

**NATIONAL CORE INDICATORS SURVEY
RESULTS
SELECTED FINDINGS**

NBRC Board of Directors – Public Meeting

March 6, 2024

WHAT IS NATIONAL CORE INDICATORS?

- The National Core Indicators (NCI) Surveys are used by the California Department of Developmental Service to assess performance in the services and supports provided to people with intellectual/developmental disabilities (I/DD)
- 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 457I was amended to require regional centers to annually present data collected from the findings
- Requires a 30 day notice to individuals and families for a public meeting to compare statewide data and gather public feedback

3 SURVEYS

- 2021-22 Child Family Survey
- 2021-22 Family Guardian Survey
- 2021-22 Adult Family 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: 293

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: 210

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: 438

RACES OF CLIENTS SURVEYED

Individual Client's Race	Child Family	Family Guardian	Adult Family
American Indian or Alaska Native	4%	1%	3%
Asian	12%	5%	14%
Black or African American	10%	7%	7%
Pacific Islander	1%	1%	2%
White	36%	81%	51%
Hispanic/Latino	52%	5%	30%
Other	2%	3%	2%
Prefer not to say	2%	5%	3%

AVERAGE AGES OF CLIENTS

Survey Type	Average Age
Child Family Survey	11
Family Guardian Survey	43
Adult Family Survey	34

**CLIENT'S
PREFERRED
LANGUAGE**

CHILD FAMILY SURVEY

English	67%
Spanish	14%
Other	19%

**FAMILY GUARDIAN
SURVEY**

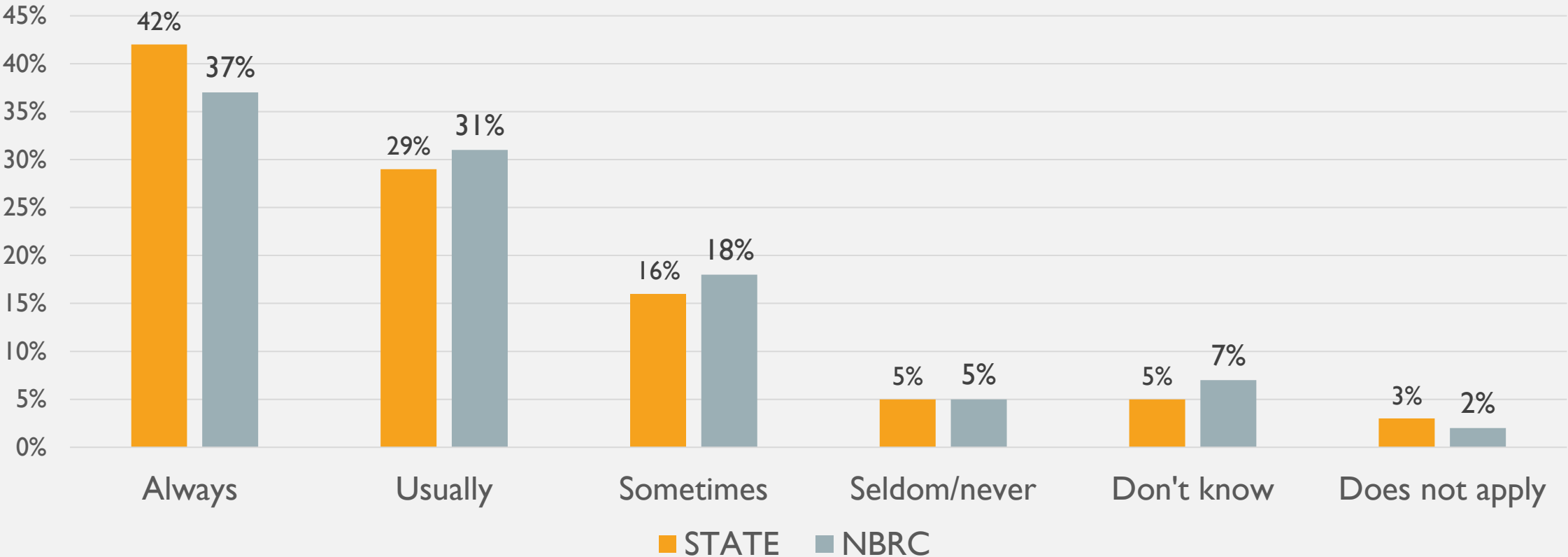
English	99%
Spanish	0%

ADULT FAMILY SURVEY

English	79%
Spanish	10%
Tagalog (including Filipino)	2%
American Sign Language	1%
Other	7%

