National Core Indicators

California Adult Consumer Survey Report

Quality Assessment Project

Fiscal Year 2011-2012

Prepared by Human Services Research Institute for the

California Department of Developmental Services

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Message from the California Department of Developmental Services:

Mission: The Department of Developmental Services (DDS or Department) is committed to providing leadership that results in quality services to the people of California and assures the opportunity for individuals with developmental disabilities to exercise their right to make choices.

The California Developmental Disabilities Services System is several years into a dedicated quality improvement effort. A data system to track progress is an important tool to answer the primary question: "Are we achieving our mission?" This report contains the results of California's National Core Indicators (NCI) Adult Consumer Survey second data collection cycle (CS2) in accordance with Welfare and Institutions Code (WIC), Section 4571. This is an important effort to collect accurate, reliable, and valid consumer and family satisfaction measures as well as consumer outcome data. This report compares findings between California's Adult Consumer Survey conducted in FY 2010-2011 (CS1) which is now considered baseline data to the Adult Consumer Survey conducted in FY 2011-12 (CS2).

The State can use NCI reports to monitor changes in the system and to guide strategic planning and quality improvement activities. Regional centers can use the data in a similar fashion at the local level.

This report does not compare California's data to the data of other states. Instead the findings are to be used to compare changes over time. Key elements of the California service system include:

1. California has longstanding statute that ensures services and supports are provided for eligible persons with developmental disabilities.
2. California's laws mandate intake, evaluation and assessment within 120 days.
3. California has a broad eligibility definition for receiving services.
4. California has mandated services, including case management, with statutory limitations on caseload size.
5. California's service obligations to the families needing services are, by law, from pre-conception to death.

6. California's regional centers are, by design, autonomous in that each center has a local board of directors to best address the unique needs of each of the 21 regions.

7. Consumers or their families can call a team meeting at any time to request a change in service.

The information contained in this and subsequent reports represents one tool for identifying the service system's strengths and areas that may need improvement. The report includes data collected between July 2011 and June 2012. During that time, 8,691 adults (age 18 and over) with developmental disabilities provided their input either through face-to-face and/or proxy interviews conducted by the State Council on Developmental Disabilities (SCDD).

Though the Department will have the opportunity to compare the results of the Adult Consumer data across the years, system improvements will take time to identify and achieve. This report provides valuable data and is one more tool in our continuous effort to improve services and supports to individuals with developmental disabilities across California.

Acknowledgements

This report would not be possible if not for the almost 9,000 individuals who agreed to offer their time and discuss their lives in order to assist in improving the services of all people with developmental disabilities in California. Additionally, a special mention goes to the families, friends, and staff members who participated in the survey process.

List of Abbreviations Used in the Report

ARCA- Association of Regional Center Agencies

ASD – Autism Spectrum Disorder

CAC- Consumer Advisory Committee

CA-ODESA- California Online Data Entry Survey Administration

CCF- Community Care Facility

CS1- Adult Consumer Survey FY 2010-2011 – 1st Cycle

CS2- Adult Consumer Survey FY 2011-2012 – 2nd Cycle

CSM1- Adult Consumer Survey of Individuals Who Have Transitioned from Developmental Centers into the Community (Mover) Subgroup FY 2010-2011 – 1st Cycle

CSM2- Adult Consumer Survey of Individuals Who Have Transitioned from Developmental Centers into the Community (Mover) Subgroup FY 2011-2012 – 2nd Cycle

DDS- Department of Developmental Services

Department- Department of Developmental Services

FHA- Family Home Agency

HSRI- Human Services Research Institute

ICF- Intermediate Care Facility

ID- Intellectual Disability

ILS/SLS- Independent Living Services/Supported Living Services

IPP – Individual Program Plan

NASDDDS- National Association of State Directors of Developmental Disabilities Services

NCI- National Core Indicators

QAC- Quality Assessment Coordinator

SCDD- State Council on Developmental Disabilities

Organization of Report

This document serves as the Statewide report for the adult consumer outcomes portion for CS2, the second cycle of the National Core Indicators (NCI) Adult Consumer Survey data collection in California. All Adult Consumer Survey data submitted between July 2011 and June 2012 are included in this report. This report presents and compares findings from the State's first cycle of Adult Consumer Survey data collection (CS1), the CS2, and results for each of the 21 regional centers across California.

The report is organized in chapters under the following sections:

I. Introduction: Provides an overview of the Quality Assessment project in California, NCI history and activities, and presents the core indicators measured with the Adult Consumer Survey.

II. Adult Consumer Survey: Describes the development and structure of the survey instrument.

III. Methodology: Describes the protocol for administering the NCI Adult Consumer Survey, including sampling criteria.

IV. Administration: Describes California protocols and interviewer training procedures.

V. Data Analysis: Explains the statistical methods used to analyze the Adult Consumer Survey data.

VI. Results: Demographic Characteristics of Respondents

VII. Results: Outcomes

Core Indicator Comparisons -- Presents results for each question comparing CS2 and CS1 results first by Statewide average and then by regional center.

VIII. Appendices: Includes how responses are presented and an inter-rater reliability study report.

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Introduction

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

The California Quality Assessment Project

The Lanterman Developmental Disabilities Services Act (Lanterman Act), WIC, Section 4571 requires DDS to identify and implement a nationally validated quality assessment tool that will enable the department to monitor the performance of California's developmental disabilities services system and to assess quality and performance among all of the regional centers[1]. The statute also directs DDS to contract with the SCDD to collect data using the identified quality assessment tool.

In accordance with the 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 performance over time.

The first cycle of Adult Consumer data collections occurred in FY 2010-2011 (CS1). Those results are considered baseline data and are presented next to the second cycle of Adult Consumer data collection, FY 2011-2012 (CS2) results. 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.

The State of California has its own distinct features and contextual factors that should be considered when interpreting results. California has a broad eligibility definition[2] and thus serves a relatively high percentage of individuals (23% according to CS2 demographic data) who do not have a diagnosis of intellectual disability (ID). The percentage of people

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[1] California WIC, Section 4571 (b) (2). Available online at: http://www.dds.ca.gov/Statutes/docs/LantermanAct_2011.pdf

[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 WIC. Qualifying conditions include Mental Retardation, Cerebral Palsy, Epilepsy, Autism, and other closely related conditions.

with other qualifying conditions in the CS2 includes 15% with autism, 24% with cerebral palsy (CP), and 32% with epilepsy. As is true with the general population in the State, 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 is included in Section VI.

Another important feature of California's service system is that it does not maintain a waiting list. California has a longstanding statute 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 264,000 individuals receiving services live at home with family.

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

History of NCI

In December 1996, the National Association of State Directors of Developmental Disabilities Services (NASDDDS), in collaboration with Human Services Research Institute (HSRI), launched the Core Indicators Project (CIP). The aim of CIP was to support state developmental disabilities authorities in developing and implementing performance and outcome indicators as well as related data collection strategies that would enable them to measure service delivery system performance. This effort, now called National Core Indicators (NCI), strives to provide states with sound tools in support of their efforts to improve system performance and thereby better serve people with developmental disabilities and their families. The Association's active sponsorship of NCI facilitates states pooling their knowledge, expertise and resources in this endeavor.

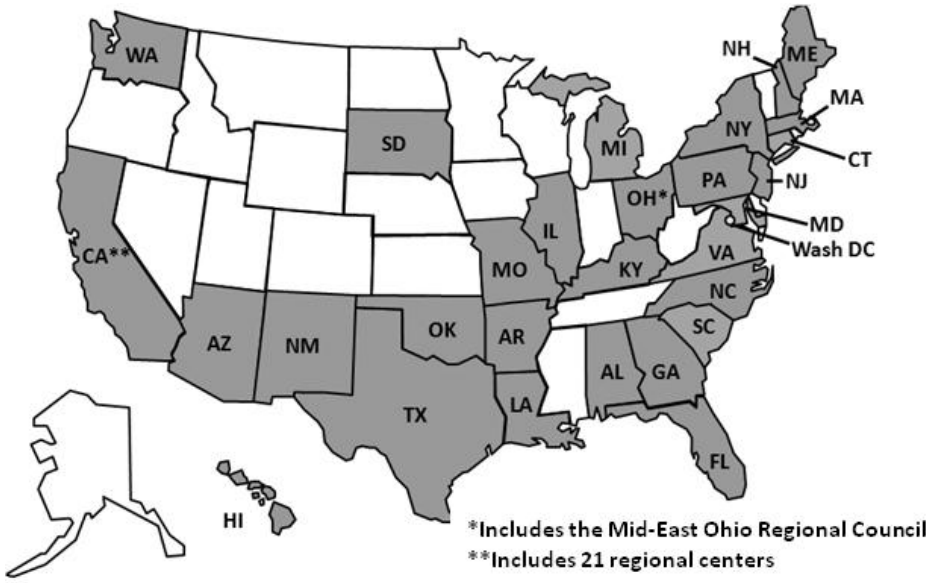
In 1997, 15 states convened to discuss the scope and content of a potential performance measurement framework, one that could be shared across states. Directors and staff from these 15 states worked to identify the major domains and sub-domains of performance, indicators, measures, and data sources. The original 61 indicators, developed through a consensus process, were intended to provide a system-level "snapshot" of how well each state was performing. The states were guided by a set of criteria designed to select indicators that were:

1. Measurable.
2. Related to issues the states had some ability to influence.
3. Important to all individuals they served, regardless of level of disability or residential setting.

During this initial phase, data collection protocols were developed and field-tested, including a face-to-face Adult Consumer Survey (for individuals age 18 and older who were receiving services) and a mail-out Adult Family Survey (for families who have an adult family member living at home). Seven states volunteered to pilot test the measures and eight additional states served on the Steering Committee.

Since the initial field test, NCI has expanded its scope to include outcomes of services for children with developmental disabilities and their families, continued to develop and refine the indicators, and expanded state participation in the collaboration. As of the FY 2011-2012 data collection cycle, NCI was composed of 29 states and 23 sub-state entities. State participation in NCI is entirely voluntary. The chart on the following page details all states that participated in NCI data collection in FY 2011-12.

Chart 1. NCI State Participation 2011-12



Core Indicators

The core indicators are the foundation of the effort. The core indicators are standard measures used across states to assess the outcomes of services provided to individuals and families. Indicators address key areas of concern including employment, rights, service planning, community inclusion, choice, and health and safety.

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. Indicators are organized across five broad domains: Individual Outcomes, Health Welfare & Rights, Staff Stability & Competency, Family Outcomes, and System Performance. Each domain is broken down into sub-domains through which the indicator outcome can be discerned. Four data sources are used to assess outcomes: an adult consumer survey, family surveys , a provider survey (e.g., staff turnover), and system data from state administrative records (e.g., mortality rates).

The indicators have remained generally consistent over the last several years and 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 in order to reflect the current and future priorities of participating states. 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 disabilities.[3]

The data collection tools used to gather indicator data are regularly refined and tested to ensure they remain valid, reliable, and applicable to current issues within the field. Details on the design and testing of this tool are provided in the next section.

[3] For a complete list of Core Indicators, visit the Indicators Page on the NCI website at: http://www.nationalcoreindicators.org/indicators/.

II. Adult Consumer Survey

This section includes information on the Adult Consumer Survey, the tool used to measure outcomes discussed in this report.

Adult Consumer Survey

The NCI Adult Consumer Survey was initially developed by a technical advisory subcommittee with the purpose of collecting information directly from individuals with developmental disabilities and their families or advocates. The survey was designed to measure over half of the original 60 core indicators. Many questions were drawn from survey instruments already in use in the field; other questions were developed specifically for NCI. HSRI and NASDDDS staff have routinely tested and refined the instrument based on feedback from self-advocates, interviewers, and state staff.

A key principle of NCI is the importance of gathering information directly from service recipients. Because the indicators are meant to apply to all individuals receiving services regardless of their level of disability or where they live, NCI administration protocols dictate that every person selected into the sample is given an opportunity to respond (i.e., no one is pre-screened or pre-determined to be unable to respond), and questions should not be marked "not applicable" on the basis of a person's level of ability. For example, it is assumed that everyone could contribute in some way to making a choice – no one is considered "unable" to give input when decisions are made about where the person lives and what s/he does each day. This assumption does not mean everyone is expected to achieve every measure; rather, all of the survey questions are generally considered applicable to all respondents.

Topic Areas Covered in the Adult Consumer Survey

The Core Indicators are organized within "domains" or topic areas. These domains are broken down into sub-domains, each of which has a statement that indicates what outcomes are being measured. Each sub-domain includes one or more "indicator" of how the State and regional centers are performing in the area.

In this report, results for each indicator measured by the Adult Consumer Survey are grouped by sub-domain.

Table 1 below lists the domains and sub-domains covered by this Adult Consumer Survey Report.

Table 1. NCI Adult Consumer Survey– Domains and Sub-Domains

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

Organization of the Survey

The Adult Consumer Survey is composed of a pre-survey form, three main sections, and an interviewer feedback sheet.

1. **Pre-Survey Form** asks questions to help the surveyor prepare for the meeting. Information from this section is not seen by NCI project staff.

2. **Background Information** asks questions about demographics, residence, health, and employment. This data is generally collected from state records, case managers, or a combination of both.

3. **Section I** of the survey is aimed at obtaining individuals' level of satisfaction and opinions. It may *only* be completed through a direct, face-to-face meeting with the individual.

4. **Section II** questions are answered by the individual if possible. If the person is unable to respond, a proxy who knows the person well may assist. Case managers or service coordinators are not allowed to respond to these questions.

5. The **Interviewer Feedback Sheet** is located at the end of the survey. Surveyors are asked to record the length of the NCI meeting with the individual and describe any problematic questions.

III. Methodology

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

Sample Design

The overall approach to California's sample selection was to draw a "core sample" based on the minimum numbers needed to yield valid samples from each regional center. This sampling strategy is consistent with the criteria employed in other NCI states. For each regional center, DDS drew a random sample of individuals age 18 or older who received at least one service besides case management.[4] Based on the adult population sampling frame numbers provided by DDS, HSRI determined a target minimum number of 400 surveys per regional center would yield a representative sample that meets the standard of a +/-5% margin of error and a 95% confidence level (described in Table 2, below). This approach produced an initial recommended sample of 8,400[5].

[4] Individuals currently living in developmental centers were not included in the sample.

[5] In total, 8,691 surveys were completed between July 2011 and June 2012 – most interviews were held during the fiscal year 2011-2012.

Table 2: Margin of Error for Core Sample by Regional Center

Regional Center	Core Sample Size	Adult Population Size	Margin of Error (95% confidence level)
Alta	400	7,848	+/- 4.8%
Central Valley	400	6,533	+/- 4.8%
East Bay	400	7,060	+/- 4.8%
East Los Angeles	400	3,581	+/- 4.6%
Far Northern	400	3,393	+/- 4.6%
Golden Gate	400	4,023	+/- 4.7%
Harbor	400	3,750	+/- 4.6%
Inland	400	9,918	+/- 4.8%
Kern	400	3,302	+/- 4.6%
Lanterman	400	2,814	+/- 4.5%
North Bay	400	3,668	+/- 4.6%
North Los Angeles	400	6,249	+/- 4.7%
Orange County	400	6,739	+/- 4.8%
Redwood Coast	400	1,711	+/- 4.3%
San Andreas	400	5,857	+/- 4.7%
San Diego	400	8,036	+/- 4.8%
San Gabriel/Pomona	400	4,491	+/- 4.7%
South Central LA	400	4,361	+/- 4.7%
Tri-Counties	400	4,760	+/- 4.7%
Valley Mountain	400	4,669	+/- 4.7%
Westside	400	2,921	+/- 4.6%
State Total	**8,400**	**105,684**	**+/- 1.0%**

Subgroups

A separate group of people who have transitioned 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." 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 to see more pronounced differences between movers and non-movers. The sample did not include anyone who was currently living in a developmental center.

In addition to the random oversample of movers, all individuals who have transitioned from Lanterman Developmental Center ("Lanterman movers") since July 2009 were contacted to participate in the survey. A total of 131 Lanterman movers were interviewed.

In previous surveys, HSRI has included an additional analysis of people who have moved from developmental centers in the last five years, the Adult Consumer Survey Movers Subgroup (CSM), and an analysis of individuals with the following qualifying conditions: intellectual disability, cerebral palsy, epilepsy, and autism spectrum disorder. This year these analyses along with an analysis of Lanterman movers (CSLM) will be included in a supplemental report of findings compiled by the University of California, Davis.

Criteria for Exclusion of Responses

All persons selected in the survey sample were given an opportunity to respond to questions in a face-to-face meeting; there was no pre-screening procedure. Exclusion of responses was done at the time of data analysis, based on the specific criteria described below.

The total number of surveys administered for the Adult Consumer Survey FY 2011-2012 – 2nd Cycle (CS2) was 8,691. Section I was administered only to the person receiving services. A person's responses were excluded if any of the following criteria were met:

1. The interviewer recorded that the person did not understand the questions being asked.

2. The interviewer recorded that the person gave inconsistent responses.

After excluding incomplete and inconsistent responses, the number of valid respondents to Section I was 5,532. Overall, 63.7% of consumers in the total sample were able to respond to Section I of the direct interview. The "% Valid Answers To Section I" column in Table 3 indicates the percentage of consumers who were able to respond to Section I by regional center. Section I response rates by regional center ranged from 51.2% to 82.8%.

Section II allows multiple respondents (e.g., family, friend, support worker). In the final analysis, if a respondent was excluded from Section I, his or her responses were also excluded from Section II, *if* the respondent was the only person to provide answers for Section II (e.g., without any proxies). Otherwise, all responses to questions in Section II were included in the analysis, regardless of the number of questions answered. Thus, the consumer response rate to Section I was lower than the response rate to Section II due to stricter criteria for including Section I responses. The number of valid responses to Section II was 8,668. The total response rate (proxies included) to Section II was 99.7%.

Table 3: Valid Number of Surveys and Response Rates by Regional Center

Regional Center	% Valid Answers Section I	% Valid Answers Section II	Sample Size (N)	% of Total Sample
Alta	74.8%	100.0%	412	4.8%
Central Valley	62.4%	99.0%	418	4.8%
East Bay	62.0%	99.8%	421	4.8%
East Los Angeles	57.1%	99.8%	424	4.9%
Far Northern	77.0%	100.0%	409	4.7%
Golden Gate	60.8%	100.0%	408	4.7%
Harbor	56.3%	100.0%	419	4.8%
Inland	62.3%	100.0%	408	4.7%
Kern	64.1%	99.8%	418	4.8%
Lanterman	63.5%	99.5%	419	4.8%
North Bay	66.9%	99.5%	405	4.7%
North Los Angeles	71.0%	100.0%	417	4.8%
Orange	56.4%	100.0%	411	4.7%
Redwood Coast	82.8%	100.0%	401	4.5%
San Andreas	56.0%	99.8%	441	5.1%
San Diego	54.3%	100.0%	416	4.8%
San Gabriel/Pomona	61.2%	99.8%	405	4.7%
South Central LA	57.0%	100.0%	405	4.7%
Tri-Counties	72.1%	100.0%	420	4.8%
Valley Mountain	68.5%	97.8%	406	4.7%
Westside	51.2%	99.8%	408	4.7%
State	63.7%	99.7%	8,691	100.0%

IV. Administration

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

Administration

Information for the Adult Consumer Survey was collected via a direct conversation with the person receiving services as well as the collection of background information from the individual's record. Section I questions were only allowed to be answered by the individual since it includes questions that require subjective judgments and personal experiences. Section II of the Survey allowed for the use of "proxy" or other respondents who know the individual receiving services well (such as a family member or friend); this section consists of objective questions regarding the individual's involvement in the community, choices, and access to services.

Proxy Respondents

The issue of proxy responses is a consideration in the interpretation of survey responses among individuals with developmental disabilities. Proxy responses may not be fully in concordance with individual responses, but are an important information source. Studies have found the greatest discrepancies between individual and proxy responses occur when the information being collected is subjective (i.e., for questions about how a person feels, proxies would only be aware of the correct answers if the individual had expressed his or her feelings previously)[6]. Questions relating to observable behaviors tend to have higher levels of agreement between individuals and proxies. Without allowing proxies to respond, a large percentage of individuals (most of whom are unable to respond) would be unrepresented in the data. Thus for NCI purposes, it was determined at the outset that proxy respondents would be used, but only for specific sorts of questions, and only in situations where the individual surveyed either could not effectively communicate with the interviewer or chose to have a proxy respondent.

The use of proxy respondents for the NCI tool is limited to questions in Section II, the scope of which relates to observable and/or measurable items: Community Inclusion, Choices, Rights, and Access to Needed Services. State records are also used to report objective data

[6] Magaziner, Jay, Sheryl Zimmerman, Ann L. Gruber-Baldini, J. Richard Hebel, and Kathleen M. Fox. "Proxy Reporting in Five Areas of Functional Status Comparison with Self-Reports and Observations of Performance." American Journal of Epidemiology 146.5 (1997): 418-28.

on an individual's health status and exam history as well as employment information that is collected in the Background Information Section of the survey.

There are some ways to reduce discrepancies that may arise, such as making the questions as accessible as possible to increase participation by individuals and having a set of standards for proxy respondents. NCI aims to increase the accessibility of the Adult Consumer Survey by using easy-to-understand language and including suggested rephrasing for questions that may be nuanced or more difficult to understand. The NCI program also routinely revises the survey based on feedback from states, self-advocates, and interviewers who are administering the tool.

To increase the reliability of proxy responses, only people who know the individual well (such as family, friends, or staff) are acceptable proxy respondents. To avoid conflict, service coordinators are not allowed to respond as proxies. Further, if both the individual and a proxy respondent answer a question, the individual's answer is recorded so long as his/her answers have been deemed reliable by the interviewer. Interviewers also keep track of which respondent responds to specific questions—the individual or the proxy. Finally, only a specific group of questions may be answered by someone other than the person receiving services. These questions relate to everyday occurrences on which others may be able to reliably report.

Administrative Protocol

In the months prior to the Adult Consumer Survey FY 2010-2011 – 1st Cycle (CS1) data collection conducted in California, several staff members of the SCDD and representatives from the Association of Regional Center Agencies (ARCA) were a part of advisory workgroups that collaborated with HSRI and DDS in the areas of data management and interviewer training. These workgroups created various processes to ensure that tools, trainings, and administration protocols were efficient and accessible. California used these same processes for Adult Consumer Survey FY 2011-2012 – 2nd Cycle (CS2) data collection as outlined below.

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 ongoing interviewer training, readying surveys for assignment, assigning surveys to interviewers, fielding any concerns that arose (such as mandated reporting issues), and reviewing surveys to ensure they were completed as fully as possible.

Interviewer Training

Over the course of two weeks in April 2010 (prior to CS1 data collection), NCI staff conducted a total of six interviewer trainings throughout California. The trainings included:

- An overview of NCI.
- An in-depth look at the Adult Consumer Survey to familiarize interviewers with the tool.
- Procedures for ensuring proper protocols were followed.
- Mock interviews (with members from the Consumer Advisory Committee [CAC]).
- Recommendations from self-advocates (presented by CAC members).
- How to conduct an interview (disability etiquette).
- A demonstration of the California-Online Data Entry Survey Application (CA-ODESA) used to enter survey data.

At the end of each training session, QACs completed an inter-rater reliability test in order to be certified as Master Trainers so they could then provide trainings to the interviewers who were unable to attend. Master Trainers were also provided with materials to train new interviewers as needed. Prior to beginning CS2, NCI staff conducted refresher trainings for Master Trainers to review basic NCI protocol and changes in the survey.

Inter-Rater Reliability and Validity Testing

Reliability

To ensure proper protocols were followed by interviewers, inter-rater reliability and validity studies were completed.

In California, inter-rater reliability testing was used to determine whether the interviewer trainings were conducted in a uniform fashion to ensure NCI interviewers employed their instruction in a consistent manner. After receiving approval from individuals being interviewed, an HSRI representative shadowed 26 (30 were attempted) interviews to test for inter-rater reliability. The completion of surveys by the interviewer and shadow interviewer were used to:

1. Collect data for analysis of inter-rater agreement.
2. Provide feedback as needed.

The method selected to discern the level of agreement is known as joint probability of agreement; the number of times each rating is assigned by each rater divided by the total number of ratings is reported as a percentage. Typically, an 85% minimum level of agreement between the interviewer and the shadow interviewer is expected. HSRI inter-rater testing found a high level of agreement in California. Average agreement across the 26 surveys for all Sections was high at 91%. Based on this analysis, plus additional observations and feedback gathered from interviewers and QACs, HSRI concluded that interviewer training was conducted in a consistent manner and interviewers applied their training in a consistent way. To read the inter-rater reliability report, please see Appendix B.

Validity Testing

Validity testing was completed using an Adult Consumer Survey feedback form to assess the validity of the process for implementation of the CS2 across the 21 regional centers of California. Respondents to the feedback forms answered a series of questions and were given an opportunity to reflect on their interview experience. QACs were responsible for administering follow-up calls to 10% of the sample. Testing ensured interviewers were polite, respectful, and took time to ensure consumers understood questions.

A total of 214 valid feedback forms were completed for interviews that took place from January 2013 through May 2013 and a few additional interviews in September 2013. The results showed that interviewers were in accordance with the established survey administration protocol. Responses suggested a generally positive interview experience – interviewers were polite, respectful, and took time to ensure consumers understood questions.

CA-ODESA

The 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.

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 data set.

Results of demographic and outcomes are presented in Sections VI and VII of this report. Within Section VII, chapters are organized by sub-domain. Each chapter includes all of the indicators in that sub-domain measured by the Adult Consumer Survey questions. Responses from many of the Adult Consumer Survey questions were recoded to produce one score or percentage.[7] For each outcome reported, a description is provided explaining which responses are represented in the score.

A summary of the statistical procedures used to analyze the Adult Consumer Survey data and cautions for interpretation of results are provided below.

Weighting

Weights were applied to demographic and indicator results. Weighting is a statistical function that allows users to make valid comparisons between groups (e.g., regional centers) regarding the entire population observed, rather than only those who were surveyed.

Use of Averages

The Statewide Average is computed by averaging the scores of all regional centers in order to approximate a "Statewide" average score. The CS1 Statewide Average represents a baseline result from the first year of NCI data collection. This serves as a point of comparison for framing California's results this year. Regional center scores and their deviation from the Statewide Average are also included for each indicator.

[7] See Appendix A for specific rules used to recode and collapse response codes for each outcome variable.

It is important to note, the average does not signify a benchmark of acceptable or unacceptable performance. It is up to the State to draw conclusions about whether a result on a particular indicator is acceptable, and to interpret ranges of results across regional centers. The findings should be viewed in the context of the State's current array of supports and services, priorities, and goals.

The comparisons in this report are intended to be used as a tool for understanding strengths and potential areas for system improvement. It is up to public managers, policy-makers, and other stakeholders to decide whether the differences in results suggest that quality improvement efforts or further investigations are necessary.

Presentation of Data

Results for each indicator are presented in two distinct ways, briefly described below. Notable findings in the data are summarized in the Observations section at the beginning of each chapter.

State Average

Graphs illustrate the State of California's Statewide Average from the Adult Consumer Survey FY 2011-2012 – 2nd Cycle (CS2) in comparison with the Statewide Average from the Adult Consumer Survey FY 2010-2011 – 1st Cycle (CS1). The Statewide Average reflects an average across all valid responses, weighted by regional center and mover status. Outcomes are displayed in charts showing the percentage of people who answered in the affirmative in either year.

Regional Center

All regional center results are shown in a three-column table format. Each table includes the Statewide Average followed by an alphabetical listing of regional centers. The first column reflects their scores from CS2 with the differential between the current survey's regional center results and the Statewide Average in the second column. The third column shows CS1 results.

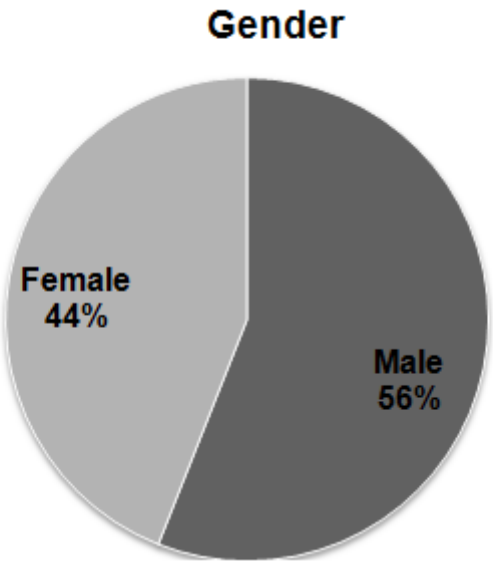
VI. Results: Demographic Characteristics of Individuals

This section includes demographic results based on background information data collected on all individuals receiving services who were sampled. Each item shows a graph of statewide results, followed by a table with results from each regional center.

Demographics

Gender

Graph D1: Gender



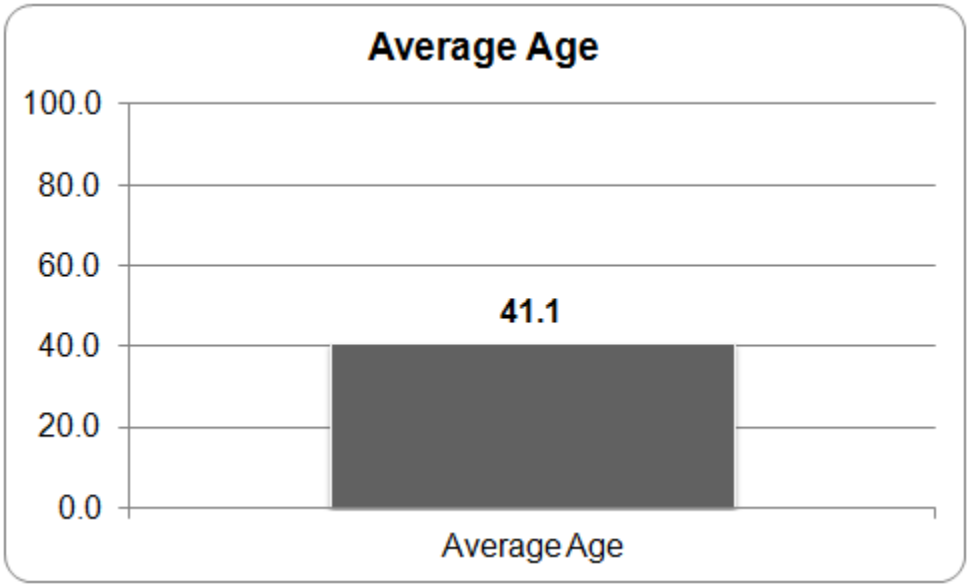
Among those surveyed, there was a higher percentage of males (56%) than females (44%).

Table D1: Gender by Regional Center

Regional Center	Male	Female
CA Average	**56%**	**44%**
Alta	55%	45%
Central Valley	54%	46%
East Bay	57%	43%
East Los Angles	58%	42%
Far Northern	57%	43%
Golden Gate	58%	42%
Harbor	54%	46%
Inland	56%	44%
Kern	56%	44%
Lanterman	64%	36%
North Bay	54%	46%
North Los Angeles	53%	47%
Orange County	55%	45%
Redwood Coast	56%	44%
San Andreas	56%	44%
San Diego	53%	47%
San Gabriel/Pomona	58%	42%
South Central LA	60%	40%
Tri-Counties	56%	44%
Valley Mountain	60%	40%
Westside	51%	49%

Average Age

Graph D2: Average Age



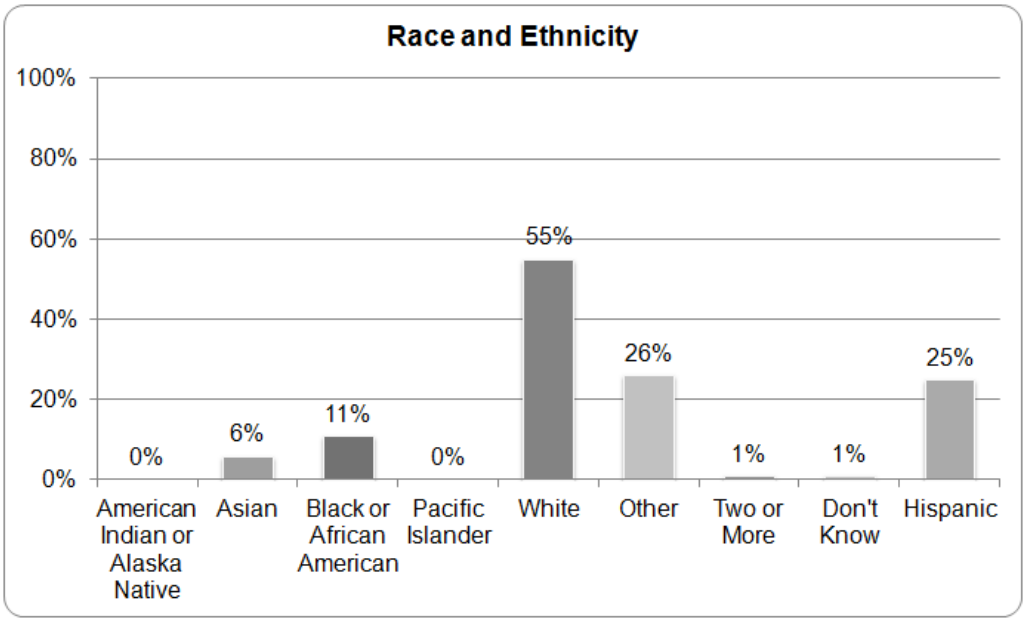
The average age of people surveyed was 41.1 years old.

Table D2: Average Age by Regional Center

Regional Center	Average Age
CA Average	**41.1**
Alta	39.3
Central Valley	42.3
East Bay	42.0
East Los Angeles	37.7
Far Northern	43.3
Golden Gate	44.0
Harbor	42.3
Inland	38.6
Kern	39.1
Lanterman	44.0
North Bay	44.4
North Los Angeles	39.5
Orange County	41.8
Redwood Coast	43.5
San Andreas	40.4
San Diego	40.3
San Gabriel/Pomona	44.6
South Central LA	39.1
Tri-Counties	42.6
Valley Mountain	41.7
Westside	40.0

Race and Ethnicity

Graph D3: Race and Ethnicity



The majority of people surveyed in California were identified as white (55%); 11% were identified as Black or African American, 6% as Asian; and one-quarter (25%) as Hispanic.[8]

[8] In the California data, Hispanic is considered a race category. NCI uses the U.S. Census model, which defines ethnicity separately as Hispanic vs. Non-Hispanic.

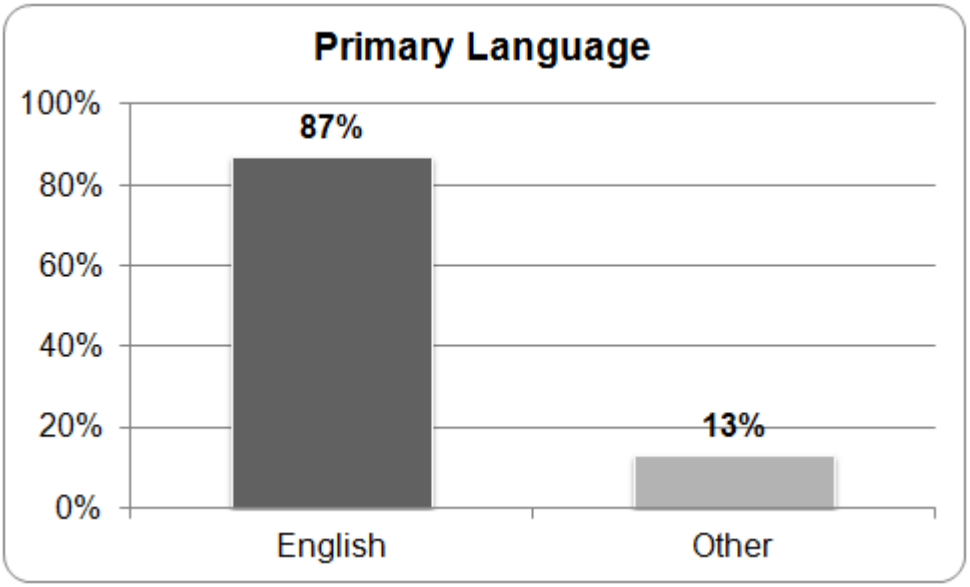
Results: Demographic Characteristics of Respondents

Table D3: Race and Ethnicity by Regional Center

Regional Center	American Indian or Alaska Native	Asian	Black or African American	Pacific Islander	White	Other	Two or More	Don't Know	Hispanic
CA Average	**0%**	**6%**	**11%**	**0%**	**55%**	**26%**	**1%**	**1%**	**25%**
Alta	1%	2%	13%	0%	73%	9%	1%	1%	8%
Central Valley	1%	5%	6%	0%	54%	31%	2%	1%	30%
East Bay	0%	12%	26%	0%	51%	10%	1%	0%	9%
East Los Angeles	0%	8%	2%	0%	22%	67%	1%	0%	68%
Far Northern	2%	1%	3%	0%	88%	5%	0%	1%	4%
Golden Gate	0%	15%	11%	0%	56%	17%	1%	0%	16%
Harbor	0%	10%	14%	1%	52%	21%	1%	1%	21%
Inland	0%	3%	11%	0%	50%	34%	0%	0%	32%
Kern	0%	2%	8%	0%	55%	33%	0%	0%	32%
Lanterman	0%	8%	9%	0%	53%	24%	2%	4%	21%
North Bay	0%	4%	9%	0%	73%	12%	1%	1%	11%
North Los Angeles	0%	5%	9%	0%	53%	33%	0%	0%	28%
Orange County	0%	9%	3%	1%	59%	27%	0%	0%	24%
Redwood Coast	3%	1%	1%	0%	89%	5%	0%	0%	4%
San Andreas	0%	10%	4%	0%	58%	25%	2%	0%	23%
San Diego	0%	3%	10%	0%	50%	33%	0%	3%	32%
San Gabriel/Pomona	1%	4%	9%	0%	54%	30%	0%	0%	28%
South Central LA	0%	2%	43%	0%	14%	38%	1%	1%	38%
Tri-Counties	0%	3%	3%	0%	63%	28%	0%	2%	28%
Valley Mountain	0%	1%	8%	0%	64%	25%	0%	1%	24%
Westside	0%	3%	35%	0%	32%	26%	3%	1%	23%

Primary Language

Graph D4: Primary Language



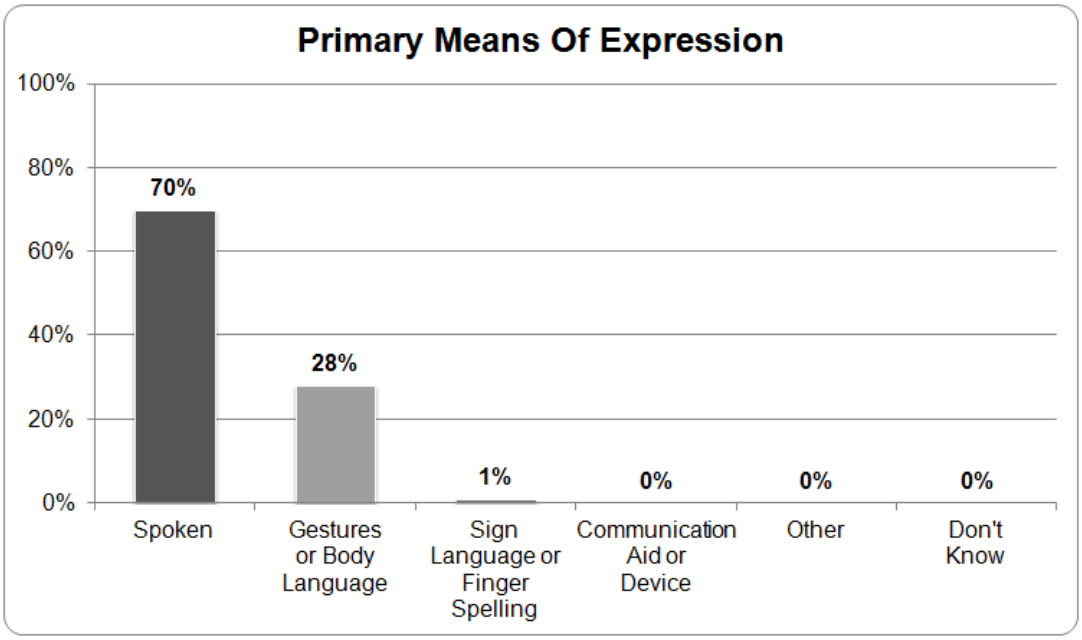
The primary language of the majority of people surveyed was English (87%) compared to those whose primary language was a non-English language (13%).

Table D4: Primary Language by Regional Center

Regional Center	English	Other
CA Average	**87%**	**13%**
Alta	97%	3%
Central Valley	87%	13%
East Bay	92%	8%
East Los Angeles	68%	32%
Far Northern	99%	1%
Golden Gate	89%	11%
Harbor	90%	10%
Inland	87%	13%
Kern	81%	19%
Lanterman	79%	21%
North Bay	96%	4%
North Los Angeles	84%	16%
Orange County	78%	22%
Redwood Coast	99%	1%
San Andreas	87%	13%
San Diego	82%	18%
San Gabriel/Pomona	95%	5%
South Central LA	73%	27%
Tri-Counties	86%	14%
Valley Mountain	87%	13%
Westside	86%	14%

Primary Means of Expression

Graph D5: Primary Means of Expression



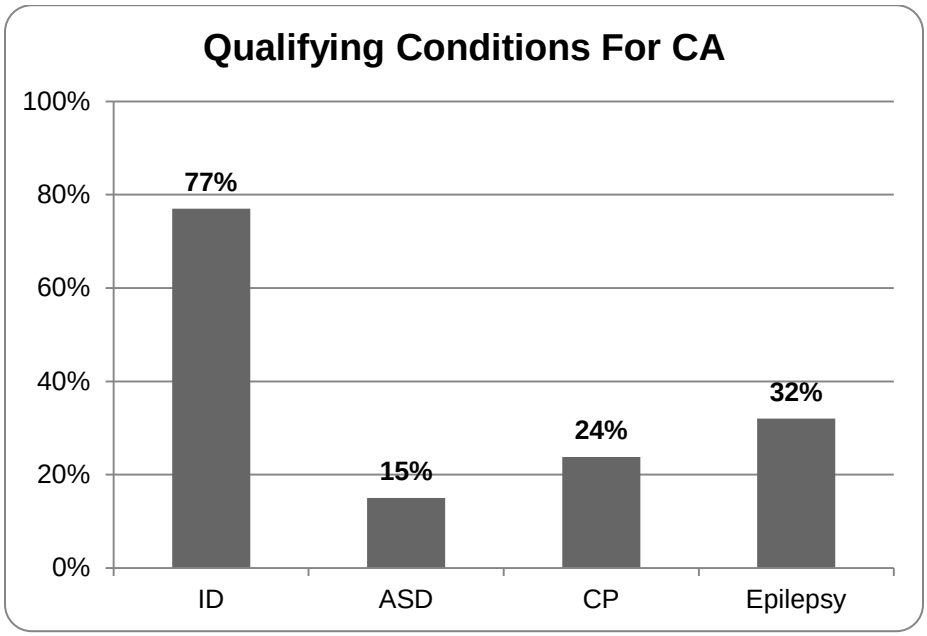
The graph above represents the primary means of communication for people surveyed. The majority used spoken words (70%) while 28% used gestures or body language.

Table D5: Primary Means of Expression by Regional Center

Regional Center	Spoken	Gestures or Body Language	Sign Language	Communication Aid or Device	Other	Don't Know
CA Average	**70%**	**28%**	**1%**	**0%**	**0%**	**0%**
Alta	77%	21%	1%	0%	0%	0%
Central Valley	76%	23%	0%	0%	0%	0%
East Bay	68%	31%	0%	0%	0%	0%
East Los Angeles	65%	35%	0%	0%	0%	0%
Far Northern	78%	21%	0%	0%	0%	0%
Golden Gate	72%	25%	0%	1%	1%	0%
Harbor	71%	27%	0%	1%	0%	1%
Inland	72%	26%	1%	0%	1%	0%
Kern	75%	23%	0%	0%	0%	0%
Lanterman	58%	41%	0%	0%	0%	0%
North Bay	70%	28%	1%	0%	0%	0%
North Los Angeles	73%	26%	1%	0%	0%	0%
Orange County	72%	28%	0%	0%	0%	0%
Redwood Coast	79%	20%	0%	0%	0%	0%
San Andreas	66%	31%	2%	1%	1%	0%
San Diego	65%	34%	1%	0%	0%	0%
San Gabriel/Pomona	65%	33%	0%	0%	0%	1%
South Central LA	67%	32%	0%	0%	1%	0%
Tri-Counties	69%	30%	0%	0%	0%	0%
Valley Mountain	72%	27%	0%	0%	0%	0%
Westside	66%	32%	2%	0%	0%	0%

Qualifying Conditions for California

Graph D6: Qualifying Conditions for California



The graph above represents the percentages of people surveyed who were diagnosed with conditions that qualify them for services – autism spectrum disorder (ASD, 15%), cerebral palsy (CP, 24%), epilepsy (32%), and Intellectual Disability (ID, 77%).

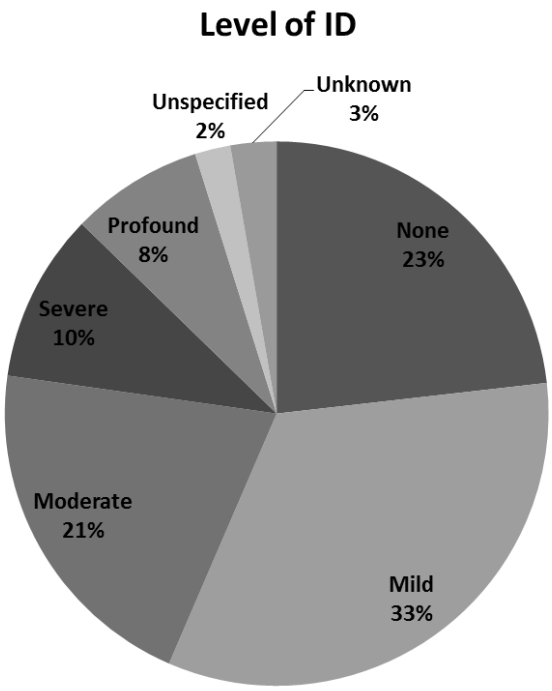
NOTE: Individuals represented in Qualifying Conditions may have been diagnosed with more than one condition and may have been diagnosed with another disability (see Graph and Table D8: Other Disabilities).

Table D6: Qualifying Conditions for California by Regional Center

Regional Center	ASD	CP	Epilepsy	ID
CA Average	**15%**	**24%**	**32%**	**77%**
Alta	19%	29%	34%	59%
Central Valley	5%	19%	34%	83%
East Bay	20%	23%	25%	87%
East Los Angeles	20%	19%	29%	77%
Far Northern	12%	22%	27%	66%
Golden Gate	16%	21%	26%	90%
Harbor	18%	28%	34%	78%
Inland	15%	27%	33%	84%
Kern	14%	12%	40%	74%
Lanterman	22%	30%	43%	72%
North Bay	15%	24%	30%	75%
North Los Angeles	22%	27%	31%	71%
Orange	16%	20%	26%	87%
Redwood Coast	12%	20%	36%	73%
San Andreas	21%	24%	33%	77%
San Diego	10%	34%	35%	82%
San Gabriel/Pomona	14%	29%	46%	63%
South Central LA	18%	20%	34%	85%
Tri Counties	12%	23%	28%	67%
Valley Mountain	8%	25%	33%	78%
Westside	18%	24%	28%	62%

Level of Intellectual Disability (ID)

Graph D7: Level of ID



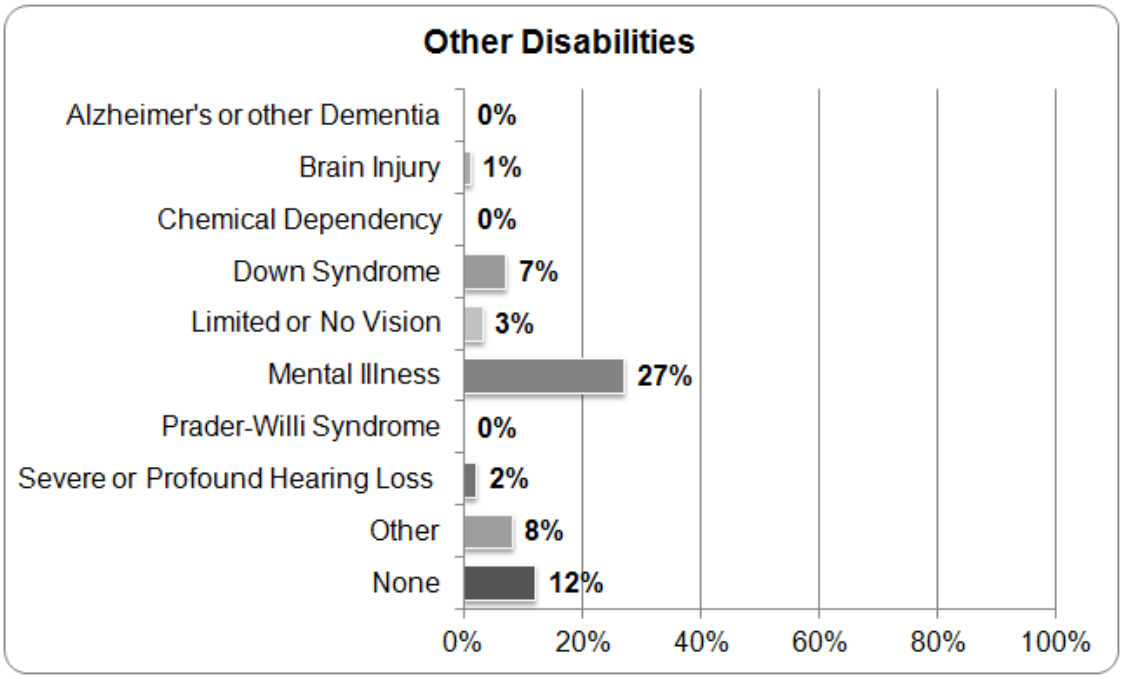
The graph above illustrates levels of intellectual disability (ID) across California. Just over half of the people surveyed had a diagnosis of either mild ID (33%) or moderate ID (21%); 10% had a diagnosis of severe and 8% profound ID. Five percent (5%) had an unspecified or unknown diagnosis. Nearly one-quarter had no ID diagnosis (23%).

