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**National Core Indicators**  
**Child Family Survey**  
California Statewide Report  
Fiscal Year 2012-2013



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) is committed to providing leadership that results in quality services to the people of California and assures the opportunity for individuals with developmental disabilities (DD) to exercise their right to make choices.*

The California developmental disabilities service 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 first statewide National Core Indicator (NCI) Child Family Survey 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.

These findings contribute to our understanding of how California’s system is performing. California can use future reports to make meaningful comparisons to our baseline 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.

In addition, this report shows national NCI results; however, California’s data are *not* included in the NCI Average. The NCI Average can be used as a gauge for measuring how California compares to the national norm. States differ in their service delivery system; therefore comparisons should be made with this in mind. Key elements of the California service system include:

1. California has a longstanding statutory scheme that ensures services and supports are provided for eligible persons with intellectual and developmental disabilities;
2. California’s statute mandates intake, evaluation, and assessment to be completed 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 its own 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(s).

The information contained in this and subsequent reports represent one tool for identifying the service system’s strengths and areas that may need improvement. The report includes data

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collected between July 2012 and June 2013. During that time, 8,109 families with a child with DD provided their input through mail surveys sent by the State Council on Developmental Disabilities (SCDD).

The second Child Family Survey will take place in fiscal year (FY) 15/16. DDS will then have the opportunity to compare data from the first cycle of data collected to the second cycle of data, and strategically plan system improvements for the future.

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## **Acknowledgement**

This report would not be possible without the families 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.

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## List of Abbreviations

AFS - Adult Family Survey

ARCA - Association of Regional Center Agencies

CAC - Consumer Advisory Committee

CA-ODESA - California Online Data Entry Survey Administration

CCF - Community Care Facility

CIP - Core Indicators Project

CFS - Child Family Survey

CMS - Centers for Medicare & Medicaid Services

DD – Developmental Disabilities

DDS - Department of Developmental Services

FGS - Family/Guardian Survey

FHA - Family Home Agency

HCBS – Home and Community-Based Services

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

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RC - Regional Center

SCDD - State Council on Developmental Disabilities

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## List of Regional Center Abbreviations

ACRC - Alta California Regional Center

CVRC - Central Valley Regional Center

ELARC - Eastern Los Angeles Regional Center

FNRC - Far Northern Regional Center

FDLRC - Frank D. Lanterman Regional Center

GGRC - Golden Gate Regional Center

HRC - Harbor Regional Center

IRC - Inland Regional Center

KRC - Kern Regional Center

NBRC - North Bay Regional Center

NLARC - North Los Angeles County Regional Center

RCEB - Regional Center of the East Bay

RCOC - Regional Center of Orange County

RCRC - Redwood Coast Regional Center

SARC - San Andreas Regional Center

SDRC - San Diego Regional Center

SG/PRC - San Gabriel/Pomona Regional Center

SCLARC - South Central Los Angeles Regional Center

TCRC - Tri-Counties Regional Center

VMRC - Valley Mountain Regional Center

WRC - Westside Regional Center

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## Executive Summary

The National Core Indicators (NCI) are standard measures used across states to assess the outcomes of services provided to individuals with developmental disabilities (DD) and their families. Indicators address key areas of concern such as employment, respect/rights, service planning, community inclusion, choice, health and safety. The data that results from NCI surveys are often used to inform strategic planning, produce legislative reports, and prioritize quality improvement initiatives. Many states also share the data with stakeholder groups such as Quality Councils and use stakeholder feedback to help set priorities and establish policy direction.

The NCI Child Family Survey is administered to families who have a child age 3-18 who lives in the family's home and receives at least one service other than case management. Not all states that participate in NCI administer the Child Family Survey on an annual basis. Of the 34 states and 22 sub-state entities who participated in NCI during the FY 12/13 data collection cycle, 11 states submitted a valid sample of Child Family Survey data to be included in the NCI Average. All of California's 21 regional centers are included in the CA Average. This Final Report provides a summary of results based on data submitted by June 30, 2013.

The Executive Summary is a brief overview of California's outcomes. The Results Section describes the structure of the survey instrument and provides detailed California and NCI averages for all survey items.

### **Information and Planning**

Across regional centers, 20% of respondents reported they always received information about services and supports that are available to their family. Around one-third indicated the information they receive about services and supports is always easy to understand (31%) and that information always comes from their service coordinator (34%). While a majority of respondents reported their service coordinator always respects their family's choices and opinions (62%), regional centers varied between 34% and 76%.

Of the 79% of respondents who reported their child has an Individual Program Plan (IPP), most reported they helped develop the plan (92%). Around two-thirds of respondents reported the plan includes all the services the family wants (69%) and needs (63%); however, regional centers showed a range in results (51% - 88% and 47% - 80%, respectively). While the majority of respondents from each regional center indicated the family receives all services listed in the IPP



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(84% statewide), this question also showed a range between regional centers of 65% - 92%. Overall, 83% of respondents reported they received information about the family's rights.

### **Access and Delivery of Supports and Services**

Fewer than half of the respondents across California reported they were always able to contact their support workers when needed (44%) as well as their service coordinator (44%). Around one-third indicated services and supports were always available when needed (30%) and that services and supports always changed when their child's needs change (33%).

While 58% of respondents whose preferred language is not English reported support workers or translators are always available to speak with them in their preferred language, regional centers ranged between 41% and 72%. Of respondents whose primary language is English, 70% statewide reported support workers could always communicate effectively with them in English; however, regional centers ranged between 38% and 84%. Fewer than one-quarter of respondents reported support workers could always communicate with their child who is non-verbal (24%). Around one-half of respondents indicated support workers always have the right training to meet their child's needs (44%) and that support workers always arrive on time and when scheduled (56%).

Most indicated they had access for their child to: health services (94%), dental services (89%), necessary medications (95%), mental health services (78%), and respite services (84%). Just under two-thirds reported there are services or supports needed that are not currently offered (63%).

### **Choice and Control**

Across California, 31% of respondents reported they always choose the provider agencies that work with their family member and 40% reported they could choose a different provider agency if they would like. Nearly one-third indicated they always choose the individual support workers who work with the family (30%) and 42% reported they can always choose different support workers.

Across California, 9% of respondents reported they chose their service coordinator; regional centers ranged between 3% and 24%. More than one-third reported they have control over the hiring and management of support workers (36%); regional centers ranged between 18% and 56%.

While 40% of respondents across California knew how much money was spent by the regional center on behalf of the child, regional center averages ranged between 7% and 61%. Of the 17% of

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respondents who reported they had a say in how regional center money was spent on their child, 76% reported they have all the information needed to make this decision.

### **Community Participation**

The majority of respondents from each regional center report their child participates in community activities (74% statewide). Of those whose child did not participate in community activities, respondents reported this was due to: lack of transportation (17%), cost (30%), lack of support staff (28%), negative attitudes from community members (20%), and 46% reported it was due to other reasons. Most indicated their child spends time with children without DD (84%).

### **Satisfaction with Services and Supports**

Fewer than one-third of respondents reported they were always satisfied with the services and supports their family receives (31%) and nearly one-half knew how to file a grievance or complaint against provider agencies or staff (46%). Over two-thirds knew how to report abuse or neglect (69%).

### **Family Outcomes**

The majority of respondents felt supports made a positive difference in their family's life (90%). Over three-quarters reported services and supports reduced out-of-pocket expenses for the family (76%). Most felt supports have improved their ability to care for their child (85%). Of the 42% of respondents who reported services or supports have been reduced, suspended, or terminated in the past year, 78% reported the service reduction negatively impacted their family.

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## I. Results

*This section briefly describes the structure of the survey instrument and presents the results of the most recent data collection cycle.*

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# Survey Development

The Child Family Survey was developed and first utilized in 2000-2001 in response to state interest in determining the level of satisfaction with services and supports among families of children with developmental disabilities (DD) living at home.

Many questions were drawn from survey instruments already in use in the field; others were developed specifically for NCI. NCI staff routinely refines the instrument based on feedback from families and state staff.

Most participating states use the basic survey tool developed by the project. However, some states opt to incorporate additional survey questions to look more deeply at specific issues. The addition of supplementary questions is typically done after a state participates in NCI for at least a year and establishes baseline results.

## Organization of the Child Family Survey

The Child Family Survey results are composed of the two parts described below. Additionally, at the end of the survey, respondents may write open-ended comments concerning their family's participation in the service system.

### **Information about the Family Member**

The survey instrument begins with a series of questions relating to characteristics of the child with a DD (e.g., age, race, type of disability) followed by a series of demographic questions pertaining to the survey respondent (e.g., age, health status, relationship to the child with the DD). A brief section of the survey asks the respondent to identify the services and supports that they and/or their child with a DD receive.

### **Questions about Services and Supports**

The survey contains six groups of questions that probe specific areas of quality service provision: information and planning; access and delivery of supports; choice, decision making and control; community connections; satisfaction; and family outcomes.



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Each question is constructed so the respondent selects from either five possible responses ("always," "usually," "sometimes," "seldom," or "never") or two responses ("yes" or "no"). Respondents also have the option to indicate that they don't know the answer to a question or that the question is not applicable.

## Presentation of Data

Direct feedback from families is an important means for states to gauge service and support satisfaction and to pinpoint areas for quality improvement. All results from the Child Family Survey are presented in this report. Information about the family member is presented in three sections that include demographics of the children, demographics of the respondents, and services and supports received. The Child Family Survey Results section is presented into six groups that correspond to the groups of questions asked in the Child Family Survey.

For each question, results are first shown in a graph with the CA Average and then in a table that shows a breakout of each regional center's percentage, the CA Average, as well as the NCI Average. The "N" column in the data table shows the size of the sample group from each regional center. All tables are formatted with regional centers listed in alphabetical order.

The CA Average represents the average of regional center averages; the NCI Average is the average of state averages (not including CA).

States were omitted from questions where fewer than 20 people responded.

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## Demographics

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## Child

*This section provides demographic information about the child receiving services.*

**Please Note: The NCI Average does not include California. The NCI Average should be used as a reference for how California compares to the national norm.**

**Table 1. Child's Age**

	Age	N
ACRC	10.7	390
CVRC	10.1	413
ELARC	11.0	370
FNRC	9.6	266
FDLRC	9.8	370
GGRC	10.2	377
HRC	10.0	377
IRC	10.5	402
KRC	10.8	333
NBRC	10.1	340
NLARC	10.0	380
RCEB	10.2	388
RCOC	10.1	391
RCRC	11.4	138
SARC	10.9	367
SDRC	10.1	433
SG/PRC	10.1	364
SCLARC	10.1	352
TCRC	10.2	367
VMRC	9.6	384
WRC	10.3	382
<b>CA Average</b>	<b>10.3</b>	<b>7,584</b>
<b>NCI Average</b>	<b>11.2</b>	<b>3,833</b>

**Table 2. Child's Gender**

	Male	Female	N
ACRC	69%	31%	391
CVRC	66%	34%	410
ELARC	68%	32%	367
FNRC	77%	23%	267
FDLRC	71%	29%	368
GGRC	66%	34%	380
HRC	72%	28%	373
IRC	69%	31%	397
KRC	72%	28%	330
NBRC	72%	28%	340
NLARC	77%	23%	382
RCEB	70%	30%	388
RCOC	68%	32%	390
RCRC	67%	33%	139
SARC	70%	30%	372
SDRC	69%	31%	432
SG/PRC	76%	24%	359
SCLARC	72%	28%	355
TCRC	70%	30%	376
VMRC	72%	28%	379
WRC	77%	23%	377
<b>CA Average</b>	<b>71%</b>	<b>29%</b>	<b>7,572</b>
<b>NCI Average</b>	<b>65%</b>	<b>35%</b>	<b>3824</b>

**Table 3. Child's Race\***

	American Indian/ Alaska Native	Asian	Black/ African American	Hawaiian/ Pacific Islander	White	Other/ Unknown	Two or More Races	Hispanic/ Latino
ACRC	3%	17%	10%	3%	51%	1%	10%	23%
CVRC	3%	10%	6%	1%	32%	2%	12%	47%
ELARC	2%	17%	2%	0%	11%	0%	11%	65%
FNRC	8%	4%	1%	2%	79%	1%	11%	17%
FDLRC	2%	18%	6%	1%	30%	2%	9%	43%
GGRC	2%	28%	5%	2%	35%	1%	12%	32%
HRC	2%	20%	4%	1%	31%	1%	18%	38%
IRC	1%	5%	10%	1%	38%	4%	21%	52%
KRC	3%	3%	3%	1%	40%	2%	9%	50%
NBRC	4%	8%	7%	1%	52%	1%	10%	36%
NLARC	0%	11%	5%	1%	32%	2%	11%	45%
RCEB	1%	25%	13%	0%	38%	2%	7%	27%
RCOC	1%	20%	2%	1%	38%	2%	13%	32%
RCRC	9%	4%	4%	1%	67%	1%	15%	15%
SARC	2%	22%	2%	2%	37%	1%	11%	39%
SDRC	0%	12%	4%	1%	37%	0%	13%	39%
SG/PRC	0%	16%	6%	1%	16%	0%	16%	52%
SCLARC	1%	1%	16%	0%	2%	1%	4%	79%
TCRC	3%	5%	2%	1%	47%	1%	14%	48%
VMRC	2%	12%	9%	2%	36%	3%	11%	41%
WRC	3%	8%	19%	1%	38%	2%	11%	36%
<b>CA Average</b>	<b>2%</b>	<b>13%</b>	<b>7%</b>	<b>1%</b>	<b>37%</b>	<b>1%</b>	<b>12%</b>	<b>41%</b>
<b>NCI Average</b>	<b>2%</b>	<b>3%</b>	<b>16%</b>	<b>0%</b>	<b>66%</b>	<b>1%</b>	<b>8%</b>	<b>12%</b>

\*Categories are not mutually exclusive, and therefore some results may add up to more than 100%.

Note: 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.

**Table 4. Child's Type of CA Qualifying Disability\***

	Autism Spectrum Disorder	Cerebral Palsy	Intellectual Disability	Seizure Disorder/ Neurological Problem
ACRC	60%	13%	38%	17%
CVRC	56%	10%	40%	15%
ELARC	65%	6%	33%	12%
FNRC	65%	11%	33%	17%
FDLRC	72%	7%	28%	10%
GGRC	50%	20%	38%	17%
HRC	67%	9%	37%	15%
IRC	56%	21%	53%	22%
KRC	43%	5%	48%	7%
NBRC	56%	14%	37%	16%
NLARC	68%	11%	31%	12%
RCEB	62%	15%	34%	19%
RCOC	62%	12%	35%	17%
RCRC	50%	10%	47%	19%
SARC	54%	11%	33%	13%
SDRC	67%	13%	34%	13%
SG/PRC	71%	11%	27%	14%
SCLARC	60%	8%	39%	9%
TCRC	57%	13%	34%	13%
VMRC	61%	13%	34%	15%
WRC	68%	9%	24%	13%
<b>CA Average</b>	<b>61%</b>	<b>12%</b>	<b>36%</b>	<b>15%</b>
<b>NCI Average</b>	<b>46%</b>	<b>19%</b>	<b>45%</b>	<b>27%</b>

\*Individuals represented in Qualifying Conditions may have been diagnosed with more than one condition and may have been diagnosed with another disability (see Table 5: Other Disabilities).

**Table 5. Child's Type of Disability\***

	Brain Injury	Chemical Dependency	Down Syndrome	Limited or No Vision	Mental Illness/ Psychiatric Diagnosis	Prader-Willi Syndrome	Severe or Profound Hearing Loss	Other Disability	Don't Know	No Other Disability
ACRC	7%	1%	9%	8%	15%	0%	5%	17%	2%	2%
CVRC	4%	0%	13%	5%	16%	0%	4%	17%	4%	3%
ELARC	3%	0%	8%	5%	10%	1%	2%	12%	1%	1%
FNRC	5%	1%	7%	7%	18%	0%	4%	21%	4%	4%
FDLRC	2%	1%	8%	7%	11%	1%	2%	10%	2%	1%
GGRC	8%	2%	11%	8%	7%	1%	5%	22%	2%	1%
HRC	3%	1%	9%	7%	12%	1%	2%	12%	1%	1%
IRC	8%	1%	10%	9%	22%	1%	4%	39%	2%	23%
KRC	2%	0%	7%	4%	12%	0%	3%	9%	0%	5%
NBRC	4%	1%	9%	9%	11%	0%	5%	17%	5%	1%
NLARC	3%	1%	8%	5%	14%	0%	4%	11%	2%	0%
RCEB	6%	0%	7%	10%	8%	1%	3%	17%	2%	2%
RCOC	6%	0%	12%	8%	11%	0%	4%	15%	1%	1%
RCRC	6%	0%	6%	4%	30%	1%	4%	26%	1%	1%
SARC	6%	1%	13%	6%	11%	0%	2%	17%	2%	2%
SDRC	3%	0%	5%	4%	10%	0%	3%	10%	1%	1%
SG/PRC	4%	1%	8%	6%	13%	1%	2%	12%	2%	1%
SCLARC	5%	1%	12%	6%	9%	0%	2%	13%	3%	1%
TCRC	4%	0%	12%	6%	14%	1%	3%	15%	3%	1%
VMRC	5%	1%	8%	6%	13%	0%	3%	16%	3%	2%
WRC	4%	1%	10%	4%	12%	1%	3%	14%	2%	1%
<b>CA Average</b>	<b>5%</b>	<b>1%</b>	<b>9%</b>	<b>7%</b>	<b>13%</b>	<b>1%</b>	<b>3%</b>	<b>18%</b>	<b>2%</b>	<b>4%</b>
<b>NCI Average</b>	<b>9%</b>	<b>1%</b>	<b>10%</b>	<b>10%</b>	<b>20%</b>	<b>0%</b>	<b>6%</b>	<b>33%</b>	<b>3%</b>	<b>5%</b>

\*Individuals represented in Other Disabilities may have been diagnosed with more than one disability and may have been diagnosed with a Qualifying Condition (see Table 4).



**Table 6. Child's Primary Means of Expression**

	Spoken	Gestures or Body Language	Sign Language or Finger Spelling	Communication Aid or Device	Other	N
ACRC	63%	24%	2%	4%	6%	406
CVRC	52%	32%	5%	3%	8%	420
ELARC	71%	21%	1%	3%	4%	387
FNRC	72%	17%	3%	1%	6%	269
FDLRC	69%	20%	5%	3%	4%	374
GGRC	58%	25%	5%	6%	7%	377
HRC	65%	24%	5%	3%	3%	387
IRC	58%	28%	5%	3%	5%	402
KRC	61%	28%	4%	2%	5%	332
NBRC	65%	22%	3%	4%	6%	344
NLARC	73%	19%	3%	2%	3%	388
RCEB	64%	24%	3%	4%	6%	391
RCOC	59%	26%	3%	5%	6%	390
RCRC	74%	15%	5%	4%	2%	140
SARC	70%	19%	4%	2%	5%	375
SDRC	71%	22%	2%	3%	2%	426
SG/PRC	59%	26%	4%	5%	6%	377
SCLARC	63%	22%	5%	3%	7%	376
TCRC	67%	21%	3%	3%	5%	378
VMRC	63%	24%	3%	3%	6%	388
WRC	73%	17%	2%	3%	4%	387
<b>CA Average</b>	<b>65%</b>	<b>23%</b>	<b>4%</b>	<b>3%</b>	<b>5%</b>	<b>7,714</b>
<b>NCI Average</b>	<b>55%</b>	<b>30%</b>	<b>3%</b>	<b>5%</b>	<b>6%</b>	<b>3,774</b>

**Table 7. Child's Primary Language**

	English	Spanish	Other	N
ACRC	83%	11%	6%	401
CVRC	73%	22%	6%	427
ELARC	64%	31%	5%	396
FNRC	94%	5%	1%	268
FDLRC	60%	30%	9%	386
GGRC	75%	16%	8%	382
HRC	75%	20%	5%	392
IRC	71%	26%	3%	406
KRC	70%	29%	1%	332
NBRC	73%	25%	2%	353
NLARC	72%	24%	4%	399
RCEB	78%	14%	8%	387
RCOC	72%	21%	7%	397
RCRC	91%	8%	1%	140
SARC	69%	27%	4%	386
SDRC	76%	21%	3%	434
SG/PRC	72%	24%	5%	374
SCLARC	41%	58%	1%	392
TCRC	72%	26%	2%	391
VMRC	76%	16%	7%	391
WRC	81%	17%	3%	394
<b>CA Average</b>	<b>73%</b>	<b>22%</b>	<b>4%</b>	<b>7,828</b>
<b>NCI Average</b>	<b>92%</b>	<b>5%</b>	<b>3%</b>	<b>3,792</b>

**Table 8. Frequency of Medical Care Needed for Child**

State	Less Frequently Than Once a Month	At Least Once a Month, Less Than Once a Week	At Least Once a Week	N
ACRC	82%	13%	5%	394
CVRC	65%	26%	9%	407
ELARC	78%	16%	6%	360
FNRC	82%	14%	5%	266
FDLRC	73%	16%	11%	357
GGRC	73%	15%	12%	370
HRC	72%	17%	11%	368
IRC	66%	21%	13%	404
KRC	64%	32%	4%	332
NBRC	78%	12%	10%	331
NLARC	74%	14%	12%	363
RCEB	79%	13%	7%	365
RCOC	73%	17%	10%	378
RCRC	79%	19%	2%	135
SARC	77%	16%	7%	360
SDRC	77%	13%	10%	416
SG/PRC	74%	14%	13%	359
SCLARC	67%	17%	16%	354
TCRC	80%	12%	8%	359
VMRC	78%	17%	4%	367
WRC	81%	13%	7%	369
<b>CA Average</b>	<b>75%</b>	<b>17%</b>	<b>9%</b>	<b>7,414</b>
<b>NCI Average</b>	<b>62%</b>	<b>26%</b>	<b>13%</b>	<b>3,766</b>

**Table 9. Amount of Behavioral Support Needed for Child**

State	None	Some	Extensive	N
ACRC	42%	40%	19%	389
CVRC	37%	45%	18%	418
ELARC	37%	46%	17%	370
FNRC	35%	46%	18%	175
FDLRC	33%	45%	23%	356
GGRC	32%	45%	23%	155
HRC	30%	48%	22%	305
IRC	33%	49%	18%	156
KRC	32%	55%	13%	310
NBRC	37%	43%	20%	306
NLARC	34%	48%	18%	360
RCEB	42%	35%	23%	43
RCOC	28%	41%	31%	276
RCRC	33%	43%	24%	91
SARC	36%	45%	20%	363
SDRC	38%	41%	22%	429
SG/PRC	35%	42%	24%	325
SCLARC	35%	43%	22%	365
TCRC	39%	42%	19%	325
VMRC	38%	46%	16%	343
WRC	34%	48%	18%	365
<b>CA Average</b>	<b>35%</b>	<b>45%</b>	<b>20%</b>	<b>6,225</b>
<b>NCI Average</b>	<b>40%</b>	<b>38%</b>	<b>23%</b>	<b>3,626</b>

**Table 10. Amount of Help Needed for Child's Daily Activities**

State	None	Little	Moderate	Complete	N
ACRC	7%	25%	37%	31%	408
CVRC	5%	23%	35%	37%	428
ELARC	10%	23%	42%	26%	395
FNRC	6%	28%	42%	23%	271
FDLRC	8%	22%	34%	37%	388
GGRC	6%	17%	33%	43%	385
HRC	8%	15%	44%	33%	392
IRC	4%	15%	42%	39%	407
KRC	8%	27%	45%	21%	333
NBRC	8%	20%	43%	29%	357
NLARC	9%	25%	38%	28%	401
RCEB	10%	20%	36%	34%	392
RCOC	6%	17%	34%	43%	400
RCRC	15%	21%	44%	20%	140
SARC	6%	20%	41%	32%	388
SDRC	6%	21%	35%	37%	436
SG/PRC	7%	17%	39%	37%	381
SCLARC	6%	12%	36%	45%	393
TCRC	9%	24%	38%	29%	389
VMRC	6%	23%	39%	33%	393
WRC	10%	22%	40%	29%	395
<b>CA Average</b>	<b>8%</b>	<b>21%</b>	<b>39%</b>	<b>33%</b>	<b>7,872</b>
<b>NCI Average</b>	<b>7%</b>	<b>15%</b>	<b>36%</b>	<b>42%</b>	<b>3,844</b>

