

# GOLDEN GATE REGIONAL CENTER VENDOR REQUIREMENTS

(Ver. 2/2016) Rev 5/2023

Golden Gate Regional Center (GGRC) is a state-funded nonprofit organization providing service to individuals with developmental disabilities in Marin, San Francisco, and San Mateo counties.

As a vendor of GGRC, you will have a duty to comply with many requirements. It is your responsibility to be aware of and follow the applicable laws and regulations.

For your reference, some, but not all, of the laws, regulations, and policies are listed below. Please review this document carefully prior to submitting your vendor application. *Remember, other requirements not listed here may affect you as a vendor.*

## 1. Definitions –

Participant (sometimes referred to as consumer) - an individual with a developmental disability served by GGRC or another regional center.

Vendor - an agency or individual who has completed the application process to become a provider of service to regional center participants.

## 2. Laws and Regulations – There are many laws and regulations applicable to GGRC vendors. Among them are:

- the California Welfare and Institutions Code (WIC) cited as the Lanterman Developmental Disabilities Act,
- the California Government Code cited as the California Early Intervention Services Act,
- Title 17 of the California Code of Regulations (CCR), and
- California Department of Developmental Services (DDS) Directives.

To view these documents, visit the DDS website ([www.dds.ca.gov](http://www.dds.ca.gov)) and click “Transparency” then “Laws & Regulations”. Select Directives may be viewed on the DDS website under the Quick Link “Directives to Regional Centers”.

Paper copies of laws and regulations may be found at the State Archives in the Office of the Secretary of State, the offices of County Clerks or County Law Libraries and 100 state depository libraries.

3. **CCR Title 17, §54326 – General Requirements for Vendors and Regional Centers** – This section of the California regulations is of particular importance to vendors. A copy of this section has been provided to you with your vendor application packet.

4. **Special Incident Reporting** - Vendors, with the exception of parent vendors and participants vendored to provide services to themselves, are required to report special incidents (including, but not limited to, missing person, victim of crime, alleged or suspected abuse, medical treatments beyond first aid) to the regional center (CCR, Title 17, §54327).

The incident must be reported within twenty-four (24) hours. For instructions on reporting, please see our website (<http://www.ggrc.org/>) and click the “Service Provider E-Billing” link.

## 5. Reporting Requirements for Vendors of Crisis, Residential, Supported Living Services -

Vendors of services designated in WIC §4659.2 must report certain information on a monthly basis. Reference DDS Directive April 14, 2023.

6. **Zero Tolerance Policy /Mandated Reporting of Suspected Abuse or Neglect** - If you suspect that there is abuse or neglect of the participant(s) you serve, you must contact specific agencies within specific timelines. You must report suspected abuse or neglect to the appropriate protective services agency (Child Protective Services; Adult Protective Services), the local ombudsman, the corresponding licensing agency, and the local law enforcement agency. In some cases, such as the abuse resulting in serious bodily injury or abuse of a child, you must report this suspected abuse **immediately by telephone** to law enforcement.

Please review GGRC’s ***Zero Tolerance Policy for Abuse or Neglect***, which has been provided in your vendor application packet. Additionally, you may find it posted to our website ([www.ggrc.org](http://www.ggrc.org)) listed as “**Abuse and Neglect**” under About Us > Policies, Performances & Finances.

7. **Services and Who Provides Them** – The services for which you are vendored are to be provided by you and only you. Allowing another individual or agency (e.g. subcontracting) to provide the services is not allowed except in limited circumstances with prior, written approval.

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- 8. License/Certification** – Vendors providing vendored services requiring licensure, certification, etc. must submit a copy of the appropriate, valid document and resume of any persons who will be working with participants referred by the regional centers.
- 9. Change of Business Designation** – Changes to a business must be reported to GGRC. For example, a change from self-employed individual to employer with employees or corporation.
- 10. Independent Contractor** – In order to be a vendor with GGRC, you must qualify as an independent contractor (Title 17, §54326). It is your responsibility to meet and maintain the requirements of the State of California Employment Development Department for independent contractor status.  
  
You and your employees (if any) are not employees, officers or agents of GGRC or the State of California.  
  