Table D7: Level of ID by Regional Center

	No ID Label	Mild	Moderate	Severe	Profound	Don't Know
CA Average	**23%**	**33%**	**21%**	**10%**	**8%**	**5%**
Alta	41%	27%	14%	10%	4%	5%
Central Valley	17%	34%	27%	10%	8%	3%
East Bay	13%	39%	25%	10%	5%	8%
East Los Angeles	23%	34%	19%	10%	9%	5%
Far Northern	34%	38%	14%	8%	3%	2%
Golden Gate	10%	30%	34%	15%	8%	2%
Harbor	22%	32%	23%	10%	8%	4%
Inland	15%	36%	24%	7%	9%	8%
Kern	26%	36%	20%	9%	8%	1%
Lanterman	28%	23%	15%	10%	18%	5%
North Bay	25%	30%	19%	11%	8%	6%
North Los Angeles	29%	32%	18%	8%	7%	6%
Orange	12%	35%	25%	15%	12%	1%
Redwood Coast	27%	41%	15%	8%	5%	4%
San Andreas	23%	24%	23%	9%	6%	16%
San Diego	18%	40%	23%	13%	5%	1%
San Gabriel/Pomona	37%	24%	15%	10%	11%	2%
South Central LA	15%	34%	23%	12%	10%	7%
Tri-Counties	33%	32%	20%	5%	7%	3%
Valley Mountain	22%	33%	24%	12%	6%	3%
Westside	38%	27%	12%	7%	7%	9%

Other Disabilities

Graph D8: Other Disabilities



The graph above illustrates the proportion of people surveyed who had a disability other than a qualifying condition. The most common disability is mental illness or psychiatric diagnosis (27%); 12% have no other disability.

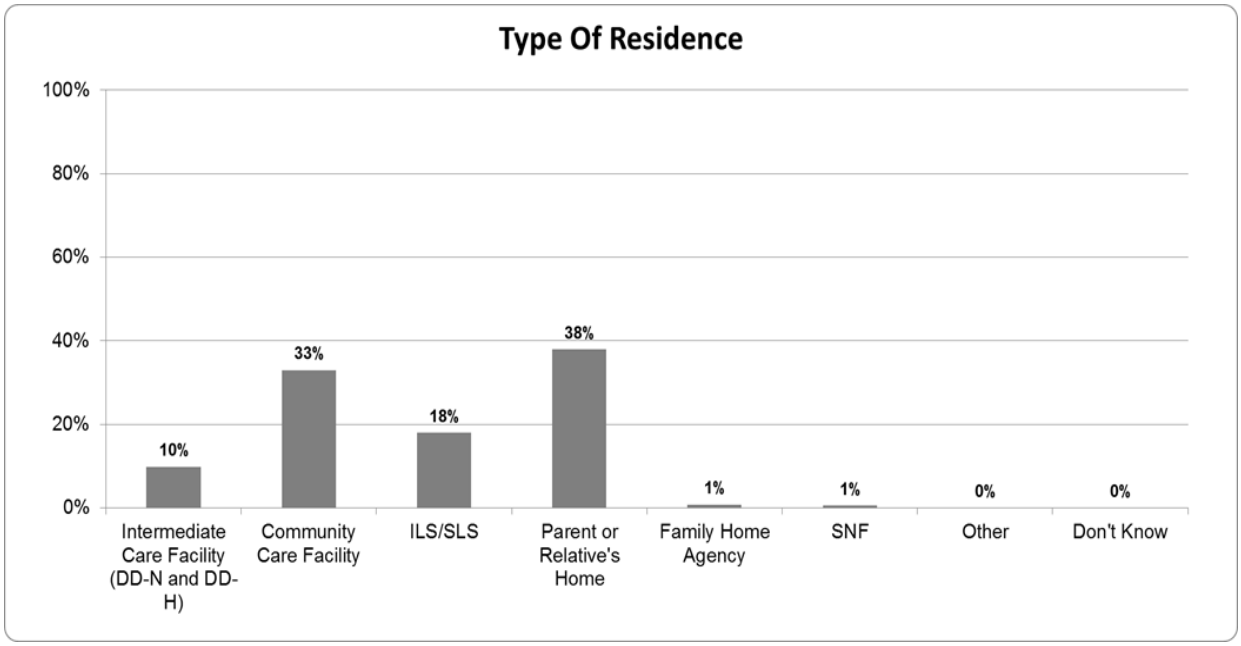
NOTE: Individuals with results reflected in the graph and table above may have been diagnosed with a Qualifying Condition as well (see proceeding Graph Table D6: 'Qualifying Conditions').

Table D8: Other Disabilities by Regional Center

Regional Center	Alzheimer's/ Dementia	Brain Injury	Chemical Dependence	Down Syndrome	Limited/ No Vision	Mental Illness	Prader-Willi Syndrome	Hearing Loss	Others Not Listed	None
CA Average	**0%**	**1%**	**0%**	**7%**	**3%**	**27%**	**0%**	**2%**	**8%**	**12%**
Alta	1%	3%	0%	9%	3%	28%	0%	2%	9%	5%
Central Valley	0%	1%	0%	9%	7%	31%	0%	3%	15%	14%
East Bay	0%	0%	0%	7%	4%	27%	0%	2%	9%	19%
East Los Angeles	0%	1%	0%	12%	0%	37%	0%	1%	3%	10%
Far Northern	0%	2%	0%	5%	3%	37%	1%	4%	13%	13%
Golden Gate	1%	1%	0%	11%	4%	14%	0%	3%	12%	27%
Harbor	0%	2%	0%	6%	3%	36%	0%	4%	7%	8%
Inland	0%	1%	0%	8%	2%	17%	0%	2%	8%	23%
Kern	0%	0%	0%	4%	1%	33%	0%	1%	6%	8%
Lanterman	0%	1%	0%	7%	1%	33%	0%	1%	3%	2%
North Bay	1%	3%	0%	6%	4%	34%	2%	3%	13%	10%
North Los Angeles	0%	1%	0%	5%	3%	26%	0%	1%	4%	11%
Orange	1%	1%	0%	13%	2%	35%	2%	2%	8%	14%
Redwood Coast	0%	0%	0%	5%	5%	53%	0%	3%	9%	5%
San Andreas	1%	0%	0%	10%	5%	26%	0%	2%	10%	10%
San Diego	1%	1%	0%	7%	3%	17%	0%	2%	5%	15%
San Gabriel/Pomona	0%	0%	0%	5%	1%	27%	0%	1%	4%	6%
South Central LA	0%	1%	0%	5%	5%	33%	0%	2%	4%	13%
Tri-Counties	1%	0%	0%	3%	0%	17%	0%	1%	3%	5%
Valley Mountain	0%	1%	0%	5%	0%	39%	0%	1%	12%	2%
Westside	0%	0%	0%	4%	4%	18%	0%	2%	12%	9%

Type of Residence

Graph D9: Type of Residence



The graph above shows the types of residence for those people surveyed. The highest percentage of people surveyed lived with a parent or relative (38%), in a community care facility (33%), or in their own home receiving ILS/SLS (18%).

Table D9: Type of Residence by Regional Center

Regional Center	Intermediate Care Facility (DD-N or DD-H)	Community Care Facility	ILS/SLS	Parent or Relative's Home	Family Home Agency	SNF	Other	Don't Know
CA Average	**10%**	**33%**	**18%**	**38%**	**1%**	**1%**	**0%**	**0%**
Alta	5%	30%	26%	38%	0%	1%	0%	0%
Central Valley	11%	32%	17%	39%	1%	0%	0%	0%
East Bay	8%	44%	18%	29%	0%	1%	0%	0%
East Los Angeles	4%	18%	11%	66%	1%	0%	0%	0%
Far Northern	6%	30%	42%	22%	0%	0%	0%	0%
Golden Gate	7%	43%	8%	41%	0%	1%	0%	0%
Harbor	10%	38%	13%	34%	1%	2%	0%	0%
Inland	13%	29%	10%	47%	0%	0%	0%	0%
Kern	10%	19%	24%	44%	3%	0%	0%	0%
Lanterman	12%	41%	13%	33%	0%	1%	0%	0%
North Bay	14%	33%	23%	29%	0%	0%	1%	0%
North Los Angeles	16%	27%	13%	43%	0%	0%	0%	0%
Orange County	15%	39%	13%	32%	1%	0%	0%	0%
Redwood Coast	4%	18%	47%	26%	3%	1%	0%	0%
San Andreas	8%	43%	12%	37%	0%	0%	0%	0%
San Diego	11%	33%	21%	31%	2%	2%	0%	0%
San Gabriel/Pomona	18%	40%	11%	30%	1%	1%	0%	0%
South Central LA	6%	30%	9%	51%	2%	2%	0%	0%
Tri-Counties	13%	22%	31%	33%	1%	0%	0%	0%
Valley Mountain	7%	39%	14%	37%	1%	1%	0%	0%
Westside	9%	22%	25%	43%	0%	0%	0%	0%

VII. Results: Outcomes

Core Indicator Comparisons -- Presents results for each question by looking at State Averages and Regional Center Averages as well as results by type of residence.

Chapter I: Choice and Decision-Making

People make choices about their lives and are actively engaged in planning their services and supports.

Presentation of Data

The Choice Section includes questions in the following areas: choice about home, choice about work and day activity, everyday choices, and choice of service coordinator.

Results are first presented in a graph showing the Adult Consumer Survey FY 2011-2012 – 2nd Cycle (CS2) result compared to the Adult Consumer Survey FY 2010-2011 – 1st Cycle (CS1) result. Next, the results are broken out by regional center, showing a table with each regional center's result. The CS2 and CS1 Statewide results are indicated in the first row with regional centers listed alphabetically underneath. The table shows the regional centers' CS2 result, the differences between the CS2 Statewide Average, as well as regional centers' CS1 result for reference.

Important Data Notes:

Some questions were only asked depending upon previous answers (for example, only people who have a job in the community were asked if they chose their jobs). The text indicates where results apply to a more limited respondent group.

Some questions can only be asked directly of individuals receiving services, while others can be answered by a "proxy" respondent (for example, a family member, friend, staff person, or someone else who knows the person well), or through agency records. Items that allow other sources of data are noted.

Some response categories are collapsed (for example, results are combined for people who made a choice or had some input in making the choice). The indicator heading describes which response options are included. For more detail on how the response categories are collapsed, see Appendix A.

Observations for Choice and Decision-Making

California's Statewide results found the majority of people reported they chose or were aware they could request to change staff who help them at their home, job, and day activity or program (56%, 55%, and 49% respectively). Additionally, 58% in CS2 indicated they chose or were aware they could request to change their service coordinator. Overall results showed people tended to have more input in decisions about their daily life. The majority of people reported being able to choose: how to spend free time (90%), what to buy (85%), and their daily schedule (84%).

While regional center outcomes did not vary greatly for decisions about daily life, choices about where to live, day program or activity, staff, and case manager had more variation. For instance, 34%-73% chose home, 37%-82% chose their daily activity or program, and 29%-88% chose their service coordinator.

Across California, many Choice items showed differences between CS1 and CS2, though choices about everyday decisions tended to be similar. In particular, all items regarding choosing staff (at home, job[9], and day program or activity), choice of day program or activity, and choice of service coordinator also showed a decline from CS1 to CS2; results for these items also varied greatly between regional centers.

***Note some items were analyzed differently for the CS2 data collection cycle. Those items are noted in text and charts and year-to-year comparisons should be made with caution.**

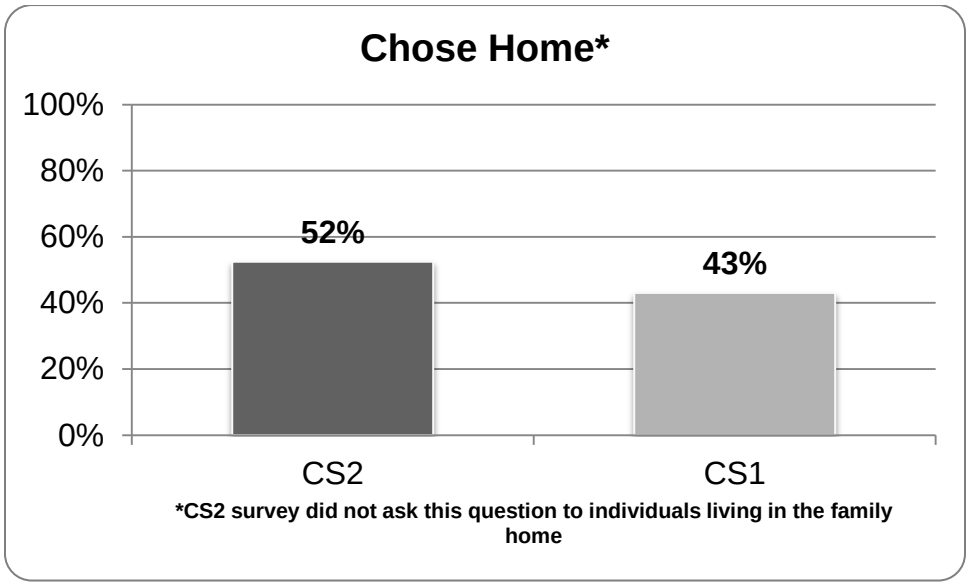
[9] Chose Job Staff was analyzed differently in 2011-12 – results are shown only for people who were determined to have a paid job in the community in the Background Information Section

Choices about Home

Chose Home*

Results reflect the proportion of people who reported they chose or had some input in choosing where they live. Information may have been obtained from individuals or proxy respondents.

Graph 1.1: Chose Home*



The graph above illustrates a higher percentage of people reported they chose or had some input in choosing where they live in CS2 (52%) compared to CS1 (43%).

Table 1.1: Chose Home by Regional Center

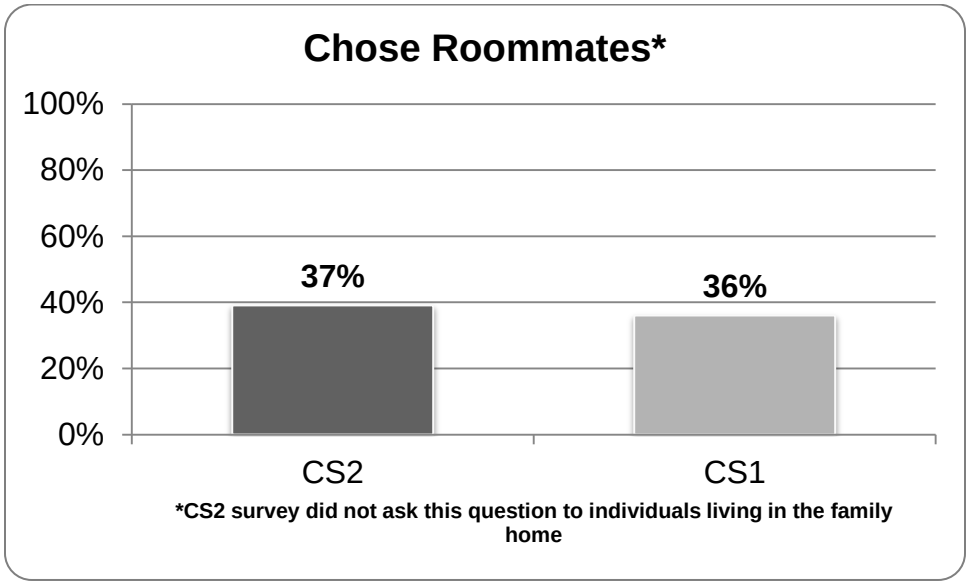
Chose Home*			
	CS2 (FY 2011-2012)	+/- CS2 CA Average	CS1 (FY 2010-2011)
CA Average	52%		43%
Alta	72%	20%	56%
Central Valley	49%	-3%	41%
East Bay	44%	-8%	37%
East Los Angeles	51%	-1%	27%
Far Northern	67%	15%	61%
Golden Gate	41%	-11%	34%
Harbor	42%	-10%	29%
Inland	56%	4%	51%
Kern	56%	4%	54%
Lanterman	50%	-2%	31%
North Bay	67%	15%	51%
North Los Angeles	62%	10%	47%
Orange	40%	-12%	37%
Redwood Coast	73%	21%	62%
San Andreas	43%	-9%	36%
San Diego	50%	-2%	43%
San Gabriel/Pomona	38%	-14%	35%
South Central LA	34%	-18%	26%
Tri-Counties	60%	8%	48%
Valley Mountain	57%	5%	50%
Westside	49%	-3%	40%

*CS2 surveys did not ask this question to individuals living in the family home.

Chose Roommates*

Results reflect the proportion of people who reported they chose or had some input in choosing the people with whom they live. Information may have been obtained from individuals or proxy respondents.

Graph 1.2: Chose Roommates*



The graph above illustrates a higher percentage of people reported they chose or had some input in choosing the people they live with in CS2 (37%) compared to CS1 (36%).

Table 1.2: Chose Roommates by Regional Center

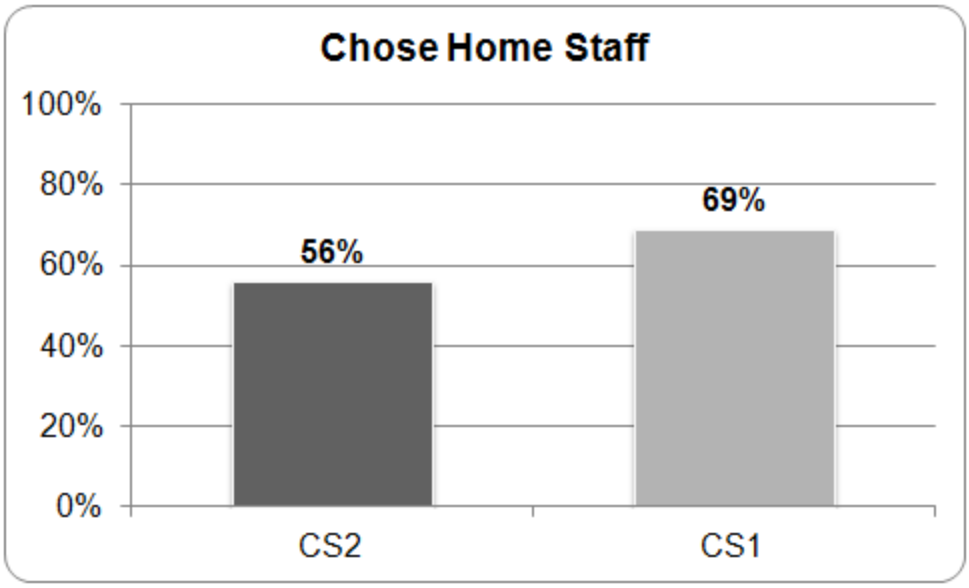
Chose Roommates*			
	CS2 (FY 2011-2012)	+/- CS2 CA Average	CS1 (FY 2010-2011)
CA Average	37%		36%
Alta	52%	15%	58%
Central Valley	38%	1%	43%
East Bay	30%	-7%	33%
East Los Angeles	53%	16%	21%
Far Northern	63%	26%	55%
Golden Gate	23%	-14%	19%
Harbor	29%	-8%	21%
Inland	31%	-6%	36%
Kern	50%	13%	52%
Lanterman	24%	-13%	23%
North Bay	62%	25%	41%
North Los Angeles	28%	-9%	40%
Orange	27%	-10%	31%
Redwood Coast	70%	33%	69%
San Andreas	33%	-4%	28%
San Diego	37%	0%	31%
San Gabriel/Pomona	18%	-19%	23%
South Central LA	28%	-9%	25%
Tri-Counties	47%	10%	48%
Valley Mountain	36%	-1%	35%
Westside	41%	4%	38%

***CS2 surveys did not ask this question to individuals living in the family home.**

Chose Home Staff

Percentages reflect the proportion of people with home staff who reported choosing them or reported being aware they can request a change in staff if desired. Information may have been obtained from individuals or proxy respondents.

Graph 1.3: Chose Home Staff



The graph above illustrates a lower percentage of people reported they chose or were aware they could request to change the staff who help them at home in CS2 (56%) compared to CS1 (69%).

Table 1.3: Chose Home Staff by Regional Center

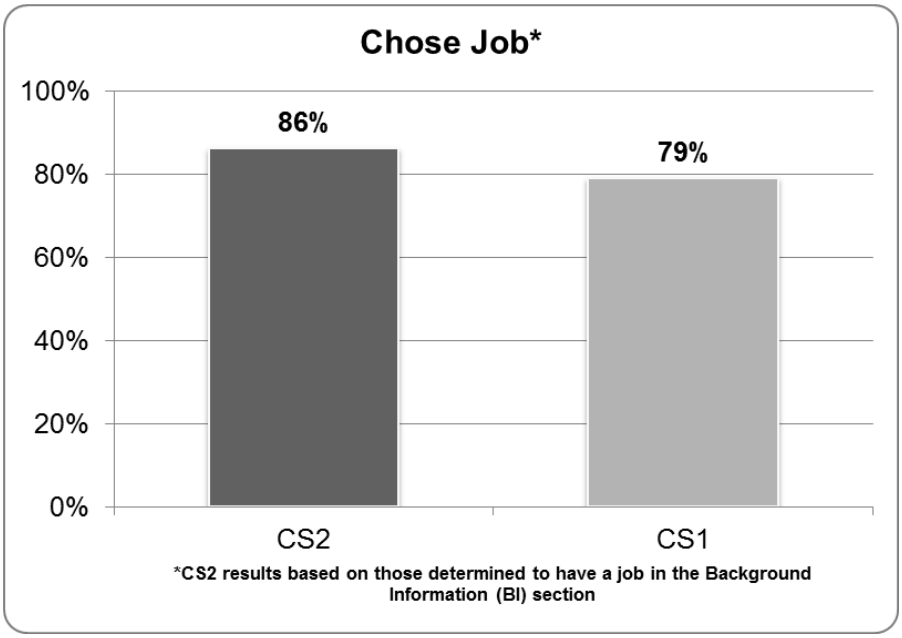
Chose Home Staff			
	CS2 (FY 2011-2012)	+/- CS2 CA Average	CS1 (FY 2010-2011)
CA Average	56%		69%
Alta	61%	5%	73%
Central Valley	54%	-2%	78%
East Bay	73%	17%	85%
East Los Angeles	49%	-7%	53%
Far Northern	77%	21%	88%
Golden Gate	54%	-2%	49%
Harbor	50%	-6%	49%
Inland	44%	-12%	65%
Kern	45%	-11%	69%
Lanterman	50%	-6%	61%
North Bay	71%	15%	63%
North Los Angeles	58%	2%	58%
Orange	37%	-19%	86%
Redwood Coast	81%	25%	86%
San Andreas	61%	5%	77%
San Diego	44%	-12%	73%
San Gabriel/Pomona	37%	-19%	46%
South Central LA	37%	-19%	48%
Tri-Counties	70%	14%	73%
Valley Mountain	78%	22%	72%
Westside	58%	2%	75%

Choices About Work and Day Activity

Chose Job*

Percentages reflect the proportion of people, among those reported working in the community, who reported they chose or had some input in choosing where they worked. Information may have been obtained from individuals or proxy respondents.

Graph 1.4: Chose Job*



The graph above illustrates a higher percentage of people who were reported to have a paid job in the community, also reported they chose or had some input in choosing their job in CS2 (86%) compared to CS1 (79%).

Table 1.4: Chose Job by Regional Center

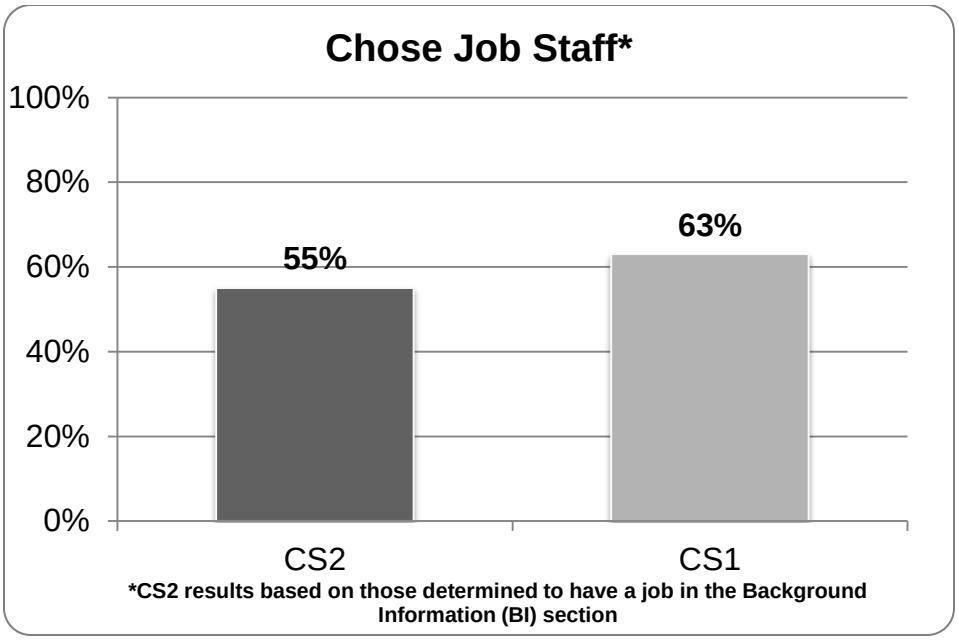
Chose Job*			
	CS2 (FY 2011-2012)	+/- CS2 CA Average	CS1 (FY 2010-2011)
CA Average	86%		79%
Alta	97%	11%	88%
Central Valley	86%	0%	80%
East Bay	91%	5%	77%
East Los Angeles	82%	-4%	66%
Far Northern	90%	4%	86%
Golden Gate	76%	-10%	70%
Harbor	83%	-3%	62%
Inland	80%	-6%	79%
Kern	81%	-5%	84%
Lanterman	93%	7%	66%
North Bay	89%	3%	85%
North Los Angeles	83%	-3%	83%
Orange	79%	-7%	78%
Redwood Coast	92%	6%	93%
San Andreas	90%	4%	73%
San Diego	91%	5%	83%
San Gabriel/Pomona	81%	-5%	76%
South Central LA	83%	-3%	60%
Tri-Counties	90%	4%	81%
Valley Mountain	91%	5%	93%
Westside	83%	-3%	90%

***CS2 results based on those determined to have a job in the Background Information section**

Chose Job Staff*

Percentages reflect the proportion of people, among those reported working in the community with staff at work, who reported choosing their staff at their job or being aware they can request a change if desired. Information may have been obtained from individuals or proxy respondents.

Graph 1.5: Chose Job Staff*



The graph above illustrates a lower percentage of people who were reported to have a paid job in the community also reported they chose or were aware they could request to change the staff who help them at their job in CS2 (55%) compared to CS1 (63%).

Table 1.5: Chose Job Staff by Regional Center

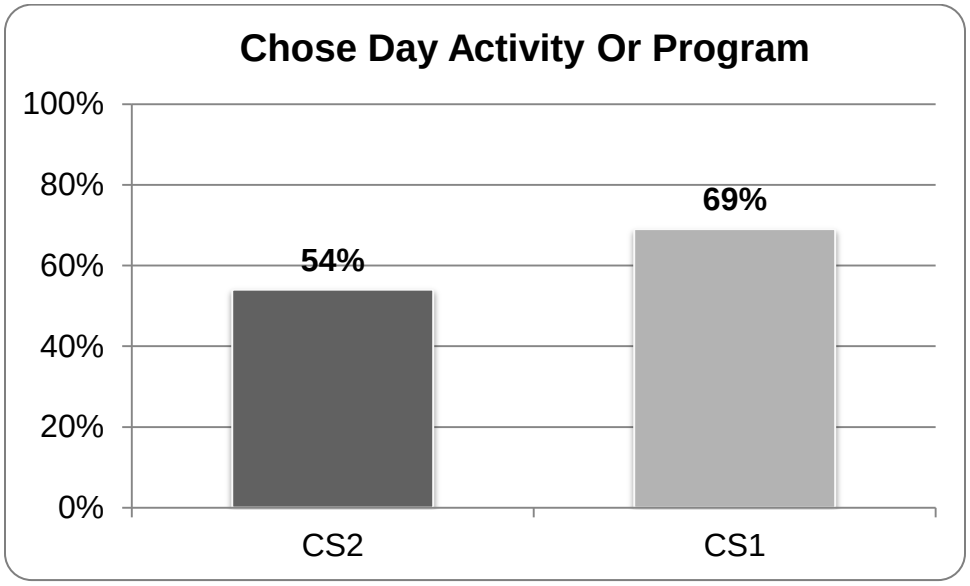
Chose Job Staff*			
	CS2 (FY 2011-2012)	+/- CS2 CA Average	CS1 (FY 2010-2011)
CA Average	55%		63%
Alta	55%	0%	71%
Central Valley	57%	2%	71%
East Bay	63%	8%	91%
East Los Angeles	67%	12%	47%
Far Northern	61%	6%	76%
Golden Gate	64%	9%	57%
Harbor	50%	-5%	54%
Inland	39%	-16%	67%
Kern	20%	-35%	67%
Lanterman	29%	-26%	46%
North Bay	81%	26%	52%
North Los Angeles	60%	5%	32%
Orange	55%	0%	83%
Redwood Coast	79%	24%	60%
San Andreas	58%	3%	61%
San Diego	48%	-7%	64%
San Gabriel/Pomona	27%	-28%	46%
South Central LA	41%	-14%	54%
Tri-Counties	60%	5%	36%
Valley Mountain	74%	19%	65%
Westside	50%	-5%	58%

***CS2 results based on those determined to have a job in the Background Information Section**

Chose Day Activity or Program

Percentages reflect the proportion of people who reported attending a day activity (e.g., day program) and reported they chose or had some input in choosing where to attend. Information may have been obtained from individuals or proxy respondents. Note: A community job does not count as a "day activity."

Graph 1.6: Chose Day Activity or Program



The graph above illustrates a lower percentage of people who reported attending a day program or activity also reported they chose or had some input in choosing their day activity or program in CS2 (54%) compared to CS1 (69%).

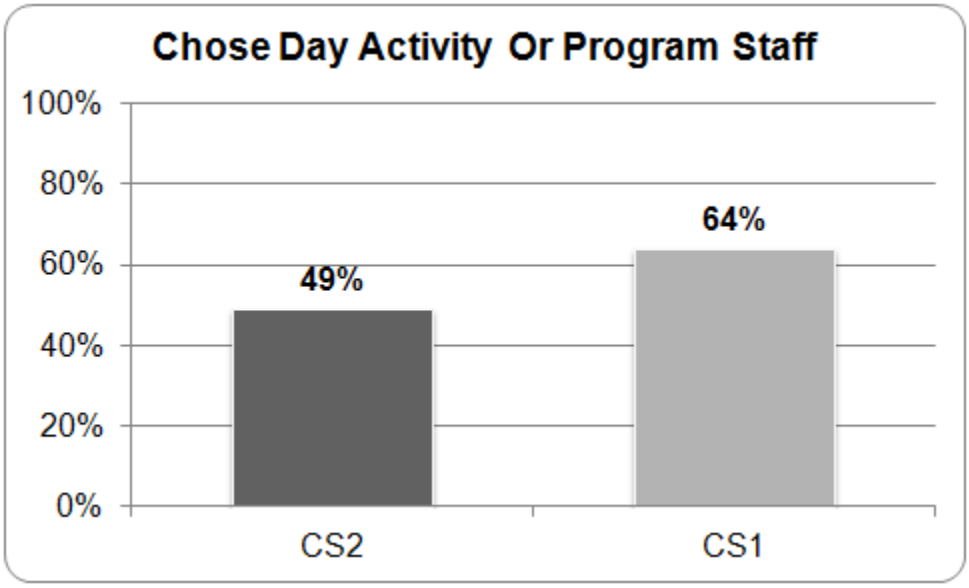
Table 1.6: Chose Day Activity or Program by Regional Center

Chose Day Activity or Program			
	CS2 (FY 2011-2012)	+/- CS2 CA Average	CS1 (FY 2010-2011)
CA Average	54%		69%
Alta	76%	22%	84%
Central Valley	48%	-6%	69%
East Bay	46%	-8%	63%
East Los Angeles	52%	-2%	53%
Far Northern	64%	10%	80%
Golden Gate	39%	-15%	59%
Harbor	46%	-8%	49%
Inland	53%	-1%	76%
Kern	41%	-13%	71%
Lanterman	62%	8%	52%
North Bay	66%	12%	74%
North Los Angeles	75%	21%	77%
Orange	39%	-15%	62%
Redwood Coast	82%	28%	82%
San Andreas	50%	-4%	57%
San Diego	43%	-11%	67%
San Gabriel/Pomona	37%	-17%	68%
South Central LA	51%	-3%	59%
Tri-Counties	59%	5%	72%
Valley Mountain	71%	17%	82%
Westside	53%	-1%	75%

Chose Day Activity or Program Staff

Percentages reflect the proportion of people who reported they chose their day activity or program (e.g., day program) staff or reported being aware they can request a change in staff if desired. Information may have been obtained from individuals or proxy respondents. Note: A community job does not count as a "day activity."

Graph 1.7: Chose Day Activity or Program Staff



The graph above illustrates a lower percentage of people who reported attending a day program or activity also reported they chose or were aware they could request to change the staff who help them at their day program or activity in CS2 (49%) compared to CS1 (64%).

Table 1.7: Chose Day Activity or Program Staff by Regional Center

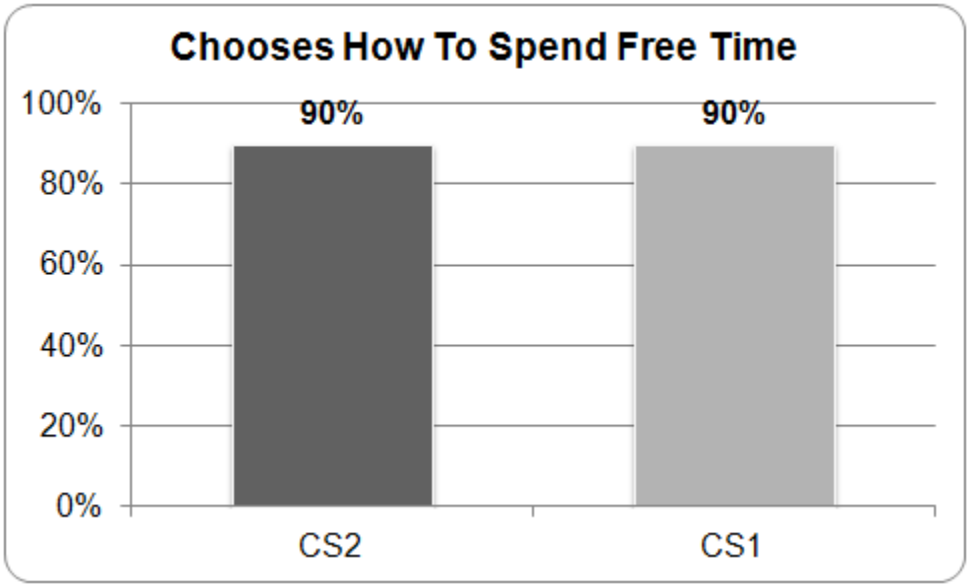
Chose Day Activity or Program Staff			
	CS2 (FY 2011-2012)	+/- CS2 CA Average	CS1 (FY 2010-2011)
CA Average	49%		64%
Alta	55%	6%	72%
Central Valley	52%	3%	71%
East Bay	66%	17%	80%
East Los Angeles	44%	-5%	43%
Far Northern	73%	24%	80%
Golden Gate	54%	5%	51%
Harbor	50%	1%	48%
Inland	40%	-9%	66%
Kern	37%	-12%	63%
Lanterman	37%	-12%	42%
North Bay	69%	20%	52%
North Los Angeles	42%	-7%	51%
Orange	30%	-19%	83%
Redwood Coast	73%	24%	72%
San Andreas	58%	9%	70%
San Diego	29%	-20%	57%
San Gabriel/Pomona	40%	-9%	47%
South Central LA	33%	-16%	49%
Tri-Counties	58%	9%	70%
Valley Mountain	75%	26%	66%
Westside	54%	5%	52%

Everyday Choices

Chooses How to Spend Free Time

Percentages reflect the proportion of people who reported choosing, or having some input in choosing, how they spend free time. Information may have been obtained from individuals or proxy respondents.

Graph 1.8: Chooses How to Spend Free Time



The graph above illustrates the same percentage of people reported they choose or have some input in choosing how to spend their free time in CS2 (90%) compared to CS1 (90%).

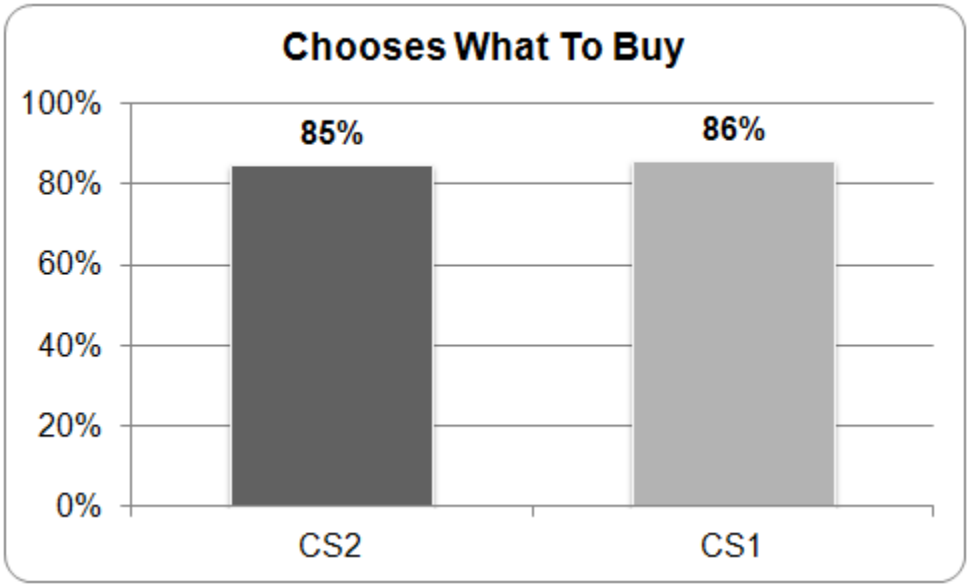
Table 1.8: Chooses How to Spend Free Time by Regional Center

Chooses How to Spend Free Time			
	CS2 (FY 2011-2012)	+/- CS2 CA Average	CS1 (FY 2010-2011)
CA Average	90%		90%
Alta	98%	8%	96%
Central Valley	87%	-3%	90%
East Bay	87%	-3%	88%
East Los Angeles	86%	-4%	85%
Far Northern	97%	7%	95%
Golden Gate	90%	0%	92%
Harbor	91%	1%	86%
Inland	89%	-1%	88%
Kern	83%	-7%	87%
Lanterman	92%	2%	87%
North Bay	93%	3%	94%
North Los Angeles	92%	2%	91%
Orange	90%	0%	90%
Redwood Coast	97%	7%	97%
San Andreas	88%	-2%	91%
San Diego	90%	0%	92%
San Gabriel/Pomona	88%	-2%	94%
South Central LA	84%	-6%	81%
Tri-Counties	91%	1%	90%
Valley Mountain	87%	-3%	94%
Westside	86%	-4%	88%

Chooses What to Buy

Percentages reflect the proportion of people who reported choosing how to spend their money. Information may have been obtained from individuals or proxy respondents.

Graph 1.9: Chooses What to Buy



The graph above illustrates a lower percentage of people reported they choose or have some input in choosing what to buy with their spending money in CS2 (85%) compared to CS1 (86%).

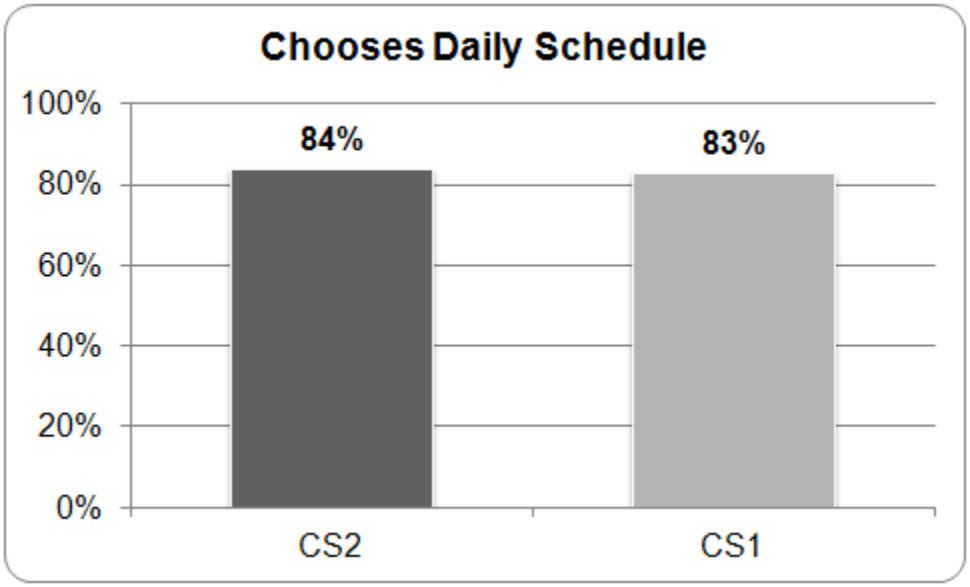
Table 1.9: Chooses What to Buy by Regional Center

Chooses What to Buy			
	CS2 (FY 2011-2012)	+/- CS2 CA Average	CS1 (FY 2010-2011)
CA Average	85%		86%
Alta	92%	7%	93%
Central Valley	86%	1%	88%
East Bay	83%	-2%	81%
East Los Angeles	75%	-10%	78%
Far Northern	93%	8%	93%
Golden Gate	81%	-4%	82%
Harbor	85%	0%	78%
Inland	84%	-1%	81%
Kern	84%	-1%	86%
Lanterman	82%	-3%	83%
North Bay	89%	4%	90%
North Los Angeles	85%	0%	85%
Orange	83%	-2%	85%
Redwood Coast	95%	10%	96%
San Andreas	87%	2%	84%
San Diego	85%	0%	90%
San Gabriel/Pomona	89%	4%	93%
South Central LA	83%	-2%	81%
Tri-Counties	90%	5%	89%
Valley Mountain	83%	-2%	90%
Westside	76%	-9%	82%

Chooses Daily Schedule

Percentages reflect the proportion of people who reported choosing their daily schedule. Information may have been obtained from individuals or proxy respondents.

Graph 1.10: Chooses Daily Schedule



The graph above illustrates a higher percentage of people reported they choose or have some input in choosing their daily schedule in CS2 (84%) compared to CS1 (83%).

Table 1.10: Chooses Daily Schedule by Regional Center

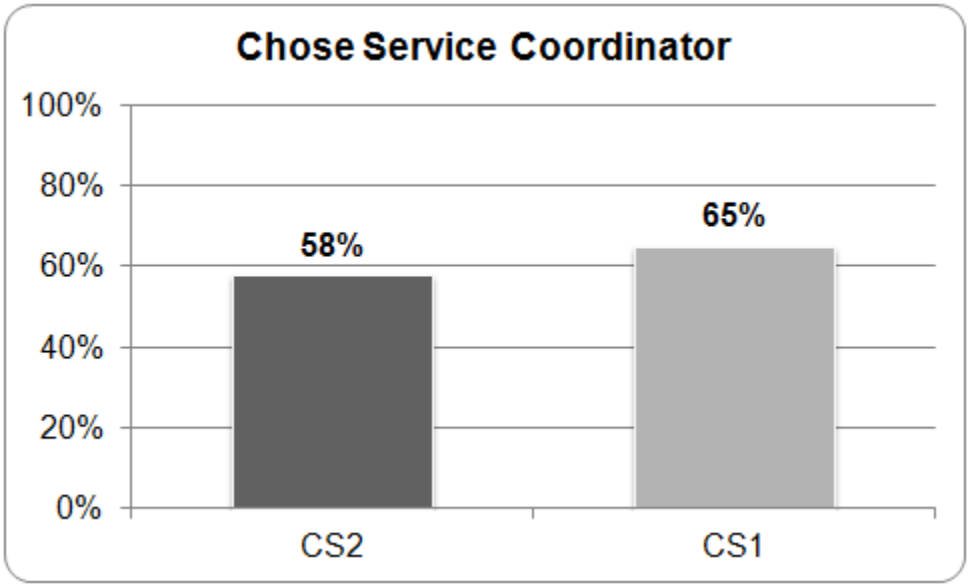
Chooses Daily Schedule			
	CS2 (FY 2011-2012)	+/- CS2 CA Average	CS1 (FY 2010-2011)
CA Average	84%		83%
Alta	89%	5%	88%
Central Valley	80%	-4%	76%
East Bay	78%	-6%	79%
East Los Angeles	78%	-6%	78%
Far Northern	92%	8%	89%
Golden Gate	84%	0%	80%
Harbor	85%	1%	76%
Inland	84%	0%	81%
Kern	78%	-6%	85%
Lanterman	87%	3%	78%
North Bay	88%	4%	87%
North Los Angeles	91%	7%	86%
Orange	91%	7%	88%
Redwood Coast	92%	8%	90%
San Andreas	80%	-4%	81%
San Diego	86%	2%	87%
San Gabriel/Pomona	76%	-8%	88%
South Central LA	78%	-6%	70%
Tri-Counties	80%	-4%	79%
Valley Mountain	84%	0%	91%
Westside	84%	0%	87%

Choice of Service Coordinator

Chose Service Coordinator

Percentages reflect the proportion of people who reported having chosen their service coordinator or reported being aware they can request to change their service coordinator if desired. Information may have been obtained from individuals or proxy respondents.

Graph 1.11: Chose Service Coordinator



The graph above illustrates a lower percentage of people reported they chose or were aware they could request to change their service coordinator in CS2 (58%) compared to CS1 (65%).

Table 1.11: Chose Service Coordinator by Regional Center

Chose Service Coordinator			
	CS2 (FY 2011-2012)	+/- CS2 CA Average	CS1 (FY 2010-2011)
CA Average	58%		65%
Alta	62%	4%	72%
Central Valley	54%	-4%	54%
East Bay	81%	23%	90%
East Los Angeles	47%	-11%	37%
Far Northern	88%	30%	86%
Golden Gate	54%	-4%	59%
Harbor	59%	1%	57%
Inland	48%	-10%	79%
Kern	55%	-3%	59%
Lanterman	68%	10%	72%
North Bay	85%	27%	58%
North Los Angeles	35%	-23%	54%
Orange	67%	9%	90%
Redwood Coast	83%	25%	58%
San Andreas	73%	15%	72%
San Diego	41%	-17%	44%
San Gabriel/Pomona	38%	-20%	49%
South Central LA	29%	-29%	64%
Tri-Counties	64%	6%	61%
Valley Mountain	60%	2%	66%
Westside	64%	6%	53%

Chapter 2: Work

People have support to find and maintain community integrated employment.

Presentation of Data

The Employment Section includes 13 items related to community based employment, presented below in the following three groupings: Community Based Employment, Type of Community Employment, and Employment Goals.

Results are first presented in a graph showing the Adult Consumer Survey FY 2011-2012 – 2nd Cycle (CS2) result compared to the Adult Consumer Survey FY 2010-2011 – 1st Cycle (CS1) result. Next, the results are broken out by regional center, showing a table with each regional center's result. The CS2 and CS1 Statewide results are indicated in the first row with regional centers listed alphabetically underneath. The table shows the regional centers' CS2 result, the differences between the CS2 Statewide Average, as well as regional centers' CS1 result for reference.

***Note some items were analyzed differently for the CS2 data collection cycle. Those items are noted in text and charts and year-to-year comparisons should be made with caution.**

Important Data Notes:

Some questions were only asked depending upon previous answers (for example, only people who have a job in the community were asked if they chose their jobs). The text indicates where results apply to a more limited respondent group.

Some questions can only be asked directly of individuals receiving services, while others can be answered by a "proxy" respondent (for example, a family member, friend, staff person, or someone else who knows the person well), or through agency records. Items that allow other sources of data are noted.

Some response categories are collapsed (for example, results are combined for people who made a choice or had some input in making the choice). The indicator heading describes which response options are included. For more detail on how the response categories are collapsed, see Appendix A.

Observations for Work

Across California, 13% of people had a paid job in the community. Of those who were reported as being employed, the majority are in group-supported employment (43%), one-third are in competitive employment (33%), and about one-quarter were in individually-supported employment (24%). Most who were reported to be employed had been for at least 10 of the past 12 months (83%). Respondents were employed an average of 64.5 months. Thirty-nine percent (39%) of people who were not employed reported they would like a job in the community, while 27% of all respondents were reported to have integrated employment as a goal in their IPP. Just fewer than one-quarter reported doing volunteer work (24%).

