



2019-20 Family/Guardian Survey (FGS)

Regional Center Report

Inland Regional Center



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Quality Assessment Project and National Core Indicators®

This report contains regional center level results from California’s statewide National Core Indicators Family/Guardian Survey data collection from fiscal year 2019-20 in accordance with Welfare and Institutions Code (WIC), Section 4571. WIC, Section 4571 directs the Department of Developmental Services (DDS) to collect accurate, reliable, and valid consumer and family satisfaction measures as well as individual outcome data. In California, data from this project will be used to review and benchmark statewide and regional center developmental disability service system performance.¹ This report shows Family/Guardian Survey findings from Inland Regional Center (IRC) compared to the California statewide and NCI averages. Regional centers can use this report to help guide strategic planning and monitor systemic changes.

What is NCI?

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

In 2019-20 a total of 46 states, the District of Columbia and 22 sub-state entities participated in NCI.

What is the NCI Family/Guardian Survey?

The NCI Family/Guardian Survey is used to gather data on family outcomes. It is mailed to families who have an adult family member who *does not live with* the respondent and receives at least one service other than case management from the state DD agency. The survey collects demographic information on both the individual receiving services (‘family member’) as well as the person who fills out the survey (the ‘respondent’) and information on services and supports received. The survey is continually refined and tested to ensure it is valid and reliable.

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

What is included in this report?

This report includes findings from the National Core Indicators® 2019-20 Family/Guardian Survey (FGS). All NCI averages are weighted.² This report includes this regional center’s Family/Guardian Survey data compared to California and NCI averages.

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

To find out more about the development of the Family/Guardian Survey, data analysis and state samples, check out the National Family/Guardian Survey: <https://www.nationalcoreindicators.org/resources/reports/#reports-family-survey-final-reports>.

¹ Refer to the 2019-20 California Family/Guardian Survey Report for information about Quality Assessment Project implementation, NCI, and California’s statewide results.

² NCI averages are comprised of 9,435 valid surveys collected across 11 states: AZ, CA, FL, GA, MD, MN, NH, NC, PA, SD, and UT.

Important Note on 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 States. Data collection for the NCI Family Surveys continued throughout the pandemic. States began 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.

Demographics

Demographics of Family Member Receiving Services

This section provides demographic profiles of the family member about whom the survey was completed.

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

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. Specialized Facility for People With ID includes ICFs, state-run or other institutional settings.

| RC v CA v NCI | Specialized Facility for People With ID | Group Home or Agency-Operated Apartment | Independent Home or Apartment | Adult Foster Care or Host Family Home | Nursing Home | Homeless | Other | N |
|----------------------|---|---|-------------------------------|---------------------------------------|--------------|----------|-------|-------|
| IRC | 25% | 45% | 19% | 3% | 0% | 1% | 8% | 317 |
| CA Average | 14% | 43% | 35% | 2% | 1% | 0% | 6% | 5,198 |
| Weighted NCI Average | 12% | 59% | 19% | 8% | 1% | 0% | 2% | 9,233 |

Table 2. Family Member’s Residential Designation

| RC v CA v NCI | Urban or Suburban | Rural | N |
|----------------------|-------------------|-------|-------|
| IRC | 96% | 4% | 309 |
| CA Average | 94% | 6% | 5,120 |
| Weighted NCI Average | 84% | 16% | 9,121 |

Table 3. Family Member’s Age

| RC v CA v NCI | Average Age | N |
|----------------------|-------------|-------|
| IRC | 45.1 | 318 |
| CA Average | 42.8 | 5,146 |
| Weighted NCI Average | 45.4 | 9,163 |

Table 4. Family Member’s Gender

Standard NCI response options include “Male” and “Female”

| RC v CA v NCI | Male | Female | Other | N |
|----------------------|------|--------|-------|-------|
| IRC | 59% | 41% | 0% | 327 |
| CA Average | 61% | 39% | 0% | 5,269 |
| Weighted NCI Average | 60% | 40% | n/a | 9,353 |

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.

| RC v CA v NCI | American Indian or Alaska Native | Asian | Black or African American | Hawaiian or Pacific Islander | White | Hispanic or Latino | Other |
|----------------------|----------------------------------|-------|---------------------------|------------------------------|-------|--------------------|-------|
| IRC | 2% | 5% | 9% | 1% | 69% | 19% | 3% |
| CA Average | 2% | 8% | 7% | 1% | 76% | 12% | 3% |
| Weighted NCI Average | 2% | 3% | 11% | 0% | 80% | 6% | 2% |

Table 6. 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.

| RC v CA v NCI | Intellectual Disability | Mood Illness or Psychiatric Disorder | Autism Spectrum Disorder | Cerebral Palsy | Limited or No Vision | Severe or Profound Hearing Loss |
|----------------------|-------------------------|--------------------------------------|--------------------------|----------------|----------------------|---------------------------------|
| IRC | 69% | 28% | 26% | 22% | 7% | 7% |
| CA Average | 67% | 28% | 33% | 17% | 7% | 6% |
| Weighted NCI Average | 75% | 36% | 28% | 16% | 8% | 6% |

Table 7. 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.

| RC v CA v NCI | Brain Injury | Seizure Disorder or Neurological Problem | Chemical Dependency | Down Syndrome | Prader-Willi Syndrome | Fetal Alcohol Spectrum Disorder | Other |
|----------------------|--------------|--|---------------------|---------------|-----------------------|---------------------------------|-------|
| IRC | 10% | 30% | 1% | 6% | 0% | 1% | 16% |
| CA Average | 10% | 25% | 1% | 8% | 1% | 1% | 13% |
| Weighted NCI Average | 10% | 27% | 1% | 10% | 1% | 2% | 13% |

Table 8. 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.

| RC v CA v NCI | Cardiovascular Disease | Diabetes | Cancer | High Blood Pressure | High Cholesterol |
|----------------------|------------------------|----------|--------|---------------------|------------------|
| IRC | 9% | 21% | 5% | 26% | 32% |
| CA Average | 8% | 18% | 6% | 29% | 28% |
| Weighted NCI Average | 10% | 19% | 6% | 31% | 31% |

Table 9. 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.

| RC v CA v NCI | Dysphagia | Pressure Ulcers | Alzheimer's Disease or Other Dementia | Oral Health or Dental Problems | Sleep Apnea | Other |
|----------------------|-----------|-----------------|---------------------------------------|--------------------------------|-------------|-------|
| IRC | 8% | 1% | 1% | 19% | 18% | 24% |
| CA Average | 8% | 1% | 3% | 16% | 14% | 27% |
| Weighted NCI Average | 11% | 2% | 5% | 16% | 14% | 23% |

Table 10. Family Member's Preferred Means of Communication

| RC v CA v NCI | Spoken | Gestures or Body Language | Sign Language or Finger Spelling | Communication Aid or Device | Other | N |
|----------------------|--------|---------------------------|----------------------------------|-----------------------------|-------|-------|
| IRC | 69% | 16% | 3% | 2% | 10% | 317 |
| CA Average | 79% | 13% | 2% | 1% | 5% | 5,179 |
| Weighted NCI Average | 77% | 16% | 2% | 2% | 4% | 9,221 |

Table 11. Family Member's Preferred Language

CA specific question

| RC v CA v NCI | English | Spanish | Mandarin | Tagalog | Vietnamese | N |
|----------------------|---------|---------|----------|---------|------------|-------|
| IRC | 91% | 1% | 0% | 0% | 0% | 324 |
| CA Average | 94% | 2% | 0% | 0% | 0% | 5,221 |
| Weighted NCI Average | n/a | n/a | n/a | n/a | n/a | n/a |

Table 12. Family Member's Preferred Language (Continued)

CA specific question

| RC v CA v NCI | Korean | Arabic | Armenian | Farsi | Hmong | N |
|----------------------|--------|--------|----------|-------|-------|-------|
| IRC | 0% | 0% | 0% | 0% | 0% | 324 |
| CA Average | 0% | 0% | 0% | 0% | 0% | 5,221 |
| Weighted NCI Average | n/a | n/a | n/a | n/a | n/a | n/a |

Table 13. Family Member's Preferred Language (Continued)

CA specific question

| RC v CA v NCI | Khmer | Laos | Russian | ASL | Other | N |
|----------------------|-------|------|---------|-----|-------|-------|
| IRC | 0% | 0% | 0% | 2% | 6% | 324 |
| CA Average | 0% | 0% | 0% | 1% | 3% | 5,221 |
| Weighted NCI Average | n/a | n/a | n/a | n/a | n/a | n/a |

Table 14. 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.

| RC v CA v NCI | None | Limited | Full | Has Guardianship but Level Is Unknown | N |
|----------------------|------|---------|------|---|-------|
| IRC | 48% | 52% | n/a | n/a | 278 |
| CA Average | 45% | 55% | n/a | n/a | 4,754 |
| Weighted NCI Average | 26% | 25% | 44% | 4% | 8,649 |

Table 15. 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.

| RC v CA v NCI | Family | Friend | Regional Center Employee or Guardianship Agency | Other | N |
|----------------------|--------|--------|---|-------|-------|
| IRC | 89% | 1% | 7% | 2% | 134 |
| CA Average | 91% | 1% | 5% | 3% | 2,483 |
| Weighted NCI Average | 86% | 2% | 9% | 4% | 5,449 |

Table 16. Family Member’s Highest level of Education

| RC v CA v NCI | Did Not Complete High School (and Not Currently Enrolled) | Currently Enrolled in High School | High School Certification | High School Diploma or GED | Vocational School or Certificate Program | Some College | College Degree or Higher | N |
|----------------------|---|-----------------------------------|---------------------------|----------------------------|--|--------------|--------------------------|-------|
| IRC | 33% | 0% | 28% | 25% | 4% | 5% | 4% | 279 |
| CA Average | 28% | 1% | 31% | 21% | 3% | 9% | 7% | 4,913 |
| Weighted NCI Average | 33% | 1% | 32% | 23% | 3% | 4% | 5% | 8,722 |

Table 17. Family Member’s Activities in the Past Two Weeks Included *Individual Paid Job in the Community*

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).

| RC v CA v NCI | Yes | No | N |
|----------------------|-----|-----|-------|
| IRC | 8% | 92% | 302 |
| CA Average | 16% | 84% | 4,833 |
| Weighted NCI Average | 12% | 88% | 8,713 |

Table 18. Family Member’s Activities in the Past Two Weeks Included *Paid Small Group Job in a Community-based Setting*

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).

| RC v CA v NCI | Yes | No | N |
|----------------------|-----|-----|-------|
| IRC | 16% | 84% | 291 |
| CA Average | 14% | 86% | 4,669 |
| Weighted NCI Average | 12% | 88% | 8,467 |

Table 19. Family Member’s Activities in the Past Two Weeks Included *Paid Work in a Community Job That Primarily Hires People with Disabilities*

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.

| RC v CA v NCI | Yes | No | N |
|----------------------|-----|-----|-------|
| IRC | 5% | 95% | 289 |
| CA Average | 9% | 91% | 4,736 |
| Weighted NCI Average | 6% | 94% | 8,567 |

Table 20. Family Member’s Activities in the Past Two Weeks Included *Unpaid Activity in the Community*

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

| RC v CA v NCI | Yes | No | N |
|----------------------|-----|-----|-------|
| IRC | 23% | 77% | 280 |
| CA Average | 28% | 72% | 4,554 |
| Weighted NCI Average | 27% | 73% | 8,247 |

Table 21. Family Member’s Activities in the Past Two Weeks Included *Paid Activity in a Facility-based Setting*

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.

| RC v CA v NCI | Yes | No | N |
|----------------------|-----|-----|-------|
| IRC | 20% | 80% | 285 |
| CA Average | 13% | 87% | 4,700 |
| Weighted NCI Average | 21% | 79% | 8,538 |

Table 22. Family Member’s Activities in the Past Two Weeks Included *Unpaid Activity in a Facility-based Setting*

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

| RC v CA v NCI | Yes | No | N |
|----------------------|-----|-----|-------|
| IRC | 31% | 69% | 274 |
| CA Average | 27% | 73% | 4,542 |
| Weighted NCI Average | 33% | 67% | 8,251 |

Table 23. Family Member’s Activities in the Past Two Weeks Included *School*

| RC v CA v NCI | Yes | No | N |
|----------------------|-----|-----|-------|
| IRC | 6% | 94% | 290 |
| CA Average | 10% | 90% | 4,790 |
| Weighted NCI Average | 6% | 94% | 8,627 |

Table 24. Family Member’s Activities in the Past Two Weeks Included *Stays at Home*

| RC v CA v NCI | Yes | No | N |
|----------------------|-----|-----|-------|
| IRC | 22% | 78% | 280 |
| CA Average | 27% | 73% | 4,646 |
| Weighted NCI Average | 27% | 73% | 8,376 |

Table 25. Family Member’s Activities in the Past Two Weeks Included *Other Activities*

| RC v CA v NCI | Yes | No | N |
|----------------------|-----|-----|-------|
| IRC | 48% | 52% | 117 |
| CA Average | 48% | 52% | 1,726 |
| Weighted NCI Average | 42% | 58% | 2,991 |

Table 26. 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.

| RC v CA v NCI | None | Some | Extensive | N |
|----------------------|------|------|-----------|-------|
| IRC | 33% | 42% | 25% | 309 |
| CA Average | 40% | 37% | 23% | 5,127 |
| Weighted NCI Average | 33% | 39% | 28% | 9,135 |

Table 27. 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.

| RC v CA v NCI | None | Some | Extensive | N |
|----------------------|------|------|-----------|-------|
| IRC | 30% | 35% | 34% | 320 |
| CA Average | 33% | 35% | 32% | 5,180 |
| Weighted NCI Average | 24% | 37% | 39% | 9,235 |

Table 28. 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.

| RC v CA v NCI | None | Some | Extensive | N |
|----------------------|------|------|-----------|-------|
| IRC | 6% | 28% | 67% | 320 |
| CA Average | 5% | 30% | 64% | 5,165 |
| Weighted NCI Average | 3% | 21% | 76% | 9,229 |

Demographics of Respondents

This section provides demographic information about the respondent.

Table 29. Language Usually Spoken at Home

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

| RC v CA v NCI | English | Spanish | Mandarin | Tagalog | Vietnamese | N |
|----------------------|---------|---------|----------|---------|------------|-------|
| IRC | 93% | 2% | 0% | 0% | 0% | 326 |
| CA Average | 93% | 3% | 1% | 0% | 0% | 5,212 |
| Weighted NCI Average | 97% | 1% | n/a | n/a | n/a | 9,284 |

Table 30. Language Usually Spoken at Home (Continued)

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

| RC v CA v NCI | Korean | Arabic | Armenian | Farsi | Hmong | N |
|----------------------|--------|--------|----------|-------|-------|-------|
| IRC | 0% | 0% | 0% | 0% | 0% | 326 |
| CA Average | 0% | 0% | 0% | 0% | 0% | 5,212 |
| Weighted NCI Average | n/a | n/a | n/a | n/a | n/a | 9,284 |

Table 31. Language Usually Spoken at Home (Continued)

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

| RC v CA v NCI | Khmer | Laos | Russian | ASL | Other | N |
|----------------------|-------|------|---------|-----|-------|-------|
| IRC | 0% | 0% | 0% | 0% | 4% | 326 |
| CA Average | 0% | 0% | 0% | 0% | 3% | 5,212 |
| Weighted NCI Average | n/a | n/a | n/a | n/a | 1% | 9,284 |

Table 32. Respondent's Age

| RC v CA v NCI | Under 35 | 35-54 | 55-74 | 75 and Older | N |
|----------------------|----------|-------|-------|--------------|-------|
| IRC | 1% | 9% | 53% | 37% | 324 |
| CA Average | 1% | 8% | 59% | 32% | 5,214 |
| Weighted NCI Average | 2% | 13% | 62% | 24% | 9,270 |

Table 33. Respondent's Health

| RC v CA v NCI | Excellent | Very Good | Fairly Good | Poor | N |
|----------------------|-----------|-----------|-------------|------|-------|
| IRC | 14% | 42% | 38% | 6% | 327 |
| CA Average | 18% | 44% | 32% | 6% | 5,213 |
| Weighted NCI Average | 18% | 46% | 32% | 5% | 9,280 |

Table 34. Respondent's Relationship to Family Member

| RC v CA v NCI | Parent | Sibling | Spouse | Grandparent | Public Guardian | Private Guardian | Other | N |
|----------------------|--------|---------|--------|-------------|-----------------|------------------|-------|-------|
| IRC | 94% | 4% | 0% | 0% | 0% | 0% | 2% | 325 |
| CA Average | 89% | 7% | 0% | 0% | 0% | 0% | 4% | 5,218 |
| Weighted NCI Average | 66% | 19% | 0% | 1% | 3% | 3% | 7% | 9,280 |

