

Family/Guardian Survey

California Statewide Report

Fiscal Year 2013-2014



Prepared by Human Services Research Institute for the

CALIFORNIA DEPARTMENT OF DEVELOPMENTAL SERVICES

1600 9TH STREET

PO BOX 944202

SACRAMENTO, CA 94244-2020



**NATIONAL CORE
INDICATORS**

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



Human Services
Research Institute

Human Services Research Institute (HSRI)

2336 Massachusetts Avenue
Cambridge, MA 02140



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

113 Oronoco Street
Alexandria, VA 22314

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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 Family/Guardian 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 Family/Guardian Survey, with data collected from July 2013 through June 2014. During that time, 3181 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 Family/Guardian 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 3181 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. Indicators address key areas of concern 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 Family/Guardian Survey is administered to families who have an adult (18 years or older) with an intellectual/developmental disability who does not live in the family home and receives at least one service other than case management. Not all states that participate in NCI administer the Family/Guardian Survey on an annual basis. Of the 40 states, the District of Columbia, and 22 sub-state entities who participated in NCI during the 2013-2014 data collection cycle, ten (10) states submitted a valid sample of Family/Guardian Survey data. In California, the Family/Guardian Survey is administered once every three years and data were collected from all 21 regional centers.

The following are California statewide averages for a selection of survey items. Complete breakouts by regional center, the California statewide, and NCI national averages for each item in the Family/Guardian Survey can be found in the Results section of this report. The NCI national average is the average of the statewide averages for the ten states that submitted a valid sample of Family/Guardian Survey data. The California statewide average is the average of all valid data collected in the state.

Demographics of Family Member Receiving Services

The average age of the adult receiving services was 45 years old, and males accounted for a higher percentage of respondents than females (58% versus 42%). Group homes were by far the most common residence type (56%), followed by independent living (13%) and specialized

Intermediate Care Facilities (ICF) (13%). The most frequently indicated disability types were intellectual disability (80%), seizure disorder/neurological problem (25%), and mental illness or psychiatric diagnosis (20%); disability type categories are not mutually exclusive in the NCI surveys, and respondents can choose as many as apply. In terms of level of education achieved, 68% of the individuals receiving services had less than a high school diploma or GED while 28% had graduated high school or earned a GED. In terms of daily activities, 10% are involved in paid community employment. A little over one-quarter (28%) require a complete level of help for daily activities.

Services and Supports

Among the services and supports specified in the survey, residential supports were the most utilized (93%), followed by transportation (91%) and social security benefits (90%).

Information and Planning

Engagement in service planning among survey respondents (usually the parent or guardian of the adult receiving services) and the individuals themselves: 83% of respondents report that they helped develop their family member's Individual Program Plan (IPP), and 65% report that their family member helped develop his or her own plan. Around half of all respondents report that they always receive enough information to help plan these services (48%) and that this information is always easy to understand (54%).

The vast majority of respondents indicate that the Individual Program Plan (IPP) includes all the services and supports their family member wants (87%) and needs (85%).

Access and Delivery of Services and Supports

More than three-fifths of all respondents report that they can always contact support workers (64%) and case managers/service coordinators (61%) when needed.

Just over three-quarters of all respondents report that services are always delivered in a manner that is respectful to the family's culture (76%).

Nearly three-quarters of respondents indicate that their family member's residential setting is always a healthy and safe environment (72%), and 72% say the same of their family member's day/employment setting.

Choice and Control

Just over half of all respondents report that the residential service agency always involves the adult receiving services in important decisions (51%).

Twenty-nine percent (29%) of respondents report that their family member always chooses his or her provider agencies; 17% report that their family member always chooses the individual support workers; and 15% report that their family member chose his or her own case manager/service coordinator.

Community Connections

The vast majority of respondents report that their family member participates in community activities (93%).

Approximately three-quarters of respondents report that their family member has enough support to work or volunteer in the community (74%).

Satisfaction with Services and Supports

A total of 91% of respondents are always or usually satisfied with the services and supports their family member receives.

Family Outcomes

Nearly all respondents report that services and supports have made a positive difference in their family's life (97%). Most also indicate that services and supports have reduced the family's out-of-pocket expenses for their family member's care (88%).

Of the 21% of respondents who report that services or supports were reduced, suspended or terminated in the past year, 67% felt that this change had a negative impact on their family member.

Results

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

Survey Development

The Family/Guardian Survey was developed and first utilized in 1999-2000 in response to various states' interest in determining whether families were involved in the lives of their family member with an intellectual/developmental disability (who did not live at home with them), whether these families had the support they needed to be involved, and whether they were satisfied with the service system that was intended to meet their family member's needs.

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 Family/Guardian Survey

The Family/Guardian 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 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 Family/Guardian Survey are presented in this report. Outcome results are presented in six subsections that correspond with the sections of the Family/Guardian 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.

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 Residence

Regional Center	Intermediate Care Facility (ICF)	Community Care Facility (CCF)	Agency-Owned	Independent Living (SLS or ILS)	Family Home Agency (FHA)	Skilled Nursing Facility	Other	N
ACRC	5%	38%	1%	45%	1%	1%	7%	147
CVRC	11%	52%	2%	23%	5%	2%	5%	168
ELARC	12%	44%	1%	33%	1%	4%	4%	113
FNRC	11%	43%	2%	33%	2%	2%	7%	168
FDLRC	15%	57%	3%	15%	0%	6%	3%	98
GGRC	18%	43%	9%	24%	1%	2%	4%	178
HRC	7%	50%	2%	25%	5%	7%	5%	132
IRC	16%	61%	0%	16%	2%	1%	4%	178
KRC	5%	36%	2%	42%	7%	1%	8%	120
NBRC	12%	41%	4%	33%	3%	1%	7%	142
NLACRC	12%	49%	2%	32%	2%	1%	3%	133
RCEB	16%	44%	2%	29%	0%	3%	7%	183
RCOC	6%	54%	3%	35%	1%	1%	1%	159
RCRC	5%	16%	1%	62%	6%	2%	9%	132
SARC	15%	50%	5%	24%	1%	2%	3%	182
SDRC	11%	54%	1%	29%	0%	3%	2%	174
SG/PRC	22%	52%	1%	15%	5%	4%	2%	177
SCLARC	16%	51%	0%	14%	7%	4%	9%	57
TCRC	11%	33%	6%	40%	2%	2%	4%	141
VMRC	17%	49%	0%	27%	2%	3%	3%	157
WRC	15%	22%	11%	44%	2%	2%	4%	124
CA Average	13%	45%	3%	30%	2%	2%	5%	3,090
NCI Average	10%	54%	5%	17%	8%	1%	5%	6,603

Table 2. Family Member's Age

Regional Center	Average Age	N
ACRC	42	151
CVRC	43	160
ELARC	45	117
FNRC	46	169
FDLRC	46	100
GGRC	47	173
HRC	44	129
IRC	45	179
KRC	42	119
NBRC	46	140
NLACRC	44	131
RCEB	44	181
RCOC	47	157
RCRC	46	128
SARC	45	181
SDRC	46	172
SG/PRC	48	178
SCLARC	45	58
TCRC	44	140
VMRC	43	151
WRC	45	123
CA Average	45	3,063
NCI Average	47	6,537

Table 3. Family Member's Gender

Regional Center	Male	Female	N
ACRC	60%	40%	153
CVRC	49%	51%	168
ELARC	64%	36%	121
FNRC	49%	51%	172
FDLRC	67%	33%	98
GGRC	56%	44%	177
HRC	63%	37%	134
IRC	62%	38%	186
KRC	55%	45%	119
NBRC	58%	42%	144
NLACRC	58%	42%	135
RCEB	53%	47%	184
RCOC	55%	45%	156
RCRC	53%	47%	133
SARC	59%	41%	182
SDRC	59%	41%	170
SG/PRC	61%	39%	181
SCLARC	64%	36%	59
TCRC	52%	48%	145
VMRC	61%	39%	154
WRC	61%	39%	125
CA Average	58%	42%	3,123
NCI Average	58%	42%	6,666

Table 4. Family Member's Race and Ethnicity

	Hispanic or Latino	Two or More Races	Other or Unknown	White	Hawaiian or Pacific Islander	Black or African- American	Asian	American Indian or Alaska Native
ACRC	8%	6%	1%	77%	0%	6%	2%	2%
CVRC	20%	5%	1%	73%	1%	2%	2%	2%
ELARC	34%	4%	1%	56%	0%	1%	10%	1%
FNRC	6%	4%	0%	92%	0%	1%	1%	1%
FDLRC	9%	9%	1%	71%	0%	4%	9%	5%
GGRC	5%	4%	1%	76%	2%	6%	9%	2%
HRC	11%	17%	1%	65%	1%	7%	8%	2%
IRC	10%	4%	0%	77%	1%	8%	3%	2%
KRC	9%	8%	2%	78%	0%	3%	1%	3%
NBRC	5%	5%	0%	81%	0%	5%	4%	5%
NLACRC	8%	8%	1%	77%	0%	5%	5%	2%
RCEB	6%	5%	1%	70%	0%	11%	11%	2%
RCOC	6%	4%	0%	82%	1%	0%	8%	1%
RCRC	3%	3%	2%	87%	0%	1%	1%	7%
SARC	11%	5%	1%	77%	1%	1%	6%	2%
SDRC	9%	5%	2%	79%	0%	5%	3%	2%
SG/PRC	22%	10%	0%	65%	0%	3%	3%	3%
SCLARC	22%	3%	2%	25%	0%	44%	3%	2%
TCRC	7%	7%	0%	84%	0%	1%	2%	1%
VMRC	10%	4%	1%	78%	0%	6%	4%	3%
WRC	13%	4%	0%	64%	0%	13%	6%	2%
CA Average	11%	6%	1%	75%	0%	5%	5%	2%
NCI Average	2%	2%	0%	81%	0%	13%	1%	1%

*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 5. Family Member's Preferred Means of Expression

Regional Center	Spoken	Gestures or Body Language	Sign Language or Finger Spelling	Communication Aid or Device	Other	N
ACRC	74%	17%	4%	3%	3%	148
CVRC	77%	17%	2%	1%	4%	170
ELARC	64%	23%	3%	3%	8%	120
FNRC	80%	15%	3%	1%	1%	172
FDLRC	75%	15%	1%	1%	9%	103
GGRC	73%	22%	1%	1%	3%	180
HRC	77%	16%	2%	0%	5%	133
IRC	73%	21%	3%	0%	3%	183
KRC	80%	13%	2%	3%	3%	118
NBRC	76%	19%	1%	1%	3%	147
NLACRC	81%	13%	4%	1%	2%	132
RCEB	68%	19%	4%	3%	6%	182
RCOC	79%	18%	1%	0%	3%	159
RCRC	81%	14%	3%	1%	1%	136
SARC	72%	21%	1%	2%	5%	186
SDRC	78%	18%	0%	2%	2%	174
SG/PRC	72%	23%	3%	0%	3%	182
SCLARC	67%	25%	2%	0%	7%	61
TCRC	83%	15%	1%	1%	1%	143
VMRC	74%	19%	3%	0%	4%	160
WRC	72%	17%	2%	1%	8%	127
CA Average	75%	18%	2%	1%	4%	3,145
NCI Average	72%	22%	2%	0%	3%	6,667

Table 6. Family Member's Preferred Language

Regional Center	English	Spanish	Other	N
ACRC	95%	1%	4%	150
CVRC	91%	3%	6%	173
ELARC	79%	8%	13%	120
FNRC	98%	1%	1%	172
FDLRC	88%	4%	8%	103
GGRC	92%	1%	7%	181
HRC	92%	3%	5%	131
IRC	95%	2%	3%	184
KRC	94%	3%	3%	116
NBRC	93%	1%	6%	145
NLACRC	97%	1%	1%	134
RCEB	93%	0%	7%	183
RCOC	94%	0%	6%	163
RCRC	96%	1%	3%	136
SARC	90%	3%	7%	185
SDRC	92%	3%	4%	173
SG/PRC	89%	4%	7%	180
SCLARC	79%	10%	11%	63
TCRC	94%	2%	3%	145
VMRC	96%	2%	2%	161
WRC	93%	2%	5%	127
CA Average	92%	2%	5%	3,154
NCI Average	96%	1%	3%	6,684

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	60%	34%	2%	3%	1%	137
CVRC	54%	32%	5%	8%	3%	155
ELARC	60%	31%	6%	3%	0%	106
FNRC	55%	35%	1%	8%	1%	161
FDLRC	55%	37%	1%	3%	3%	89
GGRC	66%	21%	5%	7%	1%	168
HRC	55%	32%	4%	7%	2%	122
IRC	60%	36%	1%	4%	0%	168
KRC	45%	43%	3%	9%	0%	109
NBRC	60%	29%	1%	9%	1%	137
NLACRC	53%	39%	3%	3%	2%	123
RCEB	61%	30%	2%	5%	1%	174
RCOC	60%	32%	1%	5%	1%	150
RCRC	56%	39%	0%	4%	2%	126
SARC	64%	22%	2%	10%	3%	168
SDRC	61%	29%	3%	5%	2%	164
SG/PRC	68%	27%	2%	2%	1%	166
SCLARC	68%	26%	5%	0%	0%	57
TCRC	58%	35%	1%	6%	1%	139
VMRC	61%	36%	1%	1%	1%	147
WRC	53%	28%	4%	13%	2%	119
CA Average	59%	32%	2%	6%	1%	2,912
NCI Average	67%	28%	2%	2%	1%	6,219

Table 8. Family Member's Typical Day Activity

Regional Center	Out of Home Day Program (Family member is Unpaid)	Out of Home Day Program (Family member is Paid)	Vocational Training	Community Employment (Family Member is Unpaid)	Community Employment (Family Member is Paid)	In-home Day Supports	At Home (by Choice)	At Home (No Services)	At Home (Other)	Other
ACRC	40%	14%	7%	6%	12%	11%	10%	4%	8%	15%
CVRC	39%	20%	8%	4%	8%	10%	10%	4%	7%	19%
ELARC	51%	8%	7%	6%	5%	23%	3%	1%	5%	18%
FNRC	33%	17%	12%	5%	12%	7%	12%	3%	8%	15%
FDLRC	38%	14%	5%	2%	8%	19%	9%	1%	4%	19%
GGRC	57%	6%	7%	10%	13%	10%	5%	2%	4%	12%
HRC	41%	11%	7%	4%	13%	7%	7%	3%	3%	20%
IRC	43%	20%	5%	6%	7%	5%	7%	7%	3%	18%
KRC	29%	12%	9%	4%	11%	12%	13%	4%	7%	26%
NBRC	42%	17%	8%	4%	17%	9%	8%	2%	8%	14%
NLACRC	39%	12%	5%	8%	14%	15%	8%	3%	4%	21%
RCEB	59%	7%	5%	7%	8%	13%	7%	3%	3%	17%
RCOC	38%	19%	7%	6%	15%	7%	8%	0%	7%	12%
RCRC	46%	12%	5%	6%	8%	16%	15%	9%	12%	12%
SARC	44%	11%	10%	7%	13%	14%	9%	5%	4%	21%
SDRC	47%	14%	5%	7%	16%	8%	8%	1%	4%	14%
SG/PRC	40%	18%	8%	2%	9%	2%	5%	1%	3%	18%
SCLARC	31%	17%	3%	9%	3%	9%	3%	3%	2%	29%
TCRC	37%	12%	9%	6%	19%	18%	12%	4%	8%	19%
VMRC	61%	10%	7%	5%	7%	9%	5%	2%	4%	13%
WRC	29%	14%	8%	4%	22%	18%	6%	3%	1%	18%
CA Average	43%	14%	7%	6%	12%	11%	8%	3%	5%	17%
NCI Average	36%	13%	10%	6%	11%	15%	7%	2%	5%	21%

Table 9. Frequency of Medical Care Needed for Family Member

Regional Center	Less Frequently Than Once/Month	At Least Once/Month, but Not Once/Week	At Least Once/Week, or More Frequently	N
ACRC	74%	21%	5%	140
CVRC	60%	30%	9%	158
ELARC	65%	22%	13%	101
FNRC	73%	22%	6%	160
FDLRC	53%	38%	9%	94
GGRC	76%	17%	7%	170
HRC	56%	28%	16%	125
IRC	65%	26%	8%	170
KRC	70%	21%	8%	108
NBRC	76%	18%	6%	143
NLACRC	70%	22%	8%	123
RCEB	74%	21%	5%	178
RCOC	75%	19%	5%	150
RCRC	60%	32%	9%	129
SARC	75%	20%	6%	173
SDRC	63%	29%	8%	166
SG/PRC	57%	26%	18%	160
SCLARC	48%	25%	27%	52
TCRC	66%	26%	8%	140
VMRC	69%	24%	7%	146
WRC	63%	29%	9%	112
CA Average	67%	24%	9%	2,926
NCI Average	64%	25%	11%	6,318

