

Family/Guardian Survey

FY16/17 California Statewide Report



Prepared by Human Services Research Institute for the

CALIFORNIA DEPARTMENT OF DEVELOPMENTAL SERVICES

1600 9TH STREET

PO BOX 944202

SACRAMENTO, CA 94244-2020



NATIONAL CORE INDICATORS

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



Human Services Research Institute (HSRI)

2336 Massachusetts Avenue
Cambridge, MA 02140



**National Association of State Directors of Developmental Disabilities Services
(NASDDDS)**

301 N Fairfax Street, Suite 101 Alexandria, VA 22314

1/29/19

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 Family/Guardian 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/rc/nci>.

This is the third administration of the Family/Guardian Survey, with data collected from July 2016 through June 2017. During that time, 4,062 families of an adult with intellectual/developmental disabilities living somewhere other than the family home and 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.

These 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 fourth Family/Guardian Survey will take place in fiscal year (FY) 19/20. 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 4,062 families who agreed to offer their time and share their perspectives 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

IPP – Individual Program Plan

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

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

RCEB- Regional Center of the East Bay

RCOC- Regional Center of Orange County

RCRC- Redwood Coast Regional Center

SARC- San Andreas Regional Center

SDRC- San Diego Regional Center

SG/PRC- San Gabriel/Pomona Regional Center

SCLARC- South Central Los Angeles Regional Center

TCRC- Tri-Counties Regional Center

VMRC- Valley Mountain Regional Center

WRC- Westside Regional Center

Table of Contents

Acknowledgements	iv
CA Family/Guardian Survey Highlights FY16/17	xiv
I. Results	1
Survey Development.....	2
Organization of the Family Surveys	2
Presentation of Data	4
Demographics.....	5
Family Member	6
Table 1. Family Member's Residence	7
Table 2. Family Member's Residential Designation (Urban, Rural, or Suburban)	8
Table 3. Family Member's Age	9
Table 4. Family Member's Gender	10
Table 5. Family Member's Disabilities (CA Qualifying Conditions)	11
Table 6. Family Member's Disabilities (continued)	12
Table 7. Family Member's Disabilities (continued)	13
Table 8. Family Member's Health Conditions	14
Table 9. Family Member's Health Conditions (continued)	15
Table 10. Family Member's Race and Ethnicity	16
Table 11. Family Member's Preferred Means of Communication	17
Table 12. Family Member's Preferred Language	18
Table 13. Family Member's Preferred Language (continued from Table 12)	19
Table 14. Family Member's Preferred Language (continued from Tables 12 and 13)	20

Table 15. Family Member Has Legal Court Appointed Guardian or Conservator	21
Table 16. Guardian or Conservator Relationship to Family Member	22
Table 17. Family Member's Highest Level of Education	23
Table 18. Family Member's Typical Day Activity -- Individual Paid Job in the Community	24
Table 19. Family Member's Typical Day Activity -- Paid Small Group Job in a Community-based Setting	25
Table 20. Family Member's Typical Day Activity -- Unpaid Activity in a Community-based Setting	26
Table 21. Family Member's Typical Day Activity -- Paid Activity in a Facility-based Setting	27
Table 22. Family Member's Typical Day Activity -- Unpaid Activity in a Facility-based Setting	28
Table 23. Family Member's Typical Day Activity -- School	29
Table 24. Family Member's Typical Day Activity -- Stays at Home	30
Table 25. Family Member's Typical Day Activity -- Other	31
Table 26. Family Member's Support Needs for Self-Injurious, Disruptive, and/or Destructive Behaviors	32
Table 27. Family Member's Level of Help Needed With Personal Care Activities (for example, bathing, dressing, eating)	33
Table 28. Family Member's Need for Help With Other Daily Activities (for example, scheduling, managing money, or shopping)	34
Respondents	35
Table 29. Respondent's Age	36
Table 30. Respondent's Health	37
Table 31. Respondent's Relationship to Family Member	38
Table 32. Respondent's Frequency of Visits With Family Member	39
Table 33. Respondent's Highest Level of Education	40
Table 34. Total Taxable Household Income of Wage Earners in the Past Year	41
Table 35. Approximately how much out-of-pocket (unreimbursed) money did you spend last year on your Family Member's medical services, equipment, supplies, therapies, and other services?	42
Table 36. Which services or therapies do you pay for out-of-pocket (unreimbursed)?	43
Table 37. Which services or therapies do you pay for out-of-pocket (unreimbursed)?	44
Services and Supports Received	45

Table 38. Services and Supports Received From the Regional Center	46
Table 39. Other Services or Supports Received.....	47

Family/Guardian Survey Results48

Information and Planning.....49

Table Q1. Do you get enough information to take part in planning services for your family member?	50
Table Q2. Is the information you get about services and supports easy to understand?	51
Table Q3. Do staff or the residential agency keep you informed about how your family member is doing?	52
Table Q4. Does the case manager/service coordinator respect your family's choices and opinions?	53
Table Q5. Do you need help planning for your family member's future with respect to any of the following?	55
Table Q5B Do you need help planning for your family member's future with respect to any of the following? (continued)	56
Table Q6. In the past year, did your family member move out of the family home for the first time?	57
Table Q7. If family member moved out of the home for the first time in the past year, did your family member receive enough information about services available to support him/her?	58
Table Q8. If family member moved out of the home for the first time in the past year, did you have enough choices of service providers to support your family member living outside the family home?	59
Table Q9. Does your family member have an Individual Program Plan (IPP)?.....	60
Table Q10. If family member has an IPP, does the IPP include all the services and supports your family member needs?.....	61
Table Q11. If family member has an IPP, does your family member get all of the services listed in the IPP?.....	62
Table Q12. If family member has an IPP, did you or another family member (beside your family member with a disability) help make the IPP?	63
Table Q13. If family member has an IPP, did your family member help make the IPP?	64
Table Q14. Did you discuss how to handle emergencies (such as a medical emergency or a natural disaster) at your family member's last IPP meeting?	65

Table Q15. If your family member transitioned out of school services during the past year, did s/he have a transition plan?66

Table Q16. If your family member transitioned out of school services during past year and had a transition plan, did the transition plan include getting or continuing work in a community job?.....67

Table Q17. Does your family member have enough supports (for example, support workers, community resources) to work or volunteer in the community?68

Table Q18. Do you feel prepared to handle the needs of your family member in an emergency such as a medical emergency or a natural disaster?69

Access and Delivery of Services and Supports 70

Table Q19. Are you or your family member able to contact his/her support workers when you want to?71

Table Q20. Are you or your family member able to contact his/her case manager/service coordinator when you want to?72

Table Q21. Do support workers come and leave when they are supposed to?73

Table Q22. Do services and supports change when your family's needs change?74

Table Q23. Do support workers speak to you in a way that you understand?75

Table Q24. Are services delivered in a way that is respectful of your family's culture?76

Table Q25. If your family member does not communicate verbally (for example, uses gestures or sign language), are there support workers who can communicate with him/her?77

Table Q26. Do support workers have the right information and skills to meet your family's needs?78

Table Q27. Does your family member have access to the special equipment or accommodations that s/he needs (for example, wheelchair, ramp, communication board)?79

Table Q28. Can your family member see health professionals when needed (for example, doctor, dentist, psychologist)?80

Table Q29. Does your family member's primary care doctor understand his/her needs related to his/her disability?81

Table Q30. Do you have access to dental services for your family member?82

Table Q31. If you have access to dental services for your family member, does your family member's dentist understand his/her needs related to his/her disability?83

Table Q32. If your family member takes medications, do you know what they're for?84

Table Q33. If your family member takes medications, do you, your family member or someone else in your family know what is needed to safely take the medications?85

Table Q34. If your family member uses mental health services, does the mental health professional understand your family member's needs related to his/her disability?	86
Table Q35. Does your family get the supports and services needed?	87
Table Q36. If family does not get the support and services needed, what additional services are needed?	89
Choice, Decision Making and Control	90
Table Q37. Does the agency providing residential services to your family member involve him/her in important decisions?	91
Table Q38. Can your family choose or change the agency that provides your family member's services?	92
Table Q39. Can your family choose or change the individual staff that provide the services for your family member?	93
Table Q40. Does your family directly manage support workers (for example, hiring and deciding schedule)?	94
Table Q41. Do service providers for your family member work together to provide support? (For example, does the agency providing transportation work together with the agency providing in-home support if necessary?)	95
Table Q42. Did you, your family member, or someone else in your family choose your family member's case manager/service coordinator?	96
Involvement in the Community.....	97
Table Q43. Does your family member take part in activities in the community (for example, going out to a restaurant, movie, or sporting event)?	98
Table Q44. For your family member, what are the obstacles or barriers to participation in activities in the community?	100
Table Q45. Does your family member have friends other than paid support workers or family? ...	101
Table Q46. In your community, are there resources that your family can use that are not provided by the regional center?	102
Table Q47. Does your family take part in any family-to-family networks in your community?	103
Satisfaction with Services and Supports	104
Table Q48. Overall, are you satisfied with the services and supports your family currently receives?	105
Table Q49. Do you know how to file a complaint or grievance about provider agencies or staff? ...	106

Table Q50. If a complaint or grievance related to your family member was filed or resolved in the past year, are you satisfied with the way it was handled and resolved?.....	107
Table Q51. Do you know how to report abuse or neglect related to your family member?.....	108
Table Q52. Within the past year, was a report of abuse or neglect filed on behalf of your family member?	109
Table Q53. If a report of abuse or neglect was filed in the past year, did the appropriate people respond to the report?	110
Table Q54. If a report of abuse or neglect was filed in the past year by someone other than you or another family member, were you notified of the report in a timely manner?.....	111
Table Q55. Do you feel that services and supports have made a positive difference in the life of your family?	112
Table Q56. Have the services or supports that you or your family member received during the past year been reduced, suspended, or terminated?	113
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 family member negatively?	114
Table Q58. Have the services or supports that your family member received been increased in the past year?	115
Table Q59. Are services and supports helping your family member to live a good life?	116
California-specific Questions.....	117
Table Q60. Did you get a copy of your IPP in your preferred language?	118
Table Q61. Are there support workers available who can speak to you in your preferred language?	119
Table Q62. Has your family member moved from a Developmental Center (DC) to the community in the past five years?	120
Table Q63. How long has your family member lived in the community?	121
Table Q64. How do you like your family member's new home?	122
Table Q65. Are the services that were decided upon in the Individual Development Team (IDT) meeting (community transition planning meeting) being delivered to your family member in the community?	123
II. NCI History and Activities	124

Overview of National Core Indicators 125

State Participation..... 126

Figure 1. NCI State Participation 2016-17 126

The California Quality Assessment Project 126

The Core Indicators 127

Sub-Domains and Concern Statements 128

Figure 2. Family Survey Sub-Domains and Concern Statements..... 128

How NCI Data Are Used 128

Caution and Limitations 129

III. Methodology 130
Sampling & Administration 131

Weighting..... 132

Data Entry and Analysis 132

Response Rates..... 133

Figure 3. Family/Guardian Survey: Regional Center Response Rates..... 133

CA Family/Guardian Survey Highlights FY16/17

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 Family/Guardian Survey is administered to families who have an adult family member (18 years or older) with an intellectual or developmental disability who does not live in the family home and receives at least one service other than case management. Not all states that participate in NCI administer the Family/Guardian Survey on an annual basis. Of the 46 states, the District of Columbia and 22 sub-state entities that participated in NCI during the 2016-17 data collection cycle, 12 states submitted a valid sample of Family/Guardian Survey data.¹ This Report provides a summary of results based on data submitted by June 30, 2017.

In California, the Family/Guardian 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.

Note on averages: the California Averages included in this report are unweighted averages across the state. NCI averages shown throughout this report are weighted.²

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 Family/Guardian Survey can be found in the Results section of this report.

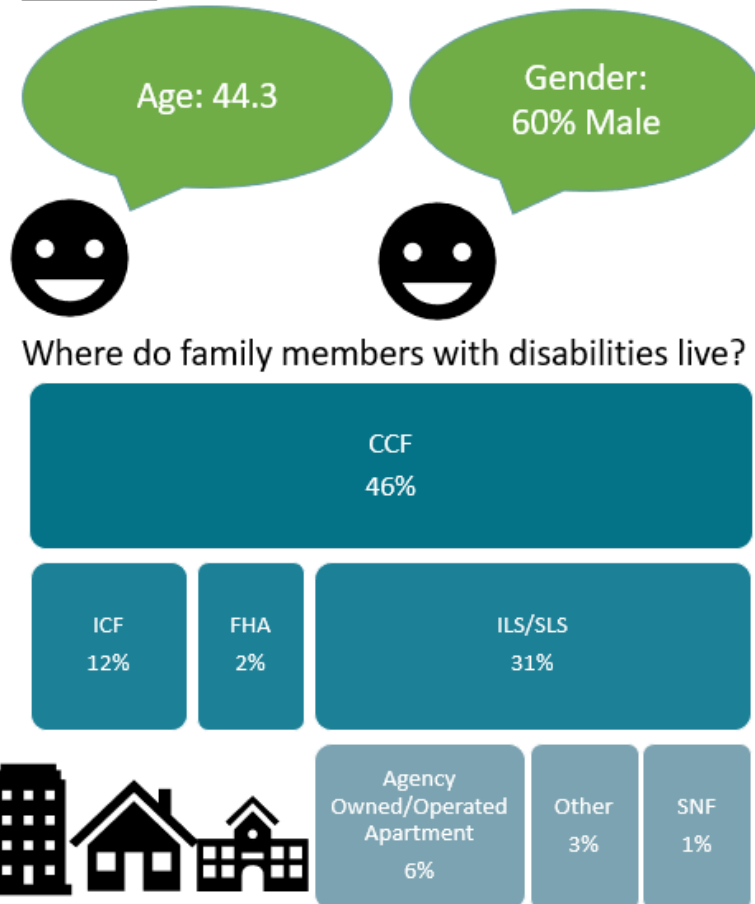
¹ The following states are represented in the NCI Average in this report: Arizona (AZ); California (CA); Florida (FL); Georgia (GA); Kentucky (KY); Louisiana (LA); Maryland (MD); North Carolina (NC); New Jersey (NJ); Pennsylvania (PA); South Dakota (SD); Virginia (VA)

² For more information see "Weighting" in the Methodology section.

LOOKING AT THE 2016-17 CALIFORNIA FAMILY/GUARDIAN SURVEY (FGS)

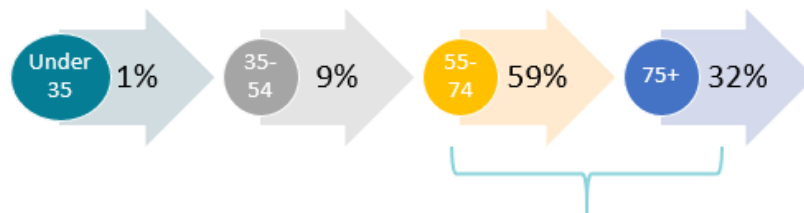
Respondents: families or guardians of adults (18 years or older) with an intellectual/developmental disability. The adult with the disability does not live in the family home (with the respondent) and should receive at least one service funded by the state developmental disability agency in addition to case management.
Total sample: 4,062

Respondents reported the following about their family members:



Respondents reported the following about themselves:

Age of respondents



91% of respondents are over age 55

65% of respondents report seeing their family member 12+ times per year

27%

- Report a total taxable income of less than \$25,000/year

Information and Planning



Respondents reported...

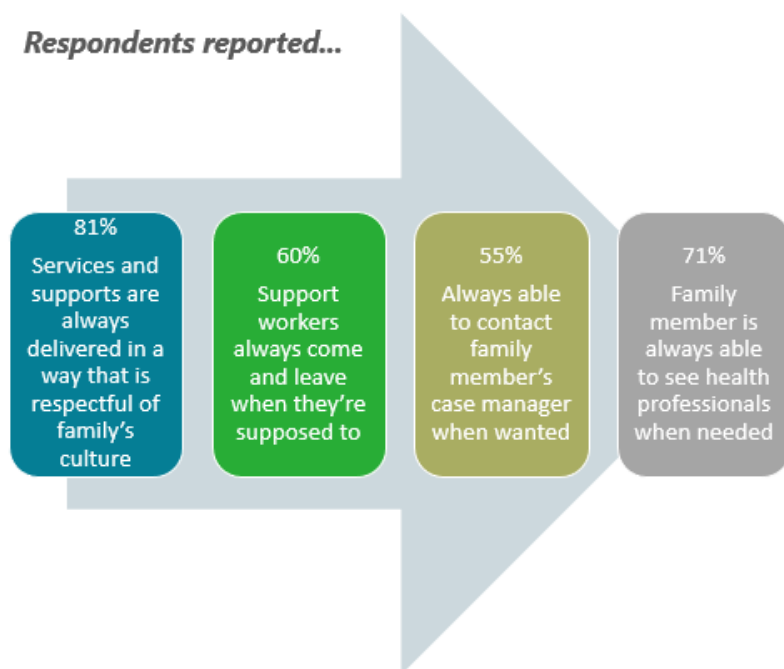
89%

- Family member's IPP includes all services and supports needed

69%

- Family member has enough support to work or volunteer in the community

Respondents reported...



88% of respondents reported that their family gets the support and services needed

Choice, Decision-making and Control

Respondents reported...

Family can always choose or change family member's support workers

35%

Involvement in the Community

Respondents reported...

88%

- Family member with disability takes part in community activities

65%

- Family member with disability has friends other than paid support workers or family

Satisfaction with Services and Supports

Respondent is always satisfied with services and supports family receives

46%

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 Family/Guardian Survey was developed and first utilized in 1999-2000 in response to various states' interest in determining whether families were involved in the lives of their family member with an intellectual or developmental disability (who did not live at home with them), whether these families had the support they needed to be involved, and whether they were satisfied with the service system that was intended to meet their family member's needs. Since that time, NCI has routinely refined the survey instrument based on feedback from families and state staff. Most participating states use the standard NCI survey instrument described here, but some states incorporate additional questions to look more deeply at specific issues. These supplementary questions are typically added after a state has participated in NCI for at least a year and established baseline results. For FY16/17 California added additional demographic and outcome questions.

Organization of the Family Surveys

The Family/Guardian Survey is composed of the 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 family member 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 individual with a 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 family member 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 four possible responses ("always," "usually," "sometimes," "seldom/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 the survey provides an opportunity for the respondent to make additional open-ended comments concerning their family's participation in the service system.

Presentation of Data

Direct feedback from families is an important means for states to gauge service and support satisfaction and to pinpoint areas for quality improvement. All demographic and individual outcome results from the Family/Guardian Survey are presented in this report.

Demographic results are shown in table form. Tables show regional center results listed alphabetically, the CA Average and NCI Average. Outcome results are then presented in six subsections that correspond with the sections of the survey. For each question, the results are first shown in a graph that depicts the CA Average and then in a table that shows a breakout of each regional center's percentage (listed alphabetically), the CA Average and NCI Average.³

Regional centers receive an 'n/a' designation in table presentations for a survey item if fewer than 20 people responded; however, their data are included in the CA Average. In tables, "N" refers to the total number of respondents.

Important note on changes to reporting: In previous years, NCI average was calculated as the simple arithmetic mean of all state means (an approach known as "average of averages"). This year, the approach has been enhanced to take into account the relative numbers of people receiving services through participating states' systems. Beginning this year, the NCI averages contained in this report are "weighted" means; their calculations reflect the relative population sizes of participating states, as well as the sample sizes. See more about weighting in the Methodology section.

Note on CA Averages: The CA Average is the average across the state. Weights *were not* applied to the CA Average.

Note on language used in this report: "Respondent" refers to the person (usually a parent or guardian) filling out the survey. "Family Member" refers to the person receiving services who the respondent is answering questions about in this survey.

³ Unlike in previous years, the NCI averages were weighted, see note below and "Weighting" in the Methodology section for more information.

Demographics

Family Member

This section provides demographic information about the family member receiving services.

Table 1. Family Member's Residence

Regional Center	ICF	CCF ⁴	Agency Operated Apartment	Own Home, Apartment, or Shared With Roommate (ILS/SLS)	Family Home Agency (FHA) ⁵	Skilled Nursing Facility (SNF) ⁶	Homeless	Other	N
ACRC	4%	38%	6%	45%	1%	3%	0%	3%	176
CVRC	11%	44%	5%	33%	5%	1%	0%	1%	171
ELARC	16%	51%	6%	22%	1%	2%	0%	2%	170
FDLRC	15%	52%	4%	22%	0%	3%	0%	5%	132
FNRC	9%	47%	7%	32%	1%	2%	1%	1%	204
GGRC	16%	41%	12%	25%	1%	1%	0%	3%	236
HRC	7%	56%	6%	25%	1%	2%	0%	1%	209
IRC	14%	64%	1%	16%	1%	1%	0%	3%	231
KRC	10%	32%	5%	42%	6%	0%	0%	4%	154
NBRC	10%	33%	9%	41%	3%	1%	1%	3%	175
NLACRC	17%	39%	6%	34%	2%	0%	0%	2%	241
RCEB	9%	48%	10%	29%	0%	2%	0%	3%	221
RCOC	9%	49%	2%	32%	1%	2%	0%	5%	235
RCRC	1%	9%	9%	68%	9%	3%	0%		76
SARC	7%	49%	9%	31%	1%	0%	0%	2%	244
SCLARC	18%	40%	2%	29%	5%	3%	0%	3%	62
SDRC	10%	53%	2%	29%	1%	1%	0%	3%	282
SG/PRC	27%	54%	2%	14%	1%	2%	0%	1%	198
TCRC	13%	40%	9%	33%	1%	0%	0%	4%	202
VMRC	12%	49%	1%	31%	2%	1%	0%	3%	169
WRC	11%	32%	13%	38%	2%	2%	0%	1%	167
CA Average	12%	46%	6%	31%	2%	1%	0%	3%	3,955
NCI Average	12%	53%	7%	20%	4%	2%	0%	2%	8,945

⁴ CCF corresponds to NCI group home settings.⁵ FHA corresponds to NCI foster care or host home category.⁶ SNF corresponds to NCI nursing homes category.

Table 2. Family Member's Residential Designation (Urban, Rural, or Suburban)

Regional Center	Urban or Suburban	Rural	Don't Know	N
ACRC	90%	9%	1%	181
CVRC	87%	10%	3%	171
ELARC	98%	1%	1%	169
FDLRC	97%	0%	3%	132
FNRC	80%	19%	1%	203
GGRC	99%	1%	0%	239
HRC	99%	0%	1%	211
IRC	93%	5%	2%	234
KRC	88%	10%	1%	155
NBRC	90%	8%	2%	178
NLACRC	95%	3%	1%	235
RCEB	99%	0%	1%	226
RCOC	100%	0%	0%	235
RCRC	71%	29%	0%	75
SARC	96%	2%	2%	248
SCLARC	95%	0%	5%	59
SDRC	92%	7%	1%	283
SG/PRC	97%	2%	1%	201
TCRC	92%	7%	1%	201
VMRC	77%	22%	1%	173
WRC	99%	1%	1%	162
CA Average	93%	6%	1%	3,971
NCI Average	84%	15%	1%	8,987

Table 3. Family Member's Age

Regional Center	Age	N
ACRC	43.8	179
CVRC	43.6	175
ELARC	46.8	173
FDLRC	46.1	131
FNRC	44.5	206
GGRC	44.1	237
HRC	44.9	210
IRC	45.2	236
KRC	39.3	153
NBRC	42.1	177
NLACRC	45.3	242
RCEB	43.8	223
RCOC	43.5	234
RCRC	42.6	75
SARC	43.3	247
SCLARC	44.8	59
SDRC	43.6	284
SG/PRC	49.3	204
TCRC	42.1	203
VMRC	43.8	171
WRC	45.8	169
CA Average	44.2	3,988
NCI Average	46.3	8,964

Table 4. Family Member's Gender

Regional Center	Male	Female	N
ACRC	57%	43%	183
CVRC	59%	41%	176
ELARC	69%	31%	172
FDLRC	56%	44%	135
FNRC	56%	44%	208
GGRC	59%	41%	238
HRC	59%	41%	212
IRC	54%	46%	238
KRC	57%	43%	158
NBRC	57%	43%	179
NLACRC	59%	41%	240
RCEB	59%	41%	229
RCOC	59%	41%	235
RCRC	49%	51%	75
SARC	67%	33%	247
SCLARC	69%	31%	62
SDRC	58%	42%	286
SG/PRC	63%	37%	203
TCRC	60%	40%	204
VMRC	58%	42%	170
WRC	64%	36%	168
CA Average	60%	41%	4,018
NCI Average	59%	41%	9,067

Table 5. Family Member's Disabilities (CA Qualifying Conditions)⁷

Regional Center	Intellectual Disability	Autism Spectrum Disorder	Cerebral Palsy	Epilepsy ⁸
ACRC	70%	25%	9%	21%
CVRC	72%	15%	17%	30%
ELARC	67%	33%	20%	29%
FDLRC	62%	25%	16%	22%
FNRC	68%	21%	18%	31%
GGRC	72%	28%	15%	23%
HRC	65%	36%	14%	21%
IRC	72%	24%	21%	32%
KRC	63%	30%	15%	26%
NBRC	64%	27%	22%	30%
NLACRC	69%	31%	20%	22%
RCEB	71%	33%	19%	26%
RCOC	68%	23%	11%	22%
RCRC	68%	21%	17%	24%
SARC	68%	34%	14%	28%
SCLARC	62%	32%	20%	27%
SDRC	67%	28%	17%	26%
SG/PRC	72%	24%	21%	37%
TCRC	74%	24%	19%	25%
VMRC	63%	26%	20%	20%
WRC	63%	40%	18%	24%
CA Average	68%	28%	17%	26%
NCI Average	74%	25%	17%	28%

⁷ Categories are not mutually exclusive, therefore N is not shown.⁸ Epilepsy corresponds to NCI category 'seizure disorder/neurological condition'.

Table 6. Family Member's Disabilities (continued)⁹

Regional Center	Mental Illness or Psychiatric Disorder	Limited or No Vision	Severe or Profound Hearing Loss	Brain Injury
ACRC	32%	6%	7%	12%
CVRC	27%	5%	4%	12%
ELARC	32%	11%	5%	9%
FDLRC	31%	8%	5%	9%
FNRC	29%	10%	8%	11%
GGRC	24%	8%	2%	8%
HRC	19%	5%	5%	8%
IRC	28%	8%	6%	8%
KRC	27%	8%	4%	9%
NBRC	28%	9%	3%	13%
NLACRC	29%	11%	9%	8%
RCEB	32%	5%	6%	10%
RCOC	30%	7%	7%	12%
RCRC	33%	7%	9%	18%
SARC	25%	6%	3%	13%
SCLARC	20%	13%	17%	17%
SDRC	33%	9%	6%	13%
SG/PRC	26%	8%	5%	12%
TCRC	26%	7%	5%	11%
VMRC	28%	11%	5%	9%
WRC	28%	6%	5%	9%
CA Average	28%	8%	6%	11%
NCI Average	33%	9%	7%	11%

⁹ Categories are not mutually exclusive, therefore N is not shown.

Table 7. Family Member's Disabilities (continued)¹⁰

Regional Center	Chemical Dependency	Down Syndrome	Prader-Willi Syndrome	Fetal Alcohol Spectrum Disorder	Other
ACRC	0%	11%	1%	0%	17%
CVRC	0%	8%	1%	1%	15%
ELARC	2%	7%	0%	1%	9%
FDLRC	2%	11%	2%	0%	12%
FNRC	2%	7%	2%	1%	16%
GGRC	0%	17%	0%	0%	12%
HRC	2%	9%	0%	1%	10%
IRC	0%	9%	1%	0%	11%
KRC	1%	6%	1%	3%	17%
NBRC	0%	13%	3%	3%	13%
NLACRC	0%	9%	0%	2%	9%
RCEB	0%	7%	0%	1%	13%
RCOC	0%	12%	1%	1%	12%
RCRC	0%	8%	1%	4%	24%
SARC	0%	8%	1%	0%	6%
SCLARC	2%	3%	0%	0%	13%
SDRC	0%	8%	0%	0%	12%
SG/PRC	0%	5%	1%	1%	8%
TCRC	1%	7%	0%	1%	13%
VMRC	1%	9%	0%	2%	14%
WRC	1%	6%	1%	1%	10%
CA Average	1%	9%	1%	1%	12%
NCI Average	1%	9%	1%	1%	13%

¹⁰ Categories are not mutually exclusive, therefore N is not shown.

Table 8. Family Member's Health Conditions¹¹

Regional Center	Cardiovascular Disease	Diabetes	Cancer	High Blood Pressure	High Cholesterol
ACRC	3%	18%	5%	24%	28%
CVRC	6%	22%	7%	28%	30%
ELARC	5%	22%	3%	25%	26%
FDLRC	4%	15%	4%	23%	33%
FNRC	8%	18%	5%	29%	30%
GGRC	10%	11%	5%	23%	23%
HRC	7%	20%	5%	36%	32%
IRC	7%	17%	3%	28%	33%
KRC	11%	24%	9%	34%	29%
NBRC	8%	12%	4%	18%	25%
NLACRC	8%	17%	6%	31%	33%
RCEB	8%	18%	6%	42%	38%
RCOC	7%	13%	5%	28%	39%
RCRC	7%	12%	10%	24%	21%
SARC	7%	19%	6%	26%	33%
SCLARC	17%	28%	6%	39%	22%
SDRC	6%	19%	4%	25%	33%
SG/PRC	7%	19%	3%	37%	30%
TCRC	6%	15%	6%	23%	30%
VMRC	12%	16%	2%	30%	26%
WRC	8%	15%	4%	28%	40%
CA Average	7%	17%	5%	28%	31%
NCI Average	9%	19%	5%	30%	31%

¹¹ Categories are not mutually exclusive, therefore N is not shown.

Table 9. Family Member's Health Conditions (continued)¹²

Regional Center	Dysphagia	Pressure Ulcers	Alzheimer's Disease or Other Dementia	Oral Health or Dental Problems	Sleep Apnea	Other
ACRC	9%	4%	8%	24%	8%	34%
CVRC	10%	2%	1%	19%	11%	29%
ELARC	17%	6%	3%	21%	14%	28%
FDLRC	9%	1%	1%	19%	12%	25%
FNRC	14%	2%	2%	17%	21%	26%
GGRC	2%	1%	4%	19%	15%	36%
HRC	6%	1%	0%	18%	11%	28%
IRC	8%	1%	1%	18%	12%	30%
KRC	8%	0%	3%	8%	9%	38%
NBRC	5%	4%	3%	19%	18%	43%
NLACRC	8%	2%	2%	17%	9%	35%
RCEB	7%	2%	3%	13%	13%	35%
RCOC	6%	1%	1%	22%	15%	35%
RCRC	12%	5%	2%	24%	21%	50%
SARC	8%	1%	3%	21%	16%	25%
SCLARC	11%	6%	11%	8%	8%	22%
SDRC	10%	3%	4%	13%	17%	32%
SG/PRC	13%	3%	3%	26%	6%	20%
TCRC	10%	1%	3%	15%	13%	35%
VMRC	7%	2%	2%	12%	8%	36%
WRC	8%	3%	4%	20%	7%	35%
CA Average	9%	2%	3%	18%	13%	32%
NCI Average	12%	2%	5%	16%	12%	33%

¹² Categories are not mutually exclusive, therefore N is not shown.

Table 10. Family Member's Race and Ethnicity^{13 14}

Regional Center	American Indian or Alaska Native	Asian	Black or African-American	Hawaiian or Pacific Islander	White	Hispanic or Latino	Other or Unknown
ACRC	2%	5%	4%	0%	87%	5%	1%
CVRC	4%	5%	3%	1%	73%	22%	4%
ELARC	2%	17%	7%	0%	45%	34%	2%
FDLRC	1%	13%	8%	1%	62%	27%	5%
FNRC	6%	1%	1%	0%	95%	5%	2%
GGRC	2%	13%	4%	0%	79%	8%	2%
HRC	2%	14%	10%	0%	67%	12%	2%
IRC	3%	3%	9%	1%	75%	15%	3%
KRC	4%	7%	7%	0%	71%	17%	3%
NBRC	3%	6%	6%	8%	81%	10%	0%
NLACRC	1%	8%	3%	0%	78%	12%	4%
RCEB	1%	13%	10%	0%	71%	9%	2%
RCOC	1%	7%	2%	0%	81%	9%	3%
RCRC	7%	1%	0%	0%	96%	1%	1%
SARC	2%	10%	2%	0%	80%	13%	1%
SCLARC	0%	3%	44%	0%	29%	27%	2%
SDRC	2%	4%	5%	1%	83%	15%	1%
SG/PRC	2%	8%	7%	0%	65%	23%	2%
TCRC	2%	3%	2%	0%	87%	9%	2%
VMRC	5%	5%	5%	0%	80%	11%	4%
WRC	2%	6%	12%	0%	71%	10%	3%
CA Average	2%	8%	6%	1%	76%	14%	2%
NCI Average	2%	4%	10%	0%	79%	7%	2%

¹³ Categories are not mutually exclusive, therefore N is not shown.¹⁴ NCI race and ethnicity categories are based on the Census model; CA records Hispanic/Latino as a race group.

