

# NCI-IDD In-Person Survey

Alta California Regional Center (ACRC) Report Fiscal Year 2020-21



**NATIONAL  
CORE  
INDICATORS®**  
NASDDDS & HSRI

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***Message from the California Department of Developmental Services***

*Mission: The Department of Developmental Services (DDS) is committed to providing leadership that results in quality services to the people of California and assures the opportunity for individuals with developmental disabilities to exercise their right to make choices.*

The NCI-IDD In-Person Survey<sup>1</sup> (IPS) report was compiled by the 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 consumer and family satisfaction measures, as well as consumer outcome data. More information about the California NCI-IDD can be found at <https://www.dds.ca.gov/rc/nci/>.

This is the fifth administration of the Adult In-Person Survey, with data collected from July 2020 through August 2021. During that time, 8,663 surveys were completed with adults with intellectual/developmental disabilities receiving at least one service beyond case management from a regional center. Due to COVID-19-related social distancing precautions, the Adult In-Person Survey was conducted virtually via video conferencing software this year. However, the data findings in this report contribute to our understanding of how California's system is performing. California can use 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 does include the NCI-IDD Average across participating NCI-IDD 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:

California has longstanding statute that ensures services and supports are provided for eligible persons with intellectual/developmental disabilities.

- California's laws mandate intake, evaluation, and assessment within 120 days.
- California has a broad eligibility definition for receiving services.
- California has mandated services, including case management, with statutory limitations on caseload size.
- California's service obligations to the families needing services are, by law, from pre-conception to death.

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<sup>1</sup> Formerly the Adult Consumer Survey

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- California's regional centers are, by design, autonomous in that each center has a local board of directors to best address the unique needs of each of the 21 regions.
  - Consumers 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/developmental disabilities across California.

***Acknowledgements***

This report would not be possible if not for the 8,663 individuals who agreed to offer their time and discuss their lives in order to assist in improving the services of all people with intellectual/developmental disabilities in California. Additionally, a special mention goes to the families, friends, and staff members who participated in the survey process.

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## Quality Assessment Project and National Core Indicators®- Intellectual and Developmental Disabilities

This report contains regional center level results from California's statewide National Core Indicators®-Intellectual and Developmental Disabilities (NCI®-IDD) In-Person Survey<sup>2</sup> (IPS) data collection from fiscal year 2020-21 (FY 20/21) 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.<sup>3</sup> This report shows this regional center compared to the California statewide and NCI-IDD averages. Regional centers can use this report to help guide strategic planning and monitor systemic changes.

### What is NCI-IDD?

The NCI-IDD 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).

NCI-IDD has developed more than 100 standard performance measures (or 'indicators') that states use to assess the outcomes of services for individuals and families, including outcomes in the areas of employment, rights, service planning, community inclusion, choice, health, and safety. In 2020-21 a total of 46 states, the District of Columbia and 22 sub-state entities participated in NCI-IDD.

### What is the NCI-IDD In-Person Survey?

The NCI-IDD In-Person Survey (IPS) is a face-to-face meeting conducted with a person who is receiving services from the state; it is used to gather data on approximately 60 consumer outcomes, and it is regularly refined and tested to ensure that it is valid and reliable. Due to COVID-19-related social distancing precautions, the NCI-IDD In-Person Survey was conducted virtually via video conferencing software this year. Surveyors meet with individuals to ask questions about where they live and work, the kinds of choices they make, the activities they participate in within their communities, their relationships with friends and family, and their health and well-being.

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<sup>2</sup> Formerly the Adult Consumer Survey

<sup>3</sup> Refer to the California Statewide In-Person Survey Report FY 20/21 for information about Quality Assessment Project implementation, NCI and California's statewide results.

Not all NCI-IDD states participate in the IPS every year. Twenty-six (26) states administered the In-Person Survey in 2020-21 and submitted valid samples for reporting.<sup>4</sup> Together, they collected survey responses and information from a total of 19,991 individuals.

Information contained in this report come from three distinct survey sections:

1. **Background Information.** This section consists of questions about demographics, residence, health, employment status, and services and supports. Data is generally collected from state records, service coordinator, or a combination of both.
2. **Section I.** This section attempts to determine the individual's level of satisfaction and opinions. It may only be completed through a direct meeting with the individual.
3. **Section II.** This section contains questions that are answered by a direct meeting with the individual when possible. If the person is unable to respond, a proxy who knows the person well may be used. Service coordinators are not allowed to respond to these questions on the individual's behalf.

## Presentation of Data

The charts in this document, grouped by subdomain, display the regional center results alongside the weighted CA and NCI-IDD averages. The charts are followed by accessible tables containing the same information.

Many questions in the IPS allow respondents to answer a question with “middle” response like “maybe”, “sometimes” or “in-between”. Data in this report are “collapsed” data. That means that two or more response options are grouped together if they are considered to reflect a positive outcome. To see the breakout of responses for each option, please see the 2021-22 California In-Person Survey Statewide report.

The CA and NCI-IDD averages are “weighted” to reflect the regional centers’ and states’ relative population and sample sizes. We created the weights using the regional centers’ and state’s number of valid surveys and its total survey-eligible population. This way, a regional center or state that provides services to a larger number of people but uses a sample similar in size to other regional centers or states has a greater influence on the overall state or NCI-IDD average (that is, its contribution is proportional to its service population).

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<sup>4</sup> States that participated in the 2020-21 In-Person Survey were: Alabama (AL), Arkansas (AR), California (CA), Colorado (CO), Florida (FL), Georgia (GA), Hawaii (HI), Illinois (IL), Indiana (IN), Kansas (KS), Kentucky (KY), Michigan (MI), Minnesota (MN), Missouri (MO), Nebraska (NE), Nevada (NV), New Hampshire (NH), New Jersey (NJ), North Carolina (NC), Ohio (OH), Oregon (OR), Pennsylvania (PA), South Dakota (SD), Tennessee (TN), Virginia (VA), and Wisconsin (WI).

Regional Centers receive an 'n/a' designation within the table if 20 or fewer people responded to the survey item; however, their data are included in the CA Average. Some items collected from the Background Information section were not available in CA records and could not be collected during the survey interview, those outcomes are designated as 'n/a' at the statewide and regional center levels.

To find out more about the development of In-Person Survey, data analysis and state samples, check out the National In-Person Report: <https://idd.nationalcoreindicators.org/survey-reports-insights/report-library/>

### **Important note on Impact of COVID-19**

To help better understand the overall impact of COVID-19 on people receiving services, NCI-IDD added a state-optional COVID-19 Supplement to all NCI-IDD Surveys. The COVID-19 Supplement is intended to support the understanding of the experience of people with disabilities and their families at the beginning of the COVID-19 pandemic, and their interactions with services during that time. Regional center data from the COVID-19 Supplement is included at the end of this report and in the California Statewide report.

## Demographic Characteristics of Respondents

*This section presents descriptive information on the respondents surveyed.*

### **Important Note on Missing Data:**

For several states and regional centers, survey items in the Background Information section (including certain items related to Demographics, Health, Medication, and Wellness) had a large amount of missing data or data recorded as “don’t know.”

Detailed information by state can be found in the NCI-IDD National In-person Survey Report:

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

The quantity of missing data can be a result of several factors. We do not know whether the data are missing systematically or randomly; for example, are data missing across the board for those in a specific waiver population in a given state? If so, the resulting data are not representative of the entire sample or population. We advise caution when examining data that are indicated as having high rates of “missing” or “don’t know” responses. Please note that the NCI-IDD average reflects the average of data that were reported to NCI-IDD and may not be reflective of the service population across the country.

Table 1. Age

| Regional Center          | Mean | N      |
|--------------------------|------|--------|
| ACRC                     | 41.3 | 414    |
| CA Average               | 40.7 | 8,663  |
| Weighted NCI-IDD Average | 41.4 | 19,912 |

Table 2. Age Group

| Regional Center          | 18-22 | 23-34 | 35-54 | 55-74 | 75 And older | Unknown | N      |
|--------------------------|-------|-------|-------|-------|--------------|---------|--------|
| ACRC                     | 7%    | 32%   | 39%   | 18%   | 3%           | 0%      | 414    |
| CA Average               | 10%   | 34%   | 34%   | 20%   | 2%           | 0%      | 8,663  |
| Weighted NCI-IDD Average | 8%    | 33%   | 34%   | 22%   | 2%           | 1%      | 19,991 |

Table 3. Gender

| Regional Center          | Male | Female | Other | N      |
|--------------------------|------|--------|-------|--------|
| ACRC                     | 57%  | 43%    | 0%    | 414    |
| CA Average               | 59%  | 41%    | 0%    | 8,660  |
| Weighted NCI-IDD Average | 59%  | 41%    | 0%    | 19,880 |

Table 4. Marital Status

| Regional Center          | Single, never married | Married | Single, married in the past | Don't know | N      |
|--------------------------|-----------------------|---------|-----------------------------|------------|--------|
| ACRC                     | 96%                   | 2%      | 2%                          | 0%         | 412    |
| CA Average               | 97%                   | 2%      | 1%                          | 0%         | 8,619  |
| Weighted NCI-IDD Average | 96%                   | 1%      | 2%                          | 1%         | 19,791 |

All CA and NCI-IDD Averages are weighted unless otherwise noted

\*\*CA Average had at least 25% “don’t knows” and missing data

\*NCI-IDD Average includes data from states that had at least 25% “don’t knows” and missing data

Regional Centers receive an ‘n/a’ designation within the table if 20 or fewer people responded to the survey item; however, their data are included in the CA Average.

**Table 5. Race**

| Regional Center                 | American Indian or Alaska Native | Asian | Black or African American | Pacific Islander | White | Hispanic or Latino | Other | Two or more | Don't know | N      |
|---------------------------------|----------------------------------|-------|---------------------------|------------------|-------|--------------------|-------|-------------|------------|--------|
| <b>ACRC</b>                     | 0%                               | 9%    | 16%                       | 0%               | 56%   | 14%                | 5%    | 0%          | 0%         | 411    |
| <b>CA Average</b>               | 0%                               | 9%    | 12%                       | 0%               | 42%   | 33%                | 2%    | 0%          | 0%         | 8,567  |
| <b>Weighted NCI-IDD Average</b> | 1%                               | 4%    | 15%                       | 0%               | 63%   | 11%                | 2%    | 1%          | 3%         | 19,762 |

**Table 6. Residential Designation**

Information based on residential designation defined by the USDA: <https://www.ers.usda.gov/data-products/rural-urban-commuting-area-codes.aspx>

| Regional Center                 | Metropolitan | Micropolitan | Rural | Small town | N      |
|---------------------------------|--------------|--------------|-------|------------|--------|
| <b>ACRC</b>                     | 92%          | 7%           | 0%    | 0%         | 413    |
| <b>CA Average</b>               | 95%          | 4%           | 0%    | 1%         | 8,641  |
| <b>Weighted NCI-IDD Average</b> | 80%          | 11%          | 3%    | 6%         | 19,844 |

**Table 7. Type of Residence – ICFs, skilled nursing facilities or other specialized institutional settings**

ICF corresponds to NCI ICF/IID categories; SNF corresponds to NCI nursing homes category.

| Regional Center                 | Institutional care facility (ICF), 4-6 residents with disabilities | Institutional care facility (ICF), 7-15 residents with disabilities | Institutional care facility (ICF), 16 or more residents with disabilities | Skilled nursing facility (SNF) | Other specialized institutional facility | N      |
|---------------------------------|--|---|---|--------------------------------|--|--------|
| <b>ACRC</b>                     | 1%   | 0%  | 0%  | 1%                             | 0%                                       | 412    |
| <b>CA Average</b>               | 7%   | 1%  | 1%  | 0%                             | 2%                                       | 8,631  |
| <b>Weighted NCI-IDD Average</b> | 2%   | 0%  | 1%  | 0%                             | 1%                                       | 19,813 |

All CA and NCI-IDD Averages are weighted unless otherwise noted

\*\*CA Average had at least 25% “don’t knows” and missing data

\*NCI-IDD Average includes data from states that had at least 25% “don’t knows” and missing data

Regional Centers receive an ‘n/a’ designation within the table if 20 or fewer people responded to the survey item; however, their data are included in the CA Average.

**Table 8. Type of Residence – CCF**

CCF corresponds to NCI group home settings.

| Regional Center          | Community care facility (CCF), 2-3 people with disabilities | Community care facility (CCF), 4-6 people with disabilities | Community care facility (CCF), 7-15 people with disabilities | N      |
|--------------------------|---|---|--|--------|
| ACRC                     | 0%  | 28%   | 2%   | 412    |
| CA Average               | 1%  | 25%   | 1%   | 8,631  |
| Weighted NCI-IDD Average | 9%  | 20%   | 3%   | 19,813 |

**Table 9. Type of Residence – Other Home Settings**

FHA corresponds to NCI foster care or host home category.

| Regional Center          | Own home or apartment | Parent or relative's home | Family home agency (FHA), 2 or more people with a disability | Family home agency (FHA), 1 person with a disability | Homeless or crisis bed placement | Other | Don't know | N      |
|--------------------------|-----------------------|---------------------------|--|--|----------------------------------|-------|------------|--------|
| ACRC                     | 16%                   | 50%                       | 1%   | 0%   | 0%                               | 0%    | 0%         | 412    |
| CA Average               | 12%                   | 50%                       | 1%   | 0%   | 0%                               | 0%    | 0%         | 8,631  |
| Weighted NCI-IDD Average | 16%                   | 42%                       | 3%   | 1%   | 0%                               | 1%    | 1%         | 19,813 |

**Table 10. Length of Time at Current Residence (If Not Homeless or in Crisis Bed Placement)**

| Regional Center          | Less than 1 year | 1-3 years | 3-5 years | Over 5 years | Don't know | N      |
|--------------------------|------------------|-----------|-----------|--------------|------------|--------|
| ACRC                     | 7%               | 15%       | 12%       | 65%          | 0%         | 401    |
| CA Average               | 9%               | 15%       | 10%       | 66%          | 0%         | 8,499  |
| Weighted NCI-IDD Average | 8%               | 18%       | 9%        | 60%          | 3%         | 19,397 |

All CA and NCI-IDD Averages are weighted unless otherwise noted

\*\*CA Average had at least 25% "don't knows" and missing data

\*NCI-IDD Average includes data from states that had at least 25% "don't knows" and missing data

Regional Centers receive an 'n/a' designation within the table if 20 or fewer people responded to the survey item; however, their data are included in the CA Average.



**Table 11. Person's residence owned or controlled by provider agency**

| Regional Center           | Yes | No  | Don't know | N      |
|---------------------------|-----|-----|------------|--------|
| ACRC                      | 40% | 60% | 0%         | 345    |
| CA Average                | 42% | 58% | 0%         | 7,427  |
| Weighted NCI-IDD Average* | 38% | 60% | 2%         | 18,269 |

**Table 12. Has ID Diagnosis**

| Regional Center          | Yes | No  | Don't know | N      |
|--------------------------|-----|-----|------------|--------|
| ACRC                     | 80% | 20% | 0%         | 414    |
| CA Average               | 80% | 19% | 0%         | 8,657  |
| Weighted NCI-IDD Average | 86% | 13% | 1%         | 19,875 |

**Table 13. Level of ID**

| Regional Center          | Mild | Moderate | Severe | Profound | Unspecified | Unknown | N      |
|--------------------------|------|----------|--------|----------|-------------|---------|--------|
| ACRC                     | 47%  | 30%      | 13%    | 4%       | 6%          | 0%      | 333    |
| CA Average               | 45%  | 27%      | 13%    | 9%       | 6%          | 0%      | 6,875  |
| Weighted NCI-IDD Average | 39%  | 29%      | 14%    | 8%       | 9%          | 1%      | 16,768 |

**Table 14. Preferred Means of Communication**

| Regional Center          | Spoken | Gestures | Sign language | Communication device | Other | Don't know | N      |
|--------------------------|--------|----------|---------------|----------------------|-------|------------|--------|
| ACRC                     | 69%    | 29%      | 0%            | 0%                   | 1%    | 0%         | 413    |
| CA Average               | 66%    | 33%      | 0%            | 0%                   | 1%    | 0%         | 8,648  |
| Weighted NCI-IDD Average | 75%    | 20%      | 1%            | 1%                   | 2%    | 0%         | 19,817 |

All CA and NCI-IDD Averages are weighted unless otherwise noted

\*\*CA Average had at least 25% "don't knows" and missing data

\*NCI-IDD Average includes data from states that had at least 25% "don't knows" and missing data

Regional Centers receive an 'n/a' designation within the table if 20 or fewer people responded to the survey item; however, their data are included in the CA Average.

**Table 15. Preferred Language**

The standard NCI-IDD IPS only include response options “English” and “Other”; CA adds several language categories

| Regional Center          | English | Spanish | Mandarin | Tagalog | Vietnamese | Korean | Arabic | N      |
|--------------------------|---------|---------|----------|---------|------------|--------|--------|--------|
| ACRC                     | 93%     | 4%      | 0%       | 0%      | 0%         | 0%     | 0%     | 413    |
| CA Average               | 80%     | 17%     | 0%       | 1%      | 1%         | 0%     | 0%     | 8,586  |
| Weighted NCI-IDD Average | 93%     | n/a     | n/a      | n/a     | n/a        | n/a    | n/a    | 19,685 |

**Table 16. Preferred Language (Continued)**

The standard NCI-IDD IPS only include response options “English” and “Other”; CA adds several language categories; NCI-IDD’s “Other” category includes all of the other languages (except English) listed for CA

| Regional Center          | Armenian | Farsi | Hmong | Khmer | Laos | Russian | ASL | Other | N      |
|--------------------------|----------|-------|-------|-------|------|---------|-----|-------|--------|
| ACRC                     | 0%       | 0%    | 0%    | 0%    | 0%   | 0%      | 0%  | 0%    | 413    |
| CA Average               | 0%       | 0%    | 0%    | 0%    | 0%   | 0%      | 0%  | 0%    | 8,586  |
| Weighted NCI-IDD Average | n/a      | n/a   | n/a   | n/a   | n/a  | n/a     | n/a | 2%    | 19,685 |

**Table 17. Mobility**

| Regional Center          | Moves self around environment without aids | Moves self around environment with aids or uses wheelchair independently | Non-ambulatory, always needs assistance to move around environment | Don't know | N      |
|--------------------------|--|--|--|------------|--------|
| ACRC                     | 74%  | 12%  | 11%  | 3%         | 398    |
| CA Average               | 74%  | 12%  | 13%  | 1%         | 8,522  |
| Weighted NCI-IDD Average | 76%  | 14%  | 10%  | 1%         | 19,669 |

**Table 18. Support Needed to Manage Self-Injurious Behavior**

| Regional Center           | None | Some | Extensive | Don't know | N      |
|---------------------------|------|------|-----------|------------|--------|
| ACRC                      | 77%  | 21%  | 2%        | 0%         | 413    |
| CA Average                | 78%  | 19%  | 2%        | 0%         | 8,628  |
| Weighted NCI-IDD Average* | 76%  | 18%  | 5%        | 1%         | 19,063 |

All CA and NCI-IDD Averages are weighted unless otherwise noted

\*\*CA Average had at least 25% “don’t knows” and missing data

\*NCI-IDD Average includes data from states that had at least 25% “don’t knows” and missing data

Regional Centers receive an ‘n/a’ designation within the table if 20 or fewer people responded to the survey item; however, their data are included in the CA Average.

**Table 19. Support Needed to Manage Disruptive Behavior**

| Regional Center           | None | Some | Extensive | Don't know | N      |
|---------------------------|------|------|-----------|------------|--------|
| ACRC                      | 51%  | 31%  | 17%       | 0%         | 413    |
| CA Average                | 49%  | 30%  | 21%       | 0%         | 8,628  |
| Weighted NCI-IDD Average* | 53%  | 28%  | 12%       | 7%         | 19,161 |

**Table 20. Support Needed to Manage Destructive Behavior**

| Regional Center           | None | Some | Extensive | Don't know | N      |
|---------------------------|------|------|-----------|------------|--------|
| ACRC                      | 71%  | 21%  | 8%        | 1%         | 413    |
| CA Average                | 69%  | 25%  | 6%        | 0%         | 8,628  |
| Weighted NCI-IDD Average* | 66%  | 20%  | 6%        | 7%         | 19,084 |

**Table 21. Level of Guardian/Conservatorship**

| Regional Center          | None | Limited guardian/<br>conservatorship | Full guardian/<br>conservatorship | Has guardian/<br>conservator, but<br>unable to<br>distinguish level | Don't<br>know | N      |
|--------------------------|------|--------------------------------------|-----------------------------------|---|---------------|--------|
| ACRC                     | 78%  | 21%                                  | 0%                                | 0%  | 0%            | 414    |
| CA Average               | 81%  | 18%                                  | 0%                                | 0%  | 0%            | 8,649  |
| Weighted NCI-IDD Average | 53%  | 10%                                  | 27%                               | 8%  | 2%            | 19,826 |

All CA and NCI-IDD Averages are weighted unless otherwise noted

\*\*CA Average had at least 25% "don't knows" and missing data

\*NCI-IDD Average includes data from states that had at least 25% "don't knows" and missing data

Regional Centers receive an 'n/a' designation within the table if 20 or fewer people responded to the survey item; however, their data are included in the CA Average.

## Choice and Decision-Making

*People make choices about their lives and are actively engaged in planning their services and supports.*

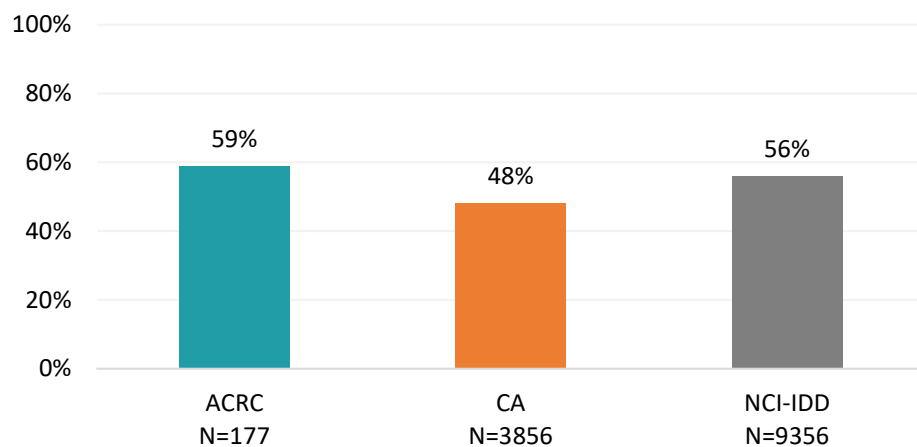
**Note:** CA statewide and NCI-IDD averages for all but one item (Chose Service Coordinator) in this chapter is risk adjusted. Risk (or “outcome”) adjustment is a statistical process that helps “level the playing field” by controlling for differences in the individual characteristics of people who completed the IPS. This analysis helps account for the fact that states have different eligibility definitions for services and may have samples with different characteristics.

The indicators are risk-adjusted using the following characteristics: age, level of intellectual disability, level of mobility, and whether any behavioral supports are needed to prevent self-injury, disruptive, or destructive behavior.

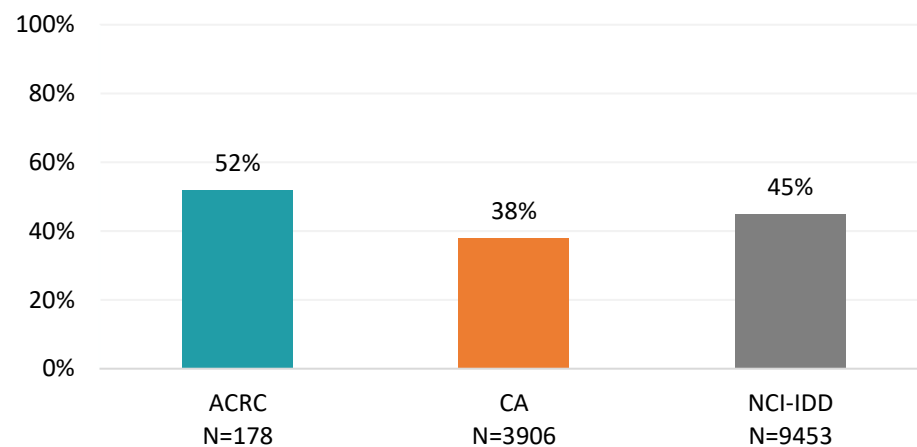
**All CA and NCI-IDD Averages are weighted unless otherwise noted.**

*Charts for Choice and Decision-Making*

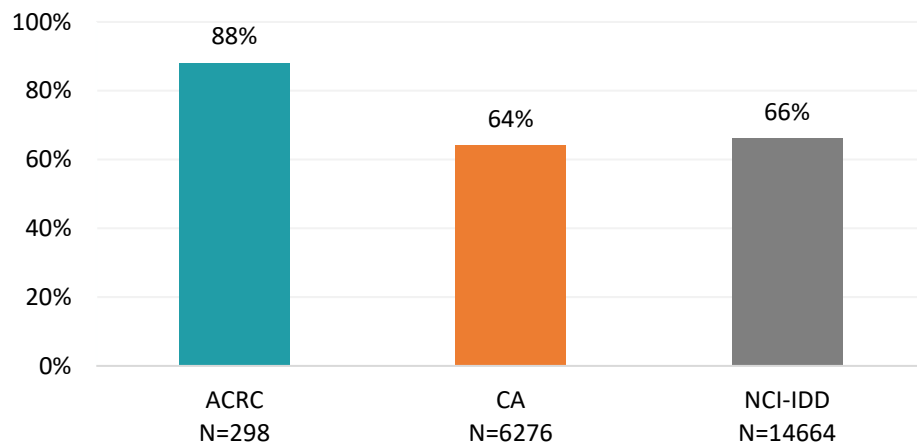
Chose or had some input in choosing where they live (if not living in the family home)



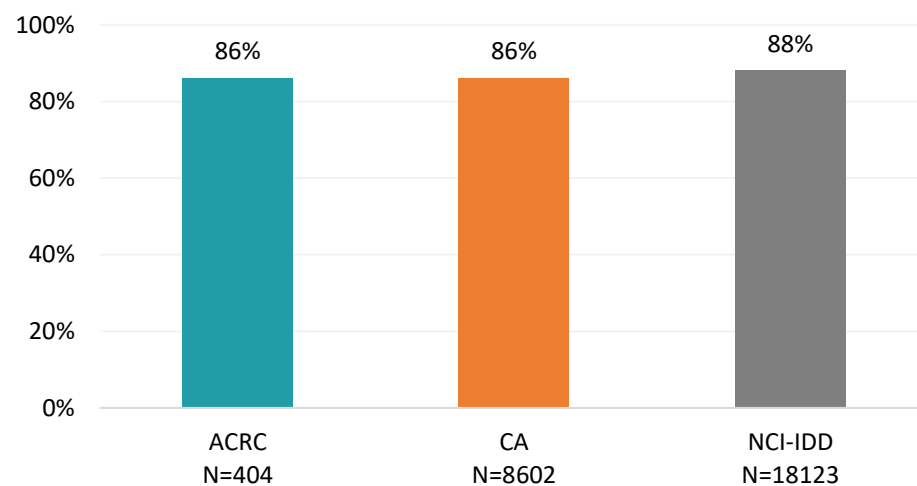
Chose or had some input in choosing their housemates (if not living in the family home), or chose to live alone

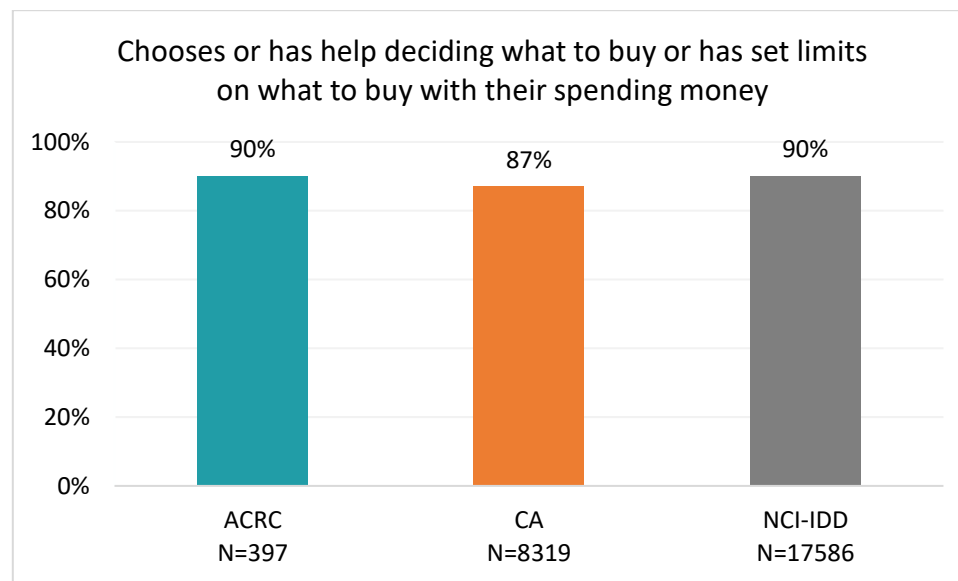
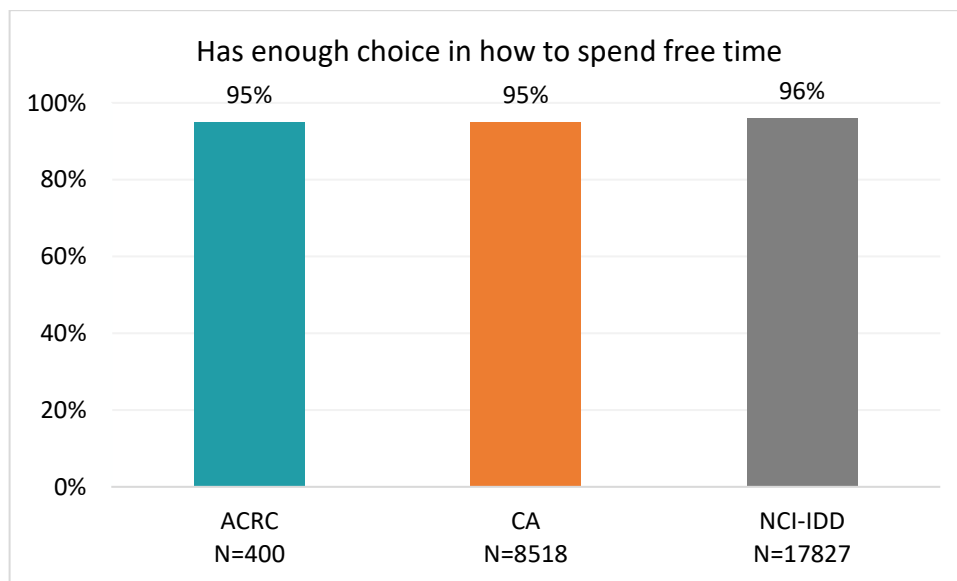
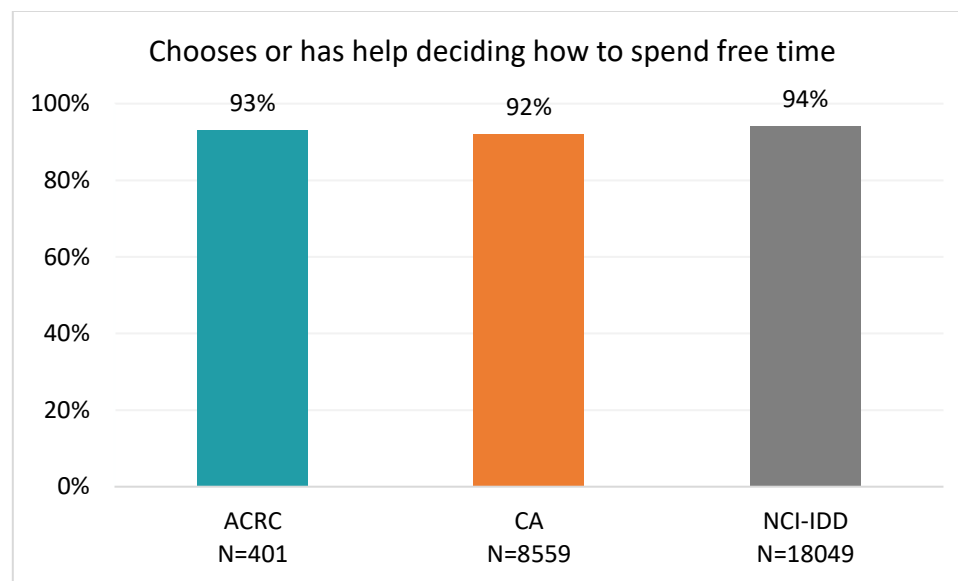
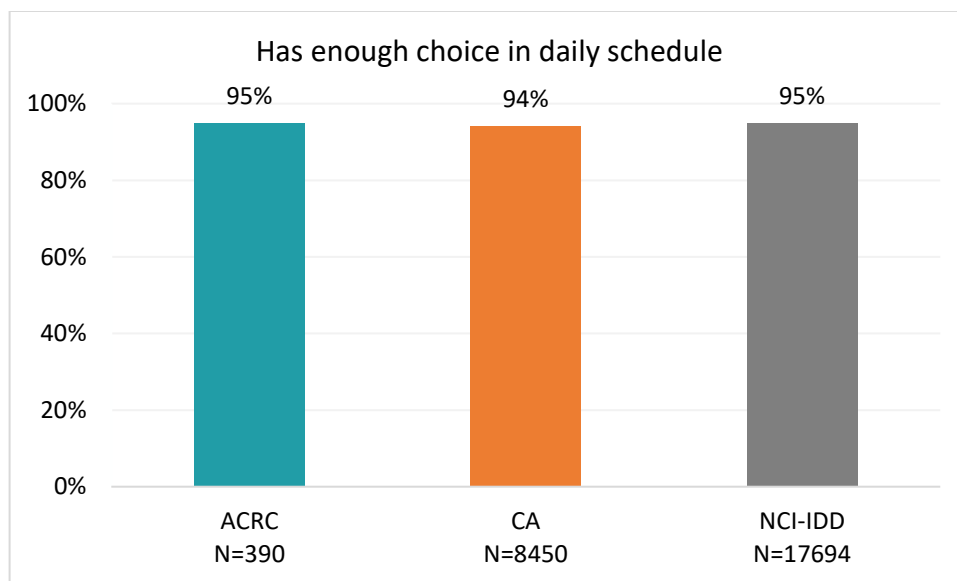


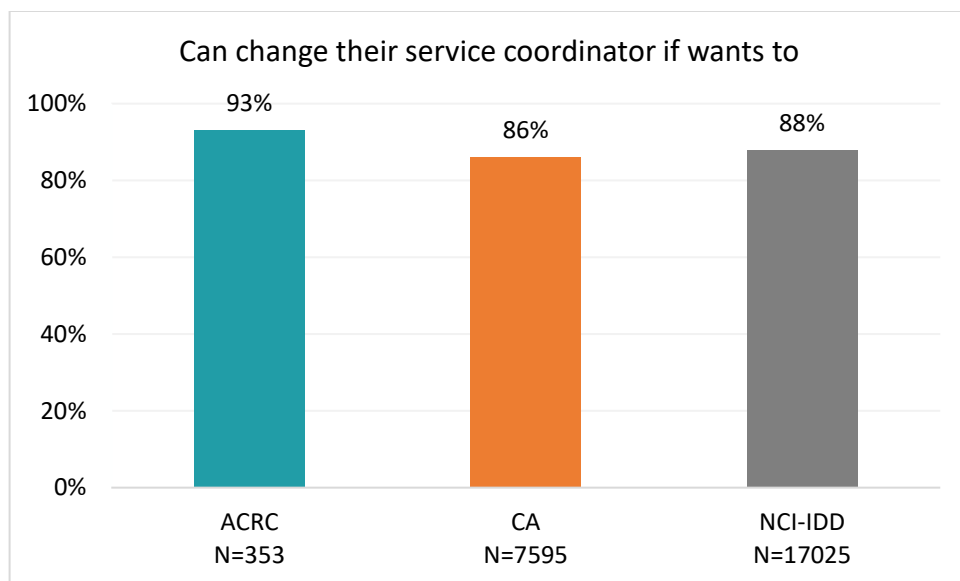
Chose staff or were aware they could request to change staff



