



California Regional Center Report: Inland 2011

National Association of State Directors of Developmental
Disabilities Services
Human Services Research Institute



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Quality Assessment Project and National Core Indicators

This report contains regional center level results from California's first statewide National Core Indicators (NCI) Adult Consumer Survey, in accordance with Welfare and Institutions Code (WIC) 4571. WIC 4571 directs the Department of Developmental Services (DDS) to collect accurate, reliable, and valid consumer and family satisfaction measures as well as consumer outcome data. In California, data from this project will be used to review and benchmark statewide and regional center developmental disability service system performance¹. This first year of data collection will serve as a basis for regional centers to monitor changes and guide strategic planning.

What is the NCI Adult Consumer Survey?

The NCI Adult Consumer Survey is an interview conducted with a person who is receiving services from DDS. The NCI Survey is used to gather data on approximately 100 consumer outcomes and is regularly refined and tested to ensure it is valid and reliable. In California, interviewers hired by the area boards met with individuals and asked them questions about where they live and work, the kinds of choices they make, the activities they do in the community, their relationships with friends and family, and their health and well-being. Interviews were conducted between May 2010 and January 2011.

¹ Refer to the California Adult Consumer Survey Report for detailed information about Quality Assessment Project implementation, the NCI, and California's statewide results.

How were people selected to participate?

Based on the total number of adults (age 18 and over) who are receiving DDS services, it was determined that a target number of 400 surveys per regional center would provide a valid sample for this analysis.² People who were presently living in a developmental center were not part of the sample.

An additional group of people who had moved from developmental centers to the community in the past five years was selected so that their results could be looked at separately³. Overall, the total number of surveys completed across the State of California was 8,726.

Proxy Respondents

Across the State, proxy respondents were used only where the individual surveyed either could not effectively communicate with the interviewer or chose to have a proxy respondent. Only people who knew the individual well (such as family, friends, or staff) were acceptable respondents, and to avoid conflict, service coordinators are not allowed to respond for individuals. Proxy respondents were only viable respondents to a particular set of questions in Section II, which were based on objective and/ or measurable behaviors: Community Inclusion, Choices, Rights, and Access to Needed Services. As well, some background information may have been collected from the Regional Center.

The percentages of proxy respondents ranged depending on the particular section. The Choice questions had the lowest number of proxy responses (39%), and the other sections had about the same rates: Community Inclusion (48%), Rights (48%), and Services Received (50%).

² A randomly selected group of 400 people meets the accepted standard for a representative sample with a +/-5% margin of error and a 95% confidence level. For additional details on sampling and administration methods, please see the California Adult Consumer Survey Report.

³ Refer to the Movers section in the California Adult Consumer Survey Report.

The issue of the validity of proxy responses is an important consideration in the interpretation of survey responses among individuals with intellectual and developmental disabilities. While it is generally accepted that proxy responses are not fully in concordance with individual responses, this acknowledgement does not mean proxies are unreliable or their answers unimportant.

What topics are covered by the survey?

The National Core Indicators are organized by “domains” or topics. These domains are further broken down into sub-domains, each of which has a statement that indicates what concerns are being measured. Each sub-domain includes one or more “indicators” of how the State or regional center is doing in this area. The following table lists the domains and sub-domains covered by the NCI Adult Consumer Survey indicators.

TABLE 1. NCI ADULT FAMILY SURVEY INDICATORS – DOMAINS AND SUB-DOMAINS

Domain	Sub-Domain	Description of Sub-Domain
Individual Outcomes	Work	People have support to find and maintain community integrated employment.
	Community Inclusion	People have support to participate in everyday community activities.
	Choice and Decision-Making	People make choices about their lives and are actively engaged in planning their services and supports.
Health, Welfare, and Rights	Relationships	People have friends and relationships.
	Satisfaction	People are satisfied with the services and supports they receive.
	Safety	People are safe from abuse, neglect, and injury.
	Health	People secure needed health services.
	Medications	Medications are managed effectively and appropriately.
Staff Stability and Competence	Wellness	People are supported to maintain healthy habits.
	Respect/Rights	People receive the same respect and protections as others in the community.
	Staff Competence	Direct contact staff are competent to provide services and support.
	Service Coordination	Service coordinators are accessible, responsive, and support the person's participation in service planning.
System Performance	Access	Publicly-funded services are readily available to individuals who need and qualify for them.

What is contained in this report?

This report illustrates all demographic and individual outcome results from Inland regional center's 2010 NCI data collection cycle. All results are shown in chart form along with descriptive text to the right of each chart.

A California Adult Consumer Survey Report is available on the DDS website. This report includes results for the entire state by regional center, separate results for people who moved from developmental centers to the community ("movers"), and breakouts by qualifying condition. Additional reports of NCI Family Survey data collected during the second year of the project will be produced and made available on the website.

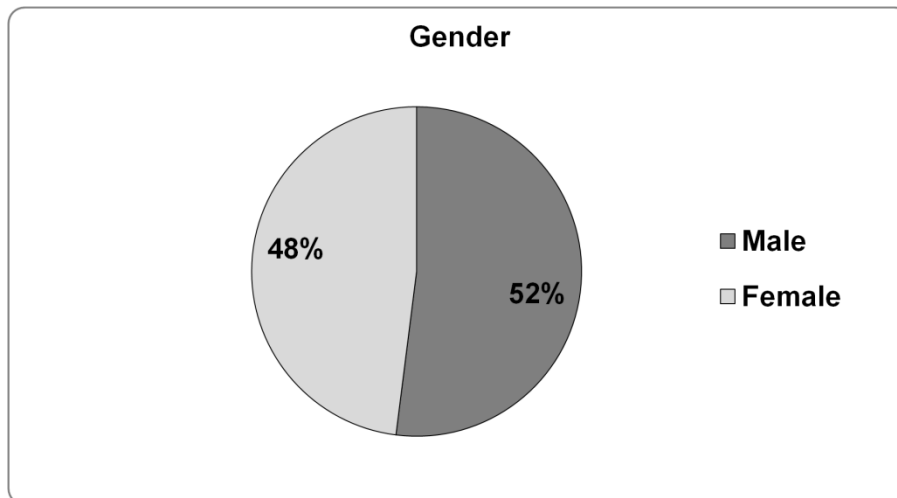
Results: Demographics

GRAPH 1. AGE



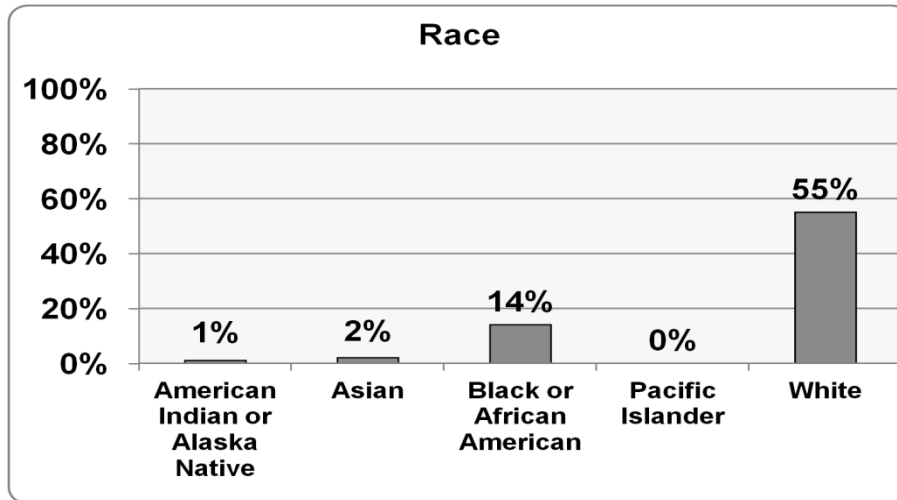
The average age of people surveyed was 38.8 years old.

GRAPH 2. GENDER



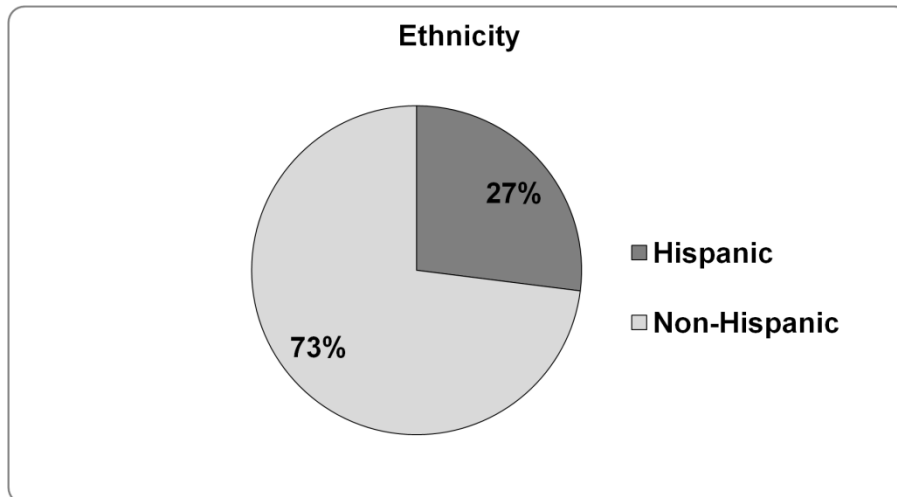
The graph illustrates that of the people surveyed, 52% were Male and 48% were Female.

GRAPH 3. RACE



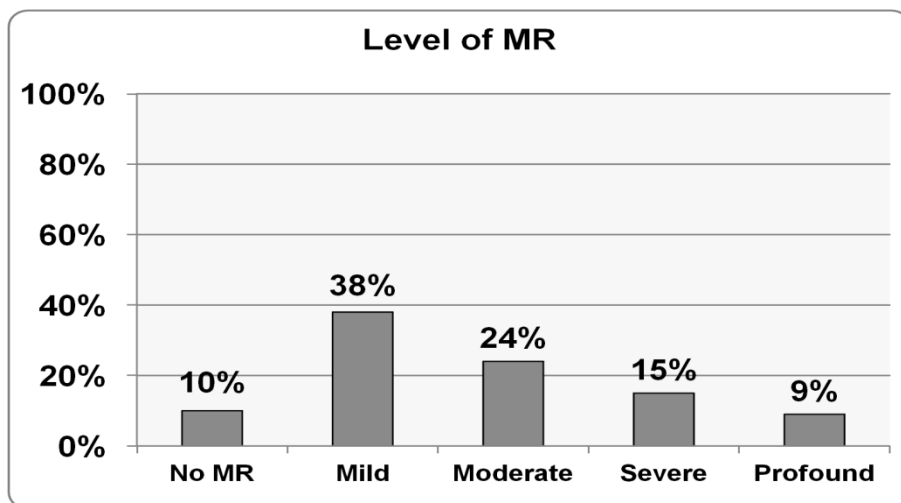
The graph illustrates that of the people surveyed, 1% were American Indian/Alaska Native, 2% were Asian, 14% were Black or African American, 0% were Pacific Islander, and 55% White.

GRAPH 4. ETHNICITY



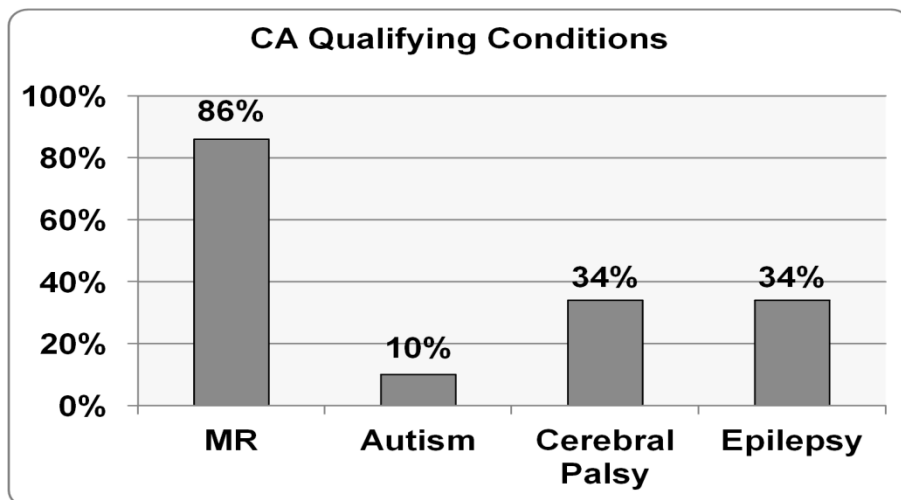
The graph illustrates that of the people surveyed, 27% were Hispanic, and 73% were not.

GRAPH 5. LEVEL OF MR



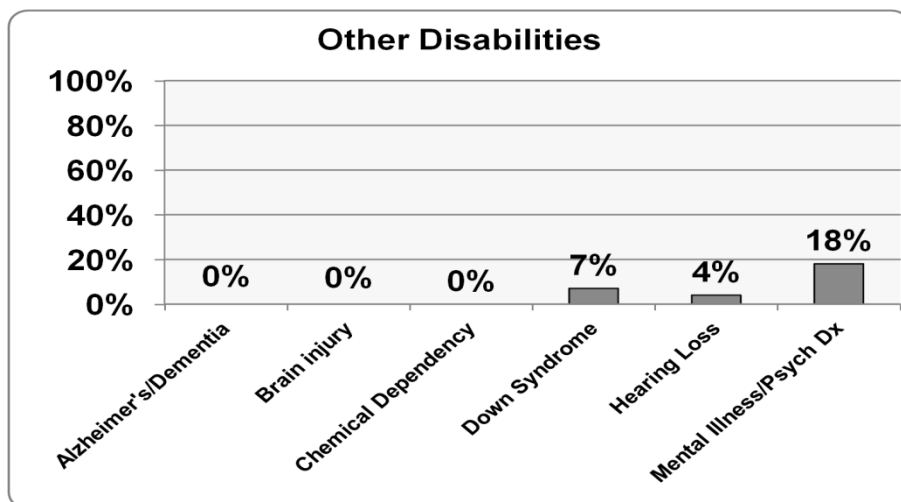
The graph illustrates the Level of MR of the people surveyed, 10% had no MR label, 38% were diagnosed with mild MR, 24% with moderate MR, 15% with severe MR, and 9% had profound MR.

GRAPH 6. CA QUALIFYING CONDITIONS



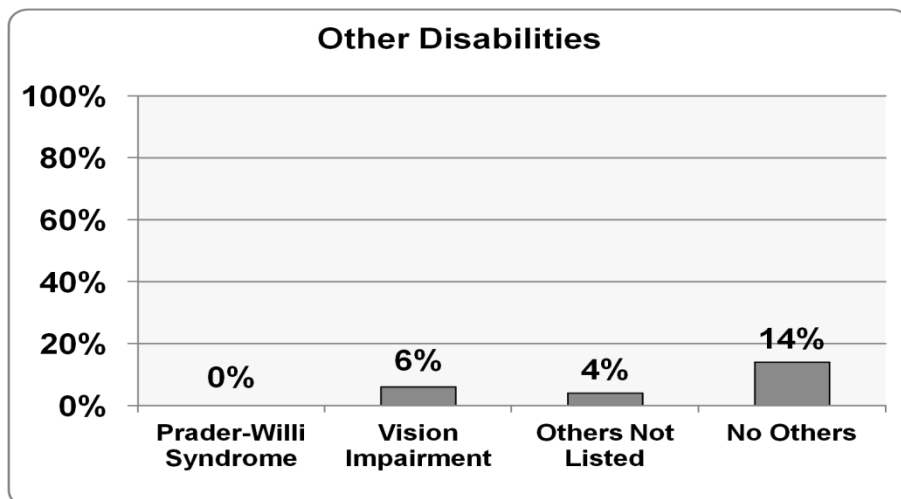
The graph illustrates that of the people surveyed, 86% had a diagnosis of mental retardation (MR), 10% were diagnosed with autism, 34% with cerebral palsy, and 34% had epilepsy.

GRAPH 7A. OTHER DISABILITIES



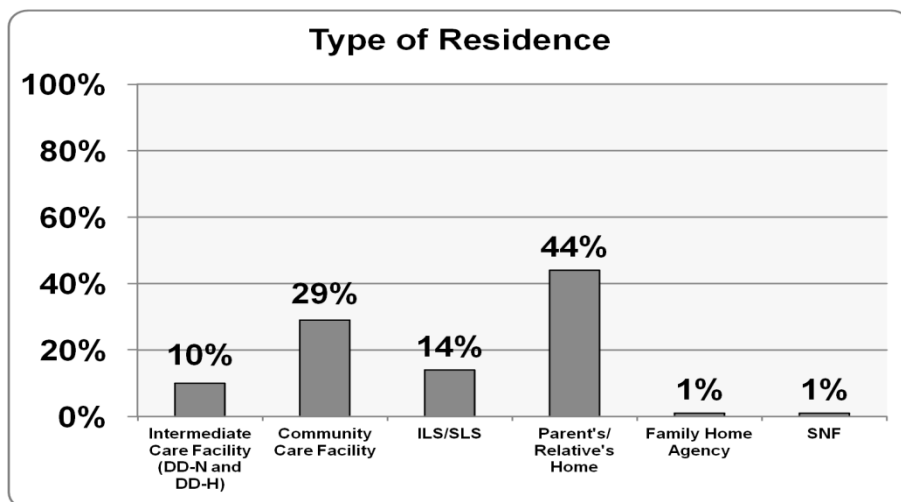
The graph illustrates that of the people surveyed, 0% had Alzheimer's or Dementia, 0% had a brain injury, 0% had a chemical dependency, 7% were diagnosed with Down Syndrome, 4% had severe hearing loss, and 18% had a mental illness diagnosis.

GRAPH 7B. OTHER DISABILITIES (CONTINUED)



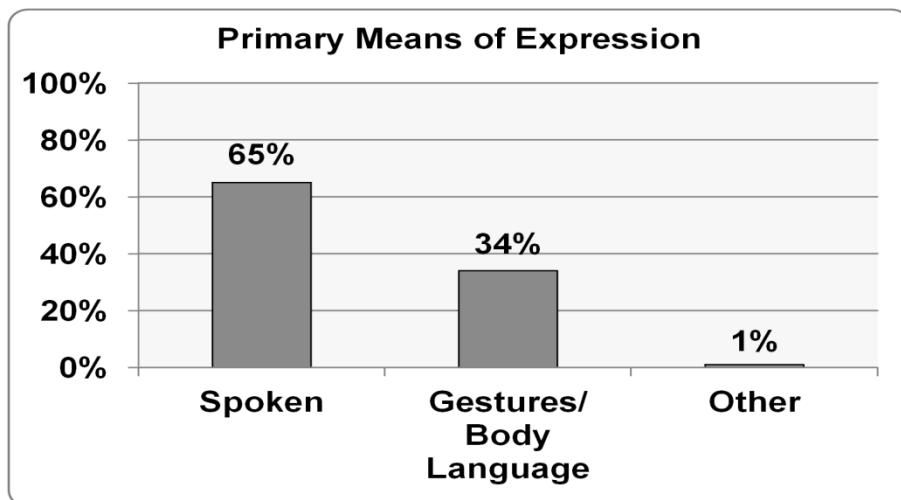
The graph illustrates that of the people surveyed, 0% had Prader-Willi Syndrome, 6% had vision impairment, 4% had other disabilities not listed, and 14% had no other disabilities.

GRAPH 8. TYPE OF RESIDENCE



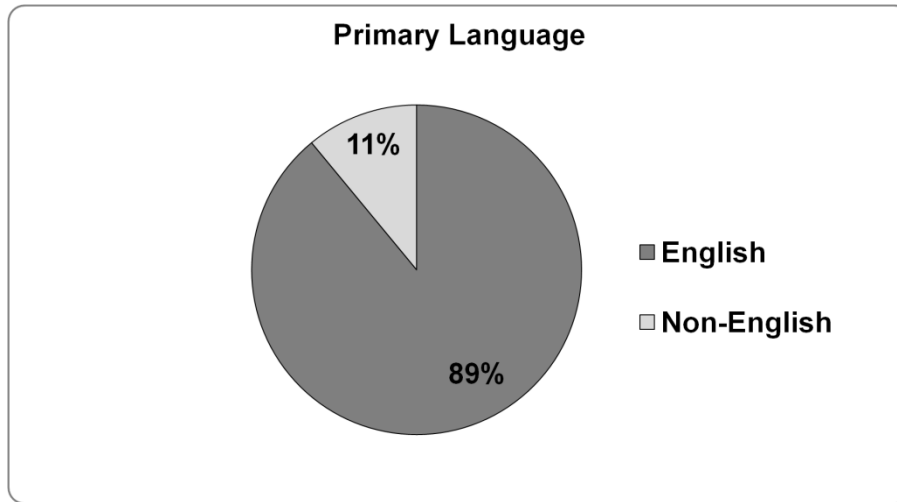
The graph illustrates that of the people surveyed, 10% live in an Intermediate Care Facility (DD-N and DD-H), 29% in a Community Care Facility, 14% in an Independent Living Setting/Supported Living Setting (ILS/SLS), 44% lived with their parent's or a relative's home, 1% in a Family Home Agency, and 1% in a Skilled Nursing Facility (SNF).