Table 11. Family Member's Preferred Means of Communication

Regional Center	Spoken	Gestures or Body Language	Sign Language or Finger Spelling	Communication Aid or Device	Other	N
ACRC	79%	12%	4%	2%	3%	181
CVRC	74%	16%	2%	0%	9%	172
ELARC	68%	25%	1%	2%	4%	171
FDLRC	80%	14%	1%	2%	4%	132
FNRC	82%	13%	2%	0%	2%	205
GGRC	78%	17%	1%	1%	2%	241
HRC	79%	14%	1%	1%	5%	210
IRC	71%	18%	1%	0%	9%	235
KRC	77%	15%	3%	1%	4%	158
NBRC	79%	15%	1%	0%	6%	175
NLACRC	81%	13%	0%	0%	6%	234
RCEB	78%	15%	3%	0%	3%	229
RCOC	82%	12%	2%	0%	4%	234
RCRC	87%	13%	0%	0%	0%	75
SARC	81%	14%	2%	2%	1%	244
SCLARC	67%	18%	3%	0%	11%	61
SDRC	79%	15%	2%	1%	2%	277
SG/PRC	75%	17%	3%	0%	5%	201
TCRC	81%	12%	1%	1%	4%	204
VMRC	78%	17%	1%	2%	2%	172
WRC	78%	16%	1%	2%	4%	165
CA Average	78%	15%	2%	1%	4%	3,976
NCI Average	74%	19%	2%	1%	4%	9,027

Table 12. Family Member's Preferred Language¹⁵

Regional Center	English	Spanish	Mandarin	Tagalog	Vietnamese	N
ACRC	98%	0%	0%	0%	0%	176
CVRC	94%	3%	0%	0%	0%	170
ELARC	80%	11%	2%	1%	1%	170
FDLRC	80%	7%	0%	1%	0%	134
FNRC	99%	0%	0%	0%	0%	204
GGRC	95%	2%	0%	0%	0%	240
HRC	92%	1%	0%	2%	0%	212
IRC	93%	1%	0%	0%	0%	233
KRC	94%	3%	0%	0%	0%	158
NBRC	98%	1%	0%	0%	0%	179
NLACRC	93%	1%	0%	0%	0%	241
RCEB	95%	2%	1%	0%	0%	225
RCOC	93%	2%	0%	0%	0%	236
RCRC	100%	0%	0%	0%	0%	75
SARC	97%	1%	0%	1%	1%	248
SCLARC	77%	13%	2%	0%	0%	62
SDRC	96%	3%	0%	0%	0%	281
SG/PRC	89%	6%	2%	0%	0%	201
TCRC	94%	1%	0%	0%	0%	205
VMRC	97%	2%	0%	0%	0%	173
WRC	93%	3%	0%	0%	0%	168
CA Average	93%	3%	0%	0%	0%	3,991

¹⁵ California-specific question

Table 13. Family Member's Preferred Language (continued from Table 12)¹⁶

Regional Center	Korean	Arabic	Armenian	Farsi	Hmong	N
ACRC	0%	0%	0%	1%	0%	176
CVRC	0%	0%	0%	0%	1%	170
ELARC	1%	0%	0%	0%	0%	170
FDLRC	1%	0%	1%	0%	0%	134
FNRC	0%	0%	0%	0%	0%	204
GGRC	0%	0%	0%	0%	0%	240
HRC	0%	0%	0%	0%	0%	212
IRC	0%	0%	0%	0%	0%	233
KRC	0%	0%	0%	0%	0%	158
NBRC	0%	0%	0%	0%	0%	179
NLACRC	0%	0%	0%	0%	0%	241
RCEB	0%	0%	0%	0%	0%	225
RCOC	0%	0%	0%	1%	0%	236
RCRC	0%	0%	0%	0%	0%	75
SARC	0%	0%	0%	0%	0%	248
SCLARC	0%	0%	0%	0%	0%	62
SDRC	0%	0%	0%	0%	0%	281
SG/PRC	0%	0%	0%	0%	0%	201
TCRC	0%	0%	0%	0%	0%	205
VMRC	0%	0%	0%	0%	0%	173
WRC	0%	0%	0%	1%	0%	168
CA Average	0%	0%	0%	0%	0%	3,991

¹⁶ California-specific question

Table 14. Family Member's Preferred Language (continued from Tables 12 and 13)¹⁷

Regional Center	Khmer	Laos	Russian	ASL	Other	N
ACRC	0%	0%	0%	1%	1%	176
CVRC	0%	1%	0%	1%	1%	170
ELARC	0%	0%	0%	0%	5%	170
FDLRC	0%	0%	1%	1%	9%	134
FNRC	0%	0%	0%	0%	1%	204
GGRC	0%	0%	0%	1%	1%	240
HRC	0%	0%	0%	0%	4%	212
IRC	0%	0%	0%	2%	4%	233
KRC	0%	0%	0%	0%	3%	158
NBRC	0%	0%	0%	0%	1%	179
NLACRC	0%	0%	0%	0%	6%	241
RCEB	0%	0%	0%	1%	1%	225
RCOC	0%	0%	0%	1%	2%	236
RCRC	0%	0%	0%	0%	0%	75
SARC	0%	0%	0%	0%	0%	248
SCLARC	2%	0%	0%	3%	3%	62
SDRC	0%	0%	0%	1%	0%	281
SG/PRC	0%	0%	0%	1%	2%	201
TCRC	0%	0%	0%	1%	3%	205
VMRC	0%	0%	0%	1%	1%	173
WRC	0%	0%	0%	0%	3%	168
CA Average	0%	0%	0%	1%	2%	3,991

¹⁷ California-specific question

Table 15. Family Member Has Legal Court Appointed Guardian or Conservator

Regional Center	None	Limited	Full	Has Guardianship, Level Unknown	Don't Know	N
ACRC	44%	0%	n/a	49%	7%	175
CVRC	47%	0%	n/a	41%	12%	169
ELARC	39%	0%	n/a	53%	8%	168
FDLRC	33%	0%	n/a	58%	9%	129
FNRC	34%	0%	n/a	61%	5%	206
GGRC	48%	0%	n/a	48%	4%	240
HRC	46%	0%	n/a	42%	12%	208
IRC	40%	0%	n/a	54%	6%	230
KRC	41%	0%	n/a	46%	13%	154
NBRC	40%	0%	n/a	53%	7%	175
NLACRC	45%	0%	n/a	50%	5%	231
RCEB	47%	0%	n/a	48%	5%	224
RCOC	47%	0%	n/a	47%	6%	235
RCRC	55%	0%	n/a	44%	1%	75
SARC	33%	0%	n/a	65%	2%	244
SCLARC	26%	0%	n/a	64%	10%	61
SDRC	37%	0%	n/a	58%	6%	280
SG/PRC	33%	0%	n/a	51%	16%	199
TCRC	44%	0%	n/a	52%	4%	202
VMRC	43%	0%	n/a	50%	7%	168
WRC	40%	0%	n/a	55%	5%	160
CA Average	41%	0%	n/a	52%	7%	3,933
NCI Average	31%	9%	30%	25%	6%	8,942

Table 16. Guardian or Conservator Relationship to Family Member

Regional Center	Family	Friend	Employee of State or Guardianship Agency	Other	N
ACRC	94%	1%	2%	2%	82
CVRC	83%	0%	15%	2%	65
ELARC	92%	4%	2%	2%	85
FDLRC	89%	3%	5%	3%	73
FNRC	87%	4%	7%	2%	121
GGRC	91%	0%	4%	5%	112
HRC	87%	1%	5%	7%	86
IRC	92%	0%	6%	2%	115
KRC	87%	2%	10%	2%	61
NBRC	97%	1%	0%	2%	89
NLACRC	92%	5%	2%	2%	110
RCEB	94%	0%	4%	2%	101
RCOC	92%	1%	6%	2%	106
RCRC	87%	0%	13%	0%	31
SARC	91%	2%	6%	1%	158
SCLARC	86%	3%	8%	3%	36
SDRC	94%	1%	3%	3%	155
SG/PRC	88%	0%	10%	2%	100
TCRC	88%	1%	5%	6%	101
VMRC	79%	6%	10%	5%	81
WRC	87%	1%	9%	4%	82
CA Average	90%	2%	6%	3%	1,950
NCI Average	86%	2%	8%	4%	5,071

Table 17. Family Member's Highest Level of Education

Regional Center	Did Not Complete High School (and Not Currently Enrolled)	Currently Enrolled in High School	High School Certification	High School Diploma or GED	Vocational Training or Certificate Program	Some College	College Degree or Higher	N
ACRC	34%	0%	29%	18%	1%	12%	5%	169
CVRC	35%	0%	27%	21%	2%	11%	3%	155
ELARC	50%	1%	13%	20%	3%	5%	8%	142
FDLRC	48%	2%	16%	19%	0%	7%	8%	120
FNRC	30%	0%	24%	27%	2%	11%	6%	191
GGRC	36%	2%	27%	14%	5%	9%	6%	224
HRC	37%	1%	26%	18%	3%	8%	6%	190
IRC	40%	0%	24%	22%	4%	3%	6%	203
KRC	22%	1%	24%	35%	3%	8%	6%	147
NBRC	34%	1%	26%	14%	5%	13%	7%	166
NLACRC	33%	1%	30%	20%	4%	6%	6%	226
RCEB	31%	2%	28%	21%	3%	7%	7%	219
RCOC	31%	0%	31%	23%	2%	8%	4%	226
RCRC	31%	0%	25%	32%	3%	8%	1%	75
SARC	34%	2%	28%	18%	3%	9%	7%	232
SCLARC	52%	2%	18%	13%	5%	7%	4%	56
SDRC	28%	1%	31%	18%	3%	10%	9%	269
SG/PRC	48%	1%	17%	19%	3%	6%	6%	173
TCRC	27%	1%	32%	19%	2%	12%	7%	198
VMRC	33%	1%	29%	26%	3%	6%	3%	159
WRC	37%	0%	22%	15%	5%	13%	8%	156
CA Average	35%	1%	26%	20%	3%	9%	6%	3,696
NCI Average	39%	1%	28%	19%	3%	5%	5%	8,169

Table 18. Family Member's Typical Day Activity -- Individual Paid Job in the Community¹⁸

Regional Center	Usually/Often	Sometimes	Never	N
ACRC	20%	7%	74%	122
CVRC	13%	4%	83%	112
ELARC	8%	3%	90%	118
FDLRC	15%	1%	84%	81
FNRC	11%	7%	82%	141
GGRC	31%	10%	60%	147
HRC	15%	4%	80%	136
IRC	6%	2%	92%	133
KRC	18%	3%	79%	98
NBRC	12%	8%	81%	120
NLACRC	19%	4%	77%	170
RCEB	18%	4%	78%	170
RCOC	29%	5%	66%	151
RCRC	16%	8%	76%	51
SARC	22%	5%	73%	171
SCLARC	6%	3%	91%	35
SDRC	21%	6%	74%	178
SG/PRC	14%	7%	79%	114
TCRC	20%	3%	76%	148
VMRC	13%	2%	86%	111
WRC	30%	5%	64%	112
CA Average	18%	5%	77%	2,619
NCI Average	14%	4%	82%	6,442

¹⁸ "Paid individual job in the community" is defined as: *a person working at an individual job in a local business alongside peers who do not have disabilities. Job is part of the typical labor market (e.g., competitive employment).*

Table 19. Family Member's Typical Day Activity -- Paid Small Group Job in a Community-based Setting¹⁹

Regional Center	Usually/Often	Sometimes	Never	N
ACRC	18%	2%	80%	115
CVRC	27%	7%	65%	110
ELARC	9%	7%	84%	116
FDLRC	11%	3%	87%	75
FNRC	23%	8%	69%	146
GGRC	16%	11%	73%	126
HRC	12%	4%	84%	135
IRC	11%	4%	86%	132
KRC	24%	1%	74%	94
NBRC	25%	6%	69%	117
NLACRC	16%	7%	77%	167
RCEB	9%	7%	84%	152
RCOC	23%	2%	75%	140
RCRC	14%	6%	80%	49
SARC	18%	7%	75%	163
SCLARC	24%	3%	73%	37
SDRC	18%	7%	75%	170
SG/PRC	22%	8%	70%	114
TCRC	20%	6%	73%	143
VMRC	16%	10%	74%	111
WRC	19%	8%	74%	91
CA Average	18%	6%	76%	2,503
NCI Average	14%	5%	81%	6,205

¹⁹ "Paid small group job in a community-based setting" is defined as: an activity is done in an integrated setting, as part of a group of not more than 8 people with disabilities (e.g., enclave, work crew).

Table 20. Family Member's Typical Day Activity -- Unpaid Activity in a Community-based Setting²⁰

Regional Center	Usually/Often	Sometimes	Never	N
ACRC	23%	15%	62%	117
CVRC	15%	16%	70%	103
ELARC	25%	7%	68%	119
FDLRC	20%	11%	69%	84
FNRC	13%	14%	73%	135
GGRC	31%	19%	50%	136
HRC	21%	12%	68%	139
IRC	23%	8%	69%	140
KRC	16%	15%	68%	92
NBRC	23%	15%	61%	111
NLACRC	23%	12%	64%	162
RCEB	19%	13%	68%	154
RCOC	27%	15%	59%	135
RCRC	26%	18%	56%	50
SARC	33%	13%	54%	165
SCLARC	12%	6%	82%	33
SDRC	29%	18%	53%	180
SG/PRC	18%	8%	74%	112
TCRC	25%	14%	61%	141
VMRC	15%	20%	65%	106
WRC	28%	15%	57%	97
CA Average	23%	14%	63%	2,511
NCI Average	19%	14%	67%	6,180

²⁰ "Unpaid Activity in a Community-based Setting" may include: volunteering, skills training, and staff-supported community connections.

Table 21. Family Member's Typical Day Activity -- Paid Activity in a Facility-based Setting²¹

Regional Center	Usually/Often	Sometimes	Never	N
ACRC	26%	6%	68%	117
CVRC	21%	5%	74%	111
ELARC	14%	4%	82%	113
FDLRC	20%	6%	74%	81
FNRC	31%	15%	54%	145
GGRC	17%	13%	71%	127
HRC	14%	1%	84%	135
IRC	36%	3%	61%	148
KRC	26%	5%	69%	100
NBRC	20%	14%	66%	122
NLACRC	22%	8%	70%	178
RCEB	16%	7%	78%	152
RCOC	26%	4%	69%	144
RCRC	21%	2%	77%	47
SARC	14%	6%	80%	161
SCLARC	13%	15%	72%	39
SDRC	22%	4%	74%	168
SG/PRC	37%	6%	58%	125
TCRC	14%	5%	80%	138
VMRC	16%	9%	75%	111
WRC	16%	9%	76%	94
CA Average	22%	7%	72%	2,556
NCI Average	24%	7%	70%	6,463

²¹ "Paid activity in a facility-based setting" may include activities in a workshop, activity center, or business that primarily hires people with disabilities.

Table 22. Family Member's Typical Day Activity – Unpaid Activity in a Facility-based Setting²²

Regional Center	Usually/Often	Sometimes	Never	N
ACRC	31%	11%	58%	110
CVRC	34%	5%	61%	115
ELARC	34%	6%	60%	116
FDLRC	22%	11%	67%	76
FNRC	29%	11%	60%	140
GGRC	43%	10%	47%	139
HRC	43%	7%	50%	147
IRC	44%	5%	51%	142
KRC	32%	4%	64%	100
NBRC	33%	8%	59%	116
NLACRC	33%	3%	65%	156
RCEB	42%	5%	53%	158
RCOC	35%	3%	62%	133
RCRC	28%	10%	62%	50
SARC	40%	10%	50%	163
SCLARC	41%	3%	56%	34
SDRC	37%	7%	56%	179
SG/PRC	30%	5%	65%	116
TCRC	32%	9%	59%	149
VMRC	42%	10%	49%	125
WRC	31%	7%	63%	91
CA Average	36%	7%	57%	2,555
NCI Average	39%	7%	54%	6,423

²² "Unpaid activity in a facility-based setting" may include day habilitation, senior programs or drop-in centers.

Table 23. Family Member's Typical Day Activity – School

Regional Center	Usually/Often	Sometimes	Never	N
ACRC	22%	4%	73%	94
CVRC	9%	3%	87%	87
ELARC	15%	4%	81%	93
FDLRC	14%	8%	79%	66
FNRC	7%	5%	88%	113
GGRC	12%	4%	84%	97
HRC	24%	2%	74%	112
IRC	15%	6%	78%	111
KRC	21%	4%	75%	77
NBRC	12%	7%	81%	84
NLACRC	16%	3%	81%	130
RCEB	20%	3%	77%	128
RCOC	15%	7%	78%	107
RCRC	10%	5%	85%	40
SARC	22%	4%	74%	134
SCLARC	24%	6%	70%	33
SDRC	11%	8%	81%	136
SG/PRC	14%	6%	80%	86
TCRC	13%	7%	81%	119
VMRC	26%	3%	71%	90
WRC	17%	6%	78%	72
CA Average	16%	5%	79%	2,009
NCI Average	10%	3%	87%	5,030

Table 24. Family Member's Typical Day Activity – Stays at Home

Regional Center	Usually/Often	Sometimes	Never	N
ACRC	42%	16%	42%	100
CVRC	40%	16%	44%	86
ELARC	42%	16%	41%	85
FDLRC	44%	14%	42%	66
FNRC	51%	8%	41%	112
GGRC	32%	24%	44%	97
HRC	39%	26%	36%	101
IRC	26%	23%	51%	96
KRC	41%	20%	39%	71
NBRC	29%	25%	46%	87
NLACRC	33%	20%	47%	120
RCEB	33%	20%	48%	122
RCOC	39%	17%	44%	106
RCRC	54%	23%	23%	48
SARC	38%	18%	44%	135
SCLARC	33%	23%	43%	30
SDRC	35%	18%	47%	142
SG/PRC	27%	26%	47%	89
TCRC	36%	19%	45%	108
VMRC	38%	19%	43%	86
WRC	39%	20%	41%	69
CA Average	37%	19%	44%	1,956
NCI Average	31%	21%	48%	4,947

Table 25. Family Member's Typical Day Activity – Other

Regional Center	Usually/Often	Sometimes	Never	N
ACRC	83%	4%	13%	24
CVRC	50%	8%	42%	26
ELARC	62%	4%	35%	26
FDLRC	n/a	n/a	n/a	n/a
FNRC	55%	6%	39%	33
GGRC	71%	6%	23%	31
HRC	57%	13%	30%	30
IRC	60%	6%	34%	35
KRC	n/a	n/a	n/a	n/a
NBRC	58%	12%	31%	26
NLACRC	59%	8%	32%	37
RCEB	72%	2%	26%	43
RCOC	65%	9%	26%	23
RCRC	n/a	n/a	n/a	n/a
SARC	62%	12%	27%	26
SCLARC	n/a	n/a	n/a	n/a
SDRC	70%	5%	25%	40
SG/PRC	64%	8%	28%	25
TCRC	52%	17%	31%	42
VMRC	52%	11%	37%	27
WRC	60%	20%	20%	20
CA Average	62%	9%	29%	571
NCI Average	58%	9%	32%	1,373

Table 26. Family Member's Support Needs for Self-Injurious, Disruptive, and/or Destructive Behaviors

Regional Center	Extensive Support Needed	Some Support Needed	No Support Needed	N
ACRC	23%	37%	41%	175
CVRC	26%	41%	33%	168
ELARC	43%	35%	22%	160
FDLRC	30%	36%	34%	126
FNRC	26%	32%	41%	198
GGRC	21%	38%	41%	229
HRC	24%	34%	42%	198
IRC	26%	40%	35%	222
KRC	31%	33%	36%	142
NBRC	27%	33%	40%	167
NLACRC	25%	35%	40%	227
RCEB	15%	37%	47%	215
RCOC	21%	33%	45%	219
RCRC	15%	38%	46%	71
SARC	28%	36%	36%	240
SCLARC	30%	36%	34%	56
SDRC	25%	34%	41%	271
SG/PRC	31%	36%	32%	188
TCRC	27%	32%	41%	195
VMRC	21%	41%	39%	165
WRC	35%	38%	27%	158
CA Average	26%	36%	38%	3,790
NCI Average	30%	37%	33%	8,715

Table 27. Family Member's Level of Help Needed With Personal Care Activities (for example, bathing, dressing, eating)

Regional Center	Extensive Support Needed	Some Support Needed	No Support Needed	N
ACRC	28%	39%	34%	181
CVRC	33%	32%	35%	171
ELARC	49%	28%	23%	172
FDLRC	43%	32%	25%	132
FNRC	29%	32%	39%	202
GGRC	34%	34%	32%	237
HRC	33%	32%	35%	212
IRC	38%	40%	23%	230
KRC	30%	32%	37%	151
NBRC	38%	29%	33%	178
NLACRC	36%	31%	33%	236
RCEB	28%	35%	37%	226
RCOC	28%	34%	38%	232
RCRC	29%	32%	39%	76
SARC	32%	42%	26%	248
SCLARC	46%	21%	33%	61
SDRC	34%	37%	29%	278
SG/PRC	38%	41%	21%	201
TCRC	34%	34%	32%	204
VMRC	27%	37%	36%	174
WRC	39%	35%	26%	168
CA Average	34%	35%	31%	3,970
NCI Average	40%	37%	23%	8,987

Table 28. Family Member's Need for Help With Other Daily Activities (for example, scheduling, managing money, or shopping)

Regional Center	Extensive Support Needed	Some Support Needed	No Support Needed	N
ACRC	66%	32%	2%	176
CVRC	63%	34%	3%	169
ELARC	74%	23%	4%	168
FDLRC	71%	22%	7%	129
FNRC	68%	25%	7%	204
GGRC	65%	32%	3%	232
HRC	63%	28%	9%	209
IRC	75%	21%	4%	231
KRC	60%	36%	5%	146
NBRC	71%	23%	6%	170
NLACRC	65%	31%	4%	235
RCEB	69%	27%	4%	220
RCOC	68%	28%	4%	228
RCRC	62%	32%	7%	76
SARC	71%	25%	4%	248
SCLARC	67%	22%	12%	60
SDRC	67%	27%	6%	279
SG/PRC	70%	26%	3%	193
TCRC	68%	28%	5%	197
VMRC	58%	33%	9%	170
WRC	73%	23%	4%	166
CA Average	68%	28%	5%	3,906
NCI Average	76%	21%	3%	8,901

Respondents

This section provides demographic information about the respondent.

Table 29. Respondent's Age

Regional Center	Under 35	35-54	55-74	75 or Older	N
ACRC	1%	6%	58%	35%	180
CVRC	2%	8%	60%	30%	171
ELARC	3%	7%	59%	31%	172
FDLRC	1%	11%	55%	33%	132
FNRC	0%	11%	64%	25%	206
GGRC	0%	5%	61%	33%	240
HRC	0%	12%	47%	40%	215
IRC	1%	7%	57%	35%	235
KRC	1%	15%	64%	20%	159
NBRC	1%	9%	61%	29%	178
NLACRC	2%	6%	63%	29%	238
RCEB	0%	12%	57%	31%	225
RCOC	1%	6%	58%	34%	233
RCRC	1%	8%	68%	22%	76
SARC	0%	8%	62%	30%	248
SCLARC	6%	17%	61%	16%	64
SDRC	1%	7%	60%	32%	280
SG/PRC	1%	5%	48%	46%	203
TCRC	0%	10%	64%	25%	203
VMRC	0%	13%	55%	32%	173
WRC	1%	5%	61%	34%	169
CA Average	1%	9%	59%	32%	4,000
NCI Average	1%	11%	60%	27%	9,048

Table 30. Respondent's Health

Regional Center	Excellent	Very Good	Fairly Good	Poor	N
ACRC	21%	41%	36%	2%	181
CVRC	18%	36%	39%	8%	171
ELARC	9%	35%	44%	12%	172
FDLRC	12%	47%	34%	7%	131
FNRC	15%	46%	36%	2%	203
GGRC	18%	46%	29%	6%	238
HRC	13%	29%	51%	6%	215
IRC	16%	35%	44%	5%	235
KRC	15%	39%	38%	8%	160
NBRC	18%	41%	34%	7%	177
NLACRC	16%	38%	39%	7%	235
RCEB	15%	41%	38%	6%	227
RCOC	14%	45%	34%	7%	234
RCRC	21%	46%	24%	9%	76
SARC	17%	48%	28%	6%	249
SCLARC	13%	42%	34%	11%	64
SDRC	18%	45%	33%	5%	280
SG/PRC	10%	39%	45%	6%	204
TCRC	20%	43%	34%	3%	204
VMRC	10%	42%	42%	6%	172
WRC	23%	41%	28%	8%	166
CA Average	16%	41%	37%	6%	3,994
NCI Average	15%	42%	38%	6%	9,014

Table 31. Respondent's Relationship to Family Member

Regional Center	Parent	Sibling	Spouse	Grandparent	Public Guardian	Private Guardian	Other	N
ACRC	90%	5%	1%	0%	0%	1%	4%	183
CVRC	85%	9%	0%	1%	0%	1%	4%	174
ELARC	77%	16%	1%	1%	0%	2%	4%	171
FDLRC	75%	15%	1%	1%	0%	1%	8%	132
FNRC	78%	17%	0%	1%	0%	0%	3%	207
GGRC	85%	10%	0%	0%	0%	2%	3%	240
HRC	85%	9%	0%	0%	1%	1%	2%	214
IRC	89%	8%	0%	1%	0%	0%	1%	237
KRC	89%	5%	0%	1%	0%	1%	4%	161
NBRC	84%	13%	0%	1%	1%	0%	2%	179
NLACRC	83%	11%	0%	0%	0%	2%	3%	241
RCEB	81%	12%	0%	0%	0%	1%	6%	227
RCOC	87%	9%	0%	0%	0%	1%	2%	235
RCRC	83%	9%	0%	0%	3%	3%	3%	76
SARC	85%	11%	0%	1%	0%	2%	2%	249
SCLARC	51%	28%	2%	2%	3%	2%	13%	61
SDRC	87%	8%	0%	1%	0%	1%	2%	281
SG/PRC	84%	13%	0%	0%	0%	0%	1%	201
TCRC	86%	9%	0%	0%	1%	1%	1%	204
VMRC	87%	7%	0%	2%	1%	0%	3%	174
WRC	82%	15%	1%	0%	0%	1%	2%	168
CA Average	84%	11%	0%	1%	0%	1%	3%	4,015
NCI Average	67%	21%	0%	1%	2%	3%	7%	9,083

Table 32. Respondent's Frequency of Visits With Family Member

Regional Center	Less Than Once a Year	1-3 Times	4-6 Times	7-12 Times	12 or More Times	N
ACRC	3%	4%	10%	10%	72%	182
CVRC	10%	18%	7%	11%	53%	174
ELARC	5%	12%	12%	12%	59%	172
FDLRC	5%	9%	5%	9%	71%	131
FNRC	5%	14%	12%	9%	60%	205
GGRC	2%	10%	10%	9%	69%	243
HRC	4%	9%	9%	11%	66%	209
IRC	7%	10%	12%	12%	58%	233
KRC	7%	10%	8%	12%	63%	156
NBRC	3%	9%	7%	11%	69%	176
NLACRC	3%	9%	8%	11%	69%	239
RCEB	2%	10%	9%	11%	68%	226
RCOC	4%	7%	5%	9%	75%	236
RCRC	4%	12%	8%	7%	70%	76
SARC	2%	6%	11%	11%	71%	249
SCLARC	6%	16%	10%	11%	57%	63
SDRC	5%	8%	7%	11%	69%	284
SG/PRC	8%	18%	14%	13%	49%	200
TCRC	4%	10%	8%	9%	69%	204
VMRC	3%	13%	9%	9%	66%	172
WRC	8%	14%	7%	8%	64%	169
CA Average	5%	11%	9%	10%	65%	3,999
NCI Average	4%	10%	10%	12%	64%	9,052

Table 33. Respondent's Highest Level of Education

Regional Center	No High School Diploma or GED	High School Diploma or GED	Vocational School or Certificate Program	Some College	College Degree or Higher	N
ACRC	2%	12%	2%	28%	56%	178
CVRC	11%	22%	5%	17%	45%	170
ELARC	15%	24%	7%	26%	27%	168
FDLRC	10%	11%	4%	27%	48%	131
FNRC	5%	19%	3%	36%	38%	205
GGRC	4%	11%	2%	21%	62%	241
HRC	4%	15%	5%	28%	49%	207
IRC	5%	23%	1%	30%	41%	230
KRC	10%	16%	2%	32%	39%	153
NBRC	2%	16%	2%	29%	51%	171
NLACRC	4%	13%	5%	29%	49%	240
RCEB	4%	10%	4%	25%	57%	227
RCOC	4%	11%	4%	27%	54%	231
RCRC	4%	17%	1%	25%	52%	75
SARC	2%	10%	5%	27%	55%	248
SCLARC	14%	16%	10%	21%	40%	63
SDRC	7%	9%	4%	30%	51%	281
SG/PRC	13%	16%	6%	31%	34%	199
TCRC	3%	14%	5%	25%	54%	200
VMRC	6%	14%	5%	33%	41%	174
WRC	6%	11%	2%	20%	61%	166
CA Average	6%	15%	4%	27%	48%	3,958
NCI Average	5%	19%	5%	24%	47%	8,936

Table 34. 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	Prefer Not to Say	N
ACRC	2%	8%	19%	10%	20%	14%	27%	143
CVRC	8%	10%	14%	10%	21%	14%	23%	118
ELARC	6%	17%	11%	8%	11%	18%	31%	133
FDLRC	6%	14%	15%	14%	11%	17%	25%	103
FNRC	4%	10%	19%	19%	16%	10%	21%	145
GGRC	3%	9%	11%	12%	30%	10%	27%	200
HRC	5%	10%	16%	12%	21%	12%	24%	164
IRC	6%	9%	15%	12%	19%	13%	26%	173
KRC	6%	10%	16%	21%	14%	7%	26%	109
NBRC	6%	10%	18%	14%	20%	4%	27%	139
NLACRC	6%	9%	16%	8%	23%	13%	25%	197
RCEB	7%	12%	12%	11%	25%	8%	24%	177
RCOC	9%	10%	10%	14%	21%	8%	28%	178
RCRC	3%	22%	22%	12%	12%	18%	12%	60
SARC	2%	9%	22%	11%	28%	6%	22%	213
SCLARC	11%	21%	11%	4%	15%	13%	26%	47
SDRC	5%	8%	19%	11%	23%	9%	26%	222
SG/PRC	10%	17%	18%	7%	17%	17%	15%	150
TCRC	2%	6%	12%	12%	23%	12%	32%	161
VMRC	5%	7%	17%	14%	20%	14%	23%	132
WRC	3%	13%	11%	12%	31%	8%	22%	130
CA Average	5%	11%	16%	12%	21%	11%	25%	3,094
NCI Average	6%	10%	17%	11%	18%	11%	27%	7,120

Table 35. Approximately how much out-of-pocket (unreimbursed) money did you spend last year on your Family Member's medical services, equipment, supplies, therapies, and other services? ²³

Regional Center	Nothing	\$1-\$100	\$101-\$1,000	\$1,001-\$10,000	Over \$10,000	N
ACRC	40%	13%	24%	20%	4%	164
CVRC	57%	9%	22%	12%	0%	149
ELARC	55%	13%	20%	12%	0%	153
FDLRC	40%	11%	27%	19%	3%	118
FNRC	50%	13%	26%	10%	1%	194
GGRC	33%	9%	26%	25%	7%	222
HRC	40%	8%	32%	16%	4%	189
IRC	51%	11%	20%	17%	1%	219
KRC	49%	7%	21%	21%	2%	141
NBRC	35%	8%	37%	15%	5%	158
NLACRC	42%	8%	25%	22%	3%	230
RCEB	38%	13%	21%	23%	5%	207
RCOC	39%	10%	30%	17%	4%	210
RCRC	42%	12%	26%	19%	0%	73
SARC	35%	12%	27%	22%	3%	230
SCLARC	65%	8%	12%	13%	2%	60
SDRC	39%	10%	25%	21%	5%	263
SG/PRC	51%	14%	19%	14%	2%	187
TCRC	42%	10%	24%	22%	2%	185
VMRC	48%	13%	23%	15%	1%	160
WRC	39%	8%	16%	24%	12%	157
CA Average	43%	11%	24%	19%	3%	3,669

²³ California-specific question

Table 36. Which services or therapies do you pay for out-of-pocket (unreimbursed)?²⁴

Regional Center	Respite Services	Behavior Therapy	Speech Therapy	Additional Therapies	Social Skills Training	Recreational Activities	N
ACRC	1%	5%	0%	8%	4%	45%	100
CVRC	2%	3%	2%	2%	5%	40%	63
ELARC	5%	2%	3%	5%	5%	28%	60
FDLRC	1%	12%	1%	4%	9%	33%	69
FNRC	4%	0%	0%	8%	0%	42%	84
GGRC	3%	4%	6%	10%	3%	35%	139
HRC	1%	3%	1%	5%	5%	32%	92
IRC	5%	1%	3%	9%	4%	44%	102
KRC	3%	3%	0%	7%	0%	32%	72
NBRC	0%	5%	1%	8%	7%	38%	107
NLACRC	4%	4%	2%	6%	4%	48%	112
RCEB	4%	3%	0%	12%	2%	50%	123
RCOC	3%	6%	2%	8%	2%	42%	124
RCRC	3%	3%	0%	3%	5%	49%	39
SARC	5%	4%	1%	9%	5%	40%	136
SCLARC	0%	4%	0%	4%	4%	22%	23
SDRC	2%	6%	1%	9%	3%	38%	152
SG/PRC	3%	3%	4%	4%	6%	35%	78
TCRC	3%	1%	2%	10%	7%	42%	102
VMRC	0%	3%	0%	2%	1%	25%	87
WRC	6%	8%	4%	18%	8%	40%	89
CA Average	3%	4%	2%	8%	4%	39%	1,953

²⁴ California-specific question

Table 37. Which services or therapies do you pay for out-of-pocket (unreimbursed)?²⁵

Regional Center	After School Care	Educational Expenses	Medical and/or Dental Expenses	Parent Training	Transportation Support	Other	N
ACRC	0%	4%	45%	0%	33%	32%	100
CVRC	0%	5%	52%	0%	30%	24%	63
ELARC	0%	10%	38%	2%	22%	27%	60
FDLRC	1%	7%	43%	0%	33%	29%	69
FNRC	0%	1%	40%	2%	42%	27%	84
GGRC	1%	4%	57%	1%	27%	27%	139
HRC	1%	8%	64%	0%	29%	21%	92
IRC	0%	4%	52%	1%	23%	34%	102
KRC	0%	6%	60%	0%	28%	33%	72
NBRC	0%	3%	53%	1%	35%	30%	107
NLACRC	0%	4%	57%	0%	32%	31%	112
RCEB	1%	4%	63%	0%	30%	27%	123
RCOC	0%	7%	53%	1%	35%	23%	124
RCRC	0%	3%	41%	3%	64%	21%	39
SARC	2%	1%	47%	3%	40%	24%	136
SCLARC	4%	0%	52%	0%	26%	35%	23
SDRC	0%	3%	54%	2%	35%	24%	152
SG/PRC	0%	3%	41%	1%	29%	38%	78
TCRC	0%	7%	58%	2%	32%	28%	102
VMRC	0%	0%	47%	1%	22%	31%	87
WRC	0%	8%	54%	1%	34%	34%	89
CA Average	0%	4%	52%	1%	32%	28%	1,953

²⁵ California-specific question

Services and Supports Received

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

Table 38. Services and Supports Received From the Regional Center^{26 27}

Regional Center	Financial Support	In-home Support	Residential Supports	Day or Employment Supports	Transportation	Other	Self-direction or Fiscal Intermediary Services
ACRC	37%	46%	70%	75%	73%	32%	22%
CVRC	42%	38%	74%	68%	78%	44%	24%
ELARC	52%	48%	86%	65%	79%	54%	22%
FDLRC	49%	38%	80%	48%	58%	36%	14%
FNRC	50%	48%	77%	67%	77%	42%	22%
GGRC	36%	40%	81%	75%	66%	37%	16%
HRC	40%	39%	74%	66%	62%	37%	22%
IRC	34%	19%	84%	76%	84%	43%	10%
KRC	36%	36%	67%	65%	70%	27%	18%
NBRC	35%	50%	75%	66%	64%	39%	29%
NLACRC	40%	45%	78%	65%	61%	42%	19%
RCEB	43%	39%	73%	70%	63%	25%	14%
RCOC	45%	41%	83%	75%	75%	35%	24%
RCRC	43%	61%	69%	53%	71%	49%	40%
SARC	47%	47%	80%	70%	69%	45%	15%
SCLARC	48%	45%	79%	67%	77%	50%	14%
SDRC	43%	43%	77%	73%	70%	38%	19%
SG/PRC	45%	35%	86%	73%	80%	59%	14%
TCRC	45%	54%	82%	72%	66%	41%	24%
VMRC	41%	33%	81%	74%	78%	46%	20%
WRC	34%	61%	70%	68%	56%	40%	18%
CA Average	42%	43%	78%	69%	70%	40%	19%
NCI Average	33%	36%	84%	68%	82%	52%	20%

²⁶ Categories are not mutually exclusive, therefore N is not shown.²⁷ Note, NCI average refers to DD agency support

Table 39. Other Services or Supports Received²⁸

Regional Center	Social Security Payments	Services or Supports from Other Agencies or Organizations
ACRC	94%	28%
CVRC	93%	31%
ELARC	84%	23%
FDLRC	92%	26%
FNRC	97%	29%
GGRC	91%	29%
HRC	90%	29%
IRC	93%	21%
KRC	84%	19%
NBRC	93%	35%
NLACRC	86%	28%
RCEB	91%	25%
RCOC	91%	29%
RCRC	96%	31%
SARC	90%	31%
SCLARC	89%	28%
SDRC	94%	25%
SG/PRC	88%	27%
TCRC	94%	39%
VMRC	96%	28%
WRC	87%	23%
CA Average	91%	28%
NCI Average	94%	28%

²⁸ Categories are not mutually exclusive, therefore N is not shown.