Table 35. Respondent's Frequency of Visits With Family Member in the Past Year

| RC v CA v NCI | Did Not Visit | 1 - 3 Times | 4 - 6 Times | 7 - 12 Times | More Than 12 Times | N |
|----------------------|---------------|-------------|-------------|--------------|--------------------|-------|
| IRC | 9% | 9% | 11% | 15% | 55% | 322 |
| CA Average | 5% | 9% | 8% | 10% | 68% | 5,194 |
| Weighted NCI Average | 3% | 9% | 11% | 12% | 65% | 9,242 |

Table 36. Respondent's Highest Level of Education

| RC v CA v NCI | No High School Diploma or GED | High School Diploma or GED | Vocational School or Certificate Program | Some College | College Degree or Higher | N |
|----------------------|-------------------------------|----------------------------|--|--------------|--------------------------|-------|
| IRC | 8% | 14% | 6% | 35% | 36% | 321 |
| CA Average | 4% | 12% | 4% | 26% | 53% | 5,180 |
| Weighted NCI Average | 4% | 17% | 7% | 23% | 50% | 9,218 |

Table 37. Total Taxable Household Income of Wage Earners in the Past Year

| RC v CA v NCI | No Earned Income | Up to \$15,000 | \$15,001-\$25,000 | \$25,001-\$50,000 | \$50,001-\$75,000 | Over \$75,000 | Prefer Not to Say | N |
|----------------------|------------------|----------------|-------------------|-------------------|-------------------|---------------|-------------------|-------|
| IRC | 11% | 8% | 9% | 16% | 12% | 17% | 27% | 277 |
| CA Average | 10% | 5% | 6% | 14% | 11% | 24% | 29% | 4,588 |
| Weighted NCI Average | 9% | 6% | 7% | 16% | 13% | 21% | 28% | 8,234 |

Table 38. Total Out-of-pocket Expenses related to family member's care in the Past Year

CA specific question

| RC v CA v NCI | Nothing | \$1-\$100 | \$101-\$1,000 | \$1,001-\$10,000 | Over \$10,000 | N |
|----------------------|---------|-----------|---------------|------------------|---------------|-------|
| IRC | 58% | 7% | 21% | 12% | 3% | 305 |
| CA Average | 49% | 7% | 21% | 19% | 4% | 4,991 |
| Weighted NCI Average | n/a | n/a | n/a | n/a | n/a | n/a |

Table 39. Services Paid for Out-of-pocket in the Past Year

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

| RC v CA v NCI | Respite Services | Behavior Therapy | Speech Therapy | Additional Therapies | Social Skills Training | Recreational Activities and Programs |
|----------------------|------------------|------------------|----------------|----------------------|------------------------|--------------------------------------|
| IRC | 1% | 4% | 1% | 5% | 3% | 32% |
| CA Average | 4% | 4% | 1% | 9% | 4% | 41% |
| Weighted NCI Average | n/a | n/a | n/a | n/a | n/a | n/a |

Table 40. Services Paid for Out-of-pocket in the Past Year (Continued)

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

| RC v CA v NCI | Afterschool Care | Educational Expenses | Medical and/or Dental Expenses | Parent Training | Transportation Support | Other |
|----------------------|------------------|----------------------|--------------------------------|-----------------|------------------------|-------|
| IRC | 0% | 4% | 49% | 0% | 27% | 41% |
| CA Average | 1% | 5% | 59% | 1% | 34% | 27% |
| Weighted NCI Average | n/a | n/a | n/a | n/a | n/a | n/a |

Services and Supports Received

This section provides information about the services and supports received by the family from the regional center.³

³ Some NCI states provide services through a statewide ID/DD agency

Table 41. Services and Supports Received from Regional Center⁴

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.

| RC v CA v NCI | Financial Support | In-home Support | Residential Support | Day or Employment Supports | Transportation | Other | Self-direction or Fiscal Intermediary Services |
|----------------------|-------------------|-----------------|---------------------|----------------------------|----------------|-------|--|
| IRC | 30% | 35% | 80% | 70% | 83% | 48% | 13% |
| CA Average | 36% | 44% | 79% | 67% | 67% | 41% | 21% |
| Weighted NCI Average | 32% | 45% | 88% | 69% | 86% | 54% | 26% |

Table 42. 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.

| RC v CA v NCI | Social Security Payments (SSI/SSB) | Services or Supports from Other Agencies or Organizations |
|----------------------|------------------------------------|---|
| IRC | 94% | 25% |
| CA Average | 91% | 30% |
| Weighted NCI Average | 95% | 29% |

⁴ Some NCI states provide services through a statewide ID/DD agency

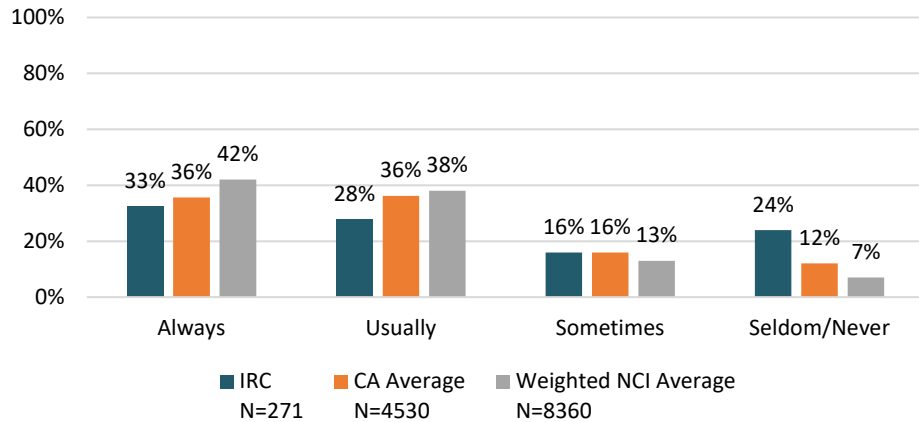
Family/Guardian Survey Results

Information and Planning Charts

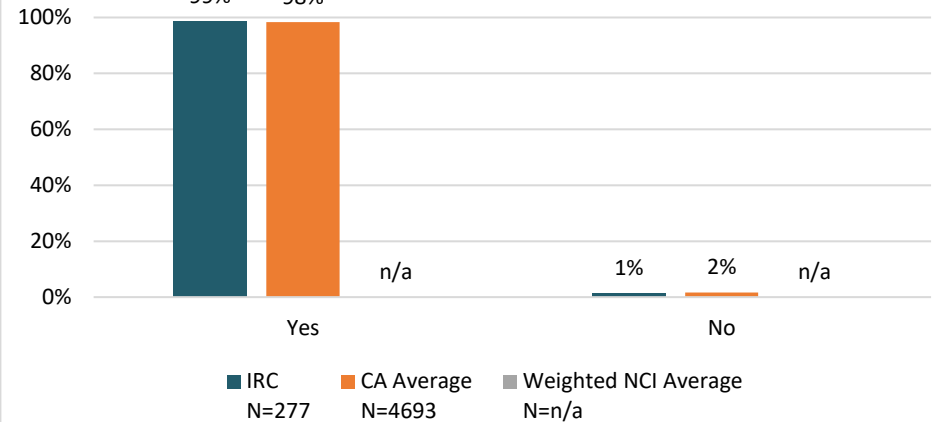
Families and family members with disabilities have the information and support necessary to plan for their services and supports.

The following pages contain charts depicting the results. The same data are repeated in the accessible tables that follow.

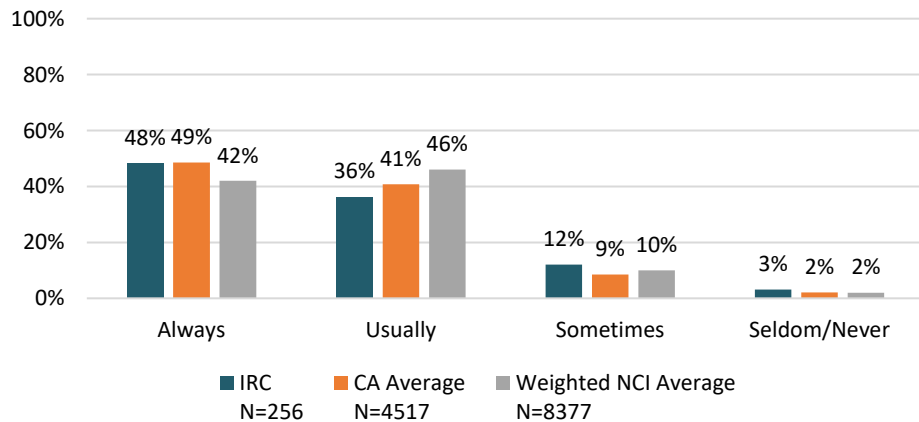
Do you get enough information to take part in planning services for your family member?



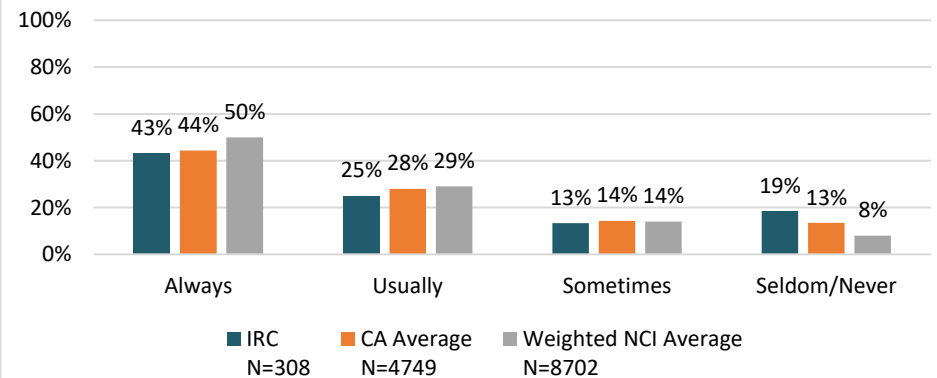
Is information from the regional center offered in your preferred language?



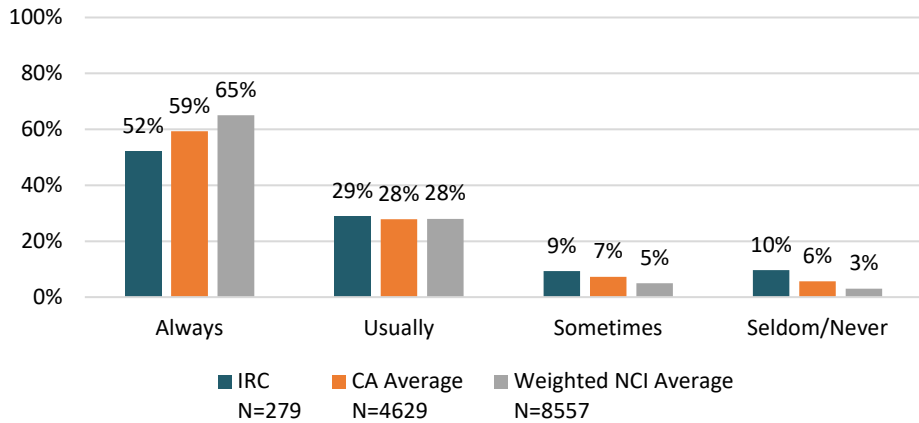
Is the information you get about services and supports easy to understand?



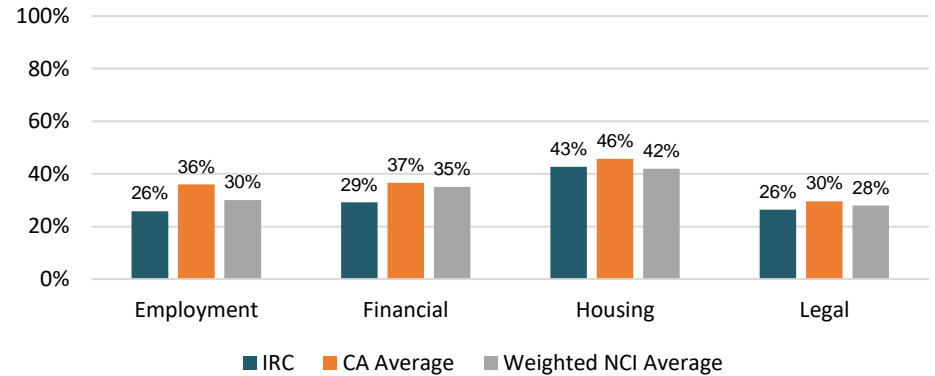
Do staff or the residential agency keep you informed about how your family member is doing?



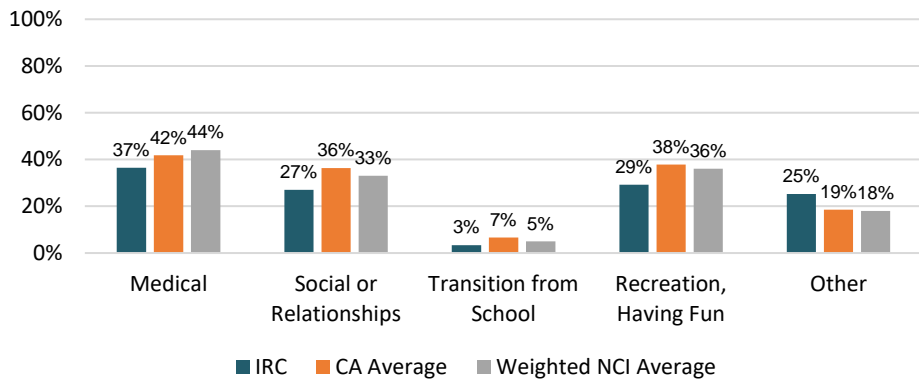
Does the case manager/service coordinator respect your family's choices and opinions?



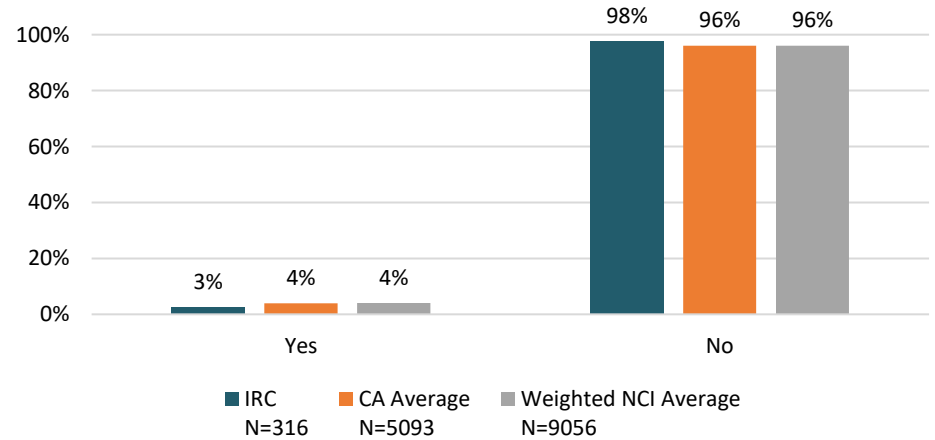
Do you need help planning for your family member's future with respect to any of the following?



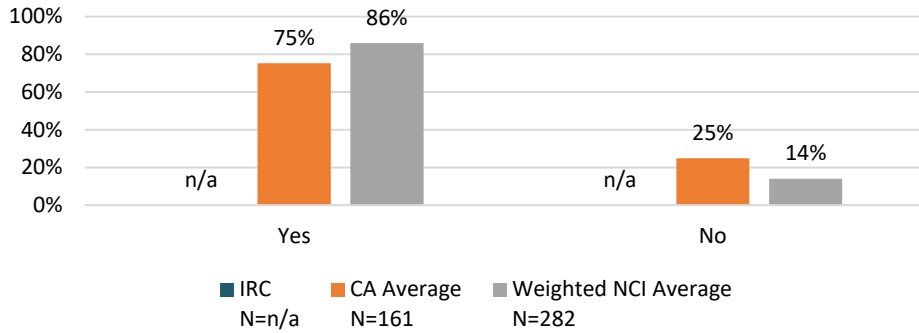
Do you need help planning for your family member's future with respect to any of the following?



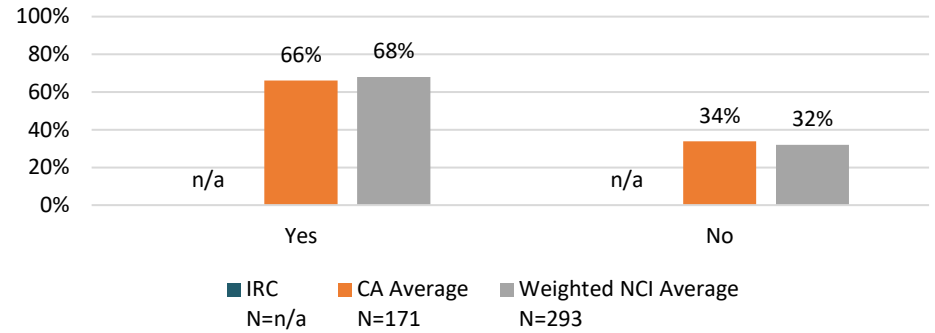
In the past year, did your family member move out of the family home for the first time?



