



## What We Learned from the National Core Indicators (NCI) Child Family Survey

NCI Results from Families Across Regional Center  
of the East Bay (RCEB)

2018-19

User-Friendly Version



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## A Collaborative Effort of:



## Cover art by Donald Roberts (1962 - 2009)



Donald was a former member of the statewide Consumer Advisory Committee in California, Valley Mountain Regional Center Board of Directors, Olmstead Advisory Committee, California Memorial Project, and Self-Advocacy Council 6. Donald was dedicated to the empowerment of people with disabilities and expressed his experiences and dreams through his artwork

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## Who helped with this report?

We'd like to thank the 2010 members of the California Developmental Disabilities Consumer Advisory Committee. Their ideas helped make this report easy to understand! We'd also like to thank everyone who let us take and use their pictures. They helped make this report interesting.

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## What Is National Core Indicators (NCI)?

Each year, NCI asks people with intellectual and developmental disabilities (IDD) and their families about the services they get and how they feel about them. NCI uses surveys so that the same questions can be asked to a large group. The NCI Child Family Surveys are mailed to families in many states.

### Who answers the questions on a Child Family Survey?

The questions on the Child Family Survey are answered by someone who lives with a child who gets services from the state (like a parent or other family member). In California, all families who have a child with IDD in the home who gets regional center supports, are asked to do this survey.

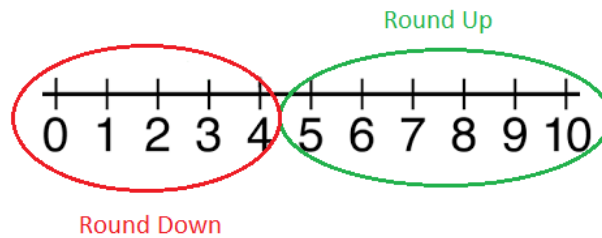
### What is this report?

We use words and figures to show the number of **yes** and **no** answers we got. Some of our survey questions have more than a **yes** or **no** answer. In fact, some ask people to pick: “always,” “usually,” “sometimes,” or “seldom/never.” For this report, we count all “always” or “usually” answers as **yes**. All others we count as **no**. (If you want to see the full range of answers separately, you can find those here:

<https://www.dds.ca.gov/rc/nci/>)

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For this report we round percentages to the nearest ten percent. To round, we look at the last digit in a number. If the digit is 5 or more, we “round up” to the next highest number with a zero. If the digit is 4 or less, we “round down” to the next lowest number with a zero.



For example:

If 87% of people say they feel safe at home, we “round up” 90%.

If 12% of people say they have a paid job, we “round down” to 10%.

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## Before you start reading...

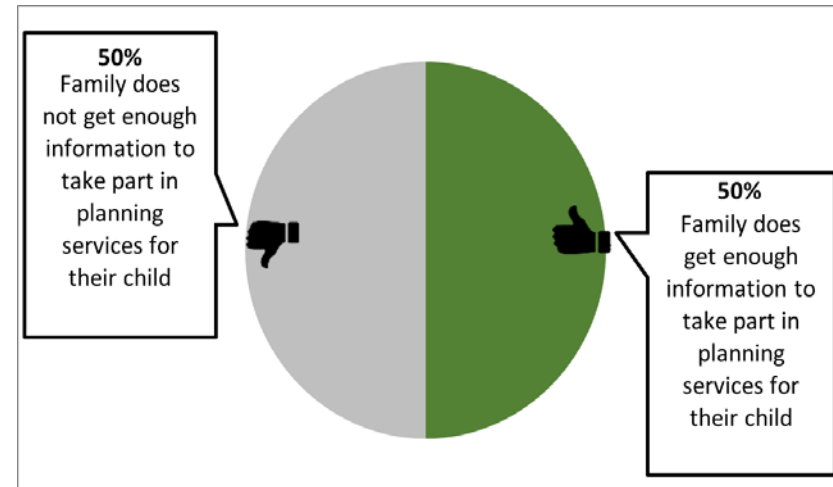
Remember, these questions were answered by someone who lives with the child receiving services and knows them well—usually a parent.

In this report, “child” means the child in the household who’s receiving services from the state. “You” is the person who answered the question. The person who answers questions **is not** the person with a disability.