Family/Guardian Survey Results

Information and Planning

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

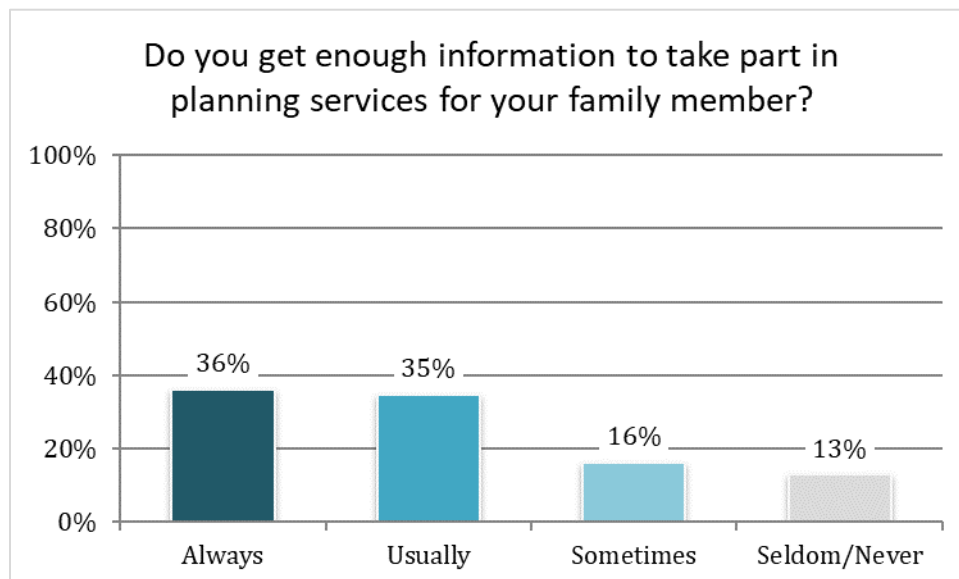


Table Q1. Do you get enough information to take part in planning services for your family member?

Regional Center	Always	Usually	Sometimes	Seldom/Never	N
ACRC	37%	39%	11%	12%	153
CVRC	29%	35%	16%	20%	127
ELARC	38%	36%	14%	13%	140
FDLRC	30%	37%	16%	17%	111
FNRC	38%	33%	14%	15%	174
GGRC	42%	35%	13%	10%	210
HRC	32%	36%	20%	12%	179
IRC	32%	35%	18%	16%	180
KRC	21%	31%	24%	24%	134
NBRC	35%	34%	15%	15%	156
NLACRC	43%	35%	14%	8%	201
RCEB	32%	36%	20%	12%	202
RCOC	38%	34%	18%	10%	204
RCRC	39%	32%	16%	13%	62
SARC	41%	38%	12%	9%	227
SCLARC	44%	22%	16%	18%	45
SDRC	42%	33%	17%	9%	246
SG/PRC	31%	33%	22%	14%	165
TCRC	34%	35%	21%	9%	181
VMRC	36%	33%	13%	18%	146
WRC	37%	39%	14%	10%	139
CA Average	36%	35%	16%	13%	3,382
NCI Average	40%	37%	14%	9%	7,964

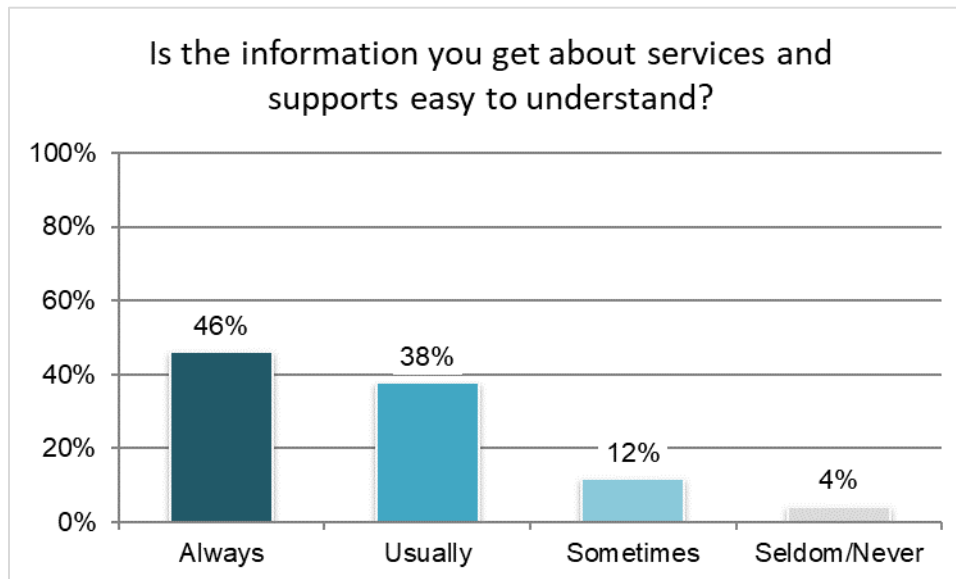


Table Q2. Is the information you get about services and supports easy to understand?

Regional Center	Always	Usually	Sometimes	Seldom/Never	N
ACRC	50%	36%	11%	3%	140
CVRC	50%	37%	10%	3%	125
ELARC	42%	39%	15%	4%	142
FDLRC	37%	45%	13%	6%	109
FNRC	45%	43%	9%	3%	163
GGRC	48%	40%	8%	4%	210
HRC	44%	39%	12%	4%	170
IRC	44%	42%	9%	5%	172
KRC	35%	36%	20%	8%	119
NBRC	42%	35%	16%	7%	150
NLACRC	53%	36%	9%	2%	203
RCEB	43%	39%	11%	6%	198
RCOC	46%	39%	13%	3%	192
RCRC	52%	30%	11%	7%	61
SARC	50%	37%	9%	4%	223
SCLARC	47%	29%	18%	7%	45
SDRC	47%	38%	11%	4%	250
SG/PRC	41%	41%	13%	5%	168
TCRC	46%	37%	15%	2%	176
VMRC	51%	30%	13%	6%	141
WRC	50%	36%	9%	5%	139
CA Average	46%	38%	12%	4%	3,296
NCI Average	44%	41%	11%	4%	7,886

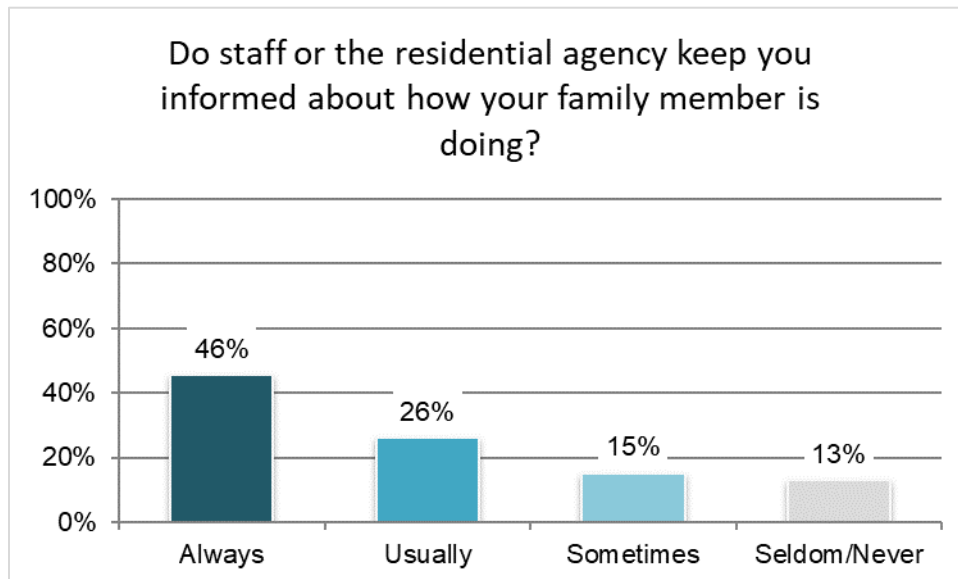


Table Q3. Do staff or the residential agency keep you informed about how your family member is doing?

Regional Center	Always	Usually	Sometimes	Seldom/Never	N
ACRC	41%	31%	16%	12%	155
CVRC	41%	18%	14%	27%	146
ELARC	44%	27%	22%	7%	164
FDLRC	40%	28%	19%	13%	113
FNRC	46%	27%	11%	16%	178
GGRC	50%	23%	16%	11%	223
HRC	43%	28%	16%	14%	200
IRC	44%	30%	12%	14%	216
KRC	37%	26%	15%	21%	131
NBRC	40%	24%	15%	21%	159
NLACRC	56%	26%	11%	6%	220
RCEB	47%	21%	17%	15%	208
RCOC	48%	28%	16%	8%	214
RCRC	43%	25%	10%	23%	61
SARC	50%	27%	13%	10%	232
SCLARC	45%	27%	14%	14%	49
SDRC	46%	29%	16%	9%	264
SG/PRC	47%	27%	15%	11%	190
TCRC	47%	28%	16%	10%	185
VMRC	46%	22%	16%	15%	153
WRC	46%	24%	17%	13%	157
CA Average	46%	26%	15%	13%	3,618
NCI Average	49%	28%	14%	9%	8,494

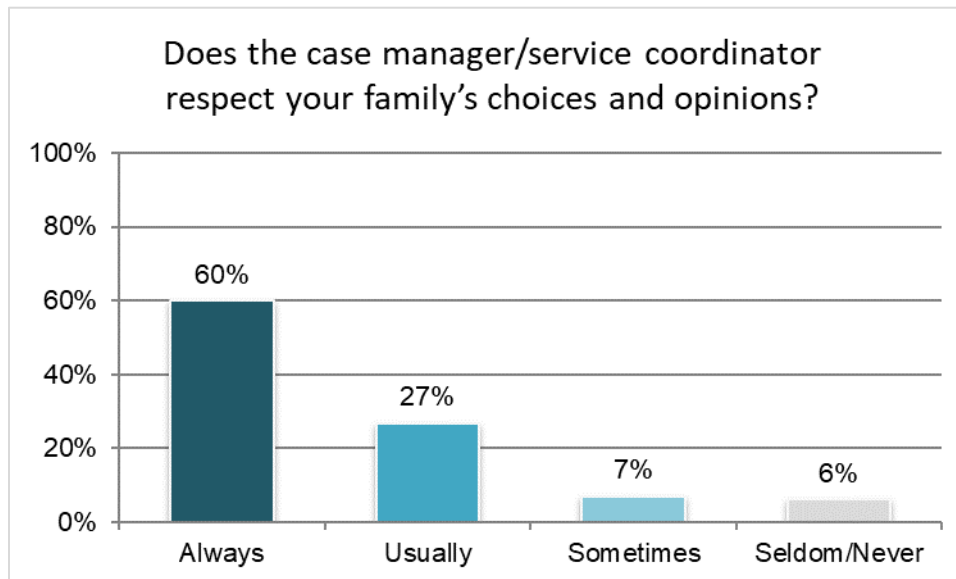


Table Q4. Does the case manager/service coordinator respect your family's choices and opinions?

Regional Center	Always	Usually	Sometimes	Seldom/Never	N
ACRC	59%	25%	7%	9%	158
CVRC	54%	26%	9%	11%	142
ELARC	52%	35%	8%	5%	149
FDLRC	53%	35%	7%	5%	109
FNRC	63%	22%	6%	9%	170
GGRC	64%	24%	6%	5%	213
HRC	60%	28%	5%	7%	177
IRC	51%	35%	9%	5%	187
KRC	43%	32%	10%	14%	134
NBRC	57%	24%	12%	7%	153
NLACRC	65%	27%	5%	3%	218
RCEB	59%	28%	6%	6%	207
RCOC	63%	27%	7%	3%	207
RCRC	68%	16%	5%	11%	63
SARC	71%	21%	5%	3%	221
SCLARC	44%	37%	9%	9%	43
SDRC	62%	26%	7%	5%	261
SG/PRC	59%	27%	5%	8%	180
TCRC	64%	27%	6%	3%	175
VMRC	62%	23%	9%	6%	145
WRC	64%	24%	6%	6%	154
CA Average	60%	27%	7%	6%	3,466
NCI Average	62%	27%	7%	4%	8,149

Respondent Needs Help With Future Planning Needs

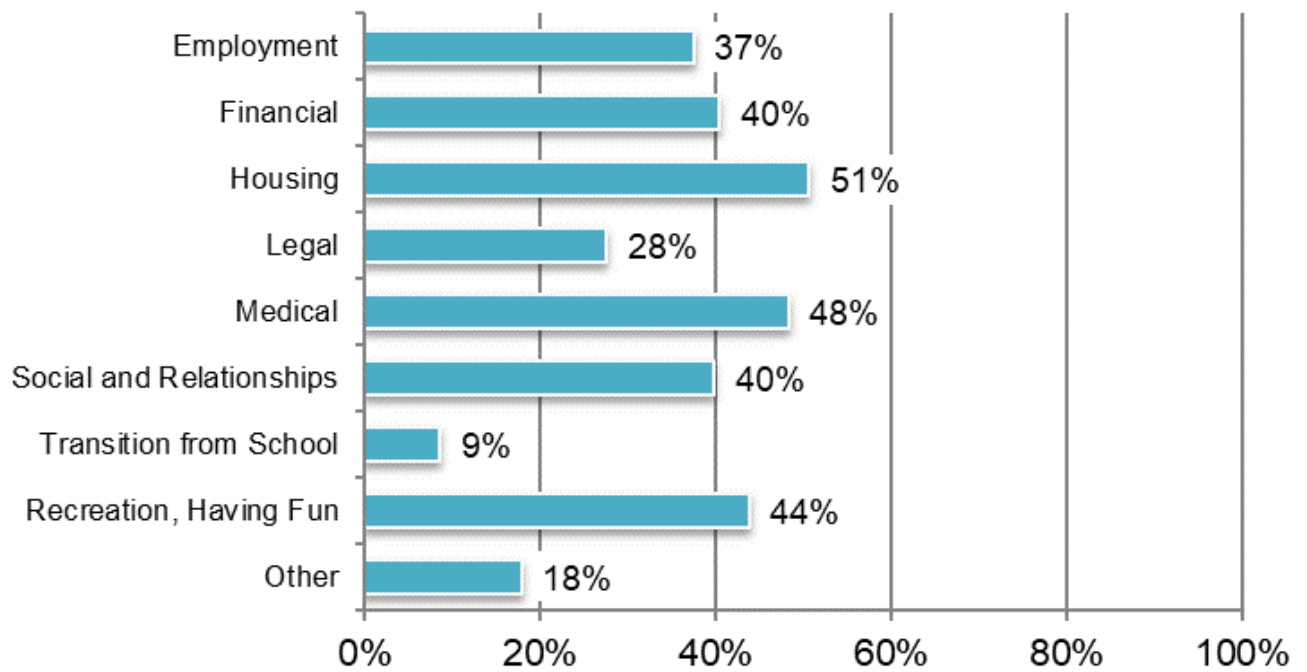


Table Q5. Do you need help planning for your family member's future with respect to any of the following?

Regional Center	Employment	Financial	Housing	Legal	N
ACRC	38%	41%	57%	26%	88
CVRC	41%	44%	51%	34%	73
ELARC	26%	38%	41%	29%	80
FDLRC	29%	39%	51%	23%	77
FNRC	40%	43%	51%	32%	92
GGRC	36%	42%	50%	16%	121
HRC	34%	40%	51%	32%	115
IRC	34%	35%	49%	30%	98
KRC	38%	41%	38%	28%	76
NBRC	42%	45%	46%	29%	96
NLACRC	47%	35%	40%	28%	130
RCEB	44%	43%	68%	31%	121
RCOC	40%	42%	53%	31%	129
RCRC	30%	41%	50%	34%	44
SARC	36%	50%	60%	31%	120
SCLARC	29%	29%	43%	14%	21
SDRC	36%	40%	47%	27%	144
SG/PRC	32%	38%	50%	24%	103
TCRC	41%	44%	58%	25%	100
VMRC	35%	27%	46%	22%	81
WRC	43%	41%	49%	28%	97
CA Average	37%	40%	51%	28%	2,006
NCI Average	32%	38%	47%	30%	4,306

Table Q5B Do you need help planning for your family member's future with respect to any of the following?
(continued)

Regional Center	Medical	Social or Relationships	Transition from School	Recreation or Having Fun	Other	N
ACRC	38%	45%	11%	41%	22%	88
CVRC	51%	36%	7%	42%	19%	73
ELARC	48%	28%	9%	36%	13%	80
FDLRC	53%	32%	14%	52%	14%	77
FNRC	58%	37%	11%	40%	21%	92
GGRC	49%	42%	5%	42%	16%	121
HRC	49%	32%	10%	51%	12%	115
IRC	53%	37%	8%	38%	20%	98
KRC	42%	42%	3%	30%	17%	76
NBRC	50%	48%	6%	50%	21%	96
NLACRC	39%	34%	5%	36%	18%	130
RCEB	46%	52%	10%	55%	20%	121
RCOC	49%	40%	10%	50%	19%	129
RCRC	48%	45%	2%	55%	32%	44
SARC	55%	50%	10%	49%	8%	120
SCLARC	33%	19%	10%	33%	33%	21
SDRC	51%	44%	10%	39%	18%	144
SG/PRC	54%	35%	12%	39%	21%	103
TCRC	47%	35%	6%	52%	15%	100
VMRC	38%	32%	9%	31%	26%	81
WRC	49%	48%	7%	47%	13%	97
CA Average	48%	40%	9%	44%	18%	2,006
NCI Average	49%	38%	8%	42%	20%	4,306

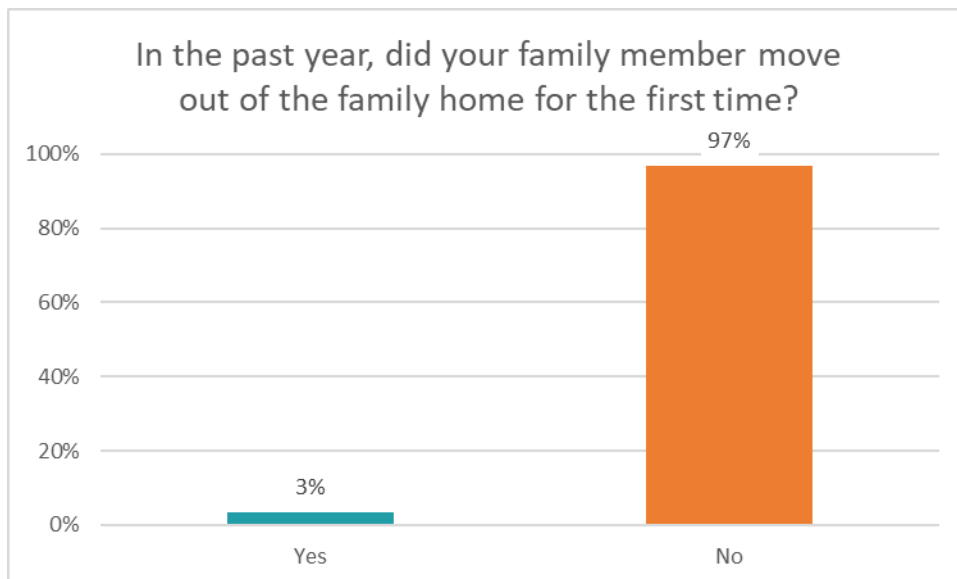


Table Q6. In the past year, did your family member move out of the family home for the first time?

Regional Center	Yes	No	N
ACRC	2%	98%	176
CVRC	5%	95%	168
ELARC	3%	97%	164
FDLRC	1%	99%	117
FNRC	3%	97%	199
GGRC	2%	98%	238
HRC	4%	96%	198
IRC	3%	97%	222
KRC	1%	99%	148
NBRC	3%	97%	172
NLACRC	4%	96%	228
RCEB	4%	96%	221
RCOC	3%	97%	227
RCRC	4%	96%	75
SARC	2%	98%	245
SCLARC	6%	94%	48
SDRC	3%	97%	275
SG/PRC	5%	95%	185
TCRC	4%	96%	197
VMRC	3%	97%	167
WRC	6%	94%	150
CA Average	3%	97%	3,820
NCI Average	3%	97%	8,699

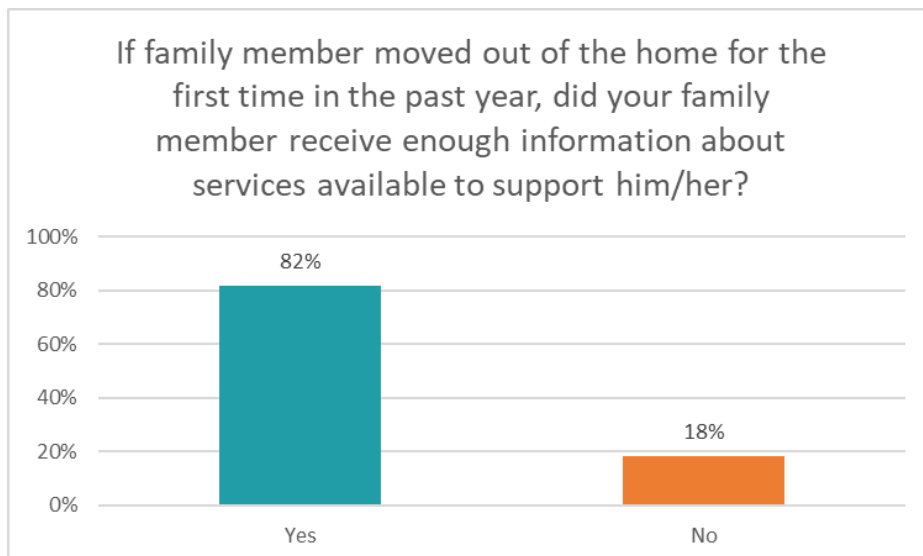


Table Q7. If family member moved out of the home for the first time in the past year, did your family member receive enough information about services available to support him/her?

Regional Center	Yes	No	N
ACRC	n/a	n/a	n/a
CVRC	n/a	n/a	n/a
ELARC	n/a	n/a	n/a
FDLRC	n/a	n/a	n/a
FNRC	n/a	n/a	n/a
GGRC	n/a	n/a	n/a
HRC	n/a	n/a	n/a
IRC	n/a	n/a	n/a
KRC	n/a	n/a	n/a
NBRC	n/a	n/a	n/a
NLACRC	n/a	n/a	n/a
RCEB	n/a	n/a	n/a
RCOC	n/a	n/a	n/a
RCRC	n/a	n/a	n/a
SARC	n/a	n/a	n/a
SCLARC	n/a	n/a	n/a
SDRC	n/a	n/a	n/a
SG/PRC	n/a	n/a	n/a
TCRC	n/a	n/a	n/a
VMRC	n/a	n/a	n/a
WRC	n/a	n/a	n/a
CA Average	82%	18%	82
NCI Average	85%	15%	227

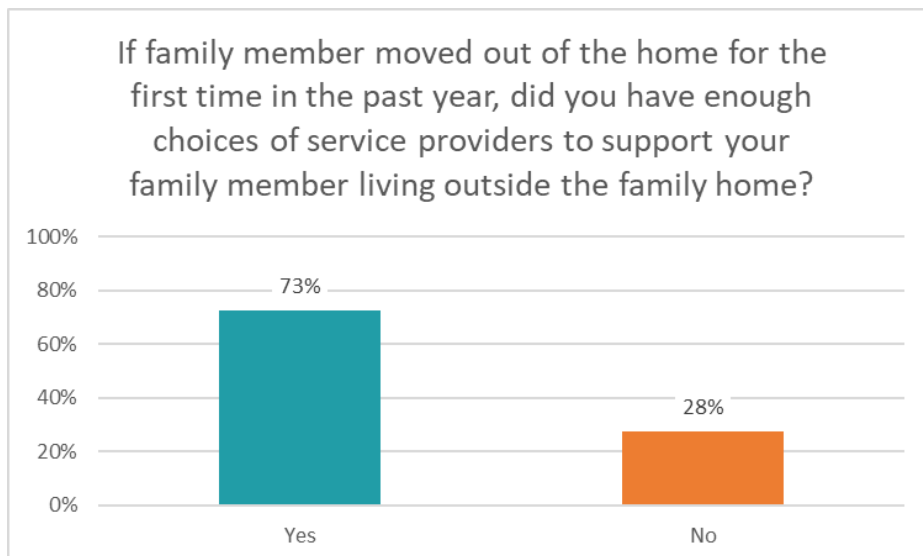


Table Q8. If family member moved out of the home for the first time in the past year, did you have enough choices of service providers to support your family member living outside the family home?

Regional Center	Yes	No	N
ACRC	n/a	n/a	n/a
CVRC	n/a	n/a	n/a
ELARC	n/a	n/a	n/a
FDLRC	n/a	n/a	n/a
FNRC	n/a	n/a	n/a
GGRC	n/a	n/a	n/a
HRC	n/a	n/a	n/a
IRC	n/a	n/a	n/a
KRC	n/a	n/a	n/a
NBRC	n/a	n/a	n/a
NLACRC	n/a	n/a	n/a
RCEB	n/a	n/a	n/a
RCOC	n/a	n/a	n/a
RCRC	n/a	n/a	n/a
SARC	n/a	n/a	n/a
SCLARC	n/a	n/a	n/a
SDRC	n/a	n/a	n/a
SG/PRC	n/a	n/a	n/a
TCRC	n/a	n/a	n/a
VMRC	n/a	n/a	n/a
WRC	n/a	n/a	n/a
CA Average	73%	28%	80
NCI Average	76%	24%	214

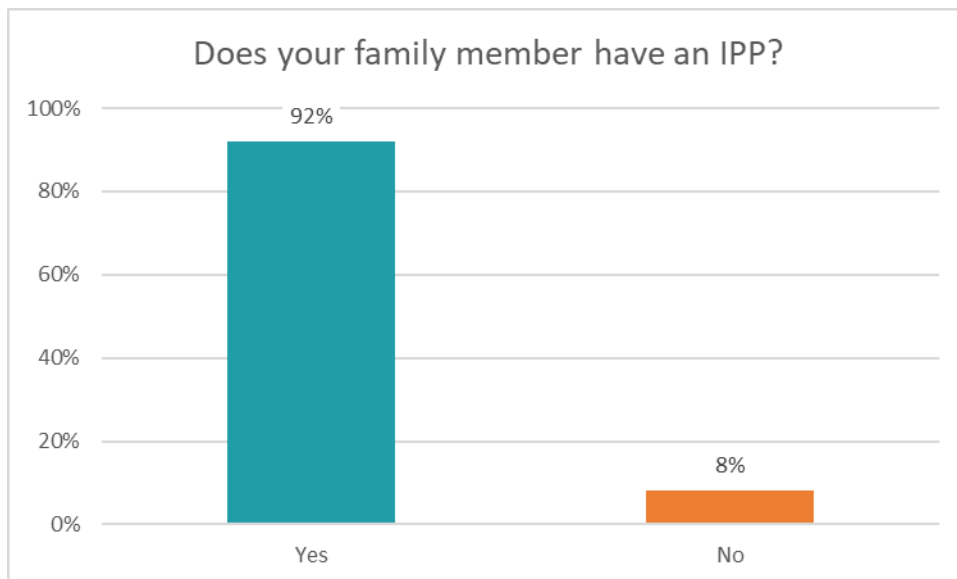


Table Q9. Does your family member have an Individual Program Plan (IPP)?

Regional Center	Yes	No	N
ACRC	92%	8%	153
CVRC	92%	8%	124
ELARC	93%	7%	126
FDLRC	86%	14%	86
FNRC	94%	6%	157
GGRC	93%	7%	211
HRC	83%	17%	145
IRC	92%	8%	158
KRC	86%	14%	108
NBRC	90%	10%	146
NLACRC	95%	5%	183
RCEB	91%	9%	187
RCOC	89%	11%	194
RCRC	88%	12%	60
SARC	95%	5%	210
SCLARC	86%	14%	28
SDRC	96%	4%	234
SG/PRC	91%	9%	132
TCRC	96%	4%	171
VMRC	94%	6%	128
WRC	91%	9%	116
CA Average	92%	8%	3,057
NCI Average	92%	9%	7,111

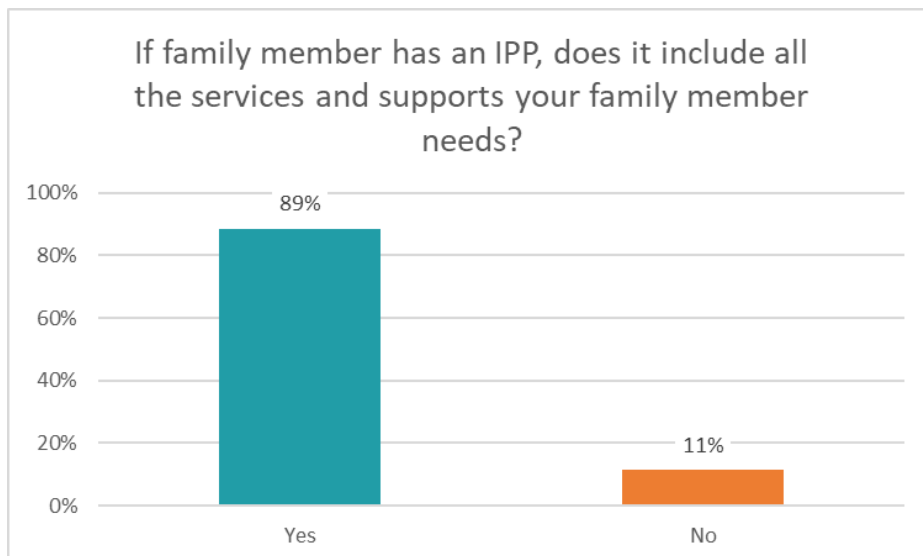


Table Q10. If family member has an IPP, does the IPP include all the services and supports your family member needs?