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## Respondents

*This section provides demographic information about the respondent.*

**Please Note: The NCI Average does not include California. The NCI Average should be used as a reference for how California compares to the national norm.**

**Table 11. Respondent's Age**

	Under 35	35-54	55-74	75 or Older	N
ACRC	17%	70%	13%	0%	409
CVRC	28%	63%	8%	0%	425
ELARC	20%	64%	16%	1%	399
FNRC	27%	61%	12%	1%	269
FDLRC	20%	69%	11%	0%	393
GGRC	16%	75%	10%	0%	387
HRC	19%	71%	10%	0%	400
IRC	28%	48%	24%	0%	407
KRC	32%	46%	21%	0%	333
NBRC	24%	69%	8%	0%	356
NLARC	20%	70%	8%	2%	398
RCEB	16%	78%	6%	0%	394
RCOC	18%	71%	11%	0%	401
RCRC	21%	60%	17%	1%	140
SARC	18%	71%	11%	1%	390
SDRC	21%	67%	12%	1%	436
SG/PRC	21%	67%	12%	0%	376
SCLARC	30%	62%	8%	0%	401
TCRC	18%	71%	10%	1%	389
VMRC	24%	61%	13%	2%	393
WRC	16%	69%	15%	1%	401
<b>CA Average</b>	<b>22%</b>	<b>66%</b>	<b>12%</b>	<b>0%</b>	<b>7,897</b>
<b>NCI Average</b>	<b>21%</b>	<b>65%</b>	<b>14%</b>	<b>1%</b>	<b>3,845</b>

**Table 12. Respondent's Health**

	Excellent	Good	Fair	Poor	N
ACRC	23%	59%	15%	3%	407
CVRC	21%	51%	23%	5%	426
ELARC	18%	55%	24%	2%	392
FNRC	26%	56%	15%	3%	270
FDLRC	17%	57%	21%	5%	391
GGRC	27%	48%	22%	3%	385
HRC	21%	55%	21%	4%	399
IRC	17%	57%	23%	3%	408
KRC	20%	55%	22%	3%	333
NBRC	23%	56%	17%	4%	359
NLARC	24%	52%	20%	5%	399
RCEB	23%	55%	19%	3%	394
RCOC	20%	62%	15%	3%	400
RCRC	30%	44%	24%	2%	140
SARC	23%	55%	19%	2%	390
SDRC	24%	56%	17%	3%	437
SG/PRC	19%	54%	24%	3%	380
SCLARC	14%	49%	32%	5%	402
TCRC	21%	58%	19%	2%	389
VMRC	17%	63%	18%	2%	393
WRC	30%	47%	21%	2%	400
<b>CA Average</b>	<b>22%</b>	<b>55%</b>	<b>21%</b>	<b>3%</b>	<b>7,894</b>
<b>NCI Average</b>	<b>23%</b>	<b>51%</b>	<b>22%</b>	<b>4%</b>	<b>3,850</b>



**Table 13. Respondent's Relationship to Child**

	Parent	Sibling	Grandparent	Other	N
ACRC	97%	0%	2%	1%	409
CVRC	92%	2%	4%	2%	429
ELARC	96%	0%	3%	1%	399
FNRC	94%	0%	4%	1%	271
FDLRC	99%	0%	1%	0%	393
GGRC	98%	0%	1%	1%	388
HRC	98%	0%	1%	1%	402
IRC	95%	1%	3%	1%	408
KRC	94%	1%	2%	2%	333
NBRC	96%	0%	3%	0%	357
NLARC	98%	0%	1%	1%	403
RCEB	97%	0%	2%	1%	392
RCOC	98%	0%	1%	0%	401
RCRC	95%	0%	4%	1%	140
SARC	97%	0%	3%	0%	392
SDRC	97%	0%	2%	1%	435
SG/PRC	97%	0%	2%	1%	381
SCLARC	97%	1%	2%	1%	400
TCRC	96%	0%	3%	1%	392
VMRC	93%	0%	5%	1%	395
WRC	97%	0%	2%	1%	400
<b>CA Average</b>	<b>96%</b>	<b>0%</b>	<b>2%</b>	<b>1%</b>	<b>7,920</b>
<b>NCI Average</b>	<b>92%</b>	<b>0%</b>	<b>5%</b>	<b>2%</b>	<b>3,862</b>

**Table 14. Respondent Is Child's Primary Caregiver**

	Yes	No	N
ACRC	98%	2%	404
CVRC	96%	4%	427
ELARC	99%	1%	398
FNRC	99%	1%	270
FDLRC	98%	2%	386
GGRC	98%	2%	386
HRC	97%	3%	396
IRC	98%	2%	406
KRC	99%	1%	332
NBRC	97%	3%	353
NLARC	98%	2%	396
RCEB	98%	2%	391
RCOC	98%	2%	398
RCRC	99%	1%	140
SARC	97%	3%	388
SDRC	97%	3%	433
SG/PRC	98%	2%	379
SCLARC	98%	2%	397
TCRC	97%	3%	387
VMRC	99%	1%	384
WRC	96%	4%	394
<b>CA Average</b>	<b>98%</b>	<b>2%</b>	<b>7,845</b>
<b>NCI Average</b>	<b>98%</b>	<b>2%</b>	<b>3,858</b>

**Table 15. Number of Adults in the Household**

	One	Two	Three	Four or More	N
ACRC	18%	64%	12%	6%	404
CVRC	16%	59%	14%	11%	425
ELARC	14%	55%	18%	12%	395
FNRC	16%	72%	6%	6%	272
FDLRC	21%	55%	11%	13%	391
GGRC	15%	64%	13%	9%	386
HRC	19%	61%	13%	7%	398
IRC	18%	57%	13%	12%	406
KRC	21%	60%	11%	7%	331
NBRC	11%	64%	15%	9%	352
NLARC	18%	54%	17%	11%	397
RCEB	17%	64%	13%	6%	390
RCOC	11%	67%	12%	9%	399
RCRC	27%	57%	11%	6%	139
SARC	14%	60%	16%	10%	389
SDRC	16%	62%	13%	10%	430
SG/PRC	15%	58%	13%	14%	378
SCLARC	20%	51%	16%	13%	402
TCRC	12%	66%	13%	9%	387
VMRC	14%	62%	16%	8%	391
WRC	26%	58%	11%	6%	398
<b>CA Average</b>	<b>17%</b>	<b>61%</b>	<b>13%</b>	<b>9%</b>	<b>7,860</b>
<b>NCI Average</b>	<b>25%</b>	<b>63%</b>	<b>9%</b>	<b>3%</b>	<b>3,853</b>

**Table 16. Respondent's Highest Level of Education**

	No High School Diploma or GED	High School Diploma or GED	Vocational School	Some College	College Degree	N
ACRC	12%	14%	3%	25%	46%	394
CVRC	26%	17%	5%	22%	30%	416
ELARC	30%	17%	4%	18%	31%	373
FNRC	7%	20%	5%	35%	33%	270
FDLRC	27%	15%	8%	14%	37%	372
GGRC	17%	15%	4%	14%	50%	378
HRC	18%	15%	5%	22%	41%	389
IRC	22%	22%	8%	22%	27%	407
KRC	25%	28%	9%	18%	19%	332
NBRC	20%	15%	5%	21%	39%	332
NLARC	20%	17%	6%	20%	37%	383
RCEB	13%	13%	3%	20%	51%	385
RCOC	19%	11%	5%	17%	48%	392
RCRC	12%	22%	1%	31%	33%	137
SARC	18%	11%	4%	21%	47%	370
SDRC	15%	12%	6%	19%	48%	424
SG/PRC	24%	13%	5%	19%	39%	362
SCLARC	43%	20%	9%	17%	11%	367
TCRC	17%	9%	9%	21%	44%	374
VMRC	20%	17%	7%	26%	31%	387
WRC	16%	13%	3%	17%	51%	384
<b>CA Average</b>	<b>20%</b>	<b>16%</b>	<b>5%</b>	<b>21%</b>	<b>38%</b>	<b>7,628</b>
<b>NCI Average</b>	<b>10%</b>	<b>19%</b>	<b>4%</b>	<b>23%</b>	<b>44%</b>	<b>3,804</b>

**Table 17. Total Taxable Family Income of Wage Earners in the Household in the Past Year**

	Below \$15,000	\$15,001 - \$25,000	\$25,001 - \$50,000	\$50,001 - \$75,000	Over \$75,000	N
ACRC	18%	14%	26%	15%	28%	382
CVRC	33%	22%	18%	12%	14%	394
ELARC	25%	23%	23%	10%	18%	371
FNRC	25%	19%	27%	16%	13%	251
FDLRC	32%	24%	18%	9%	18%	361
GGRC	13%	18%	22%	12%	36%	362
HRC	18%	16%	21%	12%	33%	359
IRC	20%	23%	28%	16%	13%	405
KRC	25%	24%	26%	13%	12%	328
NBRC	12%	18%	28%	17%	25%	327
NLARC	25%	21%	19%	12%	23%	369
RCEB	15%	15%	20%	12%	39%	370
RCOC	14%	17%	22%	13%	34%	375
RCRC	35%	21%	22%	15%	7%	130
SARC	15%	15%	21%	14%	36%	362
SDRC	16%	17%	25%	14%	27%	415
SG/PRC	18%	22%	22%	16%	23%	352
SCLARC	43%	27%	22%	6%	2%	365
TCRC	12%	16%	25%	17%	30%	352
VMRC	24%	21%	24%	15%	16%	360
WRC	24%	19%	14%	11%	32%	362
<b>CA Average</b>	<b>22%</b>	<b>20%</b>	<b>22%</b>	<b>13%</b>	<b>23%</b>	<b>7,352</b>
<b>NCI Average</b>	<b>24%</b>	<b>17%</b>	<b>22%</b>	<b>15%</b>	<b>22%</b>	<b>3,620</b>

**Table 18. Out-of-Pocket Expenses for Child in the Past Year**

	Nothing	\$1 - \$100	\$101 - \$1,000	\$1,001 - \$10,000	Over \$10,000	N
ACRC	21%	13%	36%	27%	4%	383
CVRC	30%	21%	28%	18%	3%	405
ELARC	31%	14%	29%	22%	5%	374
FNRC	26%	10%	30%	32%	2%	262
FDLRC	29%	11%	28%	23%	8%	371
GGRC	19%	8%	23%	34%	16%	374
HRC	21%	9%	28%	34%	9%	378
IRC	29%	13%	34%	22%	2%	404
KRC	27%	18%	32%	19%	4%	330
NBRC	23%	13%	30%	30%	4%	336
NLARC	26%	10%	32%	27%	5%	376
RCEB	19%	7%	31%	36%	8%	380
RCOC	20%	11%	27%	32%	10%	386
RCRC	24%	17%	28%	28%	3%	132
SARC	18%	10%	25%	38%	9%	375
SDRC	18%	11%	32%	30%	8%	423
SG/PRC	26%	11%	32%	27%	5%	360
SCLARC	46%	13%	30%	9%	2%	371
TCRC	23%	9%	30%	32%	6%	373
VMRC	30%	17%	29%	22%	2%	378
WRC	21%	10%	27%	25%	17%	387
<b>CA Average</b>	<b>25%</b>	<b>12%</b>	<b>30%</b>	<b>27%</b>	<b>6%</b>	<b>7,558</b>
<b>NCI Average</b>	<b>25%</b>	<b>11%</b>	<b>29%</b>	<b>30%</b>	<b>5%</b>	<b>3,782</b>

## Services and Supports Received

*This section provides information about the services and supports received by the family from the regional center (social security benefits being the exception).*

**Table 19. Services and Supports Received From the Regional Center**

	Financial Support	In-Home Support	Out-of-Home Respite Care	Early Intervention	Transportation	Other Services or Supports	Social Security Benefits
ACRC	9%	53%	29%	14%	22%	53%	42%
CVRC	14%	33%	24%	19%	23%	42%	54%
ELARC	5%	48%	26%	17%	24%	59%	48%
FNRC	11%	55%	33%	19%	18%	51%	44%
FDLRC	9%	42%	20%	19%	18%	54%	52%
GGRC	15%	59%	44%	17%	30%	49%	26%
HRC	3%	49%	22%	17%	23%	39%	37%
IRC	6%	60%	24%	15%	21%	44%	47%
KRC	8%	25%	17%	15%	27%	45%	55%
NBRC	13%	51%	28%	21%	27%	49%	31%
NLARC	5%	55%	20%	16%	17%	41%	40%
RCEB	20%	47%	32%	16%	28%	46%	30%
RCOC	8%	56%	27%	20%	24%	53%	36%
RCRC	14%	63%	25%	11%	15%	60%	58%
SARC	14%	56%	43%	11%	27%	47%	30%
SDRC	4%	60%	27%	20%	16%	47%	35%
SG/PRC	8%	54%	21%	24%	26%	53%	41%
SCLARC	8%	38%	20%	16%	26%	33%	67%
TCRC	12%	65%	35%	21%	22%	55%	36%
VMRC	9%	39%	27%	19%	25%	40%	46%
WRC	10%	55%	37%	16%	19%	55%	40%
<b>CA Average</b>	<b>10%</b>	<b>51%</b>	<b>28%</b>	<b>17%</b>	<b>23%</b>	<b>48%</b>	<b>44%</b>
<b>NCI Average</b>	<b>21%</b>	<b>62%</b>	<b>31%</b>	<b>18%</b>	<b>21%</b>	<b>65%</b>	<b>44%</b>

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## Child Family Survey Results



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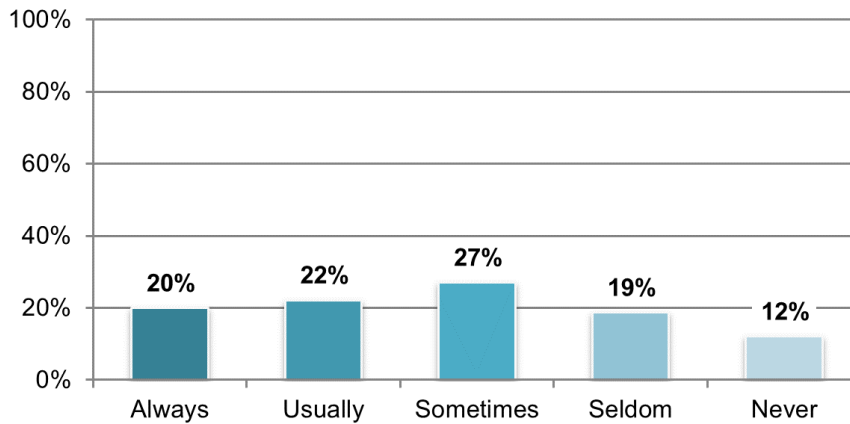
## Information and Planning

*Families and family members with disabilities have the information and support necessary to plan for their services and supports.*

### **Please Note:**

**The NCI Average does not include California. The NCI Average should be used as a reference for how California compares to the national norm.**

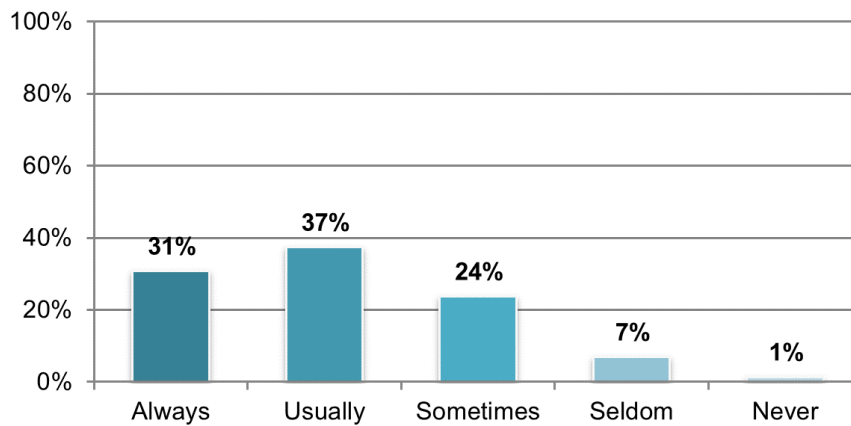
### Receives Information About Available Services and Supports



**Table Q1. Do you receive information about the services and supports that are available to your child and family?**

	Always	Usually	Sometimes	Seldom	Never	N
ACRC	21%	26%	26%	19%	10%	394
CVRC	24%	17%	26%	18%	15%	403
ELARC	24%	22%	28%	18%	9%	385
FNRC	28%	20%	24%	20%	8%	263
FDLRC	17%	23%	28%	20%	12%	374
GGRC	17%	24%	29%	19%	11%	371
HRC	18%	20%	24%	24%	14%	386
IRC	22%	21%	27%	17%	13%	391
KRC	20%	26%	28%	15%	11%	316
NBRC	16%	19%	27%	21%	18%	345
NLARC	18%	26%	21%	22%	13%	388
RCEB	14%	19%	30%	21%	16%	380
RCOC	21%	27%	26%	18%	8%	387
RCRC	23%	26%	26%	18%	8%	137
SARC	16%	21%	31%	19%	13%	376
SDRC	19%	20%	33%	19%	8%	429
SG/PRC	20%	26%	31%	16%	8%	367
SCLARC	14%	15%	25%	20%	26%	367
TCRC	21%	23%	26%	18%	13%	383
VMRC	24%	25%	27%	14%	10%	382
WRC	23%	22%	27%	19%	8%	388
<b>CA Average</b>	<b>20%</b>	<b>22%</b>	<b>27%</b>	<b>19%</b>	<b>12%</b>	<b>7,612</b>
<b>NCI Average</b>	<b>24%</b>	<b>27%</b>	<b>26%</b>	<b>14%</b>	<b>9%</b>	<b>3,777</b>

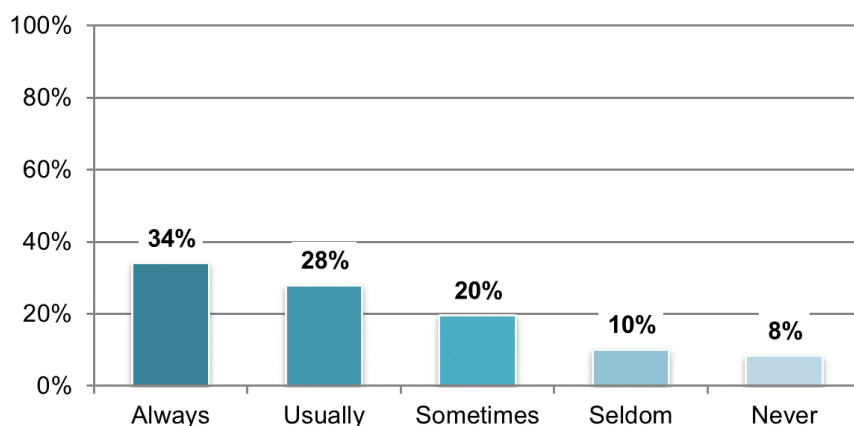
### Information About Services and Supports Is Easy to Understand



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

	Always	Usually	Sometimes	Seldom	Never	N
ACRC	33%	42%	21%	4%	0%	346
CVRC	34%	38%	22%	4%	1%	337
ELARC	32%	33%	26%	6%	3%	341
FNRC	36%	43%	15%	5%	0%	237
FDLRC	30%	38%	23%	7%	2%	330
GGRC	23%	35%	31%	10%	1%	331
HRC	31%	37%	25%	6%	1%	327
IRC	27%	32%	27%	11%	2%	342
KRC	26%	31%	27%	14%	2%	281
NBRC	23%	43%	26%	8%	1%	282
NLARC	37%	34%	21%	6%	2%	338
RCEB	27%	37%	28%	6%	2%	309
RCOC	31%	39%	24%	5%	1%	346
RCRC	33%	40%	18%	8%	1%	126
SARC	25%	41%	25%	8%	1%	327
SDRC	28%	41%	24%	6%	1%	382
SG/PRC	33%	41%	21%	4%	1%	329
SCLARC	33%	30%	24%	8%	4%	282
TCRC	31%	35%	24%	9%	1%	324
VMRC	37%	36%	22%	4%	1%	336
WRC	33%	36%	24%	7%	0%	343
<b>CA Average</b>	<b>31%</b>	<b>37%</b>	<b>24%</b>	<b>7%</b>	<b>1%</b>	<b>6,596</b>
<b>NCI Average</b>	<b>30%</b>	<b>40%</b>	<b>23%</b>	<b>6%</b>	<b>1%</b>	<b>3,408</b>

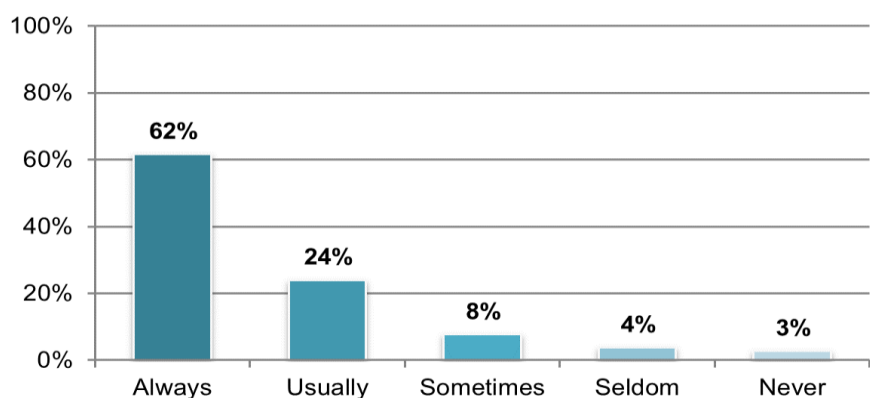
### Information About Services and Supports Comes from Service Coordinator



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

	Always	Usually	Sometimes	Seldom	Never	N
ACRC	42%	30%	16%	7%	5%	364
CVRC	36%	28%	14%	11%	11%	364
ELARC	39%	25%	19%	12%	6%	368
FNRC	41%	26%	18%	10%	5%	233
FDLRC	36%	26%	19%	10%	9%	350
GGRC	33%	27%	25%	9%	5%	323
HRC	35%	27%	21%	9%	9%	340
IRC	31%	27%	21%	10%	11%	370
KRC	30%	27%	19%	12%	13%	312
NBRC	34%	30%	18%	9%	9%	298
NLARC	35%	26%	21%	9%	10%	347
RCEB	30%	26%	23%	12%	8%	342
RCOC	33%	33%	20%	9%	5%	348
RCRC	34%	31%	18%	14%	4%	130
SARC	31%	29%	20%	11%	9%	331
SDRC	29%	32%	19%	11%	8%	391
SG/PRC	33%	29%	20%	10%	8%	347
SCLARC	26%	24%	17%	13%	21%	335
TCRC	30%	26%	25%	12%	8%	338
VMRC	38%	34%	15%	7%	5%	330
WRC	39%	25%	20%	7%	8%	358
<b>CA Average</b>	<b>34%</b>	<b>28%</b>	<b>20%</b>	<b>10%</b>	<b>8%</b>	<b>6,919</b>
<b>NCI Average</b>	<b>34%</b>	<b>30%</b>	<b>21%</b>	<b>8%</b>	<b>7%</b>	<b>3,448</b>

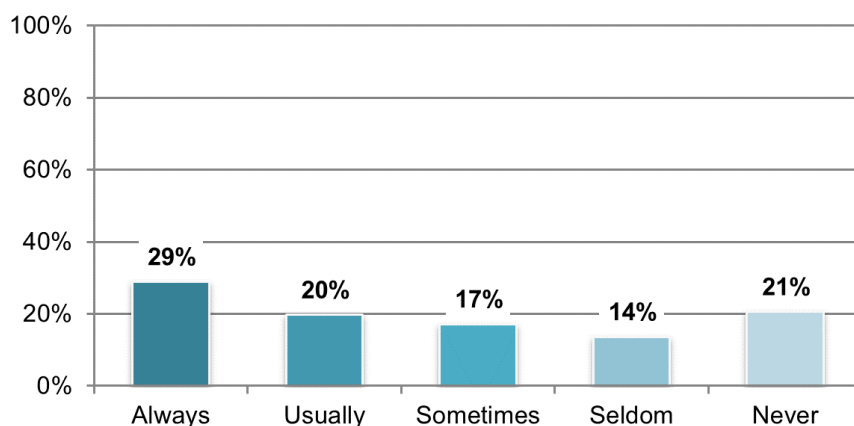
### Service Coordinator Respects Family's Choices and Opinions



