

National Core Indicators Family Survey Results

REPORT 12/31/2011

Quality Assessment Project
Fiscal Year 2010-2011



California Department of Developmental Services

1600 9th Street

P. O. Box 944202

Sacramento, CA 94244-2020



Organization of Report

This document serves as the statewide report for the family outcomes portion for Year 2 of the National Core Indicators (NCI) data collection cycle in California. All Adult Family and Family/Guardian Survey data submitted between January and June 2011 are included in this report. This report presents and compares findings between the State and the averages across the 21 regional centers of California, as well as results for those who have moved from developmental centers to the community in the last five (5) years (movers) compared to those who have lived in the community.

The report is organized in chapters under the following sections:

I. Introduction: Gives a brief overview of the Quality Assessment project in California, NCI history and activities, and presents the core indicators measured with the Adult Family and Family/Guardian Surveys.

II. Adult Family and Family/Guardian Surveys: Briefly describes the development and structure of the Adult Family and Family/Guardian survey instruments.

III. Methodology: Describes the protocol for administering NCI Adult Family and Family/Guardian surveys, including sampling criteria.

IV. Administration: Describes California protocols and procedures.

V. Data Analysis: Explains the methods used to analyze the Adult Family and Family/Guardian Survey data.

VI. Adult Family Results: Demographic Characteristics of Respondents and Family Members, and individual outcomes.

VII. Family/Guardian Results: Demographic Characteristics of Respondents and Family Members, individual outcomes, and outcomes by mover status.

Acknowledgements

This report would not be possible if not for the approximately 8,000 families and guardians who agreed to offer their time and share their and their family member's lives in order to assist in improving the services of all people with developmental disabilities in California.

List of Abbreviations Used in the Report

ARCA- Association of Regional Center Agencies

CAC- Consumer Advisory Committee

CA-ODESA- California Online Data Entry Survey Administration

CCF- Community Care Facility

DDS- Department of Developmental Services

Department- Department of Developmental Services

FHA- Family Home Agency

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 of Developmental Disabilities

Table of Contents

The California Quality Assessment Project	2
History of the National Core Indicators	3
The Core Indicators	4
Family Indicators	6
Table 1. Family Survey Sub-Domains and Concern Statements.....	7
Survey Development	9
Adult Family Survey Development	9
Family/Guardian Survey Development	9
Organization of the Family Surveys.....	10
Methodology	13
Movers.....	13
Lanterman Movers.....	15
Adult Family Survey Sample.....	16
Table 2. Adult Family Survey Recommended and Actual Sample	16
Family/Guardian Survey Sample	17
Table 3. Family/Guardian Survey Recommended and Actual Sample	18
Administrative Protocol.....	20
Data Entry.....	20
Data Analysis.....	22
Use of Averages and Significance Testing.....	22
Presentation of Data.....	22
Demographics of Family Member AFS	25
Chart AFS 1. Gender of Family Member	25

Table AFS 1. Gender of Family Member	26
Chart AFS 2. Age of Family Member	27
Table AFS 2. Age of Family Member.....	28
Chart AFS 3. Race and Ethnicity of Family Member	29
Table AFS 3. Race and Ethnicity of Family Member	30
Chart AFS 4. More than One Person in Household with a Developmental Disability.....	31
Table AFS 4. More Than One Person In Household With A Developmental Disability.....	32
Chart AFS 5. CA Qualifying Conditions of Family Member	33
Table AFS 5. CA Qualifying Conditions of Family Member.....	34
Chart AFS 6. Other Disabilities of Family Member	35
Table AFS 6. Other Disabilities of Family Member	36
Chart AFS 7. Family Member's Primary Means of Expression.....	37
Table AFS 7. Family Member's Primary Means of Expression.....	38
Chart AFS 8. Primary Language of Family Member	39
Table AFS 8. Primary Language of Family Member	40
Chart AFS 9. Family Member's Highest Level of Education	41
Table AFS 9. Family Member's Highest Level of Education	42
Chart AFS 10. Daily Activity of Family Member.....	43
Table AFS 10. Daily Activity of Family Member.....	44
Chart AFS 11. Frequency of Medical Care for Family Member.....	45
Table AFS 11. Frequency of Medical Care for Family Member.....	46
Chart AFS 12. Family Member Needs Support for Self Injurious, Disruptive, or Destructive Behavior	47
Table AFS 12. Family Member Needs Support for Self-Injurious, Disruptive, or Destructive Behavior	48

Chart AFS 13. Amount of Help Needed with Daily Activities.....	49
Table AFS 13. Amount of Help Needed with Daily Activities.....	50
Demographics of Respondents AFS	51
Chart AFS 14. Age of Respondent	51
Table AFS 14. Age of Respondent.....	52
Chart AFS 15. Respondent Is Primary Caregiver	53
Table AFS 15. Respondent Is Primary Caregiver	54
Chart AFS 16. Respondent is Conservator	55
Table AFS 16. Respondent is conservator.....	56
Chart AFS 17. Health of Respondent.....	57
Table AFS 17. Health of Respondent.....	58
Chart AFS 18. Household Income	59
Table AFS 18. Household Income	60
Chart AFS 19. Out-Of-Pocket Money Spent for Service or Supports for Individual in the Past Year	61
Table AFS 19. Out-Of-Pocket Money Spent for Service or Supports for Individual in the Past Year	62
Chart AFS 20. Number of Adults at Home Not Including Family Member	63
Table AFS 20. Number of Adults at Home Not Including Family Member	64
Chart AFS 21. Relationship to Family Member	65
Table AFS 21. Relationship to Family Member	66
Chart AFS 22. Respondent's Highest Level of Education.....	67
Table AFS 22. Respondent's Highest Level of Education.....	68
Individual Outcomes for Adult Family Survey	69
Information and Planning.....	69

Chart AFS Q1. Do you get enough information to help you participate in planning services for your family member?.....	69
Table AFS Q1. Do you get enough information to help you participate in planning services for your family member?.....	70
Chart AFS Q2. Is the information you receive easy to understand?	71
Table AFS Q2. Is the information you receive easy to understand?.....	72
Chart AFS Q3. Does the information you receive primarily come from your family member's service coordinator (as opposed to family, friends, and others outside state services)?	73
Table AFS Q3. Does the information you receive primarily come from your family member's service coordinator (as opposed to family, friends, and others outside state services)?	74
Chart AFS Q4. Does your family member's service coordinator tell you about public services you are eligible for (e.g. food stamps, Supplemental Security Income [SSI], housing subsidies, etc.)?.....	75
Table AFS Q4. Does your family member's service coordinator tell you about public services you are eligible for (e.g. food stamps, Supplemental Security Income [SSI], housing subsidies, etc.)?.....	76
Chart AFS Q5. Does the service coordinator who assists your family with planning respect your family's choices and opinions?.....	77
Table AFS Q5. Does the service coordinator who assists your family with planning respect your family's choices and opinions?.....	78
Chart AFS Q6. Is the service coordinator who assists your family with planning generally courteous?.....	79
Table AFS Q6. Is the service coordinator who assists your family with planning generally courteous?.....	80
Chart AFS Q7. Is the service coordinator who assists your family with planning generally knowledgeable?.....	81

Table AFS Q7. Is the service coordinator who assists your family with planning generally knowledgeable?.....	82
Chart AFS Q8. If your family member has an IPP, does the plan include services and supports that are important to your family?	83
Table AFS Q8. If your family member has an IPP, does the plan include services and supports that are important to your family?	84
Chart AFS Q9. If your family member has an IPP, did s/he help develop the plan?	85
Table AFS Q9. If your family member has an IPP, did s/he help develop the plan?	86
Chart AFS Q10. If your family member has an IPP, did you or another family member help develop the plan?	87
Table AFS Q10. If your family member has an IPP, did you or another family member help develop the plan?.....	88
Chart AFS Q11. If your family member has an IPP did you discuss how to handle emergencies related to your family member at the last Individual Program Planning meeting?.....	89
Table AFS Q11. If your family member has an IPP, did you discuss how to handle emergencies related to your family member at the last service planning meeting?	90
Chart AFS Q12. Have you or your family member received information about your family member's rights?.....	91
Table AFS Q12. Have you or your family member received information about your family member's rights?.....	92
Access and Delivery of Supports	93
Chart AFS Q13. Are you able to contact your family member's support workers when you need to?.....	93
Table AFS Q13. Are you or your family member able to contact your family member's support workers when you need to?	94

Chart AFS Q14. Are you able to contact your family member's service coordinator when you need to?.....	95
Table AFS Q14. Are you or your family member able to contact your family member's service coordinator when you need to?	96
Chart AFS Q15. Does your family member receive all of the services listed in the IPP?	97
Table AFS Q15. Does your family member receive all of the services listed in the IPP?	98
Chart AFS Q16. Does your family member get the services and supports that s/he needs?.....	99
Table AFS Q16. Does your family member get the services and supports that s/he needs?.....	100
Chart AFS Q17. Does your family get the services and supports you need?	101
Table AFS Q17. Does your family get the services and supports you need?	102
Chart AFS Q18. Are services and supports available at the times your family member needs them?	103
Table AFS Q18. Are services and supports available at the times your family member needs them?	104
Chart AFS Q19. Are services and supports available within a reasonable distance from your family home?	105
Table AFS Q19. Are service and supports, received outside the family home, available within a reasonable distance from your family home?.....	106
Chart AFS Q20. Do the services and supports change when your family member's needs change?.....	107
Table AFS Q20. Do the services and supports change when your family member's needs change?.....	108
Chart AFS Q21. If English is not your first language, are there support workers or translators available to speak with you in your preferred language?.....	109

Table AFS Q21. If English is not your first language, are there support workers or translators available to speak with you in your preferred language?	110
Chart AFS Q22. If English is your first language, do the support workers communicate with you effectively in your primary language?	111
Table AFS Q22. If English is your first language, do the support workers communicate with you effectively in your primary language?	112
Chart AFS Q23. If your family member does not speak English or uses a different way to communicate (for example, sign language), are there enough support workers available who can communicate with him or her?.	113
Table AFS Q23. If your family member does not speak English or uses a different way to communicate (for example, sign language), are there enough support workers available who can communicate with him or her?.	114
Chart AFS Q24. Are services delivered to your family member in a manner that is respectful to your family member's culture(s)?.....	115
Table AFS Q24. Are services delivered to your family in a manner that is respectful to your family's culture(s)?	116
Chart AFS Q25. Does your family member have access to the special equipment or accommodations that s/he needs (for example, wheelchair, ramp, communication board)?	117
Table AFS Q25. Does your family member have access to the special equipment or accommodations that s/he needs (for example, wheelchair, ramp, communication board)?	118
Chart AFS Q26. Do you feel that your family member's day/employment setting is a healthy and safe environment?	119
Table AFS Q26. Do you feel that your family member's day/employment setting is a healthy and safe environment?	120
Chart AFS Q27. Do you feel there is consistency with the support workers who provide services to your family member?.....	121

Table AFS Q27. Do you feel there is consistency with the support workers who provide services to your family member?.....	122
Chart AFS Q28. Are support workers generally courteous?.....	123
Table AFS Q28. Are support workers generally courteous?.....	124
Chart AFS Q29. Do the support workers have the right training to meet your family's needs?.....	125
Table AFS Q29. Do the support workers have the right training to meet your family's needs?.....	126
Chart AFS Q30. Do the support workers who come to your home arrive on time and when scheduled?.....	127
Table AFS Q30. Do the support workers who come to your home arrive on time and when scheduled?.....	128
Chart AFS Q31. If your family member transitioned from school funded to regional center funded services during the past year, were you happy with the transition process?.....	129
Table AFS Q31. If your family member transitioned from school services to regional center funded services during the past year, were you happy with the transition process?.....	130
Chart AFS Q32. If you asked for crisis/emergency services during the past year, were services provided when needed?	131
Table AFS Q32. If you asked for crisis/emergency services during the past year, were services provided when needed?	132
Chart AFS Q33. Do you have access to health services for your family member?	133
Table AFS Q33. Do you have access to health services for your family member?	134
Chart AFS Q34. If "yes" (To Q33), are you satisfied with the quality of the health service providers?	135

Table AFS Q34. If “yes” (To Q33), are you satisfied with the quality of these health providers?	136
Chart AFS Q35. Do you have access to dental services for your family member?	137
Table AFS Q35. Do you have access to dental services for your family member?	138
Chart AFS Q36. If “yes” (To Q35), are you satisfied with the quality of these dental service providers?.....	139
Table AFS Q36. If “yes” (To Q35), are you satisfied with the quality of these dental service providers?.....	140
Chart AFS Q37. Do you have access to necessary medications for your family member?	141
Table AFS Q37. Do you have access to necessary medications for your family member?	142
Chart AFS Q38. If “yes” (To Q37), are you satisfied with how your family member’s medication needs are monitored?.....	143
Table AFS Q38. If “yes” (To Q37), are you satisfied with how your family member’s medication needs are monitored?.....	144
Chart AFS Q39. If applicable, do you have access to mental health services for your family member?.....	145
Table AFS Q39. If applicable, do you have access to mental health services for your family member?.....	146
Chart AFS Q40. If “yes” (Q39), are you satisfied with the quality of these mental health providers?.....	147
Table AFS Q40. If “yes” (Q39), are you satisfied with the quality of these mental health providers?.....	148
Chart AFS Q41. If applicable, do you have access to quality respite services for your family?	149

Table AFS Q41. If applicable, do you have access to quality respite services for your family?.....	150
Chart AFS Q42. If “yes” (To Q41), are you satisfied with the quality of these respite service providers?	151
Table AFS Q42. If “yes” (To Q41), are you satisfied with the quality of these respite service providers?	152
Chart AFS Q43. Are there other services that your family member needs that are not currently offered or available?.....	153
Table AFS Q43. Are there other services that your family member needs that are not currently offered or available?.....	154
Choices and Control	155
Chart AFS Q44. Do you choose the agencies or provider organizations who work with your family?	155
Table AFS Q44. Do you choose the agencies or provider organizations who work with your family?	156
Chart AFS Q45. Does your family member choose the agencies or provider organizations that work with him or her?.....	157
Table AFS Q45. Does your family member choose the agencies or provider organizations who work with him or her?	158
Chart AFS Q46. If you or your family member at least sometimes chooses the agencies or provider organizations, do you have more than one agency/provider organization to choose from?	159
Table AFS Q46. If you or your family member at least sometimes chooses the agencies or provider organizations, do you have more than one agency/provider organization to choose from?	160
Chart AFS Q47. Do you choose the individual support workers who work directly with your family?	161
Table AFS Q47. Do you choose the individual support workers who work directly with your family?	162

Chart AFS Q48. Does your family member choose the individual support workers who work directly with him or her?.....	163
Table AFS Q48. Does your family member choose the individual support workers who work directly with your family?	164
Chart AFS Q49. If you or your family member at least sometimes choose the individual support workers who work directly with your family, are you satisfied with the options available?.....	165
Table AFS Q49. If you or your family member at least sometimes chooses the individual support workers who work directly with your family, are you satisfied with the options available?.....	166
Chart AFS Q50. Did you choose your family member's service coordinator?	167
Table AFS Q50. Did you choose your family member's service coordinator?	168
Chart AFS Q51. Did your family member choose his or her service coordinator?.....	169
Table AFS Q51. Did your family member choose his or her service coordinator?.....	170
Chart AFS Q52. Do you have control and/or input in the hiring and management of your family member's support workers?.....	171
Table AFS Q52. Do you have control and/ or input in the hiring and management of your family member's support workers?.....	172
Chart AFS Q53. Does your family member have control and/or input in the hiring and management of your family member's support workers?.....	173
Table AFS Q53. Does your family member have control and/or input over the hiring and management of your family member's support workers?.....	174
Chart AFS Q54. Do you want to have control and/or input over the hiring and management of your family member's support workers?.....	175

Table AFS Q54. Do you want to have control and/ or input over the hiring and management of your family member’s support workers?	176
Chart AFS Q55. Does your family member want to have control and/or input over the hiring and management of his or her support workers?.....	177
Table AFS Q55. Does your family member want to have control and/or input over the hiring and management of his or her support workers?.....	178
Chart AFS Q56. Do you know how much money is spent by the regional center on behalf of your family member with a developmental disability? ...	179
Table AFS Q56. Do you know how much money is spent by the regional center on behalf of your family member with a developmental disability? ...	180
Chart AFS Q57. Does your family member know how much money is spent by the regional center on his or her behalf?	181
Table AFS Q57. Does your family member know how much money is spent by the regional center on his or her behalf?	182
Chart AFS Q58. Do you have a say in how the regional center money is spent?	183
Table AFS Q58. Do you have a say in how this money is spent?	184
Chart AFS Q59. Does your family member have a say in how the regional center money is spent?.....	185
Table AFS Q59. Does your family member have a say in how this money is spent?	186
Chart AFS Q60. If “yes” (To Q58), do you have all the information you need to make decisions about how to spend this money?.....	187
Table AFS Q60. If “yes” (To Q58), do you have all the information you need to make decisions about how to spend this money?.....	188
Chart AFS Q61. If “yes” (To Q59), does your family member have all the information s/he needs to make decisions about how to spend this money?	189

Table AFS Q61. If “yes” (To Q59), does your family member have all the information s/he needs to make decisions about how to spend this money?	190
Community Connections	191
Chart AFS Q62. If you want to use typical supports in your community (for example, through recreation departments or churches), does the service coordinator who helps plan or the support workers who provide support help connect you to these supports?	191
Table AFS Q62. If you want to use typical supports in your community (for example, through recreation departments or churches), does the service coordinator who helps plan or the support workers who provide support help connect you to these supports?	192
Chart AFS Q63. If you would like to use family, friends, or neighbors to provide some of the supports your family needs, does the service coordinator who helps plan or the support workers who provide support help you do this?	193
Table AFS Q63. If you would like to use family, friends, or neighbors to provide some of the supports your family needs, does the service coordinator who helps plan or the support workers who provide support help you do this?	194
Chart AFS Q64. Does your family member participate in community activities?	195
Table AFS Q64. Does your family member participate in community activities?	196
Chart AFS Q65. Does your family member have friends or relationships with persons other than paid support workers or family?.....	197
Table AFS Q65. Does your family member have friends or relationships with persons other than paid support workers or family?.....	198
Chart AFS Q66. Does your family member have enough support (e.g. support workers, community resources) to work or volunteer in the community?	199

Table AFS Q66. Does your family member have enough supports (e.g., support workers, community resources) to work or volunteer in the community?	200
Satisfaction	201
Chart AFS Q67. Overall, are you satisfied with the services and supports your family member currently receives?	201
Table AFS Q67. Overall, are you satisfied with the services and supports your family and family member currently receive?	202
Chart AFS Q68. Are you familiar with the process for filing a complaint or grievance regarding problems with your family member's provider agency/agencies or staff that provide services?	203
Table AFS Q68. Are you familiar with the process for filing a complaint or grievance regarding problems with your provider agency/agencies or staff that provide services?	204
Chart AFS Q69. Are you satisfied with the way complaints/grievances regarding provider agencies or staff are handled and resolved?	205
Table AFS Q69. Are you satisfied with the way complaints/grievances regarding provider agencies or staff are handled and resolved?	206
Chart AFS Q70. Do you know how to report abuse and neglect?	207
Table AFS Q70. Do you know how to report abuse and neglect?	208
Chart AFS Q71. In the past year, did you report abuse or neglect?	209
Table AFS Q71. In the past year, did you report abuse or neglect?	210
Chart AFS Q72. If "yes" (To Q71), were the appropriate parties responsive to your report?	211
Table AFS Q72. If "yes" (To Q71), were the appropriate parties responsive to your report?	212
Outcomes	213

Chart AFS Q73. Do you feel that services and supports have made a positive difference in the life of your family?.....	213
Table AFS Q73. Do you feel that services and supports have made a positive difference in the life of your family?.....	214
Chart AFS Q74. Do you feel that services and supports have reduced your family's out-of-pocket expenses related to your family member's care?	215
Table AFS Q74. Do you feel that services and supports have reduced your family's out-of-pocket expenses related to your family member's care?	216
Chart AFS Q75. Do you feel that services and supports address the goals outlined in your family member's IPP?	217
Table AFS Q75. Do you feel that services and supports address the goals outlined in your family member's IPP?	218
Chart AFS Q76. Have services made a difference in helping keep your family member at home?	219
Table AFS Q76. Have services made a difference in helping keep your family member at home?	220
Chart AFS Q77. Overall, do you feel your family member has a good quality of life?	221
Table AFS Q77. Overall, do you feel your family member has a good quality of life?	222
Chart AFS Q78. Have the services or supports that you or your family member received during the past year been either reduced, suspended, or terminated?.....	223
Table AFS Q78. Have the services or supports that you or your family member received during the past year been either reduced, suspended, or terminated?.....	224
Chart AFS Q79. If "yes" (To Q78), Did the reduction, suspension, or termination of these services or supports affect your family or your family member's home, job, relationships, etc.?	225

Table AFS Q79. If “yes” (To Q78), did the reduction, suspension, or termination of these services or supports affect your family or your family member’s home, job, relationships, etc.?	226
Observations for Adult Family Survey	227
Demographics of Family Member FGS	229
Chart FGS 1. Gender of Family Member	229
Table FGS 1. Gender of Family Member	230
Chart M 1. Gender of Family Member by Mover Status	231
Chart FGS 2. Average Age of Family Member	232
Table FGS 2. Average Age of Family Member	233
Chart M 2. Average Age of Family Member by Mover Status	234
Chart FGS 3. Race and Ethnicity of Family Member	235
Table FGS 3. Race and Ethnicity of Family Member	236
Chart M 3. Race and Ethnicity of Family Member by Mover Status	237
Chart FGS 4. Type of Residence in Which Family Member Lives	238
Table FGS 4. Type of Residence in Which Family Member Lives	239
Chart M 4. Type of Residence in Which Family Member Lives by Mover Status	240
Chart FGS 5. CA Qualifying Conditions	241
Table FGS 5. CA Qualifying Conditions	242
Chart M 5. CA Qualifying Conditions by Mover Status	243
Chart FGS 6. Other Disabilities of Family Member	244
Table FGS 6. Other Disabilities of Family Member	245
Chart M 6. Other Disabilities of Family Member by Mover Status	246
Chart FGS 7. Family Member's Primary Means of Expression	247
Table FGS 7. Family Member's Primary Means of Expression	248

Chart M 7. Family Member's Primary Means of Expression by Mover Status	249
Chart FGS 8. Family Member's Primary Language	250
Table FGS 8. Family Member's Primary Language.....	251
Chart M 8. Family Member's Primary Language by Mover Status.....	252
Chart FGS 9. Family Member's Highest Level of Education.....	253
Table FGS 9. Family Member's Highest Level of Education.....	254
Chart M 9. Family Member's Highest Level of Education by Mover Status....	255
Chart FGS 10. Family Member's Daily Activity	256
Table FGS 10. Family Member's Daily Activity	257
Chart M 10. Family Member's Daily Activity by Mover Status	258
Chart FGS 11. Frequency of Medical Care for Family Member	259
Table FGS 11. Frequency of Medical Care for Family Member	260
Chart M 11. Frequency of Medical Care for Family Member	261
Chart FGS 12. Family Member Needs Support for: Self-Injurious, Disruptive, or Destructive Behavior	262
Table FGS 12. Family Member Needs Support for: Self-Injurious, Disruptive, or Destructive Behavior	263
Chart M 12. Family Member Needs Support for: Self-Injurious, Disruptive, or Destructive Behavior by Mover Status.....	264
Chart FGS 13. Amount of Help Needed with Daily Activities	265
Table FGS 13. Amount of Help Needed with Daily Activities.....	266
Chart M 13. Amount of Help Needed with Daily Activities by Mover Status .	267
Demographics of Respondents FGS	268
Chart FGS 14. Age of Respondent	268
Table FGS 14. Age of Respondent	269
Chart M 14. Age of Respondent by Mover Status	270

Chart FGS 15. Relationship to Individual	271
Table FGS 15. Relationship to Individual.....	272
Chart M 15. Relationship to Individual by Mover Status.....	273
Chart FGS 16. Frequency of Visits with Family Member	274
Table FGS 16. Frequency of Visits with Family Member	275
Chart M 16. Frequency of Visits with Family Member by Mover Status.....	276
Chart FGS 17. Respondent is Conservator	276
Table FGS 17. Respondent is Conservator	278
Chart M 17. Respondent is Conservator by Mover Status.....	279
Chart FGS 18. Respondent's Highest Level of Education.....	280
Table FGS 18. Respondent's Highest Level of Education.....	281
Chart M 18. Respondent's Highest Level of Education by Mover Status.....	282
Chart FGS 19. Household Income.....	282
Table FGS 19. Household Income.....	284
Chart M 19. Household Income by Mover Status.....	285
Table FGS 20. Out-of-Pocket Money Spent in the Past Year for Services/Supports for Individual.....	286
Table FGS 20. Out-of-Pocket Money Spent in the Past Year for Services/Supports for Individual.....	287
Chart M 20. Out-of-Pocket Money Spent in the Past Year for Services/Supports for Individual by Mover Status.....	288
Individual Outcomes for Family/Guardian Survey	289
Information and Planning.....	289
Chart FGS Q1. Do you get enough information to help you participate in planning services for your family member?	289
Table FGS Q1. Do you get enough information to help you participate in planning services for your family member?	290

Chart FGS M1. Do you get enough information to help you participate in planning services for your family member? by Mover Status.....	291
Chart FGS Q2. Is the information you receive easy to understand?	292
Table FGS Q2. Is the information you receive easy to understand?	293
Chart FGS M2. Is the information you receive easy to understand? by Mover Status.....	294
Chart FGS Q3. Is the service coordinator who assists your family member with planning generally respectful and courteous?.....	295
Table FGS Q3. Is the service coordinator who assists your family member with planning generally respectful and courteous?.....	296
Chart FGS M3. Is the service coordinator who assists your family member with planning generally respectful and courteous? by Mover Status	297
Chart FGS Q4. Is the service coordinator who assists your family member with planning generally knowledgeable?	298
Table FGS Q4. Is the service coordinator who assists your family member with planning generally knowledgeable?	299
Chart FGS M4. Is the service coordinator who assists your family member with planning generally knowledgeable? by Mover Status.....	300
Chart FGS Q5. Are you generally kept informed about how your family member is doing?	301
Table FGS Q5. Are you generally kept informed about how your family member is doing?	302
Chart FGS M5. Are you generally kept informed about how your family member is doing? By Mover Status.....	303
Chart FGS Q6. If your family member has an IPP, did s/he help develop the plan?	304
Table FGS Q6. If your family member has an IPP, did s/he help develop the plan?	305

Chart FGS M6. If your family member has an IPP, did s/he help develop the plan? by Mover Status	306
Chart FGS Q7. If your family member has an IPP, did you or another family member help develop the plan?.....	307
Table FGS Q7. If your family member has an IPP, did you or another family member help develop the plan?.....	308
Chart FGS M7. If your family member has an IPP, did you or another family member help develop the plan? by Mover Status.....	309
Chart FGS Q8. If your family member has an IPP, does the plan include services and supports that are important to him or her?.....	310
Table FGS Q8. If your family member has an IPP, does the plan include services and supports that are important to him or her?.....	311
Chart FGS M8. If your family member has an IPP, does the plan include services and supports that are important to him or her? by Mover Status...	312
Chart FGS Q9. Does the IPP include all the services and supports your family member needs?.....	313
Table FGS Q9. Does the IPP include all the services and supports your family member needs?.....	314
Chart FGS M9. Does the IPP include all the services and supports your family member needs? by Mover Status	315
Chart FGS Q10. If your family member has an IPP, did you discuss how to handle emergencies related to your family member at the last IPP meeting?	316
Table FGS Q10. If your family member has an IPP, did you discuss how to handle emergencies related to your family member at the last IPP meeting?	317
Chart FGS M10. If your family member has an IPP, did you discuss how to handle emergencies related to your family member at the last IPP meeting? by Mover Status.....	318

Chart FGS Q11. Have you or your family member received information about your family member's rights?.....	319
Table FGS Q11. Have you or your family member received information about your family member's rights?.....	320
Chart FGS M11. Have you or your family member received information about your family member's rights? by Mover Status.....	321
Access and Delivery of Supports	322
Chart FGS Q12. Are you able to contact your family member's support workers when you need to?.....	322
Table FGS Q12. Are you able to contact your family member's support workers when you need to?.....	323
Chart FGS M12. Are you able to contact your family member's support workers when you need to? by Mover Status.....	324
Chart FGS Q13. Are you able to contact your family member's service coordinator when you need to?.....	325
Table FGS Q13. Are you able to contact your family member's service coordinator when you need to?.....	326
Chart FGS M13. Are you able to contact your family member's service coordinator when you need to? by Mover Status.....	327
Chart Q14. Does your family member receive all of the services listed in the IPP?	328
Table FGS Q14. Does your family member receive all of the services listed in the IPP?	329
Chart FGS M14. Does your family member receive all of the services listed in the IPP? by Mover Status	330
Chart FGS Q15. Are services and supports available within a reasonable distance from your family member's home?.....	331
Table FGS Q15. Are service and supports available within a reasonable distance from your family member's home?.....	332

Chart FGS M15. Are services and supports available within a reasonable distance from your family member's home? by Mover Status	333
Chart FGS Q16. Do the services and supports change when your family member's needs change?.....	334
Table FGS Q16. Do the services and supports change when your family member's needs change?.....	335
Chart FGS M16. Do the services and supports change when your family member's needs change? by Mover Status.....	336
Chart FGS Q17. If your family member does not speak English or uses a different way to communicate (for example, sign language), are there enough support workers available who can communicate with him or her?.	337
Table FGS Q17. If your family member does not speak English or uses a different way to communicate (for example, sign language), are there enough support workers available who can communicate with him or her?	338
Chart FGS M17. If your family member does not speak English or uses a different way to communicate (for example, sign language), are there enough support workers available who can communicate with him or her? by Mover Status	339
Chart FGS Q18. If English is your family member's first language, do the support workers communicate with him or her effectively in his or her primary language?.....	340
Table FGS Q18. If English is your family member's first language, do the support workers communicate with him or her effectively in his or her primary language?.....	341
Chart FGS M18. If English is your family member's first language, do the support workers communicate with him or her effectively in his or her primary language? by Mover Status.....	342
Chart FGS Q19. Are services delivered to your family member in a manner that is respectful to your family member's culture(s)?.....	343

Table FGS Q19. Are services delivered to your family member in a manner that is respectful to your family member's culture(s)?.....	344
Chart FGS M19. Are services delivered to your family member in a manner that is respectful to your family member's culture(s)? by Mover Status.....	345
Chart FGS Q20. Does your family member have access to the special equipment or accommodations that s/he needs (for example, wheelchairs, ramps, communication boards)?.....	346
Table FGS Q20. Does your family member have access to the special equipment or accommodations that s/he needs (for example, wheelchairs, ramps, communication boards)?.....	347
Chart FGS M20. Does your family member have access to the special equipment or accommodations that s/he needs (for example, wheelchairs, ramps, communication boards)? by Mover Status	348
Chart FGS Q21. Do you feel there is consistency with the support workers who provide services to your family member?.....	349
Table FGS Q21. Do you feel there is consistency with the support workers who provide services to your family member?.....	350
Chart FGS M21. Do you feel there is consistency with the support workers who provide services to your family member? by mover status.....	351
Chart FGS Q22. Do the support workers have the right training to meet your family member's needs?.....	352
Table FGS Q22. Do the support workers have the right training to meet your family member's needs?.....	353
Chart FGS M22. Do the support workers have the right training to meet your family member's needs? by Mover Status	354
Chart FGS Q23. Do you feel that your family member's residential setting is a healthy and safe environment?.....	355
Table FGS Q23. Do you feel that your family member's residential setting is a healthy and safe environment?.....	356

Chart FGS M23. Do you feel that your family member's residential setting is a healthy and safe environment? by Mover Status.....	357
Chart FGS Q24. Do you feel that your family member's day/employment setting is a healthy and safe environment?	358
Table FGS Q24. Do you feel that your family member's day/employment setting is a healthy and safe environment?	359
Chart FGS M24. Do you feel that your family member's day/employment setting is a healthy and safe environment? by Mover Status	360
Chart FGS Q25. If your family member transitioned from school funded to regional center funded services during the past year, were you happy with the transition process?.....	361
Table FGS Q25. If your family member transitioned from school funded to regional center funded services during the past year, were you happy with the transition process?	362
Chart FGS M25. If your family member transitioned from school funded to regional center funded services during the past year, were you happy with the transition process? by Mover Status	363
Choice and Control	364
Chart FGS Q26. Does the agency providing residential services to your family member involve your family member in important decisions?.....	364
Table FGS Q26. Does the agency providing residential services to your family member involve your family member in important decisions?.....	365
Chart FGS M26. Does the agency providing residential services to your family member involve your family member in important decisions? by Mover Status	366
Chart FGS Q27. Does your family member choose the agencies or provider organizations that support him or her?	367
Table FGS Q27. Does your family member choose the agencies or provider organizations that support him or her?	368

Chart FGS M27. Does your family member choose the agencies or provider organizations that support him or her? by Mover Status	369
Chart FGS Q28. If your family member at least sometimes chooses the agencies or provider organizations, does s/he have more than one agency/provider organization to choose from?	370
Table FGS Q28. If your family member at least sometimes chooses the agencies or provider organizations, does s/he have more than one agency/provider organization to choose from?	371
Chart FGS M28. If your family member at least sometimes chooses the agencies or provider organizations, does s/he have more than one agency/provider organization to choose from? by Mover Status	372
Chart FGS Q29. Does your family member choose the individual support workers who work directly with him or her?	373
Table FGS Q29. Does your family member choose the individual support workers who work directly with him or her?	374
Chart FGS M29. Does your family member choose the individual support workers who work directly with him or her? by Mover Status	375
Chart FGS Q30. If your family member at least sometimes chooses the support workers, is s/he satisfied with the options available?	376
Table FGS Q30. If your family member at least sometimes chooses the support workers, is s/he satisfied with the options available?	377
Chart FGS M30. If your family member at least sometimes chooses the support workers, is s/he satisfied with the options available? by Mover Status	378
Chart FGS Q31. Did your family member choose his/her service coordinator?	379
Table FGS Q31. Did your family member choose his/her service coordinator?	380

Chart FGS M31. Did your family member choose his/her service coordinator? By Mover Status.....	381
Chart FGS Q32. Does your family member have control and/or input in the hiring and management of his/her support workers?	382
Table FGS Q32. Does your family member have control and/or input in the hiring and management of his/her support workers?	383
Chart FGS M32. Does your family member have control and/or input in the hiring and management of his/her support workers? by Mover Status.....	384
Chart FGS Q33. Does your family member want to have control and/or input over the hiring and management of his or her support workers?.....	385
Table FGS Q33. Does your family member want to have control and/or input over the hiring and management of his or her support workers?.....	386
Chart FGS M33. Does your family member want to have control and/or input over the hiring and management of his or her support workers? by Mover Status.....	387
Chart FGS Q34. Does your family member know how much money is spent by the regional center on his or her behalf?	388
Table FGS Q34. Does your family member know how much money is spent by the regional center on his or her behalf?	389
Chart FGS M34. Does your family member know how much money is spent by the regional center on his or her behalf? by Mover Status.....	390
Chart FGS Q35. Does your family member have a say in how the regional center money is spent?.....	391
Table FGS Q35. Does your family member have a say in how the regional center money is spent?.....	392
Chart FGS M35. Does your family member have a say in how the regional center money is spent? By Mover Status	393

Chart FGS Q36. If “yes” (to Q35), does your family member have all of the information s/he needs to make decisions about how to spend this money?	394
Table FGS Q36. If “yes” (to Q35), does your family member have all of the information s/he needs to make decisions about how to spend this money?	395
Chart FGS M36. If “yes” (to Q35), does your family member have all of the information s/he needs to make decisions about how to spend this money? by Mover Status	396
Community Connections	397
Chart FGS Q37. If your family member wants to use typical supports in your community (for example, through recreation departments or churches), do either the service coordinator who helps plan or the support workers who provide support help connect him/her to these supports?.....	397
Table FGS Q37. If your family member wants to use typical supports in your community (for example, through recreation departments or churches), do either the service coordinator who helps plan or the support workers who provide support help connect him/her to these supports?.....	398
Chart FGS M37. If your family member wants to use typical supports in your community (for example, through recreation departments or churches), do either the service coordinator who helps plan or the support workers who provide support help connect him/her to these supports? By Mover Status	399
Chart FGS Q38. If your family member would like to use family, friends, or neighbors to provide some of the supports s/he needs, do either the service coordinator who helps plan or the support workers who provide support help him or her do this?	400
Table FGS Q38. If your family member would like to use family, friends, or neighbors to provide some of the supports s/he needs, do either the service coordinator who helps plan or the support workers who provide support help him or her do this?	401

Chart FGS M38. If your family member would like to use family, friends, or neighbors to provide some of the supports s/he needs, do either the service coordinator who helps plan or the support workers who provide support help him/her do this? by Mover Status	402
Chart FGS Q39. Does your family member participate in community activities?	403
Table FGS Q39. Does your family member participate in community activities?	404
Chart FGS M39. Does your family member participate in community activities? by Mover Status	405
Chart FGS Q40. Does your family member have friends or relationships with persons other than paid staff or other family members?	406
Table FGS Q40. Does your family member have friends or relationships with persons other than paid staff or other family members?	407
Chart FGS M40. Does your family member have friends or relationships with persons other than paid staff or other family members? by Mover Status...	408
Chart FGS Q41. Does your family member have enough support (e.g., support workers, community resources) to work or volunteer in the community?	409
Table FGS Q41. Does your family member have enough support (e.g., support workers, community resources) to work or volunteer in the community?	410
Chart FGS M41. Does your family member have enough support (e.g., support workers, community resources) to work or volunteer in the community? by Mover Status	411
Satisfaction	412
Chart FGS Q42. Overall, are you satisfied with the services and supports your family member currently receives?	412

Table FGS Q42. Overall, are you satisfied with the services and supports your family member currently receives?	413
Chart FGS M42. Overall, are you satisfied with the services and supports your family member currently receives? by Mover Status	414
Chart FGS Q43. Are you familiar with the process for filing a complaint or grievance regarding problems with your family member’s provider agency/agencies or staff that provide services?	415
Table FGS Q43. Are you familiar with the process for filing a complaint or grievance regarding problems with your family member’s provider agency/agencies or staff that provide services?	416
Chart FGS M43. Are you familiar with the process for filing a complaint or grievance regarding problems with your family member’s provider agency/agencies or staff that provide services? by Mover Status	417
Chart FGS Q44. Are you satisfied with the way complaints/grievances regarding provider agencies or staff are handled and resolved?	418
Table FGS Q44. Are you satisfied with the way complaints/grievances regarding provider agencies or staff are handled and resolved?	419
Chart FGS M44. Are you satisfied with the way complaints/grievances regarding provider agencies or staff are handled and resolved? by Mover Status.....	420
Chart FGS Q45. Do you know how to report abuse and neglect?.....	421
Table FGS Q45. Do you know how to report abuse and neglect?	422
Chart FGS M45. Do you know how to report abuse and neglect? by Mover Status.....	423
Chart FGS Q46. In the past year, did you report abuse or neglect?	424
Table FGS Q46. In the past year, did you report abuse or neglect?	425
Chart FGS M46. In the past year, did you report abuse or neglect? by Mover Status.....	426

Chart FGS Q47. If “yes” (to Q46), were the appropriate parties responsive to your report?.....	427
Table FGS Q47. If “yes” (to Q46), were the appropriate parties responsive to your report?.....	428
Chart FGS M47. If “yes” (to Q46), were the appropriate parties responsive to your report? by Mover Status.....	429
Outcomes.....	430
Chart FGS Q48. Do you feel that services and supports have made a positive difference in the life of your family member?.....	430
Table FGS Q48. Do you feel that services and supports have made a positive difference in the life of your family member?.....	431
Chart FGS M48. Do you feel that services and supports have made a positive difference in the life of your family member? by Mover Status	432
Chart FGS Q49. Do you feel that services and supports have reduced your family’s out-of-pocket expenses related to your family member’s care?	433
Table FGS Q49. Do you feel that services and supports have reduced your family’s out-of-pocket expenses related to your family member’s care?	434
Chart FGS M49. Do you feel that services and supports have reduced your family’s out-of-pocket expenses related to your family member’s care? by Mover Status	435
Chart FGS Q50. Do you feel that the services and supports received address the goals outlined in your family member’s IPP?.....	436
Table FGS Q50. Do you feel that the services and supports received address the goals outlined in your family member’s IPP?.....	437
Chart FGS M50. Do you feel that the services and supports received address the goals outlined in your family member’s IPP? by Mover Status.....	438
Chart FGS Q51. Overall, do you feel that your family member has a good quality of life?.....	439

Table FGS Q51. Overall, do you feel that your family member has a good quality of life?	440
Chart FGS M51. Overall, do you feel that your family member has a good quality of life? by Mover Status.....	441
Chart FGS Q52. Have the services or supports that your family member has received during the past year been reduced, suspended, or terminated?	442
Table FGS Q52. Have the services or supports that your family member has received during the past year been reduced, suspended, or terminated?	443
Chart FGS M52. Have the services or supports that your family member has received during the past year been reduced, suspended, or terminated? by Mover Status	444
Chart FGS 53. If “yes” (to Q52), did the reduction/suspension/termination of these services or supports affect your family member’s home, job, relationships, etc.?	445
Table FGS 53. If “yes” (to Q52), did the reduction/suspension/termination of these services or supports affect your family member’s home, job, relationships, etc.?	446
Chart FGS M53. If “yes” (to Q52), did the reduction/suspension/termination of these services or supports affect your family member’s home, job, relationships, etc.? by Mover Status	447
Observations for Family/Guardian Survey	448

I. Introduction

This section provides a history of the California Quality Assessment Project and the National Core Indicators and its use in California.

The California Quality Assessment Project

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 centers¹. 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 system's performance over time.

¹ California Welfare and Institutions Code, Section 1271(b)(2). Accessed online June 15, 2011: http://www.dds.ca.gov/Statutes/docs/LantermanAct_2011.pdf

The first year of Family Survey results presented in this report are considered baseline data. Findings are presented for the State and across regional centers. The baseline data will serve as a point of comparison for the State's performance over time, from one year to the next.

The State of California has its own distinct features and contextual factors that should be considered when interpreting results. California has a broad eligibility definition² and thus serves a relatively high percentage of individuals (20%) who do not have a diagnosis of mental retardation (MR). As is true with the general population, the service population has significant ethnic and racial diversity with regard to Hispanic and Asian populations in particular. More detailed information on demographic and individual characteristics of respondents to the Family Survey is included in sections VI and VII.

Another important feature of California's system is that it does not maintain a waiting list. California has a longstanding statutory scheme that ensures services and supports are provided for eligible persons with developmental disabilities. The State's entitlement to services as outlined in the Lanterman Act ensures that any individual eligible for services and supports receives the services and supports identified in the Individual Program Plan (IPP). The majority of California's 246,000 individuals receiving services live at home with family.

Lastly, California's regional centers are, by design, somewhat autonomous in that each center has its own local board of directors in order to best address the unique needs of each of the 21 regions. This report includes tables of results by regional center and highlights differences in performance across regional centers in order to identify promising practices.

History of the National Core Indicators

The National Core Indicators (NCI) program was established through a collaborative effort between the National Association of State Directors of Developmental Disabilities

² To be eligible for services, a person must have a disability that begins before the person's 18th birthday, be expected to continue indefinitely and present a substantial disability as defined in Section 4512 of the California Welfare and Retardation, Cerebral Palsy, Epilepsy, Autism, and other closely related conditions.

Services (NASDDDS) and the Human Services Research Institute (HSRI) in order to create a standard set of performance measures and outcomes for developmental disabilities (DD) service and support systems. Originally, 15 States formed the National Core Indicators steering committee to collaborate on the development of valid and reliable data collection protocols. NCI has since grown to include 29 of the 50 States.

In this multi-state effort, NCI States use their resources and knowledge to create performance monitoring systems, identify common performance indicators, work out comparable data collection strategies, and share results. The indicators, which were developed through a consensus process with the original 15 participating states (including California), are intended to provide a system-level “snapshot” of how well each state is performing. The states were guided by a set of criteria designed to select indicators that were (a) measurable, (b) represented issues the states had some ability to influence, and (c) were important to all individuals they served, regardless of level of disability or residential setting. The NCI filled a critical information gap for public DD system managers. Other health and human services systems had developed such benchmarking capabilities, for example, in health care, long-term care, and mental health services; however, NCI was the first of its kind in the DD field.

NCI data are collected using several different protocols. The primary data collection tools include a face-to-face interview with individuals receiving services (the Adult Consumer Survey) and three surveys of families – one aimed at families of adults living at home (the Adult Family Survey), one for families or conservators of adults living outside the home (the Family/Guardian Survey), and one for families with a child living in the home.

The Core Indicators

The core indicators are the foundation of the effort. The current set of performance indicators include approximately 100 consumer, family, system, and health and safety

outcomes - outcomes that are important to understanding the overall health of public developmental disabilities agencies. Associated with each indicator is a source from which the data are collected. Four main data sources provide information for the various areas of concern: a consumer survey (e.g., rights and choice issues), family surveys (e.g., satisfaction with supports), a provider survey (e.g., staff turnover), and system data from state administrative records (e.g., incidents and mortality rates).

The core indicators provide one source of information for quality management and are intended to be used in conjunction with other state data sources, such as risk management information, regional center 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 Centers for Medicare and 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 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).

The indicators have remained generally consistent over the last several years and thus can be used to analyze system-level trends over time. However, the NCI program is a dynamic effort that allows for measures to be added, dropped, or changed with direction from the participating states in order to reflect current and future priorities. Most recently, the indicator set was revised to include enhanced information about health and wellness, employment status, and experience of self-direction among people with intellectual and developmental disabilities³.

³ For a complete list of Core Indicators, visit the NCI program website at <http://www.nationalcoreindicators.org>.

The data collection tools used to gather indicator data are regularly refined and tested to ensure that they are valid and reliable. This report includes only those indicators collected using the Adult Family Survey and Family/Guardian Survey. Details on the design and testing of this tool are provided in the next section.

Family Indicators

The original Family Indicators were developed and approved by the NCI Steering Committee in 2002. The Adult Family and Family/Guardian surveys were revised for the 2009-2010 data collection cycle to better align the NCI indicators with CMS waiver assurances. The Survey used in 2009-2010 not only asks families to express their overall level of satisfaction with services and supports, it also probes specific aspects of the service system's capabilities and effectiveness. The information gathered provides an understanding of the experiences of individuals and families with the supports and services they receive. Along with demographic information, the survey includes questions related to:

1. Communication between individuals and families and the service system;
2. Planning for services and supports; access and delivery of services and supports;
3. Choice and control;
4. Connections with the community; and
5. Outcomes

Table 1 below details the Family Sub-Domains and their outcome statement. This report illustrates outcomes for all indicators within each sub-domain⁴.

⁴ For a complete list of Family Indicators visit: <http://www.nationcoreindicators.com>

Table 1. Family Survey Sub-Domains and Concern Statements

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

II. NCI Family Surveys

This section includes information on the Adult Family Survey and Family/Guardian Survey, the tools used to measure results discussed in this report.

Survey Development

Adult Family Survey Development

The Adult Family Survey was developed and tested during Phase I of NCI by a technical advisory group for the purpose of measuring the experiences of families who had an adult family member living at home. Results and feedback from Phase I demonstrated that the survey was relatively straightforward to administer, yielded good response rates, and provided sound feedback to the participating state DD agencies. Based on feedback from the states, the Phase I instrument was slightly modified and reissued for administration during Phase II.

Only minor changes were made following Phase II. Some graphics were added to make the survey more visually interesting, easier to follow, and more appealing to answer; and some of the demographic questions were reworded and clarified based on feedback from participating states. In addition, a few questions were added to gauge the level of interest in self-management of supports and services.

States mail the Adult Family Survey to a randomly selected sample of families who meet two criteria:

1. An adult family member with a developmental disability lives in the household and;
2. Either the individual or the family receives at least one service or support besides case management.

Family/Guardian Survey Development

The Family/Guardian Survey was developed and first utilized during Phase II of the Core Indicators Project (1999-2000), in response to various states' interest in finding out whether family members of individuals with disabilities were involved in their family members' lives, whether they were supported in their efforts to be involved, and their level of satisfaction with how the service system was meeting the needs of their family member with disabilities.

States mail the Family/Guardian Survey to a randomly selected sample of families who meet two criteria:

1. An adult family member with a developmental disability lives outside of the family household; and
2. The individual receives at least one service or support besides case management.

Both the Adult Family and Family/Guardian surveys were revised for the 2009-2010 data collection cycle to better align the NCI indicators with CMS waiver assurances.

Organization of the Family Surveys

The Adult Family Survey and Family/Guardian Survey are composed of three main sections (Demographics, Services Received, and Individual Outcomes comprised of: Service Planning, Delivery, and Outcomes). There is also an opportunity for families to write open-ended comments concerning their family's participation in the service system.

Demographics – The survey instrument begins with a series of questions tied to characteristics of the family member with disabilities (e.g., individual's age, race, type of disability). It is then followed by a series of demographic questions pertaining to the respondent (e.g., respondent's age, health status, relationship to individual).

Services Received – A brief section of the survey asks respondents to identify the services and supports that they and/or their family member with a disability receive.

Service Planning, Delivery & Outcomes – The survey contains several groupings of questions that probe specific areas of quality service provision (e.g., information and planning, access and delivery of services, choice and control, community connections, outcomes). Each question is constructed so that the respondent can select from five possible responses ("always", "usually", "sometimes", "seldom" or "never").

Respondents also have the option to indicate that they don't know the answer to a question, or that the question is not applicable.

Additional Comments – Finally, the survey provides an opportunity for respondents to make additional open-ended comments concerning their family's participation in the service system.

III. Methodology

This section includes information on sample design and data analysis methods utilized.

Methodology

The overall approach to sample selection was to draw a “core sample” based on the minimum numbers needed to yield valid samples from each regional center. For each regional center, DDS drew a random sample of individuals age 18 or older who received at least one service besides case management⁵. Based on the adult population sampling frame numbers provided by DDS, HSRI determined that a target minimum number of 136-166 surveys per regional center (depending on the service population of each RC) would yield a representative sample that met the standard of a +/-7.5% margin of error and a 95% confidence level (see Tables 2 and 3). This approach produced an initial recommended sample of 3,366 for the Adult Family Survey and 3,258 for the Family/Guardian Survey.

The Adult Family and Family/Guardian Surveys were mailed by the local Area Board to families or guardians of individuals receiving services – the survey sample was determined by the residential living situation of the individual. The Adult Family Survey was utilized when the individual receiving services was living in the home of the family member who completed the survey; Family/Guardian surveys were used if the individual lives in a community residence other than the family or guardian’s home. Versions of both surveys were developed in English, Spanish, and Chinese. Additionally, for those whose primary language was not English and/ or who preferred a phone interview, translators and surveyors were made available through the local Area Board to conduct the surveys over the phone.

Movers

A separate group of people who moved from developmental centers to the community in the last five years (referred to as the “movers” subpopulation) was oversampled so their results could be looked at separately as well as be compared to a subgroup of “non-movers”. The sample did not include anyone who was currently living in a developmental center.

⁵ Individuals currently living in Developmental Centers were not included in the sample.

Across the state, only 57 people who have moved from a developmental center⁶ in the past five years (“movers”) and 1 Lanterman mover (people who have moved from the Lanterman Developmental Center in the past five years) lived at home with family. Thus, for the Adult Family Survey, all movers were included in the sample. There were 1,181 movers and 28 Lanterman movers across the state who lived in a community residence other than the family home who had family or guardian contact data available. For analysis of the Family/Guardian Surveys, 291 movers were needed statewide to produce a +/-5% margin of error at a 95% confidence level. Follow-up phone calls were made to all non-respondents of movers to garner the greatest return rate possible⁷. The actual final Family/Guardian sample numbers varied due to utilization of the most up to date Lanterman mover information and the viability of some family contact data.

It should be noted in the movers analyses, the groups being compared were comprised of movers and non-movers (those who have never lived in a developmental center). Individuals living in the family home were not included in this analysis (they are included in the Adult Family Survey analysis), and people who moved from developmental centers to the community more than five years ago were excluded from the sample. The non-movers group was used as a best available comparison group. However, this comparison has significant limitations. The movers group has a different profile of individual characteristics than the non-movers – the movers group tended to be older with higher instances of having mental illness, brain injury, and other diagnoses than the non movers group.

Movers tended to be more likely to have other diagnoses in addition to their qualifying condition. 15.7% of the mover subgroup did not have a diagnosis of MR. Of the non mover population, 28.4% did not have an MR diagnosis. Additional demographic and diagnostic information for the movers and non movers groups are included in the Family/Guardian Survey results.

Unlike previous studies in California, the movers group was limited to those who had transitioned to the community more recently (within five years); thus, one might expect

⁶ Instead of guardians, the State of California uses conservators if the consumer is over the age of 18.

⁷ Due to the small number of cases, movers are not reported separately for the Adult Family Survey.

to see more pronounced differences between movers and non movers. In order to look at the impact of living in the community as compared to an institution, ideally one would want to assess outcomes for similar groups of people, or to follow one group longitudinally before and after they moved. However, since people living in developmental centers were not included in the NCI surveys, the next best comparison group was identified as those individuals living in a community-based setting but not in the family home. These comparisons should be interpreted very broadly.

Lanterman Movers

In addition to the sample of movers, the 28 families or guardians of individuals who moved from the Lanterman Developmental Center in the past five years were contacted to participate in the Family/Guardian Survey. Due to the small number of Lanterman movers, separate results for Lanterman movers are not presented. As previously stated in the Movers section, the actual final Family/Guardian sample numbers varied due to utilization of the most up to date Lanterman mover information and the viability of some family contact data.

Adult Family Survey Sample

Table 2, shown below, represents the required number of completed Adult Family Surveys needed by each regional center for valid comparisons surveys by mover and non-mover status as well as actual completed surveys by regional center.

Table 2. Adult Family Survey Recommended and Actual Sample				
Regional Center	Non-Movers Needed	Actual Non-Movers	Movers Needed	Actual Movers
Alta	165	223	6	0
Central Valley	165	220	5	1
East Bay	165	211	2	0
East LA	162	174	2	0
Far Northern	154	246	1	0
Golden Gate	159	165	1	0
Harbor	161	181	0	0
Inland	167	165	9	2
Kern	157	220	4	0
Lanternman	157	166	3	0
North Bay	157	205	2	2
North LA	164	185	4	0
Orange	165	186	1	0
Redwood Coast	136	186	0	0
San Andreas	163	164	4	1
San Diego	166	228	3	0
San Gab/Pomona	162	164	4	0
South Central LA	163	177	3	0
Tri-Counties	161	167	0	0
Valley Mountain	161	207	4	0
Westside	156	168	0	0
State Totals	3366	4008	58	6

Family/Guardian Survey Sample

For the Family/Guardian Survey a total of 290 surveys completed by eligible families and guardians of movers were required to yield a valid sample with a 5% margin of error across the State. All families and guardians of Lanterman movers were mailed surveys. Follow-up phone calls were made to all non-respondents of movers to garner the greatest return rate possible.

Table 3, on the following page, represents the required number of completed Family/Guardian Surveys needed for each regional center for valid comparison by mover and non-mover status as well as actual completed surveys by regional center.

Table 3. Family/Guardian Survey Recommended and Actual Sample

Regional Center	Non-Movers Needed	Actual Non-Movers	Movers Needed	Actual Movers	All Lanterman Movers	Actual Lanterman Movers
Alta	163	212	12	12	0	0
Central Valley	159	159	22	13	0	0
East Bay	160	241	22	21	0	0
East LA	142	142	10	1	1	9
Far Northern	157	236	9	9	0	0
Golden Gate	153	241	21	21	0	0
Harbor	154	173	10	8	0	0
Inland	162	169	18	19	3	9
Kern	147	145	21	16	0	0
Lanterman	146	154	10	1	7	7
North Bay	157	170	6	6	0	0
North LA	160	215	9	7	3	8
Orange	160	242	14	12	1	2
Redwood Coast	148	155	3	3	0	0
San Andreas	150	153	47	47	0	0
San Diego	162	252	16	10	4	7
San Gab/Pomona	160	160	5	0	6	3
South Central LA	152	110	7	2	2	1
Tri-Counties	158	161	13	12	0	2
Valley Mountain	158	168	8	8	0	0
Westside	148	158	8	7	1	6
State Totals	3258	3816	290	226	28	54

IV. Administration

This section describes the protocols used to assure implementation of NCI in California was effective, and carried out in a valid and reliable way.

Administrative Protocol

In the beginning months of NCI in California, several staff members of the SCDD and representatives from the Association of Regional Center Agencies (ARCA) were part of advisory workgroups who collaborated with HSRI and DDS in the areas of data management and administration procedures. These workgroups created various processes to ensure that tools, trainings, and administration protocols were efficient and accessible.

The SCDD organized the data collection effort by designating a Quality Assessment Coordinator (QAC) responsible for coordinating the project at each Area Board. QACs were responsible for data entry training, sending surveys, assigning data entry, and fielding concerns that arose (such as mandated reporting issues).

Data Entry

The Online Data Entry Survey Application (ODESA) was designed to assist NCI States in entering their data in a more accurate, simpler, and time-efficient manner. HSRI created an enhanced ODESA system specifically for California use (CA-ODESA). In addition to data entry, the CA-ODESA includes management functions for QACs and interviewers.

Management functions include the ability to: make and track assignments; review and mark surveys complete; track completed and removed surveys. SCDD staff entered survey data in a secure online data entry system (CA-ODESA) from which HSRI extracted the data to report results. Surveys were excluded only if the incorrect survey was completed or the family member was not 18 years or older.

V. Data Analysis

This section describes methods used by HSRI to analyze data and report outcomes.

Data Analysis

HSRI performs the data analysis for participating NCI States. States enter data into the ODESA, and HSRI analysts extract the files for cleaning and analysis. All raw data files are reviewed for completeness, invalid responses are eliminated, and quality checks are performed. For California, each regional center's data file was reviewed individually to ensure accuracy. The data files were then cleaned and merged to create the statewide dataset.

Use of Averages and Significance Testing

The Statewide Average is computed by averaging the scores of all 21 regional centers in order to approximate a "statewide" average score. The State Average represents a baseline result for the first year of NCI Adult Family and Family/Guardian data collected and will serve as a point of comparison for framing California's results from one year to the next. Statistical significance was tested on movers vs. non-movers groups for the Family/Guardian Survey, significance is shown at the .01 level and cited in text.

Presentation of Data

Getting direct feedback from families is an important way for states to gauge service and support satisfaction, as well as pinpoint areas for quality improvement. The results garnered from family surveys will enable California to establish a baseline against which to compare changes in State and regional center performance over time.

All Adult Family and Family/Guardian results are presented in this report. Outcomes are shown first by graphs which present the Statewide Average (average of regional center averages), followed by tables showing all regional center averages. An additional chart with results for individuals who moved from developmental centers to the community in the last five years (movers) compared to individuals living in a community residence other than the family home (non-movers) is included in the Family/Guardian Survey Results. Results are shown in order of the sections of the survey which are as follows:

Demographics: The survey instrument begins with a series of questions tied to characteristics of the family member with disabilities (e.g., individual's age, race, type of

disability). It is then followed by a series of demographic questions pertaining to the respondent (e.g., respondent's age, health status, relationship to individual).

Services Received: A brief section of the survey asks respondents to identify the services and supports that they and/or their family member with a disability receive.

Service Planning, Delivery & Outcomes: The survey contains several groupings of questions that probe specific areas of quality service provision (e.g., information and planning, access and delivery of services, choice and control, community connections). Each question is constructed so that the respondent can select from five possible responses ("always", "usually", "sometimes", "seldom" or "never"). Respondents also have the option to indicate that they don't know the answer to a question, or that the question is not applicable.

VI. Adult Family Survey Outcomes

This section describes all demographic and individual outcomes from the Adult Family Survey. Data was collected from respondents whose family member lives in the family home. Results are shown first by graphs which present the Statewide Average (average of the regional centers), followed by tables showing all regional center averages.

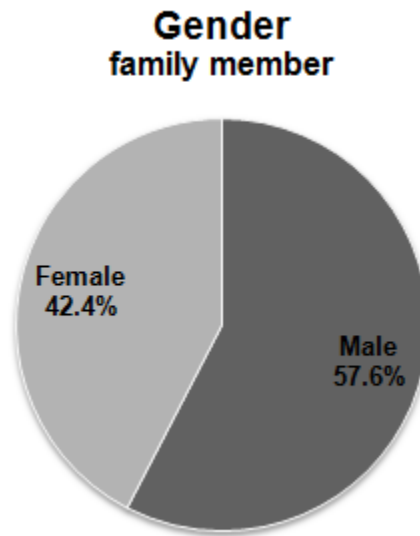
BE ADVISED SOME QUESTIONS HAVE LOW RESPONSE RATES BY REGIONAL CENTER AND THEREFORE THE RESULTS SHOULD BE TREATED WITH CAUTION.

NOTE: “FAMILY MEMBER” REFERS TO THE INDIVIDUAL RECEIVING SERVICES.

“RESPONDENT” REFERS TO THE PERSON (USUALLY A PARENT, OR GUARDIAN) FILLING OUT THE SURVEY.

Demographics of Family Member AFS

Chart AFS 1. Gender of Family Member

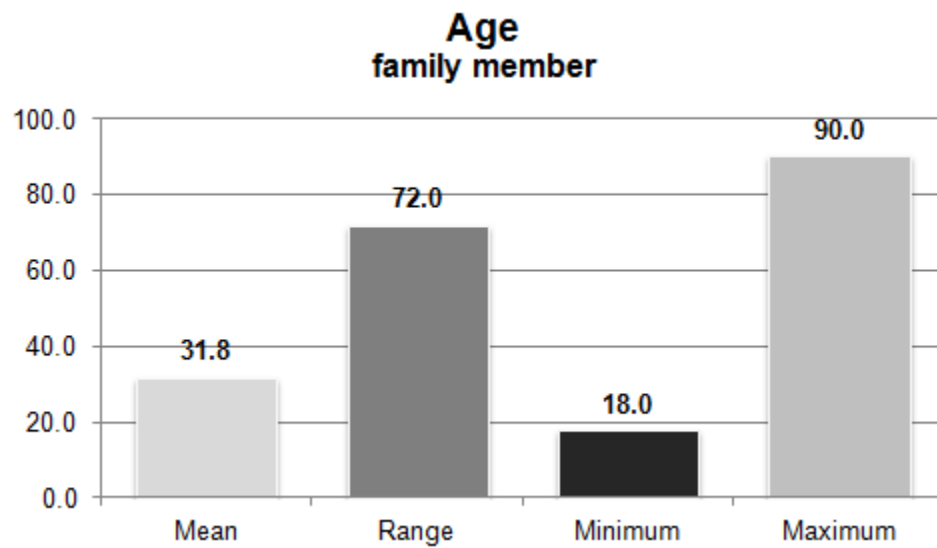


The chart above shows 57.6 % of respondents reported their family member is male and 42.4% are female.

Table AFS 1. Gender of Family Member

Regional Center	Male	Female	N
Alta	56.2%	43.8%	217
Central Valley	60.1%	39.9%	198
East Bay	59.8%	40.2%	204
East LA	62.3%	37.7%	167
Far Northern	55.9%	44.1%	236
Golden Gate	56.8%	43.2%	162
Harbor	59.3%	40.7%	172
Inland	59.0%	41.0%	166
Kern	51.4%	48.6%	208
Lanternman	63.0%	37.0%	162
North Bay	57.4%	42.6%	204
North LA County	59.9%	40.1%	182
Orange County	52.8%	47.2%	180
Redwood Coast	54.7%	45.3%	181
San Andreas	54.2%	45.8%	155
San Diego	54.8%	45.2%	217
San Gabriel Pomona	55.6%	44.4%	162
South Central LA	56.7%	43.3%	171
Tri-Counties	58.1%	41.9%	160
Valley Mountain	63.4%	36.6%	194
Westside	58.8%	41.2%	165
State Average	57.6%	42.4%	3863

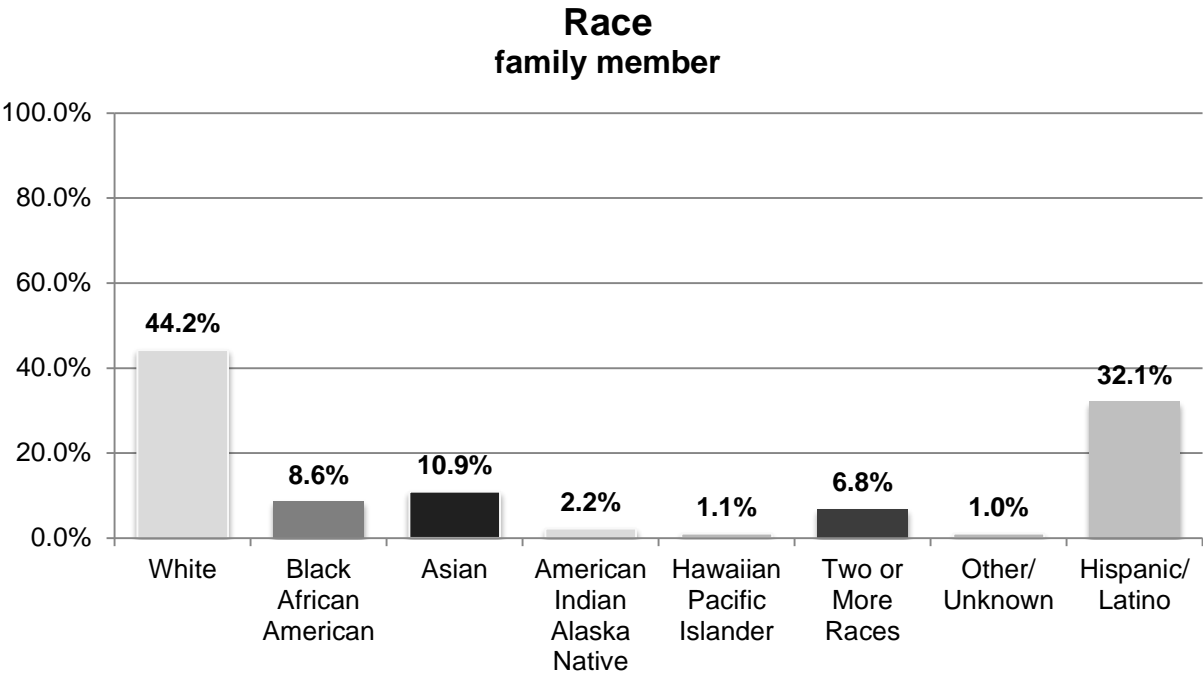
Chart AFS 2. Age of Family Member



The chart above shows respondents reported the average age of the family member receiving services was 31.8 years old. The youngest family member was 18 years old and the oldest was 90 years old (a range of 72 years).

Table AFS 2. Age of Family Member				
Regional Center	Mean	Range	Maximum	Minimum
Alta	33.3	58.0	76.0	18.0
Central Valley	32.0	71.0	89.0	18.0
East Bay	32.6	55.0	73.0	18.0
East LA	33.9	59.0	77.0	18.0
Far Northern	32.4	69.0	87.0	18.0
Golden Gate	34.0	60.0	78.0	18.0
Harbor	32.1	54.0	72.0	18.0
Inland	31.1	57.0	75.0	18.0
Kern	31.1	55.0	73.0	18.0
Lanternman	31.0	58.0	76.0	18.0
North Bay	30.4	57.0	75.0	18.0
North LA County	29.4	62.0	80.0	18.0
Orange County	31.8	57.0	75.0	18.0
Redwood Coast	32.2	56.0	74.0	18.0
San Andreas	32.6	63.0	81.0	18.0
San Diego	29.5	54.0	72.0	18.0
San Gabriel/Pomona	33.0	65.0	83.0	18.0
South Central LA	31.5	51.0	69.0	18.0
Tri-Counties	30.9	60.0	78.0	18.0
Valley Mountain	32.0	66.0	84.0	18.0
Westside	31.9	72.0	90.0	18.0
State Average	31.8	72.0	90.0	18.0

Chart AFS 3. Race and Ethnicity of Family Member⁸



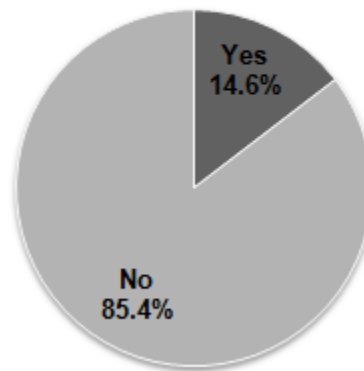
The chart above shows 44.2% of respondents identified their family member as White, 8.6% are Black or African American 10.9% are Asian, 2.2% are American Indian or Alaska Native, 1.1% are Hawaiian or Pacific Islander, 6.8% are two or more races, 1.0% are other or unknown, and; 32.1% are Hispanic or Latino.

⁸ In the NCI Family Surveys, Hispanic/Latino is a race category. The U.S. Census categorizes Hispanic under ethnicity, separate from race.

Table AFS 3. Race and Ethnicity of Family Member								
Regional Center	White	Black/ African American	Asian	American Indian/ Alaska Native	Hawaiian/ Pacific Islander	Two or More Races	Other/ Unknown	Hispanic/ Latino
Alta	62.7%	12.0%	6.0%	1.8%	0.9%	8.8%	1.4%	16.6%
Central Valley	37.0%	8.7%	7.7%	2.4%	0.5%	5.3%	1.4%	40.9%
East Bay	37.8%	15.8%	19.6%	1.4%	2.4%	6.7%	0.5%	19.1%
East LA	17.4%	1.2%	17.4%	0.0%	0.6%	4.8%	0.0%	61.7%
Far Northern	83.3%	1.3%	2.6%	7.3%	0.4%	7.3%	1.3%	8.6%
Golden Gate	44.2%	9.8%	32.5%	0.6%	1.2%	7.4%	0.0%	9.8%
Harbor	33.3%	10.7%	15.3%	1.1%	1.1%	9.0%	0.0%	35.6%
Inland	42.5%	9.6%	6.0%	1.2%	1.2%	6.0%	1.2%	35.9%
Kern	49.8%	7.4%	1.9%	1.9%	0.5%	3.7%	0.9%	39.1%
Lanterman	23.0%	9.9%	19.3%	0.6%	1.9%	5.6%	1.9%	44.1%
North Bay	60.6%	6.9%	7.4%	3.9%	1.5%	9.9%	1.5%	18.2%
North LA	40.7%	11.0%	8.8%	1.1%	0.5%	4.9%	1.1%	37.9%
Orange County	44.1%	2.8%	21.2%	3.9%	1.1%	6.7%	1.7%	28.5%
Redwood Coast	81.0%	2.8%	3.4%	10.6%	0.6%	8.9%	0.0%	6.7%
San Andreas	44.2%	0.6%	19.5%	0.6%	2.6%	7.8%	0.6%	31.8%
San Diego	44.9%	5.1%	9.7%	1.9%	0.9%	8.3%	0.5%	37.5%
San Gabriel/Pomona	25.9%	6.2%	9.3%	0.6%	0.6%	6.8%	1.9%	51.2%
South Central LA	8.7%	32.6%	0.0%	0.0%	0.6%	1.7%	0.0%	59.3%
Tri-Counties	58.9%	1.3%	3.8%	1.3%	0.6%	7.6%	0.6%	34.2%
Valley Mountain	53.2%	7.0%	9.5%	3.0%	2.0%	8.5%	2.0%	25.4%
Westside	35.7%	19.0%	8.3%	1.2%	0.6%	6.5%	2.4%	32.7%
State Average	44.2%	8.6%	10.9%	2.2%	1.1%	6.8%	1.0%	32.1%

Chart AFS 4. More than One Person in Household with a Developmental Disability

**More Than One Person in Household
with a Developmental Disability**

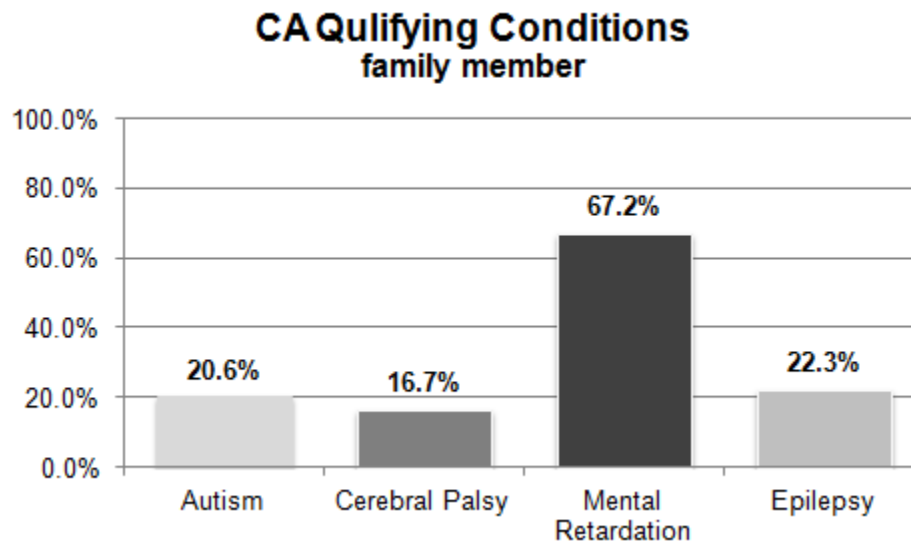


The chart above shows 14.6% of respondents reported more than one person in the household has a developmental disability, 85.4% did not.

Table AFS 4. More Than One Person In Household With A Developmental Disability

Regional Center	Yes	No	N
Alta	15.2%	84.8%	211
Central Valley	20.4%	79.6%	191
East Bay	17.9%	82.1%	207
East LA	13.9%	86.1%	166
Far Northern	18.3%	81.7%	230
Golden Gate	17.0%	83.0%	159
Harbor	16.0%	84.0%	169
Inland	10.8%	89.2%	167
Kern	14.6%	85.4%	199
Lanterman	13.3%	86.7%	158
North Bay	13.1%	86.9%	199
North LA County	17.5%	82.5%	177
Orange County	14.5%	85.5%	172
Redwood Coast	14.3%	85.7%	175
San Andreas	10.1%	89.9%	149
San Diego	13.5%	86.5%	208
San Gabriel/Pomona	9.6%	90.4%	156
South Central LA	14.7%	85.3%	170
Tri-Counties	13.4%	86.6%	149
Valley Mountain	14.8%	85.2%	196
Westside	13.9%	86.1%	151
State Average	14.6%	85.4%	3759

Chart AFS 5. CA Qualifying Conditions of Family Member



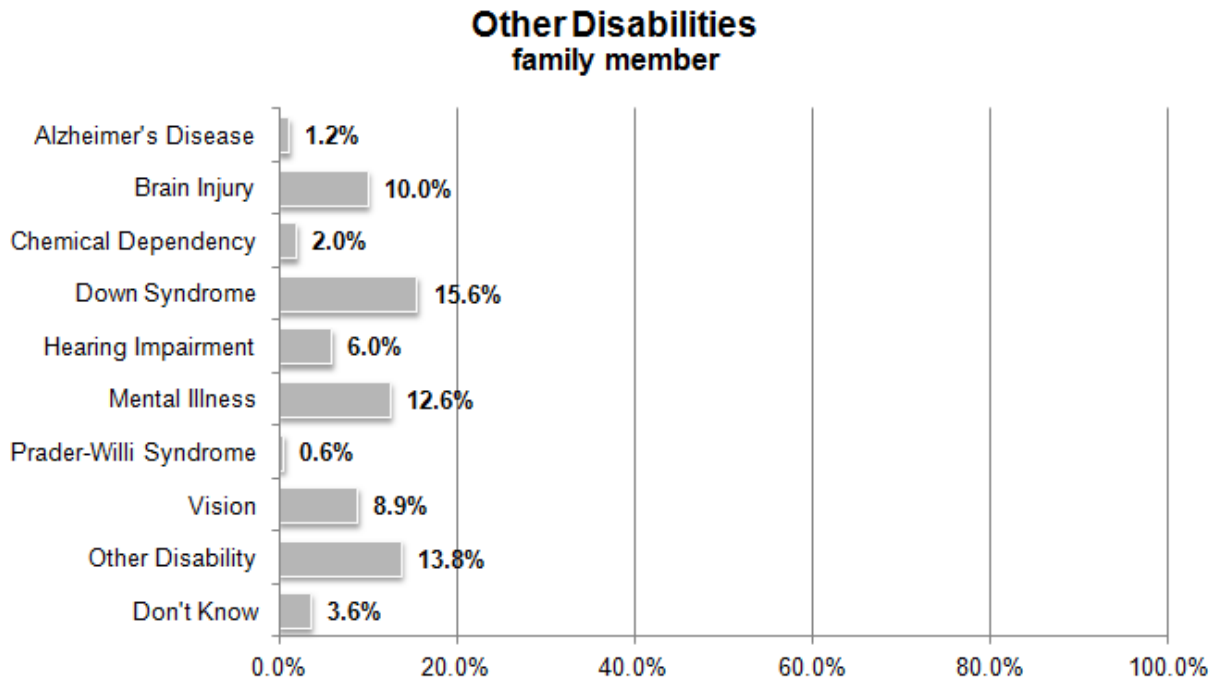
The chart above shows the percentages of respondents who reported their family member has the following qualifying conditions;⁹ 20.6% Autism, 16.7% Cerebral Palsy, 67.2% Mental Retardation, and 22.3% Epilepsy.

⁹ Percentages may not add to 100% as people may have more than one diagnosis.

Table AFS 5. CA Qualifying Conditions of Family Member

Regional Center	Autism	Cerebral Palsy	Mental Retardation	Epilepsy
Alta	16.5%	13.3%	67.9%	20.6%
Central Valley	12.0%	19.2%	65.9%	20.2%
East Bay	25.7%	9.5%	58.6%	19.5%
East LA	22.0%	17.9%	67.9%	26.8%
Far Northern	18.7%	17.4%	64.3%	26.0%
Golden Gate	23.5%	14.2%	68.5%	18.5%
Harbor	26.1%	12.5%	65.9%	21.0%
Inland	15.6%	24.0%	75.4%	25.7%
Kern	17.9%	17.0%	72.2%	26.4%
Lanternman	29.0%	16.0%	71.0%	21.0%
North Bay	23.6%	13.3%	68.5%	25.6%
North LA	26.8%	21.3%	60.7%	28.4%
Orange County	21.7%	18.3%	66.7%	22.2%
Redwood Coast	13.3%	21.7%	67.2%	25.6%
San Andreas	14.3%	13.0%	63.0%	20.8%
San Diego	21.1%	18.3%	67.9%	21.1%
San Gabriel/Pomona	18.1%	16.3%	68.8%	18.8%
South Central LA	13.5%	14.7%	68.2%	20.6%
Tri-Counties	22.2%	16.0%	66.0%	17.3%
Valley Mountain	19.9%	18.9%	70.6%	25.4%
Westside	29.9%	17.4%	66.5%	17.4%
State Average	20.6%	16.7%	67.2%	22.3%

Chart AFS 6. Other Disabilities of Family Member

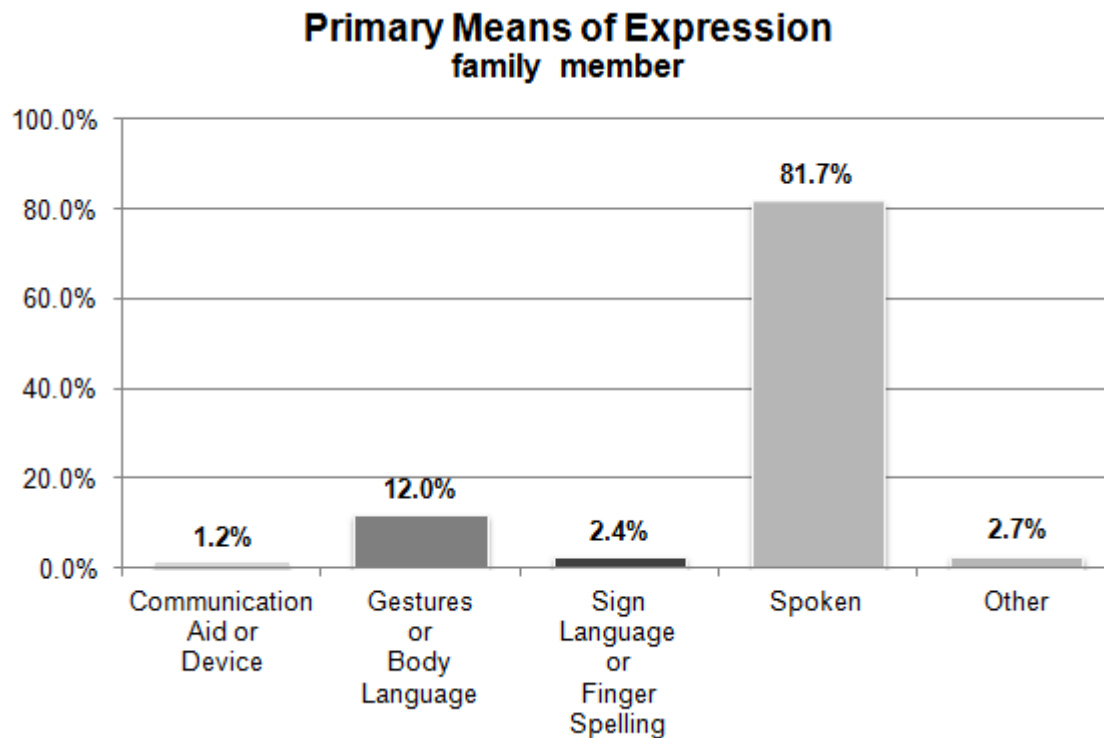


The chart above shows respondents reported their family member has at least one disability other than mental retardation as: 13.8% don't know, 8.9% vision impairment, 0.6% Prader-Willi Syndrome, 12.6% mental illness, 6% hearing impairment, 15.6% Down Syndrome, 2% chemical dependency, 10% brain injury, and 1.2% Alzheimer's disease.

Table AFS 6. Other Disabilities of Family Member

Regional Center	Alzheimer's Disease	Brain Injury	Chemical Dependency	Down Syndrome	Hearing Impairment	Mental Illness	Prader-Willi Syndrome	Vision	Other Disability	Don't Know
Alta	0.5%	8.3%	0.0%	13.3%	4.1%	12.4%	0.5%	7.8%	13.3%	2.8%
Central Valley	0.5%	7.7%	0.5%	15.9%	6.7%	11.5%	1.4%	8.2%	14.4%	5.8%
East Bay	0.5%	6.7%	0.0%	11.9%	4.8%	12.4%	0.0%	9.0%	11.9%	3.8%
East LA	1.2%	9.5%	4.2%	14.3%	2.4%	15.5%	0.6%	12.5%	9.5%	2.4%
Far Northern	0.4%	12.3%	0.4%	12.8%	6.0%	10.6%	0.4%	8.1%	17.4%	4.3%
Golden Gate	1.2%	8.0%	1.9%	18.5%	5.6%	6.8%	0.6%	6.8%	13.6%	5.6%
Harbor	0.6%	9.7%	2.3%	13.1%	4.0%	11.4%	0.6%	9.1%	9.1%	1.1%
Inland	0.0%	9.6%	0.6%	19.2%	7.8%	15.6%	1.8%	10.8%	11.4%	1.2%
Kern	1.9%	14.2%	3.8%	15.6%	5.2%	17.5%	0.9%	11.3%	16.5%	6.6%
Lanterman	2.5%	9.3%	4.3%	14.2%	6.8%	13.0%	1.9%	11.7%	12.3%	3.7%
North Bay	1.0%	6.4%	1.5%	16.3%	5.9%	9.9%	0.0%	8.4%	14.3%	1.5%
North LA	1.6%	12.0%	1.1%	12.6%	5.5%	15.8%	0.0%	9.3%	17.5%	3.8%
Orange County	1.7%	13.3%	2.8%	16.7%	7.8%	12.8%	0.0%	7.8%	13.9%	2.8%
Redwood Coast	0.6%	13.9%	0.6%	20.0%	6.1%	15.6%	0.0%	8.3%	17.8%	3.3%
San Andreas	0.6%	7.1%	1.3%	22.1%	7.1%	11.7%	0.0%	6.5%	12.3%	4.5%
San Diego	1.4%	11.0%	2.3%	18.3%	10.1%	15.1%	0.5%	10.6%	15.1%	4.1%
San Gabriel Pomona	1.3%	6.9%	4.4%	18.8%	6.3%	8.8%	0.6%	10.0%	12.5%	3.8%
South Central LA	1.8%	16.5%	4.7%	19.4%	6.5%	11.2%	0.0%	10.6%	12.4%	4.1%
Tri-Counties	3.1%	9.9%	1.2%	12.3%	4.9%	8.0%	1.2%	6.8%	17.9%	3.7%
Valley Mountain	2.0%	9.0%	2.0%	8.0%	8.5%	16.4%	0.5%	7.0%	11.4%	2.5%
Westside	0.6%	9.6%	2.4%	13.8%	4.2%	12.0%	0.6%	6.6%	15.0%	4.8%
State Average	1.2%	10.0%	2.0%	15.6%	6.0%	12.6%	0.6%	8.9%	13.8%	3.6%

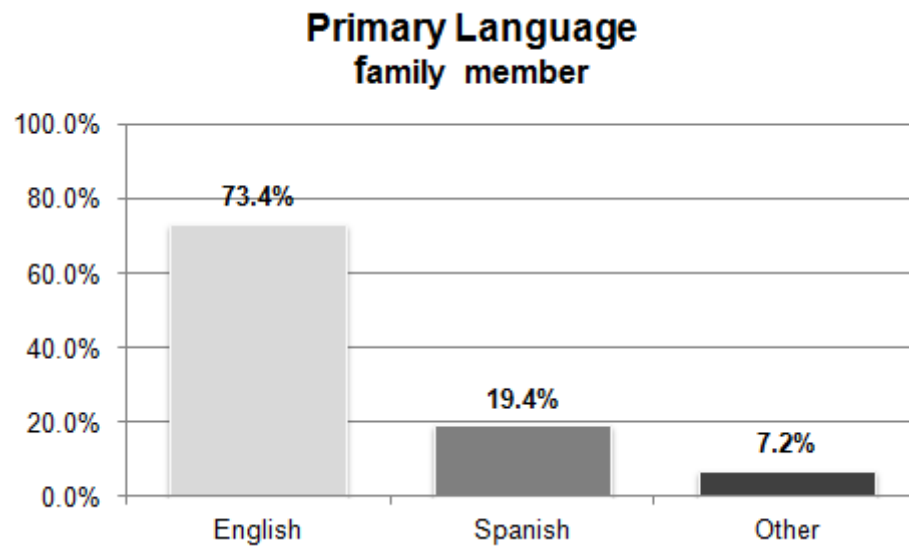
Chart AFS 7. Family Member's Primary Means of Expression



The chart above shows 1.2% of respondents reported their family member use a communication or aid device as their primary means of expression, 12% use gestures or body language, 2.4% use sign language or finger spelling, 81.7% use spoken language and 2.7% use another means of expression .

Table AFS 7. Family Member's Primary Means of Expression						
Regional Center	Communication Aid or Device	Gestures or Body Language	Sign Language or Finger Spelling	Spoken	Other	N
Alta	0.5%	10.6%	1.9%	83.8%	3.2%	216
Central Valley	0.9%	11.2%	1.9%	83.6%	2.3%	214
East Bay	0.0%	11.2%	1.9%	84.5%	2.4%	206
East LA	2.4%	18.3%	1.8%	75.1%	2.4%	169
Far Northern	0.8%	13.6%	2.1%	80.6%	2.9%	242
Golden Gate	1.2%	12.9%	0.6%	84.0%	1.2%	163
Harbor	1.1%	13.0%	1.7%	80.8%	3.4%	177
Inland	0.6%	7.8%	4.2%	84.4%	3.0%	167
Kern	1.4%	14.8%	3.2%	77.8%	2.8%	216
Lanternman	2.5%	8.8%	2.5%	83.1%	3.1%	160
North Bay	1.0%	11.7%	1.0%	82.9%	3.4%	205
North LA County	0.0%	10.4%	2.2%	81.9%	5.5%	182
Orange County	0.0%	13.8%	2.2%	81.2%	2.8%	181
Redwood Coast	0.6%	15.0%	1.7%	81.7%	1.1%	180
San Andreas	2.5%	12.4%	3.1%	80.1%	1.9%	161
San Diego	1.8%	12.5%	3.6%	80.4%	1.8%	224
San Gabriel/Pomona	0.6%	10.2%	3.2%	82.8%	3.2%	157
South Central LA	0.6%	8.9%	4.7%	81.7%	4.1%	169
Tri-Counties	2.4%	7.9%	4.3%	83.5%	1.8%	164
Valley Mountain	2.5%	15.5%	1.5%	78.0%	2.5%	200
Westside	1.2%	10.8%	1.2%	84.3%	2.4%	166
State Average	1.2%	12.0%	2.4%	81.7%	2.7%	3919

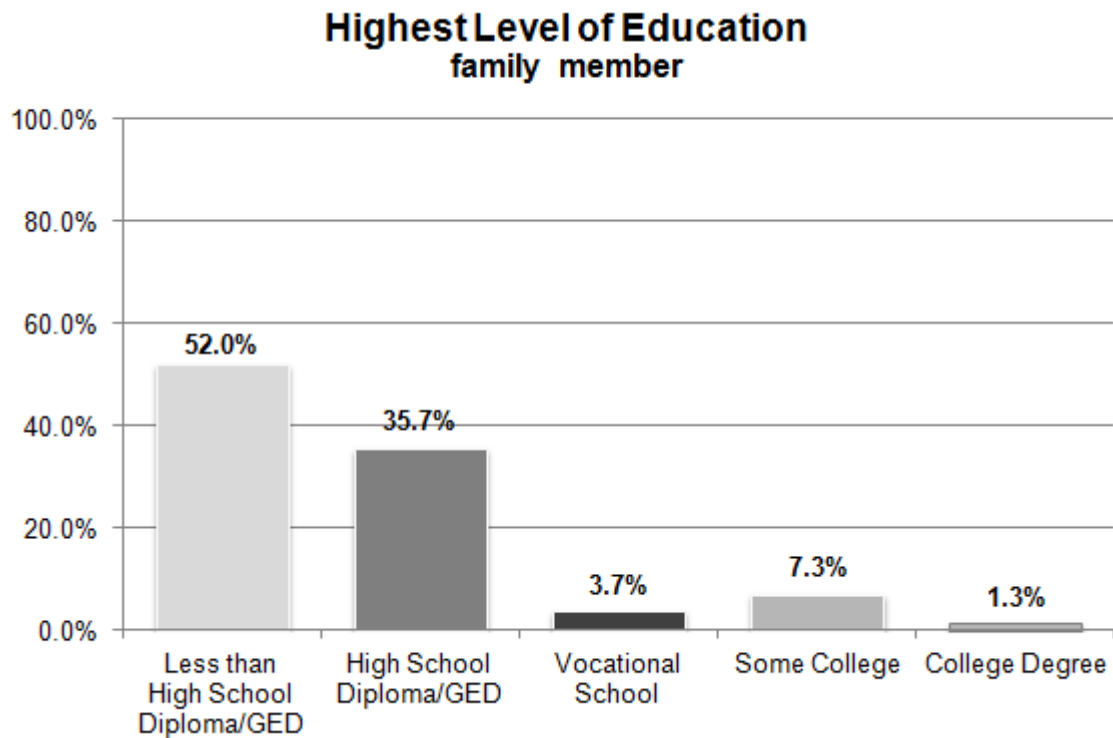
Chart AFS 8. Primary Language of Family Member



The chart above shows 73.4% of respondents reported their family member's primary language is English, 9.4% Spanish, and 7.2% another language.

Table AFS 8. Primary Language of Family Member				
Regional Center	English	Spanish	Other	N
Alta	89.1%	4.5%	6.4%	220
Central Valley	72.7%	20.8%	6.5%	216
East Bay	78.4%	10.6%	11.1%	208
East LA	57.6%	34.3%	8.1%	172
Far Northern	92.7%	4.1%	3.3%	245
Golden Gate	76.5%	5.6%	17.9%	162
Harbor	68.2%	24.0%	7.8%	179
Inland	74.3%	21.6%	4.2%	167
Kern	72.6%	24.2%	3.3%	215
Lanternman	53.4%	30.1%	16.6%	163
North Bay	86.2%	10.3%	3.4%	203
North LA County	69.4%	27.3%	3.3%	183
Orange County	64.3%	19.2%	16.5%	182
Redwood Coast	94.0%	3.8%	2.2%	182
San Andreas	66.5%	18.4%	15.2%	158
San Diego	72.0%	23.6%	4.4%	225
San Gabriel Pomona	64.6%	29.2%	6.2%	161
South Central LA	52.9%	47.1%	0.0%	172
Tri-Counties	79.0%	19.8%	1.2%	162
Valley Mountain	86.6%	5.9%	7.4%	202
Westside	71.3%	22.6%	6.1%	164
State Average	73.4%	19.4%	7.2%	3941

Chart AFS 9. Family Member's Highest Level of Education

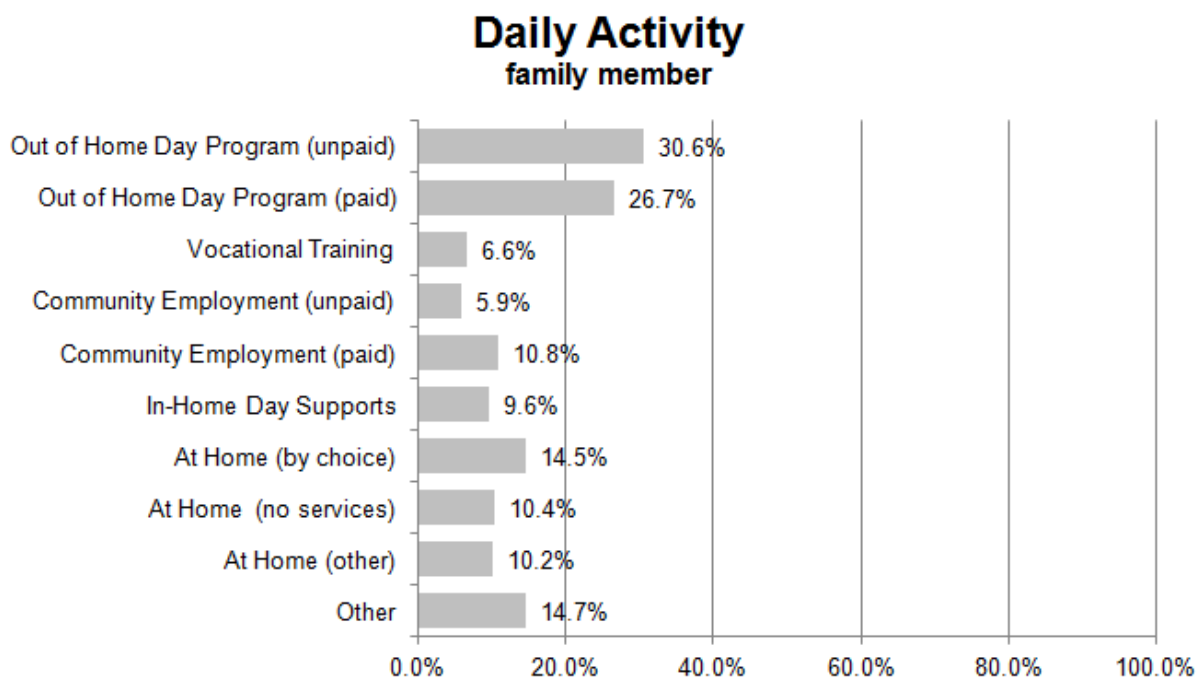


The chart above shows 52% of respondents reported their family member's highest level of education is less than a high school diploma or GED, 35.7% had a high school diploma or GED, 3.7% had vocational school, 7.3% had some college, and 1.3% had a college degree.

