

Family/Guardian Survey

2019-20 California Statewide Report

Prepared by Human Services Research Institute for the
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Message from the California Department of Developmental Services

Mission: The Department of Developmental Services (DDS) works to ensure Californians with developmental disabilities have the opportunity to make choices and lead independent, productive lives as members of their communities in the least restrictive settings.

The NCI Family/Guardian Survey report was compiled by Human Services Research Institute (HSRI) in accordance with Welfare and Institutions Code (WIC), Section 4571. It is an important effort to collect accurate, reliable, and valid individual and family satisfaction measures, as well as individual outcome data. More information about the California NCI can be found at <http://www.dds.ca.gov/QA/>.

This is the fourth administration of the Family/Guardian Survey, with data collected from July 2019 through June 2020. During that time, 5,317 mail-out surveys were completed by family members and guardians of an adult with intellectual and developmental disabilities receiving at least one service beyond case management from a regional center who do not live in the same residence. These findings contribute to our understanding of how California's system for providing services to adults with intellectual and developmental disabilities is performing. California uses these reports to monitor changes in the system and to guide strategic planning and quality improvement activities. Regional centers can use the data in a similar fashion at the local level.

This report does not compare California's data to the data of other states, but it does include the NCI Average across participating NCI states. This is because California's DDS service system is unique among states. Some of the things that make California's service system unique include:

1. California has longstanding statute that ensures services and supports are provided for eligible persons with intellectual and developmental disabilities.
2. California's laws mandate intake, evaluation and assessment within 120 days.
3. California has a broad definition of who is eligible to receive services.
4. California has mandated services, including case management, with statutory limitations on caseload size.
5. California's service obligations to the families needing services are, by law, from pre-conception to death.

6. California's regional centers are, by design, autonomous; each center has a local board of directors to best address the unique needs of individuals served in each of the 21 regions.
7. Individuals served by regional centers or their families can call a team meeting at any time to request a change in service.

Reports like this offer DDS the opportunity to compare the results of the data across the years. System improvements will take time to identify and achieve, but this report provides valuable data and is one more tool in our continuous effort to improve services and supports to individuals with intellectual and developmental disabilities across California.

Acknowledgements

This report would not be possible if not for the 5,317 families and guardian who agreed to offer their time and discuss their lives in order to assist in improving the services of all people with intellectual and developmental disabilities in California.

List of Abbreviations Used in This Report

AFS - Adult Family Survey

ARCA - Association of Regional Center Agencies

CAC - Consumer Advisory Committee

CA-ODESA - California Online Data Entry Survey Administration

CCF - Community Care Facility

CIP - Core Indicators Project

CFS - Child Family Survey

CMS - Centers for Medicare & Medicaid Services

DDS - Department of Developmental Services

FGS - Family/Guardian Survey

FHA - Family Home Agency

HCBS – Home and Community-Based Services

HSRI - Human Services Research Institute

ICF - Intermediate Care Facility

ILS/SLS - Independent Living Services/Supported Living Services

NASDDDS - National Association of State Directors of Developmental Disabilities Services

NCI - National Core Indicators

QAC - Quality Assessment Coordinator

RC - Regional Center

SCDD - State Council on Developmental Disabilities

List of Regional Center Abbreviations

ACRC- Alta California Regional Center

CVRC- Central Valley Regional Center

RCEB- Regional Center of the East Bay

ELARC- Eastern Los Angeles Regional Center

FNRC- Far Northern Regional Center

FDLRC- Frank D. Lanterman Regional Center

GGRC- Golden Gate Regional Center

HRC- Harbor Regional Center

IRC- Inland Regional Center

KRC- Kern Regional Center

NBRC- North Bay Regional Center

NLACRC- North Los Angeles County Regional Center

RCOC- Regional Center of Orange County

RCRC- Redwood Coast Regional Center

SARC- San Andreas Regional Center

SDRC- San Diego Regional Center

SG/PRC- San Gabriel/Pomona Regional Center

SCLARC- South Central Los Angeles Regional Center

TCRC- Tri-Counties Regional Center Regional Center

VMRC- Valley Mountain Regional Center

WRC- Westside Regional Center

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Executive Summary

The National Core Indicators (NCI) are standard measures used across states to assess the outcomes of services provided to individuals with intellectual/developmental disabilities and their families. Indicators address key areas of concern such as employment, respect/rights, service planning, community inclusion, choice, and health and safety. The data that result from NCI surveys are often used to inform strategic planning, produce legislative reports, and prioritize quality improvement initiatives. Many states also share the data with stakeholder groups such as Quality Councils and use the stakeholder feedback to help set priorities and establish policy direction.

The NCI Family/Guardian Survey is administered to families who have an adult (18 years or older) with a developmental disability who does not live in the family home and receives at least one service other than case management. Not all states that participate in NCI administer the Family/Guardian Survey on an annual basis. Of the 46 states, the District of Columbia who participated in NCI during the 2019-20 data collection cycle, 11 states¹ submitted a valid sample of Family/Guardian Survey data. **Please note: the NCI averages shown throughout this report are weighted.**²

In California, the Family/Guardian Survey is administered once every three years and data are collected from all 21 regional centers. The California statewide average is comprised of this data. This report provides a summary of results based on data submitted by June 30, 2020.

***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.*

Important note on Impact of COVID-19

The 2019-20 NCI Family Survey data collection cycle began July 1, 2019 and ended June 30, 2020. Midway through data collection, in February 2020, COVID-19 began to spread across the United

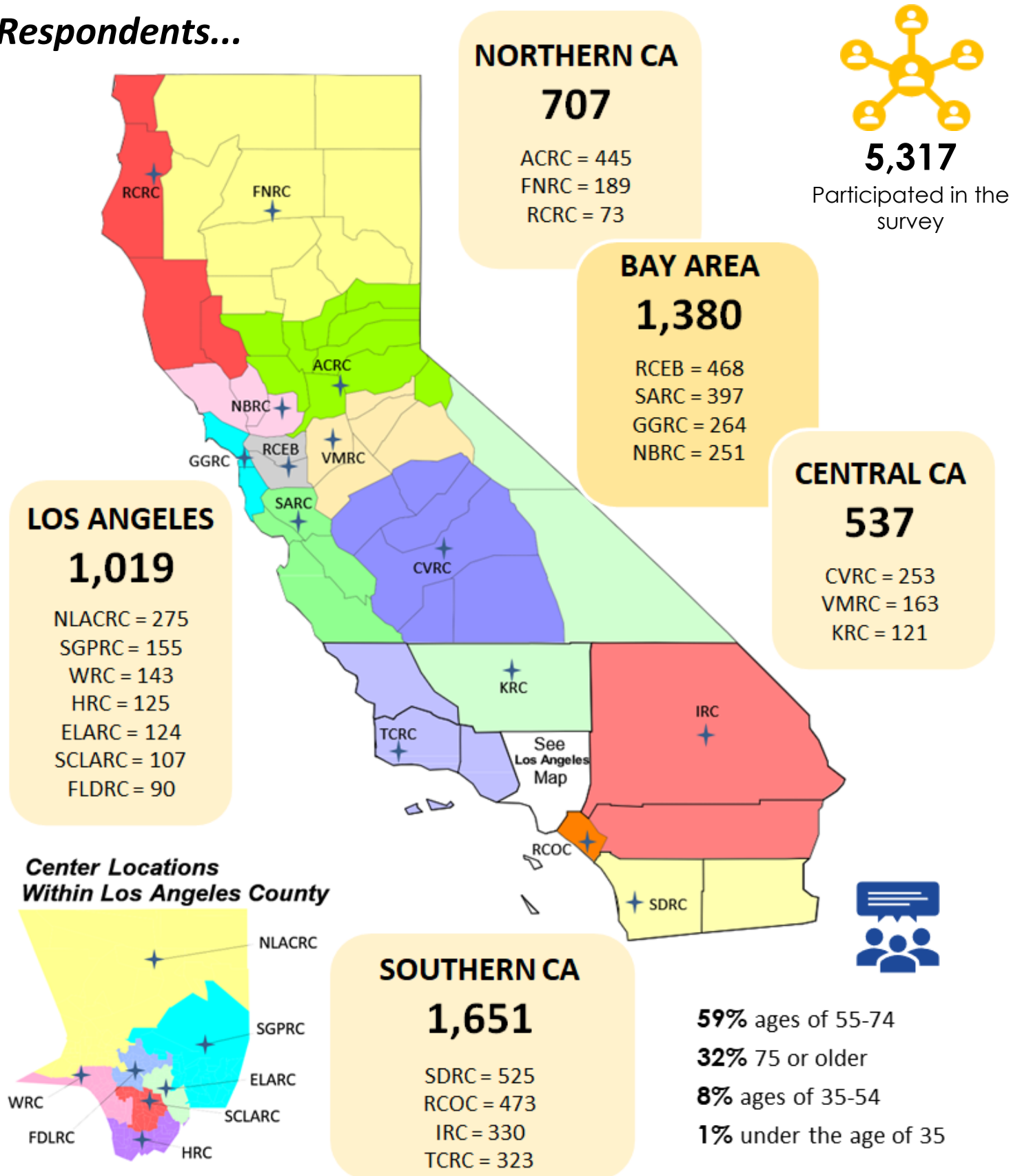
¹ : Arizona (AZ), California (CA), Florida (FL), Georgia (GA), Maryland (MD), Minnesota (MN), New Hampshire (NH), North Carolina (NC), Pennsylvania (PA), South Dakota (SD), and Utah (UT).

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

States. Data collection for the NCI Family Surveys ***continued throughout the pandemic***. States begin data collection at various times throughout the year – some before the pandemic started and some after. Because the family surveys do not collect information on the date of survey completion, we cannot fully assess what impact the pandemic had on data collected at different times throughout the year. Additionally, we cannot determine whether the onset of COVID-19 impacted state samples. For instance, we do not know if certain populations were more or less likely to respond to the survey after February and we do not know whether or how responses were affected for specific questions for those who completed the survey after the pandemic began. While these data will serve as an important baseline, and meaningful way for states to understand the overall impact of services on families of individuals being served, these data should be read with caution.

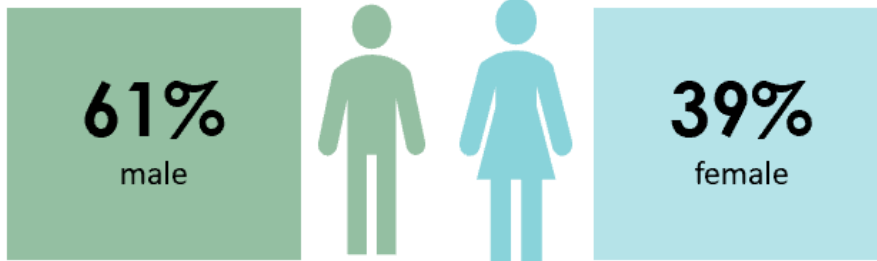
Respondents of this survey are family members and/or guardians of adults who have IDD and receive at least one service in addition to case management from the state DD service system. The respondent *does not live with* the adult receiving services. A full list of regional center abbreviations can be found on [page vi](#). More NCI data findings are available at [National Core Indicators - CA Department of Developmental Services](#).

Respondents...



Family member with IDD....

Gender



Preferred Language



94%

English



2%

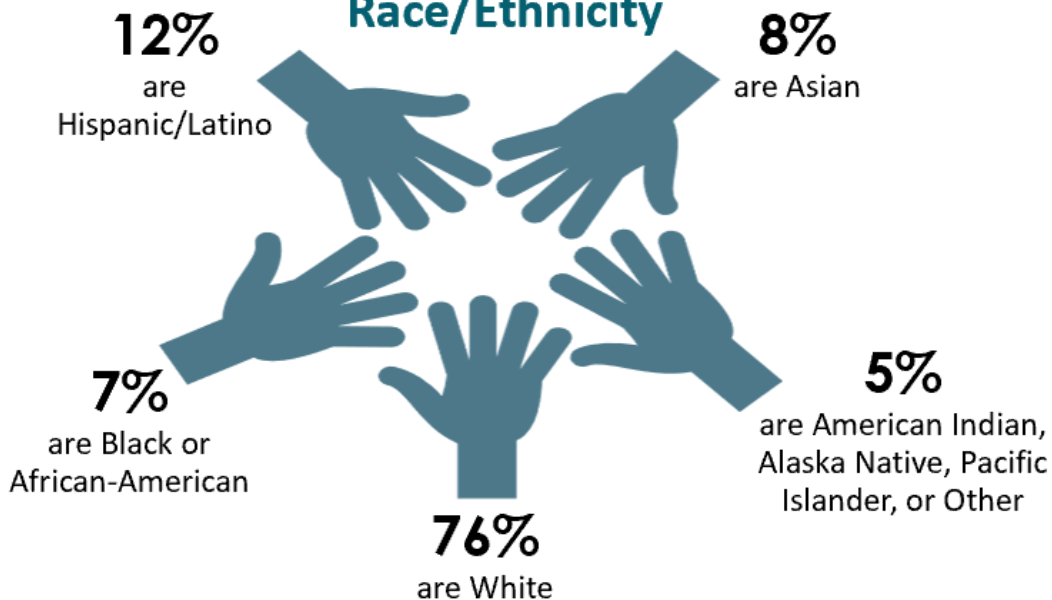
Spanish



4%

Other

Race/Ethnicity



Results are reported by survey respondents. Some questions allow multiple responses, so data depicted may exceed 100%

Where family member lives...



43% group home or agency-operated agency

35% own home or apartment

14% specialized facility for people with ID

5% other resident not listed

2% adult foster care or host home

1% nursing home



87%

Families are *always* or *usually* satisfied with their current services and supports



95%

Families say services and supports have made a positive difference in their lives



85%

Families can *always* or *usually* contact their service coordinator when they want to



96%

Families feel that service coordinators *always* or *usually* support them in culturally respectful ways



86%

Families say they get the services and supports they need for their family member



98%

Families get information about services and supports in their preferred language



89%

Families think information they receive is easy to understand



75%

Families choose their service coordinator or can change if they want to



77%

Families say they *always* or *usually* choose their service agency



85%

Families say their family member participates in community activities



82%

Families say they use community resources outside of the regional center

Results

This section provides regional center, California, and NCI results for demographic and survey outcomes data.

Presentation of Data

In addition to basic demographic questions and questions on services and supports received, the survey contains six groupings of questions that probe specific areas of quality service provision: information and planning, access and delivery of services, choice and control, community connections, satisfaction, and outcomes. Each question is constructed so the respondent selects from either four possible responses ("always," "usually," "sometimes," "seldom/never") or two responses ("yes" or "no"). Respondents also have the option to indicate that they don't know the answer to a question or that the question is not applicable.

Demographic results are shown in table form with regional centers listed alphabetically. Outcomes are shown first with a chart depicting the CA Average. The charts are followed by accessible tables showing regional center outcomes listed alphabetically.

Regional centers with fewer than 20 respondents to a question **are not** included in outcome tables; however, their data **are** included in the CA Average. Fifty-five (55) surveys were received from unknown regional centers. Data from those surveys are included in the CA Average.

Note on NCI Averages: The NCI averages contained in this report are “weighted” means; their calculations reflect the relative population sizes of participating states and the states’ sample sizes. Prior to 2016-17, NCI averages were calculated as the simple arithmetic mean of all state means (an approach known as “average of averages”), so comparisons to past reports should be made with caution. See more about weighting in the Methodology section.

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

Note on responses: All data are reported by the respondent based on their understanding of their family member’s demographics, diagnoses and personal characteristics.

Demographics

Note on responses: All data are reported by the respondent based on their understanding of their family member's demographics, diagnoses and personal characteristics.

Family Member

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

Table 1. Family Member's Residence

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

Regional Center	Specialized Facility for People With ID ³	Group Home or Agency-operated Agency	Independent Home or Apartment	Adult Foster Care or Host Family Home	Nursing Home	Homeless	Other	N
ACRC	8%	31%	50%	2%	1%	0%	7%	437
CVRC	16%	45%	26%	3%	0%	0%	10%	245
ELARC	16%	42%	35%	2%	3%	0%	3%	120
FDLRC	22%	49%	22%	1%	2%	0%	5%	88
FNRC	9%	44%	36%	3%	1%	0%	7%	181
GGRC	19%	53%	25%	2%	0%	0%	1%	259
HRC	13%	54%	29%	2%	0%	0%	2%	119
IRC	25%	45%	19%	3%	0%	1%	8%	317
KRC	8%	39%	36%	6%	1%	0%	10%	118
NBRC	8%	38%	43%	2%	1%	0%	8%	240
NLACRC	17%	42%	30%	3%	1%	0%	7%	274
RCEB	11%	44%	39%	1%	1%	0%	5%	464
RCOC	15%	46%	31%	2%	0%	0%	5%	462
RCRC	3%	8%	72%	7%	4%	0%	6%	71
SARC	11%	48%	35%	1%	0%	0%	4%	386
SCLARC	17%	40%	27%	6%	5%	1%	5%	103
SDRC	13%	45%	35%	1%	1%	0%	4%	520
SGPRC	28%	41%	22%	2%	3%	0%	3%	150
TCRC	13%	36%	41%	0%	0%	0%	10%	321
VMRC	13%	43%	35%	2%	0%	1%	6%	161
WRC	7%	40%	48%	1%	1%	0%	3%	139
CA Average	14%	43%	35%	2%	1%	0%	6%	5,198
Weighted NCI Average	12%	59%	19%	8%	1%	0%	2%	9,233

³ ICF, state-run or other institutional setting

Table 2. Family Member's Residential Designation

Regional Center	Urban or Suburban	Rural	N
ACRC	90%	10%	426
CVRC	89%	11%	238
ELARC	100%	0%	119
FDLRC	100%	0%	86
FNRC	83%	17%	179
GGRC	98%	2%	255
HRC	98%	2%	121
IRC	96%	4%	309
KRC	86%	14%	116
NBRC	95%	5%	248
NLACRC	96%	4%	266
RCEB	98%	2%	453
RCOC	99%	1%	459
RCRC	69%	31%	71
SARC	98%	2%	384
SCLARC	98%	2%	93
SDRC	94%	6%	514
SGPRC	99%	1%	148
TCRC	92%	8%	318
VMRC	83%	17%	156
WRC	99%	1%	138
CA Average	94%	6%	5,120
Weighted NCI Average	84%	16%	9,121

Due to the COVID-19 pandemic and its impact to NCI data collection and sampling processes, we caution against using 2019-20 data to directly compare with past and future NCI data.

Table 3. Family Member's Age

Regional Center	Age	N
ACRC	42.2	434
CVRC	43.6	248
ELARC	45.9	121
FDLRC	45.6	88
FNRC	42.2	178
GGRC	42.2	256
HRC	42.5	119
IRC	45.1	318
KRC	39.4	114
NBRC	42.0	245
NLACRC	43.2	261
RCEB	40.5	456
RCOC	43.2	459
RCRC	41.2	70
SARC	41.2	387
SCLARC	43.6	101
SDRC	42.5	508
SGPRC	49.2	151
TCRC	42.8	317
VMRC	43.1	153
WRC	44.1	139
CA Average	42.8	5,146
Weighted NCI Average	45.4	9,163

Due to the COVID-19 pandemic and its impact to NCI data collection and sampling processes, we caution against using 2019-20 data to directly compare with past and future NCI data.

Table 4. Family Member's Gender

Regional Center	Male	Female	Other	N
ACRC	59%	41%	0%	443
CVRC	60%	40%	0%	252
ELARC	62%	38%	0%	123
FDLRC	69%	31%	0%	90
FNRC	64%	36%	0%	185
GGRC	60%	39%	0%	263
HRC	60%	40%	0%	122
IRC	59%	41%	0%	327
KRC	55%	44%	1%	121
NBRC	55%	45%	0%	247
NLACRC	57%	42%	1%	274
RCEB	64%	36%	0%	466
RCOC	63%	37%	0%	470
RCRC	51%	49%	0%	71
SARC	65%	35%	0%	393
SCLARC	61%	37%	2%	105
SDRC	58%	42%	0%	521
SGPRC	61%	39%	0%	154
TCRC	61%	39%	0%	321
VMRC	59%	41%	0%	161
WRC	66%	34%	0%	137
CA Average	61%	39%	0%	5,269
Weighted NCI Average	60%	40%	n/a	9,353

Due to the COVID-19 pandemic and its impact to NCI data collection and sampling processes, we caution against using 2019-20 data to directly compare with past and future NCI data.

Table 5. Family Member's Race and Ethnicity

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

Regional Center	American Indian or Native Alaska	Asian	Black or African American	Hawaiian or Pacific Islander	White	Hispanic or Latino	Other
ACRC	3%	5%	8%	1%	77%	10%	2%
CVRC	2%	2%	5%	0%	70%	22%	5%
ELARC	1%	21%	4%	1%	48%	30%	4%
FDLRC	2%	13%	3%	1%	70%	19%	3%
FNRC	3%	4%	1%	0%	93%	5%	1%
GGRC	0%	13%	7%	0%	81%	6%	1%
HRC	3%	21%	8%	0%	67%	16%	0%
IRC	2%	5%	9%	1%	69%	19%	3%
KRC	4%	7%	8%	0%	72%	16%	2%
NBRC	1%	3%	4%	2%	86%	4%	3%
NLACRC	1%	9%	5%	1%	76%	13%	2%
RCEB	2%	12%	9%	0%	74%	9%	3%
RCOC	2%	8%	3%	0%	81%	10%	2%
RCRC	7%	1%	0%	0%	92%	7%	3%
SARC	3%	14%	4%	0%	73%	15%	4%
SCLARC	1%	6%	56%	2%	13%	26%	1%
SDRC	3%	4%	5%	0%	83%	10%	4%
SGPRC	0%	10%	5%	0%	66%	25%	5%
TCRC	3%	6%	2%	1%	84%	8%	4%
VMRC	0%	4%	6%	0%	82%	12%	1%
WRC	1%	6%	16%	0%	69%	9%	4%
CA Average	2%	8%	7%	1%	76%	12%	3%
Weighted NCI Average	2%	3%	11%	0%	80%	6%	2%

Due to the COVID-19 pandemic and its impact to NCI data collection and sampling processes, we caution against using 2019-20 data to directly compare with past and future NCI data.

Table 6a. Family Member's Disabilities (not mutually exclusive)

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

Regional Center	Intellectual Disability	Mood Illness or Psychiatric Disorder	Autism Spectrum Disorder	Cerebral Palsy	Limited or No Vision	Severe or Profound Hearing Loss
ACRC	67%	31%	30%	13%	6%	8%
CVRC	70%	27%	22%	15%	6%	4%
ELARC	58%	34%	40%	17%	9%	3%
FDLRC	62%	31%	36%	14%	5%	5%
FNRC	69%	29%	31%	20%	10%	4%
GGRC	67%	22%	33%	21%	8%	4%
HRC	64%	30%	40%	13%	8%	5%
IRC	69%	28%	26%	22%	7%	7%
KRC	57%	25%	42%	12%	8%	9%
NBRC	68%	30%	34%	14%	5%	4%
NLACRC	66%	27%	36%	16%	8%	9%
RCEB	64%	24%	37%	17%	7%	8%
RCOC	72%	25%	32%	15%	5%	6%
RCRC	58%	39%	25%	14%	8%	6%
SARC	65%	22%	38%	15%	6%	4%
SCLARC	58%	30%	27%	16%	12%	7%
SDRC	72%	30%	32%	23%	8%	7%
SGPRC	78%	28%	21%	25%	8%	6%
TCRC	68%	32%	34%	19%	7%	6%
VMRC	68%	32%	25%	16%	11%	7%
WRC	61%	24%	50%	11%	3%	1%
CA Average	67%	28%	33%	17%	7%	6%
Weighted NCI Average	75%	36%	28%	16%	8%	6%

Due to the COVID-19 pandemic and its impact to NCI data collection and sampling processes, we caution against using 2019-20 data to directly compare with past and future NCI data.

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

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

Regional Center	Brain Injury	Seizure Disorder or Neurological Problem	Chemical Dependency	Down Syndrome	Prader-Willi Syndrome	Fetal Alcohol Spectrum Disorder	Other
ACRC	10%	24%	1%	9%	2%	3%	15%
CVRC	8%	24%	0%	6%	0%	2%	17%
ELARC	8%	26%	1%	9%	1%	1%	8%
FDLRC	9%	30%	1%	6%	1%	1%	14%
FNRC	12%	23%	0%	4%	2%	1%	10%
GGRC	9%	21%	0%	16%	1%	1%	10%
HRC	6%	20%	0%	7%	1%	0%	11%
IRC	10%	30%	1%	6%	0%	1%	16%
KRC	8%	25%	0%	3%	2%	2%	15%
NBRC	11%	23%	2%	11%	2%	2%	14%
NLACRC	7%	27%	1%	10%	0%	1%	13%
RCEB	7%	25%	1%	9%	0%	1%	11%
RCOC	10%	25%	0%	9%	1%	0%	13%
RCRC	19%	24%	0%	10%	1%	1%	15%
SARC	11%	27%	0%	8%	1%	2%	12%
SCLARC	10%	20%	1%	6%	0%	3%	12%
SDRC	12%	29%	1%	9%	1%	2%	15%
SGPRC	15%	29%	1%	3%	0%	0%	15%
TCRC	10%	21%	1%	10%	0%	3%	13%
VMRC	14%	22%	2%	6%	1%	2%	17%
WRC	8%	16%	1%	5%	0%	0%	12%
CA Average	10%	25%	1%	8%	1%	1%	13%
Weighted NCI Average	10%	27%	1%	10%	1%	2%	13%

Due to the COVID-19 pandemic and its impact to NCI data collection and sampling processes, we caution against using 2019-20 data to directly compare with past and future NCI data.

Table 7a. Family Member's Health Conditions

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

Regional Center	Cardiovascular Disease	Diabetes	Cancer	High Blood Pressure	High Cholesterol
ACRC	7%	18%	3%	30%	22%
CVRC	9%	15%	5%	38%	28%
ELARC	6%	22%	2%	28%	33%
FDLRC	2%	12%	8%	35%	27%
FNRC	11%	17%	7%	32%	37%
GGRC	8%	13%	9%	26%	24%
HRC	6%	19%	6%	35%	31%
IRC	9%	21%	5%	26%	32%
KRC	10%	16%	3%	29%	31%
NBRC	10%	15%	9%	18%	23%
NLACRC	10%	19%	4%	31%	40%
RCEB	8%	19%	6%	31%	23%
RCOC	10%	19%	7%	29%	33%
RCRC	7%	22%	4%	33%	13%
SARC	6%	17%	8%	24%	25%
SCLARC	6%	26%	1%	38%	41%
SDRC	9%	16%	6%	26%	27%
SGPRC	8%	21%	2%	30%	22%
TCRC	8%	17%	5%	32%	30%
VMRC	7%	22%	3%	31%	27%
WRC	9%	20%	9%	33%	25%
CA Average	8%	18%	6%	29%	28%
Weighted NCI Average	10%	19%	6%	31%	31%

Due to the COVID-19 pandemic and its impact to NCI data collection and sampling processes, we caution against using 2019-20 data to directly compare with past and future NCI data.

Table 7b. Family Member's Health Conditions (continued)

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

Regional Center	Dysphagia	Pressure Ulcers	Alzheimer's Disease or Other Dementia	Oral Health or Other Dental Problems	Sleep Apnea	Other
ACRC	6%	3%	5%	18%	19%	25%
CVRC	5%	2%	3%	16%	10%	32%
ELARC	9%	2%	3%	14%	17%	23%
FDLRC	8%	2%	4%	27%	8%	24%
FNRC	8%	2%	1%	20%	19%	23%
GGRC	7%	1%	4%	11%	15%	22%
HRC	4%	4%	0%	19%	17%	31%
IRC	8%	1%	1%	19%	18%	24%
KRC	6%	0%	3%	27%	6%	32%
NBRC	10%	2%	2%	16%	17%	32%
NLACRC	9%	1%	3%	13%	12%	30%
RCEB	7%	2%	2%	11%	18%	21%
RCOC	8%	1%	5%	12%	15%	30%
RCRC	9%	2%	4%	27%	24%	24%
SARC	9%	1%	3%	12%	19%	29%
SCLARC	1%	0%	1%	18%	6%	34%
SDRC	9%	2%	4%	20%	13%	27%
SGPRC	19%	2%	4%	22%	4%	19%
TCRC	10%	0%	1%	18%	10%	25%
VMRC	10%	0%	4%	9%	6%	39%
WRC	8%	0%	4%	15%	10%	32%
CA Average	8%	1%	3%	16%	14%	27%
Weighted NCI Average	11%	2%	5%	16%	14%	23%

Due to the COVID-19 pandemic and its impact to NCI data collection and sampling processes, we caution against using 2019-20 data to directly compare with past and future NCI data.

Table 8. Family Member's Preferred Means of Communication

Regional Center	Spoken	Gestures or Body Language	Sign Language or Finger Spelling	Communication Aid or Device	Other	N
ACRC	82%	9%	3%	2%	5%	438
CVRC	79%	13%	2%	0%	6%	243
ELARC	70%	21%	3%	1%	6%	120
FDLRC	74%	17%	1%	2%	6%	84
FNRC	86%	10%	1%	0%	3%	183
GGRC	79%	17%	1%	1%	2%	261
HRC	80%	15%	1%	0%	4%	118
IRC	69%	16%	3%	2%	10%	317
KRC	79%	13%	1%	1%	6%	116
NBRC	87%	9%	0%	1%	2%	250
NLACRC	79%	13%	3%	0%	5%	268
RCEB	78%	15%	2%	2%	3%	458
RCOC	81%	12%	2%	1%	4%	463
RCRC	85%	10%	1%	4%	0%	72
SARC	76%	13%	1%	2%	8%	387
SCLARC	74%	13%	2%	3%	8%	101
SDRC	80%	13%	2%	2%	3%	511
SGPRC	79%	12%	1%	0%	8%	150
TCRC	80%	10%	1%	2%	7%	317
VMRC	82%	9%	3%	1%	5%	159
WRC	84%	9%	1%	1%	4%	140
CA Average	79%	13%	2%	1%	5%	5,179
Weighted NCI Average	77%	16%	2%	2%	4%	9,221

Due to the COVID-19 pandemic and its impact to NCI data collection and sampling processes, we caution against using 2019-20 data to directly compare with past and future NCI data.

Table 9a. Family Member's preferred language

California specific question

Regional Center	English	Spanish	Mandarin	Tagalog	Vietnamese	N
ACRC	97%	1%	0%	0%	0%	442
CVRC	96%	2%	0%	0%	0%	245
ELARC	83%	8%	3%	1%	0%	122
FDLRC	89%	5%	0%	0%	0%	88
FNRC	99%	1%	0%	0%	0%	182
GGRC	93%	1%	1%	1%	0%	258
HRC	97%	0%	0%	1%	0%	120
IRC	91%	1%	0%	0%	0%	324
KRC	92%	2%	0%	0%	0%	117
NBRC	98%	1%	0%	0%	0%	248
NLACRC	91%	3%	0%	0%	0%	269
RCEB	94%	1%	1%	0%	0%	462
RCOC	97%	0%	0%	0%	0%	469
RCRC	97%	1%	0%	0%	0%	72
SARC	92%	1%	0%	1%	1%	391
SCLARC	77%	12%	0%	0%	0%	106
SDRC	96%	1%	0%	0%	0%	512
SGPRC	84%	6%	0%	0%	0%	154
TCRC	97%	0%	0%	0%	0%	317
VMRC	96%	2%	0%	0%	0%	159
WRC	96%	1%	0%	0%	0%	141
CA Average	94%	2%	0%	0%	0%	5,221
Weighted NCI Average	n/a	n/a	n/a	n/a	n/a	n/a

Due to the COVID-19 pandemic and its impact to NCI data collection and sampling processes, we caution against using 2019-20 data to directly compare with past and future NCI data.

Table 9b. Family Member's preferred language (continued)

California specific question

Regional Center	Korean	Arabic	Armenian	Farsi	Hmong	N
ACRC	0%	0%	0%	0%	0%	442
CVRC	0%	0%	0%	0%	0%	245
ELARC	1%	2%	0%	0%	0%	122
FDLRC	2%	0%	1%	0%	0%	88
FNRC	0%	0%	0%	0%	0%	182
GGRC	0%	0%	0%	0%	0%	258
HRC	1%	0%	0%	0%	0%	120
IRC	0%	0%	0%	0%	0%	324
KRC	1%	0%	0%	0%	0%	117
NBRC	0%	0%	0%	0%	0%	248
NLACRC	0%	0%	0%	1%	0%	269
RCEB	0%	0%	0%	0%	0%	462
RCOC	0%	0%	0%	0%	0%	469
RCRC	0%	0%	0%	0%	0%	72
SARC	0%	0%	0%	0%	0%	391
SCLARC	1%	0%	0%	0%	0%	106
SDRC	0%	0%	0%	0%	0%	512
SGPRC	0%	0%	0%	0%	0%	154
TCRC	0%	0%	0%	0%	0%	317
VMRC	0%	0%	0%	0%	0%	159
WRC	0%	0%	0%	1%	0%	141
CA Average	0%	0%	0%	0%	0%	5,221
Weighted NCI Average	n/a	n/a	n/a	n/a	n/a	n/a

Due to the COVID-19 pandemic and its impact to NCI data collection and sampling processes, we caution against using 2019-20 data to directly compare with past and future NCI data.

Table 9c. Family Member's preferred language (continued)

California specific question

Regional Center	Khmer	Laos	Russian	American Sign Language ASL	Other	N
ACRC	0%	0%	0%	2%	0%	442
CVRC	0%	0%	0%	0%	1%	245
ELARC	0%	0%	0%	0%	2%	122
FDLRC	0%	0%	0%	0%	3%	88
FNRC	0%	0%	0%	0%	0%	182
GGRC	0%	0%	0%	1%	2%	258
HRC	1%	0%	0%	1%	0%	120
IRC	0%	0%	0%	2%	6%	324
KRC	0%	0%	0%	0%	5%	117
NBRC	0%	0%	0%	0%	1%	248
NLACRC	0%	0%	0%	2%	2%	269
RCEB	0%	0%	0%	1%	3%	462
RCOC	0%	0%	0%	0%	1%	469
RCRC	0%	0%	0%	1%	0%	72
SARC	0%	0%	0%	0%	5%	391
SCLARC	0%	0%	0%	2%	8%	106
SDRC	0%	0%	0%	1%	3%	512
SGPRC	0%	0%	1%	1%	8%	154
TCRC	0%	0%	0%	1%	2%	317
VMRC	0%	0%	0%	1%	1%	159
WRC	0%	0%	1%	0%	1%	141
CA Average	0%	0%	0%	1%	3%	5,221
Weighted NCI Average	n/a	n/a	n/a	n/a	n/a	n/a

Due to the COVID-19 pandemic and its impact to NCI data collection and sampling processes, we caution against using 2019-20 data to directly compare with past and future NCI data.

Table 10. Family Member Has Legal Court Appointed Guardian or Conservator

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

Regional Center	None	Limited	Full	Has Guardianship but Level is Unknown	N
ACRC	52%	48%	n/a	n/a	401
CVRC	52%	48%	n/a	n/a	188
ELARC	41%	59%	n/a	n/a	109
FDLRC	31%	69%	n/a	n/a	78
FNRC	40%	60%	n/a	n/a	183
GGRC	46%	54%	n/a	n/a	248
HRC	39%	61%	n/a	n/a	104
IRC	48%	52%	n/a	n/a	278
KRC	54%	46%	n/a	n/a	109
NBRC	50%	50%	n/a	n/a	239
NLACRC	41%	59%	n/a	n/a	245
RCEB	49%	51%	n/a	n/a	435
RCOC	42%	58%	n/a	n/a	422
RCRC	59%	41%	n/a	n/a	66
SARC	33%	67%	n/a	n/a	375
SCLARC	46%	54%	n/a	n/a	90
SDRC	42%	58%	n/a	n/a	486
SGPRC	46%	54%	n/a	n/a	134
TCRC	44%	56%	n/a	n/a	298
VMRC	59%	41%	n/a	n/a	125
WRC	46%	54%	n/a	n/a	121
CA Average	45%	55%	n/a	n/a	4,754
Weighted NCI Average	26%	25%	44%	4%	8,649

Due to the COVID-19 pandemic and its impact to NCI data collection and sampling processes, we caution against using 2019-20 data to directly compare with past and future NCI data.

