

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

NCI Results 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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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) Family/Guardian 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 a Family/Guardian Survey?

The NCI Family/Guardian Surveys are mailed to families and conservators in many states. The surveys are sent to people who know an adult who gets services from the regional center. The questions are answered by someone who does not live with the person but knows the person well (like a parent, staff, or friend). 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. In California, individuals 18 and over have conservators, not guardians.

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 do not live with the person but who know the person well. Most of the time, a family member or conservator answered the questions.

An example of a question in this report is: *Did family and conservators feel the person's support workers were 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.

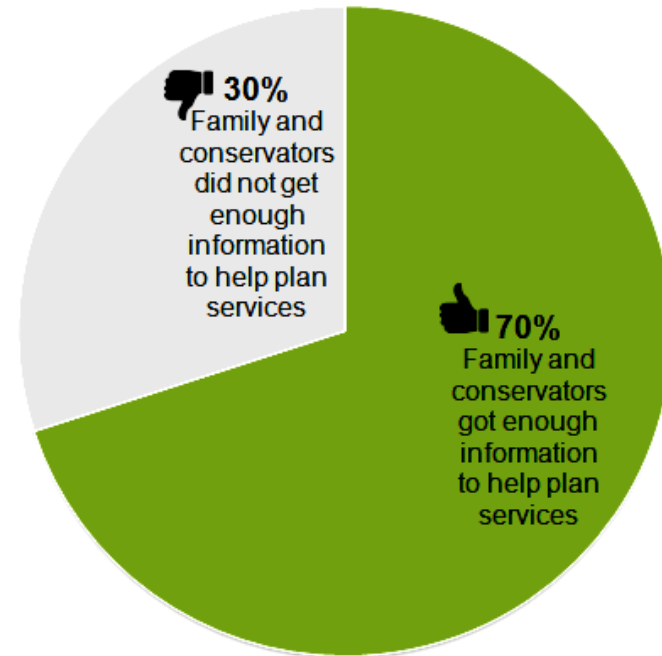
The answers shown in each pie graph are numbers in percentages (like 60% or 90%). Percentages (%) tell us how much an answer is like the answers given by other people. Percentages go from 0% to 100%. High percentages like 90% mean 9 out of 10 people answered in the same way. Low percentages like 20%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

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


Did family and conservators get enough information to help plan services?

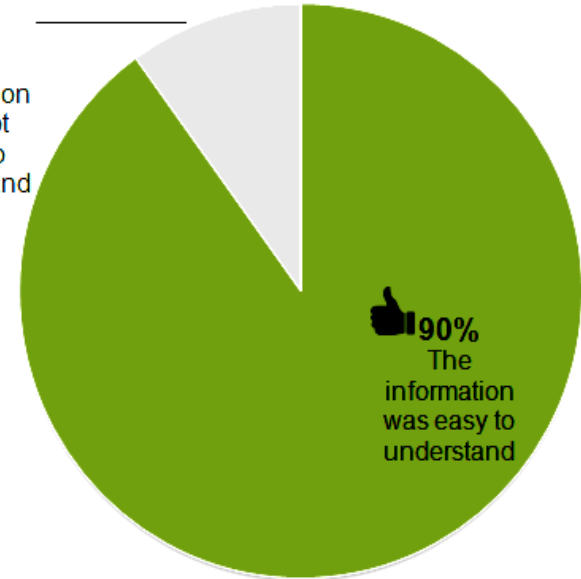



NCI tells us **7** out of every **10** people said they **got enough information to help plan services**.

Was the information family and conservators got easy to understand?



