

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

NCI Results from Families Across California in 2011
User-Friendly Version, 2013



Who helped with this report?

We'd like to thank 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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What We Have Learned from the National Core Indicators Adult Family Survey

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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.

What is National Core Indicators (NCI) Adult Family Survey?

NCI uses surveys (questions) to ask people and families what they think about the services they receive. NCI is a way for states to measure how happy people are with the services provided to people with intellectual and developmental disabilities. A survey is a way to ask the same questions to a group of people.

Who gets an Adult Family Survey?

The NCI Adult Family Surveys are mailed to families in many states. The questions are answered by someone who lives with the adult who gets services from regional centers (like a parent or other family member). The people who answered the questions were *not* the person receiving the services. Each time California surveys families, a new group of families is asked to participate.

What is in this Report?

This report shows how people answered some of the questions in the survey. All of the questions in this report were asked to people who live with the adult receiving services and who know the person well. Most of the time, a family member answered the questions.

An example of a question in this report is: *Do family feel the person's support workers are always respectful and nice?*

The '*person*' means the person receiving services from a regional center. Each page of this report shows a different question and the answers people gave. The question is at the top of the page. There is a pie graph on each page. It shows the percentage of people who said **yes** and **no**. All people who answered "Always" or "Usually" are counted as **yes** in this report. All other answers are counted as **no**. There are also words and figures that show how many **yes** and **no** answers there were for each question.

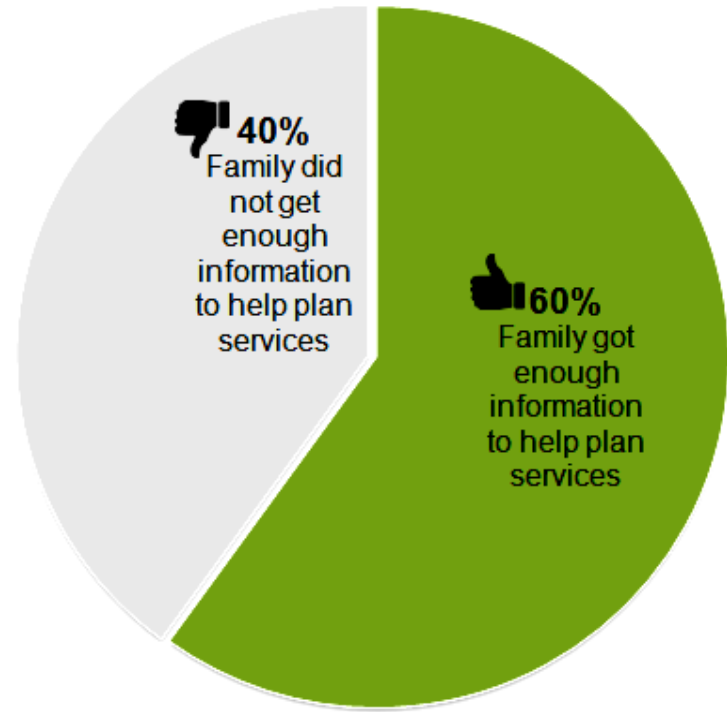
The answers shown in each pie graph are numbers in percentages (like 60% or 90%). Percentages (%) tell us how much an answer is like the answers given by other people. Percentages go from 0% to 100%. High percentages like 90% mean 9 out of 10 people answered in a certain way. Low percentages like 20% mean 2 of every 10 people answered in a certain way.

This report has information people can use to talk about services and supports. If people want more information, they can look up the full California report on the DDS website: <http://www.dds.ca.gov/QA/index.cfm>.

When it's time to plan services, sometimes other people want to help. NCI asked those people about the information they get to help plan services.

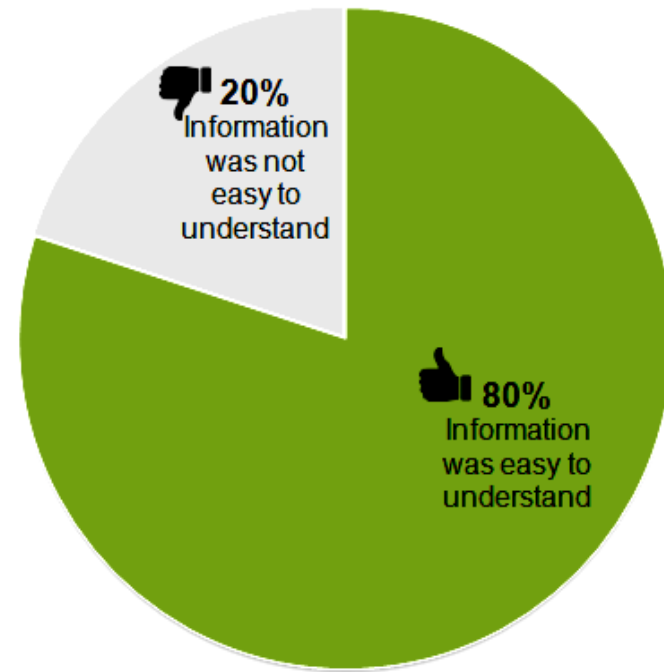
These questions were not asked to the person who receives services. The questions were answered by someone who lives with the person and knows the person well. Most of the time, a family member answered the questions. When questions say *the person*, it means the person receiving services from a regional center.