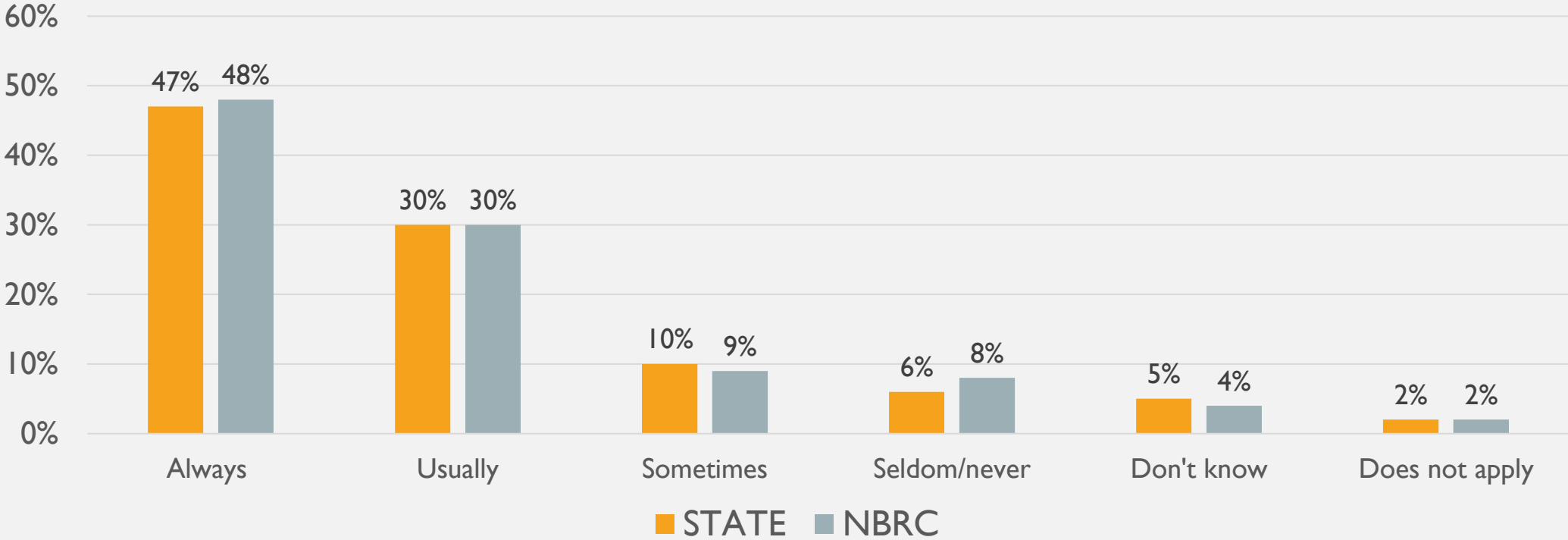
ARE YOU OR YOUR FAMILY MEMBER ABLE TO CONTACT HIS/HER CASE MANAGER/SERVICE COORDINATOR WHEN YOU WANT?

