

**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

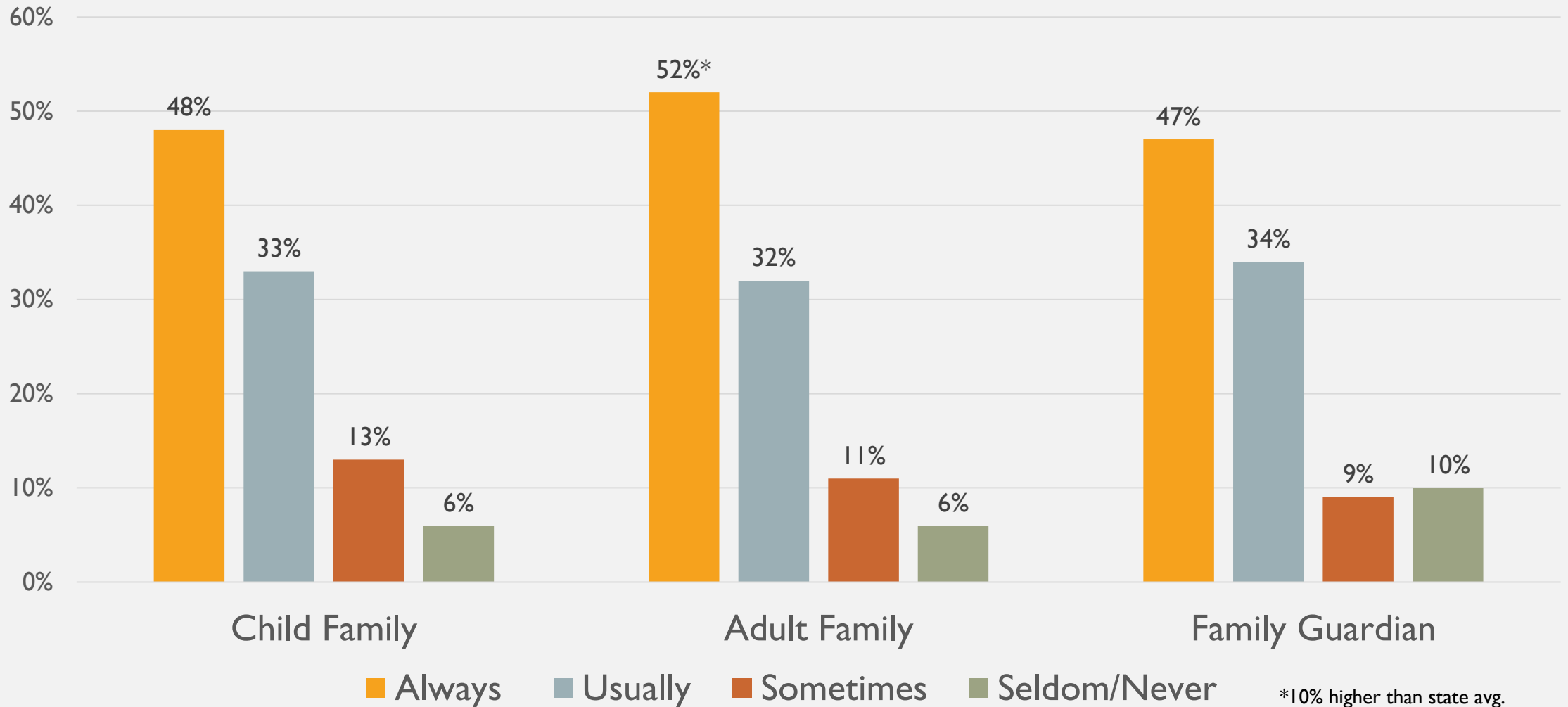
RACES OF CLIENTS SURVEYED

| 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