**Table Q4. Does the service coordinator respect your family's choices and opinions?**

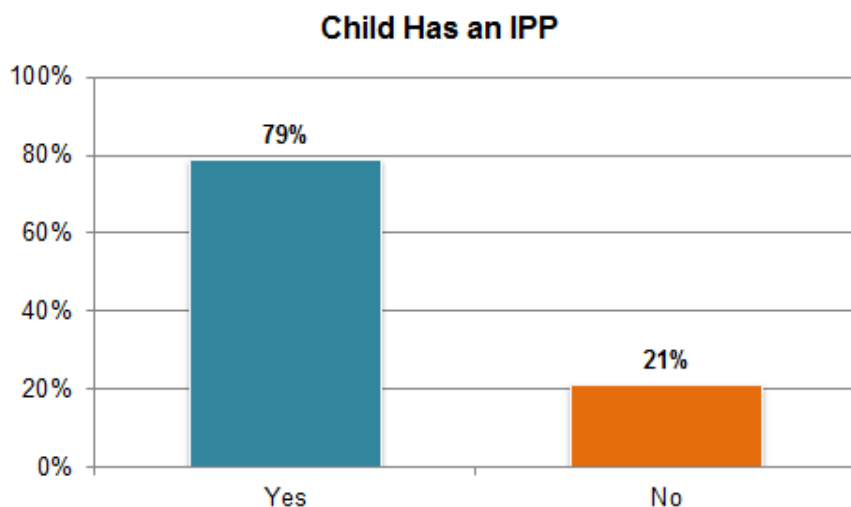
	Always	Usually	Sometimes	Seldom	Never	N
ACRC	66%	25%	5%	2%	1%	377
CVRC	65%	22%	7%	3%	3%	387
ELARC	64%	23%	8%	4%	1%	370
FNRC	76%	18%	3%	2%	2%	245
FDLRC	59%	26%	9%	4%	2%	358
GGRC	64%	28%	6%	2%	1%	346
HRC	56%	24%	10%	5%	5%	360
IRC	49%	25%	12%	8%	5%	379
KRC	34%	26%	19%	11%	10%	309
NBRC	61%	26%	7%	4%	2%	306
NLARC	65%	23%	7%	3%	2%	363
RCEB	56%	29%	8%	4%	4%	360
RCOC	64%	25%	7%	2%	1%	374
RCRC	67%	20%	6%	6%	2%	126
SARC	57%	29%	8%	3%	2%	343
SDRC	66%	23%	6%	3%	2%	404
SG/PRC	67%	20%	8%	3%	2%	356
SCLARC	50%	26%	9%	7%	8%	327
TCRC	63%	25%	8%	2%	2%	351
VMRC	71%	23%	3%	1%	2%	361
WRC	73%	20%	5%	2%	1%	371
<b>CA Average</b>	<b>62%</b>	<b>24%</b>	<b>8%</b>	<b>4%</b>	<b>3%</b>	<b>7,173</b>
<b>NCI Average</b>	<b>70%</b>	<b>22%</b>	<b>5%</b>	<b>2%</b>	<b>2%</b>	<b>3,536</b>

### Service Coordinator Tells Family About Other Eligible Public Services



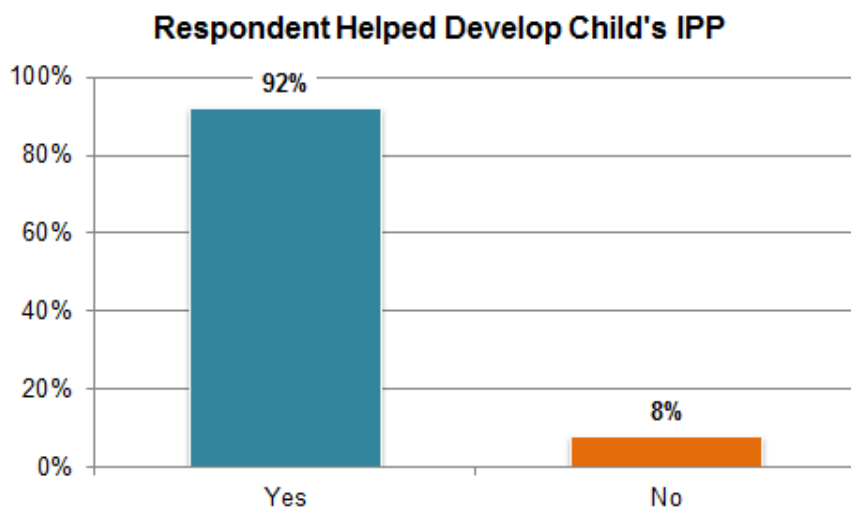
**Table Q5. Does your service coordinator tell you about other public services that you are eligible for (e.g., food stamps, Early Period Screening Diagnosis and Treatment [EPSDT], Supplemental Security Income [SSI], housing subsidies, etc.)?**

	Always	Usually	Sometimes	Seldom	Never	N
ACRC	31%	20%	21%	13%	15%	371
CVRC	32%	21%	14%	12%	21%	389
ELARC	31%	18%	16%	15%	20%	375
FNRC	35%	21%	15%	11%	18%	242
FDLRC	27%	19%	18%	17%	20%	348
GGRC	26%	21%	18%	13%	21%	349
HRC	28%	16%	21%	12%	23%	368
IRC	31%	23%	17%	13%	16%	376
KRC	30%	24%	23%	10%	12%	307
NBRC	21%	19%	17%	18%	26%	315
NLARC	30%	18%	13%	14%	26%	361
RCEB	23%	18%	16%	16%	28%	351
RCOC	26%	28%	18%	13%	15%	372
RCRC	32%	18%	17%	12%	20%	127
SARC	24%	19%	19%	14%	23%	348
SDRC	29%	18%	18%	16%	19%	386
SG/PRC	28%	19%	17%	14%	22%	336
SCLARC	25%	14%	14%	16%	31%	356
TCRC	27%	17%	18%	17%	21%	349
VMRC	37%	20%	15%	11%	18%	355
WRC	34%	22%	17%	12%	16%	362
<b>CA Average</b>	<b>29%</b>	<b>20%</b>	<b>17%</b>	<b>14%</b>	<b>21%</b>	<b>7143</b>
<b>NCI Average</b>	<b>32%</b>	<b>21%</b>	<b>17%</b>	<b>11%</b>	<b>19%</b>	<b>3455</b>



**Table Q6. Does your child have an IPP?**

	Yes	No	N
ACRC	87%	13%	358
CVRC	84%	16%	361
ELARC	82%	18%	344
FNRC	93%	7%	245
FDLRC	73%	27%	319
GGRC	79%	21%	328
HRC	72%	28%	316
IRC	73%	27%	313
KRC	52%	48%	255
NBRC	84%	16%	277
NLARC	80%	20%	351
RCEB	83%	17%	343
RCOC	81%	19%	324
RCRC	91%	9%	129
SARC	80%	20%	332
SDRC	90%	10%	394
SG/PRC	82%	18%	306
SCLARC	55%	45%	298
TCRC	87%	13%	339
VMRC	80%	20%	307
WRC	79%	21%	322
<b>CA Average</b>	<b>79%</b>	<b>21%</b>	<b>6,561</b>
<b>NCI Average</b>	<b>85%</b>	<b>15%</b>	<b>3,201</b>

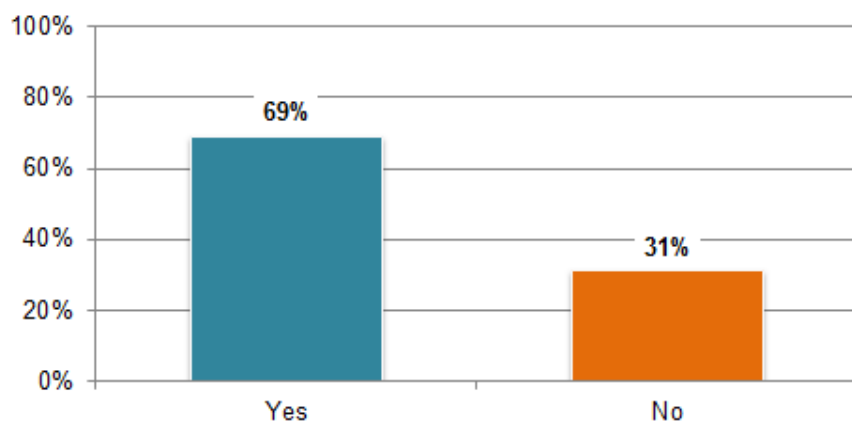


**Table Q7. Did you help develop the IPP?**

	Yes	No	N
ACRC	94%	6%	286
CVRC	93%	7%	282
ELARC	91%	9%	257
FNRC	96%	4%	209
FDLRC	91%	9%	208
GGRC	91%	9%	234
HRC	85%	15%	213
IRC	92%	8%	215
KRC	92%	8%	133
NBRC	92%	8%	212
NLARC	92%	8%	260
RCEB	93%	7%	268
RCOC	91%	9%	240
RCRC	96%	4%	112
SARC	91%	9%	244
SDRC	95%	5%	341
SG/PRC	95%	5%	242
SCLARC	85%	15%	138
TCRC	95%	5%	283
VMRC	90%	10%	227
WRC	93%	7%	239
<b>CA Average</b>	<b>92%</b>	<b>8%</b>	<b>4,843</b>
<b>NCI Average</b>	<b>96%</b>	<b>4%</b>	<b>2,611</b>



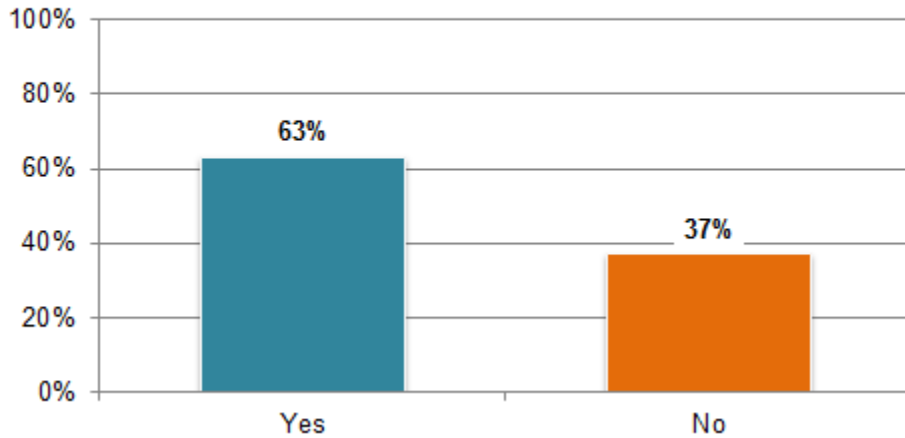
### IPP Includes All the Services and Supports the Family Wants



**Table Q8. Does the IPP include all the services and supports your family wants?**

	Yes	No	N
ACRC	67%	33%	259
CVRC	80%	20%	249
ELARC	63%	37%	251
FNRC	71%	29%	189
FDLRC	62%	38%	197
GGRC	64%	36%	216
HRC	59%	41%	198
IRC	79%	21%	205
KRC	88%	12%	121
NBRC	67%	33%	190
NLARC	69%	31%	236
RCEB	63%	37%	235
RCOC	74%	26%	216
RCRC	67%	33%	102
SARC	67%	33%	212
SDRC	69%	31%	302
SG/PRC	74%	26%	211
SCLARC	51%	49%	134
TCRC	69%	31%	243
VMRC	74%	26%	211
WRC	70%	30%	215
<b>CA Average</b>	<b>69%</b>	<b>31%</b>	<b>4,392</b>
<b>NCI Average</b>	<b>77%</b>	<b>23%</b>	<b>2,447</b>

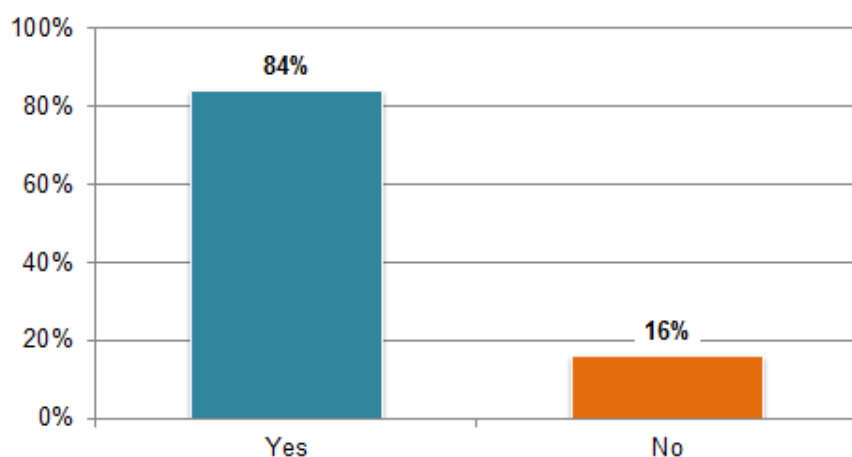
### IPP Includes All the Services and Supports the Family Needs



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

	Yes	No	N
ACRC	65%	35%	251
CVRC	73%	27%	242
ELARC	61%	39%	243
FNRC	63%	37%	187
FDLRC	57%	43%	189
GGRC	54%	46%	206
HRC	50%	50%	202
IRC	73%	27%	193
KRC	80%	20%	112
NBRC	60%	40%	186
NLARC	65%	35%	236
RCEB	55%	45%	229
RCOC	67%	33%	217
RCRC	61%	39%	105
SARC	63%	37%	205
SDRC	60%	40%	294
SG/PRC	67%	33%	211
SCLARC	47%	53%	130
TCRC	62%	38%	232
VMRC	72%	29%	200
WRC	62%	38%	202
<b>CA Average</b>	<b>63%</b>	<b>37%</b>	<b>4,272</b>
<b>NCI Average</b>	<b>71%</b>	<b>29%</b>	<b>2,412</b>

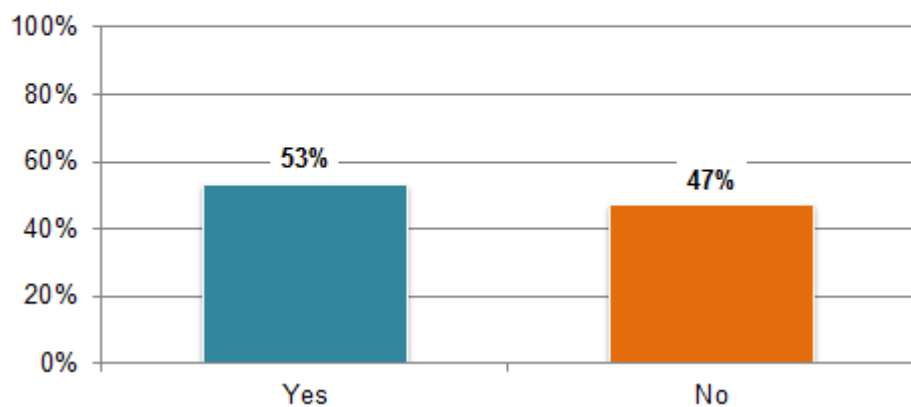
### Family Receives All Services Listed in the IPP



**Table Q10. Does your family receive all of the services listed in the IPP?**

	Yes	No	N
ACRC	87%	13%	262
CVRC	88%	12%	254
ELARC	80%	20%	246
FNRC	90%	10%	194
FDLRC	77%	23%	183
GGRC	86%	14%	216
HRC	75%	25%	189
IRC	86%	14%	192
KRC	83%	17%	109
NBRC	86%	14%	168
NLARC	84%	16%	235
RCEB	83%	17%	245
RCOC	87%	13%	216
RCRC	80%	20%	102
SARC	86%	14%	220
SDRC	85%	15%	305
SG/PRC	87%	13%	209
SCLARC	65%	35%	110
TCRC	87%	13%	252
VMRC	92%	8%	217
WRC	83%	17%	212
<b>CA Average</b>	<b>84%</b>	<b>16%</b>	<b>4,336</b>
<b>NCI Average</b>	<b>83%</b>	<b>17%</b>	<b>2,431</b>

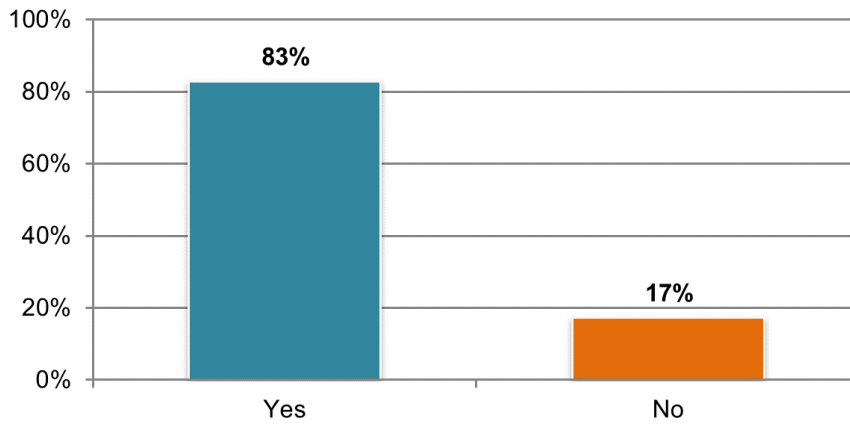
### Respondent Discussed How to Handle Emergencies Related to Child at Last IPP Meeting



**Table Q11. Did you discuss how to handle emergencies related to your child at the last IPP meeting?**

	Yes	No	N
ACRC	60%	40%	263
CVRC	54%	46%	247
ELARC	58%	42%	234
FNRC	74%	26%	202
FDLRC	44%	56%	185
GGRC	44%	56%	215
HRC	44%	56%	198
IRC	74%	26%	196
KRC	76%	24%	106
NBRC	44%	56%	172
NLARC	51%	49%	230
RCEB	38%	62%	238
RCOC	69%	31%	219
RCRC	45%	55%	92
SARC	46%	54%	213
SDRC	50%	50%	296
SG/PRC	50%	50%	201
SCLARC	45%	55%	135
TCRC	46%	54%	230
VMRC	56%	44%	207
WRC	54%	46%	220
<b>CA Average</b>	<b>53%</b>	<b>47%</b>	<b>4,299</b>
<b>NCI Average</b>	<b>69%</b>	<b>31%</b>	<b>2,419</b>

### Respondents Received Information About Family's Rights



**Table Q12. Have you received information about your family's rights?**

	Yes	No	N
ACRC	92%	8%	346
CVRC	89%	11%	351
ELARC	83%	17%	336
FNRC	96%	4%	240
FDLRC	68%	32%	304
GGRC	81%	19%	297
HRC	76%	24%	304
IRC	83%	17%	291
KRC	72%	28%	218
NBRC	85%	15%	266
NLARC	80%	20%	327
RCEB	79%	21%	322
RCOC	85%	15%	324
RCRC	95%	5%	125
SARC	82%	18%	301
SDRC	86%	14%	374
SG/PRC	88%	12%	310
SCLARC	52%	48%	299
TCRC	88%	13%	304
VMRC	91%	9%	324
WRC	88%	12%	306
<b>CA Average</b>	<b>83%</b>	<b>17%</b>	<b>6,269</b>
<b>NCI Average</b>	<b>90%</b>	<b>10%</b>	<b>3,186</b>

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## Access and Delivery of Services and Supports

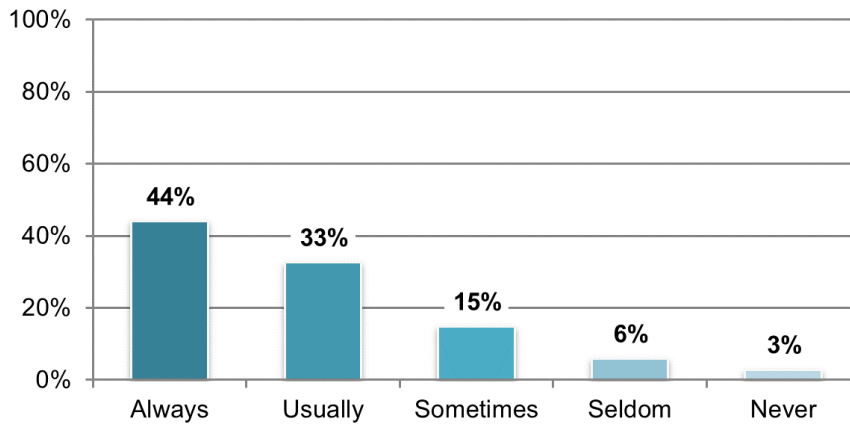
*Families and children with disabilities get the services and supports they need.*

### **Please Note:**

**The NCI Average does not include California. The NCI Average should be used as a reference for how California compares to the national norm.**

**State outcomes denoted with an n/a means there were too few cases to report (less than 20 responses).**

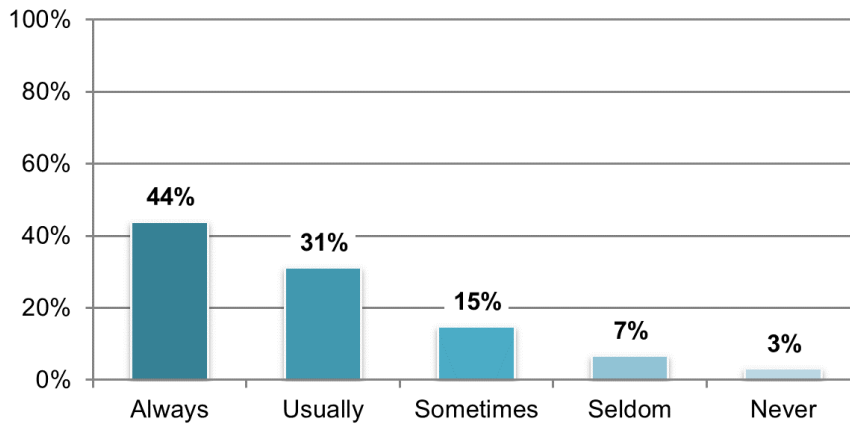
### Respondent Is Able to Contact Support Workers When Needed



**Table Q13. Are you able to contact your support workers when you need to?**

	Always	Usually	Sometimes	Seldom	Never	N
ACRC	48%	35%	13%	3%	2%	375
CVRC	44%	33%	17%	3%	2%	402
ELARC	43%	34%	17%	4%	2%	376
FNRC	48%	36%	10%	5%	1%	255
FDLRC	40%	34%	16%	8%	2%	363
GGRC	48%	36%	11%	3%	1%	349
HRC	38%	34%	15%	9%	3%	368
IRC	42%	32%	13%	9%	4%	379
KRC	37%	26%	20%	7%	10%	308
NBRC	41%	33%	18%	6%	2%	326
NLARC	49%	30%	14%	6%	2%	378
RCEB	42%	30%	18%	7%	4%	340
RCOC	45%	36%	13%	4%	2%	384
RCRC	45%	33%	15%	5%	2%	130
SARC	41%	35%	17%	5%	2%	360
SDRC	47%	34%	12%	4%	3%	417
SG/PRC	45%	35%	13%	6%	1%	358
SCLARC	31%	22%	22%	16%	9%	372
TCRC	47%	29%	17%	6%	1%	371
VMRC	48%	33%	12%	5%	2%	356
WRC	53%	33%	10%	3%	2%	364
<b>CA Average</b>	<b>44%</b>	<b>33%</b>	<b>15%</b>	<b>6%</b>	<b>3%</b>	<b>7,331</b>
<b>NCI Average</b>	<b>54%</b>	<b>31%</b>	<b>9%</b>	<b>3%</b>	<b>2%</b>	<b>3,532</b>

