# What We Learned From the National Core Indicators

# (NCI) Adult Family Survey

NCI Results From Families Across Harbor Regional Center
User-Friendly Version, 2013-14

NATIONAL CORE INDICATORS™

## A Collaborative Effort of:

NASDDDS
National Association of State Directors of Developmental Disabilities Services

HSRI Human Services Research Institute

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

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

# Who helped with this report?

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

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

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

## Who answers the questions on the Adult Family Survey?

The person who answers lives in the same household as an adult who's getting services from the regional center. Usually it's a parent who answers. But sometimes it's another family member or someone not related who lives with the person and knows them well.

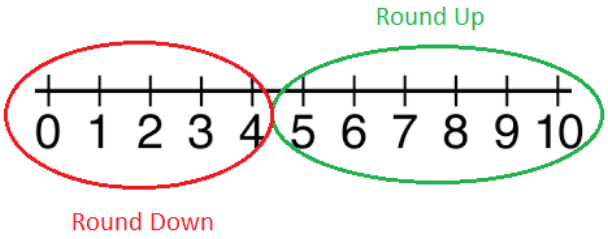
## How do we show their answers?

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

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

We also use graphs to show the answers in percentages. Percentages go from 0% to 100%. Higher percentages mean that more people answered a certain way. For example, 90% means 9 out of 10 people answered the same way. Lower percentages mean that fewer people answered in a certain way. For example, 20% means 2 out of every 10 people answered the same way.

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




For example:

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

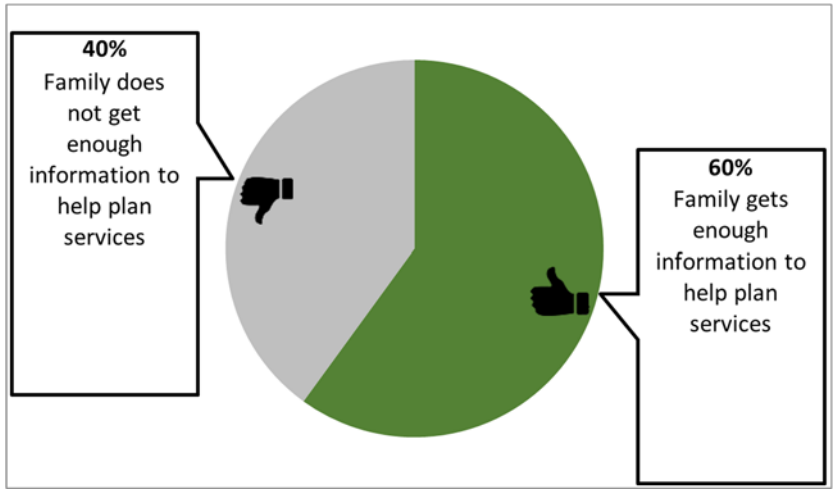
If 12% of people say they have a paid job, we “round down” to 10%.

# Before you start reading…

Remember, these questions were answered by someone who lives with the person receiving services and knows them well—usually a parent. So when we say “family member,” that means the adult in the household who’s receiving services from the regional center.

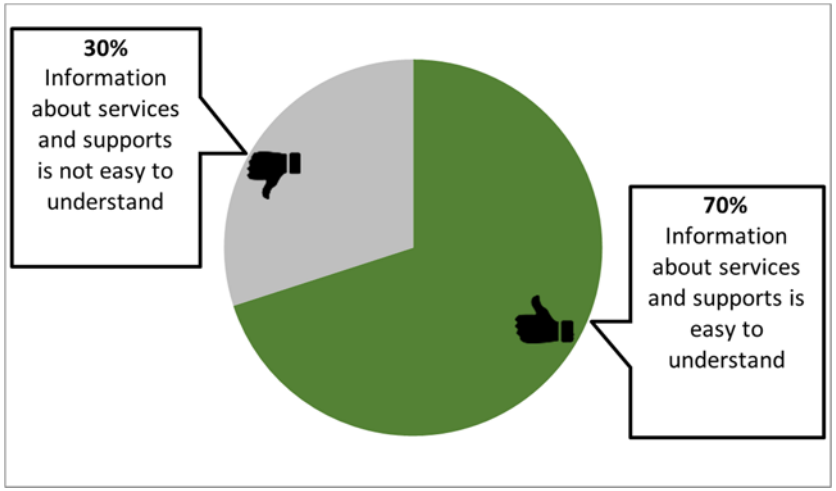
## NCI asked families about the information they get to help plan services.