Did family get enough information to help plan services?



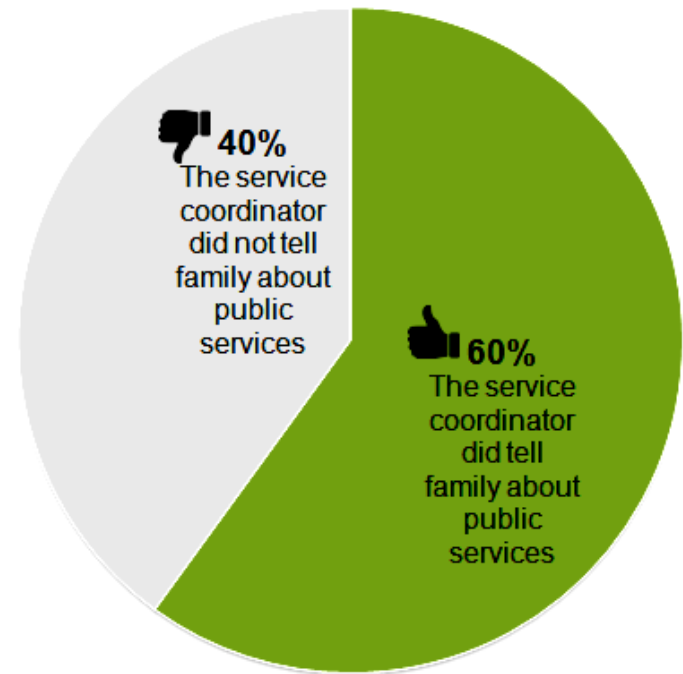
NCI tells us **6** out of every **10** people said they **get enough information to help plan services**.

Was the information family got easy to understand?



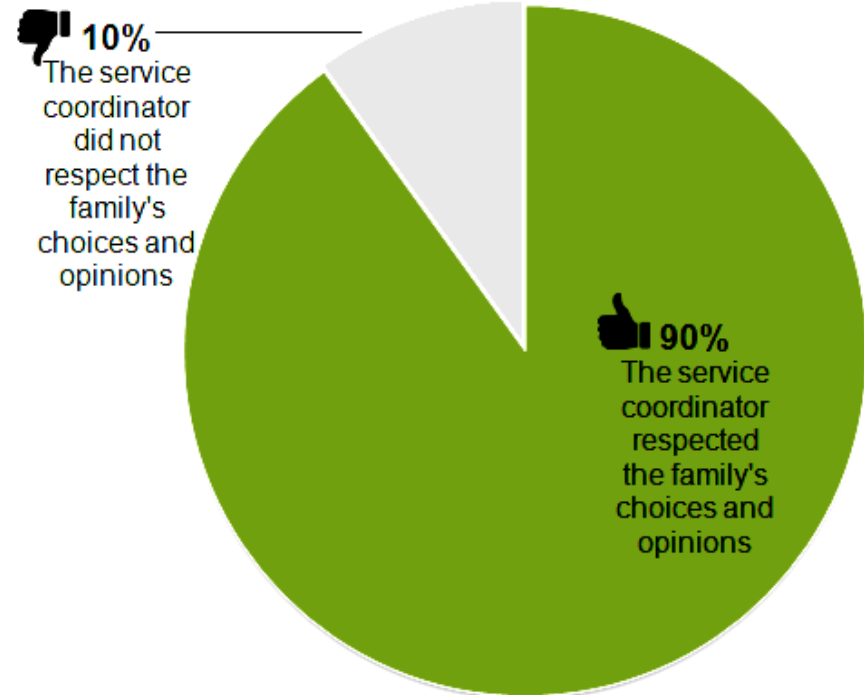
NCI tells us **8** out of every **10** people said **the information they got was easy to understand.**

Did the service coordinator tell family about public services the person can get?



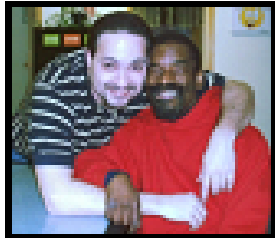
NCI tells us **6** out of every **10** people said the **service coordinator told them about public services the person can get.**


Did family feel the service coordinator respected the family's choices and opinions?

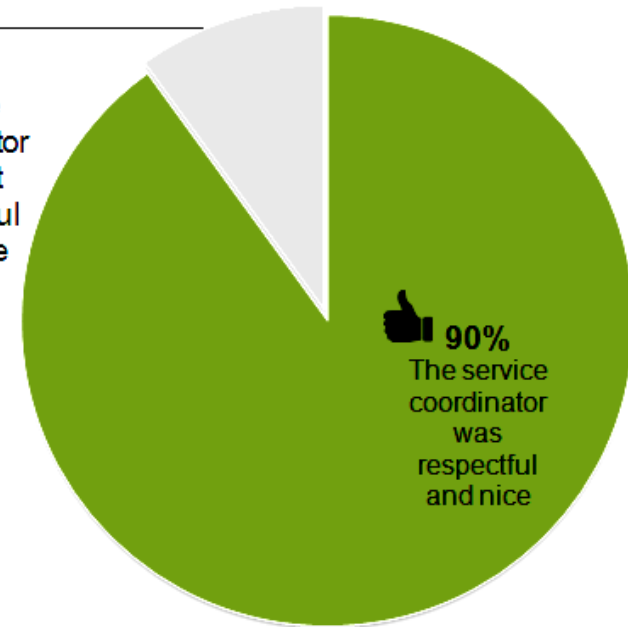


NCI tells us **9** out of every **10** people said **the service coordinator respected family and friends' choices and opinions.**

Did family feel the service coordinator who helps plan services was respectful and nice?



