



# Child Family Survey (CFS) Regional Center Report

Regional Center of the East Bay (RCEB) Report



## Contents

Quality Assessment Project and National Core Indicators™ .....	6
What is NCI?.....	6
Where are the statistics in this report from? .....	6
What is the NCI Child Family Survey?.....	7
What is included in this report? .....	7
Demographics .....	8
Demographics of Child Receiving Services.....	9
Table 1. More Than One Child Living in the Home Has IDD .....	10
Table 2. Child's Age.....	10
Table 3. Child's Gender .....	10
Table 4. Child's Disabilities (not mutually exclusive) .....	10
Table 4b. Child's Disabilities (continued) .....	11
Table 5. Child's Health Conditions .....	11
Table 5b. Child's Health Conditions (continued) .....	11
Table 6. Child's Race and Ethnicity .....	12
Table 7. Child's Preferred Means of Communication .....	12
Table 8. Child's Preferred Language .....	12
Table 8b. Child's Preferred Language (Continued) .....	12
Table 9. Child's Support Needs for Self-Injurious, Disruptive, and/or Destructive Behaviors .....	13
Table 10. Child's Level of Help Needed With Personal Care Activities (e.g., bathing, dressing, eating) .....	13
Demographics of Respondent.....	14
Table 11. Language Usually Spoken at Home .....	15
Table 11b. Language Usually Spoken at Home (Continued) .....	15
Table 12. Respondent's Age .....	15
Table 13. Respondent's Health.....	15
Table 14. Respondent's Relationship to Child.....	15

Table 15. Respondent or Other Family Member Provides Paid Support to Child Receiving Services .....	16
Table 16. Number of Adults in Household .....	16
Table 17. Number of Children in Household (including child receiving services about whom survey is being completed) .....	16
Table 18. Respondent's Highest Level of Education .....	16
Table 19. Total Taxable Household Income of Wage Earners in the Past Year .....	16
Table 20. Out-of-pocket Expenses Spent on Child's Medical Services, Equipment, Supplies, Therapies and Other Services Last Year .....	17
Table 21. Services and Therapies Paid for Out-of-pocket .....	17
Table 22. Services and Therapies Paid for Out-of-pocket (Continued) .....	17
Table 23. Residential Designation (Urban, Suburban, or Rural) .....	17
Services and Supports Received .....	18
Table 24. Services and Supports Received From Regional Center .....	19
Table 25. Has Ever Received Early Start/Early Intervention Services .....	19
Table 26. Other Services or Supports Received (Not From the Regional Center) .....	19
Child Family Survey Results .....	20
Information and Planning Charts .....	21
Information and Planning Tables .....	27
Table Q1. Do you get enough information to take part in planning services for your child? .....	28
Table Q2. Is the information you get about services and supports easy to understand? .....	28
Table Q3. Does the case manager/service coordinator respect your family's choices and opinions? .....	28
Table Q4. Do you have enough information about other public services for which your family is eligible (for example, food stamps, SSI, housing subsidies, etc.)? .....	28
Table Q5. Do you need help planning for your child's future with respect to any of the following? .....	29
Table Q6. If you asked for crisis or emergency services during the past year, were services provided when needed? .....	29
Table Q7. Does your child have an individual service plan (IPP) or Individual Family Service Plan (IFSP)? .....	29
Table Q8. Does the IPP/IFSP include all the services and supports your child needs? .....	29
Table Q9. Does your child get all of the services listed in the IPP/IFSP? .....	30
Table Q10. Did you or someone else in your family help make the IPP/IFSP? .....	30

Table Q11. Did your child help make the IPP/IFSP? .....	30
Table Q12. Did you get a copy of your child's IPP/IFSP in your preferred language? .....	30
Table Q13. Did you discuss how to handle emergencies (such as a medical emergency or a natural disaster) at your child's last IPP/IFSP meeting? .....	31
Table Q14. Does your child have a transition plan (as part of an IEP or Section 504 plan through his/her high school, usually starting at age 14)? .....	31
Table Q15. If child has a transition plan, did you help make the plan? .....	31
Table Q16. Do you feel prepared to handle the needs of your child in an emergency such as a medical emergency or a natural disaster? ....	31
Access and Delivery of Services and Supports Charts .....	32
Access and Delivery of Services and Supports Tables .....	39
Table Q17. Are you able to contact your child's support workers when you want? .....	40
Table Q18. Are you able to contact your child's case manager/service coordinator when you want? .....	40
Table Q19. Do support workers come and go when they are supposed to? .....	40
Table Q20. Do services and supports change when your family's needs change? .....	40
Table Q21. Do support workers speak to you in a way you understand? .....	40
Table Q22. Are services delivered in a way that is respectful of your family's culture? .....	41
Table Q23. If your child does not communicate verbally (for example, uses gestures or sign language, or a communication aid), are there support workers who can communicate with him/her? .....	41
Table Q24. Do support workers have the right information and skills to meet your family's needs? .....	41
Table Q25. Does your child have the special equipment or accommodations that s/he needs? .....	41
Table Q26. Can your child see health professionals when needed (for example, doctor, dentist, psychologist)? .....	41
Table Q27. Does your child's primary care doctor understand your child's needs related to his/her disability? .....	42
Table Q28. Can your child go to the dentist when needed? .....	42
Table Q29. Does your child's dentist understand your child's needs related to his/her disability? .....	42
Table Q30. If your child takes medications, do you know what they're for? .....	42
Table Q31. Do you know when your child should take the medication, how much to take, and the potential side effects? .....	42
Table Q32. If your child uses mental health services, does the mental health professional understand your child's needs related to his/her disability? .....	43

Table Q33. If you need respite services, are you able to get/use them? .....	43
Table Q34. If you have used respite services in the past year, were you satisfied with the quality of the respite services? .....	43
Table Q35. Does your family get the supports and services it needs? .....	43
Table Q36. If your family does not get the support and services needed, what additional services does your family need?.....	44
Choice, Decision Making and Control Charts .....	45
Choice, Decision Making and Control Tables .....	48
Table Q37. Can your family choose or change the agency that provides your child's services? .....	49
Table Q38. Can your family choose or change your child's support workers? .....	49
Table Q39. Does your family manage support staff? .....	49
Table Q40. Do service providers for your child work together to provide support? .....	49
Table Q41. Did you, your child, or someone else in your family choose your child's case manager/service coordinator?.....	50
Involvement in the Community Charts.....	51
Involvement in the Community Tables.....	54
Table Q42. Does your child take part in activities in the community? .....	55
Table Q43. For your child, what makes it hard to take part in activities in the community? .....	55
Table Q44. Does your child spend time with children who do not have developmental disabilities?.....	55
Table Q45. How often does your child spend time with children who are not siblings and do not have a developmental disability?.....	55
Table Q46. In your community, are there resources that your family can use that are not provided by the IDD agency (for example, recreational programs, community housing, library programs, religious groups, etc.)? .....	56
Table Q47. Does your family take part in any family-to-family networks in your community (for example, Parent to Parent, sibling networks, etc.)? .....	56
Satisfaction with Services and Supports Charts .....	57
Satisfaction with Services and Supports Tables .....	62
Table Q48. Overall, are you satisfied with the services and supports your family currently receives? .....	63
Table Q49. Do you know how to file a complaint or grievance about provider agencies or staff? .....	63
Table Q50. If a complaint or grievance was filed or resolved in the past year, are you satisfied with the way it was handled and resolved? ..	63
Table Q51. Do you know how to report abuse or neglect? .....	63
Table Q52. Within the past year, was a report of abuse or neglect filed on behalf of your child?.....	64

Table Q53. Do you feel that regional center services have made a positive difference in the life of your family? .....	64
Table Q54. Do you feel that services and supports have made a positive difference in the life of your family? .....	64
Table Q55. Have services and supports reduced your family's out-of-pocket expenses for your child's care? .....	64
Table Q56. Do you feel that regional center services have improved your ability to care for your child? .....	65
Table Q57. Do you feel that family supports have improved your ability to care for your child? .....	65
Table Q58. Have the services or supports that your family or child received during the past year been reduced, suspended, or terminated? .....	65
Table Q59. If services or supports received by the family were reduced, suspended or terminated during the past year, did the change in services affect your child negatively? .....	65
Table Q60. Have the services or supports that your child received been increased in the past year? .....	65
Table Q61. Are services and supports helping your child to live a good life? .....	66
Table Q62. Have regional center services made a difference in helping keep your child at home? .....	66

## Quality Assessment Project and National Core Indicators™

This report contains regional center level results from California’s statewide National Core Indicators™ (NCI™) Child Family Survey (CFS) data collection from fiscal year 2018-19 (FY 18/19) in accordance with Welfare and Institutions Code (WIC), Section 4571. This law directs the Department of Developmental Services (DDS) to collect accurate, reliable, and valid consumer and family satisfaction measures as well as individual outcome data. Data from this project is used to review and benchmark developmental disability service system performance, statewide and by regional center.<sup>1</sup> This report compares Regional Center of the East Bay (RCEB) with California statewide and NCI averages. Regional centers can use this report to help guide strategic planning and monitor systemic changes.

### What is NCI?

The National Core Indicators (NCI) program is a voluntary effort by state developmental disability agencies to track their performance using a standardized set of consumer and family/guardian surveys with nationally validated measures. The effort is coordinated by the National Association of State Directors of Developmental Disabilities Services (NASDDDS) and the Human Services Research Institute (HSRI).

In 2018-19 a total of 46 states, the District of Columbia and 22 sub-state entities participated in NCI.

### Where are the statistics in this report from?

This report includes regional center, California statewide and NCI averages from the National Core Indicators™ 2018-19 Child Family Survey (CFS). The CA averages are comprised of 10,630 valid surveys collected across the 21 regional centers.

**Note:** All qualified Californians with a developmental disability have both a civil right and an individual entitlement to receive services from the California Department of Developmental Services. California law mandates that the intake process begin within 15 days of an individual’s or family’s request for services and that the Department of Developmental Services begin providing services within 120 days after intake. These statutory requirements make California’s service system unique and could impact comparisons between its survey results and the results of other states.

**NCI averages are weighted;** they are comprised of 14,816 valid surveys collected across 12 states: AZ, CA, CO, LA, MN, MO, NC, OH, OR, SD, WA and WI.

To ensure confidentiality, regional center outcomes with fewer than 20 respondents are denoted in charts and tables as “n/a”; their data are still included in the CA average.

---

<sup>1</sup> Refer to the California Statewide Child Family Survey Report FY 18/19 for information about Quality Assessment Project implementation, NCI and California’s statewide results.

## What is the NCI Child Family Survey?

The NCI Child Family Survey is used to gather data on family outcomes. It is mailed to families who have a child<sup>2</sup> who *lives with* the respondent and receives at least one service other than case management from the regional center<sup>3</sup>. The survey collects demographic information on both the child receiving services ('child') as well as the person who fills out the survey (the 'respondent') and information on services and supports received. The survey is continually refined and tested to ensure it is valid and reliable.

**Important note on responses:** All data are reported by the respondent based on their understanding of their child's demographics, diagnoses and personal characteristics.

## What is included in this report?

This report includes this regional center's Child Family Survey data compared to the California statewide (CA) and NCI averages.

The charts in this document, grouped by subdomain, display the state results alongside the average across states (NCI average). The charts are followed by accessible tables containing the same information.

To find out more about the development of the Child Family Survey, data analysis and state samples, check out the National Child Family Report: <https://www.nationalcoreindicators.org/resources/reports/#reports-family-survey-final-reports>. To find out more about California's administration of the Child Family Survey refer, to the California Statewide Child Family Survey Report FY 18/19 on the DDS website: <https://www.dds.ca.gov/rc/nci/>.

This report also contains 10 questions that California specifically requested be added. These questions are noted as "CA specific question" and for which there is no NCI comparison data. For those questions, the NCI Average is reported as "n/a".

---

<sup>2</sup> A Child Family Survey could be completed for an individual up to 22 years if still receiving "child" services.

<sup>3</sup> NCI Averages include states that provide services through a central IDD Agency



## Demographics

## *Demographics of Child Receiving Services*

*This section provides demographic profiles of the child about whom the survey was completed.*

**Important note on responses:** All data are reported by the respondent based on their understanding of their child's demographics, diagnoses and personal characteristics.

**Table 1. More Than One Child Living in the Home Has IDD**

All data are reported by the respondent based on their understanding of their child's demographics, diagnoses and personal characteristics.

RC v CA, NCI	No	Yes	N
RCEB	78%	22%	672
CA	75%	25%	10,288
NCI	74%	26%	14,300

**Table 2. Child's Age**

RC v CA, NCI	Mean	N
RCEB	10.75	679
CA	11.03	10,267
NCI	10.90	14,374

**Table 3. Child's Gender**

CA includes additional response option "other"

RC v CA, NCI	Male	Female	Other	N
RCEB	72%	28%	0%	676
CA	72%	28%	0%	10,285
NCI	69%	31%	n/a	14,329

**Table 4. Child's Disabilities (not mutually exclusive)**

All data are reported by the respondent based on their understanding of their child's demographics, diagnoses and personal characteristics. Categories are not mutually exclusive, therefore N is not shown.

RC v CA, NCI	Intellectual disability	Mental illness/psychiatric diagnosis	Autism spectrum disorder	Cerebral palsy	Limited or no vision-legally blind	Hearing loss-severe or profound
RCEB	33%	10%	75%	11%	5%	3%
CA	35%	10%	69%	10%	6%	4%
NCI	38%	16%	61%	11%	6%	4%

**Table 4b. Child's Disabilities (continued)**

All data are reported by the respondent based on their understanding of their child's demographics, diagnoses and personal characteristics. Categories are not mutually exclusive, therefore N is not shown.

RC v CA, NCI	Brain injury	Seizure/neurological disorder (epilepsy)	Chemical dependency	Down syndrome	Prader-willi syndrome	Fetal alcohol spectrum disorder (FASD)	Other disabilities
RCEB	4%	16%	0%	5%	0%	0%	14%
CA	5%	14%	0%	9%	0%	1%	17%
NCI	6%	18%	1%	10%	1%	2%	24%

**Table 5. Child's Health Conditions**

All data are reported by the respondent based on their understanding of their child's demographics, diagnoses and personal characteristics. Categories are not mutually exclusive, therefore N is not shown.

RC v CA, NCI	Cardiovascular disease	Diabetes	Cancer	High blood pressure	High cholesterol
RCEB	7%	4%	2%	4%	5%
CA	12%	3%	3%	4%	7%
NCI	13%	4%	2%	4%	13%

**Table 5b. Child's Health Conditions (continued)**

All data are reported by the respondent based on their understanding of their child's demographics, diagnoses and personal characteristics. Categories are not mutually exclusive, therefore N is not shown.

RC v CA, NCI	Dysphagia	Pressure ulcers	Oral health	Sleep apnea	Other
RCEB	15%	1%	14%	34%	42%
CA	12%	1%	13%	24%	45%
NCI	17%	1%	14%	24%	45%

**Table 6. Child's Race and Ethnicity**

All data are reported by the respondent based on their understanding of their child's demographics, diagnoses and personal characteristics. Categories are not mutually exclusive, therefore N is not shown.

