

Adult Family Survey

FY16/17 California Statewide Report



Prepared by Human Services Research Institute for the

CALIFORNIA DEPARTMENT OF DEVELOPMENTAL SERVICES

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NATIONAL CORE INDICATORS

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



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N A S D D D S

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(NASDDDS)**

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1/29/2019

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 Adult Family 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 Adult Family Survey, with data collected from July 2016 through June 2017. During that time, 4,917 families of an adult with intellectual/developmental disabilities living in 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.

In 2016, DDS allocated \$11 million to regional centers to assist in implementing plans to reduce purchase of service disparities. The California-Specific Questions (on page 133) show the results specific to cultural equity. A fourth Adult Family Survey will take place in fiscal year (FY) 19/20. DDS will then have the opportunity to compare data across years and continue to strategically plan further system improvements.

Acknowledgements

This report would not be possible without the 4,917 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

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

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CA Adult Family 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 Adult Family Survey is administered to families who have an adult family member (18 years or older) with an intellectual or developmental disability who lives in the family home and receives at least one service other than case management. Not all states that participate in NCI administer the Adult Family 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, 16 states submitted a valid sample of Adult Family Survey data.¹ This report provides a summary of results based on data submitted by June 30, 2017.

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

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

¹ The following states are represented in the NCI Average in this report: California (CA); the District of Columbia (DC); Delaware (DE); Florida (FL); Georgia (GA); Kentucky (KY); Louisiana (LA); Maryland (MD); Minnesota (MN); Missouri (MO); Mississippi (MS); North Carolina (NC); New Jersey (NJ); Oklahoma (OK); Pennsylvania (PA); Utah (UT)

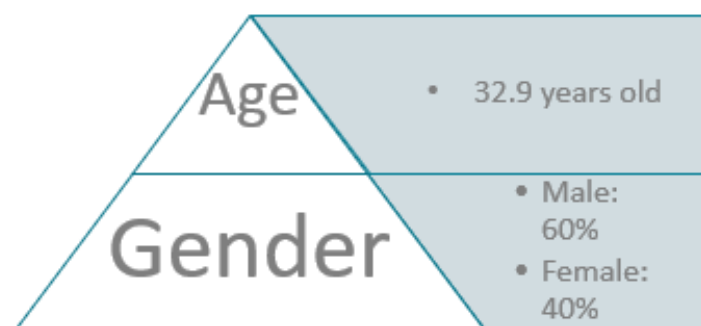
² For more information see "Weighting" in the Methodology section.

LOOKING AT THE 2016-17 CALIFORNIA ADULT FAMILY SURVEY (AFS)

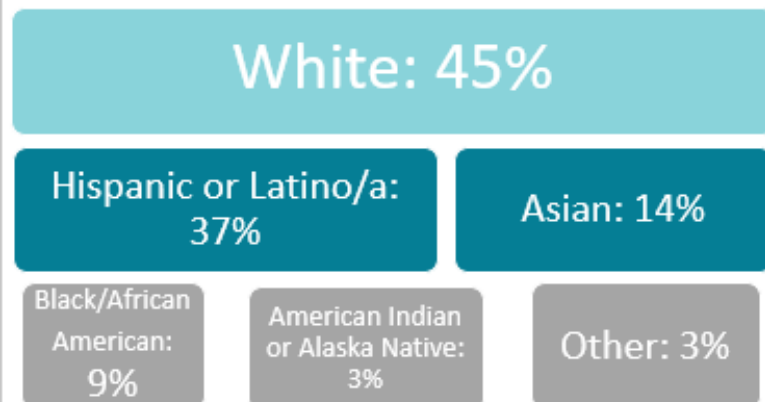
Respondents: families or guardians of adults (aged 18 and over) with an intellectual/developmental disability. The adult with the disability lives in the family home (with the respondent) and receives at least one service funded by the regional center in addition to case management.

Total sample: 4,917

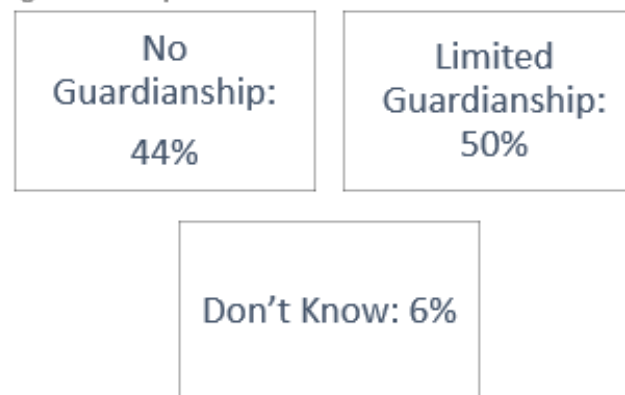
Respondents reported the following about their family members:



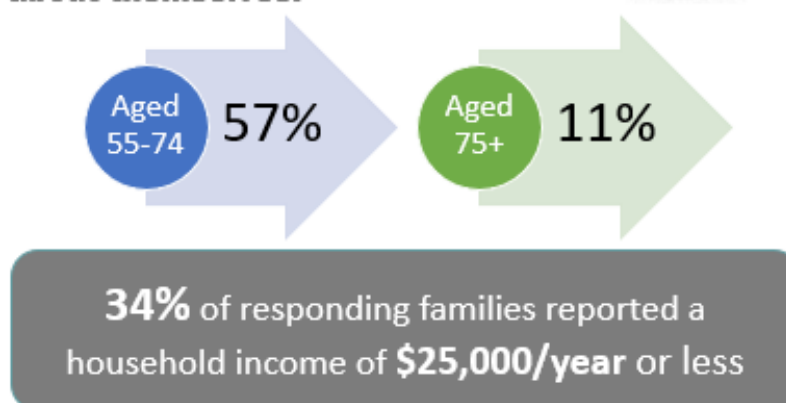
Race/ethnicity (categories are not mutually exclusive)



Legal guardianship



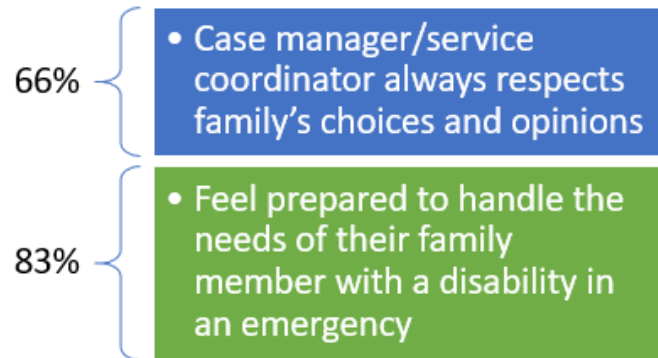
Respondents reported the following about themselves:



2016-17 California Adult Family Survey



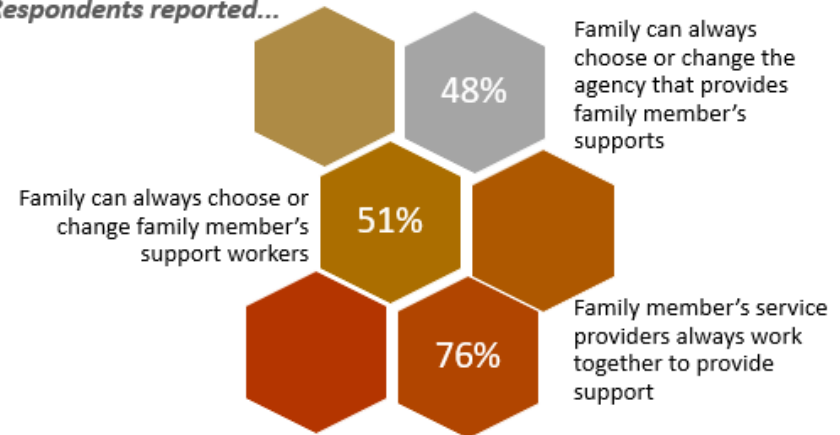
Information and Planning Respondents reported...



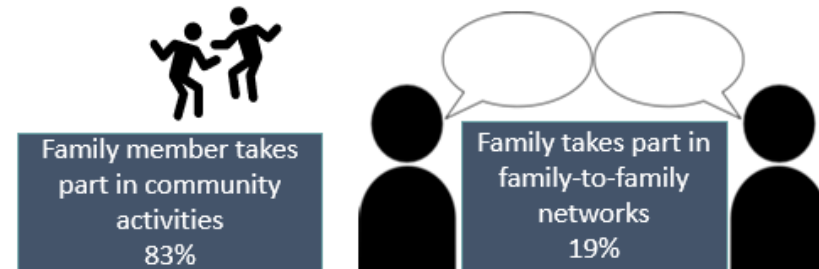
Access and Delivery of Supports and Services Respondents reported...



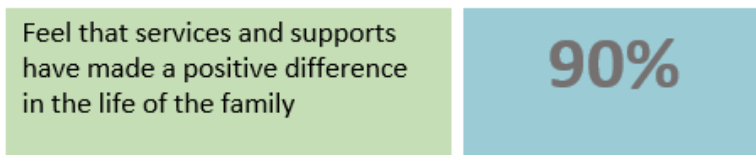
Choice, Decision-making and Control Respondents reported...



Involvement in the Community Respondents reported...



Satisfaction with Services and Supports



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 Adult Family Survey was first developed and administered in 1997-99 to measure the experiences of families who had an adult family member with an intellectual or developmental disability living at home. 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 Adult Family 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 Adult Family 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.

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

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. More Than One Person Living in the Home Has IDD

Regional Center	Yes	No	N
ACRC	16%	84%	270
CVRC	18%	82%	207
ELARC	19%	81%	207
FDLRC	17%	83%	246
FNRC	15%	85%	246
GGRC	17%	83%	211
HRC	15%	85%	233
IRC	15%	85%	248
KRC	18%	82%	177
NBRC	11%	89%	247
NLACRC	20%	80%	242
RCEB	17%	83%	186
RCOC	16%	84%	259
RCRC	17%	83%	165
SARC	21%	79%	198
SCLARC	17%	83%	204
SDRC	13%	87%	269
SG/PRC	16%	84%	225
TCRC	11%	89%	270
VMRC	15%	85%	232
WRC	14%	86%	195
CA Average	16%	84%	4,737
NCI Average	14%	86%	11,046

Table 2. Family Member's Age

Regional Center	Age	N
ACRC	33.4	273
CVRC	33.4	213
ELARC	34.4	214
FDLRC	30.8	249
FNRC	32.3	246
GGRC	35.1	213
HRC	31.5	237
IRC	31.8	254
KRC	33.2	185
NBRC	32.4	253
NLACRC	31.2	246
RCEB	33.1	188
RCOC	33.5	267
RCRC	34.3	167
SARC	30.1	202
SCLARC	33.0	204
SDRC	32.0	276
SG/PRC	34.8	230
TCRC	32.2	270
VMRC	35.1	240
WRC	33.7	203
CA Average	32.9	4,830
NCI Average	33.8	11,245

Table 3. Family Member's Gender

Regional Center	Male	Female	N
ACRC	55%	45%	273
CVRC	55%	45%	215
ELARC	62%	38%	215
FDLRC	62%	38%	252
FNRC	55%	45%	242
GGRC	55%	45%	212
HRC	65%	35%	240
IRC	65%	35%	250
KRC	61%	39%	183
NBRC	58%	42%	253
NLACRC	66%	34%	243
RCEB	64%	36%	188
RCOC	55%	45%	268
RCRC	63%	37%	166
SARC	64%	36%	202
SCLARC	62%	38%	206
SDRC	61%	39%	275
SG/PRC	54%	46%	227
TCRC	55%	45%	272
VMRC	64%	36%	236
WRC	65%	36%	200
CA Average	60%	40%	4,818
NCI Average	58%	41%	11,220

Table 4. Family Member's Disabilities (CA Qualifying Conditions)⁴

Regional Center	Intellectual Disability	Autism Spectrum Disorder	Cerebral Palsy	Epilepsy ⁵
ACRC	64%	28%	19%	26%
CVRC	67%	17%	25%	27%
ELARC	57%	32%	13%	27%
FDLRC	48%	43%	19%	19%
FNRC	68%	34%	17%	27%
GGRC	64%	27%	16%	22%
HRC	63%	39%	14%	23%
IRC	65%	36%	24%	25%
KRC	61%	25%	17%	27%
NBRC	64%	37%	21%	29%
NLACRC	54%	38%	16%	23%
RCEB	66%	35%	18%	20%
RCOC	65%	36%	15%	26%
RCRC	56%	30%	22%	21%
SARC	59%	37%	18%	21%
SCLARC	57%	28%	16%	17%
SDRC	60%	36%	19%	23%
SG/PRC	60%	28%	18%	24%
TCRC	65%	27%	18%	21%
VMRC	56%	25%	20%	28%
WRC	59%	40%	14%	22%
CA Average	61%	33%	18%	24%
NCI Average	65%	31%	20%	28%

⁴ Categories are not mutually exclusive, therefore N is not shown.⁵ Epilepsy corresponds to NCI category 'seizure disorder/neurological condition'.

Table 5. Family Member's Disabilities (continued)⁶

Regional Center	Mental Illness or Psychiatric Disorder	Limited or No Vision	Severe or Profound Hearing Loss	Brain Injury
ACRC	26%	10%	5%	11%
CVRC	21%	7%	8%	11%
ELARC	26%	12%	4%	11%
FDLRC	22%	9%	4%	10%
FNRC	23%	15%	6%	16%
GGRC	17%	8%	6%	12%
HRC	17%	7%	6%	8%
IRC	24%	13%	9%	11%
KRC	22%	10%	3%	14%
NBRC	20%	8%	7%	12%
NLACRC	24%	7%	6%	10%
RCEB	22%	9%	7%	7%
RCOC	24%	7%	6%	9%
RCRC	24%	9%	9%	10%
SARC	16%	9%	7%	9%
SCLARC	19%	10%	5%	5%
SDRC	21%	10%	9%	11%
SG/PRC	24%	10%	4%	10%
TCRC	20%	8%	5%	12%
VMRC	19%	10%	7%	8%
WRC	19%	8%	5%	10%
CA Average	21%	9%	6%	10%
NCI Average	22%	10%	7%	10%

⁶ Categories are not mutually exclusive, therefore N is not shown.

Table 6. Family Member's Disabilities (continued)⁷

Regional Center	Chemical Dependency	Down Syndrome	Prader-Willi Syndrome	Fetal Alcohol Spectrum Disorder	Other
ACRC	2%	17%	0%	1%	21%
CVRC	3%	17%	1%	1%	17%
ELARC	3%	13%	0%	1%	14%
FDLRC	1%	12%	0%	0%	11%
FNRC	2%	12%	0%	4%	25%
GGRC	1%	15%	0%	0%	15%
HRC	0%	13%	0%	0%	11%
IRC	2%	15%	1%	2%	21%
KRC	2%	14%	0%	1%	16%
NBRC	1%	13%	0%	1%	20%
NLACRC	0%	14%	0%	1%	18%
RCEB	1%	15%	0%	1%	18%
RCOC	2%	19%	1%	0%	12%
RCRC	1%	15%	1%	4%	23%
SARC	1%	14%	0%	0%	15%
SCLARC	2%	17%	0%	2%	13%
SDRC	3%	18%	1%	1%	15%
SG/PRC	2%	19%	0%	1%	12%
TCRC	1%	17%	1%	0%	15%
VMRC	1%	14%	1%	2%	16%
WRC	2%	10%	0%	1%	14%
CA Average	2%	15%	0%	1%	16%
NCI Average	1%	16%	0%	1%	19%

⁷ Categories are not mutually exclusive, therefore N is not shown.

Table 7. Family Member's Health Conditions⁸

Regional Center	Cardiovascular Disease	Diabetes	Cancer	High Blood Pressure	High Cholesterol
ACRC	9%	12%	4%	23%	20%
CVRC	6%	22%	1%	28%	32%
ELARC	9%	19%	2%	33%	36%
FDLRC	12%	17%	3%	25%	32%
FNRC	13%	14%	7%	23%	17%
GGRC	9%	20%	3%	23%	27%
HRC	7%	13%	3%	29%	29%
IRC	10%	17%	7%	22%	29%
KRC	7%	16%	2%	31%	32%
NBRC	14%	20%	3%	19%	19%
NLACRC	8%	15%	6%	27%	28%
RCEB	6%	19%	4%	31%	29%
RCOC	5%	15%	3%	22%	36%
RCRC	11%	13%	2%	30%	13%
SARC	10%	20%	6%	27%	27%
SCLARC	9%	23%	3%	32%	48%
SDRC	13%	21%	5%	31%	29%
SG/PRC	8%	15%	2%	32%	39%
TCRC	9%	15%	4%	26%	28%
VMRC	10%	19%	6%	24%	30%
WRC	4%	11%	2%	30%	27%
CA Average	9%	17%	4%	27%	29%
NCI Average	10%	16%	4%	26%	28%

⁸ Categories are not mutually exclusive, therefore N is not shown.

Table 8. Family Member's Health Conditions (continued)⁹

Regional Center	Dysphagia	Pressure Ulcers	Alzheimer's Disease or Other Dementia	Oral Health or Dental Problems	Sleep Apnea	Other
ACRC	9%	1%	1%	21%	12%	39%
CVRC	5%	0%	4%	20%	18%	28%
ELARC	10%	2%	2%	20%	13%	26%
FDLRC	5%	1%	2%	20%	17%	28%
FNRC	8%	3%	3%	17%	18%	45%
GGRC	6%	1%	3%	18%	16%	41%
HRC	6%	1%	1%	14%	12%	35%
IRC	12%	1%	3%	19%	19%	26%
KRC	9%	0%	4%	13%	14%	32%
NBRC	10%	3%	4%	20%	18%	46%
NLACRC	9%	3%	3%	22%	14%	26%
RCEB	7%	4%	6%	18%	21%	45%
RCOC	5%	1%	3%	11%	11%	40%
RCRC	8%	2%	2%	11%	16%	42%
SARC	6%	1%	1%	14%	23%	29%
SCLARC	6%	2%	3%	8%	11%	25%
SDRC	9%	4%	2%	15%	20%	35%
SG/PRC	6%	0%	4%	17%	15%	28%
TCRC	7%	3%	1%	12%	13%	39%
VMRC	5%	2%	2%	16%	16%	25%
WRC	5%	1%	3%	12%	13%	30%
CA Average	7%	2%	3%	16%	16%	34%
NCI Average	9%	2%	3%	15%	16%	37%

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

Table 9. Family Member's Race and Ethnicity^{10 11}

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%	12%	10%	0%	66%	17%	2%
CVRC	3%	7%	3%	1%	39%	54%	4%
ELARC	2%	15%	3%	0%	16%	71%	0%
FDLRC	1%	17%	6%	0%	32%	43%	5%
FNRC	9%	3%	4%	1%	82%	17%	4%
GGRC	2%	42%	7%	1%	34%	22%	2%
HRC	0%	20%	13%	2%	38%	33%	1%
IRC	2%	9%	10%	0%	41%	47%	1%
KRC	6%	4%	7%	1%	46%	44%	1%
NBRC	2%	11%	6%	2%	63%	24%	1%
NLACRC	1%	6%	11%	1%	41%	46%	2%
RCEB	1%	27%	15%	1%	47%	19%	2%
RCOC	3%	24%	1%	0%	52%	30%	1%
RCRC	8%	4%	5%	1%	80%	16%	2%
SARC	3%	30%	2%	0%	43%	30%	1%
SCLARC	0%	3%	27%	0%	6%	66%	0%
SDRC	1%	14%	5%	0%	46%	40%	2%
SG/PRC	1%	12%	8%	0%	24%	61%	1%
TCRC	3%	9%	3%	1%	57%	39%	3%
VMRC	4%	13%	8%	0%	51%	31%	3%
WRC	1%	10%	29%	1%	31%	34%	4%
CA Average	3%	14%	9%	1%	45%	37%	2%
NCI Average	2%	8%	14%	0%	61%	20%	2%

¹⁰ Categories are not mutually exclusive, therefore N is not shown.¹¹ NCI race and ethnicity categories are based on the Census model; CA records Hispanic/Latino as a race group.

Table 10. 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	83%	10%	2%	0%	5%	270
CVRC	83%	11%	2%	0%	3%	205
ELARC	82%	11%	2%	3%	1%	211
FDLRC	80%	13%	3%	2%	3%	245
FNRC	81%	13%	2%	0%	4%	246
GGRC	76%	16%	2%	1%	4%	207
HRC	86%	8%	1%	2%	3%	234
IRC	81%	11%	2%	0%	5%	241
KRC	78%	16%	1%	0%	6%	178
NBRC	81%	13%	2%	0%	3%	254
NLACRC	82%	12%	2%	1%	3%	243
RCEB	83%	9%	4%	1%	3%	183
RCOC	83%	13%	2%	1%	2%	264
RCRC	81%	10%	5%	2%	2%	166
SARC	79%	13%	1%	5%	2%	197
SCLARC	76%	19%	2%	1%	3%	199
SDRC	81%	12%	1%	1%	4%	273
SG/PRC	83%	12%	1%	1%	3%	221
TCRC	77%	11%	2%	0%	9%	263
VMRC	79%	13%	2%	2%	5%	234
WRC	84%	11%	0%	2%	3%	194
CA Average	81%	12%	2%	1%	4%	4,728
NCI Average	77%	14%	2%	1%	5%	11,053

Table 11. Family Member's Preferred Language¹²

Regional Center	English	Spanish	Mandarin	Tagalog	Vietnamese	N
ACRC	88%	4%	0%	0%	1%	272
CVRC	78%	17%	0%	0%	0%	212
ELARC	55%	26%	3%	0%	0%	218
FDLRC	52%	24%	0%	1%	0%	255
FNRC	94%	5%	0%	0%	0%	248
GGRC	64%	10%	7%	7%	2%	212
HRC	74%	16%	1%	0%	0%	241
IRC	80%	18%	0%	0%	0%	250
KRC	82%	16%	0%	1%	0%	182
NBRC	88%	9%	0%	1%	0%	255
NLACRC	62%	23%	0%	0%	0%	246
RCEB	72%	12%	7%	3%	1%	188
RCOC	74%	13%	0%	0%	8%	272
RCRC	92%	5%	0%	0%	0%	164
SARC	73%	12%	0%	3%	8%	204
SCLARC	46%	41%	0%	0%	0%	209
SDRC	74%	22%	0%	0%	2%	279
SG/PRC	62%	24%	3%	0%	1%	229
TCRC	73%	13%	0%	0%	1%	271
VMRC	83%	10%	0%	1%	1%	239
WRC	72%	15%	0%	0%	0%	203
CA Average	73%	16%	1%	1%	1%	4,849

¹² California-specific question

Table 12. Family Member's Preferred Language (continued from Table 11)¹³

Regional Center	Korean	Arabic	Armenian	Farsi	Hmong	N
ACRC	0%	0%	0%	1%	1%	272
CVRC	0%	0%	0%	0%	2%	212
ELARC	1%	0%	0%	0%	0%	218
FDLRC	5%	1%	3%	0%	0%	255
FNRC	0%	0%	0%	0%	0%	248
GGRC	0%	0%	0%	0%	0%	212
HRC	0%	0%	0%	0%	0%	241
IRC	1%	0%	0%	0%	0%	250
KRC	0%	0%	0%	0%	0%	182
NBRC	0%	0%	0%	0%	0%	255
NLACRC	0%	1%	0%	1%	0%	246
RCEB	1%	0%	0%	0%	0%	188
RCOC	0%	0%	0%	0%	0%	272
RCRC	1%	0%	0%	0%	0%	164
SARC	1%	0%	0%	1%	0%	204
SCLARC	0%	0%	0%	0%	0%	209
SDRC	0%	1%	0%	0%	0%	279
SG/PRC	0%	0%	0%	0%	0%	229
TCRC	0%	0%	0%	0%	0%	271
VMRC	0%	0%	0%	0%	0%	239
WRC	0%	0%	0%	1%	0%	203
CA Average	0%	0%	0%	0%	0%	4,849

¹³ California-specific question

Table 13. Family Member's Preferred Language (continued from Tables 11 and 12)¹⁴

Regional Center	Khmer	Laos	Russian	ASL	Other	N
ACRC	0%	0%	1%	1%	2%	272
CVRC	0%	0%	0%	0%	3%	212
ELARC	0%	0%	0%	0%	15%	218
FDLRC	0%	0%	1%	0%	13%	255
FNRC	0%	0%	0%	0%	0%	248
GGRC	0%	0%	2%	2%	6%	212
HRC	1%	0%	0%	0%	6%	241
IRC	0%	0%	0%	0%	0%	250
KRC	0%	0%	0%	0%	1%	182
NBRC	0%	0%	0%	2%	1%	255
NLACRC	0%	0%	0%	0%	13%	246
RCEB	0%	0%	0%	2%	2%	188
RCOC	0%	0%	0%	1%	3%	272
RCRC	0%	0%	0%	2%	1%	164
SARC	0%	0%	0%	0%	1%	204
SCLARC	0%	0%	0%	0%	13%	209
SDRC	0%	0%	0%	1%	0%	279
SG/PRC	0%	0%	0%	0%	10%	229
TCRC	0%	0%	0%	1%	12%	271
VMRC	2%	0%	0%	1%	2%	239
WRC	0%	0%	0%	0%	10%	203
CA Average	0%	0%	0%	1%	5%	4,849

¹⁴ California-specific question

Table 14. Family Member Has Legal Court Appointed Guardian or Conservator¹⁵

Regional Center	None	Limited	Full	Has Guardianship, Level Unknown	Don't Know	N
ACRC	46%	46%	n/a	0%	8%	265
CVRC	50%	39%	n/a	0%	11%	201
ELARC	41%	53%	n/a	0%	6%	211
FDLRC	38%	54%	n/a	0%	8%	244
FNRC	41%	56%	n/a	0%	4%	241
GGRC	44%	48%	n/a	0%	8%	204
HRC	41%	55%	n/a	0%	5%	227
IRC	47%	47%	n/a	0%	6%	237
KRC	44%	45%	n/a	0%	11%	166
NBRC	49%	46%	n/a	0%	5%	249
NLACRC	49%	46%	n/a	0%	5%	240
RCEB	43%	49%	n/a	0%	8%	185
RCOC	41%	53%	n/a	0%	6%	261
RCRC	50%	45%	n/a	0%	5%	161
SARC	30%	67%	n/a	0%	3%	199
SCLARC	39%	53%	n/a	0%	8%	196
SDRC	42%	53%	n/a	0%	5%	266
SG/PRC	43%	52%	n/a	0%	5%	216
TCRC	50%	44%	n/a	0%	6%	264
VMRC	46%	47%	n/a	0%	7%	220
WRC	52%	46%	n/a	0%	3%	193
CA Average	44%	50%	n/a	0%	6%	4,646
NCI Average	36%	29%	28%	2%	5%	10,940

¹⁵ 'Don't Know' responses included in denominator

Table 15. Guardian or Conservator Relationship to Family Member

Regional Center	Family	Friend	Employee of State or Guardianship Agency	Other	N
ACRC	96%	1%	0%	4%	113
CVRC	97%	1%	0%	1%	72
ELARC	97%	3%	0%	0%	101
FDLRC	98%	1%	1%	0%	123
FNRC	97%	1%	1%	2%	129
GGRC	96%	2%	1%	1%	93
HRC	97%	0%	0%	3%	116
IRC	91%	2%	0%	7%	107
KRC	97%	2%	0%	2%	65
NBRC	94%	2%	1%	4%	108
NLACRC	99%	1%	0%	0%	102
RCEB	98%	1%	0%	1%	84
RCOC	97%	1%	0%	2%	123
RCRC	96%	1%	3%	0%	69
SARC	96%	0%	1%	3%	126
SCLARC	99%	1%	0%	0%	94
SDRC	99%	0%	0%	1%	135
SG/PRC	95%	3%	0%	2%	108
TCRC	99%	0%	1%	0%	109
VMRC	93%	2%	2%	2%	92
WRC	96%	1%	1%	1%	84
CA Average	97%	1%	1%	2%	2,153
NCI Average	96%	1%	1%	3%	5,848

Table 16. 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	26%	2%	33%	24%	3%	8%	3%	259
CVRC	24%	2%	34%	20%	9%	7%	3%	192
ELARC	25%	3%	30%	26%	4%	5%	8%	192
FDLRC	20%	5%	27%	25%	6%	10%	7%	237
FNRC	17%	3%	39%	26%	2%	11%	4%	236
GGRC	28%	4%	31%	18%	4%	10%	5%	192
HRC	17%	4%	36%	21%	6%	9%	7%	216
IRC	16%	4%	39%	25%	6%	7%	3%	232
KRC	17%	6%	29%	32%	6%	7%	3%	168
NBRC	20%	2%	36%	19%	5%	12%	5%	244
NLACRC	18%	6%	33%	24%	4%	9%	7%	235
RCEB	16%	2%	31%	21%	7%	14%	9%	177
RCOC	19%	3%	43%	14%	8%	6%	6%	248
RCRC	14%	6%	30%	33%	4%	9%	4%	156
SARC	20%	5%	35%	12%	5%	14%	9%	182
SCLARC	19%	6%	30%	31%	9%	3%	1%	185
SDRC	18%	4%	38%	22%	5%	8%	5%	257
SG/PRC	19%	1%	33%	26%	6%	9%	5%	206
TCRC	17%	4%	34%	27%	5%	10%	3%	255
VMRC	22%	1%	34%	27%	7%	7%	2%	215
WRC	21%	3%	29%	26%	3%	9%	9%	193
CA Average	20%	4%	34%	24%	5%	9%	5%	4,477
NCI Average	18%	3%	35%	28%	4%	6%	5%	10,650

Table 17. Family Member's Typical Day Activity -- Individual Paid Job in the Community¹⁶

Regional Center	Usually/Often	Sometimes	Never	N
ACRC	13%	5%	83%	215
CVRC	10%	5%	85%	164
ELARC	11%	6%	82%	154
FDLRC	14%	7%	79%	193
FNRC	12%	3%	85%	190
GGRC	19%	5%	75%	166
HRC	12%	4%	83%	179
IRC	13%	3%	84%	182
KRC	7%	6%	87%	140
NBRC	22%	5%	74%	185
NLACRC	13%	7%	81%	197
RCEB	12%	6%	83%	143
RCOC	16%	4%	80%	183
RCRC	13%	7%	80%	142
SARC	14%	6%	80%	148
SCLARC	7%	3%	91%	160
SDRC	15%	6%	79%	220
SG/PRC	12%	8%	80%	163
TCRC	16%	4%	81%	200
VMRC	12%	3%	85%	188
WRC	14%	5%	80%	153
CA Average	13%	5%	82%	3,665
NCI Average	14%	4%	82%	8,811

¹⁶ "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 18. Family Member's Typical Day Activity -- Paid Small Group Job in a Community-based Setting¹⁷

Regional Center	Usually/Often	Sometimes	Never	N
ACRC	8%	4%	88%	204
CVRC	26%	8%	66%	170
ELARC	7%	5%	88%	147
FDLRC	9%	3%	88%	180
FNRC	23%	7%	70%	188
GGRC	12%	10%	78%	147
HRC	10%	7%	83%	174
IRC	20%	5%	75%	188
KRC	13%	6%	81%	140
NBRC	24%	11%	65%	186
NLACRC	13%	4%	83%	190
RCEB	7%	7%	85%	137
RCOC	25%	4%	71%	201
RCRC	20%	4%	76%	139
SARC	12%	8%	80%	144
SCLARC	5%	6%	88%	156
SDRC	11%	9%	80%	214
SG/PRC	18%	9%	74%	160
TCRC	17%	3%	80%	194
VMRC	15%	8%	77%	186
WRC	16%	2%	82%	152
CA Average	15%	6%	79%	3,597
NCI Average	12%	4%	84%	8,504

¹⁷ "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 19. Family Member's Typical Day Activity -- Unpaid Activity in a Community-based Setting¹⁸

Regional Center	Usually/Often	Sometimes	Never	N
ACRC	26%	16%	58%	212
CVRC	16%	13%	71%	161
ELARC	19%	9%	73%	161
FDLRC	19%	10%	71%	187
FNRC	16%	14%	71%	187
GGRC	25%	16%	60%	151
HRC	18%	16%	66%	178
IRC	18%	7%	75%	177
KRC	15%	9%	76%	141
NBRC	13%	15%	72%	172
NLACRC	24%	8%	68%	189
RCEB	26%	13%	61%	139
RCOC	26%	13%	61%	192
RCRC	26%	17%	57%	137
SARC	33%	15%	52%	145
SCLARC	14%	8%	78%	159
SDRC	28%	12%	60%	218
SG/PRC	22%	9%	69%	158
TCRC	27%	14%	59%	201
VMRC	22%	14%	64%	196
WRC	21%	15%	65%	155
CA Average	22%	13%	66%	3,616
NCI Average	22%	14%	65%	8,562

¹⁸ "Unpaid Activity in a Community-based Setting" may include: volunteering, skills training, and staff-supported community connections.