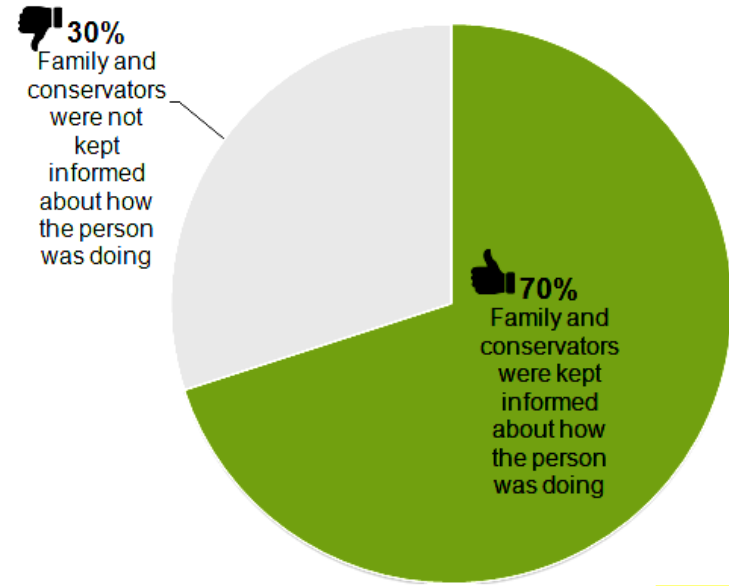
 10%
The information was not easy to understand



 90%
The information was easy to understand

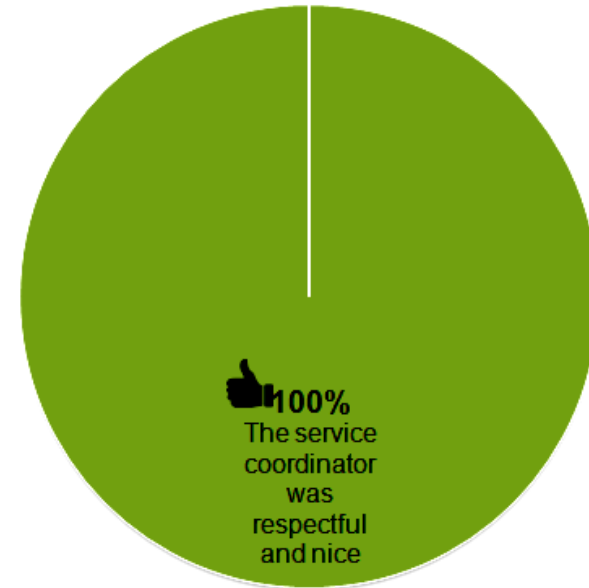
NCI tells us **9** out of every **10** people said **the information they got was easy to understand.**

Were family and conservators kept informed about how the person was doing?



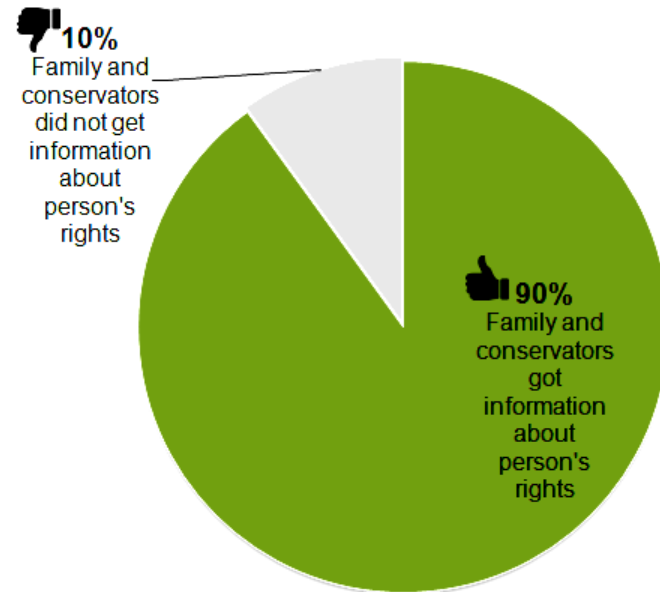
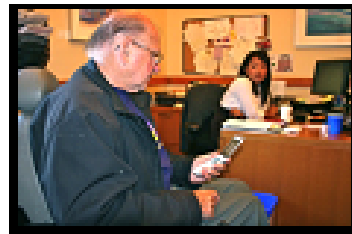
NCI tells us **7** out of every **10** people said **they were kept informed about how the person was doing.**

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



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

Did family and conservators 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.

