



GOLDEN GATE REGIONAL CENTER

POLICY GUIDELINES

REVISED MARCH 17, 2009
JULY 17, 2007

Regional Center Purpose (mission):

"The purpose of the statutory scheme is twofold: to prevent or minimize the institutionalization of developmentally disabled persons and their dislocation from family and community (WIC §4501, 4509, 4685), and to enable them to approximate the pattern of everyday living of non-disabled persons of the same age and to lead more independent and productive lives in the community (WIC §4501, 4750-4751)."

The desired outcome for individuals with developmental disabilities in adopting the above mission is to: 1) Decrease use of institutions, 2) Increase inclusion and integration, 3) Increase individual development in independence and productivity, and 4) Protect basic health and well-being.

As a value-based organization, Golden Gate Regional Center needs to have at its core principles, strategies and policies that reflect those values. The common values are set forth in the Lanterman Developmental Services Act and are reinforced through performance goals of the Department of Developmental Services and carried out in the day-to-day practices of the regional center.

The following pages outline proposed policies that will guide the work and direction of Golden Gate Regional Center over the next few years. To be true to the purpose of the policies, they will need to be flexible and dynamic changing as the needs of individuals change. While the format of the policies may not be of a traditional model, it reflects the language and form hopefully that will be understood by those interested in a dynamic system responsive to the needs of constituents.

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INDIVIDUALIZED SERVICES – BOARD POLICY	PRACTICES TO CREATE INDIVIDUALIZED SERVICES
<p>Clients will be offered a range of services and supports from which to choose.</p> <p>All supports and services will:</p> <ul style="list-style-type: none"> - be individualized, - assist clients to be more productive, - be accountable to the people served, - include a mechanism to assure client satisfaction, - be effective in assisting clients with meeting their stated life goals, - be most similar to supporting life activities of people without disabilities, - provide a holistic approach to physical, mental and behavioral health, and - be available in integrated settings. <p>Reference: WIC §4648 (a) (2)(5)(7), 4648(d), 4648.1, 4651, 4680, 4688, 4690, 4691, 4418.1, 4511, 4640.6(g), 4750, Americans with Disabilities Act, Vocational Rehabilitation Act of 1974, Individuals with Disabilities Education Act, DDS Strategic Plan.</p>	<ul style="list-style-type: none"> • Services offering integrated opportunities (offering services to those with and without disabilities) will be explored first. • All day programs will develop an employment component consistent with the abilities of clients they serve. • All day programs will ensure that training includes components on individual client need as well as overall professional development. • All clients will be given the opportunity to become independent in travel through training. • Private transportation will not be funded if the team determines that the consumer is able to travel independently. • Customized employment will support micro-enterprise business development services as an option. • Clients will be able to work in jobs of their choice where they can earn a competitive wage and receive benefits. • Clients will have access to information regarding all resources that will help them achieve their goals through a variety of means, including the GGRC website and a resource center. • Clients will be able to socialize and recreate in the same way as those without disabilities.

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LIVING SERVICES – BOARD POLICY	PRACTICES TO CREATE LIVING SERVICES
<p>Residential options created for individuals with developmental disabilities will promote living arrangements in which these individuals may have their unique needs met, in the least-restrictive setting, which is most similar to those in which persons without disabilities reside.</p> <p>Separating home ownership and delivery of services will be explored first and will take priority in development of new residential resources. Priority is given to develop housing that is permanently established for GGRC clients.</p> <p>Reference: WIC § 4418.25 – 4418.3, 4685, 4685.1, 4689, 4510, Olmstead Decision, Americans with Disabilities Act, DDS Strategic Plan.</p>	<ul style="list-style-type: none"> • Clients and families will be presented with all possible living options that are appropriate to meet their needs and are located in their home community. • Clients will be given the choice to live in their own home with support. • Institutional settings will be considered only after all other options have been explored. • Group living arrangements will be three clients or less unless an exception is granted. • Clients will have the opportunity to have their own bedroom. • Development of resources to maintain children in the family home will take priority over out-of-home residential placement. • When family circumstances require a child to be placed outside the family home, the child will live as near to the family as possible and the possibility of reunification will be explored. • Families will be able to keep their children at home with supports such as respite and behavior consultation (Client Choice).

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FUNDING FOR SERVICES – BOARD POLICY	PRACTICES TO CREATE FUNDING FOR SERVICES
<p>GGRC will demonstrate good stewardship of public funds and will provide quality services to the full extent that funding is provided by the state.</p> <p>GGRC funding policies and guidelines will be readily accessible to the people served and to the public.</p> <p>Reference: WIC § 4620.2, 4622, 4629, 4633, 4638, 4639, DDS Strategic Plan.</p>	<ul style="list-style-type: none"> • When quality and other client concerns are equal and there is a difference in rate, the least expensive program will be preferred. • Programs with negotiated rates will be reviewed in consideration of the total budgetary obligations of GGRC to preserve overall services to GGRC clients. • GGRC will have a balanced budget at the end of a fiscal year. • Required audits will be completed on a timely basis. • Feedback from the community on funding policies will be sought via surveys, website and public forums. • GGRC will make its funding policies and guidelines accessible to clients and families through the GGRC website, Board meeting discussions, and public forums.