RC v CA, NCI	American Indian or Alaska Native	Asian	Black or African-American	Pacific Islander	White	Hispanic/Latino	Other
RCEB	3%	34%	15%	1%	36%	29%	3%
CA	2%	20%	8%	1%	36%	48%	3%
NCI	3%	13%	9%	1%	57%	30%	2%

**Table 7. Child's Preferred Means of Communication**

RC v CA, NCI	Spoken	Gestures/body language	Sign language or finger spelling	Communication aid/device	Other	N
RCEB	70%	17%	3%	6%	5%	678
CA	71%	18%	3%	4%	5%	10,255
NCI	69%	18%	3%	5%	5%	14,263

**Table 8. Child's Preferred Language**

CA specific question

RC v CA, NCI	English	Spanish	Mandarin	Tagalog	Vietnamese	Korean	Arabic	Armenian
RCEB	95%	12%	2%	1%	1%	0%	1%	0%
CA	90%	22%	1%	1%	1%	0%	0%	0%
NCI	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a

**Table 8b. Child's Preferred Language (Continued)**

CA specific question

RC v CA, NCI	Farsi	Hmong	Khmer	Laos	Russian	ASL	Other	N
RCEB	0%	0%	0%	0%	0%	1%	3%	680
CA	0%	0%	0%	0%	0%	1%	2%	10,453
NCI	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a

**Table 9. Child's Support Needs for Self-Injurious, Disruptive, and/or Destructive Behaviors**

All data are reported by the respondent based on their understanding of their child's demographics, diagnoses and personal characteristics.

RC v CA, NCI	None	Some	Extensive	N
RCEB	31%	40%	29%	682
CA	26%	44%	30%	10,217
NCI	31%	42%	26%	14,259

**Table 10. Child's Level of Help Needed with Personal Care Activities (e.g., bathing, dressing, eating)**

All data are reported by the respondent based on their understanding of their child's demographics, diagnoses and personal characteristics.

RC v CA, NCI	None	Some	Extensive	N
RCEB	9%	44%	47%	685
CA	8%	42%	50%	10,425
NCI	8%	43%	49%	14,535

## *Demographics of Respondent*

*This section provides demographic information about the respondent.*

**Table 11. Language Usually Spoken at Home**

New question in 2018-19; CA includes additional response options

RC v CA, NCI	English	Spanish	Mandarin	Tagalog	Vietnamese	Korean	Arabic	Armenian
RCEB	67%	15%	9%	3%	2%	2%	1%	1%
CA	64%	25%	6%	1%	1%	2%	0%	0%
NCI	78%	15%	n/a	n/a	n/a	n/a	n/a	n/a

**Table 11b. Language Usually Spoken at Home (Continued)**

New question in 2018-19; CA includes additional response options

RC v CA, NCI	Farsi	Hmong	Khmer	Laos	Russian	ASL	Other	N
RCEB	0%	0%	0%	0%	0%	0%	1%	691
CA	0%	0%	0%	0%	0%	0%	0%	10,472
NCI	n/a	n/a	n/a	n/a	n/a	n/a	8%	14,056

**Table 12. Respondent's Age**

RC v CA, NCI	Under 35	35-54	55-74	75 or older	N
RCEB	10%	78%	11%	0%	688
CA	12%	76%	11%	0%	10,491
NCI	14%	73%	13%	0%	14,649

**Table 13. Respondent's Health**

RC v CA, NCI	Excellent	Very good	Fairly good	Poor	N
RCEB	20%	49%	28%	3%	685
CA	21%	49%	27%	3%	10,485
NCI	20%	49%	28%	3%	14,633

**Table 14. Respondent's Relationship to Child**

RC v CA, NCI	Parent	Sibling	Grandparent	Other	N
RCEB	97%	1%	1%	1%	690
CA	96%	0%	3%	1%	10,532
NCI	95%	0%	4%	1%	14,687



**Table 15. Respondent or Other Family Member Provides Paid Support to Child Receiving Services**

RC v CA, NCI	No	Yes, respondent does	Yes, another family member does	N
RCEB	67%	25%	11%	683
CA	55%	32%	14%	10,326
NCI	68%	20%	13%	14,459

**Table 16. Number of Adults in Household**

RC v CA, NCI	One	Two	Three	Four or more	N
RCEB	17%	62%	13%	8%	686
CA	16%	58%	18%	9%	10,436
NCI	17%	60%	16%	7%	14,579

**Table 17. Number of Children in Household (including child receiving services about whom survey is being completed)**

RC v CA, NCI	One	Two	Three	Four or more	N
RCEB	38%	42%	14%	6%	671
CA	35%	40%	18%	8%	10,255
NCI	34%	38%	18%	10%	14,297

**Table 18. Respondent's Highest Level of Education**

RC v CA, NCI	No high school diploma/GED	High school diploma/GED	Vocational school or certificate program	Some college	College degree or higher	N
RCEB	8%	16%	5%	18%	53%	689
CA	15%	18%	7%	18%	42%	10,435
NCI	11%	17%	7%	19%	46%	14,565

**Table 19. Total Taxable Household Income of Wage Earners in the Past Year**

RC v CA, NCI	No earned income	Up to \$15,000	\$15,001-\$25,000	\$25,001-\$50,000	\$50,001-\$75,000	Over \$75,000	Prefer not to say	N
RCEB	5%	6%	9%	15%	12%	38%	17%	675
CA	5%	8%	14%	20%	11%	27%	15%	10,286
NCI	6%	9%	12%	19%	14%	28%	13%	14,389

**Table 20. Out-of-pocket Expenses Spent on Child's Medical Services, Equipment, Supplies, Therapies and Other Services Last Year**

CA specific question

RC v CA, NCI	Nothing	\$1-\$100	\$101-\$1,000	\$1,001-\$10,000	Over \$10,000	N
RCEB	25%	6%	23%	39%	7%	664
CA	34%	7%	25%	28%	6%	10,031
NCI	n/a	n/a	n/a	n/a	n/a	n/a

**Table 21. Services and Therapies Paid for Out-of-pocket**

CA specific question; categories are not mutually exclusive, therefore N is not shown

RC v CA, NCI	Respite services	Behavior therapy	Speech therapy	Additional therapies	Social skills training	Recreational activities and programs
RCEB	18%	23%	22%	32%	17%	48%
CA	12%	13%	18%	27%	12%	48%
NCI	n/a	n/a	n/a	n/a	n/a	n/a

**Table 22. Services and Therapies Paid for Out-of-pocket (Continued)**

CA specific question; categories are not mutually exclusive, therefore N is not shown

RC v CA, NCI	Child care or afterschool care	Educational expenses	Medical and/or dental expenses	Parent training	Transportation support	Other
RCEB	34%	27%	60%	9%	22%	6%
CA	33%	27%	55%	6%	22%	11%
NCI	n/a	n/a	n/a	n/a	n/a	n/a

**Table 23. Residential Designation (Urban, Suburban, or Rural)**

RC v CA, NCI	Urban or suburban (in or near a city or large town)	Rural (outside of a city or town)	N
RCEB	96%	4%	646
CA	92%	8%	9,557
NCI	81%	19%	13,560

## *Services and Supports Received*

*This section provides information about the services and supports received by the family from the state ID/DD agency.<sup>4</sup>*

---

<sup>4</sup> NCI Average includes states that provide services through a central IDD Agency

**Table 24. Services and Supports Received from Regional Center**

All data are reported by the respondent based on their understanding of their child's demographics, diagnoses and personal characteristics; categories are not mutually exclusive, therefore N is not shown; NCI Average includes states that provide services through a central IDD Agency

RC v CA, NCI	Financial support	In-home support	Out-of-home respite care	Early intervention	Transportation	Other services/supports	Self direction/fiscal intermediary services
RCEB	19%	35%	36%	1%	4%	14%	11%
CA	13%	38%	32%	1%	5%	24%	13%
NCI	22%	39%	31%	12%	14%	54%	24%

**Table 25. Has Ever Received Early Start/Early Intervention Services**

CA specific question

RC v CA, NCI	Yes	No	N
RCEB	69%	31%	635
CA	70%	30%	9,564
NCI	n/a	n/a	n/a

**Table 26. Other Services or Supports Received (Not from the Regional Center)**

All data are reported by the respondent based on their understanding of their child's demographics, diagnoses and personal characteristics; categories are not mutually exclusive, therefore N is not shown; NCI Average includes states that provide services through a central IDD Agency

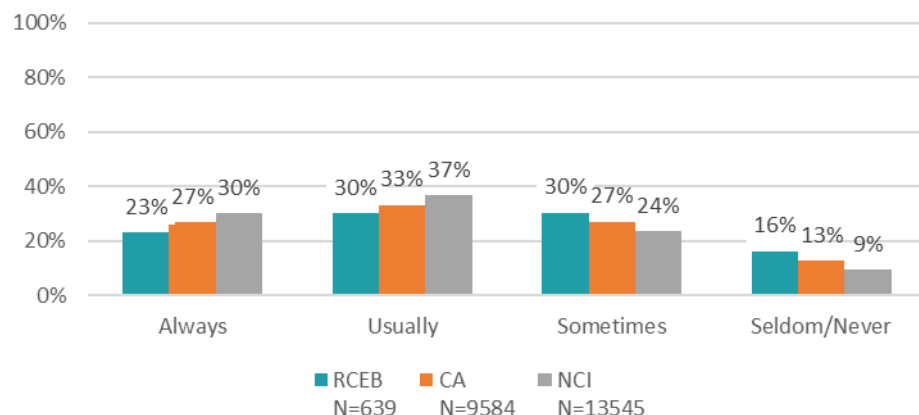
RC v CA, NCI	Social Security payments (SSI/SSB)	Services or supports from other agencies or organizations
RCEB	26%	63%
CA	37%	63%
NCI	36%	69%

## Child Family Survey Results

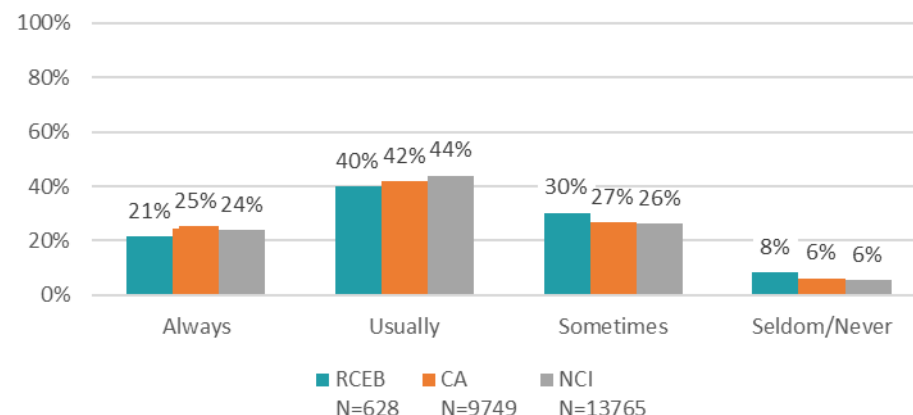
## *Information and Planning Charts*

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

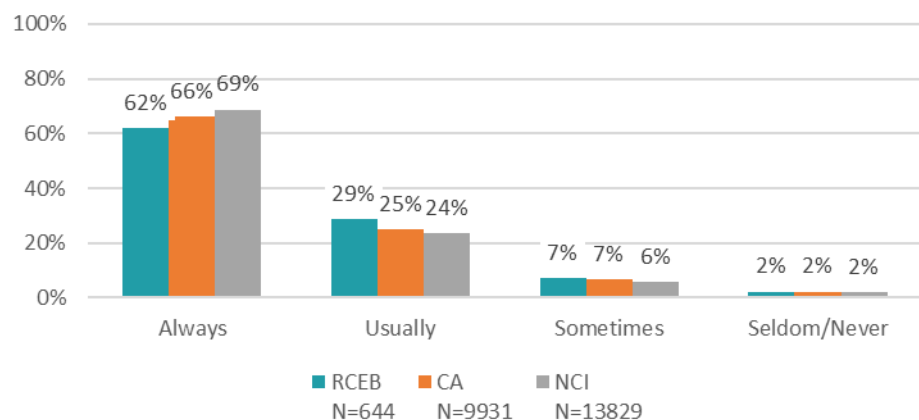
### Do you get enough information to take part in planning services for your child?



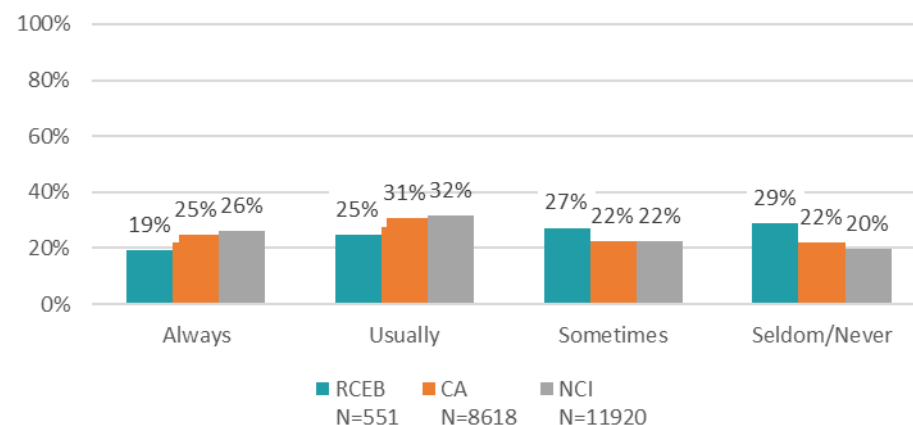
### Is the information you get about services and supports easy to understand?



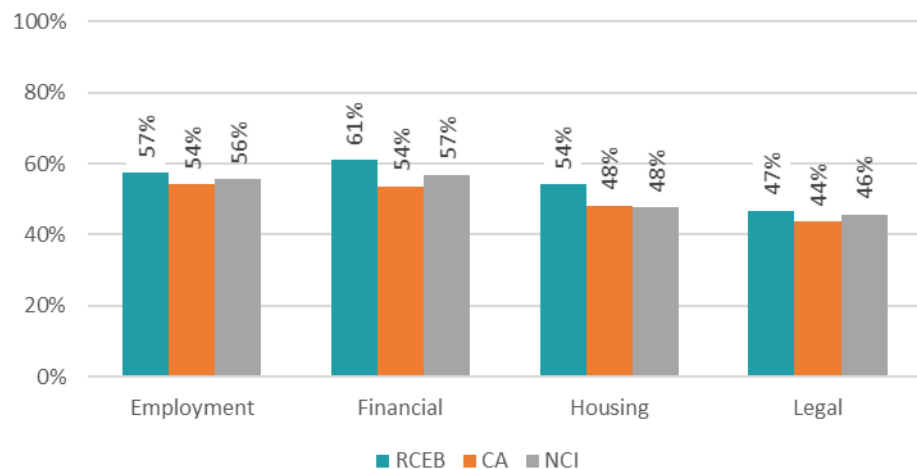
### Does the case manager/service coordinator respect your family's choices and opinions?



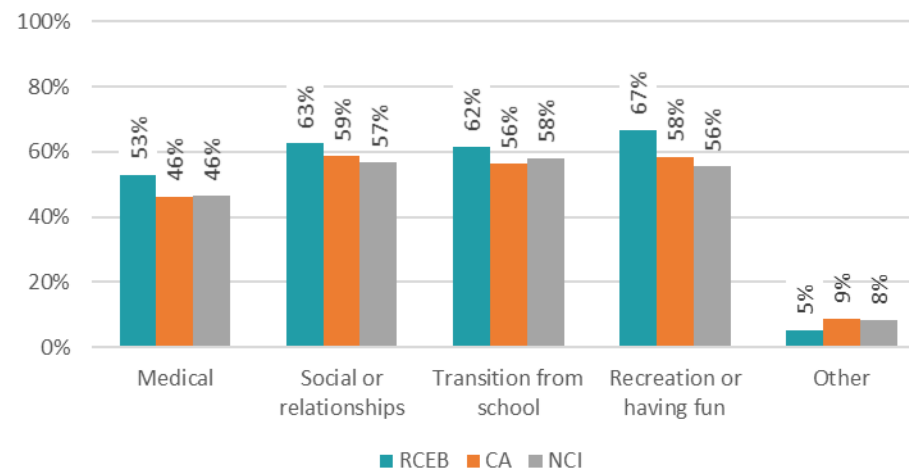
### Do you have enough information about other public services for which your family is eligible?



