

NBRC Board of
Directors

Public Meeting
November 6, 2024

NATIONAL CORE INDICATORS (NCI) SURVEY SELECTED FINDINGS



What is NCI?



NCI is used across states to confidentially assess quality outcomes of developmental disability services. NCI demonstrates how publicly funded supports are impacting people's lives and providing insight into where things can be improved.



What Information is Collected?

The core indicators are standard measures used across states to assess the outcomes of services provided to individuals and families. Indicators address key areas of concern including employment, rights, service planning, community inclusion, choice, and health and safety.



Who is Surveyed?

There are four types of surveys used in California.

- Adult In-Person
- Child Family - written survey
- Adult Family - written survey
- Family Guardian - written survey



Who Collects the Data?


The State Council on Developmental Disabilities collects the data across the state of California through face to face interviews with adult consumers, as well as through surveys mailed to families of children and adults with developmental disabilities.



LEGISLATION
REQUIRING
ACTION

**Welfare and Institutions Code Section 4571
requires:**

- Regional centers to annually present data collected from the NCI Surveys in a public meeting.
- Gather public input on data presented
- 60 days after the public meeting, NBRC must report back to the Department of Developmental Services (DDS) with recommendations and plans to use the information gathered during the public meeting



2022-23 IN
PERSON
SURVEY

The 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.