Child Survey



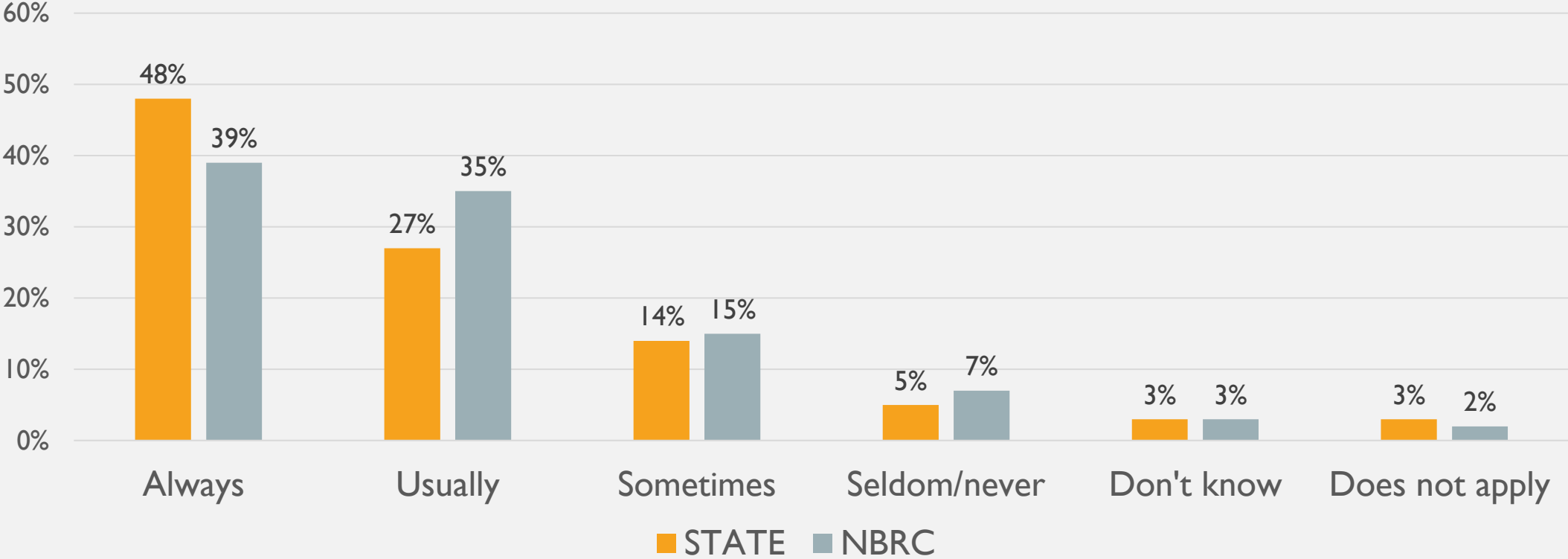
ARE YOU OR YOUR FAMILY MEMBER ABLE TO CONTACT HIS/HER CASE MANAGER/SERVICE COORDINATOR WHEN YOU WANT?

Family Guardian



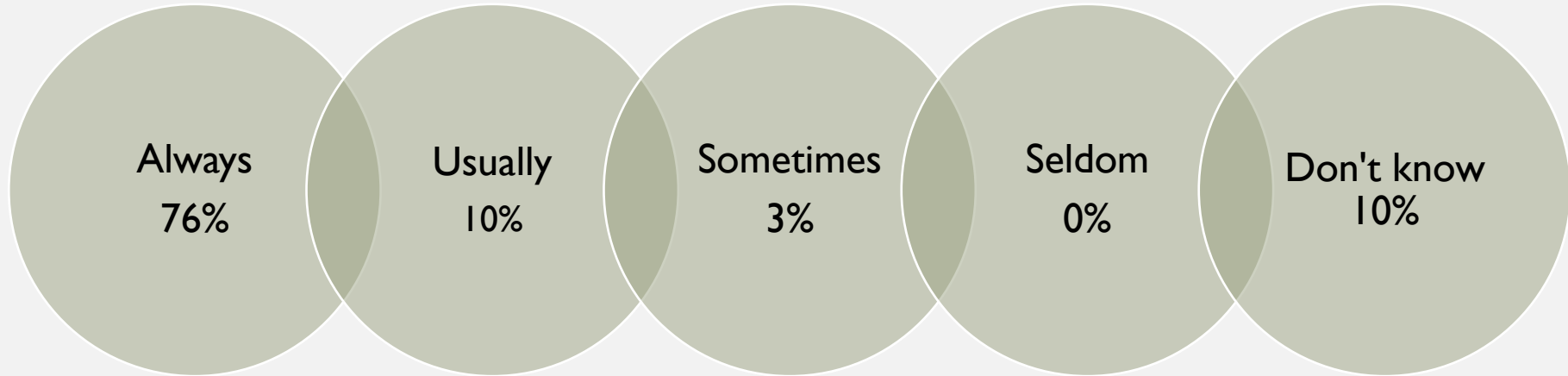
ARE YOU OR YOUR FAMILY MEMBER ABLE TO CONTACT HIS/HER CASE MANAGER/SERVICE COORDINATOR WHEN YOU WANT?