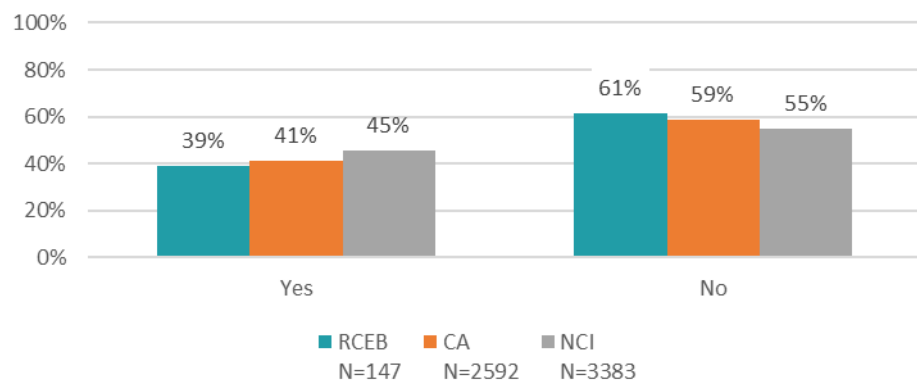
Needs help planning for...



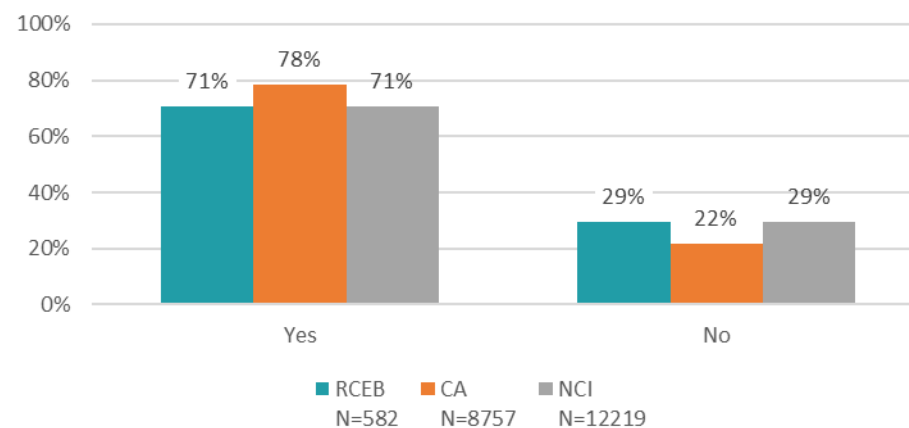
Needs help planning for...



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

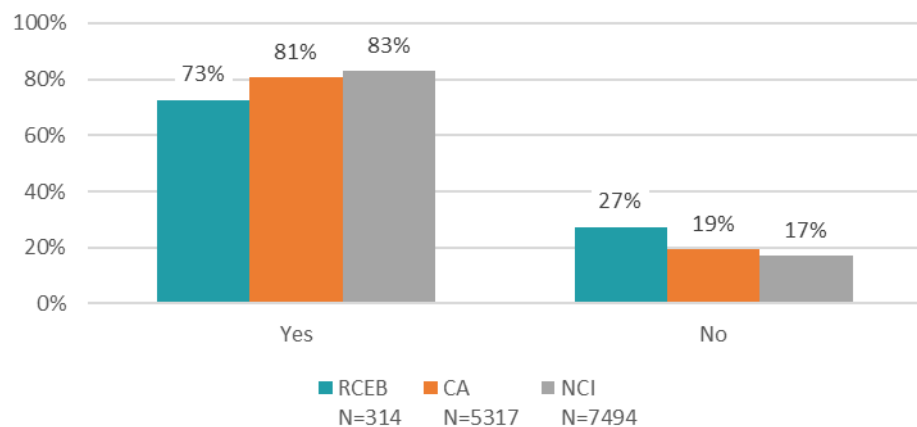


Does your child have an Individual Program Plan or Individual Family Service Plan (IPP/IFSP)?

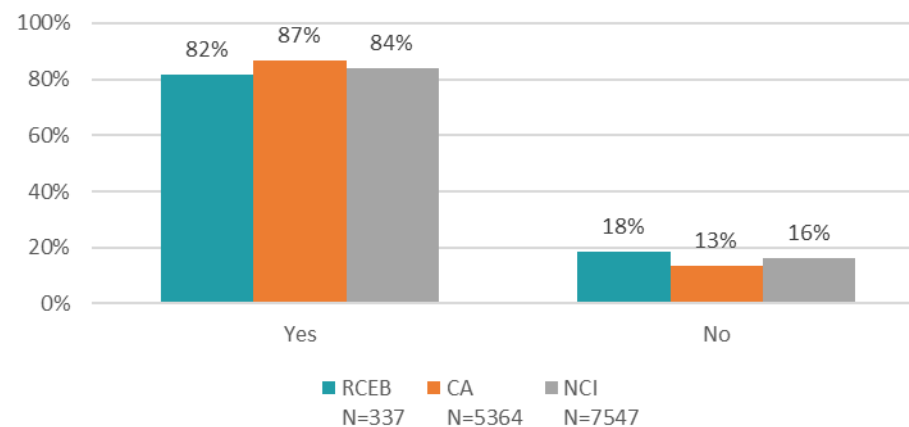




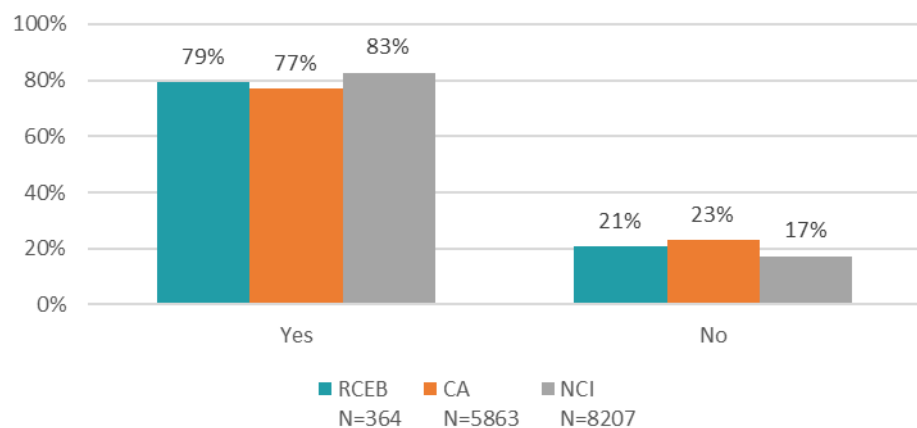
### Does the IPP/IFSP include all the services/supports your child needs?



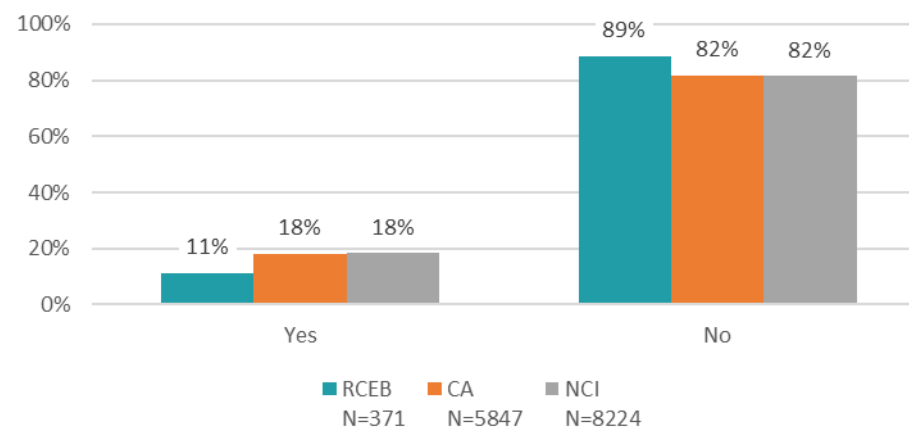
### Does your child get all services listed in the IPP/IFSP?



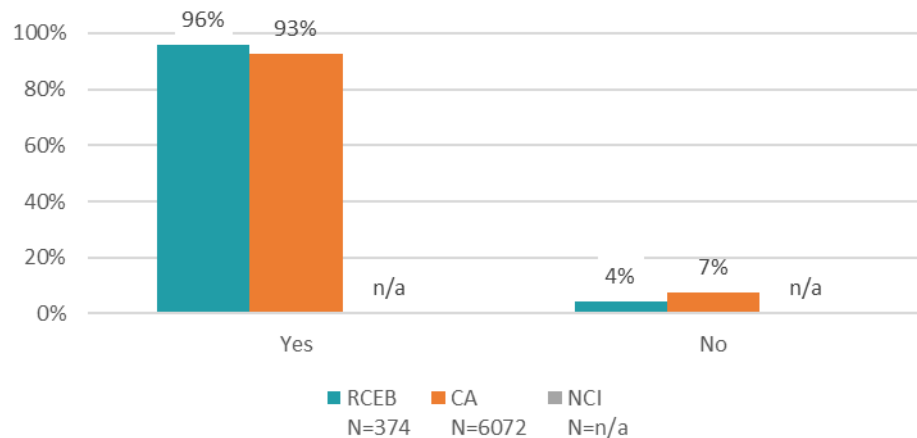
### Did you or another family member help make the IPP/IFSP?



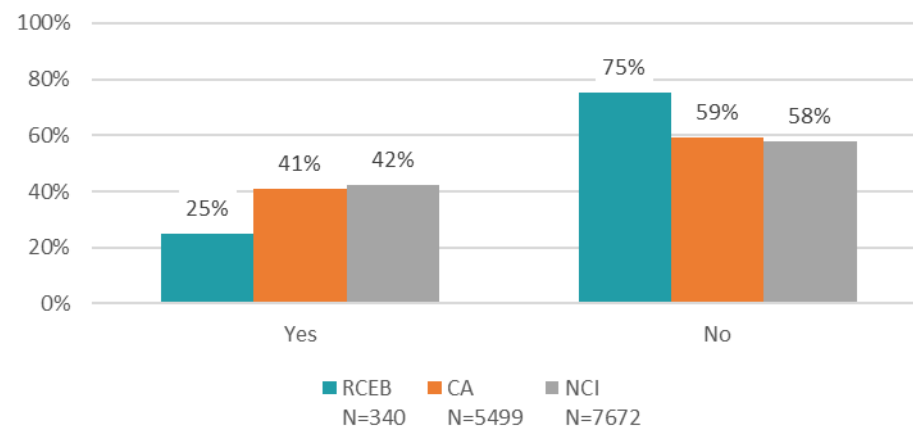
### Did your child with a disability help make the IPP/IFSP?



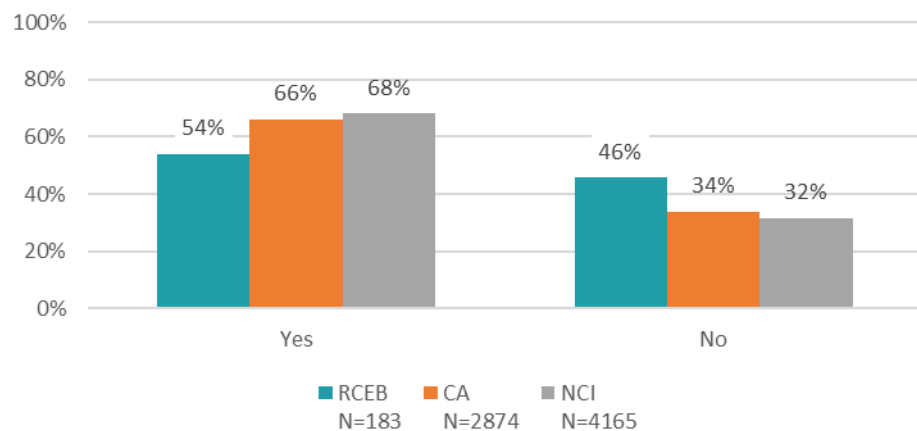
### Did you get a copy of your child's IPP/IFSP in your preferred language?



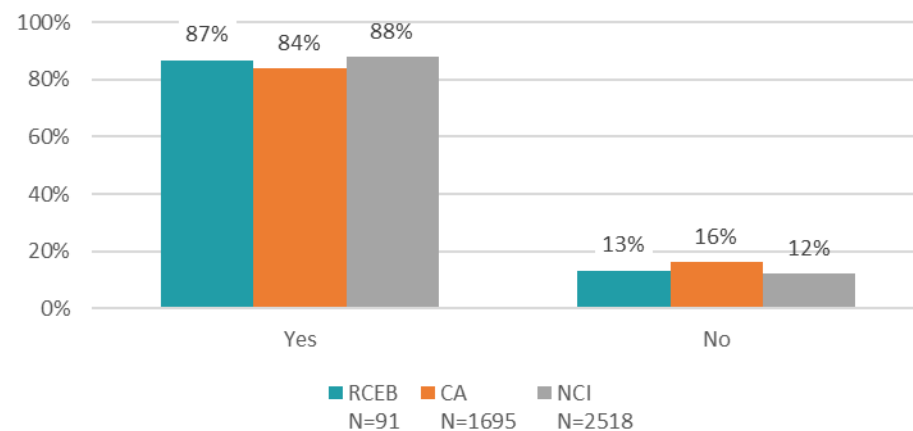
### Did you discuss how to handle emergencies at your child's last IPP/IFSP meeting?

