

# Child Family Survey

## FY15/16 Statewide Report



Prepared by Human Services Research Institute for the

**CALIFORNIA DEPARTMENT OF DEVELOPMENTAL SERVICES**

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**NATIONAL CORE  
INDICATORS**

A Collaboration of  
the National Association of State Directors of  
Developmental Disabilities Services  
and the Human Services Research Institute



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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 to exercise their right to make choices.*

The NCI Child Family Survey report was compiled by the Human Services Research Institute (HSRI) in accordance with Welfare and Institutions Code (WIC), Section 4571. It is an important effort to collect accurate, reliable, and valid consumer and family satisfaction measures, as well as consumer outcome data. More information about the California NCI can be found at <http://www.dds.ca.gov/QA/>.

This is the second administration of the Child Family Survey, with data collected from July 2015 through June 2016. During that time, 13,300 families of a child with intellectual/developmental disabilities receiving services from a regional center provided their input through mail surveys sent by the State Council on Developmental Disabilities (SCDD). These findings contribute to our understanding of how California's system is performing. California can use these reports to monitor changes in the system and to guide strategic planning and quality improvement activities. Regional centers can use the data in a similar fashion at the local level.

This data should be interpreted in the context of legislative changes in California that have impacted services received by families of people with intellectual/developmental disabilities. The FY 09/10 state budget reduced funding of non-medical services and therapies, and eliminated funding of services not required by the federal government. Another FY 09/10 major budget change in the delivery of services was the mandate that regional centers could no longer pay for services if other funding was available (ex: Medi-Cal, Medicare, private insurance, etc.). In addition, SB 946, the California Autism Insurance Law which took effect in 2012, transferred responsibility of behavioral health treatment for individuals aged 22 and under with a diagnosis of autism to health plan providers. These changes in service delivery should be kept in mind when reading this report.

A third Child Family Survey will take place in fiscal year (FY) 18/19. DDS will then have the opportunity to compare three sets of data and continue to strategically plan system improvements for the future.

## ***Acknowledgements***

This report would not be possible without the 13,300 families who agreed to offer their time and discuss their lives in order to assist in improving the services for all people with intellectual/developmental disabilities in California.

## **List of Abbreviations Used in This Report**

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

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

ILS/SLS - Independent Living Services/Supported Living Services

NASDDDS - National Association of State Directors of Developmental Disabilities Services

NCI - National Core Indicators

QAC - Quality Assessment Coordinator

RC - Regional Center

SCDD - State Council on Developmental Disabilities

**List of Regional Center Abbreviations**

ACRC- Alta California Regional Center

CVRC- Central Valley Regional Center

RCEB- Regional Center of the East Bay

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

NLACRC- North Los Angeles County Regional Center

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 Regional Center

VMRC- Valley Mountain Regional Center

WRC- Westside Regional Center

# Table of Contents

<i>Message from the California Department of Developmental Services</i> .....	iii
Acknowledgements .....	iv
<b>Table of Contents</b> .....	<b>7</b>
<b>CA Child Family Survey Highlights FY15/16</b> .....	<b>13</b>
<b>I. Results</b> .....	<b>17</b>
<b>Survey Development</b> .....	<b>18</b>
Organization of the Family Surveys .....	18
Important Note on CA Averages.....	20
<b>Demographics</b> .....	<b>21</b>
Child.....	22
Table 1. More Than One Child Living in the Home Has ID/DD.....	22
Table 2. Child's Age .....	23
Table 3. Child's Gender .....	24
Table 4. Child's Disabilities – CA Qualifying Conditions .....	25
Table 5. Child's Disabilities.....	26
Table 6. Child's Health Conditions.....	27
Table 7. Child's Race and Ethnicity .....	28
Table 8. Child's Preferred Means of Communication.....	29
Table 9. Child's Preferred Language.....	30
Table 10. Child's Preferred Language (continued) .....	31
Table 11. Child's Support Needs for Self-Injurious, Disruptive, and/or Destructive Behaviors .....	32
Table 12. Child's Need for Help with Other Daily Activities .....	33

<b>Respondents.....</b>	<b>34</b>
Table 13. Respondent's Age .....	35
Table 14. Respondent's Health .....	36
Table 15. Respondent's Relationship to Child.....	37
Table 16. Respondent or Other Family Provides Paid Support to Child .....	38
Table 17. Number of Adults in Household.....	39
Table 18. Number of Children in Household .....	40
Table 19. Respondent's Highest Level of Education .....	41
Table 20. Total Taxable Household Income of Wage Earners in the Past Year.....	42
Table 21. Residential Designation (Urban, Rural, or Suburban) .....	43
Table 22. Approximately how much out-of-pocket (unreimbursed) money did you spend last year on your child's medical services, equipment, supplies, therapies, and other services? .....	44
Table 23. Which services or therapies do you pay for out-of-pocket (unreimbursed)?.....	45
Table 24. Which services or therapies do you pay for out-of-pocket (unreimbursed) (continued)? .....	46
<b>Services and Supports Received.....</b>	<b>47</b>
Table 25. Services and Supports Received From the Regional Center.....	48
Table 26. Other Services or Supports Received .....	49
 <b>Child Family Survey Results .....</b>	 <b>50</b>
<b>Information and Planning.....</b>	<b>51</b>
Table Q1. Do you get enough information to help you participate in planning services for your family?.....	52
Table Q2. Is the information you receive easy to understand? .....	53
Table Q3. Does the case manager/service coordinator respect your family's choices and opinions? .....	54
Table Q4. Do you have enough information about other public services for which your family is eligible? .....	55
Table Q5. Do you need help planning for your child's future with respect to any of the following?.....	56
Table Q6. If you asked for crisis or emergency services during the past year, were services provided when needed?.....	57
Table Q7. Does your child have an Individual Program Plan (IPP) or Individual Family Service Plan (IFSP)?.....	58
Table Q8. Does the IPP/IFSP include all the services and supports your child needs? .....	59
Table Q9. Does your child receive all of the services listed in the IPP/IFSP? .....	60



Table Q10. Did you or another family member help develop the IPP/IFSP? .....	61
Table Q11. Did your child help develop the IPP/IFSP? .....	62
Table Q12. Did you discuss how to handle emergencies (such as a medical emergency or a natural disaster) at your child's last service planning meeting? .....	63
Table Q13. Do you feel prepared to handle the needs of your child in an emergency such as a medical emergency or a natural disaster? .....	64
Table Q14. Does your child have a transition plan (as part of an IEP or Section 504 plan through his/her high school, usually starting at age 14)? .....	65
Table Q15. If yes to Q14, did you help make the transition plan? .....	66
Access and Delivery of Services and Supports.....	67
Table Q16. Are you or your child able to contact his/her support workers when you want to? .....	68
Table Q17. Are you or your child able to contact his/her case manager/service coordinator when you want to? .....	69
Table Q18. Do support workers come and leave when they are supposed to? .....	70
Table Q19. Do services and supports change when your family's needs change? .....	71
Table Q20. Do support workers speak to you in a way that you understand? .....	72
Table Q21. Are services delivered in a way that is respectful of your family's culture? .....	73
Table Q22. If your child does not communicate verbally (for example, uses gestures or sign language), are there support workers who can communicate with him/her? .....	74
Table Q23. Do support workers have the right information and skills to meet your family's needs? .....	75
Table Q24. Does your child have access to the special equipment or accommodations that s/he needs (for example, wheelchair, ramp, communication board)? .....	76
Table Q25. Can your child see health professionals when needed (for example, doctor, dentist, psychologist)? .....	77
Table Q26. Does your child's primary care doctor understand his/her needs related to his/her disability? .....	78
Table Q27. Do you have access to dental services for your child? .....	79
Table Q28. If yes to Q27, does your child's dentist understand his/her needs related to his/her disability? .....	80
Table Q29. If your child takes medications, do you know what they're for? .....	81
Table Q30. If your child takes medications, do you, your child or someone else in your family know what is needed to safely take the medications (when it should be taken, how much to take, potential side effects)? .....	82
Table Q31. If your child uses mental health services, does the mental health professional (for example, psychologist, psychiatrist, counselor) understand your child's needs related to his/her disability? .....	83
Table Q32. If you need respite services, do you have access to them? .....	84

Table Q33. If Yes to Q32, are you satisfied with the quality of the respite services? .....	85
Table Q34. Does your family get the support needed?.....	86
Table Q35. If no to Q34, what additional services are needed? .....	87
Choice, Decision Making and Control .....	88
Table Q36. Can your family choose or change the agency that provides your child's services? .....	89
Table Q37. Can your family choose or change your child's support workers?.....	90
Table Q38. Does your family directly manage support workers (for example, hiring and deciding schedule)? ...	91
Table Q39. Do service providers for your child work together to provide support? .....	92
Table Q40. Can you or someone else in your family change your child's case manager/service coordinator if you want to? .....	93
Involvement in the Community .....	94
Table Q41. Does your child take part in activities in the community (for example, going out to a restaurant, movie, or sporting event)? .....	95
Table Q42. If no to Q41, why doesn't child take part in community activities? .....	96
Table Q43. Does your child spend time with children who do not have developmental disabilities? .....	97
Table Q44. In your community, are there resources that your family can use that are not provided by the regional center? .....	98
Table Q45. Does your family take part in any family-to-family networks in your community? .....	99
Satisfaction With Services and Supports .....	100
Table Q46. Overall, are you satisfied with the services and supports your family currently receives?.....	101
Table Q47. Do you know how to file a complaint or grievance about provider agencies or staff? .....	102
Table Q48. If a complaint or grievance was filed or resolved in the past year, are you satisfied with the way it was handled and resolved? .....	103
Table Q49. Do you know how to report abuse or neglect related to your child? .....	104
Table Q50. Within the past year, was a report of abuse or neglect filed on behalf of your child? .....	105
Table Q51. If yes to Q50, did the appropriate people respond to the report? .....	106
Table Q52. If Yes to Q50, if someone other than you or another child reported abuse or neglect in the past year, were you notified of the report in a timely manner? .....	107
Family Outcomes .....	108
Table Q53. Do you feel that services and supports have made a positive difference in the life of your family? .....	109

Table Q54. Do you feel that services and supports have reduced your family's out-of-pocket expenses for your child's care? .....	110
Table Q55. Do you feel that family supports have improved your ability to care for your child? .....	111
Table Q56. Have the services or supports that you or your child received during the past year been reduced, suspended, or terminated? .....	112
Table Q57. If services or supports received by the family were reduced, suspended or terminated during the past year, did the reduction, suspension, or termination of these services or supports affect your family or your child negatively? .....	113
Table Q58. Have the services or supports that your child received been increased in the past year? .....	114
Table Q59. Are services and supports helping your child to live a good life?.....	115
CA Specific Questions: Cultural Competency .....	116
Table Q60. Did you get a copy of your IPP/IFSP in your preferred language? .....	117
Table Q61. Are there support workers available who can speak to you in your preferred language? .....	118
Table Q62. Have services made a difference in helping keep your child at home? .....	119
<b>II. NCI History and Activities.....</b>	<b>120</b>
<b>Overview of National Core Indicators .....</b>	<b>121</b>
State Participation .....	122
Figure 1. NCI State Participation 2015-16 .....	122
The California Quality Assessment Project .....	122
The Core Indicators .....	123
Sub-Domains and Concern Statements .....	124
Figure 2. Family Survey Sub-Domains and Concern Statements.....	124
How NCI Data Are Used .....	124
Caution and Limitations.....	124
<b>III. Methodology .....</b>	<b>126</b>
<b>Sampling &amp; Administration.....</b>	<b>127</b>

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Data Entry and Analysis ..... 127

Response Rates ..... 127

Figure 3. Child Family Survey: Regional Center Response Rates ..... 128

# CA Child Family Survey Highlights FY15/16

The National Core Indicators (NCI) are standard measures used across states to assess the outcomes of services provided to individuals with intellectual/developmental disabilities and their families. Indicators address key areas of concern such as employment, respect/rights, service planning, community inclusion, choice, and health and safety. The data that result 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 the stakeholder feedback to help set priorities and establish policy direction.

The NCI Child Family Survey is administered to families who have a child with an intellectual or developmental disability 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 45 states, District of Columbia and 22 sub-state entities who participated in NCI during the FY15/16 data collection cycle, ten (10) states<sup>1</sup> submitted a valid sample of Child Family Survey data to be included in this report. The NCI Average is calculated by averaging all the states' estimates (i.e., an "average of averages"). Therefore, each state contributes the exact same weight to the NCI Average, including California.

In California, the Child Family Survey is administered once every three years and data are collected from all 21 regional centers. The California statewide average is comprised of this data.

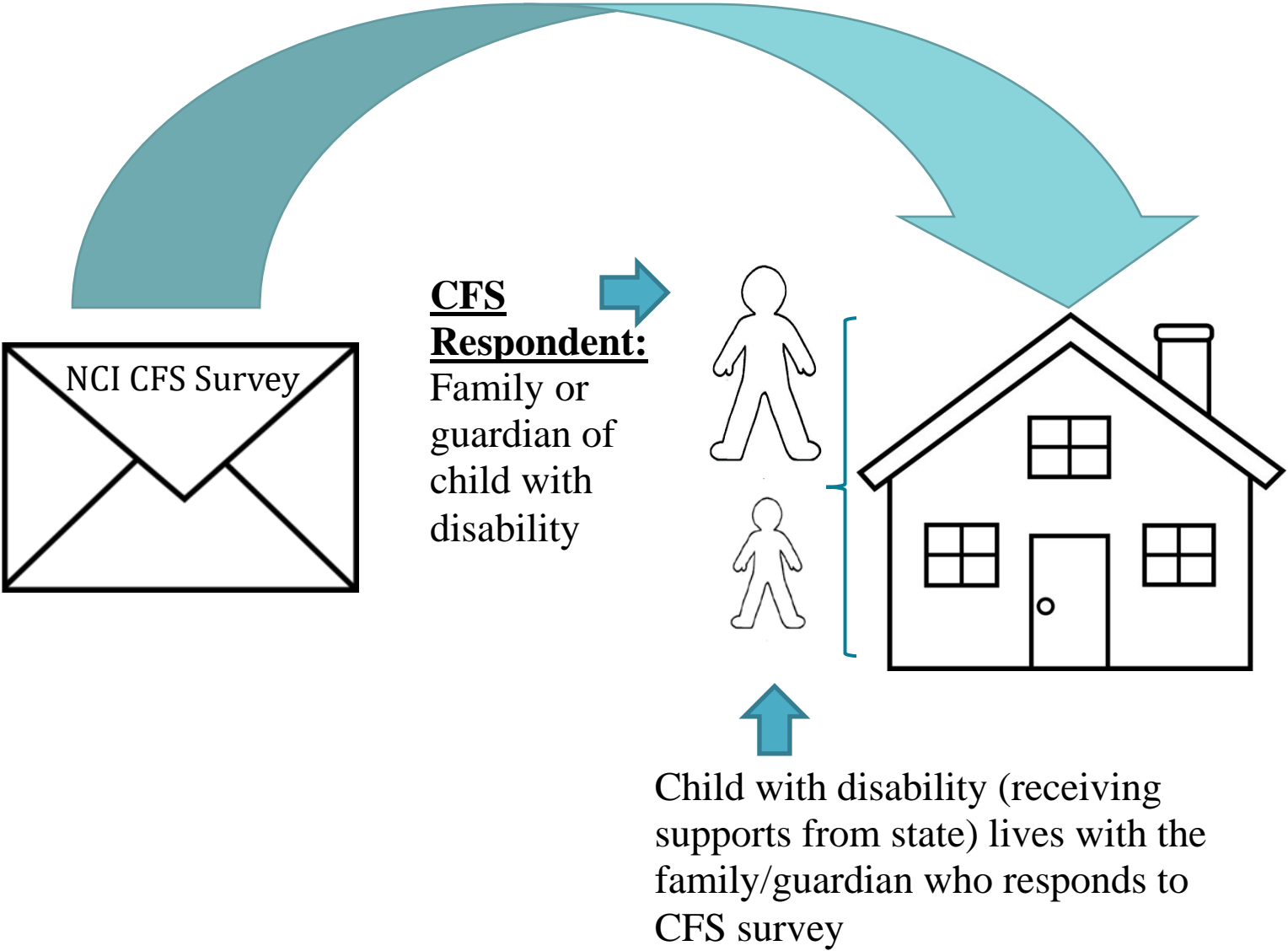
The following are California statewide averages for a selection of survey items. Complete breakouts by regional center, California statewide, and NCI national averages for each item in the Child Family Survey can be found in the Results section of this report.

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<sup>1</sup> The following states conducted the CFS and provided a valid sample for FY15/16: California (CA); Idaho (ID); North Carolina (NC); Oregon (OR); South Dakota (SD); Texas (TX); Utah (UT); and Virginia (VA).

LOOKING AT THE FY15/16  
CHILD FAMILY SURVEY (CFS)

Respondents: families or guardians of a child with an intellectual/developmental disability. The child with the disability lives in the family home (with the respondent) and receives at least one service funded by the regional center in addition to case management.  
21 regional centers: Total sample: 13,300



## LOOKING AT THE FY15/16 CHILD FAMILY SURVEY (CFS)

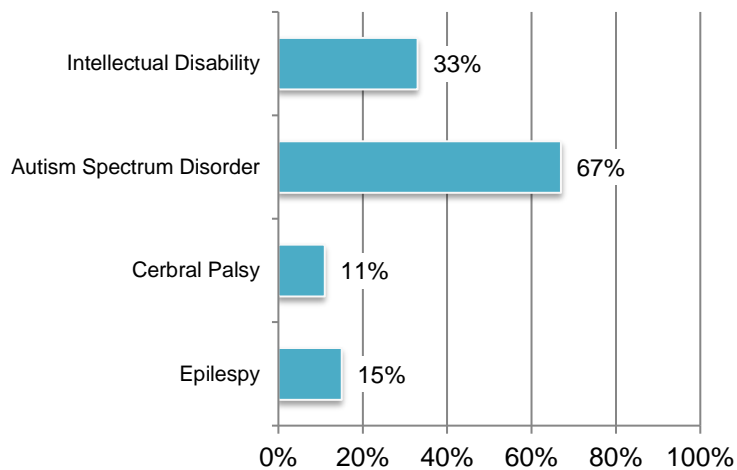
Respondents: families or guardians of a child with an intellectual/developmental disability. The child with the disability lives in the family home (with the respondent) and receives at least one service funded by the regional center in addition to case management.  
21 regional centers: Total sample: 13,300

## Demographics of children with disabilities

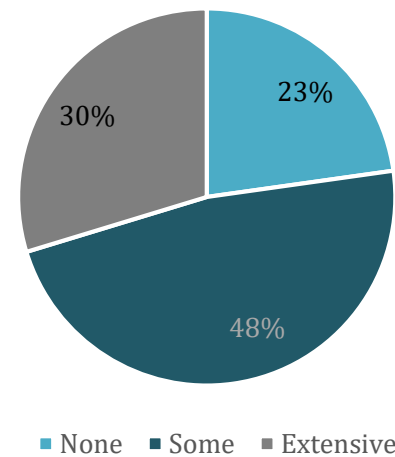
**Average Age**  
*of the child with a disability* 11 years old

**Gender**  
*of the child with a disability* 73% Male  
27% Female

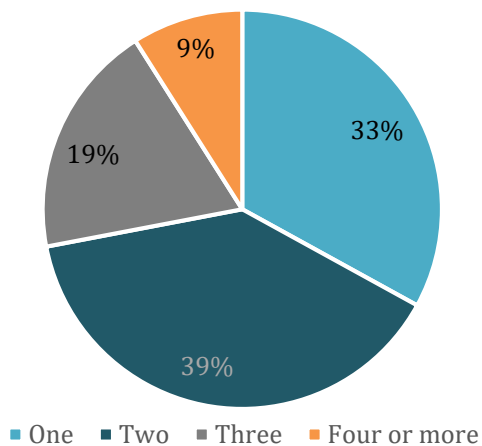
### CA Qualifying Conditions



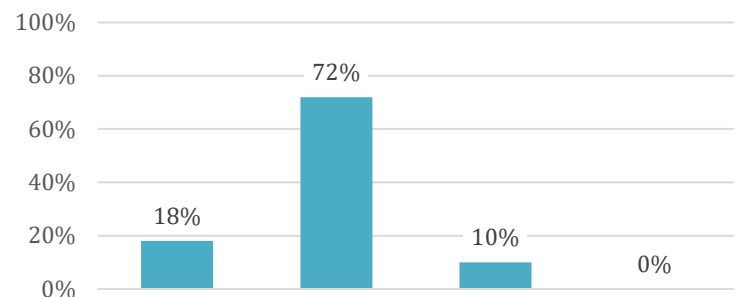
### Child's Support Needs for Self-injurious, Disruptive and/or Destructive behaviors



### Number of Children in Household



### Characteristics of Respondents (family or guardian of the child with disability)



## LOOKING AT THE FY15/16 CHILD FAMILY SURVEY (CFS)

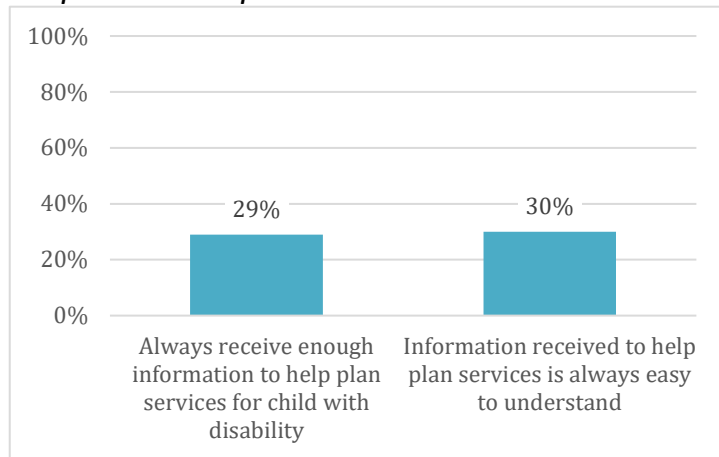
Respondents: families or guardians of a child with an intellectual/developmental disability. The child with the disability lives in the family home (with the respondent) and receives at least one service funded by the regional center in addition to case management.

21 regional centers: Total sample: 13,300



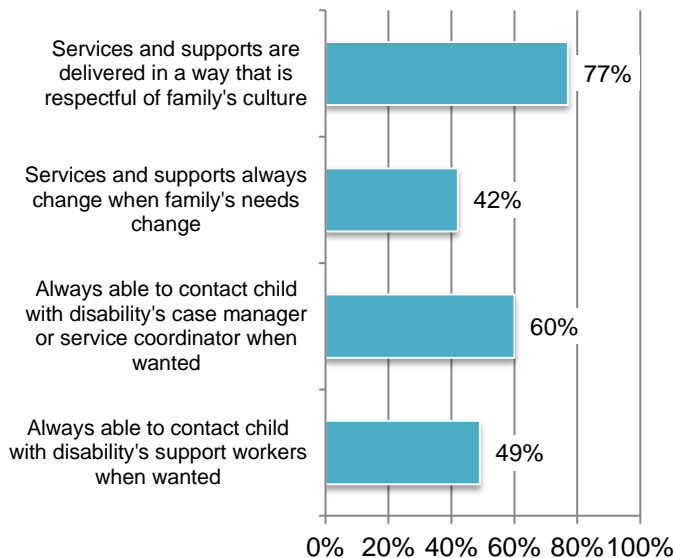
### Information and Planning

*Respondents reported...*



### Access and Delivery of Supports and Services

*Respondents reported...*



### Choice, Decision-making and Control

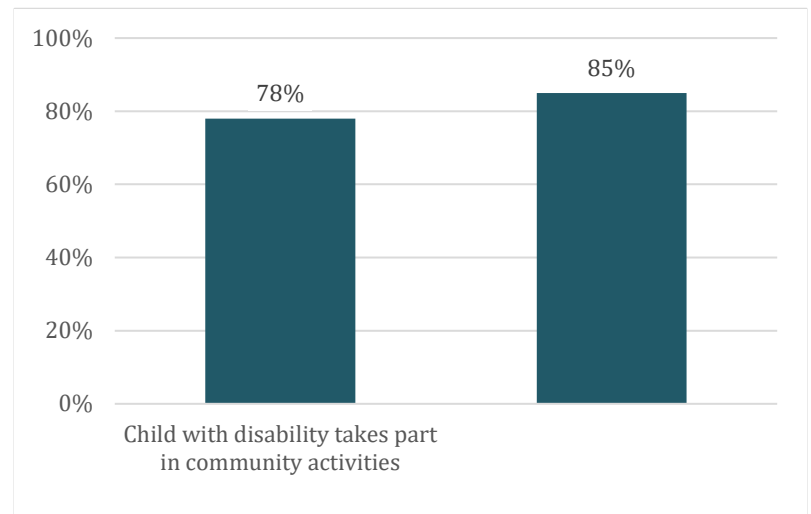
**Respondents reported...**

Family can always choose or change the agency that provides child with disability's supports

**48%**

### Involvement in the Community

*Respondents reported...*



Respondent is always satisfied with services and supports family receives

**35%**



# I. Results

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

## Survey Development

The Child Family Survey was developed and first utilized during Phase III of the Core Indicators Project (CIP) (2000-2001) in response to state interest in determining the level of satisfaction with services and supports among families of children with developmental disabilities 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 refine 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. For FY15/16 California added four additional demographic information questions and three questions to the overall outcomes.

## Organization of the Family Surveys

The NCI Child Family Survey is composed of three sections described below. There is also an opportunity for families to write open-ended comments concerning their family's participation in the service system.

### **Demographics**

The survey instrument begins with a series of questions relating to characteristics of the child with a developmental disability (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 developmental disability).

### **Services and Supports Received**

A brief section of the survey asks the respondent to identify the services and supports that they and/or their child with a developmental disability receive.

## **Questions Regarding Services and Supports**

The survey contains six groupings of questions that probe specific areas of quality service provision: information and planning, access and delivery of services, choice and control, community connections, satisfaction, and outcomes.

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.

## **Additional Comments**

The end of each section provides an opportunity for the respondent to make additional open-ended comments concerning their family's participation in the service system.

## Important Note on CA Averages

The California dataset included 58 cases with an unspecified regional center. Those cases are not shown as a separate row in outcome tables, but are included in the CA average. Therefore, the CA average has a larger N than the combined Regional Center Ns in each table.

