

**NATIONAL CORE INDICATORS SURVEY
RESULTS
SELECTED FINDINGS**

NBRC Board of Directors July 2022

WHAT IS NATIONAL CORE INDICATORS?

- The National Core Indicators (NCI) is a tool that has been used in California since 2010. It is a requirement by law (Welfare and Institutions Code, section 4571) that the State implement a nation-wide quality assessment survey.
- This is an important effort to collect accurate, reliable, and valid consumer and family satisfaction measures, as well as consumer outcome data.

TRAILER BILL LANGUAGE (TBL) AFFECTING STATUTES OF 2019

- Welfare and Institutions Code 4571 was amended to require regional centers to annually present data collected from the findings
- Required public meeting & 30 day notice to individuals and families

4 SURVEYS

- 2018-19 Child Family Survey
- 2019-20 Family Guardian Survey
- 2019-20 Adult Family Survey
- 2000-21 In Person Adult Survey

CHILD FAMILY SURVEY

The Child Family Survey is a written survey that is completed by families of a child (ages 3-17 years old) who lives with them and receives at least one service from a regional center, in addition to case management

Number of Surveys Completed: 283

FAMILY GUARDIAN SURVEY

The Family Guardian Survey is a written survey that is completed by families and conservators of individuals (age 18 and over) who live in a community placement setting, and receive at least one service from a regional center, in addition to case management.

Number of Surveys Completed: 251

ADULT FAMILY SURVEY

The Adult Family Survey is a written survey that is completed by families of an adult (age 18 and over) who lives with them and receives at least one service from a regional center, in addition to case management.

Number of Surveys Completed: 373

ADULT IN PERSON SURVEY

The Adult In-Person Survey is conducted face-to-face with an individual who is 18 years or older and receives at least one service from the regional center, in addition to case management.