GRAPH 9. PRIMARY MEANS OF EXPRESSION



The graph illustrates the primary means of expression of the people surveyed: 65% is spoken, 34% use gestures or body language, and 1% other.

GRAPH 10. PRIMARY LANGUAGE

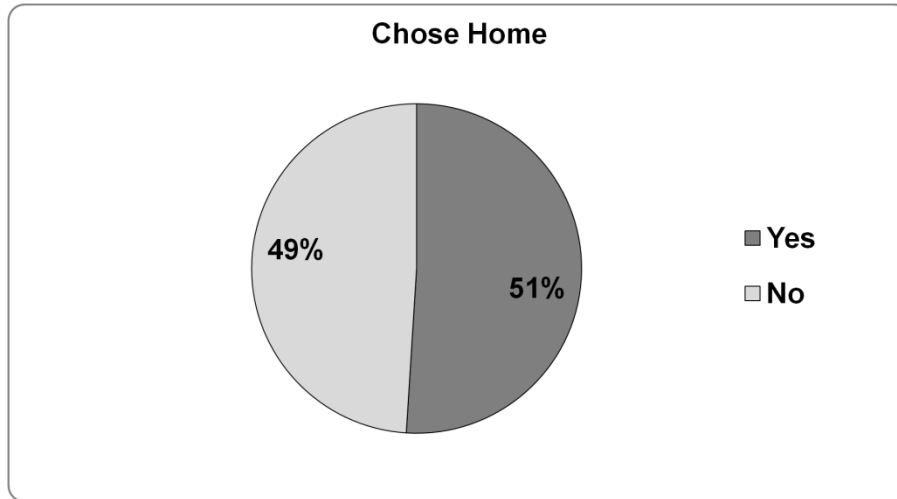


The graph illustrates the primary language of 89% of the people surveyed is English and 11% speak a language other than English.

Results: Individual Outcomes

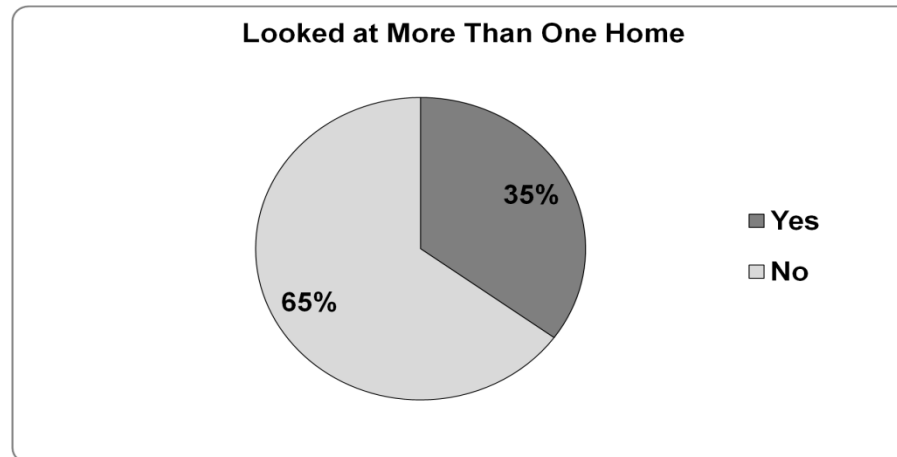
Choice

GRAPH 11. CHOSE HOME



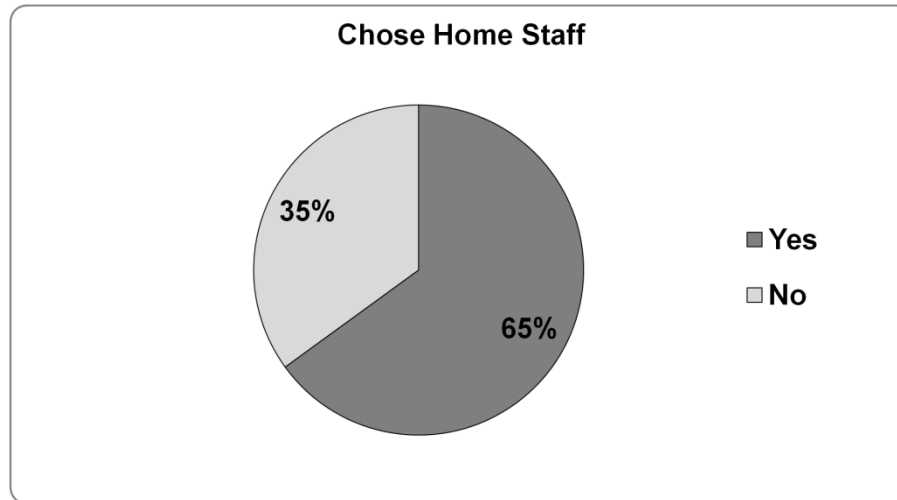
The graph illustrates 51% of the people surveyed chose or had some input in choosing their home, and 49% did not.

GRAPH 12. LOOKED AT MORE THAN ONE HOME



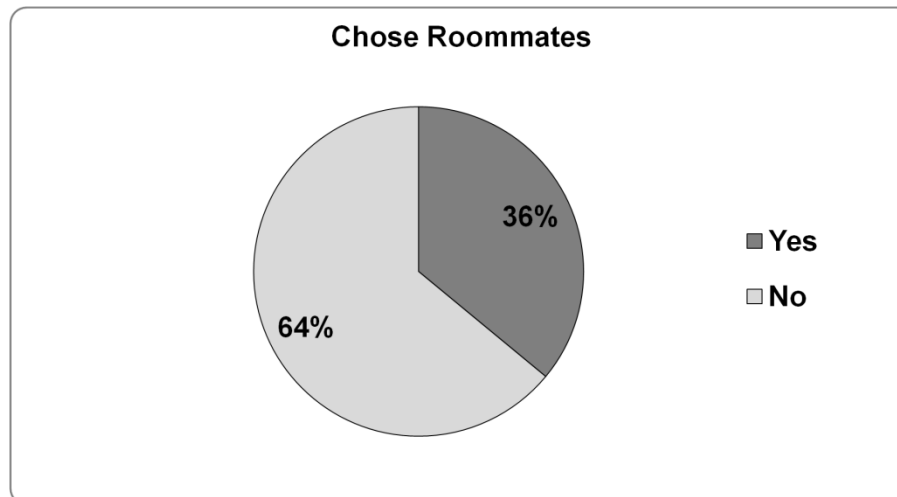
The graph illustrates 35% of the people surveyed looked at more than one home, and 65% did not.

GRAPH 13. CHOSE HOME STAFF



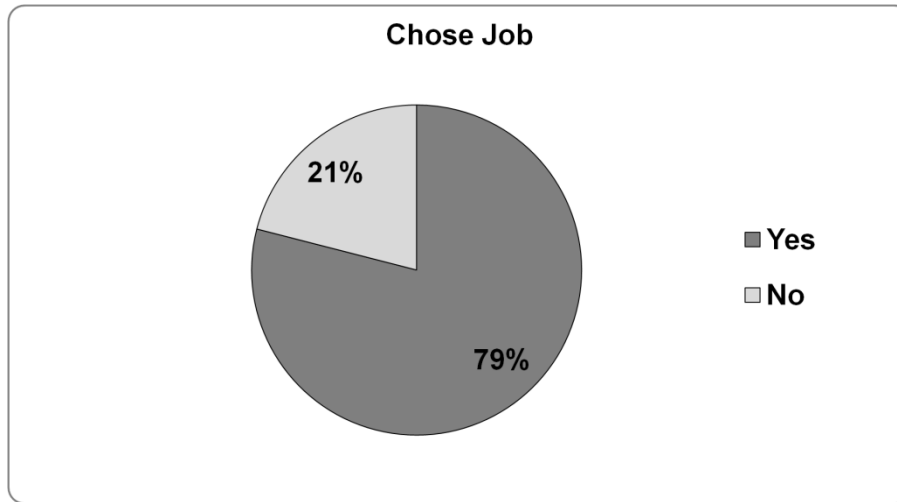
The graph illustrates 65% of the people surveyed chose or reported being aware they could choose their home staff, and 35% did not.

GRAPH 14. CHOSE ROOMMATES



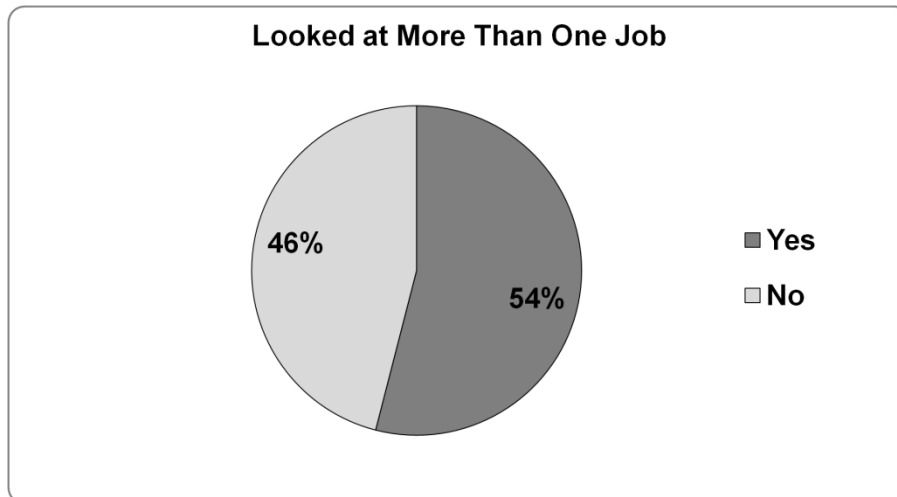
The graph illustrates 36% of the people surveyed chose or had some input in choosing their roommates, and 64% did not.

GRAPH 15. CHOSE JOB



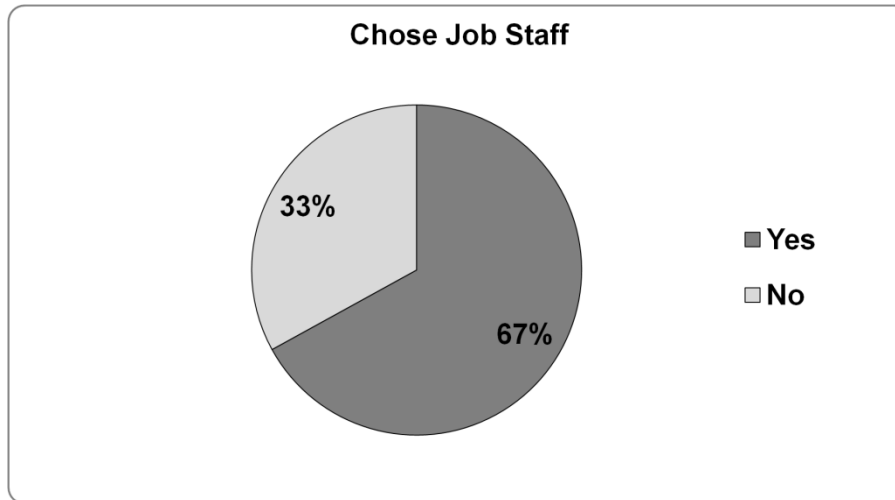
The graph illustrates 79% of the people surveyed chose or had some input in choosing their job, and 21% did not.

GRAPH 16. LOOKED AT MORE THAN ONE JOB



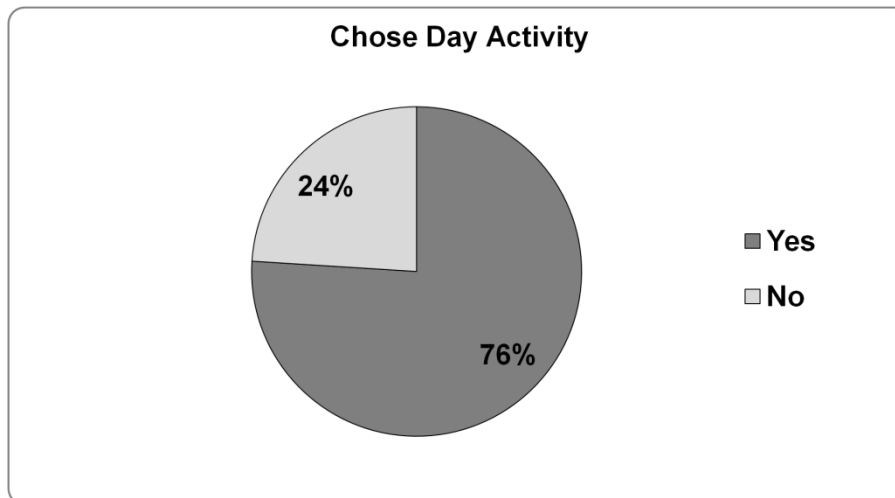
The graph illustrates 54% of the people surveyed looked at more than one job, and 46% did not.

GRAPH 17. CHOSE JOB STAFF



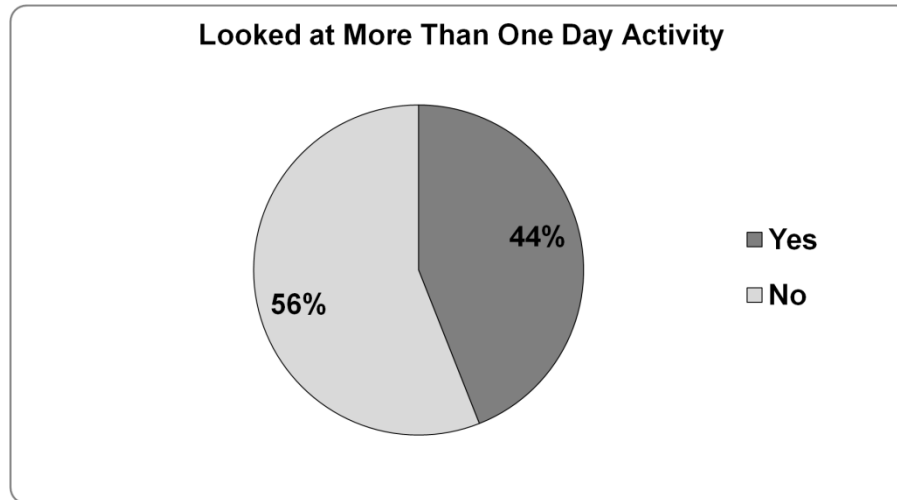
The graph illustrates 67% of the people surveyed chose or reported being aware they could choose their job staff, and 33% did not.

GRAPH 18. CHOSE DAY ACTIVITY



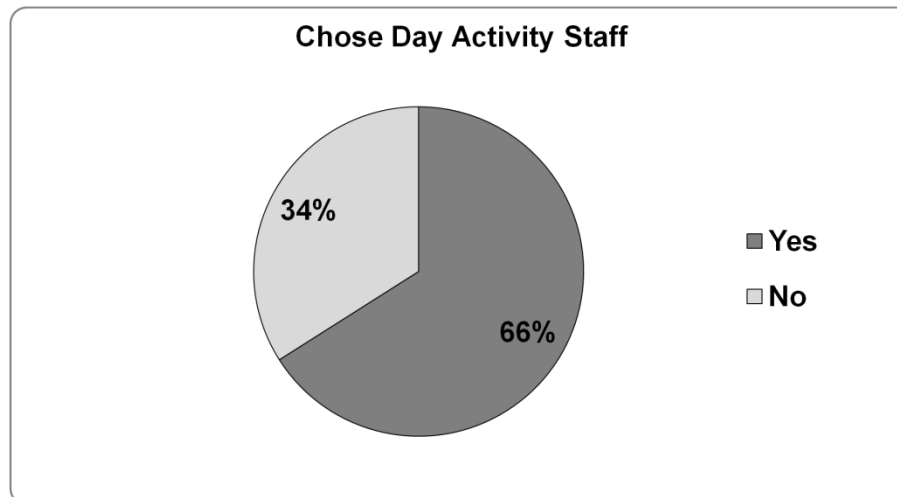
The graph illustrates 76% of the people surveyed chose or had some input in choosing their day activity, and 24% did not.

GRAPH 19. LOOKED AT MORE THAN ONE DAY ACTIVITY



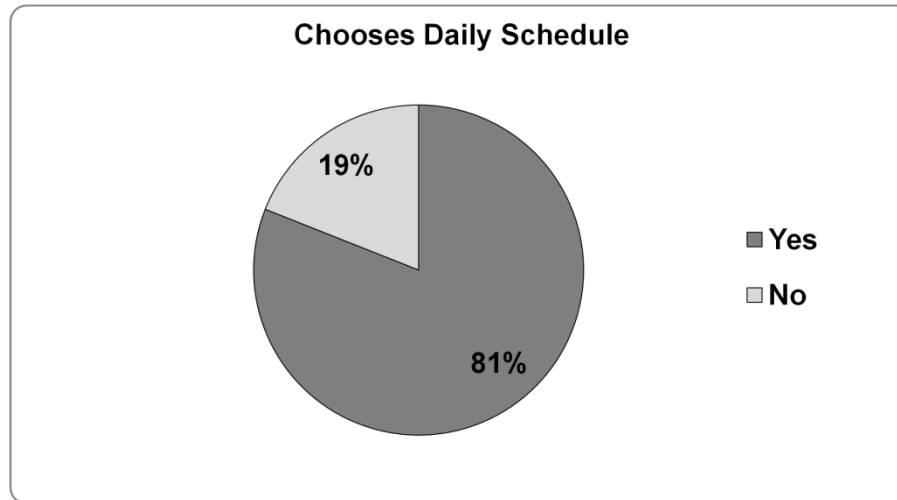
The graph illustrates 44% of the people surveyed looked at more than one day activity, and 56% did not.

GRAPH 20. CHOSE DAY ACTIVITY STAFF



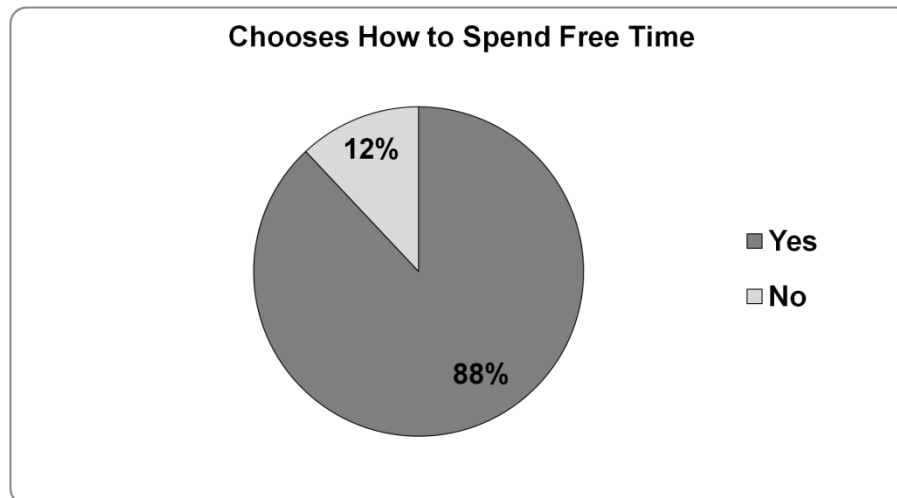
The graph illustrates 66% of the people surveyed chose or reported being aware they could choose their day activity staff, and 34% did not.