Decides or has help deciding their daily schedule









**Table 22. Chose or had some input in choosing where they live *if not living in the family home***

CA and NCI-IDD averages are risk adjusted; proxy respondents were allowed for this question

| Regional Center          | Yes | No  | N     |
|--------------------------|-----|-----|-------|
| ACRC                     | 59% | 41% | 177   |
| CA Average               | 48% | 52% | 3,856 |
| Weighted NCI-IDD Average | 56% | 44% | 9,356 |

**Table 23. Chose or had some input in choosing their housemates *if not living in the family home*, or chose to live alone**

CA and NCI-IDD averages are risk adjusted; proxy respondents were allowed for this question

| Regional Center          | Yes | No  | N     |
|--------------------------|-----|-----|-------|
| ACRC                     | 52% | 48% | 178   |
| CA Average               | 38% | 62% | 3,906 |
| Weighted NCI-IDD Average | 45% | 55% | 9,453 |

**Table 24. Chose staff or were aware they could request to change staff**

CA and NCI-IDD averages are risk adjusted; proxy respondents were allowed for this question

| Regional Center          | Yes | No  | N      |
|--------------------------|-----|-----|--------|
| ACRC                     | 88% | 12% | 298    |
| CA Average               | 64% | 36% | 6,276  |
| Weighted NCI-IDD Average | 66% | 34% | 14,664 |

**Table 25. Decides or has help deciding their daily schedule**

CA and NCI-IDD averages are risk adjusted; proxy respondents were allowed for this question

| Regional Center          | Yes | No  | N      |
|--------------------------|-----|-----|--------|
| ACRC                     | 86% | 14% | 404    |
| CA Average               | 86% | 14% | 8,602  |
| Weighted NCI-IDD Average | 88% | 12% | 18,123 |

**Table 26. Has enough choice in daily schedule**

CA and NCI-IDD averages are risk adjusted; proxy respondents were allowed for this question

| Regional Center          | Yes | No | N      |
|--------------------------|-----|----|--------|
| ACRC                     | 95% | 5% | 390    |
| CA Average               | 94% | 6% | 8,450  |
| Weighted NCI-IDD Average | 95% | 5% | 17,694 |

**Table 27. Chooses or has help deciding how to spend free time**

CA and NCI-IDD averages are risk adjusted; proxy respondents were allowed for this question

| Regional Center          | Yes | No | N      |
|--------------------------|-----|----|--------|
| ACRC                     | 93% | 7% | 401    |
| CA Average               | 92% | 8% | 8,559  |
| Weighted NCI-IDD Average | 94% | 6% | 18,049 |

**Table 28. Has enough choice in how to spend free time**

CA and NCI-IDD averages are risk adjusted; proxy respondents were allowed for this question

| Regional Center          | Yes | No | N      |
|--------------------------|-----|----|--------|
| ACRC                     | 95% | 6% | 400    |
| CA Average               | 95% | 5% | 8,518  |
| Weighted NCI-IDD Average | 96% | 4% | 17,827 |

**Table 29. Chooses or has help deciding what to buy or has set limits on what to buy with their spending money**

CA and NCI-IDD averages are risk adjusted; proxy respondents were allowed for this question

| Regional Center          | Yes | No  | N      |
|--------------------------|-----|-----|--------|
| ACRC                     | 90% | 10% | 397    |
| CA Average               | 87% | 13% | 8,319  |
| Weighted NCI-IDD Average | 90% | 10% | 17,586 |

**Table 30. Can change their service coordinator if wants to**

CA and NCI-IDD averages are risk adjusted; proxy respondents were allowed for this question

| Regional Center          | Yes | No  | N      |
|--------------------------|-----|-----|--------|
| ACRC                     | 93% | 7%  | 353    |
| CA Average               | 86% | 14% | 7,595  |
| Weighted NCI-IDD Average | 88% | 12% | 17,025 |

## Work

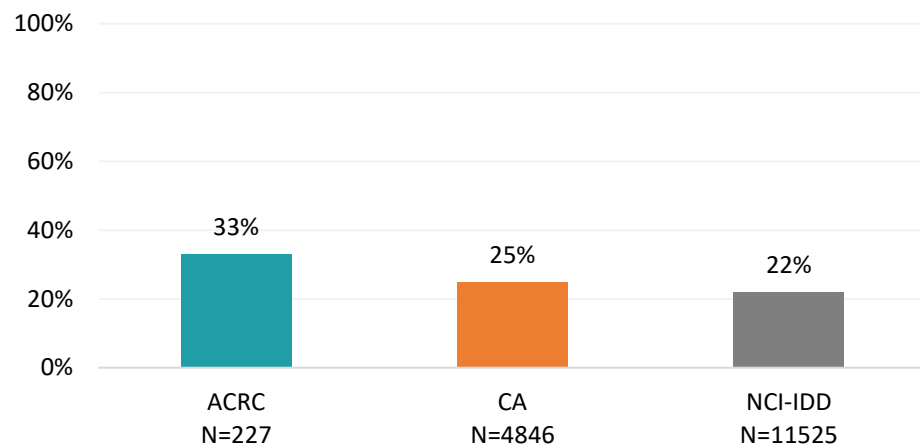
*People have support to find and maintain community integrated employment.*

**Note:** CA did not have administrative employment records available, therefore employment outcomes are not shown.

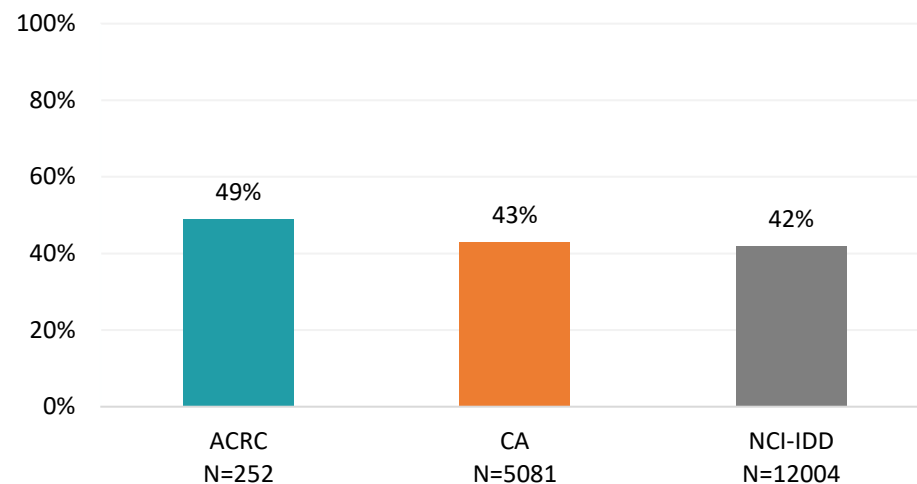
**All CA and NCI-IDD Averages are weighted unless otherwise noted.**

### *Charts for Work*

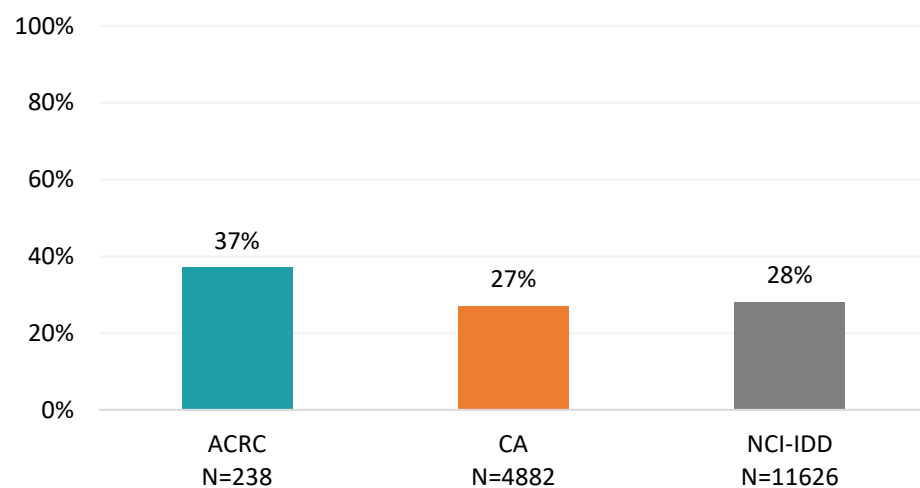
Takes classes, training or does something to get a job or  
do better at current job



Attends a day program or workshop



Volunteers



**Table 31. Takes classes, training or does something to get a job or do better at current job**

| Regional Center          | Yes | No  | N      |
|--------------------------|-----|-----|--------|
| ACRC                     | 33% | 67% | 227    |
| CA Average               | 25% | 75% | 4,846  |
| Weighted NCI-IDD Average | 22% | 78% | 11,525 |

**Table 32. Attends a day program or workshop**

| Regional Center          | Yes | No  | N      |
|--------------------------|-----|-----|--------|
| ACRC                     | 49% | 51% | 252    |
| CA Average               | 43% | 57% | 5,081  |
| Weighted NCI-IDD Average | 42% | 58% | 12,004 |

**Table 33. Volunteers**

| Regional Center          | Yes | No  | N      |
|--------------------------|-----|-----|--------|
| ACRC                     | 37% | 63% | 238    |
| CA Average               | 27% | 73% | 4,882  |
| Weighted NCI-IDD Average | 28% | 82% | 11,626 |

## Community Inclusion, Participation and Leisure

*People have support to participate in everyday community activities.*

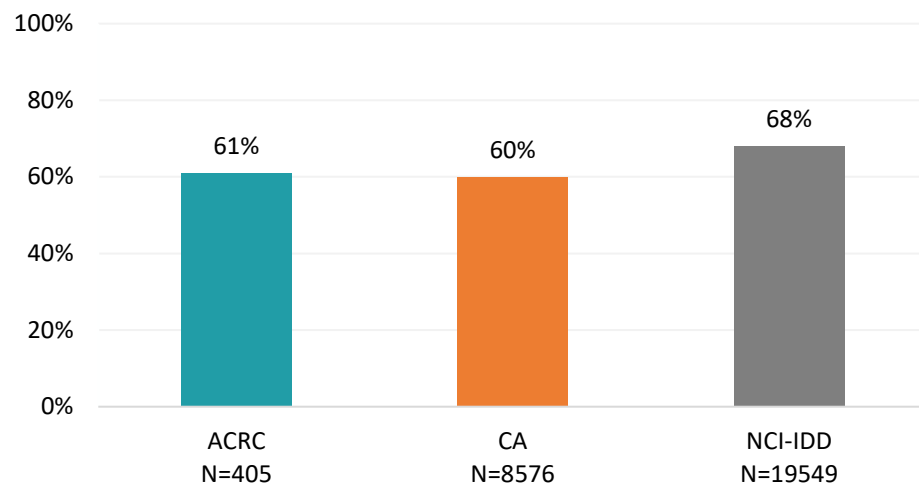
**Note:** These data were collected between July 1, 2020 and June 30, 2021. State and provider-level restrictions around COVID-19 as well as individual preference may significantly impact outcomes reported in this chapter.

**All CA and NCI-IDD Averages are weighted unless otherwise noted.**

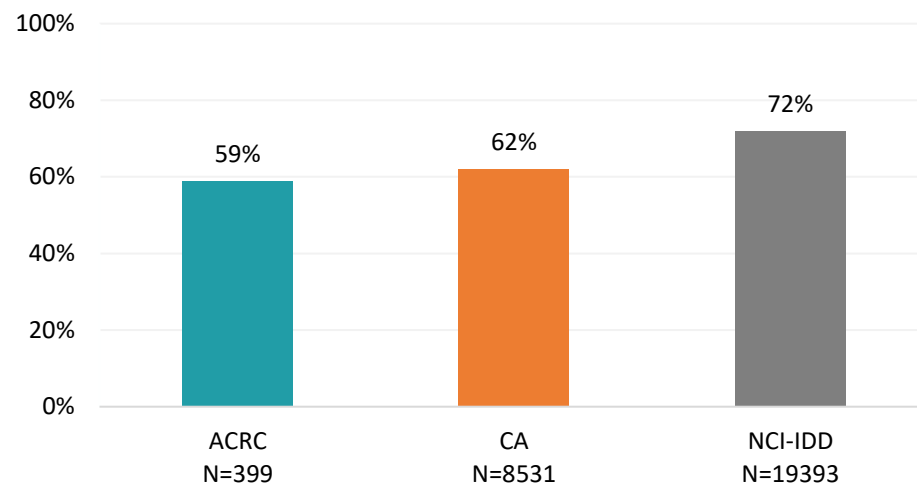


*Charts for Community Inclusion, Participation and Leisure*

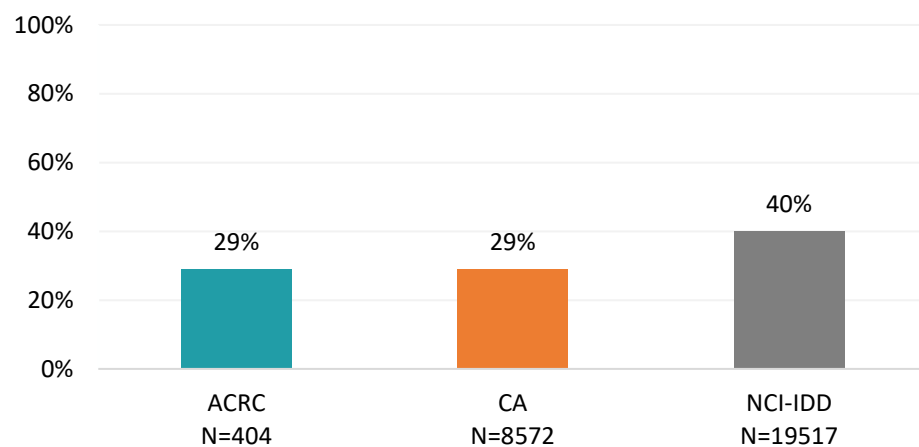
Went out shopping at least once in the past month



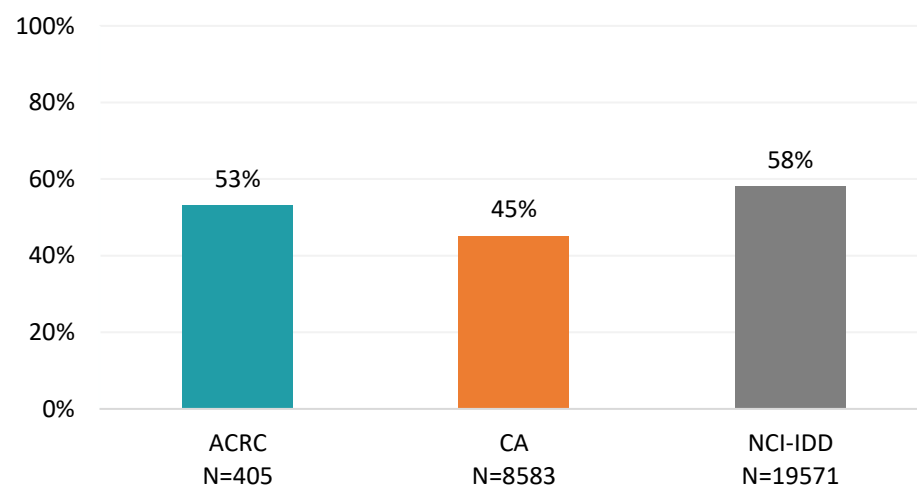
Went out on errands at least once in the past month



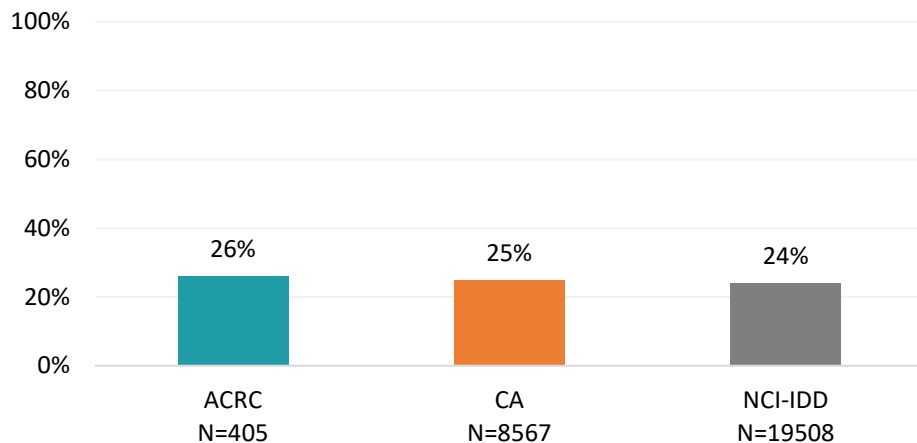
Went out for entertainment at least once in the past month



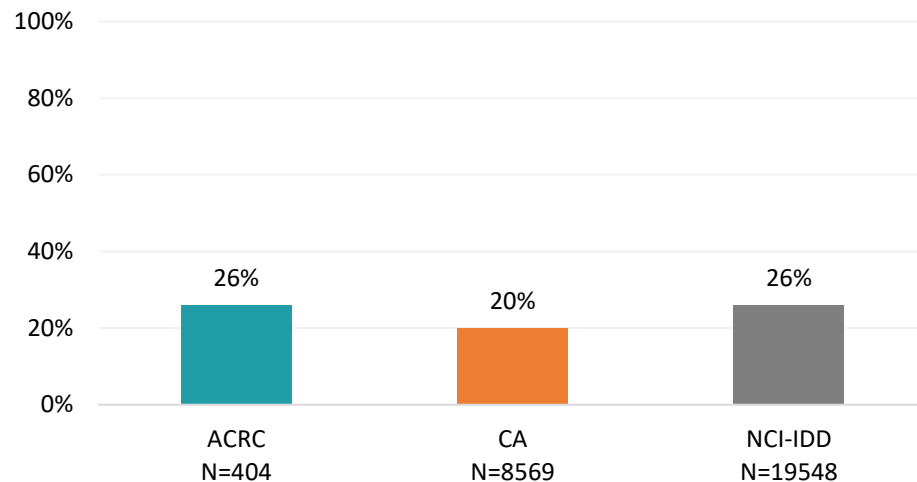
Went out to eat at least once in the past month



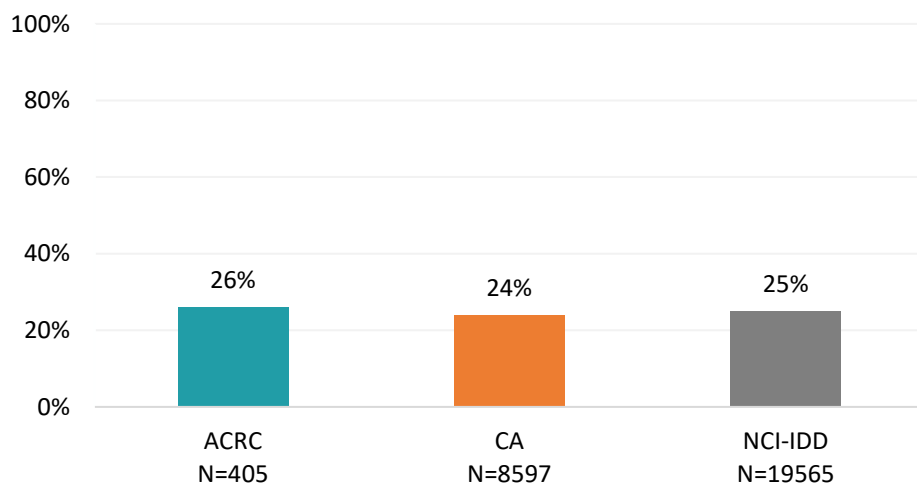
Went out to religious service or spiritual practice at least once in the past month



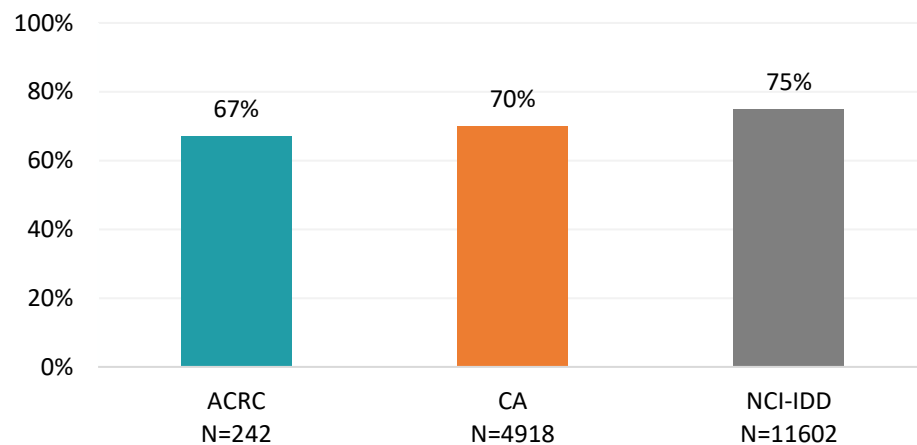
Participated as a member in a community group



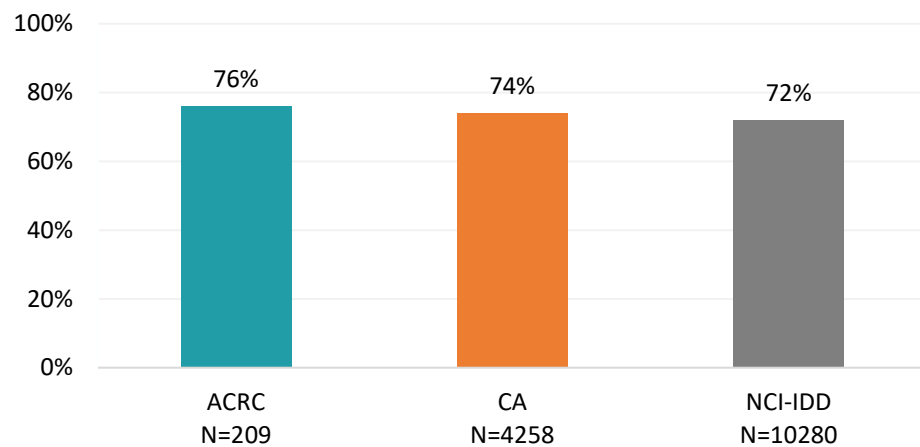
Went on vacation in the past year



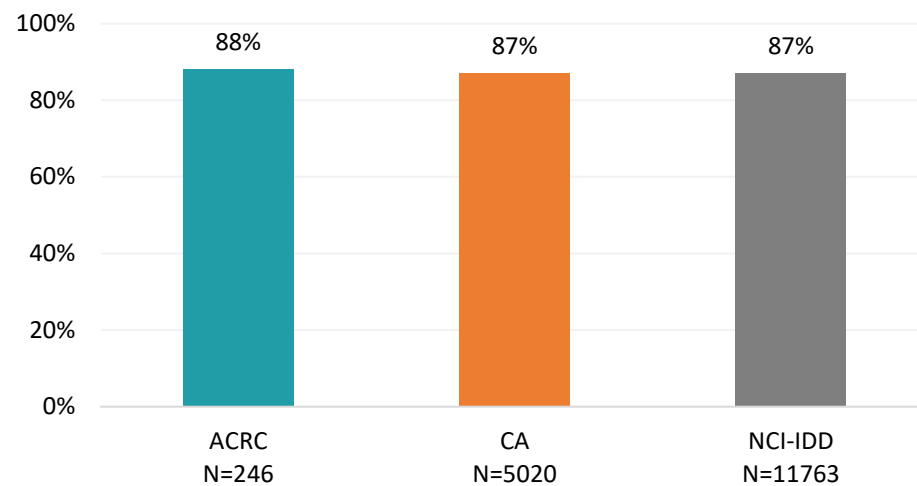
Able to go out and do the things like to do in the community



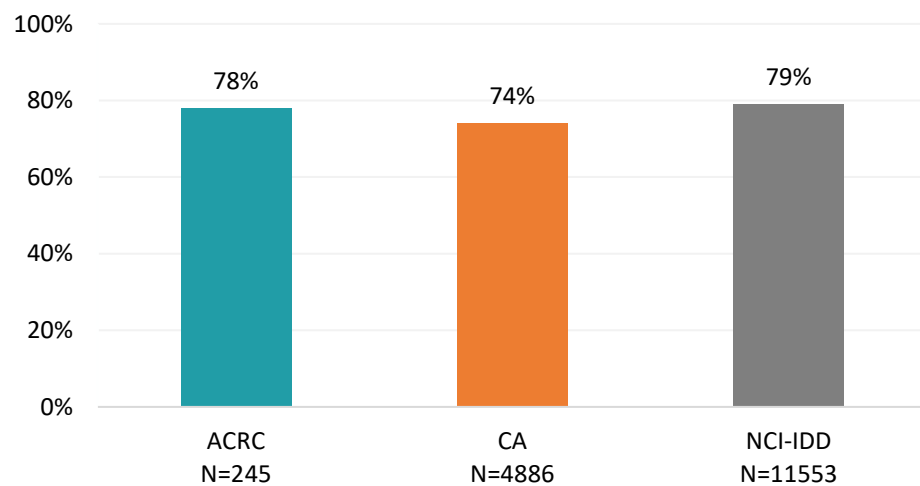
**Gets to go out and do the things likes to do in the community as often as wants to**



**Has enough things to do when at home**



**Gets help to learn new things**



**Table 34. Went out shopping at least once in the past month**

Proxy respondents were allowed for this question

| Regional Center          | Yes | No  | N      |
|--------------------------|-----|-----|--------|
| ACRC                     | 61% | 39% | 405    |
| CA Average               | 60% | 40% | 8,576  |
| Weighted NCI-IDD Average | 68% | 32% | 19,549 |

**Table 35. Went out on errands at least once in the past month**

Proxy respondents were allowed for this question

| Regional Center          | Yes | No  | N      |
|--------------------------|-----|-----|--------|
| ACRC                     | 59% | 41% | 399    |
| CA Average               | 62% | 38% | 8,531  |
| Weighted NCI-IDD Average | 72% | 28% | 19,393 |

**Table 36. Went out for entertainment at least once in the past month**

Proxy respondents were allowed for this question

| Regional Center          | Yes | No  | N      |
|--------------------------|-----|-----|--------|
| ACRC                     | 29% | 71% | 404    |
| CA Average               | 29% | 71% | 8,572  |
| Weighted NCI-IDD Average | 40% | 60% | 19,517 |

**Table 37. Went out to eat at least once in the past month**

Proxy respondents were allowed for this question

| Regional Center          | Yes | No  | N      |
|--------------------------|-----|-----|--------|
| ACRC                     | 53% | 47% | 405    |
| CA Average               | 45% | 55% | 8,583  |
| Weighted NCI-IDD Average | 58% | 42% | 19,571 |

**Table 38. Went out to religious service or spiritual practice at least once in the past month**

Proxy respondents were allowed for this question

| Regional Center          | Yes | No  | N      |
|--------------------------|-----|-----|--------|
| ACRC                     | 26% | 74% | 405    |
| CA Average               | 25% | 75% | 8,567  |
| Weighted NCI-IDD Average | 24% | 76% | 19,508 |

**Table 39. Participated as a member in a community group**

Proxy respondents were allowed for this question

| Regional Center          | Yes | No  | N      |
|--------------------------|-----|-----|--------|
| ACRC                     | 26% | 74% | 404    |
| CA Average               | 20% | 80% | 8,569  |
| Weighted NCI-IDD Average | 26% | 74% | 19,548 |

**Table 40. Went on vacation in the past year**

Proxy respondents were allowed for this question

| Regional Center          | Yes | No  | N      |
|--------------------------|-----|-----|--------|
| ACRC                     | 26% | 74% | 405    |
| CA Average               | 24% | 76% | 8,597  |
| Weighted NCI-IDD Average | 25% | 75% | 19,565 |

**Table 41. Able to go out and do the things likes to do in the community**

| Regional Center          | Yes | No  | N      |
|--------------------------|-----|-----|--------|
| ACRC                     | 67% | 33% | 242    |
| CA Average               | 70% | 30% | 4,918  |
| Weighted NCI-IDD Average | 75% | 25% | 11,602 |

**Table 42. Gets to go out and do the things likes to do in the community as often as wants to**

| Regional Center          | Yes | No  | N      |
|--------------------------|-----|-----|--------|
| ACRC                     | 76% | 24% | 209    |
| CA Average               | 74% | 26% | 4,258  |
| Weighted NCI-IDD Average | 72% | 28% | 10,280 |

**Table 43. Has enough things to do when at home**

| Regional Center          | Yes | No  | N      |
|--------------------------|-----|-----|--------|
| ACRC                     | 88% | 12% | 246    |
| CA Average               | 87% | 13% | 5,020  |
| Weighted NCI-IDD Average | 87% | 13% | 11,763 |

**Table 44. Gets help to learn new things**

| Regional Center          | Yes | No  | N      |
|--------------------------|-----|-----|--------|
| ACRC                     | 78% | 22% | 245    |
| CA Average               | 74% | 26% | 4,886  |
| Weighted NCI-IDD Average | 79% | 21% | 11,553 |

## Relationships

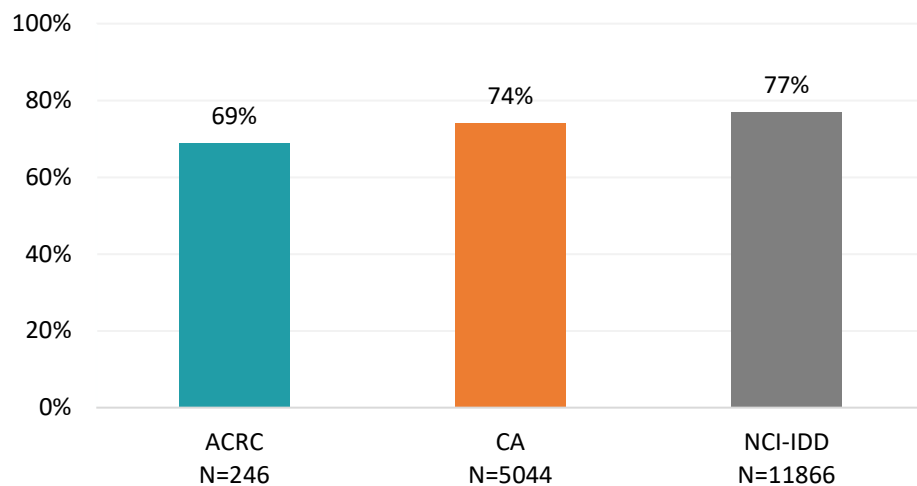
*People have friends and relationships.*

**All CA and NCI-IDD Averages are weighted unless otherwise noted.**

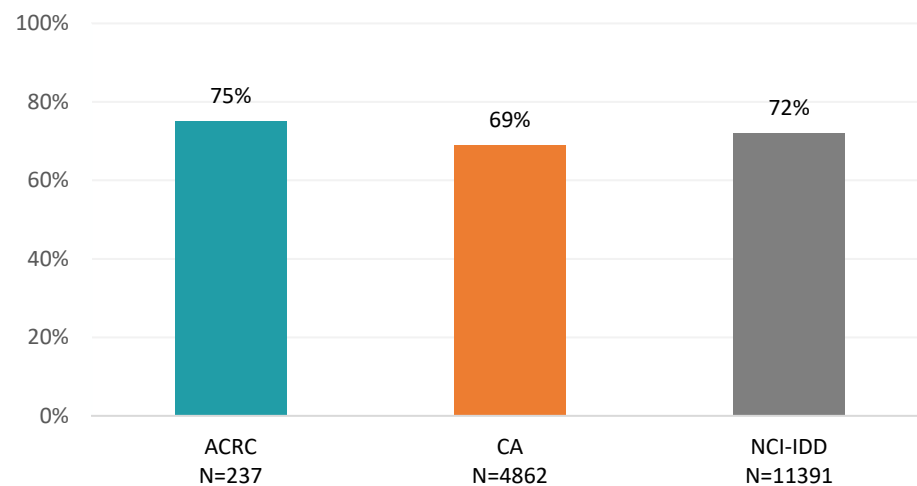


*Charts for Relationships*

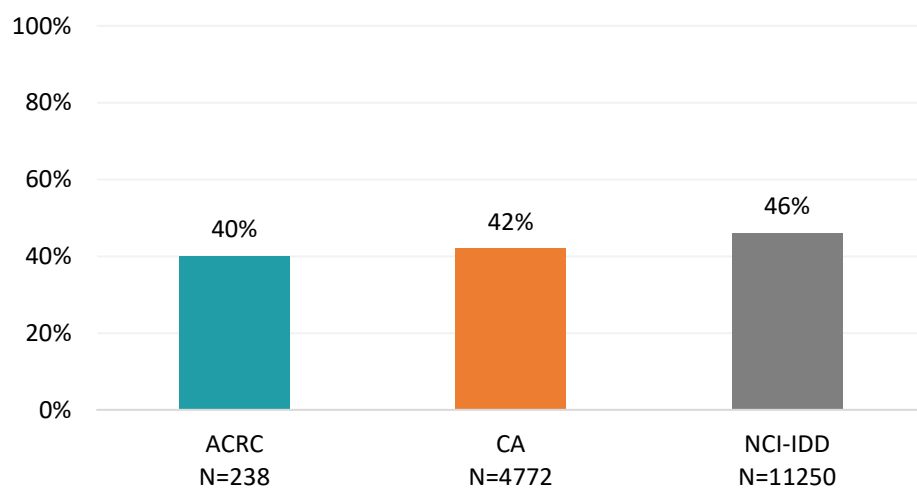
Has friends who are not staff or family members



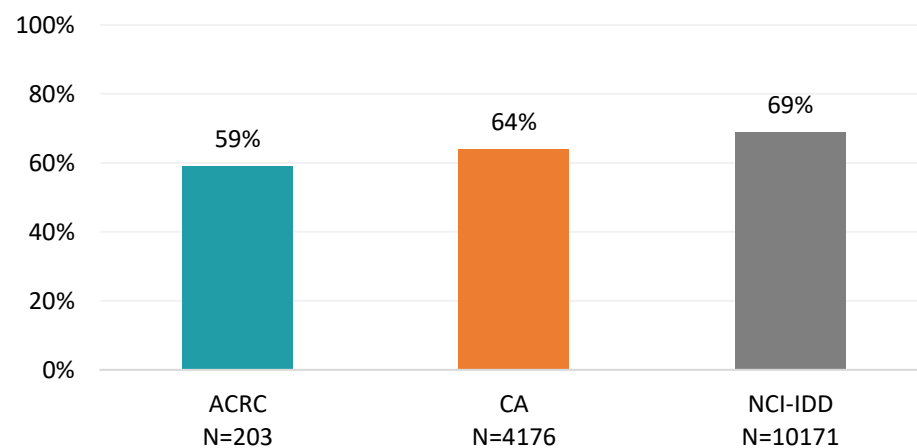
Has best friend



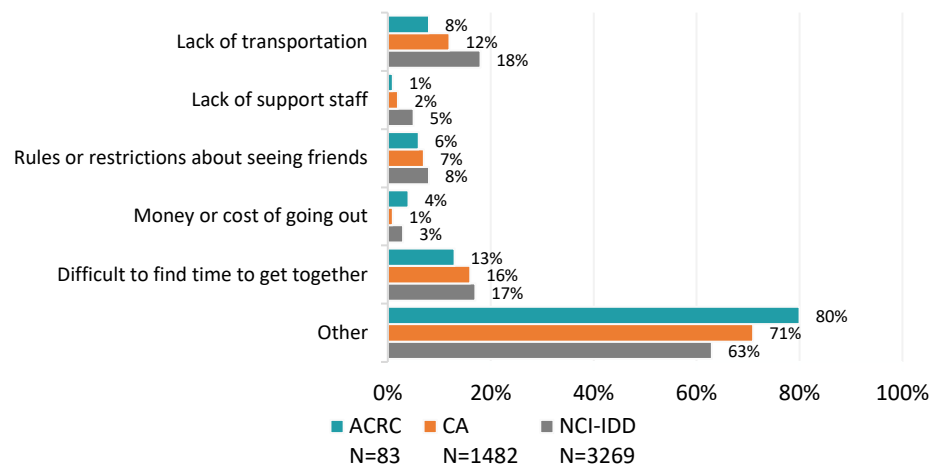
Wants help to meet or keep in contact with friends