Regional Center	Yes	No	N
ACRC	89%	11%	124
CVRC	89%	11%	90
ELARC	94%	6%	94
FDLRC	89%	11%	61
FNRC	83%	17%	125
GGRC	83%	17%	174
HRC	88%	12%	102
IRC	91%	9%	129
KRC	84%	16%	79
NBRC	90%	10%	100
NLACRC	93%	7%	151
RCEB	86%	14%	141
RCOC	88%	12%	136
RCRC	78%	22%	46
SARC	90%	10%	176
SCLARC	n/a	n/a	n/a
SDRC	91%	9%	191
SG/PRC	87%	13%	105
TCRC	93%	7%	144
VMRC	88%	13%	104
WRC	91%	9%	88
CA Average	89%	11%	2,377
NCI Average	91%	9%	5,716

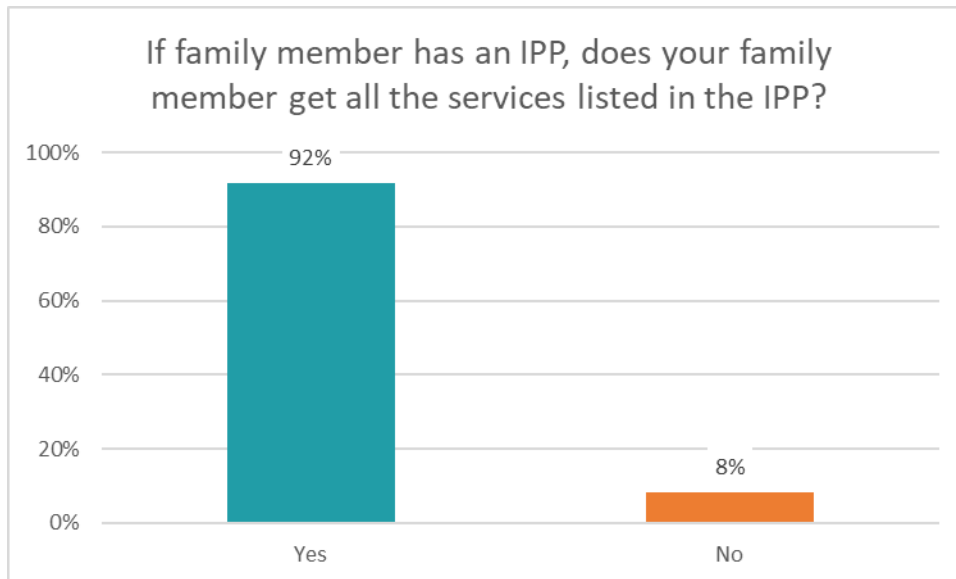


Table Q11. If family member has an IPP, does your family member get all of the services listed in the IPP?

Regional Center	Yes	No	N
ACRC	94%	6%	114
CVRC	90%	10%	80
ELARC	87%	13%	86
FDLRC	96%	4%	55
FNRC	85%	15%	119
GGRC	90%	10%	163
HRC	90%	10%	94
IRC	93%	7%	113
KRC	92%	8%	73
NBRC	84%	16%	96
NLACRC	92%	8%	144
RCEB	93%	7%	136
RCOC	98%	2%	131
RCRC	88%	12%	41
SARC	93%	7%	168
SCLARC	100%	0%	16
SDRC	93%	7%	181
SG/PRC	93%	7%	97
TCRC	93%	7%	130
VMRC	94%	6%	98
WRC	90%	10%	83
CA Average	92%	8%	2,218
NCI Average	91%	9%	5,333

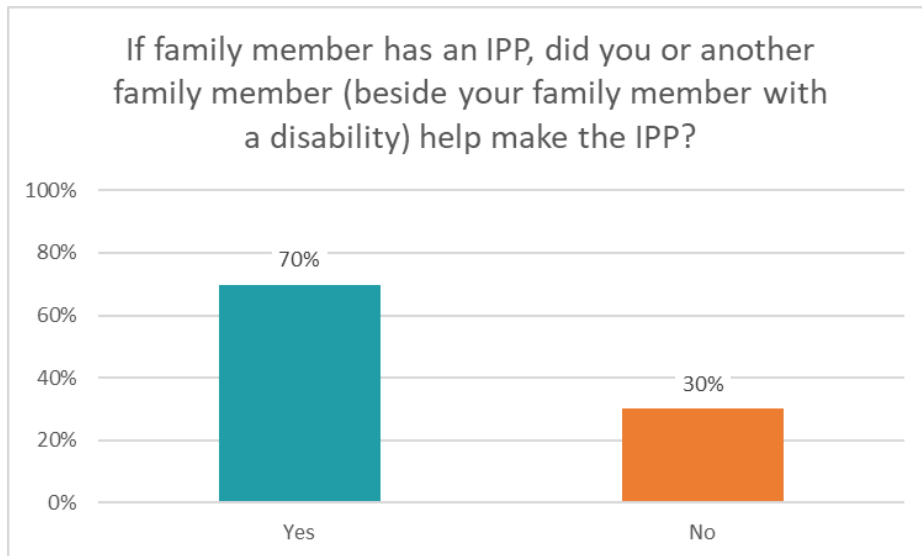


Table Q12. If family member has an IPP, did you or another family member (beside your family member with a disability) help make the IPP?

Regional Center	Yes	No	N
ACRC	76%	24%	132
CVRC	63%	37%	100
ELARC	72%	28%	100
FDLRC	72%	28%	68
FNRC	60%	40%	131
GGRC	78%	22%	183
HRC	65%	35%	106
IRC	65%	35%	135
KRC	62%	38%	82
NBRC	68%	32%	119
NLACRC	68%	32%	158
RCEB	67%	33%	153
RCOC	73%	27%	155
RCRC	75%	25%	48
SARC	74%	26%	185
SCLARC	n/a	n/a	n/a
SDRC	67%	33%	213
SG/PRC	61%	39%	109
TCRC	75%	25%	151
VMRC	71%	29%	112
WRC	80%	20%	98
CA Average	70%	30%	2,554
NCI Average	76%	24%	5,987

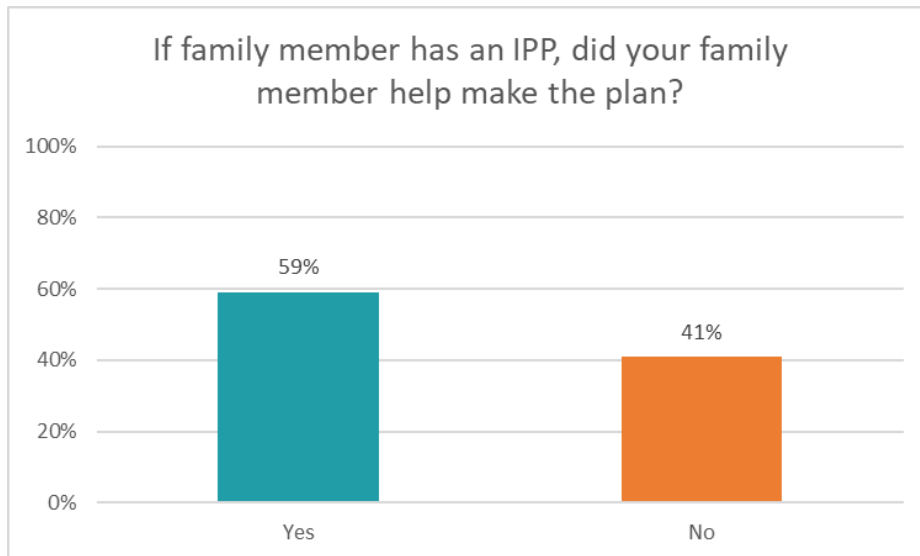


Table Q13. If family member has an IPP, did your family member help make the IPP?

Regional Center	Yes	No	N
ACRC	73%	27%	128
CVRC	54%	46%	93
ELARC	52%	48%	95
FDLRC	52%	48%	63
FNRC	61%	39%	129
GGRC	62%	38%	176
HRC	55%	45%	98
IRC	51%	49%	124
KRC	68%	32%	78
NBRC	62%	38%	112
NLACRC	57%	43%	151
RCEB	61%	39%	148
RCOC	59%	41%	154
RCRC	79%	21%	48
SARC	56%	44%	179
SCLARC	n/a	n/a	n/a
SDRC	63%	37%	201
SG/PRC	34%	66%	104
TCRC	68%	32%	144
VMRC	59%	41%	102
WRC	62%	38%	86
CA Average	59%	41%	2,429
NCI Average	58%	42%	5,773

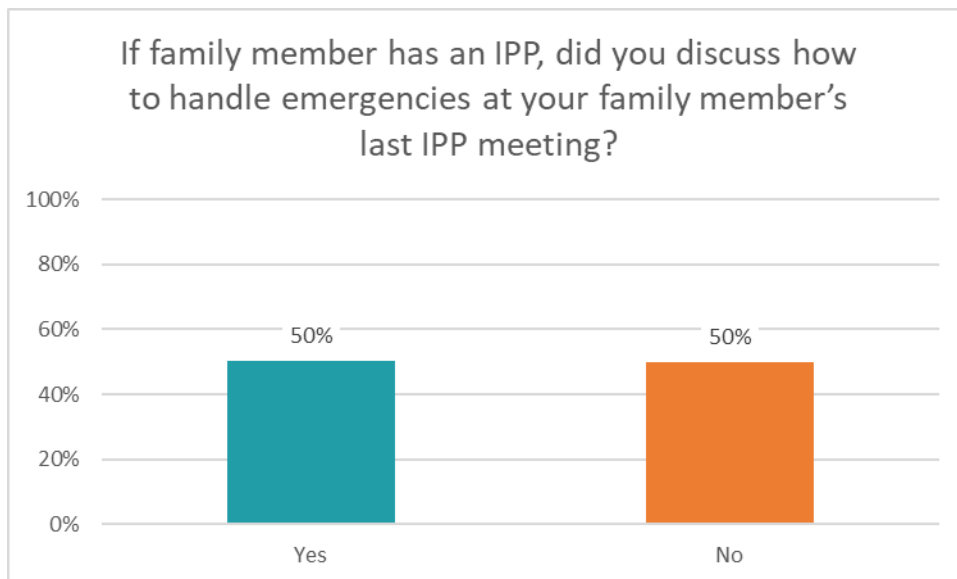


Table Q14. Did you discuss how to handle emergencies (such as a medical emergency or a natural disaster) at your family member's last IPP meeting?

Regional Center	Yes	No	N
ACRC	53%	47%	111
CVRC	46%	54%	78
ELARC	55%	45%	88
FDLRC	61%	39%	66
FNRC	66%	34%	116
GGRC	49%	51%	174
HRC	51%	49%	93
IRC	51%	49%	121
KRC	35%	65%	71
NBRC	50%	50%	100
NLACRC	52%	48%	136
RCEB	43%	57%	131
RCOC	57%	43%	139
RCRC	49%	51%	39
SARC	50%	50%	164
SCLARC	n/a	n/a	n/a
SDRC	49%	51%	179
SG/PRC	49%	51%	92
TCRC	45%	55%	133
VMRC	43%	57%	92
WRC	45%	55%	82
CA Average	50%	50%	2,222
NCI Average	62%	38%	5,433

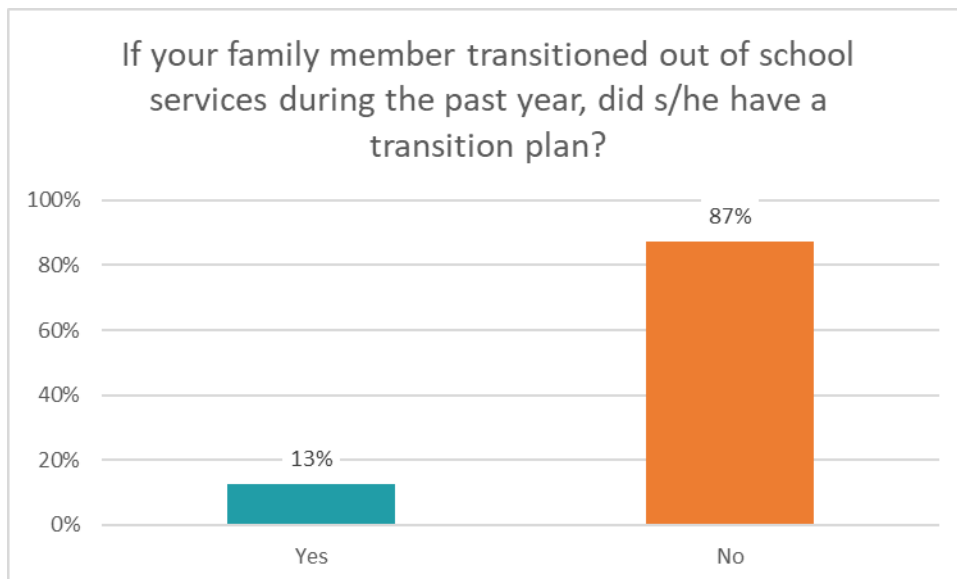


Table Q15. If your family member transitioned out of school services during the past year, did s/he have a transition plan?

Regional Center	Yes	No	N
ACRC	5%	95%	42
CVRC	12%	88%	42
ELARC	15%	85%	47
FDLRC	15%	85%	33
FNRC	16%	84%	56
GGRC	10%	90%	59
HRC	20%	80%	69
IRC	10%	90%	60
KRC	22%	78%	50
NBRC	4%	96%	47
NLACRC	11%	89%	62
RCEB	4%	96%	54
RCOC	15%	85%	59
RCRC	15%	85%	13
SARC	18%	82%	62
SCLARC	n/a	n/a	n/a
SDRC	14%	86%	78
SG/PRC	9%	91%	54
TCRC	2%	98%	41
VMRC	16%	84%	37
WRC	16%	84%	32
CA Average	13%	87%	1,010
NCI Average	14%	86%	1,196

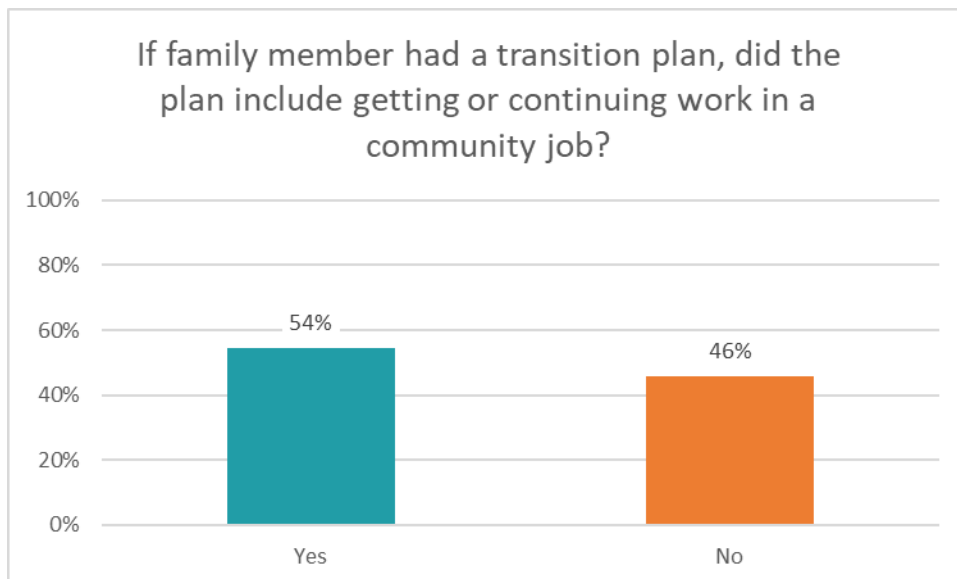


Table Q16. If your family member transitioned out of school services during past year and had a transition plan, did the transition plan include getting or continuing work in a community job?

Regional Center	Yes	No	N
ACRC	n/a	n/a	n/a
CVRC	n/a	n/a	n/a
ELARC	n/a	n/a	n/a
FDLRC	n/a	n/a	n/a
FNRC	n/a	n/a	n/a
GGRC	n/a	n/a	n/a
HRC	n/a	n/a	n/a
IRC	n/a	n/a	n/a
KRC	n/a	n/a	n/a
NBRC	n/a	n/a	n/a
NLACRC	n/a	n/a	n/a
RCEB	n/a	n/a	n/a
RCOC	n/a	n/a	n/a
RCRC	n/a	n/a	n/a
SARC	n/a	n/a	n/a
SCLARC	n/a	n/a	n/a
SDRC	n/a	n/a	n/a
SG/PRC	n/a	n/a	n/a
TCRC	n/a	n/a	n/a
VMRC	n/a	n/a	n/a
WRC	n/a	n/a	n/a
CA Average	54%	46%	103
NCI Average	48%	52%	136

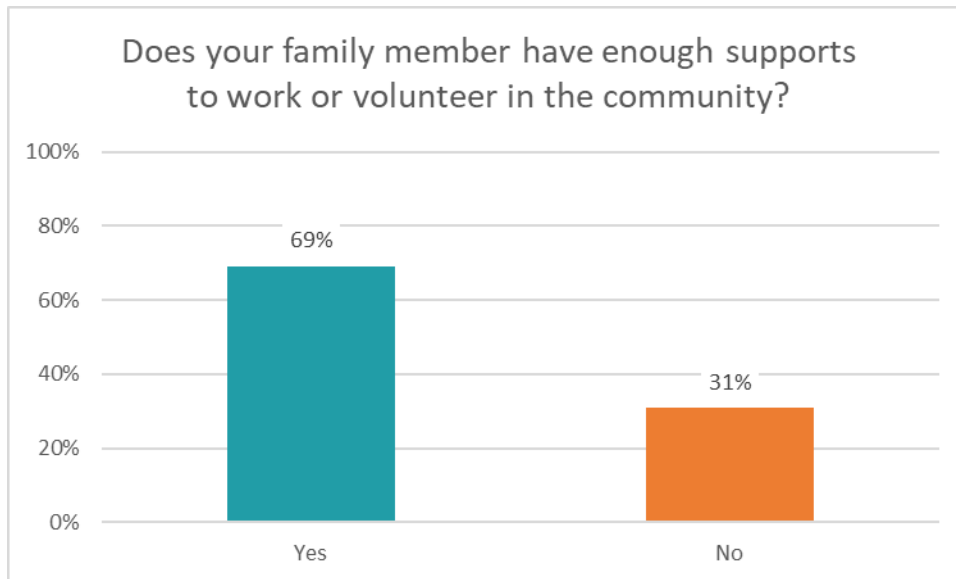


Table Q17. Does your family member have enough supports (for example, support workers, community resources) to work or volunteer in the community?

Regional Center	Yes	No	N
ACRC	73%	27%	97
CVRC	73%	27%	77
ELARC	71%	29%	94
FDLRC	66%	34%	73
FNRC	61%	39%	116
GGRC	74%	26%	140
HRC	66%	34%	107
IRC	69%	31%	110
KRC	63%	37%	89
NBRC	72%	28%	89
NLACRC	61%	39%	140
RCEB	51%	49%	124
RCOC	74%	26%	129
RCRC	68%	32%	38
SARC	73%	27%	143
SCLARC	67%	33%	21
SDRC	80%	20%	181
SG/PRC	60%	40%	97
TCRC	76%	24%	123
VMRC	75%	25%	79
WRC	72%	28%	95
CA Average	69%	31%	2,162
NCI Average	67%	33%	4,997

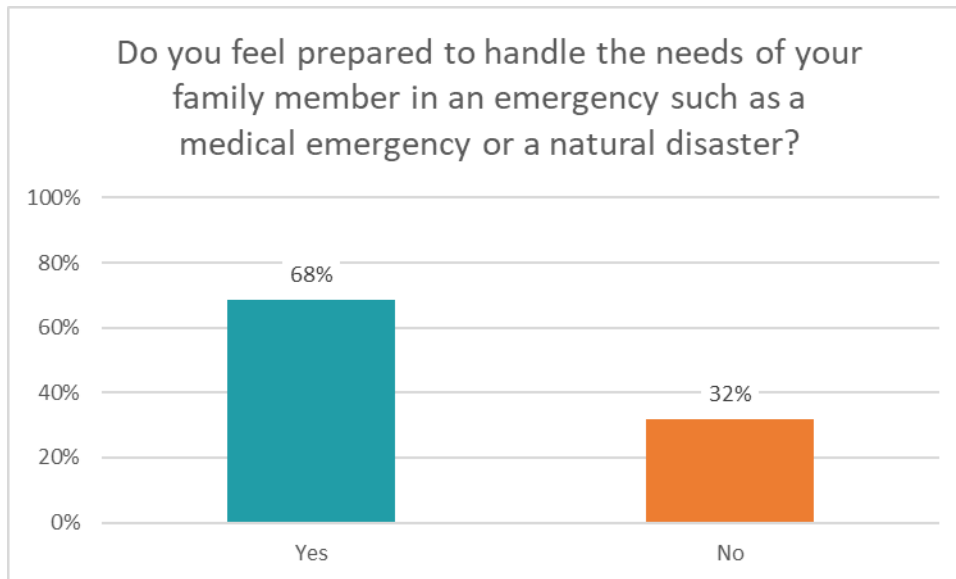


Table Q18. Do you feel prepared to handle the needs of your family member in an emergency such as a medical emergency or a natural disaster?

Regional Center	Yes	No	N
ACRC	73%	27%	139
CVRC	70%	30%	122
ELARC	60%	40%	113
FDLRC	62%	38%	87
FNRC	80%	20%	158
GGRC	73%	27%	170
HRC	68%	32%	155
IRC	63%	37%	166
KRC	70%	30%	121
NBRC	65%	35%	124
NLACRC	70%	30%	184
RCEB	65%	35%	161
RCOC	71%	29%	169
RCRC	69%	31%	61
SARC	68%	32%	183
SCLARC	78%	22%	32
SDRC	72%	28%	218
SG/PRC	55%	45%	148
TCRC	72%	28%	148
VMRC	67%	33%	134
WRC	65%	35%	116
CA Average	68%	32%	2,909
NCI Average	70%	30%	6,924

Access and Delivery of Services and Supports

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

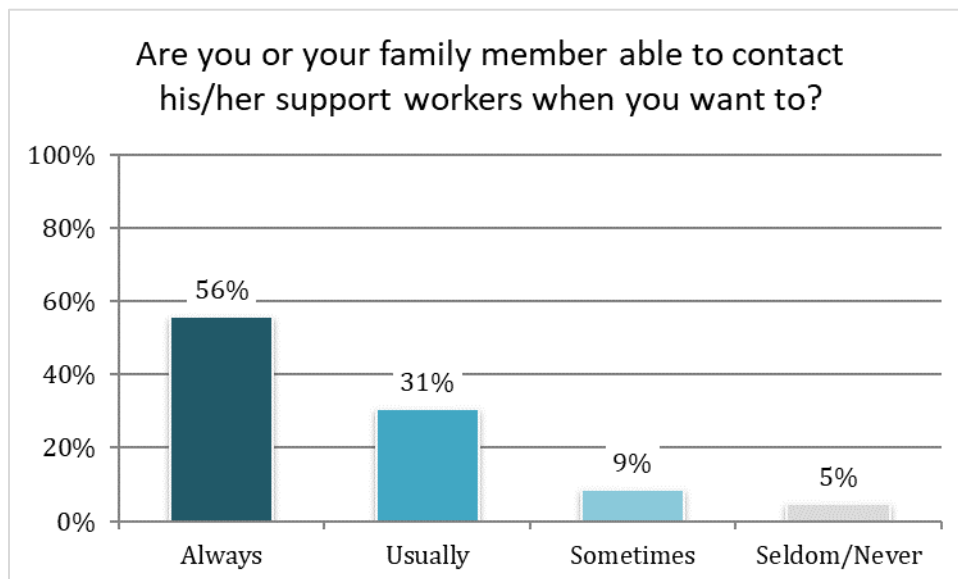


Table Q19. Are you or your family member able to contact his/her support workers when you want to?

Regional Center	Always	Usually	Sometimes	Seldom/Never	N
ACRC	60%	30%	6%	3%	155
CVRC	53%	32%	5%	10%	146
ELARC	56%	26%	12%	6%	154
FDLRC	46%	40%	10%	4%	114
FNRC	54%	30%	10%	6%	185
GGRC	53%	34%	8%	5%	212
HRC	54%	33%	10%	3%	183
IRC	53%	33%	10%	5%	195
KRC	51%	30%	10%	9%	134
NBRC	52%	32%	11%	5%	156
NLACRC	58%	31%	6%	5%	215
RCEB	53%	31%	10%	6%	195
RCOC	58%	27%	10%	4%	209
RCRC	53%	23%	14%	11%	66
SARC	63%	26%	8%	4%	225
SCLARC	49%	34%	13%	4%	47
SDRC	65%	27%	6%	3%	252
SG/PRC	59%	23%	12%	6%	181
TCRC	58%	34%	6%	3%	180
VMRC	51%	38%	7%	4%	141
WRC	54%	35%	7%	3%	153
CA Average	56%	31%	9%	5%	3,498
NCI Average	61%	30%	7%	3%	8,256

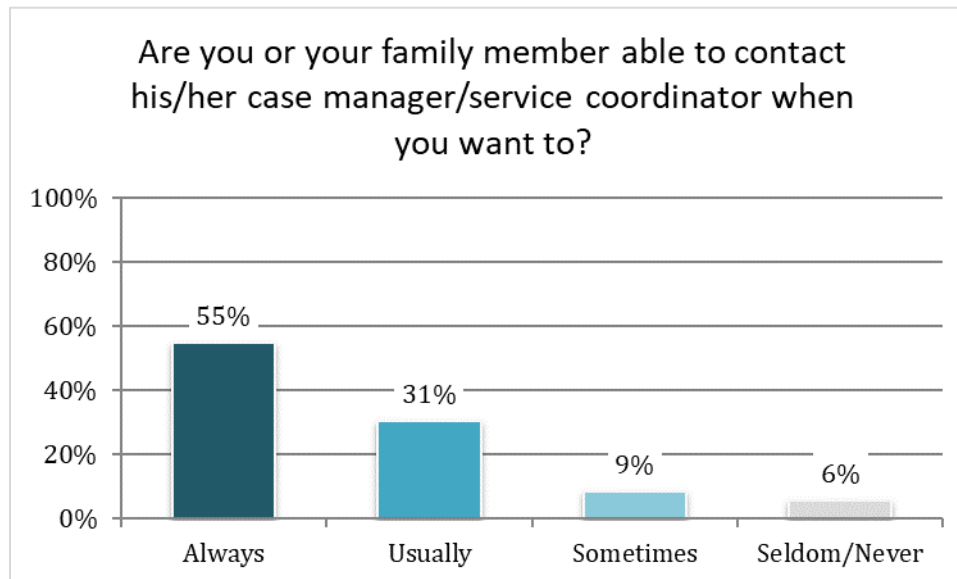
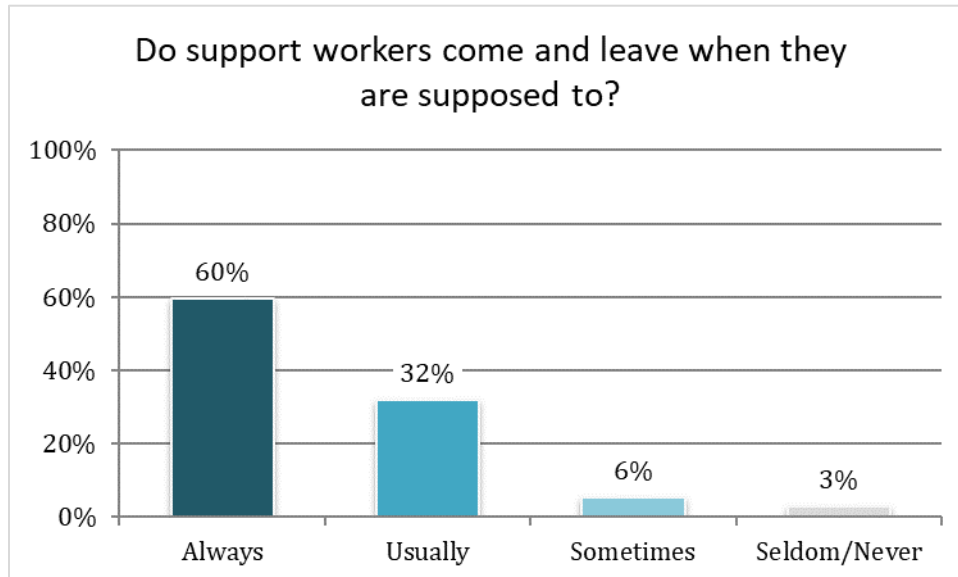
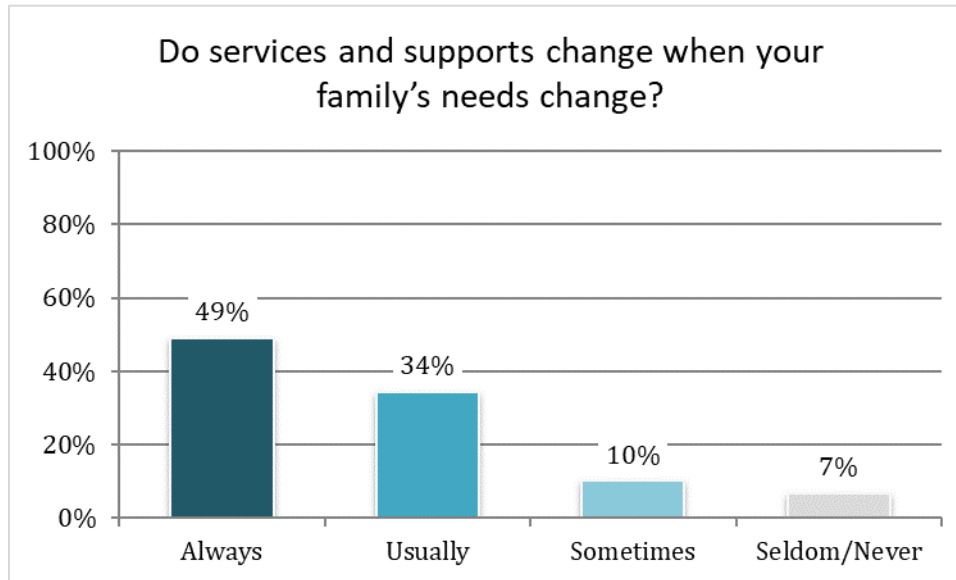


Table Q20. Are you or your family member able to contact his/her case manager/service coordinator when you want to?