 10%
The service coordinator was not respectful and nice

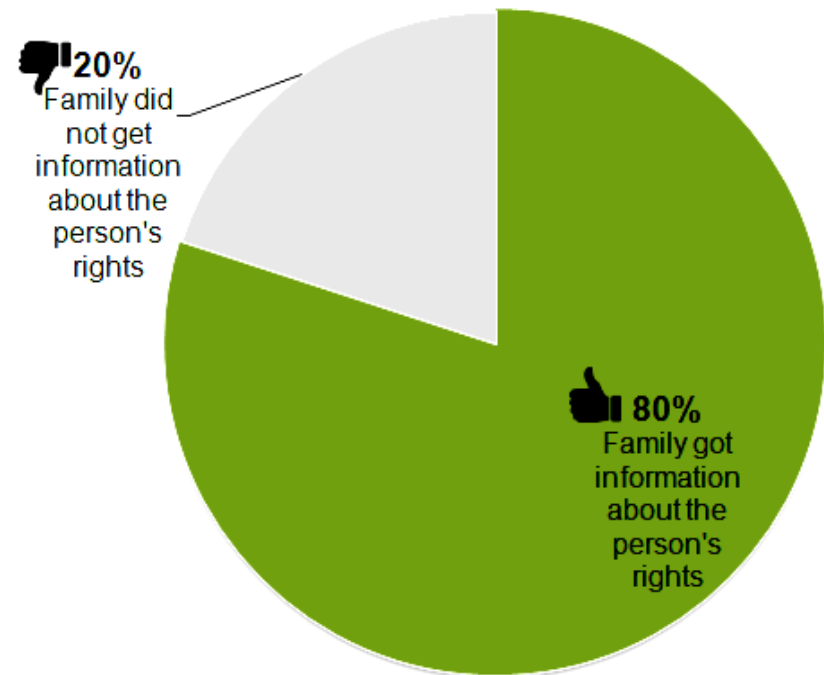
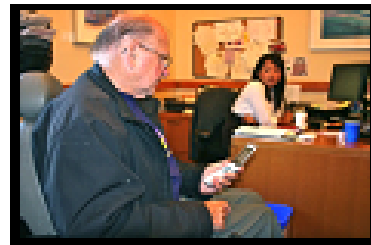
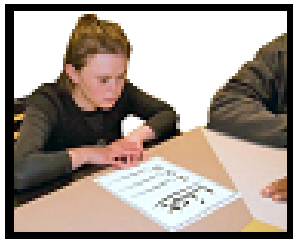


 90%
The service coordinator was respectful and nice



NCI tells us **9** out of every **10** people said **the service coordinator was respectful and nice.**

Did family get information about the person's rights? Like the right to get unopened mail, the right to dignity and respect, and the right to be free from abuse.

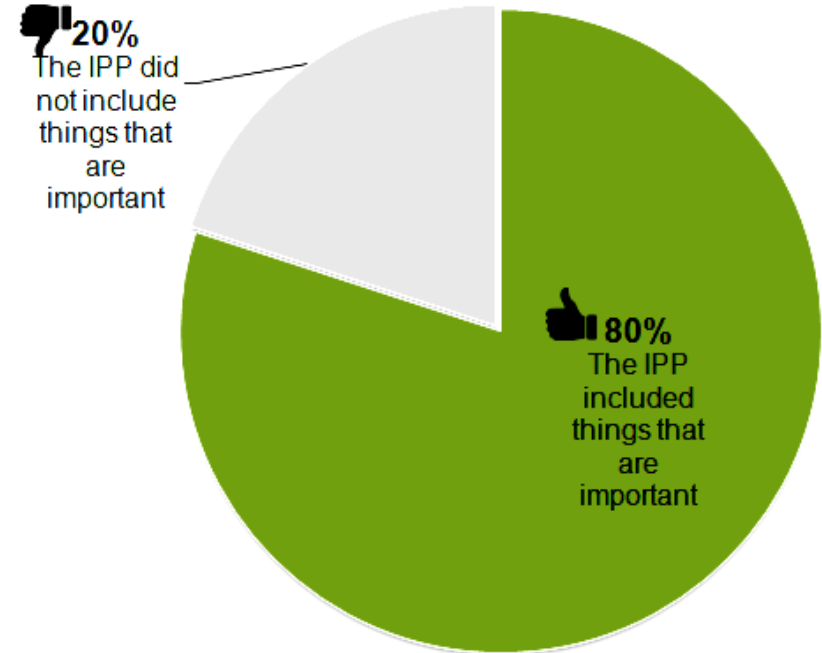
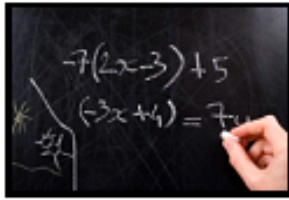


NCI tells us **8** out of every **10** people said they **got information about the person's rights.**

People receiving services have an Independent Program Plan (IPP). The IPP should include things the person wants and needs.