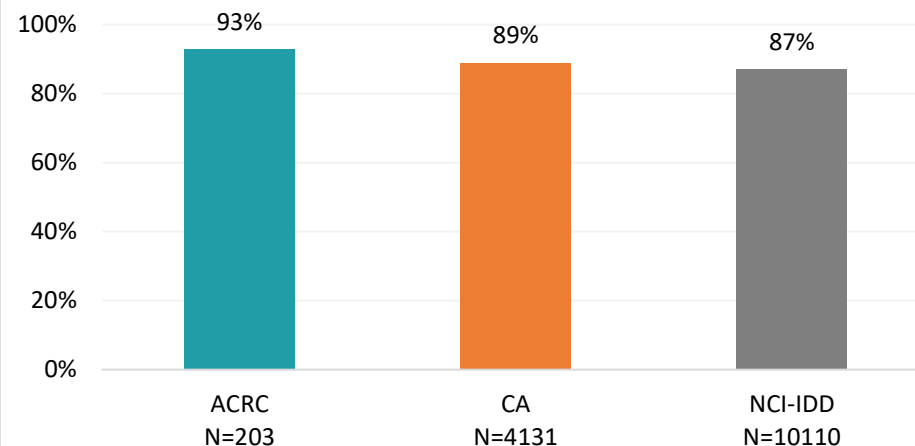
Has friends (may be staff or family) and can see their friends when they want



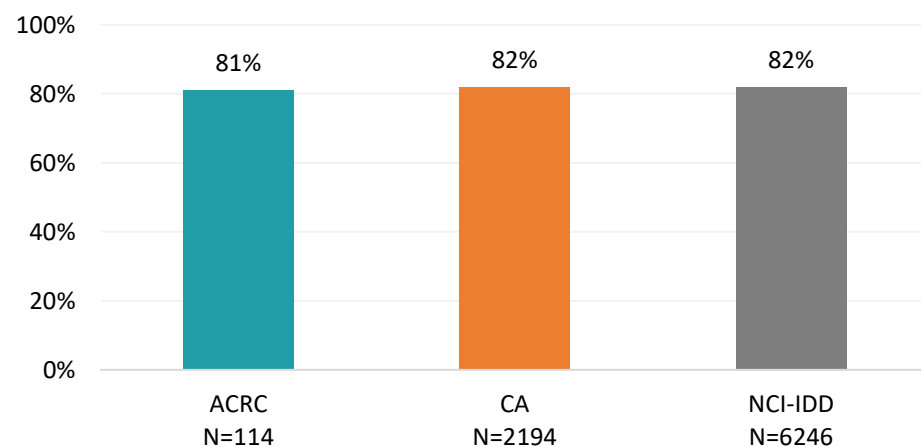
### Reasons Cannot Always See Friends



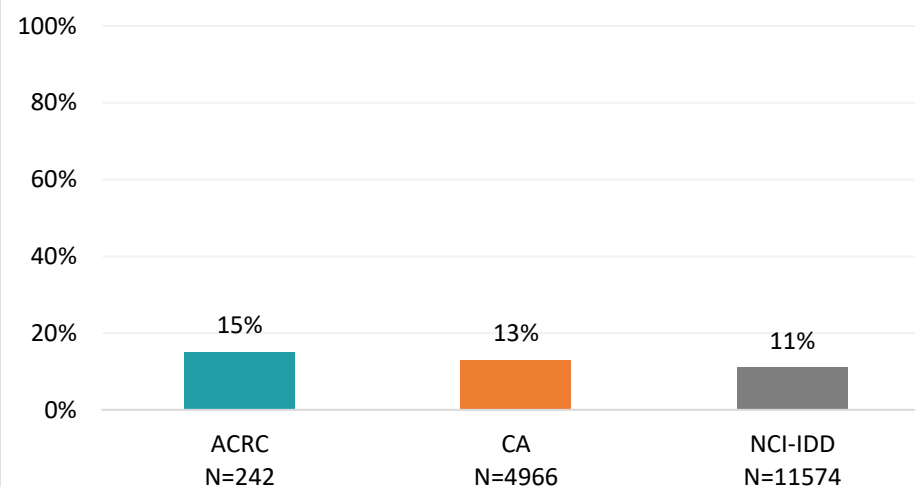
### Has other ways of talking, chatting, or communicating with friends when cannot see them

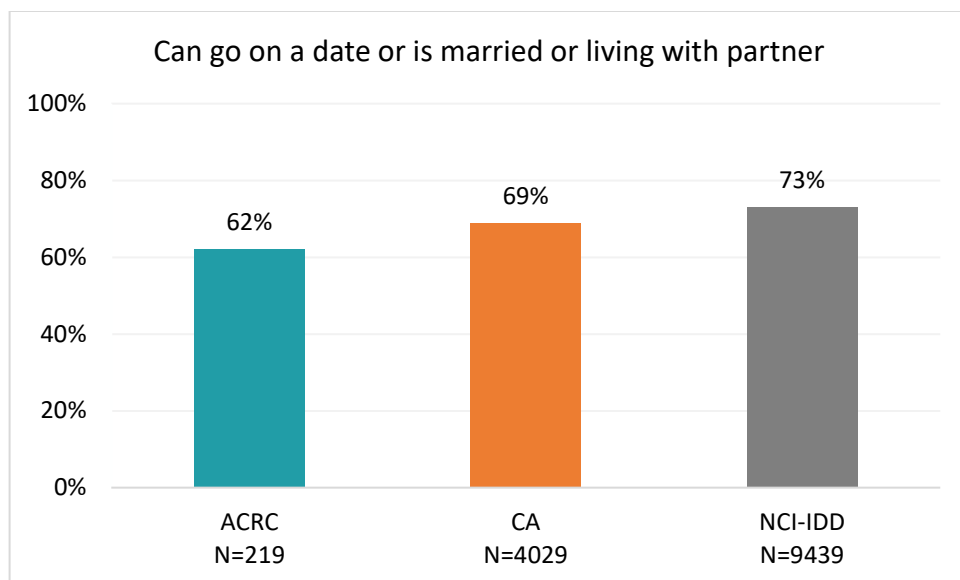


### Can see and communicate with their family when they want (if they do not live in the family home)



### Often feels lonely





**Table 45. Has friends who are not staff or family members**

The “Yes” category only included “yes, has friends who are not staff or family” responses

| Regional Center          | Yes | No  | N      |
|--------------------------|-----|-----|--------|
| ACRC                     | 69% | 31% | 246    |
| CA Average               | 74% | 26% | 5,044  |
| Weighted NCI-IDD Average | 77% | 23% | 11,866 |

**Table 46. Has best friend (may be staff or family)**

| Regional Center          | Yes | No  | N      |
|--------------------------|-----|-----|--------|
| ACRC                     | 75% | 25% | 237    |
| CA Average               | 69% | 31% | 4,862  |
| Weighted NCI-IDD Average | 72% | 28% | 11,391 |

**Table 47. Wants help to meet or keep in contact with friends**

The “Yes” category included “yes” and “maybe” responses

| Regional Center          | Yes | No  | N      |
|--------------------------|-----|-----|--------|
| ACRC                     | 40% | 60% | 238    |
| CA Average               | 42% | 58% | 4,772  |
| Weighted NCI-IDD Average | 46% | 54% | 11,250 |

**Table 48. Has friends (may be staff or family) and can see their friends when they want**

| Regional Center          | Yes | No  | N      |
|--------------------------|-----|-----|--------|
| ACRC                     | 59% | 41% | 203    |
| CA Average               | 64% | 46% | 4,176  |
| Weighted NCI-IDD Average | 69% | 31% | 10,171 |

**Table 49. Reasons cannot see friends if sometimes or often unable to**

Categories are not mutually exclusive

| Regional Center          | Lack of transportation | Lack of support staff | Rules or restrictions about seeing friends | Money or cost of going out | Difficult to find time to get together | Other | N     |
|--------------------------|------------------------|-----------------------|--|----------------------------|--|-------|-------|
| ACRC                     | 8%                     | 1%                    | 6%   | 4%                         | 13%                                    | 80%   | 83    |
| CA Average               | 12%                    | 2%                    | 7%   | 1%                         | 16%                                    | 71%   | 1,482 |
| Weighted NCI-IDD Average | 18%                    | 5%                    | 8%   | 3%                         | 17%                                    | 63%   | 3,269 |

**Table 50. Has other ways of talking, chatting, or communicating with friends when cannot see them**

| Regional Center          | Yes | No  | N      |
|--------------------------|-----|-----|--------|
| ACRC                     | 93% | 7%  | 203    |
| CA Average               | 89% | 11% | 4,131  |
| Weighted NCI-IDD Average | 87% | 13% | 10,110 |

**Table 51. Can see and communicate with their family when they want**

Among those who do not live in the family home

| Regional Center          | Yes | No  | N     |
|--------------------------|-----|-----|-------|
| ACRC                     | 81% | 19% | 114   |
| CA Average               | 82% | 18% | 2,194 |
| Weighted NCI-IDD Average | 82% | 18% | 6,246 |

**Table 52. Often feels lonely**

The “Yes” category only included “yes, often” responses

| Regional Center          | Yes | No  | N      |
|--------------------------|-----|-----|--------|
| ACRC                     | 15% | 85% | 242    |
| CA Average               | 13% | 87% | 4,966  |
| Weighted NCI-IDD Average | 11% | 89% | 11,574 |

**Table 53. Can go on a date or is married or living with partner**

The “Yes” category included “yes, can date” and “is married or living with partner” responses

| Regional Center          | Yes | No  | N     |
|--------------------------|-----|-----|-------|
| ACRC                     | 62% | 38% | 219   |
| CA Average               | 69% | 31% | 4,029 |
| Weighted NCI-IDD Average | 73% | 27% | 9,439 |

## Satisfaction

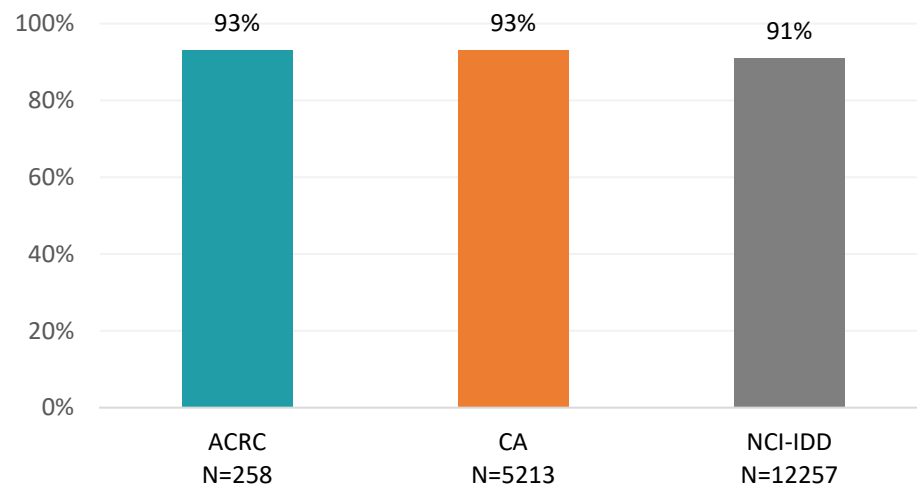
*People are satisfied with the services and supports they receive.*

**All CA and NCI-IDD Averages are weighted unless otherwise noted.**

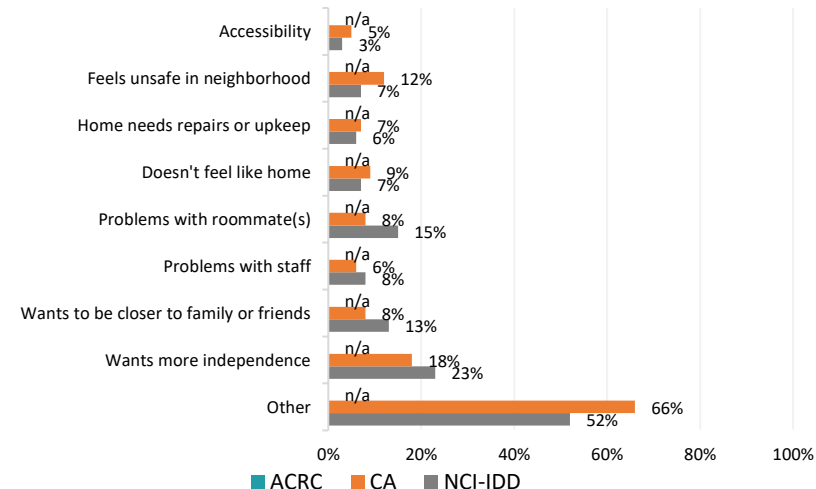


### *Charts for Satisfaction*

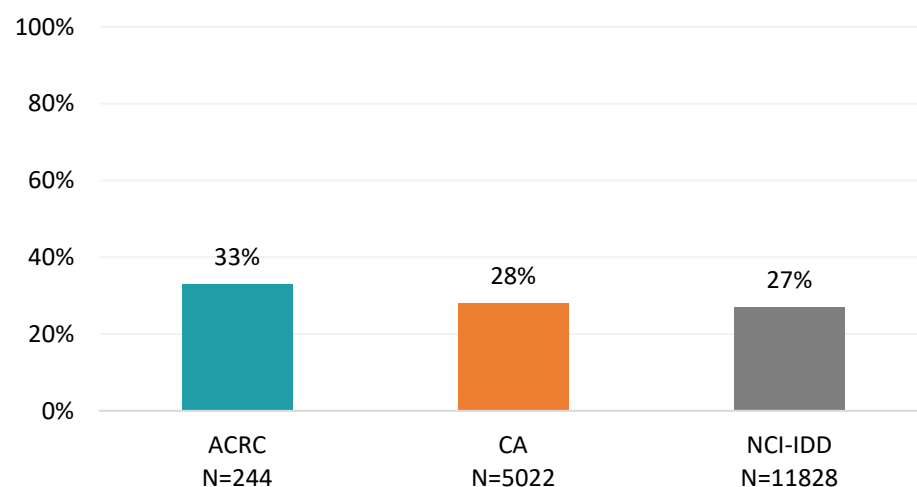
Likes home or where lives



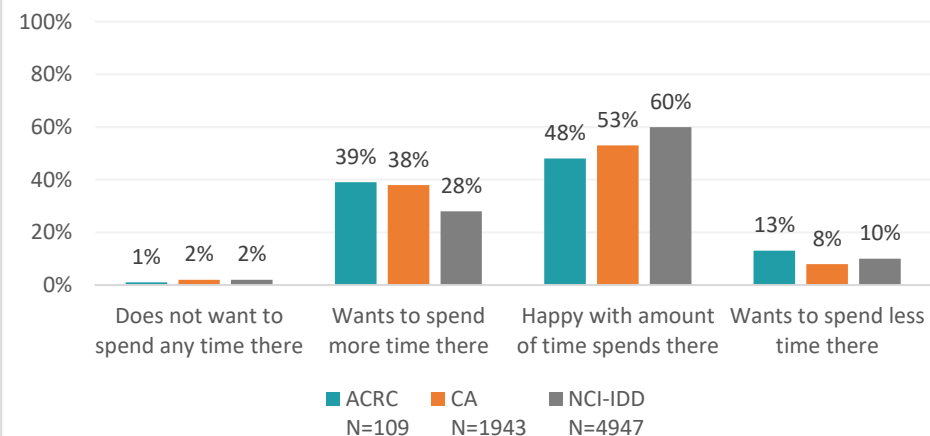
Reasons does not like home



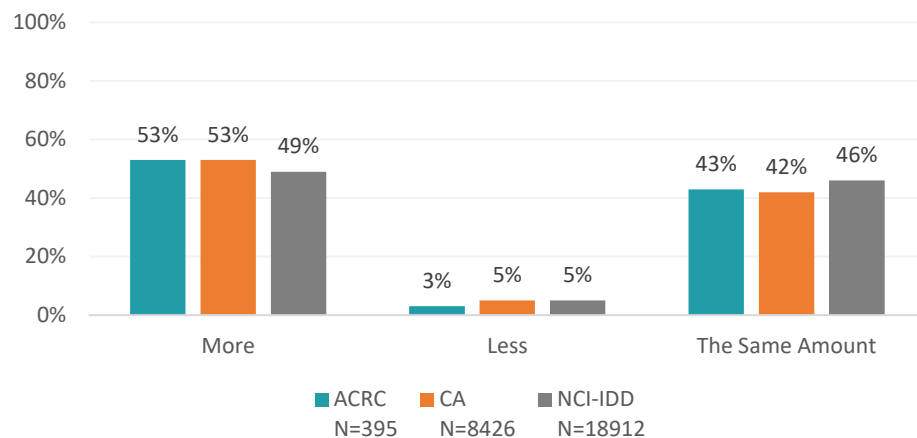
Wants to live somewhere else



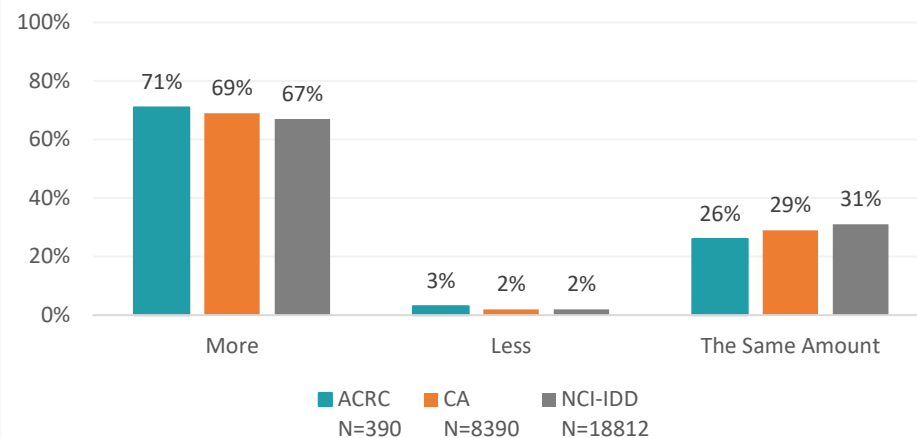
Attends a day program or workshop and wants to go more, less, or the same amount of time



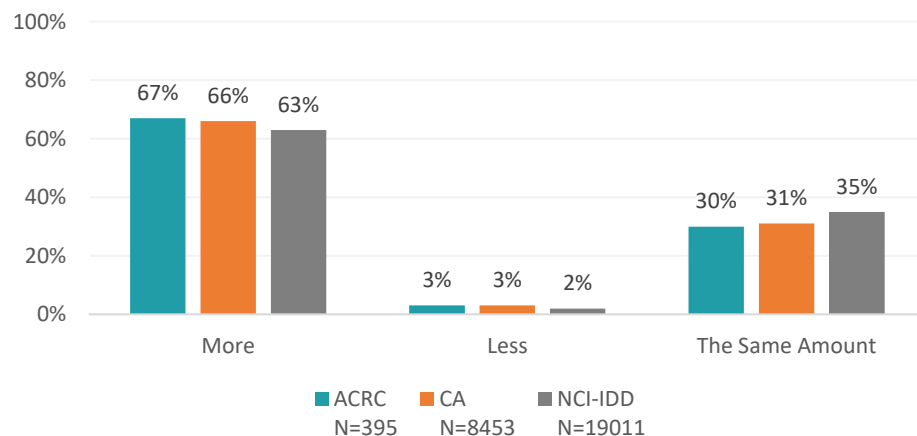
Wants to go out shopping more, less or the same amount as last month



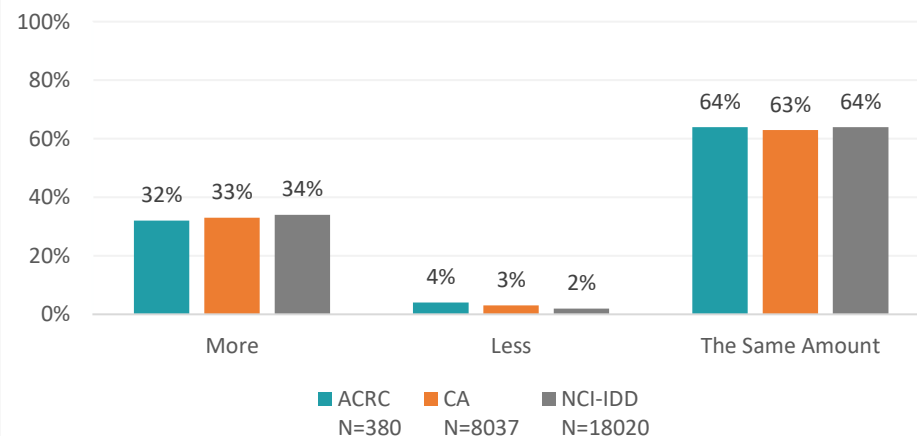
Wants to go out for entertainment more, less or the same amount as last month

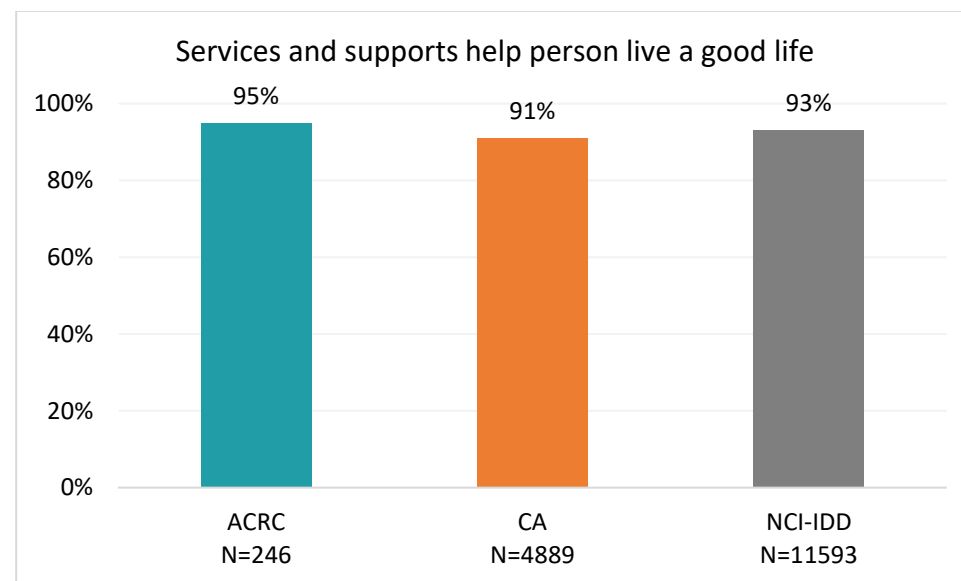
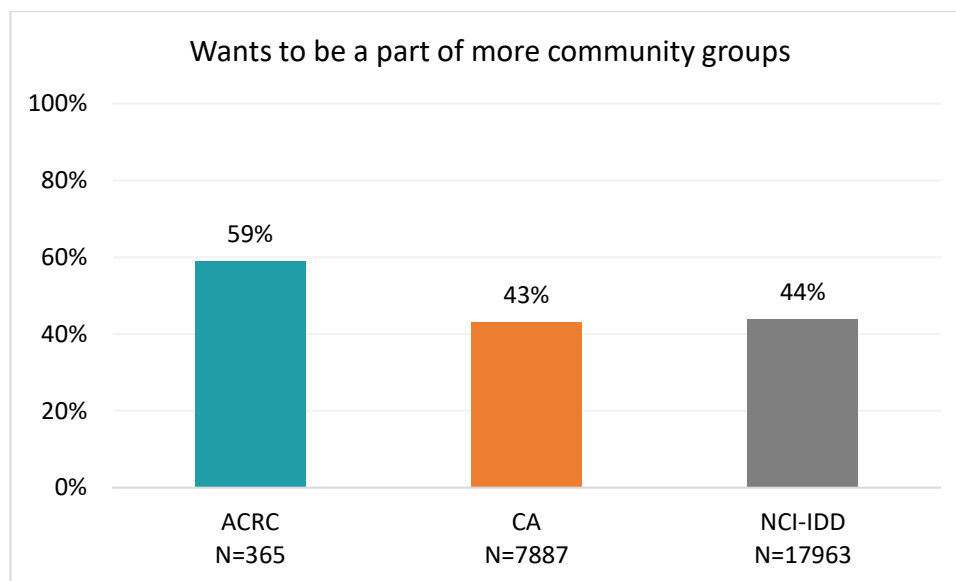


Wants to go out to a restaurant or coffee shop more, less or the same amount as last month



Wants to go out to a religious service or spiritual practice more, less or the same amount as last month





**Table 54. Likes home or where lives**

| Regional Center          | Yes | No | N      |
|--------------------------|-----|----|--------|
| ACRC                     | 93% | 7% | 258    |
| CA Average               | 93% | 7% | 5,213  |
| Weighted NCI-IDD Average | 91% | 9% | 12,257 |

**Table 55. Reasons does not like home**

Among those who do not like their home or where they live; categories are not mutually exclusive, therefore N is not shown

| Regional Center          | Accessibility | Feels unsafe in neighborhood | Home needs repairs or upkeep | Doesn't feel like home | Problems with roommate(s) | Problems with staff | Wants to be closer to family or friends | Wants more independence | Other |
|--------------------------|---------------|------------------------------|------------------------------|------------------------|---------------------------|---------------------|---|-------------------------|-------|
| ACRC                     | n/a           | n/a                          | n/a                          | n/a                    | n/a                       | n/a                 | n/a                                     | n/a                     | n/a   |
| CA Average               | 5%            | 12%                          | 7%                           | 9%                     | 8%                        | 6%                  | 8%                                      | 18%                     | 66%   |
| Weighted NCI-IDD Average | 3%            | 7%                           | 6%                           | 7%                     | 15%                       | 8%                  | 13%                                     | 23%                     | 52%   |

**Table 56. Wants to live somewhere else**

| Regional Center          | Yes | No  | N      |
|--------------------------|-----|-----|--------|
| ACRC                     | 33% | 67% | 244    |
| CA Average               | 28% | 72% | 5,022  |
| Weighted NCI-IDD Average | 27% | 73% | 11,828 |

**Table 57. Attends a day program or workshop and wants to go more, less, or the same amount of time**

| Regional Center          | Does not want to spend any time there | Wants to spend more time there | Happy with amount of time spends there | Wants to spend less time there | N     |
|--------------------------|---------------------------------------|--------------------------------|--|--------------------------------|-------|
| ACRC                     | 1%                                    | 39%                            | 48%                                    | 13%                            | 109   |
| CA Average               | 2%                                    | 38%                            | 53%                                    | 8%                             | 1,943 |
| Weighted NCI-IDD Average | 2%                                    | 28%                            | 60%                                    | 10%                            | 4,947 |

**Table 58. Wants to go out shopping more, less or the same amount as last month**

Proxy respondents were allowed for this question

| Regional Center          | More | Less | The Same Amount | N      |
|--------------------------|------|------|-----------------|--------|
| ACRC                     | 53%  | 3%   | 43%             | 395    |
| CA Average               | 53%  | 5%   | 42%             | 8,426  |
| Weighted NCI-IDD Average | 49%  | 5%   | 46%             | 18,912 |

**Table 59. Wants to go out for entertainment more, less or the same amount as last month**

Proxy respondents were allowed for this question

| Regional Center          | More | Less | The Same Amount | N      |
|--------------------------|------|------|-----------------|--------|
| ACRC                     | 71%  | 3%   | 26%             | 390    |
| CA Average               | 69%  | 2%   | 29%             | 8,390  |
| Weighted NCI-IDD Average | 67%  | 2%   | 31%             | 18,812 |

**Table 60. Wants to go out to a restaurant or coffee shop more, less or the same amount as last month**

Proxy respondents were allowed for this question

| Regional Center          | More | Less | The Same Amount | N      |
|--------------------------|------|------|-----------------|--------|
| ACRC                     | 67%  | 3%   | 30%             | 395    |
| CA Average               | 66%  | 3%   | 31%             | 8,453  |
| Weighted NCI-IDD Average | 63%  | 2%   | 35%             | 19,011 |

**Table 61. Wants to go out to a religious service or spiritual practice more, less or the same amount as last month**

Proxy respondents were allowed for this question

| Regional Center          | More | Less | The Same Amount | N      |
|--------------------------|------|------|-----------------|--------|
| ACRC                     | 32%  | 4%   | 64%             | 380    |
| CA Average               | 33%  | 3%   | 63%             | 8,037  |
| Weighted NCI-IDD Average | 34%  | 2%   | 64%             | 18,020 |

**Table 62. Wants to be a part of more community groups**

Proxy respondents were allowed for this question

| Regional Center          | Yes | No  | N      |
|--------------------------|-----|-----|--------|
| ACRC                     | 59% | 41% | 365    |
| CA Average               | 43% | 57% | 7,887  |
| Weighted NCI-IDD Average | 44% | 56% | 17,963 |

**Table 63. Services and supports help person live a good life**

| Regional Center          | Yes | No | N      |
|--------------------------|-----|----|--------|
| ACRC                     | 95% | 5% | 246    |
| CA Average               | 91% | 9% | 4,889  |
| Weighted NCI-IDD Average | 93% | 7% | 11,593 |

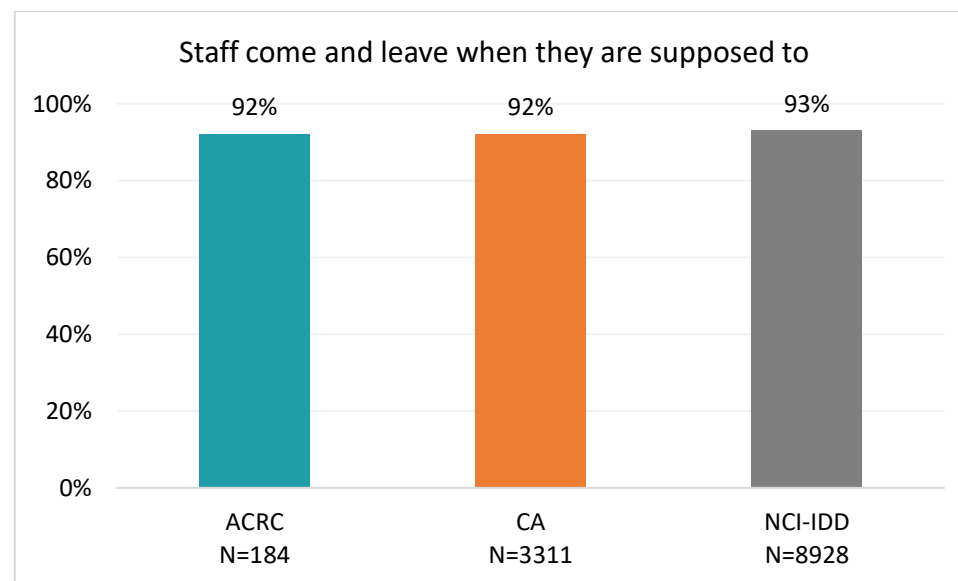
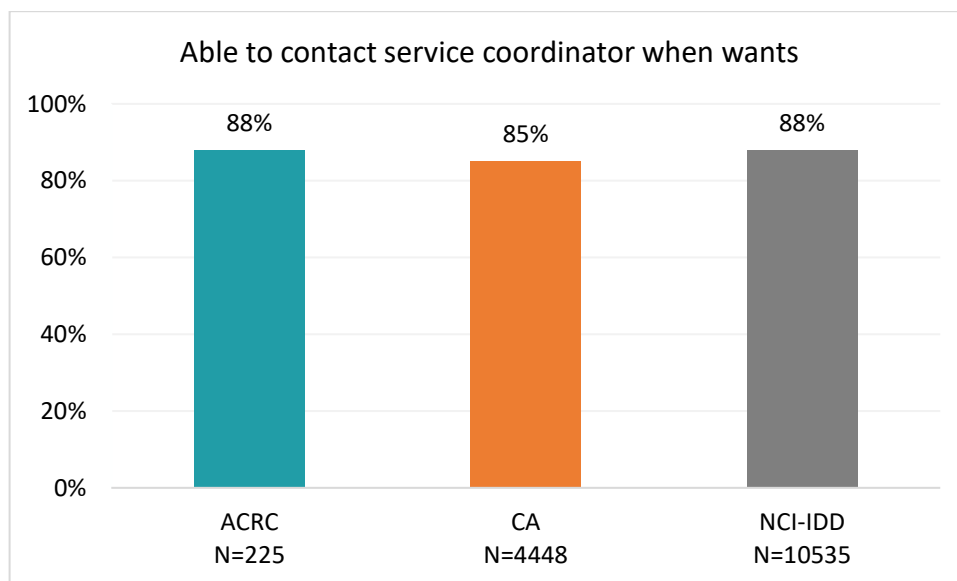
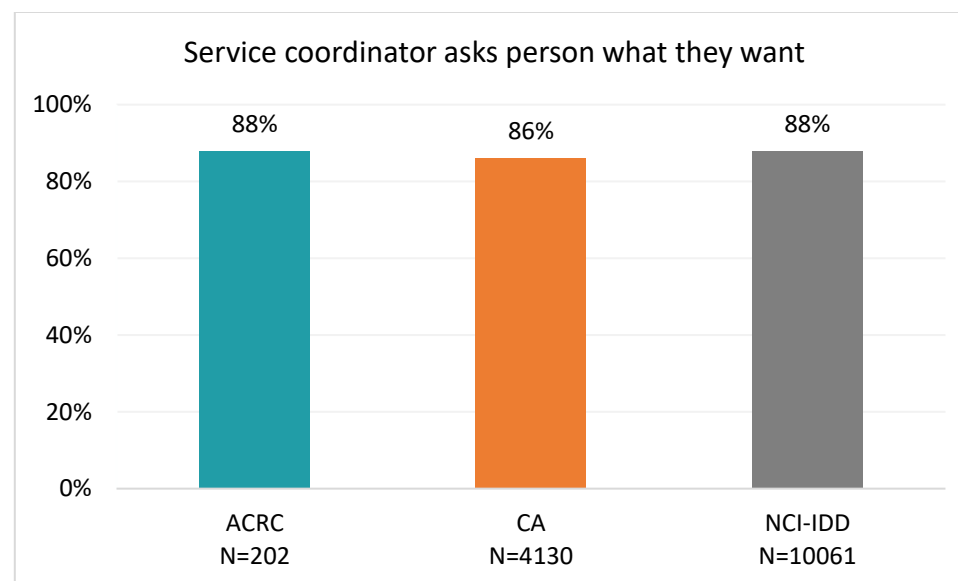
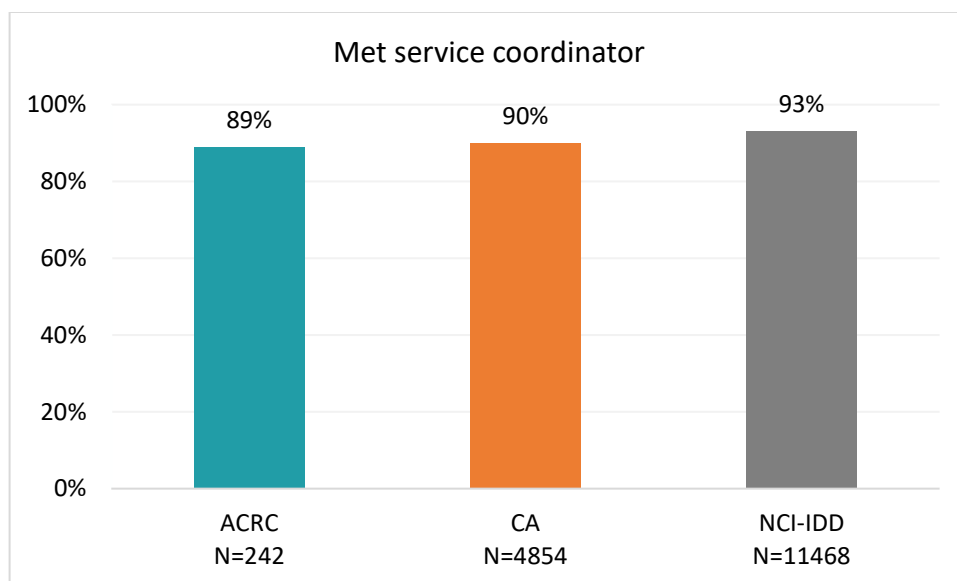
## Service Coordination