Adult Family

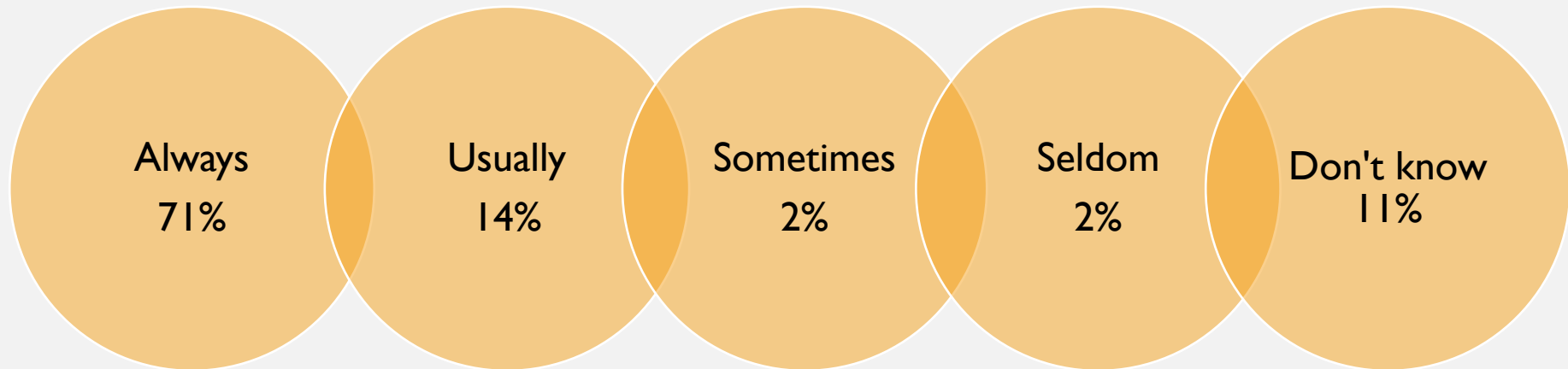


ARE SERVICES DELIVERED IN A WAY THAT IS RESPECTFUL OF YOUR CULTURE? CHILD FAMILY SURVEY

NBRC

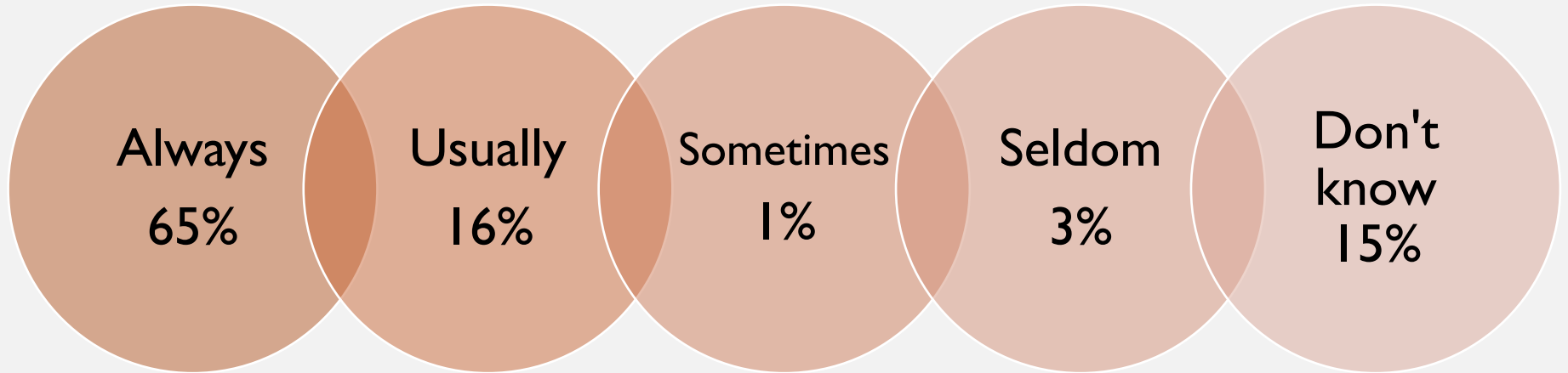


