

NCI-IDD In-Person Survey

North Bay Regional Center (NBRC) Report Fiscal Year 2020-21



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INDICATORS®**
NASDDDS & HSRI

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 Survey¹ (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.

¹ 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 Survey² (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.³ 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.

² Formerly the Adult Consumer Survey

³ 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.⁴ 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).

⁴ 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
NBRC	42.1	416
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
NBRC	11%	31%	34%	21%	3%	0%	416
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
NBRC	58%	42%	0%	416
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
NBRC	97%	2%	1%	0%	416
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
NBRC	0%	6%	12%	0%	62%	18%	2%	0%	0%	409
CA Average	0%	9%	12%	0%	42%	33%	2%	0%	0%	8,567
Weighted NCI-IDD Average	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
NBRC	95%	5%	0%	0%	415
CA Average	95%	4%	0%	1%	8,641
Weighted NCI-IDD Average	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
NBRC	8%	0%	0%	1%	1%	416
CA Average	7%	1%	1%	0%	2%	8,631
Weighted NCI-IDD Average	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
NBRC	0%	21%	0%	416
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
NBRC	19%	48%	1%	0%	0%	0%	0%	416
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
NBRC	9%	16%	8%	67%	0%	416
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
NBRC	41%	59%	0%	335
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
NBRC	79%	20%	0%	415
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
NBRC	46%	24%	11%	8%	12%	0%	330
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
NBRC	69%	28%	0%	0%	2%	0%	416
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
NBRC	88%	11%	0%	1%	0%	0%	0%	415
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
NBRC	0%	0%	0%	0%	0%	0%	0%	0%	415
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
NBRC	73%	14%	13%	0%	416
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
NBRC	80%	19%	2%	0%	415
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
NBRC	53%	32%	14%	0%	415
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
NBRC	69%	25%	6%	0%	415
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/ conservatorship	Full guardian/ conservatorship	Has guardian/ conservator, but unable to distinguish level	Don't know	N
NBRC	76%	23%	0%	0%	1%	415
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.

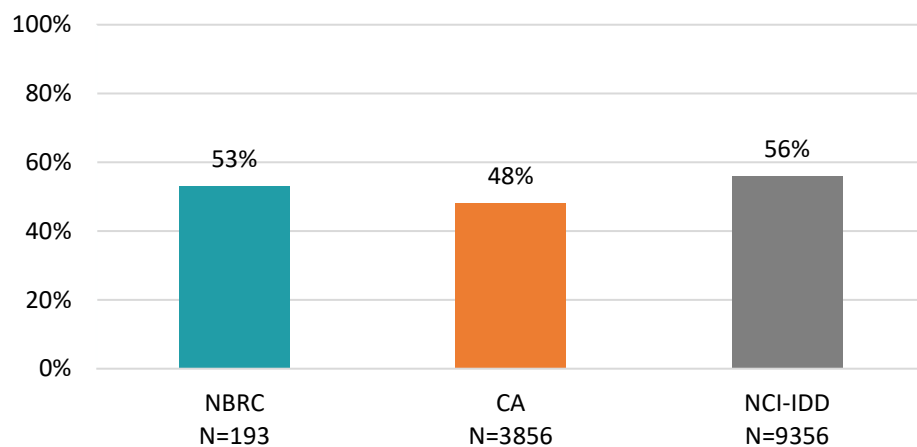
Note: CA statewide and NCI-IDD averages for all but one item (Chose Service Coordinator) in this chapter is risk adjusted. Risk (or “outcome”) adjustment is a statistical process that helps “level the playing field” by controlling for differences in the individual characteristics of people who completed 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.