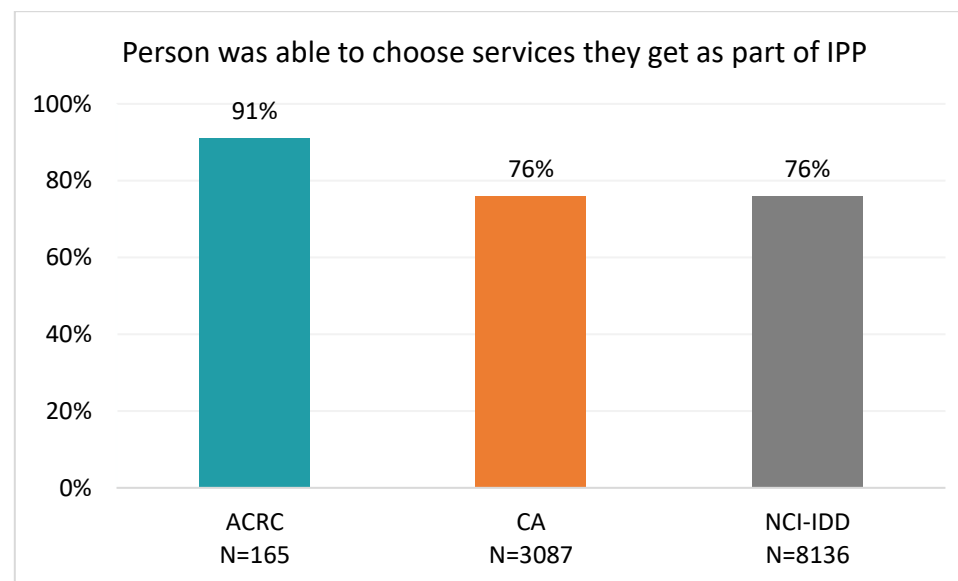
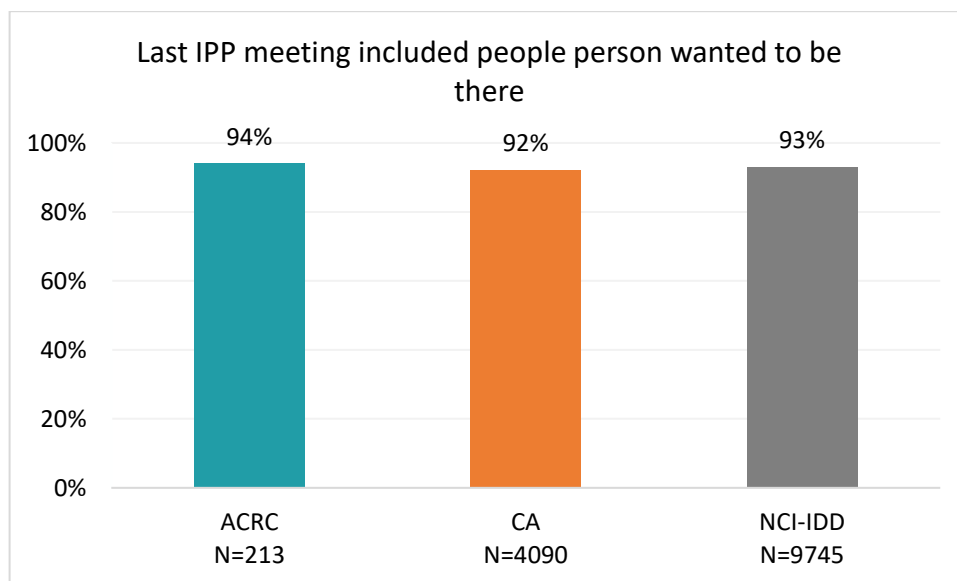
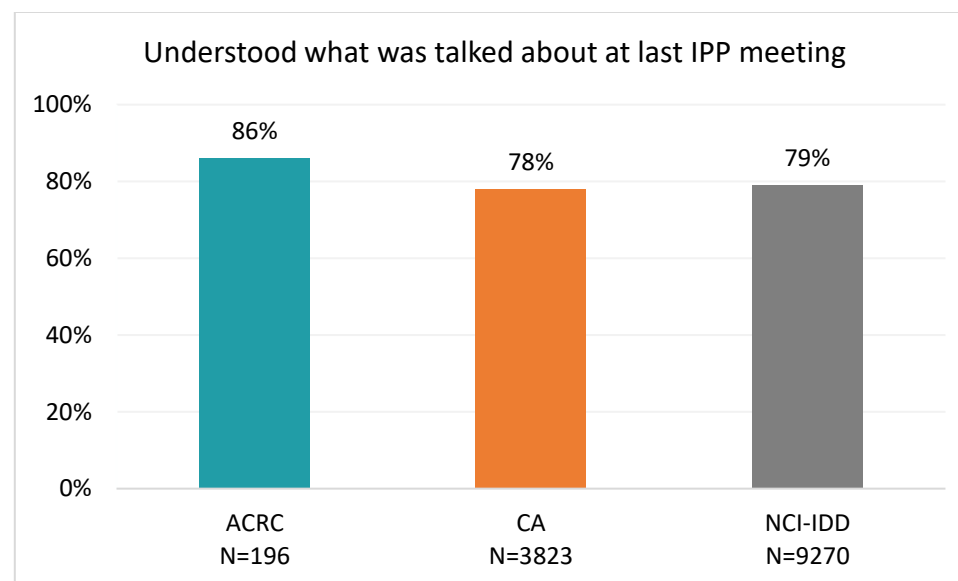
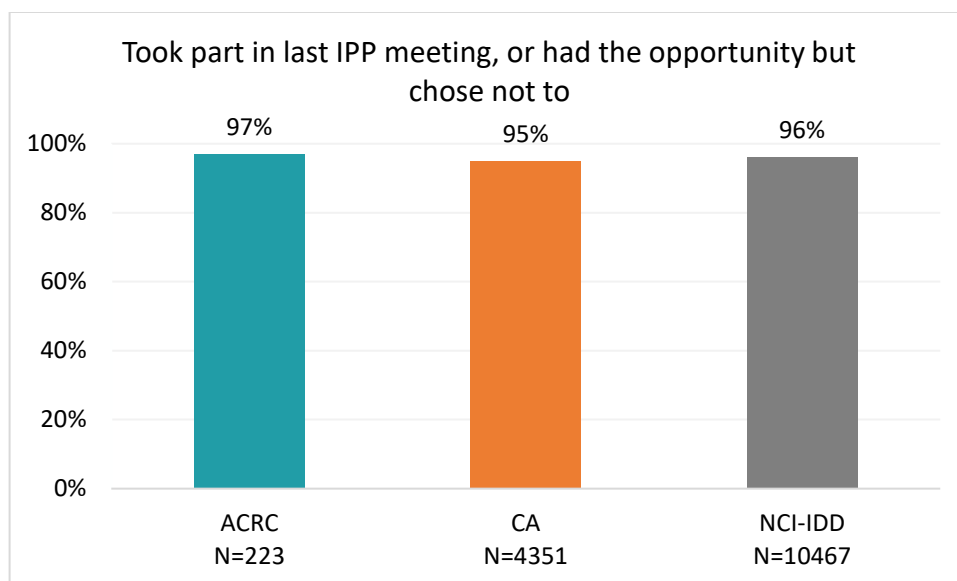
*Service coordinators are accessible, responsive, and support the person's participation in service planning.*

**All CA and NCI-IDD Averages are weighted unless otherwise noted.**

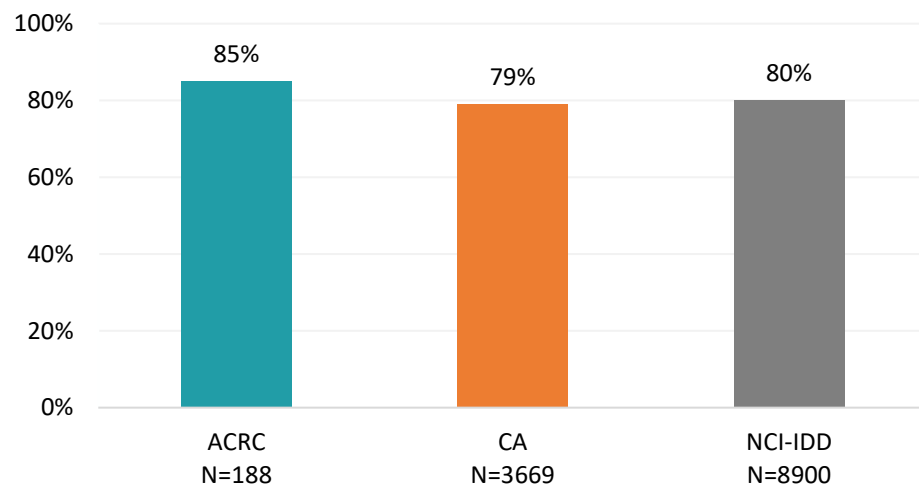


*Charts for Service Coordination*

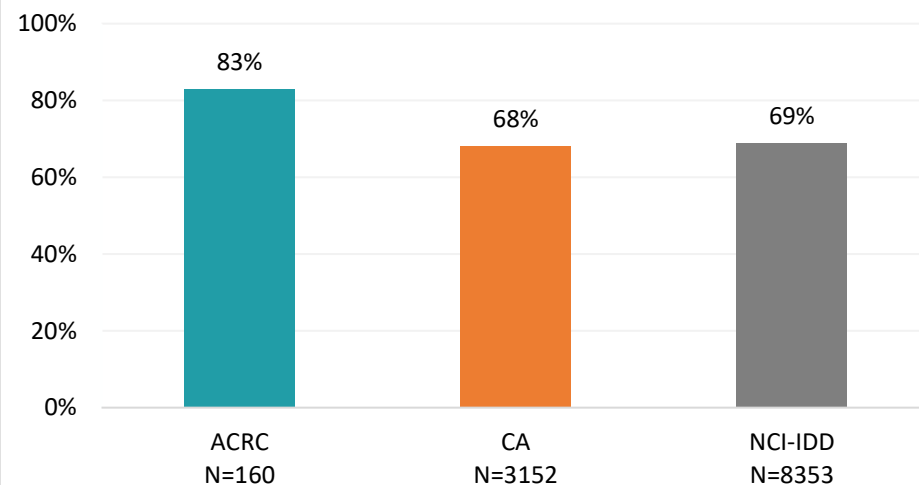




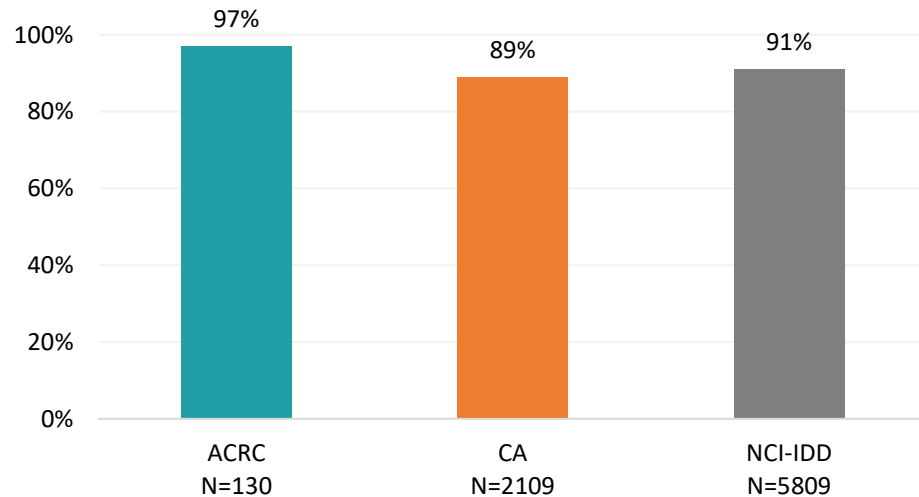
Talked about learning new things at last IPP meeting



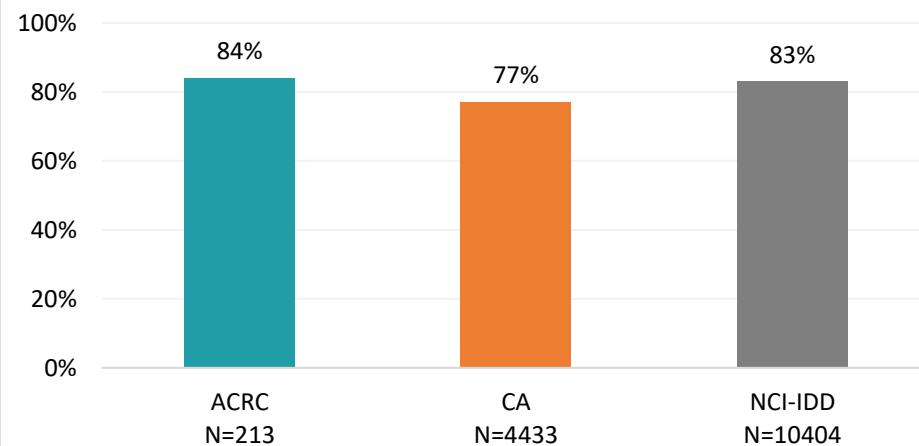
Remembers what is in the IPP



IPP includes things that are important to person



Knows who to ask if s/he wants to change something about services



**Table 64. Met service coordinator**

| Regional Center          | Yes | No  | N      |
|--------------------------|-----|-----|--------|
| ACRC                     | 89% | 11% | 242    |
| CA Average               | 90% | 10% | 4,854  |
| Weighted NCI-IDD Average | 93% | 7%  | 11,468 |

**Table 65. Service coordinator asks person what they want**

| Regional Center          | Yes | No  | N      |
|--------------------------|-----|-----|--------|
| ACRC                     | 88% | 12% | 202    |
| CA Average               | 86% | 14% | 4,130  |
| Weighted NCI-IDD Average | 88% | 12% | 10,061 |

**Table 66. Able to contact service coordinator when wants**

| Regional Center          | Yes | No  | N      |
|--------------------------|-----|-----|--------|
| ACRC                     | 88% | 12% | 225    |
| CA Average               | 85% | 15% | 4,448  |
| Weighted NCI-IDD Average | 88% | 12% | 10,535 |

**Table 67. Staff come and leave when they are supposed to**

| Regional Center          | Yes | No  | N     |
|--------------------------|-----|-----|-------|
| ACRC                     | 92% | 8%  | 184   |
| CA Average               | 92% | 8%  | 3,311 |
| Weighted NCI-IDD Average | 93% | 13% | 8,928 |

**Table 68. Took part in last IPP meeting, or had the opportunity but chose not to**

The “Yes” category included “yes” and “had the option but chose not to” responses

| Regional Center          | Yes | No | N      |
|--------------------------|-----|----|--------|
| ACRC                     | 97% | 3% | 223    |
| CA Average               | 95% | 5% | 4,351  |
| Weighted NCI-IDD Average | 96% | 4% | 10,467 |

**Table 69. Understood what was talked about at last IPP meeting**

If attended IPP meeting; “yes” responses only

| Regional Center          | Yes | No  | N     |
|--------------------------|-----|-----|-------|
| ACRC                     | 86% | 14% | 196   |
| CA Average               | 78% | 22% | 3,823 |
| Weighted NCI-IDD Average | 79% | 81% | 9,270 |

**Table 70. Last IPP meeting included people person wanted to be there**

If attended IPP meeting; “yes” responses only

| Regional Center          | Yes | No | N     |
|--------------------------|-----|----|-------|
| ACRC                     | 94% | 6% | 213   |
| CA Average               | 92% | 8% | 4,090 |
| Weighted NCI-IDD Average | 93% | 7% | 9,745 |

**Table 71. Person was able to choose services they get as part of IPP**

| Regional Center          | Yes | No  | N     |
|--------------------------|-----|-----|-------|
| ACRC                     | 91% | 9%  | 165   |
| CA Average               | 76% | 24% | 3,087 |
| Weighted NCI-IDD Average | 76% | 24% | 8,136 |

**Table 72. Talked about learning new things at last IPP meeting**

| Regional Center          | Yes | No  | N     |
|--------------------------|-----|-----|-------|
| ACRC                     | 85% | 15% | 188   |
| CA Average               | 79% | 21% | 3,669 |
| Weighted NCI-IDD Average | 80% | 20% | 8,900 |

**Table 73. Remembers what is in the IPP**

Of those who report “having a service plan” or “maybe having a service plan”

| Regional Center          | Yes | No  | N     |
|--------------------------|-----|-----|-------|
| ACRC                     | 83% | 18% | 160   |
| CA Average               | 68% | 32% | 3,152 |
| Weighted NCI-IDD Average | 69% | 31% | 8,353 |

**Table 74. IPP includes things that are important to person**

| Regional Center          | Yes | No  | N     |
|--------------------------|-----|-----|-------|
| ACRC                     | 97% | 3%  | 130   |
| CA Average               | 89% | 11% | 2,109 |
| Weighted NCI-IDD Average | 91% | 9%  | 5,809 |

**Table 75. Knows who to ask if s/he wants to change something about services**

| Regional Center          | Yes | No  | N      |
|--------------------------|-----|-----|--------|
| ACRC                     | 84% | 16% | 213    |
| CA Average               | 77% | 23% | 4,433  |
| Weighted NCI-IDD Average | 83% | 17% | 10,404 |

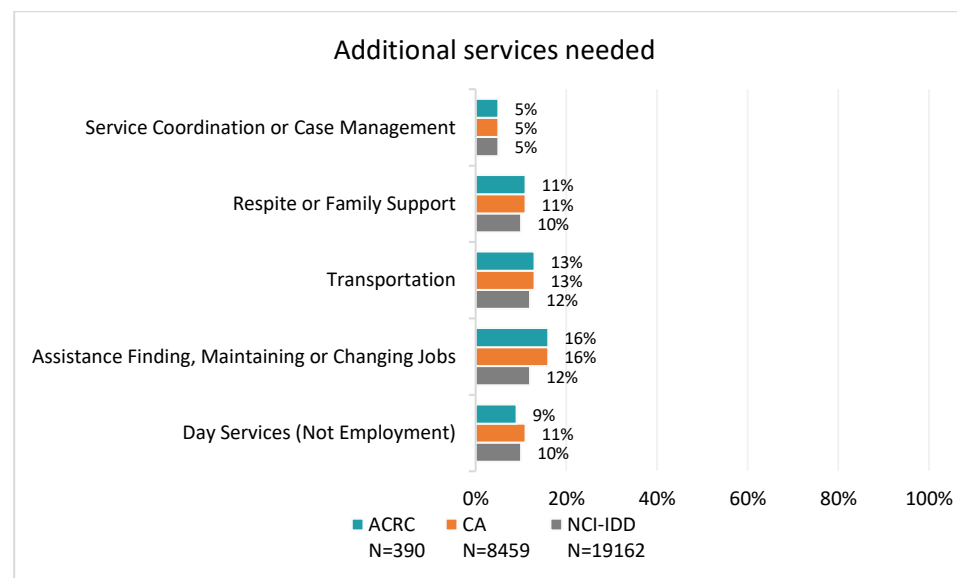
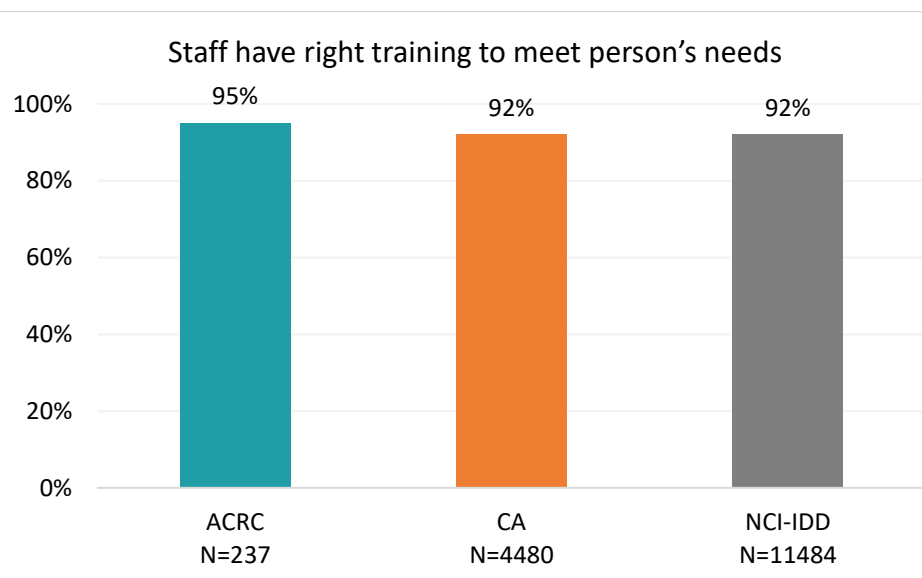
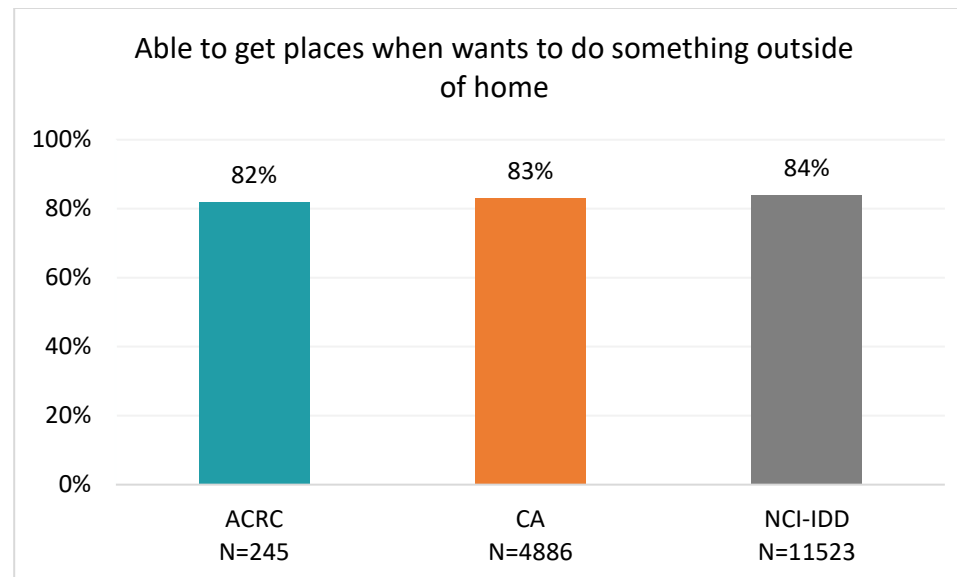
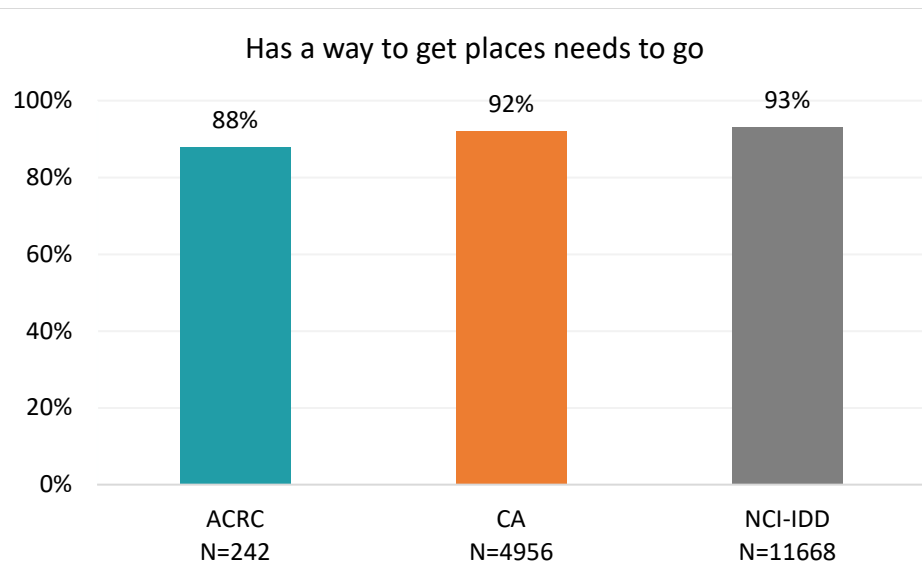
## Access

*Publicly funded services are readily available to individuals who need and qualify for them.*

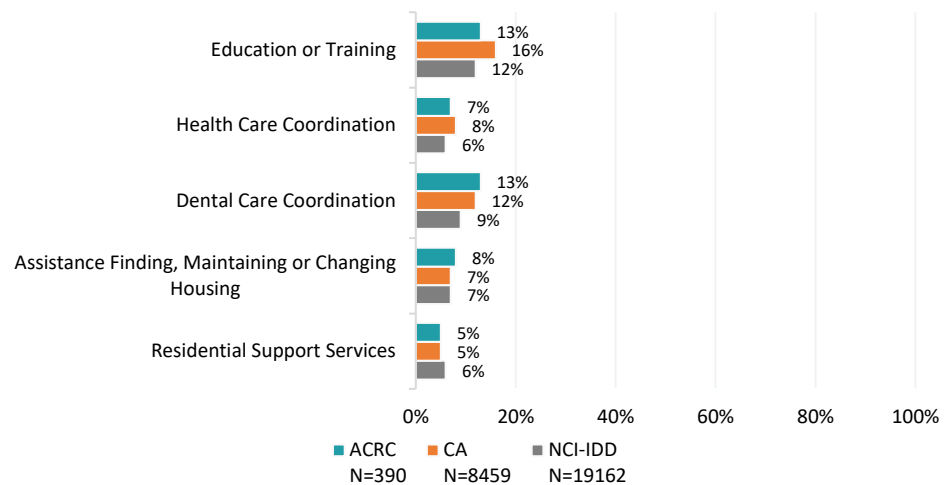
**All CA and NCI-IDD Averages are weighted unless otherwise noted.**



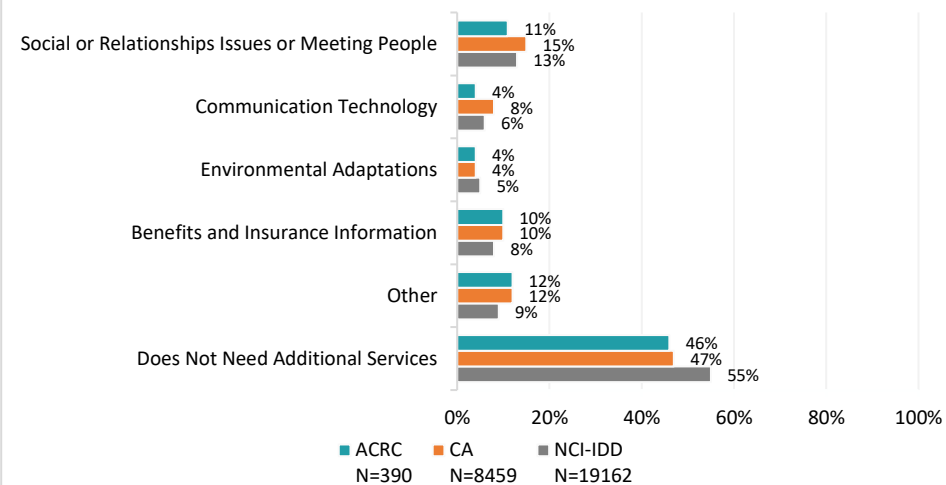
### *Charts for Access*



Additional services needed (continued)



Additional services needed (continued)



**Table 76. Has a way to get places needs to go**

The “Yes” category only included “yes, almost always” responses

| Regional Center          | Yes | No  | N      |
|--------------------------|-----|-----|--------|
| ACRC                     | 88% | 12% | 242    |
| CA Average               | 92% | 8%  | 4,956  |
| Weighted NCI-IDD Average | 93% | 7%  | 11,668 |

**Table 77. Able to get places when wants to do something outside of home**

The “Yes” category only included “yes, almost always” responses

| Regional Center          | Yes | No  | N      |
|--------------------------|-----|-----|--------|
| ACRC                     | 82% | 18% | 245    |
| CA Average               | 83% | 17% | 4,886  |
| Weighted NCI-IDD Average | 84% | 16% | 11,523 |

**Table 78. Staff have right training to meet person’s needs**

If using proxy respondents, only those who were *not staff* were allowed for this question

| Regional Center          | Yes | No | N      |
|--------------------------|-----|----|--------|
| ACRC                     | 95% | 5% | 237    |
| CA Average               | 92% | 8% | 4,480  |
| Weighted NCI-IDD Average | 92% | 8% | 11,484 |

**Table 79. Additional services needed**

Proxy respondents were allowed for this question; categories are not mutually exclusive

| Regional Center          | Service coordination or case management | Respite or family support | Transportation | Assistance finding, maintaining or changing jobs | Day services (not employment) | N      |
|--------------------------|---|---------------------------|----------------|--|-------------------------------|--------|
| ACRC                     | 5%                                      | 11%                       | 13%            | 16%  | 9%                            | 390    |
| CA Average               | 5%                                      | 11%                       | 13%            | 16%  | 11%                           | 8,459  |
| Weighted NCI-IDD Average | 5%                                      | 10%                       | 12%            | 12%  | 10%                           | 19,162 |

**Table 80. Additional services needed (continued)**

Proxy respondents were allowed for this question; categories are not mutually exclusive

| Regional Center          | Education or training | Health care coordination | Dental care coordination | Assistance finding, maintaining or changing housing | Residential support services | N      |
|--------------------------|-----------------------|--------------------------|--------------------------|---|------------------------------|--------|
| ACRC                     | 13%                   | 7%                       | 13%                      | 8%  | 5%                           | 390    |
| CA Average               | 16%                   | 8%                       | 12%                      | 7%  | 5%                           | 8,459  |
| Weighted NCI-IDD Average | 12%                   | 6%                       | 9%                       | 7%  | 6%                           | 19,162 |

**Table 81. Additional services needed (continued)**

Proxy respondents were allowed for this question; categories are not mutually exclusive

| Regional Center          | Social or relationships issues or meeting people | Communication technology | Environmental adaptations | Benefits and insurance information | Other | Does not need additional services | N      |
|--------------------------|--|--------------------------|---------------------------|------------------------------------|-------|-----------------------------------|--------|
| ACRC                     | 11%  | 4%                       | 4%                        | 10%                                | 12%   | 46%                               | 390    |
| CA Average               | 15%  | 8%                       | 4%                        | 10%                                | 12%   | 47%                               | 8,459  |
| Weighted NCI-IDD Average | 13%  | 6%                       | 5%                        | 8%                                 | 9%    | 55%                               | 19,162 |

## Health

*People secure needed health services.*

For several states and regional centers, survey items in the Background Information section (including certain items related to Health) had a large amount of missing data or data recorded as “don’t know.” State and regional center review of the data in this section noted that the data missing may not be missing randomly, and results **should be viewed with caution**. NCI-IDD averages that include states’ results for which 25% or more of their sample were missing data (or reported as “don’t know”) are indicated with an asterisk (\*). CA averages that include regional centers’ results for which 25% or more of their sample were missing data (or reported as “don’t know”) are indicated with a double asterisk (\*\*).

The quantity of missing data can be a result of several factors. We do not know whether the data are missing systematically or randomly; for example, are the data missing across the board for those in a specific waiver population in a given Regional Center? If so, the resulting data are not representative of the entire sample or population. We advise caution when examining data that are indicated as having high rates of “missing” or “don’t know” responses.