Table 10. Amount of Behavioral Support Needed for Family Member

Regional Center	No Support Needed	Some Support Needed	Extensive Support Needed	N
ACRC	49%	38%	13%	143
CVRC	54%	25%	21%	162
ELARC	32%	47%	21%	117
FNRC	50%	38%	11%	167
FDLRC	40%	40%	20%	97
GGRC	46%	42%	13%	173
HRC	39%	43%	17%	127
IRC	39%	45%	16%	176
KRC	46%	40%	13%	119
NBRC	42%	42%	16%	148
NLACRC	50%	35%	15%	130
RCEB	50%	34%	16%	182
RCOC	52%	36%	12%	157
RCRC	48%	42%	10%	130
SARC	46%	40%	14%	177
SDRC	42%	45%	13%	171
SG/PRC	33%	50%	18%	175
SCLARC	27%	34%	39%	62
TCRC	51%	35%	14%	144
VMRC	40%	40%	19%	154
WRC	43%	34%	23%	120
CA Average	44%	40%	16%	3,060
NCI Average	37%	41%	22%	6,578

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

Regional Center	None	Little	Moderate	Complete	N
ACRC	37%	19%	17%	27%	149
CVRC	32%	19%	25%	24%	170
ELARC	20%	21%	29%	30%	115
FNRC	40%	21%	25%	14%	173
FDLRC	22%	26%	28%	24%	98
GGRC	28%	16%	31%	25%	177
HRC	35%	22%	26%	17%	130
IRC	30%	21%	24%	25%	183
KRC	35%	25%	26%	14%	116
NBRC	27%	23%	32%	17%	149
NLACRC	35%	26%	20%	19%	133
RCEB	26%	26%	23%	26%	184
RCOC	31%	23%	26%	20%	162
RCRC	34%	26%	28%	13%	134
SARC	25%	22%	32%	21%	183
SDRC	26%	24%	31%	19%	174
SG/PRC	31%	17%	25%	27%	177
SCLARC	23%	15%	25%	37%	60
TCRC	37%	22%	26%	15%	144
VMRC	28%	21%	31%	21%	159
WRC	28%	24%	21%	26%	127
CA Average	30%	22%	26%	22%	3,125
NCI Average	21%	21%	32%	26%	6,672

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	3%	12%	62%	22%	149
CVRC	4%	16%	56%	24%	167
ELARC	2%	15%	49%	34%	118
FNRC	1%	12%	62%	25%	167
FDLRC	1%	9%	51%	39%	99
GGRC	1%	9%	62%	29%	176
HRC	1%	11%	49%	39%	128
IRC	1%	13%	55%	31%	186
KRC	4%	18%	61%	18%	119
NBRC	3%	27%	41%	29%	147
NLACRC	3%	7%	51%	39%	131
RCEB	1%	13%	55%	31%	186
RCOC	1%	10%	55%	34%	156
RCRC	3%	35%	44%	18%	136
SARC	2%	11%	56%	32%	184
SDRC	2%	8%	65%	25%	173
SG/PRC	1%	11%	59%	29%	174
SCLARC	9%	19%	43%	29%	58
TCRC	1%	8%	62%	30%	143
VMRC	3%	19%	51%	28%	160
WRC	1%	7%	54%	38%	129
CA Average	2%	14%	55%	29%	3,114
NCI Average	2%	16%	61%	21%	6,645

Table 13. Respondent's Relationship to Family Member

Regional Center	Parent	Sibling	Spouse	Public Guardian/ Conservator	Private Guardian/ Conservator	Other	N
ACRC	83%	11%	0%	1%	0%	5%	150
CVRC	71%	15%	0%	1%	1%	11%	170
ELARC	88%	7%	0%	0%	1%	4%	120
FNRC	74%	15%	1%	1%	0%	9%	172
FDLRC	85%	8%	0%	0%	2%	5%	101
GGRC	72%	21%	0%	0%	2%	4%	180
HRC	86%	5%	0%	1%	1%	7%	131
IRC	85%	10%	1%	1%	0%	4%	183
KRC	74%	11%	0%	1%	1%	14%	118
NBRC	68%	21%	0%	2%	0%	9%	147
NLACRC	87%	8%	0%	0%	0%	5%	133
RCEB	76%	16%	0%	1%	1%	6%	185
RCOC	80%	15%	0%	1%	1%	4%	162
RCRC	54%	13%	0%	19%	3%	11%	135
SARC	80%	16%	0%	1%	1%	3%	185
SDRC	79%	14%	1%	0%	1%	6%	174
SG/PRC	70%	27%	0%	0%	1%	2%	177
SCLARC	69%	14%	2%	7%	0%	8%	59
TCRC	86%	11%	0%	0%	0%	3%	145
VMRC	78%	7%	0%	1%	2%	13%	160
WRC	86%	12%	0%	2%	0%	1%	129
CA Average	78%	14%	0%	2%	1%	6%	3,144
NCI Average	57%	24%	0%	6%	4%	9%	6,643

Table 14. Number of Times Respondent Sees Family Member in a Year

Regional Center	Less Than Once	1-3 Times	4-6 Times	7-12 Times	More Than 12 Times	N
ACRC	5%	8%	5%	12%	71%	146
CVRC	5%	12%	14%	15%	54%	164
ELARC	6%	12%	7%	12%	64%	118
FNRC	7%	17%	9%	8%	58%	166
FDLRC	6%	6%	9%	11%	69%	102
GGRC	4%	8%	11%	13%	63%	180
HRC	4%	6%	13%	9%	68%	129
IRC	5%	20%	10%	16%	49%	187
KRC	9%	10%	8%	7%	66%	116
NBRC	6%	12%	8%	14%	60%	147
NLACRC	7%	10%	8%	13%	63%	131
RCEB	6%	10%	9%	6%	68%	184
RCOC	3%	9%	7%	15%	66%	158
RCRC	9%	16%	13%	8%	53%	134
SARC	3%	9%	13%	12%	63%	185
SDRC	7%	9%	11%	9%	64%	170
SG/PRC	13%	17%	10%	7%	53%	176
SCLARC	14%	9%	7%	14%	55%	56
TCRC	8%	15%	10%	7%	59%	144
VMRC	5%	15%	9%	11%	61%	158
WRC	8%	12%	7%	5%	69%	128
CA Average	6%	12%	10%	11%	62%	3,107
NCI Average	4%	10%	13%	14%	59%	6,676

Table 15. 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	3%	22%	1%	29%	46%	149
CVRC	11%	20%	2%	22%	45%	166
ELARC	9%	25%	4%	32%	31%	114
FNRC	6%	23%	4%	31%	36%	166
FDLRC	7%	11%	3%	29%	50%	98
GGRC	4%	11%	2%	23%	60%	179
HRC	9%	15%	2%	24%	50%	131
IRC	8%	18%	3%	40%	31%	182
KRC	4%	17%	5%	39%	34%	117
NBRC	5%	12%	3%	31%	48%	149
NLACRC	5%	16%	2%	27%	50%	132
RCEB	3%	15%	2%	24%	57%	185
RCOC	2%	15%	4%	29%	50%	161
RCRC	8%	20%	1%	20%	53%	133
SARC	3%	15%	4%	27%	51%	184
SDRC	5%	11%	1%	32%	51%	168
SG/PRC	10%	19%	3%	34%	34%	176
SCLARC	26%	21%	7%	21%	26%	58
TCRC	4%	15%	2%	31%	47%	143
VMRC	4%	27%	3%	28%	37%	158
WRC	7%	19%	2%	26%	46%	125
CA Average	6%	17%	3%	29%	45%	3,101
NCI Average	7%	23%	5%	23%	42%	6,624

Table 16. Total Taxable Family Income of Wage Earners in the Household 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	21%	17%	17%	15%	30%	127
CVRC	24%	19%	22%	12%	23%	137
ELARC	28%	23%	25%	8%	16%	88
FNRC	17%	21%	41%	11%	11%	133
FDLRC	18%	19%	22%	11%	30%	73
GGRC	11%	17%	25%	16%	31%	142
HRC	19%	16%	29%	13%	23%	104
IRC	22%	12%	29%	16%	21%	148
KRC	17%	23%	14%	27%	19%	95
NBRC	5%	17%	33%	15%	30%	115
NLACRC	15%	17%	25%	17%	25%	106
RCEB	10%	12%	23%	15%	40%	150
RCOC	15%	15%	21%	18%	31%	120
RCRC	22%	25%	23%	16%	15%	88
SARC	12%	16%	24%	19%	29%	147
SDRC	21%	9%	22%	15%	33%	132
SG/PRC	23%	17%	25%	12%	22%	139
SCLARC	37%	22%	20%	11%	11%	46
TCRC	13%	14%	23%	19%	31%	108
VMRC	19%	19%	27%	16%	19%	118
WRC	22%	15%	24%	10%	28%	99
CA Average	18%	17%	25%	15%	25%	2,435
NCI Average	17%	18%	26%	17%	21%	5,214

Table 17. 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	38%	14%	25%	20%	3%	138
CVRC	50%	16%	24%	11%	0%	152
ELARC	54%	7%	26%	10%	3%	105
FNRC	50%	12%	28%	9%	0%	155
FDLRC	38%	20%	24%	18%	0%	92
GGRC	41%	9%	28%	20%	3%	167
HRC	49%	7%	28%	16%	0%	122
IRC	51%	13%	28%	8%	0%	180
KRC	44%	17%	27%	12%	0%	113
NBRC	37%	10%	38%	13%	1%	134
NLACRC	41%	8%	27%	18%	7%	120
RCEB	37%	10%	26%	21%	6%	178
RCOC	43%	11%	29%	14%	3%	149
RCRC	57%	14%	17%	13%	0%	120
SARC	50%	9%	20%	18%	3%	173
SDRC	45%	11%	27%	14%	3%	157
SG/PRC	52%	10%	27%	10%	1%	165
SCLARC	66%	13%	16%	4%	2%	56
TCRC	41%	10%	27%	17%	4%	134
VMRC	47%	19%	23%	8%	3%	146
WRC	42%	11%	21%	17%	9%	123
CA Average	46%	12%	26%	14%	2%	2,906
NCI Average	53%	11%	22%	12%	1%	6,250

Services and Supports Received

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

Table 18. Services and Supports Received From Regional Center¹

Regional Center	Residential Supports	Day or Employment Supports	Transportation	Other	Social Security Benefits
ACRC	79%	76%	77%	43%	92%
CVRC	83%	77%	88%	60%	91%
ELARC	91%	76%	89%	61%	89%
FNRC	78%	73%	83%	47%	96%
FDLRC	92%	65%	76%	64%	90%
GGRC	88%	77%	78%	48%	93%
HRC	84%	76%	76%	57%	88%
IRC	93%	78%	91%	55%	90%
KRC	69%	72%	80%	39%	84%
NBRC	94%	74%	81%	49%	95%
NLACRC	84%	70%	75%	53%	82%
RCEB	88%	80%	82%	43%	94%
RCOC	90%	78%	84%	44%	92%
RCRC	78%	63%	81%	60%	98%
SARC	97%	76%	85%	57%	93%
SDRC	93%	80%	83%	59%	90%
SG/PRC	95%	79%	90%	60%	91%
SCLARC	77%	63%	81%	67%	73%
TCRC	90%	74%	75%	56%	91%
VMRC	85%	77%	87%	50%	94%
WRC	82%	68%	74%	46%	86%
CA Average	87%	75%	82%	53%	91%
NCI Average	93%	73%	91%	65%	95%

¹ All services provided by the regional center with the exception on social security benefits.

Family/Guardian 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).

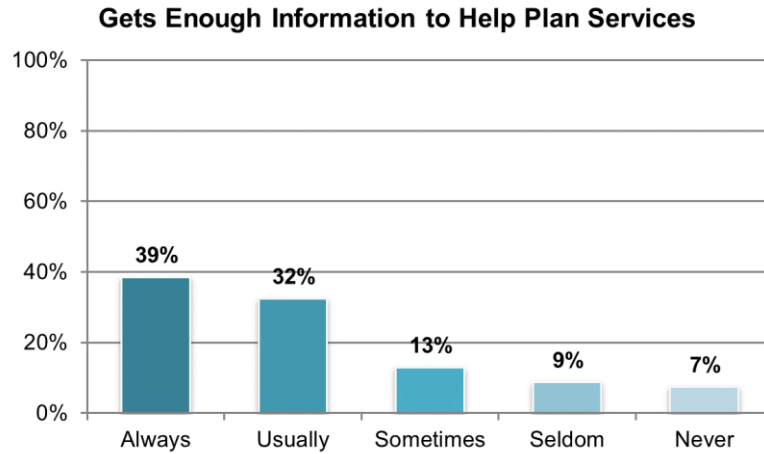
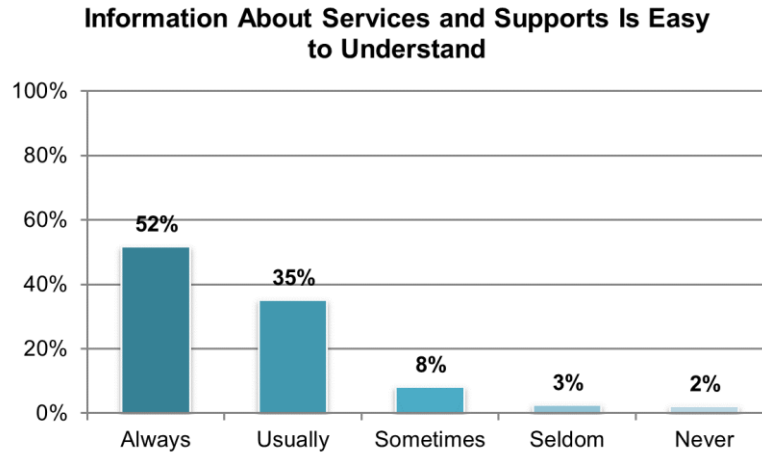
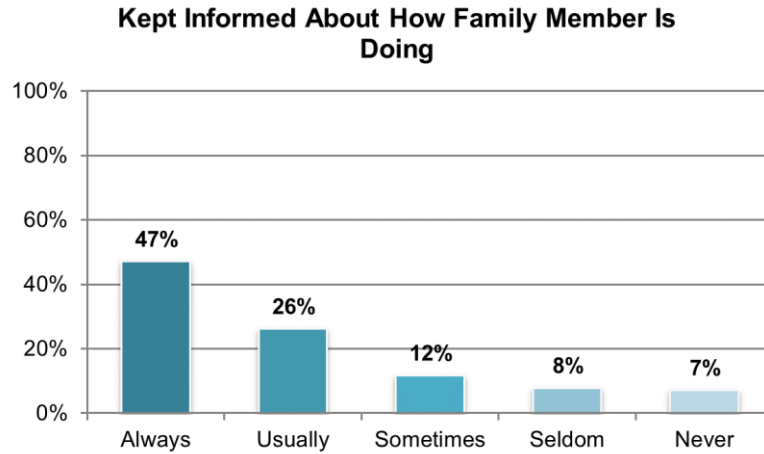


Table Q1. Do you get enough information to help you participate in planning services for your family member?

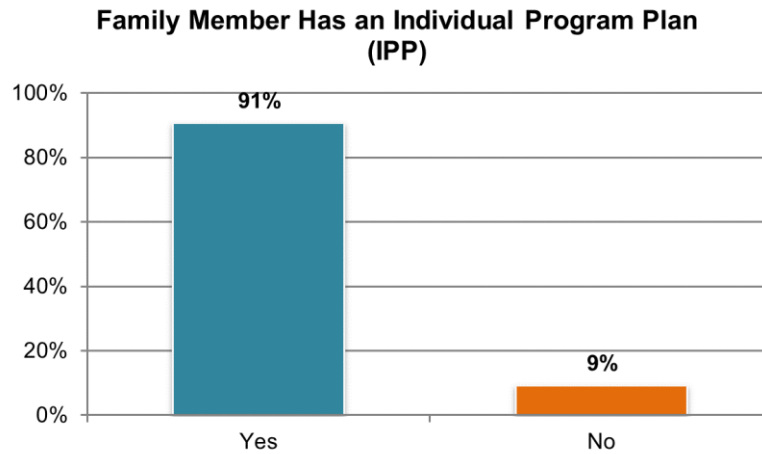
Regional Center	Always	Usually	Sometimes	Seldom	Never	N
ACRC	31%	38%	12%	8%	11%	135
CVRC	42%	33%	11%	5%	9%	149
ELARC	44%	27%	13%	11%	5%	105
FNRC	45%	25%	12%	8%	11%	154
FDLRC	46%	30%	7%	11%	7%	91
GGRC	45%	33%	13%	6%	4%	166
HRC	32%	29%	15%	16%	8%	112
IRC	27%	27%	19%	15%	12%	172
KRC	25%	32%	16%	14%	13%	108
NBRC	23%	47%	15%	10%	6%	131
NLACRC	42%	33%	12%	6%	8%	118
RCEB	41%	35%	13%	7%	4%	174
RCOC	49%	31%	11%	7%	3%	150
RCRC	38%	39%	12%	8%	4%	119
SARC	47%	34%	8%	6%	5%	172
SDRC	40%	31%	14%	8%	6%	161
SG/PRC	41%	29%	14%	9%	7%	161
SCLARC	27%	21%	29%	6%	17%	52
TCRC	36%	34%	13%	11%	6%	136
VMRC	39%	35%	8%	9%	9%	142
WRC	39%	33%	13%	7%	8%	119
CA Average	39%	32%	13%	9%	7%	2,855
NCI Average	46%	36%	11%	4%	3%	6,278