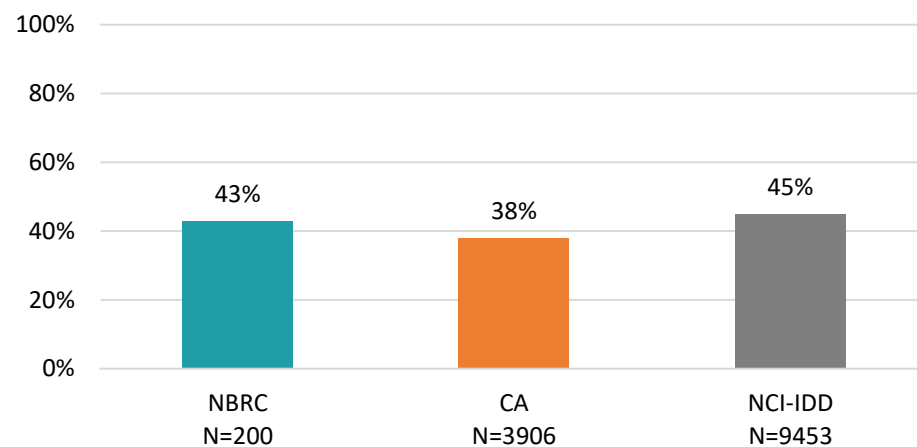
All CA and NCI-IDD Averages are weighted unless otherwise noted.

Charts for Choice and Decision-Making

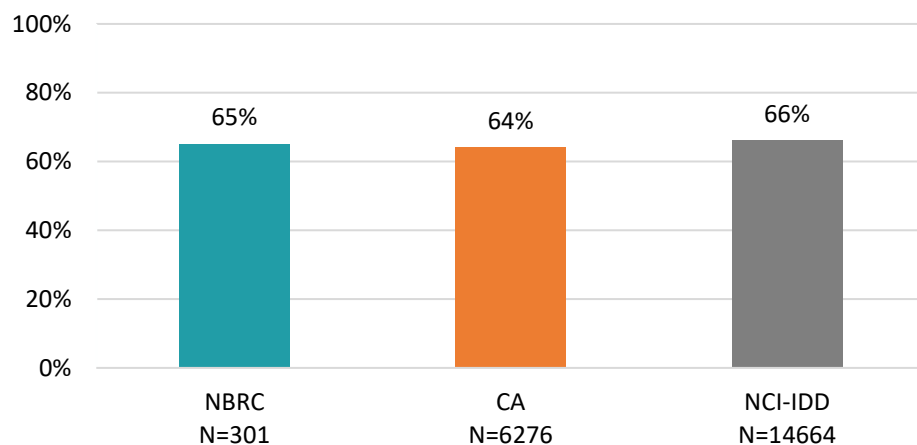
Chose or had some input in choosing where they live (if not living in the family home)



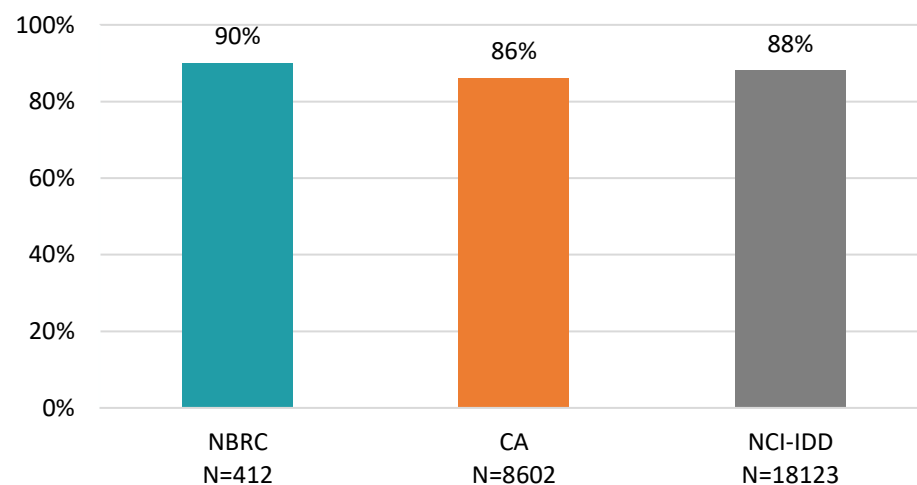
Chose or had some input in choosing their housemates (if not living in the family home), or chose to live alone

