What We Learned from the National Core Indicators

(NCI) Family/Guardian Survey

NCI Results from Families Across San Gabriel/Pomona 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.

Michael Cornejo

Marcia Dinkelspiel

Joseph Flanagan

Krisi Franzone

Michelle Gordon

Sue Ann Hankensiefken

Lisa Krueger

Tracey Mensch

David Oster

Rene Rodriguez

Pattie Simpkins

Robert Taylor

Cindy White

Eduardo A. Zapata

What is the National Core Indicators (NCI) Family/Guardian Survey?

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 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 a Family/Guardian Survey?

The questions on the Family/Guardian survey are answered by a family member or guardian of an adult who gets services from the regional center (like a parent or other family member). The person who answered the survey *does not* live with the person getting services from the regional center. The person who answered the questions *is not* the person who gets the services. Each time the regional center surveys families, a new group of families is asked to participate.

How do we show their answers?

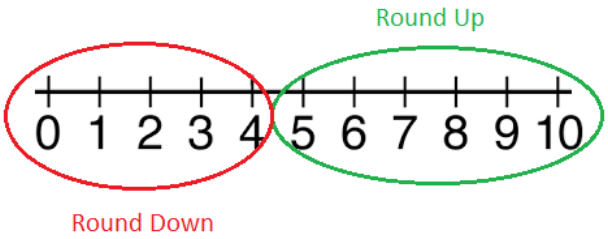
This year, San Gabriel/Pomona families answered our Family/Guardian Survey. Each page of this report shows their answers to a different question.

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%.

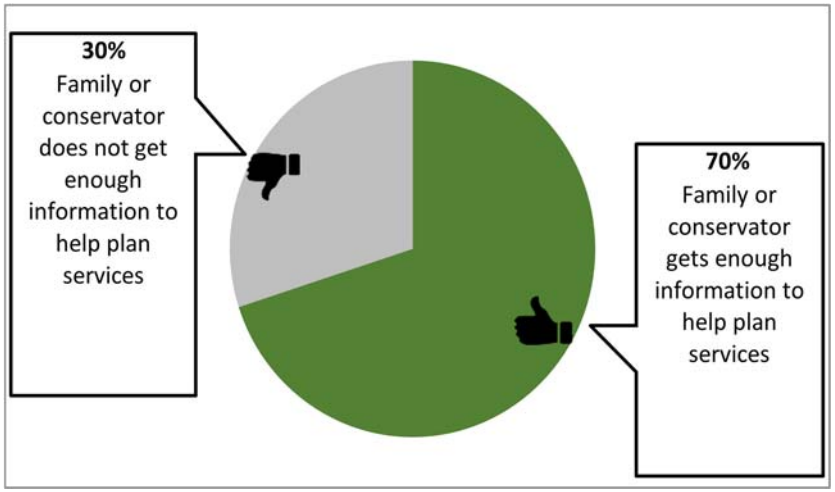
If 12% of people say they have a paid job, we “round down” to 10%.

Before you start reading…

Remember, these questions were answered by someone who does not live 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.

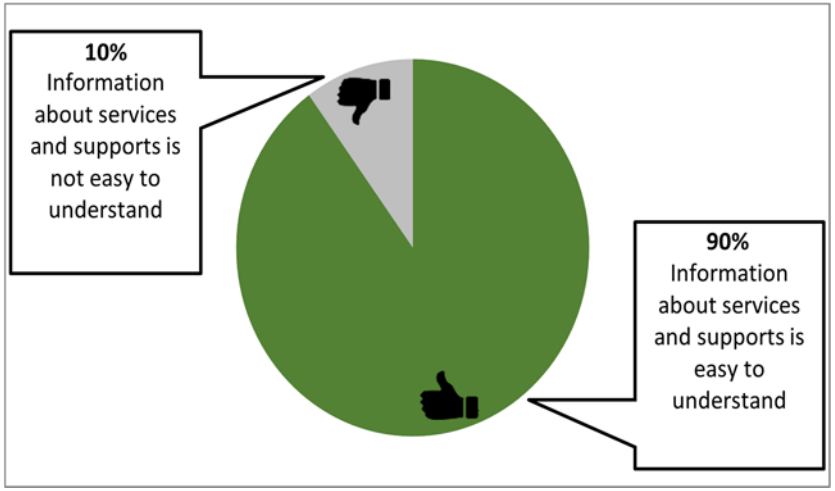
NCI asked families about the information they get to help plan services.