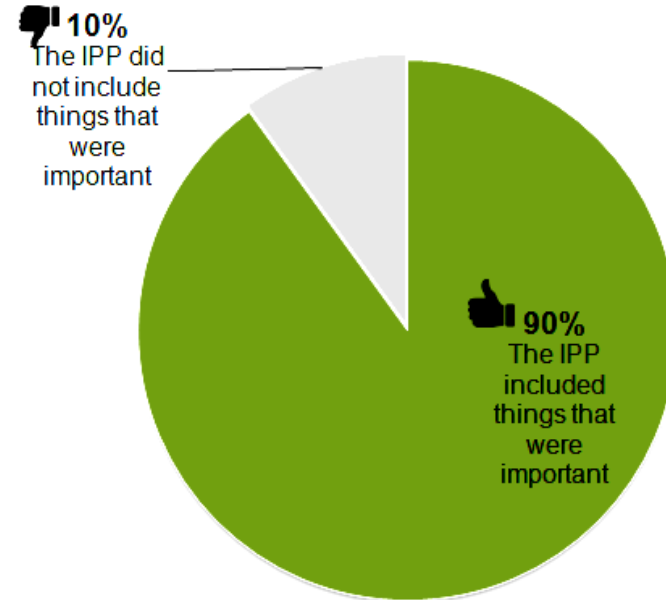


NCI tells us **9** out of every **10** people said they **received information about the person's rights.**

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

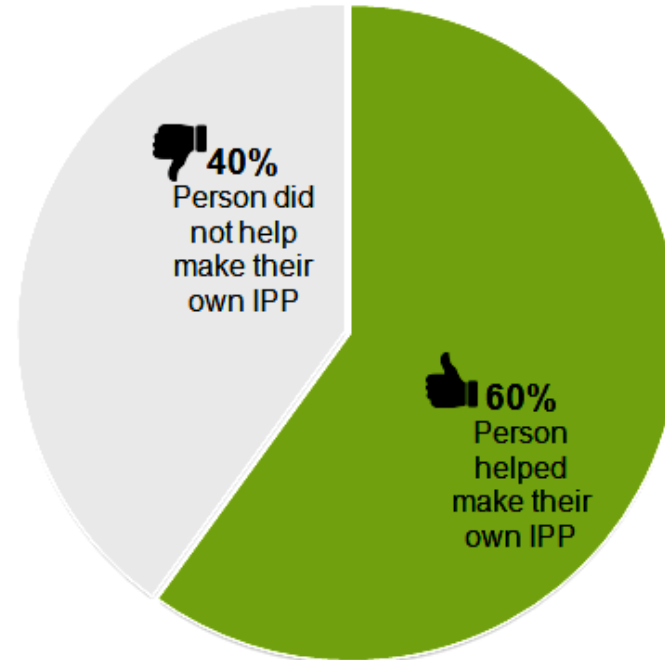
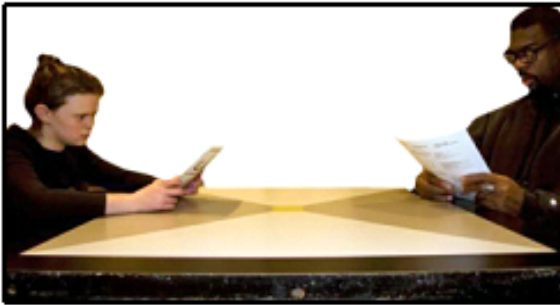
These questions were not asked to the person who receives services. The questions were answered by someone who does not live with the person but knows the person well. Most of the time a family member or conservator answered the questions. When questions say *the person*, it means the person receiving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

Did family and conservators feel the IPP included things that were important to their family?



