

Adult Family Survey

California Statewide Report

Fiscal Year 2013-2014



Prepared by Human Services Research Institute for the

CALIFORNIA DEPARTMENT OF DEVELOPMENTAL SERVICES

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**NATIONAL CORE
INDICATORS**

A Collaboration of
the National Association of State Directors of
Developmental Disabilities Services
and the Human Services Research Institute



Human Services
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**National Association of State Directors of
Developmental Disabilities Services
(NASDDDS)**

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Message from the California Department of Developmental Services

Mission: The Department of Developmental Services (DDS) is committed to providing leadership that results in quality services to the people of California and assures the opportunity for individuals with developmental disabilities to exercise their right to make choices.

The NCI Adult Family report was compiled by the Human Services Research Institute (HSRI) in accordance with Welfare and Institutions Code (WIC), Section 4571. It is an important effort to collect accurate, reliable, and valid consumer and family satisfaction measures, as well as consumer outcome data. More information about the California NCI can be found at <http://www.dds.ca.gov/QA/>.

This is the second administration of the Adult Family Survey, with data collected from July 2013 through June 2014. During that time, 3890 families of an adult with intellectual/developmental disabilities provided their input through mail surveys sent by the State Council on Developmental Disabilities (SCDD). These findings contribute to our understanding of how California's system is performing. California can use these reports to monitor changes in the system and to guide strategic planning and quality improvement activities. Regional centers can use the data in a similar fashion at the local level.

This data should be interpreted in the context of legislative changes in California that have impacted services received by families of people with intellectual/developmental disabilities. The FY 09-10 state budget reduced funding of non-medical services and therapies and eliminated funding of services not required by the federal government. Another FY 09-10 major budget change in the delivery of services was the mandate that regional centers could no longer pay for services if other funding was available (ex: Medi-Cal, Medicare, private insurance, etc.). In addition, SB 946, the California Autism Insurance Law which took effect in 2012, transferred responsibility of behavioral health treatment for individuals aged 22 and under with a diagnosis of autism to health plan providers. These changes in service delivery should be kept in mind when reading this report.

A third Adult Family Survey will take place in fiscal year (FY) 16/17. DDS will then have the opportunity to compare three sets of data and continue to strategically plan system improvements for the future.

Acknowledgements

This report would not be possible without the 3,890 families who agreed to offer their time and discuss their lives in order to assist in improving the services for all people with intellectual/developmental disabilities in California.

List of Abbreviations

AFS - Adult Family Survey

ARCA - Association of Regional Center Agencies

CAC - Consumer Advisory Committee

CA-ODESA - California Online Data Entry Survey Administration

CCF - Community Care Facility

CIP - Core Indicators Project

CFS - Child Family Survey

CMS - Centers for Medicare & Medicaid Services

DDS - Department of Developmental Services

FGS - Family/Guardian Survey

FHA - Family Home Agency

HCBS – Home and Community-Based Services

HSRI - Human Services Research Institute

ICF - Intermediate Care Facility

ILS/SLS - Independent Living Services/Supported Living Services

NASDDDS - National Association of State Directors of Developmental Disabilities Services

NCI - National Core Indicators

QAC - Quality Assessment Coordinator

RC - Regional Center

SCDD - State Council on Developmental Disabilities

List of Regional Center Abbreviations

ACRC - Alta California Regional Center

CVRC - Central Valley Regional Center

ELARC - Eastern Los Angeles Regional Center

FNRC - Far Northern Regional Center

FDLRC - Frank D. Lanterman Regional Center

GGRC - Golden Gate Regional Center

HRC - Harbor Regional Center

IRC - Inland Regional Center

KRC - Kern Regional Center

NBRC - North Bay Regional Center

NLACRC - North Los Angeles County Regional Center

RCEB - Regional Center of the East Bay

RCOC - Regional Center of Orange County

RCRC - Redwood Coast Regional Center

SARC - San Andreas Regional Center

SDRC - San Diego Regional Center

SG/PRC - San Gabriel/Pomona Regional Center

SCLARC - South Central Los Angeles Regional Center

TCRC - Tri-Counties Regional Center

VMRC - Valley Mountain Regional Center

WRC - Westside Regional Center

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Executive Summary

The National Core Indicators (NCI) are standard measures used across states to assess the outcomes of services provided to individuals with intellectual/developmental disabilities and their families. The Indicators cover key areas such as employment, respect/rights, service planning, community inclusion, choice, and health and safety. The data that result from NCI surveys are often used to inform strategic planning, produce legislative reports, and prioritize quality improvement initiatives. Many states also share the data with stakeholder groups such as Quality Councils and use the stakeholder feedback to help set priorities and establish policy direction.

The NCI Adult Family Survey is administered to families who have an adult (18 years or older) with an intellectual/developmental disability who lives in the family home and receives at least one service other than case management. Not all states that participate in NCI administer the Adult Family Survey on an annual basis. Of the 39 states, the District of Columbia and 22 sub-state entities who participated in NCI during the 2013-2014 data collection cycle, 13 states and the District of Columbia submitted a valid sample of Adult Family Survey data. These data comprise the national average in this report. In California, the Adult Family Survey is administered once every three years and data were collected from all 21 regional centers. The California statewide average is comprised of this data.

The following are California statewide averages for a selection of survey items. Complete breakouts by regional center, California statewide, and NCI national averages for each item in the Adult Family Survey can be found in the Results section of this report.

Demographics of Family Member

The average age of family members for whom the survey was completed was 32 years old, and the majority were male (60%). Across states, the largest group of family members were white (42%); 34% were Hispanic or Latino; and 8% were black or African-American. In most households, the family member for whom the survey was completed was the only person with ID/DD (86%).

The preferred means of communication for most was spoken language (75%), followed by gestures or body language (15%). Most people spoke English (73%), while 15% had a preferred language of Spanish and 12% another language.

The vast majority required medical care less than once a month (79%) or at least once a month but less than once a week (17%); 4% required at least weekly medical care. Just over half did not require behavioral supports (54%), while 32% needed some behavioral support and 15% required extensive support. The reported amount of help needed with daily activities was: 24% none; 22% little; 28% moderate; and 26% complete.

Demographics of Respondents

Just over half of the respondents to the survey were 55 or older (47% fell in the range of 55 to 74 and 8% were 75 or older); 16% were under 35 years old and 29% were in the range of 35 to 54.

Nearly all respondents were the family member's primary caregiver (93%). Most respondents reported that they had full or limited guardianship or conservatorship (50% full, 11 % limited); 40% were not the individual's guardian or conservator.

More than two-thirds of respondents reported a total family income in the past year of less than \$50,001 (23% reported less than \$15,000, 21% reported between \$15,001 and \$25,000, and 26% reported between \$25,001 and \$50,000); 13% earned \$50,001-\$75,000 and the remaining 17% earned more than \$75,000 in the past year. The amounts that families reported paying out-of-pocket for their family member's care were: 25% nothing; 13% between \$1 and \$100; 32% between \$101 and \$1,000; 26% between \$1,001 and \$10,000; and 4% spent more than \$10,000.

Services and Supports Received

Families reported receiving the following state-provided services and supports: financial support (10%), in-home support (35%), out-of-home respite care (22%), day or employment supports (57%), and transportation (59%); 18% received supports that fell into the category of "other." Nearly all families reported receiving social security benefits (84%).

Information and Planning

Across California, 35% of respondents say they always receive enough information to help plan services for their family, and 39% reported that the information they receive about services and supports is always easy to understand. Two-thirds felt the case manager/service coordinator always respects the family's choices and opinions (66%). More than one-third reported that the

case manager/service coordinator always tells them about public services for which their family is eligible (38%).

Of the 72% of respondents who reported that their family member has an Individual Program Plan (IPP), most indicated that the plan includes all the services and supports the family member wants (83%) and that their family member received all services listed in the plan (87%). Most felt the Individual Program Plan (IPP) includes all the services and support their family member needs (78%). In addition, most (63%) reported that they had discussed how to handle emergencies related to their family member during the last planning meeting.

Access and Delivery of Supports and Services

More than half of respondents (52%) reported that they or their family member were always able to contact support workers, while half reported that they or their family member were always able to contact the case manager/service coordinator (50%) when needed. Forty percent (40%) reported that services and supports were always available when needed; 42% indicated that services and supports were always available reasonably close to home; and 38% felt that services and supports always changed when their family member's needs changed.

Among respondents whose family member transitioned from school services to state-funded services in the past year, more than two-thirds (72%) were happy with the transition. Most indicated that crisis or emergency services were provided if requested in the past year (64%). The vast majority of respondents reported having access to health services (94%) and dental services (76%) for their family member; nearly all (96%) reported they can get needed medication for their family member. Most also reported having access to needed mental health services for their family member (80%). Just over three-quarters reported having access to respite services (77%). Across California, 49% of respondents reported that there were services needed that were not currently offered or available.

Choice and Control

Nearly half of all respondents reported that they always choose the provider agencies that work with their family (45%), while just under one-third reported that their family member always makes this choice (31%); just under half of respondents (49%) reported that they can always choose another provider agency if they want. Just over one-third of all respondents (35%) and one-quarter of family members (25%) always choose the individual support workers; 54% of respondents reported always being able to choose different support workers.

Slightly more than one-quarter of respondents (28%) reported knowing how much money is spent by the regional center on their family member's behalf, while 13% reported that their family member had this knowledge. Of the 35% of respondents who reported they had a say in how regional center money is spent, 89% reported having all the information needed to decide how to spend the money. Similarly, of the 24% of respondents who reported that their family member has a say in how regional center money is spent on their behalf, 91% reported that their family member had all the information needed to make these

Community Connections

Most respondents reported that their family member participates in community activities (80%). Among the remaining 13%, the reasons given for the lack of participation included lack of transportation (26%), cost (25%), lack of support staff (25%), negative attitudes from community members (9%), and "other" (51%). More than two-thirds of respondents (68%) reported that their family member has friends and relationships with people other than paid staff or family. Across regional centers, most reported that their family member has enough support to work or volunteer in the community (59%).

Satisfaction with Services and Supports

Across California, 41% of respondents responded that they are always satisfied with the services and supports their family receives. Fewer than half reported that they know the process for filing a complaint or grievance against provider agencies or staff (45%), though most are satisfied with the way complaints or grievances are handled (75%). Almost two-thirds of respondents know how to report abuse or neglect (65%); of the 26% who reported abuse or neglect in the past year, 83% said that the appropriate people were responsive to the report.

Family Outcomes

Nearly all respondents say that services and supports have made a positive difference in their family's life (92%), and most say that services and supports have reduced their family's out-of-pocket expenses related to their family member's care (78%). Of the 32% of respondents who

reported that their family or family member's services or supports were reduced, suspended, or terminated in the past year, three-quarters (78%) reported that this action had a negative impact on the family or family member.

I. Results

This section provides regional center, state and national results for demographic and survey outcomes data.

Survey Development

The Adult Family Survey was developed and first utilized in 1997-99 by a technical advisory group for the purpose of measuring the experiences of families who had an adult family member with an intellectual/developmental disability living at home. Results and feedback from the first administration of the survey demonstrated that it was relatively straightforward to administer, yielded good response rates, and provided sound feedback to regional centers.

Many questions were drawn from survey instruments already in use in the field; others were developed specifically for NCI. NCI staff routinely refine the instrument based on feedback from families and state staff.

Most participating states use the basic survey tool developed by the project. However, some states opt to incorporate additional survey questions to look more deeply at specific issues. The addition of supplementary questions is typically done after a state participates in NCI for at least a year and establishes baseline results.

Organization of the Adult Family Survey

The Adult Family Survey is composed of the three sections described below. Additionally, at the end of the survey, respondents may write open-ended comments concerning their family's participation in the service system.

Demographics

The survey instrument begins with a series of questions relating to characteristics of the family member with an intellectual/developmental disability (e.g., age, race, type of disability) followed by a series of demographic questions pertaining to the survey respondent (e.g., age, health status, relationship to the individual with the intellectual/developmental disability).

Services and Supports Received

A brief section of the survey asks the respondent to identify the services and supports that they and/or their family member with an intellectual/developmental disability receive.

Questions Regarding Services and Supports

The survey contains six groupings of questions that probe specific areas of quality service provision: information and planning, access and delivery of services, choice and control, community connections, satisfaction, and outcomes.

Each question is constructed so the respondent selects from either five possible responses ("always," "usually," "sometimes," "seldom," or "never") or two responses ("yes" or "no"). Respondents also have the option to indicate that they don't know the answer to a question or that the question is not applicable.

Presentation of Data

Direct feedback from families is an important means for states to gauge service and support satisfaction and to pinpoint areas for quality improvement. All demographic and individual outcome results from the Adult Family Survey are presented in this report. Outcome results are presented in six subsections that correspond with the sections of the Adult Family Survey. The beginning of each subsection provides an overall synopsis of findings across states.

For each question, outcome results are first shown in a graph with the California Statewide Average and then in a table that shows a breakout of each regional center's percentage and the NCI Average.

Regional centers receive an 'n/a' designation for a survey item if fewer than 20 people responded.

The NCI Average is the average of all individual state percentages.

Demographics

Note:

“Respondent” refers to the person (usually a parent or guardian) filling out the survey.

“Family Member” refers to the person receiving services who the respondent is answering questions about in this survey.

Family Member

This section provides demographic information about the family member receiving services.

Table 1. Family Member's Age

Regional Center	Average Age	N
ACRC	32.1	209
CVRC	32.0	180
ELARC	31.4	185
FNRC	31.9	167
FDLRC	30.0	200
GGRC	34.2	169
HRC	31.2	185
IRC	32.2	165
KRC	30.5	153
NBRC	30.9	192
NLACRC	30.3	171
RCEB	32.5	168
RCOC	32.4	208
RCRC	32.4	177
SARC	31.9	166
SDRC	31.5	189
SG/PRC	32.8	166
SCLARC	30.8	165
TCRC	32.1	201
VMRC	31.7	188
WRC	32.0	174
CA Average	31.7	3,808
NCI Average	34.5	8,087

Table 2. Family Member's Gender

Regional Center	Male	Female	N
ACRC	60%	40%	210
CVRC	61%	39%	174
ELARC	62%	38%	185
FNRC	62%	38%	167
FDLRC	63%	37%	201
GGRC	55%	45%	174
HRC	60%	40%	185
IRC	58%	42%	166
KRC	60%	40%	158
NBRC	59%	41%	196
NLACRC	61%	39%	174
RCEB	65%	35%	170
RCOC	61%	39%	208
RCRC	62%	38%	180
SARC	62%	38%	169
SDRC	58%	42%	190
SG/PRC	63%	37%	169
SCLARC	63%	37%	167
TCRC	55%	45%	201
VMRC	61%	39%	191
WRC	62%	38%	178
CA Average	61%	39%	3,843
NCI Average	57%	43%	8,110

Table 3. Family Member's Race and Ethnicity

Regional Center	American Indian or Alaska Native	Asian	Black or African-American	Hawaiian or Pacific Islander	White	Other or Unknown	Two or More Races	Hispanic or Latino
ACRC	4%	12%	11%	0%	59%	1%	13%	13%
CVRC	2%	8%	8%	1%	42%	0%	8%	34%
ELARC	1%	17%	2%	1%	19%	0%	2%	65%
FNRC	7%	4%	1%	1%	71%	1%	9%	19%
FDLRC	1%	17%	6%	1%	30%	2%	6%	42%
GGRC	0%	33%	5%	1%	45%	1%	4%	17%
HRC	1%	18%	11%	1%	35%	2%	9%	37%
IRC	4%	5%	9%	1%	42%	1%	6%	42%
KRC	1%	4%	10%	2%	46%	1%	3%	38%
NBRC	2%	9%	13%	1%	54%	1%	9%	22%
NLACRC	2%	8%	11%	0%	36%	1%	6%	43%
RCEB	0%	19%	14%	2%	36%	1%	11%	24%
RCOC	1%	16%	1%	2%	39%	1%	10%	34%
RCRC	7%	2%	2%	1%	78%	1%	6%	14%
SARC	1%	26%	2%	2%	41%	1%	9%	26%
SDRC	1%	12%	4%	2%	43%	1%	6%	36%
SG/PRC	1%	15%	10%	1%	26%	1%	9%	46%
SCLARC	1%	1%	26%	0%	4%	0%	0%	69%
TCRC	0%	6%	3%	1%	49%	0%	10%	35%
VMRC	5%	11%	9%	1%	51%	1%	11%	28%
WRC	2%	8%	23%	1%	34%	1%	7%	29%
CA Average	2%	12%	8%	1%	42%	1%	8%	34%
NCI Average	3%	3%	25%	0%	62%	1%	3%	7%

***Categories are not mutually exclusive, and therefore some results may add up to more than 100%.**

Note: In the California data, Hispanic is considered a race category. NCI uses the U.S. Census model, which defines ethnicity separately as Hispanic vs. Non-Hispanic.

Table 4. More Than One Person Living in the Home Has ID/DD

Regional Center	Yes	N
ACRC	11%	209
CVRC	16%	179
ELARC	15%	184
FNRC	19%	165
FDLRC	14%	200
GGRC	15%	172
HRC	9%	184
IRC	14%	162
KRC	16%	154
NBRC	12%	194
NLACRC	18%	172
RCEB	17%	169
RCOC	7%	211
RCRC	18%	177
SARC	14%	169
SDRC	13%	187
SG/PRC	13%	164
SCLARC	14%	160
TCRC	16%	198
VMRC	10%	189
WRC	12%	174
CA Average	14%	3,803
NCI Average	12%	8,024

Table 5. Family Member's Preferred Means of Expression

Regional Center	Spoken	Sign Language or Finger Spelling	Gestures or Body Language	Communication Aid or Device	Other	N
ACRC	76%	3%	16%	1%	4%	214
CVRC	66%	3%	22%	3%	6%	179
ELARC	77%	4%	13%	1%	4%	180
FNRC	75%	2%	16%	2%	5%	170
FDLRC	74%	4%	16%	3%	5%	198
GGRC	78%	1%	15%	2%	4%	166
HRC	74%	4%	15%	3%	5%	185
IRC	70%	3%	18%	1%	8%	156
KRC	78%	5%	13%	1%	3%	145
NBRC	77%	2%	16%	1%	4%	195
NLACRC	74%	5%	14%	2%	5%	173
RCEB	78%	4%	13%	3%	2%	170
RCOC	73%	2%	18%	1%	6%	211
RCRC	78%	3%	14%	1%	4%	178
SARC	76%	2%	13%	3%	5%	165
SDRC	76%	5%	16%	1%	2%	194
SG/PRC	74%	1%	15%	2%	8%	170
SCLARC	69%	4%	19%	1%	8%	161
TCRC	83%	2%	10%	1%	4%	202
VMRC	75%	3%	15%	1%	7%	193
WRC	82%	1%	14%	1%	2%	181
CA Average	75%	3%	15%	2%	5%	3,814
NCI Average	72%	2%	20%	2%	4%	8,018

Table 6. Family Member's Preferred Language

Regional Center	English	Spanish	Other	N
ACRC	87%	4%	9%	215
CVRC	78%	14%	8%	178
ELARC	56%	22%	22%	183
FNRC	87%	8%	6%	171
FDLRC	61%	18%	22%	203
GGRC	68%	8%	24%	172
HRC	70%	15%	15%	187
IRC	75%	20%	6%	157
KRC	77%	20%	3%	154
NBRC	82%	11%	6%	193
NLACRC	67%	20%	13%	171
RCEB	72%	14%	14%	171
RCOC	70%	16%	14%	208
RCRC	91%	6%	3%	178
SARC	73%	10%	17%	170
SDRC	74%	17%	9%	194
SG/PRC	67%	19%	14%	170
SCLARC	43%	45%	12%	168
TCRC	76%	16%	9%	200
VMRC	80%	13%	8%	191
WRC	75%	14%	11%	182
CA Average	73%	15%	12%	3,845
NCI Average	92%	4%	5%	8,107

Table 7. Family Member's Highest level of Education

Regional Center	No High School Diploma or GED	High School Diploma or GED	Vocational School	Some College	College Degree	N
ACRC	61%	32%	0%	6%	0%	203
CVRC	51%	37%	4%	6%	1%	159
ELARC	47%	43%	6%	4%	1%	169
FNRC	43%	42%	1%	13%	1%	160
FDLRC	46%	45%	3%	5%	2%	194
GGRC	53%	34%	5%	8%	1%	160
HRC	49%	35%	5%	10%	1%	173
IRC	47%	45%	3%	5%	1%	148
KRC	39%	54%	3%	3%	1%	142
NBRC	53%	37%	3%	8%	0%	182
NLACRC	39%	48%	5%	6%	2%	161
RCEB	56%	28%	5%	10%	0%	164
RCOC	47%	40%	5%	7%	1%	192
RCRC	47%	44%	1%	7%	1%	174
SARC	54%	31%	5%	7%	3%	156
SDRC	51%	43%	1%	5%	0%	181
SG/PRC	41%	42%	7%	8%	2%	156
SCLARC	49%	47%	3%	1%	0%	141
TCRC	49%	40%	5%	5%	1%	182
VMRC	52%	39%	3%	5%	1%	165
WRC	44%	40%	5%	10%	1%	170
CA Average	49%	40%	4%	7%	1%	3,558
NCI Average	48%	46%	4%	2%	1%	7,623

Table 8. Family Member's Typical Day Activities

Regional Center	Out of Home Day Program (Unpaid)	Out of Home Day Program (Paid)	Vocational Training	Community Employment (Unpaid)	Community Employment (Paid)	In-home Day Supports	At Home (by Choice)	At Home (No Services)	At Home (Other)	Other
ACRC	45%	14%	12%	5%	12%	11%	10%	4%	8%	15%
CVRC	45%	14%	8%	3%	5%	10%	10%	4%	7%	19%
ELARC	38%	13%	12%	7%	6%	13%	7%	3%	3%	17%
FNRC	36%	22%	8%	5%	10%	23%	3%	1%	6%	18%
FDLRC	35%	11%	8%	4%	5%	7%	12%	3%	8%	15%
GGRC	52%	9%	9%	9%	9%	19%	9%	1%	4%	19%
HRC	37%	9%	14%	5%	6%	10%	5%	2%	4%	12%
IRC	32%	13%	6%	6%	15%	7%	7%	3%	3%	20%
KRC	44%	9%	7%	1%	7%	5%	7%	7%	3%	18%
NBRC	37%	24%	10%	2%	7%	12%	13%	4%	7%	26%
NLACRC	34%	12%	7%	10%	8%	9%	9%	2%	9%	14%
RCEB	45%	14%	9%	4%	10%	15%	8%	3%	4%	21%
RCOC	37%	14%	11%	6%	11%	7%	8%	0%	7%	12%
RCRC	44%	13%	4%	7%	10%	16%	15%	9%	12%	12%
SARC	49%	13%	9%	10%	8%	14%	9%	5%	4%	21%
SDRC	33%	19%	6%	7%	10%	8%	8%	1%	4%	14%
SG/PRC	30%	22%	12%	4%	7%	2%	5%	1%	3%	18%
SCLARC	35%	15%	8%	4%	6%	9%	3%	3%	2%	29%
TCRC	46%	14%	9%	6%	16%	18%	12%	4%	8%	19%
VMRC	46%	15%	8%	3%	5%	9%	5%	2%	4%	13%
WRC	39%	16%	11%	4%	11%	18%	6%	3%	1%	18%
CA Average	40%	14%	9%	5%	9%	11%	8%	3%	5%	17%
NCI Average	37%	15%	7%	6%	12%	15%	7%	2%	5%	21%

Table 9. Frequency of Medical Care Needed for Family Member

Regional Center	Less Frequently Than Once a Month	At Least Once a Month, Not Once a Week	At Least Once a Week	N
ACRC	83%	14%	2.9%	205
CVRC	74%	20%	7%	168
ELARC	76%	21%	4%	165
FNRC	83%	14%	3%	163
FDLRC	74%	21%	6%	189
GGRC	87%	10%	4%	157
HRC	81%	13%	7%	174
IRC	77%	18%	5%	148
KRC	72%	26%	2%	147
NBRC	83%	10%	7%	179
NLACRC	75%	21%	4%	166
RCEB	83%	14%	3%	159
RCOC	84%	12%	4%	194
RCRC	85%	11%	4%	171
SARC	75%	20%	5%	157
SDRC	75%	22%	3%	184
SG/PRC	75%	19%	7%	162
SCLARC	72%	21%	7%	154
TCRC	77%	20%	3%	182
VMRC	83%	14%	3%	178
WRC	81%	16%	4%	170
CA Average	79%	17%	4%	3,600
NCI Average	78%	16%	5%	7,720

Table 10. Amount of Behavioral Support Needed for Family Member

Regional Center	None	Some	Extensive	N
ACRC	54%	37%	9%	211
CVRC	49%	35%	15%	178
ELARC	54%	31%	14%	181
FNRC	58%	31%	12%	165
FDLRC	48%	35%	18%	197
GGRC	55%	34%	11%	166
HRC	60%	25%	15%	185
IRC	53%	31%	16%	159
KRC	57%	28%	15%	152
NBRC	57%	29%	13%	190
NLACRC	44%	40%	15%	169
RCEB	58%	34%	8%	169
RCOC	56%	31%	13%	204
RCRC	58%	32%	11%	179
SARC	57%	27%	16%	164
SDRC	48%	33%	19%	190
SG/PRC	59%	25%	17%	162
SCLARC	47%	29%	24%	160
TCRC	55%	29%	16%	191
VMRC	57%	30%	13%	185
WRC	48%	34%	18%	175
CA Average	54%	32%	15%	3,761
NCI Average	56%	32%	12%	8,001

Table 11. Amount of Help Needed for Family Member's Daily Activities

Regional Center	None	Little	Moderate	Complete	N
ACRC	24%	25%	32%	19%	216
CVRC	25%	19%	26%	29%	182
ELARC	25%	19%	28%	28%	187
FNRC	26%	26%	26%	23%	171
FDLRC	21%	24%	25%	30%	205
GGRC	23%	27%	30%	20%	174
HRC	29%	21%	21%	29%	188
IRC	24%	18%	25%	33%	169
KRC	27%	28%	24%	22%	156
NBRC	28%	17%	30%	24%	197
NLACRC	21%	18%	33%	29%	175
RCEB	28%	25%	23%	24%	172
RCOC	25%	22%	29%	24%	214
RCRC	24%	22%	30%	24%	182
SARC	23%	18%	35%	24%	170
SDRC	20%	21%	27%	32%	194
SG/PRC	25%	25%	25%	26%	171
SCLARC	24%	17%	31%	28%	169
TCRC	26%	25%	26%	23%	201
VMRC	25%	23%	27%	25%	194
WRC	22%	23%	29%	26%	182
CA Average	24%	22%	28%	26%	3,898
NCI Average	21%	22%	28%	29%	8,218

Respondents

This section provides demographic information about the respondent.

