



Child Family Survey (CFS) Regional Center Report

Inland Regional Center (IRC) 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.¹ This report compares Inland Regional Center (IRC) 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.

¹ 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 child² who *lives with* the respondent and receives at least one service other than case management from the regional center³. 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".

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

³ 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 |
|--------------|-----|-----|--------|
| IRC | 73% | 27% | 689 |
| CA | 75% | 25% | 10,288 |
| NCI | 74% | 26% | 14,300 |

Table 2. Child's Age

| RC v CA, NCI | Mean | N |
|--------------|-------|--------|
| IRC | 11.23 | 685 |
| 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 |
|--------------|------|--------|-------|--------|
| IRC | 68% | 32% | 0% | 693 |
| 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 |
|--------------|-------------------------|--------------------------------------|--------------------------|----------------|------------------------------------|---------------------------------|
| IRC | 43% | 12% | 62% | 17% | 9% | 7% |
| 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 |
|--------------|--------------|--|---------------------|---------------|-----------------------|--|--------------------|
| IRC | 8% | 22% | 0% | 13% | 0% | 0% | 20% |
| 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 |
|--------------|------------------------|----------|--------|---------------------|------------------|
| IRC | 12% | 1% | 3% | 6% | 10% |
| 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 |
|--------------|-----------|-----------------|-------------|-------------|-------|
| IRC | 15% | 0% | 12% | 25% | 41% |
| 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 |
|--------------|----------------------------------|-------|---------------------------|------------------|-------|-----------------|-------|
| IRC | 1% | 10% | 9% | 1% | 33% | 61% | 2% |
| 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 |
|--------------|--------|------------------------|----------------------------------|--------------------------|-------|--------|
| IRC | 67% | 19% | 4% | 4% | 7% | 651 |
| 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 |
|--------------|---------|---------|----------|---------|------------|--------|--------|----------|
| IRC | 90% | 28% | 0% | 0% | 0% | 0% | 0% | 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 |
|--------------|-------|-------|-------|------|---------|-----|-------|--------|
| IRC | 0% | 0% | 0% | 0% | 0% | 2% | 1% | 702 |
| 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 |
|--------------|------|------|-----------|--------|
| IRC | 23% | 40% | 37% | 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 |
|--------------|------|------|-----------|--------|
| IRC | 4% | 36% | 59% | 697 |
| 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 |
|--------------|---------|---------|----------|---------|------------|--------|--------|----------|
| IRC | 66% | 31% | 1% | 1% | 1% | 0% | 0% | 0% |
| 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 |
|--------------|-------|-------|-------|------|---------|-----|-------|--------|
| IRC | 0% | 0% | 0% | 0% | 0% | 0% | 0% | 663 |
| 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 |
|--------------|----------|-------|-------|-------------|--------|
| IRC | 12% | 74% | 14% | 0% | 699 |
| 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 |
|--------------|-----------|-----------|-------------|------|--------|
| IRC | 19% | 49% | 28% | 3% | 695 |
| 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 |
|--------------|--------|---------|-------------|-------|--------|
| IRC | 95% | 0% | 4% | 1% | 702 |
| 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 |
|--------------|-----|----------------------|---------------------------------|--------|
| IRC | 43% | 45% | 14% | 692 |
| 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 |
|--------------|-----|-----|-------|--------------|--------|
| IRC | 14% | 55% | 21% | 10% | 693 |
| 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 |
|--------------|-----|-----|-------|--------------|--------|
| IRC | 31% | 38% | 20% | 10% | 681 |
| 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 |
|--------------|----------------------------|-------------------------|--|--------------|--------------------------|--------|
| IRC | 19% | 22% | 9% | 23% | 28% | 688 |
| 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 |
|--------------|------------------|----------------|-------------------|-------------------|-------------------|---------------|-------------------|--------|
| IRC | 7% | 9% | 15% | 23% | 14% | 19% | 14% | 683 |
| 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 |
|--------------|---------|-----------|---------------|------------------|---------------|--------|
| IRC | 40% | 9% | 28% | 21% | 2% | 665 |
| 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 |
|--------------|------------------|------------------|----------------|----------------------|------------------------|--------------------------------------|
| IRC | 7% | 9% | 14% | 19% | 9% | 47% |
| 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 |
|--------------|--------------------------------|----------------------|--------------------------------|-----------------|------------------------|-------|
| IRC | 27% | 25% | 47% | 6% | 23% | 17% |
| 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 |
|--------------|---|-----------------------------------|--------|
| IRC | 92% | 8% | 620 |
| 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.⁴

⁴ 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 |
|--------------|-------------------|-----------------|--------------------------|--------------------|----------------|-------------------------|---|
| IRC | 8% | 47% | 31% | 0% | 4% | 28% | 13% |
| 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 |
|--------------|-----|-----|-------|
| IRC | 70% | 30% | 647 |
| 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

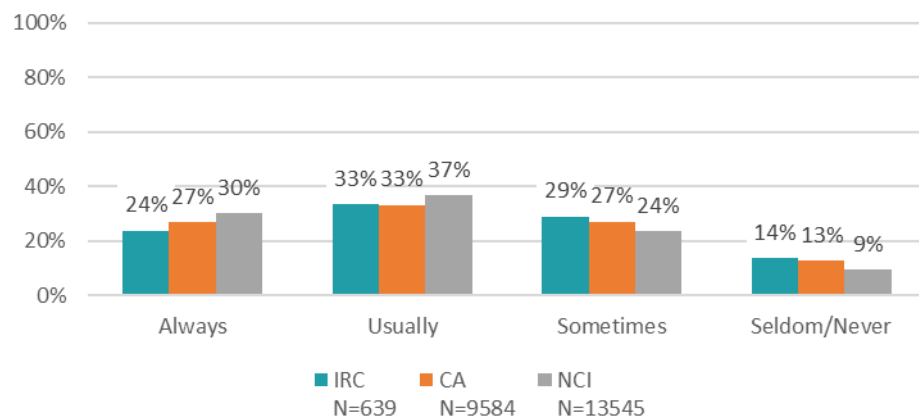
| RC v CA, NCI | Social Security payments (SSI/SSB) | Services or supports from other agencies or organizations |
|--------------|------------------------------------|---|
| IRC | 45% | 59% |
| CA | 37% | 63% |
| NCI | 36% | 69% |

Child Family Survey Results

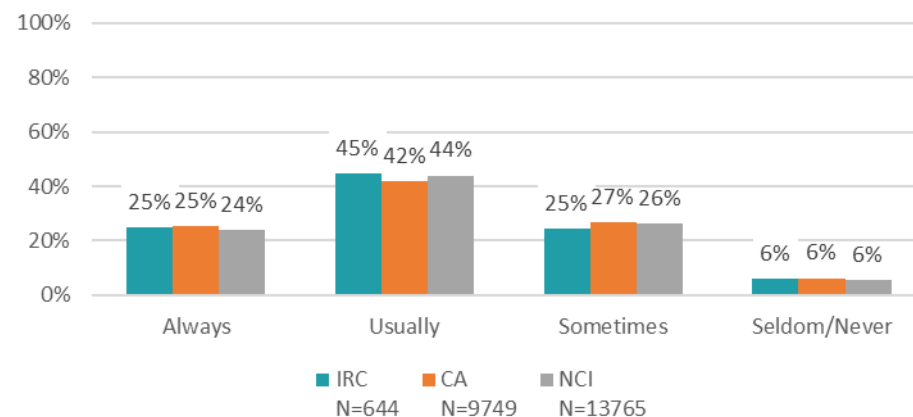
Information and Planning Charts

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

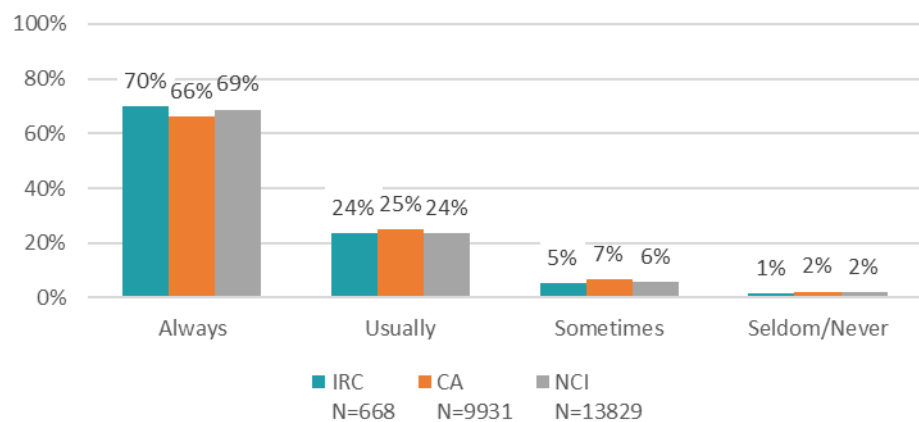
Do you get enough information to take part in planning services for your child?



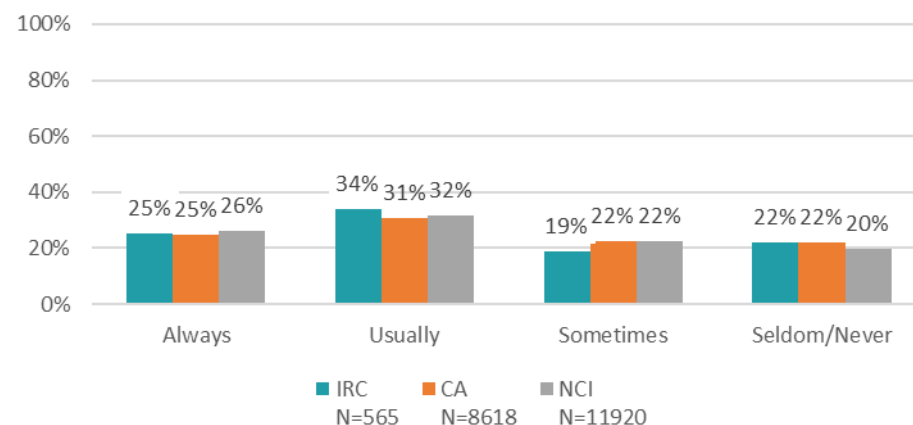
Is the information you get about services and supports easy to understand?



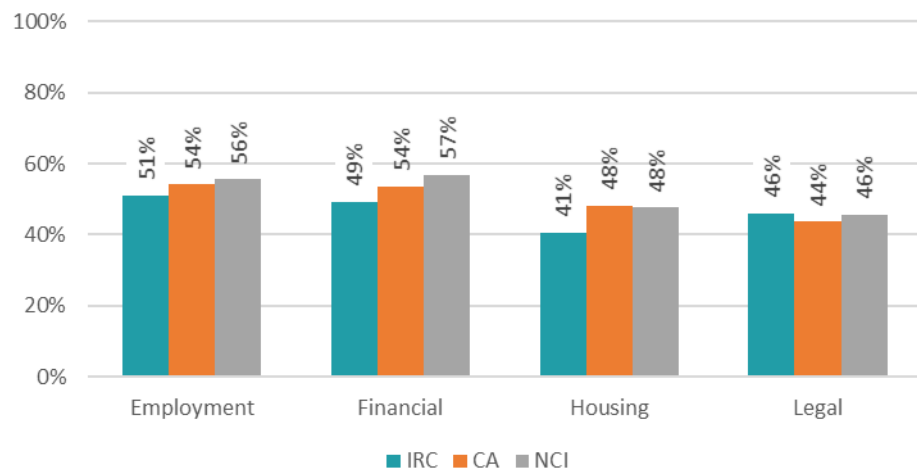
Does the case manager/service coordinator respect your family's choices and opinions?



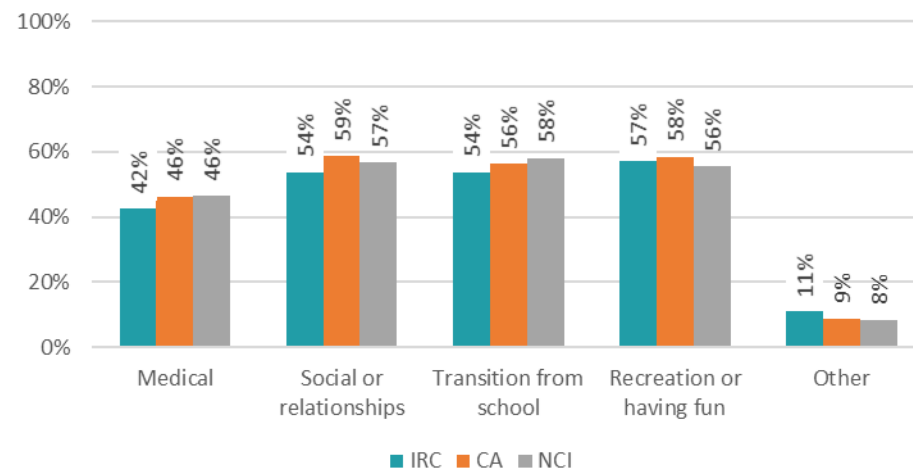
Do you have enough information about other public services for which your family is eligible?