Table 11. Guardian or Conservator Relationship to Family Member

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

Regional Center	Family	Friend	Regional Center Employee or Guardianship Agency	Other	N
ACRC	89%	1%	6%	4%	181
CVRC	79%	1%	10%	10%	81
ELARC	98%	0%	0%	2%	61
FDLRC	87%	0%	9%	4%	53
FNRC	89%	1%	7%	3%	108
GGRC	98%	0%	2%	1%	132
HRC	92%	0%	7%	2%	61
IRC	89%	1%	7%	2%	134
KRC	90%	2%	4%	4%	48
NBRC	94%	0%	5%	1%	115
NLACRC	94%	1%	2%	3%	135
RCEB	91%	0%	6%	2%	216
RCOC	92%	1%	4%	2%	226
RCRC	89%	0%	7%	4%	27
SARC	93%	0%	3%	3%	246
SCLARC	89%	0%	4%	7%	46
SDRC	94%	1%	4%	2%	263
SGPRC	76%	0%	17%	8%	66
TCRC	93%	1%	6%	1%	162
VMRC	98%	0%	0%	2%	46
WRC	89%	0%	6%	5%	64
CA Average	91%	1%	5%	3%	2,483
Weighted NCI Average	86%	2%	9%	4%	5,449

Due to the COVID-19 pandemic and its impact to NCI data collection and sampling processes, we caution against using 2019-20 data to directly compare with past and future NCI data.

Table 12. Family Member's Highest level of Education

Regional Center	Did Not Complete High School (and Not Currently Enrolled)	Currently Enrolled in High School	High School Certification	High School Diploma or GED	Vocational Training	Some College	College Degree or Higher	N
ACRC	27%	0%	29%	25%	3%	10%	7%	420
CVRC	30%	0%	29%	23%	5%	8%	5%	220
ELARC	40%	1%	21%	19%	3%	6%	10%	112
FDLRC	42%	1%	22%	13%	6%	9%	8%	79
FNRC	26%	0%	31%	27%	0%	12%	4%	179
GGRC	31%	2%	31%	14%	5%	11%	6%	250
HRC	24%	0%	33%	22%	3%	10%	8%	117
IRC	33%	0%	28%	25%	4%	5%	4%	279
KRC	26%	2%	26%	29%	3%	7%	8%	116
NBRC	29%	0%	32%	24%	1%	9%	5%	234
NLACRC	22%	1%	36%	18%	3%	10%	10%	251
RCEB	22%	0%	36%	20%	5%	9%	7%	446
RCOC	25%	0%	39%	21%	3%	6%	7%	446
RCRC	20%	0%	26%	36%	3%	13%	3%	70
SARC	32%	0%	31%	16%	4%	10%	7%	368
SCLARC	46%	0%	26%	20%	1%	4%	3%	96
SDRC	26%	1%	34%	20%	3%	7%	9%	488
SGPRC	43%	2%	28%	17%	2%	7%	3%	133
TCRC	23%	1%	31%	25%	2%	11%	7%	307
VMRC	29%	1%	29%	22%	1%	12%	5%	147
WRC	29%	1%	20%	22%	5%	12%	11%	133
CA Average	28%	1%	31%	21%	3%	9%	7%	4,913
Weighted NCI Average	33%	1%	32%	23%	3%	4%	5%	8,722

Due to the COVID-19 pandemic and its impact to NCI data collection and sampling processes, we caution against using 2019-20 data to directly compare with past and future NCI data.

Table 13. Family Member's Activities in the Past Two Weeks Included *Individual Paid Job in the Community*⁴

Regional Center	Yes	No	N
ACRC	18%	82%	400
CVRC	12%	88%	217
ELARC	14%	86%	115
FDLRC	12%	88%	84
FNRC	10%	90%	173
GGRC	17%	83%	245
HRC	16%	84%	115
IRC	8%	92%	302
KRC	14%	86%	111
NBRC	16%	84%	233
NLACRC	15%	85%	249
RCEB	18%	82%	434
RCOC	19%	81%	426
RCRC	13%	87%	69
SARC	19%	81%	364
SCLARC	11%	89%	87
SDRC	15%	85%	479
SGPRC	8%	92%	134
TCRC	18%	82%	307
VMRC	12%	88%	143
WRC	22%	78%	128
CA Average	16%	84%	4,833
Weighted NCI Average	12%	88%	8,713

⁴ An individual job is defined as work at an individual job in a local business alongside peers who do not have disabilities. Job is part of the typical labor market (for example, competitive employment).

Table 14. Family Member's Activities in the Past Two Weeks Included *Paid Small Group Job in a Community-based Setting*⁵

Regional Center	Yes	No	N
ACRC	11%	89%	391
CVRC	18%	82%	205
ELARC	5%	95%	110
FDLRC	8%	93%	80
FNRC	22%	78%	172
GGRC	11%	89%	236
HRC	5%	95%	116
IRC	16%	84%	291
KRC	10%	90%	101
NBRC	22%	78%	224
NLACRC	12%	88%	241
RCEB	9%	91%	417
RCOC	15%	85%	418
RCRC	18%	82%	68
SARC	12%	88%	345
SCLARC	11%	89%	82
SDRC	16%	84%	464
SGPRC	19%	81%	134
TCRC	15%	85%	297
VMRC	9%	91%	137
WRC	13%	87%	122
CA Average	14%	86%	4,669
Weighted NCI Average	12%	88%	8,467

⁵ A small group job is defined as work in an integrated setting, as part of a group of not more than 8 people with disabilities (for example, enclave, work crew).

Table 15. Family Member's Activities in the Past Two Weeks Included *Paid Work in a Community Job That Primarily Hires People With Disabilities*⁶

Regional Center	Yes	No	N
ACRC	9%	91%	393
CVRC	9%	91%	217
ELARC	5%	95%	110
FDLRC	4%	96%	79
FNRC	16%	84%	172
GGRC	8%	92%	237
HRC	8%	92%	117
IRC	5%	95%	289
KRC	10%	90%	107
NBRC	14%	86%	224
NLACRC	7%	93%	248
RCEB	7%	93%	425
RCOC	9%	91%	418
RCRC	6%	94%	66
SARC	8%	92%	351
SCLARC	10%	90%	93
SDRC	9%	91%	471
SGPRC	5%	95%	133
TCRC	9%	91%	301
VMRC	6%	94%	140
WRC	11%	89%	125
CA Average	9%	91%	4,736
Weighted NCI Average	6%	94%	8,567

⁶ Paid work in a community job that primarily hires people with disabilities is defined as work in a setting where the person interacts with the non-disabled population; this is NOT in a traditional sheltered workshop and NOT enclave.

Table 16. Family Member's Activities in the Past Two Weeks Included *Unpaid Activity in the Community*⁷

	Yes	No	N
ACRC	24%	76%	389
CVRC	25%	75%	202
ELARC	30%	70%	108
FDLRC	17%	83%	77
FNRC	18%	82%	171
GGRC	35%	65%	226
HRC	15%	85%	112
IRC	23%	77%	280
KRC	15%	85%	101
NBRC	37%	63%	214
NLACRC	33%	67%	236
RCEB	23%	77%	403
RCOC	31%	69%	409
RCRC	32%	68%	68
SARC	35%	65%	337
SCLARC	16%	84%	87
SDRC	34%	66%	448
SGPRC	23%	77%	123
TCRC	32%	68%	289
VMRC	27%	73%	137
WRC	21%	79%	118
CA Average	28%	72%	4,554
Weighted NCI Average	27%	73%	8,247

⁷ Unpaid work in the community includes: volunteering, skills training, and staff-supported community connections.

Table 17. Family Member's Activities in the Past Two Weeks Included *Paid Activity in a Facility-based Setting*⁸

Regional Center	Yes	No	N
ACRC	15%	85%	395
CVRC	17%	83%	206
ELARC	6%	94%	110
FDLRC	5%	95%	80
FNRC	22%	78%	169
GGRC	7%	93%	235
HRC	7%	93%	115
IRC	20%	80%	285
KRC	18%	82%	106
NBRC	16%	84%	219
NLACRC	11%	89%	250
RCEB	9%	91%	417
RCOC	15%	85%	422
RCRC	12%	88%	67
SARC	11%	89%	351
SCLARC	12%	88%	82
SDRC	14%	86%	469
SGPRC	24%	76%	141
TCRC	11%	89%	293
VMRC	10%	90%	143
WRC	13%	87%	127
CA Average	13%	87%	4,700
Weighted NCI Average	21%	79%	8,538

⁸ Paid work performed in a facility-based setting is defined as work at a location developed specifically to provide work activity exclusively for people with disabilities; may be paid sub-minimum wage. Examples include traditional sheltered workshops or work activity centers.

Table 18. Family Member's Activities in the Past Two Weeks Included *Unpaid Activity in a Facility-based Setting*⁹

Regional Center	Yes	No	N
ACRC	22%	78%	384
CVRC	29%	71%	201
ELARC	26%	74%	109
FDLRC	24%	76%	75
FNRC	30%	70%	165
GGRC	36%	64%	231
HRC	28%	72%	113
IRC	31%	69%	274
KRC	24%	76%	97
NBRC	30%	70%	214
NLACRC	26%	74%	240
RCEB	28%	72%	401
RCOC	26%	74%	402
RCRC	32%	68%	68
SARC	29%	71%	340
SCLARC	17%	83%	82
SDRC	25%	75%	454
SGPRC	28%	72%	127
TCRC	27%	73%	289
VMRC	28%	72%	139
WRC	19%	81%	119
CA Average	27%	73%	4,542
Weighted NCI Average	33%	67%	8,251

⁹ An unpaid activity in a facility-based setting includes day habilitation, senior programs, or drop-in centers.

Table 19. Family Member's Activities in the Past Two Weeks Included *School*

Regional Center	Yes	No	N
ACRC	8%	92%	404
CVRC	11%	89%	215
ELARC	10%	90%	115
FDLRC	12%	88%	82
FNRC	7%	93%	167
GGRC	10%	90%	244
HRC	13%	87%	117
IRC	6%	94%	290
KRC	9%	91%	107
NBRC	6%	94%	226
NLACRC	8%	92%	250
RCEB	13%	87%	425
RCOC	10%	90%	428
RCRC	6%	94%	65
SARC	12%	88%	362
SCLARC	18%	82%	93
SDRC	9%	91%	472
SGPRC	11%	89%	135
TCRC	10%	90%	303
VMRC	12%	88%	146
WRC	10%	90%	124
CA Average	10%	90%	4,790
Weighted NCI Average	6%	94%	8,627

Due to the COVID-19 pandemic and its impact to NCI data collection and sampling processes, we caution against using 2019-20 data to directly compare with past and future NCI data.

Table 20. Family Member's Activities in the Past Two Weeks Included *Stays at Home*

Regional Center	Yes	No	N
ACRC	34%	66%	395
CVRC	33%	67%	213
ELARC	35%	65%	108
FDLRC	33%	67%	73
FNRC	32%	68%	167
GGRC	17%	83%	236
HRC	14%	86%	111
IRC	22%	78%	280
KRC	33%	67%	105
NBRC	27%	73%	222
NLACRC	28%	72%	247
RCEB	27%	73%	420
RCOC	22%	78%	415
RCRC	48%	52%	67
SARC	23%	77%	348
SCLARC	34%	66%	89
SDRC	23%	77%	458
SGPRC	33%	67%	128
TCRC	24%	76%	293
VMRC	32%	68%	140
WRC	30%	70%	110
CA Average	27%	73%	4,646
Weighted NCI Average	27%	73%	8,376

Due to the COVID-19 pandemic and its impact to NCI data collection and sampling processes, we caution against using 2019-20 data to directly compare with past and future NCI data.

Table 21. Family Member's Activities in the Past Two Weeks Included *Other Activities*

Regional Center	Yes	No	N
ACRC	53%	47%	111
CVRC	48%	52%	73
ELARC	57%	43%	35
FDLRC	31%	69%	26
FNRC	46%	54%	63
GGRC	50%	50%	101
HRC	49%	51%	47
IRC	48%	52%	117
KRC	50%	50%	38
NBRC	47%	53%	94
NLACRC	42%	58%	69
RCEB	51%	49%	164
RCOC	42%	58%	154
RCRC	55%	45%	20
SARC	56%	44%	133
SCLARC	33%	67%	36
SDRC	47%	53%	181
SGPRC	41%	59%	41
TCRC	56%	44%	118
VMRC	39%	61%	54
WRC	50%	50%	44
CA Average	48%	52%	1,726
Weighted NCI Average	42%	58%	2,991

Due to the COVID-19 pandemic and its impact to NCI data collection and sampling processes, we caution against using 2019-20 data to directly compare with past and future NCI data.

Table 22. Family Member's Support Needs for Self-Injurious, Disruptive, and/or Destructive Behaviors

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

Regional Center	None	Some	Extensive	N
ACRC	48%	34%	18%	423
CVRC	33%	37%	30%	247
ELARC	24%	40%	36%	117
FDLRC	39%	30%	30%	89
FNRC	44%	35%	21%	185
GGRC	44%	38%	18%	259
HRC	40%	37%	23%	121
IRC	33%	42%	25%	309
KRC	35%	33%	33%	120
NBRC	39%	40%	21%	240
NLACRC	39%	34%	27%	267
RCEB	46%	36%	18%	459
RCOC	41%	39%	21%	456
RCRC	43%	35%	22%	72
SARC	39%	39%	22%	382
SCLARC	29%	36%	35%	103
SDRC	42%	36%	22%	503
SGPRC	30%	36%	33%	148
TCRC	42%	36%	21%	313
VMRC	50%	30%	20%	155
WRC	35%	40%	25%	136
CA Average	40%	37%	23%	5,127
Weighted NCI Average	33%	39%	28%	9,135

Due to the COVID-19 pandemic and its impact to NCI data collection and sampling processes, we caution against using 2019-20 data to directly compare with past and future NCI data.

Table 23. Family Member'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 family member's demographics, diagnoses and personal characteristics.

Regional Center	None	Some	Extensive	N
ACRC	39%	37%	24%	430
CVRC	34%	36%	30%	244
ELARC	20%	36%	44%	119
FDLRC	27%	32%	41%	90
FNRC	41%	34%	25%	187
GGRC	32%	38%	30%	256
HRC	32%	35%	33%	124
IRC	30%	35%	34%	320
KRC	34%	34%	32%	119
NBRC	33%	38%	30%	243
NLACRC	33%	35%	32%	270
RCEB	35%	33%	31%	454
RCOC	29%	40%	31%	456
RCRC	40%	26%	33%	72
SARC	29%	40%	31%	387
SCLARC	36%	26%	38%	104
SDRC	34%	32%	35%	515
SGPRC	24%	34%	42%	152
TCRC	38%	33%	29%	317
VMRC	41%	30%	29%	160
WRC	31%	41%	28%	138
CA Average	33%	35%	32%	5,180
Weighted NCI Average	24%	37%	39%	9,235

Due to the COVID-19 pandemic and its impact to NCI data collection and sampling processes, we caution against using 2019-20 data to directly compare with past and future NCI data.

Table 24. Family Member's Need for Help With Other Daily Activities (e.g., scheduling, managing money, or shopping)

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

Regional Center	None	Some	Extensive	N
ACRC	7%	34%	59%	429
CVRC	8%	25%	67%	240
ELARC	3%	23%	74%	119
FDLRC	2%	30%	68%	90
FNRC	6%	31%	63%	185
GGRC	5%	30%	65%	259
HRC	9%	29%	62%	123
IRC	6%	28%	67%	320
KRC	7%	34%	59%	118
NBRC	4%	31%	65%	243
NLACRC	6%	29%	65%	267
RCEB	5%	31%	64%	457
RCOC	3%	31%	66%	455
RCRC	4%	41%	55%	73
SARC	3%	31%	66%	390
SCLARC	8%	31%	62%	104
SDRC	5%	31%	64%	510
SGPRC	2%	25%	73%	149
TCRC	5%	34%	61%	316
VMRC	11%	27%	62%	159
WRC	4%	37%	59%	136
CA Average	5%	30%	64%	5,165
Weighted NCI Average	3%	21%	76%	9,229

Respondents

This section provides demographic information about the respondent.

Table 25a. Language Spoken at Home

Standard NCI response options include “English”, “Spanish”, and “Other”

Regional Center	English	Spanish	Mandarin	Tagalog	Vietnamese	N
ACRC	98%	1%	0%	0%	0%	431
CVRC	95%	5%	0%	0%	0%	245
ELARC	77%	11%	5%	1%	0%	121
FDLRC	84%	4%	0%	0%	1%	90
FNRC	99%	1%	0%	0%	0%	183
GGRC	90%	2%	2%	2%	0%	258
HRC	94%	2%	2%	0%	0%	124
IRC	93%	2%	0%	0%	0%	326
KRC	89%	3%	0%	0%	0%	119
NBRC	98%	1%	0%	0%	0%	247
NLACRC	91%	3%	0%	1%	0%	272
RCEB	91%	2%	1%	1%	0%	460
RCOC	92%	3%	0%	1%	1%	457
RCRC	99%	1%	0%	0%	0%	72
SARC	88%	2%	1%	1%	3%	391
SCLARC	75%	18%	0%	1%	0%	106
SDRC	97%	0%	0%	0%	0%	516
SGPRC	83%	7%	3%	0%	0%	150
TCRC	97%	1%	0%	0%	0%	321
VMRC	97%	2%	0%	0%	0%	162
WRC	94%	2%	0%	0%	0%	138
CA Average	93%	3%	1%	0%	0%	5,212
Weighted NCI Average	97%	1%	n/a	n/a	n/a	9,284

Due to the COVID-19 pandemic and its impact to NCI data collection and sampling processes, we caution against using 2019-20 data to directly compare with past and future NCI data.

Table 25b. Language Spoken at Home

Standard NCI response options include “English”, “Spanish”, and “Other”

Regional Center	Korean	Arabic	Armenian	Farsi	Hmong	N
ACRC	0%	0%	0%	0%	0%	431
CVRC	0%	0%	0%	0%	0%	245
ELARC	1%	2%	1%	0%	0%	121
FDLRC	2%	1%	3%	0%	0%	90
FNRC	0%	0%	0%	0%	0%	183
GGRC	0%	0%	0%	0%	0%	258
HRC	1%	0%	0%	0%	0%	124
IRC	0%	0%	0%	0%	0%	326
KRC	0%	0%	0%	0%	0%	119
NBRC	0%	0%	0%	0%	0%	247
NLACRC	0%	0%	0%	1%	0%	272
RCEB	0%	0%	0%	0%	0%	460
RCOC	0%	0%	0%	0%	0%	457
RCRC	0%	0%	0%	0%	0%	72
SARC	0%	0%	0%	0%	0%	391
SCLARC	0%	0%	0%	0%	0%	106
SDRC	0%	0%	0%	0%	0%	516
SGPRC	0%	0%	0%	0%	0%	150
TCRC	0%	0%	0%	0%	0%	321
VMRC	0%	0%	0%	0%	0%	162
WRC	0%	0%	0%	1%	0%	138
CA Average	0%	0%	0%	0%	0%	5,212
Weighted NCI Average	n/a	n/a	n/a	n/a	n/a	9,284

Due to the COVID-19 pandemic and its impact to NCI data collection and sampling processes, we caution against using 2019-20 data to directly compare with past and future NCI data.

Table 25c. Language Spoken at Home

Standard NCI response options include “English”, “Spanish”, and “Other”

Regional Center	Khmer	Laos	Russian	American Sign Language (ASL)	Other	N
ACRC	0%	0%	0%	0%	1%	431
CVRC	0%	0%	0%	0%	0%	245
ELARC	0%	0%	0%	0%	3%	121
FDLRC	0%	0%	0%	0%	3%	90
FNRC	0%	0%	0%	0%	1%	183
GGRC	0%	0%	1%	0%	3%	258
HRC	1%	0%	0%	0%	2%	124
IRC	0%	0%	0%	0%	4%	326
KRC	0%	0%	0%	0%	8%	119
NBRC	0%	0%	0%	0%	0%	247
NLACRC	0%	0%	0%	0%	2%	272
RCEB	0%	0%	0%	1%	4%	460
RCOC	0%	0%	0%	0%	3%	457
RCRC	0%	0%	0%	0%	0%	72
SARC	0%	0%	0%	0%	4%	391
SCLARC	0%	0%	0%	1%	6%	106
SDRC	0%	0%	0%	0%	2%	516
SGPRC	0%	0%	1%	0%	7%	150
TCRC	0%	0%	0%	0%	2%	321
VMRC	0%	0%	0%	1%	1%	162
WRC	0%	0%	1%	0%	2%	138
CA Average	0%	0%	0%	0%	3%	5,212
Weighted NCI Average	n/a	n/a	n/a	n/a	1%	9,284

Due to the COVID-19 pandemic and its impact to NCI data collection and sampling processes, we caution against using 2019-20 data to directly compare with past and future NCI data.

Table 26. Respondent's Age

Regional Center	Under 35	35-54	55-74	75 and Older	N
ACRC	1%	6%	64%	29%	436
CVRC	3%	12%	59%	27%	247
ELARC	0%	9%	58%	33%	121
FDLRC	0%	6%	52%	43%	89
FNRC	1%	9%	61%	29%	187
GGRC	0%	5%	58%	37%	256
HRC	3%	13%	48%	35%	124
IRC	1%	9%	53%	37%	324
KRC	0%	16%	58%	26%	120
NBRC	1%	7%	64%	28%	245
NLACRC	0%	4%	62%	34%	271
RCEB	1%	8%	59%	32%	461
RCOC	2%	9%	56%	33%	458
RCRC	0%	11%	63%	26%	73
SARC	1%	4%	62%	33%	392
SCLARC	3%	21%	60%	16%	106
SDRC	1%	7%	58%	34%	511
SGPRC	1%	6%	53%	40%	152
TCRC	1%	6%	58%	35%	319
VMRC	1%	10%	56%	33%	162
WRC	0%	9%	59%	32%	138
CA Average	1%	8%	59%	32%	5,214
Weighted NCI Average	2%	13%	62%	24%	9,270

Due to the COVID-19 pandemic and its impact to NCI data collection and sampling processes, we caution against using 2019-20 data to directly compare with past and future NCI data.

Table 27. Respondent's Health

Regional Center	Excellent	Very Good	Fairly Good	Poor	N
ACRC	20%	46%	30%	5%	435
CVRC	17%	39%	35%	9%	247
ELARC	16%	34%	39%	11%	122
FDLRC	16%	46%	29%	9%	89
FNRC	21%	44%	33%	3%	180
GGRC	21%	43%	30%	6%	257
HRC	19%	40%	36%	4%	124
IRC	14%	42%	38%	6%	327
KRC	17%	48%	31%	5%	120
NBRC	15%	50%	30%	5%	245
NLACRC	17%	44%	32%	7%	270
RCEB	19%	41%	36%	4%	463
RCOC	18%	52%	26%	4%	461
RCRC	13%	44%	38%	6%	72
SARC	21%	43%	31%	5%	390
SCLARC	6%	40%	45%	10%	103
SDRC	20%	48%	27%	4%	513
SGPRC	17%	36%	40%	7%	151
TCRC	18%	47%	29%	5%	319
VMRC	10%	41%	41%	8%	162
WRC	27%	39%	28%	6%	141
CA Average	18%	44%	32%	6%	5,213
Weighted NCI Average	18%	46%	32%	5%	9,280

Due to the COVID-19 pandemic and its impact to NCI data collection and sampling processes, we caution against using 2019-20 data to directly compare with past and future NCI data.

Table 28. Respondent's Relationship to Family Member

Regional Center	Parent	Sibling	Spouse	Grandparent	Public Guardian	Private Guardian	Other	N
ACRC	93%	4%	0%	0%	0%	0%	2%	438
CVRC	87%	9%	0%	0%	0%	0%	3%	248
ELARC	68%	23%	0%	0%	1%	1%	7%	123
FDLRC	85%	10%	0%	0%	0%	1%	3%	89
FNRC	91%	6%	0%	1%	0%	0%	2%	184
GGRC	94%	5%	0%	0%	0%	0%	0%	254
HRC	83%	10%	0%	0%	0%	1%	6%	124
IRC	94%	4%	0%	0%	0%	0%	2%	325
KRC	90%	8%	0%	2%	0%	0%	1%	118
NBRC	91%	7%	0%	0%	0%	0%	2%	247
NLACRC	91%	6%	0%	0%	0%	0%	2%	269
RCEB	94%	3%	0%	0%	0%	0%	2%	460
RCOC	86%	6%	1%	0%	0%	0%	7%	461
RCRC	89%	4%	0%	1%	0%	0%	5%	73
SARC	92%	4%	0%	1%	0%	0%	3%	389
SCLARC	52%	20%	1%	3%	1%	1%	22%	104
SDRC	91%	6%	0%	1%	0%	0%	2%	517
SGPRC	79%	14%	0%	0%	0%	1%	6%	151
TCRC	88%	8%	0%	1%	0%	0%	3%	320
VMRC	86%	7%	1%	2%	0%	1%	4%	162
WRC	78%	14%	0%	1%	1%	0%	7%	139
CA Average	89%	7%	0%	0%	0%	0%	4%	5,218
Weighted NCI Average	66%	19%	0%	1%	3%	3%	7%	9,280

Due to the COVID-19 pandemic and its impact to NCI data collection and sampling processes, we caution against using 2019-20 data to directly compare with past and future NCI data.

Table 29. Respondent's Frequency of Visits With Family Member Last Year

Regional Center	Did not Visit	1-3 times	4-6 times	7-12 times	More Than 12 Times	N
ACRC	5%	7%	7%	11%	70%	436
CVRC	9%	13%	8%	12%	58%	241
ELARC	5%	11%	11%	11%	61%	122
FDLRC	3%	9%	6%	12%	70%	89
FNRC	3%	11%	11%	11%	64%	184
GGRC	2%	10%	7%	7%	74%	255
HRC	4%	5%	5%	7%	79%	123
IRC	9%	9%	11%	15%	55%	322
KRC	5%	8%	13%	10%	64%	117
NBRC	4%	8%	6%	10%	72%	243
NLACRC	2%	6%	8%	9%	75%	270
RCEB	4%	8%	8%	9%	71%	462
RCOC	3%	7%	8%	8%	74%	458
RCRC	4%	7%	13%	10%	67%	72
SARC	2%	8%	8%	9%	72%	390
SCLARC	3%	6%	14%	11%	67%	102
SDRC	7%	10%	7%	11%	66%	516
SGPRC	6%	12%	10%	7%	66%	151
TCRC	4%	9%	9%	10%	68%	320
VMRC	6%	11%	6%	14%	62%	159
WRC	7%	6%	9%	11%	67%	139
CA Average	5%	9%	8%	10%	68%	5,194
Weighted NCI Average	3%	9%	11%	12%	65%	9,242

Due to the COVID-19 pandemic and its impact to NCI data collection and sampling processes, we caution against using 2019-20 data to directly compare with past and future NCI data.

Table 30. Respondent's Highest Level of Education

Regional Center	No High School Diploma or GED	High School Diploma or GED	Vocational School Certificate Program	Some College	College Degree or Higher	N
ACRC	3%	14%	4%	26%	54%	434
CVRC	8%	14%	6%	28%	44%	246
ELARC	7%	19%	5%	26%	43%	119
FDLRC	9%	10%	3%	27%	50%	88
FNRC	5%	17%	3%	29%	45%	184
GGRC	4%	6%	4%	20%	67%	252
HRC	2%	13%	6%	21%	57%	121
IRC	8%	14%	6%	35%	36%	321
KRC	5%	16%	4%	24%	51%	116
NBRC	4%	12%	4%	28%	53%	247
NLACRC	4%	14%	5%	24%	52%	266
RCEB	3%	10%	5%	23%	59%	458
RCOC	4%	10%	4%	24%	58%	457
RCRC	1%	19%	6%	26%	47%	72
SARC	2%	11%	4%	23%	60%	391
SCLARC	15%	16%	7%	28%	34%	106
SDRC	2%	10%	4%	28%	57%	518
SGPRC	10%	15%	4%	28%	43%	146
TCRC	2%	10%	3%	27%	58%	316
VMRC	8%	16%	4%	29%	43%	161
WRC	2%	10%	4%	20%	64%	138
CA Average	4%	12%	4%	26%	53%	5,180
Weighted NCI Average	4%	17%	7%	23%	50%	9,218

Due to the COVID-19 pandemic and its impact to NCI data collection and sampling processes, we caution against using 2019-20 data to directly compare with past and future NCI data.

Table 31. Total Taxable Household Income of Wage Earners in the Past Year

Regional Center	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
ACRC	8%	4%	5%	12%	15%	30%	27%	382
CVRC	10%	9%	10%	11%	11%	19%	31%	210
ELARC	11%	7%	11%	15%	12%	14%	29%	105
FDLRC	12%	7%	5%	13%	11%	17%	35%	75
FNRC	13%	8%	7%	14%	19%	18%	21%	165
GGRC	10%	2%	4%	10%	11%	30%	32%	231
HRC	12%	8%	7%	5%	8%	25%	35%	100
IRC	11%	8%	9%	16%	12%	17%	27%	277
KRC	7%	7%	7%	14%	18%	20%	26%	98
NBRC	8%	7%	4%	12%	10%	25%	33%	224
NLACRC	9%	4%	4%	16%	8%	24%	34%	247
RCEB	10%	3%	6%	14%	11%	30%	26%	410
RCOC	12%	5%	5%	11%	10%	24%	34%	390
RCRC	17%	3%	10%	22%	15%	17%	17%	60
SARC	10%	4%	4%	17%	8%	31%	25%	356
SCLARC	16%	7%	8%	11%	10%	6%	42%	83
SDRC	11%	5%	6%	14%	10%	23%	31%	474
SGPRC	18%	6%	6%	17%	10%	15%	28%	124
TCRC	8%	6%	6%	15%	15%	21%	29%	300
VMRC	12%	5%	6%	15%	17%	20%	24%	131
WRC	10%	4%	4%	10%	6%	35%	31%	126
CA Average	10%	5%	6%	14%	11%	24%	29%	4,588
Weighted NCI Average	9%	6%	7%	16%	13%	21%	28%	8,234

Due to the COVID-19 pandemic and its impact to NCI data collection and sampling processes, we caution against using 2019-20 data to directly compare with past and future NCI data.

Table 32. Total Out-of-pocket Expenses Related to Family Member's Care in the Past Year

CA specific question

Regional Center	Nothing	\$1-\$100	\$101-\$1,000	\$1,001-\$10,000	Over \$10,000	N
ACRC	52%	10%	18%	16%	3%	420
CVRC	66%	6%	17%	11%	0%	242
ELARC	61%	4%	19%	14%	2%	113
FDLRC	48%	5%	27%	13%	7%	83
FNRC	57%	10%	19%	14%	0%	185
GGRC	40%	6%	24%	24%	5%	241
HRC	52%	5%	20%	21%	3%	120
IRC	58%	7%	21%	12%	3%	305
KRC	50%	7%	24%	17%	2%	113
NBRC	47%	5%	23%	22%	3%	239
NLACRC	43%	8%	20%	21%	9%	263
RCEB	40%	7%	26%	22%	6%	436
RCOC	45%	8%	22%	20%	6%	437
RCRC	50%	4%	29%	12%	4%	68
SARC	40%	8%	22%	23%	6%	383
SCLARC	67%	7%	17%	7%	2%	101
SDRC	48%	7%	23%	20%	2%	496
SGPRC	56%	7%	20%	16%	1%	139
TCRC	44%	9%	23%	21%	4%	302
VMRC	60%	6%	17%	17%	0%	154
WRC	38%	6%	18%	26%	12%	132
CA Average	49%	7%	21%	19%	4%	4,991
Weighted NCI Average	n/a	n/a	n/a	n/a	n/a	n/a

Due to the COVID-19 pandemic and its impact to NCI data collection and sampling processes, we caution against using 2019-20 data to directly compare with past and future NCI data.

Table 33a. Services Paid for Out-of-pocket in the Past Year

CA specific question. Categories are not mutually exclusive, therefore N is not shown.

Regional Center	Respite Services	Behavior Therapy	Speech Therapy	Additional Therapies	Social Skills Training	Recreational Activities and Programs
ACRC	1%	3%	0%	8%	6%	38%
CVRC	1%	6%	3%	4%	1%	36%
ELARC	5%	7%	0%	7%	12%	39%
FDLRC	3%	11%	3%	6%	14%	44%
FNRC	1%	4%	1%	4%	5%	49%
GGRC	5%	6%	1%	8%	4%	47%
HRC	4%	2%	2%	6%	2%	53%
IRC	1%	4%	1%	5%	3%	32%
KRC	4%	8%	0%	6%	2%	31%
NBRC	3%	4%	2%	12%	7%	50%
NLACRC	7%	4%	1%	9%	2%	40%
RCEB	3%	4%	1%	12%	3%	48%
RCOC	6%	4%	2%	12%	2%	46%
RCRC	3%	7%	0%	7%	3%	43%
SARC	5%	6%	3%	12%	6%	38%
SCLARC	10%	7%	0%	7%	10%	27%
SDRC	4%	3%	2%	7%	1%	40%
SGPRC	10%	0%	2%	8%	2%	33%
TCRC	3%	2%	0%	12%	2%	35%
VMRC	3%	3%	0%	2%	0%	29%
WRC	3%	6%	5%	21%	8%	44%
CA Average	4%	4%	1%	9%	4%	41%
Weighted NCI Average	n/a	n/a	n/a	n/a	n/a	n/a

Due to the COVID-19 pandemic and its impact to NCI data collection and sampling processes, we caution against using 2019-20 data to directly compare with past and future NCI data.

Table 33b. Services Paid for Out-of-pocket in the Past Year

CA specific question. Categories are not mutually exclusive, therefore N is not shown.

Regional Center	Afterschool Care	Educational Expenses	Medical and/or dental expenses	Parent Training	Transportation Support	Other
ACRC	0%	4%	62%	1%	37%	27%
CVRC	0%	4%	51%	0%	31%	37%
ELARC	0%	2%	49%	5%	27%	20%
FDLRC	0%	6%	58%	0%	39%	31%
FNRC	0%	4%	36%	0%	38%	36%
GGRC	1%	5%	68%	2%	35%	13%
HRC	2%	12%	71%	0%	43%	20%
IRC	0%	4%	49%	0%	27%	41%
KRC	6%	2%	69%	0%	27%	23%
NBRC	1%	3%	70%	0%	35%	20%
NLACRC	1%	2%	62%	1%	29%	29%
RCEB	0%	7%	65%	1%	36%	23%
RCOC	0%	6%	60%	1%	32%	26%
RCRC	0%	7%	40%	0%	60%	17%
SARC	1%	9%	64%	1%	28%	24%
SCLARC	7%	7%	30%	0%	33%	37%
SDRC	1%	3%	57%	1%	34%	34%
SGPRC	0%	2%	53%	2%	31%	35%
TCRC	0%	7%	57%	1%	32%	25%
VMRC	0%	5%	62%	2%	28%	34%
WRC	0%	9%	59%	1%	43%	34%
CA Average	1%	5%	59%	1%	34%	27%
Weighted NCI Average	n/a	n/a	n/a	n/a	n/a	n/a

Due to the COVID-19 pandemic and its impact to NCI data collection and sampling processes, we caution against using 2019-20 data to directly compare with past and future NCI data.

Services and Supports Received

This section provides information about the services and supports received by the family from the regional center.¹⁰

¹⁰ Some NCI states provide services through a statewide ID/DD agency

Table 34. Services and Supports Received From ID/DD Agency¹¹

All data are reported by the respondent based on their understanding of their family member's demographics, diagnoses and personal characteristics; categories are not mutually exclusive, therefore N is not shown. Responses to this question might have been impacted by the COVID-19 pandemic.

Regional Center	Financial Support	In-home Support	Residential Support	Day or Employment Supports	Transportation	Other	Self-direction or Fiscal Intermediary Services
ACRC	33%	53%	73%	63%	70%	37%	26%
CVRC	42%	41%	81%	69%	79%	43%	17%
ELARC	41%	41%	76%	60%	72%	44%	17%
FDLRC	41%	42%	80%	49%	59%	49%	22%
FNRC	41%	46%	77%	64%	72%	39%	25%
GGRC	36%	48%	83%	74%	61%	43%	17%
HRC	36%	29%	77%	74%	65%	45%	22%
IRC	30%	35%	80%	70%	83%	48%	13%
KRC	46%	44%	72%	62%	72%	24%	17%
NBRC	33%	49%	76%	69%	61%	42%	21%
NLACRC	40%	43%	84%	64%	51%	47%	17%
RCEB	32%	44%	79%	69%	58%	27%	17%
RCOC	40%	43%	81%	71%	76%	42%	22%
RCRC	44%	73%	69%	50%	55%	47%	43%
SARC	34%	44%	86%	67%	66%	41%	18%
SCLARC	46%	35%	73%	63%	75%	49%	33%
SDRC	33%	37%	80%	70%	63%	38%	22%
SGPRC	46%	42%	84%	64%	75%	53%	14%
TCRC	34%	54%	80%	66%	62%	48%	25%
VMRC	42%	35%	76%	71%	72%	43%	33%
WRC	44%	62%	74%	57%	50%	46%	21%
CA Average	36%	44%	79%	67%	67%	41%	21%
Weighted NCI Average	32%	45%	88%	69%	86%	54%	26%

¹¹ Some NCI states provide services through a statewide ID/DD agency

Table 35. Additional Services and Supports Received

All data are reported by the respondent based on their understanding of their family member's demographics, diagnoses and personal characteristics; categories are not mutually exclusive, therefore N is not shown. Responses to this question might have been impacted by the COVID-19 pandemic.