For most items there was not a great amount of variance observed across regional centers. However, the percentage of those who received benefits and the average months people were employed had a wide dispersion among regional centers. Across regional centers between 3% and 63% of people received benefits at their community job and results for length of employment ranged from 45.6 months to 95.1 months.

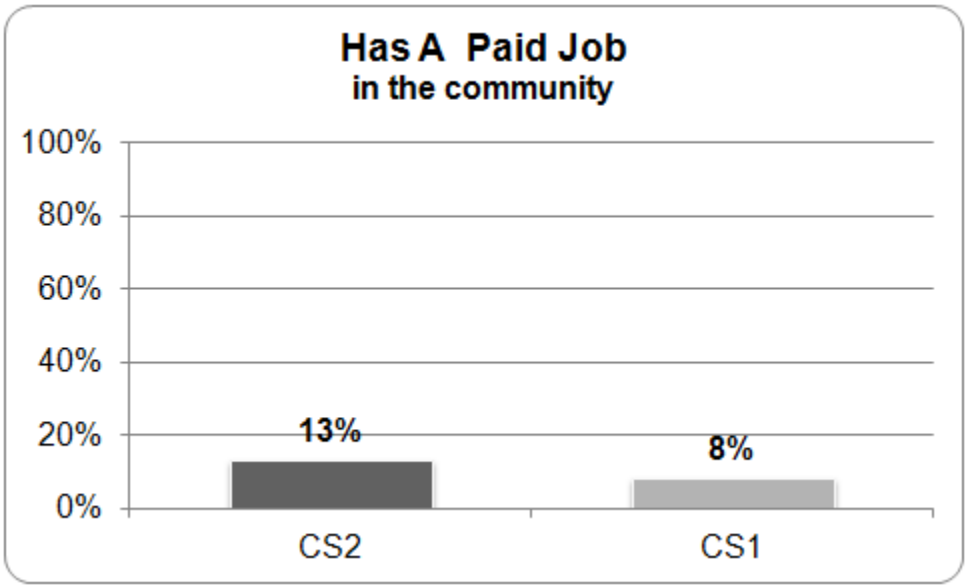
Between survey years there were some notable differences in results. Five percent (5%) more people were reported to have a paid job in the community in CS2 (13% compared to 8% in CS1), and all but one regional center showed an increase in the percentage of people working in a community job. However, the average wages were lower in CS2 for all types of employment. In CS2 compared to CS1, a higher percentage of people were reported to have worked ten of the last 12 months in a community job (83% compared to 79%) and receive benefits at their community job (32% compared to 29%). On average, people were reported to have been employed for longer in CS2 (64.5 months compared to 61.9 months).

Community Based Employment

Has a Paid Job in the Community

Percentages reflect the proportion of people who were reported as having a paid job in the community; this includes individually-supported, competitive, or group-supported work. Information may have been collected or provided by the State/regional center, persons receiving services, or proxy respondents.

Graph 2.1: Has a Paid Job in the Community



The graph above illustrates a higher percentage of people were reported to have a paid job in the community in CS2 (13%) compared to CS1 (8%).

Table 2.1: Has a Paid Job in the Community by Regional Center

Has a Paid Job in the Community			
	CS2 (FY 2011-2012)	+/- CS2 CA Average	CS1 (FY 2010-2011)
CA Average	13%		8%
Alta	12%	-1%	8%
Central Valley	11%	-2%	5%
East Bay	13%	0%	8%
East Los Angeles	11%	-2%	5%
Far Northern	11%	-2%	6%
Golden Gate	16%	3%	13%
Harbor	13%	0%	8%
Inland	15%	2%	7%
Kern	9%	-4%	4%
Lanterman	8%	-5%	9%
North Bay	16%	3%	8%
North Los Angeles	11%	-2%	8%
Orange	18%	5%	10%
Redwood Coast	17%	4%	5%
San Andreas	11%	-2%	10%
San Diego	17%	4%	9%
San Gabriel/Pomona	10%	-3%	4%
South Central LA	8%	-5%	6%
Tri-Counties	19%	6%	11%
Valley Mountain	15%	2%	8%
Westside	13%	0%	10%

Type of Community Employment

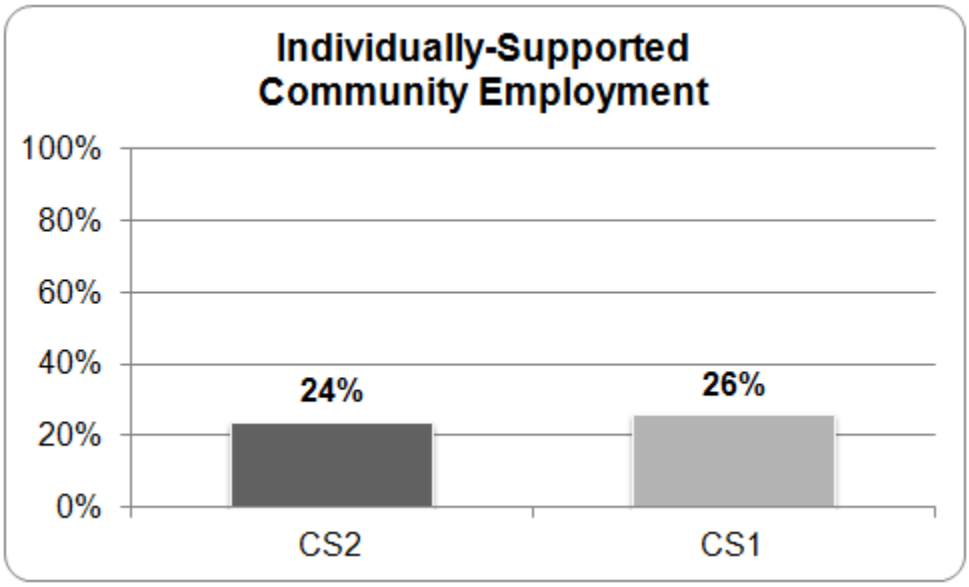
Note: For all types of community employment, results for Central Valley, Kern, Lanterman, and San Gabriel/Pomona regional centers are not shown due to an insufficient number of cases to report.

Hourly wages are shown only by Statewide Averages; all regional centers had too few cases to report.

Individually-Supported Employment

Percentages reflect the proportion of people who were reported as being employed in the community in individually-supported jobs. Information may have been collected or provided by the State/regional center, persons receiving services, or proxy respondents.

Graph 2.2: Employed in Individually-Supported Community Employment



The graph above illustrates a lower percentage of people who had a paid job in the community were reported to be in individually-supported employment in CS2 (24%) compared to CS1 (26%).

Table 2.2: Employed in Individually-Supported Community Employment by Regional Center

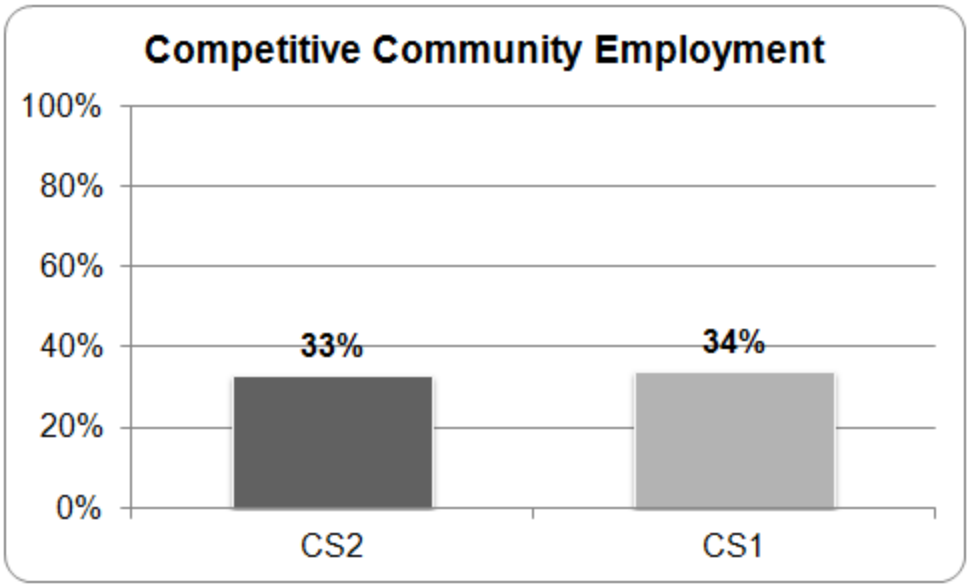
Individually-Supported Community Employment**			
	CS2 (FY 2011-2012)	+/- CS2 CA Average	CS1 (FY 2010-2011)
CA Average	24%		26%
Alta	17%	-7%	12%
East Bay	43%	19%	33%
East Los Angeles	22%	-2%	--
Far Northern	21%	-3%	36%
Golden Gate	27%	3%	31%
Harbor	22%	-2%	23%
Inland	4%	-20%	0%
North Bay	20%	-4%	32%
North Los Angeles	15%	-9%	39%
Orange	51%	27%	38%
Redwood Coast	14%	-10%	19%
San Andreas	32%	8%	24%
San Diego	21%	-3%	40%
South Central LA	13%	-11%	14%
Tri-Counties	22%	-2%	24%
Valley Mountain	24%	0%	33%
Westside	17%	-7%	13%

****Central Valley, Kern, Lanterman, and San Gabriel/Pomona regional centers had too few cases to report (N was less than 20) in CS2. Additionally, East Los Angeles had too few cases to report in CS1.**

Competitive Employment

Percentages reflect the proportion of people who were reported as working in competitive community jobs. Information may have been collected or provided by the State/regional center, persons receiving services, or proxy respondents.

Graph 2.3: Employed in Competitive Community Employment



The graph above illustrates a lower percentage of people who had a paid job in the community were reported to be in competitive employment in CS2 (33%) compared to CS1 (34%).

Table 2.3: Employed in Competitive Community Employment by Regional Center

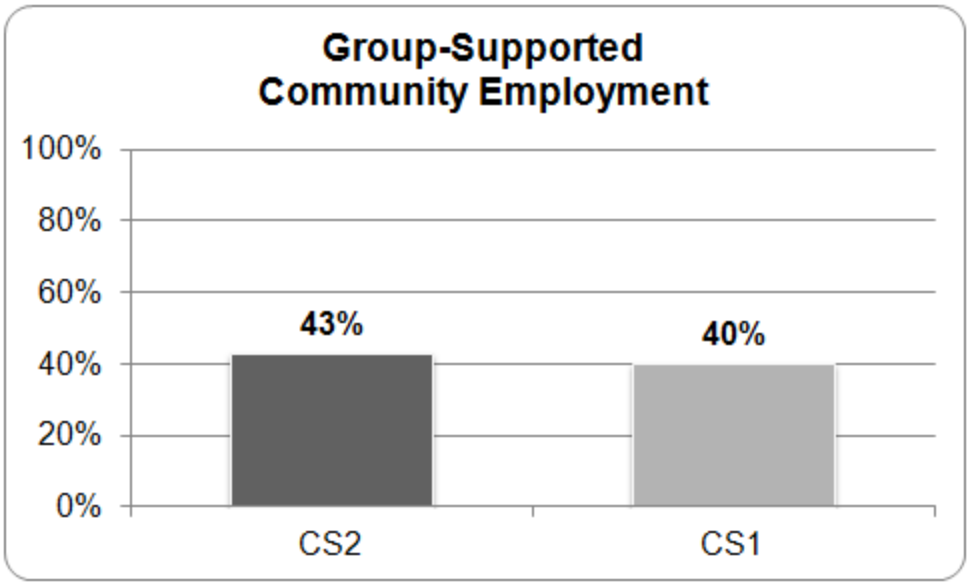
Competitive Community Employment**			
	CS2 (FY 2011-2012)	+/- CS2 CA Average	CS1 (FY 2010-2011)
CA Average	33%		34%
Alta	54%	21%	55%
East Bay	24%	-9%	30%
East Los Angeles	48%	15%	--
Far Northern	25%	-8%	16%
Golden Gate	23%	-10%	27%
Harbor	34%	1%	39%
Inland	48%	15%	37%
North Bay	25%	-8%	35%
North Los Angeles	46%	13%	42%
Orange	6%	-27%	26%
Redwood Coast	27%	-6%	52%
San Andreas	27%	-6%	29%
San Diego	31%	-2%	14%
South Central LA	61%	28%	55%
Tri-Counties	38%	5%	26%
Valley Mountain	22%	-11%	20%
Westside	67%	34%	75%

****Central Valley, Kern, Lanterman, and San Gabriel/Pomona regional centers had too few cases to report (N was less than 20) in CS2. Additionally, East Los Angeles had too few cases to report in CS1.**

Group-Supported Employment

Percentages reflect the proportion of people who were reported as working in the community in group-supported employment. Information may have been collected or provided by the State/regional center, persons receiving services, or proxy respondents.

Graph 2.4: Employed in Group-Supported Community Employment



The graph above illustrates a higher percentage of people who had a paid job in the community were reported to be in group-supported employment in CS2 (43%) compared to CS1 (40%).

Table 2.4: Employed in Group-Supported Community Employment by Regional Center

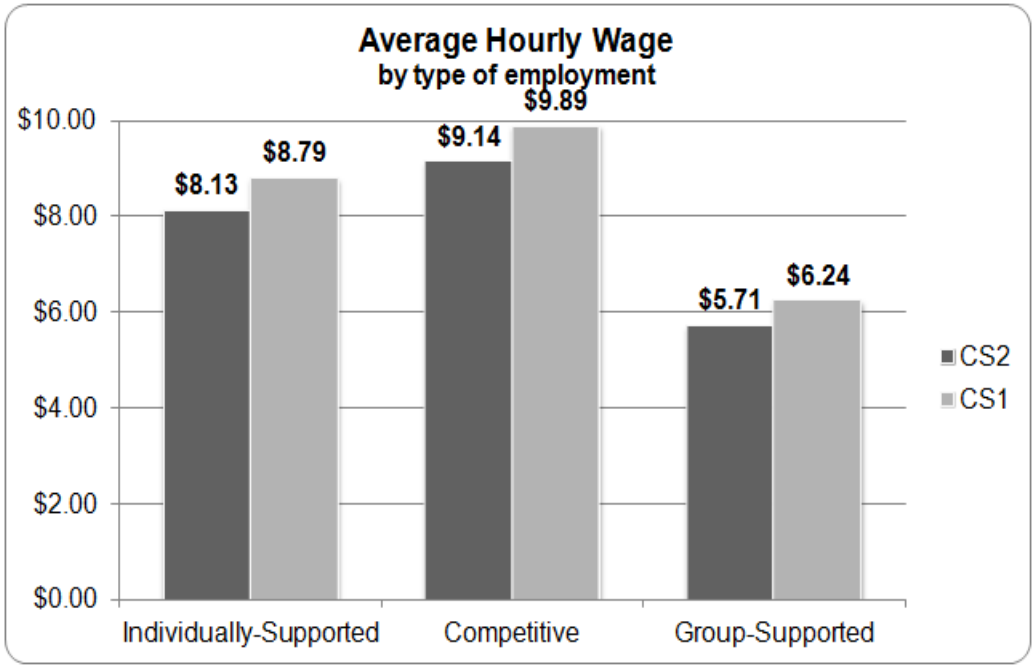
Group-Supported Community Employment**			
	CS2 (FY 2011-2012)	+/- CS2 CA Average	CS1 (FY 2010-2011)
CA Average	43%		40%
Alta	29%	-14%	33%
East Bay	33%	-10%	36%
East Los Angeles	30%	-13%	--
Far Northern	54%	11%	48%
Golden Gate	50%	7%	41%
Harbor	44%	1%	39%
Inland	48%	5%	63%
North Bay	55%	12%	32%
North Los Angeles	38%	-5%	18%
Orange	43%	0%	36%
Redwood Coast	59%	16%	29%
San Andreas	41%	-2%	47%
San Diego	48%	5%	46%
South Central LA	26%	-17%	32%
Tri-Counties	41%	-2%	50%
Valley Mountain	54%	11%	47%
Westside	17%	-26%	12%

****Central Valley, Kern, Lanterman, and San Gabriel/Pomona regional centers had too few cases to report (N was less than 20) in CS2. Additionally, East Los Angeles had too few cases to report in CS1.**

Hourly Wage Community Employment

Results reflect the average hourly wage received for those who were reported as working in individually-supported, competitive, and group-supported employment; the average does not include cases where the hourly wage was not known or reported as $0. Information may have been collected or provided by the State/regional center, persons receiving services, or proxy respondents.

Graph 2.5: Average Hourly Wage Earned by Type of Community Employment



The graph above illustrates the average hourly wage of people who were reported to have a paid job in the community by type of employment in CS2 compared to CS1: $8.13 compared to $8.79 in individually-supported employment; $9.14 compared to $9.89 in competitive employment; $5.71 compared to $6.24 in group-supported employment.

NOTES:

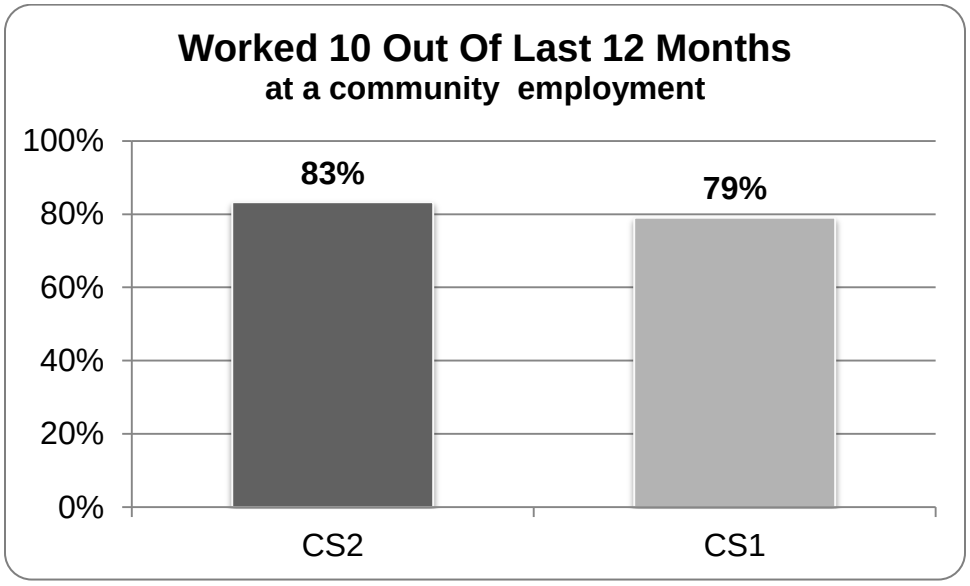
Individually-supported wage information was not available for Kern regional center in CS2; Central Valley and Inland regional centers did not have individually-supported wage information available for CS1. Competitive wages were not available for Central Valley and Inland regional centers for CS1.

Group-supported wages were not available for East Los Angeles regional center for CS1.

Worked 10 Out of Last 12 Months

Percentages reflect the proportion of people who were reported having a paid job in the community and had worked at least 10 of the past 12 months. Information may have been collected or provided by the State/regional center, persons receiving services, or proxy respondents.

Graph 2.6: Worked 10 Out of the Last 12 Months in Community Employment



The graph above illustrates a higher percentage of people who were reported to have a paid job in the community worked 10 of the last 12 months at their current job in CS2 (83%) compared to CS1 (79%).

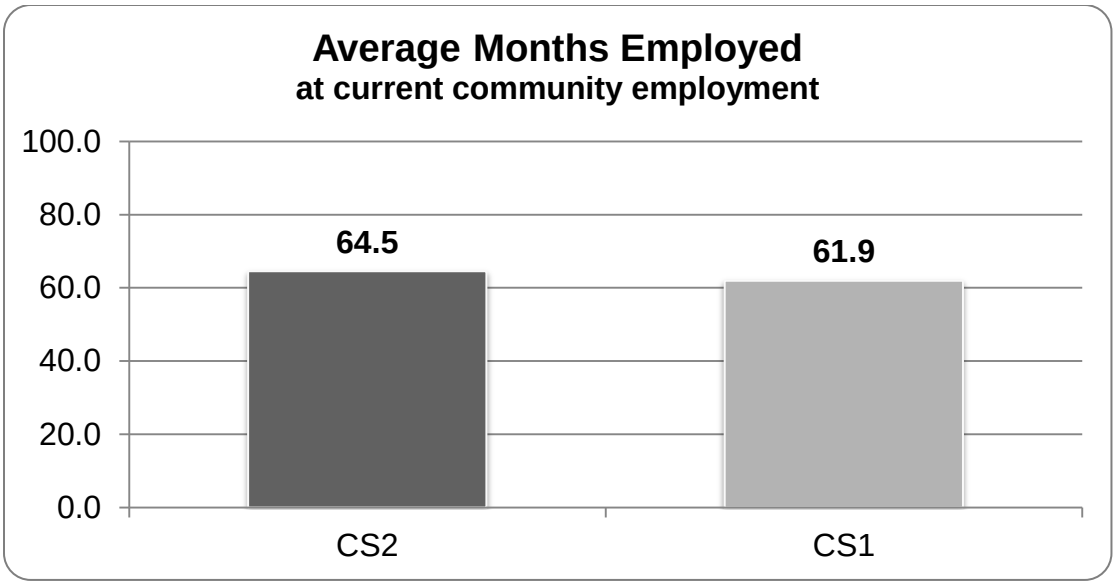
Table 2.6: Worked 10 Out of the Last 12 Months in Community Employment by Regional Center

Worked 10 of the Last 12 Months in Community Employment			
	CS2 (FY 2011-2012)	+/- CS2 CA Average	CS1 (FY 2010-2011)
CA Average	83%		79%
Alta	69%	-14%	63%
Central Valley	84%	1%	65%
East Bay	90%	7%	91%
East Los Angeles	72%	-11%	85%
Far Northern	92%	9%	78%
Golden Gate	93%	10%	81%
Harbor	83%	0%	69%
Inland	85%	2%	73%
Kern	89%	6%	77%
Lanterman	87%	4%	82%
North Bay	84%	1%	76%
North Los Angeles	86%	3%	93%
Orange	94%	11%	95%
Redwood Coast	81%	-2%	78%
San Andreas	85%	2%	85%
San Diego	77%	-6%	78%
San Gabriel/Pomona	72%	-11%	65%
South Central LA	97%	14%	79%
Tri-Counties	87%	4%	87%
Valley Mountain	52%	-31%	70%
Westside	89%	6%	82%

Length of Employment

Results reflect the average number of months people who were reported as having a paid job in the community had worked at their current job. Information may have been collected or provided by the State/regional center, persons receiving services, or proxy respondents.

Graph 2.7: Average Months Employed at Current Community Employment



The graph above illustrates people who were reported to have a paid job in the community worked at their current job longer in CS2 (64.5 months) compared to CS1 (61.9 months).

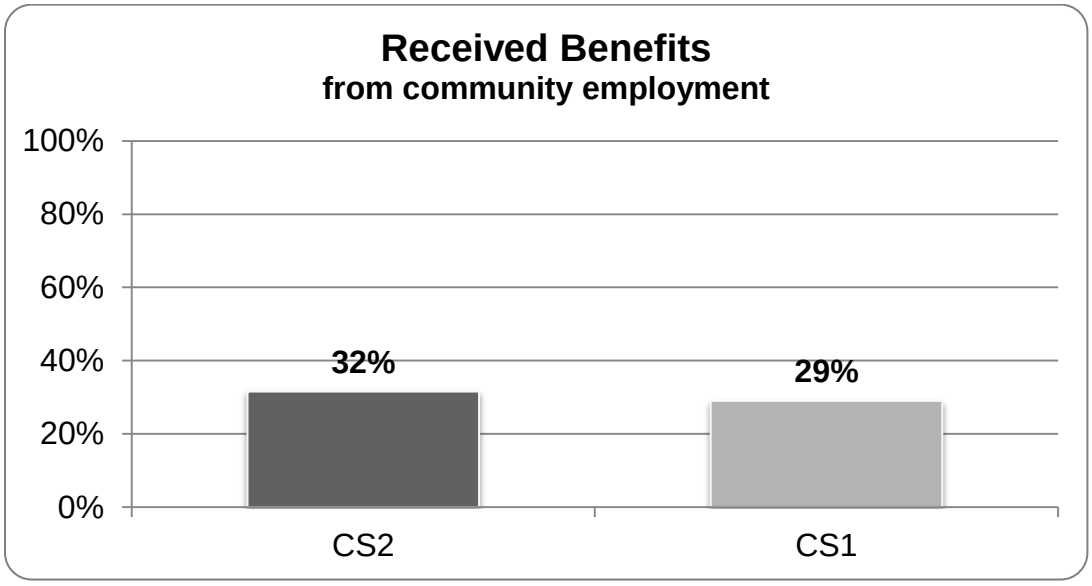
Table 2.7: Average Months Employed at Current Community Employment by Regional Center

Average Months Employed at Current Community Employment			
	CS2 (FY 2011-2012)	+/- CS2 CA Average	CS1 (FY 2010-2011)
CA Average	64.5		61.9
Alta	58.6	-5.9	50.6
Central Valley	68.9	4.4	35.1
East Bay	74.3	9.8	63.7
East Los Angeles	57.0	-7.5	67.2
Far Northern	45.6	-18.9	50.4
Golden Gate	79.1	14.6	82.6
Harbor	52.5	-12.0	63.6
Inland	50.5	-14.0	54.1
Kern	49.4	-15.1	54.4
Lanterman	59.5	-5.0	76.6
North Bay	60.9	-3.6	57.3
North Los Angeles	62.5	-2.0	95.0
Orange	78.1	13.6	62.7
Redwood Coast	63.8	-0.7	53.0
San Andreas	72.0	7.5	61.7
San Diego	69.1	4.6	67.4
San Gabriel/Pomona	53.1	-11.4	37.5
South Central LA	95.1	30.6	76.8
Tri-Counties	59.2	-5.3	64.1
Valley Mountain	64.3	-0.2	51.4
Westside	61.0	-3.5	61.0

Received Benefits

Percentages reflect the proportion of people who were reported as having a paid job in the community and receiving benefits at their job (e.g., vacation or sick time). Information may have been collected or provided by the State/regional center, persons receiving services, or proxy respondents.

Graph 2.8: Received Benefits from Community Employment



The graph above illustrates a higher percentage of people who were reported to have a paid job in the community received benefits from their job in CS2 (32%) compared to CS1 (29%).

Table 2.8: Received Benefits from Community Employment by Regional Center

Received Benefits from Community Employment*			
	CS2 (FY 2011-2012)	+/- CS2 CA Average	CS1 (FY 2010-2011)
CA Average	32%		29%
Alta	36%	4%	20%
Central Valley	3%	-29%	9%
East Bay	44%	12%	37%
East Los Angeles	17%	-15%	31%
Far Northern	18%	-14%	19%
Golden Gate	47%	15%	39%
Harbor	38%	6%	36%
Inland	42%	10%	28%
Lanterman	45%	13%	48%
North Bay	22%	-10%	12%
North Los Angeles	33%	1%	35%
Orange	24%	-8%	34%
Redwood Coast	35%	3%	27%
San Andreas	44%	12%	29%
San Diego	34%	2%	31%
San Gabriel/Pomona	15%	-17%	29%
South Central LA	63%	31%	42%
Tri-Counties	12%	-20%	24%
Valley Mountain	20%	-12%	23%
Westside	39%	7%	45%

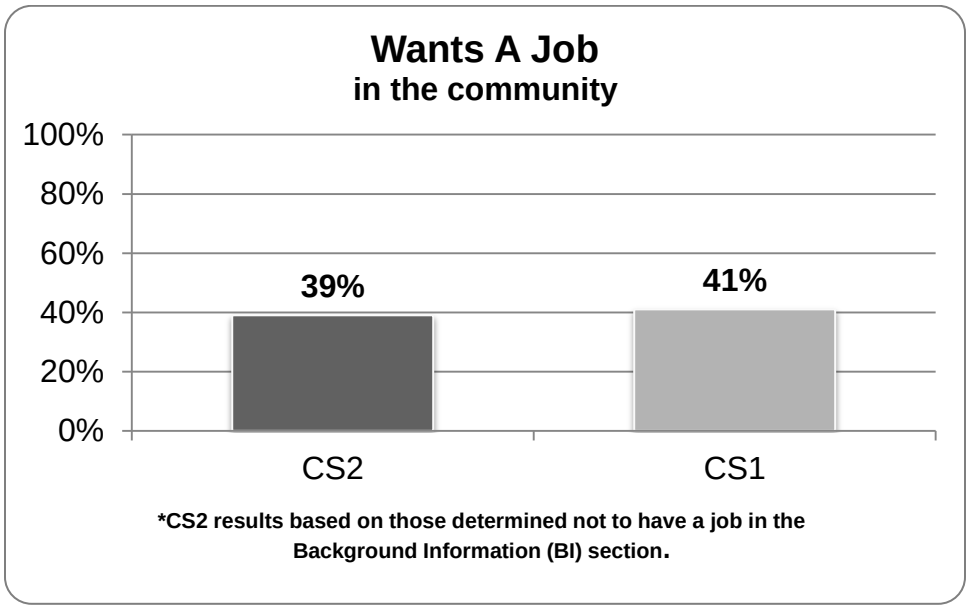
***Kern regional center had too few cases to report (N was less than 20).**

Employment Goals

Wants a Job

Percentages reflect the proportion of people without a job in the community who reported wanting one. Only persons receiving services were permissible respondents.

Graph 2.9: Wants a Job in the Community



The graph above illustrates a lower percentage of people who were not reported to have a paid job in the community reported they wanted a job in the community in CS2 (39%) compared to CS1 (41%).

Table 2.9: Wants a Job in the Community by Regional Center

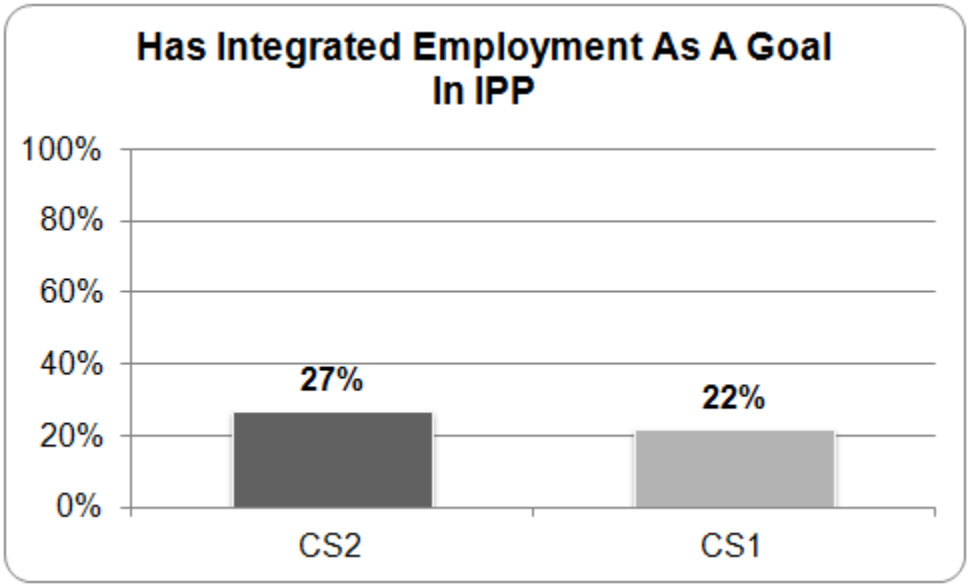
Wants a Job in the Community*			
	CS2 (FY 2011-2012)	+/- CS2 CA Average	CS1 (FY 2010-2011)
CA Average	39%		41%
Alta	43%	4%	41%
Central Valley	35%	-4%	41%
East Bay	46%	7%	48%
East Los Angeles	50%	11%	54%
Far Northern	32%	-7%	36%
Golden Gate	46%	7%	39%
Harbor	46%	7%	45%
Inland	48%	9%	51%
Kern	25%	-14%	29%
Lanterman	27%	-12%	39%
North Bay	20%	-19%	39%
North Los Angeles	22%	-17%	31%
Orange	46%	7%	40%
Redwood Coast	24%	-15%	26%
San Andreas	48%	9%	47%
San Diego	35%	-4%	36%
San Gabriel/Pomona	38%	-1%	28%
South Central LA	36%	-3%	43%
Tri-Counties	37%	-2%	38%
Valley Mountain	44%	5%	47%
Westside	44%	5%	49%

***CS2 results based on those determined not to have a job in the Background Information section.**

Has Integrated Employment in IPP

Percentages reflect the proportion of people who were reported as having integrated employment as a goal in their Individual Program Plan (IPP). Information may have been collected or provided by the State/regional center, persons receiving services, or proxy respondents.

Graph 2.10: Has Integrated Employment as a Goal in IPP



The graph above illustrates a higher percentage of people were reported to have integrated employment as a goal in their IPP in CS2 (27%) compared to CS1 (22%).

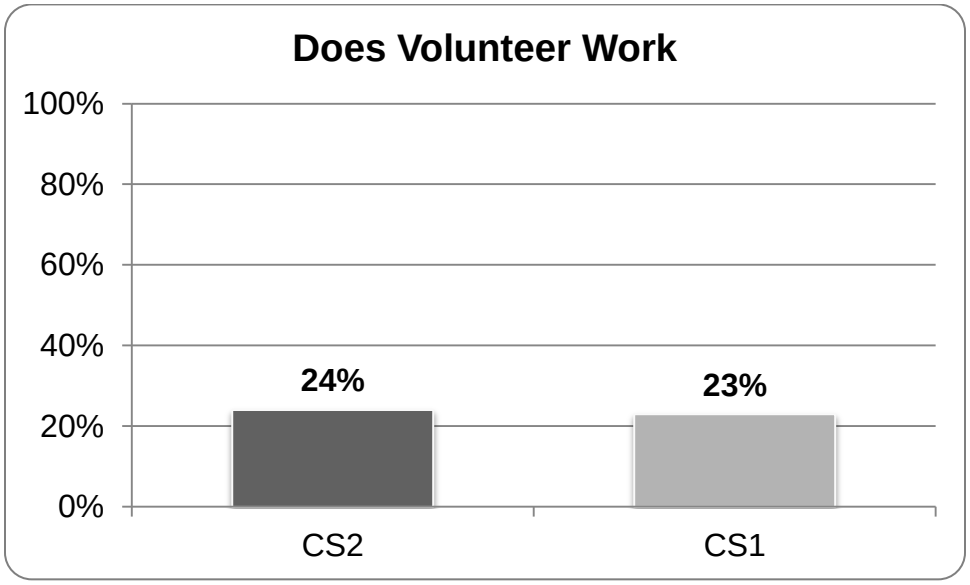
Table 2.10: Has Integrated Employment as a Goal in IPP by Regional Center

Has Integrated Employment as a Goal in IPP			
	CS2 (FY 2011-2012)	+/- CS2 CA Average	CS1 (FY 2010-2011)
CA Average	27%		22%
Alta	31%	4%	28%
Central Valley	27%	0%	11%
East Bay	39%	12%	32%
East Los Angeles	33%	6%	19%
Far Northern	14%	-13%	21%
Golden Gate	26%	-1%	24%
Harbor	27%	0%	28%
Inland	32%	5%	30%
Kern	20%	-7%	13%
Lanterman	29%	2%	21%
North Bay	25%	-2%	14%
North Los Angeles	21%	-6%	17%
Orange	30%	3%	22%
Redwood Coast	33%	6%	17%
San Andreas	27%	0%	25%
San Diego	22%	-5%	18%
San Gabriel/Pomona	24%	-3%	19%
South Central LA	20%	-7%	26%
Tri-Counties	21%	-6%	28%
Valley Mountain	30%	3%	16%
Westside	27%	0%	22%

Does Volunteer Work

Percentages reflect the proportion of people who reported doing volunteer work. Only persons receiving services were permissible respondents.

Graph 2.11: Does Volunteer Work



The graph above illustrates a higher percentage of people reported to do volunteer work in CS2 (24%) compared to CS1 (23%).

Table 2.11: Does Volunteer Work by Regional Center

Does Volunteer Work			
	CS2 (FY 2011-2012)	+/- CS2 CA Average	CS1 (FY 2010-2011)
CA Average	24%		23%
Alta	23%	-1%	23%
Central Valley	16%	-8%	12%
East Bay	29%	5%	32%
East Los Angeles	24%	0%	21%
Far Northern	21%	-3%	16%
Golden Gate	31%	7%	34%
Harbor	29%	5%	28%
Inland	24%	0%	24%
Kern	20%	-4%	16%
Lanterman	26%	2%	21%
North Bay	12%	-12%	19%
North Los Angeles	30%	6%	20%
Orange	17%	-7%	19%
Redwood Coast	22%	-2%	21%
San Andreas	37%	13%	34%
San Diego	25%	1%	24%
San Gabriel/Pomona	17%	-7%	16%
South Central LA	11%	-13%	18%
Tri-Counties	31%	7%	24%
Valley Mountain	34%	10%	34%
Westside	26%	2%	28%

Chapter 3: Community Inclusion

People have support to participate in everyday community activities.

Presentation of Data

The Community Inclusion section asks questions about whether people participate in seven different types of community activities in integrated settings and measures the frequency with which they engage in these activities. The average frequency scores were computed across all respondents (i.e., those who did not participate in the activity were counted as "0").

Results are first presented in a graph showing the Adult Consumer Survey FY 2011-2012 – 2nd Cycle (CS2) result compared to the Adult Consumer Survey FY 2010-2011 – 1st Cycle (CS1) result. Next, the results are broken out by regional center, showing a table with each regional center's result. The CS2 and CS1 Statewide results are indicated in the first row with regional centers listed alphabetically underneath. The table shows the regional centers' CS2 result, the differences between the CS2 Statewide Average, as well as regional centers' CS1 result for reference.

Important Data Notes:

Some questions were only asked depending upon previous answers (for example, only people who have a job in the community were asked if they chose their jobs). The text indicates where results apply to a more limited respondent group.

Some questions can only be asked directly of individuals receiving services, while others can be answered by a "proxy" respondent (for example, a family member, friend, staff person, or someone else who knows the person well). Items that allow proxy respondents are noted.

Some response categories are collapsed (for example, results are combined for people who made a choice or had some input in making the choice). The indicator heading describes which response options are included. For more detail on how the response categories are collapsed, see Appendix C.

Observations for Community Inclusion

Across California, the majority of people reported going out in the community for the following activities in the past month: shopping (88%); errands (76%); entertainment (70%); and to eat (83%). Conversely, less than half of people reported going out in the community in the past month for: exercise (41%); religious or spiritual service (38%); and vacation (in the past year, 40%).

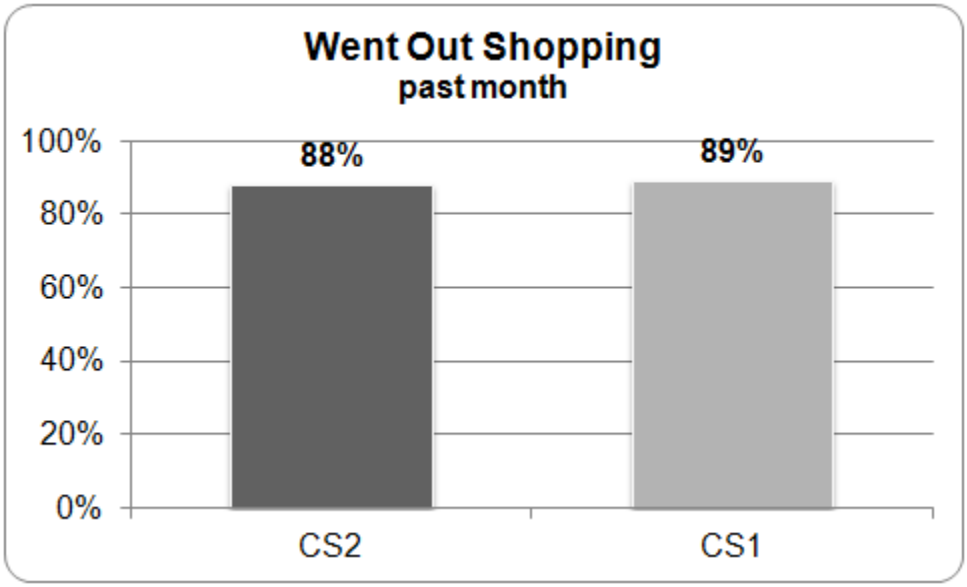
Items with lower Statewide Averages tended to show greater variance between regional center averages: 'went out for exercise' ranged between 16% and 60%; 'went to religious or spiritual service' ranged between 26% and 46%; and 'went on vacation' ranged between 20% and 52%. The proportion who reported they 'went out for entertainment' in the past month also had a wide variation between regional centers (53%-89%).

Overall, California's Statewide results for the Community Inclusion indicators from CS2 were not substantially different from the CS1 results; although, some items showed greater differences between CS1 and CS2 results by regional center. The indicator for 'Proportion of Individuals Who Went Out for Exercise in the Community in the Past Month' was the only indicator that showed a noticeable difference between data collection cycles. CS2 reflected a decrease of 7%, falling to 41% from 48% of individuals who reported that they went out for exercise in the past month in CS1. Regional center averages also varied in performance between years with results ranging from an increase of 5% to a decrease of 21%. There was also a slight difference in the reported frequency with which people across the State reported going out for exercise – 5.2 times during the past month in CS2 compared to 5.6 times in CS1. For all items, the Statewide Average for frequency of participation was slightly lower or showed no difference between CS1 and CS2 results.

Shopping

Percentages reflect the proportion of people who went shopping in an integrated setting (e.g., went grocery shopping) in the past month. Proxy respondents were allowed for this question.

Graph 3.1: Proportion of Individuals who Went Out Shopping in the Community in the Past Month



The graph above illustrates that a lower percentage of people went out shopping during the past month in CS2 (88%) compared to CS1 (89%).

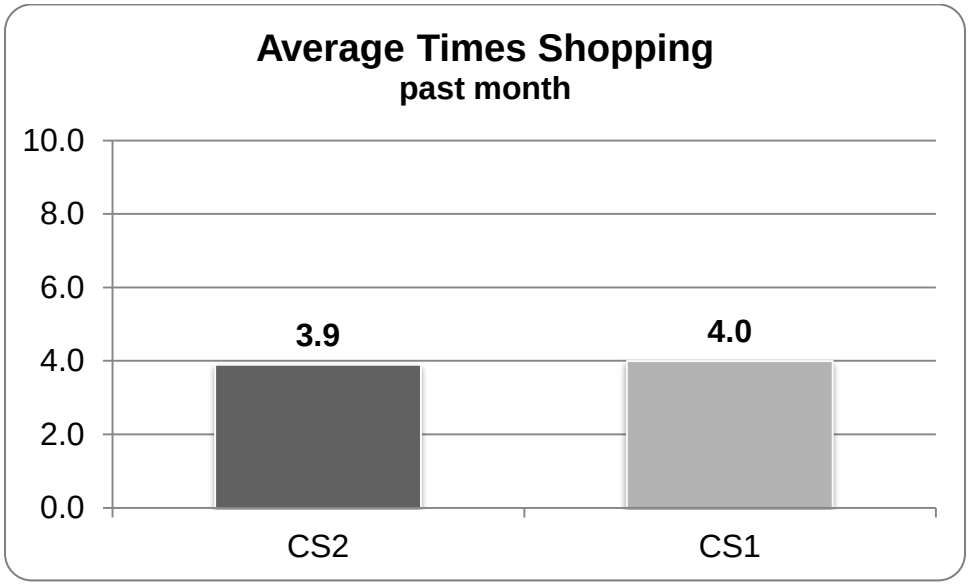
Table 3.1: Proportion of Individuals who Went Out Shopping in the Community in the Past Month by Regional Center

	Went Out Shopping past month		
	CS2 (FY 2011-2012)	+/- CS2 CA Average	CS1 (FY 2010-2011)
CA Average	88%		89%
Alta	92%	4%	94%
Central Valley	87%	-1%	85%
East Bay	90%	2%	87%
East Los Angeles	91%	3%	91%
Far Northern	92%	4%	94%
Golden Gate	84%	-4%	87%
Harbor	88%	0%	85%
Inland	86%	-2%	86%
Kern	89%	1%	91%
Lanterman	84%	-4%	87%
North Bay	82%	-6%	89%
North Los Angeles	88%	0%	87%
Orange	86%	-2%	88%
Redwood Coast	93%	5%	94%
San Andreas	82%	-6%	92%
San Diego	90%	2%	89%
San Gabriel/Pomona	91%	3%	90%
South Central LA	83%	-5%	86%
Tri-Counties	84%	-4%	88%
Valley Mountain	91%	3%	89%
Westside	90%	2%	89%

Average Times Shopping

Results reflect the average number of times people went shopping in an integrated setting in the past month. Proxy respondents were allowed for this question.

Graph 3.2: Average Number of Times Individuals Went Shopping in the Community in the Past Month



The graph above illustrates that people went out shopping with less frequency in the CS2 (3.9) compared to the CS1 results (4.0).

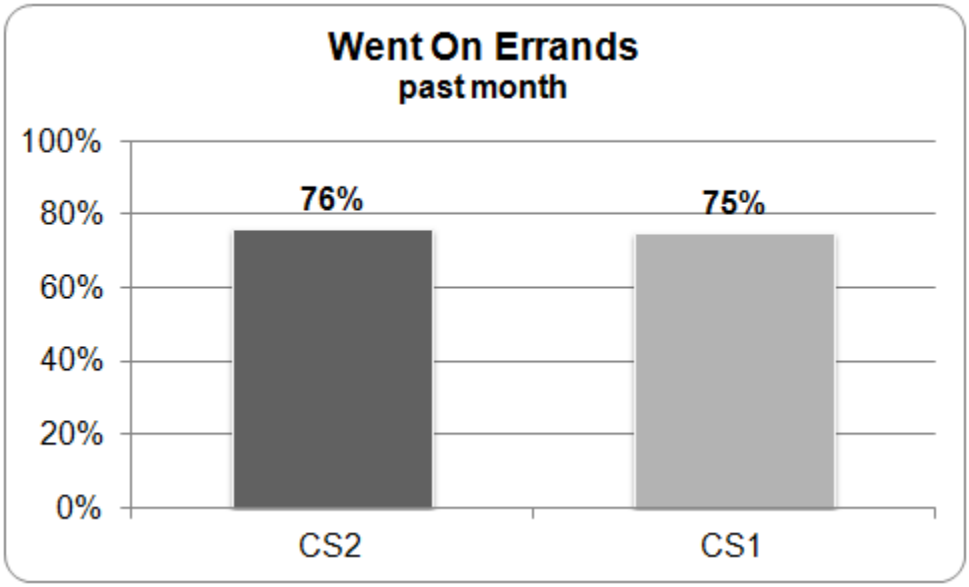
Table 3.2: Average Number of Times Individuals Went Shopping in the Community in the Past Month by Regional Center

Average Times Shopping past month			
	CS2 (FY 2011-2012)	+/- CS2 CA Average	CS1 (FY 2010-2011)
CA Average	3.9		4.0
Alta	4.4	0.5	4.4
Central Valley	4.1	0.2	3.9
East Bay	3.9	0.0	4.2
East Los Angeles	3.9	0.0	4.3
Far Northern	4.2	0.3	4.3
Golden Gate	4.2	0.3	3.8
Harbor	4.1	0.2	3.5
Inland	3.3	-0.6	3.3
Kern	3.6	-0.3	3.8
Lanterman	4.0	0.1	3.3
North Bay	4.3	0.4	4.4
North Los Angeles	3.7	-0.2	3.9
Orange	3.3	-0.6	4.3
Redwood Coast	5.0	1.1	5.4
San Andreas	4.1	0.2	4.1
San Diego	3.5	-0.4	4.4
San Gabriel/Pomona	3.8	-0.1	4.2
South Central LA	3.0	-0.9	3.4
Tri-Counties	3.8	-0.1	4.0
Valley Mountain	4.9	1.0	4.3
Westside	3.1	-0.8	3.6

Errands

Percentages reflect the proportion of people who went on errands in an integrated setting in the past month. Proxy respondents were allowed for this question.

Graph 3.3: Proportion of Individuals who Went on Errands in the Community in the Past Month



The graph above illustrates a higher percentage of people went on errands during the past month in the CS2 (76%) compared to the CS1 results (75%).