### Respondent Is Able to Contact Service Coordinator When Needed

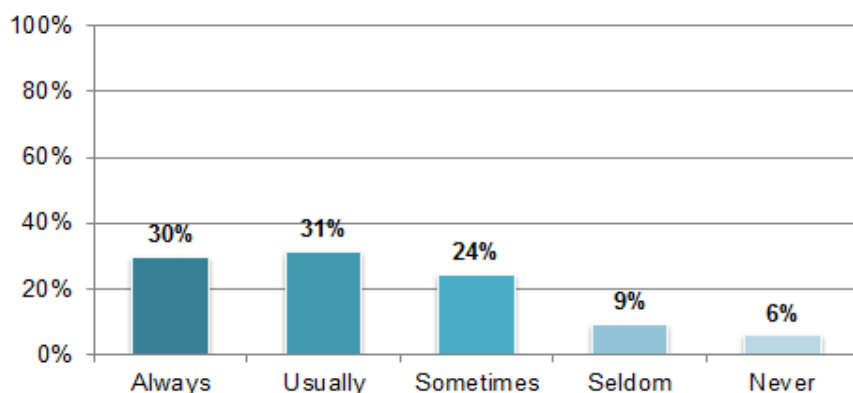


**Table Q14. Are you able to contact your service coordinator when you need to?**

	Always	Usually	Sometimes	Seldom	Never	N
ACRC	49%	35%	10%	4%	2%	400
CVRC	43%	33%	19%	4%	2%	411
ELARC	43%	31%	15%	8%	3%	388
FNRC	49%	35%	9%	5%	2%	263
FDLRC	39%	34%	17%	8%	2%	374
GGRC	48%	34%	12%	4%	2%	360
HRC	39%	32%	18%	8%	4%	377
IRC	39%	34%	15%	9%	3%	373
KRC	36%	27%	20%	8%	9%	311
NBRC	42%	31%	18%	8%	2%	341
NLARC	48%	29%	14%	7%	3%	382
RCEB	47%	28%	14%	6%	4%	385
RCOC	48%	32%	14%	4%	2%	392
RCRC	40%	32%	20%	7%	2%	131
SARC	40%	35%	16%	6%	3%	371
SDRC	50%	32%	11%	4%	3%	424
SG/PRC	47%	33%	11%	7%	3%	369
SCLARC	29%	22%	19%	20%	11%	374
TCRC	45%	28%	18%	8%	1%	378
VMRC	47%	34%	12%	4%	2%	378
WRC	55%	26%	14%	3%	2%	390
<b>CA Average</b>	<b>44%</b>	<b>31%</b>	<b>15%</b>	<b>7%</b>	<b>3%</b>	<b>7,572</b>
<b>NCI Average</b>	<b>53%</b>	<b>30%</b>	<b>12%</b>	<b>3%</b>	<b>2%</b>	<b>3,622</b>



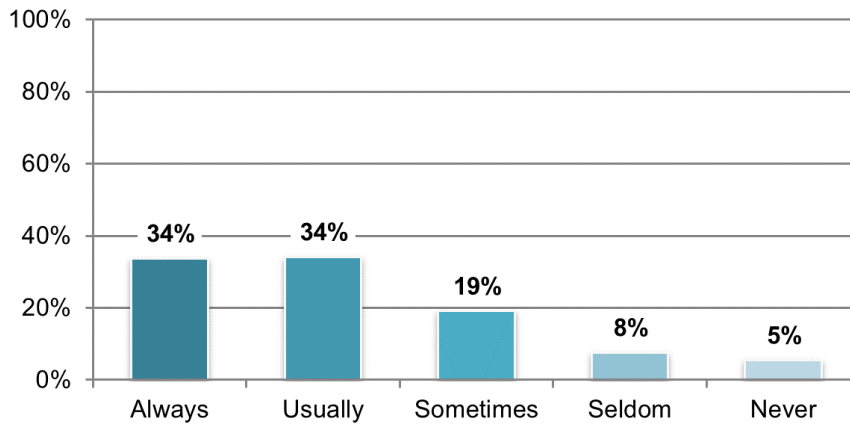
### Services and Supports Are Available at Times They Are Needed



**Table Q15. Are services and supports available when you need them?**

	Always	Usually	Sometimes	Seldom	Never	N
ACRC	32%	33%	23%	8%	4%	386
CVRC	35%	27%	29%	6%	3%	384
ELARC	31%	27%	27%	9%	6%	373
FNRC	32%	34%	22%	7%	4%	254
FDLRC	24%	30%	31%	8%	7%	360
GGRC	28%	35%	27%	7%	2%	347
HRC	22%	28%	25%	16%	9%	364
IRC	34%	32%	19%	9%	7%	379
KRC	33%	29%	19%	8%	10%	309
NBRC	26%	30%	27%	13%	5%	320
NLARC	34%	31%	22%	9%	5%	369
RCEB	24%	30%	26%	14%	6%	351
RCOC	27%	36%	25%	7%	4%	373
RCRC	30%	29%	26%	13%	3%	133
SARC	28%	33%	25%	9%	5%	355
SDRC	31%	34%	24%	7%	4%	404
SG/PRC	30%	32%	27%	7%	4%	346
SCLARC	20%	17%	23%	18%	22%	357
TCRC	31%	33%	26%	8%	3%	360
VMRC	34%	37%	17%	7%	5%	352
WRC	35%	35%	19%	7%	3%	374
<b>CA Average</b>	<b>30%</b>	<b>31%</b>	<b>24%</b>	<b>9%</b>	<b>6%</b>	<b>7,250</b>
<b>NCI Average</b>	<b>35%</b>	<b>34%</b>	<b>21%</b>	<b>6%</b>	<b>3%</b>	<b>3,593</b>

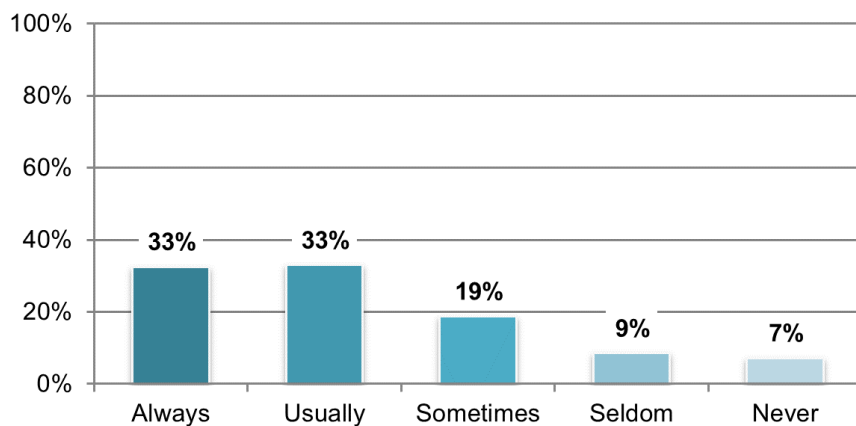
### Services and Supports Are Available Reasonably Close to Home



**Table Q16. Are services and supports available within a reasonable distance from your home?**

	Always	Usually	Sometimes	Seldom	Never	N
ACRC	32%	34%	19%	9%	6%	354
CVRC	31%	34%	24%	6%	6%	381
ELARC	36%	33%	20%	7%	3%	354
FNRC	35%	33%	20%	8%	5%	244
FDLRC	32%	33%	23%	6%	6%	329
GGRC	33%	40%	19%	5%	2%	315
HRC	28%	35%	20%	10%	7%	336
IRC	33%	33%	18%	10%	6%	357
KRC	34%	29%	20%	8%	10%	307
NBRC	35%	33%	20%	7%	5%	294
NLARC	40%	30%	20%	6%	4%	349
RCEB	29%	34%	21%	10%	5%	311
RCOC	30%	42%	17%	7%	4%	338
RCRC	42%	35%	16%	4%	4%	132
SARC	31%	38%	20%	5%	6%	331
SDRC	34%	36%	19%	7%	4%	369
SG/PRC	34%	38%	18%	7%	3%	320
SCLARC	26%	17%	21%	16%	19%	306
TCRC	39%	38%	14%	6%	3%	338
VMRC	38%	34%	19%	5%	4%	331
WRC	38%	38%	14%	6%	4%	355
<b>CA Average</b>	<b>34%</b>	<b>34%</b>	<b>19%</b>	<b>8%</b>	<b>5%</b>	<b>6,751</b>
<b>NCI Average</b>	<b>40%</b>	<b>33%</b>	<b>17%</b>	<b>7%</b>	<b>4%</b>	<b>3,371</b>

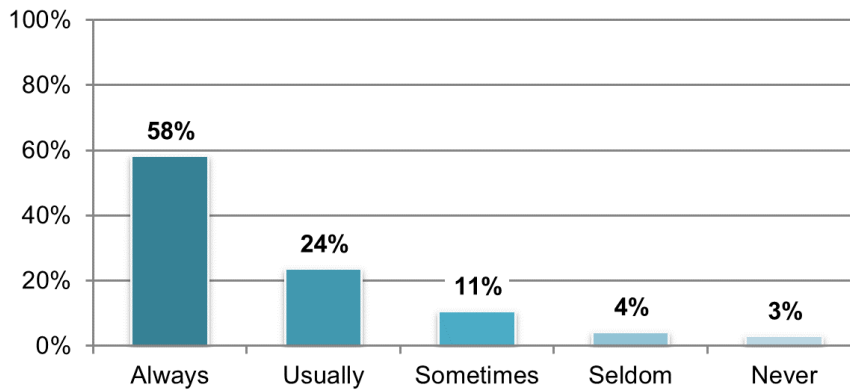
### Services and Supports Change When Child's Needs Change



**Table Q17. Do the services and supports change when your child's needs change?**

	Always	Usually	Sometimes	Seldom	Never	N
ACRC	35%	39%	14%	6%	6%	336
CVRC	32%	37%	18%	8%	5%	333
ELARC	34%	34%	18%	10%	4%	326
FNRC	39%	33%	17%	8%	3%	218
FDLRC	26%	33%	19%	12%	10%	310
GGRC	30%	40%	21%	4%	5%	288
HRC	29%	23%	25%	11%	13%	301
IRC	35%	30%	15%	12%	8%	329
KRC	33%	22%	25%	9%	11%	308
NBRC	34%	31%	21%	8%	6%	272
NLARC	39%	35%	14%	8%	3%	327
RCEB	28%	33%	20%	10%	8%	290
RCOC	32%	38%	21%	5%	4%	304
RCRC	37%	32%	19%	5%	7%	118
SARC	27%	35%	23%	8%	6%	295
SDRC	32%	35%	19%	7%	6%	349
SG/PRC	33%	39%	16%	8%	4%	310
SCLARC	24%	18%	19%	14%	25%	267
TCRC	34%	34%	17%	8%	6%	316
VMRC	33%	37%	16%	7%	8%	290
WRC	36%	32%	19%	9%	5%	328
<b>CA Average</b>	<b>33%</b>	<b>33%</b>	<b>19%</b>	<b>9%</b>	<b>7%</b>	<b>6,215</b>
<b>NCI Average</b>	<b>38%</b>	<b>34%</b>	<b>17%</b>	<b>6%</b>	<b>5%</b>	<b>3,151</b>

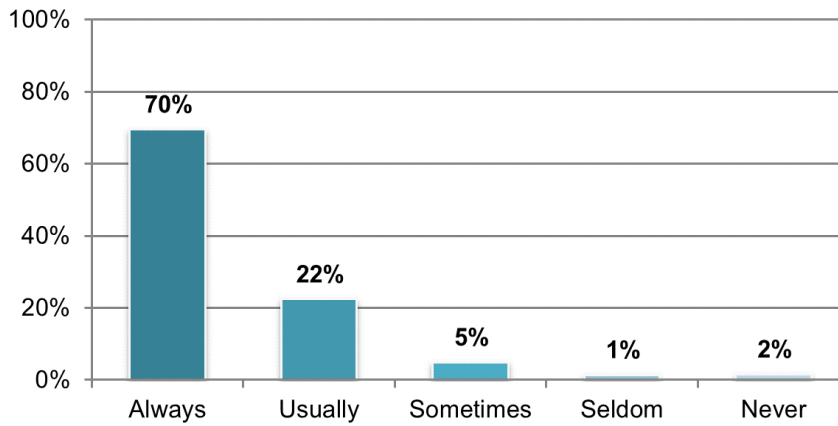
**Support Workers or Translators Are Available  
Who Can Speak to Respondent in His/Her  
Preferred Language (If Not English)**



**Table Q18. If English is not your preferred language, are there support workers or translators who can speak with you in your language?**

	Always	Usually	Sometimes	Seldom	Never	N
ACRC	51%	29%	13%	2%	5%	55
CVRC	59%	17%	21%	3%	1%	107
ELARC	66%	22%	10%	2%	0%	130
FNRC	n/a	n/a	n/a	n/a	n/a	n/a
FDLRC	55%	27%	12%	5%	1%	145
GGRC	53%	31%	14%	2%	0%	88
HRC	51%	26%	9%	10%	4%	90
IRC	41%	27%	11%	14%	6%	99
KRC	41%	20%	24%	7%	8%	86
NBRC	63%	18%	12%	4%	3%	94
NLARC	58%	29%	6%	4%	3%	103
RCEB	65%	20%	6%	5%	4%	79
RCOC	64%	20%	13%	1%	2%	101
RCRC	n/a	n/a	n/a	n/a	n/a	n/a
SARC	65%	20%	10%	4%	1%	106
SDRC	69%	21%	5%	2%	2%	94
SG/PRC	65%	24%	5%	2%	4%	96
SCLARC	58%	26%	10%	4%	3%	215
TCRC	72%	20%	7%	1%	1%	92
VMRC	53%	31%	5%	4%	7%	75
WRC	59%	23%	10%	5%	3%	73
<b>CA Average</b>	<b>58%</b>	<b>24%</b>	<b>11%</b>	<b>4%</b>	<b>3%</b>	<b>1,928</b>
<b>NCI Average</b>	<b>66%</b>	<b>21%</b>	<b>9%</b>	<b>3%</b>	<b>1%</b>	<b>290</b>

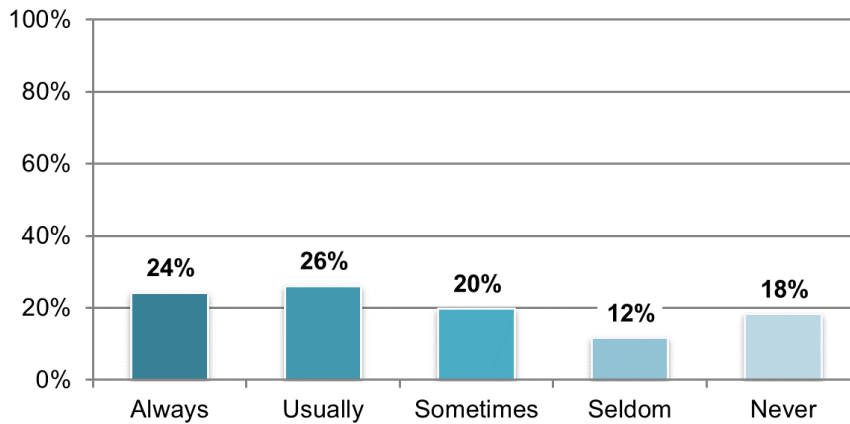
### Support Workers Communicate Effectively in Respondent's Primary Language (If English)



**Table Q19. If English is your first language, do the support workers speak to you effectively?**

	Always	Usually	Sometimes	Seldom	Never	N
ACRC	73%	23%	4%	0%	0%	295
CVRC	78%	17%	2%	1%	1%	268
ELARC	71%	25%	3%	0%	0%	210
FNRC	84%	13%	3%	0%	0%	227
FDLRC	72%	19%	5%	2%	2%	191
GGRC	69%	23%	6%	1%	1%	231
HRC	72%	18%	6%	2%	2%	254
IRC	53%	29%	10%	3%	5%	242
KRC	38%	24%	18%	6%	14%	203
NBRC	71%	21%	8%	0%	0%	225
NLARC	72%	22%	3%	2%	0%	253
RCEB	69%	23%	5%	2%	1%	236
RCOC	71%	25%	3%	1%	0%	250
RCRC	74%	25%	0%	1%	0%	115
SARC	66%	27%	5%	1%	1%	222
SDRC	72%	23%	3%	1%	1%	286
SG/PRC	74%	21%	3%	1%	0%	230
SCLARC	63%	27%	7%	3%	1%	135
TCRC	69%	26%	4%	1%	0%	248
VMRC	76%	19%	3%	1%	2%	259
WRC	76%	20%	2%	1%	1%	265
<b>CA Average</b>	<b>70%</b>	<b>22%</b>	<b>5%</b>	<b>1%</b>	<b>2%</b>	<b>4,845</b>
<b>NCI Average</b>	<b>73%</b>	<b>22%</b>	<b>3%</b>	<b>1%</b>	<b>1%</b>	<b>3,008</b>

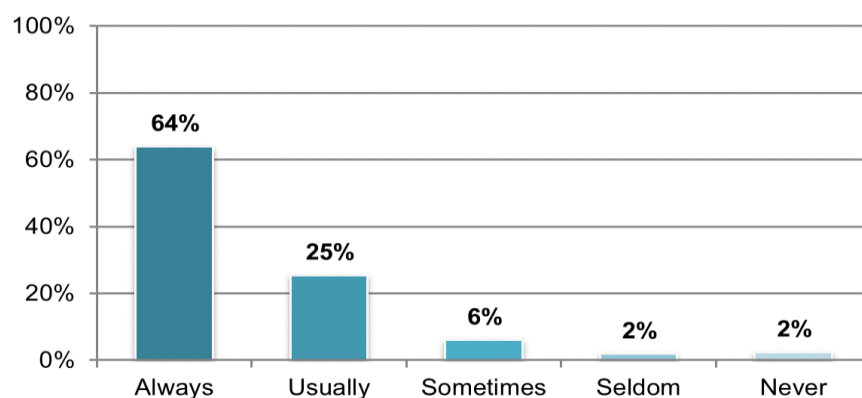
### Support Workers Can Communicate With the Child (If Non-Verbal)



**Table Q20. If your child does not communicate verbally (for example, uses gestures or sign language); are there support workers who can communicate with him/her?**

	Always	Usually	Sometimes	Seldom	Never	N
ACRC	20%	34%	21%	7%	17%	108
CVRC	31%	18%	20%	10%	21%	163
ELARC	25%	25%	18%	8%	24%	88
FNRC	34%	20%	20%	14%	12%	50
FDLRC	19%	25%	24%	16%	15%	91
GGRC	17%	21%	26%	24%	12%	114
HRC	23%	25%	19%	12%	23%	102
IRC	29%	32%	19%	8%	13%	136
KRC	29%	23%	24%	10%	14%	105
NBRC	28%	23%	18%	10%	20%	103
NLARC	25%	32%	14%	11%	18%	76
RCEB	24%	24%	13%	13%	24%	98
RCOC	23%	29%	18%	11%	19%	119
RCRC	17%	24%	31%	21%	7%	29
SARC	26%	28%	19%	7%	21%	90
SDRC	30%	26%	16%	12%	17%	94
SG/PRC	15%	40%	14%	10%	21%	113
SCLARC	21%	20%	7%	13%	38%	98
TCRC	25%	29%	21%	13%	12%	95
VMRC	18%	27%	24%	8%	22%	98
WRC	31%	24%	27%	7%	12%	85
<b>CA Average</b>	<b>24%</b>	<b>26%</b>	<b>20%</b>	<b>12%</b>	<b>18%</b>	<b>2,055</b>
<b>NCI Average</b>	<b>32%</b>	<b>31%</b>	<b>17%</b>	<b>8%</b>	<b>12%</b>	<b>1,419</b>

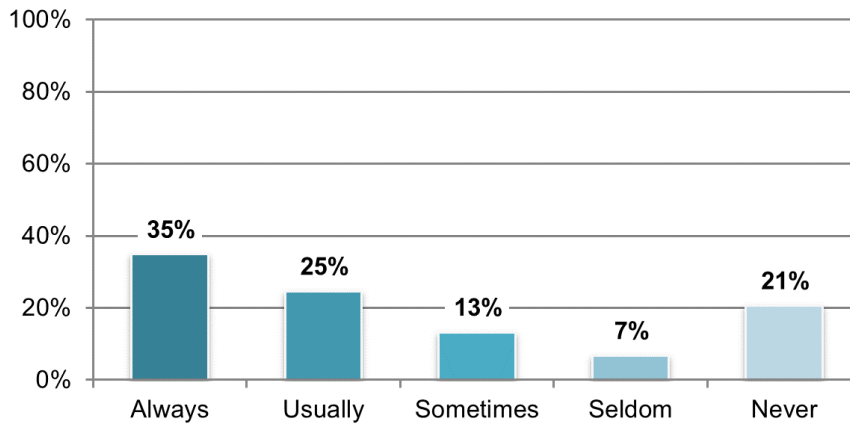
### Services Are Delivered in a Manner That Is Respectful to Family's Culture



**Table Q21. Are services delivered in a way that is respectful to your family's culture?**

	Always	Usually	Sometimes	Seldom	Never	N
ACRC	68%	25%	5%	1%	1%	350
CVRC	67%	24%	6%	1%	2%	374
ELARC	61%	29%	6%	3%	1%	337
FNRC	76%	21%	2%	0%	1%	229
FDLRC	61%	29%	6%	2%	2%	329
GGRC	66%	28%	5%	1%	0%	316
HRC	57%	31%	7%	2%	3%	318
IRC	53%	27%	9%	6%	5%	343
KRC	42%	18%	19%	7%	13%	303
NBRC	68%	23%	7%	1%	1%	295
NLARC	64%	26%	6%	1%	2%	336
RCEB	65%	25%	6%	2%	2%	321
RCOC	65%	29%	4%	1%	0%	346
RCRC	71%	21%	4%	1%	3%	126
SARC	63%	27%	6%	2%	1%	325
SDRC	70%	24%	4%	1%	1%	379
SG/PRC	65%	28%	5%	1%	2%	330
SCLARC	54%	29%	8%	4%	5%	310
TCRC	66%	28%	3%	1%	1%	342
VMRC	70%	21%	4%	2%	3%	326
WRC	73%	22%	4%	1%	1%	342
<b>CA Average</b>	<b>64%</b>	<b>25%</b>	<b>6%</b>	<b>2%</b>	<b>2%</b>	<b>6,677</b>
<b>NCI Average</b>	<b>72%</b>	<b>23%</b>	<b>3%</b>	<b>1%</b>	<b>1%</b>	<b>3,448</b>

### Child Has Access to Special Equipment or Accommodations Needed

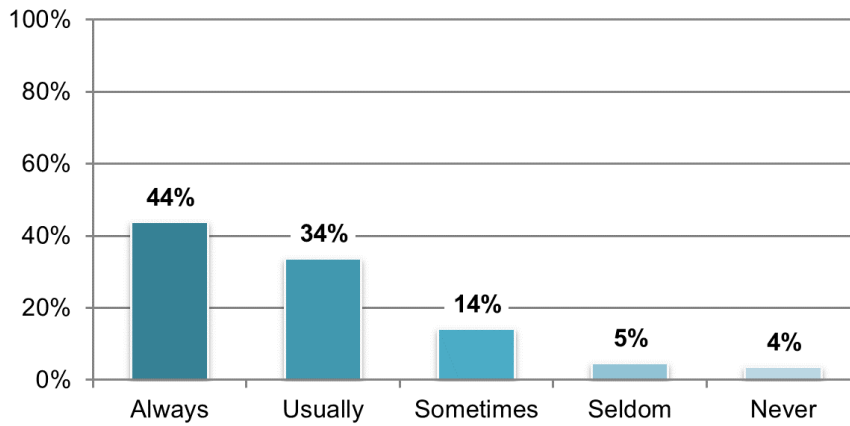


**Table Q22. Does your child have access to the special equipment or accommodations that s/he needs (for example, wheelchair, ramp, communication board)?**

	Always	Usually	Sometimes	Seldom	Never	N
ACRC	31%	30%	14%	7%	17%	163
CVRC	35%	21%	18%	4%	21%	206
ELARC	34%	16%	11%	7%	33%	122
FNRC	43%	24%	10%	9%	14%	105
FDLRC	32%	18%	14%	9%	28%	133
GGRC	39%	26%	11%	9%	15%	176
HRC	30%	24%	14%	7%	24%	147
IRC	41%	28%	13%	8%	11%	266
KRC	36%	20%	22%	7%	15%	288
NBRC	36%	28%	14%	6%	16%	147
NLARC	29%	25%	14%	6%	26%	133
RCEB	37%	19%	15%	4%	26%	167
RCOC	31%	30%	17%	6%	17%	162
RCRC	31%	35%	11%	8%	15%	62
SARC	33%	21%	12%	6%	27%	145
SDRC	35%	30%	14%	6%	16%	170
SG/PRC	38%	22%	11%	6%	23%	150
SCLARC	28%	13%	7%	11%	41%	147
TCRC	38%	30%	16%	7%	10%	136
VMRC	42%	29%	8%	3%	17%	157
WRC	34%	26%	12%	6%	21%	117
<b>CA Average</b>	<b>35%</b>	<b>25%</b>	<b>13%</b>	<b>7%</b>	<b>21%</b>	<b>3,299</b>
<b>NCI Average</b>	<b>47%</b>	<b>25%</b>	<b>13%</b>	<b>5%</b>	<b>11%</b>	<b>2,361</b>