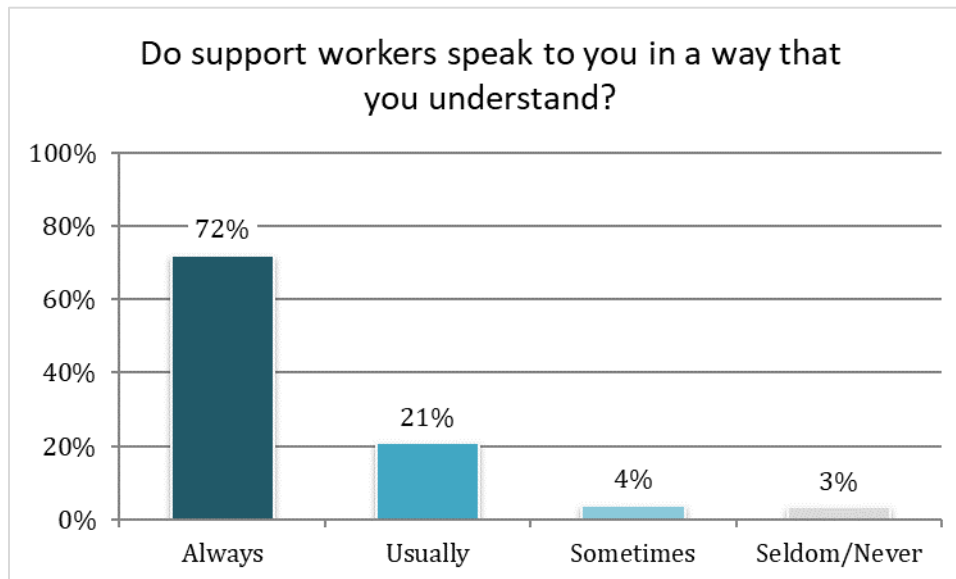
Regional Center	Always	Usually	Sometimes	Seldom/Never	N
ACRC	55%	31%	7%	7%	163
CVRC	52%	35%	3%	9%	147
ELARC	57%	24%	12%	7%	143
FDLRC	42%	38%	13%	7%	111
FNRC	51%	29%	15%	5%	185
GGRC	64%	26%	7%	3%	225
HRC	56%	32%	8%	4%	179
IRC	52%	34%	9%	5%	199
KRC	38%	38%	14%	10%	139
NBRC	54%	28%	13%	5%	156
NLACRC	56%	32%	7%	6%	224
RCEB	55%	30%	9%	7%	209
RCOC	59%	28%	9%	5%	215
RCRC	50%	26%	15%	9%	68
SARC	60%	28%	8%	5%	237
SCLARC	56%	26%	8%	10%	50
SDRC	60%	30%	5%	4%	262
SG/PRC	54%	30%	10%	7%	188
TCRC	56%	33%	5%	5%	187
VMRC	55%	32%	8%	5%	151
WRC	54%	34%	8%	4%	157
CA Average	55%	31%	9%	6%	3,595
NCI Average	60%	29%	7%	4%	8,359

**Table Q21. Do support workers come and leave when they are supposed to?**

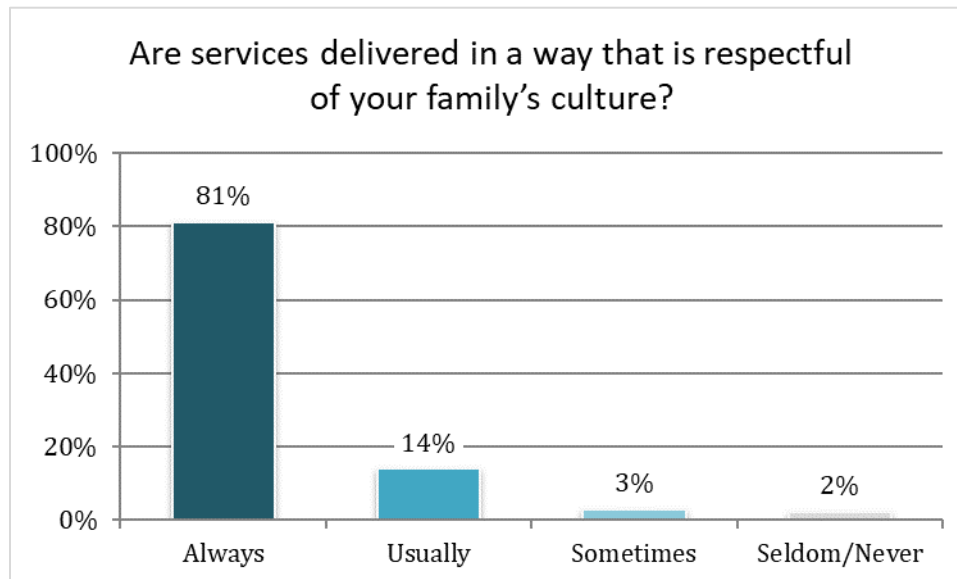
Regional Center	Always	Usually	Sometimes	Seldom/Never	N
ACRC	58%	30%	9%	3%	115
CVRC	59%	34%	4%	2%	91
ELARC	67%	22%	8%	3%	99
FDLRC	56%	40%	2%	2%	81
FNRC	65%	29%	3%	3%	119
GGRC	60%	32%	5%	3%	152
HRC	62%	32%	6%	0%	117
IRC	54%	37%	6%	3%	115
KRC	59%	26%	8%	8%	90
NBRC	48%	36%	11%	6%	107
NLACRC	64%	29%	6%	1%	156
RCEB	56%	39%	2%	3%	129
RCOC	60%	34%	5%	1%	148
RCRC	37%	48%	7%	9%	46
SARC	65%	28%	4%	3%	166
SCLARC	56%	28%	10%	5%	39
SDRC	66%	27%	5%	2%	175
SG/PRC	55%	32%	7%	5%	114
TCRC	60%	36%	1%	2%	134
VMRC	61%	31%	7%	1%	97
WRC	60%	33%	5%	2%	108
CA Average	60%	32%	6%	3%	2,398
NCI Average	61%	31%	5%	2%	5,502

**Table Q22. Do services and supports change when your family's needs change?**

Regional Center	Always	Usually	Sometimes	Seldom/Never	N
ACRC	49%	34%	9%	7%	97
CVRC	49%	31%	11%	9%	80
ELARC	56%	25%	11%	8%	95
FDLRC	38%	40%	12%	9%	65
FNRC	46%	31%	16%	7%	118
GGRC	53%	28%	14%	5%	133
HRC	41%	42%	14%	3%	120
IRC	46%	36%	9%	10%	103
KRC	41%	38%	10%	12%	101
NBRC	47%	34%	14%	5%	98
NLACRC	46%	42%	6%	5%	146
RCEB	44%	39%	9%	9%	103
RCOC	52%	35%	9%	3%	119
RCRC	45%	37%	12%	6%	51
SARC	54%	32%	6%	7%	156
SCLARC	59%	24%	7%	10%	29
SDRC	53%	33%	7%	7%	165
SG/PRC	50%	36%	8%	7%	115
TCRC	53%	35%	10%	2%	120
VMRC	52%	28%	12%	8%	83
WRC	54%	34%	8%	4%	95
CA Average	49%	34%	10%	7%	2,192
NCI Average	50%	34%	10%	5%	5,385

**Table Q23. Do support workers speak to you in a way that you understand?**

Regional Center	Always	Usually	Sometimes	Seldom/Never	N
ACRC	71%	21%	4%	4%	139
CVRC	66%	24%	3%	6%	125
ELARC	68%	23%	4%	5%	148
FDLRC	63%	29%	5%	4%	108
FNRC	73%	21%	3%	3%	167
GGRC	75%	19%	5%	1%	201
HRC	75%	18%	2%	4%	169
IRC	66%	24%	6%	3%	177
KRC	59%	28%	7%	7%	120
NBRC	73%	22%	2%	3%	138
NLACRC	78%	14%	4%	3%	209
RCEB	73%	20%	4%	3%	186
RCOC	72%	22%	4%	2%	194
RCRC	68%	28%	2%	2%	57
SARC	81%	15%	2%	3%	220
SCLARC	65%	19%	6%	10%	48
SDRC	76%	18%	3%	3%	238
SG/PRC	71%	20%	5%	4%	163
TCRC	74%	23%	2%	1%	175
VMRC	66%	27%	3%	4%	132
WRC	76%	19%	3%	2%	147
CA Average	72%	21%	4%	3%	3,261
NCI Average	72%	22%	3%	2%	7,776

**Table Q24. Are services delivered in a way that is respectful of your family's culture?**

Regional Center	Always	Usually	Sometimes	Seldom/Never	N
ACRC	73%	21%	3%	2%	146
CVRC	77%	16%	1%	6%	129
ELARC	73%	18%	8%	1%	145
FDLRC	75%	19%	4%	2%	113
FNRC	87%	10%	1%	2%	166
GGRC	80%	15%	3%	2%	217
HRC	83%	14%	2%	1%	179
IRC	76%	19%	3%	3%	182
KRC	73%	18%	7%	2%	126
NBRC	82%	11%	4%	2%	141
NLACRC	84%	12%	3%	1%	205
RCEB	81%	13%	3%	3%	185
RCOC	83%	14%	2%	1%	199
RCRC	84%	12%	3%	0%	58
SARC	90%	7%	2%	1%	223
SCLARC	66%	22%	2%	10%	50
SDRC	86%	11%	1%	2%	249
SG/PRC	80%	11%	5%	4%	168
TCRC	90%	9%	1%	1%	175
VMRC	77%	20%	2%	2%	132
WRC	83%	14%	0%	3%	144
CA Average	81%	14%	3%	2%	3,332
NCI Average	78%	18%	2%	1%	7,876

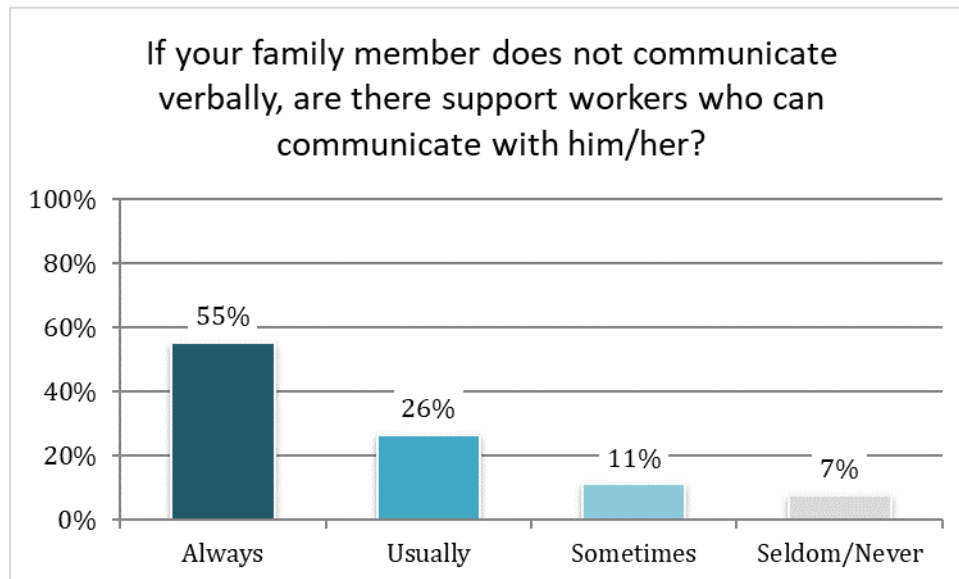


Table Q25. If your family member does not communicate verbally (for example, uses gestures or sign language), are there support workers who can communicate with him/her?

Regional Center	Always	Usually	Sometimes	Seldom/Never	N
ACRC	44%	36%	12%	8%	25
CVRC	57%	23%	17%	3%	30
ELARC	73%	9%	9%	9%	45
FDLRC	55%	35%	0%	10%	20
FNRC	68%	16%	3%	13%	31
GGRC	51%	28%	12%	9%	43
HRC	57%	27%	8%	8%	37
IRC	26%	41%	15%	17%	46
KRC	40%	32%	28%	0%	25
NBRC	55%	36%	9%	0%	22
NLACRC	56%	31%	8%	5%	39
RCEB	42%	39%	11%	8%	36
RCOC	58%	23%	10%	10%	31
RCRC	n/a	n/a	n/a	n/a	n/a
SARC	59%	25%	14%	2%	44
SCLARC	n/a	n/a	n/a	n/a	n/a
SDRC	58%	31%	8%	4%	52
SG/PRC	58%	21%	12%	9%	43
TCRC	73%	10%	10%	7%	30
VMRC	57%	20%	13%	10%	30
WRC	68%	19%	6%	6%	31
CA Average	55%	26%	11%	7%	682
NCI Average	54%	30%	10%	6%	1,852

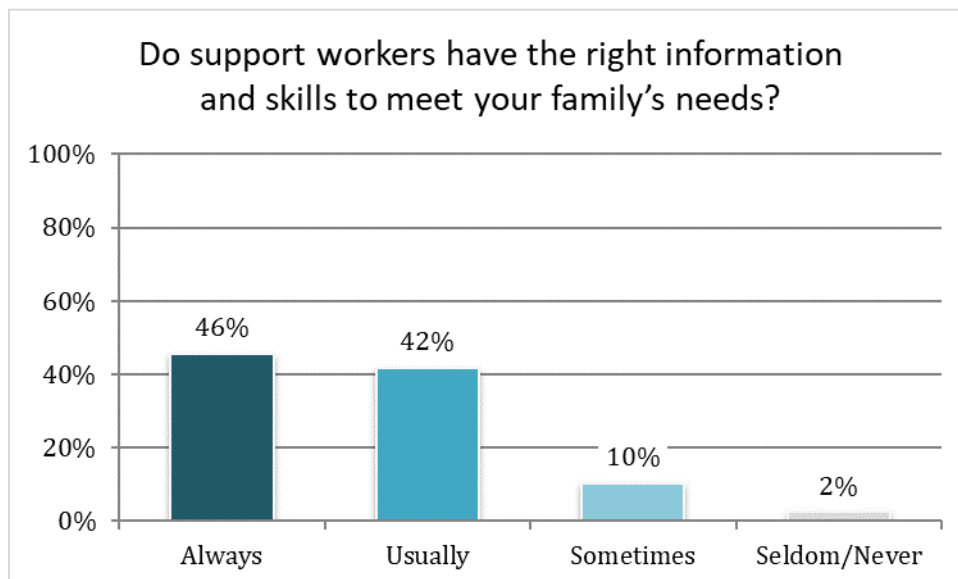


Table Q26. Do support workers have the right information and skills to meet your family's needs?

Regional Center	Always	Usually	Sometimes	Seldom/Never	N
ACRC	45%	38%	13%	5%	132
CVRC	47%	38%	14%	1%	121
ELARC	49%	38%	10%	3%	136
FDLRC	44%	44%	10%	2%	102
FNRC	44%	41%	11%	4%	155
GGRC	46%	42%	10%	2%	191
HRC	45%	45%	9%	2%	164
IRC	48%	42%	7%	4%	166
KRC	41%	39%	16%	4%	114
NBRC	38%	48%	11%	2%	125
NLACRC	47%	42%	9%	3%	197
RCEB	40%	44%	13%	3%	176
RCOC	43%	50%	7%	0%	173
RCRC	29%	57%	12%	2%	51
SARC	46%	40%	12%	3%	207
SCLARC	62%	24%	11%	2%	45
SDRC	50%	42%	8%	0%	224
SG/PRC	49%	38%	8%	4%	154
TCRC	47%	41%	11%	1%	165
VMRC	46%	41%	12%	1%	124
WRC	45%	41%	8%	5%	135
CA Average	46%	42%	10%	2%	3,057
NCI Average	49%	39%	9%	2%	6,960

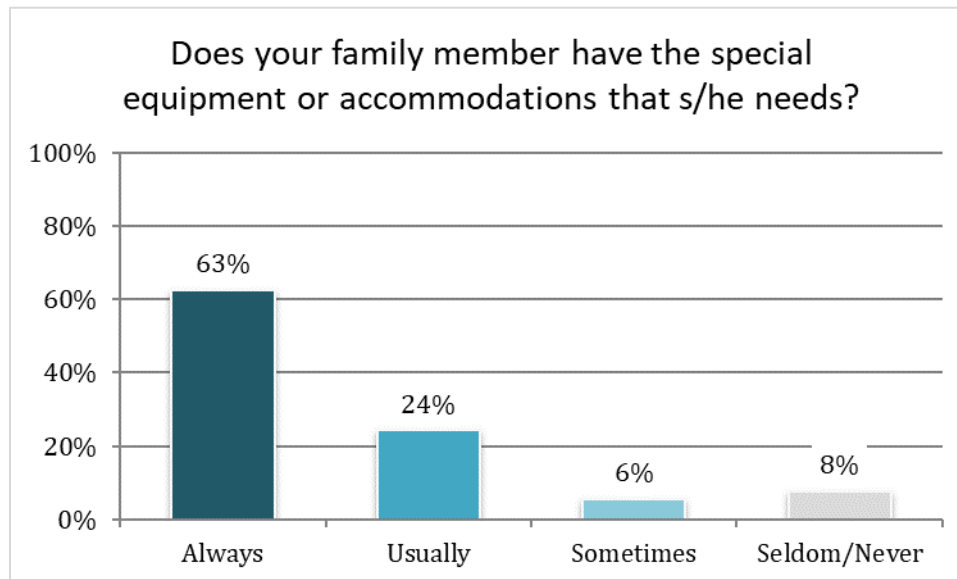


Table Q27. Does your family member have access to the special equipment or accommodations that s/he needs (for example, wheelchair, ramp, communication board)?

Regional Center	Always	Usually	Sometimes	Seldom/Never	N
ACRC	61%	24%	7%	7%	70
CVRC	56%	31%	4%	9%	70
ELARC	64%	22%	3%	10%	90
FDLRC	51%	28%	6%	15%	53
FNRC	58%	25%	5%	11%	96
GGRC	61%	27%	5%	7%	92
HRC	60%	20%	9%	11%	93
IRC	55%	33%	4%	7%	96
KRC	67%	15%	7%	11%	61
NBRC	65%	23%	7%	5%	82
NLACRC	73%	19%	3%	6%	102
RCEB	55%	30%	5%	10%	82
RCOC	55%	25%	10%	10%	92
RCRC	63%	28%	6%	3%	32
SARC	62%	25%	7%	6%	110
SCLARC	77%	7%	10%	7%	30
SDRC	68%	24%	3%	5%	129
SG/PRC	65%	25%	4%	6%	104
TCRC	70%	22%	5%	3%	86
VMRC	60%	26%	8%	6%	72
WRC	71%	20%	3%	7%	76
CA Average	63%	24%	6%	8%	1,718
NCI Average	65%	25%	5%	5%	4,091

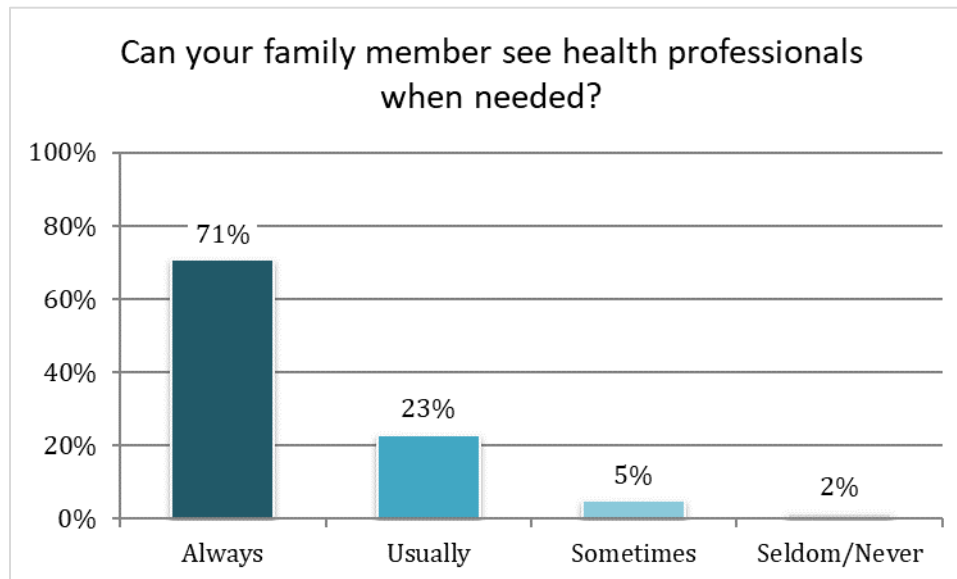


Table Q28. Can your family member see health professionals when needed (for example, doctor, dentist, psychologist)?

Regional Center	Always	Usually	Sometimes	Seldom/Never	N
ACRC	73%	19%	5%	2%	169
CVRC	70%	24%	5%	1%	141
ELARC	67%	27%	5%	1%	153
FDLRC	63%	24%	7%	6%	125
FNRC	68%	21%	8%	3%	190
GGRC	75%	18%	5%	2%	227
HRC	74%	20%	6%	1%	189
IRC	71%	27%	2%	0%	215
KRC	65%	27%	6%	1%	142
NBRC	64%	29%	5%	2%	162
NLACRC	78%	16%	4%	1%	227
RCEB	66%	25%	6%	3%	210
RCOC	69%	25%	6%	0%	218
RCRC	63%	31%	6%	1%	72
SARC	75%	19%	5%	1%	242
SCLARC	64%	34%	2%	0%	50
SDRC	75%	21%	4%	0%	266
SG/PRC	71%	21%	6%	2%	178
TCRC	74%	23%	2%	1%	193
VMRC	63%	31%	5%	2%	160
WRC	74%	19%	5%	2%	155
CA Average	71%	23%	5%	2%	3,684
NCI Average	76%	20%	3%	1%	8,020

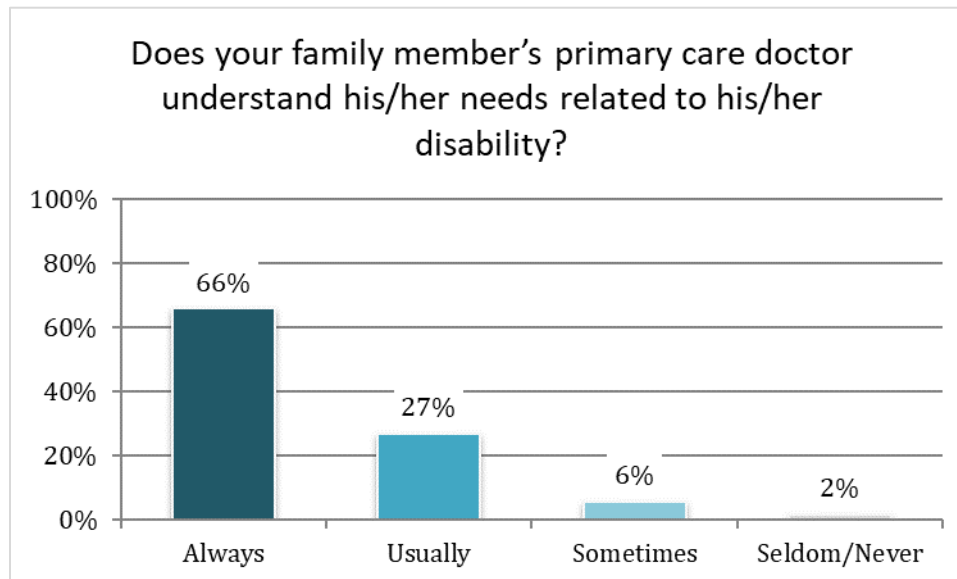
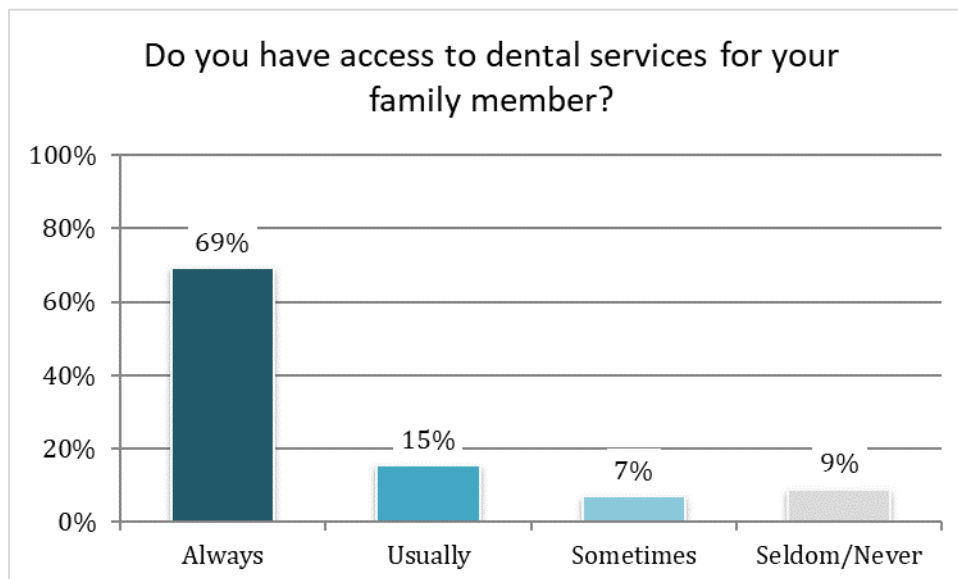


Table Q29. Does your family member's primary care doctor understand his/her needs related to his/her disability?

Regional Center	Always	Usually	Sometimes	Seldom/Never	N
ACRC	64%	29%	5%	3%	146
CVRC	70%	24%	4%	2%	128
ELARC	64%	28%	7%	1%	135
FDLRC	59%	34%	6%	1%	109
FNRC	66%	23%	7%	3%	162
GGRC	71%	23%	5%	0%	201
HRC	70%	25%	4%	1%	168
IRC	64%	32%	3%	1%	186
KRC	56%	31%	9%	3%	117
NBRC	60%	31%	6%	2%	139
NLACRC	66%	26%	7%	2%	200
RCEB	61%	30%	7%	2%	189
RCOC	61%	33%	5%	1%	195
RCRC	57%	27%	13%	3%	63
SARC	70%	21%	7%	2%	223
SCLARC	72%	28%	0%	0%	46
SDRC	71%	25%	3%	1%	247
SG/PRC	72%	20%	4%	3%	157
TCRC	70%	27%	2%	1%	171
VMRC	64%	26%	9%	1%	135
WRC	65%	27%	6%	2%	139
CA Average	66%	27%	6%	2%	3,256
NCI Average	70%	24%	4%	1%	7,266

**Table Q30. Do you have access to dental services for your family member?**

Regional Center	Always	Usually	Sometimes	Seldom/Never	N
ACRC	68%	16%	7%	10%	152
CVRC	58%	18%	7%	18%	131
ELARC	60%	20%	11%	8%	134
FDLRC	59%	22%	7%	11%	108
FNRC	59%	17%	12%	12%	172
GGRC	76%	12%	6%	6%	216
HRC	72%	15%	6%	8%	176
IRC	66%	18%	8%	8%	194
KRC	71%	13%	6%	9%	128
NBRC	65%	16%	8%	11%	140
NLACRC	75%	15%	4%	7%	213
RCEB	69%	14%	6%	11%	194
RCOC	72%	12%	10%	6%	207
RCRC	66%	14%	6%	14%	65
SARC	74%	15%	4%	7%	226
SCLARC	66%	26%	0%	8%	38
SDRC	76%	12%	6%	7%	248
SG/PRC	64%	16%	11%	8%	154
TCRC	74%	15%	5%	7%	172
VMRC	63%	18%	10%	9%	133
WRC	78%	12%	5%	5%	135
CA Average	69%	15%	7%	9%	3,336
NCI Average	74%	14%	5%	7%	7,364

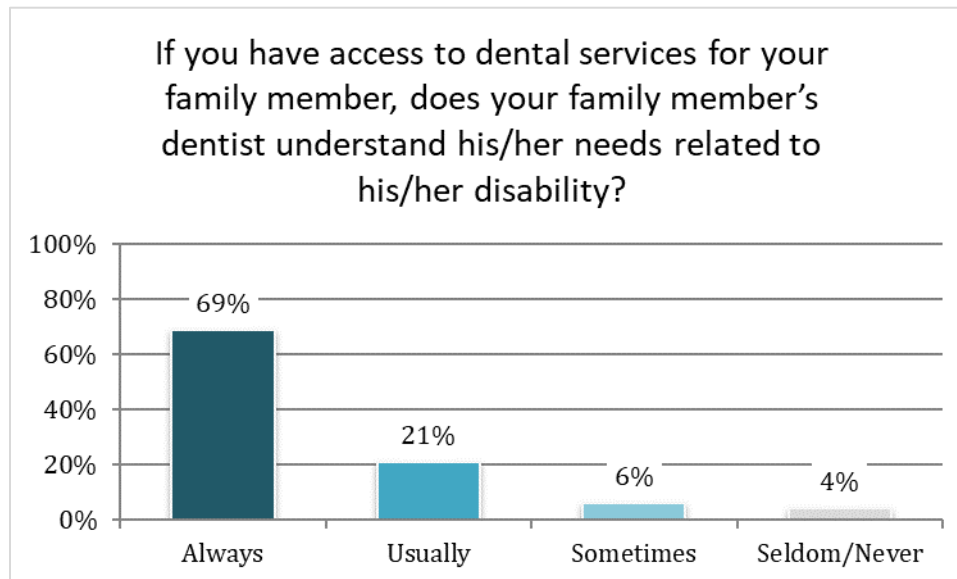


Table Q31. If you have access to dental services for your family member, does your family member's dentist understand his/her needs related to his/her disability?

Regional Center	Always	Usually	Sometimes	Seldom/Never	N
ACRC	70%	20%	7%	3%	117
CVRC	55%	27%	8%	10%	98
ELARC	65%	20%	7%	8%	104
FDLRC	58%	26%	11%	6%	90
FNRC	64%	22%	8%	6%	134
GGRC	74%	18%	4%	3%	188
HRC	66%	22%	8%	5%	153
IRC	66%	28%	4%	2%	164
KRC	66%	20%	9%	5%	100
NBRC	72%	14%	8%	5%	119
NLACRC	74%	21%	3%	2%	185
RCEB	65%	21%	8%	5%	156
RCOC	67%	21%	6%	6%	189
RCRC	52%	37%	8%	4%	52
SARC	77%	16%	6%	2%	197
SCLARC	66%	29%	0%	6%	35
SDRC	75%	19%	4%	2%	223
SG/PRC	66%	22%	7%	5%	138
TCRC	74%	16%	7%	3%	148
VMRC	69%	23%	3%	5%	108
WRC	73%	21%	3%	3%	121
CA Average	69%	21%	6%	4%	2,819
NCI Average	73%	19%	5%	3%	6,405

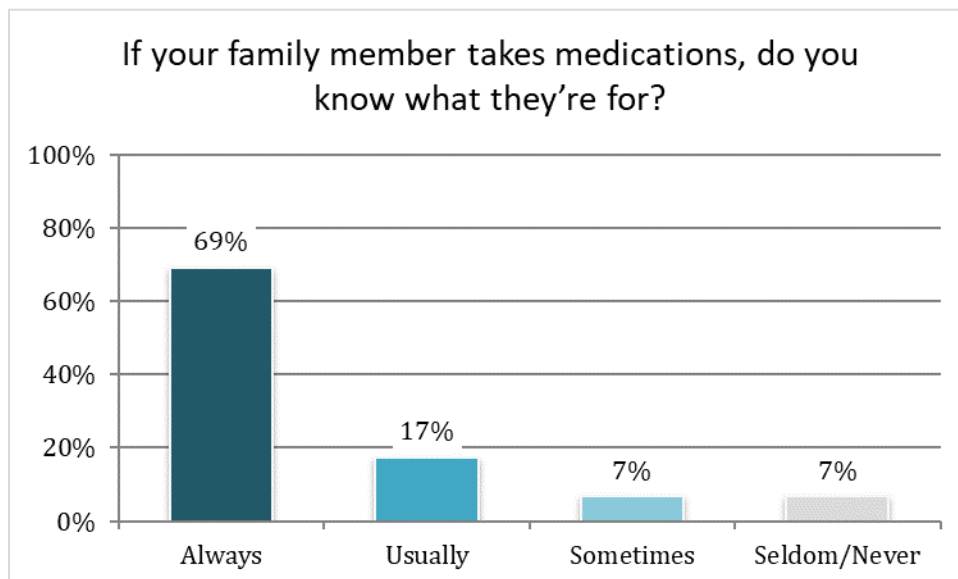


Table Q32. If your family member takes medications, do you know what they're for?

Regional Center	Always	Usually	Sometimes	Seldom/Never	N
ACRC	70%	17%	6%	7%	152
CVRC	60%	20%	5%	15%	139
ELARC	65%	19%	11%	5%	149
FDLRC	65%	18%	7%	10%	118
FNRC	67%	17%	8%	8%	185
GGRC	76%	15%	5%	4%	211
HRC	67%	21%	3%	9%	182
IRC	65%	20%	7%	7%	210
KRC	66%	15%	5%	14%	130
NBRC	71%	15%	8%	6%	144
NLACRC	76%	15%	6%	3%	217
RCEB	73%	15%	7%	4%	202
RCOC	75%	16%	4%	4%	204
RCRC	70%	17%	2%	11%	63
SARC	78%	11%	5%	5%	221
SCLARC	61%	18%	8%	12%	49
SDRC	72%	18%	6%	4%	261
SG/PRC	59%	21%	12%	8%	179
TCRC	71%	18%	7%	5%	176
VMRC	65%	17%	9%	8%	150
WRC	63%	22%	9%	6%	150
CA Average	69%	17%	7%	7%	3,492
NCI Average	70%	18%	6%	5%	7,702

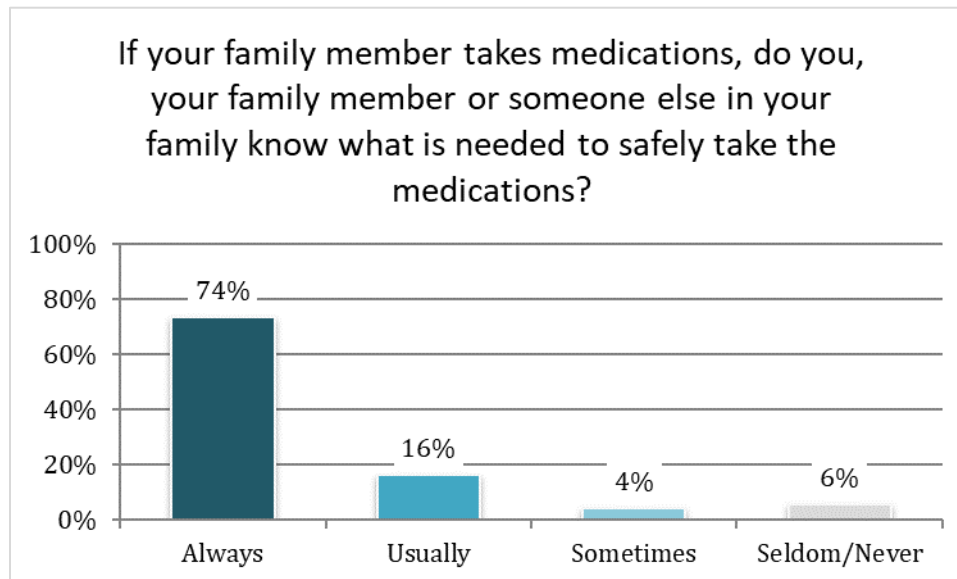


Table Q33. If your family member takes medications, do you, your family member or someone else in your family know what is needed to safely take the medications?