Statewide Average

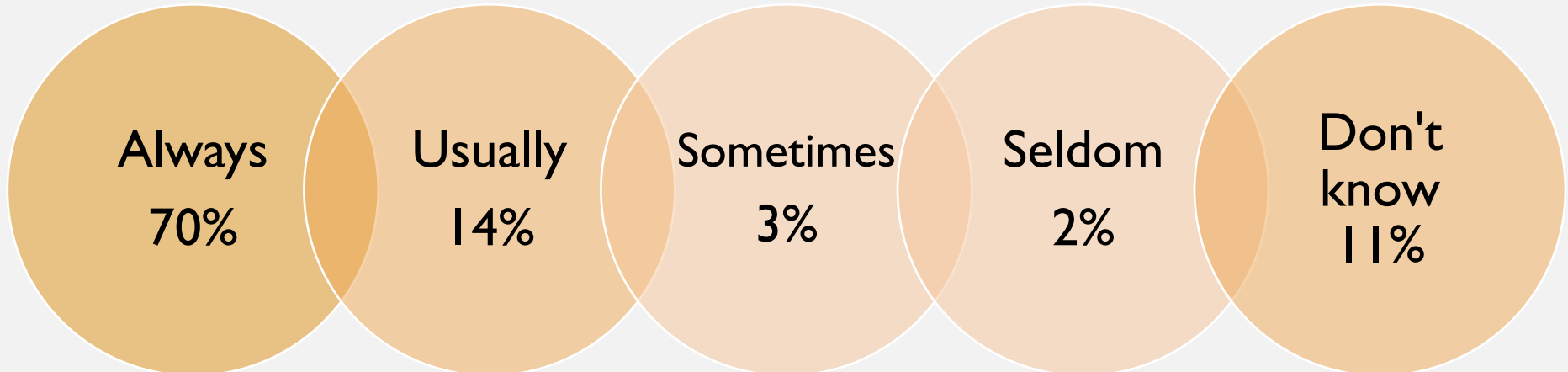


ARE SERVICES DELIVERED IN A WAY THAT IS
RESPECTFUL OF YOUR CULTURE?
ADULT FAMILY SURVEY

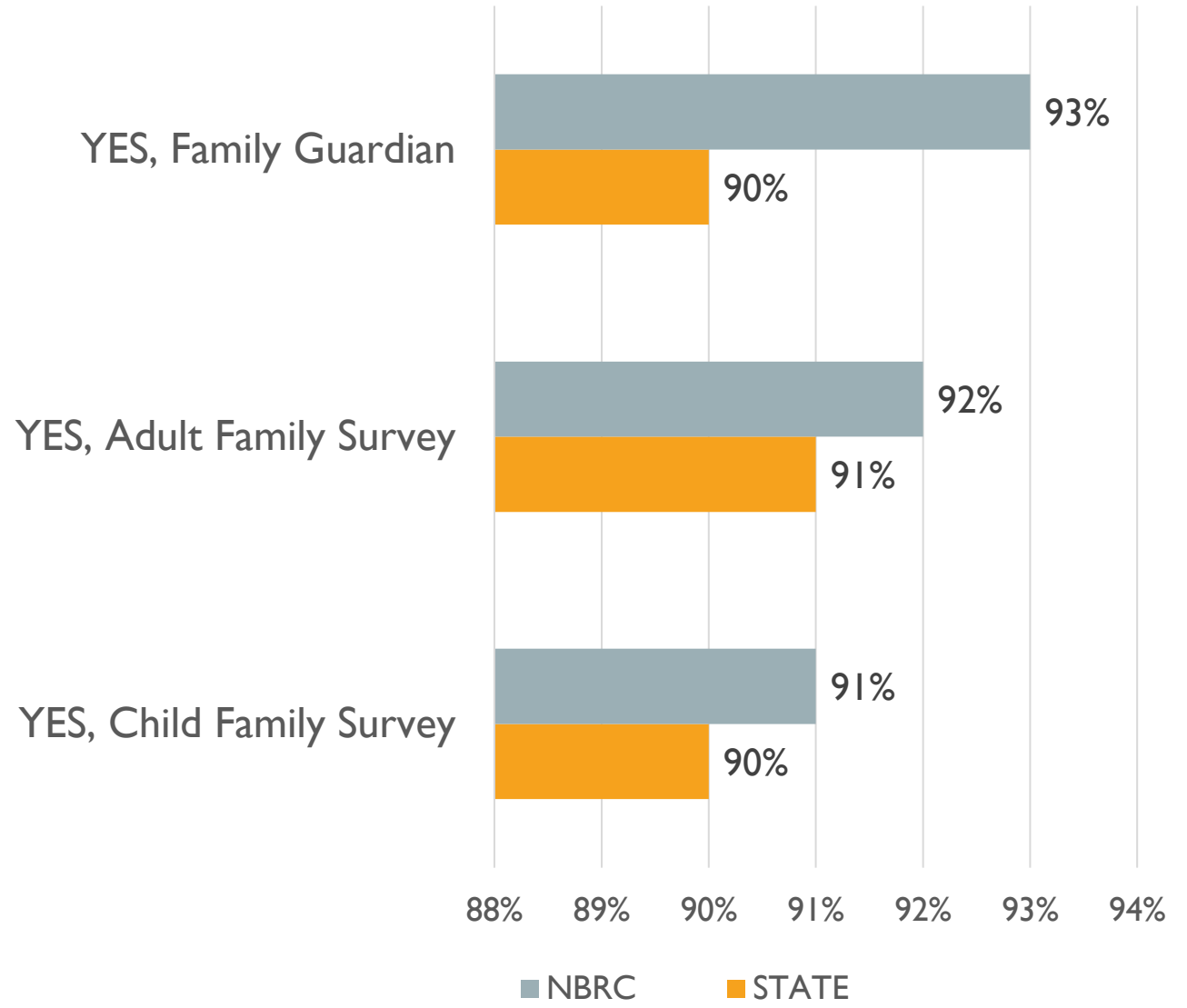