Regional Center	Social Security Payments (SSI/SSB)	Other Agencies or Organizations
ACRC	92%	31%
CVRC	96%	33%
ELARC	94%	29%
FDLRC	92%	32%
FNRC	93%	24%
GGRC	90%	37%
HRC	88%	34%
IRC	94%	25%
KRC	93%	27%
NBRC	95%	33%
NLACRC	90%	28%
RCEB	88%	25%
RCOC	93%	32%
RCRC	94%	25%
SARC	90%	30%
SCLARC	83%	38%
SDRC	93%	26%
SGPRC	86%	16%
TCRC	92%	38%
VMRC	90%	34%
WRC	86%	29%
CA Average	91%	30%
Weighted NCI Average	95%	29%

Family/Guardian Survey Results

Note on Significance: Statistical significance depends on both the amount by which a Regional Center differs from the average for a given item and the Regional Center's sample size for that item. There may be instances where Regional Center A's difference from the average is larger than Regional Center B's, but Regional Center B is shown as significantly different from the average whereas Regional Center A is not. The larger the sample size of a Regional Center, the smaller the difference needs to be for it to be statistically significant.

Information and Planning

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

Note: Significance is based on “Always” or “Yes” response.

“You” and **“Respondent”** refers to the person (usually a parent or guardian) filling out the survey.

“Family Member” refers to the person receiving services whom the respondent is answering questions about in this survey.

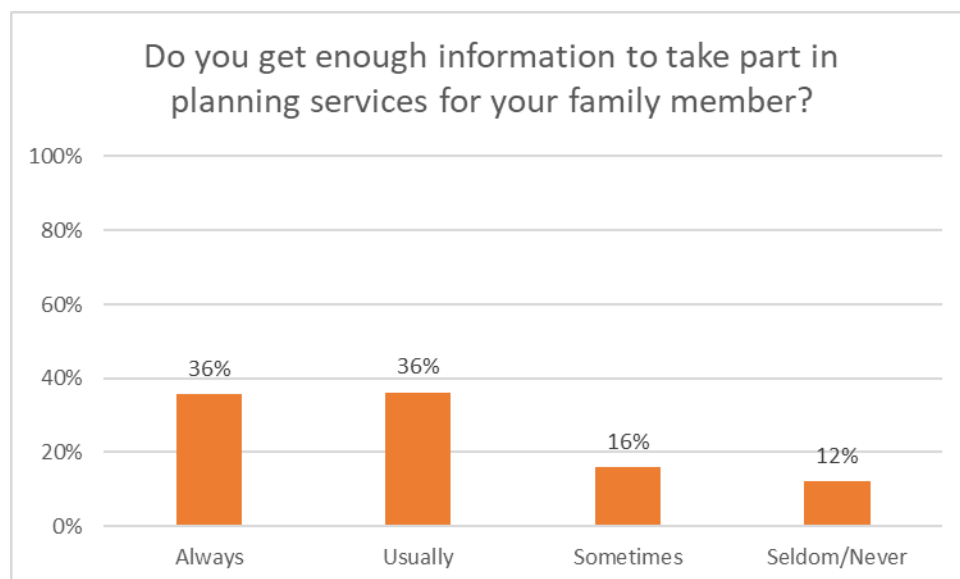


Table Q1. Do you get enough information to take part in planning services for your family member?

Regional Center	Always	Usually	Sometimes	Seldom or Never	N
ACRC	34%	36%	18%	13%	381
CVRC	40%	31%	13%	16%	204
ELARC	36%	33%	19%	13%	112
FDLRC	27%	35%	20%	18%	74
FNRC	36%	38%	12%	14%	162
GGRC	45%	36%	13%	6%	233
HRC	39%	39%	15%	7%	109
IRC	33%	28%	16%	24%	271
KRC	23%	29%	26%	22%	91
NBRC	32%	33%	22%	13%	214
NLACRC	29%	42%	17%	12%	238
RCEB	23%	47%	18%	13%	405
RCOC	43%	40%	12%	6%	412
RCRC	30%	36%	23%	12%	61
SARC	40%	37%	14%	10%	351
SCLARC	46%	20%	17%	17%	76
SDRC	36%	36%	17%	12%	450
SGPRC	38%	34%	15%	13%	122
TCRC	37%	37%	18%	8%	287
VMRC	41%	36%	12%	11%	133
WRC	42%	30%	16%	12%	123
CA Average	36%	36%	16%	12%	4,530
Weighted NCI Average	42%	38%	13%	7%	8,360

Due to the COVID-19 pandemic and its impact to NCI data collection and sampling processes, we caution against using 2019-20 data to directly compare with past and future NCI data.

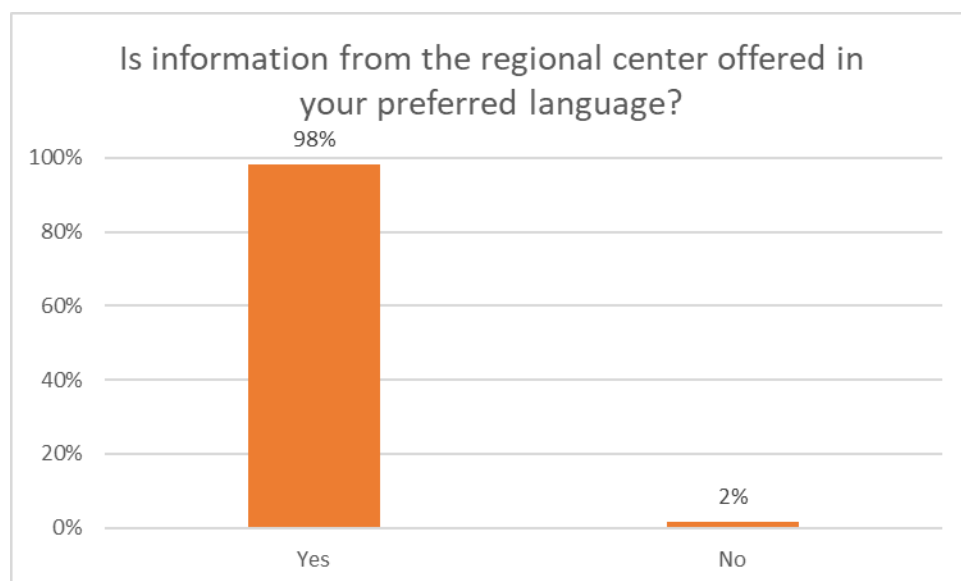


Table Q2. Is information from the regional center offered in your preferred language?

CA specific question

Regional Center	Yes	No	N
ACRC	100%	1%	389
CVRC	100%	1%	212
ELARC	92%	8%	109
FDLRC	100%	0%	77
FNRC	98%	2%	172
GGRC	98%	2%	241
HRC	99%	1%	114
IRC	99%	1%	277
KRC	100%	0%	97
NBRC	98%	2%	218
NLACRC	98%	2%	248
RCEB	98%	2%	408
RCOC	99%	1%	435
RCRC	97%	3%	64
SARC	98%	2%	358
SCLARC	96%	4%	92
SDRC	99%	2%	453
SGPRC	97%	3%	135
TCRC	100%	0%	301
VMRC	98%	2%	148
WRC	98%	2%	124
CA Average	98%	2%	4,693
Weighted NCI Average	n/a	n/a	n/a

Due to the COVID-19 pandemic and its impact to NCI data collection and sampling processes, we caution against using 2019-20 data to directly compare with past and future NCI data.

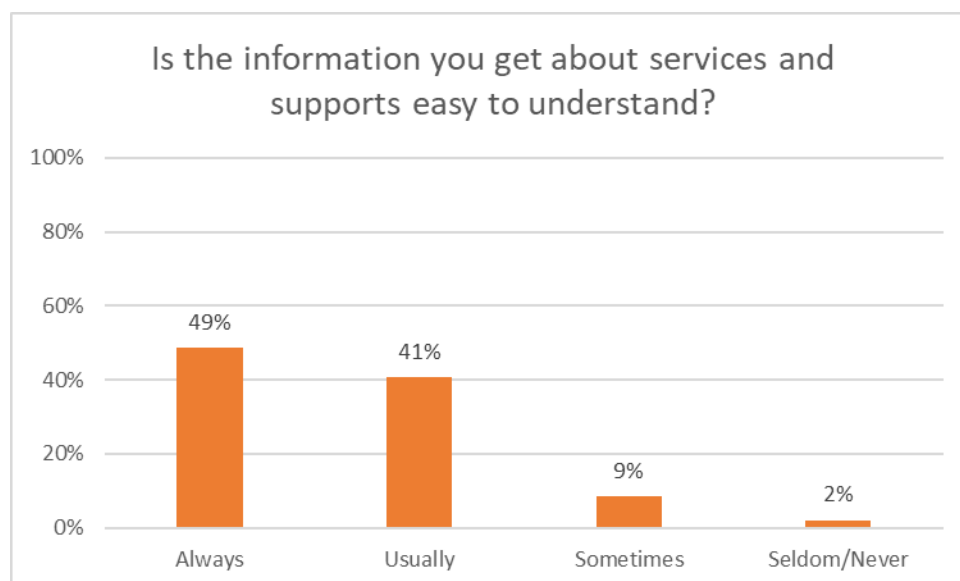


Table Q3. Is the information you get about services and supports easy to understand?

Regional Center	Always	Usually	Sometimes	Seldom or Never	N
ACRC	48%	43%	7%	2%	380
CVRC	59%	31%	8%	2%	206
ELARC	37%	44%	16%	4%	109
FDLRC	37%	49%	14%	0%	79
FNRC	48%	44%	6%	3%	162
GGRC	50%	44%	4%	2%	231
HRC	48%	48%	5%	0%	109
IRC	48%	36%	12%	3%	256
KRC	44%	46%	8%	2%	87
NBRC	40%	48%	10%	3%	212
NLACRC	46%	43%	9%	2%	237
RCEB	42%	44%	12%	2%	400
RCOC	58%	37%	5%	1%	414
RCRC	36%	51%	12%	2%	61
SARC	46%	44%	7%	2%	350
SCLARC	50%	31%	13%	7%	91
SDRC	50%	41%	8%	1%	427
SGPRC	52%	33%	12%	4%	131
TCRC	55%	38%	6%	1%	295
VMRC	53%	38%	7%	2%	136
WRC	50%	36%	12%	2%	123
CA Average	49%	41%	9%	2%	4,517
Weighted NCI Average	42%	46%	10%	2%	8,377

Due to the COVID-19 pandemic and its impact to NCI data collection and sampling processes, we caution against using 2019-20 data to directly compare with past and future NCI data.

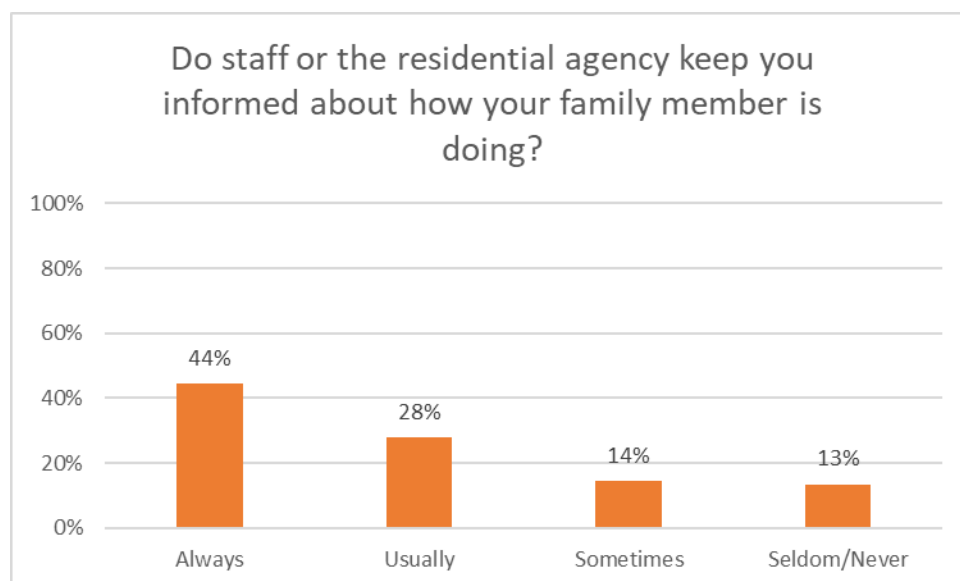


Table Q4. Do staff or the residential agency keep you informed about how your family member is doing?

Regional Center	Always	Usually	Sometimes	Seldom or Never	N
ACRC	42%	30%	14%	14%	386
CVRC	45%	25%	16%	14%	220
ELARC	49%	27%	11%	14%	109
FDLRC	45%	30%	14%	12%	78
FNRC	46%	24%	14%	17%	165
GGRC	47%	30%	14%	9%	243
HRC	51%	32%	7%	10%	111
IRC	43%	25%	13%	19%	308
KRC	36%	23%	22%	18%	99
NBRC	37%	27%	17%	19%	227
NLACRC	48%	22%	19%	11%	256
RCEB	37%	33%	15%	15%	414
RCOC	53%	30%	9%	8%	425
RCRC	28%	26%	30%	17%	54
SARC	44%	32%	14%	10%	359
SCLARC	47%	26%	13%	14%	99
SDRC	45%	25%	14%	16%	473
SGPRC	52%	30%	10%	9%	141
TCRC	42%	35%	13%	11%	286
VMRC	45%	20%	19%	16%	144
WRC	49%	22%	16%	14%	129
CA Average	44%	28%	14%	13%	4,749
Weighted NCI Average	50%	29%	14%	8%	8,702

Due to the COVID-19 pandemic and its impact to NCI data collection and sampling processes, we caution against using 2019-20 data to directly compare with past and future NCI data.

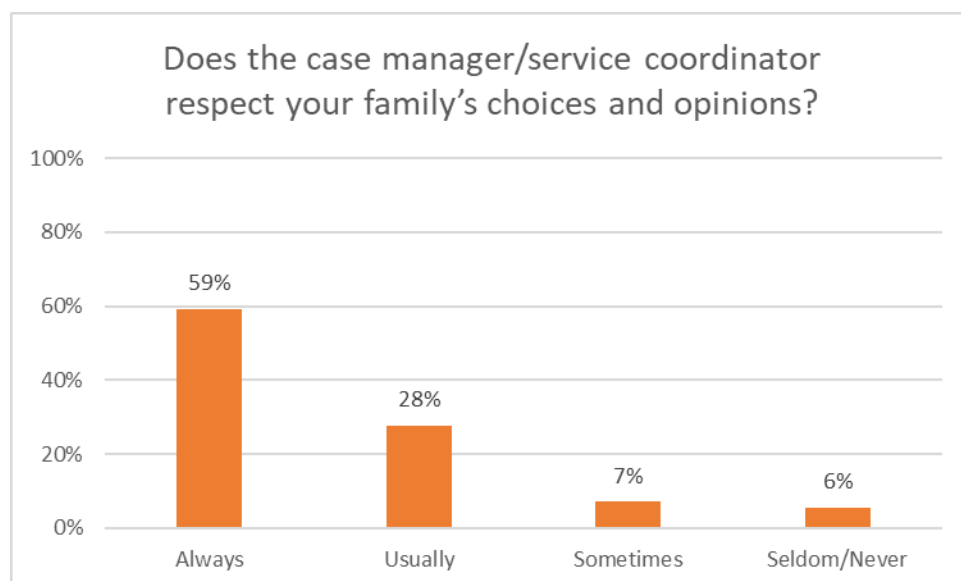


Table Q5. Does the case manager/service coordinator respect your family's choices and opinions?

Regional Center	Always	Usually	Sometimes	Seldom or Never	N
ACRC	57%	30%	5%	8%	373
CVRC	63%	21%	9%	7%	208
ELARC	56%	36%	6%	2%	107
FDLRC	53%	30%	15%	3%	80
FNRC	60%	27%	7%	6%	157
GGRC	67%	26%	5%	3%	244
HRC	67%	23%	7%	3%	112
IRC	52%	29%	9%	10%	279
KRC	44%	35%	10%	10%	97
NBRC	51%	35%	8%	6%	211
NLACRC	55%	29%	9%	7%	248
RCEB	57%	26%	9%	7%	420
RCOC	69%	24%	6%	2%	429
RCRC	57%	28%	7%	9%	58
SARC	58%	31%	7%	3%	353
SCLARC	57%	21%	14%	8%	90
SDRC	61%	26%	8%	6%	454
SGPRC	59%	29%	5%	7%	139
TCRC	62%	30%	5%	3%	289
VMRC	59%	28%	5%	7%	135
WRC	66%	23%	8%	3%	126
CA Average	59%	28%	7%	6%	4,629
Weighted NCI Average	65%	28%	5%	3%	8,557

Due to the COVID-19 pandemic and its impact to NCI data collection and sampling processes, we caution against using 2019-20 data to directly compare with past and future NCI data.

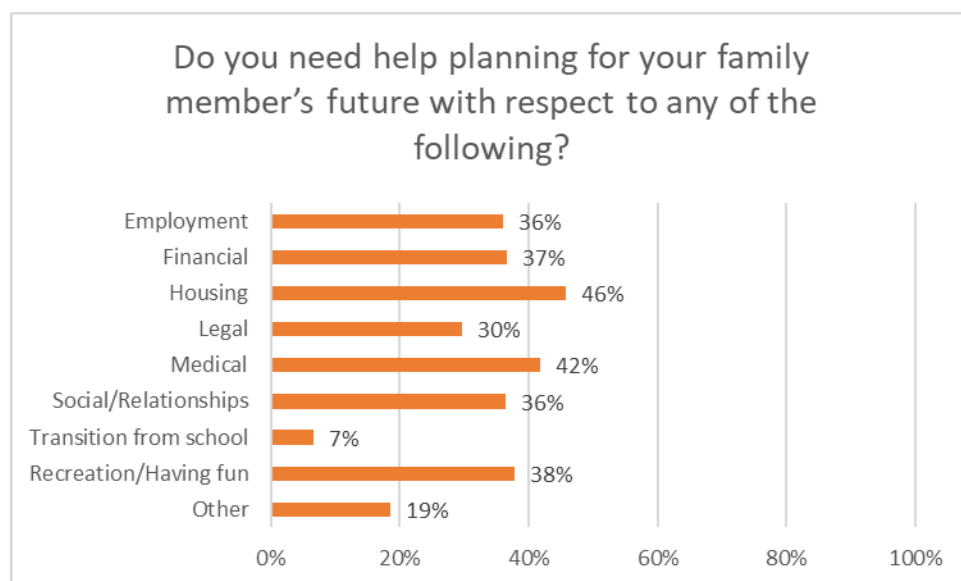


Table Q6. Do you need help planning for your family member's future with respect to any of the following?

Categories are not mutually exclusive, therefore N is not shown

Regional Center	Employment	Financial	Housing	Legal	Medical	Social or Relationships	Transition From School	Recreation or Having Fun	Other
ACRC	39%	38%	51%	29%	39%	36%	5%	37%	18%
CVRC	28%	35%	39%	30%	38%	27%	7%	29%	38%
ELARC	33%	43%	46%	31%	48%	31%	4%	35%	17%
FDLRC	45%	38%	36%	22%	45%	45%	5%	38%	22%
FNRC	36%	34%	50%	32%	38%	32%	7%	39%	17%
GGRC	38%	46%	52%	33%	50%	46%	8%	46%	7%
HRC	27%	33%	45%	26%	48%	36%	7%	34%	15%
IRC	26%	29%	43%	26%	37%	27%	3%	29%	25%
KRC	36%	32%	33%	29%	45%	29%	10%	34%	23%
NBRC	44%	41%	51%	31%	40%	45%	5%	49%	12%
NLACRC	34%	34%	39%	33%	38%	31%	6%	32%	16%
RCEB	39%	37%	47%	26%	37%	46%	9%	48%	10%
RCOC	36%	35%	44%	34%	42%	34%	4%	34%	21%
RCRC	32%	45%	51%	30%	60%	47%	4%	38%	9%
SARC	42%	42%	56%	29%	47%	39%	8%	42%	15%
SCLARC	41%	44%	48%	35%	51%	35%	17%	44%	17%
SDRC	36%	35%	48%	31%	40%	39%	5%	36%	17%
SGPRC	29%	22%	38%	27%	38%	22%	8%	31%	33%
TCRC	39%	38%	45%	27%	48%	36%	6%	40%	21%
VMRC	22%	31%	31%	24%	36%	23%	11%	29%	31%
WRC	41%	44%	40%	31%	38%	44%	8%	34%	20%
CA Average	36%	37%	46%	30%	42%	36%	7%	38%	19%
Weighted NCI Average	30%	35%	42%	28%	44%	33%	5%	36%	18%

Due to the COVID-19 pandemic and its impact to NCI data collection and sampling processes, we caution against using 2019-20 data to directly compare with past and future NCI data.

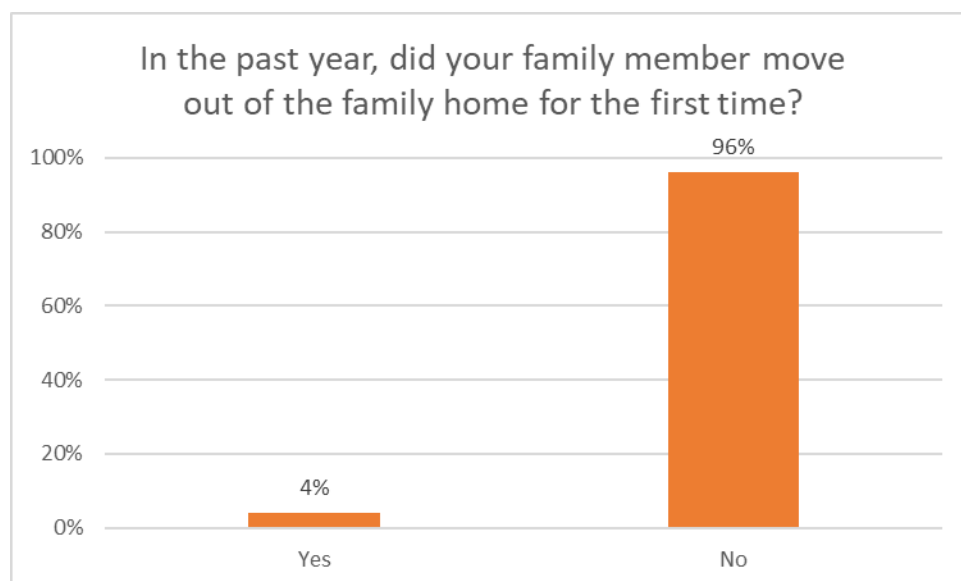


Table Q7. In the past year, did your family member move out of the family home for the first time?

Regional Center	Yes	No	N
ACRC	3%	97%	432
CVRC	6%	94%	243
ELARC	8%	92%	119
FDLRC	7%	93%	84
FNRC	3%	97%	182
GGRC	4%	96%	254
HRC	5%	95%	123
IRC	3%	98%	316
KRC	4%	96%	110
NBRC	2%	98%	235
NLACRC	4%	96%	265
RCEB	4%	97%	452
RCOC	3%	97%	460
RCRC	6%	94%	66
SARC	6%	94%	384
SCLARC	6%	94%	98
SDRC	4%	96%	504
SGPRC	1%	99%	142
TCRC	4%	96%	315
VMRC	3%	97%	152
WRC	3%	97%	134
CA Average	4%	96%	5,093
Weighted NCI Average	4%	96%	9,056

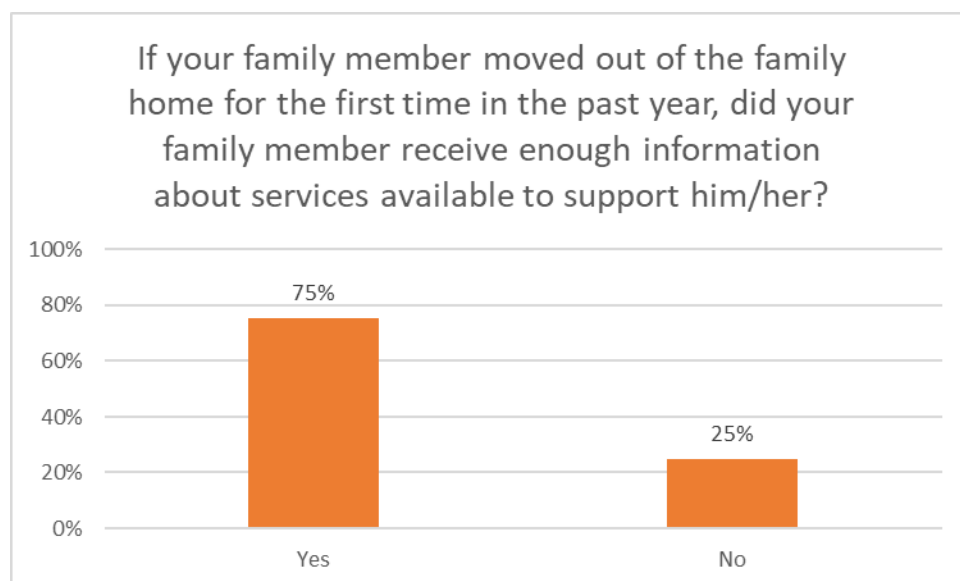


Table Q8. If your family member moved out of the family home for the first time in the past year, did your family member receive enough information about services available to support him/her?

Regional Center	Yes	No	N
ACRC	n/a	n/a	n/a
CVRC	n/a	n/a	n/a
ELARC	n/a	n/a	n/a
FDLRC	n/a	n/a	n/a
FNRC	n/a	n/a	n/a
GGRC	n/a	n/a	n/a
HRC	n/a	n/a	n/a
IRC	n/a	n/a	n/a
KRC	n/a	n/a	n/a
NBRC	n/a	n/a	n/a
NLACRC	n/a	n/a	n/a
RCEB	n/a	n/a	n/a
RCOC	n/a	n/a	n/a
RCRC	n/a	n/a	n/a
SARC	n/a	n/a	n/a
SCLARC	n/a	n/a	n/a
SDRC	n/a	n/a	n/a
SGPRC	n/a	n/a	n/a
TCRC	n/a	n/a	n/a
VMRC	n/a	n/a	n/a
WRC	n/a	n/a	n/a
CA Average	75%	25%	161
Weighted NCI Average	86%	14%	282

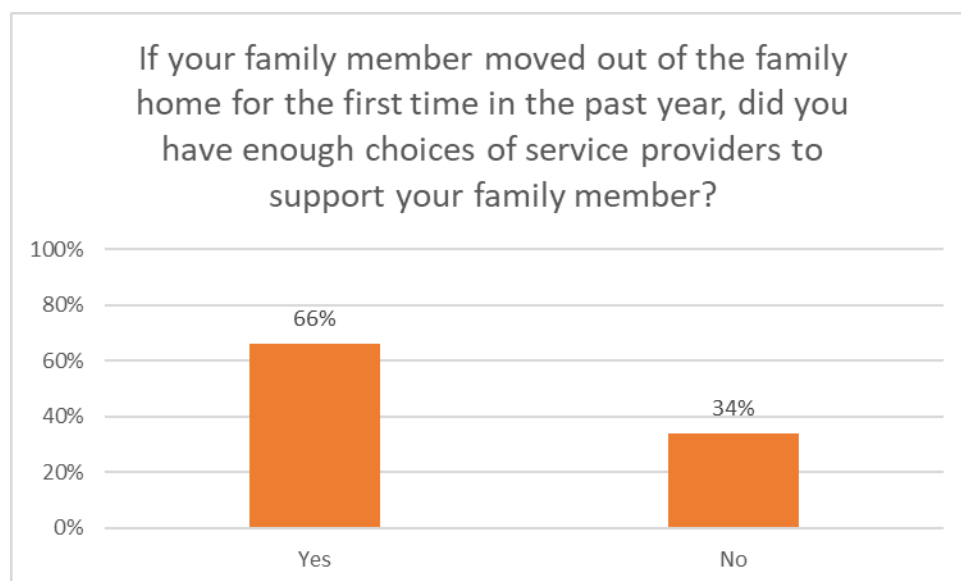


Table Q9. If your family member moved out of the family home for the first time in the past year, did you have enough choices of service providers to support your family member?

Regional Center	Yes	No	N
ACRC	n/a	n/a	n/a
CVRC	n/a	n/a	n/a
ELARC	n/a	n/a	n/a
FDLRC	n/a	n/a	n/a
FNRC	n/a	n/a	n/a
GGRC	n/a	n/a	n/a
HRC	n/a	n/a	n/a
IRC	n/a	n/a	n/a
KRC	n/a	n/a	n/a
NBRC	n/a	n/a	n/a
NLACRC	n/a	n/a	n/a
RCEB	n/a	n/a	n/a
RCOC	n/a	n/a	n/a
RCRC	n/a	n/a	n/a
SARC	n/a	n/a	n/a
SCLARC	n/a	n/a	n/a
SDRC	n/a	n/a	n/a
SGPRC	n/a	n/a	n/a
TCRC	n/a	n/a	n/a
VMRC	n/a	n/a	n/a
WRC	n/a	n/a	n/a
CA Average	66%	34%	171
Weighted NCI Average	68%	32%	293

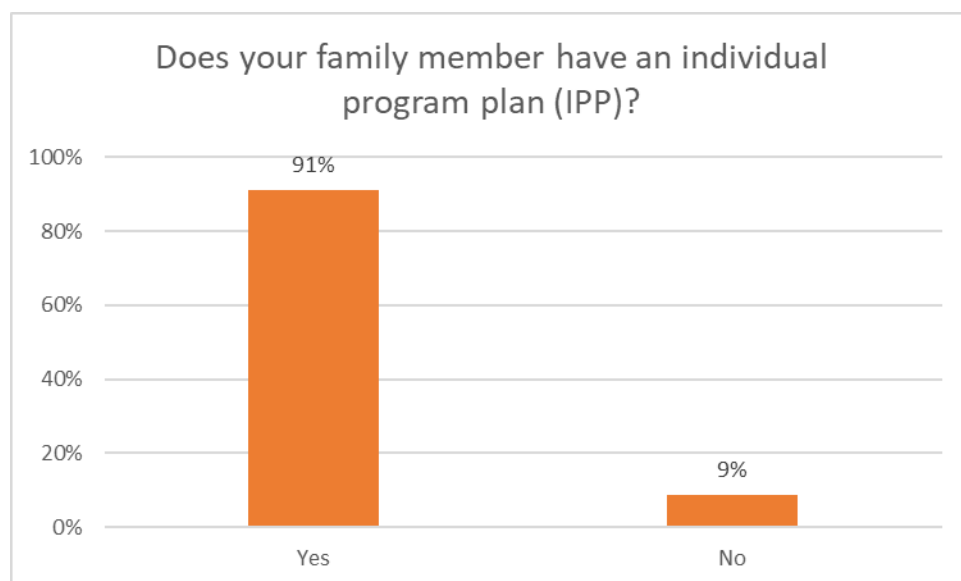


Table Q10. Does your family member have an individual program plan (IPP)?

Regional Center	Yes	No	N
ACRC	93%	7%	354
CVRC	90%	11%	190
ELARC	94%	6%	97
FDLRC	87%	13%	62
FNRC	92%	8%	145
GGRC	97%	3%	219
HRC	88%	12%	94
IRC	87%	13%	231
KRC	84%	17%	85
NBRC	90%	10%	193
NLACRC	95%	5%	224
RCEB	90%	10%	382
RCOC	92%	8%	382
RCRC	96%	4%	52
SARC	91%	9%	341
SCLARC	73%	27%	64
SDRC	93%	7%	422
SGPRC	87%	13%	114
TCRC	94%	6%	260
VMRC	91%	9%	123
WRC	89%	11%	102
CA Average	91%	9%	4,152
Weighted NCI Average	92%	8%	7,664

Due to the COVID-19 pandemic and its impact to NCI data collection and sampling processes, we caution against using 2019-20 data to directly compare with past and future NCI data.

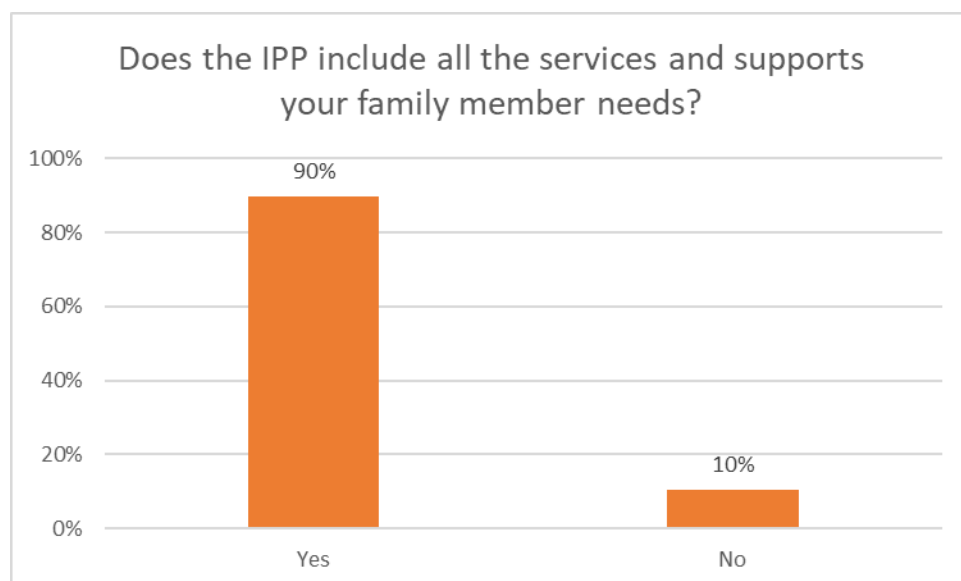


Table Q11. Does the IPP include all the services and supports your family member needs?

Regional Center	Yes	No	N
ACRC	90%	10%	289
CVRC	93%	7%	147
ELARC	86%	14%	78
FDLRC	90%	10%	48
FNRC	96%	5%	112
GGRC	92%	8%	194
HRC	92%	8%	77
IRC	90%	10%	166
KRC	84%	16%	57
NBRC	86%	14%	136
NLACRC	89%	11%	179
RCEB	81%	19%	299
RCOC	94%	6%	308
RCRC	83%	17%	41
SARC	90%	10%	269
SCLARC	91%	9%	44
SDRC	91%	10%	337
SGPRC	95%	6%	91
TCRC	88%	12%	219
VMRC	91%	10%	95
WRC	92%	8%	76
CA Average	90%	10%	3,277
Weighted NCI Average	93%	7%	6,218

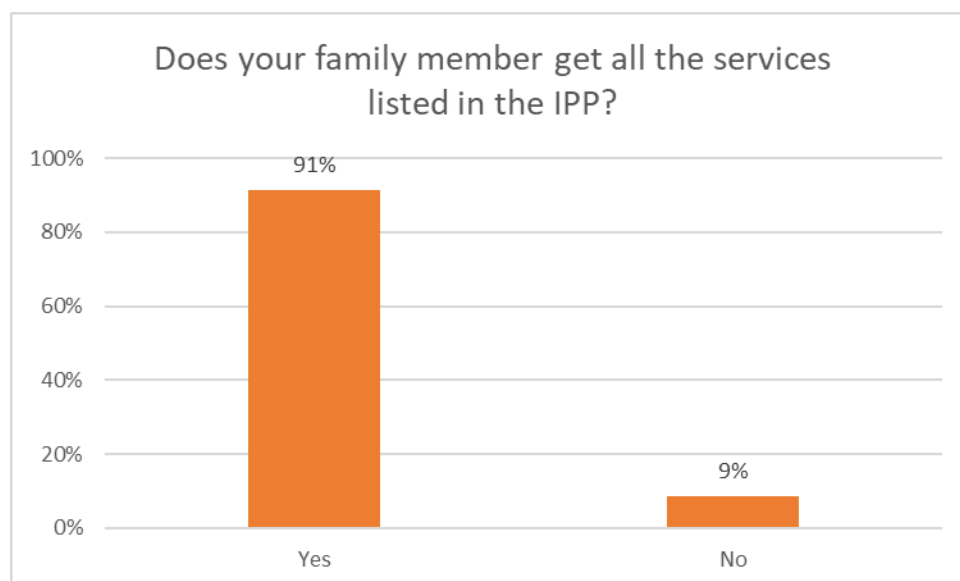


Table Q12. Does your family member get all of the services listed in the IPP?