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



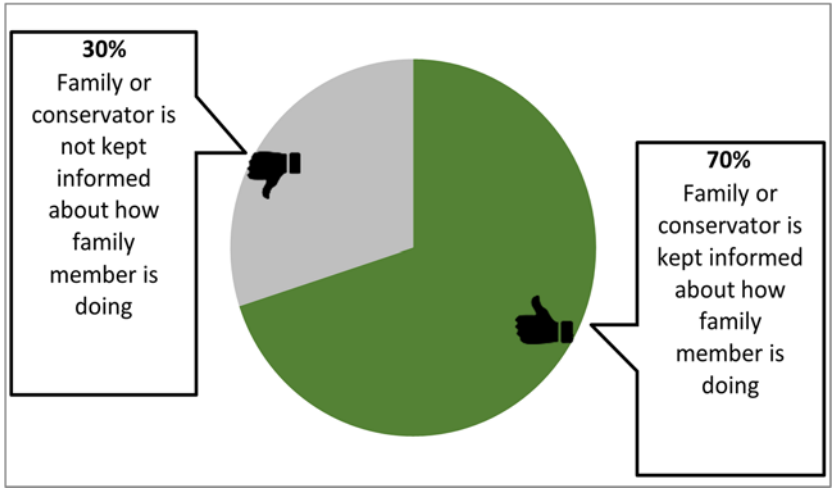
NCI tells us **7** out of every **10** people said **they always or usually get enough information to help plan services for their family member.**

Is the information you get about services easy to understand?



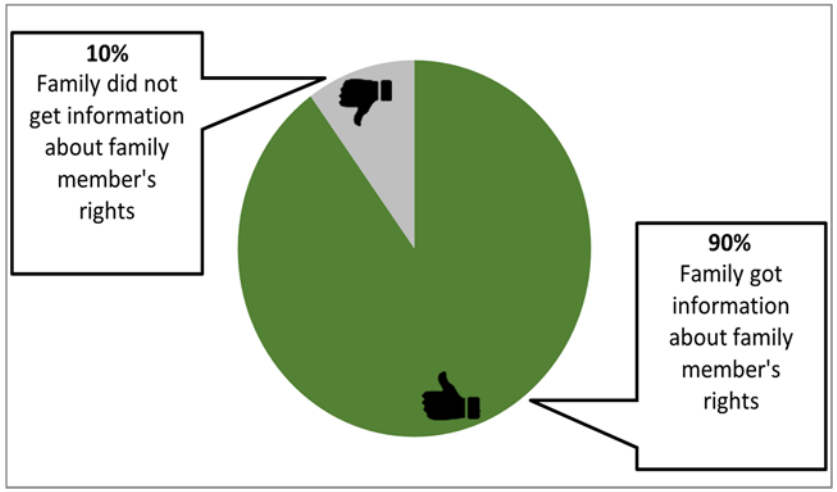
NCI tells us **9** out of every **10** people said **the information they get about services is always or usually easy to understand.**

Are you kept informed about how your family member is doing?