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QUALITY SERVICES – BOARD POLICY	PRACTICES TO CREATE QUALITY SERVICES
<p>All services delivered by GGRC will be of the highest quality consistent with defined expectations and measurable outcomes for clients which demonstrate continuous improvement.</p> <p>All service providers and GGRC will conduct a regular quality review of their services.</p> <p>GGRC will continually research best practices and provide for innovation.</p> <p>Supports will be provided to assure excellence in leadership throughout the service system.</p> <p>Reference: WIC § 4418.1, 4511, 4640.6(g), 4648 (a)(2)(5)(7), 4648 (d), 4648.1, 4651, 4680, 4688, 4690, 4691, 4750, DDS Strategic Plan.</p>	<ul style="list-style-type: none"> • All programs will have a self-evaluation of the quality of services as part of their GGRC quality review. • GGRC will have a review process for its service delivery including the self-evaluations and audits by service providers. • Quality reviews will involve stakeholders including clients, families, service providers, Area Board, Department of Developmental Services, and other interested parties. • Training will be provided to strengthen all parts of the system. • GGRC will consider new service models, seek input from staff and the community, and have a continuous review of operational systems to ensure that there is both efficiency and quality. • GGRC Board of Directors will represent the diverseness of the community. • Training will be provided to clients to ensure skill development for Board participation within the regional center and community groups.

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TRANSPORTATION – BOARD POLICY	PRACTICES TO CREATE SAFE, RELIABLE and EFFICIENT TRANSPORTATION
<p>Safety will be the first consideration in transportation including both rider and vehicle safety.</p> <p>Efforts will be made to assure that transportation services are effective (reliably getting people where they need to be on time) and efficient (requiring the least amount of time for travel).</p> <p>Planning for services will be person-centered and where feasible, self-directed.</p> <p>Services should be maximally inclusive and promote maximum independence, including travel training on public transit systems.</p> <p>Services will be managed to assure the maximum use of generic services, natural supports and effective negotiation, use and monitoring of contracted curb-to-curb vendorized transportation services.</p> <p>Reference: WIC § 4501, 4511, 4640.7, 4646, 4646.5(a), and the GGRC Strategic Plan.</p>	<ul style="list-style-type: none"> • In considering safety, GGRC will ensure that there is driver training and orientation to the needs of those using the transportation. Special Incident Reports (SIRs) will be filed and tracked to identify problem areas. It is the vision of this regional center that a system should be put in place to track private transportation providers through GPS. • Transportation vehicles will be monitored for safety including CHP inspections as well as third-party inspections. • To insure effectiveness and efficiency, routing and scheduling will be coordinated and monitored. Performance data will be maintained. There will be provisions for liquidated damages for non-performance. • Transportation will be rider-centered and will be planned through the purchase of services process; will provide for any emergency situations; and customer services will be available until the last individual has reached his/her destination. • Individuals served will be afforded maximum independence via finding the least-restrictive option including travel training for use of public transportation. • Cost management will be ensured through use of a contracting process with competitive rates being considered.

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CLIENT CHOICE -- BOARD POLICY	PRACTICES TO CREATE CLIENT CHOICE
<p>Clients and families will be provided information to assist them in understanding the principles of public policies in areas such as creating opportunities for independence.</p> <p>Client and family choice will be the guiding principle in decision making.</p> <p>Clients and families will be offered all appropriate options of services.</p> <p>Clients and families will be able to participate in self-determination consistent with State regulation.</p> <p>Clients' rights will be honored.</p> <p>Adult clients will lead their Individual Program Planning process as they are able to do so. Family members will lead the Individual Family Service Plan process for their children.</p> <p>Cultural, language and personal lifestyle needs will be given priority consideration in providing service.</p> <p>Reference: WIC § 4501, 4511, 4512 (h), 4620.1, 4640.7, 4646, 4646.5 (a), DDS Strategic Plan.</p>	<ul style="list-style-type: none"> • Clients will be encouraged to participate in self-advocacy efforts. • Training will be provided to ensure awareness of clients' rights. • Clients and families will be involved in new-staff orientation for GGRC and service providers. • GGRC will increase communication of information through newsletters and the website. • Clients and families will have internet access. When not available in the home setting, GGRC will provide opportunity for access. • Client choice will take into consideration the wishes of the parents if a client is a minor or the wishes of a conservator if the client is an adult. • Families will be encouraged to keep their children at home with supports such as respite and behavior consultation (Living Services).