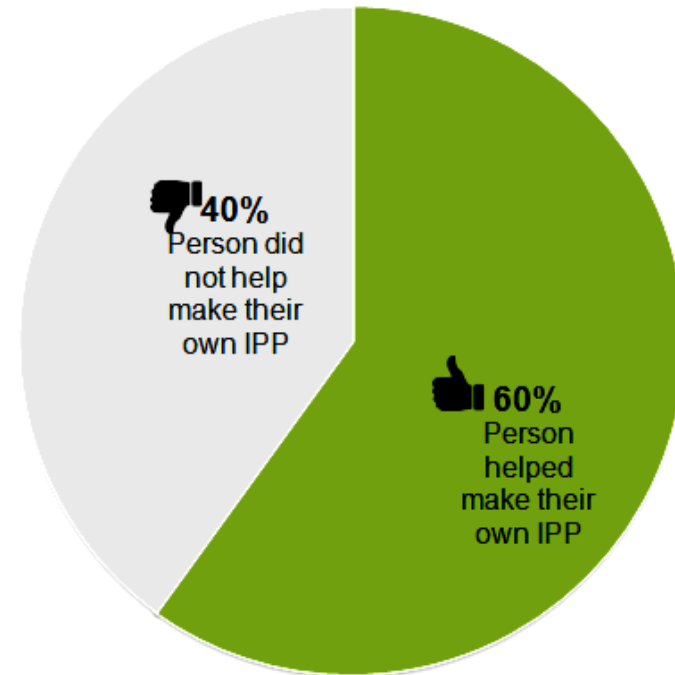
These questions were not asked to the person who receives services. The questions were answered by someone who lives with the person and knows the person well. Most of the time a family member answered the questions. When questions say *the person*, it means the person receiving services from a regional center.

Did family feel the IPP included things that are important to their family?



NCI tells us **8** out of every **10** people said the **IPP** included things that are important to the family.

NCI asked family if the person helped develop their own IPP.

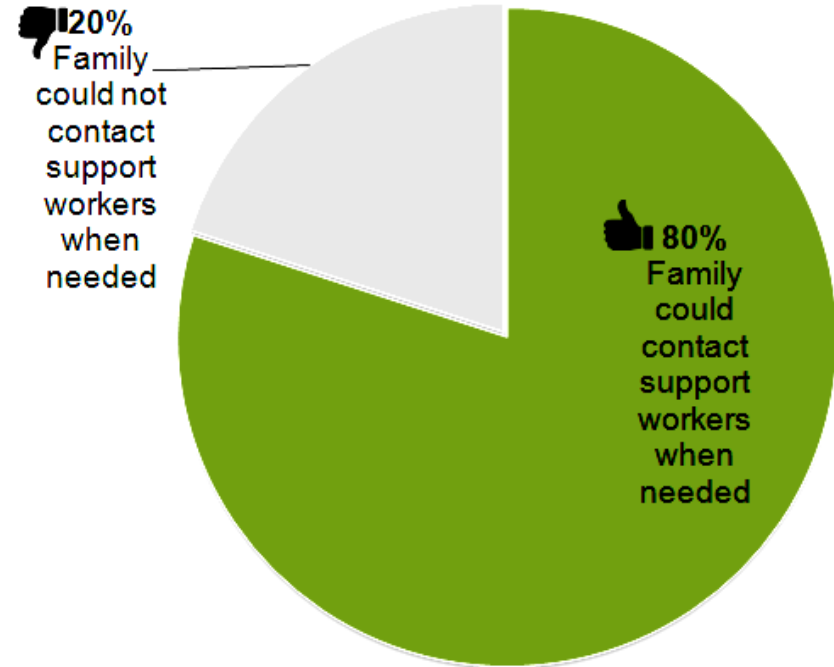


NCI tells us **6** out of every **10** people said **the person helped develop their own IPP.**

It is important to be able to contact support workers and service coordinators. NCI asked if family could contact support workers when they were needed.