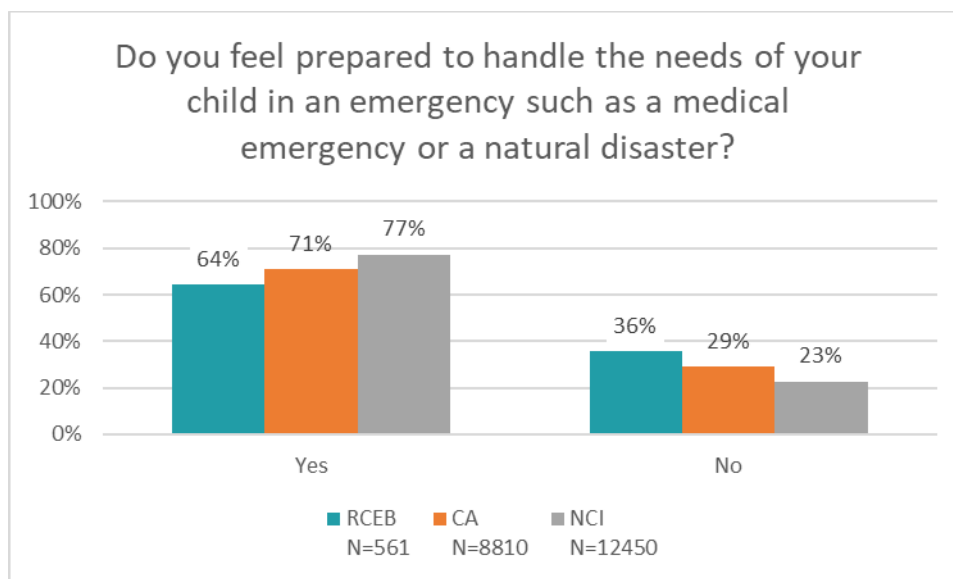


### Does your child have a transition plan?



### Did you help make the transition plan?





## *Information and Planning Tables*

*Families and children 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 child?**

RC v CA, NCI	Always	Usually	Sometimes	Seldom/Never	N
RCEB	23%	30%	30%	16%	639
CA	27%	33%	27%	13%	9,584
NCI	30%	37%	24%	9%	13,545

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

RC v CA, NCI	Always	Usually	Sometimes	Seldom/Never	N
RCEB	21%	40%	30%	8%	628
CA	25%	42%	27%	6%	9,749
NCI	24%	44%	26%	6%	13,765

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

RC v CA, NCI	Always	Usually	Sometimes	Seldom/Never	N
RCEB	62%	29%	7%	2%	644
CA	66%	25%	7%	2%	9,931
NCI	69%	24%	6%	2%	13,829

**Table Q4. Do you have enough information about other public services for which your family is eligible (for example, food stamps, SSI, housing subsidies, etc.)?**

RC v CA, NCI	Always	Usually	Sometimes	Seldom/Never	N
RCEB	19%	25%	27%	29%	551
CA	25%	31%	22%	22%	8,618
NCI	26%	32%	22%	20%	11,920

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

Categories are not mutually exclusive, therefore N is not shown

Needs help planning for...	RCEB	CA	NCI
Employment	57%	54%	56%
Financial	61%	54%	57%
Housing	54%	48%	48%
Legal	47%	44%	46%
Medical	53%	46%	46%
Social or Relationships	63%	59%	57%
Transition from school	62%	56%	58%
Recreation or having fun	67%	58%	56%
Other	5%	9%	8%

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

RC v CA, NCI	Yes	No	N
RCEB	39%	61%	147
CA	41%	59%	2,592
NCI	45%	55%	3,383

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

RC v CA, NCI	Yes	No	N
RCEB	71%	29%	582
CA	78%	22%	8,757
NCI	71%	29%	12,219

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

RC v CA, NCI	Yes	No	N
RCEB	73%	27%	314
CA	81%	19%	5,317
NCI	83%	17%	7,494

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

RC v CA, NCI	Yes	No	N
RCEB	82%	18%	337
CA	87%	13%	5,364
NCI	84%	16%	7,547

**Table Q10. Did you or someone else in your family help make the IPP/IFSP?**

RC v CA, NCI	Yes	No	N
RCEB	79%	21%	364
CA	77%	23%	5,863
NCI	83%	17%	8,207

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

RC v CA, NCI	Yes	No	N
RCEB	11%	89%	371
CA	18%	82%	5,847
NCI	18%	82%	8,224

**Table Q12. Did you get a copy of your child's IPP/IFSP in your preferred language?**

CA specific question

RC v CA, NCI	Yes	No	N
RCEB	96%	4%	374
CA	93%	7%	6,072
NCI	n/a	n/a	n/a

**Table Q13. Did you discuss how to handle emergencies (such as a medical emergency or a natural disaster) at your child's last IPP/IFSP meeting?**

RC v CA, NCI	Yes	No	N
RCEB	25%	75%	340
CA	41%	59%	5,499
NCI	42%	58%	7,672

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

RC v CA, NCI	Yes	No	N
RCEB	54%	46%	183
CA	66%	34%	2,874
NCI	68%	32%	4,165

**Table Q15. If your child has a transition plan, did you help make the plan?**

RC v CA, NCI	Yes	No	N
RCEB	87%	13%	91
CA	84%	16%	1,695
NCI	88%	12%	2,518

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

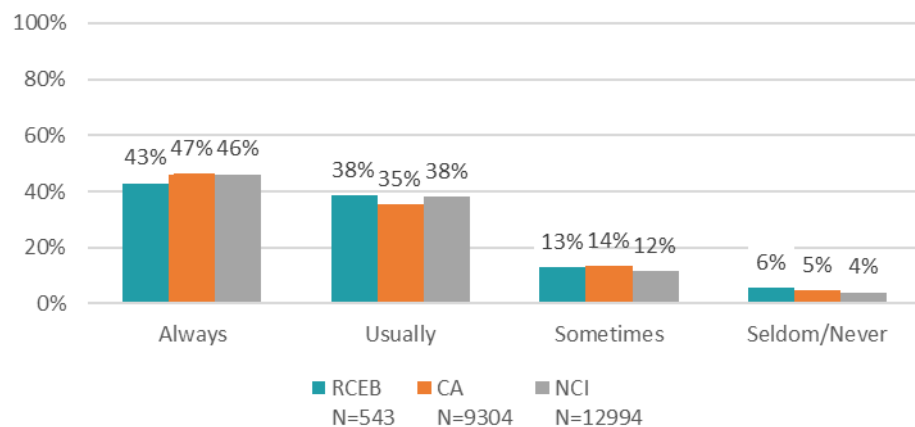
RC v CA, NCI	Yes	No	N
RCEB	64%	36%	561
CA	71%	29%	8,810
NCI	77%	23%	12,450



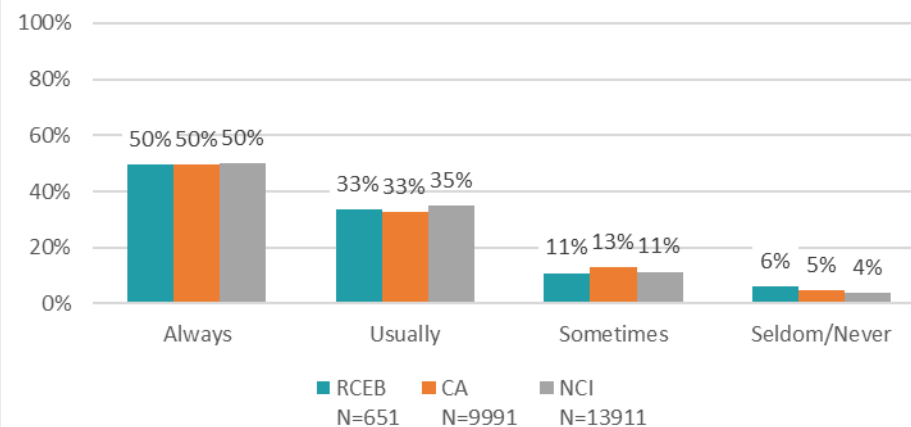
## *Access and Delivery of Services and Supports Charts*

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

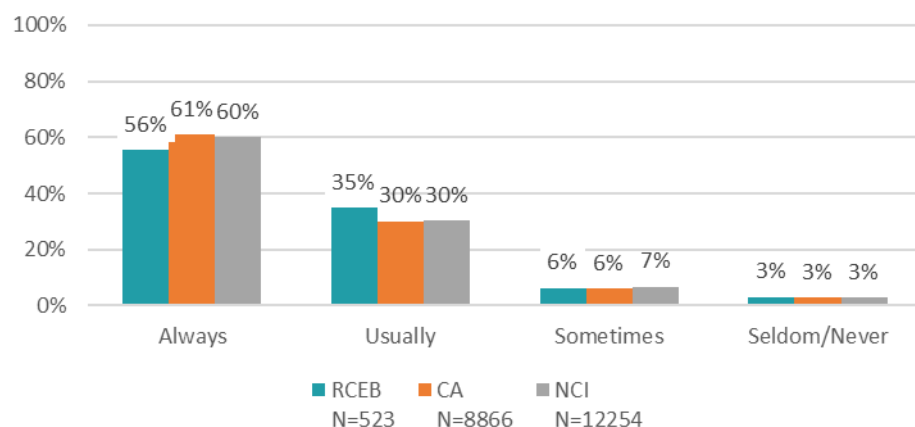
### Are you able to contact your child's support workers when you want to?



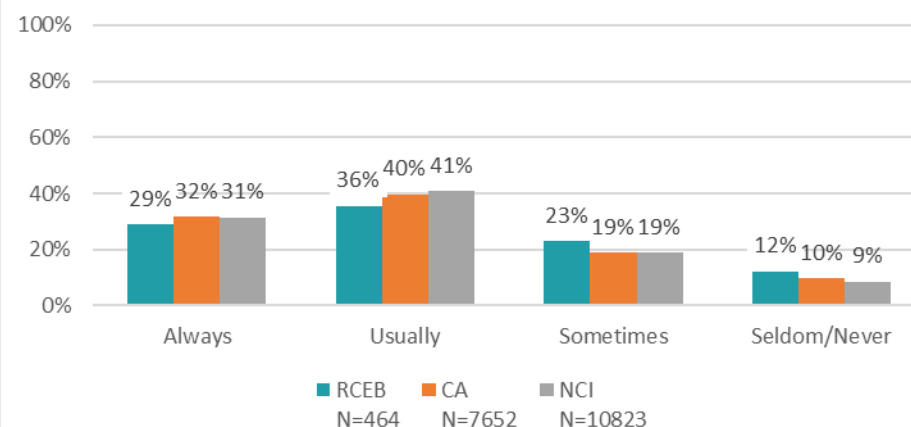
### Are you able to contact your child's case manager/service coordinator when you want to?



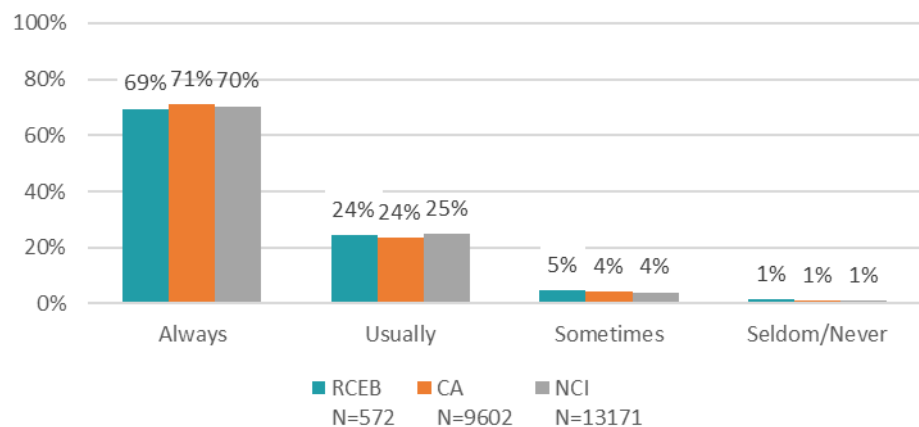
### Do support workers come and leave when they are supposed to?



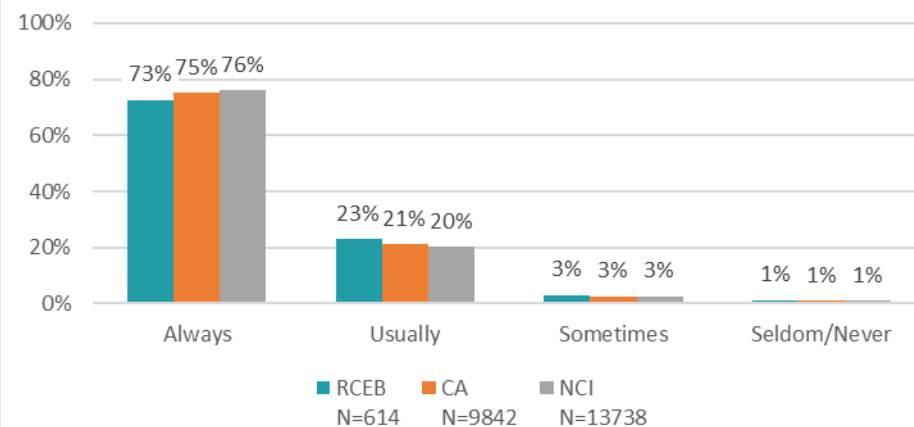
### Do services and supports change when your family's needs change?



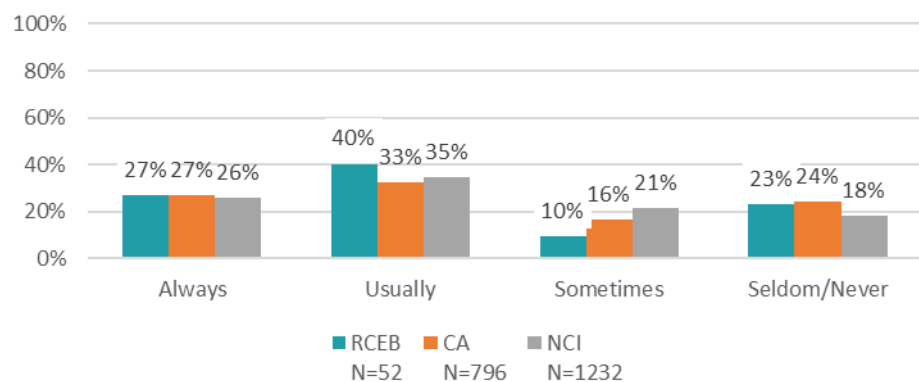
Do support workers speak to you in a way that you understand?



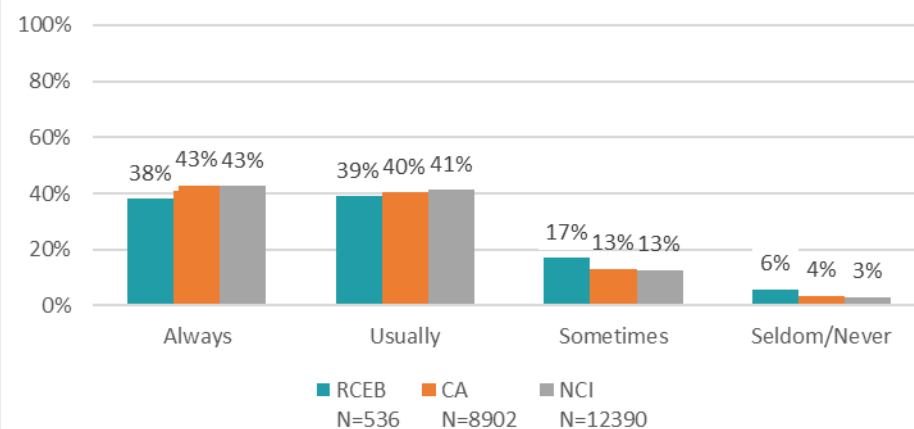
Are services delivered in a way that is respectful of your family's culture?



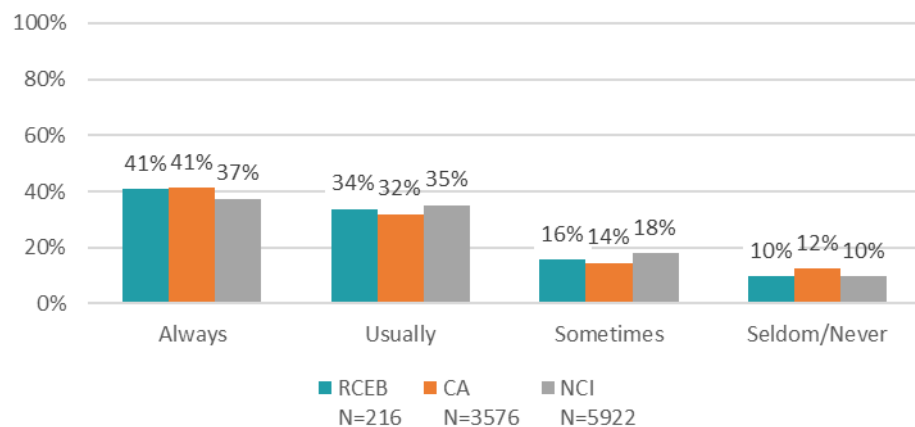
If your child does not communicate verbally, are there support workers who can communicate with him/her?