# Do you get enough information to help plan services for your family member?



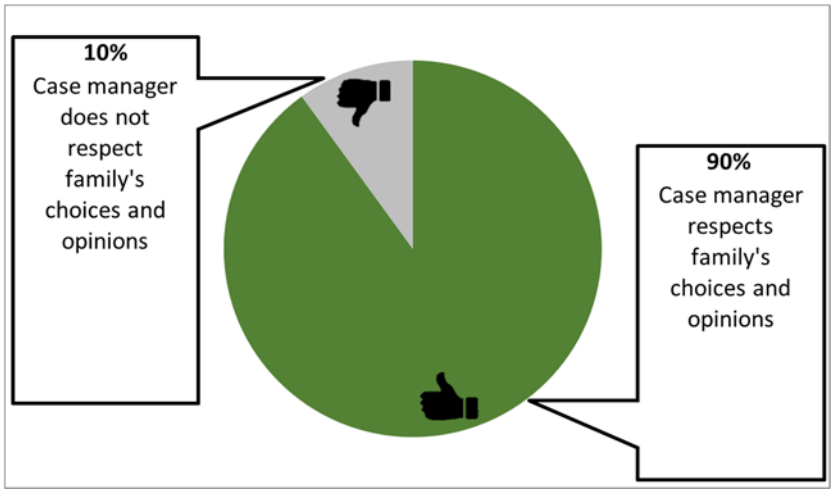

NCI tells us **6** out of every **10** people said **they always or usually get enough information to help plan services for their family member.**

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



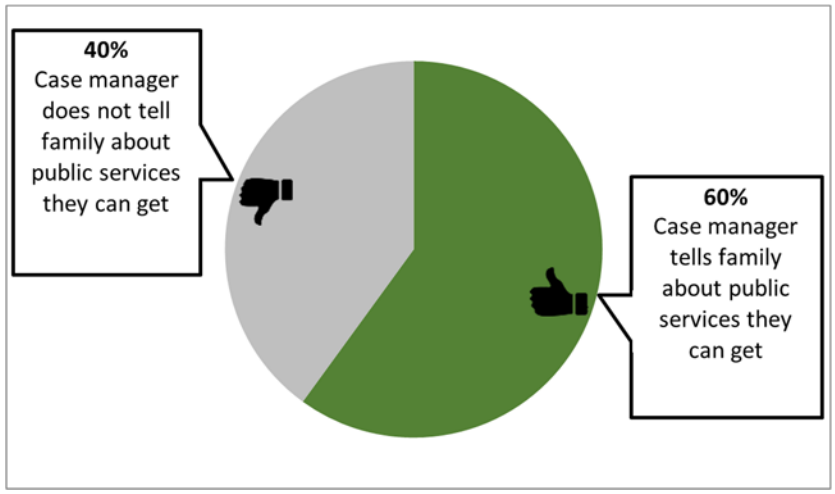

NCI tells us **7** out of every **10** people said **the information they get about services is always or usually easy to understand.**

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



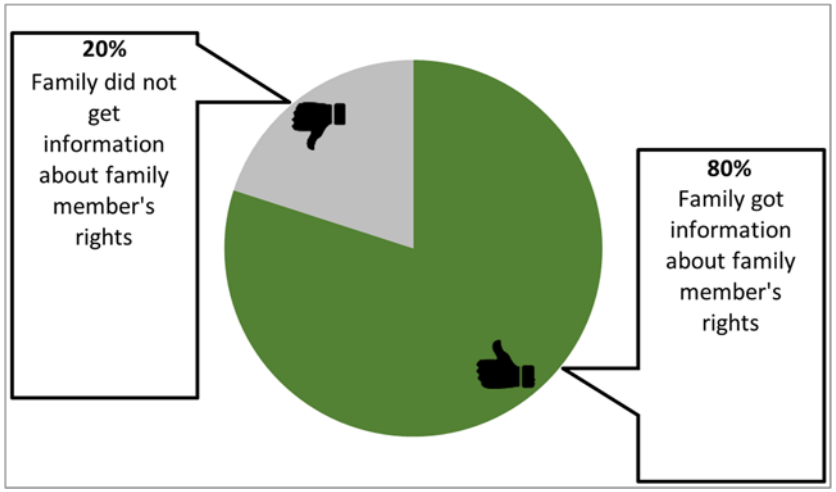

NCI tells us **9** out of every **10** people said **the case manager always or usually respects the family's choices and opinions.**