GRAPH 21. CHOOSES DAILY SCHEDULE



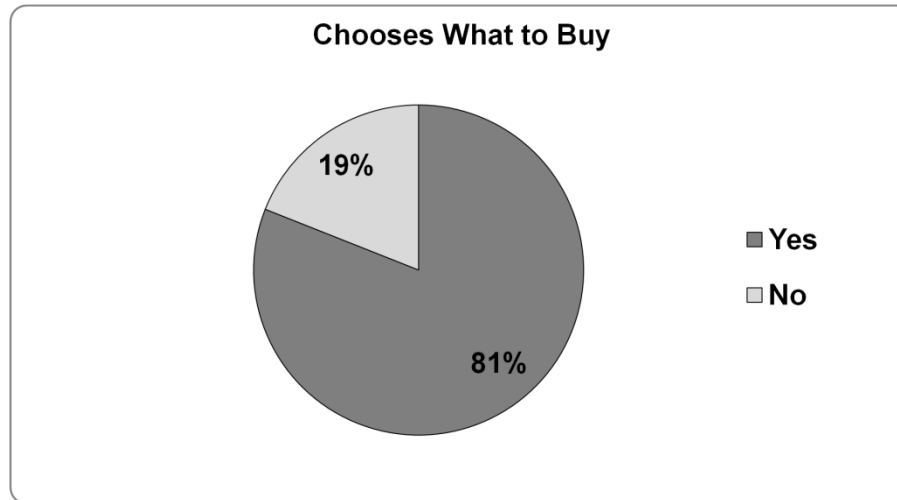
The graph illustrates 81% of the people surveyed choose their daily schedule, and 19% do not.

GRAPH 22. CHOOSES HOW TO SPEND FREE TIME



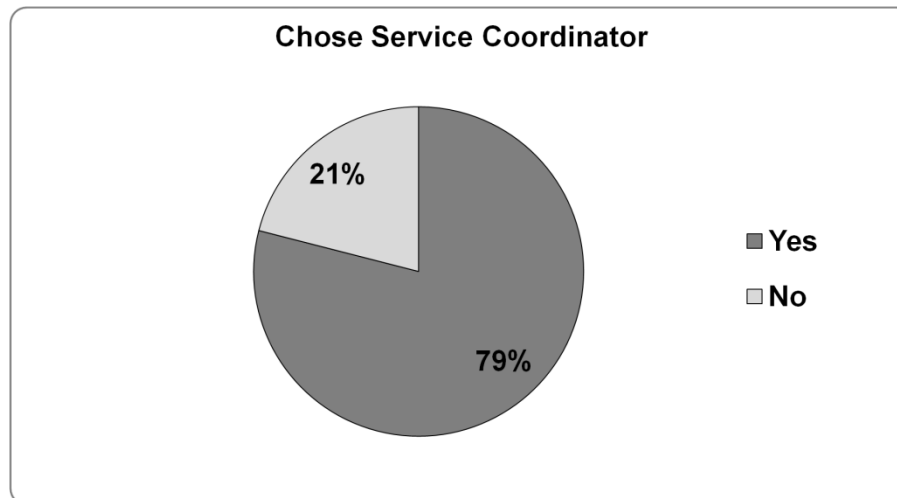
The graph illustrates 88% of the people surveyed choose or have some input in choosing how to spend their free time, and 12% do not.

GRAPH 23. CHOOSES WHAT TO BUY



The graph illustrates 81% of the people surveyed choose what to buy, and 19% do not.

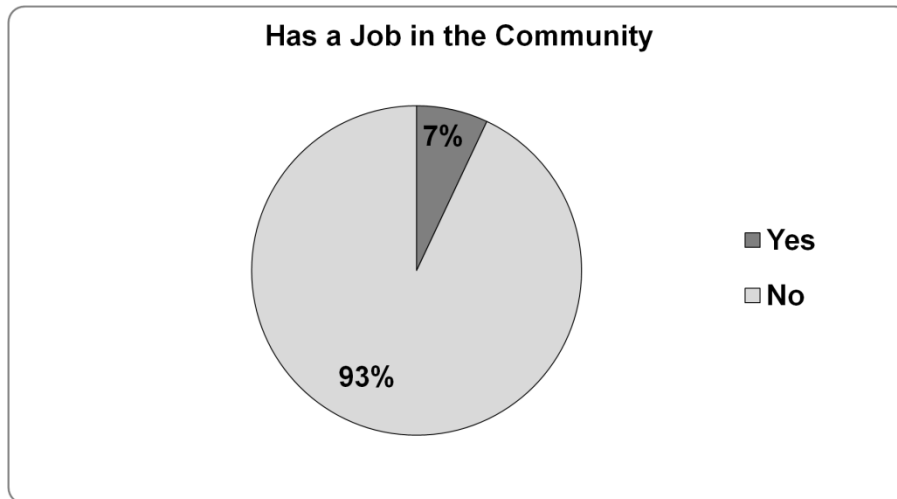
GRAPH 24. CHOSE SERVICE COORDINATOR



The graph illustrates 79% of the people surveyed chose their service coordinator or are aware they can request a change, and 21% did not.

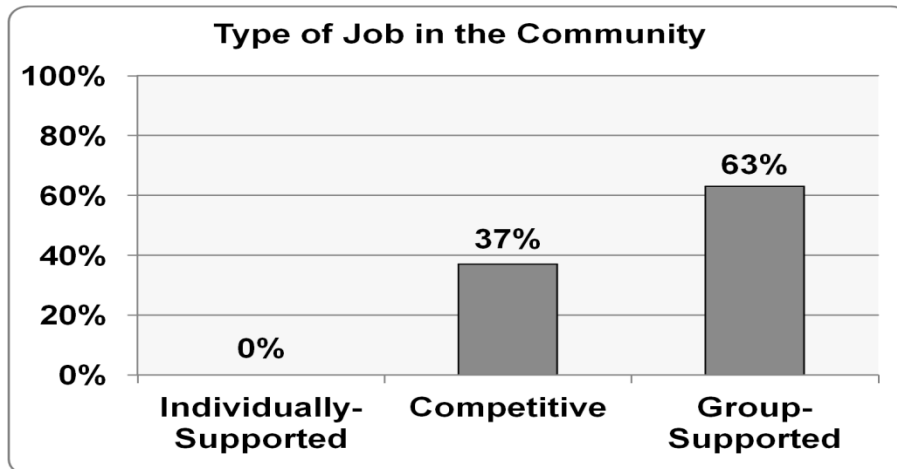
Work

GRAPH 25. HAS A JOB IN THE COMMUNITY



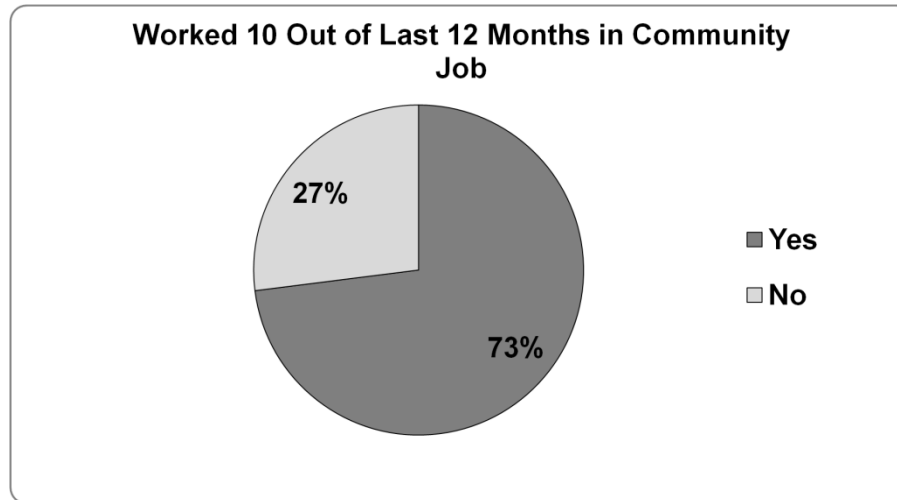
The graph illustrates 7% of the people surveyed have a job in the community, and 93% do not.

GRAPH 26. TYPE OF JOB IN THE COMMUNITY



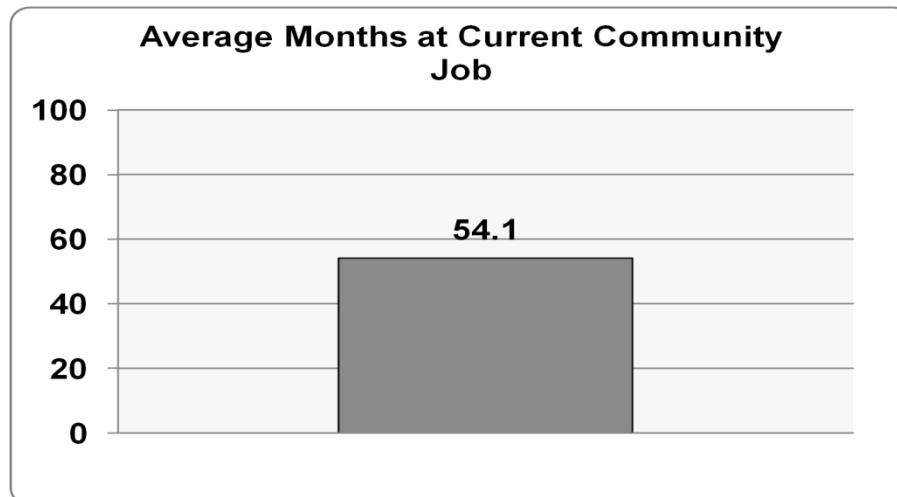
The graph illustrates of those with jobs in the community, 0% are in individually-supported employment, 37% are in competitive employment, and 63% work in group-supported employment.

GRAPH 27. WORKED 10 OUT OF LAST 12 MONTHS IN A COMMUNITY JOB



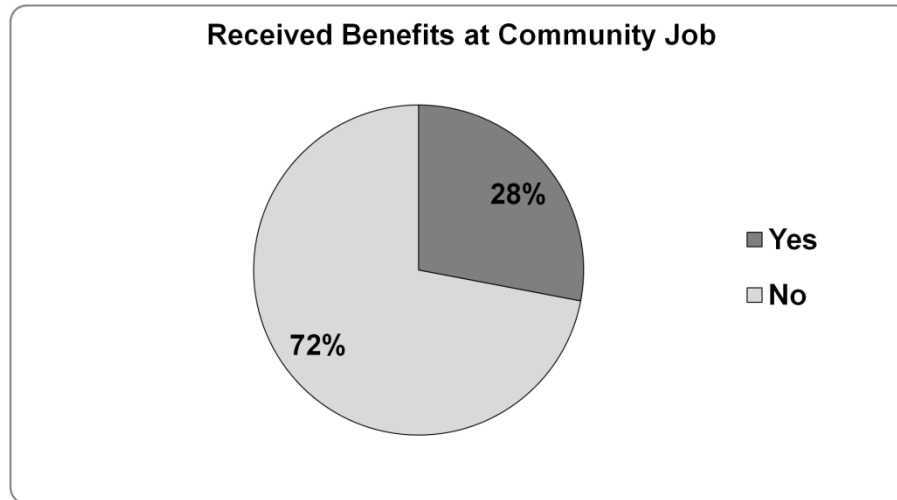
The graph illustrates 73% of the people surveyed worked 10 of the last 12 months in community employment, and 27% did not.

GRAPH 28. AVERAGE MONTHS AT CURRENT COMMUNITY JOB



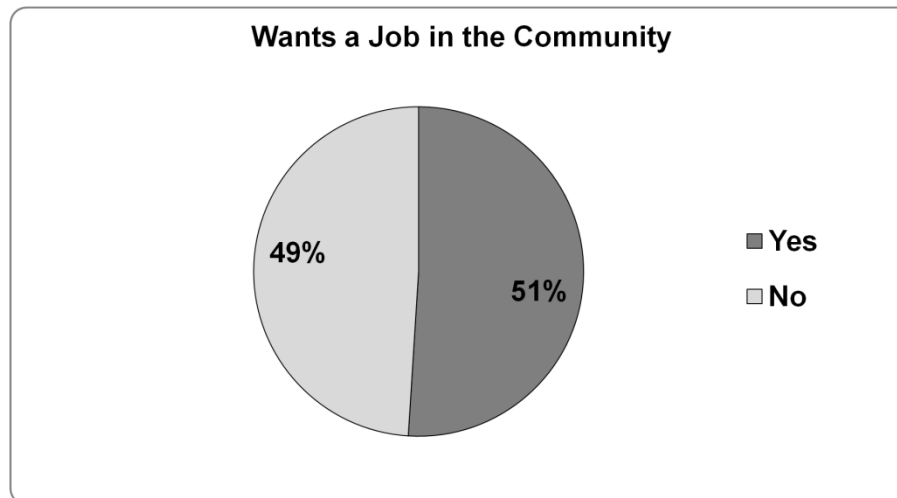
The graph illustrates on average, the people surveyed have been at their current community job for 54.1 months.

GRAPH 29. RECEIVED BENEFITS AT COMMUNITY JOB



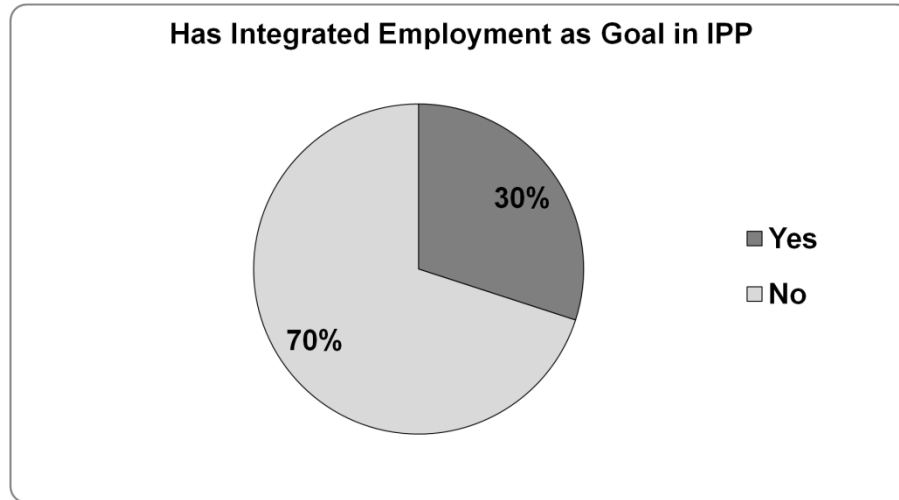
The graph illustrates 28% of the people surveyed received benefits from their community employment, and 72% did not.

GRAPH 30. WANTS A JOB IN THE COMMUNITY



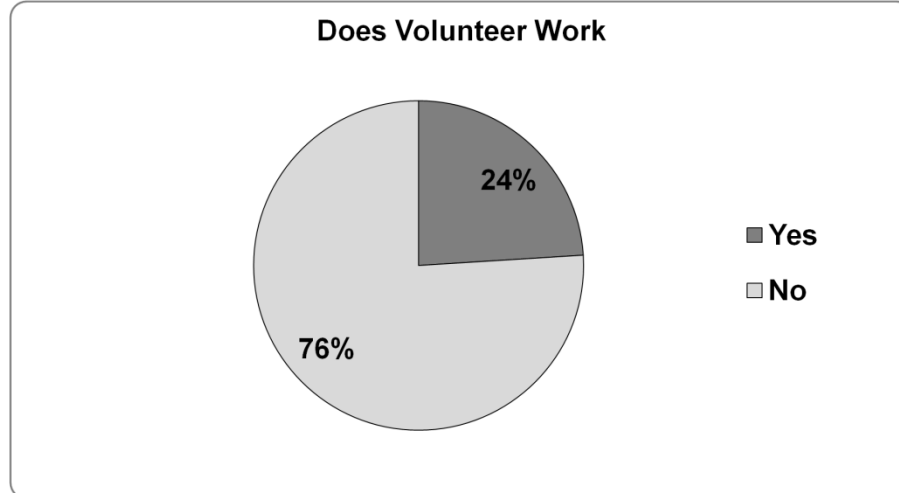
The graph illustrates 51% of the people want a job in the community, and 49% do not.

GRAPH 31. HAS INTEGRATED EMPLOYMENT AS A GOAL IN IPP



The graph illustrates 30% of the people surveyed have integrated employment as a goal in their Individual Program Plan (IPP), and 70% do not.

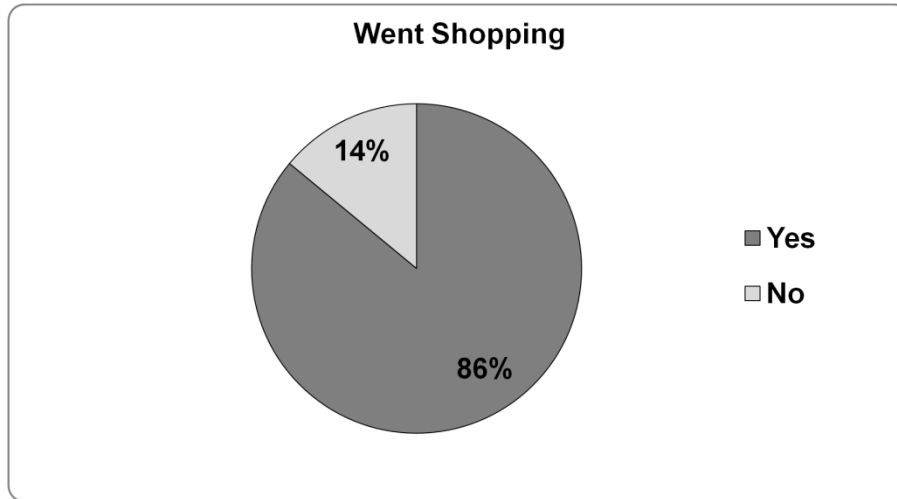
GRAPH 32. DOES VOLUNTEER WORK



The graph illustrates 24% of the people surveyed do volunteer work, and 76% do not.

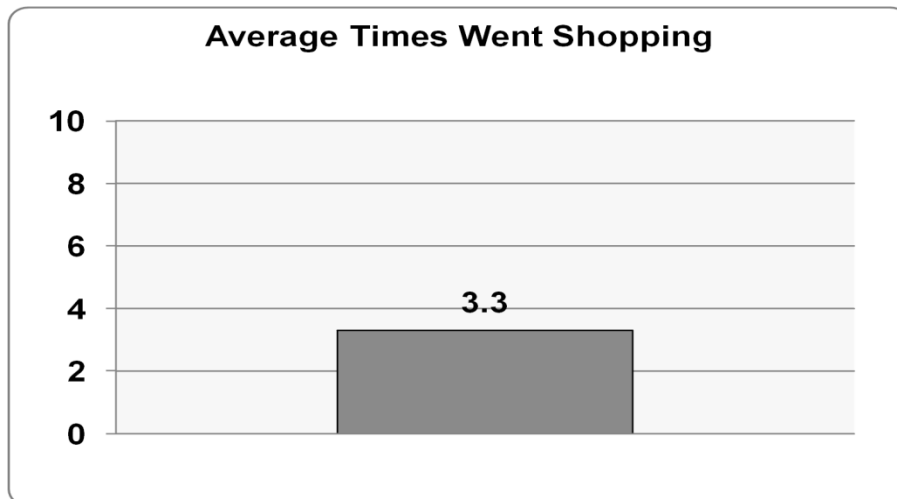
Community Inclusion

GRAPH 33. WENT SHOPPING IN PAST MONTH



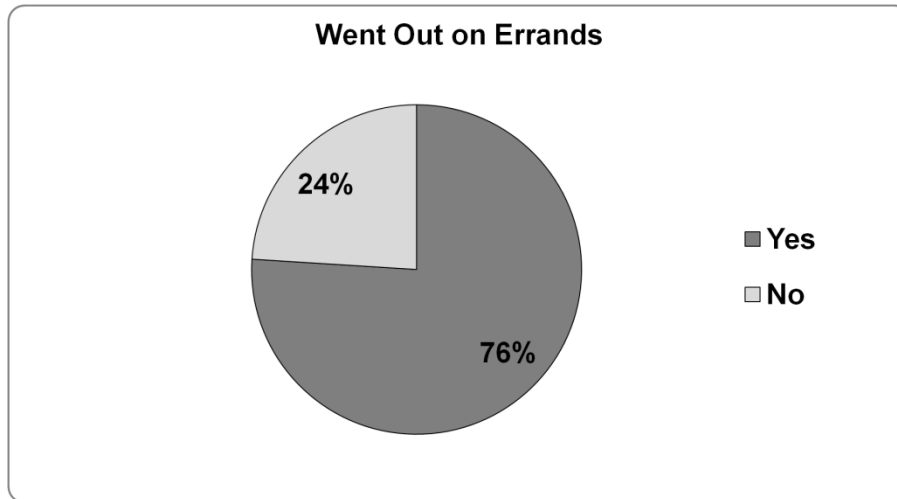
The graph illustrates 86% of the people surveyed went shopping in the community in the past month, and 14% did not.