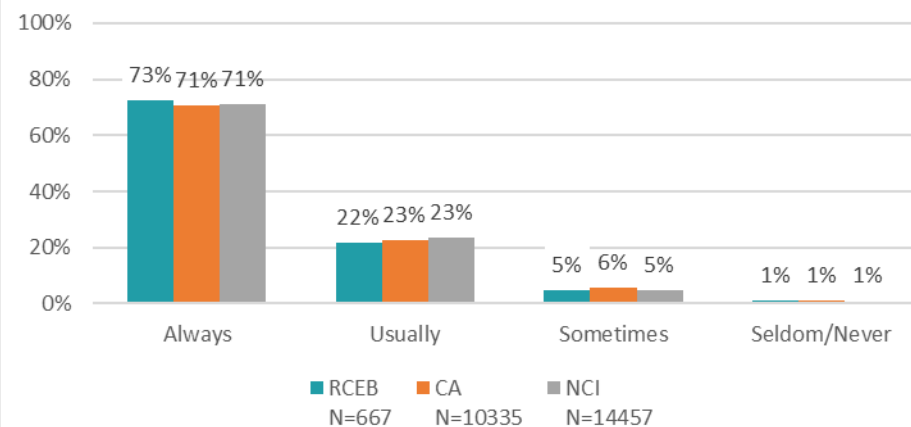
Do support workers have the right information and skills to meet your family's needs?



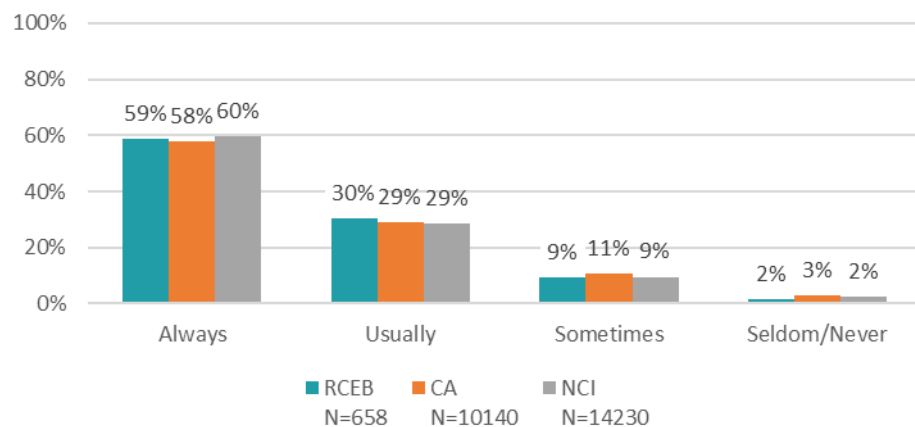
### Does your child have the special equipment or accommodations that s/he needs?



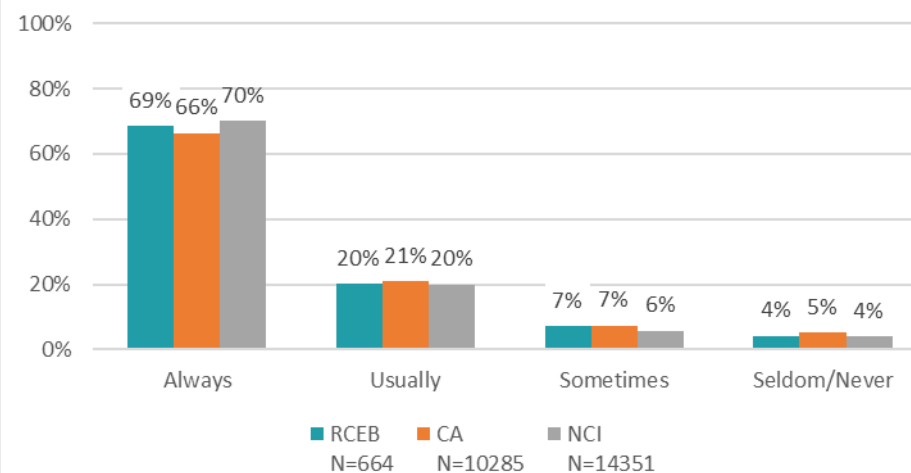
### Can your child see health professionals when needed?



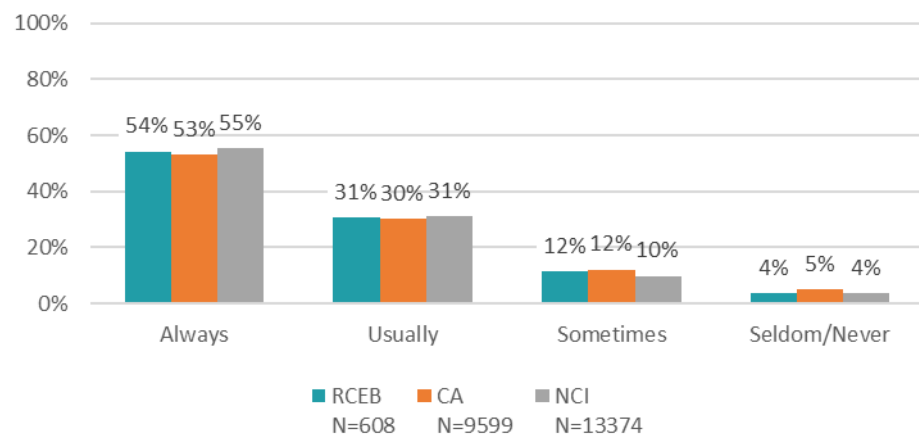
### Does your child's primary care doctor understand his/her needs related to his/her disability?



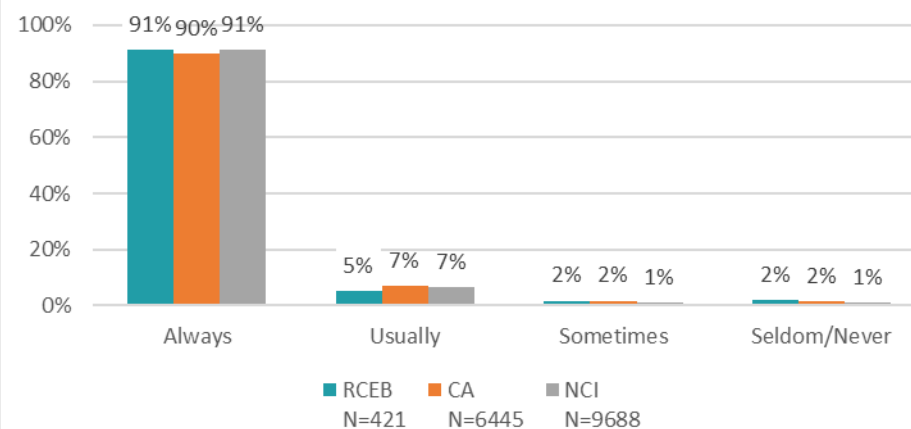
### Can your child go to the dentist when needed?



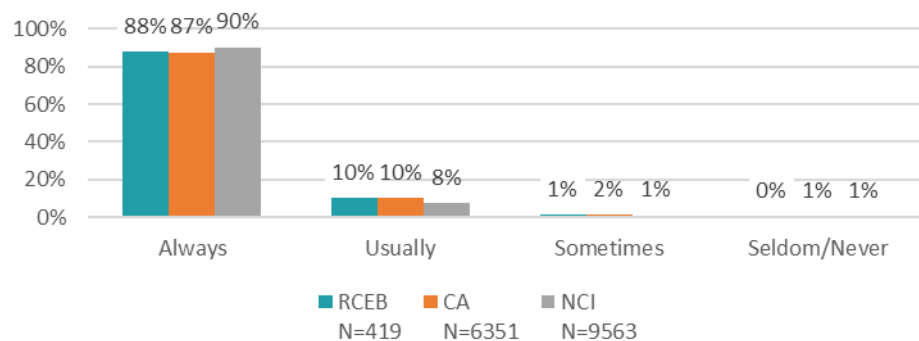
### Does your child's dentist understand his/her needs related to his/her disability?



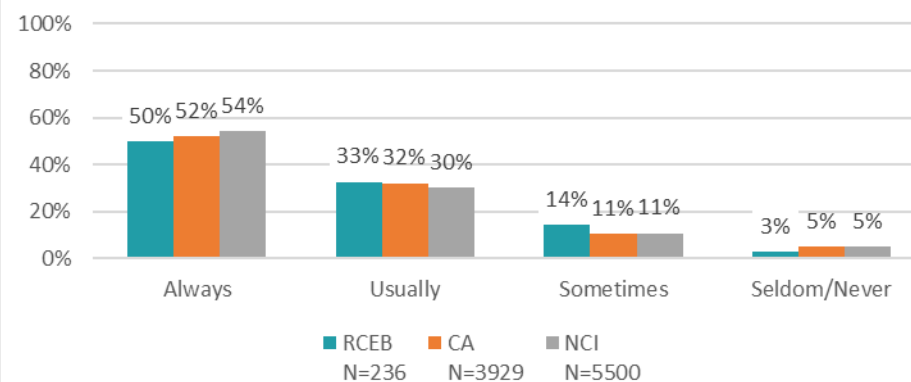
### If your child takes medications, do you know what they're for?



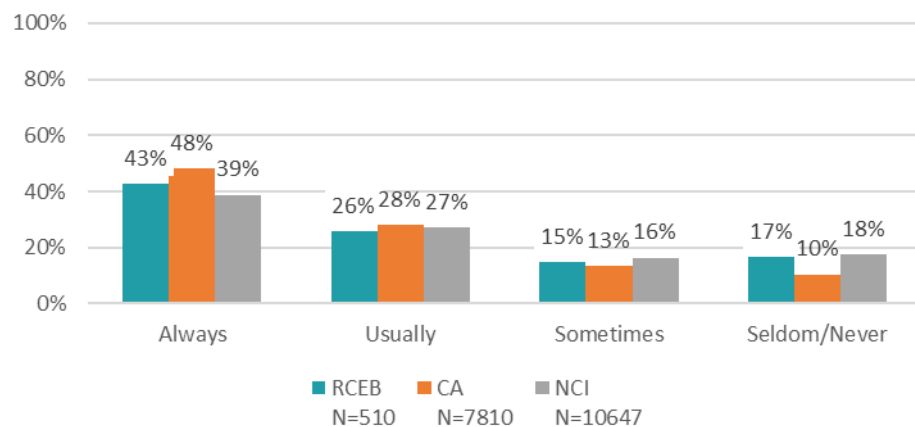
### If your family member takes medications, do you, your family member or someone else in your family know what is needed to safely take the medications?



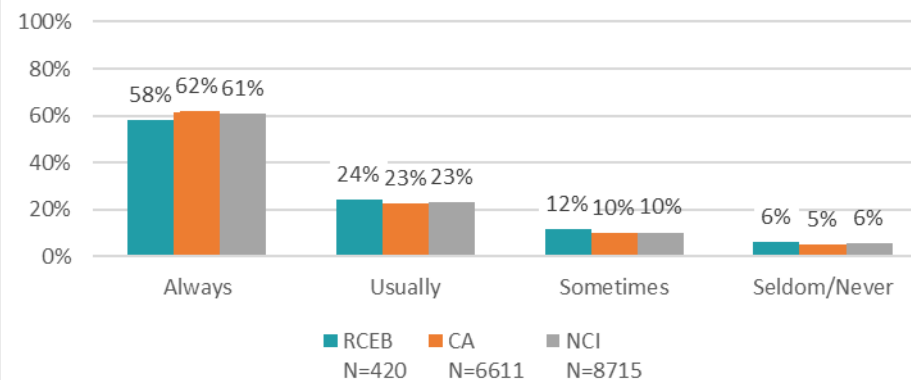
### If your child uses mental health services, does the mental health professional understand your child's needs related to his/her disability?



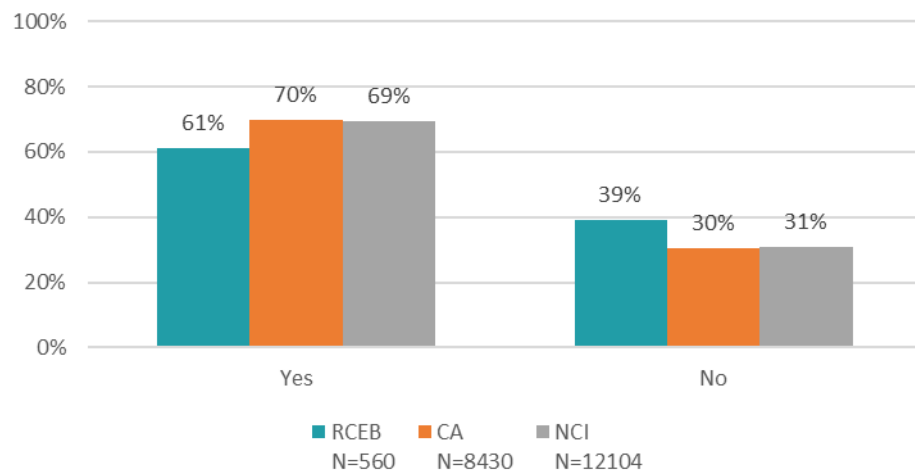
### If you need respite services, are you able to get/use them?



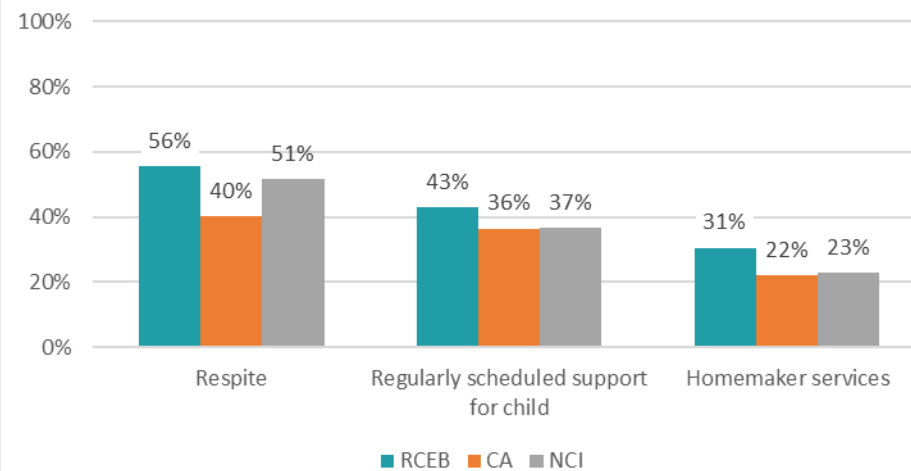
### If you have used respite services in the past year, were you satisfied with the quality of the respite providers?