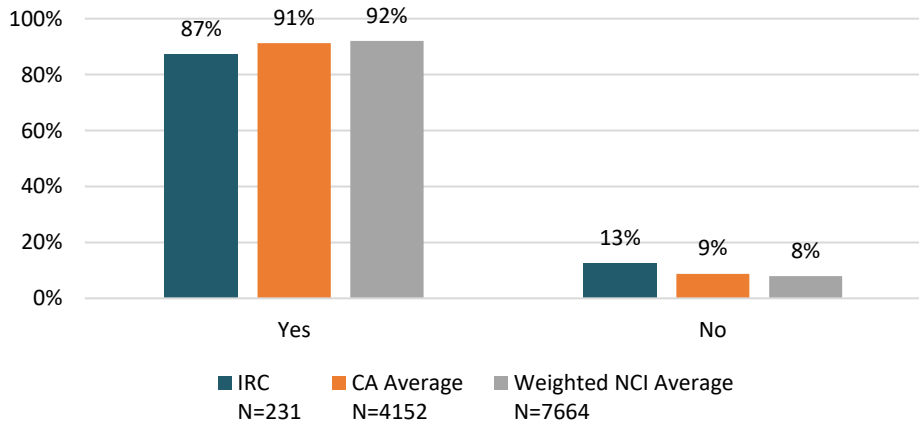
If your family member moved out of the family home for the first time in the past year, did your family member receive enough information about services available to support him/her?



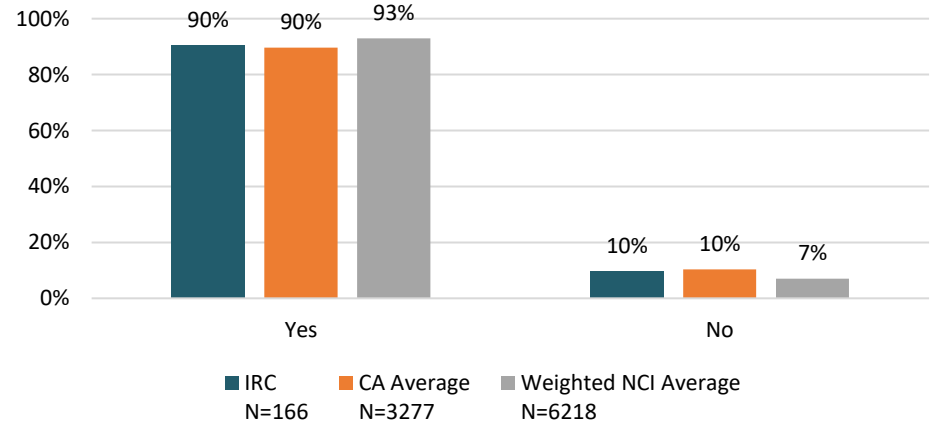
If your family member moved out of the family home for the first time in the past year, did you have enough choices of service providers to support your family member?

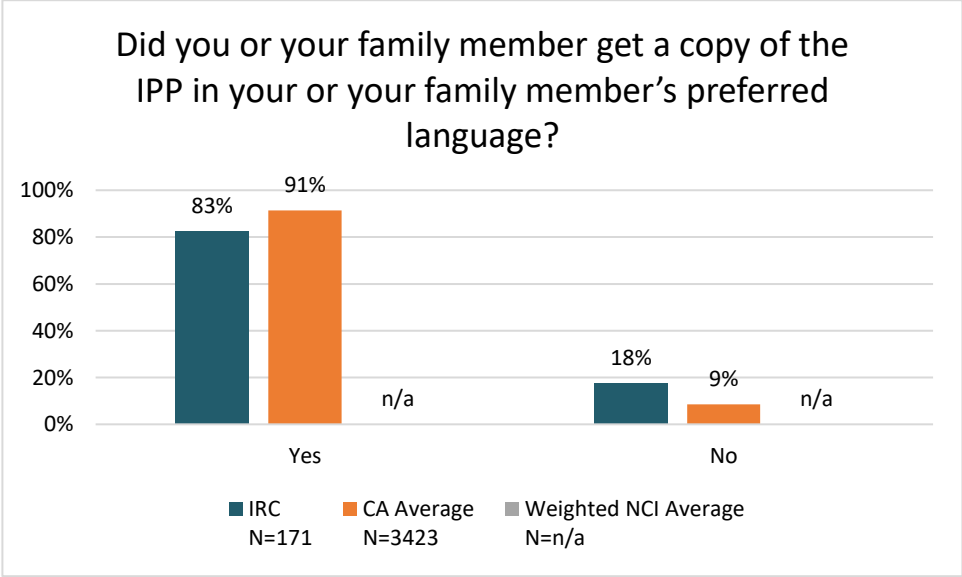
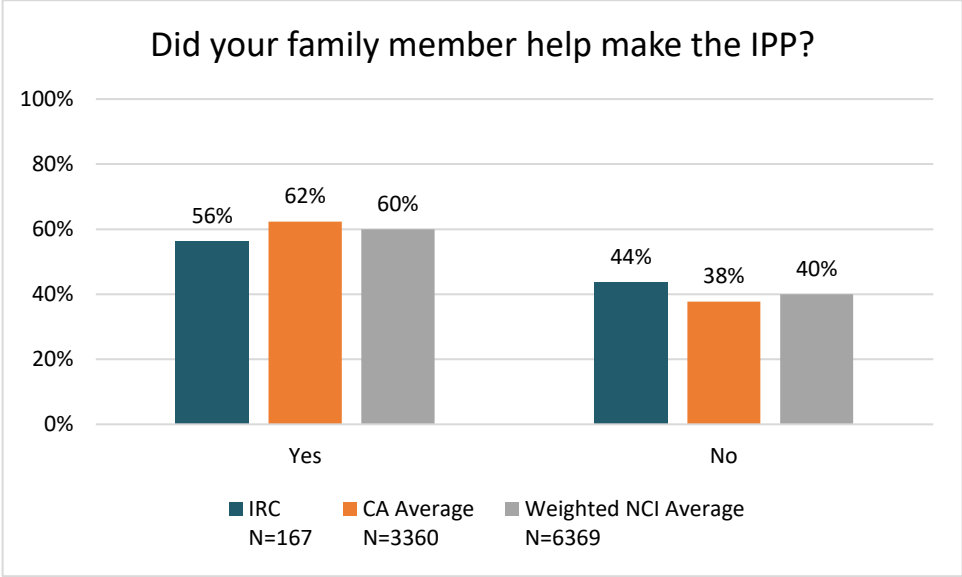
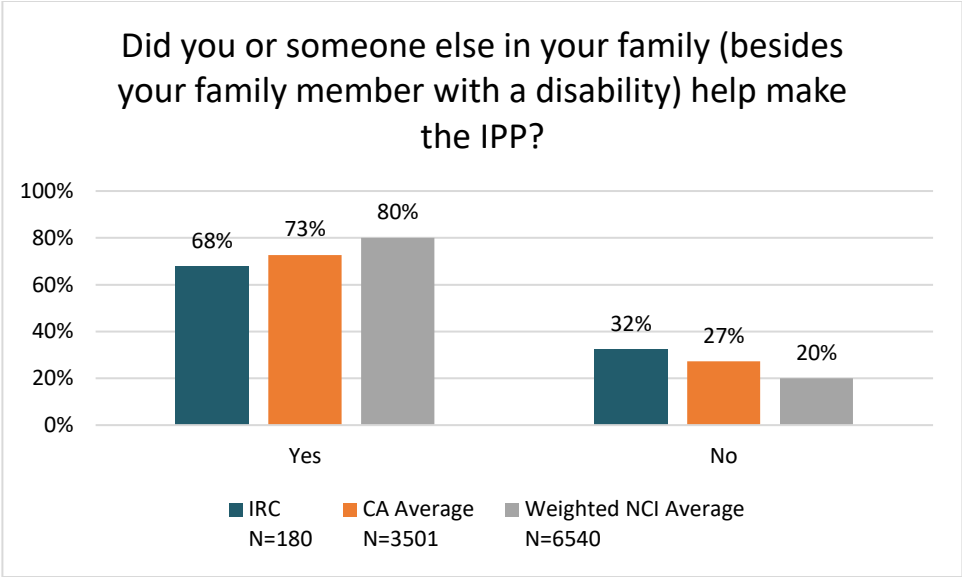
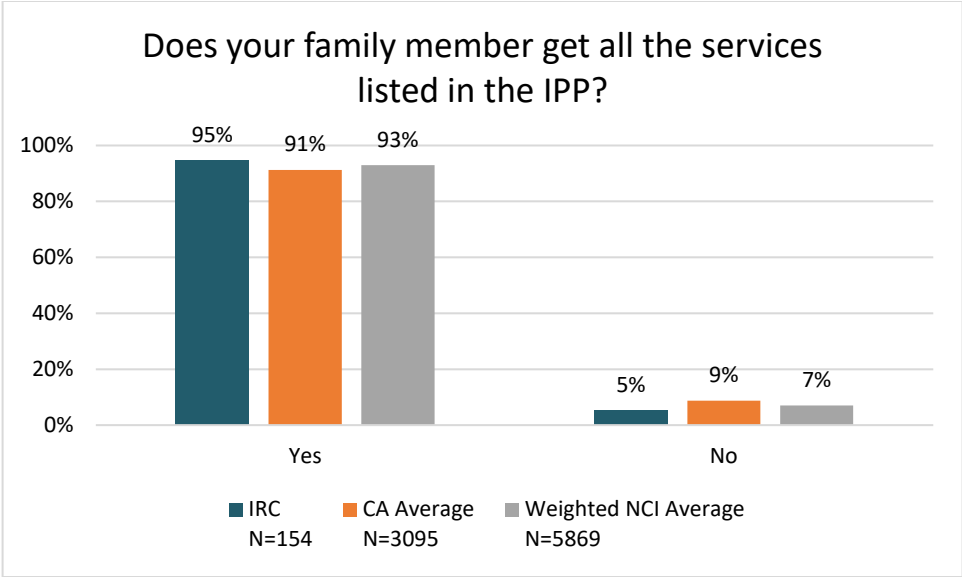


Does your family member have an individual program plan (IPP)?

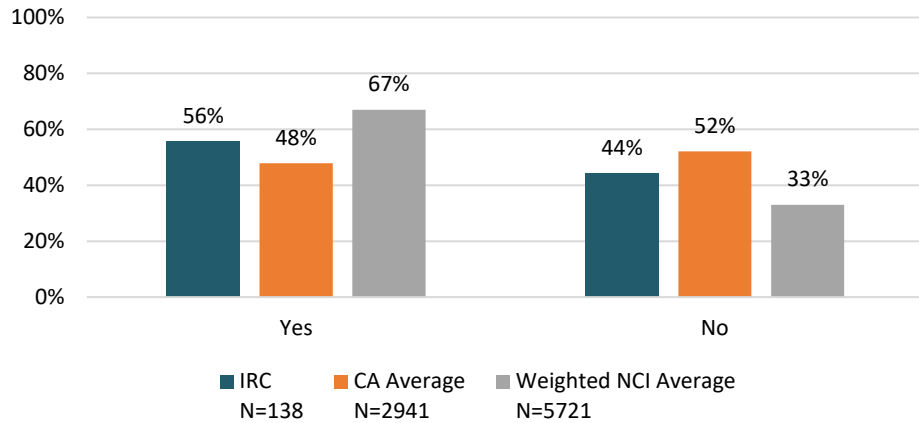


Does the IPP include all the services and supports your family member needs?

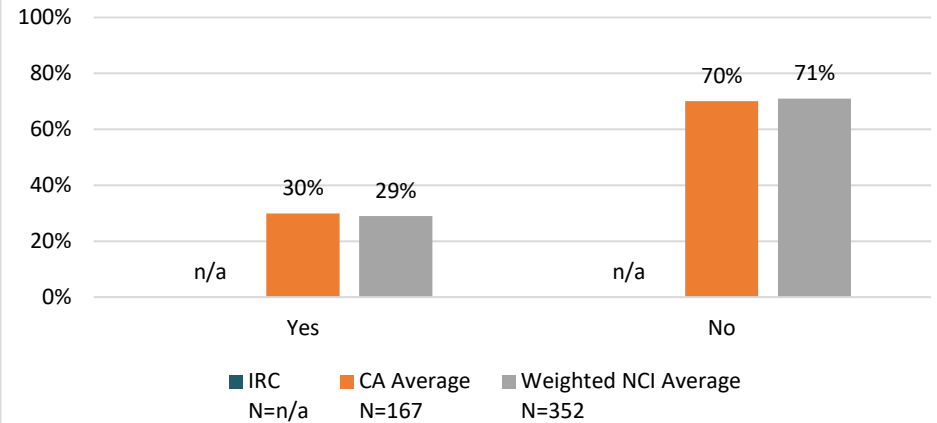




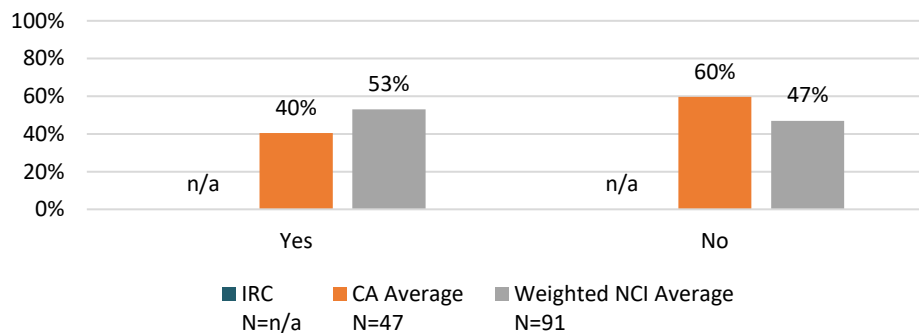
Did you discuss how to handle emergencies at your family member's last IPP meeting?



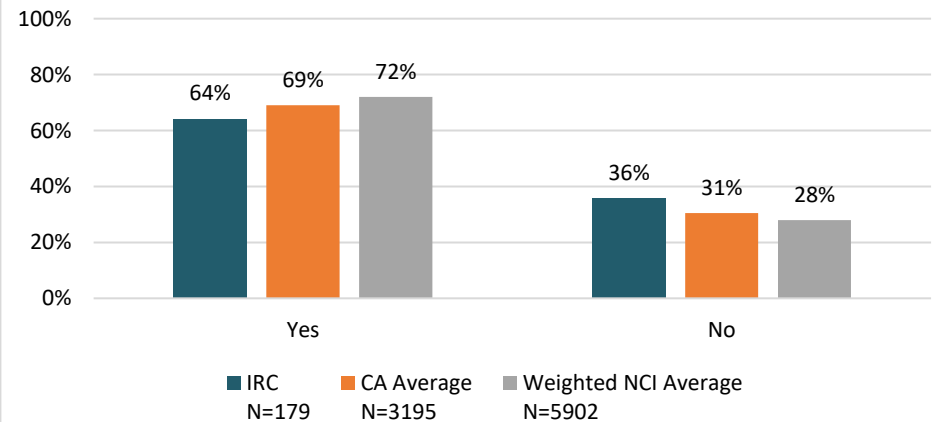
If your family member left school services during the past year, did s/he have a transition plan?



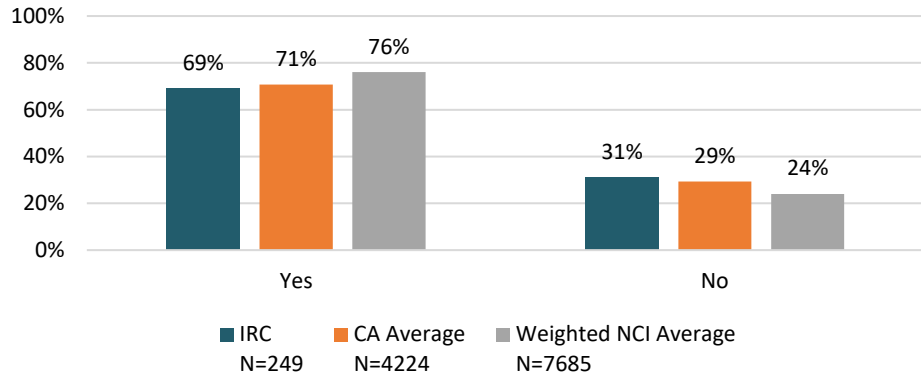
If your family member left school services during the past year and had a transition plan, did the plan include getting or continuing work in a community job?



Does your family member have enough supports to work or volunteer in the community?



