	\$103,903	\$7,245	\$20,781	34.9%
Other Ethnicity or Race / Multi-Cultural	283	\$2,001,688	\$3,067,713	\$7,073	\$10,840	65.3%
White	350	\$2,225,774	\$3,571,057	\$6,359	\$10,203	62.3%
Totals:	1,718	\$12,367,403	\$20,181,246	\$7,199	\$11,747	61.3%

For age 3 years to 21 years, inclusive

American Indian or Alaska Native	2	\$17,866	\$28,255	\$8,933	\$14,128	63.2%
Asian	910	\$5,220,240	\$7,382,908	\$5,737	\$8,113	70.7%
Black/African American	170	\$782,256	\$1,051,256	\$4,602	\$6,184	74.4%
Hispanic	1,060	\$5,282,459	\$7,121,827	\$4,983	\$6,719	74.2%
Native Hawaiian or Other Pacific Islander	22	\$43,484	\$88,202	\$1,977	\$4,009	49.3%
Other Ethnicity or Race / Multi-Cultural	504	\$2,122,216	\$3,279,305	\$4,211	\$6,507	64.7%
White	797	\$4,610,560	\$6,742,524	\$5,785	\$8,460	68.4%
Totals:	3,465	\$18,079,080	\$25,694,276	\$5,218	\$7,415	70.4%

For age 22 years and older

American Indian or Alaska Native	0					
Asian	824	\$12,335,290	\$15,537,999	\$14,970	\$18,857	79.4%
Black/African American	190	\$2,518,082	\$3,359,040	\$13,253	\$17,679	75.0%
Hispanic	540	\$7,503,715	\$9,625,712	\$13,896	\$17,825	78.0%
Native Hawaiian or Other Pacific Islander	22	\$215,608	\$400,170	\$9,800	\$18,190	53.9%
Other Ethnicity or Race / Multi-Cultural	200	\$2,838,517	\$3,670,974	\$14,193	\$18,355	77.3%
White	642	\$10,570,269	\$13,964,075	\$16,465	\$21,751	75.7%
Totals:	2,418	\$35,981,481	\$46,557,970	\$14,881	\$19,255	77.3%

Golden Gate Regional Center **Total Annual Expenditures and Authorized Services**
for Consumers Living Out of Home by Ethnicity or Race

Fiscal Year 2017-2018
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For All Ages

Ethnicity	Consumer Count	Total Expenditures	Total Authorized Services	Per Capita Expenditures	Per Capita Authorized Services	Utilized
American Indian or Alaska Native	3	\$123,009	\$124,828	\$41,003	\$41,609	98.5%
Asian	308	\$20,290,479	\$21,938,326	\$65,878	\$71,228	92.5%
Black/African American	349	\$22,233,109	\$24,211,671	\$63,705	\$69,374	91.8%
Hispanic	209	\$13,781,143	\$14,626,536	\$65,938	\$69,983	94.2%
Native Hawaiian or Other Pacific Islander	8	\$638,398	\$664,141	\$79,800	\$83,018	96.1%
Other Ethnicity or Race / Multi-Cultural	167	\$12,747,790	\$13,637,094	\$76,334	\$81,659	93.5%
White	1,459	\$111,037,617	\$119,493,953	\$76,105	\$81,901	92.9%
Totals:	2,503	\$180,851,546	\$194,696,550	\$72,254	\$77,785	92.9%

For Birth to age 2 years, inclusive

American Indian or Alaska Native	0					
Asian	0					
Black/African American	0					
Hispanic	0					
Native Hawaiian or Other Pacific Islander	0					
Other Ethnicity or Race / Multi-Cultural	2	\$4,206	\$8,607	\$2,103	\$4,303	48.9%
White	2	\$4,618	\$5,701	\$2,309	\$2,851	81.0%
Totals:	4	\$8,824	\$14,308	\$2,206	\$3,577	61.7%

For age 3 years to 21 years, inclusive

American Indian or Alaska Native	0					
Asian	13	\$1,110,308	\$1,339,044	\$85,408	\$103,003	82.9%
Black/African American	13	\$1,110,172	\$1,162,582	\$85,398	\$89,429	95.5%
Hispanic	14	\$604,428	\$629,298	\$43,173	\$44,950	96.0%
Native Hawaiian or Other Pacific Islander	0					
Other Ethnicity or Race / Multi-Cultural	11	\$740,269	\$760,716	\$67,297	\$69,156	97.3%
White	35	\$2,696,606	\$2,883,831	\$77,046	\$82,395	93.5%
Totals:	86	\$6,261,784	\$6,775,470	\$72,811	\$78,785	92.4%