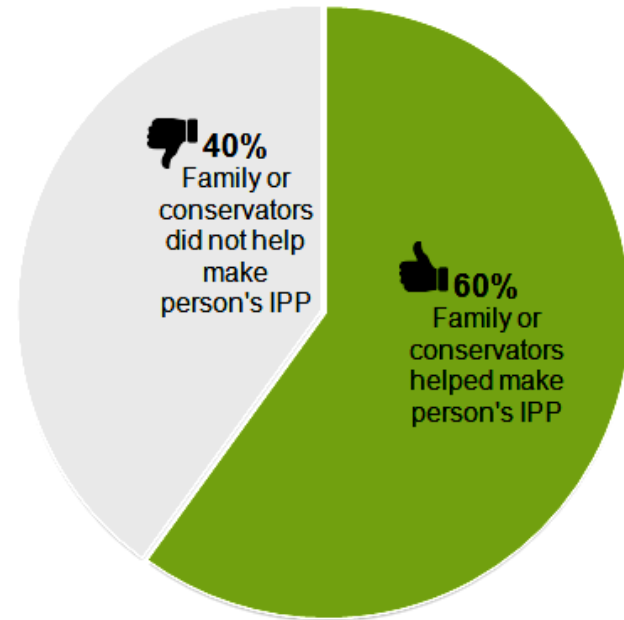
NCI tells us **9** out of every **10** people said the **IPP** included things that were important to the family.

NCI asked family and conservators if the person helped develop the IPP.



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

Did family and conservators help make the person's IPP?

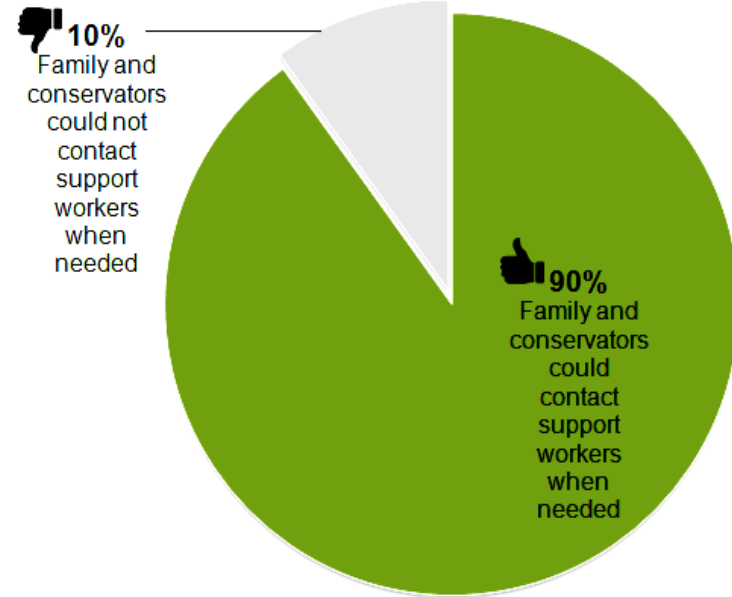


NCI tells us **6** out of every **10** people said **they helped make the person's IPP.**

It is important to be able to contact support workers and service coordinators. NCI asked if family and conservators can contact these people when they are needed.

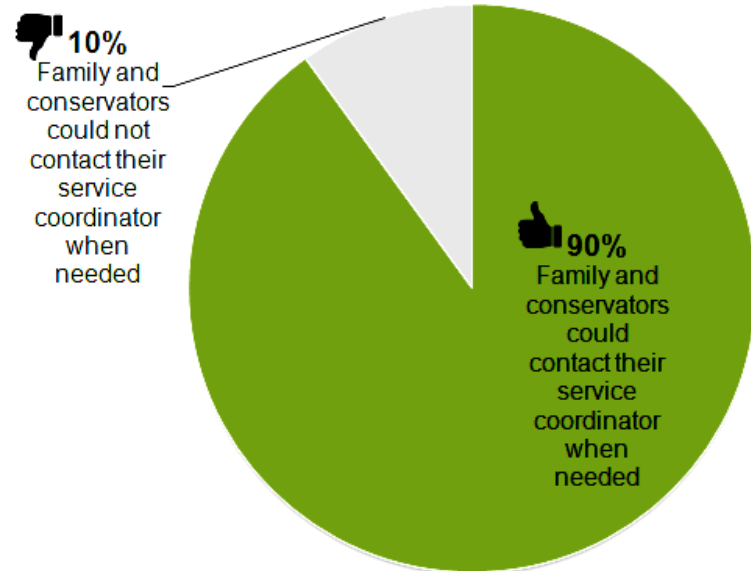
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NCI asked family and conservators if they could contact their support workers when they needed to.