Number of Surveys Completed: 416

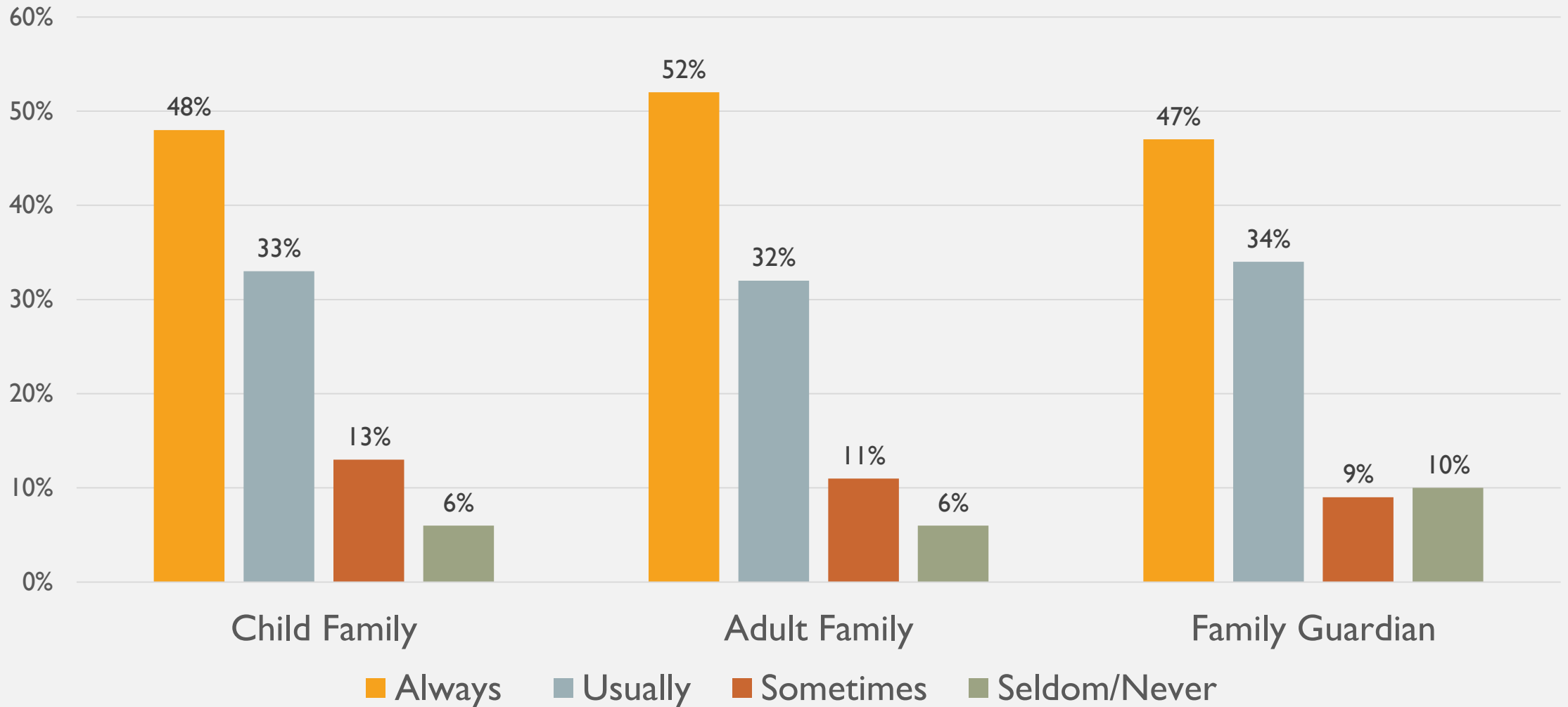
RACES OF CLIENTS SURVEYED

Individual Client's Race	Child Family	Adult In Person	Family Guardian	Adult Family
American Indian or Alaska Native	4%	0%	1%	2%
Asian	16%	6%	3%	14%
Black or African American	11%	12%	4%	9%
Pacific Islander	1%	0%	2%	1%
White	50%	62%	86%	59%
Hispanic/Latino	41%	18%	4%	23%
Other	1%	2%	3%	1%

AVERAGE AGES OF CLIENTS

Survey Type	Average Age
Child Family Survey	10.7
Adult Family Survey	33.97
Family Guardian Survey	41.98
Adult In Person	42.09

ARE YOU OR YOUR FAMILY MEMBER ABLE TO CONTACT HIS/HER CASE MANAGER/SERVICE COORDINATOR WHEN YOU WANT?