Table AFS 9. Family Member's Highest Level of Education

Regional Center	Less than High School Diploma or GED	High School Diploma or GED	Vocational School	Some College	College Degree	N
Alta	52.4%	36.1%	1.4%	9.6%	0.5%	208
Central Valley	45.6%	35.8%	5.7%	11.4%	1.6%	193
East Bay	46.8%	37.6%	4.3%	10.2%	1.1%	186
East LA	50.0%	38.7%	2.8%	5.6%	2.8%	142
Far Northern	48.2%	36.6%	0.9%	11.6%	2.7%	224
Golden Gate	54.2%	34.0%	3.5%	6.3%	2.1%	144
Harbor	47.5%	34.4%	6.3%	8.8%	3.1%	160
Inland	59.0%	29.5%	4.8%	6.0%	0.6%	166
Kern	44.7%	44.7%	3.7%	5.3%	1.6%	188
Lanterman	50.0%	36.8%	6.3%	4.9%	2.1%	144
North Bay	66.5%	24.2%	3.3%	6.0%	0.0%	182
North LA County	48.5%	39.9%	2.5%	8.6%	0.6%	163
Orange County	56.1%	29.2%	5.3%	7.6%	1.8%	171
Redwood Coast	57.0%	33.7%	1.7%	7.0%	0.6%	172
San Andreas	60.1%	28.7%	3.5%	7.0%	0.7%	143
San Diego	59.0%	34.5%	1.5%	4.5%	0.5%	200
San Gabriel Pomona	51.9%	36.8%	4.5%	6.0%	0.8%	133
South Central LA	50.0%	41.7%	4.9%	2.1%	1.4%	144
Tri-Counties	47.9%	40.1%	4.2%	7.0%	0.7%	142
Valley Mountain	50.8%	40.6%	1.6%	6.4%	0.5%	187
Westside	46.1%	36.8%	5.3%	10.5%	1.3%	152
State Average	52.0%	35.7%	3.7%	7.3%	1.3%	3544

Chart AFS 10. Daily Activity of Family Member



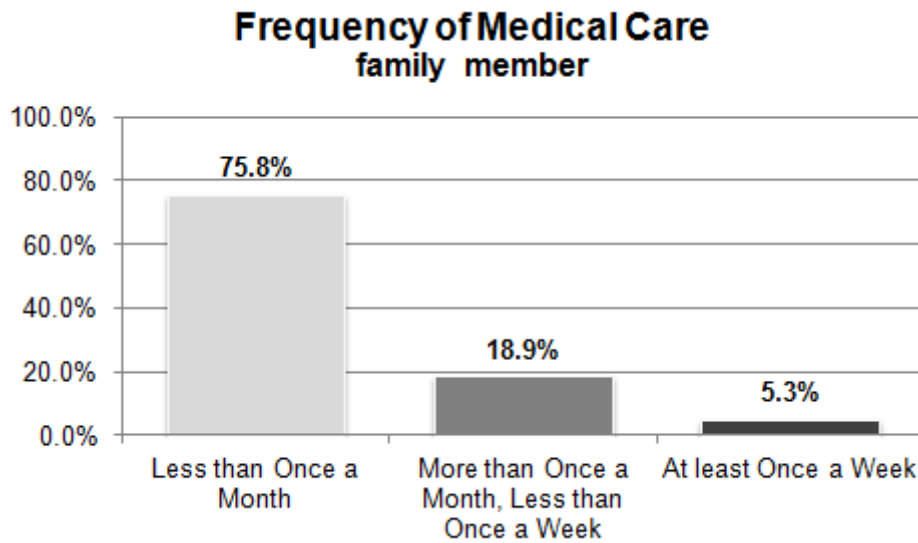
The chart above shows the percentages of respondents who reported the daily activity of their family member as: 14.7% other not specified, 10.2% at home - other reasons, 10.4% at home - no services available, 14.5% at home by choice, 9.6% in-home day supports, 10.8% paid community employment, 5.9% unpaid community employment¹⁰, 6.6% vocational training, 26.7% paid out of home day program, and 30.6% unpaid out of home day program¹¹.

¹⁰ Unpaid community employment may refer to activities such as volunteer work, skills training, or community experience.

¹¹ Paid and unpaid day program refers to whether the consumer is paid for the activity.

Table AFS 10. Daily Activity of Family Member										
Regional Center	Out of Home Day Program unpaid	Out of Home Day Program paid	Vocational Training	Community Employment unpaid	Community Employment paid	In-home Day Supports	At Home by choice	At Home no services	At Home other	Other
Alta	29.2%	32.4%	4.2%	3.7%	11.1%	11.6%	13.0%	11.1%	9.7%	16.2%
Central Valley	36.7%	26.6%	3.7%	0.9%	4.1%	7.8%	19.3%	9.2%	9.6%	8.3%
East Bay	23.5%	29.4%	4.9%	4.4%	7.8%	13.2%	12.7%	14.2%	10.8%	17.6%
East LA	32.9%	24.0%	7.2%	10.8%	10.8%	15.0%	10.8%	10.2%	12.6%	13.2%
Far Northern	17.1%	32.9%	7.9%	5.0%	14.6%	8.8%	21.7%	13.8%	12.1%	20.4%
Golden Gate	33.3%	27.7%	10.7%	6.9%	13.8%	16.4%	11.3%	4.4%	10.1%	15.1%
Harbor	33.3%	20.1%	10.3%	4.6%	9.2%	7.5%	10.9%	14.9%	8.0%	19.5%
Inland	28.7%	26.9%	9.6%	5.4%	10.2%	8.4%	12.0%	7.2%	10.8%	10.2%
Kern	32.1%	24.1%	3.8%	6.1%	8.5%	10.4%	17.0%	13.2%	13.7%	12.3%
Lanterman	28.8%	25.6%	2.6%	7.7%	7.7%	9.6%	15.4%	10.3%	14.1%	12.2%
North Bay	26.2%	35.6%	5.9%	2.5%	17.8%	8.4%	16.8%	10.9%	9.4%	14.9%
North LA	25.1%	21.8%	5.6%	4.5%	8.4%	7.3%	16.2%	8.4%	12.8%	24.0%
Orange County	34.1%	25.3%	7.7%	7.7%	11.0%	5.5%	7.1%	11.0%	8.8%	13.7%
Redwood Coast	28.3%	27.2%	5.6%	10.6%	12.8%	10.6%	22.2%	10.0%	11.1%	17.8%
San Andreas	35.0%	30.6%	8.8%	12.5%	11.3%	8.8%	12.5%	8.8%	10.0%	13.8%
San Diego	32.6%	23.1%	6.8%	6.3%	16.7%	7.7%	17.6%	9.0%	7.7%	12.2%
San Gabriel Pomona	28.3%	23.3%	6.3%	3.1%	11.3%	8.2%	11.3%	13.8%	8.2%	10.7%
South Central LA	32.1%	26.8%	8.9%	2.4%	7.1%	7.1%	14.9%	8.3%	11.9%	10.1%
Tri-Counties	39.6%	23.9%	5.0%	8.2%	12.6%	6.9%	11.3%	11.3%	6.9%	14.5%
Valley Mountain	35.9%	25.8%	5.6%	5.6%	9.1%	7.1%	15.2%	10.1%	7.6%	14.6%
Westside	28.7%	26.9%	8.4%	4.8%	11.4%	16.2%	15.6%	9.0%	9.0%	17.4%
State Average	30.6%	26.7%	6.6%	5.9%	10.8%	9.6%	14.5%	10.4%	10.2%	14.7%

Chart AFS 11. Frequency of Medical Care for Family Member

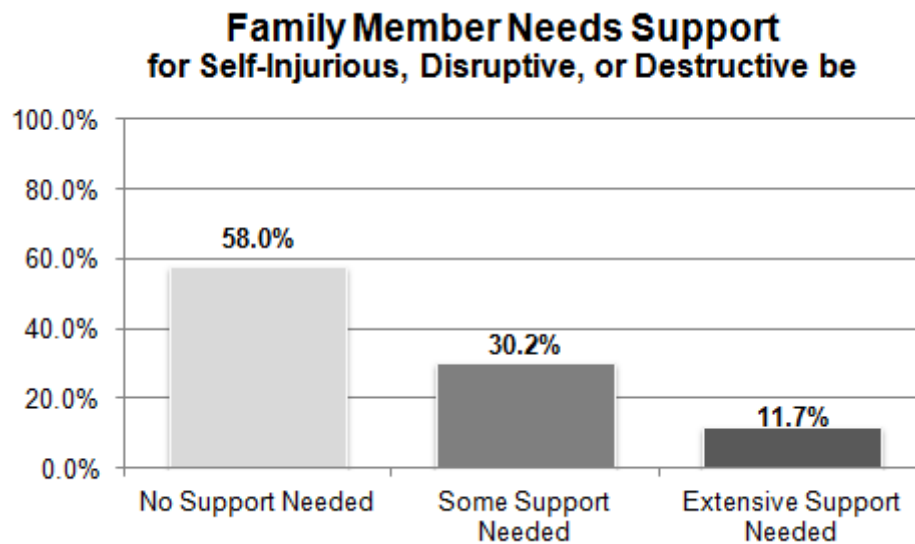


The chart above shows 75.8% of respondents reported their family member seeks medical care less than once a month, 18.9% need medical care more than once a month but less than once a week, and 5.3% need medical care at least once a week.

Table AFS 11. Frequency of Medical Care for Family Member

Regional Center	Less than once a month	More than once a month, less than once a week	At least once a week	N
Alta	84.1%	13.5%	2.4%	207
Central Valley	73.0%	24.0%	3.1%	196
East Bay	78.7%	16.5%	4.8%	188
East LA	69.2%	24.7%	6.2%	146
Far Northern	78.5%	15.5%	6.0%	233
Golden Gate	75.9%	18.6%	5.5%	145
Harbor	78.8%	17.3%	3.8%	156
Inland	78.9%	18.1%	3.0%	166
Kern	73.8%	20.5%	5.6%	195
Lanterman	70.1%	23.1%	6.8%	147
North Bay	83.7%	13.2%	3.2%	190
North LA County	72.7%	21.1%	6.2%	161
Orange County	71.9%	24.0%	4.1%	171
Redwood Coast	80.5%	13.2%	6.3%	174
San Andreas	72.8%	24.5%	2.6%	151
San Diego	78.8%	14.1%	7.1%	198
San Gabriel Pomona	67.1%	23.8%	9.1%	143
South Central LA	70.3%	23.2%	6.5%	155
Tri-Counties	78.5%	13.9%	7.6%	158
Valley Mountain	76.3%	19.6%	4.1%	194
Westside	77.7%	14.6%	7.6%	157
State Average	75.8%	18.9%	5.3%	3631

Chart AFS 12. Family Member Needs Support for Self Injurious, Disruptive, or Destructive Behavior

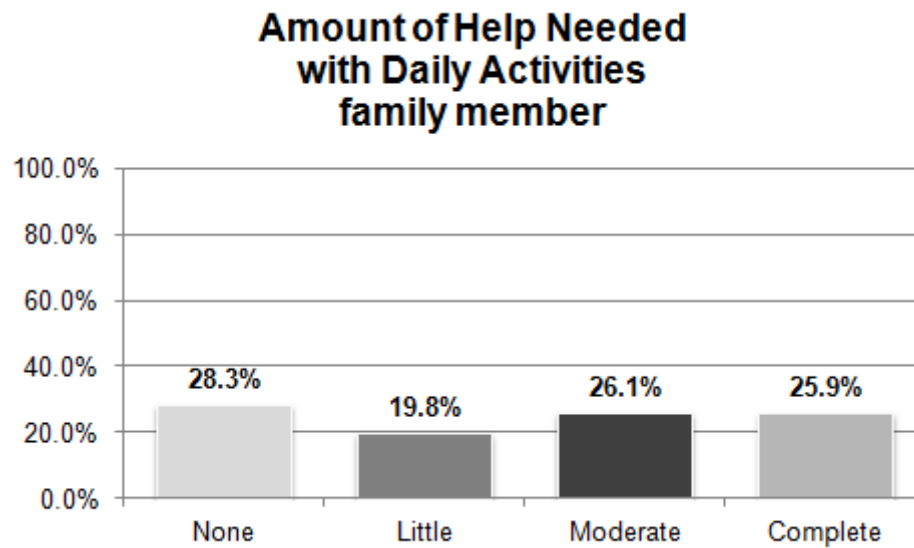


The chart above shows 58% of respondents reported their family member does not need support for self-injurious, disruptive, or destructive behavior, 30.2% need some support, and 11.7% need extensive support.

Table AFS 12. Family Member Needs Support for Self-Injurious, Disruptive, or Destructive Behavior

Regional Center	No Support Needed	Some Support Needed	Extensive Support Needed	N
Alta	60.5%	28.8%	10.7%	215
Central Valley	57.4%	31.9%	10.8%	204
East Bay	55.4%	32.7%	11.9%	202
East LA	54.0%	30.1%	16.0%	163
Far Northern	59.0%	30.5%	10.5%	239
Golden Gate	49.7%	37.4%	12.9%	155
Harbor	62.6%	29.8%	7.6%	171
Inland	63.5%	23.4%	13.2%	167
Kern	61.3%	25.5%	13.2%	212
Lanterman	48.7%	35.1%	16.2%	154
North Bay	57.1%	28.3%	14.6%	198
North LA County	53.4%	31.8%	14.8%	176
Orange County	55.0%	33.3%	11.7%	180
Redwood Coast	58.0%	31.0%	10.9%	174
San Andreas	63.9%	26.5%	9.7%	155
San Diego	60.8%	31.6%	7.5%	212
San Gabriel Pomona	65.4%	24.8%	9.8%	153
South Central LA	54.0%	29.8%	16.1%	161
Tri-Counties	64.0%	29.8%	6.2%	161
Valley Mountain	53.8%	35.4%	10.8%	195
Westside	61.4%	27.2%	11.4%	158
State Average	58.0%	30.2%	11.7%	3805

Chart AFS 13. Amount of Help Needed with Daily Activities

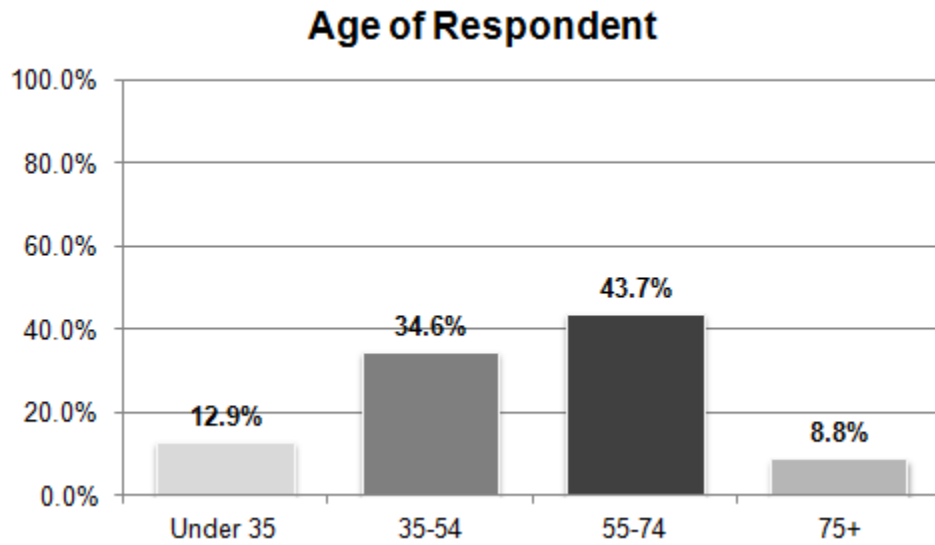


The chart above shows 28.3% of respondents reported their family member needed no help with daily activities, 19.8% need little help, 26.1% need moderate help, and 25.9% need complete help.

Table AFS 13. Amount of Help Needed with Daily Activities					
Regional Center	None	Little	Moderate	Complete	N
Alta	29.0%	17.2%	33.9%	19.9%	221
Central Valley	28.4%	17.9%	27.1%	26.6%	218
East Bay	31.4%	20.5%	24.3%	23.8%	210
East LA	22.9%	20.0%	24.7%	32.4%	170
Far Northern	28.5%	21.5%	30.1%	19.9%	246
Golden Gate	28.7%	18.9%	25.0%	27.4%	164
Harbor	29.0%	21.0%	23.9%	26.1%	176
Inland	31.1%	19.8%	22.2%	26.9%	167
Kern	31.3%	17.8%	23.8%	27.1%	214
Lanternman	28.0%	16.5%	29.3%	26.2%	164
North Bay	24.9%	20.0%	34.6%	20.5%	205
North LA County	27.7%	18.5%	25.5%	28.3%	184
Orange County	24.0%	22.4%	25.1%	28.4%	183
Redwood Coast	31.0%	19.0%	25.5%	24.5%	184
San Andreas	30.9%	17.6%	24.2%	27.3%	165
San Diego	27.1%	16.4%	28.0%	28.4%	225
San Gabriel Pomona	23.5%	21.6%	24.7%	30.2%	162
South Central LA	24.3%	17.9%	28.9%	28.9%	173
Tri-Counties	33.7%	25.3%	18.1%	22.9%	166
Valley Mountain	27.3%	24.9%	25.4%	22.4%	205
Westside	30.5%	20.4%	22.8%	26.3%	167
State Average	28.3%	19.8%	26.1%	25.9%	3969

Demographics of Respondents AFS

Chart AFS 14. Age of Respondent

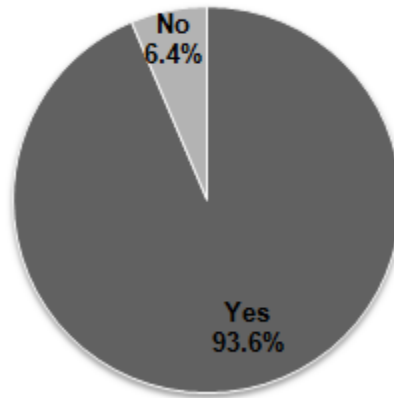


The chart above shows 12.9% of respondents reported they were under 35 years old, 34.6% were 35-54, 43.7% were 55-74, and 8.8% were 75 years old and older.

Table AFS 14. Age of Respondent					
Regional Center	Under 35	35-54	55-74	75+	N
Alta	11.9%	32.0%	43.8%	12.3%	219
Central Valley	15.7%	33.3%	40.3%	10.6%	216
East Bay	8.1%	35.9%	46.4%	9.6%	209
East LA	14.6%	35.1%	39.8%	10.5%	171
Far Northern	8.2%	32.7%	49.0%	10.2%	245
Golden Gate	5.0%	32.1%	54.7%	8.2%	159
Harbor	12.9%	34.3%	44.4%	8.4%	178
Inland	16.2%	37.7%	40.1%	6.0%	167
Kern	17.6%	43.5%	30.6%	8.3%	216
Lanterman	16.3%	31.3%	44.4%	8.1%	160
North Bay	8.8%	35.6%	46.3%	9.3%	205
North LA County	15.6%	40.2%	35.2%	8.9%	179
Orange County	12.4%	34.1%	44.3%	9.2%	185
Redwood Coast	8.6%	30.3%	53.0%	8.1%	185
San Andreas	15.0%	31.3%	46.9%	6.9%	160
San Diego	12.9%	34.2%	46.7%	6.2%	225
San Gabriel Pomona	21.9%	30.0%	37.5%	10.6%	160
South Central LA	18.5%	36.4%	38.2%	6.9%	173
Tri-Counties	6.8%	38.9%	44.4%	9.9%	162
Valley Mountain	9.8%	35.6%	47.8%	6.8%	205
Westside	14.5%	31.3%	44.6%	9.6%	166
State Average	12.9%	34.6%	43.7%	8.8%	3945

Chart AFS 15. Respondent Is Primary Caregiver

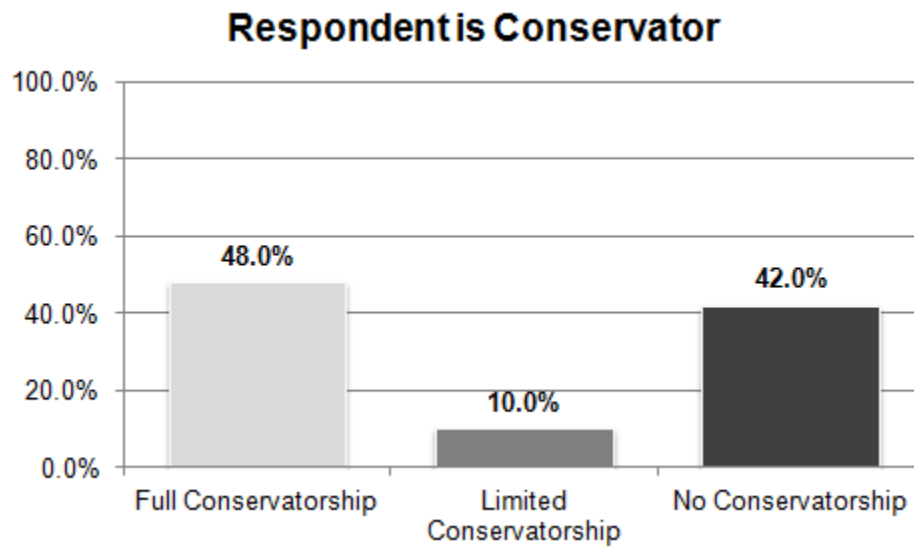
Respondent is Primary Caregiver



The chart above shows 93.6% of respondents reported they are the primary caregiver for their family member, 6.4% are not.

Table AFS 15. Respondent Is Primary Caregiver			
Regional Center	Yes	No	N
Alta	93.9%	6.1%	214
Central Valley	95.7%	4.3%	211
East Bay	93.3%	6.7%	210
East LA	93.5%	6.5%	168
Far Northern	91.7%	8.3%	242
Golden Gate	89.3%	10.7%	159
Harbor	94.9%	5.1%	178
Inland	91.6%	8.4%	166
Kern	96.2%	3.8%	208
Lanterman	89.9%	10.1%	158
North Bay	97.5%	2.5%	203
North LA County	93.4%	6.6%	181
Orange County	92.3%	7.7%	182
Redwood Coast	94.5%	5.5%	183
San Andreas	97.4%	2.6%	155
San Diego	95.4%	4.6%	219
San Gabriel Pomona	92.5%	7.5%	159
South Central LA	95.3%	4.7%	170
Tri-Counties	95.7%	4.3%	163
Valley Mountain	92.6%	7.4%	203
Westside	88.6%	11.4%	167
State Average	93.6%	6.4%	3899

Chart AFS 16. Respondent is Conservator

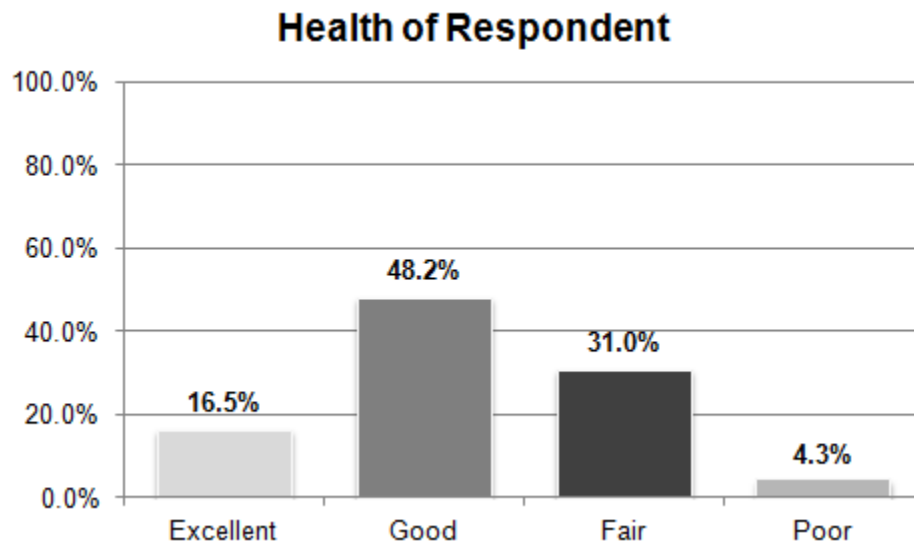


The chart above shows 48.0% of respondents reported they have full conservatorship of their family member, 10.0% have limited conservatorship, and 42.0% have no conservatorship.

Table AFS 16. Respondent is Conservator

Regional Center	Full	Limited	No	N
Alta	45.2%	7.2%	47.6%	208
Central Valley	53.8%	4.5%	41.7%	199
East Bay	47.0%	10.9%	42.1%	202
East LA	54.5%	9.0%	36.5%	167
Far Northern	45.2%	15.5%	39.3%	239
Golden Gate	46.2%	10.1%	43.7%	158
Harbor	46.3%	8.6%	45.1%	162
Inland	50.0%	9.0%	41.0%	166
Kern	42.5%	9.8%	47.7%	193
Lanternman	53.3%	12.7%	34.0%	150
North Bay	39.8%	17.3%	42.9%	196
North LA County	48.5%	5.3%	46.2%	169
Orange County	48.3%	9.9%	41.9%	172
Redwood Coast	45.6%	9.5%	45.0%	169
San Andreas	46.2%	19.6%	34.2%	158
San Diego	40.5%	14.8%	44.8%	210
San Gabriel Pomona	58.2%	6.2%	35.6%	146
South Central LA	59.0%	8.1%	32.9%	161
Tri-Counties	46.5%	8.2%	45.3%	159
Valley Mountain	44.0%	4.0%	52.0%	200
Westside	46.6%	10.4%	42.9%	163
State Average	48.0%	10.0%	42.0%	3747

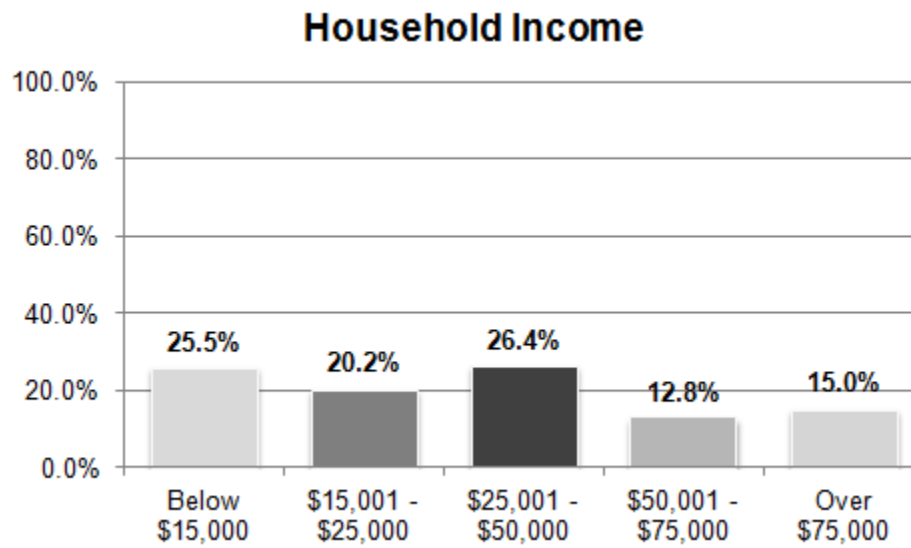
Chart AFS 17. Health of Respondent



The chart above shows 16.5% of respondents reported their health is excellent, 48.2% good health, 31.0% fair health, and 4.3% poor health.

Table AFS 17. Health of Respondent					
Regional Center	Excellent	Good	Fair	Poor	N
Alta	20.7%	51.2%	25.3%	2.8%	217
Central Valley	10.7%	42.5%	41.6%	5.1%	214
East Bay	16.2%	51.4%	27.6%	4.8%	210
East LA	10.1%	44.6%	38.7%	6.5%	168
Far Northern	22.9%	51.0%	23.3%	2.9%	245
Golden Gate	18.0%	39.8%	35.4%	6.8%	161
Harbor	11.8%	56.2%	29.8%	2.2%	178
Inland	15.6%	50.3%	33.5%	0.6%	167
Kern	14.9%	45.6%	34.4%	5.1%	215
Lanternman	15.9%	36.3%	40.8%	7.0%	157
North Bay	17.6%	55.4%	23.5%	3.4%	204
North LA County	12.2%	56.1%	28.9%	2.8%	180
Orange County	20.1%	42.9%	28.8%	8.2%	184
Redwood Coast	20.1%	50.5%	24.5%	4.9%	184
San Andreas	20.9%	44.2%	31.9%	3.1%	163
San Diego	23.7%	46.9%	27.7%	1.8%	224
San Gabriel Pomona	14.7%	47.9%	33.1%	4.3%	163
South Central LA	7.7%	46.7%	42.6%	3.0%	169
Tri-Counties	16.0%	50.3%	28.2%	5.5%	163
Valley Mountain	19.0%	52.7%	22.9%	5.4%	205
Westside	17.3%	50.6%	28.6%	3.6%	168
State Average	16.5%	48.2%	31.0%	4.3%	3939

Chart AFS 18. Household Income

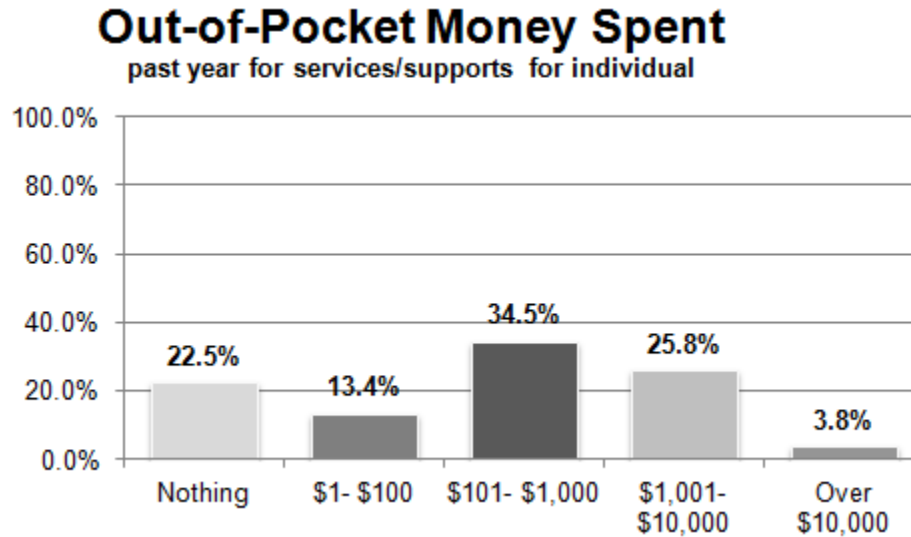


The chart above shows 25.5% of respondents reported their household income was below \$15,000, 20.2% (\$15,001-\$25,000), 26.4% (\$25,001-\$50,000), 12.8% (\$50,001-\$75,000), and over \$75,000 (15%).

Table AFS 18. Household Income

Regional Center	Below \$15,000	\$15,001- \$25,000	\$25,001- \$50,000	\$50,001- \$75,000	Over \$75,000	N
Alta	19.4%	15.4%	34.3%	14.9%	16.0%	175
Central Valley	31.4%	22.9%	27.1%	10.1%	8.5%	188
East Bay	17.3%	16.2%	30.8%	11.4%	24.3%	185
East LA	29.3%	26.1%	25.5%	9.6%	9.6%	157
Far Northern	20.7%	24.1%	28.6%	13.3%	13.3%	203
Golden Gate	17.7%	21.3%	23.4%	13.5%	24.1%	141
Harbor	25.8%	21.9%	23.8%	13.9%	14.6%	151
Inland	34.9%	21.1%	19.9%	15.7%	8.4%	166
Kern	32.0%	20.5%	20.0%	13.5%	14.0%	200
Lanternman	36.6%	20.4%	21.8%	10.6%	10.6%	142
North Bay	19.0%	12.3%	27.0%	19.0%	22.7%	163
North LA County	28.8%	19.0%	22.9%	12.4%	17.0%	153
Orange County	24.8%	19.3%	24.8%	12.4%	18.6%	161
Redwood Coast	22.7%	19.3%	38.7%	10.0%	9.3%	150
San Andreas	16.8%	15.3%	29.9%	15.3%	22.6%	137
San Diego	19.7%	16.5%	30.3%	14.4%	19.1%	188
San Gabriel Pomona	25.8%	21.1%	30.5%	13.3%	9.4%	128
South Central LA	44.5%	25.8%	21.9%	5.2%	2.6%	155
Tri-Counties	17.9%	20.0%	27.1%	15.7%	19.3%	140
Valley Mountain	23.3%	25.6%	22.7%	15.3%	13.1%	176
Westside	28.1%	20.1%	23.0%	10.1%	18.7%	139
State Average	25.5%	20.2%	26.4%	12.8%	15.0%	3398

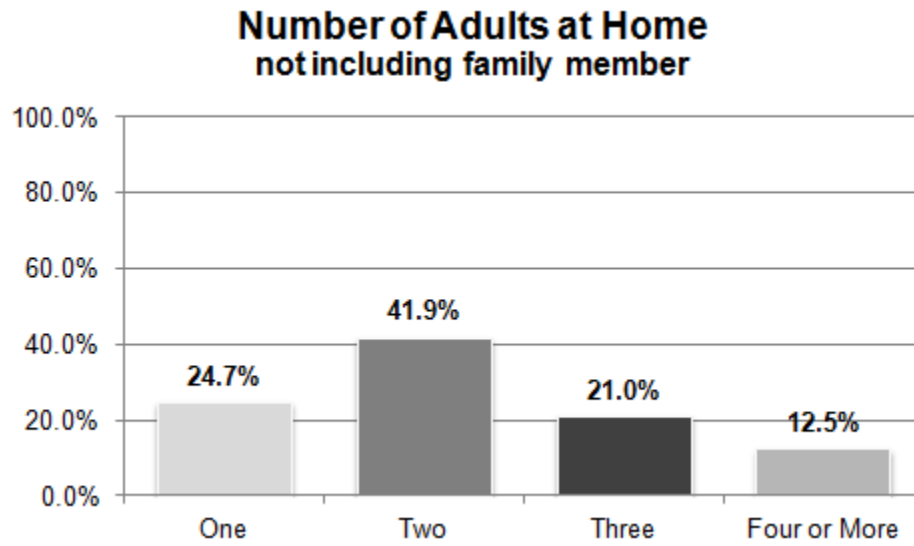
Chart AFS 19. Out-Of-Pocket Money Spent for Service or Supports for Individual in the Past Year



The chart above shows 22.5% of respondents reported they spent no out-of-pocket money on their family member in the past year, (13.4%) \$1-\$100, (34.5%) \$101-\$1,000, \$1001-\$10,000 (25.8%), and over \$10,000 (3.8%).

Table AFS 19. Out-Of-Pocket Money Spent for Service or Supports for Individual in the Past Year						
Regional Center	Nothing	\$1-\$100	\$101-\$1,000	\$1,001-\$10,000	Over \$10,000	N
Alta	25.9%	9.5%	32.3%	30.8%	1.5%	201
Central Valley	26.5%	15.3%	32.3%	23.8%	2.1%	189
East Bay	18.4%	10.5%	37.4%	28.9%	4.7%	190
East LA	13.3%	14.6%	39.9%	27.8%	4.4%	158
Far Northern	22.0%	17.2%	32.2%	26.4%	2.2%	227
Golden Gate	11.8%	12.4%	33.3%	34.0%	8.5%	153
Harbor	17.1%	14.6%	37.2%	27.4%	3.7%	164
Inland	34.7%	14.4%	33.5%	15.6%	1.8%	167
Kern	28.0%	9.3%	43.0%	18.7%	1.0%	193
Lanterman	21.7%	14.7%	32.2%	25.2%	6.3%	143
North Bay	21.5%	16.7%	32.8%	25.8%	3.2%	186
North LA County	23.4%	12.6%	31.7%	26.9%	5.4%	167
Orange County	17.5%	17.0%	36.3%	25.1%	4.1%	171
Redwood Coast	20.3%	12.2%	39.0%	23.3%	5.2%	172
San Andreas	17.7%	6.8%	36.1%	34.7%	4.8%	147
San Diego	17.9%	15.9%	32.3%	30.3%	3.5%	201
San Gabriel Pomona	27.6%	12.4%	36.6%	21.4%	2.1%	145
South Central LA	41.8%	15.8%	25.9%	13.9%	2.5%	158
Tri-Counties	23.3%	11.0%	33.6%	28.1%	4.1%	146
Valley Mountain	23.0%	13.7%	33.9%	28.4%	1.1%	183
Westside	19.7%	15.1%	32.9%	25.0%	7.2%	152
State Average	22.5%	13.4%	34.5%	25.8%	3.8%	3613

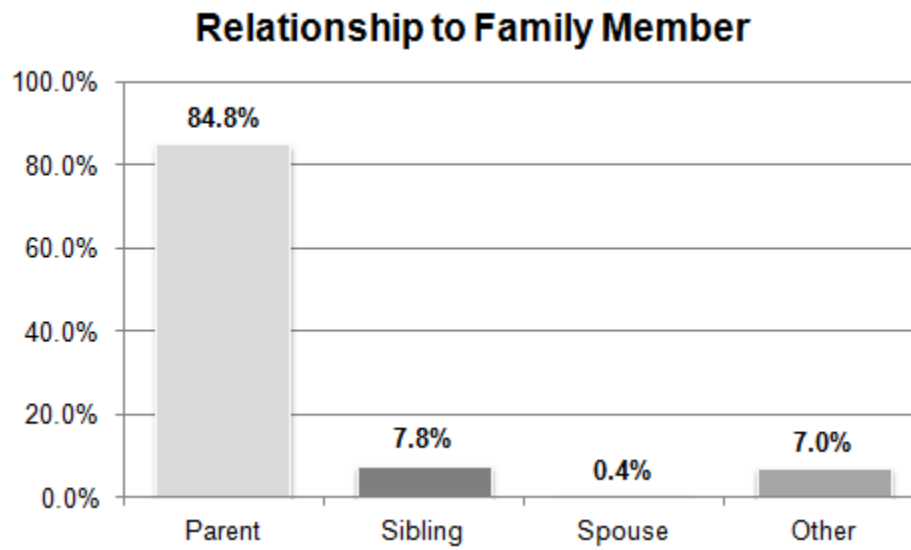
Chart AFS 20. Number of Adults at Home Not Including Family Member



The chart above shows 24.7% of respondents reported one adult in the home excluding the family member receiving services, 41.9% two, 21% three, and 12.5% four or more.

Table AFS 20. Number of Adults at Home Not Including Family Member					
Regional Center	One	Two	Three	Four or More	N
Alta	27.8%	46.8%	17.6%	7.8%	205
Central Valley	23.9%	41.0%	18.0%	17.1%	205
East Bay	25.6%	42.1%	20.5%	11.8%	195
East LA	29.0%	27.8%	26.0%	17.2%	169
Far Northern	25.6%	48.7%	18.1%	7.6%	238
Golden Gate	20.6%	42.6%	24.5%	12.3%	155
Harbor	27.9%	32.0%	24.4%	15.7%	172
Inland	33.1%	33.1%	20.5%	13.3%	166
Kern	22.0%	50.0%	20.5%	7.5%	200
Lanternman	28.4%	45.9%	17.6%	8.1%	148
North Bay	23.9%	45.7%	18.3%	12.2%	197
North LA County	24.2%	41.6%	23.6%	10.7%	178
Orange County	18.4%	41.3%	23.5%	16.8%	179
Redwood Coast	28.4%	47.2%	15.3%	9.1%	176
San Andreas	18.1%	43.2%	23.2%	15.5%	155
San Diego	17.8%	50.5%	20.1%	11.7%	214
San Gabriel Pomona	17.5%	40.9%	26.6%	14.9%	154
South Central LA	24.4%	33.3%	19.0%	23.2%	168
Tri-Counties	22.8%	43.2%	22.2%	11.7%	162
Valley Mountain	26.1%	45.7%	20.1%	8.0%	199
Westside	32.1%	37.0%	21.2%	9.7%	165
State Average	24.7%	41.9%	21.0%	12.5%	3800

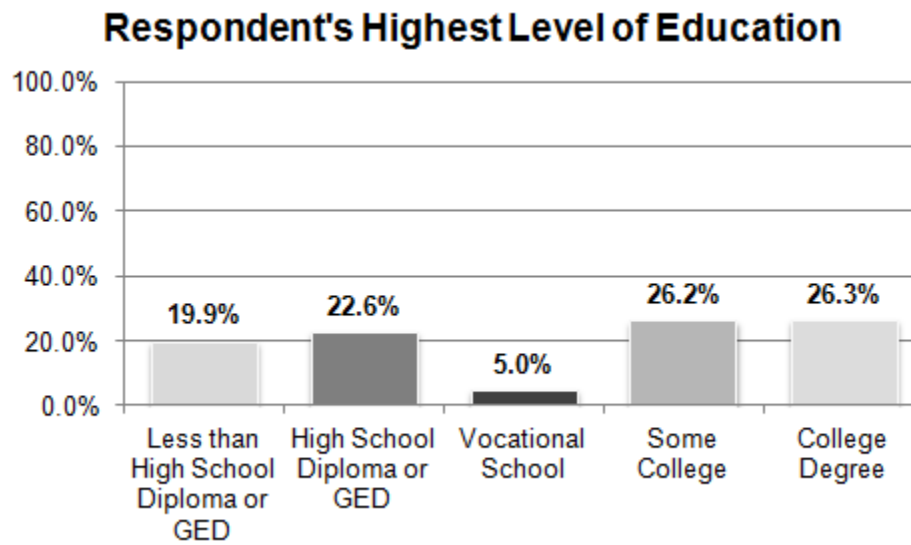
Chart AFS 21. Relationship to Family Member



The chart above shows 84.8% of respondents reported their relationship to the family member receiving services as the parent, 7.8% sibling, 0.4% spouse, and 7% other not specified.

Table AFS 21. Relationship to Family Member					
Regional Center	Parent	Sibling	Spouse	Other	N
Alta	83.9%	6.9%	0.5%	8.7%	218
Central Valley	83.1%	10.0%	0.0%	6.8%	219
East Bay	85.8%	9.0%	0.5%	4.7%	211
East LA	81.8%	11.8%	0.6%	5.9%	170
Far Northern	81.6%	5.3%	0.8%	12.3%	244
Golden Gate	82.7%	11.1%	0.6%	5.6%	162
Harbor	85.0%	8.3%	0.0%	6.7%	180
Inland	81.9%	9.0%	1.2%	7.8%	166
Kern	84.3%	8.3%	0.0%	7.4%	216
Lanternman	86.8%	6.9%	0.6%	5.7%	159
North Bay	89.7%	6.4%	0.0%	3.9%	204
North LA County	88.5%	4.4%	0.0%	7.1%	183
Orange County	89.6%	7.1%	0.5%	2.7%	183
Redwood Coast	83.8%	5.9%	0.5%	9.7%	185
San Andreas	78.4%	13.0%	0.0%	8.6%	162
San Diego	91.6%	4.0%	0.0%	4.4%	226
San Gabriel Pomona	84.9%	5.7%	0.6%	8.8%	159
South Central LA	80.3%	8.1%	0.0%	11.6%	173
Tri-Counties	91.0%	3.6%	1.2%	4.2%	166
Valley Mountain	82.8%	8.4%	1.0%	7.9%	203
Westside	83.2%	10.8%	0.0%	6.0%	167
State Average	84.8%	7.8%	0.4%	7.0%	3956

Chart AFS 22. Respondent's Highest Level of Education



The chart above shows 19.9% of respondents reported they have less than a high school diploma or GED, 22.6% have a high school diploma or GED, 5% have vocational school, 26.2% have some college, and 26.3% have a college degree.

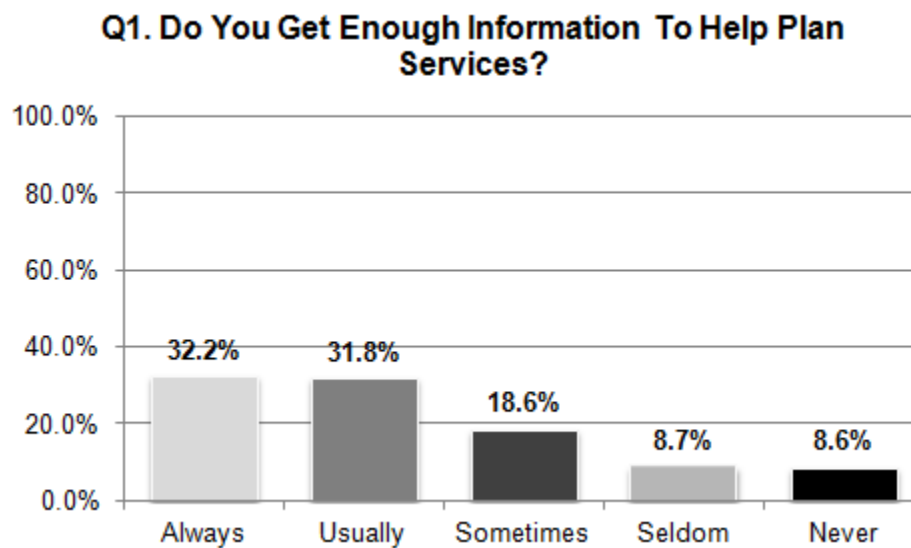
Table AFS Q22. Respondent's Highest Level of Education

Regional Center	Less than High School Diploma or GED	High School Diploma or GED	Vocational School	Some College	College Degree	N
Alta	13.4%	24.0%	5.1%	30.0%	27.6%	217
Central Valley	29.8%	25.5%	3.8%	24.5%	16.3%	208
East Bay	15.3%	22.5%	4.3%	25.8%	32.1%	209
East LA	29.2%	23.0%	4.3%	18.0%	25.5%	161
Far Northern	12.1%	20.0%	3.8%	36.3%	27.9%	240
Golden Gate	10.0%	18.1%	8.8%	30.0%	33.1%	160
Harbor	22.2%	16.2%	1.2%	31.7%	28.7%	167
Inland	29.9%	21.0%	5.4%	24.0%	19.8%	167
Kern	24.4%	22.0%	6.7%	27.3%	19.6%	209
Lanterman	29.5%	20.1%	4.7%	14.1%	31.5%	149
North Bay	9.6%	23.4%	2.0%	32.0%	33.0%	197
North LA County	19.4%	20.0%	8.8%	28.2%	23.5%	170
Orange County	21.6%	18.2%	4.0%	22.7%	33.5%	176
Redwood Coast	8.8%	30.4%	3.3%	34.3%	23.2%	181
San Andreas	21.7%	19.7%	2.5%	21.7%	34.4%	157
San Diego	17.2%	18.1%	5.6%	29.3%	29.8%	215
San Gabriel Pomona	21.8%	29.3%	4.8%	21.1%	23.1%	147
South Central LA	35.9%	30.1%	9.6%	16.0%	8.3%	156
Tri-Counties	18.0%	25.5%	3.7%	25.5%	27.3%	161
Valley Mountain	12.8%	28.1%	5.9%	31.5%	21.7%	203
Westside	15.4%	18.5%	7.4%	25.9%	32.7%	162
State Average	19.9%	22.6%	5.0%	26.2%	26.3%	3812

Individual Outcomes for Adult Family Survey

Information and Planning

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

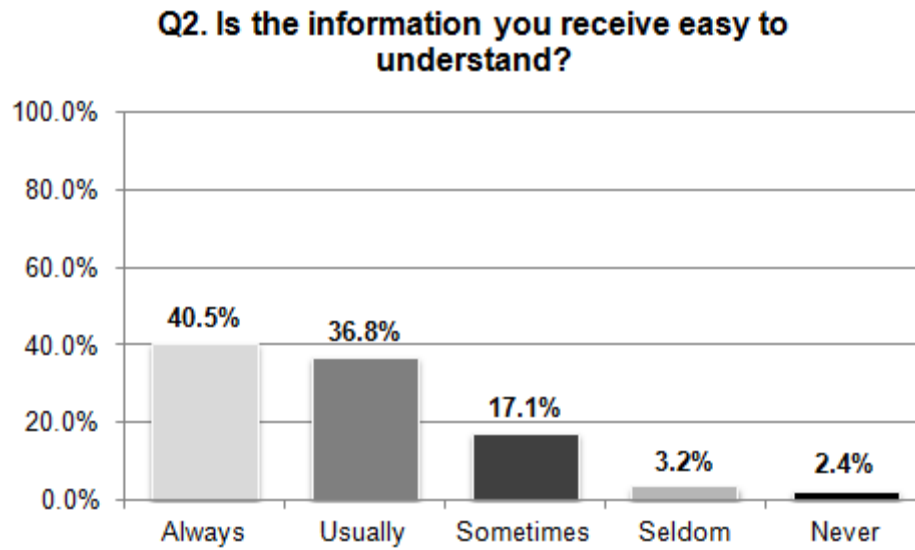


The chart above shows the percentages of respondents who reported they get enough information to help plan services for their family member: always (32.2%), usually (31.8%), sometimes (18.6%), seldom (8.7%), or never (8.6%).

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

State	Always	Usually	Sometimes	Seldom	Never	N
Alta	37.4%	34.8%	14.6%	6.6%	6.6%	198
Central Valley	38.5%	29.2%	17.9%	8.2%	6.2%	195
East Bay	25.3%	38.5%	17.6%	9.3%	9.3%	182
East LA	40.5%	25.9%	22.8%	3.8%	7.0%	158
Far Northern	42.0%	38.5%	11.9%	5.3%	2.2%	226
Golden Gate	35.7%	35.1%	16.9%	9.1%	3.2%	154
Harbor	30.9%	29.6%	19.1%	10.5%	9.9%	162
Inland	32.0%	31.4%	20.9%	7.8%	7.8%	153
Kern	25.3%	31.6%	22.1%	11.6%	9.5%	190
Lanternman	28.9%	24.2%	23.5%	8.1%	15.4%	149
North Bay	19.4%	35.1%	19.4%	17.3%	8.9%	191
North LA County	33.3%	29.6%	16.0%	8.6%	12.3%	162
Orange County	36.1%	36.1%	16.0%	5.3%	6.5%	169
Redwood Coast	36.3%	33.9%	17.9%	6.5%	5.4%	168
San Andreas	31.3%	38.7%	18.7%	7.3%	4.0%	150
San Diego	30.3%	32.3%	20.2%	9.6%	7.6%	198
San Gabriel Pomona	37.0%	26.7%	17.1%	10.3%	8.9%	146
South Central LA	21.8%	21.1%	18.4%	15.0%	23.8%	147
Tri-Counties	28.6%	31.2%	18.8%	10.4%	11.0%	154
Valley Mountain	36.6%	34.4%	16.7%	5.9%	6.5%	186
Westside	29.8%	30.5%	24.5%	6.6%	8.6%	151
State Average	32.2%	31.8%	18.6%	8.7%	8.6%	3589

Chart AFS Q2. Is the information you receive easy to understand?

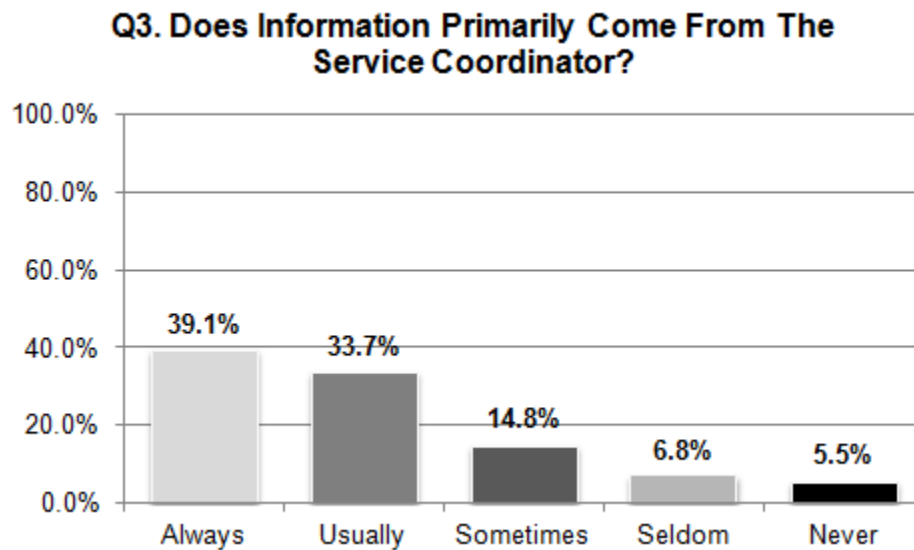


The chart above shows the percentages of respondents who reported the information they receive is easy to understand: always (40.5%), usually (36.8%), sometimes (17.1%), seldom (3.2%), or never (2.4%).

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

State	Always	Usually	Sometimes	Seldom	Never	N
Alta	41.2%	39.0%	15.5%	2.7%	1.6%	187
Central Valley	45.2%	34.4%	16.7%	2.7%	1.1%	186
East Bay	37.5%	38.1%	14.9%	6.5%	3.0%	168
East LA	47.4%	32.2%	13.8%	5.3%	1.3%	152
Far Northern	48.2%	38.2%	10.9%	1.4%	1.4%	220
Golden Gate	42.4%	34.0%	18.8%	3.5%	1.4%	144
Harbor	44.9%	32.1%	19.2%	2.6%	1.3%	156
Inland	37.2%	34.6%	21.2%	3.2%	3.8%	156
Kern	36.3%	39.0%	18.7%	3.3%	2.7%	182
Lanternman	36.6%	34.4%	19.8%	2.3%	6.9%	131
North Bay	28.7%	45.0%	21.1%	4.1%	1.2%	171
North LA County	42.9%	34.4%	15.6%	2.6%	4.5%	154
Orange County	42.9%	36.3%	14.9%	4.2%	1.8%	168
Redwood Coast	36.1%	41.6%	19.3%	1.2%	1.8%	166
San Andreas	35.9%	38.7%	22.5%	1.4%	1.4%	142
San Diego	41.1%	41.1%	12.2%	3.0%	2.5%	197
San Gabriel Pomona	51.9%	31.9%	14.1%	1.5%	0.7%	135
South Central LA	34.6%	34.6%	20.5%	6.3%	3.9%	127
Tri-Counties	37.2%	37.9%	16.6%	3.4%	4.8%	145
Valley Mountain	40.4%	38.2%	16.9%	2.2%	2.2%	178
Westside	41.8%	36.9%	16.3%	3.5%	1.4%	141
State Average	40.5%	36.8%	17.1%	3.2%	2.4%	3406

Chart AFS Q3. Does the information you receive primarily come from your family member's service coordinator (as opposed to family, friends, and others outside state services)?

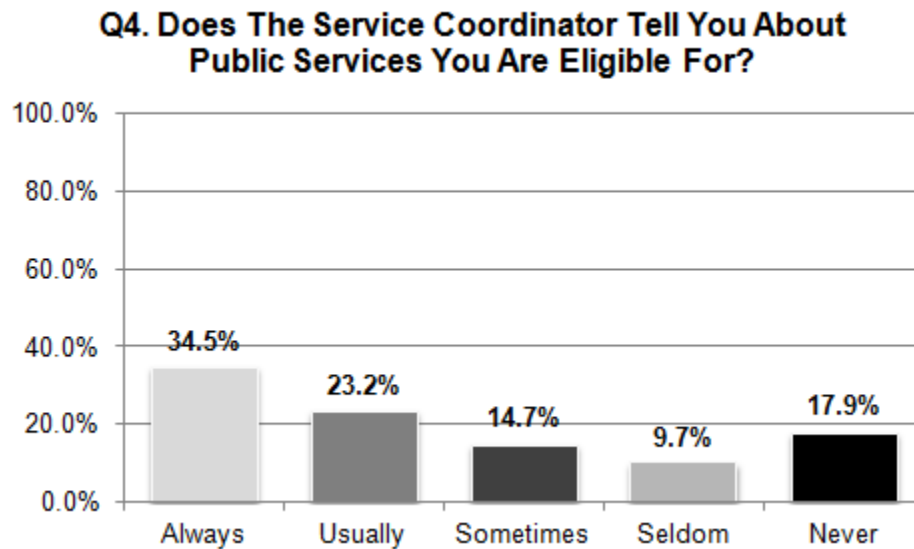


The chart above shows the percentages of respondents who reported they receive information primarily from the service coordinator: always (39.1%), usually (33.7%), sometimes (14.8%), seldom (6.8%), or never (5.5%).

Table AFS Q3. Does the information you receive primarily come from your family member's service coordinator (as opposed to family, friends, and others outside state services)?

State	Always	Usually	Sometimes	Seldom	Never	N
Alta	41.5%	36.0%	8.5%	8.5%	5.5%	200
Central Valley	46.1%	32.6%	14.0%	3.4%	3.9%	178
East Bay	32.4%	36.4%	15.0%	13.9%	2.3%	173
East LA	47.7%	31.4%	12.4%	3.9%	4.6%	153
Far Northern	46.3%	35.7%	12.8%	3.5%	1.8%	227
Golden Gate	38.4%	36.3%	17.8%	6.2%	1.4%	146
Harbor	37.4%	32.3%	17.4%	6.5%	6.5%	155
Inland	39.9%	36.6%	13.1%	4.6%	5.9%	153
Kern	38.4%	33.2%	12.1%	10.5%	5.8%	190
Lanterman	37.1%	37.9%	10.6%	6.1%	8.3%	132
North Bay	25.7%	34.4%	21.3%	8.2%	10.4%	183
North LA County	43.6%	27.6%	13.5%	7.7%	7.7%	156
Orange County	38.6%	36.7%	12.0%	7.6%	5.1%	158
Redwood Coast	40.2%	34.9%	14.2%	6.5%	4.1%	169
San Andreas	37.5%	31.9%	22.2%	3.5%	4.9%	144
San Diego	41.9%	33.0%	15.3%	5.4%	4.4%	203
San Gabriel Pomona	46.3%	30.6%	13.4%	4.5%	5.2%	134
South Central LA	34.6%	27.2%	16.9%	10.3%	11.0%	136
Tri-Counties	29.5%	38.3%	14.1%	11.4%	6.7%	149
Valley Mountain	44.5%	30.9%	15.2%	4.7%	4.7%	191
Westside	34.2%	34.9%	18.5%	6.8%	5.5%	146
State Average	39.1%	33.7%	14.8%	6.8%	5.5%	3476

Chart AFS Q4. Does your family member's service coordinator tell you about public services you are eligible for (e.g. food stamps, Supplemental Security Income [SSI], housing subsidies, etc.)?

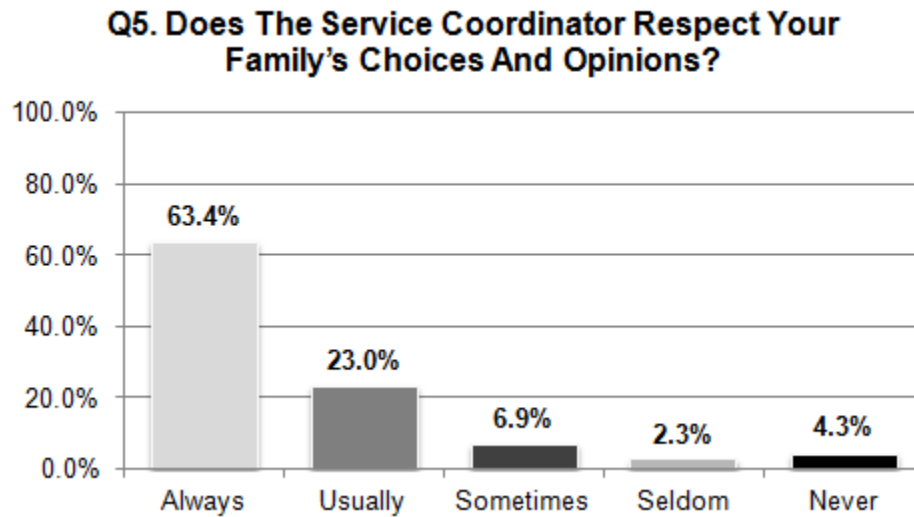


The chart above shows the percentages of respondents who reported the service coordinator tells them about services they are eligible for: always (34.5%), usually (23.2%), sometimes (14.7%), seldom (9.7%), or never (17.9%).

Table AFS Q4. Does your family member's service coordinator tell you about public services you are eligible for (e.g. food stamps, Supplemental Security Income [SSI], housing subsidies, etc.)?

State	Always	Usually	Sometimes	Seldom	Never	N
Alta	32.8%	28.1%	7.3%	13.0%	18.8%	192
Central Valley	37.8%	26.6%	11.7%	6.4%	17.6%	188
East Bay	31.0%	21.7%	16.3%	10.9%	20.1%	184
East LA	44.3%	19.0%	18.4%	5.7%	12.7%	158
Far Northern	45.4%	22.2%	14.4%	7.4%	10.6%	216
Golden Gate	35.6%	32.2%	14.4%	9.6%	8.2%	146
Harbor	30.6%	27.5%	15.6%	8.8%	17.5%	160
Inland	37.0%	26.0%	14.3%	6.5%	16.2%	154
Kern	25.4%	23.8%	14.0%	12.4%	24.4%	193
Lanterman	27.1%	25.0%	13.6%	9.3%	25.0%	140
North Bay	23.2%	25.4%	16.6%	13.3%	21.5%	181
North LA County	37.9%	21.7%	14.3%	8.1%	18.0%	161
Orange County	43.6%	20.6%	17.0%	6.7%	12.1%	165
Redwood Coast	37.6%	15.2%	11.5%	15.8%	20.0%	165
San Andreas	33.3%	21.8%	15.6%	10.2%	19.0%	147
San Diego	34.5%	25.6%	17.7%	7.4%	14.8%	203
San Gabriel Pomona	39.0%	16.3%	14.9%	12.1%	17.7%	141
South Central LA	27.0%	18.4%	13.5%	12.8%	28.4%	141
Tri-Counties	31.1%	21.2%	11.9%	12.6%	23.2%	151
Valley Mountain	38.3%	21.9%	19.7%	4.4%	15.8%	183
Westside	31.3%	26.4%	16.7%	11.1%	14.6%	144
State Average	34.5%	23.2%	14.7%	9.7%	17.9%	3513

Chart AFS Q5. Does the service coordinator who assists your family with planning respect your family's choices and opinions?

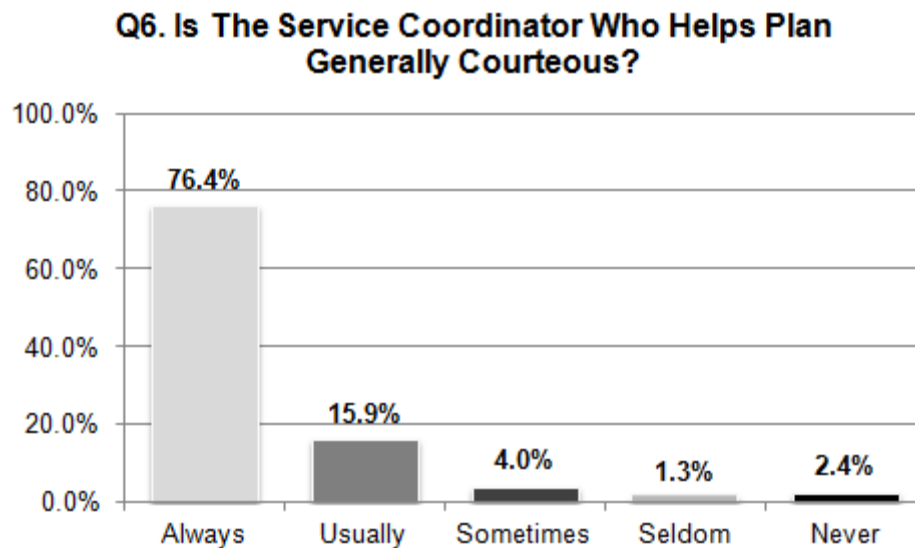


The chart above shows the percentages of respondents who reported the service coordinator is respectful of their choices and opinions: always (63.4%), usually (23%), sometimes (6.9%), seldom (2.3%), or never (4.3%).

Table AFS Q5. Does the service coordinator who assists your family with planning respect your family's choices and opinions?

State	Always	Usually	Sometimes	Seldom	Never	N
Alta	71.0%	18.0%	6.0%	3.0%	2.0%	200
Central Valley	70.2%	19.9%	5.8%	1.6%	2.6%	191
East Bay	56.4%	28.5%	7.8%	3.4%	3.9%	179
East LA	67.9%	23.1%	5.1%	0.6%	3.2%	156
Far Northern	72.5%	17.9%	6.6%	0.9%	2.2%	229
Golden Gate	62.1%	26.2%	8.3%	2.1%	1.4%	145
Harbor	60.5%	26.5%	4.3%	4.3%	4.3%	162
Inland	66.2%	22.1%	5.8%	1.9%	3.9%	154
Kern	60.4%	23.4%	8.3%	1.0%	6.8%	192
Lanterman	61.3%	21.8%	9.2%	3.5%	4.2%	142
North Bay	56.6%	29.1%	6.6%	4.4%	3.3%	182
North LA County	68.6%	16.3%	9.8%	0.7%	4.6%	153
Orange County	67.1%	21.1%	6.8%	1.2%	3.7%	161
Redwood Coast	62.1%	22.4%	8.6%	1.1%	5.7%	174
San Andreas	61.9%	25.9%	6.5%	2.9%	2.9%	139
San Diego	63.3%	22.9%	6.7%	1.9%	5.2%	210
San Gabriel Pomona	59.6%	24.7%	6.2%	4.1%	5.5%	146
South Central LA	55.9%	20.0%	10.3%	2.8%	11.0%	145
Tri-Counties	61.1%	23.5%	6.7%	2.7%	6.0%	149
Valley Mountain	69.0%	21.7%	4.9%	2.2%	2.2%	184
Westside	58.8%	28.4%	5.4%	2.7%	4.7%	148
State Average	63.4%	23.0%	6.9%	2.3%	4.3%	3541

Chart AFS Q6. Is the service coordinator who assists your family with planning generally courteous?

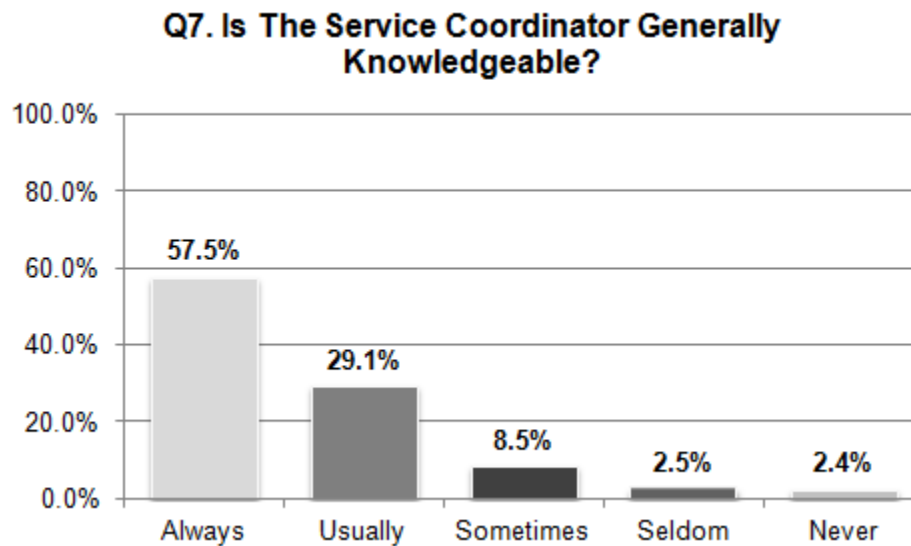


The chart above shows the percentages of respondents who reported the service coordinator is courteous: always (76.4%), usually (15.9%), sometimes (4.0%), seldom (1.3%), or never (2.4%).

Table AFS Q6. Is the service coordinator who assists your family with planning generally courteous?

State	Always	Usually	Sometimes	Seldom	Never	N
Alta	80.7%	13.9%	3.0%	1.0%	1.5%	202
Central Valley	79.9%	13.6%	3.5%	1.0%	2.0%	199
East Bay	75.8%	15.8%	4.2%	1.1%	3.2%	190
East LA	78.3%	14.6%	5.1%	0.6%	1.3%	157
Far Northern	87.0%	8.2%	3.9%	0.0%	0.9%	231
Golden Gate	73.3%	22.7%	4.0%	0.0%	0.0%	150
Harbor	76.1%	16.6%	2.5%	1.8%	3.1%	163
Inland	80.1%	14.1%	2.6%	1.3%	1.9%	156
Kern	72.7%	20.1%	4.1%	1.5%	1.5%	194
Lanterman	68.9%	18.2%	8.1%	1.4%	3.4%	148
North Bay	73.3%	19.8%	2.1%	2.7%	2.1%	187
North LA County	79.8%	12.3%	3.1%	1.2%	3.7%	163
Orange County	77.3%	15.3%	6.1%	0.6%	0.6%	163
Redwood Coast	78.9%	15.4%	2.3%	1.1%	2.3%	175
San Andreas	73.6%	20.3%	1.4%	1.4%	3.4%	148
San Diego	80.3%	12.7%	2.8%	1.4%	2.8%	213
San Gabriel Pomona	74.7%	16.4%	3.4%	2.1%	3.4%	146
South Central LA	69.1%	14.1%	7.4%	3.4%	6.0%	149
Tri-Counties	73.0%	16.4%	5.0%	1.9%	3.8%	159
Valley Mountain	74.2%	18.4%	4.7%	0.5%	2.1%	190
Westside	77.8%	15.0%	4.6%	0.7%	2.0%	153
State Average	76.4%	15.9%	4.0%	1.3%	2.4%	3636

Chart AFS Q7. Is the service coordinator who assists your family with planning generally knowledgeable?



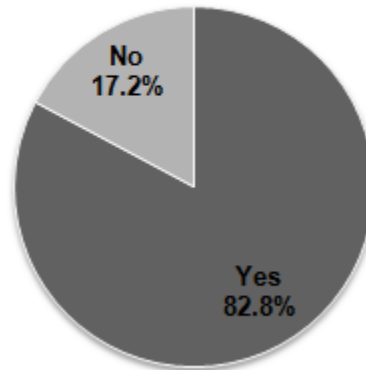
The chart above shows the percentages of respondents who reported the service coordinator is knowledgeable: always (57.5%), usually (29.1%), sometimes (8.5%), seldom (2.5%), or never (2.4%).

Table AFS Q7. Is the service coordinator who assists your family with planning generally knowledgeable?

State	Always	Usually	Sometimes	Seldom	Never	N
Alta	61.1%	26.8%	7.1%	3.0%	2.0%	198
Central Valley	66.7%	22.8%	7.2%	2.2%	1.1%	180
East Bay	55.7%	29.7%	8.1%	3.8%	2.7%	185
East LA	62.1%	26.8%	7.2%	2.0%	2.0%	153
Far Northern	63.7%	27.9%	6.2%	1.3%	0.9%	226
Golden Gate	53.7%	32.7%	11.6%	2.0%	0.0%	147
Harbor	47.5%	38.0%	7.0%	3.8%	3.8%	158
Inland	63.4%	24.2%	6.5%	1.3%	4.6%	153
Kern	53.9%	28.9%	13.9%	2.2%	1.1%	180
Lanternman	54.3%	24.6%	13.8%	2.9%	4.3%	138
North Bay	47.2%	35.0%	11.1%	3.9%	2.8%	180
North LA County	60.4%	27.7%	6.3%	2.5%	3.1%	159
Orange County	59.4%	29.4%	8.8%	1.9%	0.6%	160
Redwood Coast	55.5%	28.9%	8.7%	2.9%	4.0%	173
San Andreas	58.0%	30.4%	5.8%	2.2%	3.6%	138
San Diego	59.9%	27.5%	9.2%	1.9%	1.4%	207
San Gabriel Pomona	61.0%	27.9%	7.4%	1.5%	2.2%	136
South Central LA	60.3%	25.7%	5.9%	3.7%	4.4%	136
Tri-Counties	46.7%	36.7%	10.0%	2.0%	4.7%	150
Valley Mountain	57.1%	30.2%	8.5%	3.2%	1.1%	189
Westside	61.0%	28.8%	7.5%	2.1%	0.7%	146
State Average	57.5%	29.1%	8.5%	2.5%	2.4%	3492

Chart AFS Q8. If your family member has an IPP, does the plan include services and supports that are important to your family?

**Q8. Does Your Family Member's IPP Include
Services and Supports Important to Your Family?**

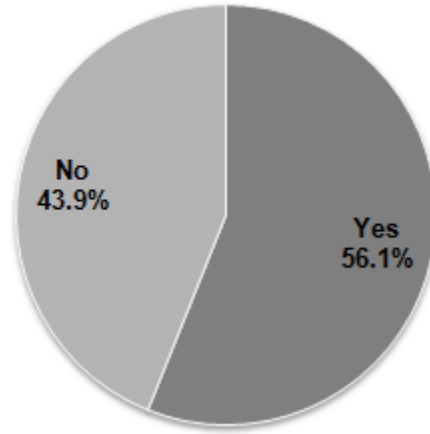


The chart above shows of those respondents whose family member had an IPP, 82.8% reported their family member's IPP includes services and supports that are important to the family, 17.2% do not.

Table AFS Q8. If your family member has an IPP, does the plan include services and supports that are important to your family?			
State	Yes	No	N
Alta	87.9%	12.1%	157
Central Valley	87.8%	12.2%	147
East Bay	82.0%	18.0%	133
East LA	93.7%	6.3%	127
Far Northern	93.7%	6.3%	189
Golden Gate	90.3%	9.7%	113
Harbor	72.4%	27.6%	98
Inland	78.8%	21.2%	113
Kern	85.4%	14.6%	137
Lanternman	75.2%	24.8%	109
North Bay	81.3%	18.7%	134
North LA County	80.9%	19.1%	115
Orange County	85.0%	15.0%	120
Redwood Coast	85.5%	14.5%	131
San Andreas	87.2%	12.8%	109
San Diego	84.7%	15.3%	150
San Gabriel Pomona	78.0%	22.0%	91
South Central LA	58.4%	41.6%	101
Tri-Counties	83.6%	16.4%	110
Valley Mountain	85.9%	14.1%	135
Westside	80.7%	19.3%	114
State Average	82.8%	17.2%	2633

Chart AFS Q9. If your family member has an IPP, did s/he help develop the plan?

Q9. Did Your Family Member Help Develop The IPP?



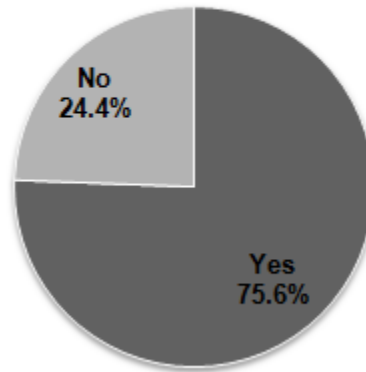
The chart above shows 56.1% of respondents reported their family member helped develop their IPP, 43.9% did not.

Table AFS Q9. If your family member has an IPP, did s/he help develop the plan?

State	Yes	No	N
Alta	69.9%	30.1%	156
Central Valley	61.3%	38.7%	142
East Bay	52.1%	47.9%	142
East LA	65.1%	34.9%	129
Far Northern	65.1%	34.9%	192
Golden Gate	55.5%	44.5%	119
Harbor	51.0%	49.0%	96
Inland	46.7%	53.3%	107
Kern	45.5%	54.5%	134
Lanterman	51.9%	48.1%	106
North Bay	53.5%	46.5%	144
North LA County	58.0%	42.0%	112
Orange County	46.9%	53.1%	113
Redwood Coast	65.6%	34.4%	131
San Andreas	62.2%	37.8%	111
San Diego	60.4%	39.6%	154
San Gabriel Pomona	49.4%	50.6%	87
South Central LA	41.5%	58.5%	106
Tri-Counties	61.3%	38.7%	111
Valley Mountain	67.4%	32.6%	135
Westside	47.3%	52.7%	112
State Average	56.1%	43.9%	2639

Chart AFS Q10. If your family member has an IPP, did you or another family member help develop the plan?

Q10. Did You Or Another Family Member Help Develop The IPP?



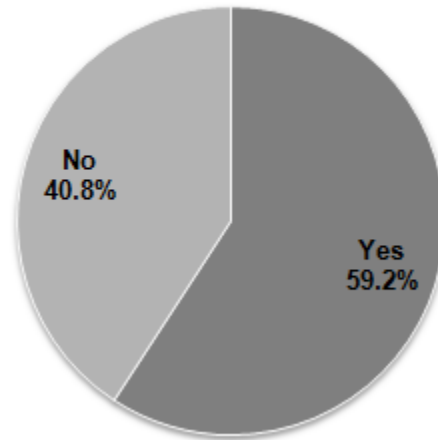
The chart above shows 75.6% of respondents reported they or another family member helped develop their family member's IPP, 24.4% did not.

Table AFS Q10. If your family member has an IPP, did you or another family member help develop the plan?

State	Yes	No	N
Alta	82.6%	17.4%	167
Central Valley	76.7%	23.3%	146
East Bay	75.9%	24.1%	133
East LA	78.2%	21.8%	124
Far Northern	85.4%	14.6%	198
Golden Gate	79.5%	20.5%	117
Harbor	65.6%	34.4%	96
Inland	65.0%	35.0%	120
Kern	74.5%	25.5%	141
Lanterman	71.0%	29.0%	107
North Bay	80.6%	19.4%	144
North LA County	73.5%	26.5%	113
Orange County	77.8%	22.2%	117
Redwood Coast	83.2%	16.8%	143
San Andreas	80.2%	19.8%	116
San Diego	81.6%	18.4%	152
San Gabriel Pomona	62.8%	37.2%	86
South Central LA	57.3%	42.7%	110
Tri-Counties	81.5%	18.5%	119
Valley Mountain	81.9%	18.1%	144
Westside	72.0%	28.0%	107
State Average	75.6%	24.4%	2700

Chart AFS Q11. If your family member has an IPP did you discuss how to handle emergencies related to your family member at the last Individual Program Planning meeting?

**Q11. Did You Discuss How To Handle
Emergencies At Last IPP Meeting?**



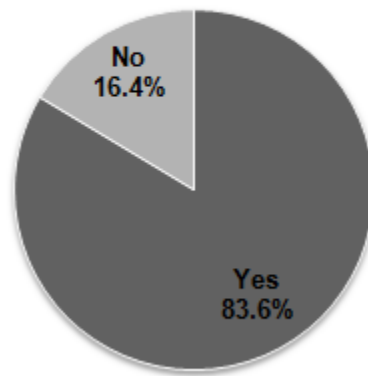
The chart above shows 59.2% of respondents reported they discussed how to handle emergencies related to their family member at the last IPP meeting, 40.8% did not.

Table AFS Q11. If your family member has an IPP, did you discuss how to handle emergencies related to your family member at the last service planning meeting?

State	Yes	No	N
Alta	59.5%	40.5%	153
Central Valley	66.4%	33.6%	140
East Bay	59.0%	41.0%	134
East LA	66.7%	33.3%	123
Far Northern	71.8%	28.2%	174
Golden Gate	63.0%	37.0%	100
Harbor	56.7%	43.3%	97
Inland	59.3%	40.7%	113
Kern	58.3%	41.7%	144
Lanternman	54.9%	45.1%	102
North Bay	53.3%	46.7%	135
North LA County	52.6%	47.4%	114
Orange County	67.3%	32.7%	113
Redwood Coast	59.4%	40.6%	128
San Andreas	56.6%	43.4%	113
San Diego	57.1%	42.9%	140
San Gabriel Pomona	58.4%	41.6%	89
South Central LA	46.8%	53.2%	111
Tri-Counties	53.2%	46.8%	111
Valley Mountain	63.2%	36.8%	133
Westside	59.8%	40.2%	102
State Average	59.2%	40.8%	2569

Chart AFS Q12. Have you or your family member received information about your family member's rights?

Q12. Have you Or Your Family Member Received Information About Your Family Member's Rights?



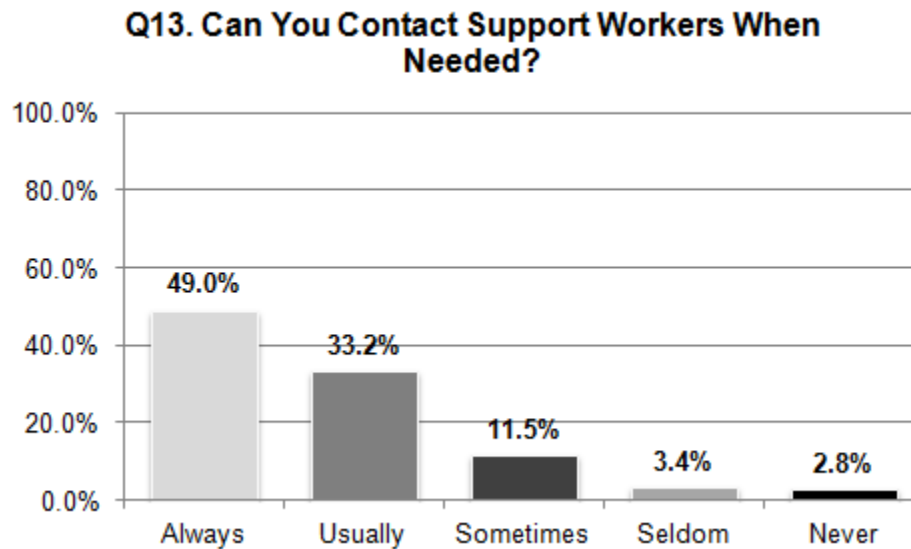
The chart above shows 83.6% of respondents reported they or their family member received information about their family member's rights, 16.4% did not.

Table AFS Q12. Have you or your family member received information about your family member's rights?

State	Yes	No	N
Alta	91.7%	8.3%	169
Central Valley	86.3%	13.7%	168
East Bay	83.7%	16.3%	141
East LA	87.4%	12.6%	143
Far Northern	93.9%	6.1%	214
Golden Gate	86.3%	13.7%	124
Harbor	82.8%	17.2%	122
Inland	85.3%	14.7%	129
Kern	80.5%	19.5%	164
Lanterman	65.6%	34.4%	131
North Bay	85.4%	14.6%	164
North LA County	77.9%	22.1%	131
Orange County	89.6%	10.4%	135
Redwood Coast	84.2%	15.8%	152
San Andreas	82.3%	17.7%	124
San Diego	87.5%	12.5%	176
San Gabriel Pomona	85.1%	14.9%	121
South Central LA	64.1%	35.9%	128
Tri-Counties	85.3%	14.7%	129
Valley Mountain	92.3%	7.7%	169
Westside	78.2%	21.8%	133
State Average	83.6%	16.4%	3067

Access and Delivery of Supports

Chart AFS Q13. Are you able to contact your family member's support workers when you need to?

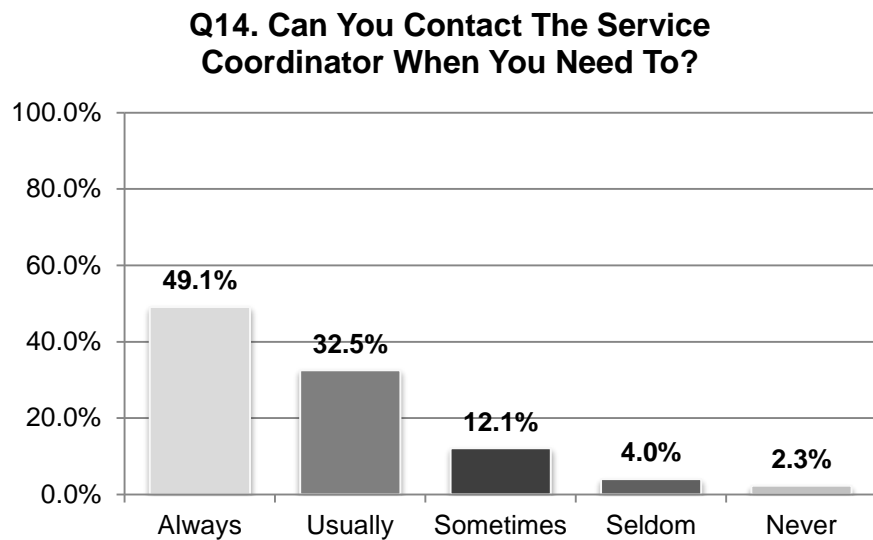


The chart above shows the percentages of respondents who reported they are able to contact their family member's support workers when needed: always (49.0%), usually (33.2%), sometimes (11.5%), seldom (3.4%), or never (2.8%).

Q13. Are you or your family member able to contact your family member's support workers when you need to?

State	Always	Usually	Sometimes	Seldom	Never	N
Alta	51.0%	38.5%	8.3%	1.6%	0.5%	192
Central Valley	61.2%	24.0%	11.2%	3.6%	0.0%	196
East Bay	49.4%	34.3%	9.6%	3.4%	3.4%	178
East LA	51.9%	31.9%	12.5%	1.3%	2.5%	160
Far Northern	54.3%	35.7%	5.9%	2.3%	1.8%	221
Golden Gate	49.7%	39.9%	7.0%	2.1%	1.4%	143
Harbor	43.9%	32.3%	13.5%	8.4%	1.9%	155
Inland	48.7%	38.3%	9.7%	1.3%	1.9%	154
Kern	47.6%	33.2%	12.8%	3.7%	2.7%	187
Lanternman	45.8%	28.2%	14.1%	5.6%	6.3%	142
North Bay	38.0%	34.6%	18.4%	3.9%	5.0%	179
North LA County	53.5%	26.5%	12.3%	1.9%	5.8%	155
Orange County	54.9%	30.9%	8.6%	2.5%	3.1%	162
Redwood Coast	48.8%	38.7%	8.9%	3.0%	0.6%	168
San Andreas	51.7%	32.4%	11.0%	2.8%	2.1%	145
San Diego	53.4%	29.3%	13.9%	1.0%	2.4%	208
San Gabriel Pomona	56.6%	27.3%	9.8%	4.2%	2.1%	143
South Central LA	36.5%	29.1%	21.6%	3.4%	9.5%	148
Tri-Counties	40.4%	41.1%	8.2%	7.5%	2.7%	146
Valley Mountain	48.9%	33.5%	13.2%	3.3%	1.1%	182
Westside	43.8%	37.0%	11.6%	4.8%	2.7%	146
State Average	49.0%	33.2%	11.5%	3.4%	2.8%	3510

Chart AFS Q14. Are you able to contact your family member's service coordinator when you need to?

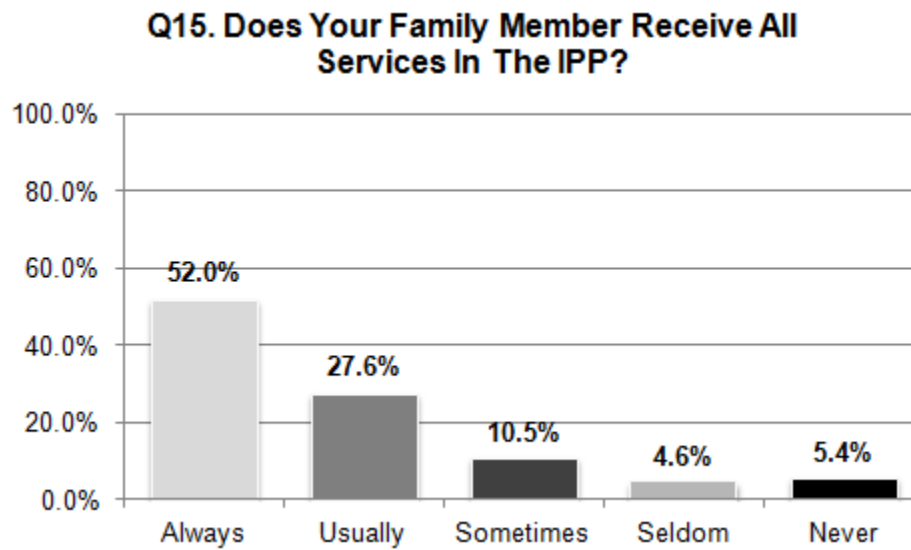


The chart above shows the percentages of respondents who reported they are able to contact their family member's service coordinator when needed: always (49.1%), usually (32.5%), sometimes (12.1%), seldom (4.0%), or never (2.3%).

Table AFS Q14. Are you or your family member able to contact your family member's service coordinator when you need to?

Regional Center	Always	Usually	Sometimes	Seldom	Never	N
Alta	52.7%	36.2%	8.7%	1.9%	0.5%	207
Central Valley	56.2%	27.6%	11.3%	3.9%	1.0%	203
East Bay	46.5%	35.1%	10.8%	4.9%	2.7%	185
East LA	55.4%	27.1%	13.3%	2.4%	1.8%	166
Far Northern	53.3%	36.2%	8.3%	0.9%	1.3%	229
Golden Gate	48.7%	40.3%	8.4%	1.9%	0.6%	154
Harbor	48.5%	24.8%	17.6%	7.3%	1.8%	165
Inland	47.7%	40.0%	10.3%	0.6%	1.3%	155
Kern	45.2%	32.7%	15.6%	4.0%	2.5%	199
Lanterman	45.4%	29.6%	11.8%	9.2%	3.9%	152
North Bay	38.3%	37.2%	14.4%	4.8%	5.3%	188
North LA County	57.5%	23.4%	13.2%	1.8%	4.2%	167
Orange County	57.6%	30.2%	8.7%	2.3%	1.2%	172
Redwood Coast	45.0%	35.7%	13.5%	3.5%	2.3%	171
San Andreas	51.3%	34.9%	7.9%	3.9%	2.0%	152
San Diego	50.5%	31.7%	14.2%	1.8%	1.8%	218
San Gabriel Pomona	56.7%	29.3%	8.7%	4.7%	0.7%	150
South Central LA	35.3%	32.7%	17.3%	7.1%	7.7%	156
Tri-Counties	42.0%	34.4%	14.0%	8.3%	1.3%	157
Valley Mountain	48.7%	33.5%	13.2%	3.0%	1.5%	197
Westside	48.4%	30.3%	12.9%	5.8%	2.6%	155
State Average	49.1%	32.5%	12.1%	4.0%	2.3%	3698

Chart AFS Q15. Does your family member receive all of the services listed in the IPP?

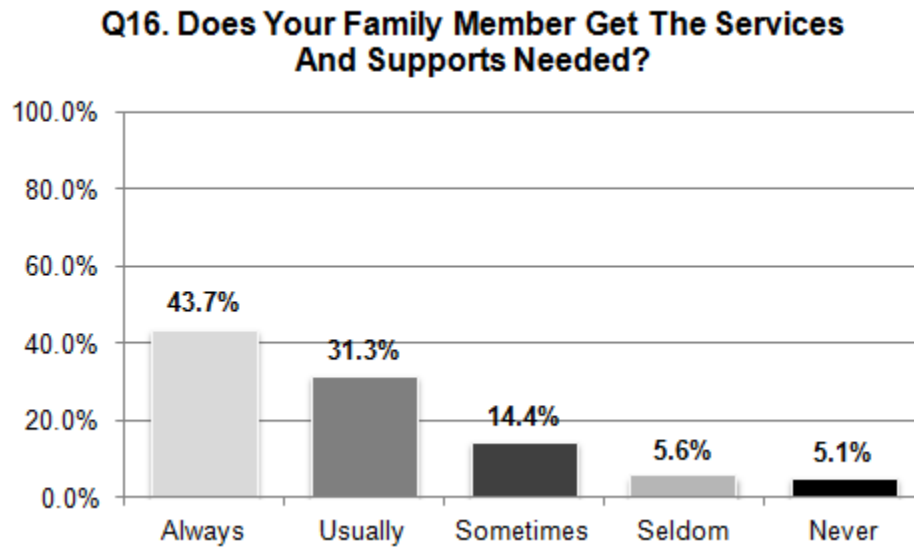


The chart above shows the percentages of respondents who reported their family member receives all of the services listed in their IPP: always (52.0%), usually (27.6%), sometimes (10.5%), seldom (4.6%), or never (5.4%).

Table AFS Q15. Does your family member receive all of the services listed in the IPP?

Regional Center	Always	Usually	Sometimes	Seldom	Never	N
Alta	55.3%	25.8%	12.6%	3.8%	2.5%	159
Central Valley	59.0%	28.6%	6.2%	4.3%	1.9%	161
East Bay	52.5%	27.7%	11.3%	5.0%	3.5%	141
East LA	50.0%	28.9%	13.4%	5.6%	2.1%	142
Far Northern	68.8%	22.2%	5.8%	1.1%	2.1%	189
Golden Gate	52.7%	28.6%	11.6%	3.6%	3.6%	112
Harbor	46.6%	22.4%	15.5%	6.9%	8.6%	116
Inland	44.1%	38.1%	10.2%	3.4%	4.2%	118
Kern	45.0%	34.2%	11.4%	5.4%	4.0%	149
Lanternman	35.1%	25.2%	19.8%	7.2%	12.6%	111
North Bay	57.9%	23.3%	6.8%	4.5%	7.5%	133
North LA County	59.7%	19.3%	9.2%	2.5%	9.2%	119
Orange County	56.2%	20.8%	13.1%	3.8%	6.2%	130
Redwood Coast	52.3%	31.8%	9.8%	3.8%	2.3%	132
San Andreas	57.9%	27.3%	6.6%	3.3%	5.0%	121
San Diego	54.5%	29.7%	8.5%	3.0%	4.2%	165
San Gabriel Pomona	51.8%	24.5%	14.5%	6.4%	2.7%	110
South Central LA	39.5%	27.7%	8.4%	9.2%	15.1%	119
Tri-Counties	50.4%	33.1%	9.1%	5.8%	1.7%	121
Valley Mountain	53.5%	31.0%	6.5%	3.9%	5.2%	155
Westside	49.1%	28.6%	9.8%	3.6%	8.9%	112
State Average	52.0%	27.6%	10.5%	4.6%	5.4%	2815

Chart AFS Q16. Does your family member get the services and supports that s/he needs?

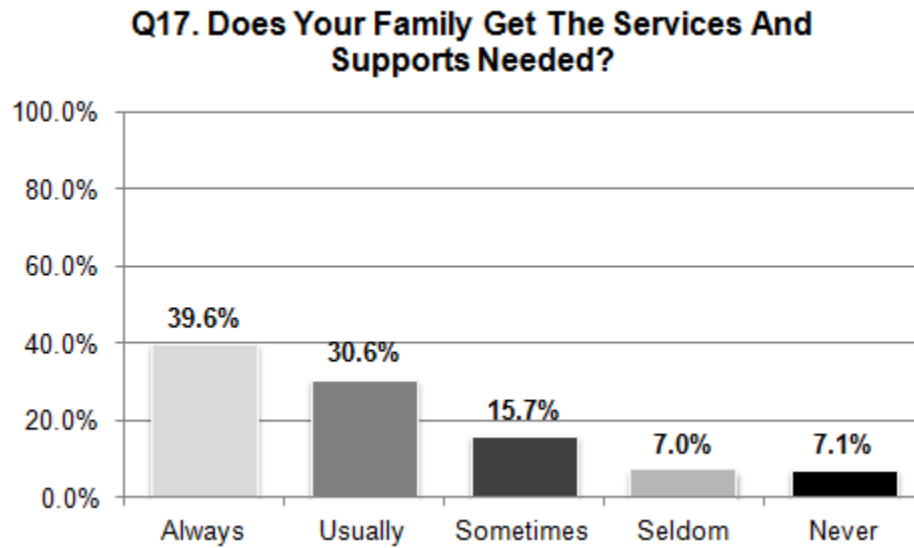


The chart above shows the percentages of respondents who reported their family member gets the services and supports needed: always (43.7%), usually (31.3%), sometimes (14.4%), seldom (5.6%), or never (5.1%).

Table AFS Q16. Does your family member get the services and supports that s/he needs?

Regional Center	Always	Usually	Sometimes	Seldom	Never	N
Alta	43.5%	34.0%	14.7%	5.8%	2.1%	191
Central Valley	51.6%	28.7%	13.8%	3.2%	2.7%	188
East Bay	39.2%	34.9%	13.9%	7.2%	4.8%	166
East LA	51.0%	25.5%	19.0%	3.3%	1.3%	153
Far Northern	57.1%	30.9%	6.9%	2.8%	2.3%	217
Golden Gate	40.0%	37.9%	17.2%	2.8%	2.1%	145
Harbor	38.7%	29.6%	16.9%	8.5%	6.3%	142
Inland	41.5%	39.3%	12.6%	3.7%	3.0%	135
Kern	39.5%	34.9%	14.0%	5.8%	5.8%	172
Lanternman	34.1%	31.1%	17.4%	7.6%	9.8%	132
North Bay	38.2%	28.8%	16.5%	8.2%	8.2%	170
North LA County	46.3%	27.9%	12.9%	5.4%	7.5%	147
Orange County	52.3%	25.2%	13.5%	3.2%	5.8%	155
Redwood Coast	50.0%	28.7%	13.4%	4.9%	3.0%	164
San Andreas	41.1%	36.2%	10.6%	8.5%	3.5%	141
San Diego	44.2%	38.4%	11.6%	3.2%	2.6%	190
San Gabriel Pomona	45.9%	28.1%	15.6%	5.9%	4.4%	135
South Central LA	35.2%	20.0%	20.0%	9.7%	15.2%	145
Tri-Counties	39.7%	33.6%	13.0%	8.9%	4.8%	146
Valley Mountain	46.7%	29.7%	15.9%	3.8%	3.8%	182
Westside	41.2%	33.8%	13.2%	4.4%	7.4%	136
State Average	43.7%	31.3%	14.4%	5.6%	5.1%	3352

Chart AFS Q17. Does your family get the services and supports you need?

