

# What We Learned from the National Core Indicators (NCI) Child Family Survey

NCI Results from Families Served By Regional  
Center of the East Bay  
User-Friendly Version, FY 2015-16



**NATIONAL  
CORE  
INDICATORS**

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## A Collaborative Effort of:



## Cover art by Donald Roberts (1962 - 2009)



Donald was a former member of the statewide Consumer Advisory Committee in California, Valley Mountain Regional Center Board of Directors, Olmstead Advisory Committee, California Memorial Project, and Self-Advocacy Council 6. Donald was dedicated to the empowerment of people with disabilities and expressed his experiences and dreams through his artwork.

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## Who helped with this report?

We'd like to thank the 2010 members of the California Developmental Disabilities Consumer Advisory Committee. Their ideas helped make this report easy to understand! We'd also like to thank everyone who let us take and use their pictures. They helped make this report interesting.

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# Are people getting the right services, and are they happy with them?

Each year, we try to find out how people with intellectual and developmental disabilities and their families feel about the services they get. We use surveys to ask people all around the country, and each year we ask different people. States can use the answers to find out if people like their services. They can also compare across years to see if this is changing over time.

The NCI Child Family Surveys are mailed to families in many states. States use the surveys to find out if families are happy with the services their children receive.

## Who answers the questions on a Child Family Survey?

The questions on the Child Family Survey are answered by someone who lives with a child who gets services from the state (like a parent or other family member). Each time the state surveys families, a new group of families is asked to take the survey.

## How do we show their answers?

This year, RCEB families answered our Child Family Survey. Each page of this report shows their answers to a different question.

We use words and figures to show the number of **yes** and **no** answers we got. Some of our survey questions have more than a **yes** or **no** answer. In fact, some ask people to pick: “always,” “usually,” “sometimes,” or “seldom/never.” For this report, we count all “always” or “usually” answers as **yes**. All others we count as **no**. (If you want to see the full range of answers separately, you can find those here: <http://www.dds.ca.gov/QA/rcReports.cfm>.)

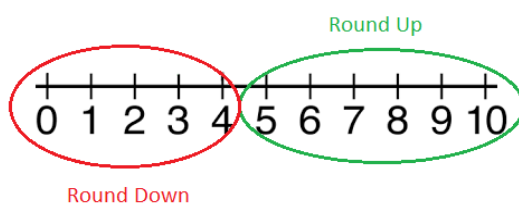
We also use graphs to show the answers in percentages. Percentages go from 0% to 100%. Higher percentages mean that more people answered a certain way. For example, 90% means 9 out of 10 people answered the same way. Lower



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percentages mean that fewer people answered in a certain way. For example, 20% means 2 out of every 10 people answered the same way.

For this report we round percentages to the nearest ten percent. To round, we look at the last digit in a number. If the digit is 5 or more, we “round up” to the next highest number with a zero. If the digit is 4 or less, we “round down” to the next lowest number with a zero.



For example:

If 87% of people say they feel safe at home, we “round up” 90%.

If 12% of people say they are happy with their services, we “round down” to 10%.

## Before you start reading...

Remember, these questions were answered by someone who lives with the child receiving services and knows them well—usually a parent.

In this report, “child” means the child in the household who’s receiving services from the state. “You” is the person who answered the question. The person who answers questions **is not** the person with a disability.

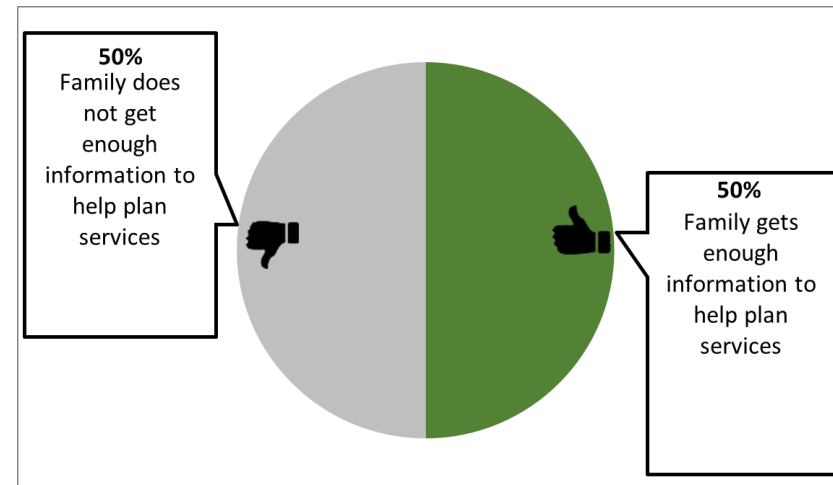
There are also a few words in this report that can mean different things:

- Case Manager may also be called the Service Coordinator. This is the person who helps the child and family set-up services.
- The IPP is the Individualized Program Plan. The IPP may also be an ‘IFSP’ (the Individual Family Service Plan).

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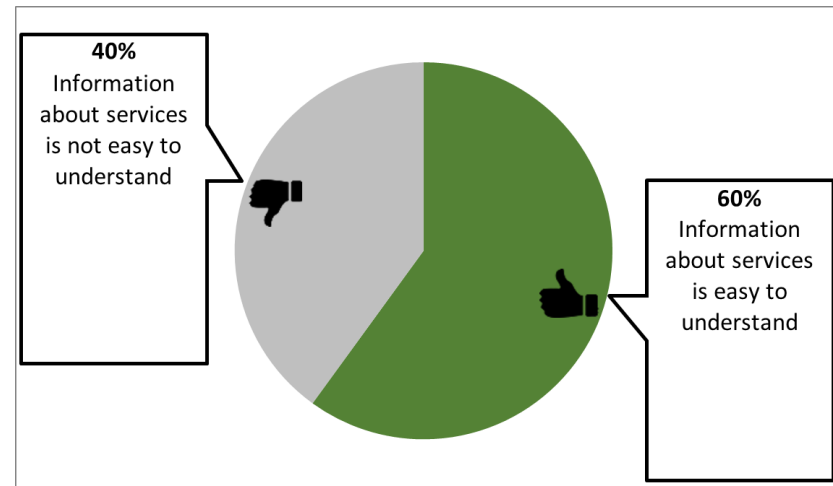
**NCI asked families about the information they get to help plan services.**

## Do you get enough information about the services that your child and family can get?



NCI tells us **5** out of every **10** people said **they always or usually get enough information to help plan services for their family member.**

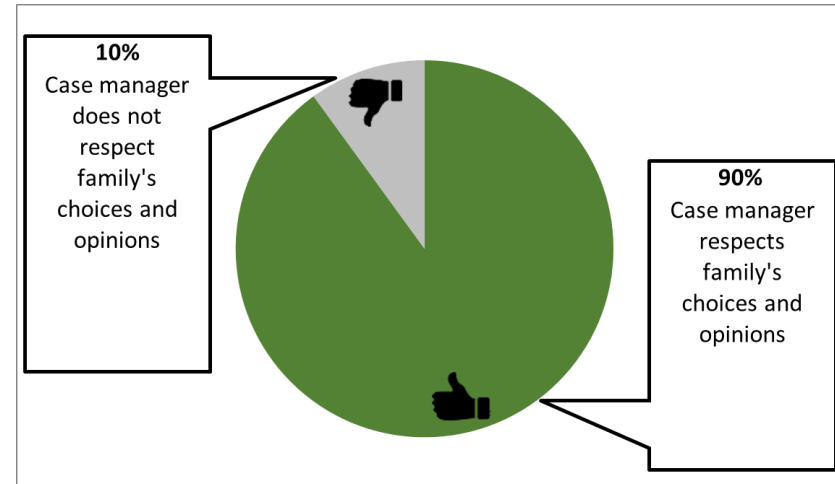
## Is the information you get about services easy to understand?