# Demographics

## Child

**Table 1. More Than One Child Living in the Home Has ID/DD**

Regional Center	Yes	No	N
ACRC	24%	76%	947
CVRC	23%	77%	520
RCEB	21%	79%	725
ELARC	23%	77%	645
FNRC	24%	76%	229
FDLRC	27%	73%	531
GGRC	9%	91%	319
HRC	24%	76%	518
IRC	24%	76%	1,200
KRC	14%	86%	292
NBRC	17%	83%	304
NLACRC	25%	75%	1,195
RCOC	20%	80%	814
RCRC	30%	70%	148
SARC	22%	78%	724
SDRC	24%	76%	1,115
SG/PRC	22%	78%	460
SCLARC	24%	76%	525
TCRC	18%	82%	598
VMRC	29%	71%	544
WRC	24%	76%	430
<b>CA Average</b>	<b>23%</b>	<b>77%</b>	<b>12,837</b>
<b>NCI Average</b>	<b>22%</b>	<b>78%</b>	<b>16,423</b>

**Table 2. Child's Age**

Regional Center	Age	N
ACRC	10.5	869
CVRC	10.2	452
RCEB	10.3	644
ELARC	10.1	574
FNRC	10.0	199
FDLRC	10.6	480
GGRC	11.3	292
HRC	10.7	469
IRC	10.8	1,058
KRC	10.8	264
NBRC	10.6	258
NLACRC	10.4	1,049
RCOC	11.0	730
RCRC	10.7	139
SARC	11.5	642
SDRC	10.0	1,018
SG/PRC	10.5	420
SCLARC	10.8	444
TCRC	10.3	546
VMRC	10.4	470
WRC	10.9	388
<b>CA Average</b>	<b>10.6</b>	<b>11,455</b>
<b>NCI Average</b>	<b>12.2</b>	<b>14,917</b>

**Table 3. Child's Gender**

Regional Center	Male	Female	N
ACRC	72%	28%	914
CVRC	69%	31%	481
RCEB	69%	31%	686
ELARC	74%	26%	608
FNRC	76%	24%	217
FDLRC	76%	24%	494
GGRC	71%	29%	305
HRC	72%	28%	489
IRC	67%	33%	1,132
KRC	73%	27%	278
NBRC	73%	27%	285
NLACRC	76%	24%	1,112
RCOC	70%	30%	775
RCRC	66%	34%	146
SARC	74%	26%	687
SDRC	77%	23%	1,063
SG/PRC	79%	21%	431
SCLARC	71%	29%	480
TCRC	72%	28%	567
VMRC	73%	27%	499
WRC	74%	26%	403
<b>CA Average</b>	<b>73%</b>	<b>27%</b>	<b>12,105</b>
<b>NCI Average</b>	<b>67%</b>	<b>33%</b>	<b>15,653</b>



**Table 4. Child's Disabilities – CA Qualifying Conditions\***

Regional Center	Intellectual Disability	Autism Spectrum Disorder	Cerebral Palsy	Epilepsy**
ACRC	35%	66%	10%	18%
CVRC	36%	59%	11%	18%
RCEB	39%	66%	13%	19%
ELARC	25%	79%	4%	10%
FNRC	32%	69%	11%	15%
FDLRC	24%	76%	7%	10%
GGRC	39%	55%	17%	17%
HRC	33%	67%	6%	14%
IRC	39%	60%	20%	20%
KRC	38%	66%	11%	15%
NBRC	40%	61%	11%	17%
NLACRC	26%	72%	9%	11%
RCOC	37%	66%	13%	17%
RCRC	42%	64%	6%	15%
SARC	31%	63%	12%	15%
SDRC	31%	74%	11%	13%
SG/PRC	29%	72%	9%	14%
SCLARC	28%	65%	8%	13%
TCRC	35%	60%	14%	16%
VMRC	31%	63%	9%	16%
WRC	31%	71%	9%	10%
<b>CA Average</b>	<b>33%</b>	<b>67%</b>	<b>11%</b>	<b>15%</b>
<b>NCI Average</b>	<b>51%</b>	<b>56%</b>	<b>17%</b>	<b>27%</b>

\*CATEGORIES ARE NOT MUTUALLY EXCLUSIVE, THEREFORE N IS NOT SHOWN

\*\*CATEGORY IS LISTED AS 'SEIZURE DISORDER/NEUROLOGICAL CONDITION' FOR STANDARD NCI

**Table 5. Child's Disabilities \***

Regional Center	Mental Illness or Psychiatric Disorder **	Limited or No Vision	Severe or Profound Hearing Loss	Brain Injury	Chemical Dependency	Down Syndrome	Prader-Willi Syndrome	Fetal Alcohol Spectrum Disorder	Other
ACRC	9%	6%	4%	5%	0%	9%	1%	1%	19%
CVRC	7%	9%	4%	6%	0%	12%	0%	1%	23%
RCEB	7%	7%	4%	5%	1%	7%	1%	0%	17%
ELARC	8%	5%	2%	2%	0%	6%	0%	0%	9%
FNRC	10%	7%	4%	5%	1%	10%	0%	2%	18%
FDLRC	7%	6%	3%	3%	1%	8%	0%	0%	11%
GGRC	4%	9%	5%	8%	0%	11%	0%	0%	25%
HRC	6%	6%	4%	4%	1%	10%	1%	1%	15%
IRC	7%	9%	6%	8%	1%	12%	1%	1%	20%
KRC	5%	9%	3%	6%	0%	8%	1%	1%	20%
NBRC	8%	9%	4%	8%	0%	9%	1%	1%	27%
NLACRC	7%	6%	3%	4%	0%	8%	0%	1%	11%
RCOC	8%	6%	4%	6%	0%	12%	0%	0%	17%
RCRC	15%	5%	2%	5%	1%	10%	0%	4%	16%
SARC	6%	6%	5%	6%	1%	13%	0%	1%	18%
SDRC	7%	6%	3%	4%	0%	8%	1%	0%	17%
SG/PRC	8%	8%	3%	6%	1%	10%	0%	0%	14%
SCLARC	8%	5%	4%	3%	1%	11%	0%	1%	12%
TCRC	6%	6%	5%	5%	1%	11%	0%	1%	15%
VMRC	10%	7%	3%	5%	1%	9%	1%	1%	18%
WRC	8%	4%	3%	4%	1%	7%	0%	1%	16%
<b>CA Average</b>	<b>7%</b>	<b>7%</b>	<b>4%</b>	<b>5%</b>	<b>1%</b>	<b>10%</b>	<b>0%</b>	<b>1%</b>	<b>16%</b>
<b>NCI Average</b>	<b>n/a</b>	<b>11%</b>	<b>6%</b>	<b>10%</b>	<b>1%</b>	<b>12%</b>	<b>1%</b>	<b>2%</b>	<b>30%</b>

**\*CATEGORIES ARE NOT MUTUALLY EXCLUSIVE, THEREFORE N IS NOT SHOWN**

**\*\*CALIFORNIA WORDING FOR THIS CONDITION WAS DIFFERENT FROM STANDARD NCI, THEREFORE THE NCI AVERAGE IS NOT SHOWN.**

**Table 6. Child's Health Conditions**

Regional Center	Cardiovascular Disease	Diabetes	Cancer	High Blood Pressure	High Cholesterol	Dysphagia	Pressure Ulcers	Other
ACRC	10%	5%	4%	2%	4%	10%	1%	71%
CVRC	15%	3%	3%	8%	4%	14%	0%	67%
RCEB	13%	3%	3%	2%	6%	14%	1%	67%
ELARC	13%	4%	5%	7%	11%	11%	1%	61%
FNRC	15%	2%	0%	4%	2%	11%	2%	78%
FDLRC	9%	8%	4%	6%	18%	10%	1%	63%
GGRC	9%	4%	0%	2%	10%	23%	1%	67%
HRC	20%	4%	5%	5%	4%	16%	4%	55%
IRC	17%	4%	3%	6%	7%	16%	1%	65%
KRC	14%	5%	0%	7%	5%	17%	1%	61%
NBRC	6%	7%	3%	7%	6%	13%	1%	70%
NLACRC	10%	6%	5%	5%	11%	10%	1%	68%
RCOC	15%	2%	4%	8%	9%	22%	3%	64%
RCRC	16%	3%	5%	3%	0%	11%	0%	74%
SARC	16%	4%	1%	5%	8%	13%	0%	65%
SDRC	16%	5%	4%	6%	7%	14%	1%	64%
SG/PRC	14%	4%	4%	2%	13%	11%	2%	67%
SCLARC	19%	8%	3%	6%	14%	7%	3%	60%
TCRC	17%	5%	3%	6%	8%	7%	3%	70%
VMRC	11%	5%	7%	3%	10%	19%	3%	63%
WRC	11%	4%	0%	3%	9%	9%	0%	72%
<b>CA Average</b>	<b>14%</b>	<b>4%</b>	<b>3%</b>	<b>5%</b>	<b>8%</b>	<b>14%</b>	<b>1%</b>	<b>66%</b>
<b>NCI Average</b>	<b>13%</b>	<b>5%</b>	<b>3%</b>	<b>5%</b>	<b>7%</b>	<b>22%</b>	<b>3%</b>	<b>68%</b>

**Table 7. Child's Race and Ethnicity \* \*\***

Regional Center	American Indian or Alaska Native	Asian	Black or African-American	Hawaiian or Pacific Islander	White	Other or Unknown	Two or More Races	Hispanic or Latino
ACRC	3%	17%	11%	1%	54%	3%	17%	32%
CVRC	3%	8%	6%	1%	31%	3%	12%	61%
RCEB	3%	31%	15%	1%	35%	3%	16%	31%
ELARC	1%	25%	2%	0%	13%	1%	11%	70%
FNRC	5%	6%	2%	1%	76%	2%	13%	23%
FDLRC	2%	20%	5%	1%	28%	4%	12%	54%
GGRC	2%	39%	5%	2%	40%	1%	17%	31%
HRC	1%	22%	6%	1%	29%	1%	14%	56%
IRC	3%	10%	10%	1%	33%	2%	15%	58%
KRC	4%	6%	5%	0%	38%	1%	16%	62%
NBRC	6%	11%	9%	1%	53%	2%	17%	38%
NLACRC	2%	9%	9%	0%	34%	2%	13%	58%
RCOC	2%	26%	4%	1%	40%	1%	13%	41%
RCRC	10%	7%	4%	1%	69%	3%	20%	28%
SARC	1%	39%	4%	1%	31%	2%	16%	40%
SDRC	2%	16%	8%	1%	41%	2%	16%	49%
SG/PRC	1%	24%	5%	1%	21%	2%	14%	63%
SCLARC	1%	2%	17%	0%	5%	0%	5%	81%
TCRC	3%	10%	4%	0%	46%	2%	15%	53%
VMRC	4%	17%	11%	1%	37%	3%	18%	48%
WRC	1%	11%	21%	1%	27%	3%	13%	50%
<b>CA Average</b>	<b>2%</b>	<b>17%</b>	<b>8%</b>	<b>1%</b>	<b>35%</b>	<b>2%</b>	<b>14%</b>	<b>50%</b>
<b>NCI Average</b>	<b>4%</b>	<b>5%</b>	<b>10%</b>	<b>1%</b>	<b>73%</b>	<b>2%</b>	<b>11%</b>	<b>19%</b>

\*CATEGORIES ARE NOT MUTUALLY EXCLUSIVE, THEREFORE N IS NOT SHOWN

\*\*NCI RACE AND ETHNICITY CATEGORIES ARE BASED ON THE CENSUS MODEL; CA RECORDS HISPANIC/LATINO AS A RACE GROUP.

**Table 8. Child's Preferred Means of Communication**

Regional Center	Spoken	Gestures or Body Language	Sign Language or Finger Spelling	Communication Aid or Device	Other	N
ACRC	74%	16%	3%	3%	4%	959
CVRC	66%	20%	3%	2%	9%	516
RCEB	67%	22%	3%	3%	4%	729
ELARC	77%	16%	4%	1%	2%	660
FNRC	71%	19%	3%	3%	4%	231
FDLRC	74%	16%	5%	2%	3%	544
GGRC	65%	21%	2%	5%	7%	322
HRC	73%	19%	3%	2%	3%	524
IRC	65%	20%	5%	3%	6%	1,205
KRC	71%	15%	6%	1%	7%	289
NBRC	70%	21%	3%	3%	4%	307
NLACRC	77%	14%	3%	2%	4%	1,213
RCOC	67%	19%	5%	3%	5%	826
RCRC	83%	13%	1%	3%	0%	153
SARC	62%	22%	6%	3%	7%	729
SDRC	75%	17%	3%	2%	3%	1,142
SG/PRC	70%	19%	5%	3%	4%	463
SCLARC	65%	24%	6%	1%	4%	523
TCRC	74%	16%	3%	2%	4%	607
VMRC	73%	18%	4%	1%	4%	553
WRC	75%	14%	6%	2%	3%	435
<b>CA Average</b>	<b>71%</b>	<b>18%</b>	<b>4%</b>	<b>2%</b>	<b>4%</b>	<b>12,985</b>
<b>NCI Average</b>	<b>63%</b>	<b>22%</b>	<b>3%</b>	<b>4%</b>	<b>8%</b>	<b>16,487</b>

**Table 9. Child's Preferred Language \***

Regional Center	English	Spanish	Mandarin	Tagalog	Vietnamese	Korean	Arabic	N
ACRC	82%	12%	0%	0%	1%	0%	0%	957
CVRC	82%	14%	0%	0%	0%	0%	0%	523
RCEB	80%	11%	2%	0%	2%	0%	0%	728
ELARC	78%	10%	2%	0%	1%	0%	0%	660
FNRC	93%	5%	0%	0%	0%	0%	0%	230
FDLRC	76%	7%	1%	0%	0%	1%	0%	544
GGRC	74%	13%	4%	1%	1%	0%	1%	321
HRC	78%	11%	0%	0%	0%	1%	0%	529
IRC	86%	8%	0%	0%	0%	0%	0%	1,157
KRC	91%	9%	0%	0%	0%	0%	0%	289
NBRC	89%	9%	0%	0%	0%	0%	0%	270
NLACRC	85%	7%	0%	0%	0%	0%	0%	1,231
RCOC	88%	5%	0%	0%	1%	0%	0%	827
RCRC	95%	3%	0%	0%	0%	0%	0%	148
SARC	68%	17%	2%	1%	5%	0%	0%	729
SDRC	89%	8%	0%	0%	0%	0%	0%	1,131
SG/PRC	77%	9%	0%	0%	2%	0%	0%	465
SCLARC	70%	15%	0%	0%	0%	0%	0%	526
TCRC	75%	11%	0%	0%	0%	0%	0%	610
VMRC	86%	10%	0%	0%	0%	0%	0%	546
WRC	81%	8%	0%	0%	0%	0%	0%	431
<b>CA Average</b>	<b>82%</b>	<b>10%</b>	<b>0%</b>	<b>0%</b>	<b>1%</b>	<b>0%</b>	<b>0%</b>	<b>12,908</b>

**\*CA SPECIFIC QUESTION**

**Table 10. Child's Preferred Language (continued) \***

Regional Center	Armenian	Farsi	Hmong	Khmer	Laos	Russian	ASL	Other	N
ACRC	0%	0%	0%	0%	0%	1%	1%	2%	957
CVRC	0%	0%	2%	0%	0%	0%	0%	2%	523
RCEB	0%	0%	0%	0%	0%	0%	1%	3%	728
ELARC	0%	0%	0%	0%	0%	0%	0%	8%	660
FNRC	0%	0%	0%	0%	0%	0%	0%	1%	230
FDLRC	1%	0%	0%	0%	0%	0%	1%	13%	544
GGRC	0%	0%	0%	0%	0%	0%	1%	5%	321
HRC	0%	0%	0%	0%	0%	0%	0%	10%	529
IRC	0%	0%	0%	0%	0%	0%	1%	5%	1,157
KRC	0%	0%	0%	0%	0%	0%	1%	0%	289
NBRC	0%	0%	0%	0%	0%	0%	0%	1%	270
NLACRC	0%	0%	0%	0%	0%	0%	0%	7%	1,231
RCOC	0%	0%	0%	0%	0%	0%	1%	4%	827
RCRC	0%	0%	1%	0%	1%	0%	0%	0%	148
SARC	0%	0%	0%	0%	0%	0%	1%	6%	729
SDRC	0%	0%	0%	0%	0%	0%	0%	1%	1,131
SG/PRC	0%	0%	0%	0%	0%	0%	0%	12%	465
SCLARC	0%	0%	0%	0%	0%	0%	0%	15%	526
TCRC	0%	0%	0%	0%	0%	0%	0%	14%	610
VMRC	0%	0%	1%	0%	0%	0%	0%	2%	546
WRC	0%	0%	0%	0%	0%	0%	2%	9%	431
<b>CA Average</b>	<b>0%</b>	<b>0%</b>	<b>0%</b>	<b>0%</b>	<b>0%</b>	<b>0%</b>	<b>1%</b>	<b>6%</b>	<b>12,908</b>

**\*CA SPECIFIC QUESTION**

**Table 11. Child's Support Needs for Self-Injurious, Disruptive, and/or Destructive Behaviors**

Regional Center	None	Some	Extensive	N
ACRC	25%	47%	28%	934
CVRC	22%	50%	28%	507
RCEB	26%	47%	27%	712
ELARC	23%	50%	27%	646
FNRC	24%	52%	24%	223
FDLRC	21%	50%	29%	535
GGRC	29%	43%	27%	311
HRC	24%	45%	30%	519
IRC	21%	44%	36%	1,199
KRC	24%	49%	27%	283
NBRC	22%	50%	28%	299
NLACRC	21%	49%	29%	1,201
RCOC	19%	42%	40%	810
RCRC	16%	54%	30%	147
SARC	22%	50%	28%	714
SDRC	24%	47%	29%	1,127
SG/PRC	22%	43%	35%	452
SCLARC	18%	48%	34%	505
TCRC	22%	50%	28%	595
VMRC	29%	50%	21%	543
WRC	23%	48%	29%	428
<b>CA Average</b>	<b>23%</b>	<b>48%</b>	<b>30%</b>	<b>12,747</b>
<b>NCI Average</b>	<b>27%</b>	<b>44%</b>	<b>29%</b>	<b>16,327</b>



**Table 12. Child's Need for Help with Other Daily Activities**

Regional Center	None	Some	Extensive	N
ACRC	8%	43%	49%	957
CVRC	6%	42%	52%	524
RCEB	8%	43%	49%	726
ELARC	10%	47%	43%	665
FNRC	9%	44%	47%	234
FDLRC	11%	44%	45%	550
GGRC	7%	40%	53%	322
HRC	11%	39%	49%	534
IRC	6%	34%	60%	1,236
KRC	11%	42%	47%	295
NBRC	6%	45%	49%	305
NLACRC	11%	45%	44%	1,240
RCOC	5%	37%	58%	828
RCRC	8%	48%	43%	153
SARC	6%	40%	54%	732
SDRC	7%	44%	49%	1,149
SG/PRC	7%	38%	55%	465
SCLARC	5%	39%	55%	535
TCRC	9%	43%	48%	613
VMRC	9%	49%	42%	552
WRC	10%	47%	44%	438
<b>CA Average</b>	<b>8%</b>	<b>42%</b>	<b>50%</b>	<b>13,111</b>
<b>NCI Average</b>	<b>6%</b>	<b>37%</b>	<b>57%</b>	<b>16,744</b>

## Respondents

*This section provides demographic information about the respondent.*

**Table 13. Respondent's Age**

Regional Center	Under 35	35-54	55-74	75 or Older	N
ACRC	19%	71%	10%	0%	966
CVRC	29%	62%	8%	0%	523
RCEB	14%	77%	9%	0%	737
ELARC	14%	76%	9%	0%	672
FNRC	24%	63%	12%	0%	233
FDLRC	17%	72%	10%	0%	550
GGRC	10%	78%	12%	0%	325
HRC	17%	72%	10%	1%	539
IRC	20%	69%	10%	1%	1,239
KRC	21%	68%	11%	0%	292
NBRC	18%	73%	9%	0%	310
NLACRC	17%	73%	9%	0%	1,243
RCOC	11%	79%	9%	0%	826
RCRC	21%	66%	12%	1%	154
SARC	12%	78%	10%	0%	738
SDRC	18%	74%	9%	0%	1,152
SG/PRC	17%	73%	10%	1%	469
SCLARC	21%	70%	9%	1%	541
TCRC	19%	73%	8%	0%	619
VMRC	25%	65%	10%	0%	554
WRC	13%	76%	11%	0%	442
<b>CA Average</b>	<b>18%</b>	<b>72%</b>	<b>10%</b>	<b>0%</b>	<b>13,182</b>
<b>NCI Average</b>	<b>14%</b>	<b>71%</b>	<b>15%</b>	<b>1%</b>	<b>16,854</b>

**Table 14. Respondent's Health**

Regional Center	Excellent	Very Good	Fairly Good	Poor	N
ACRC	19%	49%	29%	2%	962
CVRC	18%	48%	30%	4%	525
RCEB	18%	47%	31%	5%	729
ELARC	16%	46%	35%	4%	664
FNRC	19%	49%	29%	3%	234
FDLRC	18%	48%	28%	6%	551
GGRC	21%	41%	34%	4%	324
HRC	17%	48%	30%	5%	526
IRC	15%	50%	30%	5%	1,227
KRC	17%	47%	29%	7%	296
NBRC	21%	47%	26%	5%	306
NLACRC	19%	47%	29%	4%	1,226
RCOC	21%	46%	29%	5%	818
RCRC	14%	43%	38%	5%	152
SARC	14%	46%	36%	5%	731
SDRC	19%	47%	30%	4%	1,144
SG/PRC	14%	46%	35%	5%	467
SCLARC	15%	47%	33%	4%	531
TCRC	21%	44%	29%	6%	612
VMRC	16%	50%	33%	2%	548
WRC	17%	51%	28%	4%	439
<b>CA Average</b>	<b>18%</b>	<b>47%</b>	<b>31%</b>	<b>5%</b>	<b>13,069</b>
<b>NCI Average</b>	<b>17%</b>	<b>46%</b>	<b>31%</b>	<b>5%</b>	<b>16,719</b>

**Table 15. Respondent's Relationship to Child**

Regional Center	Parent	Sibling	Grandparent	Other	N
ACRC	97%	1%	2%	0%	971
CVRC	95%	1%	4%	0%	531
RCEB	97%	1%	2%	1%	735
ELARC	96%	1%	3%	0%	673
FNRC	94%	0%	5%	0%	235
FDLRC	97%	0%	2%	0%	552
GGRC	98%	1%	1%	0%	326
HRC	97%	1%	2%	0%	540
IRC	96%	0%	2%	1%	1,252
KRC	94%	0%	4%	1%	298
NBRC	95%	0%	5%	1%	310
NLACRC	97%	0%	2%	1%	1,243
RCOC	98%	0%	1%	0%	837
RCRC	95%	0%	4%	1%	154
SARC	98%	0%	1%	1%	739
SDRC	97%	1%	2%	1%	1,156
SG/PRC	96%	0%	3%	1%	469
SCLARC	96%	0%	3%	1%	537
TCRC	97%	0%	2%	1%	616
VMRC	92%	1%	5%	2%	557
WRC	97%	0%	2%	0%	442
<b>CA Average</b>	<b>96%</b>	<b>0%</b>	<b>2%</b>	<b>1%</b>	<b>13,231</b>
<b>NCI Average</b>	<b>94%</b>	<b>0%</b>	<b>4%</b>	<b>1%</b>	<b>16,893</b>

**Table 16. Respondent or Other Family Provides Paid Support to Child**

Regional Center	Respondent	Other Family	No	N
ACRC	32%	9%	60%	950
CVRC	24%	13%	63%	519
RCEB	19%	11%	70%	716
ELARC	22%	15%	65%	656
FNRC	29%	9%	63%	231
FDLRC	26%	11%	64%	544
GGRC	31%	17%	53%	318
HRC	30%	10%	60%	521
IRC	37%	10%	54%	1213
KRC	14%	8%	78%	290
NBRC	30%	12%	59%	305
NLACRC	25%	7%	69%	1211
RCOC	40%	10%	50%	811
RCRC	26%	11%	65%	151
SARC	32%	18%	52%	708
SDRC	28%	5%	68%	1135
SG/PRC	24%	13%	64%	457
SCLARC	28%	18%	54%	519
TCRC	23%	20%	58%	598
VMRC	22%	12%	67%	542
WRC	27%	18%	57%	427
<b>CA Average</b>	<b>28%</b>	<b>11%</b>	<b>61%</b>	<b>12,876</b>
<b>NCI Average</b>	<b>8%</b>	<b>18%</b>	<b>74%</b>	<b>16,496</b>

**Table 17. Number of Adults in Household**

Regional Center	One	Two	Three	Four or More	N
ACRC	16%	63%	15%	6%	957
CVRC	19%	56%	17%	8%	528
RCEB	16%	64%	14%	6%	720
ELARC	15%	57%	20%	9%	663
FNRC	21%	61%	14%	4%	232
FDLRC	18%	58%	15%	9%	550
GGRC	12%	63%	17%	7%	323
HRC	18%	56%	17%	10%	525
IRC	17%	58%	17%	8%	1,225
KRC	18%	60%	18%	5%	291
NBRC	19%	62%	15%	4%	304
NLACRC	20%	56%	18%	6%	1,225
RCOC	16%	59%	17%	9%	823
RCRC	17%	62%	14%	7%	154
SARC	14%	62%	15%	9%	726
SDRC	16%	60%	17%	6%	1,138
SG/PRC	15%	54%	16%	14%	459
SCLARC	21%	51%	19%	9%	530
TCRC	17%	61%	15%	7%	605
VMRC	17%	57%	18%	9%	548
WRC	25%	53%	17%	6%	436
<b>CA Average</b>	<b>17%</b>	<b>59%</b>	<b>17%</b>	<b>8%</b>	<b>13,020</b>
<b>NCI Average</b>	<b>20%</b>	<b>60%</b>	<b>14%</b>	<b>6%</b>	<b>16,666</b>

**Table 18. Number of Children in Household**

Regional Center	One	Two	Three	Four or More	N
ACRC	30%	40%	18%	12%	932
CVRC	28%	35%	21%	16%	516
RCEB	36%	40%	19%	5%	704
ELARC	33%	39%	21%	8%	641
FNRC	34%	34%	24%	8%	227
FDLRC	45%	33%	15%	7%	535
GGRC	42%	36%	17%	5%	308
HRC	34%	44%	15%	7%	513
IRC	30%	38%	22%	10%	1,191
KRC	33%	36%	18%	12%	287
NBRC	34%	39%	18%	9%	298
NLACRC	32%	41%	17%	9%	1,185
RCOC	34%	40%	18%	8%	798
RCRC	29%	38%	18%	14%	146
SARC	36%	43%	16%	6%	692
SDRC	33%	41%	19%	7%	1,106
SG/PRC	32%	43%	19%	6%	440
SCLARC	35%	36%	20%	10%	516
TCRC	30%	41%	20%	8%	591
VMRC	28%	37%	23%	12%	539
WRC	38%	41%	16%	6%	422
<b>CA Average</b>	<b>33%</b>	<b>39%</b>	<b>19%</b>	<b>9%</b>	<b>12,639</b>
<b>NCI Average</b>	<b>35%</b>	<b>36%</b>	<b>18%</b>	<b>11%</b>	<b>15,939</b>



**Table 19. Respondent's Highest Level of Education**

Regional Center	No High School Diploma or GED	High School Diploma or GED	Vocational School	Some College	College Degree or Higher	N
ACRC	13%	14%	8%	22%	43%	941
CVRC	26%	15%	9%	22%	28%	486
RCEB	13%	14%	7%	16%	50%	713
ELARC	28%	17%	8%	15%	32%	641
FNRC	7%	17%	6%	31%	38%	229
FDLRC	26%	14%	10%	15%	35%	523
GGRC	13%	13%	5%	14%	55%	313
HRC	21%	15%	8%	17%	39%	502
IRC	20%	18%	9%	22%	31%	1,170
KRC	23%	18%	10%	19%	30%	274
NBRC	14%	15%	12%	20%	40%	292
NLACRC	21%	15%	8%	20%	37%	1,171
RCOC	16%	14%	7%	19%	43%	799
RCRC	15%	15%	4%	27%	39%	150
SARC	17%	12%	6%	16%	49%	687
SDRC	15%	15%	7%	18%	45%	1,119
SG/PRC	18%	18%	7%	18%	38%	443
SCLARC	40%	23%	9%	17%	11%	491
TCRC	18%	15%	8%	21%	38%	570
VMRC	20%	22%	9%	23%	26%	531
WRC	19%	16%	7%	20%	39%	418
<b>CA Average</b>	<b>19%</b>	<b>16%</b>	<b>8%</b>	<b>19%</b>	<b>38%</b>	<b>12,517</b>
<b>NCI Average</b>	<b>8%</b>	<b>15%</b>	<b>7%</b>	<b>21%</b>	<b>49%</b>	<b>16,083</b>

**Table 20. Total Taxable Household Income of Wage Earners in the Past Year**

Regional Center	Below \$15,000	\$15,001-\$25,000	\$25,001-\$50,000	\$50,001-\$75,000	Over \$75,000	No Earned Income	N
ACRC	13%	14%	24%	16%	30%	4%	857
CVRC	24%	19%	28%	9%	13%	6%	474
RCEB	11%	14%	21%	12%	36%	5%	638
ELARC	21%	25%	24%	10%	16%	4%	590
FNRC	16%	18%	28%	17%	16%	6%	212
FDLRC	21%	26%	19%	7%	19%	8%	478
GGRC	7%	13%	27%	11%	40%	2%	272
HRC	21%	21%	19%	10%	26%	3%	459
IRC	16%	20%	26%	14%	18%	5%	1,097
KRC	23%	16%	23%	15%	15%	8%	265
NBRC	12%	14%	26%	16%	27%	4%	276
NLACRC	20%	19%	21%	12%	24%	5%	1,082
RCOC	13%	18%	21%	15%	30%	3%	693
RCRC	17%	24%	30%	12%	10%	7%	136
SARC	11%	13%	23%	12%	38%	3%	652
SDRC	15%	19%	25%	13%	25%	3%	1,017
SG/PRC	18%	22%	22%	13%	21%	3%	401
SCLARC	29%	31%	23%	6%	3%	8%	480
TCRC	12%	19%	27%	13%	25%	4%	535
VMRC	18%	17%	26%	14%	18%	7%	485
WRC	18%	22%	26%	10%	20%	5%	384
<b>CA Average</b>	<b>17%</b>	<b>19%</b>	<b>24%</b>	<b>12%</b>	<b>23%</b>	<b>5%</b>	<b>11,525</b>
<b>NCI Average</b>	<b>13%</b>	<b>13%</b>	<b>23%</b>	<b>19%</b>	<b>27%</b>	<b>6%</b>	<b>14,692</b>

**Table 21. Residential Designation (Urban, Rural, or Suburban)**

Regional Center	Urban or Suburban	Rural	N
ACRC	85%	15%	889
CVRC	72%	28%	456
RCEB	96%	4%	688
ELARC	99%	1%	594
FNRC	65%	35%	217
FDLRC	99%	1%	483
GGRC	96%	4%	304
HRC	99%	1%	474
IRC	89%	11%	1,121
KRC	82%	18%	256
NBRC	86%	14%	289
NLACRC	94%	6%	1,090
RCOC	99%	1%	768
RCRC	55%	45%	144
SARC	94%	6%	675
SDRC	94%	6%	1,062
SG/PRC	97%	3%	409
SCLARC	99%	1%	415
TCRC	89%	11%	549
VMRC	85%	15%	487
WRC	100%	0%	388
<b>CA Average</b>	<b>92%</b>	<b>8%</b>	<b>11,813</b>
<b>NCI Average</b>	<b>74%</b>	<b>26%</b>	<b>15,395</b>