NCI tells us **7** out of every **10** people said **they are always or usually kept informed about how their family member is doing.**

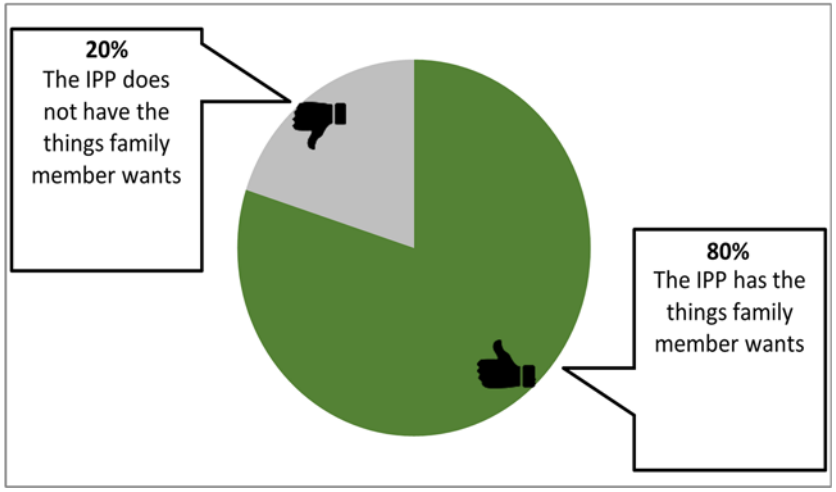
Did your family get information about your family member's rights? Like the right to privacy, the right to dignity and respect, and the right to be free from abuse.



NCI tells us **9** out of every **10** people said **they got information about their family member's rights.**

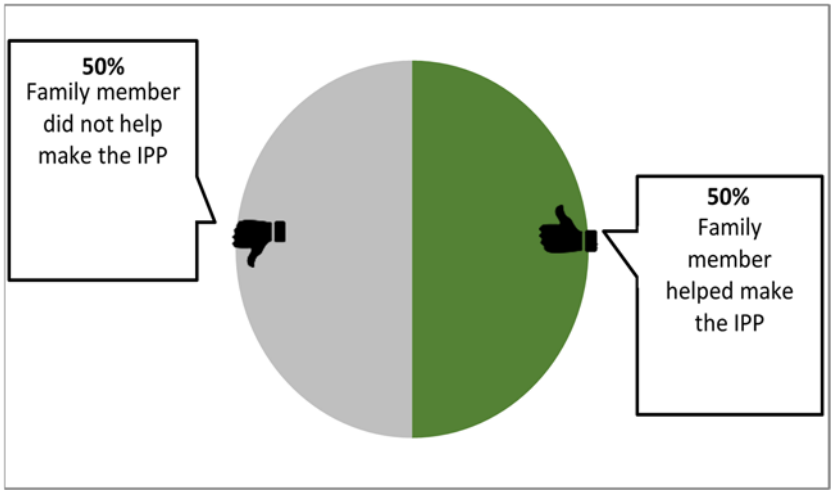
People receiving services have an Individual Program Plan (IPP). The IPP should include things the person wants and needs.

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



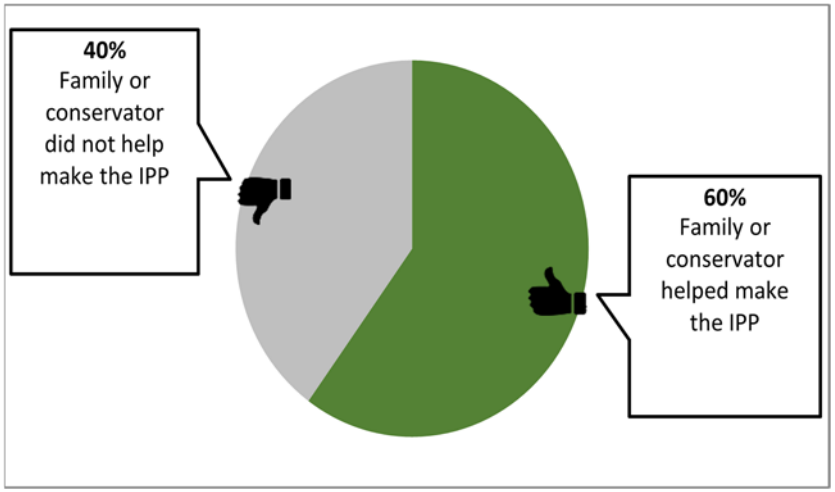
NCI tells us **8** out of every **10** people said **the IPP has all the things their family member wants.**

Did your family member help make the IPP?