NCI tells us **6** out of every **10** people said **information about services is always or usually easy to understand.**

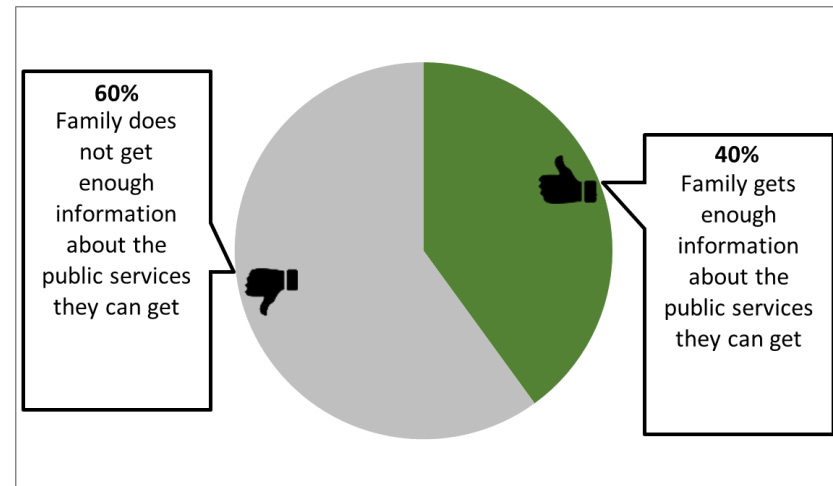


## Does the case manager respect your family's choices and opinions?



NCI tells us **9** out of every **10** people said **the case manager always or usually respects the family's choices and opinions.**

## Do you get enough information about other public services your family can get? Like food stamps or Social Security Income.

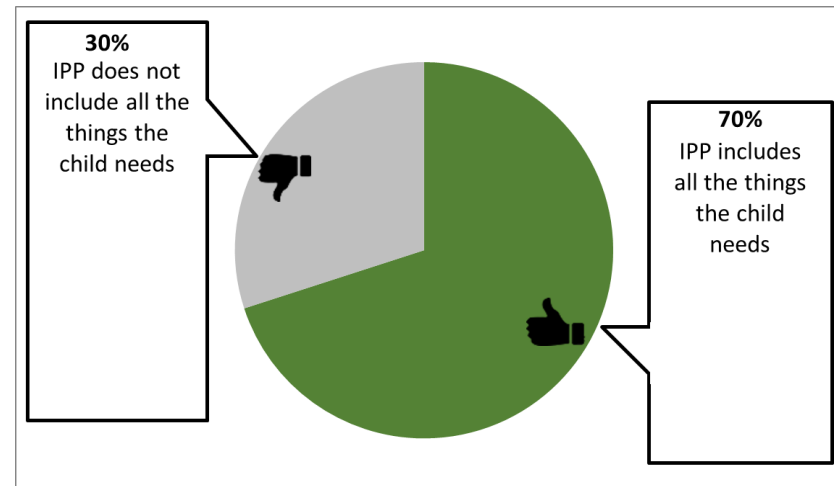


NCI tells us **4** out of every **10** people said **they always or usually get enough information about the public services they can get.**

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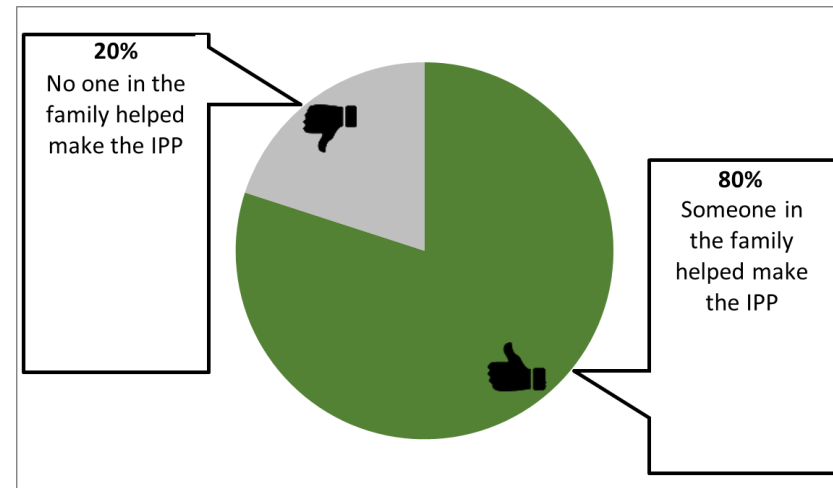
**Children receiving services have an IPP. The IPP should include things the child wants and needs.**

## Does the IPP include all the things your child needs?



NCI tells us **7** out of every **10** people said the IPP includes all the things their child needs.