Table 20. Family Member's Typical Day Activity -- Paid Activity in a Facility-based Setting¹⁹

Regional Center	Usually/Often	Sometimes	Never	N
ACRC	21%	1%	77%	213
CVRC	16%	7%	77%	165
ELARC	14%	3%	83%	155
FDLRC	14%	2%	84%	180
FNRC	27%	7%	66%	193
GGRC	12%	6%	82%	143
HRC	9%	5%	86%	173
IRC	27%	2%	71%	185
KRC	15%	6%	79%	141
NBRC	20%	9%	70%	179
NLACRC	12%	4%	84%	194
RCEB	11%	9%	80%	134
RCOC	19%	3%	77%	182
RCRC	17%	7%	76%	139
SARC	13%	3%	84%	144
SCLARC	13%	3%	83%	157
SDRC	18%	3%	79%	211
SG/PRC	24%	7%	69%	164
TCRC	13%	6%	81%	189
VMRC	14%	4%	83%	184
WRC	12%	5%	83%	151
CA Average	17%	5%	79%	3,576
NCI Average	19%	4%	77%	8,655

¹⁹ "Paid activity in a facility-based setting" may include activities in a workshop, activity center, or business that primarily hires people with disabilities

Table 21. Family Member's Typical Day Activity – Unpaid Activity in a Facility-based Setting²⁰

Regional Center	Usually/Often	Sometimes	Never	N
ACRC	28%	5%	67%	198
CVRC	25%	8%	67%	160
ELARC	11%	4%	85%	144
FDLRC	11%	4%	85%	179
FNRC	25%	6%	69%	180
GGRC	32%	9%	59%	150
HRC	24%	10%	66%	173
IRC	21%	4%	75%	171
KRC	22%	3%	75%	141
NBRC	25%	6%	70%	161
NLACRC	18%	3%	79%	187
RCEB	29%	4%	66%	140
RCOC	19%	6%	75%	172
RCRC	21%	8%	71%	135
SARC	26%	4%	70%	136
SCLARC	17%	2%	81%	150
SDRC	20%	6%	74%	195
SG/PRC	19%	5%	77%	154
TCRC	23%	6%	70%	192
VMRC	25%	8%	67%	186
WRC	26%	6%	68%	155
CA Average	22%	6%	72%	3,459
NCI Average	27%	5%	68%	8,380

²⁰ "Unpaid activity in a facility-based setting" may include day habilitation, senior programs or drop-in centers.

Table 22. Family Member's Typical Day Activity – School

Regional Center	Usually/Often	Sometimes	Never	N
ACRC	30%	4%	65%	161
CVRC	15%	4%	81%	130
ELARC	30%	5%	64%	128
FDLRC	40%	9%	51%	146
FNRC	20%	2%	78%	150
GGRC	28%	5%	67%	114
HRC	30%	7%	63%	152
IRC	24%	4%	72%	141
KRC	24%	7%	69%	108
NBRC	34%	4%	61%	145
NLACRC	33%	3%	64%	155
RCEB	31%	9%	60%	122
RCOC	39%	4%	57%	157
RCRC	31%	4%	66%	114
SARC	51%	2%	46%	121
SCLARC	29%	4%	67%	120
SDRC	28%	4%	68%	170
SG/PRC	28%	2%	69%	124
TCRC	27%	5%	68%	171
VMRC	35%	5%	60%	162
WRC	29%	8%	63%	126
CA Average	30%	5%	65%	2,917
NCI Average	22%	4%	75%	7,017

Table 23. Family Member's Typical Day Activity – Stays at Home

Regional Center	Usually/Often	Sometimes	Never	N
ACRC	46%	22%	31%	162
CVRC	49%	12%	39%	132
ELARC	55%	12%	32%	121
FDLRC	59%	17%	23%	145
FNRC	58%	14%	27%	161
GGRC	46%	27%	28%	109
HRC	52%	20%	28%	125
IRC	51%	23%	26%	140
KRC	53%	21%	26%	104
NBRC	50%	22%	29%	133
NLACRC	51%	16%	33%	144
RCEB	42%	26%	32%	103
RCOC	57%	14%	29%	143
RCRC	51%	24%	25%	112
SARC	46%	23%	32%	92
SCLARC	42%	18%	41%	108
SDRC	52%	17%	30%	168
SG/PRC	52%	9%	39%	115
TCRC	47%	25%	28%	163
VMRC	37%	23%	40%	145
WRC	45%	20%	35%	123
CA Average	50%	19%	31%	2,748
NCI Average	51%	21%	28%	6,963

Table 24. Family Member's Typical Day Activity – Other

Regional Center	Usually/Often	Sometimes	Never	N
ACRC	67%	4%	29%	49
CVRC	58%	10%	33%	40
ELARC	68%	5%	28%	40
FDLRC	76%	6%	18%	33
FNRC	63%	12%	25%	51
GGRC	66%	9%	25%	44
HRC	57%	14%	30%	44
IRC	45%	10%	45%	29
KRC	74%	7%	19%	27
NBRC	82%	3%	16%	38
NLACRC	70%	8%	22%	37
RCEB	76%	2%	22%	41
RCOC	59%	3%	38%	37
RCRC	61%	16%	24%	38
SARC	72%	6%	22%	36
SCLARC	62%	5%	33%	42
SDRC	62%	9%	30%	47
SG/PRC	69%	9%	23%	35
TCRC	61%	12%	27%	51
VMRC	65%	6%	29%	48
WRC	60%	9%	31%	35
CA Average	65%	8%	27%	842
NCI Average	63%	9%	27%	1,946

Table 25. 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	18%	30%	52%	264
CVRC	18%	30%	52%	201
ELARC	19%	37%	45%	200
FDLRC	21%	34%	45%	229
FNRC	20%	27%	53%	235
GGRC	22%	30%	48%	199
HRC	20%	28%	52%	227
IRC	25%	26%	49%	241
KRC	22%	26%	52%	170
NBRC	16%	31%	53%	243
NLACRC	20%	32%	48%	231
RCEB	17%	29%	54%	180
RCOC	24%	31%	44%	258
RCRC	20%	33%	47%	164
SARC	21%	33%	46%	192
SCLARC	27%	27%	46%	201
SDRC	22%	34%	44%	260
SG/PRC	24%	27%	49%	212
TCRC	22%	32%	47%	260
VMRC	19%	27%	54%	229
WRC	20%	30%	50%	193
CA Average	21%	30%	49%	4,589
NCI Average	19%	31%	50%	10,819

Table 26. 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	34%	33%	33%	267
CVRC	37%	35%	27%	209
ELARC	35%	35%	31%	216
FDLRC	35%	36%	29%	245
FNRC	36%	35%	29%	246
GGRC	39%	36%	25%	206
HRC	31%	39%	31%	236
IRC	42%	34%	24%	252
KRC	36%	36%	27%	176
NBRC	35%	39%	26%	248
NLACRC	32%	40%	28%	244
RCEB	27%	35%	38%	184
RCOC	34%	39%	27%	264
RCRC	35%	37%	28%	165
SARC	46%	28%	26%	203
SCLARC	38%	33%	30%	203
SDRC	43%	32%	24%	274
SG/PRC	33%	38%	29%	227
TCRC	37%	36%	27%	272
VMRC	35%	37%	28%	236
WRC	28%	35%	38%	199
CA Average	36%	36%	29%	4,772
NCI Average	39%	35%	25%	11,187

Table 27. 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	70%	23%	8%	262
CVRC	67%	28%	5%	210
ELARC	59%	33%	8%	211
FDLRC	59%	31%	9%	246
FNRC	70%	23%	7%	245
GGRC	73%	22%	5%	204
HRC	61%	31%	8%	236
IRC	69%	26%	4%	248
KRC	56%	35%	9%	171
NBRC	65%	30%	6%	246
NLACRC	60%	30%	10%	238
RCEB	63%	30%	7%	184
RCOC	69%	26%	5%	264
RCRC	62%	30%	8%	165
SARC	69%	27%	4%	201
SCLARC	62%	28%	11%	207
SDRC	72%	24%	4%	272
SG/PRC	67%	25%	8%	225
TCRC	69%	26%	5%	270
VMRC	63%	29%	8%	232
WRC	62%	28%	10%	198
CA Average	65%	28%	7%	4,735
NCI Average	72%	23%	5%	11,123

Respondents

This section provides demographic information about the respondent.

Table 28. Respondent's Age

Regional Center	Under 35	35-54	55-74	75 or Older	N
ACRC	4%	27%	60%	9%	273
CVRC	9%	31%	48%	12%	213
ELARC	5%	29%	54%	13%	217
FDLRC	6%	31%	51%	12%	251
FNRC	4%	21%	64%	11%	246
GGRC	4%	18%	63%	15%	212
HRC	5%	28%	59%	9%	242
IRC	4%	28%	62%	6%	254
KRC	8%	26%	55%	11%	181
NBRC	4%	28%	59%	9%	254
NLACRC	6%	29%	56%	10%	248
RCEB	5%	25%	63%	7%	187
RCOC	3%	21%	60%	16%	269
RCRC	6%	28%	55%	11%	166
SARC	4%	32%	55%	9%	206
SCLARC	7%	38%	46%	9%	207
SDRC	4%	30%	59%	8%	273
SG/PRC	7%	27%	56%	10%	229
TCRC	4%	27%	59%	10%	270
VMRC	7%	28%	54%	11%	239
WRC	7%	29%	50%	15%	200
CA Average	5%	28%	57%	11%	4,837
NCI Average	4%	25%	60%	11%	11,264

Table 29. Respondent's Health

Regional Center	Excellent	Very Good	Fairly Good	Poor	N
ACRC	19%	44%	35%	3%	271
CVRC	13%	38%	47%	2%	212
ELARC	8%	37%	46%	9%	217
FDLRC	12%	33%	49%	6%	249
FNRC	21%	42%	32%	4%	245
GGRC	16%	39%	37%	8%	211
HRC	13%	43%	40%	4%	238
IRC	10%	37%	48%	4%	251
KRC	12%	40%	40%	7%	183
NBRC	20%	46%	32%	2%	252
NLACRC	15%	36%	44%	5%	248
RCEB	18%	39%	40%	3%	186
RCOC	14%	41%	40%	4%	269
RCRC	16%	42%	38%	4%	164
SARC	16%	41%	36%	7%	206
SCLARC	10%	37%	50%	4%	207
SDRC	16%	40%	38%	7%	275
SG/PRC	11%	39%	46%	4%	228
TCRC	18%	38%	41%	3%	273
VMRC	13%	38%	43%	6%	234
WRC	19%	38%	41%	3%	199
CA Average	15%	39%	41%	5%	4,818
NCI Average	14%	41%	40%	5%	11,238

Table 30. Respondent's Relationship to Family Member

Regional Center	Parent	Sibling	Spouse	Grandparent	Other	N
ACRC	85%	10%	0%	2%	3%	272
CVRC	83%	9%	1%	3%	4%	211
ELARC	87%	7%	0%	1%	5%	220
FDLRC	90%	5%	1%	1%	3%	251
FNRC	82%	9%	0%	6%	4%	245
GGRC	84%	9%	0%	1%	5%	212
HRC	90%	6%	0%	2%	2%	241
IRC	91%	4%	0%	2%	3%	254
KRC	82%	10%	0%	3%	5%	179
NBRC	87%	10%	0%	1%	2%	251
NLACRC	86%	7%	0%	2%	4%	248
RCEB	86%	10%	0%	1%	3%	187
RCOC	93%	5%	1%	0%	1%	272
RCRC	83%	8%	1%	2%	6%	167
SARC	92%	5%	0%	1%	1%	204
SCLARC	84%	10%	0%	1%	4%	211
SDRC	91%	6%	0%	1%	2%	274
SG/PRC	85%	8%	0%	3%	4%	230
TCRC	88%	8%	0%	2%	1%	271
VMRC	84%	10%	0%	2%	4%	233
WRC	88%	7%	0%	1%	3%	203
CA Average	87%	8%	0%	2%	3%	4,836
NCI Average	86%	8%	0%	2%	3%	11,266

Table 31. Respondent or Other Family Member Provides Paid Support to Family Member Receiving Services

Regional Center	No Family Provides Support	Respondent	Other Family	N
ACRC	52%	42%	10%	271
CVRC	63%	32%	7%	209
ELARC	62%	27%	12%	206
FDLRC	58%	30%	13%	238
FNRC	54%	38%	15%	245
GGRC	49%	34%	20%	211
HRC	62%	29%	9%	235
IRC	56%	36%	11%	246
KRC	73%	21%	6%	177
NBRC	56%	34%	14%	251
NLACRC	60%	29%	11%	238
RCEB	66%	27%	8%	183
RCOC	61%	30%	10%	263
RCRC	46%	44%	16%	167
SARC	51%	38%	14%	203
SCLARC	65%	26%	10%	200
SDRC	59%	33%	10%	270
SG/PRC	57%	35%	9%	225
TCRC	58%	33%	12%	267
VMRC	59%	33%	11%	233
WRC	58%	30%	13%	193
CA Average	58%	32%	11%	4,731
NCI Average	66%	24%	12%	11,116

Table 32. Number of Adults in Household (Not Including Family Member Receiving Services)

Regional Center	One	Two	Three	Four or More	N
ACRC	10%	30%	40%	20%	268
CVRC	9%	30%	35%	26%	208
ELARC	11%	29%	36%	24%	214
FDLRC	14%	30%	35%	21%	245
FNRC	7%	28%	48%	18%	243
GGRC	8%	28%	41%	23%	210
HRC	11%	28%	40%	22%	240
IRC	12%	23%	42%	24%	245
KRC	15%	26%	40%	18%	175
NBRC	9%	32%	41%	18%	251
NLACRC	8%	26%	38%	28%	240
RCEB	11%	26%	41%	22%	183
RCOC	9%	26%	40%	25%	268
RCRC	10%	28%	45%	17%	163
SARC	10%	21%	41%	28%	204
SCLARC	14%	37%	30%	19%	197
SDRC	9%	27%	38%	25%	267
SG/PRC	11%	31%	35%	22%	223
TCRC	6%	25%	46%	23%	261
VMRC	12%	27%	38%	24%	234
WRC	13%	35%	31%	20%	191
CA Average	10%	28%	39%	22%	4,730
NCI Average	9%	30%	42%	19%	11,069

Table 33. Number of Children in Household

Regional Center	None	One	Two	Three	Four or More	N
ACRC	81%	12%	3%	2%	1%	268
CVRC	72%	11%	9%	4%	3%	209
ELARC	80%	13%	6%	0%	1%	213
FDLRC	80%	13%	4%	1%	1%	248
FNRC	83%	9%	3%	3%	2%	245
GGRC	84%	9%	5%	0%	1%	206
HRC	85%	8%	5%	2%	1%	235
IRC	79%	11%	5%	2%	2%	247
KRC	81%	10%	6%	2%	1%	183
NBRC	83%	10%	6%	0%	1%	249
NLACRC	74%	17%	4%	3%	2%	240
RCEB	82%	11%	5%	1%	1%	184
RCOC	86%	10%	2%	1%	0%	260
RCRC	78%	15%	4%	2%	1%	162
SARC	83%	13%	4%	1%	0%	199
SCLARC	74%	15%	10%	1%	1%	196
SDRC	80%	11%	4%	3%	1%	271
SG/PRC	71%	18%	5%	5%	1%	225
TCRC	81%	11%	4%	2%	1%	268
VMRC	78%	11%	8%	1%	2%	235
WRC	76%	17%	4%	3%	0%	189
CA Average	80%	12%	5%	2%	1%	4,733
NCI Average	84%	10%	4%	1%	1%	11,078

Table 34. Respondent's Highest Level of Education

Regional Center	No High School Diploma or GED	High School Diploma or GED	Vocational Training or Certificate Program	Some College	College Degree or Higher	N
ACRC	11%	16%	8%	25%	40%	270
CVRC	30%	17%	9%	24%	21%	211
ELARC	31%	22%	7%	17%	23%	206
FDLRC	25%	18%	6%	19%	32%	236
FNRC	9%	16%	5%	36%	34%	244
GGRC	16%	16%	4%	20%	43%	204
HRC	21%	17%	5%	24%	34%	233
IRC	22%	17%	5%	28%	28%	246
KRC	26%	22%	5%	27%	20%	179
NBRC	12%	16%	7%	24%	41%	243
NLACRC	29%	15%	8%	21%	27%	239
RCEB	12%	14%	4%	27%	42%	186
RCOC	17%	16%	6%	24%	37%	264
RCRC	14%	26%	3%	28%	28%	162
SARC	17%	16%	4%	19%	44%	196
SCLARC	43%	23%	8%	15%	12%	200
SDRC	13%	20%	7%	23%	36%	268
SG/PRC	24%	23%	10%	20%	24%	221
TCRC	18%	18%	3%	21%	39%	262
VMRC	15%	29%	8%	26%	22%	236
WRC	19%	17%	5%	21%	38%	198
CA Average	20%	19%	6%	23%	32%	4,704
NCI Average	14%	23%	6%	23%	35%	11,083

Table 35. Total Taxable Household Income of Wage Earners in the Past Year

Regional Center	No Earned Income	Below \$15,000	\$15,001-\$25,000	\$25,001-\$50,000	\$50,001-\$75,000	Over \$75,000	Prefer Not to Say	N
ACRC	8%	8%	11%	20%	13%	19%	20%	253
CVRC	14%	14%	12%	24%	7%	11%	19%	199
ELARC	18%	15%	18%	18%	8%	8%	16%	196
FDLRC	14%	15%	15%	18%	8%	10%	21%	227
FNRC	13%	10%	11%	22%	13%	13%	19%	234
GGRC	7%	11%	11%	15%	13%	18%	25%	196
HRC	7%	14%	15%	18%	8%	19%	19%	217
IRC	11%	12%	10%	23%	12%	13%	19%	234
KRC	21%	11%	15%	17%	12%	10%	15%	164
NBRC	7%	6%	9%	19%	15%	22%	23%	237
NLACRC	16%	8%	13%	18%	11%	11%	23%	238
RCEB	7%	8%	10%	21%	12%	20%	23%	183
RCOC	10%	12%	10%	17%	11%	22%	18%	241
RCRC	9%	13%	11%	24%	13%	7%	23%	150
SARC	10%	5%	9%	19%	14%	23%	20%	191
SCLARC	17%	15%	21%	14%	2%	4%	28%	186
SDRC	7%	11%	10%	22%	13%	16%	21%	259
SG/PRC	10%	9%	13%	23%	9%	8%	27%	215
TCRC	9%	8%	10%	17%	14%	20%	22%	260
VMRC	15%	12%	14%	15%	11%	13%	20%	214
WRC	12%	13%	12%	20%	8%	17%	18%	189
CA Average	11%	11%	12%	19%	11%	15%	21%	4,483
NCI Average	12%	10%	11%	19%	12%	16%	20%	10,610

Table 36. Residential Designation (Urban, Suburban, or Rural)²¹

Regional Center	Urban or Suburban	Rural	Don't Know	N
ACRC	76%	17%	7%	263
CVRC	66%	27%	7%	205
ELARC	89%	0%	10%	209
FDLRC	92%	1%	7%	236
FNRC	48%	48%	4%	240
GGRC	96%	1%	2%	206
HRC	93%	1%	6%	231
IRC	81%	12%	7%	249
KRC	64%	24%	11%	174
NBRC	77%	20%	3%	247
NLACRC	88%	5%	7%	243
RCEB	91%	4%	4%	185
RCOC	98%	0%	2%	263
RCRC	34%	61%	5%	164
SARC	87%	8%	4%	201
SCLARC	92%	0%	8%	192
SDRC	87%	9%	4%	271
SG/PRC	89%	2%	8%	218
TCRC	84%	10%	6%	267
VMRC	71%	20%	9%	231
WRC	95%	2%	3%	191
CA Average	81%	13%	6%	4,686
NCI Average	72%	24%	5%	11,041

²¹ 'Don't Know' responses included in denominator

Table 37. 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? ²²

Regional Center	Nothing	\$1-\$100	\$101-\$1,000	\$1,001-\$10,000	Over \$10,000	N
ACRC	24%	11%	30%	29%	6%	260
CVRC	37%	13%	30%	19%	1%	199
ELARC	33%	12%	32%	20%	3%	197
FDLRC	37%	11%	24%	24%	4%	225
FNRC	29%	12%	32%	23%	4%	237
GGRC	27%	5%	36%	26%	6%	198
HRC	26%	8%	28%	36%	2%	213
IRC	25%	12%	35%	24%	4%	234
KRC	37%	10%	27%	25%	1%	169
NBRC	26%	12%	28%	31%	4%	233
NLACRC	35%	9%	28%	24%	3%	232
RCEB	18%	10%	35%	31%	6%	180
RCOC	28%	12%	29%	26%	4%	248
RCRC	26%	12%	32%	28%	1%	151
SARC	28%	9%	24%	33%	6%	186
SCLARC	47%	13%	25%	13%	2%	180
SDRC	27%	7%	37%	24%	4%	254
SG/PRC	33%	12%	30%	23%	2%	209
TCRC	22%	10%	31%	30%	7%	259
VMRC	38%	8%	30%	23%	1%	212
WRC	26%	8%	33%	27%	5%	183
CA Average	30%	10%	30%	26%	4%	4,459

²² California-specific question

Table 38. Which services or therapies do you pay for out-of-pocket (unreimbursed)?²³

Regional Center	Respite Services	Behavior Therapy	Speech Therapy	Additional Therapies	Social Skills Training	Recreational Activities	N
ACRC	18%	3%	2%	10%	5%	41%	193
CVRC	19%	3%	1%	10%	2%	25%	124
ELARC	7%	4%	2%	6%	3%	36%	125
FDLRC	8%	1%	3%	7%	9%	34%	143
FNRC	18%	2%	2%	9%	6%	39%	168
GGRC	17%	5%	3%	11%	4%	35%	148
HRC	14%	4%	2%	4%	6%	38%	160
IRC	10%	2%	1%	5%	4%	38%	164
KRC	16%	8%	1%	7%	6%	29%	103
NBRC	22%	7%	2%	14%	7%	50%	167
NLACRC	10%	3%	3%	11%	6%	35%	153
RCEB	9%	5%	4%	11%	3%	37%	131
RCOC	13%	3%	3%	12%	5%	44%	187
RCRC	13%	3%	2%	11%	5%	41%	108
SARC	18%	4%	9%	13%	6%	47%	125
SCLARC	6%	2%	4%	4%	5%	23%	81
SDRC	15%	5%	4%	9%	6%	45%	191
SG/PRC	12%	3%	3%	8%	6%	36%	134
TCRC	11%	3%	2%	8%	5%	41%	200
VMRC	15%	1%	1%	3%	1%	34%	140
WRC	10%	10%	4%	11%	7%	41%	115
CA Average	14%	4%	2%	9%	5%	38%	3,060

²³ California-specific question

Table 39. Which services or therapies do you pay for out-of-pocket (unreimbursed)?²⁴

Regional Center	After School Care	Educational Expenses	Medical and/or Dental Expenses	Parent Training	Transportation Support	Other	N
ACRC	5%	13%	60%	2%	35%	15%	193
CVRC	7%	5%	56%	0%	27%	13%	124
ELARC	2%	14%	59%	3%	39%	14%	125
FDLRC	6%	17%	55%	2%	38%	14%	143
FNRC	4%	7%	60%	2%	57%	16%	168
GGRC	7%	7%	59%	2%	41%	13%	148
HRC	4%	9%	64%	3%	36%	9%	160
IRC	4%	9%	62%	0%	34%	15%	164
KRC	8%	9%	51%	1%	46%	14%	103
NBRC	4%	13%	57%	4%	40%	11%	167
NLACRC	2%	18%	52%	3%	46%	16%	153
RCEB	7%	10%	63%	2%	37%	15%	131
RCOC	6%	14%	65%	2%	41%	11%	187
RCRC	5%	12%	59%	1%	44%	22%	108
SARC	9%	16%	65%	4%	42%	7%	125
SCLARC	7%	9%	48%	0%	37%	10%	81
SDRC	9%	13%	66%	2%	39%	12%	191
SG/PRC	5%	7%	55%	1%	39%	10%	134
TCRC	7%	11%	64%	1%	41%	16%	200
VMRC	4%	5%	54%	1%	34%	14%	140
WRC	8%	20%	57%	3%	39%	9%	115
CA Average	6%	11%	59%	2%	40%	13%	3,060

²⁴ California-specific question

Services and Supports Received

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

Table 40. Services and Supports Received From the Regional Center^{25 26}

Regional Center	Financial Support	In-home Support	Out-of-home Respite Care	Day or Employment Supports	Transportation	Other	Self-direction or Fiscal Intermediary Services
ACRC	12%	31%	22%	59%	60%	11%	17%
CVRC	10%	17%	16%	57%	56%	18%	11%
ELARC	18%	42%	21%	41%	46%	23%	14%
FDLRC	11%	33%	21%	38%	29%	16%	12%
FNRC	18%	33%	29%	62%	53%	17%	21%
GGRC	16%	38%	31%	59%	42%	13%	8%
HRC	13%	23%	11%	52%	47%	10%	6%
IRC	15%	32%	18%	58%	54%	12%	6%
KRC	19%	22%	15%	50%	53%	14%	10%
NBRC	17%	31%	15%	59%	57%	12%	10%
NLACRC	11%	41%	16%	47%	31%	14%	9%
RCEB	12%	30%	26%	60%	47%	12%	10%
RCOC	15%	31%	27%	56%	51%	15%	10%
RCRC	27%	43%	22%	59%	61%	27%	14%
SARC	11%	36%	33%	55%	41%	11%	5%
SCLARC	9%	30%	15%	46%	51%	12%	8%
SDRC	12%	29%	23%	50%	52%	13%	10%
SG/PRC	12%	26%	20%	59%	56%	19%	9%
TCRC	12%	30%	30%	53%	47%	18%	9%
VMRC	10%	23%	19%	53%	59%	15%	9%
WRC	14%	46%	23%	56%	46%	14%	12%
CA Average	14%	32%	21%	54%	49%	15%	11%
NCI Average	14%	39%	25%	54%	55%	19%	23%

²⁵ Categories are not mutually exclusive, therefore N is not shown.²⁶ Note, NCI average refers to DD agency support

Table 41. Other Services or Supports Received²⁷

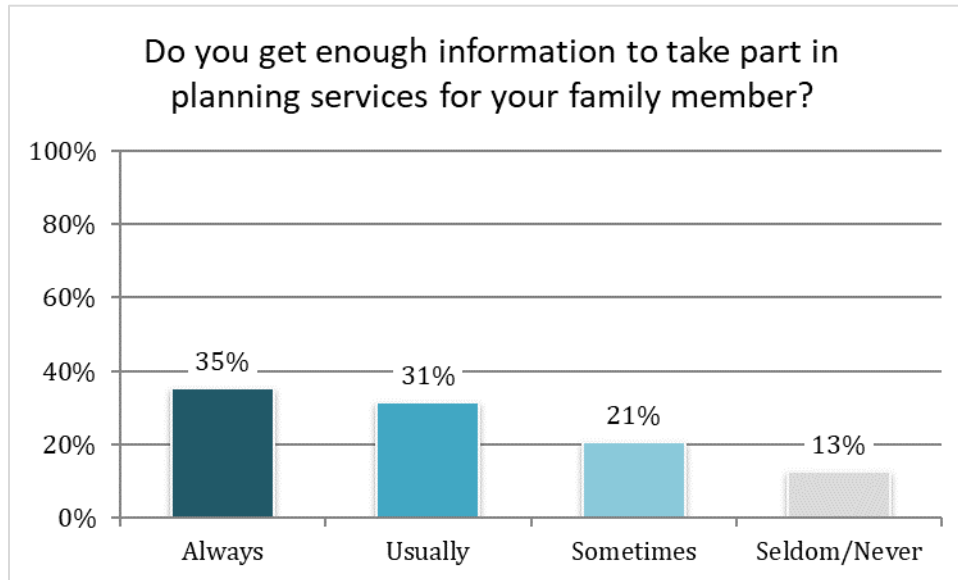
Regional Center	Social Security Payments	Services or Supports from Other Agencies or Organizations
ACRC	86%	27%
CVRC	85%	28%
ELARC	85%	25%
FDLRC	82%	26%
FNRC	89%	24%
GGRC	84%	30%
HRC	83%	23%
IRC	84%	17%
KRC	88%	19%
NBRC	87%	22%
NLACRC	84%	21%
RCEB	86%	25%
RCOC	87%	29%
RCRC	88%	18%
SARC	87%	30%
SCLARC	84%	13%
SDRC	88%	25%
SG/PRC	93%	15%
TCRC	86%	30%
VMRC	88%	24%
WRC	80%	21%
CA Average	86%	24%
NCI Average	91%	26%

²⁷ Categories are not mutually exclusive, therefore N is not shown.