NCI tells us **that** 5 out of **every** 10 family **members helped to make their IPP.**

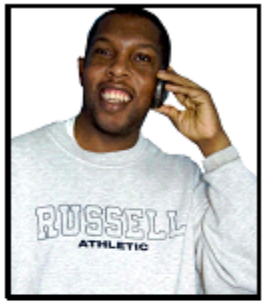
Did you help make the IPP?

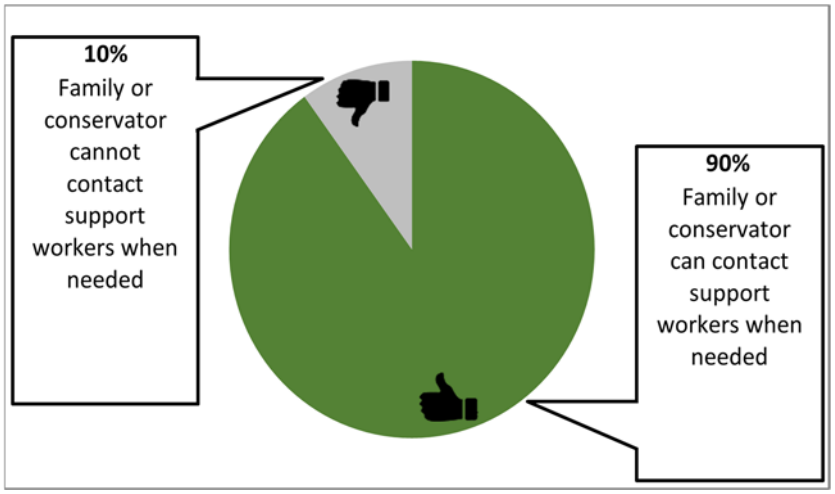


NCI tells us **6** out of every **10** family/**conservators said they helped make the IPP.**

It is important to be able to contact support workers and case managers. NCI asked if families could contact support workers and case managers when they were needed.

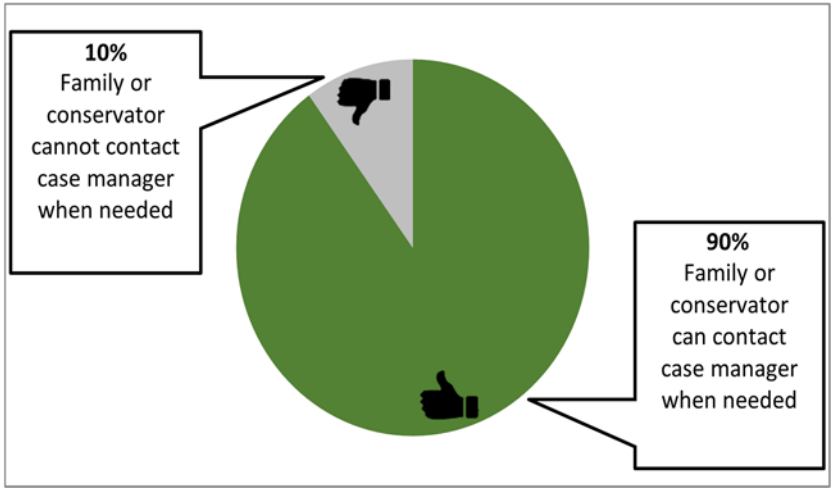
Can you contact support workers when needed?