**HAVE YOU MET YOUR SERVICE
COORDINATOR IN PERSON?**
(ADULT IN PERSON SURVEY)

88%

YES

3%

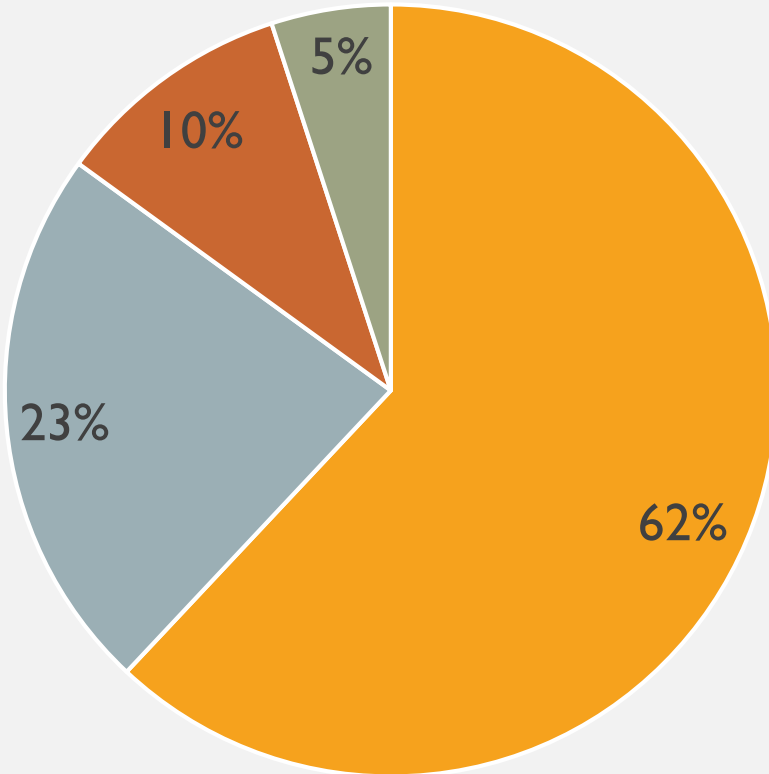
MAYBE

9%

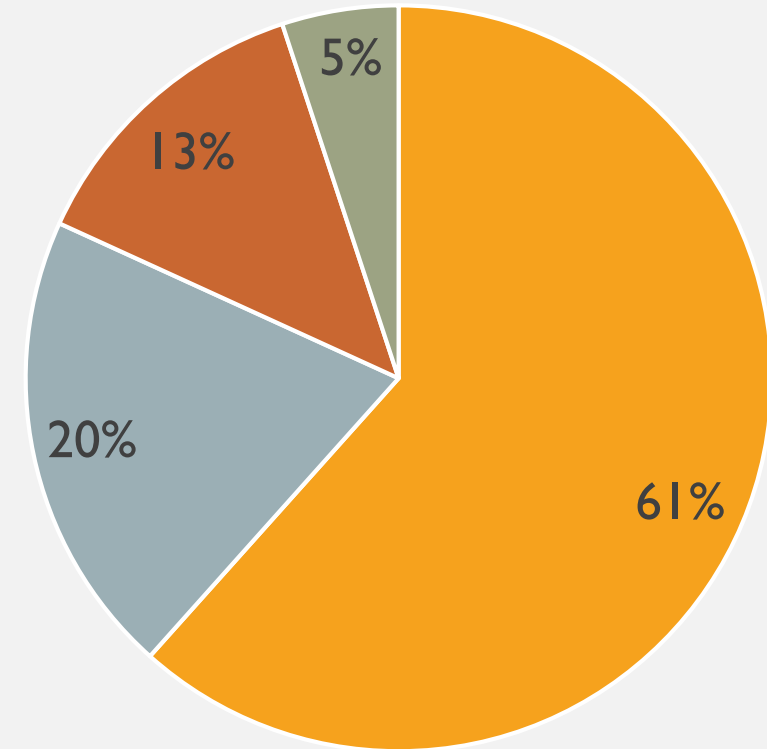
NO

IF YOU HAVE USED RESPITE SERVICES IN THE PAST YEAR,
WERE YOU SATISFIED WITH THE QUALITY OF THE RESPITE
PROVIDERS?