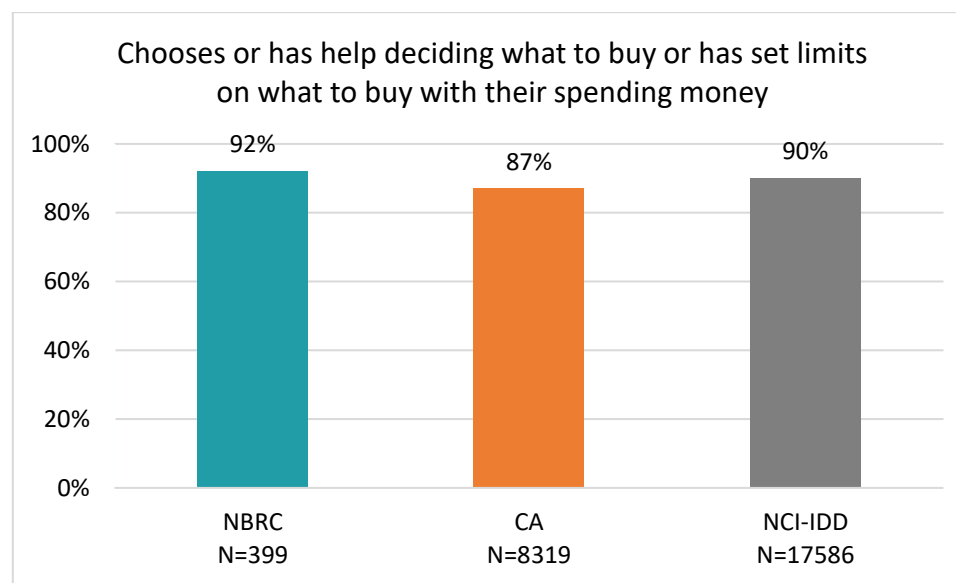
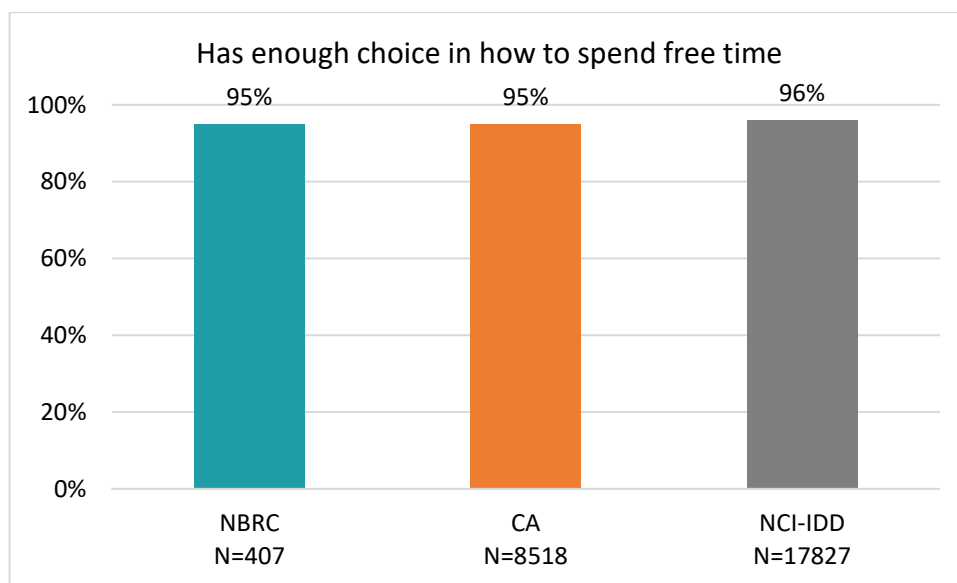