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

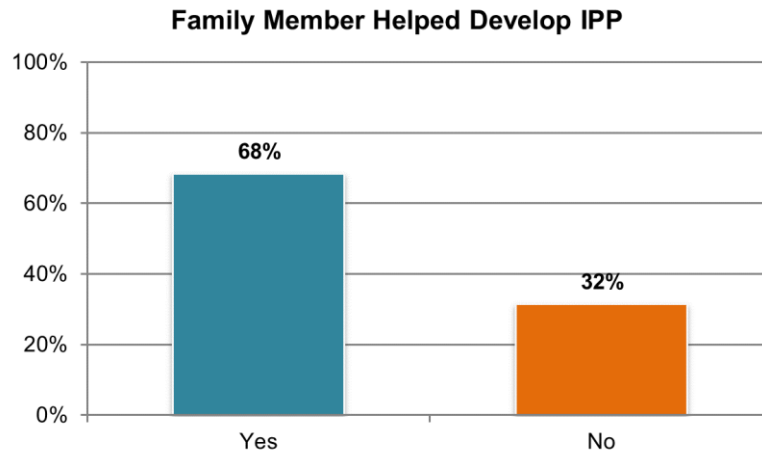
Regional Center	Always	Usually	Sometimes	Seldom	Never	N
ACRC	48%	36%	10%	5%	2%	126
CVRC	61%	25%	8%	3%	3%	146
ELARC	55%	30%	9%	4%	2%	103
FNRC	61%	30%	7%	1%	1%	140
FDLRC	60%	33%	3%	1%	2%	87
GGRC	58%	30%	6%	3%	2%	161
HRC	49%	36%	10%	3%	2%	105
IRC	44%	39%	10%	3%	4%	161
KRC	41%	40%	15%	2%	2%	95
NBRC	41%	42%	13%	2%	2%	125
NLACRC	50%	40%	7%	2%	2%	121
RCEB	51%	38%	7%	2%	3%	173
RCOC	57%	34%	6%	2%	1%	147
RCRC	54%	35%	6%	3%	2%	118
SARC	51%	37%	7%	4%	2%	165
SDRC	48%	41%	7%	3%	3%	160
SG/PRC	57%	33%	6%	1%	3%	155
SCLARC	38%	26%	24%	2%	10%	50
TCRC	54%	32%	6%	5%	3%	128
VMRC	51%	37%	8%	3%	1%	135
WRC	54%	37%	8%	1%	1%	112
CA Average	52%	35%	8%	3%	2%	2,740
NCI Average	50%	39%	8%	2%	1%	6,141

**Table Q3. Are you kept informed about how your family member is doing?**

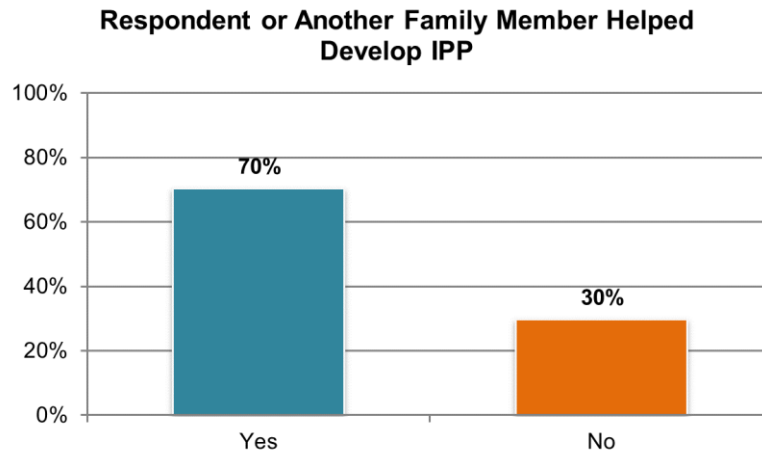
Regional Center	Always	Usually	Sometimes	Seldom	Never	N
ACRC	41%	27%	14%	7%	10%	134
CVRC	50%	23%	11%	10%	6%	156
ELARC	55%	17%	14%	9%	5%	111
FNRC	54%	21%	8%	4%	12%	155
FDLRC	54%	22%	11%	9%	5%	93
GGRC	51%	27%	15%	3%	5%	170
HRC	48%	20%	9%	9%	13%	118
IRC	37%	27%	14%	12%	10%	180
KRC	29%	29%	19%	14%	10%	111
NBRC	38%	30%	14%	10%	9%	141
NLACRC	52%	23%	11%	6%	7%	125
RCEB	53%	29%	8%	7%	3%	175
RCOC	51%	32%	10%	4%	3%	153
RCRC	42%	32%	10%	11%	4%	118
SARC	53%	30%	8%	4%	5%	178
SDRC	49%	24%	13%	7%	6%	165
SG/PRC	49%	25%	14%	6%	6%	175
SCLARC	42%	17%	17%	12%	12%	59
TCRC	40%	33%	9%	10%	8%	135
VMRC	44%	25%	12%	9%	9%	151
WRC	49%	28%	10%	7%	6%	122
CA Average	47%	26%	12%	8%	7%	2,952
NCI Average	54%	28%	11%	5%	3%	6,449

**Table Q4. Does your family member have an Individual Program Plan (IPP)?**

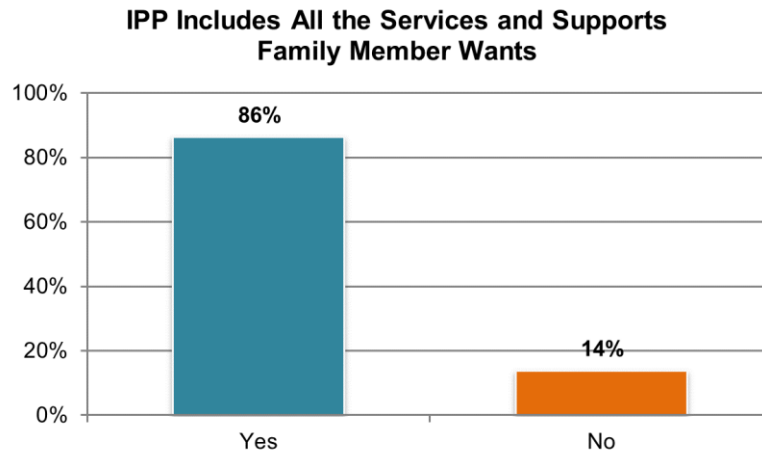
Regional Center	Yes	No	N
ACRC	90%	10%	126
CVRC	95%	5%	131
ELARC	91%	9%	82
FNRC	92%	8%	132
FDLRC	88%	12%	68
GGRC	96%	4%	146
HRC	86%	14%	78
IRC	90%	10%	133
KRC	86%	14%	85
NBRC	93%	7%	111
NLACRC	94%	6%	108
RCEB	91%	9%	147
RCOC	90%	10%	128
RCRC	94%	6%	108
SARC	91%	9%	147
SDRC	92%	8%	145
SG/PRC	88%	12%	119
SCLARC	75%	25%	32
TCRC	90%	10%	105
VMRC	88%	12%	118
WRC	86%	14%	94
CA Average	91%	9%	2,364
NCI Average	95%	5%	5,329

**Table Q5. Did your family member help develop the plan?**

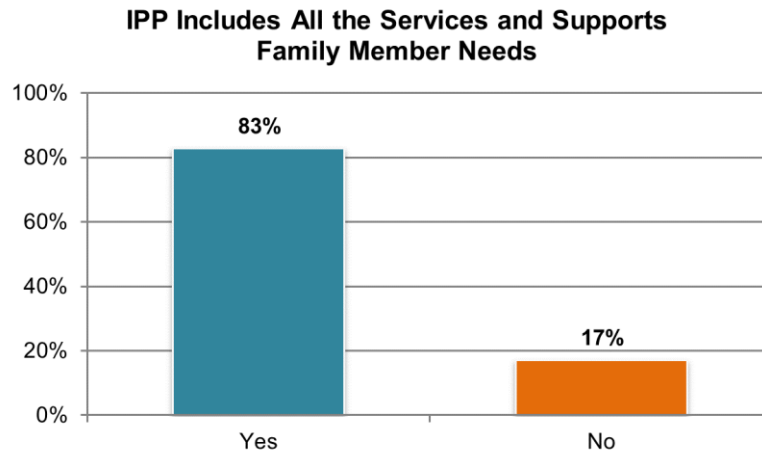
Regional Center	Yes	No	N
ACRC	74%	26%	96
CVRC	72%	28%	105
ELARC	62%	38%	58
FNRC	70%	30%	98
FDLRC	66%	34%	50
GGRC	67%	33%	125
HRC	60%	40%	58
IRC	55%	45%	87
KRC	81%	19%	62
NBRC	59%	41%	88
NLACRC	71%	29%	85
RCEB	73%	27%	117
RCOC	64%	36%	102
RCRC	88%	12%	93
SARC	64%	36%	120
SDRC	66%	34%	111
SG/PRC	51%	49%	85
SCLARC	n/a	n/a	18
TCRC	78%	22%	82
VMRC	79%	21%	85
WRC	75%	25%	68
CA Average	68%	32%	1,808
NCI Average	66%	34%	4,266

**Table Q6. Did you or another family member help develop the plan?**

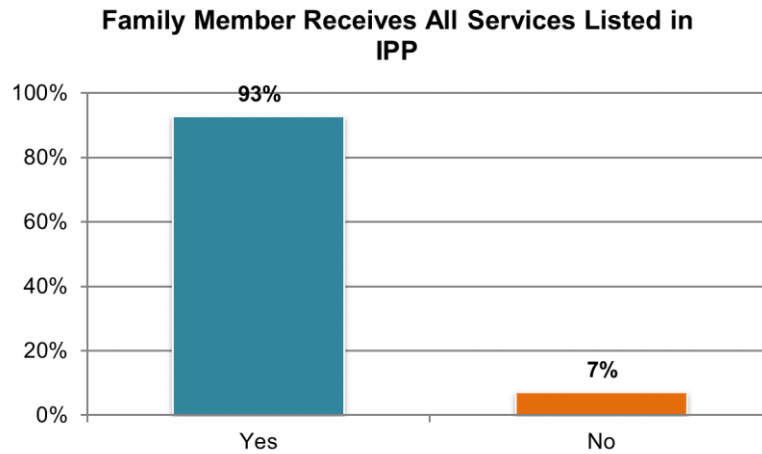
Regional Center	Yes	No	N
ACRC	78%	22%	107
CVRC	73%	27%	113
ELARC	73%	27%	63
FNRC	55%	45%	108
FDLRC	81%	19%	52
GGRC	77%	23%	126
HRC	65%	35%	66
IRC	50%	50%	108
KRC	69%	31%	65
NBRC	65%	35%	95
NLACRC	75%	25%	93
RCEB	77%	23%	128
RCOC	69%	31%	108
RCRC	73%	27%	95
SARC	77%	23%	124
SDRC	79%	21%	126
SG/PRC	59%	41%	95
SCLARC	43%	57%	21
TCRC	72%	28%	90
VMRC	71%	29%	96
WRC	73%	27%	74
CA Average	70%	30%	1,969
NCI Average	82%	18%	4,621

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

Regional Center	Yes	No	N
ACRC	81%	19%	90
CVRC	87%	13%	97
RCEB	78%	22%	116
ELARC	85%	15%	54
FNRC	92%	8%	99
FDLRC	83%	17%	48
GGRC	93%	7%	122
HRC	87%	13%	53
IRC	80%	20%	83
KRC	82%	18%	50
NBRC	85%	15%	79
NLACRC	91%	9%	80
RCEB	78%	22%	116
RCOC	90%	10%	100
RCRC	90%	10%	84
SARC	90%	10%	109
SDRC	91%	9%	101
SG/PRC	79%	21%	82
SCLARC	90%	10%	21
TCRC	80%	20%	76
VMRC	88%	12%	85
WRC	85%	15%	65
CA Average	86%	14%	1,710
NCI Average	88%	12%	4,092

**Table Q8. Does the plan include all the services and supports your family member needs?**

Regional Center	Yes	No	N
ACRC	71%	29%	95
CVRC	85%	15%	107
ELARC	84%	16%	61
FNRC	88%	12%	107
FDLRC	81%	19%	52
GGRC	89%	11%	123
HRC	87%	13%	54
IRC	82%	18%	85
KRC	78%	22%	54
NBRC	78%	22%	81
NLACRC	83%	17%	83
RCEB	75%	25%	118
RCOC	82%	18%	98
RCRC	91%	9%	86
SARC	84%	16%	111
SDRC	88%	12%	106
SG/PRC	85%	15%	86
SCLARC	95%	5%	21
TCRC	73%	27%	83
VMRC	88%	12%	84
WRC	79%	21%	63
CA Average	83%	17%	1,772
NCI Average	86%	14%	4,258

**Table Q9. Does your family member receive all of the services listed in the plan?**

Regional Center	Yes	No	N
ACRC	86%	14%	84
CVRC	94%	6%	97
ELARC	87%	13%	52
FNRC	96%	4%	102
FDLRC	100%	0%	40
GGRC	95%	5%	115
HRC	87%	13%	53
IRC	90%	10%	71
KRC	92%	8%	53
NBRC	92%	8%	72
NLACRC	94%	6%	77
RCEB	91%	9%	112
RCOC	97%	3%	88
RCRC	94%	6%	81
SARC	96%	4%	96
SDRC	91%	9%	102
SG/PRC	95%	5%	84
SCLARC	n/a	n/a	17
TCRC	90%	10%	69
VMRC	94%	6%	86
WRC	93%	7%	61
CA Average	93%	7%	1,627
NCI Average	93%	7%	3,866

**Respondent Discussed How to Handle
Emergencies Related to Family Member at Last
IPP Meeting**

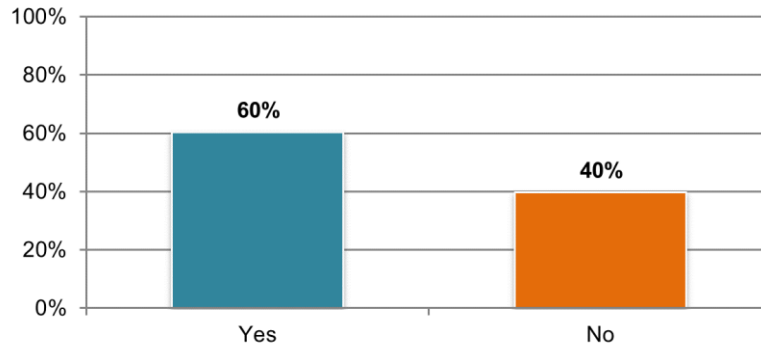
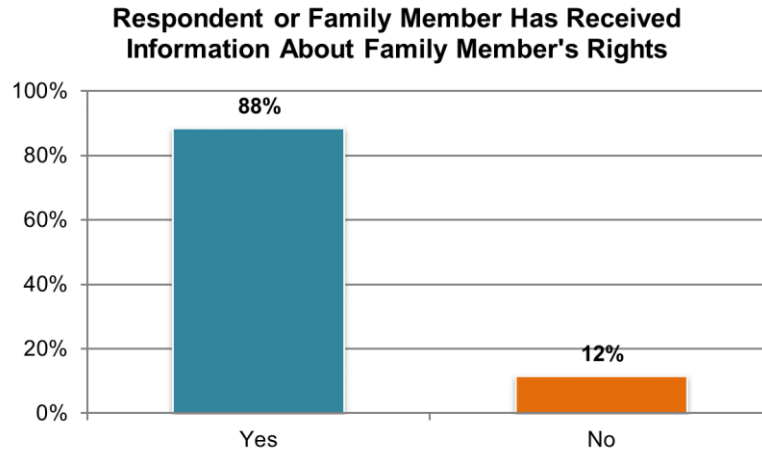


Table Q10. Did you discuss how to handle emergencies related to your family member at the last service planning meeting?