NCI tells us **9** out of every **10** people said they could contact their support workers when they needed to.

NCI asked family and conservators if they could contact their service coordinator when needed.

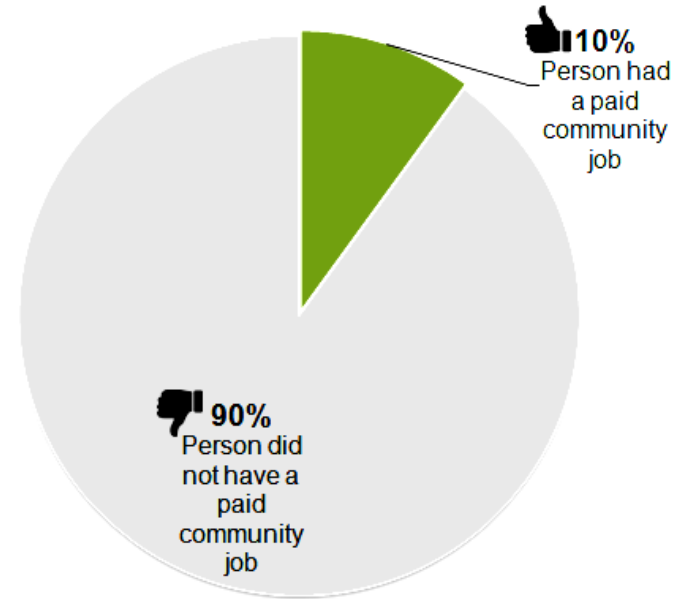


NCI tells us **9** out of every **10** people said they **could contact their service coordinator when they needed to.**

NCI asked questions about what people do during the day.

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

NCI asked family and conservators 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 and conservators feel the person's day activity or job was a safe place?



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

Did family and conservators feel the person's home was a safe place?

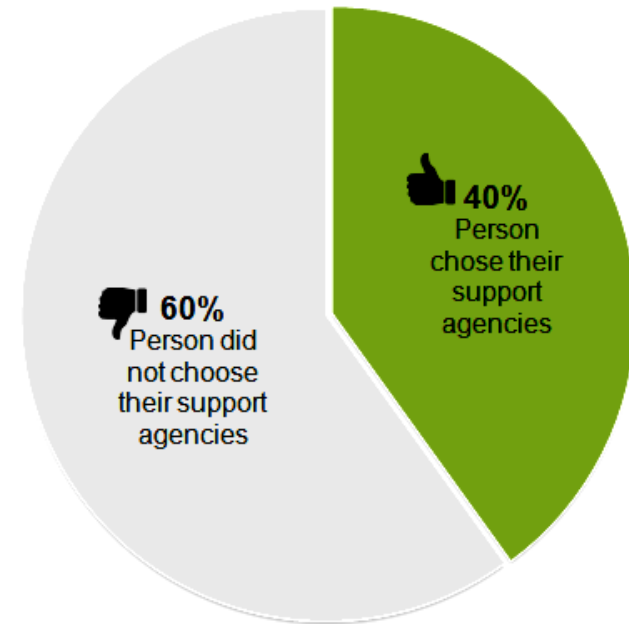


NCI tells us **10** out of every **10** people said the **person's home was a safe place**.