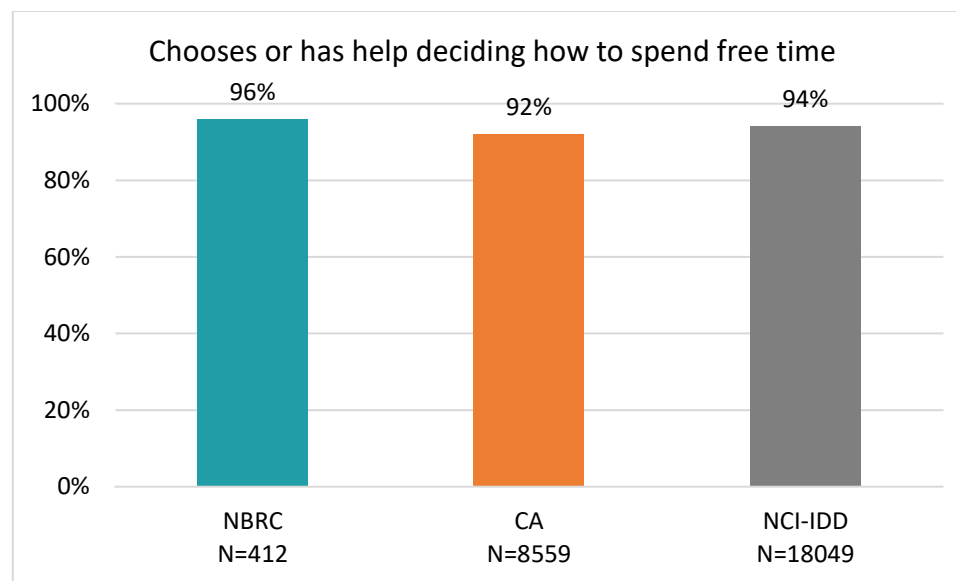
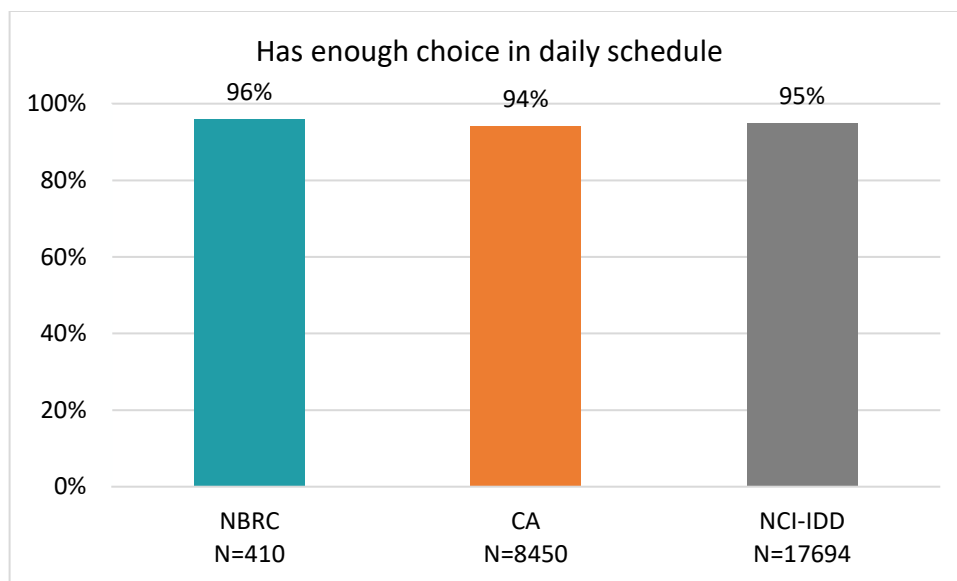