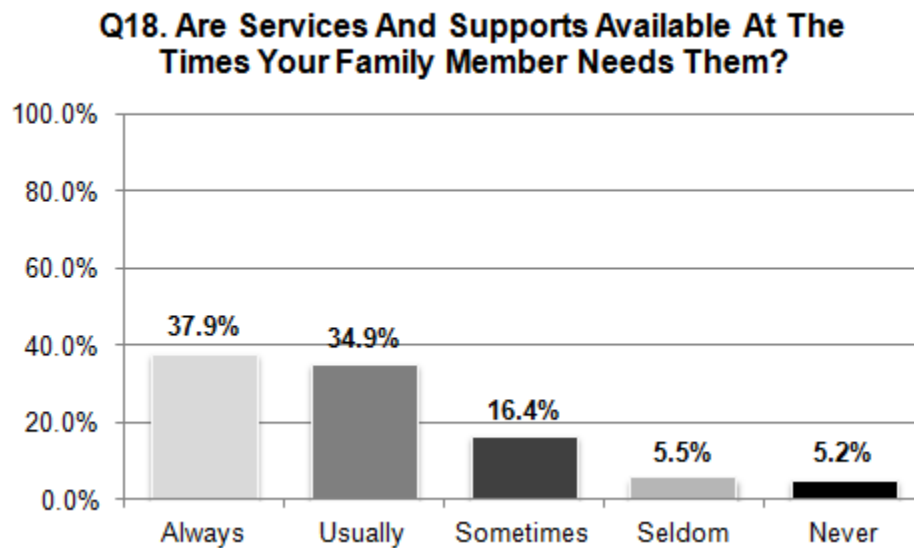


The chart above shows the percentages of respondents who reported their family gets the services and supports needed: always (39.6%), usually (30.6%), sometimes (15.7%), seldom (7.0%), or never (7.1%).

Table AFS Q17. Does your family get the services and supports you need?

Regional Center	Always	Usually	Sometimes	Seldom	Never	N
Alta	38.0%	35.3%	14.1%	7.6%	4.9%	184
Central Valley	49.2%	27.3%	16.9%	2.2%	4.4%	183
East Bay	39.6%	33.1%	15.4%	5.9%	5.9%	169
East LA	44.7%	30.7%	19.3%	2.7%	2.7%	150
Far Northern	49.3%	31.2%	12.2%	5.4%	2.0%	205
Golden Gate	34.8%	36.9%	22.0%	3.5%	2.8%	141
Harbor	38.5%	20.9%	19.6%	10.8%	10.1%	148
Inland	42.1%	34.6%	12.0%	6.8%	4.5%	133
Kern	36.4%	34.1%	16.5%	5.7%	7.4%	176
Lanternman	29.2%	26.2%	24.6%	6.9%	13.1%	130
North Bay	31.0%	30.4%	15.8%	9.9%	12.9%	171
North LA County	39.2%	31.1%	13.5%	5.4%	10.8%	148
Orange County	47.7%	25.2%	13.9%	6.6%	6.6%	151
Redwood Coast	42.1%	28.3%	13.8%	9.4%	6.3%	159
San Andreas	36.5%	37.2%	11.7%	10.2%	4.4%	137
San Diego	39.1%	36.5%	12.5%	5.7%	6.3%	192
San Gabriel Pomona	44.5%	24.2%	14.1%	8.6%	8.6%	128
South Central LA	30.6%	22.4%	17.2%	11.9%	17.9%	134
Tri-Counties	38.6%	32.1%	12.9%	10.7%	5.7%	140
Valley Mountain	41.8%	33.3%	15.3%	5.6%	4.0%	177
Westside	37.9%	31.1%	16.7%	6.1%	8.3%	132
State Average	39.6%	30.6%	15.7%	7.0%	7.1%	3288

Chart AFS Q18. Are services and supports available at the times your family member needs them?

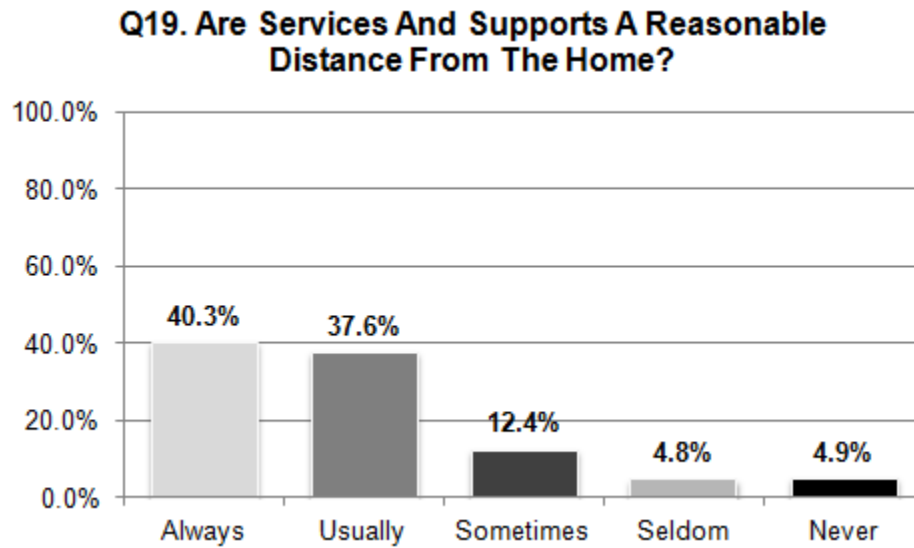


The chart above shows the percentages of respondents who reported services and supports are available at the times when their family member needs them: always (37.9%), usually (34.9%), sometimes (16.4%), seldom (5.5%), or never (5.2%).

Table AFS Q18. Are services and supports available at the times your family member needs them?

Regional Center	Always	Usually	Sometimes	Seldom	Never	N
Alta	40.0%	38.9%	15.1%	3.2%	2.7%	185
Central Valley	52.0%	27.4%	15.6%	2.8%	2.2%	179
East Bay	32.9%	37.9%	17.4%	6.8%	5.0%	161
East LA	44.4%	29.1%	19.9%	2.6%	4.0%	151
Far Northern	41.4%	39.0%	13.3%	4.3%	1.9%	210
Golden Gate	32.6%	40.7%	23.0%	1.5%	2.2%	135
Harbor	34.6%	33.1%	13.2%	11.0%	8.1%	136
Inland	42.9%	39.1%	9.0%	5.3%	3.8%	133
Kern	33.5%	36.9%	16.5%	6.8%	6.3%	176
Lanternman	30.5%	32.0%	21.1%	7.0%	9.4%	128
North Bay	27.2%	34.8%	20.9%	6.3%	10.8%	158
North LA County	39.9%	29.7%	16.9%	4.1%	9.5%	148
Orange County	41.4%	36.4%	14.3%	4.3%	3.6%	140
Redwood Coast	39.0%	36.6%	12.8%	6.7%	4.9%	164
San Andreas	38.4%	37.7%	15.2%	6.5%	2.2%	138
San Diego	36.3%	39.1%	17.9%	4.5%	2.2%	179
San Gabriel Pomona	43.5%	28.2%	17.6%	7.6%	3.1%	131
South Central LA	33.8%	30.8%	17.7%	4.6%	13.1%	130
Tri-Counties	36.2%	36.2%	12.3%	9.4%	5.8%	138
Valley Mountain	39.1%	36.2%	17.2%	4.0%	3.4%	174
Westside	35.4%	33.9%	18.1%	6.3%	6.3%	127
State Average	37.9%	34.9%	16.4%	5.5%	5.2%	3221

Chart AFS Q19. Are services and supports available within a reasonable distance from your family home?

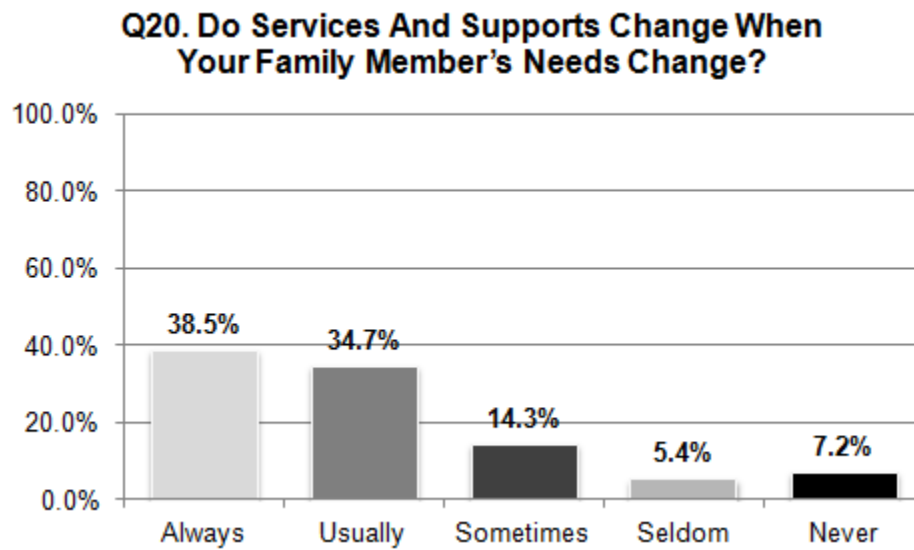


The chart above shows the percentages of respondents who reported services and supports received outside the family home are within a reasonable distance from home: always (40.3%), usually (37.6%), sometimes (12.4%), seldom (4.8%), or never (4.9%).

Table AFS Q19. Are service and supports, received outside the family home, available within a reasonable distance from your family home?

Regional Center	Always	Usually	Sometimes	Seldom	Never	N
Alta	40.3%	39.0%	11.0%	5.2%	4.5%	154
Central Valley	52.5%	29.7%	14.6%	1.3%	1.9%	158
East Bay	43.0%	43.0%	6.3%	3.5%	4.2%	142
East LA	47.4%	34.6%	12.0%	3.8%	2.3%	133
Far Northern	40.6%	36.5%	12.7%	7.6%	2.5%	197
Golden Gate	34.0%	44.3%	13.2%	4.7%	3.8%	106
Harbor	37.9%	33.9%	16.1%	7.3%	4.8%	124
Inland	39.7%	41.3%	10.3%	3.2%	5.6%	126
Kern	32.1%	46.2%	9.0%	5.1%	7.7%	156
Lanterman	31.8%	38.3%	15.9%	6.5%	7.5%	107
North Bay	34.6%	39.1%	15.0%	6.0%	5.3%	133
North LA County	38.6%	37.8%	11.8%	5.5%	6.3%	127
Orange County	43.3%	37.0%	11.0%	6.3%	2.4%	127
Redwood Coast	45.8%	31.4%	13.1%	3.9%	5.9%	153
San Andreas	43.7%	37.8%	9.2%	5.9%	3.4%	119
San Diego	38.9%	40.1%	9.9%	6.8%	4.3%	162
San Gabriel Pomona	49.5%	31.5%	11.7%	4.5%	2.7%	111
South Central LA	30.0%	36.7%	15.0%	5.8%	12.5%	120
Tri-Counties	44.4%	32.5%	12.7%	4.0%	6.3%	126
Valley Mountain	40.9%	38.3%	13.6%	3.2%	3.9%	154
Westside	37.6%	40.4%	16.5%	0.9%	4.6%	109
State Average	40.3%	37.6%	12.4%	4.8%	4.9%	2844

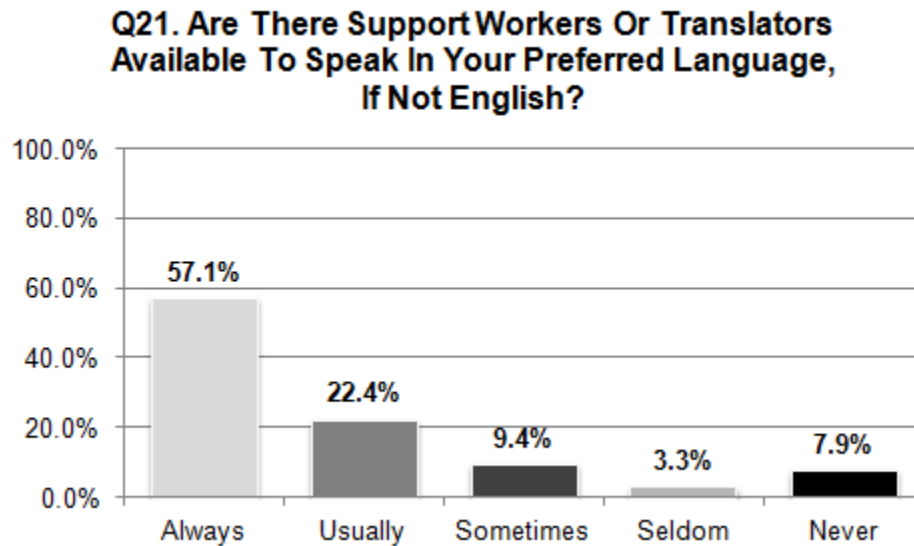
Chart AFS Q20. Do the services and supports change when your family member's needs change?



The chart above shows the percentages of respondents who reported their family member's services and supports change when their needs change: always (38.5%), usually (34.7%), sometimes (14.3%), seldom (5.4%), or never (7.2%).

Table AFS Q20. Do the services and supports change when your family member's needs change?						
Regional Center	Always	Usually	Sometimes	Seldom	Never	N
Alta	44.4%	33.1%	12.6%	4.0%	6.0%	151
Central Valley	45.5%	30.8%	16.1%	4.2%	3.5%	143
East Bay	31.6%	44.1%	11.0%	8.1%	5.1%	136
East LA	42.2%	37.5%	11.7%	1.6%	7.0%	128
Far Northern	47.5%	38.5%	8.4%	2.8%	2.8%	179
Golden Gate	29.5%	44.8%	19.0%	2.9%	3.8%	105
Harbor	35.4%	24.8%	16.8%	8.8%	14.2%	113
Inland	45.1%	32.7%	11.5%	8.8%	1.8%	113
Kern	34.9%	36.2%	15.8%	3.9%	9.2%	152
Lanterman	27.8%	37.1%	19.6%	5.2%	10.3%	97
North Bay	32.1%	38.8%	12.7%	6.0%	10.4%	134
North LA County	38.1%	34.7%	13.6%	5.9%	7.6%	118
Orange County	45.8%	28.0%	15.3%	4.2%	6.8%	118
Redwood Coast	41.1%	35.5%	9.9%	5.7%	7.8%	141
San Andreas	38.8%	34.0%	16.5%	7.8%	2.9%	103
San Diego	36.2%	35.6%	18.8%	2.7%	6.7%	149
San Gabriel Pomona	49.5%	26.7%	8.9%	5.0%	9.9%	101
South Central LA	32.4%	24.3%	17.1%	9.9%	16.2%	111
Tri-Counties	36.6%	35.8%	16.3%	4.1%	7.3%	123
Valley Mountain	39.5%	36.1%	17.0%	3.4%	4.1%	147
Westside	35.3%	39.2%	10.8%	7.8%	6.9%	102
State Average	38.5%	34.7%	14.3%	5.4%	7.2%	2664

Chart AFS Q21. If English is not your first language, are there support workers or translators available to speak with you in your preferred language?



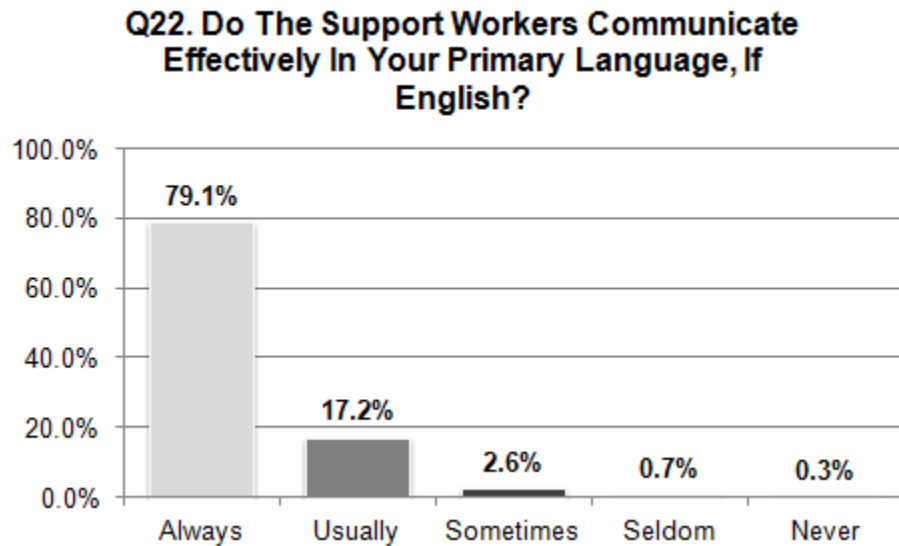
The chart above shows the percentages of respondents who reported support workers or translators are available to speak in their preferred non-English language: always (57.1%), usually (22.4%), sometimes (9.4%), seldom (3.3%), or never (7.9%).

Table AFS Q21. If English is not your first language, are there support workers or translators available to speak with you in your preferred language? ¹²

Regional Center	Always	Usually	Sometimes	Seldom	Never	N
Alta	72.7%	27.3%	0.0%	0.0%	0.0%	11
Central Valley	76.5%	23.5%	0.0%	0.0%	0.0%	17
East Bay	65.0%	15.0%	5.0%	5.0%	10.0%	20
East LA	59.3%	14.8%	11.1%	7.4%	7.4%	27
Far Northern	40.0%	20.0%	0.0%	20.0%	20.0%	5
Golden Gate	33.3%	27.8%	16.7%	11.1%	11.1%	18
Harbor	68.4%	15.8%	10.5%	0.0%	5.3%	19
Inland	75.0%	25.0%	0.0%	0.0%	0.0%	4
Kern	66.7%	19.0%	4.8%	0.0%	9.5%	21
Lanterman	54.5%	30.3%	6.1%	3.0%	6.1%	33
North Bay	0.0%	40.0%	30.0%	0.0%	30.0%	10
North LA County	58.3%	16.7%	16.7%	0.0%	8.3%	12
Orange County	54.3%	17.1%	25.7%	0.0%	2.9%	35
Redwood Coast	100.0%	0.0%	0.0%	0.0%	0.0%	3
San Andreas	64.7%	17.6%	11.8%	5.9%	0.0%	17
San Diego	37.5%	25.0%	18.8%	0.0%	18.8%	16
San Gabriel Pomona	55.0%	10.0%	20.0%	10.0%	5.0%	20
South Central LA	51.7%	34.5%	13.8%	0.0%	0.0%	29
Tri-Counties	50.0%	25.0%	0.0%	0.0%	25.0%	8
Valley Mountain	75.0%	25.0%	0.0%	0.0%	0.0%	4
Westside	41.2%	41.2%	5.9%	5.9%	5.9%	17
State Average	57.1%	22.4%	9.4%	3.3%	7.9%	346

¹² These results should be viewed with caution as some of the regional centers had very few respondents.

Chart AFS Q22. If English is your first language, do the support workers communicate with you effectively in your primary language?

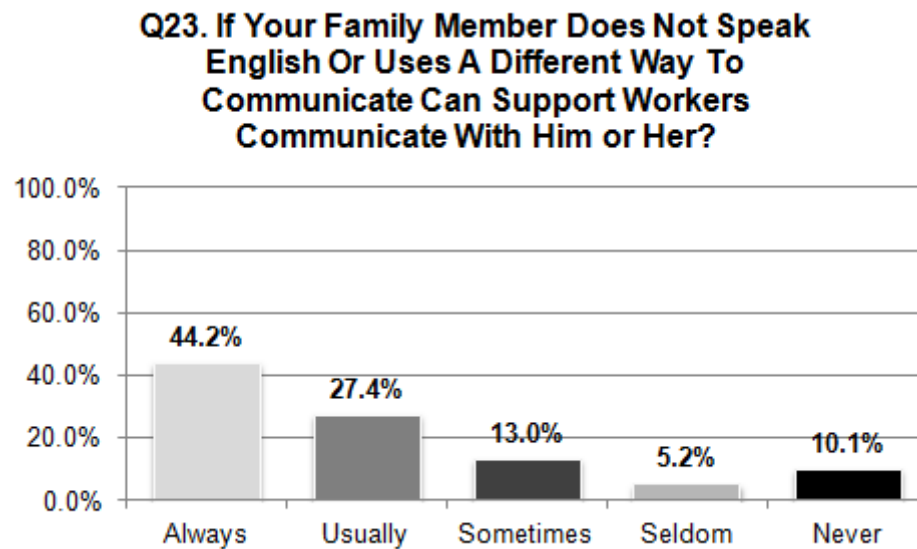


The chart above shows the percentages of respondents who reported their first language is English and that the support workers communicate effectively with them in English: always (79.1%), usually (17.2%), sometimes (2.6%), seldom (0.7%), or never (0.3%).

Table AFS Q22. If English is your first language, do the support workers communicate with you effectively in your primary language?

Regional Center	Always	Usually	Sometimes	Seldom	Never	N
Alta	83.1%	16.2%	0.0%	0.0%	0.7%	148
Central Valley	78.9%	13.7%	4.2%	3.2%	0.0%	95
East Bay	78.7%	18.9%	1.6%	0.0%	0.8%	122
East LA	86.9%	11.5%	1.6%	0.0%	0.0%	61
Far Northern	88.1%	10.8%	0.0%	0.5%	0.5%	194
Golden Gate	73.1%	23.7%	3.2%	0.0%	0.0%	93
Harbor	77.8%	18.9%	3.3%	0.0%	0.0%	90
Inland	70.9%	18.2%	7.3%	3.6%	0.0%	55
Kern	80.8%	14.4%	3.8%	0.0%	1.0%	104
Lanternman	68.9%	23.0%	6.6%	1.6%	0.0%	61
North Bay	79.1%	14.4%	4.3%	0.7%	1.4%	139
North LA County	83.1%	13.5%	3.4%	0.0%	0.0%	89
Orange County	82.7%	13.6%	1.2%	2.5%	0.0%	81
Redwood Coast	74.3%	22.2%	3.5%	0.0%	0.0%	144
San Andreas	74.7%	24.0%	1.3%	0.0%	0.0%	75
San Diego	82.9%	17.1%	0.0%	0.0%	0.0%	111
San Gabriel Pomona	73.0%	27.0%	0.0%	0.0%	0.0%	63
South Central LA	82.4%	13.7%	3.9%	0.0%	0.0%	51
Tri-Counties	79.4%	14.7%	2.9%	2.0%	1.0%	102
Valley Mountain	80.6%	15.5%	3.1%	0.0%	0.8%	129
Westside	82.6%	15.2%	0.0%	1.1%	1.1%	92
State Average	79.1%	17.2%	2.6%	0.7%	0.3%	2099

Chart AFS Q23. If your family member does not speak English or uses a different way to communicate (for example, sign language), are there enough support workers available who can communicate with him or her?

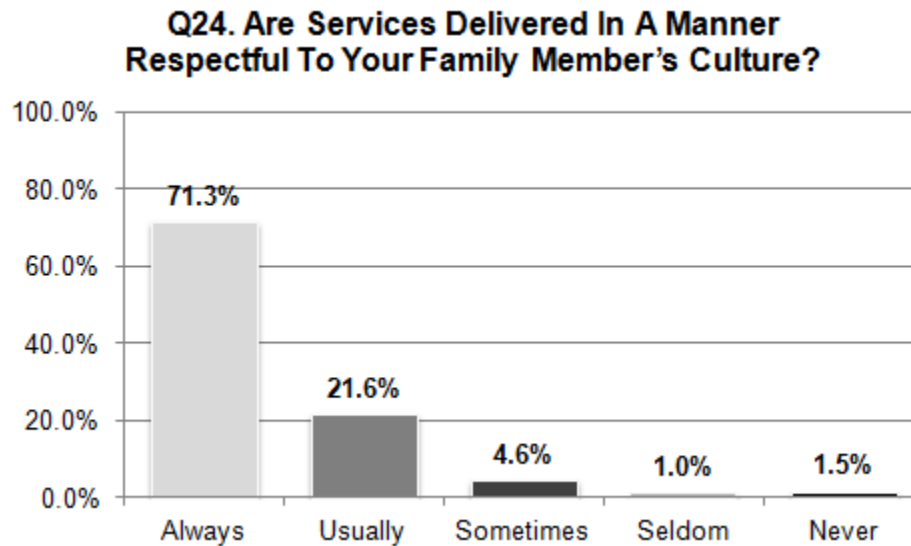


The chart above shows the percentages of respondents who reported their family member does not communicate in English or uses a different way to communicate and that there are enough support workers available to communicate with him or her: always (44.2%), usually (27.4%), sometimes (13.0%), seldom (5.2%), or never (10.1%).

Table AFS Q23. If your family member does not speak English or uses a different way to communicate (for example, sign language), are there enough support workers available who can communicate with him or her?

Regional Center	Always	Usually	Sometimes	Seldom	Never	N
Alta	48.9%	29.8%	14.9%	6.4%	0.0%	47
Central Valley	52.9%	25.0%	13.2%	2.9%	5.9%	68
East Bay	41.2%	33.3%	11.8%	3.9%	9.8%	51
East LA	47.5%	26.2%	11.5%	3.3%	11.5%	61
Far Northern	34.0%	36.2%	14.9%	8.5%	6.4%	47
Golden Gate	36.0%	36.0%	12.0%	6.0%	10.0%	50
Harbor	34.8%	26.1%	17.4%	2.2%	19.6%	46
Inland	51.0%	26.5%	10.2%	2.0%	10.2%	49
Kern	49.2%	29.5%	13.1%	3.3%	4.9%	61
Lanternman	41.5%	23.1%	20.0%	6.2%	9.2%	65
North Bay	37.2%	27.9%	9.3%	16.3%	9.3%	43
North LA County	42.9%	23.2%	10.7%	7.1%	16.1%	56
Orange County	40.0%	35.7%	12.9%	4.3%	7.1%	70
Redwood Coast	42.9%	37.1%	14.3%	2.9%	2.9%	35
San Andreas	41.7%	27.1%	14.6%	6.3%	10.4%	48
San Diego	38.3%	31.7%	8.3%	10.0%	11.7%	60
San Gabriel Pomona	60.4%	18.9%	11.3%	0.0%	9.4%	53
South Central LA	46.4%	23.2%	13.0%	1.4%	15.9%	69
Tri-Counties	45.2%	14.3%	19.0%	2.4%	19.0%	42
Valley Mountain	57.8%	15.6%	8.9%	6.7%	11.1%	45
Westside	37.5%	30.0%	12.5%	7.5%	12.5%	40
State Average	44.2%	27.4%	13.0%	5.2%	10.1%	1106

Chart AFS Q24. Are services delivered to your family member in a manner that is respectful to your family member's culture(s)?

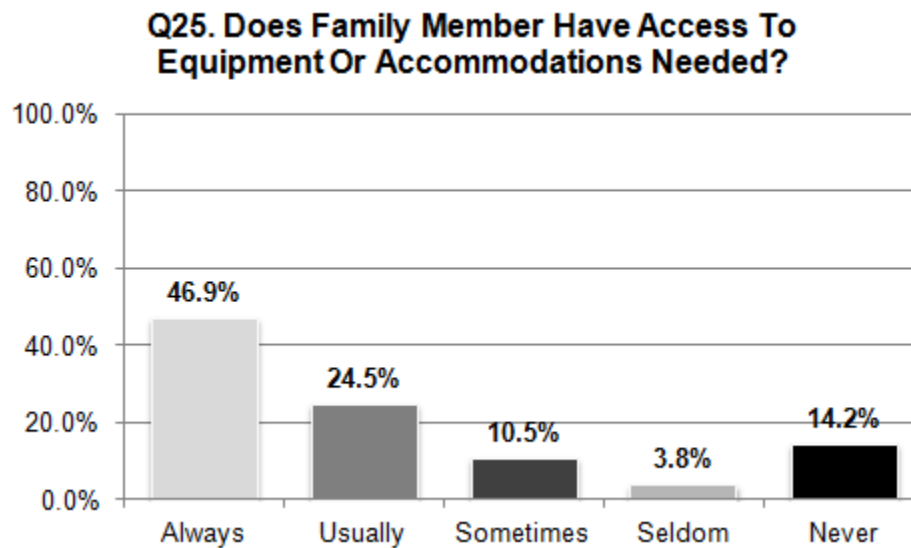


The chart above shows the percentages of respondents who reported services are delivered to their family member in a culturally respectful manner: always (71.3%), usually (21.6%), sometimes (4.6%), seldom (1.0%), or never (1.5%).

Table AFS Q24. Are services delivered to your family in a manner that is respectful to your family's culture(s)?

Regional Center	Always	Usually	Sometimes	Seldom	Never	N
Alta	77.5%	18.3%	3.5%	0.0%	0.7%	142
Central Valley	74.9%	20.4%	3.0%	1.2%	0.6%	167
East Bay	69.1%	25.5%	4.0%	0.7%	0.7%	149
East LA	72.8%	23.1%	2.7%	0.0%	1.4%	147
Far Northern	80.6%	15.9%	1.8%	0.0%	1.8%	170
Golden Gate	69.1%	23.6%	7.3%	0.0%	0.0%	123
Harbor	68.5%	22.3%	6.9%	1.5%	0.8%	130
Inland	73.8%	16.8%	5.6%	0.9%	2.8%	107
Kern	67.3%	24.1%	4.3%	2.5%	1.9%	162
Lanterman	65.6%	18.4%	12.0%	1.6%	2.4%	125
North Bay	73.7%	18.8%	3.8%	1.5%	2.3%	133
North LA County	75.9%	13.1%	6.6%	0.7%	3.6%	137
Orange County	68.8%	21.3%	8.5%	0.0%	1.4%	141
Redwood Coast	70.2%	25.2%	1.5%	2.3%	0.8%	131
San Andreas	65.0%	30.0%	4.2%	0.0%	0.8%	120
San Diego	69.8%	21.3%	6.5%	1.2%	1.2%	169
San Gabriel Pomona	72.0%	22.0%	2.5%	1.7%	1.7%	118
South Central LA	70.2%	23.4%	1.4%	2.1%	2.8%	141
Tri-Counties	72.8%	20.0%	2.4%	1.6%	3.2%	125
Valley Mountain	70.4%	23.0%	4.6%	0.7%	1.3%	152
Westside	68.6%	27.1%	2.5%	1.7%	0.0%	118
State Average	71.3%	21.6%	4.6%	1.0%	1.5%	2907

Chart AFS Q25. Does your family member have access to the special equipment or accommodations that s/he needs (for example, wheelchair, ramp, communication board)?

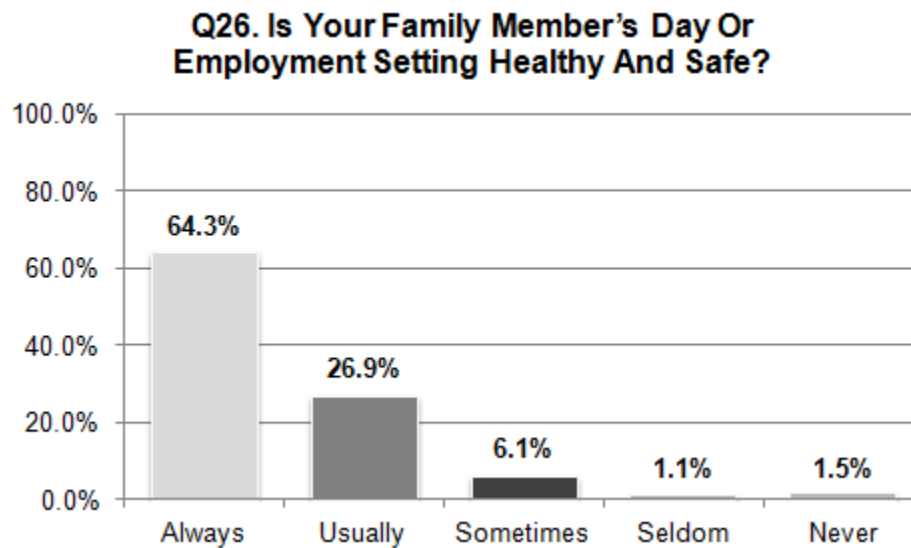


The chart above shows the percentages of respondents who reported their family member has access to the special equipment or accommodations they need: always (46.9%), usually (24.5%), sometimes (10.5%), seldom (3.8%), or never (14.2%).

Table AFS Q25.Does your family member have access to the special equipment or accommodations that s/he needs (for example, wheelchair, ramp, communication board)?

Regional Center	Always	Usually	Sometimes	Seldom	Never	N
Alta	45.2%	30.6%	12.9%	3.2%	8.1%	62
Central Valley	47.5%	27.5%	12.5%	2.5%	10.0%	80
East Bay	35.9%	34.4%	9.4%	3.1%	17.2%	64
East LA	50.0%	24.2%	16.1%	0.0%	9.7%	62
Far Northern	48.9%	28.7%	11.7%	4.3%	6.4%	94
Golden Gate	45.6%	33.3%	10.5%	5.3%	5.3%	57
Harbor	32.6%	32.6%	10.9%	2.2%	21.7%	46
Inland	61.5%	23.1%	1.5%	6.2%	7.7%	65
Kern	43.0%	27.9%	8.1%	7.0%	14.0%	86
Lanterman	37.5%	25.0%	10.7%	3.6%	23.2%	56
North Bay	40.0%	21.7%	21.7%	3.3%	13.3%	60
North LA County	43.1%	25.0%	11.1%	4.2%	16.7%	72
Orange County	49.3%	16.0%	14.7%	5.3%	14.7%	75
Redwood Coast	55.4%	23.0%	13.5%	4.1%	4.1%	74
San Andreas	47.4%	21.1%	12.3%	3.5%	15.8%	57
San Diego	39.0%	22.1%	14.3%	5.2%	19.5%	77
San Gabriel Pomona	64.9%	12.3%	5.3%	1.8%	15.8%	57
South Central LA	50.7%	10.4%	3.0%	4.5%	31.3%	67
Tri-Counties	54.7%	18.9%	5.7%	5.7%	15.1%	53
Valley Mountain	44.0%	38.7%	9.3%	1.3%	6.7%	75
Westside	47.9%	18.8%	6.3%	4.2%	22.9%	48
State Average	46.9%	24.5%	10.5%	3.8%	14.2%	1387

Chart AFS Q26. Do you feel that your family member's day/employment setting is a healthy and safe environment?

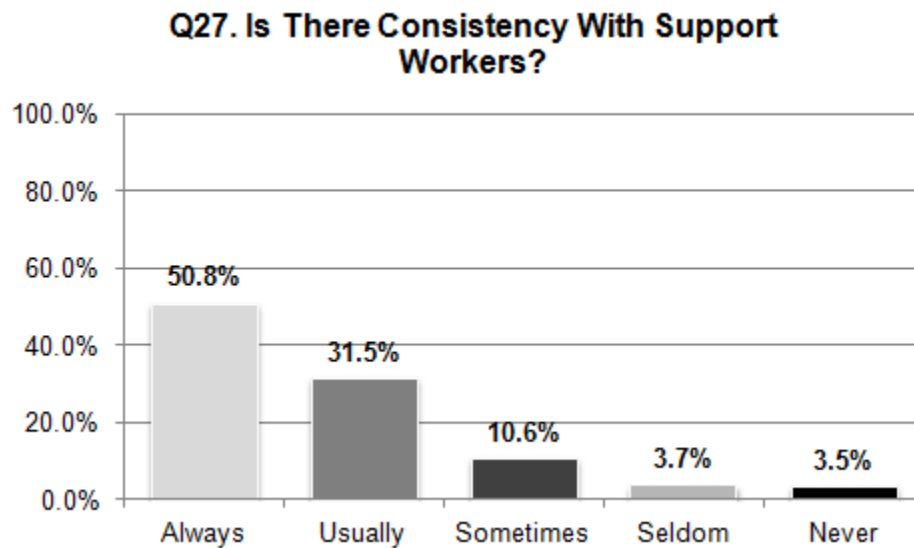


The chart above shows the percentages of respondents who reported their family member's day or employment setting is a healthy and safe environment: always (64.3%), usually (26.9%), sometimes (6.1%), seldom (1.1%), or never (1.5%).

Table AFS Q26. 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
Alta	67.9%	24.4%	6.4%	0.6%	0.6%	156
Central Valley	68.0%	24.2%	6.5%	0.7%	0.7%	153
East Bay	61.9%	33.1%	3.8%	0.6%	0.6%	160
East LA	61.8%	31.3%	4.6%	1.5%	0.8%	131
Far Northern	73.2%	23.0%	3.3%	0.0%	0.5%	183
Golden Gate	61.7%	32.0%	5.5%	0.8%	0.0%	128
Harbor	64.3%	26.1%	8.7%	0.0%	0.9%	115
Inland	67.5%	22.2%	7.7%	0.9%	1.7%	117
Kern	62.2%	25.6%	8.5%	2.4%	1.2%	164
Lanterman	61.3%	19.8%	9.9%	4.5%	4.5%	111
North Bay	56.3%	32.4%	7.7%	0.0%	3.5%	142
North LA County	65.9%	22.8%	6.5%	1.6%	3.3%	123
Orange County	62.7%	26.1%	8.2%	1.5%	1.5%	134
Redwood Coast	68.5%	22.3%	6.9%	1.5%	0.8%	130
San Andreas	55.9%	35.6%	5.9%	0.8%	1.7%	118
San Diego	65.8%	27.3%	6.2%	0.6%	0.0%	161
San Gabriel Pomona	69.0%	21.6%	6.0%	0.0%	3.4%	116
South Central LA	70.3%	21.2%	4.2%	2.5%	1.7%	118
Tri-Counties	62.6%	30.9%	4.1%	0.0%	2.4%	123
Valley Mountain	64.3%	31.5%	1.4%	2.1%	0.7%	143
Westside	59.8%	32.1%	7.1%	0.9%	0.0%	112
State Average	64.3%	26.9%	6.1%	1.1%	1.5%	2838

Chart AFS Q27. Do you feel there is consistency with the support workers who provide services to your family member?

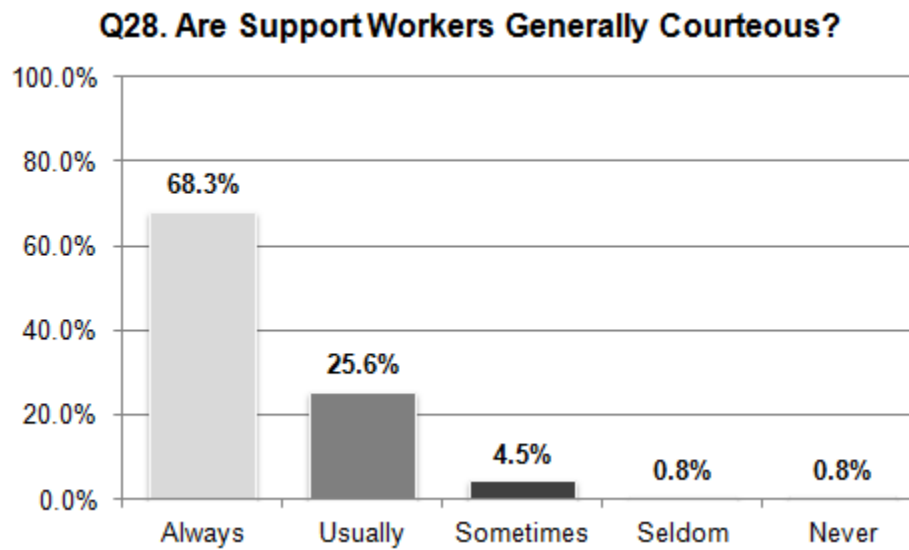


The chart above shows the percentages of respondents who reported there is consistency with their family member's support workers: always (50.8%), usually (31.5%), sometimes (10.6%), seldom (3.7%), or never (3.5%).

Table AFS Q27. Do you feel there is consistency with the support workers who provide services to your family member?

Regional Center	Always	Usually	Sometimes	Seldom	Never	N
Alta	52.0%	32.2%	8.5%	4.0%	3.4%	177
Central Valley	54.2%	30.1%	10.8%	2.4%	2.4%	166
East Bay	48.5%	35.3%	10.8%	3.6%	1.8%	167
East LA	59.5%	26.4%	10.1%	2.7%	1.4%	148
Far Northern	52.9%	35.1%	7.2%	1.4%	3.4%	208
Golden Gate	50.7%	35.8%	9.0%	3.0%	1.5%	134
Harbor	44.8%	29.1%	14.9%	5.2%	6.0%	134
Inland	58.0%	26.7%	8.4%	4.6%	2.3%	131
Kern	43.7%	32.3%	15.0%	5.4%	3.6%	167
Lanternman	44.2%	26.7%	15.8%	5.8%	7.5%	120
North Bay	41.8%	36.6%	11.8%	5.2%	4.6%	153
North LA County	58.8%	19.9%	11.0%	5.1%	5.1%	136
Orange County	51.8%	31.4%	11.7%	2.2%	2.9%	137
Redwood Coast	51.8%	33.5%	7.9%	4.3%	2.4%	164
San Andreas	51.1%	38.2%	4.6%	1.5%	4.6%	131
San Diego	49.1%	36.3%	9.9%	2.9%	1.8%	171
San Gabriel Pomona	56.2%	28.9%	9.1%	4.1%	1.7%	121
South Central LA	45.2%	28.6%	11.9%	5.6%	8.7%	126
Tri-Counties	53.0%	33.3%	7.6%	1.5%	4.5%	132
Valley Mountain	52.1%	33.3%	12.1%	1.8%	0.6%	165
Westside	48.1%	30.8%	13.5%	5.3%	2.3%	133
State Average	50.8%	31.5%	10.6%	3.7%	3.5%	3121

Chart AFS Q28. Are support workers generally courteous?

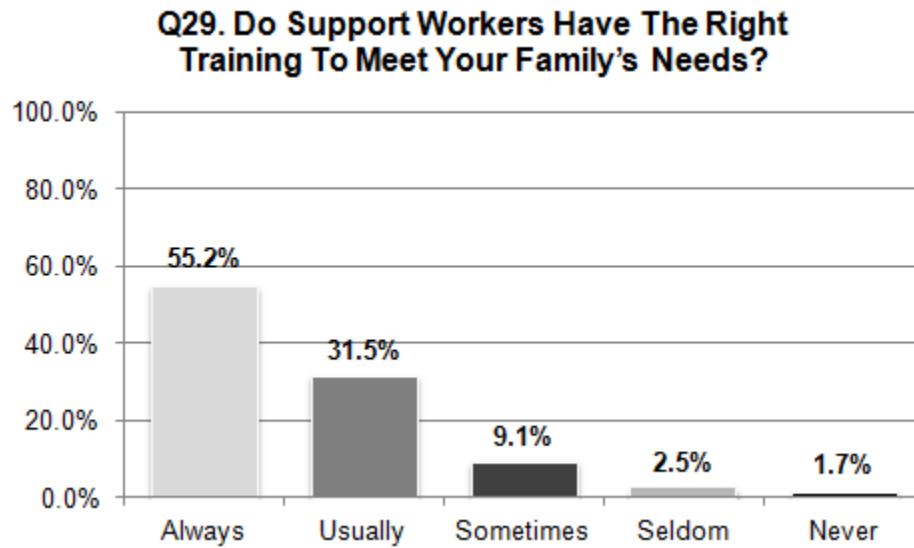


The chart above shows the percentages of respondents who reported support workers are courteous: always (68.3%), usually (25.6%), sometimes (4.5%), seldom (0.8%), or never (0.8%).

Table AFS Q28. Are support workers generally courteous?

Regional Center	Always	Usually	Sometimes	Seldom	Never	N
Alta	67.0%	26.9%	2.7%	1.6%	1.6%	182
Central Valley	75.0%	19.3%	5.1%	0.0%	0.6%	176
East Bay	66.1%	27.4%	5.4%	0.0%	1.2%	168
East LA	67.1%	25.8%	5.8%	0.6%	0.6%	155
Far Northern	75.0%	21.2%	2.8%	0.5%	0.5%	212
Golden Gate	70.7%	27.1%	2.1%	0.0%	0.0%	140
Harbor	63.0%	30.4%	5.1%	0.7%	0.7%	138
Inland	71.2%	23.0%	3.6%	0.0%	2.2%	139
Kern	64.2%	26.6%	7.5%	1.2%	0.6%	173
Lanterman	63.6%	23.3%	9.3%	3.9%	0.0%	129
North Bay	58.5%	35.2%	5.0%	0.6%	0.6%	159
North LA County	67.8%	22.8%	4.0%	2.0%	3.4%	149
Orange County	71.1%	23.9%	4.9%	0.0%	0.0%	142
Redwood Coast	70.6%	24.5%	4.3%	0.0%	0.6%	163
San Andreas	64.4%	32.6%	2.3%	0.0%	0.8%	132
San Diego	72.1%	21.9%	4.9%	0.5%	0.5%	183
San Gabriel Pomona	71.1%	22.7%	6.3%	0.0%	0.0%	128
South Central LA	64.4%	25.2%	8.1%	1.5%	0.7%	135
Tri-Counties	72.3%	24.1%	1.5%	0.7%	1.5%	137
Valley Mountain	72.7%	24.2%	2.4%	0.6%	0.0%	165
Westside	66.4%	29.1%	2.2%	2.2%	0.0%	134
State Average	68.3%	25.6%	4.5%	0.8%	0.8%	3239

Chart AFS Q29. Do the support workers have the right training to meet your family's needs?

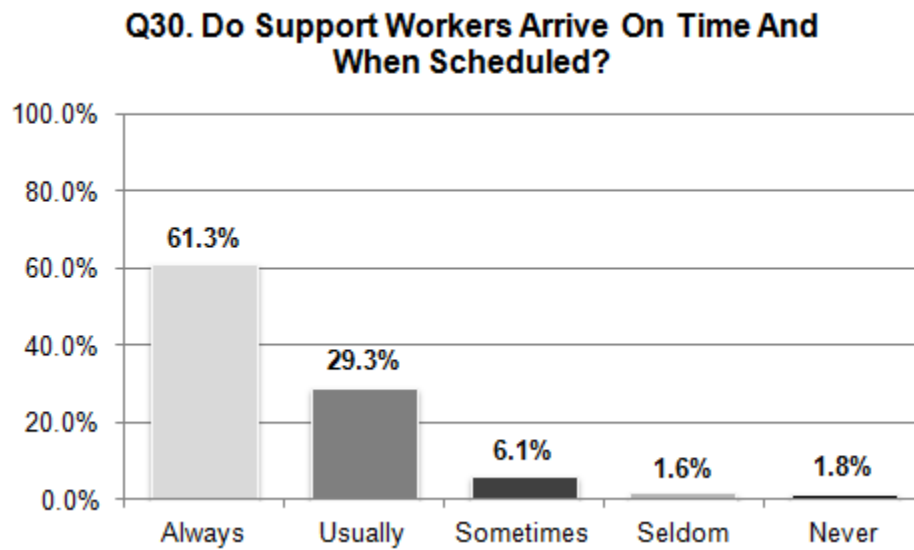


The chart above shows the percentages of respondents who reported the support workers have the right training to meet their family's needs: always (55.2%), usually (31.5%), sometimes (9.1%), seldom (2.5%), or never (1.7%).

Table AFS Q29. Do the support workers have the right training to meet your family's needs?

Regional Center	Always	Usually	Sometimes	Seldom	Never	N
Alta	54.0%	32.9%	7.5%	3.7%	1.9%	161
Central Valley	64.6%	22.2%	8.2%	3.8%	1.3%	158
East Bay	55.5%	35.5%	7.1%	0.6%	1.3%	155
East LA	57.1%	27.9%	12.9%	0.7%	1.4%	147
Far Northern	53.6%	38.0%	5.7%	1.6%	1.0%	192
Golden Gate	55.6%	29.8%	12.1%	2.4%	0.0%	124
Harbor	48.7%	34.8%	11.3%	3.5%	1.7%	115
Inland	63.4%	25.2%	6.1%	3.8%	1.5%	131
Kern	53.2%	34.4%	9.1%	1.3%	1.9%	154
Lanternman	52.1%	24.4%	16.0%	4.2%	3.4%	119
North Bay	44.1%	41.2%	8.1%	3.7%	2.9%	136
North LA County	62.8%	23.3%	8.5%	1.6%	3.9%	129
Orange County	54.4%	35.3%	8.1%	1.5%	0.7%	136
Redwood Coast	54.1%	30.6%	10.8%	2.5%	1.9%	157
San Andreas	58.1%	31.6%	7.7%	0.9%	1.7%	117
San Diego	54.5%	28.1%	13.8%	3.0%	0.6%	167
San Gabriel Pomona	58.3%	30.4%	9.6%	1.7%	0.0%	115
South Central LA	55.6%	33.9%	5.6%	1.6%	3.2%	124
Tri-Counties	51.6%	34.1%	9.5%	3.2%	1.6%	126
Valley Mountain	55.4%	35.8%	4.7%	3.4%	0.7%	148
Westside	53.3%	32.5%	8.3%	3.3%	2.5%	120
State Average	55.2%	31.5%	9.1%	2.5%	1.7%	2931

Chart AFS Q30. Do the support workers who come to your home arrive on time and when scheduled?



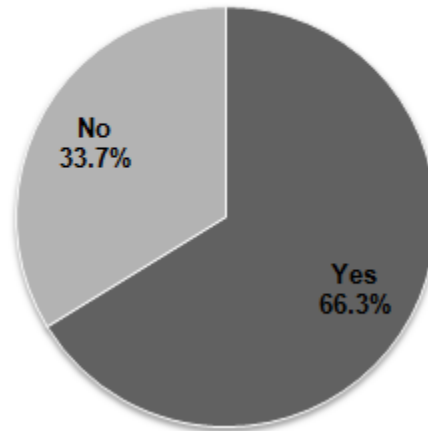
The chart above shows the percentages of respondents who reported support workers arrive on time and when scheduled: always (61.3%), usually (29.3%), sometimes (6.1%), seldom (1.6%), or never (1.8%).

Table AFS Q30. Do the support workers who come to your home arrive on time and when scheduled?

Regional Center	Always	Usually	Sometimes	Seldom	Never	N
Alta	61.4%	33.8%	2.8%	0.7%	1.4%	145
Central Valley	68.0%	24.2%	5.9%	1.3%	0.7%	153
East Bay	62.7%	29.1%	5.2%	2.2%	0.7%	134
East LA	63.1%	27.5%	7.4%	2.0%	0.0%	149
Far Northern	62.0%	31.3%	5.0%	0.0%	1.7%	179
Golden Gate	61.0%	30.5%	5.7%	1.9%	1.0%	105
Harbor	60.9%	28.2%	6.4%	1.8%	2.7%	110
Inland	68.8%	23.2%	5.6%	0.8%	1.6%	125
Kern	57.6%	31.9%	4.9%	1.4%	4.2%	144
Lanternman	61.6%	20.5%	11.6%	3.6%	2.7%	112
North Bay	50.0%	39.0%	6.8%	3.4%	0.8%	118
North LA County	60.7%	24.8%	6.0%	3.4%	5.1%	117
Orange County	61.9%	29.4%	7.9%	0.8%	0.0%	126
Redwood Coast	55.1%	40.2%	2.4%	0.8%	1.6%	127
San Andreas	55.0%	36.9%	4.5%	0.9%	2.7%	111
San Diego	64.7%	24.7%	7.3%	1.3%	2.0%	150
San Gabriel Pomona	64.8%	25.7%	5.7%	1.9%	1.9%	105
South Central LA	62.6%	26.7%	6.1%	2.3%	2.3%	131
Tri-Counties	66.3%	27.2%	5.4%	0.0%	1.1%	92
Valley Mountain	65.1%	24.6%	7.9%	0.8%	1.6%	126
Westside	54.3%	35.3%	6.9%	1.7%	1.7%	116
State Average	61.3%	29.3%	6.1%	1.6%	1.8%	2675

Chart AFS Q31. If your family member transitioned from school funded to regional center funded services during the past year, were you happy with the transition process?

Q31. Are You Happy With The Transition From School Funding To Regional Center Funding?



The chart above shows of respondents who reported their family member transitioned from school to regional center funded services in the past year, 66.3% are happy with the transition process, 33.7% are not.

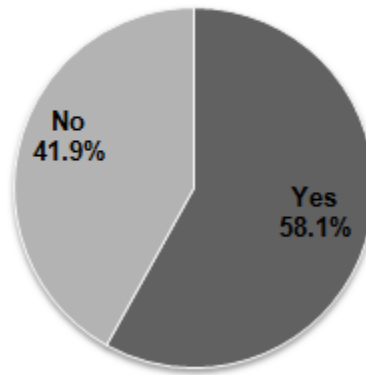
Table AFS Q31. If your family member transitioned from school services to regional center funded services during the past year, were you happy with the transition process? ¹³

Regional Center	Yes	No	N
Alta	82.1%	17.9%	28
Central Valley	61.3%	38.7%	31
East Bay	66.7%	33.3%	33
East LA	70.8%	29.2%	24
Far Northern	66.7%	33.3%	21
Golden Gate	87.5%	12.5%	16
Harbor	71.4%	28.6%	28
Inland	76.0%	24.0%	25
Kern	64.1%	35.9%	39
Lanterman	40.0%	60.0%	25
North Bay	71.4%	28.6%	28
North LA County	71.8%	28.2%	39
Orange County	69.2%	30.8%	26
Redwood Coast	40.0%	60.0%	15
San Andreas	81.3%	18.8%	32
San Diego	61.1%	38.9%	36
San Gabriel Pomona	66.7%	33.3%	27
South Central LA	44.0%	56.0%	25
Tri-Counties	59.1%	40.9%	22
Valley Mountain	75.0%	25.0%	36
Westside	65.2%	34.8%	23
State Average	66.3%	33.7%	579

¹³ These results should be viewed with caution as some of the regional centers have very few respondents.

Chart AFS Q32. If you asked for crisis/emergency services during the past year, were services provided when needed?

Q32. Were Emergency Services Provided When Needed?



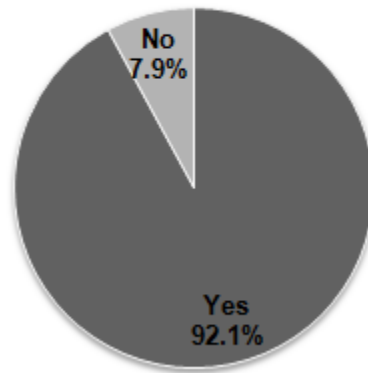
The chart above shows of respondents who asked for crisis or emergency services in the past year, 58.1% reported services were provided when needed, 41.9% were not.

Table AFS Q32. If you asked for crisis/emergency services during the past year, were services provided when needed?

Regional Center	Yes	No	N
Alta	73.8%	26.2%	42
Central Valley	55.6%	44.4%	54
East Bay	72.2%	27.8%	36
East LA	59.5%	40.5%	42
Far Northern	57.6%	42.4%	33
Golden Gate	70.0%	30.0%	30
Harbor	52.8%	47.2%	36
Inland	52.4%	47.6%	42
Kern	59.6%	40.4%	57
Lanternman	34.6%	65.4%	52
North Bay	56.1%	43.9%	41
North LA County	45.7%	54.3%	35
Orange County	60.0%	40.0%	40
Redwood Coast	46.7%	53.3%	30
San Andreas	74.4%	25.6%	39
San Diego	62.2%	37.8%	45
San Gabriel Pomona	52.5%	47.5%	40
South Central LA	42.9%	57.1%	49
Tri-Counties	50.0%	50.0%	26
Valley Mountain	73.8%	26.2%	42
Westside	67.6%	32.4%	37
State Average	58.1%	41.9%	848

Chart AFS Q33. Do you have access to health services for your family member?

Q33. Do You Have Access To Health Services For Your Family Member?



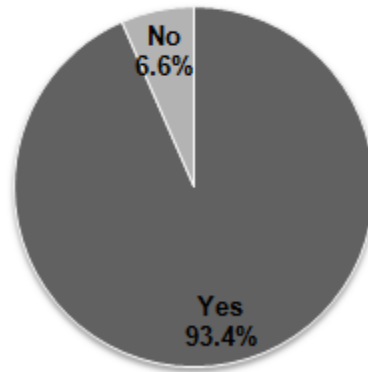
The chart above shows 92.1% of respondents reported their family member has access to health services, 7.9% do not.

Table AFS Q33. Do you have access to health services for your family member?

Regional Center	Yes	No	N
Alta	94.9%	5.1%	197
Central Valley	92.8%	7.2%	195
East Bay	93.9%	6.1%	181
East LA	93.5%	6.5%	155
Far Northern	97.2%	2.8%	217
Golden Gate	95.0%	5.0%	139
Harbor	93.1%	6.9%	159
Inland	92.1%	7.9%	139
Kern	89.2%	10.8%	186
Lanterman	84.6%	15.4%	136
North Bay	95.2%	4.8%	186
North LA County	88.0%	12.0%	150
Orange County	92.8%	7.2%	152
Redwood Coast	94.1%	5.9%	169
San Andreas	91.4%	8.6%	139
San Diego	88.3%	11.7%	188
San Gabriel Pomona	89.2%	10.8%	139
South Central LA	84.1%	15.9%	151
Tri-Counties	95.7%	4.3%	139
Valley Mountain	98.4%	1.6%	183
Westside	89.7%	10.3%	145
State Average	92.1%	7.9%	3445

Chart AFS Q34. If “yes” (To Q33), are you satisfied with the quality of the health service providers?

Q34. Are You Satisfied With The Quality Of Health Service Providers?



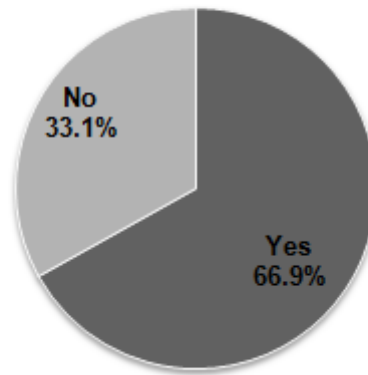
The chart above shows 93.4% of respondents reported they are satisfied with the quality of their family member’s health service providers, 6.6% are not.

Table AFS Q34. If “yes” (To Q33), are you satisfied with the quality of these health providers?

Regional Center	Yes	No	N
Alta	97.2%	2.8%	181
Central Valley	92.8%	7.2%	167
East Bay	96.3%	3.7%	161
East LA	94.7%	5.3%	132
Far Northern	88.9%	11.1%	190
Golden Gate	91.7%	8.3%	120
Harbor	88.6%	11.4%	123
Inland	96.6%	3.4%	118
Kern	94.8%	5.2%	153
Lanterman	90.5%	9.5%	105
North Bay	95.3%	4.7%	169
North LA County	89.3%	10.7%	122
Orange County	94.7%	5.3%	133
Redwood Coast	93.9%	6.1%	148
San Andreas	97.5%	2.5%	121
San Diego	93.5%	6.5%	155
San Gabriel Pomona	97.4%	2.6%	117
South Central LA	91.5%	8.5%	118
Tri-Counties	93.4%	6.6%	122
Valley Mountain	89.8%	10.2%	166
Westside	93.2%	6.8%	118
State Average	93.4%	6.6%	2939

Chart AFS Q35. Do you have access to dental services for your family member?

Q35. Do you have access to dental services for your family member?



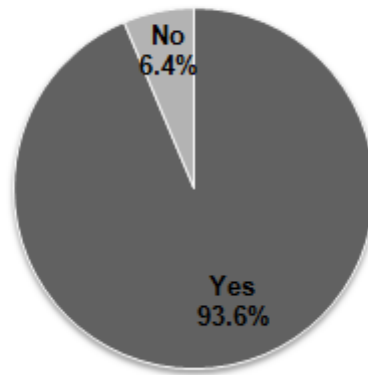
The chart above shows 66.9% of respondents reported their family member has access to dental services, 33.1% do not.

Table AFS Q35. Do you have access to dental services for your family member?

Regional Center	Yes	No	N
Alta	72.7%	27.3%	194
Central Valley	67.2%	32.8%	180
East Bay	68.6%	31.4%	175
East LA	66.2%	33.8%	145
Far Northern	76.2%	23.8%	210
Golden Gate	81.1%	18.9%	132
Harbor	65.1%	34.9%	146
Inland	75.2%	24.8%	137
Kern	71.8%	28.2%	181
Lanterman	59.4%	40.6%	133
North Bay	74.6%	25.4%	177
North LA County	65.5%	34.5%	139
Orange County	60.3%	39.7%	141
Redwood Coast	67.3%	32.7%	162
San Andreas	72.1%	27.9%	136
San Diego	54.3%	45.7%	186
San Gabriel Pomona	64.8%	35.2%	128
South Central LA	46.7%	53.3%	135
Tri-Counties	63.9%	36.1%	133
Valley Mountain	62.1%	37.9%	177
Westside	70.2%	29.8%	131
State Average	66.9%	33.1%	3278

Chart AFS Q36. If “yes” (To Q35), are you satisfied with the quality of these dental service providers?

Q36. If “yes” (to Q35), are you satisfied with the quality of these providers?



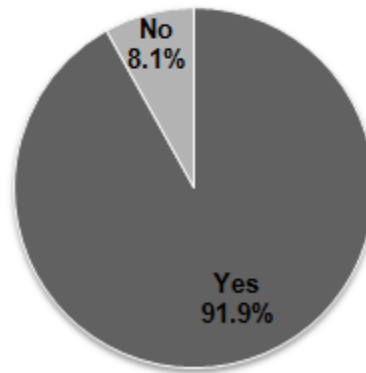
The chart above shows 93.6% of respondents reported they are satisfied with the quality of their family member’s dental service providers, 6.4% are not.

Table AFS Q36. If “yes” (To Q35), are you satisfied with the quality of these dental service providers?

Regional Center	Yes	No	N
Alta	94.0%	6.0%	133
Central Valley	95.3%	4.7%	106
East Bay	95.5%	4.5%	110
East LA	94.4%	5.6%	89
Far Northern	94.0%	6.0%	149
Golden Gate	93.8%	6.2%	97
Harbor	90.8%	9.2%	87
Inland	93.8%	6.3%	96
Kern	93.5%	6.5%	123
Lanterman	93.3%	6.7%	75
North Bay	92.8%	7.2%	125
North LA County	94.2%	5.8%	86
Orange County	96.3%	3.8%	80
Redwood Coast	92.2%	7.8%	102
San Andreas	96.7%	3.3%	91
San Diego	91.6%	8.4%	95
San Gabriel Pomona	93.2%	6.8%	73
South Central LA	81.4%	18.6%	59
Tri-Counties	96.2%	3.8%	79
Valley Mountain	95.2%	4.8%	104
Westside	98.8%	1.3%	80
State Average	93.6%	6.4%	2039

Chart AFS Q37. Do you have access to necessary medications for your family member?

**Q37. Do You Have Access To Necessary
Medication For Your Family Member?**



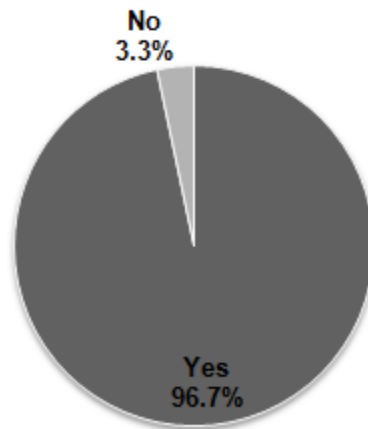
The chart above shows 91.9% of respondents reported their family member has access to necessary medications, 8.1% do not.

Table AFS Q37. Do you have access to necessary medications for your family member?

Regional Center	Yes	No	N
Alta	96.4%	3.6%	195
Central Valley	93.0%	7.0%	186
East Bay	95.2%	4.8%	167
East LA	88.7%	11.3%	150
Far Northern	95.6%	4.4%	203
Golden Gate	93.3%	6.7%	135
Harbor	92.3%	7.7%	142
Inland	89.6%	10.4%	135
Kern	90.2%	9.8%	174
Lanterman	85.1%	14.9%	134
North Bay	95.4%	4.6%	173
North LA County	87.2%	12.8%	141
Orange County	94.0%	6.0%	150
Redwood Coast	94.8%	5.2%	155
San Andreas	93.9%	6.1%	132
San Diego	88.3%	11.7%	180
San Gabriel Pomona	91.1%	8.9%	123
South Central LA	86.4%	13.6%	147
Tri-Counties	93.2%	6.8%	133
Valley Mountain	97.1%	2.9%	175
Westside	88.7%	11.3%	133
State Average	91.9%	8.1%	3263

Chart AFS Q38. If “yes” (To Q37), are you satisfied with how your family member’s medication needs are monitored?

Q38. Are You Satisfied How Your Family Member's Medication Is Monitored?



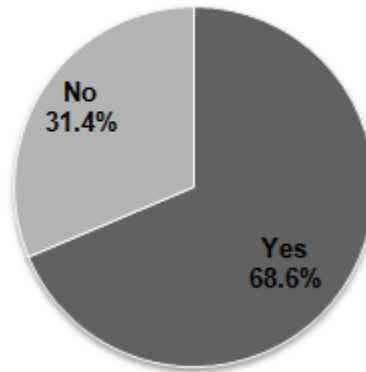
The chart above shows 96.7% of respondents reported they are satisfied with how their family member’s medication are monitored, 3.3% are not.

Table AFS Q38. If “yes” (To Q37), are you satisfied with how your family member’s medication needs are monitored?

Regional Center	Yes	No	N
Alta	97.1%	2.9%	171
Central Valley	94.2%	5.8%	155
East Bay	97.3%	2.7%	149
East LA	97.5%	2.5%	120
Far Northern	94.9%	5.1%	176
Golden Gate	98.2%	1.8%	111
Harbor	97.5%	2.5%	121
Inland	95.4%	4.6%	109
Kern	96.3%	3.7%	135
Lanterman	97.2%	2.8%	109
North Bay	98.7%	1.3%	153
North LA County	94.7%	5.3%	114
Orange County	99.2%	0.8%	133
Redwood Coast	97.9%	2.1%	141
San Andreas	97.4%	2.6%	115
San Diego	99.3%	0.7%	150
San Gabriel Pomona	97.1%	2.9%	103
South Central LA	93.9%	6.1%	114
Tri-Counties	92.0%	8.0%	112
Valley Mountain	95.5%	4.5%	157
Westside	99.1%	0.9%	106
State Average	96.7%	3.3%	2754

Chart AFS Q39. If applicable, do you have access to mental health services for your family member?

Q39. Do You Have Access To Mental Health Services For Your Family Member?



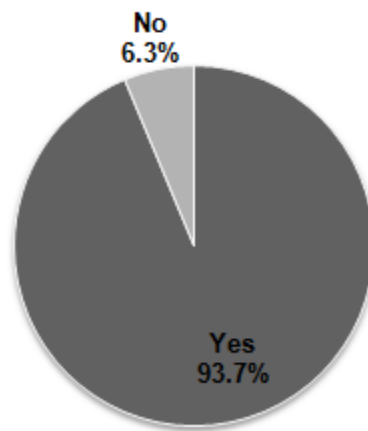
The chart above shows 68.6% of respondents reported their family member has access to mental health services, 31.4% do not.

Table AFS Q39. If applicable, do you have access to mental health services for your family member?

Regional Center	Yes	No	N
Alta	73.0%	27.0%	89
Central Valley	65.7%	34.3%	108
East Bay	72.4%	27.6%	98
East LA	67.5%	32.5%	80
Far Northern	66.7%	33.3%	99
Golden Gate	75.4%	24.6%	69
Harbor	65.1%	34.9%	86
Inland	69.0%	31.0%	87
Kern	68.0%	32.0%	103
Lanterman	62.8%	37.2%	86
North Bay	74.3%	25.7%	101
North LA County	64.6%	35.4%	82
Orange County	70.0%	30.0%	80
Redwood Coast	73.5%	26.5%	68
San Andreas	70.5%	29.5%	78
San Diego	71.7%	28.3%	99
San Gabriel Pomona	62.5%	37.5%	80
South Central LA	59.8%	40.2%	102
Tri-Counties	59.4%	40.6%	64
Valley Mountain	80.4%	19.6%	92
Westside	69.2%	30.8%	78
State Average	68.6%	31.4%	1829

Chart AFS Q40. If “yes” (Q39), are you satisfied with the quality of these mental health providers?

**Q40. Are You Satisfied With The Quality Of
Mental Health Providers?**



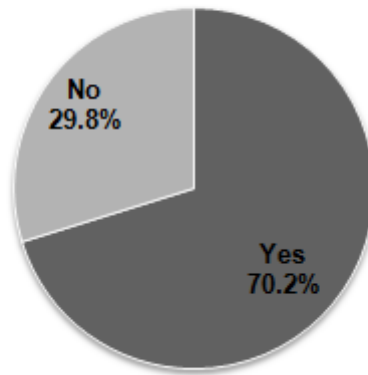
The chart above shows 93.7% of respondents reported they are satisfied with the quality of their family member’s mental health providers, 6.3% are not.

Table AFS Q40. If “yes” (Q39), are you satisfied with the quality of these mental health providers?

Regional Center	Yes	No	N
Alta	90.9%	9.1%	55
Central Valley	91.9%	8.1%	62
East Bay	93.4%	6.6%	61
East LA	100.0%	0.0%	48
Far Northern	87.5%	12.5%	48
Golden Gate	91.3%	8.7%	46
Harbor	97.9%	2.1%	48
Inland	93.2%	6.8%	44
Kern	96.6%	3.4%	58
Lanterman	91.8%	8.2%	49
North Bay	95.0%	5.0%	60
North LA County	95.5%	4.5%	44
Orange County	95.7%	4.3%	47
Redwood Coast	95.3%	4.7%	43
San Andreas	95.7%	4.3%	46
San Diego	96.5%	3.5%	57
San Gabriel Pomona	95.7%	4.3%	46
South Central LA	96.3%	3.7%	54
Tri-Counties	82.4%	17.6%	34
Valley Mountain	91.9%	8.1%	62
Westside	93.0%	7.0%	43
State Average	93.7%	6.3%	1055

Chart AFS Q41. If applicable, do you have access to quality respite services for your family?

**Q41. If Applicable, Do You Have Access To
Quality Respite Services For Your Family?**



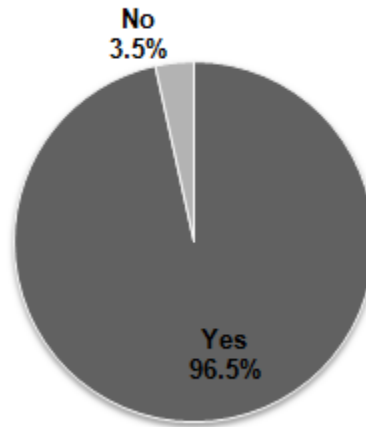
The chart above shows 70.2% of respondents reported they have access to quality respite services, 29.8% do not.

Table AFS Q41. If applicable, do you have access to quality respite services for your family?

Regional Center	Yes	No	N
Alta	72.4%	27.6%	123
Central Valley	63.9%	36.1%	108
East Bay	78.5%	21.5%	107
East LA	78.2%	21.8%	78
Far Northern	83.8%	16.2%	142
Golden Gate	81.2%	18.8%	85
Harbor	61.7%	38.3%	81
Inland	65.2%	34.8%	69
Kern	79.5%	20.5%	117
Lanterman	64.6%	35.4%	79
North Bay	58.6%	41.4%	99
North LA County	60.8%	39.2%	79
Orange County	68.4%	31.6%	95
Redwood Coast	83.3%	16.7%	120
San Andreas	77.4%	22.6%	84
San Diego	73.2%	26.8%	123
San Gabriel Pomona	65.8%	34.2%	76
South Central LA	40.8%	59.2%	76
Tri-Counties	77.3%	22.7%	88
Valley Mountain	71.6%	28.4%	109
Westside	68.8%	31.2%	77
State Average	70.2%	29.8%	2015

Chart AFS Q42. If “yes” (To Q41), are you satisfied with the quality of these respite service providers?

Q42. Are You Satisfied With The Quality Of Respite Service Providers?



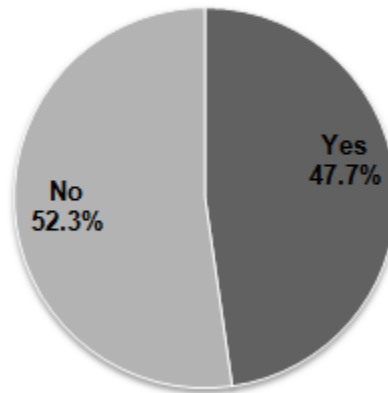
The chart above shows 96.5% of respondents reported they are satisfied with the quality of respite providers, 3.5% are not.

Table AFS Q42. If “yes” (To Q41), are you satisfied with the quality of these respite service providers?

Regional Center	Yes	No	N
Alta	97.4%	2.6%	76
Central Valley	96.6%	3.4%	58
East Bay	98.4%	1.6%	64
East LA	98.2%	1.8%	55
Far Northern	95.7%	4.3%	93
Golden Gate	96.4%	3.6%	56
Harbor	97.6%	2.4%	41
Inland	88.2%	11.8%	34
Kern	97.4%	2.6%	78
Lanterman	100.0%	0.0%	46
North Bay	92.0%	8.0%	50
North LA County	87.8%	12.2%	41
Orange County	98.2%	1.8%	57
Redwood Coast	98.8%	1.2%	83
San Andreas	100.0%	0.0%	58
San Diego	97.4%	2.6%	76
San Gabriel Pomona	97.9%	2.1%	47
South Central LA	92.6%	7.4%	27
Tri-Counties	98.1%	1.9%	54
Valley Mountain	98.5%	1.5%	67
Westside	100.0%	0.0%	46
State Average	96.5%	3.5%	1207

Chart AFS Q43. Are there other services that your family member needs that are not currently offered or available?

Q43. Are There Services Your Family Member Needs Not Offered Or Available?



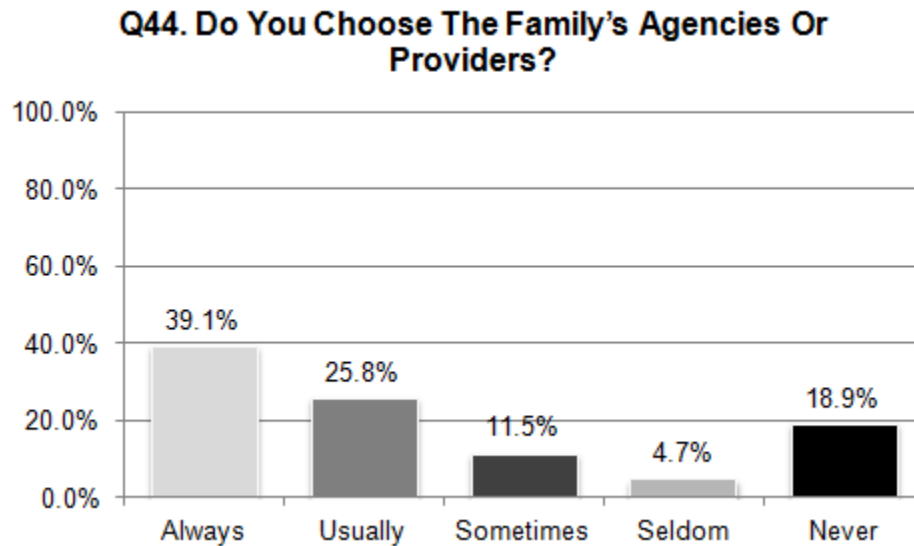
The chart above shows 47.7% of respondents reported their family member needs other services that are not currently offered or available, 52.3% do not.

Table AFS Q43. Are there other services that your family member needs that are not currently offered or available?

Regional Center	Yes	No	N
Alta	44.4%	55.6%	126
Central Valley	38.5%	61.5%	117
East Bay	46.3%	53.7%	108
East LA	44.3%	55.7%	97
Far Northern	42.1%	57.9%	152
Golden Gate	52.7%	47.3%	74
Harbor	51.7%	48.3%	89
Inland	50.7%	49.3%	67
Kern	48.7%	51.3%	119
Lanterman	52.0%	48.0%	100
North Bay	51.5%	48.5%	97
North LA County	44.8%	55.2%	87
Orange County	39.0%	61.0%	77
Redwood Coast	44.7%	55.3%	114
San Andreas	50.6%	49.4%	89
San Diego	57.1%	42.9%	119
San Gabriel Pomona	44.0%	56.0%	84
South Central LA	57.3%	42.7%	89
Tri-Counties	48.5%	51.5%	97
Valley Mountain	46.4%	53.6%	110
Westside	46.7%	53.3%	92
State Average	47.7%	52.3%	2104

Choices and Control

Chart AFS Q44. Do you choose the agencies or provider organizations who work with your family?

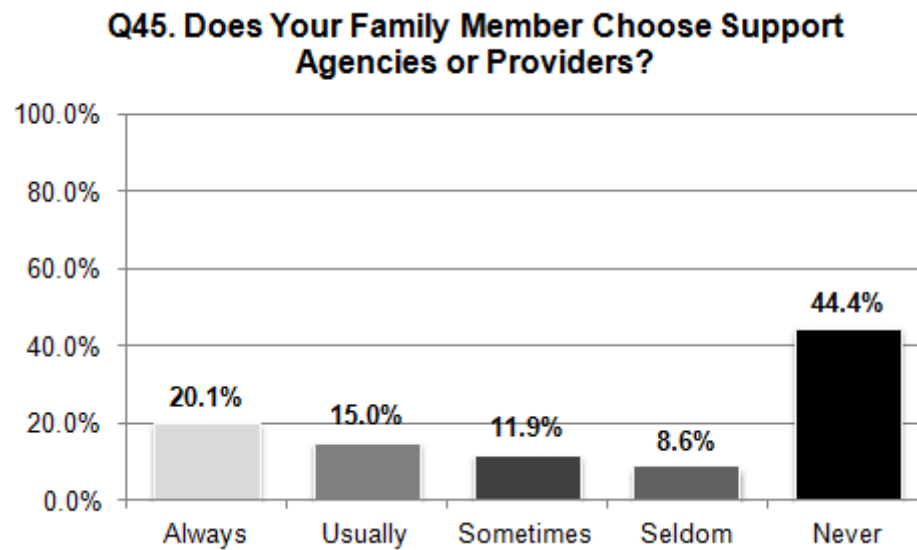


The chart above shows the percentages of respondents who reported they choose the agencies or provider organizations who work with their family: always (39.1%), usually (25.8%), sometimes (11.5%), seldom (4.7%), or never (18.9%).

Table AFS Q44. Do you choose the agencies or provider organizations who work with your family?

Regional Center	Always	Usually	Sometimes	Seldom	Never	N
Alta	43.8%	29.2%	13.2%	4.2%	9.7%	144
Central Valley	46.1%	18.2%	11.7%	2.6%	21.4%	154
East Bay	36.8%	25.8%	12.3%	5.8%	19.4%	155
East LA	47.1%	21.0%	11.6%	5.1%	15.2%	138
Far Northern	34.2%	34.7%	11.4%	6.4%	13.4%	202
Golden Gate	41.0%	32.5%	10.3%	2.6%	13.7%	117
Harbor	33.1%	18.5%	8.1%	10.5%	29.8%	124
Inland	37.7%	25.5%	16.0%	1.9%	18.9%	106
Kern	35.3%	26.0%	15.0%	2.9%	20.8%	173
Lanternman	37.4%	20.9%	11.3%	5.2%	25.2%	115
North Bay	37.3%	26.7%	11.3%	7.3%	17.3%	150
North LA County	50.0%	25.4%	9.0%	1.5%	14.2%	134
Orange County	46.8%	19.8%	11.1%	4.0%	18.3%	126
Redwood Coast	30.4%	34.5%	10.8%	6.1%	18.2%	148
San Andreas	40.9%	24.5%	10.9%	4.5%	19.1%	110
San Diego	47.5%	24.4%	11.9%	2.5%	13.8%	160
San Gabriel Pomona	38.8%	23.1%	11.6%	3.3%	23.1%	121
South Central LA	32.2%	24.0%	9.1%	5.8%	28.9%	121
Tri-Counties	34.4%	24.4%	13.7%	6.9%	20.6%	131
Valley Mountain	37.5%	33.6%	10.5%	4.6%	13.8%	152
Westside	32.5%	30.1%	9.8%	4.9%	22.8%	123
State Average	39.1%	25.8%	11.5%	4.7%	18.9%	2904

Chart AFS Q45. Does your family member choose the agencies or provider organizations that work with him or her?

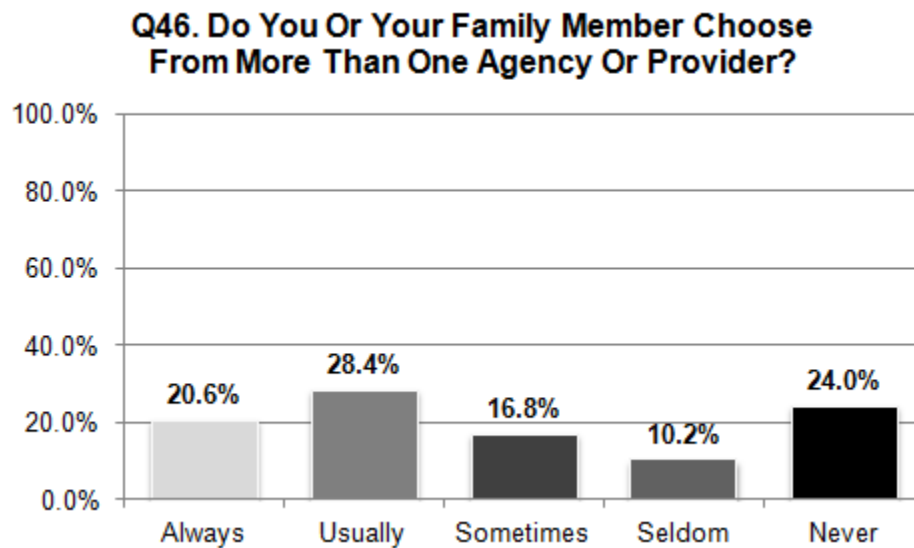


The chart above shows the percentages of respondents who reported their family member choose their agencies or provider organizations: always (20.1%), usually (15.0%), sometimes (11.9%), seldom (8.6%), or never (44.4%).

Table AFS Q45. Does your family member choose the agencies or provider organizations who work with him or her?

Regional Center	Always	Usually	Sometimes	Seldom	Never	N
Alta	21.0%	17.4%	10.1%	10.9%	40.6%	138
Central Valley	28.6%	13.6%	10.7%	5.7%	41.4%	140
East Bay	15.7%	17.9%	11.2%	10.4%	44.8%	134
East LA	27.3%	15.6%	14.1%	7.8%	35.2%	128
Far Northern	23.0%	15.5%	13.4%	13.4%	34.8%	187
Golden Gate	21.9%	18.1%	8.6%	6.7%	44.8%	105
Harbor	15.3%	12.7%	11.9%	11.0%	49.2%	118
Inland	18.9%	21.1%	16.8%	3.2%	40.0%	95
Kern	17.4%	11.2%	18.6%	10.6%	42.2%	161
Lanternman	23.1%	12.0%	10.2%	7.4%	47.2%	108
North Bay	10.7%	12.9%	12.1%	5.7%	58.6%	140
North LA County	25.8%	12.5%	10.0%	8.3%	43.3%	120
Orange County	30.1%	11.5%	9.7%	4.4%	44.2%	113
Redwood Coast	13.9%	19.0%	16.8%	9.5%	40.9%	137
San Andreas	15.9%	19.6%	14.0%	15.0%	35.5%	107
San Diego	13.5%	17.3%	11.5%	9.0%	48.7%	156
San Gabriel Pomona	21.3%	10.2%	5.6%	7.4%	55.6%	108
South Central LA	21.2%	15.0%	8.8%	5.3%	49.6%	113
Tri-Counties	19.0%	8.6%	9.5%	12.9%	50.0%	116
Valley Mountain	22.8%	20.0%	10.3%	6.2%	40.7%	145
Westside	15.2%	13.4%	16.1%	9.8%	45.5%	112
State Average	20.1%	15.0%	11.9%	8.6%	44.4%	2681

Chart AFS Q46. If you or your family member at least sometimes chooses the agencies or provider organizations, do you have more than one agency/provider organization to choose from?

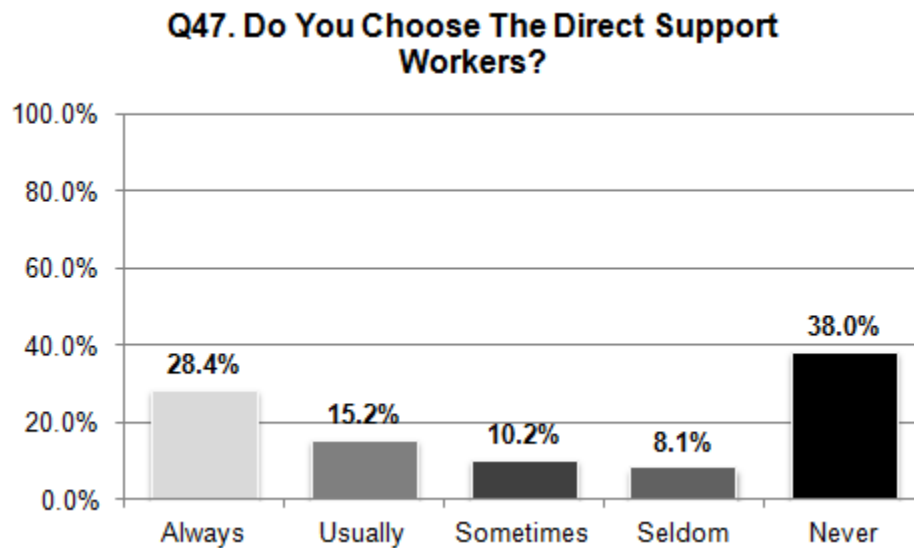


The chart above shows the percentages of respondents who reported they or their family member choose from more than one agency or provider organization: always (20.6%), usually (28.4%), sometimes (16.8%), seldom (10.2%), or never (24.0%).

Table AFS Q46. If you or your family member at least sometimes chooses the agencies or provider organizations, do you have more than one agency/provider organization to choose from?

Regional Center	Always	Usually	Sometimes	Seldom	Never	N
Alta	17.7%	42.7%	15.6%	8.3%	15.6%	96
Central Valley	27.7%	31.3%	14.3%	7.1%	19.6%	112
East Bay	17.8%	33.6%	18.7%	5.6%	24.3%	107
East LA	35.7%	27.6%	16.3%	7.1%	13.3%	98
Far Northern	12.3%	37.7%	21.9%	11.6%	16.4%	146
Golden Gate	13.3%	33.7%	16.9%	15.7%	20.5%	83
Harbor	17.4%	25.6%	15.1%	10.5%	31.4%	86
Inland	20.2%	23.8%	20.2%	7.1%	28.6%	84
Kern	11.5%	31.7%	14.4%	15.4%	26.9%	104
Lanterman	20.3%	20.3%	17.6%	13.5%	28.4%	74
North Bay	14.1%	30.3%	18.2%	15.2%	22.2%	99
North LA County	21.3%	34.0%	13.8%	6.4%	24.5%	94
Orange County	27.6%	27.6%	16.1%	8.0%	20.7%	87
Redwood Coast	13.1%	22.4%	21.5%	14.0%	29.0%	107
San Andreas	18.7%	28.0%	22.7%	12.0%	18.7%	75
San Diego	20.3%	39.8%	17.8%	5.1%	16.9%	118
San Gabriel Pomona	26.9%	7.7%	15.4%	7.7%	42.3%	78
South Central LA	19.4%	18.3%	14.0%	12.9%	35.5%	93
Tri-Counties	22.6%	23.8%	16.7%	13.1%	23.8%	84
Valley Mountain	26.7%	31.4%	10.5%	8.6%	22.9%	105
Westside	27.6%	25.3%	16.1%	9.2%	21.8%	87
State Average	20.6%	28.4%	16.8%	10.2%	24.0%	2017

Chart AFS Q47. Do you choose the individual support workers who work directly with your family?

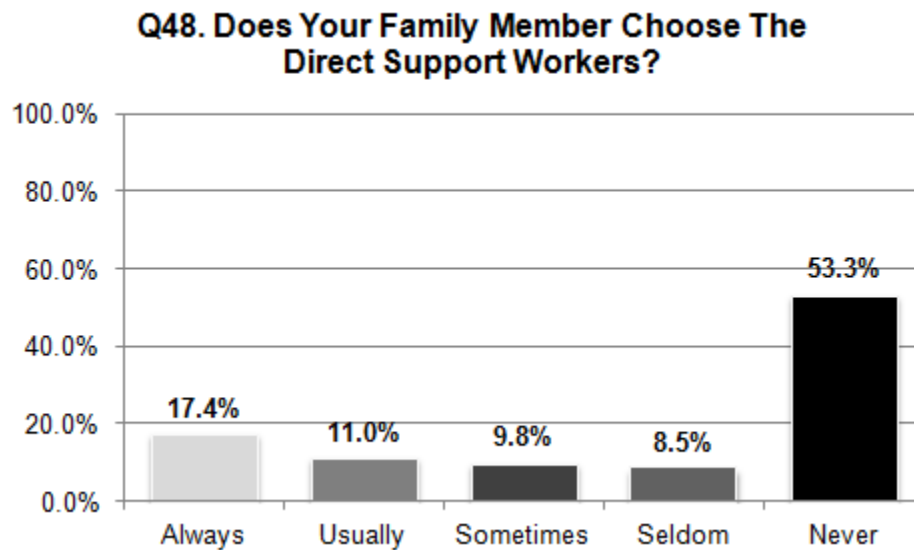


The chart above shows the percentages of respondents who reported they choose the family's support workers: always (28.4%), usually (15.2%), sometimes (10.2%), seldom (8.1%), or never (38.0%).

Table AFS Q47. Do you choose the individual support workers who work directly with your family?

Regional Center	Always	Usually	Sometimes	Seldom	Never	N
Alta	32.1%	10.7%	10.7%	11.5%	35.1%	131
Central Valley	21.7%	21.7%	10.8%	9.2%	36.7%	120
East Bay	31.2%	13.8%	6.5%	6.5%	42.0%	138
East LA	31.3%	13.4%	15.7%	6.0%	33.6%	134
Far Northern	24.3%	19.3%	11.0%	13.8%	31.5%	181
Golden Gate	37.6%	17.8%	7.9%	8.9%	27.7%	101
Harbor	19.8%	10.8%	6.3%	9.0%	54.1%	111
Inland	21.3%	11.7%	14.9%	7.4%	44.7%	94
Kern	22.7%	14.3%	12.3%	7.8%	42.9%	154
Lanternman	22.8%	17.8%	9.9%	5.0%	44.6%	101
North Bay	24.6%	18.0%	9.8%	8.2%	39.3%	122
North LA County	33.0%	14.8%	13.0%	6.1%	33.0%	115
Orange County	30.4%	19.6%	5.4%	10.7%	33.9%	112
Redwood Coast	32.3%	15.0%	8.3%	12.0%	32.3%	133
San Andreas	34.6%	13.5%	8.7%	11.5%	31.7%	104
San Diego	36.4%	17.2%	13.2%	4.6%	28.5%	151
San Gabriel Pomona	25.0%	10.2%	11.1%	7.4%	46.3%	108
South Central LA	23.3%	12.9%	7.8%	4.3%	51.7%	116
Tri-Counties	32.5%	14.9%	10.5%	7.0%	35.1%	114
Valley Mountain	27.8%	14.3%	8.7%	6.3%	42.9%	126
Westside	32.1%	17.0%	12.5%	7.1%	31.3%	112
State Average	28.4%	15.2%	10.2%	8.1%	38.0%	2578

Chart AFS Q48. Does your family member choose the individual support workers who work directly with him or her?

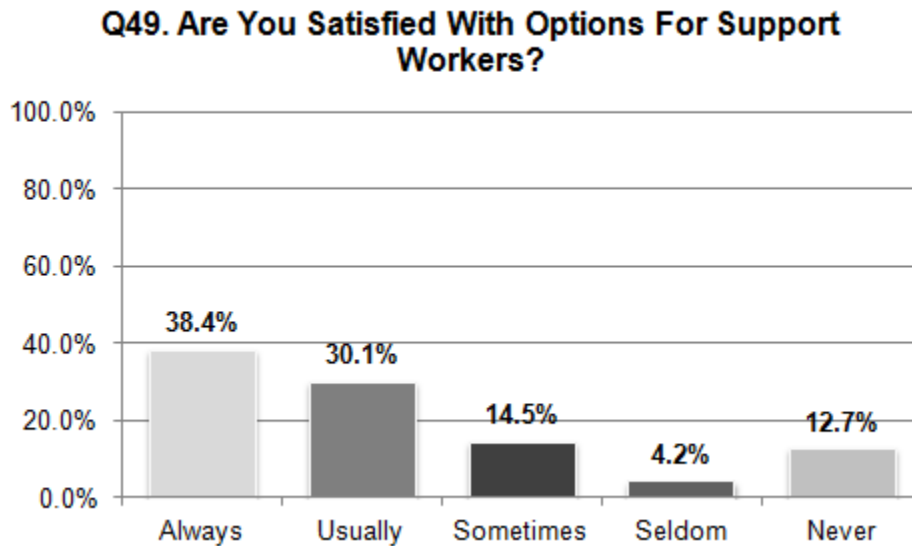


The chart above shows the percentages of respondents who reported their family member choose his or her support workers: always (17.4%), usually (11.0%), sometimes (9.8%), seldom (8.5%), or never (53.3%).

Table AFS Q48. Does your family member choose the individual support workers who work directly with your family?

Regional Center	Always	Usually	Sometimes	Seldom	Never	N
Alta	19.5%	6.3%	12.5%	13.3%	48.4%	128
Central Valley	18.2%	19.0%	11.6%	9.9%	41.3%	121
East Bay	17.5%	11.9%	6.3%	7.1%	57.1%	126
East LA	21.2%	11.4%	15.9%	6.8%	44.7%	132
Far Northern	13.4%	14.0%	12.8%	12.8%	47.1%	172
Golden Gate	21.2%	10.1%	10.1%	8.1%	50.5%	99
Harbor	13.0%	8.3%	8.3%	8.3%	62.0%	108
Inland	15.1%	11.8%	9.7%	8.6%	54.8%	93
Kern	11.7%	9.0%	9.0%	9.7%	60.7%	145
Lanterman	17.3%	12.2%	7.1%	5.1%	58.2%	98
North Bay	11.8%	10.9%	6.7%	8.4%	62.2%	119
North LA County	19.3%	11.0%	9.2%	11.9%	48.6%	109
Orange County	17.9%	12.3%	5.7%	9.4%	54.7%	106
Redwood Coast	18.2%	9.9%	14.0%	14.9%	43.0%	121
San Andreas	23.5%	15.7%	6.9%	6.9%	47.1%	102
San Diego	16.3%	11.1%	14.4%	4.6%	53.6%	153
San Gabriel Pomona	19.6%	3.7%	6.5%	4.7%	65.4%	107
South Central LA	16.5%	10.1%	9.2%	4.6%	59.6%	109
Tri-Counties	12.7%	11.8%	11.8%	12.7%	51.0%	102
Valley Mountain	23.1%	10.7%	9.1%	3.3%	53.7%	121
Westside	17.3%	10.6%	9.6%	7.7%	54.8%	104
State Average	17.4%	11.0%	9.8%	8.5%	53.3%	2475

Chart AFS Q49. If you or your family member at least sometimes choose the individual support workers who work directly with your family, are you satisfied with the options available?



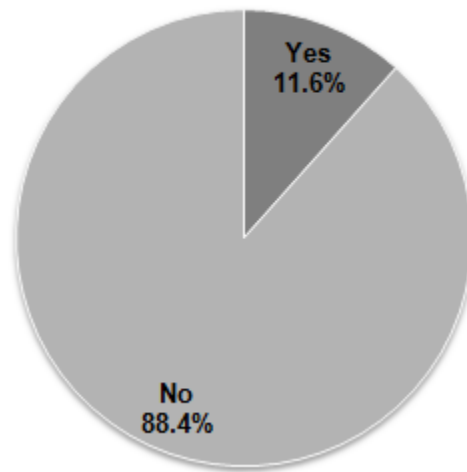
The chart above shows the percentages of respondents who reported they are satisfied with their family member's options for individual support workers: always (38.4%), usually (30.1%), sometimes (14.5%), seldom (4.2%), or never (12.7%).