Regional Center	Yes	No	N
ACRC	66%	34%	90
CVRC	66%	34%	95
ELARC	60%	40%	52
FNRC	63%	37%	95
FDLRC	44%	56%	52
GGRC	66%	34%	116
HRC	60%	40%	48
IRC	46%	54%	98
KRC	63%	37%	62
NBRC	58%	42%	77
NLACRC	60%	40%	82
RCEB	61%	39%	111
RCOC	64%	36%	98
RCRC	72%	28%	79
SARC	69%	31%	110
SDRC	54%	46%	110
SG/PRC	59%	41%	79
SCLARC	65%	35%	20
TCRC	44%	56%	79
VMRC	61%	39%	83
WRC	59%	41%	70
CA Average	60%	40%	1,719
NCI Average	76%	24%	4,036

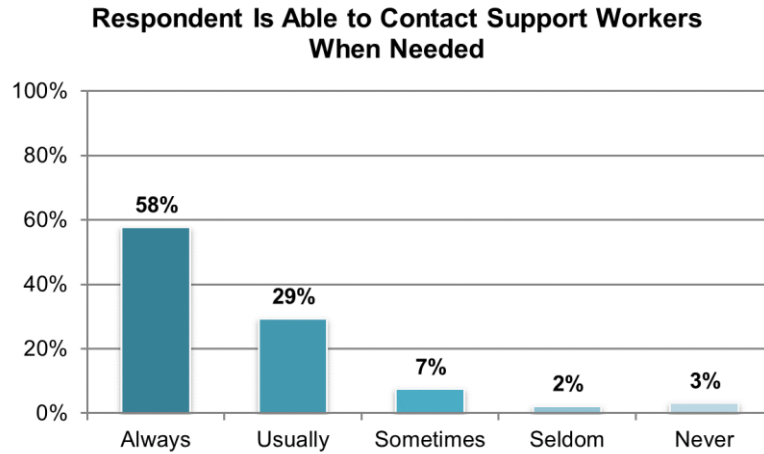
**Table Q11. Have you or your family member received information about his/her rights?**

Regional Center	Yes	No	N
ACRC	89%	11%	118
CVRC	92%	8%	132
ELARC	90%	10%	90
FNRC	94%	6%	137
FDLRC	81%	19%	75
GGRC	93%	7%	150
HRC	92%	8%	84
IRC	80%	20%	141
KRC	89%	11%	95
NBRC	86%	14%	109
NLACRC	87%	13%	109
RCEB	90%	10%	149
RCOC	91%	9%	129
RCRC	88%	12%	112
SARC	91%	9%	149
SDRC	89%	11%	148
SG/PRC	88%	13%	136
SCLARC	67%	33%	42
TCRC	87%	13%	113
VMRC	91%	9%	122
WRC	86%	14%	100
CA Average	88%	12%	2,464
NCI Average	93%	7%	5,560

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 Q12. Are you able to contact your family member's support workers when you need to?**

Regional Center	Always	Usually	Sometimes	Seldom	Never	N
ACRC	58%	24%	10%	1%	7%	144
CVRC	59%	28%	9%	1%	3%	162
ELARC	65%	19%	8%	2%	6%	104
FNRC	61%	27%	5%	2%	5%	162
FDLRC	55%	28%	10%	4%	2%	92
GGRC	63%	30%	6%	0%	1%	170
HRC	52%	25%	16%	4%	3%	121
IRC	50%	33%	8%	5%	5%	173
KRC	42%	37%	14%	4%	4%	109
NBRC	57%	27%	7%	3%	5%	136
NLACRC	63%	32%	3%	2%	1%	128
RCEB	56%	35%	4%	2%	3%	179
RCOC	61%	32%	5%	1%	1%	152
RCRC	48%	39%	8%	3%	3%	118
SARC	65%	23%	7%	2%	4%	183
SDRC	57%	32%	7%	3%	2%	166
SG/PRC	67%	27%	4%	1%	2%	169
SCLARC	51%	26%	14%	2%	7%	57
TCRC	53%	34%	9%	2%	2%	135
VMRC	55%	31%	8%	4%	2%	149
WRC	63%	25%	6%	4%	2%	125
CA Average	58%	29%	7%	2%	3%	2,960
NCI Average	63%	30%	5%	1%	1%	6,478

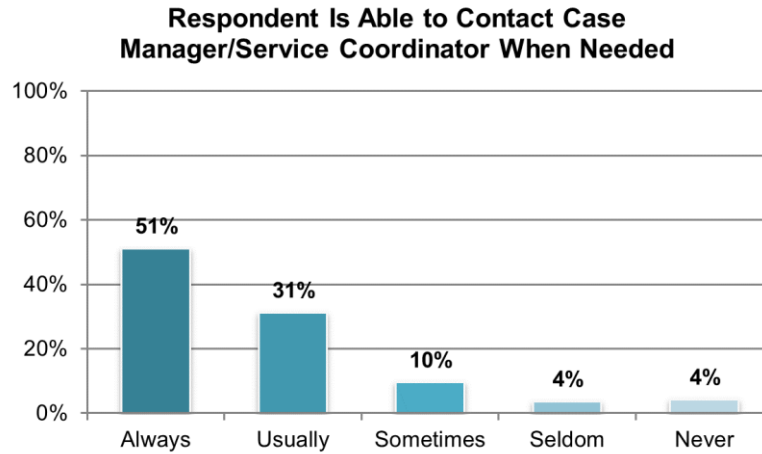


Table Q13. Are you able to contact your family member's case manager/service coordinator when you need to?

Regional Center	Always	Usually	Sometimes	Seldom	Never	N
ACRC	51%	29%	8%	6%	6%	139
CVRC	56%	31%	9%	1%	3%	162
ELARC	58%	21%	13%	2%	7%	104
FNRC	53%	32%	6%	4%	5%	158
FDLRC	46%	28%	18%	4%	4%	90
GGRC	60%	28%	7%	2%	4%	164
HRC	43%	31%	12%	9%	5%	119
IRC	40%	33%	12%	8%	7%	170
KRC	45%	29%	16%	5%	5%	110
NBRC	48%	34%	9%	7%	2%	129
NLACRC	56%	31%	7%	3%	3%	120
RCEB	47%	37%	9%	4%	3%	177
RCOC	54%	39%	2%	2%	3%	146
RCRC	55%	32%	10%	0%	3%	119
SARC	53%	29%	11%	3%	5%	180
SDRC	54%	35%	5%	4%	2%	163
SG/PRC	57%	30%	10%	1%	3%	155
SCLARC	48%	30%	7%	6%	9%	54
TCRC	42%	33%	16%	4%	5%	133
VMRC	50%	31%	10%	3%	6%	145
WRC	56%	28%	10%	3%	3%	120
CA Average	51%	31%	10%	4%	4%	2,883
NCI Average	58%	32%	6%	2%	1%	6,358

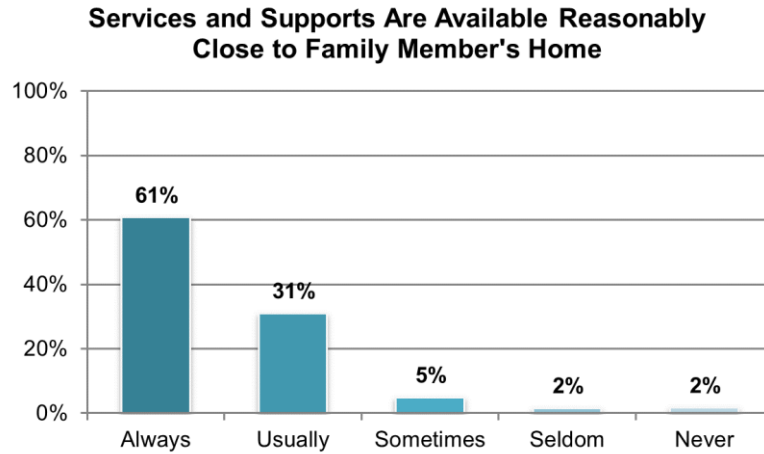
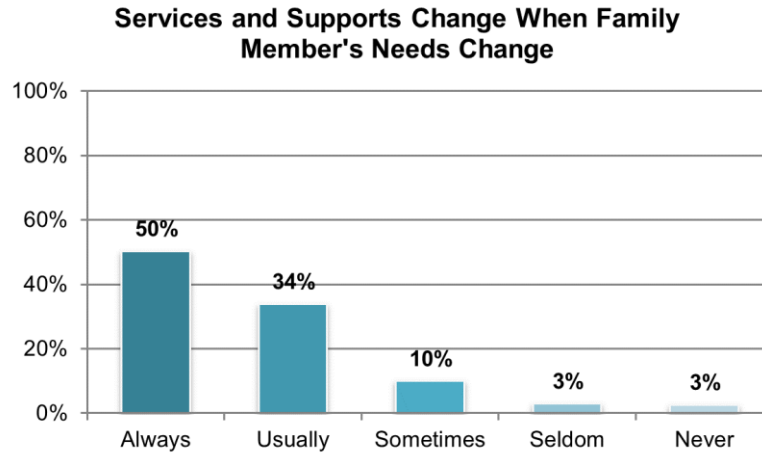


Table Q14. Are services and supports available within a reasonable distance from your family member's home?

Regional Center	Always	Usually	Sometimes	Seldom	Never	N
ACRC	52%	35%	8%	5%	1%	132
CVRC	63%	27%	5%	2%	4%	154
ELARC	68%	23%	5%	0%	3%	98
FNRC	64%	28%	3%	3%	2%	150
FDLRC	54%	36%	7%	3%	1%	76
GGRC	63%	28%	7%	1%	1%	154
HRC	57%	31%	6%	4%	3%	111
IRC	52%	38%	6%	2%	1%	144
KRC	52%	36%	6%	4%	2%	99
NBRC	61%	33%	5%	1%	1%	123
NLACRC	66%	32%	1%	1%	0%	111
RCEB	56%	35%	6%	1%	2%	170
RCOC	63%	34%	1%	0%	1%	139
RCRC	63%	30%	6%	1%	1%	121
SARC	65%	31%	2%	1%	1%	166
SDRC	59%	31%	7%	1%	1%	138
SG/PRC	67%	31%	1%	0%	1%	140
SCLARC	51%	30%	13%	2%	4%	47
TCRC	63%	30%	5%	1%	2%	130
VMRC	66%	24%	2%	2%	5%	131
WRC	61%	28%	7%	3%	0%	109
CA Average	61%	31%	5%	2%	2%	2,665
NCI Average	67%	28%	3%	1%	1%	5,926

**Table Q15. Do the services and supports change when your family member's needs change?**

Regional Center	Always	Usually	Sometimes	Seldom	Never	N
ACRC	42%	33%	13%	7%	5%	113
CVRC	48%	38%	8%	3%	4%	128
ELARC	53%	32%	10%	1%	4%	79
FNRC	58%	27%	12%	2%	2%	132
FDLRC	48%	35%	10%	3%	4%	69
GGRC	57%	31%	9%	1%	2%	142
HRC	49%	29%	14%	7%	0%	85
IRC	43%	38%	7%	9%	2%	123
KRC	40%	33%	18%	2%	7%	85
NBRC	43%	43%	10%	4%	0%	107
NLACRC	50%	39%	6%	2%	3%	100
RCEB	44%	35%	14%	3%	3%	147
RCOC	47%	44%	5%	1%	3%	133
RCRC	53%	31%	14%	1%	2%	111
SARC	58%	30%	9%	1%	1%	142
SDRC	52%	37%	8%	2%	2%	126
SG/PRC	57%	32%	6%	4%	1%	122
SCLARC	46%	24%	24%	0%	5%	37
TCRC	48%	35%	10%	5%	2%	113
VMRC	66%	24%	7%	0%	4%	114
WRC	50%	33%	10%	4%	3%	92
CA Average	50%	34%	10%	3%	3%	2,321
NCI Average	56%	33%	7%	2%	1%	5,374

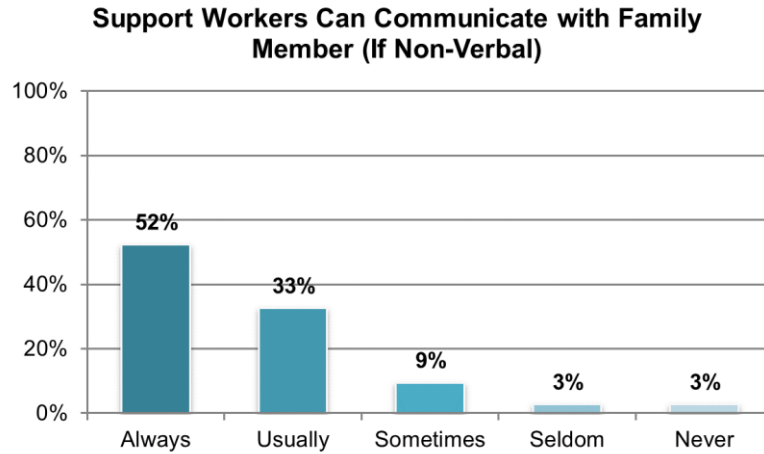


Table Q16. If your family member does not communicate verbally (for example: uses gestures or sign language), are there support workers who can communicate with him/her?

Regional Center	Always	Usually	Sometimes	Seldom	Never	N
ACRC	47%	39%	6%	0%	8%	36
CVRC	65%	23%	6%	0%	6%	31
ELARC	63%	30%	7%	0%	0%	30
FNRC	66%	28%	3%	3%	0%	29
FDLRC	n/a	n/a	n/a	n/a	n/a	n/a
GGRC	63%	24%	11%	0%	3%	38
HRC	32%	28%	16%	20%	4%	25
IRC	60%	28%	8%	3%	3%	40
KRC	48%	29%	19%	5%	0%	21
NBRC	44%	34%	16%	0%	6%	32
NLACRC	71%	17%	13%	0%	0%	24
RCEB	45%	34%	13%	2%	6%	53
RCOC	56%	38%	3%	3%	0%	32
RCRC	48%	43%	9%	0%	0%	23
SARC	62%	18%	13%	4%	2%	45
SDRC	43%	50%	7%	0%	0%	30
SG/PRC	55%	35%	5%	5%	0%	40
SCLARC	n/a	n/a	n/a	n/a	n/a	n/a
TCRC	33%	43%	24%	0%	0%	21
VMRC	35%	51%	11%	3%	0%	37
WRC	55%	28%	10%	3%	3%	29
CA Average	52%	33%	9%	3%	3%	653
NCI Average	55%	33%	8%	2%	1%	1,617

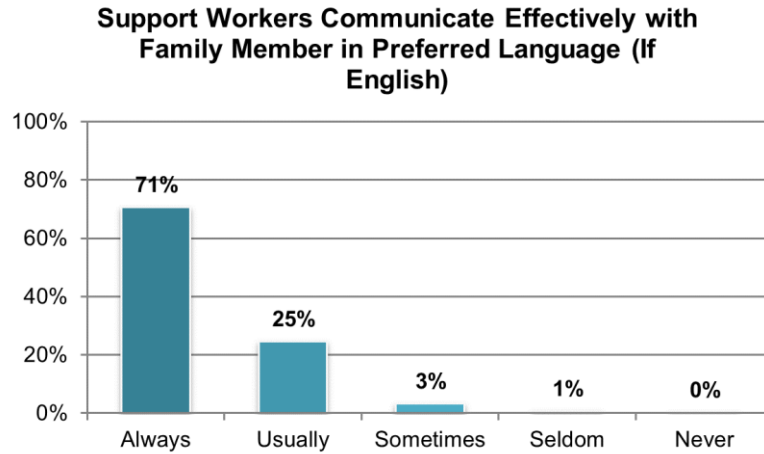


Table Q17. If English is your family member's first language, do the support workers speak to him/her effectively?

Regional Center	Always	Usually	Sometimes	Seldom	Never	N
ACRC	70%	25%	5%	0%	0%	121
CVRC	69%	27%	3%	0%	1%	125
ELARC	72%	23%	1%	4%	0%	82
FNRC	74%	23%	2%	1%	0%	144
FDLRC	69%	21%	5%	3%	1%	75
GGRC	72%	23%	5%	0%	0%	149
HRC	75%	18%	4%	3%	0%	99
IRC	65%	30%	2%	2%	1%	153
KRC	71%	22%	8%	0%	0%	92
NBRC	64%	34%	1%	0%	1%	115
NLACRC	74%	23%	2%	1%	0%	115
RCEB	61%	30%	9%	1%	0%	150
RCOC	72%	24%	4%	0%	0%	135
RCRC	79%	20%	2%	0%	0%	112
SARC	70%	24%	5%	1%	0%	153
SDRC	72%	25%	2%	0%	1%	138
SG/PRC	79%	18%	3%	1%	0%	137
SCLARC	76%	18%	5%	0%	0%	38
TCRC	68%	30%	0%	2%	0%	121
VMRC	70%	26%	2%	0%	2%	135
WRC	72%	25%	2%	0%	1%	99
CA Average	71%	25%	3%	1%	0%	2,509
NCI Average	72%	25%	2%	0%	0%	5,641

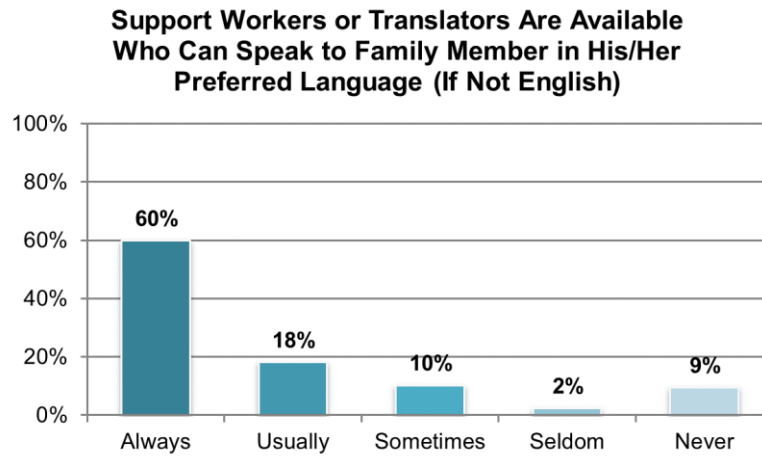
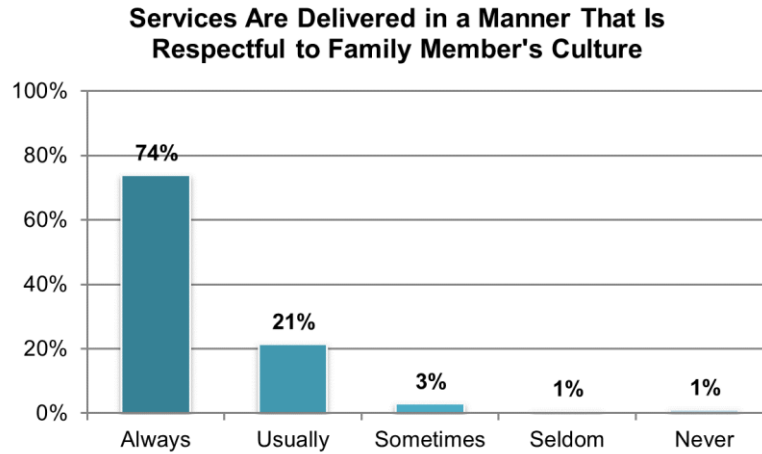