You must make full tax disclosures of any earnings according to Federal and State law.
- 11. IRS Form 1099** – At the end of the year, GGRC will issue you an IRS Form 1099 (exceptions: Government/Tax Exempt vendors and vendors of services 024, 065, 420, 425, and 400).
- 12. Taxes** – You are responsible for any appropriate state, local, or federal taxes. GGRC recommends you consult a qualified tax consultant as necessary.
- 13. Administrative Costs Cap** - Vendors of the regional center with negotiated rates (including vendors receiving the “median rate”) shall not spend more than 15% of the funds received from the regional center on administrative costs. Administrative costs are defined within California Welfare and Institutions Code §4629.7.
- 14. Necessity for Internal Audit** - As a vendor of the regional center you may be required to obtain an independent audit or independent review report of your financial statements. This necessity affects vendors receiving payments from one or more regional center more than or equal to \$500,000 during the state fiscal year. Work activity program

providers receiving any regional center payments are also affected (WIC §4652.5).

- 15. Vendor Release and/or Indemnity Agreements Prohibition** – In general, you may not require participants or families of participants to sign a Release and/or Indemnity Agreement as a condition of receiving services. Non-compliance with this mandate can lead to termination of services funded by GGRC. If your usual practices include such agreements, you must notify GGRC in writing ([vendor@ggrc.org](mailto:vendor@ggrc.org)) prior to requiring GGRC-funded participant to agree.
- 16. Purchase of Service Authorization** – If your vendorization is approved and if services are authorized by GGRC, you will be sent an “Authorization to Purchase Services” form. This form will be sent to you by secure e-mail. For questions on the secure email system, e-mail [AuthoUnit@ggrc.org](mailto:AuthoUnit@ggrc.org).  
  
The form will indicate the start date of services. Services provided before the start date will not be paid. With limited exception, services may not be authorized retroactively. Services should not begin prior to approval of your vendorization or of the Authorization to Purchase Services.  
  
Vendorization does not guarantee authorization or referrals.
- 17. Billing** – You will be required to submit billing to GGRC by electronic billing system (unless an exemption has been approved (WIC, §4641.5).  
  
You may only bill for services which are authorized and actually provided. You may not bill for absences (except residential providers under certain circumstances). (Title 17, §54326)
- 18. Electronic Visit Verification (EVV)** – Vendors of specified services must comply with EVV requirements. Information on EVV may be viewed at [www.dds.ca.gov/services/evv](http://www.dds.ca.gov/services/evv)
- 19. GGRC Payments** – Payments for your services will always be after you have provided and billed GGRC for the service. Payments will follow our regular payment schedule. Information on the billing and payment schedule will be sent to you after approval of your application.

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**20. Payments in Full** – You may not bill the participant or participant’s family for services which were authorized by GGRC. GGRC payment is payment in full (Title 17, §54326). For residential facilities, the rate established with GGRC may represent the total funding inclusive of payments of the resident’s SSI/SSA or other benefits by a third-party such as the resident’s representative payee.

**21. Holidays** – Vendors of some services will not be paid for services provided on holidays. For a current listing of services and holidays, please see our website ([www.ggrc.org](http://www.ggrc.org)) and click on the “Service Provider E-Billing” link.

**22. Your Website** – if you have an Internet website, you must post, in clear view, a link to the Department of Developmental Services’ telephone number and Appeals, Complaints and Comments website (WIC §4704.6). Contact DDS for current phone number and link.

**23. Change of Vendor Information** – You must notify GGRC in writing of any changes to the information supplied in your vendor application (such as address, name, managing employees, tax number, etc.).

To report vendor information changes, email GGRC at [vendor@ggrc.org](mailto:vendor@ggrc.org). Include in the email your vendor number(s).

You must notify GGRC at least thirty (30) days prior to any changes in vendor information, including changes in ownership, location, or required license, certification, registration, credential or permit (Title 17, §54330).

**24. Notification of Discontinuing Services** – You must notify GGRC in writing at least sixty (60) days prior to discontinuing providing services or modification of a program design or service (Title 17, §54330).