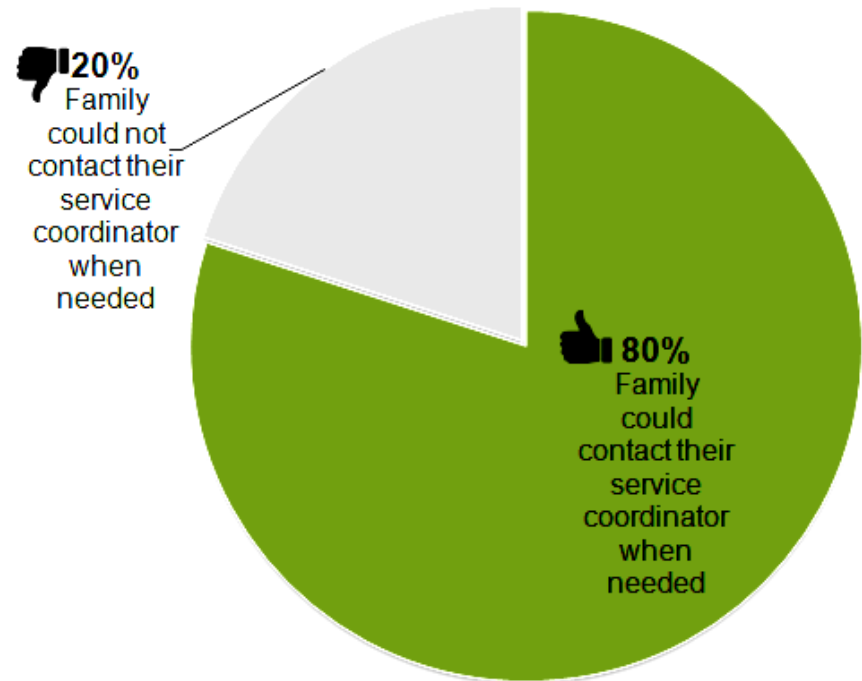
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NCI asked family if they could contact support workers when they needed to.



NCI tells us **8** out of every **10** people said they could contact support workers when needed.

NCI asked family if they could contact the service coordinator when needed.

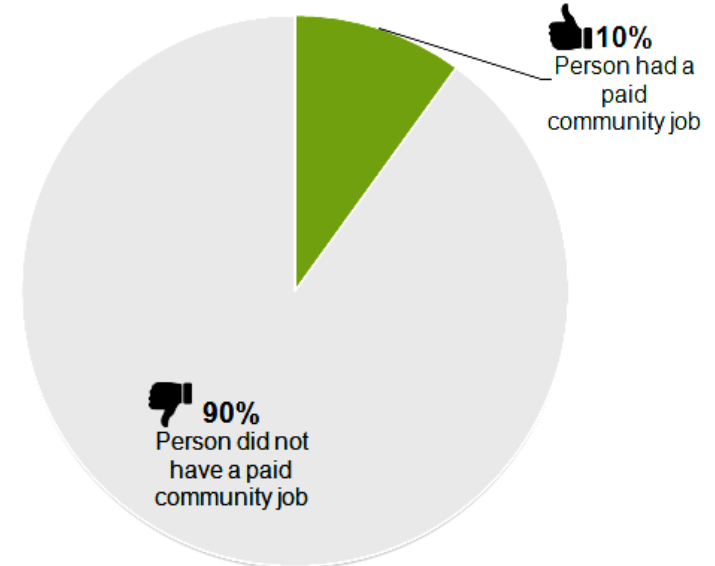


NCI tells us **8** out of every **10** people said they **could contact their service coordinator when needed**.

NCI asked questions about what the person did during the day.

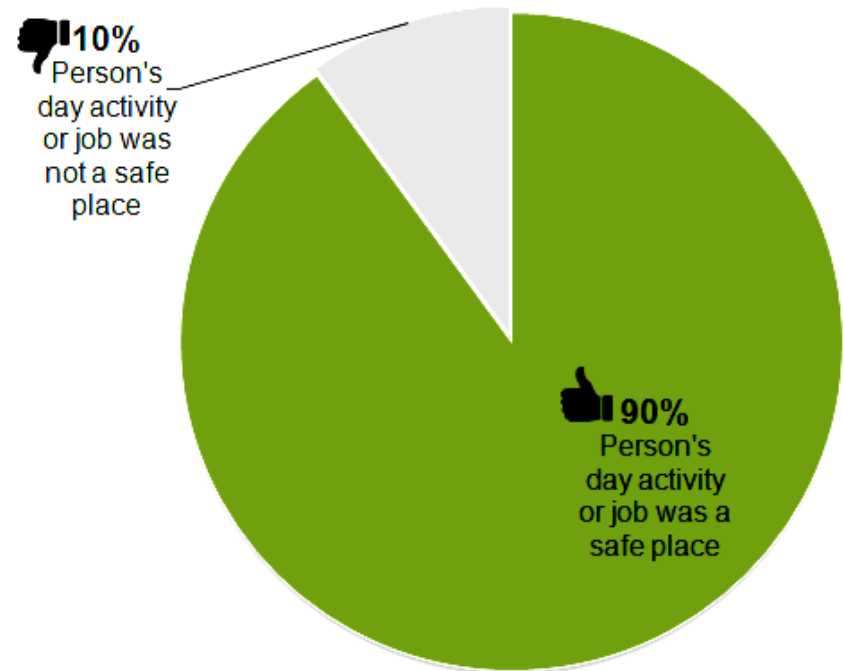
These questions were not asked to the person who receives services. The questions were answered by someone who lives with the person and knows the person well. Most of the time a family member answered the questions. When questions say *the person*, it means the person receiving services from a regional center.

NCI asked family and friends if the person had a paid community job.