**All CA and NCI-IDD Averages are weighted unless otherwise noted.**

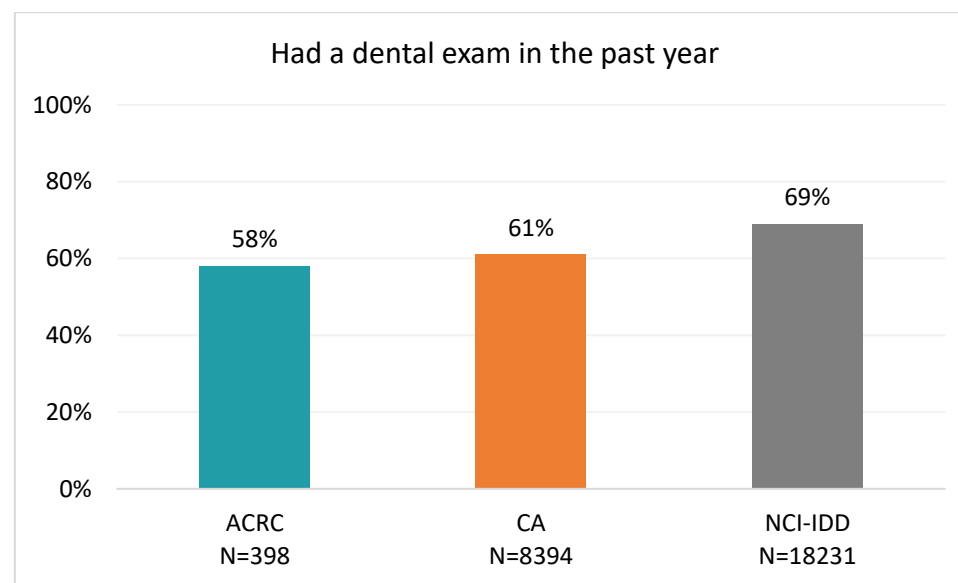
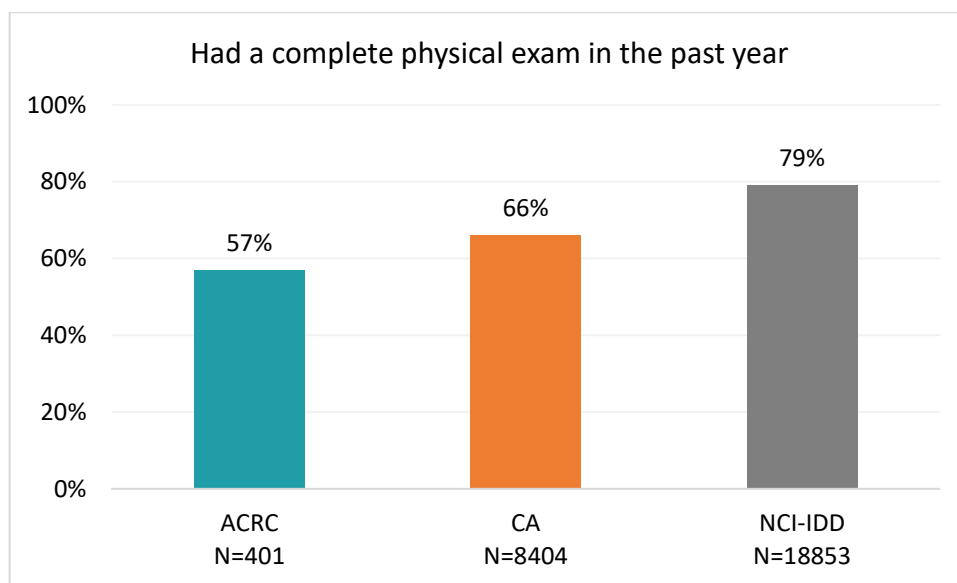
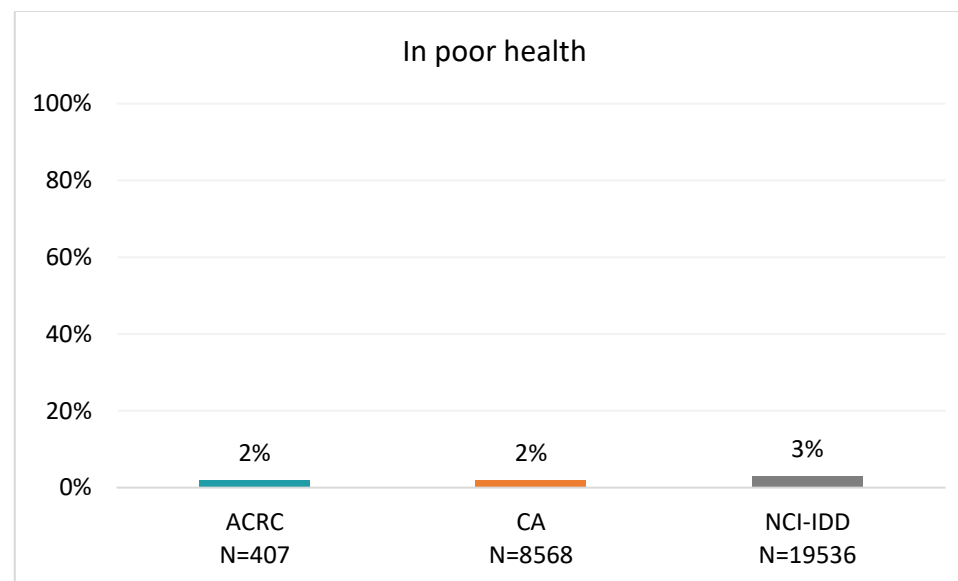
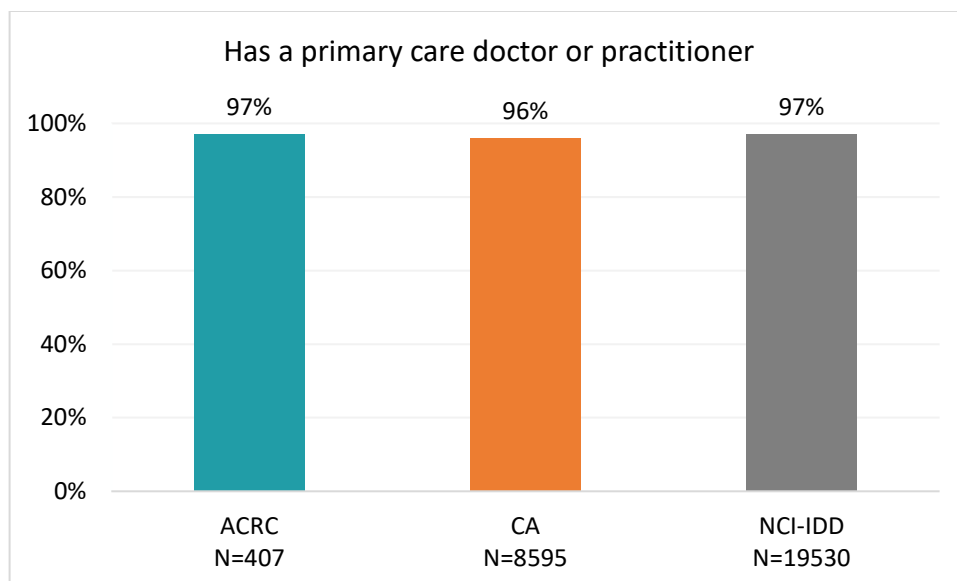
### *Charts for Health*

All CA and NCI-IDD Averages are weighted unless otherwise noted

\*\*CA Average had at least 25% “don’t knows” and missing data

\*NCI-IDD Average includes data from states that had at least 25% “don’t knows” and missing data

Regional Centers receive an ‘n/a’ designation within the table if 20 or fewer people responded to the survey item; however, their data are included in the CA Average



All CA and NCI-IDD Averages are weighted unless otherwise noted

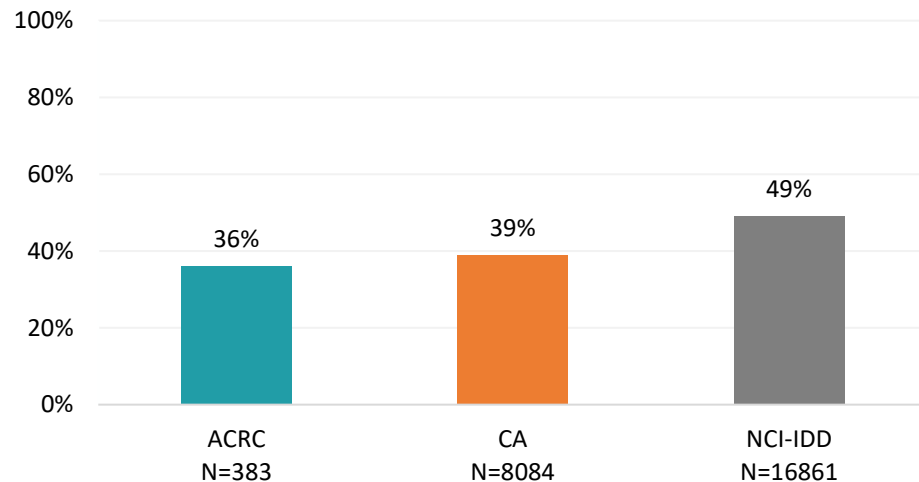
\*\*CA Average had at least 25% "don't knows" and missing data

\*NCI-IDD Average includes data from states that had at least 25% "don't knows" and missing data

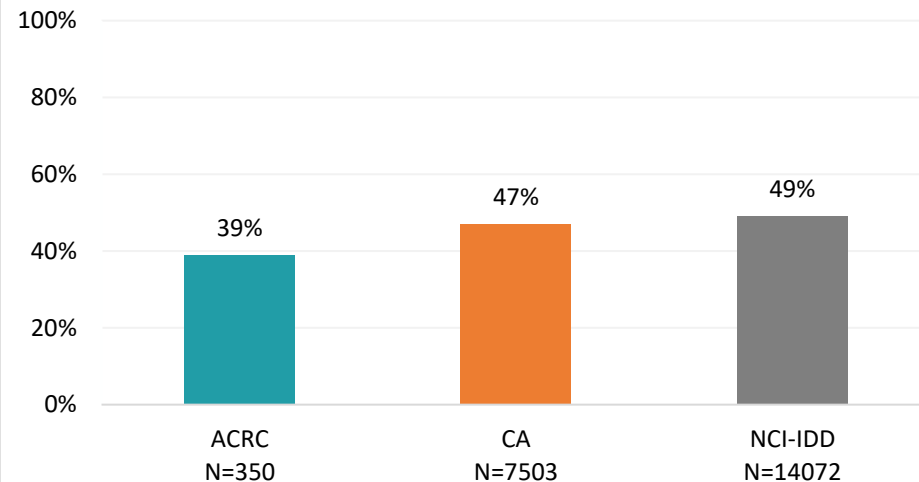
Regional Centers receive an 'n/a' designation within the table if 20 or fewer people responded to the survey item; however, their data are included in the CA Average



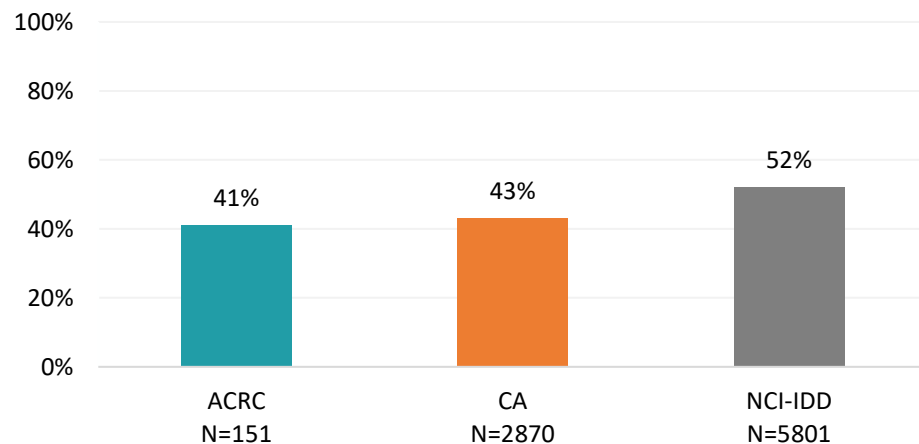
Had an eye exam in the past year



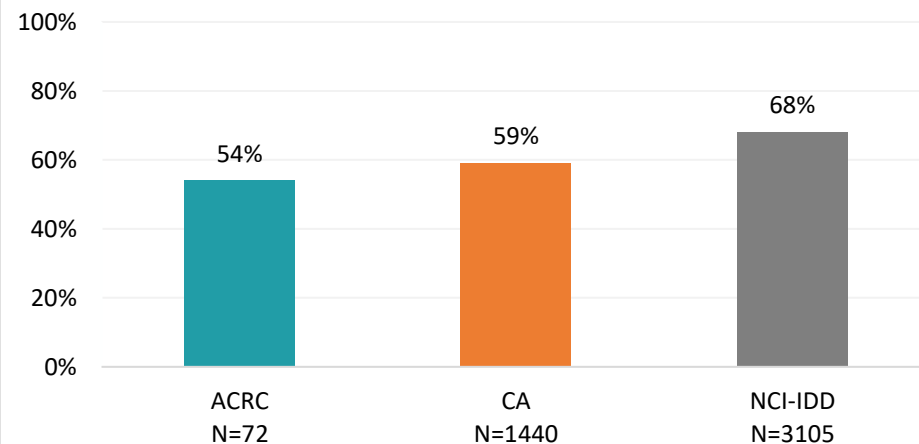
Had a hearing test in the past five years



Had a Pap test in the past three years (women 21 and older)



Had a mammogram test in the past two years (among women 40 and older)



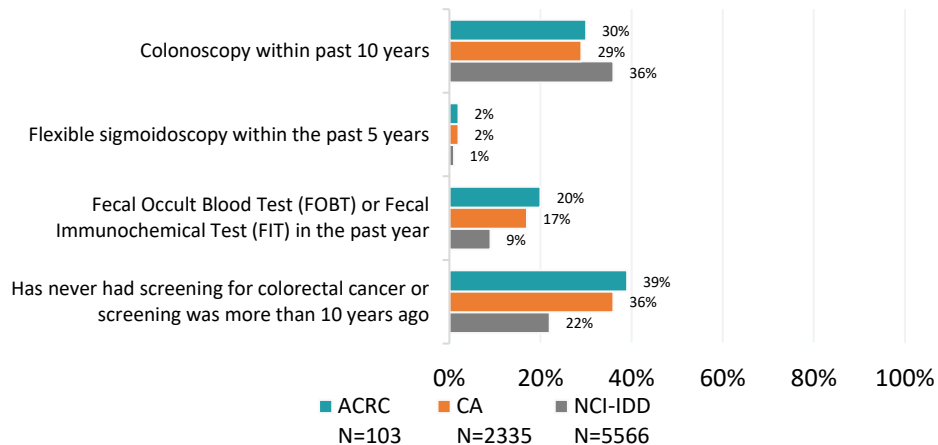
All CA and NCI-IDD Averages are weighted unless otherwise noted

\*\*CA Average had at least 25% "don't knows" and missing data

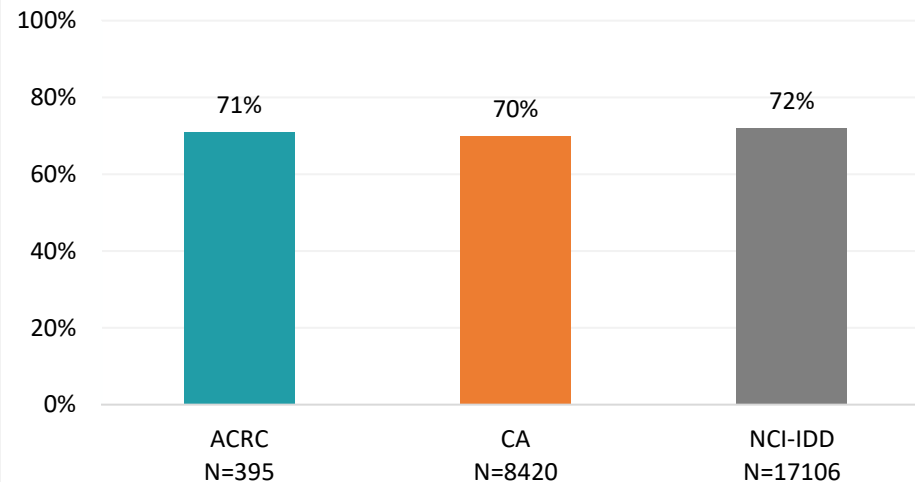
\*NCI-IDD Average includes data from states that had at least 25% "don't knows" and missing data

Regional Centers receive an 'n/a' designation within the table if 20 or fewer people responded to the survey item; however, their data are included in the CA Average

### Last colorectal cancer screening (among people age 50 and older)



### Had a flu vaccine in the past year



All CA and NCI-IDD Averages are weighted unless otherwise noted

\*\*CA Average had at least 25% "don't knows" and missing data

\*NCI-IDD Average includes data from states that had at least 25% "don't knows" and missing data

Regional Centers receive an 'n/a' designation within the table if 20 or fewer people responded to the survey item; however, their data are included in the CA Average

**Table 82. Has a primary care doctor or practitioner**

Information may have been obtained through administrative records

| Regional Center          | Yes | No | N      |
|--------------------------|-----|----|--------|
| ACRC                     | 97% | 3% | 407    |
| CA Average               | 96% | 4% | 8,595  |
| Weighted NCI-IDD Average | 97% | 3% | 19,530 |

**Table 83. In poor health**

Proxy respondents were allowed for this question

| Regional Center          | Yes | No  | N      |
|--------------------------|-----|-----|--------|
| ACRC                     | 2%  | 98% | 407    |
| CA Average               | 2%  | 98% | 8,568  |
| Weighted NCI-IDD Average | 3%  | 97% | 19,536 |

**Table 84. Had a complete physical exam in the past year**

Information may have been obtained through administrative records

| Regional Center           | Yes | No  | N      |
|---------------------------|-----|-----|--------|
| ACRC                      | 57% | 43% | 401    |
| CA Average                | 66% | 34% | 8,404  |
| Weighted NCI-IDD Average* | 79% | 21% | 18,853 |

All CA and NCI-IDD Averages are weighted unless otherwise noted

\*\*CA Average had at least 25% “don’t knows” and missing data

\*NCI-IDD Average includes data from states that had at least 25% “don’t knows” and missing data

Regional Centers receive an ‘n/a’ designation within the table if 20 or fewer people responded to the survey item; however, their data are included in the CA Average

**Table 85. Had a dental exam in the past year**

The “Yes” category included “within the past six months” and “within the past year” responses; information may have been obtained through administrative records

| Regional Center           | Yes | No  | N      |
|---------------------------|-----|-----|--------|
| ACRC                      | 58% | 42% | 398    |
| CA Average                | 61% | 39% | 8,394  |
| Weighted NCI-IDD Average* | 69% | 31% | 18,231 |

**Table 86. Had an eye exam in the past year**

The “Yes” category only included “within the past year” responses; information may have been obtained through administrative records

| Regional Center           | Yes | No  | N      |
|---------------------------|-----|-----|--------|
| ACRC                      | 36% | 64% | 383    |
| CA Average                | 39% | 61% | 8,084  |
| Weighted NCI-IDD Average* | 49% | 51% | 16,861 |

**Table 87. Had a hearing test in the past five years**

The “Yes” category only included “within the past five year” responses; information may have been obtained through administrative records

| Regional Center           | Yes | No  | N      |
|---------------------------|-----|-----|--------|
| ACRC                      | 39% | 61% | 350    |
| CA Average                | 47% | 53% | 7,503  |
| Weighted NCI-IDD Average* | 49% | 51% | 14,072 |

All CA and NCI-IDD Averages are weighted unless otherwise noted

\*\*CA Average had at least 25% “don’t knows” and missing data

\*NCI-IDD Average includes data from states that had at least 25% “don’t knows” and missing data

Regional Centers receive an ‘n/a’ designation within the table if 20 or fewer people responded to the survey item; however, their data are included in the CA Average

**Table 88. Had a Pap test in the past three years (among women 21 and older)**

The “Yes” category included “within the past year”, “within the past two years” and “within the past three years” responses; information may have been obtained through administrative records

| Regional Center           | Yes | No  | N     |
|---------------------------|-----|-----|-------|
| ACRC                      | 41% | 59% | 151   |
| CA Average**              | 43% | 57% | 2,870 |
| Weighted NCI-IDD Average* | 52% | 48% | 5,801 |

**Table 89. Had a mammogram test in the past two years (among women 40 and older)**

The “Yes” category included “within the past year” and “within the past two years” responses; information may have been obtained through administrative records

| Regional Center           | Yes | No  | N     |
|---------------------------|-----|-----|-------|
| ACRC                      | 54% | 46% | 72    |
| CA Average**              | 59% | 41% | 1,440 |
| Weighted NCI-IDD Average* | 68% | 32% | 3,105 |

**Table 90. Last colorectal cancer screening (among people age 50 and older)**

Information may have been obtained through administrative records; categories are not mutually exclusive

| Regional Center           | Colonoscopy within past 10 years | Flexible sigmoidoscopy within the past 5 years | Fecal Occult Blood Test (FOBT) or Fecal Immunochemical Test (FIT) in the past year | Has never had screening for colorectal cancer or screening was more than 10 years ago | N     |
|---------------------------|----------------------------------|--|--|---|-------|
| ACRC                      | 30%                              | 2%   | 20%  | 39%   | 103   |
| CA Average**              | 29%                              | 2%   | 17%  | 36%   | 2,335 |
| Weighted NCI-IDD Average* | 36%                              | 1%   | 9%   | 22%   | 5,566 |

All CA and NCI-IDD Averages are weighted unless otherwise noted

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\*NCI-IDD Average includes data from states that had at least 25% “don’t knows” and missing data

Regional Centers receive an ‘n/a’ designation within the table if 20 or fewer people responded to the survey item; however, their data are included in the CA Average

**Table 91. Had a flu vaccine in the past year**

Information may have been obtained through administrative records

| Regional Center           | Yes | No  | N      |
|---------------------------|-----|-----|--------|
| ACRC                      | 71% | 29% | 395    |
| CA Average**              | 70% | 30% | 8,420  |
| Weighted NCI-IDD Average* | 72% | 28% | 17,106 |

All CA and NCI-IDD Averages are weighted unless otherwise noted

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\*NCI-IDD Average includes data from states that had at least 25% “don’t knows” and missing data

Regional Centers receive an ‘n/a’ designation within the table if 20 or fewer people responded to the survey item; however, their data are included in the CA Average

## Medications

*Medications are managed effectively and appropriately.*

For several states and regional centers, survey items in the Background Information section (including certain items related to Health) had a large amount of missing data or data recorded as “don’t know.” State and regional center review of the data in this section noted that the data missing may not be missing randomly, and results **should be viewed with caution**. NCI-IDD averages that include states’ results for which 25% or more of their sample were missing data (or reported as “don’t know”) are indicated with an asterisk (\*). CA averages that include regional centers’ results for which 25% or more of their sample were missing data (or reported as “don’t know”) are indicated with a double asterisk (\*\*).

The quantity of missing data can be a result of several factors. We do not know whether the data are missing systematically or randomly; for example, are the data missing across the board for those in a specific waiver population in a given Regional Center? If so, the resulting data are not representative of the entire sample or population. We advise caution when examining data that are indicated as having high rates of “missing” or “don’t know” responses.

**All CA and NCI-IDD Averages are weighted unless otherwise noted.**

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### *Charts for Medications*

All CA and NCI-IDD Averages are weighted unless otherwise noted

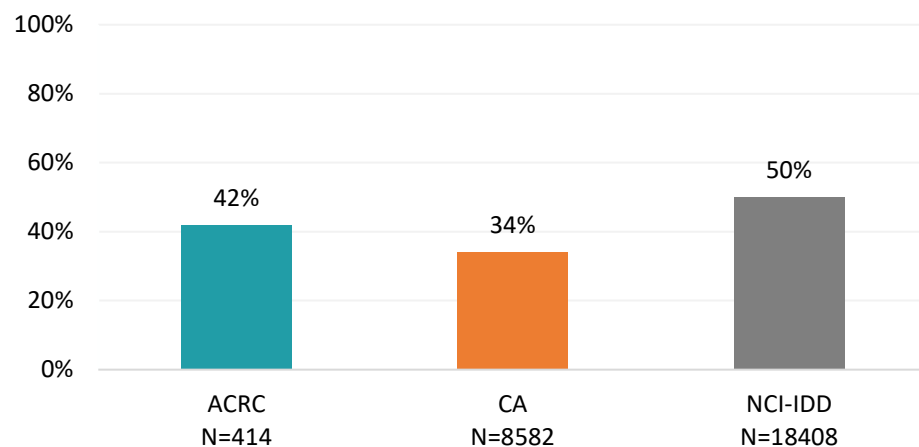
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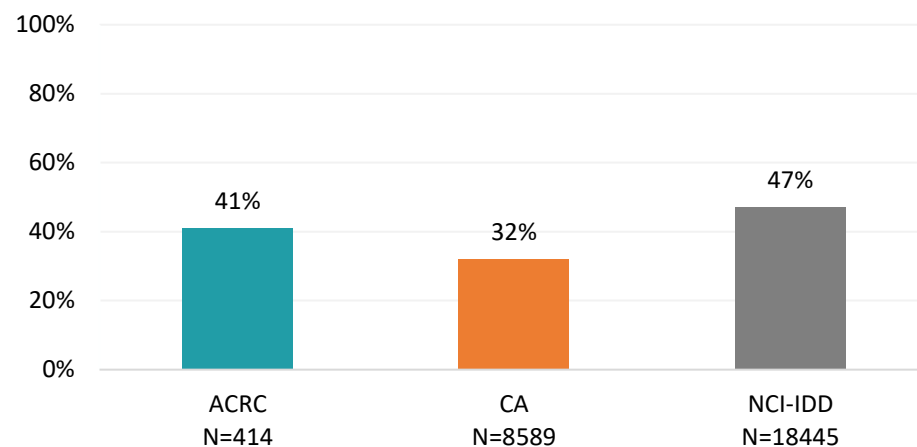
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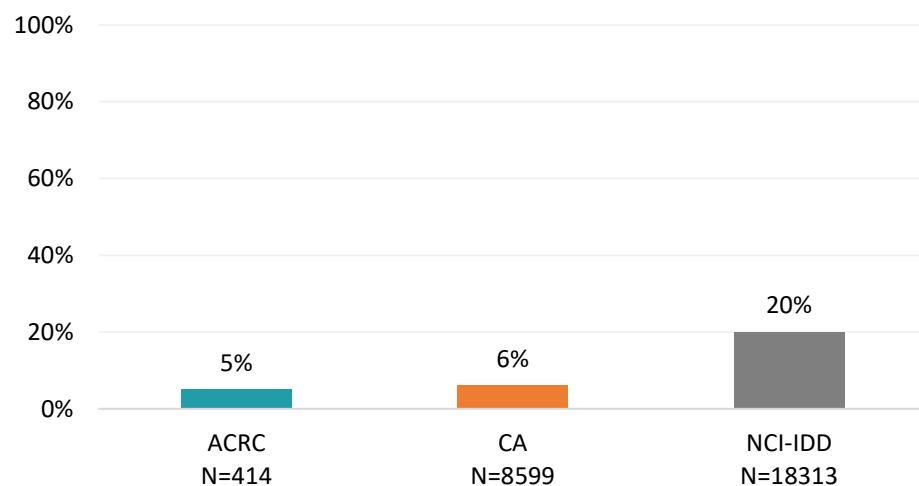
Takes at least one medication for mood, anxiety, psychotic disorder and/or behavioral challenges



Takes medication for mood, anxiety, and/or psychotic disorders



Takes medication for behavior challenges



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\*NCI-IDD Average includes data from states that had at least 25% "don't knows" and missing data

Regional Centers receive an 'n/a' designation within the table if 20 or fewer people responded to the survey item; however, their data are included in the CA Average

**Table 92. Takes at least one medication for mood, anxiety, psychotic disorder and/or behavioral challenges**

Information may have been obtained through administrative records

| Regional Center           | Yes | No  | N      |
|---------------------------|-----|-----|--------|
| ACRC                      | 42% | 58% | 414    |
| CA Average                | 34% | 66% | 8,582  |
| Weighted NCI-IDD Average* | 50% | 50% | 18,408 |

**Table 93. Takes medication for mood, anxiety, and/or psychotic disorders**

Information may have been obtained through administrative records

| Regional Center           | Yes | No  | N      |
|---------------------------|-----|-----|--------|
| ACRC                      | 41% | 59% | 414    |
| CA Average                | 32% | 68% | 8,589  |
| Weighted NCI-IDD Average* | 47% | 53% | 18,445 |

**Table 94. Takes medication for behavior challenges**

Information may have been obtained through administrative records

| Regional Center           | Yes | No  | N      |
|---------------------------|-----|-----|--------|
| ACRC                      | 5%  | 95% | 414    |
| CA Average                | 6%  | 94% | 8,599  |
| Weighted NCI-IDD Average* | 20% | 80% | 18,313 |

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## Wellness

*People are supported to maintain healthy habits.*

For several states and regional centers, survey items in the Background Information section (including certain items related to Health) had a large amount of missing data or data recorded as “don’t know.” State and regional center review of the data in this section note that the data missing may not be missing randomly, and results **should be viewed with caution**. NCI-IDD averages that include states’ results for which 25% or more of their sample were missing data (or reported as “don’t know”) are indicated with an asterisk (\*). CA averages that include regional centers’ results for which 25% or more of their sample were missing data (or reported as “don’t know”) are indicated with a double asterisk (\*\*).

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**All CA and NCI-IDD Averages are weighted unless otherwise noted.**

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\*\*CA Average had at least 25% “don’t knows” and missing data

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### *Charts for Wellness*

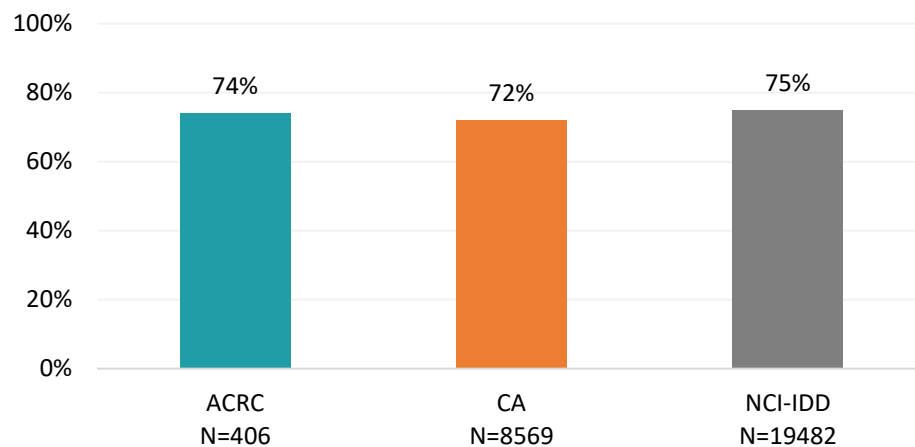
All CA and NCI-IDD Averages are weighted unless otherwise noted

\*\*CA Average had at least 25% “don’t knows” and missing data

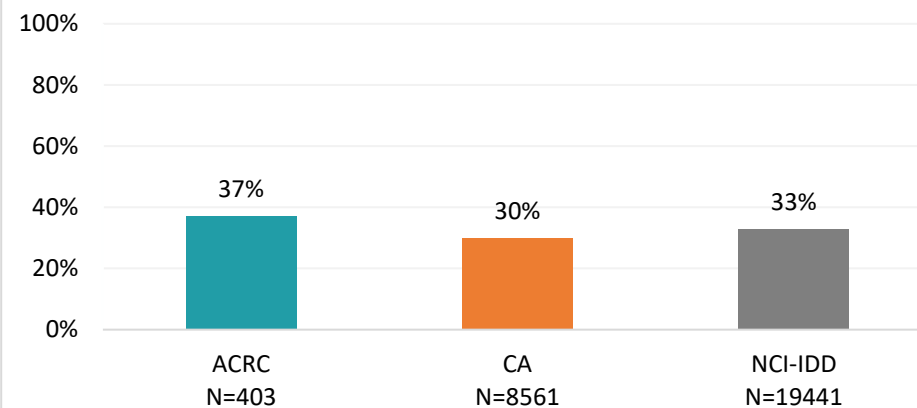
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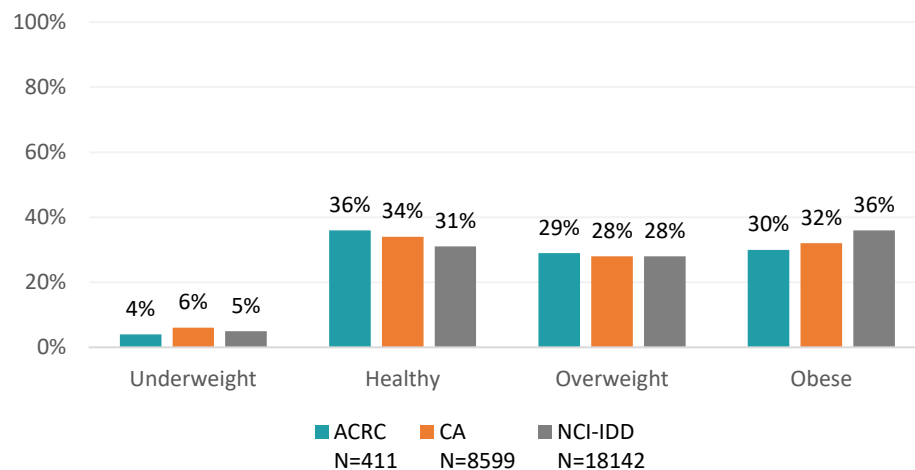
### Exercises or does physical activity at least once per week for 10 minutes or more at a time



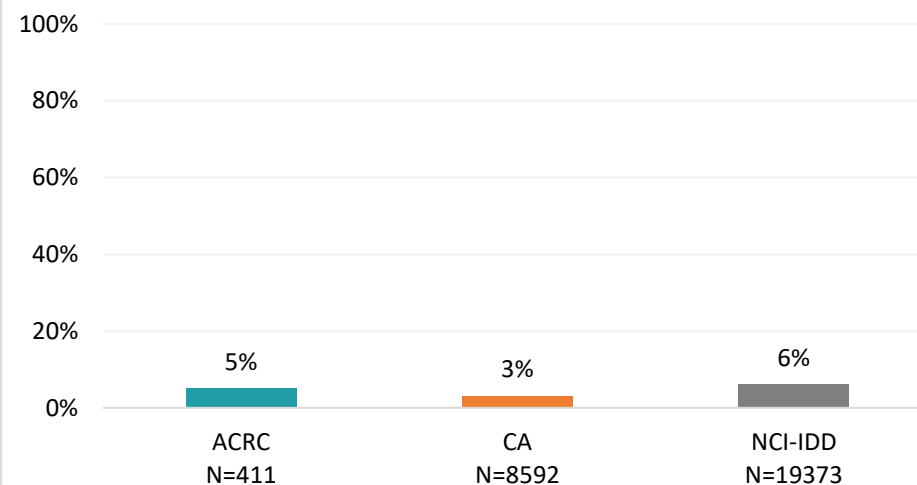
### Exercises or does physical activity at least once per week that makes the muscles in arms, legs, back, and/or chest work hard



### Body Mass Index (BMI) category



### Uses nicotine or tobacco products



All CA and NCI-IDD Averages are weighted unless otherwise noted

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**Table 95. Exercises or does physical activity at least once per week for 10 minutes or more at a time**

The “Yes” category included “1 or 2 times”, “3 or 4 times” and “5 or more times” responses; proxy respondents were allowed for this question

| Regional Center          | Yes | No  | N      |
|--------------------------|-----|-----|--------|
| ACRC                     | 74% | 26% | 406    |
| CA Average               | 72% | 28% | 8,569  |
| Weighted NCI-IDD Average | 75% | 25% | 19,482 |

**Table 96. Exercises or does physical activity at least once per week that makes the muscles in arms, legs, back, and/or chest work hard**

The “Yes” category included “1 or 2 times”, “3 or 4 times” and “5 or more times” responses; proxy respondents were allowed for this question

| Regional Center          | Yes | No  | N      |
|--------------------------|-----|-----|--------|
| ACRC                     | 37% | 63% | 403    |
| CA Average               | 30% | 70% | 8,561  |
| Weighted NCI-IDD Average | 33% | 67% | 19,441 |

**Table 97. Body Mass Index (BMI) category**

Information may have been obtained through administrative records

| Regional Center           | Underweight | Healthy | Overweight | Obese | N      |
|---------------------------|-------------|---------|------------|-------|--------|
| ACRC                      | 4%          | 36%     | 29%        | 30%   | 411    |
| CA Average                | 6%          | 34%     | 28%        | 32%   | 8,599  |
| Weighted NCI-IDD Average* | 5%          | 31%     | 28%        | 36%   | 18,142 |

**Table 98. Uses nicotine or tobacco products**

Information may have been obtained through administrative records

| Regional Center           | Yes | No  | N      |
|---------------------------|-----|-----|--------|
| ACRC                      | 5%  | 95% | 411    |
| CA Average                | 3%  | 97% | 8,592  |
| Weighted NCI-IDD Average* | 6%  | 94% | 19,373 |

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## Respect and Rights

*People receive the same respect and protections as others in the community.*

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Regional centers receive an ‘n/a’ designation within the table if 20 or fewer people responded to the survey item; however, their data are included in the CA Average