Regional Center	Yes	No	N
ACRC	90%	10%	279
CVRC	91%	9%	135
ELARC	87%	13%	68
FDLRC	89%	11%	46
FNRC	91%	9%	101
GGRC	93%	7%	179
HRC	97%	3%	71
IRC	95%	5%	154
KRC	91%	9%	58
NBRC	89%	11%	129
NLACRC	92%	8%	168
RCEB	89%	11%	280
RCOC	96%	4%	294
RCRC	79%	21%	43
SARC	89%	11%	257
SCLARC	89%	11%	37
SDRC	92%	8%	319
SGPRC	94%	6%	85
TCRC	89%	11%	208
VMRC	93%	7%	94
WRC	93%	7%	74
CA Average	91%	9%	3,095
Weighted NCI Average	93%	7%	5,869

Due to the COVID-19 pandemic and its impact to NCI data collection and sampling processes, we caution against using 2019-20 data to directly compare with past and future NCI data.

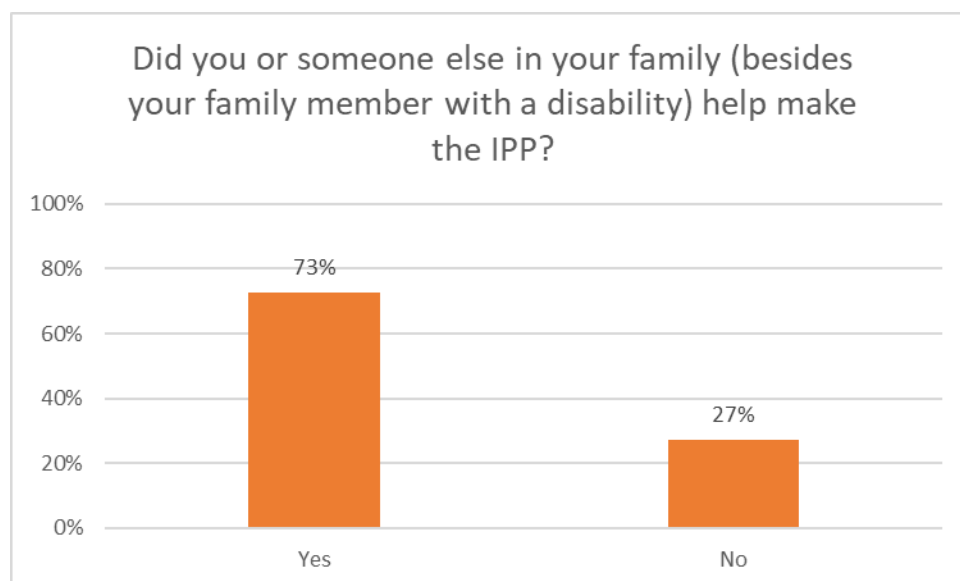


Table Q13. Did you or someone else in your family (besides your family member with a disability) help make the IPP?

Regional Center	Yes	No	N
ACRC	75%	25%	308
CVRC	69%	31%	152
ELARC	59%	42%	82
FDLRC	75%	26%	51
FNRC	67%	33%	122
GGRC	78%	22%	199
HRC	76%	24%	78
IRC	68%	32%	180
KRC	68%	32%	62
NBRC	75%	25%	160
NLACRC	74%	26%	196
RCEB	72%	28%	318
RCOC	74%	26%	328
RCRC	68%	32%	47
SARC	76%	24%	284
SCLARC	55%	45%	42
SDRC	73%	27%	367
SGPRC	71%	29%	91
TCRC	76%	24%	232
VMRC	67%	33%	102
WRC	79%	21%	84
CA Average	73%	27%	3,501
Weighted NCI Average	80%	20%	6,540

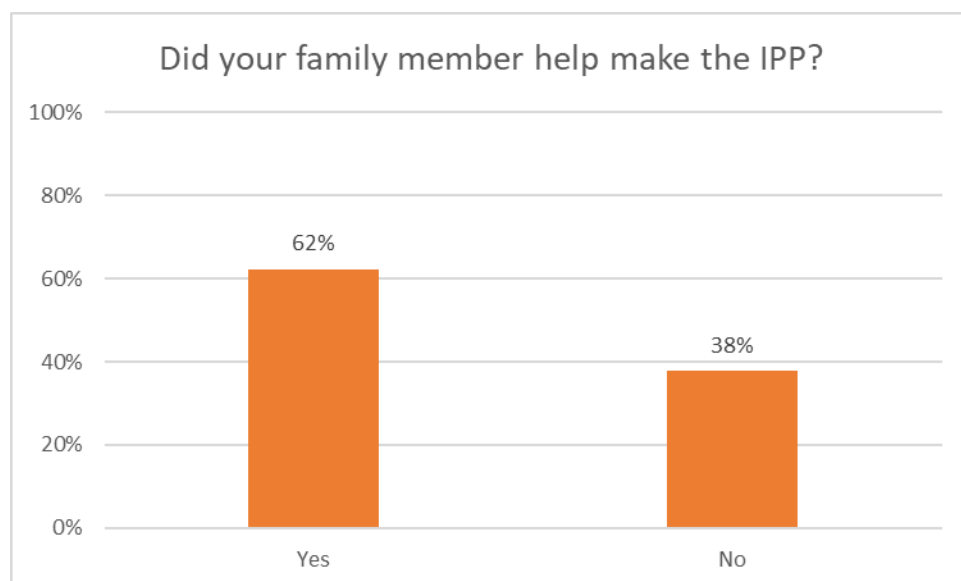


Table Q14. Did your family member help make the IPP?

Regional Center	Yes	No	N
ACRC	76%	24%	297
CVRC	61%	39%	150
ELARC	41%	59%	75
FDLRC	45%	55%	47
FNRC	68%	32%	115
GGRC	62%	38%	190
HRC	58%	43%	73
IRC	56%	44%	167
KRC	59%	41%	63
NBRC	67%	33%	154
NLACRC	58%	42%	184
RCEB	61%	39%	311
RCOC	61%	40%	314
RCRC	79%	21%	47
SARC	56%	44%	276
SCLARC	49%	51%	41
SDRC	65%	35%	350
SGPRC	48%	52%	88
TCRC	69%	31%	222
VMRC	69%	31%	99
WRC	66%	34%	82
CA Average	62%	38%	3,360
Weighted NCI Average	60%	40%	6,369

Due to the COVID-19 pandemic and its impact to NCI data collection and sampling processes, we caution against using 2019-20 data to directly compare with past and future NCI data.

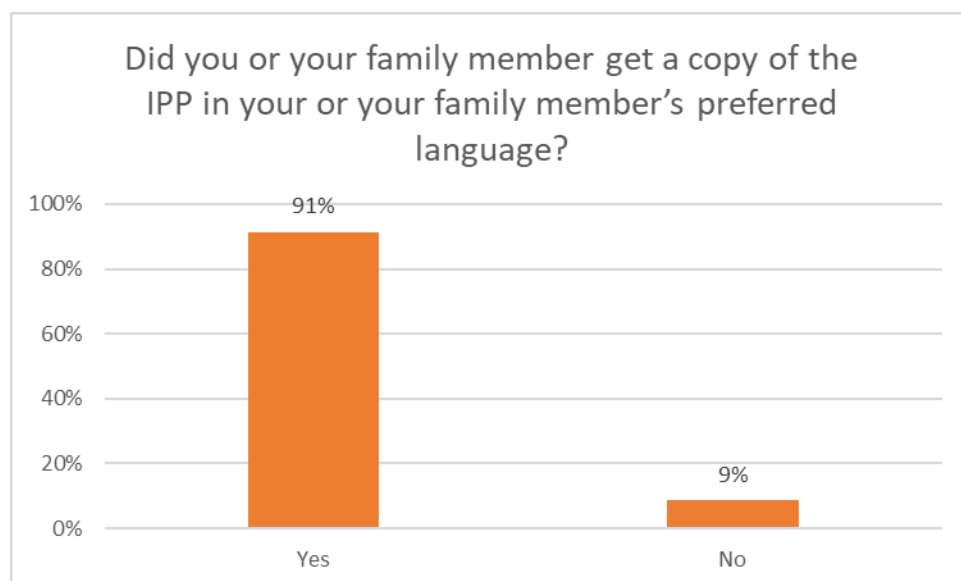


Table Q15. Did you or your family member get a copy of the IPP in your or your family member's preferred language?

CA specific question

Regional Center	Yes	No	N
ACRC	93%	7%	302
CVRC	87%	13%	148
ELARC	91%	9%	77
FDLRC	94%	6%	49
FNRC	91%	9%	120
GGRC	97%	3%	200
HRC	89%	11%	75
IRC	83%	18%	171
KRC	89%	11%	64
NBRC	90%	10%	157
NLACRC	91%	9%	194
RCEB	94%	6%	301
RCOC	93%	7%	323
RCRC	86%	14%	44
SARC	96%	4%	284
SCLARC	93%	7%	44
SDRC	91%	9%	356
SGPRC	85%	15%	91
TCRC	91%	9%	226
VMRC	96%	4%	107
WRC	80%	20%	75
CA Average	91%	9%	3,423
Weighted NCI Average	n/a	n/a	n/a

Due to the COVID-19 pandemic and its impact to NCI data collection and sampling processes, we caution against using 2019-20 data to directly compare with past and future NCI data.

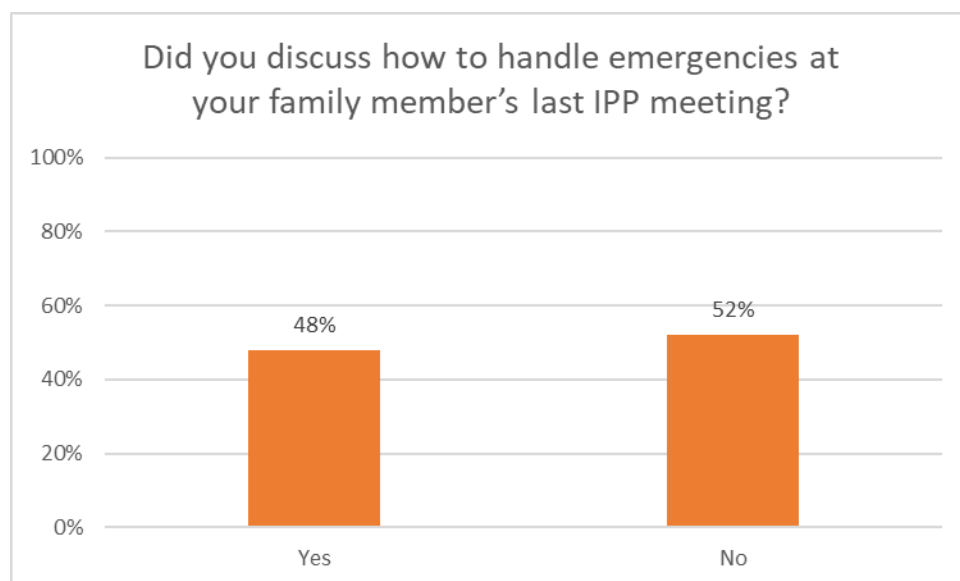


Table Q16. Did you discuss how to handle emergencies (such as a medical emergency or a natural disaster) at your family member's last service planning meeting?

Responses to this question might have been impacted by the COVID-19 pandemic.

Regional Center	Yes	No	N
ACRC	51%	49%	254
CVRC	45%	55%	119
ELARC	44%	56%	70
FDLRC	37%	63%	43
FNRC	69%	31%	93
GGRC	42%	58%	180
HRC	50%	50%	64
IRC	56%	44%	138
KRC	52%	48%	50
NBRC	48%	52%	126
NLACRC	44%	57%	161
RCEB	35%	65%	277
RCOC	65%	36%	282
RCRC	59%	41%	34
SARC	44%	56%	255
SCLARC	61%	39%	41
SDRC	42%	59%	311
SGPRC	58%	42%	78
TCRC	41%	59%	196
VMRC	44%	56%	90
WRC	51%	49%	65
CA Average	48%	52%	2,941
Weighted NCI Average	67%	33%	5,721

Due to the COVID-19 pandemic and its impact to NCI data collection and sampling processes, we caution against using 2019-20 data to directly compare with past and future NCI data.

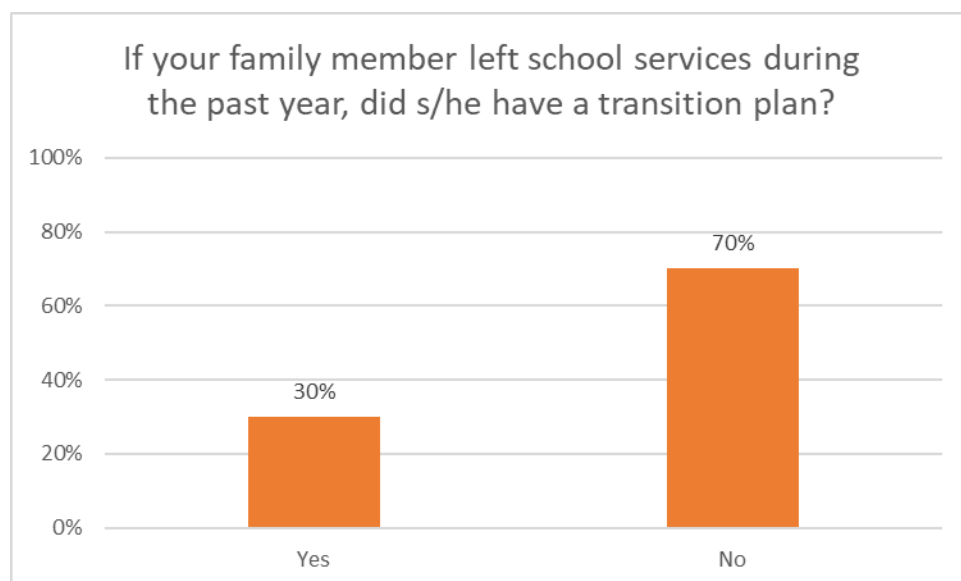


Table Q17. If your family member left school services during the past year, did s/he have a transition plan?

Responses to this question might have been impacted by the COVID-19 pandemic.

Regional Center	Yes	No	N
ACRC	n/a	n/a	n/a
CVRC	n/a	n/a	n/a
ELARC	n/a	n/a	n/a
FDLRC	n/a	n/a	n/a
FNRC	n/a	n/a	n/a
GGRC	n/a	n/a	n/a
HRC	n/a	n/a	n/a
IRC	n/a	n/a	n/a
KRC	n/a	n/a	n/a
NBRC	n/a	n/a	n/a
NLACRC	n/a	n/a	n/a
RCEB	n/a	n/a	n/a
RCOC	n/a	n/a	n/a
RCRC	n/a	n/a	n/a
SARC	n/a	n/a	n/a
SCLARC	n/a	n/a	n/a
SDRC	36%	64%	25
SGPRC	n/a	n/a	n/a
TCRC	n/a	n/a	n/a
VMRC	n/a	n/a	n/a
WRC	n/a	n/a	n/a
CA Average	30%	70%	167
Weighted NCI Average	29%	71%	352

Due to the COVID-19 pandemic and its impact to NCI data collection and sampling processes, we caution against using 2019-20 data to directly compare with past and future NCI data.

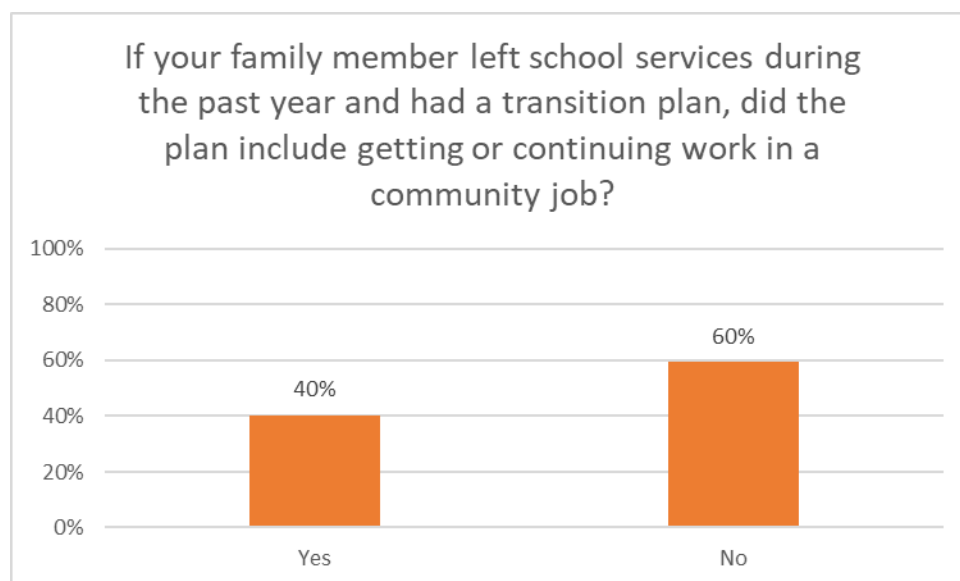


Table Q18. If your family member left school services during the past year and had a transition plan, did the plan include getting or continuing work in a community job?

Regional Center	Yes	No	N
ACRC	n/a	n/a	n/a
CVRC	n/a	n/a	n/a
ELARC	n/a	n/a	n/a
FDLRC	n/a	n/a	n/a
FNRC	n/a	n/a	n/a
GGRC	n/a	n/a	n/a
HRC	n/a	n/a	n/a
IRC	n/a	n/a	n/a
KRC	n/a	n/a	n/a
NBRC	n/a	n/a	n/a
NLACRC	n/a	n/a	n/a
RCEB	n/a	n/a	n/a
RCOC	n/a	n/a	n/a
RCRC	n/a	n/a	n/a
SARC	n/a	n/a	n/a
SCLARC	n/a	n/a	n/a
SDRC	n/a	n/a	n/a
SGPRC	n/a	n/a	n/a
TCRC	n/a	n/a	n/a
VMRC	n/a	n/a	n/a
WRC	n/a	n/a	n/a
CA Average	40%	60%	47
Weighted NCI Average	53%	47%	91

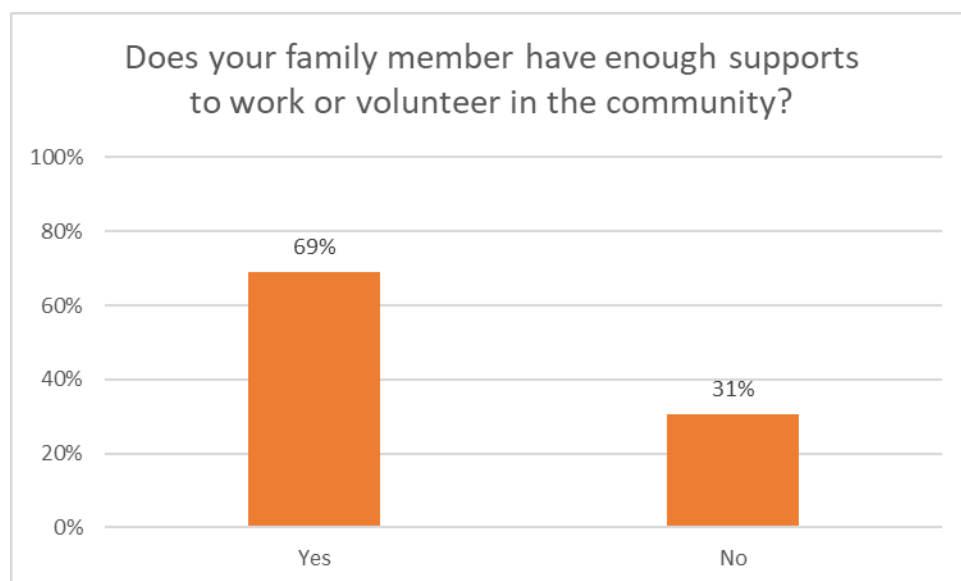


Table Q19. Does your family member have enough supports (for example, support workers, community resources) to work or volunteer in the community?

Responses to this question might have been impacted by the COVID-19 pandemic.

Regional Center	Yes	No	N
ACRC	73%	27%	293
CVRC	74%	26%	123
ELARC	76%	24%	70
FDLRC	63%	37%	43
FNRC	71%	29%	115
GGRC	73%	27%	164
HRC	78%	22%	68
IRC	64%	36%	179
KRC	52%	48%	63
NBRC	69%	31%	159
NLACRC	71%	29%	165
RCEB	55%	45%	285
RCOC	78%	22%	312
RCRC	64%	36%	47
SARC	70%	30%	260
SCLARC	56%	44%	45
SDRC	75%	25%	326
SGPRC	65%	35%	71
TCRC	67%	33%	215
VMRC	63%	37%	83
WRC	75%	25%	95
CA Average	69%	31%	3,195
Weighted NCI Average	72%	28%	5,902

Due to the COVID-19 pandemic and its impact to NCI data collection and sampling processes, we caution against using 2019-20 data to directly compare with past and future NCI data.

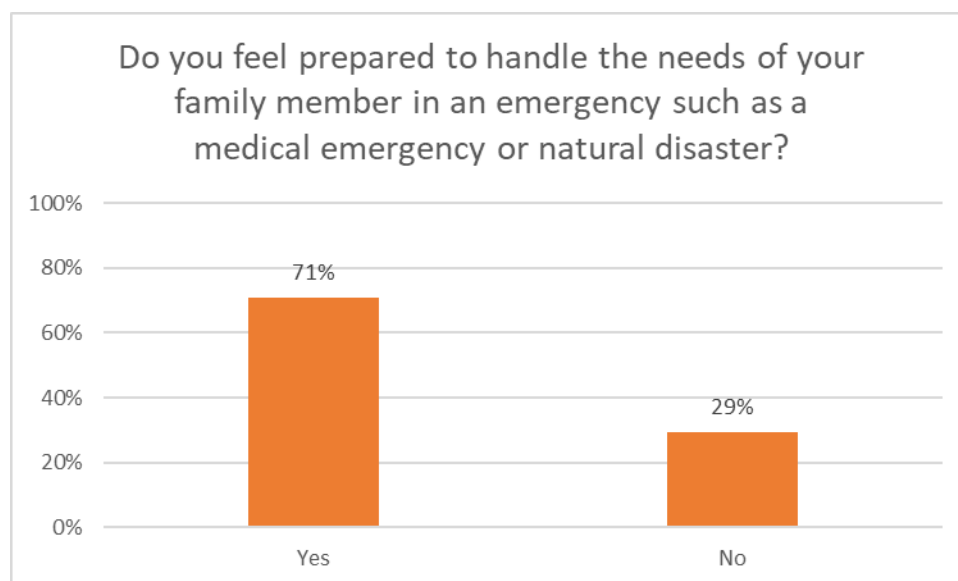


Table Q20. Do you feel prepared to handle the needs of your family member in an emergency such as a medical emergency or a natural disaster?

Responses to this question might have been impacted by the COVID-19 pandemic.

Regional Center	Yes	No	N
ACRC	77%	23%	360
CVRC	71%	29%	197
ELARC	60%	40%	100
FDLRC	53%	47%	70
FNRC	82%	19%	151
GGRC	72%	28%	205
HRC	76%	24%	99
IRC	69%	31%	249
KRC	63%	37%	95
NBRC	69%	31%	194
NLACRC	74%	27%	215
RCEB	66%	34%	361
RCOC	80%	20%	399
RCRC	69%	31%	64
SARC	69%	31%	319
SCLARC	56%	44%	82
SDRC	68%	32%	418
SGPRC	66%	34%	117
TCRC	69%	31%	276
VMRC	72%	28%	129
WRC	74%	26%	108
CA Average	71%	29%	4,224
Weighted NCI Average	76%	24%	7,685

Due to the COVID-19 pandemic and its impact to NCI data collection and sampling processes, we caution against using 2019-20 data to directly compare with past and future NCI data.

Access and Delivery of Services and Supports

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

Note: Significance is based on “Always” or “Yes” response.

“You” and **“Respondent”** refers to the person (usually a parent or guardian) filling out the survey.

“Family Member” refers to the person receiving services whom the respondent is answering questions about in this survey.

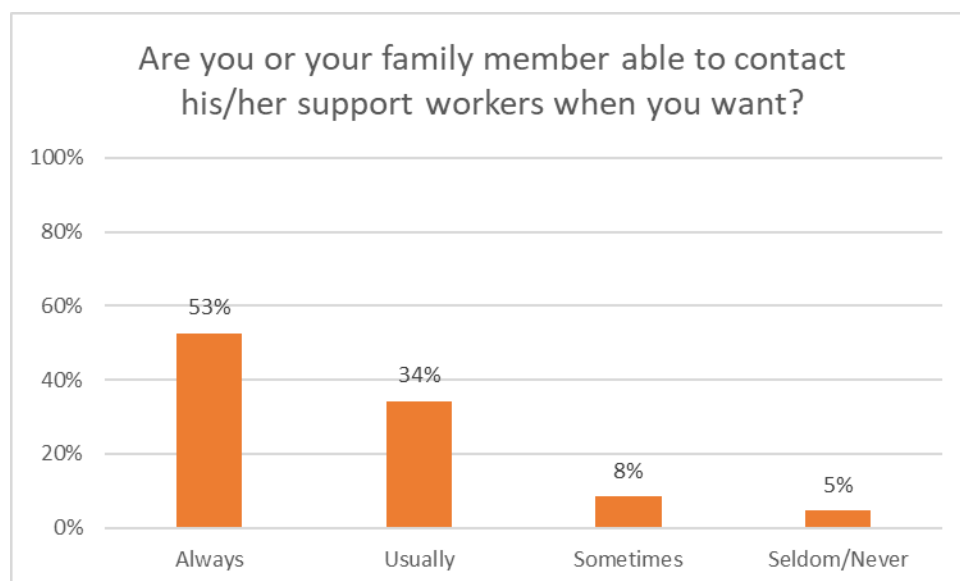


Table Q21. Are you or your family member able to contact his/her support workers when you want to?

Regional Center	Always	Usually	Sometimes	Seldom or Never	N
ACRC	52%	38%	7%	4%	377
CVRC	57%	31%	10%	1%	221
ELARC	55%	35%	7%	3%	107
FDLRC	41%	41%	12%	7%	74
FNRC	51%	33%	9%	7%	153
GGRC	57%	31%	6%	5%	227
HRC	58%	35%	4%	4%	113
IRC	45%	35%	10%	10%	273
KRC	43%	40%	9%	7%	97
NBRC	49%	35%	10%	5%	220
NLACRC	51%	32%	12%	5%	243
RCEB	48%	38%	9%	4%	411
RCOC	61%	32%	4%	2%	420
RCRC	42%	40%	12%	6%	65
SARC	51%	35%	11%	3%	351
SCLARC	57%	26%	10%	6%	87
SDRC	53%	33%	7%	7%	443
SGPRC	58%	29%	9%	4%	131
TCRC	54%	34%	8%	3%	283
VMRC	51%	33%	10%	7%	136
WRC	57%	33%	5%	5%	127
CA Average	53%	34%	8%	5%	4,580
Weighted NCI Average	59%	33%	6%	2%	8,505

Due to the COVID-19 pandemic and its impact to NCI data collection and sampling processes, we caution against using 2019-20 data to directly compare with past and future NCI data.

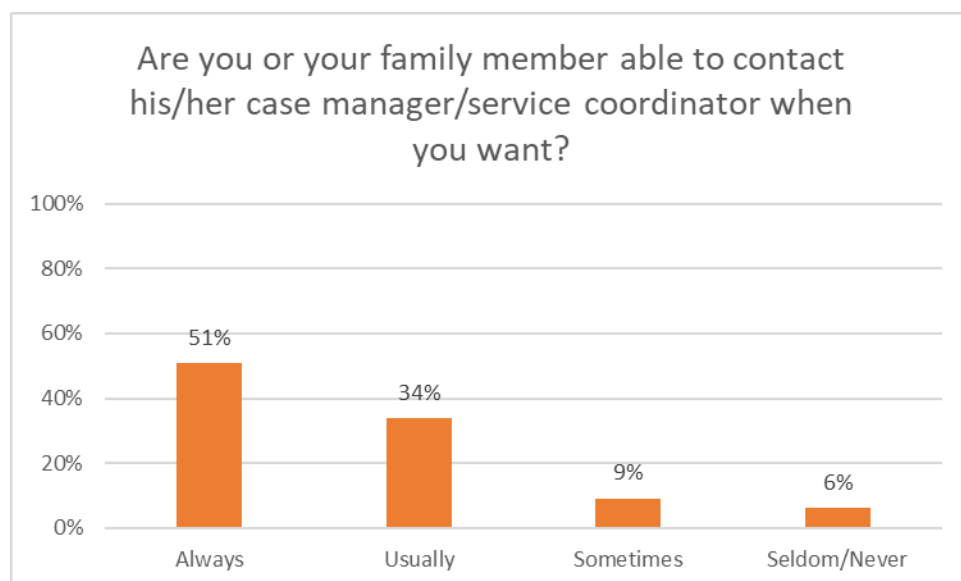


Table Q22. Are you or your family member able to contact his/her case manager/service coordinator when you want to?

Regional Center	Always	Usually	Sometimes	Seldom or Never	N
ACRC	51%	38%	7%	4%	378
CVRC	58%	28%	9%	5%	214
ELARC	45%	40%	8%	6%	108
FDLRC	34%	41%	14%	11%	79
FNRC	54%	30%	9%	7%	169
GGRC	59%	32%	5%	5%	237
HRC	58%	34%	3%	6%	116
IRC	41%	36%	11%	12%	290
KRC	34%	43%	15%	7%	99
NBRC	47%	34%	9%	10%	221
NLACRC	43%	37%	14%	6%	253
RCEB	46%	37%	10%	7%	416
RCOC	63%	30%	5%	3%	429
RCRC	49%	31%	15%	6%	68
SARC	50%	33%	13%	4%	361
SCLARC	52%	22%	16%	10%	90
SDRC	54%	31%	9%	7%	459
SGPRC	51%	36%	10%	3%	137
TCRC	49%	38%	8%	4%	289
VMRC	48%	34%	9%	9%	141
WRC	56%	33%	7%	4%	129
CA Average	51%	34%	9%	6%	4,704
Weighted NCI Average	59%	31%	6%	3%	8,635

Due to the COVID-19 pandemic and its impact to NCI data collection and sampling processes, we caution against using 2019-20 data to directly compare with past and future NCI data.

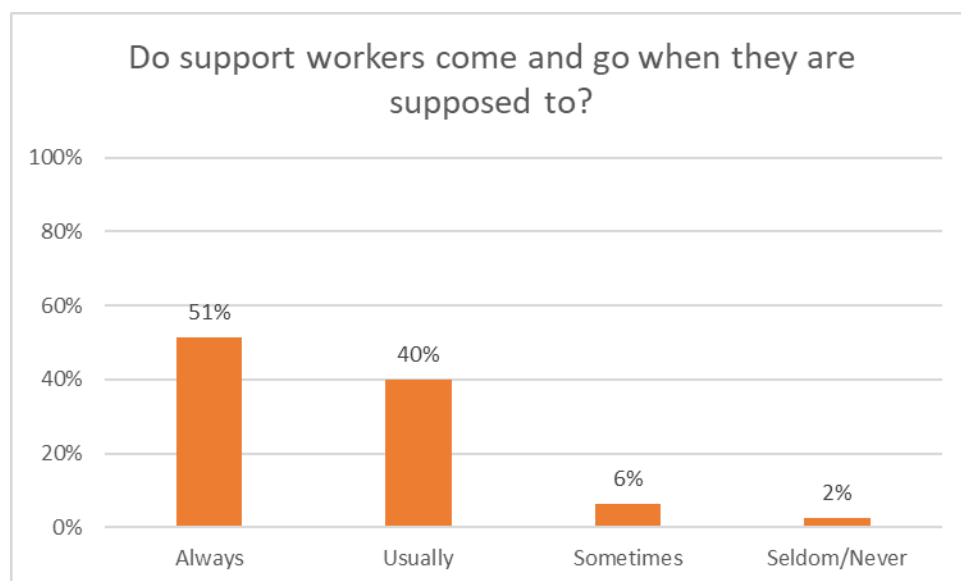


Table Q23. Do support workers come and go when they are supposed to?

Responses to this question might have been impacted by the COVID-19 pandemic.

Regional Center	Always	Usually	Sometimes	Seldom or Never	N
ACRC	49%	41%	7%	3%	283
CVRC	61%	30%	8%	1%	140
ELARC	57%	34%	9%	0%	82
FDLRC	43%	43%	13%	2%	47
FNRC	43%	49%	5%	4%	101
GGRC	50%	44%	4%	2%	165
HRC	59%	33%	6%	1%	79
IRC	51%	35%	9%	5%	176
KRC	45%	41%	8%	6%	64
NBRC	42%	46%	8%	4%	166
NLACRC	48%	46%	3%	2%	175
RCEB	49%	42%	7%	2%	293
RCOC	62%	33%	4%	1%	314
RCRC	42%	45%	8%	6%	53
SARC	47%	46%	4%	3%	256
SCLARC	65%	26%	5%	5%	62
SDRC	54%	39%	6%	2%	292
SGPRC	53%	36%	6%	5%	78
TCRC	42%	47%	9%	2%	205
VMRC	60%	35%	2%	2%	82
WRC	55%	35%	7%	2%	96
CA Average	51%	40%	6%	2%	3,223
Weighted NCI Average	54%	39%	5%	1%	5,830

Due to the COVID-19 pandemic and its impact to NCI data collection and sampling processes, we caution against using 2019-20 data to directly compare with past and future NCI data.

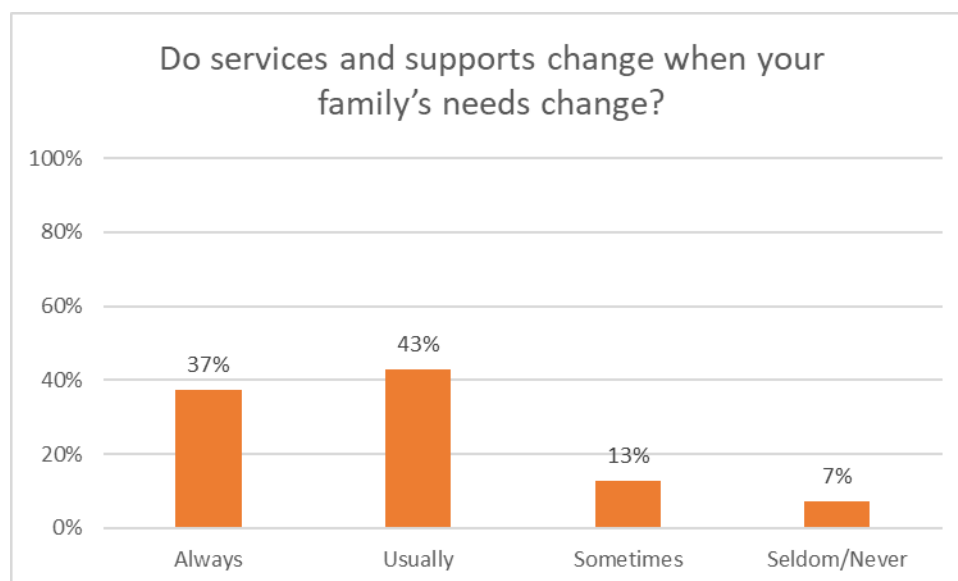


Table Q24. Do services and supports change when your family's needs change?

Responses to this question might have been impacted by the COVID-19 pandemic.

