



Golden Gate Regional Center

Golden Gate Regional Center (GGRC) has to make sure that all the Home and Community-Based Services (HCBS) settings follow the rules set by the government. We'll be checking all these settings by visiting them before August 31, 2024, to ensure they're doing things right. If we find any issues during our checks, we'll work closely with the service providers to fix them. We'll get input from the people receiving services, provide training, and update documents to follow all the rules. You can find more training resources on our website.

If, after our check, a provider isn't following the HCBS rules, we'll take action according to the state regulations. We'll team up with the provider to make a plan called a Corrective Action Plan (CAP) within 10 days. This plan will say what rules are not followed, the right to appeal, and what might happen if the issues aren't fixed. The provider will have up to 30 days to fix things unless we agree on a different timeframe. They must sign the plan and send it back to us within seven days, even if they disagree. We will issue all these plans by September 30, 2024.

If the provider doesn't fix things in the given time and doesn't appeal, we will take steps like stopping new services, discussing other options with the people receiving services, and holding back 50% of the payment until they comply. If this goes on for more than four months, we might have to stop working with that provider altogether.

Supporting Lives of Liberty and Opportunity

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