Table AFS Q49. If you or your family member at least sometimes chooses the individual support workers who work directly with your family, are you satisfied with the options available?

Regional Center	Always	Usually	Sometimes	Seldom	Never	N
Alta	42.0%	31.0%	13.0%	8.0%	6.0%	100
Central Valley	44.8%	31.4%	9.5%	2.9%	11.4%	105
East Bay	42.3%	34.6%	8.7%	2.9%	11.5%	104
East LA	41.5%	30.5%	11.9%	3.4%	12.7%	118
Far Northern	36.8%	38.9%	14.6%	2.1%	7.6%	144
Golden Gate	42.4%	32.9%	9.4%	2.4%	12.9%	85
Harbor	35.6%	15.1%	27.4%	2.7%	19.2%	73
Inland	28.8%	36.3%	15.0%	1.3%	18.8%	80
Kern	38.6%	29.8%	14.9%	4.4%	12.3%	114
Lanterman	36.3%	23.8%	16.3%	10.0%	13.8%	80
North Bay	23.3%	43.0%	11.6%	9.3%	12.8%	86
North LA	31.7%	31.7%	15.8%	3.0%	17.8%	101
Orange County	46.5%	26.7%	17.4%	1.2%	8.1%	86
Redwood Coast	35.2%	32.4%	13.9%	8.3%	10.2%	108
San Andreas	37.6%	34.1%	14.1%	2.4%	11.8%	85
San Diego	38.6%	29.1%	18.1%	3.1%	11.0%	127
San Gabriel Pomona	43.0%	17.4%	11.6%	3.5%	24.4%	86
South Central LA	35.6%	25.6%	15.6%	5.6%	17.8%	90
Tri-Counties	41.0%	31.3%	15.7%	4.8%	7.2%	83
Valley Mountain	38.7%	29.0%	15.1%	5.4%	11.8%	93
Westside	46.8%	27.7%	16.0%	2.1%	7.4%	94
State Average	38.4%	30.1%	14.5%	4.2%	12.7%	2042

Chart AFS Q50. Did you choose your family member's service coordinator?

Q50. Did You Choose The Service Coordinator?



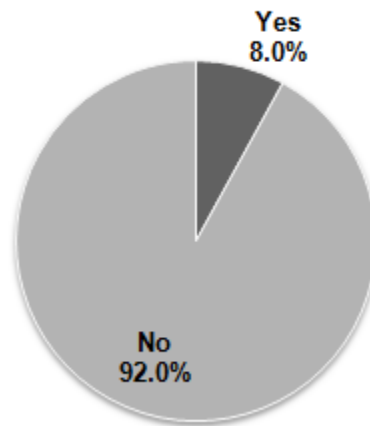
The chart above shows 11.6% of respondents reported they chose their family member's service coordinator, 88.4% did not.

Table AFS Q50. Did you choose your family member's service coordinator?

Regional Center	Yes	No	N
Alta	14.8%	85.2%	189
Central Valley	12.4%	87.6%	186
East Bay	8.5%	91.5%	177
East LA	19.3%	80.7%	150
Far Northern	9.8%	90.2%	214
Golden Gate	15.5%	84.5%	129
Harbor	7.9%	92.1%	164
Inland	11.7%	88.3%	137
Kern	6.8%	93.2%	190
Lanterman	8.5%	91.5%	141
North Bay	5.2%	94.8%	172
North LA County	13.8%	86.2%	152
Orange County	15.4%	84.6%	156
Redwood Coast	9.4%	90.6%	159
San Andreas	15.0%	85.0%	140
San Diego	14.2%	85.8%	190
San Gabriel Pomona	11.6%	88.4%	146
South Central LA	12.8%	87.2%	148
Tri-Counties	9.7%	90.3%	144
Valley Mountain	9.9%	90.1%	182
Westside	11.7%	88.3%	137
State Average	11.6%	88.4%	3403

Chart AFS Q51. Did your family member choose his or her service coordinator?

Q51. Did Your Family Member Choose The Service Coordinator



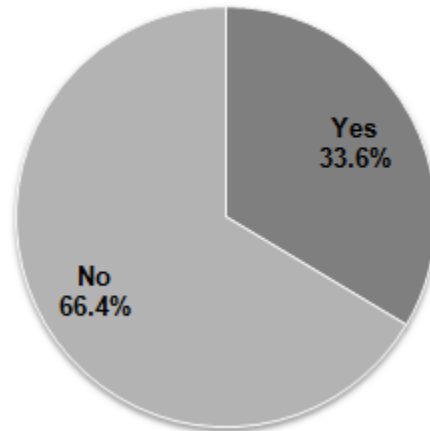
The chart above shows 8.0% of respondents reported their family member chose their service coordinator, 92.0% did not.

Table AFS Q51. Did your family member choose his or her service coordinator?

Regional Center	Yes	No	N
Alta	11.8%	88.2%	187
Central Valley	9.6%	90.4%	188
East Bay	6.7%	93.3%	179
East LA	15.2%	84.8%	145
Far Northern	6.1%	93.9%	213
Golden Gate	10.0%	90.0%	120
Harbor	5.0%	95.0%	161
Inland	6.0%	94.0%	133
Kern	3.8%	96.2%	186
Lanterman	8.0%	92.0%	138
North Bay	2.9%	97.1%	172
North LA County	10.5%	89.5%	143
Orange County	9.6%	90.4%	156
Redwood Coast	7.1%	92.9%	156
San Andreas	11.4%	88.6%	132
San Diego	10.5%	89.5%	190
San Gabriel Pomona	8.8%	91.2%	147
South Central LA	5.0%	95.0%	141
Tri-Counties	7.7%	92.3%	142
Valley Mountain	8.8%	91.2%	181
Westside	4.6%	95.4%	131
State Average	8.0%	92.0%	3341

Chart AFS Q52. Do you have control and/or input in the hiring and management of your family member's support workers?

Q52. Do You Have Input In Hiring And Management Of Support Workers?



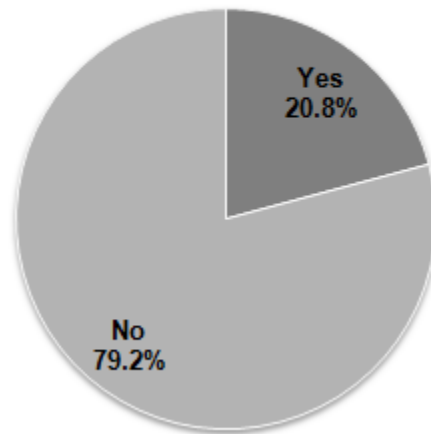
The chart above shows 33.6% of respondents reported they have control or input in the hiring and management of their family member's support workers, 66.4% do not.

Table AFS Q52. Do you have control and/ or input in the hiring and management of your family member's support workers?

Regional Center	Yes	No	N
Alta	39.5%	60.5%	129
Central Valley	20.8%	79.2%	149
East Bay	33.3%	66.7%	138
East LA	42.3%	57.7%	130
Far Northern	40.1%	59.9%	167
Golden Gate	42.5%	57.5%	106
Harbor	21.8%	78.2%	124
Inland	25.6%	74.4%	117
Kern	28.7%	71.3%	150
Lanterman	29.2%	70.8%	113
North Bay	32.3%	67.7%	124
North LA County	45.5%	54.5%	110
Orange County	35.0%	65.0%	123
Redwood Coast	47.9%	52.1%	140
San Andreas	36.9%	63.1%	103
San Diego	30.8%	69.2%	146
San Gabriel Pomona	21.9%	78.1%	114
South Central LA	25.7%	74.3%	113
Tri-Counties	37.6%	62.4%	117
Valley Mountain	31.9%	68.1%	138
Westside	36.1%	63.9%	108
State Average	33.6%	66.4%	2659

Chart AFS Q53. Does your family member have control and/or input in the hiring and management of your family member's support workers?

Q53. Does Your Family Member Have Input In Hiring And Management Of Support Workers?



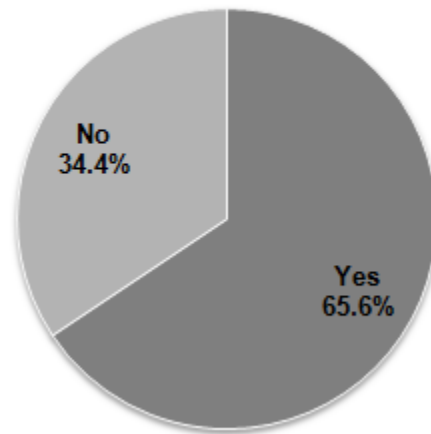
The chart above shows 20.8% of respondents reported their family member has control or input in the hiring and management of his or her support workers, 79.2% do not.

Table AFS Q53. Does your family member have control and/or input over the hiring and management of your family member's support workers?

Regional Center	Yes	No	N
Alta	27.6%	72.4%	123
Central Valley	19.0%	81.0%	137
East Bay	21.5%	78.5%	130
East LA	28.3%	71.7%	127
Far Northern	27.7%	72.3%	166
Golden Gate	18.6%	81.4%	102
Harbor	12.0%	88.0%	125
Inland	16.9%	83.1%	118
Kern	15.4%	84.6%	143
Lanterman	20.9%	79.1%	110
North Bay	18.4%	81.6%	125
North LA County	25.2%	74.8%	107
Orange County	19.5%	80.5%	123
Redwood Coast	30.5%	69.5%	128
San Andreas	24.7%	75.3%	97
San Diego	16.3%	83.7%	147
San Gabriel Pomona	18.4%	81.6%	114
South Central LA	16.5%	83.5%	115
Tri-Counties	16.8%	83.2%	107
Valley Mountain	22.3%	77.7%	139
Westside	20.6%	79.4%	102
State Average	20.8%	79.2%	2585

Chart AFS Q54. Do you want to have control and/or input over the hiring and management of your family member's support workers?

Q54. Do You Want Input In Hiring And Management Of Support Workers?



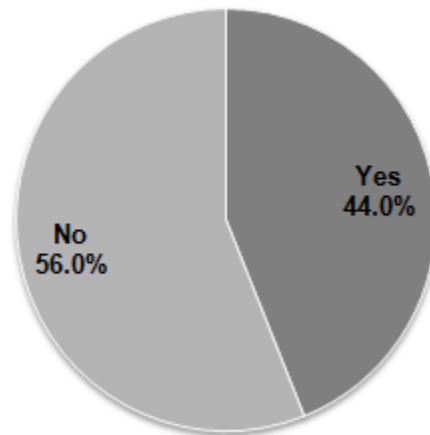
The chart above shows 65.6% of respondents reported they want to have control or input in the hiring and management of their family member's support workers, 34.4% do not.

Table AFS Q54. Do you want to have control and/ or input over the hiring and management of your family member's support workers?

Regional Center	Yes	No	N
Alta	61.3%	38.7%	124
Central Valley	52.1%	47.9%	121
East Bay	67.4%	32.6%	135
East LA	64.9%	35.1%	114
Far Northern	61.6%	38.4%	159
Golden Gate	72.3%	27.7%	94
Harbor	64.2%	35.8%	106
Inland	54.2%	45.8%	107
Kern	64.6%	35.4%	130
Lanternman	68.0%	32.0%	100
North Bay	72.7%	27.3%	121
North LA County	76.5%	23.5%	98
Orange County	66.4%	33.6%	113
Redwood Coast	66.9%	33.1%	124
San Andreas	65.0%	35.0%	103
San Diego	71.6%	28.4%	141
San Gabriel Pomona	59.8%	40.2%	107
South Central LA	72.9%	27.1%	107
Tri-Counties	63.2%	36.8%	106
Valley Mountain	65.1%	34.9%	126
Westside	67.6%	32.4%	105
State Average	65.6%	34.4%	2441

Chart AFS Q55. Does your family member want to have control and/or input over the hiring and management of his or her support workers?

Q55. Does Your Family Member Want Input In Hiring And Management Of Support Workers?



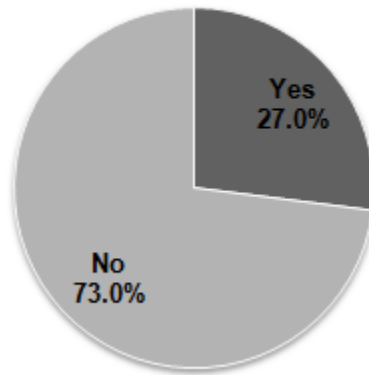
The chart above shows 44.0% of respondents reported their family member wants to have control or input in the hiring and management of his or her support workers, 56.0% do not.

Table AFS Q55. Does your family member want to have control and/or input over the hiring and management of his or her support workers?

Regional Center	Yes	No	N
Alta	39.4%	60.6%	109
Central Valley	30.8%	69.2%	120
East Bay	50.0%	50.0%	120
East LA	48.5%	51.5%	101
Far Northern	40.6%	59.4%	143
Golden Gate	46.3%	53.8%	80
Harbor	50.5%	49.5%	93
Inland	34.4%	65.6%	96
Kern	38.8%	61.2%	121
Lanterman	52.1%	47.9%	94
North Bay	44.1%	55.9%	102
North LA County	54.4%	45.6%	90
Orange County	47.2%	52.8%	106
Redwood Coast	47.7%	52.3%	111
San Andreas	43.2%	56.8%	95
San Diego	38.6%	61.4%	132
San Gabriel Pomona	41.3%	58.7%	92
South Central LA	51.6%	48.4%	95
Tri-Counties	40.4%	59.6%	104
Valley Mountain	46.7%	53.3%	120
Westside	36.6%	63.4%	93
State Average	44.0%	56.0%	2217

Chart AFS Q56. Do you know how much money is spent by the regional center on behalf of your family member with a developmental disability?

**Q56. Do You Know How Much Money Is Spent By
The Regional Center For Your Family Member?**



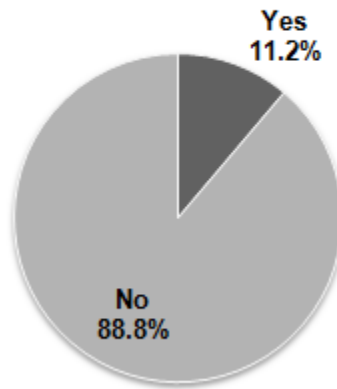
The chart above shows 27.0% of respondents reported they know how much money is spent by the regional center on their family member's behalf, 73.0% do not.

Table AFS Q56. Do you know how much money is spent by the regional center on behalf of your family member with a developmental disability?

Regional Center	Yes	No	N
Alta	27.2%	72.8%	169
Central Valley	18.8%	81.2%	149
East Bay	49.1%	50.9%	159
East LA	24.2%	75.8%	120
Far Northern	20.2%	79.8%	193
Golden Gate	39.4%	60.6%	109
Harbor	6.2%	93.8%	129
Inland	19.8%	80.2%	106
Kern	18.5%	81.5%	157
Lanterman	21.7%	78.3%	106
North Bay	32.7%	67.3%	153
North LA County	31.6%	68.4%	133
Orange County	23.1%	76.9%	121
Redwood Coast	25.0%	75.0%	136
San Andreas	44.9%	55.1%	118
San Diego	17.1%	82.9%	158
San Gabriel Pomona	37.2%	62.8%	129
South Central LA	12.2%	87.8%	115
Tri-Counties	19.8%	80.2%	121
Valley Mountain	41.6%	58.4%	154
Westside	36.1%	63.9%	122
State Average	27.0%	73.0%	2857

Chart AFS Q57. Does your family member know how much money is spent by the regional center on his or her behalf?

Q57. Does Your Family Member Know How Much Money Is Spent By The Regional Center On His Or Her Behalf?



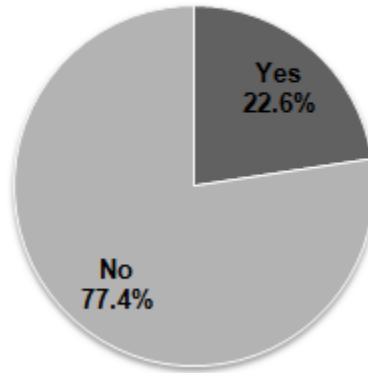
The chart above shows 11.2% of respondents reported their family member knows how much money is spent by the regional center on his or her behalf, 88.8% do not.

Table AFS Q57. Does your family member know how much money is spent by the regional center on his or her behalf?

Regional Center	Yes	No	N
Alta	12.0%	88.0%	166
Central Valley	8.4%	91.6%	143
East Bay	21.5%	78.5%	149
East LA	7.6%	92.4%	118
Far Northern	5.4%	94.6%	185
Golden Gate	16.8%	83.2%	101
Harbor	3.1%	96.9%	130
Inland	11.5%	88.5%	113
Kern	9.2%	90.8%	163
Lanterman	9.5%	90.5%	105
North Bay	9.4%	90.6%	149
North LA County	11.8%	88.2%	127
Orange County	9.4%	90.6%	117
Redwood Coast	8.5%	91.5%	129
San Andreas	18.8%	81.3%	112
San Diego	7.5%	92.5%	160
San Gabriel Pomona	13.3%	86.7%	120
South Central LA	6.3%	93.8%	112
Tri-Counties	7.8%	92.2%	116
Valley Mountain	18.4%	81.6%	147
Westside	18.0%	82.0%	122
State Average	11.2%	88.8%	2784

Chart AFS Q58. Do you have a say in how the regional center money is spent?

Q58. Do You Decide How Regional Center Money Is Spent?



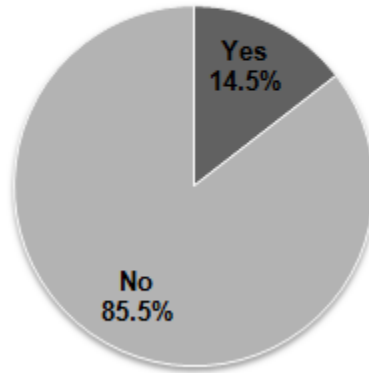
The chart above shows 22.6% of respondents reported they have a say in how the regional center money is spent, 77.4% do not.

Table AFS Q58. Do you have a say in how this money is spent?

Regional Center	Yes	No	N
Alta	23.1%	76.9%	134
Central Valley	19.2%	80.8%	146
East Bay	26.2%	73.8%	145
East LA	19.0%	81.0%	116
Far Northern	28.0%	72.0%	168
Golden Gate	37.0%	63.0%	108
Harbor	14.8%	85.2%	115
Inland	16.7%	83.3%	108
Kern	25.0%	75.0%	152
Lanternman	15.9%	84.1%	107
North Bay	24.6%	75.4%	134
North LA County	20.2%	79.8%	114
Orange County	27.4%	72.6%	106
Redwood Coast	20.3%	79.7%	123
San Andreas	35.5%	64.5%	93
San Diego	13.6%	86.4%	125
San Gabriel Pomona	18.9%	81.1%	111
South Central LA	8.9%	91.1%	123
Tri-Counties	26.7%	73.3%	101
Valley Mountain	23.4%	76.6%	128
Westside	30.2%	69.8%	106
State Average	22.6%	77.4%	2563

Chart AFS Q59. Does your family member have a say in how the regional center money is spent?

**Q59. Does Your Family Member Decide How
Regional Center Money Is Spent?**



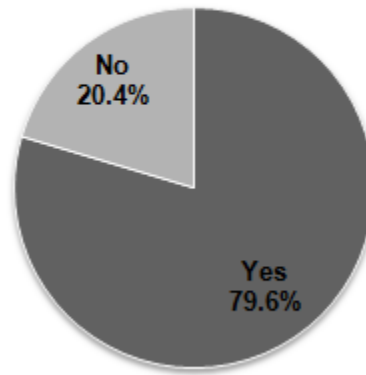
The chart above shows 14.5% of respondents reported their family member has a say in how the regional center money is spent, 85.5% do not.

Table AFS Q59. Does your family member have a say in how this money is spent?

Regional Center	Yes	No	N
Alta	19.0%	81.0%	137
Central Valley	19.9%	80.1%	141
East Bay	14.7%	85.3%	136
East LA	12.4%	87.6%	113
Far Northern	19.3%	80.7%	166
Golden Gate	22.0%	78.0%	100
Harbor	9.6%	90.4%	114
Inland	12.5%	87.5%	104
Kern	16.3%	83.7%	153
Lanterman	12.3%	87.7%	106
North Bay	11.1%	88.9%	126
North LA County	15.7%	84.3%	115
Orange County	14.4%	85.6%	97
Redwood Coast	12.3%	87.7%	114
San Andreas	22.8%	77.2%	92
San Diego	6.7%	93.3%	134
San Gabriel Pomona	12.7%	87.3%	110
South Central LA	4.1%	95.9%	123
Tri-Counties	15.8%	84.2%	101
Valley Mountain	13.3%	86.7%	120
Westside	18.1%	81.9%	105
State Average	14.5%	85.5%	2507

Chart AFS Q60. If “yes” (To Q58), do you have all the information you need to make decisions about how to spend this money?

**Q60. Do You Have The Information Needed to
Decide How To Spend Regional Center Money?**



The chart above shows 79.6% of respondents reported they have the information they need to make decisions about how to spend the regional center money, 20.4% do not.

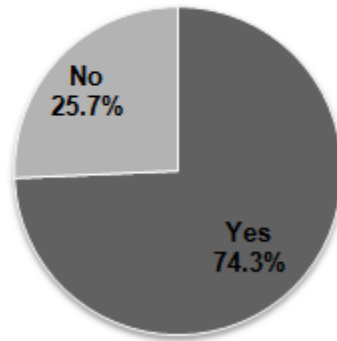
Table AFS Q60. If “yes” (To Q58), do you have all the information you need to make decisions about how to spend this money?

Regional Center	Yes	No	¹⁴N
Alta	77.8%	22.2%	27
Central Valley	88.5%	11.5%	26
East Bay	88.0%	12.0%	25
East LA	100.0%	0.0%	20
Far Northern	78.8%	21.2%	33
Golden Gate	87.5%	12.5%	32
Harbor	84.6%	15.4%	13
Inland	92.3%	7.7%	13
Kern	82.4%	17.6%	34
Lanterman	66.7%	33.3%	15
North Bay	64.0%	36.0%	25
North LA County	88.9%	11.1%	18
Orange County	76.2%	23.8%	21
Redwood Coast	77.3%	22.7%	22
San Andreas	76.0%	24.0%	25
San Diego	73.3%	26.7%	15
San Gabriel Pomona	72.2%	27.8%	18
South Central LA	57.1%	42.9%	7
Tri-Counties	76.0%	24.0%	25
Valley Mountain	83.3%	16.7%	24
Westside	81.5%	18.5%	27
State Average	79.6%	20.4%	465

¹⁴ These results should be viewed with caution as some of the regional centers had very few respondents.

Chart AFS Q61. If “yes” (To Q59), does your family member have all the information s/he needs to make decisions about how to spend this money?

**Q61. Does Your Family Member Have The
Information Needed to Decide How To Spend
Regional Center Money?**



The chart above shows 74.3% of respondents reported their family member has the information they need to make decisions about how to spend the regional center money, 25.7% do not.

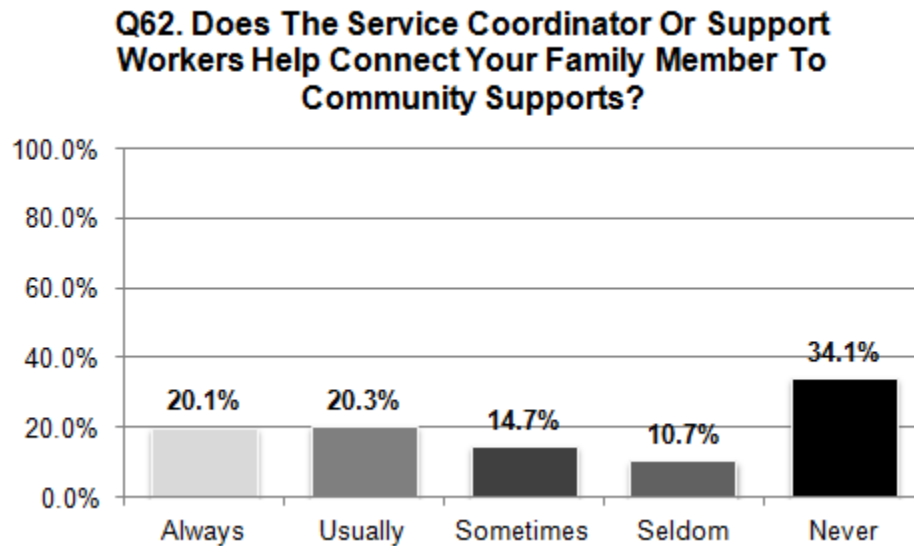
Table AFS Q61. If “yes” (To Q59), does your family member have all the information s/he needs to make decisions about how to spend this money? ¹⁵

Regional Center	Yes	No	N
Alta	80.0%	20.0%	20
Central Valley	81.0%	19.0%	21
East Bay	62.5%	37.5%	16
East LA	75.0%	25.0%	12
Far Northern	76.9%	23.1%	26
Golden Gate	94.1%	5.9%	17
Harbor	70.0%	30.0%	10
Inland	100.0%	0.0%	7
Kern	78.3%	21.7%	23
Lanternman	62.5%	37.5%	8
North Bay	54.5%	45.5%	11
North LA	76.9%	23.1%	13
Orange County	77.8%	22.2%	9
Redwood Coast	66.7%	33.3%	12
San Andreas	75.0%	25.0%	16
San Diego	77.8%	22.2%	9
San Gabriel Pomona	83.3%	16.7%	12
South Central LA	25.0%	75.0%	4
Tri-Counties	83.3%	16.7%	12
Valley Mountain	83.3%	16.7%	12
Westside	76.5%	23.5%	17
State Average	74.3%	25.7%	287

¹⁵ These results should be viewed with caution as some of the regional centers have very few respondents.

Community Connections

Chart AFS Q62. If you want to use typical supports in your community (for example, through recreation departments or churches), does the service coordinator who helps plan or the support workers who provide support help connect you to these supports?

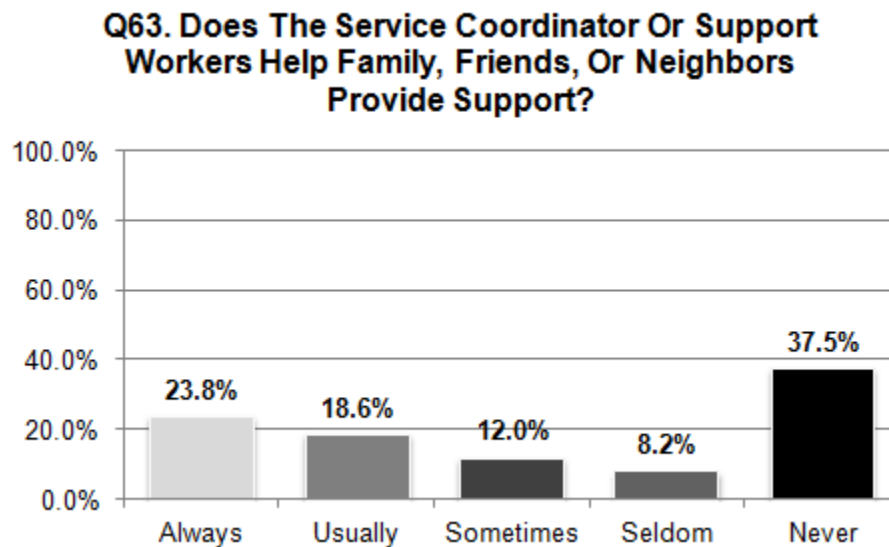


The chart above shows the percentages of respondents who reported they are connected to community supports by their family member's service coordinator or support workers: always (20.1%), usually (20.3%), sometimes (14.7%), seldom (10.7%), or never (34.1%).

Table AFS Q62. If you want to use typical supports in your community (for example, through recreation departments or churches), does the service coordinator who helps plan or the support workers who provide support help connect you to these supports?

Regional Center	Always	Usually	Sometimes	Seldom	Never	N
Alta	17.1%	22.2%	9.4%	13.7%	37.6%	117
Central Valley	24.0%	20.7%	5.8%	10.7%	38.8%	121
East Bay	13.0%	18.3%	19.1%	13.9%	35.7%	115
East LA	26.3%	23.2%	15.2%	11.1%	24.2%	99
Far Northern	20.8%	31.5%	16.8%	7.4%	23.5%	149
Golden Gate	27.6%	23.0%	14.9%	13.8%	20.7%	87
Harbor	19.2%	12.1%	15.2%	13.1%	40.4%	99
Inland	17.1%	20.7%	24.4%	8.5%	29.3%	82
Kern	15.0%	23.6%	17.3%	15.7%	28.3%	127
Lanterman	15.3%	25.5%	10.2%	6.1%	42.9%	98
North Bay	14.2%	10.4%	17.9%	7.5%	50.0%	106
North LA County	22.1%	25.3%	22.1%	4.2%	26.3%	95
Orange County	25.8%	22.5%	13.5%	11.2%	27.0%	89
Redwood Coast	24.0%	21.0%	13.0%	12.0%	30.0%	100
San Andreas	18.0%	20.2%	15.7%	13.5%	32.6%	89
San Diego	21.7%	24.0%	14.7%	8.5%	31.0%	129
San Gabriel Pomona	29.0%	15.1%	15.1%	5.4%	35.5%	93
South Central LA	11.4%	15.9%	14.8%	13.6%	44.3%	88
Tri-Counties	13.5%	12.4%	14.6%	11.2%	48.3%	89
Valley Mountain	23.9%	19.3%	11.0%	8.3%	37.6%	109
Westside	22.8%	20.3%	8.9%	15.2%	32.9%	79
State Average	20.1%	20.3%	14.7%	10.7%	34.1%	2160

Chart AFS Q63. If you would like to use family, friends, or neighbors to provide some of the supports your family needs, does the service coordinator who helps plan or the support workers who provide support help you do this?



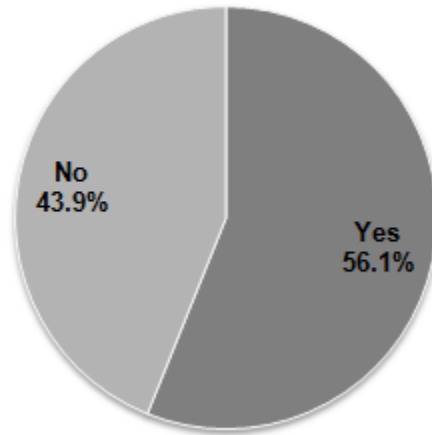
The chart above shows the percentages of respondents who reported the service coordinator or support workers helps family, friends, or neighbors provide support to their family: always (23.8%), usually (18.6%), sometimes (12.0%), seldom (8.2%), or never (37.5%).

Table AFS Q63. If you would like to use family, friends, or neighbors to provide some of the supports your family needs, does the service coordinator who helps plan or the support workers who provide support help you do this?

Regional Center	Always	Usually	Sometimes	Seldom	Never	N
Alta	20.6%	20.6%	3.7%	15.9%	39.3%	107
Central Valley	24.6%	20.2%	7.9%	8.8%	38.6%	114
East Bay	23.6%	15.1%	18.9%	8.5%	34.0%	106
East LA	30.1%	15.7%	18.1%	9.6%	26.5%	83
Far Northern	26.9%	25.4%	14.9%	8.2%	24.6%	134
Golden Gate	33.7%	25.3%	6.0%	10.8%	24.1%	83
Harbor	18.4%	14.9%	9.2%	6.9%	50.6%	87
Inland	26.0%	24.7%	11.0%	8.2%	30.1%	73
Kern	21.5%	21.5%	11.2%	12.1%	33.6%	107
Lanternman	16.3%	18.6%	16.3%	4.7%	44.2%	86
North Bay	14.0%	13.0%	14.0%	5.0%	54.0%	100
North LA County	30.6%	18.8%	17.6%	2.4%	30.6%	85
Orange County	26.0%	17.7%	10.4%	10.4%	35.4%	96
Redwood Coast	23.7%	18.6%	8.2%	8.2%	41.2%	97
San Andreas	23.6%	20.8%	16.7%	9.7%	29.2%	72
San Diego	22.3%	15.2%	13.4%	8.9%	40.2%	112
San Gabriel Pomona	34.8%	13.5%	9.0%	5.6%	37.1%	89
South Central LA	20.8%	13.0%	9.1%	10.4%	46.8%	77
Tri-Counties	14.1%	21.8%	7.7%	9.0%	47.4%	78
Valley Mountain	22.5%	16.7%	11.8%	5.9%	43.1%	102
Westside	25.7%	18.9%	16.2%	2.7%	36.5%	74
State Average	23.8%	18.6%	12.0%	8.2%	37.5%	1962

Chart AFS Q64. Does your family member participate in community activities?

Q64. Does Your Family Member Participate In Community Activities?



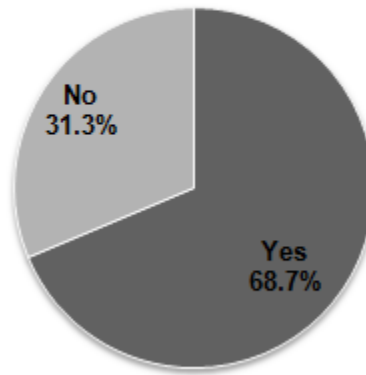
The chart above shows 56.1% of respondents reported their family member participates in community activities, 43.9% do not.

Table AFS Q64. Does your family member participate in community activities?

Regional Center	Yes	No	N
Alta	63.7%	36.3%	193
Central Valley	54.2%	45.8%	179
East Bay	58.2%	41.8%	184
East LA	53.8%	46.2%	145
Far Northern	68.2%	31.8%	220
Golden Gate	65.6%	34.4%	131
Harbor	46.8%	53.2%	156
Inland	47.7%	52.3%	128
Kern	47.0%	53.0%	181
Lanterman	46.5%	53.5%	142
North Bay	63.6%	36.4%	187
North LA County	57.0%	43.0%	151
Orange County	53.9%	46.1%	152
Redwood Coast	73.9%	26.1%	165
San Andreas	62.1%	37.9%	145
San Diego	51.9%	48.1%	208
San Gabriel Pomona	49.6%	50.4%	139
South Central LA	39.2%	60.8%	143
Tri-Counties	64.2%	35.8%	148
Valley Mountain	61.3%	38.7%	173
Westside	49.6%	50.4%	141
State Average	56.1%	43.9%	3411

Chart AFS Q65. Does your family member have friends or relationships with persons other than paid support workers or family?

**Q65. Does Your Family Member Have Friends
Other Than Staff Or Family Members?**



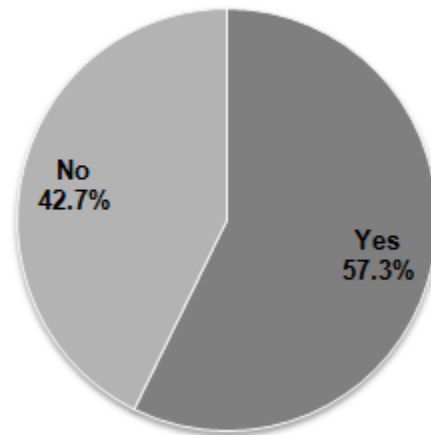
The chart above shows 68.7% of respondents reported their family member has friends or relationships with people who are not support workers or family, 31.3% do not.

Table AFS Q65. Does your family member have friends or relationships with persons other than paid support workers or family?

Regional Center	Yes	No	N
Alta	78.4%	21.6%	190
Central Valley	73.8%	26.2%	172
East Bay	67.5%	32.5%	169
East LA	60.6%	39.4%	142
Far Northern	76.3%	23.7%	224
Golden Gate	71.6%	28.4%	134
Harbor	62.5%	37.5%	152
Inland	68.6%	31.4%	137
Kern	60.8%	39.2%	176
Lanterman	56.8%	43.2%	139
North Bay	73.8%	26.2%	187
North LA County	68.7%	31.3%	150
Orange County	67.1%	32.9%	152
Redwood Coast	80.7%	19.3%	166
San Andreas	71.3%	28.7%	136
San Diego	67.4%	32.6%	193
San Gabriel Pomona	65.2%	34.8%	138
South Central LA	52.9%	47.1%	138
Tri-Counties	72.0%	28.0%	143
Valley Mountain	76.2%	23.8%	172
Westside	70.9%	29.1%	134
State Average	68.7%	31.3%	3344

Chart AFS Q66. Does your family member have enough support (e.g. support workers, community resources) to work or volunteer in the community?

Q66. Does Your Family Member Have Support To Work Or Volunteer In The Community?



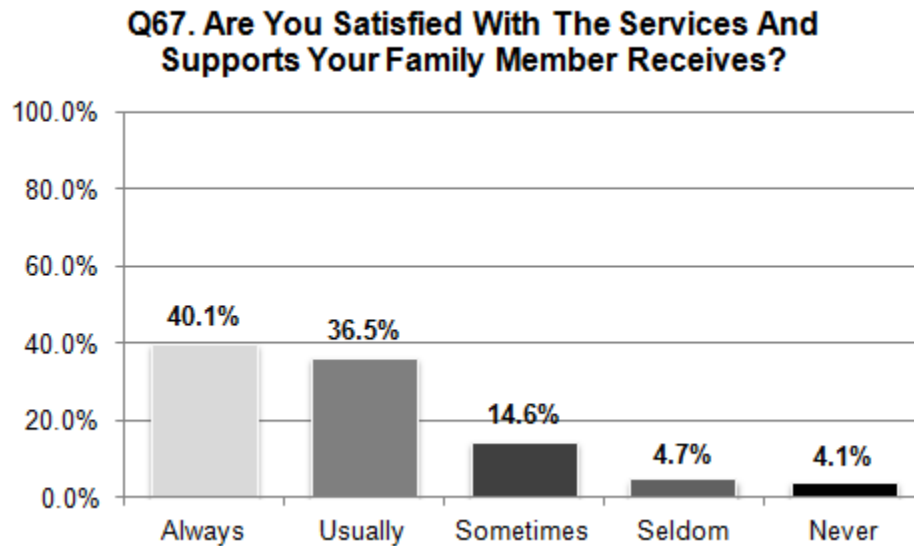
The chart above shows 57.3% of respondents reported their family member has enough support to work or volunteer in the community, 42.7% do not.

Table AFS Q66. Does your family member have enough supports (e.g., support workers, community resources) to work or volunteer in the community?

Regional Center	Yes	No	N
Alta	62.3%	37.7%	138
Central Valley	61.1%	38.9%	126
East Bay	54.0%	46.0%	126
East LA	64.2%	35.8%	109
Far Northern	75.8%	24.2%	165
Golden Gate	57.3%	42.7%	110
Harbor	52.7%	47.3%	112
Inland	53.6%	46.4%	97
Kern	48.4%	51.6%	122
Lanternman	43.8%	56.3%	112
North Bay	54.5%	45.5%	145
North LA County	57.4%	42.6%	108
Orange County	61.8%	38.2%	123
Redwood Coast	72.1%	27.9%	122
San Andreas	65.7%	34.3%	108
San Diego	53.4%	46.6%	148
San Gabriel Pomona	54.3%	45.7%	105
South Central LA	33.0%	67.0%	100
Tri-Counties	56.9%	43.1%	102
Valley Mountain	60.6%	39.4%	127
Westside	60.0%	40.0%	105
State Average	57.3%	42.7%	2510

Satisfaction

Chart AFS Q67. Overall, are you satisfied with the services and supports your family member currently receives?



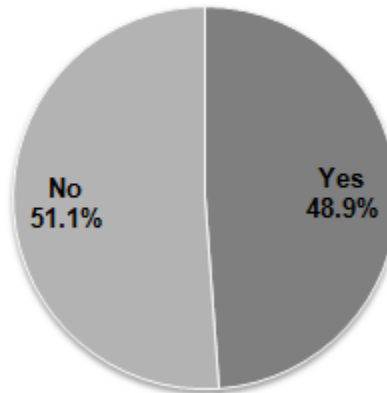
The chart above shows the percentages of respondents who reported they are satisfied with the services and supports their family member receives: always (40.1%), usually (36.5%), sometimes (14.6%), seldom (4.7%), or never (4.1%).

Table AFS Q67. Overall, are you satisfied with the services and supports your family and family member currently receive?

Regional Center	Always	Usually	Sometimes	Seldom	Never	N
Alta	39.9%	40.4%	13.1%	4.5%	2.0%	198
Central Valley	48.4%	31.5%	13.6%	2.7%	3.8%	184
East Bay	39.5%	40.0%	11.6%	4.7%	4.2%	190
East LA	43.6%	34.0%	15.4%	3.8%	3.2%	156
Far Northern	45.3%	40.0%	10.7%	2.7%	1.3%	225
Golden Gate	37.2%	41.4%	18.6%	2.1%	0.7%	145
Harbor	36.3%	30.6%	21.7%	7.6%	3.8%	157
Inland	44.1%	33.8%	7.4%	6.6%	8.1%	136
Kern	36.5%	38.1%	14.9%	6.6%	3.9%	181
Lanterman	36.4%	34.3%	15.0%	7.9%	6.4%	140
North Bay	28.0%	42.3%	18.1%	6.0%	5.5%	182
North LA County	39.5%	33.8%	17.8%	3.2%	5.7%	157
Orange County	48.5%	36.4%	8.5%	2.4%	4.2%	165
Redwood Coast	42.3%	34.5%	16.7%	5.4%	1.2%	168
San Andreas	42.1%	36.6%	16.6%	1.4%	3.4%	145
San Diego	43.0%	37.5%	11.0%	4.0%	4.5%	200
San Gabriel Pomona	42.4%	37.7%	10.6%	4.0%	5.3%	151
South Central LA	28.8%	32.4%	25.2%	7.9%	5.8%	139
Tri-Counties	38.9%	37.5%	12.5%	6.3%	4.9%	144
Valley Mountain	40.9%	36.5%	13.8%	4.4%	4.4%	181
Westside	40.6%	37.8%	14.7%	4.2%	2.8%	143
State Average	40.1%	36.5%	14.6%	4.7%	4.1%	3487

Chart AFS Q68. Are you familiar with the process for filing a complaint or grievance regarding problems with your family member's provider agency/agencies or staff that provide services?

**Q68. Do You Know How To File A Complaint Or
Grievance Against Your Family Member's
Provider Agency?**



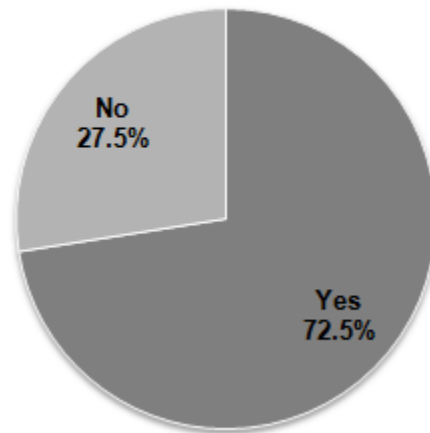
The chart above shows 48.9% of respondents reported they are familiar with the process for filing a grievance for problems with their family member's provider agency or staff, 51.1% are not.

Table AFS Q68. Are you familiar with the process for filing a complaint or grievance regarding problems with your provider agency/agencies or staff that provide services?

Regional Center	Yes	No	N
Alta	52.7%	47.3%	182
Central Valley	40.1%	59.9%	162
East Bay	41.4%	58.6%	162
East LA	51.7%	48.3%	143
Far Northern	64.8%	35.2%	193
Golden Gate	55.0%	45.0%	120
Harbor	38.9%	61.1%	131
Inland	57.1%	42.9%	119
Kern	41.8%	58.2%	177
Lanternman	39.0%	61.0%	123
North Bay	46.4%	53.6%	168
North LA County	56.0%	44.0%	134
Orange County	56.1%	43.9%	132
Redwood Coast	64.2%	35.8%	159
San Andreas	45.1%	54.9%	122
San Diego	46.3%	53.7%	175
San Gabriel Pomona	49.2%	50.8%	126
South Central LA	32.0%	68.0%	128
Tri-Counties	46.7%	53.3%	135
Valley Mountain	53.5%	46.5%	159
Westside	47.9%	52.1%	117
State Average	48.9%	51.1%	3067

Chart AFS Q69. Are you satisfied with the way complaints/grievances regarding provider agencies or staff are handled and resolved?

Q69. Are You Satisfied With The Way Complaints Or Grievances Are Resolved?



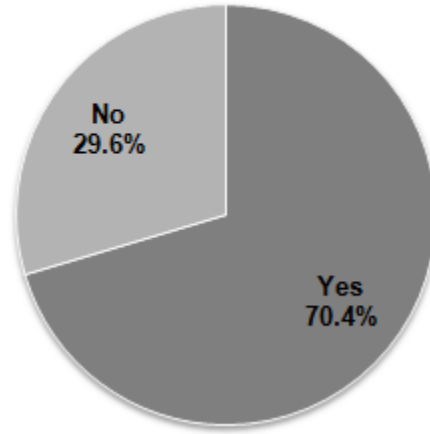
The chart above shows 72.5% of respondents reported they are satisfied with the way complaints or grievances with their family member's provider agency or staff are handled and resolved, 27.5% are not.

Table AFS Q69. Are you satisfied with the way complaints/grievances regarding provider agencies or staff are handled and resolved?

Regional Center	Yes	No	N
Alta	70.7%	29.3%	75
Central Valley	76.8%	23.2%	82
East Bay	74.6%	25.4%	63
East LA	84.5%	15.5%	71
Far Northern	85.6%	14.4%	104
Golden Gate	81.1%	18.9%	53
Harbor	56.9%	43.1%	58
Inland	68.3%	31.7%	63
Kern	75.3%	24.7%	81
Lanternman	64.1%	35.9%	64
North Bay	69.0%	31.0%	71
North LA County	74.3%	25.7%	74
Orange County	77.9%	22.1%	68
Redwood Coast	71.1%	28.9%	83
San Andreas	72.7%	27.3%	55
San Diego	74.1%	25.9%	81
San Gabriel Pomona	70.6%	29.4%	68
South Central LA	52.9%	47.1%	70
Tri-Counties	68.3%	31.7%	63
Valley Mountain	80.0%	20.0%	75
Westside	74.1%	25.9%	58
State Average	72.5%	27.5%	1480

Chart AFS Q70. Do you know how to report abuse and neglect?

Q70. You Know How To Report Abuse And Neglect?

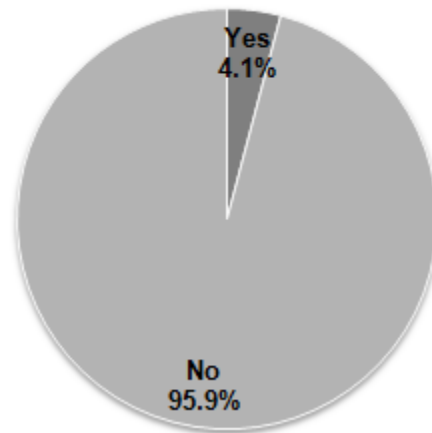


The chart above shows 70.4% of respondents reported they know how to report abuse and neglect, 29.6% do not.

Table AFS Q70. Do you know how to report abuse and neglect?			
Regional Center	Yes	No	N
Alta	81.4%	18.6%	177
Central Valley	70.9%	29.1%	179
East Bay	65.7%	34.3%	166
East LA	75.5%	24.5%	139
Far Northern	87.4%	12.6%	199
Golden Gate	76.0%	24.0%	121
Harbor	61.4%	38.6%	140
Inland	73.9%	26.1%	134
Kern	69.1%	30.9%	181
Lanternman	56.5%	43.5%	124
North Bay	69.5%	30.5%	177
North LA County	75.9%	24.1%	145
Orange County	72.4%	27.6%	145
Redwood Coast	85.8%	14.2%	162
San Andreas	56.3%	43.8%	128
San Diego	65.9%	34.1%	173
San Gabriel Pomona	67.4%	32.6%	132
South Central LA	55.6%	44.4%	133
Tri-Counties	68.7%	31.3%	131
Valley Mountain	77.6%	22.4%	174
Westside	65.9%	34.1%	126
State Average	70.4%	29.6%	3186

Chart AFS Q71. In the past year, did you report abuse or neglect?

Q71. In The Past Year, Did You Report Abuse Or Neglect?



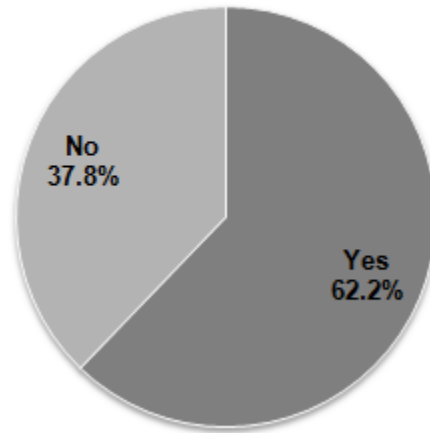
The chart above shows 4.1% of respondents reported abuse or neglect in the past year, 95.9% did not.

Table AFS Q71. In the past year, did you report abuse or neglect?

Regional Center	Yes	No	N
Alta	4.3%	95.7%	187
Central Valley	2.7%	97.3%	182
East Bay	1.7%	98.3%	174
East LA	4.0%	96.0%	149
Far Northern	6.5%	93.5%	214
Golden Gate	3.1%	96.9%	131
Harbor	1.3%	98.7%	150
Inland	10.4%	89.6%	134
Kern	3.9%	96.1%	181
Lanternman	2.9%	97.1%	140
North Bay	3.8%	96.2%	185
North LA County	1.9%	98.1%	158
Orange County	6.0%	94.0%	150
Redwood Coast	5.5%	94.5%	164
San Andreas	4.5%	95.5%	134
San Diego	2.7%	97.3%	186
San Gabriel Pomona	4.9%	95.1%	144
South Central LA	4.3%	95.7%	140
Tri-Counties	2.9%	97.1%	139
Valley Mountain	6.2%	93.8%	177
Westside	3.0%	97.0%	133
State Average	4.1%	95.9%	3352

Chart AFS Q72. If “yes” (To Q71), were the appropriate parties responsive to your report?

**Q72. Were The Appropriate Parties Responsive To
The Report Of Abuse Or Neglect?**



The chart above shows 62.2% of respondents reported the appropriate parties were responsive to their report of report abuse or neglect, 37.8% were not.

Table AFS Q72. If “yes” (To Q71), were the appropriate parties responsive to your report? ¹⁶

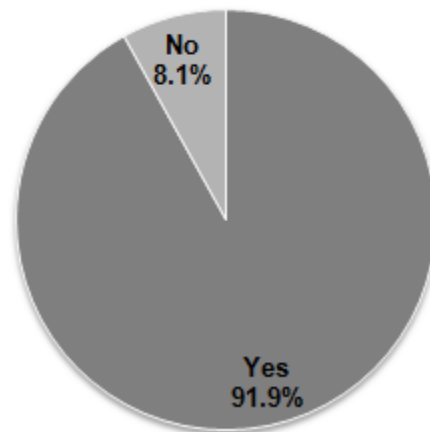
Regional Center	Yes	No	N
Alta	71.4%	28.6%	7
Central Valley	100.0%	0.0%	1
East Bay	50.0%	50.0%	2
East LA	33.3%	66.7%	3
Far Northern	66.7%	33.3%	9
Golden Gate	75.0%	25.0%	4
Harbor	100.0%	0.0%	2
Inland	50.0%	50.0%	8
Kern	50.0%	50.0%	2
Lanternman	50.0%	50.0%	4
North Bay	33.3%	66.7%	6
North LA County	66.7%	33.3%	3
Orange County	50.0%	50.0%	4
Redwood Coast	66.7%	33.3%	6
San Andreas	50.0%	50.0%	6
San Diego	50.0%	50.0%	2
San Gabriel Pomona	100.0%	0.0%	5
South Central LA	50.0%	50.0%	4
Tri-Counties	50.0%	50.0%	4
Valley Mountain	83.3%	16.7%	6
Westside	100.0%	0.0%	2
State Average	62.2%	37.8%	90

¹⁶ These results should be viewed with caution as most of the regional centers had very few respondents.

Outcomes

Chart AFS Q73. Do you feel that services and supports have made a positive difference in the life of your family?

Q73. Have Services And Supports Made A Positive Difference For Your Family?



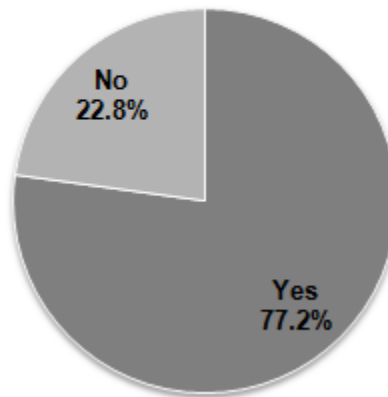
The chart above shows 91.9% of respondents reported services and supports have made a positive difference in their family's life, 8.1% have not.

Table AFS Q73. Do you feel that services and supports have made a positive difference in the life of your family?

Regional Center	Yes	No	N
Alta	92.0%	8.0%	187
Central Valley	93.9%	6.1%	180
East Bay	91.6%	8.4%	167
East LA	93.4%	6.6%	152
Far Northern	96.1%	3.9%	205
Golden Gate	97.8%	2.2%	134
Harbor	90.0%	10.0%	140
Inland	95.3%	4.7%	129
Kern	89.0%	11.0%	172
Lanterman	85.9%	14.1%	128
North Bay	86.1%	13.9%	173
North LA County	89.5%	10.5%	153
Orange County	94.0%	6.0%	149
Redwood Coast	93.3%	6.7%	164
San Andreas	93.1%	6.9%	131
San Diego	94.5%	5.5%	181
San Gabriel Pomona	90.8%	9.2%	131
South Central LA	85.9%	14.1%	128
Tri-Counties	92.1%	7.9%	139
Valley Mountain	91.2%	8.8%	170
Westside	94.6%	5.4%	129
State Average	91.9%	8.1%	3242

Chart AFS Q74. Do you feel that services and supports have reduced your family's out-of-pocket expenses related to your family member's care?

Q74. Have Services And Supports Reduced Your Family's Out-Of-Pocket Expenses For Your Family Member's Care?



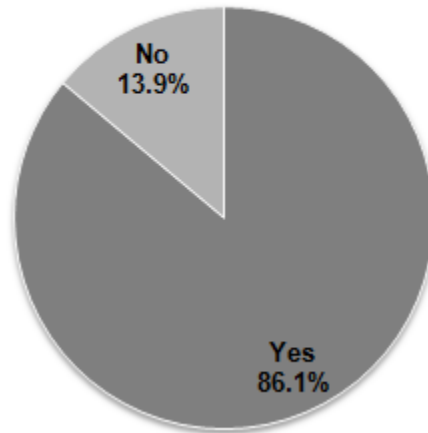
The chart above shows 77.2% of respondents reported services and supports have reduced their family's out-of-pocket expenses related to their family member's care, 22.8% have not.

Table AFS Q74. Do you feel that services and supports have reduced your family's out-of-pocket expenses related to your family member's care?

Regional Center	Yes	No	N
Alta	78.9%	21.1%	180
Central Valley	76.3%	23.8%	160
East Bay	80.4%	19.6%	163
East LA	84.3%	15.7%	140
Far Northern	80.4%	19.6%	199
Golden Gate	87.6%	12.4%	129
Harbor	70.3%	29.7%	128
Inland	81.7%	18.3%	126
Kern	78.4%	21.6%	162
Lanternman	69.0%	31.0%	116
North Bay	71.3%	28.7%	164
North LA County	70.0%	30.0%	140
Orange County	80.1%	19.9%	136
Redwood Coast	81.3%	18.8%	144
San Andreas	80.6%	19.4%	124
San Diego	81.7%	18.3%	169
San Gabriel Pomona	78.2%	21.8%	119
South Central LA	66.4%	33.6%	122
Tri-Counties	69.5%	30.5%	128
Valley Mountain	75.6%	24.4%	160
Westside	78.4%	21.6%	116
State Average	77.2%	22.8%	3025

Chart AFS Q75. Do you feel that services and supports address the goals outlined in your family member's IPP?

Q75. Do Services And Supports Address The Goals Outlined In Your Family Member's IPP?



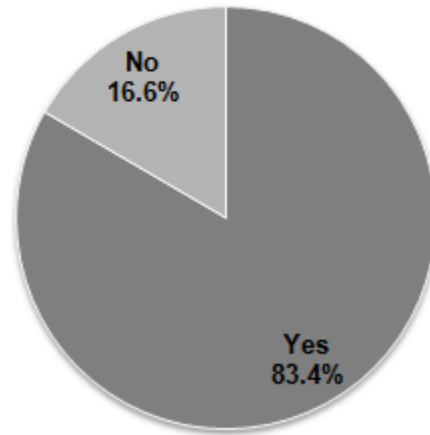
The chart above shows 86.1% of respondents reported services and supports address the goals in their family member's IPP, 13.9% do not.

Table AFS Q75. Do you feel that services and supports address the goals outlined in your family member's IPP?

Regional Center	Yes	No	N
Alta	90.6%	9.4%	170
Central Valley	88.0%	12.0%	158
East Bay	85.8%	14.2%	141
East LA	88.0%	12.0%	133
Far Northern	90.1%	9.9%	191
Golden Gate	93.9%	6.1%	115
Harbor	73.5%	26.5%	113
Inland	85.2%	14.8%	115
Kern	85.2%	14.8%	149
Lanterman	78.3%	21.7%	106
North Bay	82.1%	17.9%	140
North LA County	83.1%	16.9%	130
Orange County	87.5%	12.5%	136
Redwood Coast	90.6%	9.4%	149
San Andreas	87.0%	13.0%	115
San Diego	86.3%	13.7%	161
San Gabriel Pomona	88.6%	11.4%	114
South Central LA	77.0%	23.0%	113
Tri-Counties	88.2%	11.8%	119
Valley Mountain	89.4%	10.6%	151
Westside	89.3%	10.7%	112
State Average	86.1%	13.9%	2831

Chart AFS Q76. Have services made a difference in helping keep your family member at home?

Q76. Services And Supports Helped Keep Your Family Member At Home?



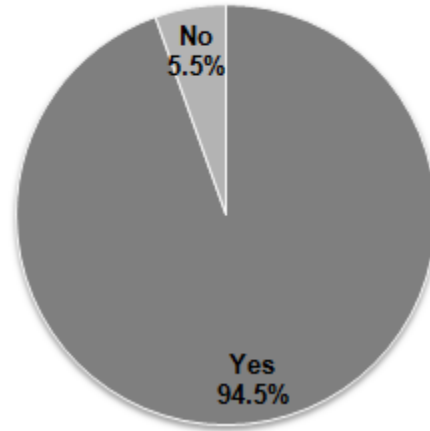
The chart above shows 83.4% of respondents reported services and supports helped keep their family member at home, 16.6% did not.

Table AFS Q76. Have services made a difference in helping keep your family member at home?

Regional Center	Yes	No	N
Alta	78.8%	21.2%	170
Central Valley	84.9%	15.1%	166
East Bay	83.1%	16.9%	160
East LA	91.7%	8.3%	144
Far Northern	83.7%	16.3%	190
Golden Gate	95.0%	5.0%	119
Harbor	73.6%	26.4%	129
Inland	84.5%	15.5%	116
Kern	81.9%	18.1%	149
Lanterman	79.8%	20.2%	114
North Bay	75.9%	24.1%	162
North LA County	82.6%	17.4%	121
Orange County	85.3%	14.7%	129
Redwood Coast	86.8%	13.2%	144
San Andreas	85.4%	14.6%	123
San Diego	84.5%	15.5%	168
San Gabriel Pomona	86.5%	13.5%	111
South Central LA	76.9%	23.1%	121
Tri-Counties	79.7%	20.3%	123
Valley Mountain	82.6%	17.4%	149
Westside	88.5%	11.5%	113
State Average	83.4%	16.6%	2921

Chart AFS Q77. Overall, do you feel your family member has a good quality of life?

Q77. Does Your Family Member Have A Good Quality Of Life?



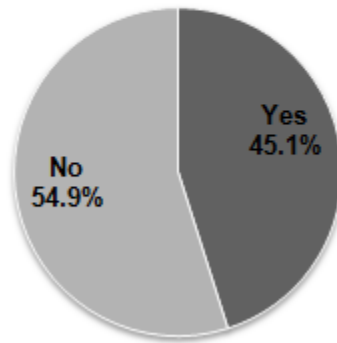
The chart above shows 94.5% of respondents reported their family member has a good quality of life, 5.5% do not.

Table AFS Q77. Overall, do you feel your family member has a good quality of life?

Regional Center	Yes	No	N
Alta	95.3%	4.7%	192
Central Valley	96.8%	3.2%	185
East Bay	96.5%	3.5%	171
East LA	92.3%	7.7%	155
Far Northern	96.8%	3.2%	220
Golden Gate	97.1%	2.9%	138
Harbor	94.8%	5.2%	155
Inland	95.0%	5.0%	139
Kern	93.7%	6.3%	174
Lanterman	85.8%	14.2%	134
North Bay	95.3%	4.7%	191
North LA County	91.6%	8.4%	155
Orange County	96.8%	3.2%	154
Redwood Coast	96.5%	3.5%	173
San Andreas	97.2%	2.8%	141
San Diego	93.8%	6.2%	194
San Gabriel Pomona	91.7%	8.3%	133
South Central LA	89.2%	10.8%	139
Tri-Counties	96.6%	3.4%	147
Valley Mountain	94.9%	5.1%	178
Westside	96.4%	3.6%	137
State Average	94.5%	5.5%	3405

Chart AFS Q78. Have the services or supports that you or your family member received during the past year been either reduced, suspended, or terminated?

**Q78. Have Your Family Member's Services Or
Supports Been Reduced, Suspended, Or
Terminated In The Past Year?**



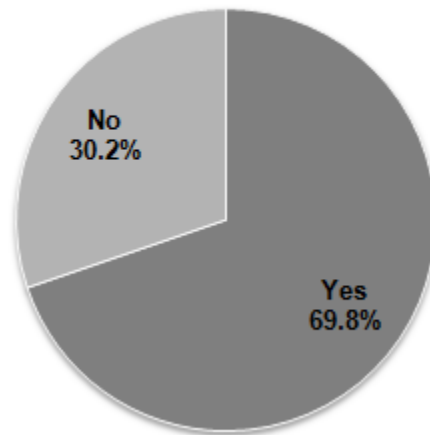
The chart above shows 45.1% of respondents reported their family member's services and supports received in the past year were reduced, suspended, or terminated, 54.9% were not.

Table AFS Q78. Have the services or supports that you or your family member received during the past year been either reduced, suspended, or terminated?

Regional Center	Yes	No	N
Alta	48.5%	51.5%	171
Central Valley	37.3%	62.7%	150
East Bay	46.2%	53.8%	156
East LA	51.4%	48.6%	144
Far Northern	42.1%	57.9%	195
Golden Gate	59.8%	40.2%	127
Harbor	41.3%	58.7%	138
Inland	46.5%	53.5%	114
Kern	44.4%	55.6%	144
Lanternman	48.4%	51.6%	124
North Bay	51.9%	48.1%	162
North LA County	44.2%	55.8%	147
Orange County	37.3%	62.7%	142
Redwood Coast	52.9%	47.1%	153
San Andreas	47.3%	52.7%	131
San Diego	44.7%	55.3%	170
San Gabriel Pomona	40.5%	59.5%	121
South Central LA	41.6%	58.4%	125
Tri-Counties	38.9%	61.1%	126
Valley Mountain	44.4%	55.6%	160
Westside	38.0%	62.0%	121
State Average	45.1%	54.9%	3021

Chart AFS Q79. If “yes” (To Q78), Did the reduction, suspension, or termination of these services or supports affect your family or your family member’s home, job, relationships, etc.?

**Q79. Did Reduction In Services Or Supports
Affect Your Family Member?**



The chart above shows 69.8% of respondents who reported the reduction, suspension, or termination of services or supports have affected their family member’s home, job, relationships, 30.2% have not.

Table AFS Q79. If “yes” (To Q78), did the reduction, suspension, or termination of these services or supports affect your family or your family member’s home, job, relationships, etc.?

Regional Center	Yes	No	N
Alta	85.5%	14.5%	69
Central Valley	63.6%	36.4%	44
East Bay	72.7%	27.3%	55
East LA	63.1%	36.9%	65
Far Northern	66.2%	33.8%	68
Golden Gate	70.3%	29.7%	64
Harbor	65.2%	34.8%	46
Inland	62.2%	37.8%	45
Kern	61.2%	38.8%	49
Lanternman	76.0%	24.0%	50
North Bay	75.3%	24.7%	73
North LA County	64.2%	35.8%	53
Orange County	73.9%	26.1%	46
Redwood Coast	71.6%	28.4%	74
San Andreas	76.5%	23.5%	51
San Diego	68.3%	31.7%	60
San Gabriel Pomona	62.8%	37.2%	43
South Central LA	68.8%	31.3%	48
Tri-Counties	73.2%	26.8%	41
Valley Mountain	62.3%	37.7%	61
Westside	82.5%	17.5%	40
State Average	69.8%	30.2%	1145

Observations for Adult Family Survey

California had higher results in several areas of Satisfaction and Outcomes compared to the areas of Choice and Control and Community Connections. Though most respondents answered 'always' or 'yes' for most of the Information and Planning questions, fewer respondents answered 'always' or 'yes' to four questions in this area. The variation in these areas ranged between 16.6% up to 38.1% among regional centers.

Across the state 32.2% respondents reported they always get information to plan services, 40.5% always receive easy to understand information, 39.1% reported information always comes from the service coordinator, and 34.5% reported the service coordinator always tells them about services they are eligible for. Regional center results to these questions ranged by 20%, from the highest to lowest.

Results for the area of Choice and Control were low for family members across the State, 20.1% and 17.4% of respondents reported their family member always chose their support agencies and support workers (regional center results ranged from 10.7% - 30.1% and 11.7% - 23.5% respectively). For both questions many respondents reported their family member has never chosen their support agencies or support workers. More respondents reported they chose the agencies and staff who work with their family member (39.1% and 28.4% respectively). Most reported neither they nor their family member chose the service coordinator (88.4% and 92%). While 27% of respondents reported they knew how much money the regional center spent on their family member; 11.2% reported their family member knew this, 22.6% reported they decide how this money is spent, and 14.5% reported their family member helped decide how the money is spent.

Most respondents (54.9%) reported their family members' services had not been reduced in the past year, 86.1% reported services and supports address the goals in their family member's IPP, 83.4% felt services and supports helped keep their family member at home, and 94.5% reported their family member has a good quality of life.

VII. Family/Guardian Survey

Outcomes

This section describes all demographic and individual outcomes from the Family/Guardian Survey. Data was collected from respondents whose family member lives in a community residence other than the family home. Results are shown first by graphs which present the Statewide Average (average of the regional centers), followed by tables showing all regional center averages. Lastly, results by mover status are presented. All charts by Mover Status include the number of respondents for movers and non-movers (e.g., movers N= 278; non-movers N= 3752).

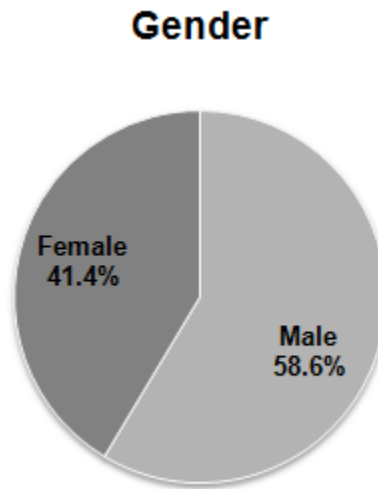
BE ADVISED SOME QUESTIONS HAVE LOW RESPONSE RATES BY REGIONAL CENTER AND THEREFORE THE RESULTS SHOULD BE TREATED WITH CAUTION.

NOTE: “FAMILY MEMBER” REFERS TO THE INDIVIDUAL RECEIVING SERVICES.

“RESPONDENT” REFERS TO THE PERSON (USUALLY A PARENT, OR GUARDIAN) FILLING OUT THE SURVEY.

Demographics of Family Member FGS

Chart FGS 1. Gender of Family Member

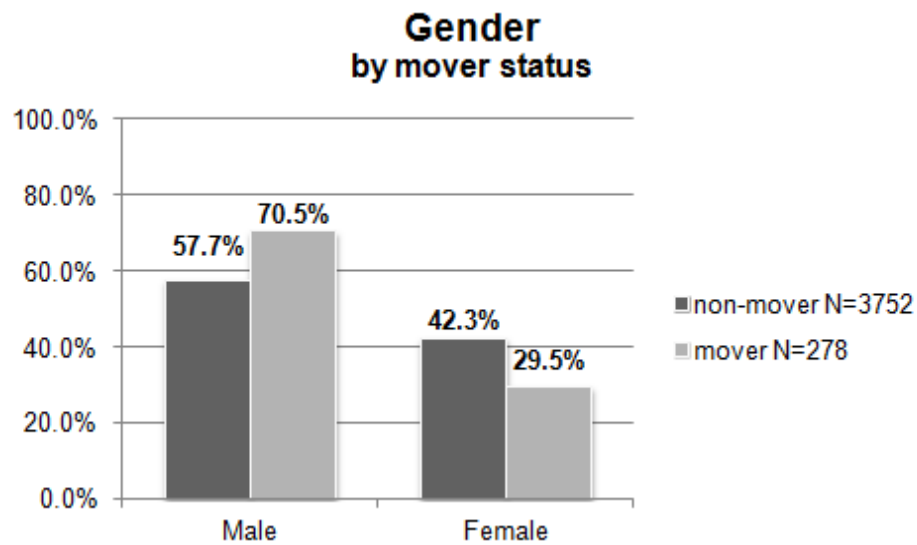


The chart above shows 58.6% of respondents reported their family member is male and 41.4% are female.

Table FGS 1. Gender of Family Member

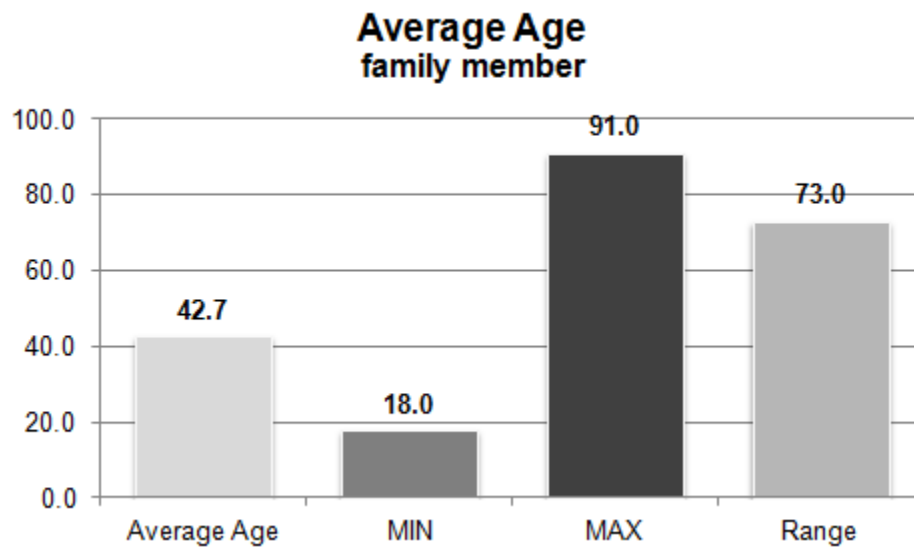
Regional Center	Male	Female	N
Alta	57.3%	42.7%	220
Central Valley	46.2%	53.8%	169
East Bay	57.1%	42.9%	261
Eastern LA	60.4%	39.6%	149
Far Northern	58.6%	41.4%	237
Golden Gate	54.4%	45.6%	261
Harbor	60.0%	40.0%	180
Inland	61.7%	38.3%	188
Kern	64.3%	35.7%	157
Lanternman	64.0%	36.0%	161
North Bay	53.4%	46.6%	174
North LA	66.7%	33.3%	228
Orange County	62.4%	37.6%	250
Redwood Coast	50.3%	49.7%	157
San Andreas	64.8%	35.2%	196
San Diego	54.3%	45.7%	265
San Gabriel Pomona	63.4%	36.6%	161
South Central LA	57.1%	42.9%	112
Tri-Counties	56.5%	43.5%	170
Valley Mountain	57.7%	42.3%	168
Westside	60.2%	39.8%	166
State Average	58.6%	41.4%	4030

Chart M 1. Gender of Family Member by Mover Status



The chart above shows percentages of respondents of non-movers compared to movers who reported their family members are male (57.7% vs. 70.5%) and female (42.3% vs. 29.5%).

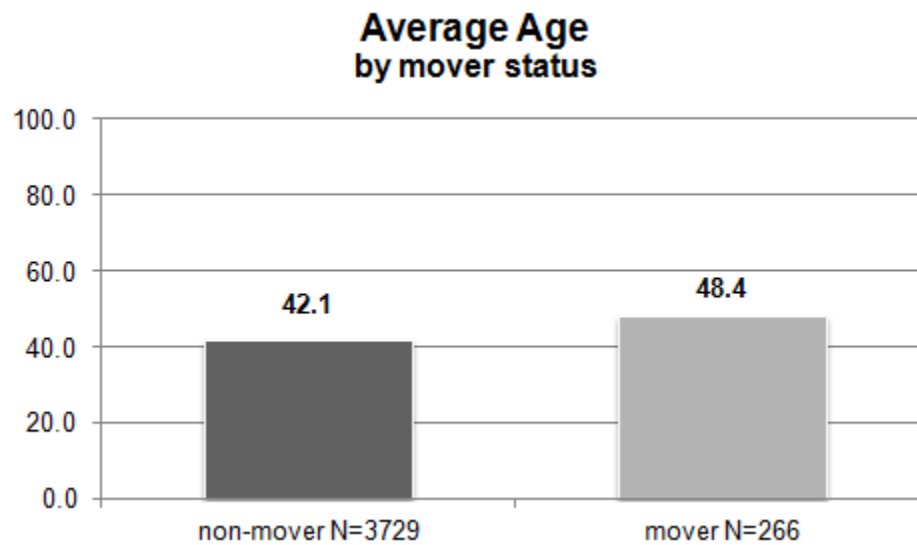
Chart FGS 2. Average Age of Family Member



The chart above shows respondents reported the average age of the family member receiving services was 42.7 years old. The youngest family member was 18 years old and the oldest was 91 years old, a range of 73 years.

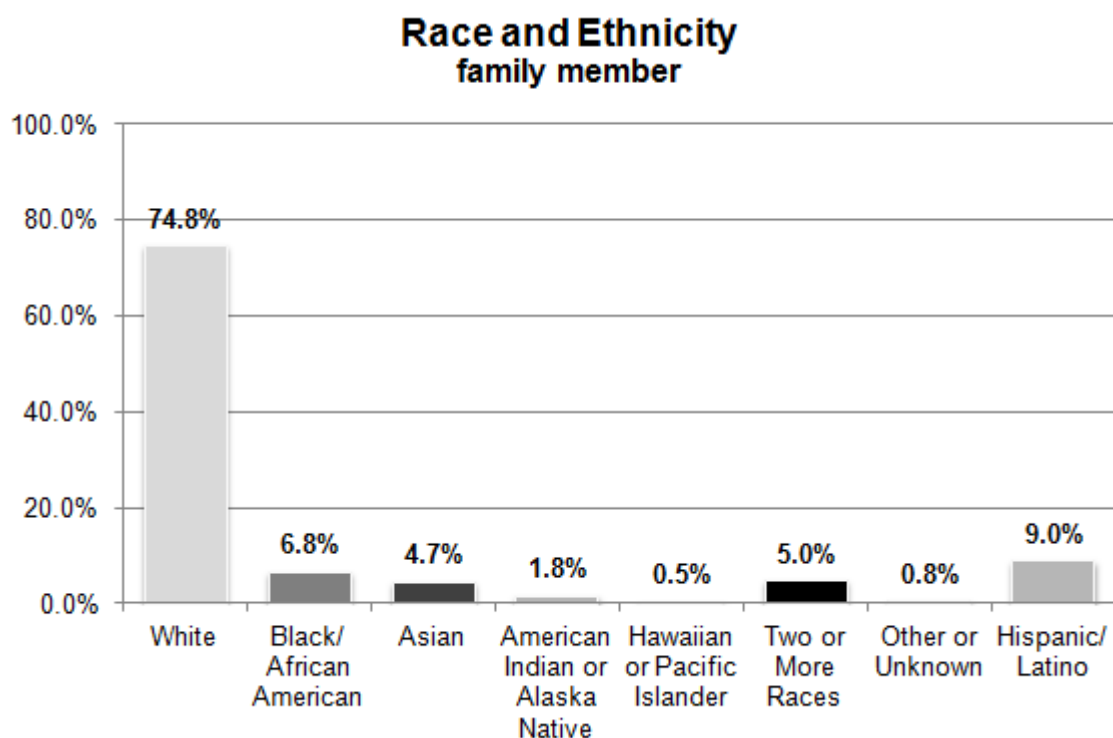
Table FGS 2. Average Age of Family Member				
Regional Center	Average Age	Minimum	Maximum	Range
Alta	39.7	18.0	70.0	52.0
Central Valley	44.4	18.0	80.0	62.0
East Bay	41.8	18.0	91.0	73.0
Eastern LA	45.0	18.0	84.0	66.0
Far Northern	41.1	18.0	75.0	57.0
Golden Gate	43.0	19.0	82.0	63.0
Harbor	44.0	18.0	80.0	62.0
Inland	42.9	18.0	68.0	50.0
Kern	38.8	20.0	80.0	60.0
Lanternman	46.3	18.0	81.0	63.0
North Bay	41.0	20.0	70.0	50.0
North LA	41.5	18.0	72.0	54.0
Orange County	40.5	18.0	74.0	56.0
Redwood Coast	43.2	18.0	75.0	57.0
San Andreas	42.8	18.0	80.0	62.0
San Diego	41.2	18.0	74.0	56.0
San Gabriel Pomona	44.3	19.0	68.0	49.0
South Central LA	44.7	18.0	83.0	65.0
Tri-Counties	40.1	18.0	83.0	65.0
Valley Mountain	45.3	19.0	84.0	65.0
Westside	45.2	21.0	90.0	69.0
State Average	42.7	18.0	91.0	73.0

Chart M2. Average Age of Family Member by Mover Status



The chart above shows respondents of non-movers compared to movers reported the average age of their family member receiving services as 42.1 vs. 48.4.

Chart FGS 3. Race and Ethnicity of Family Member



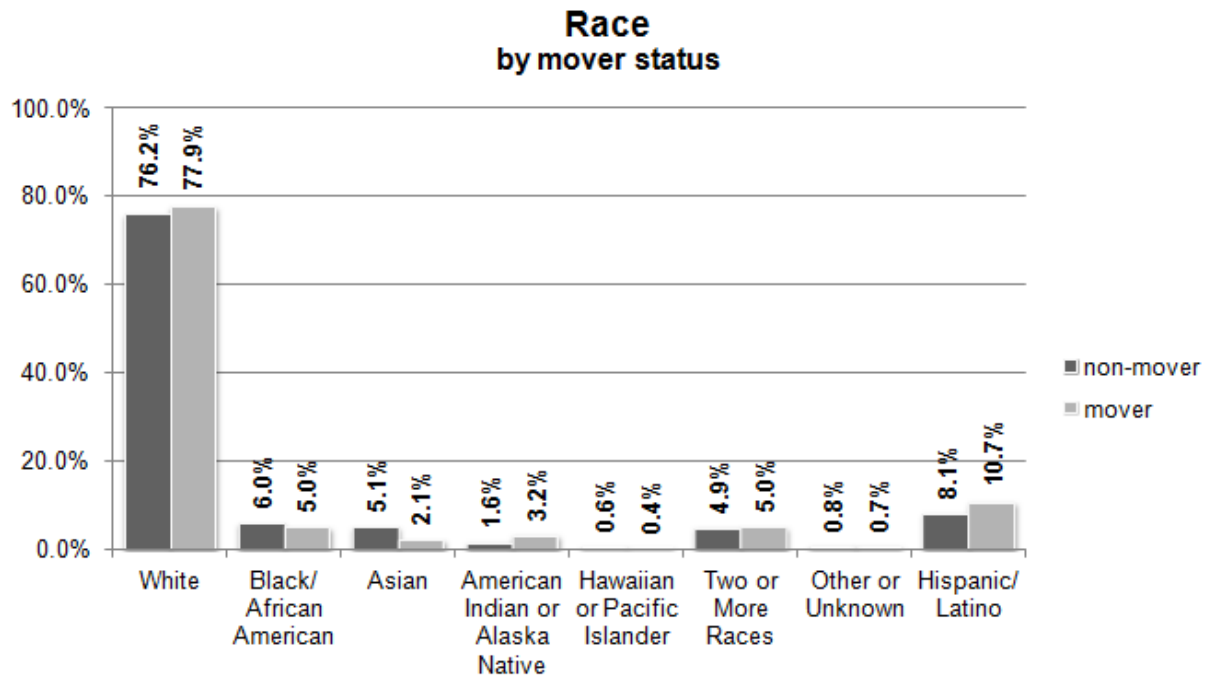
The chart above shows respondents identified their family member as: 74.8% white, 6.8% Black or African American, 4.7% Asian, 1.8% American Indian or Alaska Native, 0.5% Hawaiian or Pacific Islander, 5.0% two or more races, 0.8% other or unknown, and 9.0% Hispanic or Latino¹⁷.

¹⁷ In the NCI Family Surveys, “Hispanic” is considered a race category. The U.S. Census model lists Hispanic as an ethnicity and not a race.

Table FGS 3. Race and Ethnicity of Family Member

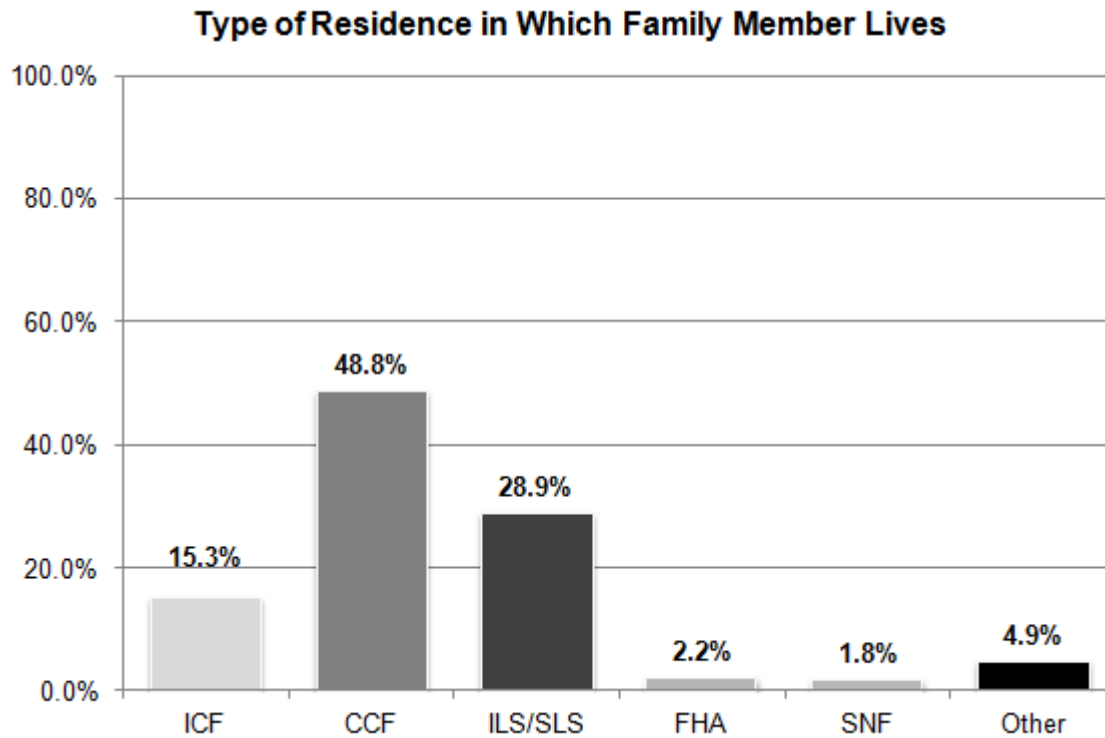
Regional Center	White	Black/ African American	Asian	American Indian or Alaska Native	Hawaiian or Pacific Islander	Two or More Races	Other/ Unknown	Hispanic/ Latino
Alta	82.1%	5.4%	3.6%	1.3%	0.0%	8.0%	0.0%	3.6%
Central Valley	80.2%	1.7%	1.7%	0.6%	0.0%	5.8%	0.6%	8.7%
East Bay	71.8%	7.6%	7.6%	0.4%	1.1%	4.6%	1.1%	8.0%
Eastern LA	49.3%	3.9%	8.6%	1.3%	0.7%	9.9%	0.7%	29.6%
Far Northern	91.0%	1.6%	0.4%	4.1%	0.8%	1.6%	0.8%	5.3%
Golden Gate	74.4%	6.5%	10.7%	1.1%	0.4%	4.6%	0.8%	3.4%
Harbor	61.9%	9.4%	9.9%	2.2%	1.1%	6.6%	0.6%	10.5%
Inland	77.1%	8.0%	0.0%	1.6%	0.5%	5.9%	0.5%	6.9%
Kern	77.0%	5.6%	3.7%	1.9%	0.0%	2.5%	1.2%	10.6%
Lanterman	71.6%	8.0%	6.2%	1.2%	1.2%	3.1%	3.1%	13.0%
North Bay	84.7%	2.8%	4.5%	1.1%	1.1%	6.8%	0.6%	4.0%
North LA	82.2%	2.2%	6.1%	1.3%	1.3%	3.9%	0.4%	7.0%
Orange County	83.2%	2.7%	5.9%	0.0%	2.0%	2.3%	0.8%	3.5%
Redwood Coast	91.8%	0.0%	0.0%	6.3%	0.0%	4.4%	0.6%	1.3%
San Andreas	79.0%	0.0%	5.0%	2.5%	0.5%	3.5%	0.5%	12.5%
San Diego	81.4%	4.5%	5.2%	2.2%	0.7%	6.3%	1.1%	5.9%
San Gabriel Pomona	66.9%	7.4%	4.9%	0.6%	0.0%	7.4%	0.6%	15.3%
South Central LA	33.6%	46.9%	1.8%	2.7%	0.0%	3.5%	0.9%	15.9%
Tri-Counties	84.6%	1.7%	3.4%	2.3%	0.0%	3.4%	0.6%	8.6%
Valley Mountain	80.1%	2.8%	4.0%	2.3%	0.0%	4.5%	0.6%	9.1%
Westside	67.3%	14.0%	5.3%	0.0%	0.0%	6.4%	0.0%	6.4%
State Average	74.8%	6.8%	4.7%	1.8%	0.5%	5.0%	0.8%	9.0%

Chart M 3. Race and Ethnicity of Family Member by Mover Status



The chart above shows the percentages of respondents of non-movers compared to movers who identified the race and ethnicity of their family member: White (76.2% vs. 77.9%), Black or African American (6.0% vs. 5.0%), Asian (5.1% vs. 2.1%), American Indian or Alaska Native (1.6% vs. 3.2%), Hawaiian or Pacific Islander (0.6% vs. 0.4%), two or more races (4.9% vs. 5.0%), other or unknown (0.8% vs. 0.7%), and Hispanic or Latino (8.1% vs. (10.7%).

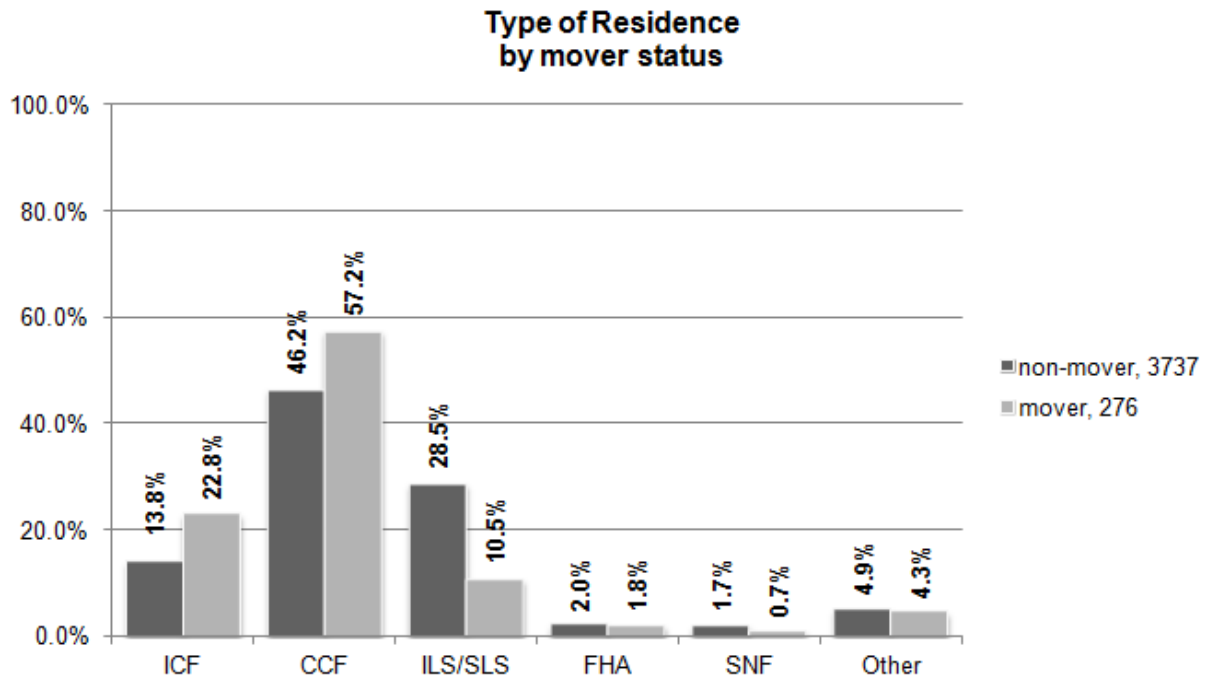
Chart FGS 4. Type of Residence in Which Family Member Lives



The chart above shows respondents reported the residence type of their family member as an: ICF (15.3%), CCF (48.8%), ILS/SLS (28.9%), FHA (2.2%), SNF (1.8%), and other (4.9%).

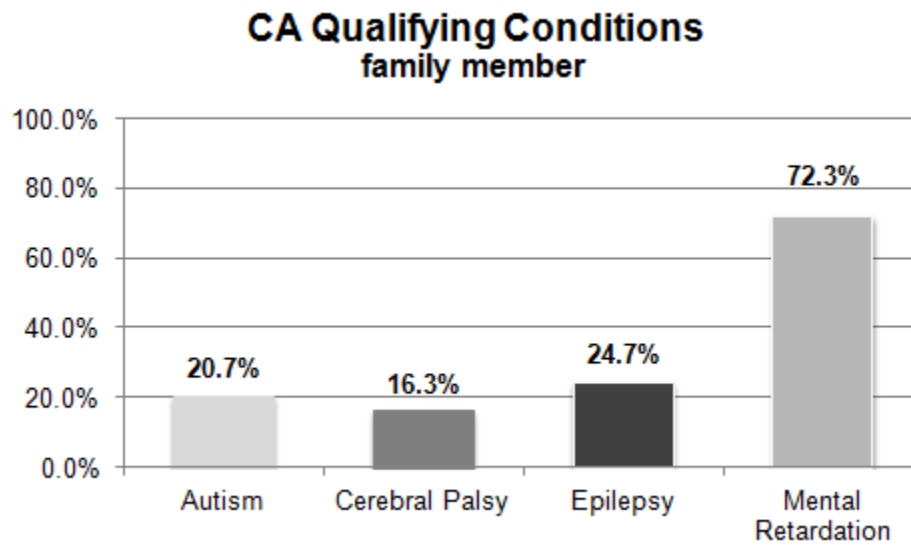
Table FGS 4. Type of Residence in Which Family Member Lives							
Regional Center	ICF	CCF	ILS/SLS	FHA	SNF	Other	N
Alta	7.3%	45.0%	35.8%	1.4%	1.8%	7.3%	218
Central Valley	18.0%	56.3%	15.6%	3.6%	1.2%	4.2%	167
East Bay	11.4%	48.8%	26.0%	1.6%	2.0%	7.1%	254
Eastern LA	18.0%	47.3%	26.0%	0.7%	2.7%	5.3%	150
Far Northern	24.4%	37.4%	29.0%	1.7%	0.8%	4.6%	238
Golden Gate	20.9%	46.5%	18.2%	0.8%	1.6%	5.8%	258
Harbor	6.7%	58.7%	22.9%	2.2%	2.8%	2.2%	179
Inland	19.1%	62.8%	13.3%	0.5%	1.6%	2.1%	188
Kern	7.9%	30.5%	41.1%	4.6%	1.3%	11.9%	151
Lanternman	19.7%	49.7%	15.9%	1.3%	3.8%	4.5%	157
North Bay	12.0%	50.9%	29.7%	1.7%	0.0%	2.9%	175
North LA	16.9%	48.0%	27.6%	2.2%	1.3%	2.2%	225
Orange County	8.0%	51.0%	31.5%	2.0%	0.0%	3.6%	251
Redwood Coast	3.8%	23.7%	58.3%	3.8%	1.9%	6.4%	156
San Andreas	13.8%	52.0%	23.0%	1.5%	0.0%	6.6%	196
San Diego	10.6%	53.2%	26.4%	2.3%	1.1%	3.0%	265
San Gabriel Pomona	20.5%	53.4%	16.8%	1.9%	5.6%	1.9%	161
South Central LA	22.0%	45.9%	18.3%	5.5%	2.8%	4.6%	109
Tri-Counties	9.7%	38.9%	35.4%	2.3%	2.3%	5.1%	175
Valley Mountain	19.3%	45.0%	28.7%	0.6%	0.0%	5.3%	171
Westside	15.4%	32.5%	34.3%	1.2%	1.8%	5.9%	169
State Average	14.5%	46.5%	27.3%	2.1%	1.7%	4.9%	4013

Chart M 4. Type of Residence in Which Family Member Lives by Mover Status



The chart above shows respondents of non-movers compared to movers reported the residence type of their family member: ICF (13.8% vs. 22.8%), CCF (46.2% vs. 57.2%), ILS/SLS (28.5% vs. 10.5%), FHA (2.0% vs. 1.8%), SNF (1.7% vs. 0.7%), or other (4.9% vs. 4.3%).

Chart FGS 5. CA Qualifying Conditions



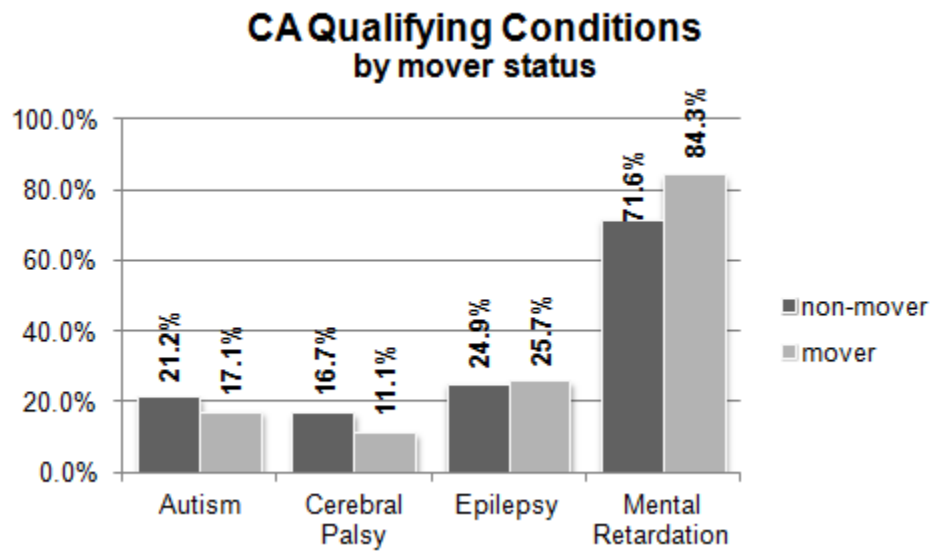
The chart above shows respondents reported their family member has the following qualifying conditions: 20.7% autism, 16.3% cerebral palsy, 24.7% epilepsy, and 72.3% mental retardation (72.3%)¹⁸

¹⁸ Individuals represented in Qualifying Conditions may have been diagnosed with more than one condition and may have been diagnosed with another disability, please refer to Chart FGS 7.