# Does the case manager tell you about public services your family can get? Like food stamps or SSI.




NCI tells us **6** out of every **10** people said **the case manager always or usually tells them about public services the family can get.**

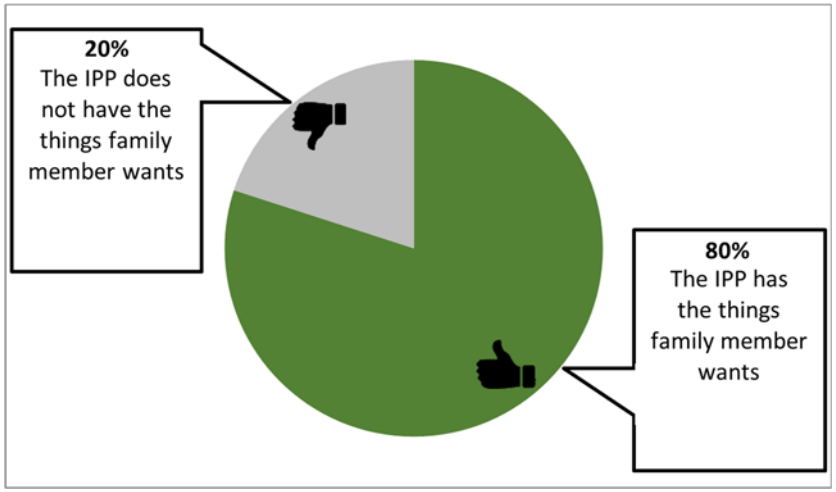
# Did your family get information about your family member's rights? Like the right to privacy, the right to dignity and respect, and the right to be free from abuse.




NCI tells us **8** out of every **10** people said **they got information about their family member's rights.**

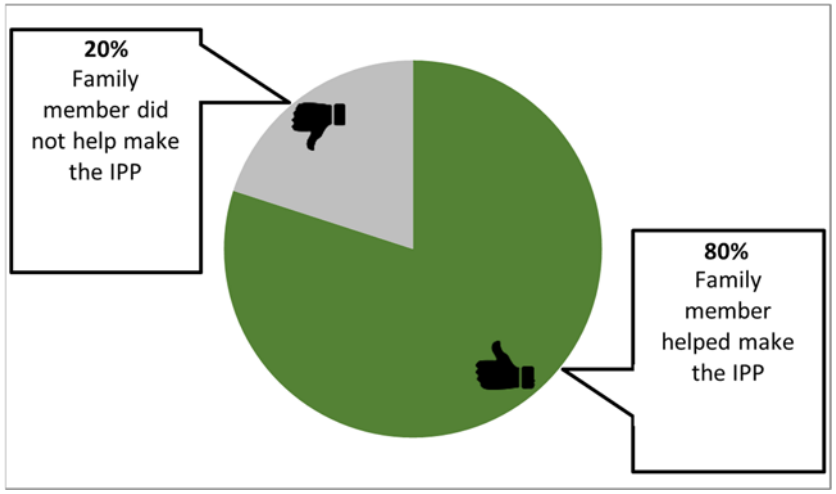
**People receiving services have an Individual Program Plan (IPP). The IPP should include things the person wants and needs.**