**Table 22. Approximately how much out-of-pocket (unreimbursed) money did you spend last year on your child's medical services, equipment, supplies, therapies, and other services? \***

Regional Center	Nothing	\$1-\$100	\$101-\$1000	\$1001-\$10000	Over \$10000	N
ACRC	26%	12%	32%	26%	4%	940
CVRC	43%	10%	23%	20%	3%	518
RCEB	27%	7%	28%	31%	7%	713
ELARC	35%	11%	29%	21%	5%	657
FNRC	23%	17%	37%	22%	1%	230
FDLRC	37%	9%	23%	25%	6%	533
GGRC	23%	6%	25%	33%	13%	320
HRC	34%	11%	23%	27%	6%	525
IRC	34%	12%	29%	22%	3%	1,208
KRC	33%	11%	32%	21%	2%	284
NBRC	30%	10%	31%	26%	3%	304
NLACRC	35%	10%	26%	24%	4%	1,206
RCOC	25%	9%	27%	31%	9%	799
RCRC	25%	17%	33%	24%	1%	147
SARC	25%	8%	24%	34%	9%	716
SDRC	28%	11%	31%	27%	4%	1,117
SG/PRC	30%	9%	31%	27%	3%	454
SCLARC	50%	11%	24%	14%	1%	518
TCRC	34%	8%	27%	27%	4%	601
VMRC	39%	11%	29%	19%	1%	540
WRC	28%	14%	21%	28%	9%	429
<b>CA Average</b>	<b>32%</b>	<b>10%</b>	<b>28%</b>	<b>25%</b>	<b>5%</b>	<b>12,813</b>

**\*CA SPECIFIC QUESTION**

**Table 23. Which services or therapies do you pay for out-of-pocket (unreimbursed)? \* \*\***

Regional Center	Respite Services	Behavior Therapy	Speech Therapy	Additional Therapies	Social Skills Training	Recreational Activities
ACRC	12%	12%	9%	20%	9%	45%
CVRC	16%	8%	11%	18%	5%	37%
RCEB	19%	14%	18%	27%	13%	48%
ELARC	12%	7%	15%	19%	7%	44%
FNRC	15%	5%	10%	15%	4%	51%
FDLRC	10%	9%	16%	22%	10%	50%
GGRC	24%	14%	24%	33%	12%	51%
HRC	15%	14%	22%	26%	15%	45%
IRC	10%	6%	13%	21%	8%	42%
KRC	15%	7%	6%	16%	7%	42%
NBRC	18%	5%	11%	21%	10%	49%
NLACRC	13%	10%	13%	21%	11%	47%
RCOC	14%	13%	20%	29%	12%	52%
RCRC	16%	5%	6%	19%	9%	53%
SARC	19%	16%	21%	27%	12%	47%
SDRC	16%	13%	15%	27%	13%	50%
SG/PRC	12%	10%	15%	23%	10%	42%
SCLARC	11%	8%	13%	16%	9%	38%
TCRC	11%	11%	12%	26%	11%	47%
VMRC	14%	5%	7%	11%	9%	36%
WRC	14%	10%	18%	21%	11%	51%
<b>CA Average</b>	<b>14%</b>	<b>10%</b>	<b>15%</b>	<b>23%</b>	<b>10%</b>	<b>46%</b>

\*CA SPECIFIC QUESTION

\*\*CATEGORIES ARE NOT MUTUALLY EXCLUSIVE, THEREFORE N IS NOT SHOWN

**Table 24. Which services or therapies do you pay for out-of-pocket (unreimbursed)? \* \*\***

Regional Center	Child Care/ After School Care	Educational Expenses	Medical and/or Dental Expenses	Parent Training	Transportation Support	Other
ACRC	27%	25%	52%	6%	21%	13%
CVRC	31%	21%	37%	4%	27%	17%
RCEB	33%	28%	50%	7%	19%	7%
ELARC	41%	25%	44%	4%	16%	4%
FNRC	32%	22%	45%	5%	31%	13%
FDLRC	35%	33%	48%	3%	19%	7%
GGRC	40%	23%	51%	6%	22%	12%
HRC	33%	20%	49%	7%	20%	6%
IRC	26%	25%	44%	4%	18%	11%
KRC	27%	19%	46%	9%	20%	15%
NBRC	37%	19%	48%	4%	19%	12%
NLACRC	31%	27%	48%	4%	16%	7%
RCOC	29%	28%	51%	6%	16%	9%
RCRC	28%	22%	41%	2%	32%	14%
SARC	36%	25%	51%	10%	22%	10%
SDRC	31%	23%	45%	7%	13%	7%
SG/PRC	28%	25%	52%	9%	18%	7%
SCLARC	29%	21%	36%	4%	15%	7%
TCRC	34%	24%	58%	4%	14%	7%
VMRC	23%	22%	42%	4%	19%	10%
WRC	39%	33%	50%	5%	19%	7%
<b>CA Average</b>	32%	25%	48%	6%	19%	9%

**\*CA SPECIFIC QUESTION****\*\*CATEGORIES ARE NOT MUTUALLY EXCLUSIVE, THEREFORE N IS NOT SHOWN**

## Services and Supports Received

*This section provides information about the services and supports received by the family.*

**Table 25. Services and Supports Received From the Regional Center**

Regional Center	Financial Support	In-home Support	Out-of-home Respite	Early Intervention	Transportation	Other	Self-direction or Fiscal Intermediary Services
ACRC	9%	38%	28%	5%	5%	38%	6%
CVRC	20%	27%	26%	6%	5%	36%	7%
RCEB	19%	34%	36%	8%	5%	32%	6%
ELARC	10%	36%	28%	8%	7%	49%	4%
FNRC	13%	37%	37%	6%	5%	39%	7%
FDLRC	11%	30%	27%	5%	6%	40%	4%
GGRC	17%	33%	46%	9%	5%	35%	11%
HRC	7%	29%	24%	6%	2%	27%	3%
IRC	8%	51%	26%	7%	3%	42%	4%
KRC	14%	25%	19%	5%	8%	36%	1%
NBRC	13%	36%	22%	4%	6%	42%	7%
NLACRC	9%	43%	23%	6%	4%	38%	5%
RCOC	10%	49%	32%	9%	6%	47%	6%
RCRC	8%	44%	25%	3%	7%	57%	11%
SARC	18%	43%	41%	7%	4%	29%	9%
SDRC	8%	41%	28%	7%	2%	37%	4%
SG/PRC	9%	40%	29%	8%	3%	44%	6%
SCLARC	10%	26%	29%	5%	6%	29%	4%
TCRC	17%	39%	41%	6%	4%	48%	8%
VMRC	8%	26%	26%	7%	7%	29%	6%
WRC	9%	40%	41%	5%	2%	42%	5%
<b>CA Average</b>	<b>11%</b>	<b>38%</b>	<b>30%</b>	<b>7%</b>	<b>5%</b>	<b>38%</b>	<b>5%</b>
<b>NCI Average</b>	<b>21%</b>	<b>58%</b>	<b>42%</b>	<b>9%</b>	<b>20%</b>	<b>62%</b>	<b>35%</b>



**Table 26. Other Services or Supports Received**

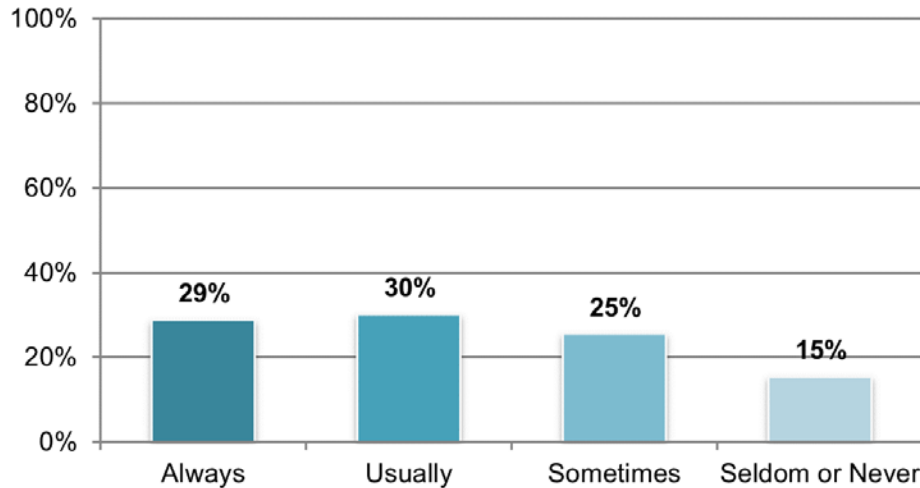
Regional Center	Social Security Payments	Services or Supports from Other Agencies or Organizations
ACRC	38%	60%
CVRC	58%	51%
RCEB	33%	50%
ELARC	44%	44%
FNRC	41%	63%
FDLRC	53%	43%
GGRC	25%	55%
HRC	41%	48%
IRC	46%	45%
KRC	49%	45%
NBRC	38%	59%
NLACRC	42%	42%
RCOC	37%	50%
RCRC	50%	55%
SARC	31%	51%
SDRC	38%	53%
SG/PRC	46%	46%
SCLARC	68%	34%
TCRC	39%	51%
VMRC	48%	49%
WRC	44%	46%
<b>CA Average</b>	<b>42%</b>	<b>49%</b>
<b>NCI Average</b>	<b>42%</b>	<b>62%</b>

# Child Family Survey Results

## Information and Planning

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

### Gets Enough Information to Help Plan Services



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

Regional Center	Always	Usually	Sometimes	Seldom or Never	N
ACRC	33%	36%	19%	11%	901
CVRC	37%	27%	22%	14%	493
RCEB	21%	32%	29%	18%	669
ELARC	33%	29%	24%	15%	628
FNRC	34%	39%	16%	10%	221
FDLRC	24%	30%	30%	16%	499
GGRC	23%	30%	31%	15%	289
HRC	27%	25%	29%	19%	490
IRC	30%	30%	25%	15%	1,149
KRC	24%	23%	27%	26%	270
NBRC	24%	26%	25%	24%	293
NLACRC	28%	31%	26%	15%	1,155
RCOC	31%	32%	25%	13%	775
RCRC	37%	34%	17%	12%	148
SARC	24%	27%	31%	18%	672
SDRC	28%	33%	24%	14%	1,078
SG/PRC	31%	30%	26%	13%	430
SCLARC	18%	19%	32%	30%	478
TCRC	36%	32%	23%	10%	568
VMRC	36%	31%	22%	11%	500
WRC	29%	28%	28%	15%	403
<b>CA Average</b>	<b>29%</b>	<b>30%</b>	<b>25%</b>	<b>15%</b>	<b>12,162</b>
<b>NCI Average</b>	<b>35%</b>	<b>39%</b>	<b>20%</b>	<b>7%</b>	<b>15,673</b>

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

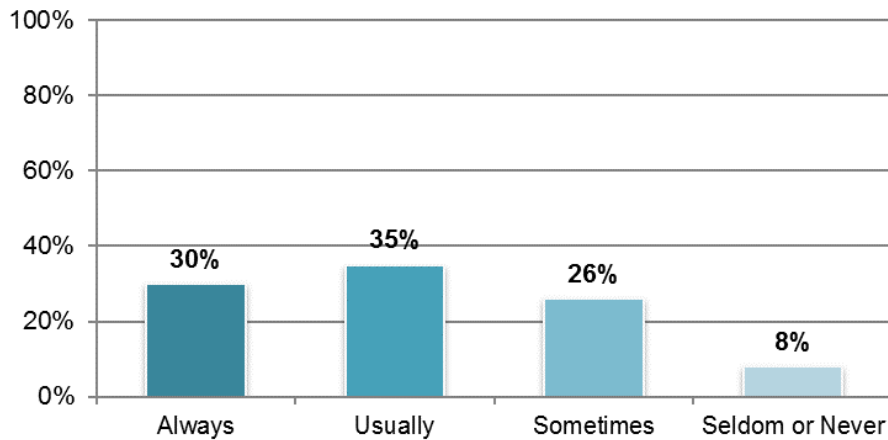
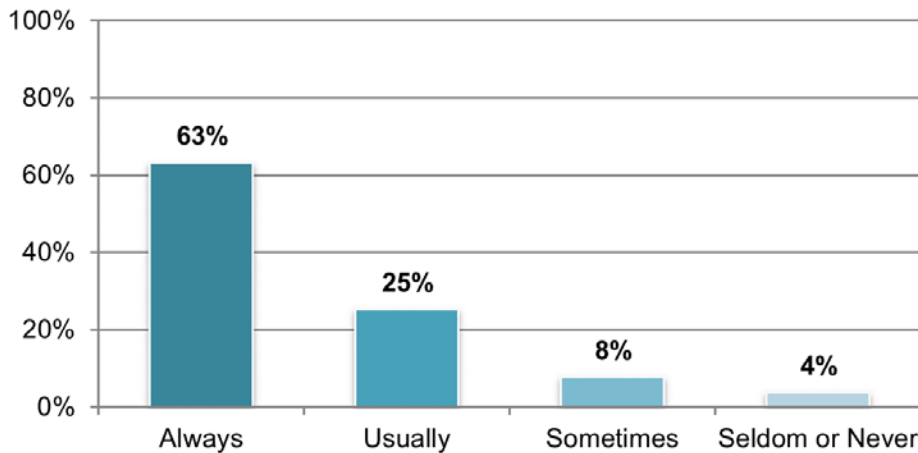


Table Q2. Is the information you receive easy to understand?

State	Always	Usually	Sometimes	Seldom or Never	N
ACRC	31%	39%	24%	7%	919
CVRC	37%	32%	25%	6%	487
RCEB	22%	36%	29%	13%	687
ELARC	32%	34%	27%	6%	630
FNRC	37%	41%	15%	7%	220
FDLRC	29%	36%	28%	7%	507
GGRC	23%	31%	34%	12%	296
HRC	29%	29%	32%	10%	493
IRC	34%	35%	25%	7%	1,158
KRC	26%	29%	32%	14%	269
NBRC	24%	32%	30%	14%	278
NLACRC	31%	34%	26%	9%	1,182
RCOC	31%	37%	24%	7%	781
RCRC	38%	38%	18%	5%	146
SARC	27%	36%	27%	10%	678
SDRC	30%	39%	24%	7%	1,079
SG/PRC	34%	36%	24%	6%	429
SCLARC	27%	24%	32%	17%	464
TCRC	33%	37%	25%	4%	575
VMRC	34%	37%	25%	4%	505
WRC	32%	33%	28%	7%	403
<b>CA Average</b>	<b>30%</b>	<b>35%</b>	<b>26%</b>	<b>8%</b>	<b>12,238</b>
<b>NCI Average</b>	<b>35%</b>	<b>39%</b>	<b>20%</b>	<b>7%</b>	<b>15,673</b>

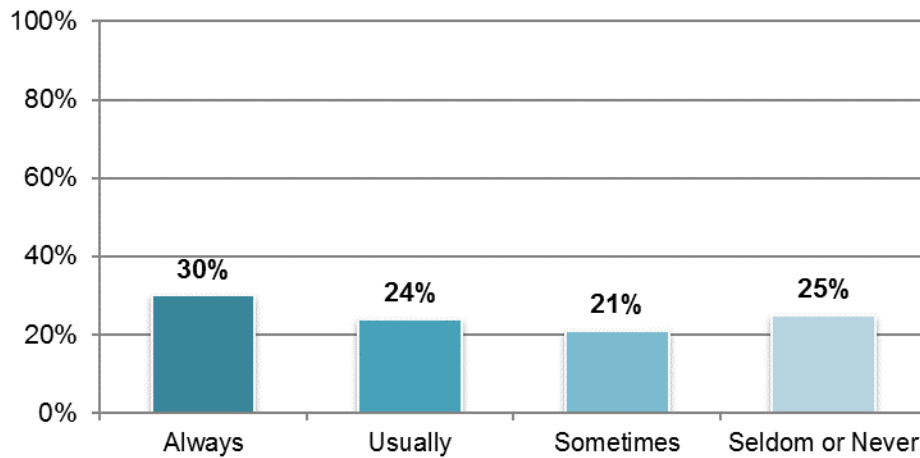
### Case Manager or Service Coordinator Respects Family's Choices and Opinions



**Table Q3. Does the case manager/service coordinator respect your family's choices and opinions?**

Regional Center	Always	Usually	Sometimes	Seldom or Never	N
ACRC	68%	24%	6%	2%	912
CVRC	68%	21%	8%	3%	480
RCEB	55%	32%	7%	6%	685
ELARC	63%	24%	10%	3%	641
FNRC	74%	18%	5%	2%	223
FDLRC	59%	29%	10%	3%	514
GGRC	59%	29%	9%	3%	290
HRC	58%	24%	11%	6%	490
IRC	70%	22%	5%	2%	1,182
KRC	61%	24%	10%	4%	267
NBRC	54%	26%	13%	7%	272
NLACRC	61%	27%	8%	4%	1,196
RCOC	64%	25%	7%	3%	793
RCRC	68%	21%	9%	2%	145
SARC	55%	31%	10%	4%	674
SDRC	67%	24%	6%	3%	1,088
SG/PRC	63%	27%	6%	4%	437
SCLARC	50%	25%	13%	12%	483
TCRC	68%	24%	6%	2%	580
VMRC	70%	22%	6%	3%	515
WRC	66%	25%	6%	3%	420
<b>CA Average</b>	<b>63%</b>	<b>25%</b>	<b>8%</b>	<b>4%</b>	<b>12,342</b>
<b>NCI Average</b>	<b>69%</b>	<b>24%</b>	<b>5%</b>	<b>2%</b>	<b>15,759</b>

### Gets Enough Information About Other Public Services for Which Family is Eligible



**Table Q4. Do you have enough information about other public services for which your family is eligible?**

Regional Center	Always	Usually	Sometimes	Seldom or Never	N
ACRC	32%	30%	18%	21%	822
CVRC	41%	23%	17%	18%	458
RCEB	19%	22%	24%	35%	605
ELARC	30%	23%	22%	24%	577
FNRC	38%	30%	16%	15%	196
FDLRC	26%	23%	25%	26%	472
GGRC	22%	29%	25%	25%	259
HRC	30%	22%	22%	27%	460
IRC	33%	22%	23%	22%	1,044
KRC	31%	19%	18%	33%	236
NBRC	24%	22%	20%	34%	261
NLACRC	26%	22%	22%	30%	1,052
RCOC	27%	28%	21%	24%	715
RCRC	41%	23%	22%	15%	130
SARC	30%	23%	23%	24%	609
SDRC	30%	26%	20%	23%	995
SG/PRC	31%	26%	18%	25%	380
SCLARC	25%	17%	18%	40%	441
TCRC	30%	27%	18%	25%	531
VMRC	40%	24%	17%	19%	452
WRC	27%	25%	22%	26%	380
<b>CA Average</b>	<b>30%</b>	<b>24%</b>	<b>21%</b>	<b>25%</b>	<b>11,121</b>
<b>NCI Average</b>	<b>31%</b>	<b>30%</b>	<b>21%</b>	<b>18%</b>	<b>14,319</b>

### Respondent Needs Help Planning for Child's Future Needs

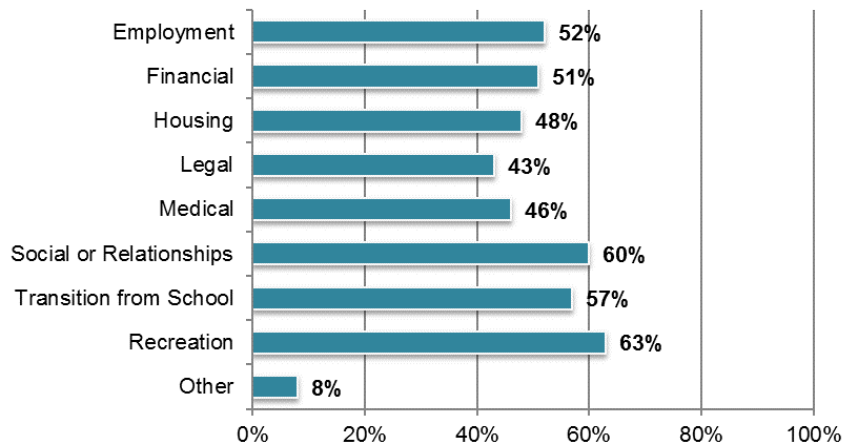
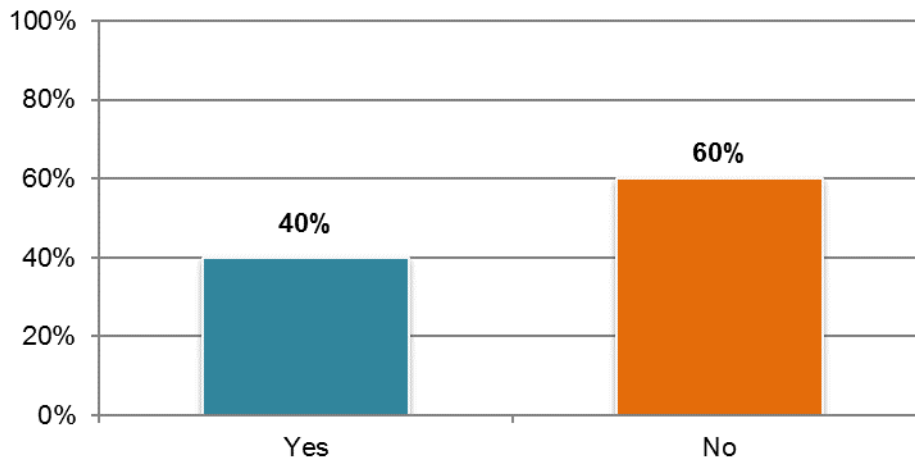


Table Q5. Do you need help planning for your child's future with respect to any of the following?

Regional Center	Employment	Financial	Housing	Legal	Medical	Social or Relationships	Transition from School	Recreation	Other
ACRC	58%	55%	50%	48%	49%	63%	60%	63%	10%
CVRC	49%	46%	39%	35%	42%	52%	55%	54%	11%
RCEB	55%	55%	57%	43%	49%	59%	62%	65%	6%
ELARC	50%	47%	43%	40%	43%	64%	57%	61%	6%
FNRC	57%	55%	45%	39%	48%	57%	61%	60%	8%
FDLRC	48%	45%	50%	37%	43%	60%	57%	63%	6%
GGRC	57%	57%	60%	46%	55%	59%	62%	68%	10%
HRC	53%	52%	48%	41%	49%	63%	59%	63%	7%
IRC	51%	52%	41%	49%	47%	56%	52%	63%	9%
KRC	48%	50%	40%	41%	47%	56%	53%	60%	14%
NBRC	54%	54%	56%	45%	41%	60%	58%	63%	7%
NLACRC	52%	51%	46%	39%	45%	63%	54%	62%	6%
RCOC	56%	56%	55%	48%	48%	60%	61%	62%	6%
RCRC	54%	45%	43%	31%	38%	56%	50%	54%	16%
SARC	54%	53%	58%	45%	49%	55%	55%	61%	9%
SDRC	50%	49%	47%	43%	45%	63%	58%	67%	8%
SG/PRC	56%	53%	49%	48%	50%	65%	59%	64%	8%
SCLARC	44%	37%	46%	40%	42%	54%	53%	69%	9%
TCRC	54%	48%	44%	39%	44%	57%	54%	58%	8%
VMRC	47%	48%	39%	34%	40%	54%	52%	55%	9%
WRC	54%	55%	51%	45%	42%	64%	60%	70%	5%
<b>CA Average</b>	<b>52%</b>	<b>51%</b>	<b>48%</b>	<b>43%</b>	<b>46%</b>	<b>60%</b>	<b>57%</b>	<b>63%</b>	<b>8%</b>
<b>NCI Average</b>	<b>55%</b>	<b>58%</b>	<b>50%</b>	<b>50%</b>	<b>46%</b>	<b>54%</b>	<b>63%</b>	<b>57%</b>	<b>11%</b>

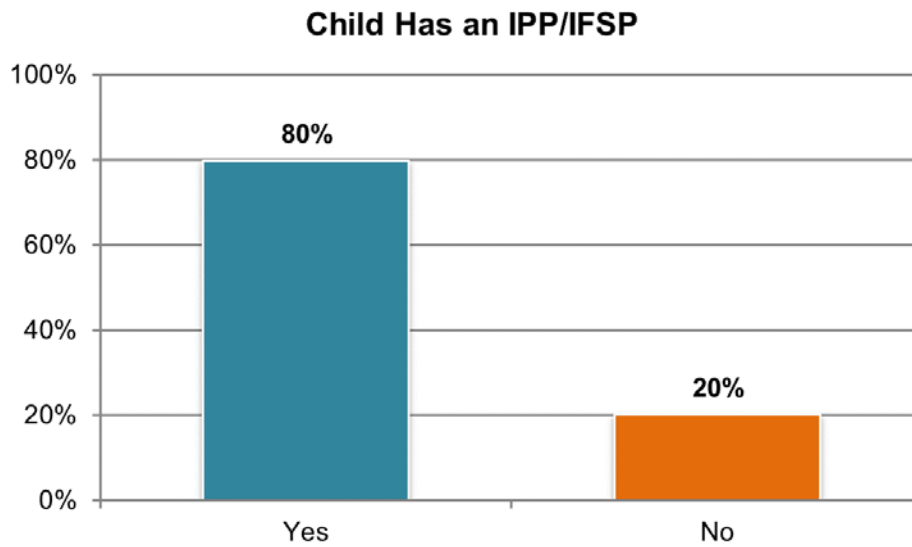


### Crisis or Emergency Services Were Provided When Needed (If Requested in the Past Year)



**Table Q6. If you asked for crisis or emergency services during the past year, were services provided when needed?**

Regional Center	Yes	No	N
ACRC	48%	52%	259
CVRC	41%	59%	174
RCEB	36%	64%	191
ELARC	40%	60%	210
FNRC	47%	53%	47
FDLRC	41%	59%	195
GGRC	41%	59%	83
HRC	37%	63%	156
IRC	38%	62%	377
KRC	33%	67%	107
NBRC	37%	63%	82
NLACRC	34%	66%	375
RCOC	49%	51%	237
RCRC	43%	58%	40
SARC	39%	61%	220
SDRC	40%	60%	352
SG/PRC	48%	52%	159
SCLARC	28%	72%	224
TCRC	46%	54%	164
VMRC	40%	60%	162
WRC	42%	58%	159
<b>CA Average</b>	<b>40%</b>	<b>60%</b>	<b>3,994</b>
<b>NCI Average</b>	<b>54%</b>	<b>46%</b>	<b>4,890</b>



**Table Q7. Does your child have an Individual Program Plan (IPP) or Individual Family Service Plan (IFSP)?**

Regional Center	Yes	No	N
ACRC	86%	14%	825
CVRC	86%	14%	415
RCEB	77%	23%	611
ELARC	86%	14%	551
FNRC	84%	16%	199
FDLRC	72%	28%	438
GGRC	75%	25%	261
HRC	69%	31%	406
IRC	75%	25%	936
KRC	73%	27%	222
NBRC	73%	27%	251
NLACRC	82%	18%	992
RCOC	81%	19%	658
RCRC	90%	10%	141
SARC	82%	18%	606
SDRC	85%	15%	962
SG/PRC	85%	15%	372
SCLARC	63%	37%	395
TCRC	86%	14%	474
VMRC	81%	19%	439
WRC	73%	27%	334
<b>CA Average</b>	<b>80%</b>	<b>20%</b>	<b>10,533</b>
<b>NCI Average</b>	<b>82%</b>	<b>18%</b>	<b>13,623</b>

### IPP/IFSP Includes All the Services and Supports Child Needs

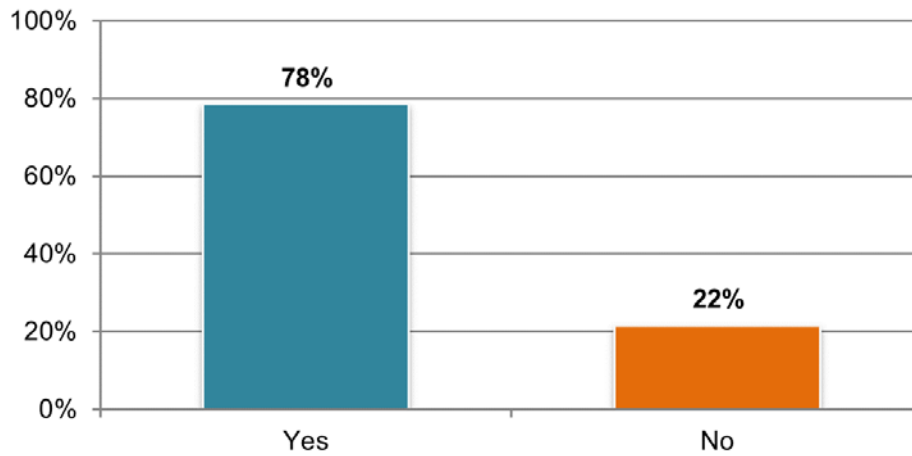
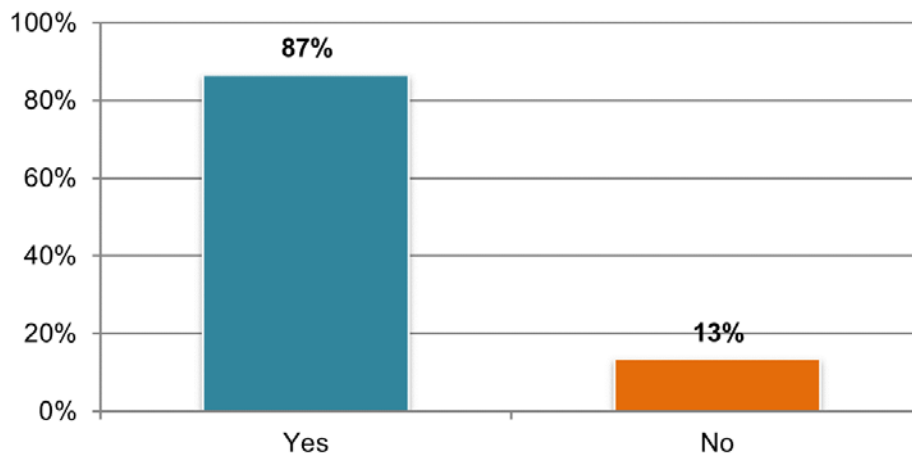


Table Q8. Does the IPP/IFSP include all the services and supports your child needs?