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

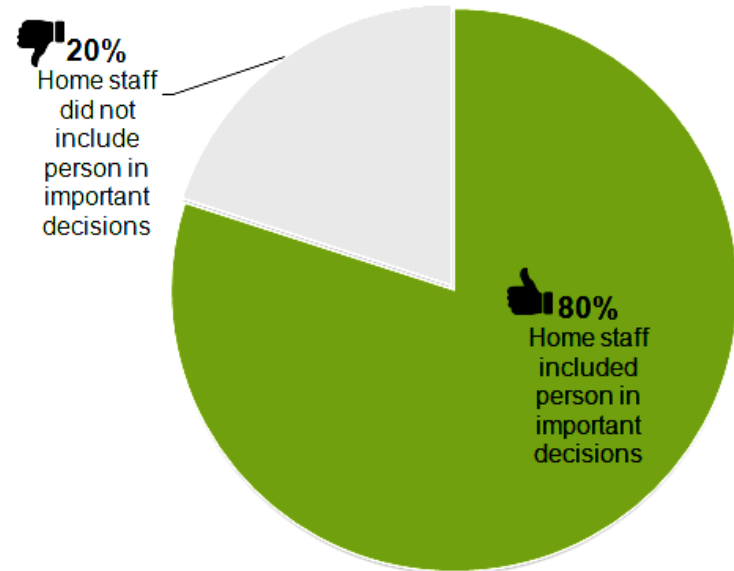
These questions were not asked to the person who receives services. The questions were answered by someone who does not live with the person but knows the person well. Most of the time a family member or conservator answered the questions. When questions say *the person*, it means the person receiving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

NCI asked family and conservators 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 if home staff included the person in important decisions.

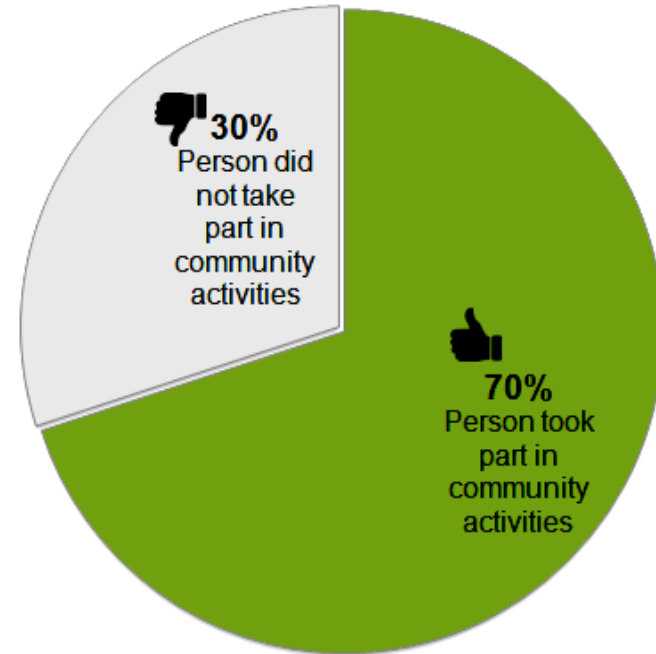


NCI tells us **8** out of every **10** people said **home staff included the person in important decisions.**

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

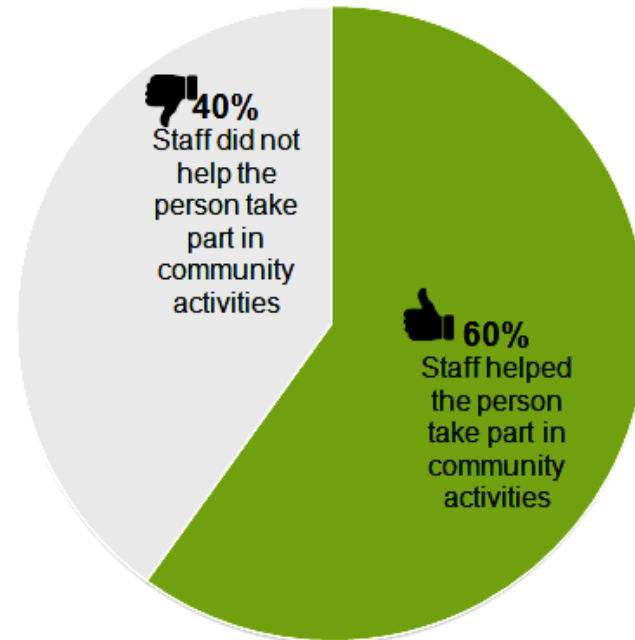
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NCI asked family and conservators if the person took part in community activities.