Regional Center	Always	Usually	Sometimes	Seldom/Never	N
ACRC	76%	16%	5%	4%	133
CVRC	67%	21%	2%	9%	123
ELARC	69%	24%	2%	6%	125
FDLRC	64%	18%	9%	9%	104
FNRC	73%	16%	7%	4%	170
GGRC	78%	13%	5%	5%	200
HRC	70%	21%	4%	5%	159
IRC	71%	19%	4%	7%	181
KRC	73%	16%	3%	8%	111
NBRC	72%	19%	4%	5%	133
NLACRC	76%	16%	3%	6%	199
RCEB	72%	14%	7%	7%	187
RCOC	78%	13%	5%	4%	193
RCRC	77%	21%	0%	2%	56
SARC	81%	13%	3%	3%	203
SCLARC	62%	26%	5%	7%	42
SDRC	82%	12%	1%	4%	234
SG/PRC	69%	14%	8%	8%	153
TCRC	77%	15%	4%	4%	161
VMRC	74%	16%	3%	7%	136
WRC	61%	21%	5%	13%	132
CA Average	74%	16%	4%	6%	3,135
NCI Average	75%	16%	4%	5%	7,037

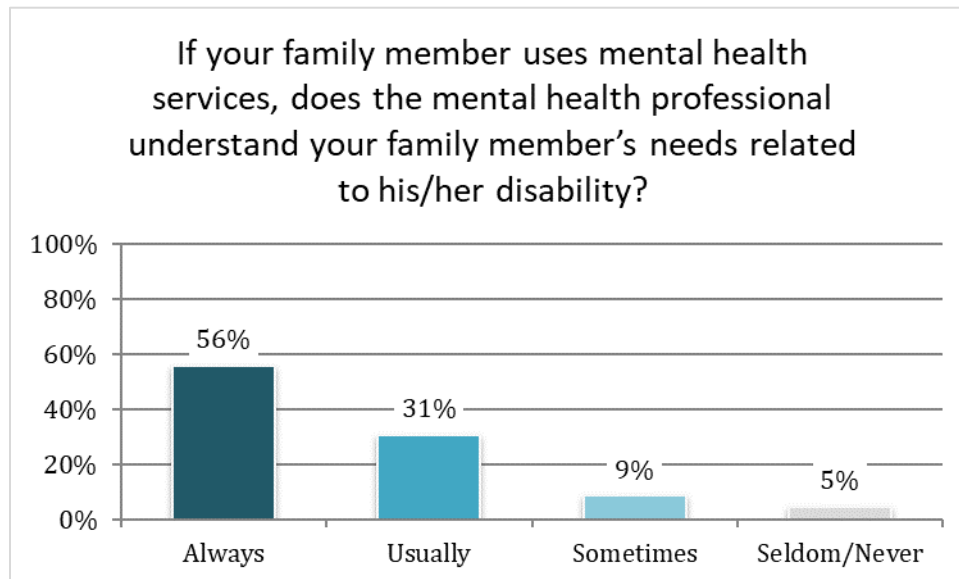


Table Q34. If your family member uses mental health services, does the mental health professional understand your family member's needs related to his/her disability?

Regional Center	Always	Usually	Sometimes	Seldom/Never	N
ACRC	56%	31%	12%	1%	77
CVRC	48%	39%	5%	8%	66
ELARC	63%	24%	5%	7%	94
FDLRC	48%	34%	12%	5%	73
FNRC	42%	39%	8%	11%	74
GGRC	61%	31%	7%	1%	99
HRC	53%	31%	13%	3%	94
IRC	51%	34%	7%	8%	99
KRC	53%	30%	11%	7%	57
NBRC	49%	30%	13%	8%	63
NLACRC	60%	32%	4%	4%	124
RCEB	51%	27%	16%	6%	82
RCOC	58%	31%	8%	3%	118
RCRC	51%	29%	11%	9%	35
SARC	60%	30%	4%	6%	123
SCLARC	54%	21%	17%	8%	24
SDRC	62%	30%	7%	2%	125
SG/PRC	57%	31%	7%	6%	90
TCRC	69%	24%	5%	2%	87
VMRC	49%	28%	21%	1%	75
WRC	58%	34%	5%	4%	85
CA Average	56%	31%	9%	5%	1,764
NCI Average	60%	29%	7%	4%	4,320

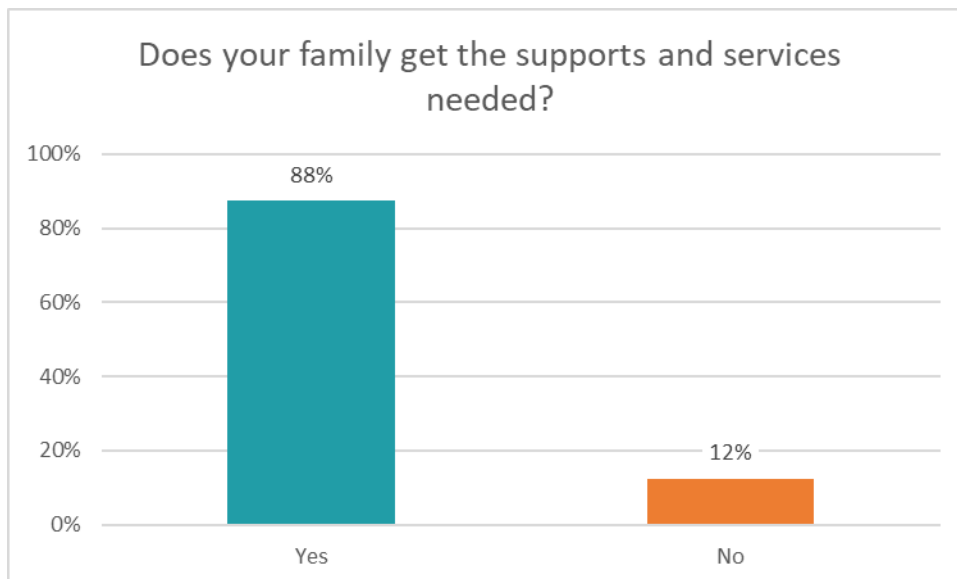


Table Q35. Does your family get the supports and services needed?

Regional Center	Yes	No	N
ACRC	85%	15%	140
CVRC	87%	13%	134
ELARC	93%	7%	134
FDLRC	88%	12%	109
FNRC	83%	17%	165
GGRC	81%	19%	209
HRC	91%	9%	163
IRC	87%	13%	184
KRC	80%	20%	111
NBRC	82%	18%	141
NLACRC	90%	10%	199
RCEB	83%	17%	189
RCOC	87%	13%	194
RCRC	81%	19%	62
SARC	92%	8%	214
SCLARC	95%	5%	43
SDRC	93%	7%	236
SG/PRC	89%	11%	160
TCRC	94%	6%	175
VMRC	86%	14%	135
WRC	88%	12%	137
CA Average	88%	12%	3,234
NCI Average	90%	10%	7,685

If Family Does Not Get All Services and Supports Needed What Additional Services And Supports Needed

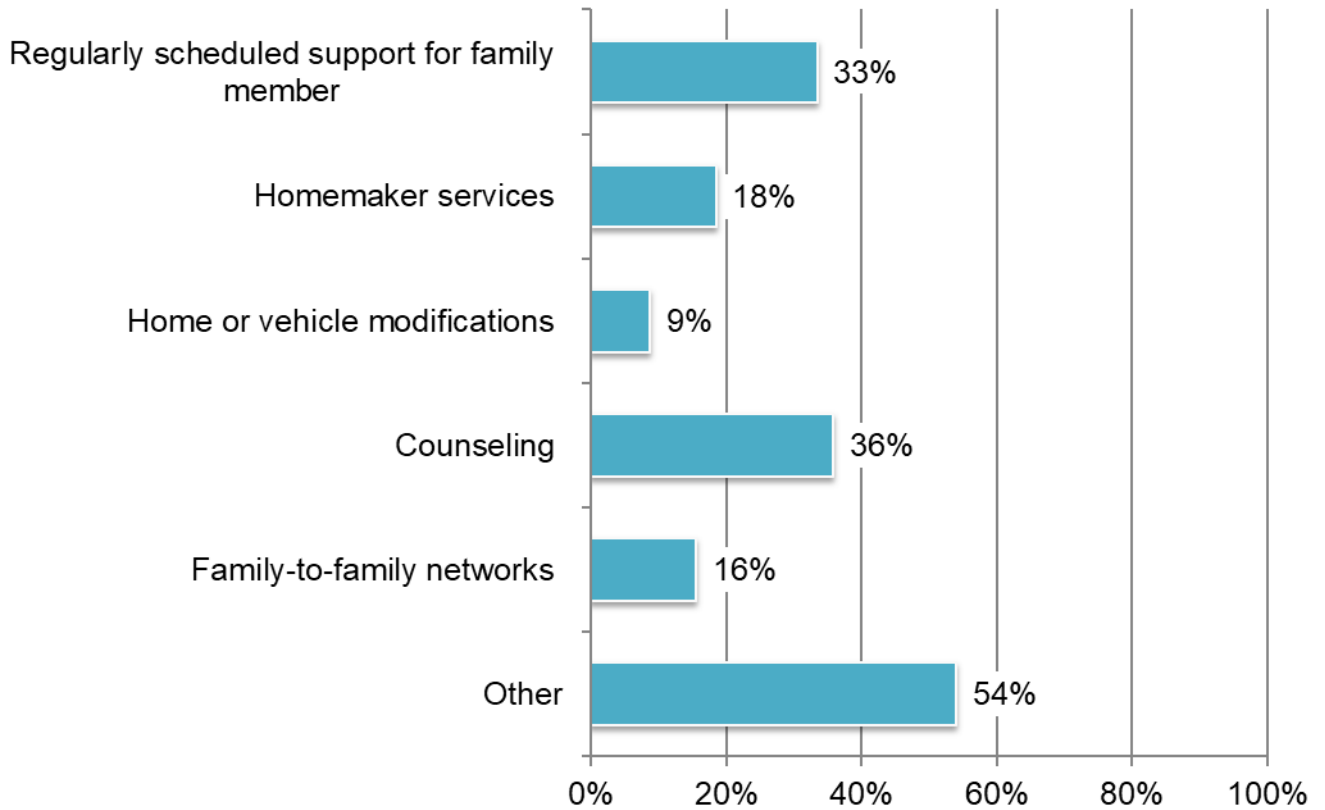


Table Q36. If family does not get the support and services needed, what additional services are needed?²⁹

Regional Center	Regularly Scheduled Support	Homemaker or Chore Services	Home or Vehicle Modifications	Counseling	Family-to-family Networks	Other
ACRC	n/a	n/a	n/a	n/a	n/a	n/a
CVRC	n/a	n/a	n/a	n/a	n/a	n/a
ELARC	n/a	n/a	n/a	n/a	n/a	n/a
FDLRC	n/a	n/a	n/a	n/a	n/a	n/a
FNRC	42%	19%	19%	35%	12%	58%
GGRC	29%	21%	6%	32%	24%	50%
HRC	n/a	n/a	n/a	n/a	n/a	n/a
IRC	n/a	n/a	n/a	n/a	n/a	n/a
KRC	n/a	n/a	n/a	n/a	n/a	n/a
NBRC	26%	22%	0%	30%	13%	74%
NLACRC	n/a	n/a	n/a	n/a	n/a	n/a
RCEB	43%	10%	10%	43%	13%	53%
RCOC	35%	17%	13%	43%	9%	39%
RCRC	n/a	n/a	n/a	n/a	n/a	n/a
SARC	n/a	n/a	n/a	n/a	n/a	n/a
SCLARC	n/a	n/a	n/a	n/a	n/a	n/a
SDRC	n/a	n/a	n/a	n/a	n/a	n/a
SG/PRC	n/a	n/a	n/a	n/a	n/a	n/a
TCRC	n/a	n/a	n/a	n/a	n/a	n/a
VMRC	n/a	n/a	n/a	n/a	n/a	n/a
WRC	n/a	n/a	n/a	n/a	n/a	n/a
CA Average	33%	18%	9%	36%	16%	54%
NCI Average	32%	17%	10%	31%	16%	54%

²⁹ Categories are not mutually exclusive, therefore N is not shown.

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.

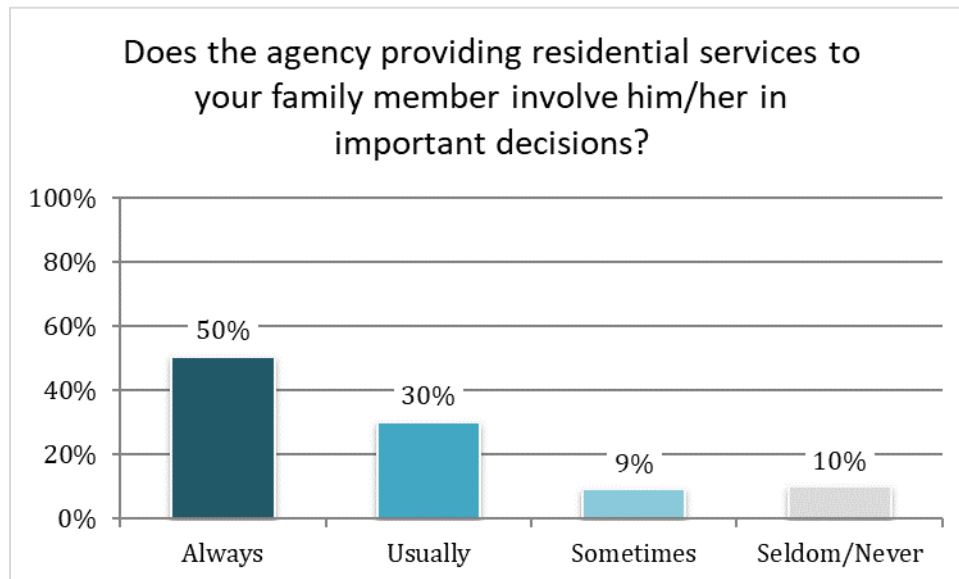


Table Q37. Does the agency providing residential services to your family member involve him/her in important decisions?

Regional Center	Always	Usually	Sometimes	Seldom/Never	N
ACRC	54%	22%	15%	9%	116
CVRC	56%	31%	5%	8%	111
ELARC	43%	33%	6%	18%	113
FDLRC	49%	33%	11%	7%	82
FNRC	51%	27%	12%	10%	140
GGRC	49%	33%	9%	9%	186
HRC	46%	32%	6%	15%	142
IRC	48%	31%	7%	14%	153
KRC	49%	26%	11%	14%	85
NBRC	56%	27%	10%	7%	111
NLACRC	51%	28%	9%	12%	169
RCEB	45%	37%	10%	8%	161
RCOC	56%	30%	7%	7%	165
RCRC	42%	40%	12%	6%	50
SARC	47%	29%	18%	7%	191
SCLARC	53%	29%	9%	9%	34
SDRC	55%	30%	5%	10%	203
SG/PRC	44%	29%	10%	17%	137
TCRC	62%	27%	6%	5%	146
VMRC	56%	30%	10%	5%	125
WRC	43%	35%	8%	14%	115
CA Average	50%	30%	9%	10%	2,735
NCI Average	49%	31%	11%	10%	6,760

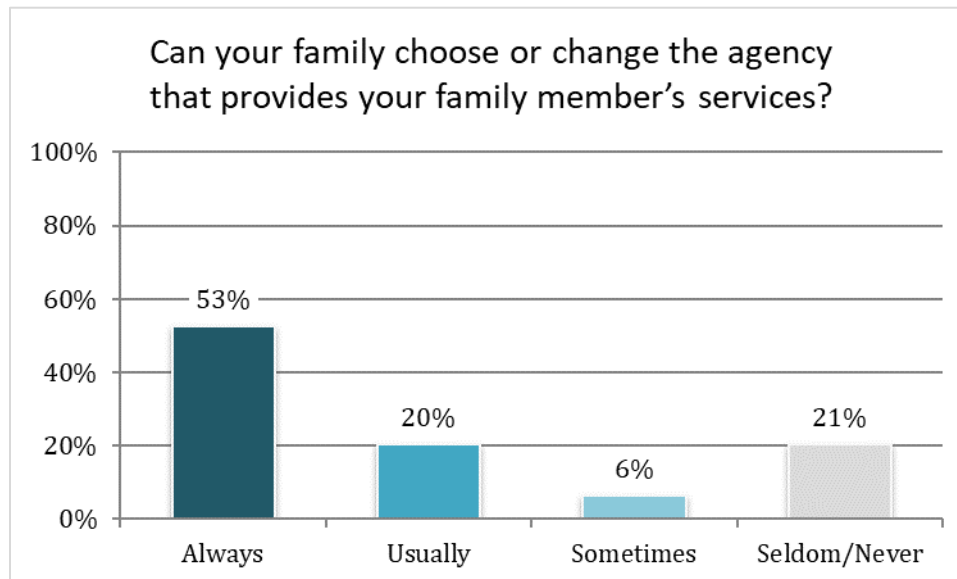


Table Q38. Can your family choose or change the agency that provides your family member's services?

Regional Center	Always	Usually	Sometimes	Seldom/Never	N
ACRC	55%	21%	3%	21%	87
CVRC	58%	23%	6%	13%	64
ELARC	44%	18%	7%	31%	90
FDLRC	42%	34%	10%	14%	59
FNRC	53%	19%	11%	18%	102
GGRC	52%	14%	6%	28%	115
HRC	42%	24%	9%	25%	103
IRC	50%	21%	6%	24%	102
KRC	47%	21%	5%	27%	78
NBRC	51%	24%	9%	16%	91
NLACRC	57%	16%	6%	20%	124
RCEB	53%	21%	6%	20%	112
RCOC	56%	25%	2%	18%	113
RCRC	52%	24%	10%	14%	42
SARC	56%	22%	5%	16%	134
SCLARC	45%	14%	3%	38%	29
SDRC	62%	15%	6%	17%	147
SG/PRC	47%	21%	6%	27%	90
TCRC	59%	17%	8%	16%	93
VMRC	48%	21%	6%	25%	63
WRC	60%	21%	7%	13%	85
CA Average	53%	20%	6%	21%	1,923
NCI Average	60%	18%	5%	17%	4,983

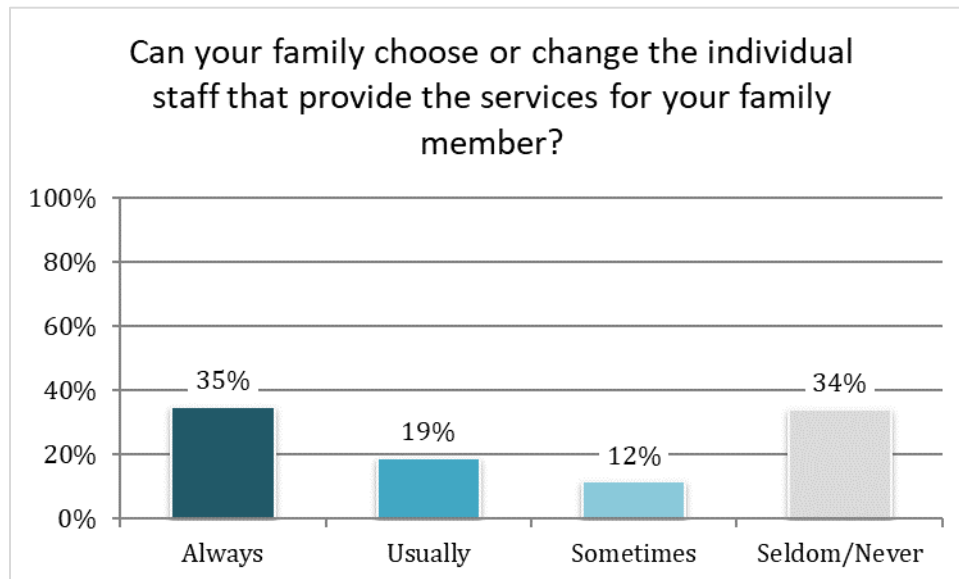


Table Q39. Can your family choose or change the individual staff that provide the services for your family member?

Regional Center	Always	Usually	Sometimes	Seldom/Never	N
ACRC	36%	25%	13%	26%	102
CVRC	42%	14%	18%	27%	74
ELARC	35%	15%	6%	43%	97
FDLRC	34%	25%	11%	30%	56
FNRC	37%	16%	14%	33%	106
GGRC	31%	12%	15%	42%	131
HRC	32%	14%	8%	45%	111
IRC	22%	19%	17%	42%	110
KRC	38%	20%	14%	28%	81
NBRC	45%	25%	6%	24%	97
NLACRC	38%	21%	10%	30%	128
RCEB	30%	21%	10%	39%	125
RCOC	36%	22%	8%	34%	124
RCRC	38%	23%	23%	15%	39
SARC	31%	25%	12%	31%	153
SCLARC	45%	21%	10%	24%	29
SDRC	37%	15%	12%	35%	156
SG/PRC	27%	18%	10%	45%	98
TCRC	33%	25%	8%	35%	106
VMRC	36%	15%	16%	33%	61
WRC	49%	12%	12%	27%	92
CA Average	35%	19%	12%	34%	2,076
NCI Average	35%	17%	11%	37%	5,204

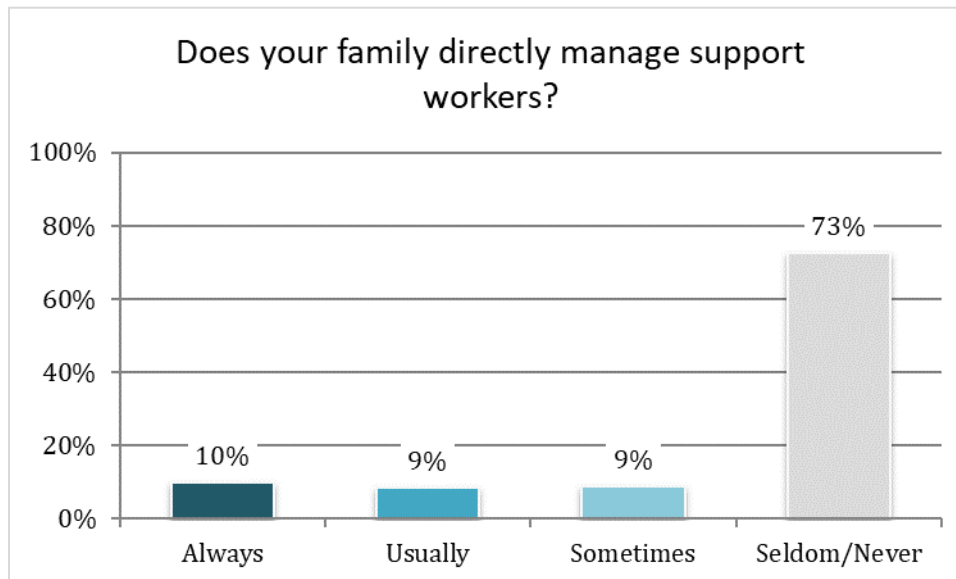


Table Q40. Does your family directly manage support workers (for example, hiring and deciding schedule)?

Regional Center	Always	Usually	Sometimes	Seldom/Never	N
ACRC	11%	10%	14%	65%	125
CVRC	11%	8%	6%	75%	106
ELARC	13%	7%	5%	75%	117
FDLRC	7%	11%	13%	69%	75
FNRC	13%	6%	6%	76%	141
GGRC	9%	6%	10%	74%	172
HRC	9%	8%	11%	72%	135
IRC	7%	5%	6%	81%	148
KRC	14%	10%	10%	65%	98
NBRC	14%	11%	11%	65%	123
NLACRC	9%	8%	13%	71%	170
RCEB	7%	7%	7%	79%	150
RCOC	13%	10%	10%	68%	151
RCRC	10%	6%	8%	75%	48
SARC	8%	10%	11%	72%	172
SCLARC	19%	9%	3%	69%	32
SDRC	8%	13%	8%	72%	184
SG/PRC	5%	5%	7%	83%	130
TCRC	10%	10%	8%	73%	146
VMRC	6%	7%	8%	78%	95
WRC	15%	13%	7%	64%	121
CA Average	10%	9%	9%	73%	2,639
NCI Average	11%	7%	8%	74%	6,437

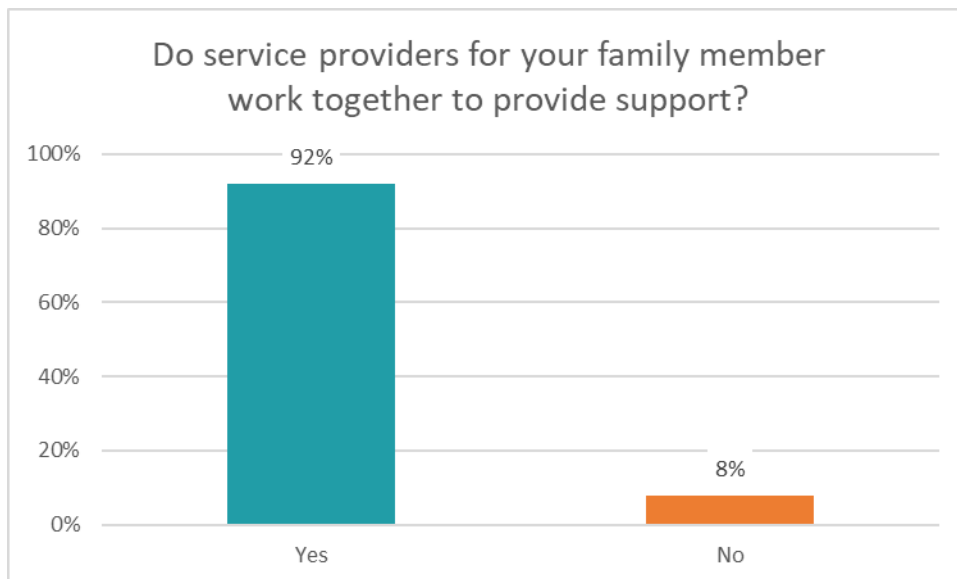


Table Q41. Do service providers for your family member work together to provide support? (For example, does the agency providing transportation work together with the agency providing in-home support if necessary?)

Regional Center	Yes	No	N
ACRC	85%	15%	107
CVRC	96%	4%	79
ELARC	91%	9%	103
FDLRC	87%	13%	60
FNRC	91%	9%	127
GGRC	95%	5%	144
HRC	92%	8%	113
IRC	94%	6%	141
KRC	90%	10%	77
NBRC	93%	7%	99
NLACRC	91%	9%	135
RCEB	95%	5%	132
RCOC	95%	5%	152
RCRC	83%	17%	47
SARC	91%	9%	156
SCLARC	90%	10%	29
SDRC	92%	8%	178
SG/PRC	95%	5%	118
TCRC	95%	5%	128
VMRC	95%	5%	108
WRC	86%	14%	104
CA Average	92%	8%	2,337
NCI Average	94%	6%	5,750

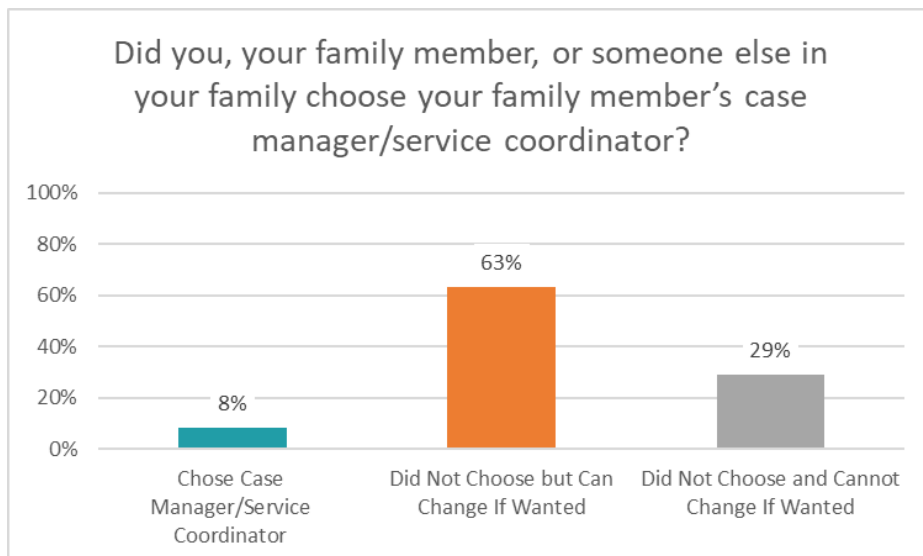


Table Q42. Did you, your family member, or someone else in your family choose your family member's case manager/service coordinator?

Regional Center	Chose Case Manager/Service Coordinator	Did Not Choose but Can Change If Wanted	Did Not Choose and Cannot Change If Wanted	N
ACRC	14%	66%	20%	139
CVRC	8%	58%	35%	113
ELARC	9%	63%	28%	104
FDLRC	8%	61%	31%	77
FNRC	5%	63%	33%	153
GGRC	10%	67%	23%	183
HRC	8%	59%	33%	138
IRC	4%	57%	39%	158
KRC	9%	55%	37%	115
NBRC	7%	64%	29%	127
NLACRC	10%	71%	20%	173
RCEB	5%	65%	30%	164
RCOC	11%	66%	23%	173
RCRC	6%	71%	23%	52
SARC	10%	70%	20%	194
SCLARC	6%	58%	36%	33
SDRC	10%	55%	36%	211
SG/PRC	5%	59%	36%	131
TCRC	6%	61%	33%	165
VMRC	5%	65%	31%	130
WRC	14%	59%	26%	125
CA Average	8%	63%	29%	2,858
NCI Average	19%	52%	29%	6,814

Involvement in the Community

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

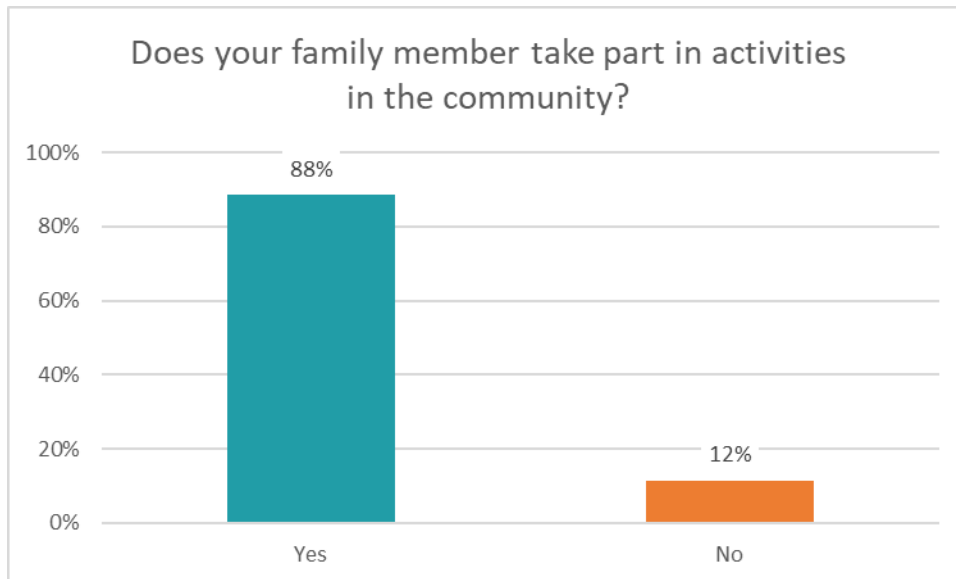


Table Q43. Does your family member take part in activities in the community (for example, going out to a restaurant, movie, or sporting event)?