Table FGS 5. CA Qualifying Conditions

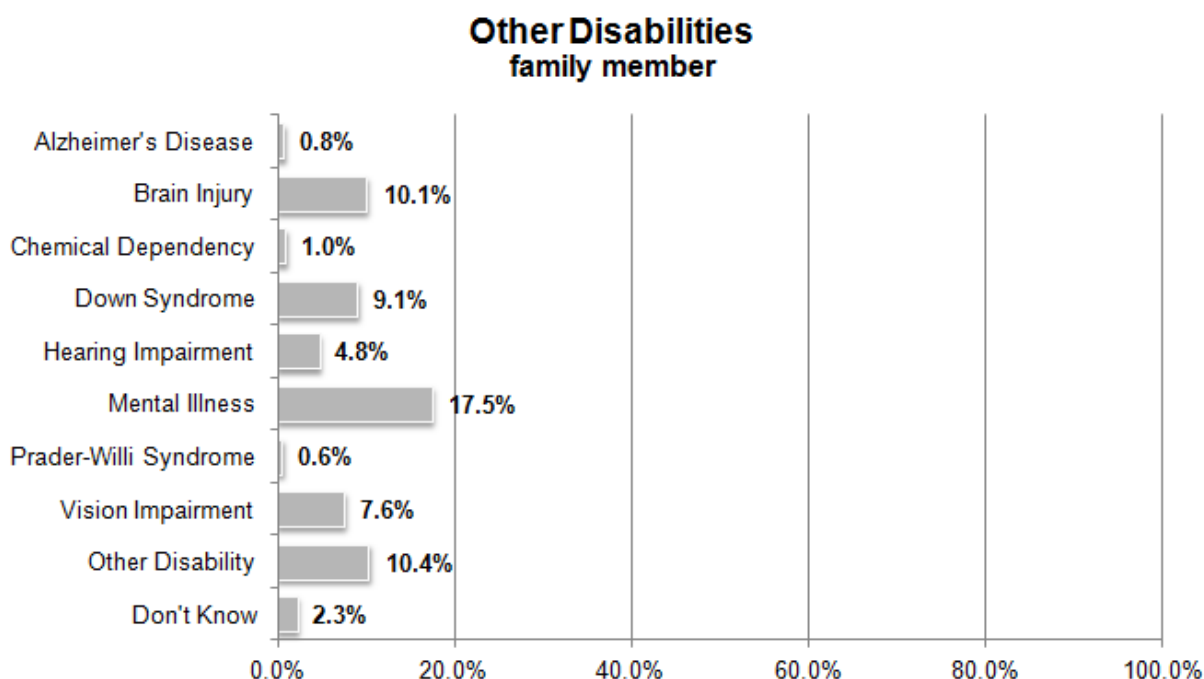
Regional Center	Autism	Cerebral Palsy	Epilepsy	Mental Retardation
Alta	21.4%	13.4%	27.7%	67.0%
Central Valley	13.4%	15.1%	23.3%	78.5%
East Bay	23.7%	18.3%	25.6%	70.2%
Eastern LA	25.0%	17.8%	28.3%	67.8%
Far Northern	15.9%	15.1%	31.4%	76.7%
Golden Gate	19.8%	14.5%	22.9%	78.2%
Harbor	26.0%	13.3%	21.5%	76.2%
Inland	14.9%	19.7%	27.7%	80.3%
Kern	23.0%	8.7%	20.5%	67.7%
Lanterman	19.8%	15.4%	26.5%	68.5%
North Bay	19.3%	21.0%	22.7%	76.7%
North LA	31.3%	15.7%	24.3%	65.7%
Orange County	21.1%	14.8%	26.2%	73.8%
Redwood Coast	12.0%	12.0%	22.8%	75.9%
San Andreas	25.5%	17.0%	28.5%	73.0%
San Diego	18.6%	17.1%	25.7%	73.2%
San Gabriel Pomona	22.7%	23.9%	30.1%	78.5%
South Central LA	15.9%	12.4%	15.9%	68.1%
Tri-Counties	22.9%	15.4%	20.6%	68.0%
Valley Mountain	14.2%	18.8%	22.2%	68.2%
Westside	29.2%	22.2%	23.4%	66.1%
State Average	20.7%	16.3%	24.7%	72.3%

Chart M 5. CA Qualifying Conditions by Mover Status



The chart above shows the percentages of respondents of non-movers compared to movers who reported their family member has the following qualifying conditions: autism (21.2% vs. 17.1%), cerebral palsy (16.7% vs. 11.1%), epilepsy (24.9% vs. 25.7%), and mental retardation (71.6% vs. 84.3%).

Chart FGS 6. Other Disabilities of Family Member

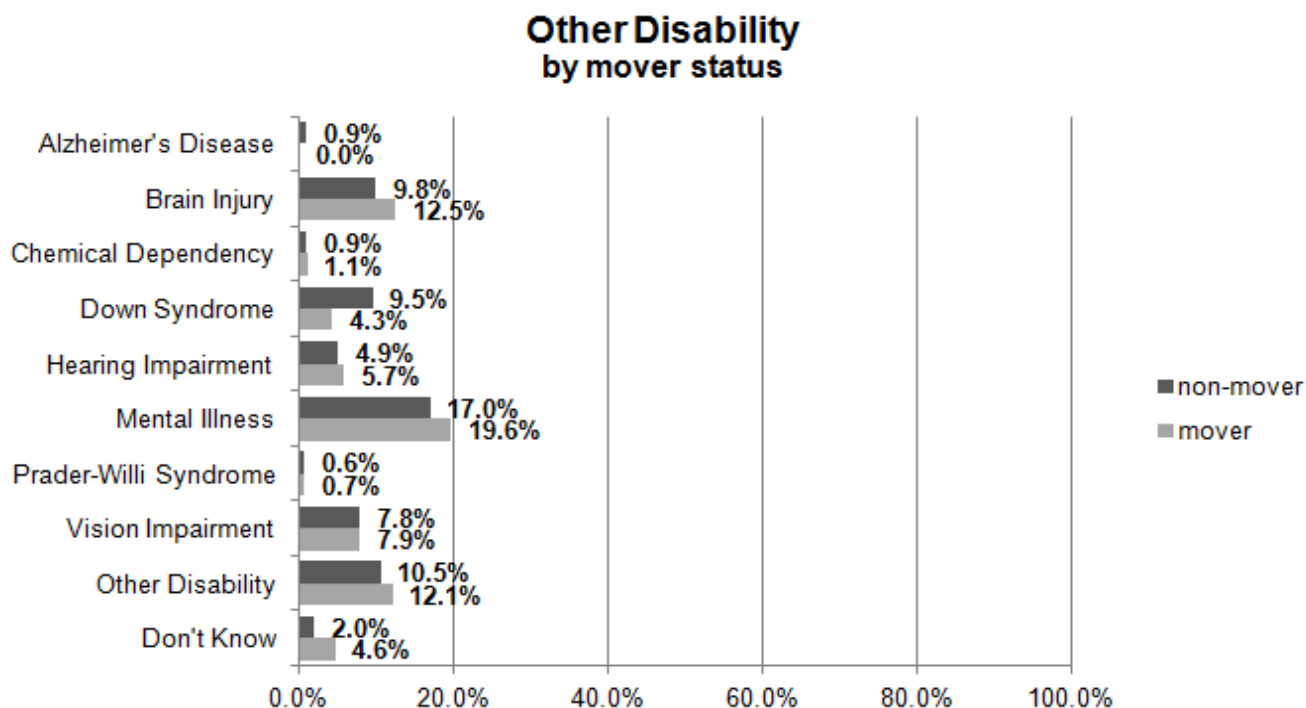


The chart above shows the percentages of respondents who reported their family member has at least one disability other than mental retardation¹⁹: 0.8% Alzheimer's disease, 10.1% brain injury, 1.0% chemical dependency, 9.1% Down Syndrome, 4.8% hearing impairment, 17.5% mental illness, 0.6% Prader-Willi Syndrome, 7.6% vision impairment, 10.4% other disability, and 2.3% don't know.

¹⁹ Individuals with results reflected in the chart above may have been diagnosed with a qualifying condition as well, please refer to Chart FGS 6.

Table FGS 6. Other Disabilities of Family Member										
Regional Center	Alzheimer's Disease	Brain Injury	Chemical Dependency	Down Syndrome	Hearing Impairment	Mental Illness	Prader-Willi Syndrome	Vision Impairment	Other Disability	Don't Know
Alta	1.3%	10.7%	2.2%	8.0%	8.5%	17.4%	1.8%	7.1%	14.3%	2.7%
Central Valley	0.6%	10.5%	1.2%	11.0%	4.1%	19.8%	0.6%	8.7%	15.7%	2.9%
East Bay	0.8%	8.8%	0.8%	12.2%	5.0%	11.5%	0.0%	10.3%	12.2%	1.5%
Eastern LA	2.6%	11.8%	2.0%	8.6%	3.9%	23.0%	0.7%	9.2%	5.9%	2.6%
Far Northern	0.8%	11.8%	2.0%	5.7%	5.7%	20.4%	1.6%	10.2%	18.8%	1.2%
Golden Gate	1.9%	6.1%	0.4%	15.6%	3.8%	11.8%	0.0%	8.8%	9.5%	1.1%
Harbor	0.0%	6.6%	0.6%	8.3%	2.8%	17.1%	1.1%	6.1%	9.4%	1.1%
Inland	0.0%	9.6%	0.5%	9.0%	6.4%	16.0%	0.0%	9.0%	5.3%	0.5%
Kern	2.5%	9.9%	0.6%	6.2%	1.2%	19.9%	0.0%	3.7%	10.6%	5.0%
Lanternman	0.6%	12.3%	0.6%	12.3%	4.9%	22.8%	1.2%	6.2%	8.0%	2.5%
North Bay	0.6%	8.0%	1.1%	9.7%	5.7%	17.0%	1.1%	7.4%	11.9%	1.7%
North LA	0.0%	6.5%	1.3%	10.0%	6.1%	19.6%	0.0%	13.5%	10.4%	2.6%
Orange County	0.8%	10.2%	0.4%	9.4%	5.9%	16.4%	0.8%	5.9%	7.0%	1.6%
Redwood Coast	0.6%	14.6%	1.3%	7.0%	6.3%	24.7%	1.3%	7.6%	15.2%	1.9%
San Andreas	0.0%	12.5%	0.5%	6.5%	4.5%	10.0%	0.5%	8.0%	10.5%	2.5%
San Diego	0.4%	9.7%	0.7%	7.8%	5.9%	18.2%	0.4%	7.4%	10.8%	0.7%
San Gabriel Pomona	0.0%	17.2%	0.6%	8.6%	6.1%	11.7%	0.0%	6.1%	10.4%	2.5%
South Central LA	1.8%	7.1%	0.9%	10.6%	2.7%	22.1%	0.9%	4.4%	6.2%	3.5%
Tri-Counties	0.6%	12.0%	0.0%	9.7%	4.6%	18.9%	0.6%	8.0%	10.3%	1.7%
Valley Mountain	0.0%	9.7%	1.1%	9.7%	5.7%	15.9%	1.1%	6.3%	10.8%	5.1%
Westside	1.8%	7.6%	1.2%	4.1%	1.8%	14.0%	0.0%	5.8%	5.8%	2.9%
State Average	0.8%	10.1%	1.0%	9.1%	4.8%	17.5%	0.6%	7.6%	10.4%	2.3%

Chart M 6. Other Disabilities of Family Member by Mover Status²⁰

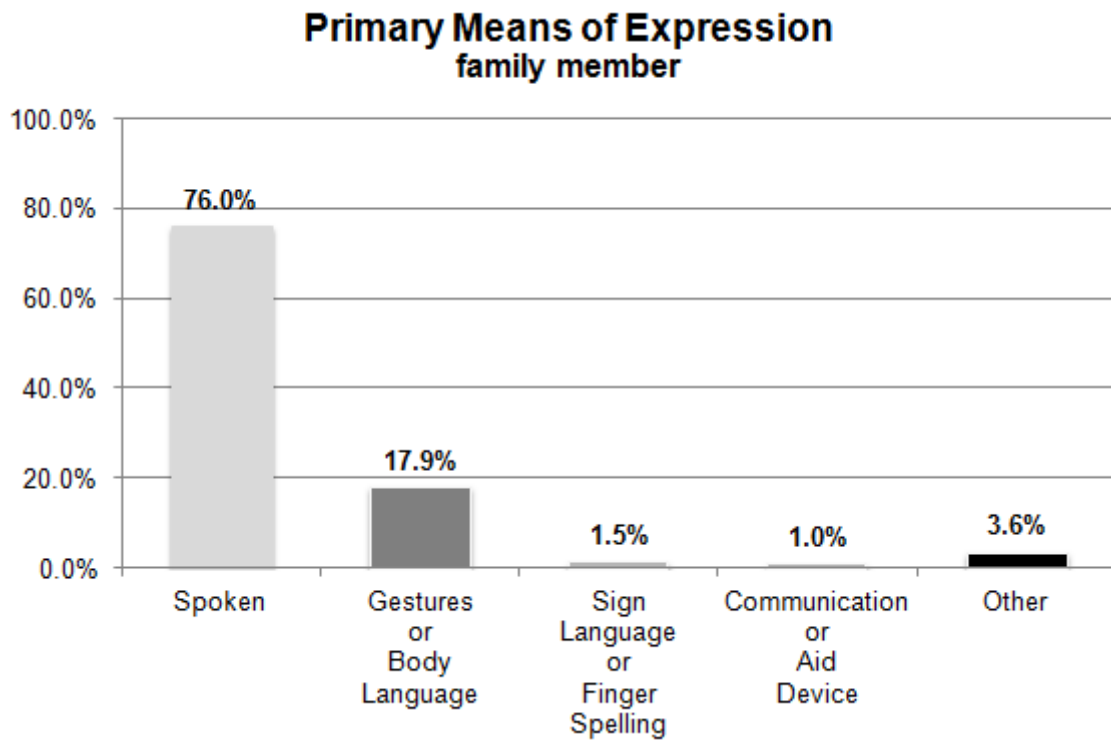


The chart above shows the percentages of respondents of non-movers compared to movers reported their family member has at least one disability other than mental retardation:

Alzheimer's disease (0.9% vs. 0.0%), brain injury (9.8% vs. 12.5%), chemical dependency (0.9% vs. 1.1%), Down Syndrome (9.5% vs. 4.3%), hearing impairment (4.9% vs. 5.7%), mental illness (17.0% vs. 19.6%), Prader-Willi Syndrome (0.6% vs. 0.7%), vision impairment (7.8% vs. 7.9%), other disability (10.5% vs. 12.1%), and don't know (2.0% vs. 4.6%).

²⁰ Family members may have more than one type of disability, therefore percentages may not equal 100% and N's are not displayed.

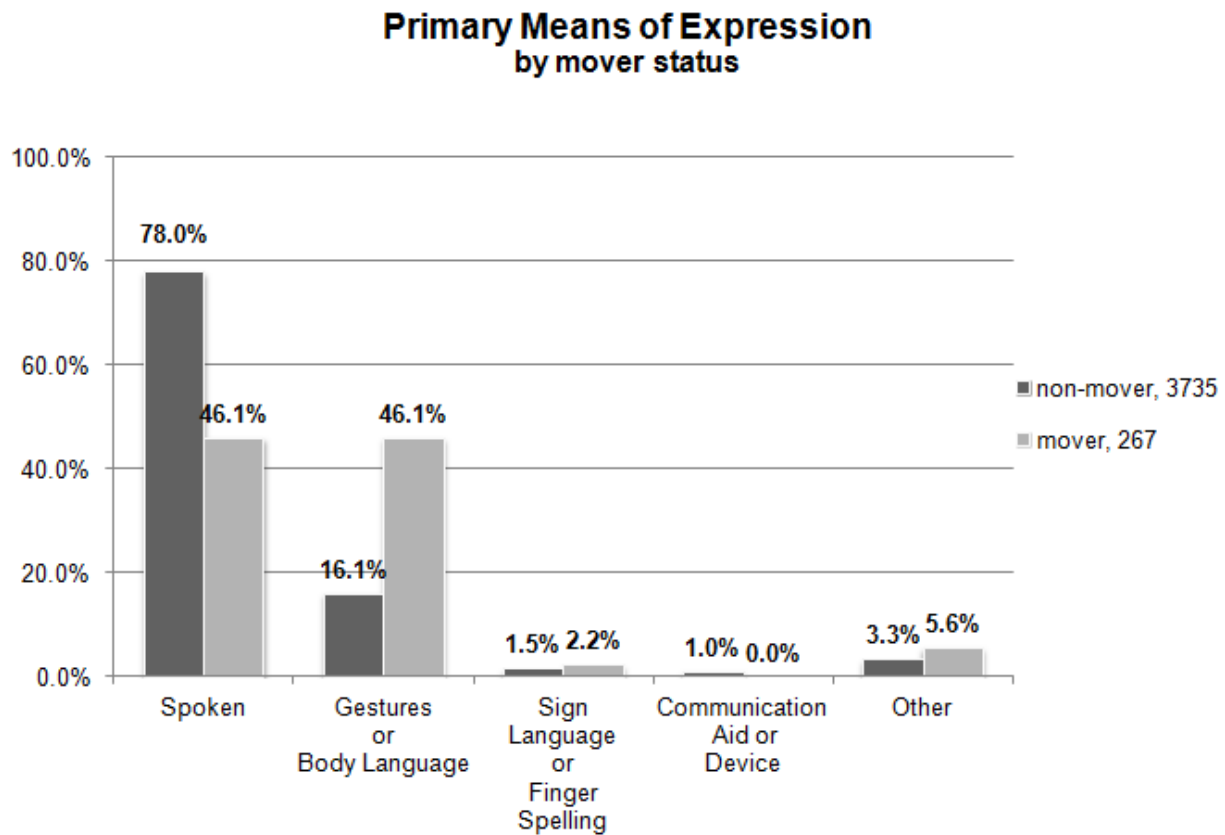
Chart FGS 7. Family Member's Primary Means of Expression



The chart above shows 76.0% of respondents reported their family member use spoken language as their primary means of expression, 17.9% use gestures or body language, 1.5% use sign language or finger spelling, 1.0% use a communication or aid device, and 3.6% use another means of expression.

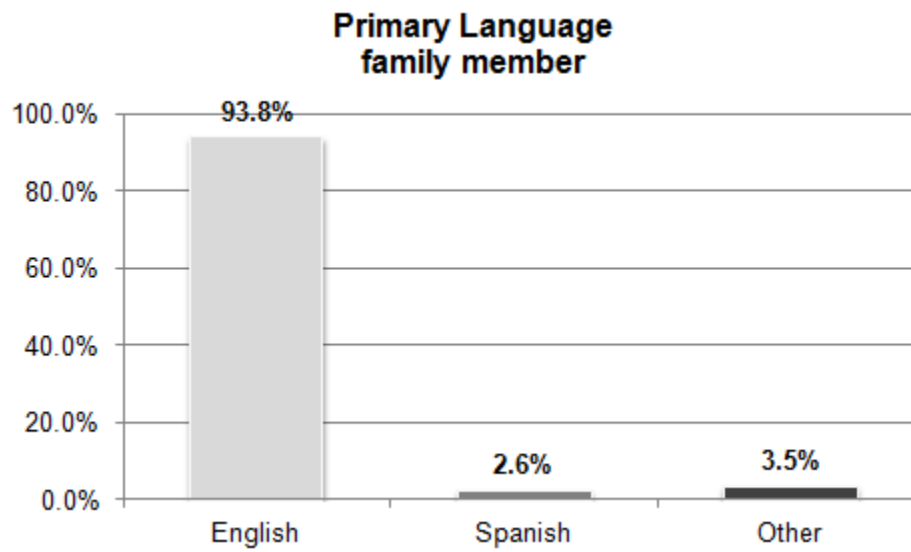
Table FGS 7. Family Member's Primary Means of Expression						
Regional Center	Spoken	Gestures or Body Language	Sign Language or Finger Spelling	Communication or Aid Device	Other	N
Alta	76.9%	16.3%	3.6%	0.9%	2.3%	221
Central Valley	75.6%	18.3%	0.6%	0.0%	5.5%	164
East Bay	73.7%	20.0%	1.2%	0.4%	4.7%	255
Eastern LA	69.8%	21.5%	2.7%	4.7%	1.3%	149
Far Northern	79.2%	16.9%	1.3%	0.8%	1.7%	236
Golden Gate	75.4%	18.4%	1.6%	0.4%	4.3%	256
Harbor	80.4%	15.1%	0.6%	1.1%	2.8%	179
Inland	72.7%	19.3%	1.6%	0.5%	5.9%	187
Kern	82.4%	10.7%	1.9%	0.0%	5.0%	159
Lanterman	77.2%	18.4%	0.0%	0.0%	4.4%	158
North Bay	73.4%	22.0%	1.2%	0.6%	2.9%	173
North LA	79.7%	14.1%	0.9%	1.3%	4.0%	227
Orange County	78.3%	16.6%	2.0%	0.4%	2.8%	253
Redwood Coast	87.5%	11.8%	0.0%	0.7%	0.0%	152
San Andreas	62.0%	31.3%	1.0%	3.1%	2.6%	192
San Diego	72.5%	21.9%	3.4%	0.4%	1.9%	265
San Gabriel Pomona	69.8%	20.8%	1.9%	0.6%	6.9%	159
South Central LA	76.6%	15.3%	0.9%	0.0%	7.2%	111
Tri-Counties	80.0%	12.9%	2.9%	1.8%	2.4%	170
Valley Mountain	77.2%	16.4%	1.8%	1.2%	3.5%	171
Westside	75.8%	18.8%	0.6%	1.8%	3.0%	165
State Average	76.0%	17.9%	1.5%	1.0%	3.6%	4002

Chart M 7. Family Member's Primary Means of Expression by Mover Status



The chart above shows respondents of non-movers compared to movers reported the primary means of expression of their family member as: spoken language (78.0% vs. 46.1%), gestures or body language (16.1% vs. 46.1%), sign language or finger spelling (1.5% vs. 2.2%), communication or aid device (1.0% vs. 0.0%), or another means of expression (3.3% vs. 5.6%).

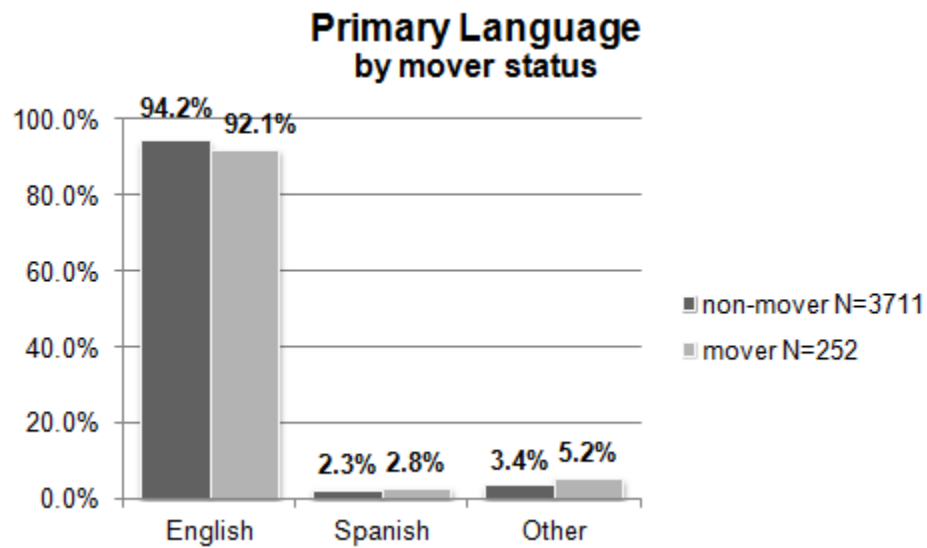
Chart FGS 8. Family Member's Primary Language



The chart above shows 93.8% of respondents reported their family member's primary language is English, 2.6% Spanish, and 3.5% another language.

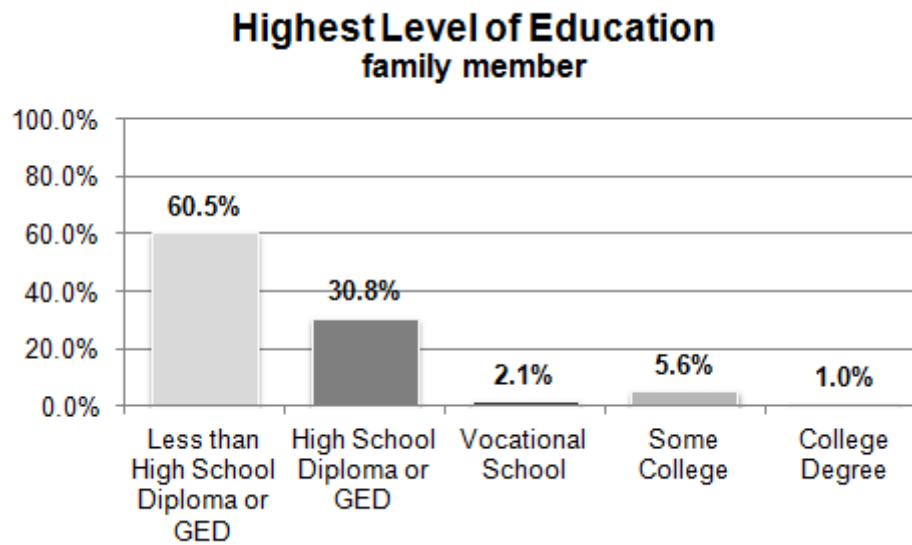
Table FGS 8. Family Member's Primary Language				
Regional Center	English	Spanish	Other	N
Alta	98.2%	0.0%	1.8%	219
Central Valley	97.0%	1.8%	1.2%	167
East Bay	93.2%	1.2%	5.6%	251
Eastern LA	79.9%	15.4%	4.7%	149
Far Northern	99.6%	0.0%	0.4%	241
Golden Gate	92.4%	2.0%	5.6%	250
Harbor	93.6%	2.3%	4.1%	171
Inland	95.7%	1.1%	3.2%	187
Kern	95.6%	1.3%	3.1%	160
Lanternman	87.1%	4.5%	8.4%	155
North Bay	97.6%	0.0%	2.4%	169
North LA	92.9%	1.8%	5.4%	224
Orange County	95.2%	1.2%	3.6%	249
Redwood Coast	99.4%	0.0%	0.6%	155
San Andreas	90.9%	4.8%	4.3%	187
San Diego	95.4%	2.3%	2.3%	261
San Gabriel Pomona	89.9%	4.4%	5.7%	159
South Central LA	92.7%	5.5%	1.8%	110
Tri-Counties	97.0%	1.2%	1.8%	165
Valley Mountain	95.3%	1.8%	2.9%	171
Westside	92.0%	2.5%	5.5%	163
State Average	93.8%	2.6%	3.5%	3963

Chart M 8. Family Member's Primary Language by Mover Status



The chart above shows the percentages of respondents of non-movers compared to movers who reported their family member's primary language: English (94.2% vs. 92.1%), Spanish (2.3% vs. 2.8%), and another language not specified (3.4% vs. 5.2%).

Chart FGS 9. Family Member's Highest Level of Education

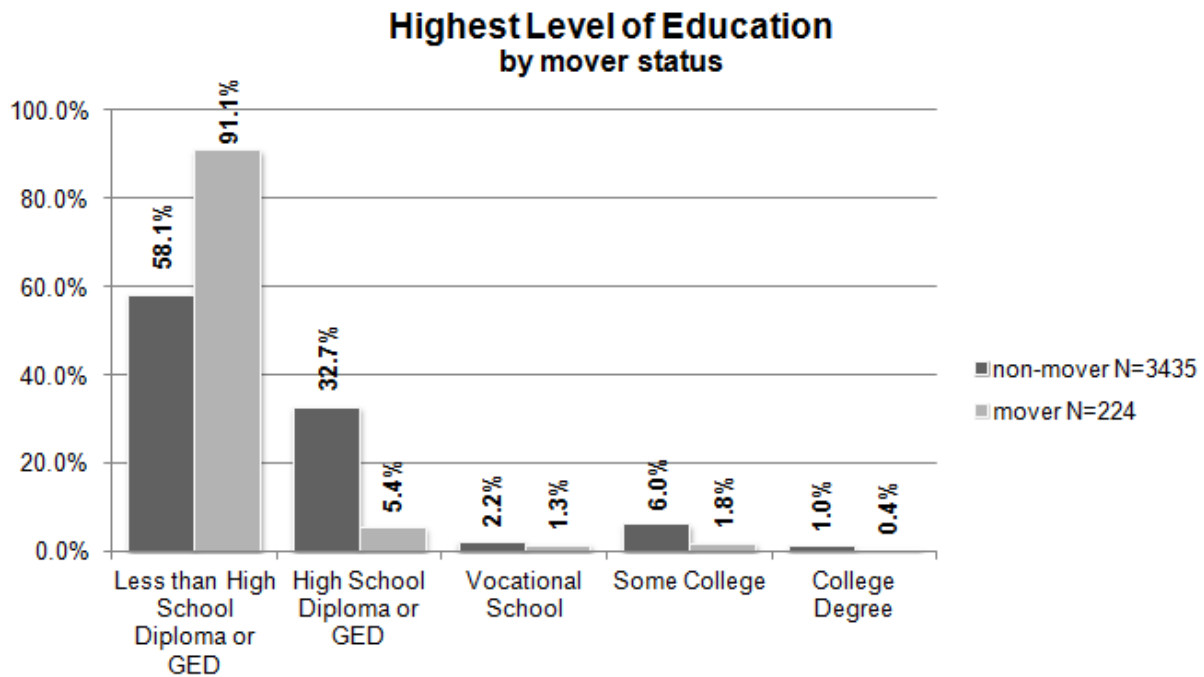


The chart above shows 60.5% of respondents reported their family member's highest level of education is less than a high school diploma or GED, 30.8% had a high school diploma or GED, 2.1% had vocational school, 5.6% had some college, and 1.0% had a college degree.

Table FGS 9. Family Member's Highest Level of Education

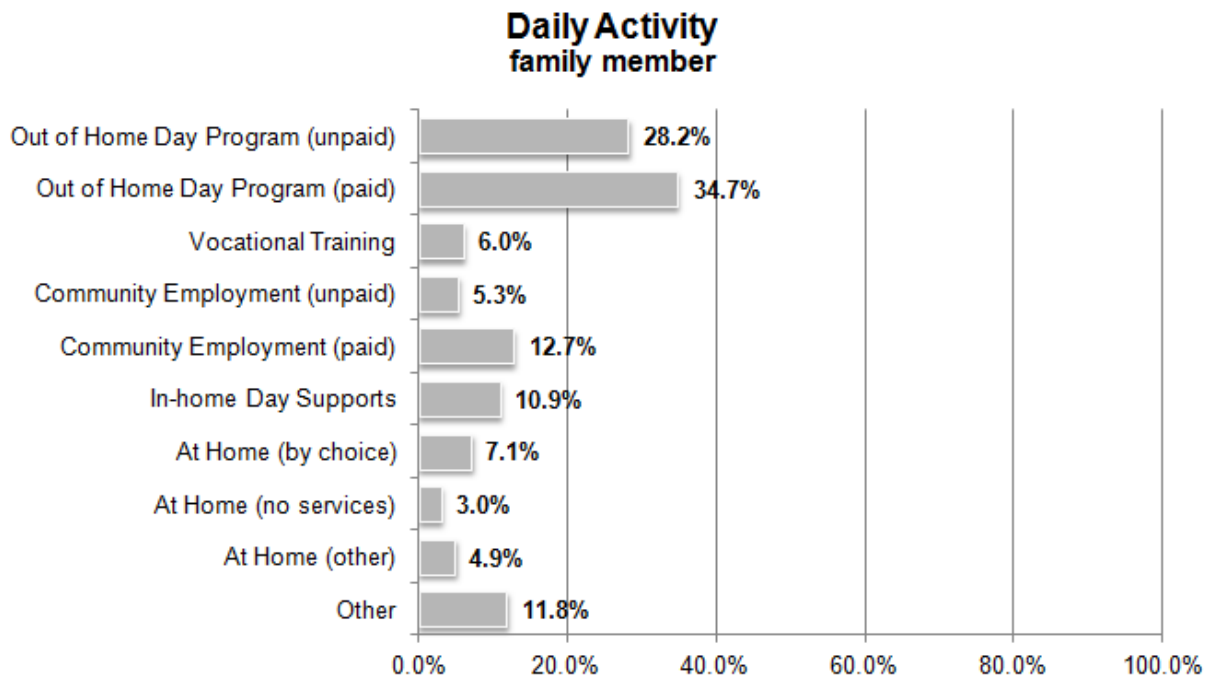
Regional Center	Less than High School Diploma or GED	High School Diploma or GED	Vocational School	Some College	College Degree	N
Alta	58.4%	32.1%	2.9%	5.3%	1.4%	209
Central Valley	72.3%	21.2%	1.5%	4.4%	0.7%	137
East Bay	53.4%	36.2%	2.7%	7.2%	0.5%	221
Eastern LA	64.6%	26.9%	3.1%	3.8%	1.5%	130
Far Northern	60.8%	26.9%	1.3%	10.1%	0.9%	227
Golden Gate	63.0%	28.9%	3.0%	4.7%	0.4%	235
Harbor	53.2%	36.5%	2.6%	5.8%	1.9%	156
Inland	71.3%	25.0%	1.6%	1.6%	0.5%	188
Kern	46.4%	39.7%	3.3%	8.6%	2.0%	151
Lanternman	69.0%	26.1%	0.7%	3.5%	0.7%	142
North Bay	65.4%	28.2%	1.9%	3.2%	1.3%	156
North LA	60.6%	32.2%	2.9%	3.8%	0.5%	208
Orange County	58.1%	30.9%	1.3%	8.5%	1.3%	236
Redwood Coast	51.7%	40.1%	0.0%	7.5%	0.7%	147
San Andreas	64.4%	24.5%	4.3%	5.5%	1.2%	163
San Diego	54.5%	38.0%	2.1%	4.5%	0.8%	242
San Gabriel Pomona	72.3%	22.0%	1.4%	3.5%	0.7%	141
South Central LA	61.8%	32.4%	2.9%	2.9%	0.0%	102
Tri-Counties	48.1%	39.1%	3.2%	7.7%	1.9%	156
Valley Mountain	61.6%	30.8%	0.6%	6.3%	0.6%	159
Westside	58.8%	29.4%	0.7%	9.8%	1.3%	153
State Average	60.5%	30.8%	2.1%	5.6%	1.0%	3659

Chart M 9. Family Member's Highest Level of Education by Mover Status



The chart above shows the percentages of respondents of non-movers compared to movers who reported their family member's highest level of education: less than a high school diploma or GED (58.1% vs. 91.1%), a high school diploma or GED (32.7% vs. 5.4%), vocational school (2.2% vs. 1.3%), some college coursework (6.0% vs. 1.8%), and a college degree (1.0% vs. 0.4%).

Chart FGS 10. Family Member's Daily Activity



The chart above shows the percentages of respondents who reported the day activity of their family member: 28.2% unpaid out of home day program, 34.7% paid out of home day program²¹, 6.0% vocational training, 5.3% unpaid community employment²², 12.7% paid community employment, 10.9% in-home day supports, 7.1% at home by choice, 3.0% at home – no services available, 4.9% at home – other reasons, and 11.8% other not specified.

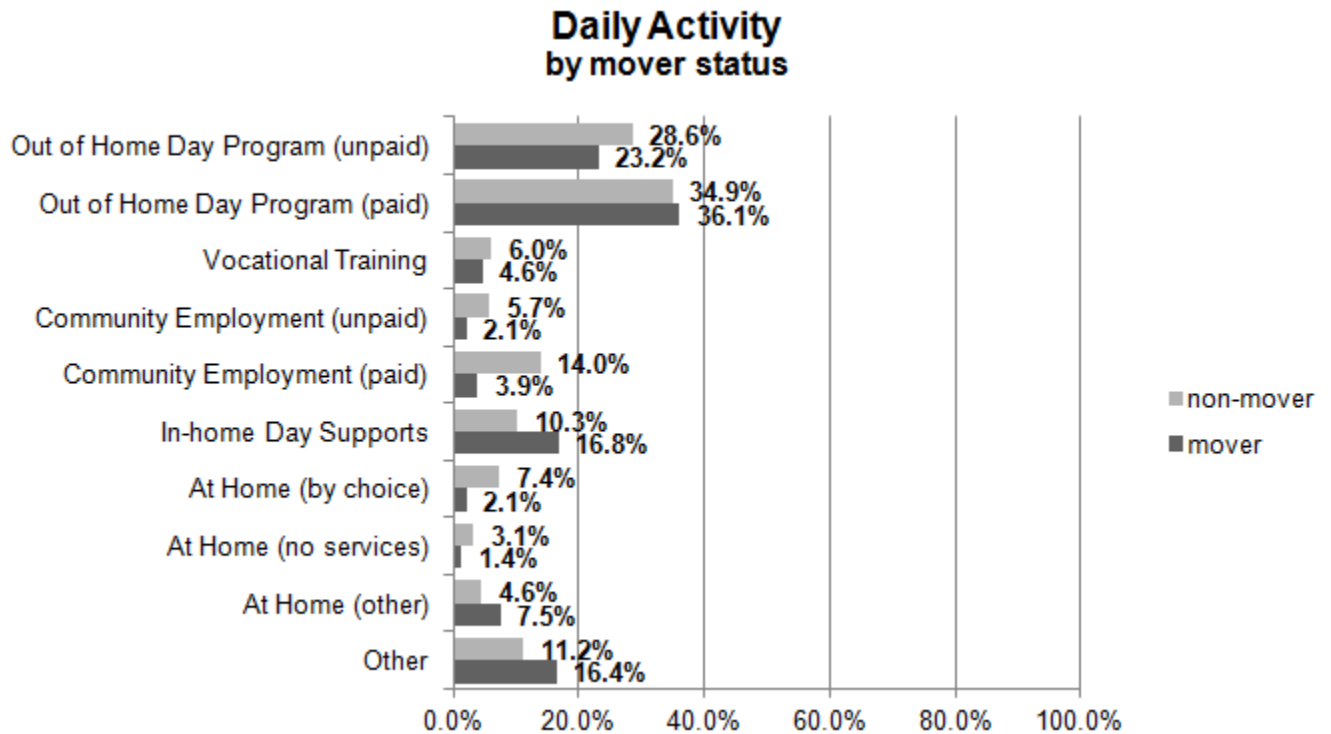
²¹ Paid and unpaid day program refers to whether the consumer is paid for the activity.

²² Unpaid community employment may refer to activities such as volunteer work, skills training, or community experience.

Table FGS 10. Family Member's Daily Activity

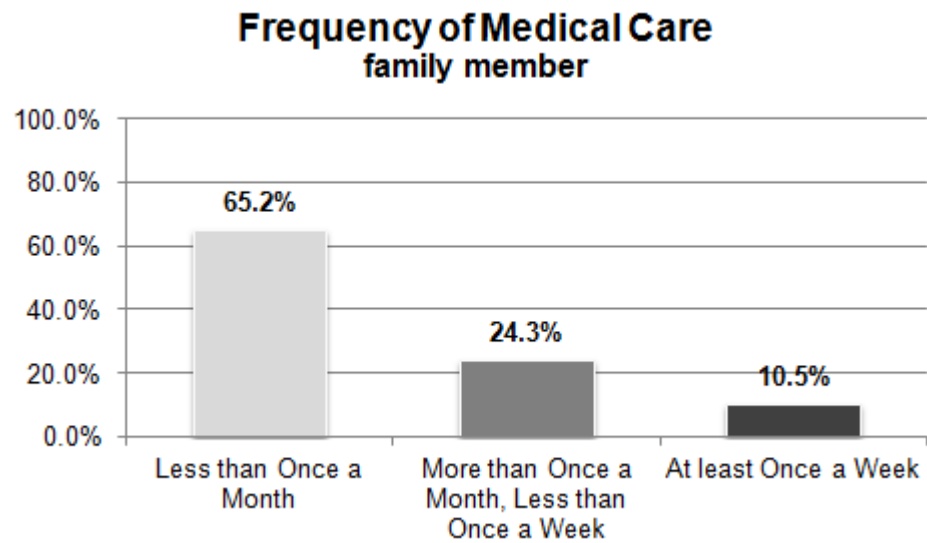
Regional Center	Out of Home Day Program unpaid	Out of Home Day Program paid	Vocational Training	Community Employment unpaid	Community Employment paid	In-home Day Supports	At Home by choice	At Home no services	At Home other	Other
Alta	26.3%	35.3%	6.3%	6.7%	13.8%	9.4%	11.2%	2.7%	6.3%	12.1%
Central Valley	26.7%	40.7%	7.0%	4.1%	8.7%	8.1%	4.1%	1.7%	2.3%	7.6%
East Bay	32.8%	36.3%	4.6%	5.0%	17.2%	11.1%	4.6%	3.1%	5.0%	13.4%
Eastern LA	28.9%	32.9%	8.6%	3.9%	6.6%	15.8%	5.3%	0.0%	5.3%	18.4%
Far Northern	24.1%	43.3%	5.3%	2.9%	14.3%	10.6%	12.7%	3.3%	4.9%	8.6%
Golden Gate	36.6%	34.4%	7.6%	6.1%	14.9%	9.5%	1.9%	2.7%	3.8%	9.5%
Harbor	29.8%	35.4%	4.4%	2.8%	6.1%	7.7%	7.2%	1.1%	3.9%	13.3%
Inland	31.4%	45.7%	3.2%	2.7%	6.4%	3.7%	3.7%	3.7%	4.8%	9.0%
Kern	15.5%	31.7%	8.7%	5.0%	19.9%	11.2%	13.7%	3.1%	7.5%	16.1%
Lanternman	29.6%	32.7%	5.6%	8.0%	6.2%	14.2%	6.2%	3.1%	3.7%	14.8%
North Bay	33.0%	37.5%	4.0%	3.4%	18.8%	8.0%	4.0%	2.3%	2.8%	10.2%
North LA	30.9%	32.2%	4.8%	7.8%	13.5%	10.4%	2.2%	3.9%	2.6%	16.1%
Orange County	19.5%	43.0%	5.9%	5.9%	21.5%	9.8%	6.3%	2.3%	2.7%	9.0%
Redwood Coast	18.4%	31.0%	2.5%	7.6%	13.3%	22.2%	19.6%	7.0%	10.1%	15.8%
San Andreas	33.0%	34.5%	5.0%	6.0%	8.5%	14.5%	4.5%	1.0%	5.0%	11.5%
San Diego	24.5%	30.9%	5.9%	7.4%	20.4%	8.9%	8.6%	2.2%	6.3%	8.9%
San Gabriel Pomona	29.4%	31.9%	9.8%	4.9%	11.7%	8.0%	4.3%	1.8%	4.9%	15.3%
South Central LA	31.0%	32.7%	7.1%	1.8%	6.2%	7.1%	3.5%	3.5%	4.4%	12.4%
Tri-Counties	27.4%	26.9%	8.6%	8.6%	18.9%	14.9%	8.6%	4.6%	5.7%	6.9%
Valley Mountain	31.8%	32.4%	2.3%	2.8%	7.4%	6.3%	11.4%	8.5%	5.7%	7.4%
Westside	32.2%	26.9%	8.2%	8.2%	12.3%	17.5%	6.4%	2.3%	4.7%	11.7%
State Average	28.2%	34.7%	6.0%	5.3%	12.7%	10.9%	7.1%	3.0%	4.9%	11.8%

Chart M 10. Family Member's Daily Activity by Mover Status



The chart above shows the percentages of respondents of non-movers compared to movers who reported the day activity of their family member: unpaid out of home day program (28.6% vs. 23.2%), paid out of home day program (34.9% vs. 36.1%), vocational training (6.0% vs. 4.6%), unpaid community employment (5.7% vs. 2.1%), paid community employment (14.0% vs. 3.9%), in – home day supports (10.3% vs. 16.8%), at home – by choice (7.4% vs. 2.1%), at home – no services (3.1% vs. 1.4%), at home – other (4.6% vs. 7.5%) and other not specified (11.2% vs. 16.4%).

Chart FGS 11. Frequency of Medical Care for Family Member

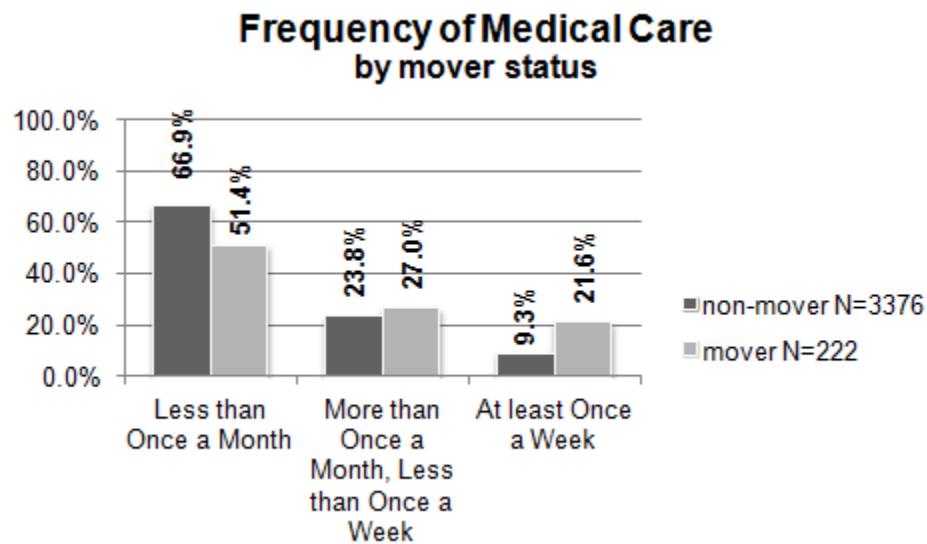


The chart above shows 65.2% of respondents reported their family member seeks medical care less than once a month, 24.3% need medical care more than once a month but less than once a week, and 10.5% need medical care at least once a week.

Table FGS 11. Frequency of Medical Care for Family Member

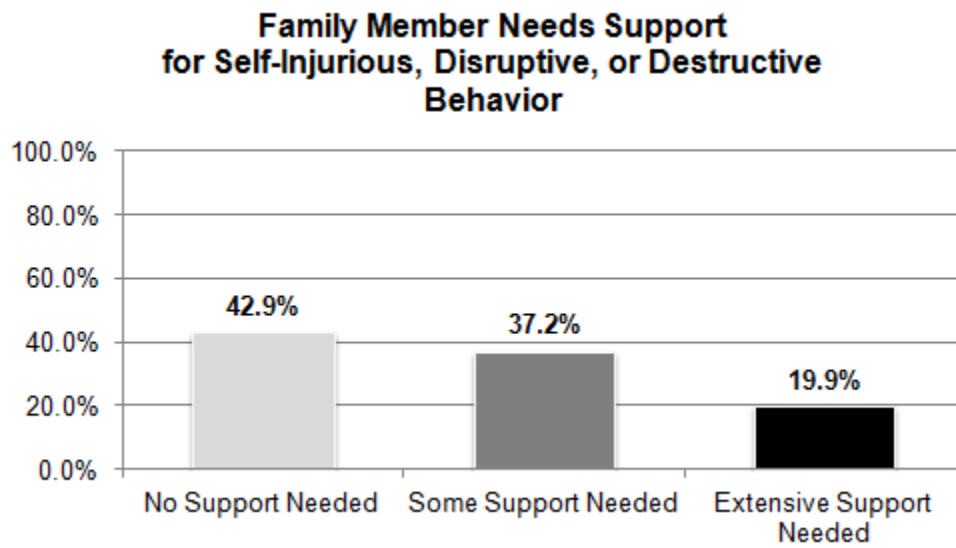
Regional Center	Less than once a month	More than once a month, less than once a week	At least once a week	N
Alta	74.3%	18.3%	7.4%	202
Central Valley	69.1%	23.0%	7.9%	139
East Bay	69.2%	18.8%	12.0%	234
Eastern LA	59.1%	26.8%	14.2%	127
Far Northern	68.7%	24.4%	6.9%	217
Golden Gate	73.6%	20.0%	6.4%	235
Harbor	59.3%	30.7%	10.0%	150
Inland	62.2%	25.5%	12.2%	188
Kern	68.1%	20.3%	11.6%	138
Lanterman	57.4%	29.4%	13.2%	136
North Bay	72.4%	21.2%	6.4%	156
North LA	63.7%	27.5%	8.8%	204
Orange County	66.1%	27.0%	7.0%	230
Redwood Coast	74.0%	18.5%	7.5%	146
San Andreas	61.9%	25.0%	13.1%	168
San Diego	64.0%	26.0%	9.9%	242
San Gabriel Pomona	54.5%	30.1%	15.4%	143
South Central LA	48.9%	31.8%	19.3%	88
Tri-Counties	71.0%	18.5%	10.5%	162
Valley Mountain	67.8%	26.0%	6.2%	146
Westside	63.9%	21.8%	14.3%	147
State Average	65.2%	24.3%	10.5%	3598

Chart M 11. Frequency of Medical Care for Family Member by Mover Status



The chart above shows the percentages of respondents of non-movers compared to movers who reported the frequency of medical care of their family member: medical care less than once a month (66.9% vs. 51.4%), once a month but less than once a week (23.8% vs. 27.0%), and at least once a week (9.3% vs. 21.6%).

Chart FGS 12. Family Member Needs Support for: Self-Injurious, Disruptive, or Destructive Behavior

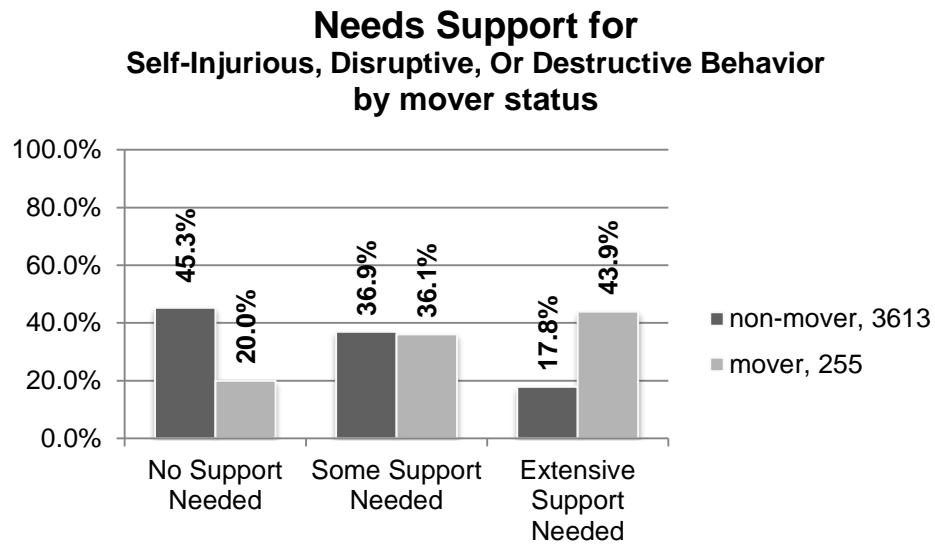


The chart above shows 42.9% of respondents reported their family member does not need support for self-injurious, disruptive, or destructive behavior, 37.2% some support is needed, and 19.9% extensive support is needed.

Table FGS 12. Family Member Needs Support for: Self-Injurious, Disruptive, or Destructive Behavior

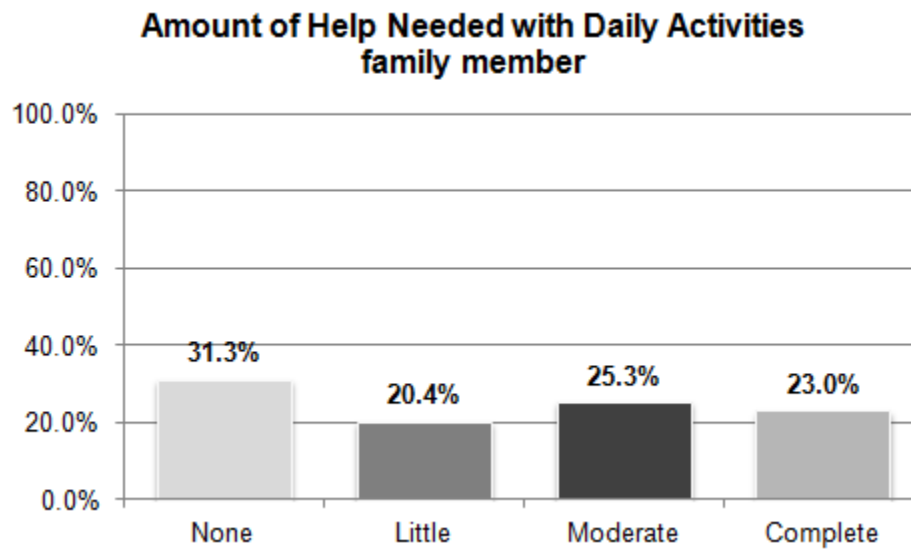
Regional Center	No Support Needed	Some Support Needed	Extensive Support Needed	N
Alta	40.1%	41.5%	18.4%	207
Central Valley	40.8%	34.2%	25.0%	152
East Bay	48.4%	32.1%	19.4%	252
Eastern LA	31.4%	45.0%	23.6%	140
Far Northern	47.4%	33.2%	19.4%	232
Golden Gate	51.8%	31.3%	16.9%	249
Harbor	41.6%	39.8%	18.7%	166
Inland	38.8%	43.6%	17.6%	188
Kern	51.0%	33.5%	15.5%	155
Lanternman	33.6%	41.6%	24.8%	149
North Bay	50.9%	31.4%	17.8%	169
North LA	37.9%	42.9%	19.2%	224
Orange County	49.6%	34.7%	15.7%	242
Redwood Coast	47.3%	37.8%	14.9%	148
San Andreas	36.5%	39.1%	24.5%	192
San Diego	47.5%	34.4%	18.1%	259
San Gabriel Pomona	41.3%	39.3%	19.3%	150
South Central LA	35.3%	37.3%	27.5%	102
Tri-Counties	47.6%	32.4%	20.0%	170
Valley Mountain	44.2%	39.9%	16.0%	163
Westside	38.4%	35.2%	26.4%	159
State Average	42.9%	37.2%	19.9%	3868

Chart M 12. Family Member Needs Support for: Self-Injurious, Disruptive, or Destructive Behavior by Mover Status



The chart above shows the percentages of respondents of non-movers compared to movers who reported their family member's support needs for self-injurious, disruptive, or destructive behavior: no support is needed (45.3% vs. 20.0%), some support is needed (36.9% vs. 36.1%), and extensive support is needed (17.8% vs. 43.9%).

Chart FGS 13. Amount of Help Needed with Daily Activities

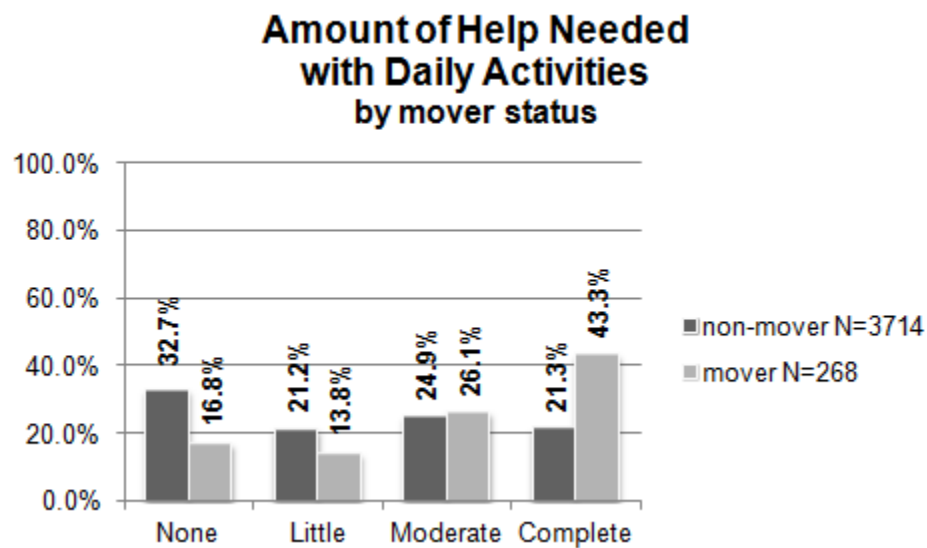


The chart above shows the percentages of respondents who reported the amount of help their family member's need with daily activities: none (31.3%), little (20.4%), moderate (25.3%), or complete (23.0%).

Table FGS 13. Amount of Help Needed with Daily Activities

Regional Center	None	Little	Moderate	Complete	N
Alta	32.1%	21.1%	28.4%	18.3%	218
Central Valley	30.6%	18.8%	28.8%	21.9%	160
East Bay	31.6%	23.4%	20.7%	24.2%	256
Eastern LA	15.4%	16.1%	36.2%	32.2%	149
Far Northern	35.4%	20.4%	27.9%	16.3%	240
Golden Gate	36.3%	17.6%	19.9%	26.2%	256
Harbor	36.0%	23.3%	23.8%	16.9%	172
Inland	27.7%	17.0%	23.4%	31.9%	188
Kern	48.4%	22.6%	14.2%	14.8%	155
Lanternman	23.1%	17.9%	27.6%	31.4%	156
North Bay	35.5%	17.4%	23.8%	23.3%	172
North LA	32.2%	22.0%	30.0%	15.9%	227
Orange County	30.4%	26.4%	23.6%	19.6%	250
Redwood Coast	34.2%	28.9%	23.7%	13.2%	152
San Andreas	18.8%	15.7%	29.4%	36.0%	197
San Diego	34.7%	22.3%	21.1%	21.9%	265
San Gabriel Pomona	26.5%	19.4%	28.4%	25.8%	155
South Central LA	26.9%	13.0%	32.4%	27.8%	108
Tri-Counties	37.1%	17.7%	24.0%	21.1%	175
Valley Mountain	34.3%	26.5%	22.3%	16.9%	166
Westside	29.7%	21.2%	21.8%	27.3%	165
State Average	31.3%	20.4%	25.3%	23.0%	3982

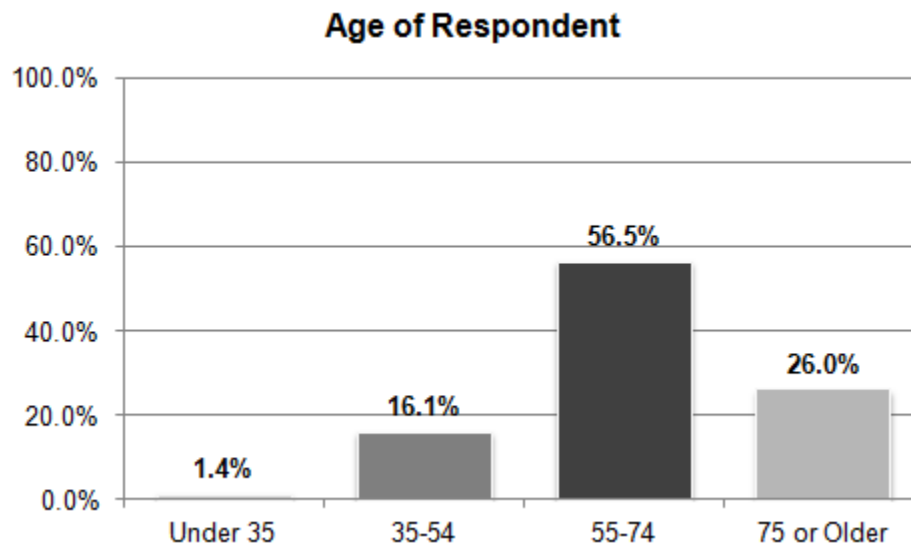
Chart M 13. Amount of Help Needed with Daily Activities by Mover Status



The chart above shows the percentages of respondents of non-movers compared to movers who reported the amount of help their family member's need with daily activities: none (32.7% vs. 16.8%), little (21.2% vs. 13.8%), moderate (24.9% vs. 26.1%), and complete (21.3% vs. 43.3%).

Demographics of Respondents FGS

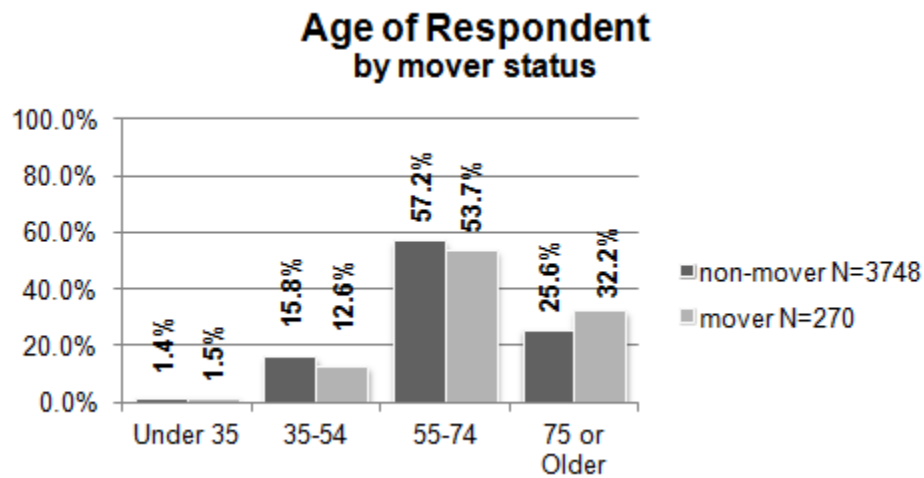
Chart FGS 14. Age of Respondent



The chart above shows 1.4% of respondents reported they were under 35 years old, 16.1% were 35-54, 56.5% were 55-74, and 26.0% were 75 years old and older.

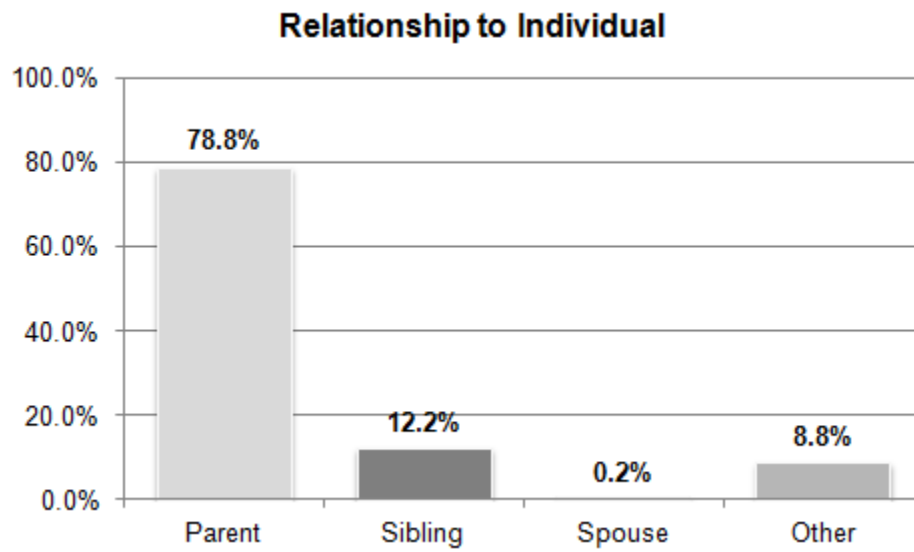
Table FGS 14. Age of Respondent					
Regional Center	Under 35	35-54	55-74	75 or Older	N
Alta	0.5%	19.9%	57.9%	21.7%	221
Central Valley	1.8%	17.0%	50.3%	30.9%	165
East Bay	0.8%	16.2%	57.3%	25.8%	260
Eastern LA	0.7%	19.7%	52.6%	27.0%	152
Far Northern	2.9%	16.5%	63.0%	17.7%	243
Golden Gate	1.2%	12.0%	62.8%	24.0%	258
Harbor	1.2%	14.1%	52.4%	32.4%	170
Inland	1.6%	12.8%	48.9%	36.7%	188
Kern	5.2%	28.4%	50.3%	16.1%	155
Lanternman	0.6%	17.0%	56.6%	25.8%	159
North Bay	1.1%	14.3%	61.1%	23.4%	175
North LA	0.4%	13.3%	56.6%	29.6%	226
Orange County	1.6%	14.7%	62.2%	21.5%	251
Redwood Coast	2.6%	20.9%	58.8%	17.6%	153
San Andreas	0.5%	13.1%	54.0%	32.3%	198
San Diego	0.8%	12.9%	56.4%	29.9%	264
San Gabriel Pomona	0.6%	8.0%	54.9%	36.4%	162
South Central LA	2.7%	26.4%	52.7%	18.2%	110
Tri-Counties	0.6%	12.2%	64.0%	23.3%	172
Valley Mountain	1.8%	16.7%	56.0%	25.6%	168
Westside	1.2%	11.3%	56.5%	31.0%	168
State Average	1.4%	16.1%	56.5%	26.0%	4018

Chart M 14. Age of Respondent by Mover Status



The chart above shows the percentages of respondents of non-movers compared to movers who reported their age: under 35 years old (1.4% vs. 1.5%), 35-54 (15.8% vs. 12.6%), 55-74 (57.2% vs. 53.7%), and 75 years old and older (25.6% vs. 32.2%).

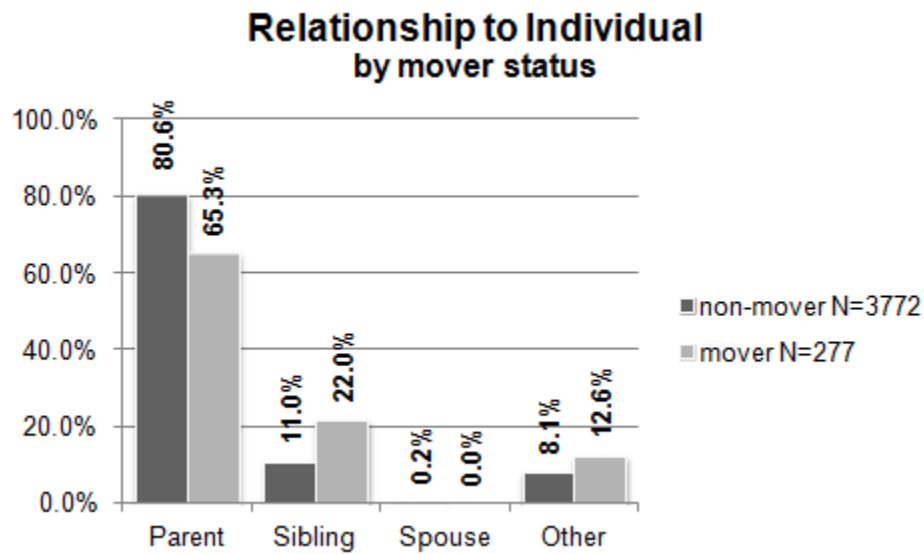
Chart FGS 15. Relationship to Individual



The chart above shows 78.8% of respondents reported their relationship to their family member as the parent, 12.2% sibling, 0.2% spouse, and 8.8% other not specified.

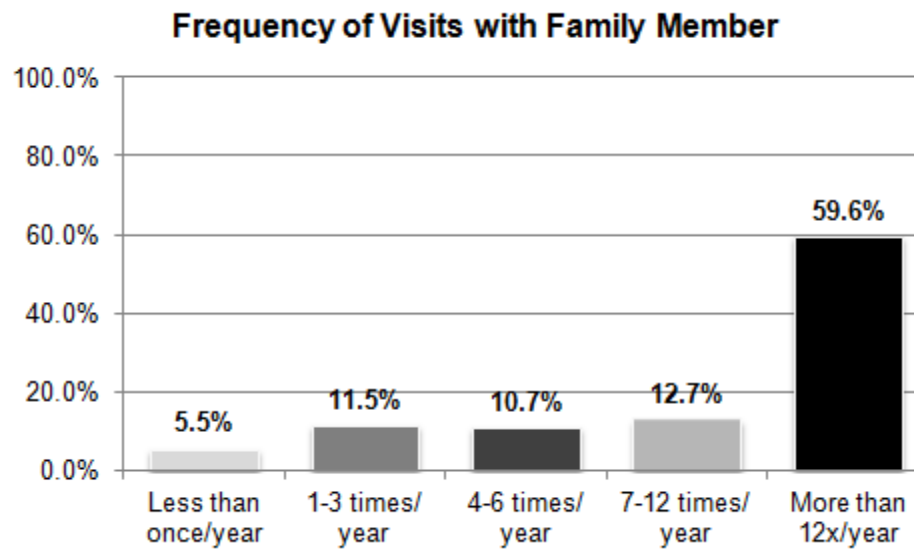
Table FGS 15. Relationship to Individual					
Regional Center	Parent	Sibling	Spouse	Other	N
Alta	85.7%	8.1%	0.0%	6.3%	223
Central Valley	79.5%	12.9%	0.0%	7.6%	171
East Bay	82.3%	10.8%	0.0%	6.9%	260
Eastern LA	66.7%	19.3%	0.7%	13.3%	150
Far Northern	71.3%	6.6%	0.8%	21.3%	244
Golden Gate	77.2%	15.8%	0.0%	6.9%	259
Harbor	77.1%	15.4%	0.0%	7.4%	175
Inland	95.2%	1.1%	0.0%	3.7%	187
Kern	74.4%	12.8%	0.0%	12.8%	156
Lanterman	66.7%	22.6%	0.6%	10.1%	159
North Bay	84.0%	11.4%	0.0%	4.6%	175
North LA	87.3%	10.5%	0.0%	2.2%	228
Orange County	84.5%	10.3%	0.4%	4.8%	252
Redwood Coast	62.2%	14.7%	0.0%	23.1%	156
San Andreas	80.0%	12.5%	0.0%	7.5%	200
San Diego	88.3%	8.3%	0.0%	3.4%	266
San Gabriel Pomona	87.0%	8.6%	0.0%	4.3%	162
South Central LA	71.4%	17.0%	0.0%	11.6%	112
Tri-Counties	83.8%	7.5%	0.0%	8.7%	173
Valley Mountain	71.9%	15.2%	1.8%	11.1%	171
Westside	78.2%	14.7%	0.0%	7.1%	170
State Average	78.8%	12.2%	0.2%	8.8%	4049

Chart M 15. Relationship to Individual by Mover Status



The chart above shows the percentages of respondents of non-movers compared to movers who reported their relationship to their family member: parent (80.6% vs. 65.3%), sibling (11.0% vs. 22.0%), spouse (0.2% vs. 0.0%), and other not specified (8.1% vs. 12.6%).

Chart FGS 16. Frequency of Visits with Family Member

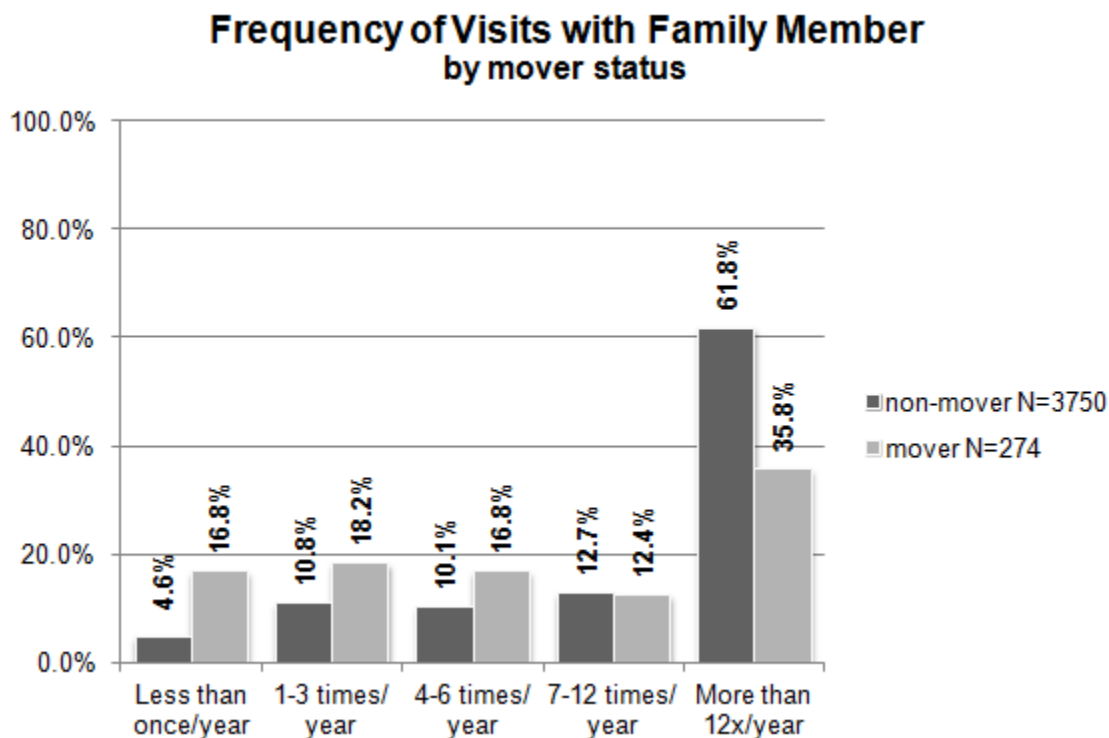


The chart above shows 5.5% of respondents reported they visit their family member less than once a year, 11.5% 1-3 times a year, 10.7% 4-6 times a year, 12.7% 7-12 times a year, and 59.6% more than 12 times a year.

Table FGS 16. Frequency of Visits with Family Member

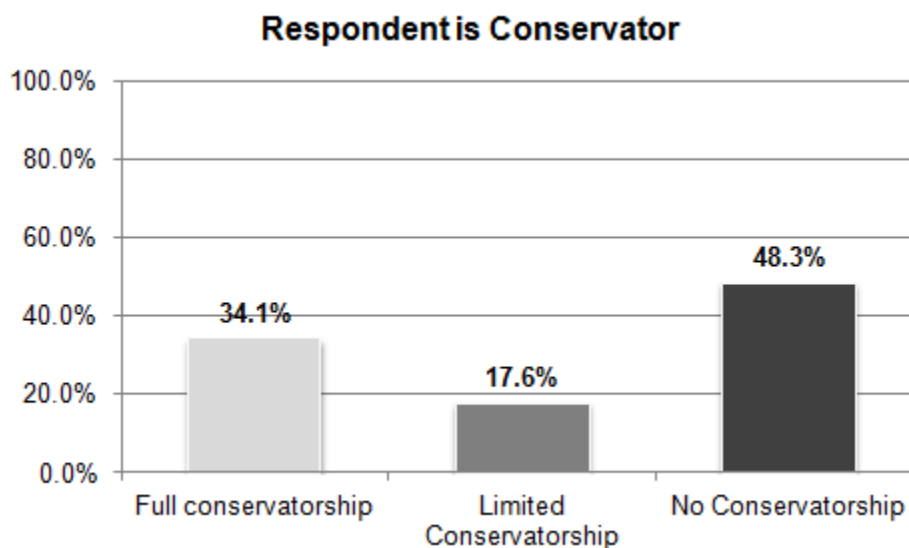
Regional Center	Less than once/year	1-3 times a year	4-6 times a year	7-12 times a year	More than 12 times a year	N
Alta	4.5%	8.2%	7.3%	10.5%	69.5%	220
Central Valley	7.1%	14.8%	14.2%	14.2%	49.7%	169
East Bay	4.3%	13.2%	10.5%	12.5%	59.5%	257
Eastern LA	5.3%	9.9%	15.1%	13.2%	56.6%	152
Far Northern	4.2%	15.2%	17.7%	13.1%	49.8%	237
Golden Gate	4.6%	8.8%	9.6%	13.1%	63.8%	260
Harbor	4.0%	9.6%	7.9%	14.7%	63.8%	177
Inland	6.4%	13.8%	16.0%	17.6%	46.3%	188
Kern	7.5%	9.4%	8.8%	8.8%	65.6%	160
Lanterman	7.1%	14.7%	9.6%	11.5%	57.1%	156
North Bay	6.9%	6.9%	12.7%	11.6%	61.8%	173
North LA	3.6%	7.6%	10.2%	12.0%	66.7%	225
Orange County	3.2%	10.8%	5.2%	10.4%	70.3%	249
Redwood Coast	5.8%	11.0%	9.7%	14.2%	59.4%	155
San Andreas	4.5%	13.0%	7.0%	12.5%	63.0%	200
San Diego	9.4%	9.1%	7.5%	15.1%	58.9%	265
San Gabriel Pomona	4.3%	14.2%	15.4%	10.5%	55.6%	162
South Central LA	6.3%	15.2%	8.9%	16.1%	53.6%	112
Tri-Counties	4.1%	9.4%	11.7%	11.7%	63.2%	171
Valley Mountain	6.0%	13.9%	10.2%	12.7%	57.2%	166
Westside	7.1%	12.9%	8.8%	11.2%	60.0%	170
State Average	5.5%	11.5%	10.7%	12.7%	59.6%	4024

Chart M 16. Frequency of Visits with Family Member by Mover Status



The chart above shows the percentages of respondents of non-movers compared to movers who reported they visit their family member: less than once a year (4.6% vs. 16.8%), 1-3 times a year (10.8% vs. 18.2%), 4-6 times a year (10.1% vs. 16.8%), 7-12 times a year (12.7% vs. 12.4%), and more than 12 times a year (61.8% vs. 35.8%).

Chart FGS 17. Respondent is Conservator

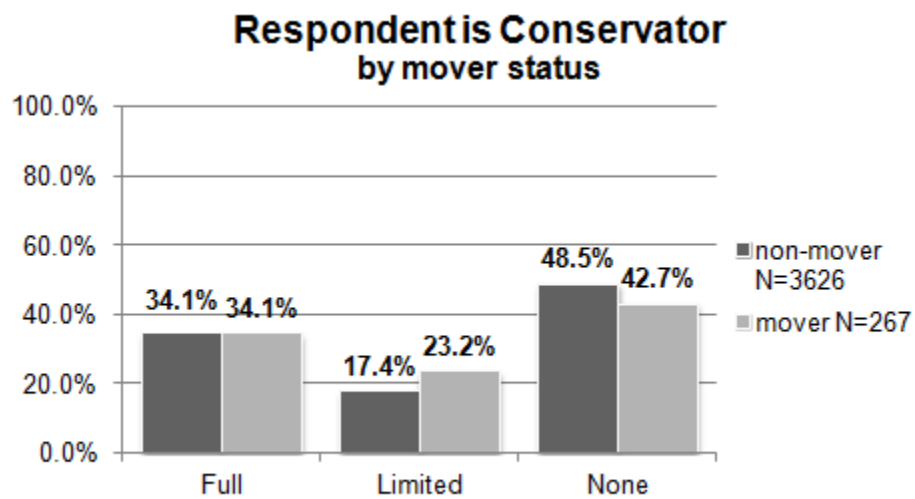


The chart above shows 34.1% of respondents reported they have full conservatorship of their family member, 17.6% have limited conservatorship, and 48.3% have no conservatorship.

Table FGS 17. Respondent is Conservator

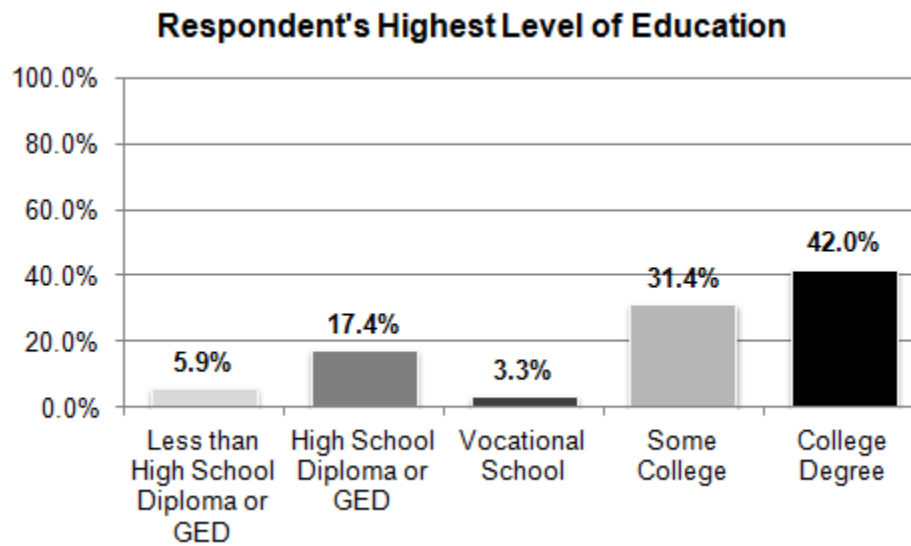
Regional Center	Full Conservatorship	Limited Conservatorship	No	N
Alta	37.4%	11.2%	51.4%	214
Central Valley	47.9%	11.5%	40.6%	165
East Bay	31.0%	19.6%	49.4%	245
Eastern LA	44.1%	19.3%	36.6%	145
Far Northern	32.2%	29.2%	38.6%	233
Golden Gate	35.1%	15.1%	49.8%	251
Harbor	26.1%	21.2%	52.7%	165
Inland	39.4%	13.3%	47.3%	188
Kern	24.2%	17.6%	58.2%	153
Lanternman	42.0%	16.0%	42.0%	150
North Bay	31.0%	15.5%	53.6%	168
North LA	37.5%	15.7%	46.8%	216
Orange County	30.4%	22.7%	47.0%	247
Redwood Coast	23.4%	14.9%	61.7%	154
San Andreas	44.1%	23.1%	32.8%	195
San Diego	31.9%	17.7%	50.4%	254
San Gabriel Pomona	40.8%	17.8%	41.4%	152
South Central LA	29.5%	17.1%	53.3%	105
Tri-Counties	29.3%	19.2%	51.5%	167
Valley Mountain	27.3%	17.0%	55.8%	165
Westside	31.4%	15.1%	53.5%	159
State Average	34.1%	17.6%	48.3%	3891

Chart M 17. Respondent is Conservator by Mover Status



The chart above shows the percentages of respondents of non-movers compared to movers who reported their conservatorship status to their family member: full conservatorship (34.1% vs. 34.1%), limited conservatorship (17.4% vs. 23.2%), and have no conservatorship (48.5% vs. 42.7%).

Chart FGS 18. Respondent's Highest Level of Education

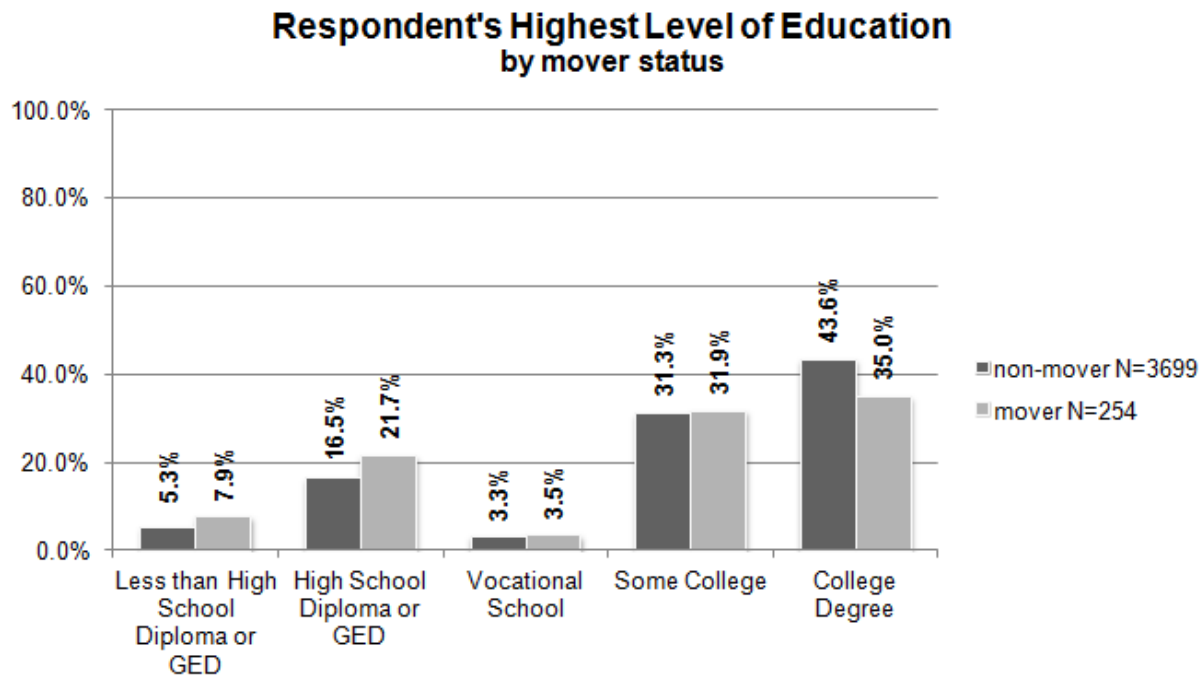


The chart above shows 5.9% of respondents reported they have less than a high school diploma or GED, 17.4% had a high school diploma or GED, 3.3% had vocational school, 31.4% had some college, and 42.0% had a college degree.

Table FGS 18. Respondent's Highest Level of Education

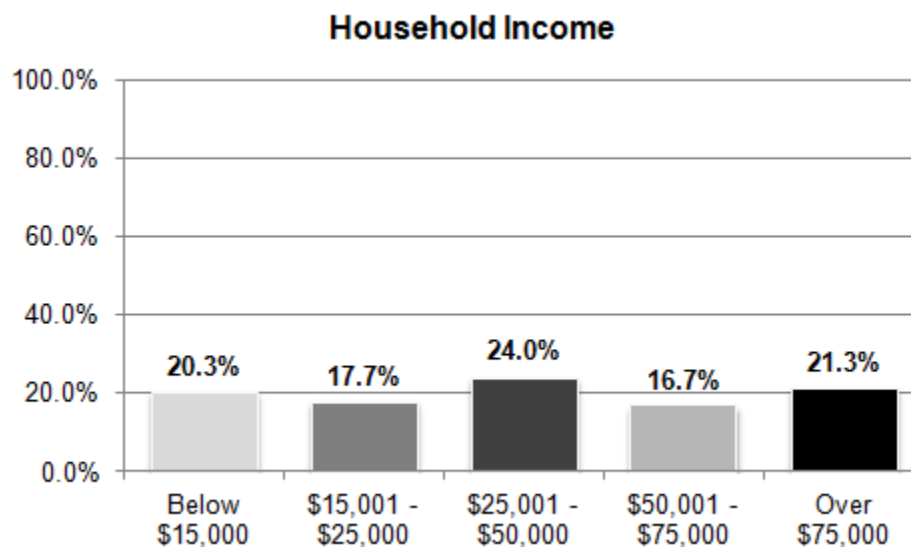
Regional Center	Less than High School Diploma or GED	High School Diploma or GED	Vocational School	Some College	College Degree	N
Alta	2.8%	14.2%	4.6%	32.1%	46.3%	218
Central Valley	4.4%	17.5%	3.8%	40.6%	33.8%	160
East Bay	4.0%	12.0%	3.6%	29.9%	50.6%	251
Eastern LA	10.4%	24.3%	5.6%	27.8%	31.9%	144
Far Northern	5.4%	20.3%	2.5%	27.0%	44.8%	241
Golden Gate	4.3%	12.5%	3.1%	27.2%	52.9%	257
Harbor	4.1%	22.1%	5.2%	28.5%	40.1%	172
Inland	10.1%	28.7%	6.4%	27.1%	27.7%	188
Kern	9.2%	16.3%	5.9%	34.0%	34.6%	153
Lanternman	6.5%	15.6%	0.6%	32.5%	44.8%	154
North Bay	1.7%	15.6%	1.2%	30.1%	51.4%	173
North LA	5.0%	17.6%	3.2%	30.8%	43.4%	221
Orange County	2.8%	11.0%	3.3%	35.0%	48.0%	246
Redwood Coast	5.4%	16.1%	2.0%	32.2%	44.3%	149
San Andreas	5.6%	12.2%	3.6%	31.6%	46.9%	196
San Diego	3.9%	13.6%	4.3%	32.9%	45.3%	258
San Gabriel Pomona	10.8%	17.7%	2.5%	31.0%	38.0%	158
South Central LA	16.2%	24.3%	3.6%	30.6%	25.2%	111
Tri-Counties	1.8%	17.4%	3.0%	30.5%	47.3%	167
Valley Mountain	5.9%	20.0%	0.6%	40.0%	33.5%	170
Westside	3.6%	16.3%	1.2%	28.9%	50.0%	166
State Average	5.9%	17.4%	3.3%	31.4%	42.0%	3953

Chart M 18. Respondent's Highest Level of Education by Mover Status



The chart above shows the percentages of respondents of non-movers compared to movers who reported their highest level of education: less than a high school diploma or GED (5.3% vs. 7.9%), high school diploma or GED (16.5% vs. 21.7%), vocational school (3.3% vs. 3.5%), some college (31.3% vs. 31.9%), or college degree (43.6% vs. 35.0%).

Chart FGS 19. Household Income

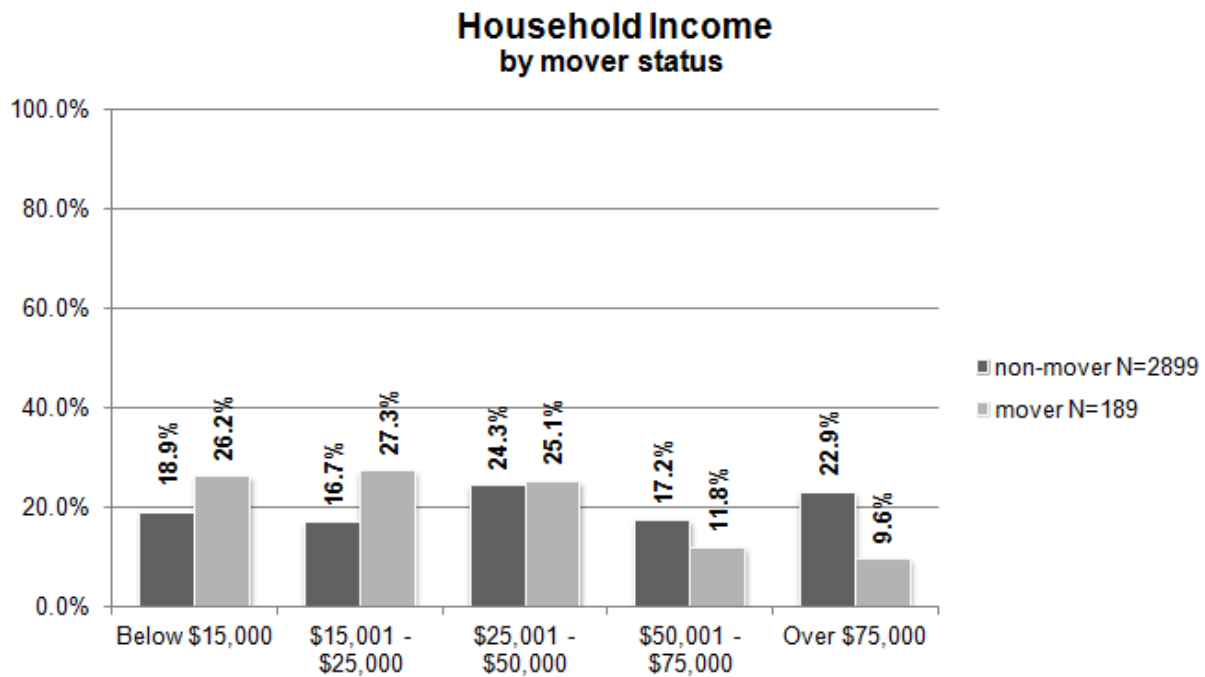


The chart above shows 20.3% of respondents reported their household income was below \$15,000, \$15,001-\$25,000 (17.7%), \$25,001-\$50,000 (24.0%), \$50,001-\$75,000 (16.7%), and over \$75,000 (21.3%).

Table FGS 19. Household Income

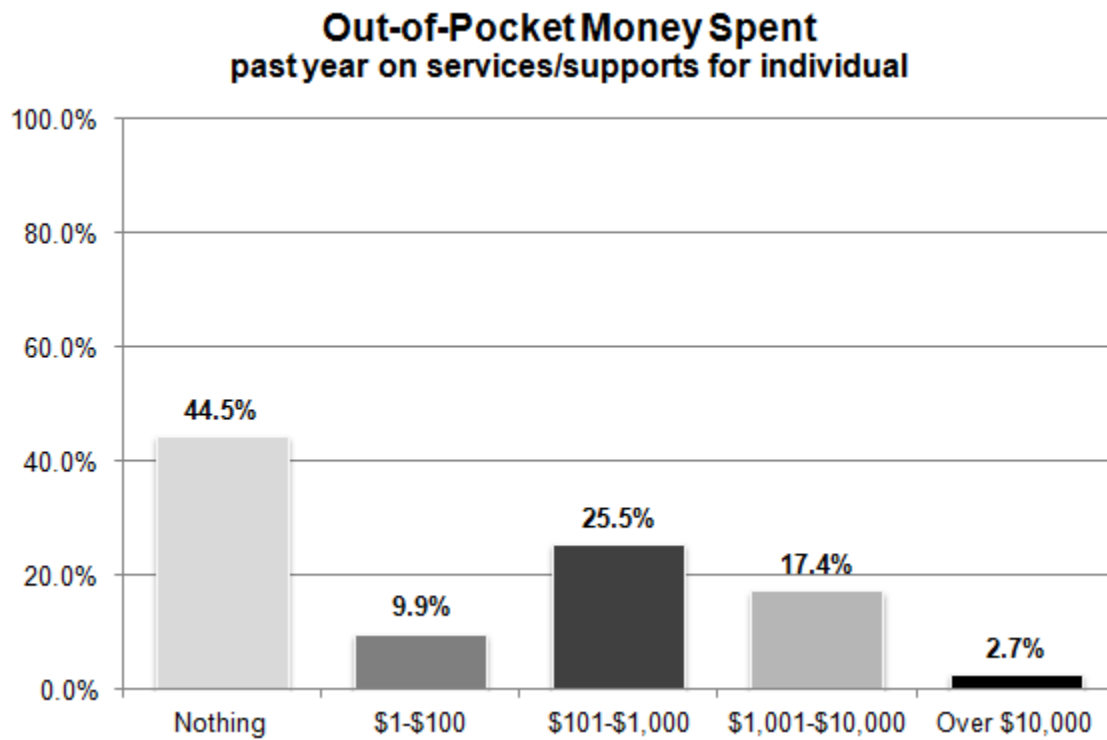
Regional Center	Below \$15,000	\$15,001- \$25,000	\$25,001- \$50,000	\$50,001- \$75,000	Over \$75,000	N
Alta	15.2%	11.0%	22.6%	22.0%	29.3%	164
Central Valley	20.3%	15.4%	24.4%	18.7%	21.1%	123
East Bay	13.0%	12.5%	26.5%	18.5%	29.5%	200
Eastern LA	29.6%	22.6%	23.5%	13.0%	11.3%	115
Far Northern	15.8%	25.5%	23.6%	22.4%	12.7%	165
Golden Gate	14.5%	13.0%	21.8%	15.5%	35.2%	193
Harbor	22.1%	19.1%	20.6%	13.7%	24.4%	131
Inland	35.6%	16.5%	28.7%	12.2%	6.9%	188
Kern	26.4%	15.7%	19.0%	19.8%	19.0%	121
Lanternman	22.5%	23.4%	18.9%	12.6%	22.5%	111
North Bay	8.4%	20.6%	26.0%	22.1%	22.9%	131
North LA	15.0%	21.4%	23.7%	15.6%	24.3%	173
Orange County	11.6%	16.3%	20.0%	21.6%	30.5%	190
Redwood Coast	27.1%	18.6%	22.9%	18.6%	12.7%	118
San Andreas	13.0%	14.9%	33.5%	13.0%	25.5%	161
San Diego	15.7%	19.3%	25.4%	16.2%	23.4%	197
San Gabriel Pomona	17.2%	20.3%	32.8%	13.3%	16.4%	128
South Central LA	44.0%	22.6%	15.5%	13.1%	4.8%	84
Tri-Counties	14.3%	12.0%	24.8%	21.1%	27.8%	133
Valley Mountain	25.7%	15.4%	25.0%	14.7%	19.1%	136
Westside	18.5%	15.3%	25.8%	12.9%	27.4%	124
State Average	20.3%	17.7%	24.0%	16.7%	21.3%	3086

Chart M 19. Household Income by Mover Status



The chart above shows respondents of non-movers compared to movers who reported their household income as: below \$15,000 (18.9% vs. 26.2%), \$15,001-\$25,000 (16.7% vs. 27.3%), \$25,001-\$50,000 (24.3% vs. 25.1%), \$50,001-\$75,000 (17.2% vs. 11.8%), or over \$75,000 (22.9% vs. 9.6%).