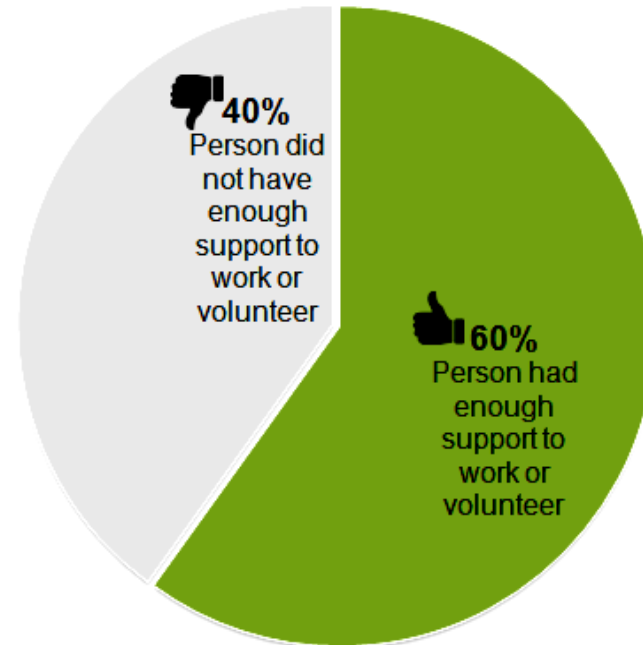
NCI tells us **7** out of every **10** people said **the person took part in community activities.**

NCI asked family and conservators if staff helped the person take part in community activities.



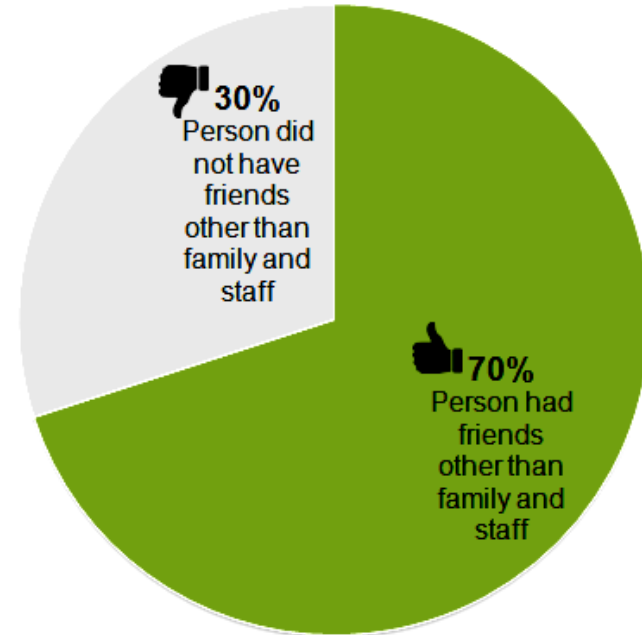
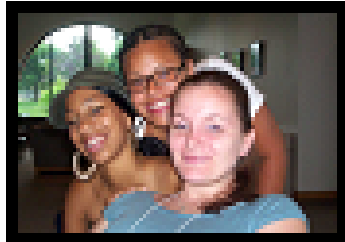
NCI tells us **6** out of every **10** people said **staff helped the person take part in community activities.**

NCI asked family and conservators if the person had enough support to work or volunteer in the community.