%

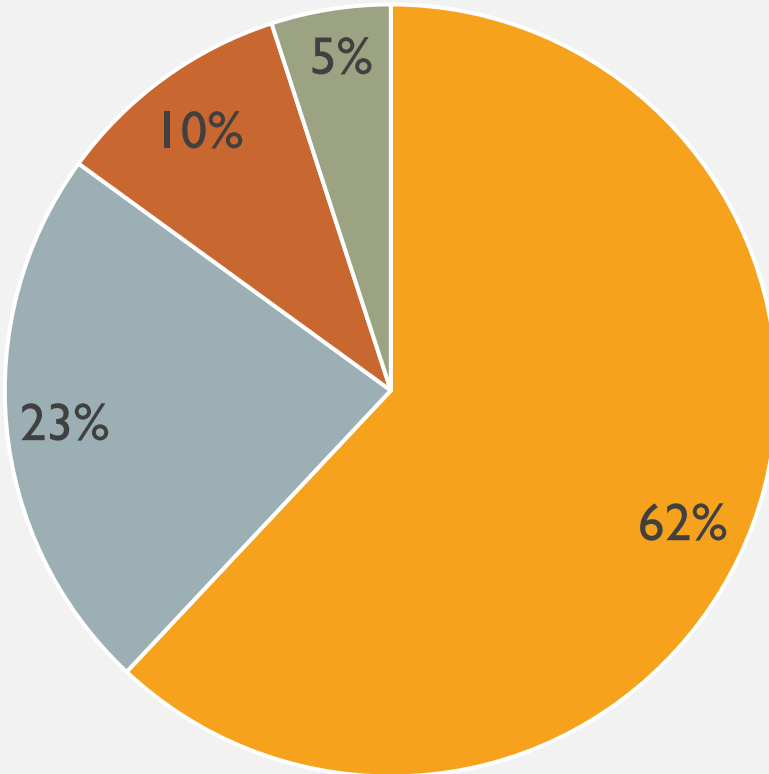
MAYBE

9%

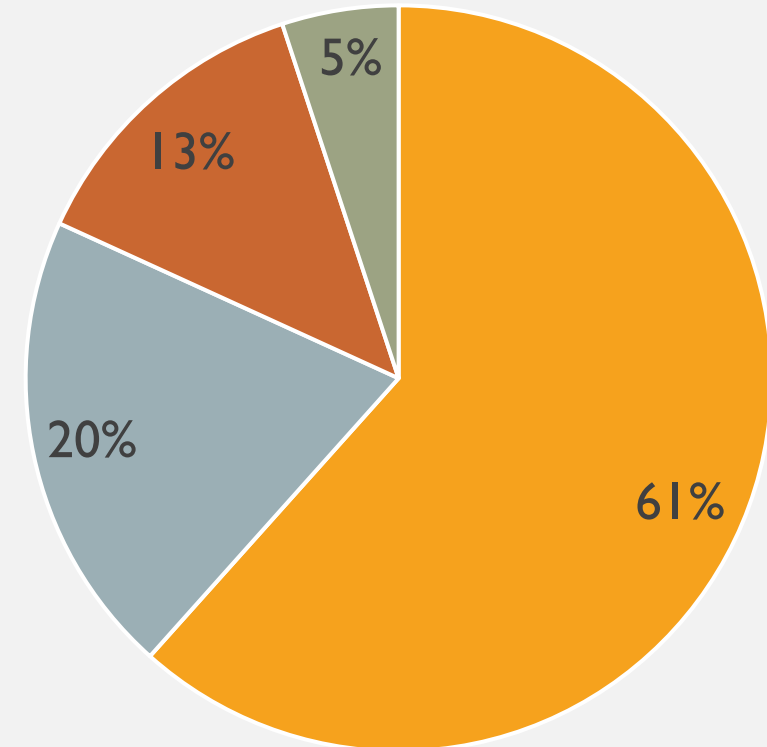
NO

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