Statewide Average



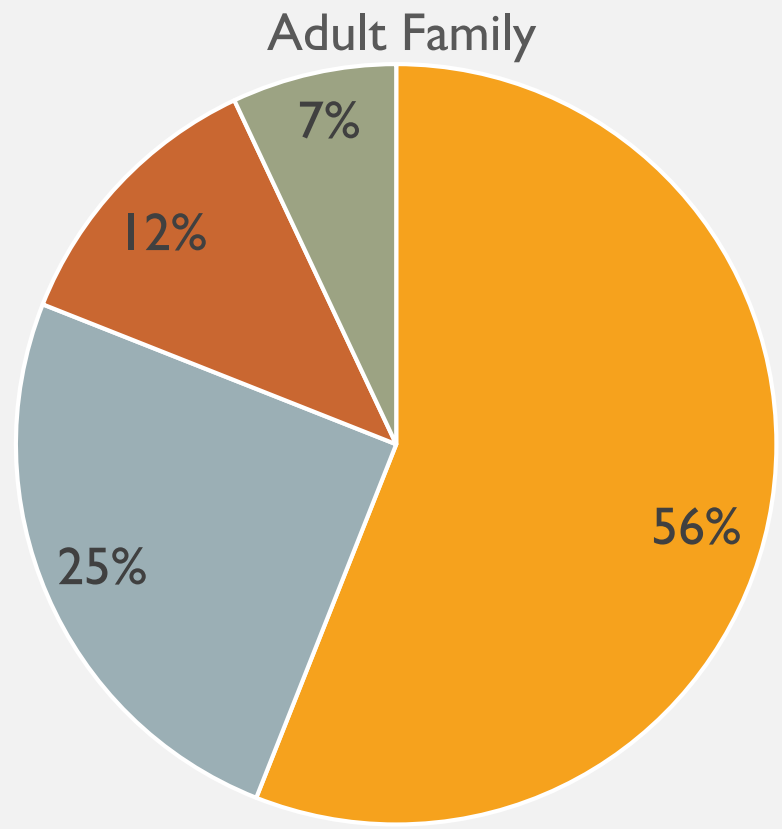
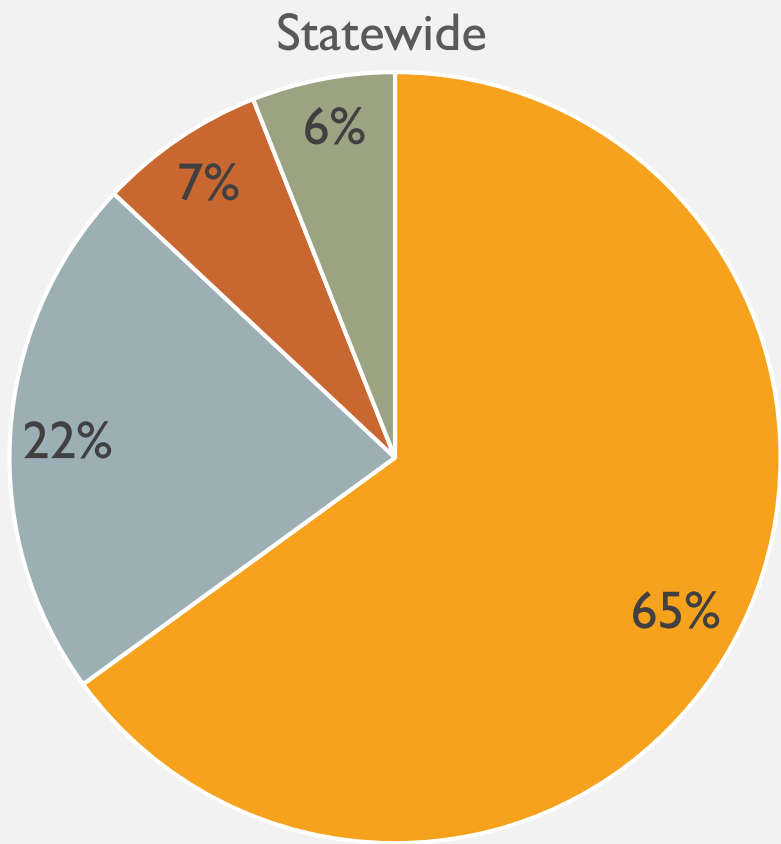
NBRC Child Family Survey