Regional Center	Always	Usually	Sometimes	Seldom or Never	N
ACRC	34%	42%	16%	8%	259
CVRC	44%	42%	9%	4%	138
ELARC	40%	39%	11%	10%	80
FDLRC	35%	33%	13%	20%	46
FNRC	40%	45%	10%	6%	101
GGRC	45%	42%	9%	5%	152
HRC	36%	55%	4%	4%	74
IRC	32%	45%	14%	9%	169
KRC	28%	48%	18%	6%	65
NBRC	25%	49%	17%	8%	153
NLACRC	34%	39%	19%	8%	167
RCEB	35%	45%	11%	9%	268
RCOC	44%	42%	11%	3%	300
RCRC	29%	41%	18%	12%	49
SARC	33%	47%	13%	7%	241
SCLARC	43%	34%	12%	10%	58
SDRC	40%	43%	9%	8%	281
SGPRC	50%	28%	13%	9%	76
TCRC	34%	44%	17%	5%	201
VMRC	47%	35%	14%	5%	81
WRC	39%	44%	11%	7%	85
CA Average	37%	43%	13%	7%	3,056
Weighted NCI Average	41%	43%	11%	5%	5,836

Due to the COVID-19 pandemic and its impact to NCI data collection and sampling processes, we caution against using 2019-20 data to directly compare with past and future NCI data.

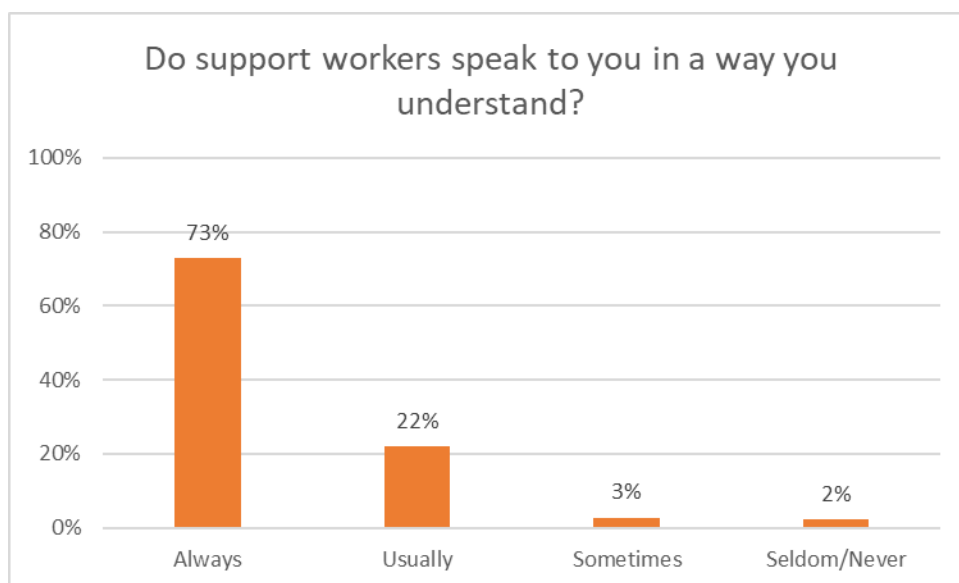


Table Q25. Do support workers speak to you in a way you understand?

Regional Center	Always	Usually	Sometimes	Seldom or Never	N
ACRC	73%	23%	1%	2%	366
CVRC	80%	16%	2%	2%	206
ELARC	65%	27%	6%	2%	107
FDLRC	72%	24%	3%	1%	76
FNRC	73%	22%	2%	4%	142
GGRC	74%	23%	2%	1%	222
HRC	73%	26%	0%	1%	107
IRC	68%	24%	3%	5%	265
KRC	61%	32%	2%	4%	93
NBRC	69%	26%	3%	2%	208
NLACRC	68%	25%	4%	3%	237
RCEB	72%	22%	5%	2%	395
RCOC	81%	16%	2%	1%	411
RCRC	78%	16%	2%	5%	64
SARC	70%	24%	4%	1%	339
SCLARC	70%	23%	4%	3%	92
SDRC	77%	19%	2%	3%	431
SGPRC	71%	19%	7%	4%	129
TCRC	74%	24%	1%	1%	284
VMRC	76%	20%	1%	3%	121
WRC	71%	25%	3%	1%	124
CA Average	73%	22%	3%	2%	4,439
Weighted NCI Average	72%	24%	3%	1%	8,201

Due to the COVID-19 pandemic and its impact to NCI data collection and sampling processes, we caution against using 2019-20 data to directly compare with past and future NCI data.

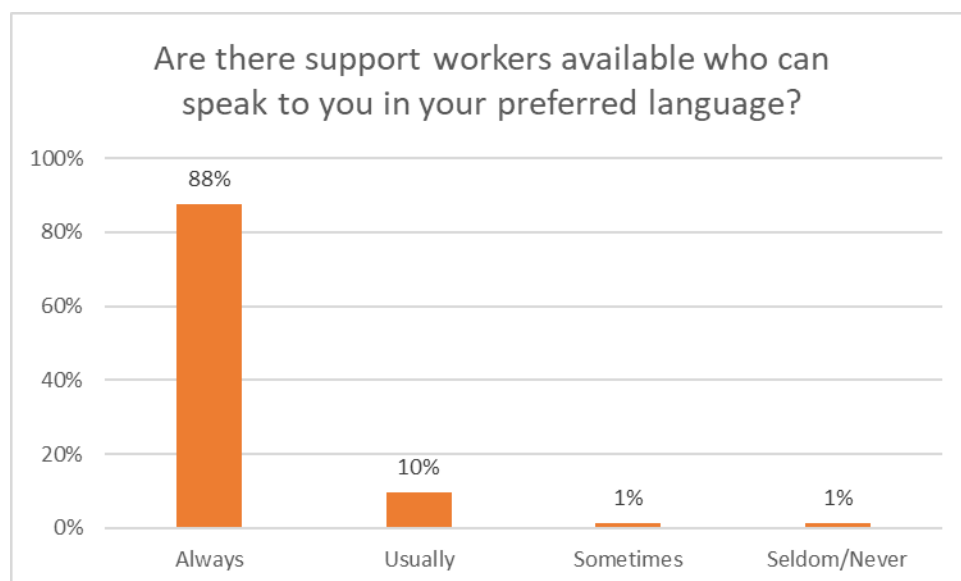


Table Q26. Are there support workers available who can speak to you in your preferred language?

CA specific question

Regional Center	Always	Usually	Sometimes	Seldom or Never	N
ACRC	89%	11%	0%	0%	348
CVRC	94%	5%	0%	0%	206
ELARC	80%	15%	3%	2%	100
FDLRC	79%	15%	3%	3%	73
FNRC	90%	6%	3%	1%	140
GGRC	88%	10%	1%	0%	207
HRC	88%	11%	1%	0%	105
IRC	84%	10%	2%	4%	258
KRC	84%	12%	1%	3%	97
NBRC	93%	5%	0%	1%	201
NLACRC	88%	10%	0%	2%	228
RCEB	85%	12%	2%	1%	374
RCOC	88%	10%	1%	1%	407
RCRC	87%	8%	2%	3%	62
SARC	86%	11%	3%	1%	331
SCLARC	82%	12%	3%	3%	93
SDRC	90%	7%	1%	2%	420
SGPRC	80%	15%	1%	4%	126
TCRC	89%	9%	1%	0%	284
VMRC	93%	3%	1%	3%	120
WRC	90%	9%	1%	0%	117
CA Average	88%	10%	1%	1%	4,316
Weighted NCI Average	n/a	n/a	n/a	n/a	n/a

Due to the COVID-19 pandemic and its impact to NCI data collection and sampling processes, we caution against using 2019-20 data to directly compare with past and future NCI data.



Table Q27. Does your family member's case manager/service coordinator speak your preferred language?

CA specific question

Regional Center	Yes	No	N
ACRC	99%	1%	393
CVRC	99%	1%	221
ELARC	95%	5%	105
FDLRC	100%	0%	85
FNRC	100%	0%	163
GGRC	99%	1%	240
HRC	99%	1%	117
IRC	98%	2%	286
KRC	99%	1%	98
NBRC	98%	2%	217
NLACRC	98%	2%	249
RCEB	99%	1%	426
RCOC	98%	2%	443
RCRC	99%	1%	69
SARC	97%	3%	371
SCLARC	94%	6%	94
SDRC	99%	1%	473
SGPRC	98%	2%	137
TCRC	100%	0%	296
VMRC	98%	2%	143
WRC	98%	2%	129
CA Average	98%	2%	4,775
Weighted NCI Average	n/a	n/a	n/a

Due to the COVID-19 pandemic and its impact to NCI data collection and sampling processes, we caution against using 2019-20 data to directly compare with past and future NCI data.

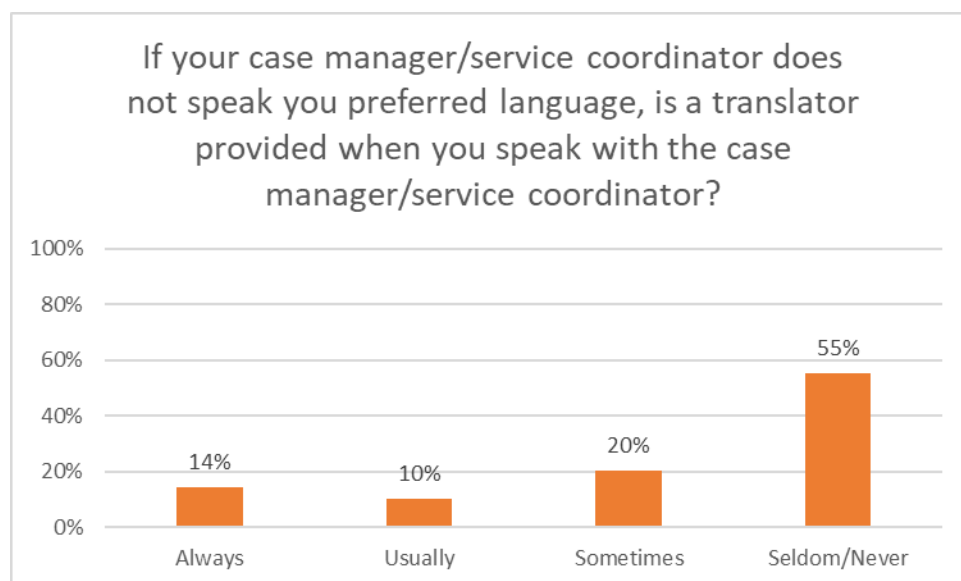


Table Q28. If your case manager/service coordinator does not speak your preferred language, is a translator provided when you speak with the case manager/service coordinator?

CA specific question

Regional Center	Always	Usually	Sometimes	Seldom or Never	N
ACRC	n/a	n/a	n/a	n/a	n/a
CVRC	n/a	n/a	n/a	n/a	n/a
ELARC	n/a	n/a	n/a	n/a	n/a
FDLRC	n/a	n/a	n/a	n/a	n/a
FNRC	n/a	n/a	n/a	n/a	n/a
GGRC	n/a	n/a	n/a	n/a	n/a
HRC	n/a	n/a	n/a	n/a	n/a
IRC	n/a	n/a	n/a	n/a	n/a
KRC	n/a	n/a	n/a	n/a	n/a
NBRC	n/a	n/a	n/a	n/a	n/a
NLACRC	n/a	n/a	n/a	n/a	n/a
RCEB	n/a	n/a	n/a	n/a	n/a
RCOC	n/a	n/a	n/a	n/a	n/a
RCRC	n/a	n/a	n/a	n/a	n/a
SARC	n/a	n/a	n/a	n/a	n/a
SCLARC	n/a	n/a	n/a	n/a	n/a
SDRC	n/a	n/a	n/a	n/a	n/a
SGPRC	n/a	n/a	n/a	n/a	n/a
TCRC	n/a	n/a	n/a	n/a	n/a
VMRC	n/a	n/a	n/a	n/a	n/a
WRC	n/a	n/a	n/a	n/a	n/a
CA Average	14%	10%	20%	55%	49
Weighted NCI Average	n/a	n/a	n/a	n/a	n/a

Due to the COVID-19 pandemic and its impact to NCI data collection and sampling processes, we caution against using 2019-20 data to directly compare with past and future NCI data.

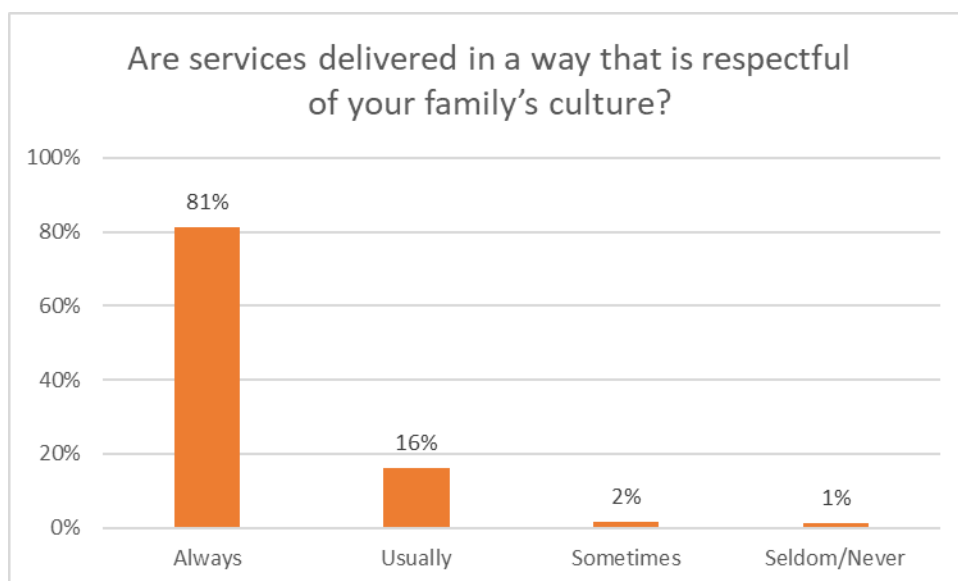


Table Q29. Are services delivered in a way that is respectful of your family's culture?

Regional Center	Always	Usually	Sometimes	Seldom or Never	N
ACRC	80%	17%	2%	2%	373
CVRC	83%	13%	3%	1%	211
ELARC	71%	28%	0%	1%	102
FDLRC	78%	18%	1%	3%	74
FNRC	86%	12%	1%	0%	155
GGRC	85%	14%	1%	0%	231
HRC	86%	12%	0%	2%	110
IRC	76%	21%	2%	2%	263
KRC	76%	18%	0%	5%	93
NBRC	78%	20%	1%	0%	213
NLACRC	78%	18%	3%	2%	240
RCEB	81%	15%	2%	1%	404
RCOC	87%	12%	1%	0%	421
RCRC	78%	17%	2%	3%	64
SARC	80%	18%	1%	1%	359
SCLARC	73%	22%	5%	1%	88
SDRC	85%	13%	1%	1%	446
SGPRC	78%	19%	2%	2%	133
TCRC	82%	17%	1%	0%	290
VMRC	82%	14%	1%	3%	133
WRC	77%	20%	2%	2%	128
CA Average	81%	16%	2%	1%	4,548
Weighted NCI Average	77%	20%	2%	1%	8,336

Due to the COVID-19 pandemic and its impact to NCI data collection and sampling processes, we caution against using 2019-20 data to directly compare with past and future NCI data.

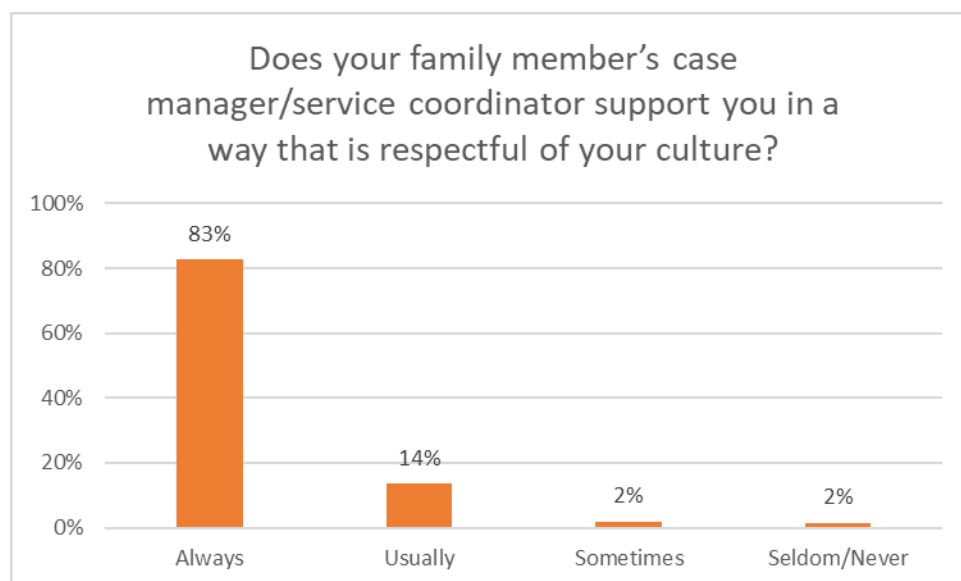


Table Q30. Does your family member's case manager/service coordinator support you in a way that is respectful of your culture?

CA specific question

Regional Center	Always	Usually	Sometimes	Seldom or Never	N
ACRC	82%	14%	3%	1%	348
CVRC	83%	12%	4%	1%	199
ELARC	67%	27%	4%	2%	106
FDLRC	83%	10%	4%	3%	71
FNRC	89%	9%	0%	2%	141
GGRC	84%	13%	2%	1%	224
HRC	86%	11%	1%	3%	111
IRC	76%	19%	2%	2%	262
KRC	75%	21%	0%	4%	91
NBRC	84%	14%	0%	2%	207
NLACRC	78%	16%	1%	4%	237
RCEB	84%	12%	3%	1%	390
RCOC	89%	9%	2%	0%	416
RCRC	80%	14%	3%	3%	65
SARC	81%	15%	2%	1%	345
SCLARC	69%	24%	5%	2%	86
SDRC	86%	12%	1%	1%	434
SGPRC	80%	16%	2%	2%	132
TCRC	85%	12%	2%	1%	282
VMRC	86%	12%	1%	2%	132
WRC	83%	14%	2%	1%	125
CA Average	83%	14%	2%	2%	4,424
Weighted NCI Average	n/a	n/a	n/a	n/a	n/a

Due to the COVID-19 pandemic and its impact to NCI data collection and sampling processes, we caution against using 2019-20 data to directly compare with past and future NCI data.

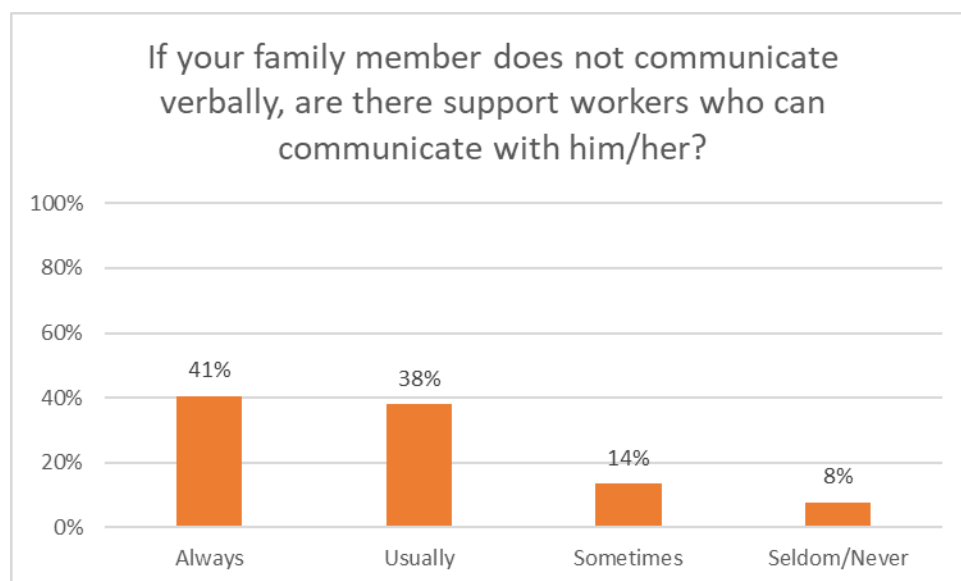


Table Q31. If your family member does not communicate verbally (for example, uses gestures or sign language, or a communication aid), are there support workers who can communicate with him/her?

Responses to this question might have been impacted by the COVID-19 pandemic.

Regional Center	Always	Usually	Sometimes	Seldom or Never	N
ACRC	37%	38%	11%	14%	63
CVRC	42%	34%	13%	11%	38
ELARC	53%	34%	6%	6%	32
FDLRC	35%	35%	20%	10%	20
FNRC	40%	40%	12%	8%	25
GGRC	43%	39%	14%	5%	44
HRC	n/a	n/a	n/a	n/a	n/a
IRC	44%	33%	17%	5%	63
KRC	n/a	n/a	n/a	n/a	n/a
NBRC	44%	37%	15%	4%	27
NLACRC	49%	25%	16%	9%	55
RCEB	43%	30%	22%	5%	79
RCOC	46%	41%	8%	4%	71
RCRC	n/a	n/a	n/a	n/a	n/a
SARC	32%	44%	10%	13%	68
SCLARC	n/a	n/a	n/a	n/a	n/a
SDRC	37%	39%	18%	6%	79
SGPRC	43%	43%	7%	7%	28
TCRC	28%	50%	9%	13%	46
VMRC	33%	58%	0%	8%	24
WRC	n/a	n/a	n/a	n/a	n/a
CA Average	41%	38%	14%	8%	844
Weighted NCI Average	41%	41%	14%	4%	1,745

Due to the COVID-19 pandemic and its impact to NCI data collection and sampling processes, we caution against using 2019-20 data to directly compare with past and future NCI data.

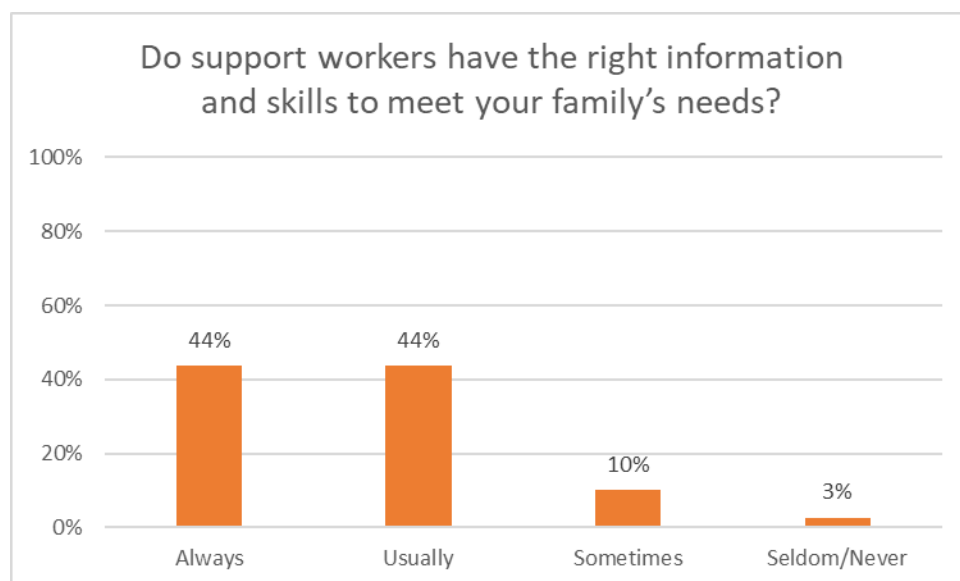


Table Q32. Do support workers have the right information and skills to meet your family's needs?

Responses to this question might have been impacted by the COVID-19 pandemic.

Regional Center	Always	Usually	Sometimes	Seldom or Never	N
ACRC	40%	46%	9%	4%	336
CVRC	56%	34%	7%	2%	189
ELARC	45%	37%	14%	4%	98
FDLRC	40%	42%	18%	0%	72
FNRC	43%	44%	12%	2%	130
GGRC	46%	39%	13%	2%	209
HRC	49%	42%	7%	1%	99
IRC	47%	39%	11%	3%	236
KRC	36%	46%	13%	6%	87
NBRC	36%	47%	13%	4%	196
NLACRC	40%	47%	9%	4%	223
RCEB	39%	47%	10%	4%	374
RCOC	51%	42%	7%	1%	397
RCRC	30%	50%	14%	5%	56
SARC	41%	45%	13%	2%	325
SCLARC	59%	29%	9%	4%	80
SDRC	48%	43%	6%	3%	410
SGPRC	52%	38%	8%	3%	120
TCRC	33%	54%	11%	1%	270
VMRC	45%	45%	8%	2%	113
WRC	42%	43%	12%	3%	114
CA Average	44%	44%	10%	3%	4,152
Weighted NCI Average	44%	45%	9%	2%	7,740

Due to the COVID-19 pandemic and its impact to NCI data collection and sampling processes, we caution against using 2019-20 data to directly compare with past and future NCI data.

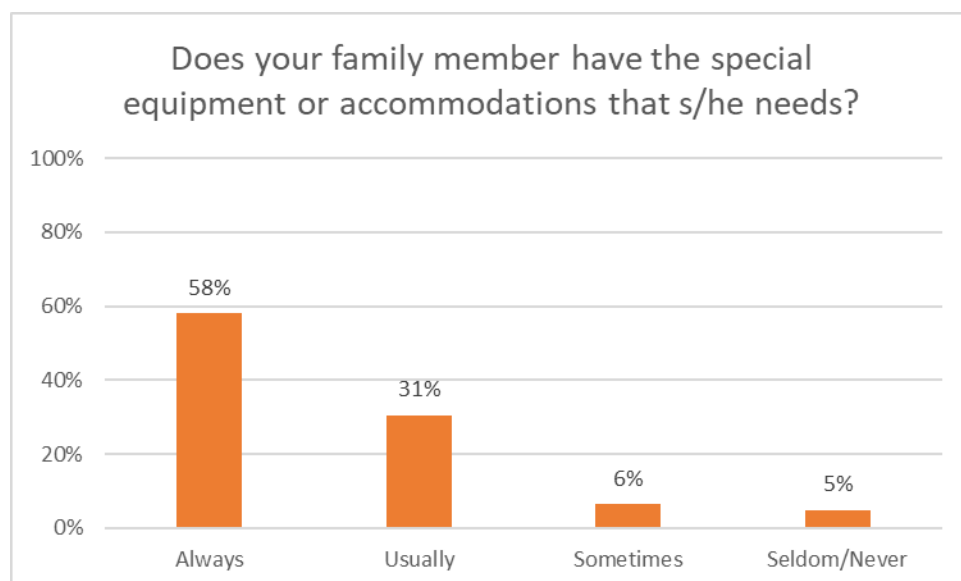


Table Q33. Does your family member have the special equipment or accommodations that s/he needs?

Responses to this question might have been impacted by the COVID-19 pandemic.

Regional Center	Always	Usually	Sometimes	Seldom or Never	N
ACRC	52%	35%	8%	4%	165
CVRC	62%	29%	6%	2%	93
ELARC	63%	21%	5%	11%	57
FDLRC	63%	32%	3%	3%	38
FNRC	48%	39%	9%	4%	75
GGRC	63%	24%	8%	5%	93
HRC	63%	31%	2%	4%	52
IRC	57%	33%	4%	5%	135
KRC	41%	46%	7%	7%	46
NBRC	52%	35%	6%	7%	95
NLACRC	61%	27%	7%	5%	125
RCEB	48%	30%	11%	10%	159
RCOC	60%	30%	7%	4%	181
RCRC	41%	38%	16%	5%	37
SARC	55%	33%	6%	5%	157
SCLARC	72%	21%	0%	8%	39
SDRC	64%	26%	5%	4%	219
SGPRC	73%	21%	4%	3%	73
TCRC	56%	37%	4%	3%	128
VMRC	58%	37%	5%	0%	62
WRC	68%	18%	5%	9%	44
CA Average	58%	31%	6%	5%	2,084
Weighted NCI Average	60%	31%	5%	3%	4,242

Due to the COVID-19 pandemic and its impact to NCI data collection and sampling processes, we caution against using 2019-20 data to directly compare with past and future NCI data.

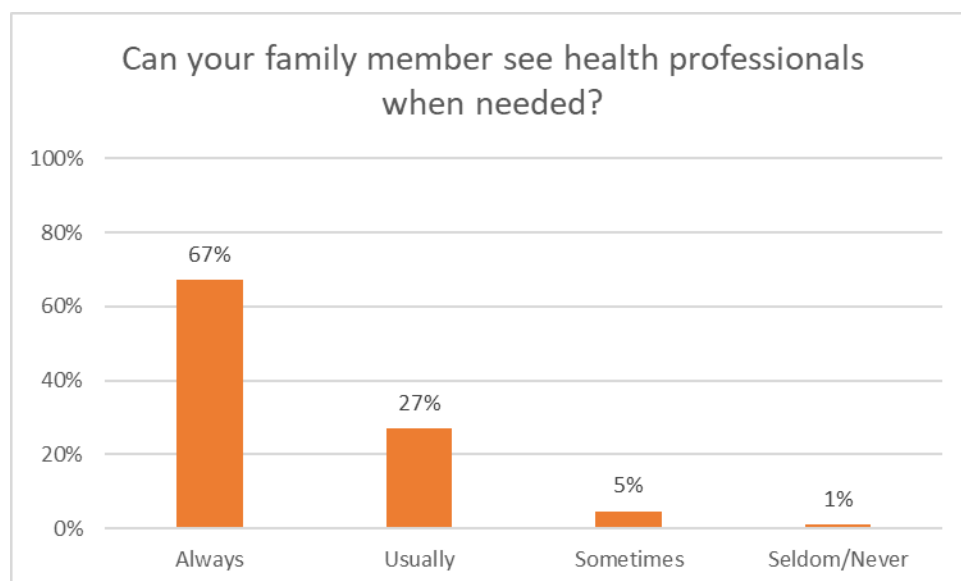


Table Q34. Can your family member see health professionals when needed (for example, doctor, dentist, psychologist)?

Responses to this question might have been impacted by the COVID-19 pandemic.

Regional Center	Always	Usually	Sometimes	Seldom or Never	N
ACRC	68%	24%	6%	2%	412
CVRC	64%	32%	3%	0%	228
ELARC	60%	32%	6%	2%	117
FDLRC	66%	29%	3%	2%	87
FNRC	61%	31%	7%	1%	175
GGRC	70%	24%	5%	2%	246
HRC	68%	30%	1%	1%	114
IRC	69%	26%	4%	1%	306
KRC	61%	31%	6%	3%	108
NBRC	65%	28%	5%	2%	237
NLACRC	67%	29%	2%	2%	259
RCEB	63%	30%	6%	1%	442
RCOC	68%	27%	4%	0%	446
RCRC	54%	42%	3%	1%	69
SARC	70%	25%	4%	1%	384
SCLARC	69%	26%	3%	1%	91
SDRC	71%	22%	6%	1%	489
SGPRC	70%	24%	3%	3%	143
TCRC	72%	23%	5%	0%	309
VMRC	70%	25%	3%	1%	146
WRC	69%	25%	5%	1%	134
CA Average	67%	27%	5%	1%	4,965
Weighted NCI Average	74%	23%	3%	1%	8,940

Due to the COVID-19 pandemic and its impact to NCI data collection and sampling processes, we caution against using 2019-20 data to directly compare with past and future NCI data.

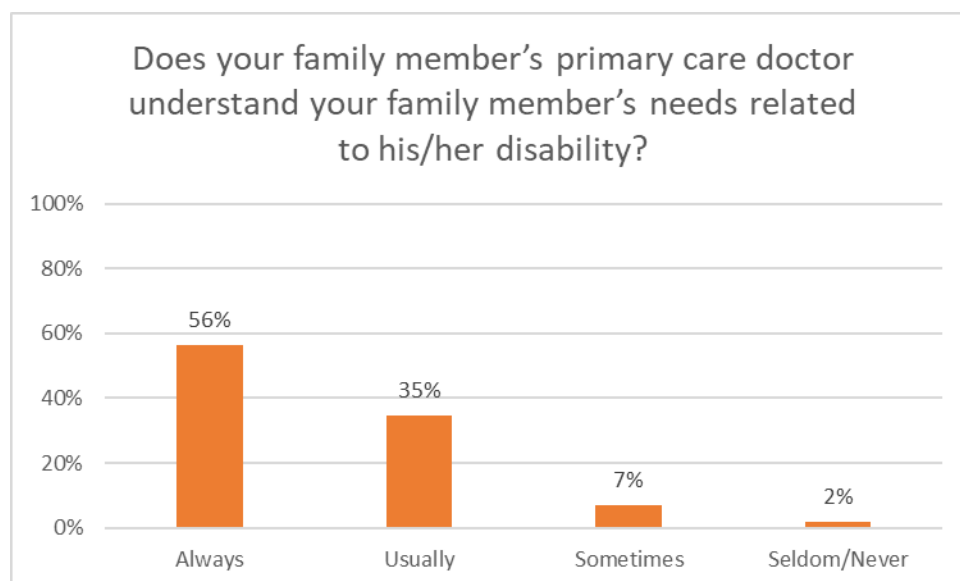


Table Q35. Does your family member's primary care doctor understand your family member's needs related to his/her disability?

Regional Center	Always	Usually	Sometimes	Seldom or Never	N
ACRC	54%	33%	10%	3%	357
CVRC	59%	34%	7%	0%	178
ELARC	54%	38%	5%	3%	97
FDLRC	66%	28%	6%	0%	68
FNRC	51%	35%	12%	1%	148
GGRC	57%	33%	8%	3%	223
HRC	62%	33%	4%	1%	109
IRC	56%	34%	8%	2%	250
KRC	48%	41%	10%	1%	90
NBRC	53%	37%	8%	1%	203
NLACRC	54%	37%	6%	4%	222
RCEB	53%	38%	8%	1%	376
RCOC	62%	32%	4%	1%	409
RCRC	48%	36%	7%	9%	58
SARC	59%	34%	5%	2%	330
SCLARC	70%	25%	3%	1%	71
SDRC	56%	37%	7%	0%	412
SGPRC	61%	33%	4%	3%	120
TCRC	54%	34%	9%	3%	278
VMRC	54%	35%	7%	5%	121
WRC	59%	32%	8%	1%	118
CA Average	56%	35%	7%	2%	4,257
Weighted NCI Average	62%	32%	5%	1%	7,899

Due to the COVID-19 pandemic and its impact to NCI data collection and sampling processes, we caution against using 2019-20 data to directly compare with past and future NCI data.

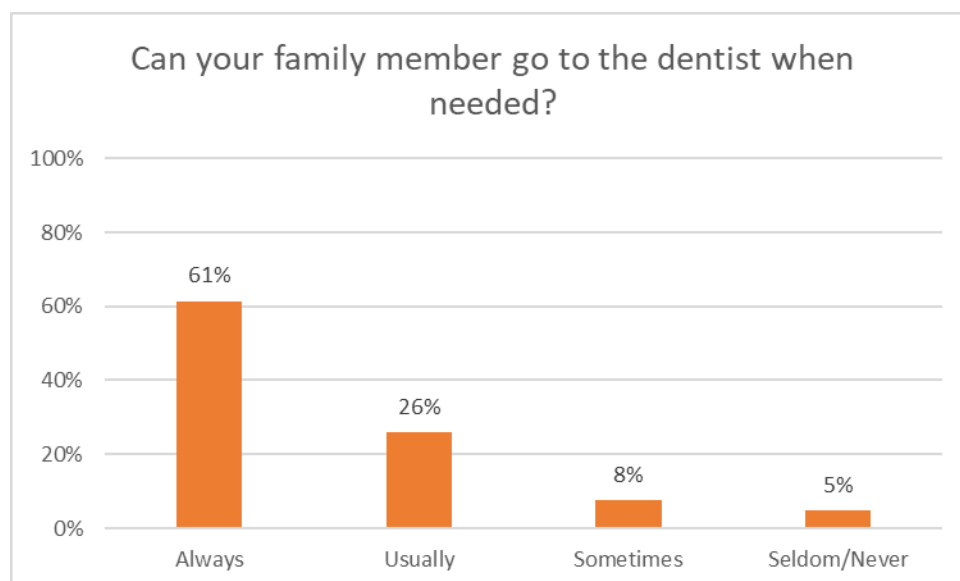


Table Q36. Can your family member go to the dentist when needed?

Responses to this question might have been impacted by the COVID-19 pandemic.