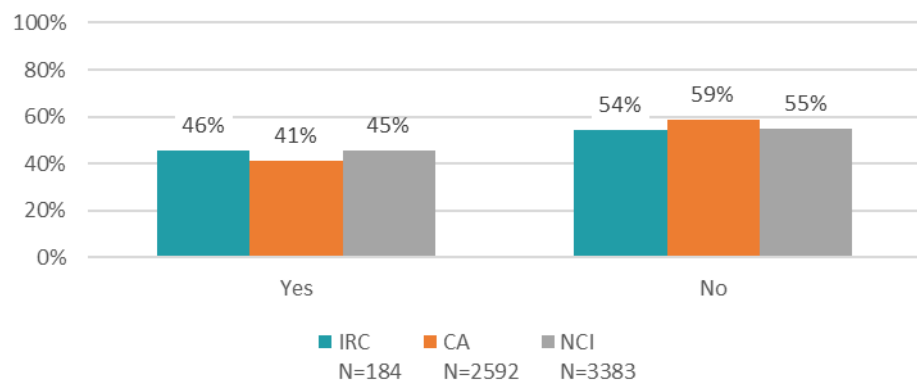
Needs help planning for...



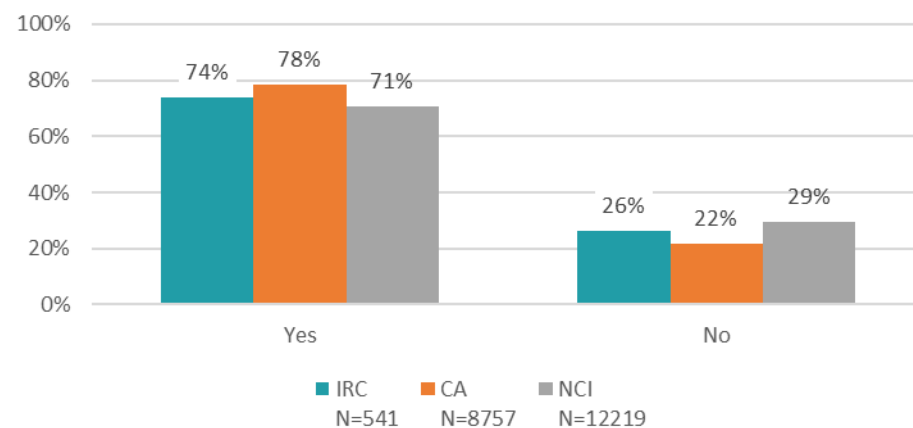
Needs help planning for...



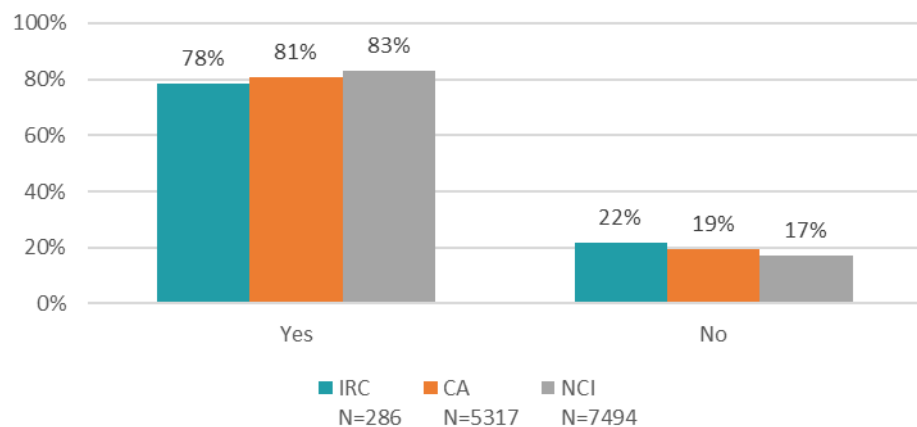
If you asked for crisis or emergency services during the past year, were services provided when needed?



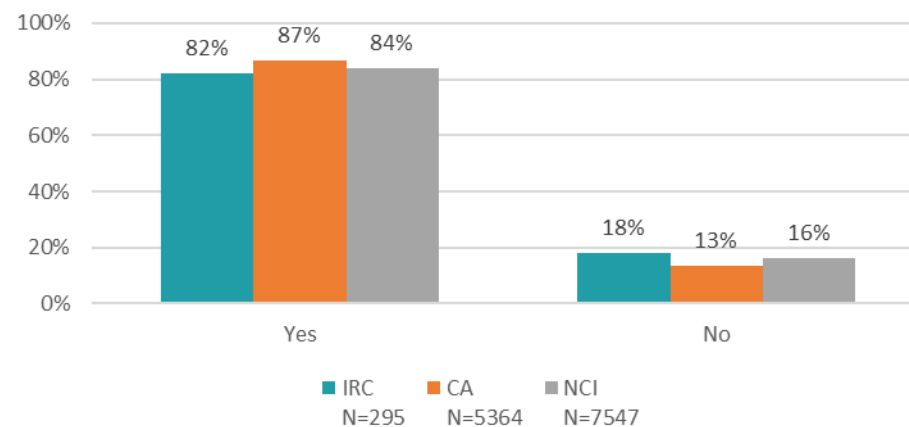
Does your child have an Individual Program Plan or Individual Family Service Plan (IP/IFSP)?



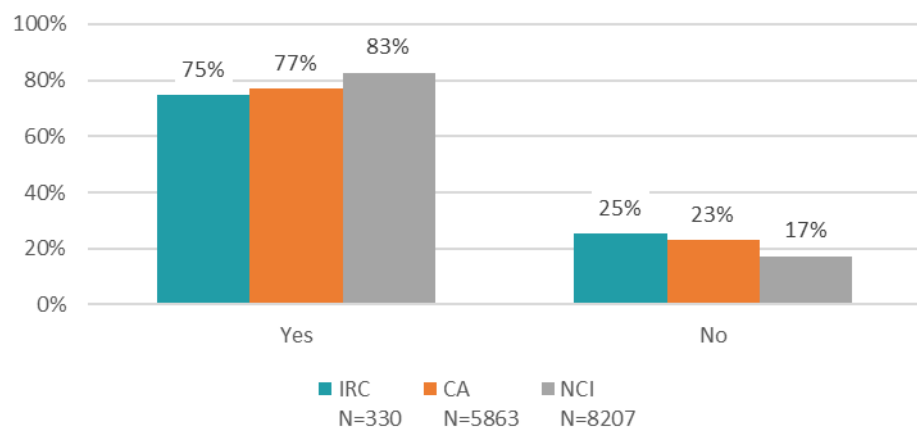
Does the IPP/IFSP include all the services/supports your child needs?



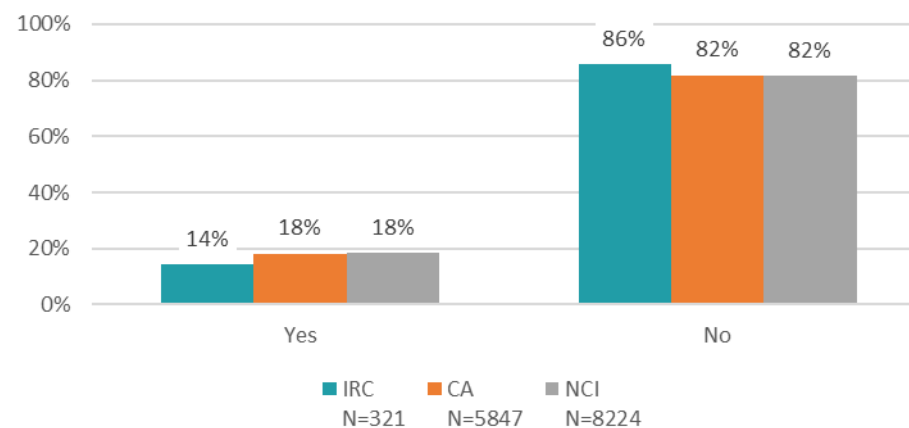
Does your child get all services listed in the IPP/IFSP?



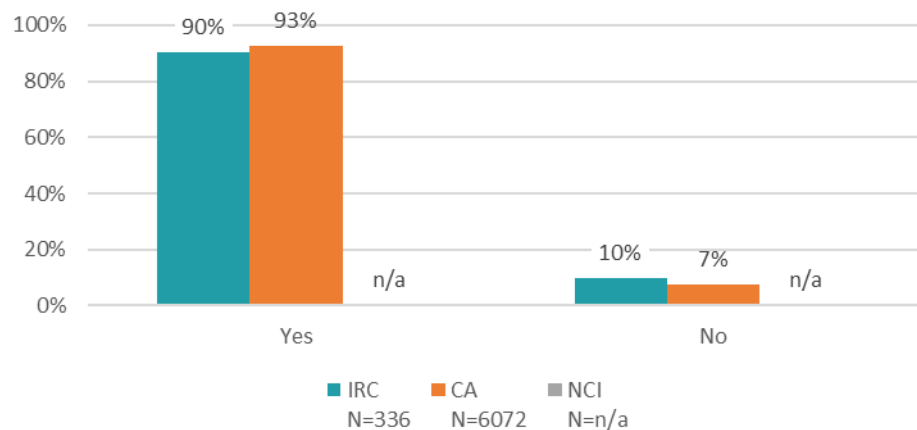
Did you or another family member help make the IPP/IFSP?



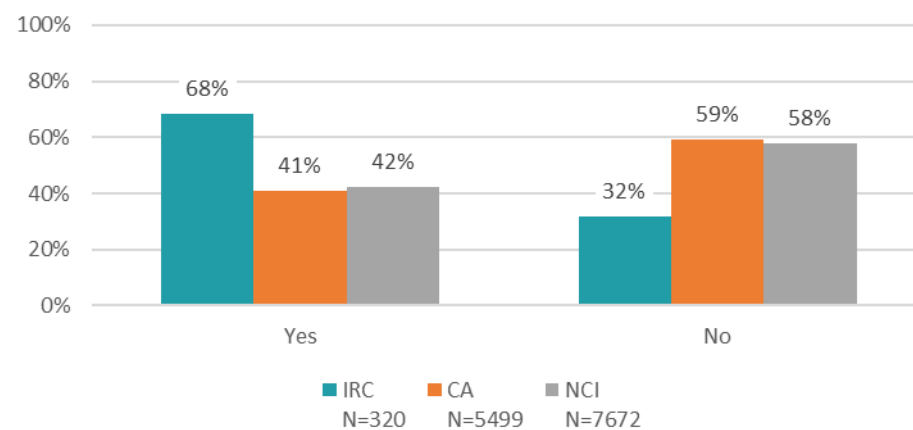
Did your child with a disability help make the IPP/IFSP?



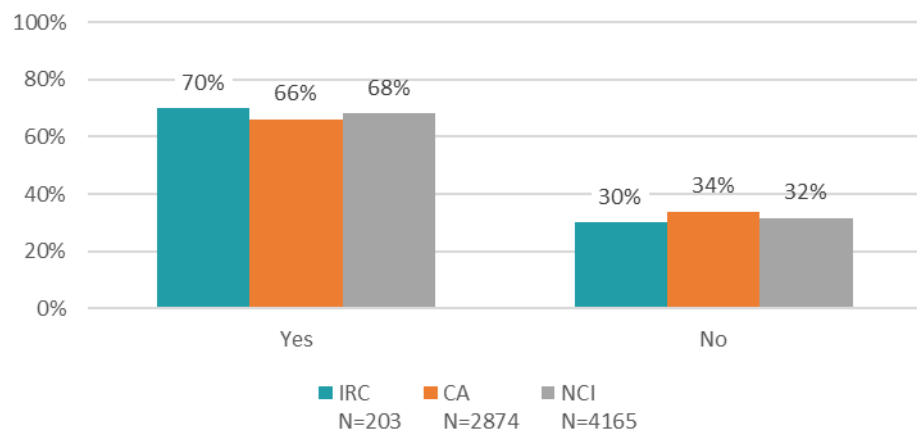
Did you get a copy of your child's IPP/IFSP in your preferred language?