Regional Center	Yes	No	N
ACRC	81%	19%	604
CVRC	80%	20%	311
RCEB	72%	28%	393
ELARC	81%	19%	424
FNRC	83%	17%	150
FDLRC	74%	26%	254
GGRC	67%	33%	163
HRC	69%	31%	229
IRC	85%	15%	584
KRC	71%	29%	127
NBRC	77%	23%	145
NLACRC	79%	21%	678
RCOC	81%	19%	446
RCRC	79%	21%	104
SARC	74%	26%	401
SDRC	79%	21%	691
SG/PRC	78%	22%	282
SCLARC	68%	32%	200
TCRC	81%	19%	339
VMRC	91%	9%	304
WRC	75%	25%	207
<b>CA Average</b>	<b>78%</b>	<b>22%</b>	<b>7,065</b>
<b>NCI Average</b>	<b>84%</b>	<b>16%</b>	<b>9,345</b>

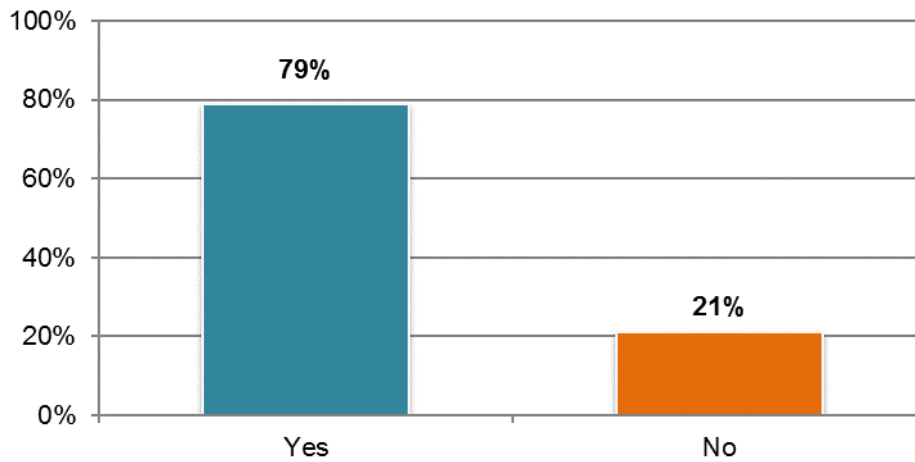
### Child Receives All Services Listed in the IPP/IFSP



**Table Q9. Does your child receive all of the services listed in the IPP/IFSP?**

Regional Center	Yes	No	N
ACRC	88%	12%	618
CVRC	87%	13%	304
RCEB	85%	15%	407
ELARC	87%	13%	433
FNRC	91%	9%	159
FDLRC	84%	16%	251
GGRC	87%	13%	161
HRC	81%	19%	227
IRC	90%	10%	597
KRC	81%	19%	129
NBRC	88%	12%	141
NLACRC	87%	13%	702
RCOC	88%	12%	457
RCRC	86%	14%	113
SARC	89%	11%	411
SDRC	87%	13%	687
SG/PRC	82%	18%	272
SCLARC	71%	29%	195
TCRC	90%	10%	346
VMRC	91%	9%	298
WRC	84%	16%	201
<b>CA Average</b>	<b>87%</b>	<b>13%</b>	<b>7,135</b>
<b>NCI Average</b>	<b>85%</b>	<b>15%</b>	<b>9,432</b>

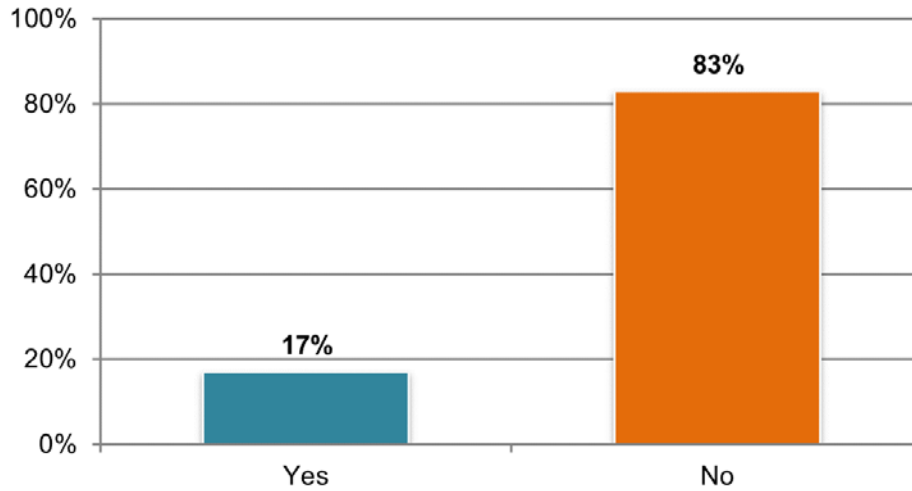
### Respondent or Other Family Member Helped Develop IPP/IFSP



**Table Q10. Did you or another family member help develop the IPP/IFSP?**

Regional Center	Yes	No	N
ACRC	84%	16%	653
CVRC	79%	21%	316
RCEB	79%	21%	434
ELARC	73%	27%	445
FNRC	87%	13%	159
FDLRC	73%	27%	268
GGRC	85%	15%	175
HRC	76%	24%	242
IRC	75%	25%	634
KRC	75%	25%	138
NBRC	82%	18%	167
NLACRC	77%	23%	735
RCOC	81%	19%	465
RCRC	92%	8%	121
SARC	77%	23%	450
SDRC	84%	16%	759
SG/PRC	77%	23%	293
SCLARC	63%	37%	198
TCRC	81%	19%	365
VMRC	78%	22%	319
WRC	75%	25%	221
<b>CA Average</b>	<b>79%</b>	<b>21%</b>	<b>7,588</b>
<b>NCI Average</b>	<b>90%</b>	<b>10%</b>	<b>9,995</b>

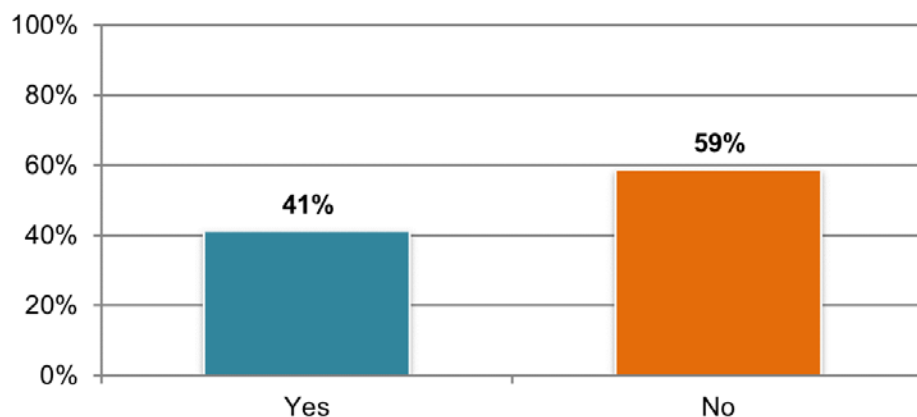
### Child Helped Develop the IPP/IFSP



**Table Q11. Did your child help develop the IPP/IFSP?**

Regional Center	Yes	No	N
ACRC	14%	86%	651
CVRC	25%	75%	322
RCEB	13%	87%	432
ELARC	19%	81%	427
FNRC	12%	88%	161
FDLRC	20%	80%	267
GGRC	11%	89%	179
HRC	23%	77%	247
IRC	18%	82%	628
KRC	20%	80%	141
NBRC	11%	89%	167
NLACRC	18%	82%	724
RCOC	13%	87%	474
RCRC	15%	85%	114
SARC	14%	86%	445
SDRC	14%	86%	752
SG/PRC	17%	83%	292
SCLARC	23%	77%	203
TCRC	17%	83%	371
VMRC	27%	73%	312
WRC	21%	79%	220
<b>CA Average</b>	<b>17%</b>	<b>83%</b>	<b>7,560</b>
<b>NCI Average</b>	<b>19%</b>	<b>81%</b>	<b>9,980</b>

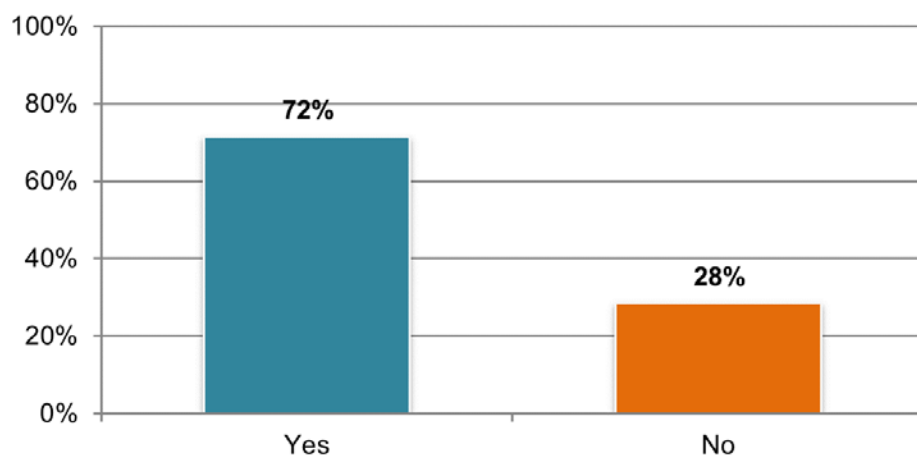
### Respondent Discussed How to Handle Emergencies Related to Child at the Last Service Planning Meeting



**Table Q12. Did you discuss how to handle emergencies (such as a medical emergency or a natural disaster) at your child's last service planning meeting?**

Regional Center	Yes	No	N
ACRC	46%	54%	605
CVRC	42%	58%	287
RCEB	24%	76%	401
ELARC	41%	59%	401
FNRC	75%	25%	157
FDLRC	30%	70%	257
GGRC	33%	67%	168
HRC	34%	66%	237
IRC	68%	32%	628
KRC	33%	67%	133
NBRC	31%	69%	154
NLACRC	31%	69%	707
RCOC	64%	36%	466
RCRC	38%	62%	113
SARC	30%	70%	429
SDRC	37%	63%	701
SG/PRC	45%	55%	267
SCLARC	37%	63%	210
TCRC	28%	72%	335
VMRC	41%	59%	295
WRC	42%	58%	205
<b>CA Average</b>	<b>41%</b>	<b>59%</b>	<b>7,186</b>
<b>NCI Average</b>	<b>53%</b>	<b>47%</b>	<b>9,421</b>

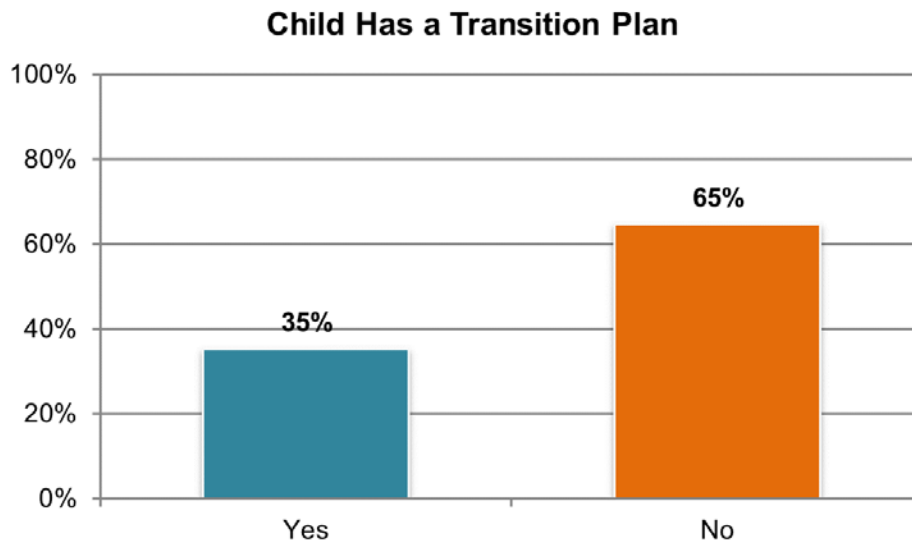
### Respondent Feels Prepared to Handle the Needs of Child in an Emergency



**Table Q13. Do you feel prepared to handle the needs of your child in an emergency such as a medical emergency or a natural disaster?**

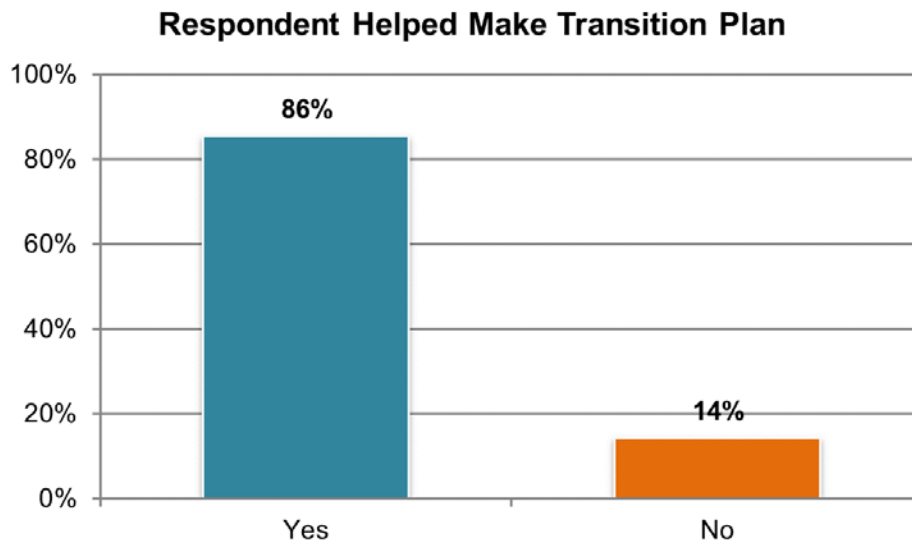
Regional Center	Yes	No	N
ACRC	80%	20%	608
CVRC	73%	27%	307
RCEB	66%	34%	390
ELARC	68%	32%	413
FNRC	87%	13%	154
FDLRC	67%	33%	256
GGRC	68%	32%	178
HRC	67%	33%	228
IRC	80%	20%	625
KRC	73%	27%	135
NBRC	68%	32%	153
NLACRC	68%	32%	703
RCOC	76%	24%	475
RCRC	78%	22%	108
SARC	65%	35%	434
SDRC	69%	31%	691
SG/PRC	67%	33%	270
SCLARC	64%	36%	213
TCRC	71%	29%	343
VMRC	78%	22%	303
WRC	67%	33%	211
<b>CA Average</b>	<b>72%</b>	<b>28%</b>	<b>7,230</b>
<b>NCI Average</b>	<b>81%</b>	<b>19%</b>	<b>9,487</b>





**Table Q14. Does your child have a transition plan (as part of an IEP or Section 504 plan through his/her high school, usually starting at age 14)?**

Regional Center	Yes	No	N
ACRC	32%	68%	401
CVRC	34%	66%	255
RCEB	31%	69%	310
ELARC	34%	66%	310
FNRC	36%	64%	110
FDLRC	33%	67%	252
GGRC	38%	62%	159
HRC	38%	63%	240
IRC	37%	63%	554
KRC	31%	69%	137
NBRC	34%	66%	128
NLACRC	31%	69%	590
RCOC	37%	63%	371
RCRC	47%	53%	62
SARC	41%	59%	368
SDRC	35%	65%	514
SG/PRC	37%	63%	211
SCLARC	34%	66%	273
TCRC	37%	63%	254
VMRC	36%	64%	256
WRC	43%	57%	197
<b>CA Average</b>	<b>35%</b>	<b>65%</b>	<b>5,979</b>
<b>NCI Average</b>	<b>52%</b>	<b>48%</b>	<b>7,954</b>



**Table Q15. If yes to Q14, did you help make the transition plan?**

Regional Center	Yes	No	N
ACRC	87%	13%	110
CVRC	88%	13%	72
RCEB	88%	13%	88
ELARC	86%	14%	94
FNRC	92%	8%	37
FDLRC	83%	17%	76
GGRC	88%	13%	56
HRC	89%	11%	79
IRC	87%	13%	188
KRC	85%	15%	40
NBRC	79%	21%	43
NLACRC	83%	17%	161
RCOC	85%	15%	131
RCRC	96%	4%	28
SARC	87%	13%	135
SDRC	86%	14%	172
SG/PRC	88%	12%	73
SCLARC	78%	22%	78
TCRC	92%	8%	90
VMRC	80%	20%	79
WRC	79%	21%	76
<b>CA Average</b>	<b>86%</b>	<b>14%</b>	<b>1,915</b>
<b>NCI Average</b>	<b>92%</b>	<b>8%</b>	<b>2,838</b>

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

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

### Respondent or Child is Able to Contact His/Her Support Workers When He/She Wants To

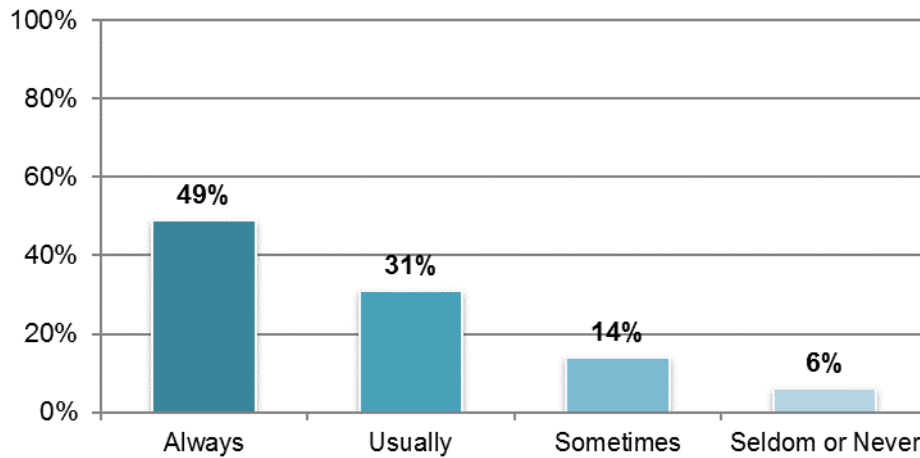
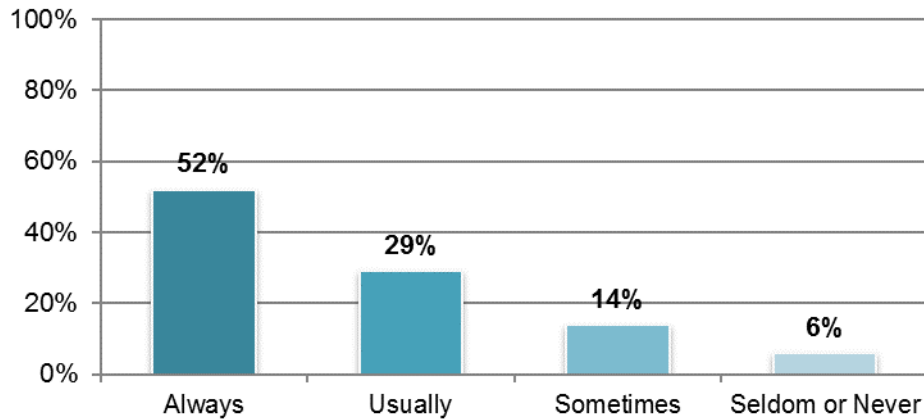


Table Q16. Are you or your child able to contact his/her support workers when you want to?

Regional Center	Always	Usually	Sometimes	Seldom or Never	N
ACRC	55%	30%	11%	4%	794
CVRC	54%	28%	14%	4%	454
RCEB	44%	34%	14%	9%	583
ELARC	49%	30%	16%	5%	544
FNRC	50%	37%	9%	4%	193
FDLRC	45%	31%	17%	7%	448
GGRC	45%	33%	15%	7%	260
HRC	48%	29%	17%	7%	444
IRC	48%	33%	13%	5%	1,094
KRC	41%	27%	19%	13%	238
NBRC	39%	33%	17%	10%	267
NLACRC	50%	30%	14%	6%	1,078
RCOC	53%	32%	11%	4%	704
RCRC	54%	34%	6%	6%	145
SARC	45%	31%	17%	6%	620
SDRC	53%	31%	10%	5%	991
SG/PRC	48%	34%	14%	5%	400
SCLARC	36%	20%	23%	21%	438
TCRC	56%	30%	11%	2%	527
VMRC	56%	28%	12%	4%	477
WRC	55%	27%	11%	7%	381
<b>CA Average</b>	<b>49%</b>	<b>31%</b>	<b>14%</b>	<b>6%</b>	<b>11,127</b>
<b>NCI Average</b>	<b>56%</b>	<b>32%</b>	<b>9%</b>	<b>3%</b>	<b>14,525</b>

**Respondent or Child Is Able to Contact His/Her  
Case Manager or Service Coordinator When  
He/She Wants To**



**Table Q17. Are you or your child able to contact his/her case manager/service coordinator when you want to?**

Regional Center	Always	Usually	Sometimes	Seldom or Never	N
ACRC	61%	27%	9%	4%	918
CVRC	53%	30%	12%	5%	491
RCEB	46%	33%	15%	6%	704
ELARC	49%	27%	19%	5%	643
FNRC	53%	36%	7%	3%	215
FDLRC	50%	27%	15%	8%	530
GGRC	47%	31%	15%	7%	301
HRC	47%	30%	17%	7%	481
IRC	52%	29%	12%	7%	1,173
KRC	42%	25%	21%	12%	273
NBRC	40%	32%	18%	10%	287
NLACRC	51%	27%	16%	6%	1,194
RCOC	57%	28%	11%	3%	801
RCRC	55%	29%	10%	7%	152
SARC	48%	31%	14%	6%	693
SDRC	57%	29%	9%	5%	1,091
SG/PRC	53%	27%	14%	6%	449
SCLARC	35%	19%	28%	17%	500
TCRC	54%	33%	11%	3%	586
VMRC	58%	27%	10%	4%	513
WRC	60%	24%	11%	5%	425
<b>CA Average</b>	<b>52%</b>	<b>29%</b>	<b>14%</b>	<b>6%</b>	<b>12,474</b>
<b>NCI Average</b>	<b>59%</b>	<b>30%</b>	<b>9%</b>	<b>3%</b>	<b>15,896</b>

### Support Workers Come and Leave When They Are Supposed to

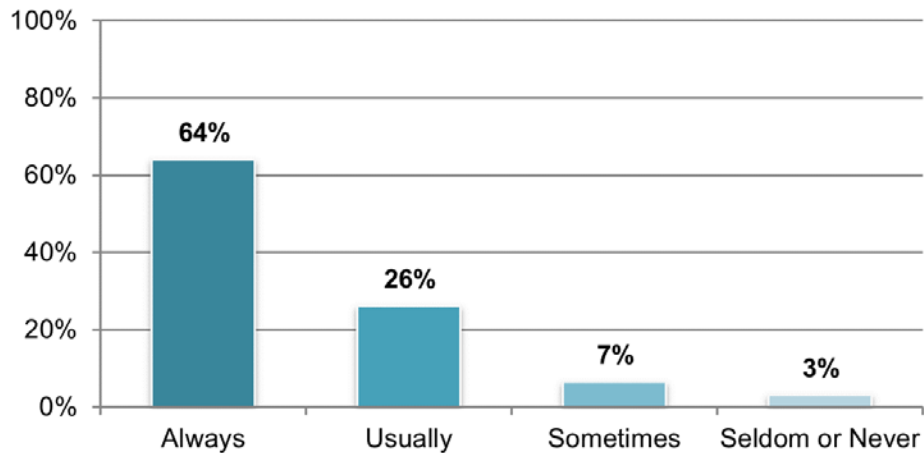


Table Q18. Do support workers come and leave when they are supposed to?

Regional Center	Always	Usually	Sometimes	Seldom or Never	N
ACRC	67%	24%	5%	3%	775
CVRC	67%	23%	8%	2%	437
RCEB	57%	32%	8%	3%	553
ELARC	67%	24%	7%	2%	528
FNRC	65%	29%	4%	2%	185
FDLRC	61%	27%	8%	4%	421
GGRC	62%	26%	9%	3%	253
HRC	62%	25%	9%	4%	423
IRC	68%	24%	5%	2%	1,127
KRC	53%	30%	13%	4%	219
NBRC	54%	34%	7%	5%	226
NLACRC	64%	26%	7%	4%	1,033
RCOC	66%	27%	5%	2%	712
RCRC	64%	24%	12%	1%	135
SARC	59%	28%	8%	4%	555
SDRC	70%	24%	3%	2%	967
SG/PRC	62%	30%	5%	3%	395
SCLARC	51%	28%	11%	10%	422
TCRC	68%	24%	6%	1%	507
VMRC	70%	24%	4%	1%	453
WRC	63%	27%	7%	3%	332
<b>CA Average</b>	<b>64%</b>	<b>26%</b>	<b>7%</b>	<b>3%</b>	<b>10,704</b>
<b>NCI Average</b>	<b>63%</b>	<b>28%</b>	<b>7%</b>	<b>2%</b>	<b>13,976</b>

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

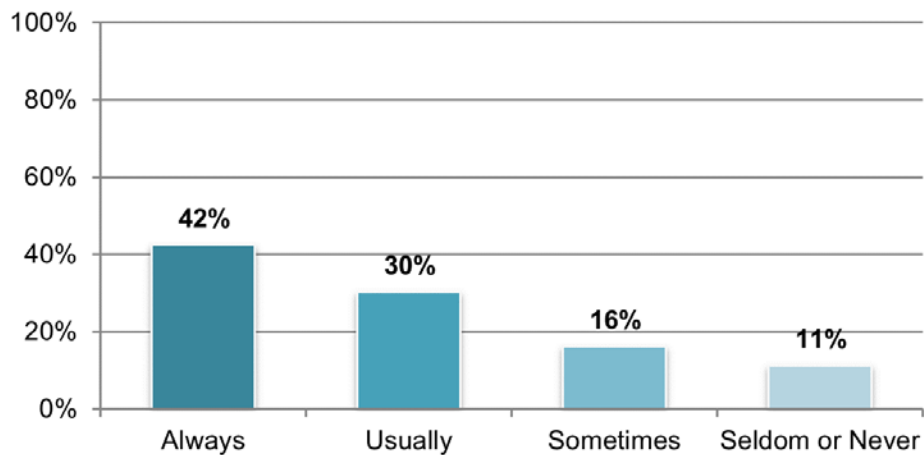


Table Q19. Do services and supports change when your family's needs change?