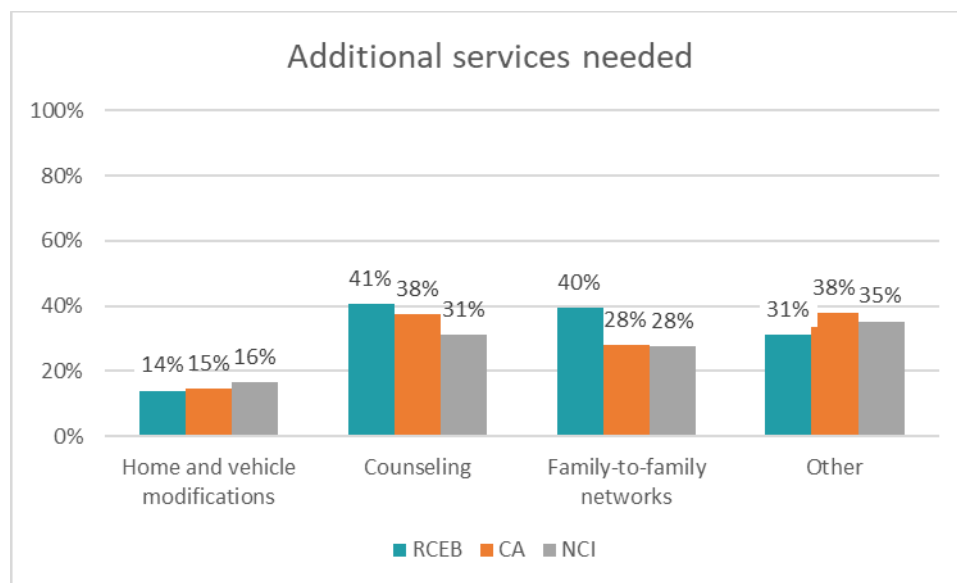


### Does your family get the support it needs?



### Additional services needed





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

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



**Table Q17. Are you able to contact your child's support workers when you want?**

RC v CA, NCI	Always	Usually	Sometimes	Seldom/Never	N
RCEB	43%	38%	13%	6%	543
CA	47%	35%	14%	5%	9,304
NCI	46%	38%	12%	4%	12,994

**Table Q18. Are you able to contact your child's case manager/service coordinator when you want?**

RC v CA, NCI	Always	Usually	Sometimes	Seldom/Never	N
RCEB	50%	33%	11%	6%	651
CA	50%	33%	13%	5%	9,991
NCI	50%	35%	11%	4%	13,911

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

RC v CA, NCI	Always	Usually	Sometimes	Seldom/Never	N
RCEB	56%	35%	6%	3%	523
CA	61%	30%	6%	3%	8,866
NCI	60%	30%	7%	3%	12,254

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

RC v CA, NCI	Always	Usually	Sometimes	Seldom/Never	N
RCEB	29%	36%	23%	12%	464
CA	32%	40%	19%	10%	7,652
NCI	31%	41%	19%	9%	10,823

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

RC v CA, NCI	Always	Usually	Sometimes	Seldom/Never	N
RCEB	69%	24%	5%	1%	572
CA	71%	24%	4%	1%	9,602
NCI	70%	25%	4%	1%	13,171

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

RC v CA, NCI	Always	Usually	Sometimes	Seldom/Never	N
RCEB	73%	23%	3%	1%	614
CA	75%	21%	3%	1%	9,842
NCI	76%	20%	3%	1%	13,738

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

RC v CA, NCI	Always	Usually	Sometimes	Seldom/Never	N
RCEB	27%	40%	10%	23%	52
CA	27%	33%	16%	24%	796
NCI	26%	35%	21%	18%	1,232

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

RC v CA, NCI	Always	Usually	Sometimes	Seldom/Never	N
RCEB	38%	39%	17%	6%	536
CA	43%	40%	13%	4%	8,902
NCI	43%	41%	13%	3%	12,390

**Table Q25. Does your child have the special equipment or accommodations that s/he needs?**

RC v CA, NCI	Always	Usually	Sometimes	Seldom/Never	N
RCEB	41%	34%	16%	10%	216
CA	41%	32%	14%	12%	3,576
NCI	37%	35%	18%	10%	5,922

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

RC v CA, NCI	Always	Usually	Sometimes	Seldom/Never	N
RCEB	73%	22%	5%	1%	667
CA	71%	23%	6%	1%	10,335
NCI	71%	23%	5%	1%	14,457

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

RC v CA, NCI	Always	Usually	Sometimes	Seldom/Never	N
RCEB	59%	30%	9%	2%	658
CA	58%	29%	11%	3%	10,140
NCI	60%	29%	9%	2%	14,230

**Table Q28. Can your child go to the dentist when needed?**

Question changed from previous years

RC v CA, NCI	Always	Usually	Sometimes	Seldom/Never	N
RCEB	69%	20%	7%	4%	664
CA	66%	21%	7%	5%	10,285
NCI	70%	20%	6%	4%	14,351

**Table Q29. Does your child's dentist understand your child's needs related to his/her disability?**

RC v CA, NCI	Always	Usually	Sometimes	Seldom/Never	N
RCEB	54%	31%	12%	4%	608
CA	53%	30%	12%	5%	9,599
NCI	55%	31%	10%	4%	13,374

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

RC v CA, NCI	Always	Usually	Sometimes	Seldom/Never	N
RCEB	91%	5%	2%	2%	421
CA	90%	7%	2%	2%	6,445
NCI	91%	7%	1%	1%	9,688

**Table Q31. Do you know when your child should take the medication, how much to take, and the potential side effects?**

RC v CA, NCI	Always	Usually	Sometimes	Seldom/Never	N
RCEB	88%	10%	1%	0%	419
CA	87%	10%	2%	1%	6,351
NCI	90%	8%	1%	1%	9,563

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

RC v CA, NCI	Always	Usually	Sometimes	Seldom/Never	N
RCEB	50%	33%	14%	3%	236
CA	52%	32%	11%	5%	3,929
NCI	54%	30%	11%	5%	5,500

**Table Q33. If you need respite services, are you able to get/use them?**

RC v CA, NCI	Always	Usually	Sometimes	Seldom/Never	N
RCEB	43%	26%	15%	17%	510
CA	48%	28%	13%	10%	7,810
NCI	39%	27%	16%	18%	10,647

**Table Q34. If you have used respite services in the past year, were you satisfied with the quality of the respite services?**

RC v CA, NCI	Always	Usually	Sometimes	Seldom/Never	N
RCEB	58%	24%	12%	6%	420
CA	62%	23%	10%	5%	6,611
NCI	61%	23%	10%	6%	8,715

**Table Q35. Does your family get the supports and services it needs?**

RC v CA, NCI	Yes	No	N
RCEB	61%	39%	560
CA	70%	30%	8,430
NCI	69%	31%	12,104

**Table Q36. If your family does not get the support and services needed, what additional services does your family need?**

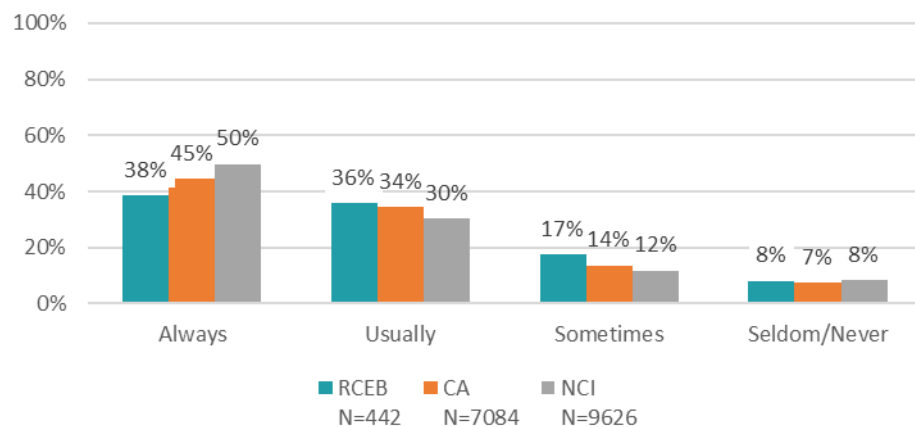
Categories are not mutually exclusive, therefore N is not shown

Additional supports needed...	RCEB	CA	NCI
Respite	56%	40%	51%
Regularly scheduled support for child	43%	36%	37%
Homemaker services	31%	22%	23%
Home and vehicle modifications	14%	15%	16%
Counseling	41%	38%	31%
Family to Family networks	40%	28%	28%
Other	31%	38%	35%

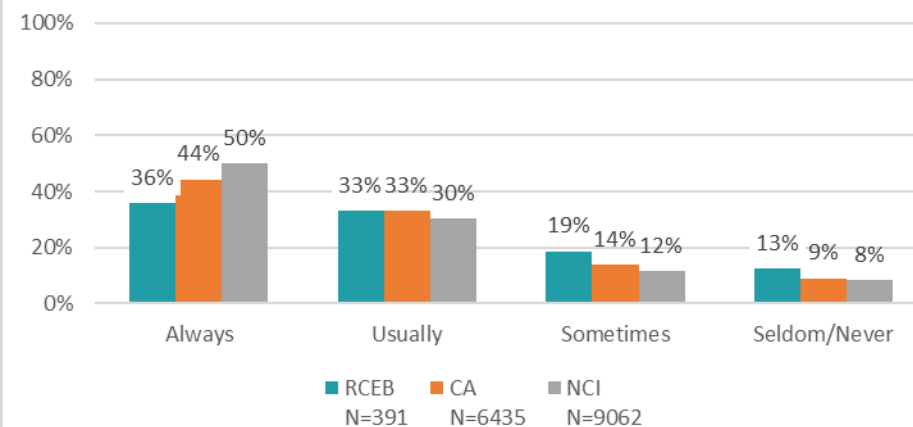
## *Choice, Decision Making and Control Charts*

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

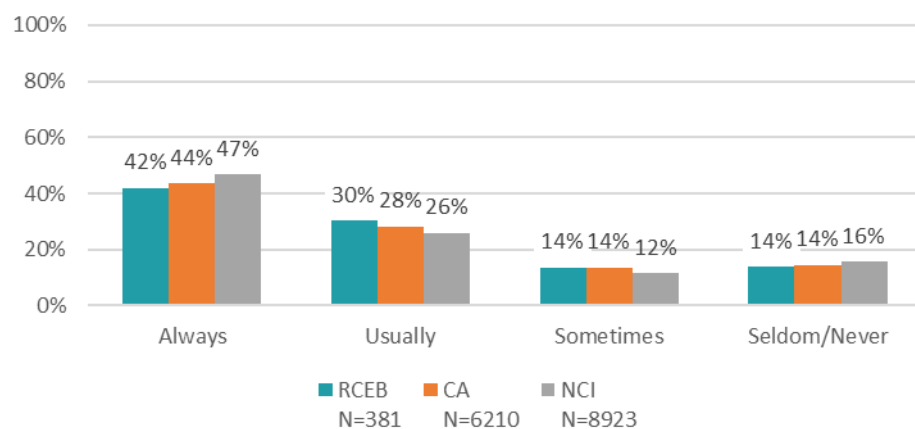
### Can your family choose or change the agency that provides your child's services?



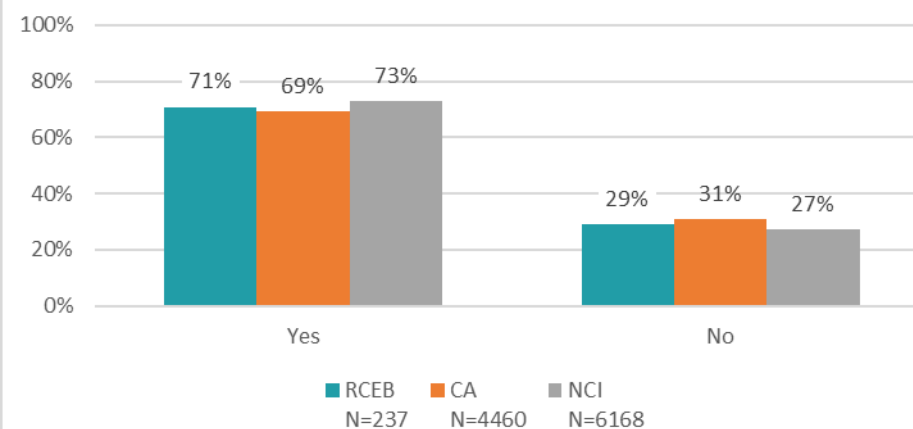
### Can your family choose or change your child's support workers?

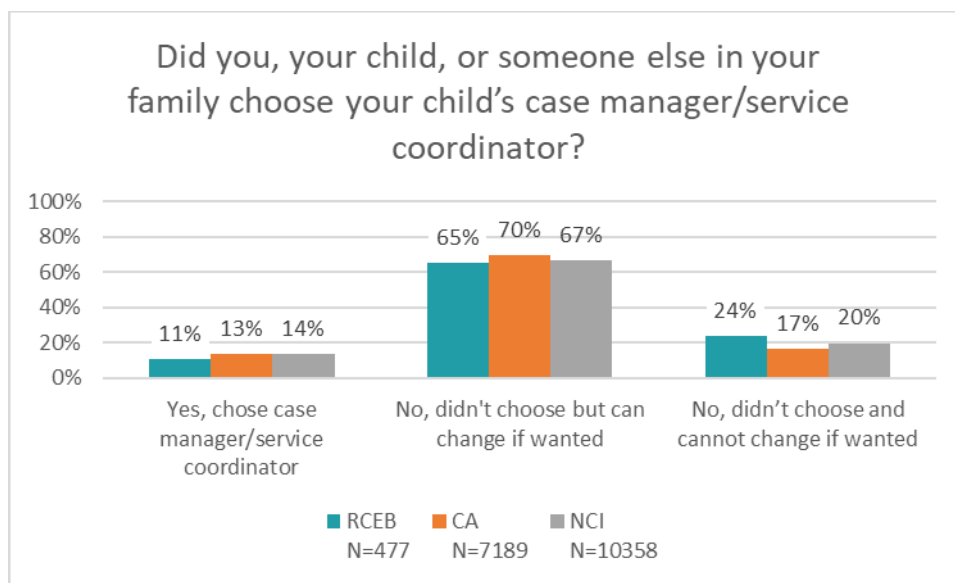


### Does your family directly manage support workers?



### Do service providers for your child work together to provide support?







## *Choice, Decision Making and Control Tables*

*Families and children 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 child's services?**

RC v CA, NCI	Always	Usually	Sometimes	Seldom/Never	N
RCEB	38%	36%	17%	8%	442
CA	45%	34%	14%	7%	7,084
NCI	50%	30%	12%	8%	9,626

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

RC v CA, NCI	Always	Usually	Sometimes	Seldom/Never	N
RCEB	36%	33%	19%	13%	391
CA	44%	33%	14%	9%	6,435
NCI	50%	30%	12%	8%	9,062

**Table Q39. Does your family manage support staff?**

RC v CA, NCI	Always	Usually	Sometimes	Seldom/Never	N
RCEB	42%	30%	14%	14%	381
CA	44%	28%	14%	14%	6,210
NCI	47%	26%	12%	16%	8,923

**Table Q40. Do service providers for your child work together to provide support?**

RC v CA, NCI	Yes	No	N
RCEB	71%	29%	237
CA	69%	31%	4,460
NCI	73%	27%	6,168

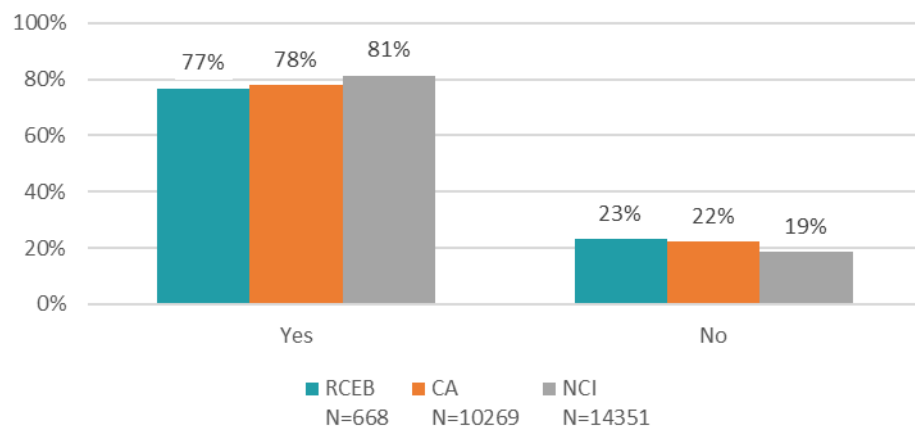
**Table Q41. Did you, your child, or someone else in your family choose your child's case manager/service coordinator?**

RC v CA, NCI	Yes, chose case manager/service coordinator	No, didn't choose but can change if wanted	No, didn't choose and cannot change if wanted	N
RCEB	11%	65%	24%	477
CA	13%	70%	17%	7,189
NCI	14%	67%	20%	10,358