Statewide Average



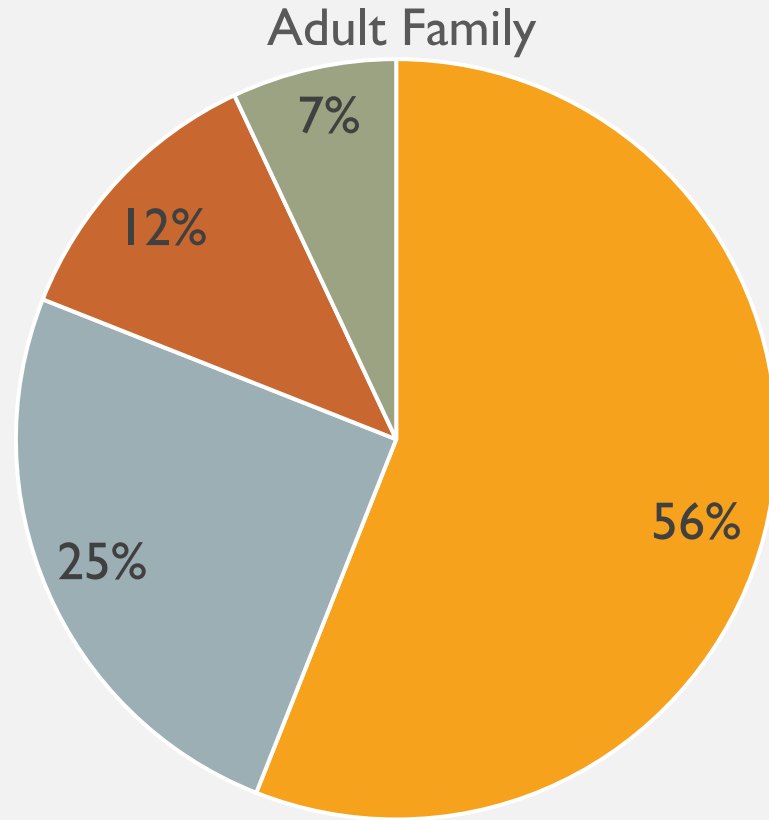
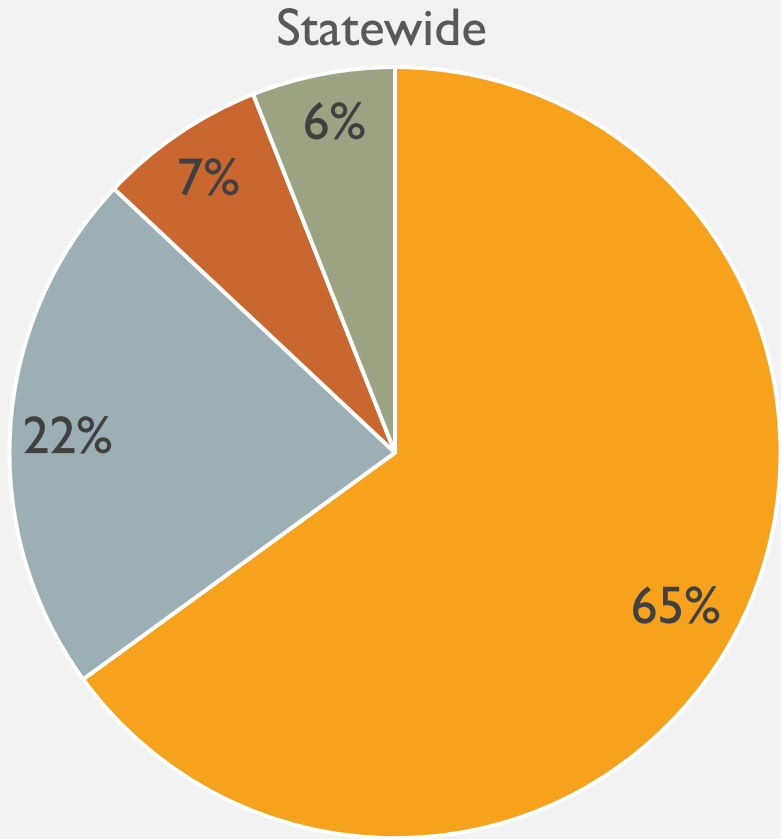
NBRC Child Family Survey