GRAPH 34. AVERAGE TIMES WENT SHOPPING IN PAST MONTH



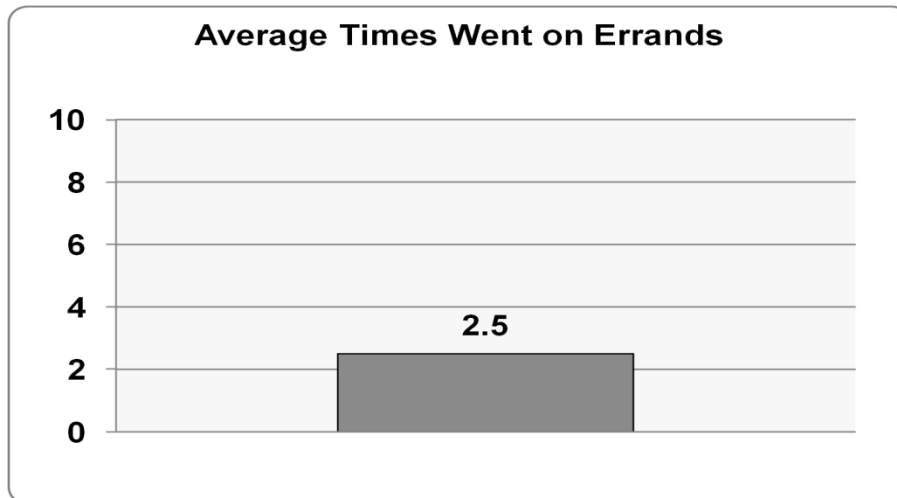
The graph illustrates on average, the people surveyed went out shopping 3.3 times in the past month.

GRAPH 35. WENT OUT ON ERRANDS



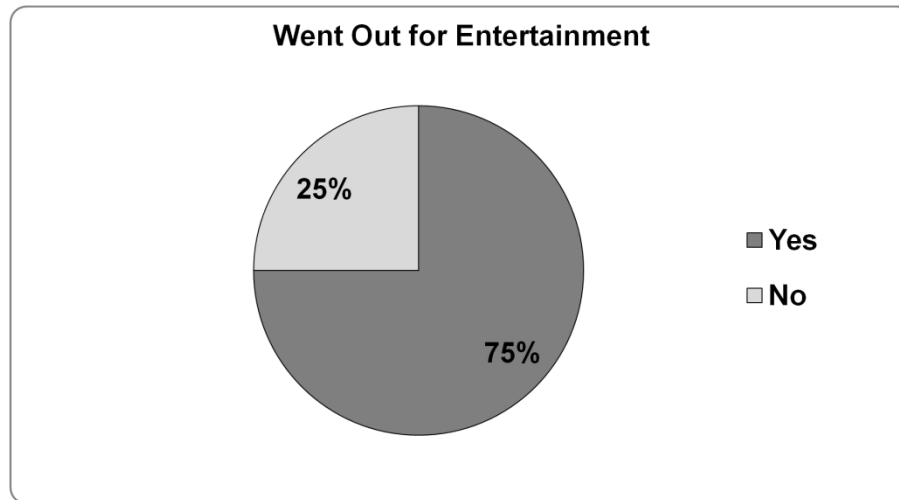
The graph illustrates 76% of the people surveyed went out on errands in the past month, and 24% did not.

GRAPH 36. AVERAGE TIMES WENT ON ERRANDS IN PAST MONTH



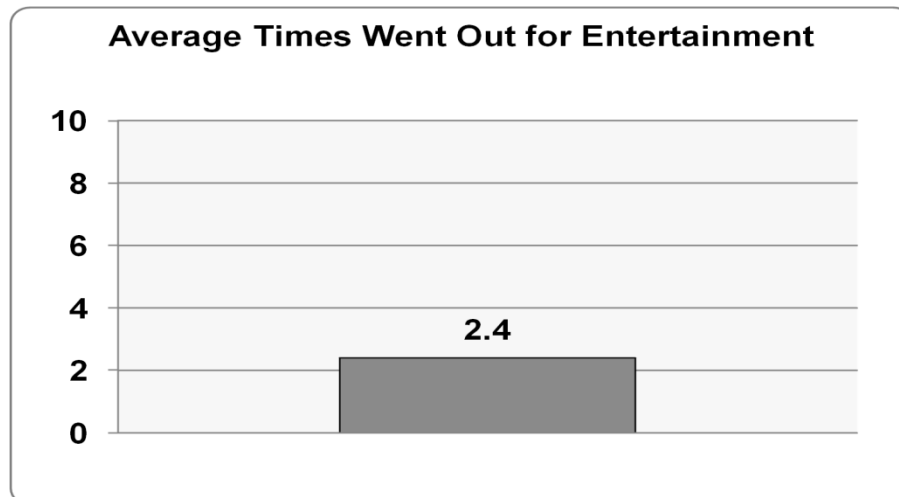
The graph illustrates on average, the people surveyed went out on errands 2.5 times in the past month.

GRAPH 37. WENT OUT FOR ENTERTAINMENT IN PAST MONTH



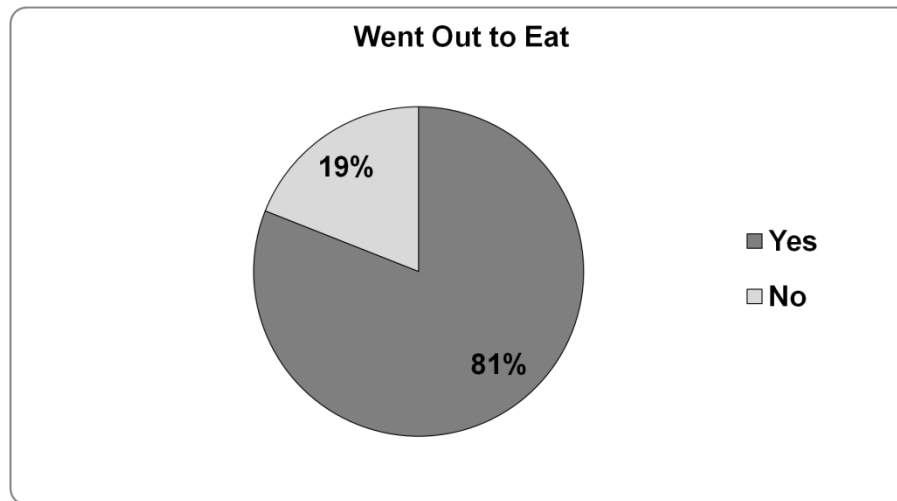
The graph illustrates 75% of the people surveyed went out for entertainment in the past month, and 25% did not.

GRAPH 38. AVERAGE TIMES WENT OUT FOR ENTERTAINMENT IN PAST MONTH



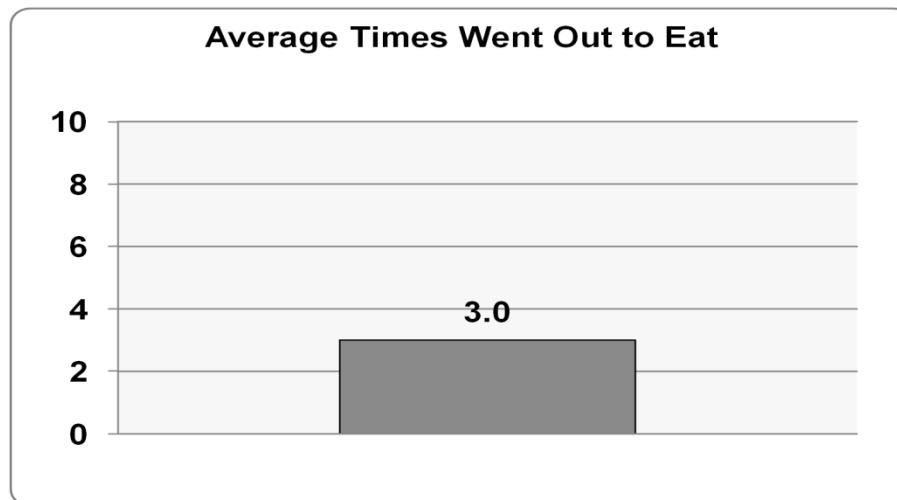
The graph illustrates on average, the people surveyed went out for entertainment 2.4 times in the past month.

GRAPH 39. WENT OUT TO EAT IN PAST MONTH



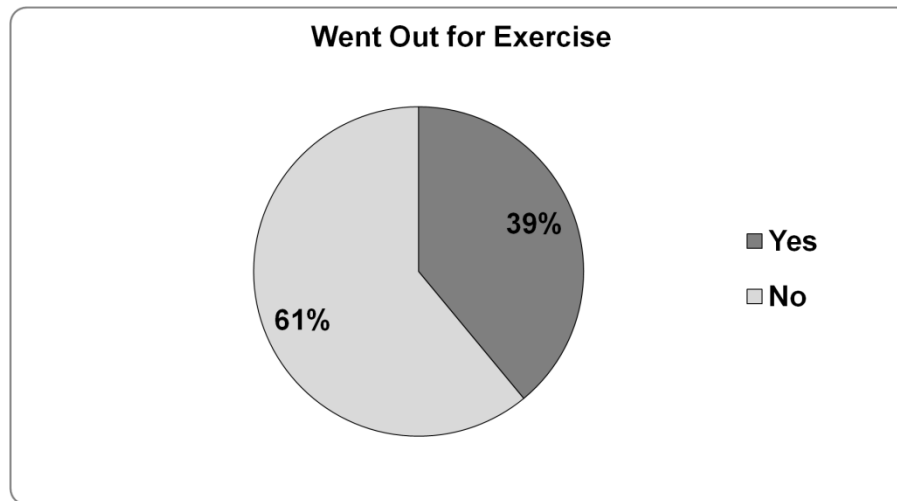
The graph illustrates 81% of the people surveyed went out to eat in the past month, and 19% did not.

GRAPH 40. AVERAGE TIMES WENT OUT TO EAT IN PAST MONTH



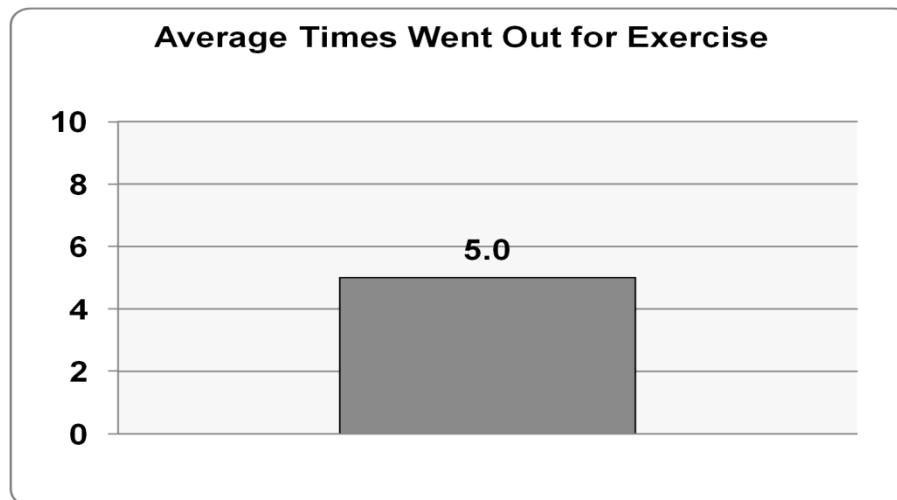
The graph illustrates on average, the people surveyed went out to eat 3.0 times in the past month.

GRAPH 41. WENT OUT FOR EXERCISE IN PAST MONTH



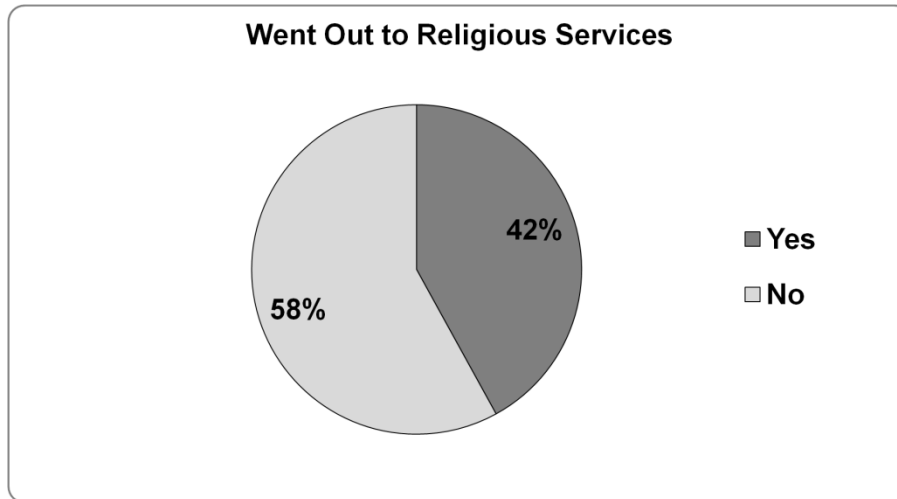
The graph illustrates 39% of the people surveyed went out for exercise in the past month, and 61% did not.

GRAPH 42. AVERAGE TIMES WENT OUT FOR EXERCISE IN PAST MONTH



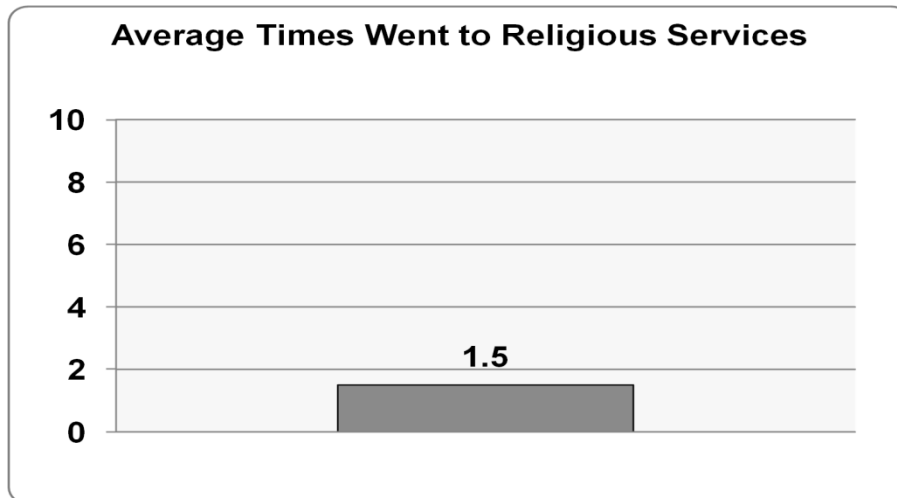
The graph illustrates on average, the people surveyed went out for exercise 5.0 times in the past month.

GRAPH 43. WENT OUT TO RELIGIOUS SERVICES IN PAST MONTH



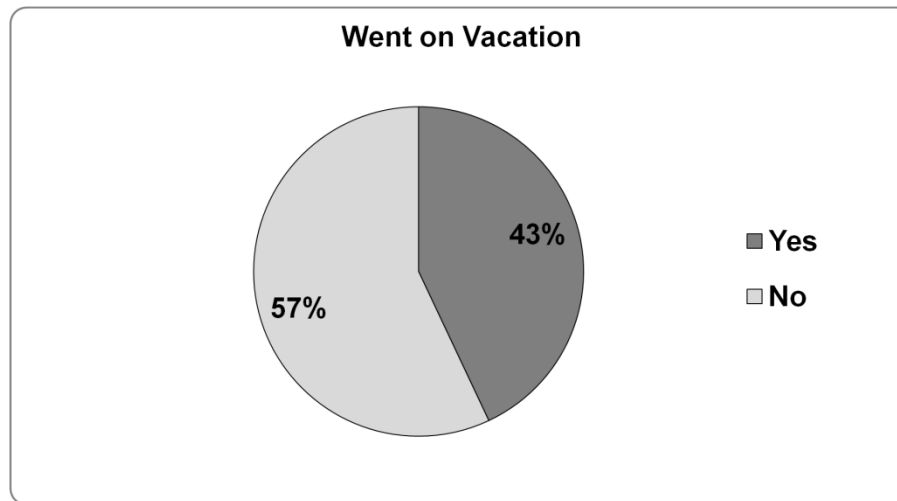
The graph illustrates 42% of the people surveyed went out to religious services in the past month, and 58% did not.

GRAPH 44. AVERAGE TIMES WENT TO RELIGIOUS SERVICES IN PAST MONTH



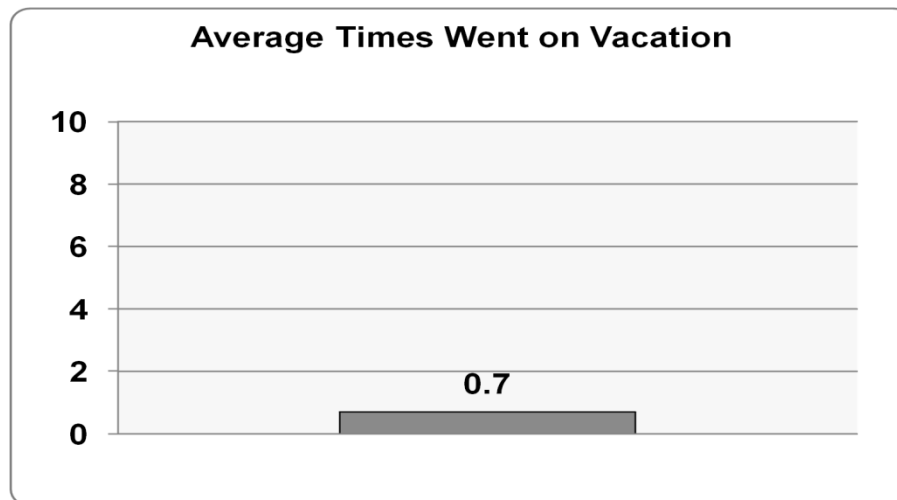
The graph illustrates on average, the people surveyed went out to religious services 1.5 times in the past month.

GRAPH 45. WENT ON VACATION IN PAST YEAR



The graph illustrates 43% of the people surveyed went on vacation in the past year, and 57% did not.

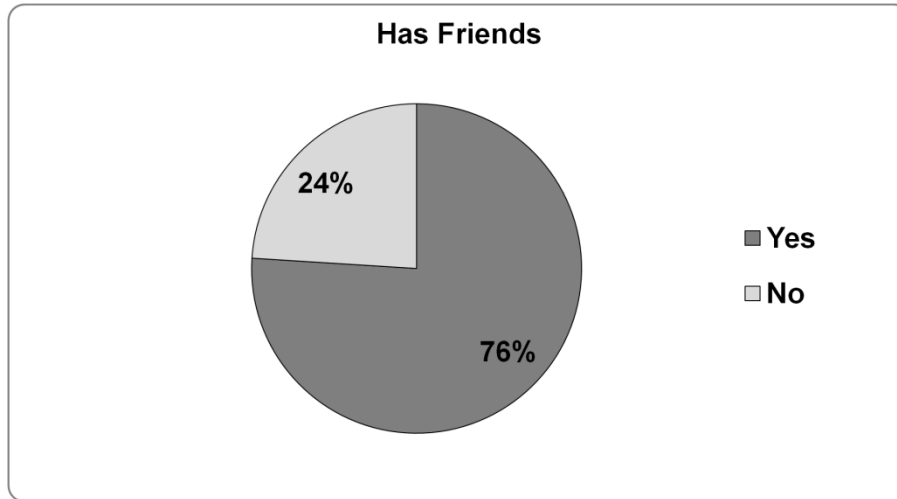
GRAPH 46. AVERAGE TIMES WENT ON VACATION IN PAST YEAR



The graph illustrates on average, the people surveyed went on vacation 0.7 times in the past year.