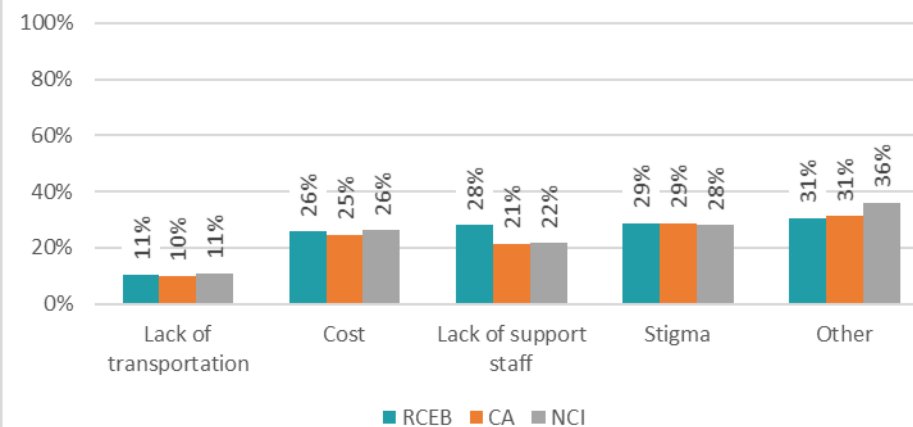
## *Involvement in the Community Charts*

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

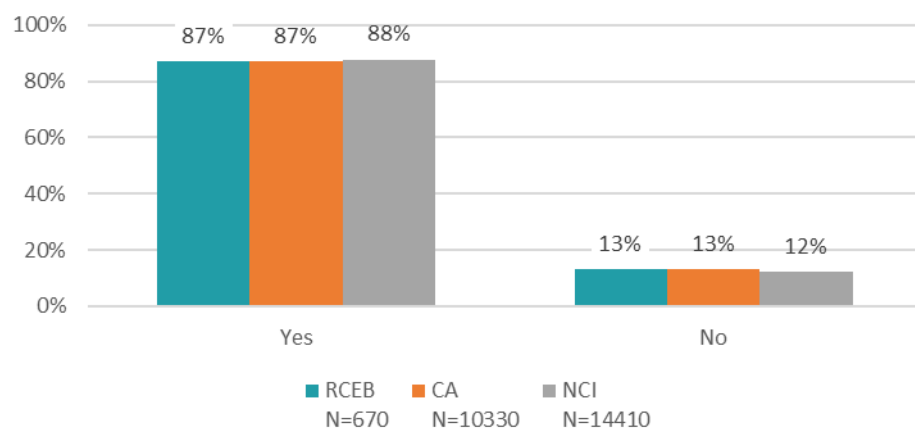
### Does your child participate in activities in the community?



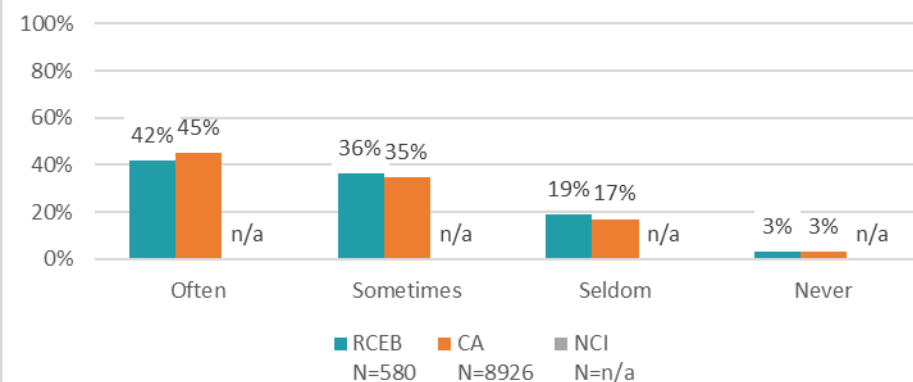
### For your child, what makes it hard to take part in activities in the community?



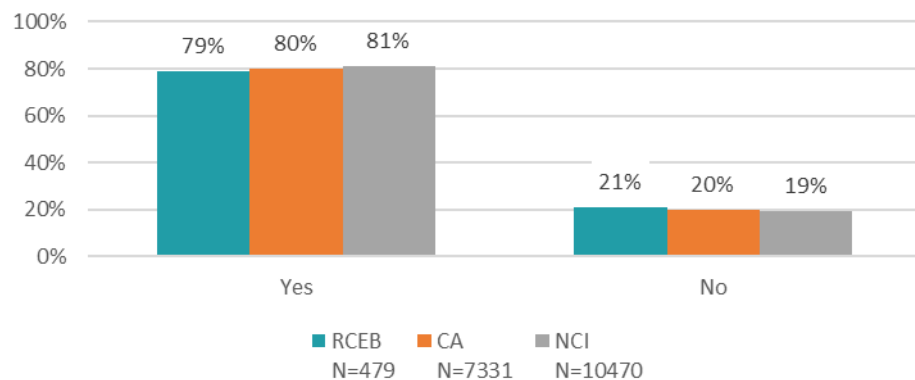
### Does your child spend time with children who do not have developmental disabilities?



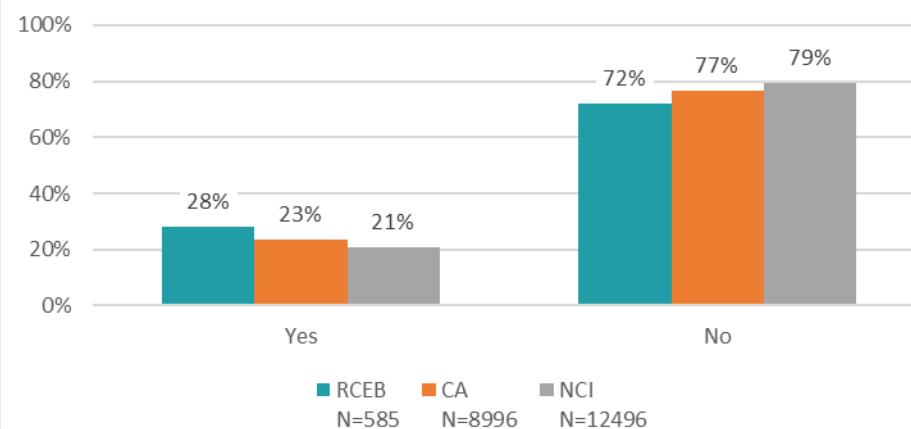
### How often does your child spend time with children who are not siblings and do not have a developmental disability?



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



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



## *Involvement in the Community Tables*

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

**Table Q42. Does your child take part in activities in the community?**

RC v CA, NCI	Yes	No	N
RCEB	77%	23%	668
CA	78%	22%	10,269
NCI	81%	19%	14,351

**Table Q43. For your child, what makes it hard to take part in activities in the community?**

Question is rephrased from previous years; categories are not mutually exclusive, therefore N is not shown

What makes it hard to take part in activities in the community	RCEB	CA	NCI
Lack of transportation	11%	10%	11%
Cost	26%	25%	26%
Lack of support staff	28%	21%	22%
Stigma	29%	29%	28%
Other	31%	31%	36%

**Table Q44. Does your child spend time with children who do not have developmental disabilities?**

RC v CA, NCI	Yes	No	N
RCEB	87%	13%	670
CA	87%	13%	10,330
NCI	88%	12%	14,410

**Table Q45. How often does your child spend time with children who are not siblings and do not have a developmental disability?**

CA specific question

RC v CA, NCI	Often	Sometimes	Seldom	Never	N
RCEB	42%	36%	19%	3%	580
CA	45%	35%	17%	3%	8,926
NCI	n/a	n/a	n/a	n/a	n/a



**Table Q46. In your community, are there resources that your family can use that are not provided by the IDD agency (for example, recreational programs, community housing, library programs, religious groups, etc.)?**

RC v CA, NCI	Yes	No	N
RCEB	79%	21%	479
CA	80%	20%	7,331
NCI	81%	19%	10,470

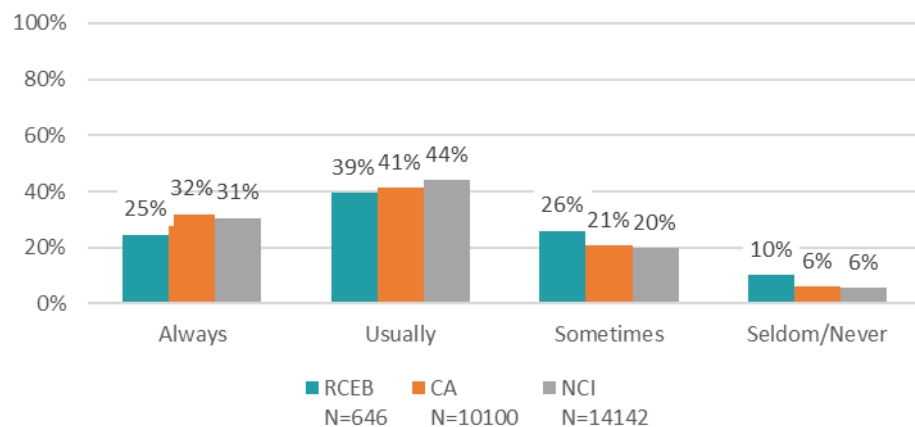
**Table Q47. Does your family take part in any family-to-family networks in your community (for example, Parent to Parent, sibling networks, etc.)?**

RC v CA, NCI	Yes	No	N
RCEB	28%	72%	585
CA	23%	77%	8,996
NCI	21%	79%	12,496

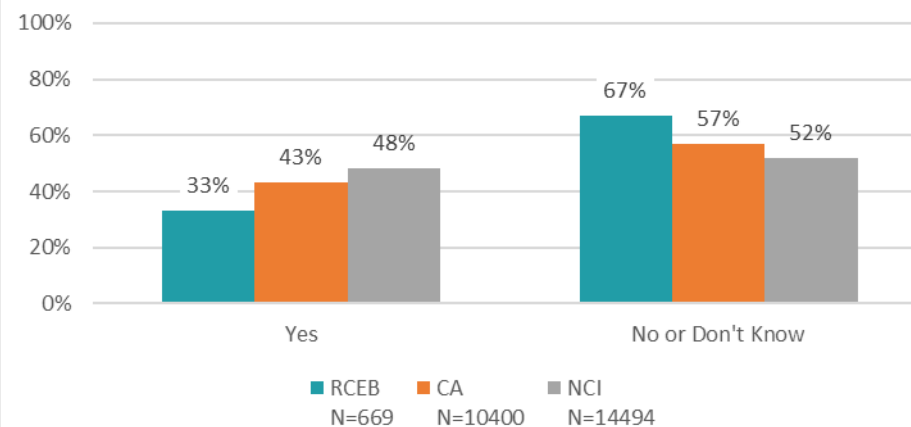
## *Satisfaction with Services and Supports Charts*

*Families and children with disabilities receive adequate and satisfactory supports.*

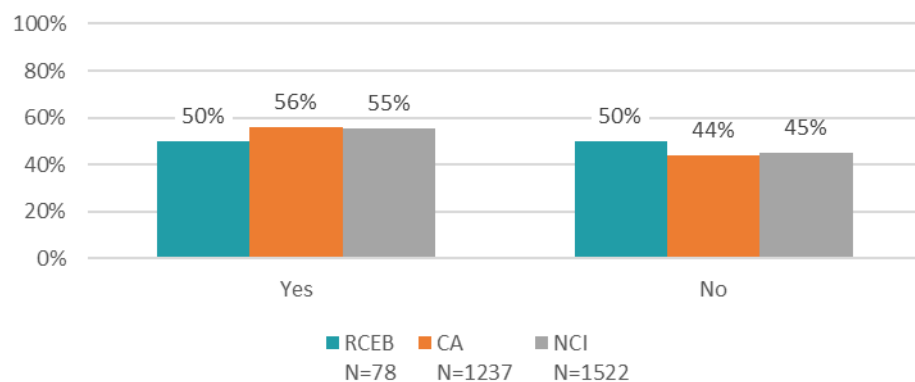
Overall, are you satisfied with the services and supports your family currently receives?



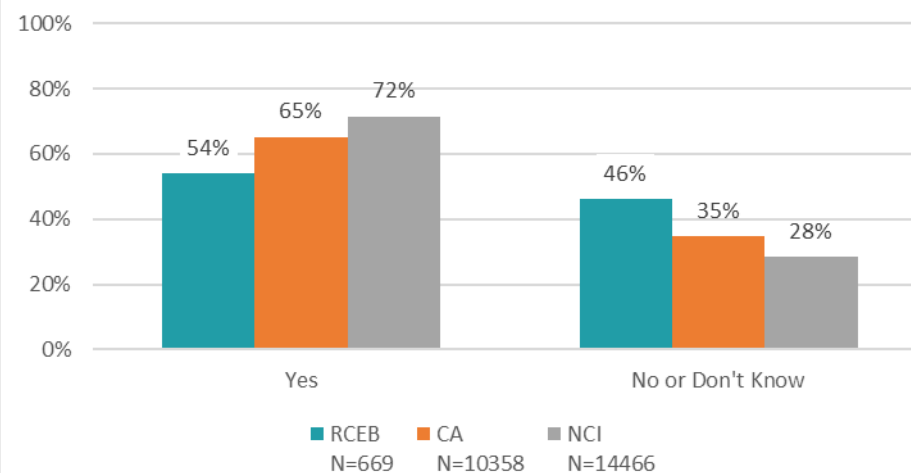
Do you know how to file a complaint or grievance about provider agencies or staff?



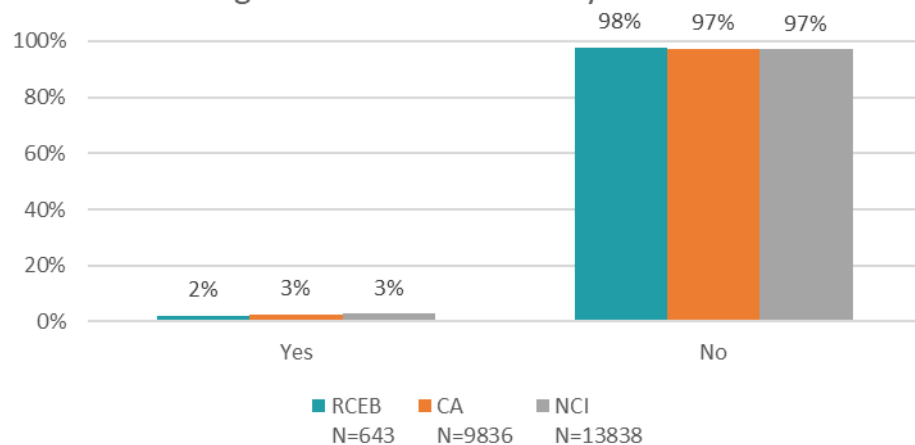
If a complaint or grievance was filed or resolved in the past year, are you satisfied with the way it was handled and resolved?



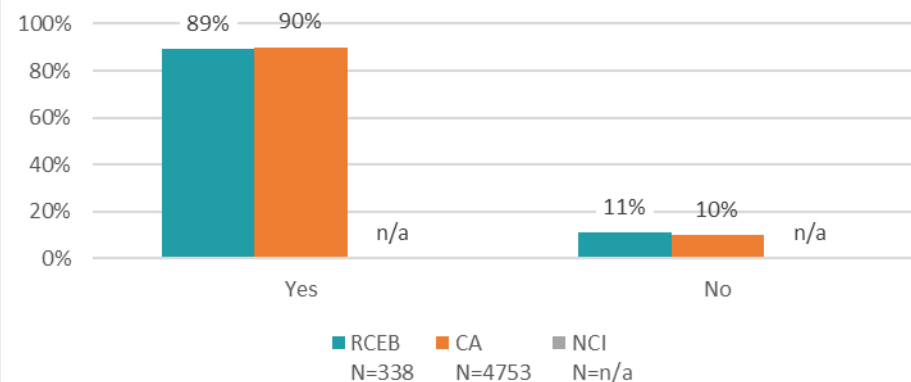
Do you know how to report abuse or neglect?