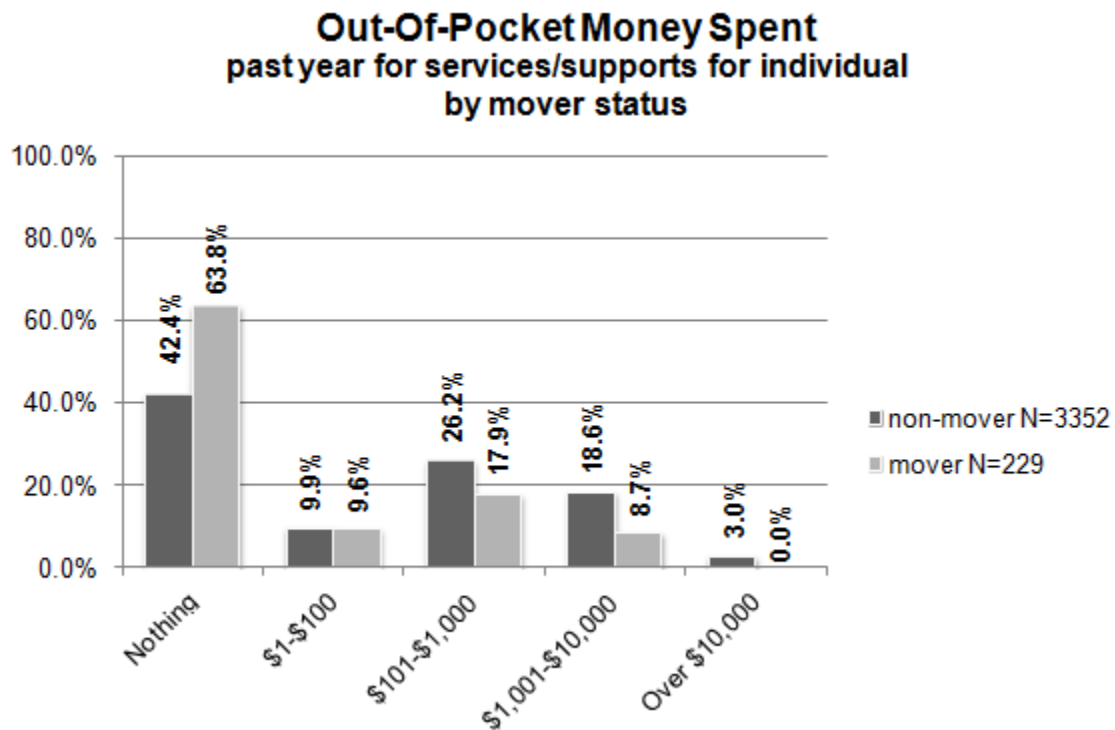
Table FGS 20. Out-of-Pocket Money Spent in the Past Year for Services/Supports for Individual



The chart above shows the percentages of respondents who reported the out-of-pocket money spent on their family member in the past year: nothing (44.5%), \$1-\$100 (9.9%), \$101-\$1,000 (25.5%), \$1,001-\$10,000 (17.4%), or over \$10,000 (2.7%).

Table FGS 20. Out-of-Pocket Money Spent in the Past Year for Services/Supports for Individual						
Regional Center	Nothing	\$1-\$100	\$101-\$1,000	\$1,001-\$10,000	Over \$10,000	N
Alta	36.5%	11.2%	32.0%	16.8%	3.6%	197
Central Valley	49.6%	11.9%	22.2%	15.6%	0.7%	135
East Bay	33.8%	11.0%	26.8%	22.4%	6.1%	228
Eastern LA	56.3%	6.3%	25.0%	10.2%	2.3%	128
Far Northern	56.2%	12.0%	19.4%	12.0%	0.5%	217
Golden Gate	33.2%	12.2%	30.6%	20.5%	3.5%	229
Harbor	41.0%	10.3%	24.4%	23.7%	0.6%	156
Inland	55.6%	8.6%	20.9%	12.8%	2.1%	187
Kern	45.9%	12.8%	25.6%	14.3%	1.5%	133
Lanterman	45.0%	9.9%	26.0%	16.0%	3.1%	131
North Bay	41.0%	6.4%	30.8%	19.9%	1.9%	156
North LA	34.8%	4.5%	30.3%	24.9%	5.5%	201
Orange County	36.3%	8.1%	29.1%	22.9%	3.6%	223
Redwood Coast	50.8%	10.9%	23.4%	14.1%	0.8%	128
San Andreas	42.2%	11.1%	27.8%	17.8%	1.1%	180
San Diego	50.8%	7.4%	19.0%	21.1%	1.7%	242
San Gabriel Pomona	44.6%	11.5%	24.3%	18.9%	0.7%	148
South Central LA	56.0%	7.0%	26.0%	8.0%	3.0%	100
Tri-Counties	35.2%	11.3%	28.3%	21.4%	3.8%	159
Valley Mountain	47.8%	14.6%	23.6%	11.5%	2.5%	157
Westside	41.1%	8.9%	21.2%	20.5%	8.2%	146
State Average	44.5%	9.9%	25.5%	17.4%	2.7%	3581

Chart M 20. Out-of-Pocket Money Spent in the Past Year for Services/Supports for Individual by Mover Status

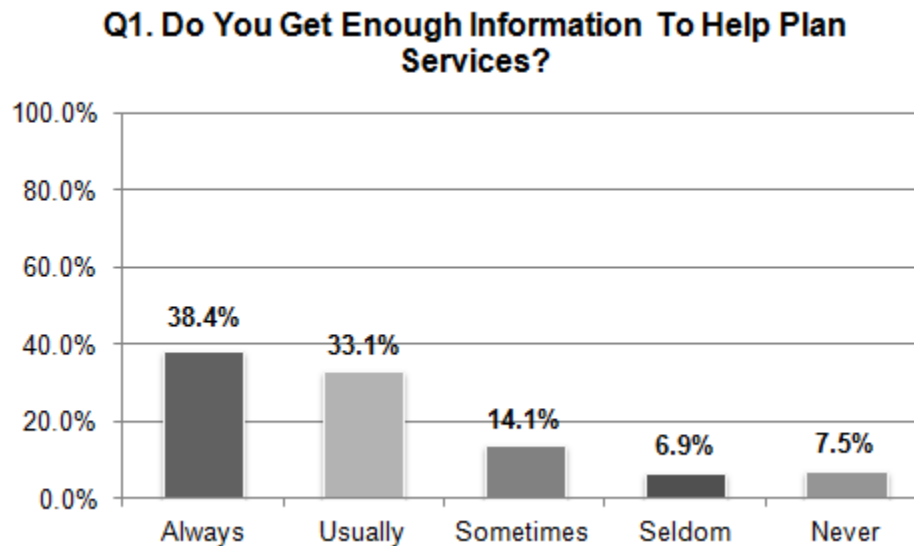


The chart above shows the percentages of respondents of non-movers compared to movers who reported the out-of-pocket money spent for their family member in the past year: nothing (42.4% vs. 63.8%), \$1-\$100 (9.9%, vs. 9.6%), \$101-\$1,000 (26.2% vs. 17.9%), \$1,001-\$10,000 (18.6% vs. 8.7%), or over \$10,000 (3.0% vs. 0.0%).

Individual Outcomes for Family/Guardian Survey

Information and Planning

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

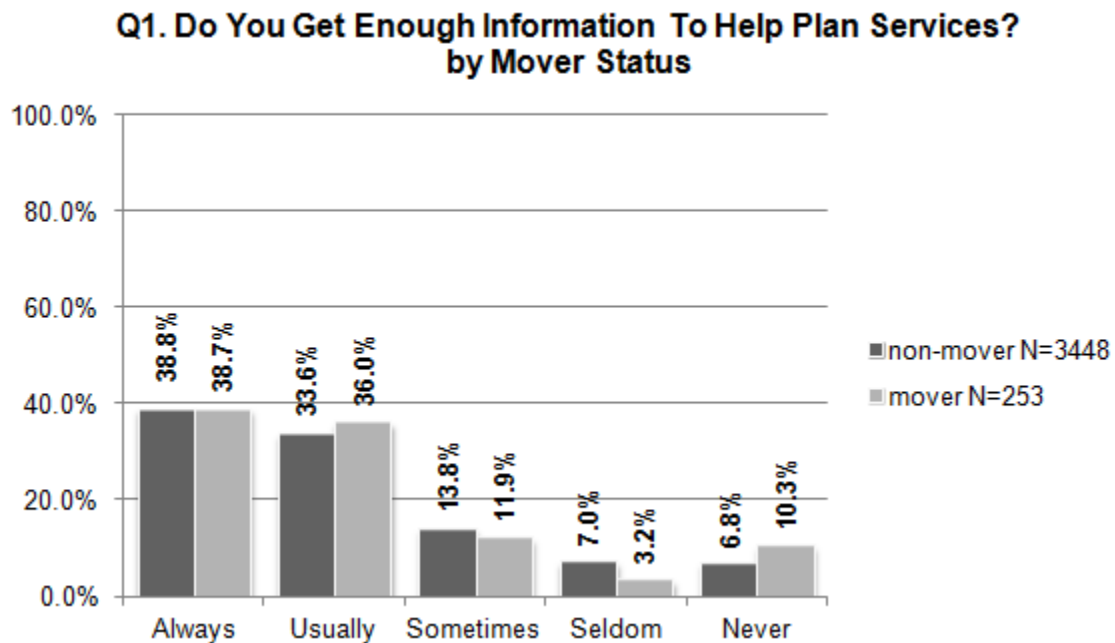


The chart above shows the percentages of respondents who reported they get enough information to help plan services for their family member: always (38.4%), usually (33.1%), sometimes (14.1%), seldom (6.9%), or never (7.5%).

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

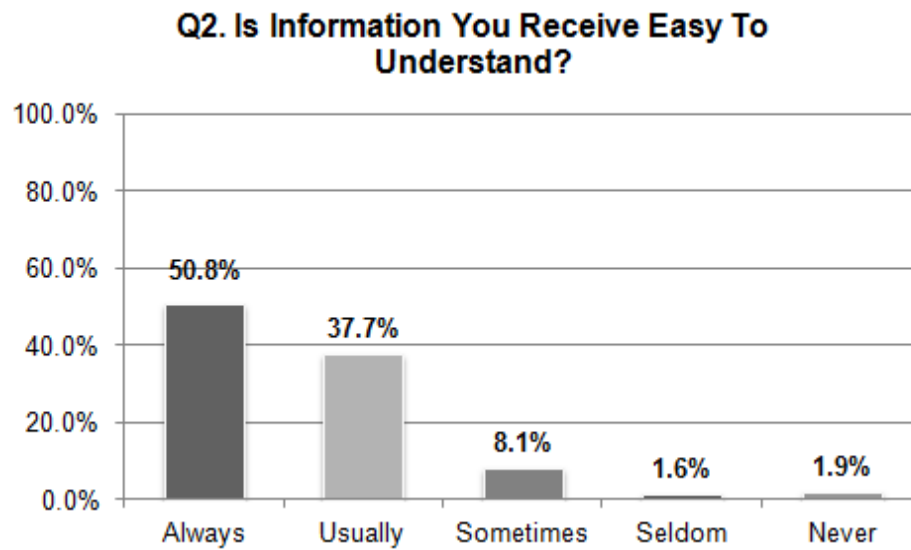
Regional Center	Always	Usually	Sometimes	Seldom	Never	N
Alta	30.1%	37.3%	15.8%	10.0%	6.7%	209
Central Valley	41.4%	33.8%	12.1%	5.1%	7.6%	157
East Bay	36.4%	37.7%	11.9%	5.9%	8.1%	236
Eastern LA	44.8%	32.8%	17.2%	3.7%	1.5%	134
Far Northern	37.3%	37.8%	13.8%	5.8%	5.3%	225
Golden Gate	44.7%	36.2%	11.1%	5.1%	3.0%	235
Harbor	36.3%	38.8%	13.8%	6.3%	5.0%	160
Inland	36.4%	35.2%	15.8%	6.7%	6.1%	165
Kern	34.5%	28.2%	16.9%	5.6%	14.8%	142
Lanterman	38.8%	29.1%	17.2%	7.5%	7.5%	134
North Bay	42.9%	31.1%	11.2%	6.8%	8.1%	161
North LA	39.0%	35.2%	13.3%	8.6%	3.8%	210
Orange County	40.3%	37.4%	16.4%	3.4%	2.5%	238
Redwood Coast	35.8%	32.1%	13.9%	8.8%	9.5%	137
San Andreas	49.2%	37.7%	5.2%	3.1%	4.7%	191
San Diego	42.1%	30.4%	10.5%	8.1%	8.9%	247
San Gabriel Pomona	38.4%	33.1%	17.2%	6.6%	4.6%	151
South Central LA	26.7%	21.8%	20.8%	8.9%	21.8%	101
Tri-Counties	35.2%	34.6%	14.5%	5.0%	10.7%	159
Valley Mountain	42.4%	21.5%	8.9%	14.6%	12.7%	158
Westside	34.4%	34.4%	17.9%	8.6%	4.6%	151
State Average	38.4%	33.1%	14.1%	6.9%	7.5%	3701

Chart FGS M1. Do you get enough information to help you participate in planning services for your family member? by Mover Status



The chart above shows the percentages of respondents of non-movers compared to movers who reported they get enough information to help plan services for their family member: always (38.8% vs. 38.7%), usually (33.6% vs. 36.0%), sometimes (13.8% vs. 11.9%), seldom (7.0% vs. 3.2%), or never (6.8% vs. 10.3%). The differences were not statistically significant.

Chart FGS Q2. Is the information you receive easy to understand?

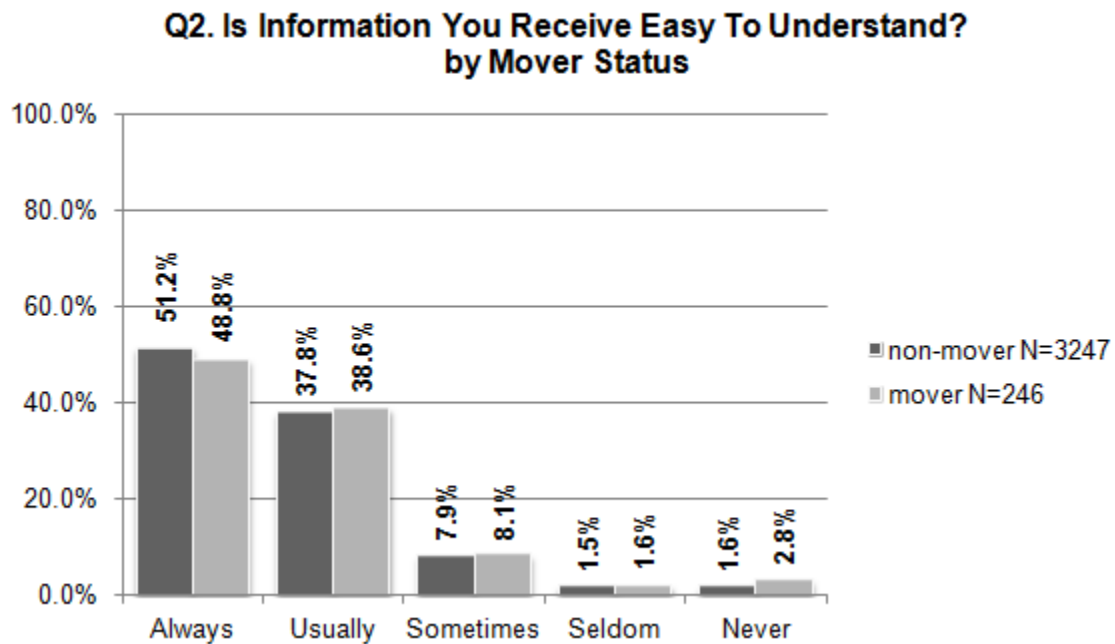


The chart above shows the percentages of respondents who reported the information they receive is easy to understand: always (50.8%), usually (37.7%), sometimes (8.1%), seldom (1.6%), or never (1.9%).

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

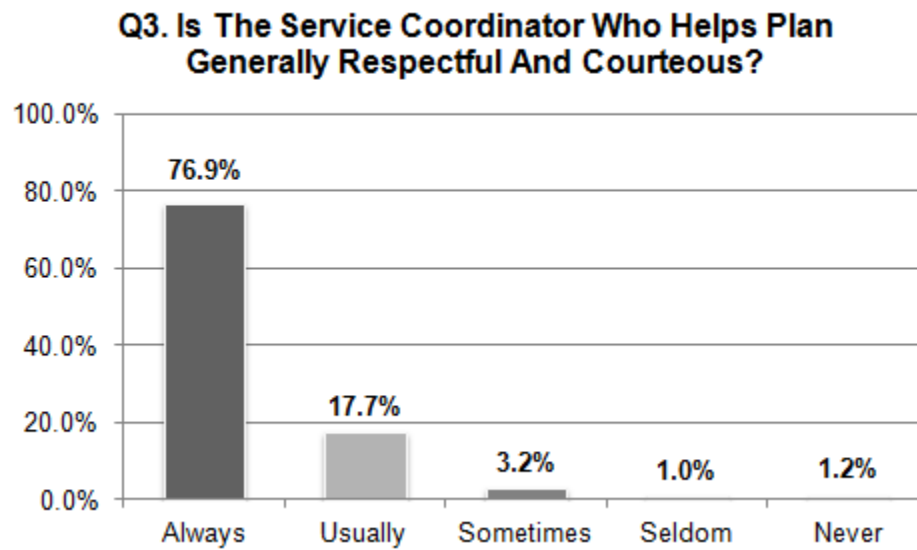
Regional Center	Always	Usually	Sometimes	Seldom	Never	N
Alta	38.9%	49.5%	7.9%	1.6%	2.1%	190
Central Valley	53.0%	39.6%	5.4%	0.7%	1.3%	149
East Bay	50.7%	40.5%	6.0%	1.9%	0.9%	215
Eastern LA	56.3%	33.3%	7.4%	3.0%	0.0%	135
Far Northern	48.4%	39.1%	10.2%	1.9%	0.5%	215
Golden Gate	53.2%	35.6%	7.7%	2.1%	1.3%	233
Harbor	54.7%	35.3%	8.0%	2.0%	0.0%	150
Inland	47.3%	35.8%	8.5%	1.8%	6.7%	165
Kern	46.5%	38.0%	13.2%	0.0%	2.3%	129
Lanternman	54.4%	36.0%	8.8%	0.8%	0.0%	125
North Bay	54.8%	38.1%	4.5%	0.6%	1.9%	155
North LA	47.8%	41.8%	9.5%	1.0%	0.0%	201
Orange County	52.4%	40.3%	6.4%	0.4%	0.4%	233
Redwood Coast	51.2%	33.6%	10.4%	0.8%	4.0%	125
San Andreas	60.3%	36.4%	2.2%	0.5%	0.5%	184
San Diego	56.3%	34.8%	6.3%	0.9%	1.8%	224
San Gabriel Pomona	49.7%	41.6%	6.7%	0.7%	1.3%	149
South Central LA	34.9%	44.2%	10.5%	3.5%	7.0%	86
Tri-Counties	47.3%	34.0%	10.0%	5.3%	3.3%	150
Valley Mountain	57.2%	27.5%	10.1%	2.2%	2.9%	138
Westside	50.7%	35.9%	11.3%	1.4%	0.7%	142
State Average	50.8%	37.7%	8.1%	1.6%	1.9%	3493

Chart FGS M2. Is the information you receive easy to understand? by Mover Status



The chart above shows the percentages of respondents of non-movers compared to movers who reported the information they receive is easy to understand: always (51.2% vs. 48.8%), usually (37.8% vs. 38.6%), sometimes (7.9% vs. 8.1%), seldom (1.5% vs. 1.6%), or never (1.6% vs. 2.8%). The differences were not statistically significant.

Chart FGS Q3. Is the service coordinator who assists your family member with planning generally respectful and courteous?

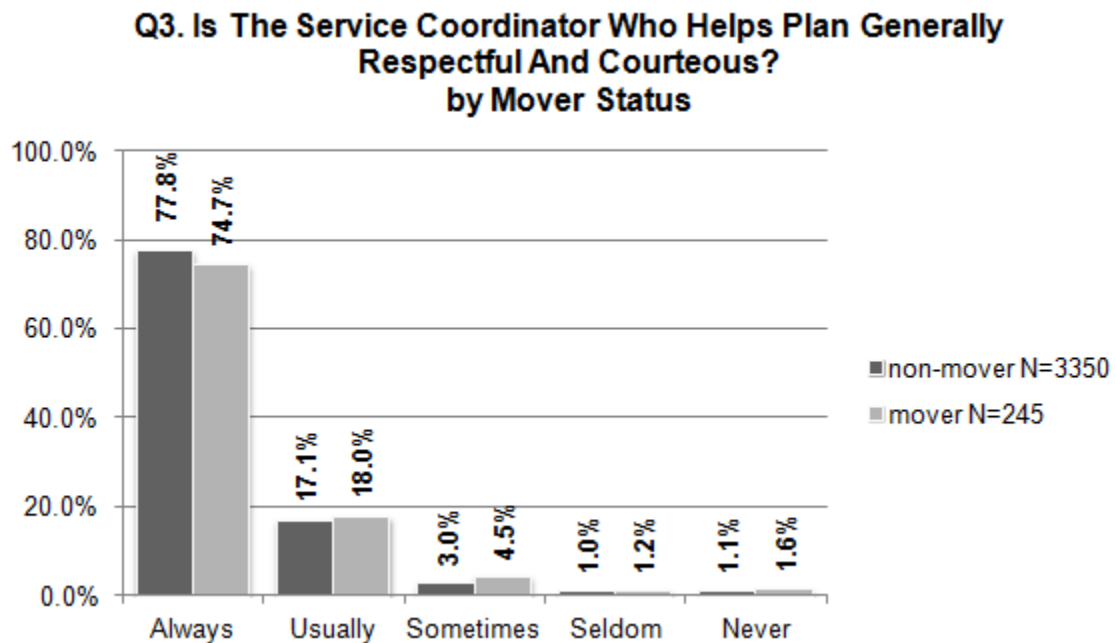


The chart above shows the percentages of respondents who reported the service coordinator is respectful and courteous: always (76.9%), usually (17.7%), sometimes (3.2%), seldom (1.0%), or never (1.2%).

Table FGS Q3. Is the service coordinator who assists your family member with planning generally respectful and courteous?

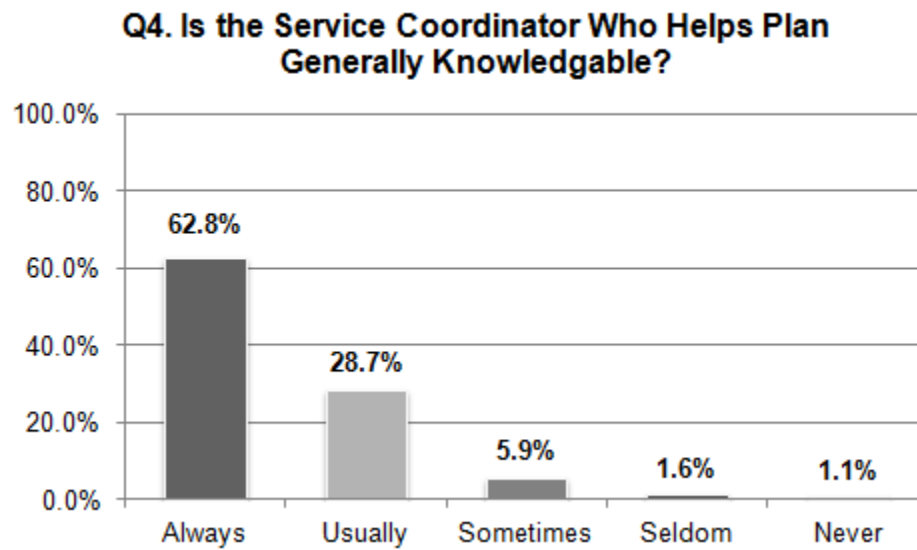
Regional Center	Always	Usually	Sometimes	Seldom	Never	N
Alta	71.4%	19.6%	4.0%	3.5%	1.5%	199
Central Valley	79.6%	17.1%	2.0%	0.7%	0.7%	152
East Bay	82.7%	13.8%	2.7%	0.0%	0.9%	225
Eastern LA	76.1%	19.6%	2.9%	0.0%	1.4%	138
Far Northern	69.8%	24.7%	3.7%	0.9%	0.9%	215
Golden Gate	84.3%	10.6%	2.1%	2.1%	0.9%	235
Harbor	75.6%	17.5%	3.8%	2.5%	0.6%	160
Inland	70.2%	17.3%	6.0%	1.2%	5.4%	168
Kern	71.3%	21.3%	5.1%	0.7%	1.5%	136
Lanterman	72.2%	23.0%	1.6%	2.4%	0.8%	126
North Bay	81.2%	14.1%	2.0%	1.3%	1.3%	149
North LA	80.1%	14.6%	4.4%	0.5%	0.5%	206
Orange County	81.8%	15.7%	2.1%	0.0%	0.4%	236
Redwood Coast	73.5%	22.8%	2.2%	0.0%	1.5%	136
San Andreas	84.5%	12.8%	1.1%	1.6%	0.0%	187
San Diego	83.1%	12.3%	3.0%	0.4%	1.3%	236
San Gabriel Pomona	81.7%	17.0%	0.0%	0.0%	1.3%	153
South Central LA	66.7%	22.6%	7.5%	1.1%	2.2%	93
Tri-Counties	77.5%	16.6%	5.3%	0.0%	0.7%	151
Valley Mountain	77.1%	17.0%	3.3%	1.3%	1.3%	153
Westside	74.5%	22.0%	2.1%	0.7%	0.7%	141
State Average	76.9%	17.7%	3.2%	1.0%	1.2%	3595

Chart FGS M3. Is the service coordinator who assists your family member with planning generally respectful and courteous? by Mover Status



The chart above shows the percentages of respondents of non-movers compared to movers who reported their family member's service coordinator is respectful and courteous: always (77.8% vs. 74.7%), usually (17.1% vs. 18.0%), sometimes (3.0% vs. 4.5%), seldom (1.0% vs. 1.2%), or never (1.1% vs. 1.6%). The differences were not statistically significant.

Chart FGS Q4. Is the service coordinator who assists your family member with planning generally knowledgeable?

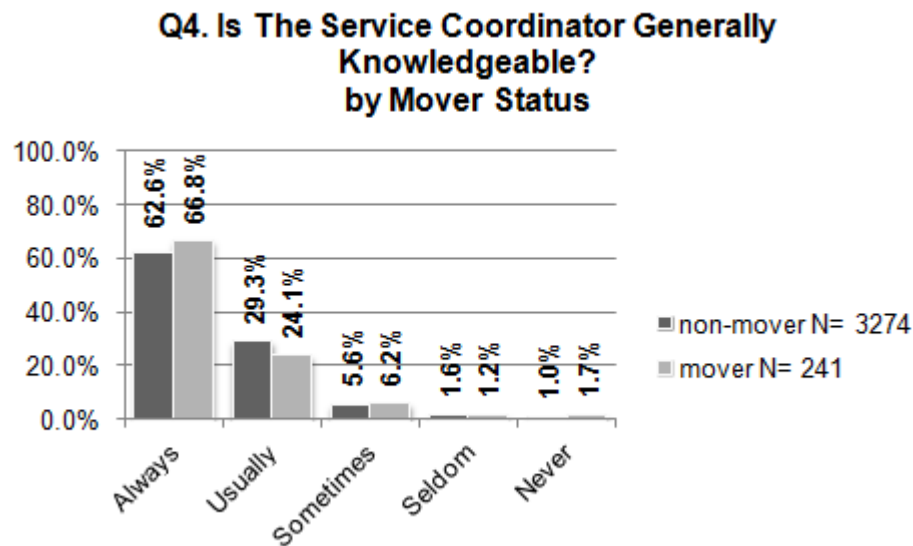


The chart above shows the percentages of respondents who reported the service coordinator is knowledgeable: always (62.8%), usually (28.7%), sometimes (5.9%), seldom (1.6%), or never (1.1%).

Table FGS Q4. Is the service coordinator who assists your family member with planning generally knowledgeable?

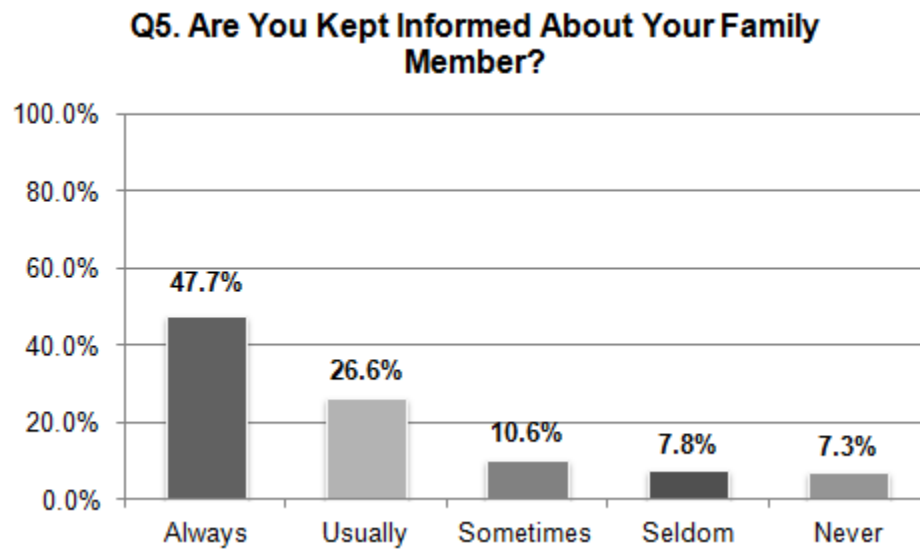
Regional Center	Always	Usually	Sometimes	Seldom	Never	N
Alta	55.1%	31.8%	7.1%	4.5%	1.5%	198
Central Valley	67.4%	27.8%	4.2%	0.0%	0.7%	144
East Bay	61.1%	30.1%	5.8%	2.2%	0.9%	226
Eastern LA	65.6%	26.7%	6.1%	0.0%	1.5%	131
Far Northern	53.8%	41.9%	1.4%	1.9%	1.0%	210
Golden Gate	62.4%	29.9%	5.1%	0.4%	2.1%	234
Harbor	65.8%	24.1%	8.9%	1.3%	0.0%	158
Inland	65.2%	23.8%	7.3%	0.6%	3.0%	164
Kern	54.5%	34.3%	8.2%	3.0%	0.0%	134
Lanterman	62.2%	30.3%	3.4%	3.4%	0.8%	119
North Bay	70.9%	23.4%	3.5%	1.4%	0.7%	141
North LA	68.3%	24.6%	6.0%	0.5%	0.5%	199
Orange County	66.7%	27.0%	5.1%	0.8%	0.4%	237
Redwood Coast	62.4%	29.3%	5.3%	2.3%	0.8%	133
San Andreas	73.9%	23.9%	1.6%	0.5%	0.0%	184
San Diego	60.9%	31.8%	6.0%	0.9%	0.4%	233
San Gabriel Pomona	61.1%	29.5%	3.4%	4.0%	2.0%	149
South Central LA	55.7%	27.3%	14.8%	0.0%	2.3%	88
Tri-Counties	63.0%	26.7%	8.9%	1.4%	0.0%	146
Valley Mountain	66.2%	22.3%	6.1%	2.7%	2.7%	148
Westside	56.1%	36.0%	5.8%	1.4%	0.7%	139
State Average	62.8%	28.7%	5.9%	1.6%	1.1%	3515

Chart FGS M4. Is the service coordinator who assists your family member with planning generally knowledgeable? by Mover Status



The chart above shows the percentages of respondents of non-movers compared to movers who reported the service coordinator is knowledgeable: always (62.6% vs. 66.8%), usually (29.3% vs. 24.1%), sometimes (5.6% vs. 6.2%), seldom (1.6% vs. 1.2%), or never (1.0% vs. 1.7%). The differences were not statistically significant.

Chart FGS Q5. Are you generally kept informed about how your family member is doing?

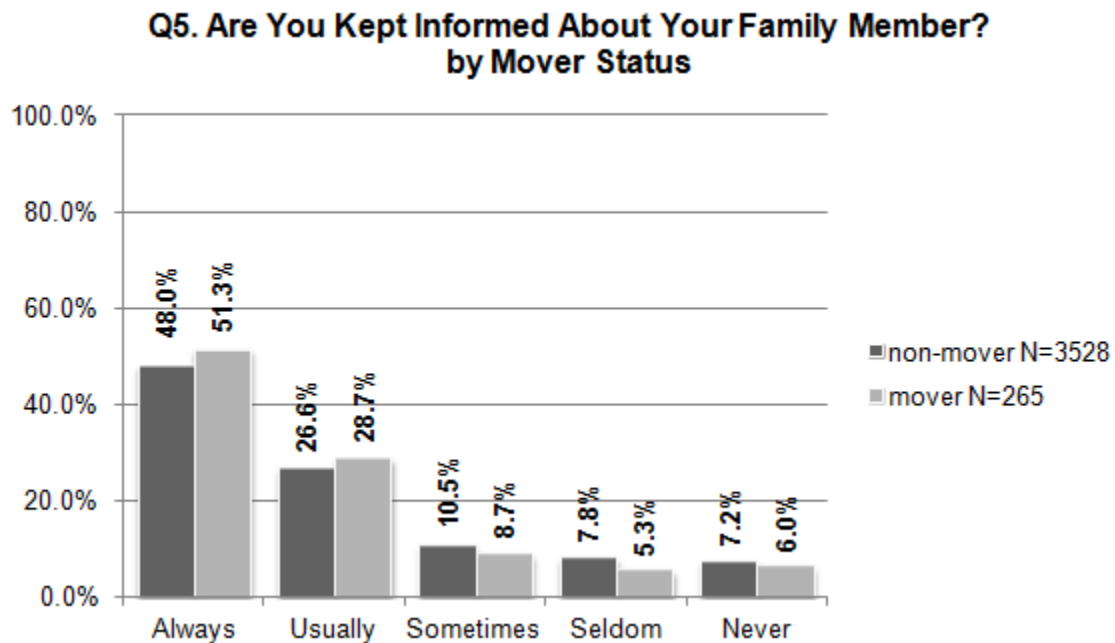


The chart above shows the percentages of respondents who reported they are kept informed about their family member: always (47.7%), usually (26.6%), sometimes (10.6%), seldom (7.8%), or never (7.3%).

Table FGS Q5. Are you generally kept informed about how your family member is doing?

Regional Center	Always	Usually	Sometimes	Seldom	Never	N
Alta	42.0%	26.6%	11.6%	11.1%	8.7%	207
Central Valley	50.0%	23.8%	10.6%	7.5%	8.1%	160
East Bay	49.4%	22.6%	11.1%	11.9%	4.9%	243
Eastern LA	54.2%	28.5%	11.8%	4.2%	1.4%	144
Far Northern	40.2%	35.8%	9.6%	7.4%	7.0%	229
Golden Gate	51.7%	30.6%	9.5%	2.5%	5.8%	242
Harbor	48.5%	27.5%	9.0%	5.4%	9.6%	167
Inland	53.4%	23.0%	8.6%	5.7%	9.2%	174
Kern	36.0%	31.7%	12.2%	8.6%	11.5%	139
Lanterman	48.0%	22.4%	13.2%	7.2%	9.2%	152
North Bay	45.6%	23.8%	10.6%	11.9%	8.1%	160
North LA	51.2%	26.7%	10.6%	6.9%	4.6%	217
Orange County	52.1%	28.5%	9.5%	6.2%	3.7%	242
Redwood Coast	43.3%	22.4%	12.7%	11.2%	10.4%	134
San Andreas	58.8%	26.3%	7.2%	5.2%	2.6%	194
San Diego	51.8%	23.9%	9.2%	6.0%	9.2%	251
San Gabriel Pomona	50.3%	28.0%	10.8%	5.7%	5.1%	157
South Central LA	32.4%	29.5%	19.0%	8.6%	10.5%	105
Tri-Counties	51.5%	21.5%	11.0%	8.0%	8.0%	163
Valley Mountain	44.8%	25.2%	6.7%	12.9%	10.4%	163
Westside	46.0%	31.3%	8.0%	8.7%	6.0%	150
State Average	47.7%	26.6%	10.6%	7.8%	7.3%	3793

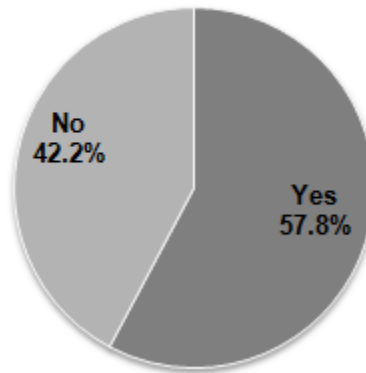
Chart FGS M5. Are you generally kept informed about how your family member is doing? By Mover Status



The chart above shows the percentages of respondents of non-movers compared to movers who reported they are kept informed about their family member: always (48.0% vs. 51.3%), usually (26.6% vs. 28.7%), sometimes (10.5% vs. 8.7%), seldom (7.8% vs. 5.3%), or never (7.2% vs. 6.0%). The differences were not statistically significant.

Chart FGS Q6. If your family member has an IPP, did s/he help develop the plan?

Q6. Did Your Family Member Help Develop The IPP?

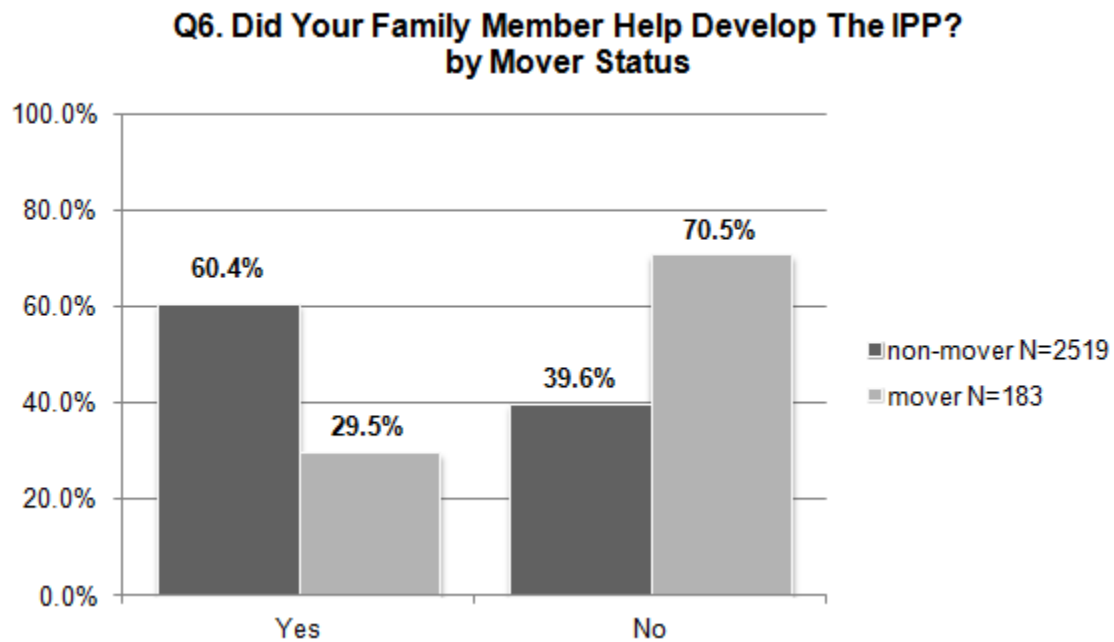


The chart above shows 57.8% of the respondents reported their family member helped develop their IPP, 42.2% did not.

Table FGS Q6. If your family member has an IPP, did s/he help develop the plan?

Regional Center	Yes	No	N
Alta	65.1%	34.9%	146
Central Valley	55.1%	44.9%	98
East Bay	56.4%	43.6%	188
Eastern LA	61.2%	38.8%	103
Far Northern	63.3%	36.7%	180
Golden Gate	53.8%	46.2%	184
Harbor	58.4%	41.6%	113
Inland	40.5%	59.5%	126
Kern	65.3%	34.7%	98
Lanternman	44.4%	55.6%	99
North Bay	63.5%	36.5%	115
North LA	57.1%	42.9%	154
Orange County	62.0%	38.0%	184
Redwood Coast	76.9%	23.1%	104
San Andreas	49.0%	51.0%	151
San Diego	63.4%	36.6%	183
San Gabriel Pomona	45.7%	54.3%	94
South Central LA	44.1%	55.9%	59
Tri-Counties	71.7%	28.3%	120
Valley Mountain	61.7%	38.3%	107
Westside	55.2%	44.8%	96
State Average	57.8%	42.2%	2702

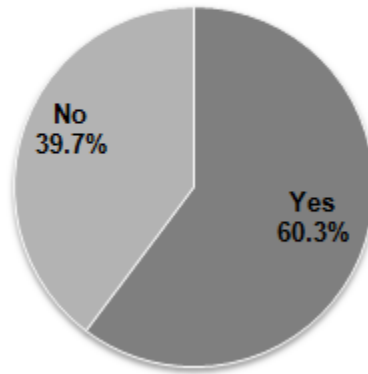
Chart FGS M6. If your family member has an IPP, did s/he help develop the plan? by Mover Status



The chart above shows the percentages of respondents of non-movers compared to movers who reported their family member helped develop their IPP (60.4% vs. 29.5%), and those who did not (39.6% vs. 70.5%). The differences were statistically significant.

Chart FGS Q7. If your family member has an IPP, did you or another family member help develop the plan?

Q7. Did You Or Another Family Member Help Develop The IPP?

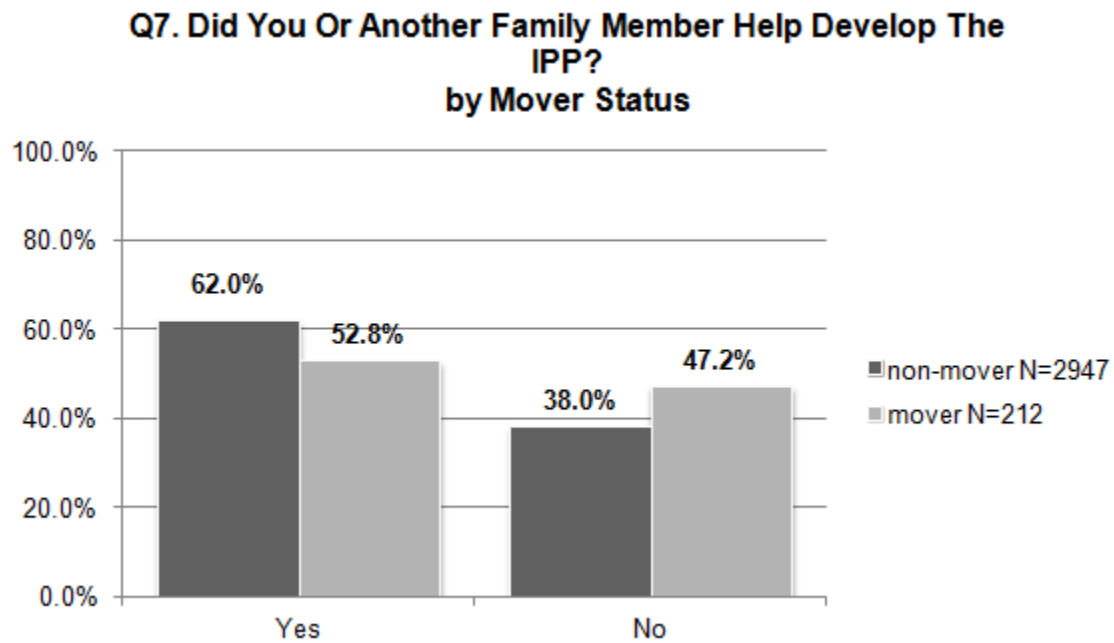


The chart above shows 60.3% of respondents reported they or another family member helped develop their family member's IPP, 39.7% did not.

Table FGS Q7. If your family member has an IPP, did you or another family member help develop the plan?

Regional Center	Yes	No	N
Alta	63.2%	36.8%	174
Central Valley	59.5%	40.5%	116
East Bay	64.2%	35.8%	212
Eastern LA	71.5%	28.5%	123
Far Northern	60.2%	39.8%	201
Golden Gate	66.8%	33.2%	202
Harbor	65.0%	35.0%	123
Inland	59.2%	40.8%	142
Kern	54.8%	45.2%	115
Lanternman	55.5%	44.5%	119
North Bay	54.0%	46.0%	137
North LA	66.9%	33.1%	181
Orange County	66.0%	34.0%	215
Redwood Coast	60.0%	40.0%	125
San Andreas	68.6%	31.4%	172
San Diego	59.4%	40.6%	212
San Gabriel Pomona	55.0%	45.0%	109
South Central LA	36.3%	63.8%	80
Tri-Counties	66.0%	34.0%	147
Valley Mountain	55.1%	44.9%	136
Westside	58.5%	41.5%	118
State Average	60.3%	39.7%	3159

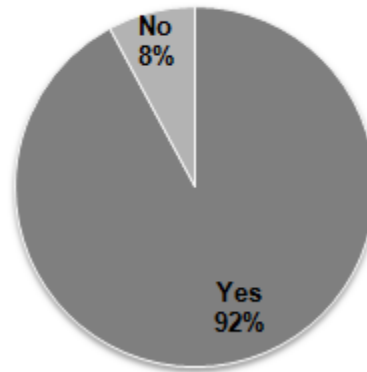
Chart FGS M7. If your family member has an IPP, did you or another family member help develop the plan? by Mover Status



The chart above shows the percentages of respondents of non-movers compared to movers who reported they or another family member helped develop their family member's IPP (62.0% vs. 52.8%), and those who did not (38.0% vs. 47.2%). The differences were statistically significant.

Chart FGS Q8. If your family member has an IPP, does the plan include services and supports that are important to him or her?

Q8. Does The IPP Include Services And Supports ThatAre Important To Your Family Member?

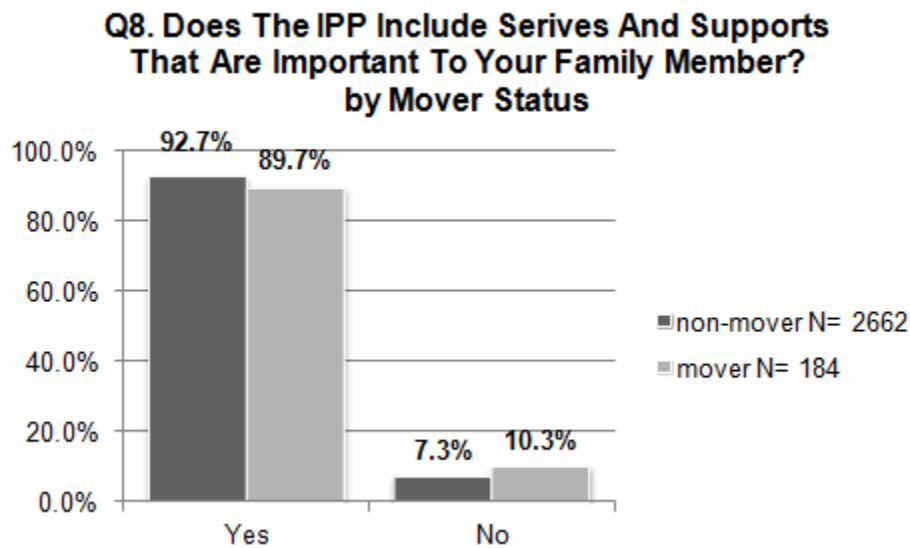


The chart above shows 92.1% of respondents reported their family member's IPP includes services and supports that are important to him or her, 7.9% do not.

Table FGS Q8. If your family member has an IPP, does the plan include services and supports that are important to him or her?

Regional Center	Yes	No	N
Alta	95.0%	5.0%	160
Central Valley	90.7%	9.3%	108
East Bay	93.0%	7.0%	186
Eastern LA	88.6%	11.4%	114
Far Northern	95.8%	4.2%	192
Golden Gate	93.8%	6.3%	192
Harbor	90.6%	9.4%	117
Inland	82.9%	17.1%	129
Kern	94.0%	6.0%	100
Lanternman	90.2%	9.8%	102
North Bay	93.4%	6.6%	122
North LA	90.8%	9.2%	173
Orange County	96.4%	3.6%	194
Redwood Coast	91.7%	8.3%	109
San Andreas	97.5%	2.5%	162
San Diego	90.4%	9.6%	188
San Gabriel Pomona	91.0%	9.0%	100
South Central LA	90.2%	9.8%	61
Tri-Counties	93.7%	6.3%	127
Valley Mountain	91.7%	8.3%	108
Westside	93.1%	6.9%	102
State Average	92.1%	7.9%	2846

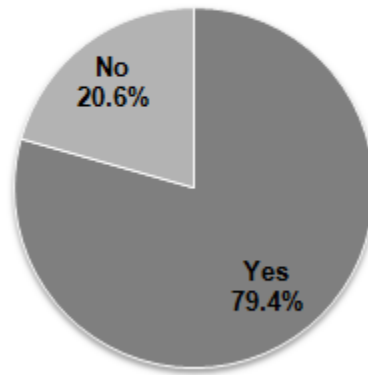
Chart FGS M8. If your family member has an IPP, does the plan include services and supports that are important to him or her? by Mover Status



The chart above shows the percentages of respondents of non-movers compared to movers who reported their family member's IPP includes services and supports that are important to him or her (92.7% vs. 89.7%), and those whose do not (7.3% vs. 10.3%). The differences were not statistically significant.

Chart FGS Q9. Does the IPP include all the services and supports your family member needs?

Q9. Does The IPP Include All The Services And Supports Your Family Member Needs?

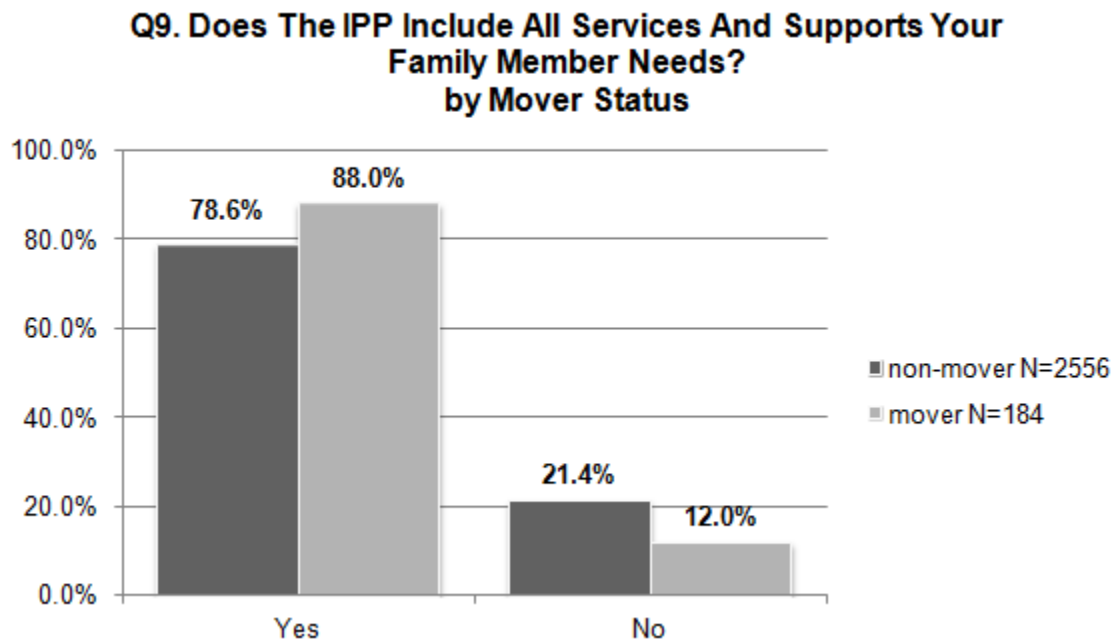


The chart above shows 79.4% of respondents reported their family member's IPP includes all the services and supports they need, 20.6% do not.

Table FGS Q9. Does the IPP include all the services and supports your family member needs?

Regional Center	Yes	No	N
Alta	66.2%	33.8%	154
Central Valley	85.5%	14.5%	110
East Bay	80.1%	19.9%	171
Eastern LA	86.2%	13.8%	109
Far Northern	67.2%	32.8%	174
Golden Gate	83.1%	16.9%	178
Harbor	82.8%	17.2%	116
Inland	75.8%	24.2%	132
Kern	79.2%	20.8%	101
Lanternman	79.6%	20.4%	98
North Bay	77.1%	22.9%	118
North LA	75.0%	25.0%	164
Orange County	82.6%	17.4%	190
Redwood Coast	82.7%	17.3%	98
San Andreas	90.9%	9.1%	164
San Diego	82.7%	17.3%	179
San Gabriel Pomona	77.2%	22.8%	101
South Central LA	78.0%	22.0%	59
Tri-Counties	71.8%	28.2%	117
Valley Mountain	82.1%	17.9%	106
Westside	81.2%	18.8%	101
State Average	79.4%	20.6%	2740

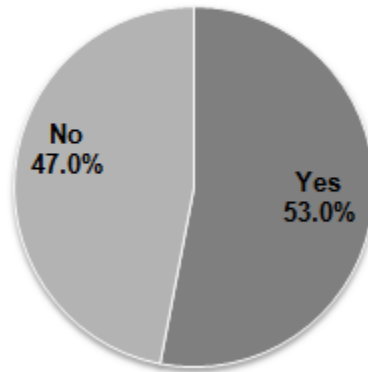
Chart FGS M9. Does the IPP include all the services and supports your family member needs? by Mover Status



The chart above shows the percentages of respondents of non-movers compared to movers who reported their family member's IPP includes all the services and supports they need (78.6% vs. 88.0%), and those whose do not (21.4% vs. 12.0%). The differences were statistically significant.

Chart FGS Q10. If your family member has an IPP, did you discuss how to handle emergencies related to your family member at the last IPP meeting?

**Q10. Did You Discuss How To Handle
Emergencies At Last IPP Meeting?**

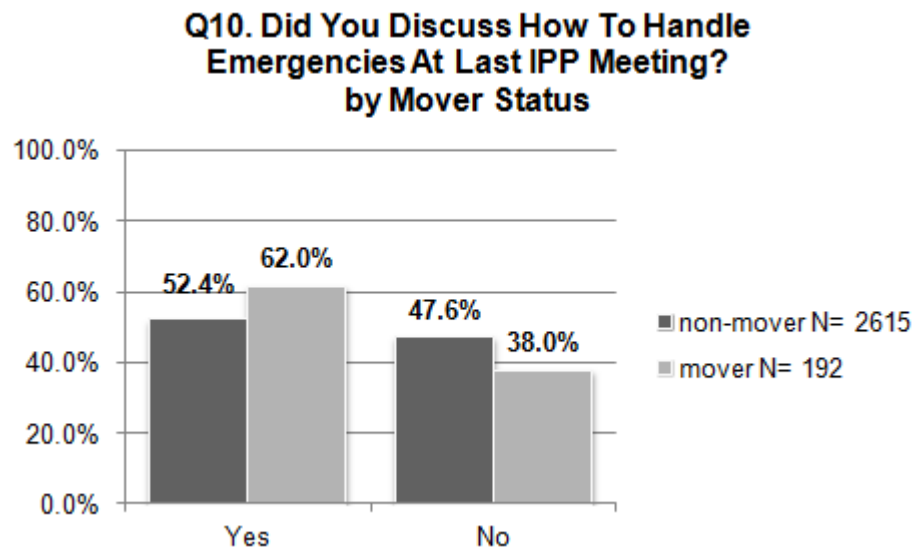


The chart above shows 53.0% of respondents who reported they discussed how to handle emergencies related to their family member at the last IPP meeting, 47.0% did not.

Table FGS Q10. If your family member has an IPP, did you discuss how to handle emergencies related to your family member at the last IPP meeting?

Regional Center	Yes	No	N
Alta	49.3%	50.7%	152
Central Valley	50.0%	50.0%	120
East Bay	46.5%	53.5%	185
Eastern LA	67.9%	32.1%	109
Far Northern	62.8%	37.2%	188
Golden Gate	49.7%	50.3%	189
Harbor	55.3%	44.7%	114
Inland	50.8%	49.2%	132
Kern	45.0%	55.0%	109
Lanternman	56.6%	43.4%	106
North Bay	55.3%	44.7%	103
North LA	47.0%	53.0%	164
Orange County	62.8%	37.2%	196
Redwood Coast	55.2%	44.8%	96
San Andreas	60.1%	39.9%	153
San Diego	44.7%	55.3%	179
San Gabriel Pomona	55.0%	45.0%	100
South Central LA	47.8%	52.2%	67
Tri-Counties	52.1%	47.9%	121
Valley Mountain	50.9%	49.1%	116
Westside	49.1%	50.9%	108
State Average	53.0%	47.0%	2807

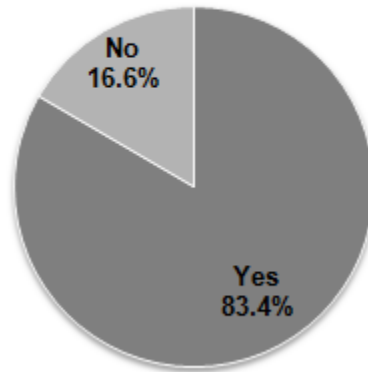
Chart FGS M10. If your family member has an IPP, did you discuss how to handle emergencies related to your family member at the last IPP meeting? by Mover Status



The chart above shows the percentages of respondents of non-movers compared to movers who reported they discussed how to handle emergencies related to their family member during the last IPP meeting (52.4% vs. 62.0%), and those who did not (47.6% vs. 38.0%). The differences were not statistically significant.

Chart FGS Q11. Have you or your family member received information about your family member's rights?

Q11. Have You Or Your Family Member Received Information About Your Family Member's Rights?

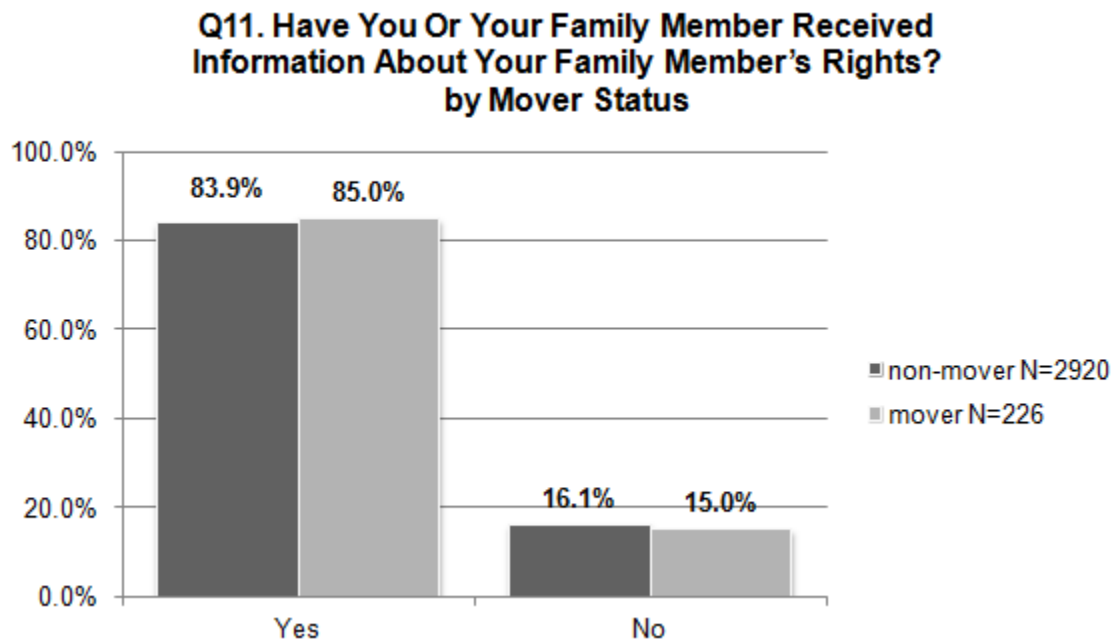


The chart above shows 83.4% of respondents reported they or their family member received information about their family member's rights, 16.6% did not.

Table FGS Q11. Have you or your family member received information about your family member's rights?

Regional Center	Yes	No	N
Alta	81.8%	18.2%	170
Central Valley	87.7%	12.3%	122
East Bay	83.3%	16.7%	198
Eastern LA	88.0%	12.0%	125
Far Northern	87.3%	12.7%	204
Golden Gate	86.7%	13.3%	195
Harbor	83.7%	16.3%	129
Inland	76.8%	23.2%	151
Kern	81.2%	18.8%	117
Lanternman	80.7%	19.3%	109
North Bay	89.2%	10.8%	130
North LA	84.2%	15.8%	184
Orange County	89.9%	10.1%	218
Redwood Coast	85.1%	14.9%	114
San Andreas	90.6%	9.4%	171
San Diego	84.0%	16.0%	212
San Gabriel Pomona	83.5%	16.5%	121
South Central LA	68.2%	31.8%	85
Tri-Counties	85.8%	14.2%	134
Valley Mountain	76.6%	23.4%	128
Westside	76.7%	23.3%	129
State Average	83.4%	16.6%	3146

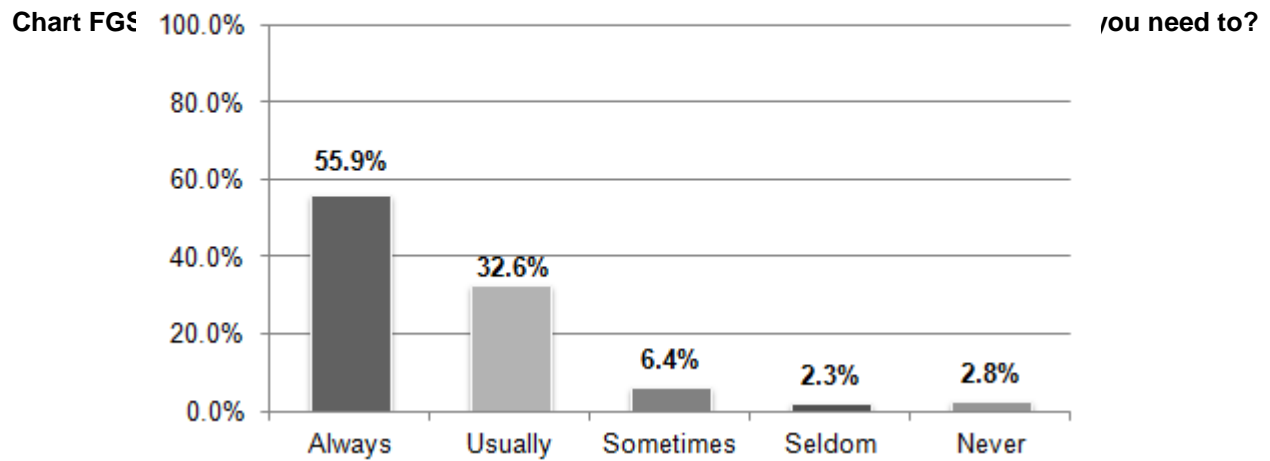
Chart FGS M11. Have you or your family member received information about your family member's rights? by Mover Status



The chart above shows the percentages of respondents of non-movers compared to movers who reported they or their family member received information about their family member's rights (83.9% vs. 85.0%), and those who did not (16.1% vs. 15.0%). The differences were not statistically significant.

Access

Q12. Can You Contact Support Workers When Needed?

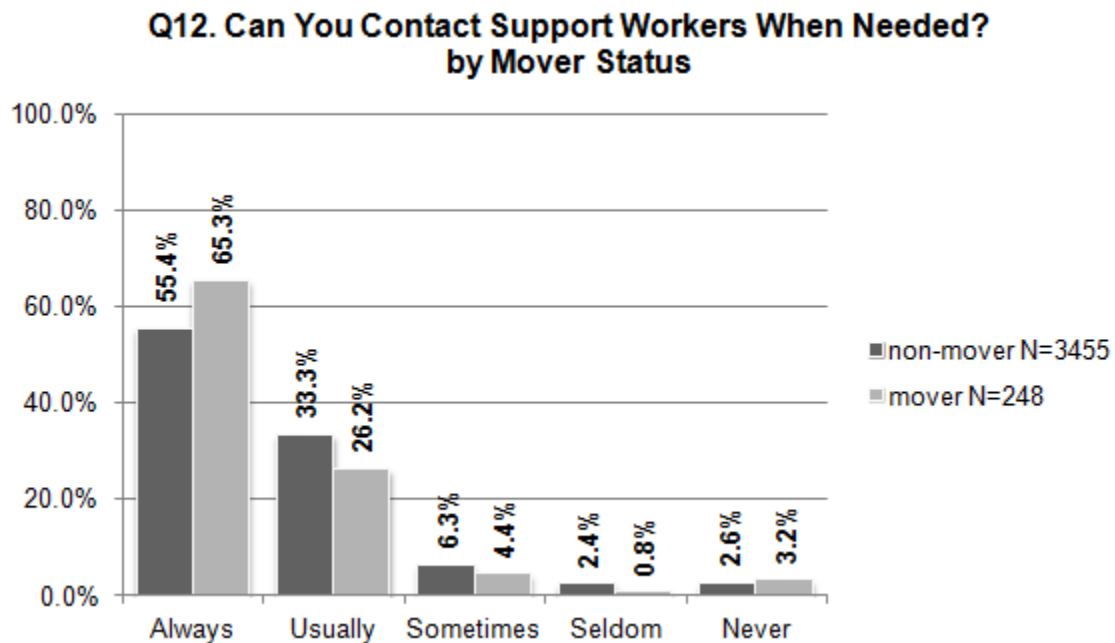


The chart above shows the percentages of respondents who reported they are able to contact their family member's support workers when needed: always (55.9%), usually (32.6%), sometimes (6.4%), seldom (2.3%), or never (2.8%).

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

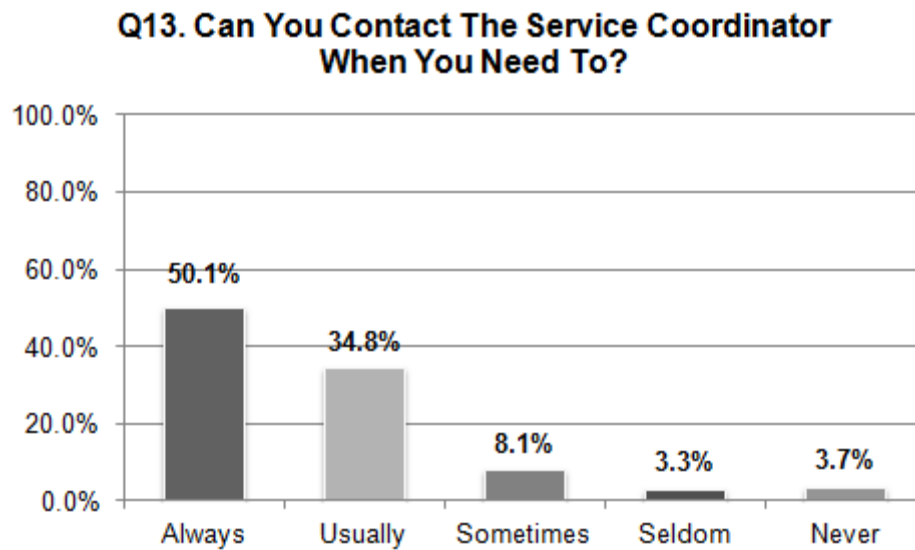
Regional Center	Always	Usually	Sometimes	Seldom	Never	N
Alta	57.6%	29.8%	7.6%	2.0%	3.0%	198
Central Valley	64.6%	26.5%	4.1%	1.4%	3.4%	147
East Bay	59.3%	30.7%	4.8%	2.6%	2.6%	231
Eastern LA	63.8%	26.1%	7.2%	1.4%	1.4%	138
Far Northern	51.4%	32.4%	9.5%	3.6%	3.2%	222
Golden Gate	60.7%	31.8%	3.3%	2.1%	2.1%	239
Harbor	50.9%	35.1%	11.1%	1.2%	1.8%	171
Inland	50.6%	36.7%	6.0%	1.2%	5.4%	166
Kern	53.6%	30.4%	10.1%	4.3%	1.4%	138
Lanterman	58.2%	28.1%	7.5%	3.4%	2.7%	146
North Bay	59.4%	31.0%	5.2%	1.9%	2.6%	155
North LA	54.8%	35.7%	4.3%	3.3%	1.9%	210
Orange County	58.5%	37.8%	1.2%	0.8%	1.7%	241
Redwood Coast	52.5%	35.5%	6.4%	2.1%	3.5%	141
San Andreas	62.1%	32.3%	2.1%	2.6%	1.0%	195
San Diego	54.9%	32.1%	8.1%	2.0%	2.8%	246
San Gabriel Pomona	53.3%	38.7%	4.0%	2.7%	1.3%	150
South Central LA	54.1%	24.5%	12.2%	0.0%	9.2%	98
Tri-Counties	44.7%	40.4%	9.3%	2.5%	3.1%	161
Valley Mountain	54.4%	32.5%	7.5%	2.5%	3.1%	160
Westside	55.3%	36.7%	3.3%	4.0%	0.7%	150
State Average	55.9%	32.6%	6.4%	2.3%	2.8%	3703

Chart FGS M12. Are you able to contact your family member's support workers when you need to? by Mover Status



The chart above shows the percentages of respondents of non-movers compared to movers who reported they are able to contact their family member's support workers when needed: always (55.4% vs. 65.3%), usually (33.3% vs. 26.2%), sometimes (6.3% vs. 4.4%), seldom (2.4% vs. 0.8%), or never (2.6% vs. 3.2%). The differences were not statistically significant.

Chart FGS Q13. Are you able to contact your family member's service coordinator when you need to?

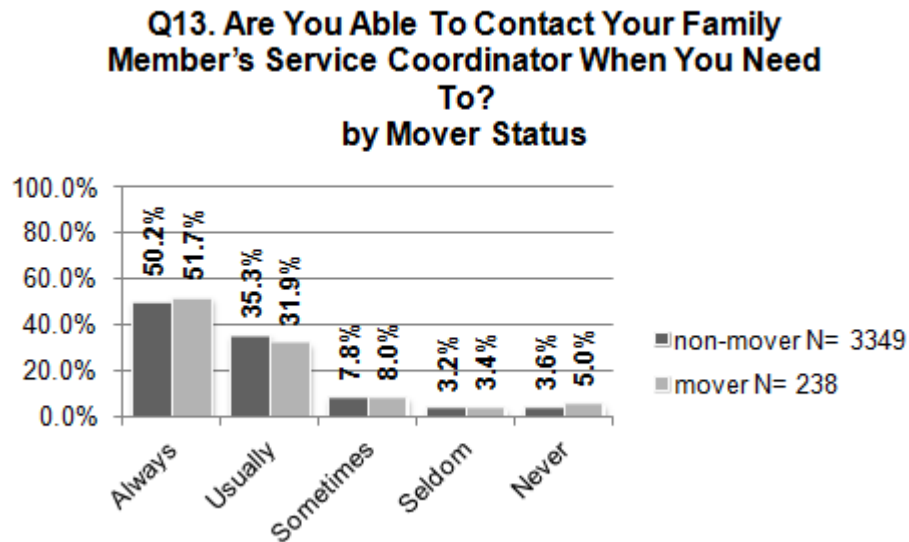


The chart above shows the percentages of respondents who reported they are able to contact their family member's service coordinator when they need to: always (50.1%), usually (34.8%), sometimes (8.1%), seldom (3.3%), or never (3.7%).

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

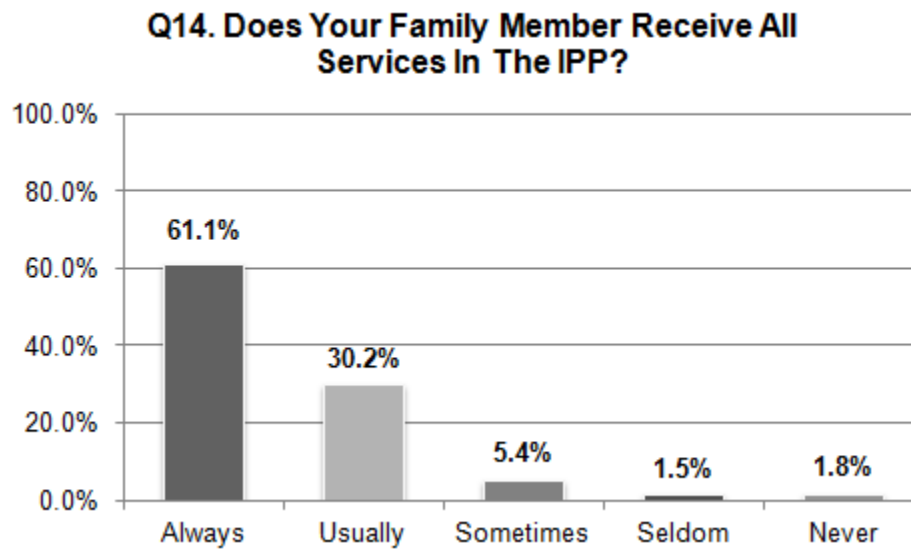
Regional Center	Always	Usually	Sometimes	Seldom	Never	N
Alta	47.1%	36.5%	9.0%	4.2%	3.2%	189
Central Valley	59.7%	27.1%	6.9%	3.5%	2.8%	144
East Bay	53.4%	32.3%	7.2%	3.1%	4.0%	223
Eastern LA	58.1%	28.7%	9.6%	2.2%	1.5%	136
Far Northern	44.2%	42.4%	6.0%	3.7%	3.7%	217
Golden Gate	55.6%	31.2%	8.1%	2.1%	3.0%	234
Harbor	49.4%	36.3%	7.5%	3.8%	3.1%	160
Inland	47.0%	36.0%	8.5%	2.4%	6.1%	164
Kern	41.7%	36.7%	12.9%	5.0%	3.6%	139
Lanternman	44.6%	33.1%	10.1%	6.5%	5.8%	139
North Bay	48.7%	35.5%	7.9%	3.3%	4.6%	152
North LA	50.0%	36.6%	6.4%	4.0%	3.0%	202
Orange County	56.9%	34.5%	3.9%	1.3%	3.4%	232
Redwood Coast	51.9%	35.6%	6.7%	1.5%	4.4%	135
San Andreas	56.7%	32.6%	5.9%	3.7%	1.1%	187
San Diego	47.0%	37.7%	8.9%	1.3%	5.1%	236
San Gabriel Pomona	51.7%	36.6%	6.9%	3.4%	1.4%	145
South Central LA	46.9%	23.5%	17.3%	5.1%	7.1%	98
Tri-Counties	40.1%	42.8%	9.2%	3.3%	4.6%	152
Valley Mountain	49.0%	39.5%	4.5%	2.5%	4.5%	157
Westside	51.4%	34.9%	6.8%	4.1%	2.7%	146
State Average	50.1%	34.8%	8.1%	3.3%	3.7%	3587

Chart FGS M13. Are you able to contact your family member's service coordinator when you need to? by Mover Status



The chart above shows the percentages of respondents of non-movers compared to movers who reported they can contact their family member's service coordinator when they need to: always (50.2% vs. 51.7%), usually (35.3% vs. 31.9%), sometimes (7.8% vs. 8.0%), seldom (3.2% vs. 3.4%), or never (3.6% vs. 5.0%). The differences were not statistically significant.

Chart Q14. Does your family member receive all of the services listed in the IPP?

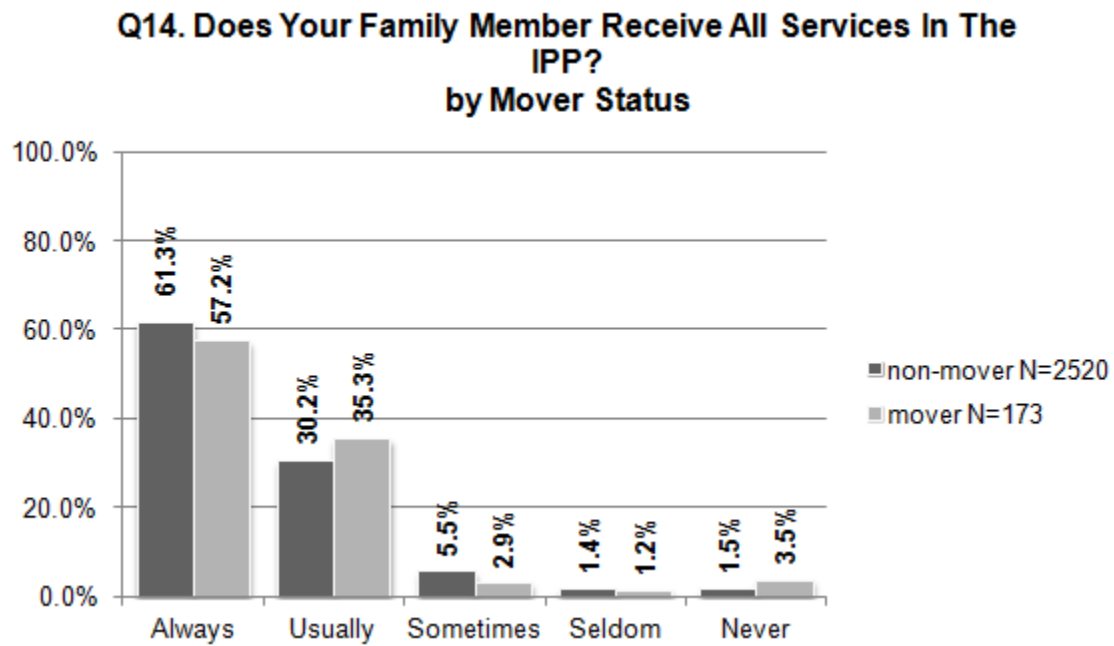


The chart above shows the percentages of respondents who reported their family member receives all of the services listed in their IPP: always (61.1%), usually (30.2%), sometimes (5.4%), seldom (1.5%), or never (1.8%).

Table FGS Q14. Does your family member receive all of the services listed in the IPP?

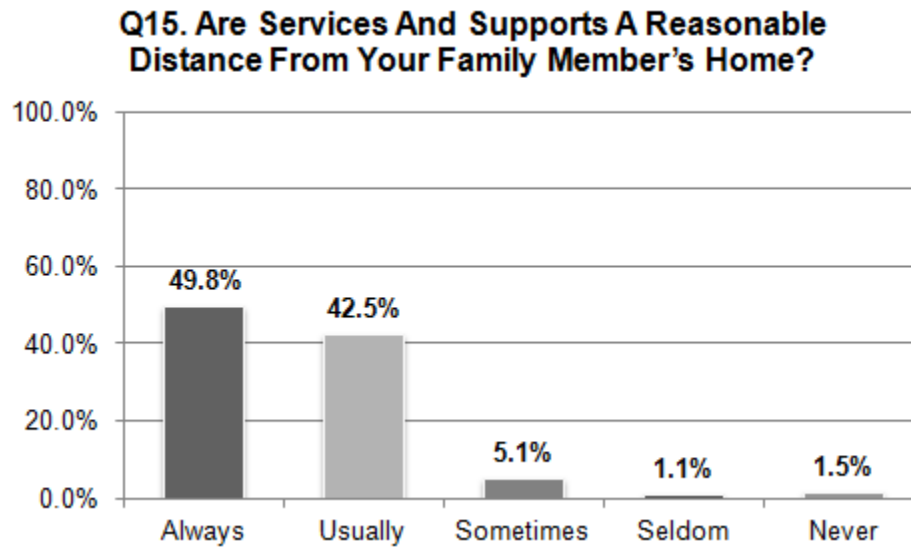
Regional Center	Always	Usually	Sometimes	Seldom	Never	N
Alta	50.0%	38.2%	9.6%	1.5%	0.7%	136
Central Valley	65.3%	29.6%	3.1%	1.0%	1.0%	98
East Bay	59.6%	33.3%	3.5%	0.6%	2.9%	171
Eastern LA	68.5%	22.5%	8.1%	0.9%	0.0%	111
Far Northern	52.5%	37.9%	6.8%	1.7%	1.1%	177
Golden Gate	65.6%	28.5%	4.3%	1.1%	0.5%	186
Harbor	60.7%	29.9%	7.5%	1.9%	0.0%	107
Inland	57.5%	32.8%	3.7%	2.2%	3.7%	134
Kern	67.3%	19.8%	8.9%	1.0%	3.0%	101
Lanterman	66.3%	28.3%	2.2%	2.2%	1.1%	92
North Bay	64.0%	30.7%	2.6%	1.8%	0.9%	114
North LA	53.7%	31.5%	11.7%	1.9%	1.2%	162
Orange County	64.7%	31.1%	4.2%	0.0%	0.0%	190
Redwood Coast	62.5%	30.2%	5.2%	1.0%	1.0%	96
San Andreas	63.1%	36.9%	0.0%	0.0%	0.0%	160
San Diego	70.3%	25.0%	2.3%	1.7%	0.6%	172
San Gabriel Pomona	63.4%	25.7%	5.0%	2.0%	4.0%	101
South Central LA	54.8%	32.3%	6.5%	3.2%	3.2%	62
Tri-Counties	50.0%	35.1%	7.9%	2.6%	4.4%	114
Valley Mountain	63.7%	23.9%	5.3%	1.8%	5.3%	113
Westside	59.4%	30.2%	5.2%	2.1%	3.1%	96
State Average	61.1%	30.2%	5.4%	1.5%	1.8%	2693

Chart FGS M14. Does your family member receive all of the services listed in the IPP? by Mover Status



The chart above shows the percentages of respondents of non-movers compared to movers who reported their family member receives all of the services listed in their IPP: always (61.3% vs. 57.2%), usually (30.2% vs. 35.3%), sometimes (5.5% vs. 2.9%), seldom (1.4% vs. 1.2%), or never (1.5% vs. 3.5%). The differences were not statistically significant.

Chart FGS Q15. Are services and supports available within a reasonable distance from your family member's home?

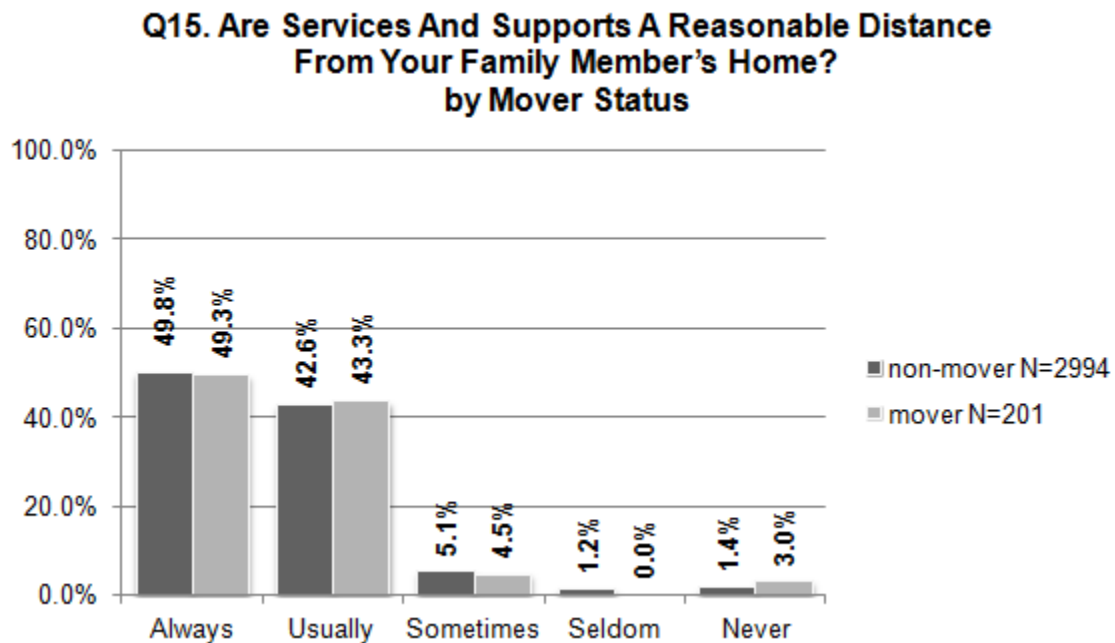


The chart above shows the percentages of respondents who reported services and supports are within a reasonable distance from their family member's home: always (49.8%), usually (42.5%), sometimes (5.1%), seldom (1.1%), or never (1.5%).

Table FGS Q15. Are service and supports available within a reasonable distance from your family member's home?

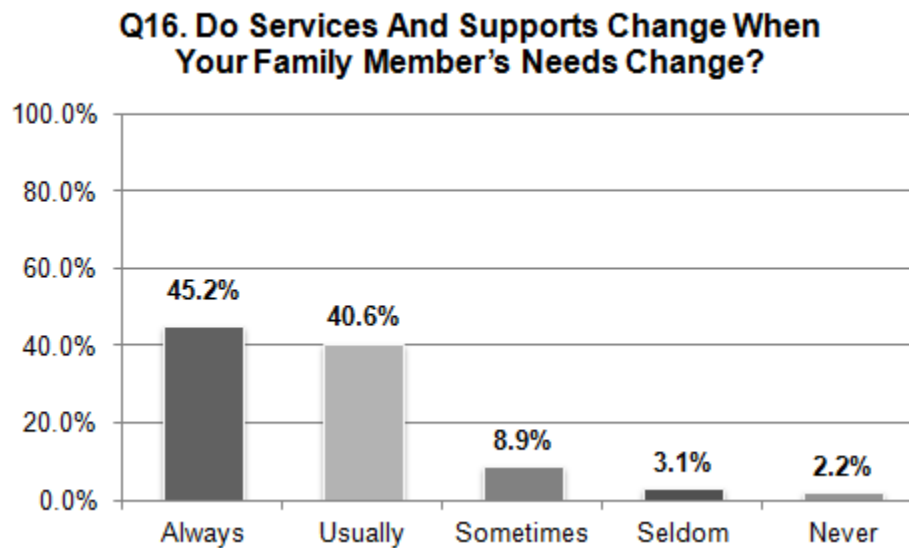
Regional Center	Always	Usually	Sometimes	Seldom	Never	N
Alta	40.7%	44.6%	10.2%	2.3%	2.3%	177
Central Valley	59.3%	37.3%	2.5%	0.0%	0.8%	118
East Bay	49.3%	42.0%	4.9%	1.5%	2.4%	205
Eastern LA	51.2%	41.3%	6.6%	0.0%	0.8%	121
Far Northern	44.4%	50.2%	3.4%	1.0%	1.0%	205
Golden Gate	59.6%	34.9%	4.1%	0.5%	0.9%	218
Harbor	43.6%	49.3%	4.3%	2.1%	0.7%	140
Inland	49.3%	44.1%	4.4%	0.7%	1.5%	136
Kern	56.0%	36.2%	5.2%	1.7%	0.9%	116
Lanternman	44.3%	43.4%	6.6%	0.8%	4.9%	122
North Bay	58.3%	35.3%	4.3%	1.4%	0.7%	139
North LA	48.3%	40.0%	6.7%	2.2%	2.8%	180
Orange County	46.5%	46.5%	6.5%	0.0%	0.5%	215
Redwood Coast	48.5%	42.3%	3.8%	3.1%	2.3%	130
San Andreas	50.6%	44.4%	2.8%	1.7%	0.6%	178
San Diego	48.8%	42.9%	3.9%	1.5%	3.0%	203
San Gabriel Pomona	49.2%	45.9%	4.1%	0.8%	0.0%	122
South Central LA	47.3%	43.2%	6.8%	1.4%	1.4%	74
Tri-Counties	52.4%	40.7%	5.5%	0.0%	1.4%	145
Valley Mountain	53.8%	39.2%	5.4%	0.0%	1.5%	130
Westside	45.5%	49.6%	4.1%	0.0%	0.8%	121
State Average	49.8%	42.5%	5.1%	1.1%	1.5%	3195

Chart FGS M15. Are services and supports available within a reasonable distance from your family member's home? by Mover Status



The chart above shows the percentages of respondents of non-movers compared to movers who reported services and supports are within a reasonable distance from their family member's home: always (49.8% vs. 49.3%), usually (42.6% vs. 43.3%), sometimes (5.1% vs. 4.5%), seldom (1.2% vs. 0.0%), or never (1.4% vs. 3.0%). The differences were not statistically significant.

Chart FGS Q16. Do the services and supports change when your family member's needs change?

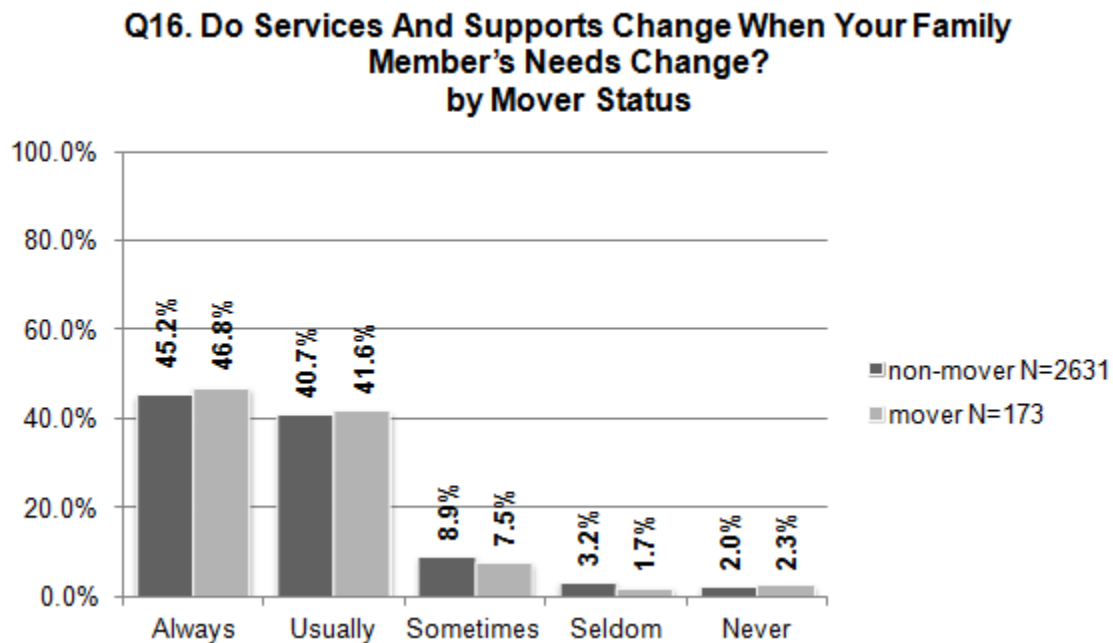


The chart above shows the percentages of respondents who reported their family member's services and supports change when their needs change: always (45.2%), usually (40.6%), sometimes (8.9%), seldom (3.1%), or never (2.2%).

Table FGS Q16. Do the services and supports change when your family member's needs change?

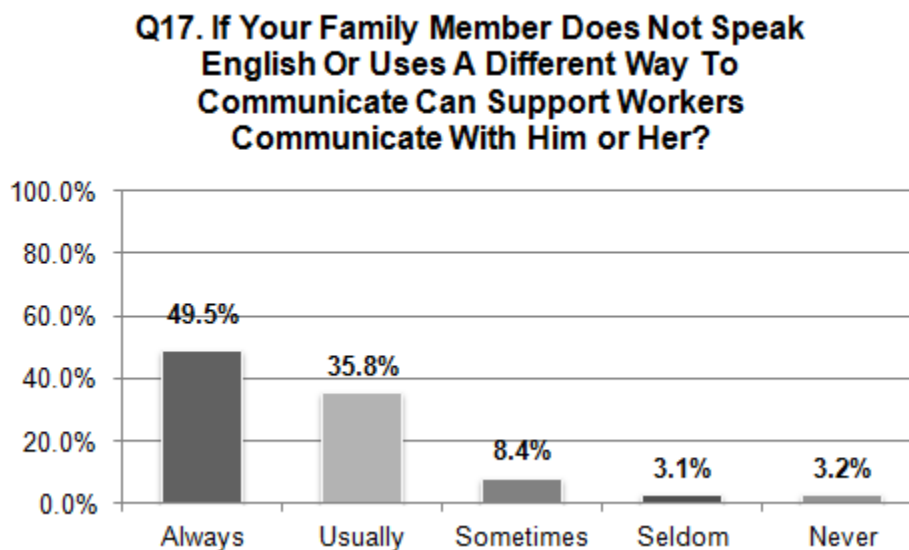
Regional Center	Always	Usually	Sometimes	Seldom	Never	N
Alta	39.9%	39.2%	14.4%	5.2%	1.3%	153
Central Valley	47.8%	43.4%	7.1%	1.8%	0.0%	113
East Bay	44.0%	40.6%	9.1%	4.0%	2.3%	175
Eastern LA	43.5%	40.7%	11.1%	0.9%	3.7%	108
Far Northern	40.3%	47.1%	8.4%	2.1%	2.1%	191
Golden Gate	51.8%	37.2%	6.3%	3.1%	1.6%	191
Harbor	46.1%	42.2%	6.9%	3.9%	1.0%	102
Inland	51.9%	38.0%	3.9%	3.1%	3.1%	129
Kern	43.0%	40.2%	11.2%	2.8%	2.8%	107
Lanterman	44.9%	36.4%	9.3%	4.7%	4.7%	107
North Bay	48.4%	41.8%	3.3%	3.3%	3.3%	122
North LA	45.1%	40.1%	9.3%	4.3%	1.2%	162
Orange County	45.2%	43.1%	9.6%	2.1%	0.0%	188
Redwood Coast	45.4%	37.0%	8.3%	4.6%	4.6%	108
San Andreas	45.9%	46.5%	7.0%	0.6%	0.0%	157
San Diego	48.0%	37.7%	9.1%	2.9%	2.3%	175
San Gabriel Pomona	46.0%	41.0%	10.0%	3.0%	0.0%	100
South Central LA	42.4%	37.3%	13.6%	3.4%	3.4%	59
Tri-Counties	37.9%	43.9%	12.1%	4.5%	1.5%	132
Valley Mountain	50.0%	36.9%	7.4%	2.5%	3.3%	122
Westside	42.7%	41.7%	9.7%	1.9%	3.9%	103
State Average	45.2%	40.6%	8.9%	3.1%	2.2%	2804

**Chart FGS M16. Do the services and supports change when your family member's needs change?
by Mover Status**



The chart above shows the percentages of respondents of non-movers compared to movers who reported their family member's services and supports change when their needs change: always (45.2% vs. 46.8%), usually (40.7% vs. 41.6%), sometimes (8.9% vs. 7.5%), seldom (3.2% vs. 1.7%), or never (2.0% vs. 2.3%). The differences were not statistically significant.

Chart FGS Q17. If your family member does not speak English or uses a different way to communicate (for example, sign language), are there enough support workers available who can communicate with him or her?



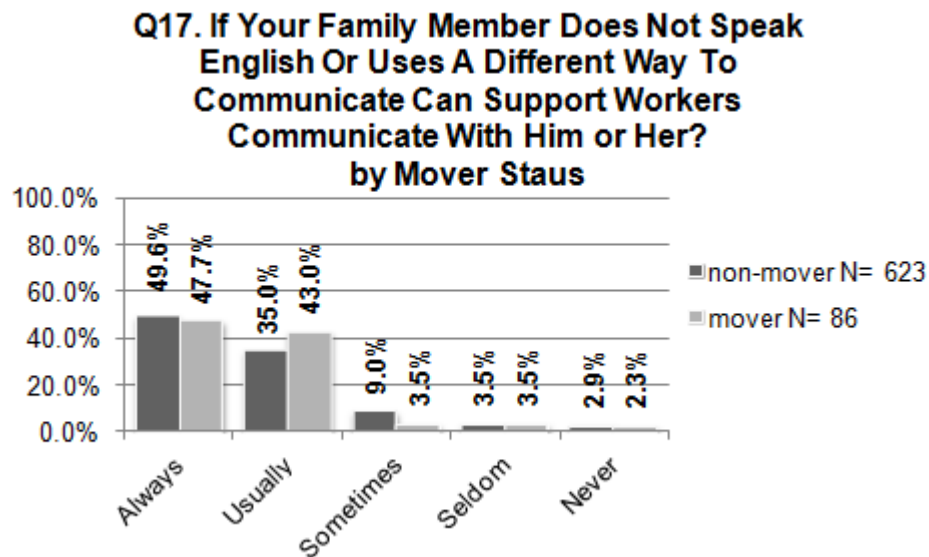
The chart above shows the percentages of respondents who reported their family member does not communicate in English or uses a different way to communicate and that there are enough support workers available to communicate with him or her: always (49.5%), usually (35.8%), sometimes (8.4%), seldom (3.1%), or never (3.2%).