Table 12. Respondent's Age

Regional Center	Under 35	35-54	55-74	75 or Older	N
ACRC	7%	36%	48%	9%	213
CVRC	19%	27%	43%	11%	180
ELARC	22%	31%	35%	12%	184
FNRC	15%	22%	54%	9%	171
FDLRC	22%	32%	38%	7%	201
GGRC	11%	21%	55%	13%	168
HRC	15%	29%	48%	8%	186
IRC	16%	27%	54%	4%	166
KRC	22%	31%	40%	7%	154
NBRC	14%	31%	49%	7%	196
NLACRC	19%	34%	42%	5%	172
RCEB	10%	28%	49%	14%	169
RCOC	13%	30%	46%	10%	210
RCRC	9%	22%	63%	6%	177
SARC	14%	33%	42%	11%	168
SDRC	11%	35%	45%	8%	192
SG/PRC	18%	28%	44%	10%	170
SCLARC	41%	25%	31%	4%	166
TCRC	17%	28%	49%	6%	199
VMRC	12%	33%	48%	7%	189
WRC	18%	23%	51%	8%	180
CA Average	16%	29%	47%	8%	3,840
NCI Average	7%	27%	55%	10%	8,119

Table 13. Respondent's Health

Regional Center	Excellent	Good	Fair	Poor	N
ACRC	22%	51%	23%	5%	213
CVRC	17%	49%	30%	4%	178
ELARC	10%	52%	33%	5%	182
FNRC	19%	52%	21%	8%	170
FDLRC	14%	52%	28%	5%	201
GGRC	12%	59%	26%	2%	170
HRC	17%	51%	28%	3%	183
IRC	18%	55%	24%	2%	164
KRC	19%	50%	26%	5%	153
NBRC	18%	51%	28%	3%	195
NLACRC	17%	50%	30%	3%	172
RCEB	21%	50%	22%	7%	167
RCOC	20%	52%	24%	4%	209
RCRC	21%	51%	25%	3%	178
SARC	16%	53%	25%	6%	169
SDRC	22%	53%	23%	2%	190
SG/PRC	13%	44%	38%	5%	170
SCLARC	8%	43%	43%	7%	169
TCRC	16%	59%	23%	2%	196
VMRC	17%	49%	29%	5%	190
WRC	18%	51%	28%	2%	179
CA Average	17%	51%	28%	4%	3,828
NCI Average	15%	54%	26%	5%	8,088

Table 14. Respondent Is Primary Caregiver

Regional Center	Yes	No	N
ACRC	95%	5%	212
CVRC	93%	7%	178
ELARC	95%	5%	186
FNRC	92%	8%	170
FDLRC	90%	10%	201
GGRC	92%	8%	168
HRC	92%	8%	186
IRC	96%	4%	166
KRC	94%	6%	155
NBRC	93%	7%	192
NLACRC	94%	6%	173
RCEB	95%	5%	168
RCOC	93%	7%	209
RCRC	92%	8%	180
SARC	91%	9%	168
SDRC	95%	5%	190
SG/PRC	91%	9%	169
SCLARC	93%	7%	167
TCRC	92%	8%	197
VMRC	93%	7%	190
WRC	92%	8%	176
CA Average	93%	7%	3,831
NCI Average	95%	5%	8,098

Table 15. Number of Adults in Household (Not Including Family Member Receiving Services)

Regional Center	One	Two	Three	Four or More	N
ACRC	25%	53%	13%	9%	210
CVRC	20%	49%	22%	8%	178
ELARC	23%	42%	22%	13%	184
FNRC	33%	42%	14%	12%	170
FDLRC	26%	40%	18%	17%	200
GGRC	24%	48%	17%	11%	168
HRC	24%	43%	23%	10%	183
IRC	30%	37%	22%	10%	164
KRC	24%	45%	22%	9%	152
NBRC	26%	45%	18%	11%	196
NLACRC	24%	38%	24%	15%	172
RCEB	26%	46%	19%	9%	169
RCOC	21%	40%	24%	16%	210
RCRC	29%	45%	18%	8%	177
SARC	24%	51%	16%	10%	165
SDRC	28%	38%	23%	10%	184
SG/PRC	25%	45%	21%	10%	170
SCLARC	23%	35%	27%	15%	162
TCRC	23%	42%	21%	15%	195
VMRC	26%	46%	21%	7%	190
WRC	27%	42%	21%	10%	175
CA Average	25%	43%	20%	11%	3,803
NCI Average	31%	48%	15%	5%	8,043

Table 16. Respondent Is Family Member's Legal Guardian or Conservator

Regional Center	Full Guardianship or Conservatorship	Limited Guardianship or Conservatorship	No	N
ACRC	44%	5%	51%	212
CVRC	50%	6%	45%	173
ELARC	63%	9%	28%	175
FNRC	42%	16%	42%	166
FDLRC	60%	10%	30%	196
GGRC	48%	11%	41%	168
HRC	48%	10%	43%	176
IRC	48%	8%	44%	160
KRC	44%	12%	44%	153
NBRC	44%	13%	43%	188
NLACRC	49%	12%	39%	170
RCEB	57%	11%	32%	167
RCOC	41%	16%	43%	197
RCRC	45%	9%	46%	174
SARC	47%	19%	34%	166
SDRC	49%	12%	38%	180
SG/PRC	51%	10%	38%	164
SCLARC	63%	8%	29%	164
TCRC	51%	10%	39%	189
VMRC	47%	10%	43%	189
WRC	53%	8%	40%	171
CA Average	50%	11%	40%	3,725
NCI Average	60%	6%	34%	7,906

Table 17. Respondent's Highest Level of Education

Regional Center	No High School Diploma or GED	High School Diploma or GED	Vocational School	Some College	College Degree	N
ACRC	10%	19%	3%	31%	36%	212
CVRC	25%	27%	6%	22%	20%	175
ELARC	34%	25%	7%	16%	18%	176
FNRC	12%	25%	2%	31%	30%	165
FDLRC	22%	22%	7%	15%	34%	196
GGRC	6%	13%	6%	30%	45%	164
HRC	16%	16%	3%	27%	37%	182
IRC	19%	25%	6%	25%	25%	159
KRC	24%	22%	5%	28%	22%	148
NBRC	12%	24%	4%	27%	33%	192
NLACRC	22%	22%	5%	19%	32%	167
RCEB	18%	18%	6%	25%	34%	167
RCOC	15%	16%	6%	31%	32%	197
RCRC	12%	25%	6%	33%	24%	179
SARC	15%	23%	2%	18%	43%	164
SDRC	14%	16%	8%	32%	30%	188
SG/PRC	26%	23%	5%	14%	32%	165
SCLARC	43%	25%	8%	15%	8%	154
TCRC	17%	17%	10%	20%	37%	189
VMRC	19%	24%	5%	22%	30%	182
WRC	17%	20%	7%	22%	35%	167
CA Average	19%	21%	6%	24%	31%	3,713
NCI Average	13%	30%	5%	22%	30%	7,945

Table 18. Total Taxable Family Income of Wage Earners in the Past Year

Regional Center	Below \$15,000	\$15,001-\$25,000	\$25,001-\$50,000	\$50,001-\$75,000	Over \$75,000	N
ACRC	13%	15%	32%	17%	22%	179
CVRC	30%	25%	25%	7%	13%	162
ELARC	32%	29%	20%	9%	11%	161
FNRC	18%	24%	32%	15%	10%	143
FDLRC	32%	26%	20%	9%	12%	186
GGRC	18%	12%	25%	15%	30%	146
HRC	21%	20%	24%	15%	20%	170
IRC	24%	18%	25%	14%	20%	142
KRC	33%	19%	19%	14%	16%	134
NBRC	12%	16%	32%	22%	17%	167
NLACRC	25%	22%	24%	11%	17%	153
RCEB	21%	19%	22%	17%	21%	149
RCOC	19%	22%	24%	13%	23%	182
RCRC	16%	25%	38%	11%	11%	160
SARC	13%	27%	18%	11%	31%	146
SDRC	19%	24%	28%	10%	18%	172
SG/PRC	34%	25%	17%	10%	13%	155
SCLARC	34%	28%	28%	6%	3%	148
TCRC	24%	17%	26%	13%	21%	174
VMRC	23%	19%	28%	18%	11%	168
WRC	22%	15%	30%	11%	22%	151
CA Average	23%	21%	26%	13%	17%	3,370
NCI Average	25%	19%	25%	14%	16%	7,083

Table 19. Out-of-Pocket Expenses for Family in the Past Year

Regional Center	Nothing	\$1-\$100	\$101-\$1,000	\$1,001-\$10,000	Over \$10,000	N
ACRC	23%	15%	30%	30%	3%	200
CVRC	30%	20%	27%	18%	6%	169
ELARC	27%	10%	39%	21%	3%	165
FNRC	26%	16%	30%	26%	3%	159
FDLRC	21%	16%	35%	23%	5%	185
GGRC	20%	7%	27%	40%	6%	162
HRC	20%	11%	31%	29%	8%	177
IRC	31%	14%	34%	18%	3%	157
KRC	28%	11%	33%	26%	3%	140
NBRC	25%	9%	38%	24%	3%	173
NLACRC	27%	13%	33%	21%	6%	159
RCEB	28%	13%	30%	23%	6%	158
RCOC	25%	12%	31%	27%	6%	195
RCRC	28%	11%	29%	32%	0%	165
SARC	23%	7%	31%	34%	5%	154
SDRC	21%	17%	31%	27%	4%	180
SG/PRC	27%	18%	29%	21%	5%	164
SCLARC	31%	16%	39%	13%	2%	152
TCRC	17%	14%	35%	32%	3%	184
VMRC	24%	16%	33%	26%	2%	171
WRC	21%	15%	28%	29%	7%	164
CA Average	25%	13%	32%	26%	4%	3,559
NCI Average	23%	15%	36%	23%	2%	7,591

Services and Supports Received

This section provides information about the services and supports received by the family from the Regional Center (social security benefits being the exception).

Table 20. Services and Supports Received From Regional Center¹

Regional Center	Financial Support	In-Home Support	Out-of-Home Respite Care	Day or Employment Supports	Transportation	Other	Social Security Benefits
ACRC	11%	28%	19%	60%	66%	12%	87%
CVRC	7%	29%	20%	58%	63%	23%	89%
ELARC	10%	36%	28%	49%	56%	18%	81%
FNRC	13%	38%	27%	61%	52%	16%	85%
FDLRC	10%	39%	19%	49%	44%	19%	76%
GGRC	8%	38%	24%	65%	56%	15%	84%
HRC	8%	30%	13%	49%	49%	19%	78%
IRC	6%	41%	13%	53%	59%	17%	87%
KRC	6%	22%	13%	54%	64%	19%	79%
NBRC	13%	40%	12%	66%	67%	14%	84%
NLACRC	7%	34%	19%	53%	52%	19%	73%
RCEB	9%	38%	28%	60%	58%	18%	82%
RCOC	8%	29%	22%	62%	64%	16%	84%
RCRC	20%	47%	29%	63%	63%	22%	87%
SARC	9%	45%	30%	64%	61%	19%	92%
SDRC	12%	41%	28%	60%	58%	22%	83%
SG/PRC	7%	27%	14%	60%	66%	16%	88%
SCLARC	7%	29%	19%	46%	55%	17%	81%
TCRC	8%	35%	32%	61%	57%	18%	85%
VMRC	7%	31%	23%	51%	63%	17%	83%
WRC	15%	46%	30%	60%	58%	23%	87%
CA Average	10%	35%	22%	57%	59%	18%	84%
NCI Average	15%	45%	30%	58%	61%	25%	91%

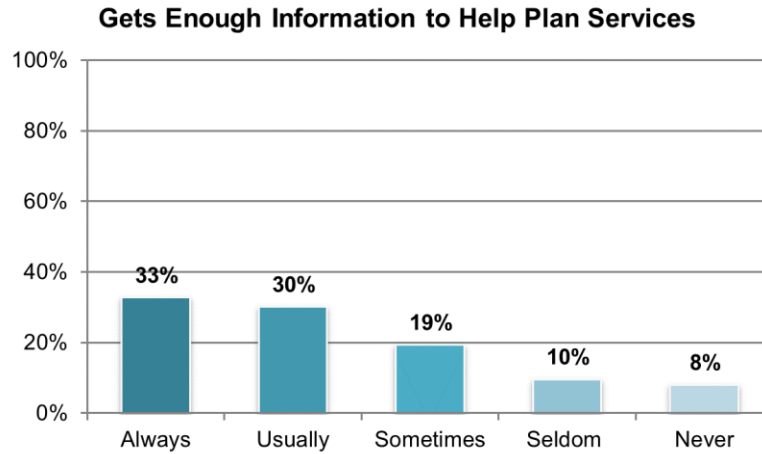
¹ All services provided by the Regional Center except for social security benefits.

Adult Family Survey Results

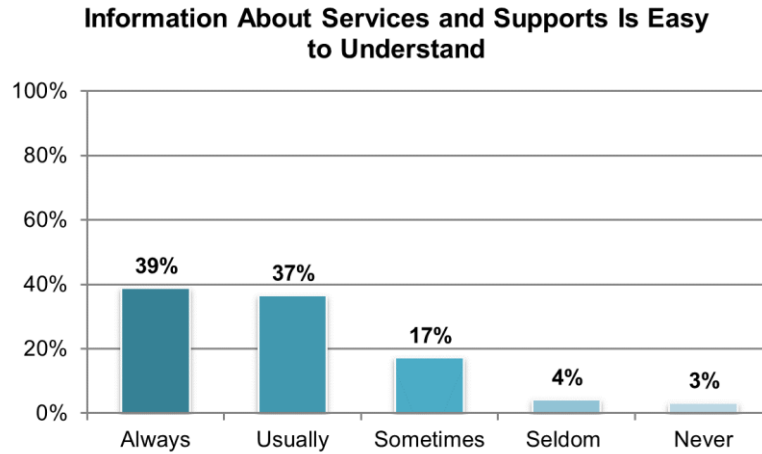
Information and Planning

Families and family members with disabilities have the information and support necessary to plan for their services and supports.

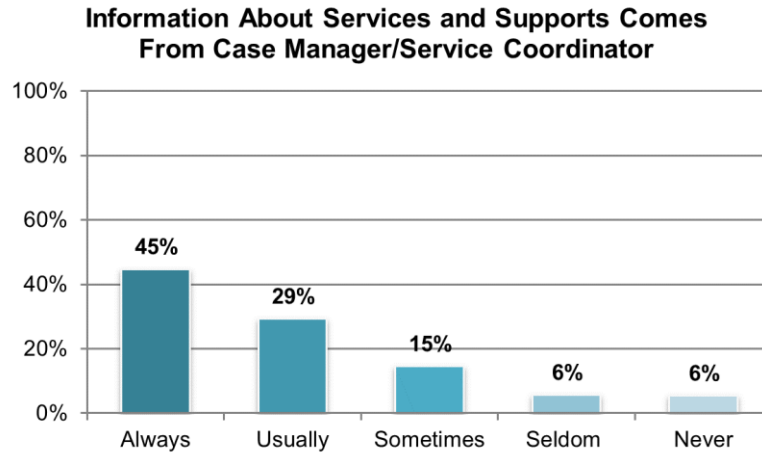
Note: Regional center outcomes denoted with an n/a means there were too few cases to report (less than 20 responses).

**Table Q1. Do you get enough information to help you participate in planning services for your family?**

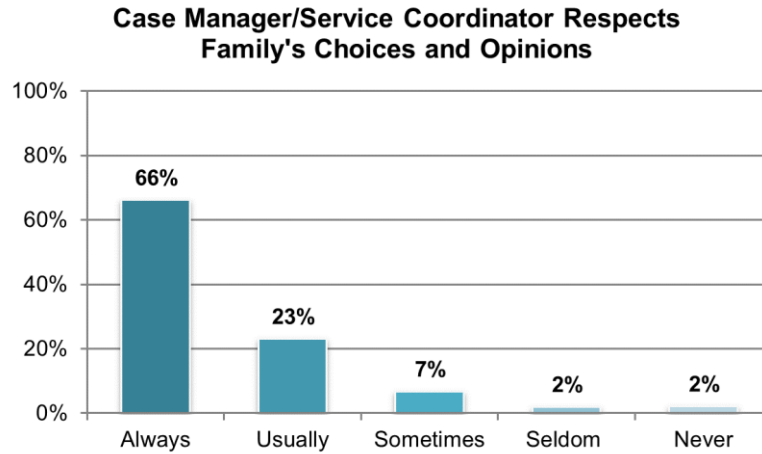
Regional Center	Always	Usually	Sometimes	Seldom	Never	N
ACRC	36%	30%	18%	8%	9%	197
CVRC	34%	31%	22%	6%	7%	161
ELARC	48%	24%	18%	5%	5%	172
FNRC	46%	34%	13%	4%	3%	160
FDLRC	35%	24%	25%	8%	8%	181
GGRC	27%	43%	17%	9%	5%	150
HRC	34%	29%	18%	8%	11%	169
IRC	28%	30%	21%	14%	7%	135
KRC	30%	28%	16%	16%	10%	138
NBRC	27%	31%	18%	10%	14%	180
NLACRC	32%	28%	22%	10%	8%	156
RCEB	23%	24%	23%	15%	15%	142
RCOC	34%	37%	19%	6%	5%	189
RCRC	36%	33%	16%	11%	4%	167
SARC	27%	34%	16%	11%	12%	151
SDRC	35%	30%	20%	10%	5%	174
SG/PRC	26%	38%	19%	7%	11%	151
SCLARC	33%	21%	16%	11%	19%	140
TCRC	31%	30%	22%	11%	5%	183
VMRC	29%	26%	21%	15%	8%	163
WRC	37%	26%	22%	10%	5%	165
CA Average	33%	30%	19%	10%	8%	3,452
NCI Average	35%	36%	17%	7%	4%	7,477

**Table Q2. Is the information you receive easy to understand?**

Regional Center	Always	Usually	Sometimes	Seldom	Never	N
ACRC	38%	36%	19%	3%	4%	192
CVRC	40%	38%	16%	3%	3%	160
ELARC	50%	31%	16%	3%	1%	173
FNRC	42%	44%	10%	4%	1%	165
FDLRC	42%	32%	18%	5%	3%	187
GGRC	31%	42%	21%	5%	1%	153
HRC	45%	29%	16%	6%	4%	165
IRC	38%	40%	16%	5%	1%	140
KRC	35%	32%	24%	5%	4%	136
NBRC	41%	34%	17%	4%	4%	168
NLACRC	38%	38%	19%	2%	3%	154
RCEB	34%	33%	20%	7%	6%	136
RCOC	37%	42%	15%	4%	2%	189
RCRC	42%	41%	10%	5%	2%	168
SARC	30%	41%	17%	9%	3%	150
SDRC	44%	29%	22%	2%	3%	179
SG/PRC	31%	42%	19%	3%	5%	151
SCLARC	42%	29%	17%	3%	9%	143
TCRC	36%	43%	14%	4%	3%	181
VMRC	39%	37%	15%	5%	3%	156
WRC	42%	34%	19%	1%	4%	161
CA Average	39%	37%	17%	4%	3%	3,435
NCI Average	35%	40%	19%	4%	2%	7,448

**Table Q3. Does the information you receive come from your case manager/service coordinator?**

Regional Center	Always	Usually	Sometimes	Seldom	Never	N
ACRC	49%	28%	10%	5%	8%	192
CVRC	45%	27%	20%	2%	6%	162
ELARC	56%	24%	12%	1%	7%	176
FNRC	52%	34%	8%	6%	1%	156
FDLRC	46%	28%	16%	4%	6%	189
GGRC	35%	40%	14%	6%	5%	150
HRC	50%	24%	12%	7%	7%	161
IRC	43%	34%	9%	8%	6%	138
KRC	43%	28%	14%	11%	4%	142
NBRC	41%	28%	20%	5%	7%	169
NLACRC	46%	27%	17%	6%	5%	145
RCEB	38%	27%	19%	6%	10%	143
RCOC	50%	32%	10%	5%	2%	191
RCRC	42%	34%	15%	6%	4%	166
SARC	40%	27%	17%	9%	7%	144
SDRC	47%	31%	14%	5%	3%	176
SG/PRC	35%	35%	20%	4%	5%	150
SCLARC	56%	21%	11%	3%	8%	146
TCRC	40%	26%	19%	10%	6%	184
VMRC	42%	31%	15%	8%	4%	155
WRC	44%	30%	15%	4%	6%	165
CA Average	45%	29%	15%	6%	6%	3,428
NCI Average	43%	34%	15%	5%	3%	7,418

**Table Q4. Does the case manager/service coordinator respect your family's choices and opinions?**

Regional Center	Always	Usually	Sometimes	Seldom	Never	N
ACRC	68%	23%	6%	1%	2%	190
CVRC	70%	21%	6%	1%	3%	164
ELARC	74%	19%	5%	1%	1%	172
FNRC	75%	21%	1%	2%	1%	160
FDLRC	66%	24%	7%	1%	2%	192
GGRC	59%	31%	7%	1%	3%	147
HRC	65%	20%	10%	2%	2%	166
IRC	67%	25%	6%	1%	1%	137
KRC	64%	17%	10%	6%	3%	143
NBRC	66%	21%	7%	3%	3%	174
NLACRC	63%	27%	6%	1%	3%	158
RCEB	59%	25%	11%	2%	3%	148
RCOC	71%	21%	7%	1%	1%	197
RCRC	70%	19%	8%	2%	1%	170
SARC	57%	28%	10%	3%	1%	148
SDRC	68%	23%	6%	2%	1%	176
SG/PRC	59%	30%	7%	2%	3%	152
SCLARC	61%	28%	3%	3%	5%	152
TCRC	68%	20%	6%	3%	3%	180
VMRC	67%	22%	8%	2%	1%	165
WRC	69%	22%	5%	2%	2%	165
CA Average	66%	23%	7%	2%	2%	3,483
NCI Average	68%	24%	5%	1%	2%	7,504

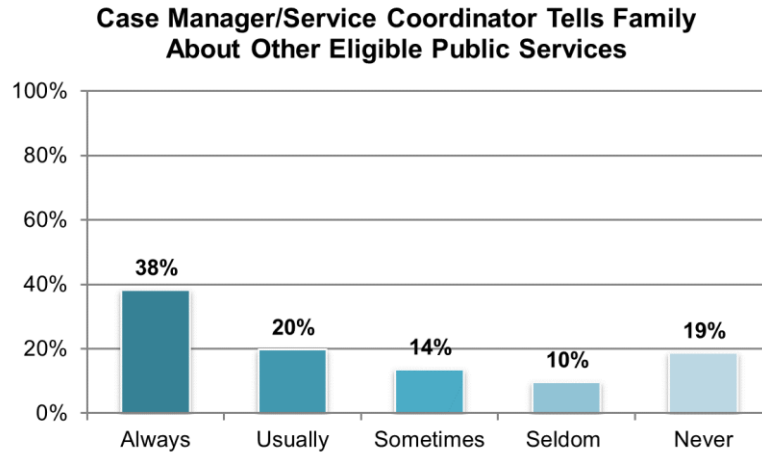
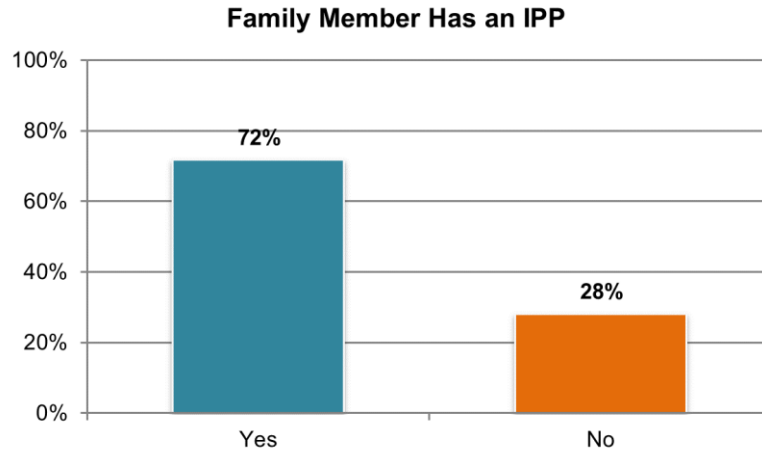
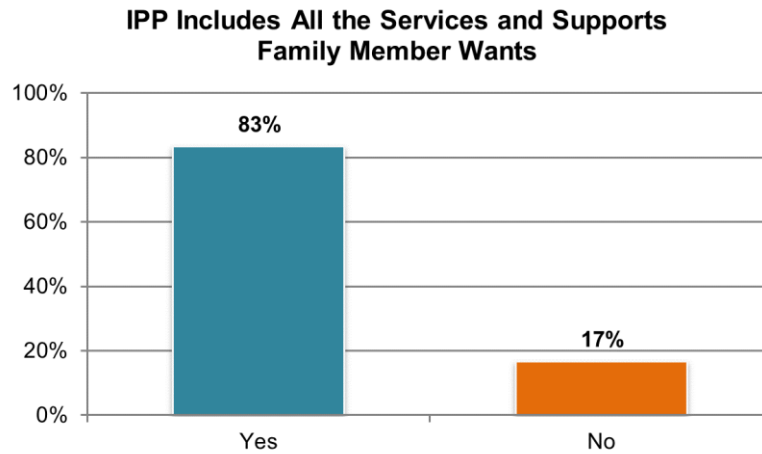


Table Q5. Does the case manager/service coordinator tell you about other public services that your family is eligible for (food stamps, Supplemental Security Income [SSI], housing subsidies, etc.)?