NCI tells us **9** out of every **10** people said **they can always or usually contact support workers when needed.**

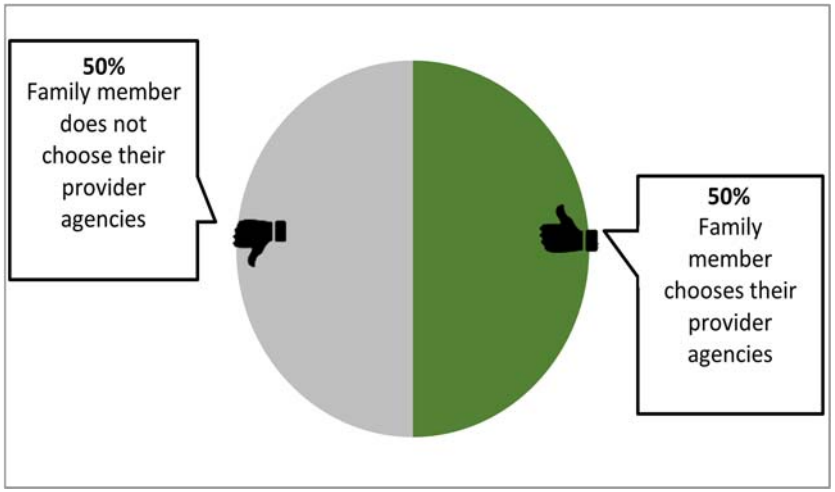
Can you contact your family member's case manager when needed?



NCI tells us **9** out of every **10** people said **they can always or usually contact their family member's case manager when needed.**

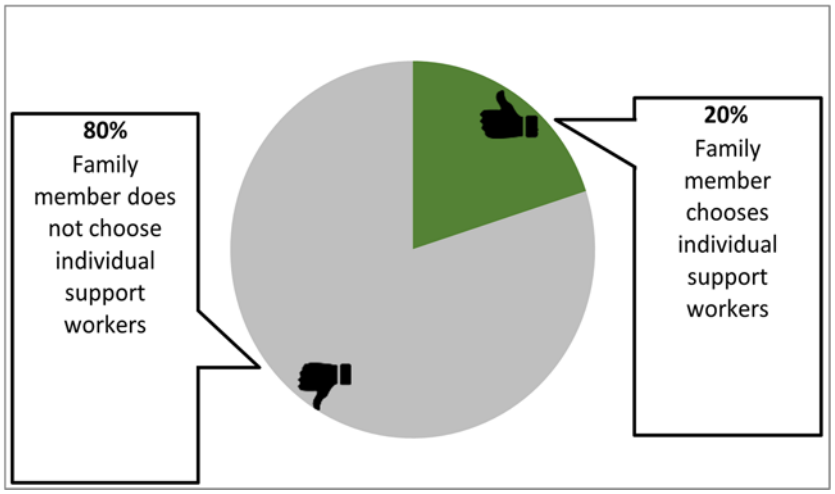
NCI asked families if they chose the support workers and case manager who work with their family member.

Does your family member choose his or her provider agencies?



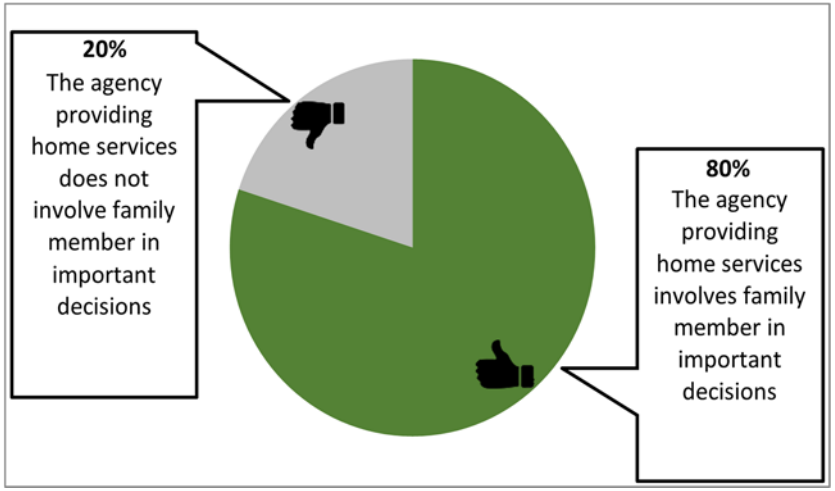
NCI tells us **5** out of every **10** people said **their family member always or usually chooses his or her provider agencies.**

Does your family member choose his or her support workers?