Regional Center	Always	Usually	Sometimes	Seldom or Never	N
ACRC	60%	24%	10%	7%	399
CVRC	58%	30%	7%	5%	204
ELARC	52%	31%	12%	5%	109
FDLRC	64%	20%	11%	5%	84
FNRC	54%	28%	10%	8%	167
GGRC	66%	20%	8%	6%	240
HRC	66%	28%	5%	1%	116
IRC	62%	29%	5%	3%	293
KRC	49%	38%	8%	5%	106
NBRC	58%	28%	6%	8%	223
NLACRC	60%	29%	8%	3%	252
RCEB	61%	24%	8%	7%	429
RCOC	67%	24%	6%	3%	433
RCRC	52%	31%	9%	8%	65
SARC	58%	29%	8%	5%	374
SCLARC	62%	29%	6%	3%	87
SDRC	63%	25%	8%	4%	473
SGPRC	67%	23%	5%	5%	132
TCRC	68%	22%	5%	4%	293
VMRC	60%	23%	7%	10%	133
WRC	64%	28%	7%	1%	123
CA Average	61%	26%	8%	5%	4,757
Weighted NCI Average	67%	25%	5%	3%	8,638

Due to the COVID-19 pandemic and its impact to NCI data collection and sampling processes, we caution against using 2019-20 data to directly compare with past and future NCI data.

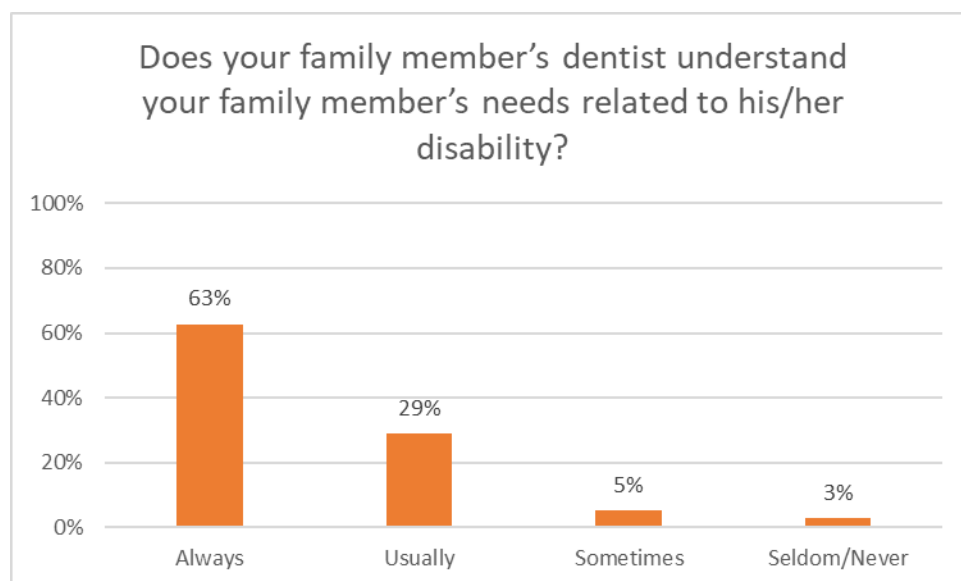


Table Q37. Does your family member's dentist understand your family member's needs related to his/her disability?

Regional Center	Always	Usually	Sometimes	Seldom or Never	N
ACRC	64%	29%	4%	3%	326
CVRC	62%	30%	5%	3%	160
ELARC	52%	30%	12%	7%	91
FDLRC	56%	36%	5%	3%	64
FNRC	53%	35%	9%	3%	120
GGRC	66%	26%	4%	3%	208
HRC	72%	24%	4%	0%	104
IRC	63%	30%	4%	3%	232
KRC	57%	36%	6%	1%	83
NBRC	66%	24%	4%	5%	179
NLACRC	63%	30%	4%	3%	211
RCEB	60%	30%	6%	3%	336
RCOC	64%	31%	4%	1%	398
RCRC	57%	29%	4%	10%	51
SARC	60%	33%	5%	2%	319
SCLARC	69%	26%	3%	3%	70
SDRC	67%	24%	6%	3%	388
SGPRC	63%	29%	3%	4%	119
TCRC	63%	29%	7%	2%	246
VMRC	64%	24%	6%	6%	108
WRC	65%	28%	6%	1%	113
CA Average	63%	29%	5%	3%	3,940
Weighted NCI Average	64%	29%	4%	2%	7,270

Due to the COVID-19 pandemic and its impact to NCI data collection and sampling processes, we caution against using 2019-20 data to directly compare with past and future NCI data.

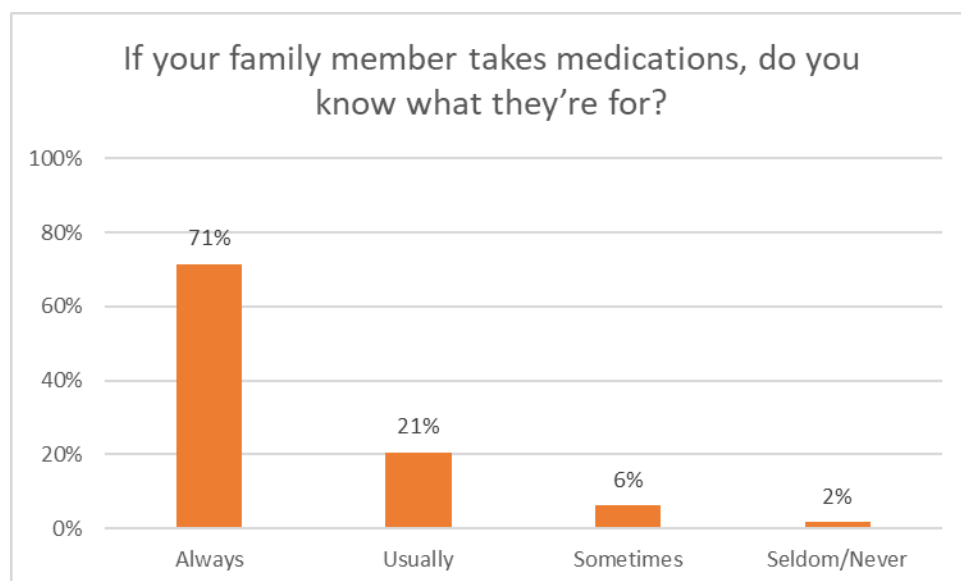


Table Q38. If your family member takes medications, do you know what they're for?

Regional Center	Always	Usually	Sometimes	Seldom or Never	N
ACRC	71%	20%	7%	1%	363
CVRC	67%	18%	9%	6%	193
ELARC	57%	30%	8%	6%	105
FDLRC	66%	25%	8%	1%	73
FNRC	68%	25%	7%	0%	153
GGRC	78%	18%	4%	0%	218
HRC	76%	23%	1%	0%	99
IRC	68%	22%	8%	2%	263
KRC	63%	26%	9%	2%	91
NBRC	70%	21%	6%	2%	207
NLACRC	68%	25%	6%	2%	240
RCEB	76%	18%	5%	2%	383
RCOC	79%	17%	3%	1%	406
RCRC	67%	22%	9%	2%	55
SARC	80%	15%	4%	1%	333
SCLARC	67%	21%	11%	1%	81
SDRC	71%	19%	7%	2%	426
SGPRC	62%	28%	8%	2%	124
TCRC	71%	21%	6%	2%	280
VMRC	67%	24%	6%	3%	129
WRC	69%	21%	9%	2%	112
CA Average	71%	21%	6%	2%	4,353
Weighted NCI Average	72%	22%	5%	1%	8,098

Due to the COVID-19 pandemic and its impact to NCI data collection and sampling processes, we caution against using 2019-20 data to directly compare with past and future NCI data.

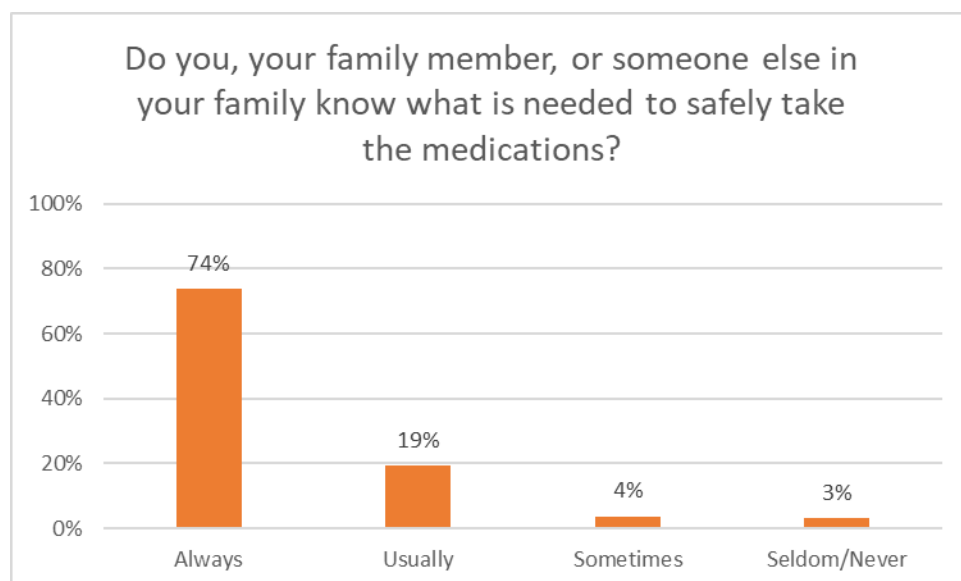


Table Q39. Do you, your family member, or someone else in your family know what is needed to safely take the medications (when it should be taken, how much to take, and the potential side effects)?

Regional Center	Always	Usually	Sometimes	Seldom or Never	N
ACRC	71%	20%	6%	4%	343
CVRC	72%	19%	3%	6%	174
ELARC	62%	28%	5%	5%	94
FDLRC	78%	18%	2%	2%	65
FNRC	75%	19%	4%	2%	148
GGRC	77%	16%	5%	2%	209
HRC	74%	18%	5%	2%	94
IRC	71%	24%	3%	2%	234
KRC	74%	15%	6%	5%	85
NBRC	70%	19%	7%	4%	198
NLACRC	76%	17%	3%	4%	227
RCEB	72%	21%	4%	3%	358
RCOC	80%	17%	1%	2%	379
RCRC	65%	25%	9%	0%	55
SARC	76%	21%	2%	2%	319
SCLARC	73%	18%	5%	4%	73
SDRC	76%	18%	3%	4%	394
SGPRC	70%	22%	5%	3%	115
TCRC	77%	17%	3%	3%	259
VMRC	72%	23%	2%	3%	116
WRC	70%	21%	3%	6%	103
CA Average	74%	19%	4%	3%	4,061
Weighted NCI Average	75%	19%	3%	3%	7,590

Due to the COVID-19 pandemic and its impact to NCI data collection and sampling processes, we caution against using 2019-20 data to directly compare with past and future NCI data.

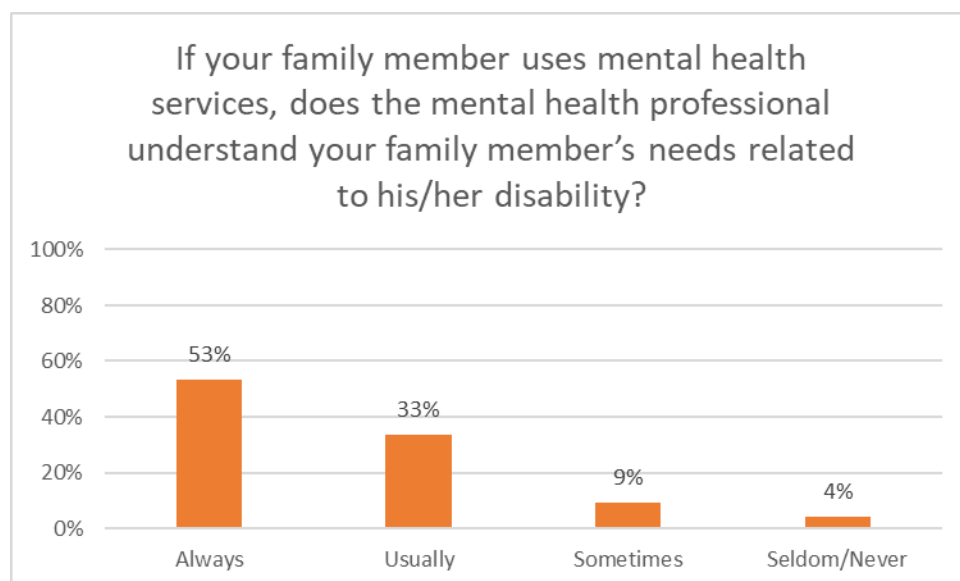


Table Q40. If your family member uses mental health services, does the mental health professional understand your family member's needs related to his/her disability?

Regional Center	Always	Usually	Sometimes	Seldom or Never	N
ACRC	50%	36%	10%	4%	185
CVRC	51%	33%	12%	4%	97
ELARC	46%	39%	13%	2%	61
FDLRC	52%	33%	10%	4%	48
FNRC	60%	22%	13%	5%	63
GGRC	58%	28%	7%	7%	102
HRC	73%	21%	5%	2%	66
IRC	46%	42%	11%	2%	142
KRC	49%	37%	6%	8%	51
NBRC	44%	32%	15%	8%	106
NLACRC	46%	38%	11%	5%	133
RCEB	48%	37%	10%	5%	202
RCOC	60%	30%	5%	5%	239
RCRC	44%	19%	22%	16%	32
SARC	51%	37%	7%	5%	171
SCLARC	63%	23%	12%	2%	43
SDRC	51%	38%	9%	3%	232
SGPRC	66%	25%	6%	3%	71
TCRC	56%	36%	6%	1%	143
VMRC	56%	31%	7%	6%	71
WRC	71%	19%	9%	1%	69
CA Average	53%	33%	9%	4%	2,342
Weighted NCI Average	58%	33%	7%	3%	4,592

Due to the COVID-19 pandemic and its impact to NCI data collection and sampling processes, we caution against using 2019-20 data to directly compare with past and future NCI data.

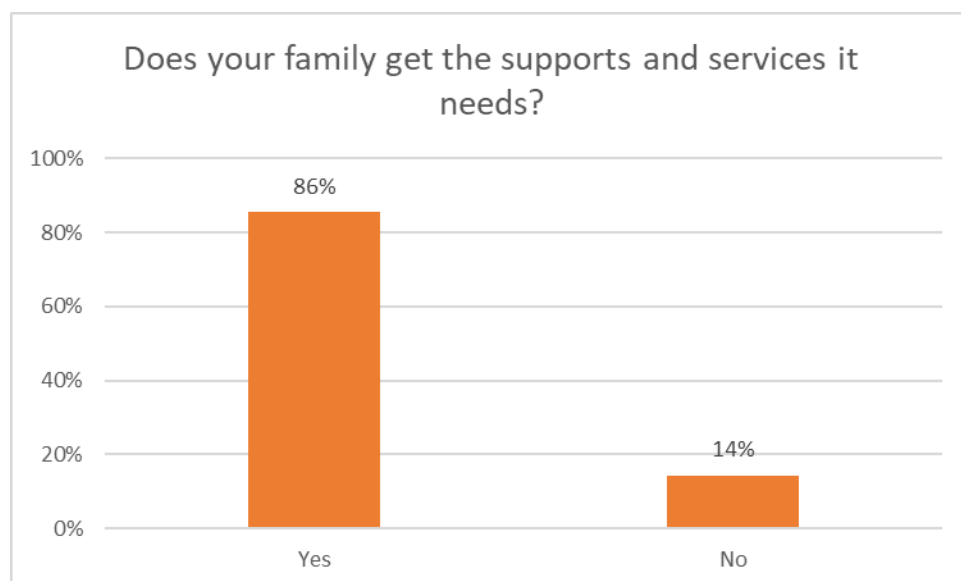


Table Q41. Does your family get the supports and services it needs?

Responses to this question might have been impacted by the COVID-19 pandemic.

Regional Center	Yes	No	N
ACRC	85%	15%	343
CVRC	87%	13%	180
ELARC	85%	15%	97
FDLRC	87%	13%	69
FNRC	89%	11%	138
GGRC	86%	14%	215
HRC	91%	9%	99
IRC	85%	15%	243
KRC	85%	15%	89
NBRC	80%	20%	186
NLACRC	87%	13%	218
RCEB	80%	20%	380
RCOC	88%	12%	397
RCRC	81%	19%	63
SARC	85%	15%	330
SCLARC	92%	8%	74
SDRC	87%	13%	406
SGPRC	93%	8%	120
TCRC	84%	16%	262
VMRC	87%	13%	121
WRC	84%	16%	109
CA Average	86%	14%	4,156
Weighted NCI Average	90%	10%	7,754

Due to the COVID-19 pandemic and its impact to NCI data collection and sampling processes, we caution against using 2019-20 data to directly compare with past and future NCI data.

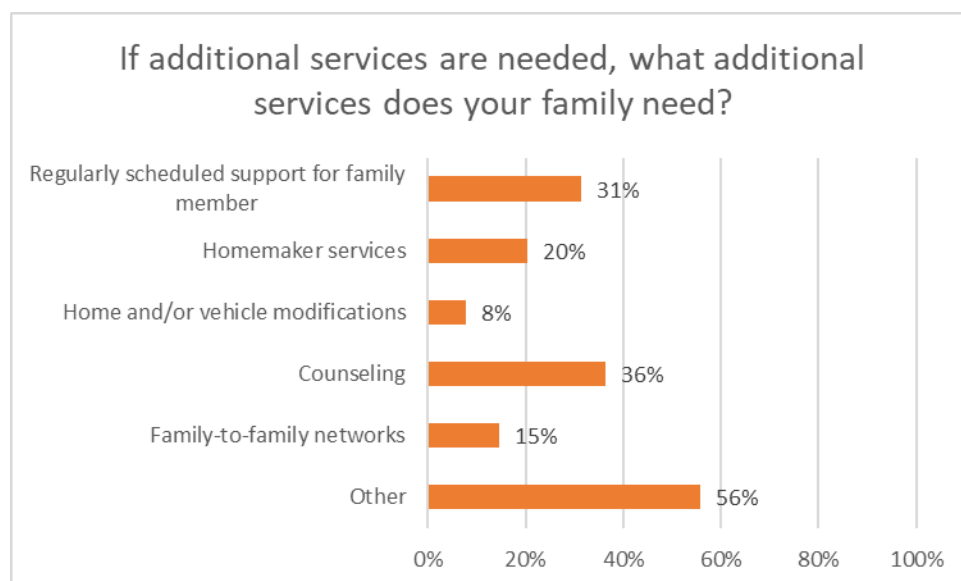


Table Q42. If your family does not get the support and services needed, what additional services does your family need?

Categories are not mutually exclusive, therefore N is not shown. Responses to this question might have been impacted by the COVID-19 pandemic.

Regional Center	Regularly Scheduled Support for Family Member	Homemaker Services	Home or Vehicle Modifications	Counseling	Family-to-family Networks	Other
ACRC	44%	21%	10%	33%	10%	58%
CVRC	30%	20%	10%	35%	25%	60%
ELARC	n/a	n/a	n/a	n/a	n/a	n/a
FDLRC	n/a	n/a	n/a	n/a	n/a	n/a
FNRC	n/a	n/a	n/a	n/a	n/a	n/a
GGRC	27%	27%	12%	42%	15%	50%
HRC	n/a	n/a	n/a	n/a	n/a	n/a
IRC	24%	15%	6%	38%	12%	47%
KRC	n/a	n/a	n/a	n/a	n/a	n/a
NBRC	42%	33%	6%	56%	22%	47%
NLACRC	24%	28%	12%	28%	20%	56%
RCEB	31%	11%	7%	44%	11%	58%
RCOC	24%	11%	7%	41%	13%	54%
RCRC	n/a	n/a	n/a	n/a	n/a	n/a
SARC	40%	13%	2%	27%	13%	60%
SCLARC	n/a	n/a	n/a	n/a	n/a	n/a
SDRC	28%	23%	5%	42%	14%	58%
SGPRC	n/a	n/a	n/a	n/a	n/a	n/a
TCRC	24%	21%	5%	21%	10%	55%
VMRC	n/a	n/a	n/a	n/a	n/a	n/a
WRC	n/a	n/a	n/a	n/a	n/a	n/a
CA Average	31%	20%	8%	36%	15%	56%
Weighted NCI Average	28%	16%	7%	26%	14%	59%

Due to the COVID-19 pandemic and its impact to NCI data collection and sampling processes, we caution against using 2019-20 data to directly compare with past and future NCI data.

Choice, Decision Making and Control

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

Note: Significance is based on “Always” or “Yes” response.

“You” and **“Respondent”** refers to the person (usually a parent or guardian) filling out the survey.

“Family Member” refers to the person receiving services whom the respondent is answering questions about in this survey.

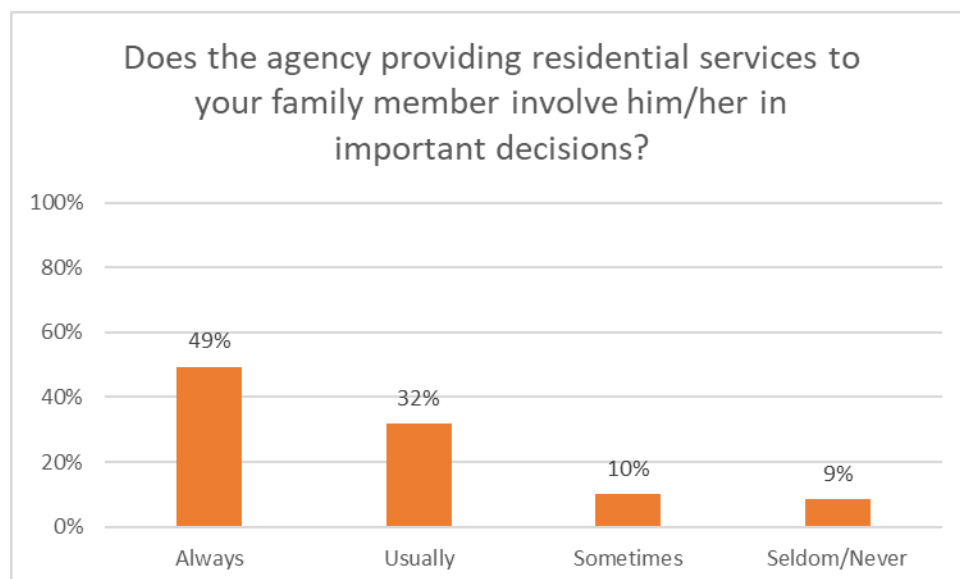


Table Q43. Does the agency providing residential services to your family member involve him/her in important decisions?

Regional Center	Always	Usually	Sometimes	Seldom or Never	N
ACRC	51%	28%	11%	11%	289
CVRC	52%	31%	6%	10%	143
ELARC	45%	33%	10%	13%	83
FDLRC	42%	27%	16%	15%	62
FNRC	49%	36%	10%	4%	135
GGRC	52%	32%	9%	7%	188
HRC	58%	30%	7%	4%	89
IRC	47%	30%	10%	13%	214
KRC	39%	44%	9%	9%	70
NBRC	46%	37%	11%	6%	179
NLACRC	45%	34%	13%	8%	186
RCEB	46%	32%	12%	10%	305
RCOC	55%	32%	6%	7%	359
RCRC	41%	43%	11%	4%	46
SARC	47%	32%	11%	10%	276
SCLARC	58%	21%	12%	9%	57
SDRC	52%	30%	11%	7%	378
SGPRC	50%	27%	10%	13%	104
TCRC	47%	36%	12%	5%	234
VMRC	61%	26%	8%	5%	101
WRC	46%	28%	13%	13%	92
CA Average	49%	32%	10%	9%	3,606
Weighted NCI Average	48%	32%	12%	8%	6,937

Due to the COVID-19 pandemic and its impact to NCI data collection and sampling processes, we caution against using 2019-20 data to directly compare with past and future NCI data.

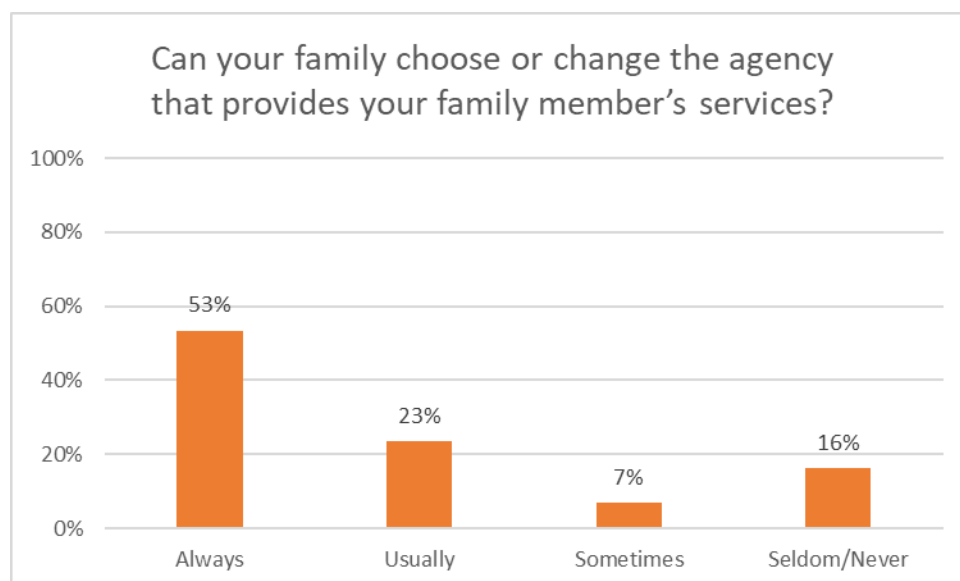


Table Q44. Can your family choose or change the agency that provides your family member's services?

Responses to this question might have been impacted by the COVID-19 pandemic.

Regional Center	Always	Usually	Sometimes	Seldom or Never	N
ACRC	52%	23%	10%	15%	193
CVRC	55%	22%	7%	15%	94
ELARC	46%	27%	11%	16%	70
FDLRC	41%	16%	6%	38%	32
FNRC	55%	22%	8%	15%	78
GGRC	57%	27%	7%	9%	125
HRC	45%	33%	4%	18%	55
IRC	52%	25%	5%	18%	127
KRC	44%	30%	0%	26%	50
NBRC	55%	17%	10%	17%	143
NLACRC	52%	24%	7%	17%	138
RCEB	48%	28%	8%	17%	209
RCOC	62%	21%	5%	12%	255
RCRC	48%	27%	6%	18%	33
SARC	52%	22%	6%	19%	183
SCLARC	58%	21%	6%	15%	48
SDRC	58%	22%	5%	15%	260
SGPRC	60%	21%	4%	14%	70
TCRC	47%	26%	11%	17%	163
VMRC	61%	14%	3%	22%	64
WRC	48%	29%	8%	15%	66
CA Average	53%	23%	7%	16%	2,469
Weighted NCI Average	63%	21%	6%	11%	5,145

Due to the COVID-19 pandemic and its impact to NCI data collection and sampling processes, we caution against using 2019-20 data to directly compare with past and future NCI data.

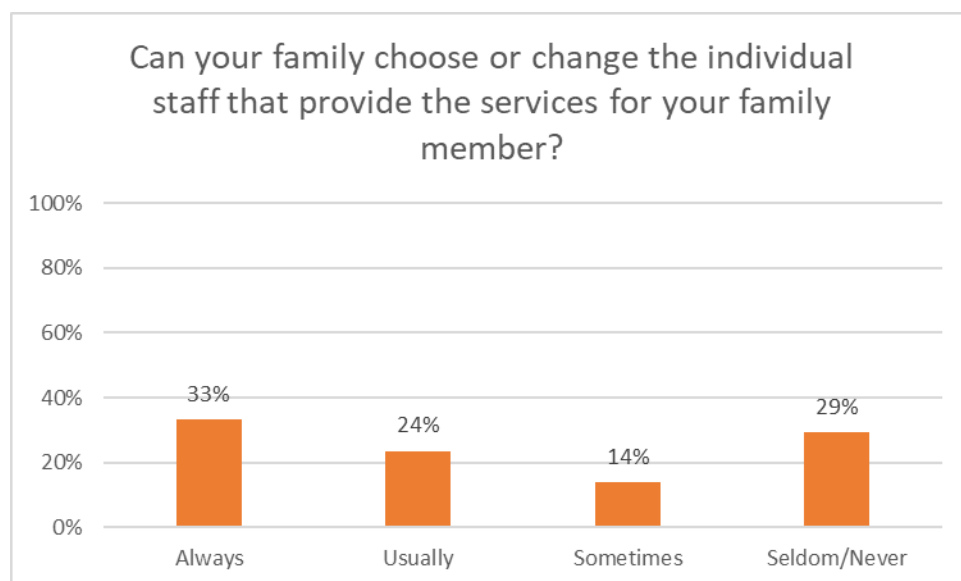


Table Q45. Can your family choose or change the individual staff that provide the services for your family member?

Responses to this question might have been impacted by the COVID-19 pandemic.

Regional Center	Always	Usually	Sometimes	Seldom or Never	N
ACRC	33%	25%	19%	22%	239
CVRC	42%	20%	9%	29%	113
ELARC	43%	13%	10%	34%	68
FDLRC	27%	2%	27%	44%	41
FNRC	33%	17%	20%	30%	87
GGRC	30%	29%	14%	27%	131
HRC	28%	25%	9%	39%	57
IRC	30%	21%	10%	39%	127
KRC	29%	33%	8%	31%	52
NBRC	37%	18%	19%	26%	144
NLACRC	28%	33%	13%	27%	147
RCEB	24%	26%	11%	39%	250
RCOC	41%	23%	15%	21%	271
RCRC	39%	28%	22%	11%	46
SARC	27%	25%	11%	36%	222
SCLARC	57%	17%	6%	19%	47
SDRC	34%	22%	10%	35%	280
SGPRC	31%	35%	6%	28%	68
TCRC	33%	22%	19%	26%	176
VMRC	42%	18%	11%	29%	65
WRC	33%	31%	21%	15%	80
CA Average	33%	24%	14%	29%	2,722
Weighted NCI Average	32%	21%	14%	33%	5,303

Due to the COVID-19 pandemic and its impact to NCI data collection and sampling processes, we caution against using 2019-20 data to directly compare with past and future NCI data.

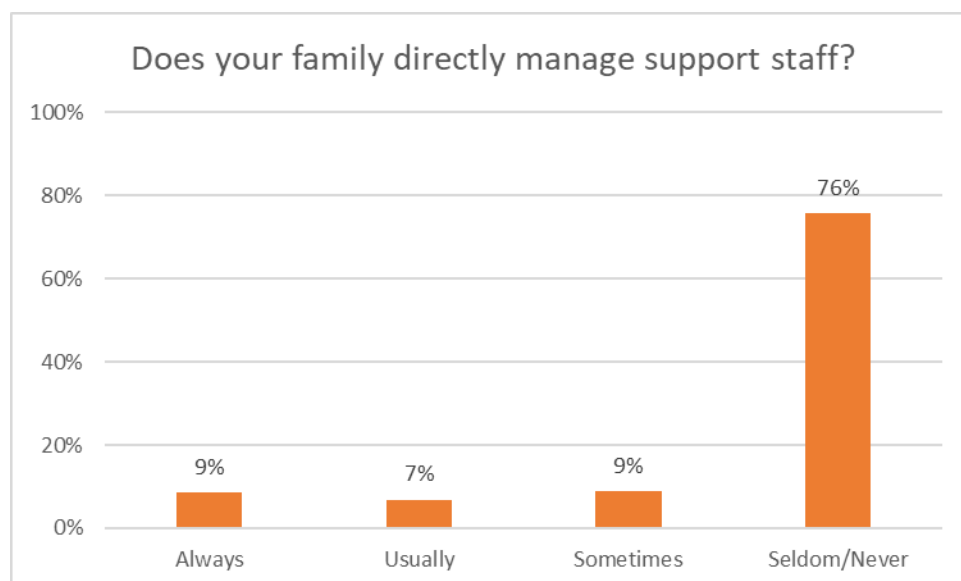


Table Q46. Does your family directly manage support staff?

Regional Center	Always	Usually	Sometimes	Seldom or Never	N
ACRC	8%	11%	12%	70%	266
CVRC	10%	6%	3%	81%	136
ELARC	5%	7%	8%	80%	84
FDLRC	5%	4%	13%	78%	55
FNRC	8%	3%	8%	82%	103
GGRC	7%	7%	11%	75%	162
HRC	12%	12%	5%	71%	58
IRC	8%	6%	6%	80%	157
KRC	9%	16%	5%	70%	64
NBRC	9%	6%	8%	77%	166
NLACRC	9%	8%	12%	71%	168
RCEB	4%	4%	9%	83%	285
RCOC	10%	9%	10%	71%	288
RCRC	13%	2%	20%	64%	45
SARC	7%	5%	9%	79%	244
SCLARC	26%	13%	6%	55%	53
SDRC	7%	8%	7%	78%	318
SGPRC	18%	6%	9%	67%	78
TCRC	9%	5%	8%	78%	217
VMRC	12%	4%	5%	80%	83
WRC	8%	5%	10%	76%	96
CA Average	9%	7%	9%	76%	3,139
Weighted NCI Average	8%	6%	6%	80%	6,109

Due to the COVID-19 pandemic and its impact to NCI data collection and sampling processes, we caution against using 2019-20 data to directly compare with past and future NCI data.

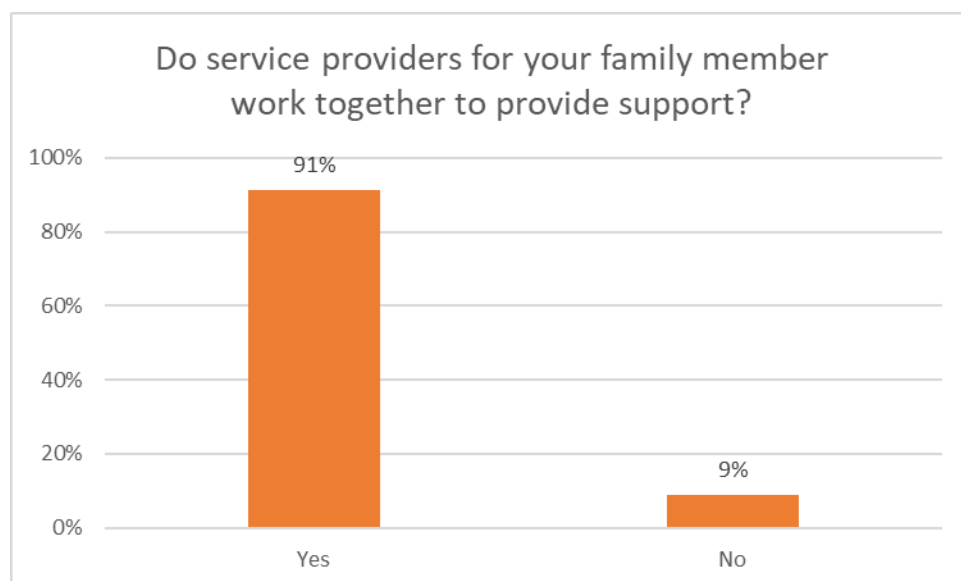


Table Q47. Do service providers for your family member work together to provide support?

Responses to this question might have been impacted by the COVID-19 pandemic.

Regional Center	Yes	No	N
ACRC	91%	9%	274
CVRC	94%	6%	150
ELARC	90%	10%	84
FDLRC	88%	12%	52
FNRC	91%	9%	110
GGRC	93%	7%	174
HRC	93%	7%	81
IRC	93%	7%	185
KRC	89%	11%	71
NBRC	91%	9%	160
NLACRC	88%	12%	171
RCEB	88%	13%	256
RCOC	93%	7%	320
RCRC	89%	11%	46
SARC	89%	11%	272
SCLARC	85%	15%	62
SDRC	95%	5%	331
SGPRC	91%	9%	93
TCRC	91%	9%	212
VMRC	93%	7%	88
WRC	91%	9%	92
CA Average	91%	9%	3,298
Weighted NCI Average	93%	7%	6,225

Due to the COVID-19 pandemic and its impact to NCI data collection and sampling processes, we caution against using 2019-20 data to directly compare with past and future NCI data.