Table Q18. If English is not your family member’s first language, are there support workers or translators who can speak with him/her in the preferred language?*

Regional Center	Always	Usually	Sometimes	Seldom	Never	N
CA Average	60%	18%	10%	2%	9%	127
NCI Average	60%	18%	10%	2%	9%	127

***There were fewer than 20 respondents for each regional center for this question.**

**Table Q19. Are services delivered in a way that is respectful to your family member's culture?**

Regional Center	Always	Usually	Sometimes	Seldom	Never	N
ACRC	73%	23%	2%	1%	1%	121
CVRC	70%	24%	4%	0%	2%	132
ELARC	70%	24%	3%	1%	1%	94
FNRC	74%	23%	1%	1%	1%	129
FDLRC	78%	18%	2%	0%	1%	82
GGRC	78%	16%	5%	1%	0%	146
HRC	70%	21%	4%	3%	1%	94
IRC	69%	30%	1%	0%	1%	141
KRC	68%	27%	5%	0%	0%	82
NBRC	74%	23%	3%	0%	0%	112
NLACRC	77%	20%	1%	0%	2%	115
RCEB	63%	28%	5%	1%	3%	158
RCOC	79%	20%	1%	0%	1%	131
RCRC	73%	20%	4%	1%	3%	111
SARC	79%	17%	3%	0%	1%	148
SDRC	82%	15%	2%	1%	0%	131
SG/PRC	80%	16%	2%	2%	0%	141
SCLARC	61%	33%	2%	2%	2%	46
TCRC	70%	24%	4%	1%	1%	114
VMRC	74%	19%	4%	0%	2%	121
WRC	80%	17%	2%	1%	1%	103
CA Average	74%	21%	3%	1%	1%	2,474
NCI Average	75%	23%	2%	0%	0%	5,592

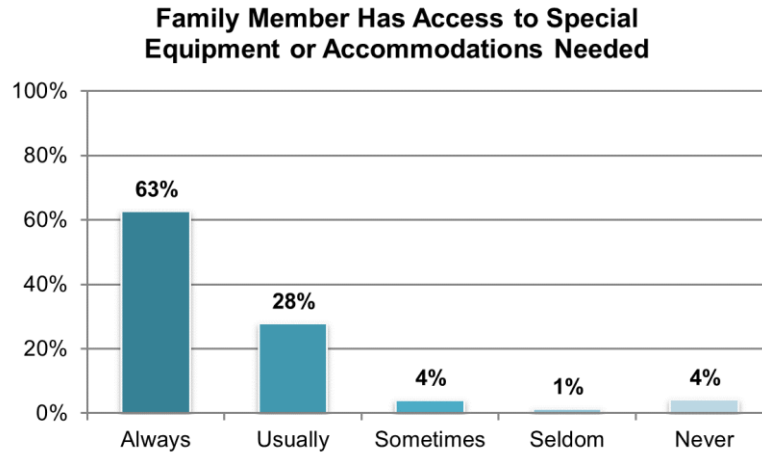
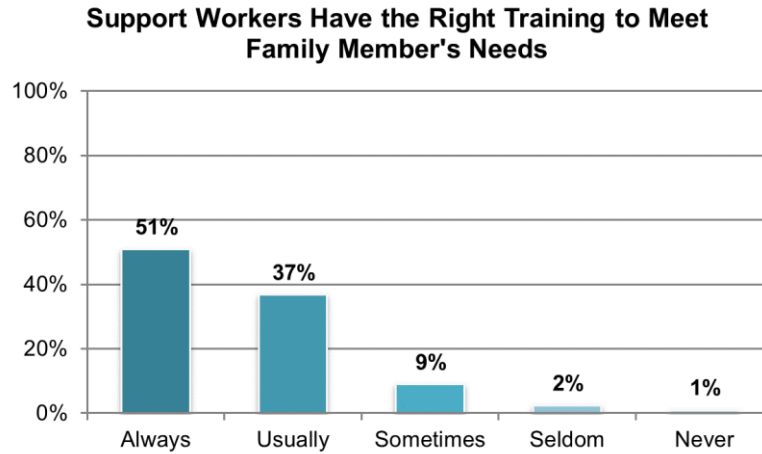
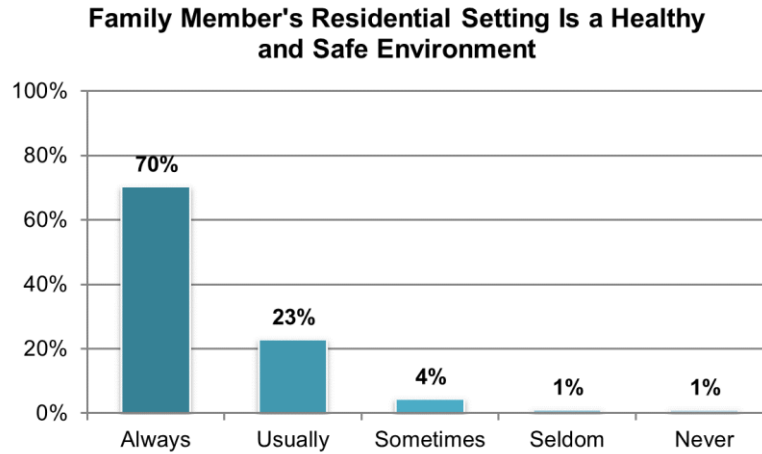


Table Q20. Does your family member have access to the special equipment or accommodations that he/she needs (for example; wheelchairs, ramps, communication boards)?

Regional Center	Always	Usually	Sometimes	Seldom	Never	N
ACRC	56%	25%	6%	3%	10%	63
CVRC	65%	26%	3%	3%	4%	78
ELARC	67%	24%	6%	2%	2%	51
FNRC	65%	25%	4%	1%	4%	71
FDLRC	68%	26%	4%	0%	2%	50
GGRC	74%	18%	4%	1%	3%	74
HRC	71%	20%	2%	5%	2%	41
IRC	55%	37%	1%	0%	6%	78
KRC	48%	26%	8%	0%	18%	50
NBRC	56%	37%	6%	2%	0%	63
NLACRC	66%	30%	0%	2%	2%	47
RCEB	54%	38%	2%	2%	4%	85
RCOC	71%	26%	0%	0%	3%	68
RCRC	61%	32%	3%	2%	3%	66
SARC	65%	24%	8%	0%	2%	86
SDRC	60%	31%	6%	3%	0%	68
SG/PRC	78%	21%	0%	0%	1%	86
SCLARC	54%	21%	7%	0%	18%	28
TCRC	63%	30%	5%	0%	2%	60
VMRC	62%	25%	6%	1%	6%	68
WRC	56%	31%	4%	2%	7%	54
CA Average	63%	28%	4%	1%	4%	1,351
NCI Average	68%	24%	5%	1%	2%	3,382

**Table Q21. Do the support workers have the right training to meet your family member's needs?**

Regional Center	Always	Usually	Sometimes	Seldom	Never	N
ACRC	42%	43%	10%	3%	2%	115
CVRC	54%	35%	6%	3%	2%	124
ELARC	57%	30%	11%	2%	0%	91
FNRC	60%	30%	5%	4%	1%	135
FDLRC	55%	38%	5%	0%	1%	74
GGRC	53%	35%	8%	4%	0%	143
HRC	57%	26%	12%	5%	0%	95
IRC	48%	44%	6%	1%	1%	140
KRC	47%	29%	21%	3%	0%	90
NBRC	40%	47%	9%	3%	1%	117
NLACRC	61%	30%	5%	4%	0%	111
RCEB	38%	42%	17%	1%	1%	152
RCOC	49%	39%	11%	1%	0%	135
RCRC	53%	40%	1%	3%	3%	105
SARC	47%	41%	8%	2%	2%	158
SDRC	51%	41%	5%	1%	1%	134
SG/PRC	56%	33%	10%	0%	1%	136
SCLARC	62%	28%	2%	4%	4%	47
TCRC	41%	40%	14%	3%	2%	115
VMRC	60%	30%	8%	1%	1%	128
WRC	53%	36%	8%	3%	0%	97
CA Average	51%	37%	9%	2%	1%	2,465
NCI Average	53%	36%	9%	2%	1%	5,643

**Table Q22. Do you feel that your family member's residential setting is a healthy and safe environment?**

Regional Center	Always	Usually	Sometimes	Seldom	Never	N
ACRC	68%	20%	8%	2%	2%	136
CVRC	74%	22%	3%	1%	0%	158
ELARC	74%	22%	4%	0%	0%	112
FNRC	71%	24%	3%	3%	0%	156
FDLRC	77%	22%	0%	1%	0%	96
GGRC	71%	22%	5%	2%	1%	171
HRC	69%	21%	9%	0%	0%	121
IRC	70%	23%	5%	1%	1%	177
KRC	68%	21%	6%	2%	4%	112
NBRC	68%	24%	6%	1%	1%	138
NLACRC	73%	21%	5%	1%	1%	131
RCEB	64%	28%	4%	3%	1%	180
RCOC	77%	20%	1%	0%	2%	151
RCRC	73%	20%	4%	2%	1%	116
SARC	72%	23%	3%	1%	1%	182
SDRC	71%	26%	2%	1%	1%	163
SG/PRC	72%	22%	4%	0%	1%	166
SCLARC	71%	18%	4%	4%	4%	55
TCRC	64%	27%	5%	2%	2%	131
VMRC	73%	20%	4%	1%	2%	157
WRC	61%	27%	10%	0%	1%	124
CA Average	70%	23%	4%	1%	1%	2,962
NCI Average	72%	23%	4%	1%	1%	6,418

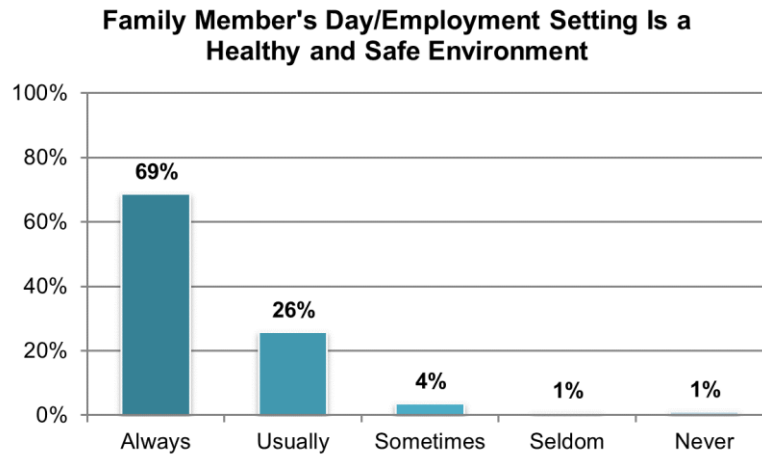


Table Q23. Do you feel that your family member's day/employment setting is a healthy and safe environment?

Regional Center	Always	Usually	Sometimes	Seldom	Never	N
ACRC	67%	26%	4%	2%	1%	110
CVRC	70%	25%	2%	1%	2%	133
ELARC	66%	31%	3%	0%	0%	94
FNRC	65%	28%	6%	1%	0%	138
FDLRC	82%	16%	1%	1%	0%	76
GGRC	74%	20%	4%	0%	2%	151
HRC	74%	22%	1%	0%	2%	94
IRC	61%	31%	6%	1%	2%	140
KRC	60%	28%	8%	2%	2%	98
NBRC	64%	32%	3%	1%	0%	111
NLACRC	78%	21%	1%	0%	0%	113
RCEB	55%	38%	3%	3%	1%	148
RCOC	70%	27%	2%	0%	0%	121
RCRC	76%	17%	5%	0%	1%	92
SARC	72%	23%	4%	0%	1%	155
SDRC	72%	23%	4%	1%	1%	138
SG/PRC	73%	23%	2%	2%	1%	124
SCLARC	67%	24%	5%	2%	2%	42
TCRC	69%	25%	3%	1%	2%	107
VMRC	69%	24%	6%	0%	2%	119
WRC	68%	27%	4%	1%	0%	100
CA Average	69%	26%	4%	1%	1%	2,426
NCI Average	70%	26%	3%	0%	0%	5,183

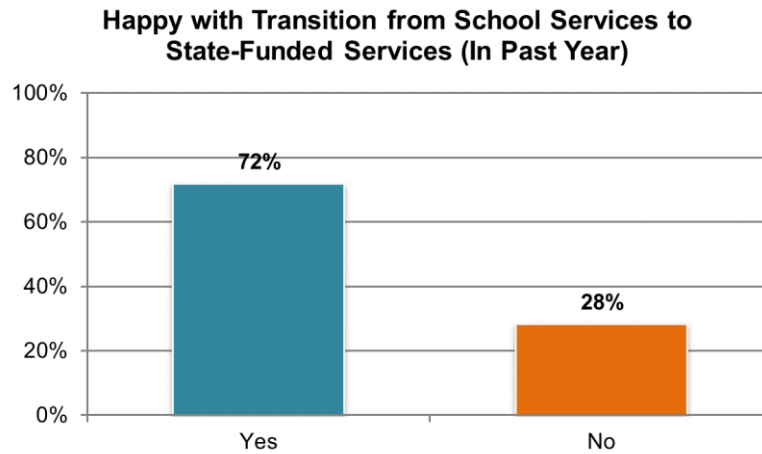


Table Q24. If your family member transitioned from school services to Regional Center-funded services in the past year, were you happy with the transition process?*

Regional Center	Yes	No	N
CA Average	72%	28%	78
NCI Average	72%	28%	78

***There were fewer than 20 respondents for each regional center for this question.**

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).

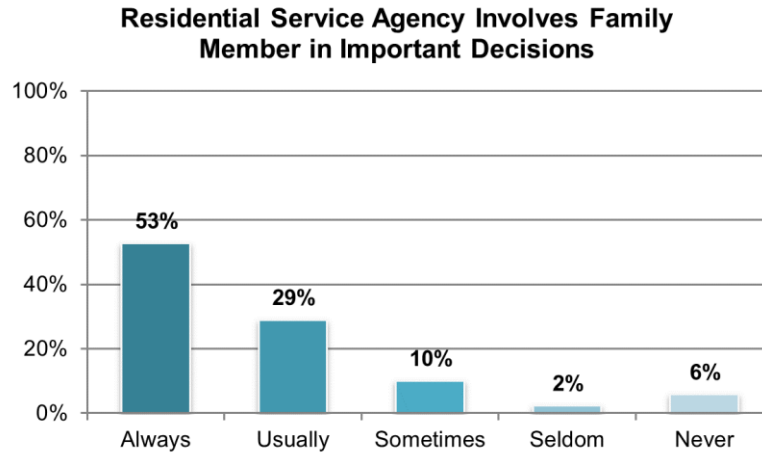


Table Q25. Does the agency providing residential services to your family member involve him/her in important decisions?

Regional Center	Always	Usually	Sometimes	Seldom	Never	N
ACRC	60%	20%	10%	1%	9%	97
CVRC	56%	33%	4%	1%	6%	101
ELARC	55%	25%	7%	3%	11%	75
FNRC	51%	26%	16%	2%	5%	110
FDLRC	41%	35%	10%	3%	11%	63
GGRC	57%	25%	12%	4%	2%	110
HRC	55%	17%	8%	7%	13%	75
IRC	35%	38%	18%	2%	8%	106
KRC	62%	26%	6%	2%	5%	66
NBRC	46%	37%	13%	2%	2%	95
NLACRC	56%	30%	8%	3%	3%	88
RCEB	52%	28%	10%	3%	7%	122
RCOC	49%	35%	12%	2%	3%	107
RCRC	58%	31%	7%	1%	3%	90
SARC	47%	34%	13%	2%	5%	126
SDRC	61%	27%	9%	1%	2%	102
SG/PRC	51%	32%	10%	2%	5%	105
SCLARC	62%	6%	12%	3%	18%	34
TCRC	51%	29%	11%	2%	7%	97
VMRC	58%	29%	5%	1%	6%	96
WRC	60%	21%	8%	7%	4%	75
CA Average	53%	29%	10%	2%	6%	1,956
NCI Average	52%	31%	9%	2%	5%	4,562

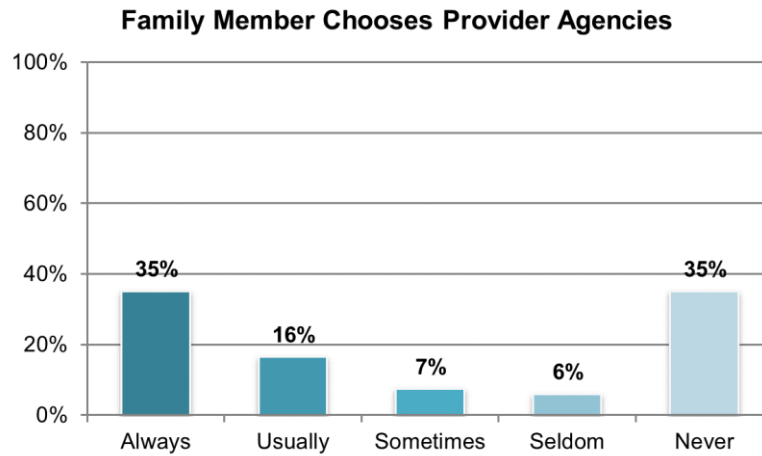


Table Q26. Does your family member choose the provider agencies that work with him or her?