NCI tells us **2** out of every **10** people said **their family member always or usually chooses his or her support workers.**

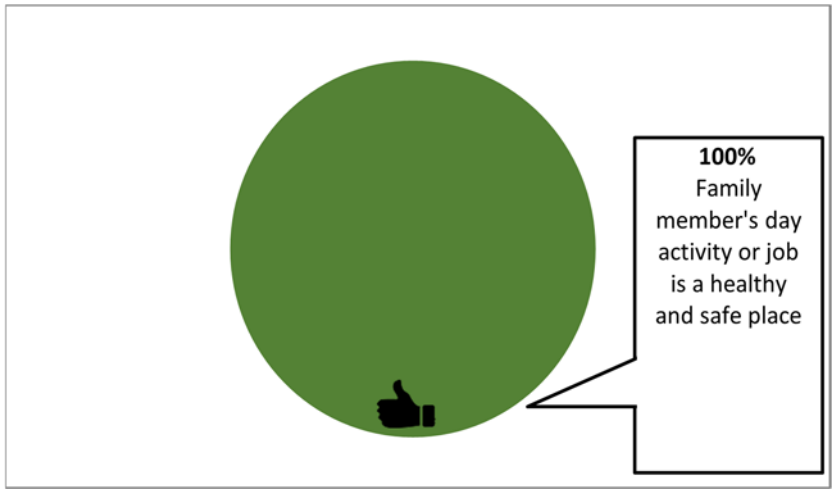
Does the agency providing home services involve your family member in important decisions?



NCI tells us **8** out of every **10** people said **the agency providing home services involves their family member in important decisions.**

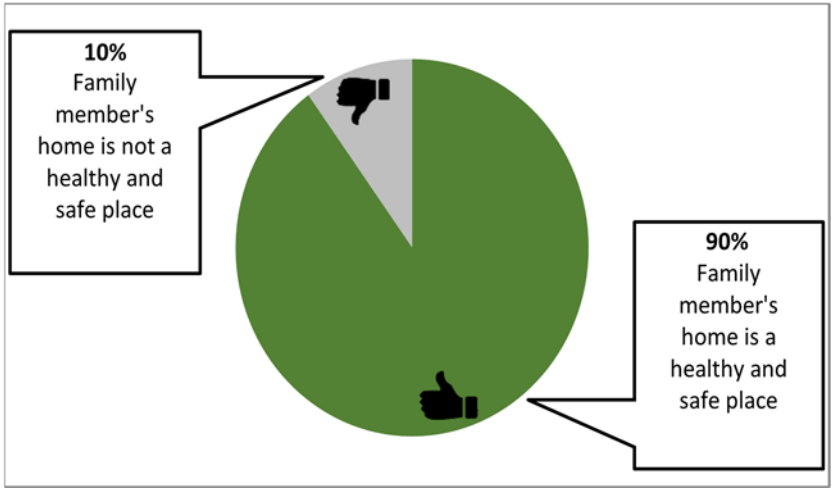
NCI asked questions about what the person did during the day.

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



NCI tells us **10** out of every **10** people said **their family member's day activity or job is always or usually a healthy and safe place.**