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



Information and Planning Tables

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

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

| RC v CA v NCI | Always | Usually | Sometimes | Seldom/Never | N |
|----------------------|--------|---------|-----------|--------------|-------|
| IRC | 33% | 28% | 16% | 24% | 271 |
| CA Average | 36% | 36% | 16% | 12% | 4,530 |
| Weighted NCI Average | 42% | 38% | 13% | 7% | 8,360 |

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

CA specific question

| RC v CA v NCI | Yes | No | N |
|----------------------|-----|-----|-------|
| IRC | 99% | 1% | 277 |
| CA Average | 98% | 2% | 4,693 |
| Weighted NCI Average | n/a | n/a | n/a |

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

| RC v CA v NCI | Always | Usually | Sometimes | Seldom/Never | N |
|----------------------|--------|---------|-----------|--------------|-------|
| IRC | 48% | 36% | 12% | 3% | 256 |
| CA Average | 49% | 41% | 9% | 2% | 4,517 |
| Weighted NCI Average | 42% | 46% | 10% | 2% | 8,377 |

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

| RC v CA v NCI | Always | Usually | Sometimes | Seldom/Never | N |
|----------------------|--------|---------|-----------|--------------|-------|
| IRC | 43% | 25% | 13% | 19% | 308 |
| CA Average | 44% | 28% | 14% | 13% | 4,749 |
| Weighted NCI Average | 50% | 29% | 14% | 8% | 8,702 |

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

| RC v CA v NCI | Always | Usually | Sometimes | Seldom/Never | N |
|----------------------|--------|---------|-----------|--------------|-------|
| IRC | 52% | 29% | 9% | 10% | 279 |
| CA Average | 59% | 28% | 7% | 6% | 4,629 |
| Weighted NCI Average | 65% | 28% | 5% | 3% | 8,557 |

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

| Future planning needs... | IRC | CA Average | Weighted NCI Average |
|--------------------------|-----|------------|----------------------|
| Employment | 26% | 36% | 30% |
| Financial | 29% | 37% | 35% |
| Housing | 43% | 46% | 42% |
| Legal | 26% | 30% | 28% |
| Medical | 37% | 42% | 44% |
| Social or Relationships | 27% | 36% | 33% |
| Transition from School | 3% | 7% | 5% |
| Recreation, Having Fun | 29% | 38% | 36% |
| Other | 25% | 19% | 18% |

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

| RC v CA v NCI | Yes | No | N |
|----------------------|-----|-----|-------|
| IRC | 3% | 98% | 316 |
| 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?

| RC v CA v NCI | Yes | No | N |
|----------------------|-----|-----|-----|
| IRC | 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?

| RC v CA v NCI | Yes | No | N |
|----------------------|-----|-----|-----|
| IRC | 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)?

| RC v CA v NCI | Yes | No | N |
|----------------------|-----|-----|-------|
| IRC | 87% | 13% | 231 |
| CA Average | 91% | 9% | 4,152 |
| Weighted NCI Average | 92% | 8% | 7,664 |

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

| RC v CA v NCI | Yes | No | N |
|----------------------|-----|-----|-------|
| IRC | 90% | 10% | 166 |
| CA Average | 90% | 10% | 3,277 |
| Weighted NCI Average | 93% | 7% | 6,218 |

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

| RC v CA v NCI | Yes | No | N |
|----------------------|-----|----|-------|
| IRC | 95% | 5% | 154 |
| CA Average | 91% | 9% | 3,095 |
| Weighted NCI Average | 93% | 7% | 5,869 |

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

| RC v CA v NCI | Yes | No | N |
|----------------------|-----|-----|-------|
| IRC | 68% | 32% | 180 |
| CA Average | 73% | 27% | 3,501 |
| Weighted NCI Average | 80% | 20% | 6,540 |

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

| RC v CA v NCI | Yes | No | N |
|----------------------|-----|-----|-------|
| IRC | 56% | 44% | 167 |
| CA Average | 62% | 38% | 3,360 |
| Weighted NCI Average | 60% | 40% | 6,369 |

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

| RC v CA v NCI | Yes | No | N |
|----------------------|-----|-----|-------|
| IRC | 83% | 18% | 171 |
| CA Average | 91% | 9% | 3,423 |
| Weighted NCI Average | n/a | n/a | n/a |

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

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

| RC v CA v NCI | Yes | No | N |
|----------------------|-----|-----|-------|
| IRC | 56% | 44% | 138 |
| CA Average | 48% | 52% | 2,941 |
| Weighted NCI Average | 67% | 33% | 5,721 |

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.

| RC v CA v NCI | Yes | No | N |
|----------------------|-----|-----|-----|
| IRC | n/a | n/a | n/a |
| CA Average | 30% | 70% | 167 |
| Weighted NCI Average | 29% | 71% | 352 |

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?

| RC v CA v NCI | Yes | No | N |
|----------------------|-----|-----|-----|
| IRC | 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.

| RC v CA v NCI | Yes | No | N |
|----------------------|-----|-----|-------|
| IRC | 64% | 36% | 179 |
| CA Average | 69% | 31% | 3,195 |
| Weighted NCI Average | 72% | 28% | 5,902 |

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.

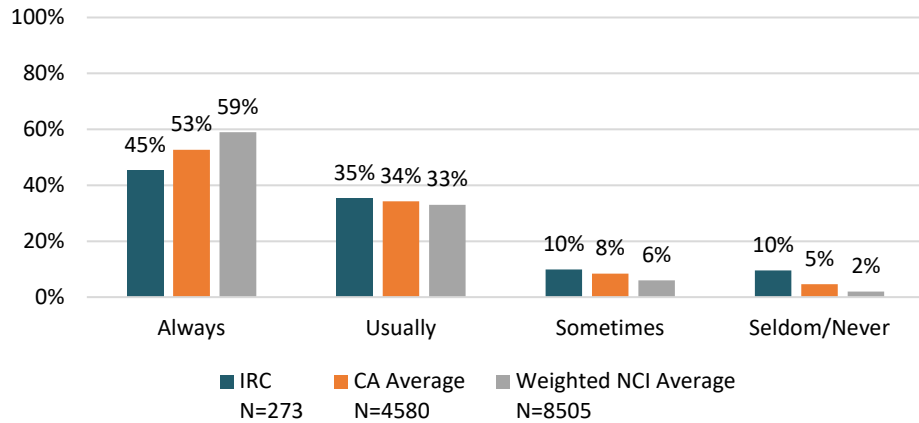
| RC v CA v NCI | Yes | No | N |
|----------------------|-----|-----|-------|
| IRC | 69% | 31% | 249 |
| CA Average | 71% | 29% | 4,224 |
| Weighted NCI Average | 76% | 24% | 7,685 |

Access and Delivery of Services and Supports Charts

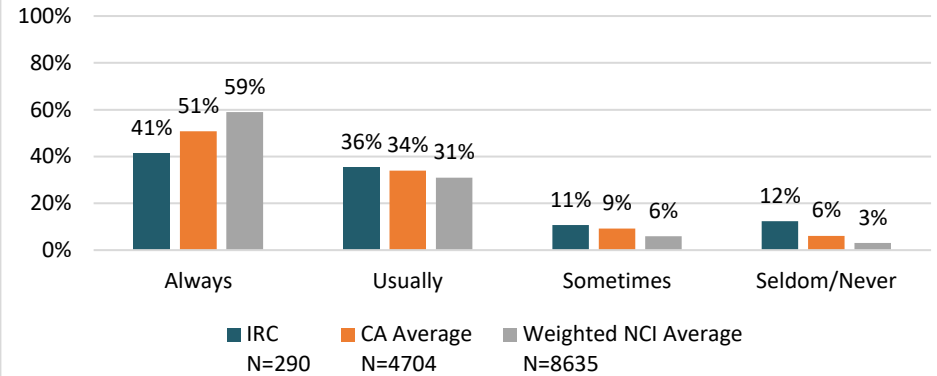
Families and family members with disabilities get the services and supports they need.

The following pages contain charts depicting the results. The same data are repeated in the accessible tables that follow.

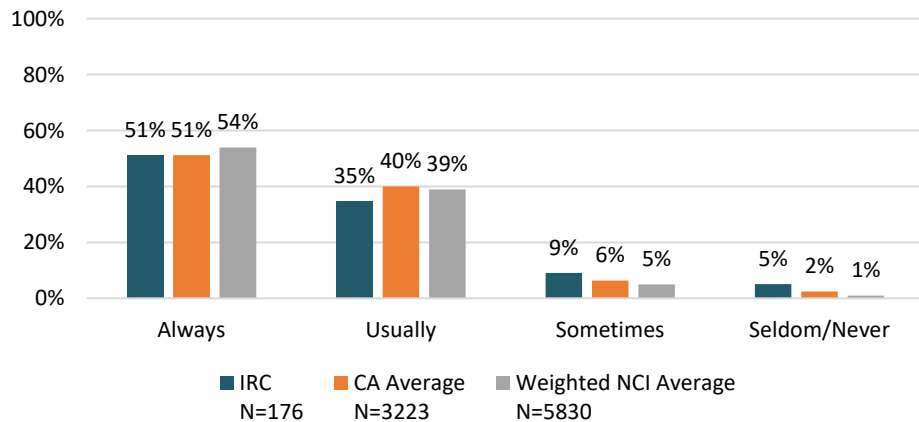
Are you or your family member able to contact his/her support workers when you want to?



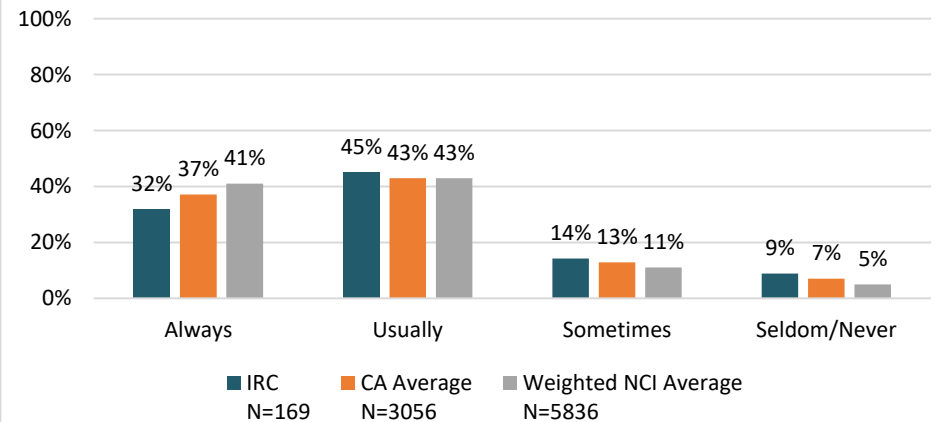
Are you or your family member able to contact his/her case manager/service coordinator when you want to?



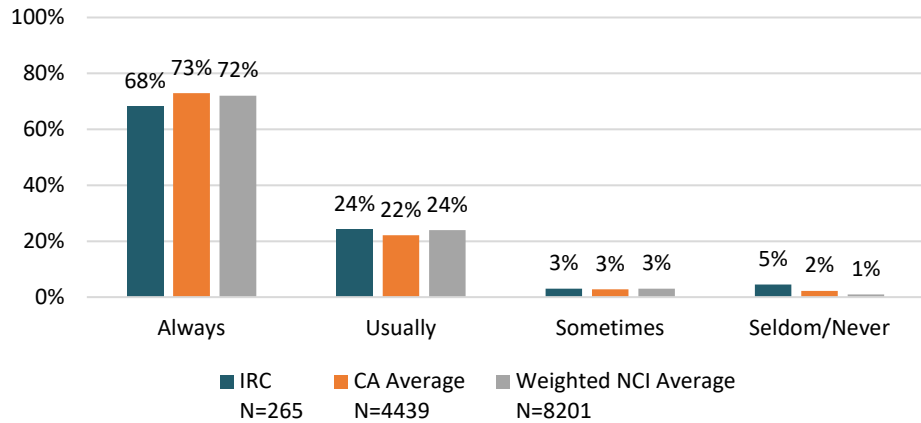
Do support workers come and go when they are supposed to?



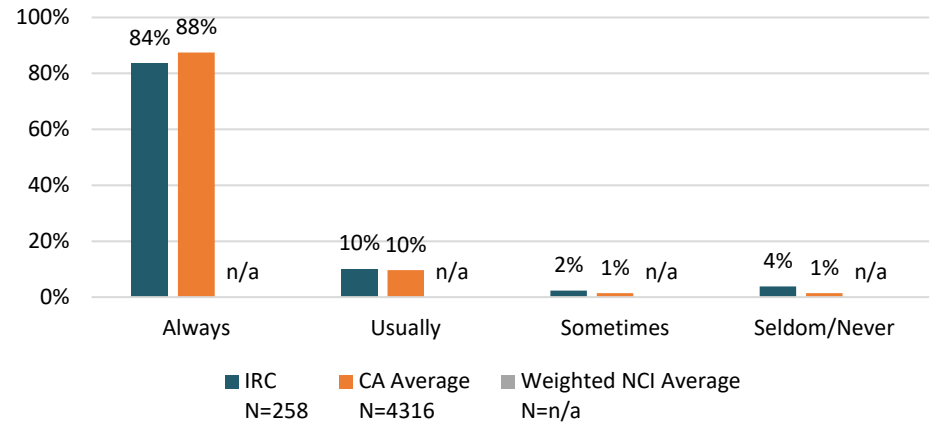
Do services and supports change when your family's needs change?



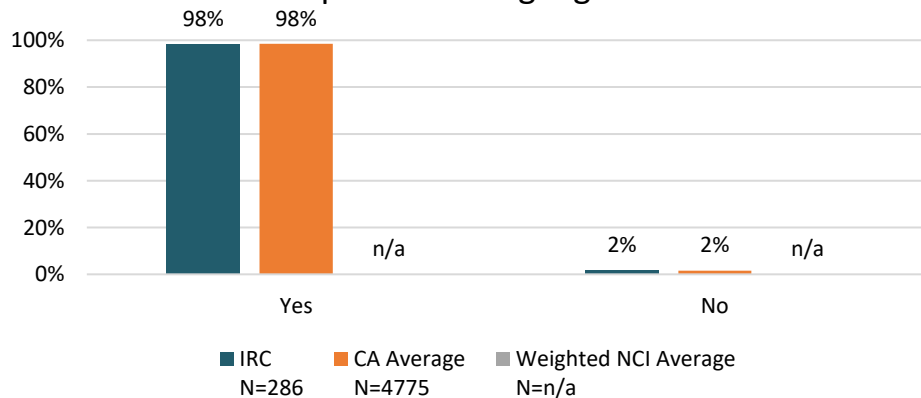
Do support workers speak to you in a way you understand?



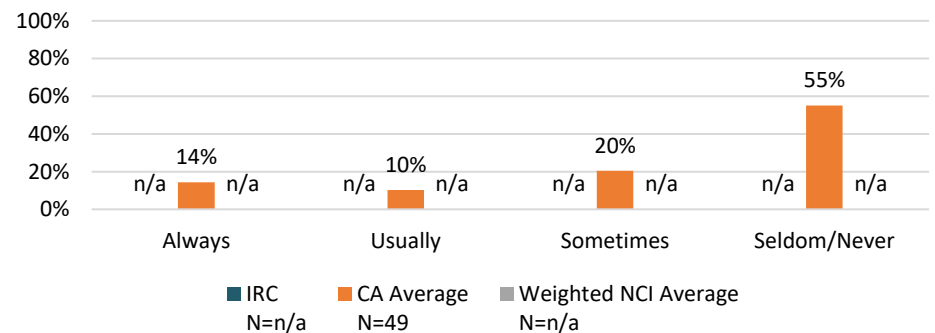
Are there support workers available who can speak to you in your preferred language?



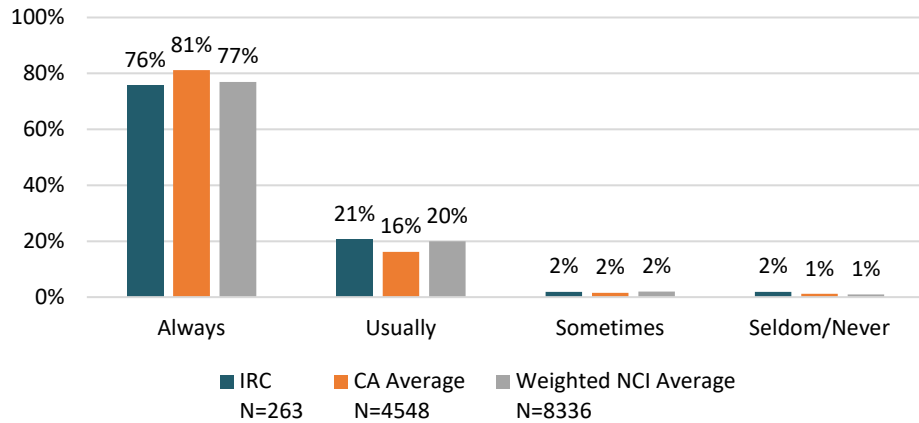
Does your family member's case manager/service coordinator speak your preferred language?