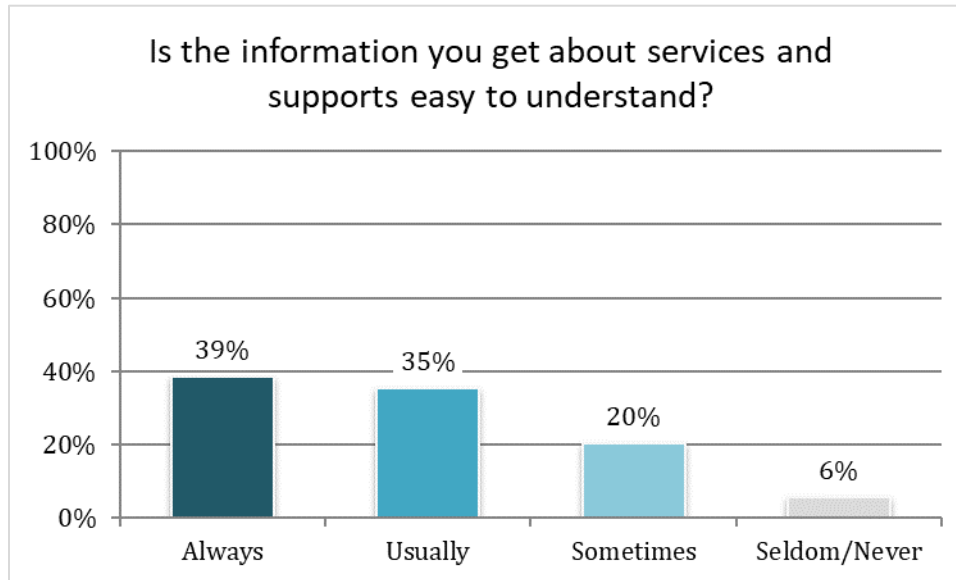
Adult Family Survey Results

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?**

Regional Center	Always	Usually	Sometimes	Seldom/Never	N
ACRC	40%	30%	18%	12%	246
CVRC	41%	29%	19%	10%	181
ELARC	45%	28%	21%	7%	190
FDLRC	33%	28%	25%	14%	207
FNRC	39%	36%	16%	9%	233
GGRC	35%	30%	23%	13%	168
HRC	31%	28%	23%	18%	215
IRC	28%	31%	23%	19%	221
KRC	28%	29%	19%	24%	155
NBRC	31%	36%	20%	13%	217
NLACRC	39%	25%	22%	14%	201
RCEB	36%	31%	20%	13%	162
RCOC	39%	33%	21%	7%	228
RCRC	44%	37%	11%	8%	157
SARC	29%	36%	19%	15%	176
SCLARC	26%	28%	29%	17%	168
SDRC	30%	35%	21%	14%	241
SG/PRC	35%	26%	28%	12%	200
TCRC	37%	35%	19%	9%	241
VMRC	37%	36%	15%	12%	197
WRC	38%	32%	21%	9%	176
CA Average	35%	31%	21%	13%	4,180
NCI Average	37%	34%	18%	10%	10,139

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

Regional Center	Always	Usually	Sometimes	Seldom/Never	N
ACRC	41%	37%	17%	5%	248
CVRC	42%	39%	16%	4%	179
ELARC	46%	31%	22%	2%	193
FDLRC	35%	34%	22%	9%	220
FNRC	45%	35%	16%	5%	230
GGRC	37%	32%	22%	8%	170
HRC	34%	35%	26%	6%	211
IRC	33%	34%	22%	11%	222
KRC	31%	33%	25%	11%	147
NBRC	34%	40%	21%	6%	218
NLACRC	42%	30%	22%	6%	219
RCEB	39%	35%	19%	7%	162
RCOC	39%	35%	22%	4%	246
RCRC	44%	34%	18%	4%	156
SARC	28%	49%	17%	6%	179
SCLARC	38%	30%	25%	7%	165
SDRC	39%	36%	19%	7%	253
SG/PRC	35%	36%	23%	6%	209
TCRC	40%	38%	19%	3%	247
VMRC	39%	38%	17%	5%	203
WRC	46%	32%	18%	4%	178
CA Average	39%	35%	20%	6%	4,255
NCI Average	35%	39%	21%	6%	10,236

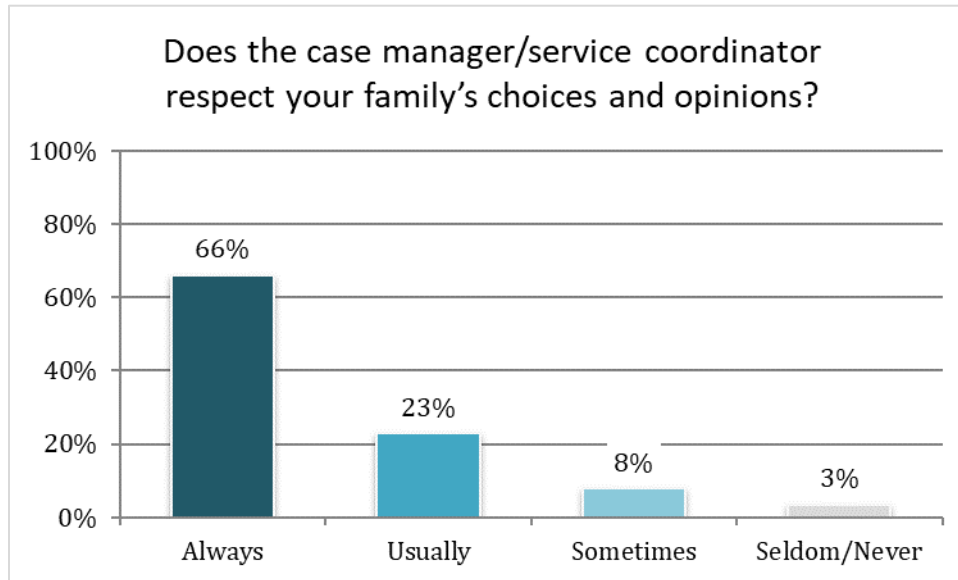


Table Q3. Does the case manager/service coordinator respect your family's choices and opinions?

Regional Center	Always	Usually	Sometimes	Seldom/Never	N
ACRC	70%	20%	7%	3%	254
CVRC	73%	19%	6%	2%	188
ELARC	72%	18%	7%	2%	201
FDLRC	60%	24%	12%	4%	227
FNRC	68%	20%	8%	4%	236
GGRC	62%	24%	10%	5%	177
HRC	65%	22%	10%	3%	220
IRC	62%	26%	5%	6%	231
KRC	58%	29%	9%	5%	161
NBRC	61%	27%	6%	6%	222
NLACRC	65%	22%	10%	3%	219
RCEB	59%	26%	10%	5%	174
RCOC	69%	24%	5%	1%	245
RCRC	69%	22%	7%	2%	158
SARC	66%	24%	8%	2%	185
SCLARC	56%	28%	12%	4%	174
SDRC	66%	24%	7%	3%	255
SG/PRC	67%	23%	6%	3%	202
TCRC	69%	20%	9%	3%	258
VMRC	68%	23%	6%	2%	215
WRC	75%	17%	6%	2%	181
CA Average	66%	23%	8%	3%	4,383
NCI Average	68%	23%	7%	3%	10,493

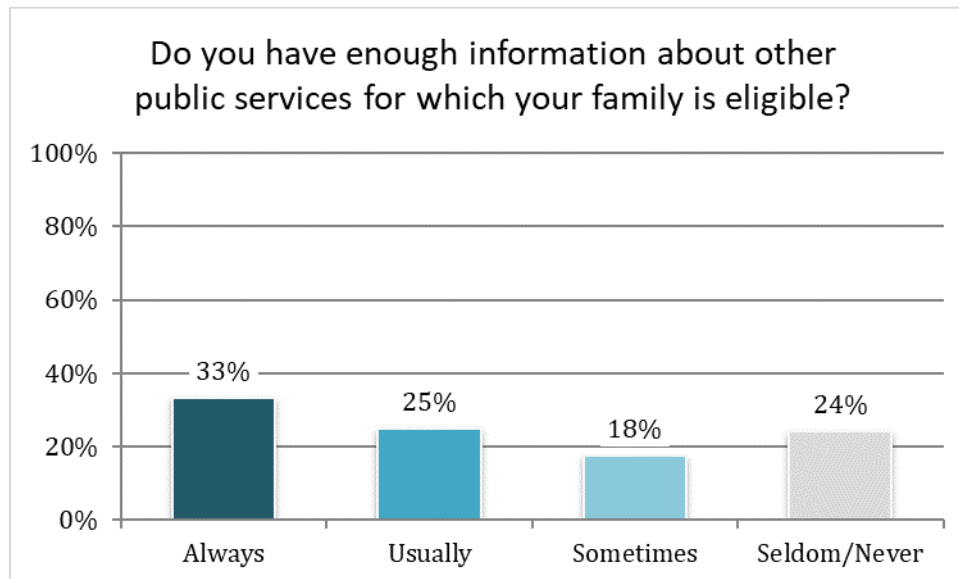


Table Q4. Do you get enough information about other public services for which your family is eligible?

Regional Center	Always	Usually	Sometimes	Seldom/Never	N
ACRC	36%	26%	15%	24%	238
CVRC	41%	27%	15%	18%	169
ELARC	41%	20%	16%	22%	178
FDLRC	22%	23%	21%	34%	203
FNRC	39%	30%	15%	16%	208
GGRC	33%	21%	22%	23%	159
HRC	30%	21%	18%	31%	190
IRC	33%	19%	15%	33%	198
KRC	31%	24%	15%	29%	139
NBRC	26%	26%	22%	27%	199
NLACRC	30%	21%	19%	30%	204
RCEB	30%	26%	20%	23%	149
RCOC	37%	28%	18%	17%	223
RCRC	44%	29%	11%	17%	147
SARC	31%	34%	10%	24%	164
SCLARC	29%	23%	17%	32%	142
SDRC	34%	20%	26%	21%	223
SG/PRC	31%	25%	16%	28%	191
TCRC	31%	31%	15%	23%	231
VMRC	35%	21%	21%	24%	182
WRC	38%	27%	21%	14%	166
CA Average	33%	25%	18%	24%	3,903
NCI Average	33%	27%	18%	22%	9,401

Respondent Needs Help With Future Planning Needs

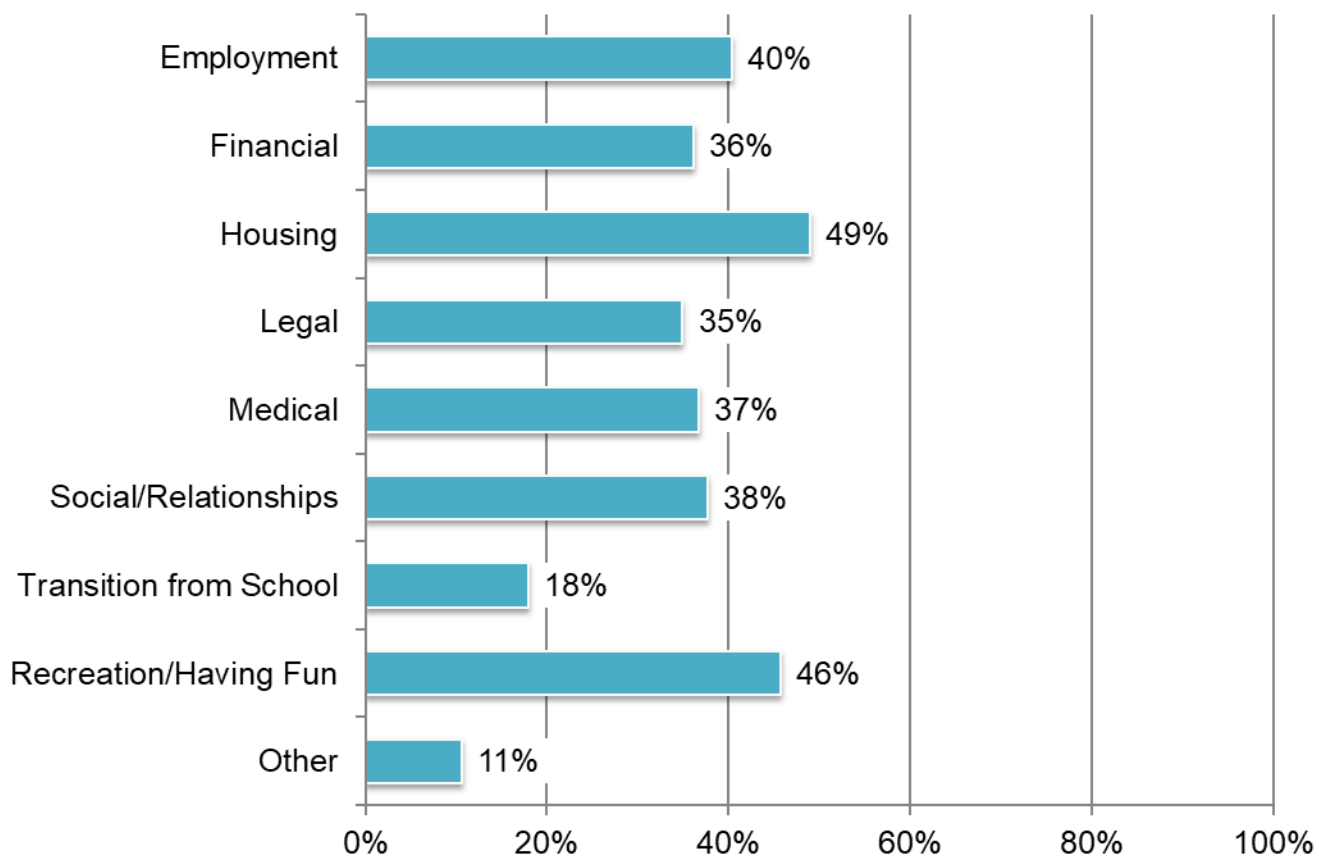


Table Q5. Do you need help planning for your family member's future with respect to any of the following?

Regional Center	Employment	Financial	Housing	Legal	N
ACRC	40%	42%	49%	45%	169
CVRC	29%	35%	44%	28%	109
ELARC	43%	38%	51%	31%	148
FDLRC	46%	37%	59%	32%	198
FNRC	34%	29%	42%	33%	136
GGRC	38%	38%	69%	33%	150
HRC	42%	39%	49%	31%	175
IRC	43%	33%	38%	37%	162
KRC	35%	36%	37%	41%	101
NBRC	44%	43%	61%	40%	169
NLACRC	44%	37%	49%	33%	174
RCEB	41%	36%	58%	31%	144
RCOC	41%	31%	49%	32%	175
RCRC	45%	45%	44%	46%	84
SARC	38%	35%	57%	32%	151
SCLARC	42%	32%	42%	27%	139
SDRC	40%	34%	51%	42%	179
SG/PRC	30%	29%	39%	31%	143
TCRC	44%	41%	51%	39%	186
VMRC	32%	28%	34%	32%	136
WRC	48%	41%	53%	38%	144
CA Average	40%	36%	49%	35%	3,172
NCI Average	36%	36%	52%	35%	7,100

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	43%	36%	26%	51%	15%	169
CVRC	36%	26%	14%	37%	16%	109
ELARC	38%	37%	17%	45%	9%	148
FDLRC	40%	41%	20%	44%	8%	198
FNRC	37%	40%	13%	48%	17%	136
GGRC	43%	37%	15%	40%	7%	150
HRC	43%	38%	21%	45%	8%	175
IRC	33%	43%	18%	52%	14%	162
KRC	23%	28%	15%	39%	19%	101
NBRC	41%	47%	21%	51%	8%	169
NLACRC	36%	37%	16%	40%	6%	174
RCEB	36%	41%	14%	49%	6%	144
RCOC	32%	37%	16%	45%	10%	175
RCRC	33%	39%	24%	44%	18%	84
SARC	38%	36%	19%	48%	6%	151
SCLARC	35%	33%	24%	49%	9%	139
SDRC	36%	37%	19%	46%	8%	179
SG/PRC	34%	41%	11%	43%	14%	143
TCRC	37%	38%	17%	50%	14%	186
VMRC	32%	26%	22%	39%	13%	136
WRC	33%	43%	14%	49%	6%	144
CA Average	37%	38%	18%	46%	11%	3,172
NCI Average	35%	36%	14%	44%	13%	7,100

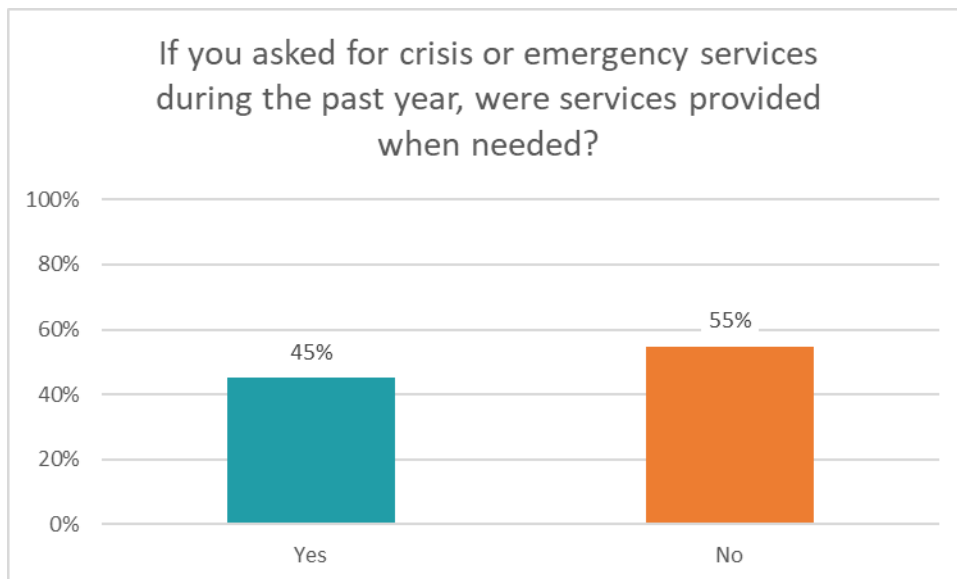


Table Q6. If you asked for crisis or emergency services during the past year, were services provided when needed?

Regional Center	Yes	No	N
ACRC	38%	62%	45
CVRC	53%	47%	58
ELARC	45%	55%	66
FDLRC	48%	52%	73
FNRC	48%	52%	42
GGRC	50%	50%	50
HRC	46%	54%	63
IRC	46%	54%	72
KRC	43%	57%	58
NBRC	41%	59%	51
NLACRC	34%	66%	74
RCEB	53%	47%	38
RCOC	40%	60%	55
RCRC	40%	60%	30
SARC	48%	52%	33
SCLARC	39%	61%	83
SDRC	47%	53%	53
SG/PRC	43%	57%	72
TCRC	60%	40%	72
VMRC	47%	53%	55
WRC	42%	58%	53
CA Average	45%	55%	1,196
NCI Average	50%	50%	2,489

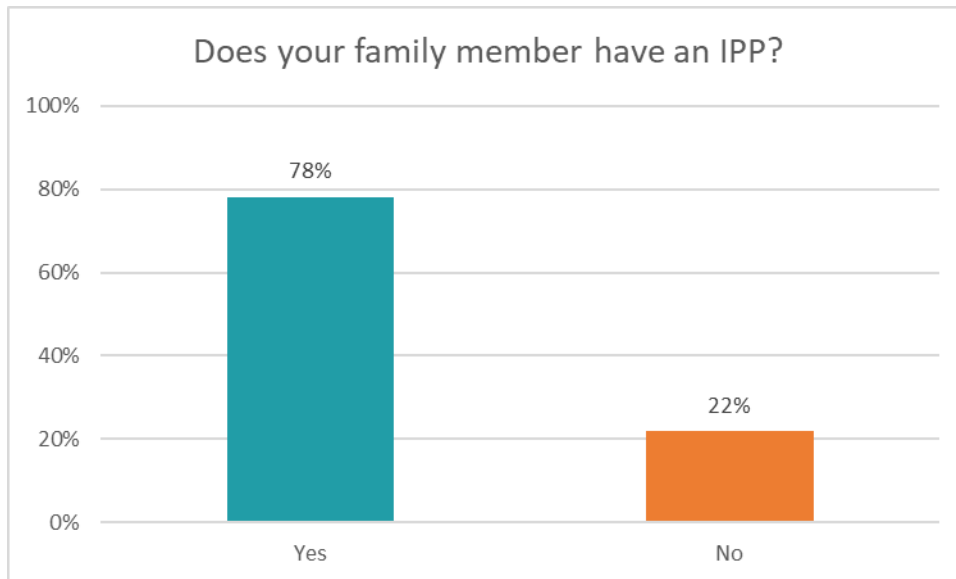


Table Q7. Does your family member have an Individual Program Plan (IPP)?

Regional Center	Yes	No	N
ACRC	88%	12%	231
CVRC	80%	20%	169
ELARC	80%	20%	167
FDLRC	71%	29%	177
FNRC	89%	11%	221
GGRC	71%	29%	165
HRC	64%	36%	163
IRC	66%	34%	187
KRC	76%	24%	144
NBRC	85%	15%	213
NLACRC	77%	23%	190
RCEB	84%	16%	160
RCOC	75%	25%	207
RCRC	87%	13%	143
SARC	79%	21%	170
SCLARC	63%	37%	139
SDRC	84%	16%	231
SG/PRC	75%	25%	179
TCRC	81%	19%	231
VMRC	81%	19%	188
WRC	73%	27%	159
CA Average	78%	22%	3,834
NCI Average	82%	18%	9,066

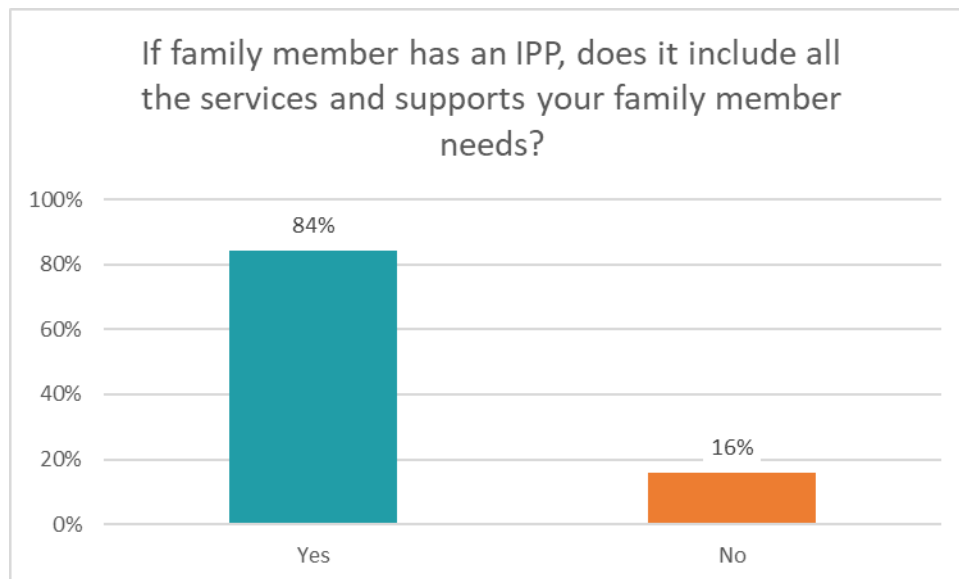


Table Q8. If family member has an IPP, does the IPP include all the services and supports your family member needs?

Regional Center	Yes	No	N
ACRC	80%	20%	183
CVRC	91%	9%	117
ELARC	88%	12%	117
FDLRC	73%	27%	99
FNRC	84%	16%	174
GGRC	85%	15%	104
HRC	80%	20%	96
IRC	82%	18%	114
KRC	83%	17%	95
NBRC	77%	23%	155
NLACRC	84%	16%	127
RCEB	85%	15%	114
RCOC	88%	12%	136
RCRC	87%	13%	109
SARC	85%	15%	113
SCLARC	84%	16%	74
SDRC	89%	11%	167
SG/PRC	84%	16%	110
TCRC	87%	13%	156
VMRC	86%	14%	132
WRC	88%	12%	97
CA Average	84%	16%	2,589
NCI Average	86%	14%	6,383

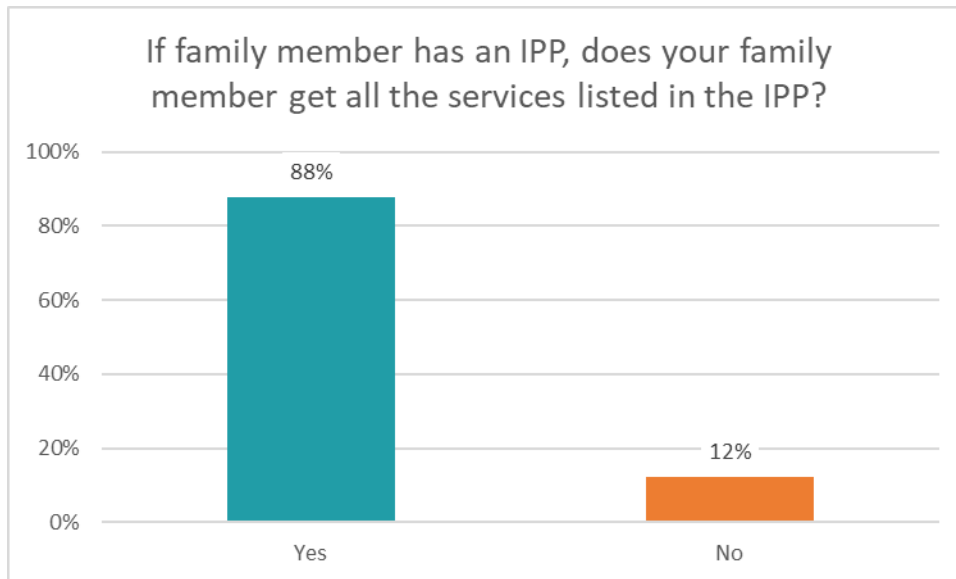


Table Q9. If family member has an IPP, does your family member get all of the services listed in the IPP?

Regional Center	Yes	No	N
ACRC	86%	14%	184
CVRC	98%	2%	115
ELARC	88%	13%	112
FDLRC	79%	21%	95
FNRC	88%	12%	178
GGRC	89%	11%	103
HRC	82%	18%	94
IRC	88%	12%	101
KRC	88%	12%	89
NBRC	85%	15%	154
NLACRC	88%	12%	123
RCEB	88%	12%	113
RCOC	91%	9%	135
RCRC	88%	12%	109
SARC	86%	14%	122
SCLARC	81%	19%	70
SDRC	90%	10%	168
SG/PRC	82%	18%	114
TCRC	91%	9%	158
VMRC	90%	10%	126
WRC	89%	11%	92
CA Average	88%	12%	2,555
NCI Average	87%	13%	6,364

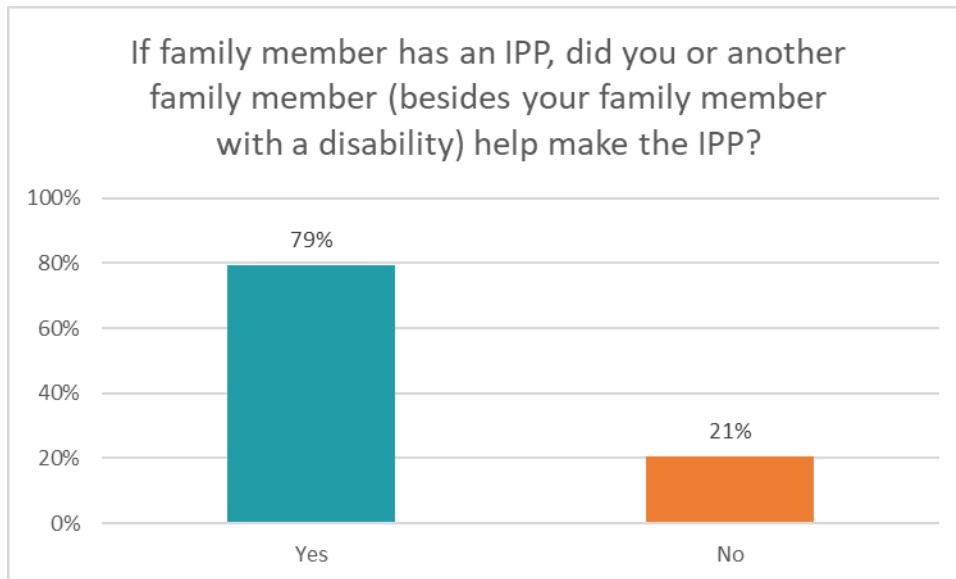


Table Q10. If family member has an IPP, did you or another family member (beside your family member with a disability) help make the IPP?

Regional Center	Yes	No	N
ACRC	86%	14%	190
CVRC	78%	22%	129
ELARC	67%	33%	116
FDLRC	75%	25%	106
FNRC	83%	17%	190
GGRC	78%	22%	112
HRC	81%	19%	102
IRC	76%	24%	119
KRC	87%	13%	100
NBRC	77%	23%	166
NLACRC	74%	26%	136
RCEB	78%	22%	125
RCOC	84%	16%	141
RCRC	89%	11%	119
SARC	80%	20%	122
SCLARC	60%	40%	81
SDRC	82%	18%	181
SG/PRC	65%	35%	124
TCRC	86%	14%	174
VMRC	82%	18%	141
WRC	82%	18%	104
CA Average	79%	21%	2,778
NCI Average	84%	16%	6,846

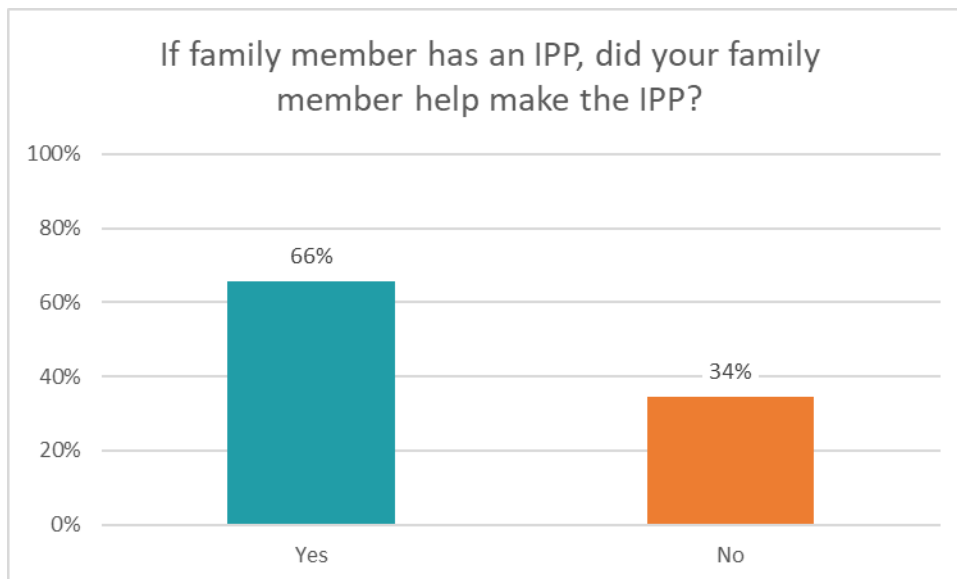


Table Q11. If family member has an IPP, did your family member help make the IPP?