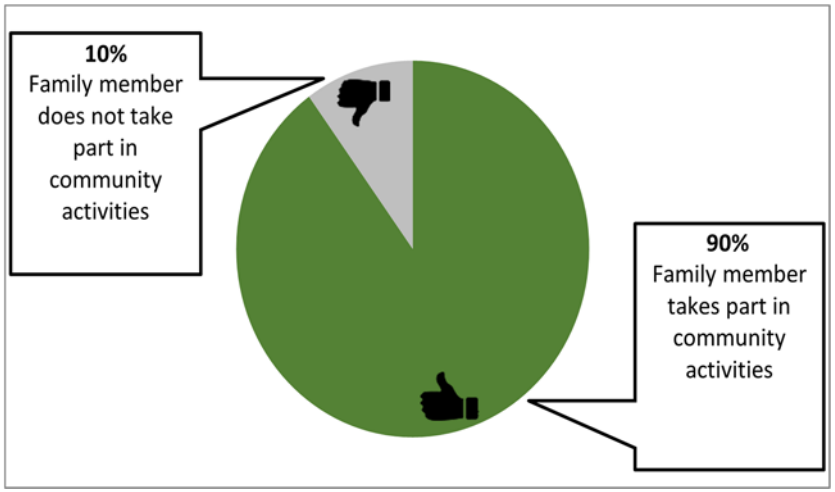
Do you feel that your family member's home is a healthy and safe place?



NCI tells us **9** out of every **10** people said **their family member's home is always or usually a healthy and safe place.**

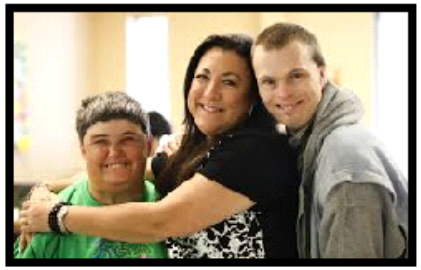
NCI asked whether people joined in community activities (like sports, religious or spiritual services, and entertainment).

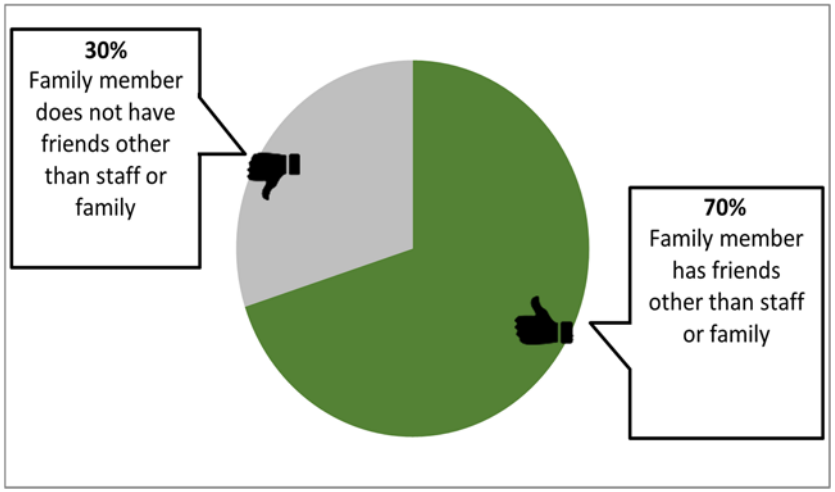
Does your family member take part in community activities?



NCI tells us **9** out of every **10** people said **their family member takes part in community activities.**

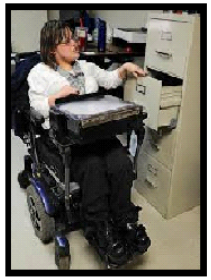
Does your family member have friends other than staff or family?