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**NCI asked families about the information they get to help plan services.**

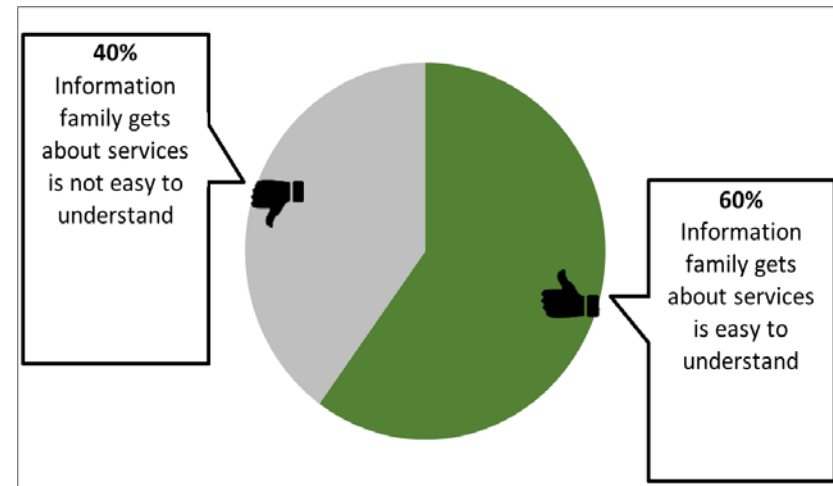
## Do you get enough information to take part in planning services for your child?



NCI tells us **5** out of every **10** people said **they always or usually get enough information to take part in planning services for their child.**

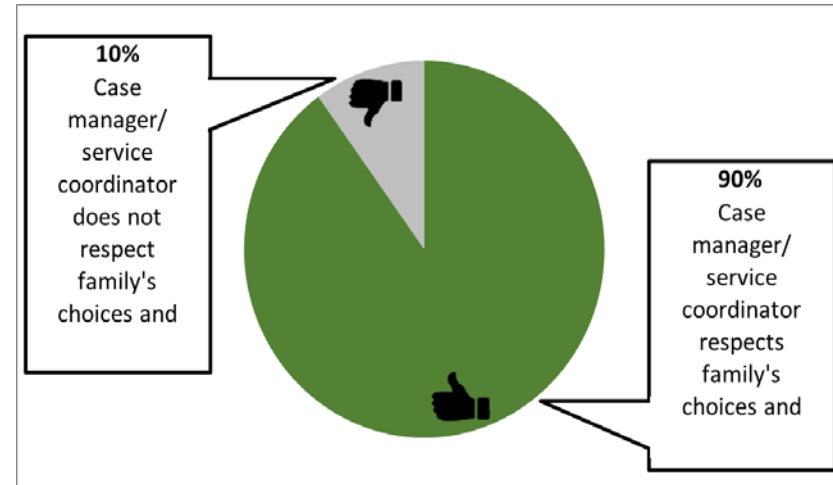


## Is the information you get about services easy to understand?



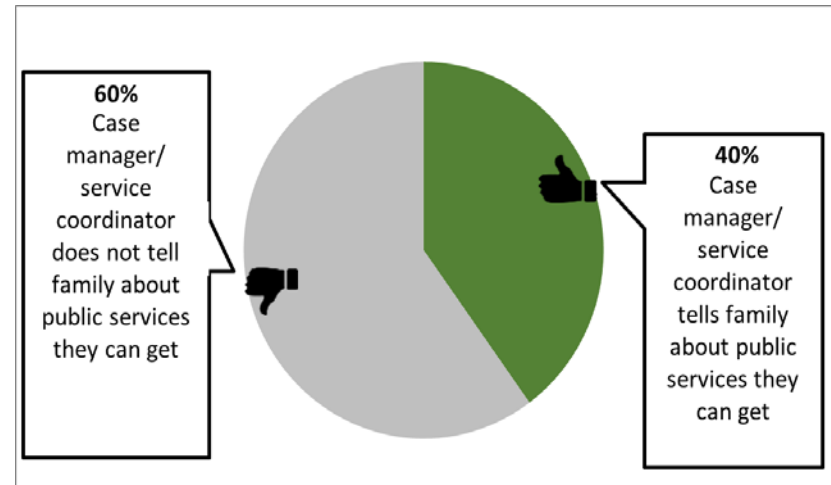
NCI tells us **6** out of every **10** people said **the information they get about services is always or usually easy to understand.**