Surveyed: 411 individuals

DEMOGRAPHICS OF INDIVIDUALS SURVEYED

411

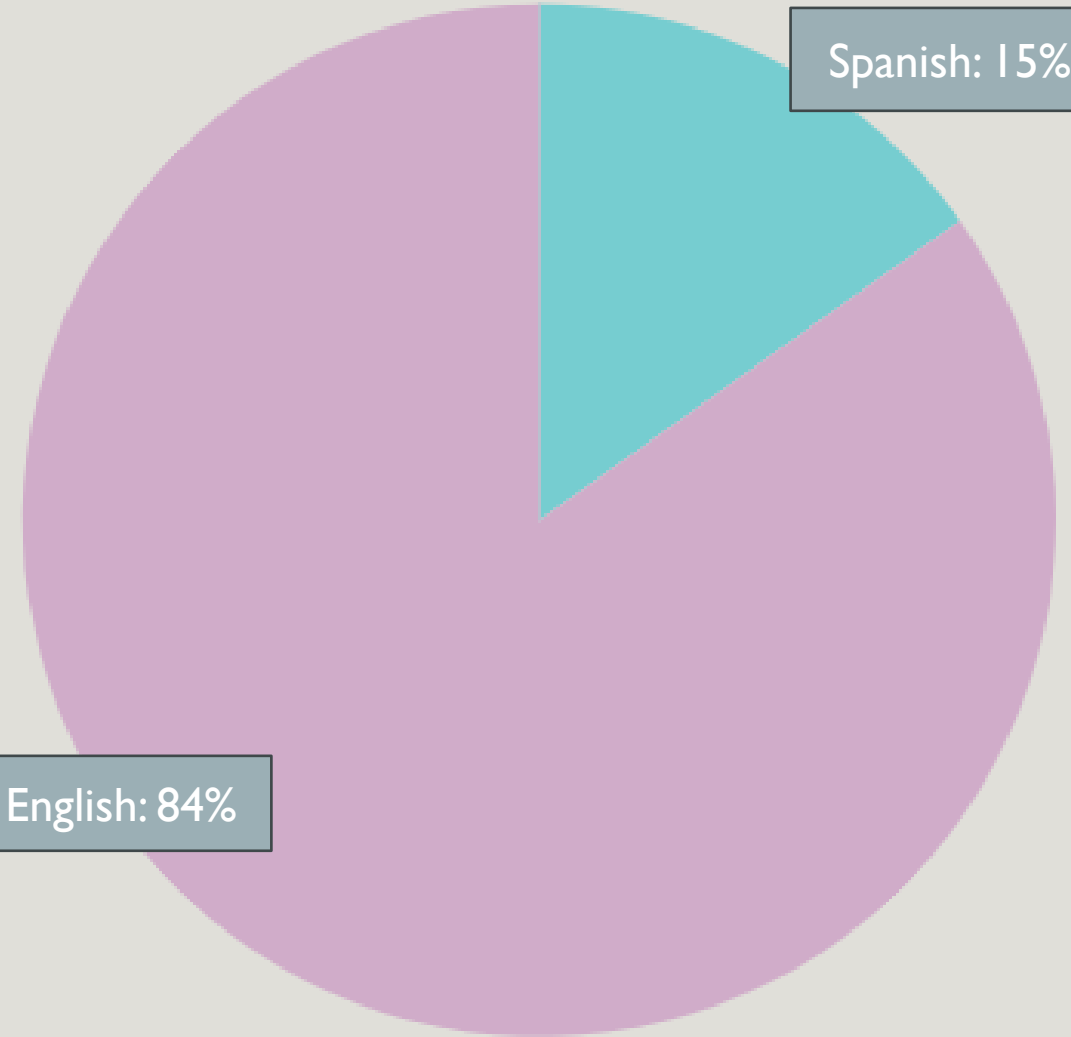
Individuals Surveyed

43

Average Age

English: 84%

Spanish: 15%



RACE AND ETHNICITY

Individual Client's Race	CA Average	NBRC
<i>American Indian or Alaska Native</i>	1%	1%
<i>Asian</i>	9%	7%
<i>Black or African American</i>	11%	11%
<i>Pacific Islander</i>	0%	0%
<i>White</i>	41%	57%
<i>Hispanic/Latino</i>	34%	18%
<i>Other race not listed</i>	2%	2%
<i>Two or more races</i>	1%	2%
<i>Don't know</i>	1%	2%

EMPLOYMENT



NBRC
33%
PAID JOB

CA AVERAGE
21%
PAID JOB



COMMUNITY BELONGING AND INCLUSION

Do you do things you like to do outside your home as much as you want to?

66%

(YES)

CA Average: 64%

Who decides how you spend your free time?

80%

(I do)

CA Average: 71%

47%

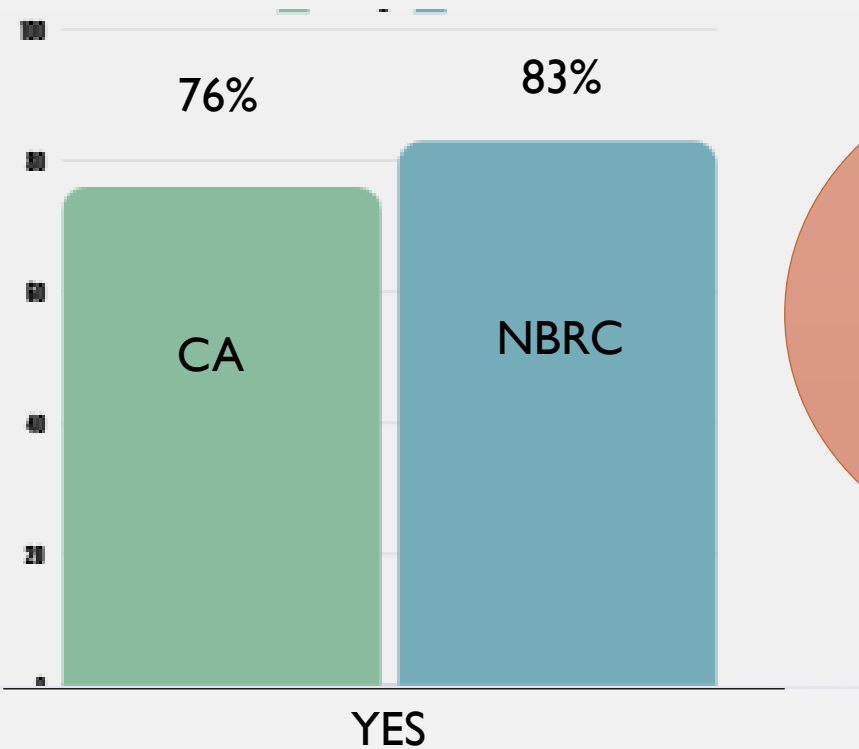
Would like more help to meet new people, friends or stay connected with friends