Regional Center	Yes	No	N
ACRC	71%	29%	189
CVRC	72%	28%	121
ELARC	64%	36%	115
FDLRC	56%	44%	109
FNRC	70%	30%	189
GGRC	65%	35%	106
HRC	68%	32%	101
IRC	57%	43%	118
KRC	66%	34%	101
NBRC	65%	35%	161
NLACRC	58%	42%	135
RCEB	70%	30%	127
RCOC	68%	32%	141
RCRC	80%	20%	118
SARC	59%	41%	123
SCLARC	56%	44%	79
SDRC	65%	35%	174
SG/PRC	60%	40%	122
TCRC	64%	36%	174
VMRC	68%	32%	142
WRC	66%	34%	103
CA Average	66%	34%	2,748
NCI Average	64%	36%	6,772

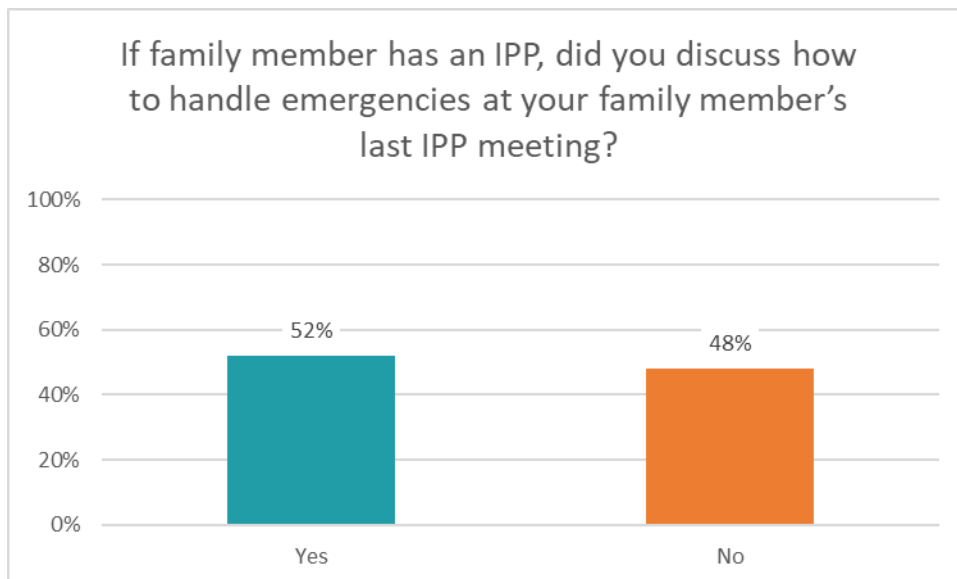


Table Q12. Did you discuss how to handle emergencies (such as a medical emergency or a natural disaster) at your family member's last IPP meeting?

Regional Center	Yes	No	N
ACRC	58%	42%	175
CVRC	51%	49%	115
ELARC	53%	47%	110
FDLRC	38%	63%	104
FNRC	74%	26%	174
GGRC	41%	59%	93
HRC	47%	53%	95
IRC	71%	29%	110
KRC	51%	49%	85
NBRC	42%	58%	151
NLACRC	48%	52%	123
RCEB	44%	56%	115
RCOC	75%	25%	130
RCRC	48%	52%	103
SARC	37%	63%	106
SCLARC	53%	47%	78
SDRC	39%	61%	157
SG/PRC	61%	39%	114
TCRC	49%	51%	149
VMRC	48%	52%	134
WRC	50%	50%	104
CA Average	52%	48%	2,525
NCI Average	61%	39%	6,325

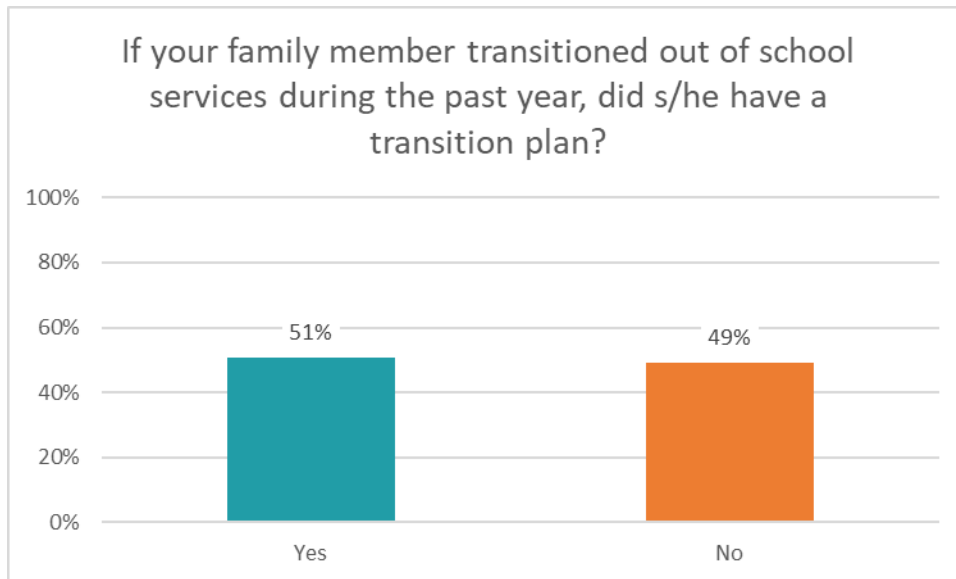


Table Q13. If your family member transitioned out of school services during the past year, did s/he have a transition plan?

Regional Center	Yes	No	N
ACRC	43%	57%	30
CVRC	42%	58%	24
ELARC	33%	67%	24
FDLRC	52%	48%	42
FNRC	48%	52%	27
GGRC	71%	29%	21
HRC	52%	48%	31
IRC	36%	64%	28
KRC	n/a	n/a	n/a
NBRC	64%	36%	33
NLACRC	31%	69%	39
RCEB	n/a	n/a	n/a
RCOC	71%	29%	35
RCRC	n/a	n/a	n/a
SARC	37%	63%	27
SCLARC	37%	63%	30
SDRC	71%	29%	24
SG/PRC	61%	39%	23
TCRC	53%	47%	30
VMRC	n/a	n/a	n/a
WRC	n/a	n/a	n/a
CA Average	51%	49%	545
NCI Average	49%	51%	1,110

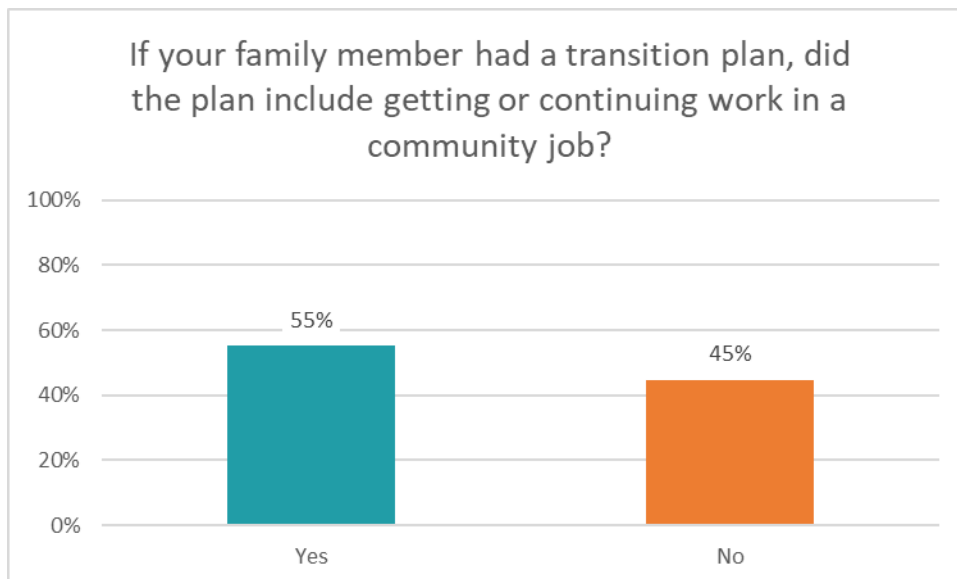


Table Q14. If your family member transitioned out of school services during past year and had a transition plan, did the transition plan include getting or continuing work in a community job?

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	62%	38%	21
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	55%	45%	232
NCI Average	51%	49%	480

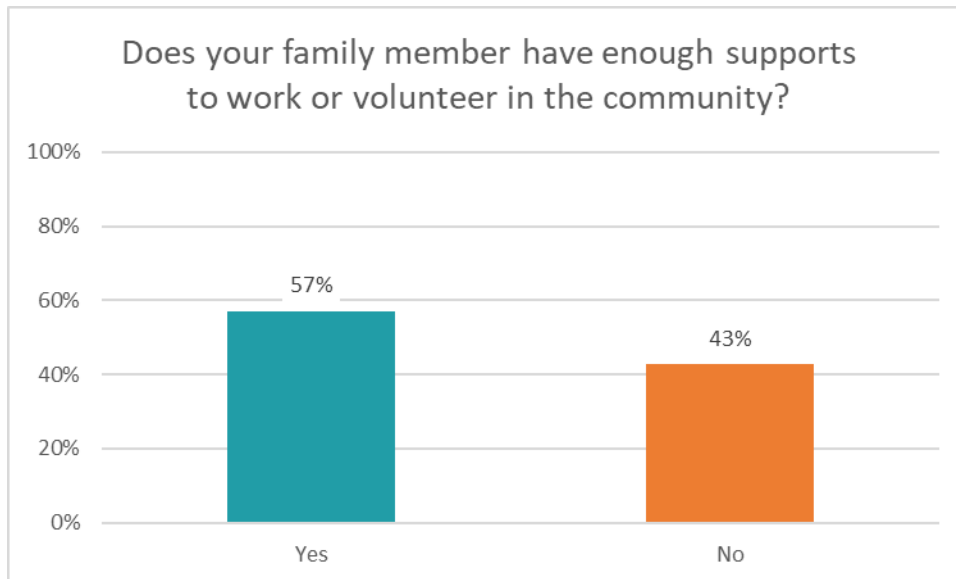


Table Q15. Does your family member have enough supports (for example, support workers, community resources) to work or volunteer in the community?

Regional Center	Yes	No	N
ACRC	64%	36%	178
CVRC	62%	38%	168
ELARC	52%	48%	201
FDLRC	41%	59%	224
FNRC	65%	35%	150
GGRC	62%	38%	195
HRC	51%	49%	200
IRC	56%	44%	152
KRC	48%	52%	208
NBRC	57%	43%	205
NLACRC	56%	44%	161
RCEB	49%	51%	223
RCOC	59%	41%	144
RCRC	70%	30%	162
SARC	62%	38%	163
SCLARC	43%	57%	238
SDRC	67%	33%	190
SG/PRC	50%	50%	237
TCRC	59%	41%	195
VMRC	57%	43%	172
WRC	66%	34%	3,988
CA Average	57%	43%	2,908
NCI Average	59%	41%	6,777

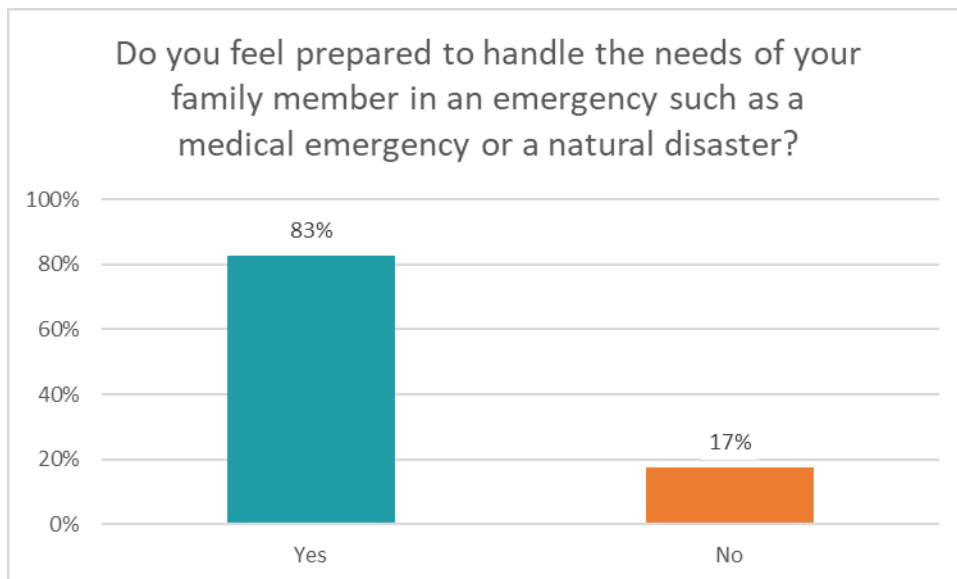


Table Q16. Do you feel prepared to handle the needs of your family member in an emergency such as a medical emergency or a natural disaster?

Regional Center	Yes	No	N
ACRC	90%	10%	222
CVRC	89%	11%	178
ELARC	85%	15%	168
FDLRC	74%	26%	201
FNRC	94%	6%	224
GGRC	79%	21%	150
HRC	77%	23%	195
IRC	87%	14%	200
KRC	81%	19%	152
NBRC	82%	18%	208
NLACRC	80%	20%	205
RCEB	76%	24%	161
RCOC	84%	16%	223
RCRC	88%	13%	144
SARC	75%	25%	162
SCLARC	77%	23%	163
SDRC	87%	13%	238
SG/PRC	77%	23%	190
TCRC	81%	19%	237
VMRC	86%	14%	195
WRC	81%	19%	172
CA Average	83%	17%	3,988
NCI Average	85%	15%	9,555

Access and Delivery of Services and Supports

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

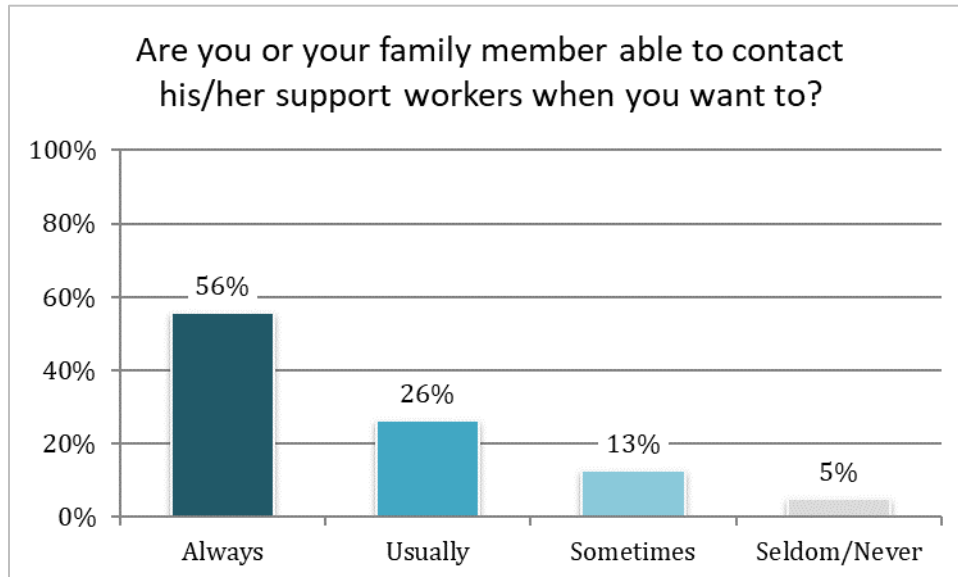


Table Q17. Are you or your family member able to contact his/her support workers when you want to?

Regional Center	Always	Usually	Sometimes	Seldom/Never	N
ACRC	56%	33%	6%	6%	236
CVRC	61%	26%	11%	2%	176
ELARC	61%	24%	13%	2%	181
FDLRC	50%	26%	18%	6%	205
FNRC	60%	29%	8%	3%	210
GGRC	54%	31%	10%	5%	167
HRC	55%	27%	13%	6%	200
IRC	51%	27%	15%	7%	224
KRC	48%	21%	21%	9%	163
NBRC	47%	28%	16%	8%	215
NLACRC	60%	16%	16%	8%	210
RCEB	54%	28%	13%	5%	153
RCOC	60%	26%	12%	1%	220
RCRC	57%	32%	7%	5%	152
SARC	58%	24%	14%	4%	177
SCLARC	55%	16%	21%	8%	170
SDRC	61%	24%	9%	6%	243
SG/PRC	55%	22%	16%	8%	198
TCRC	56%	28%	12%	4%	232
VMRC	50%	34%	12%	3%	206
WRC	61%	28%	9%	2%	179
CA Average	56%	26%	13%	5%	4,117
NCI Average	60%	28%	9%	3%	9,825

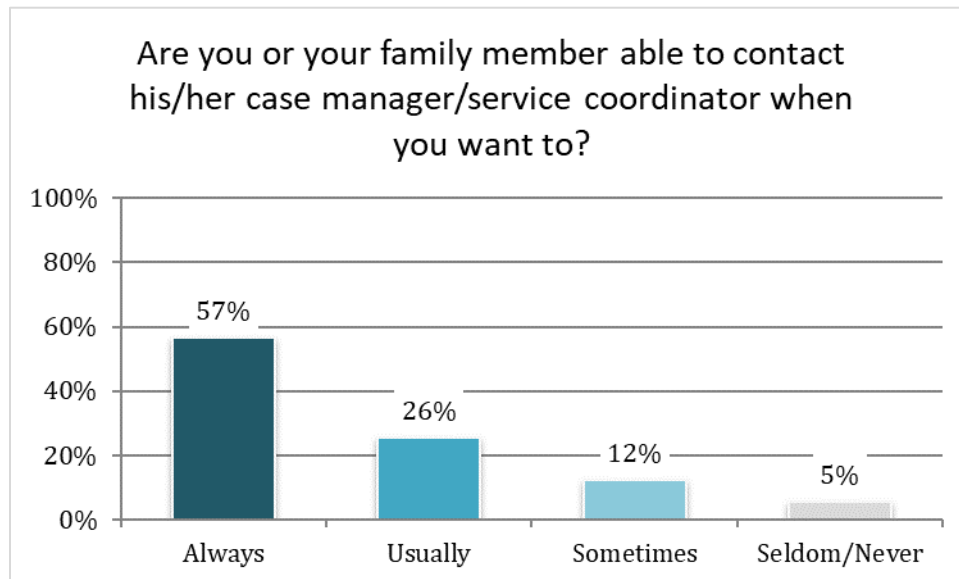


Table Q18. Are you or your family member able to contact his/her case manager/service coordinator when you want to?

Regional Center	Always	Usually	Sometimes	Seldom/Never	N
ACRC	60%	28%	7%	5%	256
CVRC	64%	23%	9%	4%	192
ELARC	62%	23%	11%	4%	196
FDLRC	48%	28%	17%	8%	228
FNRC	63%	25%	8%	3%	240
GGRC	59%	32%	6%	3%	180
HRC	54%	24%	18%	4%	213
IRC	56%	22%	14%	8%	235
KRC	51%	24%	20%	5%	172
NBRC	48%	30%	13%	9%	231
NLACRC	57%	17%	14%	12%	231
RCEB	54%	28%	13%	5%	178
RCOC	63%	26%	8%	2%	240
RCRC	55%	30%	9%	6%	161
SARC	55%	28%	14%	4%	189
SCLARC	50%	17%	21%	12%	179
SDRC	61%	27%	7%	5%	253
SG/PRC	52%	23%	19%	6%	214
TCRC	58%	26%	13%	3%	264
VMRC	58%	29%	9%	4%	224
WRC	63%	26%	8%	3%	193
CA Average	57%	26%	12%	5%	4,469
NCI Average	62%	26%	9%	4%	10,588

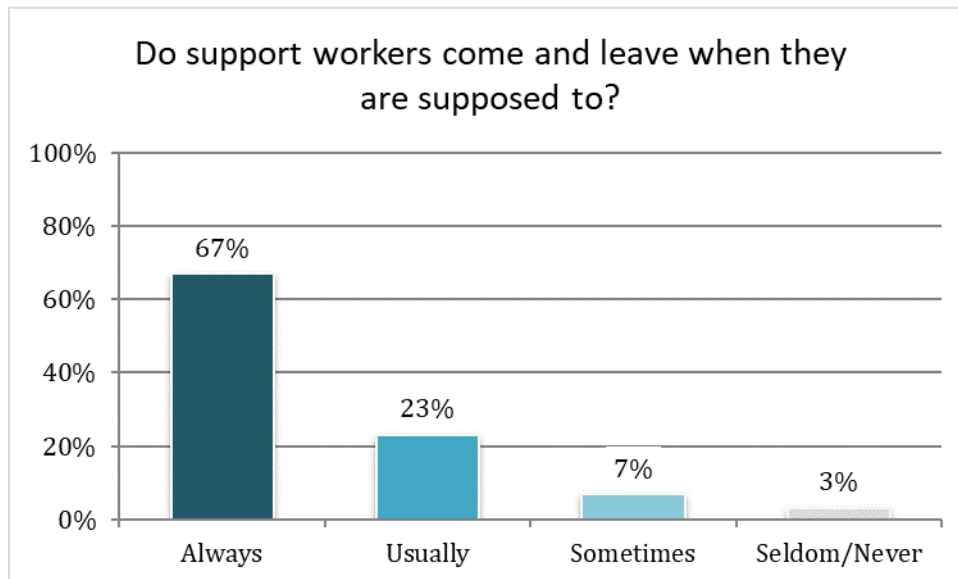
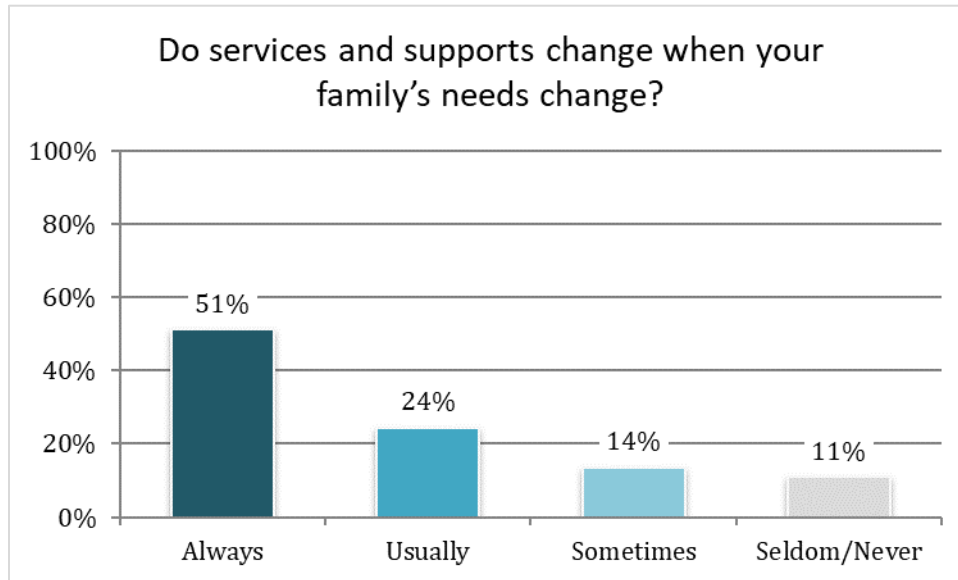
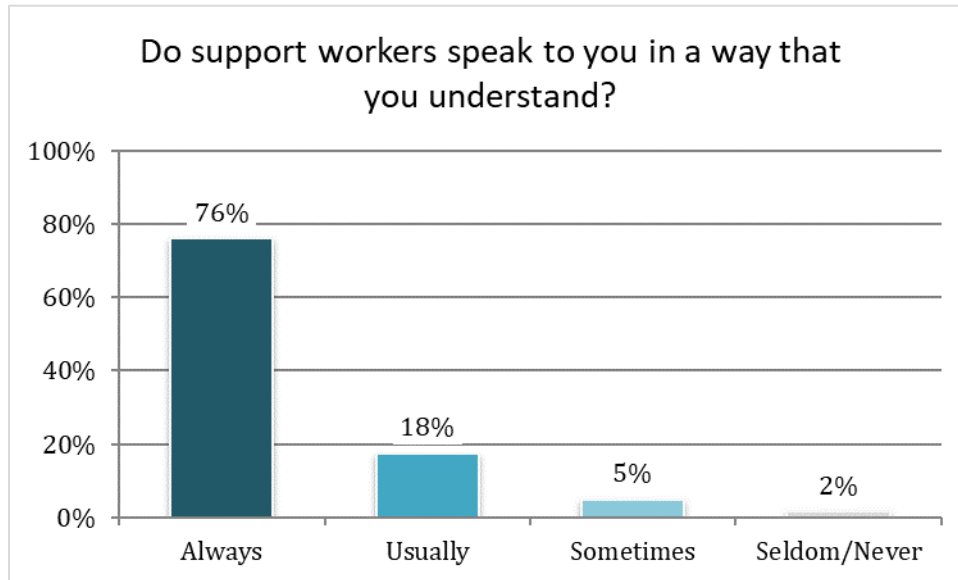


Table Q19. Do support workers come and leave when they are supposed to?

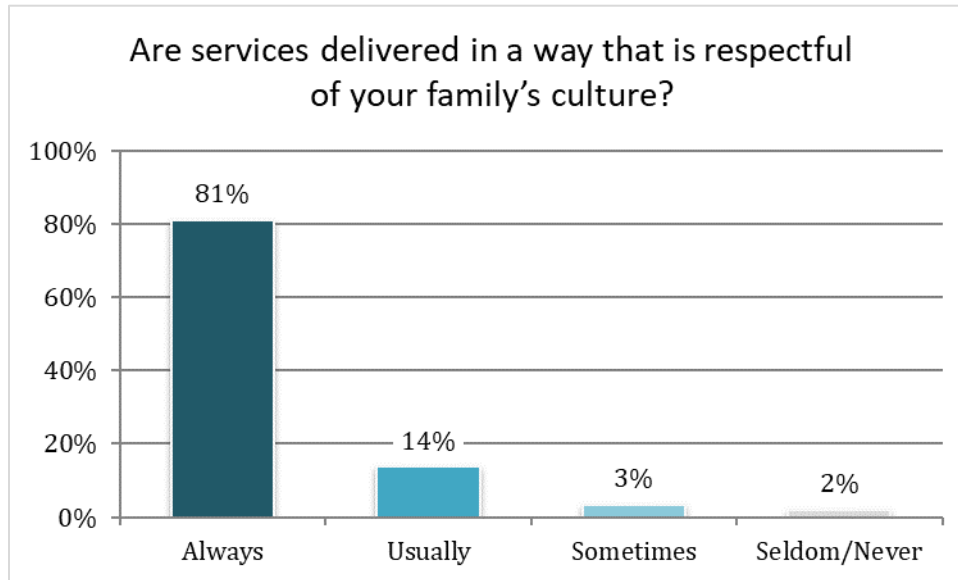
Regional Center	Always	Usually	Sometimes	Seldom/Never	N
ACRC	62%	29%	6%	3%	203
CVRC	72%	20%	5%	4%	166
ELARC	70%	27%	1%	2%	170
FDLRC	68%	20%	9%	4%	196
FNRC	70%	24%	5%	1%	192
GGRC	68%	21%	4%	6%	142
HRC	64%	24%	11%	1%	170
IRC	71%	17%	8%	4%	212
KRC	61%	24%	10%	6%	145
NBRC	60%	23%	12%	5%	194
NLACRC	72%	16%	7%	5%	188
RCEB	59%	32%	5%	4%	133
RCOC	72%	23%	4%	0%	214
RCRC	59%	31%	7%	3%	147
SARC	65%	25%	7%	3%	159
SCLARC	61%	20%	14%	6%	169
SDRC	70%	22%	6%	2%	229
SG/PRC	67%	23%	8%	2%	185
TCRC	66%	22%	6%	6%	196
VMRC	71%	24%	4%	1%	184
WRC	72%	21%	4%	2%	163
CA Average	67%	23%	7%	3%	3,757
NCI Average	67%	24%	6%	3%	9,027

**Table Q20. Do services and supports change when your family's needs change?**

Regional Center	Always	Usually	Sometimes	Seldom/Never	N
ACRC	47%	26%	15%	12%	177
CVRC	60%	19%	13%	8%	140
ELARC	62%	17%	13%	7%	156
FDLRC	49%	19%	15%	18%	171
FNRC	53%	27%	9%	11%	158
GGRC	51%	29%	14%	6%	115
HRC	46%	25%	17%	12%	148
IRC	50%	19%	18%	13%	177
KRC	50%	17%	22%	12%	115
NBRC	48%	23%	18%	12%	164
NLACRC	51%	22%	13%	15%	170
RCEB	36%	42%	14%	8%	114
RCOC	54%	27%	10%	9%	168
RCRC	47%	34%	10%	8%	125
SARC	51%	27%	13%	9%	125
SCLARC	49%	17%	14%	20%	151
SDRC	55%	26%	9%	10%	195
SG/PRC	50%	21%	18%	11%	151
TCRC	50%	24%	17%	9%	191
VMRC	51%	29%	10%	10%	156
WRC	58%	27%	7%	8%	146
CA Average	51%	24%	14%	11%	3,213
NCI Average	51%	27%	12%	10%	7,625

**Table Q21. Do support workers speak to you in a way that you understand?**

Regional Center	Always	Usually	Sometimes	Seldom/Never	N
ACRC	73%	21%	4%	2%	218
CVRC	81%	13%	4%	1%	172
ELARC	79%	16%	4%	1%	183
FDLRC	70%	20%	7%	4%	211
FNRC	79%	19%	2%	1%	196
GGRC	75%	20%	5%	1%	151
HRC	75%	16%	9%	0%	177
IRC	78%	15%	5%	3%	219
KRC	73%	21%	6%	1%	158
NBRC	72%	18%	5%	4%	206
NLACRC	78%	17%	5%	1%	198
RCEB	74%	18%	5%	3%	140
RCOC	78%	19%	3%	0%	221
RCRC	76%	19%	4%	1%	144
SARC	75%	19%	5%	2%	171
SCLARC	75%	16%	8%	1%	173
SDRC	80%	16%	3%	2%	244
SG/PRC	75%	16%	7%	2%	192
TCRC	75%	18%	5%	2%	225
VMRC	75%	17%	5%	3%	193
WRC	80%	18%	1%	1%	172
CA Average	76%	18%	5%	2%	3,964
NCI Average	77%	18%	3%	1%	9,497

**Table Q22. Are services delivered in a way that is respectful of your family's culture?**

Regional Center	Always	Usually	Sometimes	Seldom/Never	N
ACRC	86%	11%	1%	2%	229
CVRC	83%	12%	3%	2%	181
ELARC	82%	13%	5%	1%	197
FDLRC	75%	18%	4%	3%	224
FNRC	85%	11%	2%	3%	223
GGRC	78%	17%	4%	2%	165
HRC	77%	18%	2%	3%	215
IRC	86%	7%	3%	3%	229
KRC	82%	14%	3%	1%	157
NBRC	80%	15%	3%	2%	222
NLACRC	81%	13%	4%	2%	217
RCEB	76%	19%	4%	1%	161
RCOC	82%	14%	3%	2%	234
RCRC	81%	12%	4%	3%	157
SARC	82%	12%	4%	2%	182
SCLARC	76%	15%	6%	3%	181
SDRC	82%	14%	3%	1%	250
SG/PRC	78%	15%	5%	1%	208
TCRC	79%	13%	5%	2%	246
VMRC	82%	13%	2%	2%	210
WRC	85%	13%	2%	1%	181
CA Average	81%	14%	3%	2%	4,269
NCI Average	81%	15%	2%	2%	10,124

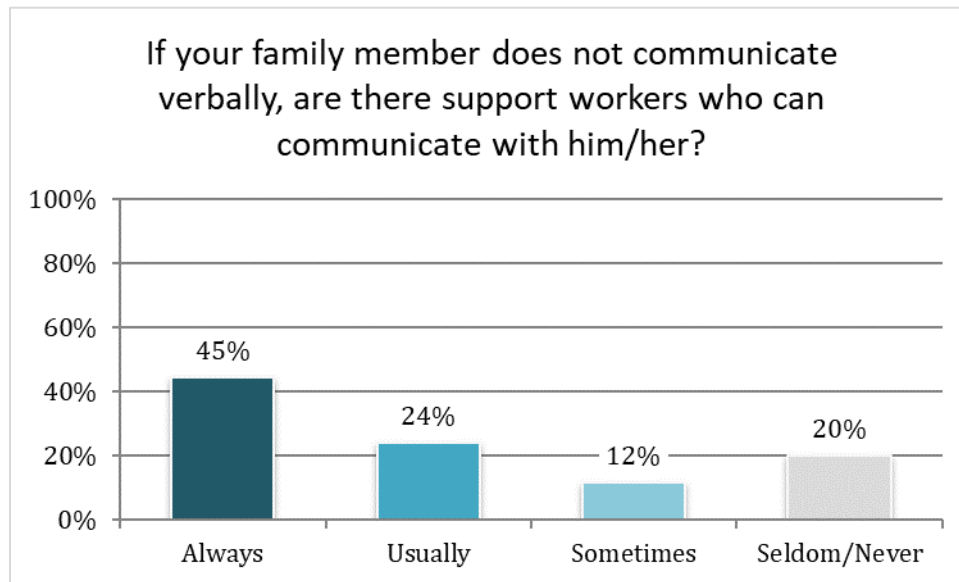
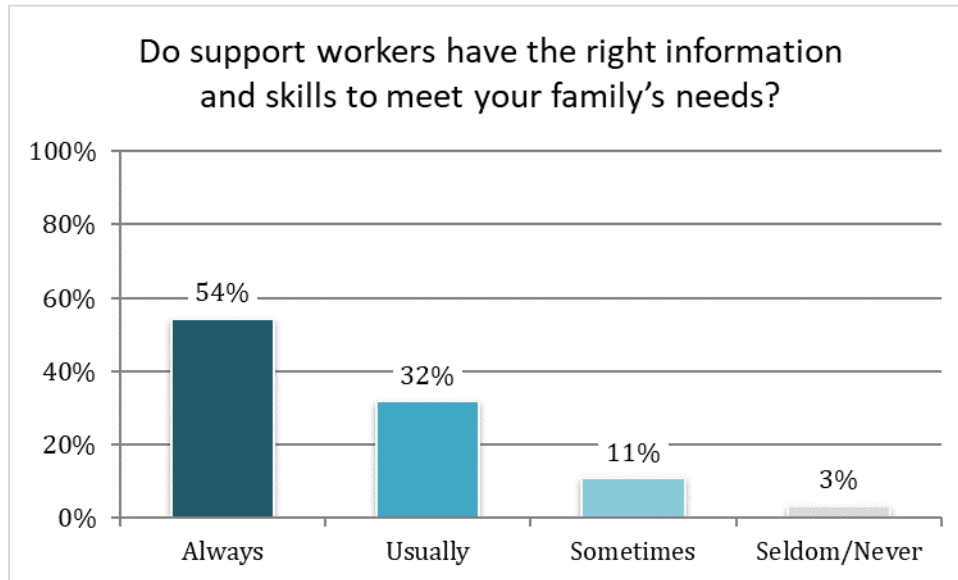


Table Q23. If your family member does not communicate verbally (for example, uses gestures or sign language), are there support workers who can communicate with him/her?