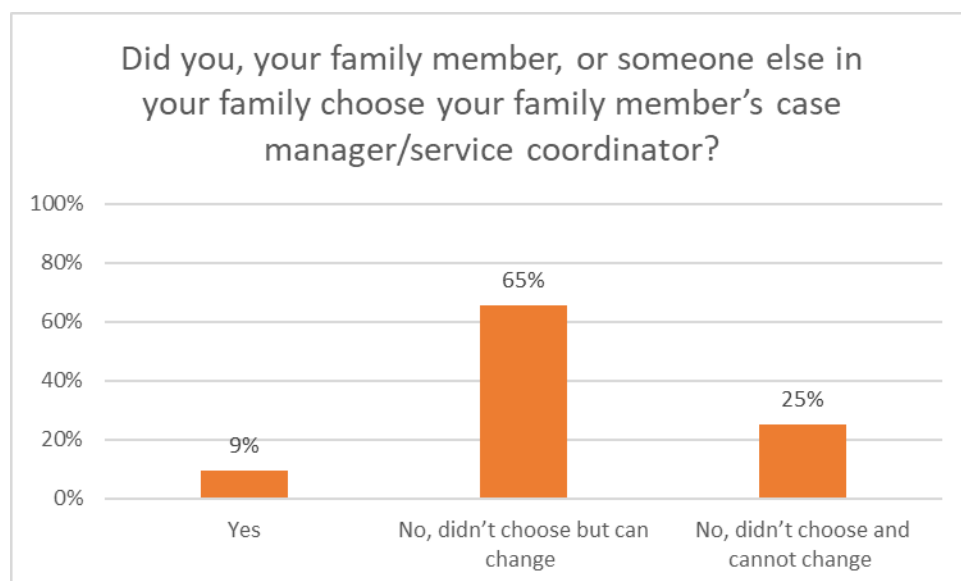


Table Q48. Did you, your family member, or someone else in your family choose your family member's case manager/service coordinator?

Significantly Above Average

Regional Center	Yes, chose case manager/service coordinator	No, didn't choose case manager/service coordinator but can change if wanted	No, didn't choose case manager/service coordinator and cannot change if wanted	N
ACRC	6%	70%	23%	326
CVRC	11%	70%	19%	165
ELARC	15%	59%	26%	87
FDLRC	11%	50%	39%	66
FNRC	7%	66%	27%	126
GGRC	11%	65%	24%	190
HRC	9%	71%	20%	93
IRC	4%	65%	31%	209
KRC	4%	61%	35%	77
NBRC	10%	64%	26%	182
NLACRC	9%	68%	24%	207
RCEB	7%	66%	26%	356
RCOC	16%	71%	13%	360
RCRC	8%	85%	8%	52
SARC	8%	64%	28%	296
SCLARC	20%	52%	28%	71
SDRC	10%	60%	30%	364
SGPRC	10%	66%	24%	103
TCRC	8%	64%	28%	247
VMRC	9%	65%	26%	108
WRC	12%	62%	26%	101
CA Average	9%	65%	25%	3,802
Weighted NCI Average	21%	55%	24%	7,198

Due to the COVID-19 pandemic and its impact to NCI data collection and sampling processes, we caution against using 2019-20 data to directly compare with past and future NCI data.

Involvement in the Community

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

Note: Significance is based on “Always” or “Yes” response.

“You” and **“Respondent”** refers to the person (usually a parent or guardian) filling out the survey.

“Family Member” refers to the person receiving services whom the respondent is answering questions about in this survey.

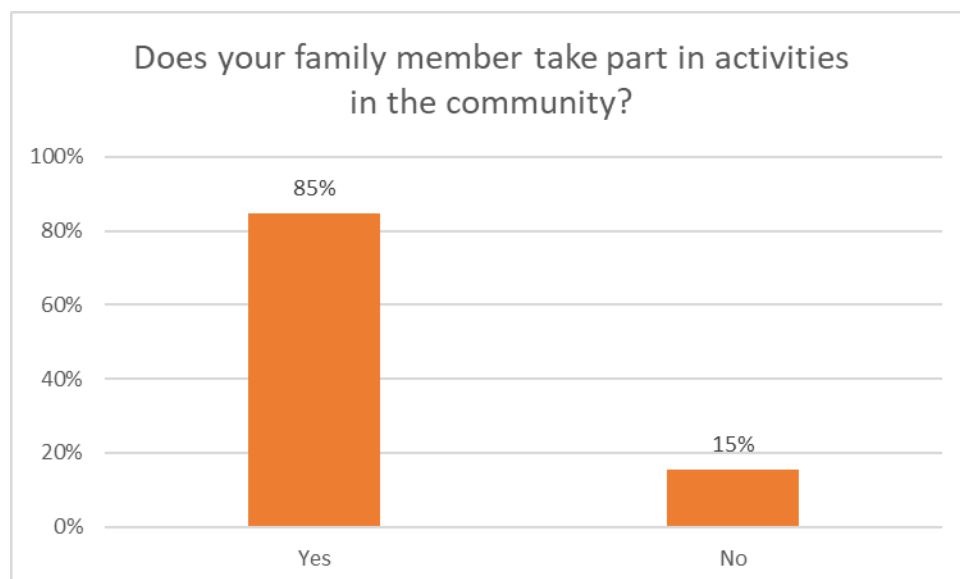


Table Q49. Does your family member take part in activities in the community?

Responses to this question might have been impacted by the COVID-19 pandemic.

Regional Center	Yes	No	N
ACRC	85%	15%	397
CVRC	86%	14%	218
ELARC	83%	17%	109
FDLRC	79%	21%	76
FNRC	88%	12%	169
GGRC	89%	11%	237
HRC	86%	14%	115
IRC	83%	17%	276
KRC	87%	13%	104
NBRC	85%	15%	228
NLACRC	85%	15%	247
RCEB	81%	19%	423
RCOC	83%	17%	430
RCRC	85%	15%	65
SARC	88%	12%	362
SCLARC	70%	30%	91
SDRC	88%	12%	466
SGPRC	77%	23%	128
TCRC	86%	14%	296
VMRC	82%	18%	131
WRC	81%	19%	127
CA Average	85%	15%	4,717
Weighted NCI Average	89%	11%	8,618

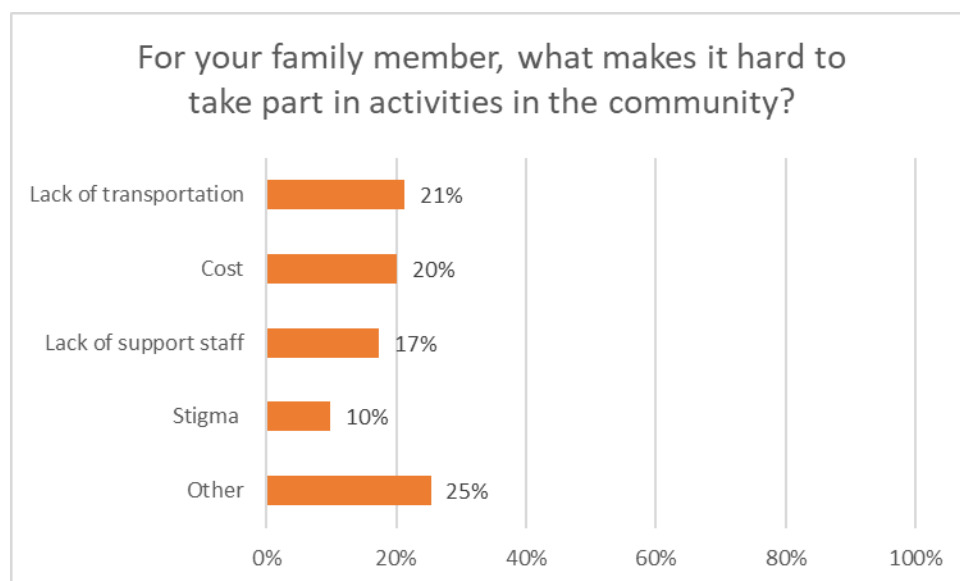


Table Q50. For your family member, what makes it hard to take part in activities in the community?

Categories are not mutually exclusive, therefore N is not shown. Responses to this question might have been impacted by the COVID-19 pandemic.

Regional Center	Lack of Transportation	Cost	Lack of Support Staff	Stigma	Other
ACRC	21%	20%	13%	10%	27%
CVRC	16%	14%	14%	10%	25%
ELARC	16%	18%	17%	8%	28%
FDLRC	12%	12%	17%	12%	25%
FNRC	26%	27%	17%	10%	24%
GGRC	20%	20%	18%	8%	18%
HRC	11%	12%	7%	12%	23%
IRC	22%	21%	18%	10%	25%
KRC	18%	21%	14%	9%	27%
NBRC	25%	26%	21%	12%	26%
NLACRC	20%	23%	16%	8%	27%
RCEB	24%	23%	22%	12%	23%
RCOC	23%	19%	17%	10%	22%
RCRC	25%	29%	17%	14%	32%
SARC	20%	20%	20%	8%	26%
SCLARC	14%	13%	15%	8%	22%
SDRC	25%	20%	17%	9%	25%
SGPRC	13%	17%	16%	8%	28%
TCRC	26%	22%	22%	11%	26%
VMRC	24%	15%	18%	9%	27%
WRC	20%	19%	13%	13%	38%
CA Average	21%	20%	17%	10%	25%
Weighted NCI Average	15%	16%	22%	8%	24%

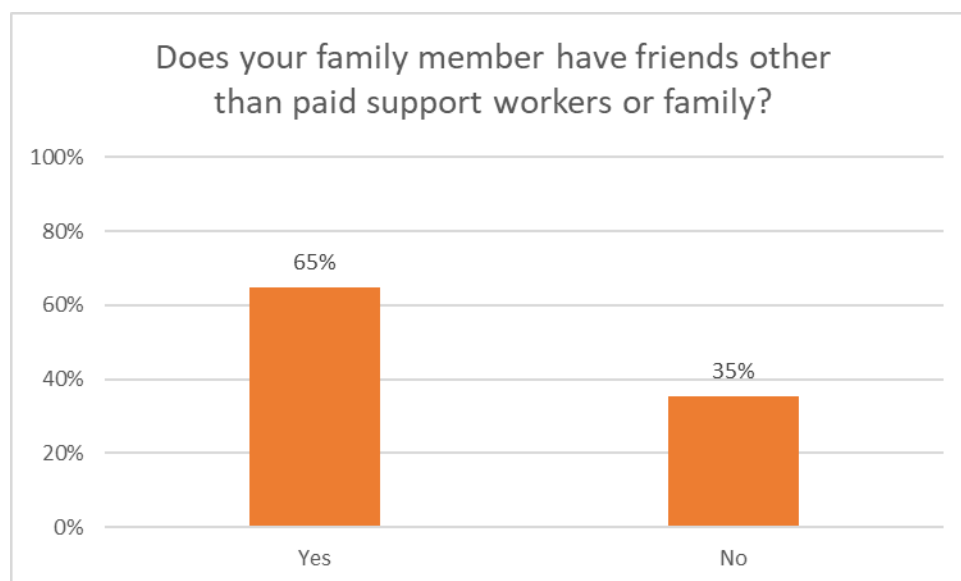


Table Q51. Does your family member have friends other than paid support workers or family?

Regional Center	Yes	No	N
ACRC	71%	29%	374
CVRC	65%	35%	210
ELARC	58%	42%	107
FDLRC	52%	48%	79
FNRC	72%	28%	158
GGRC	68%	32%	222
HRC	64%	36%	105
IRC	61%	39%	255
KRC	64%	36%	94
NBRC	62%	38%	220
NLACRC	63%	37%	245
RCEB	64%	36%	411
RCOC	67%	33%	410
RCRC	66%	34%	64
SARC	63%	37%	351
SCLARC	53%	47%	85
SDRC	68%	32%	444
SGPRC	50%	50%	121
TCRC	69%	31%	285
VMRC	73%	27%	131
WRC	58%	42%	119
CA Average	65%	35%	4,509
Weighted NCI Average	66%	34%	8,189

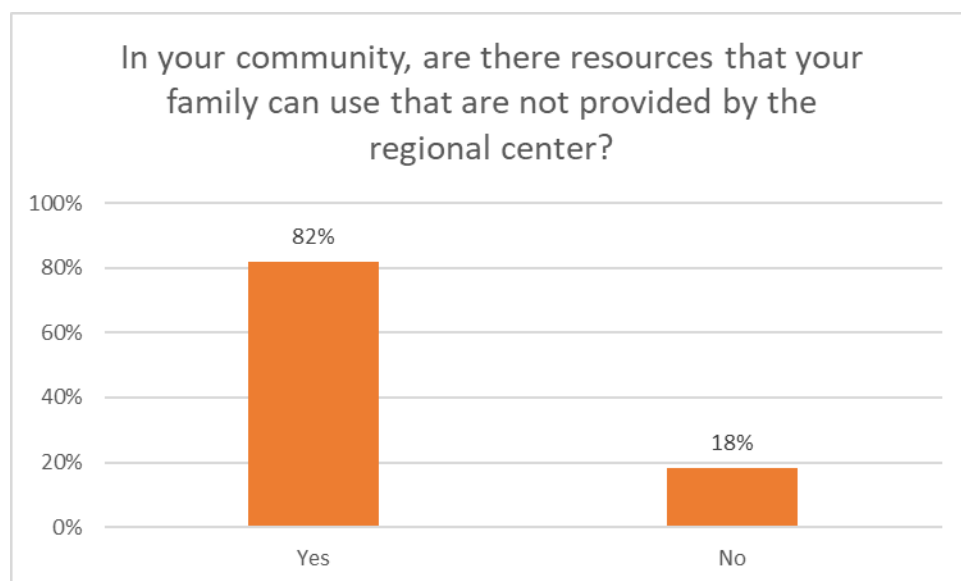


Table Q52. In your community, are there resources that your family can use that are not provided by the regional center¹² (for example, recreational programs, community housing, library programs, religious groups, etc.)?

Responses to this question might have been impacted by the COVID-19 pandemic.

Regional Center	Yes	No	N
ACRC	86%	14%	282
CVRC	84%	16%	135
ELARC	83%	17%	76
FDLRC	70%	30%	50
FNRC	85%	15%	119
GGRC	79%	21%	174
HRC	71%	29%	77
IRC	80%	20%	175
KRC	72%	28%	65
NBRC	83%	17%	161
NLACRC	78%	22%	152
RCEB	77%	23%	302
RCOC	85%	15%	303
RCRC	92%	8%	48
SARC	85%	15%	250
SCLARC	69%	31%	54
SDRC	86%	14%	315
SGPRC	70%	30%	67
TCRC	87%	13%	203
VMRC	80%	20%	88
WRC	77%	23%	84
CA Average	82%	18%	3,195
Weighted NCI Average	82%	18%	5,925

¹² Some NCI states provide services through a statewide ID/DD agency

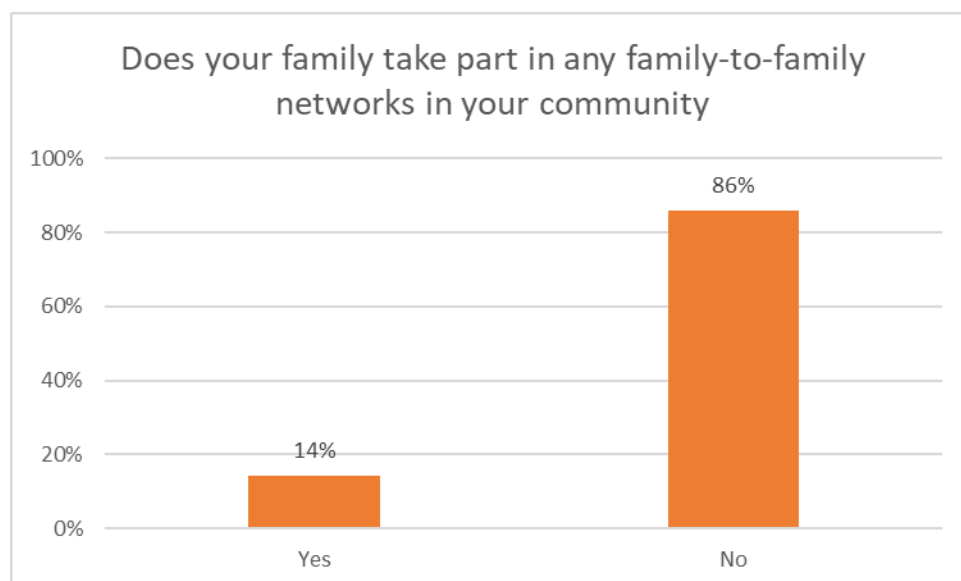


Table Q53. Does your family take part in any family-to-family networks in your community (for example, Parent to Parent, sibling networks, etc.)?

Responses to this question might have been impacted by the COVID-19 pandemic.

Regional Center	Yes	No	N
ACRC	14%	86%	376
CVRC	13%	87%	196
ELARC	12%	88%	100
FDLRC	7%	93%	72
FNRC	11%	89%	140
GGRC	17%	83%	226
HRC	14%	86%	97
IRC	16%	84%	253
KRC	13%	87%	95
NBRC	14%	86%	202
NLACRC	12%	88%	231
RCEB	13%	87%	397
RCOC	15%	85%	398
RCRC	9%	91%	55
SARC	19%	81%	340
SCLARC	24%	76%	76
SDRC	12%	88%	443
SGPRC	15%	85%	114
TCRC	17%	83%	270
VMRC	8%	92%	129
WRC	16%	84%	121
CA Average	14%	86%	4,354
Weighted NCI Average	14%	86%	7,680

Satisfaction With Services and Supports

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

Note: Significance is based on “Always” or “Yes” response.

“You” and **“Respondent”** refers to the person (usually a parent or guardian) filling out the survey.

“Family Member” refers to the person receiving services whom the respondent is answering questions about in this survey.

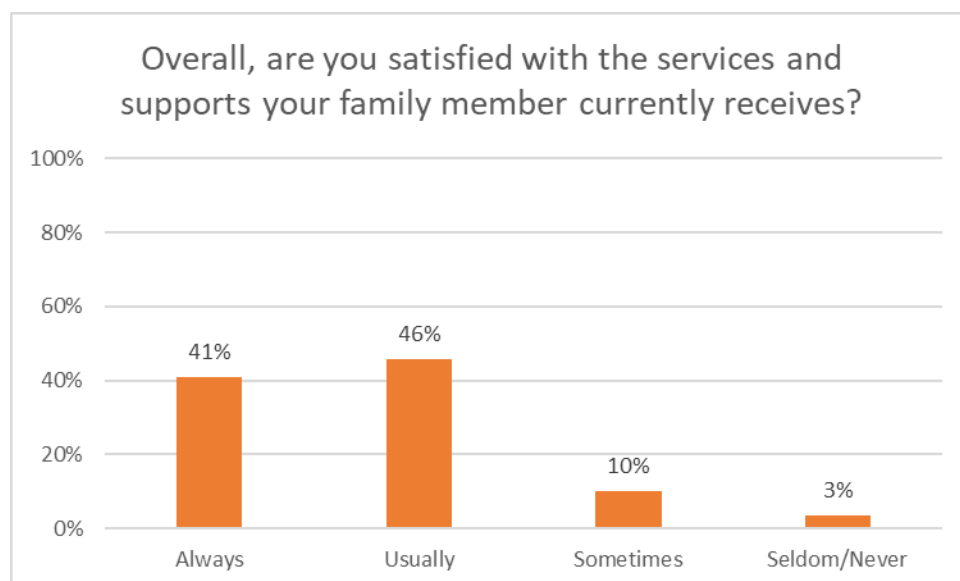


Table Q54. Overall, are you satisfied with the services and supports your family member currently receives?

Responses to this question might have been impacted by the COVID-19 pandemic.

Regional Center	Always	Usually	Sometimes	Seldom or Never	N
ACRC	38%	46%	12%	5%	413
CVRC	48%	40%	8%	3%	231
ELARC	41%	44%	12%	3%	117
FDLRC	44%	37%	14%	6%	87
FNRC	41%	48%	8%	4%	171
GGRC	48%	43%	7%	2%	250
HRC	51%	39%	5%	5%	119
IRC	46%	39%	11%	4%	303
KRC	27%	56%	12%	5%	113
NBRC	31%	50%	17%	2%	238
NLACRC	35%	51%	9%	5%	262
RCEB	36%	46%	14%	4%	444
RCOC	47%	46%	6%	1%	447
RCRC	33%	50%	13%	4%	70
SARC	38%	49%	8%	5%	381
SCLARC	49%	29%	15%	6%	99
SDRC	42%	47%	9%	2%	495
SGPRC	43%	44%	9%	4%	140
TCRC	38%	50%	11%	2%	309
VMRC	42%	48%	6%	3%	146
WRC	46%	39%	13%	3%	136
CA Average	41%	46%	10%	3%	4,994
Weighted NCI Average	43%	46%	9%	2%	8,994

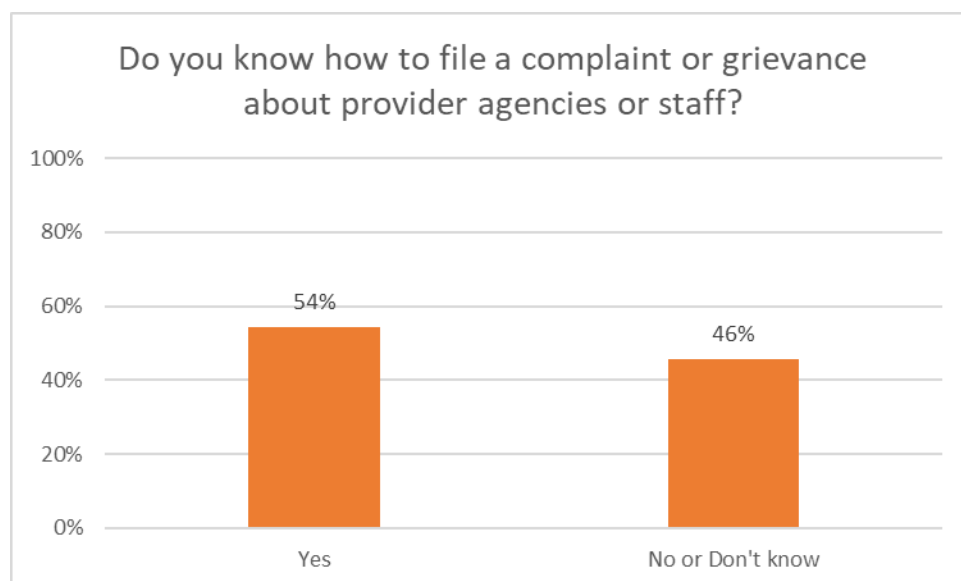


Table Q55. Do you know how to file a complaint or grievance about provider agencies or staff?¹³

Regional Center	Yes	No or Don't Know	N
ACRC	58%	42%	427
CVRC	52%	48%	246
ELARC	51%	49%	121
FDLRC	55%	45%	84
FNRC	64%	36%	177
GGRC	54%	46%	250
HRC	56%	44%	117
IRC	50%	50%	308
KRC	46%	54%	116
NBRC	49%	51%	241
NLACRC	52%	48%	267
RCEB	45%	55%	452
RCOC	63%	37%	453
RCRC	55%	45%	71
SARC	54%	46%	383
SCLARC	44%	56%	103
SDRC	53%	47%	504
SGPRC	59%	41%	142
TCRC	59%	41%	311
VMRC	64%	36%	157
WRC	53%	47%	137
CA Average	54%	46%	5,090
Weighted NCI Average	69%	31%	9,106

¹³ 'Don't Know' responses were included in 'No' responses for this question.

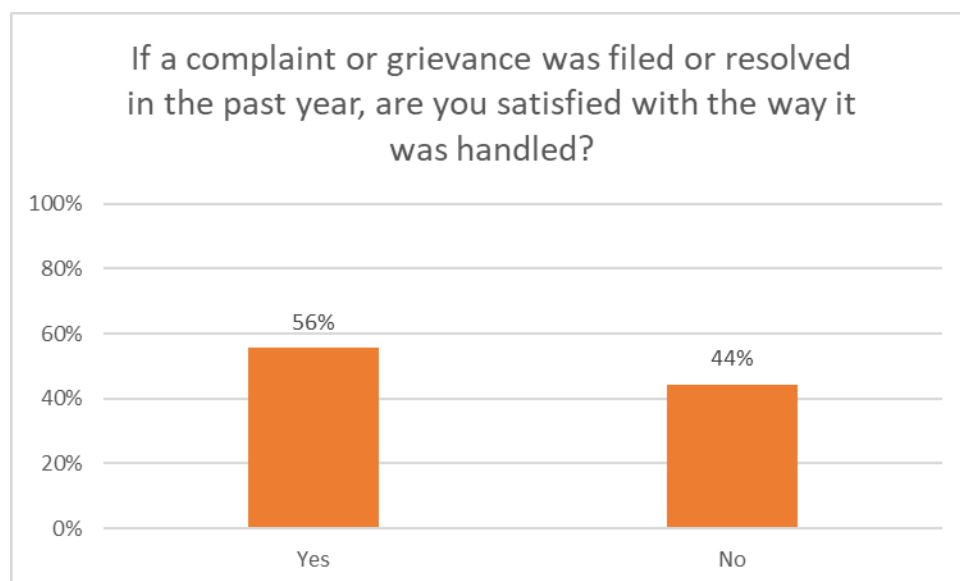


Table Q56. If a complaint or grievance was filed or resolved in the past year, are you satisfied with the way it was handled?

Regional Center	Yes	No	N
ACRC	54%	46%	39
CVRC	80%	20%	25
ELARC	44%	56%	n/a
FDLRC	n/a	n/a	n/a
FNRC	n/a	n/a	n/a
GGRC	63%	38%	24
HRC	n/a	n/a	n/a
IRC	57%	43%	30
KRC	n/a	n/a	n/a
NBRC	50%	50%	20
NLACRC	64%	36%	25
RCEB	47%	53%	36
RCOC	69%	31%	39
RCRC	n/a	n/a	n/a
SARC	46%	54%	39
SCLARC	50%	50%	20
SDRC	52%	48%	42
SGPRC	65%	35%	20
TCRC	58%	42%	31
VMRC	n/a	n/a	n/a
WRC	n/a	n/a	n/a
CA Average	56%	44%	489
Weighted NCI Average	67%	33%	1,027

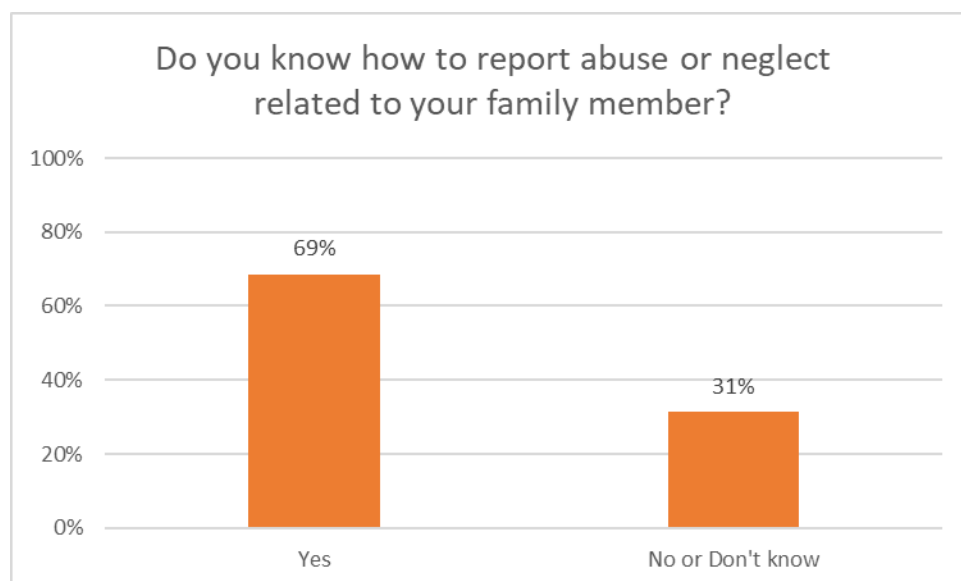


Table Q57. Do you know how to report abuse or neglect related to your family member?¹⁴

Regional Center	Yes	No or Don't Know	N
ACRC	75%	25%	429
CVRC	67%	33%	242
ELARC	67%	33%	122
FDLRC	63%	37%	87
FNRC	76%	24%	180
GGRC	70%	30%	247
HRC	77%	23%	116
IRC	65%	35%	317
KRC	64%	36%	116
NBRC	67%	33%	241
NLACRC	66%	34%	265
RCEB	61%	39%	453
RCOC	73%	27%	454
RCRC	74%	26%	72
SARC	67%	33%	387
SCLARC	57%	43%	103
SDRC	65%	35%	507
SGPRC	73%	27%	146
TCRC	74%	26%	308
VMRC	74%	26%	156
WRC	68%	32%	139
CA Average	69%	31%	5,110
Weighted NCI Average	80%	20%	9,130

¹⁴ 'Don't Know' responses were included in 'No' responses for this question.

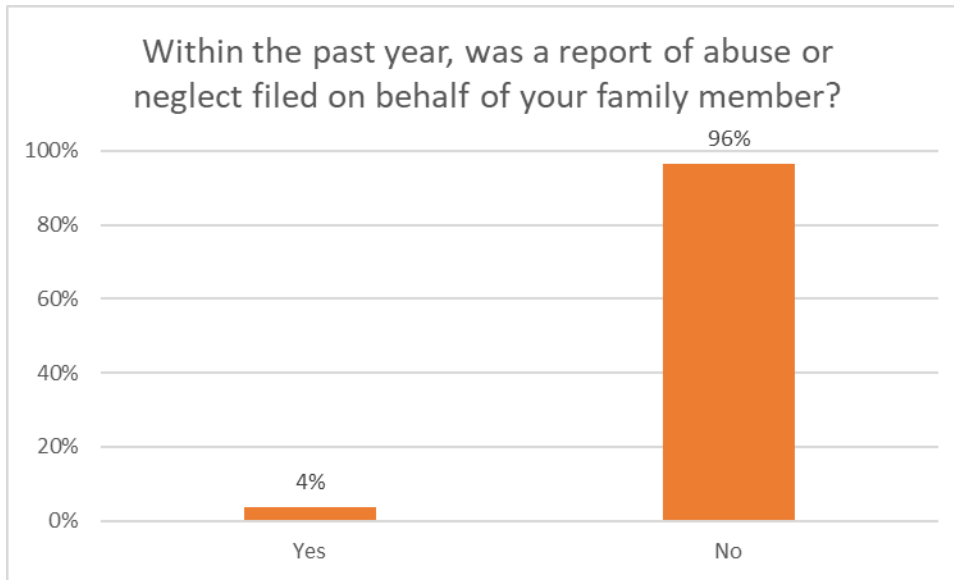


Table Q58. Within the past year, was a report of abuse or neglect filed on behalf of your family member?

Regional Center	Yes	No	N
ACRC	3%	97%	409
CVRC	2%	98%	221
ELARC	2%	98%	115
FDLRC	2%	98%	83
FNRC	1%	99%	168
GGRC	5%	95%	242
HRC	3%	97%	110
IRC	4%	96%	295
KRC	6%	94%	105
NBRC	5%	95%	226
NLACRC	2%	98%	250
RCEB	4%	96%	437
RCOC	2%	98%	436
RCRC	1%	99%	67
SARC	5%	95%	376
SCLARC	7%	93%	90
SDRC	5%	95%	483
SGPRC	7%	93%	136
TCRC	2%	98%	299
VMRC	4%	96%	141
WRC	6%	94%	131
CA Average	4%	96%	4,841
Weighted NCI Average	6%	94%	8,724

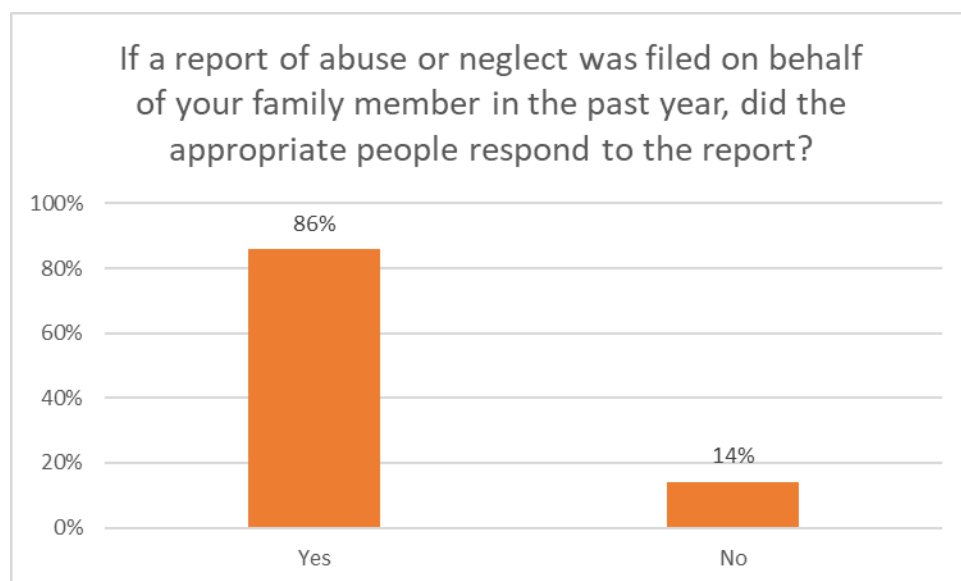


Table Q59. If a report of abuse or neglect was filed on behalf of your family member in the past year, did the appropriate people respond to the report?

Regional Center	Yes	No	N
ACRC	n/a	n/a	n/a
CVRC	n/a	n/a	n/a
ELARC	n/a	n/a	n/a
FDLRC	n/a	n/a	n/a
FNRC	n/a	n/a	n/a
GGRC	n/a	n/a	n/a
HRC	n/a	n/a	n/a
IRC	n/a	n/a	n/a
KRC	n/a	n/a	n/a
NBRC	n/a	n/a	n/a
NLACRC	n/a	n/a	n/a
RCEB	n/a	n/a	n/a
RCOC	n/a	n/a	n/a
RCRC	n/a	n/a	n/a
SARC	n/a	n/a	n/a
SCLARC	n/a	n/a	n/a
SDRC	n/a	n/a	n/a
SGPRC	n/a	n/a	n/a
TCRC	n/a	n/a	n/a
VMRC	n/a	n/a	n/a
WRC	n/a	n/a	n/a
CA Average	86%	14%	134
Weighted NCI Average	84%	16%	365

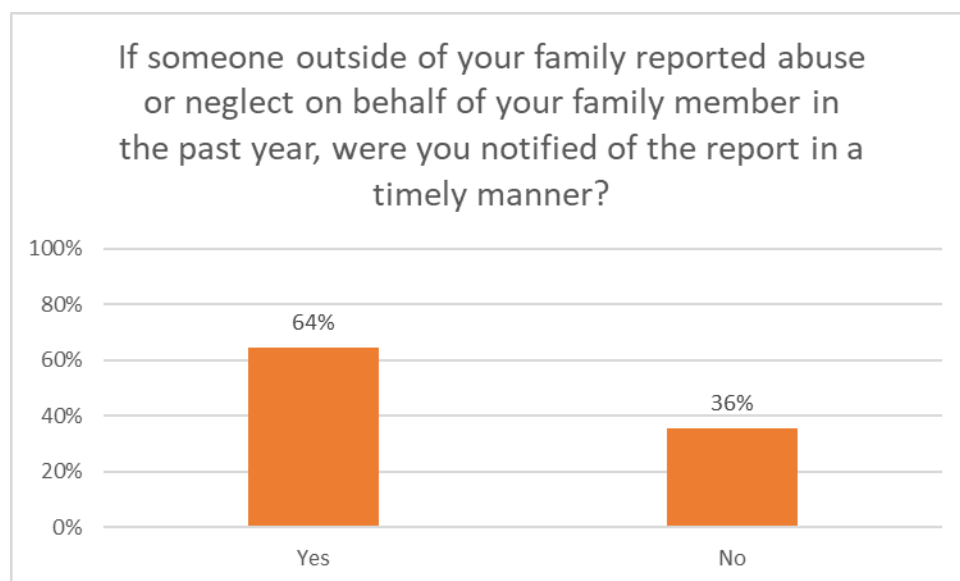


Table Q60. If someone outside of your family reported abuse or neglect on behalf of your family member in the past year, were you notified of the report in a timely manner?