CA Average: 41%

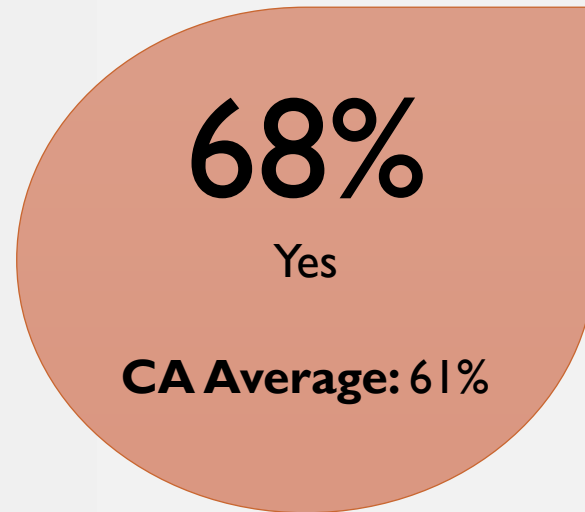


REGIONAL CENTER

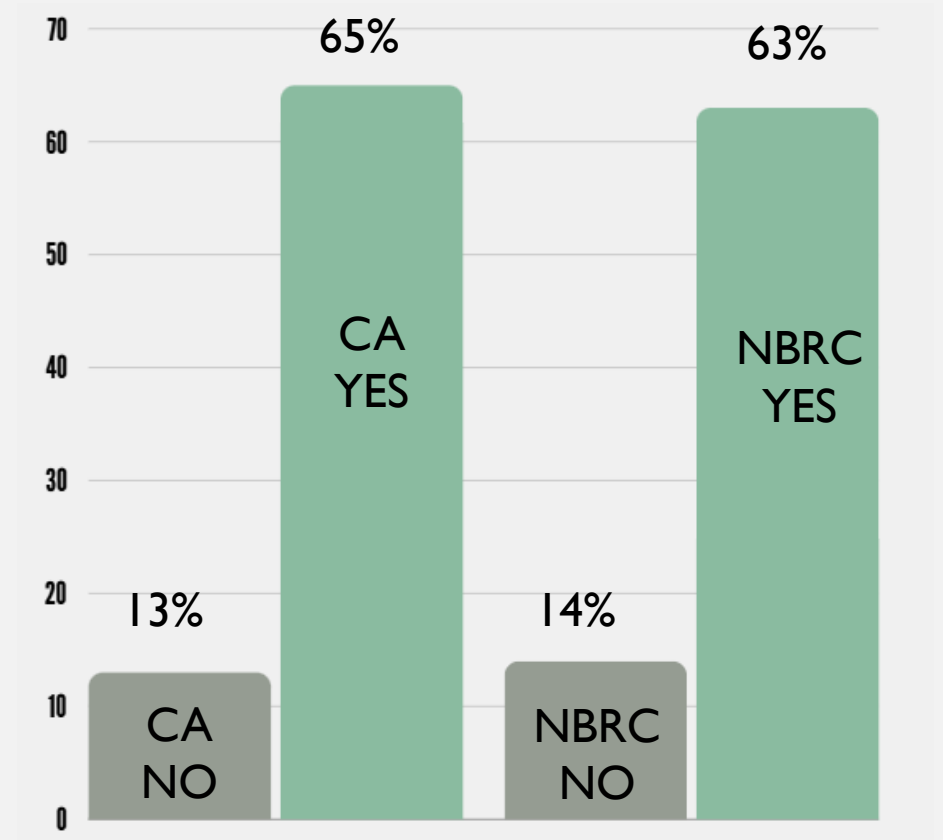
Have you met or spoken with your service coordinator?



Do you talk to your service coordinator when you want to?