Regional Center	Always	Usually	Sometimes	Seldom/Never	N
ACRC	53%	21%	15%	12%	34
CVRC	46%	14%	11%	29%	28
ELARC	53%	23%	7%	17%	30
FDLRC	39%	27%	5%	29%	41
FNRC	32%	35%	18%	15%	34
GGRC	43%	26%	11%	20%	35
HRC	41%	21%	14%	24%	29
IRC	37%	21%	19%	23%	43
KRC	52%	15%	6%	27%	33
NBRC	35%	29%	12%	24%	34
NLACRC	43%	31%	11%	14%	35
RCEB	52%	28%	8%	12%	25
RCOC	56%	22%	9%	13%	32
RCRC	27%	30%	23%	20%	30
SARC	50%	16%	9%	25%	32
SCLARC	51%	10%	15%	23%	39
SDRC	45%	33%	10%	13%	40
SG/PRC	35%	26%	16%	23%	31
TCRC	48%	23%	4%	25%	52
VMRC	44%	25%	13%	19%	32
WRC	57%	26%	9%	9%	23
CA Average	45%	24%	12%	20%	712
NCI Average	44%	28%	14%	15%	2,131

**Table Q24. Do support workers have the right information and skills to meet your family's needs?**

Regional Center	Always	Usually	Sometimes	Seldom/Never	N
ACRC	50%	37%	8%	5%	202
CVRC	62%	26%	12%	1%	164
ELARC	67%	23%	9%	1%	171
FDLRC	52%	28%	13%	6%	187
FNRC	50%	38%	10%	2%	181
GGRC	50%	37%	10%	3%	150
HRC	50%	33%	13%	4%	164
IRC	60%	27%	9%	4%	199
KRC	57%	26%	12%	6%	139
NBRC	49%	38%	10%	3%	191
NLACRC	63%	24%	9%	3%	184
RCEB	47%	35%	13%	5%	127
RCOC	53%	36%	9%	2%	196
RCRC	48%	43%	5%	4%	141
SARC	55%	28%	14%	3%	152
SCLARC	58%	27%	12%	3%	154
SDRC	50%	35%	11%	4%	223
SG/PRC	53%	28%	15%	3%	178
TCRC	52%	33%	13%	2%	202
VMRC	55%	33%	9%	3%	183
WRC	59%	29%	10%	2%	165
CA Average	54%	32%	11%	3%	3,653
NCI Average	57%	32%	9%	3%	9,024

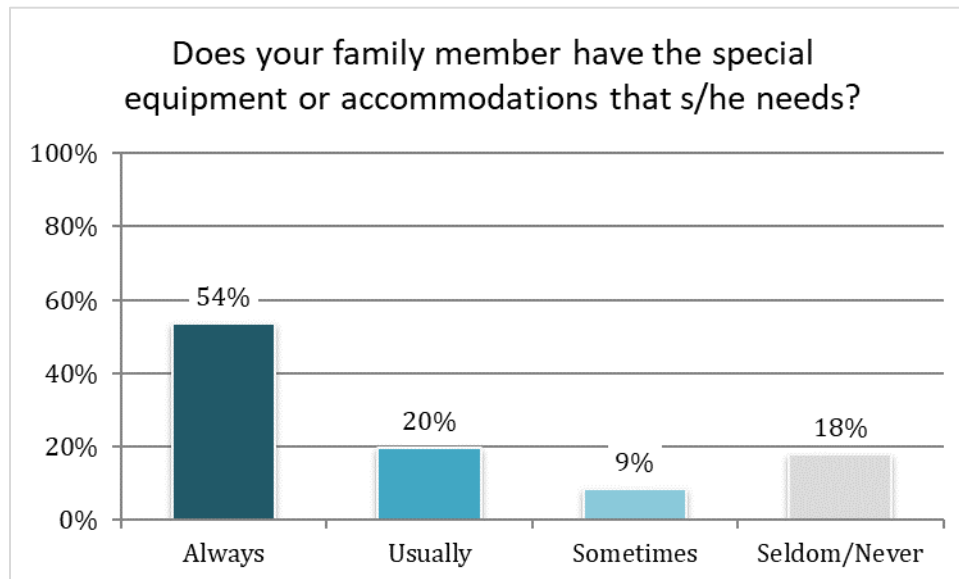


Table Q25. Does your family member have access to the special equipment or accommodations that s/he needs (for example, wheelchair, ramp, communication board)?

Regional Center	Always	Usually	Sometimes	Seldom/Never	N
ACRC	53%	18%	15%	14%	88
CVRC	66%	17%	9%	9%	82
ELARC	64%	10%	7%	19%	72
FDLRC	49%	15%	6%	30%	84
FNRC	53%	23%	9%	15%	95
GGRC	50%	19%	16%	16%	64
HRC	42%	25%	13%	21%	77
IRC	61%	18%	8%	13%	88
KRC	57%	13%	6%	24%	84
NBRC	55%	20%	13%	12%	91
NLACRC	55%	21%	5%	20%	87
RCEB	45%	35%	8%	12%	60
RCOC	60%	14%	7%	18%	83
RCRC	57%	24%	8%	11%	72
SARC	49%	21%	15%	15%	78
SCLARC	49%	14%	5%	32%	78
SDRC	54%	28%	2%	15%	85
SG/PRC	50%	22%	7%	21%	76
TCRC	49%	23%	7%	20%	94
VMRC	48%	19%	10%	23%	93
WRC	58%	17%	5%	20%	60
CA Average	54%	20%	9%	18%	1,691
NCI Average	52%	25%	9%	15%	4,276

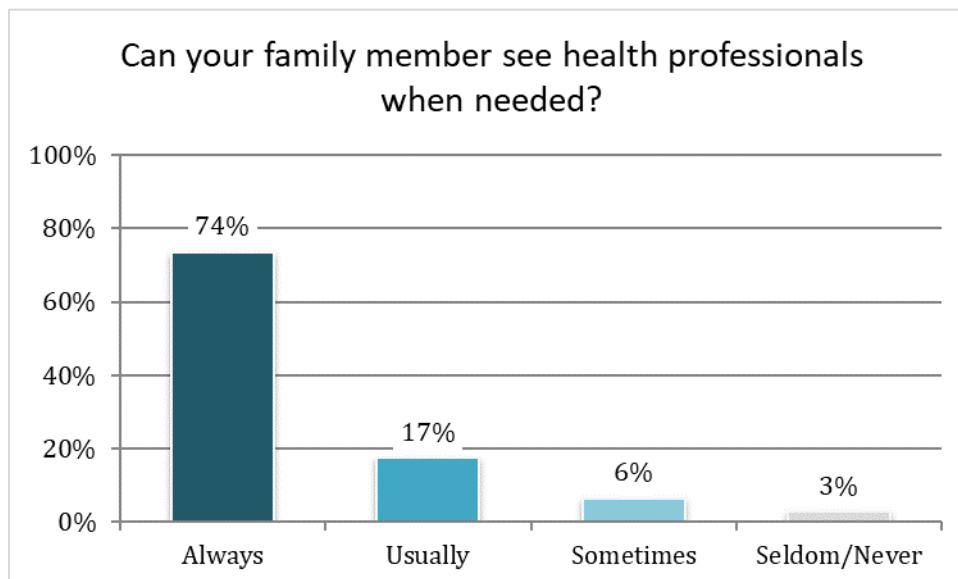


Table Q26. Can your family member see health professionals when needed (for example, doctor, dentist, psychologist)?

Regional Center	Always	Usually	Sometimes	Seldom/Never	N
ACRC	69%	22%	5%	4%	256
CVRC	78%	14%	6%	2%	206
ELARC	72%	16%	7%	4%	202
FDLRC	66%	22%	7%	5%	239
FNRC	68%	20%	9%	3%	244
GGRC	74%	15%	9%	3%	198
HRC	77%	17%	4%	3%	230
IRC	80%	12%	7%	1%	244
KRC	80%	13%	6%	2%	176
NBRC	74%	20%	4%	2%	239
NLACRC	81%	12%	5%	1%	237
RCEB	68%	22%	8%	2%	181
RCOC	72%	19%	6%	3%	258
RCRC	72%	18%	5%	4%	167
SARC	72%	21%	6%	1%	202
SCLARC	75%	13%	9%	4%	197
SDRC	76%	18%	5%	2%	262
SG/PRC	74%	14%	9%	3%	212
TCRC	72%	18%	6%	4%	268
VMRC	72%	19%	5%	3%	229
WRC	73%	20%	5%	2%	192
CA Average	74%	17%	6%	3%	4,639
NCI Average	77%	17%	5%	2%	10,962

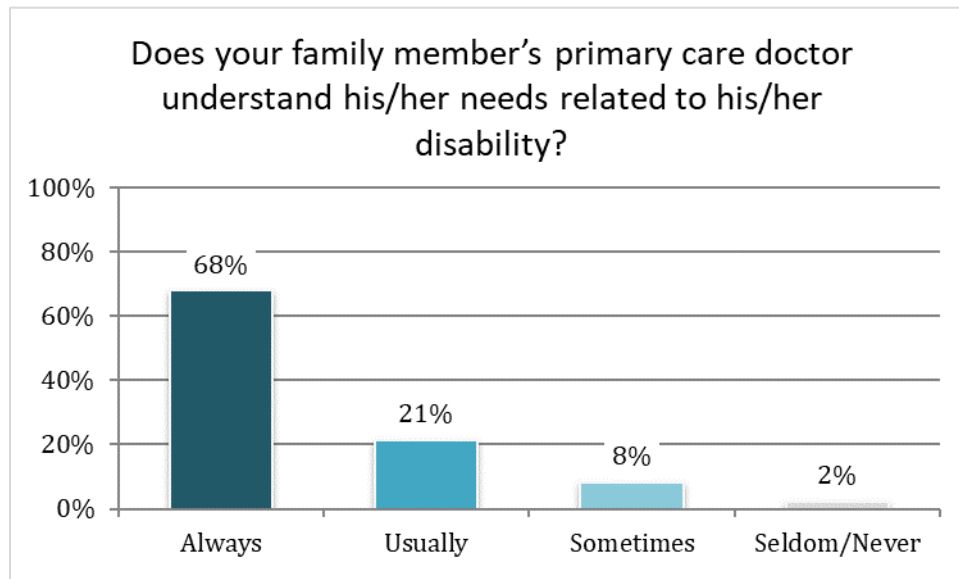
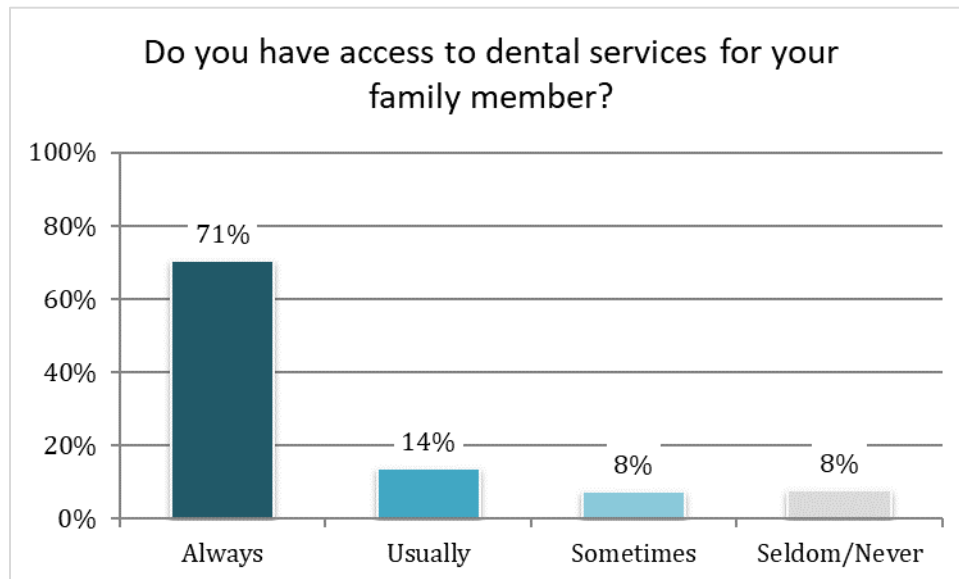


Table Q27. Does your family member's primary care doctor understand his/her needs related to his/her disability?

Regional Center	Always	Usually	Sometimes	Seldom/Never	N
ACRC	62%	24%	12%	3%	252
CVRC	68%	23%	8%	1%	199
ELARC	70%	20%	9%	1%	205
FDLRC	65%	24%	9%	2%	228
FNRC	60%	29%	7%	3%	232
GGRC	59%	29%	9%	3%	196
HRC	68%	21%	9%	2%	226
IRC	67%	20%	10%	3%	239
KRC	72%	16%	9%	3%	171
NBRC	67%	24%	6%	2%	232
NLACRC	71%	18%	8%	3%	231
RCEB	62%	30%	6%	2%	174
RCOC	68%	21%	8%	2%	256
RCRC	65%	23%	10%	3%	158
SARC	69%	23%	7%	2%	195
SCLARC	77%	14%	6%	2%	186
SDRC	71%	20%	6%	3%	259
SG/PRC	73%	15%	10%	1%	221
TCRC	70%	19%	8%	4%	258
VMRC	70%	19%	8%	3%	220
WRC	73%	19%	6%	2%	190
CA Average	68%	21%	8%	2%	4,528
NCI Average	70%	22%	6%	2%	10,791

**Table Q28. Do you have access to dental services for your family member?**

Regional Center	Always	Usually	Sometimes	Seldom/Never	N
ACRC	67%	16%	7%	10%	251
CVRC	71%	13%	10%	6%	201
ELARC	66%	13%	14%	8%	198
FDLRC	66%	17%	8%	9%	235
FNRC	67%	15%	10%	8%	233
GGRC	70%	12%	10%	8%	186
HRC	72%	14%	7%	7%	223
IRC	73%	12%	8%	6%	236
KRC	79%	10%	7%	4%	174
NBRC	73%	13%	6%	9%	234
NLACRC	76%	12%	5%	7%	237
RCEB	65%	16%	7%	11%	176
RCOC	69%	17%	7%	7%	255
RCRC	71%	11%	7%	11%	163
SARC	69%	15%	9%	7%	193
SCLARC	69%	14%	7%	10%	178
SDRC	69%	14%	9%	8%	257
SG/PRC	73%	13%	7%	7%	209
TCRC	72%	12%	3%	13%	268
VMRC	70%	15%	6%	9%	218
WRC	78%	13%	7%	3%	183
CA Average	71%	14%	8%	8%	4,508
NCI Average	71%	13%	7%	9%	10,640

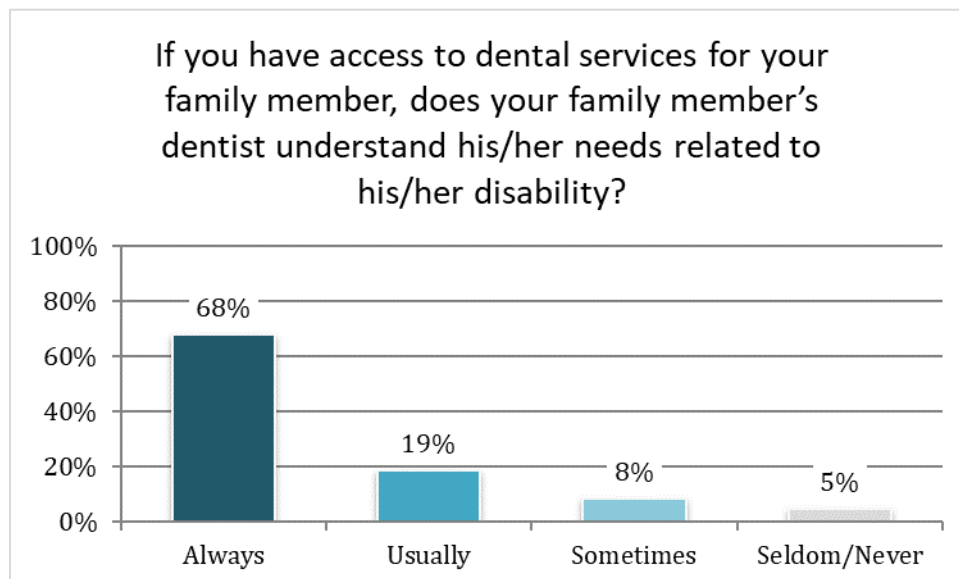


Table Q29. If you have access to dental services for your family member, does your family member's dentist understand his/her needs related to his/her disability?

Regional Center	Always	Usually	Sometimes	Seldom/Never	N
ACRC	66%	21%	7%	6%	222
CVRC	68%	17%	12%	3%	178
ELARC	62%	22%	11%	5%	175
FDLRC	61%	23%	10%	5%	212
FNRC	65%	20%	9%	7%	198
GGRC	68%	17%	11%	3%	166
HRC	65%	19%	9%	7%	211
IRC	68%	18%	9%	5%	220
KRC	71%	20%	6%	3%	153
NBRC	68%	19%	6%	7%	213
NLACRC	78%	16%	3%	2%	208
RCEB	66%	16%	13%	5%	155
RCOC	70%	19%	10%	2%	230
RCRC	67%	23%	4%	6%	148
SARC	66%	21%	8%	5%	177
SCLARC	72%	15%	8%	5%	149
SDRC	69%	18%	10%	4%	240
SG/PRC	69%	19%	7%	5%	190
TCRC	69%	16%	8%	7%	233
VMRC	72%	17%	5%	6%	193
WRC	74%	14%	8%	4%	173
CA Average	68%	19%	8%	5%	4,044
NCI Average	70%	19%	7%	4%	9,600

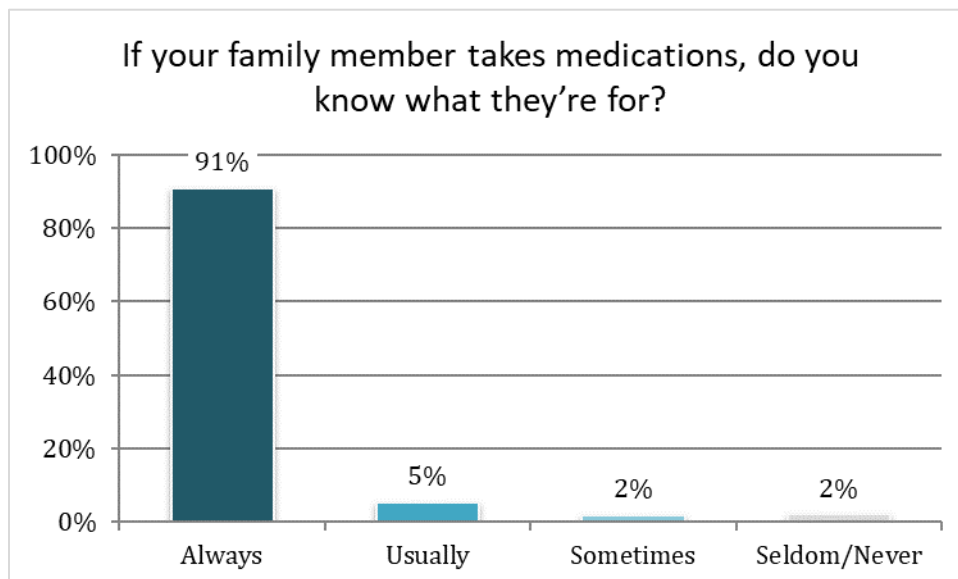


Table Q30. If your family member takes medications, do you know what they're for?

Regional Center	Always	Usually	Sometimes	Seldom/Never	N
ACRC	91%	5%	2%	1%	219
CVRC	91%	3%	3%	3%	172
ELARC	89%	6%	2%	3%	177
FDLRC	86%	7%	2%	5%	187
FNRC	92%	7%	1%	1%	192
GGRC	87%	7%	6%	1%	163
HRC	89%	4%	4%	3%	188
IRC	92%	5%	1%	2%	194
KRC	91%	5%	1%	3%	149
NBRC	93%	3%	1%	3%	173
NLACRC	90%	6%	2%	2%	189
RCEB	91%	5%	3%	0%	146
RCOC	93%	6%	0%	1%	226
RCRC	93%	4%	1%	2%	123
SARC	90%	7%	2%	2%	164
SCLARC	91%	4%	2%	3%	163
SDRC	95%	3%	2%	0%	219
SG/PRC	92%	5%	2%	2%	189
TCRC	90%	4%	2%	3%	212
VMRC	90%	7%	2%	1%	187
WRC	92%	6%	1%	1%	145
CA Average	91%	5%	2%	2%	3,777
NCI Average	92%	5%	1%	2%	9,299

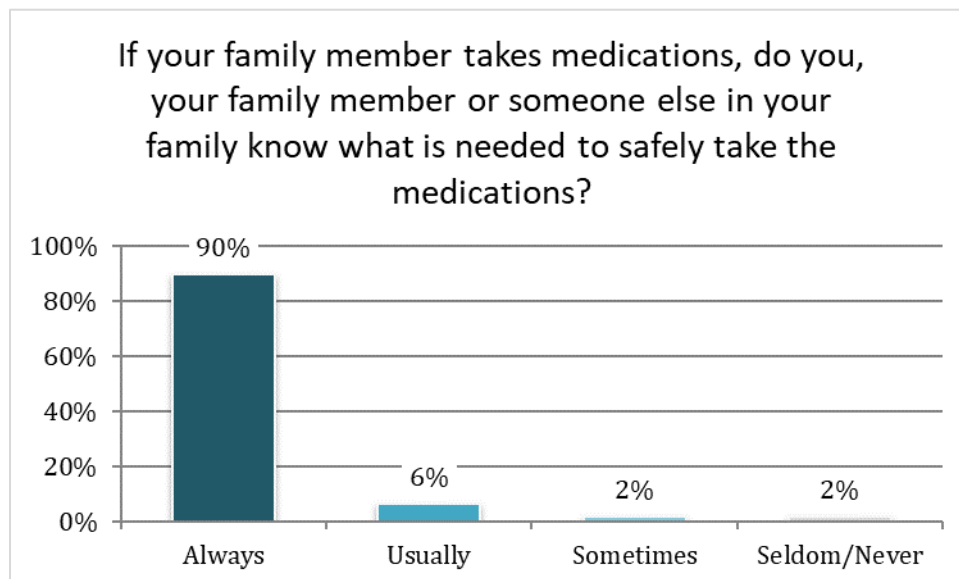


Table Q31. If your family member takes medications, do you, your family member, or someone else in your family know what is needed to safely take the medications?

Regional Center	Always	Usually	Sometimes	Seldom/Never	N
ACRC	89%	7%	2%	1%	216
CVRC	92%	4%	1%	3%	167
ELARC	83%	8%	5%	4%	175
FDLRC	84%	10%	2%	4%	183
FNRC	93%	5%	2%	1%	193
GGRC	87%	8%	3%	2%	163
HRC	89%	7%	2%	2%	188
IRC	89%	7%	4%	1%	192
KRC	91%	6%	1%	2%	141
NBRC	91%	5%	2%	2%	165
NLACRC	84%	12%	1%	2%	187
RCEB	92%	6%	2%	0%	145
RCOC	91%	8%	1%	0%	218
RCRC	97%	3%	1%	0%	120
SARC	92%	5%	1%	2%	160
SCLARC	89%	5%	3%	3%	155
SDRC	97%	3%	0%	0%	212
SG/PRC	91%	5%	1%	3%	183
TCRC	90%	4%	2%	3%	207
VMRC	89%	8%	1%	2%	185
WRC	91%	6%	2%	1%	141
CA Average	90%	6%	2%	2%	3,696
NCI Average	92%	6%	1%	1%	9,188

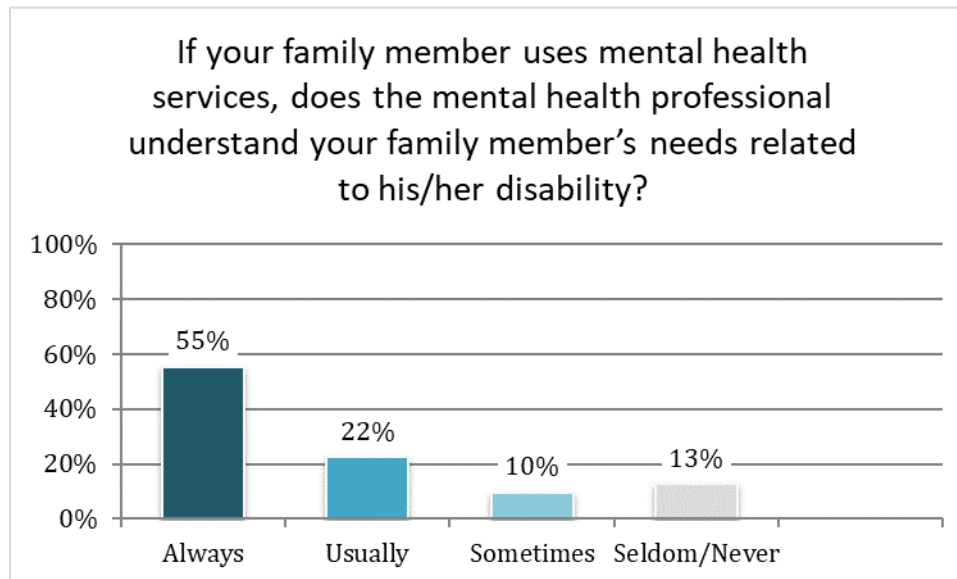
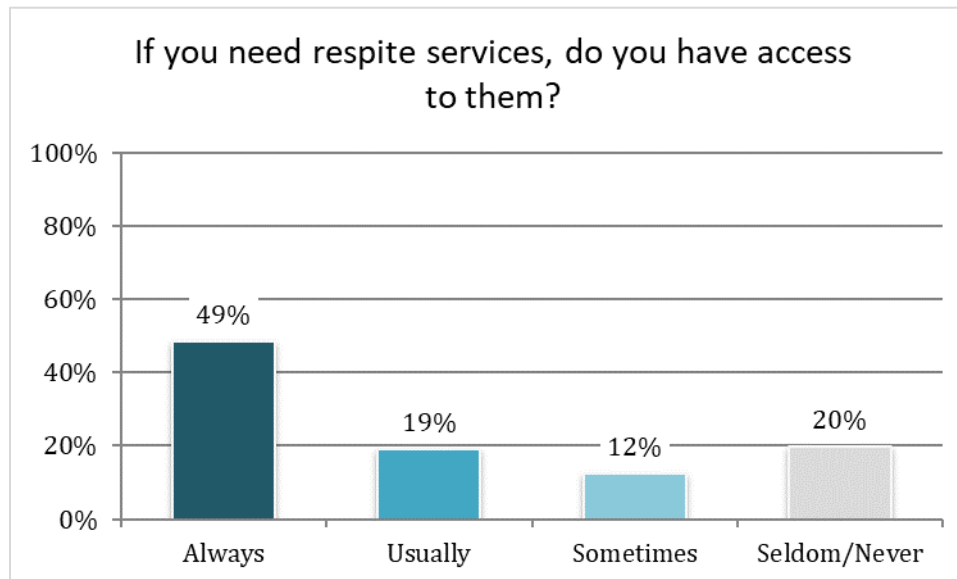


Table Q32. If your family member uses mental health services, does the mental health professional understand your family member's needs related to his/her disability?