**25. Form DS 1891 Applicant/Vendor Disclosure Statement** – You must submit a complete Form DS 1891 to GGRC and periodically update this form. A copy of the form is included in your vendor application packet (WIC 4648.12, Title 17 §54311).

**26. DS 1891 Service Provider Portal** – Vendors of GGRC shall utilize a web-based portal to compete electronic versions of the Form DS 1891 after initial application, to report changes to this form and upon request of GGRC. A copy of the

Enrollment Form for this portal is included in your vendor application packet.

**27. Conflict of Interest** – You must notify GGRC of any conflict of interest and comply with conflict of interest requirements (Title 17 §54326, §54500 thru 54525. WIC §4626 thru 4628).

**28. Eligibility for Vendorization** – Applicants must: a) meet the minimum qualifications as outlined in applicable State laws and regulations; b) have a location within GGRC’s catchment area; c) when licensure is required, be licensed in the State of CA; and d) be 18 years old or older.

**29. Ineligibility for Vendorization** – Applicants who meet certain ineligibility criteria (for example: those with conflicts of interest) may not be vendored (Title 17 §54314).

**30. Record Keeping and Access to Records** – You must retain records related to the vendored service for a minimum of five years. You must make available these records to GGRC and certain other agencies upon request (Title 17 §50603, §50604, §50604, & §54326. WIC §4629.7).

**31. Confidentiality** – Participant information is confidential (Title 17 §50603).

**32. Safeguarding Information** – You must take steps to safeguard participant information. Any records (including those on electronic devices and email) must be kept safe and secure at all times. This may include encrypting emails that contain confidential information.

As a vendor you must follow all security and privacy laws, regulations, and policies, including, but not limited to, the Privacy Act, the Health Insurance Portability and Accountability Act (HIPAA), the California Civil Code, and the Lanterman Act.

You must ensure that all employees and contractors (if any) are aware of the necessity to comply with these requirements. You should establish written policies that meet applicable privacy and security policies and regulations.

**33. Participant Information Security** – You must immediately report to GGRC when a suspected privacy breach or security incident is discovered.

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- 34. Vendor Application Information** – In applying to become a vendor with GGRC, you are agreeing to make public all information provided by you on the application with the exception of the Federal Tax ID and/or Social Security Number.
- 35. Vendor Information Publication** –California Law requires each regional center to publish on its Internet Web site the names, types of service, and contact information of all vendors except participants or family members of participants (as defined in Title 17, §54302(a)(29)). GGRC will publish such information on its Internet Web site ([www.ggrc.org](http://www.ggrc.org)) (WIC §4629.5(b)(6)).
- 36. Vendor Updates** – GGRC may send informational notices to vendors. You may sign-up for updates from GGRC on our website:  
<http://www.ggrc.org/contact-us/about-becoming-a-vendor>
- 37. Termination** – If approved as a vendor, your vendorization may be terminated for a variety of reasons including, but not limited to: refusal to make available records pertaining to the service; false statements or representations on vendor application information; serving participants without the appropriate license for those services; or noncompliance with requirements (Title 17 §54370).

## **TITLE 17 - GENERAL REQUIREMENTS FOR VENDORS AND REGIONAL CENTERS**

(Ver. 3/2012)

Title 17, Part II, Section §54326 of the California Code of Regulations is cited in part for your information and compliance.

(a) All vendors shall:

- (1) Be prohibited from transferring vendorization of their service to another person or entity;
- (2) Provide access to regional center and/or Department staff, on an announced or unannounced basis, for the purposes specified in the Welfare and Institutions Code, Section 4648.1;
- (3) Maintain records of services provided to consumers in sufficient detail to verify delivery of the units of service billed:
  - (A) Such records shall be maintained for a minimum of five years from the date of final payment for the State fiscal year in which services were rendered or until audit findings have been resolved, whichever is longer. This requirement may be satisfied by retaining an electronic record of the information in the record, if the record reflects accurately the information set forth in the record at the time it was first generated in its final form as an electronic record or otherwise, and the electronic record remains accessible for later reference.
  - (B) Records must include for each consumer the information specified in Section 50604 (d)(3)(A), (B), (C), (D), (E) or (F), as applicable.
  - (C) Data, as specified in Section 50604 (d)(3)(A), (B), (C), (D), (E) or (F), as applicable, for the billing period shall be submitted to the regional center with the billings/invoices.
- (4) Make available any books and records pertaining to the vendored service, including those of the management organization and disclosure information required in Section 54311, if applicable, for audit, inspection or authorized agency representatives. This shall also include only those portions of any personnel records that are necessary to ensure staff qualifications comply with the requirements contained in Section 56724 , and Section 56770 or 56792 of these regulations , if applicable, in order to comply with the monitoring of program standards pursuant to the Welfare and Institutions Code, Section 4691(f);
- (5) Utilize and be bound by Title 17, Sections 50700 through 50767, and the Welfare and Institutions Code, Section 4648.2, should the vendor elect to appeal any audit findings;
- (6) Comply with the provisions contained in the Fair Labor Standards Act (29 U.S.C., Sections 201 through 219);
- (7) Not discriminate in the provision of services to consumers on the basis of race, religion, age, disability, sex, or national origin of the consumer, or his/her parents, guardian, or conservator;
- (8) Be vendored separately for each type of service provided, as specified in Sections 54342 through 54356 of these regulations unless the regional center waives separate vendorization pursuant to Section 54342 (a)(37) or 54342(a)(78)(A);

## **TITLE 17 - GENERAL REQUIREMENTS FOR VENDORS AND REGIONAL CENTERS**

(Ver. 3/2012)

(9) Provide certification consistent with the Public Contract Code, Sections 10410 and 10411, that the vendor and the agents or employees of the vendor, in the performance of the contracts, are independent contractors and are not officers or employees of the State of California;

(10) Bill only for services which are actually provided to consumers and which have been authorized by the referring regional center. When the vendor is receiving payment for a consumer from the Department of Rehabilitation and/or the Department of Health Services for a portion of the program day, and the vendor's rate of reimbursement is based on costs reported pursuant to Section 57422 (c)(2), the vendor shall only bill the prorated share of the daily rate.

(11) Not bill for consumer absences for nonresidential services. The Department shall authorize payment for absences which are the direct result of situations and/or occurrences for which a State of Emergency has been declared by the Governor. If payment for absences due to a State of Emergency is authorized by the Department, the vendor shall bill only for absences in excess of the average number of absences experienced by the vendor during the 12-month period prior to the month in which the disaster occurred;

(12) Agree to accept the rate established, revised or adjusted by the Department as payment in full for all authorized services provided to consumers and not bill the consumer nor the consumer's family, conservator, guardian or authorized consumer representative for a supplemental amount regardless of the cost of providing the authorized service. This shall not preclude the vendor from billing the consumer or consumer's family for services provided which were authorized by the consumer or family and which were not authorized by the regional center;

(13) Comply with all applicable staffing ratio requirements;

(14) Be prohibited from being vendored by more than one regional center for the same service at the same location; and

(15) Comply with conflict of interest requirements as determined by the criteria established by Title 17, Sections 54500 through 54525 and the Welfare and Institutions Code, Sections 4626 through 4628.

(16) Sign the Home and Community-Based Services Provider Agreement (6/99), if applicable pursuant to Section 54310 (a)(10)(I), (d) and (e). If the Home and Community-Based Services Provider Agreement (6/99) is required and has not been signed, the regional center shall:

(A) For new applicants requesting vendorization, deny vendorization pursuant to Section 54322 (c); or

(B) For existing vendors, notify in writing, the vendor and utilizing regional center(s), if any, that the signed Home and Community-Based Services Provider Agreement (6/99) is required and that payment of the vendor's rate will be suspended, the effective date of the suspension, and that payment shall remain suspended until the signed Home and Community-Based Services Provider Agreement (6/99), is received.

## TITLE 17 - GENERAL REQUIREMENTS FOR VENDORS AND REGIONAL CENTERS

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- (1) The effective date for suspension of payment of the vendor's rate shall be 15 days from the date of the letter notifying the vendor that payment will be suspended.
- (2) If the signed Home and Community-Based Services Provider Agreement (6/99), is submitted within the time specified, no further action will be taken.
- (3) If the Home and Community-Based Services Provider Agreement (6/99), is submitted after the date when payment of the vendor's rate has been suspended, the vendoring regional center shall notify the vendor and utilizing regional center(s) that payment of the vendor's rate is reinstated as of the date payment was suspended.