Regional Center	Always	Usually	Sometimes	Seldom or Never	N
ACRC	46%	29%	15%	11%	722
CVRC	45%	29%	16%	9%	380
RCEB	33%	34%	19%	14%	506
ELARC	49%	28%	12%	11%	474
FNRC	46%	32%	14%	9%	182
FDLRC	38%	27%	23%	11%	393
GGRC	34%	31%	20%	14%	221
HRC	40%	25%	17%	18%	372
IRC	45%	32%	15%	9%	951
KRC	31%	30%	20%	19%	181
NBRC	33%	32%	19%	16%	236
NLACRC	43%	30%	16%	10%	959
RCOC	44%	33%	15%	8%	628
RCRC	43%	32%	18%	7%	134
SARC	37%	33%	19%	11%	495
SDRC	43%	30%	16%	10%	835
SG/PRC	41%	34%	14%	11%	358
SCLARC	37%	18%	18%	26%	349
TCRC	50%	29%	14%	7%	473
VMRC	51%	30%	10%	9%	397
WRC	40%	35%	17%	7%	299
<b>CA Average</b>	<b>42%</b>	<b>30%</b>	<b>16%</b>	<b>11%</b>	<b>9,584</b>
<b>NCI Average</b>	<b>45%</b>	<b>34%</b>	<b>15%</b>	<b>6%</b>	<b>12,581</b>

### Support Workers Speak in a Way Respondent Understands

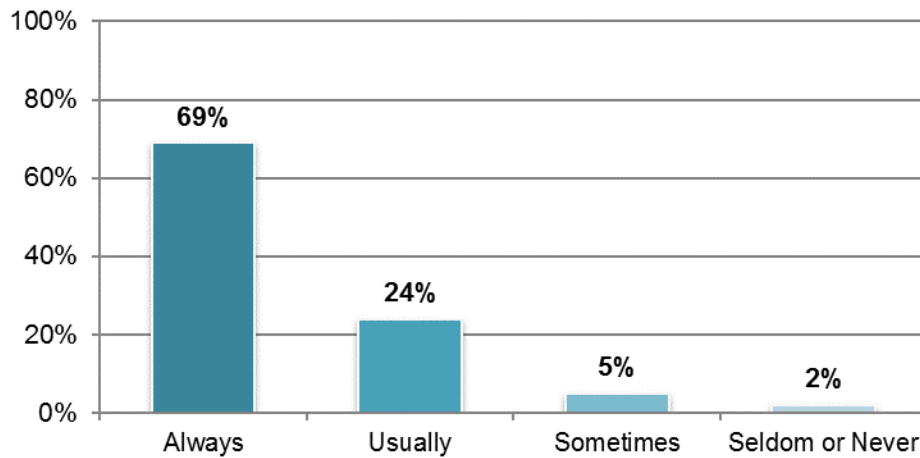


Table Q20. Do support workers speak to you in a way that you understand?

Regional Center	Always	Usually	Sometimes	Seldom or Never	N
ACRC	73%	21%	5%	2%	793
CVRC	72%	19%	8%	1%	456
RCEB	65%	26%	6%	3%	576
ELARC	70%	22%	5%	2%	544
FNRC	78%	18%	3%	1%	191
FDLRC	64%	27%	7%	2%	441
GGRC	63%	28%	7%	2%	263
HRC	65%	26%	8%	2%	434
IRC	71%	23%	5%	1%	1,135
KRC	63%	26%	9%	3%	233
NBRC	62%	27%	5%	6%	255
NLACRC	70%	22%	7%	2%	1,069
RCOC	69%	24%	5%	1%	722
RCRC	73%	23%	4%	0%	142
SARC	64%	29%	5%	2%	599
SDRC	75%	20%	3%	1%	986
SG/PRC	66%	26%	5%	2%	404
SCLARC	58%	27%	8%	7%	445
TCRC	73%	22%	3%	1%	526
VMRC	73%	23%	3%	1%	464
WRC	67%	26%	5%	2%	366
<b>CA Average</b>	<b>69%</b>	<b>24%</b>	<b>5%</b>	<b>2%</b>	<b>11,093</b>
<b>NCI Average</b>	<b>75%</b>	<b>21%</b>	<b>4%</b>	<b>1%</b>	<b>3,371</b>



### Services and Supports Are Delivered in a Way Respectful of Family's Culture

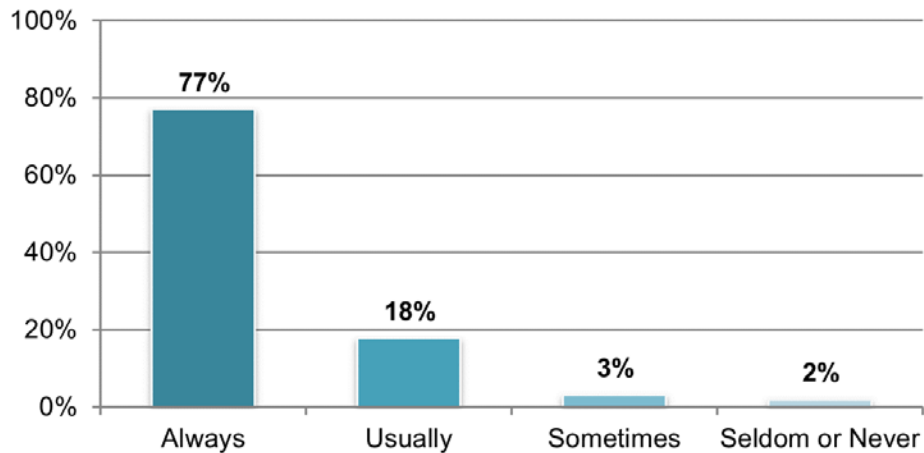
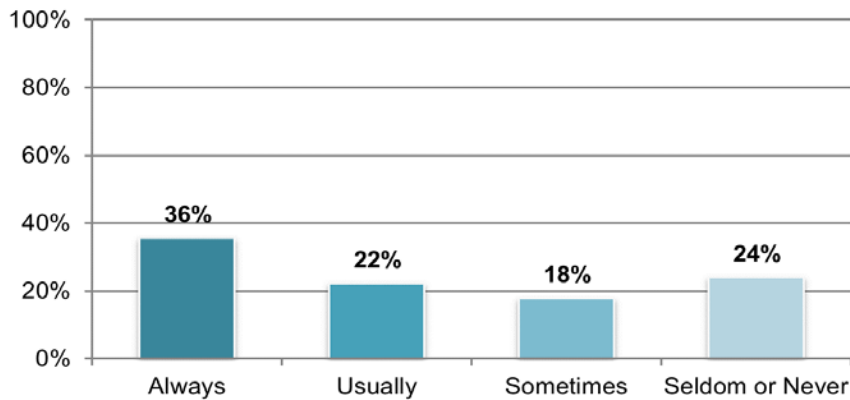


Table Q21. Are services delivered in a way that is respectful of your family's culture?

Regional Center	Always	Usually	Sometimes	Seldom or Never	N
ACRC	79%	16%	3%	2%	874
CVRC	80%	15%	3%	1%	490
RCEB	73%	20%	4%	3%	664
ELARC	78%	18%	2%	2%	601
FNRC	87%	11%	1%	1%	213
FDLRC	72%	22%	4%	2%	486
GGRC	78%	18%	2%	1%	282
HRC	73%	18%	6%	3%	478
IRC	81%	16%	2%	1%	1,167
KRC	73%	21%	3%	3%	263
NBRC	76%	18%	4%	2%	272
NLACRC	77%	19%	3%	2%	1,149
RCOC	76%	19%	3%	2%	765
RCRC	74%	20%	4%	2%	146
SARC	70%	24%	4%	2%	642
SDRC	84%	13%	2%	2%	1,061
SG/PRC	74%	20%	3%	2%	425
SCLARC	65%	23%	6%	6%	464
TCRC	84%	13%	2%	1%	572
VMRC	82%	15%	2%	2%	502
WRC	74%	21%	4%	2%	398
<b>CA Average</b>	<b>77%</b>	<b>18%</b>	<b>3%</b>	<b>2%</b>	<b>11,964</b>
<b>NCI Average</b>	<b>80%</b>	<b>16%</b>	<b>3%</b>	<b>1%</b>	<b>15,457</b>

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



**Table Q22. If your child does not communicate verbally (for example, uses gestures or sign language), are there support workers who can communicate with him/her? \***

Regional Center	Always	Usually	Sometimes	Seldom or Never	N
ACRC	48%	18%	13%	20%	60
CVRC	35%	26%	17%	22%	54
RCEB	28%	17%	24%	31%	54
ELARC	40%	7%	23%	30%	30
FNRC	36%	24%	16%	24%	25
FDLRC	19%	42%	15%	25%	48
GGRC	33%	10%	10%	47%	30
HRC	33%	25%	17%	25%	48
IRC	41%	23%	15%	21%	138
KRC	29%	24%	14%	33%	21
NBRC	28%	16%	16%	40%	25
NLACRC	46%	18%	14%	23%	96
RCOC	35%	24%	24%	18%	80
SARC	29%	19%	22%	30%	79
SDRC	33%	23%	27%	17%	90
SG/PRC	46%	24%	30%	0%	37
SCLARC	23%	19%	12%	46%	57
TCRC	40%	30%	23%	8%	40
VMRC	43%	23%	9%	26%	47
WRC	36%	36%	15%	13%	39
<b>CA Average</b>	<b>36%</b>	<b>22%</b>	<b>18%</b>	<b>24%</b>	<b>1,109</b>
<b>NCI Average</b>	<b>39%</b>	<b>27%</b>	<b>19%</b>	<b>15%</b>	<b>1,879</b>

**\*DUE TO LOW N (<20), THE FOLLOWING REGIONAL CENTER'S AVERAGE WAS NOT DISPLAYED, ALTHOUGH THE DATA ARE INCLUDED IN THE CA AVERAGE: RCRC.**

### Support Workers Have the Right Information and Skills to Meet Family's Needs

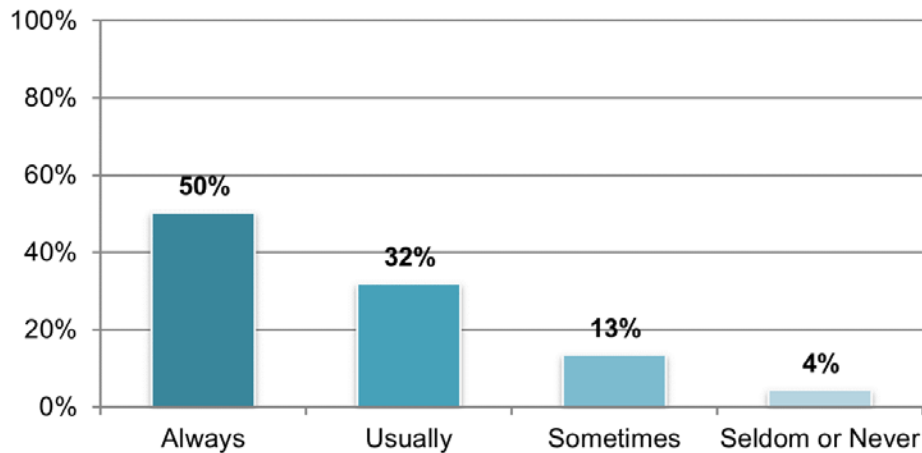
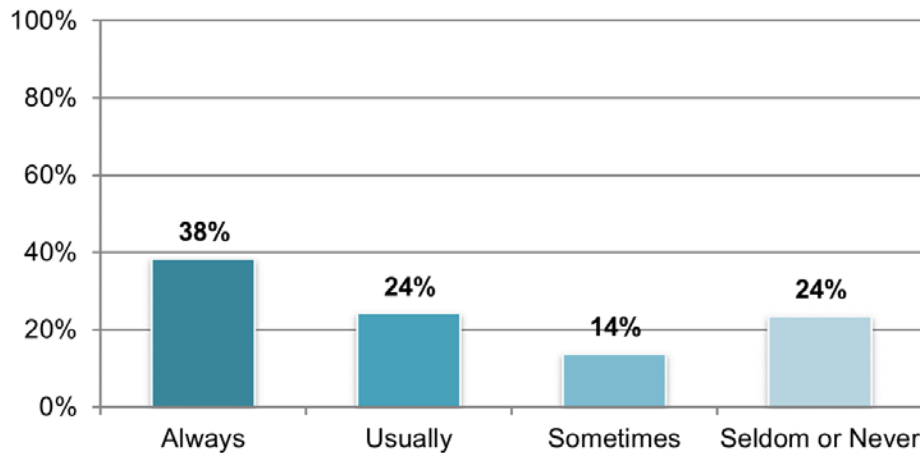


Table Q23. Do support workers have the right information and skills to meet your family's needs?

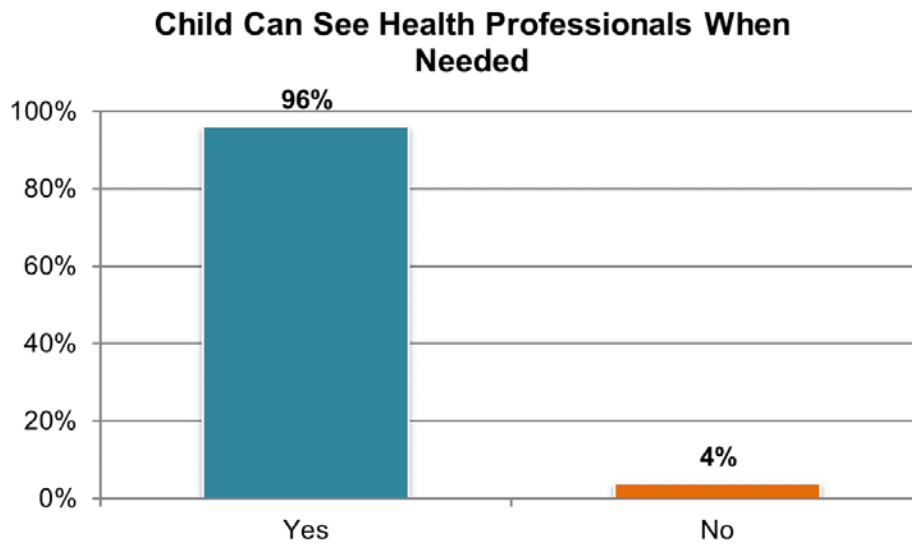
Regional Center	Always	Usually	Sometimes	Seldom or Never	N
ACRC	52%	34%	11%	3%	753
CVRC	56%	27%	12%	5%	417
RCEB	42%	36%	16%	6%	546
ELARC	51%	31%	14%	4%	508
FNRC	57%	29%	10%	3%	181
FDLRC	45%	34%	18%	4%	399
GGRC	44%	33%	17%	6%	245
HRC	48%	30%	18%	5%	398
IRC	55%	31%	11%	2%	1,056
KRC	45%	31%	18%	7%	215
NBRC	47%	34%	11%	8%	225
NLACRC	51%	31%	13%	5%	1,016
RCOC	48%	34%	13%	4%	682
RCRC	53%	30%	14%	3%	135
SARC	40%	38%	16%	6%	559
SDRC	56%	31%	11%	3%	946
SG/PRC	49%	33%	14%	5%	376
SCLARC	43%	25%	20%	12%	383
TCRC	54%	31%	13%	2%	501
VMRC	59%	29%	10%	3%	434
WRC	50%	33%	14%	3%	344
<b>CA Average</b>	<b>50%</b>	<b>32%</b>	<b>13%</b>	<b>4%</b>	<b>10,361</b>
<b>NCI Average</b>	<b>51%</b>	<b>35%</b>	<b>11%</b>	<b>3%</b>	<b>13,684</b>

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



**Table Q24. Does your child have access to the special equipment or accommodations that s/he needs (for example, wheelchair, ramp, communication board)?**

Regional Center	Always	Usually	Sometimes	Seldom or Never	N
ACRC	38%	26%	18%	19%	385
CVRC	47%	21%	13%	19%	211
RCEB	32%	28%	17%	24%	276
ELARC	37%	20%	8%	35%	174
FNRC	38%	33%	11%	19%	95
FDLRC	41%	19%	15%	25%	163
GGRC	36%	28%	11%	26%	145
HRC	32%	28%	14%	26%	174
IRC	45%	24%	13%	17%	529
KRC	29%	19%	21%	32%	101
NBRC	40%	23%	18%	19%	131
NLACRC	37%	24%	12%	26%	360
RCOC	38%	25%	14%	24%	330
RCRC	44%	27%	17%	12%	66
SARC	30%	23%	17%	30%	269
SDRC	43%	24%	13%	19%	426
SG/PRC	35%	23%	11%	30%	164
SCLARC	28%	18%	12%	42%	177
TCRC	41%	31%	13%	16%	232
VMRC	49%	20%	9%	22%	209
WRC	32%	26%	15%	27%	135
<b>CA Average</b>	<b>38%</b>	<b>24%</b>	<b>14%</b>	<b>24%</b>	<b>4,770</b>
<b>NCI Average</b>	<b>44%</b>	<b>28%</b>	<b>16%</b>	<b>11%</b>	<b>6,882</b>



**Table Q25. Can your child see health professionals when needed (for example, doctor, dentist, psychologist)?**

Regional Center	Yes	No	N
ACRC	96%	4%	953
CVRC	96%	4%	512
RCEB	97%	3%	718
ELARC	96%	4%	654
FNRC	95%	5%	232
FDLRC	95%	5%	542
GGRC	96%	4%	312
HRC	96%	4%	524
IRC	97%	3%	1,212
KRC	95%	5%	284
NBRC	97%	3%	305
NLACRC	96%	4%	1,214
RCOC	97%	3%	822
RCRC	92%	8%	153
SARC	97%	3%	720
SDRC	97%	3%	1,134
SG/PRC	94%	6%	462
SCLARC	95%	5%	515
TCRC	95%	5%	598
VMRC	96%	4%	542
WRC	96%	4%	426
<b>CA Average</b>	<b>96%</b>	<b>4%</b>	<b>12,889</b>
<b>NCI Average</b>	<b>98%</b>	<b>2%</b>	<b>16,539</b>

### Child's Primary Care Doctor Understands Needs Related to Child's Disability

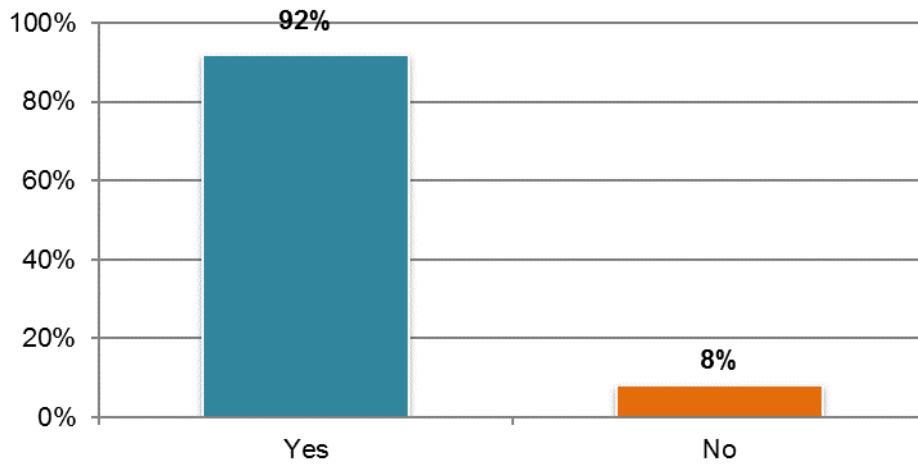


Table Q26. Does your child's primary care doctor understand his/her needs related to his/her disability?

Regional Center	Yes	No	N
ACRC	91%	9%	896
CVRC	92%	8%	497
RCEB	94%	6%	692
ELARC	92%	8%	621
FNRC	94%	6%	211
FDLRC	91%	9%	511
GGRC	93%	7%	299
HRC	94%	6%	485
IRC	93%	7%	1,160
KRC	87%	13%	266
NBRC	92%	8%	293
NLACRC	92%	8%	1,155
RCOC	93%	7%	770
RCRC	92%	8%	146
SARC	93%	7%	691
SDRC	93%	7%	1,081
SG/PRC	92%	8%	448
SCLARC	93%	7%	489
TCRC	92%	8%	566
VMRC	93%	7%	501
WRC	91%	9%	408
<b>CA Average</b>	<b>92%</b>	<b>8%</b>	<b>12,239</b>
<b>NCI Average</b>	<b>95%</b>	<b>5%</b>	<b>15,733</b>

### Respondent Has Access to Dental Services for Child

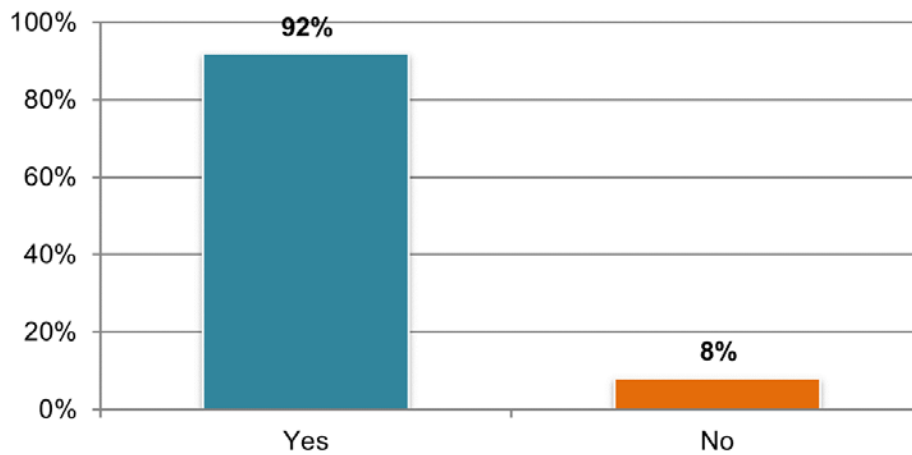
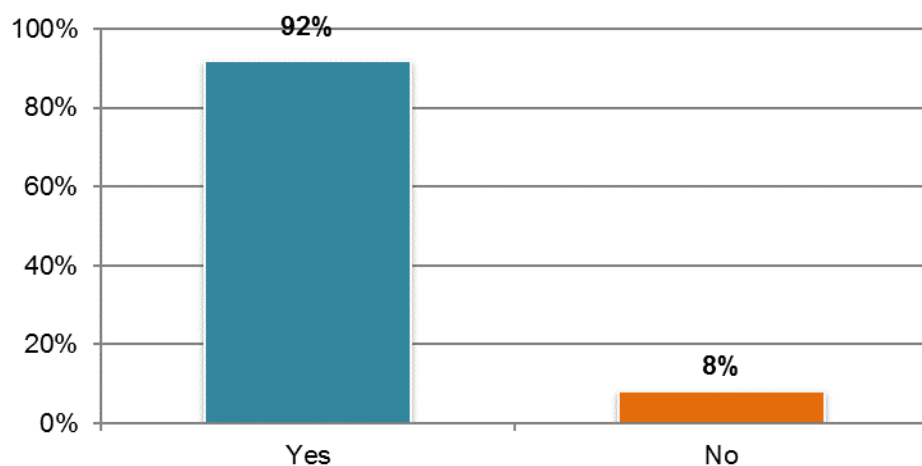


Table Q27. Do you have access to dental services for your child?

Regional Center	Yes	No	N
ACRC	93%	7%	922
CVRC	91%	9%	490
RCEB	91%	9%	705
ELARC	92%	8%	637
FNRC	93%	7%	225
FDLRC	88%	12%	530
GGRC	94%	6%	305
HRC	92%	8%	498
IRC	93%	7%	1,179
KRC	94%	6%	270
NBRC	91%	9%	294
NLACRC	93%	7%	1,171
RCOC	94%	6%	775
RCRC	86%	14%	148
SARC	94%	6%	689
SDRC	93%	7%	1,103
SG/PRC	91%	9%	446
SCLARC	90%	10%	488
TCRC	90%	10%	567
VMRC	88%	12%	525
WRC	89%	11%	421
<b>CA Average</b>	<b>92%</b>	<b>8%</b>	<b>12,442</b>
<b>NCI Average</b>	<b>96%</b>	<b>4%</b>	<b>16,046</b>

### Child's Dentist Understands Needs Related to Child's Disability



**Table Q28. If yes to Q27, does your child's dentist understand his/her needs related to his/her disability?**

Regional Center	Yes	No	N
ACRC	91%	9%	752
CVRC	93%	7%	401
RCEB	92%	8%	584
ELARC	93%	7%	525
FNRC	91%	9%	183
FDLRC	93%	7%	417
GGRC	91%	9%	263
HRC	90%	10%	410
IRC	94%	6%	994
KRC	93%	7%	228
NBRC	90%	10%	242
NLACRC	91%	9%	961
RCOC	95%	5%	654
RCRC	88%	12%	115
SARC	93%	7%	587
SDRC	93%	7%	936
SG/PRC	91%	9%	359
SCLARC	90%	10%	401
TCRC	92%	8%	461
VMRC	94%	6%	390
WRC	88%	12%	343
<b>CA Average</b>	<b>92%</b>	<b>8%</b>	<b>10,249</b>
<b>NCI Average</b>	<b>94%</b>	<b>6%</b>	<b>13,460</b>



### Respondent Knows What Child's Medications Are For

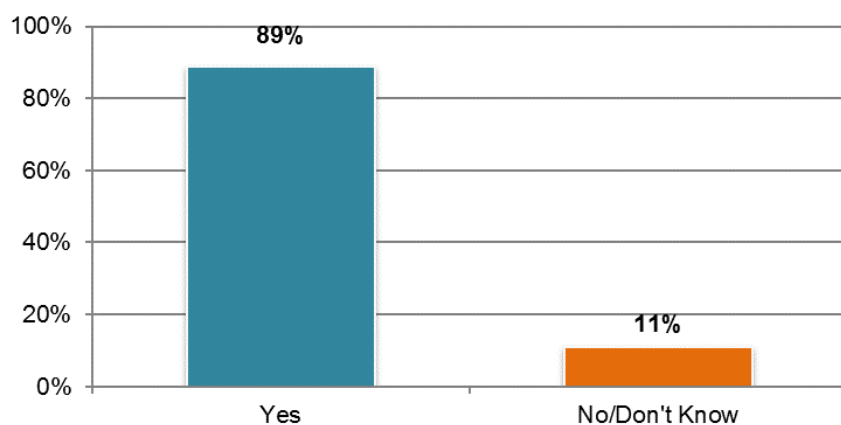
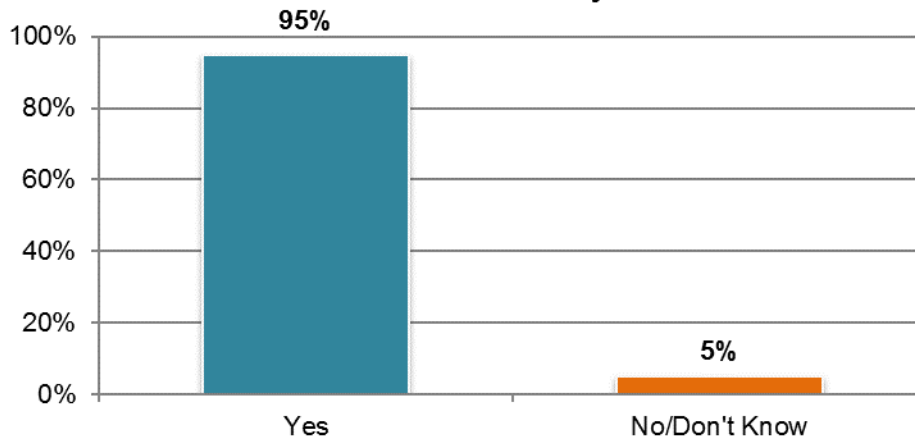


Table Q29. If your child takes medications, do you know what they're for? \*

Regional Center	Yes	No/Don't Know	N
ACRC	90%	10%	615
CVRC	89%	11%	366
RCEB	91%	9%	470
ELARC	84%	16%	354
FNRC	93%	7%	137
FDLRC	88%	12%	321
GGRC	90%	10%	224
HRC	90%	10%	334
IRC	89%	11%	847
KRC	90%	10%	172
NBRC	89%	11%	198
NLACRC	88%	12%	744
RCOC	89%	11%	587
RCRC	94%	6%	94
SARC	91%	9%	473
SDRC	90%	10%	724
SG/PRC	90%	10%	297
SCLARC	80%	20%	347
TCRC	89%	11%	374
VMRC	93%	7%	351
WRC	89%	11%	269
<b>CA Average</b>	<b>89%</b>	<b>11%</b>	<b>8,331</b>
<b>NCI Average</b>	<b>95%</b>	<b>5%</b>	<b>11,613</b>

\*FOR THIS QUESTION, 'NO' AND 'DON'T KNOW' RESPONSES WERE COMBINED.