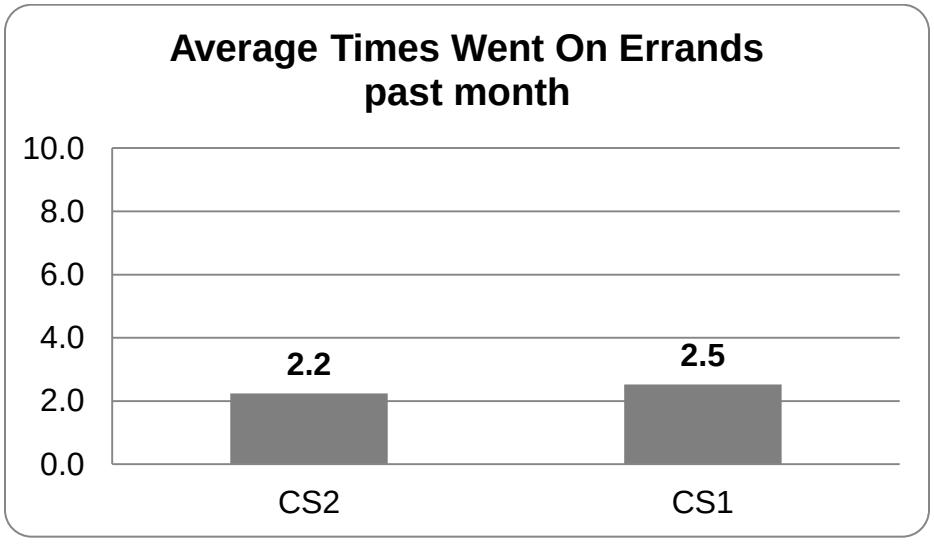
Table 3.3: Proportion of Individuals who Went on Errands in the Community in the Past Month by Regional Center

	Went on Errands past month		
	CS2 (FY 2011-2012)	+/- CS2 CA Average	CS1 (FY 2010-2011)
CA Average	76%		75%
Alta	77%	1%	75%
Central Valley	73%	-3%	70%
East Bay	72%	-4%	70%
East Los Angeles	74%	-2%	74%
Far Northern	80%	4%	81%
Golden Gate	65%	-11%	70%
Harbor	76%	0%	76%
Inland	76%	0%	76%
Kern	74%	-2%	72%
Lanterman	74%	-2%	69%
North Bay	83%	7%	81%
North Los Angeles	72%	-4%	77%
Orange	71%	-5%	68%
Redwood Coast	88%	12%	86%
San Andreas	87%	11%	81%
San Diego	80%	4%	78%
San Gabriel/Pomona	80%	4%	75%
South Central LA	70%	-6%	73%
Tri-Counties	71%	-5%	78%
Valley Mountain	81%	5%	72%
Westside	81%	5%	80%

Average Times Went On Errands

Results reflect the average number of times people reported going on errands in an integrated setting in the past month. Proxy respondents were allowed for this question.

Graph 3.4: Average Number of Times Individuals Went on Errands in the Community in the Past Month



The graph above illustrates that people went out on errands with less frequency in CS2 (2.2) compared to the CS1 results (2.5).

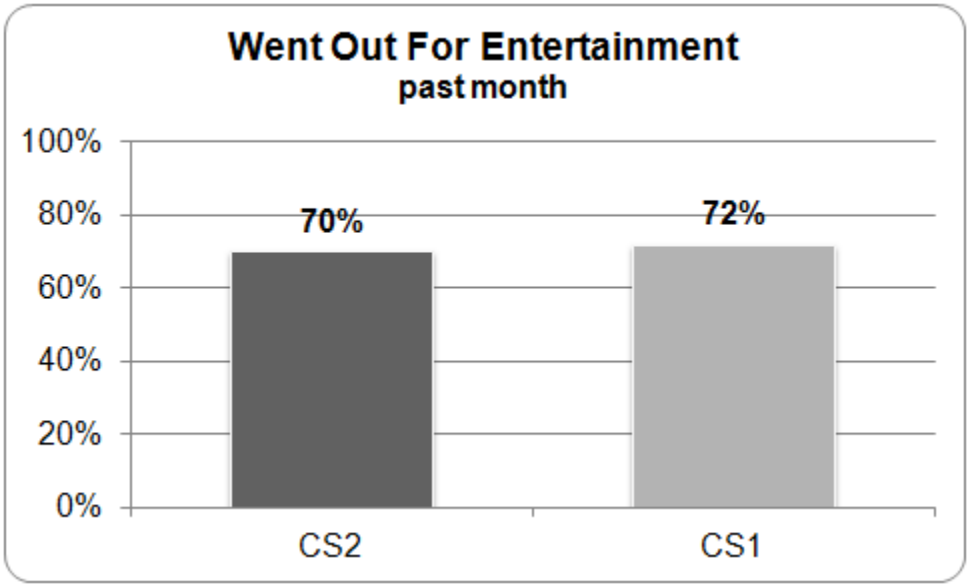
Table 3.4: Average Number of Times Individuals Went on Errands in the Community in the Past Month by Regional Center

Average Times Went on Errands past month			
	CS2 (FY 2011-2012)	+/- CS2 CA Average	CS1 (FY 2010-2011)
CA Average	2.2		2.5
Alta	2.2	0.0	2.1
Central Valley	2.1	-0.1	2.0
East Bay	2.2	0.0	2.4
East Los Angeles	2.0	-0.2	2.1
Far Northern	2.5	0.3	2.9
Golden Gate	1.6	-0.6	2.0
Harbor	2.1	-0.1	2.3
Inland	2.2	0.0	2.5
Kern	1.8	-0.4	2.2
Lanterman	2.1	-0.1	2.4
North Bay	2.9	0.7	3.3
North Los Angeles	1.9	-0.3	2.2
Orange	1.6	-0.6	2.2
Redwood Coast	3.4	1.2	3.4
San Andreas	2.3	0.1	2.3
San Diego	2.5	0.3	2.8
San Gabriel/Pomona	2.7	0.5	2.9
South Central LA	2.0	-0.2	2.7
Tri-Counties	2.4	0.2	2.6
Valley Mountain	2.3	0.1	2.8
Westside	2.3	0.1	2.9

Entertainment

Percentages reflect the proportion of people who went out for entertainment in an integrated setting (e.g., to the movies or a sporting event) in the past month. Proxy respondents were allowed for this question.

Graph 3.5: Proportion of Individuals who Went Out for Entertainment in the Community in the Past Month



The graph above illustrates a lower percentage of people went out for entertainment during the past month in CS2 (70%) compared to the CS1 results (72%).

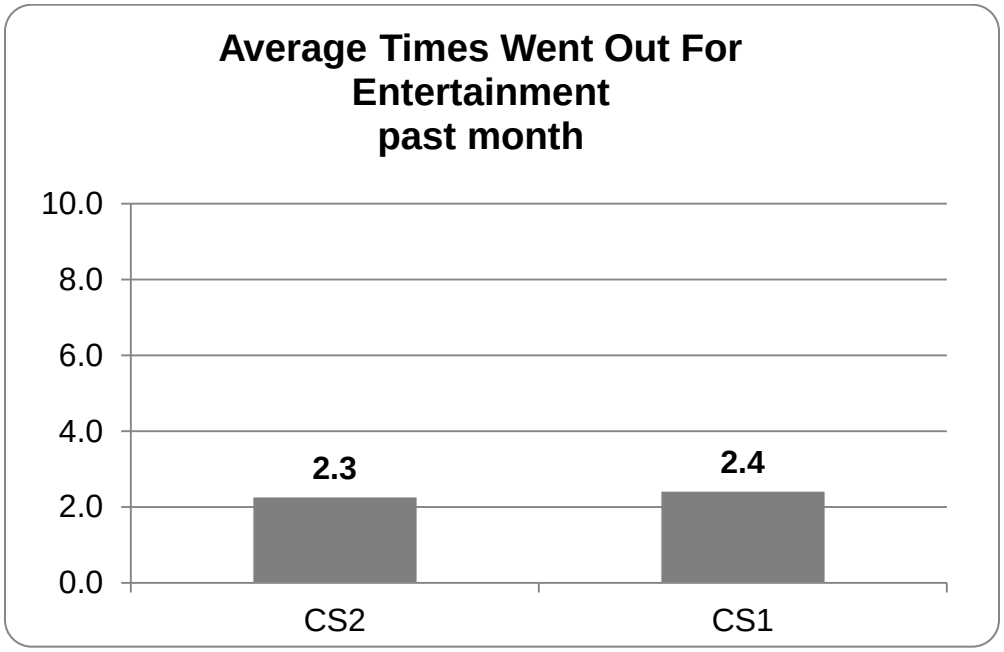
Table 3.5: Proportion of Individuals who Went Out for Entertainment in the Community in the Past Month by Regional Center

Went Out for Entertainment past month			
	CS2 (FY 2011-2012)	+/- CS2 CA Average	CS1 (FY 2010-2011)
CA Average	70%		72%
Alta	69%	-1%	76%
Central Valley	57%	-13%	64%
East Bay	69%	-1%	68%
East Los Angeles	74%	4%	76%
Far Northern	69%	-1%	68%
Golden Gate	58%	-12%	60%
Harbor	72%	2%	65%
Inland	75%	5%	75%
Kern	53%	-17%	60%
Lanterman	56%	-14%	72%
North Bay	64%	-6%	66%
North Los Angeles	89%	19%	81%
Orange	73%	3%	77%
Redwood Coast	56%	-14%	61%
San Andreas	80%	10%	81%
San Diego	67%	-3%	76%
San Gabriel/Pomona	80%	10%	76%
South Central LA	68%	-2%	73%
Tri-Counties	71%	1%	79%
Valley Mountain	72%	2%	69%
Westside	76%	6%	62%

Average Times Went Out for Entertainment

Results reflect the average number of times people reported going out for entertainment in an integrated setting in the past month. Proxy respondents were allowed for this question.

Graph 3.6: Average Number of Times Individuals Went Out for Entertainment in the Community in the Past Month



The graph above illustrates that people went out for entertainment with less frequency in CS2 (2.3) compared to the CS1 results (2.4).

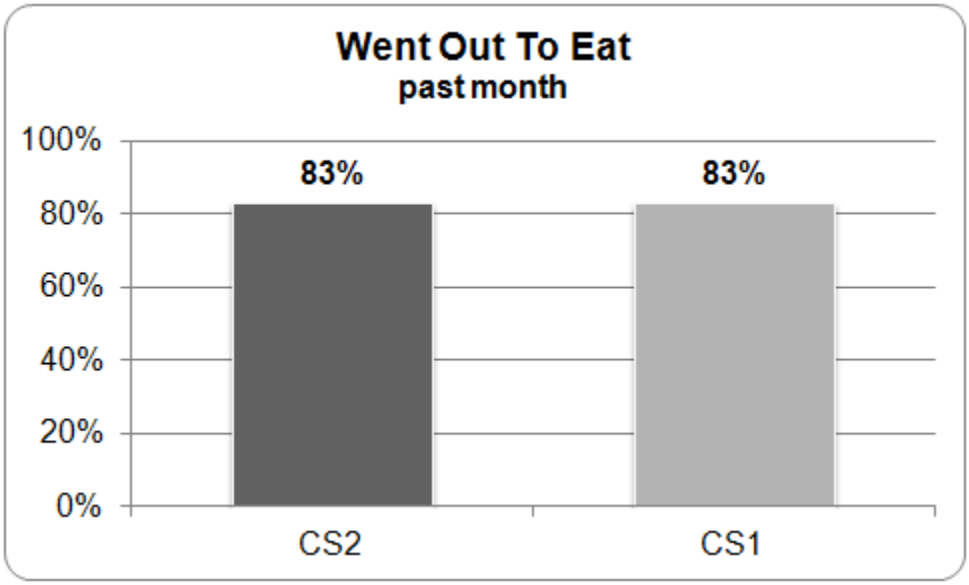
Table 3.6: Average Number of Times Individuals Went Out for Entertainment in the Community in the Past Month by Regional Center

Average Times Went Out for Entertainment past month			
	CS2 (FY 2011-2012)	+/- CS2 CA Average	CS1 (FY 2010-2011)
CA Average	2.3		2.4
Alta	2.2	-0.1	2.2
Central Valley	1.6	-0.7	1.9
East Bay	2.1	-0.2	2.1
East Los Angeles	2.4	0.1	2.6
Far Northern	2.3	0.0	2.3
Golden Gate	1.6	-0.7	1.8
Harbor	2.0	-0.3	2.1
Inland	2.4	0.1	2.4
Kern	1.4	-0.9	2.0
Lanterman	1.1	-1.2	2.7
North Bay	2.4	0.1	2.5
North Los Angeles	4.8	2.5	2.9
Orange	2.2	-0.1	2.7
Redwood Coast	1.7	-0.6	2.0
San Andreas	2.9	0.6	2.8
San Diego	2.2	-0.1	2.7
San Gabriel/Pomona	2.3	0.0	2.4
South Central LA	2.2	-0.1	2.5
Tri-Counties	2.7	0.4	2.9
Valley Mountain	2.4	0.1	2.3
Westside	2.4	0.1	2.0

Out to Eat

Percentages reflect the proportion of people who went out to eat in an integrated setting in the past month. Proxy respondents were allowed for this question.

Graph 3.7: Proportion of Individuals who Went Out to Eat in the Community in the Past Month



The graph above illustrates the same percentage of people went out to eat during the past month in CS2 (83%) and in CS1 (83%).

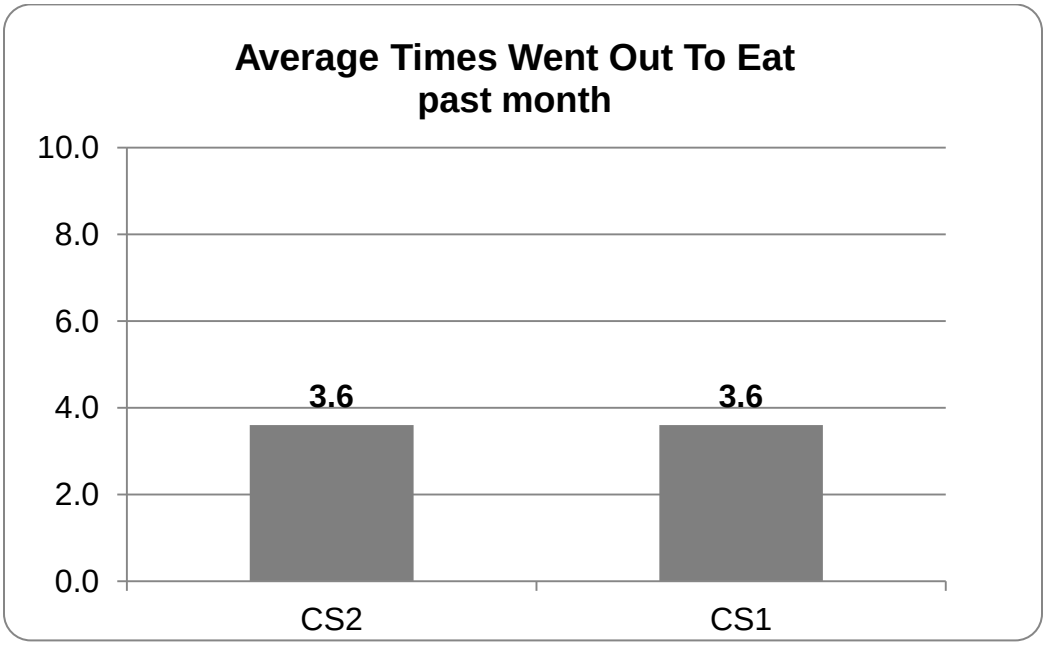
Table 3.7: Proportion of Individuals who Went Out to Eat in the Community in the Past Month by Regional Center

	Went Out to Eat past month		
	CS2 (FY 2011-2012)	+/- CS2 CA Average	CS1 (FY 2010-2011)
CA Average	83%		83%
Alta	84%	1%	87%
Central Valley	79%	-4%	79%
East Bay	85%	2%	80%
East Los Angeles	91%	8%	87%
Far Northern	80%	-3%	82%
Golden Gate	82%	-1%	84%
Harbor	81%	-2%	85%
Inland	84%	1%	81%
Kern	76%	-7%	77%
Lanterman	74%	-9%	79%
North Bay	76%	-7%	78%
North Los Angeles	72%	-11%	86%
Orange	87%	4%	88%
Redwood Coast	75%	-8%	74%
San Andreas	91%	8%	86%
San Diego	87%	4%	89%
San Gabriel/Pomona	86%	3%	82%
South Central LA	80%	-3%	81%
Tri-Counties	79%	-4%	85%
Valley Mountain	88%	5%	84%
Westside	88%	5%	82%

Average Times Went Out to Eat

Results reflect the average number of times people reported going to eat in an integrated setting in the past month. Proxy respondents were allowed for this question.

Graph 3.8: Average Number of Times Individuals Went Out to Eat in the Community in the Past Month



The graph above illustrates that people went out to eat with the same frequency in CS2 (3.6) and in CS1 (3.6).

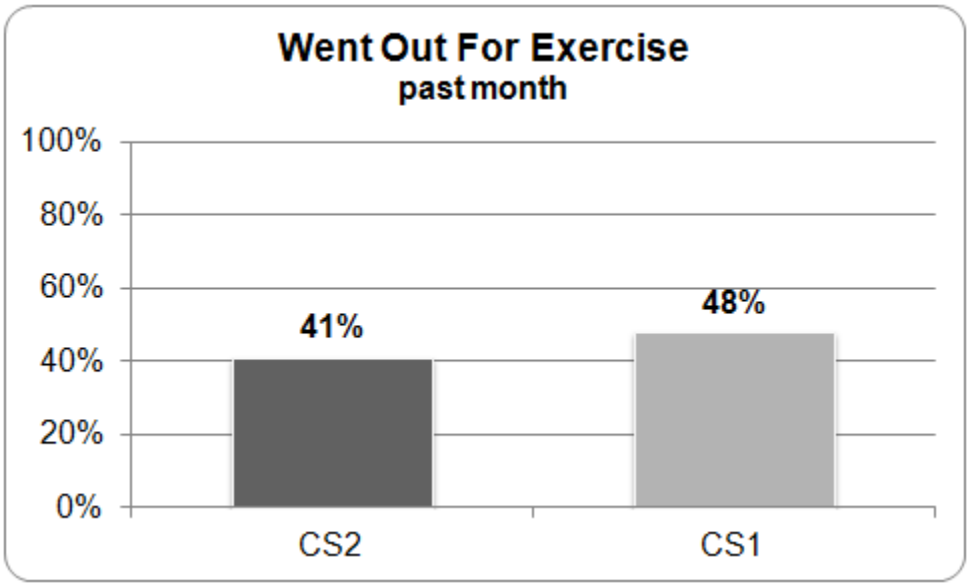
Table 3.8: Average Number of Times Individuals Went Out to Eat in the Community in the Past Month by Regional Center

Average Times Went Out to Eat past month			
	CS2 (FY 2011-2012)	+/- CS2 CA Average	CS1 (FY 2010-2011)
CA Average	3.6		3.6
Alta	4.1	0.5	4.0
Central Valley	3.9	0.3	3.3
East Bay	3.5	-0.1	3.6
East Los Angeles	4.6	1.0	4.3
Far Northern	3.4	-0.2	3.2
Golden Gate	3.7	0.1	4.1
Harbor	3.8	0.2	4.0
Inland	3.4	-0.2	3.0
Kern	3.0	-0.6	3.1
Lanterman	3.6	0.0	3.6
North Bay	3.4	-0.2	3.7
North Los Angeles	2.2	-1.4	3.5
Orange	3.4	-0.2	4.1
Redwood Coast	3.8	0.2	3.5
San Andreas	4.5	0.9	3.6
San Diego	3.5	-0.1	4.1
San Gabriel/Pomona	3.5	-0.1	3.4
South Central LA	3.1	-0.5	3.5
Tri-Counties	3.6	0.0	3.8
Valley Mountain	4.0	0.4	3.5
Westside	3.6	0.0	3.4

Exercise

Percentages reflect the proportion of people who exercised in an integrated setting (e.g., walked around the neighborhood, went to a gym) in the past month. Proxy respondents were allowed for this question.

Graph 3.9: Proportion of Individuals who Went Out for Exercise in the Community in the Past Month



The graph above illustrates a lower percentage of people went out for exercise during the past month in CS2 (41%) compared to the CS1 results (48%).

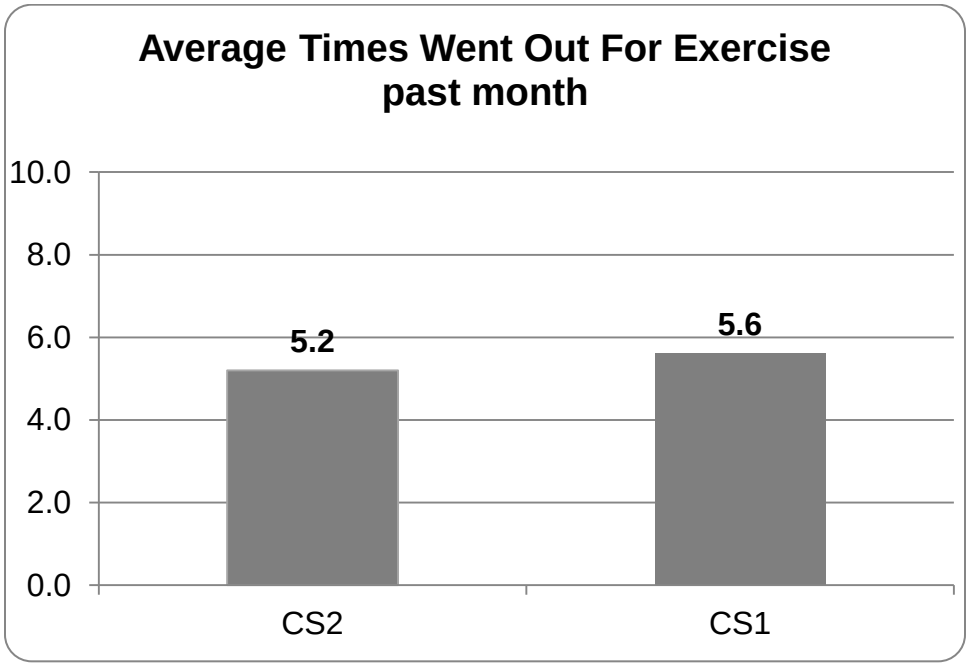
Table 3.9: Proportion of Individuals who Went Out for Exercise in the Community in the Past Month by Regional Center

Went Out for Exercise past month			
	CS2 (FY 2011-2012)	+/- CS2 CA Average	CS1 (FY 2010-2011)
CA Average	41%		48%
Alta	45%	4%	50%
Central Valley	37%	-4%	34%
East Bay	54%	13%	54%
East Los Angeles	40%	-1%	47%
Far Northern	21%	-20%	39%
Golden Gate	51%	10%	46%
Harbor	45%	4%	55%
Inland	37%	-4%	39%
Kern	16%	-25%	18%
Lanterman	21%	-20%	39%
North Bay	44%	3%	59%
North Los Angeles	53%	12%	51%
Orange	27%	-14%	48%
Redwood Coast	60%	19%	55%
San Andreas	57%	16%	73%
San Diego	30%	-11%	39%
San Gabriel/Pomona	46%	5%	48%
South Central LA	50%	9%	55%
Tri-Counties	57%	16%	67%
Valley Mountain	34%	-7%	46%
Westside	43%	2%	51%

Average Times Went Out for Exercise

Results reflect the average number of times people reported going out for exercise in an integrated setting in the past month. Proxy respondents were allowed for this question

Graph 3.10: Average Number of Times Individuals Went Out for Exercise in the Community in the Past Month



The graph above illustrates that people went out for exercise with less frequency in CS2 (5.2) compared to the CS1 results (5.6).

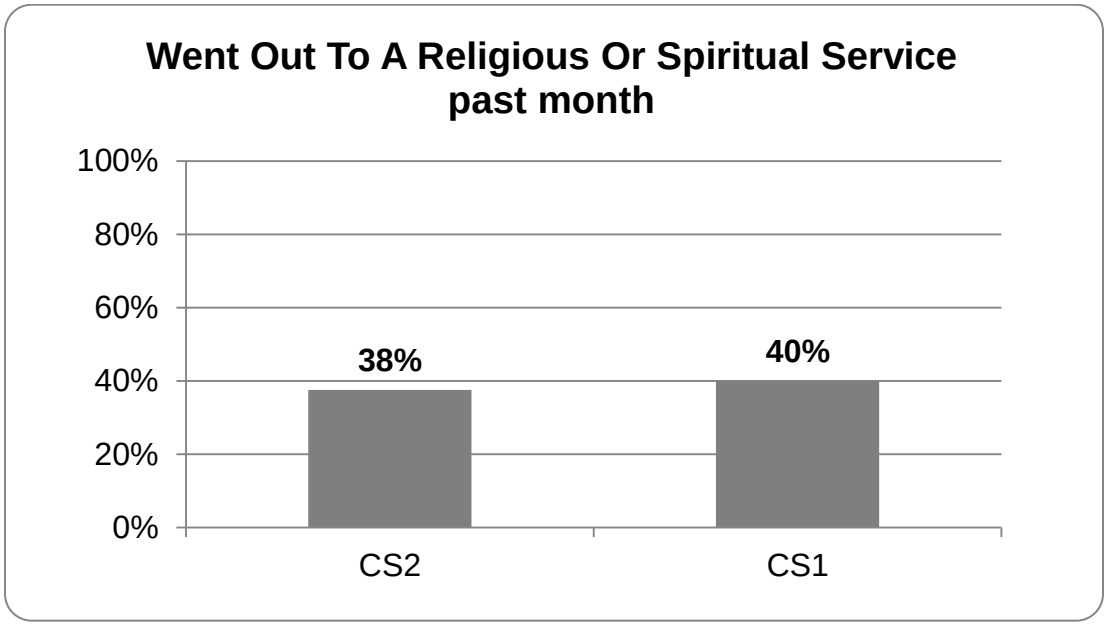
Table 3.10: Average Number of Times Individuals Went Out for Exercise in the Community in the Past Month by Regional Center

Average Times Went Out for Exercise past month			
	CS2 (FY 2011-2012)	+/- CS2 CA Average	CS1 (FY 2010-2011)
CA Average	5.2		5.6
Alta	6.2	1.0	6.0
Central Valley	4.6	-0.6	4.1
East Bay	7.9	2.7	7.2
East Los Angeles	4.2	-1.0	5.6
Far Northern	2.7	-2.5	4.9
Golden Gate	8.0	2.8	5.0
Harbor	6.0	0.8	6.9
Inland	4.3	-0.9	5.0
Kern	1.6	-3.6	2.1
Lanterman	1.9	-3.3	4.3
North Bay	7.2	2.0	6.9
North Los Angeles	6.5	1.3	5.8
Orange	2.9	-2.3	4.5
Redwood Coast	8.7	3.5	8.8
San Andreas	7.9	2.7	8.3
San Diego	3.2	-2.0	4.5
San Gabriel/Pomona	5.0	-0.2	5.3
South Central LA	4.7	-0.5	4.8
Tri-Counties	7.2	2.0	7.7
Valley Mountain	4.3	-0.9	5.6
Westside	4.2	-1.0	6.3

Religious or Spiritual Service

Percentages reflect the proportion of people who went to a religious or spiritual service in an integrated setting in the past month. Proxy respondents were allowed for this question.

Graph 3.11: Proportion of Individuals who Went Out to a Religious or Spiritual Service in the Community in the Past Month



The graph above illustrates a lower percentage of people went out to a religious or spiritual service during the past month in CS2 (38%) compared to the CS1 results (40%).

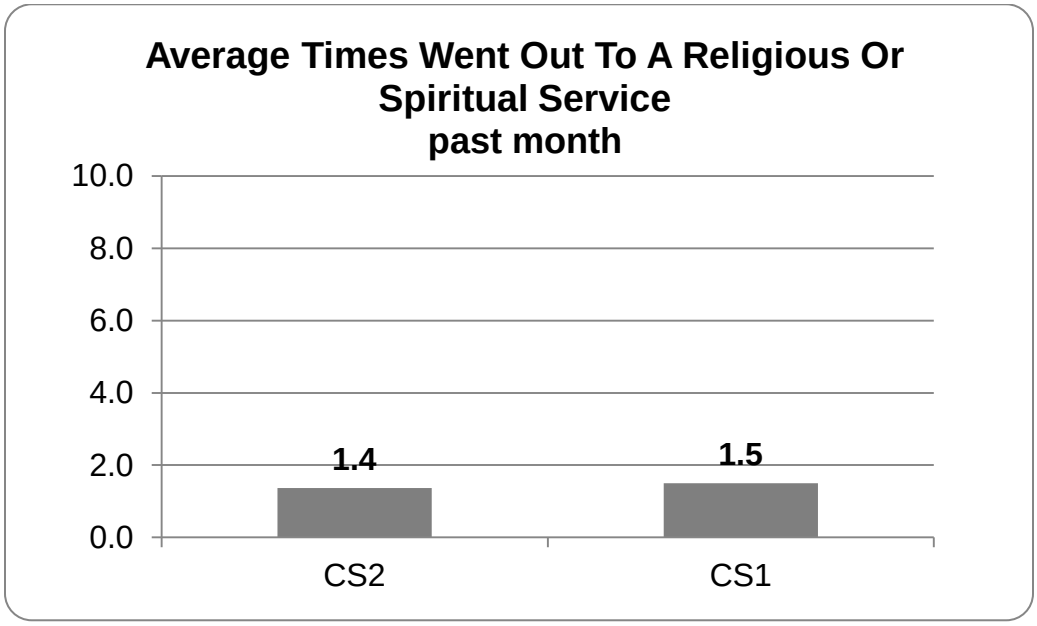
Table 3.11: Proportion of Individuals who Went Out to a Religious or Spiritual Service in the Community in the Past Month by Regional Center

Went Out to a Religious or Spiritual Service past month			
	CS2 (FY 2011-2012)	+/- CS2 CA Average	CS1 (FY 2010-2011)
CA Average	38%		40%
Alta	33%	-5%	38%
Central Valley	39%	1%	37%
East Bay	34%	-4%	37%
East Los Angeles	46%	8%	49%
Far Northern	28%	-10%	31%
Golden Gate	31%	-7%	30%
Harbor	41%	3%	41%
Inland	44%	6%	42%
Kern	33%	-5%	33%
Lanterman	42%	4%	45%
North Bay	28%	-10%	34%
North Los Angeles	43%	5%	37%
Orange	45%	7%	48%
Redwood Coast	26%	-12%	24%
San Andreas	38%	0%	42%
San Diego	37%	-1%	39%
San Gabriel/Pomona	46%	8%	47%
South Central LA	42%	4%	53%
Tri-Counties	35%	-3%	43%
Valley Mountain	38%	0%	38%
Westside	39%	1%	39%

Average Times Went Out to a Religious or Spiritual Service

Results reflect the average number of times people reported going out to a religious or spiritual service in an integrated setting in the past month. Proxy respondents were allowed for this question.

Graph 3.12: Average Number of Times Individuals Went Out to a Religious or Spiritual Service in the Community in the Past Month



The graph above illustrates that people went out to a religious or spiritual service with less frequency in CS2 (1.4) compared to the CS1 results (1.5).

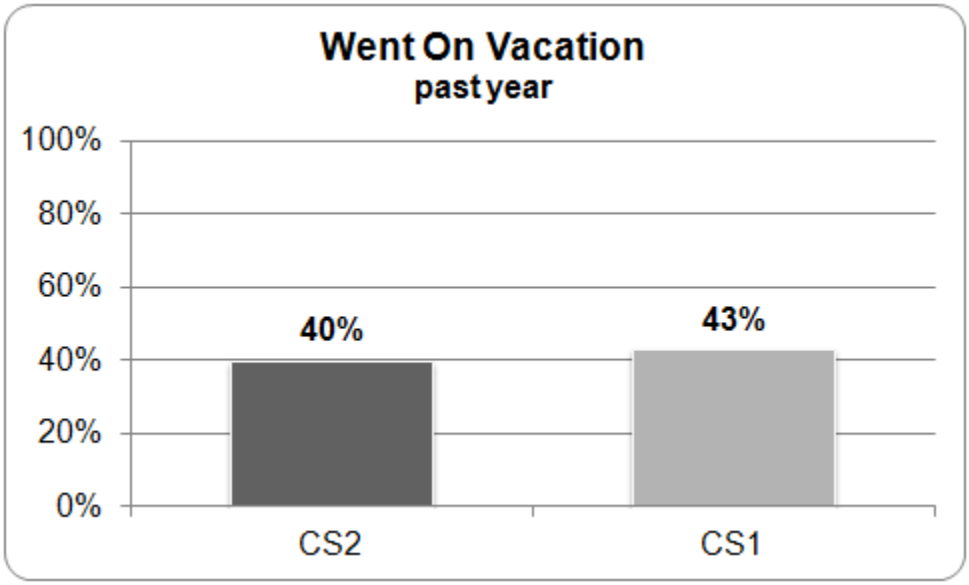
Table 3.12: Average Number of Times Individuals Went Out to a Religious or Spiritual Service in the Community in the Past Month by Regional Center

Average Times Went Out to a Religious or Spiritual Service past month			
	CS2 (FY 2011-2012)	+/- CS2 CA Average	CS1 (FY 2010-2011)
CA Average	1.4		1.5
Alta	1.3	-0.1	1.4
Central Valley	1.4	0.0	1.4
East Bay	1.2	-0.2	1.3
East Los Angeles	1.8	0.4	1.8
Far Northern	0.9	-0.5	1.1
Golden Gate	1.1	-0.3	0.9
Harbor	1.6	0.2	1.4
Inland	1.5	0.1	1.5
Kern	1.2	-0.2	1.4
Lanterman	1.5	0.1	1.8
North Bay	1.0	-0.4	1.3
North Los Angeles	1.7	0.3	1.4
Orange	1.4	0.0	1.8
Redwood Coast	1.0	-0.4	1.0
San Andreas	1.4	0.0	1.5
San Diego	1.3	-0.1	1.5
San Gabriel/Pomona	1.7	0.3	1.7
South Central LA	1.5	0.1	1.9
Tri-Counties	1.3	-0.1	1.6
Valley Mountain	1.5	0.1	1.5
Westside	1.4	0.0	1.6

Vacation

Percentages reflect the proportion of people who vacationed in an integrated setting in the past year. Proxy respondents were allowed for this question.

Graph 3.13: Proportion of Individuals who Went on Vacation in the Community in the Past Year



The graph above illustrates a lower percentage of people went on vacation during the past year in CS2 (40%) compared to the CS1 results (43%).

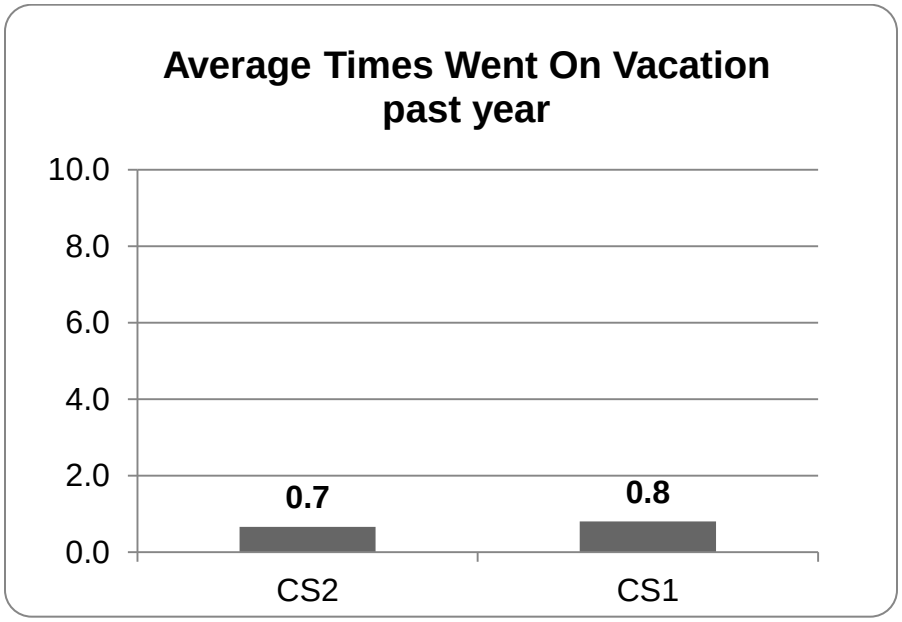
Table 3.13: Proportion of Individuals who Went on Vacation in the Community in the Past Year by Regional Center

	Went on Vacation past year		
	CS2 (FY 2011-2012)	+/- CS2 CA Average	CS1 (FY 2010-2011)
CA Average	40%		43%
Alta	43%	3%	44%
Central Valley	52%	12%	51%
East Bay	39%	-1%	45%
East Los Angeles	36%	-4%	38%
Far Northern	49%	9%	52%
Golden Gate	42%	2%	41%
Harbor	37%	-3%	36%
Inland	41%	1%	43%
Kern	35%	-5%	40%
Lanterman	25%	-15%	36%
North Bay	39%	-1%	52%
North Los Angeles	46%	6%	47%
Orange	32%	-8%	42%
Redwood Coast	45%	5%	43%
San Andreas	51%	11%	54%
San Diego	35%	-5%	41%
San Gabriel/Pomona	35%	-5%	36%
South Central LA	20%	-20%	32%
Tri-Counties	44%	4%	52%
Valley Mountain	42%	2%	36%
Westside	38%	-2%	37%

Average Times Went on Vacation

Results reflect the average number of times people reported going on vacation in an integrated setting in the past year. Proxy respondents were allowed for this question.

Graph 3.14: Average Number of Times Individuals Went on Vacation in the Community in the Past Year



The graph above illustrates that people went on vacation with less frequency in CS2 (0.7) compared to the CS1 results (0.8).

Table 3.14: Average Number of Times Individuals Went on Vacation in the Community in the Past Year by Regional Center

Average Times Went on Vacation past year			
	CS2 (FY 2011-2012)	+/- CS2 CA Average	CS1 (FY 2010-2011)
CA Average	0.7		0.8
Alta	0.7	0.0	0.8
Central Valley	1.0	0.3	0.8
East Bay	0.6	-0.1	0.8
East Los Angeles	0.5	-0.7	0.6
Far Northern	0.8	0.1	1.0
Golden Gate	0.6	-0.1	0.6
Harbor	0.8	0.1	0.7
Inland	0.6	-0.1	0.7
Kern	0.8	0.1	0.8
Lanterman	0.5	-0.2	0.6
North Bay	0.6	-0.1	1.0
North Los Angeles	0.9	0.2	0.8
Orange	0.4	-0.3	0.8
Redwood Coast	0.8	0.1	0.8
San Andreas	1.1	0.4	1.0
San Diego	0.7	0.0	0.7
San Gabriel/Pomona	0.5	-0.2	0.6
South Central LA	0.3	-0.4	0.5
Tri-Counties	0.7	0.0	0.8
Valley Mountain	0.7	0.0	0.6
Westside	0.7	0.0	0.6

Chapter 4: Relationships

People have friends and relationships.

Presentation of Data

This section includes seven items related to whether people have and maintain relationships with friends and family.

Results are first presented in a graph showing the Adult Consumer Survey FY 2011-2012 – 2nd Cycle (CS2) result compared to the Adult Consumer Survey FY 2010-2011 – 1st Cycle (CS1) result. Results are first presented in a graph showing the CS2 result compared to the CS1 result. Next, the results are broken out by regional center, showing a table with each regional center's result. The CS2 and CS1 Statewide results are indicated in the first row with regional centers listed alphabetically underneath. The table shows the regional centers' CS2 result, the differences between the CS2 Statewide Average, as well as regional centers' CS1 result for reference.

Important Data Notes:

Some questions were only asked depending upon previous answers (for example, only people who have a job in the community were asked if they chose their jobs). The text indicates where results apply to a more limited respondent group.

Some questions can only be asked directly of individuals receiving services, while others can be answered by a "proxy" respondent (for example, a family member, friend, staff person, or someone else who knows the person well), or through agency records. Items that allow other sources of data are noted.

Some response categories are collapsed (for example, results are combined for people who made a choice or had some input in making the choice). The indicator heading describes which response options are included. For more detail on how the response categories are collapsed, see Appendix A.

Observations for Relationships

Across California, nearly three-quarters of respondents reported they had friends other than staff and family (74%) while three-quarters reported they had a best friend (75%). While most people were able to see their friends and family when they wanted, regional center results show some variation. While 85% were able to see their friends when they wanted, regional center results ranged between 70% and 96%; similarly, 81% were able to see their family when they wanted though regional center results ranged between 65% and 92%. Just over one-third reported they feel lonely at least half the time (34%), and there was a somewhat large difference between regional centers, ranging from 26% to 52% (here the lower results are more desired).

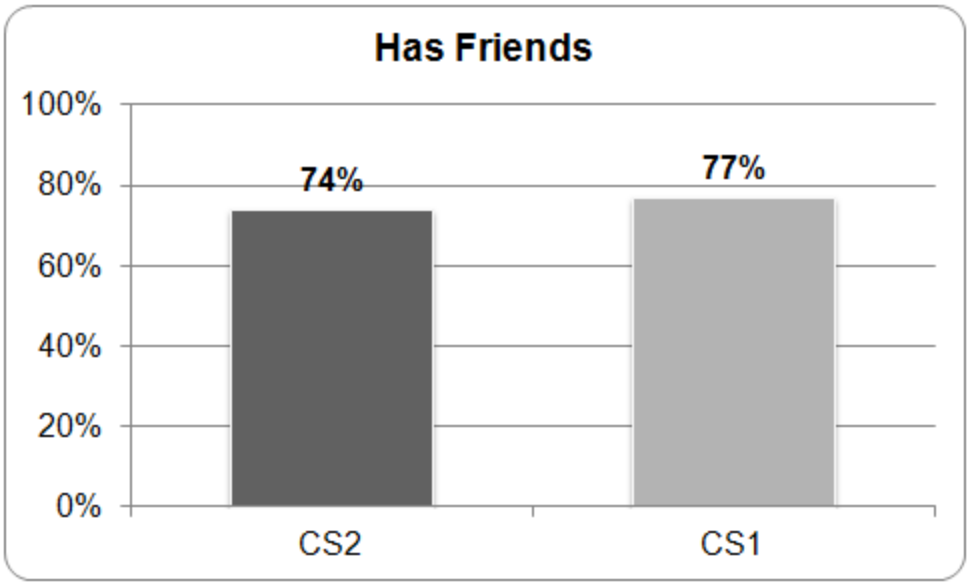
Overall, the seven Relationship questions showed only minimal changes between CS2 and CS1. The most notable difference was a 22% increase in the percentage of people who reported they get to help others[10] from 65% in CS1 to 87% in CS2 – all regional centers showed an increase on this indicator. The second greatest difference between survey years was a 3% decline in the percentage of people who reported they had friends other than staff or family.

[10] The wording of this question slightly changed between CS1 and CS2.

Has Friends

Percentages reflect the proportion of people who reported having friends other than staff or family members. Persons receiving services were the only permissible respondents for this question.

Graph 4.1: Has Friends



The graph above illustrates a lower percentage of people reported they have friends other than staff or family in CS2 (74%) compared to CS1 (77%).

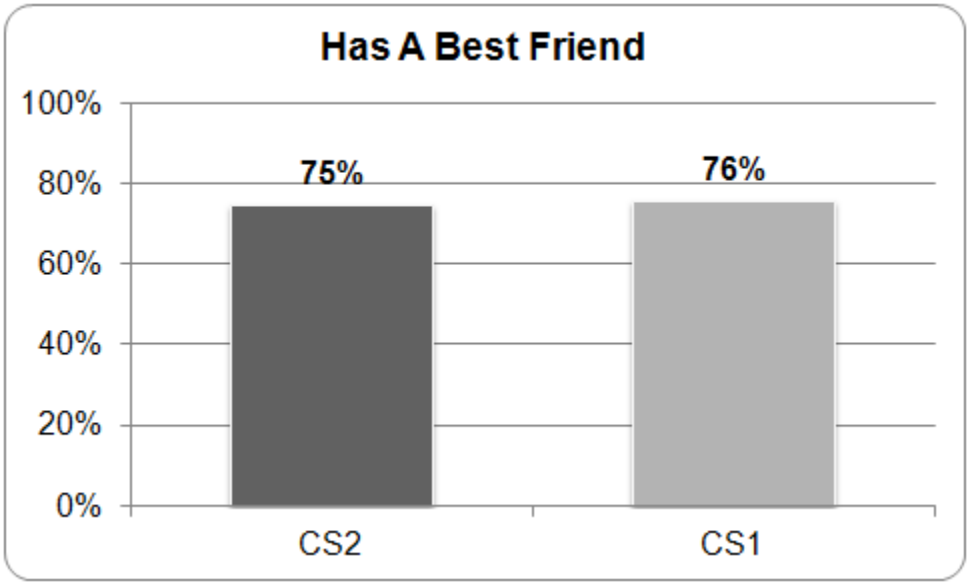
Table 4.1: Has Friends by Regional Center

Has Friends			
	CS2 (FY 2011-2012)	+/- CS2 CA Average	CS1 (FY 2010-2011)
CA Average	74%		77%
Alta	86%	12%	85%
Central Valley	69%	-5%	73%
East Bay	79%	5%	71%
East Los Angeles	65%	-9%	77%
Far Northern	73%	-1%	80%
Golden Gate	88%	14%	81%
Harbor	78%	4%	76%
Inland	85%	11%	76%
Kern	79%	5%	74%
Lanterman	65%	-9%	70%
North Bay	67%	-7%	80%
North Los Angeles	58%	-16%	76%
Orange	71%	-3%	69%
Redwood Coast	76%	2%	73%
San Andreas	64%	-10%	74%
San Diego	75%	1%	77%
San Gabriel / Pomona	69%	-5%	74%
South Central LA	62%	-12%	75%
Tri-Counties	73%	-1%	84%
Valley Mountain	79%	5%	85%
Westside	81%	7%	76%

Has a Best Friend

Percentages reflect the proportion of people who reported having a best friend. Persons receiving services were the only permissible respondents for this question.

Graph 4.2: Has a Best Friend



The graph above illustrates a lower percentage of people reported they have a best friend in CS2 (75%) compared to CS1 (76%).

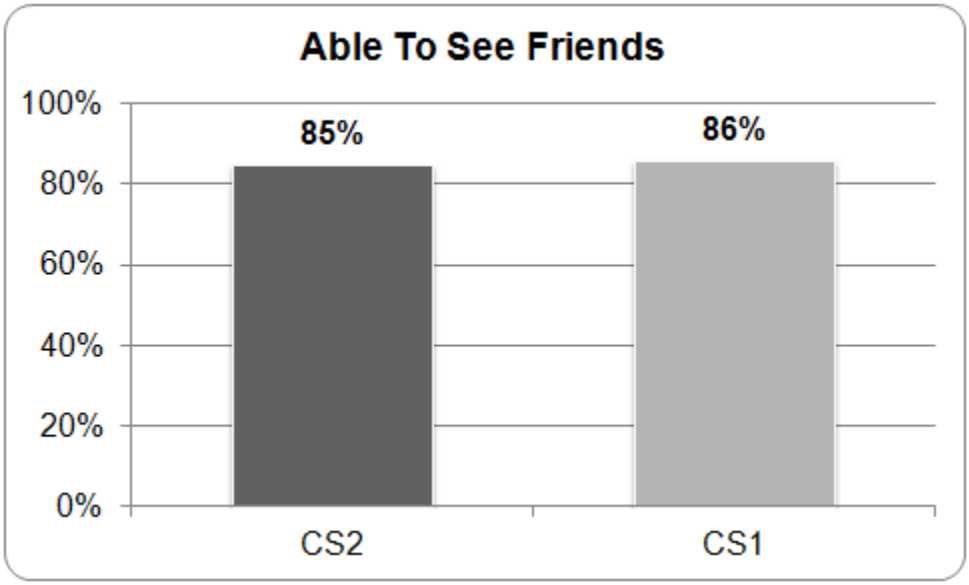
Table 4.2: Has a Best Friend by Regional Center

Has a Best Friend			
	CS2 (FY 2011-2012)	+/- CS2 CA Average	CS1 (FY 2010-2011)
CA Average	75%		76%
Alta	75%	0%	77%
Central	75%	0%	84%
East Bay	76%	1%	73%
East Los Angeles	58%	-17%	66%
Far Northern	84%	9%	83%
Golden Gate	84%	9%	75%
Harbor	79%	4%	79%
Inland	81%	6%	85%
Kern	78%	3%	73%
Lanterman	74%	-1%	74%
North Bay	82%	7%	78%
North Los Angeles	63%	-12%	72%
Orange	78%	3%	75%
Redwood Coast	82%	7%	79%
San Andreas	70%	-5%	72%
San Diego	75%	0%	73%
San Gabriel / Pomona	76%	1%	76%
South Central LA	59%	-16%	69%
Tri-Counties	79%	4%	76%
Valley Mountain	78%	3%	78%
Westside	78%	3%	74%

Able to See Friends

Percentages reflect the proportion of people who reported being able to see their friends when they want. Persons receiving services were the only permissible respondents for this question.

Graph 4.3: Able to See Friends



The graph above illustrates a lower percentage of people reported they were able to see their friends when they wanted in CS2 (85%) compared to CS1 (86%).