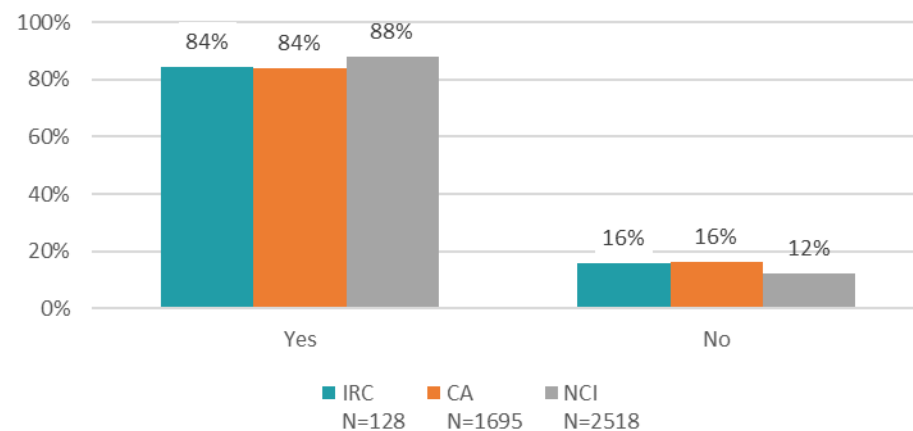
Did you discuss how to handle emergencies at your child's last IPP/IFSP meeting?

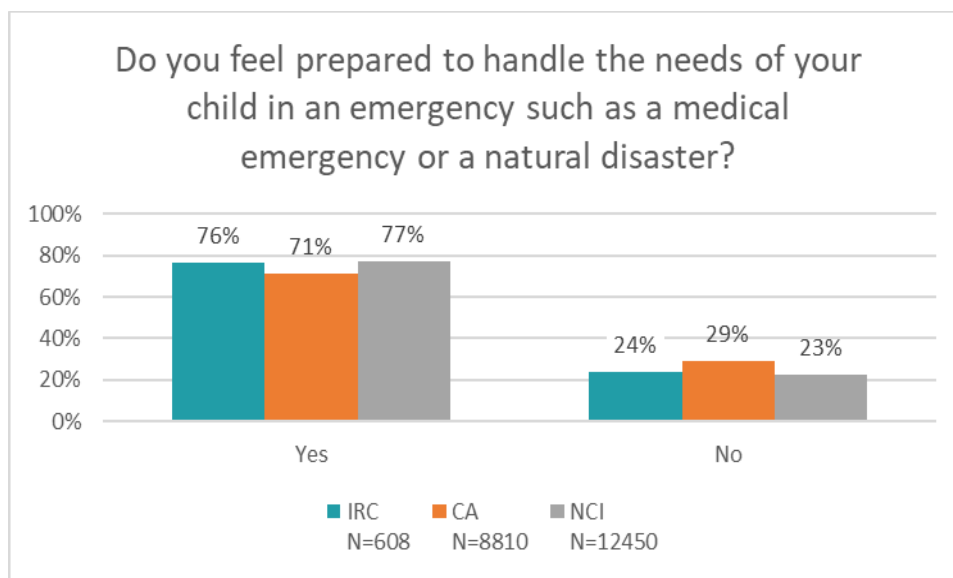


Does your child have a transition plan?



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 |
|--------------|--------|---------|-----------|--------------|--------|
| IRC | 24% | 33% | 29% | 14% | 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 |
|--------------|--------|---------|-----------|--------------|--------|
| IRC | 25% | 45% | 25% | 6% | 644 |
| 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 |
|--------------|--------|---------|-----------|--------------|--------|
| IRC | 70% | 24% | 5% | 1% | 668 |
| 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 |
|--------------|--------|---------|-----------|--------------|--------|
| IRC | 25% | 34% | 19% | 22% | 565 |
| 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... | IRC | CA | NCI |
|----------------------------|-----|-----|-----|
| Employment | 51% | 54% | 56% |
| Financial | 49% | 54% | 57% |
| Housing | 41% | 48% | 48% |
| Legal | 46% | 44% | 46% |
| Medical | 42% | 46% | 46% |
| Social or Relationships | 54% | 59% | 57% |
| Transition from school | 54% | 56% | 58% |
| Recreation or having fun | 57% | 58% | 56% |
| Other | 11% | 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 |
|--------------|-----|-----|-------|
| IRC | 46% | 54% | 184 |
| 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 |
|--------------|-----|-----|--------|
| IRC | 74% | 26% | 541 |
| 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 |
|--------------|-----|-----|-------|
| IRC | 78% | 22% | 286 |
| 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 |
|--------------|-----|-----|-------|
| IRC | 82% | 18% | 295 |
| 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 |
|--------------|-----|-----|-------|
| IRC | 75% | 25% | 330 |
| 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 |
|--------------|-----|-----|-------|
| IRC | 14% | 86% | 321 |
| 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 |
|--------------|-----|-----|-------|
| IRC | 90% | 10% | 336 |
| 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 |
|--------------|-----|-----|-------|
| IRC | 68% | 32% | 320 |
| 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 |
|--------------|-----|-----|-------|
| IRC | 70% | 30% | 203 |
| 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 |
|--------------|-----|-----|-------|
| IRC | 84% | 16% | 128 |
| CA | 84% | 16% | 1,695 |
| NCI | 88% | 12% | 2,518 |

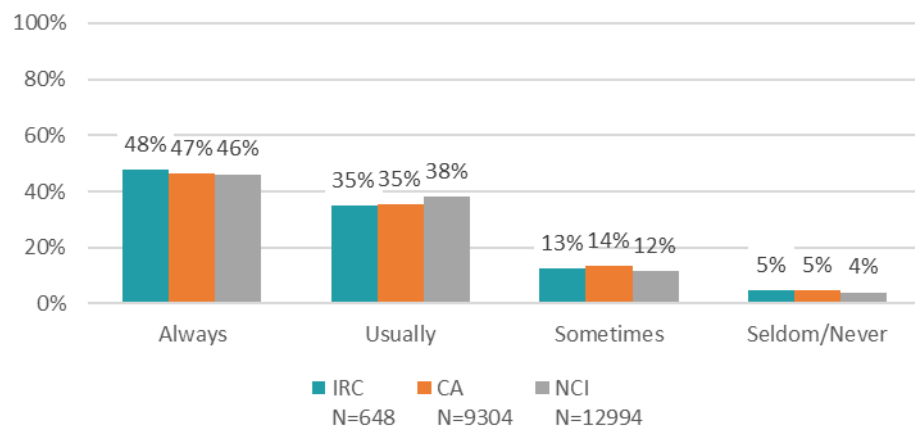
Table Q16. Do you feel prepared to handle the needs of your child in an emergency such as a medical emergency or a natural disaster?

| RC v CA, NCI | Yes | No | N |
|--------------|-----|-----|--------|
| IRC | 76% | 24% | 608 |
| CA | 71% | 29% | 8,810 |
| NCI | 77% | 23% | 12,450 |

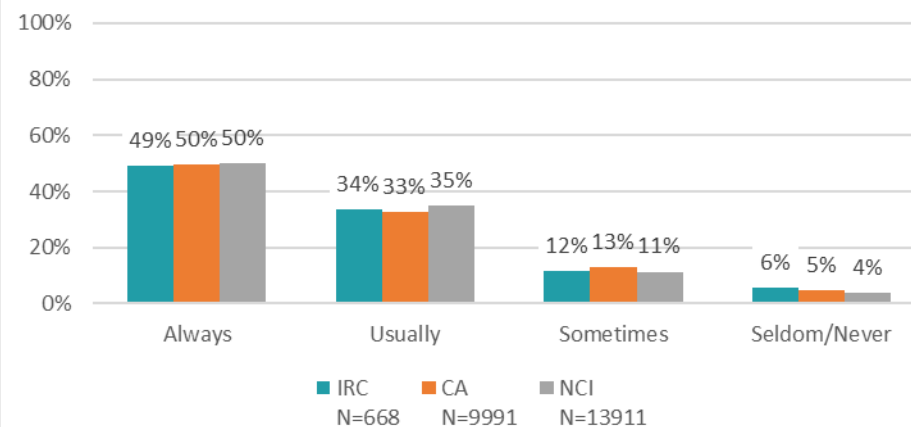
Access and Delivery of Services and Supports Charts

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

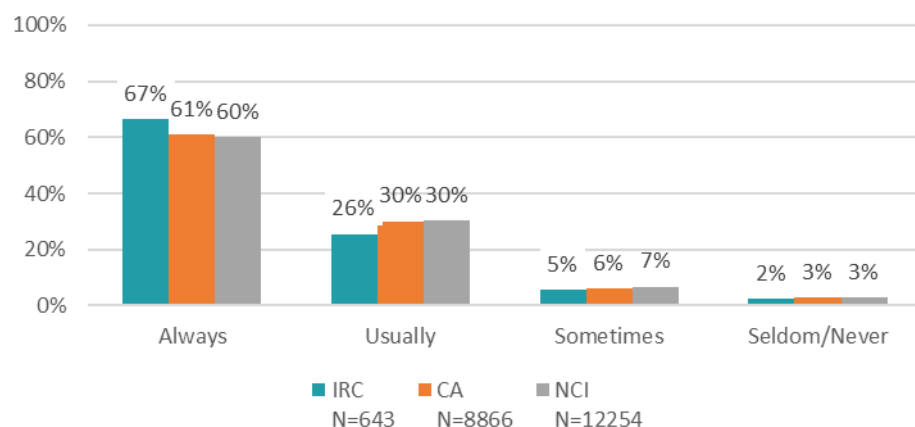
Are you able to contact your child's support workers when you want to?



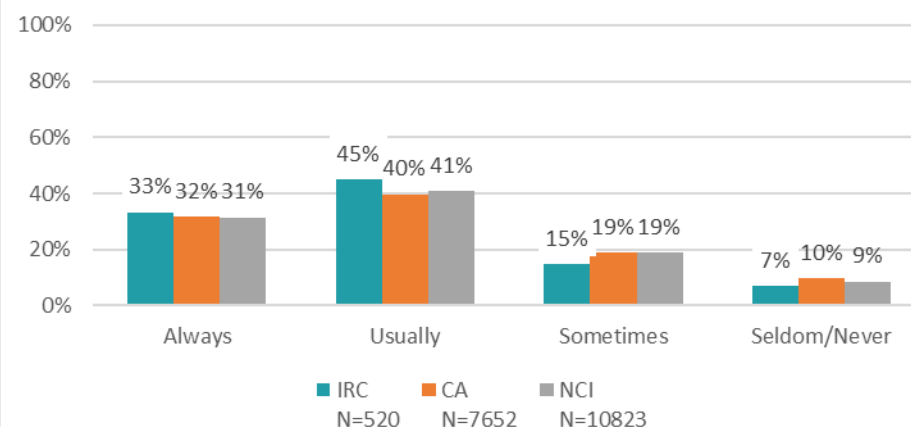
Are you able to contact your child's case manager/service coordinator when you want to?



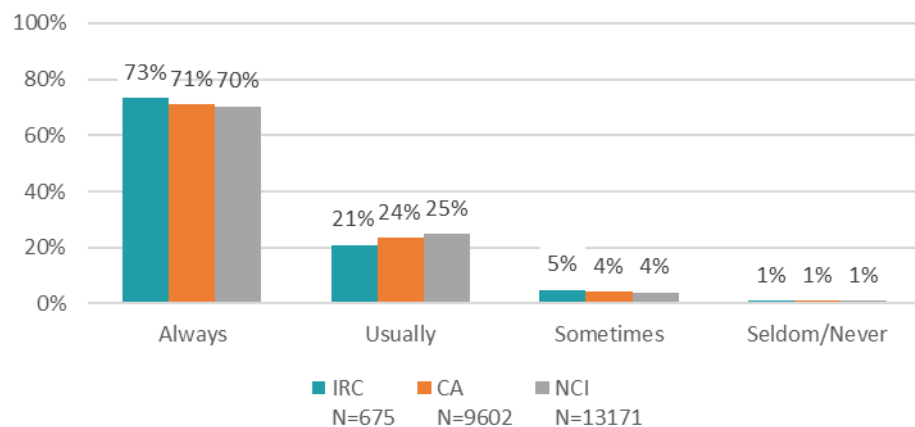
Do support workers come and leave when they are supposed to?