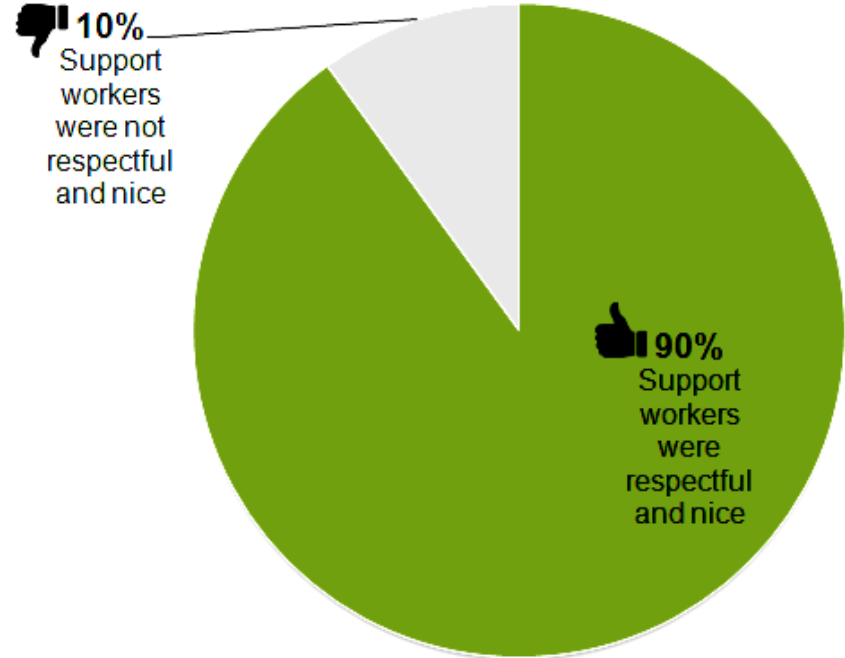
NCI tells us **1** out of every **10** people said **the person had a paid community job.**

Did family feel the person's day activity or job was a safe place?



NCI tells us **9** out of every **10** people said the **person's day activity or job was a safe place.**

Did family feel support workers were respectful and nice?

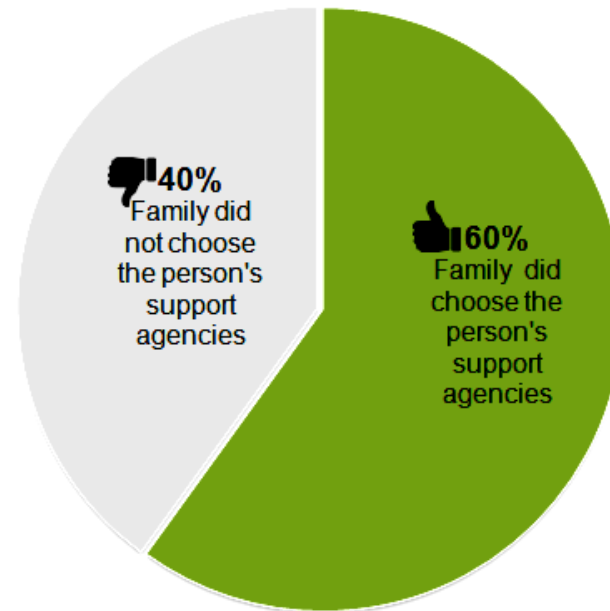


NCI tells us **9** out of every **10** people said **support workers were respectful and nice**.

NCI asked family if they chose the support workers and service coordinator who work with the person receiving services.

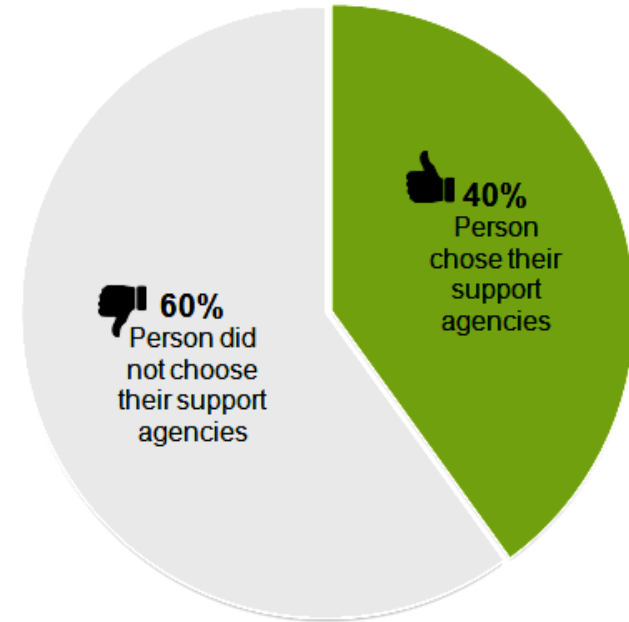
These questions were not asked to the person who receives services. The questions were answered by someone who lives with the person and knows the person well. Most of the time a family member answered the questions. When questions say *the person*, it means the person receiving services from a regional center.

NCI asked family if they chose the support agencies that work with the person.