**Respondent, Child, or Other Family Member  
Know What is Needed for Child to Take  
Medication Safely**

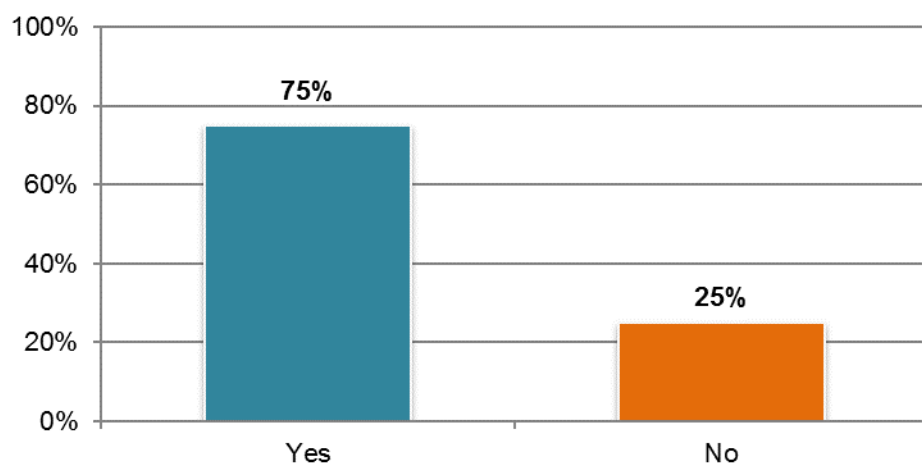


**Table Q30. If your child takes medications, do you, your child or someone else in your family know what is needed to safely take the medications (when it should be taken, how much to take, potential side effects)? \***

Regional Center	Yes	No/Don't Know	N
ACRC	97%	3%	531
CVRC	97%	3%	315
RCEB	95%	5%	419
ELARC	93%	7%	286
FNRC	98%	2%	124
FDLRC	97%	3%	266
GGRC	96%	4%	199
HRC	95%	5%	290
IRC	96%	4%	730
KRC	97%	3%	153
NBRC	96%	4%	171
NLACRC	96%	4%	627
RCOC	97%	3%	506
RCRC	99%	1%	87
SARC	96%	4%	412
SDRC	96%	4%	638
SG/PRC	96%	4%	258
SCLARC	97%	3%	266
TCRC	98%	2%	326
VMRC	98%	2%	309
WRC	97%	3%	230
<b>CA Average</b>	<b>96%</b>	<b>4%</b>	<b>7,172</b>
<b>NCI Average</b>	<b>95%</b>	<b>5%</b>	<b>10,463</b>

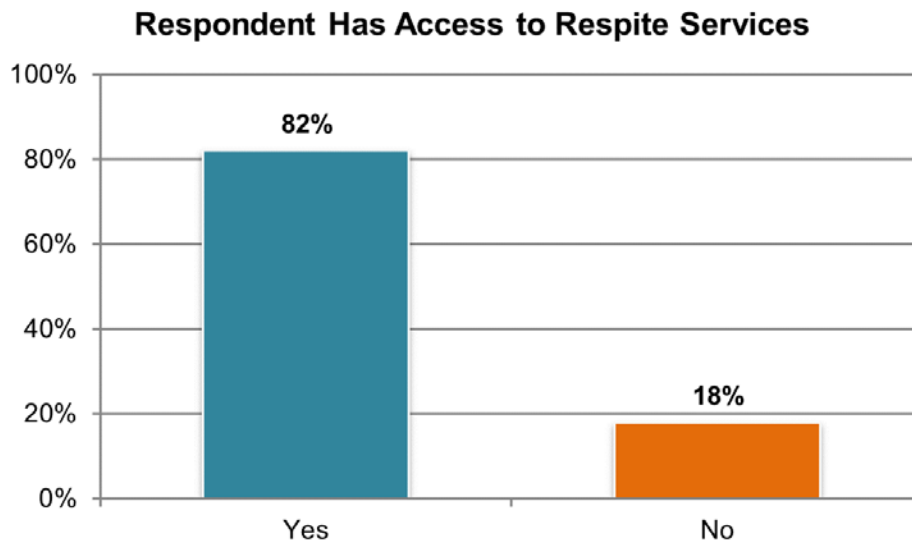
**\*FOR THIS QUESTION, 'NO' AND 'DON'T KNOW' RESPONSES WERE COMBINED.**

### Child's Mental Health Professional Understands Needs Related to Child's Disability



**Table Q31. If your child uses mental health services, does the mental health professional (for example, psychologist, psychiatrist, counselor) understand your child's needs related to his/her disability?**

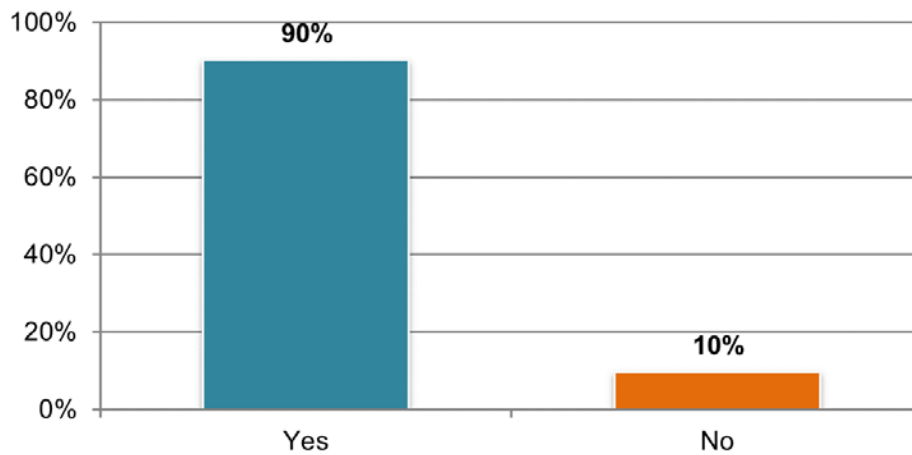
Regional Center	Yes	No	N
ACRC	77%	23%	365
CVRC	76%	24%	202
RCEB	78%	22%	299
ELARC	74%	26%	249
FNRC	86%	14%	66
FDLRC	76%	24%	230
GGRC	81%	19%	132
HRC	70%	30%	212
IRC	73%	27%	476
KRC	78%	22%	126
NBRC	77%	23%	118
NLACRC	73%	27%	505
RCOC	74%	26%	360
RCRC	84%	16%	63
SARC	75%	25%	280
SDRC	79%	21%	472
SG/PRC	79%	21%	183
SCLARC	69%	31%	259
TCRC	72%	28%	208
VMRC	79%	21%	209
WRC	74%	26%	180
<b>CA Average</b>	<b>75%</b>	<b>25%</b>	<b>5,211</b>
<b>NCI Average</b>	<b>88%</b>	<b>12%</b>	<b>6,837</b>



**Table Q32. If you need respite services, do you have access to them?**

Regional Center	Yes	No	N
ACRC	87%	13%	740
CVRC	70%	30%	334
RCEB	78%	22%	556
ELARC	80%	20%	454
FNRC	87%	13%	188
FDLRC	72%	28%	374
GGRC	84%	16%	267
HRC	79%	21%	380
IRC	88%	12%	1,001
KRC	66%	34%	186
NBRC	72%	28%	247
NLACRC	81%	19%	897
RCOC	85%	15%	672
RCRC	72%	28%	109
SARC	89%	11%	617
SDRC	87%	13%	903
SG/PRC	79%	21%	336
SCLARC	70%	30%	408
TCRC	88%	12%	482
VMRC	82%	18%	417
WRC	87%	13%	348
<b>CA Average</b>	<b>82%</b>	<b>18%</b>	<b>9,957</b>
<b>NCI Average</b>	<b>82%</b>	<b>18%</b>	<b>12,948</b>

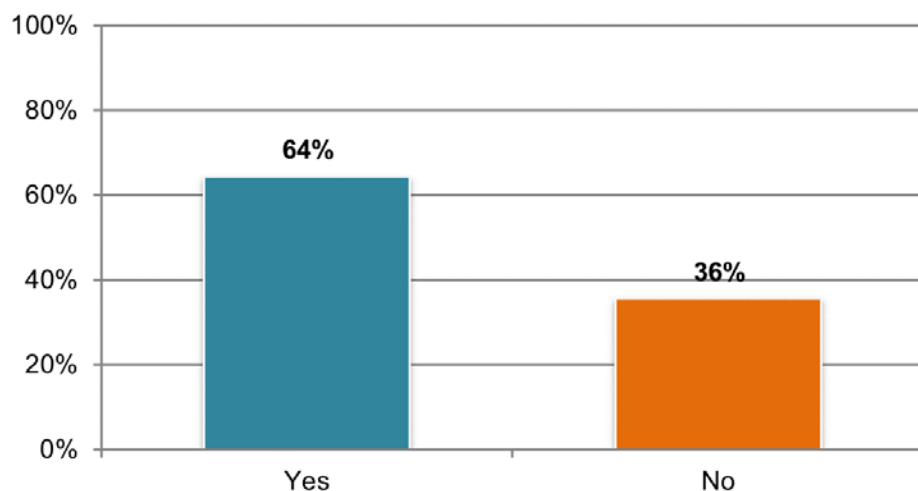
### Respondent Is Satisfied With the Quality of Child's Respite Services



**Table Q33. If Yes to Q32, are you satisfied with the quality of the respite services?**

Regional Center	Yes	No	N
ACRC	89%	11%	567
CVRC	93%	7%	206
RCEB	84%	16%	397
ELARC	95%	5%	332
FNRC	88%	12%	148
FDLRC	91%	9%	233
GGRC	91%	9%	205
HRC	86%	14%	273
IRC	93%	7%	816
KRC	92%	8%	106
NBRC	90%	10%	157
NLACRC	90%	10%	660
RCOC	87%	13%	517
RCRC	86%	14%	70
SARC	86%	14%	519
SDRC	92%	8%	735
SG/PRC	90%	10%	250
SCLARC	93%	7%	261
TCRC	94%	6%	393
VMRC	95%	5%	297
WRC	92%	8%	286
<b>CA Average</b>	<b>90%</b>	<b>10%</b>	<b>7,457</b>
<b>NCI Average</b>	<b>94%</b>	<b>6%</b>	<b>9,696</b>

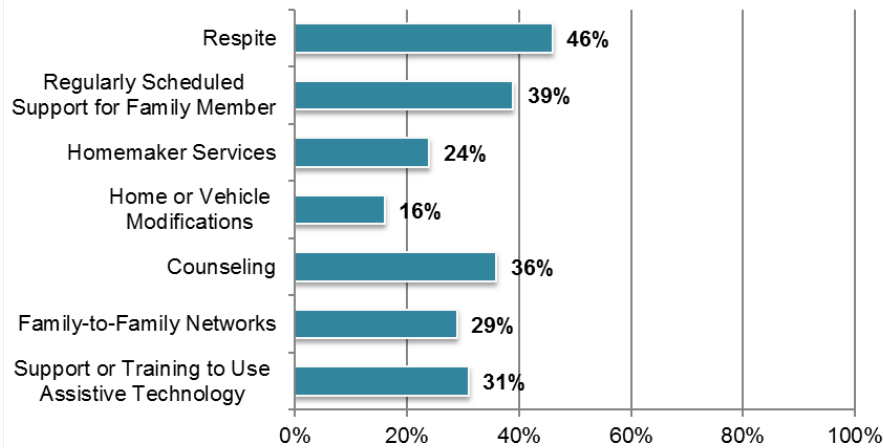
### Family Gets Needed Supports



**Table Q34. Does your family get the support needed?**

Regional Center	Yes	No	N
ACRC	68%	32%	858
CVRC	68%	32%	455
RCEB	54%	46%	656
ELARC	70%	30%	558
FNRC	72%	28%	215
FDLRC	63%	38%	448
GGRC	51%	49%	289
HRC	65%	35%	456
IRC	73%	27%	1,081
KRC	57%	43%	244
NBRC	60%	40%	268
NLACRC	67%	33%	1,037
RCOC	58%	42%	750
RCRC	62%	38%	138
SARC	52%	48%	669
SDRC	61%	39%	1,047
SG/PRC	68%	32%	389
SCLARC	50%	50%	435
TCRC	78%	22%	521
VMRC	76%	24%	473
WRC	70%	30%	368
<b>CA Average</b>	<b>64%</b>	<b>36%</b>	<b>11,400</b>
<b>NCI Average</b>	<b>73%</b>	<b>27%</b>	<b>14,820</b>

### Respondent Needs Additional Services



**Table Q35. If no to Q34, what additional services are needed?**

Regional Center	Respite	Regularly Scheduled Support for Family Member	Homemaker Services	Home or Vehicle Modifications	Counseling	Family-to-Family Networks	Support or Training to Use Assistive Technology	N
ACRC	38%	37%	19%	10%	37%	31%	41%	262
CVRC	53%	33%	24%	16%	34%	24%	26%	136
RCEB	49%	45%	25%	14%	37%	33%	32%	293
ELARC	46%	45%	33%	19%	42%	31%	29%	150
FNRC	44%	27%	15%	14%	36%	36%	44%	59
FDLRC	43%	45%	31%	15%	37%	28%	37%	145
GGRC	46%	41%	15%	13%	31%	21%	28%	136
HRC	49%	40%	22%	12%	39%	24%	37%	139
IRC	39%	34%	27%	16%	34%	33%	37%	277
KRC	49%	34%	23%	20%	26%	26%	45%	97
NBRC	63%	35%	21%	16%	29%	24%	40%	99
NLACRC	43%	41%	24%	14%	36%	27%	26%	291
RCOC	42%	38%	22%	21%	31%	22%	26%	294
RCRC	70%	30%	14%	12%	28%	42%	40%	50
SARC	39%	41%	25%	19%	31%	27%	28%	309
SDRC	47%	33%	22%	17%	37%	28%	27%	395
SG/PRC	50%	39%	22%	13%	42%	34%	35%	115
SCLARC	48%	49%	34%	19%	45%	30%	22%	174
TCRC	38%	38%	18%	14%	41%	30%	34%	98
VMRC	53%	25%	15%	12%	27%	32%	22%	99
WRC	51%	43%	37%	15%	51%	38%	22%	94
<b>CA Average</b>	<b>46%</b>	<b>39%</b>	<b>24%</b>	<b>16%</b>	<b>36%</b>	<b>29%</b>	<b>31%</b>	<b>3,725</b>
<b>NCI Average</b>	<b>50%</b>	<b>39%</b>	<b>24%</b>	<b>26%</b>	<b>29%</b>	<b>29%</b>	<b>38%</b>	<b>4,513</b>

## Choice, Decision Making and Control

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



### Family Can Choose or Change Child's Provider Agency

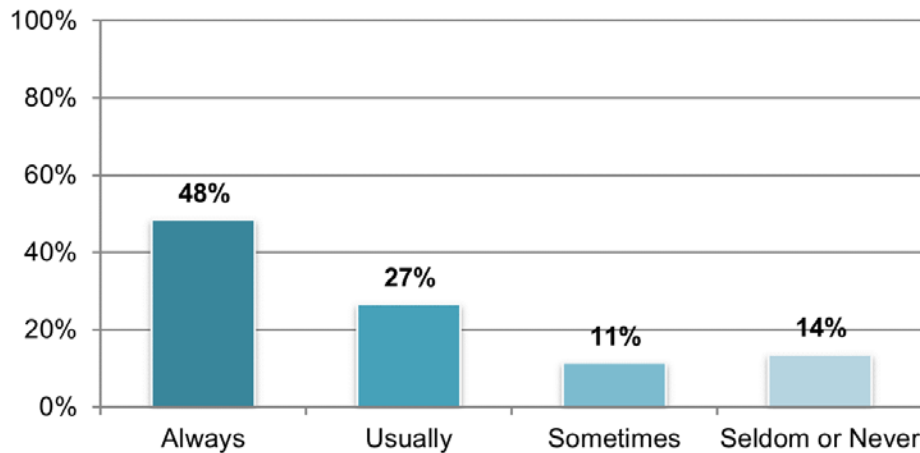


Table Q36. Can your family choose or change the agency that provides your child's services?

Regional Center	Always	Usually	Sometimes	Seldom or Never	N
ACRC	47%	25%	12%	16%	496
CVRC	56%	21%	12%	11%	247
RCEB	39%	29%	13%	19%	388
ELARC	49%	28%	11%	12%	432
FNRC	44%	25%	14%	17%	100
FDLRC	40%	32%	17%	11%	323
GGRC	31%	24%	19%	26%	129
HRC	43%	22%	12%	23%	238
IRC	53%	27%	8%	12%	709
KRC	48%	20%	15%	17%	135
NBRC	29%	32%	17%	22%	139
NLACRC	59%	27%	8%	7%	871
RCOC	48%	29%	13%	10%	517
RCRC	42%	31%	8%	19%	93
SARC	37%	29%	15%	19%	365
SDRC	56%	23%	10%	11%	650
SG/PRC	46%	26%	13%	14%	267
SCLARC	44%	25%	9%	22%	244
TCRC	50%	26%	11%	13%	316
VMRC	56%	24%	7%	14%	218
WRC	43%	33%	14%	10%	259
<b>CA Average</b>	<b>48%</b>	<b>27%</b>	<b>11%</b>	<b>14%</b>	<b>7,170</b>
<b>NCI Average</b>	<b>66%</b>	<b>20%</b>	<b>7%</b>	<b>7%</b>	<b>10,037</b>

### Family Can Choose or Change Child's Support Workers

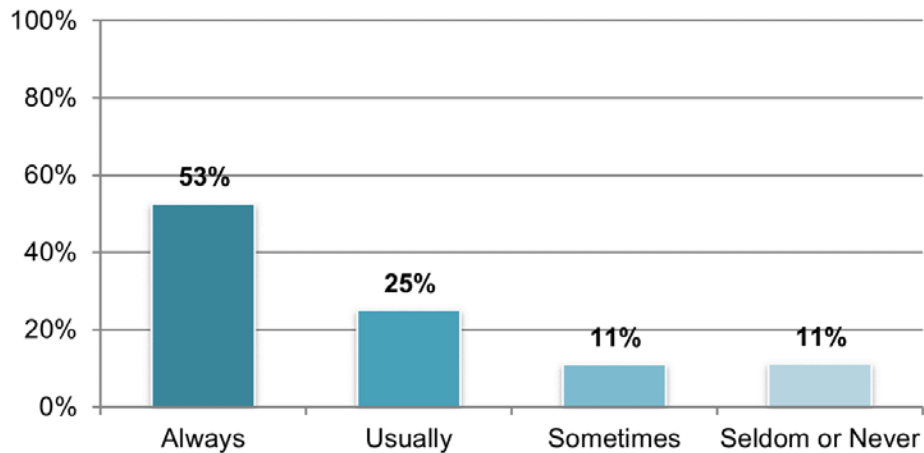
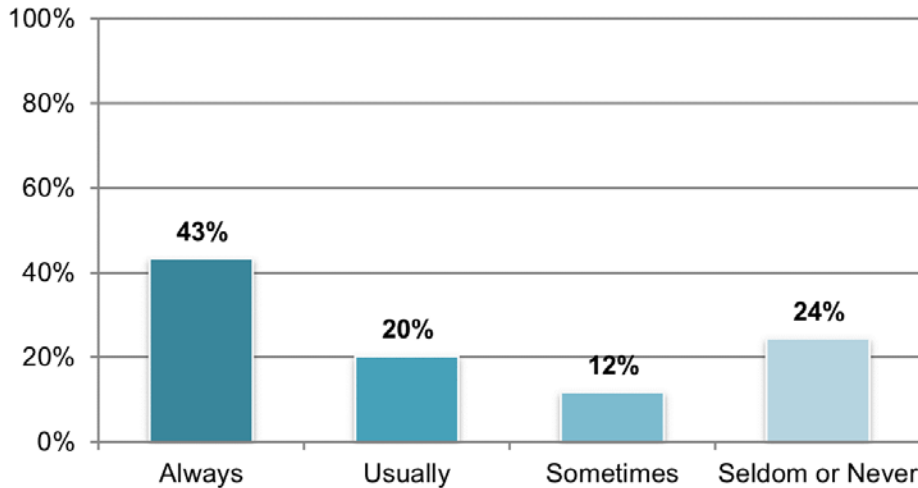


Table Q37. Can your family choose or change your child's support workers?

Regional Center	Always	Usually	Sometimes	Seldom or Never	N
ACRC	58%	23%	10%	9%	530
CVRC	57%	22%	14%	7%	263
RCEB	45%	26%	14%	15%	365
ELARC	55%	24%	11%	10%	384
FNRC	58%	22%	17%	3%	116
FDLRC	46%	29%	12%	13%	304
GGRC	48%	25%	12%	15%	162
HRC	47%	26%	12%	16%	249
IRC	57%	26%	8%	9%	722
KRC	43%	26%	17%	14%	132
NBRC	47%	29%	11%	13%	148
NLACRC	57%	25%	10%	8%	840
RCOC	48%	30%	11%	11%	530
RCRC	42%	28%	13%	17%	100
SARC	40%	27%	16%	16%	372
SDRC	59%	22%	10%	9%	657
SG/PRC	57%	23%	10%	11%	272
SCLARC	51%	22%	9%	18%	249
TCRC	52%	25%	12%	11%	341
VMRC	58%	20%	6%	16%	207
WRC	54%	25%	10%	10%	258
<b>CA Average</b>	<b>53%</b>	<b>25%</b>	<b>11%</b>	<b>11%</b>	<b>7,230</b>
<b>NCI Average</b>	<b>68%</b>	<b>19%</b>	<b>6%</b>	<b>6%</b>	<b>10,210</b>

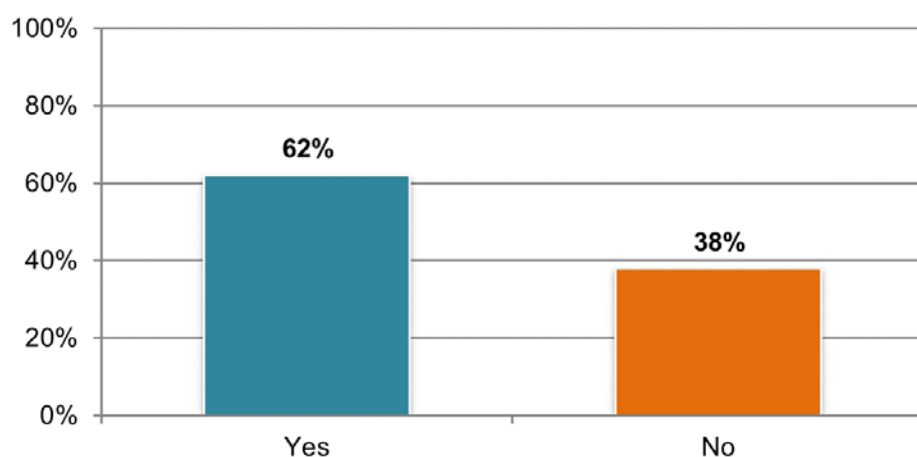
### Family Directly Manages Support Workers



**Table Q38. Does your family directly manage support workers (for example, hiring and deciding schedule)?**

Regional Center	Always	Usually	Sometimes	Seldom or Never	N
ACRC	46%	17%	13%	24%	522
CVRC	46%	14%	12%	28%	233
RCEB	41%	23%	11%	25%	416
ELARC	43%	21%	11%	24%	379
FNRC	53%	17%	9%	22%	120
FDLRC	32%	23%	15%	30%	296
GGRC	49%	22%	13%	16%	192
HRC	41%	19%	11%	29%	244
IRC	47%	22%	9%	22%	746
KRC	32%	21%	12%	34%	145
NBRC	43%	22%	11%	23%	175
NLACRC	42%	22%	13%	23%	785
RCOC	38%	21%	11%	30%	516
RCRC	31%	21%	18%	30%	105
SARC	41%	21%	13%	25%	421
SDRC	50%	17%	11%	22%	703
SG/PRC	42%	25%	10%	24%	260
SCLARC	46%	19%	10%	26%	242
TCRC	47%	18%	15%	20%	358
VMRC	43%	14%	10%	33%	238
WRC	45%	24%	12%	20%	251
<b>CA Average</b>	<b>43%</b>	<b>20%</b>	<b>12%</b>	<b>24%</b>	<b>7,373</b>
<b>NCI Average</b>	<b>57%</b>	<b>18%</b>	<b>8%</b>	<b>17%</b>	<b>10,387</b>

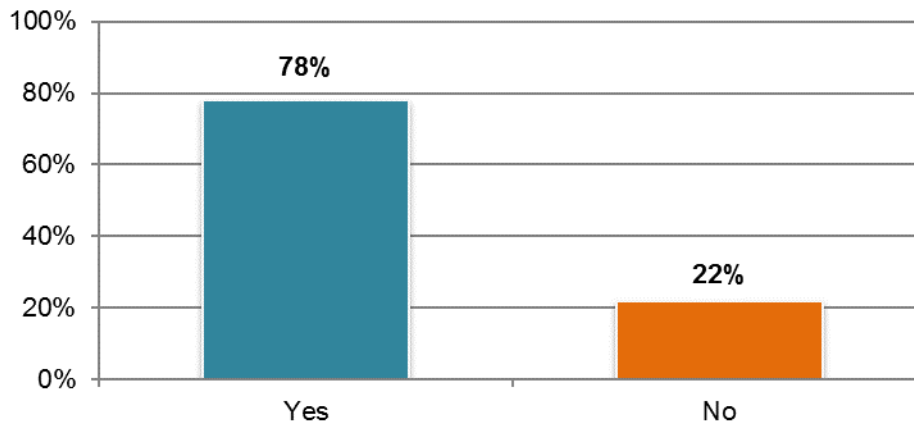
### Child's Service Providers Work Together to Provide Support



**Table Q39. Do service providers for your child work together to provide support?**

Regional Center	Yes	No	N
ACRC	68%	32%	358
CVRC	67%	33%	206
RCEB	51%	49%	276
ELARC	60%	40%	281
FNRC	68%	33%	80
FDLRC	59%	41%	232
GGRC	62%	38%	115
HRC	57%	43%	174
IRC	67%	33%	471
KRC	58%	42%	106
NBRC	62%	38%	108
NLACRC	63%	37%	508
RCOC	64%	36%	327
RCRC	68%	32%	68
SARC	55%	45%	285
SDRC	67%	33%	439
SG/PRC	68%	32%	190
SCLARC	42%	58%	214
TCRC	73%	27%	247
VMRC	59%	41%	185
WRC	58%	42%	170
<b>CA Average</b>	<b>62%</b>	<b>38%</b>	<b>5,062</b>
<b>NCI Average</b>	<b>77%</b>	<b>23%</b>	<b>7,166</b>

**Respondent, Child, or Other Family Member  
Chose or Did Not Choose But Can Request to  
Change Case Manager or Service Coordinator**



**Table Q40. Can you or someone else in your family change your child's case manager/service coordinator if you want to?\***

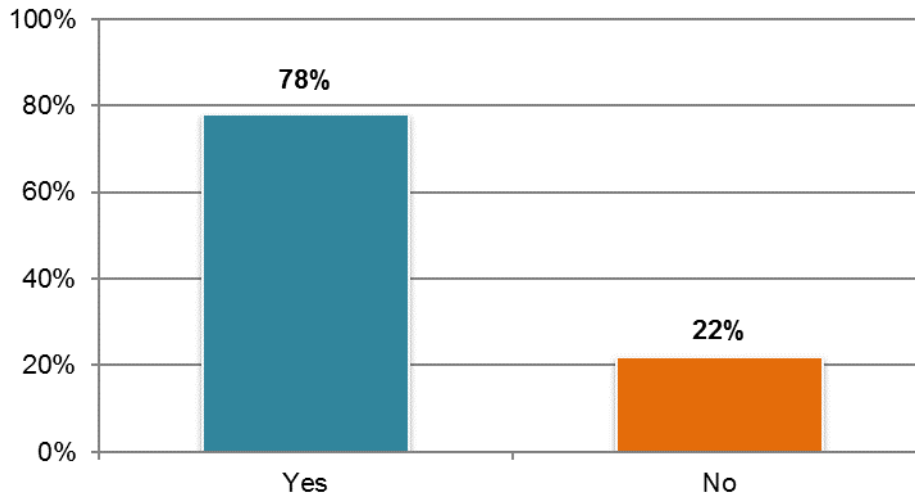
Regional Center	Yes	No	N
ACRC	87%	13%	535
CVRC	78%	22%	248
RCEB	73%	27%	331
ELARC	80%	20%	368
FNRC	87%	13%	105
FDLRC	70%	30%	307
GGRC	76%	24%	114
HRC	73%	27%	232
IRC	79%	21%	634
KRC	70%	30%	122
NBRC	75%	25%	118
NLACRC	82%	18%	744
RCOC	79%	21%	413
RCRC	86%	14%	84
SARC	66%	34%	290
SDRC	80%	20%	545
SG/PRC	75%	25%	254
SCLARC	66%	34%	291
TCRC	80%	20%	289
VMRC	73%	27%	224
WRC	79%	21%	225
<b>CA Average</b>	<b>78%</b>	<b>22%</b>	<b>6,498</b>
<b>NCI Average</b>	<b>83%</b>	<b>17%</b>	<b>2,828</b>

\*CA COLLECTED INFORMATION FOR THIS QUESTION BY COMBINING TWO STANDARD RESPONSES

## Involvement in the Community

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

### Child Takes Part in Activities in Community



**Table Q41. Does your child take part in activities in the community (for example, going out to a restaurant, movie, or sporting event)?**

Regional Center	Yes	No	N
ACRC	79%	21%	958
CVRC	75%	25%	510
RCEB	75%	25%	714
ELARC	80%	20%	656
FNRC	83%	17%	231
FDLRC	76%	24%	545
GGRC	73%	27%	315
HRC	78%	22%	526
IRC	79%	21%	1,211
KRC	76%	24%	285
NBRC	78%	22%	305
NLACRC	80%	20%	1,219
RCOC	77%	23%	817
RCRC	78%	22%	152
SARC	74%	26%	720
SDRC	78%	22%	1,143
SG/PRC	77%	23%	461
SCLARC	70%	30%	516
TCRC	81%	19%	606
VMRC	73%	27%	543
WRC	82%	18%	431
<b>CA Average</b>	<b>78%</b>	<b>22%</b>	<b>12,920</b>
<b>NCI Average</b>	<b>84%</b>	<b>16%</b>	<b>16,539</b>

### Reasons Child Does Not Take Part in Community Activities

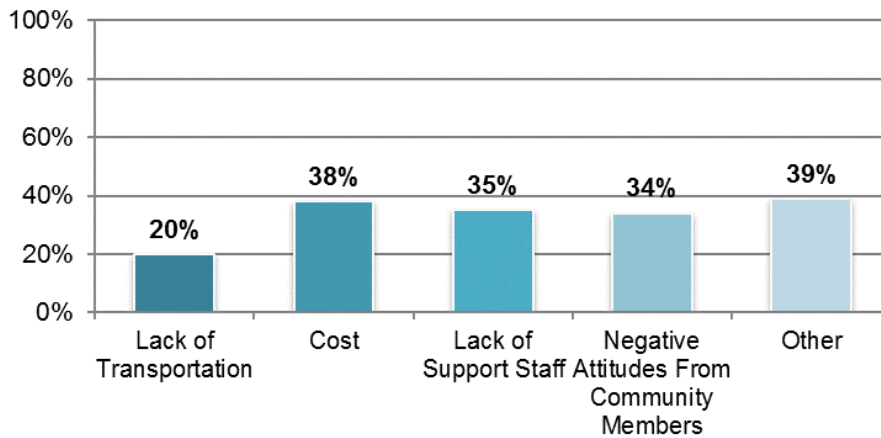
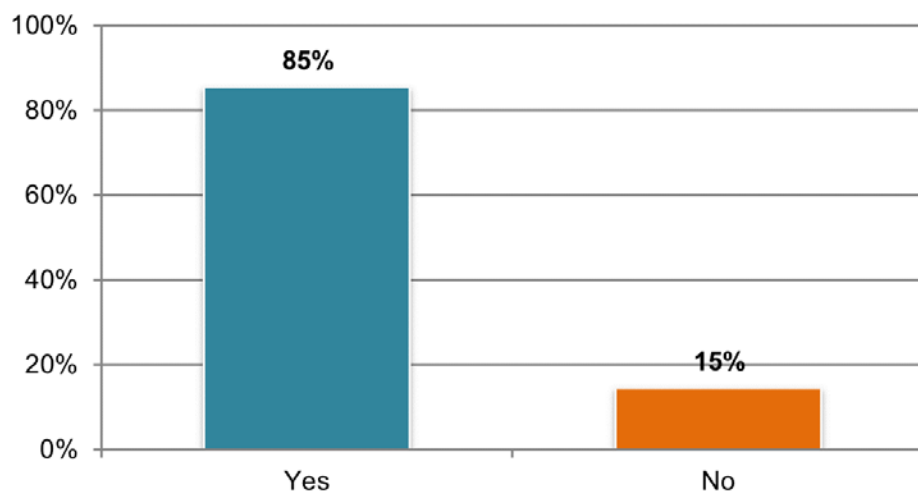


Table Q42. If no to Q41, why doesn't child take part in community activities?