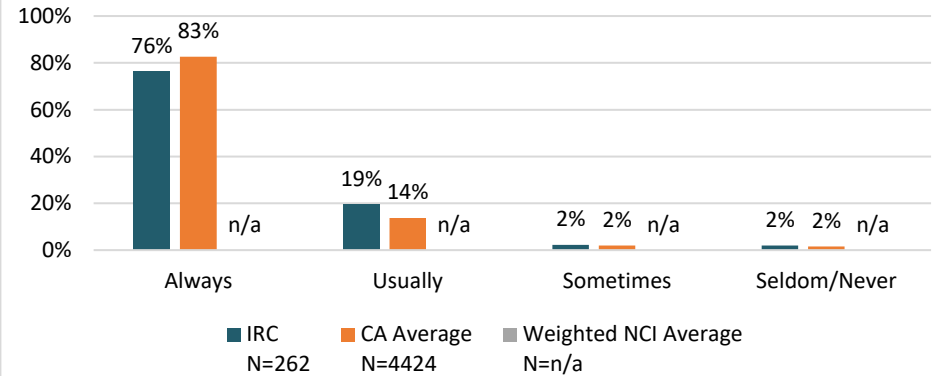
If your case manager/service coordinator does not speak your preferred language, is a translator provided when you speak with the case manager/service coordinator?



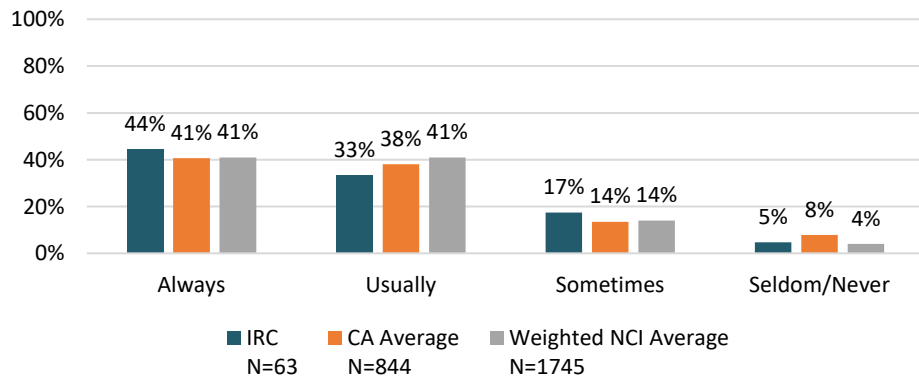
Are services delivered in a way that is respectful of your family's culture?



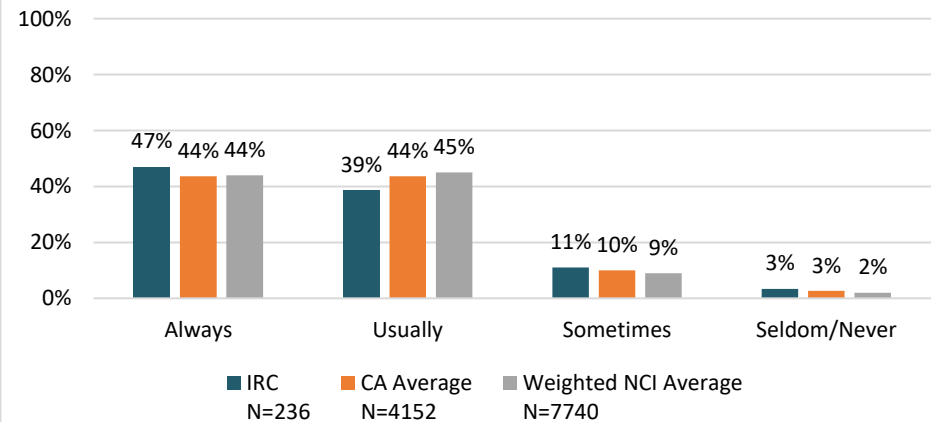
Does your family member's case manager/service coordinator support you in a way that is respectful of your culture?



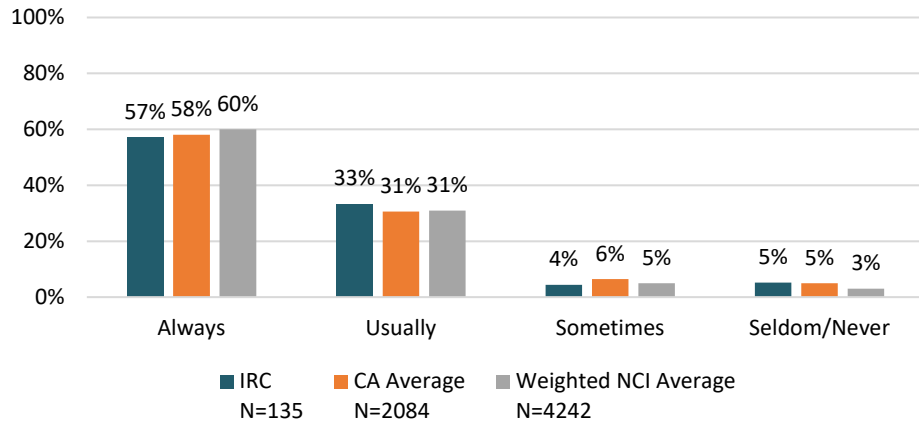
If your family member does not communicate verbally, are there support workers who can communicate with him/her?



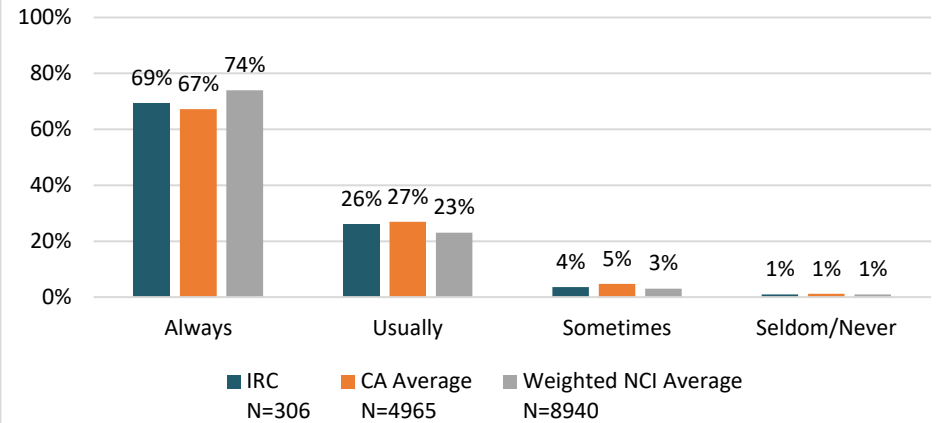
Do support workers have the right information and skills to meet your family's needs?



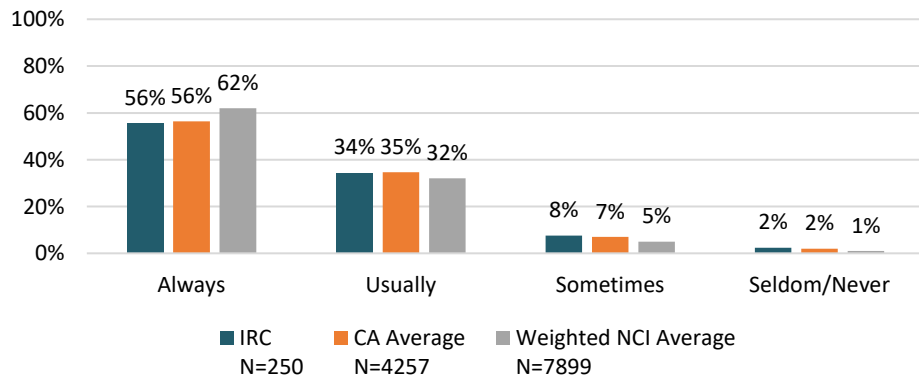
Does your family member have the special equipment or accommodations that s/he needs?



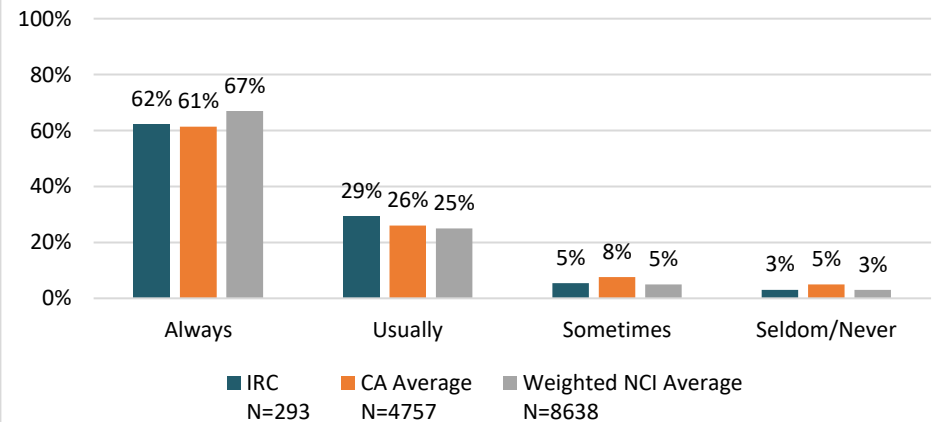
Can your family member see health professionals when needed?



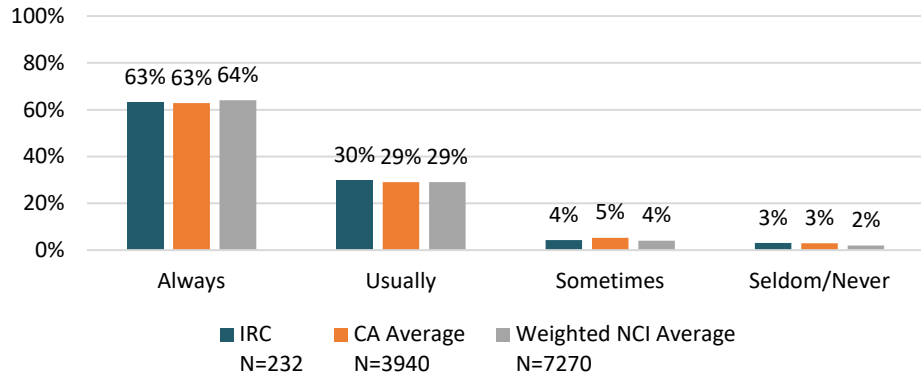
Does your family member's primary care doctor understand your family member's needs related to his/her disability?



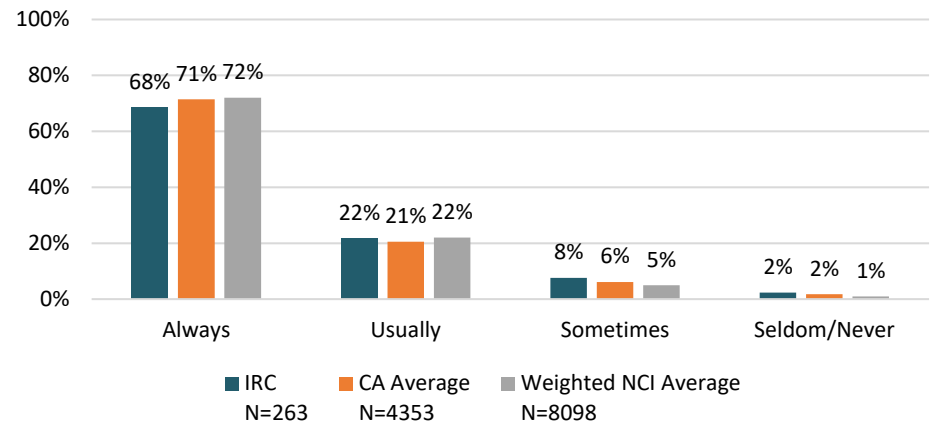
Can your family member go to the dentist when needed?



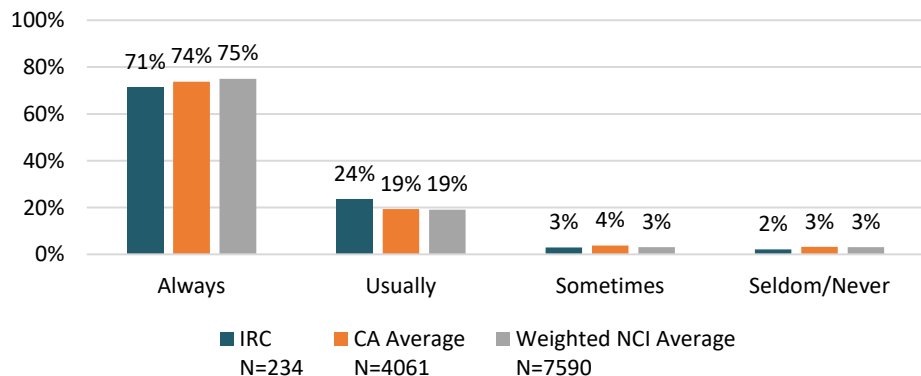
Does your family member's dentist understand your family member's needs related to his/her disability?



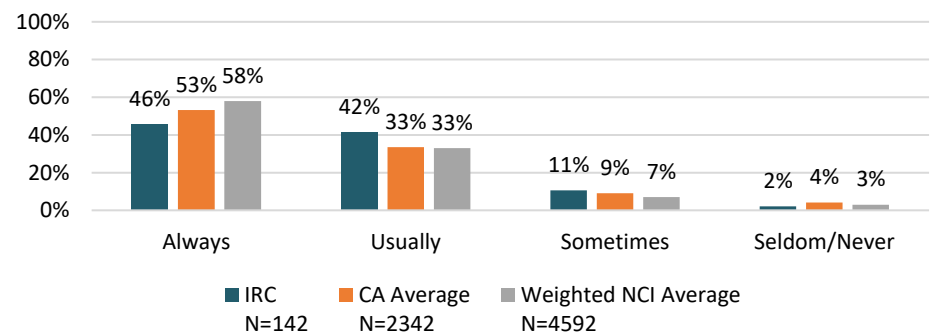
If your family member takes medications, do you know what they're for?



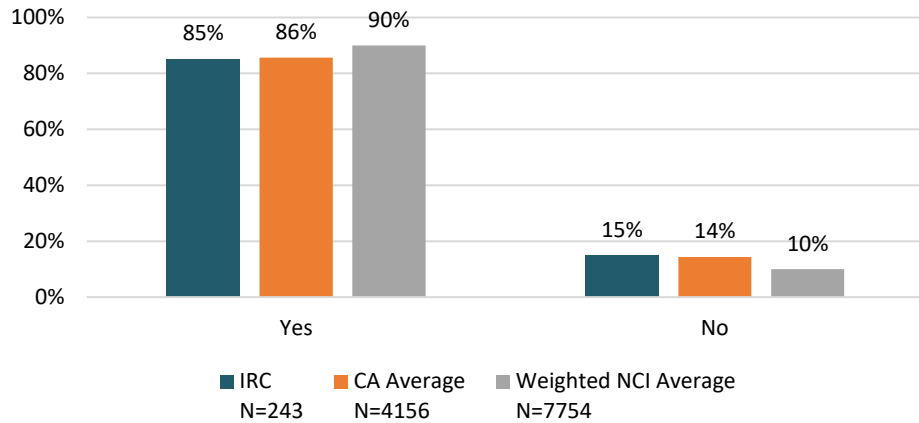
Do you, your family member, or someone else in your family know what is needed to safely take the medications?



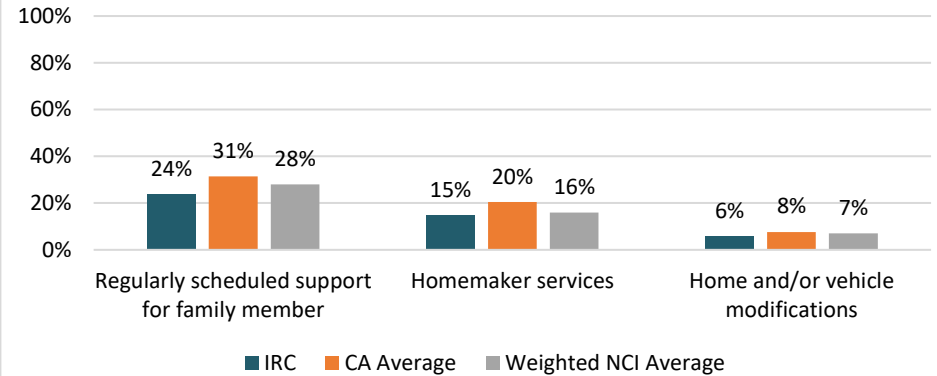
If your family member uses mental health services, does the mental health professional understand your family member's needs related to his/her disability?



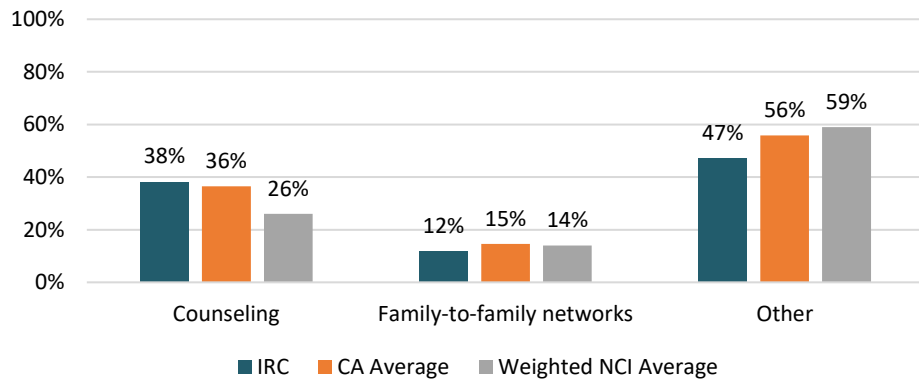
Does your family get the supports and services it needs?