Regional Center	Yes	No	N
ACRC	90%	10%	162
CVRC	90%	10%	143
ELARC	89%	11%	148
FDLRC	83%	17%	111
FNRC	88%	12%	191
GGRC	91%	9%	217
HRC	85%	15%	185
IRC	86%	14%	205
KRC	87%	13%	132
NBRC	90%	10%	157
NLACRC	89%	11%	227
RCEB	88%	12%	205
RCOC	88%	12%	217
RCRC	94%	6%	71
SARC	91%	9%	225
SCLARC	87%	13%	45
SDRC	90%	10%	260
SG/PRC	83%	17%	173
TCRC	93%	7%	189
VMRC	86%	14%	152
WRC	92%	8%	140
CA Average	88%	12%	3,555
NCI Average	91%	9%	8,260

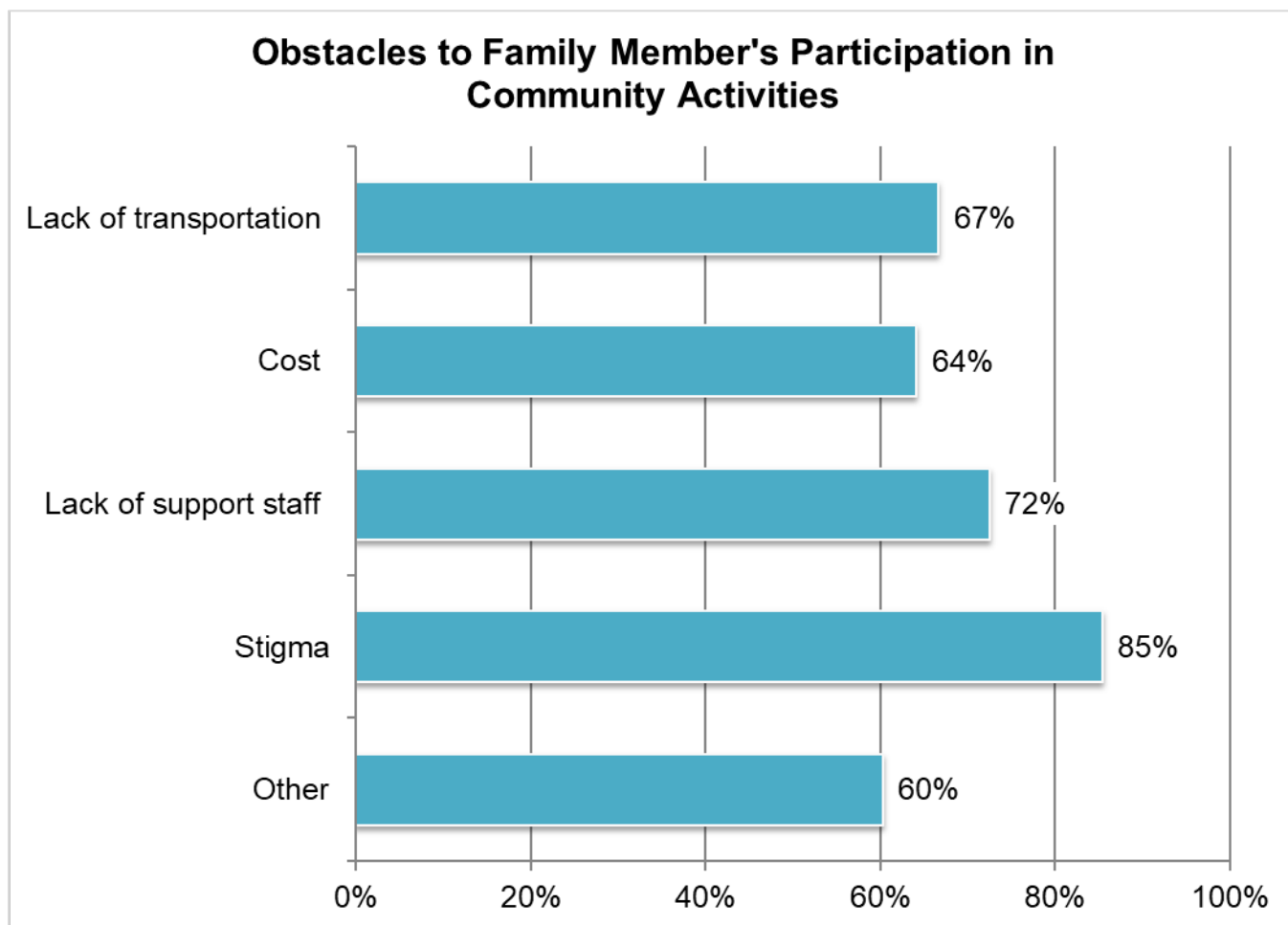


Table Q44. For your family member, what are the obstacles or barriers to participation in activities in the community?³⁰

Regional Center	Lack of Transport	Cost	Lack of Support Staff	Stigma	Other
ACRC	70%	53%	80%	87%	59%
CVRC	64%	63%	79%	81%	66%
ELARC	78%	71%	68%	82%	63%
FDLRC	68%	59%	66%	90%	63%
FNRC	62%	55%	68%	84%	61%
GGRC	66%	74%	63%	84%	62%
HRC	68%	66%	75%	90%	59%
IRC	68%	68%	73%	85%	55%
KRC	63%	59%	76%	86%	63%
NBRC	60%	53%	70%	88%	66%
NLACRC	74%	68%	73%	87%	59%
RCEB	59%	61%	63%	88%	54%
RCOC	62%	69%	79%	81%	66%
RCRC	71%	62%	76%	87%	55%
SARC	62%	60%	68%	82%	72%
SCLARC	77%	74%	81%	71%	71%
SDRC	67%	59%	76%	89%	61%
SG/PRC	78%	73%	71%	89%	52%
TCRC	63%	64%	68%	87%	62%
VMRC	65%	69%	79%	84%	53%
WRC	73%	73%	80%	84%	52%
CA Average	67%	64%	72%	85%	60%
NCI Average	74%	70%	69%	87%	58%

³⁰ Categories are not mutually exclusive, therefore N is not shown.

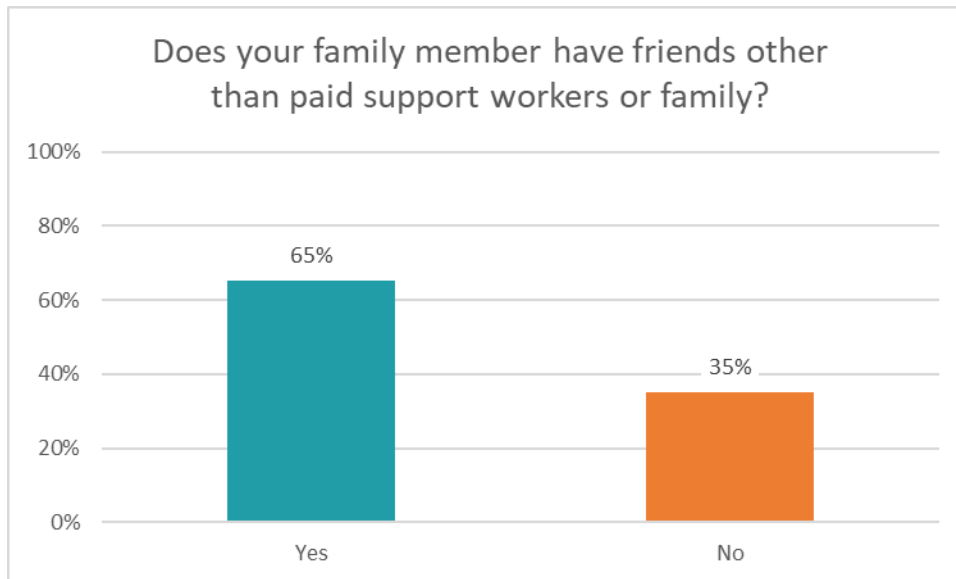


Table Q45. Does your family member have friends other than paid support workers or family?

Regional Center	Yes	No	N
ACRC	69%	31%	150
CVRC	72%	28%	133
ELARC	40%	60%	130
FDLRC	58%	42%	101
FNRC	78%	22%	176
GGRC	66%	34%	203
HRC	55%	45%	174
IRC	65%	35%	190
KRC	62%	38%	124
NBRC	67%	33%	140
NLACRC	68%	32%	206
RCEB	60%	40%	194
RCOC	62%	38%	204
RCRC	75%	25%	59
SARC	67%	33%	216
SCLARC	61%	39%	41
SDRC	70%	30%	251
SG/PRC	57%	43%	156
TCRC	72%	28%	184
VMRC	73%	27%	146
WRC	60%	40%	139
CA Average	65%	35%	3,317
NCI Average	67%	33%	7,749

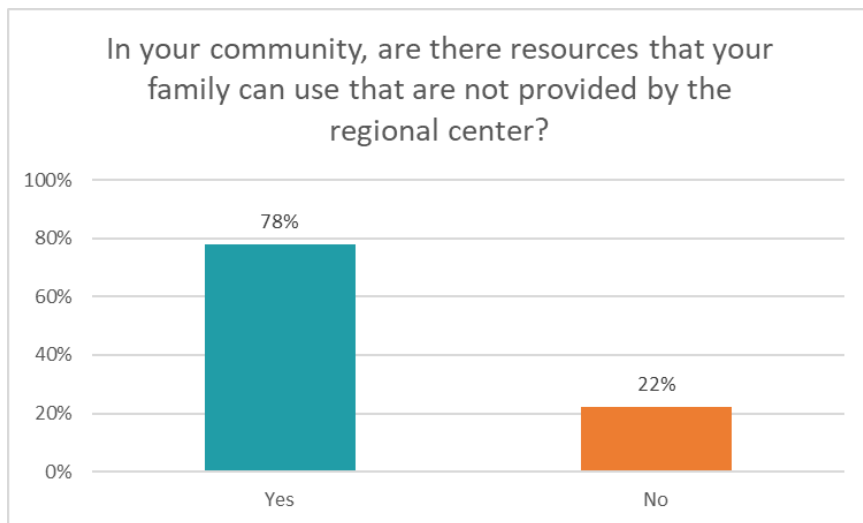


Table Q46. In your community, are there resources that your family can use that are not provided by the regional center?³¹

Regional Center	Yes	No	N
ACRC	77%	23%	114
CVRC	82%	18%	92
ELARC	70%	30%	90
FDLRC	64%	36%	66
FNRC	78%	22%	118
GGRC	79%	21%	148
HRC	74%	26%	115
IRC	76%	24%	134
KRC	78%	22%	93
NBRC	89%	11%	97
NLACRC	77%	23%	141
RCEB	82%	18%	134
RCOC	84%	16%	141
RCRC	74%	26%	43
SARC	82%	18%	163
SCLARC	63%	37%	27
SDRC	81%	19%	162
SG/PRC	57%	43%	91
TCRC	84%	16%	143
VMRC	80%	20%	92
WRC	75%	25%	95
CA Average	78%	22%	2,299
NCI Average	78%	22%	5,508

³¹ Note, NCI average refers to DD agency support

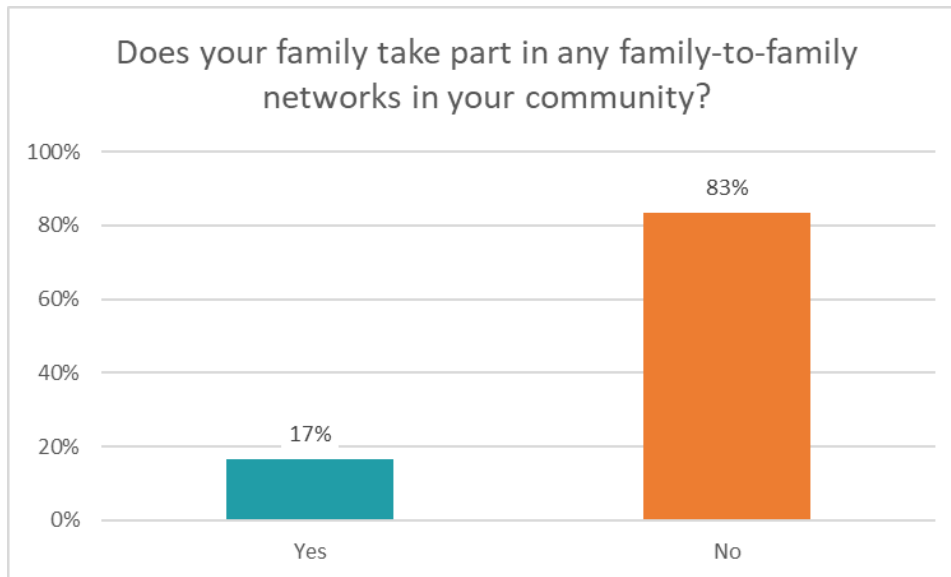


Table Q47. Does your family take part in any family-to-family networks in your community?

Regional Center	Yes	No	N
ACRC	12%	88%	141
CVRC	18%	82%	117
ELARC	15%	85%	121
FDLRC	17%	83%	92
FNRC	8%	92%	157
GGRC	19%	81%	193
HRC	16%	84%	157
IRC	20%	80%	177
KRC	16%	84%	111
NBRC	21%	79%	140
NLACRC	20%	81%	200
RCEB	17%	83%	180
RCOC	17%	83%	192
RCRC	15%	85%	52
SARC	20%	80%	208
SCLARC	19%	81%	37
SDRC	14%	86%	233
SG/PRC	13%	87%	151
TCRC	18%	82%	167
VMRC	11%	89%	142
WRC	21%	79%	137
CA Average	17%	83%	3,105
NCI Average	18%	82%	6,998

Satisfaction with Services and Supports

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

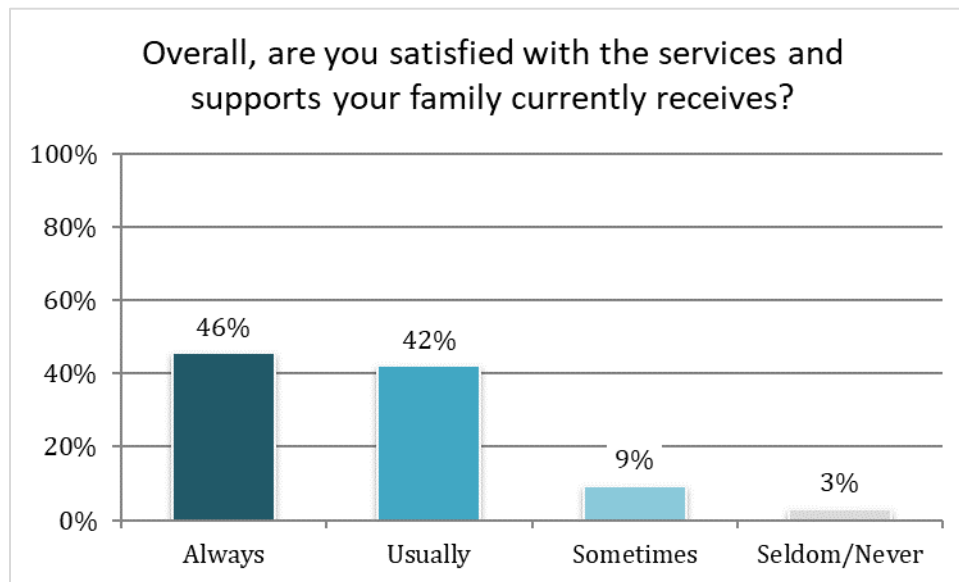


Table Q48. Overall, are you satisfied with the services and supports your family currently receives?

Regional Center	Always	Usually	Sometimes	Seldom/Never	N
ACRC	39%	45%	12%	5%	173
CVRC	47%	40%	8%	4%	156
ELARC	50%	37%	11%	3%	156
FDLRC	42%	45%	8%	4%	119
FNRC	48%	37%	11%	4%	195
GGRC	49%	41%	8%	2%	231
HRC	49%	39%	10%	2%	195
IRC	39%	46%	11%	4%	218
KRC	37%	42%	14%	7%	142
NBRC	43%	39%	14%	3%	159
NLACRC	48%	45%	6%	1%	231
RCEB	40%	45%	11%	3%	213
RCOC	41%	51%	6%	2%	227
RCRC	39%	44%	13%	4%	70
SARC	50%	39%	9%	2%	239
SCLARC	50%	35%	11%	4%	54
SDRC	49%	43%	8%	1%	269
SG/PRC	55%	33%	8%	4%	193
TCRC	46%	45%	6%	3%	196
VMRC	38%	48%	13%	1%	166
WRC	49%	38%	8%	5%	166
CA Average	46%	42%	9%	3%	3,768
NCI Average	46%	42%	9%	2%	8,705

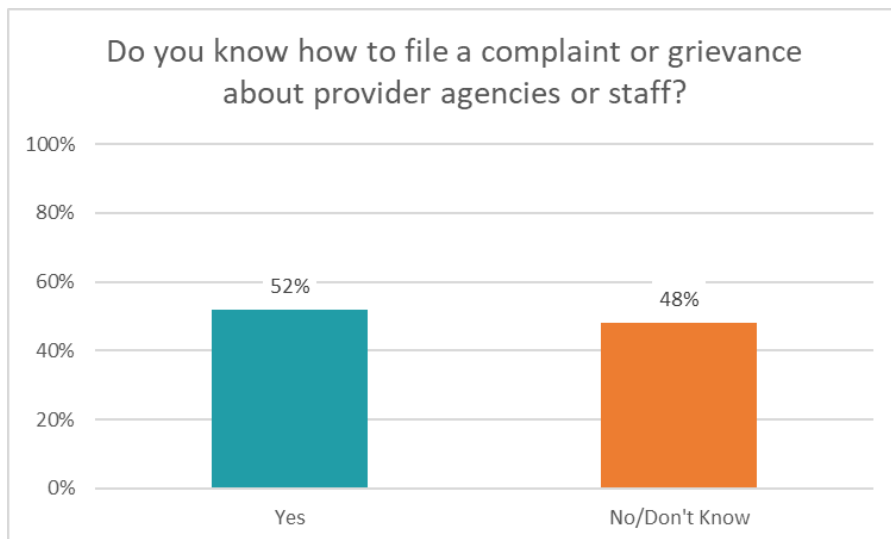


Table Q49. Do you know how to file a complaint or grievance about provider agencies or staff?³²

Regional Center	Yes	No/Don't Know	N
ACRC	56%	44%	174
CVRC	47%	53%	161
ELARC	54%	46%	158
FDLRC	45%	55%	120
FNRC	60%	40%	199
GGRC	56%	44%	230
HRC	51%	49%	200
IRC	46%	54%	222
KRC	54%	46%	147
NBRC	52%	48%	168
NLACRC	52%	48%	223
RCEB	44%	56%	213
RCOC	52%	48%	219
RCRC	58%	42%	73
SARC	53%	47%	241
SCLARC	38%	62%	52
SDRC	54%	46%	268
SG/PRC	44%	56%	189
TCRC	56%	44%	192
VMRC	60%	40%	164
WRC	47%	53%	160
CA Average	52%	48%	3,773
NCI Average	62%	38%	8,623

³² 'Don't Know' responses were included in 'No' responses for this question.

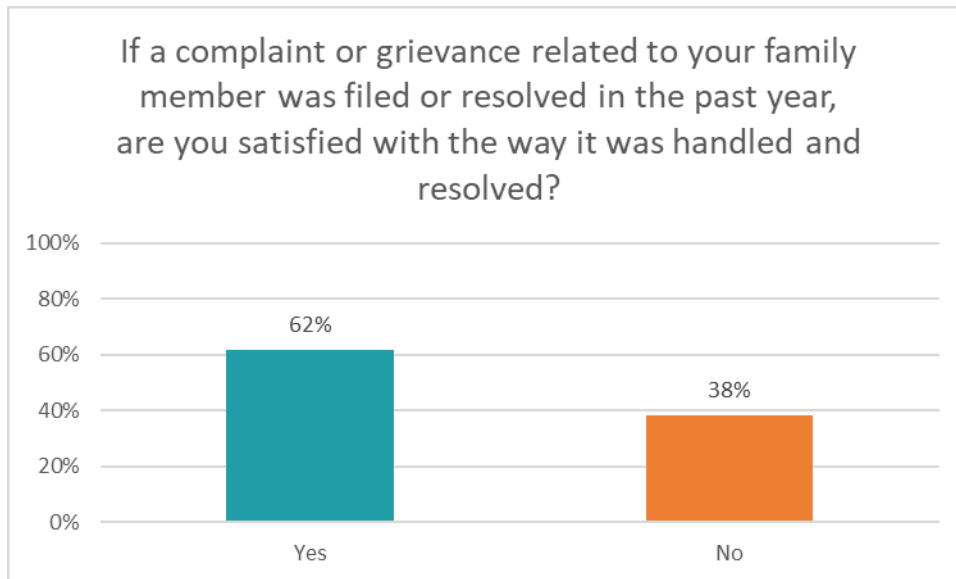


Table Q50. If a complaint or grievance related to your family member was filed or resolved in the past year, are you satisfied with the way it was handled and resolved?

Regional Center	Yes	No	N
ACRC	n/a	n/a	n/a
CVRC	71%	29%	21
ELARC	85%	15%	27
FDLRC	n/a	n/a	n/a
FNRC	54%	46%	24
GGRC	63%	38%	24
HRC	64%	36%	25
IRC	52%	48%	25
KRC	77%	23%	26
NBRC	38%	63%	24
NLACRC	62%	38%	26
RCEB	45%	55%	20
RCOC	60%	40%	25
RCRC	n/a	n/a	n/a
SARC	71%	29%	28
SCLARC	n/a	n/a	n/a
SDRC	57%	43%	28
SG/PRC	50%	50%	28
TCRC	72%	28%	25
VMRC	61%	39%	23
WRC	n/a	n/a	n/a
CA Average	62%	38%	471
NCI Average	63%	37%	1,264

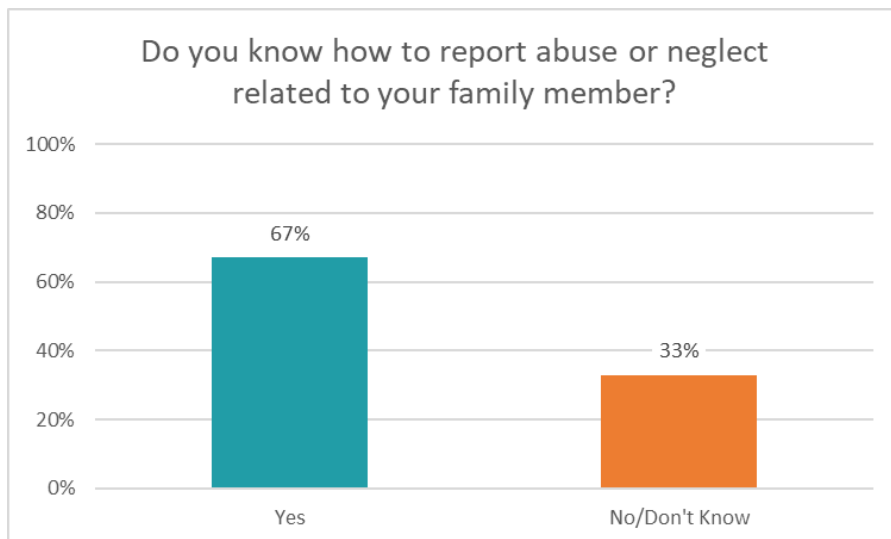


Table Q51. Do you know how to report abuse or neglect related to your family member?³³

Regional Center	Yes	No/Don't Know	N
ACRC	70%	30%	173
CVRC	64%	36%	163
ELARC	64%	36%	162
FDLRC	64%	36%	118
FNRC	73%	27%	199
GGRC	69%	31%	232
HRC	67%	33%	200
IRC	63%	37%	226
KRC	67%	33%	146
NBRC	72%	28%	174
NLACRC	70%	30%	226
RCEB	65%	35%	217
RCOC	64%	36%	221
RCRC	75%	25%	73
SARC	70%	30%	243
SCLARC	60%	40%	53
SDRC	67%	33%	264
SG/PRC	59%	41%	189
TCRC	65%	35%	197
VMRC	76%	24%	166
WRC	61%	39%	161
CA Average	67%	33%	3,803
NCI Average	74%	26%	8,685

³³ 'Don't Know' responses were included in 'No' responses for this question.

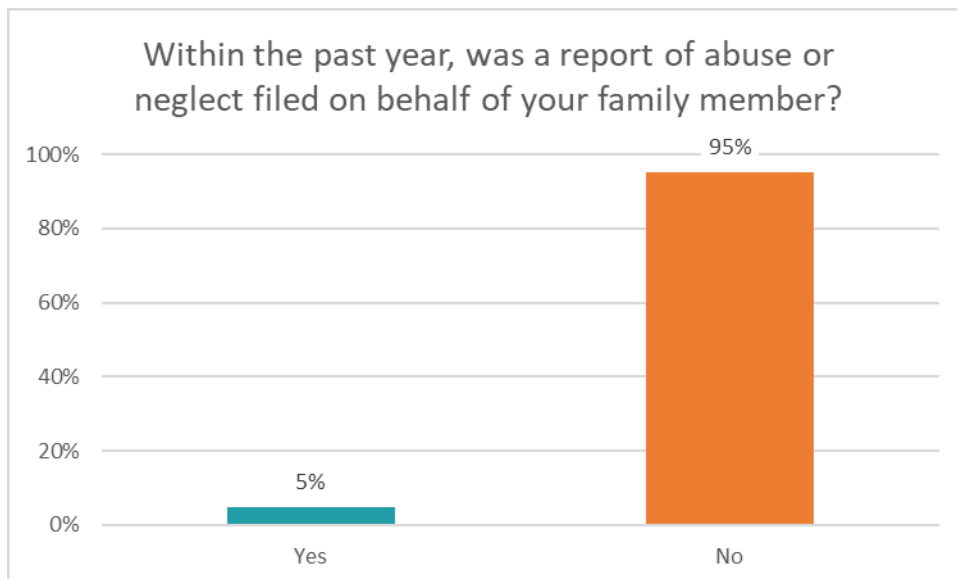


Table Q52. Within the past year, was a report of abuse or neglect filed on behalf of your family member?

Regional Center	Yes	No	N
ACRC	4%	96%	165
CVRC	5%	95%	148
ELARC	4%	96%	142
FDLRC	4%	96%	113
FNRC	3%	97%	179
GGRC	3%	97%	213
HRC	7%	93%	187
IRC	5%	95%	214
KRC	7%	93%	131
NBRC	9%	91%	162
NLACRC	4%	96%	205
RCEB	4%	96%	204
RCOC	5%	95%	213
RCRC	9%	91%	69
SARC	4%	96%	232
SCLARC	2%	98%	41
SDRC	4%	96%	248
SG/PRC	5%	95%	173
TCRC	4%	96%	187
VMRC	3%	97%	149
WRC	5%	95%	145
CA Average	5%	95%	3,520
NCI Average	6%	94%	8,165

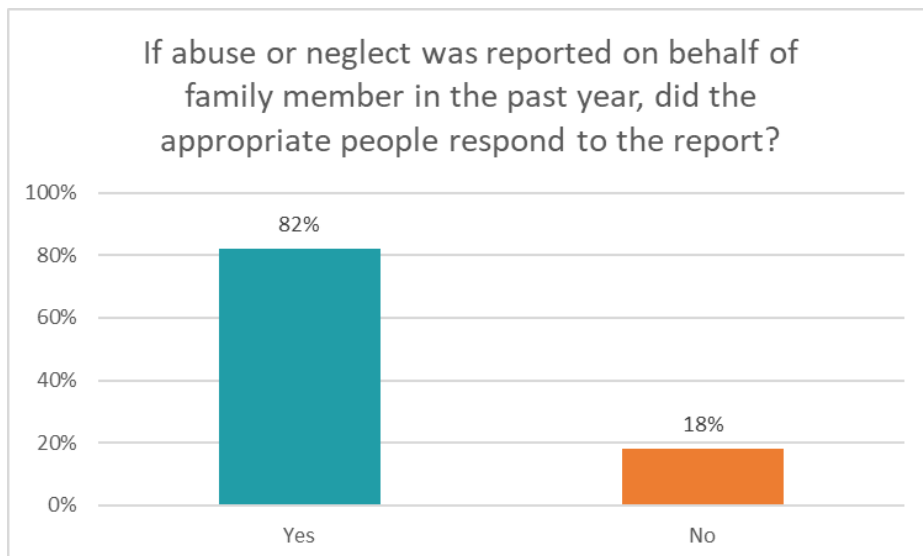


Table Q53. If a report of abuse or neglect was filed in the past year, did the appropriate people respond to the report?

Regional Center	Yes	No	N
ACRC	n/a	n/a	n/a
CVRC	n/a	n/a	n/a
ELARC	n/a	n/a	n/a
FDLRC	n/a	n/a	n/a
FNRC	n/a	n/a	n/a
GGRC	n/a	n/a	n/a
HRC	n/a	n/a	n/a
IRC	n/a	n/a	n/a
KRC	n/a	n/a	n/a
NBRC	n/a	n/a	n/a
NLACRC	n/a	n/a	n/a
RCEB	n/a	n/a	n/a
RCOC	n/a	n/a	n/a
RCRC	n/a	n/a	n/a
SARC	n/a	n/a	n/a
SCLARC	n/a	n/a	n/a
SDRC	n/a	n/a	n/a
SG/PRC	n/a	n/a	n/a
TCRC	n/a	n/a	n/a
VMRC	n/a	n/a	n/a
WRC	n/a	n/a	n/a
CA Average	82%	18%	128
NCI Average	81%	19%	362

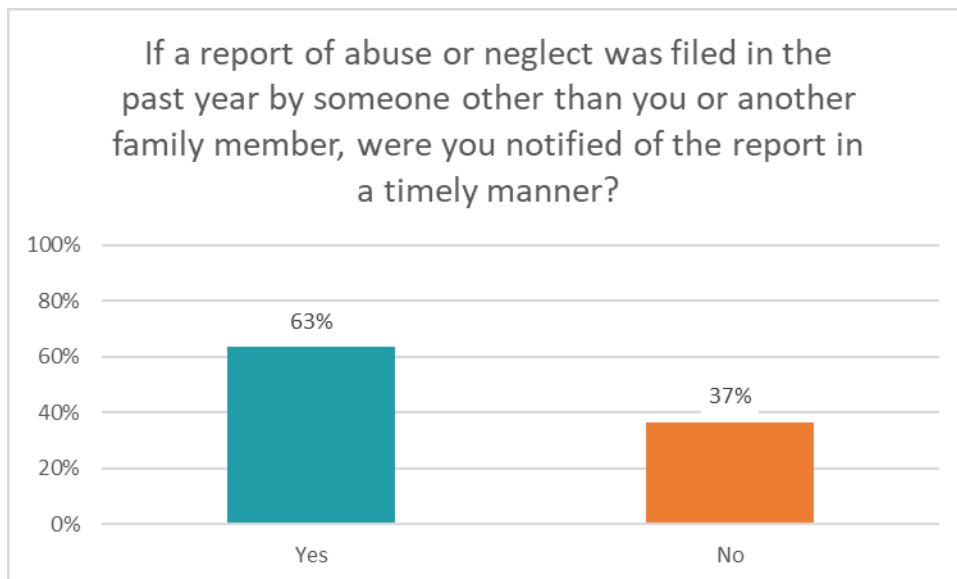


Table Q54. If a report of abuse or neglect was filed in the past year by someone other than you or another family member, were you notified of the report in a timely manner?

Regional Center	Yes	No	N
ACRC	n/a	n/a	n/a
CVRC	n/a	n/a	n/a
ELARC	n/a	n/a	n/a
FDLRC	n/a	n/a	n/a
FNRC	n/a	n/a	n/a
GGRC	n/a	n/a	n/a
HRC	n/a	n/a	n/a
IRC	n/a	n/a	n/a
KRC	n/a	n/a	n/a
NBRC	n/a	n/a	n/a
NLACRC	n/a	n/a	n/a
RCEB	n/a	n/a	n/a
RCOC	n/a	n/a	n/a
RCRC	n/a	n/a	n/a
SARC	n/a	n/a	n/a
SCLARC	n/a	n/a	n/a
SDRC	n/a	n/a	n/a
SG/PRC	n/a	n/a	n/a
TCRC	n/a	n/a	n/a
VMRC	n/a	n/a	n/a
WRC	n/a	n/a	n/a
CA Average	63%	37%	123
NCI Average	68%	32%	350

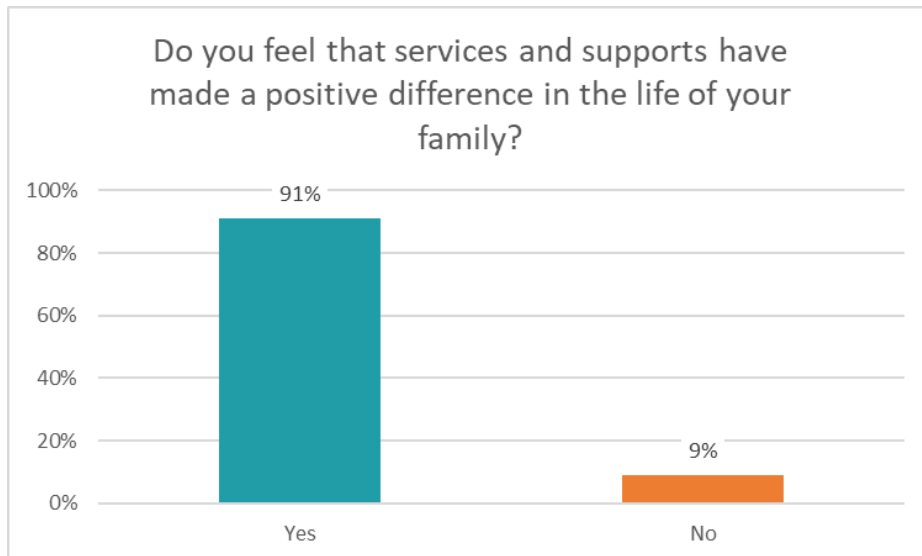


Table Q55. Do you feel that services and supports have made a positive difference in the life of your family?

Regional Center	Yes	No	N
ACRC	95%	5%	147
CVRC	89%	11%	144
ELARC	90%	10%	145
FDLRC	91%	9%	106
FNRC	89%	11%	187
GGRC	91%	9%	216
HRC	93%	7%	181
IRC	88%	12%	205
KRC	86%	14%	125
NBRC	94%	6%	155
NLACRC	89%	11%	216
RCEB	90%	10%	202
RCOC	92%	8%	215
RCRC	87%	13%	67
SARC	92%	8%	220
SCLARC	87%	13%	45
SDRC	95%	5%	256
SG/PRC	90%	10%	177
TCRC	94%	6%	191
VMRC	88%	12%	154
WRC	94%	6%	158
CA Average	91%	9%	3,512
NCI Average	94%	6%	8,124

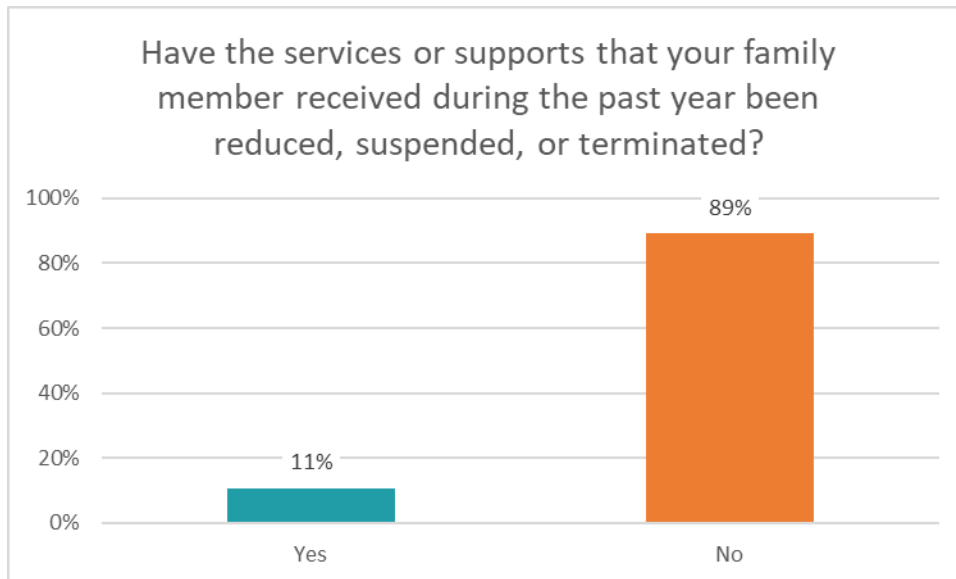


Table Q56. Have the services or supports that you or your family member received during the past year been reduced, suspended, or terminated?