NBRC



Statewide Average



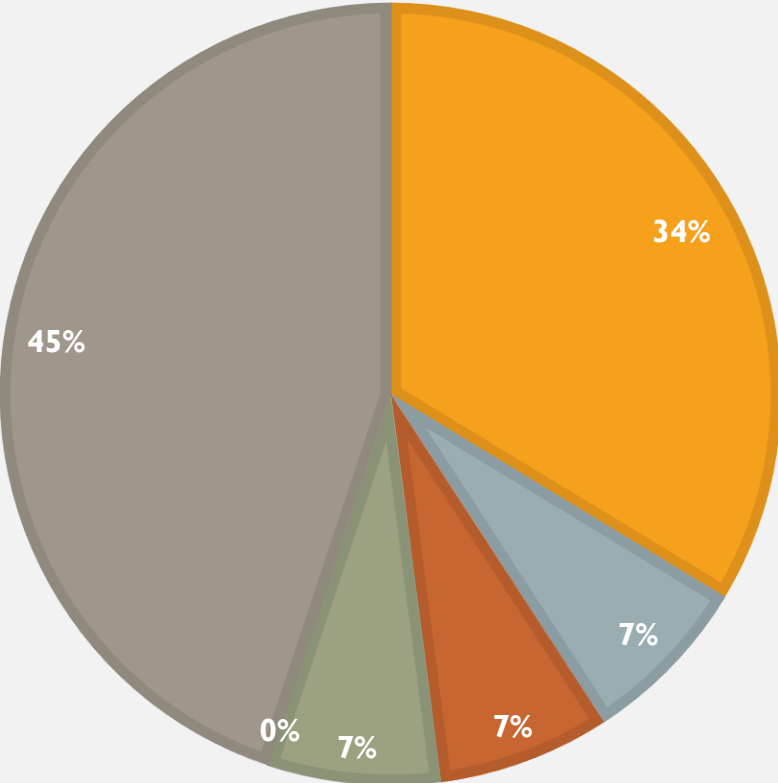
DOES YOUR FAMILY MEMBER'S CASE MANAGER/SERVICE COORDINATOR SPEAK TO YOU IN YOUR PREFERRED LANGUAGE?