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



If your family does not get the support and services needed, what additional services does your family need? (Continued)



Access and Delivery of Services and Supports Tables

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

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

| RC v CA v NCI | Always | Usually | Sometimes | Seldom/Never | N |
|----------------------|--------|---------|-----------|--------------|-------|
| IRC | 45% | 35% | 10% | 10% | 273 |
| CA Average | 53% | 34% | 8% | 5% | 4,580 |
| Weighted NCI Average | 59% | 33% | 6% | 2% | 8,505 |

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

| RC v CA v NCI | Always | Usually | Sometimes | Seldom/Never | N |
|----------------------|--------|---------|-----------|--------------|-------|
| IRC | 41% | 36% | 11% | 12% | 290 |
| CA Average | 51% | 34% | 9% | 6% | 4,704 |
| Weighted NCI Average | 59% | 31% | 6% | 3% | 8,635 |

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.

| RC v CA v NCI | Always | Usually | Sometimes | Seldom/Never | N |
|----------------------|--------|---------|-----------|--------------|-------|
| IRC | 51% | 35% | 9% | 5% | 176 |
| CA Average | 51% | 40% | 6% | 2% | 3,223 |
| Weighted NCI Average | 54% | 39% | 5% | 1% | 5,830 |

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.

| RC v CA v NCI | Always | Usually | Sometimes | Seldom/Never | N |
|----------------------|--------|---------|-----------|--------------|-------|
| IRC | 32% | 45% | 14% | 9% | 169 |
| CA Average | 37% | 43% | 13% | 7% | 3,056 |
| Weighted NCI Average | 41% | 43% | 11% | 5% | 5,836 |

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

| RC v CA v NCI | Always | Usually | Sometimes | Seldom/Never | N |
|----------------------|--------|---------|-----------|--------------|-------|
| IRC | 68% | 24% | 3% | 5% | 265 |
| CA Average | 73% | 22% | 3% | 2% | 4,439 |
| Weighted NCI Average | 72% | 24% | 3% | 1% | 8,201 |

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

CA specific question

| RC v CA v NCI | Always | Usually | Sometimes | Seldom/Never | N |
|----------------------|--------|---------|-----------|--------------|-------|
| IRC | 84% | 10% | 2% | 4% | 258 |
| CA Average | 88% | 10% | 1% | 1% | 4,316 |
| Weighted NCI Average | n/a | n/a | n/a | n/a | n/a |

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

CA specific question

| RC v CA v NCI | Yes | No | N |
|----------------------|-----|-----|-------|
| IRC | 98% | 2% | 286 |
| CA Average | 98% | 2% | 4,775 |
| Weighted NCI Average | n/a | n/a | n/a |

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

| RC v CA v NCI | Always | Usually | Sometimes | Seldom/Never | N |
|----------------------|--------|---------|-----------|--------------|-----|
| IRC | 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 |

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

| RC v CA v NCI | Always | Usually | Sometimes | Seldom/Never | N |
|----------------------|--------|---------|-----------|--------------|-------|
| IRC | 76% | 21% | 2% | 2% | 263 |
| CA Average | 81% | 16% | 2% | 1% | 4,548 |
| Weighted NCI Average | 77% | 20% | 2% | 1% | 8,336 |

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

| RC v CA v NCI | Always | Usually | Sometimes | Seldom/Never | N |
|----------------------|--------|---------|-----------|--------------|-------|
| IRC | 76% | 19% | 2% | 2% | 262 |
| CA Average | 83% | 14% | 2% | 2% | 4,424 |
| Weighted NCI Average | n/a | n/a | n/a | n/a | n/a |

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.

| RC v CA v NCI | Always | Usually | Sometimes | Seldom/Never | N |
|----------------------|--------|---------|-----------|--------------|-------|
| IRC | 44% | 33% | 17% | 5% | 63 |
| CA Average | 41% | 38% | 14% | 8% | 844 |
| Weighted NCI Average | 41% | 41% | 14% | 4% | 1,745 |

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.

| RC v CA v NCI | Always | Usually | Sometimes | Seldom/Never | N |
|----------------------|--------|---------|-----------|--------------|-------|
| IRC | 47% | 39% | 11% | 3% | 236 |
| CA Average | 44% | 44% | 10% | 3% | 4,152 |
| Weighted NCI Average | 44% | 45% | 9% | 2% | 7,740 |

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.

| RC v CA v NCI | Always | Usually | Sometimes | Seldom/Never | N |
|----------------------|--------|---------|-----------|--------------|-------|
| IRC | 57% | 33% | 4% | 5% | 135 |
| CA Average | 58% | 31% | 6% | 5% | 2,084 |
| Weighted NCI Average | 60% | 31% | 5% | 3% | 4,242 |

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.

| RC v CA v NCI | Always | Usually | Sometimes | Seldom/Never | N |
|----------------------|--------|---------|-----------|--------------|-------|
| IRC | 69% | 26% | 4% | 1% | 306 |
| CA Average | 67% | 27% | 5% | 1% | 4,965 |
| Weighted NCI Average | 74% | 23% | 3% | 1% | 8,940 |

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

| RC v CA v NCI | Always | Usually | Sometimes | Seldom/Never | N |
|----------------------|--------|---------|-----------|--------------|-------|
| IRC | 56% | 34% | 8% | 2% | 250 |
| CA Average | 56% | 35% | 7% | 2% | 4,257 |
| Weighted NCI Average | 62% | 32% | 5% | 1% | 7,899 |

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.

| RC v CA v NCI | Always | Usually | Sometimes | Seldom/Never | N |
|----------------------|--------|---------|-----------|--------------|-------|
| IRC | 62% | 29% | 5% | 3% | 293 |
| CA Average | 61% | 26% | 8% | 5% | 4,757 |
| Weighted NCI Average | 67% | 25% | 5% | 3% | 8,638 |

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

| RC v CA v NCI | Always | Usually | Sometimes | Seldom/Never | N |
|----------------------|--------|---------|-----------|--------------|-------|
| IRC | 63% | 30% | 4% | 3% | 232 |
| CA Average | 63% | 29% | 5% | 3% | 3,940 |
| Weighted NCI Average | 64% | 29% | 4% | 2% | 7,270 |

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

| RC v CA v NCI | Always | Usually | Sometimes | Seldom/Never | N |
|----------------------|--------|---------|-----------|--------------|-------|
| IRC | 68% | 22% | 8% | 2% | 263 |
| CA Average | 71% | 21% | 6% | 2% | 4,353 |
| Weighted NCI Average | 72% | 22% | 5% | 1% | 8,098 |

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)?

| RC v CA v NCI | Always | Usually | Sometimes | Seldom/Never | N |
|----------------------|--------|---------|-----------|--------------|-------|
| IRC | 71% | 24% | 3% | 2% | 234 |
| CA Average | 74% | 19% | 4% | 3% | 4,061 |
| Weighted NCI Average | 75% | 19% | 3% | 3% | 7,590 |

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?

| RC v CA v NCI | Always | Usually | Sometimes | Seldom/Never | N |
|----------------------|--------|---------|-----------|--------------|-------|
| IRC | 46% | 42% | 11% | 2% | 142 |
| CA Average | 53% | 33% | 9% | 4% | 2,342 |
| Weighted NCI Average | 58% | 33% | 7% | 3% | 4,592 |

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.

| RC v CA v NCI | Yes | No | N |
|----------------------|-----|-----|-------|
| IRC | 85% | 15% | 243 |
| CA Average | 86% | 14% | 4,156 |
| Weighted NCI Average | 90% | 10% | 7,754 |

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.

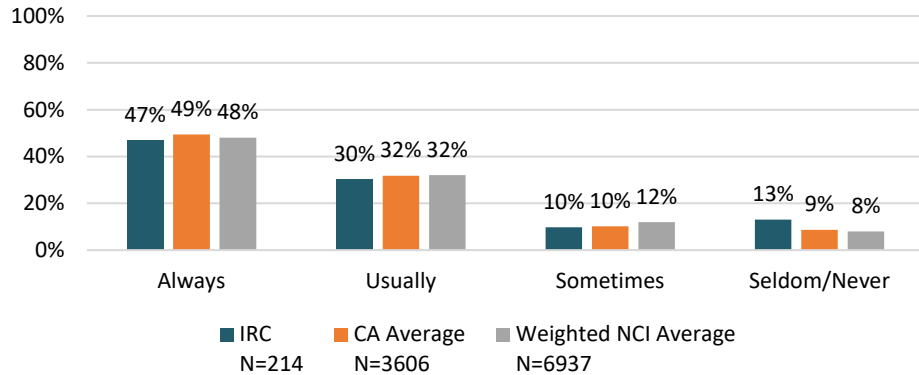
| Additional Services Needed | IRC | CA Average | Weighted NCI Average |
|---|-----|------------|----------------------|
| Regularly scheduled support for family member | 24% | 31% | 28% |
| Homemaker service | 15% | 20% | 16% |
| Home or vehicle modifications | 6% | 8% | 7% |
| Counseling | 38% | 36% | 26% |
| Family-to-Family networks | 12% | 15% | 14% |
| Other | 47% | 56% | 59% |

Choice, Decision Making and Control Charts

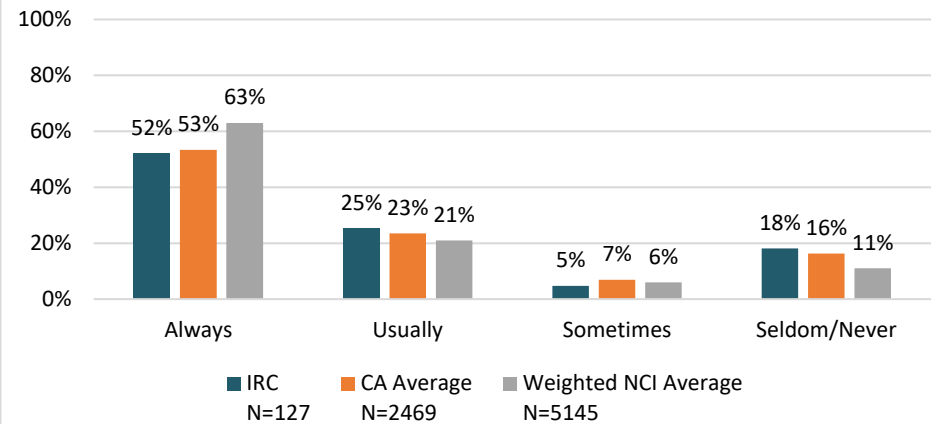
Families and family members with disabilities determine the services and supports they receive and the individuals or agencies who provide them.

The following pages contain charts depicting the results. The same data are repeated in the accessible tables that follow.

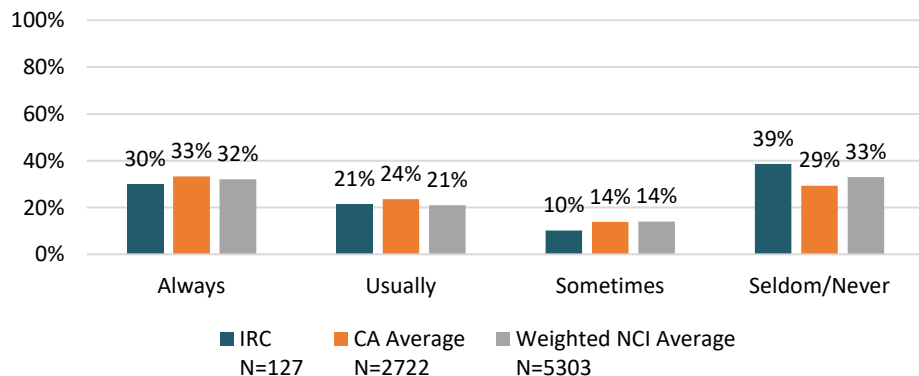
Does the agency providing residential services to your family member involve him/her in important decisions?



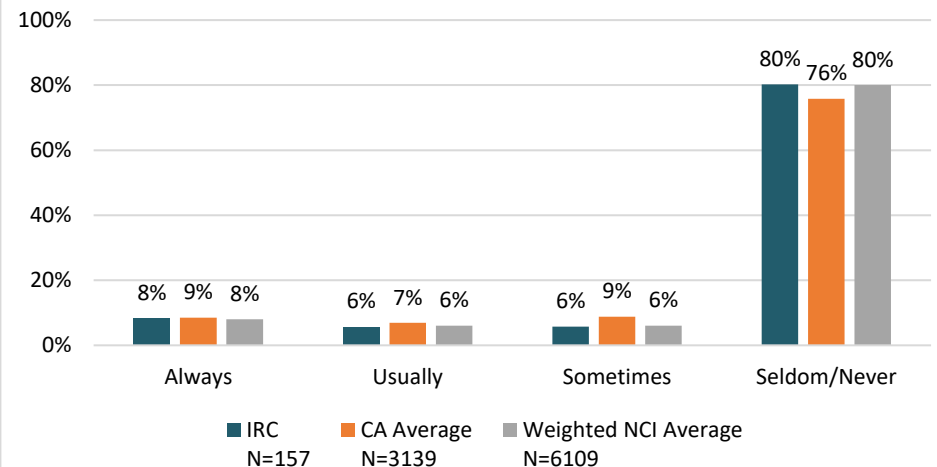
Can your family choose or change the agency that provides your family member's services?



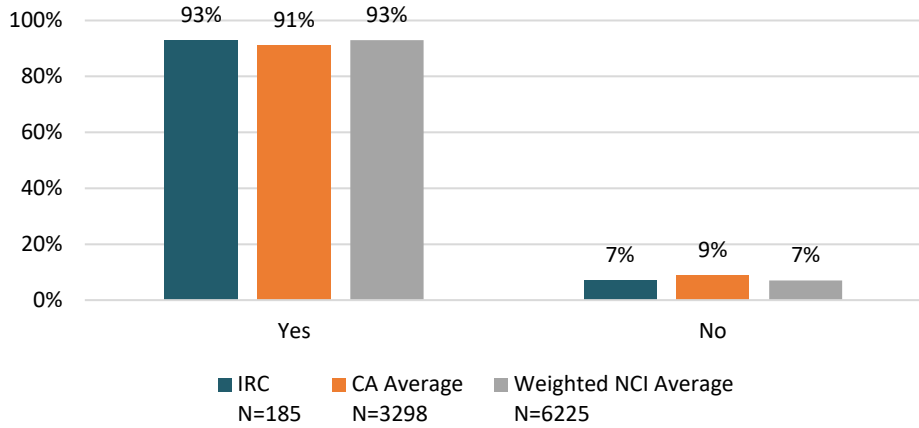
Can your family choose or change the individual staff that provide the services for your family member?



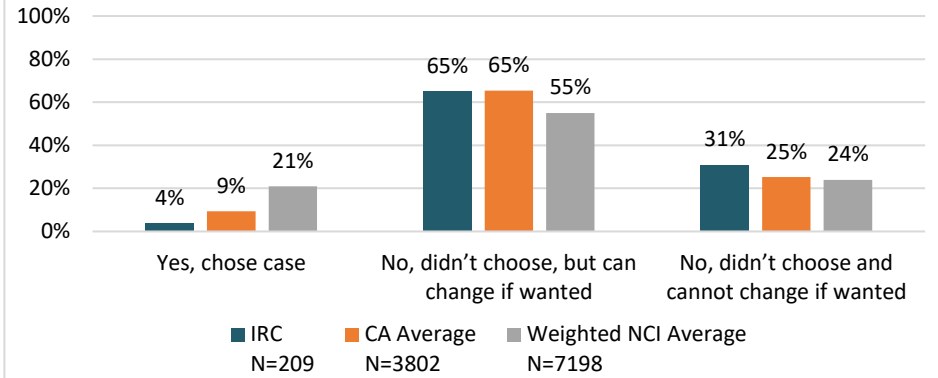
Does your family directly manage support staff?