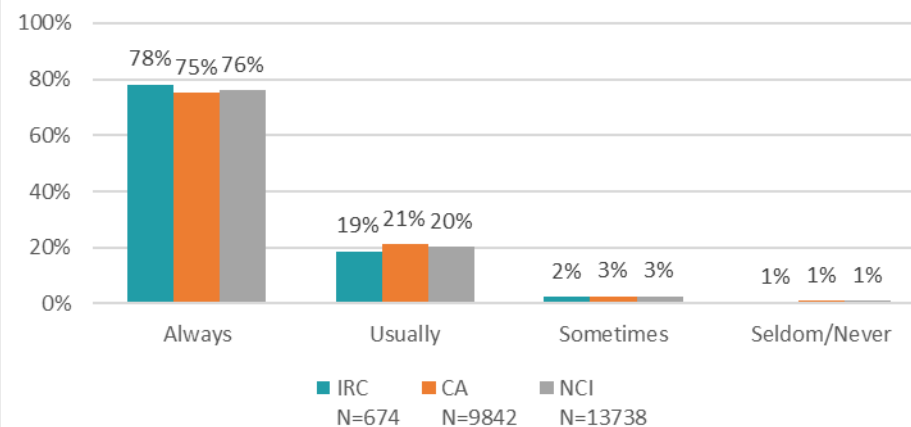
Do services and supports change when your family's needs change?



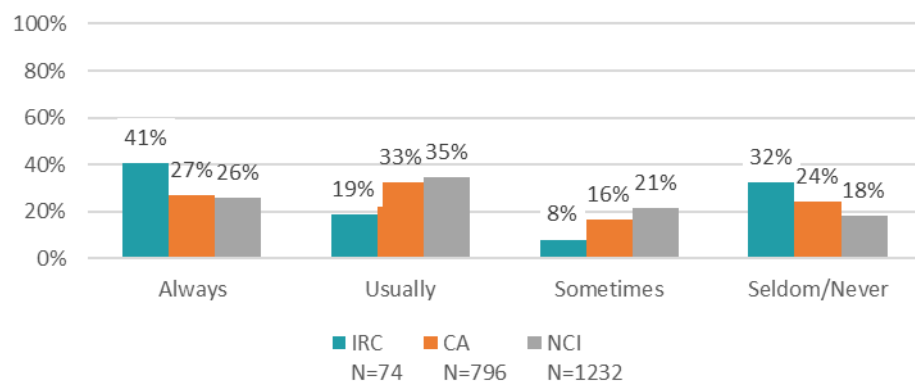
Do support workers speak to you in a way that you understand?



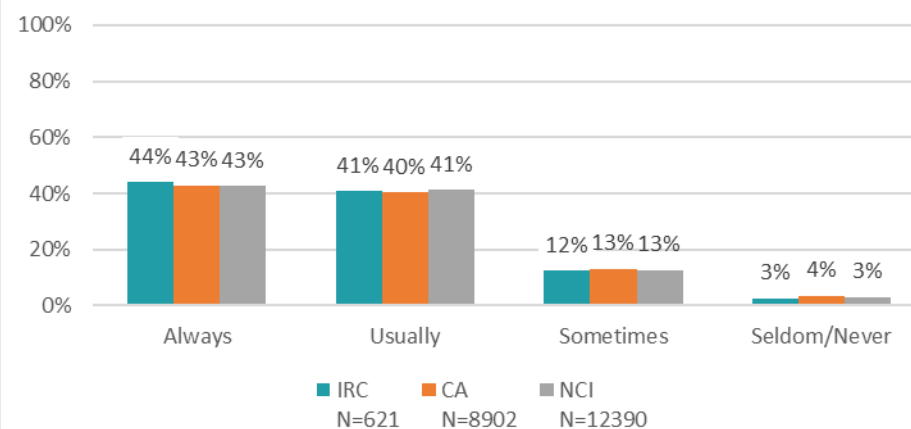
Are services delivered in a way that is respectful of your family's culture?



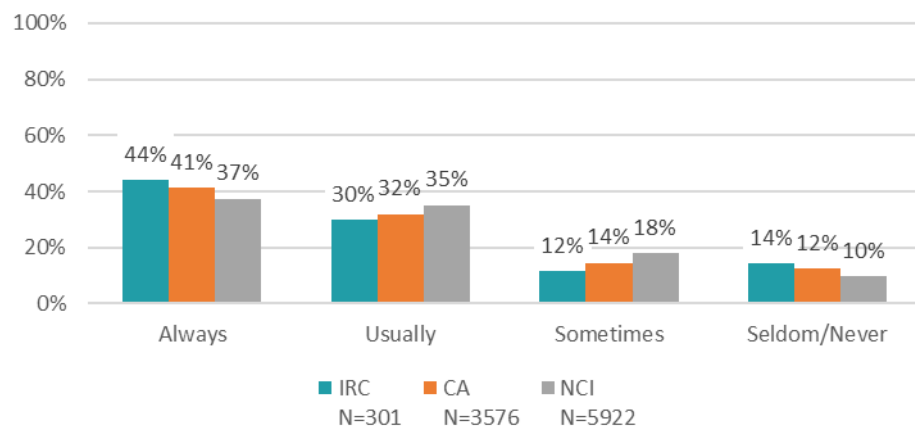
If your child does not communicate verbally, are there support workers who can communicate with him/her?



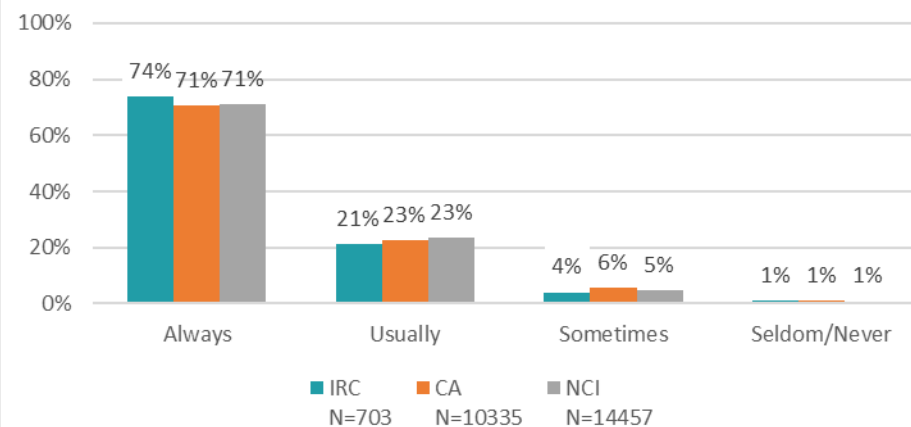
Do support workers have the right information and skills to meet your family's needs?



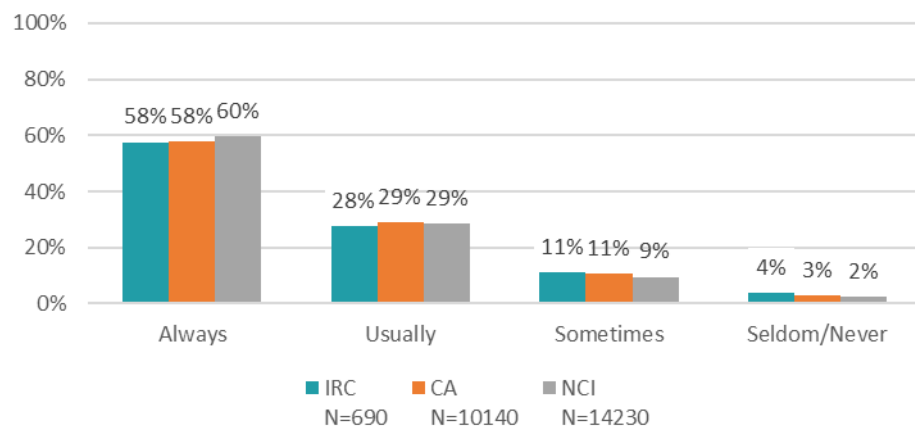
Does your child have the special equipment or accommodations that s/he needs?



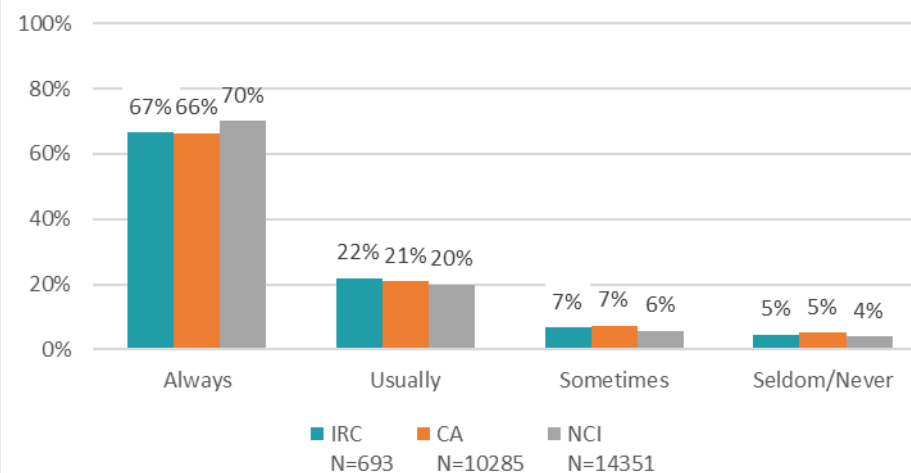
Can your child see health professionals when needed?



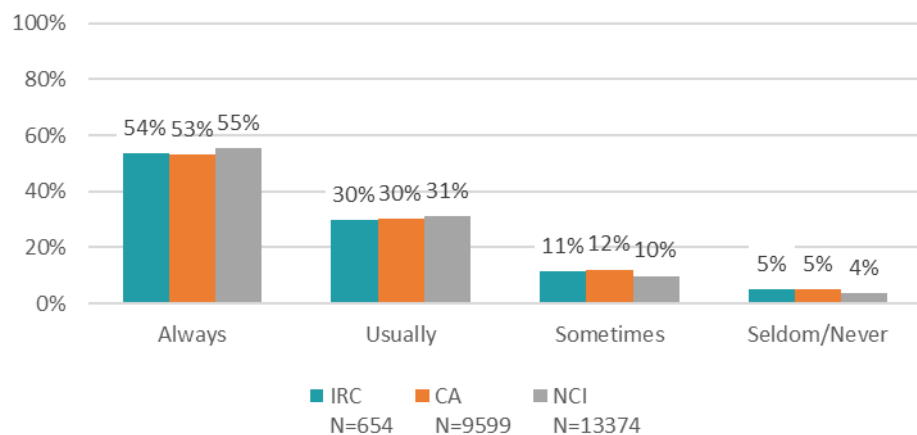
Does your child's primary care doctor understand his/her needs related to his/her disability?



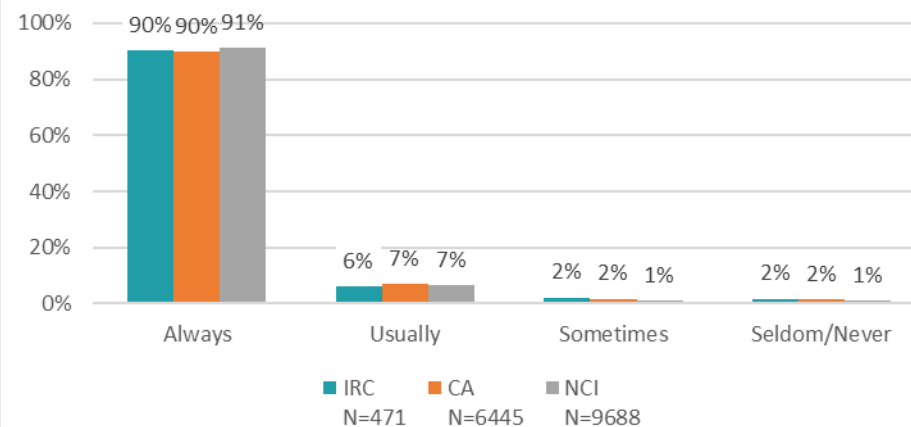
Can your child go to the dentist when needed?



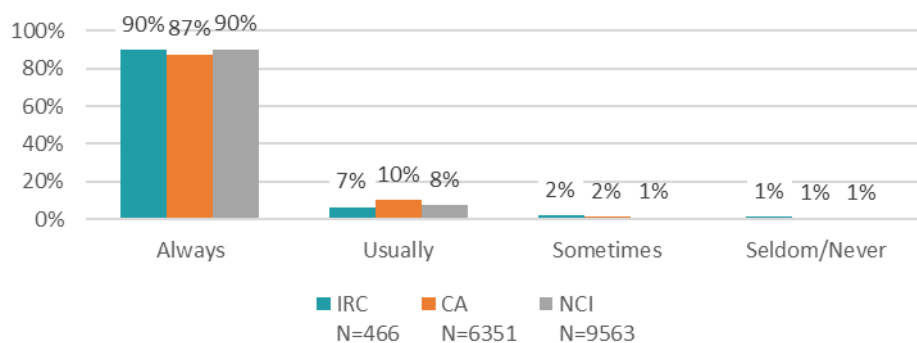
Does your child's dentist understand his/her needs related to his/her disability?