Regional Center	Always	Usually	Sometimes	Seldom/Never	N
ACRC	43%	31%	10%	16%	80
CVRC	57%	19%	7%	17%	58
ELARC	56%	21%	11%	11%	96
FDLRC	57%	27%	7%	10%	113
FNRC	46%	32%	12%	9%	65
GGRC	46%	25%	11%	18%	72
HRC	54%	23%	10%	13%	87
IRC	51%	20%	13%	17%	95
KRC	53%	22%	10%	15%	60
NBRC	51%	31%	10%	8%	71
NLACRC	60%	19%	8%	13%	100
RCEB	53%	27%	10%	10%	62
RCOC	61%	22%	12%	6%	104
RCRC	47%	25%	13%	15%	60
SARC	59%	14%	16%	11%	73
SCLARC	56%	18%	6%	20%	79
SDRC	64%	20%	6%	10%	88
SG/PRC	59%	22%	6%	13%	100
TCRC	63%	17%	6%	14%	94
VMRC	59%	17%	11%	13%	76
WRC	58%	22%	11%	9%	79
CA Average	55%	22%	10%	13%	1,712
NCI Average	57%	25%	8%	10%	3,867

**Table Q33. If you need respite services, do you have access to them?**

Regional Center	Always	Usually	Sometimes	Seldom/Never	N
ACRC	50%	20%	9%	21%	143
CVRC	47%	22%	12%	18%	99
ELARC	55%	12%	15%	19%	110
FDLRC	39%	19%	16%	26%	125
FNRC	47%	22%	13%	19%	139
GGRC	42%	23%	20%	15%	123
HRC	40%	23%	10%	26%	117
IRC	54%	15%	9%	22%	141
KRC	40%	18%	12%	30%	90
NBRC	42%	14%	15%	29%	125
NLACRC	53%	23%	6%	18%	124
RCEB	44%	27%	15%	14%	98
RCOC	45%	24%	16%	16%	148
RCRC	48%	21%	16%	15%	95
SARC	58%	16%	13%	12%	129
SCLARC	43%	17%	11%	28%	116
SDRC	59%	17%	8%	16%	161
SG/PRC	51%	14%	10%	24%	111
TCRC	49%	18%	16%	17%	174
VMRC	46%	18%	10%	26%	143
WRC	60%	22%	11%	8%	102
CA Average	49%	19%	12%	20%	2,613
NCI Average	43%	22%	13%	23%	6,255

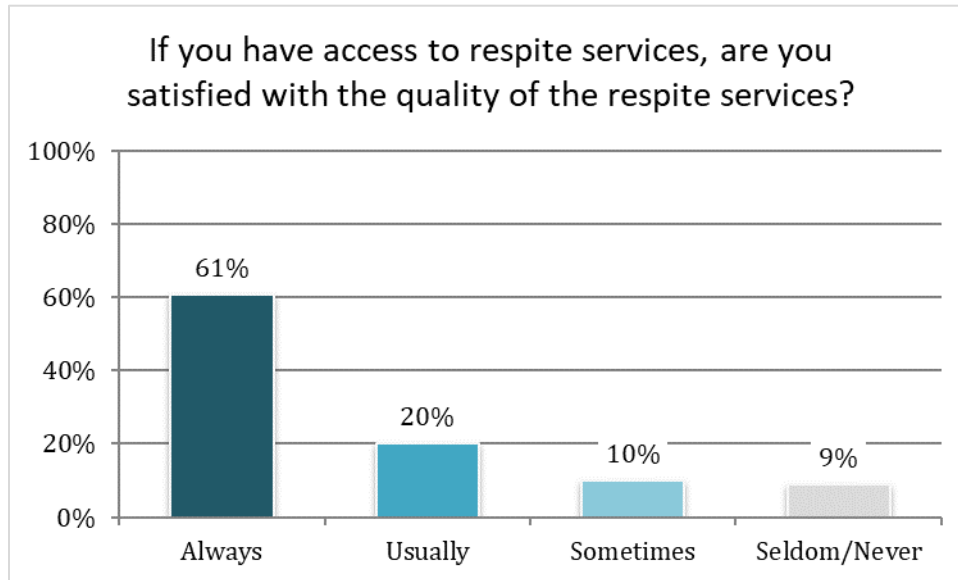


Table Q34. If you have access to respite services, are you satisfied with the quality of those services?

Regional Center	Always	Usually	Sometimes	Seldom/Never	N
ACRC	60%	18%	14%	8%	111
CVRC	60%	26%	9%	6%	70
ELARC	65%	14%	13%	8%	85
FDLRC	52%	24%	10%	13%	90
FNRC	51%	26%	9%	14%	117
GGRC	58%	22%	12%	8%	106
HRC	49%	29%	7%	15%	94
IRC	69%	14%	7%	10%	114
KRC	59%	19%	13%	10%	63
NBRC	58%	17%	15%	10%	89
NLACRC	62%	20%	10%	8%	101
RCEB	52%	23%	15%	10%	79
RCOC	54%	26%	13%	7%	120
RCRC	65%	18%	9%	8%	74
SARC	68%	19%	6%	6%	111
SCLARC	63%	16%	8%	13%	83
SDRC	70%	14%	6%	10%	132
SG/PRC	67%	12%	11%	10%	83
TCRC	65%	20%	10%	5%	146
VMRC	59%	24%	7%	9%	108
WRC	62%	26%	8%	4%	90
CA Average	61%	20%	10%	9%	2,066
NCI Average	58%	24%	10%	8%	4,675

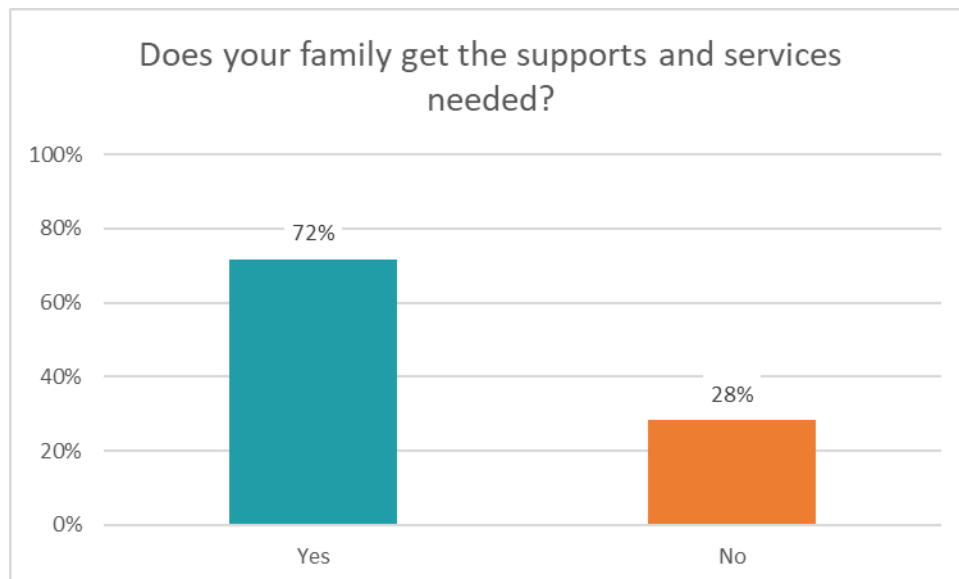


Table Q35. Does your family get the supports and services needed?

Regional Center	Yes	No	N
ACRC	73%	27%	230
CVRC	80%	20%	178
ELARC	83%	17%	179
FDLRC	62%	38%	204
FNRC	77%	23%	226
GGRC	61%	39%	181
HRC	69%	31%	203
IRC	74%	26%	198
KRC	68%	32%	152
NBRC	68%	32%	209
NLACRC	73%	27%	205
RCEB	63%	37%	161
RCOC	71%	29%	233
RCRC	74%	26%	151
SARC	73%	27%	178
SCLARC	72%	28%	151
SDRC	76%	24%	238
SG/PRC	69%	31%	183
TCRC	68%	32%	244
VMRC	71%	29%	199
WRC	84%	16%	175
CA Average	72%	28%	4,078
NCI Average	74%	26%	9,734

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

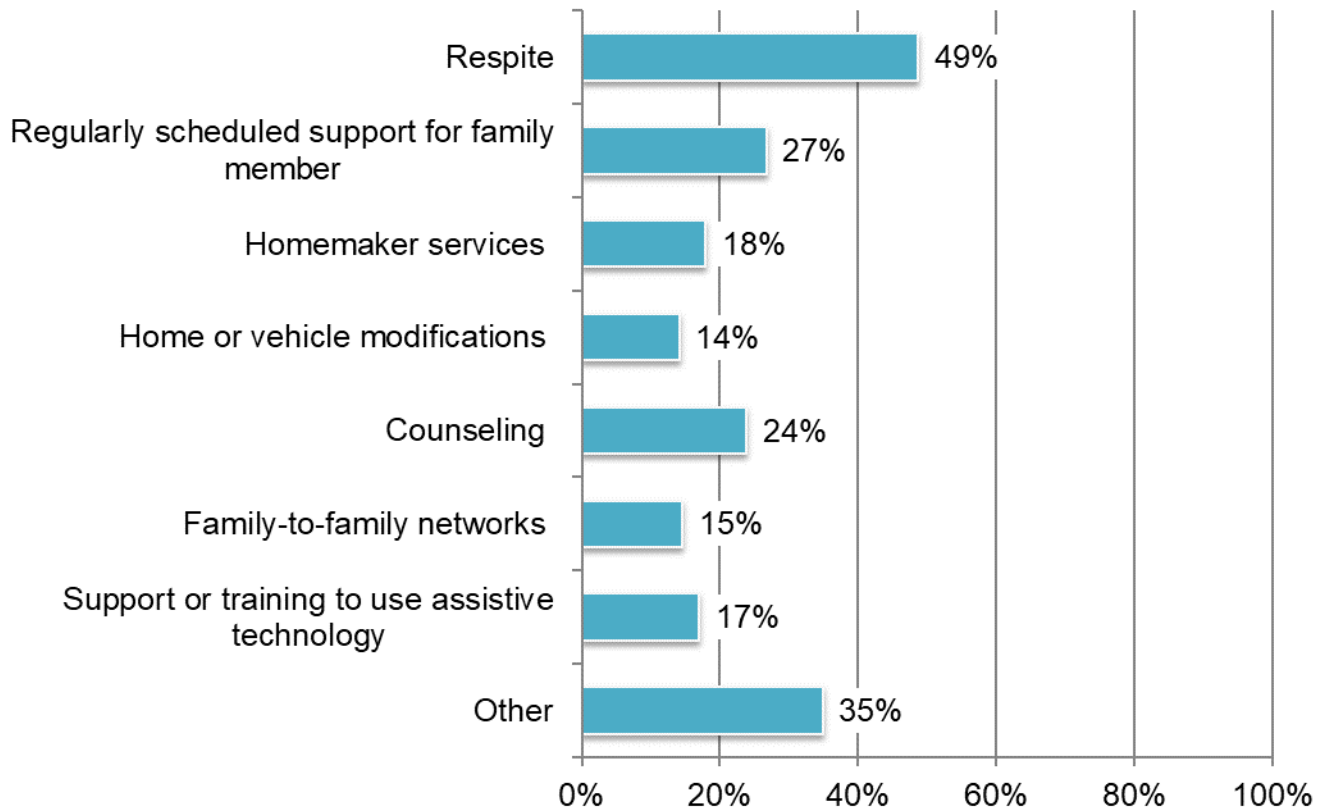


Table Q36. If family does not get the support and services needed, what additional services are needed? ²⁸

Regional Center	Respite	Regularly Scheduled Support	Homemaker or Chore Services	Home or Vehicle Modifications	Counseling	Family-to-family Networks	Support or Training to Use Assistive Technology	Other
ACRC	45%	26%	21%	17%	32%	19%	13%	55%
CVRC	54%	21%	4%	14%	25%	18%	7%	18%
ELARC	25%	29%	13%	21%	17%	17%	38%	46%
FDLRC	47%	26%	16%	15%	29%	12%	16%	34%
FNRC	50%	20%	10%	10%	22%	12%	12%	56%
GGRC	59%	25%	22%	8%	31%	14%	22%	20%
HRC	57%	31%	25%	8%	27%	12%	10%	41%
IRC	38%	31%	10%	19%	24%	14%	14%	33%
KRC	44%	23%	21%	25%	10%	13%	13%	40%
NBRC	62%	28%	16%	10%	28%	20%	13%	34%
NLACRC	41%	27%	11%	18%	18%	5%	9%	43%
RCEB	51%	24%	16%	15%	22%	15%	18%	27%
RCOC	47%	25%	22%	11%	31%	15%	13%	24%
RCRC	54%	30%	24%	16%	24%	8%	8%	46%
SARC	42%	20%	22%	18%	16%	27%	18%	38%
SCLARC	55%	33%	30%	24%	24%	21%	27%	30%
SDRC	63%	30%	22%	9%	20%	24%	30%	24%
SG/PRC	40%	28%	13%	13%	21%	13%	23%	26%
TCRC	39%	31%	26%	11%	26%	15%	25%	40%
VMRC	57%	26%	6%	11%	21%	11%	17%	32%
WRC	36%	27%	14%	23%	18%	0%	14%	18%
CA Average	49%	27%	18%	14%	24%	15%	17%	35%
NCI Average	56%	28%	17%	15%	21%	15%	14%	34%

²⁸ 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.

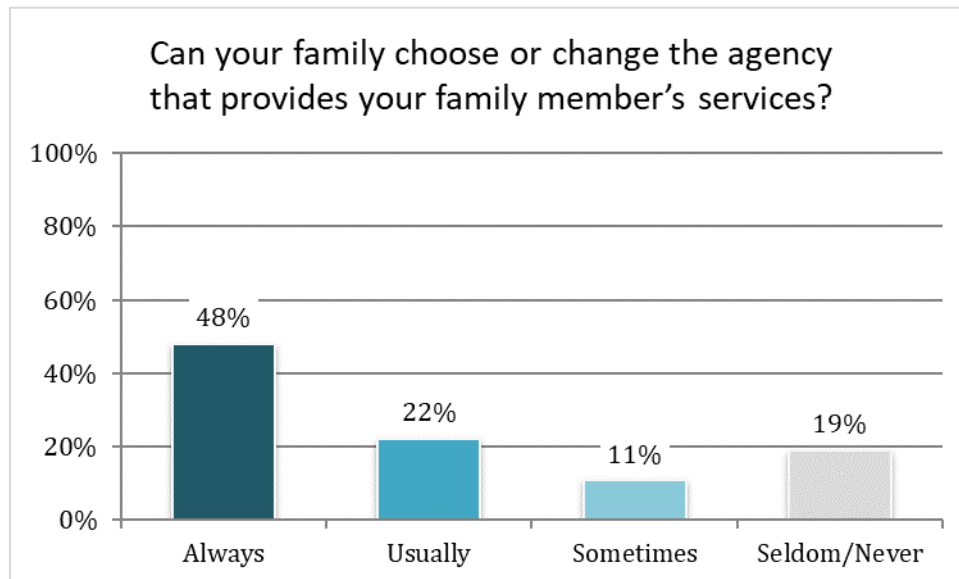
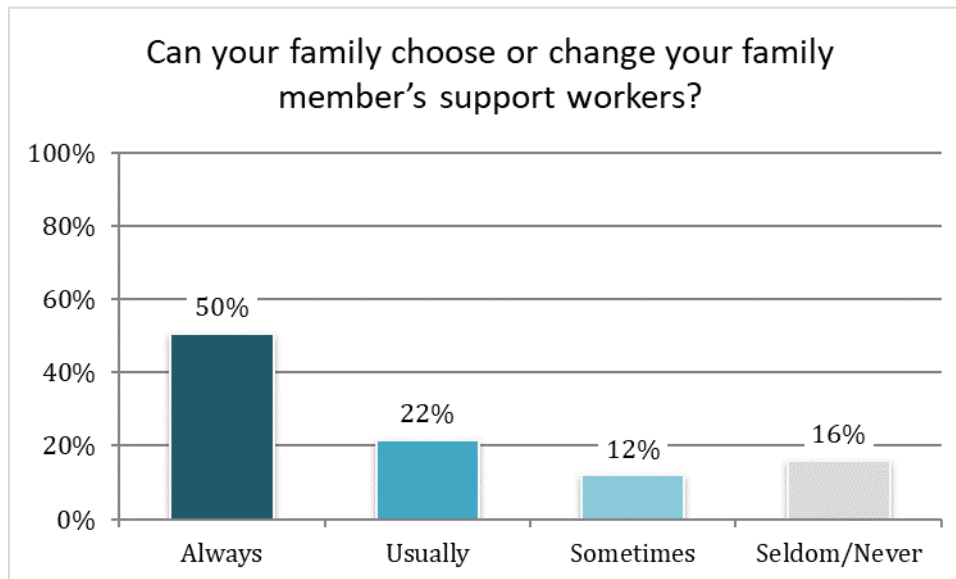


Table Q37. Can your family choose or change the agency that provides your family member's services?

Regional Center	Always	Usually	Sometimes	Seldom/Never	N
ACRC	40%	28%	11%	22%	133
CVRC	53%	24%	9%	14%	87
ELARC	55%	22%	11%	12%	114
FDLRC	37%	28%	10%	24%	86
FNRC	45%	24%	9%	23%	102
GGRC	46%	20%	9%	24%	74
HRC	41%	23%	16%	20%	83
IRC	55%	20%	10%	16%	102
KRC	46%	18%	16%	21%	68
NBRC	46%	21%	12%	20%	84
NLACRC	54%	19%	12%	15%	115
RCEB	41%	27%	10%	23%	71
RCOC	46%	23%	13%	18%	114
RCRC	55%	26%	5%	14%	73
SARC	48%	23%	12%	17%	82
SCLARC	45%	15%	13%	27%	89
SDRC	52%	22%	10%	16%	125
SG/PRC	49%	20%	10%	21%	91
TCRC	44%	25%	12%	19%	107
VMRC	46%	20%	8%	25%	83
WRC	61%	19%	8%	12%	105
CA Average	48%	22%	11%	19%	1,988
NCI Average	61%	21%	7%	11%	6,304

**Table Q38. Can your family choose or change your family member's support workers?**

Regional Center	Always	Usually	Sometimes	Seldom/Never	N
ACRC	47%	29%	7%	17%	135
CVRC	55%	17%	15%	13%	89
ELARC	54%	22%	11%	13%	116
FDLRC	45%	24%	11%	20%	100
FNRC	53%	23%	12%	13%	110
GGRC	45%	24%	16%	15%	88
HRC	48%	23%	9%	20%	93
IRC	55%	20%	9%	16%	100
KRC	46%	17%	11%	26%	76
NBRC	51%	22%	16%	12%	93
NLACRC	59%	16%	11%	14%	127
RCEB	39%	29%	9%	23%	75
RCOC	48%	15%	16%	20%	110
RCRC	49%	33%	10%	7%	99
SARC	46%	24%	13%	16%	97
SCLARC	54%	12%	16%	18%	85
SDRC	50%	22%	14%	14%	136
SG/PRC	50%	17%	14%	19%	94
TCRC	49%	24%	13%	14%	119
VMRC	49%	19%	8%	24%	88
WRC	60%	21%	10%	9%	127
CA Average	50%	22%	12%	16%	2,157
NCI Average	61%	20%	9%	10%	6,354

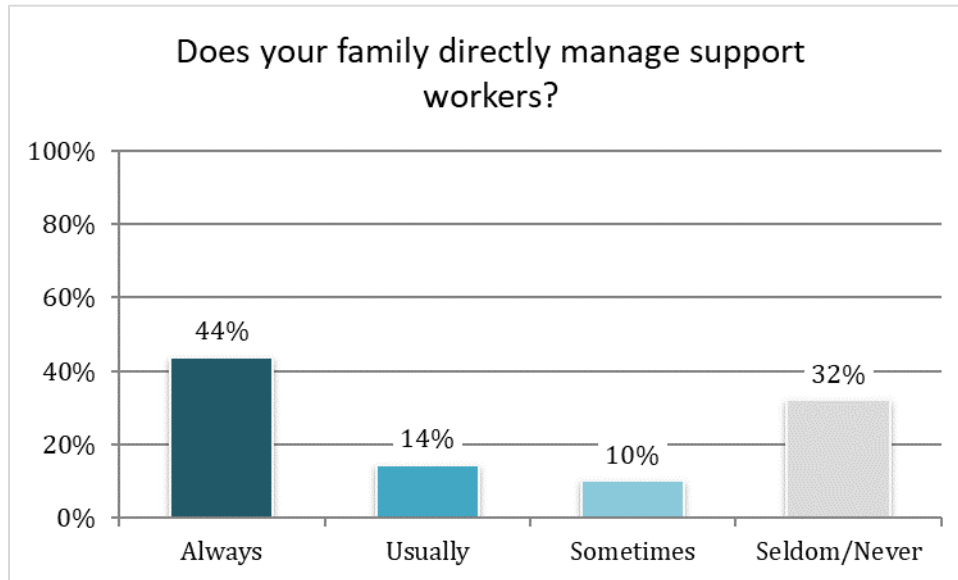


Table Q39. Does your family directly manage support workers (for example, hiring and deciding schedule)?

Regional Center	Always	Usually	Sometimes	Seldom/Never	N
ACRC	42%	16%	4%	38%	125
CVRC	38%	14%	15%	33%	92
ELARC	44%	16%	12%	28%	122
FDLRC	39%	17%	11%	32%	117
FNRC	48%	13%	7%	31%	121
GGRC	46%	16%	11%	27%	104
HRC	46%	16%	4%	35%	103
IRC	39%	9%	10%	42%	121
KRC	47%	13%	8%	32%	77
NBRC	46%	12%	14%	28%	117
NLACRC	48%	12%	11%	28%	122
RCEB	38%	10%	14%	38%	90
RCOC	40%	13%	7%	39%	112
RCRC	47%	22%	10%	21%	91
SARC	34%	15%	10%	41%	102
SCLARC	52%	6%	8%	34%	95
SDRC	46%	18%	9%	26%	149
SG/PRC	46%	15%	11%	28%	109
TCRC	40%	15%	13%	32%	144
VMRC	42%	17%	7%	35%	89
WRC	48%	15%	12%	25%	127
CA Average	44%	14%	10%	32%	2,329
NCI Average	47%	17%	9%	27%	6,431

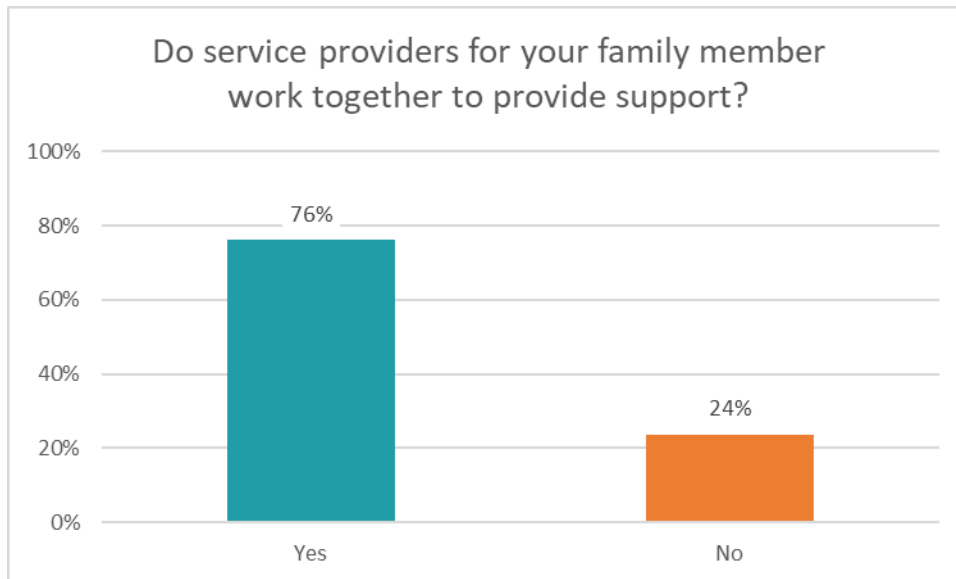


Table Q40. Do service providers for your family member work together to provide support? (For example, does the agency providing transportation work together with the agency providing in-home support if necessary?)

Regional Center	Yes	No	N
ACRC	81%	19%	135
CVRC	83%	17%	102
ELARC	75%	25%	102
FDLRC	64%	36%	105
FNRC	83%	17%	104
GGRC	72%	28%	96
HRC	67%	33%	108
IRC	75%	25%	126
KRC	75%	25%	85
NBRC	80%	20%	111
NLACRC	72%	28%	101
RCEB	77%	23%	82
RCOC	71%	29%	110
RCRC	92%	8%	93
SARC	74%	26%	96
SCLARC	70%	30%	107
SDRC	73%	27%	112
SG/PRC	75%	25%	107
TCRC	78%	22%	131
VMRC	83%	17%	102
WRC	82%	18%	103
CA Average	76%	24%	2,218
NCI Average	79%	21%	5,574

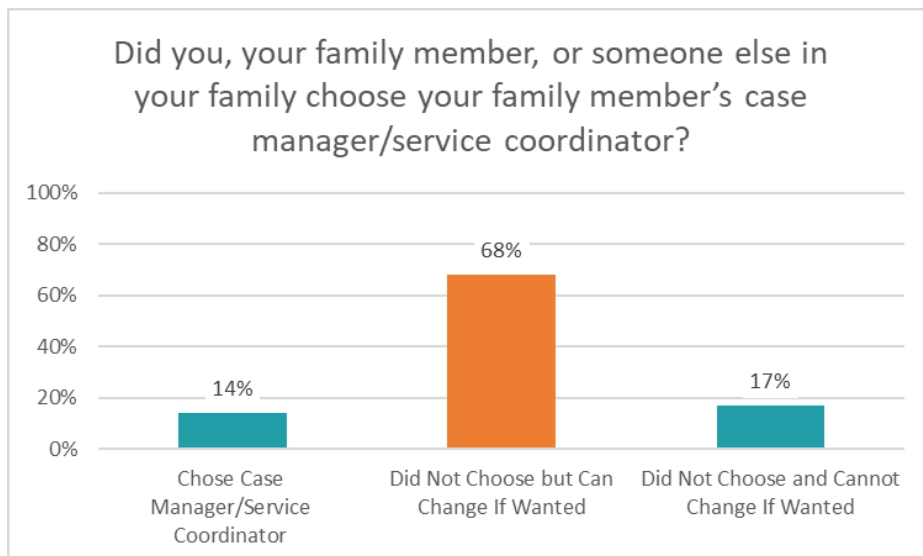


Table Q41. Did you, your family member, or someone else in your family choose your family member's case manager/service coordinator?

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	13%	71%	16%	193
CVRC	21%	63%	16%	123
ELARC	31%	65%	3%	121
FDLRC	15%	66%	19%	158
FNRC	10%	71%	18%	184
GGRC	16%	65%	19%	124
HRC	10%	72%	18%	140
IRC	14%	62%	24%	145
KRC	15%	57%	28%	113
NBRC	11%	67%	22%	181
NLACRC	7%	83%	10%	162
RCEB	9%	68%	22%	129
RCOC	15%	69%	16%	170
RCRC	14%	75%	10%	125
SARC	12%	70%	19%	128
SCLARC	25%	60%	15%	110
SDRC	12%	72%	16%	176
SG/PRC	11%	66%	22%	140
TCRC	14%	66%	21%	189
VMRC	15%	69%	16%	167
WRC	20%	69%	11%	142
CA Average	14%	68%	17%	3,120
NCI Average	26%	59%	15%	8,241

Involvement in the Community

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

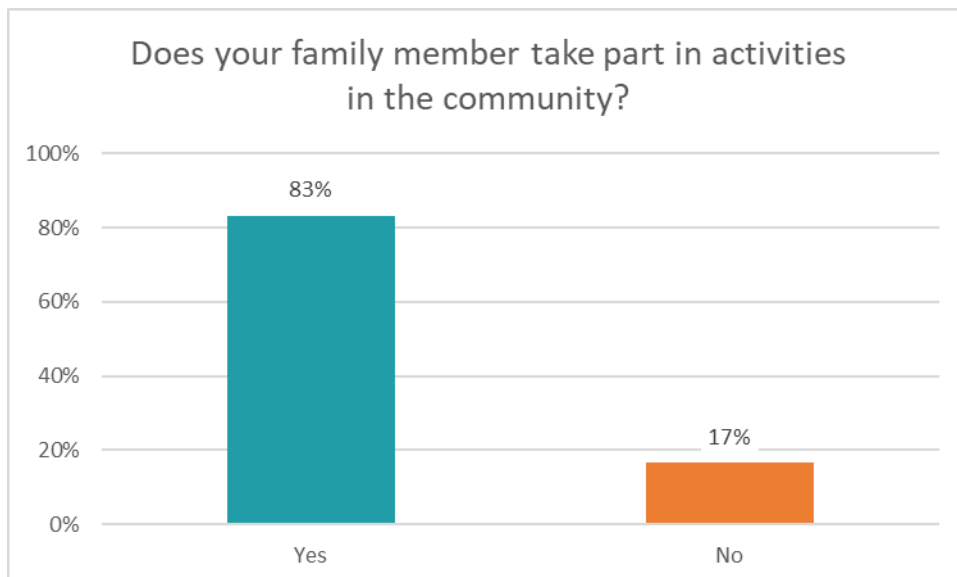


Table Q42. Does your family member take part in activities in the community (for example, going out to a restaurant, movie, or sporting event)?