Regional Center	Lack of Transportation	Cost	Lack of Support Staff	Negative Attitudes from Community Members	Other	N
ACRC	19%	39%	34%	29%	45%	189
CVRC	18%	31%	29%	36%	30%	106
RCEB	24%	34%	43%	33%	36%	160
ELARC	22%	34%	47%	38%	23%	103
FNRC	3%	36%	22%	39%	47%	36
FDLRC	30%	39%	37%	34%	20%	114
GGRC	18%	28%	44%	33%	39%	80
HRC	24%	37%	33%	31%	36%	99
IRC	21%	36%	30%	31%	35%	226
KRC	21%	42%	35%	27%	44%	62
NBRC	20%	39%	46%	28%	41%	61
NLACRC	24%	50%	37%	33%	27%	210
RCOC	16%	28%	33%	39%	32%	168
RCRC	18%	39%	39%	36%	48%	33
SARC	13%	29%	30%	36%	47%	175
SDRC	17%	44%	35%	33%	30%	233
SG/PRC	15%	38%	45%	37%	34%	87
SCLARC	27%	42%	33%	35%	26%	132
TCRC	13%	36%	36%	40%	32%	90
VMRC	20%	34%	21%	29%	41%	122
WRC	22%	52%	35%	31%	32%	65
<b>CA Average</b>	<b>20%</b>	<b>38%</b>	<b>35%</b>	<b>34%</b>	<b>34%</b>	<b>2,561</b>
<b>NCI Average</b>	<b>14%</b>	<b>34%</b>	<b>34%</b>	<b>34%</b>	<b>49%</b>	<b>3,064</b>



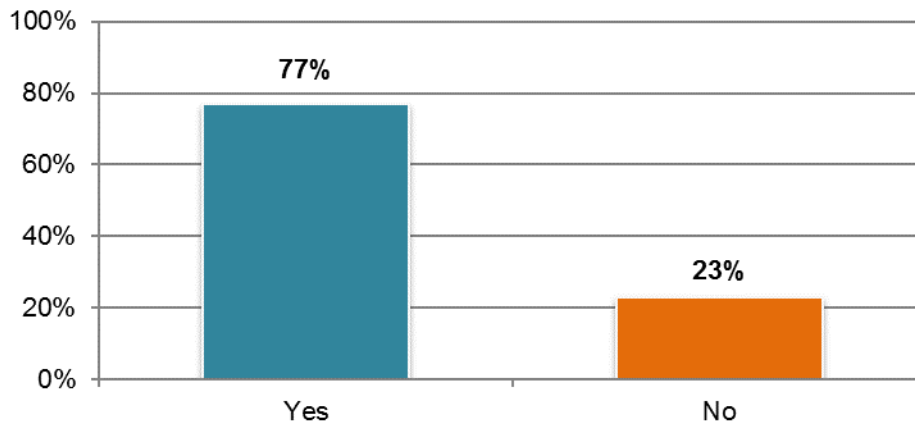
### Child Spends Time With Children Without DD



**Table Q43. Does your child spend time with children who do not have developmental disabilities?**

Regional Center	Yes	No	N
ACRC	88%	12%	949
CVRC	88%	12%	516
RCEB	85%	15%	707
ELARC	87%	13%	654
FNRC	91%	9%	232
FDLRC	82%	18%	540
GGRC	85%	15%	320
HRC	85%	15%	529
IRC	88%	12%	1,219
KRC	87%	13%	286
NBRC	85%	15%	304
NLACRC	85%	15%	1,223
RCOC	80%	20%	815
RCRC	88%	12%	154
SARC	80%	20%	717
SDRC	86%	14%	1,139
SG/PRC	83%	17%	463
SCLARC	82%	18%	522
TCRC	88%	12%	608
VMRC	87%	13%	536
WRC	88%	12%	431
<b>CA Average</b>	<b>85%</b>	<b>15%</b>	<b>12,921</b>
<b>NCI Average</b>	<b>84%</b>	<b>16%</b>	<b>16,531</b>

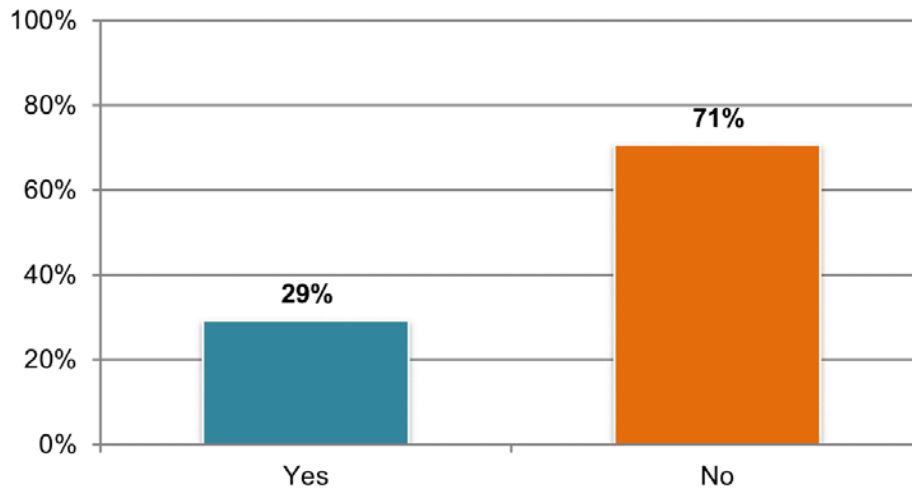
**There Are Resources in the Community the Child  
Can Use That Are Not Provided by the IDD  
Agency**



**Table Q44. In your community, are there resources that your family can use that are not provided by the regional center?**

Regional Center	Yes	No	N
ACRC	81%	19%	732
CVRC	77%	23%	388
RCEB	76%	24%	547
ELARC	77%	23%	516
FNRC	86%	14%	183
FDLRC	71%	29%	421
GGRC	72%	28%	241
HRC	79%	21%	414
IRC	77%	23%	945
KRC	73%	27%	214
NBRC	77%	23%	239
NLACRC	79%	21%	938
RCOC	74%	26%	616
RCRC	77%	23%	124
SARC	74%	26%	555
SDRC	80%	20%	891
SG/PRC	73%	27%	335
SCLARC	66%	34%	407
TCRC	84%	16%	476
VMRC	80%	20%	388
WRC	76%	24%	350
<b>CA Average</b>	<b>77%</b>	<b>23%</b>	<b>9,955</b>
<b>NCI Average</b>	<b>80%</b>	<b>20%</b>	<b>12,903</b>

### Family Takes Part in Family-to-Family Networks



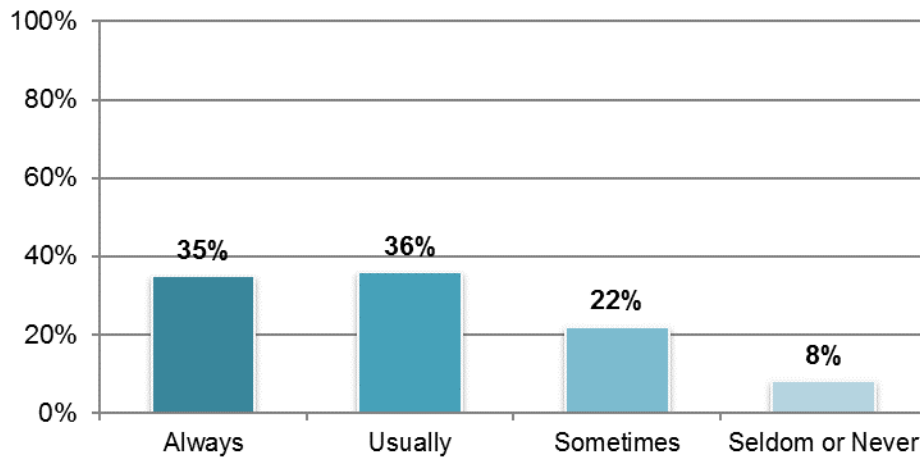
**Table Q45. Does your family take part in any family-to-family networks in your community?**

Regional Center	Yes	No	N
ACRC	29%	71%	846
CVRC	26%	74%	449
RCEB	31%	69%	626
ELARC	27%	73%	559
FNRC	25%	75%	201
FDLRC	28%	72%	468
GGRC	38%	62%	289
HRC	30%	70%	466
IRC	30%	70%	1,062
KRC	30%	70%	253
NBRC	26%	74%	278
NLACRC	28%	72%	1,049
RCOC	26%	74%	732
RCRC	25%	75%	130
SARC	37%	63%	640
SDRC	29%	71%	1,011
SG/PRC	27%	73%	395
SCLARC	35%	65%	439
TCRC	27%	73%	547
VMRC	27%	73%	456
WRC	28%	72%	374
<b>CA Average</b>	<b>29%</b>	<b>71%</b>	<b>11,319</b>
<b>NCI Average</b>	<b>23%</b>	<b>77%</b>	<b>14,564</b>

## Satisfaction With Services and Supports

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

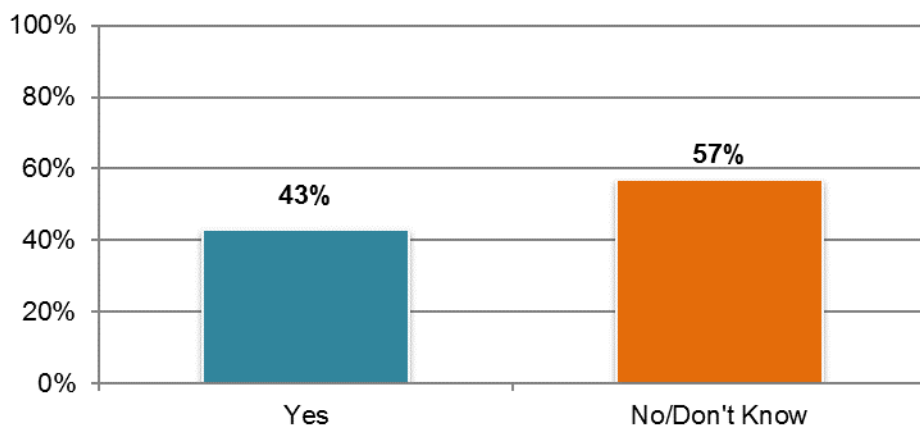
### Overall, Respondent Is Satisfied With Services and Supports Family Recieves



**Table Q46. Overall, are you satisfied with the services and supports your family currently receives?**

Regional Center	Always	Usually	Sometimes	Seldom or Never	N
ACRC	38%	36%	20%	7%	935
CVRC	42%	32%	21%	6%	507
RCEB	24%	39%	27%	10%	705
ELARC	36%	35%	23%	6%	653
FNRC	39%	37%	17%	7%	226
FDLRC	30%	36%	25%	8%	524
GGRC	28%	38%	26%	8%	309
HRC	28%	36%	27%	10%	508
IRC	41%	36%	18%	4%	1,197
KRC	29%	29%	30%	12%	273
NBRC	25%	33%	29%	12%	299
NLACRC	36%	36%	21%	7%	1,201
RCOC	35%	41%	19%	5%	810
RCRC	33%	39%	22%	6%	153
SARC	29%	37%	27%	7%	714
SDRC	37%	40%	17%	6%	1,124
SG/PRC	38%	33%	21%	9%	461
SCLARC	26%	22%	28%	25%	493
TCRC	41%	39%	17%	3%	597
VMRC	42%	36%	16%	6%	526
WRC	35%	36%	22%	6%	426
<b>CA Average</b>	<b>35%</b>	<b>36%</b>	<b>22%</b>	<b>8%</b>	<b>12,696</b>
<b>NCI Average</b>	<b>36%</b>	<b>44%</b>	<b>16%</b>	<b>4%</b>	<b>16,298</b>

### Respondent Knows Process for Filing a Complaint or Grievance About Provider Agencies or Staff

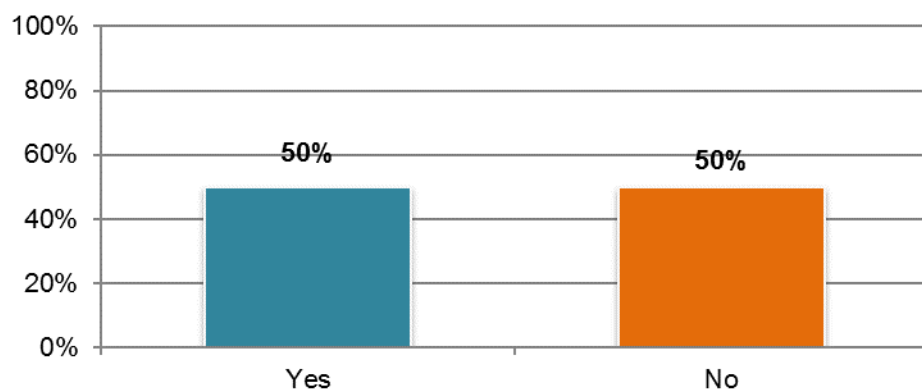


**Table Q47. Do you know how to file a complaint or grievance about provider agencies or staff? \***

Regional Center	Yes	No/Don't Know	N
ACRC	53%	47%	952
CVRC	47%	53%	505
RCEB	32%	68%	714
ELARC	49%	51%	668
FNRC	53%	47%	233
FDLRC	37%	63%	550
GGRC	32%	68%	319
HRC	39%	61%	520
IRC	47%	53%	1,223
KRC	34%	66%	293
NBRC	43%	57%	305
NLACRC	44%	56%	1,223
RCOC	45%	55%	820
RCRC	66%	34%	154
SARC	31%	69%	727
SDRC	40%	60%	1,145
SG/PRC	46%	54%	459
SCLARC	28%	72%	526
TCRC	42%	58%	603
VMRC	56%	44%	540
WRC	42%	58%	430
<b>CA Average</b>	<b>43%</b>	<b>57%</b>	<b>12,963</b>
<b>NCI Average</b>	<b>58%</b>	<b>42%</b>	<b>16,606</b>

\*DON'T KNOW' RESPONSES WERE INCLUDED IN 'NO' RESPONSES FOR THIS QUESTION.

**Respondent Is Satisfied With the Way Complaints  
or Grievances About Provider Agencies or Staff  
Were Handled and Resolved (If Filed in The Past  
Year)**



**Table Q48. If a complaint or grievance was filed or resolved in the past year, are you satisfied with the way it was handled and resolved?**

Regional Center	Yes	No	N
ACRC	58%	42%	115
CVRC	58%	42%	91
RCEB	45%	55%	110
ELARC	55%	45%	134
FNRC	45%	55%	20
FDLRC	48%	52%	124
GGRC	47%	53%	43
HRC	43%	57%	109
IRC	51%	49%	218
KRC	47%	53%	59
NBRC	46%	54%	57
NLACRC	54%	46%	240
RCOC	47%	53%	140
RCRC	65%	35%	26
SARC	48%	52%	89
SDRC	46%	54%	159
SG/PRC	53%	47%	101
SCLARC	42%	58%	153
TCRC	55%	45%	96
VMRC	56%	44%	100
WRC	46%	54%	96
<b>CA Average</b>	<b>50%</b>	<b>50%</b>	<b>2,287</b>
<b>NCI Average</b>	<b>60%</b>	<b>40%</b>	<b>2,752</b>

### Respondent Knows How to Report Abuse or Neglect

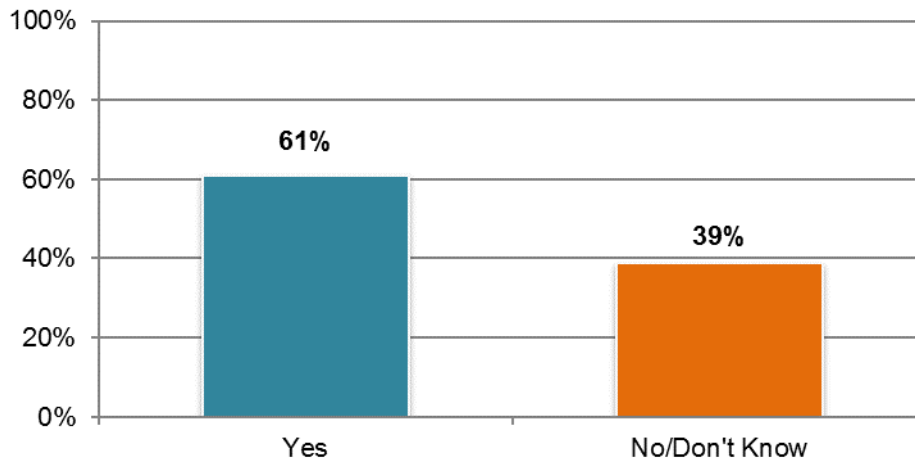


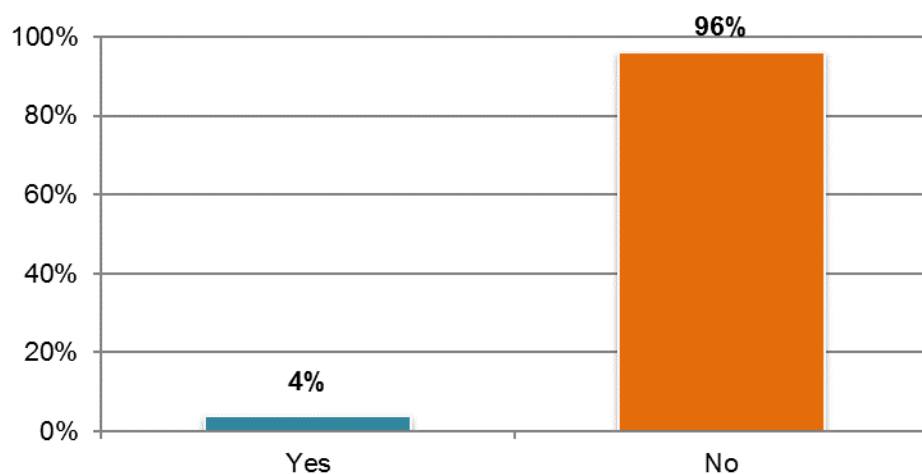
Table Q49. Do you know how to report abuse or neglect related to your child? \*

Regional Center	Yes	No/Don't Know	N
ACRC	72%	28%	949
CVRC	68%	32%	511
RCEB	54%	46%	719
ELARC	66%	34%	661
FNRC	75%	25%	232
FDLRC	54%	46%	549
GGRC	48%	52%	321
HRC	59%	41%	526
IRC	68%	32%	1,224
KRC	66%	34%	291
NBRC	62%	38%	303
NLACRC	61%	39%	1,228
RCOC	59%	41%	820
RCRC	78%	22%	152
SARC	48%	52%	727
SDRC	57%	43%	1,128
SG/PRC	63%	37%	460
SCLARC	52%	48%	528
TCRC	62%	38%	606
VMRC	70%	30%	539
WRC	60%	40%	433
<b>CA Average</b>	<b>61%</b>	<b>39%</b>	<b>12,963</b>
<b>NCI Average</b>	<b>80%</b>	<b>20%</b>	<b>16,613</b>

\*DON'T KNOW' RESPONSES WERE INCLUDED IN 'NO' RESPONSES FOR THIS QUESTION.



### Abuse or Neglect Was Reported on Behalf of Child in the Past Year



**Table Q50. Within the past year, was a report of abuse or neglect filed on behalf of your child?**

Regional Center	Yes	No	N
ACRC	4%	96%	899
CVRC	5%	95%	491
RCEB	3%	97%	679
ELARC	6%	94%	624
FNRC	3%	97%	219
FDLRC	5%	95%	514
GGRC	4%	96%	302
HRC	4%	96%	501
IRC	4%	96%	1,167
KRC	4%	96%	279
NBRC	7%	93%	296
NLACRC	5%	95%	1,162
RCOC	3%	97%	773
RCRC	7%	93%	146
SARC	3%	97%	675
SDRC	3%	97%	1,074
SG/PRC	4%	96%	433
SCLARC	4%	96%	494
TCRC	3%	97%	565
VMRC	7%	93%	497
WRC	5%	95%	402
<b>CA Average</b>	<b>4%</b>	<b>96%</b>	<b>12,245</b>
<b>NCI Average</b>	<b>4%</b>	<b>96%</b>	<b>15,758</b>

### Appropriate People Were Responsive to Report of Abuse or Neglect If Reported in the Past Year

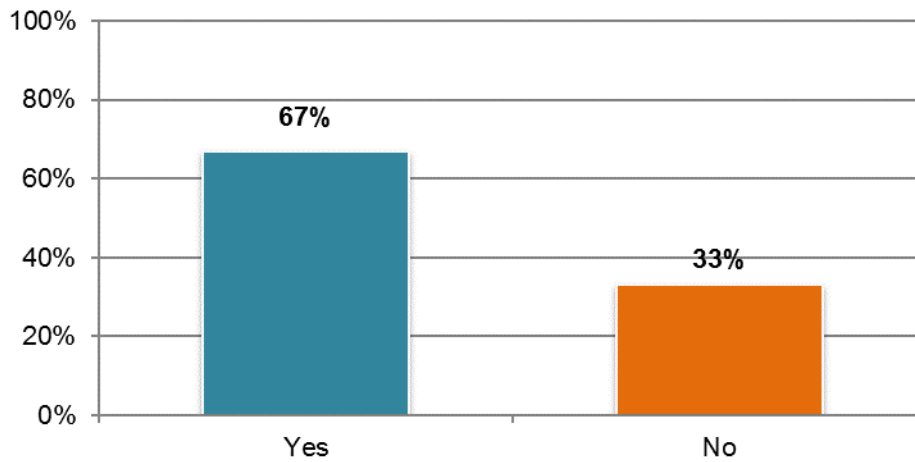
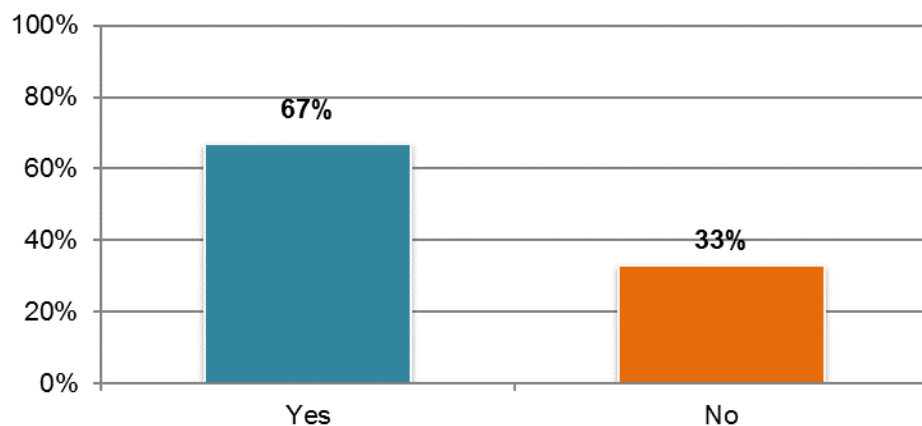


Table Q51. If yes to Q50, did the appropriate people respond to the report?