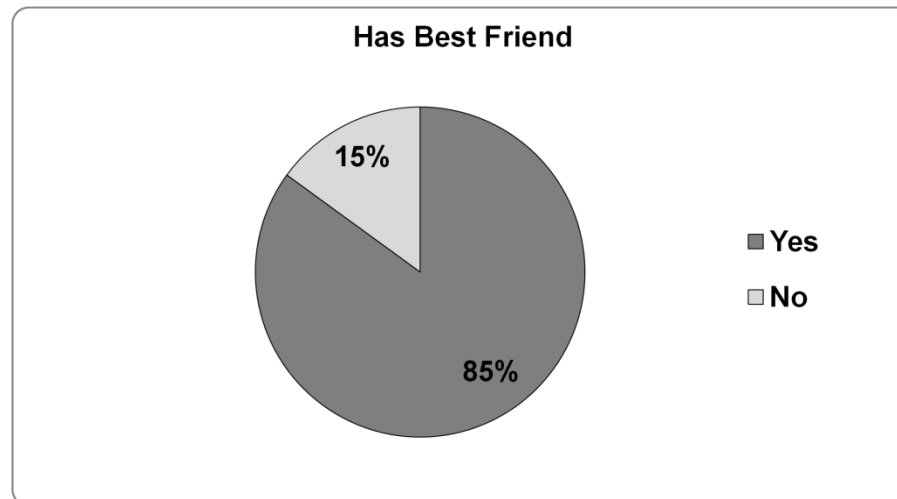
Relationships

GRAPH 47. HAS FRIENDS



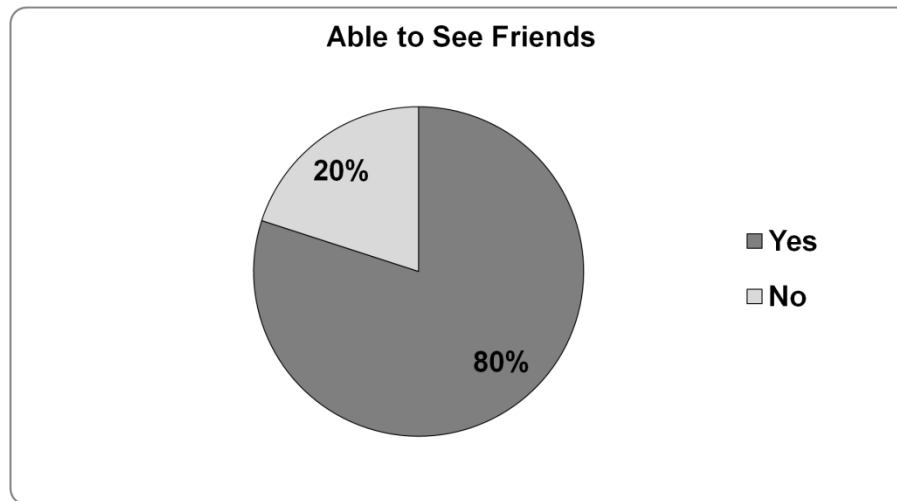
The graph illustrates 76% of the people surveyed have friends, and 24% do not.

GRAPH 48. HAS A BEST FRIEND



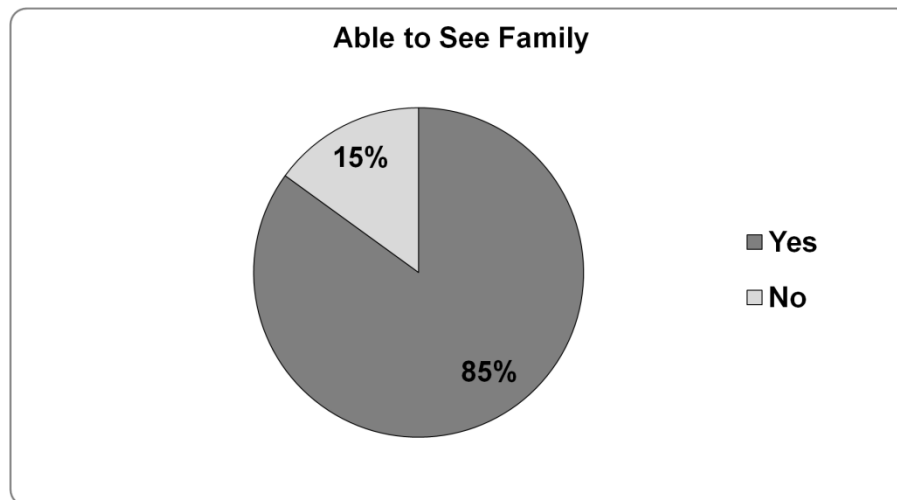
The graph illustrates 85% of the people surveyed have a best friend, and 15% do not.

GRAPH 49. ABLE TO SEE FRIENDS



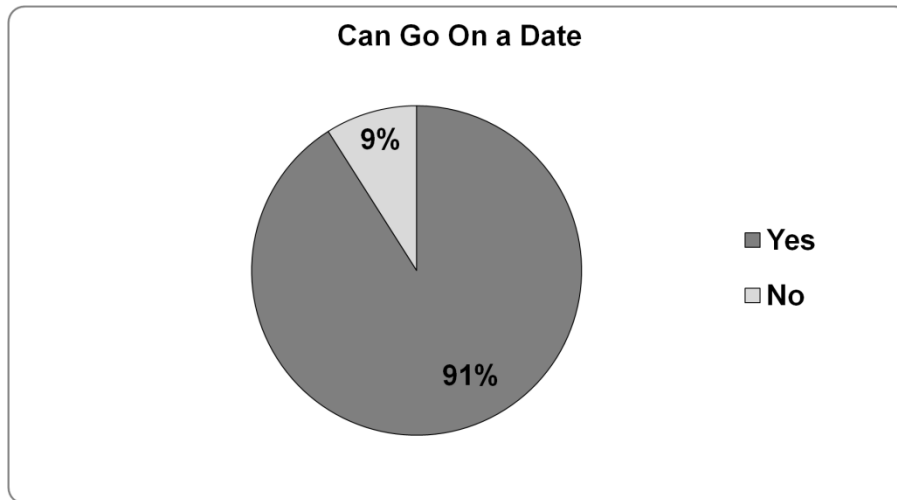
The graph illustrates 80% of the people surveyed are able to see friends when they want, and 20% are not.

GRAPH 50. ABLE TO SEE FAMILY



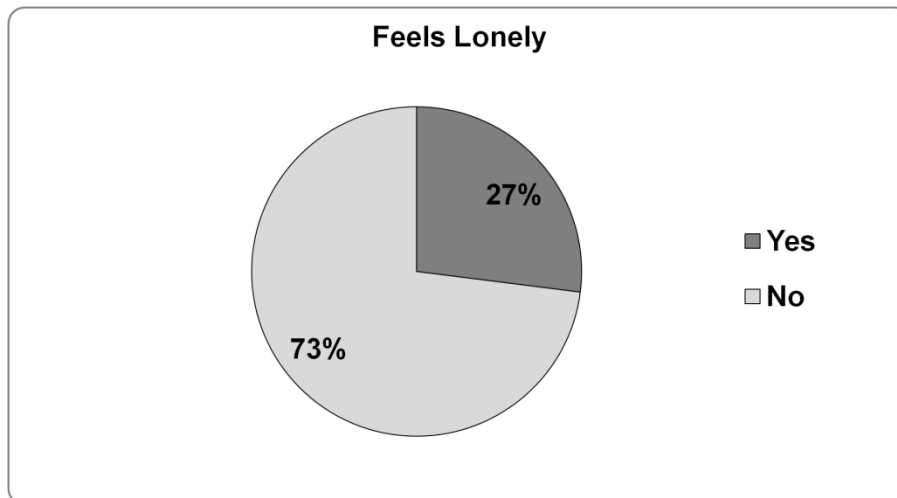
The graph illustrates 85% of the people surveyed are able to see their family when they want, and 15% are not.

GRAPH 51. CAN GO ON A DATE



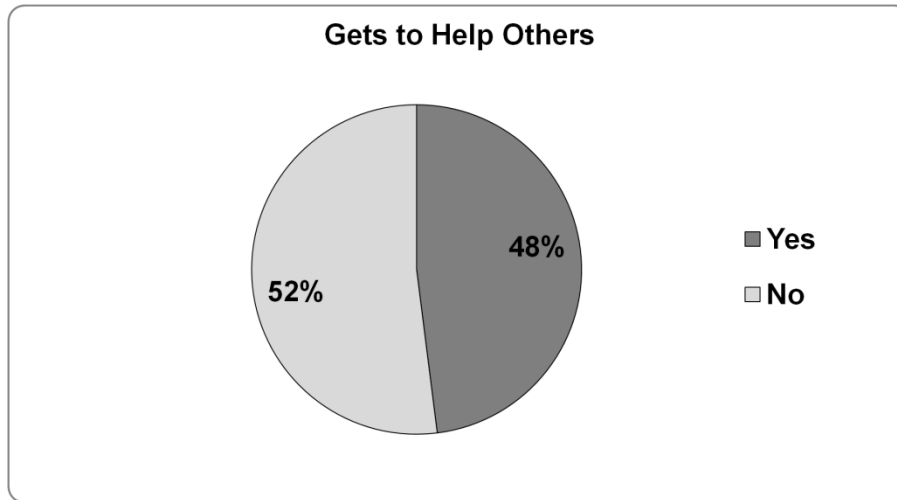
The graph illustrates 91% of the people surveyed are able to go on a date if they choose, and 9% are not.

GRAPH 52. FEELS LONELY



The graph illustrates 27% of the people surveyed feel lonely at least some of the time, and 73% do not.

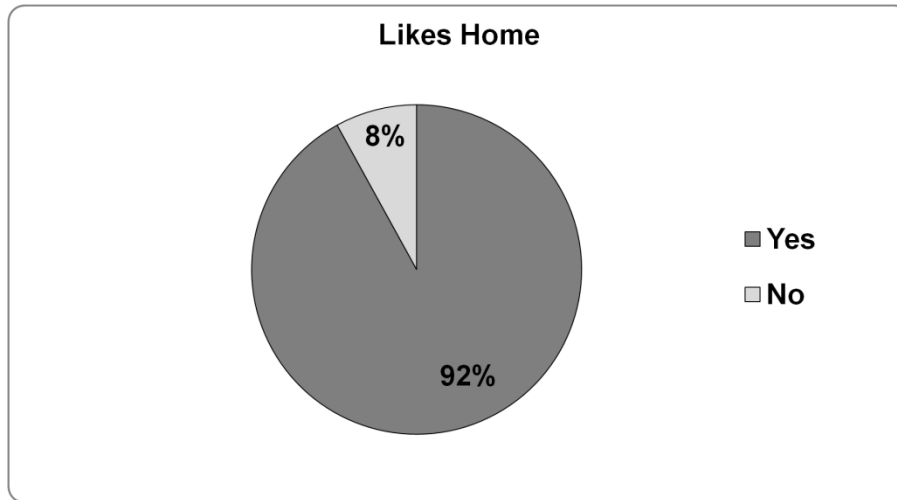
GRAPH 53. GETS TO HELP OTHERS



The graph illustrates 48% of the people surveyed get to help others, and 52% do not.

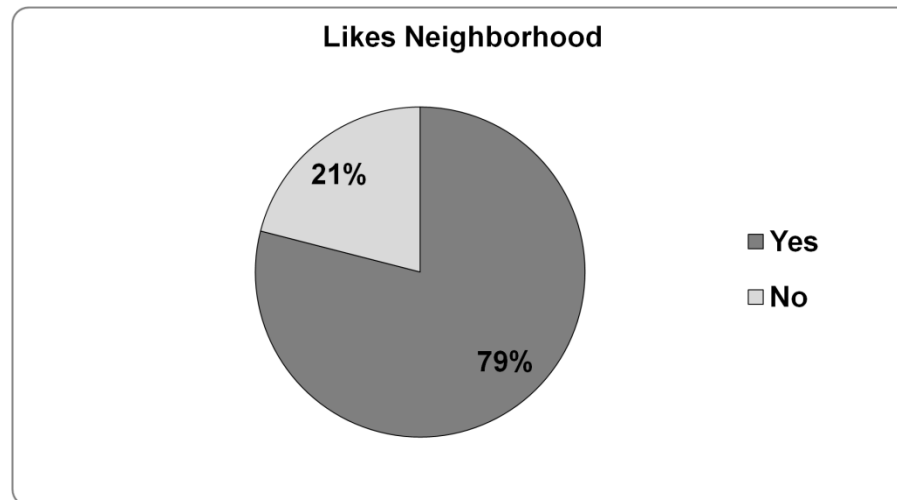
Satisfaction

GRAPH 54. LIKES HOME



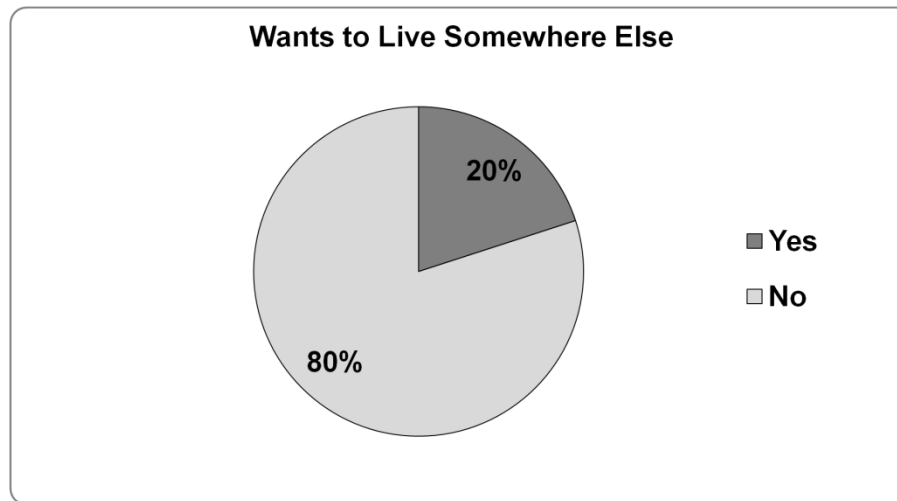
The graph illustrates 92% of the people surveyed like their home, and 8% do not.

GRAPH 55. LIKES NEIGHBORHOOD



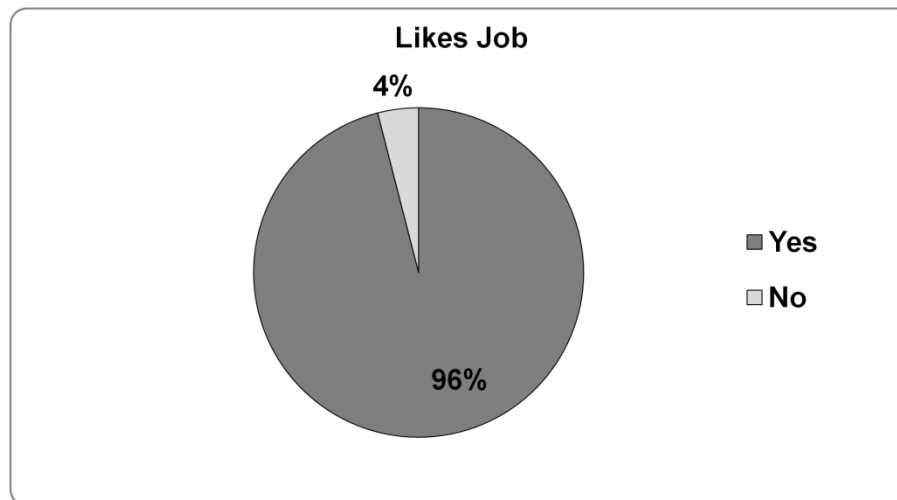
The graph illustrates 79% of the people surveyed like their neighborhood, and 21% do not.

GRAPH 56. WANTS TO LIVE SOMEWHERE ELSE



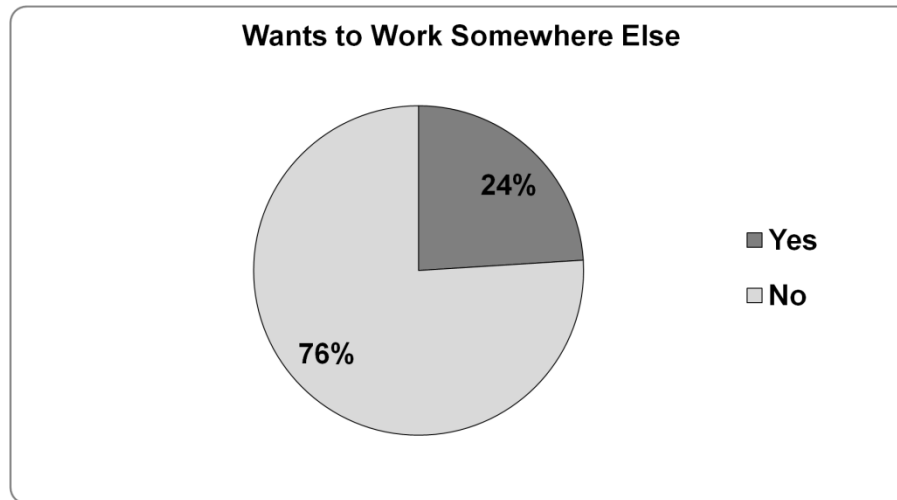
The graph illustrates 20% of the people surveyed want to live somewhere else, and 80% do not.

GRAPH 57. LIKES JOB



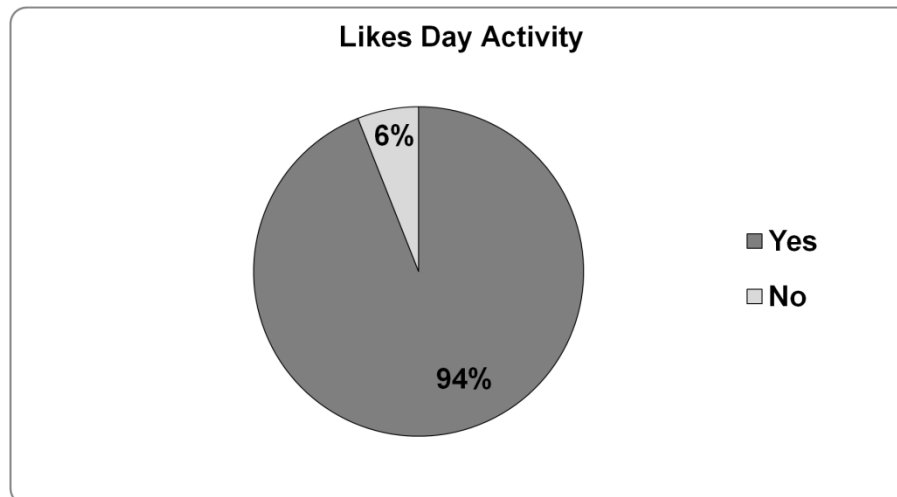
The graph illustrates 96% of the people surveyed like their job, and 4% do not.

GRAPH 58. WANTS TO WORK SOMEWHERE ELSE



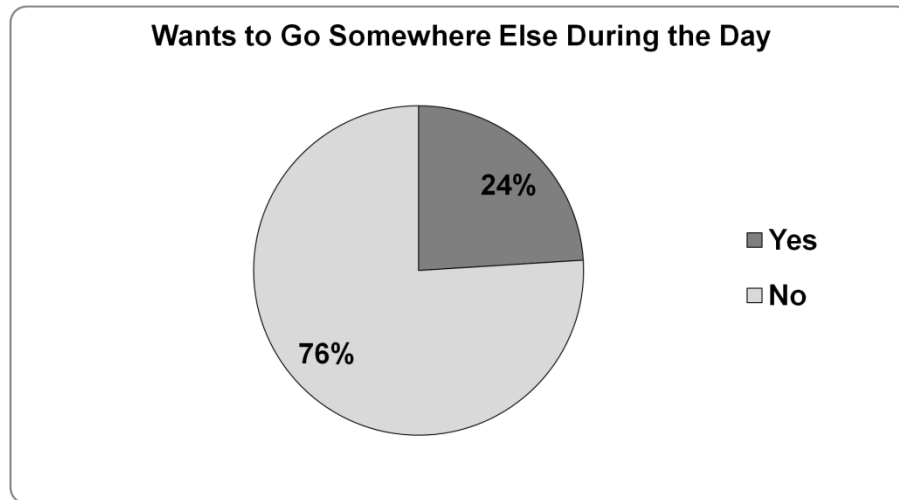
The graph illustrates 24% of the people surveyed want to work somewhere else, and 76% do not.