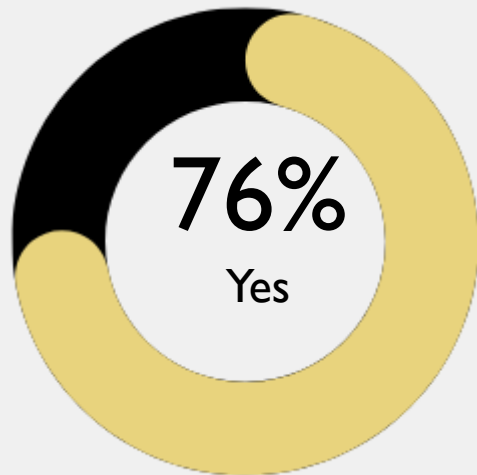
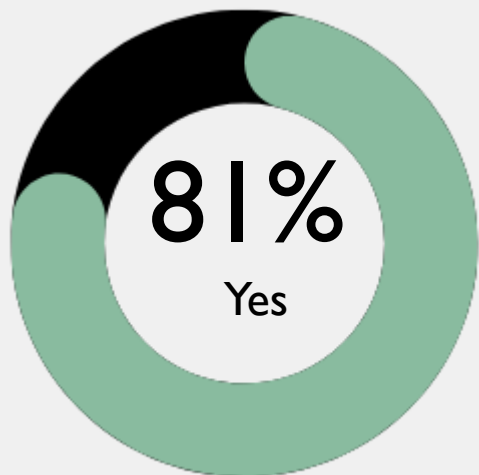
Can you change your service coordinator if you want to?



INDIVIDUAL PROGRAM PLAN (IPP)

NBRC

CA Average



Were you at the last IPP meeting?

Did the IPP meeting include people you wanted to be there?