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



NCI tells us **9** out of every **10** people said **the case manager/service coordinator always or usually respects the family's choices and opinions.**

**Does your case manager/service coordinator tell you about other public services your family can get? Like food stamps or SSI.**

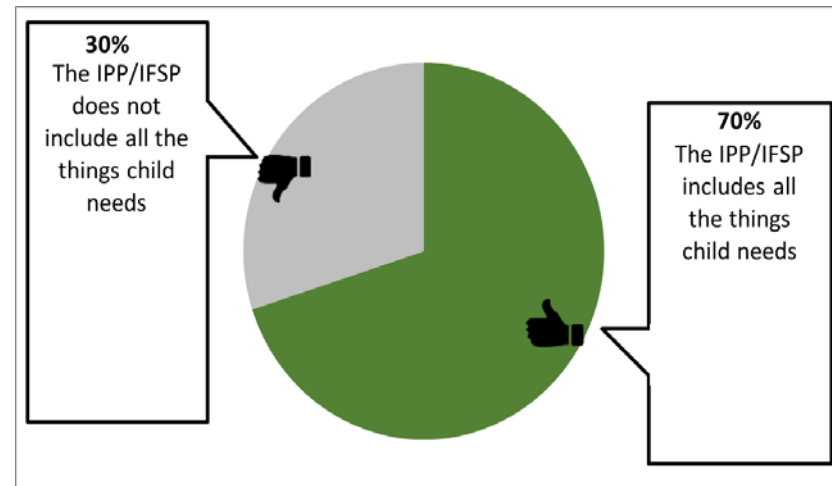


NCI tells us **4** out of every **10** people said **the case manager/service coordinator always or usually tells them about public services the family can get.**

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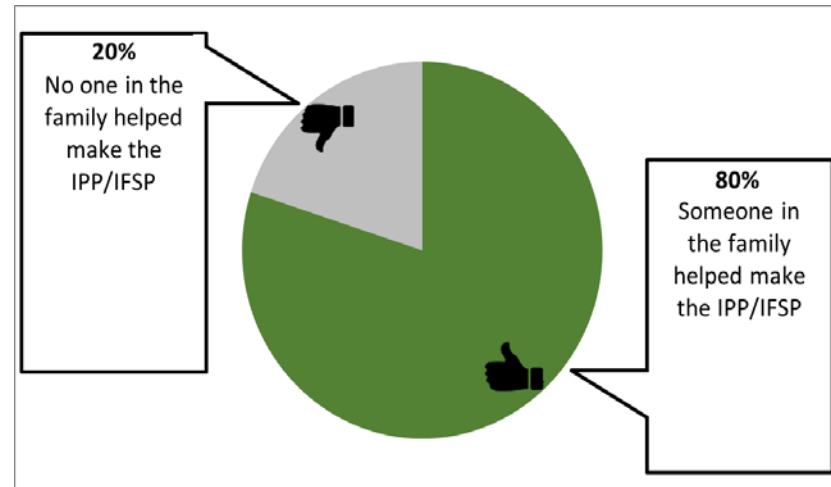
**Children receiving services have an Individual Program Plan (IPP) or an Individual Family Service Plan (IFSP). The IPP/IFSP should include things the child wants and needs. NCI asked families about their child's IPP/IFSP.**

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



NCI tells us **7** out of every **10** people said the IPP/IFSP includes all the things their child needs.

## Did someone in your family help make the IPP/IFSP?

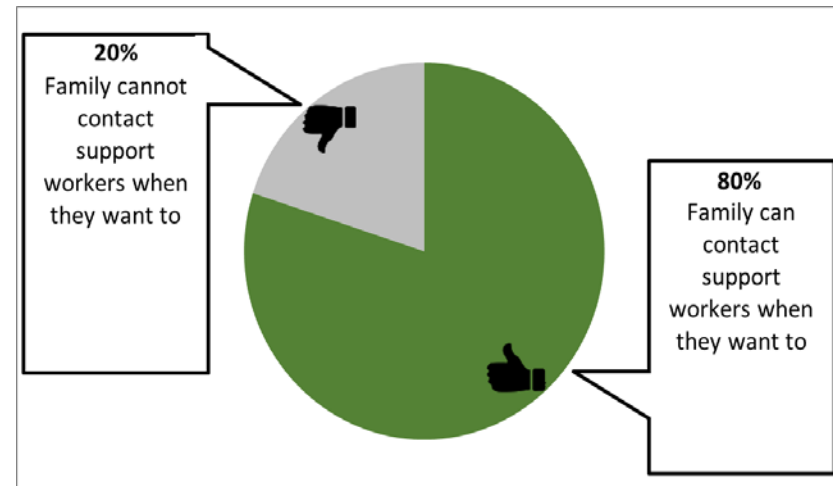


NCI tells us **8** out of every **10** people said **someone in the family** helped make the **IPP/IFSP**.