(17) Notify the vendoring regional center of any additions or changes in the information disclosed on the DS 1891 (7/2011) and submit the information pursuant to requirements of Section 54311(c).

(18) Notify the vendoring regional center of:

- (A) Any conviction for any felony or misdemeanor, within the previous ten years, involving fraud or abuse in any government program, or related to neglect or abuse of an elder or dependent adult or child, or in connection with the interference with, or obstruction of, any investigation into health care related fraud or abuse, or that has been found liable, within the previous ten years, in any civil proceeding for fraud or abuse in any government program;
- (B) Any settlement in lieu of conviction involving fraud or abuse in any government program within the previous ten years; or
- (C) Any loss of license, certificate or credential, or failure to maintain any valid licenses, certificates or credentials required for the performance or operation of the vendored service.

(b) The vendor shall maintain a written description of its organizational structure and operations at the vendor's business office in accordance with the following:

(1) All descriptions shall include:

- (A) An identification of the legal entity serving as the governing body or board of directors;
  - (B) The policies of operation that are established by the governing body or board of directors;
- and
- (C) A diagram depicting the relationships among organizational units and titles of persons responsible for those units.

(2) In addition to the information specified in (b)(1) above, if the vendor:

- (A) Operates more than one service, the description shall also include:
  1. The names, addresses and vendor numbers of the other services; and
  2. Whether any of the services share staff or facility space.

## **TITLE 17 - GENERAL REQUIREMENTS FOR VENDORS AND REGIONAL CENTERS**

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(B) Has a management organization, the description shall also include a diagram depicting the relationships among the management organization, the vendor, and any other services under the management organization.

(c) Regional centers shall submit the information specified in subsection (a)(3)(C) above to the Department on a monthly basis, and no later than 30 days after the end of the previous month.

(d) Regional centers shall not:

(1) Use purchase of service funds to purchase services for a minor child without first taking into account, when identifying the minor child's service needs, the family's responsibility for providing similar services to a minor child without disabilities. In such instances, the regional center must provide for exceptions, based on family need or hardship.

(2) Use purchase of service funds to purchase services for those executive/management services, legal services for the benefit of the regional center, service coordination, and administrative service and support functions that are funded through the regional center operations budget. Funding of specialized clinical and diagnostic assessment services and other services for the benefit of a consumer through purchase of service funds is permissible.

(3) Charge vendors or consumers for providing representative payee services.

(4) Except as specified in Section 54324 of these regulations:

(A) Refer any consumer to an applicant until the vendor application is approved; or

(B) Reimburse a vendor for services provided before vendorization.

(e) Compliance with the standards and requirements specified in these regulations does not exempt a vendor from compliance with existing statutes and regulations or with any other applicable standards or requirements promulgated by the controlling agencies for the service provided by the vendor.

(f) Regional centers shall take routine action to ensure that vendors have no convictions and have not been found liable as described in (a)(18)(A) above, have not entered into any settlement agreements in lieu of convictions involving fraud or abuse in any government program as described in (a)(18)(B), and are serving consumers with the valid licenses, certificates or credentials required for the performance or operation of the vendored service.

Authority cited: Chapter 157, Statutes of 2003; Section 4648.12(c)(1)(A), Welfare and Institutions Code; and Section 11152, Government Code.

Reference: Sections 4500, 4501, 4502, 4641.5, 4648, 4648.1, 4648.12, and 4742, Welfare and Institutions Code. and Title 42, Code of Federal Regulations, Sections 455.104, 455.105 and 455.106.