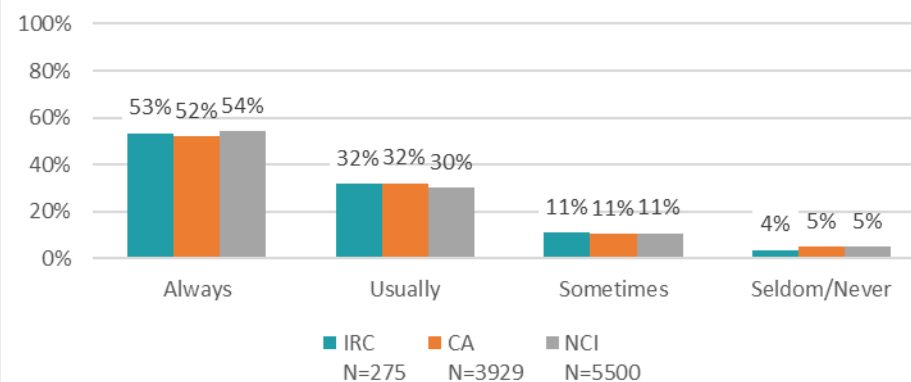
If your child takes medications, do you know what they're for?



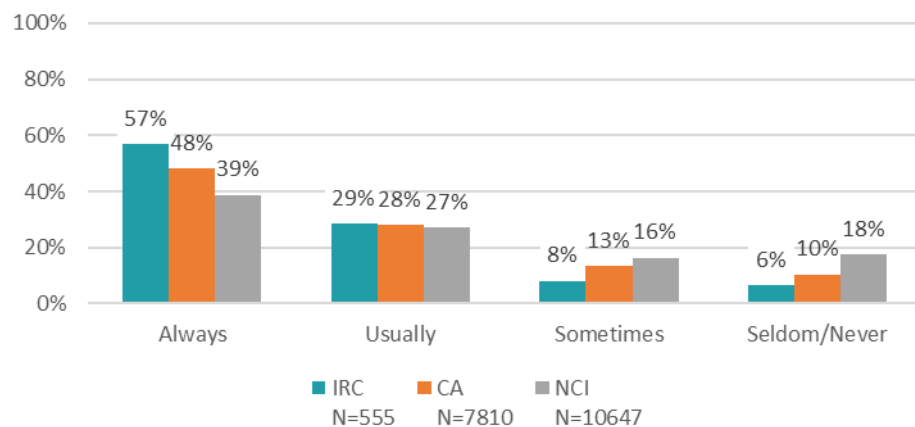
If your family member takes medications, do you, your family member or someone else in your family know what is needed to safely take the medications?



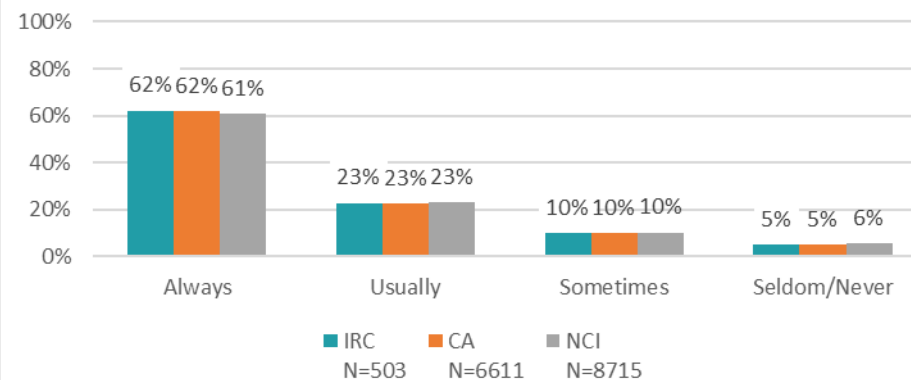
If your child uses mental health services, does the mental health professional understand your child's needs related to his/her disability?



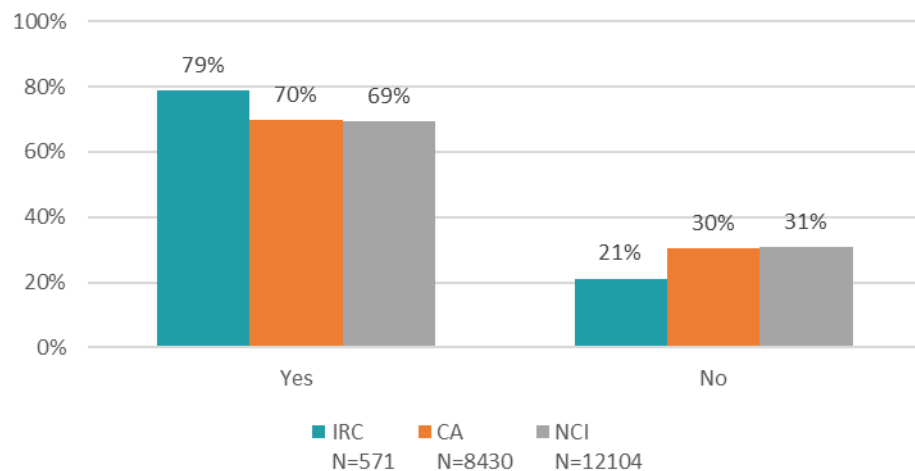
If you need respite services, are you able to get/use them?



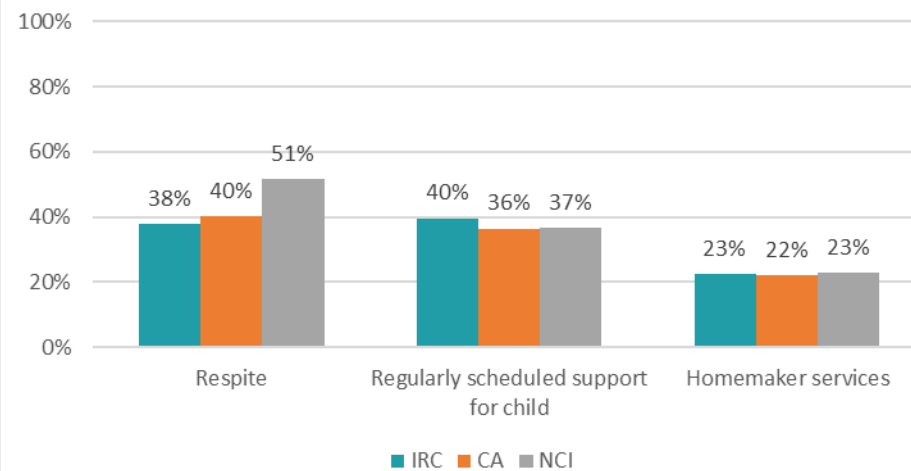
If you have used respite services in the past year, were you satisfied with the quality of the respite providers?

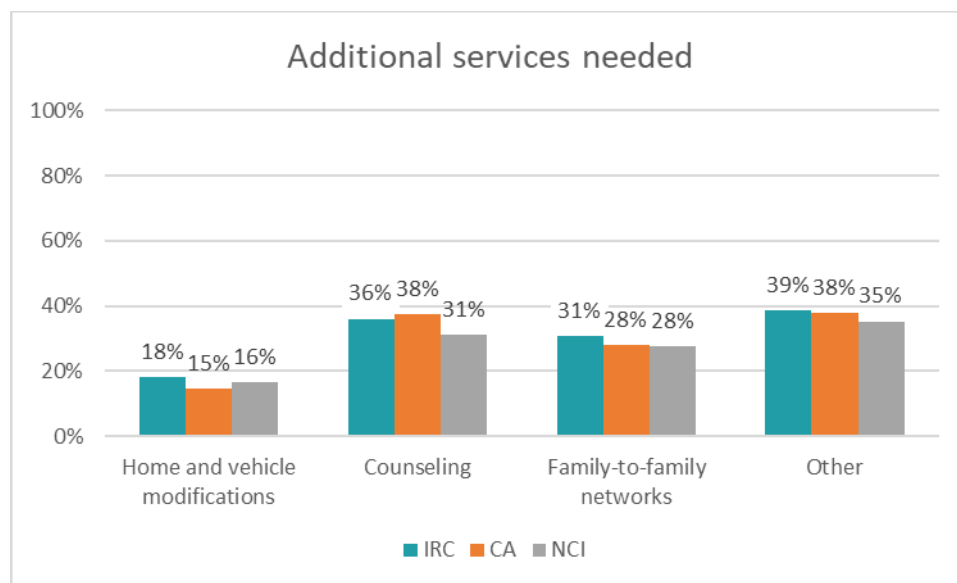


Does your family get the support it needs?



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 |
|--------------|--------|---------|-----------|--------------|--------|
| IRC | 48% | 35% | 13% | 5% | 648 |
| 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 |
|--------------|--------|---------|-----------|--------------|--------|
| IRC | 49% | 34% | 12% | 6% | 668 |
| 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 |
|--------------|--------|---------|-----------|--------------|--------|
| IRC | 67% | 26% | 5% | 2% | 643 |
| 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 |
|--------------|--------|---------|-----------|--------------|--------|
| IRC | 33% | 45% | 15% | 7% | 520 |
| 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 |
|--------------|--------|---------|-----------|--------------|--------|
| IRC | 73% | 21% | 5% | 1% | 675 |
| 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 |
|--------------|--------|---------|-----------|--------------|--------|
| IRC | 78% | 19% | 2% | 1% | 674 |
| 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 |
|--------------|--------|---------|-----------|--------------|-------|
| IRC | 41% | 19% | 8% | 32% | 74 |
| 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 |
|--------------|--------|---------|-----------|--------------|--------|
| IRC | 44% | 41% | 12% | 3% | 621 |
| 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 |
|--------------|--------|---------|-----------|--------------|-------|
| IRC | 44% | 30% | 12% | 14% | 301 |
| 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 |
|--------------|--------|---------|-----------|--------------|--------|
| IRC | 74% | 21% | 4% | 1% | 703 |
| 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 |
|--------------|--------|---------|-----------|--------------|--------|
| IRC | 58% | 28% | 11% | 4% | 690 |
| 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 |
|--------------|--------|---------|-----------|--------------|--------|
| IRC | 67% | 22% | 7% | 5% | 693 |
| 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 |
|--------------|--------|---------|-----------|--------------|--------|
| IRC | 54% | 30% | 11% | 5% | 654 |
| 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 |
|--------------|--------|---------|-----------|--------------|-------|
| IRC | 90% | 6% | 2% | 2% | 471 |
| 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 |
|--------------|--------|---------|-----------|--------------|-------|
| IRC | 90% | 7% | 2% | 1% | 466 |
| 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 |
|--------------|--------|---------|-----------|--------------|-------|
| IRC | 53% | 32% | 11% | 4% | 275 |
| 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 |
|--------------|--------|---------|-----------|--------------|--------|
| IRC | 57% | 29% | 8% | 6% | 555 |
| 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 |
|--------------|--------|---------|-----------|--------------|-------|
| IRC | 62% | 23% | 10% | 5% | 503 |
| 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 |
|--------------|-----|-----|--------|
| IRC | 79% | 21% | 571 |
| 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?