GRAPH 59. LIKES DAY ACTIVITY



The graph illustrates 94% of the people surveyed like their day activity, and 6% do not.

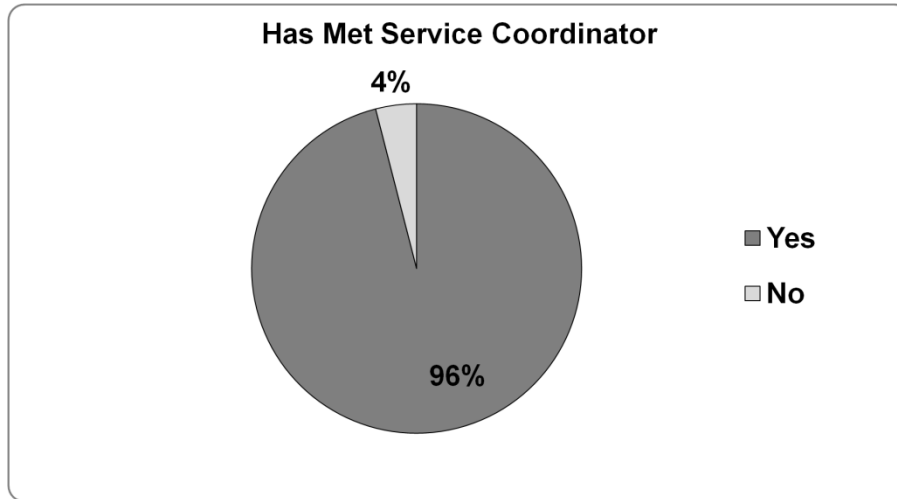
GRAPH 60. WANTS TO GO SOMEWHERE ELSE DURING THE DAY



The graph illustrates 24% of the people surveyed want to go somewhere else during the day, and 76% do not.

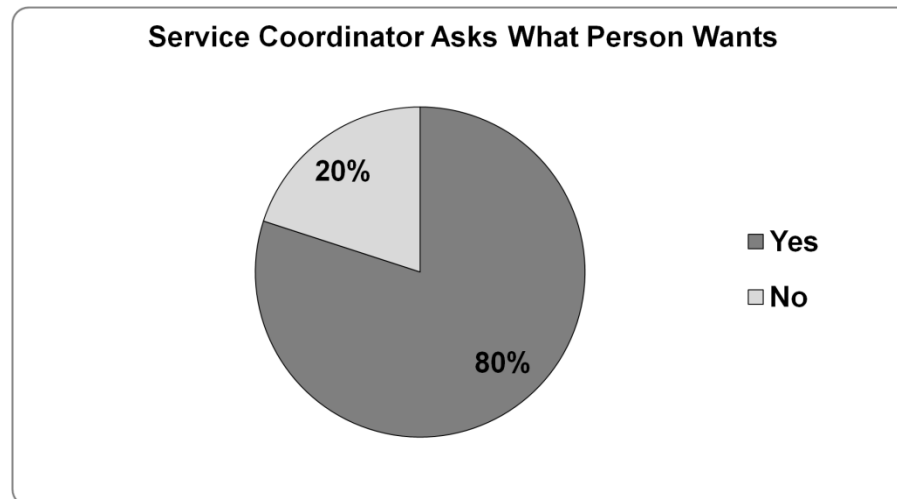
Service Coordination

GRAPH 61. HAS MET SERVICE COORDINATOR



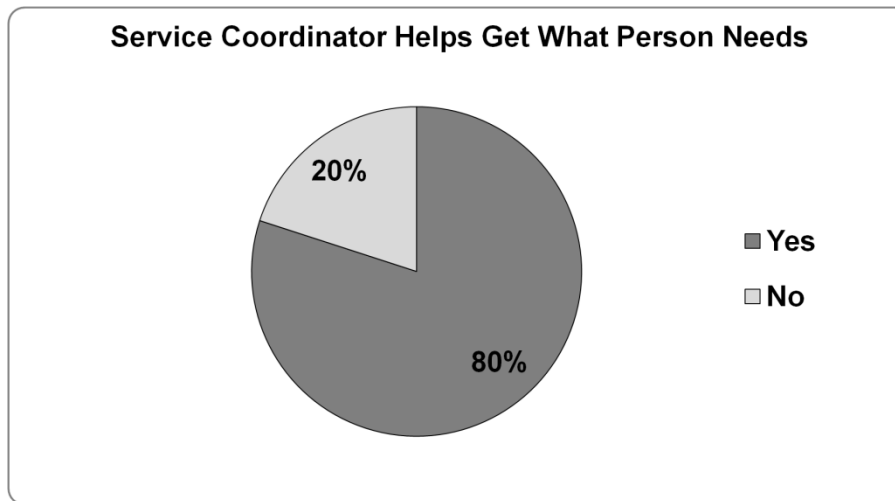
The graph illustrates 96% of the people surveyed have met their service coordinator, and 4% have not.

GRAPH 62. SERVICE COORDINATOR ASKS WHAT PERSON WANTS



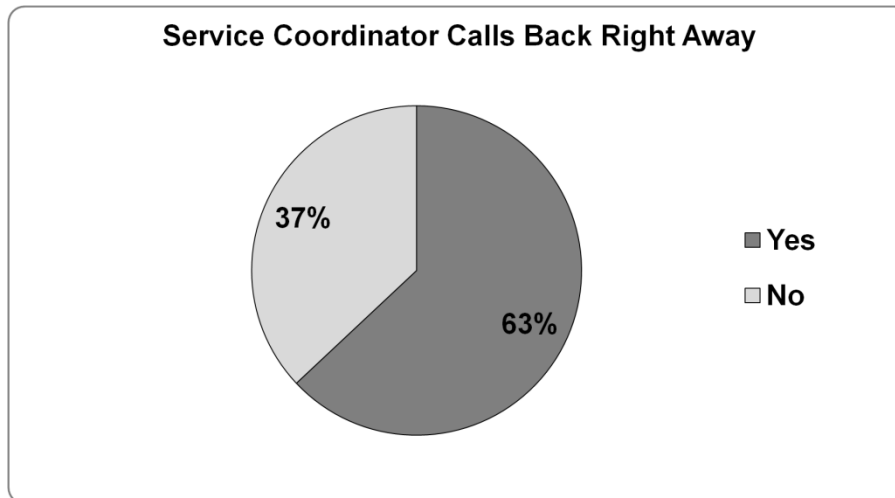
The graph illustrates 80% of the people surveyed have a service coordinator who asks them what they want, and 20% do not.

GRAPH 63. SERVICE COORDINATOR HELPS GET WHAT PERSON NEEDS



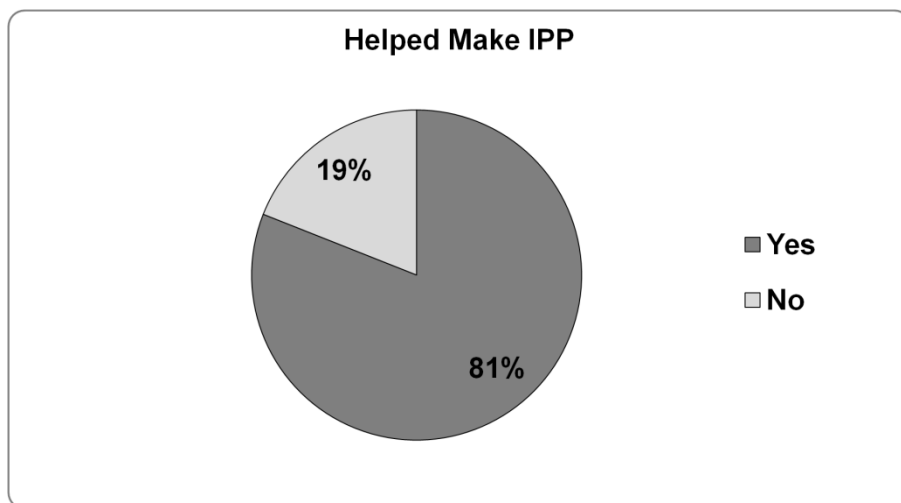
The graph illustrates 80% of the people surveyed have a service coordinator who helps get them what they need, and 20% do not.

GRAPH 64. SERVICE COORDINATOR CALLS BACK RIGHT AWAY



The graph illustrates 63% of the people surveyed have a service coordinator who calls back right away, and 37% do not.

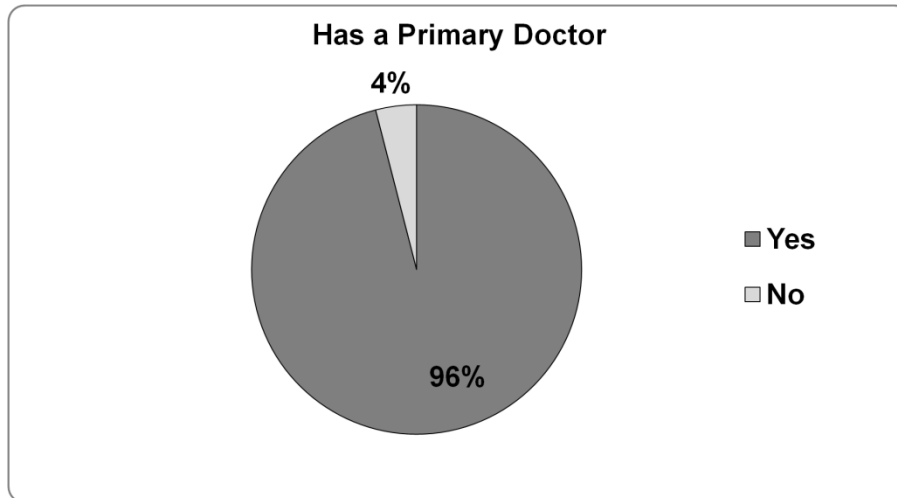
GRAPH 65. HELPED MAKE IPP



The graph illustrates 81% of the people surveyed helped make their Individual Program Plan (IPP), and 19% did not.

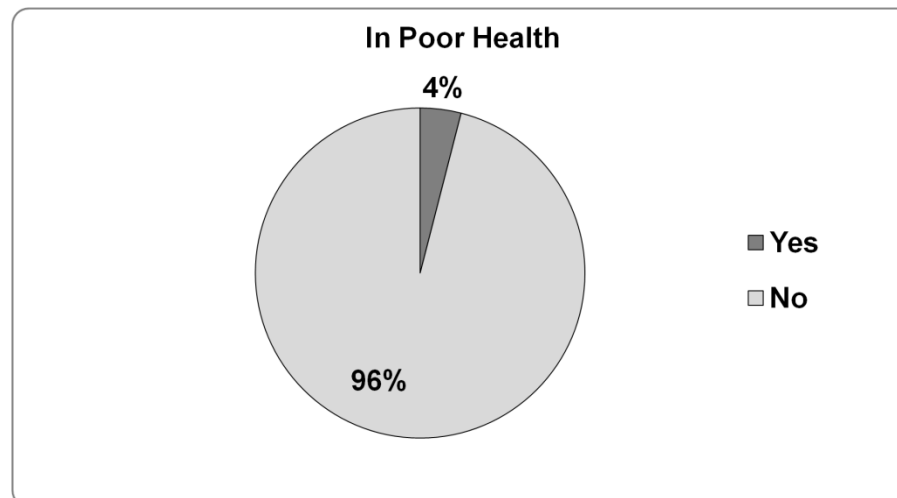
Health

GRAPH 66. HAS A PRIMARY DOCTOR



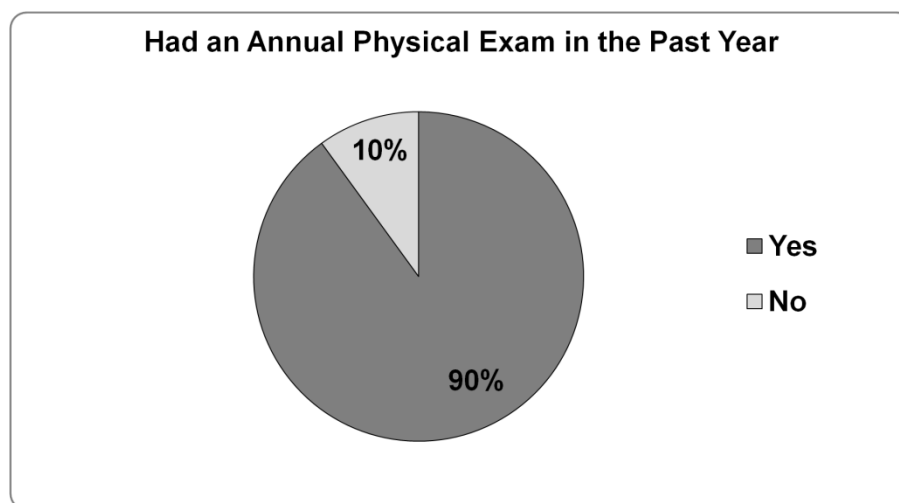
The graph illustrates 96% of the people surveyed have a primary doctor, and 4% do not.

GRAPH 67. IN POOR HEALTH



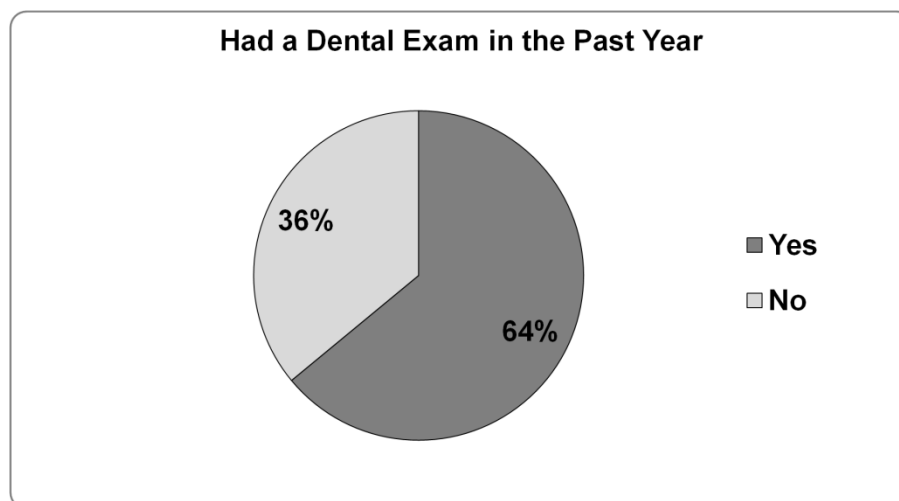
The graph illustrates 4% of the people surveyed are in poor health, and 96% are not.

GRAPH 68. HAD AN ANNUAL PHYSICAL EXAM IN THE PAST YEAR



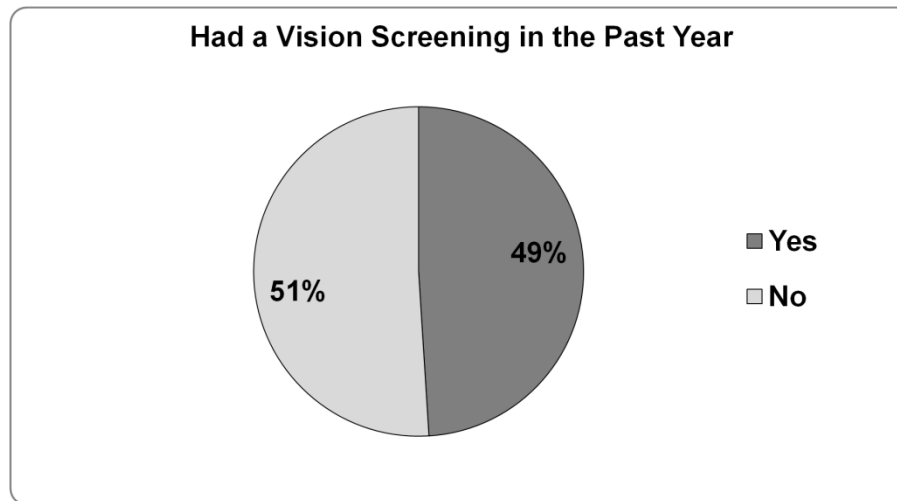
The graph illustrates 90% of the people surveyed had an annual physical exam in the past year, and 10% did not.

GRAPH 69. HAD A DENTAL EXAM IN THE PAST YEAR



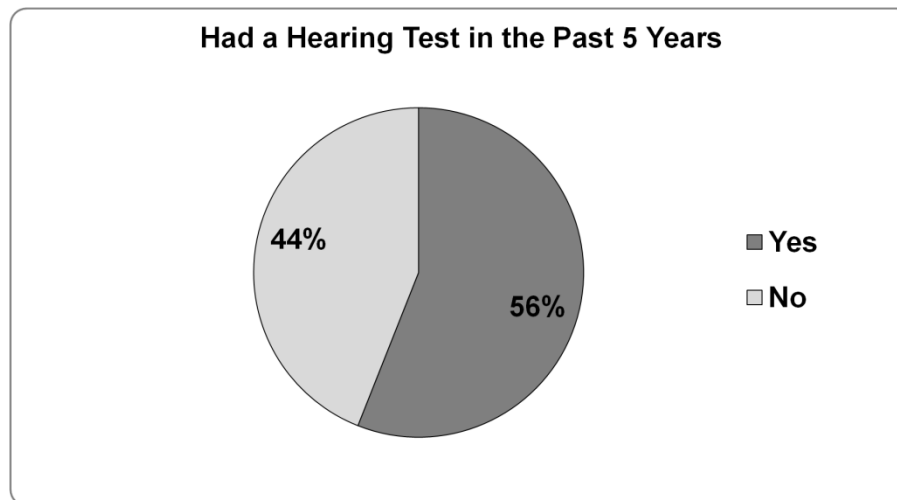
The graph illustrates 64% of the people surveyed had a dental exam in the past year, and 36% did not.

GRAPH 70. HAD A VISION SCREENING IN THE PAST YEAR



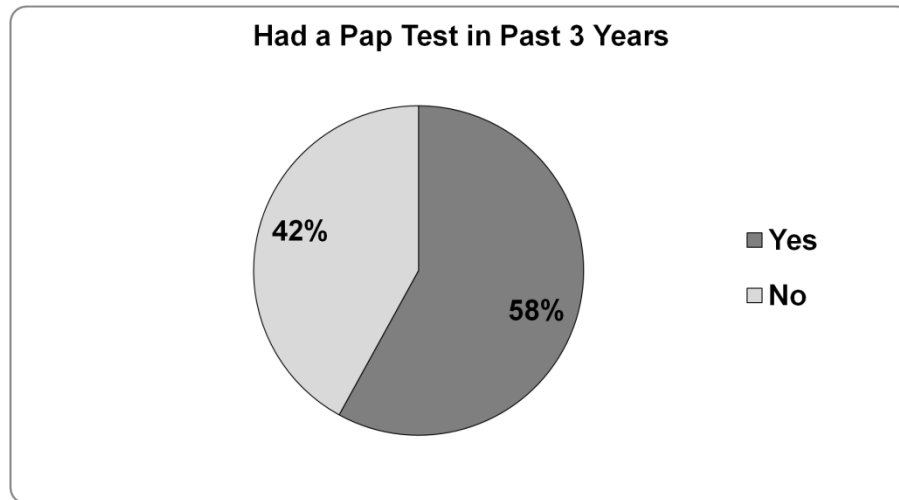
The graph illustrates 49% of the people surveyed had a vision screening in the past year, and 51% did not.