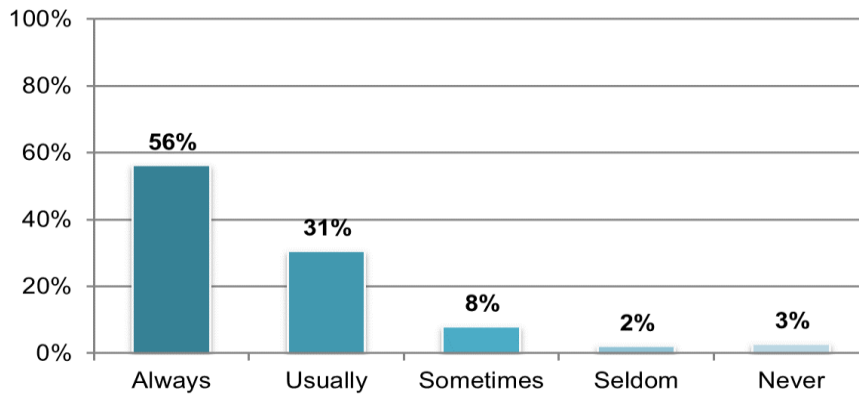
### Support Workers Have the Right Training to Meet the Child's Needs



**Table Q23. Do the support workers have the right training to meet your child's needs?**

	Always	Usually	Sometimes	Seldom	Never	N
ACRC	46%	37%	12%	3%	2%	323
CVRC	46%	35%	14%	3%	2%	345
ELARC	45%	33%	17%	4%	2%	325
FNRC	52%	32%	13%	3%	1%	228
FDLRC	41%	33%	17%	5%	4%	292
GGRC	41%	41%	12%	4%	2%	284
HRC	40%	31%	15%	7%	6%	291
IRC	44%	32%	13%	6%	5%	342
KRC	37%	21%	22%	8%	12%	310
NBRC	44%	35%	15%	4%	1%	274
NLARC	46%	37%	9%	5%	2%	337
RCEB	37%	38%	15%	6%	4%	272
RCOC	38%	43%	13%	4%	2%	318
RCRC	43%	29%	17%	6%	4%	112
SARC	38%	38%	16%	6%	3%	301
SDRC	44%	37%	12%	4%	3%	366
SG/PRC	45%	36%	14%	3%	1%	309
SCLARC	42%	25%	14%	8%	12%	272
TCRC	43%	36%	17%	2%	2%	335
VMRC	54%	29%	12%	3%	2%	293
WRC	55%	31%	10%	3%	2%	307
<b>CA Average</b>	<b>44%</b>	<b>34%</b>	<b>14%</b>	<b>5%</b>	<b>4%</b>	<b>6,236</b>
<b>NCI Average</b>	<b>50%</b>	<b>32%</b>	<b>13%</b>	<b>4%</b>	<b>2%</b>	<b>3,330</b>

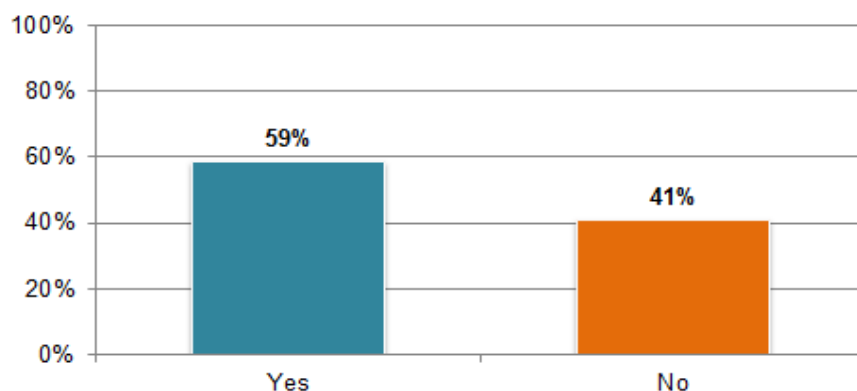
### Support Workers Who Come to the Home Arrive on Time and When Scheduled



**Table Q24. Do the support workers who come to your home arrive on time and when scheduled?**

	Always	Usually	Sometimes	Seldom	Never	N
ACRC	62%	34%	3%	0%	2%	323
CVRC	59%	30%	8%	1%	2%	345
ELARC	56%	32%	9%	3%	0%	313
FNRC	63%	28%	7%	1%	1%	227
FDLRC	54%	31%	9%	2%	5%	258
GGRC	61%	31%	5%	1%	2%	284
HRC	56%	32%	7%	3%	3%	284
IRC	50%	28%	13%	5%	4%	349
KRC	40%	20%	21%	7%	12%	304
NBRC	59%	29%	9%	1%	2%	282
NLARC	57%	30%	9%	2%	2%	334
RCEB	55%	32%	8%	1%	4%	296
RCOC	58%	34%	6%	1%	1%	344
RCRC	49%	38%	8%	2%	3%	115
SARC	49%	34%	11%	1%	3%	287
SDRC	62%	28%	7%	2%	1%	381
SG/PRC	56%	31%	8%	3%	1%	312
SCLARC	51%	29%	7%	5%	7%	275
TCRC	57%	36%	5%	1%	1%	332
VMRC	66%	27%	4%	1%	1%	298
WRC	63%	28%	6%	1%	2%	293
<b>CA Average</b>	<b>56%</b>	<b>31%</b>	<b>8%</b>	<b>2%</b>	<b>3%</b>	<b>6,236</b>
<b>NCI Average</b>	<b>59%</b>	<b>30%</b>	<b>8%</b>	<b>2%</b>	<b>2%</b>	<b>3,253</b>

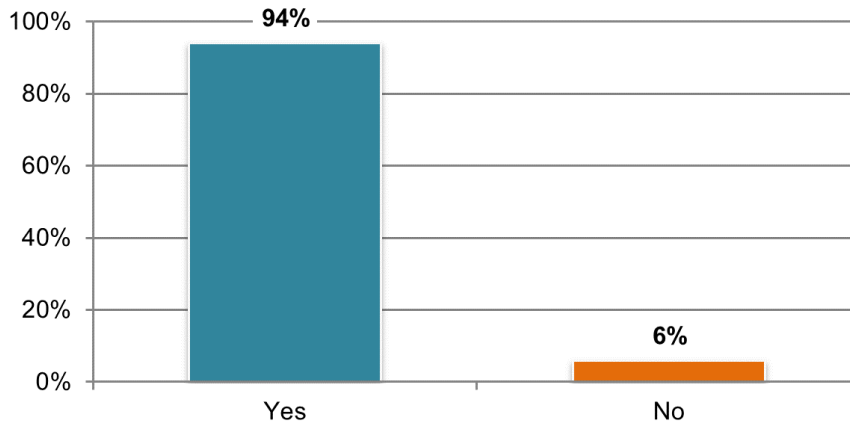
### Crisis or Emergency Services Were Provided When Needed (If Requested)



**Table Q25. If you asked for crisis/emergency services during the past year, were services provided when needed?**

	Yes	No	N
ACRC	74%	26%	94
CVRC	67%	33%	112
ELARC	58%	42%	101
FNRC	71%	29%	45
FDLRC	53%	47%	116
GGRC	71%	29%	93
HRC	48%	52%	119
IRC	58%	42%	146
KRC	10%	90%	172
NBRC	57%	43%	88
NLARC	60%	40%	99
RCEB	61%	39%	90
RCOC	68%	32%	99
RCRC	54%	46%	35
SARC	67%	33%	76
SDRC	58%	42%	95
SG/PRC	63%	38%	96
SCLARC	39%	61%	138
TCRC	69%	31%	80
VMRC	66%	34%	90
WRC	65%	35%	86
<b>CA Average</b>	<b>59%</b>	<b>41%</b>	<b>2,070</b>
<b>NCI Average</b>	<b>71%</b>	<b>29%</b>	<b>1,001</b>

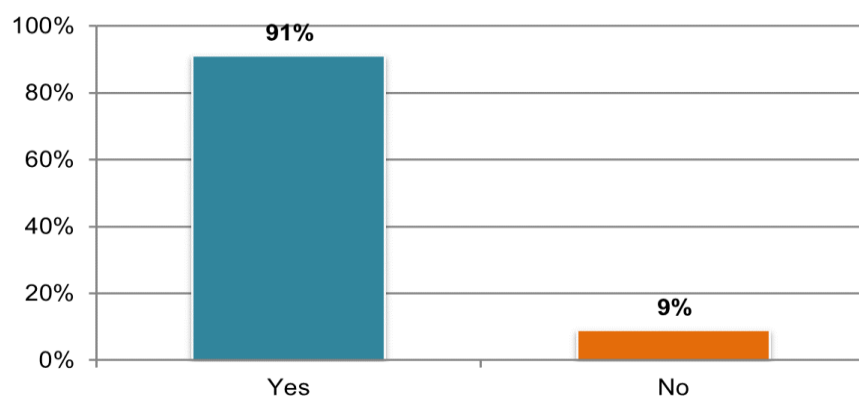
### Respondent Has Access to Health Services for the Child



**Table Q26. Do you have access to health services for your child?**

	Yes	No	N
ACRC	97%	3%	371
CVRC	96%	4%	404
ELARC	94%	6%	350
FNRC	97%	3%	256
FDLRC	90%	10%	331
GGRC	96%	4%	360
HRC	93%	7%	341
IRC	90%	10%	365
KRC	84%	16%	298
NBRC	94%	6%	328
NLARC	93%	7%	354
RCEB	94%	6%	347
RCOC	96%	4%	357
RCRC	98%	2%	133
SARC	95%	5%	343
SDRC	94%	6%	395
SG/PRC	96%	4%	333
SCLARC	93%	7%	350
TCRC	96%	4%	339
VMRC	98%	2%	359
WRC	94%	6%	351
<b>CA Average</b>	<b>94%</b>	<b>6%</b>	<b>7,065</b>
<b>NCI Average</b>	<b>98%</b>	<b>2%</b>	<b>3,684</b>

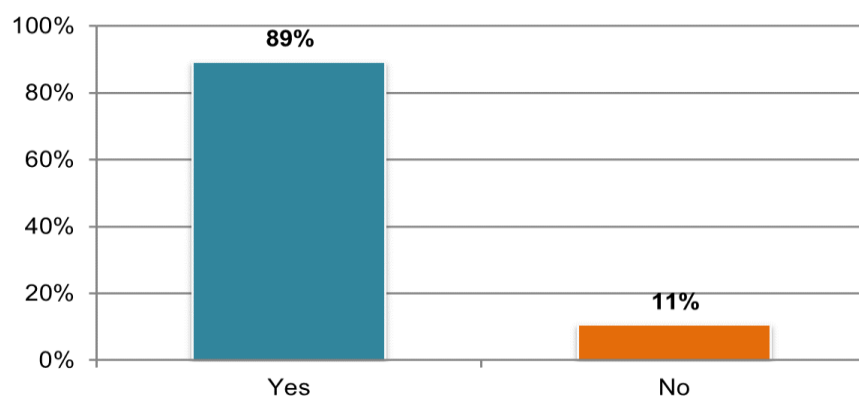
### Respondent Is Satisfied With the Quality of the Child's Health Providers



**Table Q26a. If you have access to health services for your child, are you satisfied with the quality of these providers?**

	Yes	No	N
ACRC	90%	10%	336
CVRC	93%	7%	351
ELARC	92%	8%	301
FNRC	87%	13%	227
FDLRC	92%	8%	272
GGRC	92%	8%	316
HRC	92%	8%	287
IRC	92%	8%	317
KRC	95%	5%	246
NBRC	92%	8%	281
NLARC	91%	9%	307
RCEB	89%	11%	307
RCOC	93%	7%	316
RCRC	91%	9%	123
SARC	94%	6%	301
SDRC	90%	10%	350
SG/PRC	91%	9%	292
SCLARC	87%	13%	275
TCRC	89%	11%	285
VMRC	89%	11%	328
WRC	91%	9%	296
<b>CA Average</b>	<b>91%</b>	<b>9%</b>	<b>6,114</b>
<b>NCI Average</b>	<b>93%</b>	<b>7%</b>	<b>3,448</b>

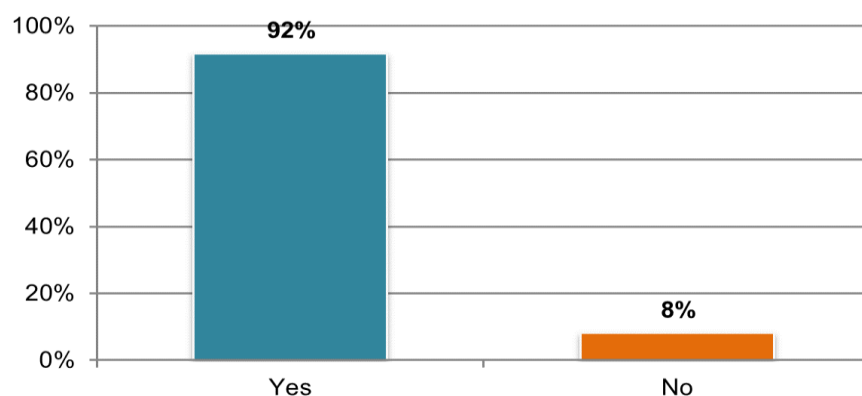
### Respondent Has Access to Dental Services for the Child



**Table Q27. Do you have access to dental services for your child?**

	Yes	No	N
ACRC	92%	8%	384
CVRC	91%	9%	399
ELARC	91%	9%	365
FNRC	89%	11%	256
FDLRC	86%	14%	350
GGRC	90%	10%	356
HRC	88%	12%	355
IRC	87%	13%	375
KRC	89%	11%	301
NBRC	89%	11%	328
NLARC	89%	11%	366
RCEB	88%	12%	359
RCOC	90%	10%	367
RCRC	92%	8%	137
SARC	92%	8%	348
SDRC	90%	10%	401
SG/PRC	90%	10%	341
SCLARC	88%	12%	370
TCRC	89%	11%	346
VMRC	93%	7%	362
WRC	85%	15%	351
<b>CA Average</b>	<b>89%</b>	<b>11%</b>	<b>7,217</b>
<b>NCI Average</b>	<b>95%</b>	<b>5%</b>	<b>3,683</b>

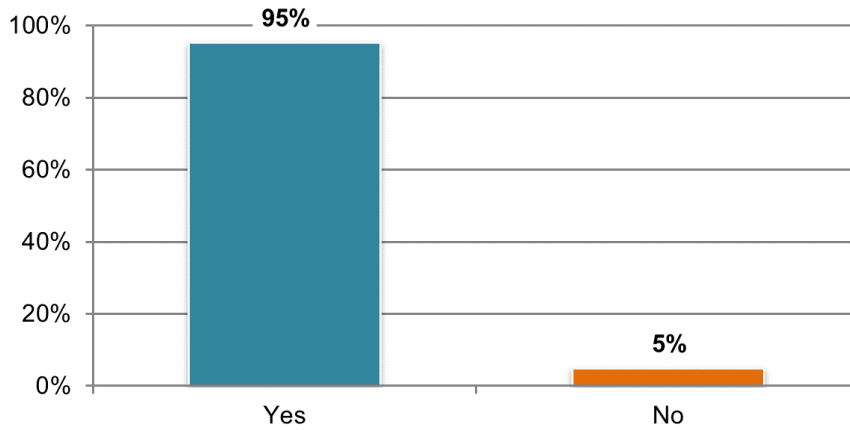
### Respondent Is Satisfied With the Quality of the Child's Dental Providers



**Table Q27a. If you have access to dental services for your child, are you satisfied with the quality of these providers?**

	Yes	No	N
ACRC	90%	10%	327
CVRC	93%	7%	337
ELARC	91%	9%	293
FNRC	93%	7%	209
FDLRC	90%	10%	277
GGRC	93%	7%	291
HRC	92%	8%	286
IRC	93%	7%	309
KRC	90%	10%	260
NBRC	88%	12%	252
NLARC	90%	10%	298
RCEB	93%	7%	285
RCOC	94%	6%	299
RCRC	91%	9%	115
SARC	93%	7%	299
SDRC	92%	8%	331
SG/PRC	92%	8%	269
SCLARC	90%	10%	277
TCRC	93%	7%	274
VMRC	93%	7%	298
WRC	92%	8%	267
<b>CA Average</b>	<b>92%</b>	<b>8%</b>	<b>5,853</b>
<b>NCI Average</b>	<b>95%</b>	<b>5%</b>	<b>3,282</b>

### Respondent Has Can Get Necessary Medications for the Child

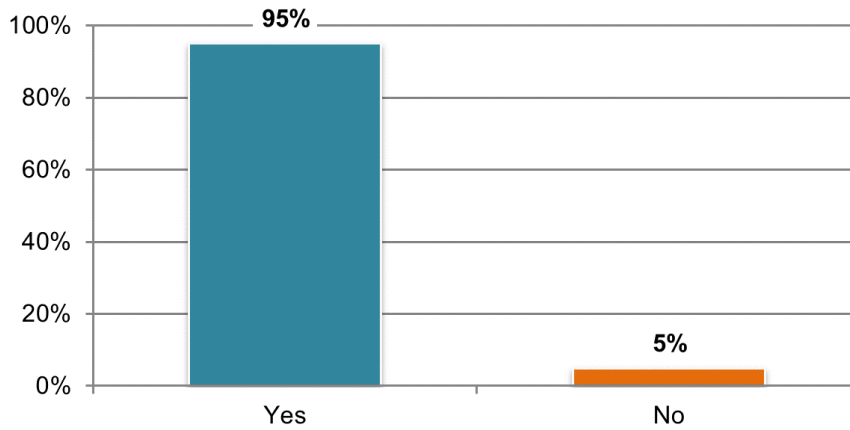


**Table Q28. Are you able to get medications needed for your child?**

	Yes	No	N
ACRC	97%	3%	347
CVRC	97%	3%	363
ELARC	96%	4%	309
FNRC	96%	4%	219
FDLRC	95%	5%	301
GGRC	96%	4%	324
HRC	94%	6%	327
IRC	91%	9%	352
KRC	89%	11%	282
NBRC	96%	4%	303
NLARC	95%	5%	319
RCEB	95%	5%	323
RCOC	95%	5%	333
RCRC	98%	2%	118
SARC	96%	4%	307
SDRC	93%	7%	367
SG/PRC	97%	3%	289
SCLARC	93%	7%	324
TCRC	96%	4%	309
VMRC	97%	3%	333
WRC	96%	4%	310
<b>CA Average</b>	<b>95%</b>	<b>5%</b>	<b>6,459</b>
<b>NCI Average</b>	<b>98%</b>	<b>2%</b>	<b>3,606</b>



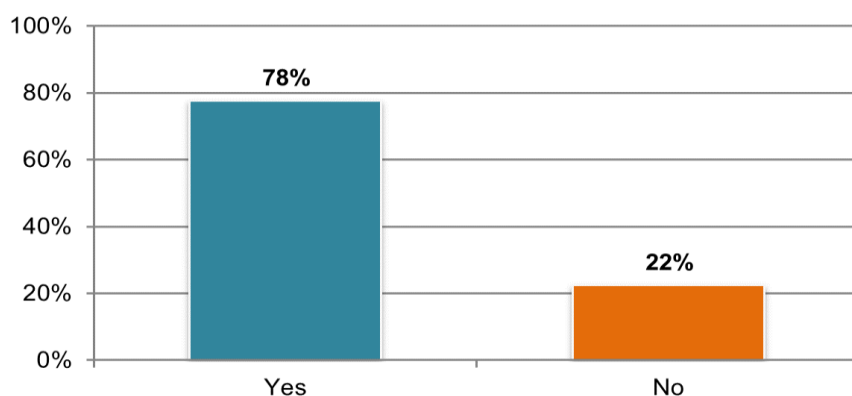
### Respondent Is Satisfied With How the Child's Medication Needs Are Monitored



**Table 28a. If you have access to needed medications for your child, are you satisfied with how your child's medication needs are monitored?**

	Yes	No	N
ACRC	95%	5%	305
CVRC	95%	5%	324
ELARC	95%	5%	265
FNRC	96%	4%	184
FDLRC	94%	6%	249
GGRC	96%	4%	278
HRC	95%	5%	284
IRC	97%	3%	290
KRC	91%	9%	240
NBRC	93%	7%	262
NLARC	95%	5%	265
RCEB	95%	5%	283
RCOC	97%	3%	287
RCRC	96%	4%	106
SARC	95%	5%	266
SDRC	96%	4%	303
SG/PRC	98%	3%	240
SCLARC	93%	7%	261
TCRC	93%	7%	259
VMRC	95%	5%	300
WRC	97%	3%	260
<b>CA Average</b>	<b>95%</b>	<b>5%</b>	<b>5,511</b>
<b>NCI Average</b>	<b>95%</b>	<b>5%</b>	<b>3,195</b>

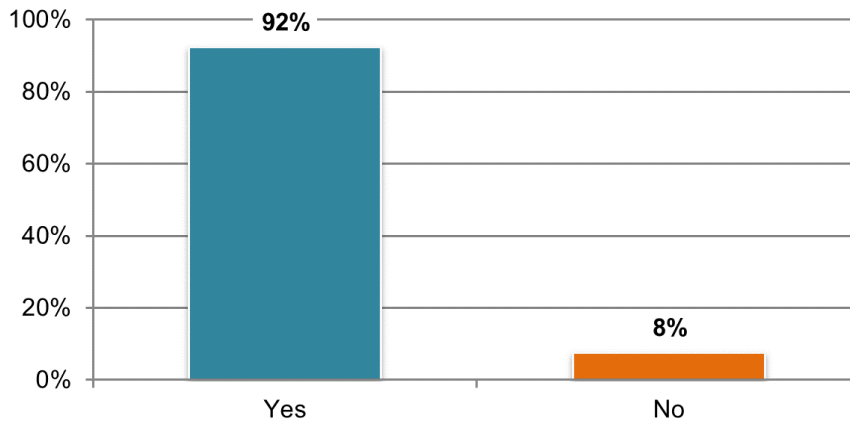
### Respondent Has Access to Mental Health Services for the Child



**Table Q29. If needed, do you have access to mental health services for your child?**

	Yes	No	N
ACRC	84%	16%	234
CVRC	81%	19%	248
ELARC	73%	27%	236
FNRC	75%	25%	145
FDLRC	70%	30%	215
GGRC	74%	26%	209
HRC	79%	21%	228
IRC	80%	20%	288
KRC	84%	16%	255
NBRC	77%	23%	176
NLARC	77%	23%	229
RCEB	74%	26%	235
RCOC	78%	22%	232
RCRC	78%	22%	81
SARC	79%	21%	228
SDRC	85%	15%	236
SG/PRC	79%	21%	204
SCLARC	59%	41%	239
TCRC	84%	16%	202
VMRC	79%	21%	209
WRC	82%	18%	222
<b>CA Average</b>	<b>78%</b>	<b>22%</b>	<b>4,551</b>
<b>NCI Average</b>	<b>88%</b>	<b>12%</b>	<b>2,473</b>

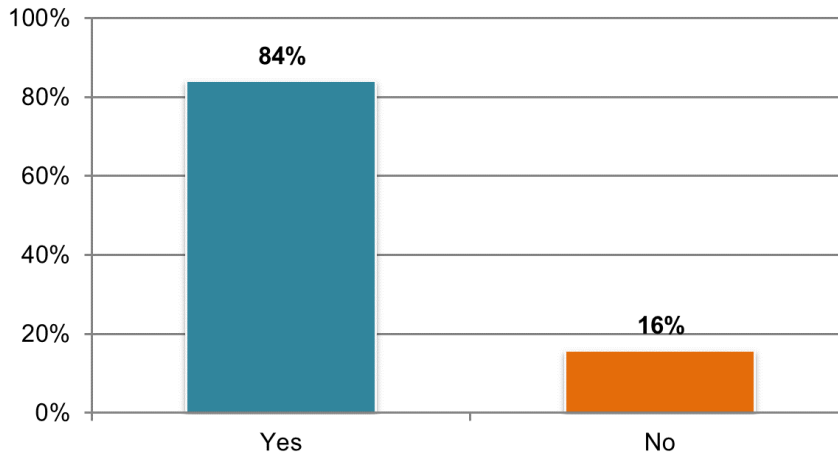
### Respondent Is Satisfied With the Quality of the Child's Mental Health Providers