### *Charts for Rights and Respect*

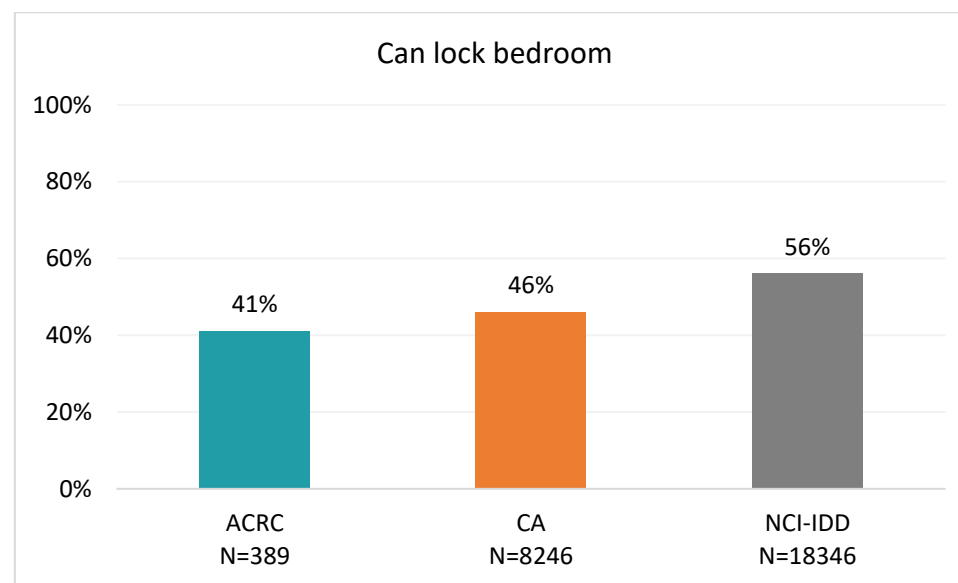
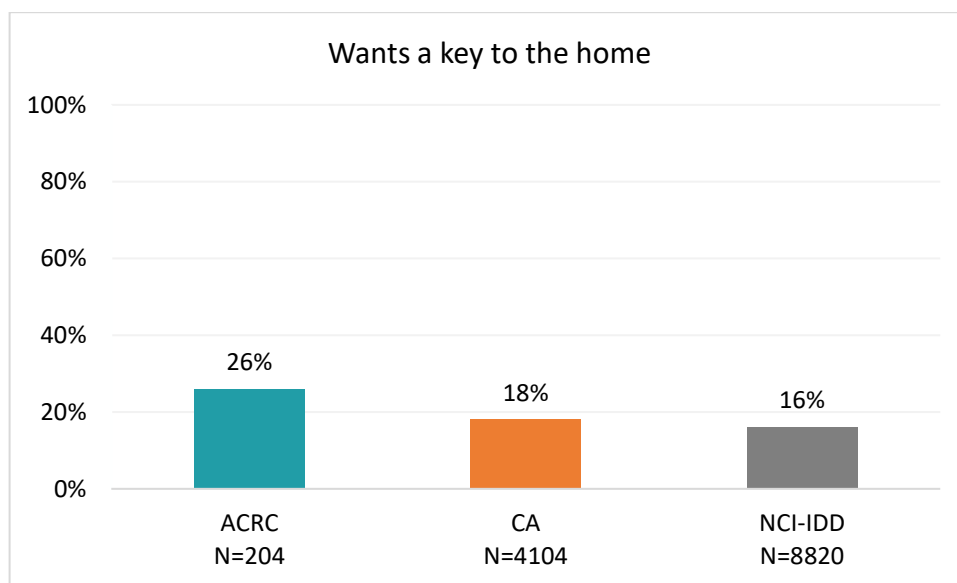
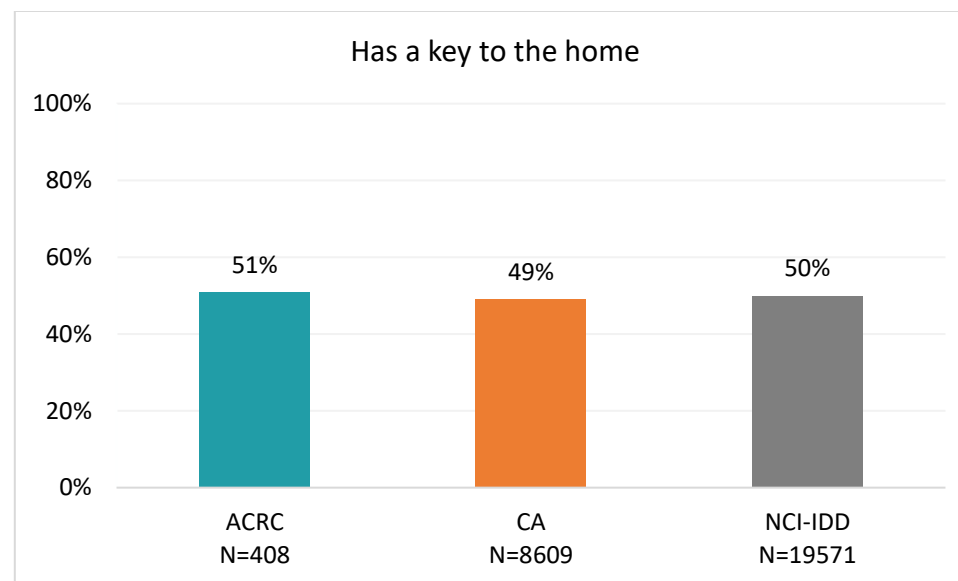
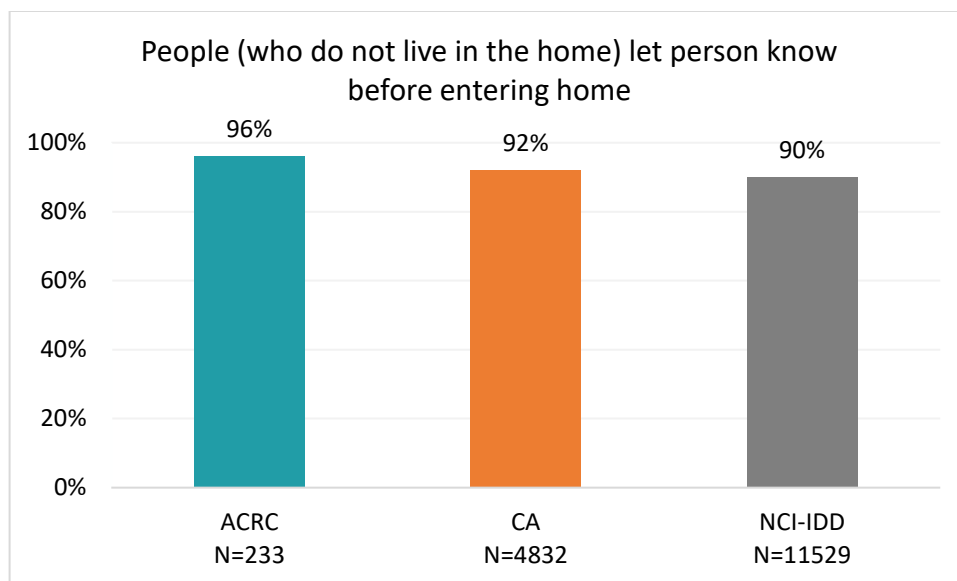
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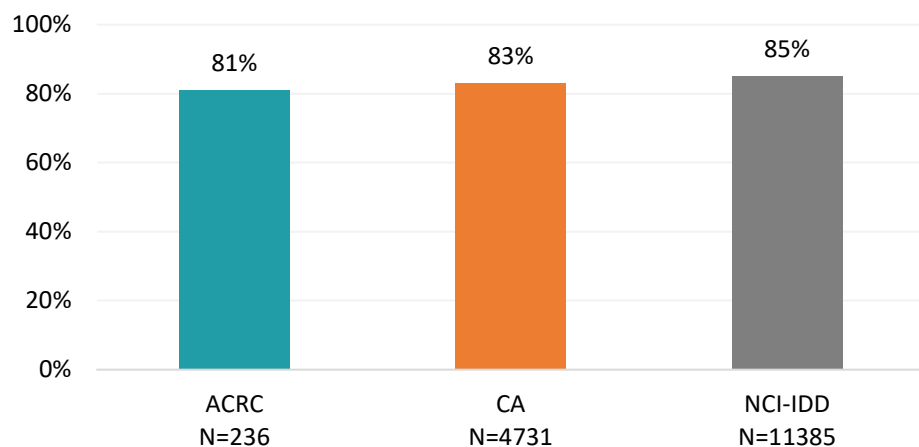
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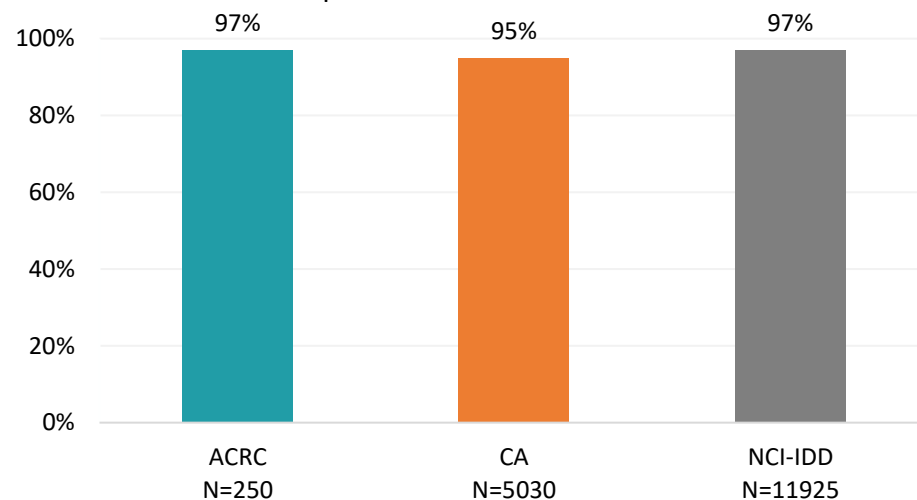
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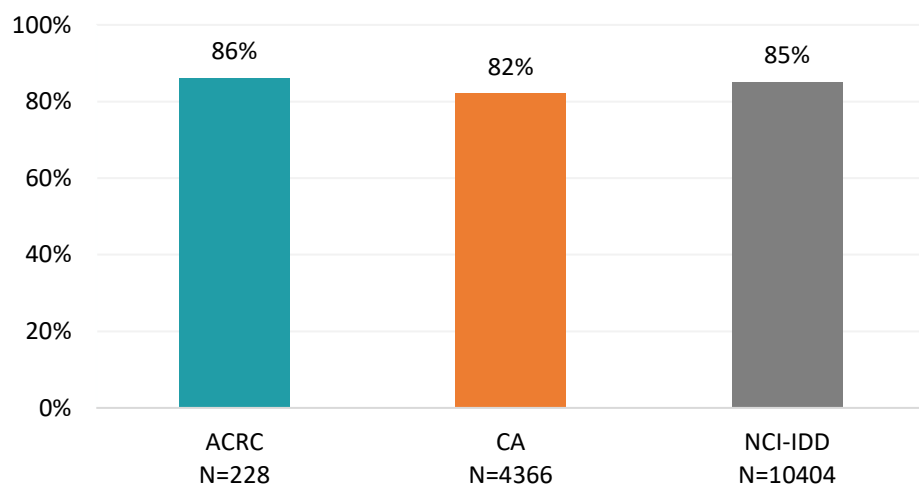
People let person know before entering person's bedroom



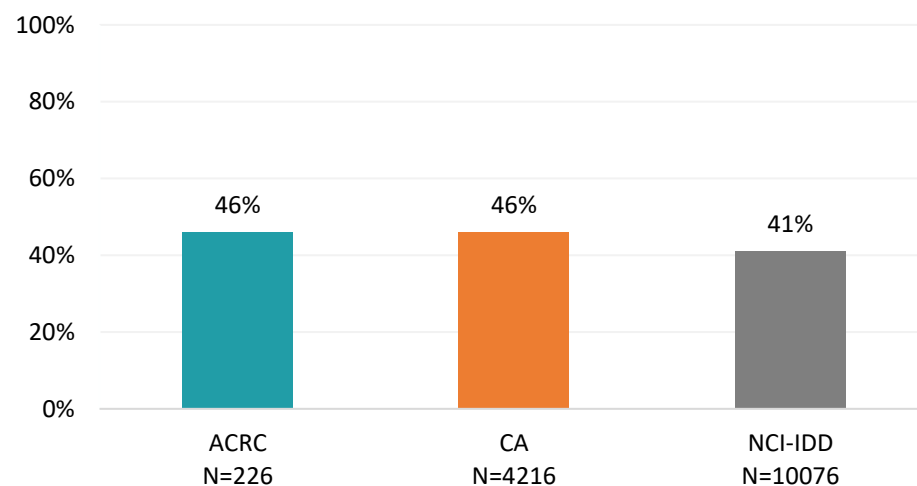
Has a place to be alone in the home



Can be alone with friends or visitors at home



There are rules about having friends or visitors at home



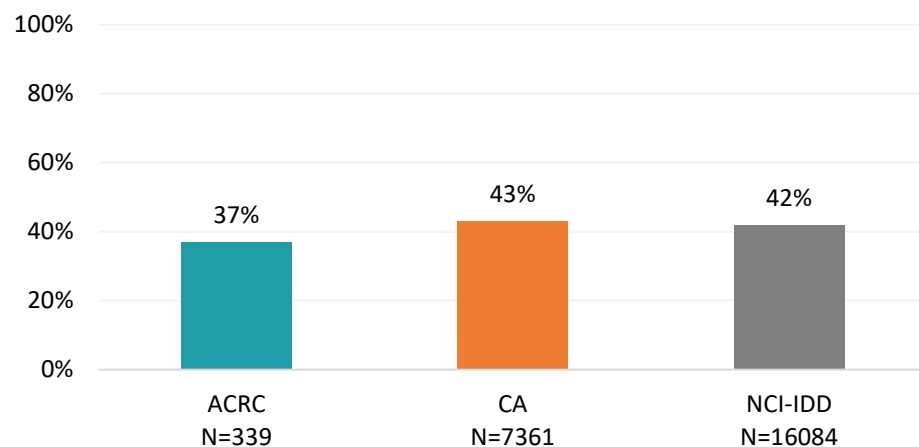
All CA and NCI-IDD Averages are weighted unless otherwise noted

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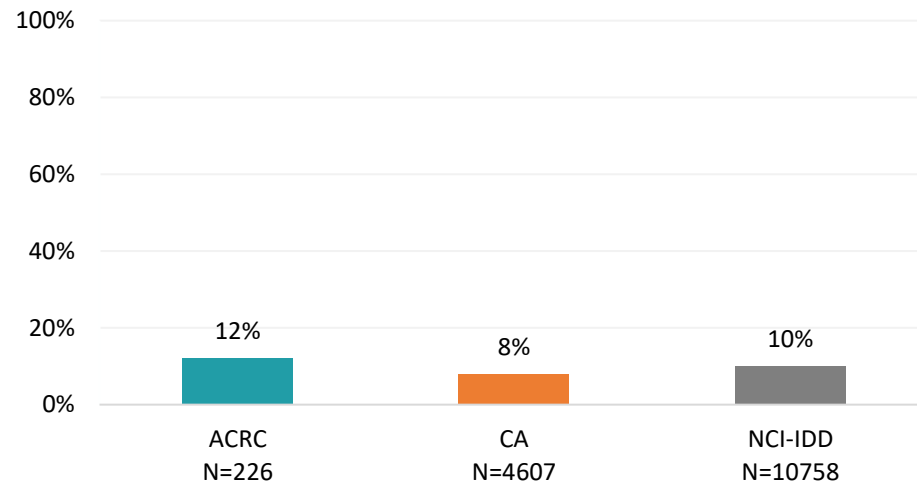
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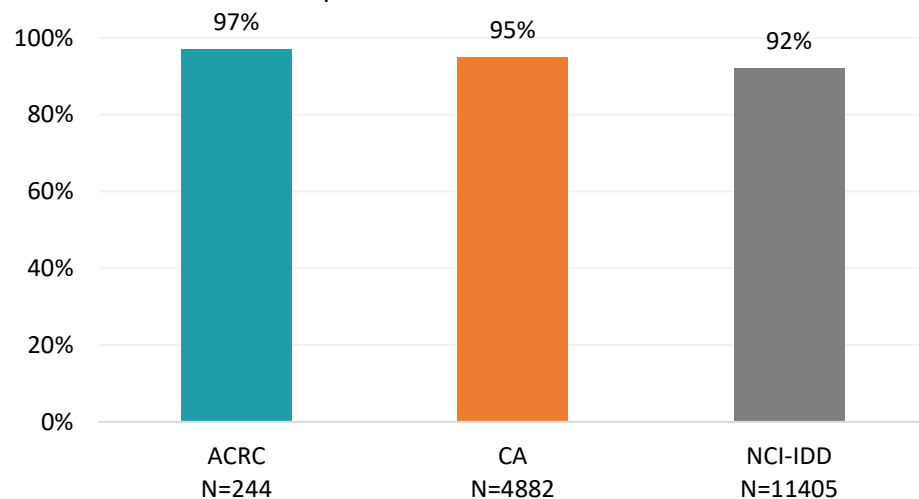
Can stay at home if others in the house go somewhere (if not living alone)



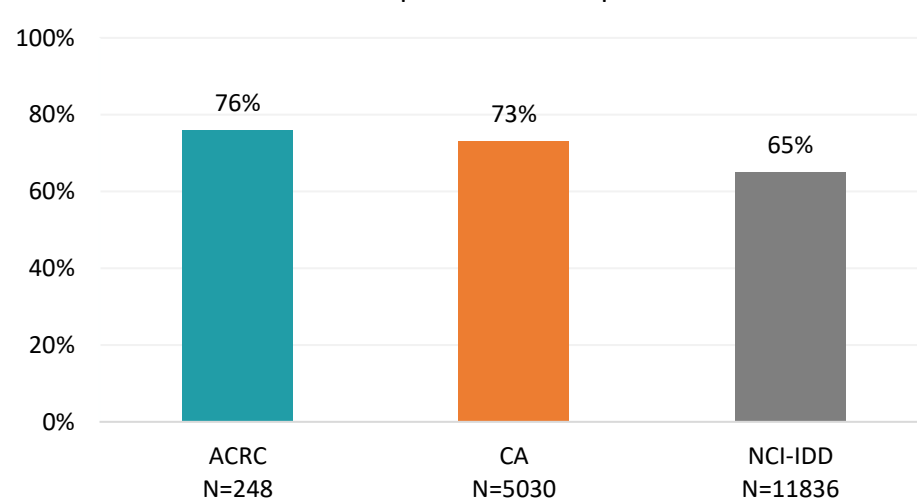
Others read person's mail or email without asking



Can use phone and internet when wants



Has a cell phone or smartphone

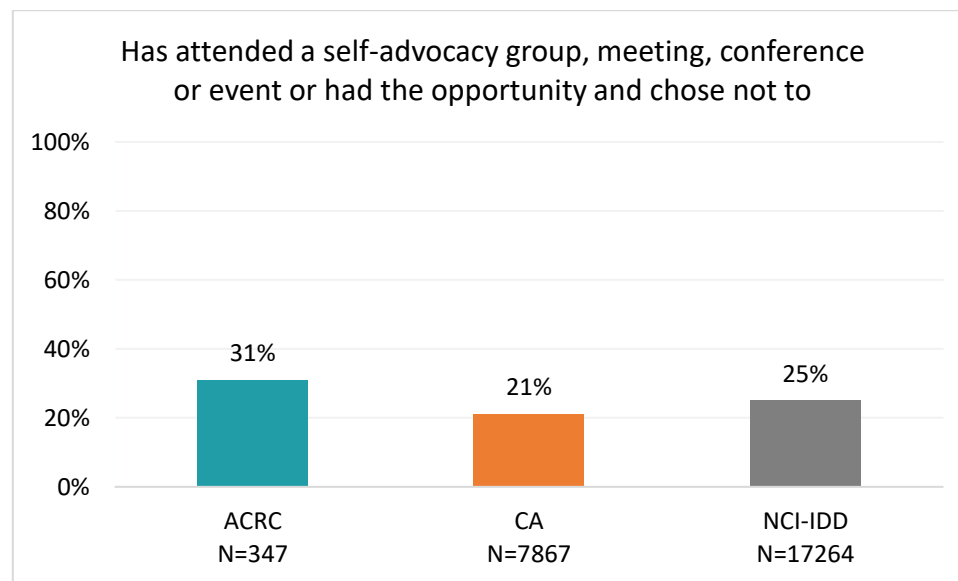
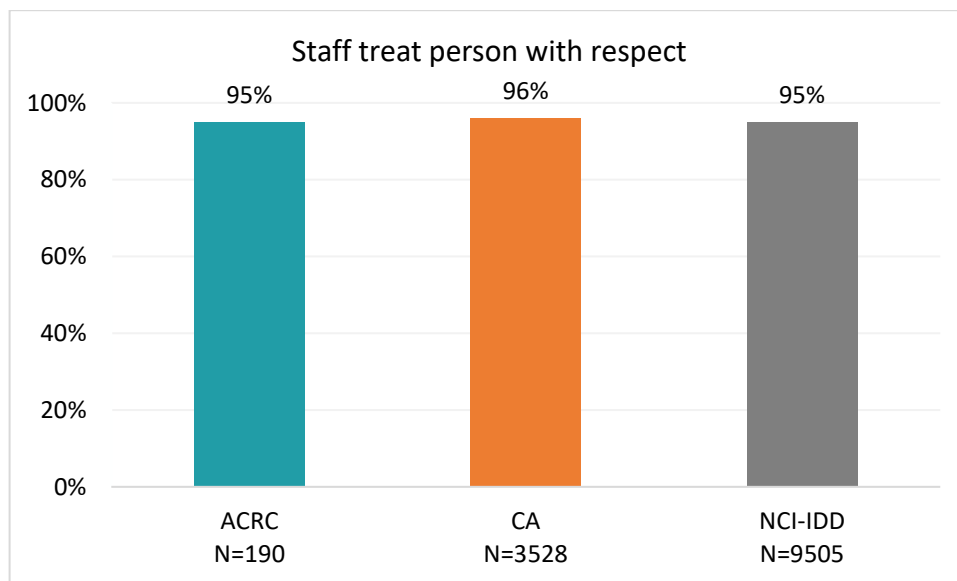
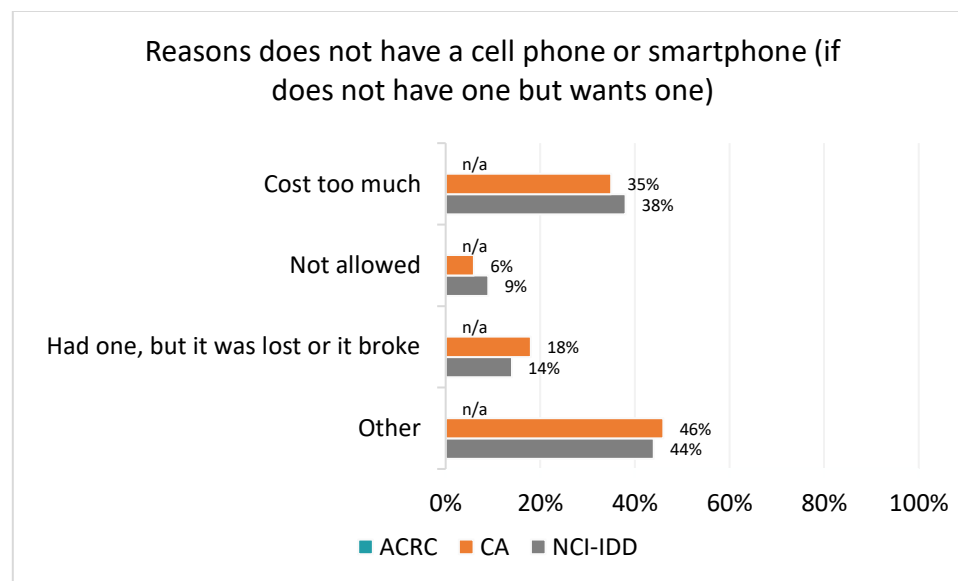
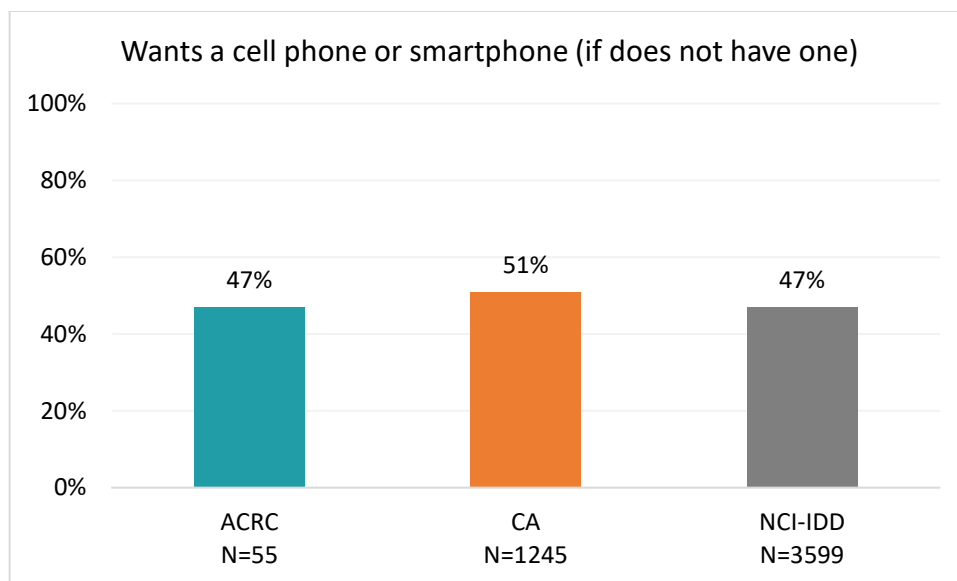


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\*NCI-IDD Average includes data from states that had at least 25% "don't knows" and missing data

Regional centers receive an 'n/a' designation within the table if 20 or fewer people responded to the survey item; however, their data are included in the CA Average

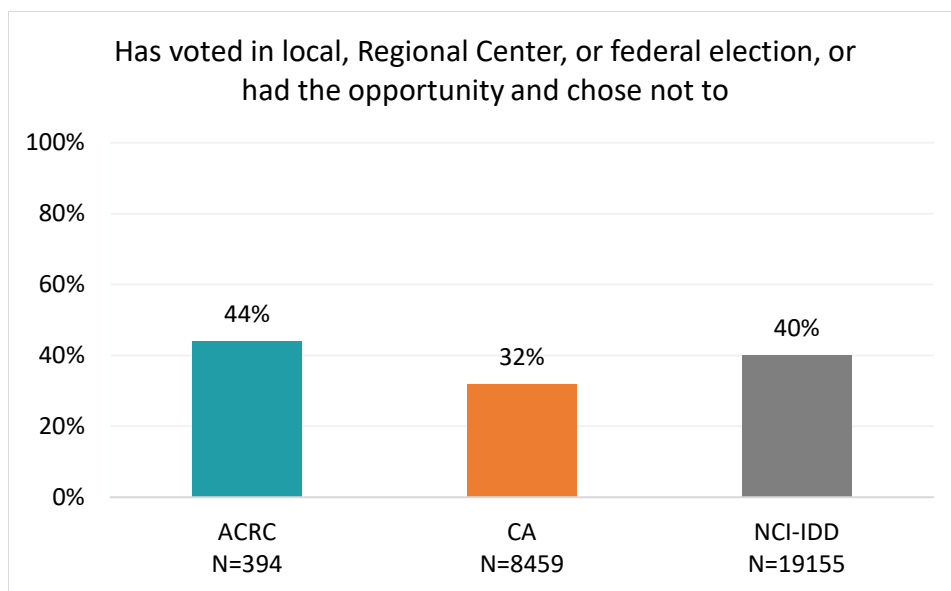


All CA and NCI-IDD Averages are weighted unless otherwise noted

\*\*CA Average had at least 25% "don't knows" and missing data

\*NCI-IDD Average includes data from states that had at least 25% "don't knows" and missing data

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All CA and NCI-IDD Averages are weighted unless otherwise noted

\*\*CA Average had at least 25% “don’t knows” and missing data

\*NCI-IDD Average includes data from states that had at least 25% “don’t knows” and missing data

Regional centers receive an ‘n/a’ designation within the table if 20 or fewer people responded to the survey item; however, their data are included in the CA Average

**Table 99. People (who do not live in the home) let person know before entering home**

| Regional Center           | Yes | No  | N      |
|---------------------------|-----|-----|--------|
| ACRC                      | 96% | 4%  | 233    |
| CA Average                | 92% | 8%  | 4,832  |
| Weighted NCI-IDD Average* | 90% | 10% | 11,529 |

**Table 100. Has a key to the home**

Proxy respondents were allowed for this question

| Regional Center           | Yes | No  | N      |
|---------------------------|-----|-----|--------|
| ACRC                      | 51% | 49% | 408    |
| CA Average                | 49% | 51% | 8,609  |
| Weighted NCI-IDD Average* | 50% | 50% | 19,571 |

**Table 101. Wants a key to the home (if does not have one)**

| Regional Center          | Yes | Maybe | No  | N     |
|--------------------------|-----|-------|-----|-------|
| ACRC                     | 26% | 7%    | 66% | 204   |
| CA Average               | 18% | 9%    | 73% | 4,104 |
| Weighted NCI-IDD Average | 16% | 9%    | 75% | 8,820 |

**Table 102. Can lock bedroom**

“Yes” responses only; proxy respondents were allowed for this question

| Regional Center          | Yes | No  | N      |
|--------------------------|-----|-----|--------|
| ACRC                     | 41% | 59% | 389    |
| CA Average               | 46% | 54% | 8,246  |
| Weighted NCI-IDD Average | 56% | 44% | 18,346 |

All CA and NCI-IDD Averages are weighted unless otherwise noted

\*\*CA Average had at least 25% “don’t knows” and missing data

\*NCI-IDD Average includes data from states that had at least 25% “don’t knows” and missing data

Regional centers receive an ‘n/a’ designation within the table if 20 or fewer people responded to the survey item; however, their data are included in the CA Average

**Table 103. People let person know before entering person's bedroom**

| Regional Center          | Yes | No  | N      |
|--------------------------|-----|-----|--------|
| ACRC                     | 81% | 19% | 236    |
| CA Average               | 83% | 17% | 4,731  |
| Weighted NCI-IDD Average | 85% | 15% | 11,385 |

**Table 104. Has a place to be alone in the home**

| Regional Center          | Yes | No | N      |
|--------------------------|-----|----|--------|
| ACRC                     | 97% | 3% | 250    |
| CA Average               | 95% | 5% | 5,030  |
| Weighted NCI-IDD Average | 97% | 3% | 11,925 |

**Table 105. Can be alone with friends or visitors at home**

| Regional Center          | Yes | No  | N      |
|--------------------------|-----|-----|--------|
| ACRC                     | 86% | 14% | 228    |
| CA Average               | 82% | 18% | 4,366  |
| Weighted NCI-IDD Average | 85% | 15% | 10,404 |

**Table 106. There are rules about having friends or visitors at home**

| Regional Center          | Yes | No  | N      |
|--------------------------|-----|-----|--------|
| ACRC                     | 46% | 54% | 226    |
| CA Average               | 46% | 54% | 4,216  |
| Weighted NCI-IDD Average | 41% | 59% | 10,076 |

All CA and NCI-IDD Averages are weighted unless otherwise noted

\*\*CA Average had at least 25% "don't knows" and missing data

\*NCI-IDD Average includes data from states that had at least 25% "don't knows" and missing data

Regional centers receive an 'n/a' designation within the table if 20 or fewer people responded to the survey item; however, their data are included in the CA Average

**Table 107. Can stay at home if others in the house go somewhere (if not living alone)**

“Yes” responses only; proxy respondents were allowed for this question

| Regional Center          | Yes | No  | N      |
|--------------------------|-----|-----|--------|
| ACRC                     | 37% | 63% | 339    |
| CA Average               | 43% | 57% | 7,361  |
| Weighted NCI-IDD Average | 42% | 58% | 16,084 |

**Table 108. Others read person’s mail or email without asking**

| Regional Center          | Yes | No  | N      |
|--------------------------|-----|-----|--------|
| ACRC                     | 12% | 88% | 226    |
| CA Average               | 8%  | 92% | 4,607  |
| Weighted NCI-IDD Average | 10% | 90% | 10,758 |

**Table 109. Can use phone and internet when wants**

| Regional Center          | Yes | No | N      |
|--------------------------|-----|----|--------|
| ACRC                     | 97% | 3% | 244    |
| CA Average               | 95% | 5% | 4,882  |
| Weighted NCI-IDD Average | 92% | 8% | 11,405 |

**Table 110. Has a cell phone or smartphone**

| Regional Center          | Yes | No  | N      |
|--------------------------|-----|-----|--------|
| ACRC                     | 76% | 24% | 248    |
| CA Average               | 73% | 27% | 5,030  |
| Weighted NCI-IDD Average | 65% | 35% | 11,836 |

All CA and NCI-IDD Averages are weighted unless otherwise noted

\*\*CA Average had at least 25% “don’t knows” and missing data

\*NCI-IDD Average includes data from states that had at least 25% “don’t knows” and missing data

Regional centers receive an ‘n/a’ designation within the table if 20 or fewer people responded to the survey item; however, their data are included in the CA Average



**Table 111. Wants a cell phone or smartphone (if does not have one)**

| Regional Center          | Yes | No  | N     |
|--------------------------|-----|-----|-------|
| ACRC                     | 47% | 53% | 55    |
| CA Average               | 51% | 49% | 1,245 |
| Weighted NCI-IDD Average | 47% | 53% | 3,599 |

**Table 112. Reasons does not have a cell phone or smartphone (if does not have one but wants one)**

Categories are not mutually exclusive, therefore N is not shown

| Regional Center          | Cost too much | Not allowed | Had one, but it was lost or it broke | Other |
|--------------------------|---------------|-------------|--------------------------------------|-------|
| ACRC                     | n/a           | n/a         | n/a                                  | n/a   |
| CA Average               | 35%           | 6%          | 18%                                  | 46%   |
| Weighted NCI-IDD Average | 38%           | 9%          | 14%                                  | 44%   |

**Table 113. Staff treat person with respect**

The “Yes” category only included “yes – all staff, always” responses

| Regional Center          | Yes | No | N     |
|--------------------------|-----|----|-------|
| ACRC                     | 95% | 5% | 190   |
| CA Average               | 96% | 4% | 3,528 |
| Weighted NCI-IDD Average | 95% | 5% | 9,505 |

**Table 114. Has attended a self-advocacy group, meeting, conference or event or had the opportunity and chose not to**

The “Yes” category included “yes” and “had the opportunity but chose not to participate” responses; proxy respondents were allowed for this question

| Regional Center          | Yes | No  | N      |
|--------------------------|-----|-----|--------|
| ACRC                     | 31% | 69% | 347    |
| CA Average               | 21% | 78% | 7,867  |
| Weighted NCI-IDD Average | 25% | 75% | 17,264 |

All CA and NCI-IDD Averages are weighted unless otherwise noted

\*\*CA Average had at least 25% “don’t knows” and missing data

\*NCI-IDD Average includes data from states that had at least 25% “don’t knows” and missing data

Regional centers receive an ‘n/a’ designation within the table if 20 or fewer people responded to the survey item; however, their data are included in the CA Average

**Table 115. Has voted in local, state, or federal election, or had the opportunity and chose not to**

The “Yes” category included “yes” and “had the opportunity but chose not to participate” responses; proxy respondents were allowed for this question

| Regional Center                 | Yes | No  | N      |
|---------------------------------|-----|-----|--------|
| <b>ACRC</b>                     | 44% | 56% | 394    |
| <b>CA Average</b>               | 32% | 68% | 8,459  |
| <b>Weighted NCI-IDD Average</b> | 40% | 60% | 19,155 |

All CA and NCI-IDD Averages are weighted unless otherwise noted

\*\*CA Average had at least 25% “don’t knows” and missing data

\*NCI-IDD Average includes data from states that had at least 25% “don’t knows” and missing data

Regional centers receive an ‘n/a’ designation within the table if 20 or fewer people responded to the survey item; however, their data are included in the CA Average

## Safety

*People are safe from abuse, neglect, and injury.*

**All CA and NCI-IDD Averages are weighted unless otherwise noted.**

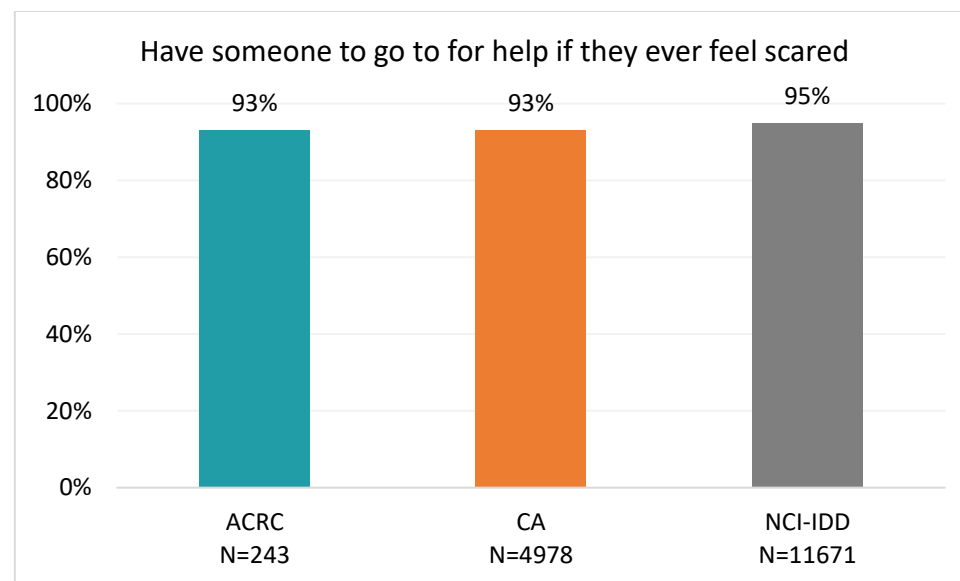
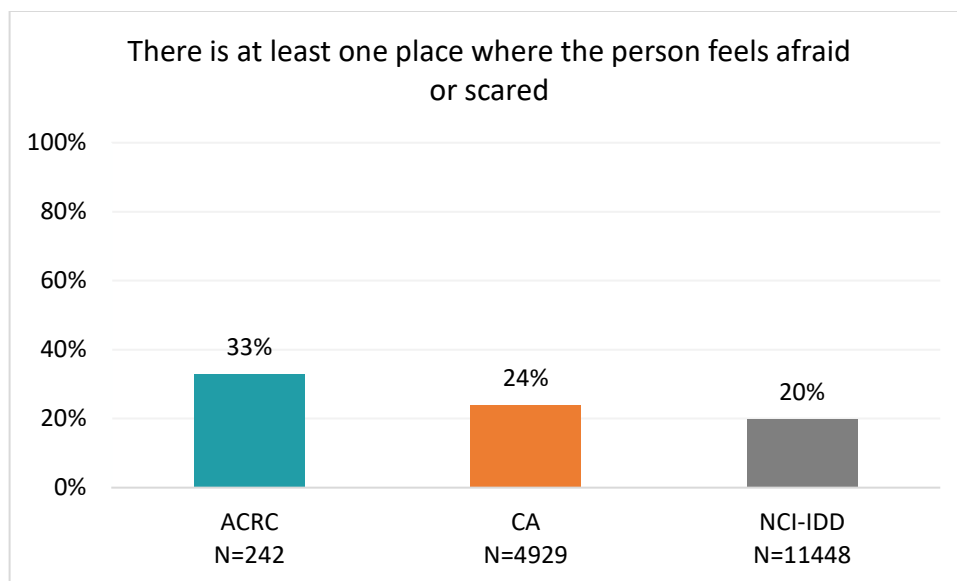
All CA and NCI-IDD Averages are weighted unless otherwise noted