Table FGS Q17. If your family member does not speak English or uses a different way to communicate (for example, sign language), are there enough support workers available who can communicate with him or her? ²³

Regional Center	Always	Usually	Sometimes	Seldom	Never	N
Alta	35.0%	45.0%	12.5%	7.5%	0.0%	40
Central Valley	47.8%	47.8%	4.3%	0.0%	0.0%	23
East Bay	63.4%	24.4%	7.3%	2.4%	2.4%	41
Eastern LA	59.2%	24.5%	10.2%	6.1%	0.0%	49
Far Northern	29.7%	48.6%	13.5%	2.7%	5.4%	37
Golden Gate	42.0%	36.0%	12.0%	4.0%	6.0%	50
Harbor	41.9%	35.5%	6.5%	6.5%	9.7%	31
Inland	53.1%	40.6%	0.0%	3.1%	3.1%	32
Kern	60.0%	30.0%	10.0%	0.0%	0.0%	20
Lanterman	57.7%	34.6%	3.8%	0.0%	3.8%	26
North Bay	56.0%	28.0%	12.0%	0.0%	4.0%	25
North LA	56.8%	24.3%	13.5%	5.4%	0.0%	37
Orange County	56.8%	31.8%	11.4%	0.0%	0.0%	44
Redwood Coast	44.4%	38.9%	5.6%	0.0%	11.1%	18
San Andreas	43.4%	49.1%	5.7%	1.9%	0.0%	53
San Diego	50.0%	38.1%	0.0%	9.5%	2.4%	42
San Gabriel Pomona	55.6%	38.9%	0.0%	5.6%	0.0%	36
South Central LA	55.0%	20.0%	20.0%	0.0%	5.0%	20
Tri-Counties	36.0%	36.0%	12.0%	8.0%	8.0%	25
Valley Mountain	52.9%	29.4%	8.8%	2.9%	5.9%	34
Westside	42.3%	50.0%	7.7%	0.0%	0.0%	26
State Average	49.5%	35.8%	8.4%	3.1%	3.2%	709

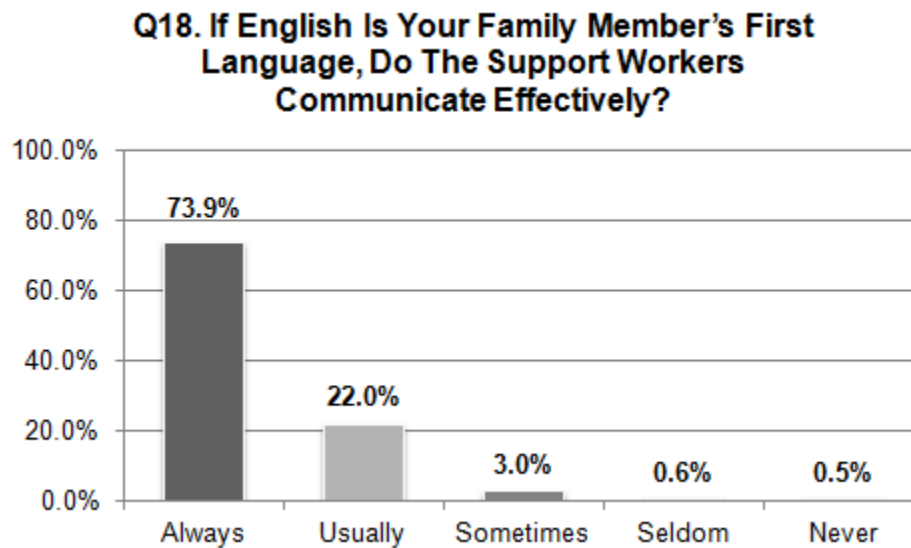
²³ Please view results of Table Q17 with caution as the number of respondents for some regional centers is very low.

Chart FGS M17. If your family member does not speak English or uses a different way to communicate (for example, sign language), are there enough support workers available who can communicate with him or her? by Mover Status



The chart above shows the percentages of respondents of non-movers compared to movers who reported their family member does not communicate in English or uses a different way to communicate and that there are enough support workers available to communicate with him or her: always (49.6% vs. 47.7%), usually (35.0% vs. 43.0%), sometimes (9.0% vs. 3.5%), seldom (3.5% vs. 3.5%), or never (2.9% vs. 2.3%). The differences were not statistically significant.

Chart FGS Q18. If English is your family member's first language, do the support workers communicate with him or her effectively in his or her primary language?

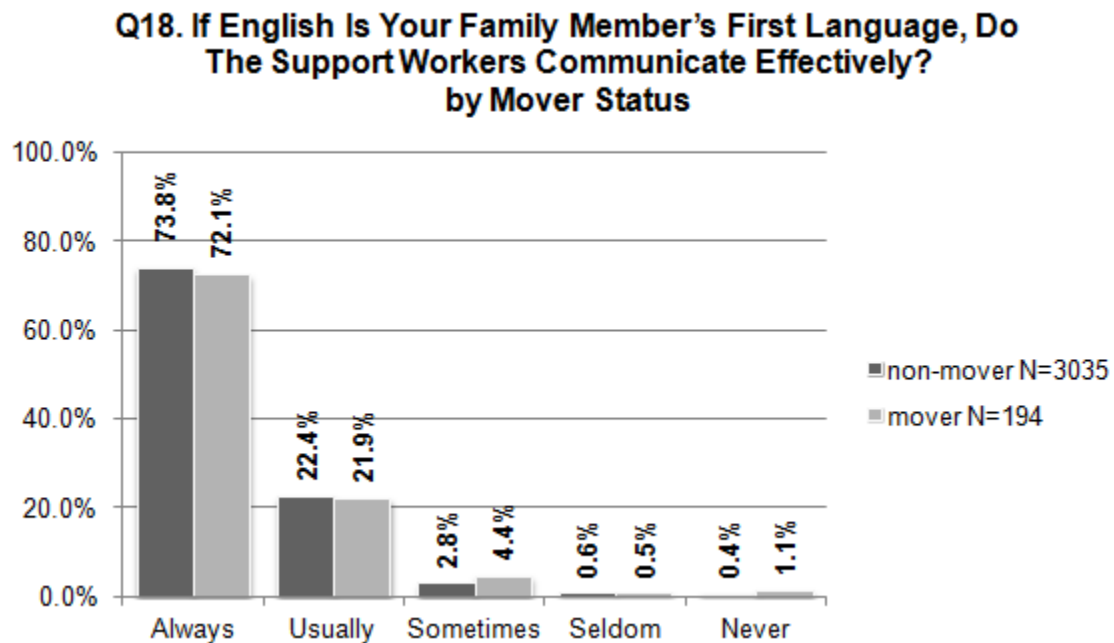


The chart above shows the percentages of respondents who reported their family member's first language is English and that the support workers communicate effectively with him or her in English: always (73.9%), usually (22.0%), sometimes (3.0%), seldom (0.6%), or never (0.5%).

Table FGS Q18. If English is your family member's first language, do the support workers communicate with him or her effectively in his or her primary language?

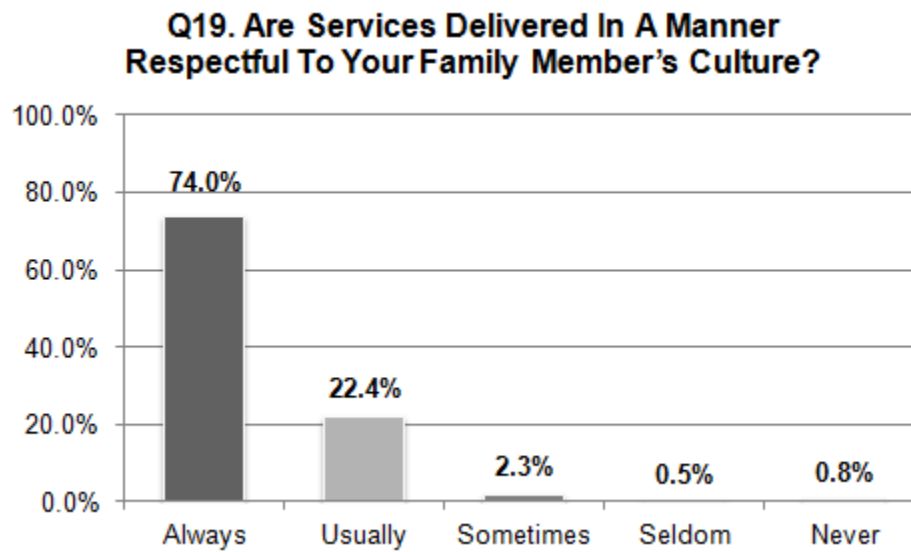
Regional Center	Always	Usually	Sometimes	Seldom	Never	N
Alta	71.3%	24.3%	3.3%	0.6%	0.6%	181
Central Valley	82.8%	17.2%	0.0%	0.0%	0.0%	134
East Bay	73.8%	20.0%	5.1%	0.0%	1.0%	195
Eastern LA	73.8%	22.4%	2.8%	0.9%	0.0%	107
Far Northern	64.6%	31.1%	2.4%	1.5%	0.5%	206
Golden Gate	74.8%	21.8%	1.9%	1.0%	0.5%	206
Harbor	68.1%	25.0%	6.9%	0.0%	0.0%	144
Inland	71.4%	24.3%	2.1%	1.4%	0.7%	140
Kern	85.0%	10.2%	2.4%	1.6%	0.8%	127
Lanternman	72.2%	26.1%	1.7%	0.0%	0.0%	115
North Bay	80.6%	17.3%	1.4%	0.7%	0.0%	139
North LA	74.3%	20.8%	2.7%	0.5%	1.6%	183
Orange County	69.6%	26.7%	3.7%	0.0%	0.0%	217
Redwood Coast	76.7%	20.3%	1.5%	0.0%	1.5%	133
San Andreas	75.8%	21.8%	2.4%	0.0%	0.0%	165
San Diego	76.2%	21.9%	1.9%	0.0%	0.0%	210
San Gabriel Pomona	65.9%	32.5%	0.8%	0.8%	0.0%	123
South Central LA	73.4%	15.2%	8.9%	1.3%	1.3%	79
Tri-Counties	73.4%	23.7%	2.2%	0.7%	0.0%	139
Valley Mountain	74.1%	18.7%	3.6%	2.2%	1.4%	139
Westside	75.2%	19.8%	5.0%	0.0%	0.0%	121
State Average	73.9%	22.0%	3.0%	0.6%	0.5%	3203

Chart FGS M18. If English is your family member's first language, do the support workers communicate with him or her effectively in his or her primary language? by Mover Status



The chart above shows the percentages of respondents of non-movers compared to movers who reported their family member's first language is English and that the support workers communicate effectively with him or her: always (73.8% vs. 72.1%), usually (22.4% vs. 21.9%), sometimes (2.8% vs. 4.4%), seldom (0.6% vs. 0.5%), or never (0.4% vs. 1.1%). The differences were not statistically significant.

Chart FGS Q19. Are services delivered to your family member in a manner that is respectful to your family member's culture(s)?

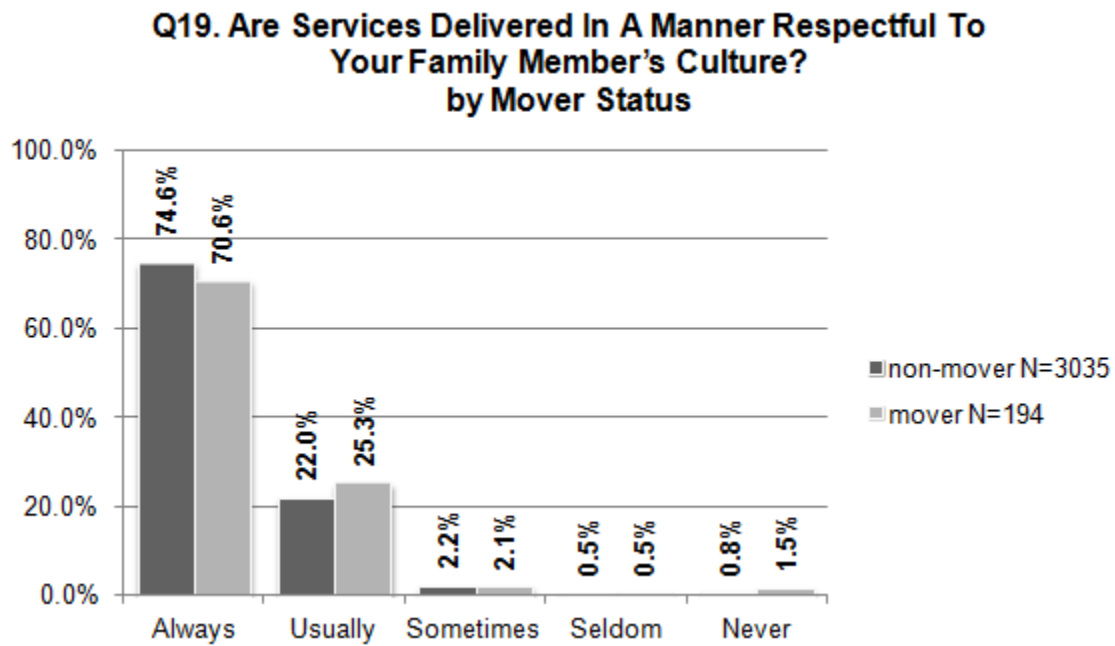


The chart above shows the percentages of respondents who reported services are delivered to their family member in a culturally respectful manner: always (74.0%), usually (22.4%), sometimes (2.3%), seldom (0.5%), or never (0.8%).

Table FGS Q19. Are services delivered to your family member in a manner that is respectful to your family member's culture(s)?

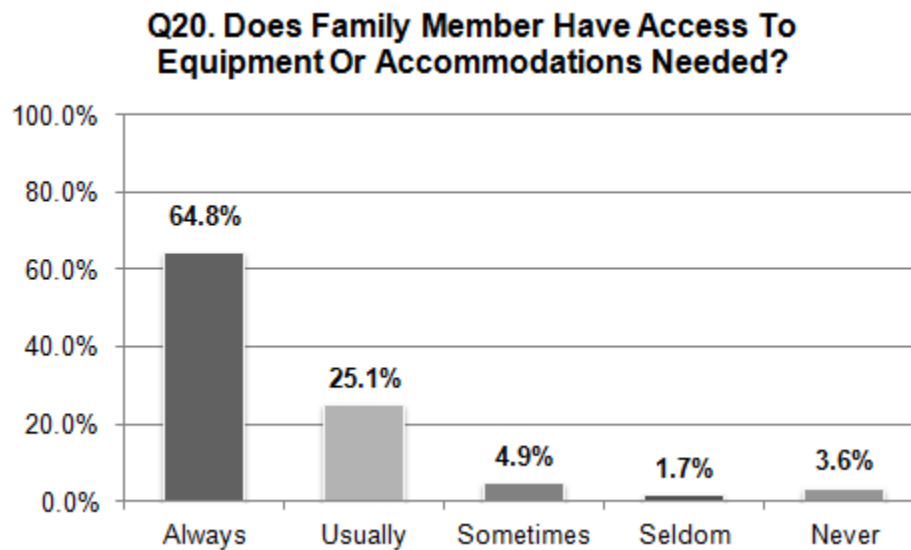
Regional Center	Always	Usually	Sometimes	Seldom	Never	N
Alta	74.3%	21.1%	3.5%	0.0%	1.2%	171
Central Valley	78.2%	19.3%	2.5%	0.0%	0.0%	119
East Bay	76.9%	18.4%	2.8%	1.4%	0.5%	212
Eastern LA	68.5%	28.3%	3.1%	0.0%	0.0%	127
Far Northern	64.1%	31.8%	2.5%	0.0%	1.5%	198
Golden Gate	75.2%	21.0%	1.9%	0.5%	1.4%	210
Harbor	71.8%	23.5%	2.7%	0.7%	1.3%	149
Inland	75.5%	21.1%	2.0%	0.0%	1.4%	147
Kern	75.0%	19.8%	3.4%	1.7%	0.0%	116
Lanterman	73.2%	24.4%	0.8%	0.8%	0.8%	123
North Bay	78.8%	19.7%	0.0%	0.0%	1.5%	132
North LA	69.2%	25.9%	3.8%	0.5%	0.5%	185
Orange County	78.5%	20.1%	1.4%	0.0%	0.0%	219
Redwood Coast	79.0%	18.5%	0.0%	0.8%	1.6%	124
San Andreas	78.0%	20.2%	1.7%	0.0%	0.0%	173
San Diego	79.7%	17.5%	0.9%	0.5%	1.4%	212
San Gabriel Pomona	70.7%	26.8%	1.6%	0.8%	0.0%	123
South Central LA	63.2%	26.3%	6.6%	1.3%	2.6%	76
Tri-Counties	77.2%	20.0%	1.4%	0.7%	0.7%	145
Valley Mountain	75.2%	22.6%	1.5%	0.0%	0.7%	137
Westside	71.8%	23.7%	3.8%	0.8%	0.0%	131
State Average	74.0%	22.4%	2.3%	0.5%	0.8%	3229

Chart FGS M19. Are services delivered to your family member in a manner that is respectful to your family member's culture(s)? by Mover Status



The chart above shows the percentages of respondents of non-movers compared to movers who reported services are delivered to their family member in a culturally respectful manner: always (74.6% vs. 70.6%), usually (22.0% vs. 25.3%), sometimes (2.2% vs. 2.1%), seldom (0.5% vs. 0.5%), or never (0.8% vs. 1.5%). The differences were not statistically significant.

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

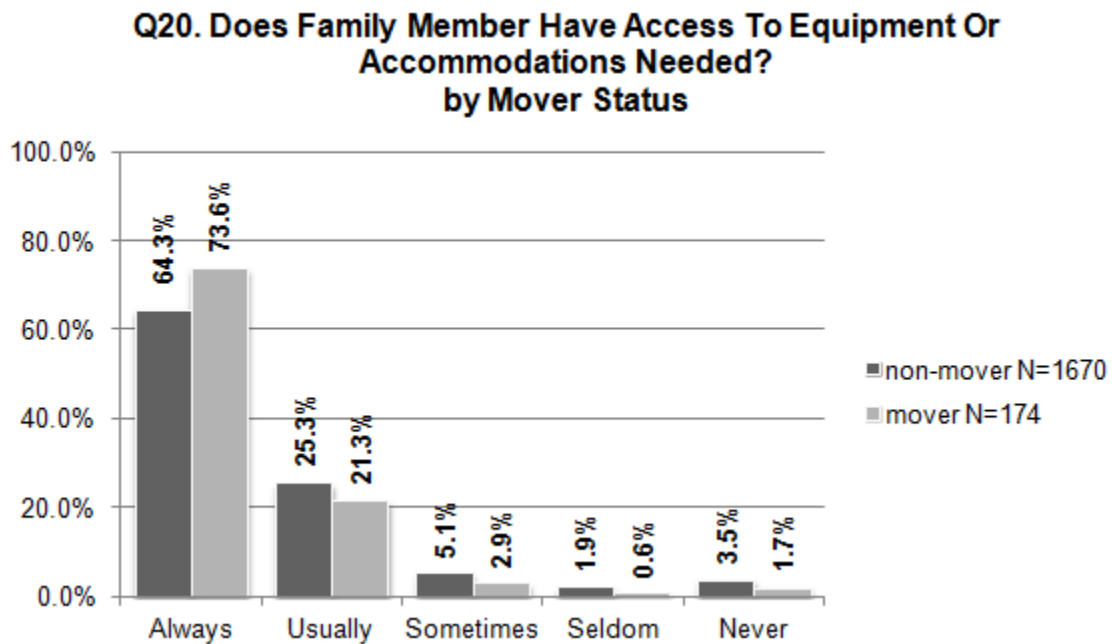


The chart above shows the percentages of respondents who reported their family member has access to the special equipment or accommodations they need: always (64.8%), usually (25.1%), sometimes (4.9%), seldom (1.7%), or never (3.6%).

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

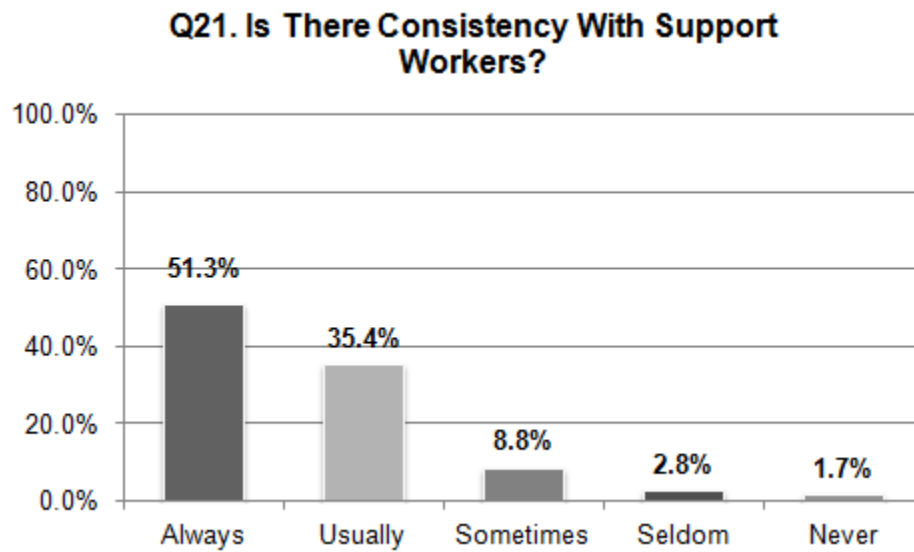
Regional Center	Always	Usually	Sometimes	Seldom	Never	N
Alta	53.6%	36.1%	6.2%	1.0%	3.1%	97
Central Valley	69.9%	24.7%	2.7%	0.0%	2.7%	73
East Bay	64.0%	21.1%	8.8%	2.6%	3.5%	114
Eastern LA	74.1%	17.3%	3.7%	0.0%	4.9%	81
Far Northern	64.9%	25.2%	1.8%	3.6%	4.5%	111
Golden Gate	62.4%	22.0%	9.2%	0.9%	5.5%	109
Harbor	56.8%	32.4%	6.8%	0.0%	4.1%	74
Inland	69.8%	23.3%	3.4%	0.0%	3.4%	116
Kern	68.1%	16.7%	4.2%	1.4%	9.7%	72
Lanternman	68.0%	25.3%	2.7%	2.7%	1.3%	75
North Bay	70.0%	24.3%	2.9%	2.9%	0.0%	70
North LA	66.0%	25.8%	5.2%	1.0%	2.1%	97
Orange County	69.3%	21.9%	8.8%	0.0%	0.0%	114
Redwood Coast	65.3%	26.4%	2.8%	2.8%	2.8%	72
San Andreas	69.4%	27.0%	2.7%	0.9%	0.0%	111
San Diego	65.6%	25.4%	0.8%	5.7%	2.5%	122
San Gabriel Pomona	61.9%	26.2%	4.8%	3.6%	3.6%	84
South Central LA	45.3%	37.7%	9.4%	0.0%	7.5%	53
Tri-Counties	65.1%	20.6%	4.8%	3.2%	6.3%	63
Valley Mountain	67.6%	18.3%	5.6%	2.8%	5.6%	71
Westside	63.1%	29.2%	6.2%	0.0%	1.5%	65
State Average	64.8%	25.1%	4.9%	1.7%	3.6%	1844

Chart FGS M20. Does your family member have access to the special equipment or accommodations that s/he needs (for example, wheelchairs, ramps, communication boards)? by Mover Status



The chart above shows the percentages of respondents of non-movers compared to movers who reported their family member has access to the special equipment or accommodations they need: always (64.3% vs. 73.6%), usually (25.3% vs. 21.3%), sometimes (5.1% vs. 2.9%), seldom (1.9% vs. 0.6%), or never (3.5% vs. 1.7%). The differences were not statistically significant.

Chart FGS Q21. Do you feel there is consistency with the support workers who provide services to your family member?

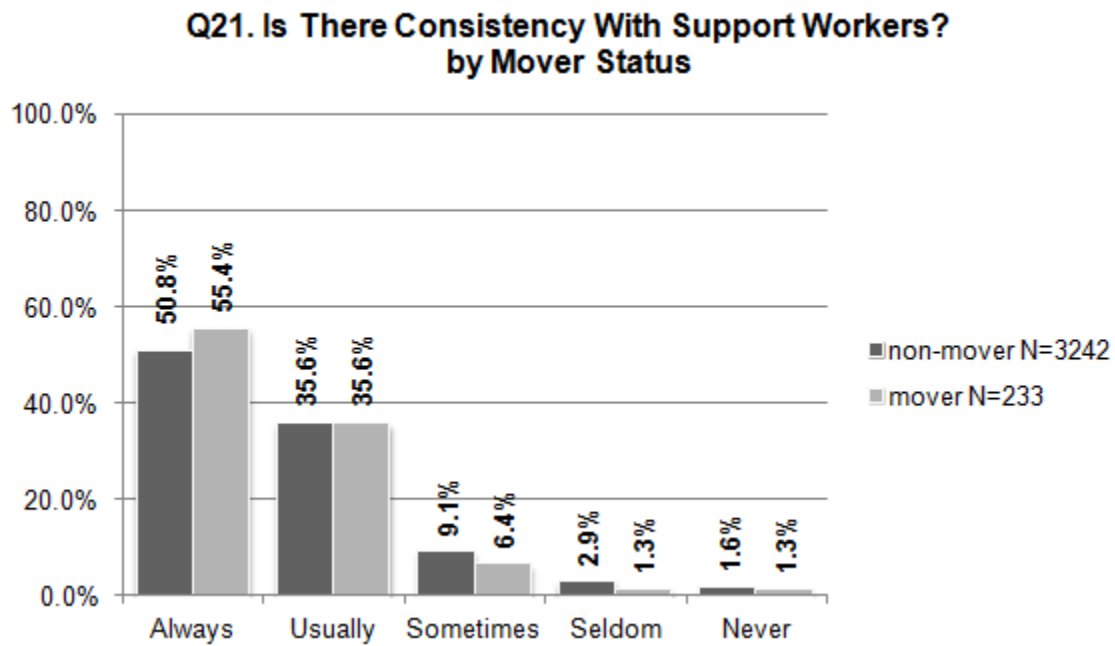


The chart above shows the percentages of respondents who reported there is consistency with their family member's support workers: always (51.3%), usually (35.4%), sometimes (8.8%), seldom (2.8%), or never (1.7%).

Table FGS Q21. Do you feel there is consistency with the support workers who provide services to your family member?

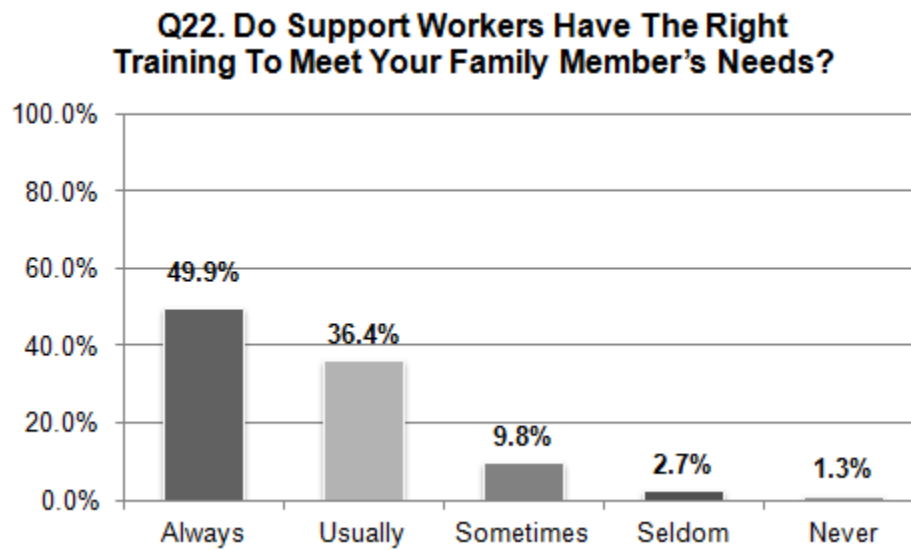
Regional Center	Always	Usually	Sometimes	Seldom	Never	N
Alta	43.1%	37.9%	10.8%	5.1%	3.1%	195
Central Valley	57.1%	36.8%	3.8%	1.5%	0.8%	133
East Bay	48.8%	35.5%	8.5%	3.3%	3.8%	211
Eastern LA	55.3%	37.1%	5.3%	2.3%	0.0%	132
Far Northern	42.7%	36.6%	15.5%	3.3%	1.9%	213
Golden Gate	52.3%	36.8%	7.3%	2.7%	0.9%	220
Harbor	53.0%	37.6%	7.4%	2.0%	0.0%	149
Inland	54.8%	32.3%	7.7%	3.9%	1.3%	155
Kern	55.2%	28.4%	11.9%	3.0%	1.5%	134
Lanterman	53.7%	34.3%	6.7%	3.0%	2.2%	134
North Bay	54.1%	36.3%	6.8%	0.7%	2.1%	146
North LA	49.8%	34.6%	11.7%	2.4%	1.5%	205
Orange County	52.8%	33.5%	11.6%	1.7%	0.4%	233
Redwood Coast	51.2%	34.1%	11.6%	1.6%	1.6%	129
San Andreas	52.6%	38.9%	7.9%	0.5%	0.0%	190
San Diego	53.2%	37.2%	6.5%	2.6%	0.4%	231
San Gabriel Pomona	51.9%	36.3%	7.4%	3.7%	0.7%	135
South Central LA	44.6%	33.7%	12.0%	4.3%	5.4%	92
Tri-Counties	39.7%	40.4%	12.6%	5.3%	2.0%	151
Valley Mountain	60.8%	27.0%	4.1%	4.1%	4.1%	148
Westside	50.4%	38.8%	7.2%	1.4%	2.2%	139
State Average	51.3%	35.4%	8.8%	2.8%	1.7%	3475

Chart FGS M21. Do you feel there is consistency with the support workers who provide services to your family member? by mover status



The chart above shows the percentages of respondents of non-movers compared to movers who reported there is consistency with their family member's support workers: always (50.8% vs. 55.4%), usually (35.6% vs. 35.6%), sometimes (9.1% vs. 6.4%), seldom (2.9% vs. 1.3%), or never (1.6% vs. 1.3%). The differences were not statistically significant.

Chart FGS Q22. Do the support workers have the right training to meet your family member's needs?

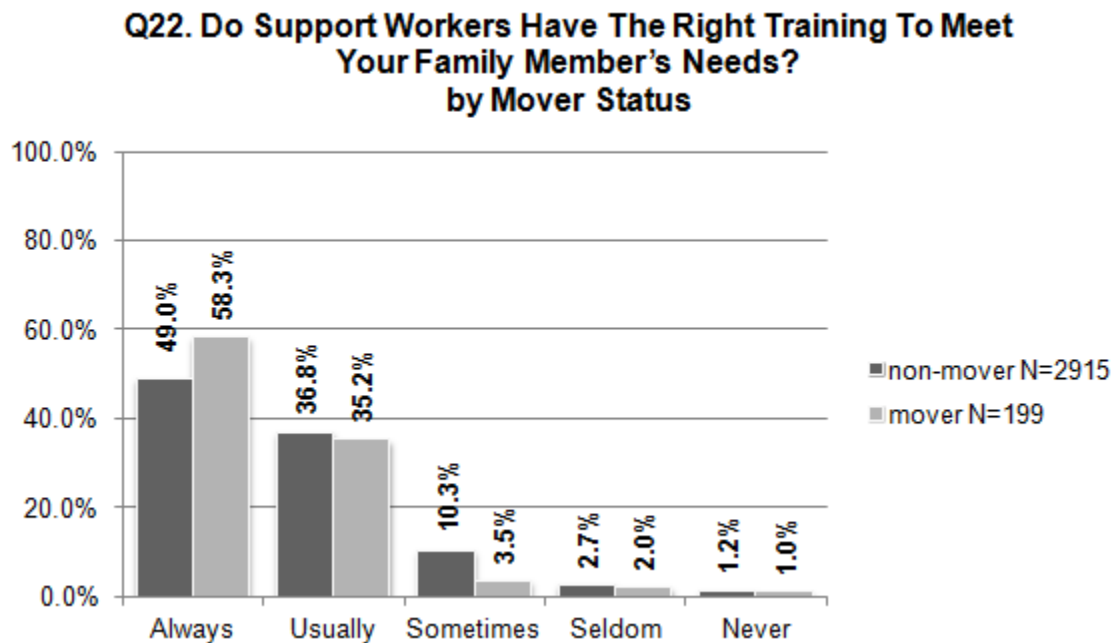


The chart above shows the percentages of respondents who reported the support workers have the right training to meet their family member's needs: always (49.9%), usually (36.4%), sometimes (9.8%), seldom (2.7%), or never (1.3%).

Table FGS Q22. Do the support workers have the right training to meet your family member's needs?

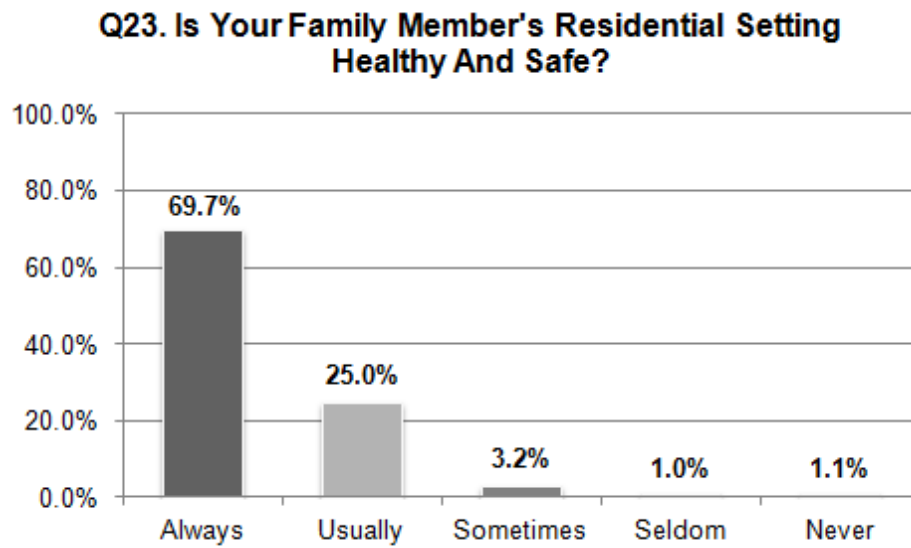
Regional Center	Always	Usually	Sometimes	Seldom	Never	N
Alta	48.2%	37.3%	9.6%	3.0%	1.8%	166
Central Valley	60.5%	33.3%	6.1%	0.0%	0.0%	114
East Bay	45.5%	41.5%	10.0%	1.5%	1.5%	200
Eastern LA	48.4%	39.5%	9.7%	2.4%	0.0%	124
Far Northern	42.6%	34.9%	15.4%	4.6%	2.6%	195
Golden Gate	45.8%	41.9%	9.4%	2.5%	0.5%	203
Harbor	56.8%	31.8%	8.3%	1.5%	1.5%	132
Inland	50.7%	34.5%	9.5%	4.1%	1.4%	148
Kern	49.6%	30.3%	16.8%	3.4%	0.0%	119
Lanternman	53.7%	36.4%	5.8%	3.3%	0.8%	121
North Bay	54.1%	32.3%	9.8%	1.5%	2.3%	133
North LA	43.4%	36.3%	15.4%	4.9%	0.0%	182
Orange County	50.5%	37.6%	10.9%	1.0%	0.0%	202
Redwood Coast	49.2%	39.0%	8.5%	1.7%	1.7%	118
San Andreas	52.7%	41.4%	4.1%	1.8%	0.0%	169
San Diego	50.5%	39.0%	8.0%	1.0%	1.5%	200
San Gabriel Pomona	54.9%	32.8%	9.8%	2.5%	0.0%	122
South Central LA	44.2%	37.7%	11.7%	3.9%	2.6%	77
Tri-Counties	40.8%	40.8%	9.2%	6.2%	3.1%	130
Valley Mountain	63.2%	25.6%	6.0%	2.3%	3.0%	133
Westside	42.9%	40.5%	11.1%	3.2%	2.4%	126
State Average	49.9%	36.4%	9.8%	2.7%	1.3%	3114

Chart FGS M22. Do the support workers have the right training to meet your family member's needs? by Mover Status



The chart above shows the percentages of respondents of non-movers compared to movers who reported the support workers have the right training to meet their family member's needs: always (49.0% vs. 58.3%), usually (36.8% vs. 35.2%), sometimes (10.3% vs. 3.5%), seldom (2.7% vs. 2.0%), or never (1.2% vs. 1.0%). The differences were not statistically significant.

Chart FGS Q23. Do you feel that your family member's residential setting is a healthy and safe environment?

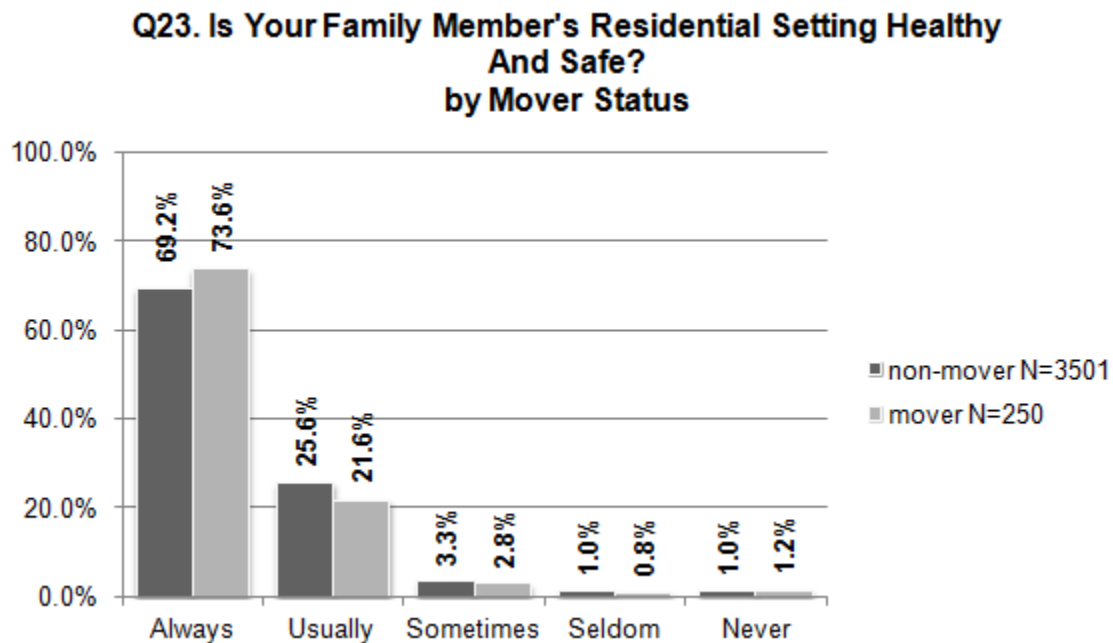


The chart above shows the percentages of respondents who reported their family member's residential setting is a healthy and safe environment: always (69.7%), usually (25.0%), sometimes (3.2%), seldom (1.0%), or never (1.1%).

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

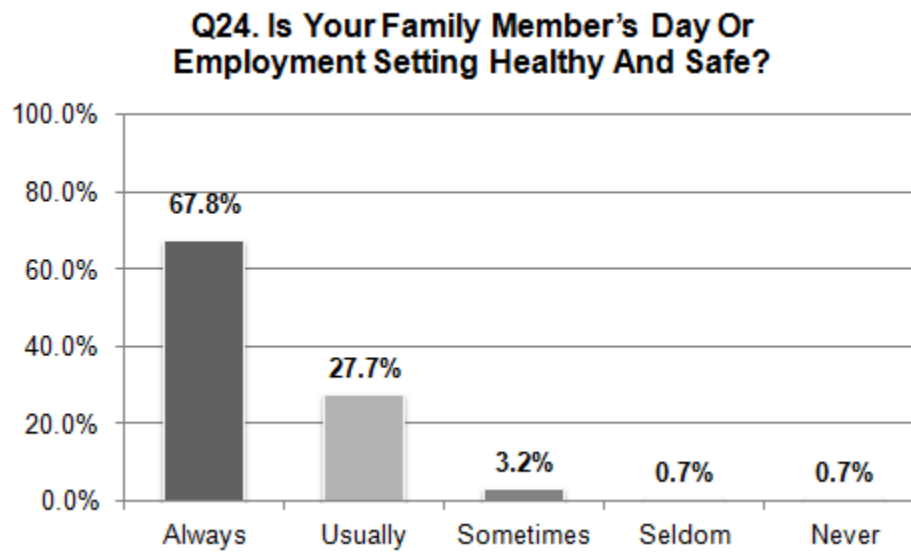
Regional Center	Always	Usually	Sometimes	Seldom	Never	N
Alta	66.5%	25.6%	4.9%	1.5%	1.5%	203
Central Valley	78.4%	19.6%	0.7%	1.4%	0.0%	148
East Bay	70.6%	24.1%	2.9%	1.2%	1.2%	245
Eastern LA	68.3%	26.2%	4.1%	1.4%	0.0%	145
Far Northern	58.1%	35.7%	3.5%	1.8%	0.9%	227
Golden Gate	68.3%	27.3%	3.2%	0.4%	0.8%	249
Harbor	72.1%	18.8%	6.7%	1.8%	0.6%	165
Inland	68.5%	27.2%	1.2%	0.6%	2.5%	162
Kern	68.8%	25.7%	2.8%	2.8%	0.0%	144
Lanterman	77.0%	19.7%	0.7%	2.0%	0.7%	152
North Bay	73.0%	23.3%	3.1%	0.0%	0.6%	163
North LA	65.1%	29.7%	4.3%	0.0%	1.0%	209
Orange County	73.2%	24.3%	2.1%	0.4%	0.0%	235
Redwood Coast	69.9%	21.7%	7.0%	0.7%	0.7%	143
San Andreas	78.0%	19.9%	1.6%	0.0%	0.5%	191
San Diego	66.5%	27.4%	3.6%	0.8%	1.6%	248
San Gabriel Pomona	71.4%	24.7%	2.6%	0.6%	0.6%	154
South Central LA	64.1%	25.2%	3.9%	1.0%	5.8%	103
Tri-Counties	64.4%	28.8%	4.4%	1.3%	1.3%	160
Valley Mountain	72.1%	23.4%	1.9%	1.3%	1.3%	154
Westside	69.5%	26.5%	2.6%	0.7%	0.7%	151
State Average	69.7%	25.0%	3.2%	1.0%	1.1%	3751

Chart FGS M23. Do you feel that your family member's residential setting is a healthy and safe environment? by Mover Status



The chart above shows the percentages of respondents of non-movers compared to movers who reported their family member's residential setting is a healthy and safe environment: always (69.2% vs. 73.6%), usually (25.6% vs. 21.6%), sometimes (3.3% vs. 2.8%), seldom (1.0% vs. 0.8%), or never (1.0% vs. 1.2%). The differences were not statistically significant.

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

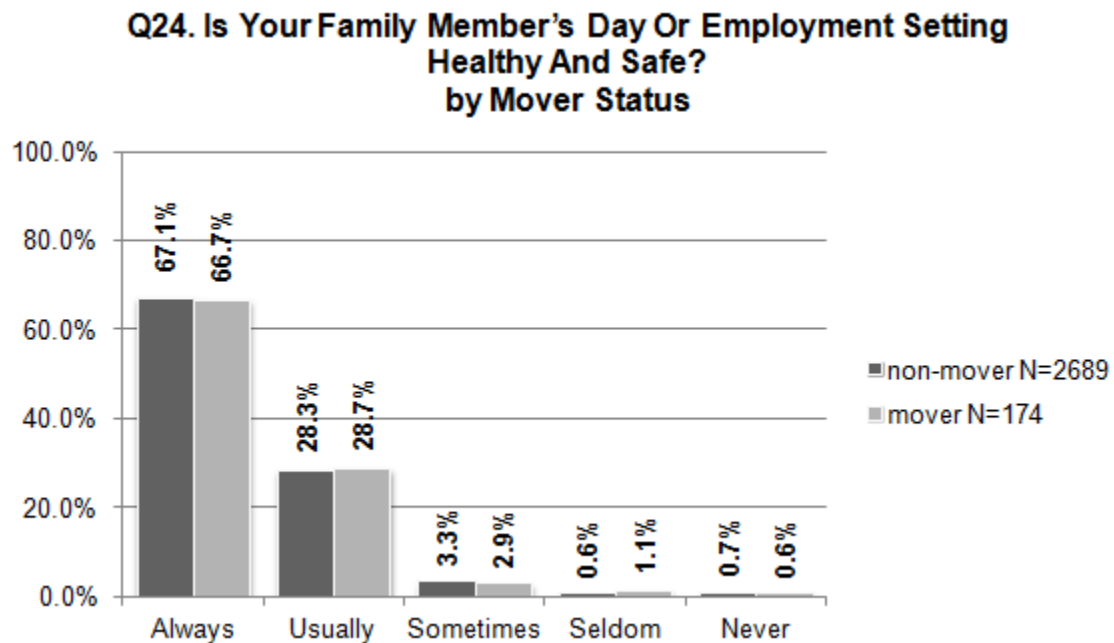


The chart above shows the percentages of respondents who reported their family member's day or employment setting is a healthy and safe environment: always (67.8%), usually (27.7%), sometimes (3.2%), seldom (0.7%), or never (0.7%).

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

Regional Center	Always	Usually	Sometimes	Seldom	Never	N
Alta	63.6%	33.3%	2.4%	0.0%	0.6%	165
Central Valley	68.3%	28.3%	1.7%	0.8%	0.8%	120
East Bay	63.5%	27.5%	6.2%	0.6%	2.2%	178
Eastern LA	72.0%	27.0%	0.0%	1.0%	0.0%	100
Far Northern	51.1%	38.2%	9.0%	1.7%	0.0%	178
Golden Gate	70.2%	27.9%	1.0%	0.0%	1.0%	208
Harbor	69.7%	27.3%	2.3%	0.0%	0.8%	132
Inland	60.5%	35.7%	3.1%	0.0%	0.8%	129
Kern	64.2%	26.4%	7.5%	1.9%	0.0%	106
Lanternman	77.7%	20.4%	1.9%	0.0%	0.0%	103
North Bay	73.2%	23.2%	2.2%	0.0%	1.4%	138
North LA	61.8%	33.1%	3.2%	1.3%	0.6%	157
Orange County	67.0%	28.8%	3.1%	0.0%	1.0%	191
Redwood Coast	78.6%	19.4%	2.0%	0.0%	0.0%	98
San Andreas	74.5%	21.4%	4.1%	0.0%	0.0%	145
San Diego	66.5%	27.7%	2.6%	2.1%	1.0%	191
San Gabriel Pomona	71.8%	24.8%	1.7%	1.7%	0.0%	117
South Central LA	76.8%	17.4%	4.3%	0.0%	1.4%	69
Tri-Counties	67.2%	30.4%	2.4%	0.0%	0.0%	125
Valley Mountain	68.8%	26.6%	2.8%	0.9%	0.9%	109
Westside	56.7%	36.5%	3.8%	1.9%	1.0%	104
State Average	67.8%	27.7%	3.2%	0.7%	0.7%	2863

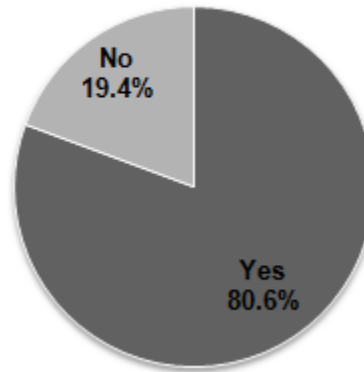
Chart FGS M24. Do you feel that your family member's day/employment setting is a healthy and safe environment? by Mover Status



The chart above shows the percentages of respondents of non-movers compared to movers who reported their family member's day or employment setting is a healthy and safe environment: always (67.1% vs. 66.7%), usually (28.3% vs. 28.7%), sometimes (3.3% vs. 2.9%), seldom (0.6% vs. 1.1%), or never (0.7% vs. 0.6%). The differences were not statistically significant.

Chart FGS Q25. If your family member transitioned from school funded to regional center funded services during the past year, were you happy with the transition process?

Q25. Are You Happy With The Transition From School Funding To Regional Center Funding?



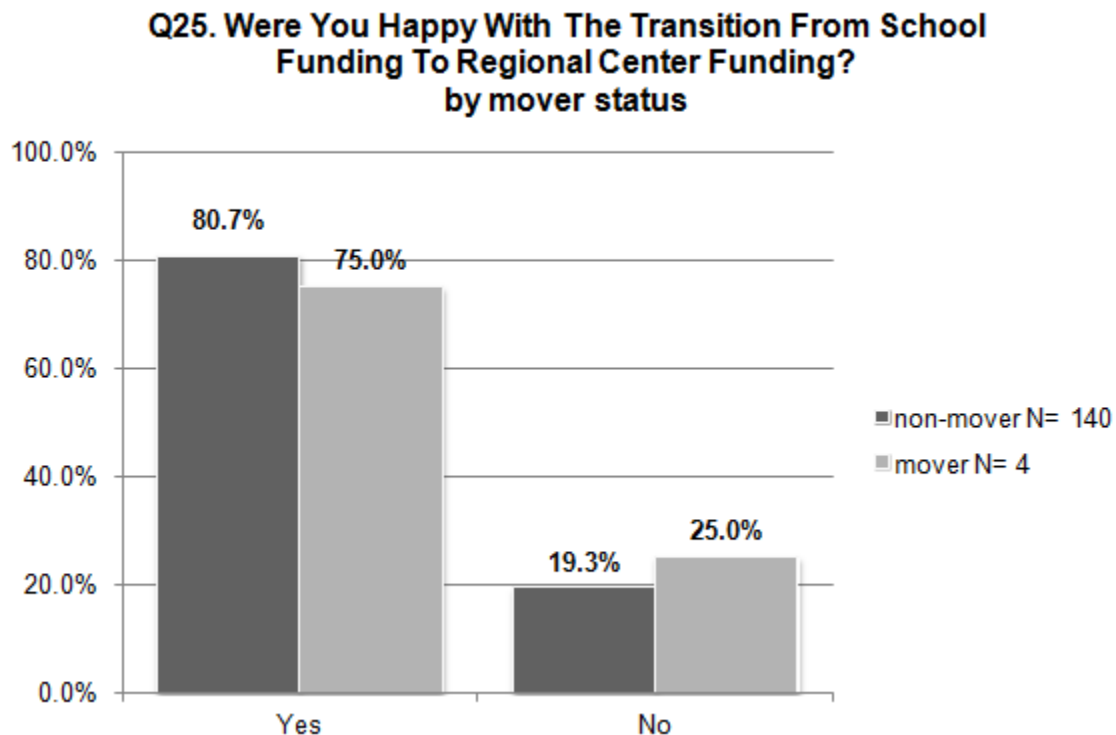
The chart above shows 80.6% of respondents who reported their family member transitioned from school to regional center funded services in the past year, are happy with the transition process, 19.4% are not.

Table FGS Q25. If your family member transitioned from school funded to regional center funded services during the past year, were you happy with the transition process? ²⁴

Regional Center	Yes	No	N
Alta	100.0%	0.0%	9
Central Valley	83.3%	16.7%	6
East Bay	75.0%	25.0%	16
Eastern LA	77.8%	22.2%	9
Far Northern	71.4%	28.6%	7
Golden Gate	100.0%	0.0%	6
Harbor	75.0%	25.0%	8
Inland	83.3%	16.7%	6
Kern	83.3%	16.7%	12
Lanternman	100.0%	0.0%	2
North Bay	50.0%	50.0%	4
North LA	85.7%	14.3%	7
Orange County	77.8%	22.2%	9
Redwood Coast	83.3%	16.7%	6
San Andreas	85.7%	14.3%	7
San Diego	71.4%	28.6%	7
San Gabriel Pomona	100.0%	0.0%	5
South Central LA	80.0%	20.0%	5
Tri-Counties	75.0%	25.0%	4
Valley Mountain	60.0%	40.0%	5
Westside	75.0%	25.0%	4
State Average	80.6%	19.4%	144

²⁴ Please view results with caution as the number of respondents for each regional center is very low.

Chart FGS M25. If your family member transitioned from school funded to regional center funded services during the past year, were you happy with the transition process? by Mover Status²⁵

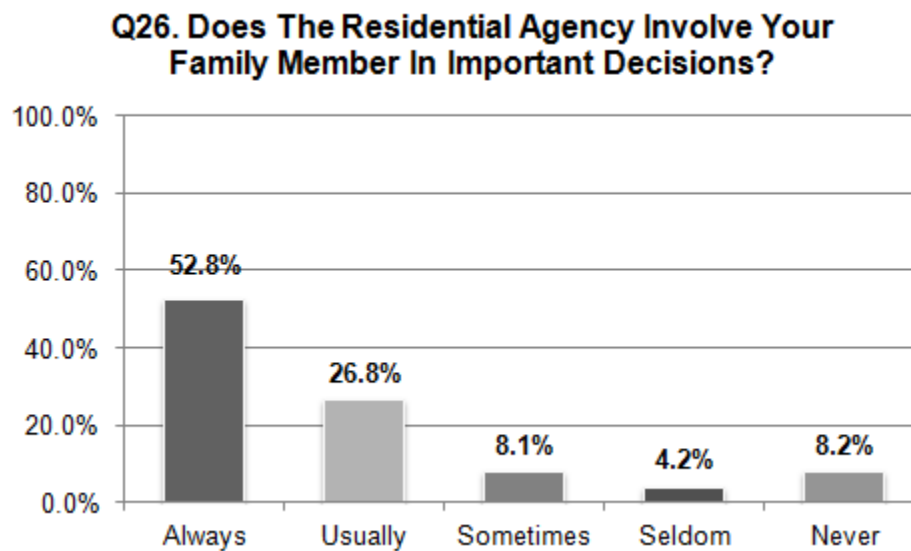


The chart above shows the percentages of respondents of non-movers compared to movers who reported their family member transitioned from school to regional center funded services in the past year and are happy with the transition process (80.7% vs. 75.0%), and those who are not (19.3% vs. 25.0%). The differences were not statistically significant.

²⁵ Please view results with caution as the number of mover respondents is very low.

Choice and Control

Chart FGS Q26. Does the agency providing residential services to your family member involve your family member in important decisions?

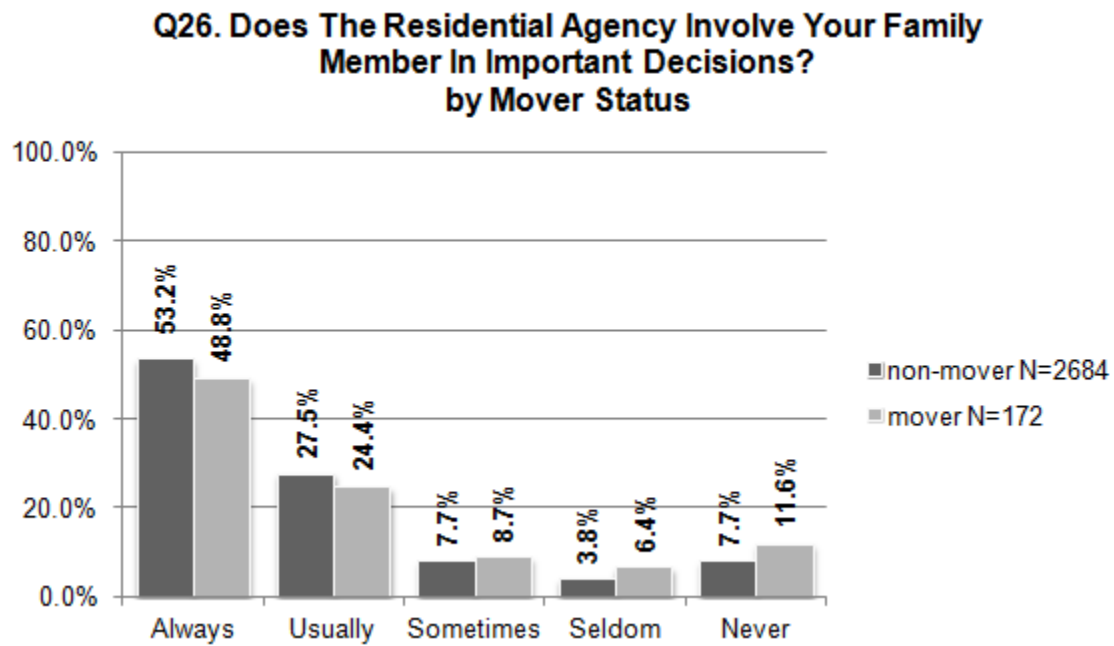


The chart above shows the percentages of respondents who reported the agency providing residential services to their family member involves them in making important decisions: always (52.8%), usually (26.8%), sometimes (8.1%), seldom (4.2%), or never (8.2%).

Table FGS Q26. Does the agency providing residential services to your family member involve your family member in important decisions?

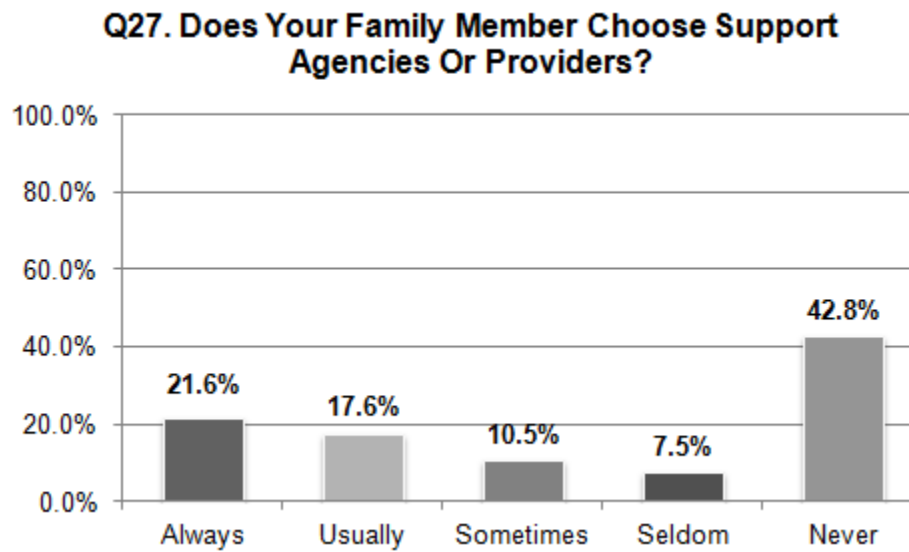
Regional Center	Always	Usually	Sometimes	Seldom	Never	N
Alta	54.9%	27.8%	5.6%	5.6%	6.2%	162
Central Valley	56.0%	26.6%	5.5%	4.6%	7.3%	109
East Bay	48.1%	30.5%	10.2%	4.8%	6.4%	187
Eastern LA	51.3%	29.1%	7.7%	1.7%	10.3%	117
Far Northern	45.1%	27.7%	6.9%	4.0%	16.2%	173
Golden Gate	50.8%	31.7%	9.0%	3.2%	5.3%	189
Harbor	52.0%	27.6%	14.6%	2.4%	3.3%	123
Inland	47.6%	23.0%	9.5%	5.6%	14.3%	126
Kern	54.0%	27.4%	7.1%	4.4%	7.1%	113
Lanterman	50.5%	24.3%	3.7%	6.5%	15.0%	107
North Bay	58.1%	26.5%	5.1%	3.4%	6.8%	117
North LA	57.2%	25.9%	8.4%	3.0%	5.4%	166
Orange County	55.8%	32.0%	6.1%	1.5%	4.6%	197
Redwood Coast	54.9%	23.5%	12.7%	2.9%	5.9%	102
San Andreas	55.4%	30.4%	6.1%	2.7%	5.4%	148
San Diego	56.1%	26.7%	6.4%	3.2%	7.5%	187
San Gabriel Pomona	53.8%	29.8%	6.7%	4.8%	4.8%	104
South Central LA	43.1%	19.4%	19.4%	6.9%	11.1%	72
Tri-Counties	59.7%	20.9%	7.8%	4.7%	7.0%	129
Valley Mountain	56.9%	21.6%	4.3%	6.9%	10.3%	116
Westside	47.3%	29.5%	6.3%	4.5%	12.5%	112
State Average	52.8%	26.8%	8.1%	4.2%	8.2%	2856

Chart FGS M26. Does the agency providing residential services to your family member involve your family member in important decisions? by Mover Status



The chart above shows the percentages of respondents of non-movers compared to movers who reported the agency providing residential services to their family member involves them in making important decisions: always (53.2% vs. 48.8%), usually (27.5% vs. 24.4%), sometimes (7.7% vs. 8.7%), seldom (3.8% vs. 6.4%), or never (7.7% vs. 11.6%). The differences were not statistically significant.

Chart FGS Q27. Does your family member choose the agencies or provider organizations that support him or her?

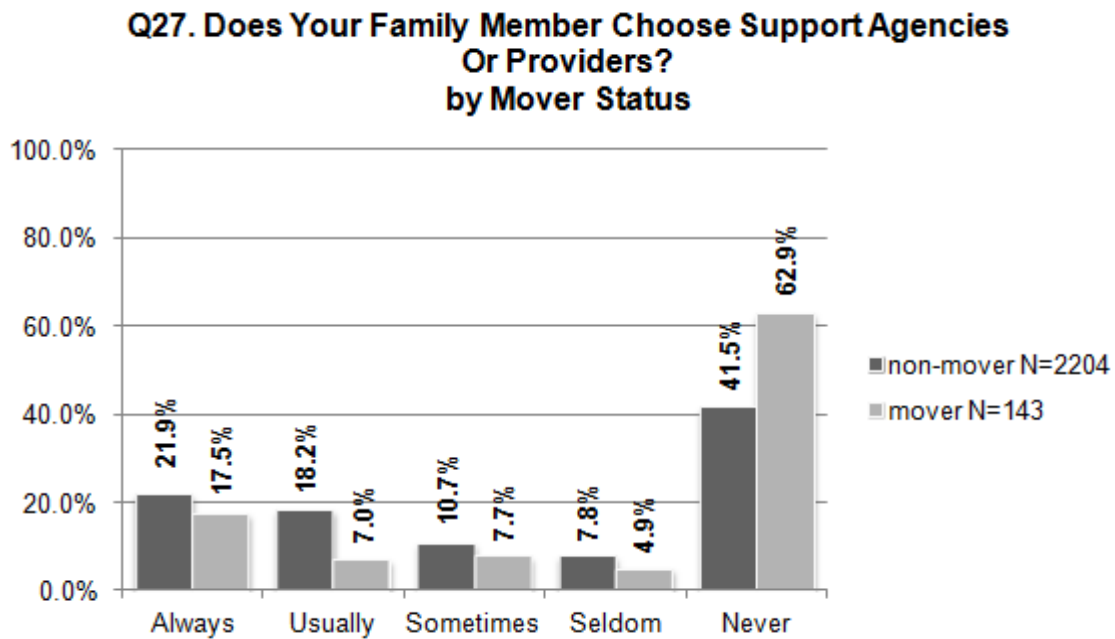


The chart above shows the percentages of respondents who reported their family member chooses their agencies or provider organizations: always (21.6%), usually (17.6%), sometimes (10.5%), seldom (7.5%), or never (42.8%).

Table FGS Q27. Does your family member choose the agencies or provider organizations that support him or her?

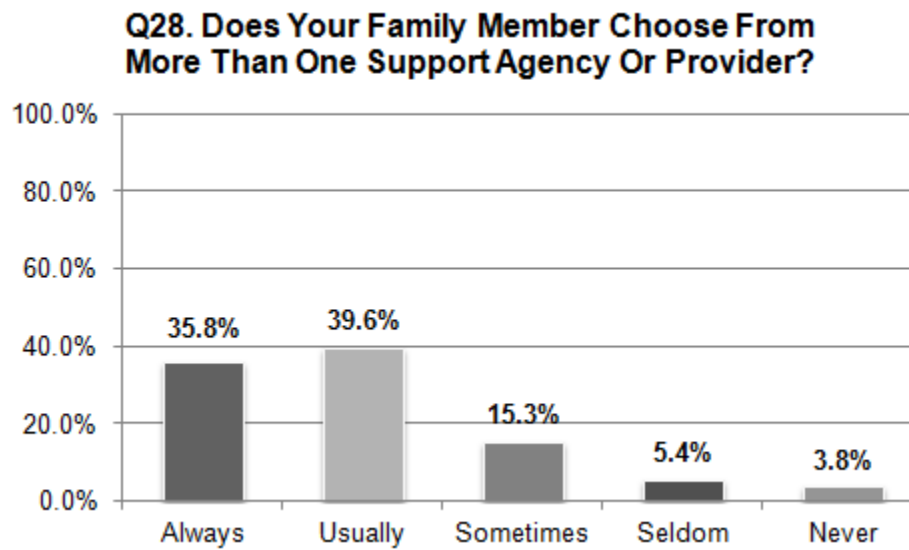
Regional Center	Always	Usually	Sometimes	Seldom	Never	N
Alta	25.2%	15.7%	11.8%	8.7%	38.6%	127
Central Valley	18.6%	14.0%	10.5%	9.3%	47.7%	86
East Bay	16.1%	20.0%	9.0%	5.2%	49.7%	155
Eastern LA	30.1%	16.1%	10.8%	5.4%	37.6%	93
Far Northern	17.0%	15.7%	9.4%	10.1%	47.8%	159
Golden Gate	21.9%	17.1%	15.8%	7.5%	37.7%	146
Harbor	20.8%	12.3%	12.3%	10.4%	44.3%	106
Inland	14.9%	17.8%	6.9%	5.9%	54.5%	101
Kern	27.4%	16.7%	20.2%	6.0%	29.8%	84
Lanterman	21.1%	11.1%	8.9%	1.1%	57.8%	90
North Bay	23.5%	18.6%	6.9%	12.7%	38.2%	102
North LA	23.6%	26.4%	8.1%	6.8%	35.1%	148
Orange County	25.9%	15.3%	10.0%	7.1%	41.8%	170
Redwood Coast	26.8%	32.9%	15.9%	3.7%	20.7%	82
San Andreas	21.2%	12.7%	9.3%	5.9%	50.8%	118
San Diego	23.9%	15.5%	9.7%	9.7%	41.3%	155
San Gabriel Pomona	17.9%	19.2%	9.0%	11.5%	42.3%	78
South Central LA	21.3%	19.7%	3.3%	1.6%	54.1%	61
Tri-Counties	17.3%	23.1%	15.4%	5.8%	38.5%	104
Valley Mountain	21.8%	16.8%	6.9%	9.9%	44.6%	101
Westside	17.3%	12.3%	11.1%	12.3%	46.9%	81
State Average	21.6%	17.6%	10.5%	7.5%	42.8%	2347

Chart FGS M27. Does your family member choose the agencies or provider organizations that support him or her? by Mover Status



The chart above shows the percentages of respondents of non-movers compared to movers who reported their family member chooses their agencies or provider organizations: always (21.9% vs. 17.5%), usually (18.2% vs. 7.0%), sometimes (10.7% vs. 7.7%), seldom (7.8% vs. 4.9%), or never (41.5% vs. 62.9%). The differences were statistically significant.

Chart FGS Q28. If your family member at least sometimes chooses the agencies or provider organizations, does s/he have more than one agency/provider organization to choose from?

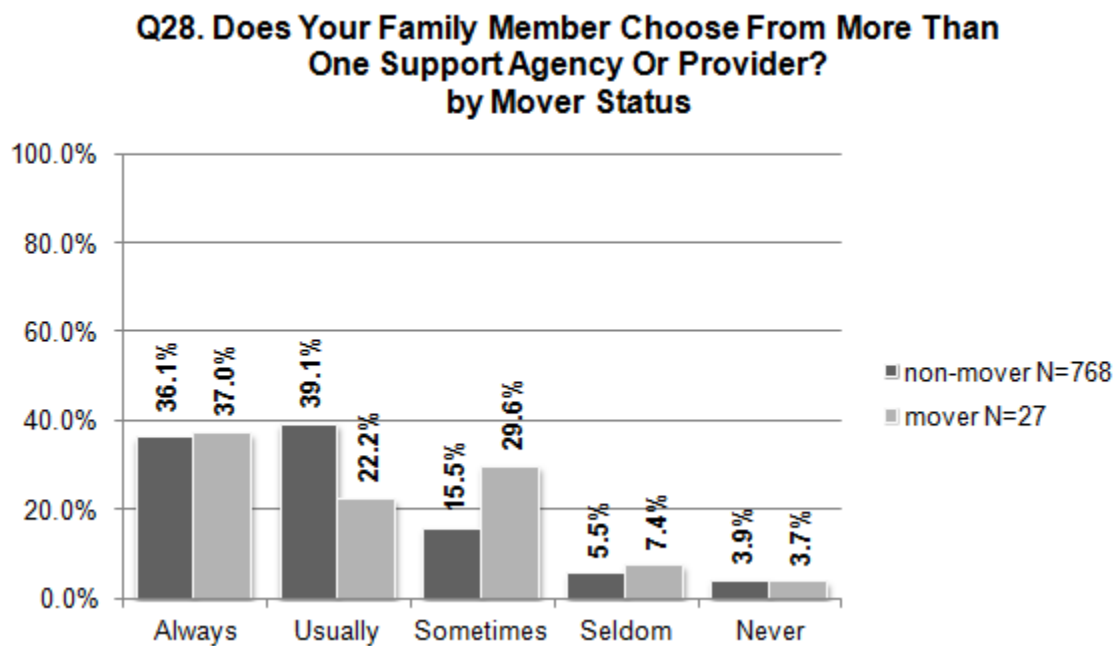


The chart above shows the percentages of respondents who reported their family member choose from more than one agency or provider organization: always (35.8%), usually (39.6%), sometimes (15.3%), seldom (5.4%), or never (3.8%).

Table FGS Q28. If your family member at least sometimes chooses the agencies or provider organizations, does s/he have more than one agency/provider organization to choose from?

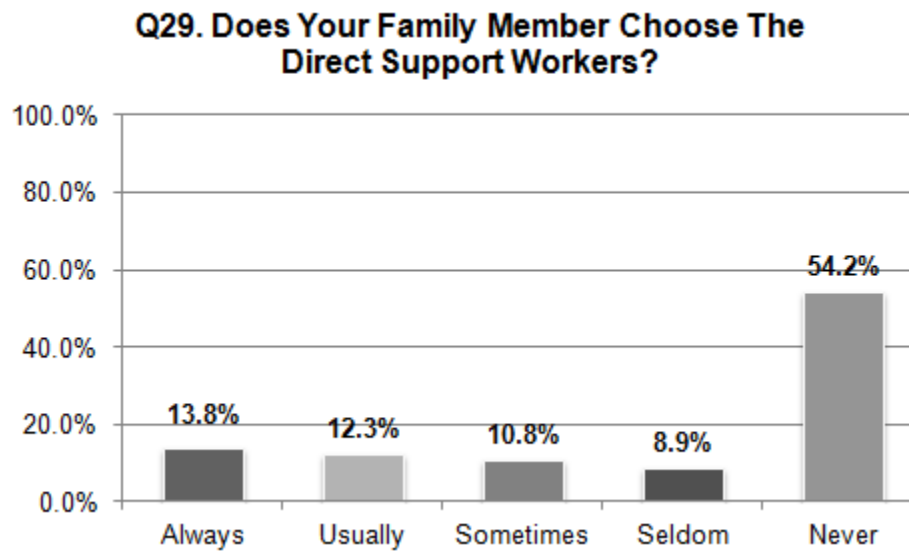
Regional Center	Always	Usually	Sometimes	Seldom	Never	N
Alta	35.8%	49.1%	7.5%	5.7%	1.9%	53
Central Valley	33.3%	37.5%	12.5%	8.3%	8.3%	24
East Bay	31.1%	35.6%	28.9%	0.0%	4.4%	45
Eastern LA	38.6%	38.6%	13.6%	2.3%	6.8%	44
Far Northern	36.2%	38.3%	17.0%	6.4%	2.1%	47
Golden Gate	40.0%	20.0%	28.0%	8.0%	4.0%	50
Harbor	29.0%	48.4%	16.1%	6.5%	0.0%	31
Inland	32.0%	52.0%	12.0%	0.0%	4.0%	25
Kern	46.2%	28.2%	15.4%	2.6%	7.7%	39
Lanternman	47.8%	30.4%	13.0%	4.3%	4.3%	23
North Bay	38.2%	38.2%	14.7%	5.9%	2.9%	34
North LA	26.8%	46.4%	16.1%	5.4%	5.4%	56
Orange County	42.6%	34.4%	16.4%	3.3%	3.3%	61
Redwood Coast	25.5%	45.1%	15.7%	11.8%	2.0%	51
San Andreas	53.1%	12.5%	15.6%	12.5%	6.3%	32
San Diego	45.8%	31.3%	14.6%	6.3%	2.1%	48
San Gabriel Pomona	28.0%	48.0%	24.0%	0.0%	0.0%	25
South Central LA	27.8%	66.7%	0.0%	5.6%	0.0%	18
Tri-Counties	31.6%	36.8%	15.8%	7.9%	7.9%	38
Valley Mountain	34.5%	44.8%	6.9%	6.9%	6.9%	29
Westside	27.3%	50.0%	18.2%	4.5%	0.0%	22
State Average	35.8%	39.6%	15.3%	5.4%	3.8%	795

Chart FGS M28. If your family member at least sometimes chooses the agencies or provider organizations, does s/he have more than one agency/provider organization to choose from? by Mover Status



The chart above shows the percentages of respondents of non-movers compared to movers who reported their family member choose from more than one agency or provider organization: always (36.1% vs. 37.0%), usually (39.1% vs. 22.2%), sometimes (15.5% vs. 29.6%), seldom (5.5% vs. 7.4%), or never (3.9% vs. 3.7%). The differences were not statistically significant.

Chart FGS Q29. Does your family member choose the individual support workers who work directly with him or her?

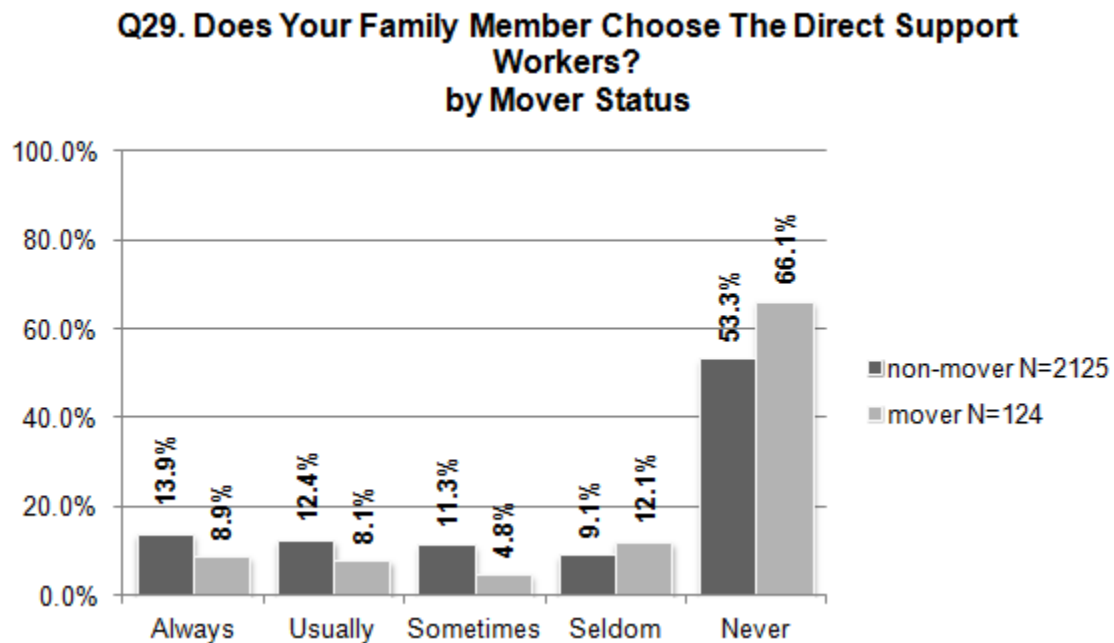


The chart above shows the percentages of respondents who reported their family member choose his or her support workers: always (13.8%), usually (12.3%), sometimes (10.8%), seldom (8.9%), or never (54.2%).

Table FGS Q29. Does your family member choose the individual support workers who work directly with him or her?

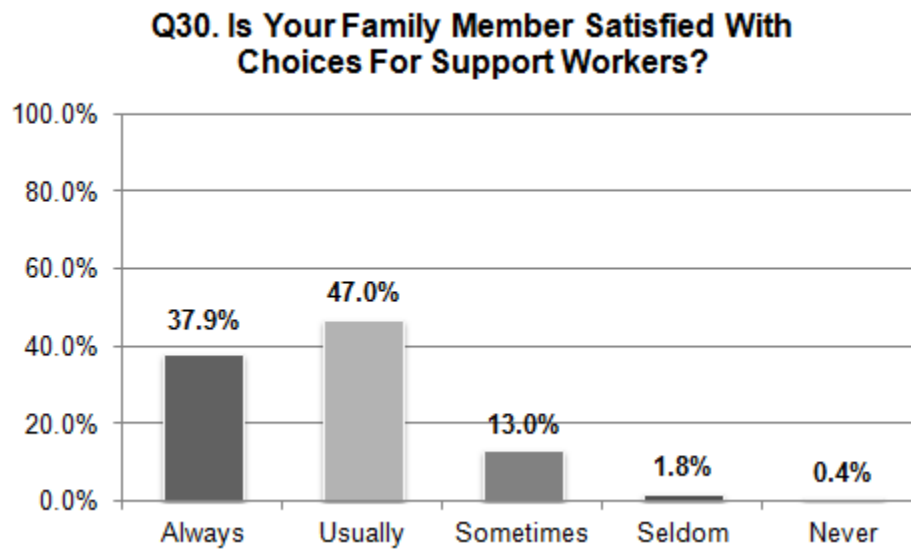
Regional Center	Always	Usually	Sometimes	Seldom	Never	N
Alta	15.9%	13.5%	11.9%	15.1%	43.7%	126
Central Valley	10.0%	4.3%	12.9%	7.1%	65.7%	70
East Bay	7.6%	11.0%	12.4%	6.2%	62.8%	145
Eastern LA	18.6%	15.1%	15.1%	4.7%	46.5%	86
Far Northern	15.9%	10.8%	7.6%	8.9%	56.7%	157
Golden Gate	14.2%	11.3%	16.3%	11.3%	46.8%	141
Harbor	12.1%	7.1%	8.1%	12.1%	60.6%	99
Inland	10.8%	10.8%	8.4%	3.6%	66.3%	83
Kern	16.5%	17.7%	12.7%	8.9%	44.3%	79
Lanterman	13.8%	10.3%	11.5%	5.7%	58.6%	87
North Bay	12.7%	11.8%	14.7%	13.7%	47.1%	102
North LA	10.6%	12.8%	11.3%	10.6%	54.6%	141
Orange County	16.5%	12.0%	7.0%	9.5%	55.1%	158
Redwood Coast	21.9%	21.9%	15.6%	12.5%	28.1%	96
San Andreas	16.8%	14.2%	8.8%	5.3%	54.9%	113
San Diego	11.3%	10.1%	8.8%	10.7%	59.1%	159
San Gabriel Pomona	11.8%	16.2%	2.9%	7.4%	61.8%	68
South Central LA	21.4%	12.5%	1.8%	3.6%	60.7%	56
Tri-Counties	9.7%	7.8%	17.5%	13.6%	51.5%	103
Valley Mountain	17.4%	8.1%	10.5%	5.8%	58.1%	86
Westside	4.3%	19.1%	11.7%	9.6%	55.3%	94
State Average	13.8%	12.3%	10.8%	8.9%	54.2%	2249

Chart FGS M29. Does your family member choose the individual support workers who work directly with him or her? by Mover Status



The chart above shows the percentages of respondents of non-movers compared to movers who reported their family member choose his or her support workers: always (13.9% vs. 8.9%), usually (12.4% vs. 8.1%), sometimes (11.3% vs. 4.8%), seldom (9.1% vs. 12.1%), or never (53.3% vs. 66.1%). The differences were statistically significant.

Chart FGS Q30. If your family member at least sometimes chooses the support workers, is s/he satisfied with the options available?

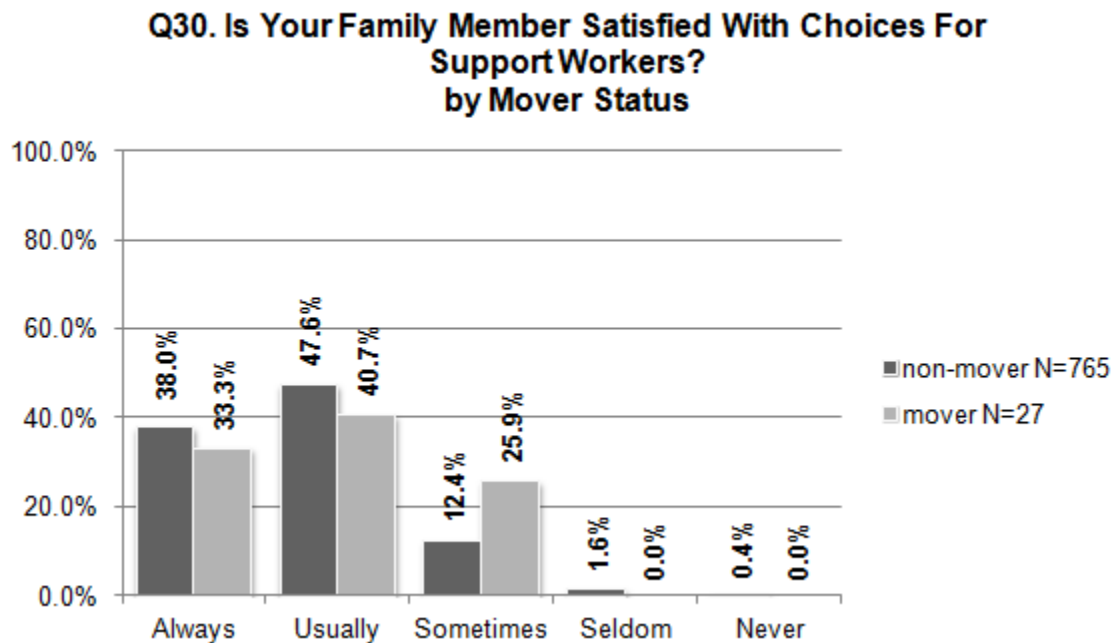


The chart above shows the percentages of respondents who reported their family member is satisfied with their options for individual support workers: always (37.9%), usually (47.0%), sometimes (13.0%), seldom (1.8%), or never (0.4%).

Table FGS Q30. If your family member at least sometimes chooses the support workers, is s/he satisfied with the options available?

Regional Center	Always	Usually	Sometimes	Seldom	Never	N
Alta	44.0%	42.0%	10.0%	2.0%	2.0%	50
Central Valley	33.3%	44.4%	16.7%	5.6%	0.0%	18
East Bay	28.6%	64.3%	7.1%	0.0%	0.0%	42
Eastern LA	36.8%	50.0%	13.2%	0.0%	0.0%	38
Far Northern	35.3%	51.0%	13.7%	0.0%	0.0%	51
Golden Gate	37.9%	41.4%	19.0%	1.7%	0.0%	58
Harbor	53.8%	30.8%	11.5%	0.0%	3.8%	26
Inland	36.0%	40.0%	16.0%	8.0%	0.0%	25
Kern	37.8%	40.5%	16.2%	5.4%	0.0%	37
Lanterman	58.6%	27.6%	10.3%	3.4%	0.0%	29
North Bay	42.5%	42.5%	12.5%	0.0%	2.5%	40
North LA	36.2%	48.9%	14.9%	0.0%	0.0%	47
Orange County	47.2%	37.7%	15.1%	0.0%	0.0%	53
Redwood Coast	39.2%	54.9%	3.9%	2.0%	0.0%	51
San Andreas	35.7%	47.6%	16.7%	0.0%	0.0%	42
San Diego	35.6%	55.6%	6.7%	2.2%	0.0%	45
San Gabriel Pomona	27.3%	54.5%	13.6%	4.5%	0.0%	22
South Central LA	50.0%	40.0%	10.0%	0.0%	0.0%	20
Tri-Counties	28.6%	54.3%	14.3%	2.9%	0.0%	35
Valley Mountain	34.4%	43.8%	21.9%	0.0%	0.0%	32
Westside	16.1%	74.2%	9.7%	0.0%	0.0%	31
State Average	37.9%	47.0%	13.0%	1.8%	0.4%	792

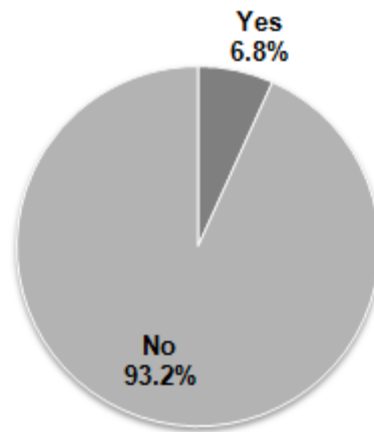
Chart FGS M30. If your family member at least sometimes chooses the support workers, is s/he satisfied with the options available? by Mover Status



The chart above shows the percentages of respondents of non-movers compared to movers who reported their family member is satisfied with their options for individual support workers: always (38.0% vs. 33.3%), usually (47.6% vs. 40.7%), sometimes (12.4% vs. 25.9%), seldom (1.6% vs. 0.0%), or never (0.4% vs. 0.0%). The differences were not statistically significant.

Chart FGS Q31. Did your family member choose his/her service coordinator?

Q31. Did Your Family Member Choose The Service Coordinator?

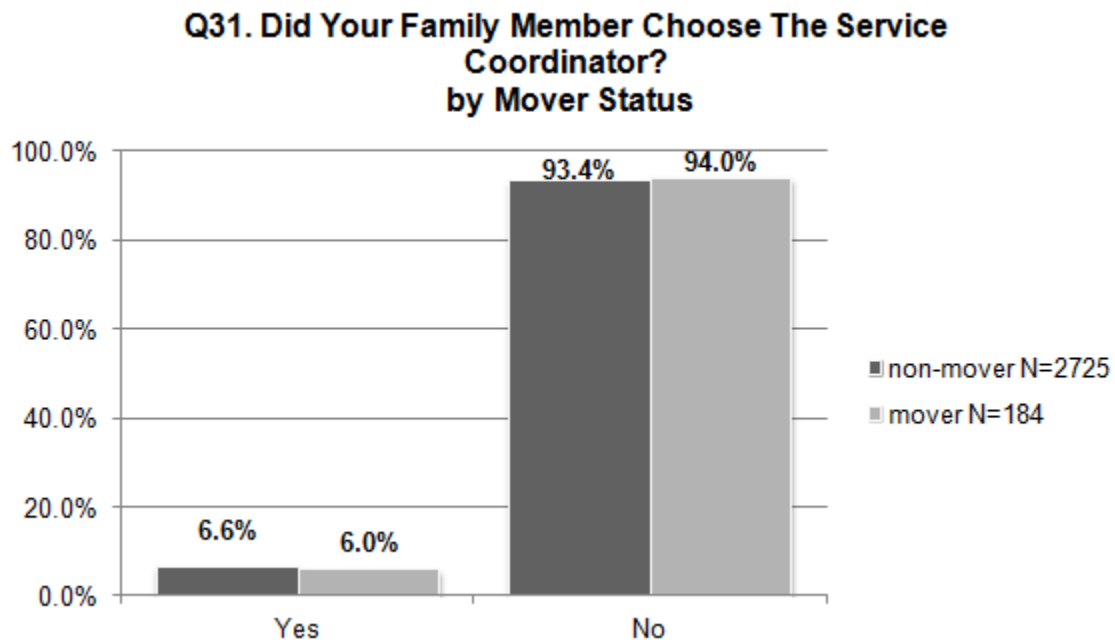


The chart above shows 6.8% of respondents reported their family member chose their service coordinator, 93.2% did not.

Table FGS Q31. Did your family member choose his/her service coordinator?

Regional Center	Yes	No	N
Alta	8.5%	91.5%	164
Central Valley	5.5%	94.5%	110
East Bay	4.7%	95.3%	192
Eastern LA	9.3%	90.7%	107
Far Northern	8.2%	91.8%	183
Golden Gate	4.7%	95.3%	172
Harbor	4.2%	95.8%	118
Inland	4.8%	95.2%	125
Kern	8.1%	91.9%	124
Lanternman	8.8%	91.2%	114
North Bay	3.1%	96.9%	128
North LA	7.3%	92.7%	178
Orange County	4.7%	95.3%	192
Redwood Coast	12.5%	87.5%	104
San Andreas	9.9%	90.1%	152
San Diego	7.2%	92.8%	194
San Gabriel Pomona	2.8%	97.2%	108
South Central LA	13.7%	86.3%	73
Tri-Counties	3.0%	97.0%	133
Valley Mountain	6.5%	93.5%	124
Westside	4.4%	95.6%	114
State Average	6.8%	93.2%	2909

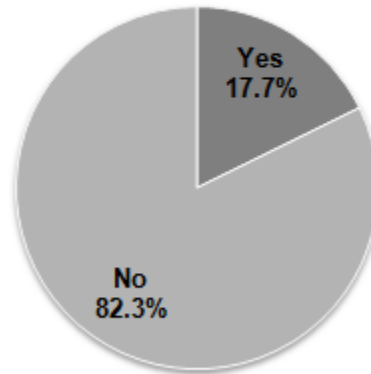
Chart FGS M31. Did your family member choose his/her service coordinator? By Mover Status



The chart above shows the percentages of respondents of non-movers compared to movers who reported their family member chose their service coordinator (6.6% vs. 6.0%), and those who did not (93.4% vs. 94.0%). The differences were not statistically significant.

Chart FGS Q32. Does your family member have control and/or input in the hiring and management of his/her support workers?

Q32. Does Your Family Member Have Input In Hiring And Management Of Support Workers?

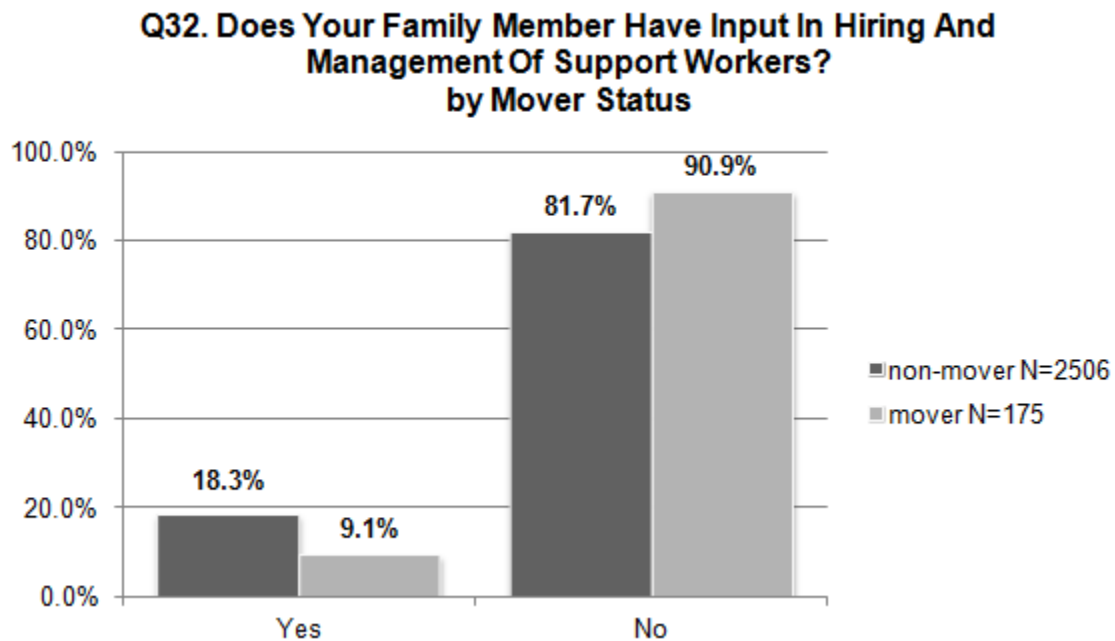


The chart above shows 17.7% of respondents reported their family member has control or input in the hiring and management of their support workers, 82.3% do not.

Table FGS Q32. Does your family member have control and/or input in the hiring and management of his/her support workers?

Regional Center	Yes	No	N
Alta	22.0%	78.0%	141
Central Valley	12.0%	88.0%	100
East Bay	12.7%	87.3%	173
Eastern LA	25.5%	74.5%	102
Far Northern	20.2%	79.8%	173
Golden Gate	15.7%	84.3%	153
Harbor	8.8%	91.2%	114
Inland	6.8%	93.2%	118
Kern	23.4%	76.6%	107
Lanternman	18.8%	81.3%	112
North Bay	17.2%	82.8%	116
North LA	20.2%	79.8%	163
Orange County	22.3%	77.7%	179
Redwood Coast	34.8%	65.2%	92
San Andreas	21.0%	79.0%	143
San Diego	16.1%	83.9%	180
San Gabriel Pomona	10.1%	89.9%	99
South Central LA	16.9%	83.1%	65
Tri-Counties	16.9%	83.1%	124
Valley Mountain	11.4%	88.6%	123
Westside	19.2%	80.8%	104
State Average	17.7%	82.3%	2681

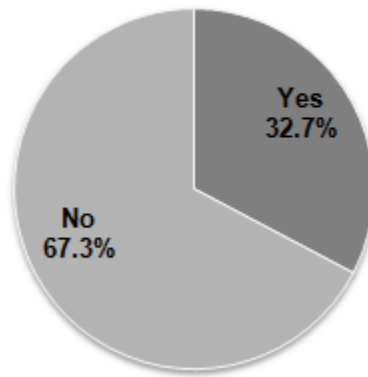
Chart FGS M32. Does your family member have control and/or input in the hiring and management of his/her support workers? by Mover Status



The chart above shows the percentages of respondents of non-movers compared to movers who reported their family member has control or input in the hiring and management of their support workers (18.3% vs. 9.1%), and those who do not (81.7% vs. 90.9%). The differences were statistically significant.

Chart FGS Q33. Does your family member want to have control and/or input over the hiring and management of his or her support workers?

Q33. Does Your Family Member Want Input In Hiring And Management Of Support Workers?

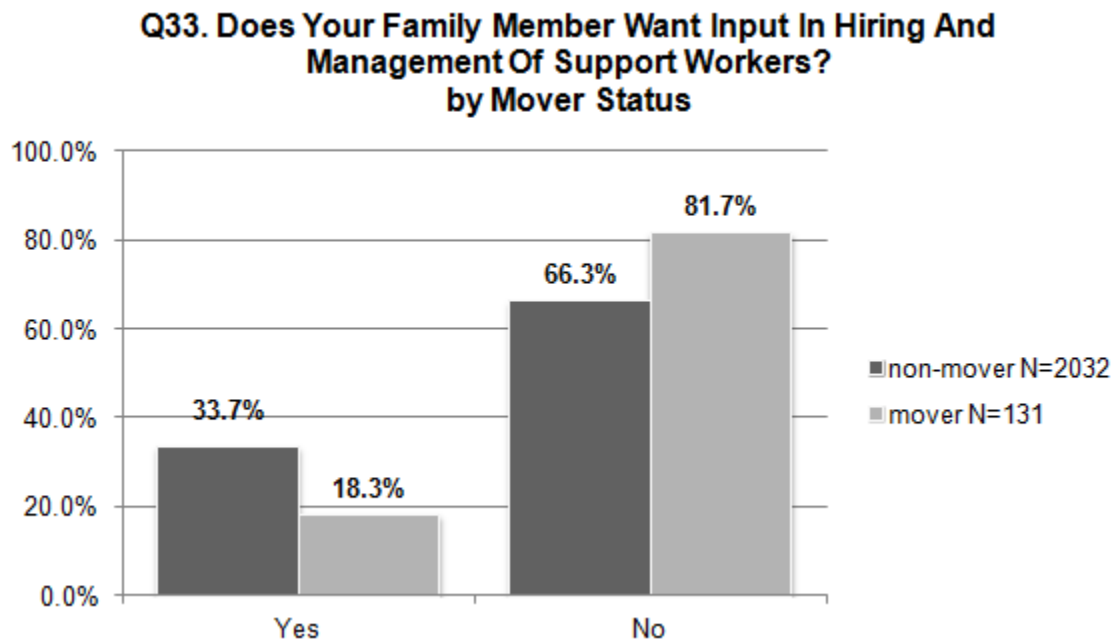


The chart above shows 32.7% of respondents reported their family member wants to have control or input in the hiring and management of their support workers, 67.3% do not.