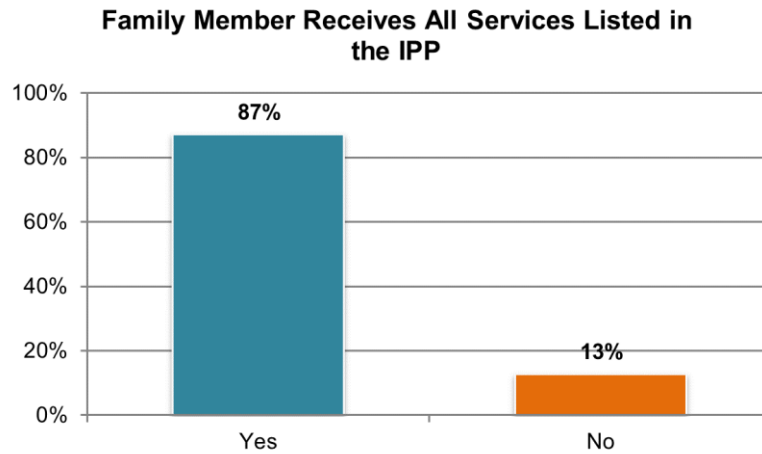
Regional Center	Always	Usually	Sometimes	Seldom	Never	N
ACRC	37%	23%	11%	11%	17%	169
CVRC	41%	19%	12%	7%	21%	151
ELARC	45%	17%	17%	5%	15%	168
FNRC	48%	25%	10%	10%	7%	147
FDLRC	33%	22%	12%	9%	24%	181
GGRC	33%	24%	19%	8%	15%	144
HRC	43%	16%	12%	9%	20%	165
IRC	35%	19%	14%	5%	27%	139
KRC	32%	15%	18%	11%	24%	142
NBRC	33%	22%	8%	17%	20%	174
NLACRC	37%	19%	17%	11%	16%	155
RCEB	33%	17%	14%	10%	26%	142
RCOC	47%	25%	9%	10%	9%	193
RCRC	42%	22%	11%	8%	17%	157
SARC	36%	20%	15%	13%	17%	143
SDRC	41%	22%	15%	8%	15%	170
SG/PRC	36%	21%	15%	11%	17%	155
SCLARC	41%	12%	10%	9%	29%	150
TCRC	34%	20%	14%	13%	20%	174
VMRC	35%	17%	15%	9%	25%	162
WRC	44%	16%	18%	6%	17%	162
CA Average	38%	20%	14%	10%	19%	3,370
NCI Average	38%	24%	12%	10%	16%	7,139

**Table Q6. Does your family member have an Individual Program Plan (IPP)?**

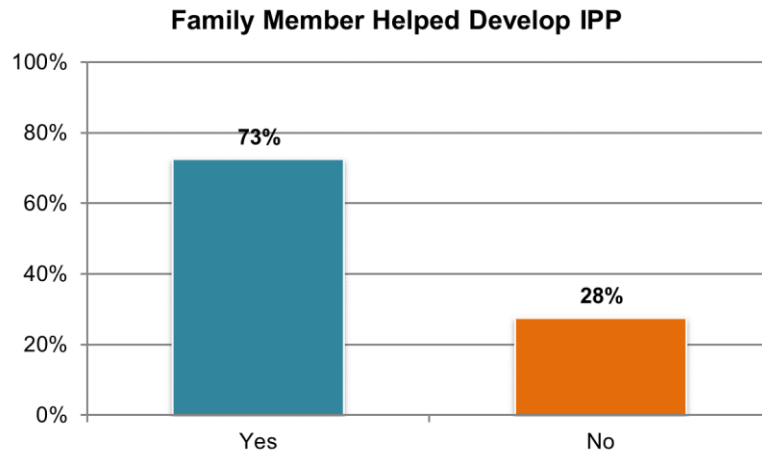
Regional Center	Yes	No	N
ACRC	81%	19%	183
CVRC	77%	23%	144
ELARC	75%	25%	150
FNRC	85%	15%	149
FDLRC	61%	39%	164
GGRC	77%	23%	137
HRC	53%	47%	143
IRC	65%	35%	117
KRC	66%	34%	128
NBRC	77%	23%	150
NLACRC	70%	30%	145
RCEB	65%	35%	142
RCOC	62%	38%	173
RCRC	88%	13%	152
SARC	74%	26%	129
SDRC	77%	23%	161
SG/PRC	66%	34%	134
SCLARC	57%	43%	115
TCRC	77%	23%	171
VMRC	77%	23%	145
WRC	68%	32%	149
CA Average	72%	28%	3,104
NCI Average	85%	15%	6,807

**Table Q7. Does the IPP include all the services and supports your family member wants?**

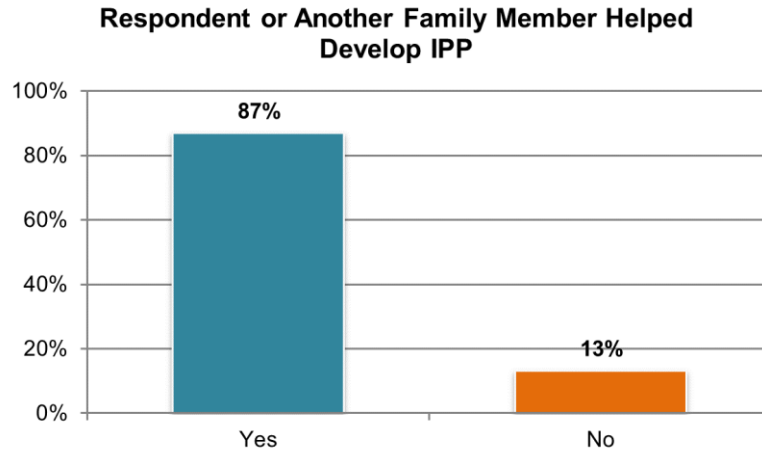
Regional Center	Yes	No	N
ACRC	85%	15%	131
CVRC	90%	10%	97
ELARC	90%	10%	98
FNRC	91%	9%	110
FDLRC	83%	17%	88
GGRC	84%	16%	93
HRC	78%	22%	64
IRC	81%	19%	63
KRC	69%	31%	72
NBRC	82%	18%	97
NLACRC	87%	13%	90
RCEB	81%	19%	74
RCOC	87%	13%	99
RCRC	83%	17%	115
SARC	80%	20%	86
SDRC	86%	14%	107
SG/PRC	79%	21%	77
SCLARC	78%	22%	58
TCRC	76%	24%	108
VMRC	85%	15%	98
WRC	87%	13%	89
CA Average	83%	17%	1,929
NCI Average	84%	16%	4,803

**Table Q8. Does your family member receive all of the services listed in the IPP?**

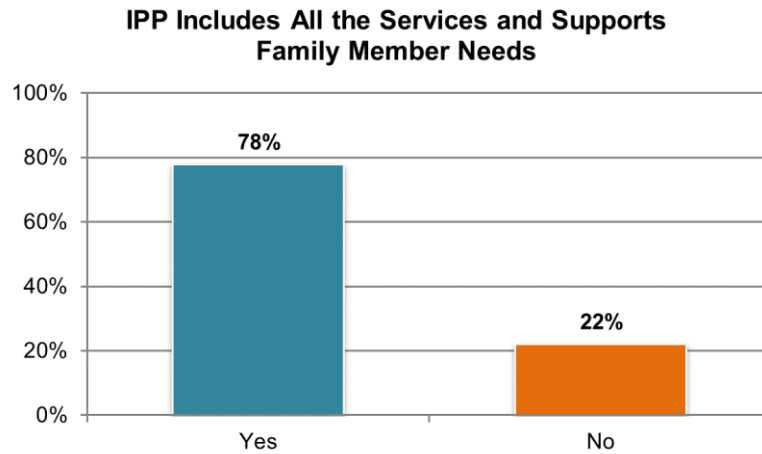
Regional Center	Yes	No	N
ACRC	93%	7%	126
CVRC	96%	4%	92
ELARC	87%	13%	95
FNRC	87%	13%	109
FDLRC	84%	16%	83
GGRC	90%	10%	93
HRC	83%	17%	64
IRC	81%	19%	58
KRC	81%	19%	70
NBRC	84%	16%	100
NLACRC	89%	11%	85
RCEB	88%	12%	75
RCOC	87%	13%	97
RCRC	89%	11%	117
SARC	86%	14%	81
SDRC	93%	7%	103
SG/PRC	79%	21%	78
SCLARC	73%	27%	51
TCRC	85%	15%	110
VMRC	88%	12%	92
WRC	93%	7%	84
CA Average	87%	13%	1,881
NCI Average	88%	12%	4,745

**Table Q9. Did your family member help develop the IPP?**

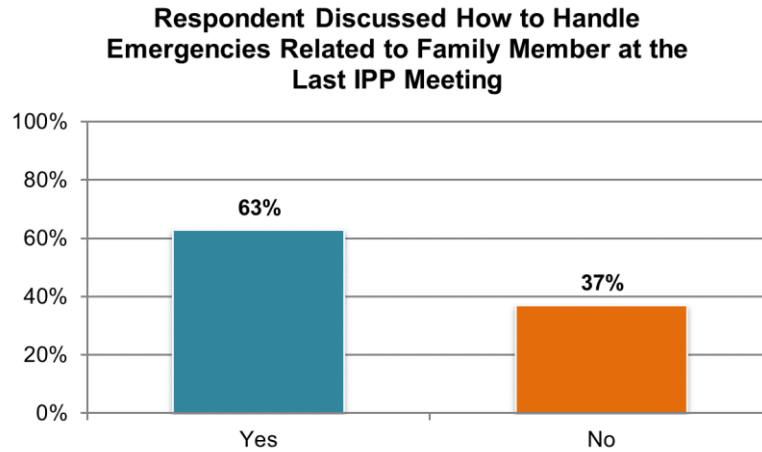
Regional Center	Yes	No	N
ACRC	78%	22%	129
CVRC	77%	23%	104
ELARC	74%	26%	99
FNRC	73%	27%	115
FDLRC	77%	23%	84
GGRC	68%	32%	92
HRC	78%	22%	67
IRC	63%	37%	65
KRC	61%	39%	75
NBRC	73%	27%	106
NLACRC	76%	24%	88
RCEB	73%	27%	86
RCOC	68%	32%	101
RCRC	78%	22%	122
SARC	65%	35%	84
SDRC	74%	26%	116
SG/PRC	76%	24%	79
SCLARC	70%	30%	56
TCRC	78%	22%	115
VMRC	66%	34%	99
WRC	68%	32%	92
CA Average	73%	28%	1,993
NCI Average	67%	33%	4,932

**Table Q10. Did you or another family member help develop the IPP?**

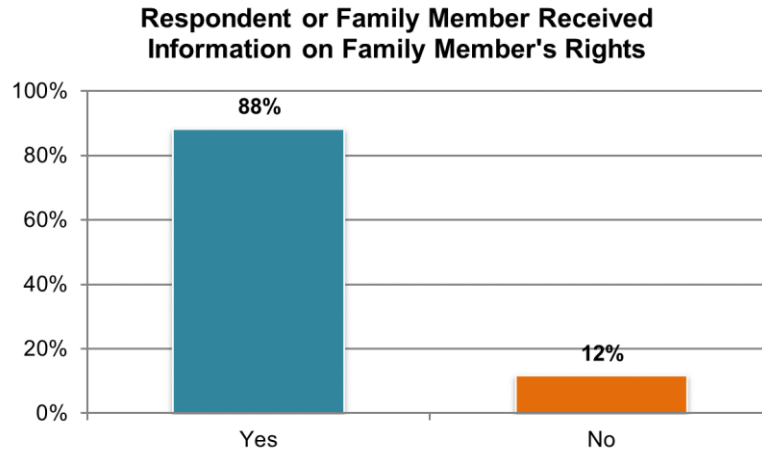
Regional Center	Yes	No	N
ACRC	88%	12%	136
CVRC	91%	9%	104
ELARC	85%	15%	101
FNRC	91%	9%	115
FDLRC	82%	18%	88
GGRC	88%	13%	96
HRC	93%	7%	70
IRC	76%	24%	67
KRC	82%	18%	76
NBRC	88%	12%	106
NLACRC	91%	9%	91
RCEB	81%	19%	83
RCOC	92%	8%	102
RCRC	86%	14%	124
SARC	90%	10%	89
SDRC	85%	15%	116
SG/PRC	84%	16%	79
SCLARC	82%	18%	60
TCRC	87%	13%	122
VMRC	85%	15%	100
WRC	88%	12%	92
CA Average	87%	13%	2,035
NCI Average	90%	10%	5,067

**Table Q11. Does the IPP include all the services and supports your family member needs?**

Regional Center	Yes	No	N
ACRC	82%	18%	123
CVRC	88%	12%	100
ELARC	81%	19%	88
FNRC	87%	13%	106
FDLRC	71%	29%	82
GGRC	72%	28%	88
HRC	79%	21%	61
IRC	76%	24%	63
KRC	69%	31%	75
NBRC	74%	26%	104
NLACRC	89%	11%	83
RCEB	68%	32%	81
RCOC	84%	16%	97
RCRC	77%	23%	113
SARC	74%	26%	85
SDRC	81%	19%	97
SG/PRC	74%	26%	73
SCLARC	70%	30%	53
TCRC	74%	26%	106
VMRC	78%	22%	93
WRC	83%	17%	86
CA Average	78%	22%	1,873
NCI Average	78%	22%	4,570

**Table Q12. Did you discuss how to handle emergencies related to your family member at the last IPP planning meeting?**

Regional Center	Yes	No	N
ACRC	64%	36%	129
CVRC	74%	26%	97
ELARC	72%	28%	92
FNRC	77%	23%	107
FDLRC	53%	47%	85
GGRC	39%	61%	89
HRC	70%	30%	61
IRC	71%	29%	68
KRC	64%	36%	73
NBRC	61%	39%	99
NLACRC	67%	33%	85
RCEB	49%	51%	86
RCOC	80%	20%	96
RCRC	54%	46%	116
SARC	49%	51%	81
SDRC	68%	32%	105
SG/PRC	68%	32%	69
SCLARC	53%	47%	57
TCRC	60%	40%	117
VMRC	56%	44%	87
WRC	73%	27%	93
CA Average	63%	37%	1,910
NCI Average	75%	25%	4,623

**Table Q13. Have you or your family member received information about his/her rights?**

Regional Center	Yes	No	N
ACRC	92%	8%	186
CVRC	92%	8%	141
ELARC	93%	8%	160
FNRC	97%	3%	150
FDLRC	78%	22%	157
GGRC	89%	11%	134
HRC	85%	15%	146
IRC	84%	16%	129
KRC	86%	14%	142
NBRC	91%	9%	151
NLACRC	85%	15%	141
RCEB	85%	15%	136
RCOC	91%	9%	170
RCRC	95%	5%	165
SARC	88%	12%	128
SDRC	93%	7%	164
SG/PRC	85%	15%	142
SCLARC	76%	24%	124
TCRC	89%	11%	174
VMRC	89%	11%	151
WRC	86%	14%	146
CA Average	88%	12%	3,159
NCI Average	93%	7%	6,897

Access and Delivery of Services and Supports

Families and family members with disabilities get the services and supports they need.

Note: Regional center outcomes denoted with an n/a means there were too few cases to report (less than 20 responses).

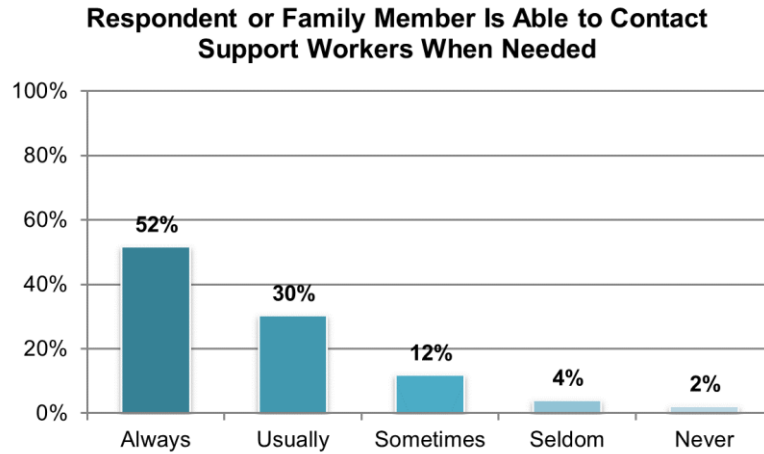


Table Q14. Are you or your family member able to contact his/her support workers when you need to?

Regional Center	Always	Usually	Sometimes	Seldom	Never	N
ACRC	59%	26%	12%	4%	1%	199
CVRC	64%	24%	8%	1%	2%	168
ELARC	57%	28%	10%	2%	2%	174
FNRC	57%	37%	5%	2%	0%	161
FDLRC	52%	26%	13%	5%	4%	184
GGRC	47%	38%	8%	4%	3%	158
HRC	54%	20%	14%	8%	3%	173
IRC	48%	32%	13%	5%	2%	151
KRC	50%	26%	17%	5%	3%	152
NBRC	47%	34%	12%	6%	2%	188
NLACRC	48%	33%	13%	4%	2%	158
RCEB	43%	34%	14%	5%	3%	154
RCOC	56%	31%	11%	3%	0%	198
RCRC	48%	35%	9%	6%	2%	172
SARC	51%	32%	12%	5%	1%	152
SDRC	60%	29%	8%	2%	1%	188
SG/PRC	50%	32%	14%	1%	3%	154
SCLARC	46%	20%	23%	6%	5%	155
TCRC	53%	29%	13%	2%	3%	186
VMRC	44%	36%	12%	7%	1%	178
WRC	54%	29%	10%	4%	3%	169
CA Average	52%	30%	12%	4%	2%	3,602
NCI Average	57%	32%	8%	2%	1%	7,659

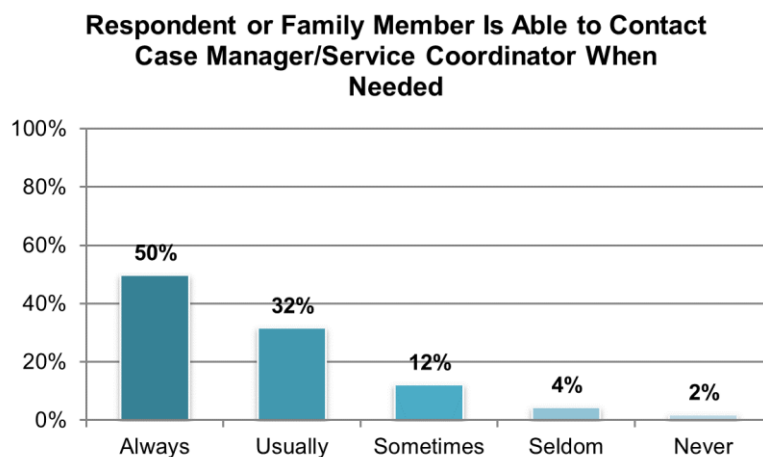


Table Q15. Are you or your family member able to contact his/her case manager/service coordinator when you need to?

Regional Center	Always	Usually	Sometimes	Seldom	Never	N
ACRC	55%	29%	11%	3%	1%	203
CVRC	55%	32%	9%	3%	2%	176
ELARC	57%	28%	9%	3%	2%	183
FNRC	54%	39%	6%	1%	0%	162
FDLRC	51%	29%	14%	4%	2%	188
GGRC	45%	42%	8%	4%	3%	159
HRC	51%	26%	14%	6%	3%	179
IRC	45%	31%	13%	8%	3%	154
KRC	46%	27%	15%	10%	1%	153
NBRC	47%	36%	10%	5%	2%	182
NLACRC	47%	36%	14%	2%	1%	167
RCEB	46%	27%	16%	8%	3%	156
RCOC	58%	32%	8%	3%	0%	198
RCRC	46%	37%	10%	5%	2%	172
SARC	47%	36%	14%	3%	1%	159
SDRC	57%	33%	7%	3%	1%	187
SG/PRC	48%	33%	14%	1%	3%	159
SCLARC	46%	19%	26%	6%	3%	161
TCRC	50%	29%	12%	6%	3%	191
VMRC	44%	32%	16%	6%	2%	179
WRC	53%	30%	12%	3%	2%	173
CA Average	50%	32%	12%	4%	2%	3,669
NCI Average	54%	33%	9%	2%	1%	7,816

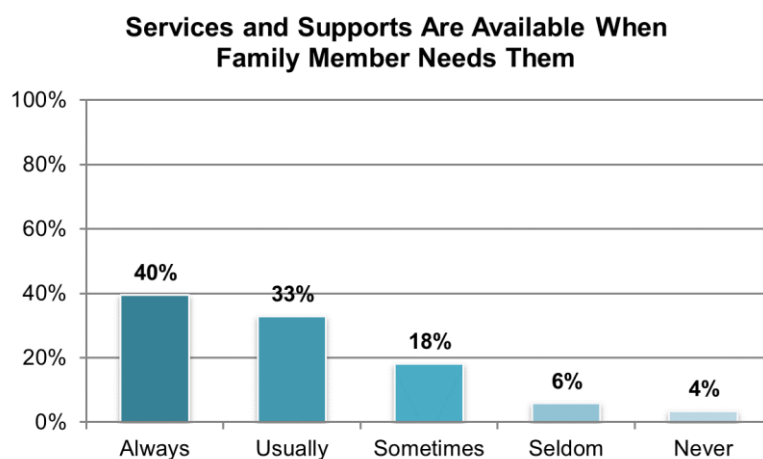


Table Q16. Are services and supports available when your family member needs them?

Regional Center	Always	Usually	Sometimes	Seldom	Never	N
ACRC	42%	35%	16%	4%	3%	187
CVRC	43%	36%	16%	3%	1%	158
ELARC	51%	29%	16%	2%	2%	164
FNRC	40%	41%	16%	3%	0%	154
FDLRC	36%	33%	20%	6%	4%	178
GGRC	33%	41%	15%	7%	3%	156
HRC	41%	26%	18%	9%	6%	170
IRC	35%	30%	20%	9%	5%	141
KRC	42%	27%	13%	12%	6%	140
NBRC	34%	38%	22%	2%	5%	176
NLACRC	38%	33%	20%	5%	4%	147
RCEB	32%	33%	20%	8%	7%	143
RCOC	46%	33%	15%	5%	1%	179
RCRC	40%	35%	16%	6%	3%	170
SARC	36%	33%	21%	7%	3%	149
SDRC	44%	34%	18%	4%	1%	176
SG/PRC	35%	34%	24%	5%	3%	151
SCLARC	43%	17%	22%	8%	9%	143
TCRC	39%	39%	14%	5%	3%	181
VMRC	37%	33%	20%	9%	2%	160
WRC	44%	32%	16%	4%	4%	165
CA Average	40%	33%	18%	6%	4%	3,412
NCI Average	41%	38%	15%	4%	2%	7,337

Services and Supports Are Available Reasonably Close to Home

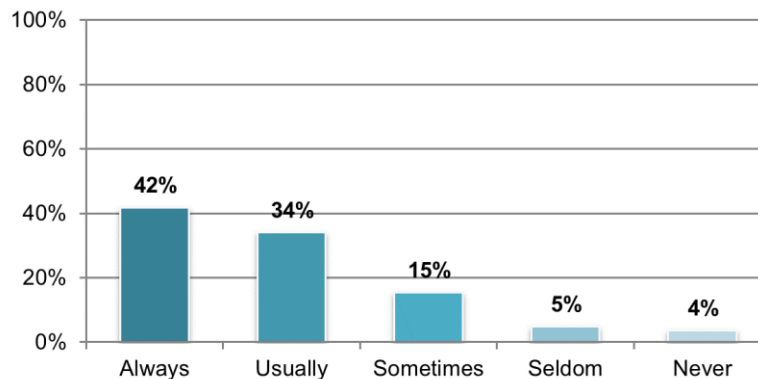
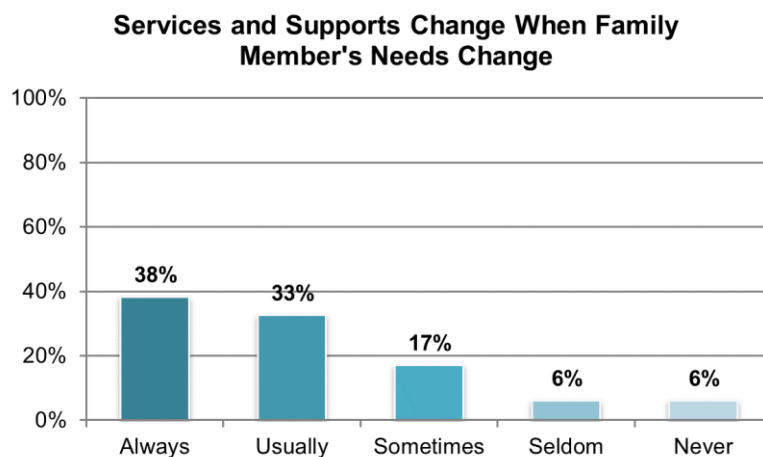


Table Q17. Are services and supports available within a reasonable distance from your home?