\*\*CA Average had at least 25% “don’t knows” and missing data

\*NCI-IDD Average includes data from states that had at least 25% “don’t knows” and missing data

Regional centers receive an ‘n/a’ designation within the table if 20 or fewer people responded to the survey item; however, their data are included in the CA Average

### *Charts for Safety*



**Table 116. There is at least one place where the person feels afraid or scared (in home, day program, work, walking in the community, in transport, or other place)**

| Regional Center          | Yes | No  | N      |
|--------------------------|-----|-----|--------|
| ACRC                     | 33% | 67% | 242    |
| CA Average               | 24% | 76% | 4,929  |
| Weighted NCI-IDD Average | 20% | 80% | 11,448 |

**Table 117. Have someone to go to for help if they ever feel scared**

| Regional Center          | Yes | No | N      |
|--------------------------|-----|----|--------|
| ACRC                     | 93% | 7% | 243    |
| CA Average               | 93% | 7% | 4,978  |
| Weighted NCI-IDD Average | 95% | 5% | 11,671 |

## CA Specific Questions

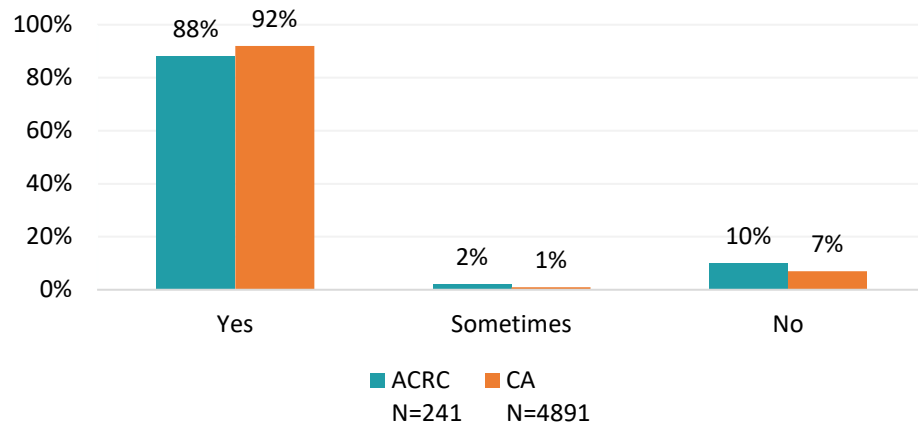
*All questions in this section were added by CA and not included in the standard IPS, therefore there are no NCI-IDD Averages available for these outcomes.*

**Note, CA averages in this section are not weighted.**

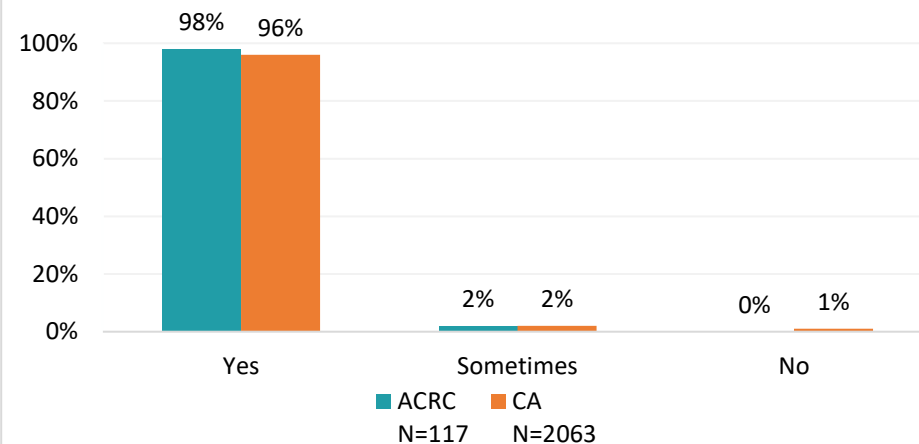
*Charts for CA Specific Questions*



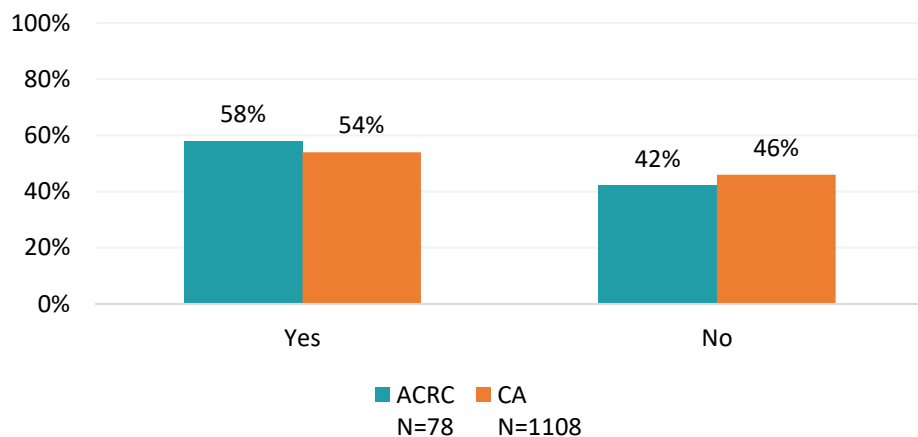
Are there staff (or a family member) at your home where you live who speak your preferred language



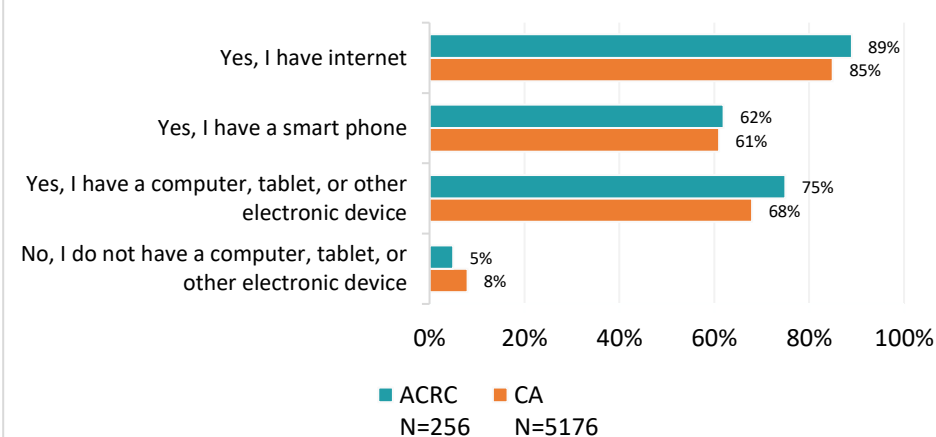
Are there staff at your day program or work program who speak your preferred language



If volunteers, do you volunteer at your day or work program?

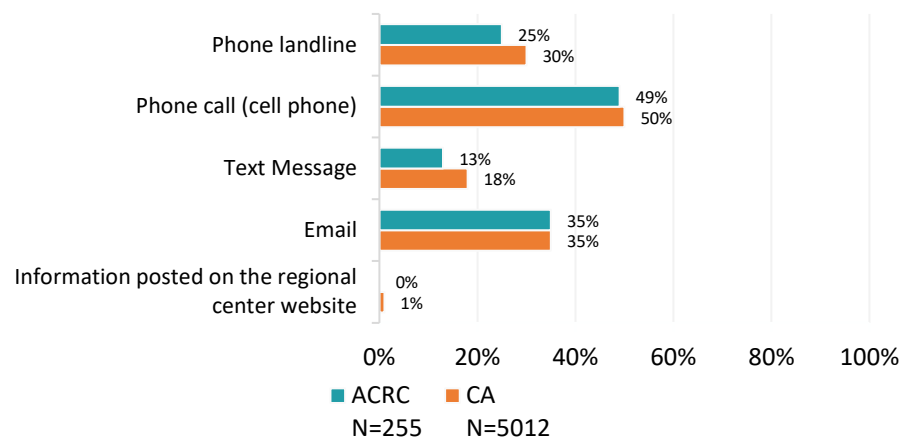


Do you have access to the technology you need to engage in activities?

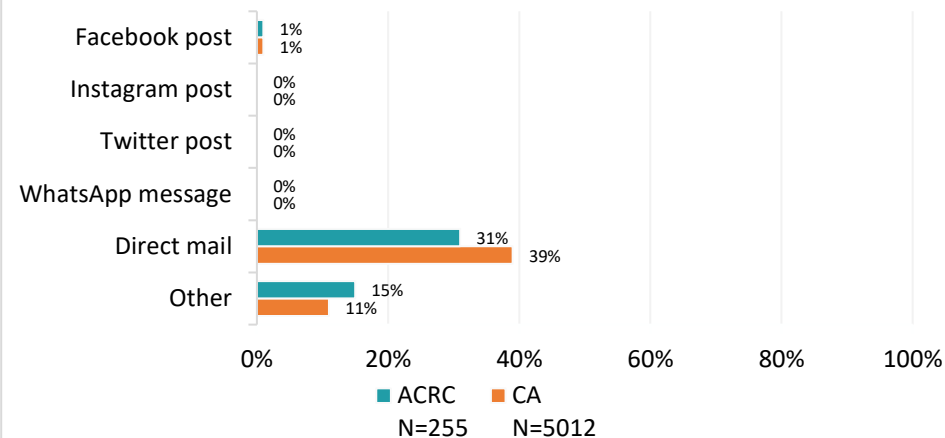


CA averages in this section are not weighted

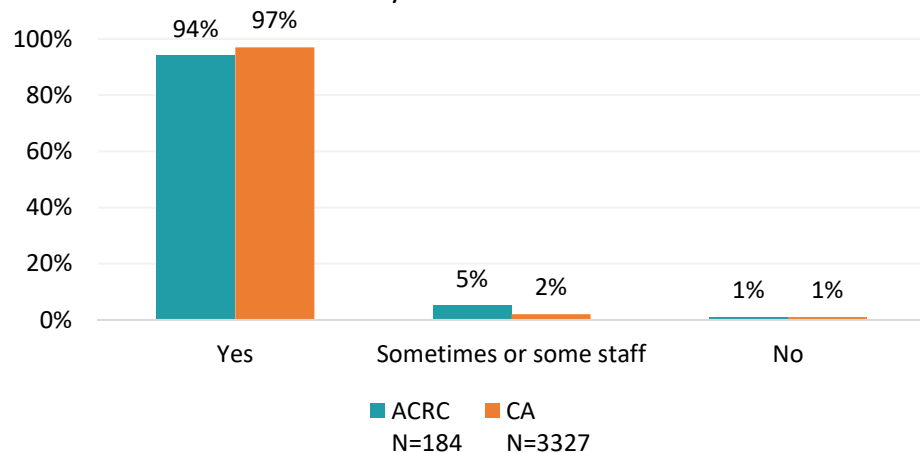
### What is the best way for you to receive information from the regional center?



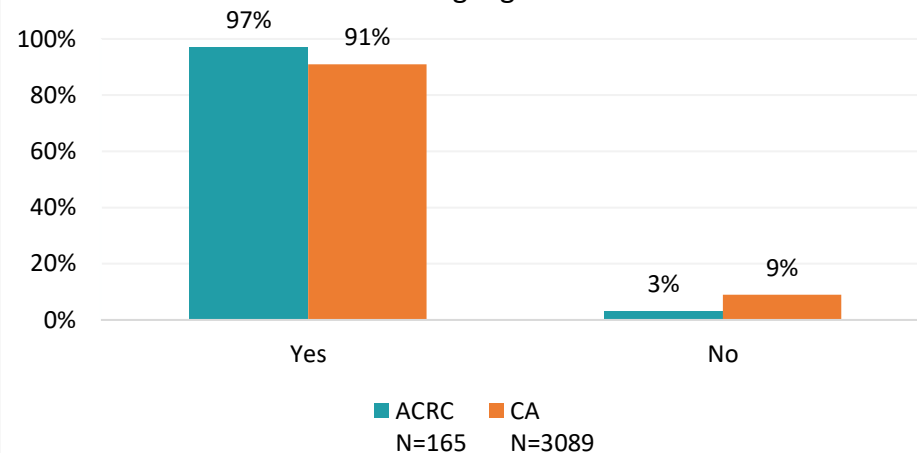
### What is the best way for you to receive information from the regional center? (Continued)



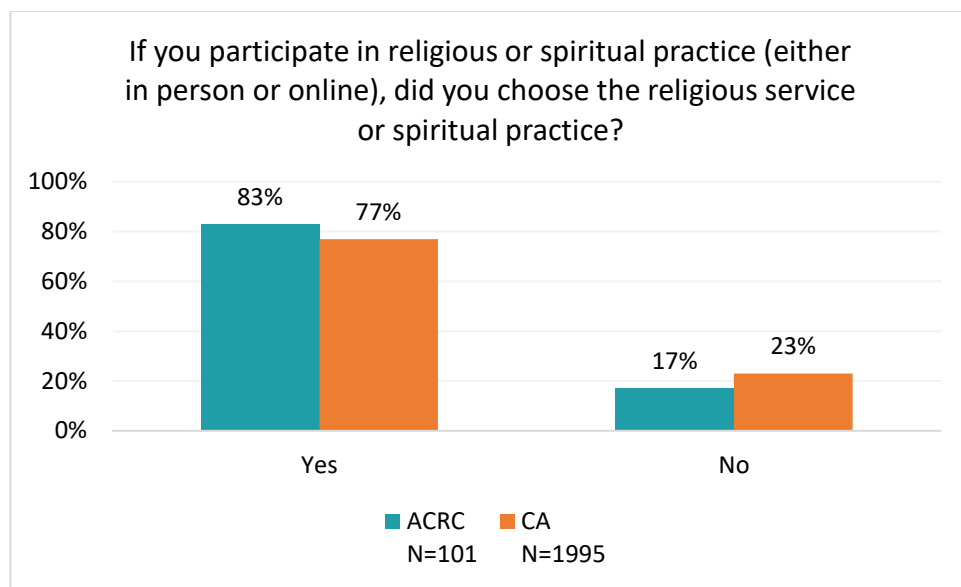
### Do your staff support you in a way that is respectful to your culture?



### Did you get a copy of your IPP in your preferred language?



CA averages in this section are not weighted



CA averages in this section are not weighted

**Table 118. Are there staff (or a family member) at your home where you live who speak your preferred language?**

| Regional Center | Yes | Sometimes | No  | N     |
|-----------------|-----|-----------|-----|-------|
| ACRC            | 88% | 2%        | 10% | 241   |
| CA Average      | 92% | 1%        | 7%  | 4,891 |

**Table 119. Are there staff at your day program or work program who speak your preferred language?**

| Regional Center | Yes | Sometimes | No | N     |
|-----------------|-----|-----------|----|-------|
| ACRC            | 98% | 2%        | 0% | 117   |
| CA Average      | 96% | 2%        | 1% | 2,063 |

**Table 120. If volunteers, do you volunteer at your day or work program?**

| Regional Center | Yes | No  | N     |
|-----------------|-----|-----|-------|
| ACRC            | 58% | 42% | 78    |
| CA Average      | 54% | 46% | 1,108 |

**Table 121. Do you have access to the technology you need to engage in activities?**

Categories are not mutually exclusive

| Regional Center | Yes, I have internet | Yes, I have a smart phone | Yes, I have a computer, tablet, or other electronic device | No, I do not have a computer, tablet, or other electronic device | N     |
|-----------------|----------------------|---------------------------|--|--|-------|
| ACRC            | 89%                  | 62%                       | 75%  | 5%   | 256   |
| CA Average      | 85%                  | 61%                       | 68%  | 8%   | 5,176 |

CA averages in this section are not weighted

**Table 122. What is the best way for you to receive information from the regional center?**

Categories are not mutually exclusive

| Regional Center | Phone<br>landline | Phone<br>call (cell<br>phone) | Text<br>Message | Email | Information<br>posted on<br>the<br>regional<br>center<br>website | N     |
|-----------------|-------------------|-------------------------------|-----------------|-------|--|-------|
| ACRC            | 25%               | 49%                           | 13%             | 35%   | 0%   | 255   |
| CA Average      | 30%               | 50%                           | 18%             | 35%   | 1%   | 5,012 |

**Table 123. What is the best way for you to receive information from the regional center? (continued)**

Categories are not mutually exclusive

| Regional Center | Facebook<br>post | Instagram<br>post | Twitter<br>post | WhatsApp<br>message | Direct<br>mail | Other | N     |
|-----------------|------------------|-------------------|-----------------|---------------------|----------------|-------|-------|
| ACRC            | 1%               | 0%                | 0%              | 0%                  | 31%            | 15%   | 255   |
| CA Average      | 1%               | 0%                | 0%              | 0%                  | 39%            | 11%   | 5,012 |

**Table 124. Do your staff support you in a way that is respectful to your culture?**

| Regional Center | Yes | Sometimes<br>or some<br>staff | No | N     |
|-----------------|-----|-------------------------------|----|-------|
| ACRC            | 94% | 5%                            | 1% | 184   |
| CA Average      | 97% | 2%                            | 1% | 3,327 |

**Table 125. Did you get a copy of your IPP in your preferred language?**

| Regional Center | Yes | No | N     |
|-----------------|-----|----|-------|
| ACRC            | 97% | 3% | 165   |
| CA Average      | 91% | 9% | 3,089 |

CA averages in this section are not weighted

**Table 126. If you participate in religious or spiritual practice (either in person or online), did you choose the religious service or spiritual practice?**

| Regional Center | Yes | No  | N     |
|-----------------|-----|-----|-------|
| ACRC            | 83% | 17% | 101   |
| CA Average      | 77% | 23% | 1,995 |

CA averages in this section are not weighted

## COVID-19 Supplement

*In response to the COVID-19 pandemic, NCI-IDD added a state-optional COVID-19 Supplement to all NCI Surveys. The COVID-19 Supplement is intended to support the understanding of the experience of people with disabilities and their families at the beginning of the COVID-19 pandemic, and their interactions with services during that time.*

**All CA and NCI-IDD Averages are weighted unless otherwise noted.**

All CA and NCI-IDD Averages are weighted unless otherwise noted

\*\*CA Average had at least 25% “don’t knows” and missing data

\*NCI-IDD Average includes data from states that had at least 25% “don’t knows” and missing data

Regional centers receive an ‘n/a’ designation within the table if 20 or fewer people responded to the survey item; however, their data are included in the CA Average

### *Charts for COVID-19 Supplement*

All CA and NCI-IDD Averages are weighted unless otherwise noted

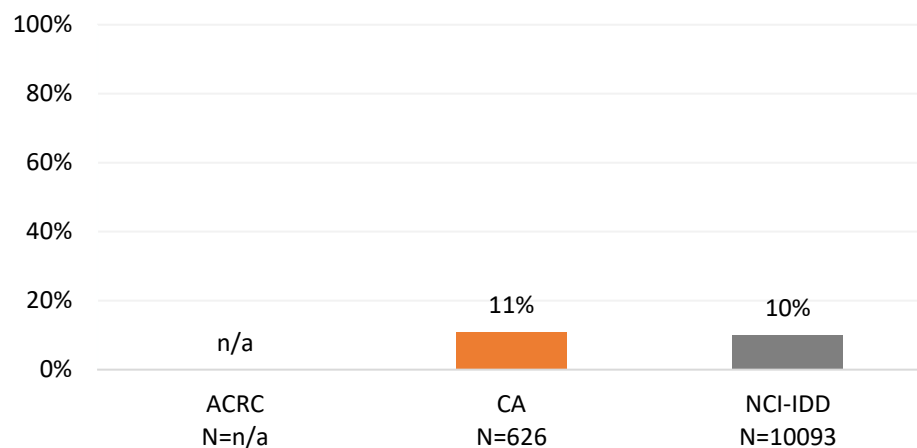
\*\*CA Average had at least 25% “don’t knows” and missing data

\*NCI-IDD Average includes data from states that had at least 25% “don’t knows” and missing data

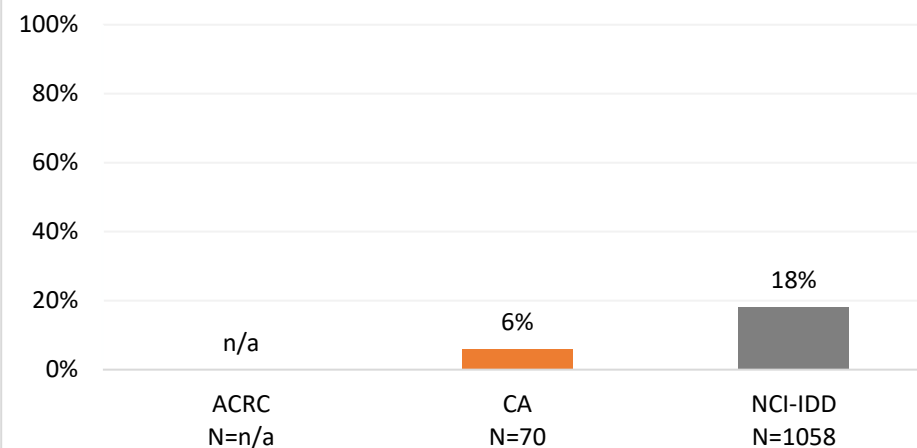
Regional centers receive an ‘n/a’ designation within the table if 20 or fewer people responded to the survey item; however, their data are included in the CA Average



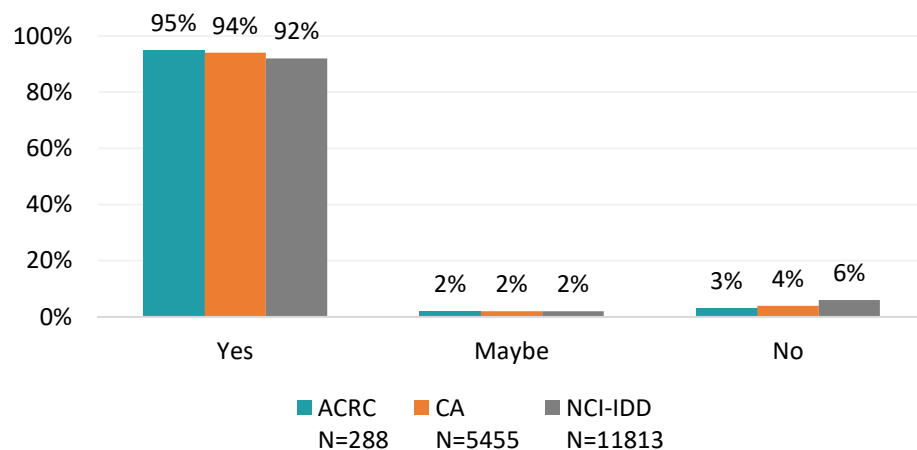
### Has this person ever been diagnosed or presumed diagnosed with COVID-19?



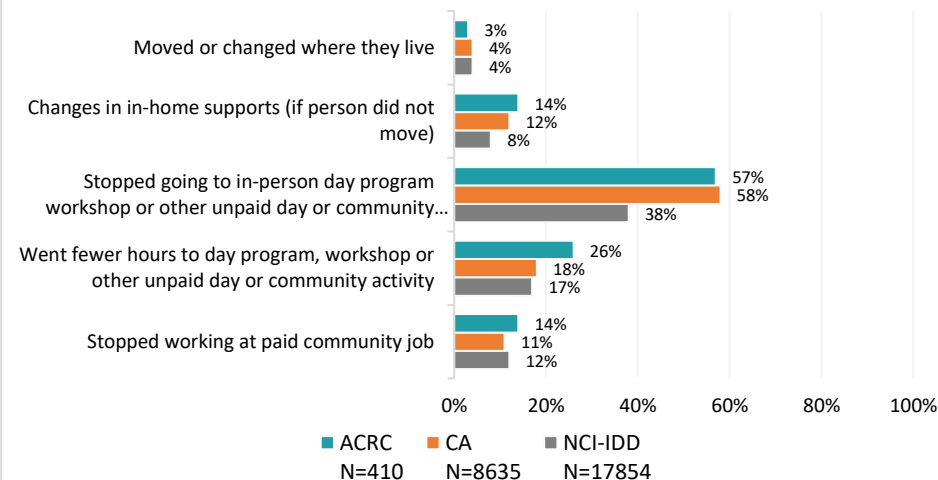
### Has this person ever required in-patient hospitalization due to COVID-19?



### Have you heard of COVID-19 (also known as coronavirus)?



### During COVID time, did any of these changes occur?



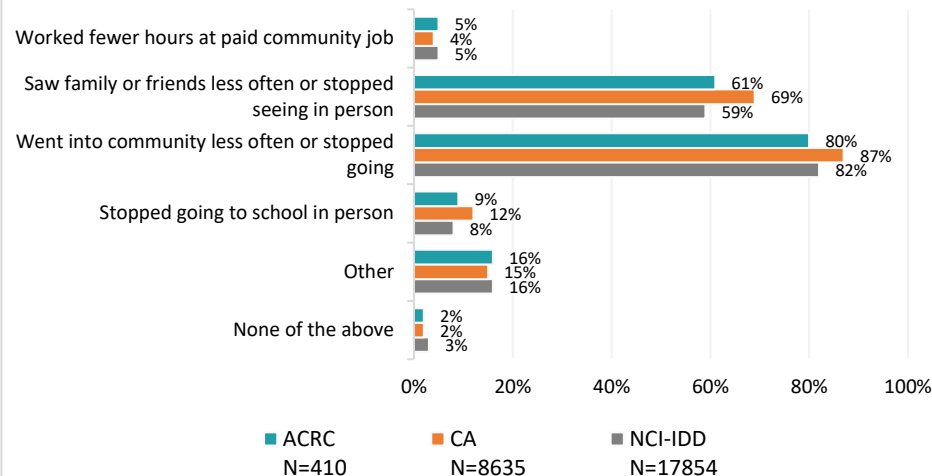
All CA and NCI-IDD Averages are weighted unless otherwise noted

\*\*CA Average had at least 25% "don't knows" and missing data

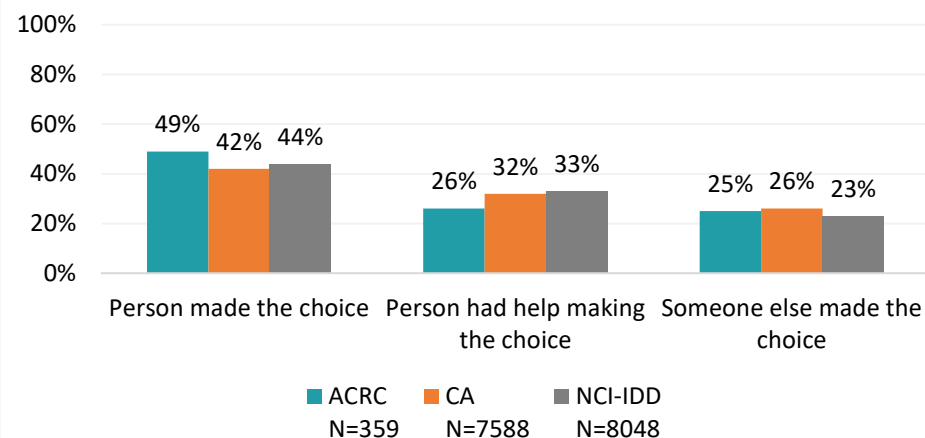
\*NCI-IDD Average includes data from states that had at least 25% "don't knows" and missing data

Regional centers receive an 'n/a' designation within the table if 20 or fewer people responded to the survey item; however, their data are included in the CA Average

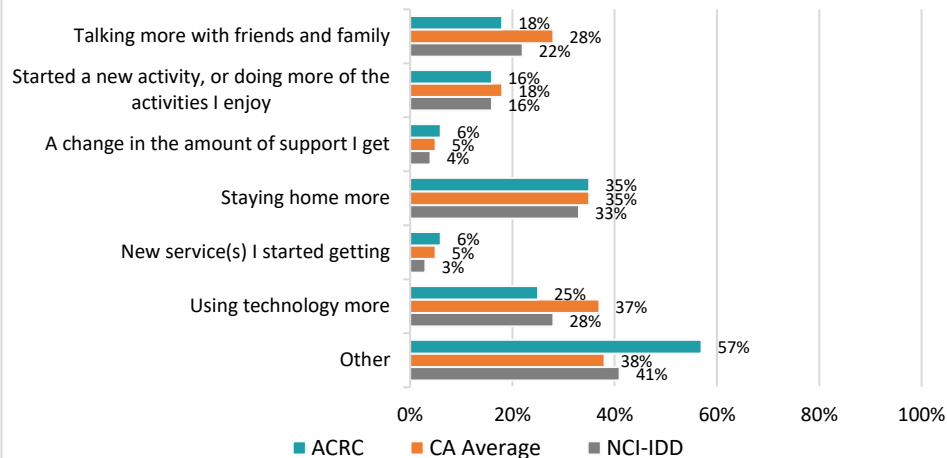
## During COVID time, did any of these changes occur? (Continued)



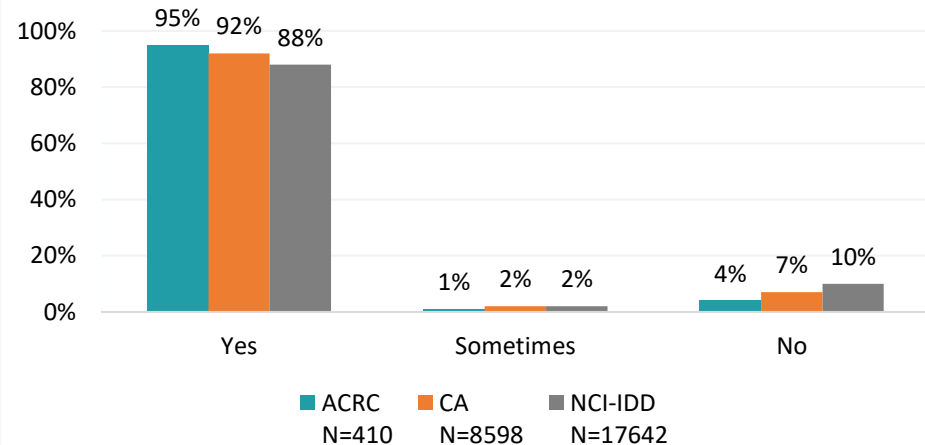
## During COVID time, if there were changes in your daily schedule, did you get to choose your new daily schedule?



## Think of how your life and daily routine changed since the beginning of COVID time. Have there been any changes that you liked?



## Is there a computer, tablet (iPad or similar), or smartphone that you can use in your home?



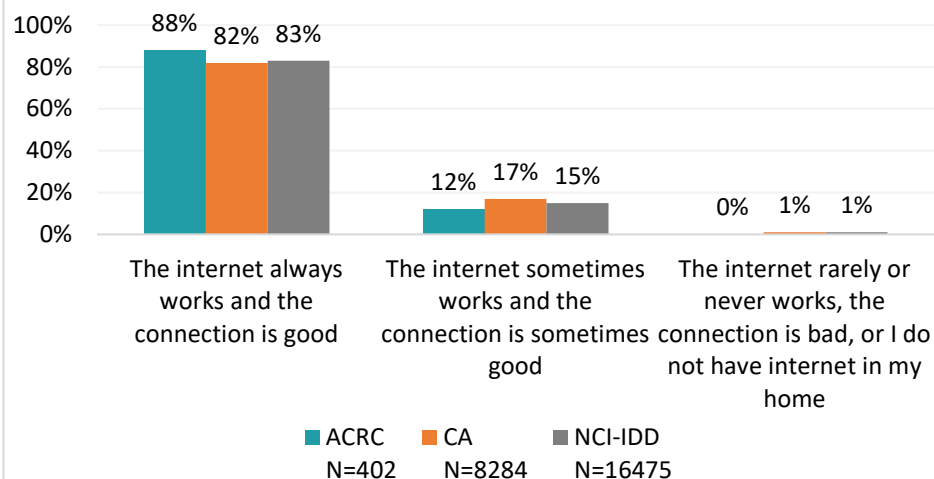
All CA and NCI-IDD Averages are weighted unless otherwise noted

\*\*CA Average had at least 25% "don't knows" and missing data

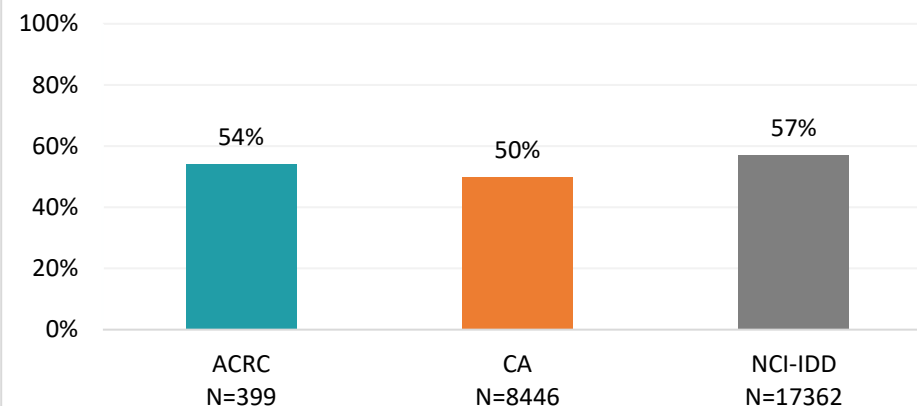
\*NCI-IDD Average includes data from states that had at least 25% "don't knows" and missing data

Regional centers receive an 'n/a' designation within the table if 20 or fewer people responded to the survey item; however, their data are included in the CA Average

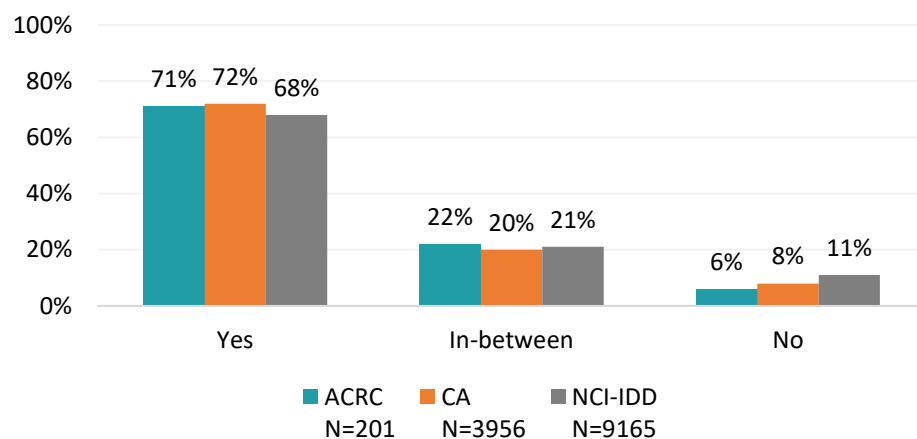
## How does your internet work at home?