# Does the IPP have all the things your family member wants?



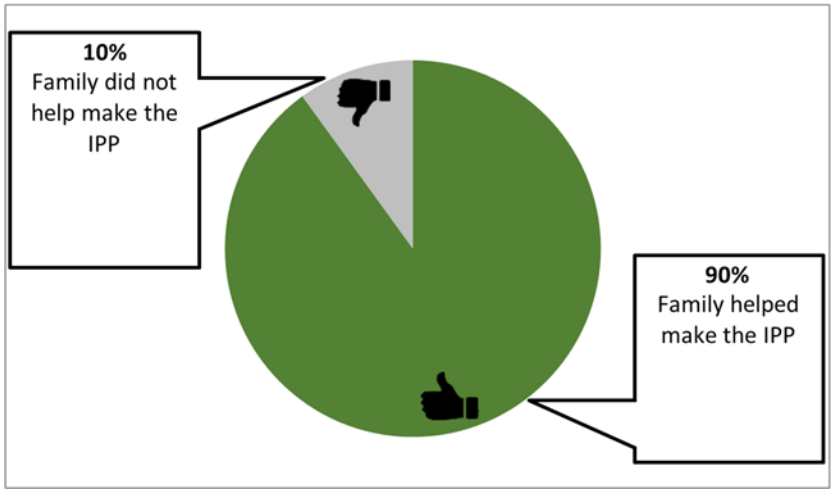
NCI tells us **8** out of every **10** people said **the IPP has all the things their family member wants.**

# Did your family member help make the IPP?



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

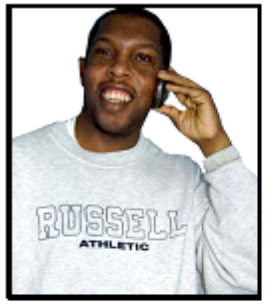
# Did you help make the IPP?

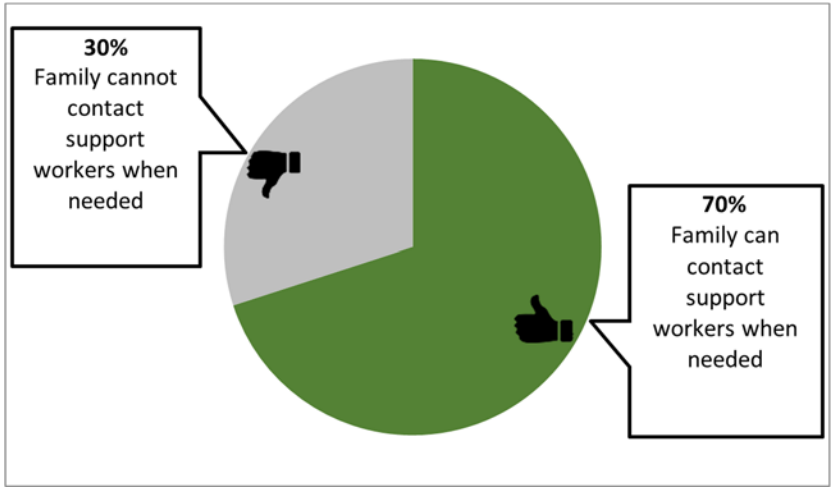


NCI tells us **9** out of every **10** people said **they helped make the IPP.**

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

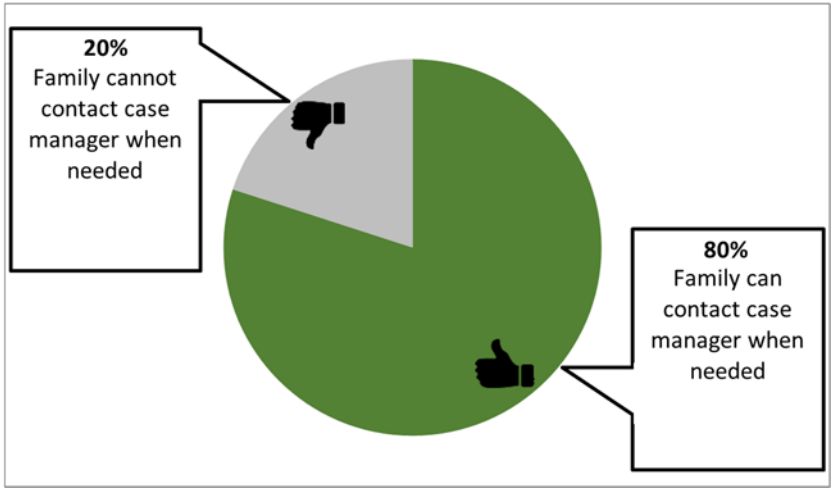
# Can you or your family member contact support workers when needed?