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



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



Choice, Decision Making and Control Tables

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

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

| RC v CA v NCI | Always | Usually | Sometimes | Seldom/Never | N |
|----------------------|--------|---------|-----------|--------------|-------|
| IRC | 47% | 30% | 10% | 13% | 214 |
| CA Average | 49% | 32% | 10% | 9% | 3,606 |
| Weighted NCI Average | 48% | 32% | 12% | 8% | 6,937 |

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.

| RC v CA v NCI | Always | Usually | Sometimes | Seldom/Never | N |
|----------------------|--------|---------|-----------|--------------|-------|
| IRC | 52% | 25% | 5% | 18% | 127 |
| CA Average | 53% | 23% | 7% | 16% | 2,469 |
| Weighted NCI Average | 63% | 21% | 6% | 11% | 5,145 |

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.

| RC v CA v NCI | Always | Usually | Sometimes | Seldom/Never | N |
|----------------------|--------|---------|-----------|--------------|-------|
| IRC | 30% | 21% | 10% | 39% | 127 |
| CA Average | 33% | 24% | 14% | 29% | 2,722 |
| Weighted NCI Average | 32% | 21% | 14% | 33% | 5,303 |

Table Q46. Does your family directly manage support staff?

| RC v CA v NCI | Always | Usually | Sometimes | Seldom/Never | N |
|----------------------|--------|---------|-----------|--------------|-------|
| IRC | 8% | 6% | 6% | 80% | 157 |
| CA Average | 9% | 7% | 9% | 76% | 3,139 |
| Weighted NCI Average | 8% | 6% | 6% | 80% | 6,109 |

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.

| RC v CA v NCI | Yes | No | N |
|----------------------|-----|----|-------|
| IRC | 93% | 7% | 185 |
| CA Average | 91% | 9% | 3,298 |
| Weighted NCI Average | 93% | 7% | 6,225 |

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

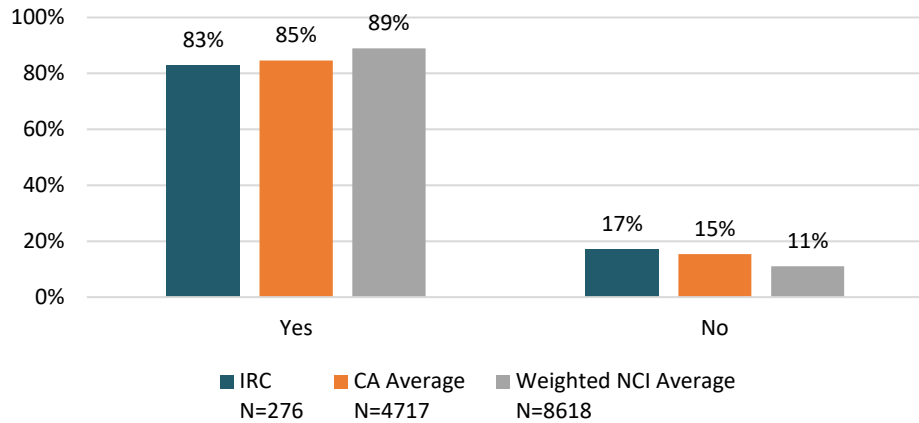
| Did you, your family member, or someone else in your family choose your family member’s case manager/service coordinator? | IRC | CA Average | Weighted NCI Average |
|---|-----|------------|----------------------|
| Yes, chose | 4% | 9% | 21% |
| No, didn’t choose, but can change if wanted | 65% | 65% | 55% |
| No, didn’t choose and cannot change if wanted | 31% | 25% | 24% |
| N | 209 | 3,802 | 7,198 |

Involvement in the Community Charts

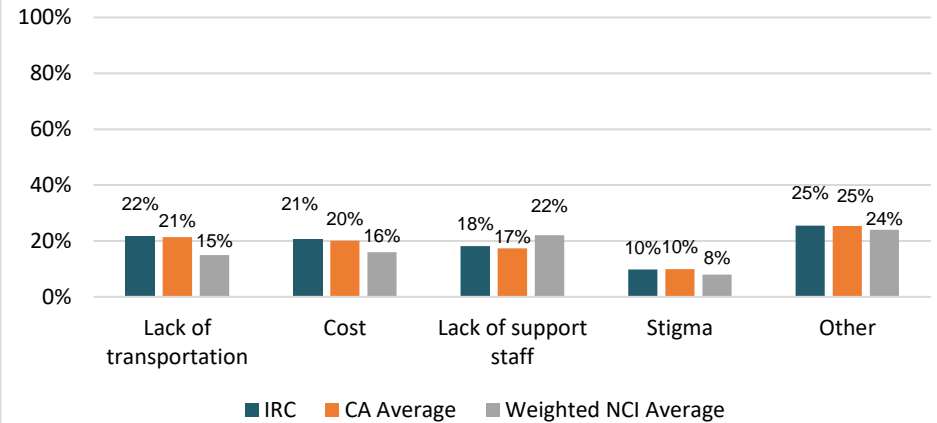
Family members with disabilities use integrated community services and participate in everyday community activities.

The following pages contain charts depicting the results. The same data are repeated in the accessible tables that follow.

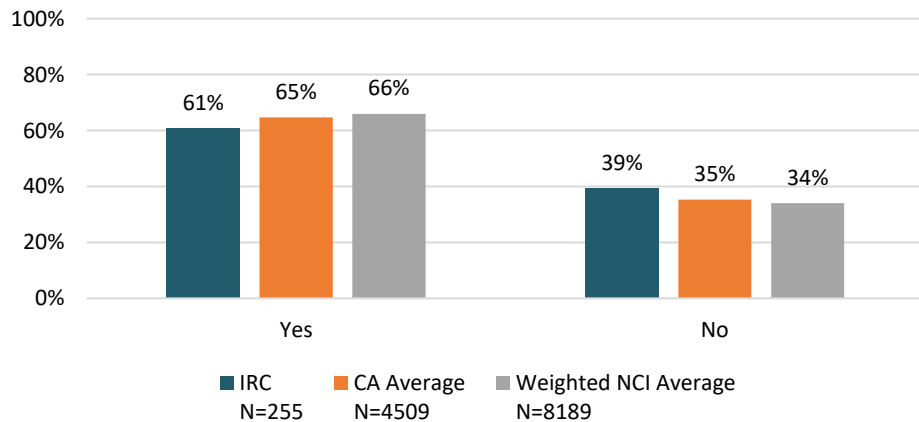
Does your family member take part in activities in the community?



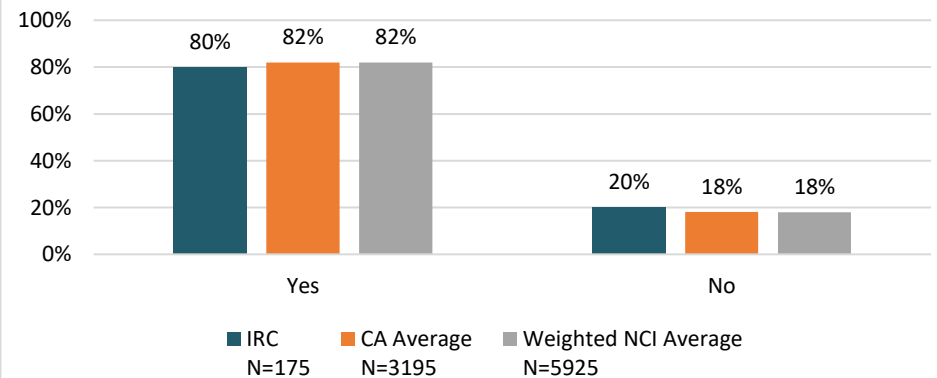
For your family member, what makes it hard to take part in activities in the community?



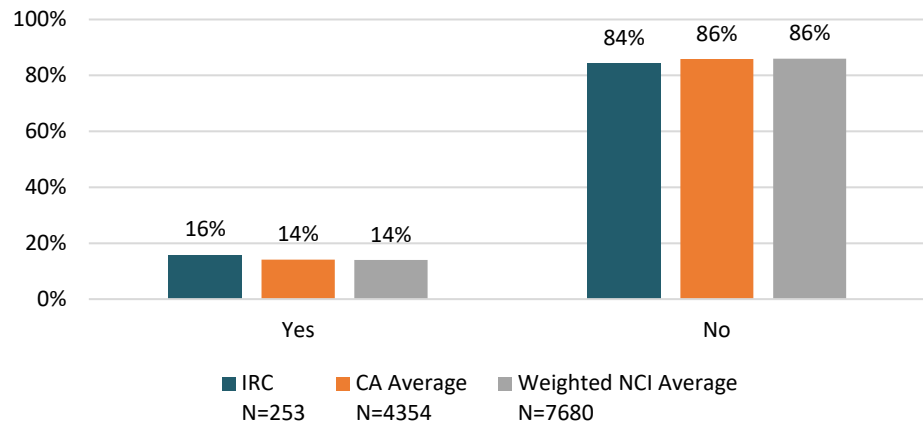
Does your family member have friends other than paid support workers or family?



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



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



Involvement in the Community Tables

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

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.

| RC v CA v NCI | Yes | No | N |
|----------------------|-----|-----|-------|
| IRC | 83% | 17% | 276 |
| 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?

Question is rephrased from previous years; categories are not mutually exclusive; therefore N is not shown. Responses to this question might have been impacted by the COVID-19 pandemic.

| Obstacles to Family Member's Participation in Community Activities | IRC | CA Average | Weighted NCI Average |
|--|-----|------------|----------------------|
| Lack of transportation | 22% | 21% | 15% |
| Cost | 21% | 20% | 16% |
| Lack of support staff | 18% | 17% | 22% |
| Stigma | 10% | 10% | 8% |
| Other | 25% | 25% | 24% |

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

| RC v CA v NCI | Yes | No | N |
|----------------------|-----|-----|-------|
| IRC | 61% | 39% | 255 |
| 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 center⁵ (for example, recreational programs, community housing, library programs, religious groups, etc.)?

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

| RC v CA v NCI | Yes | No | N |
|----------------------|-----|-----|-------|
| IRC | 80% | 20% | 175 |
| CA Average | 82% | 18% | 3,195 |
| Weighted NCI Average | 82% | 18% | 5,925 |

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.

| RC v CA v NCI | Yes | No | N |
|----------------------|-----|-----|-------|
| IRC | 16% | 84% | 253 |
| CA Average | 14% | 86% | 4,354 |
| Weighted NCI Average | 14% | 86% | 7,680 |

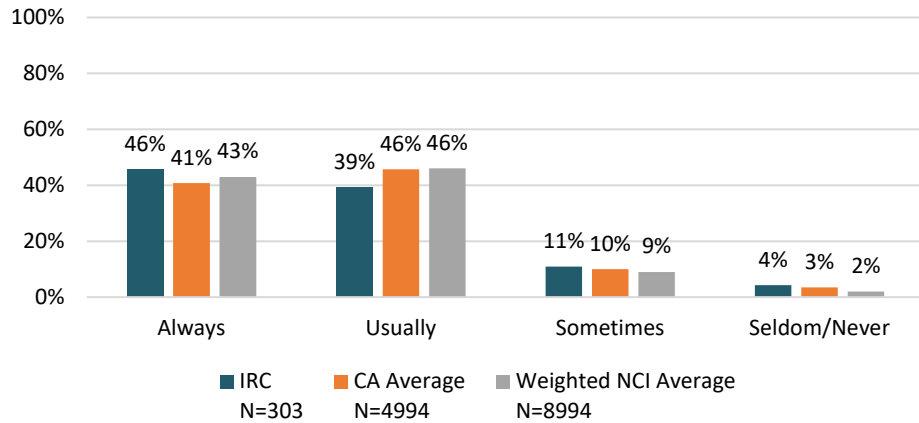
⁵ Some NCI states provide services through a statewide ID/DD agency

Satisfaction With Services and Supports Charts

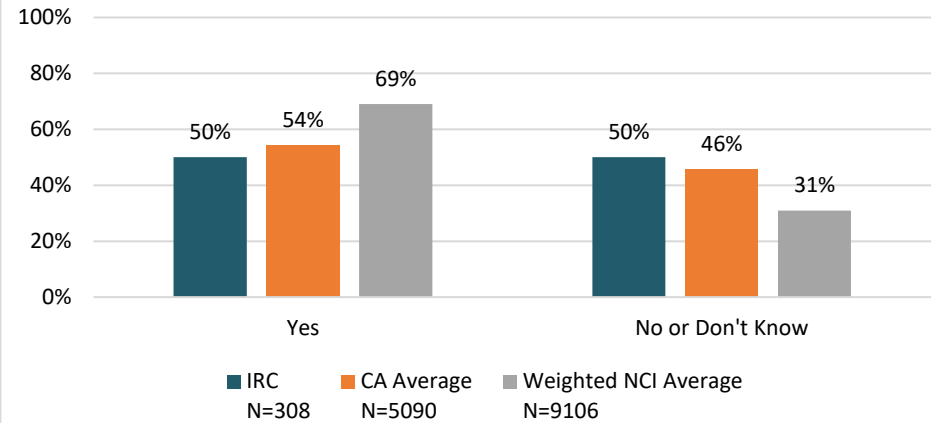
Families and family members with disabilities receive adequate and satisfactory supports.

The following pages contain charts depicting the results. The same data are repeated in the accessible tables that follow.

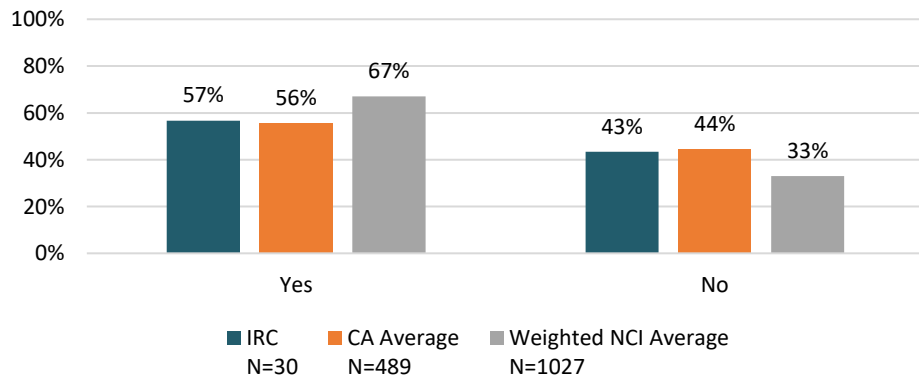
Overall, are you satisfied with the services and supports your family member currently receives?



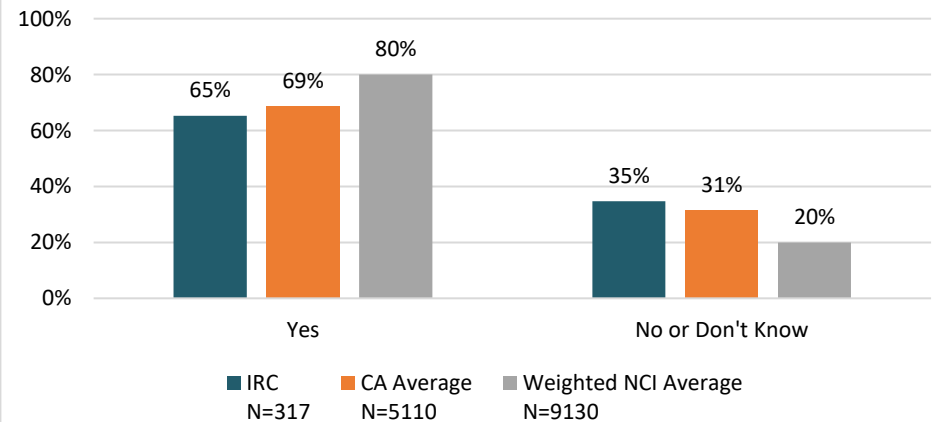
Do you know how to file a complaint or grievance about provider agencies or staff?