## Did someone in your family help make the IPP?



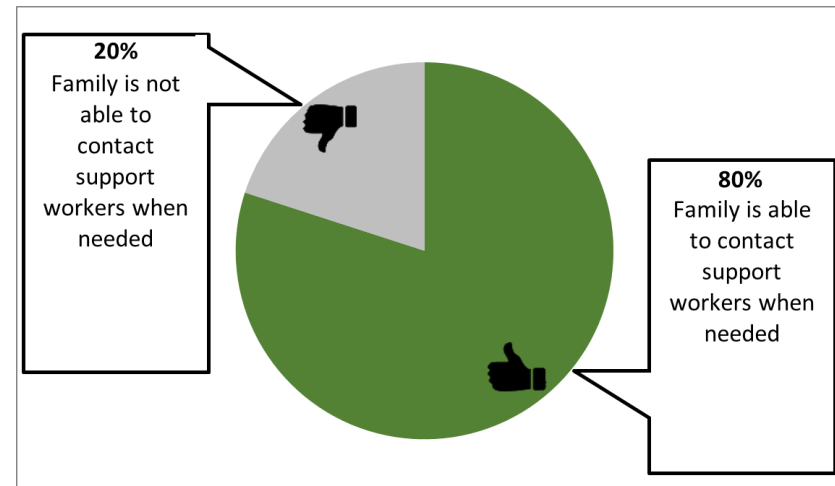
NCI tells us **8** out of every **10** people said **someone in the family** helped make the **IPP**.

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**Sometimes people want to talk with their support workers and service coordinators. NCI asked if families could contact support workers when they wanted to.**

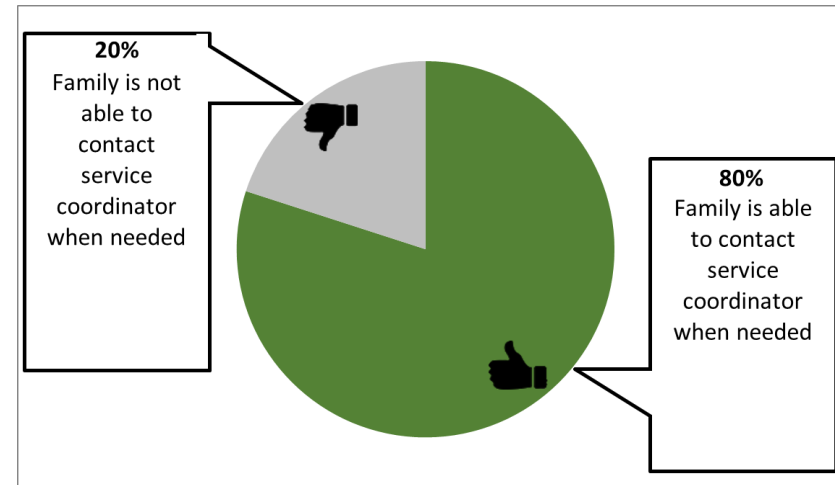


## Can you contact support workers when you want to?



NCI tells us **8** out of every **10** people said **they can always or usually contact support workers when needed.**

## Can you contact your child's service coordinator when you want to?

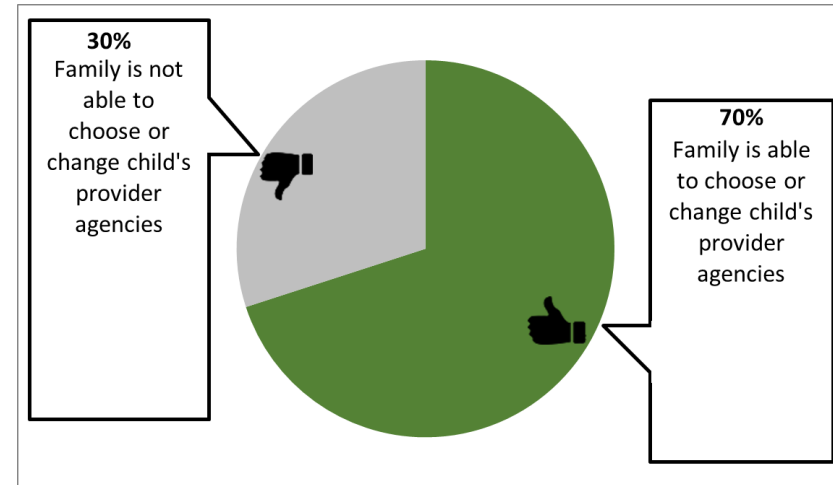


NCI tells us **8** out of every **10** people said **they can always or usually contact the service coordinator when needed.**