NCI tells us **7** out of every **10** people said **they or their family member can always or usually contact support workers when needed.**

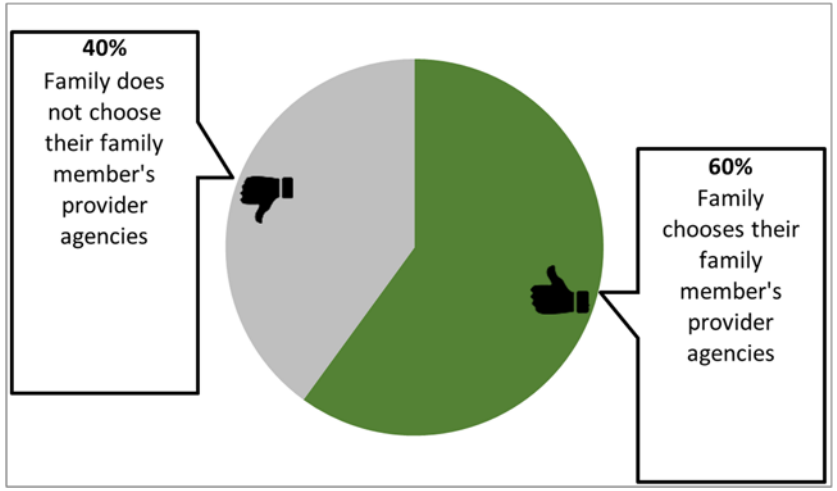
# Can you or your family member contact your family member's case manager when needed?




NCI tells us **8** out of every **10** people said **they or their family member can always or usually contact case manager when needed.**

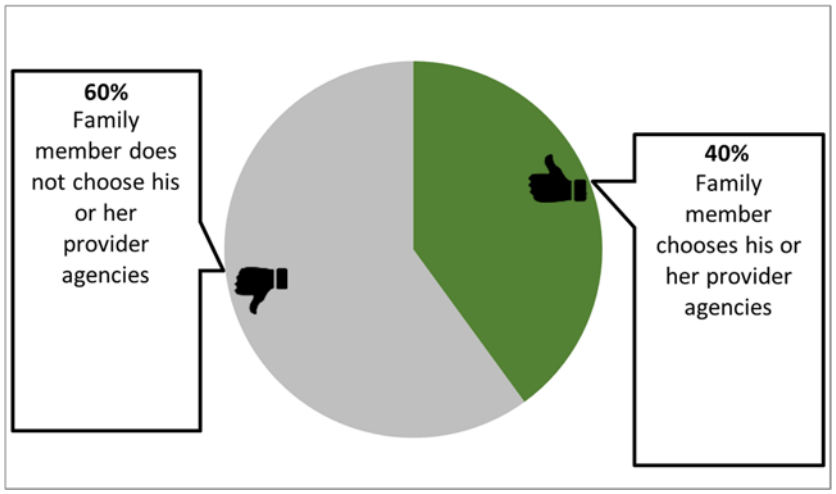
**NCI asked families if they chose the support workers and case manager who work with their family member.**

# Do you choose your family member's provider agencies?



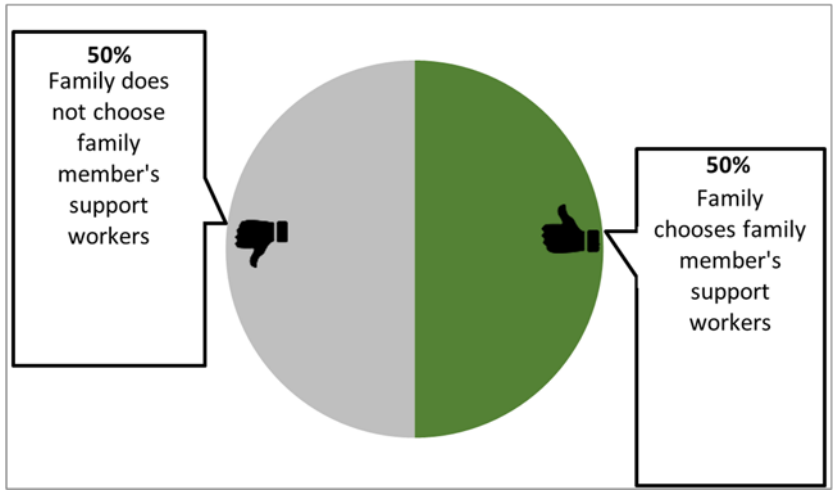
NCI tells us **6** out of every **10** people said **they always or usually choose their family member's provider agencies.**