Regional Center	Always	Usually	Sometimes	Seldom	Never	N
ACRC	45%	38%	9%	6%	2%	178
CVRC	38%	33%	19%	6%	4%	163
ELARC	55%	26%	12%	5%	2%	159
FNRC	43%	40%	10%	5%	2%	151
FDLRC	38%	41%	13%	3%	6%	162
GGRC	37%	47%	12%	3%	2%	144
HRC	44%	29%	16%	9%	3%	149
IRC	38%	30%	19%	6%	8%	133
KRC	39%	24%	23%	7%	7%	136
NBRC	40%	37%	15%	4%	4%	167
NLACRC	38%	43%	14%	1%	3%	146
RCEB	40%	32%	15%	6%	7%	126
RCOC	44%	35%	15%	3%	2%	173
RCRC	44%	33%	16%	2%	4%	166
SARC	39%	29%	24%	4%	3%	140
SDRC	38%	33%	21%	4%	4%	167
SG/PRC	32%	40%	21%	4%	3%	136
SCLARC	48%	26%	15%	6%	5%	124
TCRC	47%	34%	12%	4%	2%	170
VMRC	41%	30%	17%	10%	2%	146
WRC	52%	30%	9%	5%	4%	154
CA Average	42%	34%	15%	5%	4%	3,214
NCI Average	44%	38%	12%	4%	2%	6,916

**Table Q18. Do the services and supports change when your family member's needs change?**

Regional Center	Always	Usually	Sometimes	Seldom	Never	N
ACRC	43%	35%	12%	5%	5%	151
CVRC	42%	34%	17%	3%	4%	143
ELARC	49%	27%	17%	3%	3%	146
FNRC	42%	42%	7%	5%	4%	130
FDLRC	40%	31%	15%	9%	5%	150
GGRC	29%	44%	19%	3%	5%	124
HRC	34%	30%	15%	12%	10%	131
IRC	36%	32%	18%	6%	9%	104
KRC	38%	21%	22%	9%	9%	121
NBRC	32%	38%	19%	4%	7%	151
NLACRC	38%	23%	26%	7%	6%	121
RCEB	34%	30%	17%	6%	13%	112
RCOC	41%	31%	16%	7%	4%	153
RCRC	41%	34%	20%	3%	3%	145
SARC	33%	32%	22%	8%	6%	123
SDRC	41%	35%	13%	8%	3%	144
SG/PRC	34%	35%	21%	5%	5%	117
SCLARC	45%	24%	17%	7%	6%	108
TCRC	39%	34%	15%	5%	7%	148
VMRC	36%	28%	22%	6%	8%	122
WRC	37%	36%	14%	6%	6%	139
CA Average	38%	33%	17%	6%	6%	2,802
NCI Average	41%	38%	13%	5%	4%	6,140

**Support Workers or Translators Are Available
Who Can Speak to Respondent in His/Her
Preferred Language (If Not English)**

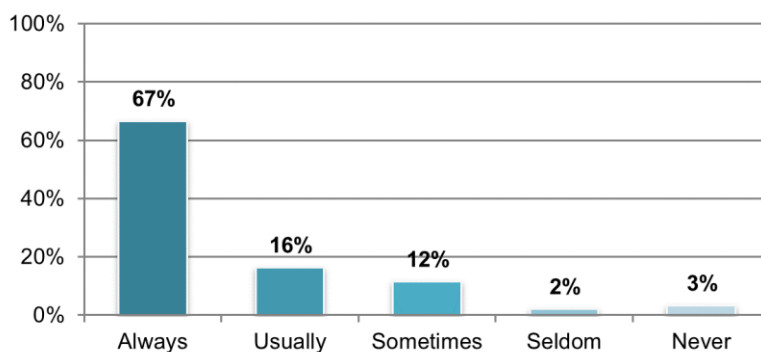


Table Q19. If English is not your primary language, are there support workers or translators who can speak to you in your language?

Regional Center	Always	Usually	Sometimes	Seldom	Never	N
ACRC	n/a	n/a	n/a	n/a	n/a	19
CVRC	61%	17%	22%	0%	0%	36
ELARC	76%	11%	7%	1%	4%	72
FNRC	n/a	n/a	n/a	n/a	n/a	n/a
FDLRC	65%	20%	8%	2%	6%	66
GGRC	59%	17%	17%	0%	7%	41
HRC	72%	5%	9%	5%	9%	43
IRC	65%	6%	23%	3%	3%	31
KRC	70%	15%	15%	0%	0%	33
NBRC	59%	17%	17%	7%	0%	29
NLACRC	79%	11%	4%	0%	6%	47
RCEB	69%	19%	9%	3%	0%	32
RCOC	60%	26%	8%	2%	4%	50
RCRC	n/a	n/a	n/a	n/a	n/a	n/a
SARC	64%	21%	12%	0%	3%	33
SDRC	63%	29%	5%	0%	3%	38
SG/PRC	62%	26%	8%	2%	2%	50
SCLARC	69%	13%	14%	2%	1%	90
TCRC	77%	16%	7%	0%	0%	44
VMRC	59%	7%	15%	7%	11%	27
WRC	68%	12%	12%	9%	0%	34
CA Average	67%	16%	12%	2%	3%	843
NCI Average	66%	20%	7%	4%	3%	964

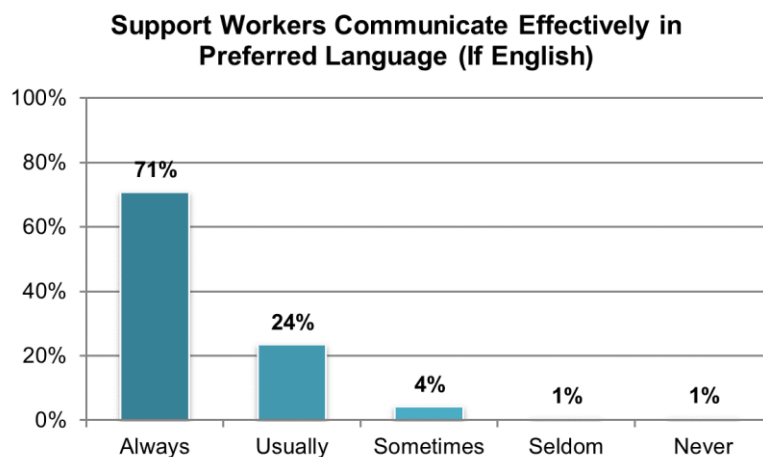


Table Q20. If English is your primary language, do the support workers speak to you effectively?

Regional Center	Always	Usually	Sometimes	Seldom	Never	N
ACRC	78%	18%	3%	1%	1%	154
CVRC	77%	17%	6%	0%	0%	122
ELARC	76%	17%	4%	2%	0%	92
FNRC	75%	21%	2%	0%	2%	130
FDLRC	67%	27%	5%	0%	1%	100
GGRC	54%	41%	5%	0%	0%	100
HRC	72%	23%	4%	0%	1%	108
IRC	70%	23%	6%	1%	0%	101
KRC	69%	26%	4%	1%	0%	101
NBRC	71%	24%	3%	1%	1%	141
NLACRC	71%	22%	6%	0%	1%	96
RCEB	64%	24%	9%	1%	2%	100
RCOC	74%	24%	1%	1%	0%	135
RCRC	68%	26%	4%	1%	1%	149
SARC	61%	30%	6%	1%	2%	109
SDRC	76%	19%	5%	0%	0%	127
SG/PRC	70%	23%	4%	1%	2%	92
SCLARC	81%	16%	2%	2%	0%	58
TCRC	72%	23%	4%	1%	1%	127
VMRC	71%	23%	3%	2%	1%	128
WRC	71%	25%	3%	0%	2%	117
CA Average	71%	24%	4%	1%	1%	2,408
NCI Average	72%	24%	3%	1%	1%	5,875

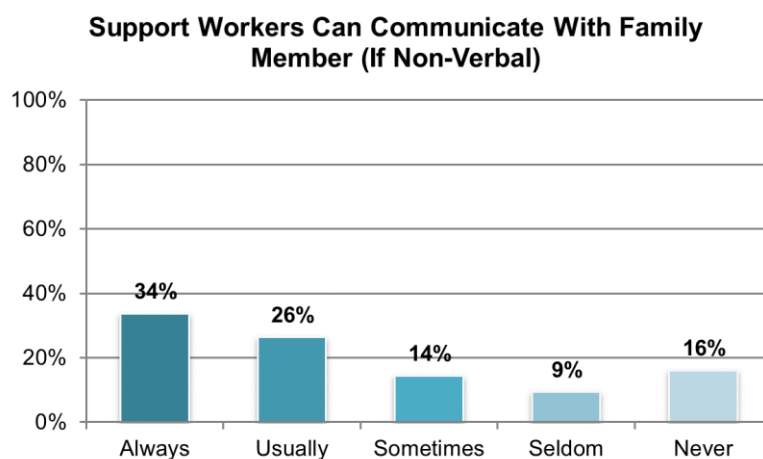


Table Q21. If your family member does not communicate verbally (for example, uses gestures or sign language), are there support workers who can communicate with him/her?

Regional Center	Always	Usually	Sometimes	Seldom	Never	N
ACRC	38%	16%	28%	13%	6%	32
CVRC	37%	28%	14%	9%	12%	43
ELARC	37%	13%	17%	13%	20%	30
FNRC	32%	42%	3%	6%	16%	31
FDLRC	31%	34%	14%	11%	9%	35
GGRC	40%	32%	16%	8%	4%	25
HRC	39%	29%	3%	5%	24%	38
IRC	27%	24%	15%	12%	21%	33
KRC	33%	13%	17%	7%	30%	30
NBRC	25%	34%	16%	13%	13%	32
NLACRC	40%	23%	10%	17%	10%	30
RCEB	41%	30%	7%	7%	15%	27
RCOC	27%	24%	19%	14%	16%	37
RCRC	30%	30%	20%	10%	10%	30
SARC	19%	35%	27%	12%	8%	26
SDRC	31%	34%	19%	13%	3%	32
SG/PRC	31%	17%	14%	3%	34%	29
SCLARC	40%	17%	10%	3%	30%	30
TCRC	33%	29%	10%	10%	19%	21
VMRC	39%	25%	11%	6%	19%	36
WRC	41%	23%	18%	5%	14%	22
CA Average	34%	26%	14%	9%	16%	652
NCI Average	36%	35%	15%	6%	8%	1,609

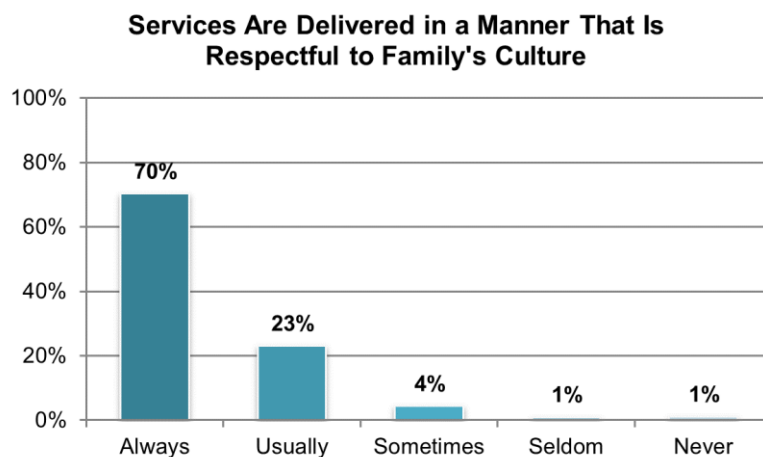


Table Q22. Are services delivered in a way that is respectful to your family's culture?

Regional Center	Always	Usually	Sometimes	Seldom	Never	N
ACRC	77%	20%	2%	0%	1%	171
CVRC	75%	20%	4%	1%	0%	147
ELARC	78%	14%	5%	1%	2%	167
FNRC	81%	19%	0%	0%	0%	146
FDLRC	70%	24%	5%	1%	0%	169
GGRC	60%	34%	4%	0%	2%	138
HRC	71%	19%	6%	2%	1%	144
IRC	72%	21%	7%	1%	0%	136
KRC	66%	21%	7%	2%	5%	133
NBRC	71%	22%	4%	1%	2%	161
NLACRC	67%	24%	7%	2%	1%	136
RCEB	68%	24%	5%	1%	2%	127
RCOC	74%	23%	3%	0%	0%	160
RCRC	66%	30%	2%	1%	1%	149
SARC	62%	28%	7%	2%	1%	144
SDRC	70%	24%	5%	1%	0%	152
SG/PRC	62%	30%	6%	1%	1%	141
SCLARC	69%	22%	6%	2%	2%	143
TCRC	74%	20%	3%	1%	2%	168
VMRC	77%	19%	2%	1%	0%	142
WRC	68%	25%	5%	2%	1%	145
CA Average	70%	23%	4%	1%	1%	3,145
NCI Average	72%	24%	3%	1%	1%	6,792

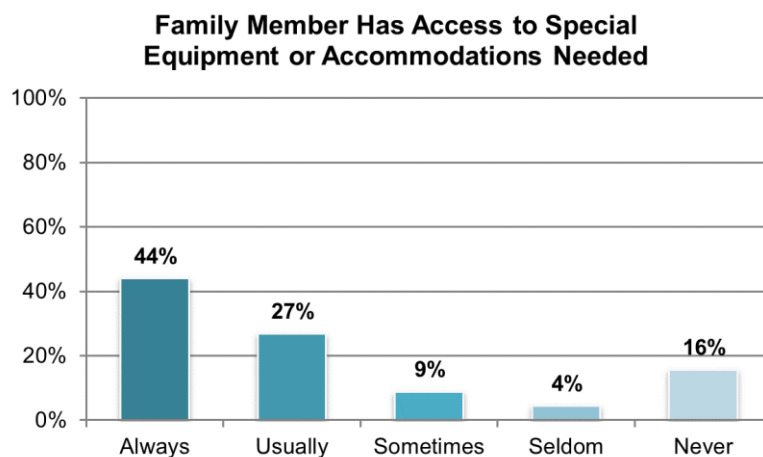


Table Q23. Does your family member have access to the special equipment or accommodations that s/he needs (for example; wheelchair, ramp, communication board)?

Regional Center	Always	Usually	Sometimes	Seldom	Never	N
ACRC	56%	22%	5%	6%	11%	63
CVRC	46%	24%	11%	6%	13%	84
ELARC	48%	25%	7%	2%	18%	60
FNRC	40%	36%	14%	3%	7%	58
FDLRC	42%	28%	7%	0%	22%	67
GGRC	31%	33%	7%	4%	24%	54
HRC	43%	24%	10%	3%	19%	58
IRC	55%	25%	5%	2%	13%	56
KRC	46%	21%	5%	4%	23%	56
NBRC	44%	32%	7%	4%	12%	68
NLACRC	50%	25%	5%	7%	13%	60
RCEB	37%	28%	11%	6%	19%	54
RCOC	45%	28%	8%	3%	16%	64
RCRC	40%	26%	11%	5%	18%	73
SARC	43%	30%	12%	5%	10%	60
SDRC	49%	31%	7%	4%	7%	67
SG/PRC	32%	26%	12%	3%	26%	65
SCLARC	47%	11%	10%	6%	26%	62
TCRC	38%	35%	8%	2%	17%	63
VMRC	48%	27%	12%	6%	7%	67
WRC	43%	26%	11%	11%	9%	46
CA Average	44%	27%	9%	4%	16%	1,319
NCI Average	47%	30%	10%	4%	10%	3,152

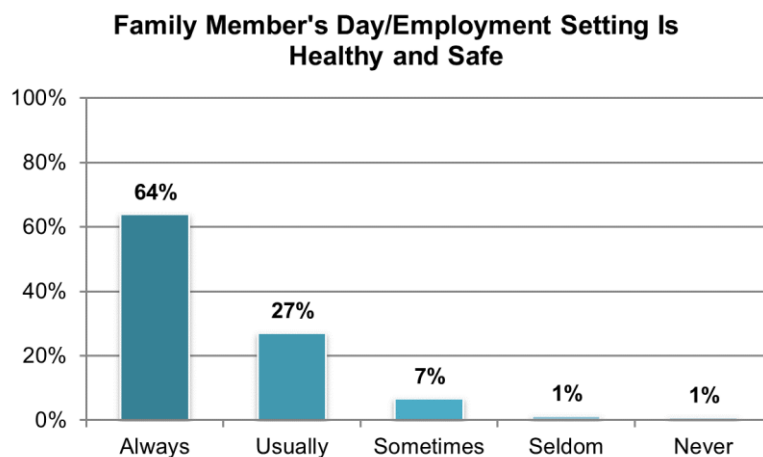


Table Q24. Do you feel that your family member's day/employment setting is a healthy and safe environment?

Regional Center	Always	Usually	Sometimes	Seldom	Never	N
ACRC	67%	25%	5%	2%	0%	172
CVRC	61%	28%	10%	1%	1%	149
ELARC	69%	27%	3%	1%	0%	143
FNRC	67%	27%	4%	1%	0%	138
FDLRC	70%	21%	6%	1%	1%	143
GGRC	54%	36%	9%	1%	1%	138
HRC	72%	19%	6%	3%	0%	131
IRC	61%	28%	10%	1%	1%	127
KRC	64%	26%	8%	2%	0%	119
NBRC	61%	32%	4%	3%	1%	158
NLACRC	62%	26%	7%	2%	3%	127
RCEB	58%	31%	9%	1%	2%	130
RCOC	65%	26%	7%	2%	1%	162
RCRC	72%	22%	4%	1%	1%	150
SARC	62%	26%	8%	2%	2%	133
SDRC	60%	30%	8%	1%	1%	151
SG/PRC	57%	36%	5%	2%	1%	138
SCLARC	62%	28%	9%	1%	1%	137
TCRC	65%	27%	7%	1%	0%	161
VMRC	64%	27%	7%	2%	0%	143
WRC	68%	23%	6%	1%	1%	152
CA Average	64%	27%	7%	1%	1%	3,023
NCI Average	65%	28%	5%	1%	1%	6,352

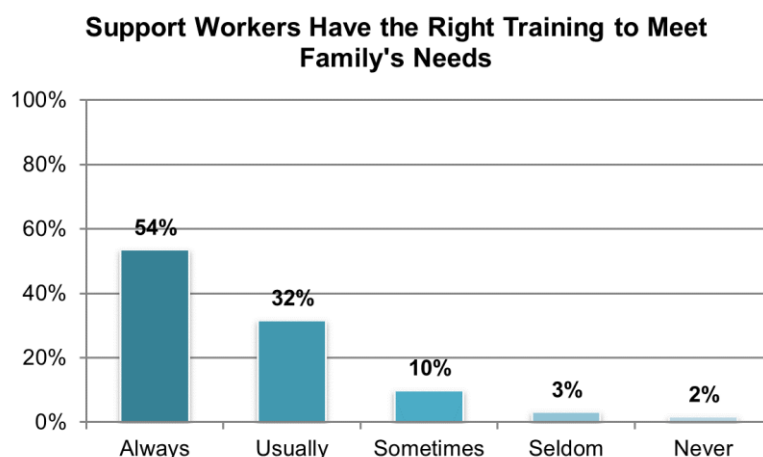


Table Q25. Do the support workers have the right training to meet your family's needs?

Regional Center	Always	Usually	Sometimes	Seldom	Never	N
ACRC	62%	25%	10%	1%	2%	151
CVRC	56%	24%	18%	2%	0%	148
ELARC	63%	26%	7%	2%	2%	150
FNRC	58%	31%	8%	3%	0%	132
FDLRC	54%	31%	11%	3%	0%	150
GGRC	52%	38%	6%	2%	2%	123
HRC	62%	23%	7%	4%	4%	129
IRC	54%	33%	10%	2%	2%	125
KRC	52%	25%	14%	7%	2%	121
NBRC	49%	38%	10%	3%	0%	156
NLACRC	50%	35%	10%	2%	3%	123
RCEB	45%	37%	15%	2%	2%	123
RCOC	55%	32%	7%	3%	2%	165
RCRC	49%	38%	5%	5%	3%	157
SARC	51%	31%	16%	1%	1%	134
SDRC	57%	32%	7%	3%	1%	155
SG/PRC	46%	33%	17%	3%	1%	134
SCLARC	57%	27%	9%	5%	2%	135
TCRC	56%	33%	6%	3%	1%	160
VMRC	52%	28%	14%	3%	3%	135
WRC	48%	39%	6%	5%	2%	147
CA Average	54%	32%	10%	3%	2%	2,978
NCI Average	55%	33%	8%	2%	1%	6,594

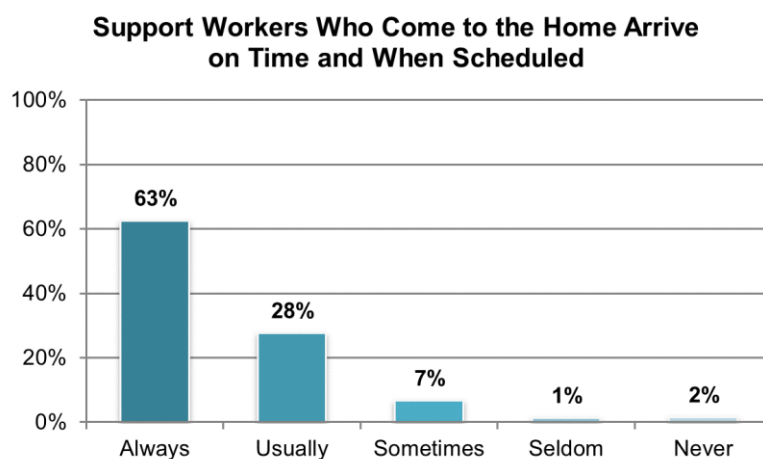


Table Q26. Do the support workers who come to your home arrive on time and when scheduled?

Regional Center	Always	Usually	Sometimes	Seldom	Never	N
ACRC	64%	28%	4%	2%	2%	124
CVRC	64%	26%	7%	1%	1%	137
ELARC	64%	26%	9%	1%	0%	144
FNRC	69%	27%	4%	0%	0%	113
FDLRC	58%	27%	9%	3%	3%	141
GGRC	65%	30%	4%	2%	0%	105
HRC	67%	24%	9%	0%	1%	114
IRC	65%	28%	5%	2%	1%	127
KRC	61%	26%	7%	3%	3%	107
NBRC	67%	29%	3%	0%	1%	125
NLACRC	58%	31%	6%	3%	3%	109
RCEB	58%	30%	10%	1%	1%	101
RCOC	68%	26%	4%	1%	1%	161
RCRC	56%	35%	6%	2%	2%	133
SARC	58%	33%	7%	0%	2%	111
SDRC	73%	21%	4%	1%	1%	149
SG/PRC	60%	28%	10%	1%	2%	127
SCLARC	62%	26%	9%	2%	2%	131
TCRC	56%	31%	9%	2%	2%	121
VMRC	62%	24%	10%	2%	3%	112
WRC	60%	28%	7%	2%	4%	127
CA Average	63%	28%	7%	1%	2%	2,636
NCI Average	60%	31%	6%	1%	1%	5,935

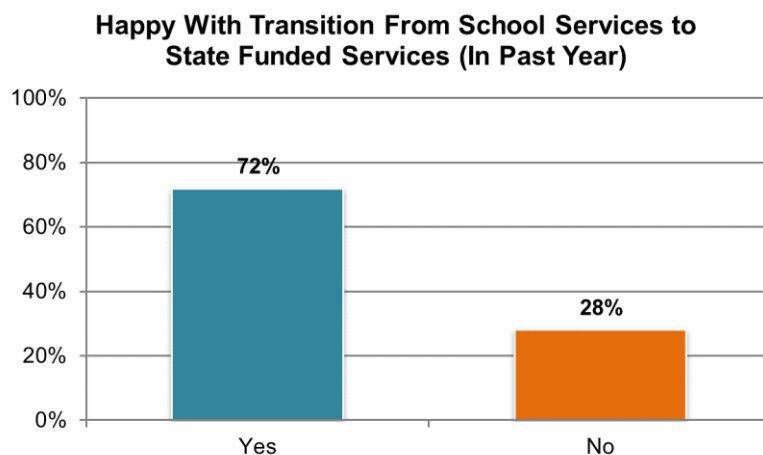


Table Q27. If your family member transitioned from school services to Regional Center-funded services during the past year, were you happy with the transition process?