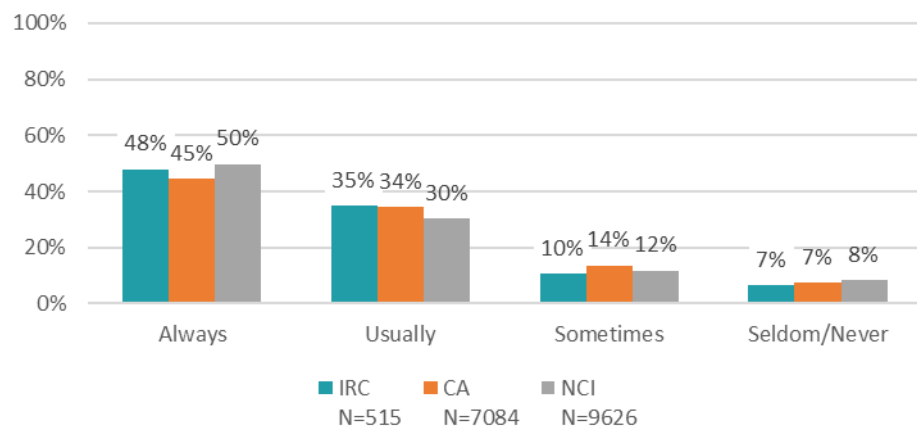
Categories are not mutually exclusive, therefore N is not shown

| Additional supports needed... | IRC | CA | NCI |
|---------------------------------------|-----|-----|-----|
| Respite | 38% | 40% | 51% |
| Regularly scheduled support for child | 40% | 36% | 37% |
| Homemaker services | 23% | 22% | 23% |
| Home and vehicle modifications | 18% | 15% | 16% |
| Counseling | 36% | 38% | 31% |
| Family to Family networks | 31% | 28% | 28% |
| Other | 39% | 38% | 35% |

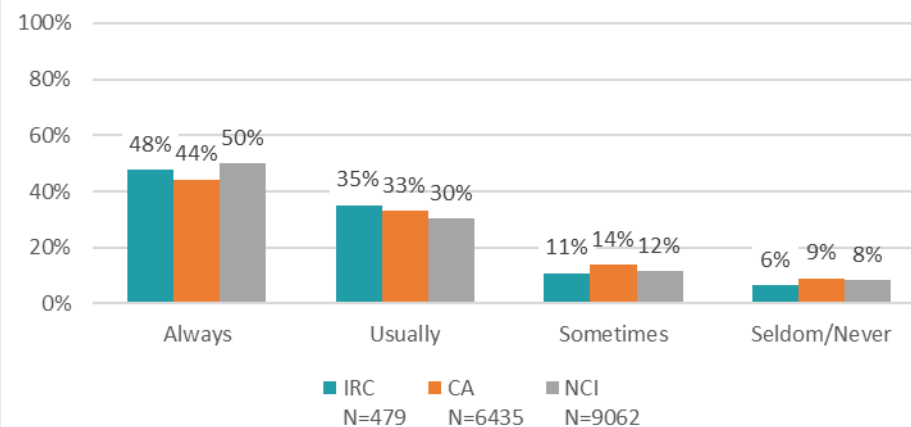
Choice, Decision Making and Control Charts

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

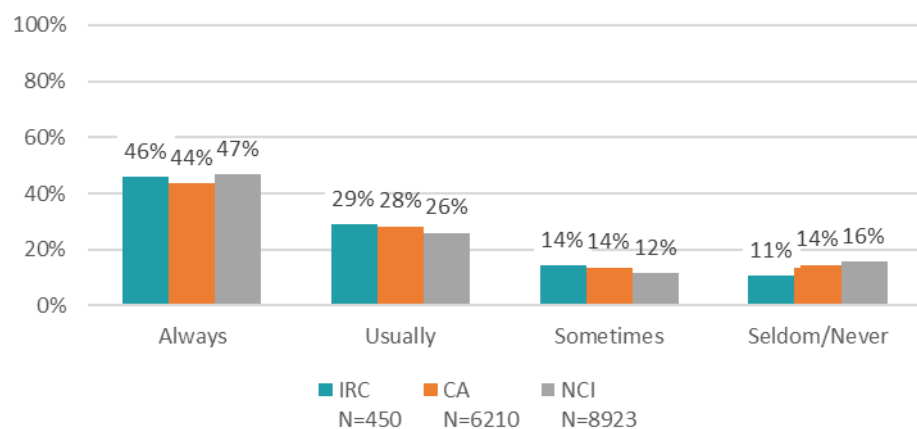
Can your family choose or change the agency that provides your child's services?



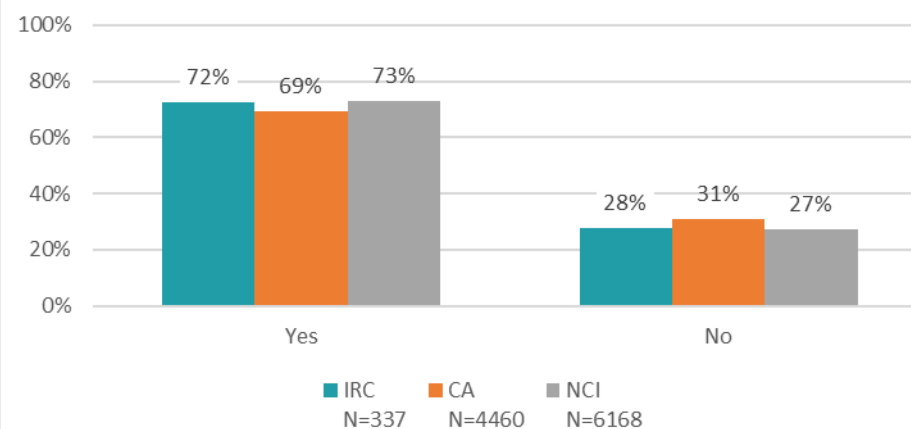
Can your family choose or change your child's support workers?

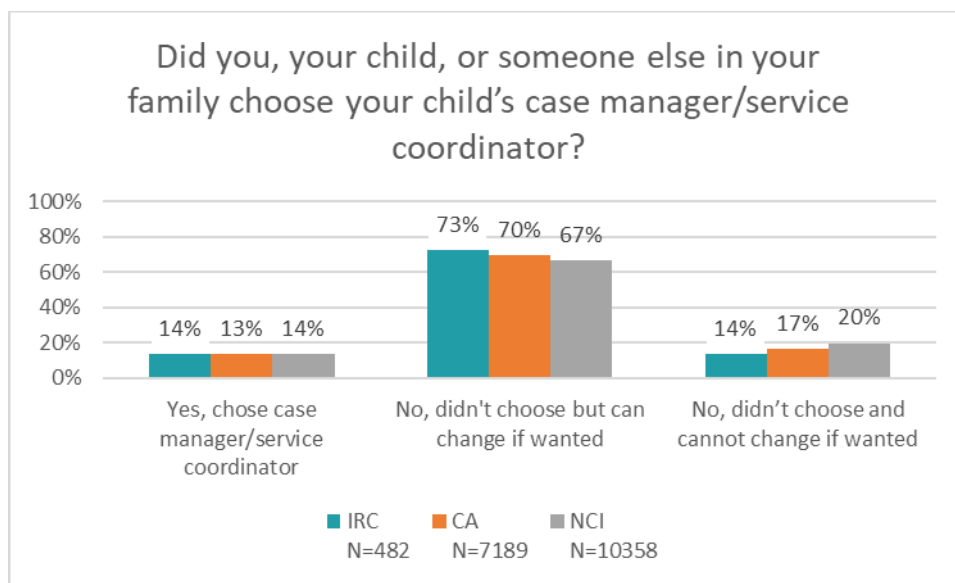


Does your family directly manage support workers?



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 |
|--------------|--------|---------|-----------|--------------|-------|
| IRC | 48% | 35% | 10% | 7% | 515 |
| 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 |
|--------------|--------|---------|-----------|--------------|-------|
| IRC | 48% | 35% | 11% | 6% | 479 |
| 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 |
|--------------|--------|---------|-----------|--------------|-------|
| IRC | 46% | 29% | 14% | 11% | 450 |
| 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 |
|--------------|-----|-----|-------|
| IRC | 72% | 28% | 337 |
| CA | 69% | 31% | 4,460 |
| NCI | 73% | 27% | 6,168 |

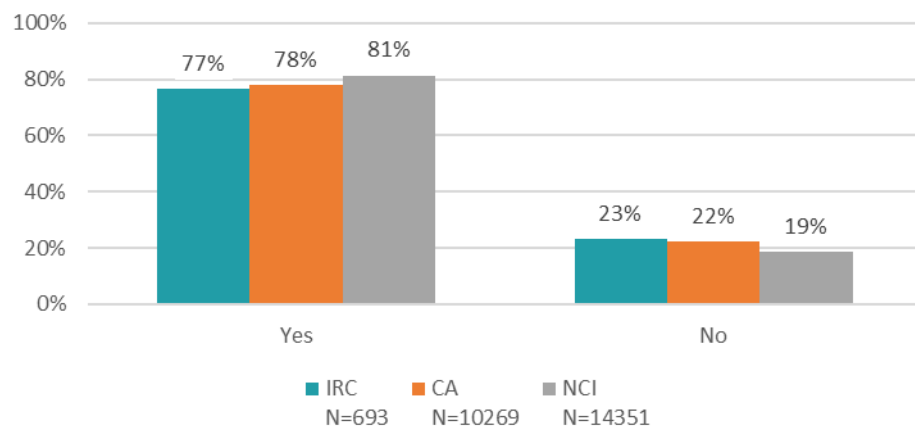
Table Q41. Did you, your child, or someone else in your family choose your child's case manager/service coordinator?

| 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 |
|--------------|---|--|---|--------|
| IRC | 14% | 73% | 14% | 482 |
| CA | 13% | 70% | 17% | 7,189 |
| NCI | 14% | 67% | 20% | 10,358 |

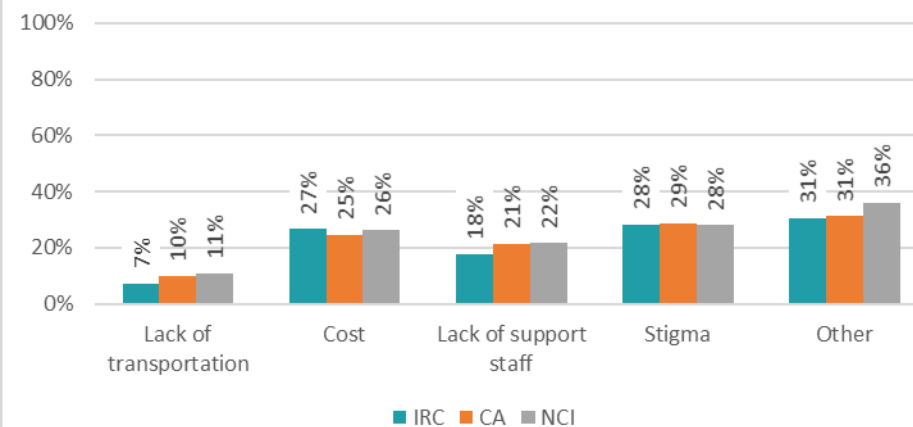
Involvement in the Community Charts

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

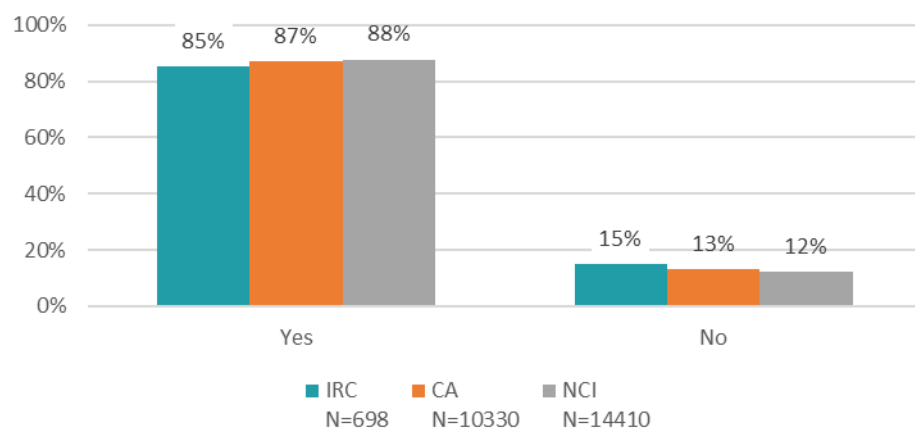
Does your child participate in activities in the community?



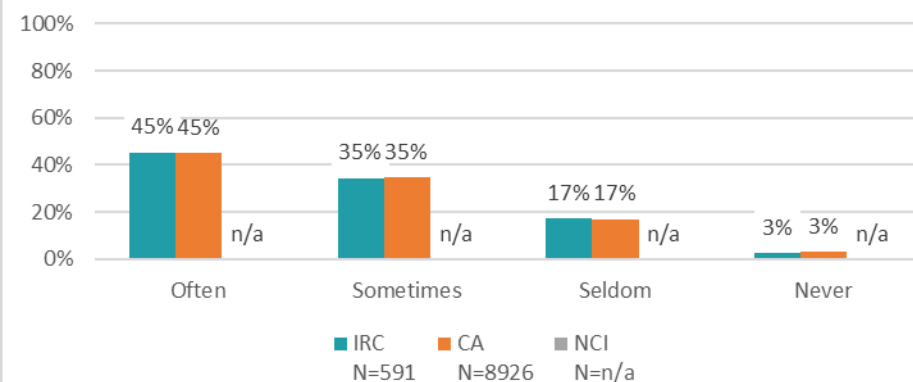
For your child, what makes it hard to take part in activities in the community?