Always Usually Sometimes Seldom/Never

Always Usually Sometimes Seldom/Never

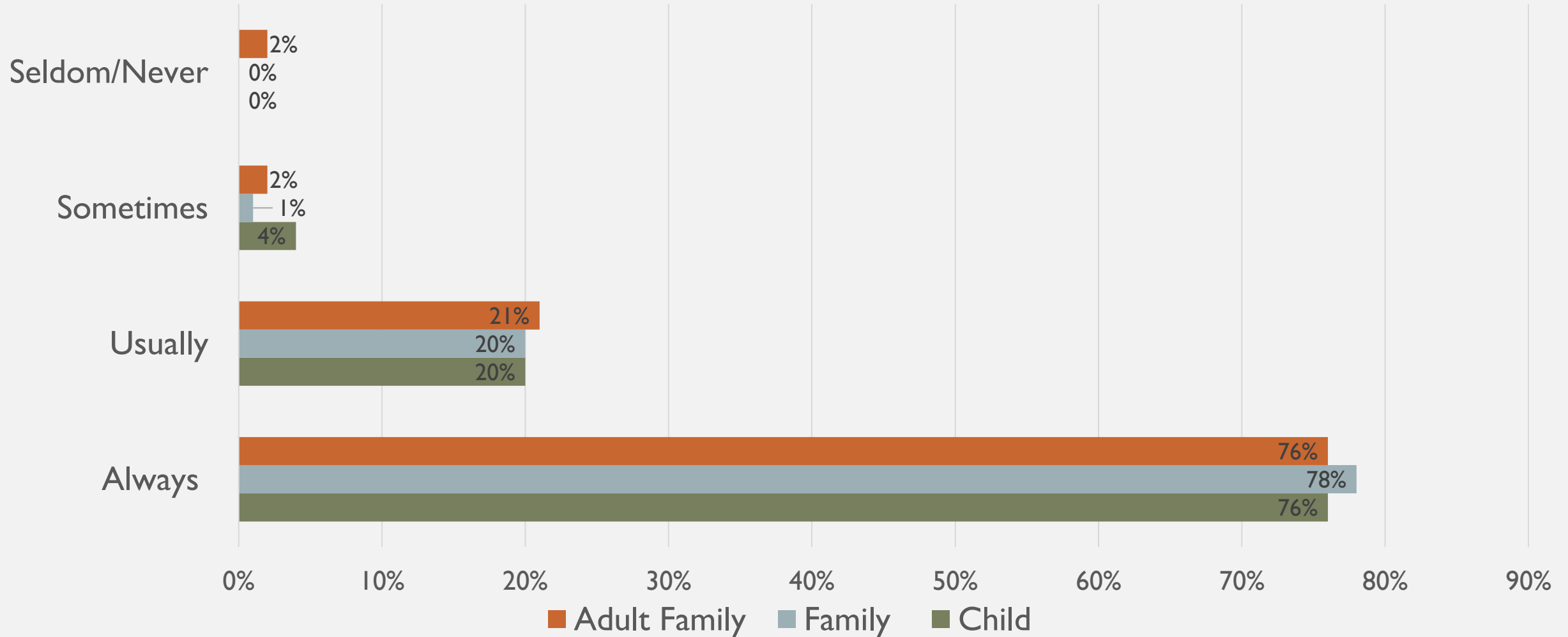
IF YOU HAVE USED RESPITE SERVICES IN THE PAST YEAR, WERE YOU SATISFIED WITH THE QUALITY OF THE RESPITE PROVIDERS?