Regional Center	Yes	No	N
ACRC	73%	27%	26
CVRC	81%	19%	26
ELARC	75%	25%	32
FNRC	79%	21%	24
FDLRC	60%	40%	40
GGRC	75%	25%	28
HRC	71%	29%	38
IRC	63%	38%	24
KRC	76%	24%	33
NBRC	73%	27%	37
NLACRC	56%	44%	27
RCEB	81%	19%	21
RCOC	79%	21%	29
RCRC	n/a	n/a	n/a
SARC	65%	35%	31
SDRC	68%	32%	44
SG/PRC	73%	27%	33
SCLARC	66%	34%	35
TCRC	84%	16%	25
VMRC	81%	19%	31
WRC	73%	27%	30
CA Average	72%	28%	638
NCI Average	67%	33%	962

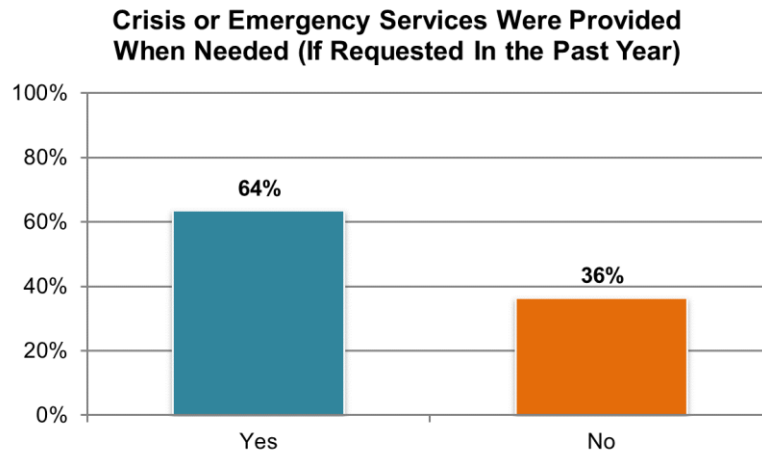


Table Q28. If you asked for crisis or emergency services during the past year, were services provided when needed?

Regional Center	Yes	No	N
ACRC	66%	34%	35
CVRC	68%	32%	44
ELARC	51%	49%	37
FNRC	70%	30%	30
FDLRC	65%	35%	55
GGRC	66%	34%	35
HRC	61%	39%	44
IRC	43%	57%	35
KRC	67%	33%	46
NBRC	72%	28%	47
NLACRC	60%	40%	40
RCEB	51%	49%	35
RCOC	70%	30%	37
RCRC	74%	26%	34
SARC	67%	33%	43
SDRC	57%	43%	49
SG/PRC	67%	33%	46
SCLARC	59%	41%	58
TCRC	73%	27%	48
VMRC	54%	46%	35
WRC	67%	33%	54
CA Average	64%	36%	888
NCI Average	70%	30%	1,829

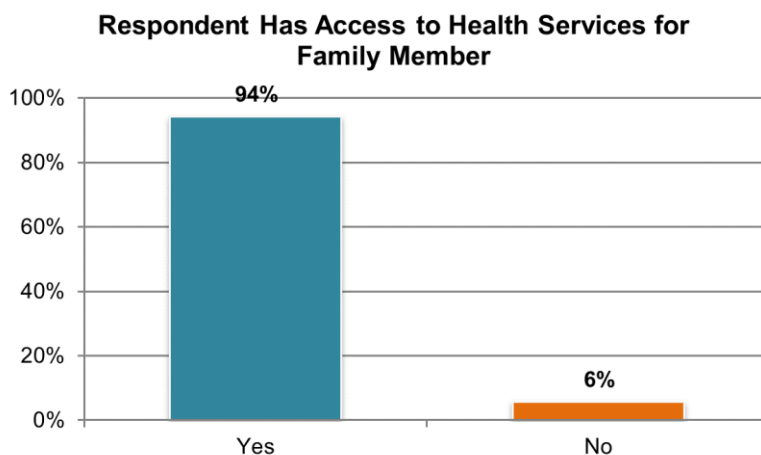


Table Q29. Do you have access to health services for your family member?

Regional Center	Yes	No	N
ACRC	96%	4%	191
CVRC	94%	6%	154
ELARC	97%	3%	153
FNRC	99%	1%	153
FDLRC	88%	12%	173
GGRC	95%	5%	150
HRC	93%	7%	160
IRC	94%	6%	158
KRC	94%	6%	140
NBRC	94%	6%	180
NLACRC	90%	10%	152
RCEB	96%	4%	147
RCOC	95%	5%	189
RCRC	95%	5%	165
SARC	95%	5%	150
SDRC	90%	10%	179
SG/PRC	92%	8%	155
SCLARC	94%	6%	153
TCRC	98%	2%	177
VMRC	97%	3%	165
WRC	94%	6%	157
CA Average	94%	6%	3,421
NCI Average	97%	3%	7,366

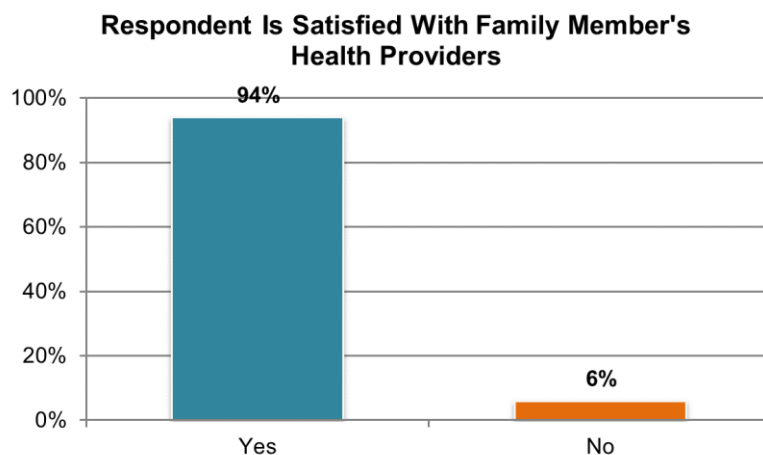
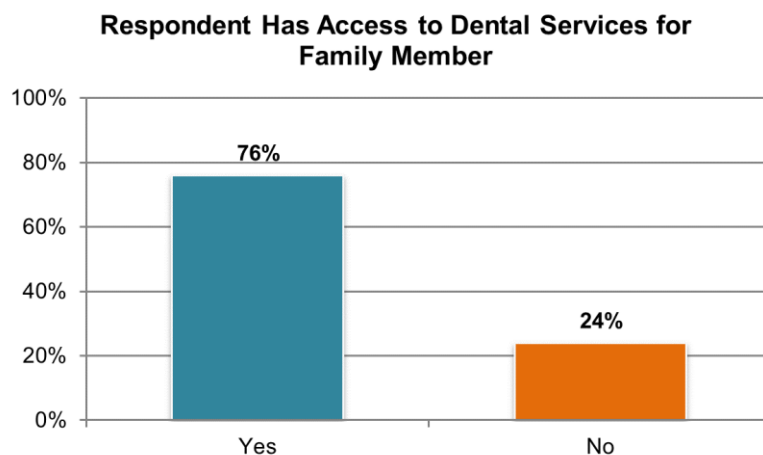


Table Q29a. If you have access to health services for your family member, are you satisfied with the quality of these providers?

Regional Center	Yes	No	N
ACRC	95%	5%	167
CVRC	94%	6%	134
ELARC	99%	1%	135
FNRC	94%	6%	143
FDLRC	92%	8%	144
GGRC	96%	4%	136
HRC	95%	5%	136
IRC	95%	5%	135
KRC	89%	11%	127
NBRC	96%	4%	158
NLACRC	92%	8%	127
RCEB	94%	6%	128
RCOC	96%	4%	162
RCRC	92%	8%	144
SARC	92%	8%	136
SDRC	95%	5%	153
SG/PRC	95%	5%	135
SCLARC	95%	5%	137
TCRC	95%	5%	158
VMRC	92%	8%	143
WRC	94%	6%	141
CA Average	94%	6%	2,995
NCI Average	95%	5%	6,668

**Table Q30. Do you have access to dental services for your family member?**

Regional Center	Yes	No	N
ACRC	83%	17%	186
CVRC	79%	21%	159
ELARC	69%	31%	140
FNRC	79%	21%	153
FDLRC	75%	25%	168
GGRC	80%	20%	146
HRC	74%	26%	154
IRC	78%	22%	145
KRC	77%	23%	137
NBRC	75%	25%	170
NLACRC	70%	30%	138
RCEB	73%	27%	144
RCOC	76%	24%	183
RCRC	82%	18%	153
SARC	80%	20%	148
SDRC	73%	27%	169
SG/PRC	69%	31%	142
SCLARC	78%	22%	122
TCRC	75%	25%	167
VMRC	77%	23%	159
WRC	74%	26%	152
CA Average	76%	24%	3,259
NCI Average	81%	19%	7,114

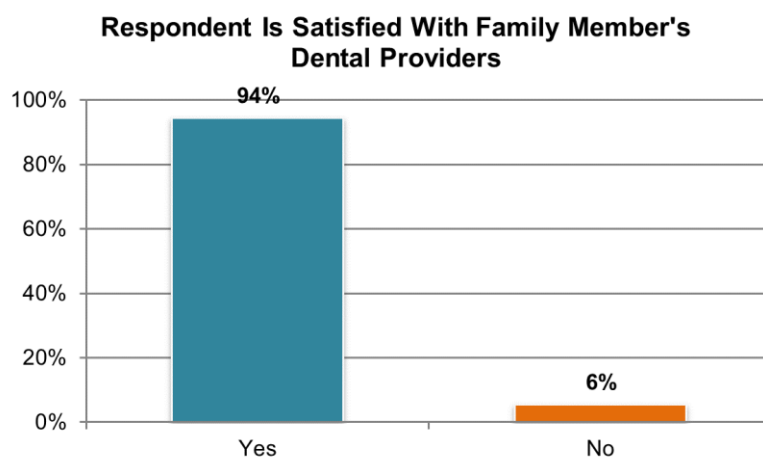
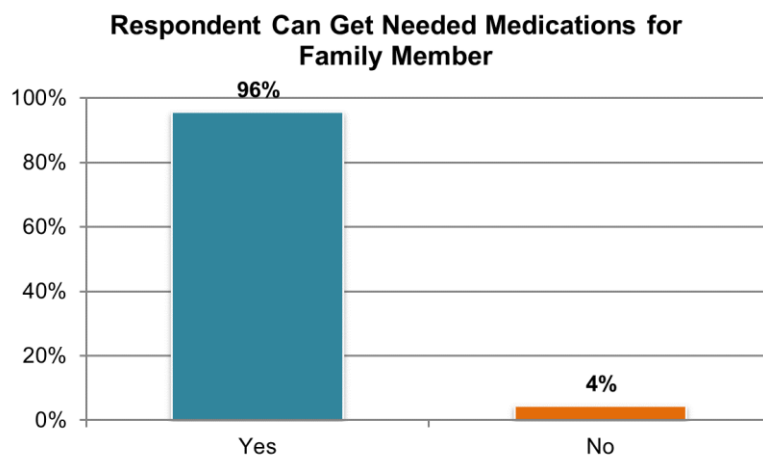


Table Q30a. If you have access to dental services for your family member, are you satisfied with the quality of these providers?

Regional Center	Yes	No	N
ACRC	95%	5%	140
CVRC	95%	5%	116
ELARC	98%	2%	89
FNRC	95%	5%	104
FDLRC	97%	3%	109
GGRC	94%	6%	103
HRC	93%	7%	97
IRC	92%	8%	103
KRC	96%	4%	97
NBRC	95%	5%	117
NLACRC	87%	13%	83
RCEB	96%	4%	97
RCOC	95%	5%	121
RCRC	94%	6%	118
SARC	93%	7%	111
SDRC	95%	5%	107
SG/PRC	93%	7%	88
SCLARC	91%	9%	88
TCRC	96%	4%	114
VMRC	95%	5%	107
WRC	96%	4%	104
CA Average	94%	6%	2,227
NCI Average	96%	4%	5,105

**Table Q31. Are you able to get medications needed for your family member?**

Regional Center	Yes	No	N
ACRC	96%	4%	190
CVRC	93%	7%	155
ELARC	96%	4%	157
FNRC	98%	2%	152
FDLRC	92%	8%	171
GGRC	97%	3%	147
HRC	95%	5%	155
IRC	95%	5%	152
KRC	96%	5%	134
NBRC	92%	8%	168
NLACRC	95%	5%	146
RCEB	96%	4%	143
RCOC	96%	4%	184
RCRC	95%	5%	147
SARC	97%	3%	144
SDRC	96%	4%	169
SG/PRC	97%	3%	147
SCLARC	95%	5%	153
TCRC	97%	3%	174
VMRC	97%	3%	160
WRC	96%	4%	150
CA Average	96%	4%	3,323
NCI Average	98%	2%	7,273

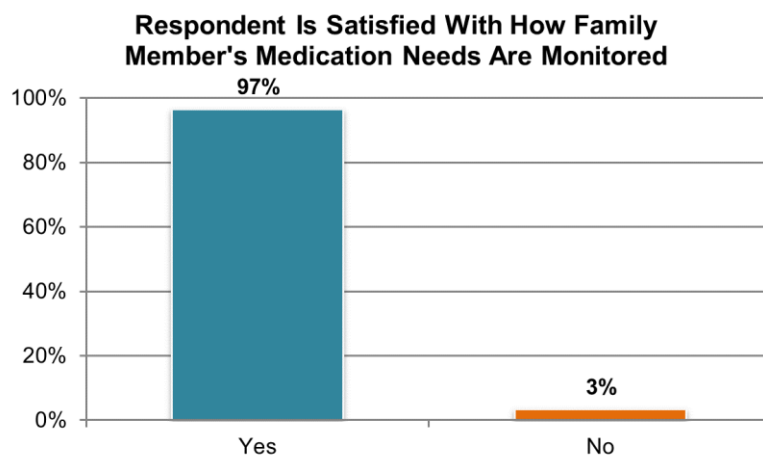


Table Q31a. If you are able to get needed medications for your family member, are you satisfied with how your family member's medication needs are monitored?

Regional Center	Yes	No	N
ACRC	96%	4%	167
CVRC	98%	2%	129
ELARC	95%	5%	145
FNRC	98%	2%	136
FDLRC	99%	1%	141
GGRC	98%	2%	134
HRC	95%	5%	133
IRC	97%	3%	136
KRC	93%	7%	112
NBRC	99%	1%	140
NLACRC	96%	4%	124
RCEB	98%	2%	121
RCOC	97%	3%	166
RCRC	97%	3%	124
SARC	95%	5%	133
SDRC	92%	8%	149
SG/PRC	96%	4%	128
SCLARC	97%	3%	140
TCRC	99%	1%	149
VMRC	98%	2%	144
WRC	96%	4%	138
CA Average	97%	3%	2,908
NCI Average	98%	2%	6,475

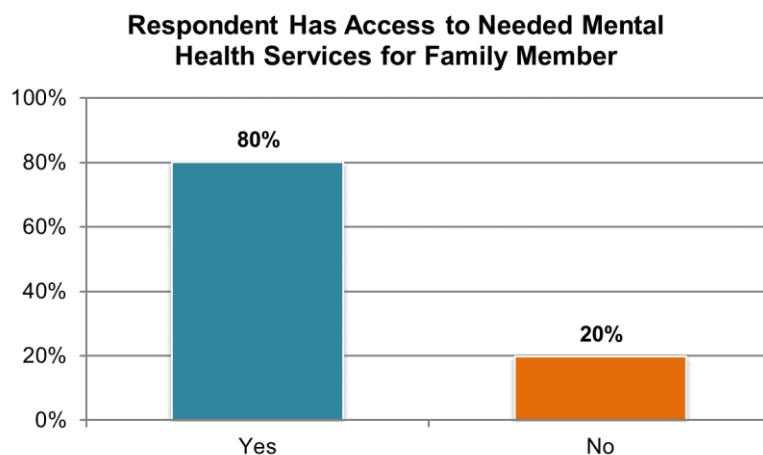
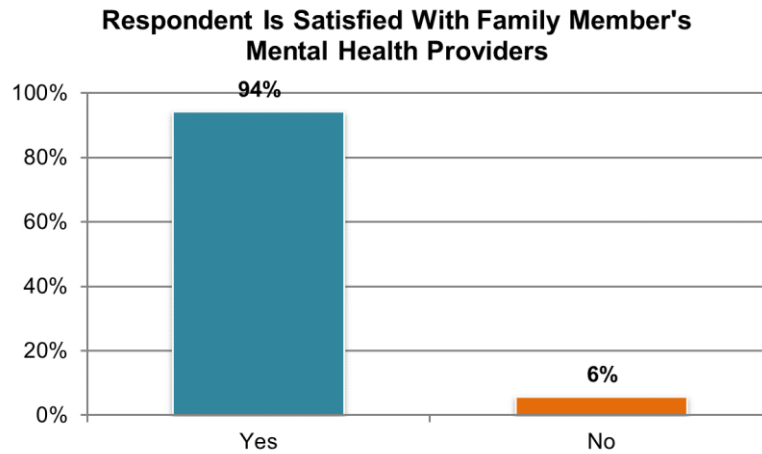
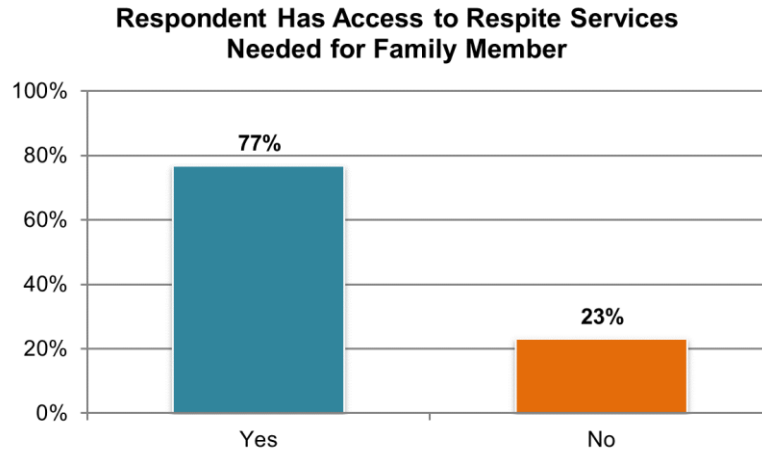


Table Q32. If needed, do you have access to mental health services for your family member?

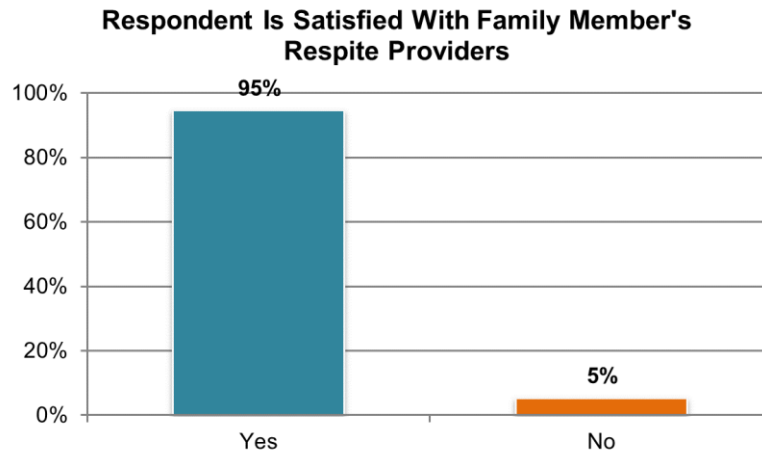
Regional Center	Yes	No	N
ACRC	79%	21%	111
CVRC	85%	15%	103
ELARC	83%	17%	99
FNRC	80%	20%	80
FDLRC	72%	28%	118
GGRC	86%	14%	98
HRC	81%	19%	106
IRC	86%	14%	95
KRC	84%	16%	96
NBRC	77%	23%	107
NLACRC	80%	20%	96
RCEB	75%	25%	93
RCOC	80%	20%	125
RCRC	85%	15%	85
SARC	85%	15%	97
SDRC	86%	14%	121
SG/PRC	72%	28%	98
SCLARC	74%	26%	97
TCRC	81%	19%	102
VMRC	80%	20%	96
WRC	73%	27%	108
CA Average	80%	20%	2,144
NCI Average	87%	13%	4,514

**Table Q32a. If you have access to needed mental health services, are you satisfied with the quality of these providers?**

Regional Center	Yes	No	N
ACRC	92%	8%	65
CVRC	96%	4%	69
ELARC	97%	3%	60
FNRC	93%	7%	44
FDLRC	89%	11%	73
GGRC	96%	4%	68
HRC	94%	6%	68
IRC	97%	3%	70
KRC	91%	9%	58
NBRC	95%	5%	62
NLACRC	95%	5%	61
RCEB	93%	7%	59
RCOC	93%	8%	80
RCRC	91%	9%	54
SARC	89%	11%	55
SDRC	94%	6%	83
SG/PRC	95%	5%	56
SCLARC	98%	2%	64
TCRC	97%	3%	61
VMRC	96%	4%	56
WRC	98%	2%	65
CA Average	94%	6%	1,336
NCI Average	95%	5%	2,964

**Table Q33. If you need respite services, do you have access to them?**

Regional Center	Yes	No	N
ACRC	79%	21%	125
CVRC	68%	32%	100
ELARC	78%	22%	98
FNRC	85%	15%	104
FDLRC	64%	36%	101
GGRC	79%	21%	103
HRC	66%	34%	94
IRC	84%	16%	86
KRC	77%	23%	91
NBRC	65%	35%	104
NLACRC	75%	25%	81
RCEB	78%	22%	94
RCOC	73%	27%	108
RCRC	78%	22%	128
SARC	87%	13%	107
SDRC	85%	15%	124
SG/PRC	76%	24%	78
SCLARC	73%	28%	80
TCRC	80%	20%	123
VMRC	80%	20%	114
WRC	82%	18%	106
CA Average	77%	23%	2,166
NCI Average	78%	22%	4,844

**Table Q33a. If you have access to needed respite services, are you satisfied with the quality of these providers?**

Regional Center	Yes	No	N
ACRC	96%	4%	79
CVRC	93%	7%	57
ELARC	97%	3%	61
FNRC	93%	7%	75
FDLRC	100%	0%	57
GGRC	97%	3%	71
HRC	94%	6%	48
IRC	96%	4%	67
KRC	86%	14%	59
NBRC	94%	6%	54
NLACRC	90%	10%	52
RCEB	95%	5%	60
RCOC	94%	6%	64
RCRC	94%	6%	82
SARC	96%	4%	80
SDRC	90%	10%	88
SG/PRC	96%	4%	52
SCLARC	100%	0%	52
TCRC	96%	4%	85
VMRC	95%	5%	73
WRC	97%	3%	72
CA Average	95%	5%	1,398
NCI Average	96%	4%	3,156

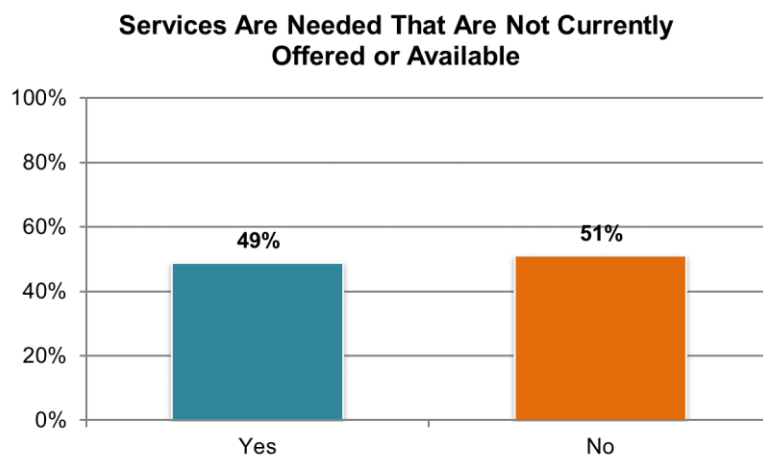


Table Q34. Are there other services that your family member needs that are not currently offered or available?*

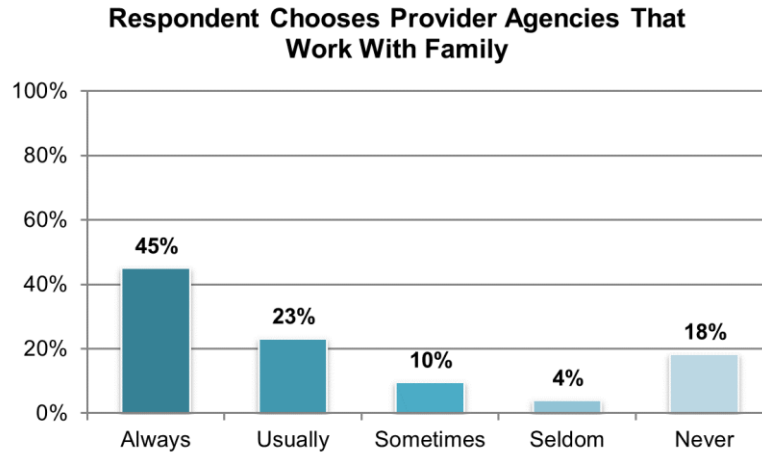
Regional Center	Yes	No	N
ACRC	50%	50%	125
CVRC	43%	57%	101
ELARC	43%	57%	104
FNRC	46%	54%	91
FDLRC	57%	43%	110
GGRC	53%	47%	93
HRC	48%	52%	111
IRC	48%	52%	90
KRC	47%	53%	94
NBRC	48%	52%	103
NLACRC	58%	42%	91
RCEB	51%	49%	92
RCOC	33%	67%	120
RCRC	44%	56%	111
SARC	55%	45%	89
SDRC	45%	55%	102
SG/PRC	57%	43%	100
SCLARC	50%	50%	86
TCRC	50%	50%	103
VMRC	41%	59%	92
WRC	60%	40%	99
CA Average	49%	51%	2,121
NCI Average	44%	56%	4,780

*The 'yes' response is the less desired response; a higher average means more people reported they were in need of additional services that are not offered

Choice and Control

Families and family members with disabilities determine the services and supports they receive and the individuals or agencies who provide them.