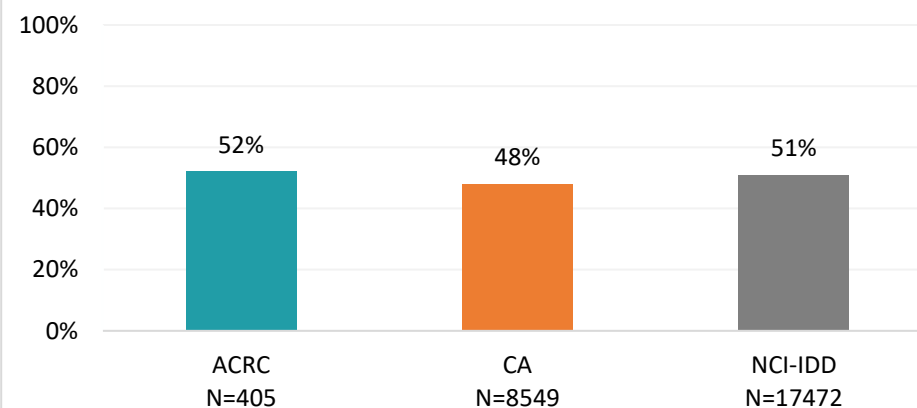
## Have you ever talked to your service coordinator using videoconference or telehealth like Skype, Zoom or FaceTime?



## Think about talking to your service coordinator with videoconference or telehealth. Did you like it?



## Have you ever talked to any health professionals using videoconference/telehealth like Skype, Zoom or FaceTime?



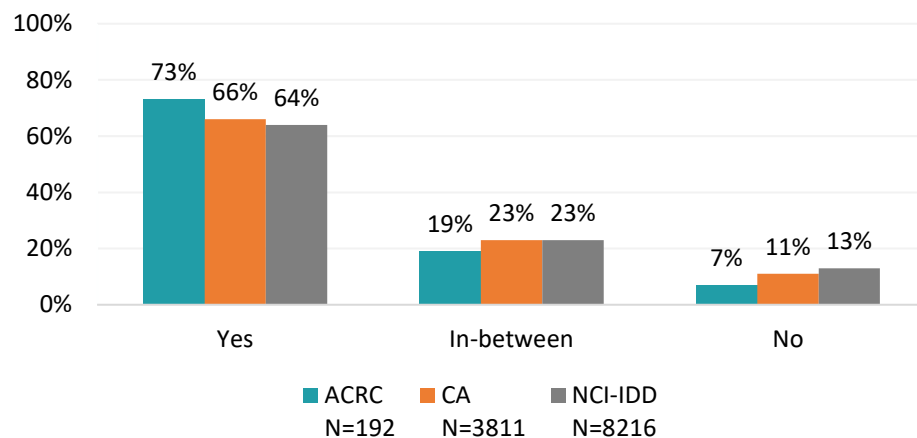
All CA and NCI-IDD Averages are weighted unless otherwise noted

\*\*CA Average had at least 25% "don't knows" and missing data

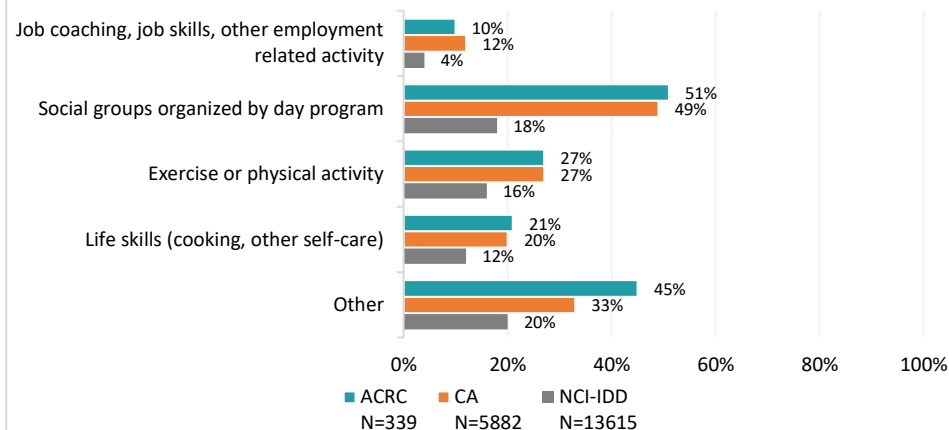
\*NCI-IDD Average includes data from states that had at least 25% "don't knows" and missing data

Regional centers receive an 'n/a' designation within the table if 20 or fewer people responded to the survey item; however, their data are included in the CA Average

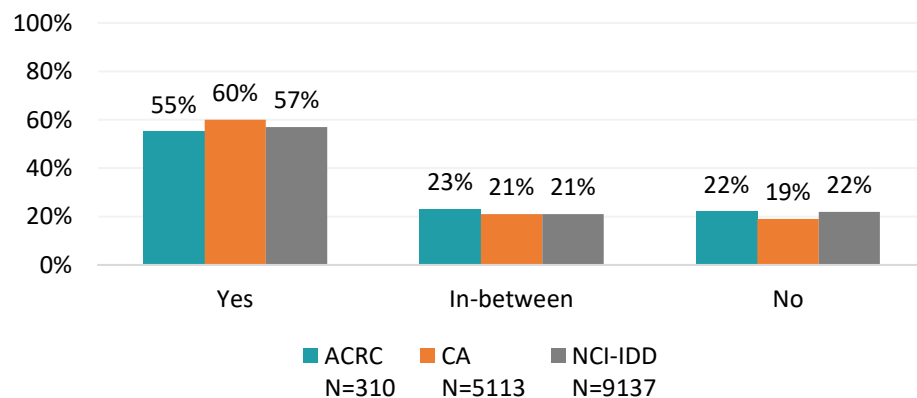
### Think about talking to health professionals with videoconference or telehealth. Did you like it?



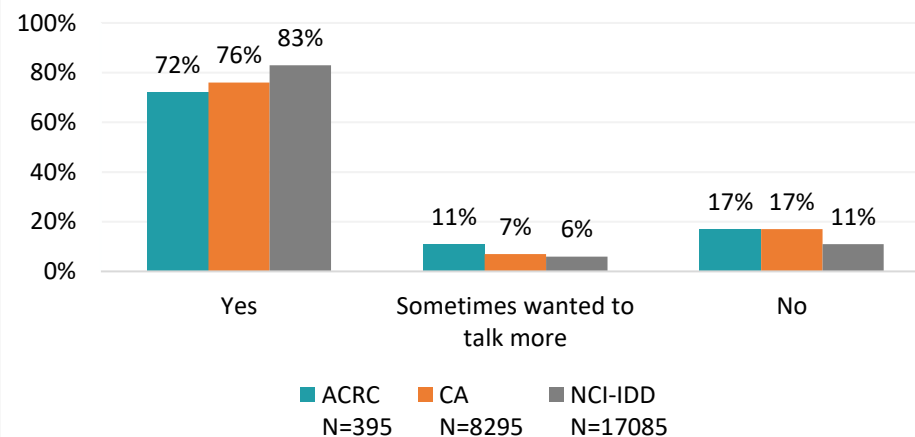
### Since the start of COVID time, did you do any of the following services using videoconference technology like Skype, Zoom or FaceTime?



### If you did any services over videoconference or telehealth, did you like doing services over video conference or telehealth?



### Since COVID time started, have you talked to your service coordinator enough?



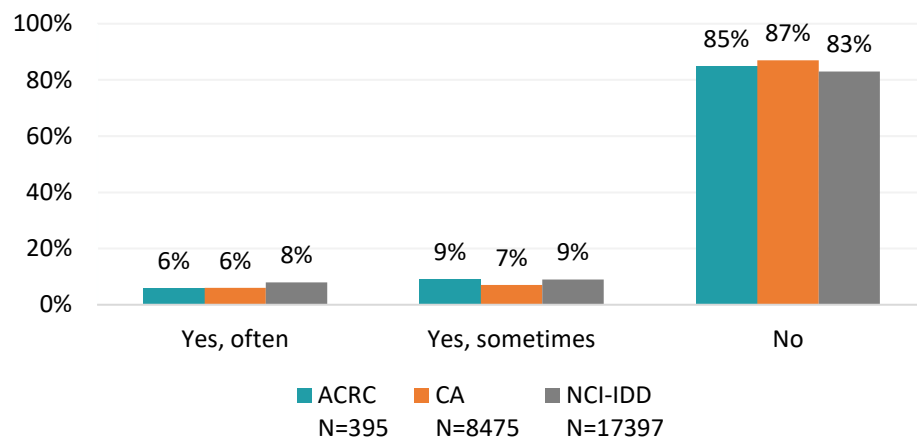
All CA and NCI-IDD Averages are weighted unless otherwise noted

\*\*CA Average had at least 25% "don't knows" and missing data

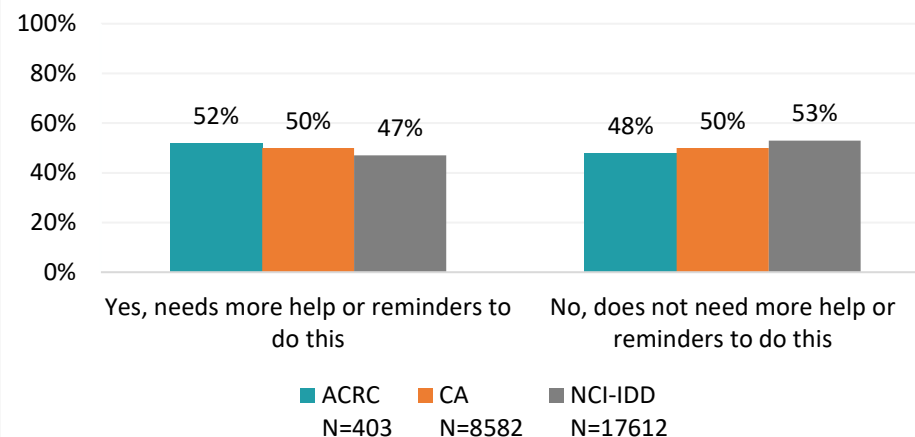
\*NCI-IDD Average includes data from states that had at least 25% "don't knows" and missing data

Regional centers receive an 'n/a' designation within the table if 20 or fewer people responded to the survey item; however, their data are included in the CA Average

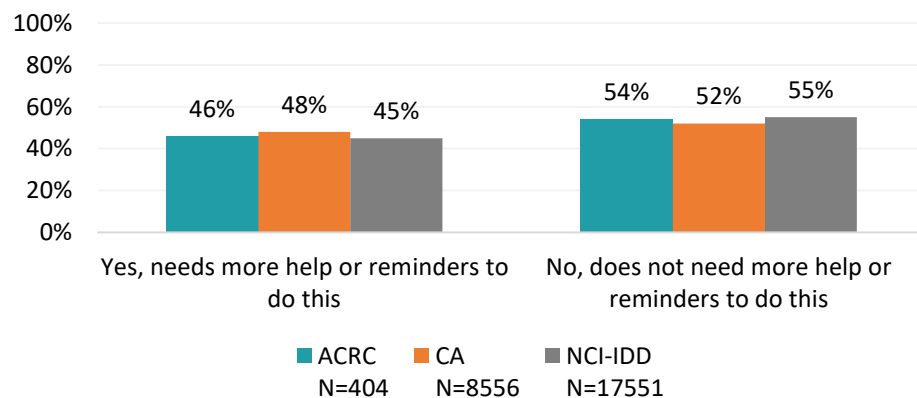
Since COVID time started, have there been times when you didn't have the help you needed?



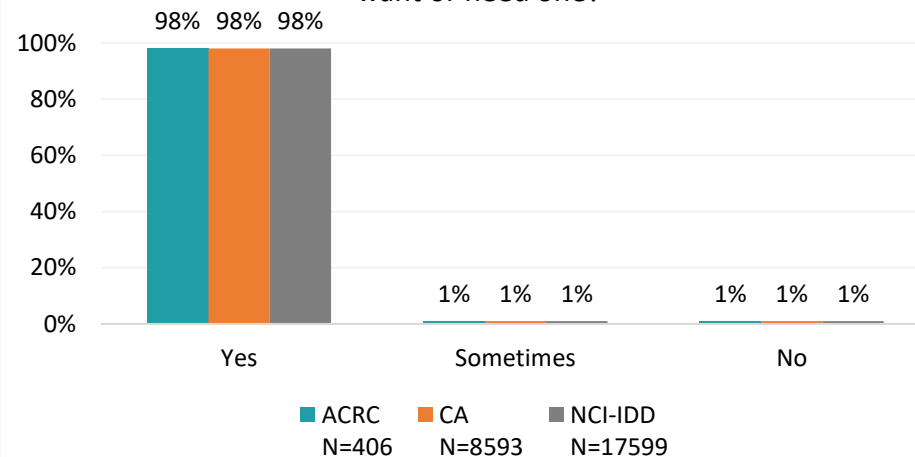
Do you need more help or reminders to wash your hands regularly during the day?



Do you need more help or reminders to wear a mask when you go outside or to places where other people are?



Is there always a clean mask for you to use when you want or need one?



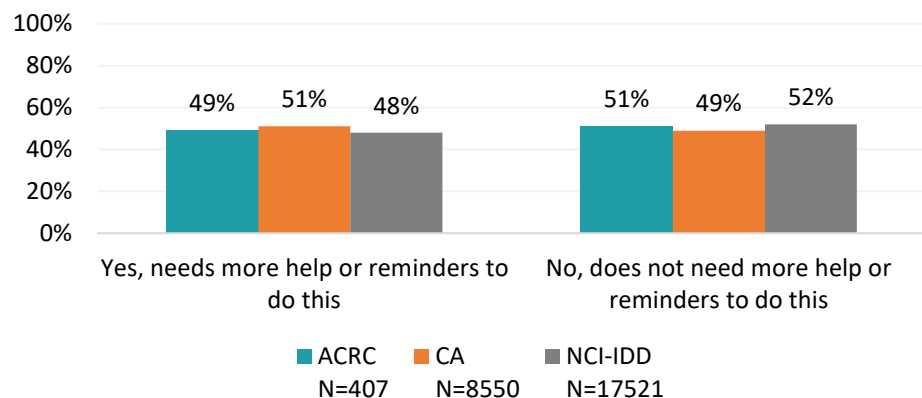
All CA and NCI-IDD Averages are weighted unless otherwise noted

\*\*CA Average had at least 25% "don't knows" and missing data

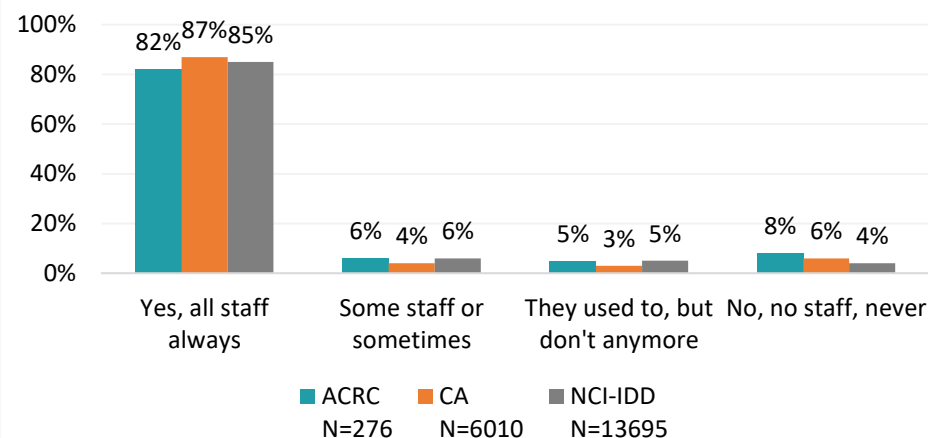
\*NCI-IDD Average includes data from states that had at least 25% "don't knows" and missing data

Regional centers receive an 'n/a' designation within the table if 20 or fewer people responded to the survey item; however, their data are included in the CA Average

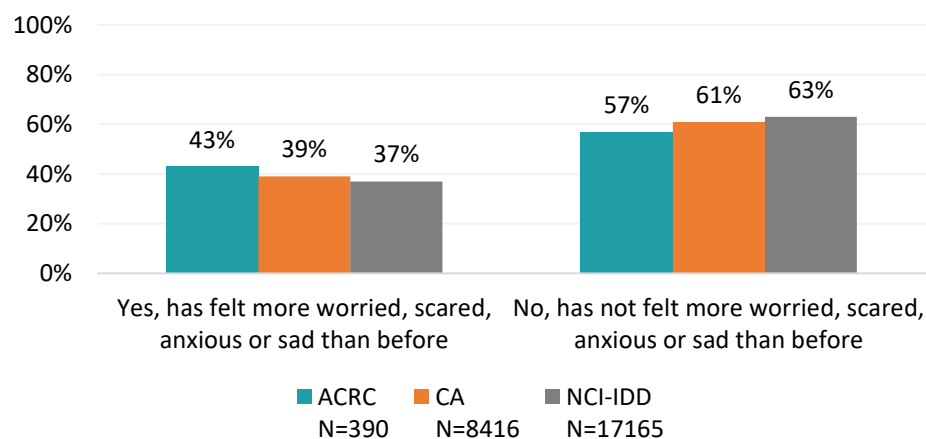
Do you need more help or reminders to stay far enough away from people when you're out in the community, so germs don't spread?



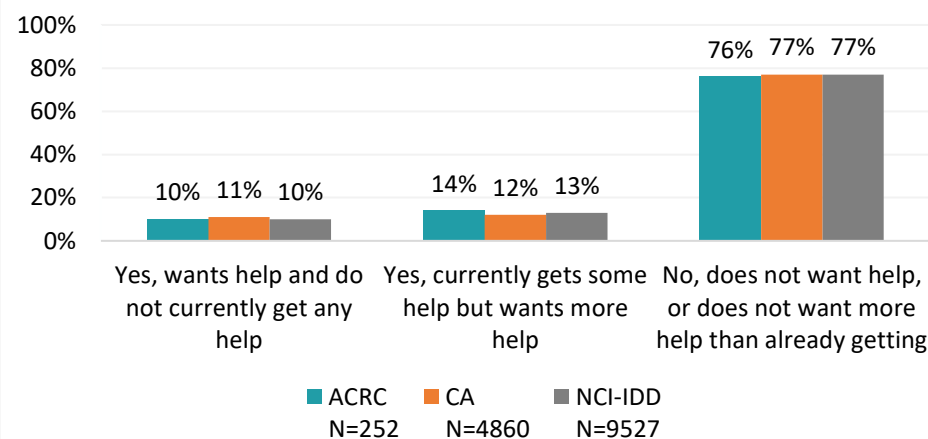
Since COVID time started, have your staff used personal protective equipment (PPE)



Since COVID time started, have you been more worried, scared, anxious, or sad than before?



Do you want help to feel less worried, scared, anxious or sad?

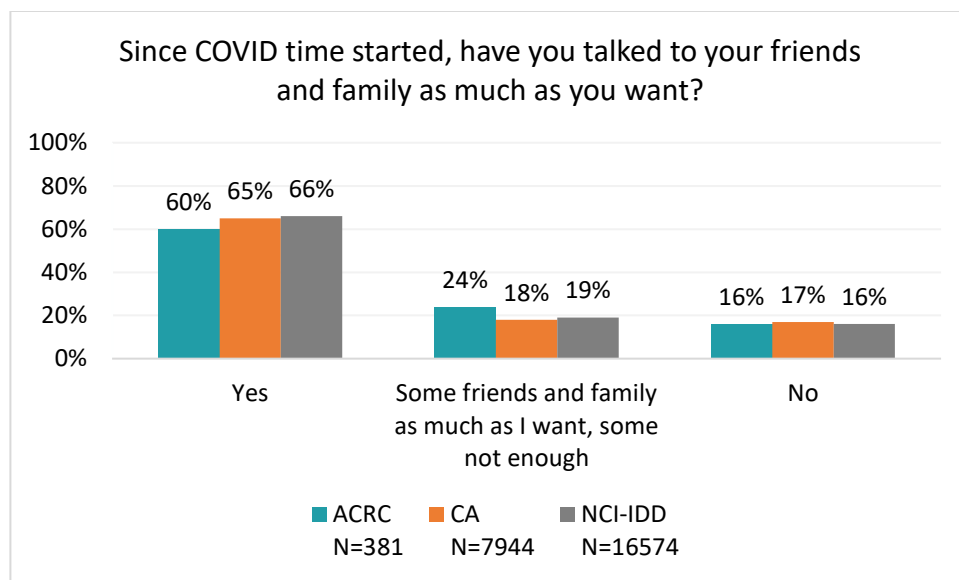


All CA and NCI-IDD Averages are weighted unless otherwise noted

\*\*CA Average had at least 25% "don't knows" and missing data

\*NCI-IDD Average includes data from states that had at least 25% "don't knows" and missing data

Regional centers receive an 'n/a' designation within the table if 20 or fewer people responded to the survey item; however, their data are included in the CA Average



All CA and NCI-IDD Averages are weighted unless otherwise noted

\*\*CA Average had at least 25% "don't knows" and missing data

\*NCI-IDD Average includes data from states that had at least 25% "don't knows" and missing data

Regional centers receive an 'n/a' designation within the table if 20 or fewer people responded to the survey item; however, their data are included in the CA Average

**Table 127. Has this person ever been diagnosed or presumed diagnosed with COVID-19?**

Information may have been obtained through administrative records

| Regional Center          | Yes | No  | N      |
|--------------------------|-----|-----|--------|
| ACRC                     | n/a | n/a | n/a    |
| CA Average               | 11% | 89% | 626    |
| Weighted NCI-IDD Average | 10% | 90% | 10,093 |

**Table 128. Has this person ever required in-patient hospitalization due to COVID -19?**

Information may have been obtained through administrative records

| Regional Center          | Yes | No  | N     |
|--------------------------|-----|-----|-------|
| ACRC                     | n/a | n/a | n/a   |
| CA Average               | 6%  | 94% | 70    |
| Weighted NCI-IDD Average | 18% | 82% | 1,058 |

**Table 129. Have you heard of COVID-19 (also known as coronavirus)?**

| Regional Center          | Yes | Maybe | No | N      |
|--------------------------|-----|-------|----|--------|
| ACRC                     | 95% | 2%    | 3% | 288    |
| CA Average               | 94% | 2%    | 4% | 5,455  |
| Weighted NCI-IDD Average | 92% | 2%    | 6% | 11,813 |

All CA and NCI-IDD Averages are weighted unless otherwise noted

\*\*CA Average had at least 25% “don’t knows” and missing data

\*NCI-IDD Average includes data from states that had at least 25% “don’t knows” and missing data

Regional centers receive an ‘n/a’ designation within the table if 20 or fewer people responded to the survey item; however, their data are included in the CA Average



**Table 130. During COVID time, did any of these changes occur?**

Proxy respondents were allowed for this question; categories are not mutually exclusive

| Regional Center          | Moved or changed where they live | Changes in in-home supports (if person did not move) | Stopped going to in-person day program workshop or other unpaid day or community activity | Went fewer hours to day program, workshop or other unpaid day or community activity | Stopped working at paid community job | N      |
|--------------------------|----------------------------------|--|---|---|---------------------------------------|--------|
| ACRC                     | 3%                               | 14%  | 57%   | 26%   | 14%                                   | 410    |
| CA Average               | 4%                               | 12%  | 58%   | 18%   | 11%                                   | 8,635  |
| Weighted NCI-IDD Average | 4%                               | 8%   | 38%   | 17%   | 12%                                   | 17,854 |

**Table 131. During COVID time, did any of these changes occur? (continued)**

Proxy respondents were allowed for this question categories are not mutually exclusive

| Regional Center          | Worked fewer hours at paid community job | Saw family or friends (who don't live with person) less often or stopped seeing in person | Went into community less often or stopped going | Stopped going to school in person | Other | None of the above | N      |
|--------------------------|--|---|---|-----------------------------------|-------|-------------------|--------|
| ACRC                     | 5%                                       | 61%   | 80%   | 9%                                | 16%   | 2%                | 410    |
| CA Average               | 4%                                       | 69%   | 87%   | 12%                               | 15%   | 2%                | 8,635  |
| Weighted NCI-IDD Average | 5%                                       | 59%   | 82%   | 8%                                | 16%   | 3%                | 17,854 |

All CA and NCI-IDD Averages are weighted unless otherwise noted

\*\*CA Average had at least 25% "don't knows" and missing data

\*NCI-IDD Average includes data from states that had at least 25% "don't knows" and missing data

Regional centers receive an 'n/a' designation within the table if 20 or fewer people responded to the survey item; however, their data are included in the CA Average

**Table 132. During COVID time, if there were changes in your daily schedule (like if you stopped getting some services or had to stay home more), did you get to choose your new daily schedule?**

Proxy respondents were allowed for this question

| Regional Center          | Person made the choice | Person had help making the choice | Someone else made the choice | N     |
|--------------------------|------------------------|-----------------------------------|------------------------------|-------|
| ACRC                     | 49%                    | 26%                               | 25%                          | 359   |
| CA Average               | 42%                    | 32%                               | 26%                          | 7,588 |
| Weighted NCI-IDD Average | 44%                    | 33%                               | 23%                          | 8,048 |

**Table 133. Think of how your life and daily routine changed since the beginning of COVID time. Have there been any changes that you liked?**

Categories are not mutually exclusive, therefore N is not shown.

| Regional Center          | Talking more with friends and family | Started a new activity, or doing more of the activities I enjoy | A change in the amount of support I get | Staying home more | New service(s) I started getting | Using technology more | Other |
|--------------------------|--------------------------------------|---|---|-------------------|----------------------------------|-----------------------|-------|
| ACRC                     | 18%                                  | 16%   | 6%                                      | 35%               | 6%                               | 25%                   | 57%   |
| CA Average               | 28%                                  | 18%   | 5%                                      | 35%               | 5%                               | 37%                   | 38%   |
| Weighted NCI-IDD Average | 22%                                  | 16%   | 4%                                      | 33%               | 3%                               | 28%                   | 41%   |

**Table 134. Is there a computer, tablet (iPad or similar), or smartphone that you can use in your home?**

Proxy respondents were allowed for this question

| Regional Center          | Yes | Sometimes | No  | N      |
|--------------------------|-----|-----------|-----|--------|
| ACRC                     | 95% | 1%        | 4%  | 410    |
| CA Average               | 92% | 2%        | 7%  | 8,598  |
| Weighted NCI-IDD Average | 88% | 2%        | 10% | 17,642 |

All CA and NCI-IDD Averages are weighted unless otherwise noted

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\*NCI-IDD Average includes data from states that had at least 25% “don’t knows” and missing data

Regional centers receive an ‘n/a’ designation within the table if 20 or fewer people responded to the survey item; however, their data are included in the CA Average

**Table 135. How does your internet work at home?**

Proxy respondents were allowed for this question

| Regional Center          | The internet always works and the connection is good | The internet sometimes works and the connection is sometimes good | The internet rarely or never works, the connection is bad, or I do not have internet in my home | N      |
|--------------------------|--|---|---|--------|
| ACRC                     | 88%  | 12%   | 0%  | 402    |
| CA Average               | 82%  | 17%   | 1%  | 8,284  |
| Weighted NCI-IDD Average | 83%  | 15%   | 1%  | 16,475 |

**Table 136. Have you ever talked to your service coordinator using videoconference or telehealth like Skype, Zoom or FaceTime?**

Proxy respondents were allowed for this question

| Regional Center          | Yes | No  | N      |
|--------------------------|-----|-----|--------|
| ACRC                     | 54% | 46% | 399    |
| CA Average               | 50% | 50% | 8,446  |
| Weighted NCI-IDD Average | 57% | 43% | 17,362 |

**Table 137. Think about talking to your service coordinator with videoconference or telehealth. Did you like it?**

Proxy respondents were allowed for this question

| Regional Center          | Yes | In-between | No  | N     |
|--------------------------|-----|------------|-----|-------|
| ACRC                     | 71% | 22%        | 6%  | 201   |
| CA Average               | 72% | 20%        | 8%  | 3,956 |
| Weighted NCI-IDD Average | 68% | 21%        | 11% | 9,165 |

All CA and NCI-IDD Averages are weighted unless otherwise noted

\*\*CA Average had at least 25% “don’t knows” and missing data

\*NCI-IDD Average includes data from states that had at least 25% “don’t knows” and missing data

Regional centers receive an ‘n/a’ designation within the table if 20 or fewer people responded to the survey item; however, their data are included in the CA Average

**Table 138. Have you ever talked to any health professionals using videoconference/telehealth like Skype, Zoom or FaceTime? A “health professional” could be a doctor, nurse, therapist, or specialist who provides health-related services.**

Proxy respondents were allowed for this question

| Regional Center          | Yes | No  | N      |
|--------------------------|-----|-----|--------|
| ACRC                     | 52% | 48% | 405    |
| CA Average               | 48% | 52% | 8,549  |
| Weighted NCI-IDD Average | 51% | 49% | 17,472 |

**Table 139. Think about talking to health professionals with videoconference or telehealth. Did you like it?**

Proxy respondents were allowed for this question

| Regional Center          | Yes | In-between | No  | N     |
|--------------------------|-----|------------|-----|-------|
| ACRC                     | 73% | 19%        | 7%  | 192   |
| CA Average               | 66% | 23%        | 11% | 3,811 |
| Weighted NCI-IDD Average | 64% | 23%        | 13% | 8,216 |

**Table 140. Since the start of COVID time, did you do any of the following services using videoconference technology like Skype, Zoom or FaceTime?**

Proxy respondents were allowed for this question; categories are not mutually exclusive

| Regional Center          | Job coaching,<br>job skills,<br>other<br>employment<br>related<br>activity | Social<br>groups<br>organized<br>by day<br>program | Exercise<br>or<br>physical<br>activity | Life skills<br>(cooking,<br>other self-<br>care) | Other | N      |
|--------------------------|--|--|--|--|-------|--------|
| ACRC                     | 10%  | 51%  | 27%                                    | 21%  | 45%   | 339    |
| CA Average               | 12%  | 49%  | 27%                                    | 20%  | 33%   | 5,882  |
| Weighted NCI-IDD Average | 4%   | 18%  | 16%                                    | 12%  | 20%   | 13,615 |

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\*NCI-IDD Average includes data from states that had at least 25% “don’t knows” and missing data

Regional centers receive an ‘n/a’ designation within the table if 20 or fewer people responded to the survey item; however, their data are included in the CA Average

**Table 141. If you did any services over videoconference or telehealth, did you like doing services over video conference or telehealth?**

Proxy respondents were allowed for this question

| Regional Center          | Yes | In-between | No  | N     |
|--------------------------|-----|------------|-----|-------|
| ACRC                     | 55% | 23%        | 22% | 310   |
| CA Average               | 60% | 21%        | 19% | 5,113 |
| Weighted NCI-IDD Average | 57% | 21%        | 22% | 9,137 |

**Table 142. Since COVID time started, have you talked to your service coordinator enough?**

Proxy respondents were allowed for this question

| Regional Center          | Yes | Sometimes wanted to talk more | No  | N      |
|--------------------------|-----|-------------------------------|-----|--------|
| ACRC                     | 72% | 11%                           | 17% | 395    |
| CA Average               | 76% | 7%                            | 17% | 8,295  |
| Weighted NCI-IDD Average | 83% | 6%                            | 11% | 17,085 |

**Table 143. Since COVID time started, have there been times when you didn't have the help you needed?**

Proxy respondents were allowed for this question

| Regional Center          | Yes, often | Yes, sometimes | No  | N      |
|--------------------------|------------|----------------|-----|--------|
| ACRC                     | 6%         | 9%             | 85% | 395    |
| CA Average               | 6%         | 7%             | 87% | 8,475  |
| Weighted NCI-IDD Average | 8%         | 9%             | 83% | 17,397 |

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**Table 144. Do you need more help or reminders to wash your hands regularly during the day?**

Proxy respondents were allowed for this question

| Regional Center          | Yes, needs more help or reminders to do this | No, does not need more help or reminders to do this | N      |
|--------------------------|--|---|--------|
| ACRC                     | 52%  | 48%   | 403    |
| CA Average               | 50%  | 50%   | 8,582  |
| Weighted NCI-IDD Average | 47%  | 53%   | 17,612 |

**Table 145. Do you need more help or reminders to wear a mask when you go outside or to places where other people are?**

Proxy respondents were allowed for this question

| Regional Center          | Yes, needs more help or reminders to do this | No, does not need more help or reminders to do this | N      |
|--------------------------|--|---|--------|
| ACRC                     | 46%  | 54%   | 404    |
| CA Average               | 48%  | 52%   | 8,556  |
| Weighted NCI-IDD Average | 45%  | 55%   | 17,551 |

**Table 146. Is there always a clean mask for you to use when you want or need one?**

Proxy respondents were allowed for this question

| Regional Center          | Yes | Sometimes | No | N      |
|--------------------------|-----|-----------|----|--------|
| ACRC                     | 98% | 1%        | 1% | 406    |
| CA Average               | 98% | 1%        | 1% | 8,593  |
| Weighted NCI-IDD Average | 98% | 1%        | 1% | 17,599 |

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\*NCI-IDD Average includes data from states that had at least 25% “don’t knows” and missing data

Regional centers receive an ‘n/a’ designation within the table if 20 or fewer people responded to the survey item; however, their data are included in the CA Average

**Table 147. Do you need more help or reminders to stay far enough away from people when you're out in the community, so germs don't spread?**

Proxy respondents were allowed for this question

| Regional Center          | Yes, needs more help or reminders to do this | No, does not need more help or reminders to do this | N      |
|--------------------------|--|---|--------|
| ACRC                     | 49%  | 51%   | 407    |
| CA Average               | 51%  | 49%   | 8,550  |
| Weighted NCI-IDD Average | 48%  | 52%   | 17,521 |

**Table 148. Since COVID time started, have your staff used personal protective equipment (PPE)?**

Proxy respondents were allowed for this question

| Regional Center          | Yes, all staff always | Some staff or sometimes | They used to, but don't anymore | No, no staff, never | N      |
|--------------------------|-----------------------|-------------------------|---------------------------------|---------------------|--------|
| ACRC                     | 82%                   | 6%                      | 5%                              | 8%                  | 276    |
| CA Average               | 87%                   | 4%                      | 3%                              | 6%                  | 6,010  |
| Weighted NCI-IDD Average | 85%                   | 6%                      | 5%                              | 4%                  | 13,695 |

**Table 149. Since COVID time started, have you been more worried, scared, anxious, or sad than before?**

Proxy respondents were allowed for this question

| Regional Center          | Yes, has felt more worried, scared, anxious or sad than before | No, has not felt more worried, scared, anxious or sad than before | N      |
|--------------------------|--|---|--------|
| ACRC                     | 43%  | 57%   | 390    |
| CA Average               | 39%  | 61%   | 8,416  |
| Weighted NCI-IDD Average | 37%  | 63%   | 17,165 |

All CA and NCI-IDD Averages are weighted unless otherwise noted

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\*NCI-IDD Average includes data from states that had at least 25% "don't knows" and missing data

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**Table 150. Do you want help to feel less worried, scared, anxious or sad?**

Proxy respondents were allowed for this question

| Regional Center          | Yes, wants help and do not currently get any help | Yes, currently gets some help but wants more help | No, does not want help, or does not want more help than already getting | N     |
|--------------------------|---|---|---|-------|
| ACRC                     | 10%   | 14%   | 76%   | 252   |
| CA Average               | 11%   | 12%   | 77%   | 4,860 |
| Weighted NCI-IDD Average | 10%   | 13%   | 77%   | 9,527 |

**Table 151. Since COVID time started, have you talked to your friends and family as much as you want?**

Proxy respondents were allowed for this question

| Regional Center          | Yes | Some friends and family as much as I want, some not enough | No  | N      |
|--------------------------|-----|--|-----|--------|
| ACRC                     | 60% | 24%  | 16% | 381    |
| CA Average               | 65% | 18%  | 17% | 7,944  |
| Weighted NCI-IDD Average | 66% | 19%  | 16% | 16,574 |

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\*NCI-IDD Average includes data from states that had at least 25% “don’t knows” and missing data

Regional centers receive an ‘n/a’ designation within the table if 20 or fewer people responded to the survey item; however, their data are included in the CA Average