Always Usually Sometimes Seldom/Never*

Always Usually Sometimes Seldom/Never

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



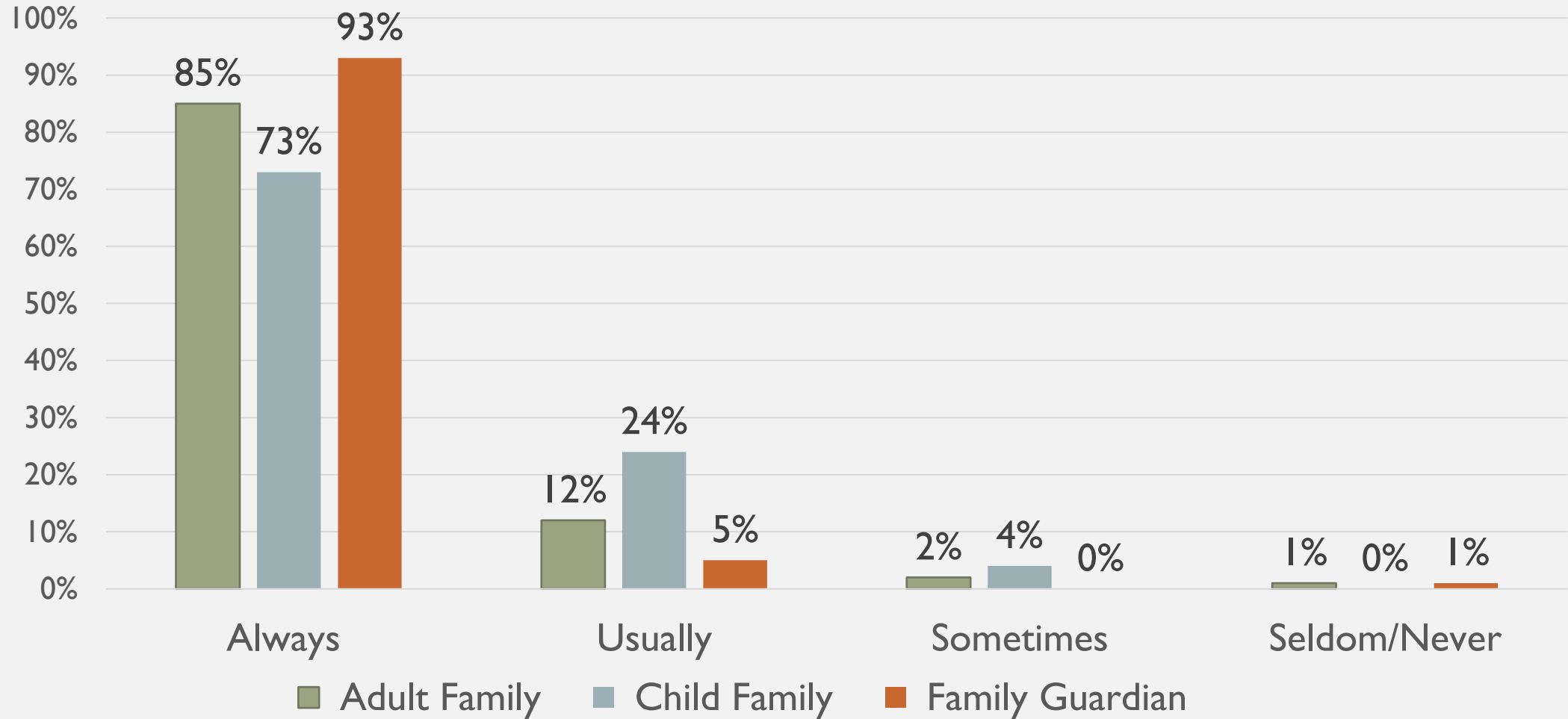
**DO YOUR STAFF SUPPORT YOU IN A WAY
THAT IS RESPECTFUL OF YOUR CULTURE?**
(ADULT IN PERSON)

**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