Note: Regional center outcomes denoted with an n/a means there were too few cases to report (less than 20 responses).

**Table Q35. Do you choose the provider agencies who work with your family?**

Regional Center	Always	Usually	Sometimes	Seldom	Never	N
ACRC	47%	24%	7%	2%	21%	146
CVRC	54%	19%	10%	2%	13%	134
ELARC	48%	17%	9%	4%	21%	138
FNRC	43%	30%	11%	4%	12%	131
FDLRC	41%	23%	10%	6%	20%	145
GGRC	40%	34%	9%	4%	13%	112
HRC	43%	16%	9%	6%	27%	116
IRC	44%	24%	9%	3%	20%	128
KRC	57%	13%	10%	3%	17%	118
NBRC	43%	28%	5%	6%	18%	152
NLACRC	43%	24%	5%	2%	27%	128
RCEB	44%	19%	13%	5%	19%	108
RCOC	51%	27%	8%	4%	10%	142
RCRC	47%	24%	7%	4%	18%	137
SARC	41%	26%	12%	2%	18%	125
SDRC	50%	24%	8%	1%	18%	147
SG/PRC	32%	26%	11%	3%	28%	122
SCLARC	42%	24%	9%	6%	18%	119
TCRC	42%	26%	8%	5%	19%	144
VMRC	48%	19%	13%	3%	16%	129
WRC	47%	17%	16%	9%	11%	140
CA Average	45%	23%	10%	4%	18%	2,781
NCI Average	60%	21%	6%	2%	11%	6,351

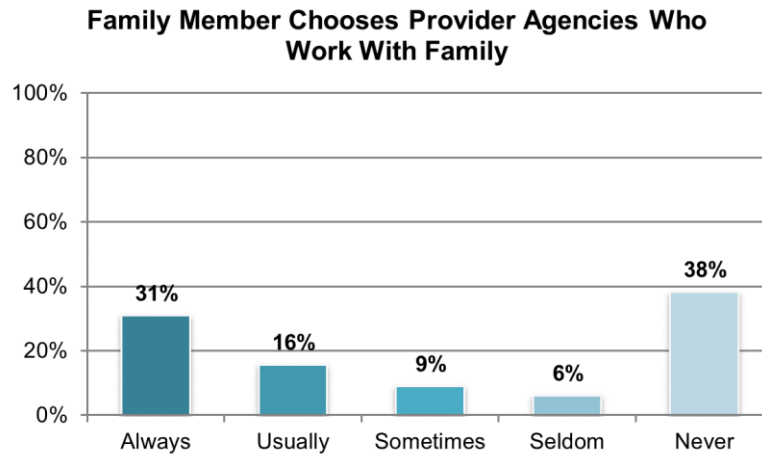
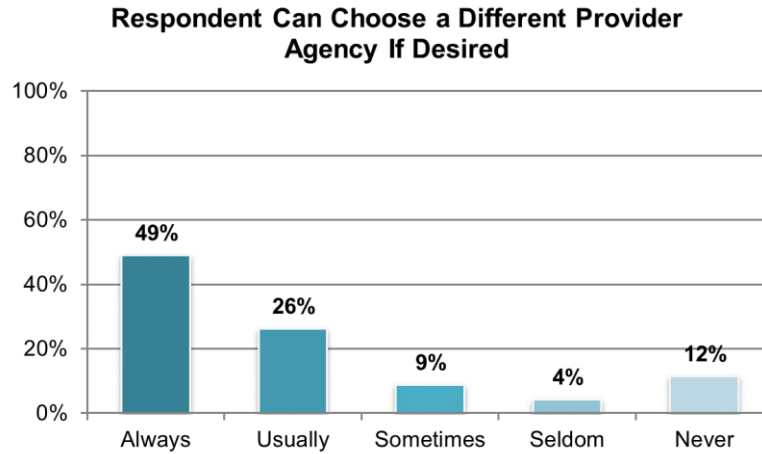
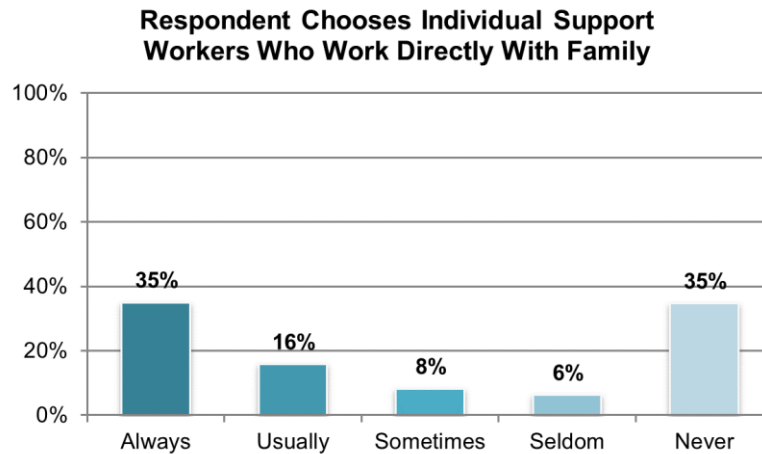


Table Q36. Does your family member choose the provider agencies who work with your family?

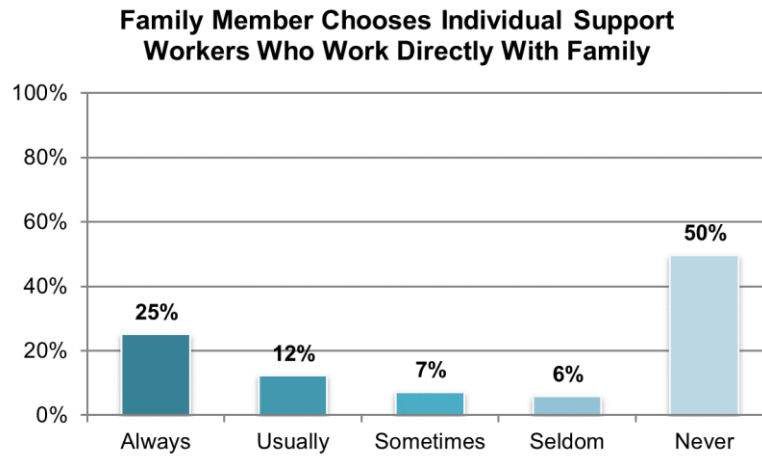
Regional Center	Always	Usually	Sometimes	Seldom	Never	N
ACRC	31%	16%	6%	4%	44%	126
CVRC	33%	17%	12%	7%	31%	121
ELARC	39%	14%	8%	5%	34%	122
FNRC	27%	18%	13%	8%	35%	120
FDLRC	26%	17%	11%	10%	36%	122
GGRC	28%	25%	6%	7%	33%	99
HRC	35%	7%	6%	6%	45%	109
IRC	28%	17%	5%	5%	44%	111
KRC	33%	13%	8%	5%	41%	110
NBRC	28%	13%	13%	5%	43%	127
NLACRC	32%	18%	5%	4%	41%	114
RCEB	34%	16%	11%	5%	33%	96
RCOC	36%	19%	7%	7%	32%	129
RCRC	29%	19%	7%	10%	35%	133
SARC	26%	11%	14%	7%	42%	102
SDRC	31%	13%	8%	2%	45%	127
SG/PRC	26%	16%	9%	4%	45%	112
SCLARC	37%	17%	7%	6%	32%	108
TCRC	31%	20%	7%	7%	35%	127
VMRC	30%	14%	13%	4%	39%	121
WRC	30%	12%	12%	8%	39%	119
CA Average	31%	16%	9%	6%	38%	2,474
NCI Average	36%	14%	7%	4%	39%	5,550

**Table Q37. Can you choose a different provider agency if you want to?**

Regional Center	Always	Usually	Sometimes	Seldom	Never	N
ACRC	52%	28%	5%	6%	9%	82
CVRC	56%	26%	10%	3%	5%	93
ELARC	59%	22%	4%	2%	13%	112
FNRC	51%	32%	4%	7%	7%	76
FDLRC	51%	23%	8%	7%	10%	98
GGRC	37%	37%	10%	2%	14%	59
HRC	50%	15%	11%	9%	15%	80
IRC	41%	26%	9%	5%	18%	87
KRC	46%	25%	6%	6%	17%	81
NBRC	45%	20%	14%	5%	17%	66
NLACRC	53%	25%	12%	2%	8%	89
RCEB	53%	30%	5%	2%	10%	60
RCOC	56%	28%	7%	4%	6%	109
RCRC	40%	33%	7%	4%	16%	90
SARC	40%	28%	14%	4%	14%	85
SDRC	52%	30%	7%	3%	8%	99
SG/PRC	52%	20%	11%	8%	9%	75
SCLARC	61%	24%	9%	0%	6%	80
TCRC	37%	30%	13%	5%	15%	93
VMRC	46%	28%	9%	0%	18%	80
WRC	48%	24%	11%	7%	10%	107
CA Average	49%	26%	9%	4%	12%	1,810
NCI Average	66%	22%	5%	2%	5%	4,608

**Table Q38. Do you choose the individual support workers who work directly with your family?**

Regional Center	Always	Usually	Sometimes	Seldom	Never	N
ACRC	39%	17%	6%	7%	32%	114
CVRC	35%	18%	10%	7%	31%	118
ELARC	41%	13%	10%	3%	33%	126
FNRC	34%	18%	4%	10%	34%	111
FDLRC	38%	15%	7%	10%	30%	125
GGRC	41%	17%	7%	8%	27%	103
HRC	39%	14%	5%	7%	36%	107
IRC	32%	17%	9%	3%	38%	117
KRC	34%	12%	8%	6%	40%	102
NBRC	31%	15%	6%	6%	42%	129
NLACRC	33%	19%	4%	6%	38%	96
RCEB	29%	14%	8%	3%	47%	103
RCOC	32%	16%	13%	6%	33%	140
RCRC	37%	15%	10%	4%	34%	134
SARC	32%	14%	9%	6%	39%	114
SDRC	39%	17%	9%	6%	29%	132
SG/PRC	24%	16%	11%	7%	42%	107
SCLARC	40%	13%	7%	8%	33%	92
TCRC	31%	20%	10%	10%	29%	125
VMRC	29%	16%	6%	4%	45%	102
WRC	44%	16%	11%	4%	25%	123
CA Average	35%	16%	8%	6%	35%	2,436
NCI Average	45%	15%	7%	5%	27%	5,796

**Table Q39. Does your family member choose the individual support workers who work directly with your family?**

Regional Center	Always	Usually	Sometimes	Seldom	Never	N
ACRC	20%	16%	9%	4%	51%	105
CVRC	30%	17%	8%	2%	43%	107
ELARC	36%	10%	10%	4%	41%	105
FNRC	24%	11%	7%	3%	55%	109
FDLRC	29%	16%	7%	6%	42%	121
GGRC	28%	13%	6%	8%	45%	93
HRC	32%	10%	4%	6%	47%	97
IRC	22%	10%	5%	5%	58%	110
KRC	22%	13%	4%	4%	57%	96
NBRC	24%	10%	6%	4%	56%	126
NLACRC	25%	16%	5%	3%	51%	96
RCEB	23%	11%	10%	6%	50%	90
RCOC	19%	15%	7%	10%	49%	134
RCRC	29%	12%	11%	9%	39%	122
SARC	22%	7%	9%	7%	55%	100
SDRC	25%	10%	6%	7%	53%	122
SG/PRC	19%	12%	7%	5%	58%	104
SCLARC	28%	13%	3%	9%	46%	89
TCRC	22%	19%	13%	6%	39%	109
VMRC	18%	11%	3%	5%	63%	99
WRC	31%	6%	9%	10%	43%	115
CA Average	25%	12%	7%	6%	50%	2,263
NCI Average	31%	12%	7%	6%	45%	5,334

Respondent Can Choose or Change Support Workers

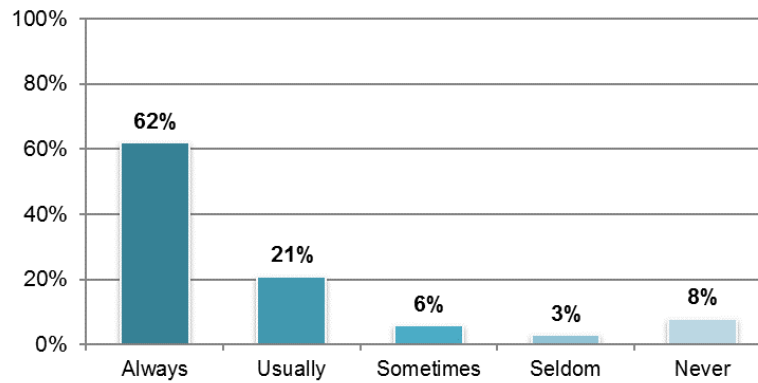


Table Q40. Can you choose different support workers if you want to?

Regional Center	Always	Usually	Sometimes	Seldom	Never	N
ACRC	55%	28%	14%	3%	0%	78
CVRC	60%	27%	4%	1%	8%	84
ELARC	65%	14%	9%	1%	12%	103
FNRC	59%	22%	10%	2%	6%	81
FDLRC	49%	27%	9%	5%	11%	103
GGRC	49%	30%	5%	4%	12%	74
HRC	53%	21%	5%	3%	17%	75
IRC	42%	29%	7%	6%	17%	90
KRC	47%	14%	8%	13%	18%	72
NBRC	49%	24%	8%	4%	15%	92
NLACRC	62%	22%	7%	1%	7%	82
RCEB	55%	24%	6%	2%	14%	66
RCOC	54%	24%	14%	2%	6%	105
RCRC	50%	21%	13%	2%	14%	105
SARC	48%	26%	9%	5%	12%	77
SDRC	60%	19%	10%	6%	6%	89
SG/PRC	47%	29%	11%	3%	10%	79
SCLARC	64%	17%	5%	6%	8%	64
TCRC	48%	20%	21%	1%	9%	95
VMRC	54%	19%	3%	3%	21%	70
WRC	60%	24%	5%	5%	7%	102
CA Average	54%	23%	9%	4%	11%	1,797
NCI Average	62%	21%	6%	3%	8%	4,489

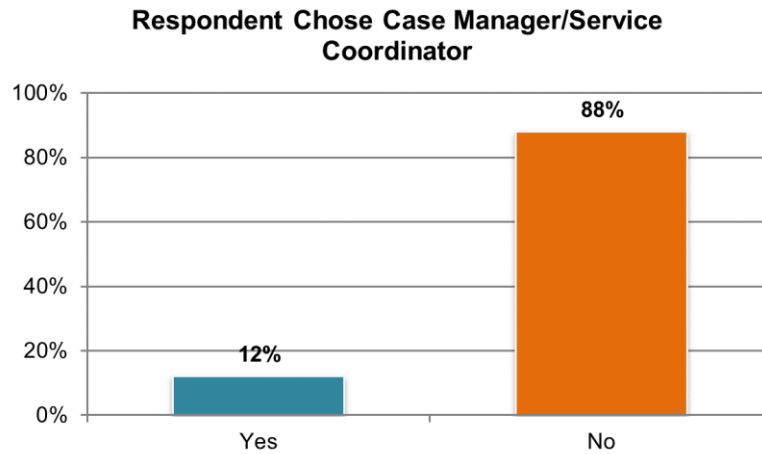


Table Q41. Did you choose your family member's case manager/service coordinator?

Regional Center	Yes	No	N
ACRC	11%	89%	186
CVRC	15%	85%	156
ELARC	20%	80%	161
FNRC	12%	88%	149
FDLRC	14%	86%	179
GGRC	11%	89%	136
HRC	13%	87%	149
IRC	9%	91%	141
KRC	11%	89%	145
NBRC	13%	87%	174
NLACRC	10%	90%	146
RCEB	11%	89%	148
RCOC	13%	87%	187
RCRC	13%	87%	163
SARC	12%	88%	151
SDRC	13%	87%	175
SG/PRC	9%	91%	149
SCLARC	17%	83%	133
TCRC	8%	92%	168
VMRC	6%	94%	160
WRC	13%	87%	163
CA Average	12%	88%	3,348
NCI Average	21%	79%	7,272

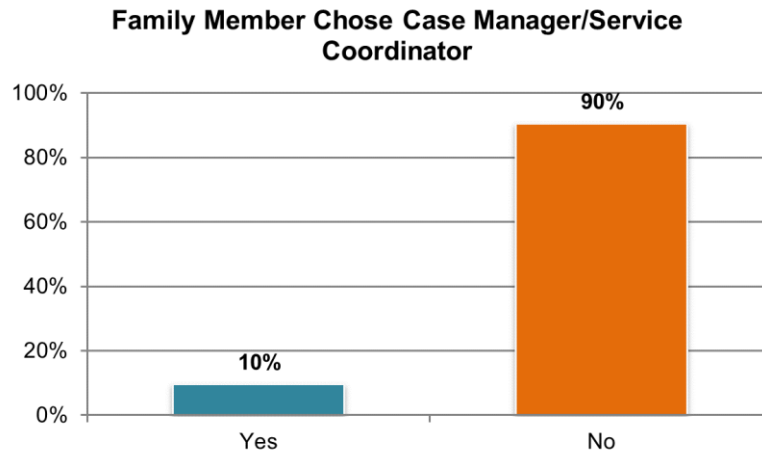


Table Q42. Did your family member choose his/her case manager/service coordinator?

Regional Center	Yes	No	N
ACRC	8%	92%	179
CVRC	13%	87%	149
ELARC	16%	84%	147
FNRC	9%	91%	146
FDLRC	13%	87%	176
GGRC	7%	93%	135
HRC	11%	89%	152
IRC	7%	93%	143
KRC	9%	91%	144
NBRC	11%	89%	169
NLACRC	10%	90%	145
RCEB	6%	94%	141
RCOC	8%	92%	177
RCRC	9%	91%	154
SARC	11%	89%	149
SDRC	7%	93%	168
SG/PRC	6%	94%	145
SCLARC	13%	88%	128
TCRC	8%	92%	169
VMRC	4%	96%	158
WRC	11%	89%	162
CA Average	10%	90%	3,263
NCI Average	16%	84%	7,050

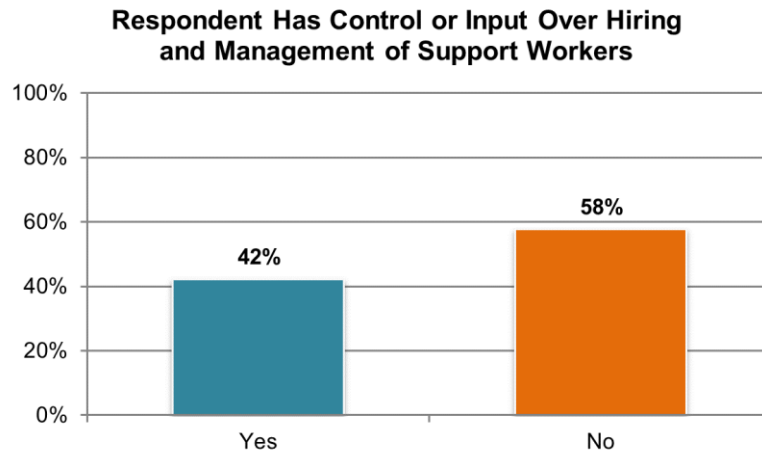


Table Q43. Do you have control and/or input over the hiring and management of your family member's support workers?

Regional Center	Yes	No	N
ACRC	37%	63%	134
CVRC	44%	56%	112
ELARC	54%	46%	122
FNRC	45%	55%	111
FDLRC	49%	51%	113
GGRC	40%	60%	112
HRC	34%	66%	110
IRC	37%	63%	115
KRC	35%	65%	99
NBRC	44%	56%	125
NLACRC	45%	55%	110
RCEB	37%	63%	99
RCOC	42%	58%	130
RCRC	49%	51%	129
SARC	44%	56%	113
SDRC	44%	56%	129
SG/PRC	34%	66%	119
SCLARC	55%	45%	104
TCRC	44%	56%	125
VMRC	25%	75%	114
WRC	48%	52%	134
CA Average	42%	58%	2,480
NCI Average	51%	49%	5,773

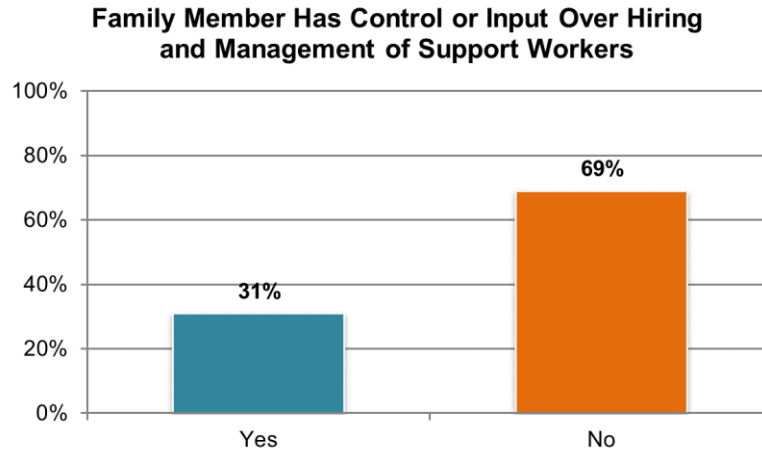


Table Q44. Does your family member have control and/or input over the hiring and management of his/her support workers?

Regional Center	Yes	No	N
ACRC	30%	70%	126
CVRC	28%	73%	120
ELARC	44%	56%	122
FNRC	30%	70%	108
FDLRC	37%	63%	118
GGRC	27%	73%	107
HRC	23%	77%	112
IRC	24%	76%	118
KRC	25%	75%	99
NBRC	33%	67%	120
NLACRC	29%	71%	103
RCEB	30%	70%	94
RCOC	27%	73%	121
RCRC	38%	62%	125
SARC	34%	66%	111
SDRC	30%	70%	132
SG/PRC	31%	69%	116
SCLARC	41%	59%	104
TCRC	34%	66%	122
VMRC	19%	81%	113
WRC	31%	69%	131
CA Average	31%	69%	2,445
NCI Average	35%	65%	5,588

**Respondent Knows How Much Money Is Spent
by the Regional Center on Family Member's
Behalf**

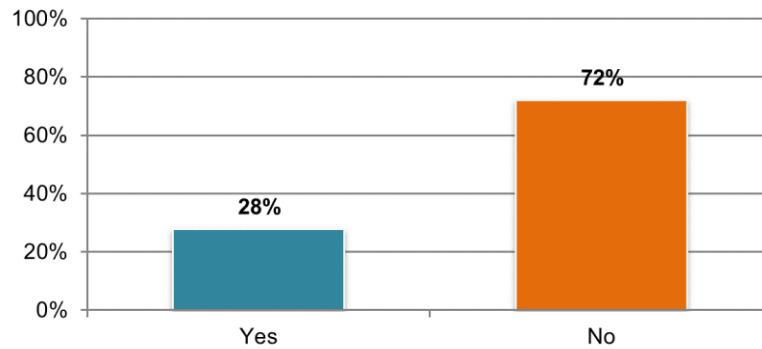


Table Q45. Do you know how much money is spent by the Regional Center on behalf of your family member with an intellectual/developmental disability?

Regional Center	Yes	No	N
ACRC	23%	77%	202
CVRC	27%	73%	164
ELARC	24%	76%	172
FNRC	43%	57%	159
FDLRC	28%	72%	193
GGRC	35%	65%	155
HRC	8%	92%	170
IRC	6%	94%	155
KRC	8%	92%	141
NBRC	23%	77%	186
NLACRC	32%	68%	158
RCEB	29%	71%	150
RCOC	31%	69%	190
RCRC	60%	40%	168
SARC	43%	57%	157
SDRC	29%	71%	182
SG/PRC	27%	73%	162
SCLARC	20%	80%	155
TCRC	35%	65%	192
VMRC	30%	70%	172
WRC	21%	79%	174
CA Average	28%	72%	3,586
NCI Average	27%	73%	7,648

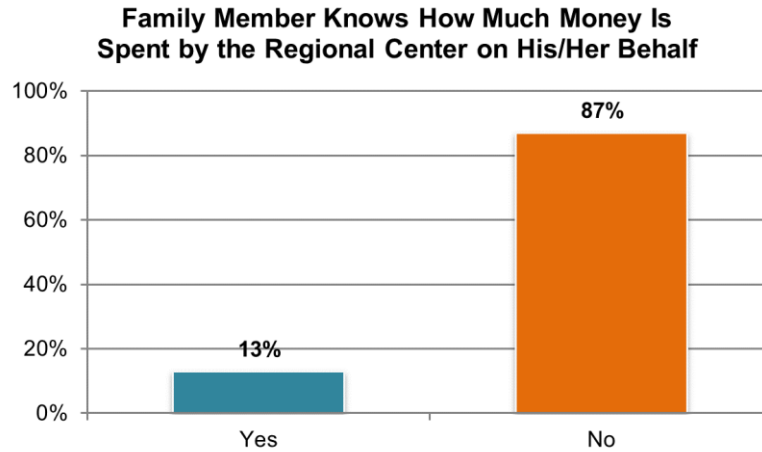
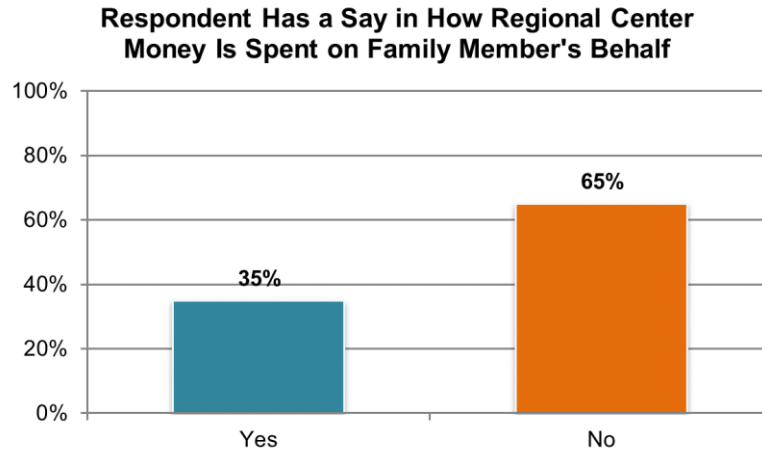


Table Q46. Does your family member know how much money is spent by the Regional Center on his/her behalf?