Always Usually Sometimes Seldom/Never

Always Usually Sometimes Seldom/Never

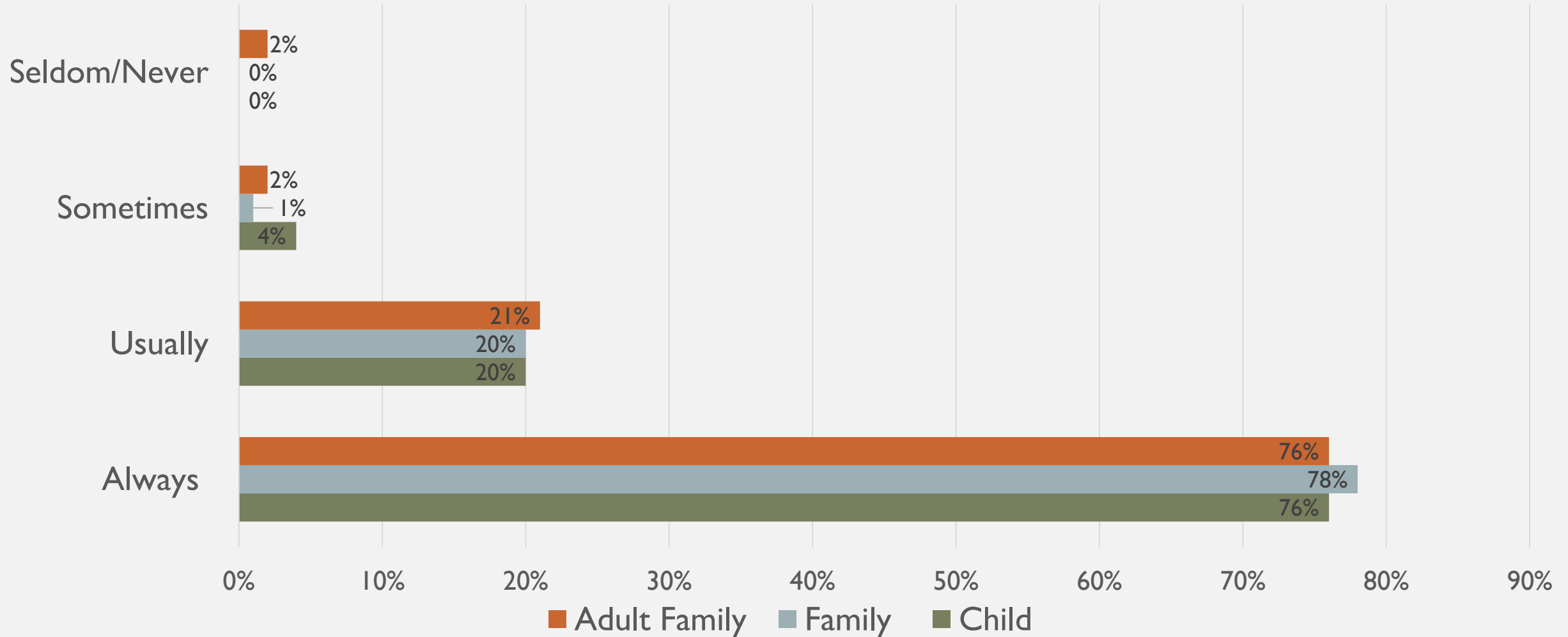
IF YOU HAVE USED RESPITE SERVICES IN THE PAST YEAR, WERE YOU SATISFIED WITH THE QUALITY OF THE RESPITE PROVIDERS?



Always Usually Sometimes Seldom/Never*

Always Usually Sometimes Seldom/Never

ARE SERVICES DELIVERED IN A WAY THAT IS RESPECTFUL OF YOUR CULTURE?