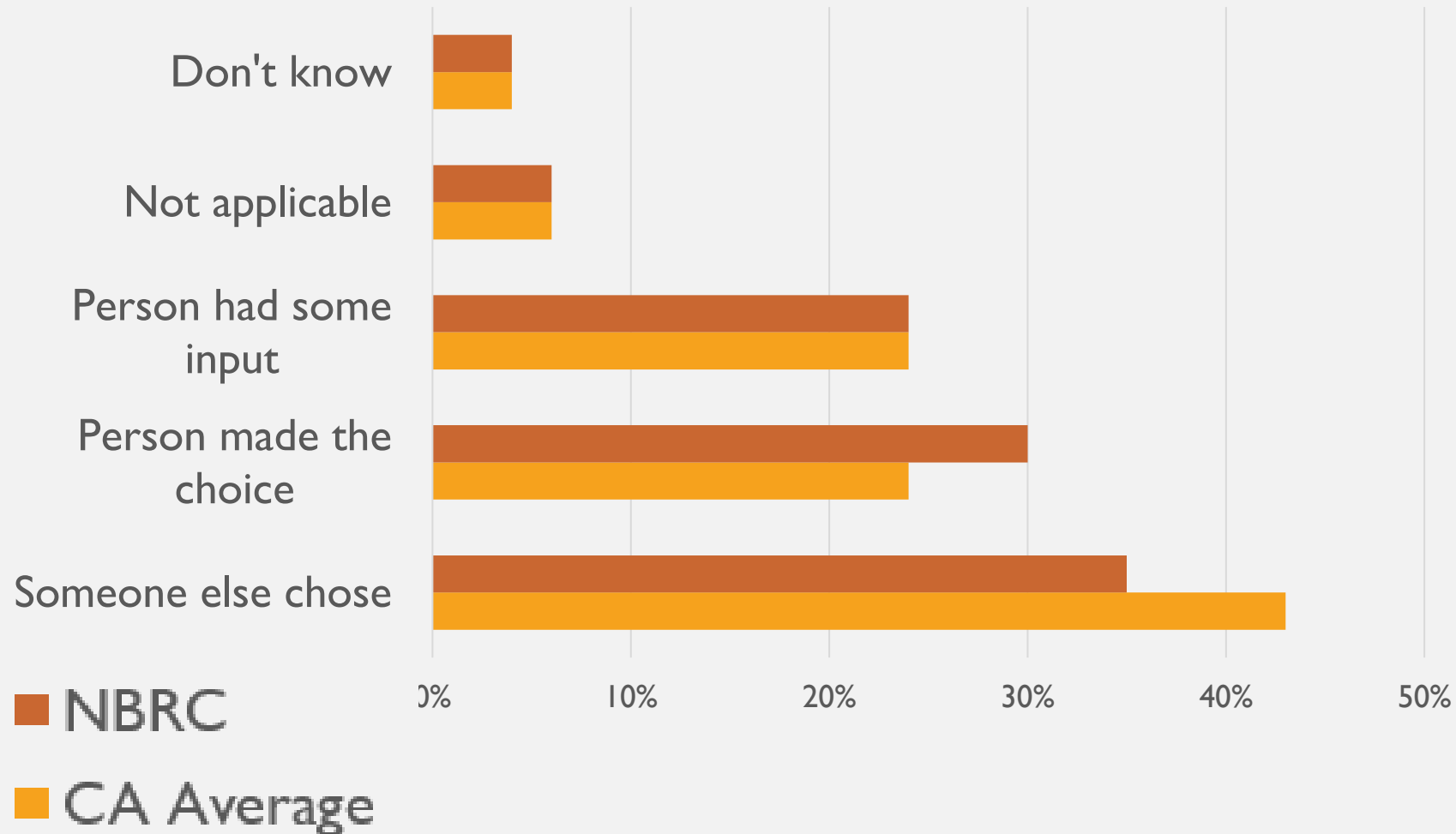
NBRC: Yes 77%



CA Average: Yes 71%



WHO CHOSE THE PLACE WHERE YOU LIVE?



Do you have a key to your house?

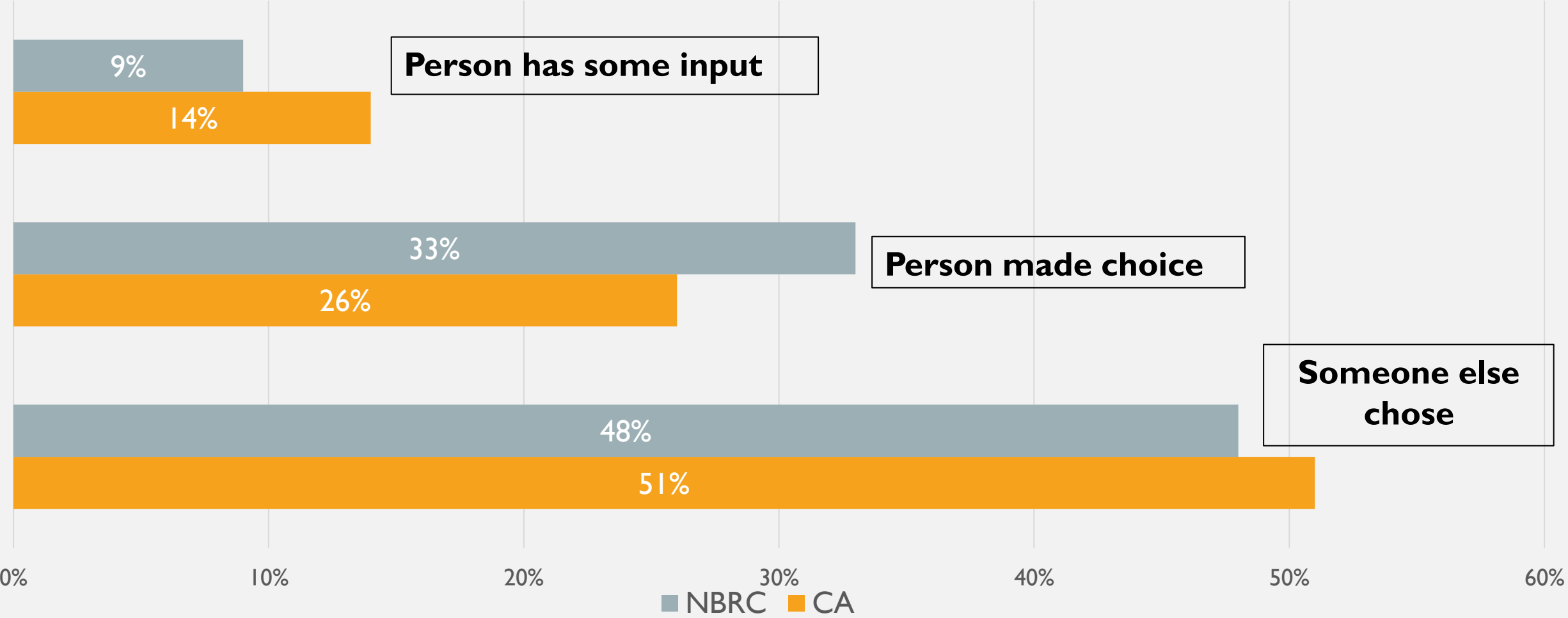
51%

(no)

CA Average: 47%



DID YOU CHOOSE THE PEOPLE YOU LIVE WITH?