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**Sometimes people want to talk with their support workers and case manager/service coordinators. NCI asked if families could contact support workers and case manager/service coordinators when they wanted to.**

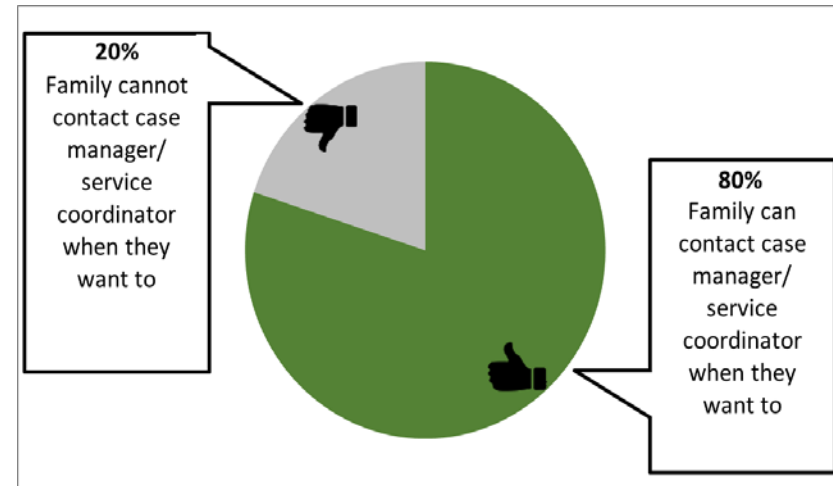
## Can you contact support workers when you want to?



NCI tells us **8** out of every **10** people said **they can always or usually contact support workers when they want to.**



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

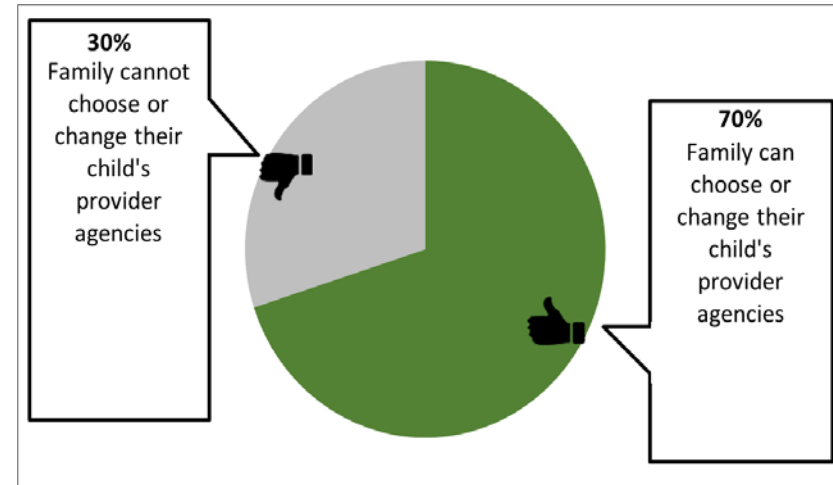


NCI tells us **8** out of every **10** people said **they can always or usually contact the child's case manager/ service coordinator when they want to.**

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**NCI asked if families can choose the support workers and case manager/service coordinator who work with their child.**