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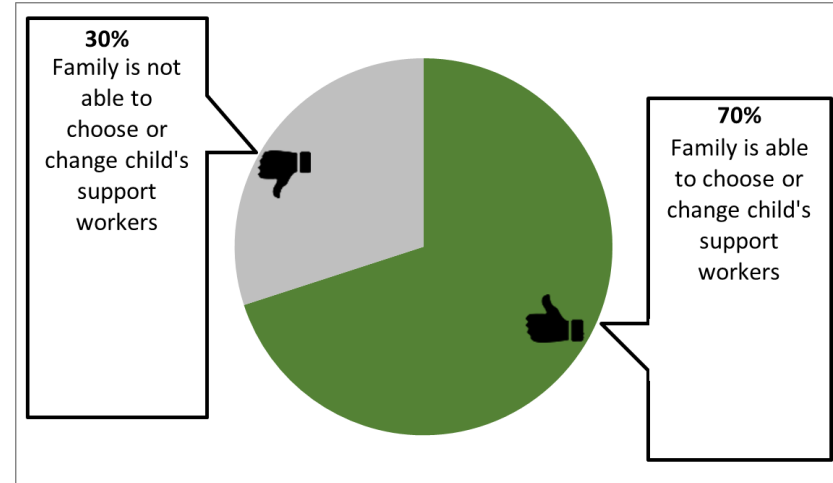
**NCI asked if families can choose the support workers and service coordinator who work with their child.**

# Can your family choose or change your child's provider agencies?



NCI tells us **7** out of every **10** people said **they are able to choose or change their child's provider agencies.**

## Can your family choose or change your child's support workers?



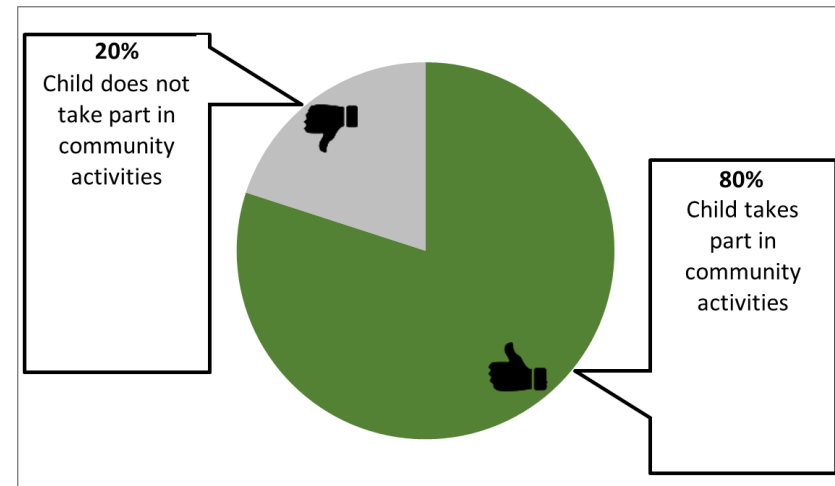
NCI tells us **7** out of every **10** people said **they are able to choose or change their child's support workers.**

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**NCI asked whether children joined in community activities (like sports, religious or spiritual services, or entertainment).**