Regional Center	Yes	No	N
ACRC	89%	11%	253
CVRC	82%	18%	194
ELARC	81%	19%	203
FDLRC	76%	24%	233
FNRC	90%	10%	239
GGRC	78%	23%	200
HRC	84%	16%	229
IRC	82%	18%	239
KRC	78%	22%	169
NBRC	87%	13%	232
NLACRC	81%	19%	236
RCEB	86%	14%	176
RCOC	81%	19%	252
RCRC	89%	11%	159
SARC	86%	14%	190
SCLARC	80%	20%	186
SDRC	84%	16%	263
SG/PRC	79%	21%	208
TCRC	85%	15%	265
VMRC	83%	17%	214
WRC	89%	11%	194
CA Average	83%	17%	4,534
NCI Average	87%	13%	10,762

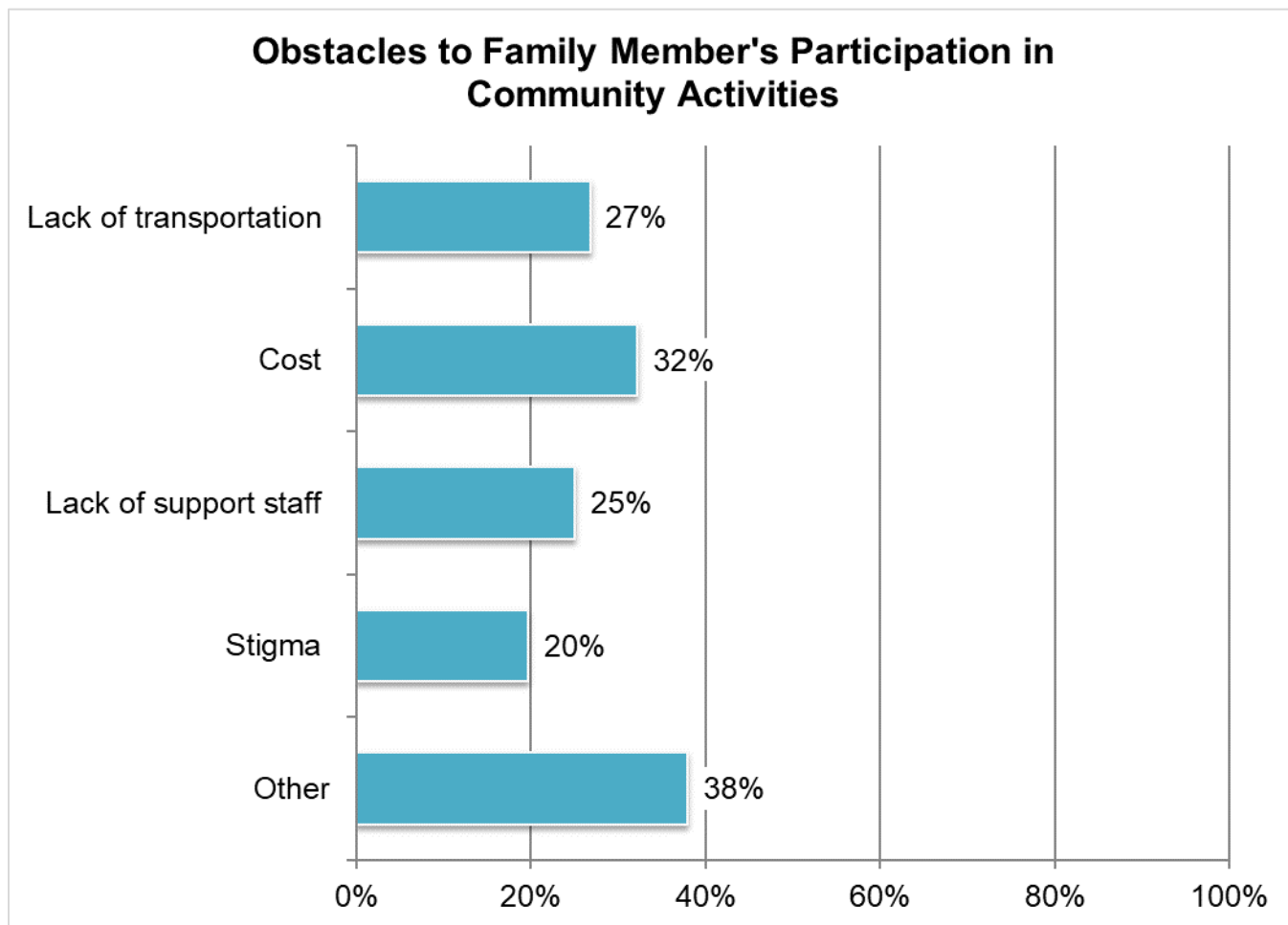


Table Q43. For your family member, what are the obstacles or barriers to participation in activities in the community?²⁹

Regional Center	Lack of Transport	Cost	Lack of Support Staff	Stigma	Other
ACRC	38%	29%	29%	20%	37%
CVRC	19%	31%	17%	19%	41%
ELARC	26%	29%	29%	18%	36%
FDLRC	20%	43%	27%	23%	33%
FNRC	25%	33%	20%	21%	52%
GGRC	20%	31%	28%	13%	40%
HRC	27%	32%	28%	19%	37%
IRC	22%	25%	27%	20%	44%
KRC	30%	32%	18%	17%	41%
NBRC	31%	26%	32%	23%	40%
NLACRC	22%	43%	26%	17%	33%
RCEB	32%	33%	30%	25%	33%
RCOC	25%	33%	22%	19%	34%
RCRC	32%	33%	24%	11%	41%
SARC	33%	33%	33%	15%	30%
SCLARC	14%	32%	27%	26%	28%
SDRC	37%	30%	22%	16%	36%
SG/PRC	22%	30%	22%	28%	37%
TCRC	28%	31%	24%	17%	46%
VMRC	25%	34%	20%	20%	44%
WRC	31%	36%	22%	25%	29%
CA Average	27%	32%	25%	20%	38%
NCI Average	27%	31%	25%	18%	40%

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

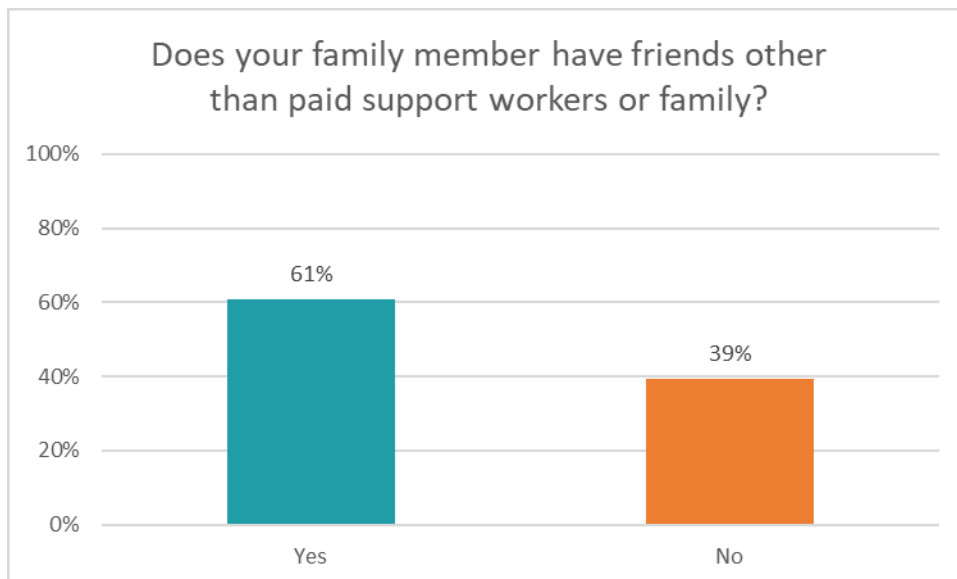


Table Q44. Does your family member have friends other than paid support workers or family?

Regional Center	Yes	No	N
ACRC	69%	31%	252
CVRC	70%	30%	192
ELARC	52%	48%	193
FDLRC	50%	50%	208
FNRC	68%	32%	237
GGRC	54%	46%	192
HRC	59%	41%	212
IRC	58%	42%	227
KRC	64%	36%	164
NBRC	62%	38%	234
NLACRC	61%	39%	226
RCEB	67%	33%	172
RCOC	57%	43%	253
RCRC	74%	26%	156
SARC	58%	42%	189
SCLARC	56%	44%	176
SDRC	56%	44%	255
SG/PRC	54%	46%	213
TCRC	65%	35%	257
VMRC	61%	39%	208
WRC	64%	36%	186
CA Average	61%	39%	4,402
NCI Average	65%	35%	10,493

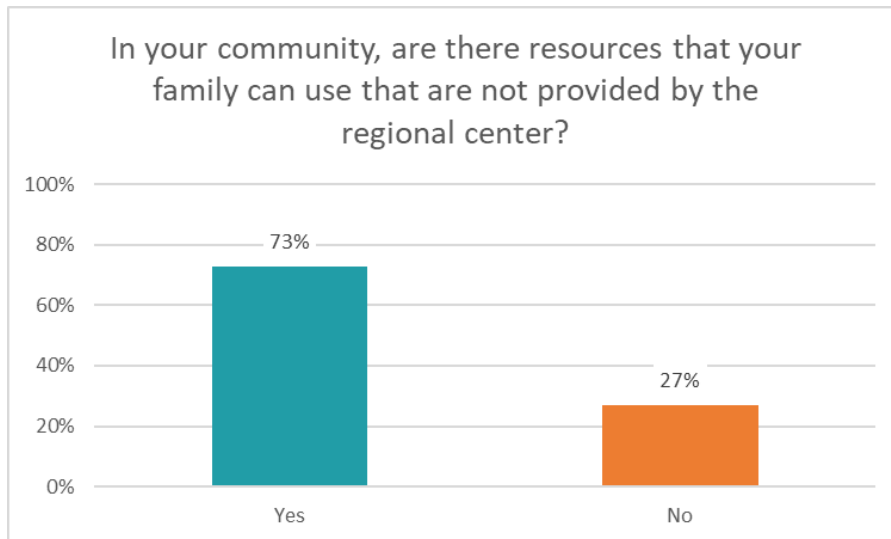


Table Q45. In your community, are there resources that your family can use that are not provided by the regional center?³⁰

Regional Center	Yes	No	N
ACRC	82%	18%	183
CVRC	74%	26%	142
ELARC	74%	26%	148
FDLRC	74%	26%	156
FNRC	74%	26%	178
GGRC	69%	31%	133
HRC	75%	25%	166
IRC	75%	25%	171
KRC	58%	42%	113
NBRC	70%	30%	170
NLACRC	72%	28%	160
RCEB	77%	23%	129
RCOC	71%	29%	192
RCRC	71%	29%	123
SARC	67%	33%	135
SCLARC	65%	35%	130
SDRC	78%	22%	194
SG/PRC	73%	27%	151
TCRC	81%	19%	201
VMRC	65%	35%	157
WRC	77%	23%	145
CA Average	73%	27%	3,277
NCI Average	74%	26%	7,794

³⁰ Note, NCI average refers to DD agency support

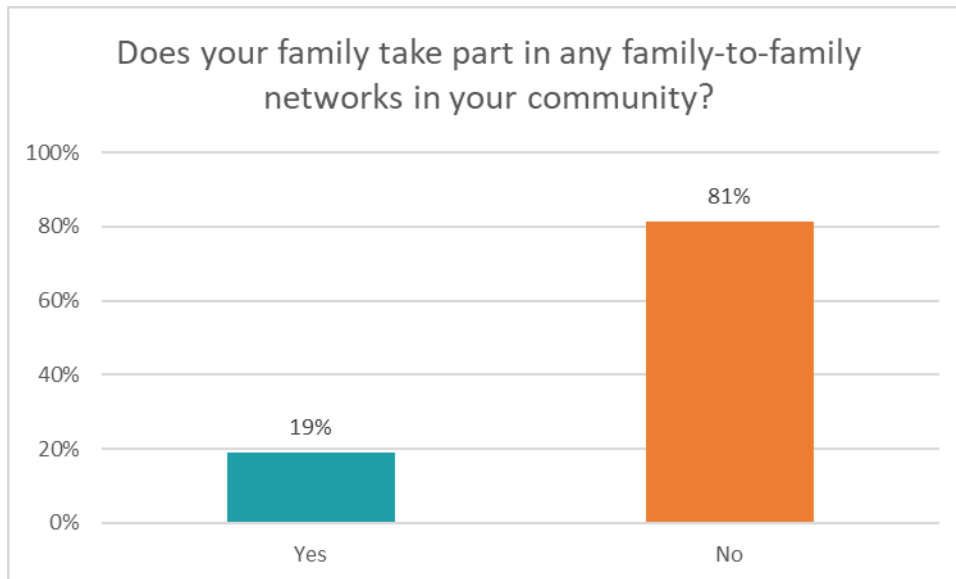


Table Q46. Does your family take part in any family-to-family networks in your community?

Regional Center	Yes	No	N
ACRC	19%	81%	213
CVRC	21%	79%	164
ELARC	28%	72%	167
FDLRC	18%	82%	193
FNRC	9%	91%	206
GGRC	16%	84%	157
HRC	18%	82%	195
IRC	17%	83%	210
KRC	17%	83%	151
NBRC	14%	86%	213
NLACRC	17%	83%	205
RCEB	21%	79%	159
RCOC	22%	78%	229
RCRC	11%	89%	126
SARC	25%	75%	170
SCLARC	17%	83%	162
SDRC	18%	82%	236
SG/PRC	20%	80%	177
TCRC	22%	78%	241
VMRC	19%	81%	185
WRC	26%	74%	163
CA Average	19%	81%	3,922
NCI Average	20%	80%	8,350

Satisfaction With Services and Supports

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

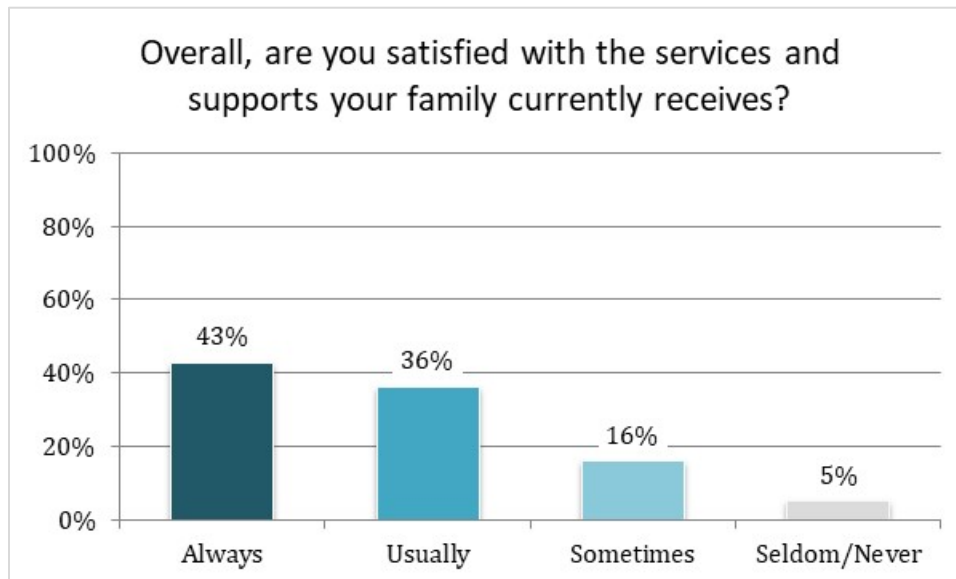


Table Q47. Overall, are you satisfied with the services and supports your family currently receives?

Regional Center	Always	Usually	Sometimes	Seldom/Never	N
ACRC	42%	41%	12%	5%	258
CVRC	43%	37%	15%	4%	203
ELARC	55%	29%	14%	2%	210
FDLRC	39%	31%	21%	9%	229
FNRC	43%	40%	12%	6%	245
GGRC	40%	37%	20%	3%	190
HRC	38%	33%	20%	8%	221
IRC	43%	34%	17%	6%	247
KRC	40%	30%	21%	9%	179
NBRC	34%	42%	18%	7%	238
NLACRC	49%	26%	18%	7%	228
RCEB	34%	45%	17%	4%	182
RCOC	47%	39%	12%	2%	259
RCRC	43%	43%	10%	4%	159
SARC	41%	40%	16%	3%	197
SCLARC	48%	20%	22%	10%	183
SDRC	45%	36%	15%	4%	266
SG/PRC	47%	31%	19%	3%	217
TCRC	41%	41%	13%	5%	265
VMRC	43%	40%	15%	2%	231
WRC	43%	44%	10%	2%	196
CA Average	43%	36%	16%	5%	4,603
NCI Average	40%	40%	15%	5%	10,797

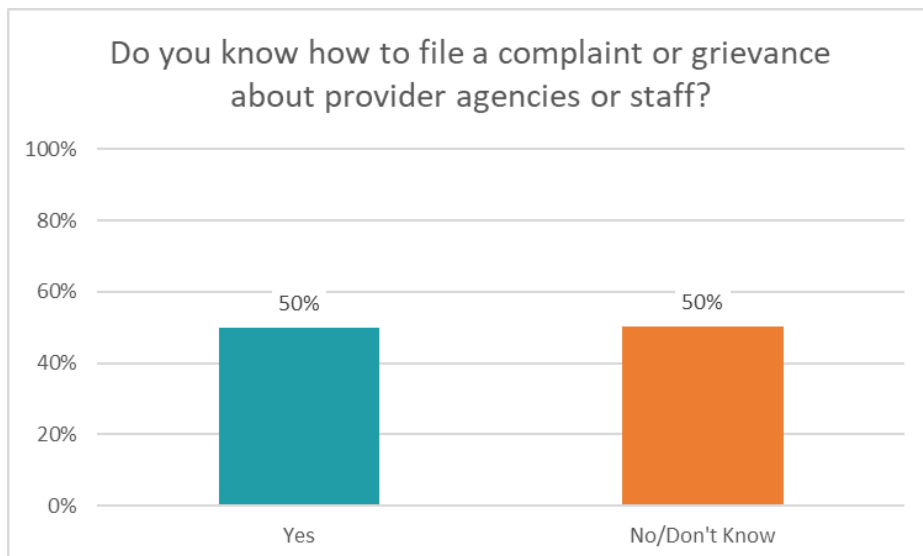


Table Q48. Do you know how to file a complaint or grievance about provider agencies or staff?³¹

Regional Center	Yes	No/Don't Know	N
ACRC	60%	40%	262
CVRC	50%	50%	201
ELARC	54%	46%	210
FDLRC	41%	59%	231
FNRC	64%	36%	239
GGRC	37%	63%	196
HRC	51%	49%	227
IRC	49%	51%	249
KRC	45%	55%	181
NBRC	52%	48%	240
NLACRC	47%	53%	241
RCEB	44%	56%	184
RCOC	51%	49%	252
RCRC	75%	25%	156
SARC	38%	62%	194
SCLARC	33%	67%	193
SDRC	44%	56%	270
SG/PRC	50%	50%	211
TCRC	55%	45%	262
VMRC	53%	47%	226
WRC	50%	50%	194
CA Average	50%	50%	4,619
NCI Average	58%	42%	10,866

³¹ 'Don't Know' responses were included in 'No' responses for this question.

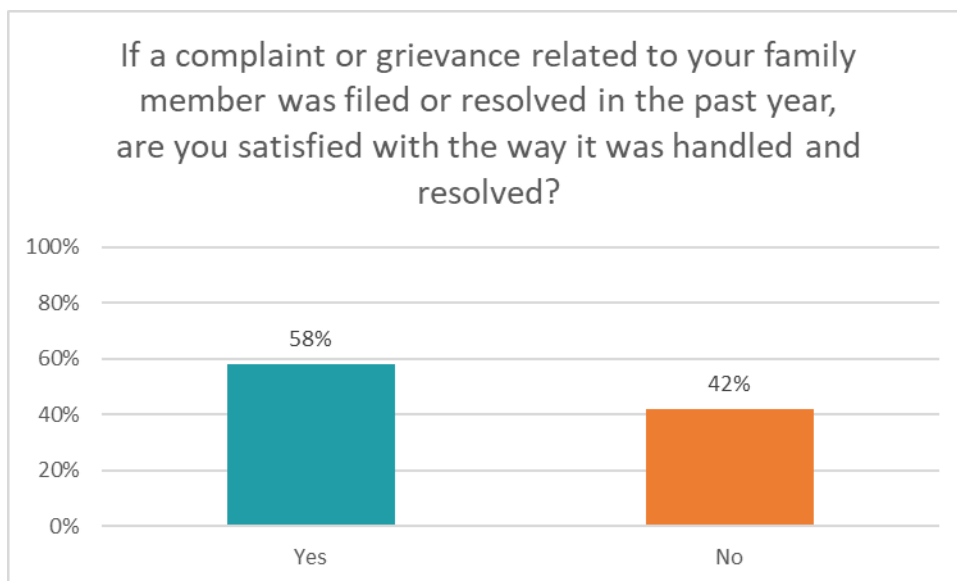


Table Q49. If a complaint or grievance related to your family member was filed or resolved in the past year, are you satisfied with the way it was handled and resolved?

Regional Center	Yes	No	N
ACRC	58%	42%	24
CVRC	76%	24%	41
ELARC	55%	45%	42
FDLRC	49%	51%	43
FNRC	50%	50%	26
GGRC	61%	39%	23
HRC	52%	48%	42
IRC	61%	39%	54
KRC	60%	40%	40
NBRC	40%	60%	20
NLACRC	53%	47%	49
RCEB	52%	48%	21
RCOC	69%	31%	35
RCRC	39%	61%	23
SARC	46%	54%	24
SCLARC	58%	42%	45
SDRC	56%	44%	34
SG/PRC	63%	37%	35
TCRC	67%	33%	39
VMRC	55%	45%	38
WRC	81%	19%	27
CA Average	58%	42%	725
NCI Average	59%	41%	1,344

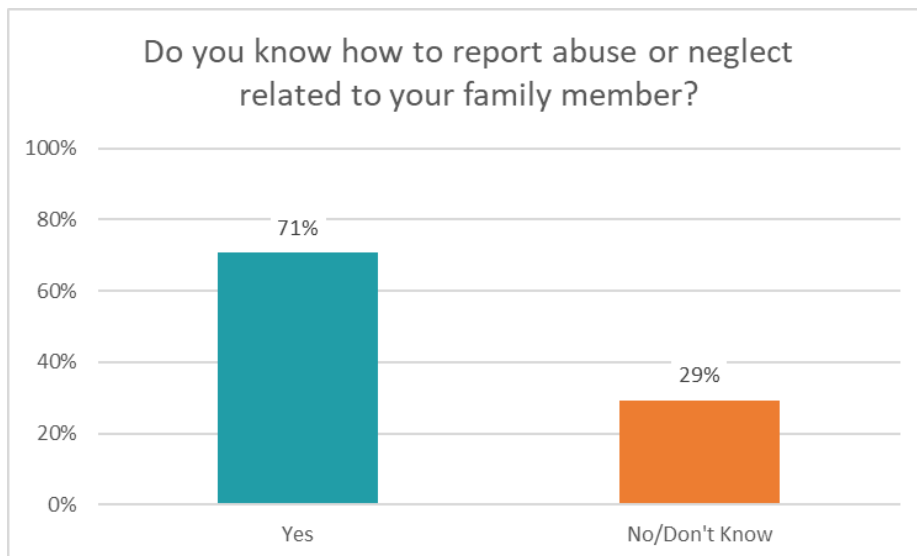


Table Q50. Do you know how to report abuse or neglect related to your family member?³²

Regional Center	Yes	No/Don't Know	N
ACRC	75%	25%	255
CVRC	77%	23%	207
ELARC	72%	28%	210
FDLRC	60%	40%	231
FNRC	84%	16%	244
GGRC	61%	39%	194
HRC	69%	31%	227
IRC	75%	25%	252
KRC	69%	31%	175
NBRC	73%	27%	241
NLACRC	66%	34%	240
RCEB	64%	36%	185
RCOC	69%	31%	253
RCRC	88%	12%	154
SARC	60%	40%	192
SCLARC	61%	39%	192
SDRC	65%	35%	271
SG/PRC	73%	27%	219
TCRC	71%	29%	263
VMRC	80%	20%	225
WRC	71%	29%	197
CA Average	71%	29%	4,627
NCI Average	76%	24%	10,875

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

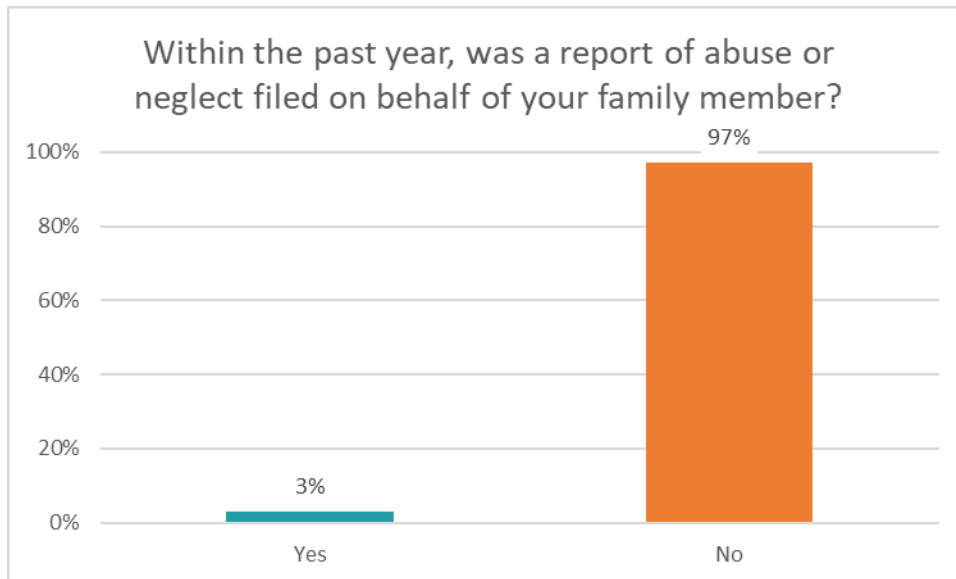


Table Q51. Within the past year, was a report of abuse or neglect filed on behalf of your family member?

Regional Center	Yes	No	N
ACRC	2%	98%	241
CVRC	4%	96%	188
ELARC	5%	95%	192
FDLRC	5%	95%	212
FNRC	3%	97%	231
GGRC	3%	97%	184
HRC	5%	95%	210
IRC	1%	99%	229
KRC	4%	96%	162
NBRC	1%	99%	231
NLACRC	2%	98%	213
RCEB	3%	97%	174
RCOC	2%	98%	233
RCRC	3%	97%	149
SARC	1%	99%	181
SCLARC	4%	96%	169
SDRC	2%	98%	247
SG/PRC	3%	97%	206
TCRC	4%	96%	248
VMRC	2%	98%	217
WRC	2%	98%	184
CA Average	3%	97%	4,301
NCI Average	3%	97%	10,121

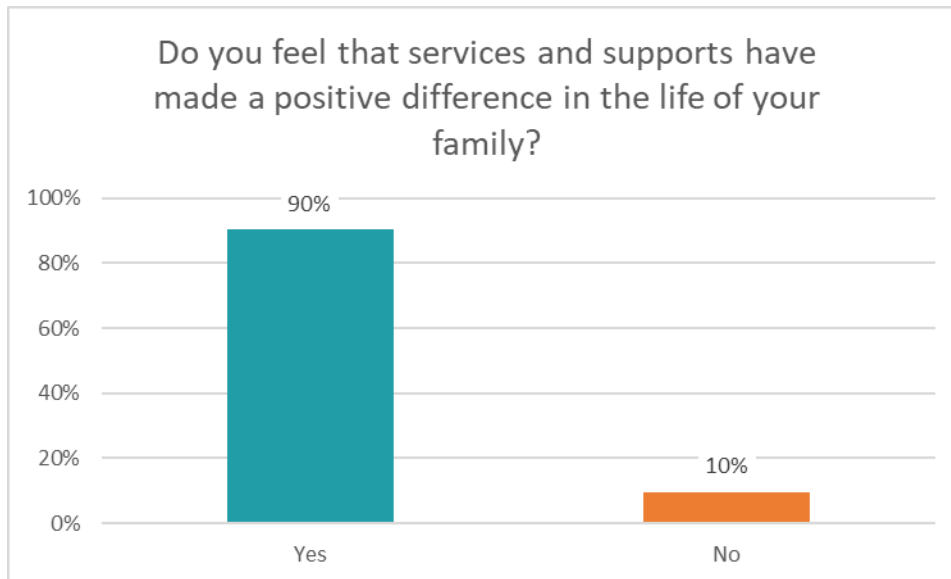


Table Q52. Do you feel that services and supports have made a positive difference in the life of your family?

Regional Center	Yes	No	N
ACRC	93%	7%	215
CVRC	90%	10%	163
ELARC	93%	7%	179
FDLRC	88%	12%	202
FNRC	90%	10%	210
GGRC	93%	7%	166
HRC	88%	12%	188
IRC	91%	9%	210
KRC	83%	17%	151
NBRC	91%	9%	206
NLACRC	90%	10%	215
RCEB	92%	8%	155
RCOC	88%	12%	227
RCRC	93%	7%	148
SARC	95%	5%	169
SCLARC	82%	18%	159
SDRC	92%	8%	232
SG/PRC	88%	12%	194
TCRC	89%	11%	235
VMRC	90%	10%	197
WRC	98%	2%	168
CA Average	90%	10%	3,989
NCI Average	92%	8%	9,777

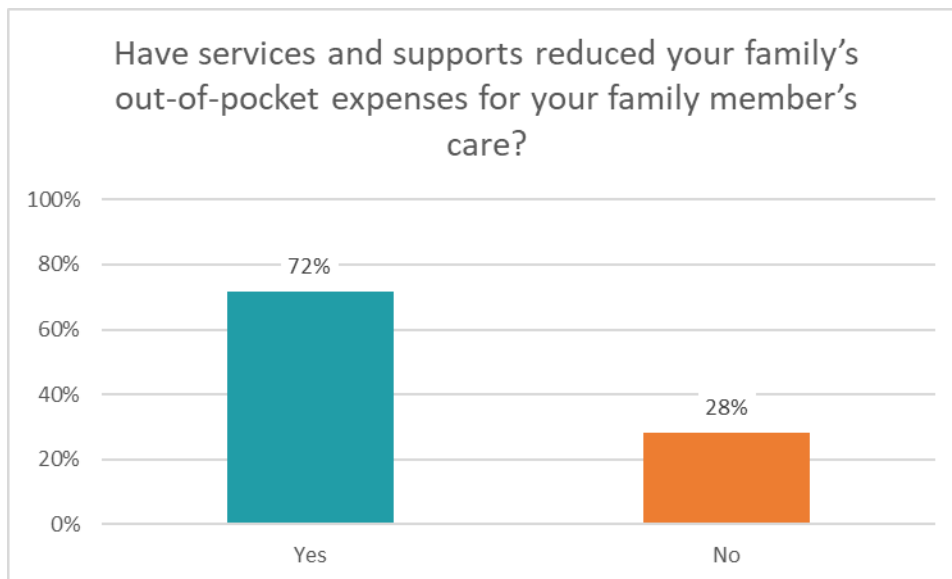


Table Q53. Do you feel that services and supports have reduced your family's out-of-pocket expenses for your family member's care?

Regional Center	Yes	No	N
ACRC	78%	22%	215
CVRC	74%	26%	156
ELARC	74%	26%	171
FDLRC	60%	40%	196
FNRC	74%	26%	211
GGRC	71%	29%	148
HRC	69%	31%	180
IRC	69%	31%	218
KRC	65%	35%	147
NBRC	74%	26%	204
NLACRC	68%	32%	193
RCEB	78%	22%	147
RCOC	74%	26%	214
RCRC	81%	19%	139
SARC	78%	22%	167
SCLARC	54%	46%	147
SDRC	74%	26%	226
SG/PRC	65%	35%	183
TCRC	76%	24%	225
VMRC	72%	28%	184
WRC	77%	23%	151
CA Average	72%	28%	3,822
NCI Average	71%	29%	9,384

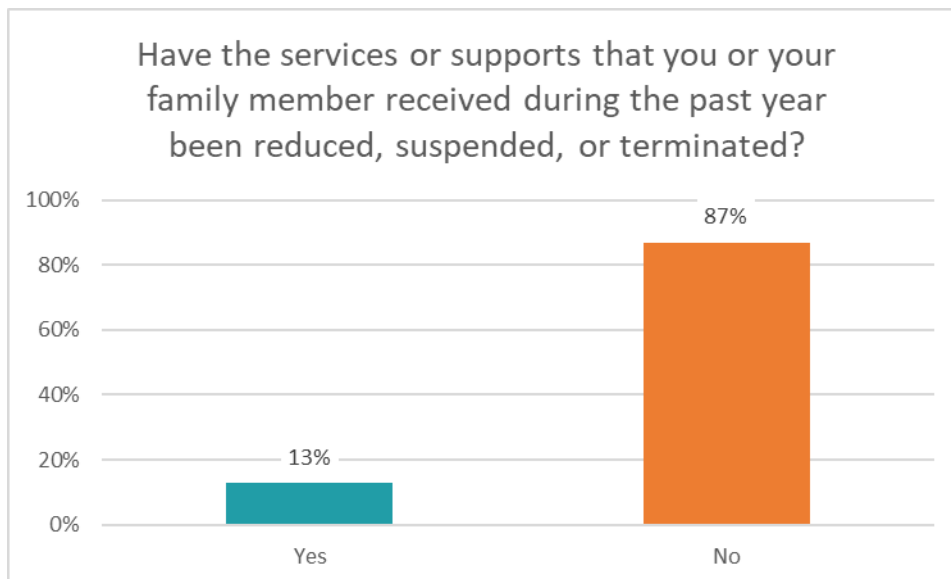


Table Q54. Have the services or supports that you or your family member received during the past year been reduced, suspended, or terminated?