# Does your family member choose his or her provider agencies?



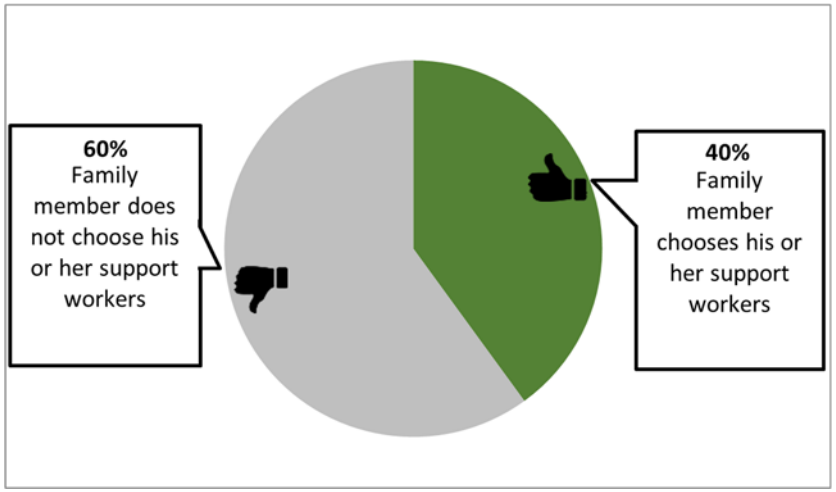
NCI tells us **4** out of every **10** people said **their family member always or usually chooses his or her provider agencies.**

# Do you choose your family member's support workers?



NCI tells us **5** out of every **10** people said **they always or usually choose their family member's support workers.**

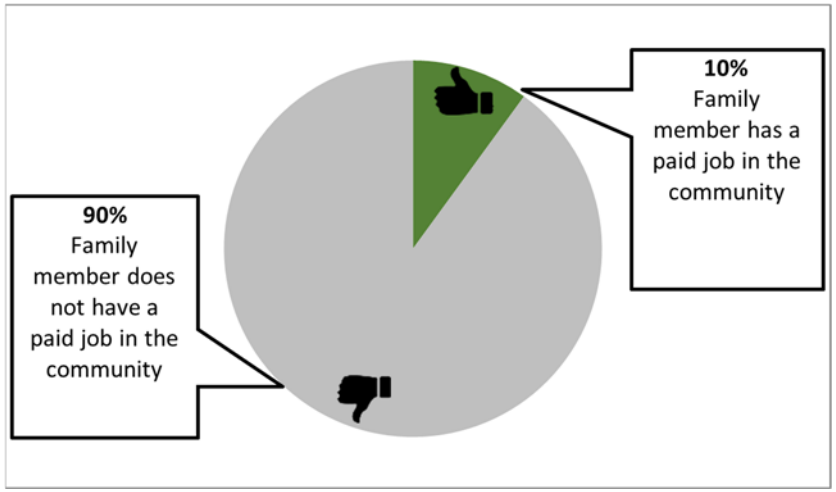
# Does your family member choose his or her support workers?



NCI tells us **4** out of every **10** people said **their family member always or usually choose his or her support workers.**

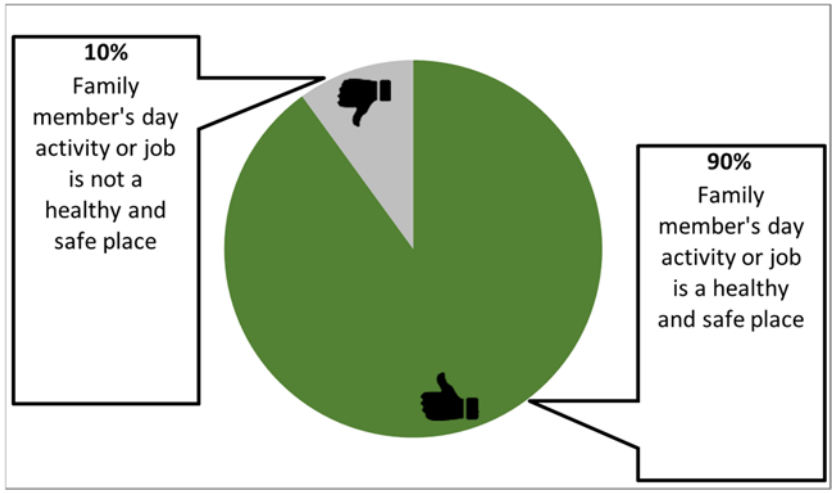
**NCI asked questions about what the person did during the day.**