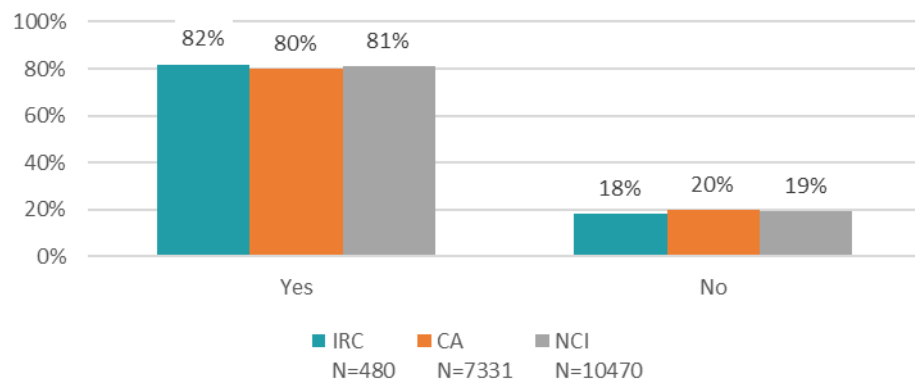
Does your child spend time with children who do not have developmental disabilities?



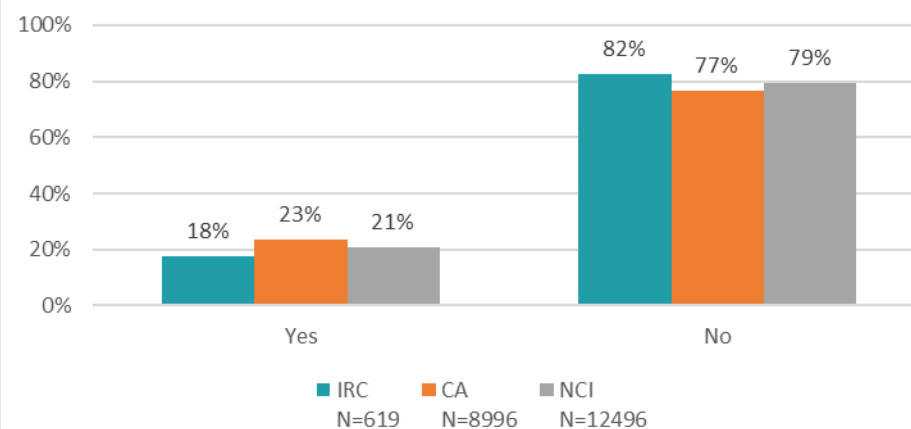
How often does your child spend time with children who are not siblings and do not have a developmental disability?



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 |
|--------------|-----|-----|--------|
| IRC | 77% | 23% | 693 |
| 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 | IRC | CA | NCI |
|--|-----|-----|-----|
| Lack of transportation | 7% | 10% | 11% |
| Cost | 27% | 25% | 26% |
| Lack of support staff | 18% | 21% | 22% |
| Stigma | 28% | 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 |
|--------------|-----|-----|--------|
| IRC | 85% | 15% | 698 |
| 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 |
|--------------|-------|-----------|--------|-------|-------|
| IRC | 45% | 35% | 17% | 3% | 591 |
| 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 |
|--------------|-----|-----|--------|
| IRC | 82% | 18% | 480 |
| CA | 80% | 20% | 7,331 |
| NCI | 81% | 19% | 10,470 |

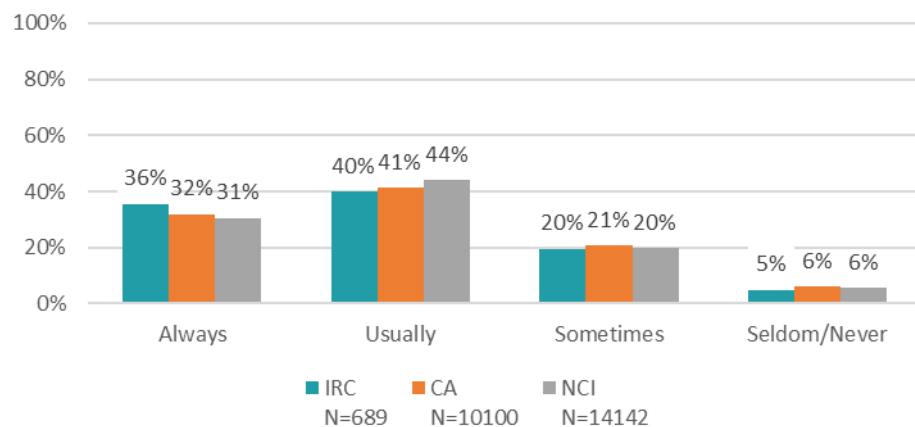
Table Q47. Does your family take part in any family-to-family networks in your community (for example, Parent to Parent, sibling networks, etc.)?

| RC v CA, NCI | Yes | No | N |
|--------------|-----|-----|--------|
| IRC | 18% | 82% | 619 |
| CA | 23% | 77% | 8,996 |
| NCI | 21% | 79% | 12,496 |

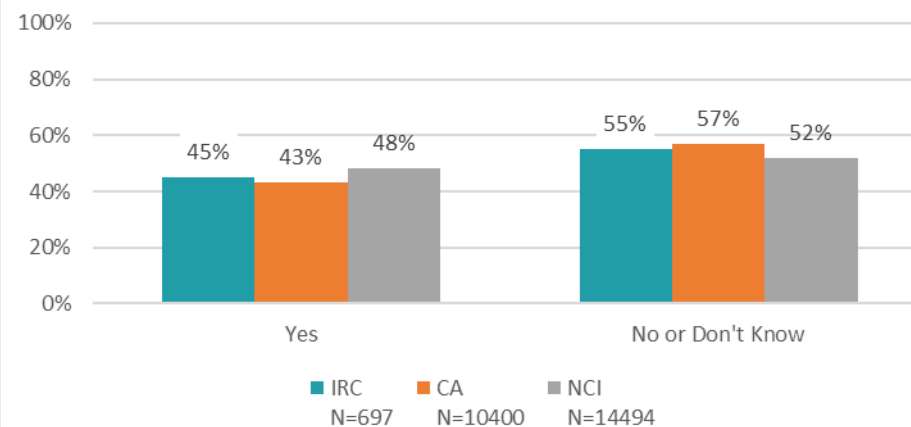
Satisfaction with Services and Supports Charts

Families and children with disabilities receive adequate and satisfactory supports.

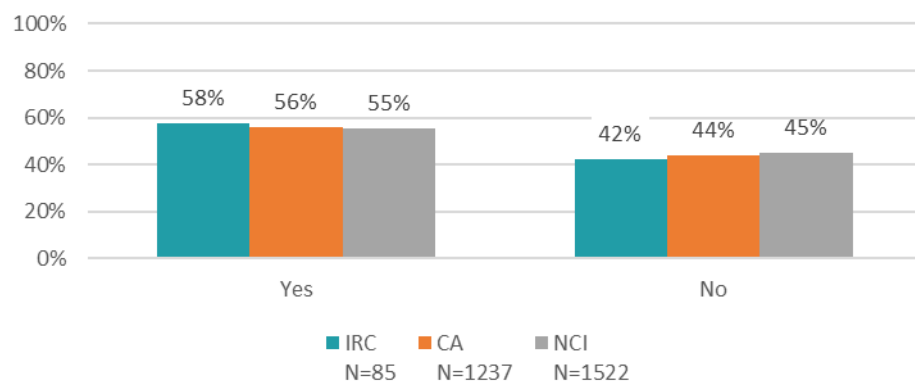
Overall, are you satisfied with the services and supports your family currently receives?



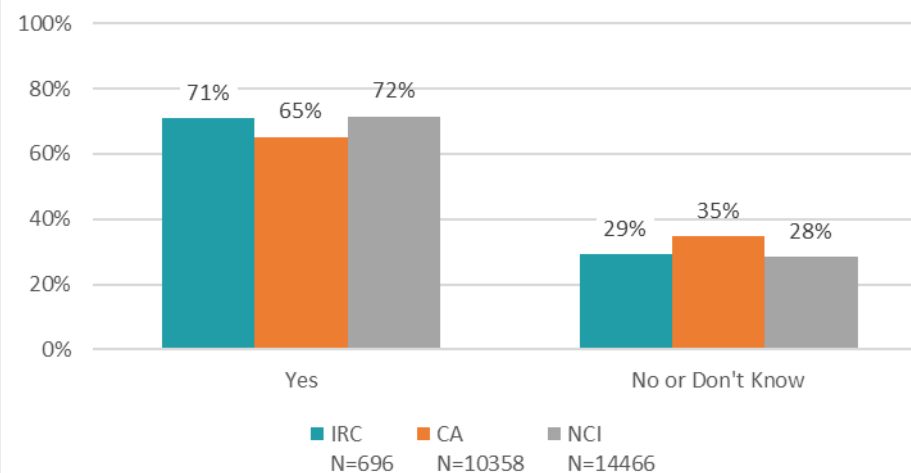
Do you know how to file a complaint or grievance about provider agencies or staff?



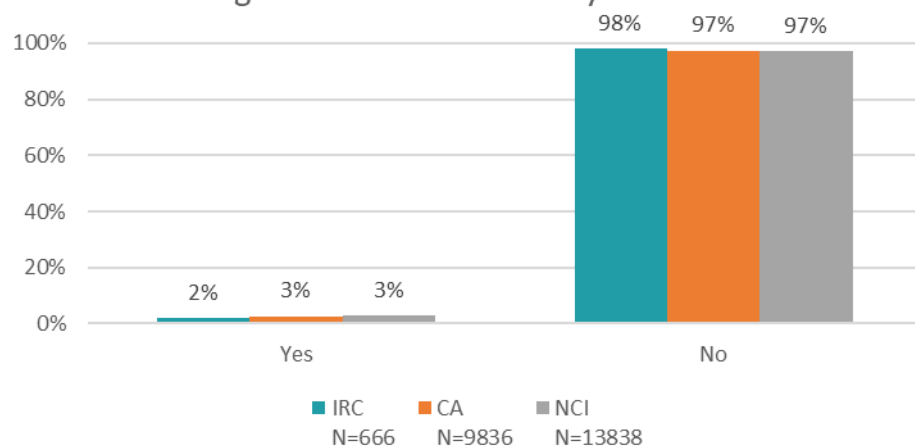
If a complaint or grievance was filed or resolved in the past year, are you satisfied with the way it was handled and resolved?



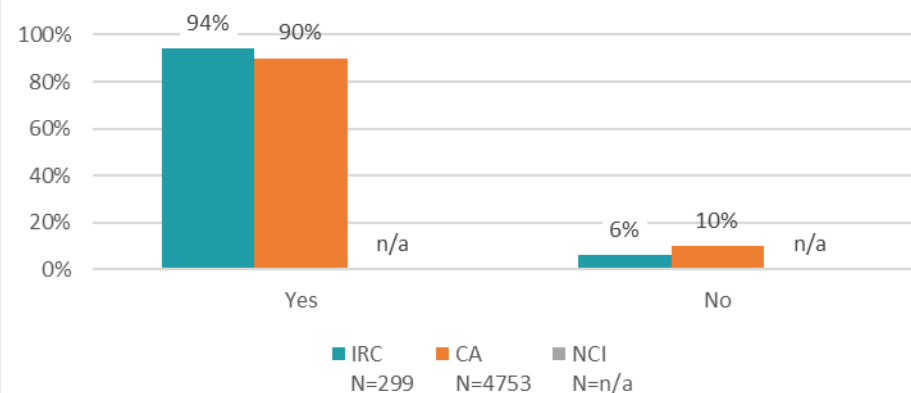
Do you know how to report abuse or neglect?



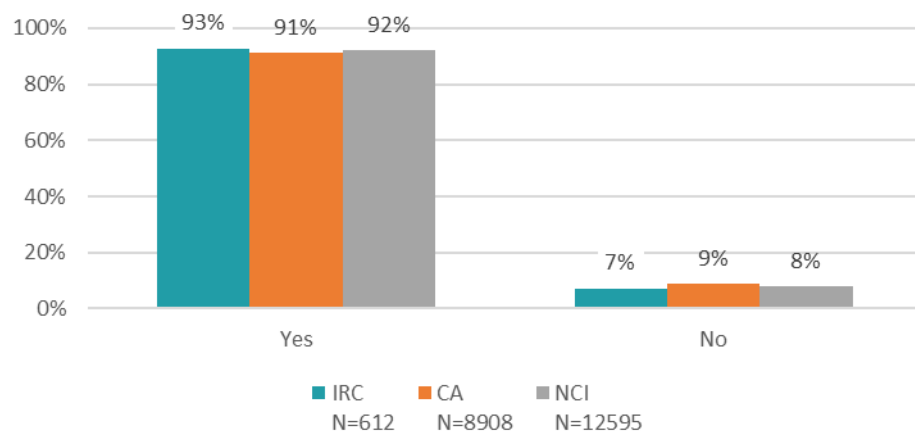
Within the past year, was a report of abuse or neglect filed on behalf of your child?