Regional Center	Always	Usually	Sometimes	Seldom	Never	N
ACRC	39%	19%	8%	2%	32%	85
CVRC	37%	19%	5%	1%	37%	83
ELARC	32%	15%	10%	2%	42%	62
FNRC	41%	15%	9%	8%	26%	85
FDLRC	36%	20%	2%	4%	38%	50
GGRC	34%	15%	13%	7%	32%	88
HRC	37%	14%	3%	3%	44%	78
IRC	27%	8%	7%	6%	52%	85
KRC	43%	13%	5%	11%	28%	61
NBRC	35%	17%	9%	9%	30%	82
NLACRC	37%	19%	7%	5%	32%	73
RCEB	41%	18%	4%	6%	32%	101
RCOC	36%	29%	4%	8%	23%	91
RCRC	43%	28%	9%	4%	16%	69
SARC	29%	9%	11%	10%	42%	93
SDRC	29%	15%	10%	9%	38%	93
SG/PRC	34%	13%	8%	5%	41%	80
SCLARC	41%	7%	0%	4%	48%	27
TCRC	25%	15%	9%	5%	45%	95
VMRC	42%	19%	10%	1%	28%	69
WRC	31%	15%	7%	11%	36%	74
CA Average	35%	16%	7%	6%	35%	1,640
NCI Average	37%	16%	7%	6%	34%	3,684

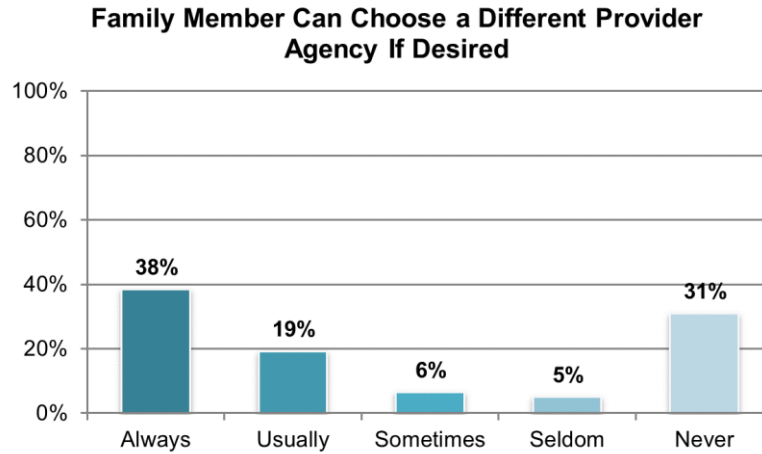


Table Q27. Can your family member choose a different provider agency if s/he wants to?

Regional Center	Always	Usually	Sometimes	Seldom	Never	N
ACRC	41%	15%	9%	6%	29%	66
CVRC	38%	27%	8%	2%	27%	64
ELARC	38%	14%	9%	7%	32%	56
FNRC	41%	24%	3%	3%	29%	59
FDLRC	45%	16%	8%	0%	32%	38
GGRC	35%	20%	17%	8%	21%	66
HRC	29%	20%	0%	5%	45%	55
IRC	25%	13%	7%	5%	51%	61
KRC	39%	22%	6%	4%	30%	54
NBRC	35%	19%	5%	8%	33%	63
NLACRC	60%	18%	4%	4%	16%	57
RCEB	40%	14%	2%	10%	34%	92
RCOC	47%	24%	4%	7%	18%	68
RCRC	34%	38%	4%	8%	17%	53
SARC	42%	17%	3%	3%	34%	59
SDRC	45%	18%	6%	3%	28%	67
SG/PRC	36%	11%	7%	4%	42%	72
SCLARC	50%	23%	5%	5%	18%	22
TCRC	32%	21%	10%	3%	36%	73
VMRC	37%	20%	6%	5%	32%	65
WRC	33%	21%	10%	2%	35%	63
CA Average	38%	19%	6%	5%	31%	1,286
NCI Average	45%	15%	5%	3%	31%	3,016

Family Member Chooses Individual Support Workers That Work Directly With Him/Her

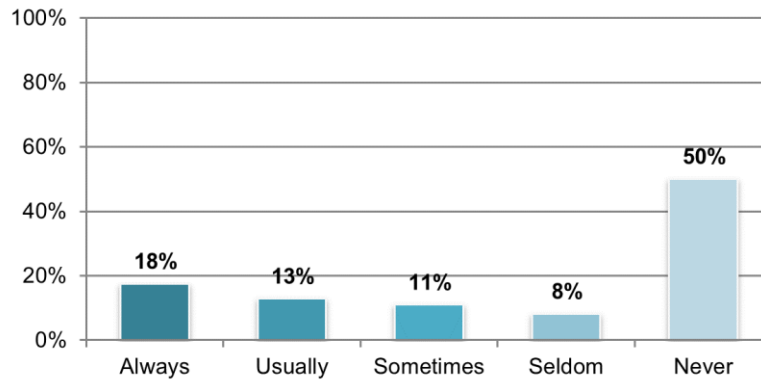


Table Q28. Does your family member choose the individual support workers who work directly with him/her?

Regional Center	Always	Usually	Sometimes	Seldom	Never	N
ACRC	27%	15%	4%	3%	49%	91
CVRC	27%	9%	7%	5%	52%	81
ELARC	24%	15%	13%	6%	42%	71
FNRC	28%	5%	12%	10%	45%	82
FDLRC	18%	16%	8%	6%	51%	49
GGRC	10%	17%	18%	7%	48%	100
HRC	10%	10%	6%	9%	65%	80
IRC	4%	7%	11%	10%	69%	83
KRC	20%	11%	8%	5%	58%	66
NBRC	13%	18%	15%	6%	48%	84
NLACRC	19%	7%	21%	8%	45%	73
RCEB	17%	12%	12%	9%	49%	116
RCOC	12%	19%	10%	7%	52%	86
RCRC	26%	24%	19%	10%	21%	62
SARC	18%	14%	5%	12%	51%	103
SDRC	14%	17%	11%	8%	51%	95
SG/PRC	15%	7%	7%	12%	59%	85
SCLARC	20%	7%	10%	10%	53%	30
TCRC	12%	15%	12%	9%	53%	95
VMRC	18%	13%	12%	9%	48%	82
WRC	24%	13%	11%	13%	39%	76
CA Average	18%	13%	11%	8%	50%	1,705
NCI Average	19%	11%	9%	9%	51%	3,756

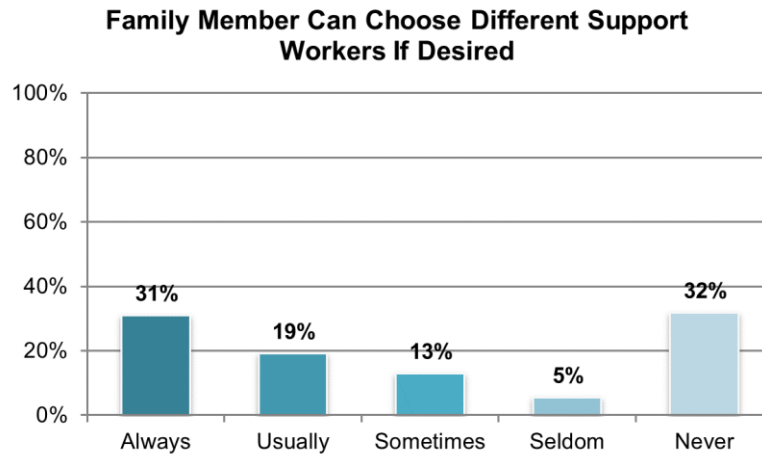
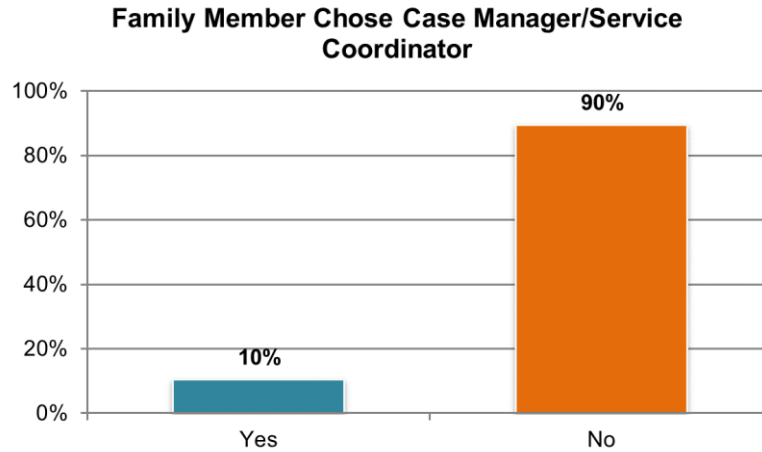


Table Q29. Can your family member choose different support workers if s/he wants to?

Regional Center	Always	Usually	Sometimes	Seldom	Never	N
ACRC	41%	23%	8%	3%	26%	80
CVRC	32%	31%	6%	1%	30%	71
ELARC	38%	21%	7%	9%	26%	58
FNRC	39%	13%	10%	10%	27%	67
FDLRC	33%	21%	9%	0%	37%	43
GGRC	28%	21%	20%	8%	24%	80
HRC	14%	21%	7%	2%	56%	57
IRC	15%	15%	11%	10%	49%	61
KRC	33%	21%	14%	5%	28%	58
NBRC	24%	26%	11%	12%	28%	76
NLACRC	41%	6%	17%	6%	30%	64
RCEB	29%	14%	18%	6%	33%	103
RCOC	27%	25%	16%	1%	31%	75
RCRC	32%	32%	24%	7%	5%	59
SARC	31%	19%	8%	4%	38%	77
SDRC	31%	17%	14%	5%	32%	77
SG/PRC	24%	8%	20%	1%	46%	71
SCLARC	38%	27%	8%	0%	27%	26
TCRC	28%	19%	10%	12%	31%	78
VMRC	36%	10%	12%	7%	34%	67
WRC	38%	20%	13%	0%	28%	60
CA Average	31%	19%	13%	5%	32%	1,421
NCI Average	31%	15%	11%	7%	36%	3,191

**Table Q30. Did your family member choose his/her case manager/service coordinator?**

Regional Center	Yes	No	N
ACRC	11%	89%	106
CVRC	10%	90%	110
ELARC	13%	87%	85
FNRC	9%	91%	107
FDLRC	10%	90%	71
GGRC	11%	89%	115
HRC	8%	92%	99
IRC	3%	97%	126
KRC	10%	90%	82
NBRC	11%	89%	105
NLACRC	16%	84%	87
RCEB	11%	89%	148
RCOC	8%	92%	105
RCRC	11%	89%	61
SARC	9%	91%	138
SDRC	11%	89%	121
SG/PRC	8%	93%	120
SCLARC	20%	80%	45
TCRC	10%	90%	114
VMRC	14%	86%	106
WRC	14%	86%	94
CA Average	10%	90%	2,168
NCI Average	16%	84%	4,734

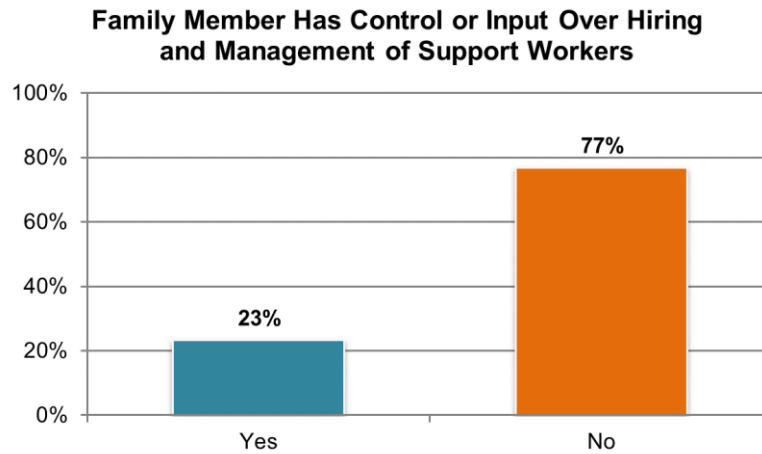


Table Q31. Does your family member have control and/or input over the hiring and management of his/her support workers?

Regional Center	Yes	No	N
ACRC	32%	68%	90
CVRC	21%	79%	103
ELARC	33%	67%	76
FNRC	20%	80%	104
FDLRC	23%	77%	66
GGRC	21%	79%	105
HRC	11%	89%	88
IRC	8%	92%	112
KRC	23%	77%	74
NBRC	24%	76%	84
NLACRC	30%	70%	83
RCEB	33%	67%	133
RCOC	21%	79%	107
RCRC	46%	54%	57
SARC	19%	81%	121
SDRC	23%	77%	112
SG/PRC	15%	85%	119
SCLARC	14%	86%	35
TCRC	25%	75%	102
VMRC	23%	77%	92
WRC	30%	70%	84
CA Average	23%	77%	1,968
NCI Average	19%	81%	4,447

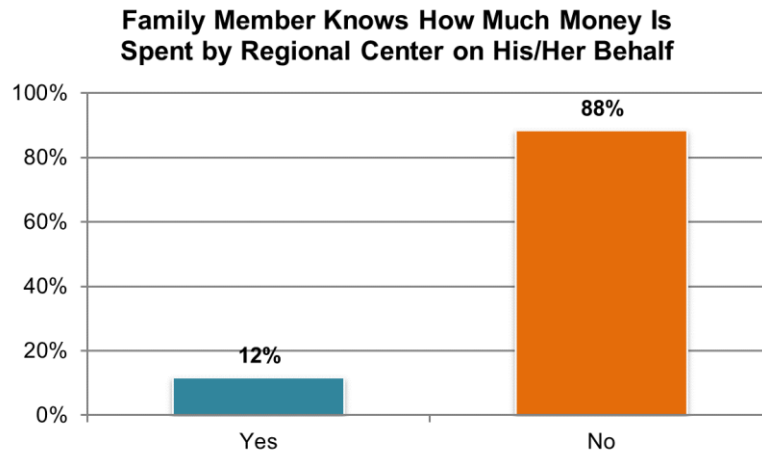
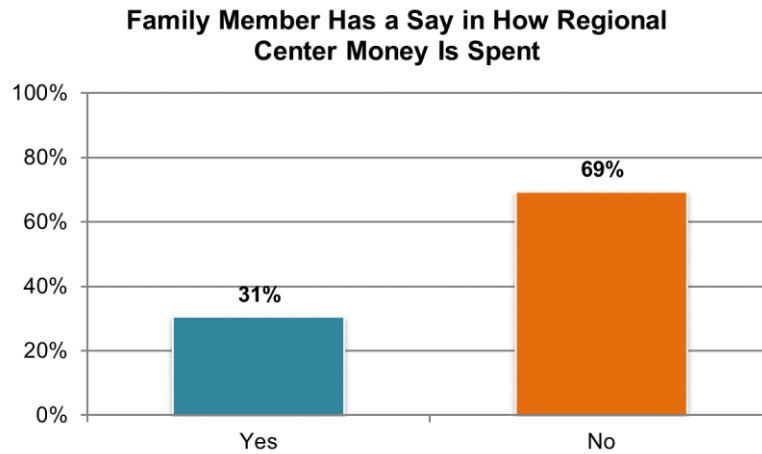


Table Q32. Does your family member know how much money is spent by the Regional Center on his/her behalf?