Regional Center	Yes	No	N
ACRC	11%	89%	192
CVRC	13%	87%	159
ELARC	13%	87%	164
FNRC	17%	83%	148
FDLRC	14%	86%	183
GGRC	14%	86%	147
HRC	6%	94%	172
IRC	3%	97%	154
KRC	6%	94%	145
NBRC	10%	90%	173
NLACRC	17%	83%	149
RCEB	11%	89%	145
RCOC	13%	87%	184
RCRC	32%	68%	155
SARC	19%	81%	147
SDRC	12%	88%	169
SG/PRC	13%	87%	159
SCLARC	10%	90%	154
TCRC	13%	87%	183
VMRC	18%	82%	168
WRC	9%	91%	167
CA Average	13%	87%	3,444
NCI Average	13%	87%	7,289

**Table Q47. Do you have a say in how this money is spent?**

Regional Center	Yes	No	N
ACRC	26%	74%	126
CVRC	45%	55%	108
ELARC	31%	69%	104
FNRC	46%	54%	116
FDLRC	33%	67%	116
GGRC	33%	67%	102
HRC	20%	80%	109
IRC	27%	73%	104
KRC	20%	80%	95
NBRC	42%	58%	116
NLACRC	40%	60%	110
RCEB	49%	51%	96
RCOC	43%	57%	129
RCRC	38%	62%	115
SARC	43%	57%	105
SDRC	41%	59%	114
SG/PRC	25%	75%	114
SCLARC	31%	69%	94
TCRC	33%	67%	123
VMRC	36%	64%	101
WRC	34%	66%	131
CA Average	35%	65%	2,346
NCI Average	46%	54%	5,368

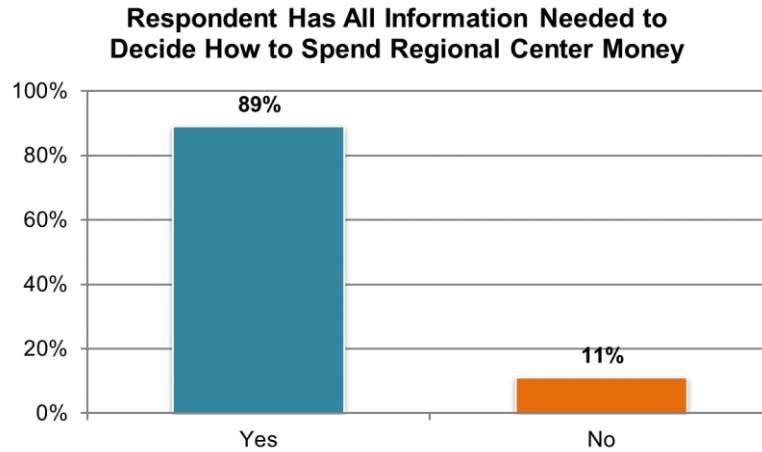
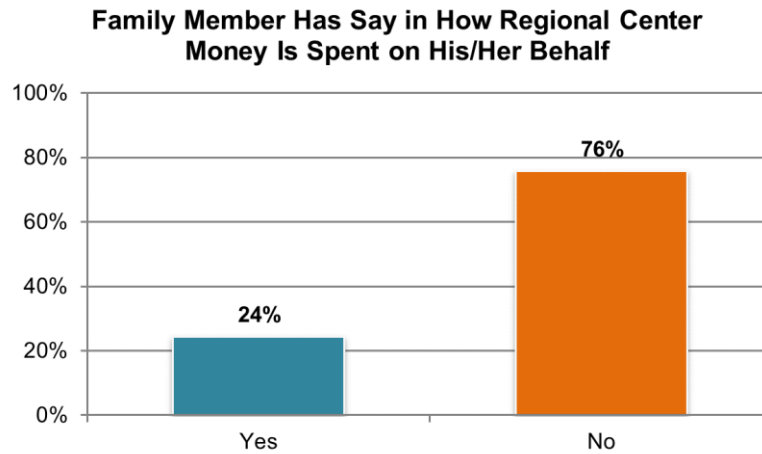


Table Q47a. If you have a say in how Regional Center money is spent, do you have all the information you need to make decisions about how to spend this money?

Regional Center	Yes	No	N
ACRC	90%	10%	31
CVRC	91%	9%	47
ELARC	86%	14%	28
FNRC	90%	10%	48
FDLRC	91%	9%	35
GGRC	87%	13%	30
HRC	n/a	n/a	n/a
IRC	78%	22%	23
KRC	n/a	n/a	16
NBRC	90%	10%	41
NLACRC	80%	20%	35
RCEB	90%	10%	41
RCOC	92%	8%	48
RCRC	95%	5%	39
SARC	86%	14%	37
SDRC	95%	5%	39
SG/PRC	88%	12%	25
SCLARC	70%	30%	27
TCRC	94%	6%	34
VMRC	97%	3%	34
WRC	86%	14%	37
CA Average	89%	11%	715
NCI Average	90%	10%	2,064

**Table Q48. Does your family member have a say in how this money is spent?**

Regional Center	Yes	No	N
ACRC	25%	75%	120
CVRC	31%	69%	112
ELARC	14%	86%	102
FNRC	31%	69%	107
FDLRC	22%	78%	121
GGRC	20%	80%	94
HRC	15%	85%	106
IRC	18%	82%	106
KRC	20%	80%	88
NBRC	27%	73%	114
NLACRC	23%	77%	100
RCEB	35%	65%	93
RCOC	28%	72%	122
RCRC	39%	61%	107
SARC	29%	71%	104
SDRC	30%	70%	108
SG/PRC	20%	80%	109
SCLARC	14%	86%	102
TCRC	23%	77%	119
VMRC	25%	75%	99
WRC	22%	78%	121
CA Average	24%	76%	2,270
NCI Average	32%	68%	5,118

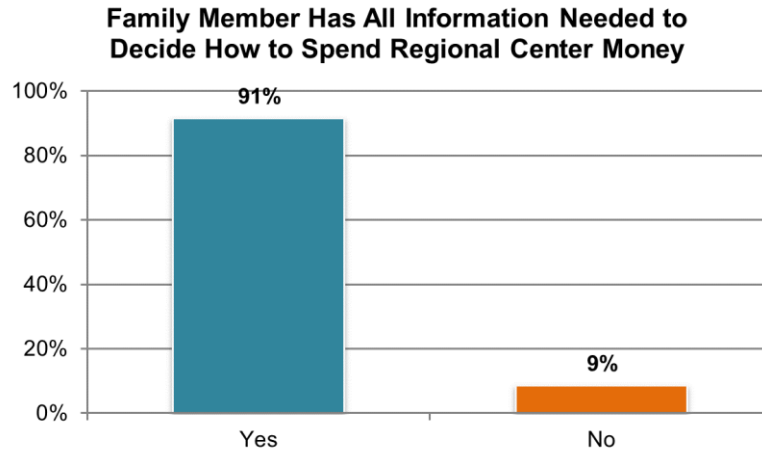


Table Q48a. If your family member has a say in how agency money is spent, does your family member have all the information s/he needs to make decisions about how to spend this money?

Regional Center	Yes	No	N
ACRC	89%	11%	28
CVRC	91%	9%	32
ELARC	n/a	n/a	n/a
FNRC	90%	10%	29
FDLRC	91%	9%	22
GGRC	n/a	n/a	n/a
HRC	n/a	n/a	n/a
IRC	n/a	n/a	n/a
KRC	n/a	n/a	n/a
NBRC	96%	4%	25
NLACRC	95%	5%	20
RCEB	83%	17%	30
RCOC	93%	7%	30
RCRC	92%	8%	37
SARC	92%	8%	26
SDRC	93%	7%	27
SG/PRC	n/a	n/a	18
SCLARC	n/a	n/a	n/a
TCRC	91%	9%	22
VMRC	100%	0%	22
WRC	88%	13%	24
CA Average	91%	9%	481
NCI Average	88%	12%	1,311

Community Connections

Family members with disabilities use integrated community services and participate in everyday community activities.

Note: Regional center outcomes denoted with an n/a means there were too few cases to report (less than 20 responses).

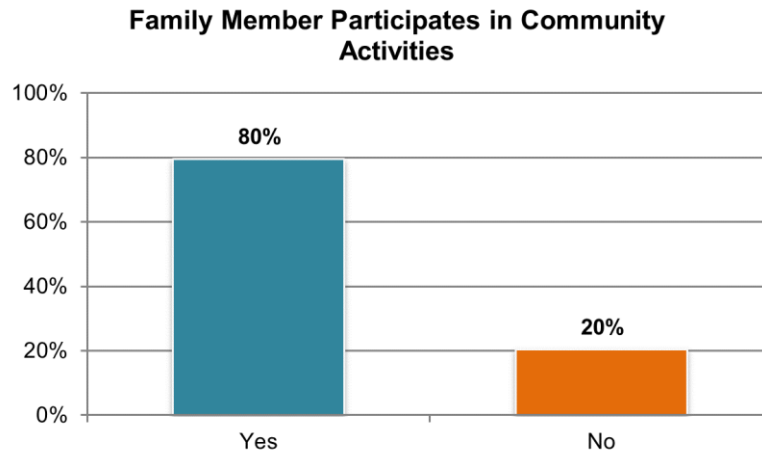


Table Q49. Does your family member participate in community activities (such as going out to a restaurant, movie, or sporting event)?

Regional Center	Yes	No	N
ACRC	82%	18%	203
CVRC	81%	19%	166
ELARC	81%	19%	170
FNRC	88%	12%	158
FDLRC	73%	27%	186
GGRC	82%	18%	158
HRC	69%	31%	169
IRC	82%	18%	160
KRC	74%	26%	148
NBRC	86%	14%	183
NLACRC	75%	25%	158
RCEB	83%	17%	157
RCOC	82%	18%	188
RCRC	82%	18%	168
SARC	84%	16%	155
SDRC	81%	19%	179
SG/PRC	71%	29%	154
SCLARC	71%	29%	147
TCRC	80%	20%	188
VMRC	81%	19%	171
WRC	79%	21%	165
CA Average	80%	20%	3,558
NCI Average	87%	13%	7,630

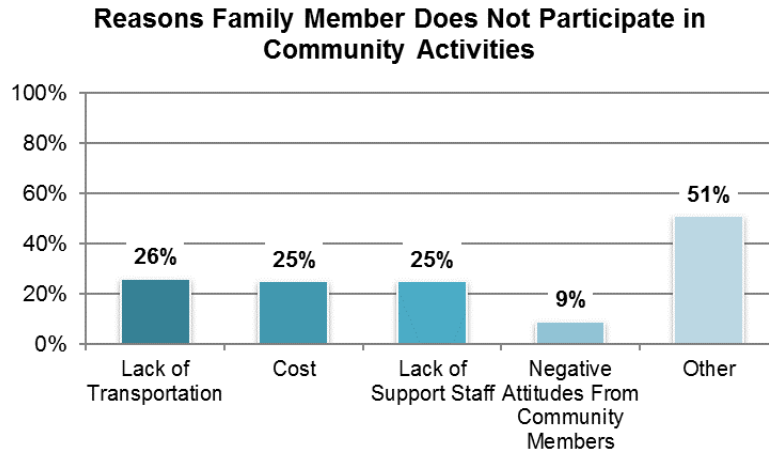


Table Q49a. If your family member doesn't participate in community activities, why not?

Regional Center	Lack of Transportation	Cost	Lack of Support Staff	Negative Attitudes From Community Members	Other
ACRC	39%	43%	36%	11%	25%
CVRC	22%	26%	22%	4%	41%
ELARC	29%	25%	33%	25%	50%
FNRC	0%	0%	9%	18%	91%
FDLRC	27%	32%	20%	9%	48%
GGRC	14%	33%	24%	0%	52%
HRC	25%	23%	33%	15%	50%
IRC	33%	21%	29%	8%	54%
KRC	19%	25%	13%	6%	59%
NBRC	44%	33%	56%	17%	39%
NLACRC	43%	23%	23%	3%	33%
RCEB	40%	35%	30%	10%	40%
RCOC	4%	21%	4%	13%	75%
RCRC	12%	36%	16%	4%	56%
SARC	10%	30%	20%	10%	55%
SDRC	21%	13%	25%	8%	63%
SG/PRC	34%	28%	44%	6%	31%
SCLARC	39%	13%	19%	13%	58%
TCRC	19%	13%	19%	3%	65%
VMRC	24%	14%	24%	14%	59%
WRC	34%	31%	24%	3%	59%
CA Average	26%	25%	25%	9%	51%
NCI Average	25%	19%	19%	10%	56%

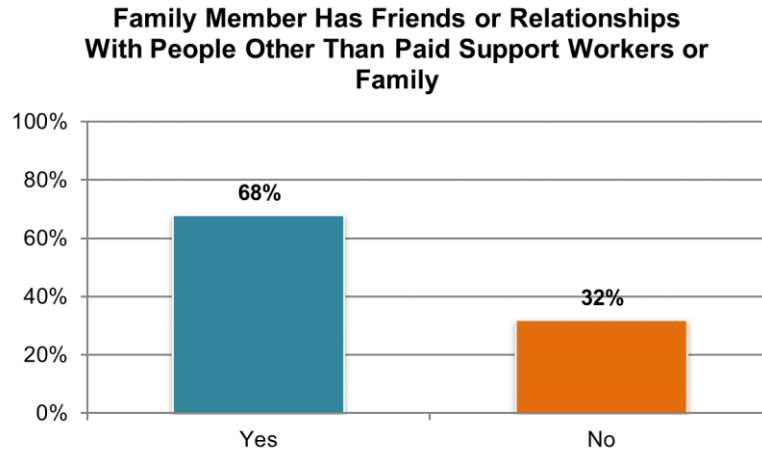


Table Q50. Does your family member have friends or relationships with persons other than paid support workers or family?

Regional Center	Yes	No	N
ACRC	76%	24%	199
CVRC	65%	35%	156
ELARC	59%	41%	160
FNRC	83%	17%	156
FDLRC	62%	38%	174
GGRC	66%	34%	151
HRC	67%	33%	151
IRC	69%	31%	157
KRC	69%	31%	135
NBRC	72%	28%	178
NLACRC	60%	40%	151
RCEB	69%	31%	149
RCOC	63%	37%	183
RCRC	76%	24%	164
SARC	62%	38%	154
SDRC	72%	28%	171
SG/PRC	62%	38%	146
SCLARC	58%	42%	137
TCRC	72%	28%	176
VMRC	74%	26%	175
WRC	68%	32%	158
CA Average	68%	32%	3,410
NCI Average	78%	22%	7,482

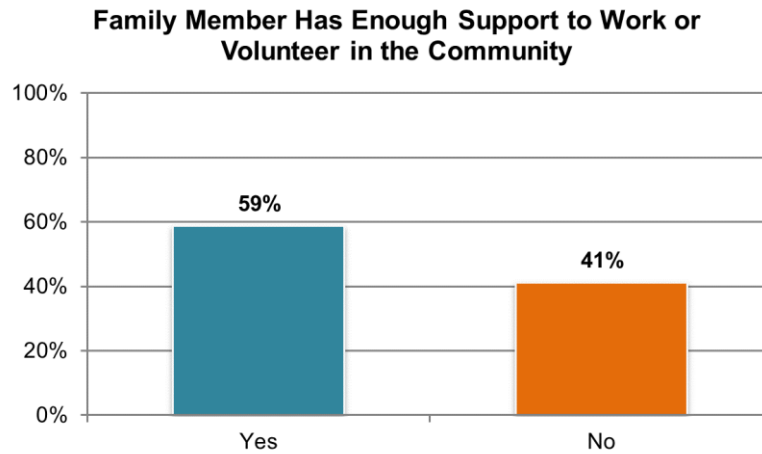


Table Q51. Does your family member have enough supports (for example: support workers, community resources, etc.) to work or volunteer in the community?

Regional Center	Yes	No	N
ACRC	69%	31%	159
CVRC	56%	44%	126
ELARC	65%	35%	127
FNRC	68%	32%	112
FDLRC	51%	49%	134
GGRC	64%	36%	122
HRC	48%	52%	124
IRC	59%	41%	127
KRC	61%	39%	113
NBRC	57%	43%	137
NLACRC	59%	41%	123
RCEB	57%	43%	121
RCOC	59%	41%	149
RCRC	73%	27%	135
SARC	54%	46%	132
SDRC	63%	37%	140
SG/PRC	47%	53%	110
SCLARC	45%	55%	126
TCRC	62%	38%	151
VMRC	56%	44%	132
WRC	61%	39%	134
CA Average	59%	41%	2,754
NCI Average	63%	37%	5,927

Satisfaction with Services and Supports

Families and family members with disabilities receive adequate and satisfactory supports.

Note: Regional center outcomes denoted with an n/a means there were too few cases to report (less than 20 responses).

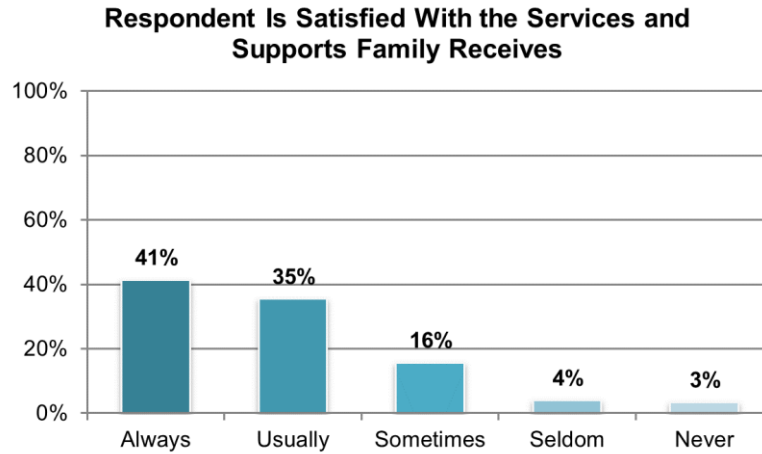


Table Q52. Overall, are you satisfied with the services and supports your family currently receives?

Regional Center	Always	Usually	Sometimes	Seldom	Never	N
ACRC	39%	41%	14%	3%	3%	194
CVRC	43%	38%	17%	1%	1%	166
ELARC	55%	30%	11%	3%	1%	175
FNRC	47%	39%	11%	3%	0%	160
FDLRC	37%	31%	24%	4%	4%	190
GGRC	34%	48%	13%	3%	3%	157
HRC	42%	31%	16%	7%	5%	173
IRC	39%	35%	12%	8%	5%	156
KRC	46%	23%	18%	4%	9%	144
NBRC	40%	35%	16%	4%	5%	178
NLACRC	39%	33%	20%	4%	5%	164
RCEB	32%	36%	21%	5%	6%	154
RCOC	47%	41%	8%	2%	2%	192
RCRC	40%	38%	14%	5%	3%	173
SARC	39%	35%	20%	2%	4%	158
SDRC	51%	30%	15%	3%	1%	182
SG/PRC	34%	43%	17%	4%	1%	155
SCLARC	46%	25%	17%	5%	7%	151
TCRC	41%	38%	16%	3%	2%	189
VMRC	36%	38%	15%	8%	4%	169
WRC	46%	36%	12%	2%	4%	167
CA Average	41%	35%	16%	4%	3%	3,575
NCI Average	39%	41%	14%	4%	2%	7,663

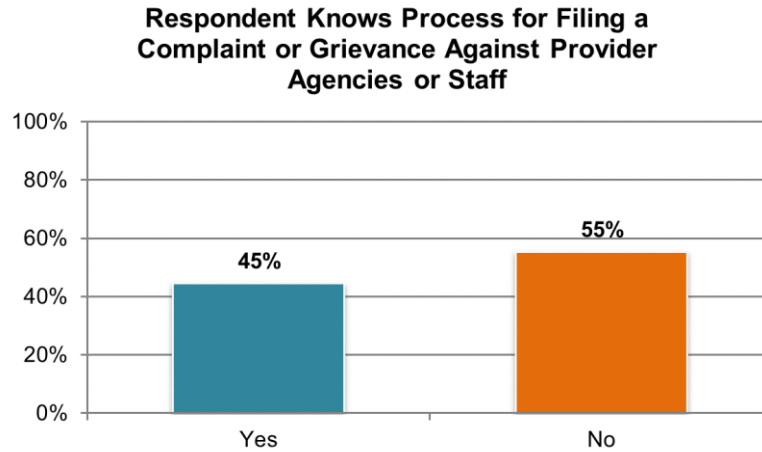


Table Q53. Do you know the process for filing a complaint or grievance against provider agencies or staff?²

Regional Center	Yes	No	N
ACRC	50%	50%	197
CVRC	44%	56%	162
ELARC	57%	43%	176
FNRC	64%	36%	161
FDLRC	32%	68%	188
GGRC	39%	61%	163
HRC	41%	59%	170
IRC	41%	59%	154
KRC	37%	63%	149
NBRC	42%	58%	180
NLACRC	45%	55%	163
RCEB	35%	65%	147
RCOC	51%	49%	196
RCRC	61%	39%	170
SARC	34%	66%	154
SDRC	46%	54%	182
SG/PRC	45%	55%	155
SCLARC	27%	73%	156
TCRC	45%	55%	190
VMRC	48%	52%	170
WRC	49%	51%	166
CA Average	45%	55%	3,578
NCI Average	57%	43%	7,638

² 'Don't know' responses are included with 'no' responses.

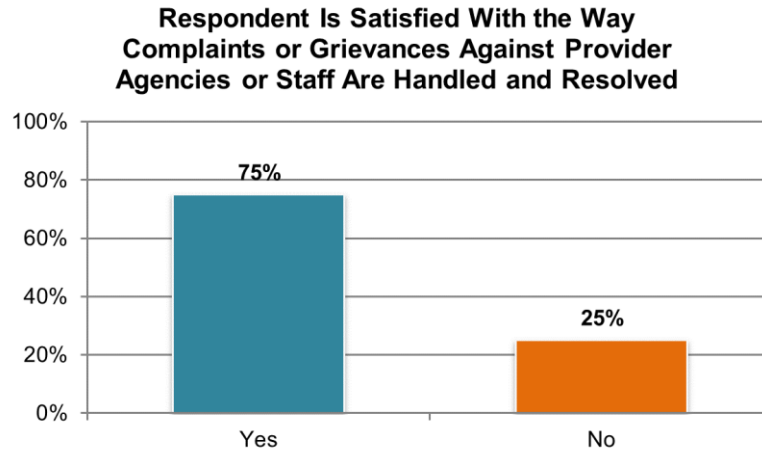
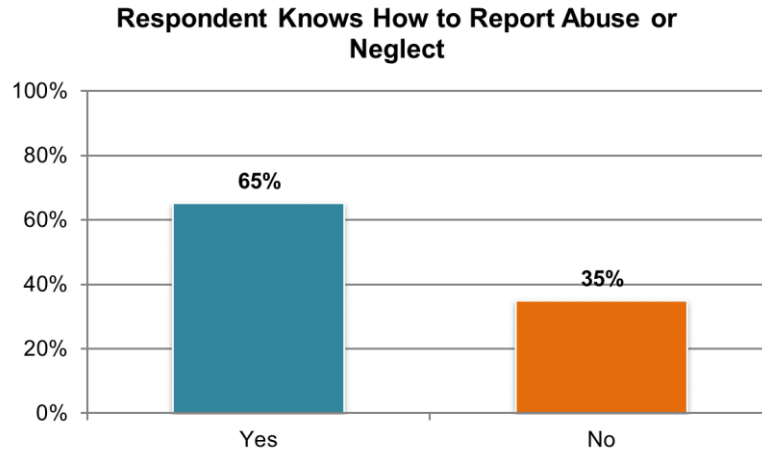


Table Q54. Are you satisfied with the way complaints or grievances against provider agencies or staff are handled and resolved?