# Can your family choose or change your child's provider agencies?

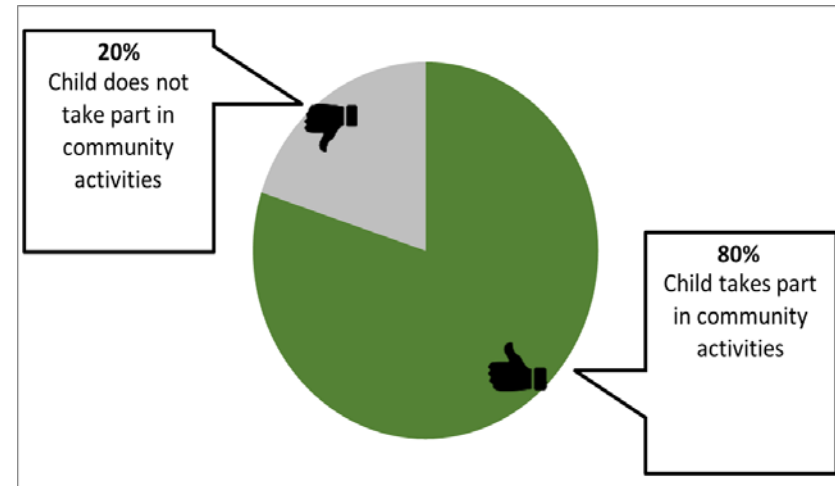


NCI tells us **7** out of every **10** people said **they can always or usually choose or can change their child's provider agencies.**

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**NCI asked whether children take part in community activities (like going out to eat or doing something for fun).**

## Does your child take part in community activities?

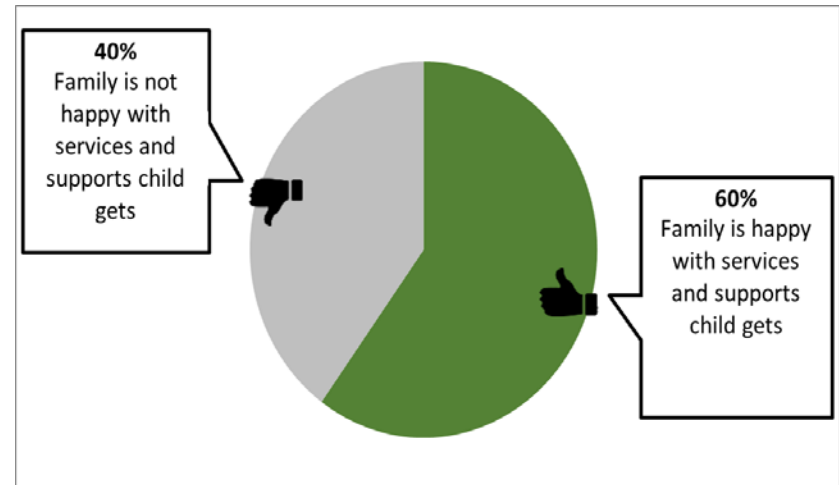


NCI tells us **8** out of every **10** people said **their child takes part in community activities.**

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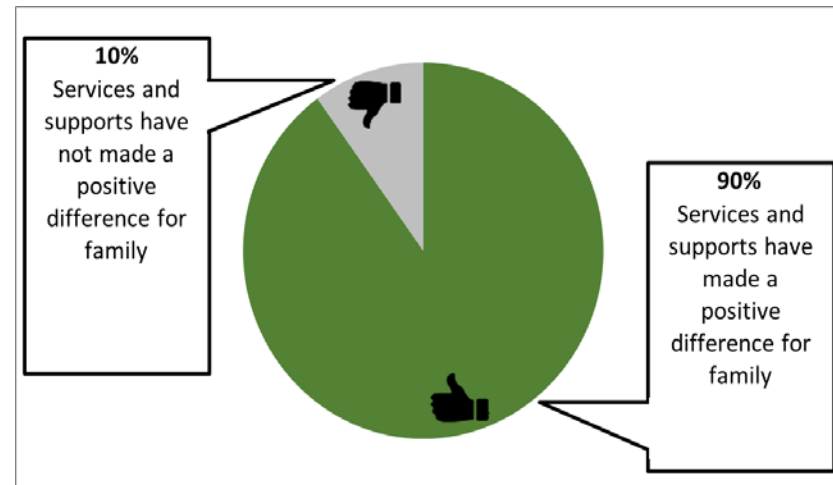
**NCI asked how families felt about the services and supports they get.**

# Are you happy with the services and supports your child gets?



NCI tells us **6** out of every **10** people said **they are always or usually happy with their child's services and supports.**

## Have services and supports made a positive difference for your family?



NCI tells us **9** out of every **10** people said **services and supports have made a positive difference for their family.**



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User-Friendly Version, 2018-19**



<https://www.nationalcoreindicators.org/>

**A Collaborative Effort of**

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