Regional Center	Yes	No	N
ACRC	13%	87%	142
CVRC	9%	91%	125
ELARC	11%	89%	132
FDLRC	7%	93%	96
FNRC	12%	88%	158
GGRC	12%	88%	197
HRC	6%	94%	155
IRC	12%	88%	165
KRC	25%	75%	111
NBRC	13%	87%	127
NLACRC	14%	86%	190
RCEB	9%	91%	180
RCOC	12%	88%	190
RCRC	19%	81%	62
SARC	8%	92%	202
SCLARC	6%	94%	33
SDRC	8%	92%	232
SG/PRC	8%	92%	149
TCRC	8%	92%	163
VMRC	10%	90%	131
WRC	10%	90%	134
CA Average	11%	89%	3,074
NCI Average	11%	89%	7,361

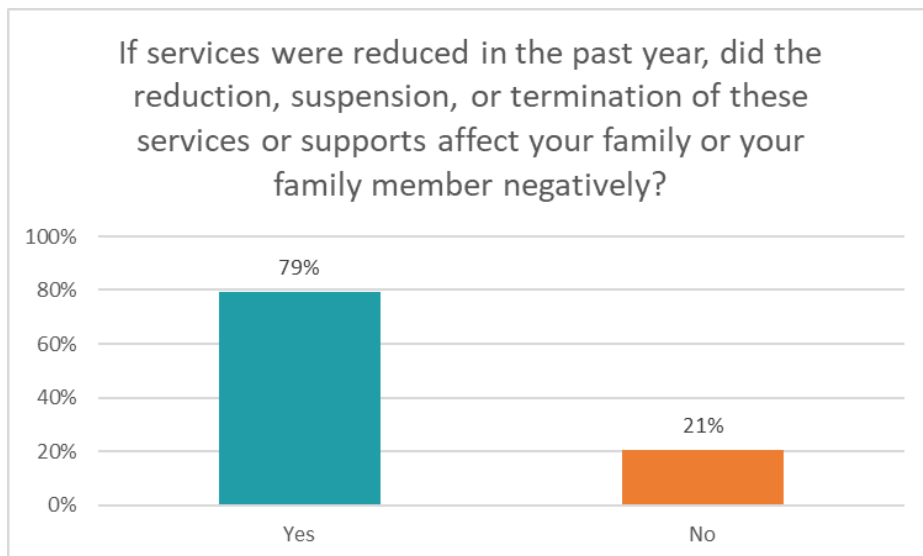


Table Q57. If services or supports received by the family were reduced, suspended or terminated during the past year, did the reduction, suspension, or termination of these services or supports affect your family or your family member negatively?

Regional Center	Yes	No	N
ACRC	n/a	n/a	n/a
CVRC	n/a	n/a	n/a
ELARC	n/a	n/a	n/a
FDLRC	n/a	n/a	n/a
FNRC	n/a	n/a	n/a
GGRC	76%	24%	21
HRC	n/a	n/a	n/a
IRC	n/a	n/a	n/a
KRC	88%	13%	24
NBRC	n/a	n/a	n/a
NLACRC	82%	18%	22
RCEB	n/a	n/a	n/a
RCOC	n/a	n/a	n/a
RCRC	n/a	n/a	n/a
SARC	n/a	n/a	n/a
SCLARC	n/a	n/a	n/a
SDRC	n/a	n/a	n/a
SG/PRC	n/a	n/a	n/a
TCRC	n/a	n/a	n/a
VMRC	n/a	n/a	n/a
WRC	n/a	n/a	n/a
CA Average	79%	21%	277
NCI Average	80%	20%	654

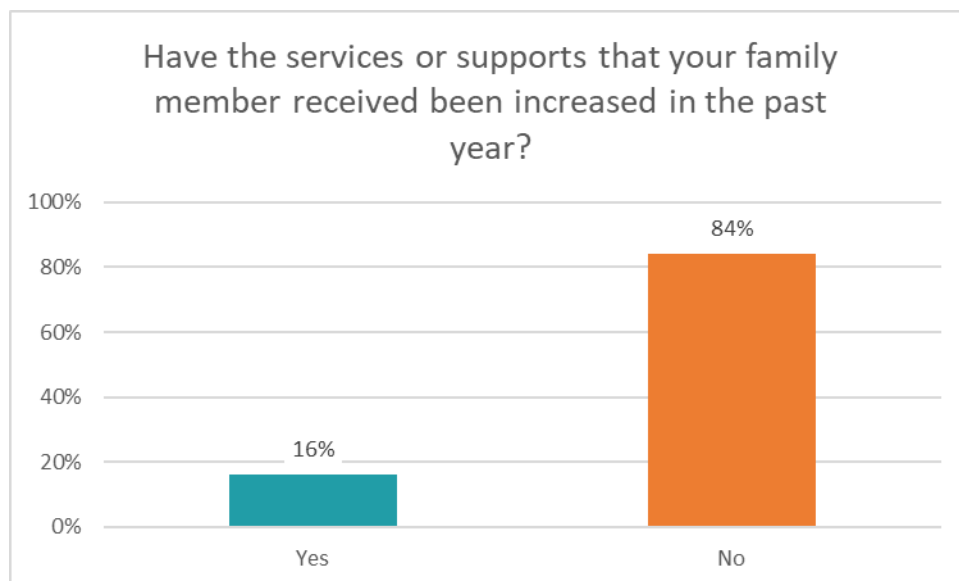


Table Q58. Have the services or supports that your family member received been increased in the past year?

Regional Center	Yes	No	N
ACRC	17%	83%	116
CVRC	18%	82%	93
ELARC	18%	82%	100
FDLRC	19%	81%	80
FNRC	18%	82%	132
GGRC	14%	86%	173
HRC	16%	84%	132
IRC	12%	88%	132
KRC	16%	84%	94
NBRC	19%	81%	113
NLACRC	16%	84%	166
RCEB	11%	89%	144
RCOC	15%	85%	159
RCRC	20%	80%	51
SARC	19%	81%	186
SCLARC	31%	69%	26
SDRC	10%	90%	186
SG/PRC	21%	79%	112
TCRC	19%	81%	144
VMRC	11%	89%	110
WRC	15%	85%	117
CA Average	16%	84%	2,566
NCI Average	18%	82%	6,179

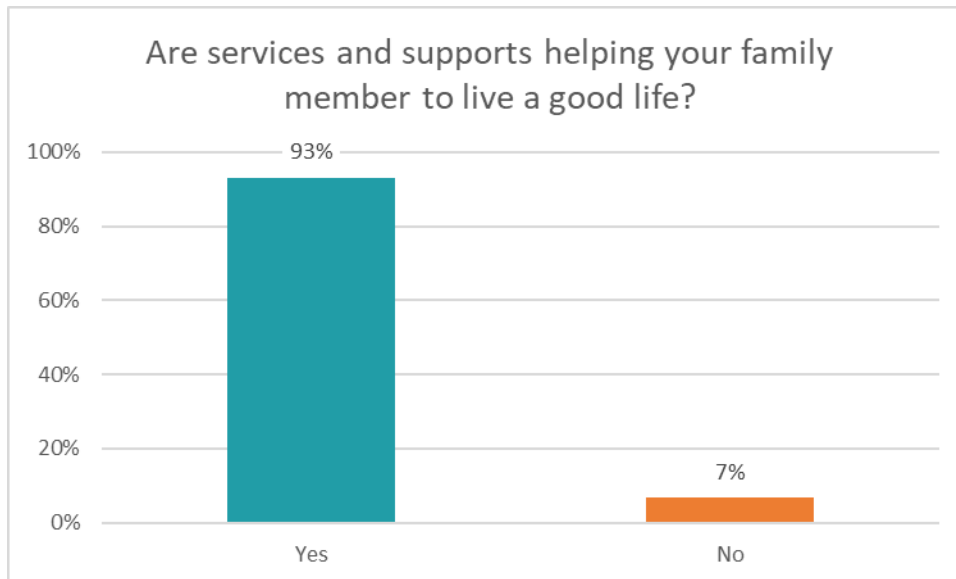


Table Q59. Are services and supports helping your family member to live a good life?

Regional Center	Yes	No	N
ACRC	95%	5%	150
CVRC	93%	7%	137
ELARC	94%	6%	140
FDLRC	89%	11%	102
FNRC	90%	10%	176
GGRC	95%	5%	212
HRC	94%	6%	178
IRC	91%	9%	197
KRC	89%	11%	118
NBRC	92%	8%	144
NLACRC	93%	7%	217
RCEB	95%	5%	190
RCOC	96%	4%	207
RCRC	90%	10%	61
SARC	95%	5%	220
SCLARC	89%	11%	44
SDRC	97%	3%	236
SG/PRC	93%	7%	173
TCRC	94%	6%	186
VMRC	90%	10%	148
WRC	91%	9%	151
CA Average	93%	7%	3,387
NCI Average	95%	5%	7,952

California-specific Questions

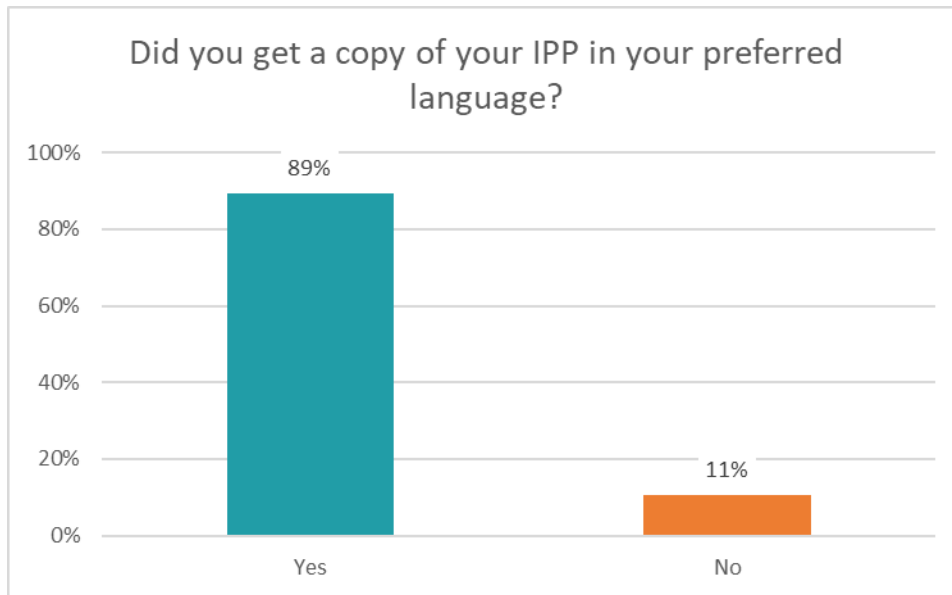


Table Q60. Did you get a copy of your IPP in your preferred language?

Regional Center	Yes	No	N
ACRC	93%	7%	125
CVRC	88%	12%	92
ELARC	91%	9%	105
FDLRC	90%	10%	70
FNRC	92%	8%	132
GGRC	95%	5%	185
HRC	87%	13%	102
IRC	81%	19%	132
KRC	86%	14%	83
NBRC	91%	9%	116
NLACRC	87%	13%	160
RCEB	90%	10%	156
RCOC	85%	15%	156
RCRC	85%	15%	46
SARC	94%	6%	189
SCLARC	n/a	n/a	n/a
SDRC	91%	9%	210
SG/PRC	88%	12%	113
TCRC	90%	10%	147
VMRC	94%	6%	105
WRC	79%	21%	85
CA Average	89%	11%	2,526

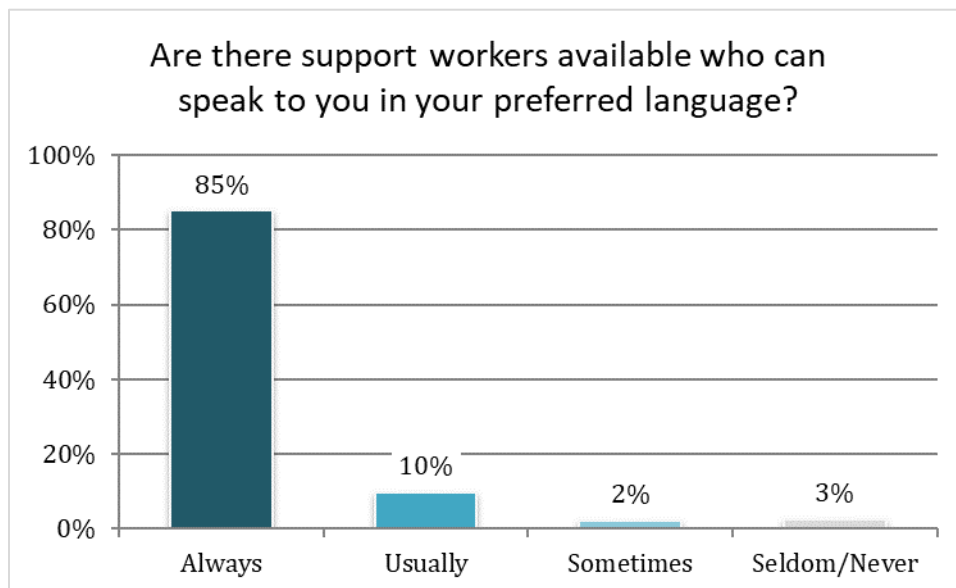


Table Q61. Are there support workers available who can speak to you in your preferred language?

Regional Center	Always	Usually	Sometimes	Seldom/Never	N
ACRC	86%	10%	1%	4%	136
CVRC	86%	9%	1%	4%	121
ELARC	73%	17%	6%	5%	142
FDLRC	77%	15%	3%	5%	102
FNRC	93%	5%	1%	1%	154
GGRC	87%	9%	3%	2%	194
HRC	84%	11%	3%	2%	174
IRC	82%	12%	2%	3%	175
KRC	83%	11%	3%	3%	116
NBRC	82%	12%	2%	4%	136
NLACRC	86%	9%	3%	2%	191
RCEB	87%	7%	2%	4%	173
RCOC	85%	10%	2%	3%	193
RCRC	86%	10%	0%	3%	59
SARC	91%	5%	2%	2%	206
SCLARC	67%	20%	4%	9%	45
SDRC	90%	7%	1%	2%	218
SG/PRC	81%	13%	5%	2%	159
TCRC	92%	7%	1%	1%	168
VMRC	82%	14%	3%	1%	127
WRC	87%	9%	1%	2%	137
CA Average	85%	10%	2%	3%	3,126

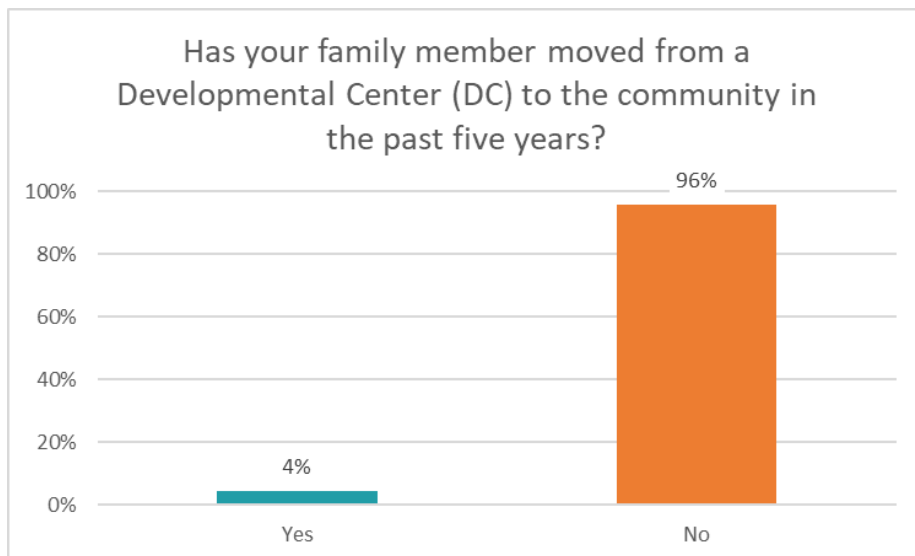


Table Q62. Has your family member moved from a Developmental Center (DC) to the community in the past five years?

Regional Center	Yes	No	N
ACRC	1%	99%	161
CVRC	n/a	n/a	n/a
ELARC	6%	94%	152
FDLRC	4%	96%	116
FNRC	4%	96%	188
GGRC	3%	97%	217
HRC	7%	93%	186
IRC	n/a	n/a	n/a
KRC	8%	92%	134
NBRC	3%	97%	157
NLACRC	8%	92%	224
RCEB	2%	98%	195
RCOC	4%	96%	214
RCRC	0%	100%	72
SARC	2%	98%	231
SCLARC	5%	95%	41
SDRC	4%	96%	252
SG/PRC	6%	94%	180
TCRC	n/a	n/a	n/a
VMRC	3%	97%	153
WRC	7%	93%	156
CA Average	4%	96%	3,565

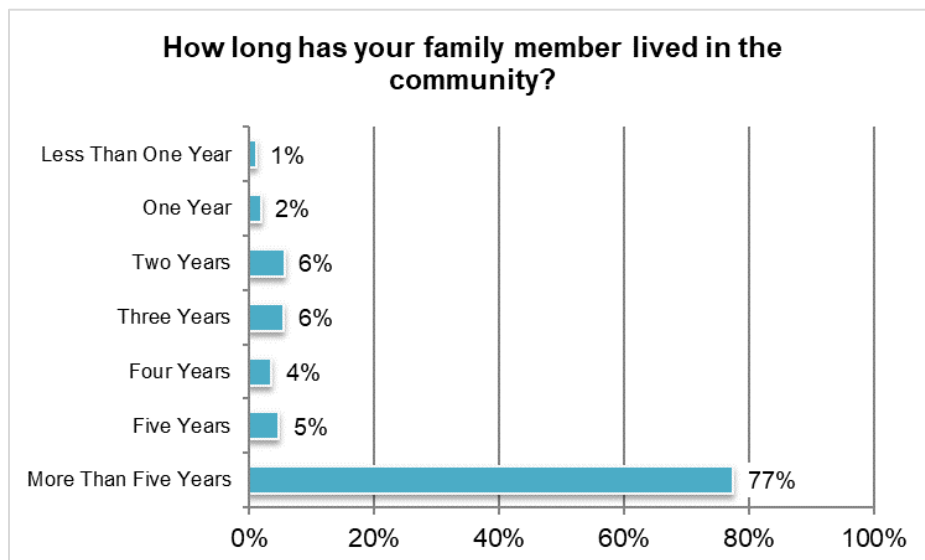


Table Q63. How long has your family member lived in the community?

Regional Center	Less Than One Year	One Year	Two Years	Three Years	Four Years	Five Years	More Than Five Years	N
ACRC	6%	0%	3%	0%	3%	6%	82%	34
CVRC	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a
ELARC	0%	2%	4%	4%	8%	4%	77%	48
FDLRC	0%	0%	7%	2%	5%	5%	82%	44
FNRC	1%	1%	4%	6%	0%	6%	82%	98
GGRC	1%	0%	9%	5%	3%	2%	80%	88
HRC	2%	1%	8%	6%	6%	3%	74%	101
IRC	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a
KRC	4%	2%	11%	2%	2%	9%	70%	54
NBRC	1%	6%	2%	6%	6%	5%	74%	86
NLACRC	0%	3%	6%	7%	3%	5%	77%	103
RCEB	0%	3%	0%	8%	3%	3%	82%	60
RCOC	0%	1%	5%	5%	1%	6%	81%	137
RCRC	0%	0%	8%	5%	0%	8%	79%	39
SARC	0%	0%	6%	2%	6%	6%	80%	65
SCLARC	0%	0%	10%	0%	0%	19%	71%	21
SDRC	1%	2%	6%	6%	4%	3%	78%	137
SG/PRC	3%	3%	4%	6%	1%	4%	80%	80
TCRC	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a
VMRC	0%	0%	7%	7%	5%	2%	80%	60
WRC	1%	1%	5%	10%	2%	2%	78%	82
CA Average	1%	2%	6%	6%	4%	5%	77%	1,378

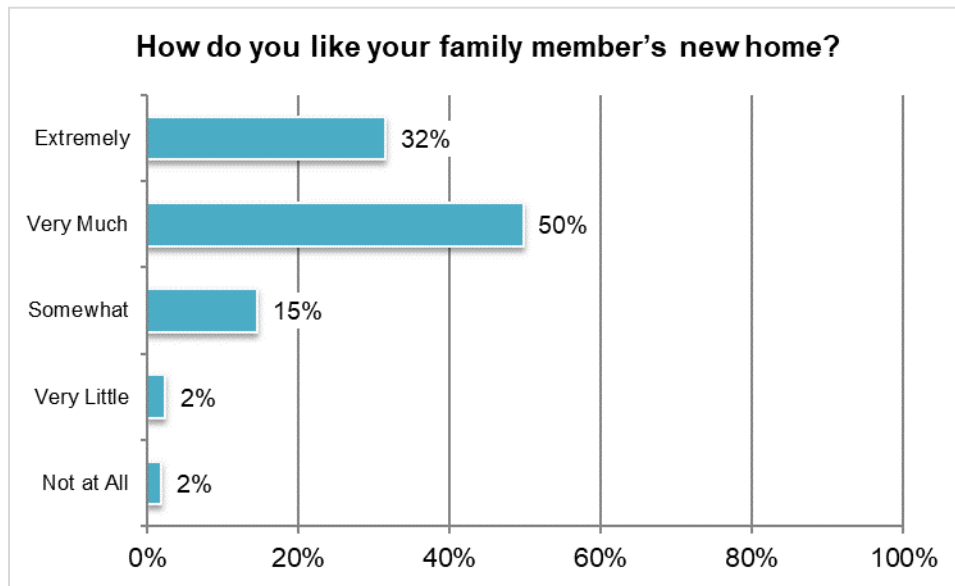


Table Q64. How do you like your family member's new home?

Regional Center	Extremely	Very Much	Somewhat	Very Little	Not at All	N
ACRC	41%	47%	6%	6%	0%	34
CVRC	n/a	n/a	n/a	n/a	n/a	n/a
ELARC	26%	52%	17%	4%	0%	46
FDLRC	38%	50%	12%	0%	0%	42
FNRC	35%	49%	13%	3%	0%	86
GGRC	42%	43%	12%	2%	0%	81
HRC	23%	51%	19%	1%	5%	94
IRC	n/a	n/a	n/a	n/a	n/a	n/a
KRC	35%	46%	17%	0%	2%	46
NBRC	32%	46%	18%	4%	0%	72
NLACRC	29%	54%	13%	2%	1%	92
RCEB	24%	56%	14%	5%	2%	66
RCOC	37%	45%	15%	1%	2%	106
RCRC	22%	41%	31%	0%	6%	32
SARC	38%	48%	10%	3%	0%	58
SCLARC	20%	45%	25%	0%	10%	20
SDRC	31%	56%	9%	2%	2%	126
SG/PRC	34%	47%	14%	3%	3%	73
TCRC	n/a	n/a	n/a	n/a	n/a	n/a
VMRC	29%	52%	17%	2%	0%	42
WRC	28%	49%	15%	3%	4%	71
CA Average	32%	50%	15%	2%	2%	1,221

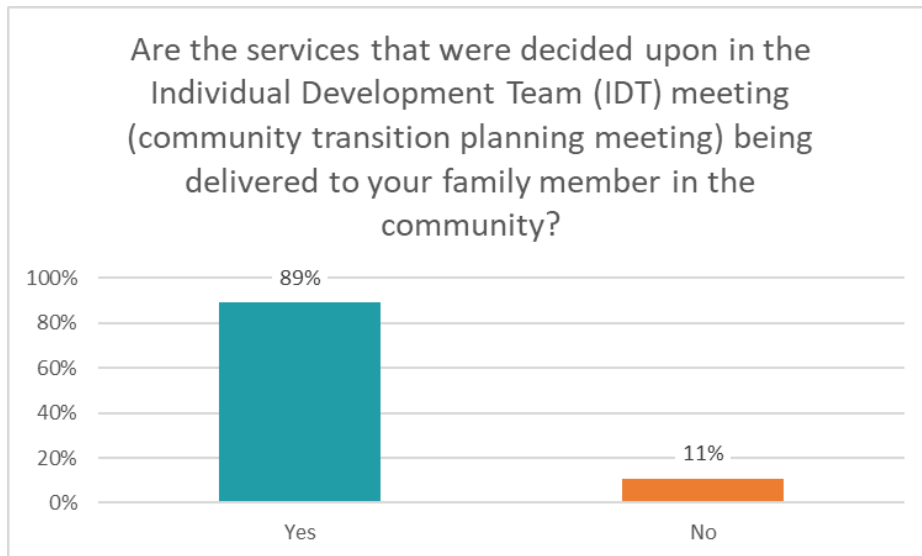


Table Q65. Are the services that were decided upon in the Individual Development Team (IDT) meeting (community transition planning meeting) being delivered to your family member in the community?

Regional Center	Yes	No	N
ACRC	91%	9%	33
CVRC	n/a	n/a	n/a
ELARC	89%	11%	35
FDLRC	88%	12%	26
FNRC	88%	12%	41
GGRC	93%	7%	57
HRC	87%	13%	60
IRC	n/a	n/a	n/a
KRC	91%	9%	22
NBRC	87%	13%	39
NLACRC	95%	5%	64
RCEB	91%	9%	34
RCOC	86%	14%	64
RCRC	81%	19%	16
SARC	90%	10%	42
SCLARC	73%	27%	11
SDRC	96%	4%	82
SG/PRC	93%	7%	59
TCRC	n/a	n/a	n/a
VMRC	91%	9%	32
WRC	77%	23%	43
CA Average	89%	11%	779

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

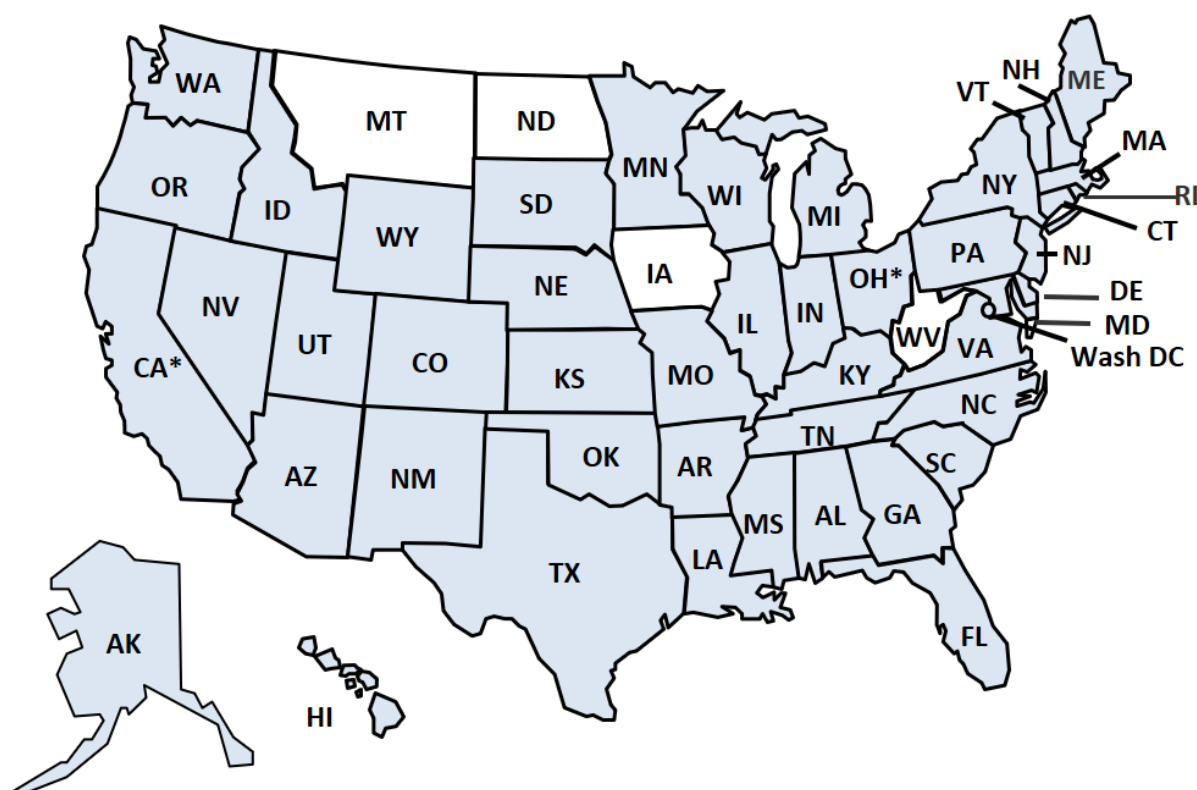
During this initial phase, data collection protocols were developed and field-tested, including a face-to-face Adult Consumer Survey (for individuals age 18 and older who were receiving services) and a mail-out Adult Family Survey (for families who have an adult family member living at home). Seven states 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 2016-17 data collection cycle, 46 states, the District of Columbia, and 22 sub-state entities participated in NCI. State participation is entirely voluntary, and the participating states are shown on the map below.

Figure 1. NCI State Participation 2016-17



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 Figure 2 on the following page). Three data sources are used to assess outcomes: the Adult Consumer Survey, three Family Surveys, and a Provider Survey (e.g., staff turnover).

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

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

In California, all eligible families were mailed a survey for the Family/Guardian Survey FY16/17 (FGS3). The State Council on Developmental Disabilities (SCDD) mailed out the paper survey to 19,799 eligible families. A total of 4,062 usable surveys across the 21 regional centers were returned.³⁴

All participating states were asked to administer the Family/Guardian Survey by selecting a random sample of ***at least*** 1,000 families who:

1. Had an adult individual (aged 18 or over) with an intellectual or developmental disability not living in the family home; and
2. The adult individual with an intellectual or developmental disability not living in the family home received at least one direct service or support other than service coordination.

Beginning in 2016-17, states had a choice of mailing paper surveys to families selected in their sample, sending a URL link for families to complete surveys online (referred to as “direct entry”), or a combination of both modes. In previous years states only had the option to mail paper surveys. A total of five states (*not* including California) had at least a portion of surveys completed via the new direct entry mode.³⁵

A sample size of 1,000 was recommended with the expectation of a 40% return rate or greater (yielding 400 or more usable responses per state). However, most states decided to sample more than 1,000 families, expecting a lower response rate than 40%. A final sample size of 400 would guarantee a +/- 5% margin of error and a 95% confidence level when interpreting the results. States with fewer than 1,000 potential respondent families were instructed to send surveys to all eligible families. With response rates lower than expected, we also included those states that submitted fewer than 400 surveys up to a margin of error of no greater than +/- 7%.³⁶

³⁴ See Figure 3 below (under “Response Rates”) for a break-down of response rates by regional center.

³⁵ States that used the direct entry or mail and direct entry options were: KY, LA, NC, NJ, and SD.

³⁶ For more information on total surveys mailed and received by NCI states as well as each state’s margin of error on NCI see “Response Rates” section of the NCI National Family/Guardian Survey Report for information located here: https://www.nationalcoreindicators.org/upload/core-indicators/AFS_2016-17_final.pdf.

Weighting

Statistically, the term “average” refers to a calculated central or middle value of a set of numbers. In NCI reports, we use “NCI average” to demonstrate the typical performance of all the states that conducted the survey. In previous years, the NCI average was calculated as the simple arithmetic mean of all state means (an approach known as “average of averages”). This year, the approach has been enhanced to consider the relative numbers of people receiving services through participating states’ systems. Beginning this year, the NCI averages contained in this report are “weighted” means; their calculations reflect the relative population sizes of participating states, as well as the sample sizes.

Applying statistical weights allows a state that provides services to a larger number of people (but is represented in the data by a sample of the same size as other states) to have a higher influence on the overall NCI average—that is, the state’s contribution to the NCI average is proportional to its service population. The weights used in calculations for this report were developed using each participating state’s number of survey respondents and its total survey-eligible population.

Please note: the California Averages included in this report are unweighted averages across the state.

Data Entry and Analysis

All states enter 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 individual with an intellectual or developmental disability receiving services lived in the family home.
2. Demographic information was entered into the file but no survey questions were answered.

Response Rates

Figure 3, below, 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.

Figure 3. Family/Guardian Survey: Regional Center Response Rates

State	Total Eligible Population	Surveys Mailed	Usable Surveys Returned	Response Rate	Margin of Error
ACRC	1,090	1,090	183	17%	6.61
CVRC	952	952	177	19%	6.65
ELARC	622	622	175	28%	6.29
FDLRC	641	641	135	21%	7.50
FNRC	1,035	1,035	209	20%	6.06
GGRC	1,013	1,013	244	24%	5.47
HRC	834	834	215	26%	5.76
IRC	1,223	1,223	238	19%	5.70
KRC	889	889	161	18%	6.99
NBRC	1,067	1,067	181	17%	6.64
NLACRC	1,191	1,191	243	20%	5.61
RCEB	929	929	230	25%	5.61
RCOC	1,205	1,205	237	20%	5.71
RCRC	526	526	76	14%	10.41
SARC	1,060	1,060	252	24%	5.39
SCLARC	439	439	64	15%	11.33
SDRC	1,275	1,275	286	22%	5.11
SG/PRC	1,157	1,157	205	18%	6.21
TCRC	941	941	206	22%	6.04
VMRC	982	982	175	18%	6.72
WRC	736	733	170	23%	6.60
Total	19,807	19,799	4,062	21%	1.37