NCI tells us **6** out of every **10** people said they **chose the support agencies that work with the person.**

NCI asked family if the person chose their support agencies.

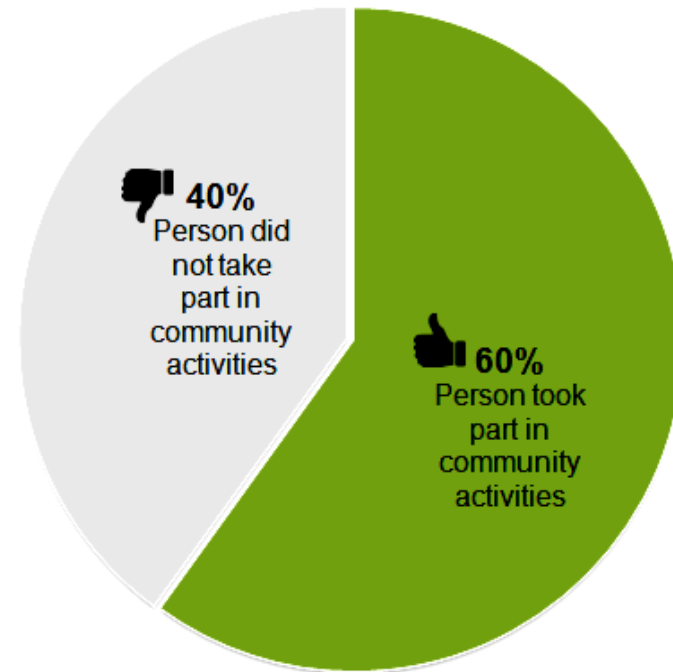


NCI tells us **4** out of every **10** people said **the person chose their support agencies**.

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

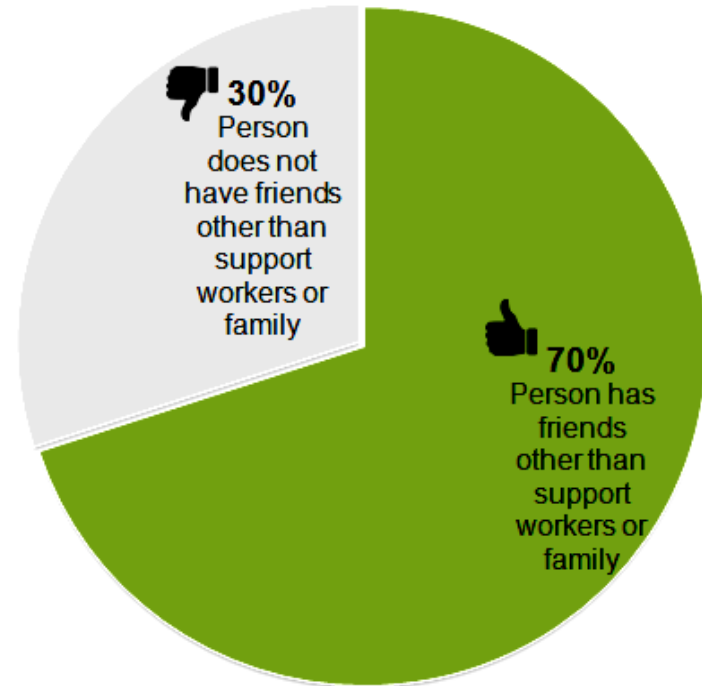
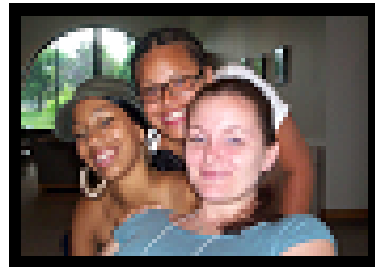
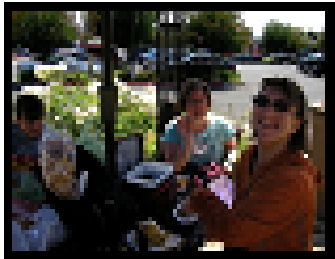
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NCI asked family if the person took part in community activities.



NCI tells us **6** out of every **10** people said **the person took part in community activities.**

NCI asked family if the person had friends other than family and support workers.