Regional Center	Yes	No	N
ACRC	9%	91%	228
CVRC	10%	90%	162
ELARC	16%	84%	185
FDLRC	16%	84%	210
FNRC	16%	84%	219
GGRC	20%	80%	173
HRC	12%	88%	198
IRC	14%	86%	221
KRC	22%	78%	151
NBRC	13%	87%	213
NLACRC	15%	85%	211
RCEB	8%	92%	159
RCOC	5%	95%	222
RCRC	15%	85%	143
SARC	11%	89%	179
SCLARC	11%	89%	166
SDRC	15%	85%	241
SG/PRC	15%	85%	188
TCRC	14%	86%	239
VMRC	12%	88%	199
WRC	5%	95%	176
CA Average	13%	87%	4,083
NCI Average	13%	87%	9,696

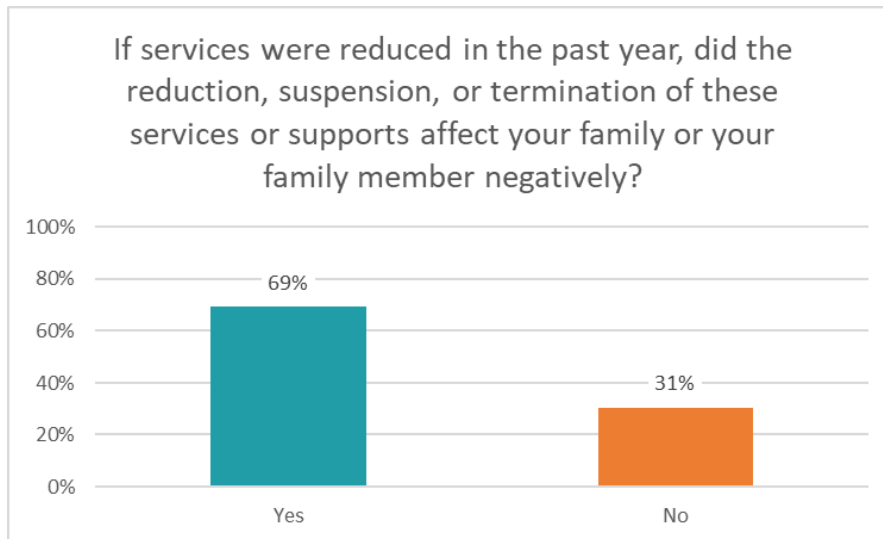


Table Q55. If services or supports received by the family were reduced, suspended or terminated during the past year, did the reduction, suspension, or termination of these services or supports affect your family or your family member negatively?

Regional Center	Yes	No	N
ACRC	n/a	n/a	n/a
CVRC	n/a	n/a	n/a
ELARC	70%	30%	23
FDLRC	73%	27%	33
FNRC	79%	21%	28
GGRC	81%	19%	27
HRC	n/a	n/a	n/a
IRC	63%	37%	27
KRC	78%	22%	27
NBRC	71%	29%	21
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	50%	50%	32
SG/PRC	73%	27%	26
TCRC	48%	52%	29
VMRC	n/a	n/a	n/a
WRC	n/a	n/a	n/a
CA Average	69%	31%	429
NCI Average	76%	24%	1,072

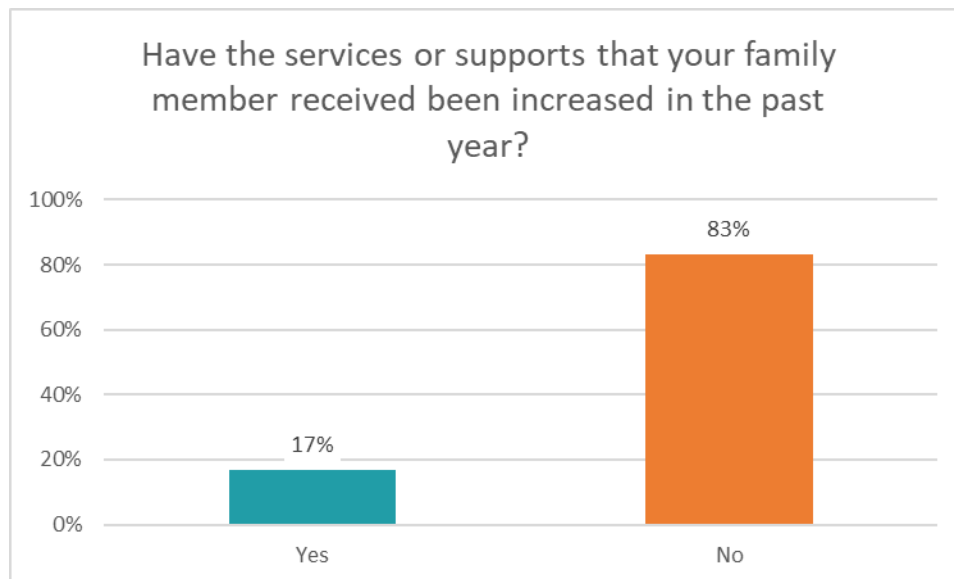


Table Q56. Have the services or supports that your family member received been increased in the past year?

Regional Center	Yes	No	N
ACRC	20%	80%	216
CVRC	20%	80%	168
ELARC	19%	81%	170
FDLRC	12%	88%	206
FNRC	17%	83%	206
GGRC	18%	82%	159
HRC	17%	83%	196
IRC	13%	87%	214
KRC	15%	85%	148
NBRC	14%	86%	201
NLACRC	15%	85%	207
RCEB	18%	82%	154
RCOC	18%	82%	215
RCRC	22%	78%	134
SARC	15%	85%	177
SCLARC	14%	86%	166
SDRC	12%	88%	229
SG/PRC	13%	87%	190
TCRC	22%	78%	236
VMRC	18%	82%	185
WRC	24%	76%	174
CA Average	17%	83%	3,951
NCI Average	18%	82%	9,501

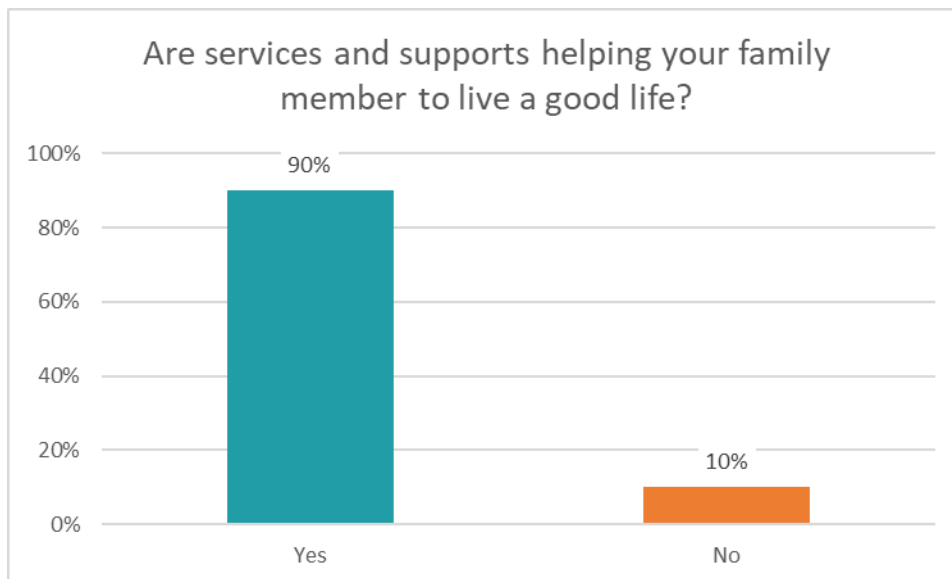


Table Q57. Are services and supports helping your family member to live a good life?

Regional Center	Yes	No	N
ACRC	91%	9%	221
CVRC	90%	10%	179
ELARC	90%	10%	178
FDLRC	85%	15%	191
FNRC	92%	8%	208
GGRC	90%	10%	165
HRC	89%	11%	182
IRC	91%	9%	216
KRC	84%	16%	151
NBRC	91%	9%	201
NLACRC	89%	11%	205
RCEB	94%	6%	155
RCOC	91%	9%	222
RCRC	94%	6%	146
SARC	93%	7%	172
SCLARC	78%	22%	166
SDRC	88%	12%	235
SG/PRC	89%	11%	185
TCRC	92%	8%	230
VMRC	94%	6%	196
WRC	93%	7%	169
CA Average	90%	10%	3,973
NCI Average	92%	8%	9,641

California-specific Questions

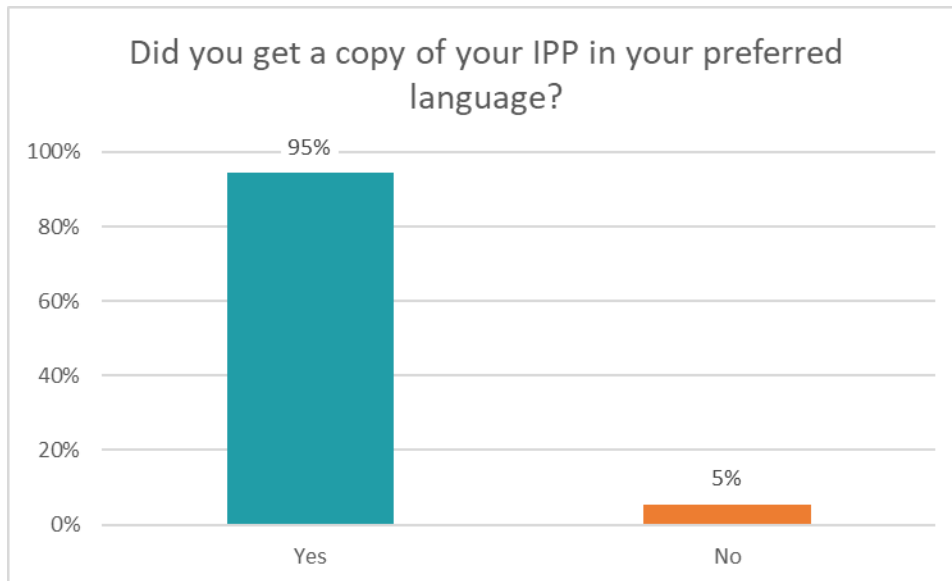


Table Q58. Did you get a copy of your IPP in your preferred language?

Regional Center	Yes	No	N
ACRC	93%	7%	192
CVRC	96%	4%	133
ELARC	97%	3%	127
FDLRC	90%	10%	114
FNRC	98%	2%	188
GGRC	93%	7%	111
HRC	95%	5%	102
IRC	96%	4%	118
KRC	96%	4%	103
NBRC	96%	4%	170
NLACRC	91%	9%	139
RCEB	95%	5%	131
RCOC	93%	7%	145
RCRC	94%	6%	116
SARC	95%	5%	125
SCLARC	96%	4%	81
SDRC	96%	4%	181
SG/PRC	94%	6%	124
TCRC	94%	6%	177
VMRC	96%	4%	145
WRC	89%	11%	103
CA Average	95%	5%	2,825

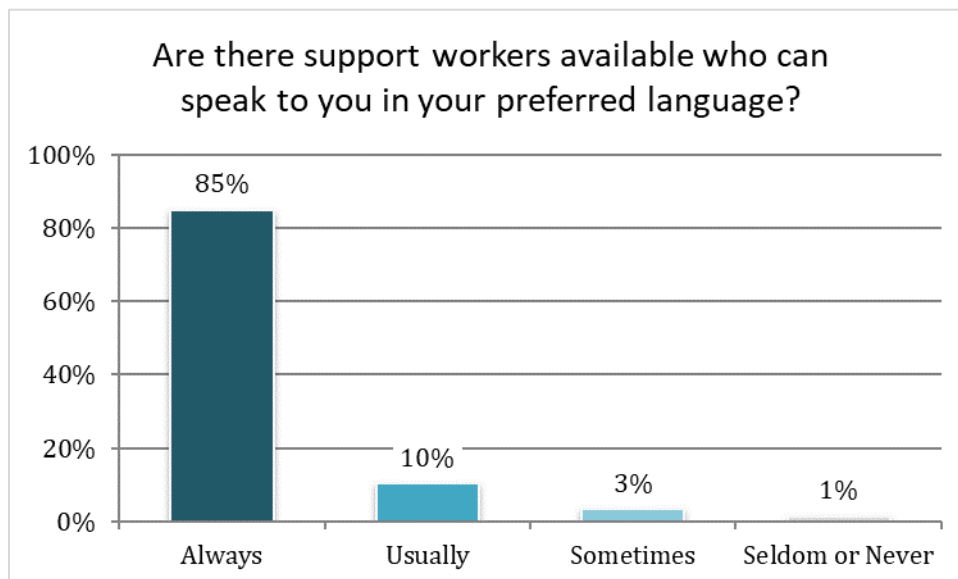


Table Q59. Are there support workers available who can speak to you in your preferred language?

Regional Center	Always	Usually	Sometimes	Seldom/Never or Never	N
ACRC	86%	9%	3%	3%	196
CVRC	88%	7%	3%	2%	173
ELARC	82%	13%	3%	1%	180
FDLRC	79%	14%	5%	2%	195
FNRC	90%	8%	1%	1%	183
GGRC	79%	16%	2%	3%	141
HRC	80%	15%	4%	2%	171
IRC	92%	5%	1%	1%	208
KRC	86%	10%	3%	1%	146
NBRC	86%	9%	2%	3%	191
NLACRC	86%	10%	3%	1%	192
RCEB	85%	9%	2%	3%	129
RCOC	88%	7%	3%	1%	210
RCRC	85%	10%	4%	1%	140
SARC	82%	12%	4%	2%	158
SCLARC	84%	12%	3%	1%	169
SDRC	86%	10%	4%	0%	233
SG/PRC	78%	12%	10%	1%	196
TCRC	86%	12%	2%	0%	216
VMRC	84%	6%	6%	3%	175
WRC	86%	11%	2%	1%	169
CA Average	85%	10%	3%	1%	3,771

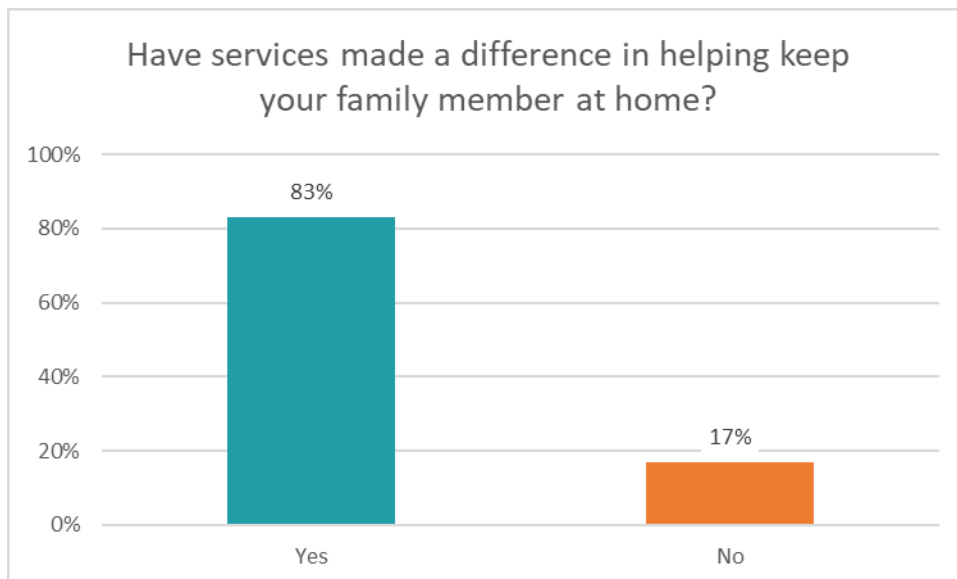


Table Q60. Have services made a difference in helping keep your family member at home?

Regional Center	Yes	No	N
ACRC	83%	17%	218
CVRC	82%	18%	165
ELARC	88%	12%	172
FDLRC	80%	20%	197
FNRC	84%	16%	204
GGRC	88%	12%	158
HRC	77%	23%	180
IRC	84%	16%	207
KRC	75%	25%	146
NBRC	87%	13%	200
NLACRC	85%	15%	199
RCEB	83%	17%	150
RCOC	84%	16%	204
RCRC	82%	18%	142
SARC	85%	15%	160
SCLARC	71%	29%	163
SDRC	86%	14%	236
SG/PRC	83%	17%	187
TCRC	84%	16%	225
VMRC	81%	19%	193
WRC	87%	13%	149
CA Average	83%	17%	3,856

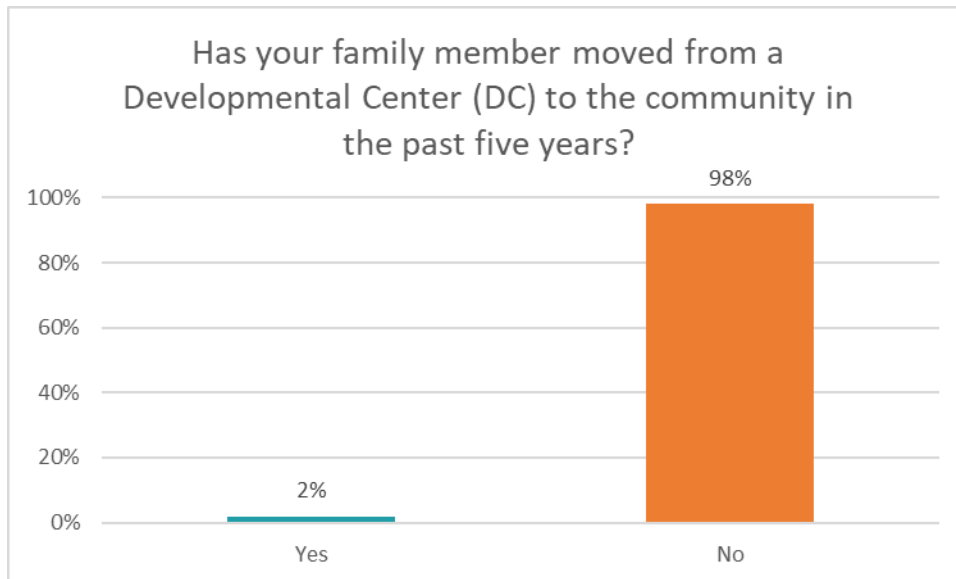


Table Q61. Has your family member moved from a Developmental Center (DC) to the community in the past five years?

Regional Center	Yes	No	N
ACRC	1%	99%	230
CVRC	2%	98%	186
ELARC	3%	97%	194
FDLRC	1%	99%	220
FNRC	2%	98%	235
GGRC	0%	100%	174
HRC	0%	100%	210
IRC	3%	97%	212
KRC	1%	99%	160
NBRC	1%	99%	234
NLACRC	3%	97%	217
RCEB	1%	99%	150
RCOC	2%	98%	235
RCRC	2%	98%	153
SARC	2%	98%	177
SCLARC	1%	99%	176
SDRC	2%	98%	252
SG/PRC	3%	97%	192
TCRC	0%	100%	248
VMRC	3%	97%	191
WRC	1%	99%	186
CA Average	2%	98%	4,232

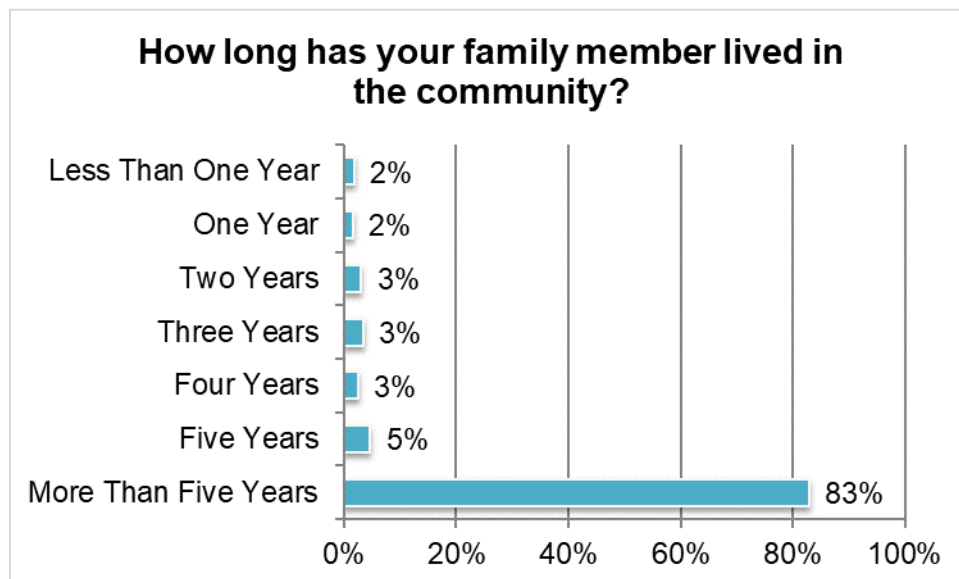


Table Q62. How long has your family member lived in the community?

Regional Center	Less Than One Year	One Year	Two Years	Three Years	Four Years	Five Years	More Than Five Years	N
ACRC	2%	0%	0%	5%	0%	5%	88%	43
CVRC	0%	0%	4%	4%	0%	0%	92%	24
ELARC	0%	0%	2%	0%	0%	5%	93%	56
FDLRC	2%	0%	0%	7%	0%	2%	88%	41
FNRC	1%	1%	3%	4%	3%	6%	81%	68
GGRC	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a
HRC	2%	2%	5%	3%	2%	0%	87%	61
IRC	0%	3%	5%	1%	3%	3%	85%	73
KRC	0%	3%	0%	3%	8%	8%	79%	38
NBRC	11%	0%	0%	5%	0%	0%	84%	19
NLACRC	4%	2%	4%	0%	2%	4%	84%	49
RCEB	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a
RCOC	11%	0%	3%	5%	5%	8%	68%	37
RCRC	0%	0%	7%	7%	2%	0%	84%	55
SARC	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a
SCLARC	2%	5%	2%	5%	2%	13%	71%	55
SDRC	0%	0%	5%	2%	7%	5%	80%	55
SG/PRC	3%	2%	5%	0%	0%	6%	84%	62
TCRC	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a
VMRC	0%	6%	2%	4%	2%	6%	80%	50
WRC	0%	0%	0%	7%	4%	4%	85%	46
CA Average	2%	2%	3%	3%	3%	5%	83%	875

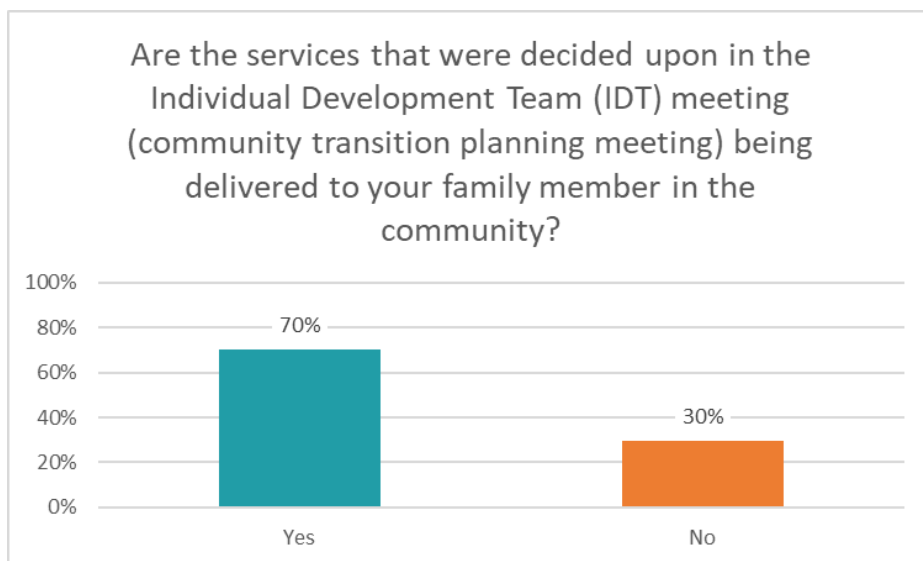


Table Q63. Are the services that were decided upon in the Individual Development Team (IDT) meeting (community transition planning meeting) being delivered to your family member in the community?

Regional Center	Yes	No	N
ACRC	90%	10%	20
CVRC	n/a	n/a	n/a
ELARC	70%	30%	30
FDLRC	50%	50%	28
FNRC	66%	34%	35
GGRC	n/a	n/a	n/a
HRC	69%	31%	36
IRC	58%	43%	40
KRC	74%	26%	27
NBRC	64%	36%	14
NLACRC	78%	22%	27
RCEB	n/a	n/a	n/a
RCOC	78%	22%	18
RCRC	71%	29%	21
SARC	92%	8%	12
SCLARC	62%	38%	26
SDRC	77%	23%	31
SG/PRC	55%	45%	31
TCRC	n/a	n/a	n/a
VMRC	85%	15%	33
WRC	67%	33%	27
CA Average	70%	30%	491

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

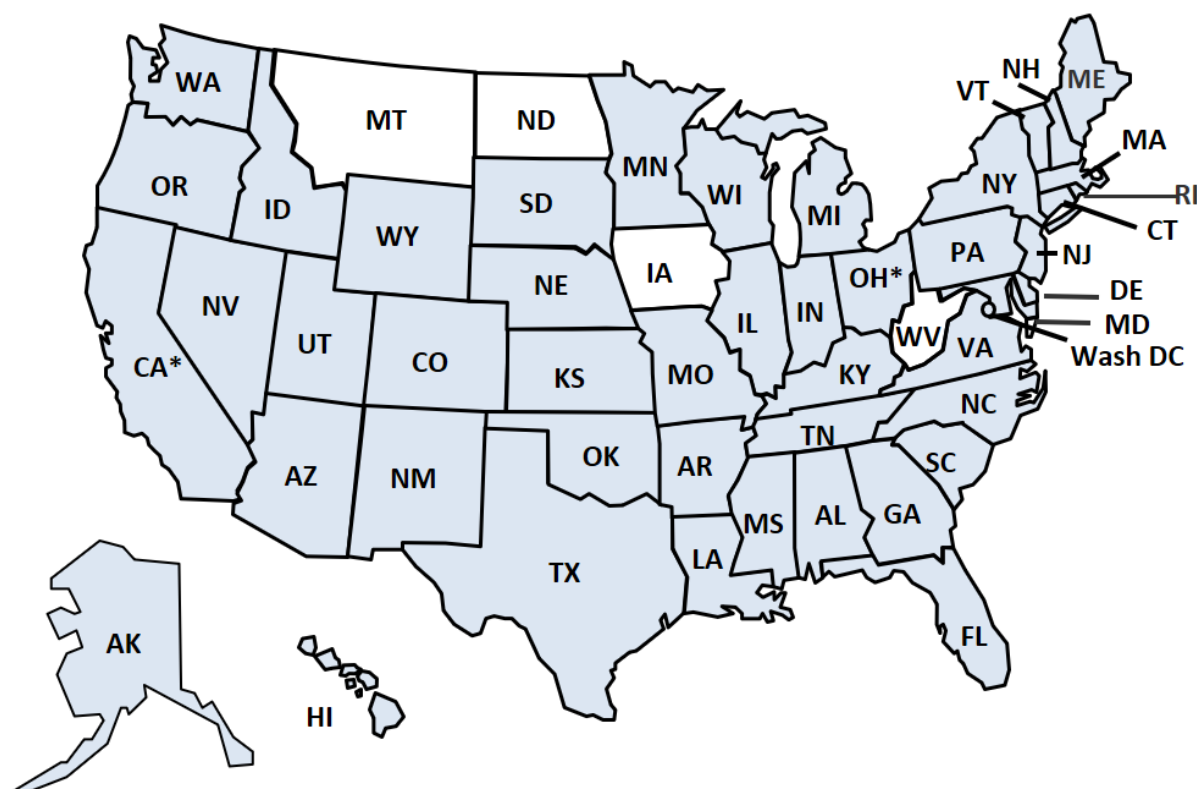
During this initial phase, data collection protocols were developed and field-tested, including a face-to-face Adult Consumer Survey (for individuals age 18 and older who were receiving services) and a mail-out Adult Family Survey (for families who have an adult family member living at home). Seven states 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 Adult Family Survey FY16/17 (AFS3). The State Council on Developmental Disabilities (SCDD) mailed out the paper survey to 22,348 eligible families. A total of 4,917 usable surveys across the 21 regional centers were returned.³³

All participating states were asked to administer the Adult Family 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 living at home; and
2. The adult individual with an intellectual or developmental disability living at 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 seven states (*not* including California) had at least a portion of surveys completed via the new direct entry mode.³⁴

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%.³⁵

³³ See Figure 3 below (under “Response Rates”) for a break-down of response rates by regional center.

³⁴ States that used the direct entry or mail and direct entry options were: DE, KY, LA, MO, MS, NC, and NJ.

³⁵ 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 Adult Family 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 outside of 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. Adult Family Survey: Regional Center Response Rates

Regional Center	Total Eligible Population	Surveys Mailed	Usable Surveys Returned	Response Rate	Margin of Error
ACRC	1,113	1,111	276	25%	5.12
CVRC	1,113	1,095	217	20%	5.97
ELARC	1,093	1,092	222	20%	5.87
FDLRC	1,053	1,048	256	24%	5.33
FNRC	1,020	1,017	249	24%	5.40
GGRC	1,068	1,067	215	20%	5.98
HRC	1,079	1,075	243	23%	5.54
IRC	1,147	1,147	255	22%	5.41
KRC	1,053	1,053	187	18%	6.50
NBRC	1,053	1,053	259	25%	5.29
NLACRC	1,120	1,044	250	24%	5.47
RCEB	1,099	1,000	190	19%	6.47
RCOC	1,100	1,100	275	25%	5.12
RCRC	711	711	168	24%	6.61
SARC	1,093	1,093	207	19%	6.14
SCLARC	1,100	1,100	212	19%	6.05
SDRC	1,113	1,113	279	25%	5.08
SG/PRC	1,080	1,056	232	22%	5.70
TCRC	1,079	1,079	276	26%	5.09
VMRC	1,086	1,065	243	23%	5.54
WRC	1,067	1,054	205	19%	6.15
CA Total ³⁶	22,440	22,173	4,917	22%	1.24

³⁶ Includes one survey from an unknown regional center.