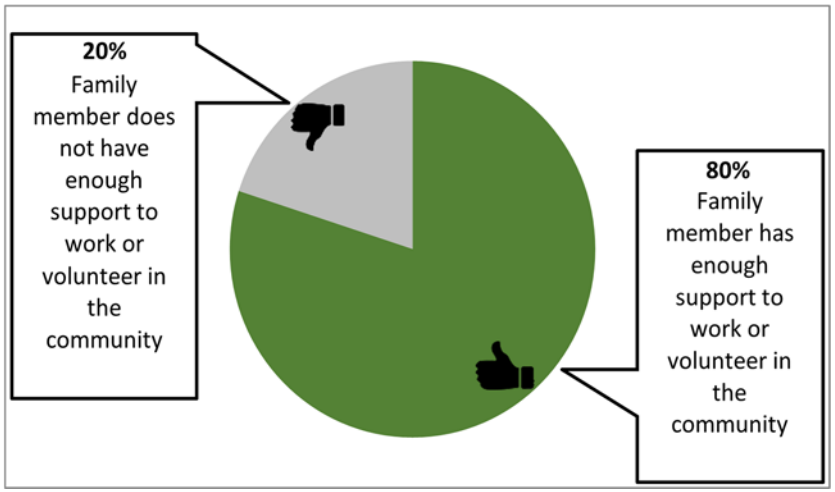




NCI tells us **7** out of every **10** people said **their family member has friends other than staff or family.**

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

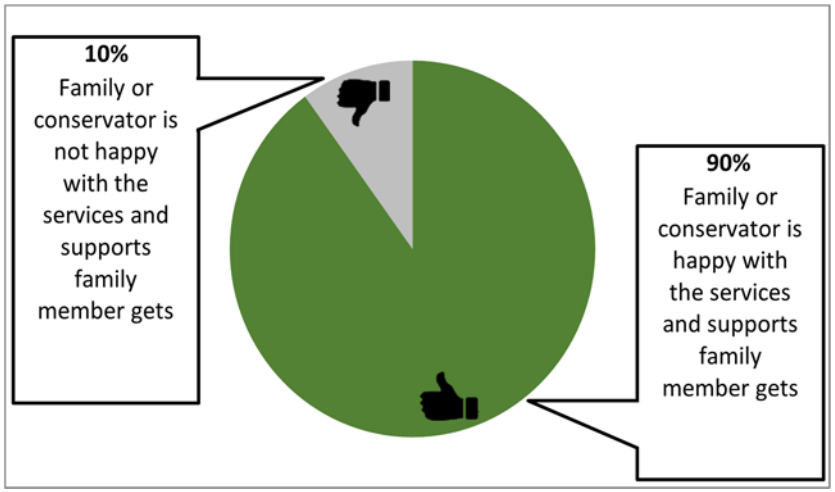




NCI tells us **8** out of every **10** people said **their family member has enough support to work or volunteer in the community.**

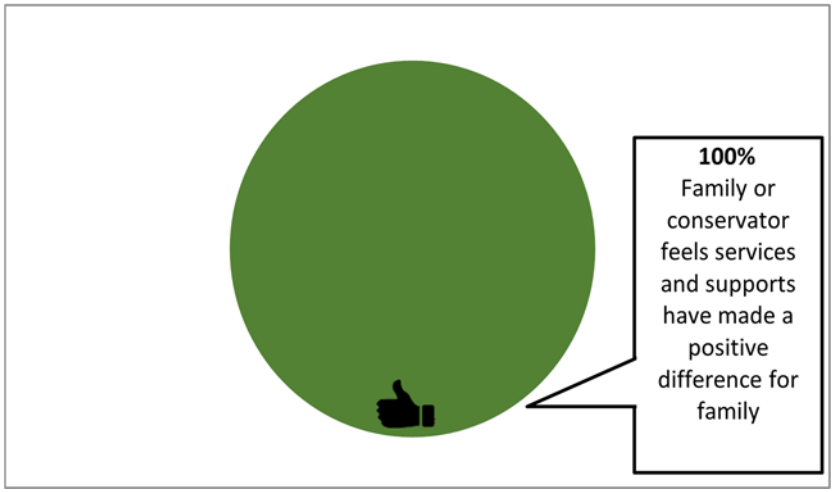
NCI asked how families felt about the services and supports their family member gets.

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



NCI tells us **9** out of every **10** people said **they are always or usually happy with the services and supports their family member gets.**

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



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

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Mary Lou Bourne
mlbourne@nasddds.org
113 Oronoco Street
Alexandria, VA 22314
703.683.8773

HSRI Human Services Research Institute

Alixe Bonardi
abonardi@hsri.org
2336 Massachusetts Avenue
Cambridge, MA 02140
617.876.0426