PAID SUPPORTS*

51%

Are staff respectful of your culture?

(Yes)

CA Average: 45%

50%

Do staff treat you with respect?

(Yes)

CA Average: 46%

52%

Can you communicate with staff in your preferred language?

(Yes)

CA Average: 47%

*45% of individuals surveyed, selected N/A for questions regarding paid staff

ADDITIONAL SERVICES NEEDED

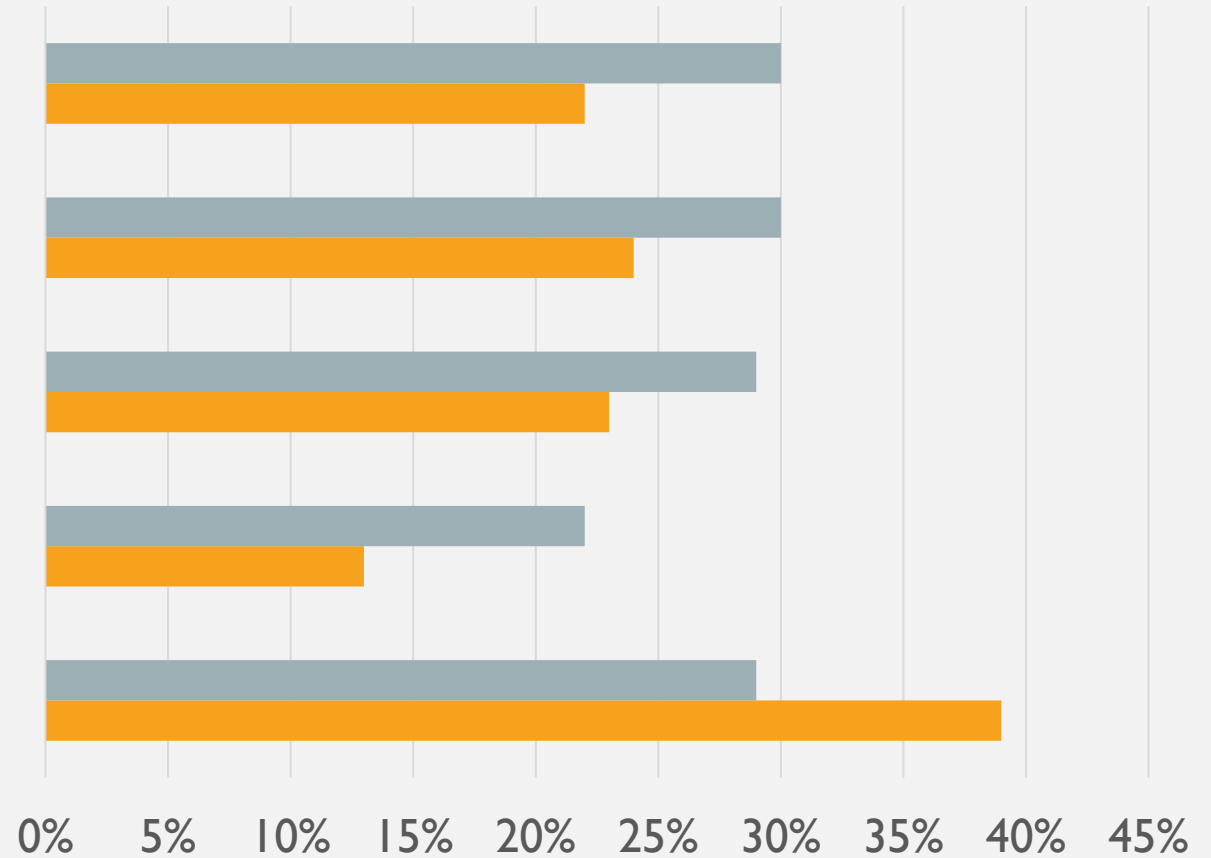
Finding something different to do during the day (not including paid work)

Finding or signing up for classes

Working on job skills to get a job or get a different job

New place to live

Does not need any additional services



■ NBRC ■ CA Average



Where to Find Additional NCI Data

The Department of Developmental Services, interactive dashboard tools invite individuals to explore findings from NCI surveys from across the state of California.

<https://www.dds.ca.gov/rc/nci/>

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**North Bay Regional Center
Written Feedback/Input**

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