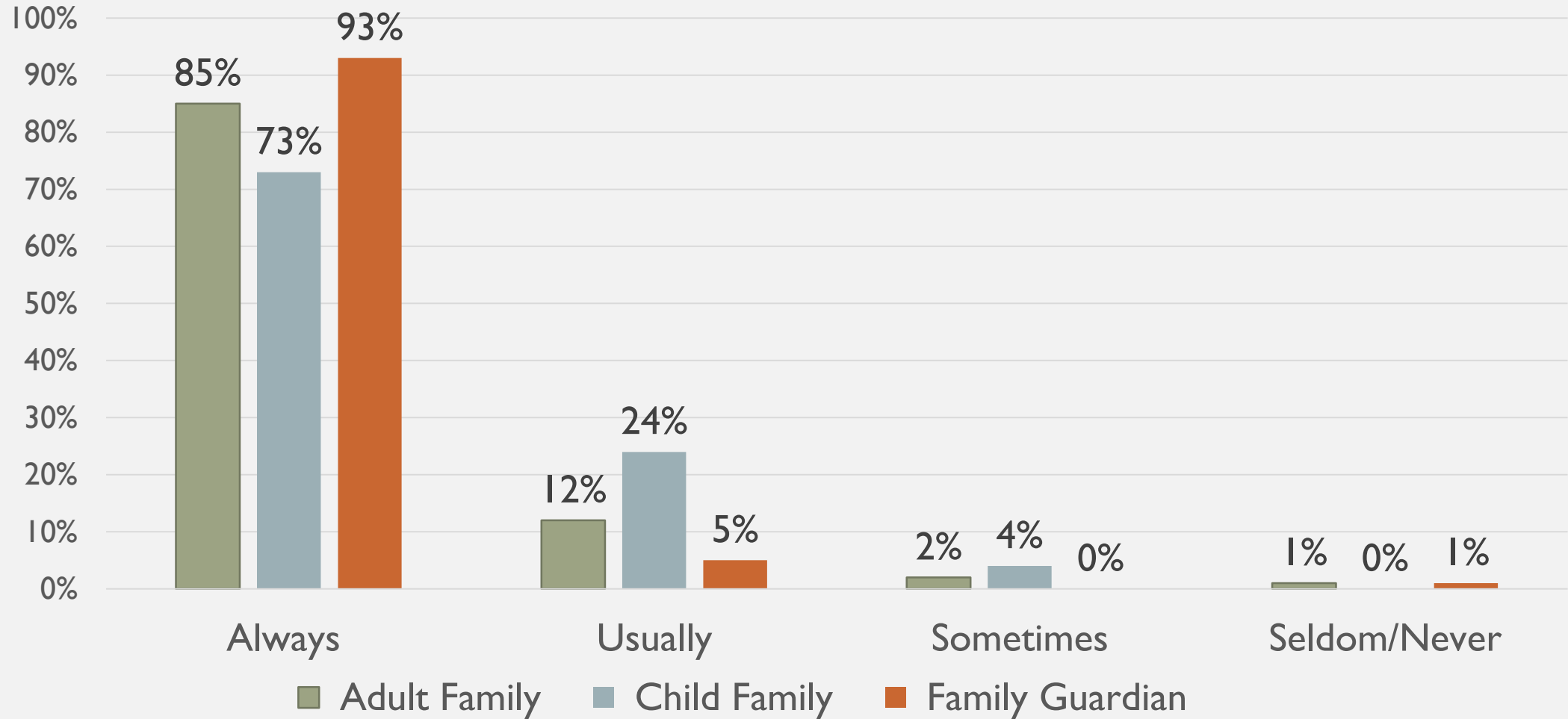
**DO YOUR STAFF SUPPORT YOU IN A WAY
THAT IS RESPECTFUL OF YOUR CULTURE?**
(ADULT IN PERSON)

**98%
YES**

**1%
NO**

**1%
SOMETIMES
OR SOME
STAFF**

ARE SUPPORT WORKERS AVAILABLE WHO SPEAK YOUR LANGUAGE



ARE THERE STAFF (OR A FAMILY MEMBER) AT
YOUR HOME WHERE YOU LIVE WHO SPEAK
YOUR PREFERRED LANGUAGE?
(ADULT IN PERSON)

95%
YES

5%
NO

DID YOU OR YOUR FAMILY MEMBER GET A COPY OF THE INDIVIDUAL PROGRAM PLAN (IPP) IN YOU OR YOUR FAMILY MEMBER'S PREFERRED LANGUAGE?

	STATE	NBRC
Yes Family Guardian	91%	90%
Yes Child Family	93%	96%
Yes Adult In Person	91%	93%
Yes Adult Family	94%	94%

ACCESS TO TECHNOLOGY
ADULT IN PERSON

83%

Have Internet

64%

Have a Smart
Phone

67%

Have a
Tablet/Computer
or Other

ARE SERVICES AND SUPPORTS HELPING YOU OR YOUR FAMILY MEMBER TO LIVE A GOOD LIFE?

Adult Family
91% Yes

In Person
91% Yes
8% Maybe

Family Guardian
94% Yes

Child Family
91% Yes

NEXT STEPS

- Report to be submitted to DDS within 60 days that includes:
 - Copies of presentation
 - Minutes from the community meeting
 - Attendees comments
- Regional Center recommendations and plans to use the information to address regional center priorities and/or strategic directions to improve specific areas of performance, or both