For age 22 years and older

American Indian or Alaska Native	3	\$123,009	\$124,828	\$41,003	\$41,609	98.5%
Asian	295	\$19,180,171	\$20,599,282	\$65,018	\$69,828	93.1%
Black/African American	336	\$21,122,937	\$23,049,090	\$62,866	\$68,598	91.6%
Hispanic	195	\$13,176,716	\$13,997,238	\$67,573	\$71,781	94.1%
Native Hawaiian or Other Pacific Islander	8	\$638,398	\$664,141	\$79,800	\$83,018	96.1%
Other Ethnicity or Race / Multi-Cultural	154	\$12,003,315	\$12,867,772	\$77,944	\$83,557	93.3%
White	1,422	\$108,336,393	\$116,604,421	\$76,186	\$82,000	92.9%
Totals:	2,413	\$174,580,939	\$187,906,771	\$72,350	\$77,873	92.9%

Golden Gate Regional Center **Total Annual Expenditures and Authorized Services
by Diagnosis - Summary**

Fiscal Year 2017-2018
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For All Ages

Diagnosis	Consumer Count	Total Expenditures	Total Authorized Services	Per Capita Expenditures	Per Capita Authorized Services	Utilized
Autism	1,929	\$44,722,602	\$51,834,483	\$23,184	\$26,871	86.3%
Intellectual Disability	4,491	\$156,838,957	\$174,824,537	\$34,923	\$38,928	89.7%
Cerebral Palsy	429	\$10,505,794	\$12,680,829	\$24,489	\$29,559	82.8%
Epilepsy	162	\$4,567,839	\$5,211,309	\$28,197	\$32,169	87.7%
Category 5	1,039	\$18,166,096	\$22,311,650	\$17,484	\$21,474	81.4%
Other	2,054	\$12,478,223	\$20,267,233	\$6,075	\$9,867	61.6%
Totals:	10,104	\$247,279,510	\$287,130,041	\$24,473	\$28,417	86.1%

For Birth to age 2 years, inclusive

Autism	33	\$885,786	\$1,579,339	\$26,842	\$47,859	56.1%
Intellectual Disability	15	\$280,994	\$536,310	\$18,733	\$35,754	52.4%
Cerebral Palsy	2	\$26,391	\$39,050	\$13,195	\$19,525	67.6%
Epilepsy	0					
Category 5	7	\$113,471	\$155,766	\$16,210	\$22,252	72.8%
Other	1,665	\$11,069,585	\$17,885,089	\$6,648	\$10,742	61.9%
Totals:	1,722	\$12,376,227	\$20,195,554	\$7,187	\$11,728	61.3%

For age 3 years to 21 years, inclusive

Autism	1,283	\$9,722,268	\$13,080,940	\$7,578	\$10,196	74.3%
Intellectual Disability	1,138	\$8,318,101	\$10,703,879	\$7,309	\$9,406	77.7%
Cerebral Palsy	176	\$1,408,271	\$1,814,995	\$8,002	\$10,312	77.6%
Epilepsy	57	\$305,324	\$426,489	\$5,357	\$7,482	71.6%
Category 5	513	\$3,181,976	\$4,065,750	\$6,203	\$7,925	78.3%
Other	384	\$1,404,923	\$2,377,692	\$3,659	\$6,192	59.1%
Totals:	3,551	\$24,340,864	\$32,469,747	\$6,855	\$9,144	75.0%

For age 22 years and older

Autism	613	\$34,114,549	\$37,174,204	\$55,652	\$60,643	91.8%
Intellectual Disability	3,338	\$148,239,862	\$163,584,347	\$44,410	\$49,007	90.6%
Cerebral Palsy	251	\$9,071,131	\$10,826,784	\$36,140	\$43,135	83.8%
Epilepsy	105	\$4,262,515	\$4,784,820	\$40,595	\$45,570	89.1%
Category 5	519	\$14,870,648	\$18,090,134	\$28,653	\$34,856	82.2%
Other	5	\$3,714	\$4,453	\$743	\$891	83.4%
Totals:	4,831	\$210,562,419	\$234,464,741	\$43,586	\$48,533	89.8%

At a Glance

Supporting Lives of Liberty and Opportunity

Golden Gate Regional Center:

- Opened its doors in 1966
- Serves 9,600+ individuals in Marin, San Francisco and San Mateo counties
- Employs more than 225 staff in three local offices
- Contracts with 1,000+ vendors
- Directed by a 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

*Supporting
Lives of
Liberty and
Opportunity*

Our Commitments:

- Person Centered Approach
- Solid Partnerships
- Supporting Progress
- A Commitment to Quality and Impact

Strategic Focus Areas 2018-2021:

- Community Living
- Community Education and Engagement
- Investment in Staff (Regional Center and Provider)
- Organizational Agility and Impact