Regional Center	Yes	No	N
ACRC	n/a	n/a	n/a
CVRC	n/a	n/a	n/a
ELARC	n/a	n/a	n/a
FDLRC	n/a	n/a	n/a
FNRC	n/a	n/a	n/a
GGRC	n/a	n/a	n/a
HRC	n/a	n/a	n/a
IRC	n/a	n/a	n/a
KRC	n/a	n/a	n/a
NBRC	n/a	n/a	n/a
NLACRC	n/a	n/a	n/a
RCEB	n/a	n/a	n/a
RCOC	n/a	n/a	n/a
RCRC	n/a	n/a	n/a
SARC	n/a	n/a	n/a
SCLARC	n/a	n/a	n/a
SDRC	n/a	n/a	n/a
SGPRC	n/a	n/a	n/a
TCRC	n/a	n/a	n/a
VMRC	n/a	n/a	n/a
WRC	n/a	n/a	n/a
CA Average	64%	36%	118
Weighted NCI Average	76%	24%	337

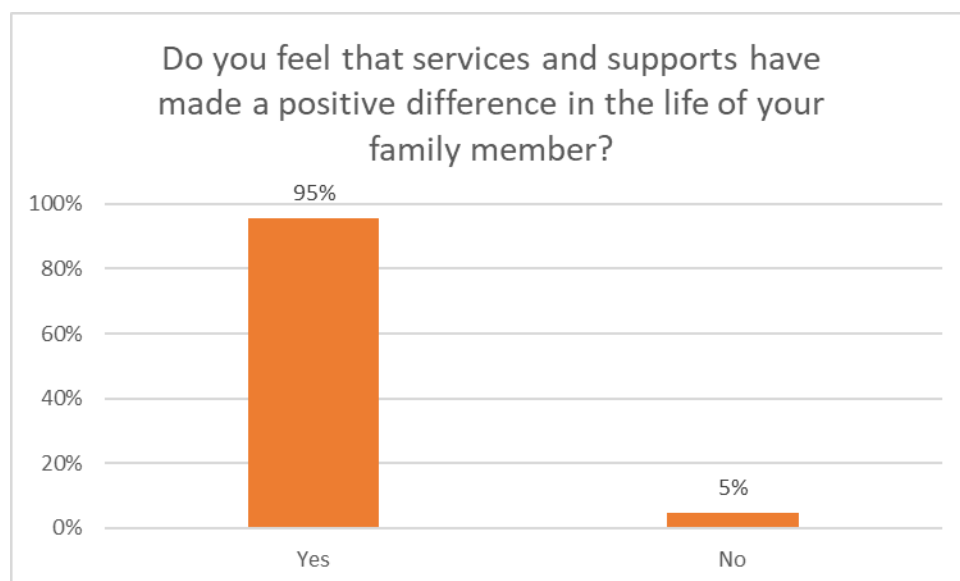


Table Q61. Do you feel that services and supports have made a positive difference in the life of your family member?

Responses to this question might have been impacted by the COVID-19 pandemic.

Regional Center	Yes	No	N
ACRC	94%	6%	387
CVRC	94%	6%	213
ELARC	96%	4%	105
FDLRC	93%	7%	76
FNRC	95%	5%	167
GGRC	98%	2%	241
HRC	98%	2%	111
IRC	93%	7%	274
KRC	92%	8%	105
NBRC	92%	8%	226
NLACRC	93%	7%	246
RCEB	95%	5%	416
RCOC	99%	1%	437
RCRC	92%	8%	66
SARC	97%	3%	357
SCLARC	92%	8%	89
SDRC	97%	3%	468
SGPRC	93%	7%	127
TCRC	97%	3%	294
VMRC	94%	6%	141
WRC	95%	5%	128
CA Average	95%	5%	4,693
Weighted NCI Average	96%	4%	8,500

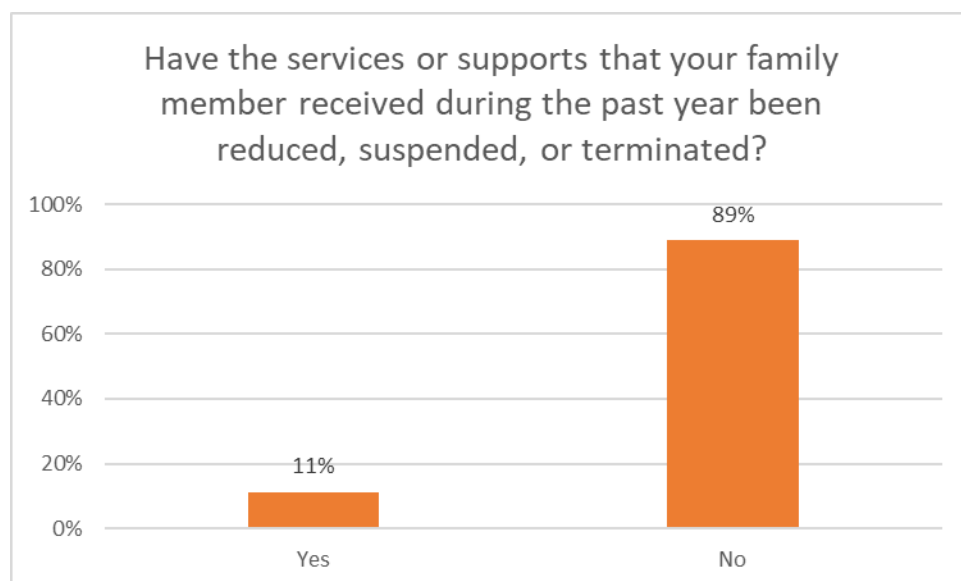


Table Q62. Have the services or supports that your family member received during the past year been reduced, suspended, or terminated?

Responses to this question might have been impacted by the COVID-19 pandemic.

Regional Center	Yes	No	N
ACRC	16%	84%	363
CVRC	10%	90%	189
ELARC	10%	90%	104
FDLRC	12%	88%	73
FNRC	8%	92%	156
GGRC	8%	92%	216
HRC	6%	94%	102
IRC	11%	89%	253
KRC	12%	88%	92
NBRC	18%	82%	195
NLACRC	12%	88%	215
RCEB	12%	88%	391
RCOC	9%	91%	399
RCRC	11%	89%	62
SARC	12%	88%	338
SCLARC	11%	89%	76
SDRC	9%	91%	416
SGPRC	11%	89%	113
TCRC	14%	86%	262
VMRC	9%	91%	127
WRC	5%	95%	117
CA Average	11%	89%	4,280
Weighted NCI Average	11%	89%	7,891

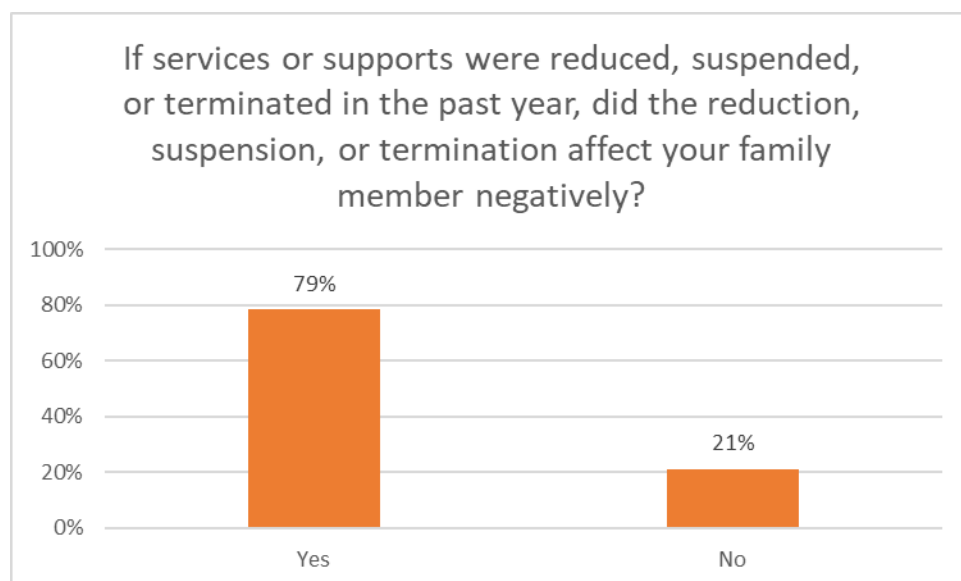


Table Q63. If services or supports received by the family were reduced, suspended or terminated during the past year, did the change in services affect your family member negatively?

Responses to this question might have been impacted by the COVID-19 pandemic.

Regional Center	Yes	No	N
ACRC	78%	22%	51
CVRC	n/a	n/a	n/a
ELARC	n/a	n/a	n/a
FDLRC	n/a	n/a	n/a
FNRC	n/a	n/a	n/a
GGRC	n/a	n/a	n/a
HRC	n/a	n/a	n/a
IRC	82%	18%	22
KRC	n/a	n/a	n/a
NBRC	77%	23%	31
NLACRC	n/a	n/a	n/a
RCEB	76%	24%	38
RCOC	64%	36%	33
RCRC	n/a	n/a	n/a
SARC	86%	14%	37
SCLARC	n/a	n/a	n/a
SDRC	79%	21%	33
SGPRC	n/a	n/a	n/a
TCRC	85%	15%	27
VMRC	n/a	n/a	n/a
WRC	n/a	n/a	n/a
CA Average	79%	21%	403
Weighted NCI Average	80%	20%	758

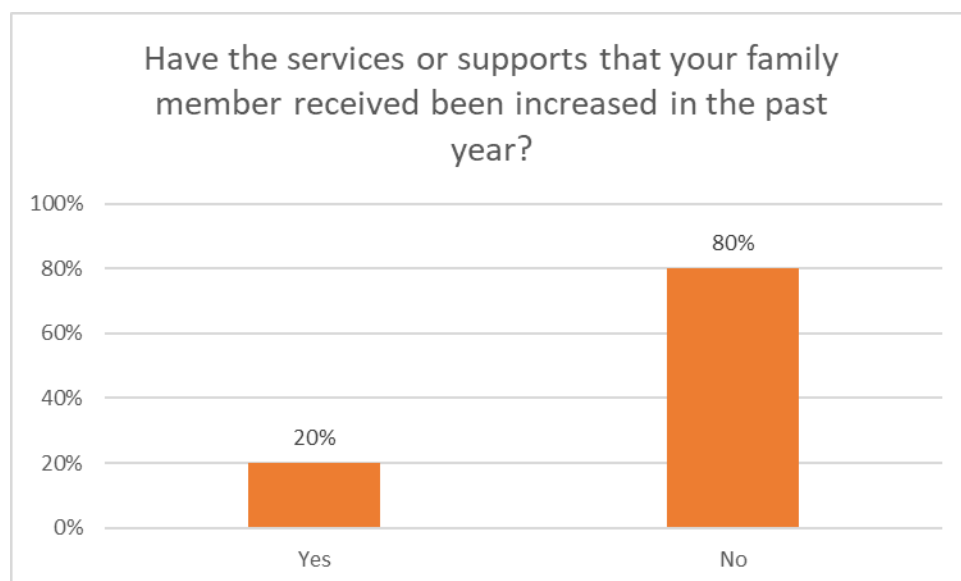


Table Q64. Have the services or supports that your family member received been increased in the past year?

Responses to this question might have been impacted by the COVID-19 pandemic.

Regional Center	Yes	No	N
ACRC	18%	82%	311
CVRC	29%	71%	146
ELARC	20%	80%	82
FDLRC	24%	76%	58
FNRC	21%	79%	122
GGRC	17%	83%	186
HRC	15%	85%	85
IRC	18%	82%	193
KRC	21%	79%	71
NBRC	18%	82%	165
NLACRC	17%	83%	184
RCEB	18%	82%	342
RCOC	20%	80%	339
RCRC	25%	75%	52
SARC	20%	80%	288
SCLARC	35%	65%	54
SDRC	19%	81%	335
SGPRC	23%	77%	84
TCRC	20%	80%	228
VMRC	19%	81%	103
WRC	25%	75%	103
CA Average	20%	80%	3,550
Weighted NCI Average	19%	81%	6,631

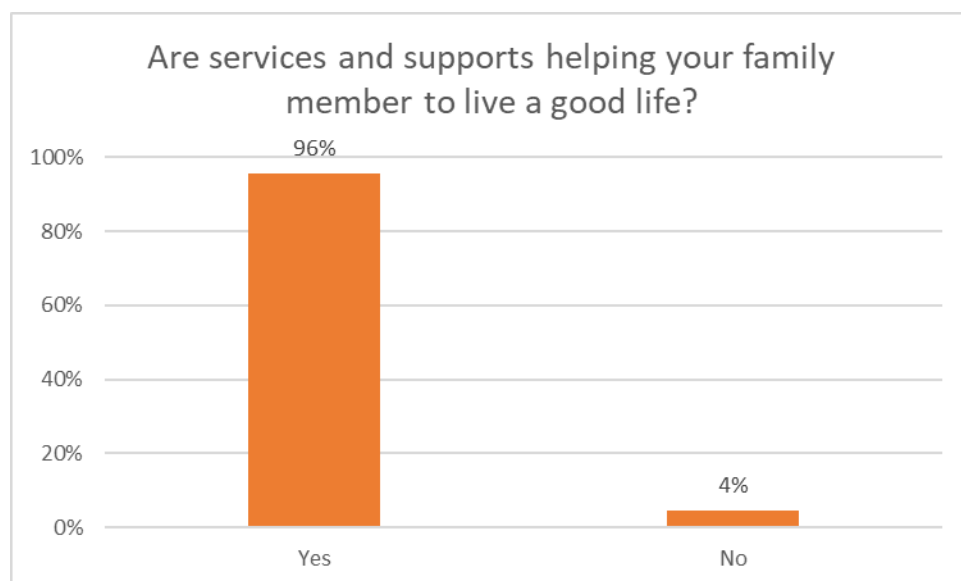


Table Q65. Are services and supports helping your family member to live a good life?

Responses to this question might have been impacted by the COVID-19 pandemic.

Regional Center	Yes	No	N
ACRC	94%	6%	378
CVRC	94%	6%	212
ELARC	96%	4%	110
FDLRC	96%	4%	78
FNRC	97%	3%	159
GGRC	98%	2%	243
HRC	98%	2%	111
IRC	93%	7%	271
KRC	93%	7%	107
NBRC	94%	6%	222
NLACRC	95%	5%	244
RCEB	95%	5%	397
RCOC	99%	1%	430
RCRC	91%	9%	68
SARC	95%	5%	355
SCLARC	93%	7%	84
SDRC	96%	4%	446
SGPRC	95%	5%	128
TCRC	96%	4%	285
VMRC	97%	3%	137
WRC	95%	5%	129
CA Average	96%	4%	4,612
Weighted NCI Average	97%	3%	8,377

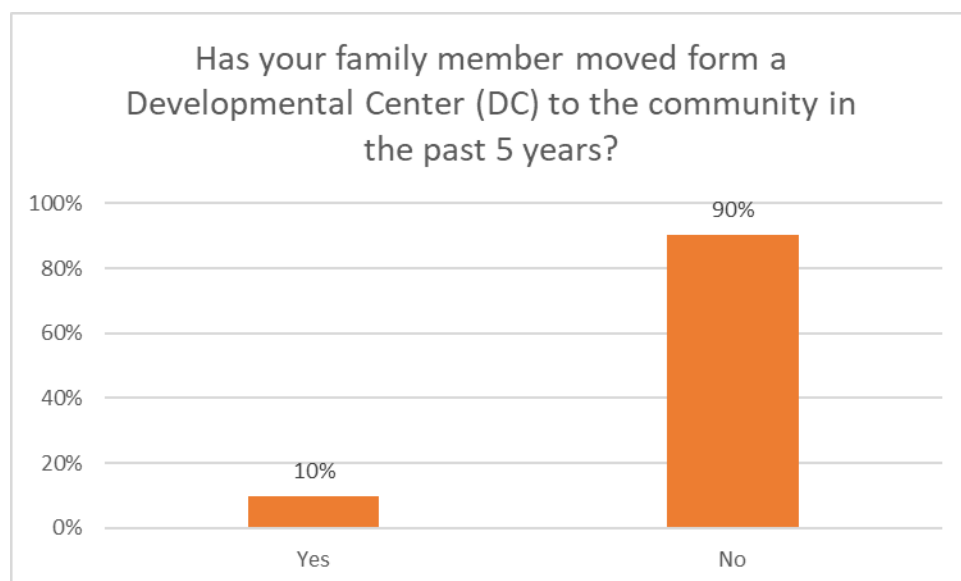


Table Q66. Has your family member moved form a Developmental Center (DC) to the community in the past 5 years?

CA specific question

Regional Center	Yes	No	N
ACRC	7%	93%	84
CVRC	7%	93%	61
ELARC	14%	86%	35
FDLRC	10%	90%	30
FNRC	8%	92%	50
GGRC	15%	85%	34
HRC	13%	87%	23
IRC	10%	90%	86
KRC	12%	88%	26
NBRC	12%	88%	41
NLACRC	16%	84%	61
RCEB	6%	94%	34
RCOC	4%	96%	70
RCRC	n/a	n/a	n/a
SARC	8%	92%	73
SCLARC	13%	88%	40
SDRC	7%	93%	86
SGPRC	11%	89%	46
TCRC	6%	94%	54
VMRC	13%	87%	30
WRC	19%	81%	32
CA Average	10%	90%	1,004
Weighted NCI Average	n/a	n/a	n/a

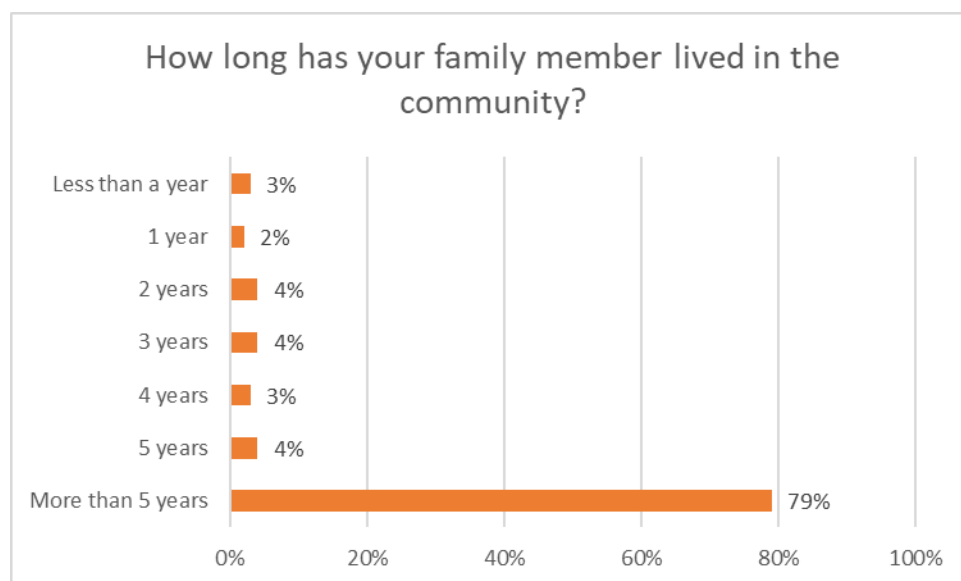


Table Q67. How long has your family member lived in the community?

CA specific question

Regional Center	Less than a year	1 year	2 years	3 years	4 years	5 years	More than 5 years	N
ACRC	4%	1%	5%	3%	0%	3%	84%	73
CVRC	7%	7%	2%	4%	0%	2%	79%	57
ELARC	0%	0%	3%	3%	10%	3%	81%	31
FDLRC	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a
FNRC	11%	7%	4%	0%	0%	0%	78%	27
GGRC	6%	3%	0%	6%	13%	0%	72%	32
HRC	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a
IRC	1%	1%	1%	3%	3%	3%	88%	77
KRC	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a
NBRC	3%	3%	7%	3%	7%	14%	62%	29
NLACRC	2%	7%	7%	4%	2%	5%	73%	55
RCEB	4%	4%	4%	8%	0%	4%	76%	25
RCOC	3%	2%	7%	3%	5%	3%	77%	60
RCRC	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a
SARC	2%	0%	2%	3%	3%	3%	87%	60
SCLARC	0%	3%	3%	7%	3%	0%	83%	30
SDRC	0%	1%	5%	4%	5%	6%	78%	79
SGPRC	3%	0%	5%	3%	3%	8%	79%	38
TCRC	4%	0%	11%	9%	6%	0%	70%	47
VMRC	7%	0%	3%	7%	3%	7%	72%	29
WRC	0%	3%	0%	0%	0%	13%	83%	30
CA Average	3%	2%	4%	4%	3%	4%	79%	842
Weighted NCI Average	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a

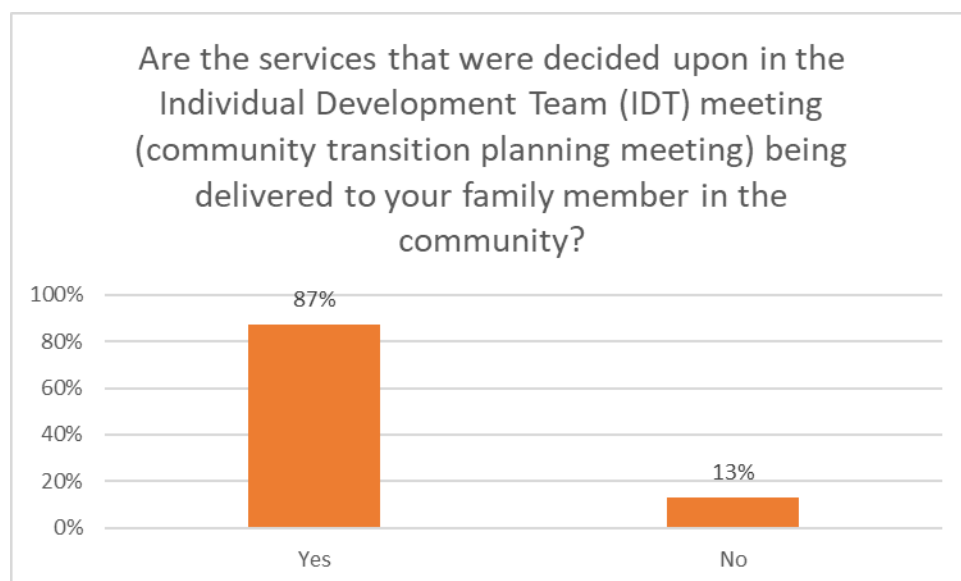


Table Q68. Are the services that were decided upon in the Individual Development Team (IDT) meeting (community transition planning meeting) being delivered to your family member in the community?

CA specific question

Regional Center	Yes	No	N
ACRC	90%	10%	41
CVRC	87%	13%	30
ELARC	n/a	n/a	n/a
FDLRC	n/a	n/a	n/a
FNRC	n/a	n/a	n/a
GGRC	85%	15%	20
HRC	n/a	n/a	n/a
IRC	88%	12%	42
KRC	n/a	n/a	n/a
NBRC	n/a	n/a	n/a
NLACRC	92%	8%	38
RCEB	n/a	n/a	n/a
RCOC	94%	6%	32
RCRC	n/a	n/a	n/a
SARC	95%	5%	37
SCLARC	75%	25%	20
SDRC	91%	9%	46
SGPRC	n/a	n/a	n/a
TCRC	84%	16%	31
VMRC	86%	14%	21
WRC	n/a	n/a	n/a
CA Average	87%	13%	497
Weighted NCI Average	n/a	n/a	n/a

NCI History and Activities

This section briefly describes the history of the National Core Indicators and NCI surveys.

Overview of National Core Indicators

In December 1996, the National Association of State Directors of Developmental Disabilities Services (NASDDDS), in collaboration with the Human Services Research Institute (HSRI), launched the Core Indicators Project. The aim of the project was to support state developmental disabilities authorities in the development and implementation of performance and outcome indicators—and related data collection strategies—so that they could measure service delivery system performance. This effort, now called National Core Indicators (NCI), strives to provide states with valid and reliable tools to help improve system performance and better serve people with intellectual and developmental disabilities and their families. Moreover, NASDDDS' active sponsorship of NCI facilitates pooled knowledge, expertise, and resources among the states.

In 1997, 15 states convened to discuss the scope and content of a potential performance measurement framework. Directors and staff from these 15 states worked to identify the major domains and sub-domains of performance, indicators, measures, and data sources. The original 61 indicators, developed through a consensus process, were intended to provide a system-level “snapshot” of how well each state was performing. The states were guided by a set of criteria that was designed to select indicators that were:

1. Measurable
2. Related to issues the states had some ability to influence
3. Important to all individuals they served, regardless of level of disability or residential setting

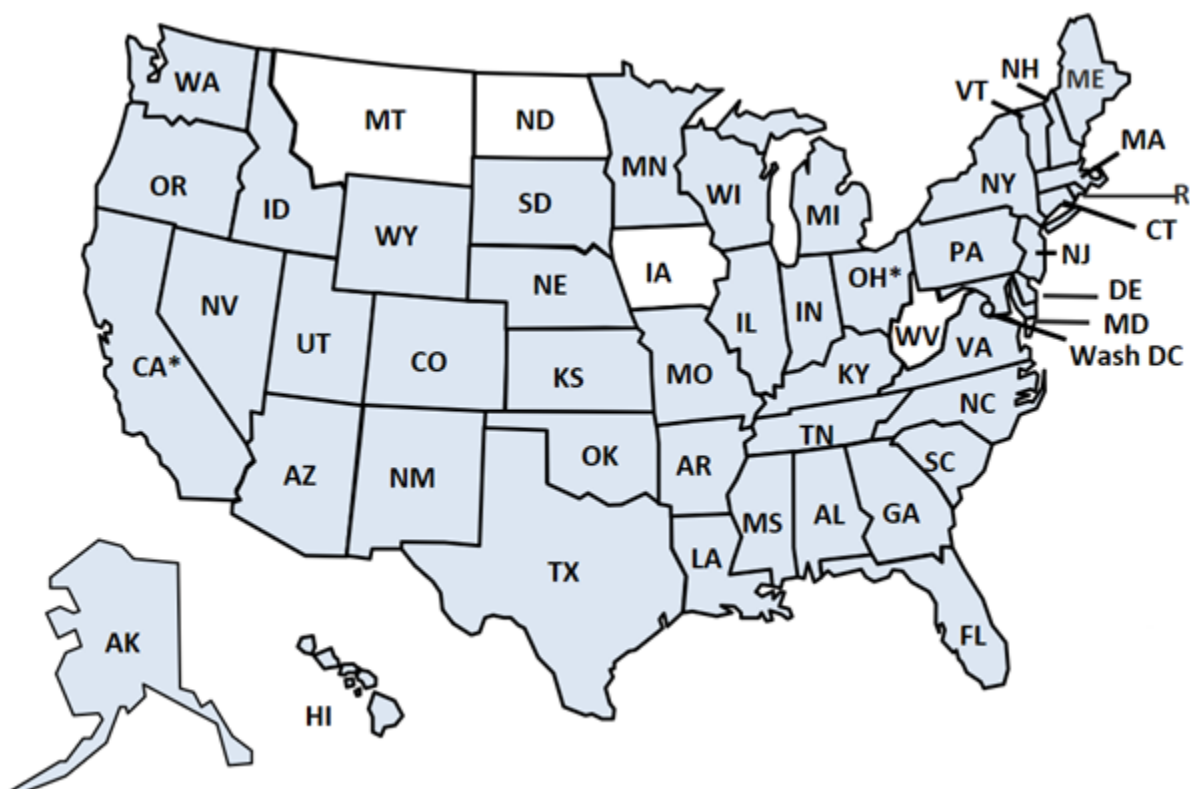
During this initial phase, data collection protocols were developed and field-tested, including a face-to-face Adult In-Person Survey (for individuals age 18 and older who were receiving services) and a mail-out Adult Family Survey (for families who have an adult family member living at home). Seven states volunteered to pilot test the indicators. Eight additional states served on the steering committee.

Since the initial field test, NCI has expanded its scope to include outcomes of services for children with intellectual and developmental disabilities and their families. In addition, NCI continues to develop and refine the indicators and expand state participation. For more information about NCI states, technical reports, and other resources, please visit the NCI website at <https://www.nationalcoreindicators.org/>.

State Participation

During the 2019-20 data collection cycle, 46 states, the District of Columbia and 22 sub-state entities participated in NCI. State participation is entirely voluntary, and participating states are highlighted on the map below. Not all states participate in all surveys each year.

Figure 1. NCI State Participation 2019-20



The Core Indicators

The Core Indicators are the standard measures used across states to assess the outcomes of services provided to individuals and families. Indicators address key areas of concern, including employment, respect/rights, service planning, community inclusion, choice, and health and safety. An example of a Core Indicator would be, “The proportion of people who have a paid job in the community.” To see the complete list of Core Indicators, please visit the Indicators page on the NCI website at <https://www.nationalcoreindicators.org/indicators>.

Each survey instrument is designed to measure certain Core Indicators. While most indicators correspond to a single survey question, a few refer to clusters of related questions. For example, the indicator that measures Community Inclusion (the proportion of people who regularly

participate in everyday integrated activities in their communities) is measured by several survey questions that ask about several separate community activities.

The current set of performance indicators includes approximately 100 individuals, family, system, and health and safety outcomes—outcomes that are important to understanding the overall health of public developmental disabilities agencies. Indicators are organized across five broad domains: Individual Outcomes; Health, Welfare, and Rights; Staff Stability and Competency; Family Outcomes; and System Performance. Each domain is broken down into sub-domains, as shown in the following table. Four data sources are used to assess outcomes: the Adult In-Person Survey, three Family Surveys, a Provider Survey (e.g., staff turnover), and system data from state administrative records (e.g., mortality rates).

The indicators have remained generally consistent over the last several years and thus can be used to analyze system-level trends over time. However, the NCI program is a dynamic effort that allows for measures to be added, dropped, or changed to reflect current and future priorities of participating states.

The data collection tools used to gather indicator data are regularly refined and tested to ensure they remain valid, reliable, and applicable to current issues within the field. Details on the design and testing of this tool are provided in the next section of this report.

Sub-Domains and Concern Statements

The following table lists the sub-domains under the “Family Outcomes” domain.

Figure 2. Family Survey Sub-Domains and Concern Statements

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

How NCI Data Are Used

The Core Indicators provide information for quality management and are intended to be used in conjunction with other state data sources, such as risk management information, regional level performance data, results of provider monitoring processes, and administrative information gathered at the individual service coordination level. States typically use the indicator data to inform strategic planning, produce legislative reports, and prioritize quality improvement initiatives. Some states use NCI as a data source for supplemental performance measures in their home and community-based services (HCBS) waiver quality management systems and include the information in support of evidentiary reports to the Centers for Medicare & Medicaid Services (CMS). Many states share the indicator data with stakeholder groups such as Quality Councils and use the stakeholder feedback to help set priorities and establish policy direction. It is also important to note that states do not use the information in a punitive way to sanction service providers, nor do they use the results to remediate individual issues (unless specifically requested by the participant or required by law as in the case of suspected abuse, neglect, or mistreatment).

For more information on how to use these data for quality improvement, please see this handbook: [Using National Core Indicators for Quality Improvement Initiatives](https://www.nationalcoreindicators.org/Resources/Using-the-Data).¹⁵

¹⁵ Located on the National Core Indicators website: <https://www.nationalcoreindicators.org> → Resources → Using the Data

Caution and Limitations

This report does not provide benchmarks for acceptable or unacceptable levels of performance. Rather, it is up to each state to decide whether its score or percentage is an acceptable performance level. States that fall into the “below average” tier on any scale or indicator are not necessarily underperforming; instead, this placement indicates only that the state’s scale score or indicator percentage is significantly lower than the average of all states—where “significantly” means “not due to chance.” The results tables throughout this report display states’ scores relative to one another and show which states tend to have similar results. Notably, the difference between a “below average” state and the average across the other states may be very small, and it is up to public managers, policy-makers, and other stakeholders to decide whether a state’s result relative to the NCI Average suggests that changes or further investigation are necessary.

Moreover, the NCI Average should not be interpreted as defining “acceptable” levels of performance or satisfaction. Instead, it represents a multi-state “norm” that describes average levels of performance or satisfaction across the participating states. In some instances there are few significant differences among states; this denotes that the majority of states are performing similarly. Instances where several states’ results are especially high (considerably above the average level) may indicate that some states are attaining a level of performance that could serve as a guidepost for others.

Data from previous years are not presented in this report. Comparisons of results from year to year should be made with caution: even slight changes in wording or response options of certain questions may affect comparability of results from one year to the next; the mix of participating states differs slightly each year and may affect the NCI Averages; and states draw new samples each year rather than following the same group of individuals.

Methodology

This section describes the protocol used by states to select families to participate in the survey, administer the survey, and convey the resulting data for analysis. It also includes information on the statistical methods used by NCI staff to aggregate and analyze the data.

Sampling & Administration

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

1. Had an adult individual with a developmental disability NOT living in the family home; and
2. Received at least one direct service or support other than service coordination.

California sent a Family/Guardian Survey to all eligible families.¹⁶

Beginning in 2016-17, states had a choice of mailing paper surveys to families selected in their sample, sending a URL link for families to complete surveys online (referred to as “direct entry”), or a combination of both modes. Prior to that, states only had the option to mail paper surveys. A total of three states had at least a portion of surveys completed via direct entry for the 2019-20 data collection cycle.¹⁷

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

Weighting

Statistically, the term “average” refers to a calculated central or middle value of a set of numbers. In NCI reports, we use “NCI average” to demonstrate the typical performance of all the states that conducted the survey. Prior to the 2016-17 survey cycle, the NCI average was calculated as the simple arithmetic mean of all state means (an approach known as “average of averages”). The approach has since been enhanced to consider the relative numbers of people receiving services through participating states’ systems. The NCI averages contained in this report are “weighted”

¹⁶ See “Response Rates” for information on total surveys mailed and received by regional centers as well as each regional center’s margin of error.

¹⁷ States that used the direct entry or mail and direct entry options were: CA, MD, NC.

means; their calculations reflect the relative population sizes of participating states, as well as the sample sizes.

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

Data Entry and Analysis

Each state entered its survey responses into the Online Data Entry Survey Application (ODESA). All raw data files were reviewed for completeness, invalid responses were eliminated, and quality checks were performed. The data files were then cleaned and merged to create the national dataset.

Data were considered invalid, and therefore excluded, based on the following two criteria:

1. The respondent indicated the individual with an intellectual or developmental disability receiving services lived outside of the family home.
2. Demographic information was entered into the file, but no survey questions were answered.

Response Rates

During 2019-20, 11 states, including California, administered the Family/Guardian Survey and submitted a valid sample size for comparison—a sample that would yield a 95% confidence level with +/- 7% (7.49% or less) margin of error; their data are included in the NCI Averages in this report.

The following table shows response rates for California regional centers and across NCI states.

Figure 3. Family/Guardian Survey: State Response Rates¹⁸

State	Total Population	Surveys Sent	Complete Surveys	Response Rate ¹⁹	Margin of Error
ACRC	2,918	2,562	445	17.4%	4.28%
CVRC	2,147	1,754	253	14.4%	5.79%
ELARC	979	821	124	15.1%	8.23%
FDLRC	632	527	90	17.1%	9.57%
FNRC	1,271	1,041	189	18.2%	6.58%
GGRC	1,226	1,102	264	24.0%	5.35%
HRC	905	795	125	15.7%	8.14%
IRC	2,000	1,946	330	17.0%	4.93%
KRC	989	824	121	14.7%	8.35%
NBRC	1,724	1,276	251	19.7%	5.72%
NLACRC	1,990	1,655	275	16.6%	5.49%
RCEB	2,079	1,716	468	27.3%	3.99%
RCOC	2,616	2,429	473	19.5%	4.08%
RCRC	549	416	73	17.5%	10.69%
SARC	2,101	1,807	397	22.0%	4.56%
SCLARC	1,265	731	107	14.6%	9.07%
SDRC	3,237	2,680	525	19.6%	3.92%
SGPRC	1,102	1,035	155	15.0%	7.30%
TCRC	2,030	1,563	323	20.7%	5.00%
VMRC	1,230	1,133	163	14.4%	7.15%
WRC	1,010	941	143	15.2%	7.60%
CA ²⁰	34,000	28,754	5,317	18.5%	1.23%
NCI states ²¹	97,528	49,183	9,435	24.5%	4.54%

¹⁸ Please note: The family surveys are mail out surveys or completed online by respondents who choose to take part in the survey. As such, the final sample is a sample of convenience and cannot be considered representative of the entire service population in the state.

¹⁹ State response rates are calculated as following: the number of complete surveys divided by total surveys sent in that state (type "RR1" as defined by the American Association for Public Opinion Research). For more details on the definition, please see the AAPOR report: https://www.aapor.org/AAPOR_Main/media/publications/Standard-Definitions20169theditionfinal.pdf

²⁰ The CA total includes 23 surveys from unknown regional centers.

²¹ Includes California; consistent with past years, the overall response rate and margin of error were calculated as the average of state averages, and the overall paper submission and direct entry submission rates were calculated as averages weighted by state total service population sizes (column 2 of this table).