Regional Center	Yes	No	N
ACRC	12%	88%	125
CVRC	12%	88%	147
ELARC	11%	89%	91
FNRC	12%	88%	154
FDLRC	6%	94%	83
GGRC	16%	84%	140
HRC	9%	91%	117
IRC	5%	95%	159
KRC	10%	90%	102
NBRC	8%	92%	130
NLACRC	15%	85%	110
RCEB	13%	87%	157
RCOC	12%	88%	138
RCRC	17%	83%	119
SARC	11%	89%	157
SDRC	8%	92%	146
SG/PRC	10%	90%	146
SCLARC	4%	96%	50
TCRC	12%	88%	131
VMRC	27%	73%	135
WRC	5%	95%	110
CA Average	12%	88%	2,670
NCI Average	14%	86%	5,727

**Table Q33. Does your family member have a say in how regional center money is spent?**

Regional Center	Yes	No	N
ACRC	32%	68%	87
CVRC	34%	66%	99
ELARC	32%	68%	69
FNRC	51%	49%	105
FDLRC	26%	74%	62
GGRC	28%	72%	100
HRC	25%	75%	87
IRC	15%	85%	103
KRC	26%	74%	73
NBRC	35%	65%	92
NLACRC	31%	69%	78
RCEB	30%	70%	128
RCOC	34%	66%	103
RCRC	48%	52%	66
SARC	26%	74%	112
SDRC	26%	74%	103
SG/PRC	29%	71%	106
SCLARC	24%	76%	37
TCRC	28%	72%	101
VMRC	41%	59%	102
WRC	18%	82%	84
CA Average	31%	69%	1,914
NCI Average	31%	69%	4,293

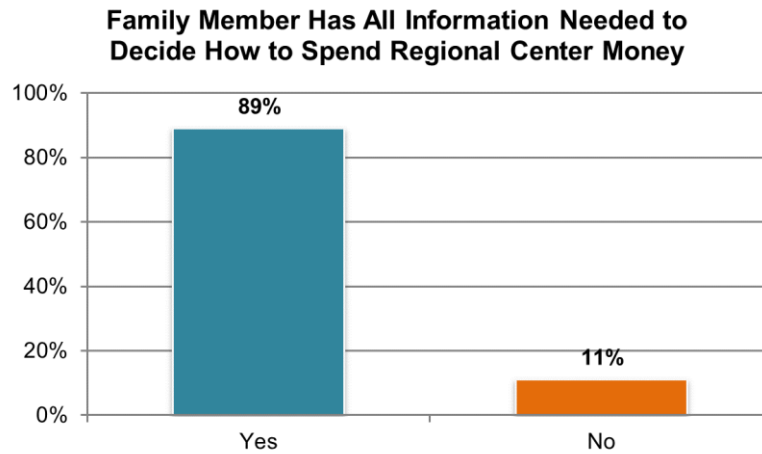


Table Q33a. If your family member has a say in how regional center money is spent, does s/he have all the information s/he needs to make decisions about how to spend this money?

Regional Center	Yes	No	N
ACRC	84%	16%	25
CVRC	96%	4%	26
ELARC	90%	10%	20
FNRC	87%	13%	38
FDLRC	n/a	n/a	n/a
GGRC	86%	14%	22
HRC	86%	14%	21
IRC	n/a	n/a	n/a
KRC	n/a	n/a	n/a
NBRC	80%	20%	25
NLACRC	n/a	n/a	n/a
RCEB	91%	9%	33
RCOC	82%	18%	28
RCRC	96%	4%	26
SARC	90%	10%	21
SDRC	95%	5%	20
SG/PRC	87%	13%	23
SCLARC	n/a	n/a	n/a
TCRC	80%	20%	20
VMRC	100%	0%	36
WRC	n/a	n/a	n/a
CA Average	89%	11%	462
NCI Average	90%	10%	1,070

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).

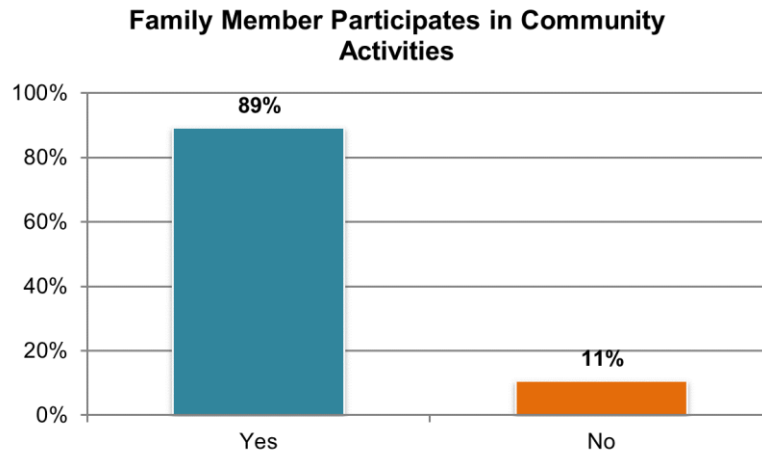


Table Q34. Does your family member participate in community activities (such as going out to a restaurant, movie, or sporting event)?

Regional Center	Yes	No	N
ACRC	84%	16%	140
CVRC	94%	6%	150
ELARC	88%	12%	98
FNRC	91%	9%	157
FDLRC	92%	8%	85
GGRC	84%	16%	167
HRC	91%	9%	116
IRC	83%	17%	161
KRC	87%	13%	105
NBRC	91%	9%	131
NLACRC	94%	6%	118
RCEB	90%	10%	175
RCOC	91%	9%	144
RCRC	95%	5%	117
SARC	89%	11%	174
SDRC	92%	8%	148
SG/PRC	92%	8%	156
SCLARC	74%	26%	46
TCRC	86%	14%	132
VMRC	90%	10%	135
WRC	87%	13%	105
CA Average	89%	11%	2,787
NCI Average	93%	7%	6,120

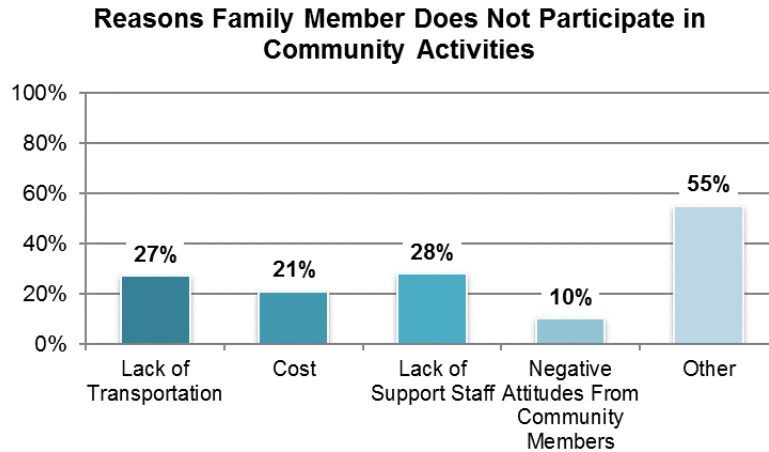


Table Q34a. If your family member doesn't participate in community activities, why not?

Regional Center	Lack of Transportation	Cost	Lack of Support Staff	Negative Attitudes from Community Members	Other
ACRC	38%	43%	29%	29%	38%
CVRC	33%	22%	33%	0%	78%
ELARC	33%	42%	42%	8%	25%
FNRC	14%	7%	14%	7%	86%
FDLRC	0%	0%	0%	0%	100%
GGRC	26%	26%	43%	9%	43%
HRC	29%	43%	29%	29%	43%
IRC	12%	12%	23%	8%	62%
KRC	38%	23%	31%	0%	46%
NBRC	45%	45%	64%	9%	36%
NLACRC	29%	14%	29%	14%	57%
RCEB	44%	11%	28%	6%	39%
RCOC	8%	8%	25%	8%	58%
RCRC	50%	50%	50%	0%	25%
SARC	6%	25%	31%	19%	69%
SDRC	36%	18%	9%	18%	45%
SG/PRC	11%	0%	11%	0%	89%
SCLARC	50%	10%	0%	0%	40%
TCRC	24%	12%	24%	12%	65%
VMRC	42%	33%	33%	25%	50%
WRC	9%	9%	27%	0%	73%
CA Average	27%	21%	28%	10%	55%
NCI Average	22%	20%	27%	8%	58%

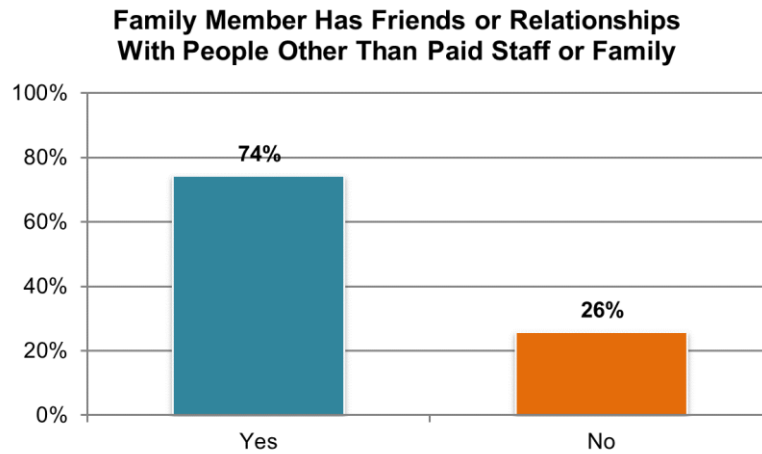


Table Q35. Does your family member have friends or relationships with persons other than paid staff or family?

Regional Center	Yes	No	N
ACRC	74%	26%	130
CVRC	76%	24%	138
ELARC	59%	41%	99
FNRC	83%	17%	156
FDLRC	69%	31%	88
GGRC	76%	24%	153
HRC	61%	39%	120
IRC	70%	30%	141
KRC	82%	18%	97
NBRC	82%	18%	125
NLACRC	78%	22%	113
RCEB	74%	26%	169
RCOC	74%	26%	141
RCRC	89%	11%	119
SARC	79%	21%	159
SDRC	72%	28%	150
SG/PRC	66%	34%	149
SCLARC	54%	46%	48
TCRC	76%	24%	127
VMRC	82%	18%	131
WRC	69%	31%	109
CA Average	74%	26%	2,690
NCI Average	77%	23%	5,813

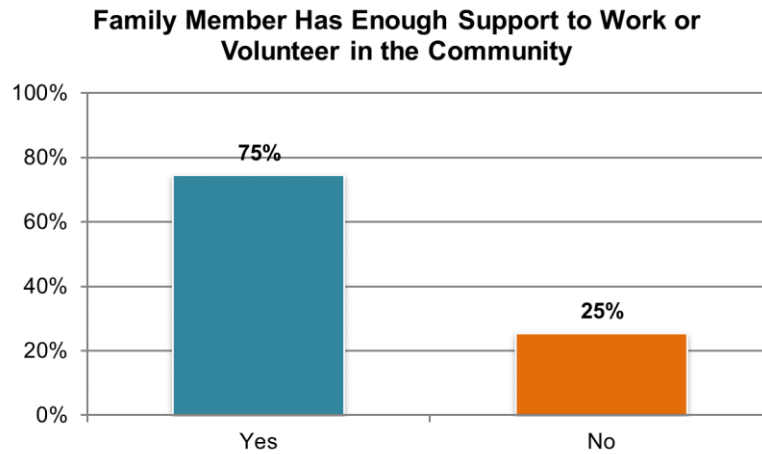


Table Q36. Does your family member have enough support (support workers, community resources, etc.) to work or volunteer in the community?

Regional Center	Yes	No	N
ACRC	70%	30%	100
CVRC	77%	23%	97
ELARC	77%	23%	79
FNRC	80%	20%	122
FDLRC	77%	23%	61
GGRC	73%	27%	113
HRC	74%	26%	102
IRC	66%	34%	112
KRC	75%	25%	87
NBRC	75%	25%	100
NLACRC	74%	26%	94
RCEB	66%	34%	132
RCOC	77%	23%	124
RCRC	82%	18%	104
SARC	73%	27%	122
SDRC	78%	22%	119
SG/PRC	77%	23%	96
SCLARC	71%	29%	35
TCRC	77%	23%	100
VMRC	74%	26%	96
WRC	76%	24%	86
CA Average	75%	25%	2,097
NCI Average	77%	23%	4,551

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).

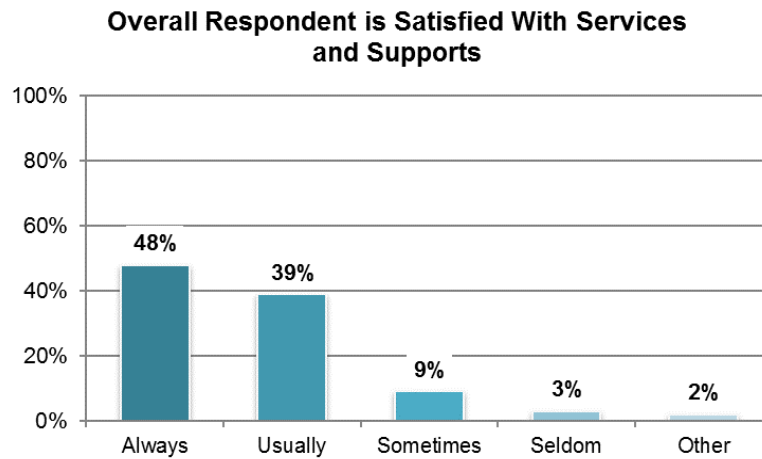


Table Q37. Overall, are you satisfied with the services and supports your family member currently receives?

Regional Center	Always	Usually	Sometimes	Seldom	Never	N
ACRC	38%	38%	13%	7%	3%	143
CVRC	49%	40%	8%	1%	2%	167
ELARC	56%	32%	9%	3%	0%	108
FNRC	54%	35%	6%	4%	1%	164
FDLRC	56%	37%	5%	1%	1%	97
GGRC	50%	38%	8%	2%	2%	169
HRC	48%	37%	10%	2%	2%	126
IRC	41%	39%	13%	4%	3%	174
KRC	35%	39%	20%	4%	3%	114
NBRC	38%	47%	10%	3%	2%	145
NLACRC	54%	38%	4%	2%	2%	125
RCEB	45%	41%	7%	4%	2%	181
RCOC	47%	44%	8%	1%	1%	156
RCRC	51%	39%	6%	2%	2%	125
SARC	52%	36%	9%	1%	2%	180
SDRC	44%	46%	5%	4%	2%	168
SG/PRC	55%	35%	8%	0%	2%	173
SCLARC	51%	32%	10%	0%	7%	59
TCRC	41%	48%	8%	3%	1%	132
VMRC	51%	38%	6%	3%	2%	149
WRC	52%	32%	12%	2%	3%	117
CA Average	48%	39%	9%	3%	2%	3,001
NCI Average	49%	41%	8%	1%	1%	6,445

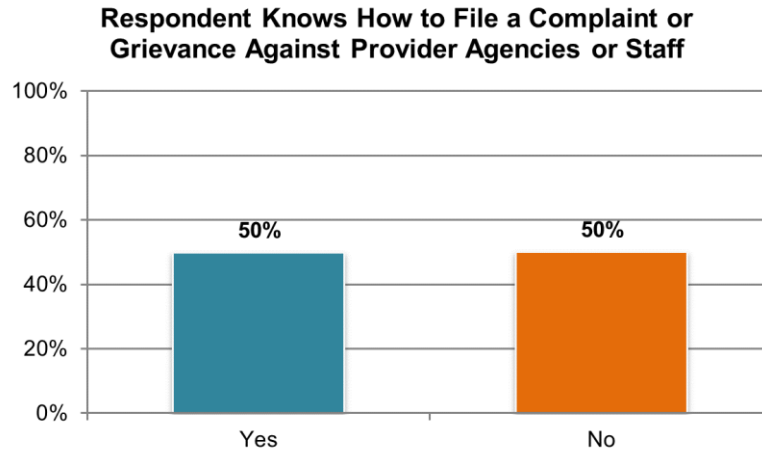


Table Q38. Do you know the process for filing a complaint or grievance against provider agencies or staff?²

Regional Center	Yes	No	N
ACRC	52%	48%	144
CVRC	55%	45%	164
ELARC	50%	50%	107
FNRC	54%	46%	160
FDLRC	40%	60%	95
GGRC	54%	46%	168
HRC	43%	57%	129
IRC	32%	68%	183
KRC	45%	55%	116
NBRC	41%	59%	143
NLACRC	50%	50%	121
RCEB	49%	51%	182
RCOC	58%	42%	154
RCRC	69%	31%	128
SARC	56%	44%	172
SDRC	56%	44%	165
SG/PRC	49%	51%	175
SCLARC	38%	62%	58
TCRC	48%	52%	137
VMRC	51%	49%	148
WRC	50%	50%	117
CA Average	50%	50%	2,992
NCI Average	65%	35%	6,467

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

**Respondent Is Satisfied With How Complaints or
Grievances Against Provider Agencies or Staff
Are Handled and Resolved**

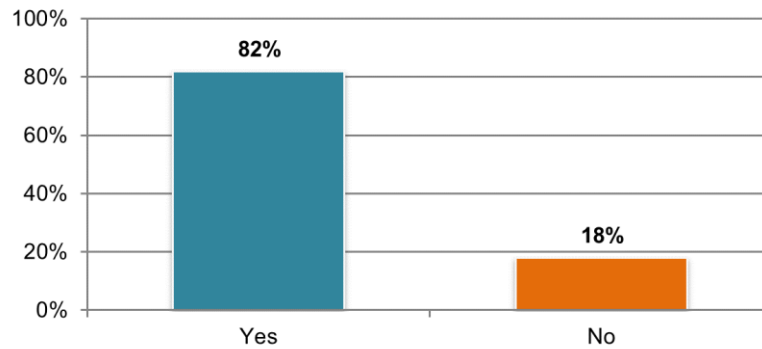
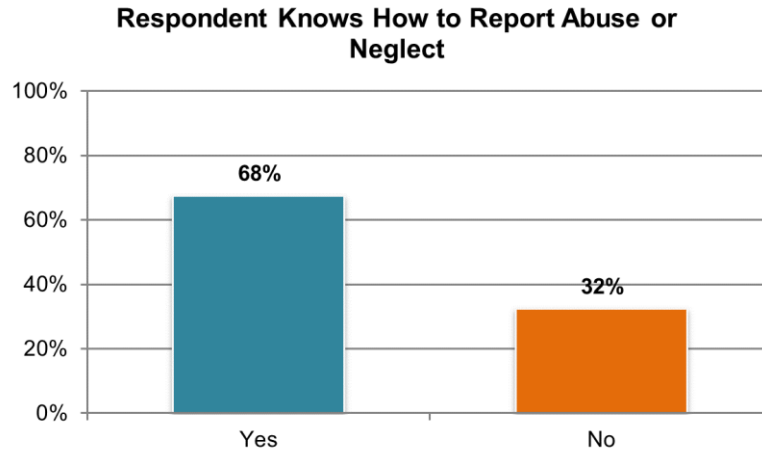


Table Q39. Are you satisfied with the way complaints or grievances against provider agencies or staff are handled and resolved?