Regional Center	Yes	No	N
ACRC	82%	18%	66
CVRC	80%	20%	69
ELARC	82%	18%	88
FNRC	94%	6%	63
FDLRC	64%	36%	73
GGRC	87%	13%	39
HRC	68%	32%	69
IRC	64%	36%	70
KRC	66%	34%	64
NBRC	68%	32%	71
NLACRC	79%	21%	70
RCEB	69%	31%	39
RCOC	79%	21%	82
RCRC	73%	27%	73
SARC	70%	30%	57
SDRC	78%	22%	73
SG/PRC	75%	25%	69
SCLARC	60%	40%	77
TCRC	79%	21%	80
VMRC	83%	17%	54
WRC	81%	19%	79
CA Average	75%	25%	1,434
NCI Average	81%	19%	3,181

**Table Q55. Do you know how to report abuse or neglect?³**

Regional Center	Yes	No	N
ACRC	73%	27%	197
CVRC	71%	29%	167
ELARC	68%	32%	174
FNRC	86%	14%	159
FDLRC	58%	42%	189
GGRC	57%	43%	155
HRC	65%	35%	163
IRC	67%	33%	156
KRC	64%	36%	144
NBRC	62%	38%	176
NLACRC	61%	39%	150
RCEB	55%	45%	145
RCOC	67%	33%	186
RCRC	76%	24%	162
SARC	58%	42%	150
SDRC	72%	28%	173
SG/PRC	60%	40%	145
SCLARC	49%	51%	152
TCRC	72%	28%	186
VMRC	65%	35%	172
WRC	59%	41%	154
CA Average	65%	35%	3,483
NCI Average	78%	22%	7,447

³ 'Don't know' responses are included with 'no' responses.

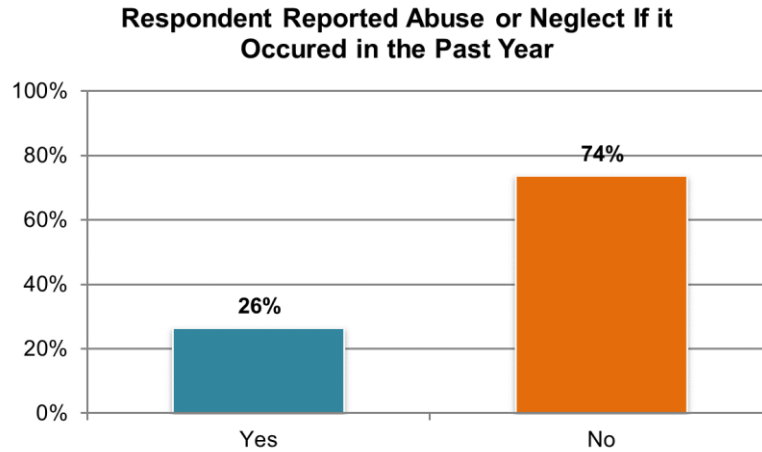


Table Q56. Within the past year, if abuse or neglect occurred, did you report it?

Regional Center	Yes	No	N
ACRC	38%	63%	32
CVRC	49%	51%	53
ELARC	23%	77%	43
FNRC	26%	74%	23
FDLRC	19%	81%	57
GGRC	26%	74%	34
HRC	24%	76%	33
IRC	20%	80%	40
KRC	17%	83%	46
NBRC	47%	53%	30
NLACRC	20%	80%	40
RCEB	22%	78%	23
RCOC	16%	84%	37
RCRC	48%	52%	25
SARC	29%	71%	38
SDRC	31%	69%	42
SG/PRC	14%	86%	42
SCLARC	20%	80%	61
TCRC	20%	80%	46
VMRC	24%	76%	33
WRC	35%	65%	43
CA Average	26%	74%	826
NCI Average	40%	60%	1,495

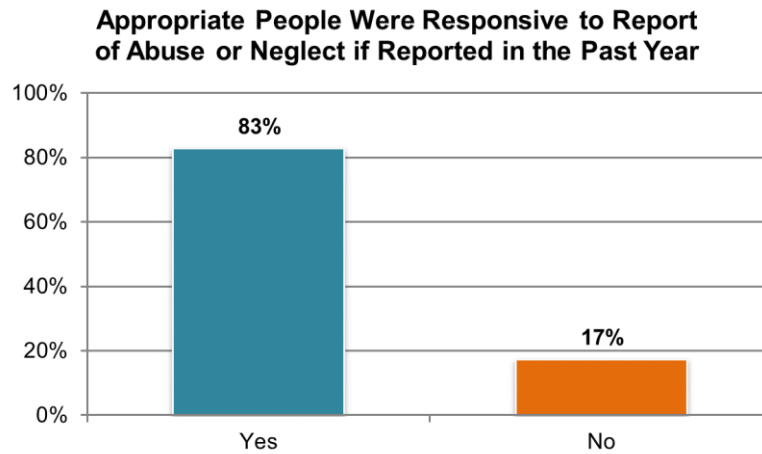


Table Q56a. If you reported abuse or neglect in the past year, were the appropriate people responsive to your report? *

Regional Center	Yes	No	N
CA Average	83%	17%	168
NCI Average	80%	20%	214

***All regional centers had too few cases to report (fewer than 20).**

Family Outcomes

Individual and family supports make a positive difference in the lives of families.

Note: Regional center outcomes denoted with an n/a means there were too few cases to report (less than 20 responses).

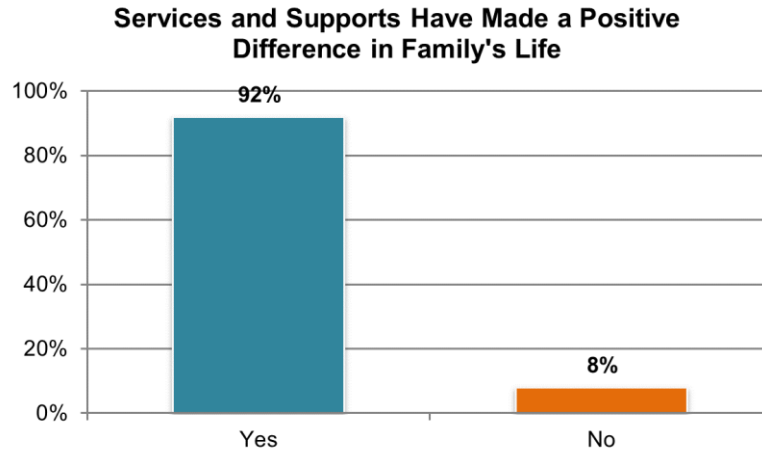


Table Q57. Do you feel that services and supports have made a positive difference in the life of your family?

Regional Center	Yes	No	N
ACRC	94%	6%	180
CVRC	95%	5%	155
ELARC	96%	4%	159
FNRC	97%	3%	154
FDLRC	91%	9%	164
GGRC	93%	7%	151
HRC	85%	15%	157
IRC	89%	11%	142
KRC	86%	14%	126
NBRC	93%	7%	163
NLACRC	91%	9%	148
RCEB	90%	10%	134
RCOC	92%	8%	179
RCRC	93%	7%	162
SARC	95%	5%	146
SDRC	94%	6%	168
SG/PRC	96%	4%	138
SCLARC	83%	17%	139
TCRC	93%	7%	182
VMRC	94%	6%	156
WRC	93%	7%	153
CA Average	92%	8%	3,281
NCI Average	95%	5%	7,135

**Services and Supports Have Reduced Family's
Out-of-Pocket Expenses for Family Member's
Care**

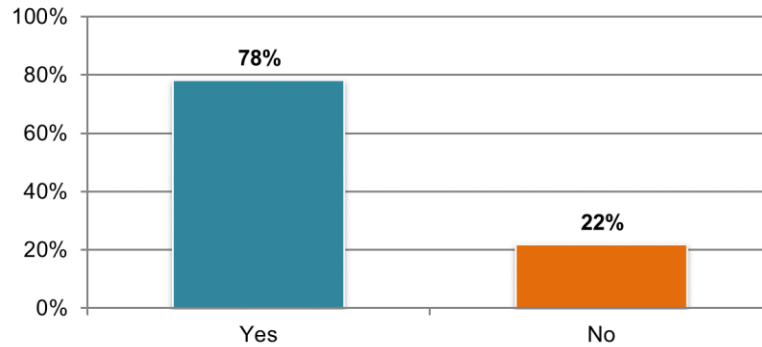


Table Q58. Do you feel that services and supports have reduced your family's out-of-pocket expenses for your family member's care?

Regional Center	Yes	No	N
ACRC	84%	16%	169
CVRC	78%	22%	134
ELARC	77%	23%	152
FNRC	85%	15%	140
FDLRC	78%	22%	162
GGRC	83%	17%	137
HRC	63%	37%	139
IRC	75%	25%	130
KRC	72%	28%	120
NBRC	75%	25%	163
NLACRC	79%	21%	140
RCEB	82%	18%	119
RCOC	84%	16%	164
RCRC	84%	16%	150
SARC	85%	15%	141
SDRC	78%	22%	163
SG/PRC	73%	27%	124
SCLARC	71%	29%	127
TCRC	77%	23%	169
VMRC	74%	26%	145
WRC	81%	19%	152
CA Average	78%	22%	3,064
NCI Average	81%	19%	6,688

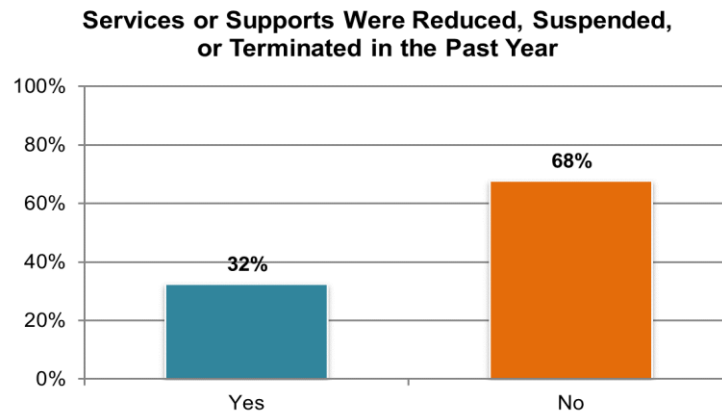


Table Q59. Have the services or supports that you or your family member received during the past year been reduced, suspended, or terminated?*

Regional Center	Yes	No	N
ACRC	27%	73%	161
CVRC	33%	67%	129
ELARC	33%	67%	148
FNRC	31%	69%	129
FDLRC	35%	65%	157
GGRC	39%	61%	140
HRC	35%	65%	147
IRC	31%	69%	129
KRC	37%	63%	113
NBRC	38%	62%	143
NLACRC	24%	76%	129
RCEB	37%	63%	126
RCOC	31%	69%	160
RCRC	32%	68%	149
SARC	35%	65%	131
SDRC	39%	61%	155
SG/PRC	38%	62%	125
SCLARC	28%	72%	140
TCRC	26%	74%	165
VMRC	29%	71%	140
WRC	21%	79%	146
CA Average	32%	68%	2,985
NCI Average	26%	74%	6,528

*The 'yes' response is the less desired response, a higher average means more people reported services or supports were reduced, suspended or terminated in the past year.

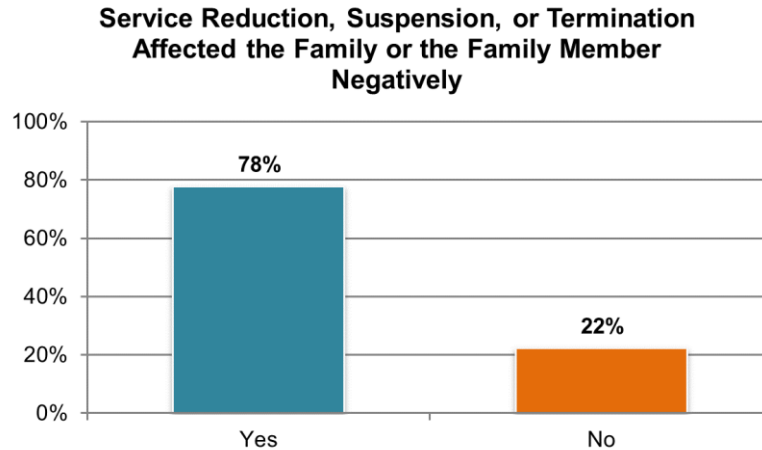


Table Q59a. If services or supports received by the family were reduced, suspended or terminated during the past year, did the reduction, suspension, or termination of these services or supports affect your family or your family member negatively?*

Regional Center	Yes	No	N
ACRC	77%	23%	31
CVRC	76%	24%	34
ELARC	81%	19%	37
FNRC	59%	41%	32
FDLRC	77%	23%	43
GGRC	67%	33%	46
HRC	84%	16%	45
IRC	82%	18%	33
KRC	81%	19%	31
NBRC	85%	15%	40
NLACRC	71%	29%	24
RCEB	82%	18%	34
RCOC	78%	23%	40
RCRC	78%	22%	37
SARC	84%	16%	37
SDRC	74%	26%	46
SG/PRC	84%	16%	37
SCLARC	85%	15%	27
TCRC	78%	22%	37
VMRC	71%	29%	28
WRC	76%	24%	21
CA Average	78%	22%	746
NCI Average	75%	25%	1,472

*The 'yes' response is the less desired response, a higher average means more people reported reduction, suspension, or termination of services had a negative impact on the family.

II. NCI History and Activities

This section briefly describes the history of the National Core Indicators and NCI surveys.

Overview of National Core Indicators

In December 1996, the National Association of RC Directors of Developmental Disabilities Services (NASDDDS), in collaboration with Human Services Research Institute (HSRI), launched the Core Indicators Project (CIP). The aim of the project was to support state developmental disabilities authorities in the development and implementation of performance and outcome indicators—and related data collection strategies—so that they could measure service delivery system performance. This effort, now called National Core Indicators (NCI), strives to provide states with valid and reliable tools to help improve system performance and better serve people with intellectual and developmental disabilities and their families. Moreover, NASDDDS' active sponsorship of NCI facilitates pooled knowledge, expertise, and resources among the states.

In 1997, 15 states convened to discuss the scope and content of a potential performance measurement framework. Directors and staff from these 15 states worked to identify the major domains and sub-domains of performance, indicators, measures, and data sources. The original 61 indicators, developed through a consensus process, were intended to provide a system-level “snapshot” of how well each state was performing. The states were guided by a set of criteria that was designed to select indicators that were:

1. Measurable;
2. Related to issues the states had some ability to influence; and
3. Important to all individuals they served, regardless of level of disability or residential setting.

During this initial phase, data collection protocols were developed and field-tested, including a face-to-face Adult Consumer Survey (for individuals age 18 and older who were receiving services) and a mail-out Adult Family Survey (for families who have an adult family member living at home). Seven states volunteered to pilot test the indicators. Eight additional states served on the Steering Committee.

Since the initial field test, NCI has expanded its scope to include outcomes of services for children with intellectual and developmental disabilities and their families. In addition, NCI continues to develop and refine the indicators and expand state participation. For more information about NCI states, technical reports, and other resources, please visit <http://www.nationalcoreindicators.org>.

California's Participation in NCI

For several years, California has collected information from individuals about their experiences with services and supports received from the State. Beginning in 1998, regional centers across California took part in the Life Quality Assessment (LQA) project. The LQAs were independent evaluations of individuals receiving services from the State, intended to gauge how people felt about the quality of their lives and to inform the Individual Program Plan (IPP) process. Data was collected by the SCDD throughout the State through the local Area Boards. Summary reports describing the Area Board activities related to completing LQAs were submitted to the Legislature annually.

More recently, the Lanterman Developmental Disabilities Services Act (Lanterman Act) was amended (Welfare and Institutions Code, Section 4571) to consolidate the LQA and the separate Evaluation of People with Developmental Disabilities Moving from Developmental Centers to the Community (Movers Study) that followed people moving out of the State's developmental centers into the community. The statute requires DDS to identify and implement a nationally validated quality assessment tool that will enable the department to monitor the performance of California's developmental disabilities services system and to assess quality and performance among all of the regional centers.⁴ The statute also directs DDS to contract with the SCDD to collect data using the identified quality assessment tool.

In accordance with the updated statute, with input from a stakeholder advisory group and through the State's Request for Proposal process, California joined NCI in 2009 in order for DDS to:

1. Measure consumer and family satisfaction, provision of services, and personal outcomes.
2. Provide the State with data for statewide improvements.
3. Benchmark statewide and individual regional center outcomes of service systems performance over time.

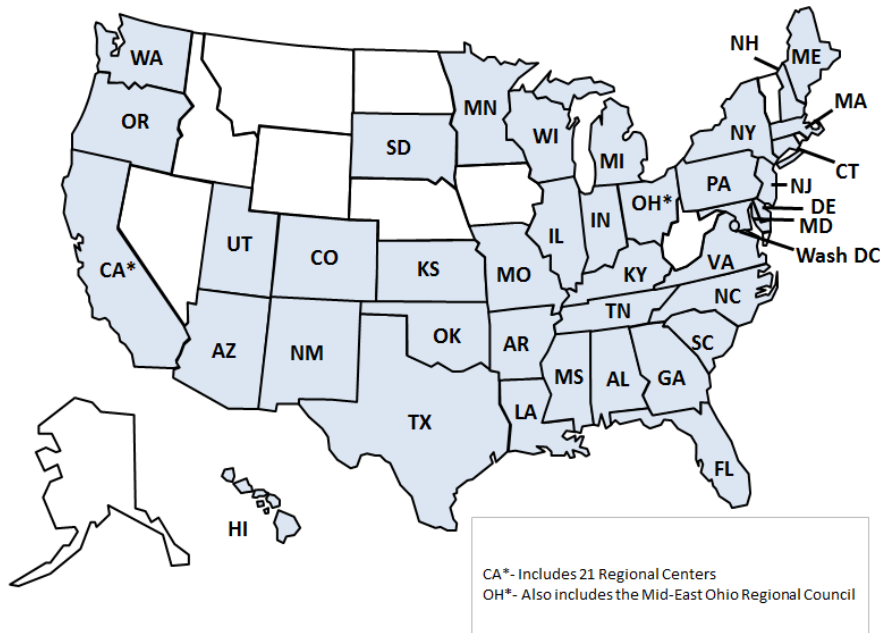
⁴ California Welfare and Institutions Code, Section 1271(b)(2). Accessed online June 15, 2011:

http://www.dds.ca.gov/Statutes/docs/LantermanAct_2011.pdf

State Participation in NCI

During the 2013-14 data collection cycle, 39 states and 22 sub-state entities participated in NCI. RC participation is entirely voluntary, and the participating states are shown in the chart below.

Chart 1. NCI State Participation 2013-14



The Core Indicators

The Core Indicators are the standard measures used across states to assess the outcomes of services provided to individuals and families. Indicators address key areas of concern, including employment, respect/rights, service planning, community inclusion, choice, and health and safety. An example of a Core Indicator would be, “The proportion of people who have a paid job in the community.” To see the entire list of Core Indicators, please visit <http://www.nationalcoreindicators.org/indicators>.

Each survey instrument is designed to measure certain Core Indicators. While most indicators correspond to a single survey question, a few refer to clusters of related questions. For example, the indicator that measures Community Inclusion (the proportion of people who regularly participate in everyday integrated activities in their communities) is measured by several survey questions that ask about several separate community activities.

The current set of performance indicators includes approximately 100 consumer, family, system, and health and safety outcomes—outcomes that are important to understanding the overall health of public developmental disabilities agencies. Indicators are organized across five broad domains: Individual Outcomes; Health, Welfare and Rights; Staff Stability and Competency; Family Outcomes; and System Performance. Each domain is broken down into sub-domains (please see table below). Four data sources are used to assess outcomes: the Adult Consumer Survey, three Family Surveys, a Provider Survey (e.g., staff turnover), and system data from state administrative records (e.g., mortality rates).

The indicators have remained generally consistent over the last several years and thus can be used to analyze system-level trends over time. However, the NCI program is a dynamic effort that allows for measures to be added, dropped, or changed to reflect current and future priorities of participating states.

The data collection tools used to gather indicator data are regularly refined and tested to ensure they remain valid, reliable, and applicable to current issues within the field. Details on the design and testing of this tool are provided in the next section of this report.

Sub-Domains and Concern Statements

The following table lists the sub-domains under the “Family Outcomes” domain.

Family Survey Sub-Domains and Concern Statements

Sub-Domain	Concern Statement
Information and Planning	Families/family members with disabilities have the information and support necessary to plan for their services and supports.
Choice & Control	Families/family members with disabilities determine the services and supports they receive and the individuals or agencies who provide them.
Access & Support Delivery	Families/family members with disabilities get the services and supports they need.
Community Connections	Family members with disabilities use integrated community services and participate in everyday community activities.
Satisfaction	Families/family members with disabilities receive adequate and satisfactory supports.
Family Outcomes	Individual and family supports make a positive difference in the lives of families.

How NCI Data Are Used

The Core Indicators provide information for quality management and are intended to be used in conjunction with other state data sources, such as risk management information, regional level performance data, results of provider monitoring processes, and administrative information gathered at the individual service coordination level. States typically use the indicator data to inform strategic planning, produce legislative reports, and prioritize quality improvement initiatives. Some states use NCI as a data source for supplemental performance measures in their home and community-based services (HCBS) waiver quality management systems and include the information in support of evidentiary reports to the Centers for Medicare & Medicaid Services (CMS). Many states share the indicator data with stakeholder groups such as Quality Councils and use the stakeholder feedback to help set priorities and establish policy direction. It is also important to note that states do not use the information in a punitive way to sanction service providers, nor do they use the results to remediate individual issues (unless specifically requested by the participant or required by law as in the case of suspected abuse, neglect, or mistreatment).

Caution and Limitations

This report does not provide benchmarks for acceptable or unacceptable levels of performance. Rather, it is up to each state to decide whether its score or percentage is an acceptable performance level.

Moreover, the NCI Average should not be interpreted as defining “acceptable” levels of performance or satisfaction. Instead, it represents a multi-state “norm” that describes average levels of performance or satisfaction across the participating states and regional centers.

Data from previous years are not presented in this report. Comparisons of results from year to year should be made with caution: even slight changes in wording or response options of certain questions may affect comparability of results from one year to the next; the mix of participating states differs slightly each year and may affect the NCI Averages; and states draw new samples each year rather than following the same group of individuals.

III. Methodology

This section describes the protocol used by California to select families to participate in the survey, administer the survey, and convey the resulting data for analysis. It also includes information on the statistical methods used by NCI staff to aggregate and analyze the data.

Sampling & Administration

States were asked to administer the Adult Family Survey by selecting a random sample of at least 1,000 families who:

1. Had an adult individual with an intellectual/developmental disability living at home; and
2. Received at least one direct service or support other than service coordination.

All states and regional centers mailed out a paper survey to families selected in their sample. A sample size of 1,000 was recommended with the expectation of a 40% return rate or greater (yielding 400 or more usable responses per state). However, most states decided to sample more than 1,000 families, expecting a lower response rate than 40%. A final sample size of 400 would guarantee a $\pm 5\%$ margin of error and a 95% confidence level when interpreting the results. States with fewer than 1,000 potential respondent families were instructed to send surveys to all eligible families. With response rates lower than expected, this report also included those states that submitted fewer than 400 surveys up to a margin of error of no greater than $\pm 7\%$.⁵

In California, a statewide sample size of 3,325 surveys was recommended by the University of California, Davis (UCD) for the Adult Family Survey FY 13/14 (FGS2) with the expectation of a 40% return rate or greater (yielding 139-167 surveys per regional center, depending on the service population). The State Council on Developmental Disabilities (SCDD) mailed out the paper survey to all families selected in the statewide sample. A final sample size of 3,325 would guarantee a $\pm 7.5\%$ margin of error and a 95% confidence level when interpreting the results.

The NCI Average is the average of fourteen (14) state averages. Because the “NCI Average” is calculating by averaging all the states’ estimates (i.e., an “average of averages”), each state contributes the exact same weight to the NCI Average, including California.

Data Entry and Analysis

Each state entered the surveys received into the Online Data Entry Survey Application (ODESA). All raw data files were reviewed for completeness, invalid responses were eliminated, and quality checks were performed. The data files were then cleaned and merged to create the national and statewide datasets.

⁵ See “Response Rates” section for information on total surveys mailed and received by states as well as each state’s margin of error.

Data were considered invalid, and therefore excluded, based on the following two criteria:

1. The respondent indicated the individual with an intellectual/developmental disability did not live in the family home.
2. Demographic information was entered into the file but no survey questions were answered.

Response Rates

During 2013-2014, California administered the Adult Family Survey and submitted a valid sample size for comparison for each regional center—a sample that would yield a 95% confidence level with +/- 7% (7.49% or less) margin of error; their data are included in this report. The table below shows the number of surveys each state mailed, usable surveys returned, response rates, the number of individuals receiving services who were eligible to be drawn into the sample, and each state's margin of error.

Adult Family Survey: State Response Rates

State	Number Eligible to be Drawn into the Sample	Surveys Mailed	Usable Surveys Returned	Response Rate	Margin of Error
ACRC	4719	697	216	31%	6.51%
CVRC	4082	904	183	20%	7.08%
ELARC	3112	901	188	21%	6.93%
FNRC	1448	596	171	29%	7.04%
GGRC	2184	882	174	20%	7.13%
HRC	2870	876	189	22%	6.89%
IRC	7395	902	172	19%	7.39%
KRC	2032	904	163	18%	7.36%
FDLRC	2093	897	206	23%	6.48%
NBRC	1935	901	198	22%	6.60%
NLACRC	4509	903	175	19%	7.26%
RCEB	4225	845	172	20%	7.32%
RCOC	4330	901	214	24%	6.53%
RCRC	733	733	182	25%	6.30%
SARC	3739	851	170	20%	7.34%
SDRC	5093	902	195	22%	6.88%
SG/PRC	2737	886	174	20%	7.19%
SCLARC	3391	972	169	17%	7.35%
TCRC	2605	933	202	22%	6.62%
VMRC	2814	902	195	22%	6.77%
WRC	1921	1002	182	18%	6.91%