NCI tells us **6** out of every **10** people said **the person had enough support to work or volunteer in the community.**

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

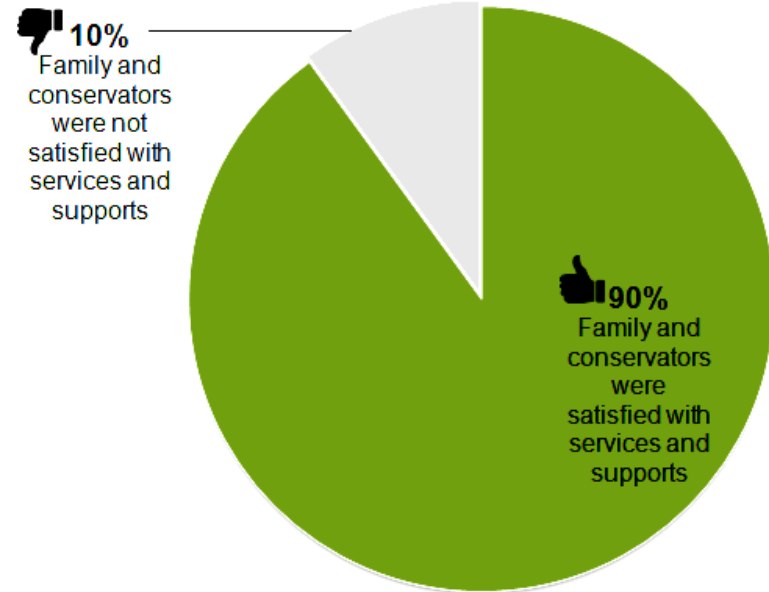


NCI tells us **7** out of every **10** people said **the person had friends other than family and support workers.**

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

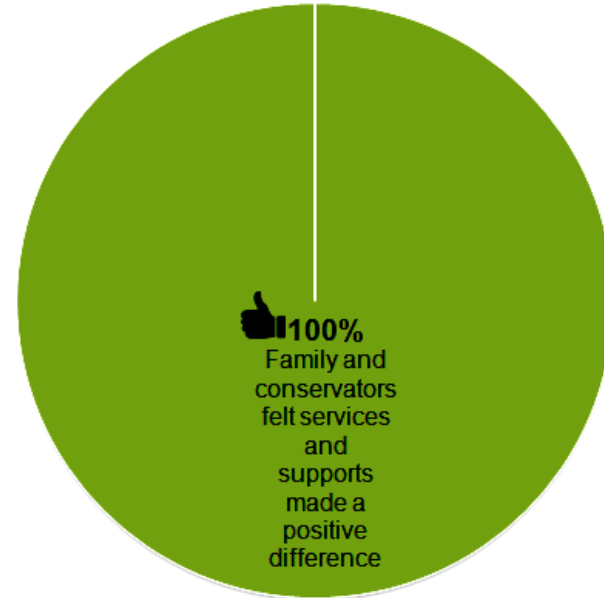
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NCI asked family and conservators if they were satisfied with the person's services and supports.



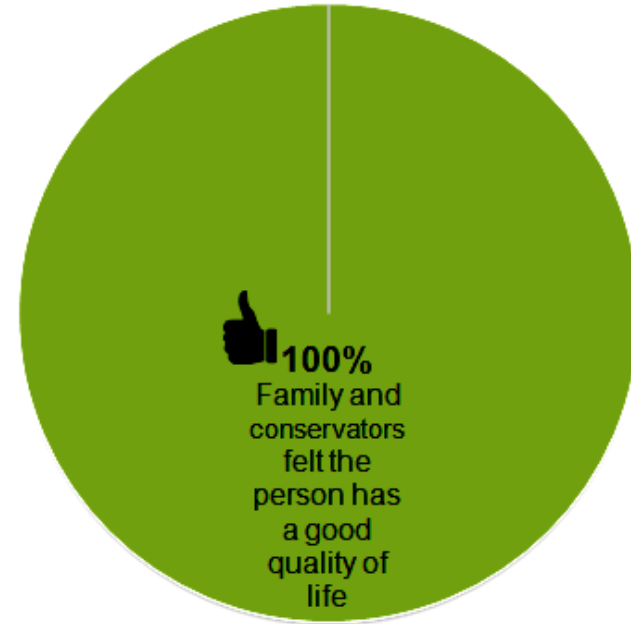
NCI tells us **9** out of every **10** people said they were **satisfied with the person's services and supports.**

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



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

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



NCI tells us **10** 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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