# Does your family member have a paid job in the community?



NCI tells us **1** out of every **10** people said **their family member has a paid job in the community.**

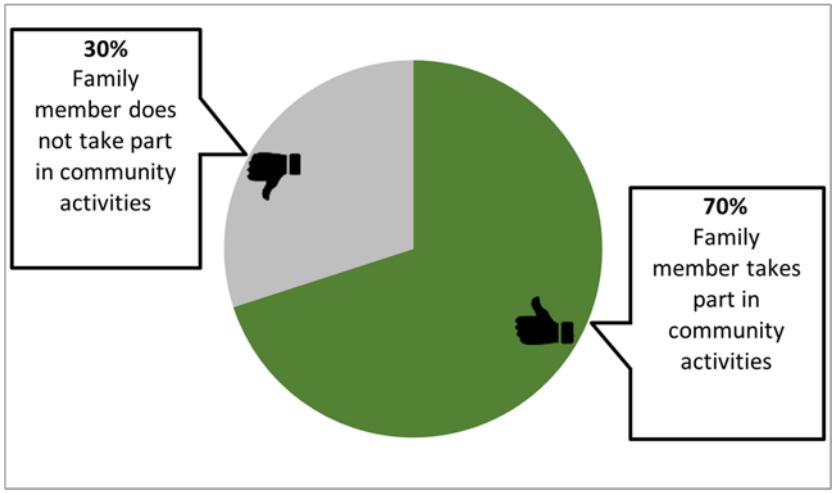
# Do you feel your family member's day activity or job is a healthy and safe place?




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

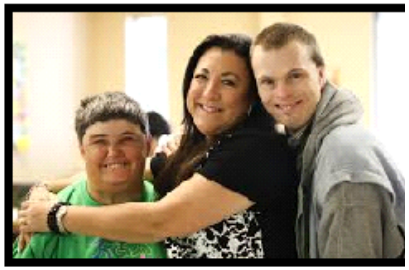
**NCI asked whether people joined in community activities (like sports, religious or spiritual services, or entertainment).**

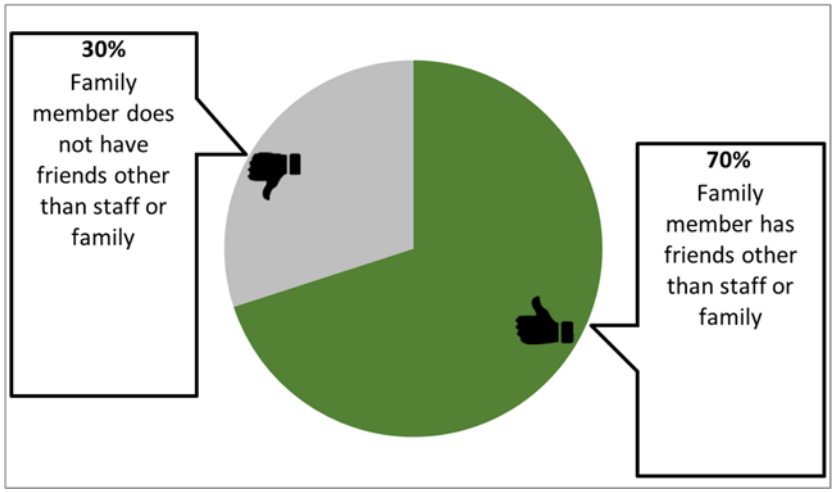
# Does your family member take part in community activities?