**Table Q29a. If you have access to mental health services for your child, are you satisfied with the quality of these providers?**

	Yes	No	N
ACRC	90%	10%	146
CVRC	93%	7%	172
ELARC	92%	8%	145
FNRC	89%	11%	79
FDLRC	92%	8%	121
GGRC	92%	8%	129
HRC	97%	3%	148
IRC	93%	7%	202
KRC	90%	10%	209
NBRC	91%	9%	112
NLARC	89%	11%	140
RCEB	91%	9%	139
RCOC	96%	4%	136
RCRC	91%	9%	53
SARC	89%	11%	149
SDRC	93%	7%	155
SG/PRC	98%	2%	122
SCLARC	96%	4%	114
TCRC	90%	10%	130
VMRC	96%	4%	124
WRC	92%	8%	148
<b>CA Average</b>	<b>92%</b>	<b>8%</b>	<b>2,873</b>
<b>NCI Average</b>	<b>92%</b>	<b>8%</b>	<b>1,732</b>

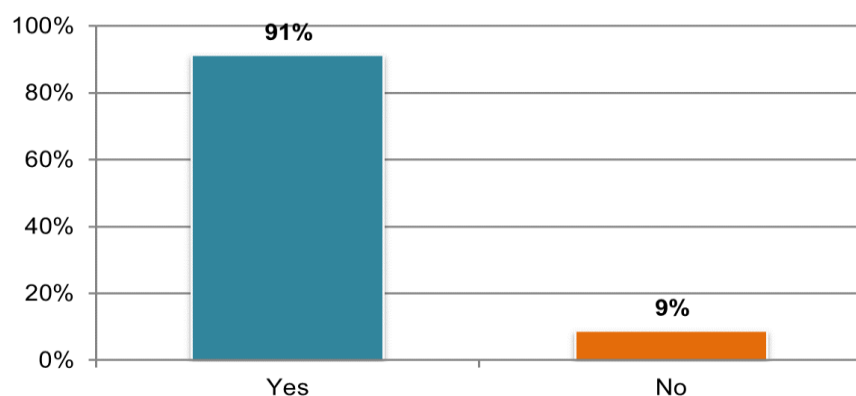
### Respondent Has Access to Respite Services



**Table Q30. If you need respite services, do you have access to them?**

	Yes	No	N
ACRC	90%	10%	317
CVRC	76%	24%	267
ELARC	83%	17%	283
FNRC	92%	8%	214
FDLRC	77%	23%	257
GGRC	89%	11%	333
HRC	80%	20%	292
IRC	78%	22%	311
KRC	75%	25%	245
NBRC	84%	16%	282
NLARC	86%	14%	302
RCEB	83%	17%	318
RCOC	87%	13%	312
RCRC	80%	20%	113
SARC	91%	9%	333
SDRC	89%	11%	337
SG/PRC	82%	18%	252
SCLARC	70%	30%	277
TCRC	94%	6%	320
VWRC	91%	9%	305
WRC	90%	10%	326
<b>CA Average</b>	<b>84%</b>	<b>16%</b>	<b>5,996</b>
<b>NCI Average</b>	<b>78%</b>	<b>22%</b>	<b>3,053</b>

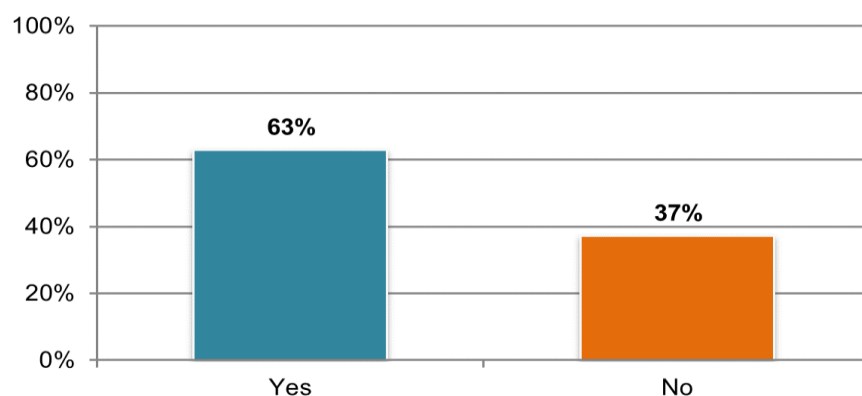
### Respondent Is Satisfied With the Quality of the Child's Respite Providers



**Table Q30a. If you have access to needed respite services, are you satisfied with the quality of these providers?**

	Yes	No	N
ACRC	91%	9%	249
CVRC	94%	6%	177
ELARC	94%	6%	210
FNRC	89%	11%	164
FDLRC	91%	9%	168
GGRC	89%	11%	266
HRC	89%	11%	206
IRC	94%	6%	214
KRC	86%	14%	161
NBRC	89%	11%	196
NLARC	93%	7%	221
RCEB	89%	11%	235
RCOC	91%	9%	230
RCRC	87%	13%	79
SARC	90%	10%	273
SDRC	91%	9%	267
SG/PRC	93%	7%	179
SCLARC	95%	5%	168
TCRC	94%	6%	266
VMRC	94%	6%	234
WRC	94%	6%	259
<b>CA Average</b>	<b>91%</b>	<b>9%</b>	<b>4,422</b>
<b>NCI Average</b>	<b>95%</b>	<b>5%</b>	<b>2,213</b>

### Services Are Needed That Are Not Currently Offered or Available



**Table Q31. Are there other services that your family needs that are not currently offered or available?**

	Yes	No	N
ACRC	61%	39%	254
CVRC	56%	44%	234
ELARC	66%	34%	241
FNRC	62%	38%	189
FDLRC	62%	38%	216
GGRC	66%	34%	244
HRC	70%	30%	226
IRC	56%	44%	212
KRC	54%	46%	201
NBRC	69%	31%	203
NLARC	63%	37%	199
RCEB	66%	34%	238
RCOC	60%	40%	218
RCRC	64%	36%	94
SARC	63%	37%	239
SDRC	64%	36%	269
SG/PRC	64%	36%	201
SCLARC	76%	24%	245
TCRC	62%	38%	218
VMRC	53%	47%	223
WRC	63%	37%	237
<b>CA Average</b>	<b>63%</b>	<b>37%</b>	<b>4,601</b>
<b>NCI Average</b>	<b>55%</b>	<b>45%</b>	<b>2,504</b>

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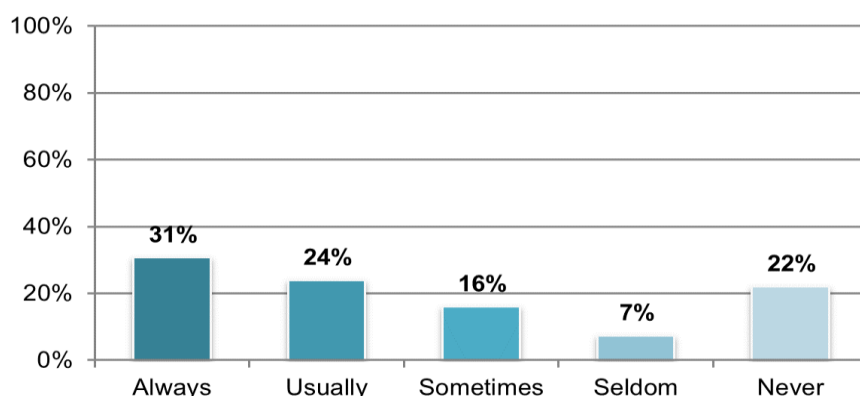
## Choice and Control

*Families determine the services and supports they receive and the individuals or agencies who provide them.*

### **Please Note:**

**The NCI Average does not include California. The NCI Average should be used as a reference for how California compares to the national norm.**

### Respondent Chooses the Provider Agencies Who Work With the Family

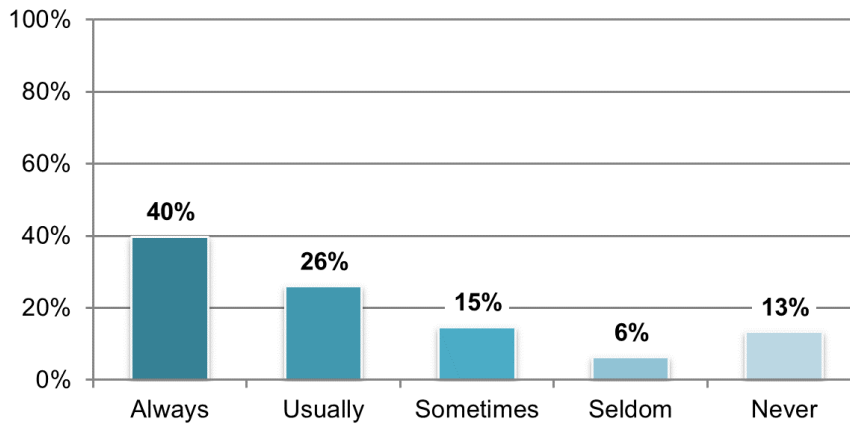


**Table Q32. Do you choose the provider agencies who work with your family?**

	Always	Usually	Sometimes	Seldom	Never	N
ACRC	31%	25%	19%	9%	15%	333
CVRC	33%	26%	14%	6%	21%	340
ELARC	29%	23%	16%	9%	24%	326
FNRC	35%	22%	17%	10%	16%	209
FDLRC	29%	21%	19%	8%	24%	306
GGRC	30%	23%	19%	6%	21%	296
HRC	24%	17%	15%	7%	36%	298
IRC	36%	26%	13%	6%	18%	341
KRC	33%	25%	22%	10%	10%	307
NBRC	19%	23%	18%	10%	30%	278
NLARC	47%	28%	12%	4%	9%	343
RCEB	31%	22%	19%	6%	23%	321
RCOC	27%	27%	16%	10%	20%	335
RCRC	26%	31%	20%	5%	17%	122
SARC	32%	25%	14%	7%	22%	311
SDRC	34%	30%	13%	5%	17%	372
SG/PRC	24%	23%	14%	7%	32%	306
SCLARC	27%	17%	11%	6%	39%	271
TCRC	30%	26%	16%	8%	21%	320
VMRC	28%	20%	14%	8%	30%	283
WRC	40%	22%	14%	7%	17%	331
<b>CA Average</b>	<b>31%</b>	<b>24%</b>	<b>16%</b>	<b>7%</b>	<b>22%</b>	<b>6,349</b>
<b>NCI Average</b>	<b>60%</b>	<b>20%</b>	<b>8%</b>	<b>2%</b>	<b>10%</b>	<b>3,405</b>



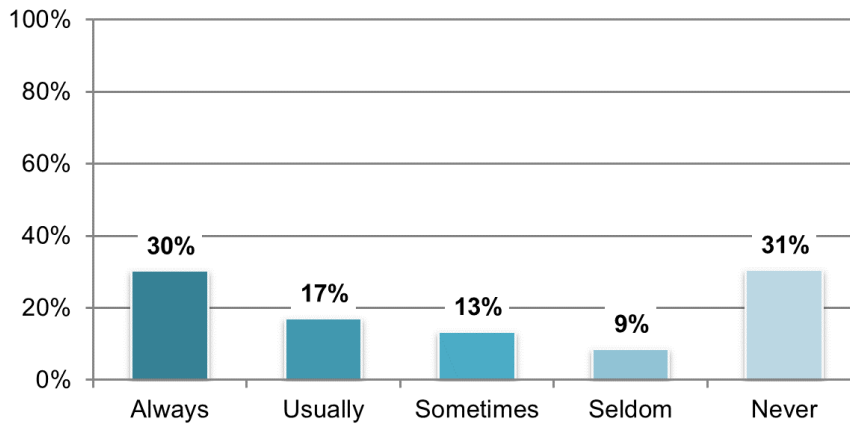
### Respondent Can Choose a Different Provider Agency If Desired



**Table Q33. Can you choose a different provider agency if you want to?**

	Always	Usually	Sometimes	Seldom	Never	N
ACRC	39%	28%	14%	8%	10%	237
CVRC	45%	25%	14%	4%	12%	230
ELARC	42%	29%	10%	6%	13%	238
FNRC	41%	25%	17%	4%	13%	136
FDLRC	35%	25%	21%	9%	10%	214
GGRC	38%	24%	16%	9%	13%	173
HRC	31%	20%	13%	7%	29%	182
IRC	38%	27%	14%	8%	13%	270
KRC	33%	24%	27%	7%	10%	291
NBRC	37%	27%	17%	5%	14%	141
NLARC	52%	31%	11%	2%	5%	262
RCEB	36%	25%	17%	7%	14%	222
RCOC	37%	29%	17%	7%	10%	253
RCRC	44%	24%	12%	6%	14%	86
SARC	39%	28%	15%	4%	12%	201
SDRC	44%	31%	13%	3%	8%	264
SG/PRC	38%	30%	14%	5%	13%	185
SCLARC	38%	17%	8%	9%	28%	159
TCRC	38%	28%	14%	8%	12%	211
VMRC	38%	28%	12%	5%	18%	167
WRC	51%	21%	12%	7%	8%	233
<b>CA Average</b>	<b>40%</b>	<b>26%</b>	<b>15%</b>	<b>6%</b>	<b>13%</b>	<b>4,355</b>
<b>NCI Average</b>	<b>67%</b>	<b>19%</b>	<b>7%</b>	<b>2%</b>	<b>5%</b>	<b>2,979</b>

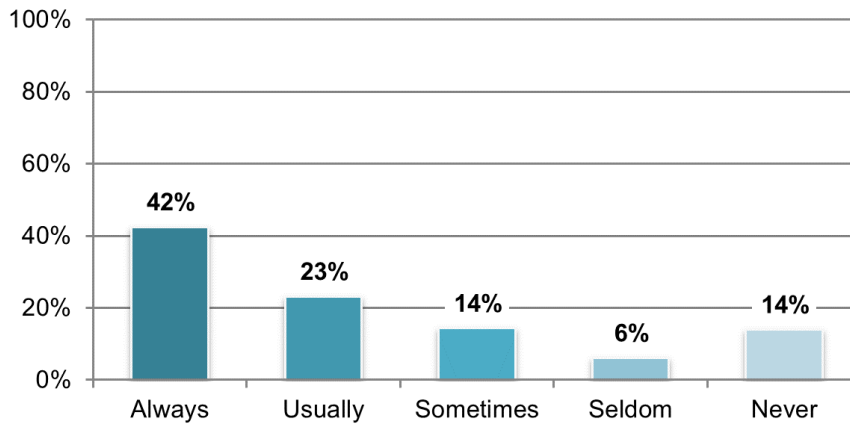
### Respondent Chooses Individual Support Workers Who Work With the Family



**Table Q34. Do you choose the individual support workers who work directly with your family?**

	Always	Usually	Sometimes	Seldom	Never	N
ACRC	33%	19%	12%	9%	27%	300
CVRC	22%	18%	13%	7%	40%	318
ELARC	25%	16%	16%	10%	33%	290
FNRC	37%	13%	16%	7%	27%	193
FDLRC	28%	16%	15%	9%	32%	275
GGRC	42%	16%	11%	7%	25%	276
HRC	24%	16%	10%	10%	40%	292
IRC	34%	21%	13%	10%	22%	324
KRC	28%	24%	22%	10%	16%	296
NBRC	32%	14%	13%	7%	34%	254
NLARC	33%	20%	16%	10%	21%	309
RCEB	34%	14%	15%	6%	31%	292
RCOC	23%	18%	16%	10%	33%	321
RCRC	36%	21%	11%	12%	21%	117
SARC	31%	19%	12%	10%	27%	297
SDRC	33%	19%	17%	6%	25%	359
SG/PRC	23%	19%	9%	7%	41%	282
SCLARC	26%	10%	8%	7%	49%	252
TCRC	30%	14%	16%	9%	31%	297
VMRC	26%	16%	8%	8%	43%	263
WRC	36%	17%	13%	11%	24%	293
<b>CA Average</b>	<b>30%</b>	<b>17%</b>	<b>13%</b>	<b>9%</b>	<b>31%</b>	<b>5,900</b>
<b>NCI Average</b>	<b>56%</b>	<b>15%</b>	<b>9%</b>	<b>4%</b>	<b>16%</b>	<b>3,295</b>

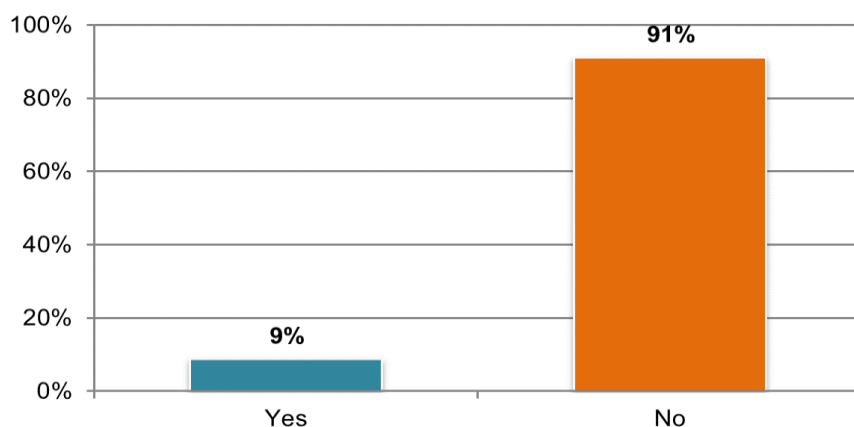
### Respondent Can Choose Different Support Workers If Desired



**Table Q35. Can you choose different support workers if you want to?**

	Always	Usually	Sometimes	Seldom	Never	N
ACRC	45%	27%	11%	5%	11%	233
CVRC	40%	25%	12%	8%	15%	213
ELARC	40%	24%	16%	7%	14%	225
FNRC	47%	25%	14%	5%	8%	142
FDLRC	38%	21%	18%	8%	15%	208
GGRC	52%	20%	9%	8%	12%	199
HRC	36%	22%	13%	6%	23%	195
IRC	43%	23%	11%	10%	14%	274
KRC	32%	25%	23%	9%	11%	281
NBRC	47%	17%	13%	6%	17%	172
NLARC	45%	28%	18%	4%	6%	240
RCEB	40%	23%	15%	4%	17%	205
RCOC	34%	28%	17%	8%	14%	238
RCRC	54%	18%	17%	4%	6%	93
SARC	42%	25%	14%	6%	14%	214
SDRC	47%	25%	12%	5%	11%	281
SG/PRC	42%	25%	14%	3%	17%	200
SCLARC	36%	14%	14%	6%	30%	162
TCRC	42%	27%	14%	7%	10%	215
VMRC	43%	22%	12%	6%	17%	175
WRC	47%	24%	14%	4%	11%	228
<b>CA Average</b>	<b>42%</b>	<b>23%</b>	<b>14%</b>	<b>6%</b>	<b>14%</b>	<b>4,393</b>
<b>NCI Average</b>	<b>67%</b>	<b>18%</b>	<b>8%</b>	<b>3%</b>	<b>5%</b>	<b>2,900</b>

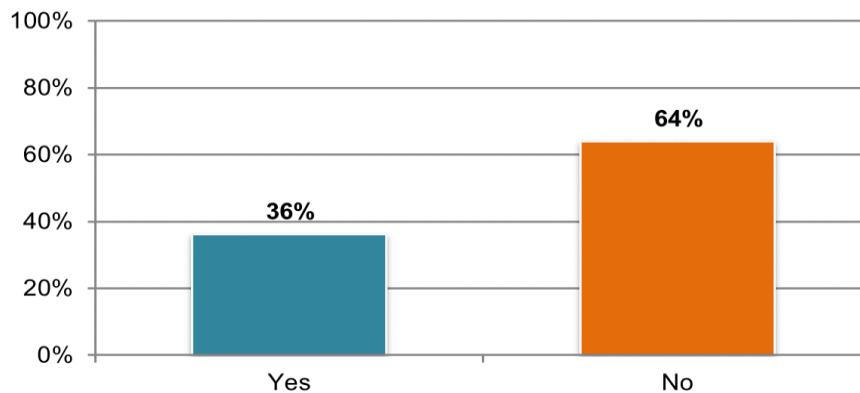
### Respondent Chose Service Coordinator



**Table Q36. Did you choose your service coordinator?**

	Yes	No	N
ACRC	6%	94%	385
CVRC	7%	93%	367
ELARC	10%	90%	345
FNRC	8%	92%	252
FDLRC	9%	91%	359
GGRC	5%	95%	340
HRC	6%	94%	358
IRC	24%	76%	333
KRC	22%	78%	293
NBRC	8%	92%	324
NLARC	10%	90%	356
RCEB	9%	91%	363
RCOC	10%	90%	371
RCRC	9%	91%	127
SARC	8%	92%	352
SDRC	9%	91%	404
SG/PRC	3%	97%	346
SCLARC	5%	95%	360
TCRC	6%	94%	357
VMRC	6%	94%	347
WRC	5%	95%	359
<b>CA Average</b>	<b>9%</b>	<b>91%</b>	<b>7,098</b>
<b>NCI Average</b>	<b>20%</b>	<b>80%</b>	<b>3,451</b>

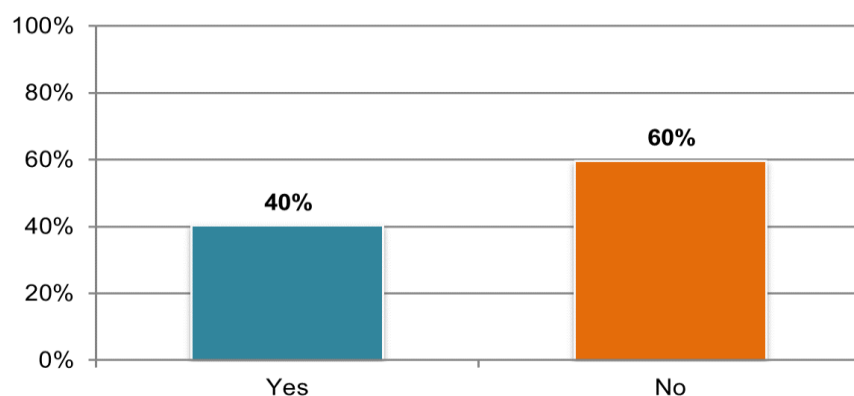
### Respondent Has Control or Input Over the Hiring and Management of Family's Support Workers



**Table Q37. Do you have control and/or input over the hiring and management of your family's support workers?**

	Yes	No	N
ACRC	45%	55%	246
CVRC	27%	73%	277
ELARC	34%	66%	259
FNRC	38%	62%	165
FDLRC	26%	74%	252
GGRC	51%	49%	249
HRC	25%	75%	271
IRC	40%	60%	303
KRC	20%	80%	289
NBRC	40%	60%	214
NLARC	42%	58%	266
RCEB	36%	64%	278
RCOC	36%	64%	277
RCRC	56%	44%	108
SARC	41%	59%	266
SDRC	38%	62%	310
SG/PRC	35%	65%	260
SCLARC	18%	82%	276
TCRC	41%	59%	264
VMRC	28%	72%	238
WRC	39%	61%	257
<b>CA Average</b>	<b>36%</b>	<b>64%</b>	<b>5,325</b>
<b>NCI Average</b>	<b>61%</b>	<b>39%</b>	<b>2,989</b>

### Respondent Knows How Much Money Is Spent by the Regional Center on Behalf of Child

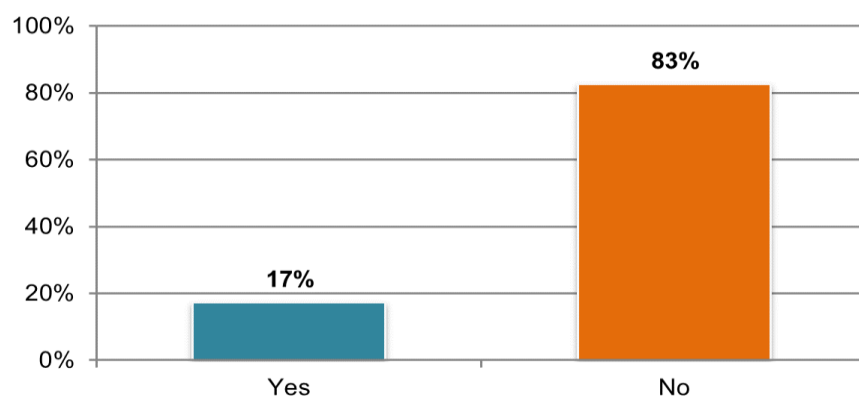


**Table Q38. Do you know how much money is spent by the DDRegional Center on behalf of your child?<sup>1</sup>**

	Yes	No	N
ACRC	40%	60%	299
CVRC	42%	58%	310
ELARC	46%	54%	279
FNRC	40%	60%	218
FDLRC	51%	49%	269
GGRC	43%	57%	285
HRC	7%	93%	279
IRC	30%	70%	303
KRC	10%	90%	284
NBRC	44%	56%	259
NLARC	49%	51%	290
RCEB	50%	50%	318
RCOC	49%	51%	293
RCRC	60%	40%	110
SARC	46%	54%	291
SDRC	44%	56%	345
SG/PRC	61%	39%	309
SCLARC	15%	85%	270
TCRC	41%	59%	292
VMRC	46%	54%	282
WRC	31%	69%	283
<b>CA Average</b>	<b>40%</b>	<b>60%</b>	<b>5,868</b>
<b>NCI Average</b>	<b>27%</b>	<b>73%</b>	<b>3,698</b>

<sup>1</sup> 'Don't know' responses are included with 'no' responses.