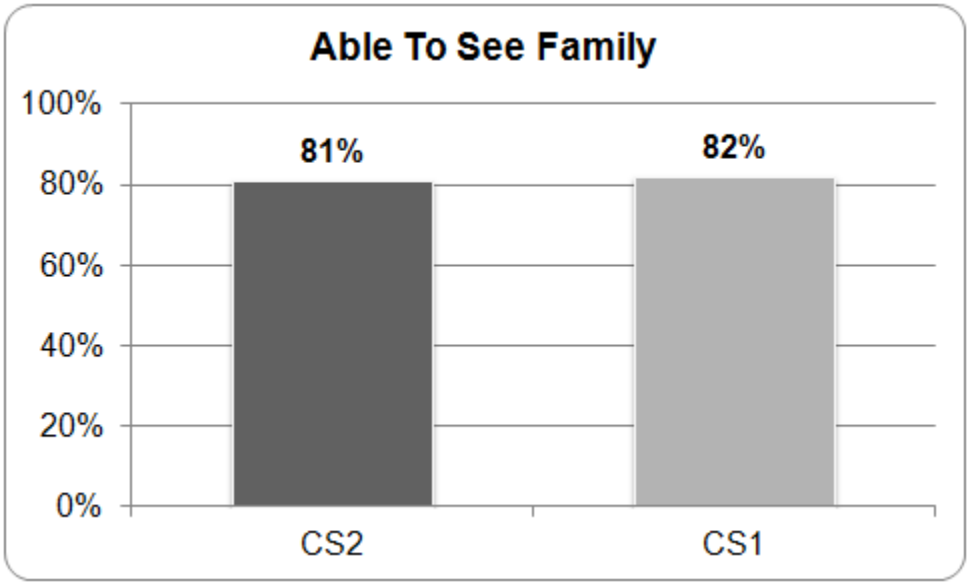
Table 4.3: Able to See Friends by Regional Center

Able to See Friends			
	CS2 (FY 2011-2012)	+/- CS2 CA Average	CS1 (FY 2010-2011)
CA Average	85%		86%
Alta	91%	6%	89%
Central Valley	82%	-3%	84%
East Bay	83%	-2%	85%
East Los Angeles	70%	-15%	76%
Far Northern	84%	-1%	91%
Golden Gate	92%	7%	87%
Harbor	84%	-1%	84%
Inland	85%	0%	80%
Kern	91%	6%	95%
Lanterman	81%	-4%	86%
North Bay	81%	-4%	82%
North Los Angeles	96%	11%	92%
Orange	84%	-1%	82%
Redwood Coast	89%	4%	90%
San Andreas	85%	0%	88%
San Diego	83%	-2%	85%
San Gabriel / Pomona	85%	0%	92%
South Central LA	82%	-3%	87%
Tri-Counties	80%	-5%	87%
Valley Mountain	82%	-3%	84%
Westside	88%	3%	88%

Able to See Family

Percentages reflect the proportion of people who reported being able to see their family when they want. Persons receiving services were the only permissible respondents for this question.

Graph 4.4: Able to See Family



The graph above illustrates a lower percentage of people reported they were able to see their family when they wanted in CS2 (81%) compared to CS1 (82%).

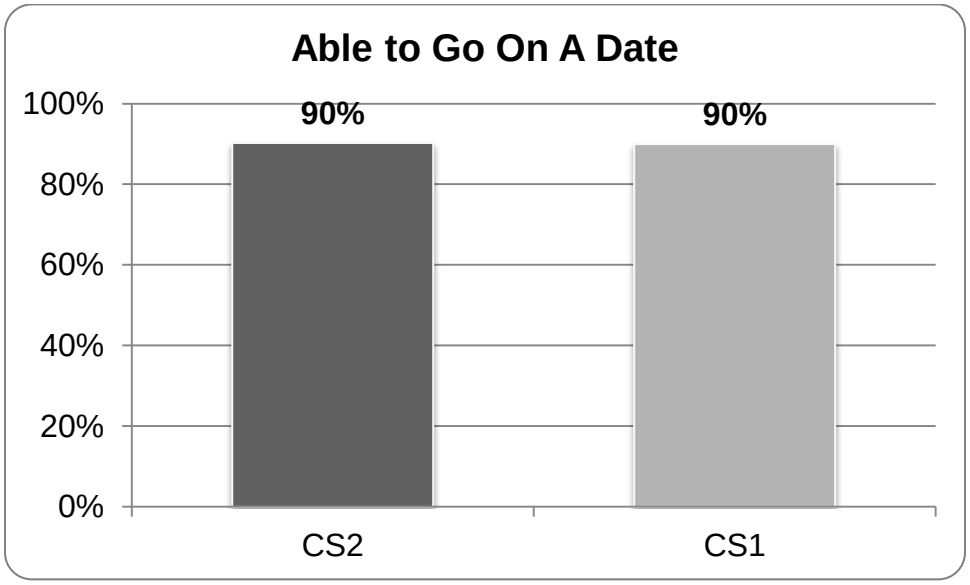
Table 4.4: Able to See Family by Regional Center

Able to See Family			
	CS2 (FY 2011-2012)	+/- CS2 CA Average	CS1 (FY 2010-2011)
CA Average	81%		82%
Alta	81%	0%	84%
Central Valley	82%	1%	80%
East Bay	74%	-7%	80%
East Los Angeles	65%	-16%	74%
Far Northern	79%	-2%	79%
Golden Gate	87%	6%	87%
Harbor	82%	1%	82%
Inland	79%	-2%	85%
Kern	91%	10%	87%
Lanterman	80%	-1%	80%
North Bay	77%	-4%	79%
North Los Angeles	92%	11%	83%
Orange	84%	3%	81%
Redwood Coast	78%	-3%	82%
San Andreas	79%	-2%	78%
San Diego	85%	4%	84%
San Gabriel / Pomona	77%	-4%	85%
South Central LA	86%	5%	94%
Tri-Counties	79%	-2%	81%
Valley Mountain	72%	-9%	73%
Westside	80%	-1%	82%

Able to Go on a Date

Percentages reflect the proportion of people who reported being able to go on a date if they choose. Persons receiving services were the only permissible respondents for this question.

Graph 4.5: Able to Go on a Date



The graph above illustrates the same percentage of people reported they can go on a date, or date with some restriction, if they choose to in CS2 (90%) compared to CS1 (90%).

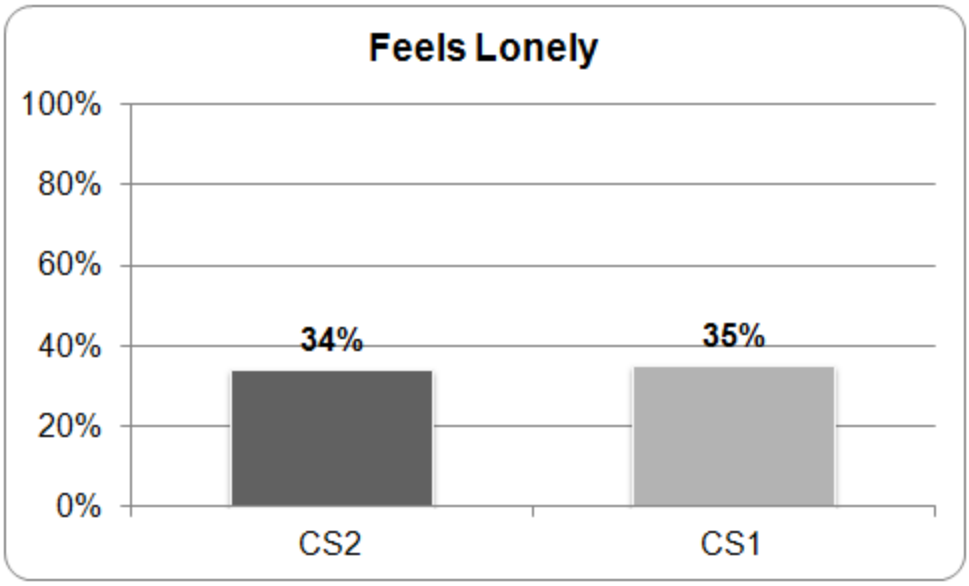
Table 4.5: Able to Go on a Date by Regional Center

Able to Go on a Date			
	CS2 (FY 2011-2012)	+/- CS2 CA Average	CS1 (FY 2010-2011)
CA Average	90%		90%
Alta	95%	5%	95%
Central Valley	89%	-1%	93%
East Bay	83%	-7%	84%
East Los Angeles	88%	-2%	78%
Far Northern	92%	2%	93%
Golden Gate	94%	4%	85%
Harbor	84%	-6%	86%
Inland	90%	0%	91%
Kern	96%	6%	97%
Lanterman	92%	2%	93%
North Bay	88%	-2%	94%
North Los Angeles	90%	0%	91%
Orange	89%	-1%	88%
Redwood Coast	96%	6%	92%
San Andreas	78%	-12%	86%
San Diego	94%	4%	88%
San Gabriel / Pomona	92%	2%	97%
South Central LA	95%	5%	91%
Tri-Counties	93%	3%	90%
Valley Mountain	81%	-9%	94%
Westside	97%	7%	94%

Feels Lonely

Percentages reflect the proportion of people who reported feeling lonely at least half of the time; lower percentages indicate a positive outcome (fewer people reported feeling lonely). Persons receiving services were the only permissible respondents for this question.

Graph 4.6: Feels Lonely



The graph above illustrates a lower percentage of people reported they feel lonely at least half the time in CS2 (34%) compared to CS1 (35%).

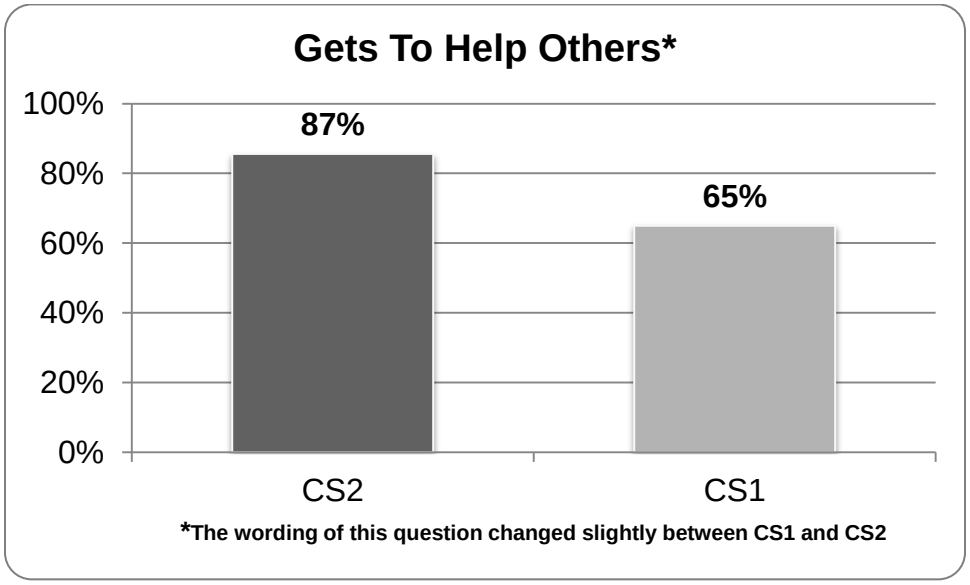
Table 4.6: Feels Lonely by Regional Center

Feels Lonely			
	CS2 (FY 2011-2012)	+/- CS2 CA Average	CS1 (FY 2010-2011)
CA Average	34%		35%
Alta	28%	-6%	30%
Central Valley	30%	-4%	36%
East Bay	38%	4%	48%
East Los Angeles	36%	2%	45%
Far Northern	35%	1%	34%
Golden Gate	34%	0%	41%
Harbor	32%	-2%	36%
Inland	32%	-2%	27%
Kern	35%	1%	25%
Lanterman	52%	18%	49%
North Bay	39%	5%	34%
North Los Angeles	33%	-1%	29%
Orange	38%	4%	35%
Redwood Coast	27%	-7%	31%
San Andreas	41%	7%	43%
San Diego	35%	1%	35%
San Gabriel / Pomona	26%	-8%	23%
South Central LA	26%	-8%	30%
Tri-Counties	42%	8%	41%
Valley Mountain	33%	-1%	47%
Westside	31%	-3%	34%

Gets to Help Others*

Percentages reflect the proportion of people who reported getting to help others. Persons receiving services were the only permissible respondents for this question.

Graph 4.7: Gets to Help Others*



The graph above illustrates a higher percentage of people reported they get to help others in CS2 (87%) compared to CS1 (65%).

***The wording of this question changed slightly between CS1 and CS2.**

Table 4.7: Gets to Help Others by Regional Center

Gets to Help Others*			
	CS2 (FY 2011-2012)	+/- CS2 CA Average	CS1 (FY 2010-2011)
CA Average	87%		65%
Alta	88%	1%	70%
Central Valley	92%	5%	66%
East Bay	94%	7%	67%
East Los Angeles	83%	-4%	67%
Far Northern	81%	-6%	66%
Golden Gate	84%	-3%	73%
Harbor	85%	-2%	70%
Inland	89%	2%	48%
Kern	73%	-14%	51%
Lanterman	80%	-7%	76%
North Bay	81%	-6%	71%
North Los Angeles	96%	9%	67%
Orange	81%	-6%	63%
Redwood Coast	87%	0%	52%
San Andreas	82%	-5%	69%
San Diego	83%	-4%	73%
San Gabriel / Pomona	90%	3%	54%
South Central LA	87%	0%	60%
Tri-Counties	88%	1%	63%
Valley Mountain	88%	1%	76%
Westside	86%	-1%	57%

*** The wording of this question changed slightly between CS1 and CS2**

Chapter 5: Satisfaction

People are satisfied with the services and supports they receive.

Presentation of Data

The section on Satisfaction includes seven items presented below in the following two groupings: Satisfaction with Home and Satisfaction with Work and Day Activities.

Results are first presented in a graph showing the Adult Consumer Survey FY 2011-2012 – 2nd Cycle (CS2) result compared to the Adult Consumer Survey FY 2010-2011 – 1st Cycle (CS1) result. Next, the results are broken out by regional center, showing a table with each regional center's result. The CS2 and CS1 Statewide results are indicated in the first row with regional centers listed alphabetically underneath. The table shows the regional centers' CS2 result, the differences between the CS2 Statewide Average as well as regional centers' CS1 result for reference.

Important Data Notes:

Some questions were only asked depending upon previous answers (for example, only people who have a job in the community were asked if they chose their jobs). The text indicates where results apply to a more limited respondent group.

Some questions can only be asked directly of individuals receiving services, while others can be answered by a "proxy" respondent (for example, a family member, friend, staff person, or someone else who knows the person well), or through agency records. Items that allow other sources of data are noted.

Some response categories are collapsed (for example, results are combined for people who made a choice or had some input in making the choice). The indicator heading describes which response options are included. For more detail on how the response categories are collapsed, see Appendix A.

'Other Community Residence' refers to people who were living in an ICF, CCF, SLS/ILS, or FHA. For more information on residence types, see Appendix D.

Observations for Satisfaction

Overall, California's results from the Satisfaction items show people tended to like where they live, work, and go during the day. There were two questions that showed greater variation between regional centers: between 7% and 30% reported they want to go somewhere else during the day and 7% to 29% reported they want to live somewhere else.

Compared to CS1, CS2 results tended to be the same or show only slight differences. For one indicator, though the same percentage of people in both years reported they want to go somewhere else during the day (23%), changes in regional center performance varied greatly between years for this question.

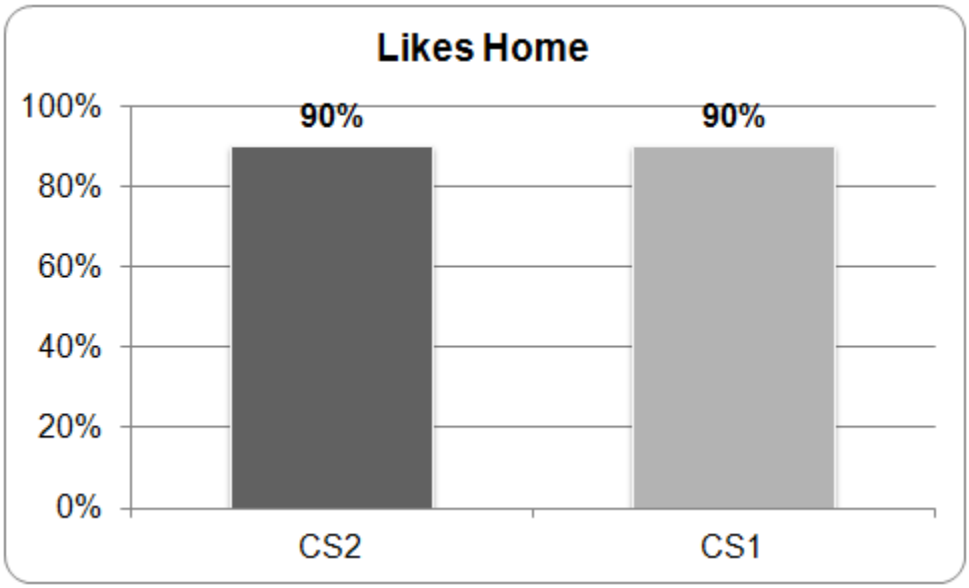
***Note some items were analyzed differently for the CS2 data collection cycle. Those items are noted in the text and charts and year-to-year comparisons should be made with caution.**

Satisfaction with Home

Likes Home

Percentages reflect the proportion of people who reported liking where they live. Persons receiving services were the only permissible respondents for this question.

Graph 5.1: Likes Home



The graph above illustrates the same percentage of people who reported they like where they live in CS2 (90%) and CS1 (90%).

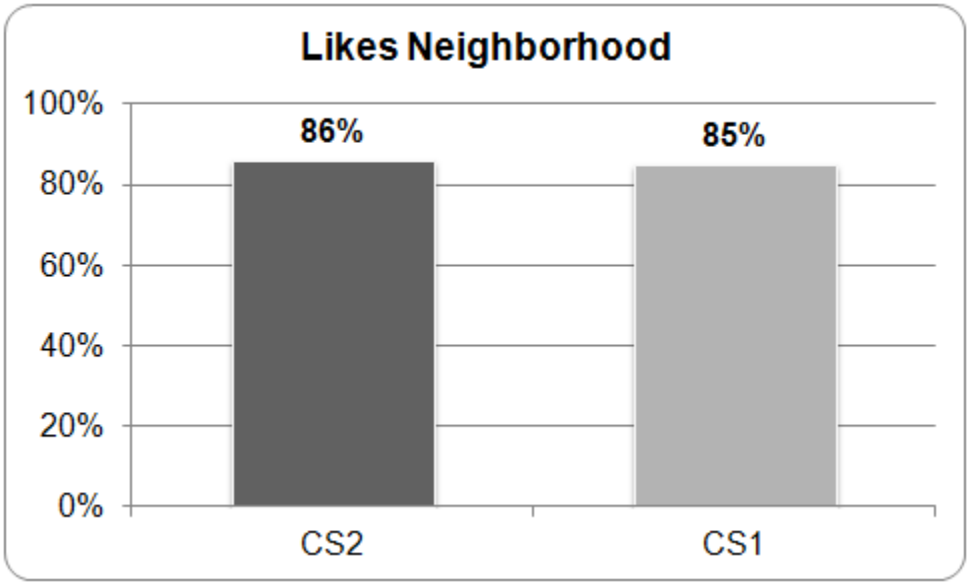
Table 5.1: Likes Home by Regional Center

Likes Home			
	CS2 (FY 2011-2012)	+/- CS2 CA Average	CS1 (FY 2010-2011)
CA Average	90%		90%
Alta	91%	1%	86%
Central Valley	92%	2%	89%
East Bay	87%	-3%	91%
East Los Angeles	92%	2%	94%
Far Northern	87%	-3%	86%
Golden Gate	93%	3%	93%
Harbor	86%	-4%	88%
Inland	93%	3%	92%
Kern	91%	1%	86%
Lanterman	93%	3%	92%
North Bay	89%	-1%	89%
North Los Angeles	95%	5%	93%
Orange	94%	4%	95%
Redwood Coast	88%	-2%	90%
San Andreas	87%	-3%	92%
San Diego	86%	-4%	90%
San Gabriel/Pomona	91%	1%	93%
South Central LA	89%	-1%	83%
Tri-Counties	91%	1%	90%
Valley Mountain	83%	-7%	83%
Westside	81%	-9%	86%

Likes Neighborhood

Percentages reflect the proportion of people who reported liking their neighborhood. Persons receiving services were the only permissible respondents for this question.

Graph 5.2: Likes Neighborhood



The graph above illustrates a higher percentage of people reported they like their neighborhood in CS2 (86%) compared to CS1 (85%).

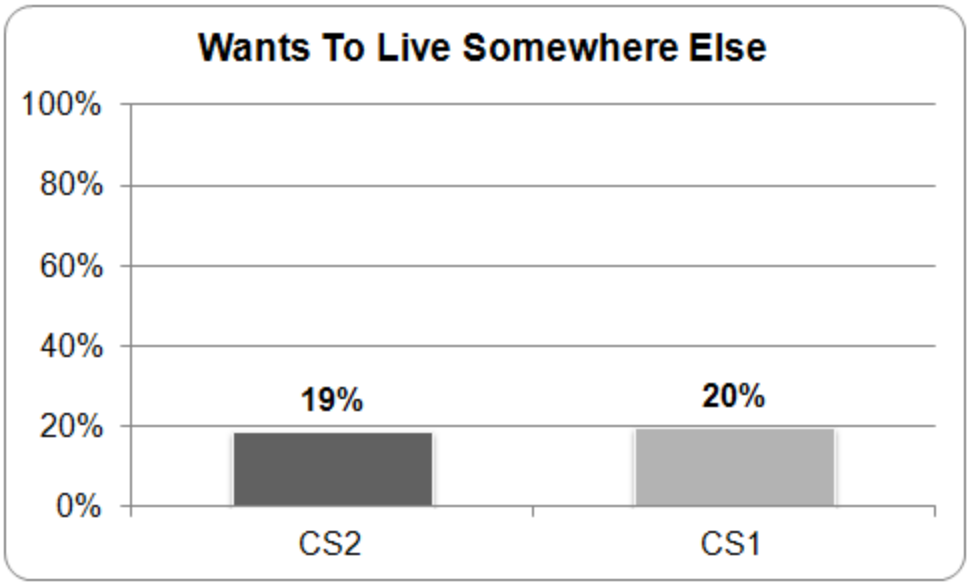
Table 5.2: Likes Neighborhood by Regional Center

Likes Neighborhood			
	CS2 (FY 2011-2012)	+/- CS2 CA Average	CS1 (FY 2010-2011)
CA Average	86%		85%
Alta	88%	2%	85%
Central Valley	85%	-1%	85%
East Bay	82%	-4%	84%
East Los Angeles	90%	4%	87%
Far Northern	81%	-5%	88%
Golden Gate	90%	4%	91%
Harbor	89%	3%	85%
Inland	87%	1%	79%
Kern	85%	-1%	82%
Lanterman	91%	5%	91%
North Bay	83%	-3%	86%
North Los Angeles	88%	2%	89%
Orange	88%	2%	91%
Redwood Coast	85%	-1%	87%
San Andreas	82%	-4%	85%
San Diego	87%	1%	88%
San Gabriel/Pomona	93%	7%	92%
South Central LA	81%	-5%	75%
Tri-Counties	89%	3%	87%
Valley Mountain	79%	-7%	78%
Westside	84%	-2%	82%

Wants to Live Somewhere Else

Percentages reflect the proportion of people who reported wanting to live somewhere else; lower percentages indicate a positive outcome (fewer people reported wanting to move from their home). Persons receiving services were the only permissible respondents for this question.

Graph 5.3: Wants to Live Somewhere Else



The graph above illustrates a lower percentage of people reported they want to live somewhere else in CS2 (19%) compared to CS1 (20%).

Table 5.3: Wants to Live Somewhere Else by Regional Center

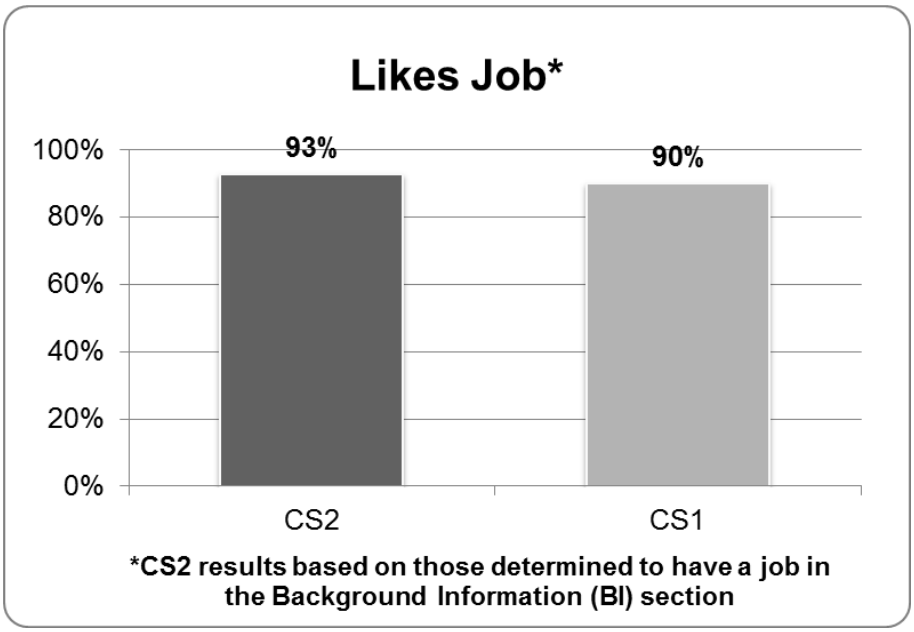
Wants to Live Somewhere Else			
	CS2 (FY 2011-2012)	+/- CS2 CA Average	CS1 (FY 2010-2011)
CA Average	19%		20%
Alta	20%	1%	21%
Central Valley	16%	-3%	21%
East Bay	28%	9%	26%
East Los Angeles	16%	-3%	23%
Far Northern	22%	3%	23%
Golden Gate	29%	10%	14%
Harbor	23%	4%	22%
Inland	25%	6%	20%
Kern	20%	1%	18%
Lanterman	7%	-12%	15%
North Bay	23%	4%	25%
North Los Angeles	9%	-10%	17%
Orange	10%	-9%	15%
Redwood Coast	18%	-1%	21%
San Andreas	19%	0%	22%
San Diego	21%	2%	17%
San Gabriel/Pomona	15%	-4%	9%
South Central LA	17%	-2%	27%
Tri-Counties	19%	0%	21%
Valley Mountain	24%	5%	21%
Westside	19%	0%	21%

Satisfaction with Work and Day Activities

Likes Job*

Percentages reflect the proportion of people who reported liking where they work in the community. Persons receiving services were the only permissible respondents for this question.

Graph 5.4: Likes Job*



The graph above illustrates a higher percentage of people reported they like their community job in CS2 (93%) compared to CS1 (90%).

Table 5.4: Likes Job by Regional Center

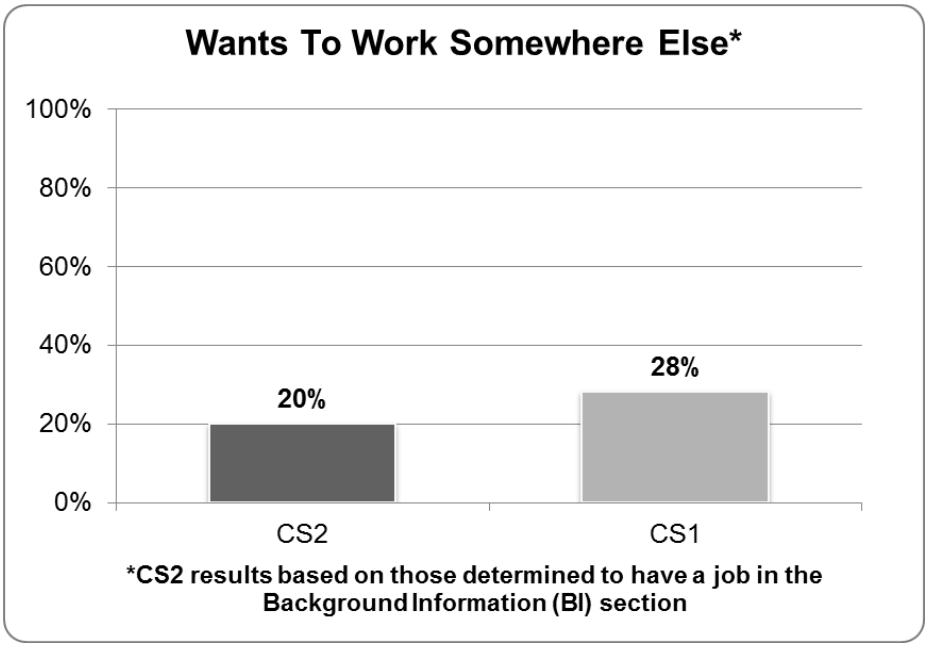
Likes Job*			
	CS2 (FY 2011-2012)	+/- CS2 CA Average	CS1 (FY 2010-2011)
CA Average	93%		90%
Alta	89%	-4%	87%
Central Valley	100%	7%	88%
East Bay	93%	0%	88%
East Los Angeles	94%	1%	92%
Far Northern	90%	-3%	84%
Golden Gate	98%	5%	94%
Harbor	86%	-7%	87%
Inland	92%	-1%	96%
Kern	87%	-6%	88%
Lanterman	89%	-4%	86%
North Bay	82%	-11%	80%
North Los Angeles	92%	-1%	94%
Orange	100%	7%	87%
Redwood Coast	94%	1%	88%
San Andreas	83%	-10%	90%
San Diego	95%	2%	93%
San Gabriel/Pomona	100%	7%	92%
South Central LA	93%	0%	87%
Tri-Counties	96%	3%	88%
Valley Mountain	98%	5%	100%
Westside	96%	3%	83%

*CS2 results based on those dteremined to have a job in the Background Information (BI) section.

Wants to Work Somewhere Else*

Percentages reflect the proportion of people who reported having a community job and wanting to work somewhere else; lower percentages indicate a positive outcome (fewer people reported wanting to work somewhere else). Persons receiving services were the only permissible respondents for this question.

Graph 5.5: Wants to Work Somewhere Else*



The graph above illustrates a lower percentage of people reported want to work somewhere else in CS2 (20%) compared to CS1 (28%).

Table 5.5: Wants to Work Somewhere Else by Regional Center

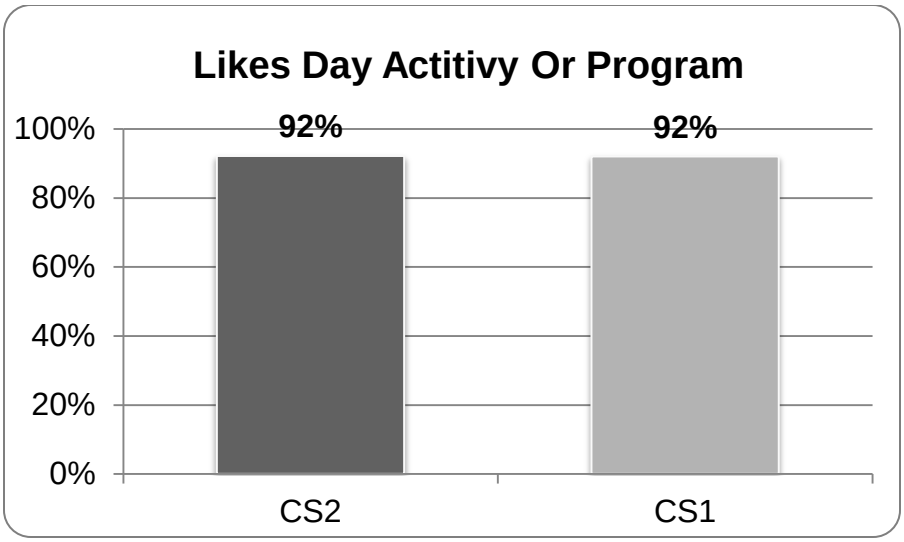
Wants to Work Somewhere Else*			
	CS2 (FY 2011-2012)	+/- CS2 CA Average	CS1 (FY 2010-2011)
CA Average	20%		28%
Alta	9%	-11%	30%
Central Valley	21%	1%	35%
East Bay	22%	2%	30%
East Los Angeles	32%	12%	53%
Far Northern	25%	5%	30%
Golden Gate	28%	8%	21%
Harbor	26%	6%	28%
Inland	26%	6%	24%
Kern	26%	6%	25%
Lanterman	11%	-9%	22%
North Bay	25%	5%	27%
North Los Angeles	15%	-5%	36%
Orange	7%	-13%	28%
Redwood Coast	27%	7%	18%
San Andreas	23%	3%	34%
San Diego	15%	-5%	17%
San Gabriel/Pomona	25%	5%	18%
South Central LA	36%	16%	34%
Tri-Counties	16%	-4%	28%
Valley Mountain	34%	14%	27%
Westside	11%	-9%	28%

***CS2 results based on those dteremined to have a job in the Background Information (BI) section.**

Likes Day Activity or Program

Percentages reflect the proportion of people who reported liking the day activity (e.g., day program) they attend. Persons receiving services were the only permissible respondents for this question.

Graph 5.6: Likes Day Activity or Program



The graph above illustrates the same percentage of people reported like their day program or activity in CS2 (92%) compared to CS1 (92%).

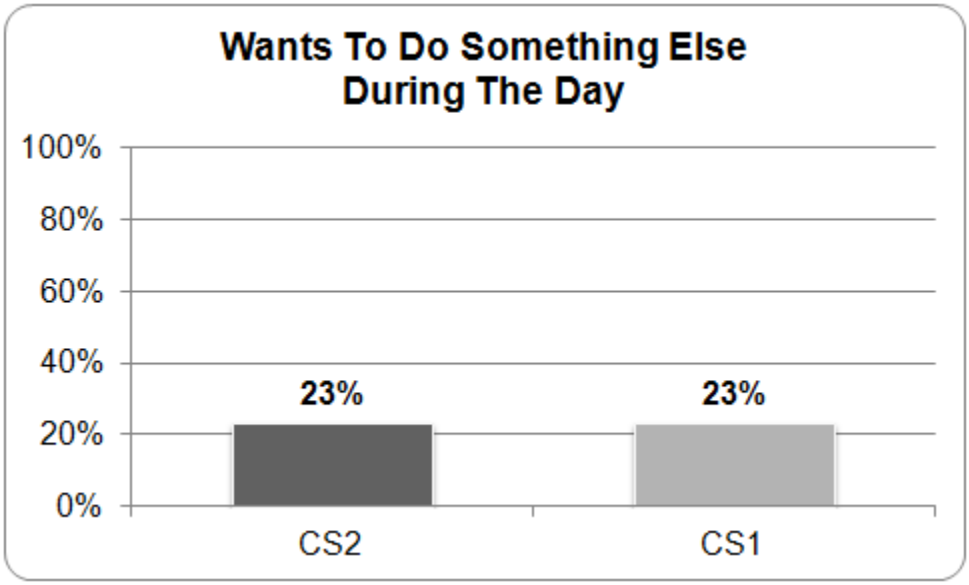
Table 5.6: Likes Day Activity or Program by Regional Center

Likes Day Activity or Program			
	CS2 (FY 2011-2012)	+/- CS2 CA Average	CS1 (FY 2010-2011)
CA Average	92%		92%
Alta	90%	-2%	91%
Central Valley	91%	-1%	92%
East Bay	90%	-2%	91%
East Los Angeles	93%	1%	90%
Far Northern	92%	0%	96%
Golden Gate	95%	3%	96%
Harbor	94%	2%	89%
Inland	90%	-2%	94%
Kern	91%	-1%	90%
Lanterman	96%	4%	88%
North Bay	90%	-2%	92%
North Los Angeles	92%	0%	98%
Orange	93%	1%	95%
Redwood Coast	96%	4%	93%
San Andreas	88%	-4%	90%
San Diego	88%	-4%	89%
San Gabriel/Pomona	92%	0%	94%
South Central LA	95%	3%	91%
Tri-Counties	96%	4%	93%
Valley Mountain	93%	1%	91%
Westside	90%	-2%	88%

Wants to Do Something Else During the Day

Percentages reflect the proportion of people who reported attending a day activity (e.g., day program) and wanting to go somewhere else or do something else during the day; lower percentages indicate a positive outcome (fewer people reported wanting to go somewhere else during the day). Persons receiving services were the only permissible respondents for this question.

Graph 5.7: Wants to Do Something Else During the Day



The graph above illustrates the same percentage of people reported they want to go or do something different during the day in CS2 (23%) and CS1 (23%).

Table 5.7: Wants to Do Something Else During the Day by Regional Center

Wants to Do Something Else During the Day			
	CS2 (FY 2011-2012)	+/- CS2 CA Average	CS1 (FY 2010-2011)
CA Average	23%		23%
Alta	18%	-5%	18%
Central Valley	25%	2%	29%
East Bay	29%	6%	30%
East Los Angeles	24%	1%	30%
Far Northern	23%	0%	20%
Golden Gate	27%	4%	17%
Harbor	24%	1%	20%
Inland	30%	7%	24%
Kern	22%	-1%	18%
Lanterman	7%	-16%	25%
North Bay	26%	3%	18%
North Los Angeles	16%	-7%	20%
Orange	14%	-9%	16%
Redwood Coast	18%	-5%	16%
San Andreas	29%	6%	42%
San Diego	26%	3%	24%
San Gabriel/Pomona	26%	3%	15%
South Central LA	16%	-7%	28%
Tri-Counties	21%	-2%	19%
Valley Mountain	21%	-2%	23%
Westside	24%	1%	30%

Chapter 6: Service Coordination

Service coordinators are accessible, responsive, and support the person's participation in service planning.

Presentation of Data

The Service Coordination section includes five items which seek to determine whether service coordinators are meeting the needs of individuals.

Results are first presented in a graph showing the Adult Consumer Survey FY 2011-2012 – 2nd Cycle (CS2) result compared to the Adult Consumer Survey FY 2010-2011 – 1st Cycle (CS1) result. Next, the results are broken out by regional center, showing a table with each regional center's result. The CS2 and CS1 Statewide results are indicated in the first row with regional centers listed alphabetically underneath. The table shows the regional centers' CS2 result, the differences between the CS2 Statewide Average, as well as regional centers' CS1 result for reference.

Important Data Notes:

Some questions were only asked depending upon previous answers (for example, only people who have a job in the community were asked if they chose their jobs). The text indicates where results apply to a more limited respondent group.

Some questions can only be asked directly of individuals receiving services, while others can be answered by a "proxy" respondent (for example, a family member, friend, staff person, or someone else who knows the person well), or through agency records. Items that allow other sources of data are noted.

Some response categories are collapsed (for example, results are combined for people who made a choice or had some input in making the choice). The indicator heading describes which response options are included. For more detail on how the response categories are collapsed, see Appendix A.

Observations for Service Coordination

For the Service Coordination items, California's Statewide results showed the majority of people reported: they met their service coordinator (95%), their service coordinator asks what they want (84%) and helps get what they need (81%); they helped create their Individual Program Plan (IPP, 81%). A lower percentage of people reported their service coordinator calls back right away (63%).

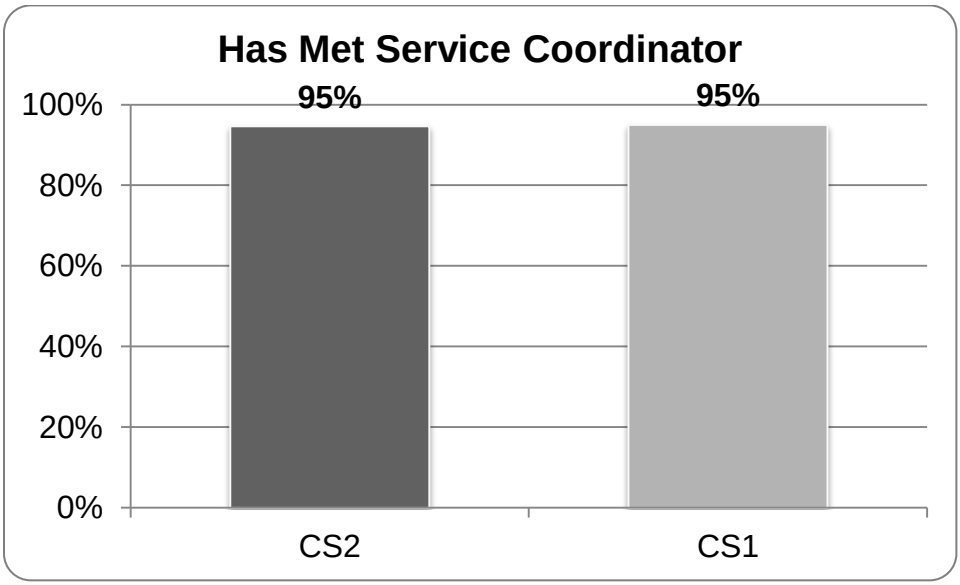
Little variance was observed across regional centers for most items. However, two items did show greater variation among regional centers: those who reported their service coordinator calls back right away, which ranged from 43% to 85%; and those who helped create their IPP, which ranged from 57% to 94%.

Overall, there tended to be very little variation in Statewide results between survey years; with results slightly lower in CS2.

Has Met Service Coordinator

Percentages reflect the proportion of people who reported having met their service coordinator. Persons receiving services were the only permissible respondents for this question.

Graph 6.1: Has Met Service Coordinator



The graph above illustrates the same percentage of people reported they met their service coordinator in CS2 (95%) compared to CS1 (95%).

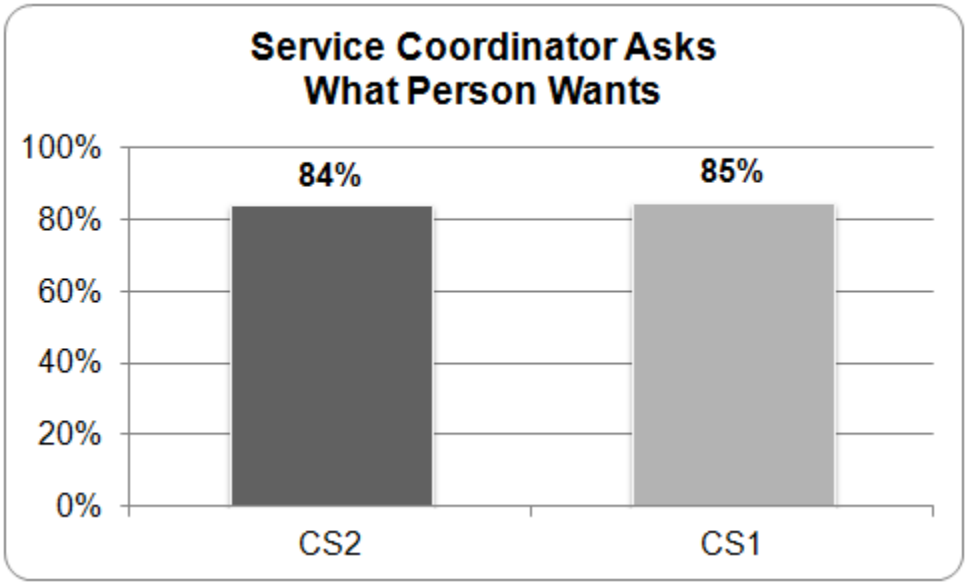
Table 6.1: Has Met Service Coordinator by Regional Center

Has Met Service Coordinator			
	CS2 (FY 2011-2012)	+/- CS2 CA Average	CS1 (FY 2010-2011)
CA Average	95%		95%
Alta	98%	3%	98%
Central Valley	97%	2%	96%
East Bay	96%	1%	95%
East Los Angeles	97%	2%	92%
Far Northern	98%	3%	99%
Golden Gate	98%	3%	97%
Harbor	95%	0%	95%
Inland	94%	-1%	96%
Kern	96%	1%	97%
Lanterman	93%	-2%	90%
North Bay	92%	-3%	88%
North Los Angeles	92%	-3%	95%
Orange	92%	-3%	94%
Redwood Coast	95%	0%	96%
San Andreas	93%	-2%	93%
San Diego	95%	0%	90%
San Gabriel/Pomona	95%	0%	95%
South Central LA	95%	0%	97%
Tri-Counties	96%	1%	95%
Valley Mountain	94%	-1%	95%
Westside	87%	-8%	94%

Service Coordinator Asks What Person Wants

Percentages reflect the proportion of people who reported their service coordinator asks what they want. Persons receiving services were the only permissible respondents for this question.

Graph 6.2: Service Coordinator Asks What Person Wants



The graph above illustrates a lower percentage of people reported that their service coordinator asks them what they want in CS2 (84%) compared to CS1 (85%).

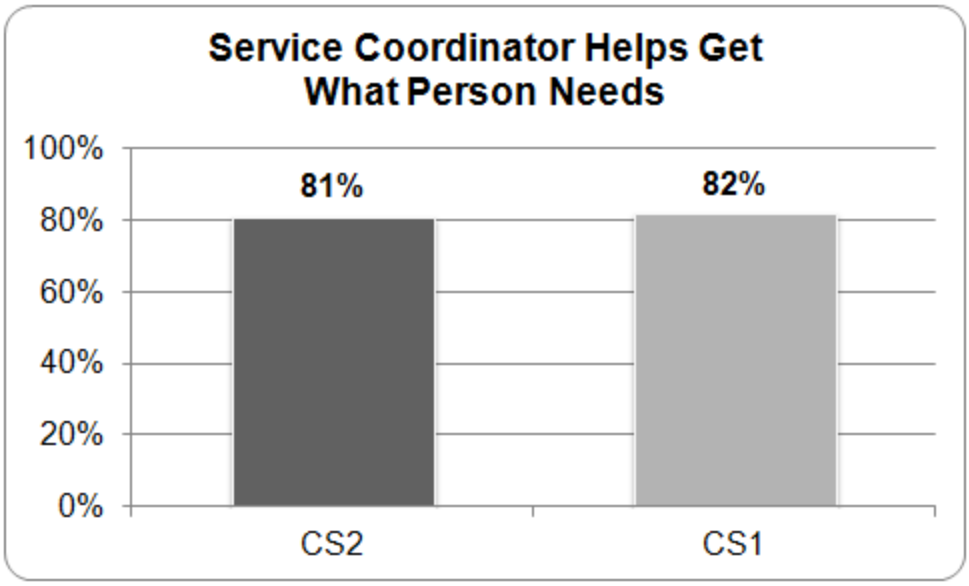
Table 6.2: Service Coordinator Asks What Person Wants by Regional Center

Service Coordinator Asks What Person Wants			
	CS2 (FY 2011-2012)	+/- CS2 CA Average	CS1 (FY 2010-2011)
CA Average	84%		85%
Alta	92%	8%	89%
Central Valley	82%	-2%	83%
East Bay	84%	0%	85%
East Los Angeles	87%	3%	83%
Far Northern	90%	6%	91%
Golden Gate	85%	1%	91%
Harbor	88%	4%	86%
Inland	73%	-11%	80%
Kern	70%	-14%	75%
Lanterman	90%	6%	84%
North Bay	83%	-1%	76%
North Los Angeles	89%	5%	89%
Orange	88%	4%	88%
Redwood Coast	92%	8%	89%
San Andreas	75%	-9%	82%
San Diego	80%	-4%	81%
San Gabriel/Pomona	90%	6%	88%
South Central LA	85%	1%	85%
Tri-Counties	90%	6%	88%
Valley Mountain	87%	3%	88%
Westside	81%	-3%	79%

Service Coordinator Helps Get What Person Needs

Percentages reflect the proportion of people who reported their service coordinator helps get what they need. Persons receiving services were the only permissible respondents for this question.

Graph 6.3: Service Coordinator Helps Get What Person Needs



The graph above illustrates a lower percentage of people reported that their service coordinator helps get them what they need in CS2 (81%) compared to CS1 (82%).

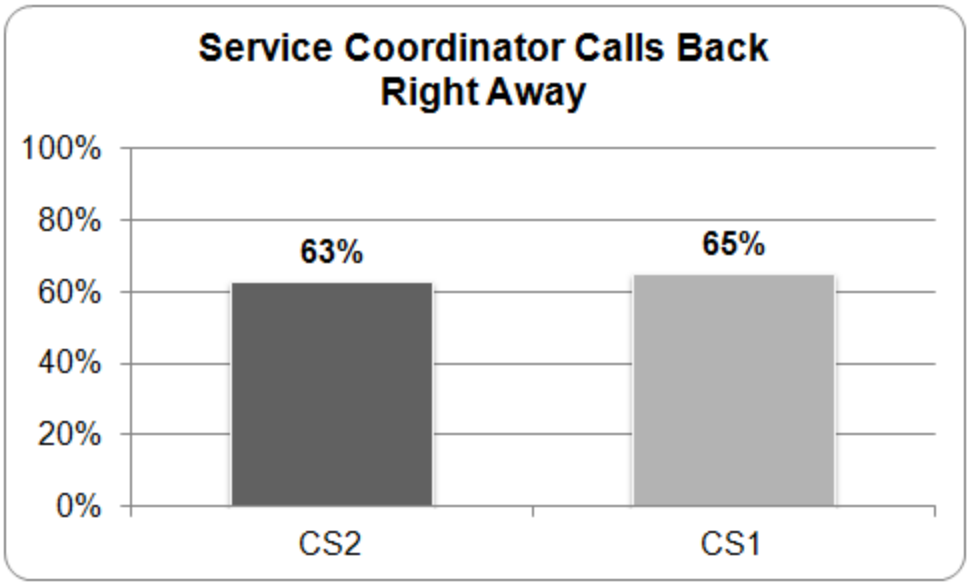
Table 6.3: Service Coordinator Helps Get What Person Needs by Regional Center

Service Coordinator Helps Get What Person Needs			
	CS2 (FY 2011-2012)	+/- CS2 CA Average	CS1 (FY 2010-2011)
CA Average	81%		82%
Alta	88%	7%	85%
Central Valley	75%	-6%	83%
East Bay	82%	1%	78%
East Los Angeles	79%	-2%	73%
Far Northern	85%	4%	87%
Golden Gate	88%	7%	87%
Harbor	77%	-4%	73%
Inland	77%	-4%	80%
Kern	71%	-10%	74%
Lanterman	87%	6%	82%
North Bay	74%	-7%	76%
North Los Angeles	87%	6%	85%
Orange	88%	7%	92%
Redwood Coast	86%	5%	88%
San Andreas	73%	-8%	83%
San Diego	79%	-2%	77%
San Gabriel/Pomona	81%	0%	82%
South Central LA	71%	-10%	75%
Tri-Counties	87%	6%	88%
Valley Mountain	85%	4%	88%
Westside	76%	-5%	77%

Service Coordinator Calls Back Right Away

Percentages reflect the proportion of people who reported their service coordinator returns their calls right away. Persons receiving services were the only permissible respondents for this question.