Golden Gate Regional Center  
Board of Directors  
**Zero Tolerance Policy for Abuse or Neglect**  
**Approved on November 19, 2013**

1. **Scope.** Pursuant to the requirements in Article 1, Section 17 of GGRC’s Master Contract with the State of California, the Board of Directors hereby adopts the following Zero Tolerance Policy for Abuse or Neglect (the “**Policy**”). This Policy applies to (i) all of GGRC’s vendored service providers that provide direct services and supports (as defined by Welfare & Institutions Code section 4512(b)) to individuals with developmental disabilities within GGRC’s catchment area (“**Individuals**”), (ii) all long-term health care facilities serving GGRC’s Individuals and (iii) those GGRC employees who are considered “Mandatory Reporters” under either of the Reporting Laws described in Sections 4 and 5 below.
2. **Effective Date.** This Policy shall become effective as of November 19, 2013.
3. **Background.** The California Legislature has adopted various laws to protect all children, dependent adults and elders from various types of abuse and neglect. These laws also apply to individuals with developmental disabilities. This Policy concerns the application of such laws to Individuals.
4. **The Adult Reporting Law.** California Welfare and Institutions Code sections 15600-15675, known as the Elder Abuse and Dependent Adult Civil Protection Act (the “**Adult Reporting Law**”) provides (among other things) that any person who has assumed responsibility for the care or custody of an adult Individual, including administrators, supervisors, and any licensed staff of a facility that provide care or services for adult Individuals, is a “**Mandated Reporter**”.<sup>1</sup> Under the Adult Reporting Law, any Mandated Reporter who (i) has observed or has knowledge of an incident that reasonably appears to be physical abuse, abandonment, abduction, isolation, financial abuse, or neglect of an adult Individual (each, an “**Adult Abuse**”), or (ii) is told by an adult Individual that he or she has experienced Adult Abuse, or (iii) reasonably suspects the existence of Adult Abuse, shall report the Adult Abuse to the applicable governmental authorities (subject to certain limited exceptions described in the Adult Reporting Law).<sup>2</sup>
5. **The Child Reporting Law.** California Penal Code sections 11164 – 11174.3., known as the Child Abuse and Neglect Reporting Act (the “**Child Reporting Law**”) provides (among other things) that various categories of persons who interact with an Individual under the age of 18 are “**Mandated Reporters**”.<sup>3</sup> Under Penal Code section 11166, any Mandated Reporter who has knowledge of or observes a person under 18 whom the Mandated Reporter knows or reasonably suspects has been the victim of child abuse or neglect (“**Child Abuse**”), shall report the Child Abuse to the applicable government

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<sup>1</sup> The definition of “Mandated Reporter” under the Adult Reporting Law is found in Welf. & Inst. Code Section 15630(a). The list of care custodians who are Mandated Reporters is found in Welf. & Inst. Code Section 15610.17.

<sup>2</sup> Definitions of elder and adult abuse are found in Welf. & Inst. Code sections 15610-15610.67.

<sup>3</sup> Penal Code section 11165.7 identifies those individuals who are Mandated Reporters under the Child Reporting Law.

authorities (subject to certain limited exceptions described in the Child Reporting Law).<sup>4</sup> Note that the list of Mandated Reporters who are obligated to report Child Abuse is different than the list of Mandated Reporters obligated to report Adult Abuse.

6. **Purpose.** The purpose of this Policy is to protect the interests of GGRC’s Individuals and their families by (i) educating all Mandated Reporters about their legal obligation to report Adult Abuse and Child Abuse (collectively, “**Individual Abuse**”), (ii) requiring Mandated Reporters to fully comply with the Adult Reporting Law and the Child Reporting Law (collectively, the “**Reporting Laws**”), (iii) providing information to assist Mandated Reporters in reporting Individual Abuse to the proper authorities and (iv) describing the consequences resulting from a Mandated Reporter’s failure to comply with the Reporting Laws and this Policy. The implementation of this Policy will assist in ensuring a safe and healthful environment to all individuals with a developmental disability who are provided services or supports by a service provider or a long-term health care facility.
7. **Responsibility for Enforcement of Policy.** GGRC’s Board of Directors has general oversight of this Policy. The Board of Directors hereby delegates the oversight and implementation of this Policy to GGRC’s Executive Director.
8. **The Policy**
  - A. **Duty to Comply with Reporting Laws.** All service providers and long-term health care facilities shall insure all of their employees and contractors who are Mandated Reporters strictly comply with the Reporting Laws at all times. All of GGRC’s employees who are Mandated Reporters shall also strictly comply with the Reporting Laws at all times. A Mandated Reporter must (unless exempt under law) report all Individual Abuse to the applicable governmental authorities immediately or as soon as practicably possible after his or her discovery or reasonable belief of Individual Abuse.
  - B. **Service Provider/Health Care Facility Compliance Policies.** Each service provider and long-term health care facility shall ensure maximum compliance with the Reporting Laws by developing its own written compliance policy for its respective employees and contractors (the “**Provider Compliance Policy**”) within 120 days after the effective date of this Policy. Each Provider Compliance Policy shall incorporate all of the following information:
    1. The types and signs of Individual Abuse.
    2. The responsibility to protect Individuals from Individual Abuse.
    3. The process for reporting Individual Abuse to applicable authorities under the Reporting Laws.