Regional Center	Yes	No	N
ACRC	73%	27%	66
CVRC	81%	19%	72
ELARC	87%	13%	53
FNRC	84%	16%	76
FDLRC	88%	12%	41
GGRC	84%	16%	62
HRC	82%	18%	49
IRC	69%	31%	71
KRC	71%	29%	58
NBRC	84%	16%	57
NLACRC	80%	20%	50
RCEB	81%	19%	75
RCOC	80%	20%	74
RCRC	92%	8%	85
SARC	82%	18%	77
SDRC	85%	15%	72
SG/PRC	85%	15%	67
SCLARC	88%	13%	24
TCRC	87%	13%	61
VMRC	82%	18%	74
WRC	84%	16%	51
CA Average	82%	18%	1,326
NCI Average	86%	14%	3,280

**Table Q40. Do you know how to report abuse or neglect?³**

Regional Center	Yes	No	N
ACRC	71%	29%	143
CVRC	70%	30%	155
ELARC	71%	29%	102
FNRC	75%	25%	160
FDLRC	59%	41%	92
GGRC	66%	34%	161
HRC	63%	37%	123
IRC	48%	52%	173
KRC	66%	34%	117
NBRC	66%	34%	134
NLACRC	64%	36%	119
RCEB	75%	25%	178
RCOC	71%	29%	148
RCRC	86%	14%	128
SARC	67%	33%	165
SDRC	71%	29%	161
SG/PRC	66%	34%	164
SCLARC	58%	42%	57
TCRC	72%	28%	135
VMRC	62%	38%	143
WRC	62%	38%	106
CA Average	68%	32%	2,892
NCI Average	78%	22%	6,286

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

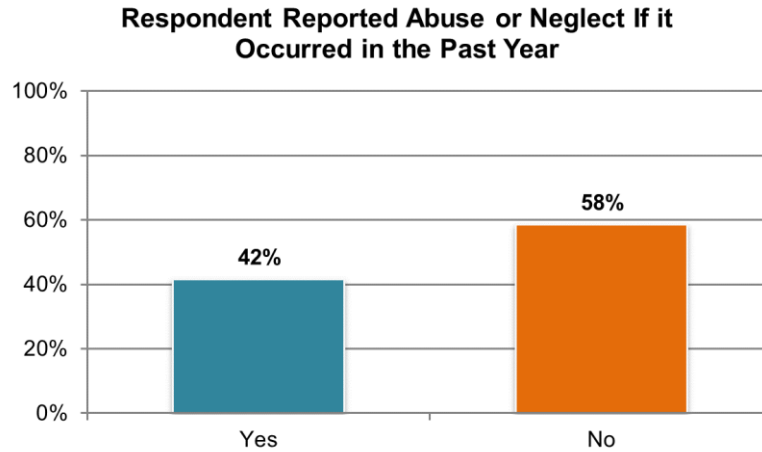


Table Q41. Within the past year, if abuse or neglect occurred, did you report it?

Regional Center	Yes	No	N
ACRC	68%	32%	28
CVRC	52%	48%	44
ELARC	31%	69%	26
FNRC	52%	48%	23
FDLRC	40%	60%	20
GGRC	38%	62%	21
HRC	n/a	n/a	n/a
IRC	33%	67%	27
KRC	42%	58%	26
NBRC	35%	65%	20
NLACRC	n/a	n/a	n/a
RCEB	43%	57%	37
RCOC	n/a	n/a	n/a
RCRC	n/a	n/a	n/a
SARC	46%	54%	26
SDRC	44%	56%	27
SG/PRC	30%	70%	27
SCLARC	n/a	n/a	n/a
TCRC	32%	68%	22
VMRC	56%	44%	34
WRC	32%	68%	25
CA Average	42%	58%	518
NCI Average	52%	48%	1,168

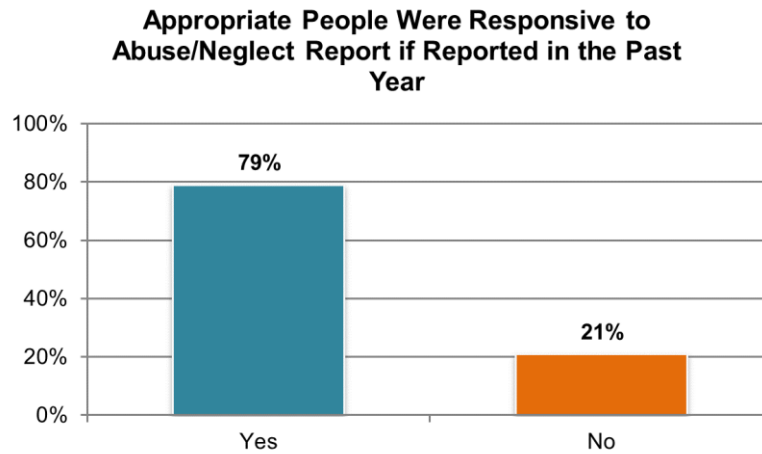


Table Q41a. If you reported abuse or neglect in the past year, were the appropriate people responsive to your report?

Regional Center	Yes	No	N
CA Average	79%	21%	172
NCI Average	86%	14%	427

***There were fewer than 20 respondents for each regional center for this question.**

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).

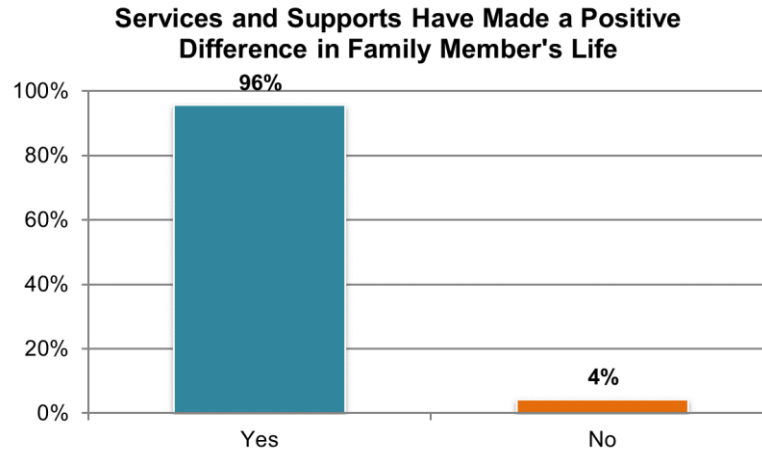


Table Q42. Do you feel that services and supports have made a positive difference in the life of your family member?

Regional Center	Yes	No	N
ACRC	96%	4%	127
CVRC	96%	4%	151
ELARC	95%	5%	105
FNRC	95%	5%	154
FDLRC	100%	0%	92
GGRC	97%	3%	167
HRC	98%	2%	113
IRC	93%	7%	165
KRC	88%	12%	114
NBRC	96%	4%	134
NLACRC	93%	7%	120
RCEB	94%	6%	172
RCOC	96%	4%	150
RCRC	99%	1%	121
SARC	98%	2%	169
SDRC	96%	4%	160
SG/PRC	97%	3%	162
SCLARC	88%	12%	49
TCRC	98%	2%	127
VMRC	94%	6%	144
WRC	97%	3%	112
CA Average	96%	4%	2,835
NCI Average	97%	3%	6,146

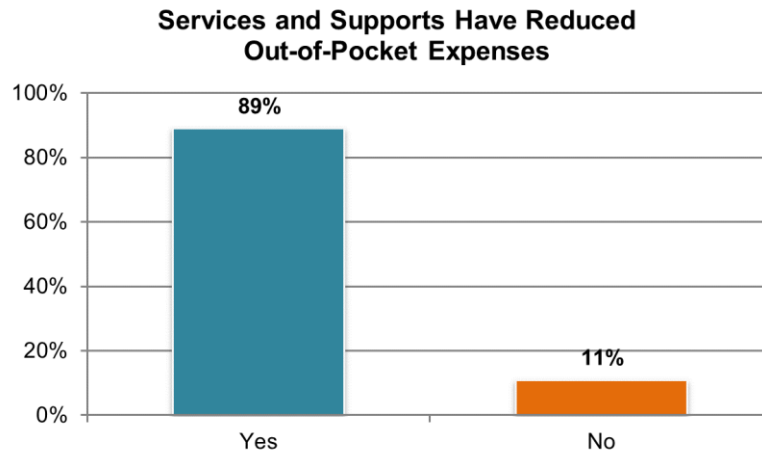


Table Q43. Do you feel that services and supports have reduced your family's out-of-pocket expenses for your family member's care?

Regional Center	Yes	No	N
ACRC	93%	7%	111
CVRC	83%	17%	134
ELARC	88%	12%	86
FNRC	88%	12%	124
FDLRC	87%	13%	76
GGRC	89%	11%	141
HRC	88%	12%	103
IRC	83%	17%	136
KRC	83%	17%	89
NBRC	89%	11%	117
NLACRC	90%	10%	97
RCEB	87%	13%	158
RCOC	94%	6%	138
RCRC	95%	5%	104
SARC	97%	3%	143
SDRC	90%	10%	141
SG/PRC	92%	8%	132
SCLARC	78%	22%	36
TCRC	91%	9%	122
VMRC	87%	13%	122
WRC	88%	12%	100
CA Average	89%	11%	2,435
NCI Average	90%	10%	5,106

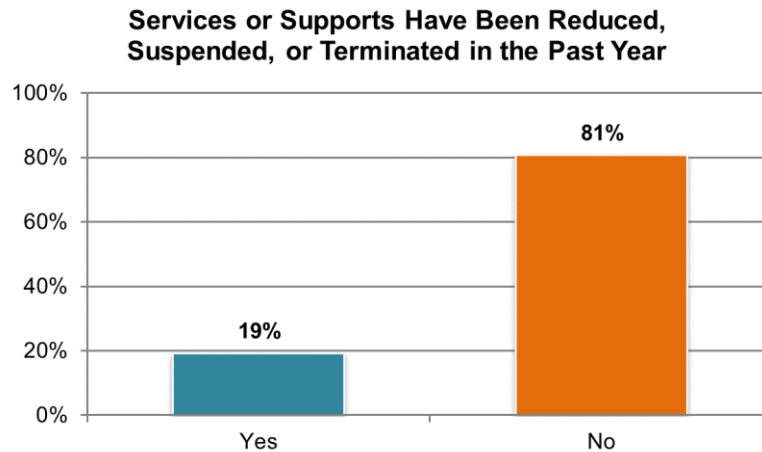


Table Q44. Have the services or supports that your family member received during the past year been reduced, suspended, or terminated?

Regional Center	Yes	No	N
ACRC	36%	64%	102
CVRC	18%	82%	118
ELARC	20%	80%	76
FNRC	14%	86%	122
FDLRC	18%	82%	74
GGRC	14%	86%	139
HRC	30%	70%	93
IRC	20%	80%	122
KRC	29%	71%	80
NBRC	23%	77%	105
NLACRC	17%	83%	89
RCEB	20%	80%	143
RCOC	19%	81%	128
RCRC	19%	81%	94
SARC	12%	88%	139
SDRC	18%	82%	131
SG/PRC	12%	88%	116
SCLARC	11%	89%	38
TCRC	26%	74%	106
VMRC	18%	82%	99
WRC	13%	87%	94
CA Average	19%	81%	2,227
NCI Average	18%	82%	4,923

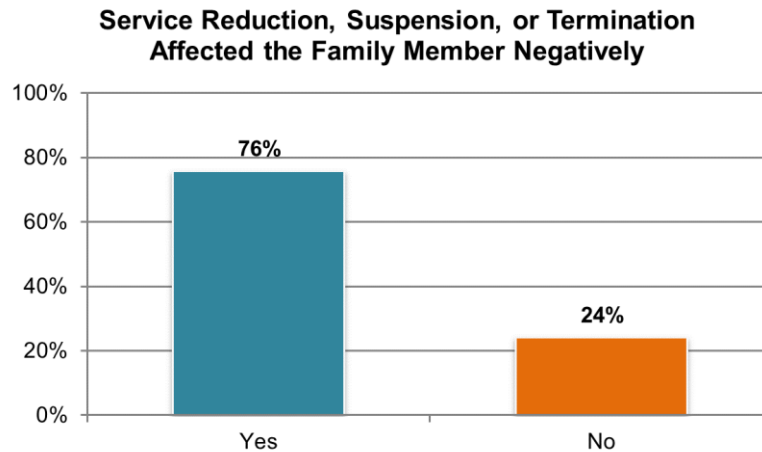


Table Q44a. If services or supports received by your family member were reduced, suspended, or terminated during the past year, did the reduction, suspension, or termination of these services or supports affect your family member negatively?

Regional Center	Yes	No	N
ACRC	81%	19%	31
CVRC	n/a	n/a	n/a
ELARC	n/a	n/a	n/a
FNRC	n/a	n/a	n/a
FDLRC	n/a	n/a	n/a
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	86%	14%	21
NLACRC	n/a	n/a	n/a
RCEB	81%	19%	27
RCOC	n/a	n/a	n/a
RCRC	n/a	n/a	n/a
SARC	n/a	n/a	n/a
SDRC	n/a	n/a	n/a
SG/PRC	n/a	n/a	n/a
SCLARC	n/a	n/a	n/a
TCRC	87%	13%	23
VMRC	n/a	n/a	n/a
WRC	n/a	n/a	n/a
CA Average	76%	24%	335
NCI Average	67%	33%	706

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 State 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 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: This link is invalid http://www.dds.ca.gov/Statutes/docs/LantermanAct_2011.pdf

Chart 1. NCI State Participation 2013-14



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

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The current set of performance indicators includes approximately 100 individual, 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 the 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 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 the 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
Information and Planning	Families/family members with disabilities have the information and support necessary to plan for their services and supports.
Access & Support Delivery	Families/family members with disabilities get the services and supports they need.
Choice & Control	Families/family members with disabilities determine the services and supports they receive and the individuals or agencies who provide them.
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.

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.

Sampling & Administration

States and regional centers were asked to administer the Family/Guardian Survey by selecting a random sample of at least 1,000 families who:

1. Had an adult individual with an intellectual/developmental disability NOT living in the family 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 includes those states that submitted fewer than 400 surveys up to a margin of error 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 Family Guardian 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.

⁵ See Response Rates section for information on total surveys mailed and received as well as each regional center's margin of error.

Data Entry and Analysis

The SCDD entered the surveys received into the California Online Data Entry Survey Application (CA-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 statewide dataset.

Response Rates

The table below shows the number of adults living in the community who were eligible to be drawn into the sample, surveys mailed out by the SCDD, usable surveys returned, response rates, and each regional center's margin of error. Please note that the numbers in the table do not reflect surveys that were excluded during the analyses. Data were considered invalid, and therefore excluded, based on the following two criteria:

1. The respondent indicated the individual with an intellectual/developmental disability lived in the family home.
2. Demographic information was entered into the file but no survey questions were answered.

During FY 13/14, 11 states (including California) administered the Family Guardian Survey and submitted a sample that would yield a 95% confidence level with +/- 7% (7.49% and lower) margin of error. The NCI Average is the average of twelve (12) state averages: California, Florida, Georgia, Maryland, Michigan, North Carolina, New Hampshire, Pennsylvania, South Carolina, Utah, Virginia and Washington. 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.

The table on the next page shows the number of surveys each regional center mailed, usable surveys returned, response rates, the number of children receiving services who were eligible to be drawn into the sample, and each state's margin of error.

Family Guardian Survey: Regional Center Response Rates

Regional Center	Number Eligible to be Drawn into the Sample	Surveys Mailed	Usable Surveys Returned	Response Rate	Margin of Error
ACRC	4524	528	153	29%	7.8%
CVRC	3564	1103	176	16%	7.2%
ELARC	1076	777	122	16%	8.4%
FNRC	2386	700	174	25%	7.2%
GGRC	2197	770	181	24%	7.0%
HRC	1857	778	134	17%	8.2%
IRC	4746	1238	192	16%	6.9%
KRC	1647	1183	127	11%	8.4%
FDLRC	1267	849	103	12%	9.3%
NBRC	2354	792	150	19%	7.7%
NLACRC	3161	723	136	19%	8.2%
RCEB	3977	1147	187	16%	7.0%
RCOC	3557	1039	163	16%	7.5%
RCRC	1140	614	136	22%	7.9%
SARC	2811	826	186	23%	7.0%
SDRC	4403	804	176	22%	7.2%
SG/PRC	2523	1031	183	18%	7.0%
SCLARC	1779	918	63	7%	12.1%
TCRC	2687	690	146	21%	7.9%
VMRC	2442	1032	163	16%	7.4%
WRC	1385	606	130	21%	8.2%