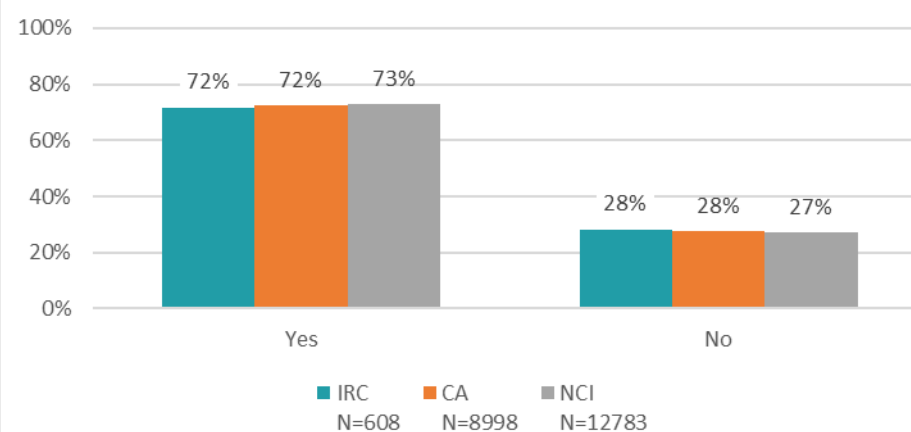
Do you feel that regional center services have made a positive difference in the life of your family?



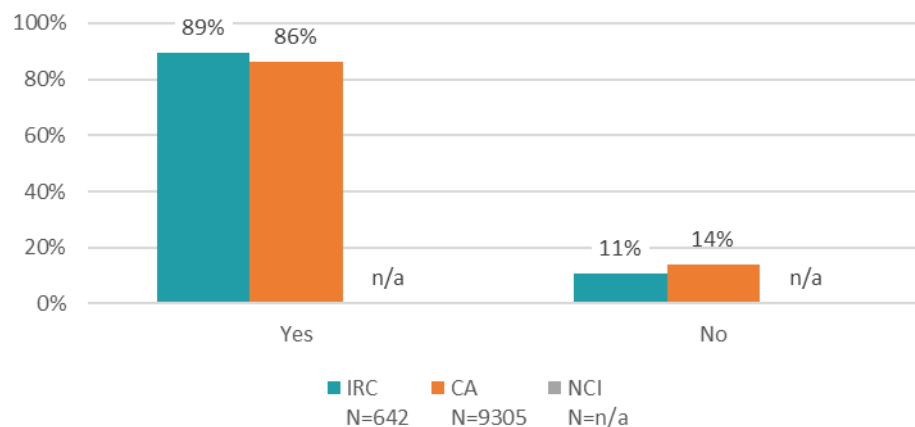
Do you feel that family supports have made a positive difference in the life of your family?



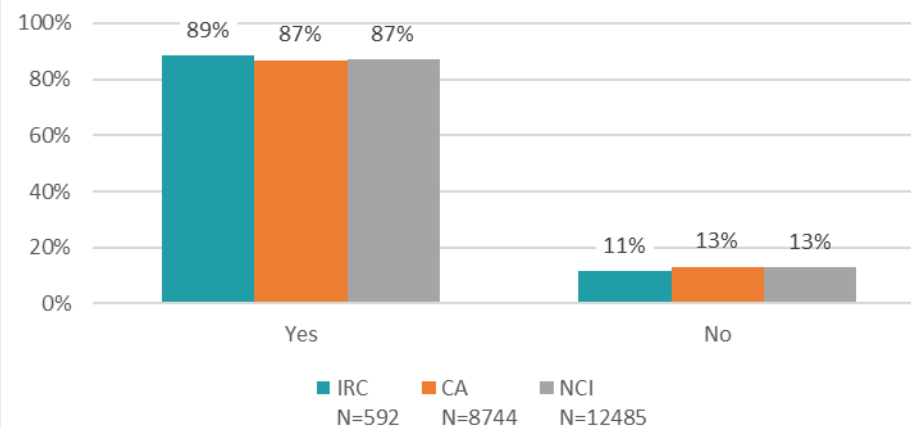
Have services and supports reduced your family's out-of-pocket expenses for your child's care?



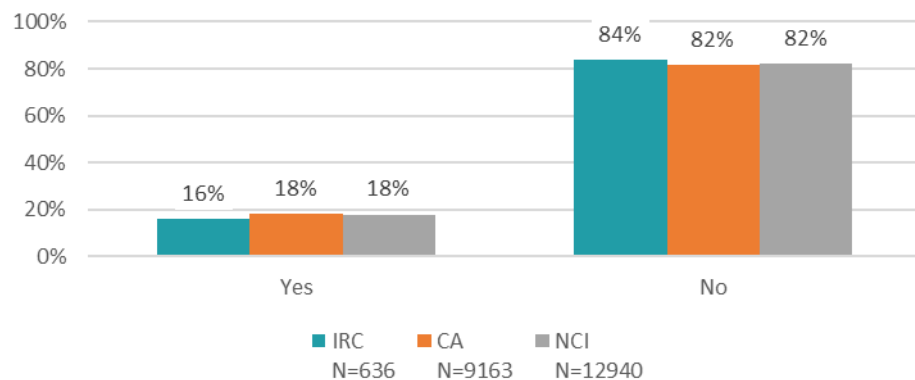
Do you feel that regional center services have improved your ability to care for your child?



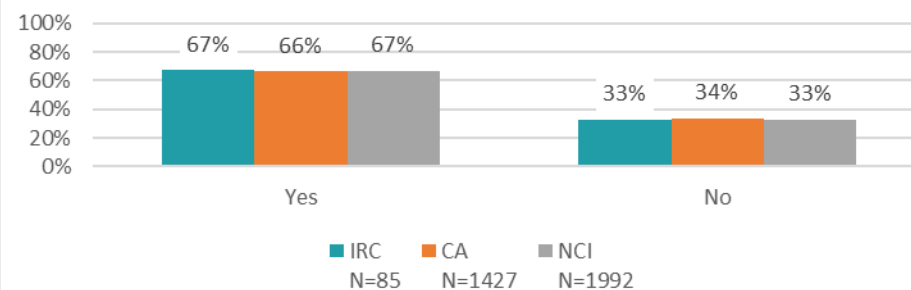
Do you feel that family supports have improved your ability to care for your child?



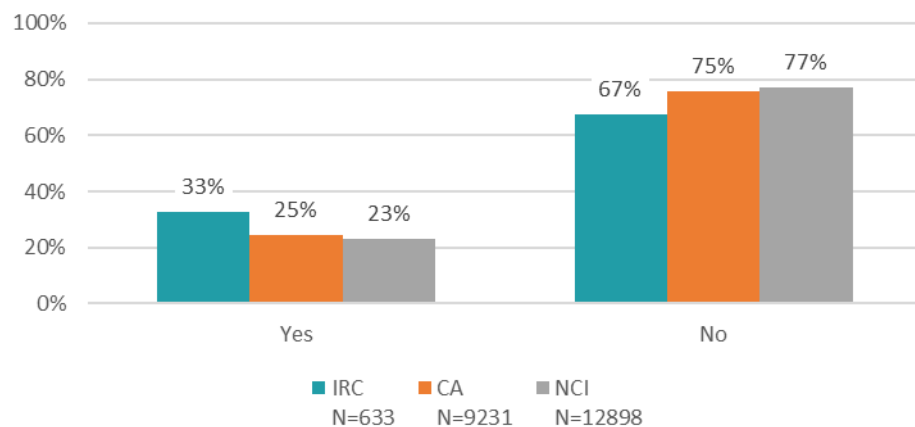
Have the services or supports that your child/family received during the past year been reduced, suspended, or terminated?



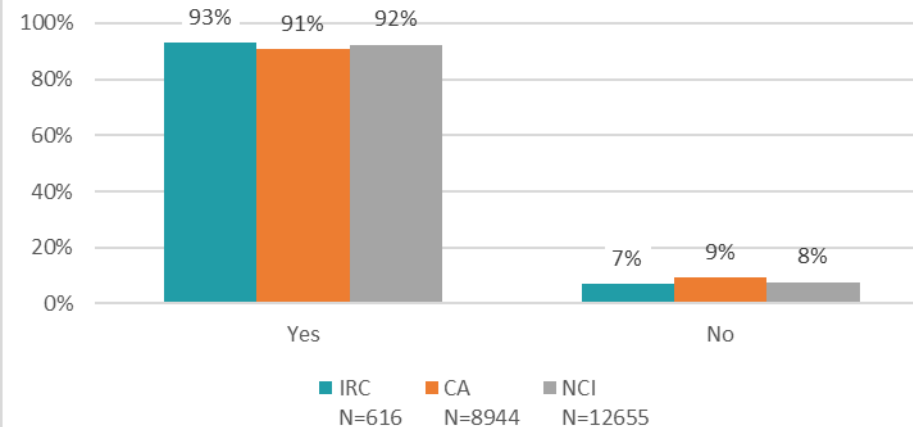
If services or supports have been reduced, suspended or terminated in the past year, did the reduction, suspension, or termination of these services or supports affect your family or your child negatively?



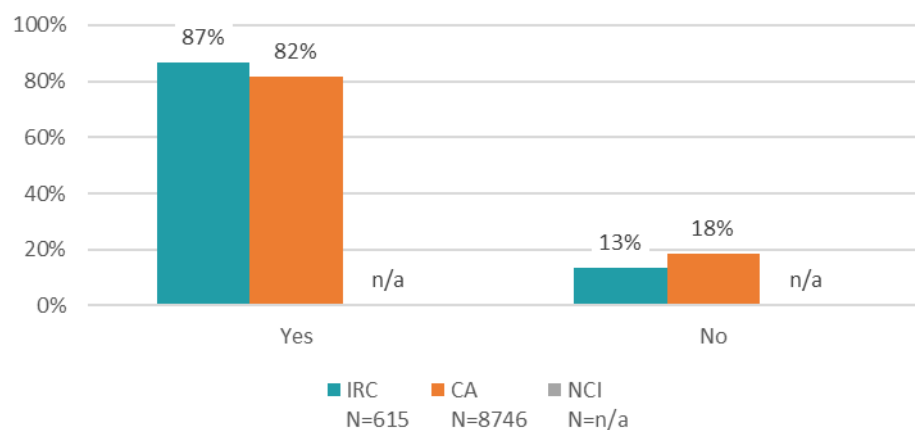
Have the services or supports that your child received been increased in the past year?



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 |
|--------------|--------|---------|-----------|--------------|--------|
| IRC | 36% | 40% | 20% | 5% | 689 |
| 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?⁵

| RC v CA, NCI | Yes | No or Don't Know | N |
|--------------|-----|------------------|--------|
| IRC | 45% | 55% | 697 |
| 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 |
|--------------|-----|-----|-------|
| IRC | 58% | 42% | 85 |
| CA | 56% | 44% | 1,237 |
| NCI | 55% | 45% | 1,522 |

Table Q51. Do you know how to report abuse or neglect?⁶

| RC v CA, NCI | Yes | No or Don't Know | N |
|--------------|-----|------------------|--------|
| IRC | 71% | 29% | 696 |
| CA | 65% | 35% | 10,358 |
| NCI | 72% | 28% | 14,466 |

⁵ Don't Know' responses were included in 'No' responses for this question.

⁶ 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 |
|--------------|-----|-----|--------|
| IRC | 2% | 98% | 666 |
| 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 |
|--------------|-----|-----|-------|
| IRC | 94% | 6% | 299 |
| 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 |
|--------------|-----|----|--------|
| IRC | 93% | 7% | 612 |
| 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 |
|--------------|-----|-----|--------|
| IRC | 72% | 28% | 608 |
| 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 |
|--------------|-----|-----|-------|
| IRC | 89% | 11% | 642 |
| 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 |
|--------------|-----|-----|--------|
| IRC | 89% | 11% | 592 |
| 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 |
|--------------|-----|-----|--------|
| IRC | 16% | 84% | 636 |
| 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 |
|--------------|-----|-----|-------|
| IRC | 67% | 33% | 85 |
| 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 |
|--------------|-----|-----|--------|
| IRC | 33% | 67% | 633 |
| 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 |
|--------------|-----|----|--------|
| IRC | 93% | 7% | 616 |
| 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 |
|--------------|-----|-----|-------|
| IRC | 87% | 13% | 615 |
| CA | 82% | 18% | 8,746 |
| NCI | n/a | n/a | n/a |