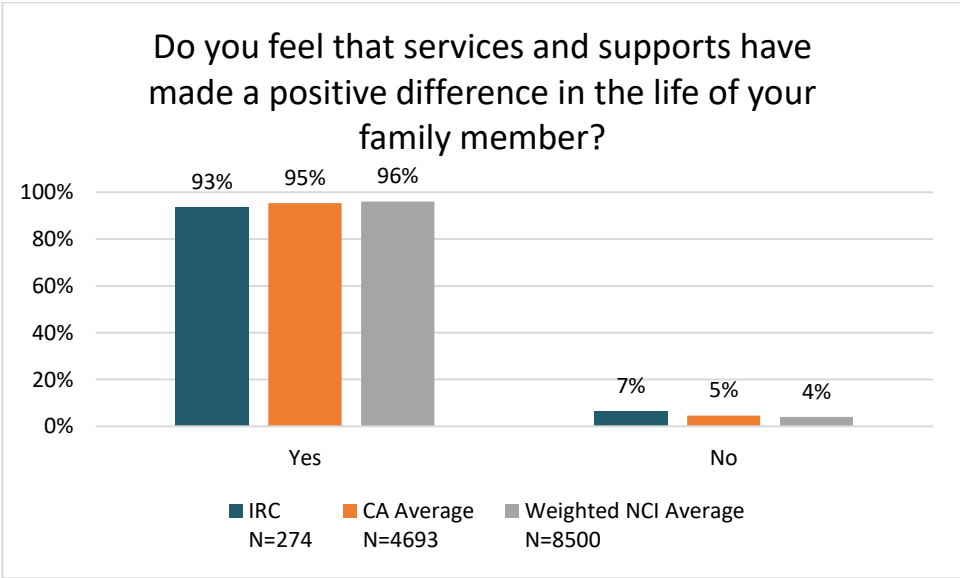
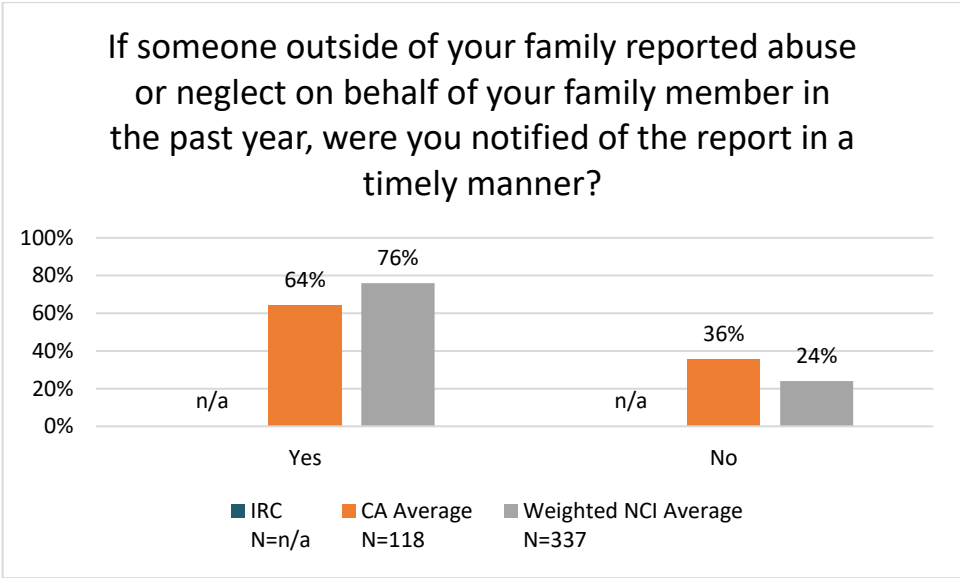
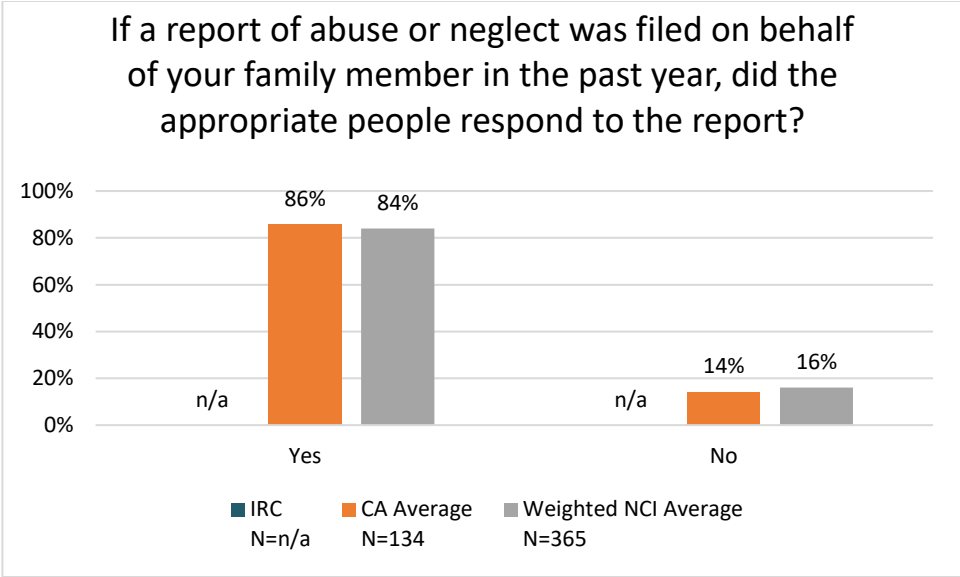
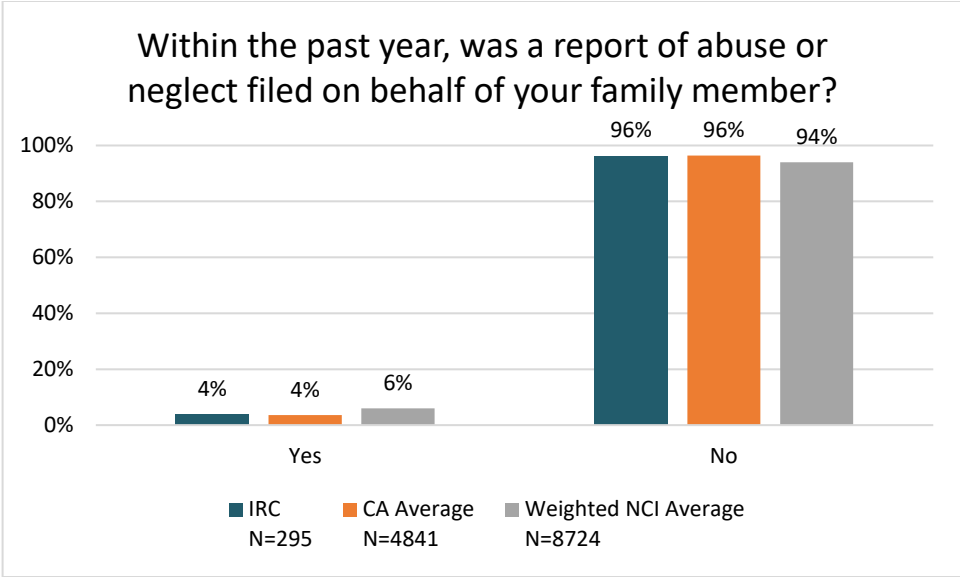


If a complaint or grievance was filed or resolved in the past year, are you satisfied with the way it was handled?

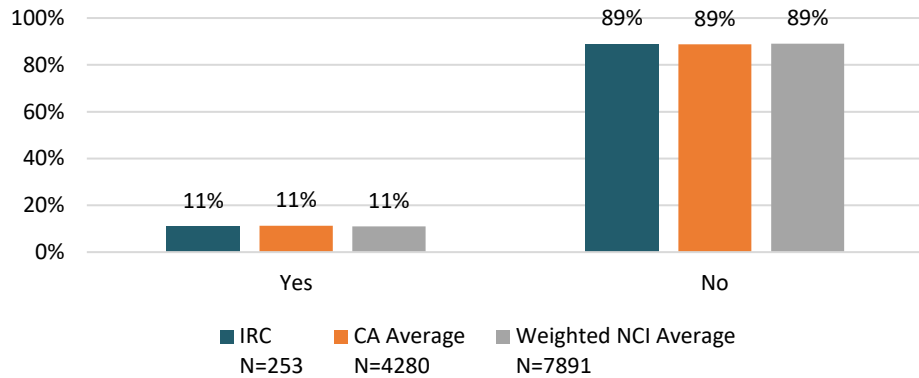


Do you know how to report abuse or neglect related to your family member?

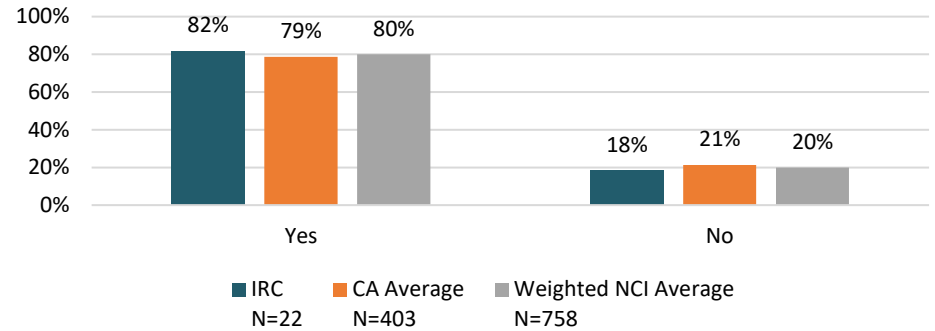




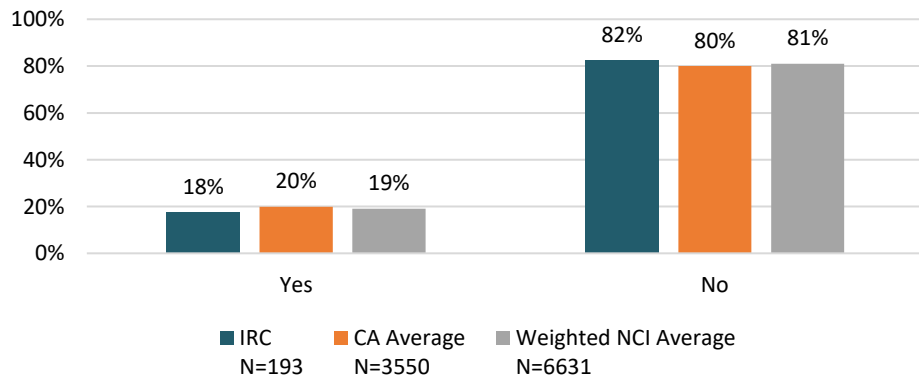
Have the services or supports that your family member received during the past year been reduced, suspended, or terminated?



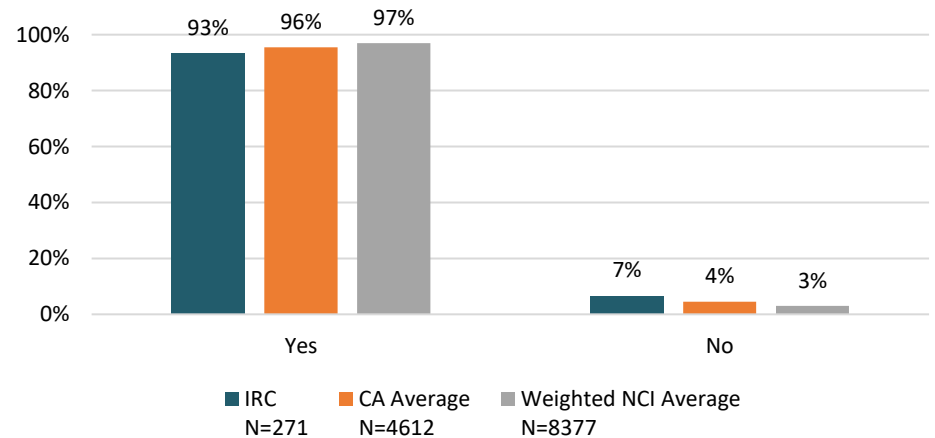
If services or supports were reduced, suspended or terminated during the past year, did the change in services affect your family member negatively?



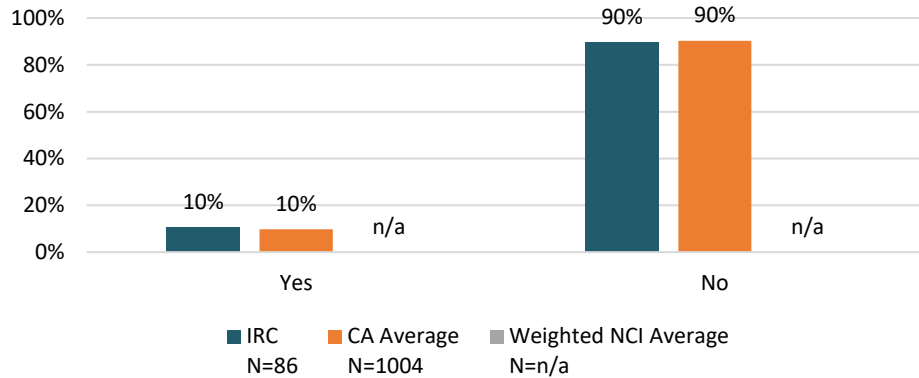
Have the services or supports that your family member received been increased in the past year?



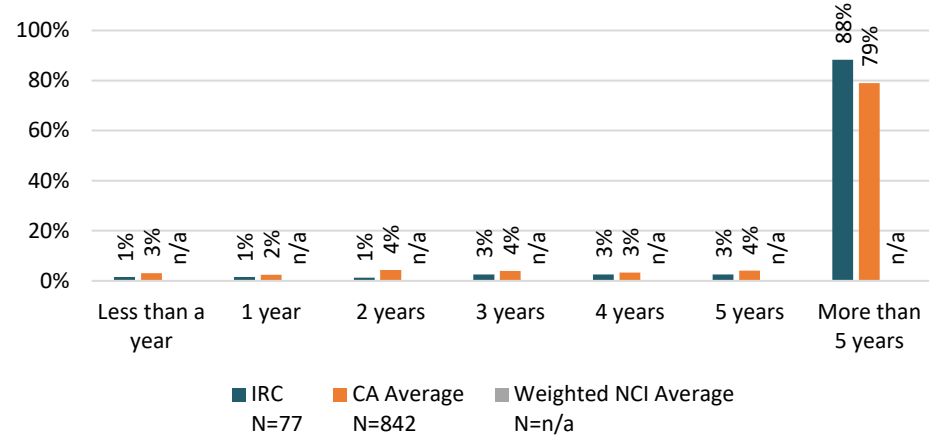
Are services and supports helping your family member to live a good life?



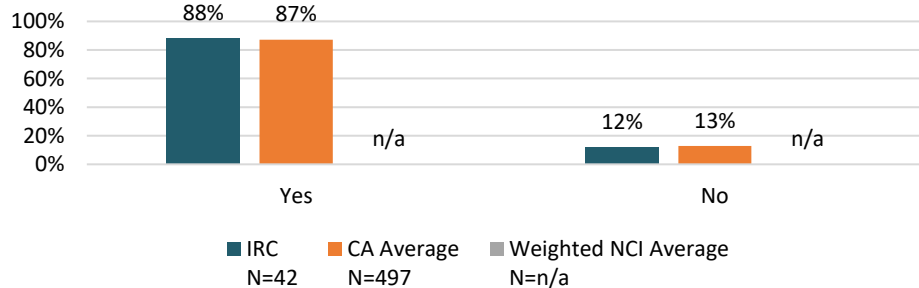
Has your family member moved from a Developmental Center (DC) to the community in the past 5 years?



How long has your family member lived in the community?



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?



Satisfaction With Services and Supports Tables

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

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.

| RC v CA v NCI | Always | Usually | Sometimes | Seldom/Never | N |
|----------------------|--------|---------|-----------|--------------|-------|
| IRC | 46% | 39% | 11% | 4% | 303 |
| 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?⁶

| RC v CA v NCI | Yes | No or Don't Know | N |
|----------------------|-----|------------------|-------|
| IRC | 50% | 50% | 308 |
| CA Average | 54% | 46% | 5,090 |
| Weighted NCI Average | 69% | 31% | 9,106 |

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

| RC v CA v NCI | Yes | No | N |
|----------------------|-----|-----|-------|
| IRC | 57% | 43% | 30 |
| 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?⁷

| RC v CA v NCI | Yes | No or Don't Know | N |
|----------------------|-----|------------------|-------|
| IRC | 65% | 35% | 317 |
| CA Average | 69% | 31% | 5,110 |
| Weighted NCI Average | 80% | 20% | 9,130 |

⁶ Don't Know' responses were included in 'No' responses for this question.

⁷ 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?

| RC v CA v NCI | Yes | No | N |
|----------------------|-----|-----|-------|
| IRC | 4% | 96% | 295 |
| 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?

| RC v CA v NCI | Yes | No | N |
|----------------------|-----|-----|-----|
| IRC | 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?

| RC v CA v NCI | Yes | No | N |
|----------------------|-----|-----|-----|
| IRC | 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.

| RC v CA v NCI | Yes | No | N |
|----------------------|-----|----|-------|
| IRC | 93% | 7% | 274 |
| 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.

| RC v CA v NCI | Yes | No | N |
|----------------------|-----|-----|-------|
| IRC | 11% | 89% | 253 |
| CA Average | 11% | 89% | 4,280 |
| Weighted NCI Average | 11% | 89% | 7,891 |

Table Q63. If services or supports 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.

| RC v CA v NCI | Yes | No | N |
|----------------------|-----|-----|-----|
| IRC | 82% | 18% | 22 |
| 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.

| RC v CA v NCI | Yes | No | N |
|----------------------|-----|-----|-------|
| IRC | 18% | 82% | 193 |
| 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.

| RC v CA v NCI | Yes | No | N |
|----------------------|-----|----|-------|
| IRC | 93% | 7% | 271 |
| CA Average | 96% | 4% | 4,612 |
| Weighted NCI Average | 97% | 3% | 8,377 |

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

CA specific question

| RC v CA v NCI | Yes | No | N |
|----------------------|-----|-----|-------|
| IRC | 10% | 90% | 86 |
| 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

| RC v CA v NCI | Less than a year | 1 year | 2 years | 3 years | 4 years | 5 years | More than 5 years | N |
|----------------------|------------------|--------|---------|---------|---------|---------|-------------------|-----|
| IRC | 1% | 1% | 1% | 3% | 3% | 3% | 88% | 77 |
| 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

| RC v CA v NCI | Yes | No | N |
|----------------------|-----|-----|-----|
| IRC | 88% | 12% | 42 |
| CA Average | 87% | 13% | 497 |
| Weighted NCI Average | n/a | n/a | n/a |