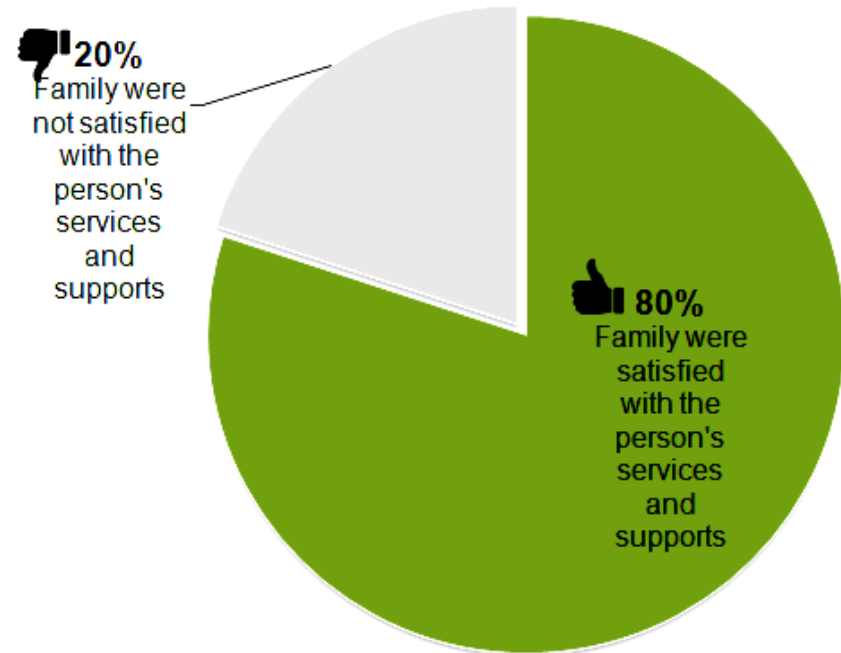


NCI tells us **7** out of every **10** people said **the person had friends other than family and support workers.**

NCI asked how family felt about the services and supports the person gets.

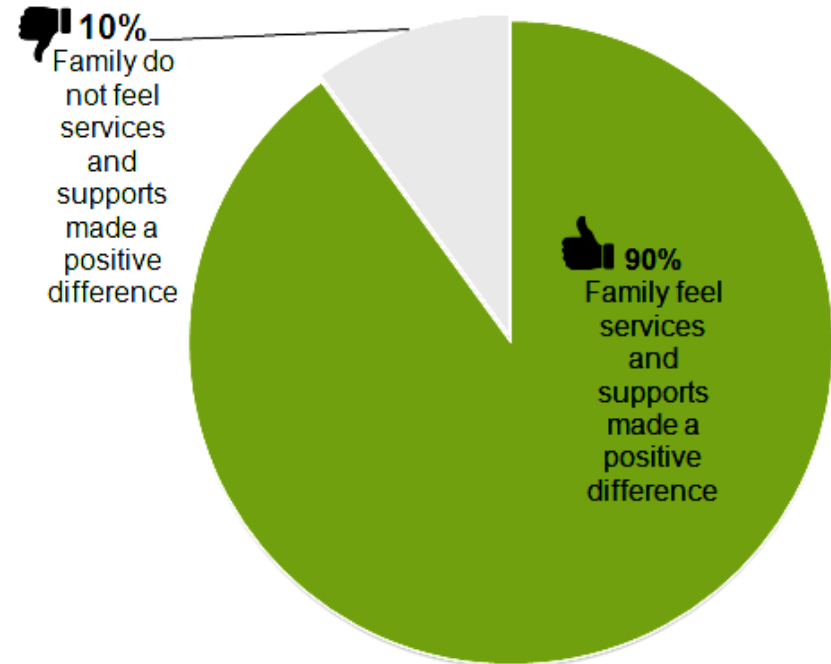
These questions were not asked to the person who receives services. The questions were answered by someone who lives with the person and knows the person well. Most of the time a family member answered the questions. When questions say *the person*, it means the person receiving services from a regional center.

NCI asked family if they were satisfied with the person's services and supports.



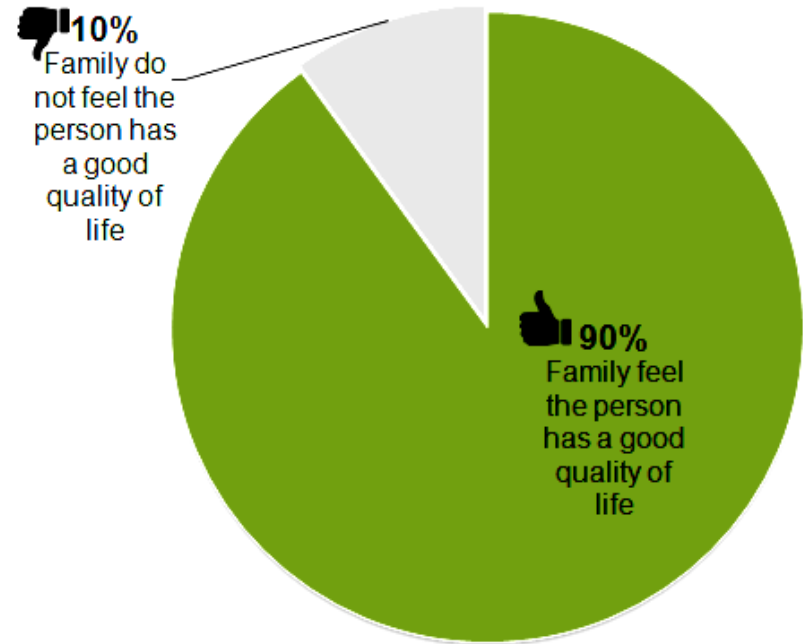
NCI tells us **8** out of every **10** people said they were **satisfied with the person's services and supports.**

Did family feel services and supports made a positive difference for the person?



NCI tells us **9** out of every **10** people said **services and supports** have made a **positive difference** for the person.

Did family feel the person has a good quality of life?



NCI tells us that **9** out of every **10** people said **the person has a good quality of life.**

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

A Collaborative Effort of

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