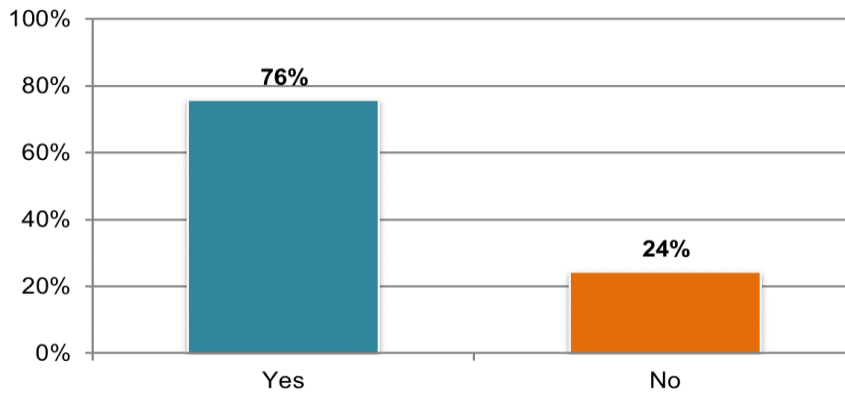
### Respondent Has Say in How Regional Center Money Is Spent



**Table Q39. Do you have a say in how this money is spent?**

	Yes	No	N
ACRC	17%	83%	237
CVRC	20%	80%	252
ELARC	15%	85%	254
FNRC	23%	77%	151
FDLRC	16%	84%	248
GGRC	30%	70%	233
HRC	5%	95%	267
IRC	23%	77%	256
KRC	11%	89%	268
NBRC	16%	84%	200
NLARC	17%	83%	242
RCEB	20%	80%	261
RCOC	19%	81%	253
RCRC	26%	74%	87
SARC	26%	74%	232
SDRC	15%	85%	276
SG/PRC	12%	88%	234
SCLARC	7%	93%	285
TCRC	16%	84%	227
VMRC	13%	87%	216
WRC	17%	83%	241
<b>CA Average</b>	<b>17%</b>	<b>83%</b>	<b>4,920</b>
<b>NCI Average</b>	<b>39%</b>	<b>61%</b>	<b>2,683</b>

**Respondent Has All Information Needed to  
Decide How to Spend ID/DD Agency Money**



**Table Q39a. If you have a say in how this money is spent, do you have all the information you need to make decisions about how to spend this money?**

	Yes	No	N
ACRC	82%	18%	33
CVRC	78%	22%	41
ELARC	68%	32%	28
FNRC	68%	32%	28
FDLRC	86%	14%	29
GGRC	78%	22%	59
HRC	73%	27%	11
IRC	75%	25%	28
KRC	81%	19%	16
NBRC	70%	30%	23
NLARC	71%	29%	35
RCEB	64%	36%	44
RCOC	78%	23%	40
RCRC	79%	21%	19
SARC	80%	20%	51
SDRC	74%	26%	35
SG/PRC	75%	25%	20
SCLARC	89%	11%	18
TCRC	78%	22%	27
VMRC	74%	26%	23
WRC	69%	31%	26
<b>CA Average</b>	<b>76%</b>	<b>24%</b>	<b>634</b>
<b>NCI Average</b>	<b>82%</b>	<b>18%</b>	<b>974</b>



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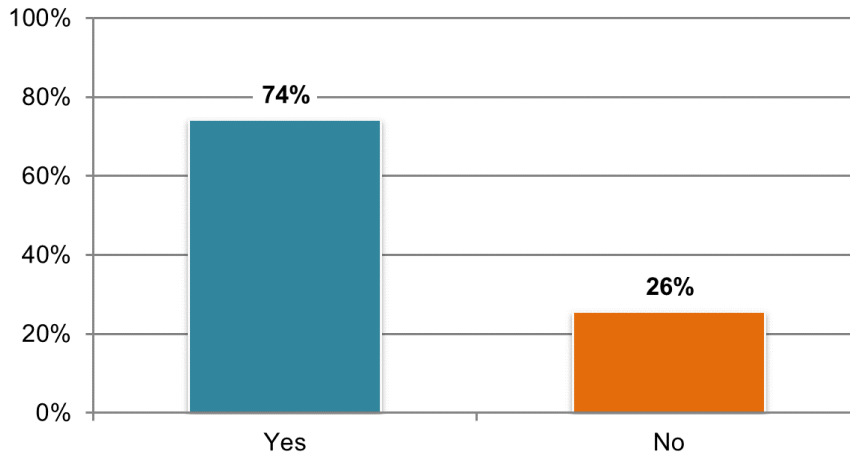
## Community Connections

*Family members with disabilities use integrated community services and participate in everyday community activities.*

### **Please Note:**

**The NCI Average does not include California. The NCI Average should be used as a reference for how California compares to the national norm.**

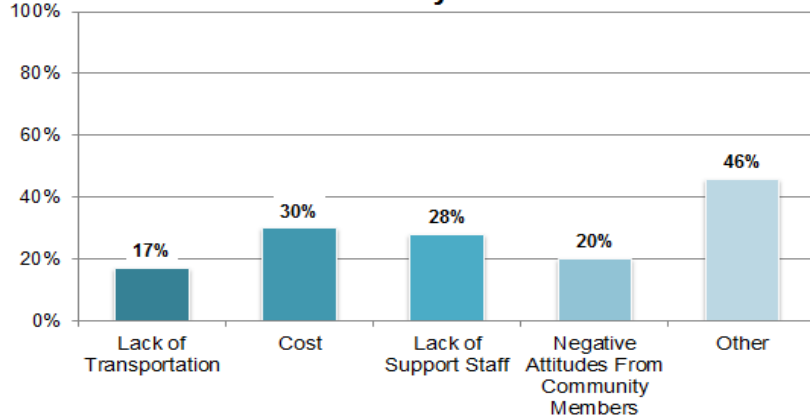
### Child Participates in Community Activities



**Table Q40. Does your child participate in community activities (such as going out to a restaurant, movie, or sporting event)?**

	Yes	No	N
ACRC	76%	24%	398
CVRC	73%	27%	405
ELARC	73%	27%	372
FNRC	84%	16%	265
FDLRC	70%	30%	374
GGRC	73%	27%	358
HRC	71%	29%	385
IRC	76%	24%	388
KRC	79%	21%	303
NBRC	74%	26%	344
NLARC	76%	24%	389
RCEB	76%	24%	380
RCOC	76%	24%	382
RCRC	79%	21%	135
SARC	72%	28%	376
SDRC	74%	26%	414
SG/PRC	76%	24%	368
SCLARC	54%	46%	380
TCRC	77%	23%	378
VMRC	74%	26%	372
WRC	77%	23%	380
<b>CA Average</b>	<b>74%</b>	<b>26%</b>	<b>7,546</b>
<b>NCI Average</b>	<b>83%</b>	<b>17%</b>	<b>3,763</b>

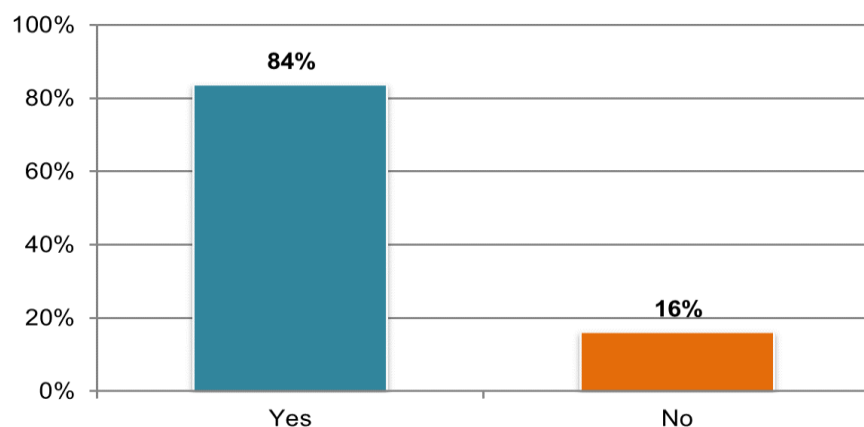
### Reasons Child Does Not Participate in Community Activities



**Table Q40a. If your child doesn't participate in community activities, why not?**

	Lack of Transportation	Cost	Lack of Support Staff	Negative Attitudes From Community Members	Other
ACRC	15%	29%	29%	25%	44%
CVRC	25%	25%	21%	24%	44%
ELARC	21%	34%	27%	15%	41%
FNRC	24%	24%	21%	34%	61%
FDLRC	12%	33%	35%	31%	33%
GGRC	12%	17%	15%	18%	70%
HRC	17%	30%	30%	18%	40%
IRC	12%	31%	17%	24%	24%
KRC	23%	37%	42%	25%	8%
NBRC	13%	29%	26%	21%	57%
NLARC	26%	47%	31%	28%	29%
RCEB	8%	9%	4%	12%	79%
RCOC	13%	44%	22%	18%	29%
RCRC	17%	25%	46%	17%	38%
SARC	20%	37%	35%	20%	45%
SDRC	14%	25%	35%	12%	57%
SG/PRC	19%	31%	24%	10%	54%
SCLARC	18%	37%	34%	19%	39%
TCRC	13%	28%	29%	19%	56%
VMRC	27%	31%	28%	19%	50%
WRC	17%	33%	38%	10%	58%
<b>CA Average</b>	<b>17%</b>	<b>30%</b>	<b>28%</b>	<b>20%</b>	<b>46%</b>
<b>NCI Average</b>	<b>22%</b>	<b>27%</b>	<b>25%</b>	<b>18%</b>	<b>51%</b>

### Child Spends Time With Children Without DD



**Table Q41. Does your child spend time with children who do not have DD?**

	Yes	No	N
ACRC	86%	14%	387
CVRC	88%	12%	399
ELARC	84%	16%	369
FNRC	93%	7%	262
FDLRC	82%	18%	366
GGRC	80%	20%	348
HRC	80%	20%	365
IRC	84%	16%	374
KRC	76%	24%	314
NBRC	86%	14%	339
NLARC	82%	18%	377
RCEB	84%	16%	365
RCOC	79%	21%	366
RCRC	87%	13%	136
SARC	84%	16%	366
SDRC	85%	15%	415
SG/PRC	83%	17%	355
SCLARC	76%	24%	368
TCRC	87%	13%	373
VMRC	89%	11%	358
WRC	86%	14%	366
<b>CA Average</b>	<b>84%</b>	<b>16%</b>	<b>7,368</b>
<b>NCI Average</b>	<b>85%</b>	<b>15%</b>	<b>3,710</b>

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## Satisfaction with Services and Supports

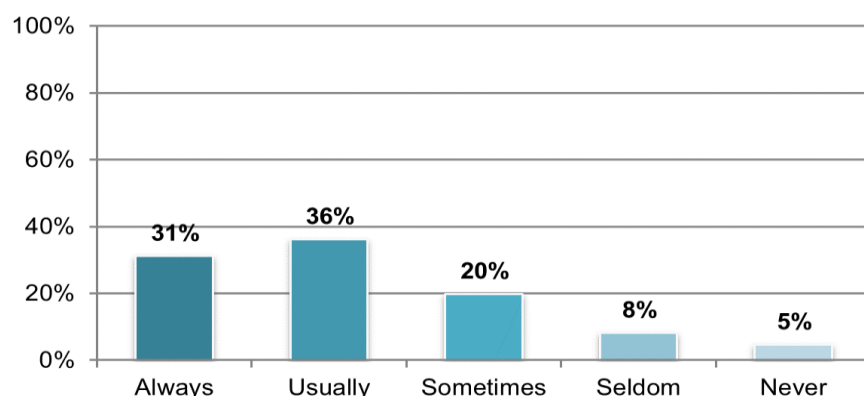
*Families and family members with disabilities receive adequate and satisfactory supports.*

### **Please Note:**

**The NCI Average does not include California. The NCI Average should be used as a reference for how California compares to the national norm.**

**State outcomes denoted with an n/a means there were too few cases to report (less than 20 responses).**

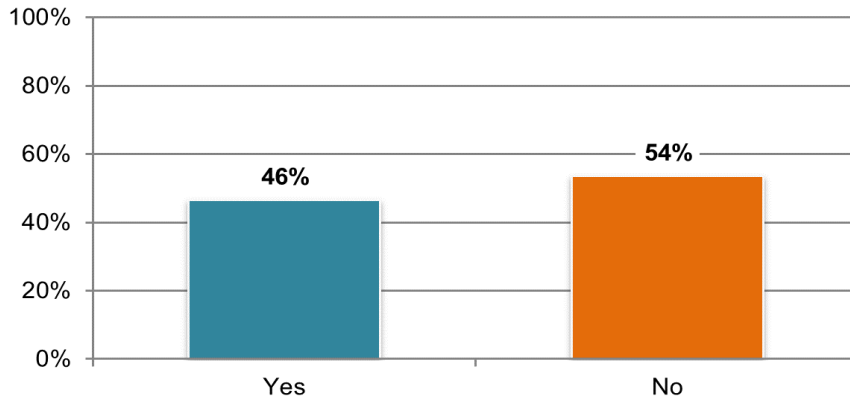
### Respondent Is Satisfied With Services and Supports Family Receives



**Table Q42. Overall, are you satisfied with the services and supports your family currently receives?**

	Always	Usually	Sometimes	Seldom	Never	N
ACRC	33%	37%	21%	7%	2%	399
CVRC	36%	35%	21%	5%	3%	402
ELARC	35%	35%	18%	8%	3%	374
FNRC	35%	41%	14%	5%	4%	258
FDLRC	31%	31%	22%	10%	6%	357
GGRC	26%	46%	20%	5%	3%	355
HRC	25%	31%	21%	16%	7%	372
IRC	31%	36%	19%	8%	6%	390
KRC	28%	28%	25%	9%	9%	320
NBRC	29%	34%	23%	10%	4%	336
NLARC	33%	34%	20%	8%	4%	372
RCEB	25%	38%	25%	7%	5%	364
RCOC	29%	42%	19%	7%	3%	385
RCRC	38%	36%	13%	8%	5%	136
SARC	28%	41%	22%	6%	3%	374
SDRC	32%	38%	18%	9%	3%	418
SG/PRC	30%	42%	18%	6%	3%	352
SCLARC	24%	21%	19%	19%	17%	345
TCRC	35%	37%	20%	6%	3%	369
VMRC	34%	39%	19%	5%	3%	369
WRC	36%	36%	19%	7%	3%	375
<b>CA Average</b>	<b>31%</b>	<b>36%</b>	<b>20%</b>	<b>8%</b>	<b>5%</b>	<b>7,422</b>
<b>NCI Average</b>	<b>36%</b>	<b>43%</b>	<b>15%</b>	<b>3%</b>	<b>2%</b>	<b>3,718</b>

### Respondent Knows How to File a Complaint or Grievance Against Provider Agencies or Staff

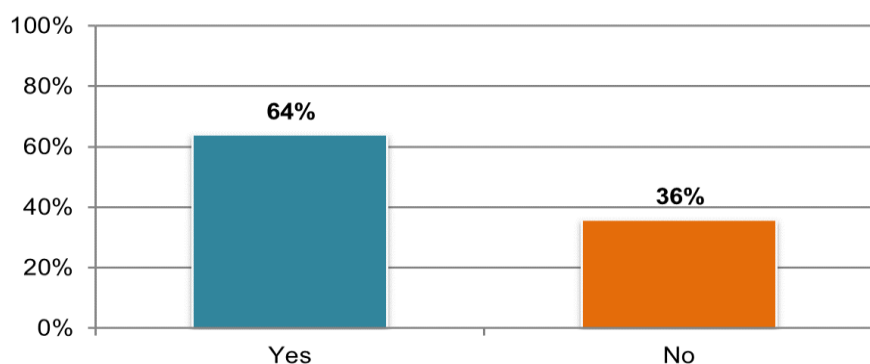


**Table Q43. Do you know the process for filing a complaint or grievance against provider agencies or staff?<sup>2</sup>**

	Yes	No	N
ACRC	53%	47%	335
CVRC	47%	53%	326
ELARC	63%	37%	315
FNRC	57%	43%	225
FDLRC	38%	62%	315
GGRC	39%	61%	286
HRC	39%	61%	316
IRC	54%	46%	339
KRC	44%	56%	286
NBRC	41%	59%	270
NLARC	47%	53%	307
RCEB	35%	65%	302
RCOC	50%	50%	317
RCRC	66%	34%	125
SARC	43%	57%	306
SDRC	44%	56%	363
SG/PRC	47%	53%	305
SCLARC	26%	74%	308
TCRC	41%	59%	310
VMRC	56%	44%	303
WRC	46%	54%	321
<b>CA Average</b>	<b>46%</b>	<b>54%</b>	<b>6,280</b>
<b>NCI Average</b>	<b>50%</b>	<b>50%</b>	<b>3,729</b>

<sup>2</sup> 'Don't know' responses are included with 'no' responses.

**Respondent Is Satisfied With the Way  
Complaints or Grievances Against Provider  
Agencies or Staff Are Handled and Resolved**



**Table Q44. Are you satisfied with the way complaints or grievances against provider agencies or staff are handled and resolved?**

	Yes	No	N
ACRC	77%	23%	133
CVRC	74%	26%	166
ELARC	65%	35%	162
FNRC	77%	23%	98
FDLRC	51%	49%	139
GGRC	59%	41%	82
HRC	45%	55%	133
IRC	63%	38%	208
KRC	46%	54%	257
NBRC	65%	35%	92
NLARC	70%	30%	125
RCEB	58%	42%	95
RCOC	66%	34%	116
RCRC	78%	22%	59
SARC	67%	33%	91
SDRC	65%	35%	125
SG/PRC	65%	35%	128
SCLARC	44%	56%	149
TCRC	64%	36%	114
VMRC	82%	18%	115
WRC	65%	35%	109
<b>CA Average</b>	<b>64%</b>	<b>36%</b>	<b>2,696</b>
<b>NCI Average</b>	<b>76%</b>	<b>24%</b>	<b>1,419</b>



### Respondent Knows How to Report Abuse or Neglect

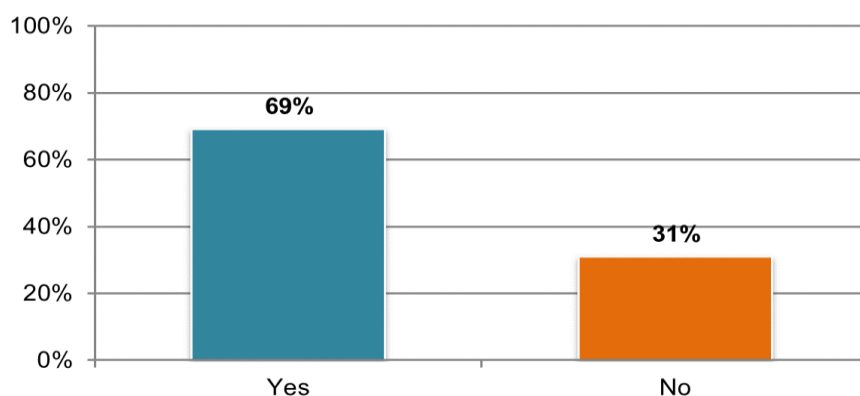
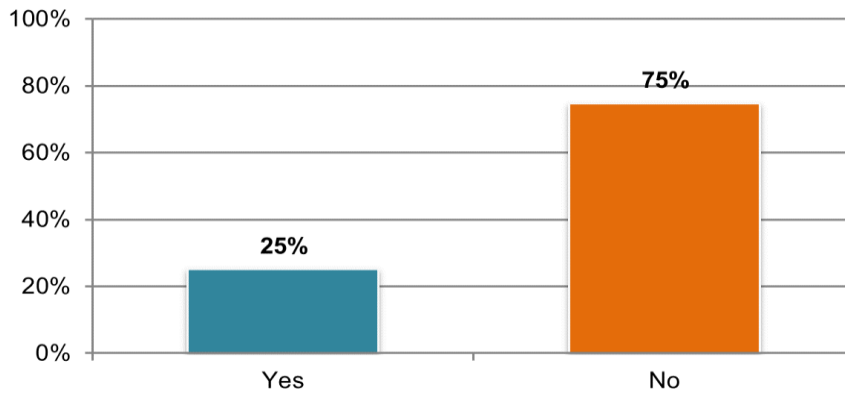


Table Q45. Do you know how to report abuse or neglect?<sup>3</sup>

	Yes	No	N
ACRC	75%	25%	345
CVRC	73%	27%	349
ELARC	78%	23%	320
FNRC	86%	14%	248
FDLRC	59%	41%	297
GGRC	62%	38%	283
HRC	67%	33%	334
IRC	73%	27%	346
KRC	62%	38%	294
NBRC	63%	37%	294
NLARC	68%	32%	323
RCEB	59%	41%	315
RCOC	69%	31%	338
RCRC	85%	15%	131
SARC	66%	34%	311
SDRC	70%	30%	351
SG/PRC	69%	31%	314
SCLARC	56%	44%	327
TCRC	64%	36%	309
VMRC	80%	20%	322
WRC	67%	33%	327
<b>CA Average</b>	<b>69%</b>	<b>31%</b>	<b>6,478</b>
<b>NCI Average</b>	<b>75%</b>	<b>25%</b>	<b>3,680</b>

<sup>3</sup> 'Don't know' responses are included with 'no' responses.