Regional Center	Yes	No	N
ACRC	77%	23%	27
ELARC	65%	35%	28
IRC	68%	32%	35
NLACRC	70%	30%	37
<b>CA Average</b>	<b>67%</b>	<b>33%</b>	<b>363</b>
<b>NCI Average</b>	<b>77%</b>	<b>23%</b>	<b>438</b>

**\*DUE TO LOW N (<20), THE FOLLOWING REGIONAL CENTER AVERAGES ARE NOT DISPLAYED, ALTHOUGH THE DATA ARE INCLUDED IN THE CA AVERAGE: CVRC, FNRC, FDLRC, GGRC, HRC, KRC, NBRC, RCEB, RCOC, RCRC, SARC, SDRRC, SG/PRC, SCLARC, TCRC, VMRC, WRC.**

**Respondent Was Notified of Abuse or Neglect Report in a Timely Manner If Filed by Someone Other Than Respondent**



**Table Q52. If Yes to Q50, if someone other than you or another child reported abuse or neglect in the past year, were you notified of the report in a timely manner?**

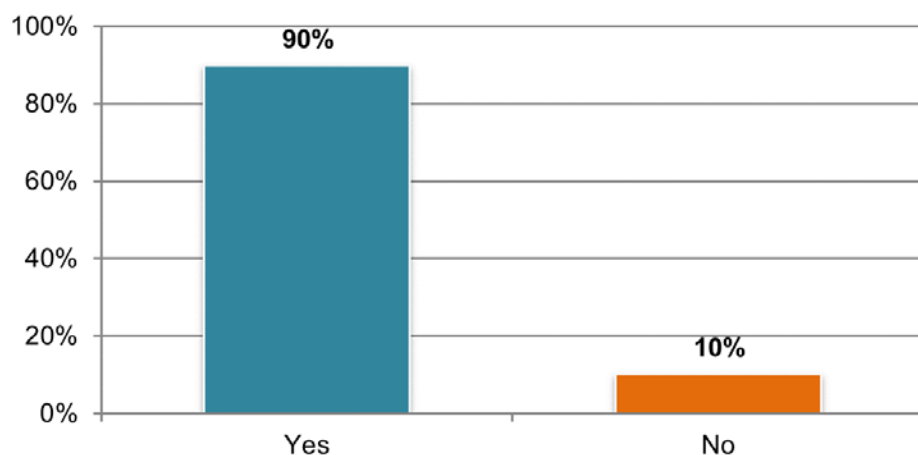
Regional Center	Yes	No	N
ACRC	77%	23%	22
ELARC	65%	35%	26
IRC	68%	32%	31
NLACRC	70%	30%	37
<b>CA Average</b>	<b>67%</b>	<b>33%</b>	<b>311</b>
<b>NCI Average</b>	<b>74%</b>	<b>26%</b>	<b>369</b>

**\*DUE TO LOW N (<20), THE FOLLOWING REGIONAL CENTER AVERAGES ARE NOT DISPLAYED, ALTHOUGH THE DATA ARE INCLUDED IN THE CA AVERAGE: CVRC, FNRC, FDLRC, GGRC, HRC, KRC, NBRC, RCEB, RCOC, RCRC, SARC, SDRG, SG/PRC, SCLARC, TCRC, VMRC, WRC.**

## Family Outcomes

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

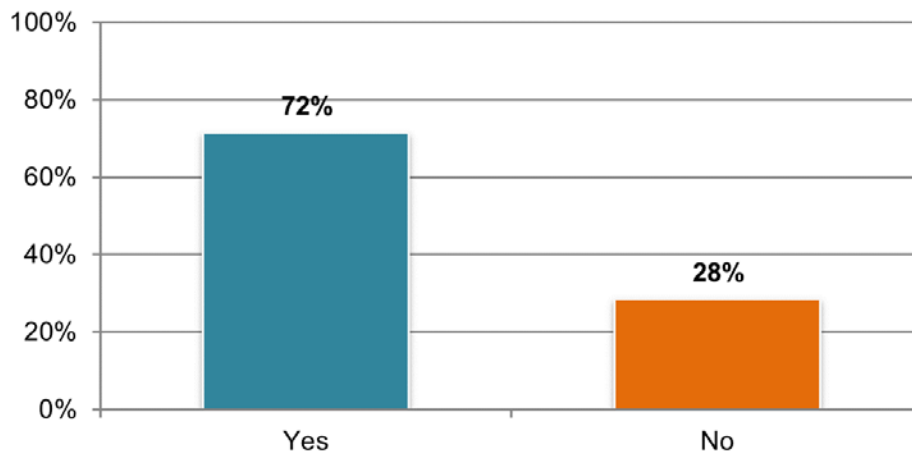
### Services and Supports Have Made a Positive Difference in Family's Life



**Table Q53. Do you feel that services and supports have made a positive difference in the life of your family?**

Regional Center	Yes	No	N
ACRC	91%	9%	834
CVRC	88%	12%	424
RCEB	90%	10%	605
ELARC	92%	8%	571
FNRC	95%	5%	199
FDLRC	88%	12%	454
GGRC	90%	10%	274
HRC	85%	15%	418
IRC	91%	9%	1,054
KRC	80%	20%	238
NBRC	85%	15%	272
NLACRC	92%	8%	1,068
RCOC	93%	7%	722
RCRC	92%	8%	137
SARC	91%	9%	620
SDRC	91%	9%	1,010
SG/PRC	91%	9%	406
SCLARC	72%	28%	387
TCRC	95%	5%	534
VMRC	87%	13%	437
WRC	91%	9%	358
<b>CA Average</b>	<b>90%</b>	<b>10%</b>	<b>11,070</b>
<b>NCI Average</b>	<b>95%</b>	<b>5%</b>	<b>14,439</b>

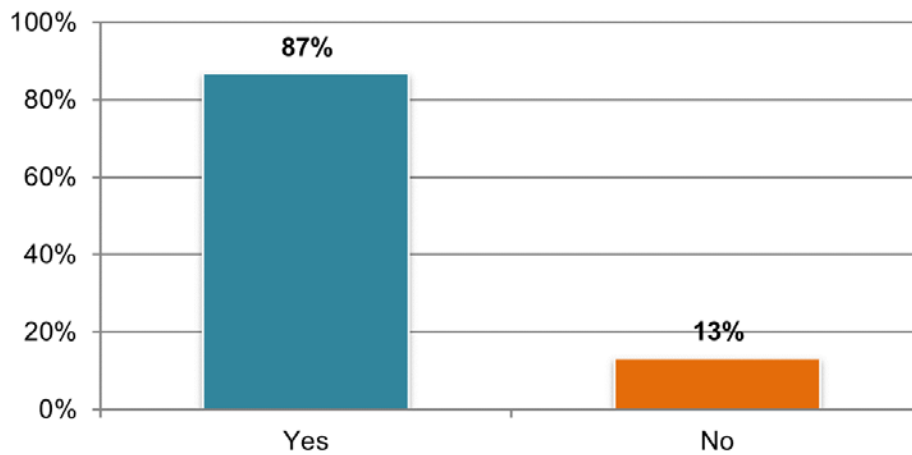
### Services and Supports Have Reduced Family's Out-of-Pocket Expenses for Child's Care



**Table Q54. Do you feel that services and supports have reduced your family's out-of-pocket expenses for your child's care?**

Regional Center	Yes	No	N
ACRC	73%	27%	846
CVRC	69%	31%	432
RCEB	74%	26%	614
ELARC	71%	29%	543
FNRC	79%	21%	204
FDLRC	66%	34%	463
GGRC	76%	24%	280
HRC	62%	38%	421
IRC	73%	27%	1,052
KRC	58%	42%	238
NBRC	67%	33%	265
NLACRC	72%	28%	1,070
RCOC	79%	21%	707
RCRC	72%	28%	137
SARC	75%	25%	632
SDRC	77%	23%	998
SG/PRC	70%	30%	403
SCLARC	51%	49%	417
TCRC	76%	24%	533
VMRC	67%	33%	450
WRC	72%	28%	371
<b>CA Average</b>	<b>72%</b>	<b>28%</b>	<b>11,122</b>
<b>NCI Average</b>	<b>83%</b>	<b>17%</b>	<b>14,518</b>

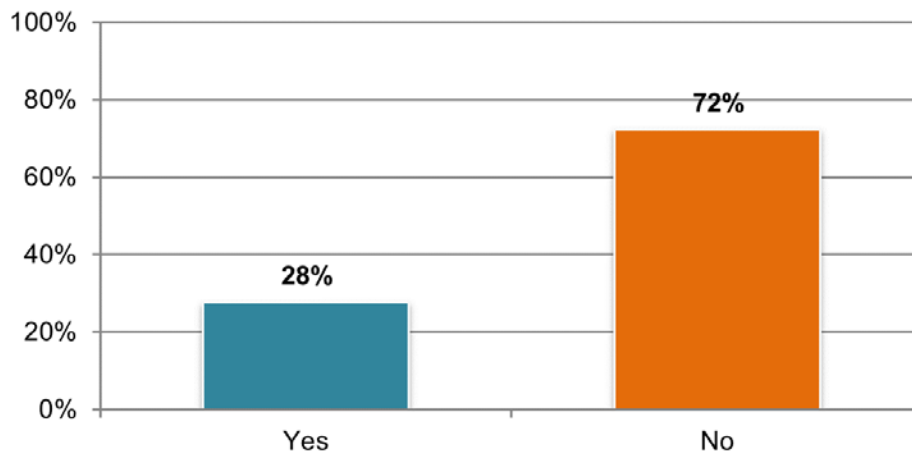
### Family Supports Have Improved Respondent's Ability to Care for Child



**Table Q55. Do you feel that family supports have improved your ability to care for your child?**

Regional Center	Yes	No	N
ACRC	88%	12%	854
CVRC	85%	15%	440
RCEB	85%	15%	601
ELARC	90%	10%	567
FNRC	86%	14%	200
FDLRC	84%	16%	467
GGRC	87%	13%	276
HRC	80%	20%	442
IRC	90%	10%	1,064
KRC	77%	23%	242
NBRC	84%	16%	261
NLACRC	89%	11%	1,089
RCOC	91%	9%	741
RCRC	90%	10%	136
SARC	89%	11%	624
SDRC	87%	13%	1,005
SG/PRC	88%	12%	398
SCLARC	67%	33%	412
TCRC	93%	7%	543
VMRC	85%	15%	446
WRC	88%	12%	367
<b>CA Average</b>	<b>87%</b>	<b>13%</b>	<b>11,223</b>
<b>NCI Average</b>	<b>92%</b>	<b>8%</b>	<b>14,646</b>

### Services or Supports Were Reduced, Suspended, or Terminated in the Past Year

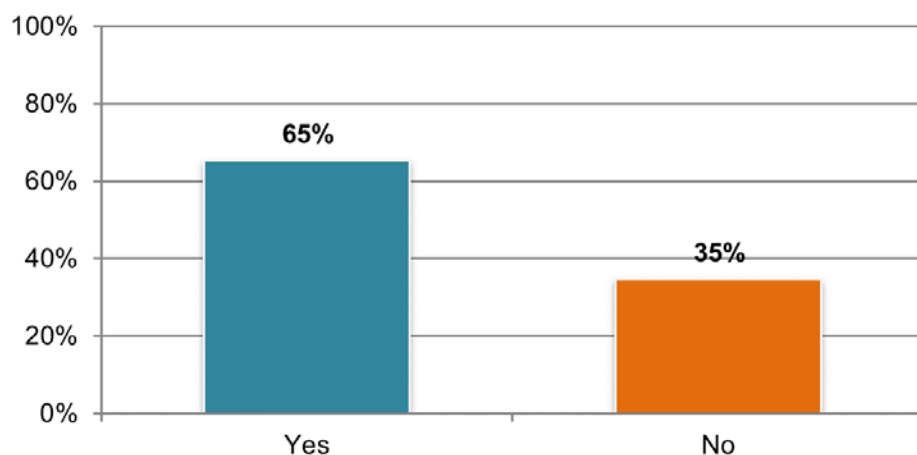


**Table Q56. Have the services or supports that you or your child received during the past year been reduced, suspended, or terminated?**

Regional Center	Yes	No	N
ACRC	28%	72%	830
CVRC	28%	72%	452
RCEB	31%	69%	632
ELARC	31%	69%	582
FNRC	24%	76%	203
FDLRC	25%	75%	460
GGRC	27%	73%	281
HRC	27%	73%	435
IRC	21%	79%	1,100
KRC	38%	62%	253
NBRC	27%	73%	266
NLACRC	33%	67%	1,105
RCOC	28%	72%	744
RCRC	33%	67%	138
SARC	29%	71%	641
SDRC	27%	73%	1,017
SG/PRC	31%	69%	411
SCLARC	25%	75%	436
TCRC	26%	74%	550
VMRC	24%	76%	451
WRC	25%	75%	369
<b>CA Average</b>	<b>28%</b>	<b>72%</b>	<b>11,406</b>
<b>NCI Average</b>	<b>19%</b>	<b>81%</b>	<b>14,837</b>



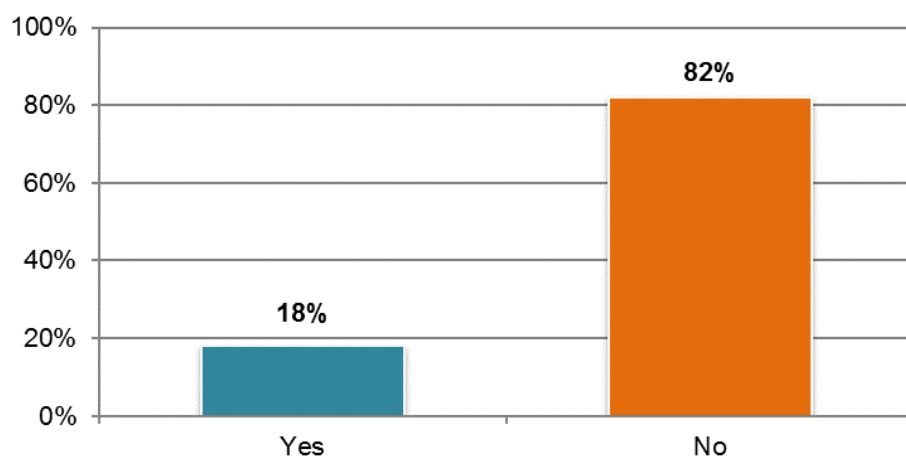
### Service Reduction, Suspension, or Termination Affected the Family or the Child Negatively



**Table Q57. If services or supports received by the family were reduced, suspended or terminated during the past year, did the reduction, suspension, or termination of these services or supports affect your family or your child negatively?**

Regional Center	Yes	No	N
ACRC	60%	40%	164
CVRC	61%	39%	75
RCEB	76%	24%	135
ELARC	71%	29%	128
FNRC	63%	37%	35
FDLRC	70%	30%	81
GGRC	69%	31%	65
HRC	66%	34%	85
IRC	66%	34%	163
KRC	77%	23%	61
NBRC	74%	26%	54
NLACRC	57%	43%	258
RCOC	62%	38%	143
RCRC	57%	43%	37
SARC	78%	22%	147
SDRC	64%	36%	190
SG/PRC	55%	45%	85
SCLARC	76%	24%	70
TCRC	44%	56%	94
VMRC	66%	34%	61
WRC	68%	32%	63
<b>CA Average</b>	<b>65%</b>	<b>35%</b>	<b>2,203</b>
<b>NCI Average</b>	<b>77%</b>	<b>23%</b>	<b>2,776</b>

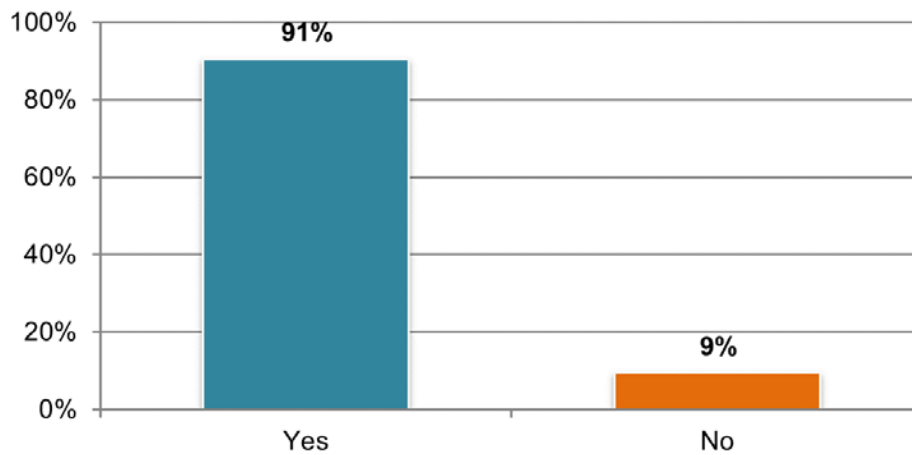
### Services or Supports Have Been Increased in the Past Year



**Table Q58. Have the services or supports that your child received been increased in the past year?**

Regional Center	Yes	No	N
ACRC	20%	80%	854
CVRC	20%	80%	459
RCEB	17%	83%	633
ELARC	16%	84%	593
FNRC	12%	88%	205
FDLRC	14%	86%	484
GGRC	22%	78%	283
HRC	17%	83%	473
IRC	20%	80%	1,120
KRC	13%	87%	254
NBRC	14%	86%	265
NLACRC	17%	83%	1,146
RCOC	22%	78%	750
RCRC	22%	78%	140
SARC	16%	84%	650
SDRC	18%	82%	1,033
SG/PRC	19%	81%	422
SCLARC	16%	84%	465
TCRC	21%	79%	561
VMRC	25%	75%	461
WRC	17%	83%	384
<b>CA Average</b>	<b>18%</b>	<b>82%</b>	<b>11,686</b>
<b>NCI Average</b>	<b>22%</b>	<b>78%</b>	<b>15,045</b>

### Services or Supports Helps Child Live a Good Life

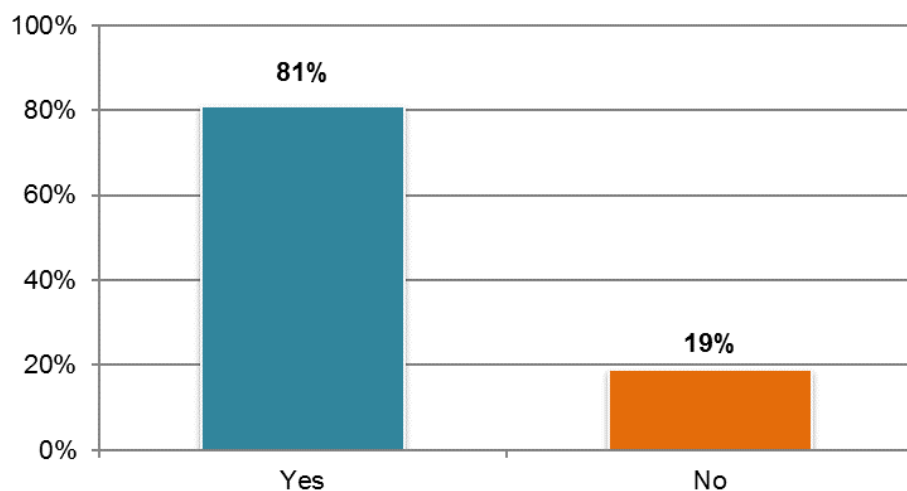


**Table Q59. Are services and supports helping your child to live a good life?**

Regional Center	Yes	No	N
ACRC	91%	9%	859
CVRC	90%	10%	444
RCEB	88%	12%	599
ELARC	92%	8%	583
FNRC	92%	9%	200
FDLRC	89%	11%	469
GGRC	91%	9%	268
HRC	87%	13%	421
IRC	95%	5%	1,104
KRC	85%	15%	233
NBRC	90%	10%	261
NLACRC	91%	9%	1,087
RCOC	92%	8%	737
RCRC	92%	8%	129
SARC	92%	8%	603
SDRC	92%	8%	1,014
SG/PRC	91%	9%	413
SCLARC	79%	21%	410
TCRC	95%	5%	540
VMRC	89%	11%	451
WRC	90%	10%	371
<b>CA Average</b>	<b>91%</b>	<b>9%</b>	<b>11,243</b>
<b>NCI Average</b>	<b>95%</b>	<b>5%</b>	<b>14,649</b>

## CA Specific Questions: Cultural Competency

### Got a Copy of IPP/IFSP in Preferred Language



**Table Q60. Did you get a copy of your IPP/IFSP in your preferred language?**

Regional Center	Yes	No	N
ACRC	93%	7%	671
CVRC	96%	4%	327
RCEB	94%	6%	450
ELARC	93%	7%	450
FNRC	97%	3%	159
FDLRC	89%	11%	278
GGRC	92%	8%	177
HRC	90%	10%	250
IRC	93%	7%	643
KRC	93%	7%	149
NBRC	93%	7%	165
NLACRC	92%	8%	761
RCOC	89%	11%	491
RCRC	94%	6%	121
SARC	91%	9%	461
SDRC	92%	8%	764
SG/PRC	95%	5%	299
SCLARC	86%	14%	226
TCRC	94%	6%	377
VMRC	90%	10%	323
WRC	81%	19%	226
<b>CA Average</b>	<b>92%</b>	<b>8%</b>	<b>7,799</b>

### There Are Support Workers Available Who Can Speak Respondent's Preferred Language

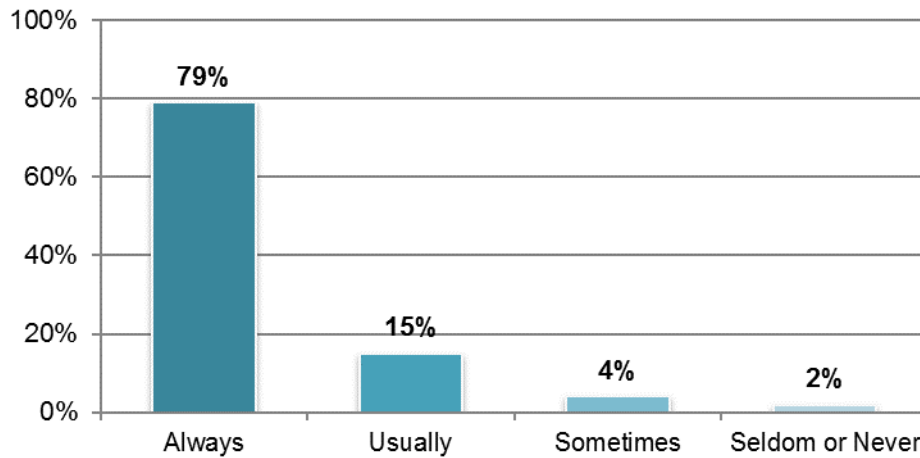
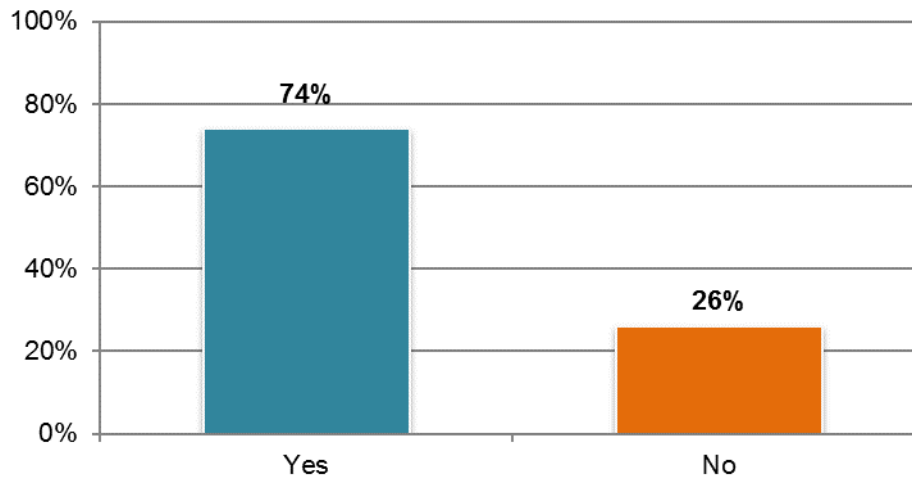


Table Q61. Are there support workers available who can speak to you in your preferred language?

Regional Center	Always	Usually	Sometimes	Seldom or Never	N
ACRC	81%	14%	3%	2%	769
CVRC	83%	12%	2%	2%	451
RCEB	76%	16%	6%	3%	554
ELARC	80%	14%	4%	2%	526
FNRC	91%	7%	2%	1%	188
FDLRC	74%	17%	7%	2%	425
GGRC	79%	15%	2%	4%	250
HRC	73%	20%	5%	3%	423
IRC	82%	14%	2%	2%	1,086
KRC	78%	15%	6%	1%	223
NBRC	82%	11%	3%	3%	244
NLACRC	80%	14%	4%	1%	1,046
RCOC	77%	16%	5%	2%	693
RCRC	84%	10%	4%	1%	134
SARC	75%	19%	3%	3%	562
SDRC	84%	12%	2%	2%	949
SG/PRC	77%	17%	4%	2%	388
SCLARC	67%	21%	7%	5%	449
TCRC	87%	10%	2%	1%	517
VMRC	81%	13%	3%	2%	452
WRC	79%	15%	4%	2%	346
<b>CA Average</b>	<b>79%</b>	<b>15%</b>	<b>4%</b>	<b>2%</b>	<b>10,722</b>

### Services Have Made a Difference in Helping Keep Child at Home



**Table Q62. Have services made a difference in helping keep your child at home?**

Regional Center	Yes	No	N
ACRC	73%	27%	775
CVRC	73%	27%	405
RCEB	75%	25%	567
ELARC	76%	24%	539
FNRC	70%	30%	185
FDLRC	70%	30%	421
GGRC	73%	27%	254
HRC	69%	31%	389
IRC	78%	22%	997
KRC	64%	36%	217
NBRC	72%	28%	247
NLACRC	77%	23%	1,029
RCOC	79%	21%	680
RCRC	69%	31%	127
SARC	75%	25%	569
SDRC	75%	25%	923
SG/PRC	78%	22%	371
SCLARC	62%	38%	391
TCRC	77%	23%	494
VMRC	64%	36%	409
WRC	77%	23%	344
<b>CA Average</b>	<b>74%</b>	<b>26%</b>	<b>10,378</b>

## II. NCI History and Activities

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



# 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 developmental disabilities 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 intellectual and developmental disabilities 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 15 states worked to identify the major domains and sub-domains of performance, indicators, measures, and data sources. The original 61 indicators, developed through a consensus process, were intended to provide a system-level “snapshot” of how well each state was performing. The states were guided by a set of criteria 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

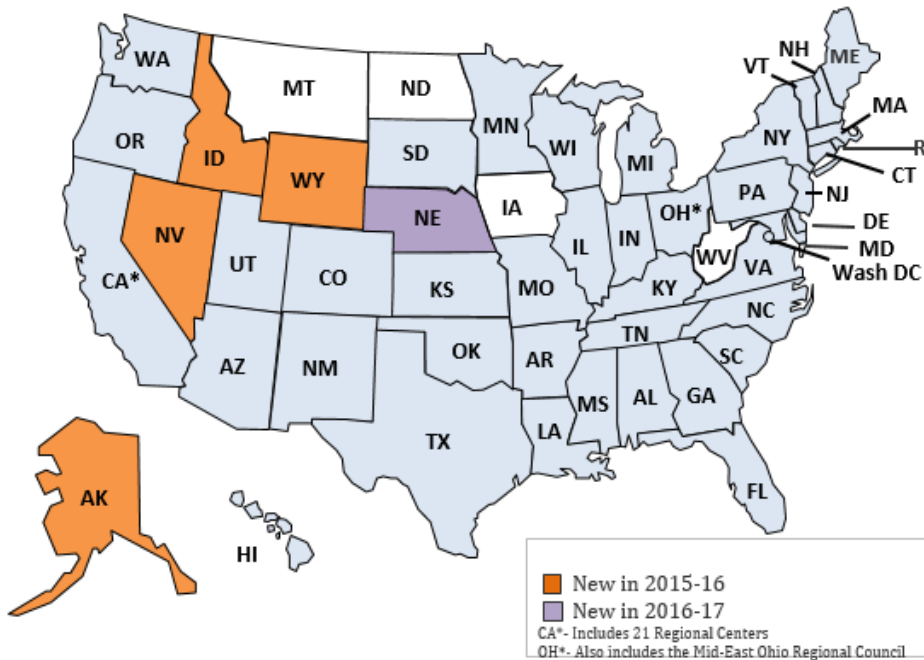
During this initial phase, data collection protocols were developed and field-tested, including a face-to-face Adult Consumer Survey (for individuals age 18 and older who were receiving services) and a mail-out Adult Family Survey (for families who have an adult family member living at home). Seven states 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 intellectual and developmental disabilities 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>.

## State Participation

During the 2015-16 data collection cycle, 45 states and 22 sub-state entities participated in NCI. State participation is entirely voluntary, and the participating states are shown in the chart below.

Figure 1. NCI State Participation 2015-16



## The California Quality Assessment Project

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

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

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

## 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, “The proportion of people who have a paid job in the community.” 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 consumer, family, system, and health and safety outcomes—outcomes that are important to understanding the overall health of public developmental disabilities agencies. Indicators are organized across five broad domains: Individual Outcomes; Health, Welfare and Rights; Staff Stability and Competency; Family Outcomes; and System Performance. Each domain is broken down into sub-domains (please see Table 1 on the following page). 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 thus can be used to analyze system-level trends over time. However, the NCI program is a dynamic effort that allows for measures to be added, dropped, or changed to reflect 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.

Figure 2. Family Survey Sub-Domains and Concern Statements

Sub-Domain	Concern Statement
<b>Information and Planning</b>	Families/family members with disabilities have the information and support necessary to plan for their services and supports.
<b>Choice, Decision Making &amp; Control</b>	Families/family members with disabilities determine the services and supports they receive and the individuals or agencies who provide them.
<b>Access &amp; Support Delivery</b>	Families/family members with disabilities get the services and supports they need.
<b>Involvement in the Community</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>Outcomes</b>	Individual and family supports make a positive difference in the lives of families.

## 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.

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.

### 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. It also includes information on the statistical methods used by NCI Program staff to aggregate and analyze the data.*

## Sampling & Administration

Response rates in the Child Family Survey for FY 12/13 resulted in multiple mailings. Therefore, the University of California, Davis (UCD) recommended that all eligible families should be mailed a survey for the Child Family Survey FY 15/16 (CFS3).

To be eligible for the Child Family Survey, families had to have:

1. A child<sup>2</sup> with a developmental disability living at home; and
2. Received at least one direct service or support other than service coordination.

There were 18,366 eligible families in FY 15/16. The State Council on Developmental Disabilities (SCDD) mailed out the paper survey to all 18,366 eligible families. A final sample size of 3,325 would guarantee a +/- 5% margin of error and a 95% confidence level when interpreting the results.

## Data Entry and Analysis

The State Council on Developmental Disabilities entered survey responses into the Online Data Entry Survey Application (ODESA). 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.

Data were considered invalid, and therefore excluded, based on the following two criteria:

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

## Response Rates

Figure 3 shows the number of surveys each regional center mailed, surveys returned, response rates, and the number of valid surveys accepted for inclusion in data analysis.

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<sup>2</sup> "Child" is defined as an individual aged between three and 18 with a disability; however, a Child Family Survey could be completed for an individual up to 22 years if still receiving "child" services.

**Figure 3. Child Family Survey: Regional Center Response Rates**

State	Total Child Population	Surveys Mailed	Usable Surveys Returned	Response Rate	Margin of Error
ACRC	4886	4886	976	20%	2.81%
CVRC	2626	2626	534	20%	3.79%
ELARC	3175	3175	675	21%	3.35%
FDLRC	2685	2685	561	21%	3.68%
FNRC	1105	1105	235	21%	5.68%
GGRC	1425	1425	326	23%	4.77%
HRC	2464	2464	542	22%	3.72%
IRC	6348	6348	1253	20%	2.48%
KRC	1525	1525	300	20%	5.07%
NBRC	1308	1308	311	24%	4.85%
NLACRC	5971	5971	1255	21%	2.46%
RCEB	3483	3483	737	21%	3.21%
RCOC	4198	4198	839	20%	3.03%
RCRC	762	762	155	20%	7.03%
SARC	3642	3642	739	20%	3.22%
SCLARC	2615	2615	544	21%	3.74%
SDRC	5452	5452	1162	21%	2.55%
SGPRC	2246	2246	472	21%	4.01%
TCRC	3060	3060	621	20%	3.51%
VMRC	2742	2742	559	20%	3.7%
WRC	2183	2183	446	20%	4.14%
CA Total*	63,901	63,901	13,300	21%	7.60%

\*Includes 58 surveys from unknown regional centers