GRAPH 71. HAD A HEARING TEST IN THE PAST 5 YEARS



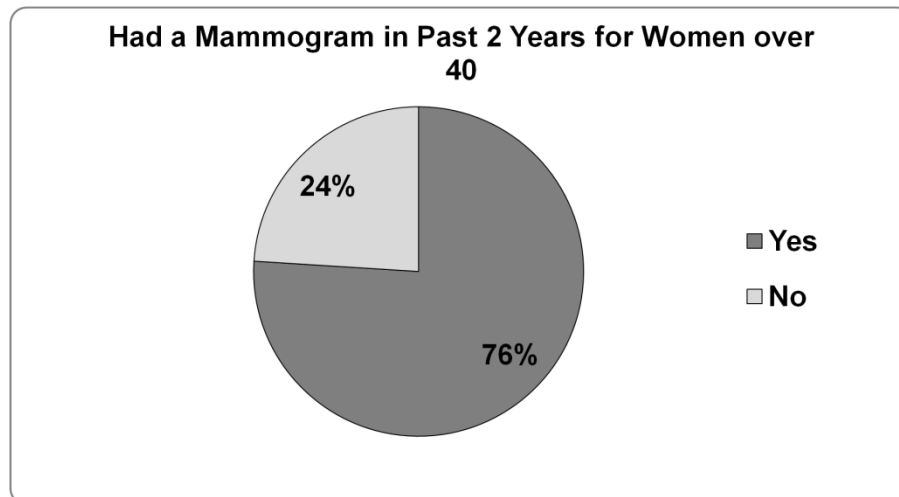
The graph illustrates 56% of the people surveyed had a hearing test in the past 5 years, and 44% did not.

GRAPH 72. HAD A PAP TEST IN PAST 3 YEARS FOR WOMEN



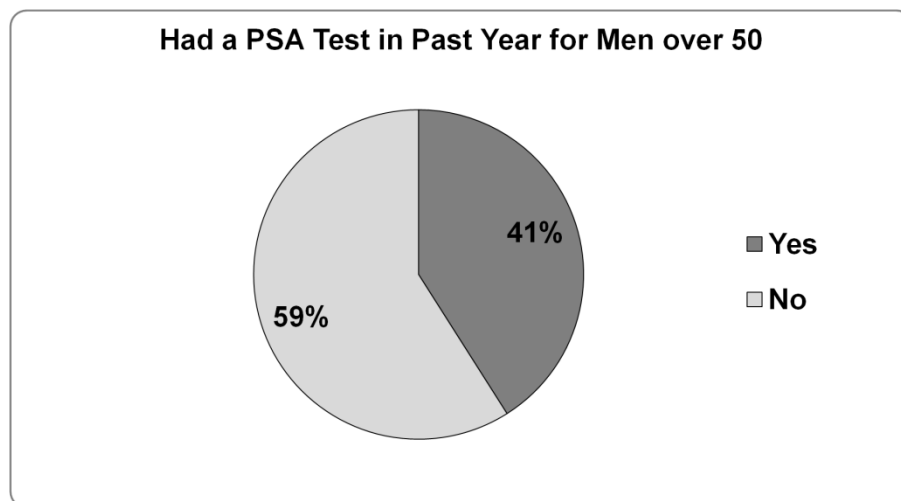
The graph illustrates 58% of the women surveyed had a pap test in the past 3 years, and 42% did not.

GRAPH 73. HAD A MAMMOGRAM IN PAST 2 YEARS FOR WOMEN OVER 40



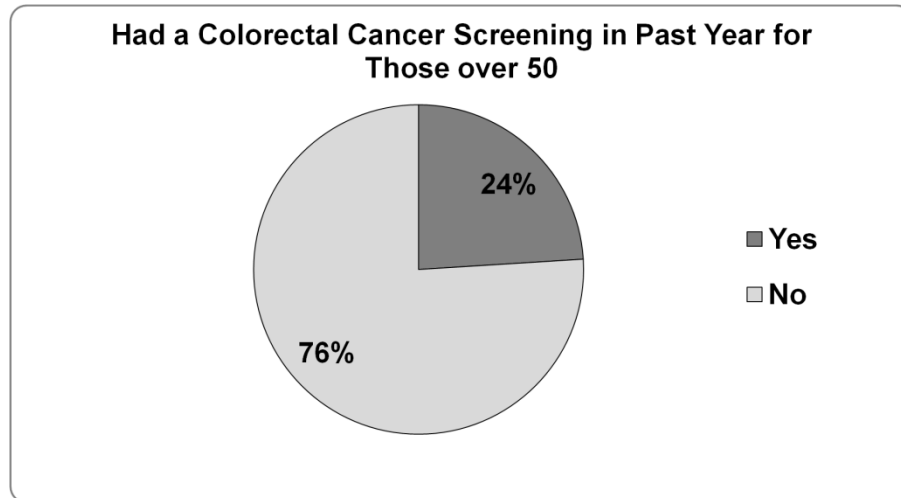
The graph illustrates 76% of the women over 40 surveyed had a mammogram in the past 2 years, and 24% did not.

GRAPH 74. HAD A PSA TEST IN PAST YEAR FOR MEN OVER 50



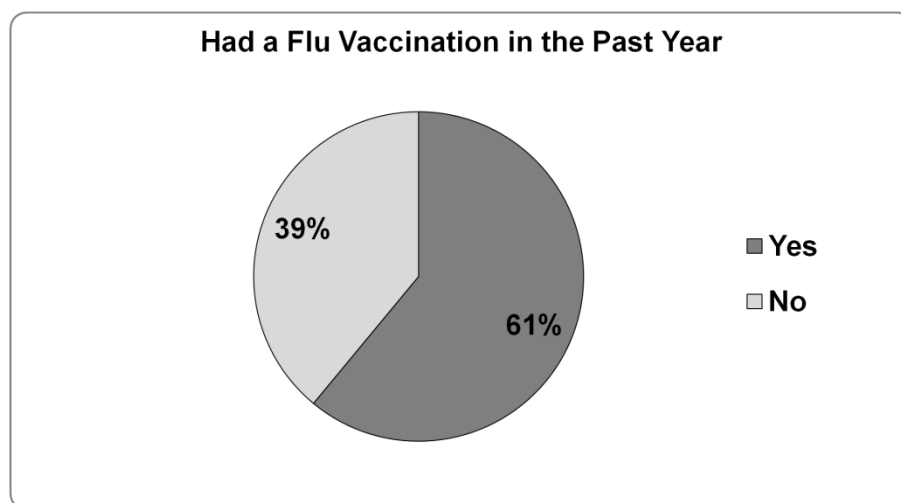
The graph illustrates 41% of the males over 50 surveyed had a PSA test in the past year, and 59% did not.

GRAPH 75. HAD A COLORECTAL CANCER SCREENING IN PAST YEAR FOR THOSE OVER 50



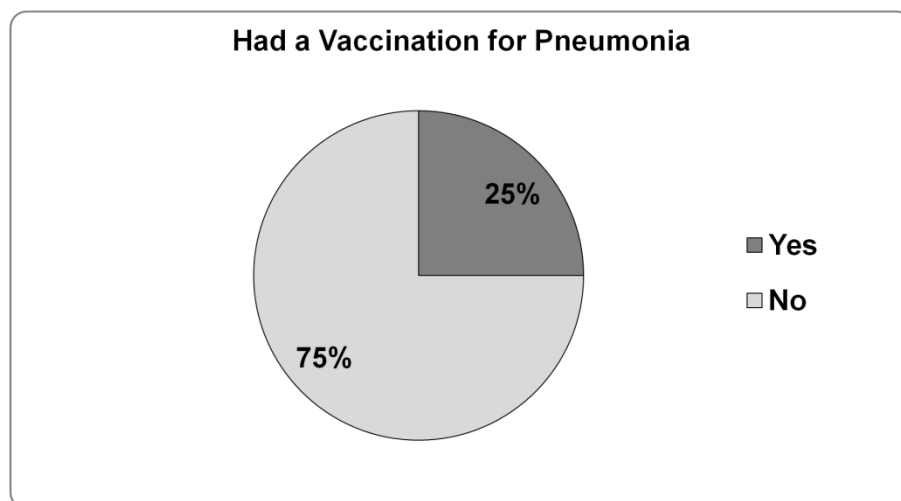
The graph illustrates 24% of the people over 50 surveyed had a colorectal cancer screening in the past year, and 76% did not.

GRAPH 76. HAD A FLU VACCINATION IN THE PAST YEAR



The graph illustrates 61% of the people surveyed had a flu vaccination in the past year, and 39% did not.

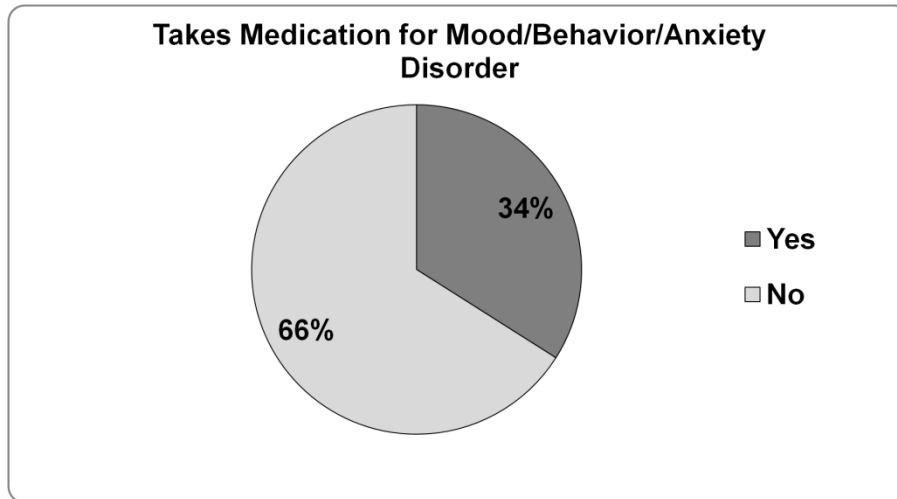
GRAPH 77. HAD A VACCINATION FOR PNEUMONIA



The graph illustrates 25% of the people surveyed had a vaccination for pneumonia, and 75% did not.

Medications

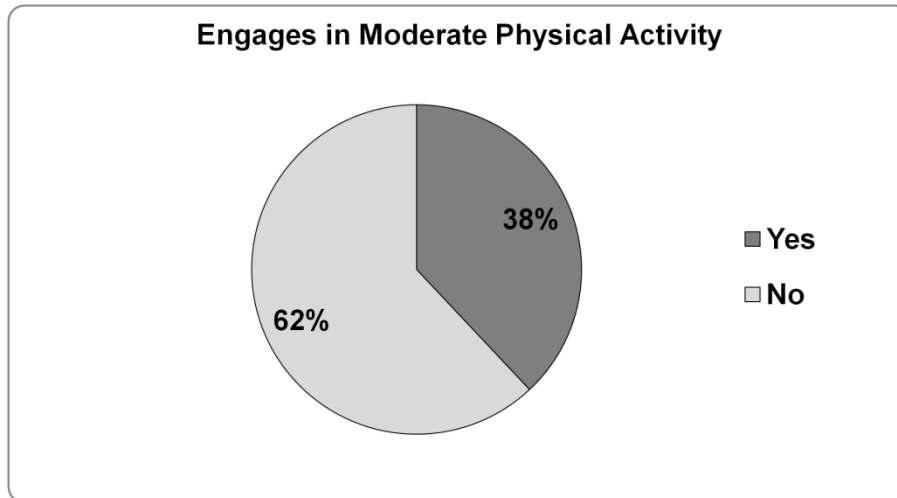
GRAPH 78. TAKES MEDICATION FOR MOOD, BEHAVIOR, ANXIETY, OR PSYCHOTIC DISORDER



The graph illustrates 34% of the people surveyed take medication for a mood, behavior, or anxiety disorder, and 66% do not.

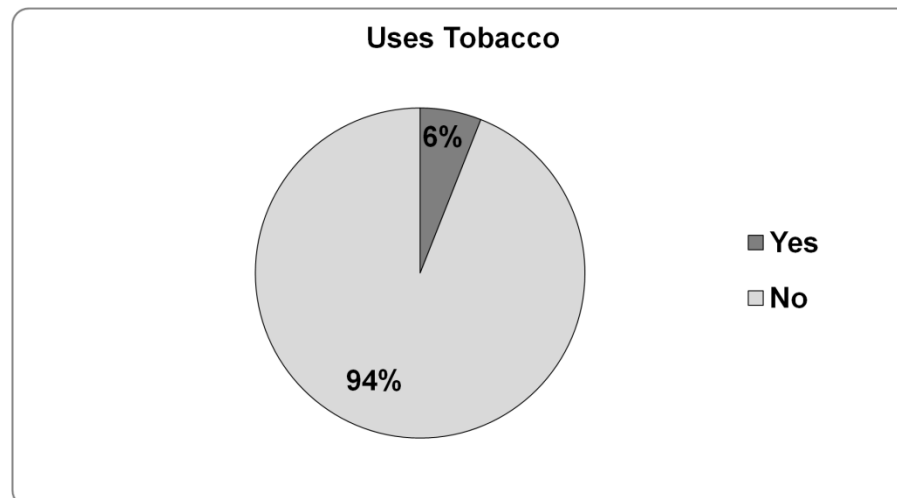
Wellness

GRAPH 79. ENGAGES IN MODERATE PHYSICAL ACTIVITY



The graph illustrates 38% of the people surveyed engage in moderate physical activity (at least 30 minutes, 3 times a week), and 62% do not.

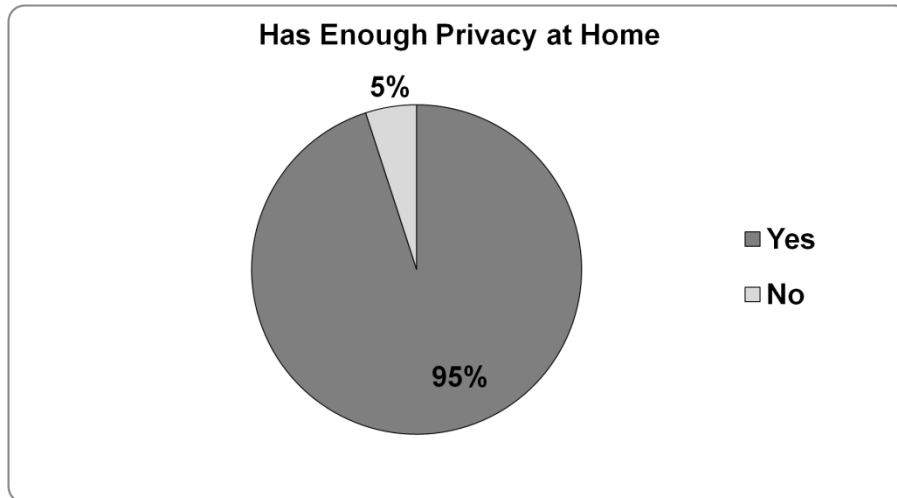
GRAPH 80. USES TOBACCO



The graph illustrates 6% of the people surveyed use tobacco, and 94% do not.

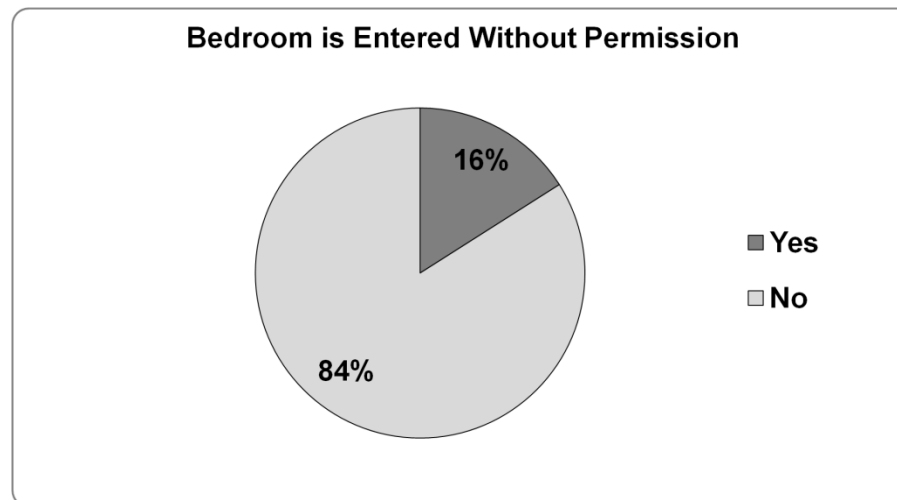
Respect and Rights

GRAPH 81. HAS ENOUGH PRIVACY AT HOME



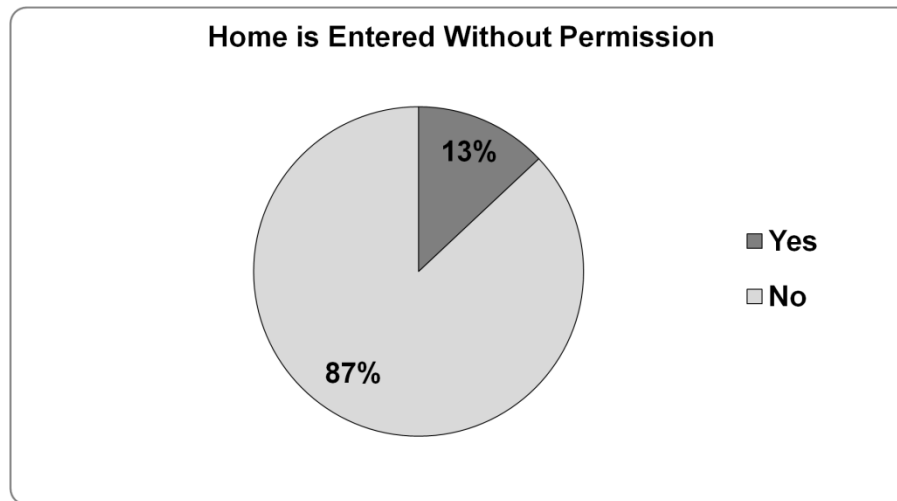
The graph illustrates 95% of the people surveyed have enough privacy at home, and 5% do not.

GRAPH 82. BEDROOM IS ENTERED WITHOUT PERMISSION



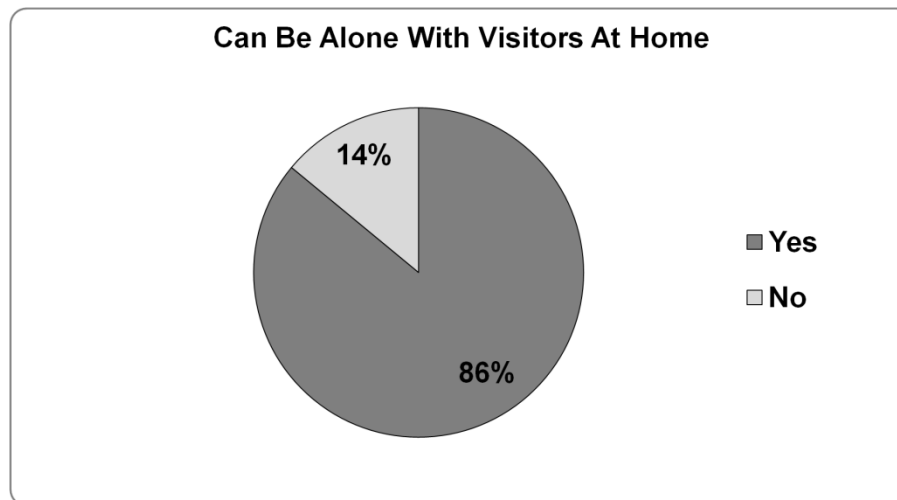
The graph illustrates 16% of the people surveyed have others enter their bedroom without their permission, and 84% do not.

GRAPH 83. HOME IS ENTERED WITHOUT PERMISSION



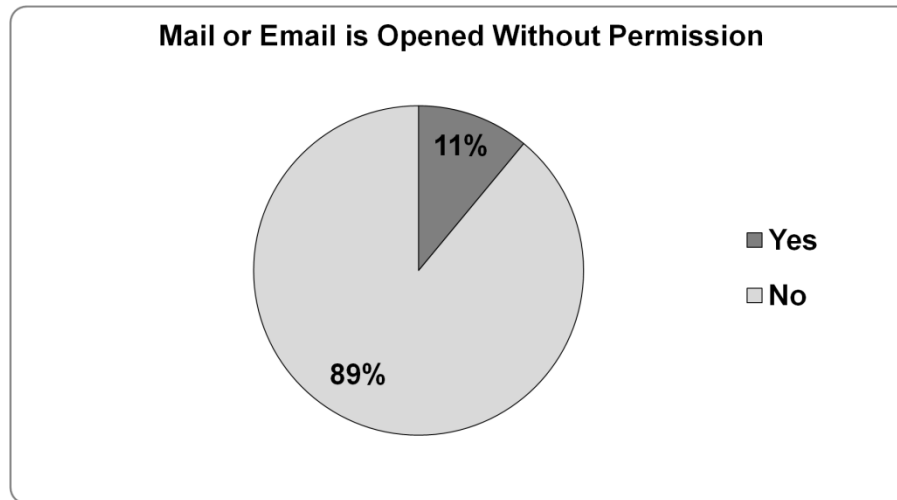
The graph illustrates 13% of the people surveyed have others enter their home without their permission, and 87% do not.