Graph 6.4: Service Coordinator Calls Back Right Away



The graph above illustrates a lower percentage of people reported service coordinator calls them back right away in CS2 (63%) compared to CS1 (65%).

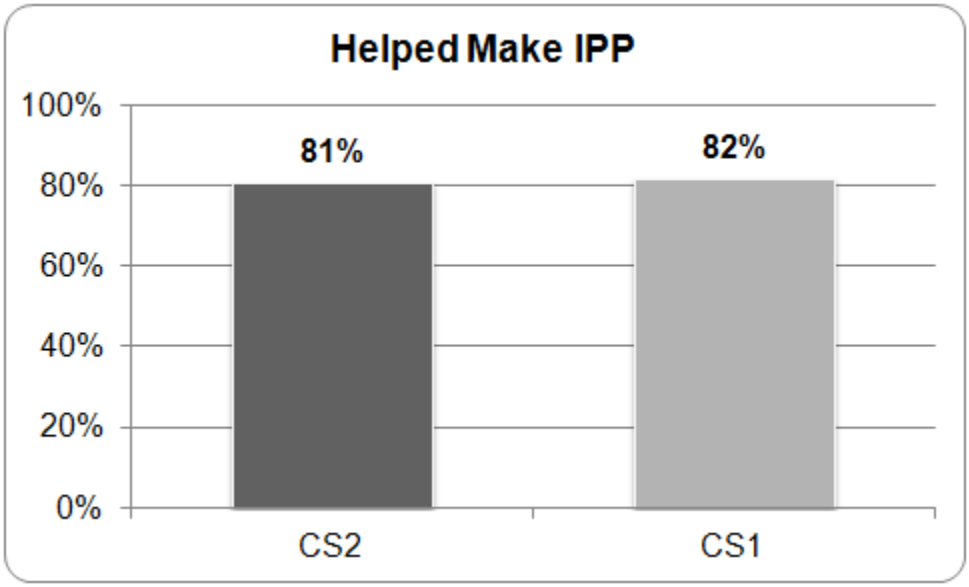
Table 6.4: Service Coordinator Calls Back Right Away by Regional Center

Service Coordinator Calls Back Right Away			
	CS2 (FY 2011-2012)	+/- CS2 CA Average	CS1 (FY 2010-2011)
CA Average	63%		65%
Alta	72%	9%	76%
Central Valley	63%	0%	68%
East Bay	54%	-9%	60%
East Los Angeles	65%	2%	61%
Far Northern	69%	6%	72%
Golden Gate	63%	0%	75%
Harbor	61%	-2%	58%
Inland	54%	-9%	63%
Kern	43%	-20%	55%
Lanterman	85%	22%	60%
North Bay	61%	-2%	49%
North Los Angeles	79%	16%	78%
Orange	73%	10%	66%
Redwood Coast	60%	-3%	54%
San Andreas	60%	-3%	60%
San Diego	56%	-7%	61%
San Gabriel/Pomona	74%	11%	63%
South Central LA	57%	-6%	63%
Tri-Counties	54%	-9%	67%
Valley Mountain	59%	-4%	55%
Westside	60%	-3%	57%

Helped Make Individual Program Plan (IPP)

Percentages reflect the proportion of people who reported they helped make their IPP. Persons receiving services were the only permissible respondents for this question.

Graph 6.5: Person Helped Make Individual Program Plan (IPP)



The graph above illustrates a lower percentage of people reported they helped make their IPP in CS2 (81%) compared to CS1 (82%).

Table 6.5: Person Helped Make Individual Program Plan (IPP) by Regional Center

Helped Make IPP			
	CS2 (FY 2011-2012)	+/- CS2 CA Average	CS1 (FY 2010-2011)
CA Average	81%		82%
Alta	94%	13%	93%
Central Valley	82%	1%	83%
East Bay	87%	6%	82%
East Los Angeles	91%	10%	81%
Far Northern	77%	-4%	88%
Golden Gate	91%	10%	83%
Harbor	84%	3%	74%
Inland	80%	-1%	81%
Kern	70%	-11%	52%
Lanterman	61%	-20%	81%
North Bay	80%	-1%	66%
North Los Angeles	63%	-18%	79%
Orange	79%	-2%	78%
Redwood Coast	84%	3%	81%
San Andreas	57%	-24%	71%
San Diego	89%	8%	85%
San Gabriel/Pomona	84%	3%	88%
South Central LA	79%	-2%	84%
Tri-Counties	90%	9%	87%
Valley Mountain	87%	6%	85%
Westside	72%	-9%	71%

Chapter 7: Health

People secure needed health services.

Presentation of Data

The Health section includes 12 items, which are grouped in the following categories: Health Status, Regular Exams, Preventive Screening, and Vaccinations.

Results are first presented in a graph showing the Adult Consumer Survey FY 2011-2012 – 2nd Cycle (CS2) result compared to the Adult Consumer Survey FY 2010-2011 – 1st Cycle (CS1) result. Next, the results are broken out by regional center, showing a table with each regional center's result. The CS2 and CS1 Statewide results are indicated in the first row with regional centers listed alphabetically underneath. The table shows the regional centers' CS2 result, the differences between the CS2 Statewide Average, as well as regional centers' CS1 result for reference.

Important Data Notes:

Some questions were only asked depending upon previous answers (for example, only people who have a job in the community were asked if they chose their jobs). The text indicates where results apply to a more limited respondent group.

Some questions can only be asked directly of individuals receiving services, while others can be answered by a "proxy" respondent (for example, a family member, friend, staff person, or someone else who knows the person well), or through agency records. Items that allow other sources of data are noted.

Some response categories are collapsed (for example, results are combined for people who made a choice or had some input in making the choice). The indicator heading describes which response options are included. For more detail on how the response categories are collapsed, see Appendix A.

'Other Community Residence' refers to people who were living in an ICF, CCF, SLS/ILS, or FHA. For more information on residence types, see Appendix D.

Observations for Health

California's overall results showed most people had a primary care doctor (96%) and few were in poor health (4%). While most were reported to have had an annual physical exam (85%), a lower percentage had an annual dental exam (70%), vision screening (47%), or hearing test (past five years, 50%). More than half of women had a pap test (past three years, 58%) and just under three-quarters had a mammogram (40 and over in the past two years, 73%). Just over one-third of men 50 and over had a PSA test[11] (34%) and 14% of people 50 and over had a colorectal cancer screening in the past year. Overall, regional centers showed little deviation from the State Average. Items regarding preventive screenings tended to show the greatest differences between regional centers.

Generally comparisons between survey years found only minimal differences in results, though 3% fewer people had a colorectal cancer screening in the past year in CS2 (14%) compared to CS1 (17%). Year-to-year comparisons by regional center showed greater differences for questions about regular and preventive testing – in particular hearing tests and mammograms.

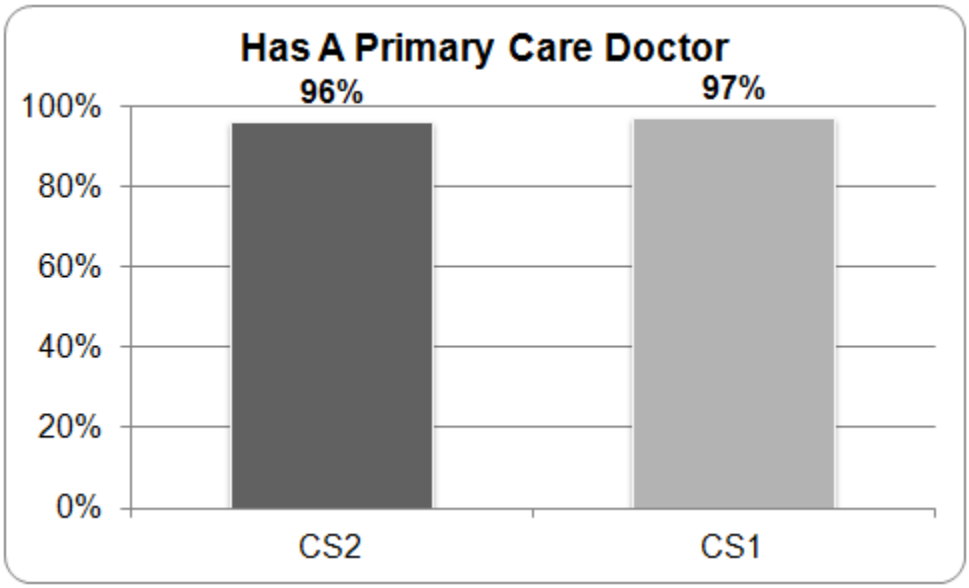
[11] This result may have been influenced by the U.S, Preventive Services Task force and CDC recommendation that men who do not show signs of prostate cancer do not get a PSA test.

Health Status

Has Primary Care Doctor

Percentages reflect the proportion of people who were reported as having a primary care doctor. Information may have been collected or provided by the State/regional center, persons receiving services, or proxy respondents.

Graph 7.1: Has a Primary Care Doctor



The graph above illustrates a lower percentage of people were reported to have a primary care doctor in CS2 (96%) compared to CS1 (97%).

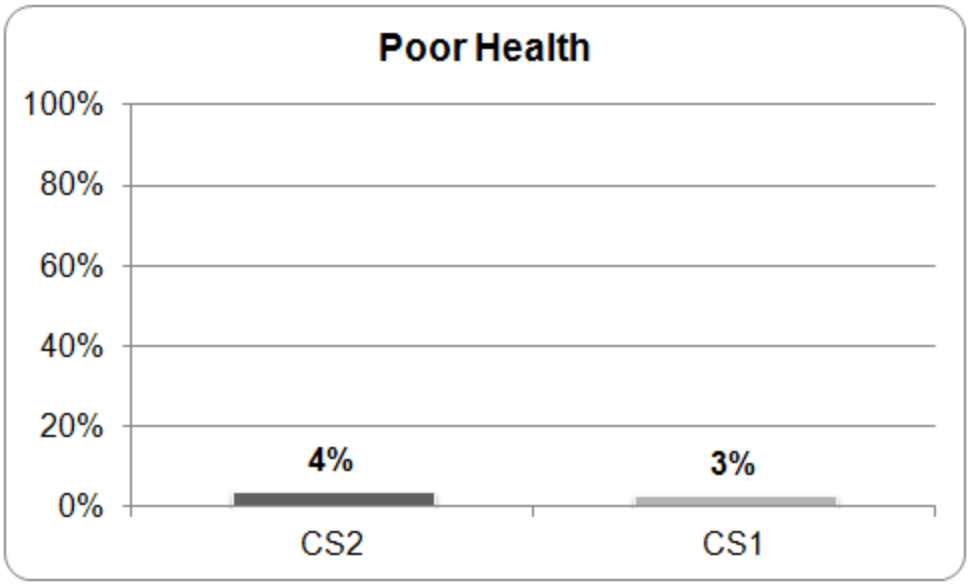
Table 7.1: Has a Primary Care Doctor by Regional Center

Primary Care Doctor			
	CS2 (FY 2011-2012)	+/- CS2 CA Average	CS1 (FY 2010-2011)
CA Average	96%		97%
Alta	94%	-2%	98%
Central Valley	94%	-2%	97%
East Bay	96%	0%	97%
East Los Angeles	96%	0%	96%
Far Northern	96%	0%	95%
Golden Gate	99%	3%	97%
Harbor	96%	0%	96%
Inland	96%	0%	96%
Kern	87%	-9%	95%
Lanterman	99%	3%	98%
North Bay	96%	0%	97%
North Los Angeles	97%	1%	96%
Orange	99%	3%	98%
Redwood Coast	94%	-2%	97%
San Andreas	96%	0%	98%
San Diego	97%	1%	98%
San Gabriel/Pomona	97%	1%	99%
South Central LA	93%	-3%	97%
Tri-Counties	97%	1%	97%
Valley Mountain	97%	1%	95%
Westside	92%	-4%	94%

Poor Health

Percentages reflect the proportion of people who were reported to be in poor health; a lower percentage indicates a positive outcome. Information may have been collected or provided by the State/regional center, persons receiving services, or proxy respondents.

Graph 7.2: Poor Health



The graph above illustrates a higher percentage of people were reported to be in poor health in CS2 (4%) compared to CS1 (3%).

Table 7.2: Poor Health by Regional Center

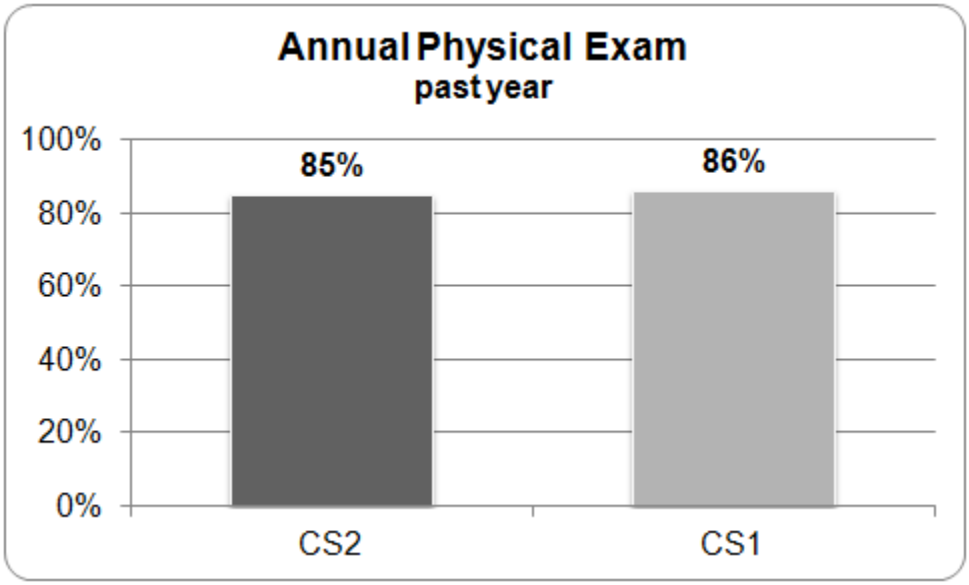
Poor Health			
	CS2 (FY 2011-2012)	+/- CS2 CA Average	CS1 (FY 2010-2011)
CA Average	4%		3%
Alta	2%	-2%	2%
Central Valley	4%	0%	4%
East Bay	3%	-1%	4%
East Los Angeles	6%	2%	6%
Far Northern	4%	0%	4%
Golden Gate	3%	-1%	5%
Harbor	6%	2%	4%
Inland	2%	-2%	4%
Kern	5%	1%	4%
Lanterman	1%	-3%	2%
North Bay	3%	-1%	3%
North Los Angeles	4%	0%	4%
Orange	2%	-2%	4%
Redwood Coast	2%	-2%	2%
San Andreas	6%	2%	2%
San Diego	4%	0%	4%
San Gabriel/Pomona	3%	-1%	1%
South Central LA	3%	-1%	3%
Tri-Counties	3%	-1%	2%
Valley Mountain	7%	3%	5%
Westside	3%	-1%	3%

Regular Exams

Annual Physical Exam

Percentages reflect the proportion of people who were reported as having had a physical exam in the past year. Information may have been collected or provided by the State/regional center, persons receiving services, or proxy respondents.

Graph 7.3: Had an Annual Physical Exam in the Past Year



The graph above illustrates a lower percentage of people were reported having an annual physical exam in the past year in CS2 (85%) compared to CS1 (86%).

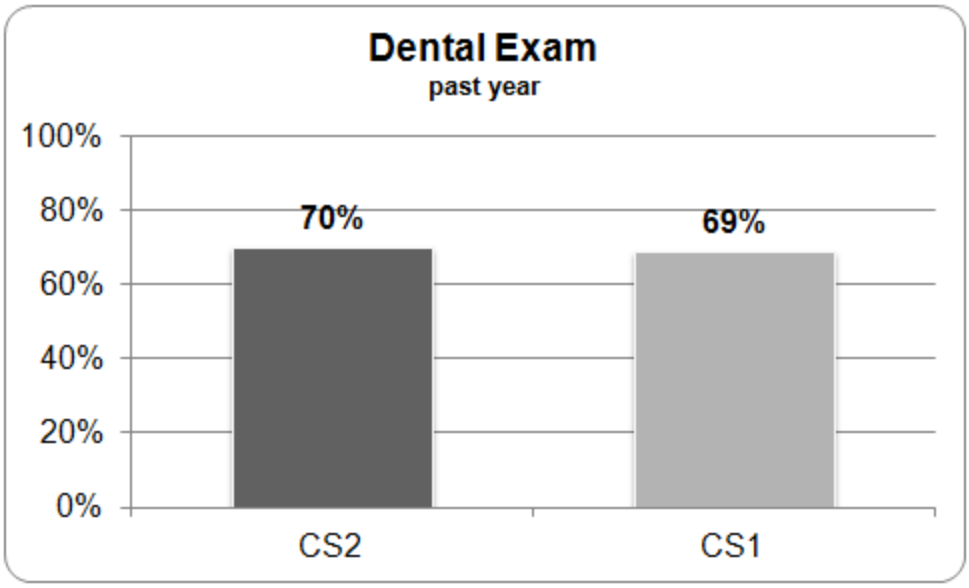
Table 7.3: Had an Annual Physical Exam in the Past Year by Regional Center

Annual Physical Exam past year			
	CS2 (FY 2011-2012)	+/- CS2 CA Average	CS1 (FY 2010-2011)
CA Average	85%		86%
Alta	73%	-12%	77%
Central Valley	86%	1%	86%
East Bay	84%	-1%	85%
East Los Angeles	81%	-4%	87%
Far Northern	84%	-1%	77%
Golden Gate	88%	3%	88%
Harbor	89%	4%	87%
Inland	88%	3%	90%
Kern	79%	-6%	80%
Lanterman	91%	6%	91%
North Bay	78%	-7%	81%
North Los Angeles	96%	11%	84%
Orange	88%	3%	89%
Redwood Coast	84%	-1%	80%
San Andreas	85%	0%	86%
San Diego	91%	6%	89%
San Gabriel/Pomona	81%	-4%	84%
South Central LA	85%	0%	88%
Tri-Counties	92%	7%	88%
Valley Mountain	87%	2%	87%
Westside	76%	-9%	83%

Dental Exam

Percentages reflect the proportion of people who were reported as having had a dental exam in the past year. Information may have been collected or provided by the State/regional center, persons receiving services, or proxy respondents.

Graph 7.4: Had a Dental Exam in the Past Year



The graph above illustrates a higher percentage of people were reported having a dental exam in the past year in CS2 (70%) compared to CS1 (69%).

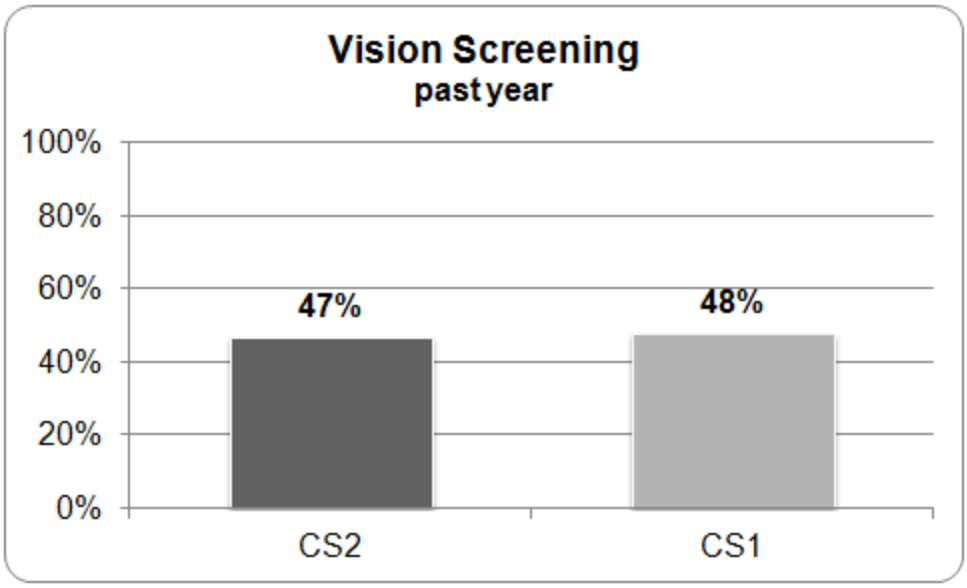
Table 7.4: Had a Dental Exam in the Past Year by Regional Center

	Dental Exam past year		
	CS2 (FY 2011-2012)	+/- CS2 CA Average	CS1 (FY 2010-2011)
CA Average	70%		69%
Alta	67%	-3%	62%
Central Valley	66%	-4%	60%
East Bay	68%	-2%	66%
East Los Angeles	65%	-5%	69%
Far Northern	65%	-5%	63%
Golden Gate	78%	8%	73%
Harbor	67%	-3%	73%
Inland	67%	-3%	64%
Kern	63%	-7%	65%
Lanterman	82%	12%	78%
North Bay	69%	-1%	68%
North Los Angeles	83%	13%	78%
Orange	76%	6%	75%
Redwood Coast	54%	-16%	59%
San Andreas	76%	6%	83%
San Diego	71%	1%	71%
San Gabriel/Pomona	70%	0%	70%
South Central LA	67%	-3%	75%
Tri-Counties	76%	6%	74%
Valley Mountain	59%	-11%	56%
Westside	72%	2%	68%

Vision Screening

Percentages reflect the proportion of people who were reported as having had a vision screening in the past year. Information may have been collected or provided by the State/regional center, persons receiving services, or proxy respondents.

Graph 7.5: Had a Vision Screening in the Past Year



The graph above illustrates a lower percentage of people were reported having a vision screening in the past year in CS2 (47%) compared to CS1 (48%).

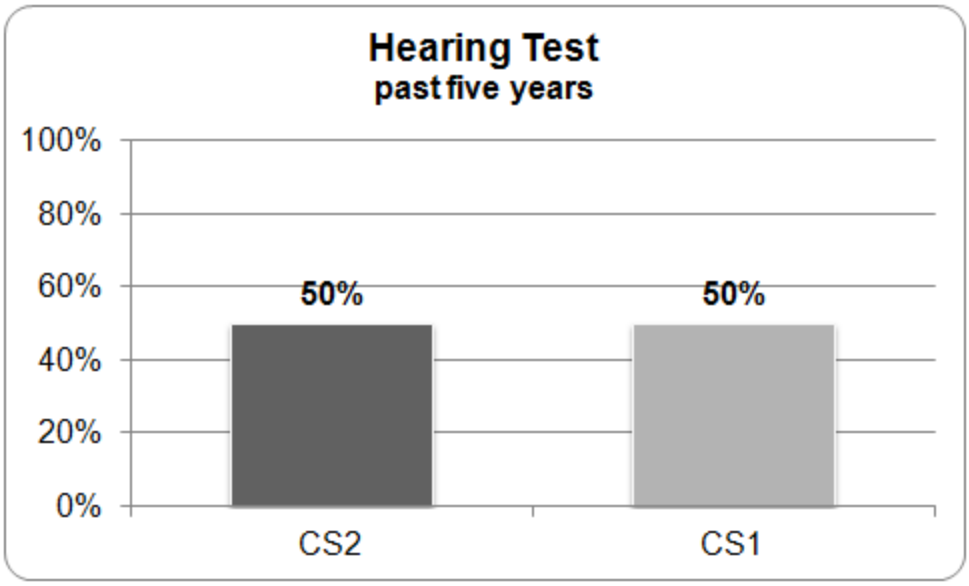
Table 7.5: Had a Vision Screening in the Past Year by Regional Center

	Vision Screening past year		
	CS2 (FY 2011-2012)	+/- CS2 CA Average	CS1 (FY 2010-2011)
CA Average	47%		48%
Alta	42%	-5%	45%
Central Valley	45%	-2%	52%
East Bay	36%	-11%	47%
East Los Angeles	60%	13%	55%
Far Northern	42%	-5%	44%
Golden Gate	40%	-7%	43%
Harbor	61%	14%	58%
Inland	49%	2%	49%
Kern	41%	-6%	34%
Lanterman	65%	18%	62%
North Bay	42%	-5%	42%
North Los Angeles	50%	3%	40%
Orange	41%	-6%	39%
Redwood Coast	42%	-5%	44%
San Andreas	51%	4%	53%
San Diego	48%	1%	49%
San Gabriel/Pomona	47%	0%	47%
South Central LA	49%	2%	66%
Tri-Counties	47%	0%	54%
Valley Mountain	43%	-4%	42%
Westside	51%	4%	52%

Hearing Test

Percentages reflect the proportion of people who were reported as having had a hearing test in the past five years. Information may have been collected or provided by the State/regional center, persons receiving services, or proxy respondents.

Graph 7.6: Had a Hearing Test in the Past Five Years



The graph above illustrates the same percentage of people were reported having a hearing test in the past five years in CS2 (50%) compared to CS1 (50%).

Table 7.6: Had a Hearing Test in the Past Five Years by Regional Center

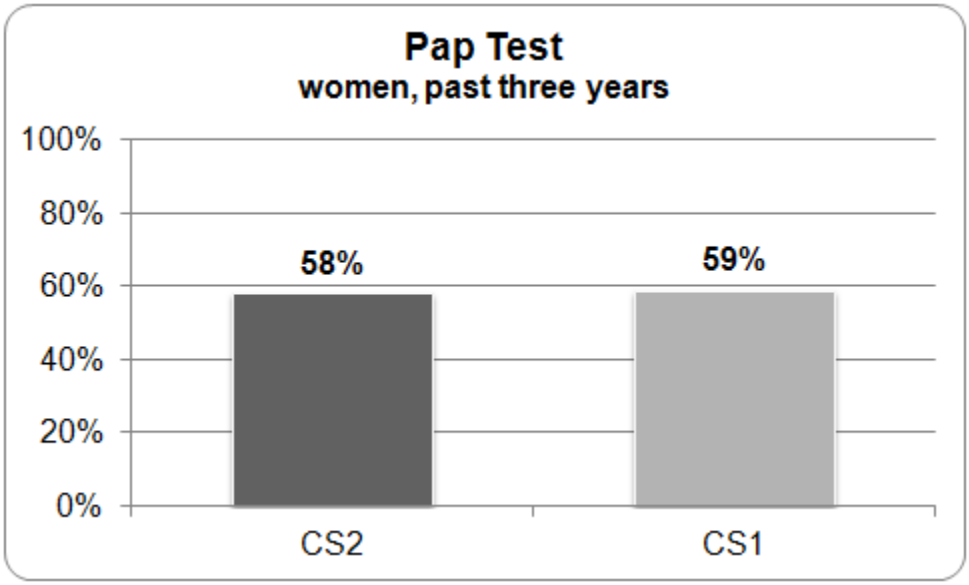
	Hearing Test past five years		
	CS2 (FY 2011-2012)	+/- CS2 CA Average	CS1 (FY 2010-2011)
CA Average	50%		50%
Alta	36%	-14%	43%
Central Valley	40%	-10%	50%
East Bay	41%	-9%	45%
East Los Angeles	68%	18%	55%
Far Northern	31%	-19%	42%
Golden Gate	48%	-2%	40%
Harbor	56%	6%	56%
Inland	54%	4%	56%
Kern	38%	-12%	37%
Lanterman	68%	18%	64%
North Bay	41%	-9%	38%
North Los Angeles	68%	18%	40%
Orange	63%	13%	38%
Redwood Coast	32%	-18%	38%
San Andreas	51%	1%	59%
San Diego	58%	8%	61%
San Gabriel/Pomona	54%	4%	57%
South Central LA	57%	7%	70%
Tri-Counties	34%	-16%	41%
Valley Mountain	48%	-2%	45%
Westside	60%	10%	64%

Preventive Screenings

Pap Test

Percentages reflect the proportion of women age 18 and older who were reported as having had a pap test in the past three years. Information may have been collected or provided by the State/regional center, persons receiving services, or proxy respondents.

Graph 7.7: Had a Pap Test (for Women) in the Past Three Years



The graph above illustrates a lower percentage of women were reported having a pap text in the past three years in CS2 (58%) compared to CS1 (59%).

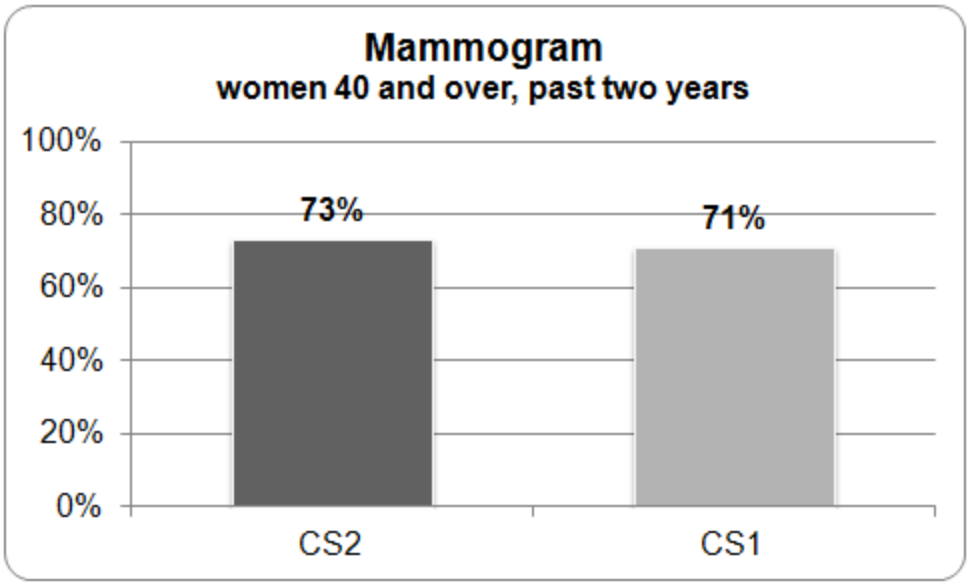
Table 7.7: Had a Pap Test (for Women) in the Past Three Years by Regional Center

Pap Test women, past three years			
	CS2 (FY 2011-2012)	+/- CS2 CA Average	CS1 (FY 2010-2011)
CA Average	58%		59%
Alta	58%	0%	63%
Central Valley	48%	-10%	61%
East Bay	53%	-5%	58%
East Los Angeles	50%	-8%	48%
Far Northern	65%	7%	57%
Golden Gate	55%	-3%	50%
Harbor	64%	6%	67%
Inland	54%	-4%	58%
Kern	50%	-8%	51%
Lanterman	77%	19%	81%
North Bay	48%	-10%	44%
North Los Angeles	79%	21%	58%
Orange	64%	6%	58%
Redwood Coast	67%	9%	72%
San Andreas	48%	-10%	51%
San Diego	67%	9%	64%
San Gabriel/Pomona	67%	9%	73%
South Central LA	48%	-10%	58%
Tri-Counties	47%	-11%	57%
Valley Mountain	45%	-13%	47%
Westside	67%	9%	62%

Mammogram

Percentages reflect the proportion of women age 40 and over who were reported as having had a mammogram in the past two years. Information may have been collected or provided by the State/regional center, persons receiving services, or proxy respondents.

Graph 7.8: Had a Mammogram (for Women Age 40 and Over) in the Past Two Years



The graph above illustrates a higher percentage of women 40 and over were reported having a mammogram in the past two years in CS2 (73%) compared to CS1 (71%).

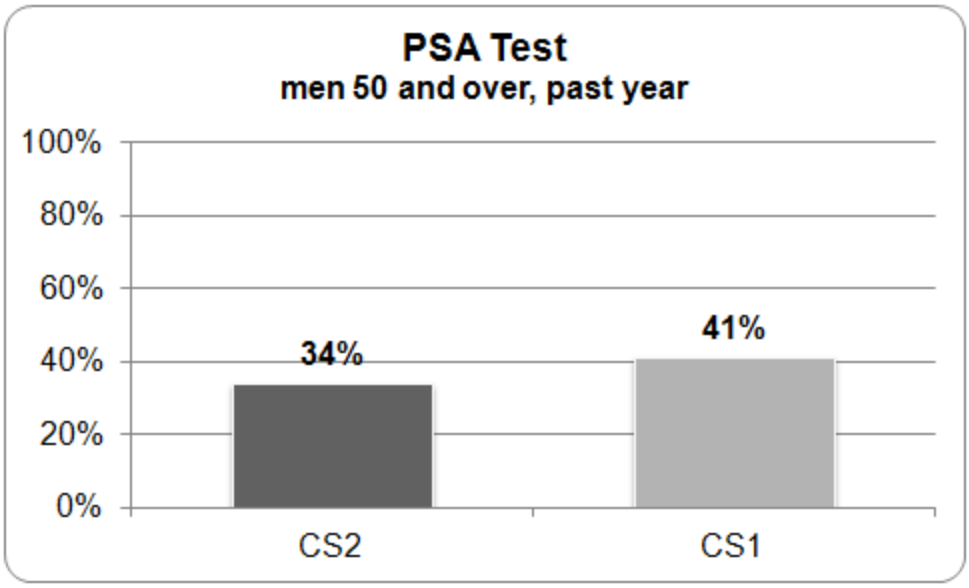
Table 7.8: Had a Mammogram (for Women Age 40 and Over) in the Past Two Years by Regional Center

Mammogram women 40 and over, past two years			
	CS2 (FY 2011-2012)	+/- CS2 CA Average	CS1 (FY 2010-2011)
CA Average	73%		71%
Alta	75%	2%	64%
Central Valley	75%	2%	70%
East Bay	66%	-7%	69%
East Los Angeles	73%	0%	71%
Far Northern	74%	1%	63%
Golden Gate	71%	-2%	61%
Harbor	73%	0%	71%
Inland	76%	3%	76%
Kern	72%	-1%	54%
Lanterman	96%	23%	92%
North Bay	60%	-13%	53%
North Los Angeles	91%	18%	78%
Orange	82%	9%	73%
Redwood Coast	63%	-10%	60%
San Andreas	55%	-18%	69%
San Diego	75%	2%	73%
San Gabriel/Pomona	67%	-6%	88%
South Central LA	64%	-9%	69%
Tri-Counties	65%	-8%	88%
Valley Mountain	69%	-4%	60%
Westside	75%	2%	68%

PSA Test

Percentages reflect the proportion of men 50 and over who were reported as having had a PSA test in the past year. Information may have been collected or provided by the State/regional center, persons receiving services, or proxy respondents.

Graph 7.9: Had a PSA Test (for Men 50 and Over) in the Past Year



The graph above illustrates a lower percentage of men 50 and over were reported having a PSA test in the past year in CS2 (34%) compared to CS1 (41%).

Table 7.9: Had a PSA Test (for Men 50 and Over) in the Past Year by Regional Center

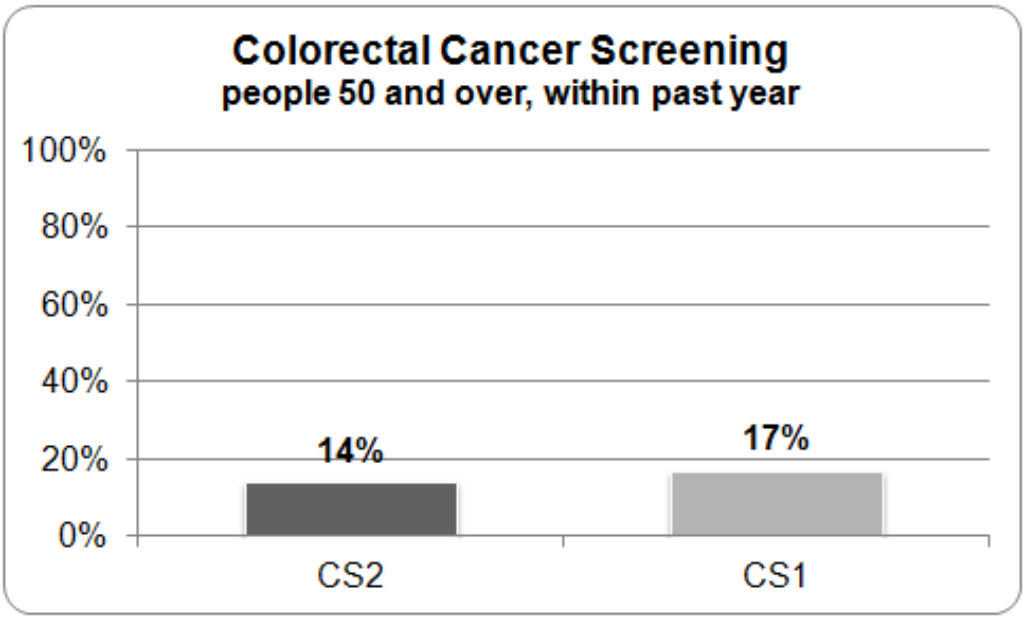
PSA Test** men 50 and over, past year			
	CS2 (FY 2011-2012)	+/- CS2 CA Average	CS1 (FY 2010-2011)
CA Average	34%		41%
Alta	15%	-19%	48%
Central Valley	43%	9%	42%
East Bay	37%	3%	43%
East Los Angeles	32%	-2%	40%
Far Northern	27%	-7%	21%
Golden Gate	36%	2%	34%
Harbor	34%	0%	49%
Inland	28%	-6%	41%
Kern	38%	4%	16%
North Bay	35%	1%	29%
North Los Angeles	41%	7%	27%
Orange	37%	3%	53%
Redwood Coast	41%	7%	26%
San Andreas	29%	-5%	39%
San Diego	28%	-6%	46%
San Gabriel/Pomona	48%	14%	72%
South Central LA	27%	-7%	48%
Tri-Counties	47%	13%	38%
Valley Mountain	9%	-25%	30%
Westside	37%	3%	62%

**** Lanterman regional center had too few cases to report (N was less than 20).**

Colorectal Cancer Screening

Percentages reflect the proportion of people age 50 and over who were reported as having had a colorectal cancer screening in the past year. Information may have been collected or provided by the State/regional center, persons receiving services, or proxy respondents.

Graph 7.10: Had a Colorectal Cancer Screening for People 50 and Over in the Past Year



The graph above illustrates a lower percentage of people 50 and over were reported having a colorectal cancer screening in the past year in CS2 (14%) compared to CS1 (17%).

Table 7.10: Had a Colorectal Cancer Screening for People 50 and Over in the Past Year by Regional Center

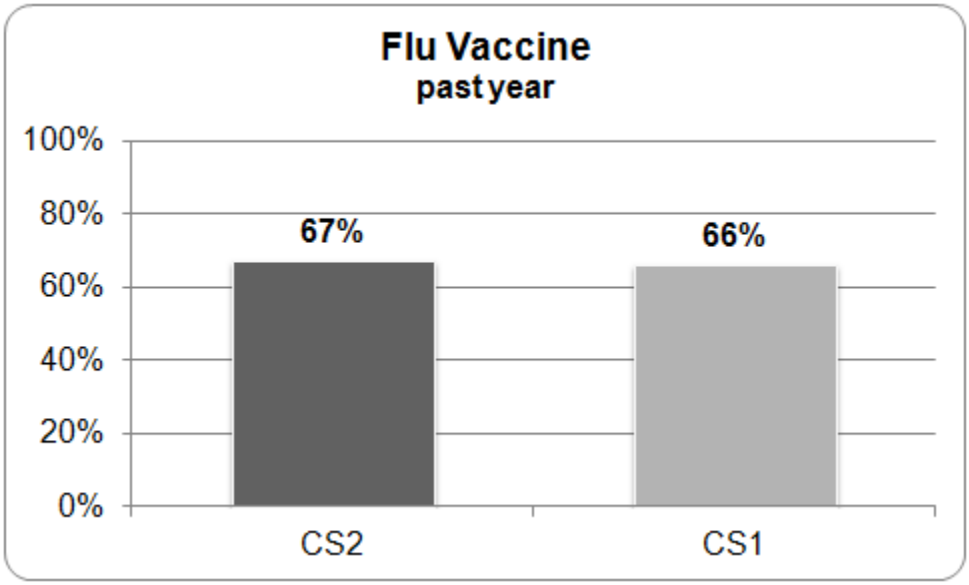
Colorectal Cancer Screening people 50 and over, past year			
	CS2 (FY 2011-2012)	+/- CS2 CA Average	CS1 (FY 2010-2011)
CA Average	14%		17%
Alta	15%	1%	15%
Central Valley	17%	3%	9%
East Bay	22%	8%	25%
East Los Angeles	12%	-2%	21%
Far Northern	7%	-7%	10%
Golden Gate	12%	-2%	14%
Harbor	16%	2%	24%
Inland	20%	6%	24%
Kern	14%	0%	14%
Lanterman	32%	18%	22%
North Bay	16%	2%	14%
North Los Angeles	16%	2%	16%
Orange	14%	0%	21%
Redwood Coast	11%	-3%	12%
San Andreas	9%	-5%	20%
San Diego	8%	-6%	18%
San Gabriel/Pomona	20%	6%	11%
South Central LA	17%	3%	21%
Tri-Counties	9%	-5%	14%
Valley Mountain	9%	-5%	5%
Westside	16%	2%	28%

Vaccinations

Flu Vaccine

Percentages reflect the proportion of people who were reported to have been administered a flu vaccine in the past year. Information may have been collected or provided by the State/regional center, persons receiving services, or proxy respondents.

Graph 7.11: Had a Flu Vaccine in the Past Year



The graph above illustrates a higher percentage of people were reported having a flu vaccine in the past year in CS2 (67%) compared to CS1 (66%).

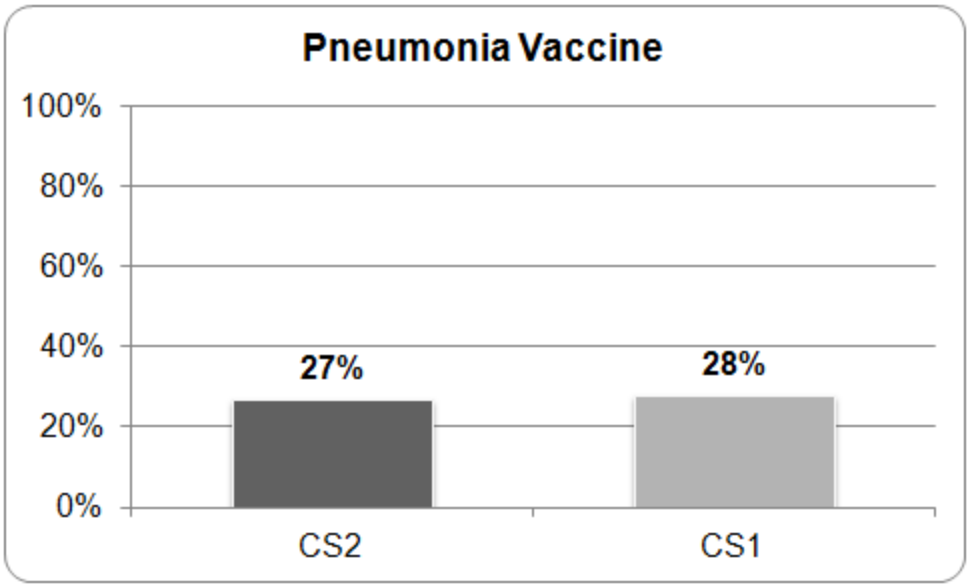
Table 7.11: Had a Flu Vaccine in the Past Year by Regional Center

Had a Flu Vaccine past year			
	CS2 (FY 2011-2012)	+/- CS2 CA Average	CS1 (FY 2010-2011)
CA Average	67%		66%
Alta	64%	-3%	66%
Central Valley	67%	0%	70%
East Bay	71%	4%	65%
East Los Angeles	59%	-8%	58%
Far Northern	64%	-3%	62%
Golden Gate	74%	7%	76%
Harbor	72%	5%	71%
Inland	65%	-2%	61%
Kern	54%	-13%	52%
Lanterman	63%	-4%	69%
North Bay	73%	6%	67%
North Los Angeles	65%	-2%	51%
Orange	68%	1%	70%
Redwood Coast	67%	0%	75%
San Andreas	75%	8%	77%
San Diego	70%	3%	72%
San Gabriel/Pomona	69%	2%	70%
South Central LA	50%	-17%	55%
Tri-Counties	77%	10%	73%
Valley Mountain	78%	11%	74%
Westside	50%	-17%	49%

Vaccination for Pneumonia

Percentages reflect the proportion of people who were reported to have ever been administered the pneumonia vaccine. Information may have been collected or provided by the State/regional center, persons receiving services, or proxy respondents.

Graph 7.12: Ever Had a Pneumonia Vaccine



The graph above illustrates a lower percentage of people were reported ever having a pneumonia vaccine in CS2 (27%) compared to CS1 (28%).

Table 7.12: Ever Had a Pneumonia Vaccine by Regional Center

Had a Pneumonia Vaccine			
	CS2 (FY 2011-2012)	+/- CS2 CA Average	CS1 (FY 2010-2011)
CA Average	27%		28%
Alta	34%	7%	31%
Central Valley	23%	-4%	31%
East Bay	28%	1%	28%
East Los Angeles	24%	-3%	25%
Far Northern	38%	11%	34%
Golden Gate	44%	17%	34%
Harbor	27%	0%	34%
Inland	25%	-2%	25%
Kern	19%	-8%	22%
Lanterman	26%	-1%	30%
North Bay	28%	1%	24%
North Los Angeles	31%	4%	17%
Orange	18%	-9%	21%
Redwood Coast	28%	1%	35%
San Andreas	29%	2%	26%
San Diego	30%	3%	30%
San Gabriel/Pomona	32%	5%	32%
South Central LA	14%	-13%	25%
Tri-Counties	19%	-8%	28%
Valley Mountain	29%	2%	42%
Westside	15%	-12%	14%

Chapter 8: Medications

Medications are managed effectively and appropriately.

Presentation of Data

The section on Medications asks the question whether people take medications for mood disorders, anxiety, behavior problems, and/or psychotic disorders.

Results are first presented in a graph showing the Adult Consumer Survey FY 2011-2012 – 2nd Cycle (CS2) result compared to the Adult Consumer Survey FY 2010-2011 – 1st Cycle (CS1) result. Next, the results are broken out by regional center, showing a table with each regional center's result. The CS2 and CS1 Statewide results are indicated in the first row with regional centers listed alphabetically underneath. The table shows the regional centers' CS2 result, the differences between the CS2 Statewide Average, as well as regional centers' CS1 result for reference.

Important Data Notes:

Some questions were only asked depending upon previous answers (for example, only people who have a job in the community were asked if they chose their jobs). The text indicates where results apply to a more limited respondent group.

Some questions can only be asked directly of individuals receiving services, while others can be answered by a "proxy" respondent (for example, a family member, friend, staff person, or someone else who knows the person well), or through agency records. Items that allow other sources of data are noted.

Some response categories are collapsed (for example, results are combined for people who made a choice or had some input in making the choice). The indicator heading describes which response options are included. For more detail on how the response categories are collapsed, see Appendix A.

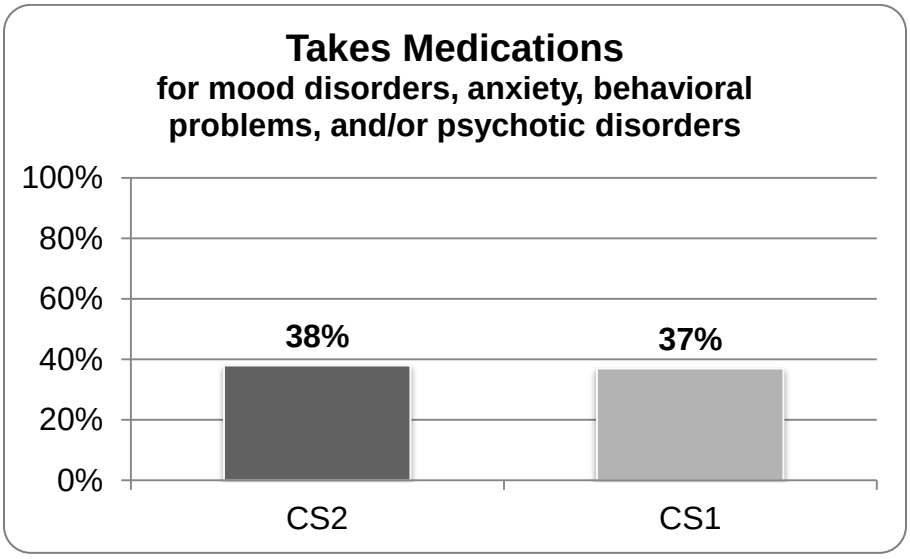
Observations for Medications

California's Statewide Average of people who reported taking medication for mood disorders, psychotic disorders, anxiety, and/or behavioral problems was 38%. Regional center results ranged between 20%-43%. Between years there was a 1% increase in the percentage of people taking at least one type of medication listed above, between survey years.

Takes Medications

Percentages reflect the proportion of people who were reported as taking at least one medication to treat one of the following: mood disorders, psychotic disorders, anxiety, and/or behavioral problems. Information may have been collected or provided by the State/regional center, persons receiving services, or proxy respondents.

Graph 8.1: Takes Medication for Mood Disorders, Anxiety, Behavioral Problems and/or Psychotic Disorders



The graph above illustrates a higher percentage of people were reported to take at least one type of medication for mood disorders, behavior problems, anxiety, and/or psychotic disorders in CS2 (38%) compared to CS1 (37%).