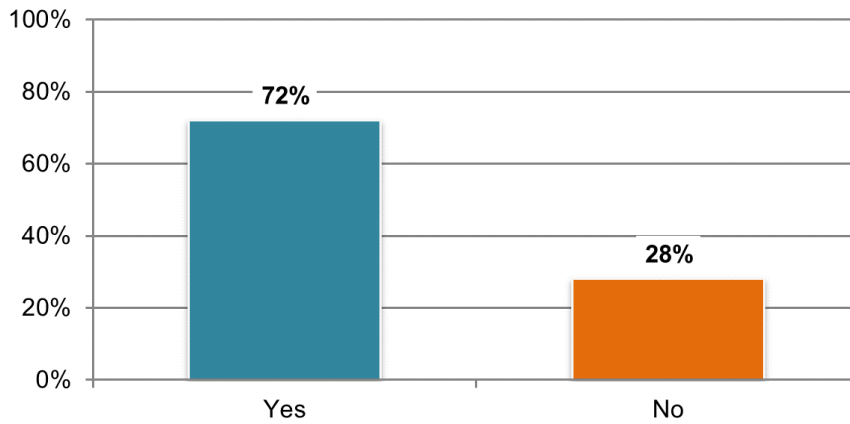
### Respondent Reported Abuse or Neglect in the Past Year



**Table Q46. Within the past year, if abuse or neglect occurred, did you report it?**

	Yes	No	N
ACRC	29%	71%	69
CVRC	24%	76%	87
ELARC	31%	69%	104
FNRC	40%	60%	35
FDLRC	28%	72%	108
GGRC	30%	70%	82
HRC	15%	85%	91
IRC	18%	82%	148
KRC	4%	96%	260
NBRC	14%	86%	63
NLARC	32%	68%	79
RCEB	29%	71%	90
RCOC	30%	70%	76
RCRC	30%	70%	27
SARC	21%	79%	76
SDRC	23%	77%	73
SG/PRC	22%	78%	73
SCLARC	29%	71%	139
TCRC	23%	77%	64
VMRC	28%	72%	75
WRC	28%	72%	75
<b>CA Average</b>	<b>25%</b>	<b>75%</b>	<b>1,894</b>
<b>NCI Average</b>	<b>38%</b>	<b>62%</b>	<b>817</b>

### Appropriate People Were Responsive to Report of Abuse or Neglect (Past Year)



**Table Q46a. If you reported abuse or neglect within the past year, were the appropriate people responsive to your report?**

State	Yes	No	N
ACRC	n/a	n/a	n/a
CVRC	n/a	n/a	n/a
ELARC	n/a	n/a	n/a
FNRC	n/a	n/a	n/a
FDLRC	72%	28%	25
GGRC	n/a	n/a	n/a
HRC	n/a	n/a	n/a
IRC	n/a	n/a	n/a
KRC	n/a	n/a	n/a
NBRC	n/a	n/a	n/a
NLARC	n/a	n/a	n/a
RCEB	n/a	n/a	n/a
RCOC	n/a	n/a	n/a
RCRC	n/a	n/a	n/a
SARC	n/a	n/a	n/a
SDRC	n/a	n/a	n/a
SG/PRC	n/a	n/a	n/a
SCLARC	n/a	n/a	n/a
TCRC	n/a	n/a	n/a
VMRC	n/a	n/a	n/a
WRC	n/a	n/a	n/a
<b>CA Average</b>	<b>72%</b>	<b>28%</b>	<b>25</b>
<b>NCI Average</b>	<b>84%</b>	<b>16%</b>	<b>149</b>

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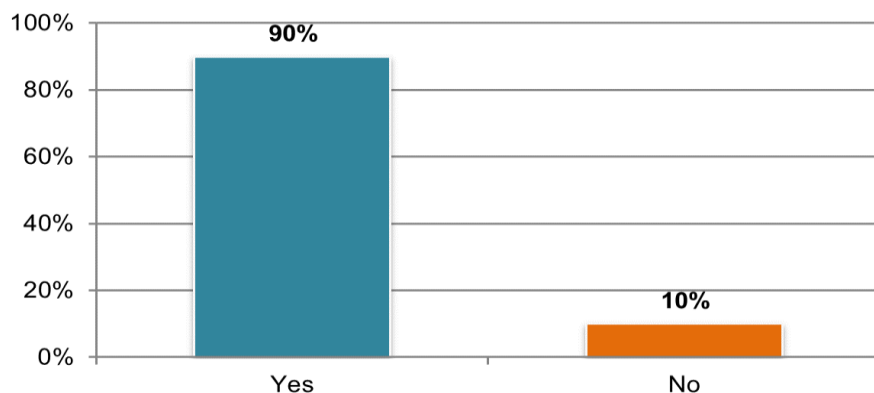
## Family Outcomes

*Child and family supports make a positive difference in the lives of families.*

### **Please Note:**

**The NCI Average does not include California. The NCI Average should be used as a reference for how California compares to the national norm.**

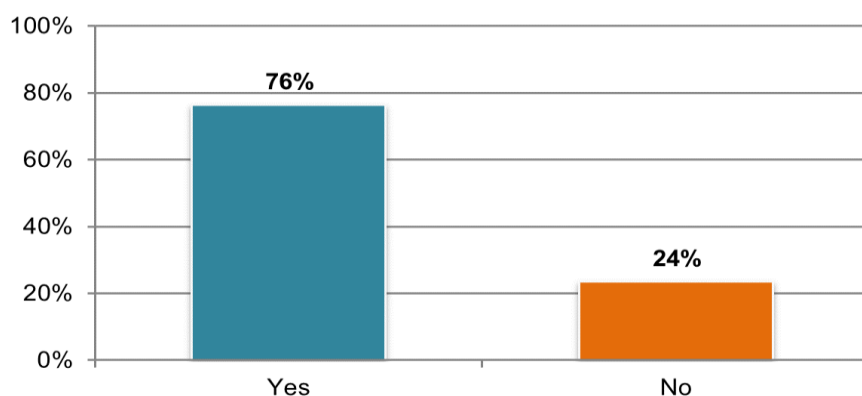
### Family Supports Have Made a Positive Difference in Family's Life



**Table Q47. Do you feel that family supports have made a positive difference in the life of your family?**

	Yes	No	N
ACRC	95%	5%	339
CVRC	90%	10%	350
ELARC	95%	5%	336
FNRC	94%	6%	233
FDLRC	92%	8%	308
GGRC	95%	5%	324
HRC	86%	14%	311
IRC	86%	14%	347
KRC	71%	29%	280
NBRC	89%	11%	294
NLARC	93%	7%	335
RCEB	91%	9%	319
RCOC	92%	8%	346
RCRC	89%	11%	122
SARC	91%	9%	346
SDRC	93%	7%	378
SG/PRC	94%	6%	341
SCLARC	78%	22%	278
TCRC	94%	6%	329
VMRC	90%	10%	311
WRC	91%	9%	341
<b>CA Average</b>	<b>90%</b>	<b>10%</b>	<b>6,568</b>
<b>NCI Average</b>	<b>94%</b>	<b>6%</b>	<b>3,419</b>

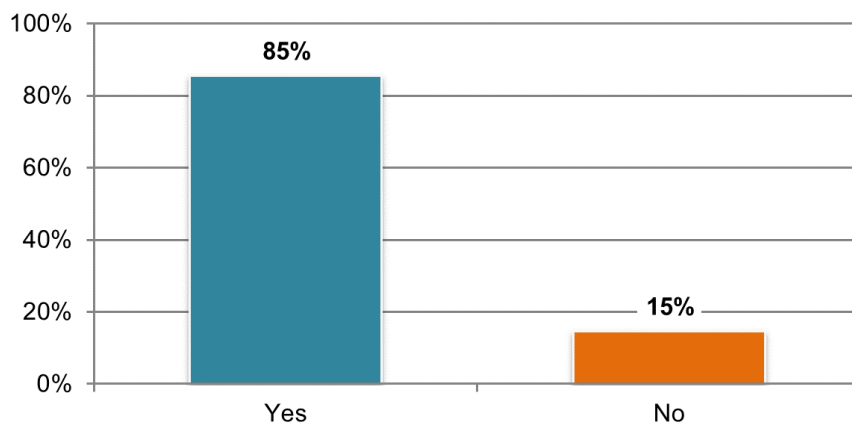
### Services and Supports Have Reduced Out-of-Pocket Expenses



**Table Q48. Do you feel that services and supports have reduced your family's out-of-pocket expenses for your child's care?**

	Yes	No	N
ACRC	82%	18%	340
CVRC	76%	24%	342
ELARC	80%	20%	311
FNRC	77%	23%	243
FDLRC	73%	27%	307
GGRC	81%	19%	339
HRC	70%	30%	295
IRC	70%	30%	322
KRC	63%	37%	285
NBRC	75%	25%	283
NLARC	77%	23%	307
RCEB	80%	20%	325
RCOC	79%	21%	339
RCRC	79%	21%	113
SARC	80%	20%	332
SDRC	80%	20%	364
SG/PRC	83%	17%	314
SCLARC	55%	45%	259
TCRC	84%	16%	325
VMRC	79%	21%	289
WRC	83%	17%	323
<b>CA Average</b>	<b>76%</b>	<b>24%</b>	<b>6,357</b>
<b>NCI Average</b>	<b>84%</b>	<b>16%</b>	<b>3,394</b>

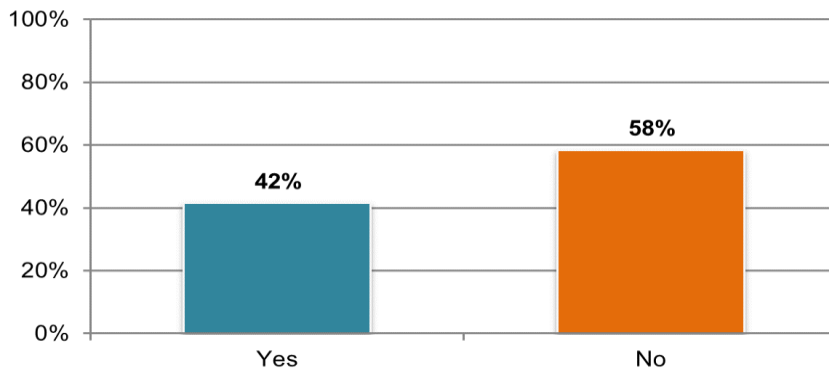
### Family Supports Have Improved Respondent's Ability to Care for the Child



**Table Q49. Do you feel that family supports have improved your ability to care for your child?**

	Yes	No	N
ACRC	91%	9%	341
CVRC	86%	14%	359
ELARC	93%	7%	335
FNRC	88%	12%	243
FDLRC	88%	12%	310
GGRC	90%	10%	324
HRC	80%	20%	319
IRC	80%	20%	335
KRC	58%	42%	286
NBRC	83%	17%	294
NLARC	89%	11%	332
RCEB	88%	12%	319
RCOC	87%	13%	346
RCRC	88%	12%	113
SARC	88%	12%	330
SDRC	89%	11%	383
SG/PRC	90%	10%	340
SCLARC	75%	25%	274
TCRC	91%	9%	339
VMRC	85%	15%	309
WRC	88%	12%	336
<b>CA Average</b>	<b>85%</b>	<b>15%</b>	<b>6,567</b>
<b>NCI Average</b>	<b>89%</b>	<b>11%</b>	<b>3,459</b>

**Services or Supports Have Been Reduced,  
Suspended, or Terminated in the Past Year**



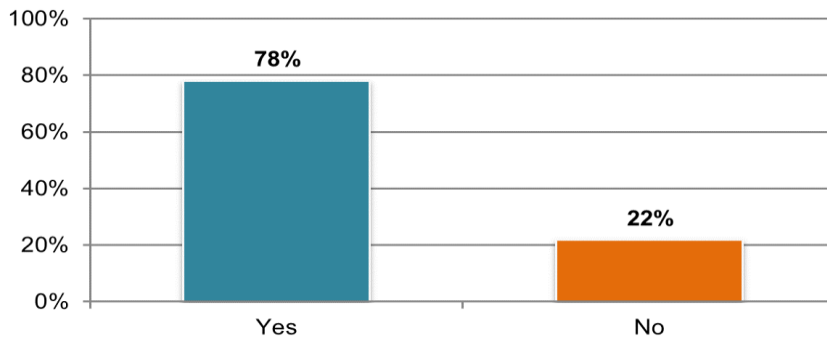
**Table Q50. Have the services or supports that your child/family received during the past year been reduced, suspended, or terminated?<sup>4</sup>**

	Yes	No	N
ACRC	44%	56%	331
CVRC	39%	61%	341
ELARC	43%	57%	334
FNRC	35%	65%	236
FDLRC	44%	56%	320
GGRC	41%	59%	330
HRC	47%	53%	325
IRC	37%	63%	323
KRC	31%	69%	270
NBRC	42%	58%	287
NLARC	41%	59%	338
RCEB	53%	47%	335
RCOC	54%	46%	331
RCRC	44%	56%	122
SARC	44%	56%	331
SDRC	49%	51%	377
SG/PRC	41%	59%	337
SCLARC	33%	67%	286
TCRC	42%	58%	330
VMRC	30%	70%	297
WRC	38%	62%	335
<b>CA Average</b>	<b>42%</b>	<b>58%</b>	<b>6,516</b>
<b>NCI Average</b>	<b>35%</b>	<b>65%</b>	<b>3,370</b>

<sup>4</sup> The 'yes' response is the less desired response, a higher average means more people reported services or supports were reduced, suspended or terminated in the past year.



**Reduction, Suspension, or Termination of  
Services in the Past Year Affected the Family  
Negatively**



**Table 50a. If services or supports received by your family were reduced, suspended, or terminated during the past year, did the reduction, suspension, or termination of these services or supports affect your family negatively?<sup>5</sup>**

	Yes	No	N
ACRC	74%	26%	117
CVRC	68%	32%	118
ELARC	74%	26%	121
FNRC	81%	19%	69
FDLRC	79%	21%	122
GGRC	81%	19%	120
HRC	81%	19%	134
IRC	78%	22%	82
KRC	91%	9%	70
NBRC	83%	17%	96
NLARC	72%	28%	115
RCEB	83%	17%	161
RCOC	72%	28%	146
RCRC	76%	24%	42
SARC	79%	21%	121
SDRC	80%	20%	152
SG/PRC	75%	25%	118
SCLARC	92%	8%	77
TCRC	72%	28%	120
VMRC	76%	24%	72
WRC	75%	25%	104
<b>CA Average</b>	<b>78%</b>	<b>22%</b>	<b>2,277</b>
<b>NCI Average</b>	<b>75%</b>	<b>25%</b>	<b>937</b>

<sup>5</sup> The 'yes' response is the less desired response, a higher average means more people reported reduction, suspension, or termination of services had a negative impact on the family.

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## II. NCI History and Activities

*This section briefly describes the history of the National Core Indicators and NCI surveys.*

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## Overview of National Core Indicators

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 the project was to support state DD authorities in the development and implementation of performance and outcome indicators—and related data collection strategies—so that they could measure service delivery system performance. This effort, now called National Core Indicators (NCI), strives to provide states with valid and reliable tools to help improve system performance and better serve people with developmental disabilities (DD) and their families. Moreover, NASDDDS' active sponsorship of NCI facilitates pooled knowledge, expertise, and resources among the states.

In 1997, 15 states convened to discuss the scope and content of a potential performance measurement framework. Directors and staff from these 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 that was 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 indicators. 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 DD and their families. In addition, NCI continues to develop and refine the indicators and expand state participation. For more information about NCI states, technical reports, and other resources, please visit <http://www.nationalcoreindicators.org>.

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## California's Participation in NCI

For several years, California has collected information from individuals about their experiences with services and supports received from the State. Beginning in 1998, regional centers across California took part in the Life Quality Assessment (LQA) project. The LQAs were independent evaluations of individuals receiving services from the State, intended to gauge how people felt about the quality of their lives and to inform the Individual Program Plan (IPP) process. Data was collected by the SCDD throughout the State through the local Area Boards. Summary reports describing the Area Board activities related to completing LQAs were submitted to the Legislature annually.

More recently, the Lanterman Developmental Disabilities Services Act (Lanterman Act) was amended (Welfare and Institutions Code, Section 4571). It consolidated the LQA and the separate Evaluation of People with Developmental Disabilities Moving from Developmental Centers to the Community (Movers Study) that followed people moving out of the State's developmental centers into the community. The statute requires DDS to identify and implement a nationally validated quality assessment tool that will enable the department to monitor the performance of California's developmental disabilities services system and to assess quality and performance among all of the regional centers<sup>6</sup>. The statute also directs DDS to contract with the SCDD to collect data using the identified quality assessment tool.

In accordance with the updated statute, with input from a stakeholder advisory group and through the State's Request for Proposal process, California joined NCI in 2009 in order for DDS to:

1. Measure consumer and family satisfaction, provision of services, and personal outcomes.
2. Provide the State with data for statewide improvements.
3. Benchmark statewide and individual regional center outcomes of service systems performance over time.

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<sup>6</sup> California Welfare and Institutions Code, Section 1271(b)(2). Accessed online June 15, 2011:

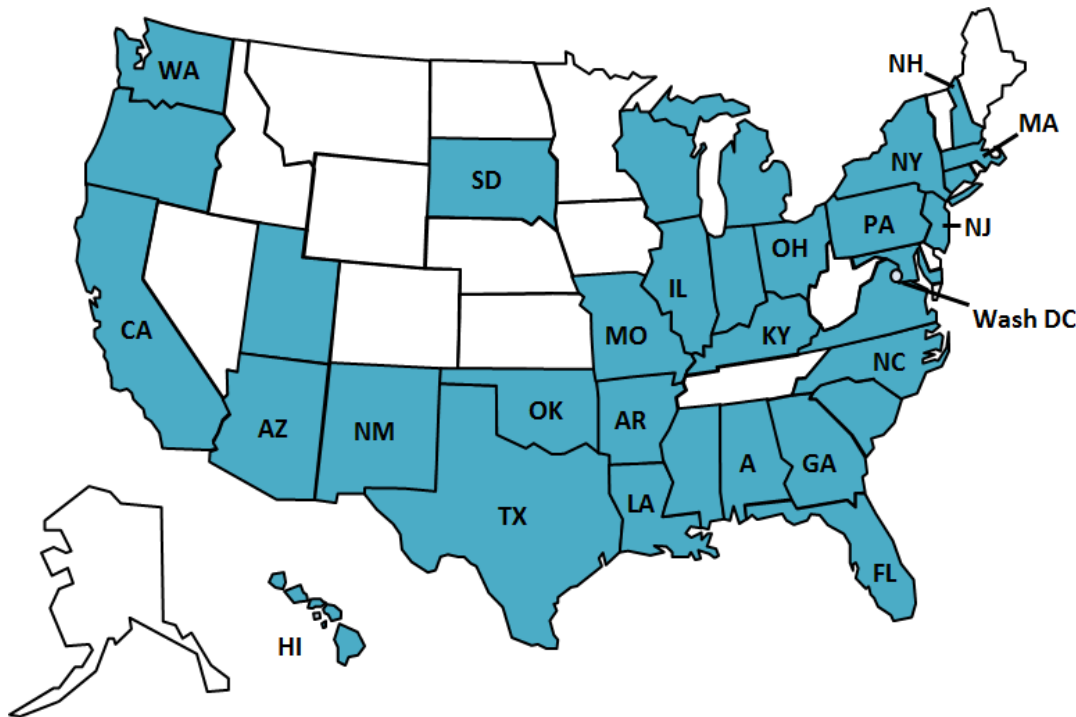
[http://www.dds.ca.gov/Statutes/docs/LantermanAct\\_2011.pdf](http://www.dds.ca.gov/Statutes/docs/LantermanAct_2011.pdf)

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## State Participation

During the FY 12/13 data collection cycle, 34 states and 22 sub-state entities participated in NCI. State participation is entirely voluntary, and the participating states are shown in the chart below.

Chart 1. NCI State Participation FY12/13



## The Core Indicators

The Core Indicators are the standard measures used across states to assess the outcomes of services provided to individuals and families. Indicators address key areas of concern, including employment, respect/rights, service planning, community inclusion, choice, and health and safety. An example of a Core Indicator would be, “Family receives all services listed in the individual service plan (IPP).” To see the entire list of Core Indicators, please visit:

<http://www.nationalcoreindicators.org/indicators>.

Each survey instrument is designed to measure certain Core Indicators. While most indicators correspond to a single survey question, a few refer to clusters of related questions. For example, the indicator that measures Community Inclusion (the proportion of people who regularly participate in everyday integrated activities in their communities) is measured by several survey questions that ask about several separate community activities.

The current set of performance indicators includes approximately 100 individual, 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 and Rights; Staff Stability and Competency; Family Outcomes; and System Performance. Each domain is broken down into sub-domains (please see the table below). Four data sources are used to assess outcomes: the Adult Consumer Survey, three 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 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 to reflect the current and future priorities of participating states.

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 of this report.

## Sub-Domains and Concern Statements

The following table lists the sub-domains under the “Family Outcomes” domain.

Family Survey Sub-Domains and Outcome Statements

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

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## How NCI Data Are Used

The Core Indicators provide information for quality management and are intended to be used in conjunction with other state data sources, such as risk management information, regional level performance data, results of provider monitoring processes, and administrative information gathered at the individual service coordination level. States typically use the indicator data to inform strategic planning, produce legislative reports, and prioritize quality improvement initiatives. Some states use NCI as a data source for supplemental performance measures in their home and community-based services (HCBS) waiver quality management systems and include the information in support of evidentiary reports to the Centers for Medicare & Medicaid Services (CMS). Many states share the indicator data with stakeholder groups such as Quality Councils and use the stakeholder feedback to help set priorities and establish policy direction. It is also important to note that states do not use the information in a punitive way to sanction service providers, nor do they use the results to remediate individual issues (unless specifically requested by the participant or required by law as in the case of suspected abuse, neglect, or mistreatment).

### Caution and Limitations

This report does not provide benchmarks for acceptable or unacceptable levels of performance. Rather, it is up to each state to decide whether its score or percentage is an acceptable performance level. States that fall into the “below average” tier on any scale or indicator are not necessarily underperforming; instead, this placement indicates only that the state’s scale score or indicator percentage is significantly lower than the average of all states—where “significantly” means “not due to chance.” The results tables throughout this report display states’ scores relative to one another and show which states tend to have similar results. Notably, the difference between a “below average” state and the average across the other states may be very small, and it is up to public managers, policy-makers, and other stakeholders to decide whether a state’s result relative to the NCI Average suggests that changes or further investigation are necessary.

Moreover, the NCI Average should not be interpreted as defining “acceptable” levels of performance or satisfaction. Instead, it represents a multi-state “norm” that describes average levels of performance or satisfaction across the participating states. In some instances there are few significant differences among states; this denotes that the majority of states are performing similarly. Instances in which several states’ results are especially high (considerably above the average level) indicate the levels of performance or satisfaction achieved in those states might define a level of performance that may serve as a guidepost for other states.

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Data from previous years are not presented in this report. Comparisons of results from year to year should be made with caution: even slight changes in wording or response options of certain questions may affect comparability of results from one year to the next; the mix of participating states differs slightly each year and may affect the NCI Averages; and states draw new samples each year rather than following the same group of individuals.



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## III. Methodology

*This section describes the protocol used by states to select families to participate in the survey, administer the survey, and convey the resulting data for analysis.*

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# Sampling & Administration

## Proposed Sampling Strategy

A statewide sample size of 7,000 surveys was recommended by the Human Services Research Institute (HSRI) for the Child and Family Survey FY 12/13 (CFS1) with the expectation of a 40% return rate or greater (yielding 300 or more usable surveys per regional center). To ensure that at least 300 usable surveys per regional center were received, it was recommended that a random sample of at least 1,000 families was selected for each regional center. To be eligible for the random sample families:

1. Had a child (18 years old or younger, or age unknown) with a developmental disability living at home; and
2. Received at least one direct service or support other than service coordination.

The State Council on Developmental Disabilities (SCDD) mailed out the paper survey to all families selected in the statewide sample. A final sample size of 7,000 would guarantee a +/- 5% margin of error and a 95% confidence level when interpreting the results.

## Response Rates

Actual response rates fell short of expectation and additional surveys were sent to increase the number of usable surveys received. Table II-1 shows the number of children receiving services who were eligible to be drawn into the sample, surveys mailed out by SCDD, usable surveys returned, response rates, and each regional center's margin of error.

**Table 0-1: Child Family Survey–Response Rates by Regional Center**

State	Total Child Population	Surveys Mailed	Usable Surveys Returned <sup>7</sup>	Response Rate	Margin of Error
ACRC	6,472	2265	420	19%	4.62%
CVRC	5,208	2481	437	18%	4.49%
ELARC	3,973	2196	407	19%	4.60%
FDLRC	3,523	2240	401	18%	4.61%
FNRC	1,901	1331	280	21%	5.41%
GGRC	2,277	1796	392	22%	4.50%
HRC	4,165	2422	409	17%	4.60%
IRC	9,142	2249	412	18%	4.72%
KRC	2,490	1877	340	18%	4.94%
NBRC	2,403	1870	366	20%	4.72%
NLARC	7,844	2234	406	18%	4.74%
RCEB	5,615	2367	401	17%	4.72%
RCOC	6,069	2273	407	18%	4.69%
RCRC	861	728	145	20%	7.43%
SARC	5,168	2178	396	18%	4.73%
SDRC	4,342	2250	451	20%	4.37%
SG/PRC	7,349	2244	394	18%	4.80%
SCLARC	3,623	2390	410	17%	4.56%
TCRC	3,910	2224	400	18%	4.64%
VMRC	3,889	2302	402	17%	4.63%
WRC	2,952	2169	403	19%	4.54%

## Data Entry and Preparation

The SCDD entered the surveys received into the California Online Data Entry Survey Application (CA-ODESA). HSRI extracted the data files for cleaning. All raw data files were reviewed for completeness, invalid responses were eliminated, and quality checks were performed. The data files were then cleaned and merged to create the statewide dataset.

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Please note that the numbers in the table do not reflect surveys that were excluded during the analyses. Data were considered invalid, and therefore excluded, based on the following three criteria:

1. The family/survey respondent indicated that the child lived outside the family home.
2. Demographic information was entered into the file, but no survey questions were answered.