Table FGS Q33. Does your family member want to have control and/or input over the hiring and management of his or her support workers?

Regional Center	Yes	No	N
Alta	41.2%	58.8%	119
Central Valley	22.6%	77.4%	84
East Bay	26.3%	73.7%	133
Eastern LA	36.0%	64.0%	86
Far Northern	39.3%	60.7%	122
Golden Gate	29.0%	71.0%	124
Harbor	33.3%	66.7%	81
Inland	13.3%	86.7%	98
Kern	38.1%	61.9%	84
Lanternman	29.0%	71.0%	93
North Bay	36.2%	63.8%	94
North LA	36.6%	63.4%	134
Orange County	36.1%	63.9%	155
Redwood Coast	47.4%	52.6%	76
San Andreas	30.6%	69.4%	124
San Diego	34.5%	65.5%	139
San Gabriel Pomona	21.8%	78.2%	87
South Central LA	30.0%	70.0%	50
Tri-Counties	33.0%	67.0%	94
Valley Mountain	26.4%	73.6%	106
Westside	46.3%	53.8%	80
State Average	32.7%	67.3%	2163

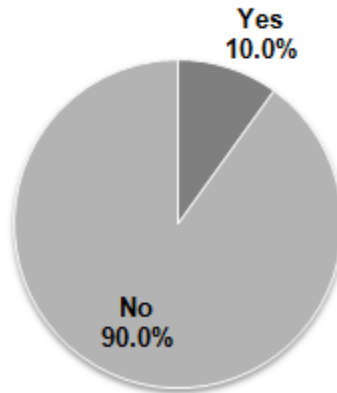
Chart FGS M33. Does your family member want to have control and/or input over the hiring and management of his or her support workers? by Mover Status



The chart above shows the percentages of respondents of non-movers compared to movers who reported their family member wants to have control or input in the hiring and management of their support workers (33.7% vs. 18.3%), and those who do not (66.3% vs. 81.7%). The differences were statistically significant.

Chart FGS Q34. Does your family member know how much money is spent by the regional center on his or her behalf?

Q34. Does Your Family Member Know How Much Money Is Spent By The Regional Center On His Or Her Behalf?

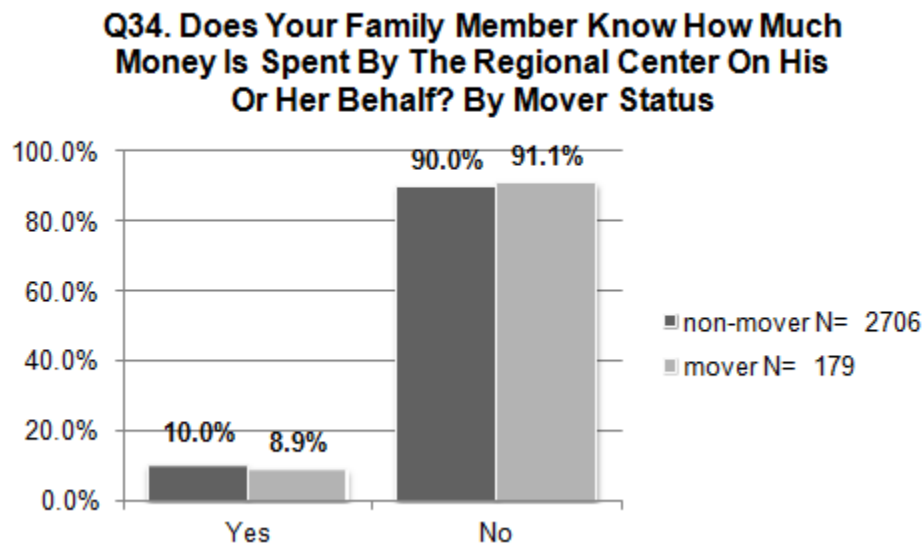


The chart above shows 10.0% of respondents reported their family member knows how much money is spent by the regional center on his or her behalf, 90.0% do not.

Table FGS Q34. Does your family member know how much money is spent by the regional center on his or her behalf?

Regional Center	Yes	No	N
Alta	8.2%	91.8%	171
Central Valley	10.8%	89.2%	111
East Bay	9.3%	90.7%	193
Eastern LA	10.0%	90.0%	100
Far Northern	9.1%	90.9%	176
Golden Gate	12.3%	87.7%	171
Harbor	7.0%	93.0%	114
Inland	7.0%	93.0%	129
Kern	13.3%	86.7%	105
Lanternman	7.8%	92.2%	116
North Bay	12.1%	87.9%	124
North LA	9.7%	90.3%	175
Orange County	11.2%	88.8%	197
Redwood Coast	13.3%	86.7%	113
San Andreas	10.1%	89.9%	149
San Diego	9.0%	91.0%	201
San Gabriel Pomona	10.5%	89.5%	105
South Central LA	9.5%	90.5%	63
Tri-Counties	7.8%	92.2%	128
Valley Mountain	12.4%	87.6%	129
Westside	8.7%	91.3%	115
State Average	10.0%	90.0%	2885

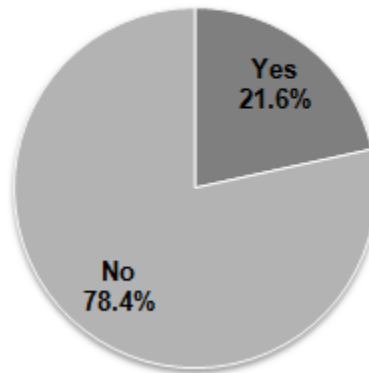
Chart FGS M34. Does your family member know how much money is spent by the regional center on his or her behalf? by Mover Status



The chart above shows the percentages of respondents of non-movers compared to movers who reported their family member knows how much money is spent by the regional center on his or her behalf (10.0% vs. 8.9%), and those who do not (90.0% vs. 91.1%). The differences were not statistically significant.

Chart FGS Q35. Does your family member have a say in how the regional center money is spent?

**Table Q35. Does Your Family Member Decide
How Regional Center Money Is Spent?**

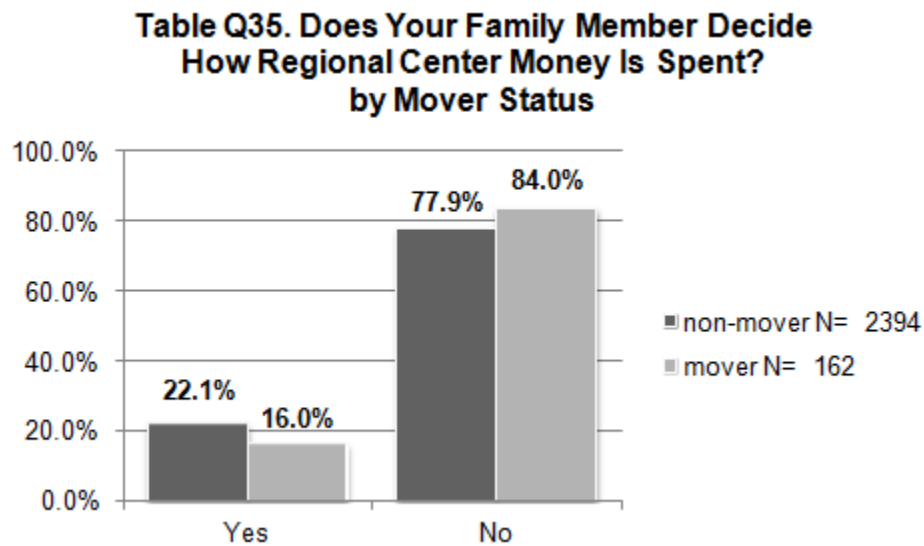


The chart above shows 21.6% of respondents reported their family member has a say in how the regional center money is spent, 78.4% do not.

Table FGS Q35. Does your family member have a say in how the regional center money is spent?

Regional Center	Yes	No	N
Alta	17.5%	82.5%	143
Central Valley	23.7%	76.3%	93
East Bay	15.3%	84.7%	163
Eastern LA	22.9%	77.1%	96
Far Northern	28.5%	71.5%	172
Golden Gate	23.1%	76.9%	169
Harbor	24.2%	75.8%	95
Inland	13.2%	86.8%	114
Kern	36.8%	63.2%	95
Lanternman	19.6%	80.4%	107
North Bay	17.5%	82.5%	103
North LA	18.9%	81.1%	148
Orange County	25.3%	74.7%	174
Redwood Coast	23.6%	76.4%	106
San Andreas	22.6%	77.4%	137
San Diego	16.8%	83.2%	167
San Gabriel Pomona	19.8%	80.2%	96
South Central LA	9.8%	90.2%	61
Tri-Counties	24.3%	75.7%	103
Valley Mountain	28.0%	72.0%	118
Westside	21.9%	78.1%	96
State Average	21.6%	78.4%	2556

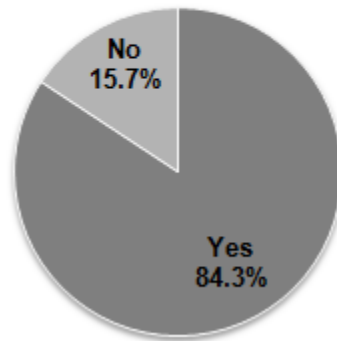
**Chart FGS M35. Does your family member have a say in how the regional center money is spent?
By Mover Status**



The chart above shows the percentages of respondents of non-movers compared to movers who reported their family member has a say in how the regional center money is spent (22.1% vs. 16.0%), and those who do not (77.9% vs. 84.0%). The differences were not statistically significant.

Chart FGS Q36. If “yes” (to Q35), does your family member have all of the information s/he needs to make decisions about how to spend this money?

**Q36. Does Your Family Member Have The
Information Needed To Decide How To Spend
Regional Center Money?**



The chart above shows 84.3% of respondents reported their family member has the information they need to make decisions about how to spend the regional center money, 15.7% do not.

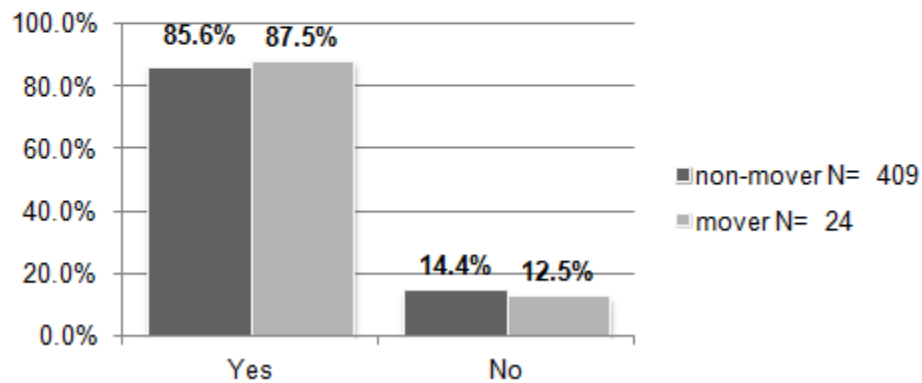
Table FGS Q36. If “yes” (to Q35), does your family member have all of the information s/he needs to make decisions about how to spend this money? ²⁶

Regional Center	Yes	No	N
Alta	85.0%	15.0%	20
Central Valley	90.0%	10.0%	20
East Bay	100.0%	0.0%	21
Eastern LA	81.3%	18.8%	16
Far Northern	88.6%	11.4%	35
Golden Gate	85.7%	14.3%	28
Harbor	75.0%	25.0%	20
Inland	61.5%	38.5%	13
Kern	85.2%	14.8%	27
Lanternman	88.2%	11.8%	17
North Bay	87.5%	12.5%	16
North LA	84.0%	16.0%	25
Orange County	91.9%	8.1%	37
Redwood Coast	87.5%	12.5%	16
San Andreas	92.0%	8.0%	25
San Diego	81.8%	18.2%	22
San Gabriel Pomona	80.0%	20.0%	15
South Central LA	75.0%	25.0%	4
Tri-Counties	85.7%	14.3%	14
Valley Mountain	88.5%	11.5%	26
Westside	75.0%	25.0%	16
State Average	84.3%	15.7%	433

²⁶ Please view results with caution as the number of respondents for many of the regional centers is very low.

Chart FGS M36. If “yes” (to Q35), does your family member have all of the information s/he needs to make decisions about how to spend this money? by Mover Status

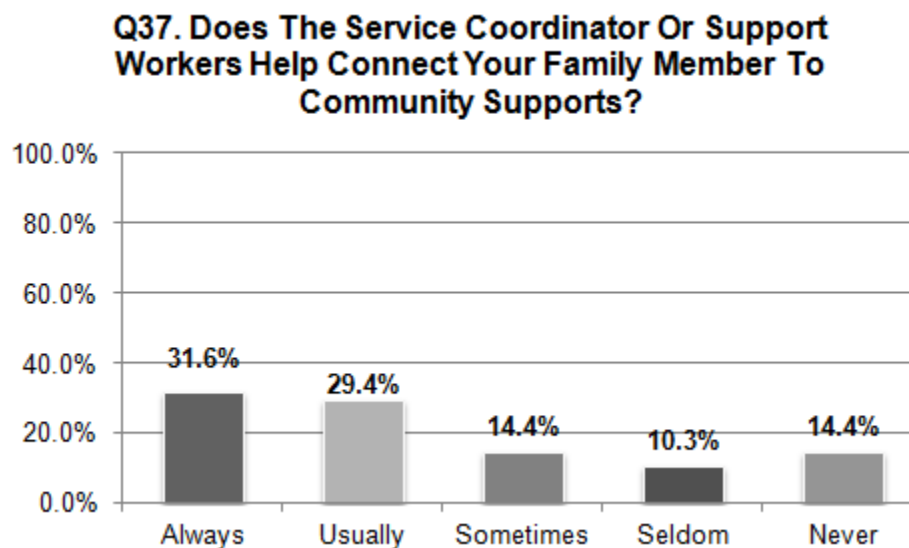
Table Q36. Does Your Family Member Have The Information Needed To Decide How To Spend Regional Center Money? by Mover Status



The chart above shows the percentages of respondents of non-movers compared to movers who reported their family member has the information they need to make decisions about how to spend the regional center money (85.6% vs. 87.5%), and those who do not (14.4% vs. 12.5%). The differences were not statistically significant.

Community Connections

Chart FGS Q37. If your family member wants to use typical supports in your community (for example, through recreation departments or churches), do either the service coordinator who helps plan or the support workers who provide support help connect him/her to these supports?

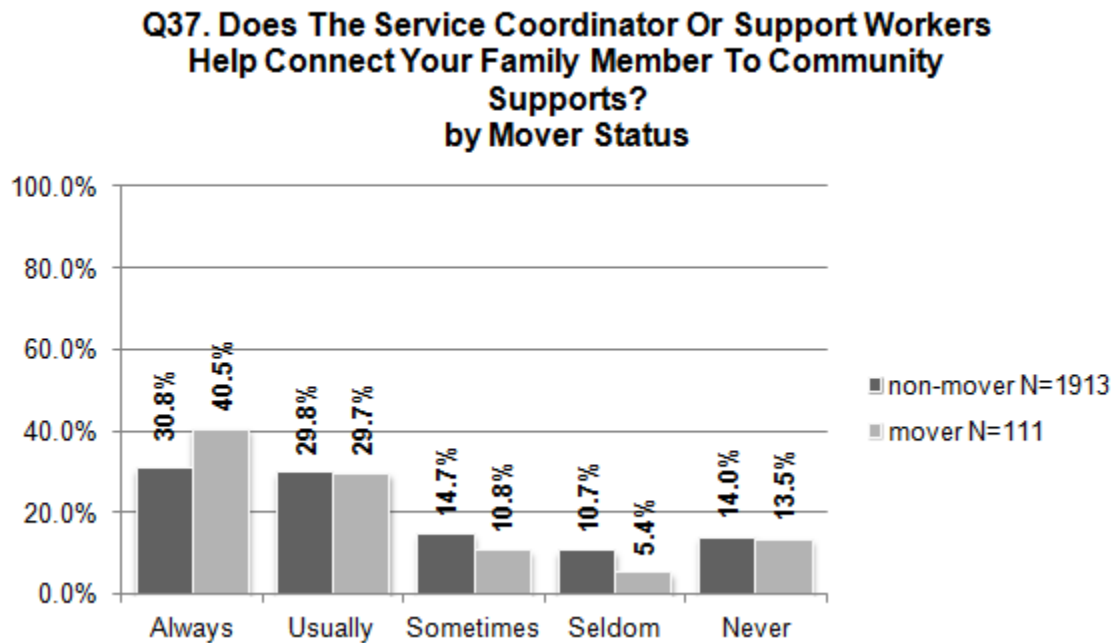


The chart above shows the percentages of respondents who reported they are connected to community supports by their family member's service coordinator or support workers: always (31.6%), usually (29.4%), sometimes (14.4%), seldom (10.3%), or never (14.4%).

Table FGS Q37. If your family member wants to use typical supports in your community (for example, through recreation departments or churches), do either the service coordinator who helps plan or the support workers who provide support help connect him/her to these supports?

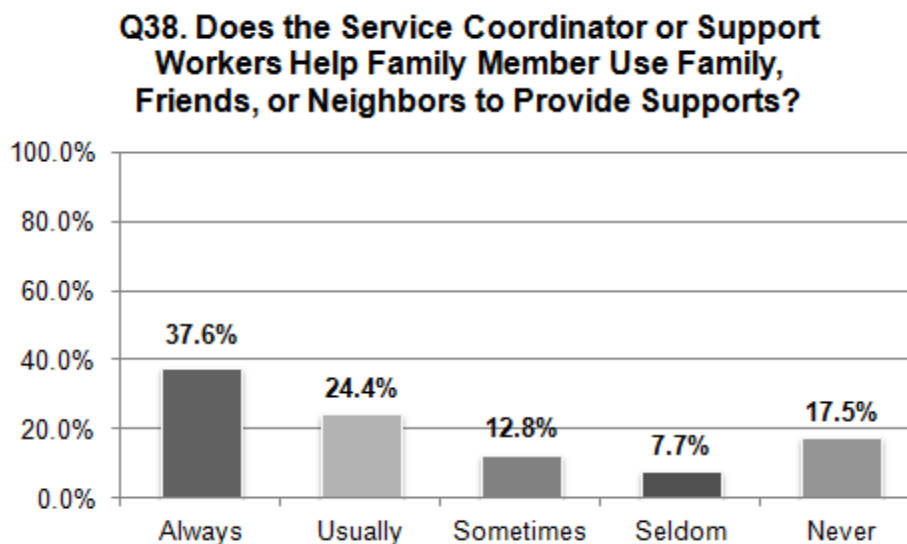
Regional Center	Always	Usually	Sometimes	Seldom	Never	N
Alta	26.4%	33.1%	12.4%	9.1%	19.0%	121
Central Valley	38.0%	32.4%	8.5%	9.9%	11.3%	71
East Bay	29.2%	31.5%	16.9%	7.7%	14.6%	130
Eastern LA	39.7%	21.9%	20.5%	8.2%	9.6%	73
Far Northern	32.1%	31.4%	17.9%	11.5%	7.1%	156
Golden Gate	35.2%	25.8%	18.0%	10.2%	10.9%	128
Harbor	28.8%	31.3%	13.8%	13.8%	12.5%	80
Inland	33.3%	21.8%	16.7%	12.8%	15.4%	78
Kern	35.7%	25.0%	17.9%	9.5%	11.9%	84
Lanternman	31.8%	24.2%	13.6%	10.6%	19.7%	66
North Bay	35.3%	30.6%	16.5%	7.1%	10.6%	85
North LA	31.2%	28.0%	14.4%	13.6%	12.8%	125
Orange County	31.9%	27.4%	12.6%	13.3%	14.8%	135
Redwood Coast	33.3%	33.3%	15.6%	8.9%	8.9%	90
San Andreas	39.4%	36.4%	9.1%	8.1%	7.1%	99
San Diego	26.2%	32.5%	11.1%	10.3%	19.8%	126
San Gabriel Pomona	27.1%	32.9%	15.7%	10.0%	14.3%	70
South Central LA	33.3%	20.8%	10.4%	10.4%	25.0%	48
Tri-Counties	22.0%	32.0%	13.0%	12.0%	21.0%	100
Valley Mountain	34.6%	29.5%	10.3%	7.7%	17.9%	78
Westside	18.5%	35.8%	17.3%	11.1%	17.3%	81
State Average	31.6%	29.4%	14.4%	10.3%	14.4%	2024

Chart FGS M37. If your family member wants to use typical supports in your community (for example, through recreation departments or churches), do either the service coordinator who helps plan or the support workers who provide support help connect him/her to these supports?
By Mover Status



The chart above shows the percentages of respondents of non-movers compared to movers who reported they are connected to community supports by their family member's service coordinator or support workers: always (30.8% vs. 40.5%), usually (29.8% vs. 29.7%), sometimes (14.7% vs. 10.8%), seldom (10.7% vs. 5.4%) or never (14.0% vs. 13.5%). The differences were not statistically significant.

Chart FGS Q38. If your family member would like to use family, friends, or neighbors to provide some of the supports s/he needs, do either the service coordinator who helps plan or the support workers who provide support help him or her do this?

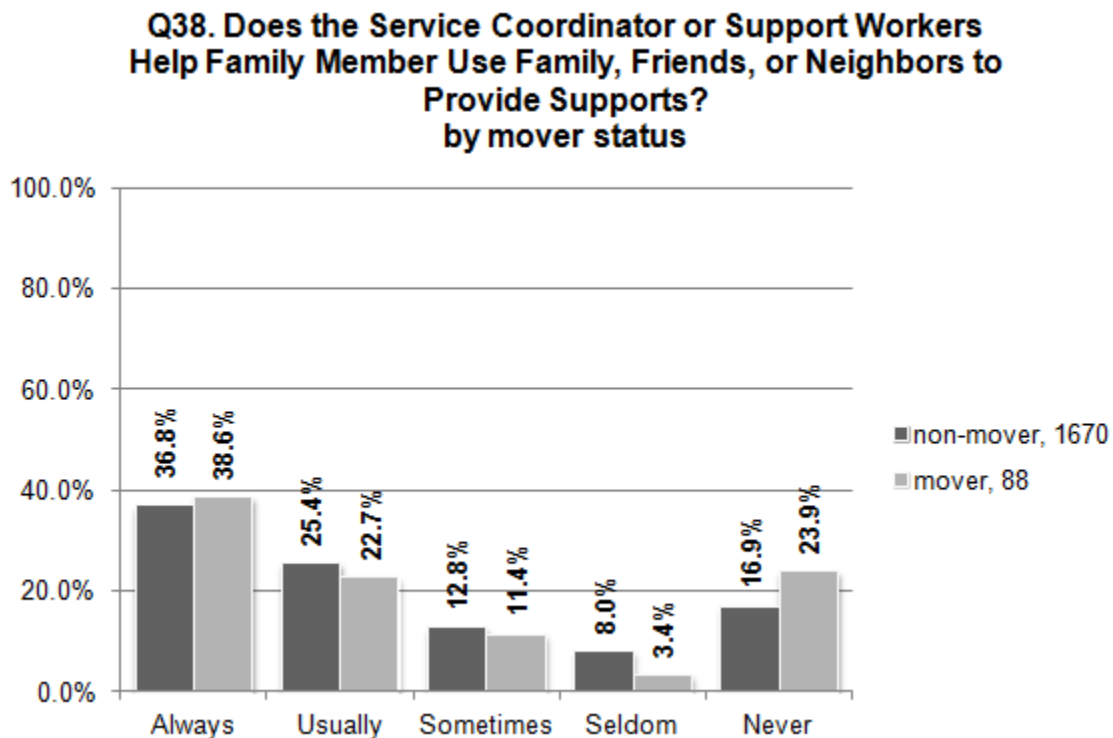


The chart above shows the percentages of respondents who reported the service coordinator or support workers helps family, friends, or neighbors provide support to their family: always (37.6%), usually (24.4%), sometimes (12.8%), seldom (7.7%), or never (17.5%).

Table FGS Q38. If your family member would like to use family, friends, or neighbors to provide some of the supports s/he needs, do either the service coordinator who helps plan or the support workers who provide support help him or her do this?

Regional Center	Always	Usually	Sometimes	Seldom	Never	N
Alta	37.3%	32.7%	12.7%	1.8%	15.5%	110
Central Valley	41.0%	27.9%	9.8%	9.8%	11.5%	61
East Bay	36.8%	29.2%	11.3%	7.5%	15.1%	106
Eastern LA	48.6%	18.6%	12.9%	8.6%	11.4%	70
Far Northern	35.2%	24.6%	9.2%	9.9%	21.1%	142
Golden Gate	37.5%	28.6%	19.6%	5.4%	8.9%	112
Harbor	32.0%	24.0%	12.0%	16.0%	16.0%	75
Inland	36.1%	19.7%	13.1%	13.1%	18.0%	61
Kern	39.0%	27.3%	13.0%	5.2%	15.6%	77
Lanterman	36.4%	16.7%	9.1%	1.5%	36.4%	66
North Bay	46.4%	23.2%	8.7%	5.8%	15.9%	69
North LA	36.4%	23.2%	17.2%	11.1%	12.1%	99
Orange County	32.5%	31.0%	11.9%	8.7%	15.9%	126
Redwood Coast	40.6%	20.3%	23.2%	10.1%	5.8%	69
San Andreas	42.2%	27.7%	3.6%	6.0%	20.5%	83
San Diego	27.0%	29.7%	9.0%	10.8%	23.4%	111
San Gabriel Pomona	35.1%	28.1%	8.8%	7.0%	21.1%	57
South Central LA	43.2%	13.6%	15.9%	4.5%	22.7%	44
Tri-Counties	33.3%	22.2%	17.3%	7.4%	19.8%	81
Valley Mountain	47.8%	20.9%	7.5%	4.5%	19.4%	67
Westside	25.0%	23.6%	22.2%	6.9%	22.2%	72
State Average	37.6%	24.4%	12.8%	7.7%	17.5%	1758

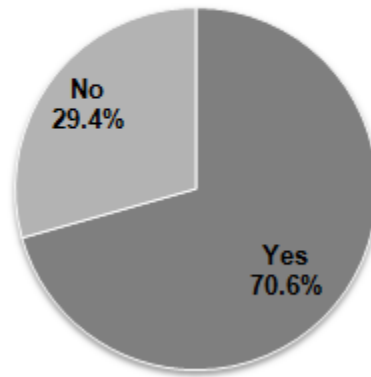
Chart FGS M38. If your family member would like to use family, friends, or neighbors to provide some of the supports s/he needs, do either the service coordinator who helps plan or the support workers who provide support help him/her do this? by Mover Status



The chart above shows the percentages of respondents of non-movers compared to movers who reported the service coordinator or support workers help family, friends, or neighbors provide support to their family: always (36.8% vs. 38.6%), usually (25.4% vs. 22.7%), sometimes (12.8% vs. 11.4%), seldom (8.0% vs. 3.4%), or never (16.9% vs. 23.9%). The differences were not statistically significant.

Chart FGS Q39. Does your family member participate in community activities?

Q39. Does Your Family Member Participate In Community Activities?

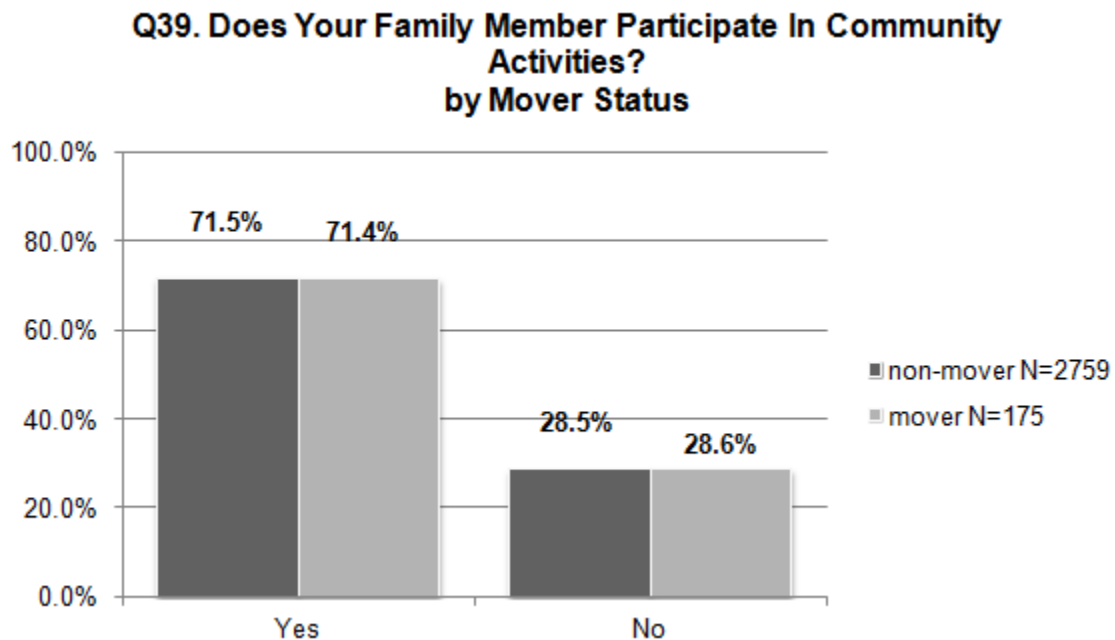


The chart above shows 70.6% of respondents reported their family member participates in community activities, 29.4% do not.

Table FGS Q39. Does your family member participate in community activities?

Regional Center	Yes	No	N
Alta	70.8%	29.2%	168
Central Valley	76.9%	23.1%	104
East Bay	70.0%	30.0%	200
Eastern LA	71.4%	28.6%	98
Far Northern	77.2%	22.8%	193
Golden Gate	71.6%	28.4%	194
Harbor	67.5%	32.5%	126
Inland	64.3%	35.7%	112
Kern	64.6%	35.4%	113
Lanternman	63.4%	36.6%	101
North Bay	77.2%	22.8%	136
North LA	76.0%	24.0%	167
Orange County	78.2%	21.8%	197
Redwood Coast	72.1%	27.9%	129
San Andreas	72.7%	27.3%	154
San Diego	73.8%	26.2%	202
San Gabriel Pomona	70.0%	30.0%	100
South Central LA	54.8%	45.2%	73
Tri-Counties	70.9%	29.1%	134
Valley Mountain	71.1%	28.9%	114
Westside	68.9%	31.1%	119
State Average	70.6%	29.4%	2934

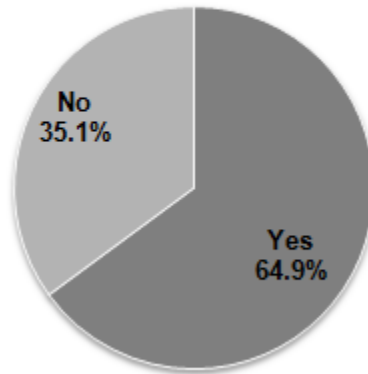
Chart FGS M39. Does your family member participate in community activities? by Mover Status



The chart above shows the percentages of respondents of non-movers compared to movers who reported their family member participates in community activities (71.5% vs. 71.4%), and those who do not (28.5% vs. 28.6%). The differences were not statistically significant.

Chart FGS Q40. Does your family member have friends or relationships with persons other than paid staff or other family members?

**Q40. Does Your Family Member Have Friends
Other Than Staff Or Family Members?**

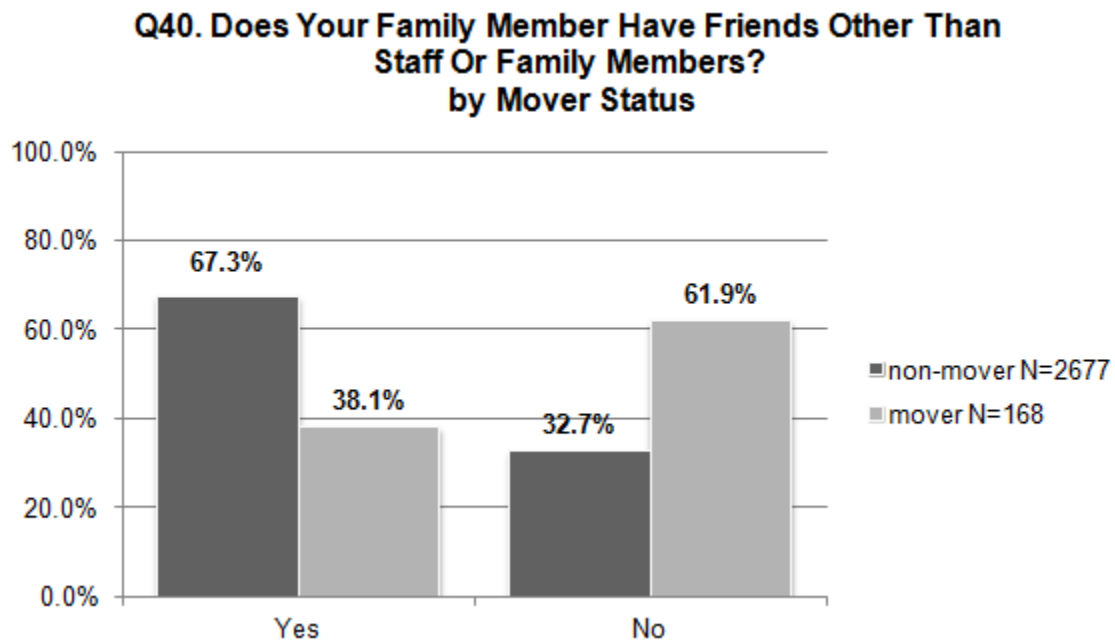


The chart above shows 64.9% of respondents reported their family member has friends or relationships with people who are not staff or family, 35.1% do not.

Table FGS Q40. Does your family member have friends or relationships with persons other than paid staff or other family members?

Regional Center	Yes	No	N
Alta	65.8%	34.2%	155
Central Valley	67.0%	33.0%	103
East Bay	68.2%	31.8%	198
Eastern LA	55.7%	44.3%	106
Far Northern	77.5%	22.5%	187
Golden Gate	68.6%	31.4%	191
Harbor	64.5%	35.5%	110
Inland	62.1%	37.9%	95
Kern	68.6%	31.4%	105
Lanternman	56.1%	43.9%	114
North Bay	65.4%	34.6%	133
North LA	63.9%	36.1%	166
Orange County	64.6%	35.4%	189
Redwood Coast	78.2%	21.8%	119
San Andreas	59.4%	40.6%	133
San Diego	65.8%	34.2%	199
San Gabriel Pomona	65.0%	35.0%	103
South Central LA	56.3%	43.7%	71
Tri-Counties	66.7%	33.3%	129
Valley Mountain	66.4%	33.6%	122
Westside	57.3%	42.7%	117
State Average	64.9%	35.1%	2845

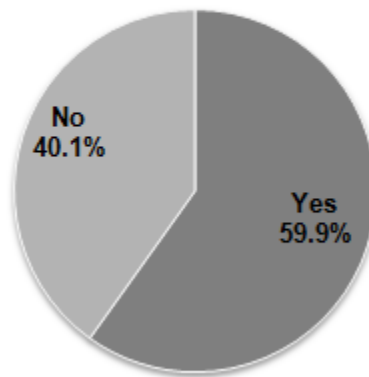
Chart FGS M40. Does your family member have friends or relationships with persons other than paid staff or other family members? by Mover Status



The chart above shows the percentages of respondents of non-movers compared to movers who reported their family member has friends or relationships with people who are not staff or family (67.3% vs. 38.1%), and those who do not (32.7% vs. 61.9%). The differences were statistically significant.

Chart FGS Q41. Does your family member have enough support (e.g., support workers, community resources) to work or volunteer in the community?

**Q41. Does Your Family Member Have Support To
Work Or Volunteer In The Community?**

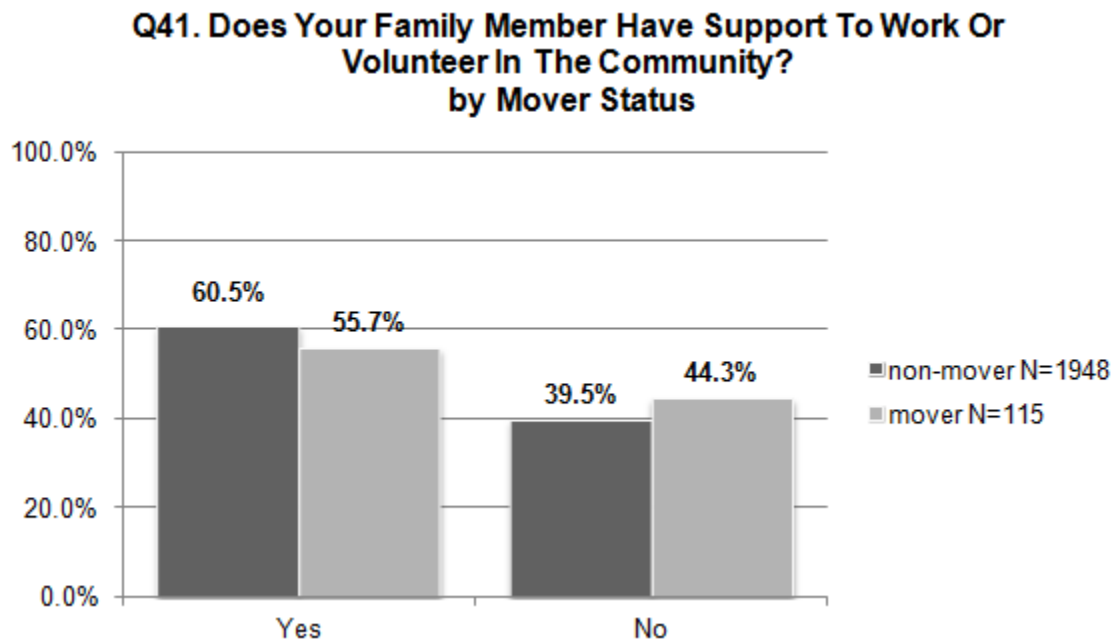


The chart above shows 59.9% of respondents reported their family member has enough support to work or volunteer in the community, 40.1% do not.

Table FGS Q41. Does your family member have enough support (e.g., support workers, community resources) to work or volunteer in the community?

Regional Center	Yes	No	N
Alta	61.9%	38.1%	113
Central Valley	69.6%	30.4%	69
East Bay	52.8%	47.2%	127
Eastern LA	60.2%	39.8%	83
Far Northern	56.6%	43.4%	143
Golden Gate	55.5%	44.5%	137
Harbor	67.4%	32.6%	89
Inland	49.3%	50.7%	67
Kern	67.5%	32.5%	80
Lanternman	55.7%	44.3%	79
North Bay	62.5%	37.5%	96
North LA	66.1%	33.9%	112
Orange County	63.0%	37.0%	146
Redwood Coast	64.6%	35.4%	96
San Andreas	60.6%	39.4%	99
San Diego	61.5%	38.5%	148
San Gabriel Pomona	50.0%	50.0%	70
South Central LA	46.9%	53.1%	49
Tri-Counties	68.7%	31.3%	99
Valley Mountain	54.7%	45.3%	86
Westside	62.7%	37.3%	75
State Average	59.9%	40.1%	2063

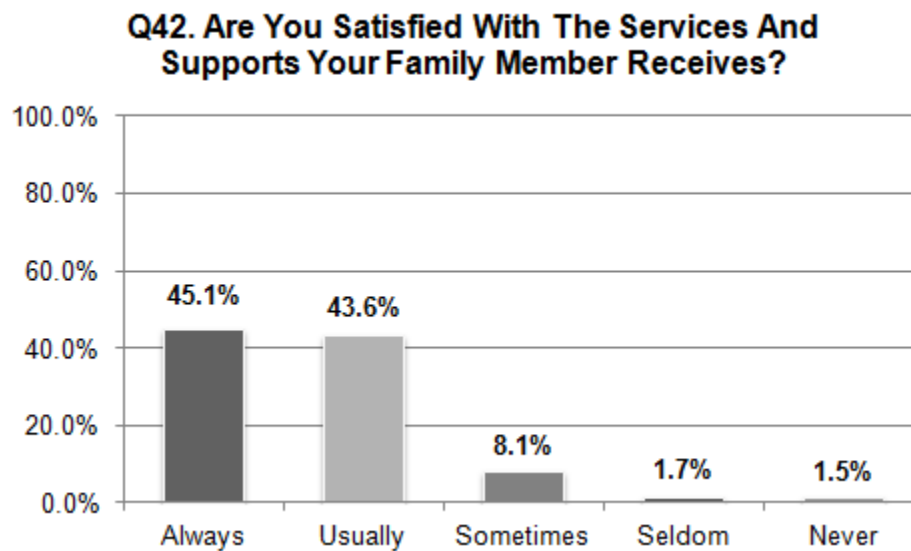
Chart FGS M41. Does your family member have enough support (e.g., support workers, community resources) to work or volunteer in the community? by Mover Status



The chart above shows the percentages of respondents of non-movers compared to movers who reported their family member has enough support to work or volunteer in the community (60.5% vs. 55.7%), and those who do not (39.5% vs. 44.3%). The differences were not statistically significant.

Satisfaction

Chart FGS Q42. Overall, are you satisfied with the services and supports your family member currently receives?

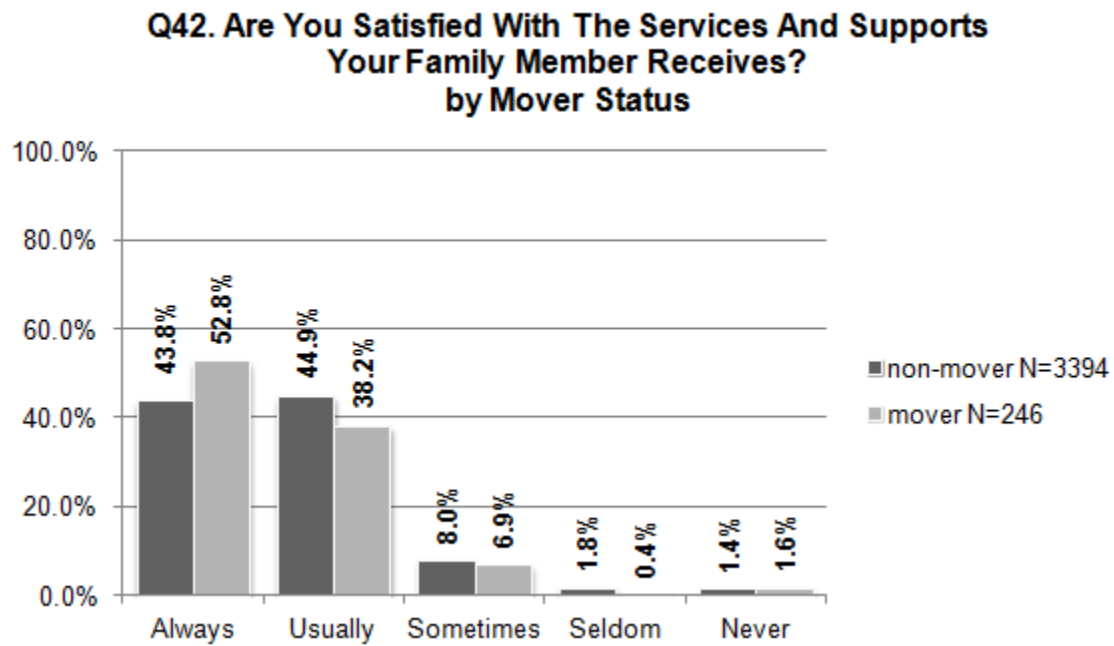


The chart above shows the percentages of respondents who reported they are satisfied with the services and supports their family member receives: always (45.1%), usually (43.6%), sometimes (8.1%), seldom (1.7%), or never (1.5%).

Table FGS Q42. Overall, are you satisfied with the services and supports your family member currently receives?

Regional Center	Always	Usually	Sometimes	Seldom	Never	N
Alta	37.8%	45.8%	11.4%	2.5%	2.5%	201
Central Valley	50.3%	44.1%	3.5%	1.4%	0.7%	143
East Bay	42.5%	46.1%	7.9%	1.8%	1.8%	228
Eastern LA	57.5%	37.3%	5.2%	0.0%	0.0%	134
Far Northern	41.0%	46.4%	9.9%	0.9%	1.8%	222
Golden Gate	45.9%	47.5%	3.3%	2.1%	1.2%	242
Harbor	44.3%	44.3%	10.1%	0.6%	0.6%	158
Inland	44.0%	37.3%	12.0%	1.2%	5.4%	166
Kern	46.6%	42.9%	9.0%	1.5%	0.0%	133
Lanternman	52.1%	35.2%	9.2%	2.8%	0.7%	142
North Bay	44.6%	43.3%	9.6%	1.3%	1.3%	157
North LA	38.4%	49.3%	10.0%	2.4%	0.0%	211
Orange County	41.4%	53.6%	4.6%	0.4%	0.0%	239
Redwood Coast	44.9%	41.2%	8.8%	2.9%	2.2%	136
San Andreas	50.5%	45.1%	3.8%	0.5%	0.0%	184
San Diego	41.5%	46.4%	9.7%	1.6%	0.8%	248
San Gabriel Pomona	46.9%	44.1%	7.7%	0.7%	0.7%	143
South Central LA	48.4%	32.3%	11.8%	2.2%	5.4%	93
Tri-Counties	37.7%	49.1%	8.8%	4.4%	0.0%	159
Valley Mountain	46.8%	39.0%	6.5%	3.2%	4.5%	154
Westside	43.5%	45.6%	6.8%	1.4%	2.7%	147
State Average	45.1%	43.6%	8.1%	1.7%	1.5%	3640

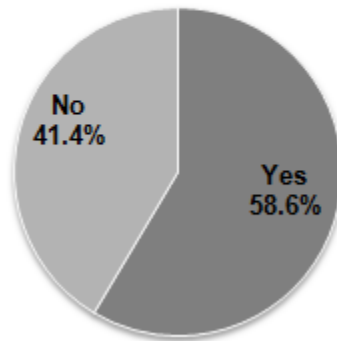
Chart FGS M42. Overall, are you satisfied with the services and supports your family member currently receives? by Mover Status



The chart above shows the percentages of respondents of non-movers compared to movers who reported they were satisfied with the services and supports their family member receives: always (43.8% vs. 52.8%), usually (44.9% vs. 38.2%), sometimes (8.0% vs. 6.9%), seldom (1.8% vs. 0.4%), or never (1.4% and 1.6%). The differences were not statistically significant.

Chart FGS Q43. Are you familiar with the process for filing a complaint or grievance regarding problems with your family member's provider agency/agencies or staff that provide services?

**Q43. Do You Know How To File A Complaint Or
Grievance Against Your Family Member's
Provider Agency Or Staff?**

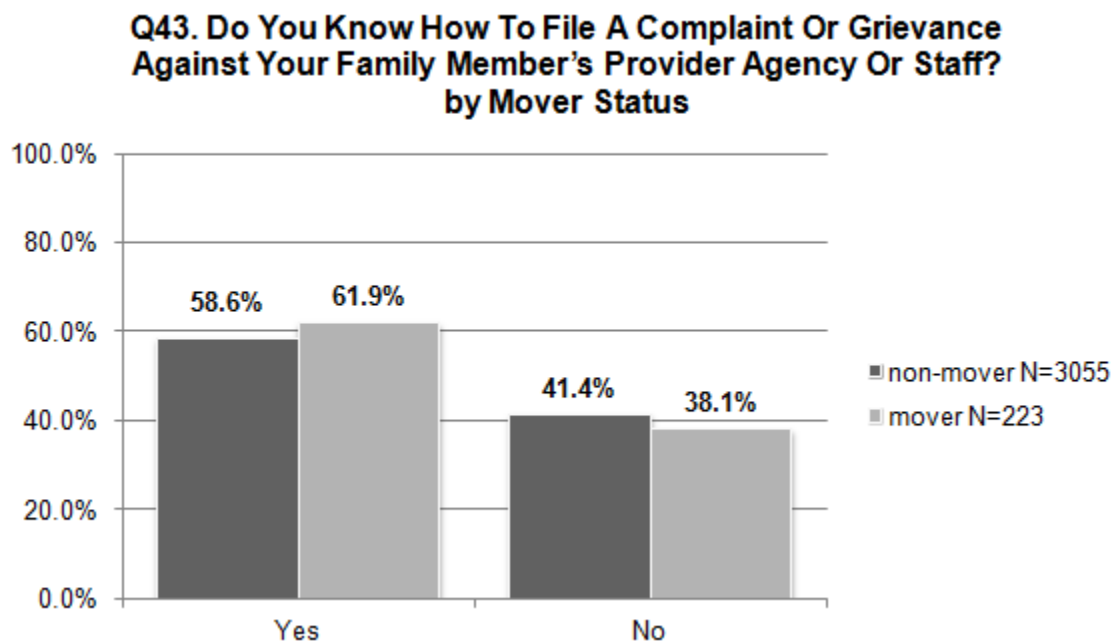


The chart above shows 58.6% of respondents reported they are familiar with the process for filing a grievance for problems with their family member's provider agency or staff, 41.4% are not.

Table FGS Q43. Are you familiar with the process for filing a complaint or grievance regarding problems with your family member's provider agency/agencies or staff that provide services?

Regional Center	Yes	No	N
Alta	54.4%	45.6%	180
Central Valley	66.2%	33.8%	130
East Bay	50.7%	49.3%	207
Eastern LA	61.3%	38.7%	119
Far Northern	70.7%	29.3%	205
Golden Gate	59.2%	40.8%	218
Harbor	56.2%	43.8%	130
Inland	57.3%	42.7%	150
Kern	56.8%	43.2%	132
Lanterman	56.4%	43.6%	133
North Bay	65.7%	34.3%	140
North LA	55.2%	44.8%	183
Orange County	66.8%	33.2%	217
Redwood Coast	65.9%	34.1%	129
San Andreas	65.5%	34.5%	171
San Diego	52.1%	47.9%	217
San Gabriel Pomona	58.3%	41.7%	127
South Central LA	52.5%	47.5%	80
Tri-Counties	55.6%	44.4%	135
Valley Mountain	57.5%	42.5%	146
Westside	45.7%	54.3%	129
State Average	58.6%	41.4%	3278

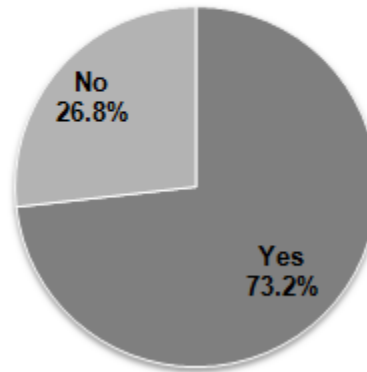
Chart FGS M43. Are you familiar with the process for filing a complaint or grievance regarding problems with your family member's provider agency/agencies or staff that provide services? by Mover Status



The chart above shows the percentages of respondents of non-movers compared to movers who reported they are familiar with the process for filing a grievance for problems with their family member's provider agency or staff (58.6% vs. 61.9%), and those who are not (41.4% vs. 38.1%). The differences were not statistically significant.

Chart FGS Q44. Are you satisfied with the way complaints/grievances regarding provider agencies or staff are handled and resolved?

Q44. Are You Satisfied With The Way Complaints Or Grievances Are Resolved?

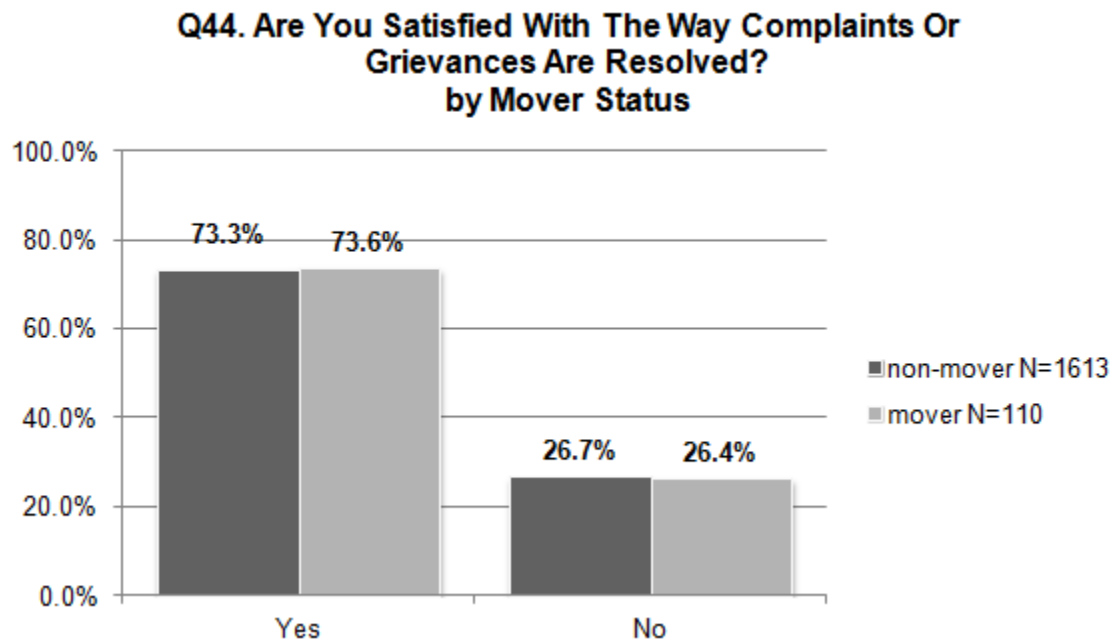


The chart above shows 73.2% of respondents reported they are satisfied with the way complaints or grievances with their family member's provider agency or staff are handled and resolved, 26.8% are not.

Table FGS Q44. Are you satisfied with the way complaints/grievances regarding provider agencies or staff are handled and resolved?

Regional Center	Yes	No	N
Alta	67.1%	32.9%	82
Central Valley	77.5%	22.5%	80
East Bay	64.4%	35.6%	87
Eastern LA	76.7%	23.3%	73
Far Northern	83.3%	16.7%	138
Golden Gate	75.0%	25.0%	96
Harbor	67.6%	32.4%	68
Inland	63.1%	36.9%	103
Kern	70.0%	30.0%	80
Lanternman	81.7%	18.3%	71
North Bay	77.1%	22.9%	70
North LA	67.0%	33.0%	109
Orange County	79.5%	20.5%	112
Redwood Coast	79.2%	20.8%	77
San Andreas	77.6%	22.4%	76
San Diego	71.4%	28.6%	105
San Gabriel Pomona	72.7%	27.3%	66
South Central LA	78.3%	21.7%	46
Tri-Counties	67.2%	32.8%	64
Valley Mountain	62.7%	37.3%	59
Westside	78.7%	21.3%	61
State Average	73.2%	26.8%	1723

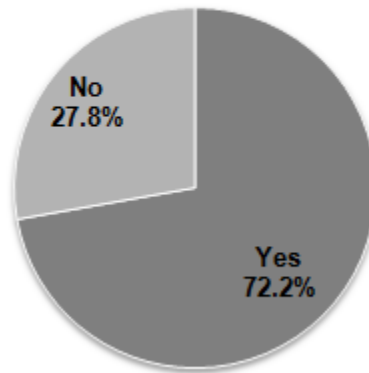
Chart FGS M44. Are you satisfied with the way complaints/grievances regarding provider agencies or staff are handled and resolved? by Mover Status



The chart above shows the percentages of respondents of non-movers compared to movers who reported they are satisfied with the way complaints or grievances with their family member's provider agency or staff are handled and resolved (73.3% vs. 73.6%), and those who are not (26.7% vs. 26.4%). The differences were not statistically significant.

Chart FGS Q45. Do you know how to report abuse and neglect?

Q45. You Know How To Report Abuse And Neglect?

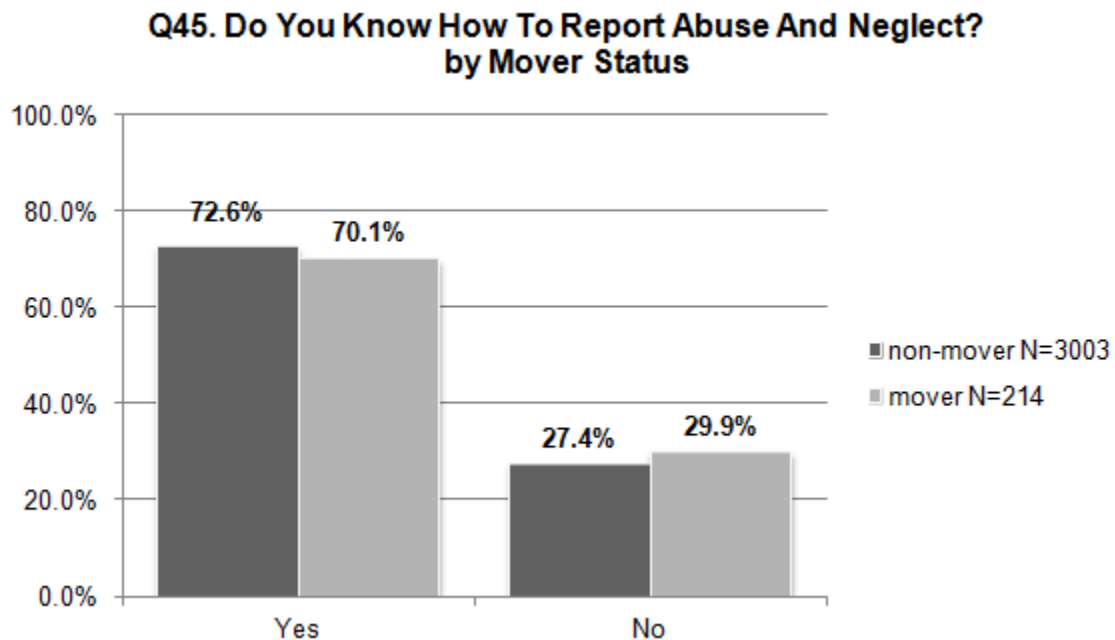


The chart above shows 72.2% of respondents reported they know how to report abuse and neglect, 27.8% do not.

Table FGS Q45. Do you know how to report abuse and neglect?

Regional Center	Yes	No	N
Alta	75.0%	25.0%	176
Central Valley	82.1%	17.9%	123
East Bay	65.7%	34.3%	213
Eastern LA	70.0%	30.0%	120
Far Northern	79.9%	20.1%	214
Golden Gate	73.6%	26.4%	201
Harbor	71.1%	28.9%	121
Inland	66.2%	33.8%	151
Kern	73.8%	26.2%	130
Lanternman	74.6%	25.4%	122
North Bay	73.4%	26.6%	139
North LA	69.7%	30.3%	178
Orange County	78.0%	22.0%	209
Redwood Coast	79.2%	20.8%	130
San Andreas	72.7%	27.3%	165
San Diego	68.8%	31.2%	215
San Gabriel Pomona	68.5%	31.5%	124
South Central LA	66.3%	33.7%	83
Tri-Counties	70.7%	29.3%	140
Valley Mountain	73.9%	26.1%	138
Westside	63.2%	36.8%	125
State Average	72.2%	27.8%	3217

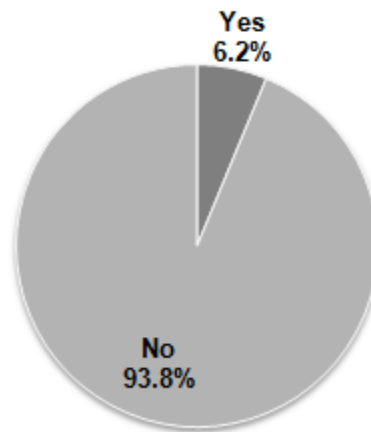
Chart FGS M45. Do you know how to report abuse and neglect? by Mover Status



The chart above shows the percentages of respondents of non-movers compared to movers who reported they know how to report abuse and neglect (72.6% vs. 70.1%), and those who do not (27.4% vs. 29.9%). The differences were not statistically significant.

Chart FGS Q46. In the past year, did you report abuse or neglect?

Q46. In The Past Year, Did You Report Abuse Or Neglect?

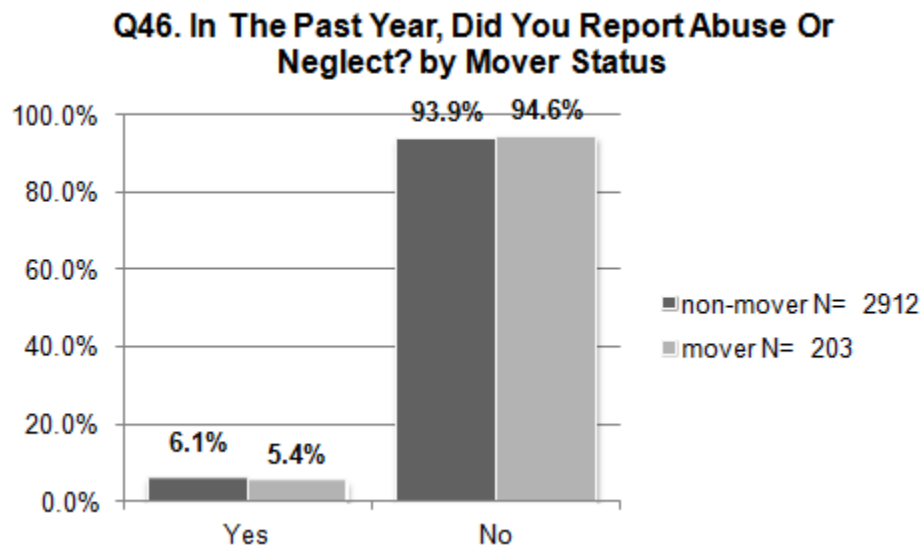


The chart above shows 6.2% of respondents reported abuse or neglect in the past year, 93.8% did not.

Table FGS Q46. In the past year, did you report abuse or neglect?

Regional Center	Yes	No	N
Alta	7.9%	92.1%	178
Central Valley	6.8%	93.2%	118
East Bay	2.8%	97.2%	216
Eastern LA	6.1%	93.9%	115
Far Northern	3.6%	96.4%	197
Golden Gate	7.9%	92.1%	202
Harbor	4.7%	95.3%	129
Inland	7.2%	92.8%	139
Kern	7.5%	92.5%	120
Lanternman	6.7%	93.3%	119
North Bay	6.7%	93.3%	134
North LA	2.8%	97.2%	179
Orange County	10.0%	90.0%	201
Redwood Coast	4.2%	95.8%	119
San Andreas	5.8%	94.2%	156
San Diego	5.0%	95.0%	220
San Gabriel Pomona	5.2%	94.8%	116
South Central LA	9.0%	91.0%	78
Tri-Counties	14.5%	85.5%	124
Valley Mountain	3.6%	96.4%	138
Westside	3.4%	96.6%	117
State Average	6.2%	93.8%	3115

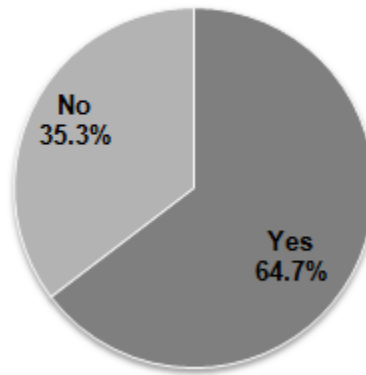
Chart FGS M46. In the past year, did you report abuse or neglect? by Mover Status



The chart above shows the percentages of respondents of non-movers compared to movers who reported abuse or neglect in the past year (6.1% vs. 5.4%), and those who did not (93.9% vs. 94.6%). The differences were not statistically significant.

Chart FGS Q47. If “yes” (to Q46), were the appropriate parties responsive to your report?

**Q47. Were The Appropriate Parties Responsive To
The Report Of Abuse Or Neglect?**



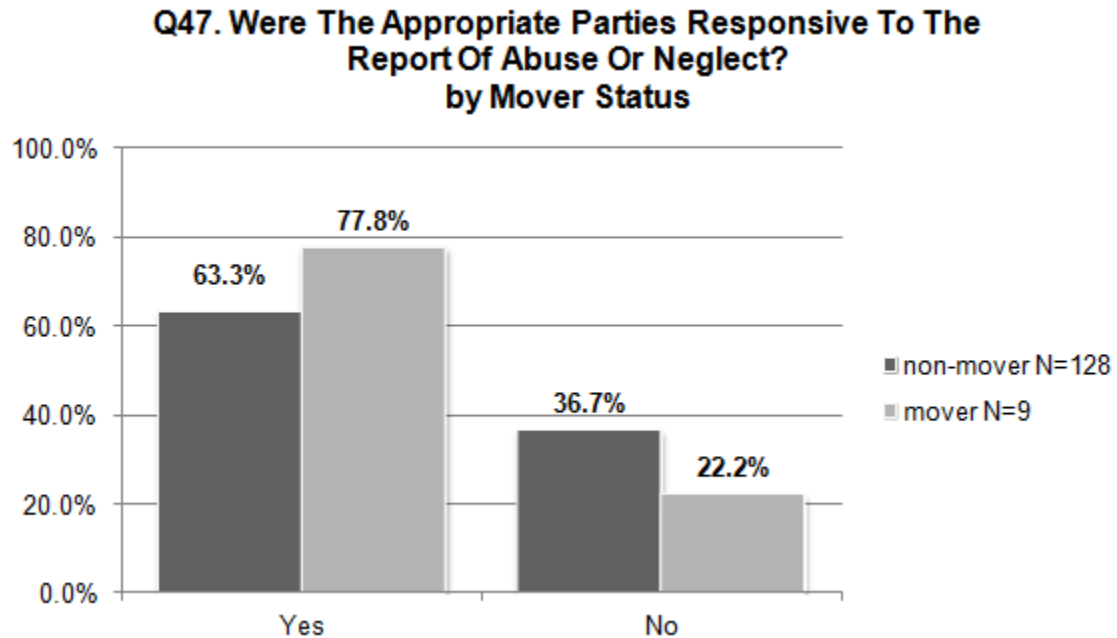
The chart above shows 64.7% of respondents reported the appropriate parties were responsive to their report of abuse or neglect, 35.3% were not.

Table FGS Q47. If “yes” (to Q46), were the appropriate parties responsive to your report?²⁷

Regional Center	Yes	No	N
Alta	72.7%	27.3%	11
Central Valley	50.0%	50.0%	4
East Bay	66.7%	33.3%	3
Eastern LA	33.3%	66.7%	3
Far Northern	71.4%	28.6%	7
Golden Gate	64.3%	35.7%	14
Harbor	50.0%	50.0%	4
Inland	25.0%	75.0%	8
Kern	80.0%	20.0%	5
Lanternman	100.0%	0.0%	2
North Bay	57.1%	42.9%	7
North LA	75.0%	25.0%	4
Orange County	75.0%	25.0%	16
Redwood Coast	80.0%	20.0%	5
San Andreas	62.5%	37.5%	8
San Diego	57.1%	42.9%	7
San Gabriel Pomona	80.0%	20.0%	5
South Central LA	60.0%	40.0%	5
Tri-Counties	64.3%	35.7%	14
Valley Mountain	33.3%	66.7%	3
Westside	100.0%	0.0%	2
State Average	64.7%	35.3%	137

²⁷ Please view results with caution as the number of mover respondents is very low.

Chart FGS M47. If “yes” (to Q46), were the appropriate parties responsive to your report? by Mover Status ²⁸



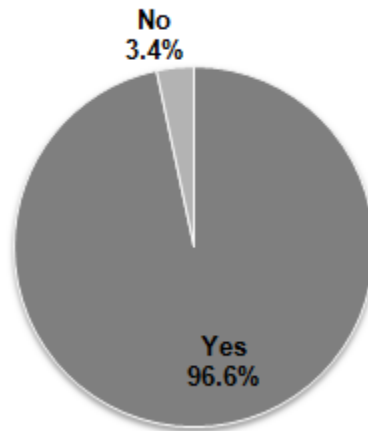
The chart above shows percentages of respondents of non-movers compared to movers who reported the appropriate parties were responsive to their report of abuse or neglect (63.3% vs. 77.8%), and those who were not (36.7% vs. 22.2%). The differences were not statistically significant.

²⁸ Please view results with caution as the number of mover respondents is very low.

Outcomes

Chart FGS Q48. Do you feel that services and supports have made a positive difference in the life of your family member?

Q48. Have Services And Supports Made A Positive Difference For Your Family?

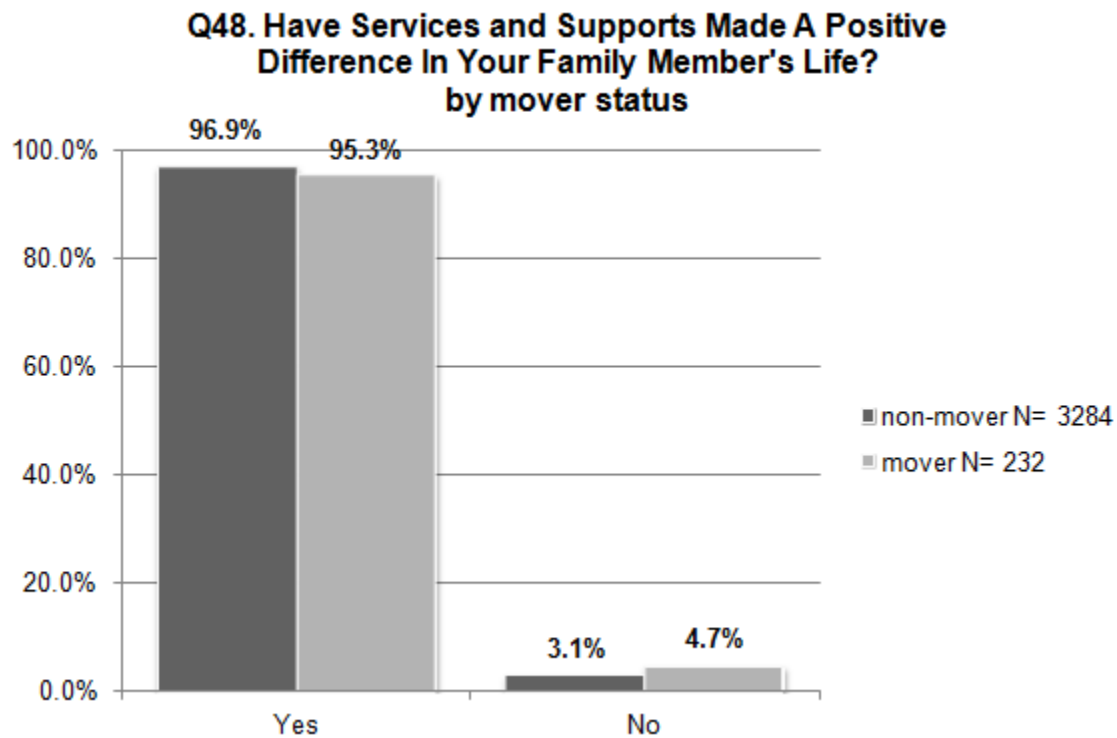


The chart above shows 96.6% of respondents reported services and supports have made a positive difference in their family member's life, 3.4% have not.

Table FGS Q48. Do you feel that services and supports have made a positive difference in the life of your family member?

Regional Center	Yes	No	N
Alta	95.9%	4.1%	193
Central Valley	99.3%	0.7%	136
East Bay	96.4%	3.6%	222
Eastern LA	96.9%	3.1%	128
Far Northern	95.4%	4.6%	218
Golden Gate	97.0%	3.0%	235
Harbor	97.2%	2.8%	144
Inland	94.2%	5.8%	155
Kern	97.7%	2.3%	132
Lanternman	97.1%	2.9%	136
North Bay	97.3%	2.7%	147
North LA	97.0%	3.0%	203
Orange County	99.1%	0.9%	230
Redwood Coast	96.5%	3.5%	142
San Andreas	99.5%	0.5%	182
San Diego	96.7%	3.3%	239
San Gabriel Pomona	97.8%	2.2%	137
South Central LA	92.1%	7.9%	89
Tri-Counties	94.7%	5.3%	151
Valley Mountain	96.1%	3.9%	152
Westside	95.9%	4.1%	145
State Average	96.6%	3.4%	3516

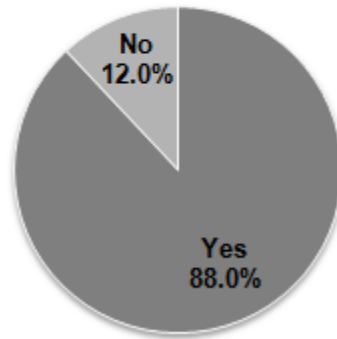
Chart FGS M48. Do you feel that services and supports have made a positive difference in the life of your family member? by Mover Status



The chart above shows the percentages of respondents of non-movers compared to movers who reported services and supports have made a positive difference in their family member's life (96.9% vs. 95.3%), and those where they have not (3.1% vs. 4.7%). The differences were not statistically significant.

Chart FGS Q49. Do you feel that services and supports have reduced your family's out-of-pocket expenses related to your family member's care?

Q49. Have Services And Supports Reduced Your Family's Out-Of-Pocket Expenses For Your Family Member's Care?

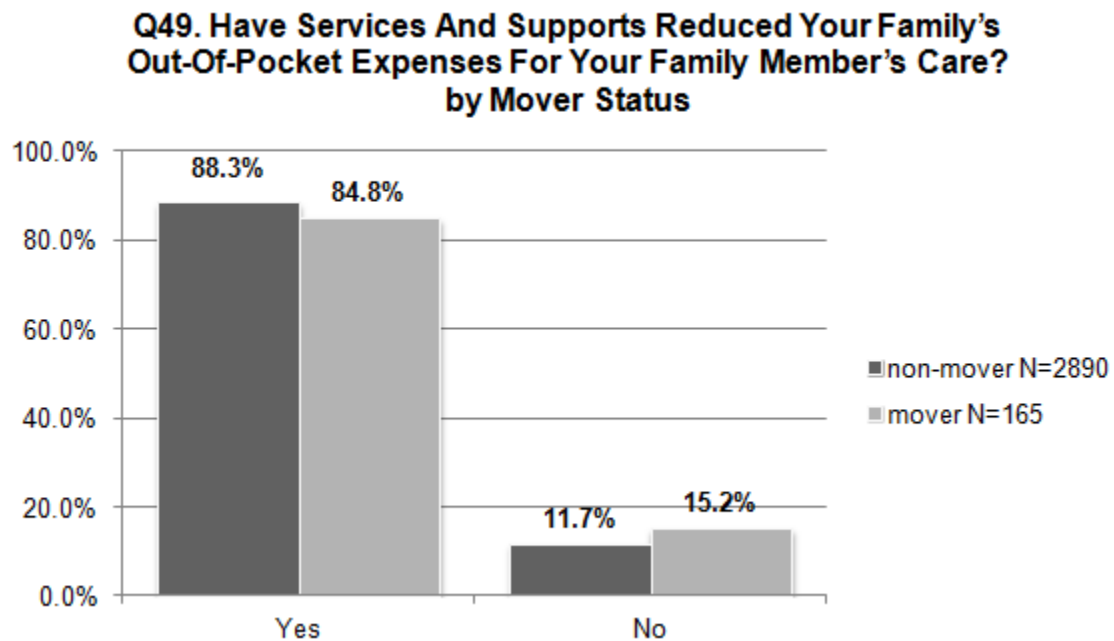


The chart above shows 88.0% of respondents reported services and supports have reduced their family's out-of-pocket expenses related to their family member's care, 12.0% have not.

Table FGS Q49. Do you feel that services and supports have reduced your family's out-of-pocket expenses related to your family member's care?

Regional Center	Yes	No	N
Alta	88.4%	11.6%	181
Central Valley	86.1%	13.9%	122
East Bay	88.8%	11.2%	187
Eastern LA	90.7%	9.3%	108
Far Northern	91.7%	8.3%	169
Golden Gate	87.0%	13.0%	193
Harbor	87.3%	12.7%	126
Inland	89.2%	10.8%	139
Kern	86.6%	13.4%	119
Lanternman	89.9%	10.1%	119
North Bay	88.1%	11.9%	135
North LA	84.7%	15.3%	176
Orange County	86.1%	13.9%	202
Redwood Coast	89.8%	10.2%	127
San Andreas	87.7%	12.3%	155
San Diego	92.8%	7.2%	222
San Gabriel Pomona	92.6%	7.4%	121
South Central LA	84.9%	15.1%	73
Tri-Counties	90.4%	9.6%	135
Valley Mountain	85.0%	15.0%	133
Westside	79.6%	20.4%	113
State Average	88.0%	12.0%	3055

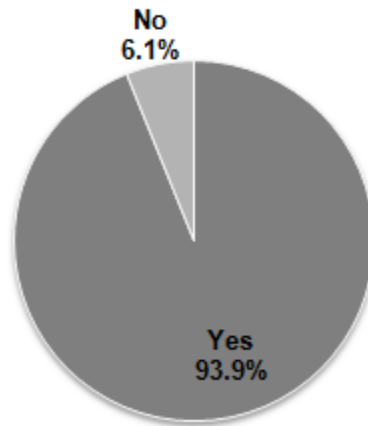
Chart FGS M49. Do you feel that services and supports have reduced your family's out-of-pocket expenses related to your family member's care? by Mover Status



The chart above shows the percentages of respondents of non-movers compared to movers who reported services and supports have reduced their family's out-of-pocket expenses related to their family member's care (88.3% vs. 84.8%), and those where they have not (11.7% vs. 15.2%). The results were not statistically significant.

Chart FGS Q50. Do you feel that the services and supports received address the goals outlined in your family member's IPP?

Q50. Do Services And Supports Address The Goals Outlined In Your Family Member's IPP?

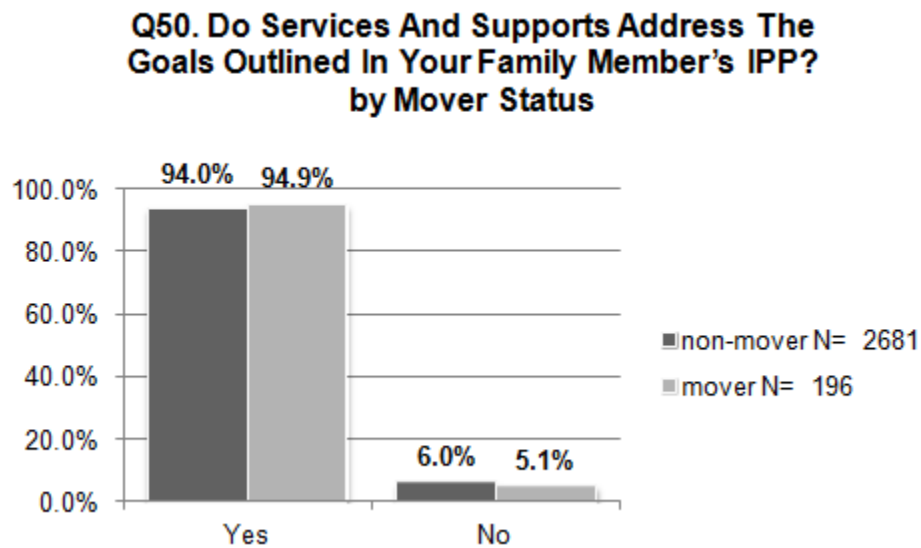


The chart above shows 93.9% of respondents reported services and supports address the goals in their family member's IPP, 6.1% do not.

Table FGS Q50. Do you feel that the services and supports received address the goals outlined in your family member's IPP?

Regional Center	Yes	No	N
Alta	94.7%	5.3%	152
Central Valley	97.4%	2.6%	115
East Bay	94.7%	5.3%	171
Eastern LA	98.2%	1.8%	113
Far Northern	88.0%	12.0%	183
Golden Gate	93.3%	6.7%	193
Harbor	91.3%	8.7%	127
Inland	92.5%	7.5%	134
Kern	93.9%	6.1%	98
Lanternman	95.4%	4.6%	108
North Bay	95.3%	4.7%	128
North LA	93.6%	6.4%	172
Orange County	97.5%	2.5%	199
Redwood Coast	93.2%	6.8%	103
San Andreas	96.9%	3.1%	159
San Diego	95.0%	5.0%	202
San Gabriel Pomona	95.5%	4.5%	111
South Central LA	87.7%	12.3%	65
Tri-Counties	90.4%	9.6%	114
Valley Mountain	93.7%	6.3%	127
Westside	93.2%	6.8%	103
State Average	93.9%	6.1%	2877

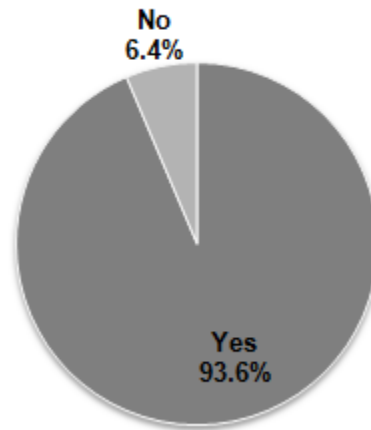
Chart FGS M50. Do you feel that the services and supports received address the goals outlined in your family member's IPP? by Mover Status



The chart above shows the percentages of respondents of non-movers compared to movers who reported services and supports address the goals in their family member's IPP (94.0% vs. 94.9%), and those that do not (6.0% vs. 5.1%). The differences were not statistically significant.

Chart FGS Q51. Overall, do you feel that your family member has a good quality of life?

Q51. Does Your Family Member Have A Good Quality Of Life?

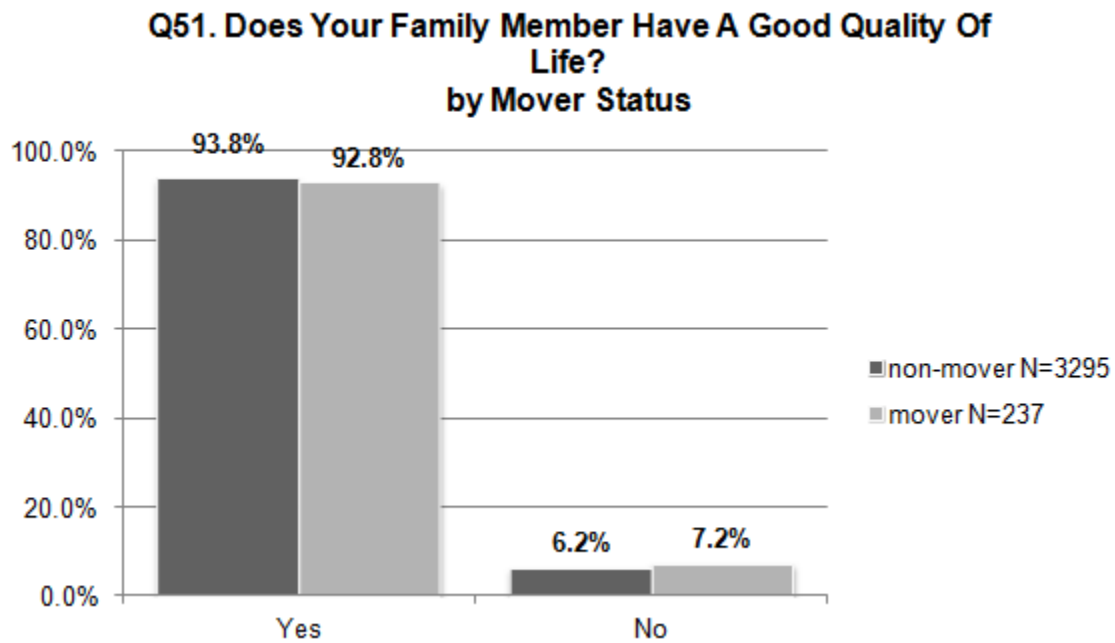


The chart above shows 93.6% of respondents reported their family member has a good quality of life, 6.4% do not.

Table FGS Q51. Overall, do you feel that your family member has a good quality of life?

Regional Center	Yes	No	N
Alta	91.2%	8.8%	193
Central Valley	95.7%	4.3%	140
East Bay	93.4%	6.6%	227
Eastern LA	97.5%	2.5%	122
Far Northern	92.7%	7.3%	220
Golden Gate	95.8%	4.2%	236
Harbor	93.1%	6.9%	145
Inland	93.7%	6.3%	159
Kern	94.7%	5.3%	132
Lanternman	91.7%	8.3%	144
North Bay	95.9%	4.1%	147
North LA	94.2%	5.8%	208
Orange County	98.3%	1.7%	230
Redwood Coast	90.0%	10.0%	140
San Andreas	95.6%	4.4%	182
San Diego	93.1%	6.9%	233
San Gabriel Pomona	95.6%	4.4%	135
South Central LA	90.5%	9.5%	95
Tri-Counties	90.7%	9.3%	150
Valley Mountain	88.3%	11.7%	154
Westside	94.3%	5.7%	140
State Average	93.6%	6.4%	3532

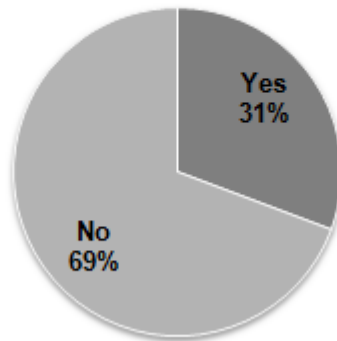
Chart FGS M51. Overall, do you feel that your family member has a good quality of life? by Mover Status



The chart above shows the percentages of respondents of non-movers compared to movers who reported their family member has a good quality of life (93.8% vs. 92.8%), and those who do not (6.2% vs. 7.2%). The differences were not statistically significant.

Chart FGS Q52. Have the services or supports that your family member has received during the past year been reduced, suspended, or terminated?

Q52. Have Your Family Member's Services or Supports Been Reduced, Suspended, or Terminated In The Past Year?

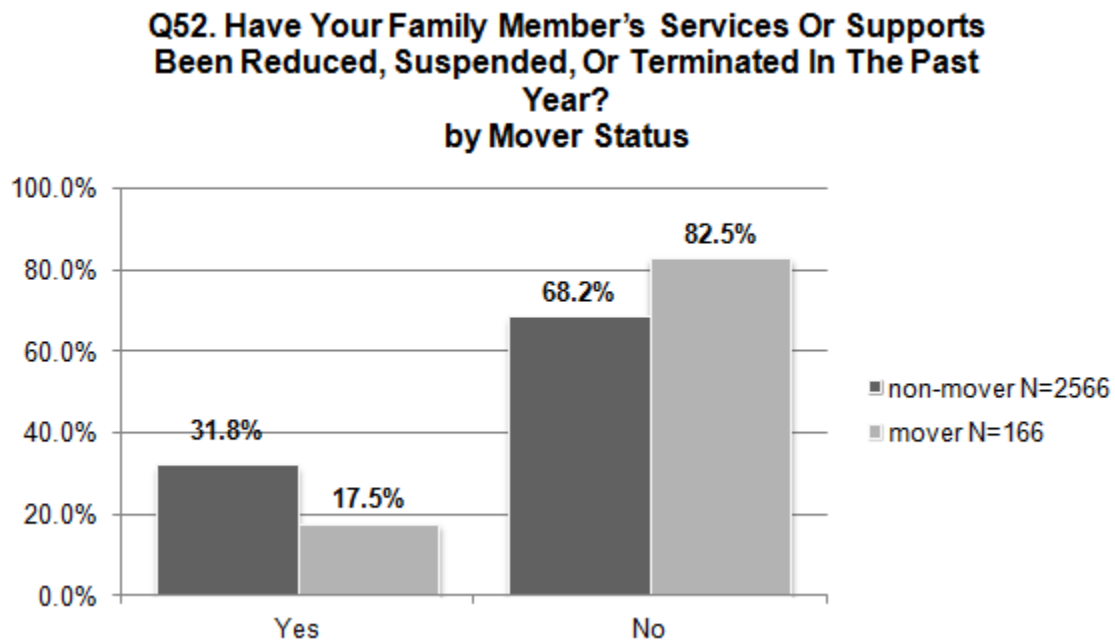


The chart above shows 30.7% of respondents reported their family member's services and supports received in the past year were reduced, suspended, or terminated, 69.3% were not.

Table FGS Q52. Have the services or supports that your family member has received during the past year been reduced, suspended, or terminated?

Regional Center	Yes	No	N
Alta	47.4%	52.6%	156
Central Valley	29.9%	70.1%	87
East Bay	28.7%	71.3%	171
Eastern LA	25.5%	74.5%	106
Far Northern	44.9%	55.1%	185
Golden Gate	23.6%	76.4%	178
Harbor	29.4%	70.6%	126
Inland	22.2%	77.8%	126
Kern	28.4%	71.6%	102
Lanternman	18.2%	81.8%	99
North Bay	27.8%	72.2%	115
North LA	30.1%	69.9%	163
Orange County	31.0%	69.0%	187
Redwood Coast	46.6%	53.4%	103
San Andreas	22.5%	77.5%	142
San Diego	27.2%	72.8%	180
San Gabriel Pomona	32.7%	67.3%	101
South Central LA	35.7%	64.3%	70
Tri-Counties	37.8%	62.2%	119
Valley Mountain	31.3%	68.8%	112
Westside	24.0%	76.0%	104
State Average	30.7%	69.3%	2732

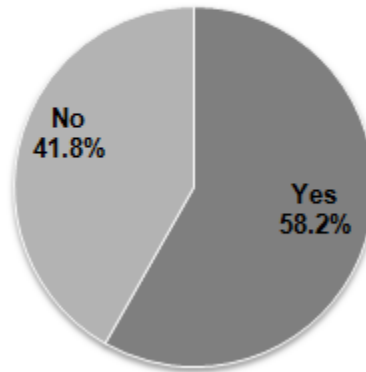
Chart FGS M52. Have the services or supports that your family member has received during the past year been reduced, suspended, or terminated? by Mover Status



The chart above shows the percentages of respondents of non-movers compared to movers who reported their family member's services and supports received in the past year were reduced, suspended, or terminated (31.8% vs. 17.5%), and those whose were not (68.2% vs. 82.5%). The differences were statistically significant.

Chart FGS 53. If “yes” (to Q52), did the reduction/suspension/termination of these services or supports affect your family member’s home, job, relationships, etc.?

**Q53. Did Reduction In Services Or Supports
Affect Your Family Member?**



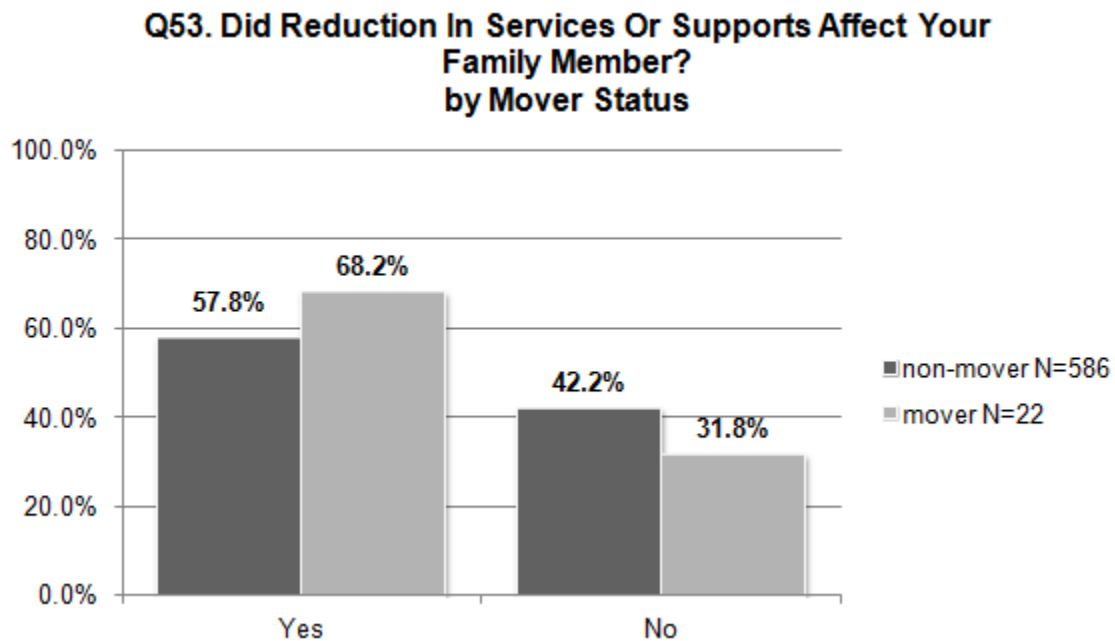
The chart above shows 58.2% of respondents reported the reduction, suspension, or termination of services or supports have affected their family member’s home, job, or relationships, 42% have not.

Table FGS 53. If “yes” (to Q52), did the reduction/suspension/termination of these services or supports affect your family member’s home, job, relationships, etc.? ²⁹

Regional Center	Yes	No	N
Alta	66.7%	33.3%	57
Central Valley	63.2%	36.8%	19
East Bay	55.6%	44.4%	36
Eastern LA	71.4%	28.6%	14
Far Northern	56.4%	43.6%	39
Golden Gate	62.2%	37.8%	37
Harbor	41.7%	58.3%	24
Inland	43.5%	56.5%	23
Kern	55.0%	45.0%	20
Lanternman	71.4%	28.6%	14
North Bay	68.0%	32.0%	25
North LA	54.8%	45.2%	31
Orange County	56.5%	43.5%	46
Redwood Coast	60.0%	40.0%	40
San Andreas	19.2%	80.8%	26
San Diego	71.9%	28.1%	32
San Gabriel Pomona	72.7%	27.3%	22
South Central LA	63.6%	36.4%	22
Tri-Counties	55.3%	44.7%	38
Valley Mountain	64.0%	36.0%	25
Westside	50.0%	50.0%	18
State Average	58.2%	41.8%	608

²⁹ Please view results with caution as the number of respondents for some regional centers is very low.

Chart FGS M53. If “yes” (to Q52), did the reduction/suspension/termination of these services or supports affect your family member’s home, job, relationships, etc.? by Mover Status



The chart above shows the percentages of respondents of non-movers compared to movers who reported the reduction, suspension, or termination of services or supports have affected their family member’s home, job, or relationships (57.8% vs. 68.2%), and those who have not (42.2% vs. 31.8%). The differences were not statistically significant.

Observations for Family/Guardian Survey

California's results are higher in several areas including: Information and Planning, Access and Delivery, Satisfaction, and Outcomes, compared to other areas. In two areas, Choice and Control and Community Connections the results were lower. In the areas where results were lower, there was more variance among regional centers. Analysis comparing movers to non-movers resulted in few statistically significant differences though overall, mover results were lower compared to non-movers.

For most questions in the areas of Information and Planning and Access and Delivery, many respondents answered 'always' or 'yes'. Three questions resulted in lower outcomes. Across the state 38.4% of respondents reported they always got information to plan services with regional center results ranging from 30.1%-49.2%. More than half, 57.8%, reported their family member helped make their IPP; regional center results ranged from 40.5%-76.9%. Fifty-three percent (53%) discussed how to handle emergencies in their family member's last individual program planning meeting, with regional center results ranging from 44.7%-67.9%. Three questions showed statistically significant differences between movers and non-movers; family member helped make IPP, family helped make IPP, IPP includes services and supports needed. While fewer respondents for movers reported they or their family member helped make the IPP, more respondents for movers reported their family member received all of the services they needed. Two questions in the areas of Access and Delivery had lower results; supports change when family member's needs change (45.2% always did) and support workers communicate effectively with their family member who does not speak English (49.5% always did); regional center results ranged from 37.9% - 51.9% and 29.7% - 63.4%, respectively.

The results for Choice and Control and Community Connections were low compared to other areas. Respondents reported their family member always chose their support agencies and support workers, with 21.6% and 13.8% of respondents reporting their family member always chose their support agencies and support workers. Regional center results ranged from 14.9% - 30.1% and 4.3% - 21.9% for these two questions, many respondents reported their family member has never chosen the support agencies or support workers. Most respondents reported their family member did not

choose their service coordinator (93.2%) and did not know how much money the regional center spent on their behalf (90%). Mover results were statistically significant for those who reported their family member chose their support agencies and support workers, as well as those who had or wanted input in hiring and managing their support workers; most results were lower for the respondents of movers. There were statistically significant differences between movers and non-movers among respondents who reported their family member had friends other than staff or family (38.1% vs. 67.3%) and those who reported their family member's services had been reduced in the past year (17.5% vs. 31.8%).