Table 8.1: Takes Medication for Mood Disorders, Anxiety, Behavioral Problems and/or Psychotic Disorders by Regional Center

Takes Medication for mood disorders, anxiety, behavioral problems and/or psychotic disorders			
	CS2 (FY 2011-2012)	+/- CS2 CA Average	CS1 (FY 2010-2011)
CA Average	38%		37%
Alta	39%	1%	37%
Central Valley	40%	2%	38%
East Bay	37%	-1%	41%
East Los Angeles	20%	-18%	28%
Far Northern	41%	3%	42%
Golden Gate	32%	-6%	33%
Harbor	34%	-4%	32%
Inland	34%	-4%	34%
Kern	36%	-2%	39%
Lanterman	43%	5%	42%
North Bay	36%	-2%	32%
North Los Angeles	40%	2%	36%
Orange	45%	7%	44%
Redwood Coast	41%	3%	39%
San Andreas	42%	4%	35%
San Diego	42%	4%	45%
San Gabriel/Pomona	38%	0%	37%
South Central LA	32%	-6%	36%
Tri-Counties	38%	0%	37%
Valley Mountain	36%	-2%	37%
Westside	32%	-6%	33%

Chapter 9: Wellness

People are supported to maintain healthy habits.

Presentation of Data

The section on Wellness includes three items relating to the overall measures that support a healthy lifestyle.

Results are first presented in a graph showing the Adult Consumer Survey FY 2011-2012 – 2nd Cycle (CS2) result compared to the Adult Consumer Survey FY 2010-2011 – 1st Cycle (CS1) result. Next, the results are broken out by regional center, showing a table with each regional center's result. The CS2 and CS1 Statewide results are indicated in the first row with regional centers listed alphabetically underneath. The table shows the regional centers' CS2 result, the differences between the CS2 Statewide Average, as well as regional centers' CS1 result for reference.

Important Data Notes:

Some questions were only asked depending upon previous answers (for example, only people who have a job in the community were asked if they chose their jobs). The text indicates where results apply to a more limited respondent group.

Some questions can only be asked directly of individuals receiving services, while others can be answered by a "proxy" respondent (for example, a family member, friend, staff person, or someone else who knows the person well), or through agency records. Items that allow other sources of data are noted.

Some response categories are collapsed (for example, results are combined for people who made a choice or had some input in making the choice). The indicator heading describes which response options are included. For more detail on how the response categories are collapsed, see Appendix A.

Observations for Wellness

Across California, 60% of people were overweight or obese (based on the Body Mass Index scale of 25 or higher), while a little over one-third engaged in moderate physical activity (37%). The same percentage of people reported using tobacco (6%).

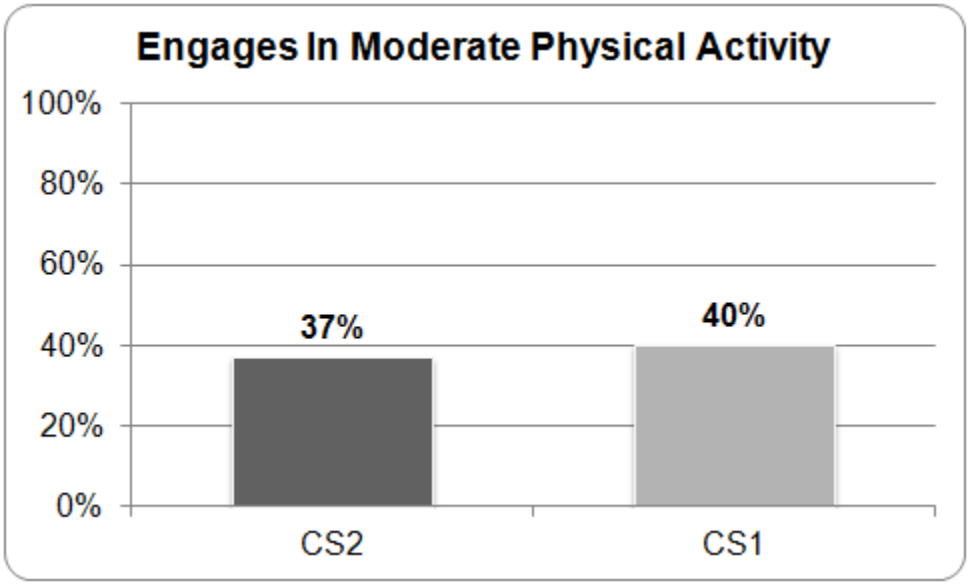
Little variance was observed across regional centers. The range of averages by regional center was greatest for those who engaged in moderate physical activity (17%-51%).

There were only minimal differences in results between years, with 'Engages in Moderate Physical Activity' having the greatest difference of 3% less in CS2.

Engages in Moderate Physical Activity

Percentages reflect the proportion of people who were reported to exercise for at least 30 minutes a day, three times per week. Moderate physical activity is defined as an activity that causes some increase in breathing or heart rate (e.g., brisk walking, swimming, bicycling, cleaning, and gardening). Information may have been collected or provided by the State/regional center, persons receiving services, or proxy respondents.

Graph 9.1: Engages in Moderate Physical Activity



The graph above illustrates a lower percentage of people were reported to engage in moderate physical activity in CS2 (37%) compared to CS1 (40%).

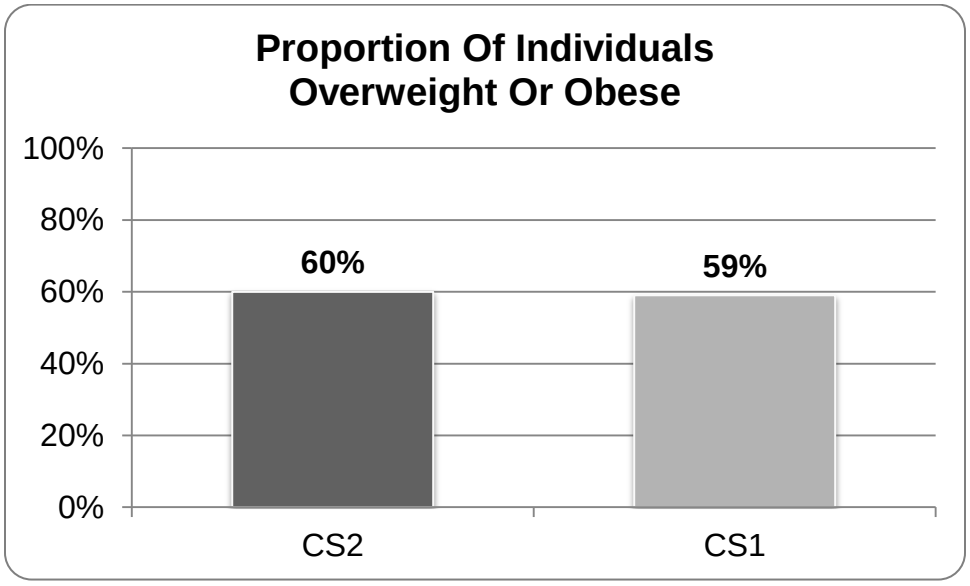
Table 9.1: Engages in Moderate Physical Activity by Regional Center

Engages in Moderate Physical Activity			
	CS2 (FY 2011-2012)	+/- CS2 CA Average	CS1 (FY 2010-2011)
CA Average	37%		40%
Alta	32%	-5%	43%
Central Valley	28%	-9%	29%
East Bay	48%	11%	44%
East Los Angeles	31%	-6%	36%
Far Northern	32%	-5%	39%
Golden Gate	51%	14%	40%
Harbor	46%	9%	47%
Inland	29%	-8%	38%
Kern	17%	-20%	21%
Lanterman	39%	2%	52%
North Bay	35%	-2%	27%
North Los Angeles	31%	-6%	39%
Orange	51%	14%	50%
Redwood Coast	40%	3%	47%
San Andreas	51%	14%	49%
San Diego	36%	-1%	33%
San Gabriel/Pomona	38%	1%	41%
South Central LA	29%	-8%	50%
Tri-Counties	29%	-8%	39%
Valley Mountain	45%	8%	37%
Westside	39%	2%	38%

Proportion of Individuals Overweight or Obese

Percentages reflect the proportion of people who were reported as being overweight or obese, meaning they have a Body Mass Index (BMI) of 25 or more. This measure is based on height and weight information that may have been collected or provided by the State/regional center, persons receiving services, or proxy respondents.

Graph 9.2: Proportion of Individuals Overweight or Obese



The graph above illustrates a higher percentage of people were overweight or obese in CS2 (60%) compared to CS1 (59%).

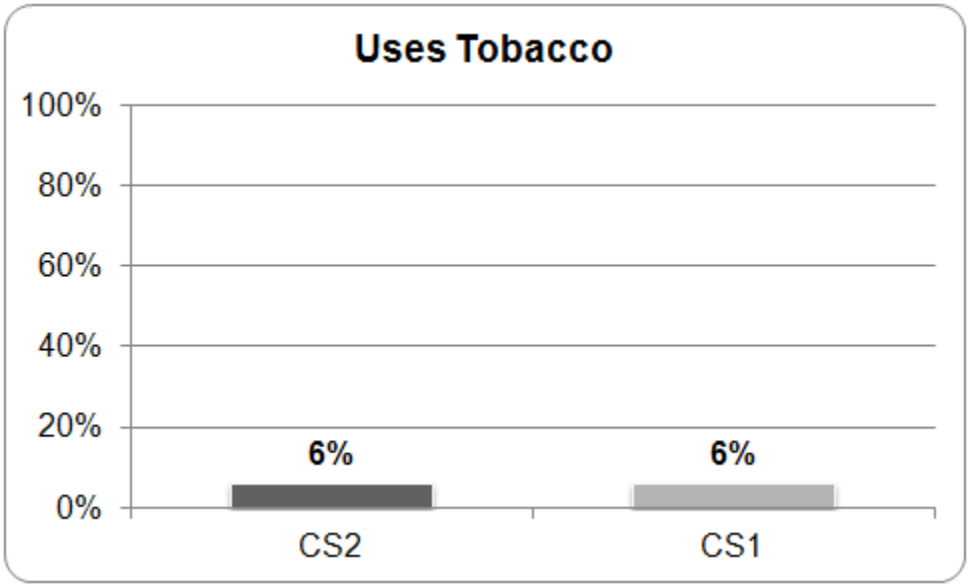
Table 9.2: Proportion of Individuals Overweight or Obese by Regional Center

Proportion of Individuals Overweight or Obese			
	CS2 (FY 2011-2012)	+/- CS2 CA Average	CS1 (FY 2010-2011)
CA Average	60%		59%
Alta	60%	0%	60%
Central Valley	61%	1%	67%
East Bay	58%	-2%	53%
East Los Angeles	66%	6%	67%
Far Northern	61%	1%	64%
Golden Gate	59%	-1%	53%
Harbor	61%	1%	55%
Inland	59%	-1%	60%
Kern	65%	5%	64%
Lanterman	56%	-4%	57%
North Bay	54%	-6%	55%
North Los Angeles	61%	1%	61%
Orange	60%	0%	58%
Redwood Coast	64%	4%	64%
San Andreas	58%	-2%	53%
San Diego	52%	-8%	56%
San Gabriel/Pomona	64%	4%	55%
South Central LA	59%	-1%	61%
Tri-Counties	61%	1%	59%
Valley Mountain	64%	4%	64%
Westside	58%	-2%	57%

Uses Tobacco

Percentages reflect the proportion of people who were reported as using tobacco; a lower percentage indicates a positive outcome (fewer people using tobacco). Information may have been collected or provided by the State/regional center, persons receiving services, or proxy respondents.

Graph 9.3: Proportion of Individuals Who Use Tobacco



The graph above illustrates the same percentage of people who were reported to chew or smoke tobacco in CS2 (6%) compared to CS1 (6%).

Table 9.3: Proportion of Individuals Who Use Tobacco by Regional Center

Uses Tobacco			
	CS2 (FY 2011-2012)	+/- CS2 CA Average	CS1 (FY 2010-2011)
CA Average	6%		6%
Alta	8%	2%	11%
Central Valley	7%	1%	7%
East Bay	5%	-1%	10%
East Los Angeles	4%	-2%	4%
Far Northern	15%	9%	16%
Golden Gate	4%	-2%	5%
Harbor	5%	-1%	5%
Inland	9%	3%	6%
Kern	7%	1%	5%
Lanterman	5%	-1%	3%
North Bay	5%	-1%	5%
North Los Angeles	2%	-4%	4%
Orange	6%	0%	4%
Redwood Coast	17%	11%	11%
San Andreas	4%	-2%	5%
San Diego	6%	0%	3%
San Gabriel/Pomona	5%	-1%	5%
South Central LA	6%	0%	7%
Tri-Counties	5%	-1%	5%
Valley Mountain	10%	4%	9%
Westside	7%	1%	7%

Chapter 10: Respect and Rights

People receive the same respect and protections as others in the community.

Presentation of Data

The Respect and Rights section includes 10 items, which are presented below in the following two groupings: Privacy and Rights and Respect.

Results are first presented in a graph showing the Adult Consumer Survey FY 2011-2012 – 2nd Cycle (CS2) result compared to the Adult Consumer Survey FY 2010-2011 – 1st Cycle (CS1) result. Next, the results are broken out by regional center, showing a table with each regional center's result. The CS2 and CS1 Statewide results are indicated in the first row with regional centers listed alphabetically underneath. The table shows the regional centers' CS2 result, the differences between the CS2 Statewide Average, as well as regional centers' CS1 result for reference.

Important Data Notes:

Some questions were only asked depending upon previous answers (for example, only people who have a job in the community were asked if they chose their jobs). The text indicates where results apply to a more limited respondent group.

Some questions can only be asked directly of individuals receiving services, while others can be answered by a "proxy" respondent (for example, a family member, friend, staff person, or someone else who knows the person well), or through agency records. Items that allow other sources of data are noted.

Some response categories are collapsed (for example, results are combined for people who made a choice or had some input in making the choice). The indicator heading describes which response options are included. For more detail on how the response categories are collapsed, see Appendix A.

Observations for Respect and Rights

Overall, California's results for Respect and Rights items showed the majority of people reported staff who help them at home, at work, and at their day program or activity were nice and polite (96%, 94%, and 95% respectively); additionally, most reported they can use the phone and internet without restrictions (96%) and have enough privacy at home (93%). A low percentage of people reported having the option to participate in a self-advocacy event (18%).

Little variation was found across regional centers among the respect and rights items. The greatest difference between regional centers was observed in the percentages of people who reported having the option to participate in a self-advocacy event (range 3%-44%).

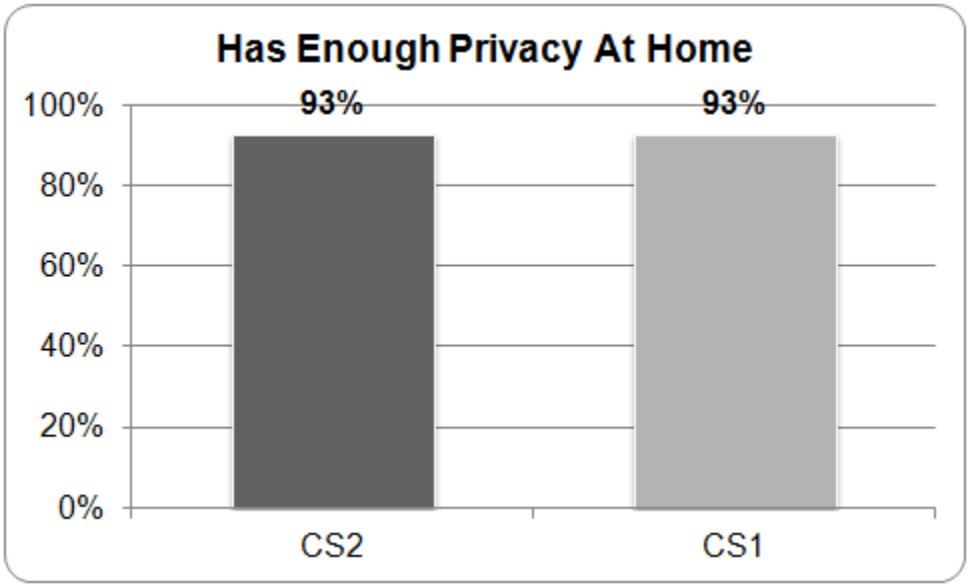
Comparisons between survey years found only minimal difference between years. The greatest difference was a 3% decrease in the percent of people who reported their home was entered without permission. Some changes were observed between CS2 and CS1 results within regional centers – the greatest differences were found in the percentage who reported others open their mail or email without permission and the percentage of people who had the option to participate in a self-advocacy event.

Respect and Rights

Has Enough Privacy at Home

Percentages reflect the proportion of people living with others who reported having enough privacy at home. Only persons receiving services were permissible respondents for this question.

Graph 10.1: Has Enough Privacy at Home



The graph above illustrates the same percentage of people reported they have enough privacy at home in CS2 (93%) compared to CS1 (93%).

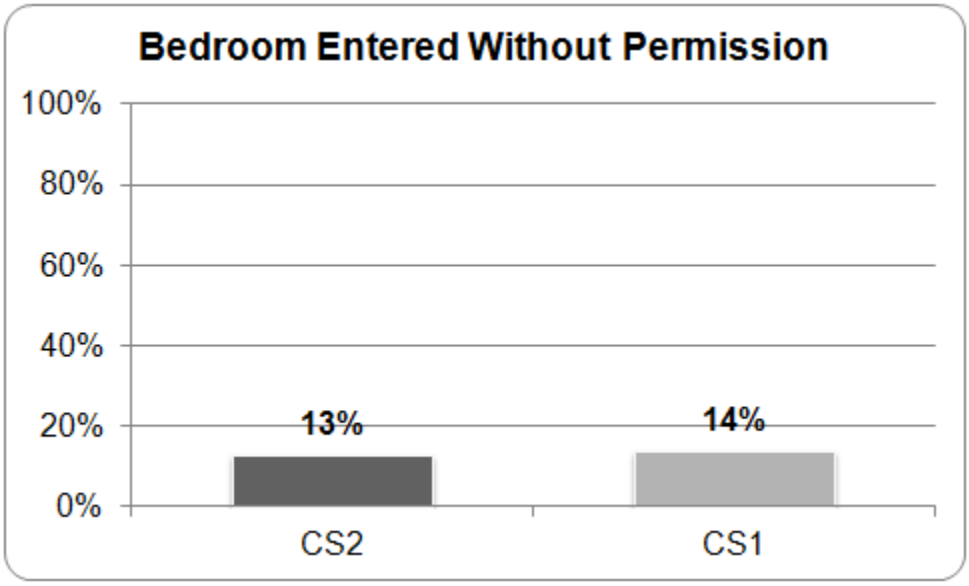
Table 10.1: Has Enough Privacy at Home by Regional Center

Has Enough Privacy at Home			
	CS2 (FY 2011-2012)	+/- CS2 CA Average	CS1 (FY 2010-2011)
CA Average	93%		93%
Alta	96%	3%	94%
Central Valley	92%	-1%	94%
East Bay	90%	-3%	90%
East Los Angeles	88%	-5%	91%
Far Northern	97%	4%	96%
Golden Gate	94%	1%	92%
Harbor	93%	0%	93%
Inland	95%	2%	95%
Kern	95%	2%	97%
Lanterman	96%	3%	98%
North Bay	95%	2%	89%
North Los Angeles	97%	4%	94%
Orange	97%	4%	96%
Redwood Coast	97%	4%	97%
San Andreas	86%	-7%	89%
San Diego	91%	-2%	93%
San Gabriel/Pomona	94%	1%	98%
South Central LA	95%	2%	92%
Tri-Counties	92%	-1%	93%
Valley Mountain	93%	0%	89%
Westside	89%	-4%	91%

Bedroom Entered Without Permission

Percentages reflect the proportion of people who reported people entering their bedroom without permission; a lower percentage indicates a positive outcome (others ask permission before entering their bedroom). Only persons receiving services were permissible respondents for this question.

Graph 10.2: Bedroom Entered Without Permission



The graph above illustrates a lower percentage of people reported their bedroom is entered without permission in CS2 (13%) compared to CS1 (14%).

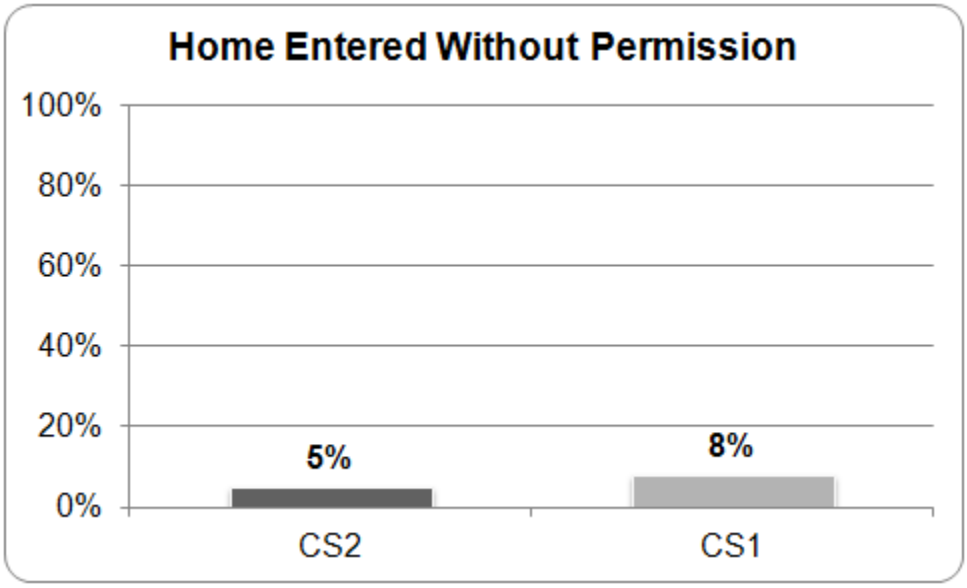
Table 10.2: Bedroom Entered Without Permission by Regional Center

Bedroom Entered Without Permission			
	CS2 (FY 2011-2012)	+/- CS2 CA Average	CS1 (FY 2010-2011)
CA Average	13%		14%
Alta	16%	3%	13%
Central Valley	15%	2%	11%
East Bay	10%	-3%	14%
East Los Angeles	16%	3%	19%
Far Northern	4%	-9%	4%
Golden Gate	16%	3%	12%
Harbor	16%	3%	21%
Inland	13%	0%	16%
Kern	8%	-5%	10%
Lanterman	13%	0%	20%
North Bay	19%	6%	15%
North Los Angeles	6%	-7%	8%
Orange	6%	-7%	14%
Redwood Coast	6%	-7%	6%
San Andreas	27%	14%	20%
San Diego	7%	-6%	11%
San Gabriel/Pomona	14%	1%	19%
South Central LA	11%	-2%	11%
Tri-Counties	8%	-5%	10%
Valley Mountain	20%	7%	21%
Westside	21%	8%	16%

Home Entered Without Permission

Percentages reflect the proportion of people who reported people they do not live with entering their house without permission; a lower percentage indicates a positive response (others ask before entering their home). Only persons receiving services were permissible respondents for this question.

Graph 10.3: Home Entered Without Permission



The graph above illustrates a lower percentage of people reported their home is entered without permission in CS2 (5%) compared to CS1 (8%).

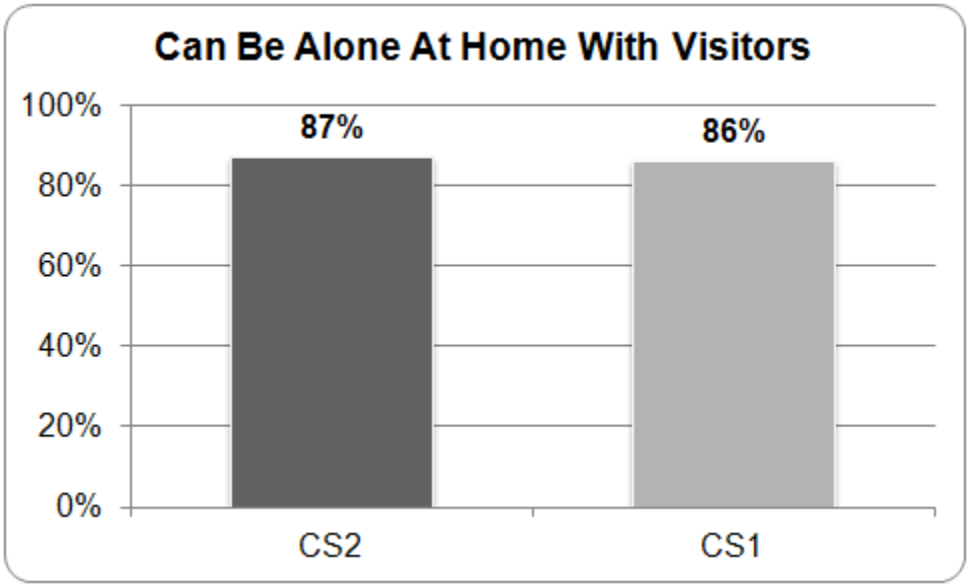
Table 10.3: Home Entered Without Permission by Regional Center

Home Entered Without Permission			
	CS2 (FY 2011-2012)	+/- CS2 CA Average	CS1 (FY 2010-2011)
CA Average	5%		8%
Alta	3%	-2%	7%
Central Valley	4%	-1%	4%
East Bay	3%	-2%	7%
East Los Angeles	2%	-3%	7%
Far Northern	1%	-4%	4%
Golden Gate	4%	-1%	4%
Harbor	7%	2%	11%
Inland	8%	3%	13%
Kern	1%	-4%	3%
Lanterman	3%	-2%	13%
North Bay	11%	6%	8%
North Los Angeles	3%	-2%	5%
Orange	2%	-3%	3%
Redwood Coast	5%	0%	7%
San Andreas	14%	9%	11%
San Diego	2%	-3%	10%
San Gabriel/Pomona	10%	5%	19%
South Central LA	8%	3%	4%
Tri-Counties	5%	0%	7%
Valley Mountain	7%	2%	9%
Westside	4%	-1%	7%

Can Be Alone at Home With Visitors

Percentages reflect the proportion of people who reported being allowed to be alone with visitors at home. Information may have been obtained from individuals or proxy respondents.

Graph 10.4: Can Be Alone at Home With Visitors



The graph above illustrates a higher percentage of people reported they can be alone at home with visitors in CS2 (87%) compared to CS1 (86%).

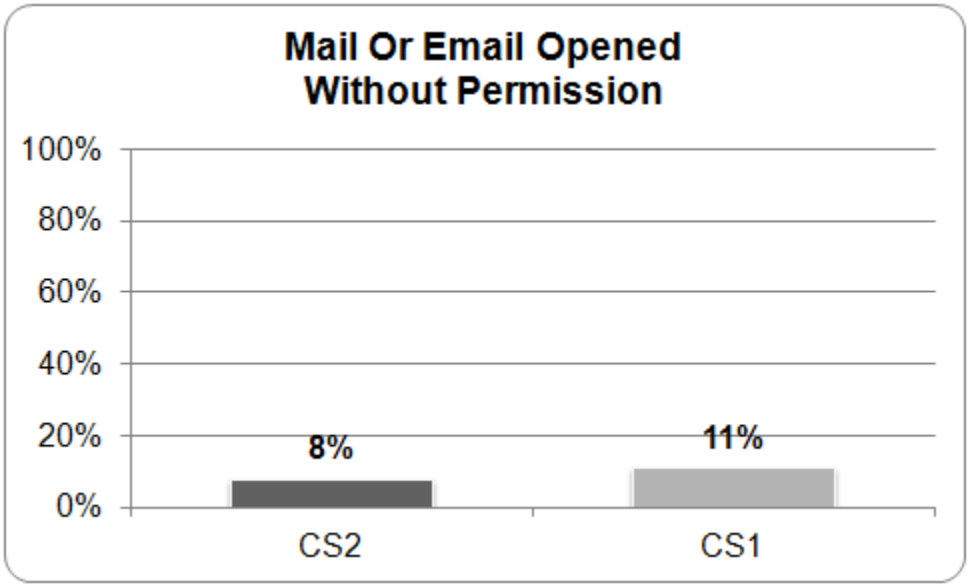
Table 10.4: Can Be Alone at Home with Visitors by Regional Center

Can Be Alone at Home with Visitors			
	CS2 (FY 2011-2012)	+/- CS2 CA Average	CS1 (FY 2010-2011)
CA Average	87%		86%
Alta	95%	8%	88%
Central Valley	90%	3%	88%
East Bay	93%	6%	85%
East Los Angeles	76%	-11%	82%
Far Northern	84%	-3%	86%
Golden Gate	91%	4%	93%
Harbor	90%	3%	89%
Inland	86%	-1%	86%
Kern	88%	1%	80%
Lanterman	90%	3%	88%
North Bay	80%	-7%	90%
North Los Angeles	87%	0%	88%
Orange	82%	-5%	76%
Redwood Coast	93%	6%	91%
San Andreas	86%	-1%	89%
San Diego	86%	-1%	87%
San Gabriel/Pomona	94%	7%	98%
South Central LA	88%	1%	86%
Tri-Counties	84%	-3%	88%
Valley Mountain	69%	-18%	78%
Westside	82%	-5%	85%

Mail or Email Opened Without Permission

Percentages reflect the proportion of people who reported having their mail or email opened without permission; a lower percentage indicates a positive outcome (people determine whether someone other than themselves can open their mail or email). Information may have been obtained from individuals or proxy respondents.

Graph 10.5: Mail or Email Opened Without Permission



The graph above illustrates a lower percentage of people reported their mail or email is opened without permission in CS2 (8%) compared to CS1 (11%).

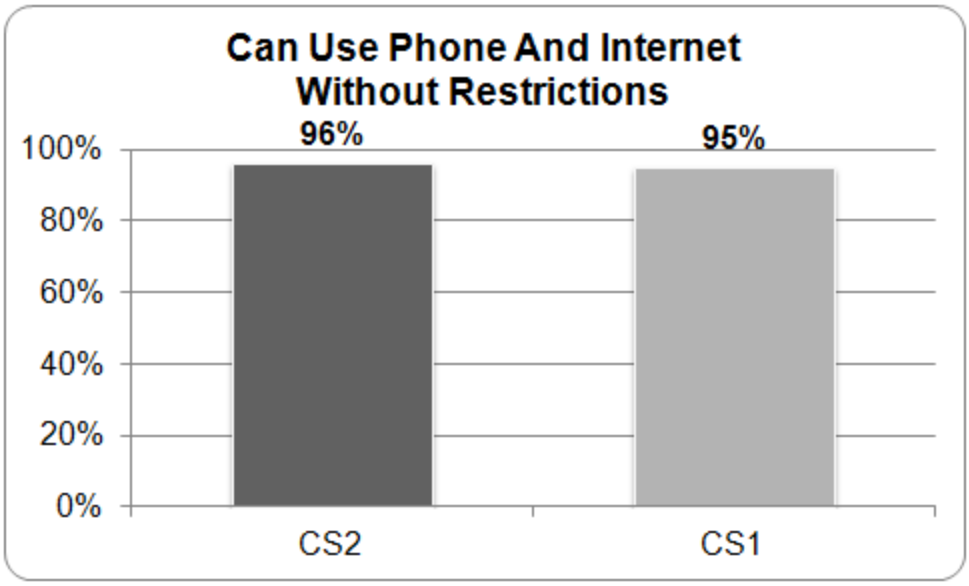
Table 10.5: Mail or Email Opened Without Permission by Regional Center

Mail or Email Opened Without Permission			
	CS2 (FY 2011-2012)	+/- CS2 CA Average	CS1 (FY 2010-2011)
CA Average	8%		11%
Alta	5%	-3%	7%
Central Valley	6%	-2%	14%
East Bay	5%	-3%	6%
East Los Angeles	22%	14%	29%
Far Northern	5%	-3%	5%
Golden Gate	0%	-8%	1%
Harbor	22%	14%	25%
Inland	14%	6%	11%
Kern	7%	-1%	10%
Lanterman	16%	8%	12%
North Bay	13%	5%	12%
North Los Angeles	11%	3%	8%
Orange	2%	-6%	2%
Redwood Coast	5%	-3%	5%
San Andreas	7%	-1%	12%
San Diego	3%	-5%	14%
San Gabriel/Pomona	6%	-2%	10%
South Central LA	12%	4%	10%
Tri-Counties	5%	-3%	14%
Valley Mountain	7%	-1%	14%
Westside	8%	0%	12%

Allowed to Use Phone and Internet Without Restrictions

Percentages reflect the proportion of people who reported being able to use the phone and internet without restrictions. Information may have been obtained from individuals or proxy respondents.

Graph 10.6: Can Use Phone and Internet Without Restrictions



The graph above illustrates a higher percentage of people reported they can use phone and internet without restrictions in CS2 (96%) compared to CS1 (95%).

Table 10.6: Can Use Phone and Internet Without Restrictions by Regional Center

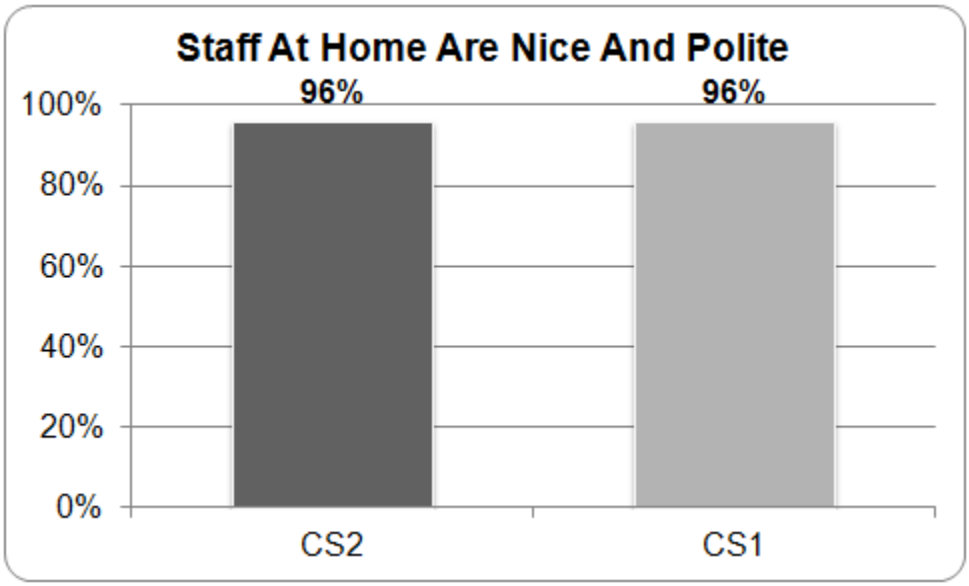
Can Use Phone and Internet Without Restriction			
	CS2 (FY 2011-2012)	+/- CS2 CA Average	CS1 (FY 2010-2011)
CA Average	96%		95%
Alta	96%	0%	93%
Central Valley	93%	-3%	95%
East Bay	99%	3%	97%
East Los Angeles	99%	3%	92%
Far Northern	97%	1%	97%
Golden Gate	98%	2%	98%
Harbor	95%	-1%	95%
Inland	95%	-1%	96%
Kern	96%	0%	90%
Lanterman	98%	2%	97%
North Bay	88%	-8%	91%
North Los Angeles	96%	0%	98%
Orange	99%	3%	97%
Redwood Coast	96%	0%	98%
San Andreas	95%	-1%	97%
San Diego	96%	0%	94%
San Gabriel/Pomona	94%	-2%	98%
South Central LA	95%	-1%	92%
Tri-Counties	98%	2%	93%
Valley Mountain	91%	-5%	96%
Westside	94%	-2%	93%

Respect

Staff at Home Are Nice and Polite

Percentages reflect the proportion of people who reported their staff at home are nice and polite. Only persons receiving services were permissible respondents for this question.

Graph 10.7: Staff at Home Are Nice and Polite



The graph above illustrates the same percentage of people reported their staff at home are nice and polite in CS2 (96%) compared to CS1 (96%).

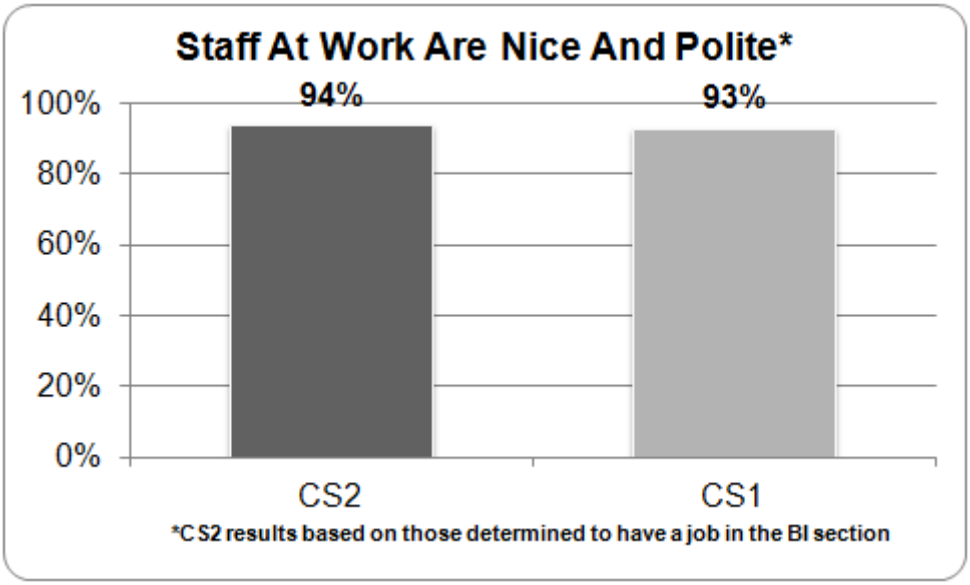
Table 10.7: Staff at Home Are Nice and Polite by Regional Center

Staff at Home are Nice and Polite			
	CS2 (FY 2011-2012)	+/- CS2 CA Average	CS1 (FY 2010-2011)
CA Average	96%		96%
Alta	97%	1%	95%
Central Valley	95%	-1%	97%
East Bay	97%	1%	97%
East Los Angeles	97%	1%	96%
Far Northern	99%	3%	95%
Golden Gate	96%	0%	94%
Harbor	95%	-1%	95%
Inland	94%	-2%	99%
Kern	97%	1%	95%
Lanterman	98%	2%	96%
North Bay	93%	-3%	93%
North Los Angeles	99%	3%	99%
Orange	96%	0%	98%
Redwood Coast	98%	2%	97%
San Andreas	94%	-2%	96%
San Diego	92%	-4%	95%
San Gabriel/Pomona	97%	1%	96%
South Central LA	97%	1%	95%
Tri-Counties	96%	0%	96%
Valley Mountain	95%	-1%	93%
Westside	94%	-2%	96%

Staff at Work Are Nice and Polite

Percentages reflect the proportion of people who reported their staff at work are nice and polite. Only persons receiving services were permissible respondents for this question.

Graph 10.8: Staff at Work Are Nice and Polite



The graph above illustrates a higher percentage of people reported their staff at work are nice and polite in CS2 (94%) compared to CS1 (93%).

Table 10.8: Staff at Work Are Nice and Polite by Regional Center

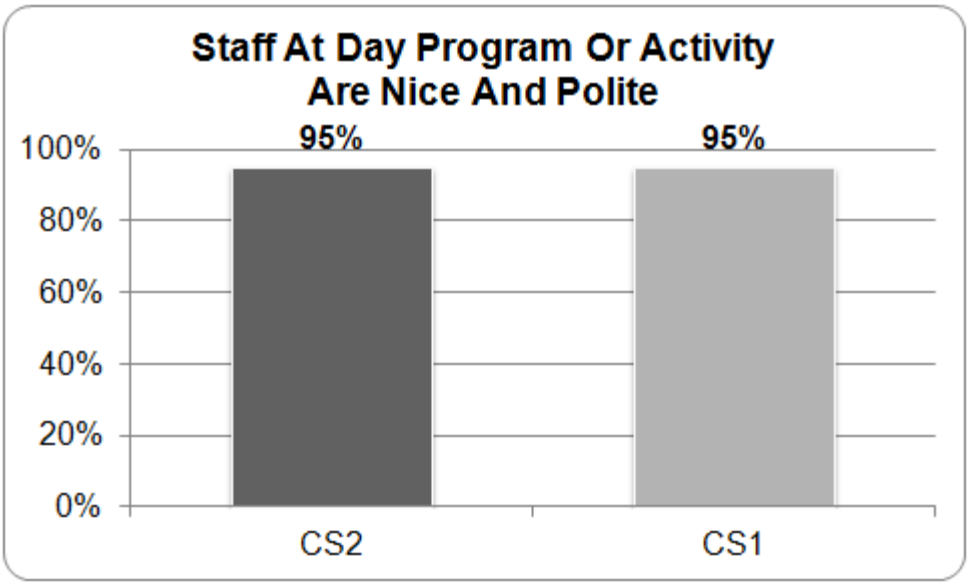
Staff at Work are Nice and Polite*			
	CS2 (FY 2011-2012)	+/- CS2 CA Average	CS1 (FY 2010-2011)
CA Average	94%		93%
Alta	97%	3%	91%
Central Valley	93%	-1%	100%
East Bay	98%	4%	89%
East Los Angeles	93%	-1%	94%
Far Northern	97%	3%	95%
Golden Gate	98%	4%	97%
Harbor	91%	-3%	91%
Inland	95%	1%	98%
Kern	90%	-4%	95%
Lanterman	86%	-8%	90%
North Bay	84%	-10%	87%
North Los Angeles	89%	-5%	91%
Orange	100%	6%	97%
Redwood Coast	98%	4%	92%
San Andreas	96%	2%	93%
San Diego	88%	-6%	90%
San Gabriel/Pomona	100%	6%	93%
South Central LA	96%	2%	89%
Tri-Counties	92%	-2%	95%
Valley Mountain	98%	4%	88%
Westside	88%	-6%	94%

***CS2 results based on those determined to have a job in the community in the Background Information (BI) section.**

Staff at Day Program or Activity Are Nice and Polite

Percentages reflect the proportion of people with staff at their day activity who reported their staff are nice and polite. Only persons receiving services were permissible respondents for this question.

Graph 10.9: Staff at Day Program or Activity Are Nice and Polite



The graph above illustrates the same percentage of people reported staff at their day program or activity are nice and polite in CS2 (95%) compared to CS1 (95%).

Table 10.9: Staff at Day Program or Activity Are Nice and Polite

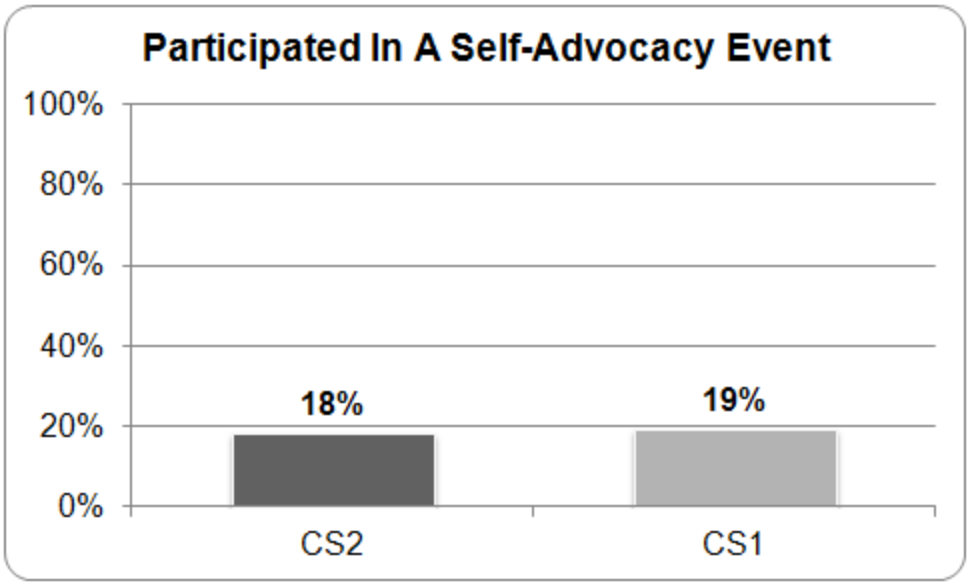
Staff at Day Activity or Program are Nice and Polite			
	CS2 (FY 2011-2012)	+/- CS2 CA Average	CS1 (FY 2010-2011)
CA Average	95%		95%
Alta	95%	0%	92%
Central Valley	93%	-2%	96%
East Bay	98%	3%	94%
East Los Angeles	95%	0%	93%
Far Northern	99%	4%	96%
Golden Gate	95%	0%	98%
Harbor	97%	2%	94%
Inland	93%	-2%	95%
Kern	91%	-4%	95%
Lanterman	96%	1%	92%
North Bay	95%	0%	91%
North Los Angeles	90%	-5%	98%
Orange	99%	4%	98%
Redwood Coast	98%	3%	98%
San Andreas	92%	-3%	94%
San Diego	95%	0%	90%
San Gabriel/Pomona	96%	1%	97%
South Central LA	95%	0%	90%
Tri-Counties	96%	1%	97%
Valley Mountain	96%	1%	91%
Westside	98%	3%	96%

*CS2 results based on those determined to have a job in the Background Information (BI) section.

Participated in a Self-Advocacy Event

Percentages reflect the proportion of people who reported attending a self-advocacy event or, if not, had the opportunity to do so. Information may have been obtained from individuals or proxy respondents.

Graph 10.10: Participated in a Self-Advocacy Event



The graph above illustrates a lower percentage of people reported they participated in a self-advocacy event, or chose not to, in CS2 (18%) compared to CS1 (19%).

Table 10.10: Participated in a Self-Advocacy Event by Regional Center

Participated in a Self-Advocacy Event			
	CS2 (FY 2011-2012)	+/- CS2 CA Average	CS1 (FY 2010-2011)
CA Average	18%		19%
Alta	28%	10%	28%
Central Valley	16%	-2%	12%
East Bay	12%	-6%	16%
East Los Angeles	27%	9%	16%
Far Northern	29%	11%	29%
Golden Gate	7%	-11%	14%
Harbor	16%	-2%	20%
Inland	21%	3%	23%
Kern	14%	-4%	14%
Lanterman	9%	-9%	19%
North Bay	33%	15%	26%
North Los Angeles	7%	-11%	13%
Orange	4%	-14%	8%
Redwood Coast	41%	23%	31%
San Andreas	16%	-2%	13%
San Diego	28%	10%	31%
San Gabriel/Pomona	7%	-11%	4%
South Central LA	3%	-15%	6%
Tri-Counties	15%	-3%	20%
Valley Mountain	44%	26%	49%
Westside	24%	6%	18%

Chapter 11: Safety

People are safe from abuse, neglect, and injury.

Presentation of Data

The section on Safety asks questions about whether people feel safe where they live, work, and spend the day, and whether they have people to go to for help if they need it.

Results are first presented in a graph showing the Adult Consumer Survey FY 2011-2012 – 2nd Cycle (CS2) result compared to the Adult Consumer Survey FY 2010-2011 – 1st Cycle (CS1) result. Next, the results are broken out by regional center, showing a table with each regional center's result. The CS2 and CS1 Statewide results are indicated in the first row with regional centers listed alphabetically underneath. The table shows the regional centers' CS2 result, the differences between the CS2 Statewide Average, as well as regional centers' CS1 result for reference.

Important Data Notes:

Some questions were only asked depending upon previous answers (for example, only people who have a job in the community were asked if they chose their jobs). The text indicates where results apply to a more limited respondent group.

Some questions can only be asked directly of individuals receiving services, while others can be answered by a "proxy" respondent (for example, a family member, friend, staff person, or someone else who knows the person well), or through agency records. Items that allow other sources of data are noted.

Some response categories are collapsed (for example, results are combined for people who made a choice or had some input in making the choice). The indicator heading describes which response options are included. For more detail on how the response categories are collapsed, see Appendix A.

Observations for Safety

Of the four safety items, California's results showed most people reported never feeling scared at their work or day activity (92%) and having someone to go to for help if they feel scared (92%). Lower percentages of people reported never feeling scared at home (87%) or in their neighborhood (85%).

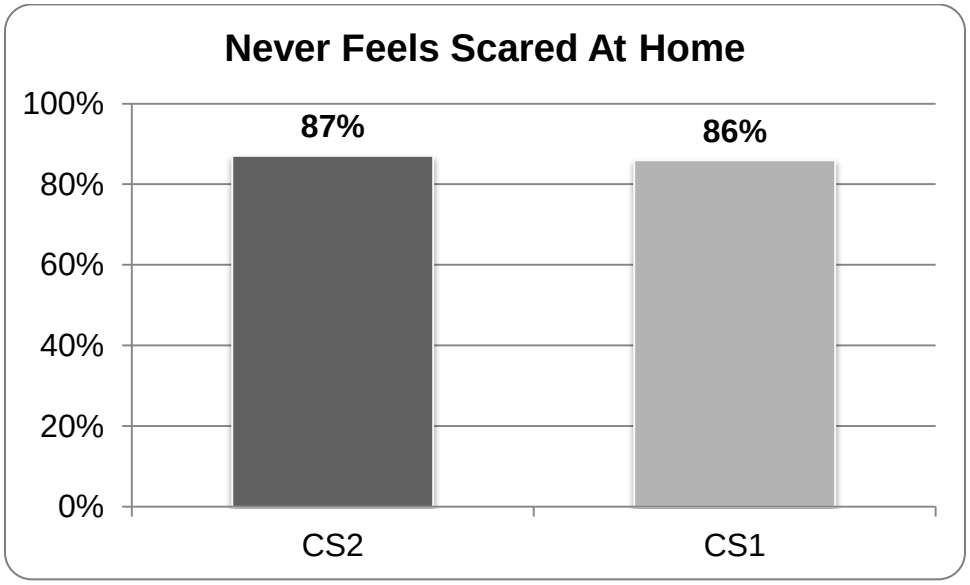
Most Safety items showed little variation across regional centers; however, results fluctuated by regional center among those who reported having someone to go to for help if they feel scared (range 71%-98%).