NCI tells us **7** out of every **10** people said **their family member takes part in community activities.**

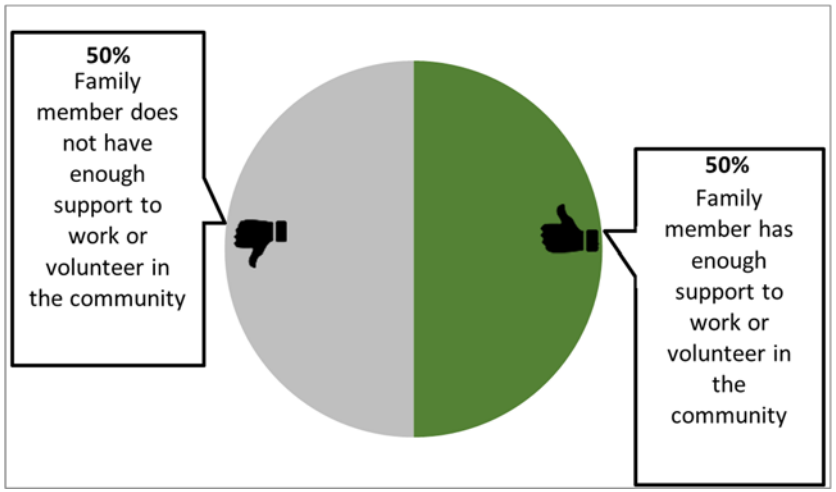
# Does your family member have friends other than staff or family?





NCI tells us **7** out of every **10** people said **their family member has friends other than staff or family.**

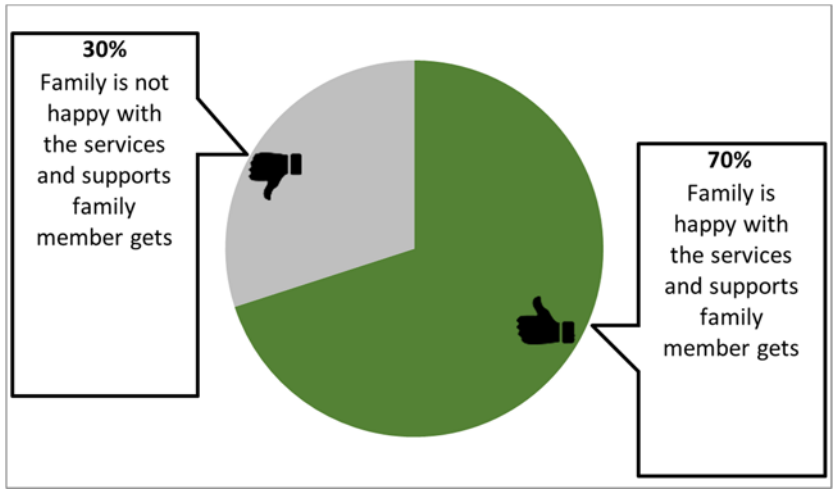
# Does your family member have enough support to work or volunteer in the community?



NCI tells us **5** out of every **10** people said **their family member has enough support to work or volunteer in the community.**

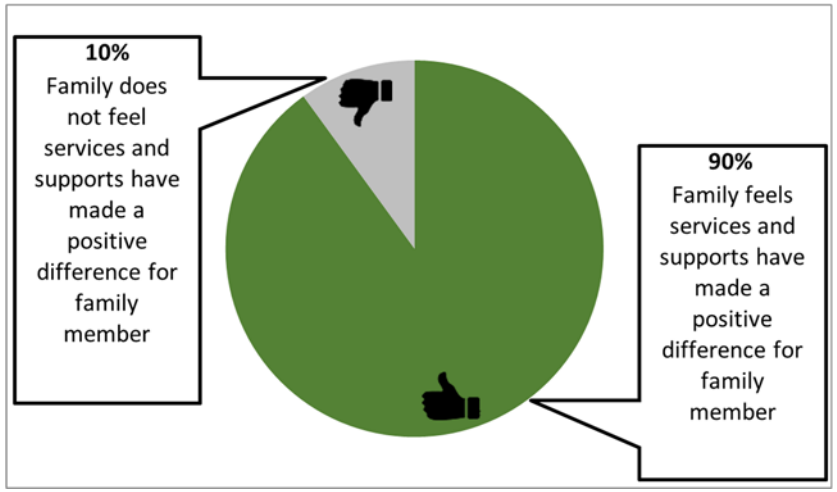
**NCI asked how families felt about the services and supports their family member gets.**

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



NCI tells us **7** out of every **10** people said **they are always or usually happy with the services and supports their family gets.**

# Do you feel services and supports have made a positive difference for your family member?




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

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**National Core Indicators**
**Adult Family Survey**

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**http://www.nationalcoreindicators.org/**

**A Collaborative Effort of**

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