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<sup>4</sup> “Child abuse or neglect” is defined in Penal Code section 11165.6, which in turn references specific forms of abuse and neglect, which are defined in Penal Code Sections 11165.1-11165.5.

4. Identification of the entities entitled to receive reports of Individual Abuse under the Reporting Laws.
  5. A requirement that this Policy be provided to all employees upon hire.
  6. A requirement that this Policy be reviewed annually by all employees.
  7. The consequences of failing to follow the Reporting Laws and this Policy.
- C. Delivery of Provider Compliance Policy to GGRC. All service providers and long-term health care facilities shall provide their Provider Compliance Policies to GGRC upon request.
- D. Taking Action to Ensure Individual Health and Safety. If GGRC, a service provider or a long-term health care facility becomes aware of Individual Abuse, such entity shall take immediate action, to the extent permitted by law, to ensure the health and safety of the affected Individual and all other Individuals receiving services and supports from GGRC, e.g., filing Special Incident Report (SIR), retraining staff. This obligation is in addition to a Mandated Reporter’s obligation to report Individual Abuse under the Reporting Laws.



# Golden Gate Regional Center

*Supporting Lives of Liberty and Opportunity*

Dear Service Provider:

All invoices must be properly completed and received by Golden Gate Regional Center no later than the scheduled submission due date to ensure payments will be mailed/transmitted on the scheduled payment release date. Invoices received after the due date will process in next billing cycle. If you have not received your invoice (paper or electronic), please contact your Accounts Payable Representative approximately 7 days prior to the submission due date.

## **Fiscal Year 2022/2023 Invoice Submission Due Dates and Payment Release Dates**

Invoice Submission Due Dates & Payments Release Dates - FY 22/23		
Service Period	Submission Due Date	Payment Release Date
July 2022 and prior services	August 2, 2022	August 12, 2022
August 2022 and prior services	September 2, 2022	September 13, 2022
September 2022 and prior services	October 4, 2022	October 13, 2022
October 2022 and prior services	November 2, 2022	November 14, 2022
November 2022 and prior services	December 2, 2022	December 13, 2022
December 2022 and prior services	January 4, 2023	January 13, 2023
January 2023 and prior services	February 2, 2023	February 13, 2023
February 2023 and prior services	March 2, 2023	March 13, 2023
March 2023 and prior services	April 4, 2023	April 13, 2023
April 2023 and prior services	May 2, 2023	May 12, 2023
May 2023 and prior services	June 2, 2023	June 13, 2023
June 2023 and prior services	July 5, 2023	July 13, 2023

## **GGRC Accounts Payable Representative Contact List**

Staffs Contact List by Vendor Company Name or Last Name				
Accounting Main Fax# (415)546-9233				
Supervisor of Accounts Payable - Victoria Giang - Phone# (415)832-5592 Fax# (415)832-5593 Email: vgiang@ggrc.org				
By Vendor Company or Last Name	Staff Name	Staff Email	Staff Phone #	Staff Fax#
PPL, BAHF	Connie Cheung	<a href="mailto:ccheung@ggrc.org">ccheung@ggrc.org</a>	(415)867-8016	(415)832-5617
C, D, G, K, M	Cristian Sanchez	<a href="mailto:csanchez@ggrc.org">csanchez@ggrc.org</a>	(415)832-5590	(415)832-5591
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