Comparison between CS1 and CS2 results found very little difference for all questions. Slightly more people in CS2 reported they never feel scared in their home, in their neighborhood, and at their work or day program or activity. Within regional centers one item, 'Has Someone to go to for Help if Scared', showed substantial differences between survey years.

Never Feels Scared at Home

Percentages reflect the proportion of people who reported never feeling scared at home. Persons receiving services were the only permissible respondents for this question.

Graph 11.1: Never Feels Scared at Home



The graph above illustrates a higher percentage of people reported they never feel scared in their home in CS2 (87%) compared to CS1 (86%).

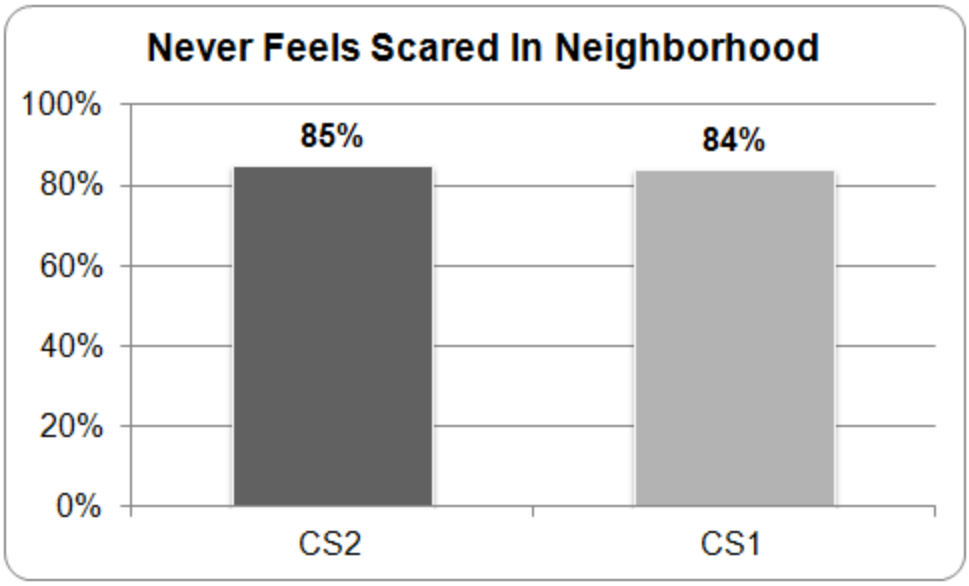
Table 11.1: Never Feels Scared at Home by Regional Center

Never Feels Scared at Home			
	CS2 (FY 2011-2012)	+/- CS2 CA Average	CS1 (FY 2010-2011)
CA Average	87%		86%
Alta	88%	1%	86%
Central Valley	88%	1%	87%
East Bay	83%	-4%	86%
East Los Angeles	86%	-1%	87%
Far Northern	88%	1%	87%
Golden Gate	84%	-3%	83%
Harbor	87%	0%	85%
Inland	89%	2%	89%
Kern	88%	1%	91%
Lanterman	87%	0%	84%
North Bay	89%	2%	84%
North Los Angeles	92%	5%	90%
Orange	91%	4%	90%
Redwood Coast	84%	-3%	89%
San Andreas	77%	-10%	82%
San Diego	85%	-2%	83%
San Gabriel/Pomona	89%	2%	93%
South Central LA	93%	6%	88%
Tri-Counties	87%	0%	83%
Valley Mountain	86%	-1%	80%
Westside	88%	1%	88%

Never Feels Scared in Neighborhood

Percentages reflect the proportion of people who reported never feeling scared in their neighborhood. Persons receiving services were the only permissible respondents for this question.

Graph 11.2: Never Feels Scared in Neighborhood



The graph above illustrates a higher percentage of people reported they never feel scared in their neighborhood in CS2 (85%) compared to CS1 (84%).

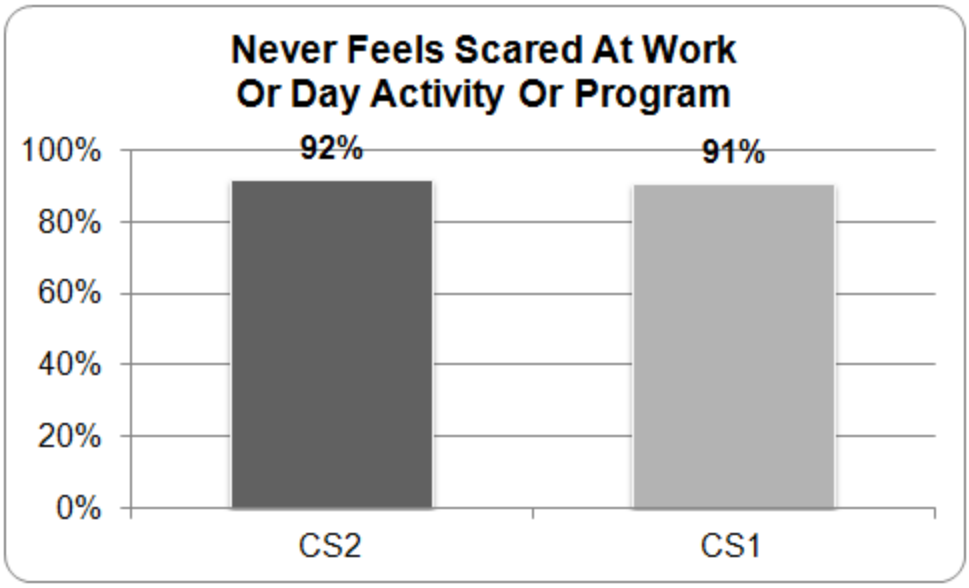
Table 11.2: Never Feels Scared in Neighborhood by Regional Center

Never Feels Scared in Neighborhood			
	CS2 (FY 2011-2012)	+/- CS2 CA Average	CS1 (FY 2010-2011)
CA Average	85%		84%
Alta	85%	0%	86%
Central Valley	86%	1%	84%
East Bay	86%	1%	83%
East Los Angeles	85%	0%	78%
Far Northern	88%	3%	86%
Golden Gate	82%	-3%	82%
Harbor	86%	1%	87%
Inland	90%	5%	86%
Kern	87%	2%	87%
Lanterman	87%	2%	78%
North Bay	85%	0%	84%
North Los Angeles	84%	-1%	88%
Orange	85%	0%	87%
Redwood Coast	84%	-1%	87%
San Andreas	74%	-11%	76%
San Diego	81%	-4%	83%
San Gabriel/Pomona	88%	3%	89%
South Central LA	88%	3%	82%
Tri-Counties	87%	2%	85%
Valley Mountain	84%	-1%	80%
Westside	88%	3%	82%

Never Feels Scared at Work or Day Activity or Program

Percentages reflect the proportion of people who reported never feeling scared when they are at work or at a day activity or program. Persons receiving services were the only permissible respondents for this question.

Graph 11.3: Never Feels Scared at Work or Day Activity or Program



The graph above illustrates a higher percentage of people reported they never feel scared at work or day activity or program in CS2 (92%) compared to CS1 (91%).

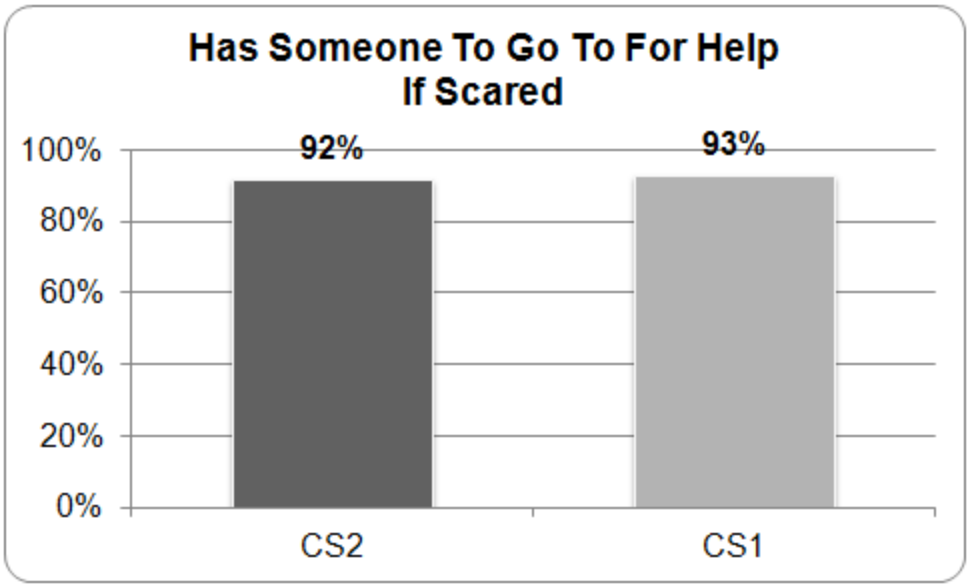
Table 11.3: Never Feels Scared at Work or Day Activity or Program by Regional Center

Never Feels Scared at Work or Day Activity or Program			
	CS2 (FY 2011-2012)	+/- CS2 CA Average	CS1 (FY 2010-2011)
CA Average	92%		91%
Alta	93%	1%	89%
Central Valley	97%	5%	93%
East Bay	91%	-1%	88%
East Los Angeles	93%	1%	89%
Far Northern	94%	2%	91%
Golden Gate	88%	-4%	87%
Harbor	89%	-3%	90%
Inland	93%	1%	92%
Kern	91%	-1%	92%
Lanterman	97%	5%	90%
North Bay	91%	-1%	87%
North Los Angeles	94%	2%	94%
Orange	93%	1%	94%
Redwood Coast	97%	5%	95%
San Andreas	78%	-14%	81%
San Diego	91%	-1%	93%
San Gabriel/Pomona	90%	-2%	92%
South Central LA	95%	3%	94%
Tri-Counties	94%	2%	93%
Valley Mountain	88%	-4%	84%
Westside	93%	1%	93%

Has Someone to Go to for Help if Scared

Percentages reflect the proportion of people who reported having someone who could help them if they feel scared. Persons receiving services were the only permissible respondents for this question.

Graph 11.4: Has Someone to Go to for Help if Scared



The graph above illustrates a lower percentage of people reported they have someone to go to if they feel scared in CS2 (92%) compared to CS1 (93%).

Table 11.4: Has Someone to Go to for Help if Scared by Regional Center

Has Someone to Go to for Help if Scared			
	CS2 (FY 2011-2012)	+/- CS2 CA Average	CS1 (FY 2010-2011)
CA Average	92%		93%
Alta	97%	5%	95%
Central Valley	87%	-5%	95%
East Bay	97%	5%	93%
East Los Angeles	93%	1%	88%
Far Northern	95%	3%	94%
Golden Gate	98%	6%	94%
Harbor	91%	-1%	91%
Inland	96%	4%	96%
Kern	94%	2%	95%
Lanterman	87%	-5%	91%
North Bay	82%	-10%	89%
North Los Angeles	87%	-5%	93%
Orange	95%	3%	93%
Redwood Coast	96%	4%	92%
San Andreas	84%	-8%	92%
San Diego	93%	1%	89%
San Gabriel/Pomona	95%	3%	96%
South Central LA	71%	-21%	94%
Tri-Counties	96%	4%	92%
Valley Mountain	72%	-20%	85%
Westside	91%	-1%	94%

Chapter 12: Access

Publicly-funded services are readily available to individuals who need and qualify for them.

Presentation of Data

This section is comprised of three items relating to the accessibility of supports and services individuals receive.

Results are first presented in a graph showing the Adult Consumer Survey FY 2011-2012 – 2nd Cycle (CS2) result compared to the Adult Consumer Survey FY 2010-2011 – 1st Cycle (CS1) result. Next, the results are broken out by regional center, showing a table with each regional center's result. The CS2 and CS1 Statewide results are indicated in the first row with regional centers listed alphabetically underneath. The table shows the regional centers' CS2 result, the differences between the CS2 Statewide Average, as well as regional centers' CS1 result for reference.

Important Data Notes:

Some questions were only asked depending upon previous answers (for example, only people who have a job in the community were asked if they chose their jobs). The text indicates where results apply to a more limited respondent group.

Some questions can only be asked directly of individuals receiving services, while others can be answered by a "proxy" respondent (for example, a family member, friend, staff person, or someone else who knows the person well), or through agency records. Items that allow other sources of data are noted.

Some response categories are collapsed (for example, results are combined for people who made a choice or had some input in making the choice). The indicator heading describes which response options are included. For more detail on how the response categories are collapsed, see Appendix A.

Observations for Access

California's Access items found the majority of people reported their staff have adequate training (93%) and most have adequate transportation (87%). A little over three-quarters reported they get all the services needed (77%).

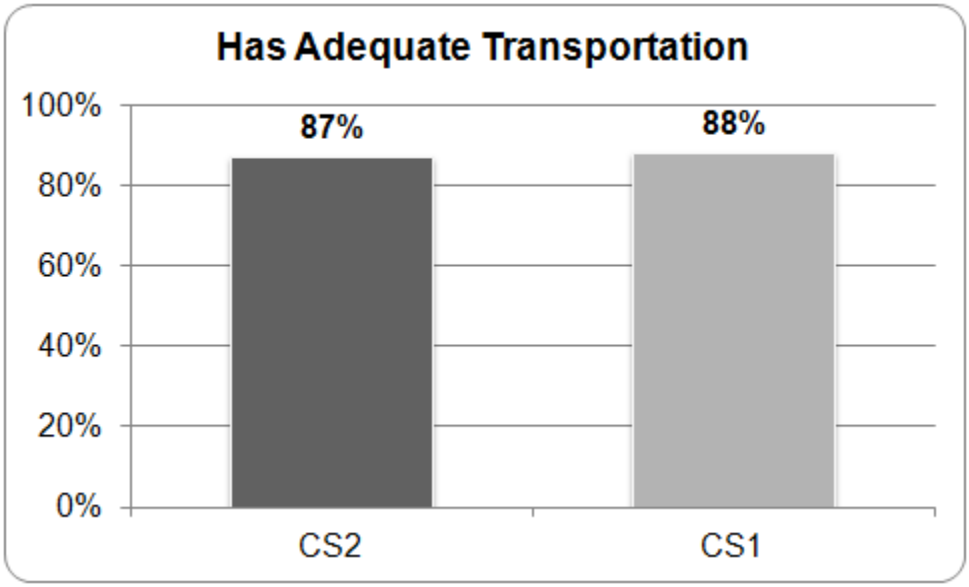
Little variance was observed among regional centers. The greatest difference between regional centers was for people who reported getting needed services (range 57%-90%).

Between survey years, results showed little difference, though 4% more reported getting needed services in CS2 (77%) compared to CS1 (73%). Overall, regional centers did not show vast changes between survey years, though access to adequate transportation showed some deviation within regional centers by survey year.

Has Adequate Transportation

Percentages reflect the proportion of people who reported having adequate transportation to get places. Information may have been obtained from individuals or proxy respondents.

Graph 12.1: Has Adequate Transportation



The graph above illustrates a lower percentage of people reported they have access to adequate transportation in CS2 (87%) compared to CS1 (88%).

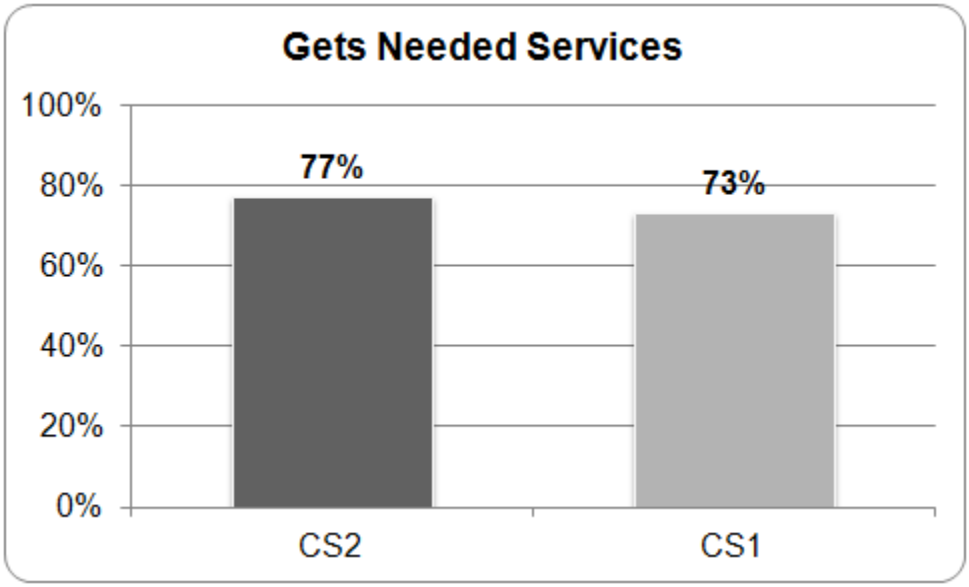
Table 12.1: Has Adequate Transportation by Regional Center

Has Adequate Transportation			
	CS2 (FY 2011-2012)	+/- CS2 CA Average	CS1 (FY 2010-2011)
CA Average	87%		88%
Alta	91%	4%	93%
Central Valley	86%	-1%	80%
East Bay	92%	5%	86%
East Los Angeles	89%	2%	89%
Far Northern	93%	6%	93%
Golden Gate	96%	9%	87%
Harbor	82%	-5%	90%
Inland	87%	0%	86%
Kern	88%	1%	94%
Lanterman	85%	-2%	85%
North Bay	80%	-7%	81%
North Los Angeles	95%	8%	95%
Orange	86%	-1%	91%
Redwood Coast	86%	-1%	89%
San Andreas	78%	-9%	87%
San Diego	85%	-2%	85%
San Gabriel/Pomona	89%	2%	89%
South Central LA	73%	-14%	90%
Tri-Counties	90%	3%	89%
Valley Mountain	82%	-5%	78%
Westside	90%	3%	90%

Gets Needed Services

Percentages reflect the proportion of people who reported receiving all the services they need (e.g., transportation, education, and support for social engagement). Information may have been obtained from individuals or proxy respondents.

Graph 12.2: Gets Needed Services



The graph above illustrates a higher percentage of people reported they get all needed services in CS2 (77%) compared to CS1 (73%).

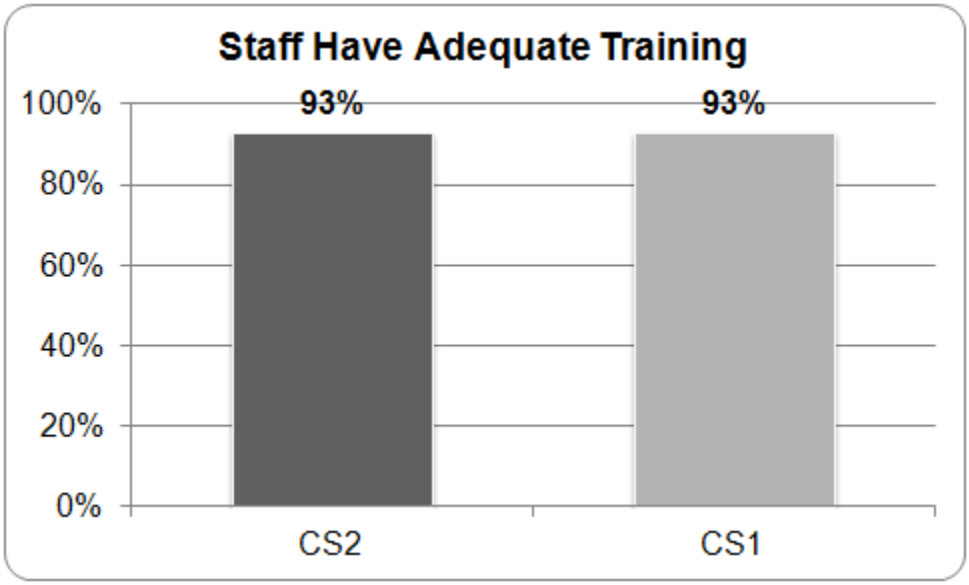
Table 12.2: Gets Needed Services by Regional Center

Gets Needed Services			
	CS2 (FY 2011-2012)	+/- CS2 CA Average	CS1 (FY 2010-2011)
CA Average	77%		73%
Alta	69%	-8%	68%
Central Valley	81%	4%	75%
East Bay	76%	-1%	72%
East Los Angeles	79%	2%	72%
Far Northern	88%	11%	82%
Golden Gate	86%	9%	77%
Harbor	70%	-7%	71%
Inland	83%	6%	71%
Kern	90%	13%	85%
Lanterman	90%	13%	77%
North Bay	57%	-20%	56%
North Los Angeles	82%	5%	76%
Orange	85%	8%	87%
Redwood Coast	82%	5%	88%
San Andreas	62%	-15%	74%
San Diego	65%	-12%	61%
San Gabriel/Pomona	82%	5%	79%
South Central LA	71%	-6%	65%
Tri-Counties	81%	4%	82%
Valley Mountain	75%	-2%	76%
Westside	77%	0%	68%

Staff Have Adequate Training

Percentages reflect the proportion of people who reported having adequately trained staff. Information may have been obtained from individuals or proxy respondents.

Graph 12.3: Staff Have Adequate Training



The graph above illustrates the same percentage of people reported their staff have adequate training in CS2 (93%) compared to CS1 (93%).

Table 12.3: Staff Have Adequate Training by Regional Center

Staff Have Adequate Training			
	CS2 (FY 2011-2012)	+/- CS2 CA Average	CS1 (FY 2010-2011)
CA Average	93%		93%
Alta	97%	4%	93%
Central Valley	94%	1%	93%
East Bay	93%	0%	87%
East Los Angeles	94%	1%	93%
Far Northern	96%	3%	95%
Golden Gate	94%	1%	86%
Harbor	93%	0%	95%
Inland	95%	2%	93%
Kern	89%	-4%	91%
Lanterman	89%	-4%	94%
North Bay	84%	-9%	87%
North Los Angeles	93%	0%	95%
Orange	98%	5%	98%
Redwood Coast	94%	1%	94%
San Andreas	91%	-2%	96%
San Diego	89%	-4%	91%
San Gabriel/Pomona	95%	2%	98%
South Central LA	91%	-2%	94%
Tri-Counties	93%	0%	93%
Valley Mountain	94%	1%	91%
Westside	93%	0%	90%

VIII. Appendices

This section includes additional information on: how responses are presented; tables of full results by mover group and subgroups; residence types; and reliability testing.

Appendix A: How Responses are Presented (Recode or Collapse)

Survey Item #	Variable Name	Recode or Collapse?
BI-15	**PRIMDOC**	Treat *Don't know* (3) as missing
BI-16	**PHYSEXAM**	Treat *Don't know* (3) as missing
BI-17	**DENTVIS08**	Collapse *Within the last six months* (1) and *Within the past year* (2), treat *Don't know* (4) as missing
BI-18	**EYEEXAM**	Collapse all categories that say *more than one year ago* ((2),(3),(4),(5),(6)), treat *Don't know* (7) as missing
BI-19	**HEARTEST**	Collapse *5 years ago or more* (2), *Never had a hearing test* (3), treat *Don't know* (4) as missing
BI-20	**FLUVACC**	Treat *Don't know* (3) as missing
BI-21	**PNEUVACC**	Treat *Don't know* (3) as missing
BI-24	**PHYSACT08**	Create a new binary variable PhysAct_Mod which equals 1 when BI-24a=1 and BI-24b=1 or 2
BI-26	**PAPTEST**	Collapse all categories that say 1) *more than three years ago* ((4),(5),(6)), and 2) *within the past three years* ((1),(2),(3)), treat *Don't know* (7) as missing
BI-27	**MAMMO**	Collapse all categories that say 1) *more than two years ago* ((3),(4),(5),(6)), and 2) *within the past two years* ((1),(2)), treat *Don't know* (7) as missing
BI-28	**PSATEST**	Collapse all categories that say *more than one year ago* ((2),(3),(4),(5),(6)), treat *Don't know* (7) as missing

Survey Item #	Variable Name	Recode or Collapse?
BI-29	**CCSCREEN**	Collapse all categories that say *more than one year ago* ((2),(3),(4),(5),(6)), treat *Don't know* (7) as missing
Q1	**HAVEJOB**	As is
Q2	**LIKEAJOB**	Collapse *No* (0) and *In-between* (1)
Q3	**LIKEJOB**	Collapse *No* (0) and *In-between* (1)
Q4	**JOBELSE**	Collapse *No* (0) and *In-between* (1)
Q6	**JOBSTAFNICE**	Collapse *No* (0) and *Sometimes or some staff* (1)
Q7	**HAVEDAYACT**	As is
Q8	**LIKEDAYACT**	Collapse *No* (0) and *In-between* (1)
Q9	**DAYACTELSE**	Collapse *No* (0) and *In-between* (1)
Q11	**DAYACTSTAFNICE**	Collapse *No* (0) and *Sometimes or some staff* (1)
Q12	**VOLUNT**	As is
Q13	**LIKEHOME**	Collapse *No* (0) and *In-between* (1)
Q14	**HOMEELSE**	Collapse *No* (0) and *In-between* (1)
Q15	**LIKEHOOD**	Collapse *No* (0) and *In-between* (1)
Q16	**TALKNEIGH**	Collapse *Yes, not often* (1) and *Yes, often* (2)
Q18	**HOMESTAF**	Collapse *No* (0) and *Sometimes or some staff* (1)
Q19	**ENTERHM**	Collapse *No* (0) and *Sometimes* (1)
Q20	**ENTERBRM**	Collapse *No* (0) and *Sometimes* (1)

Survey Item #	Variable Name	Recode or Collapse?
Q21	**BEALONE**	As is (except for Texas, where collapse *No* (0) and *Sometimes* (1))
Q22	**AFRAIDHM**	Collapse *Yes* (2) and *Sometimes* (1)
Q23	**AFRAIDNH**	Collapse *Yes* (2) and *Sometimes* (1)
Q24	**AFRAIDDAY**	Collapse *Yes* (2) and *Sometimes* (1)
Q25	**AFRAIDHELP**	Collapse *No* (0) and *Maybe* (1)
Q27	**HASFRNDS**	Collapse *No* (0) and *Only staff or family* (1)
Q28	**BESTFRND**	As is
Q29	**SEEFRNDS**	Collapse *No* (0) and *Sometimes* (1)
Q30	**CANDATE**	Collapse *Yes* (2) and *Yes, with restrictions* (1)
Q31	**LONELY**	Collapse *Yes* (2) and *Sometimes* (1)
Q33	**SEEFAMLY**	Collapse *No* (0) and *Sometimes* (1)
Q34	**HELPOTH**	Collapse *No* (0) and *Sometimes* (1)
Q35	**KNOWSCM08**	Collapse *No* (0) and *Maybe* (1)
Q36	**SPLAN**	Collapse *No* (0) and *Maybe* (1)
Q37	**MSPLAN**	Collapse *No* (0) and *Maybe* (1)
Q38	**ASKIMPOR**	Collapse *No* (0) and *Sometimes* (1)
Q39	**HELPSGET08**	Collapse *No* (0) and *Sometimes* (1)
Q40	**GETSBACK**	Collapse *Takes a long time* (0) and *In-between* (1)
Q42	**TRANSPOR**	Collapse *No* (0) and *Sometimes* (1)

Survey Item #	Variable Name	Recode or Collapse?
Q43	**BUDGTALK**	Collapse *No* (0) and *Maybe* (1)
Q44	**BUDGHELP**	Collapse *No* (0) and *Maybe* (1)
Q45	**BUDGCHANG**	Collapse *No* (0) and *Maybe* (1)
Q46	**BUDGMORE**	Collapse *Yes* (2) and *Maybe* (1)
Q47	**FININFO**	Collapse *No* (0) and *Maybe* (1)
Q48	**FINEASY**	Collapse *No* (0) and *Maybe* (1)
Q49	**SWORKCOME**	Collapse *No* (0) and *Maybe* (1)
Q50	**SWORKHELP**	Collapse *No* (0) and *Maybe* (1)
Q54-Q60	**SHOPTIMES, ERRTIMES, ENTTIMES, EATTIMES, RELTIMES, SPORTIMES, VACATIMES**	Recode so that if did not partake in activity, then, e.g. Shoptimes = 0.
Q61, Q63, Q64, Q65, Q66, Q67, Q69, Q70, Q72, Q73, Q74	**CHOSHOME08, ROOMATES08, CHSSTAFF, SCHEDULE, FREETIME, CHOSJOB, CHOSJBSTF, CHOOSDAY, CHSDSTF, CHOOSBUY, CHOOSCM**	Collapse *Person chose/chooses* (2) and *Person had/has some input* (1)
Q62, Q68, Q71	**HVISIT, JOBVISIT, DVISIT**	Collapse *Did not visit before current* (0) and *Visited only current* (1)
Q75	**MAILOPEN**	As is
Q76	**ALONEGST08**	As is
Q77	**USEPHONE08**	As is

Survey Item #	Variable Name	Recode or Collapse?
Q78	**SELFADVO**	Collapse *Yes* (2) and *Had opportunity* (1)
Q79	**SERVED**	Collapse *No* (0) and *Sometimes* (1)
Q80	**STFTRN**	Collapse *No* (0) and *Maybe* (1)

Appendix B: Inter-Rater Reliability

Report on the Adult Consumer Survey Cycle 2 (CS2) Interviewer Agreement for

California National Core Indicator (NCI) Adult Consumer Survey[12]

Prepared by Human Services Research Institute (HSRI) for

California Department of Developmental Services (DDS)

July 2013

Introduction

The Inter-rater reliability rating measures the degree to which individual raters (or interviewers) consistently perceive the same thing when hearing or looking at the same information (e.g., survey responses) and using the same tools (e.g., surveys, checklists) to describe it. Inter-rater reliability calculations can provide tool-developers feedback regarding survey design and, if needed, revisions to the tool. Inter-rater reliability testing may also offer information on interviewer expertise, technique and training.

Item-specific reliability testing can be used to determine whether there are patterns in rater agreement or disagreement (e.g., whether specific questions tend to elicit disagreement between raters). This analysis can assist tool-developers in refining the wording of questions and/or response options, as well as aid in the development of interview technique and training.

This report summarizes the results of an interviewer agreement study conducted across the state of California from November to December 2011.[13]

[12] This document, where appropriate, is adapted in part from the CS1 report.
[13] See **Appendix** for information on the development of the NCI tool and previous reliability studies.

Background on Development and Testing of NCI Adult Consumer Survey Tool

The NCI Adult Consumer Survey was created to measure service system outcomes. The survey was designed with input from a Project Advisory Committee with extensive experience in instrument development and knowledge of methods used to measure service system outcomes. A comprehensive literature review of outcome-based research and evaluation also informed the process.[14] The tool has undergone rigorous testing, both during the initial piloting and after significant revisions were made. The Adult Consumer Survey is composed of a pre-survey form (used only for the interviewer to arrange the interview), three distinct sections, and an interviewer feedback form for the interviewer to complete following the interview.

The **Background Information Section** requests data that is typically found in agency records or information systems. In most states, case managers complete this section at the same time the pre-survey form is completed. In some states, surveyors complete the section during the direct interview. Sometimes, a combination of methods is used. As background information is typically not collected during the interview, only Sections I and II of the survey were considered for inter-rater testing.

Section I of the survey includes questions aimed at obtaining individuals' expressions of satisfaction and opinions. This section may be completed only through a direct interview with the individual receiving services. Proxy responses are not acceptable.

Section II questions are also to be answered by the individual receiving services, if possible. However, if the individual is unable to respond, an advocate most familiar with the person (e.g., family member, friend, support worker) may act as a proxy. Case managers or service coordinators are not allowed to respond to these questions.

[14] Source: Smith, G. & Ashbaugh, J. (2001). National Core Indicators Project: Phase II Consumer Survey Technical Report. Retrievable from: http://www.nationalcoreindicators.org.

Inter-Rater Reliability

Inter-rater reliability is a measure of the level of agreement between two raters observing the same behavior under the same conditions. Different methods can be used to analyze and describe the consistency between ratings. Some are more rigorous than others and take into account that some level of agreement may be solely based on chance. Previous inter-rater studies conducted in other states yielded the following results:

- In 1997, a pilot test of the NCI tool was conducted with 30 individuals in Connecticut. Inter-rater reliability testing resulted in 93% agreement between the raters.

- In November 1998, inter-rater reliability data were collected in Nebraska as part of the Phase I field test. The inter-rater reliability test (N=25) resulted in 93% agreement between the raters, and an average Kappa score of 0.794, which is acceptable.

- In April 1999, an inter-rater reliability test was conducted with 27 individuals in Minnesota. An analysis of inter-rater reliability found 92% agreement between raters.

- In 2008, the survey underwent some revisions, and a pilot test was conducted with 16 individuals in Massachusetts. Inter-rater reliability tests of this sample resulted in an average Kappa statistic of 0.90 across pairs of raters, which is considered a very high level of agreement.

- In 2009, HSRI inter-rater testing found a high level of agreement in California. Average agreement across the 30 surveys for all Sections was between 92% and 96%. Individual questions ranged in percentage of agreement from 61% to 100%. Based on this analysis, plus additional observations and feedback gathered from interviewers and Quality Assessment Coordinators (QACs), HSRI concluded that interviewer training was conducted in a consistent manner and interviewers applied their training in a consistent way.

Methodology in California

The primary purpose of this inter-rater reliability study was to determine whether interviewers were trained consistently on how to administer the NCI Adult Consumer Survey and applied their training in a consistent manner.

An HSRI representative conducted shadow interviews to: 1) collect data for analysis of inter-rater agreement; and, (2) provide feedback as needed. HSRI attempted to complete 30 shadow interviews for these purposes.

Interview Process and Survey Ratings

The State Council on Developmental Disabilities (SCDD)/Area Board interviewer was considered the primary rater and conducted the interview. The HSRI representative (shadow interviewer) coded their responses separately. Following the interview, some interviewers discussed issues or questions with the HSRI representative, however, they did not change any ratings. The interviewer's coded responses counted toward the sample and were entered into an online data entry system (ODESA).

The HSRI representative recorded his/her ratings on a paper survey along with a unique survey code so they could be matched up with the interviewer's coded responses. The interviewer's coded responses were recorded either on a paper survey or in a Netbook. HSRI accessed the interviewer's coded responses through ODESA in order to make the comparisons and compute inter-rater agreement

Selection of Interviewers

The local Area Board QACs selected, when possible, interviewers who were not shadowed in the first year of Adult Consumer Survey Collection in California (CS1).

QACs submitted the names of 2-3 interviewers to HSRI staff. Both interviewers and the individuals they interviewed were given the option to decline observation by HSRI staff.

Additional Qualitative Information

In addition to observations, interviewers and QACs were asked the following procedural questions which were determined by DDS and the SCDD:

Council:

- If you are receiving requests for assistance, how are you handling them this cycle compared to the previous cycle?
- Have you discovered any questions that are difficult to ask or that individuals have a difficult time understanding?
- How is ODESA working?
- Are you using the Netbook? If yes, any issues? If no, any particular reason?
- Are you able to refer individuals whose language is not English to other interviewers for completion?

Findings

HSRI developed this summary of observations focusing on the shadow interview process (e.g., scheduling), basic logistics (e.g., introductions), training, and other support activities for both interviewers and QACs.

Shadow Interview Scheduling

As previously stated, QAC's submitted the names of interviewers to the HSRI representative. Individuals had the option to decline the shadow observation by an HSRI representative. Interviewers made an effort to contact individuals ahead of time to let them know about the addition of a shadow interview and to obtain consent.

Due to scheduling constraints, the suggested criteria for interviewers and proposed numbers of interviewees were not always met. Some interviewers were shadowed more

than once. However, each interview provided unique scenarios. Twenty-six (26) shadow interviews were ultimately completed.

Table 1 indicates the proposed and actual number of shadow observations and QAC interviewers per regional center area.

Table 1. Proposed and Completed Shadow Observations and Quality Assessment Coordinators (QAC) and Interviewers Number of Individuals Interviewed Per Regional Center

Area Board	Regional Center(s)	Proposed Number of Shadow Observations	Completed	QAC and Interviewer (procedural questions) Number Interviewed
1 & 4	Redwood Coast, North Bay	3	3	1
3 & 2	Alta California, Far Northern	2	1	2
5	Regional Center of the East Bay, Golden Gate	2	0	0
6	Valley Mountain	3	1	3
7 & 9	San Andreas, Tri-Counties	2	5	4
8	Central Valley, Kern	3	3	1
10	North Los Angeles, Eastern Los Angeles, South Central Los Angeles, Harbor	3	1	1
10	Lanterman, Westside	3	2	2
10	San Gabriel/Pomona	3	0	0
12	Inland	3	6	1
13 & 11	San Diego, Regional Center of Orange County	3	4	1
	Total	30	26	16

Summary of Observer and Interviewer Agreement Data

Agreement Methodology

There are several ways to quantify the agreement of two raters who are observing the same behavior under the same conditions. Some are more stringent than others and take into account that agreement may happen solely based on chance. The method used in this report is known as joint probability of agreement. It does not exclude agreement due to chance and is more lenient. This method was selected because the main goal was to identify specific survey items with the highest and lowest levels of agreement and not to evaluate each interviewer's performance. The joint probability of agreement for a survey item is the number of times the interviewer and the observer agreed on the rating for that item (i.e. assigned the same score) divided by the total number of ratings. This number is reported as a percentage.

Questions Compared and Reported

This report includes agreement data for only selected items in the Employment/Other Daily Activities, Home, Safety, Friends and Family, Satisfaction with Services/Supports, and Choice and Decision-Making sections[15].

[15] All survey items were reported in the CS1 Reliability Report

Summary of Observer and Interviewer Agreement

Table 2 provides a summary of agreement between the observer and interviewer. Seventy-six percent (76%) of survey items had a joint probability of 85% or more.

Table 2. Summary of Observer and Interviewer Agreement

Total Number of Items	**71**
Total Response Cells (number of items multiplied by number of ratings)	**1616**
Total Response Cell Matches (number of items where the interviewer and observer ratings were the same)	**1471**
Average Percentage of All Matches (Total Response Cell Matches divided by Total Response Cells)	**91%**
Number of Items at 90% Agreement or More	**48**
Number of Items at 85% Agreement or More	**54**
Number of Items at 80% Agreement or More	**63**
Range of Agreement Across Items	**55%-100%**

Table 3. Examples of High Agreement Questions

Question	Average Agreement
Do you like your job?	100%
Do you like going there/doing this activity?	100%
Do you like your neighborhood?	100%
Do people let you know before they come into your home?	100%
Have you met your service coordinator?	100%
Who decides your daily schedule?	100%
Who decides how you spend your free time?	100%

Table 4 lists questions that produced low levels of agreement (below the minimum expectation of 85%). Similar to CS1, questions with low agreement tended to be those with responses based on gradations of time or frequency or questions about choice.

Table 4. Examples of Low Agreement Questions

Section/Question	Average Agreement	Comments
If you call and leave a message, does your service coordinator take a long time to call you back, or does s/he call back right away.	73%	Disagreement appears to be about gradations of time and an interviewer's personal expectation/interpretation of what a long time means.
How do you usually get to places you need to go?	76%	This question has multiple response options and there were varying levels of agreement. For example, Gets ride from staff in provider vehicle (95%) and Uses public transportation (55%).
Do you have a service plan?	77%	Disagreement was most often between ratings of *Yes* and *Maybe, not sure.* Some interviewers were instructed to remind individuals they have a special meeting in their birthday month when services and goals for the following year are discussed.
Did you choose or pick your service coordinator?	79%	Disagreement may be due to interviewer knowledge of the Lanterman Act. Some observers answered *Someone else chose*, but the interviewer marked *Service coordinator assigned, but can request a change*.

Thoughts about Inter-Rater Agreement and General Survey Use

Observations and conversations with interviewers about the interview process and general survey use are summarized below:

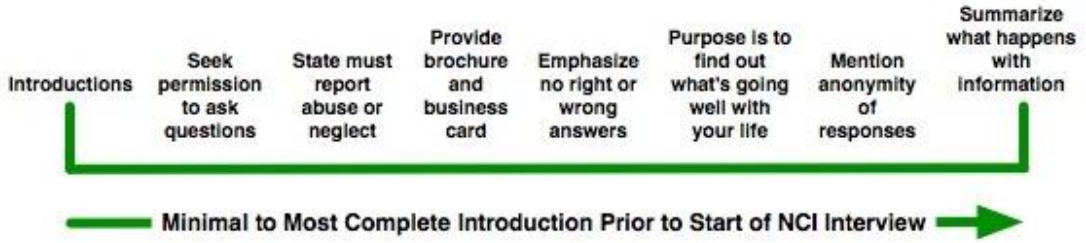
Scheduling

- Some interviewers drive to the interview site the day before the interview to be sure of the location.
- Scheduling often takes longer than the actual surveys to complete (e.g., correcting incorrect contact information, making multiple phone calls, rescheduling for missed interviews).

Introduction to Survey

- All interviewers were provided with a list of must ask questions for gathering or reviewing background information.
- Most interviewers started with a review of some or all of the background information (starting with question BI-14 regarding health). Some interviewers started with Section I others with Section II. Interviewers had many different styles of starting the conversation (Figure 1 below describes the variety):
    - Some interviewers started the conversation with very little explanation other than basic introductions and asking the interviewee if they would mind answering some questions;
    - Some explained the role of the Area Board and State Council;
    - Some provided additional information about the purpose of the survey;
    - Most explained answers are confidential; how information is used (e.g., improve services and supports at all regional centers); and mandated reporting. Most interviewers provided brochures and business cards (or asked if the information was received in the mail).

Figure 1. Variety of Introductions to Survey



Differences in Observer/Interviewer Agreement

After reviewing agreement differences from CS1 and CS2 reports, it appears that disagreements occur most often when interviewers and/or shadows:

- Make an assumption about a response that could be interpreted several ways (e.g., I feel pretty healthy most of the time) rather than ask for clarification (e.g., would you say you are in excellent or very good health or would say you are in fairly good health).

- Use broad interpretations of answers (e.g., qualifies pushing carts around a store as a moderate physical activity).

Critical Issues

The following are several critical issues the shadow rater noted should be reviewed during interviewer trainings. These issues are what the interviewer should not do. These are variable depending on the Area Board and training:

- Determining answers based on prior knowledge rather than the individual's response (e.g., all individuals have a choice if they don't like their service coordinator; all individuals have a service plan if served by regional centers in California).

- Asking questions in a leading way by changing the order (e.g., review the list of additional services and then ask if any additional services are needed).

- Perhaps the most critical issue for interviewers is their lack of prior knowledge regarding special circumstances at the interviewee's home or neighborhood. In particular, situations have arisen where interviewers feel threatened and cancel the appointment or end the interview before it's over. A shadow rater had an opportunity to observe just such a situation. After entering a home, the interviewer and shadow rater were barraged with negative statements about government employees by the caregiver of the individual to be interviewed (who could not complete the interview). The living room was strewn with political materials and the rater and interviewer were videotaped without permission. After talking for a while, the caregiver was able to complete Section II of the survey. Later, the interviewer commented she would have left had it not been for the presence of a second person. While this is a low incidence problem, it is nevertheless a critical issue for interviewers who do not wish to be placed in harm's way.

Summary of Quality Assessment Coordinators and Interviewer Procedural Questions

The following questions were answered by interviewers before or after the completion of the NCI survey and by QACs via email. The survey questions were determined in advance by DDS and the State Council.

The section below summarizes feedback from 16 completed surveys (5 QACs and 11 interviewers):

If you are receiving requests for assistance, how are you handling them this cycle compared to the previous cycle?

- Consumer and service coordinator information is sent by the QAC to the regional center to inquire about an update. Then information is emailed back to the interviewer and ODESA is updated as well. If the updated information is inaccurate, the interviewer is informed to process it as Unreachable.

- Unless mandated reporting is required, the typical procedure follows: the interviewer helps fill out the Assistance Request Form for the corresponding Area

Board and the QAC follows up with the Area Board. If the person is in need of immediate attention, the service coordinator will be contacted directly.

- The regional center will call the Area Board office to advise on the status.
- There were fewer Requests for Assistance this year.

Have you discovered any questions that are difficult to ask or that individuals have a difficult time understanding?

- Can you help other people?
- Deciphering the difference between day program/activities/community job.
- The rating system.
- Do you have an Individual Program Plan?
- Some repetitiveness [in the questions].
- Have you ever participated in a self-advocacy group meeting, conference, or event?
- The background questions.

How is ODESA working?

- Great!
- Makes job easier!
- How do you request DDS verification?
- Use at home because the Netbook is slow.
- Unable to put numbers less than 1. Ex: person watch a movie every two months, what to put for how many times a month? Can't put 0.5

Are you using the Netbook? If yes, any issues? If no, any particular reason?

- Does not use a Netbook.
- Connection problems.
- Sometimes feels awkward during a visit; interrupts the "flow" of communication.
- Works great.
- No anti-virus.
- Faster to do on paper.
- Doesn't hold charge.
- Delay when changing pages.
- Most new Interviewers request a Netbook, returning interviewers do not generally request them.
- Use own computer.
- Use Netbook when there are many interviews in one day.

Are you able to refer individuals whose language is not English to other interviewers for completion?

- Yes.
- Getting interpreter for Spanish is difficult.
- Sometimes ask group home staff to translate.
- Yes for Spanish and Armenian; Korean has been a challenge.
- Haven't encountered yet.

- Send to QA Coordinator.
- Introduction letters and brochures are only in English and Spanish.
- Lots of individuals whose primary language is Vietnamese this year.

Other Comments:

- Prefer the open ended-ness of LQA.
- Question the logic of using a survey on people with cognitive disabilities. Much rewording is needed, and cans of worms are opened.
- Differences in interviewer rating of the same consumers has more to do with background experience of interviewer than anything else.
- Community inclusion questions take NO account of the extent (if at all) of choice that the person had regarding the activity. It's an all or nothing outing with many homes.
- Most answers regarding the quantity of services and supports given are already documented somewhere else on the survey. Do not really add anything of significance especially because they are not being asked anything about the quality of the services and supports.

Ongoing Considerations and Suggestions for Future Training or Project Discussions

Provide funding for exceptional mileage, fluency in other languages, shadowing, occasional meetings of interviewers (or electronic forums, newsletters), and no shows. This is certainly not a good time to suggest additional funding, but these issues must be raised as they affect sampling (e.g., rural areas, cultural background) and accuracy of the data collected.

Create guidelines for determining whether an individual can answer questions in Section I. Interviewers use a variety of practices. Some ask service providers if the individual is able to answer questions. Others will ask a few questions to make a determination while others ask all Section I questions prior to making a determination.

Provide information about the Employment matrix and funding sources for better clarity. For example, how best to determine the number of hours spent and/or wages earned during a two-week period. If funding sources are not prefilled, some interviewers leave it blank or make a best guess.

Use of alternative answer formats. Some interviewers use plastic covered answer sheet and a washable pen. These are used in place of hard copy or Netbook by some interviewers. Other interviewers write answers in pencil and then erase and re-use the survey. The goal of all interviewers is to save the significant amount of paper that hard copies use. This was noted on many occasions by interviewers who do not use the Netbook.

Best practices for using the Netbook during the interview. Some turn it so that the individual may see it. Others show the interviewee how it works in the beginning. Many explain where the information goes and that it doesn't stay on the Netbook. In terms of preparation for using the Netbook, some interviewers finish the set-up before they enter the home so that they can start right in. Others complete the set-up (e.g., sign in, move through the appropriate screens) while chatting with the interviewee. This second

approach can slow down the initiation of the interview if the signal is not particularly strong.

Determining how and when to provide advocacy. There are a variety of ways interviewers approach advocacy during the interview. Many interviewers only use the Survey scripts and report they do not come across advocacy issues. Others are more advocacy-oriented (e.g., using a prompt like "I can help you with services if you need it"). It appears all interviewers will follow-up or contact a QAC if a serious advocacy issue is identified. Additionally, all are prepared to make a call to report abuse or neglect.

Use of response 8 (Not Applicable) or leave field blank. Both approaches are used; however, it may be that blanks are converted to 8s or 9s when reviewed prior to ODESA completion and distribution to QAC.

Review interviewer techniques to reduce rating inconsistencies:

- Ask for clarification when responses can be interpreted in different ways.
- Use only respondent answers rather than making determinations based on prior knowledge (e.g., all individuals have a choice if they don't like service coordinator, all individuals have a service plan if served by regional centers in California).
- Determine how to handle rounding issues in computing time or frequency gradations (e.g., in the Health section), or computations that over or under estimate totals (e.g., total paid hours worked and total unpaid activities overestimate hours of typical day programs or workshops).
- Clarify definitions to avoid broad interpretations of answers (e.g., what is moderate physical activity?).
- Ensure questions are not asked in a leading way or meanings are changed.
- Provide additional information about interview situations with known problems.

Conclusion

While there is some variation in style (e.g., introductions, gathering Background Information, clarifying responses), interviewers who were observed, generally rated consistently with the shadow interviewer. Generally it appears interviewers were trained consistently and applied training in a consistent manner. However, as noted above, there is some variation in training that could be more consistent (e.g., asking about needed services).

As in CS1, shadowed interviewers were observed to be polite, professional, and courteous to individuals, family members, and caregivers. In addition, QACs tried to accommodate their schedules for shadow interviews whenever possible. Both the interviewers and QACs should be commended for their work.