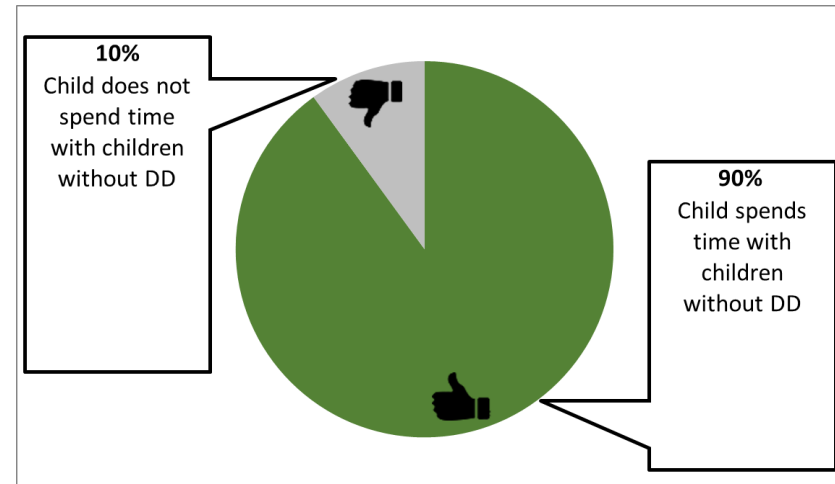


## Does your child take part in community activities?



NCI tells us **8** out of every **10** people said **their child takes part in community activities.**

## Does your child spend time with children who do not have disabilities?

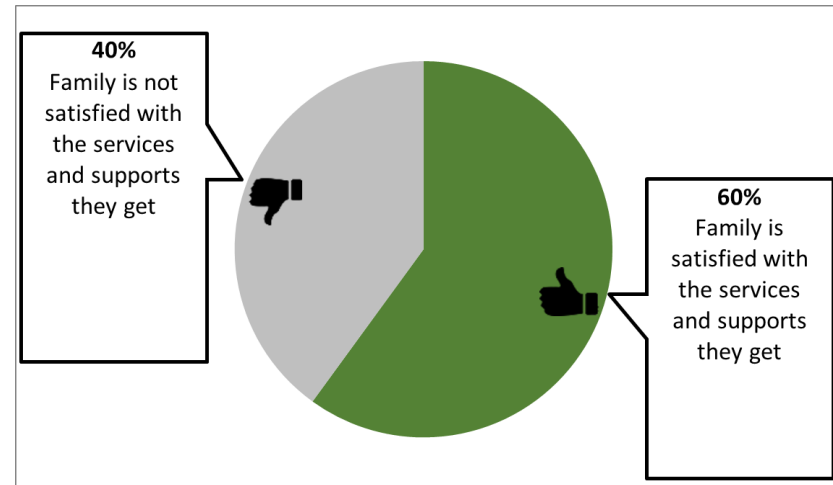


NCI tells us **9** out of every **10** people said **their child spends times with children without DD.**

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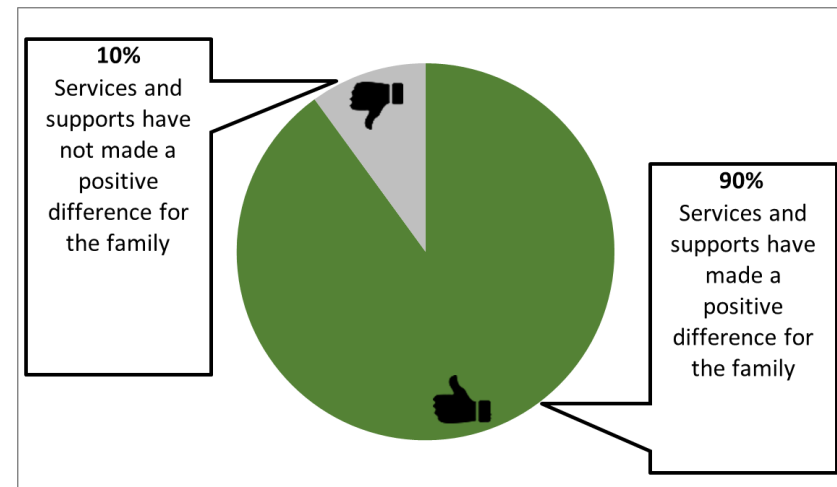
**NCI asked how families felt about the services and supports they get.**

# Are you happy with the services and supports your family gets?



NCI tells us **6** out of every **10** people said **they are always or usually satisfied with the services and supports they get.**

## Have services and supports made a positive difference for your family?



NCI tells us **9** out of every **10** people said **the services and supports they get make a positive difference for their family.**

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**What We Have Learned from the  
National Core Indicators  
Child Family Survey**

**Results from Families Across RCEB  
User-Friendly Version, FY15/16**



<http://www.nationalcoreindicators.org/>

**A Collaborative Effort of**

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