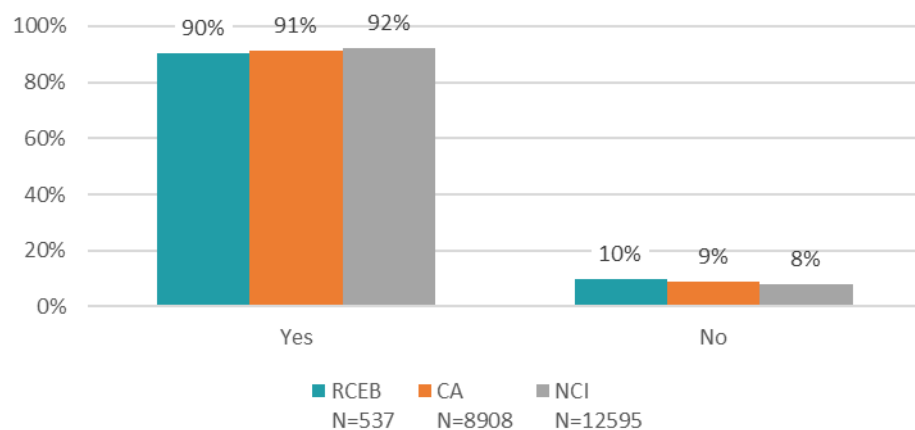
Within the past year, was a report of abuse or neglect filed on behalf of your child?



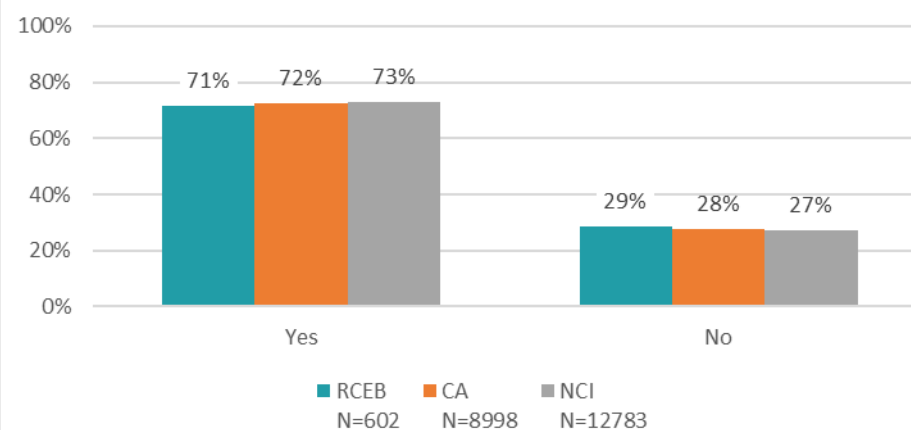
Do you feel that regional center services have made a positive difference in the life of your family?



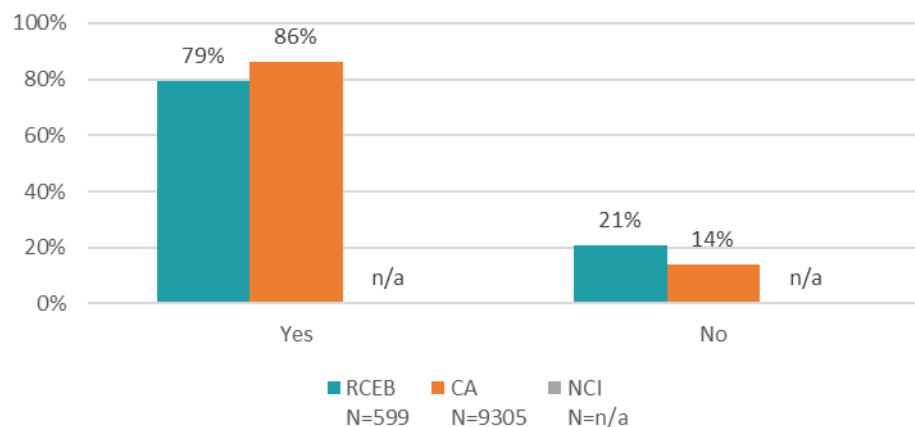
Do you feel that family supports have made a positive difference in the life of your family?



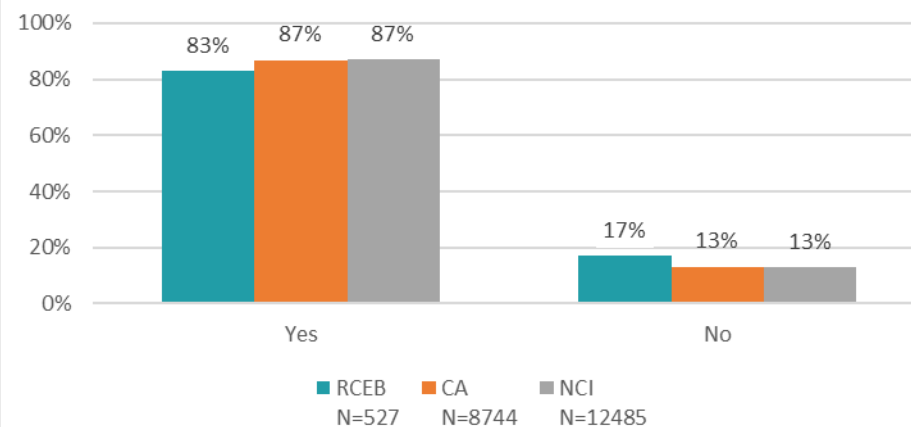
Have services and supports reduced your family's out-of-pocket expenses for your child's care?



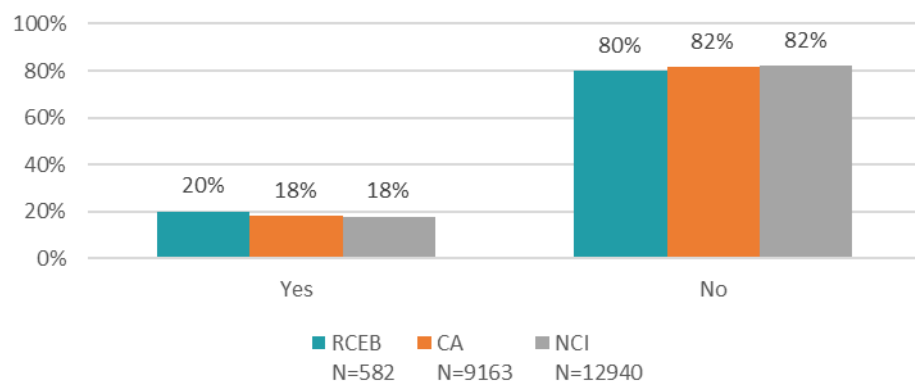
Do you feel that regional center services have improved your ability to care for your child?



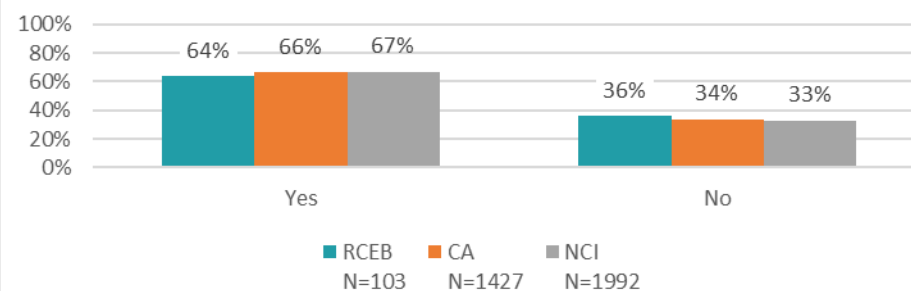
Do you feel that family supports have improved your ability to care for your child?



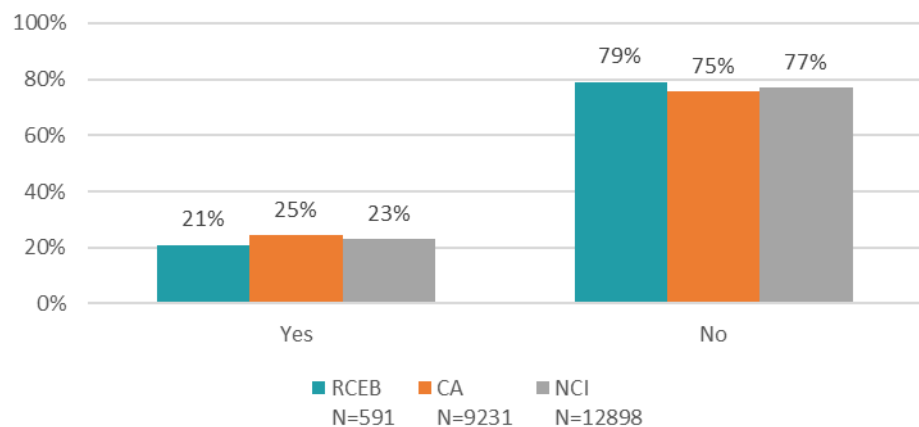
Have the services or supports that your child/family received during the past year been reduced, suspended, or terminated?



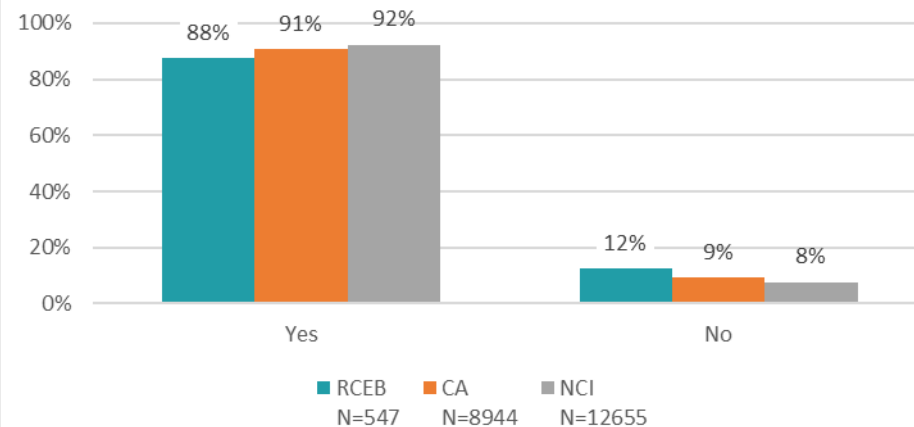
If services or supports have been reduced, suspended or terminated in the past year, did the reduction, suspension, or termination of these services or supports affect your family or your child negatively?



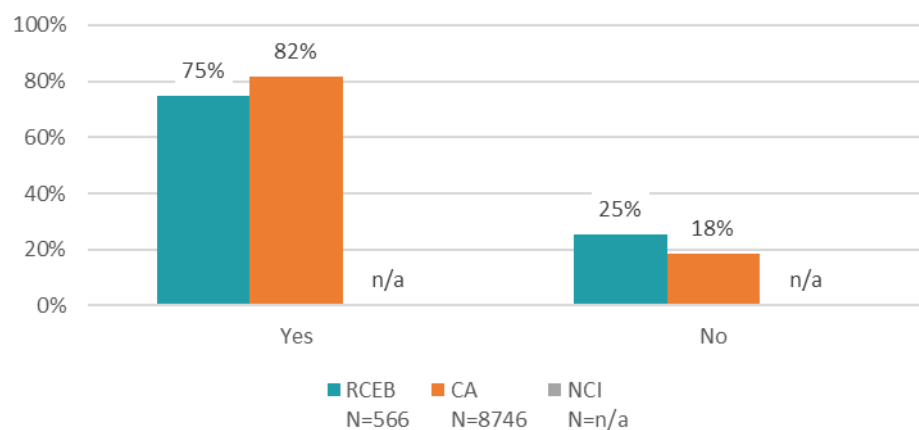
Have the services or supports that your child received been increased in the past year?



Are services and supports helping your child to live a good life?



Have regional center services made a difference in helping keep your child at home?



## *Satisfaction with Services and Supports Tables*

*Families and children with disabilities receive adequate and satisfactory supports.*

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

RC v CA, NCI	Always	Usually	Sometimes	Seldom/Never	N
RCEB	25%	39%	26%	10%	646
CA	32%	41%	21%	6%	10,100
NCI	31%	44%	20%	6%	14,142

**Table Q49. Do you know how to file a complaint or grievance about provider agencies or staff?<sup>5</sup>**

RC v CA, NCI	Yes	No or Don't Know	N
RCEB	33%	67%	669
CA	43%	57%	10,400
NCI	48%	52%	14,494

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

RC v CA, NCI	Yes	No	N
RCEB	50%	50%	78
CA	56%	44%	1,237
NCI	55%	45%	1,522

**Table Q51. Do you know how to report abuse or neglect?<sup>6</sup>**

RC v CA, NCI	Yes	No or Don't Know	N
RCEB	54%	46%	669
CA	65%	35%	10,358
NCI	72%	28%	14,466

---

<sup>5</sup> Don't Know' responses were included in 'No' responses for this question.

<sup>6</sup> Don't Know' responses were included in 'No' responses for this question.



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

RC v CA, NCI	Yes	No	N
RCEB	2%	98%	643
CA	3%	97%	9,836
NCI	3%	97%	13,838

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

CA specific question

RC v CA, NCI	Yes	No	N
RCEB	89%	11%	338
CA	90%	10%	4,753
NCI	n/a	n/a	n/a

**Table Q54. Do you feel that services and supports have made a positive difference in the life of your family?**

RC v CA, NCI	Yes	No	N
RCEB	90%	10%	537
CA	91%	9%	8,908
NCI	92%	8%	12,595

**Table Q55. Have services and supports reduced your family's out-of-pocket expenses for your child's care?**

RC v CA, NCI	Yes	No	N
RCEB	71%	29%	602
CA	72%	28%	8,998
NCI	73%	27%	12,783

**Table Q56. Do you feel that regional center services have improved your ability to care for your child?**

CA specific question

RC v CA, NCI	Yes	No	N
RCEB	79%	21%	599
CA	86%	14%	9,305
NCI	n/a	n/a	n/a

**Table Q57. Do you feel that family supports have improved your ability to care for your child?**

RC v CA, NCI	Yes	No	N
RCEB	83%	17%	527
CA	87%	13%	8,744
NCI	87%	13%	12,485

**Table Q58. Have the services or supports that your family or child received during the past year been reduced, suspended, or terminated?**

RC v CA, NCI	Yes	No	N
RCEB	20%	80%	582
CA	18%	82%	9,163
NCI	18%	82%	12,940

**Table Q59. If services or supports received by the family were reduced, suspended or terminated during the past year, did the change in services affect your child negatively?**

RC v CA, NCI	Yes	No	N
RCEB	64%	36%	103
CA	66%	34%	1,427
NCI	67%	33%	1,992

**Table Q60. Have the services or supports that your child received been increased in the past year?**

RC v CA, NCI	Yes	No	N
RCEB	21%	79%	591
CA	25%	75%	9,231
NCI	23%	77%	12,898

**Table Q61. Are services and supports helping your child to live a good life?**

RC v CA, NCI	Yes	No	N
RCEB	88%	12%	547
CA	91%	9%	8,944
NCI	92%	8%	12,655

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

RC v CA, NCI	Yes	No	N
RCEB	75%	25%	566
CA	82%	18%	8,746
NCI	n/a	n/a	n/a