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

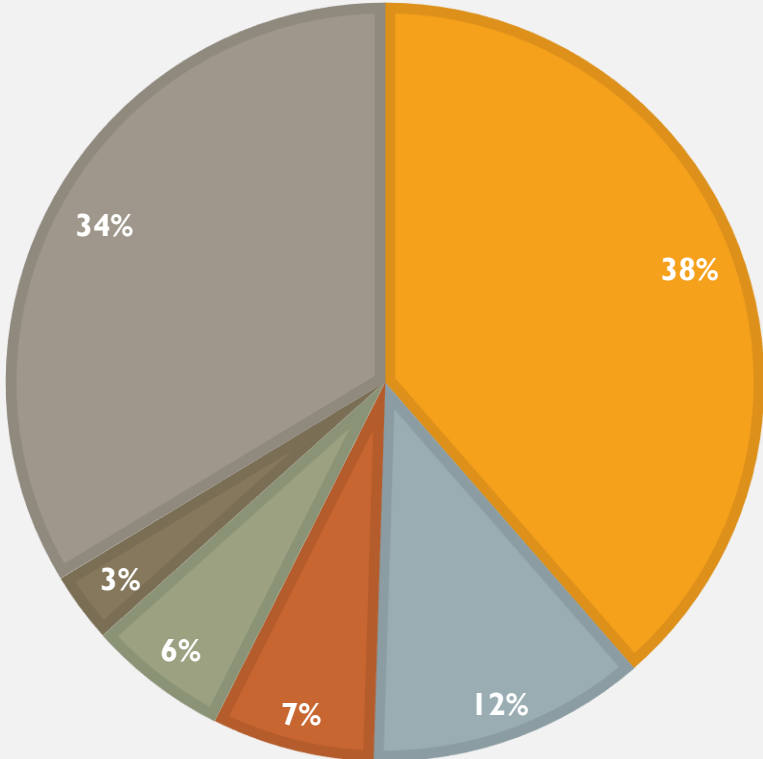
NBRC CHILD FAMILY SURVEY

- Always Usually Sometimes
- Seldom/never Don't know Does not apply

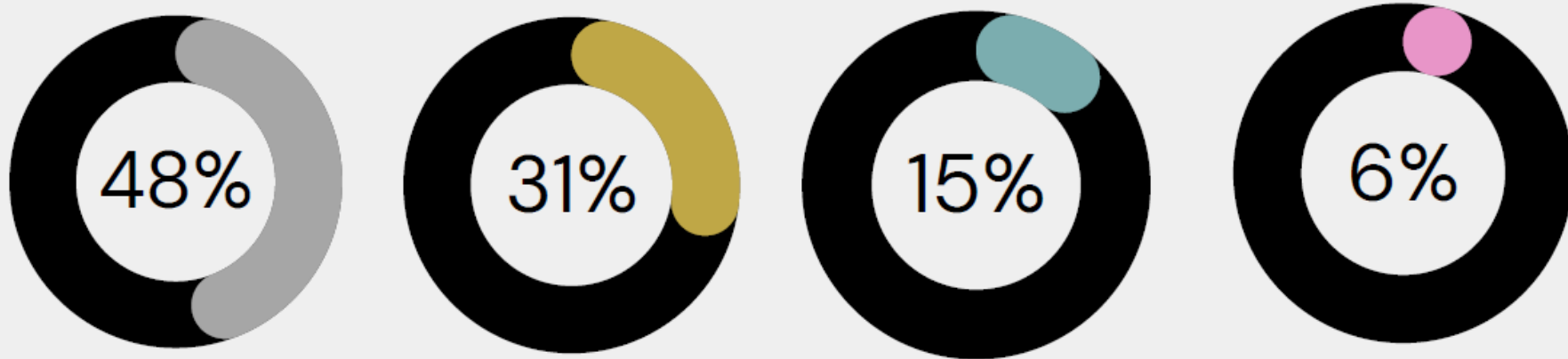


STATEWIDE AVERAGE

- Always Usually Sometimes
- Seldom/never Don't know Does not apply



DO YOUR FAMILY MEMBER'S SUPPORT WORKERS CHANGE OFTEN?



- NO
- YES
- DON'T KNOW
- N/A

FAMILY GUARDIAN SURVEY

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 Child Family	63%	71%
Yes Family Guardian	75%	71%
Yes Adult Family	70%	72%

CAN YOUR FAMILY MEMBER SEE A PRIMARY CARE PROVIDER (DOCTOR/NURSE ETC.) WHEN NEEDED?



Child Survey

NBRC 73% Always 14% Usually
State 72% Always 15% Usually



Family Guardian Survey

NBRC 66% Always 23% Usually
State 65% Always 20% Usually



Family Survey

NBRC 70% Always 20% Usually
State 70% Always 17% Usually

ADULT SURVEY

CAN YOUR FAMILY MEMBER ACCESS DENTAL SERVICES WHEN NEEDED?

	STATE	NBRC
Always	62%	56%
Usually	17%	20%
Sometimes	10%	9%
Seldom/never	8%	13%
Don't know	3%	1%

DO YOU FEEL THAT SERVICES AND SUPPORTS HAVE
MADE A POSITIVE DIFFERENCE IN THE LIFE OF YOUR
FAMILY MEMBER?

Adult Family
79% Yes

Child Family
82% Yes

Family Guardian
90% Yes

NEXT STEPS

- Gather public input
- 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

LINKS

Department of Developmental Services NCI Information

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

North Bay Regional Center-Written Feedback/Input

services@nbrc.net