GRAPH 84. CAN BE ALONE WITH VISITORS AT HOME



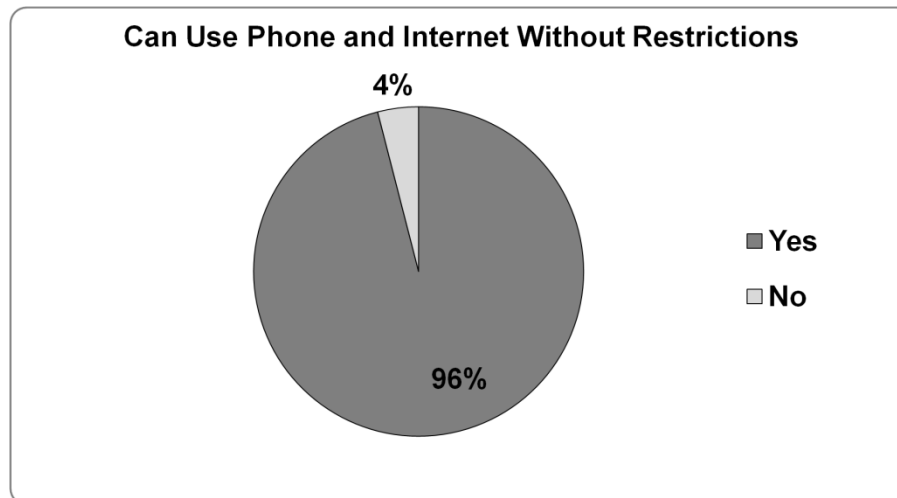
The graph illustrates 86% of the people surveyed can be alone with visitors at home, and 14% cannot.

GRAPH 85. MAIL OR EMAIL IS OPENED WITHOUT PERMISSION



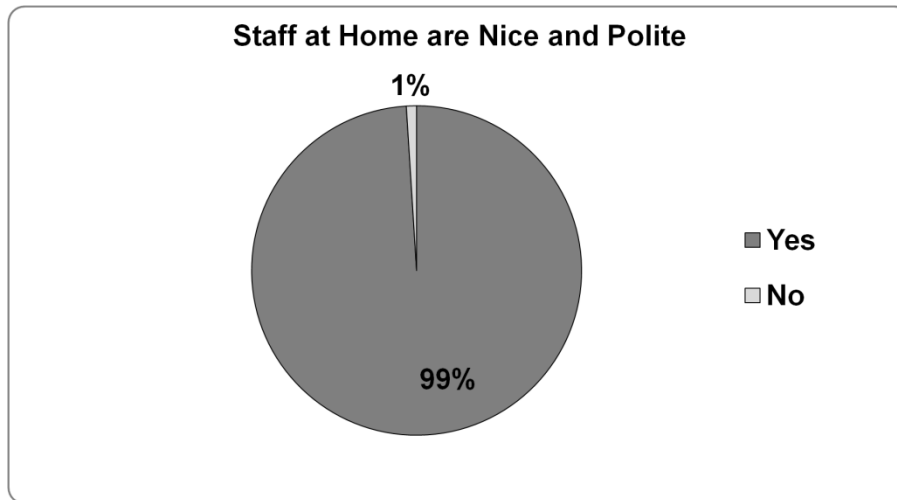
The graph illustrates 11% of the people surveyed have their mail or email opened without their permission, and 89% do not.

GRAPH 86. CAN USE PHONE AND INTERNET WITHOUT RESTRICTIONS



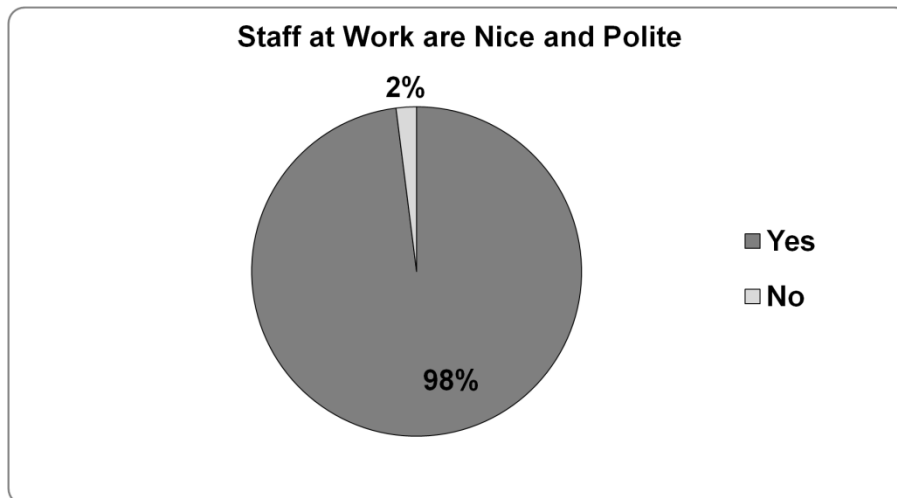
The graph illustrates 96% of the people surveyed can use the phone and internet without restrictions, and 4% cannot.

GRAPH 87. STAFF AT HOME ARE NICE AND POLITE



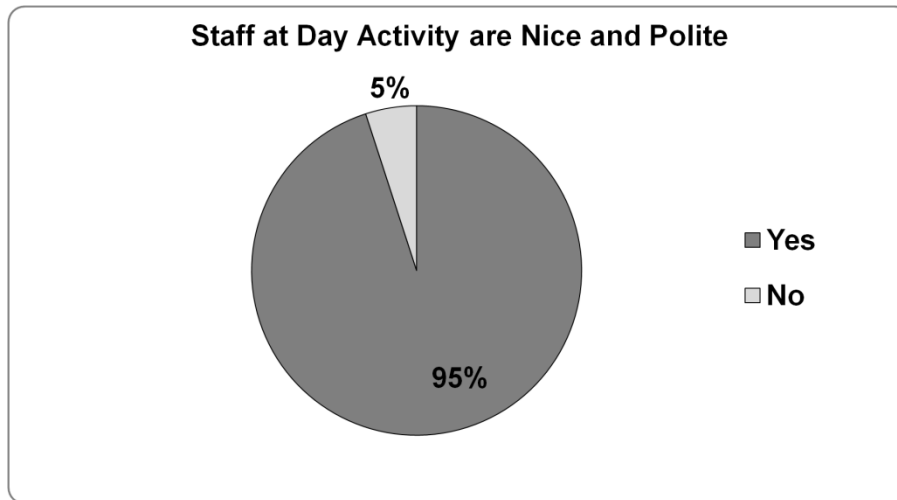
The graph illustrates 99% of the people surveyed reported their staff at home are nice and polite, and 1% did not.

GRAPH 88. STAFF AT WORK ARE NICE AND POLITE



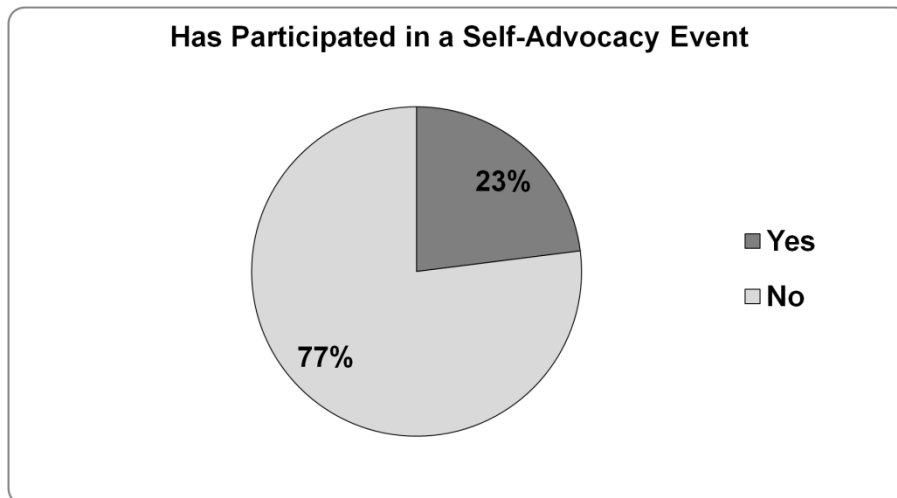
The graph illustrates 98% of the people surveyed reported their staff at work are nice and polite, and 2% did not.

GRAPH 89. STAFF AT DAY ACTIVITY ARE NICE AND POLITE



The graph illustrates 95% of the people surveyed reported their staff at day activity are nice and polite, and 5% did not.

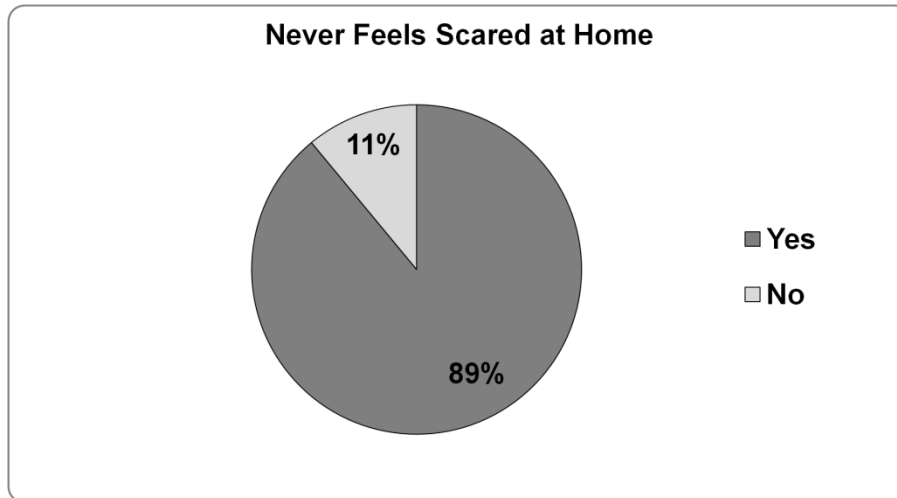
GRAPH 90. HAS PARTICIPATED IN A SELF-ADVOCACY EVENT



The graph illustrates 23% of the people surveyed participated in a self-advocacy event, and 77% have not.

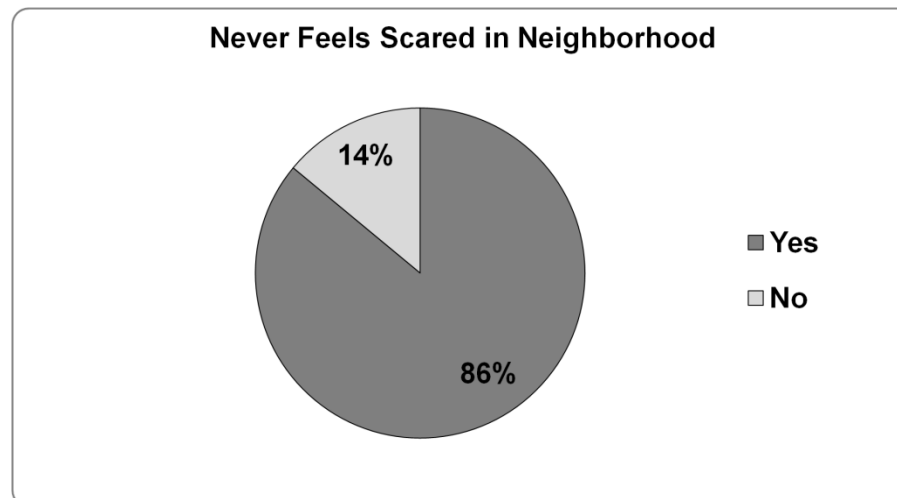
Safety

GRAPH 91. NEVER FEELS SCARED AT HOME



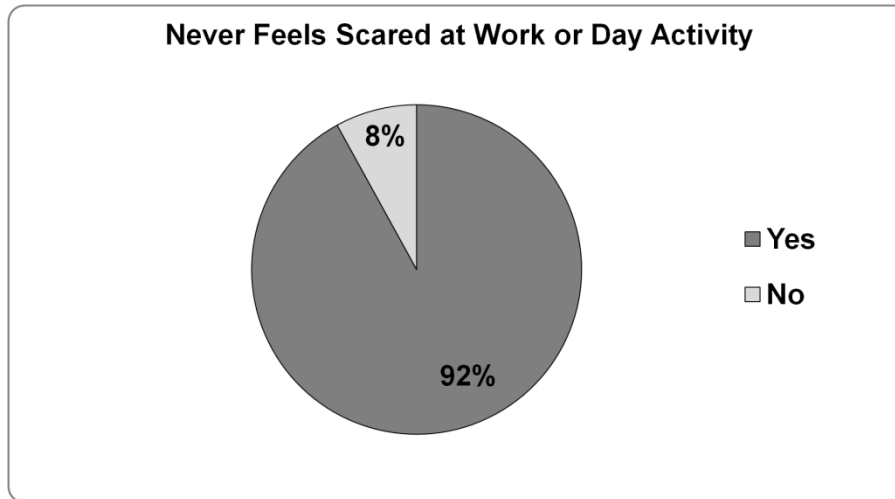
The graph illustrates 89% of the people surveyed never feel scared at home, and 11% do feel scared at home.

GRAPH 92. NEVER FEELS SCARED IN NEIGHBORHOOD



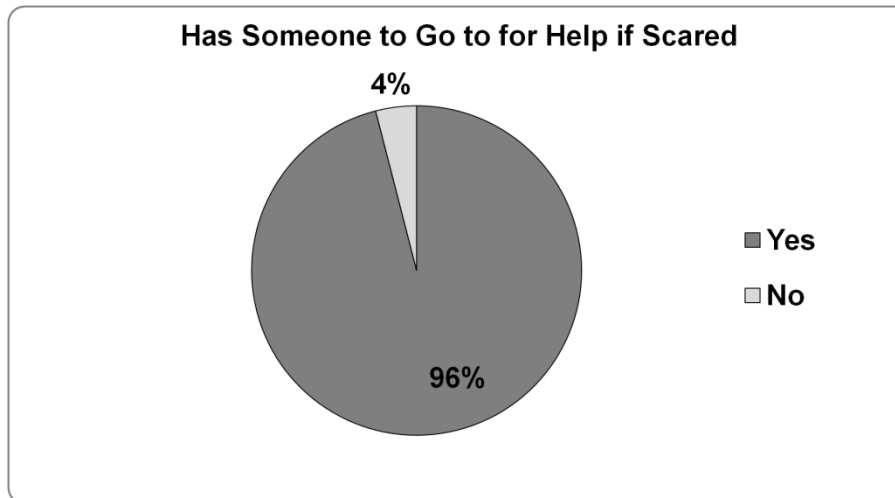
The graph illustrates 86% of the people surveyed never feel scared in their neighborhood, and 14% do feel scared in their neighborhood.

GRAPH 93. NEVER FEELS SCARED AT WORK OR DAY ACTIVITY



The graph illustrates 92% of the people surveyed never feel scared at their work or at their day activity, and 8% do feel scared at their work or day activity.

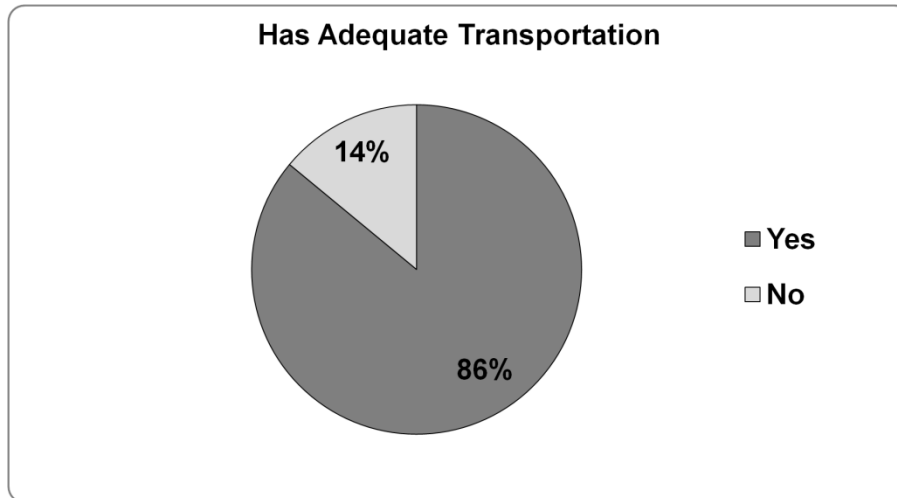
GRAPH 94. HAS SOMEONE TO GO TO FOR HELP IF SCARED



The graph illustrates 96% of the people surveyed have someone to go to for help if scared, and 4% do not.

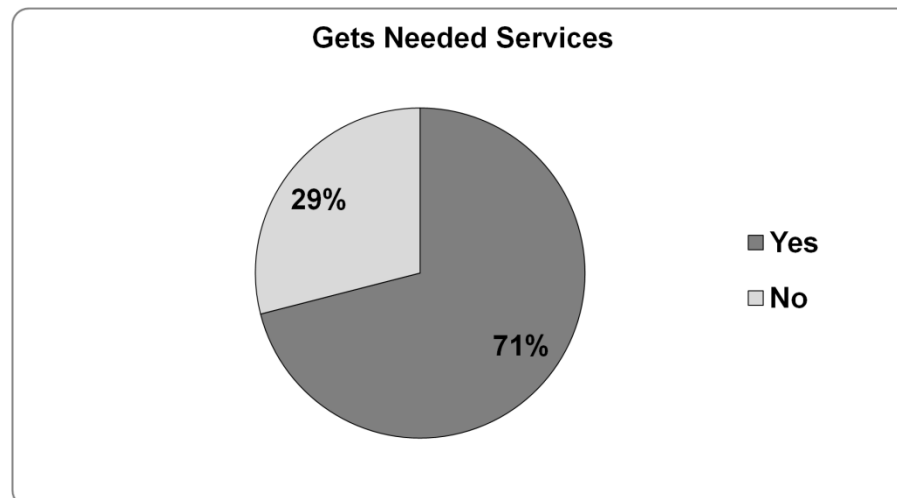
Access

GRAPH 95. HAS ADEQUATE TRANSPORTATION



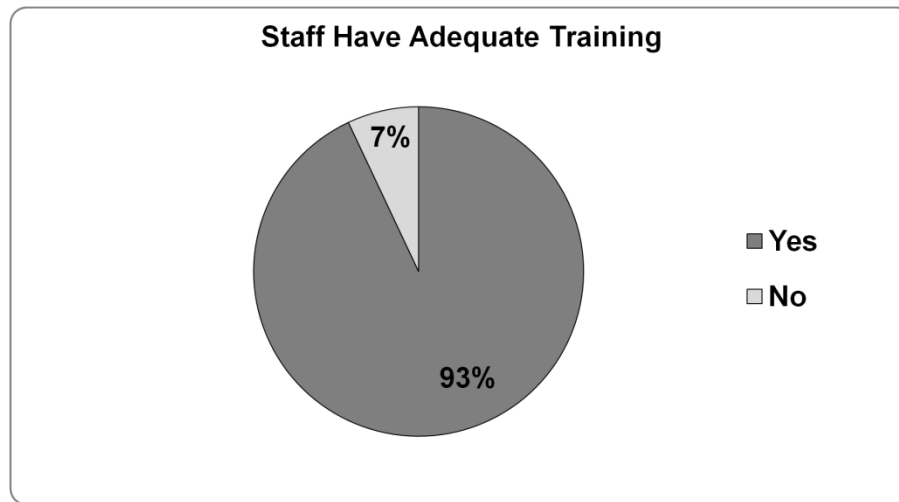
The graph illustrates 86% of the people surveyed have adequate transportation, and 14% do not.

GRAPH 96. GETS NEEDED SERVICES



The graph illustrates 71% of the people surveyed get needed services, and 29% do not.

GRAPH 97. STAFF HAVE ADEQUATE TRAINING



The graph illustrates 93% of the people surveyed have adequately trained staff, and 7% do not.