Chose staff or were aware they could request to change staff



Decides or has help deciding their daily schedule





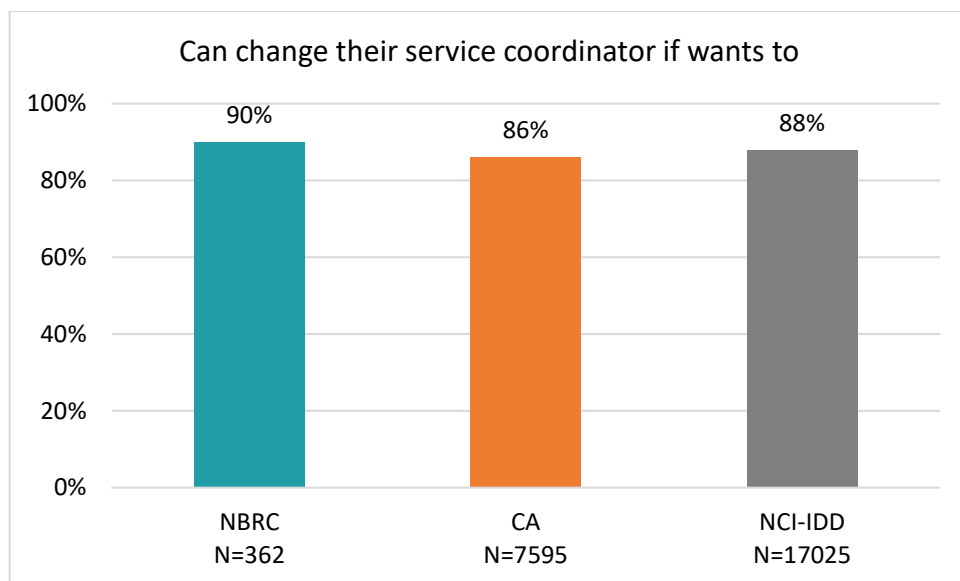


Table 22. Chose or had some input in choosing where they live *if not living in the family home*

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

Regional Center	Yes	No	N
NBRC	53%	47%	193
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
NBRC	43%	57%	200
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
NBRC	65%	35%	301
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
NBRC	90%	10%	412
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
NBRC	96%	4%	410
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
NBRC	96%	4%	412
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
NBRC	95%	5%	407
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
NBRC	92%	8%	399
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
NBRC	90%	10%	362
CA Average	86%	14%	7,595
Weighted NCI-IDD Average	88%	12%	17,025

Work

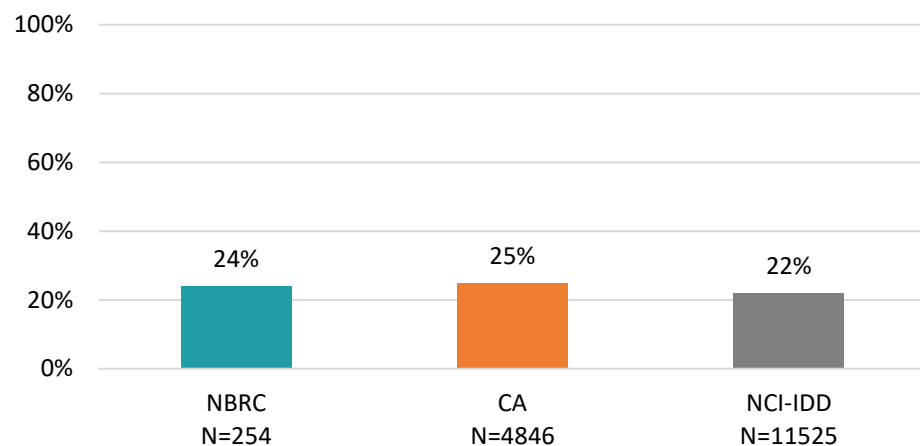
People have support to find and maintain community integrated employment.

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

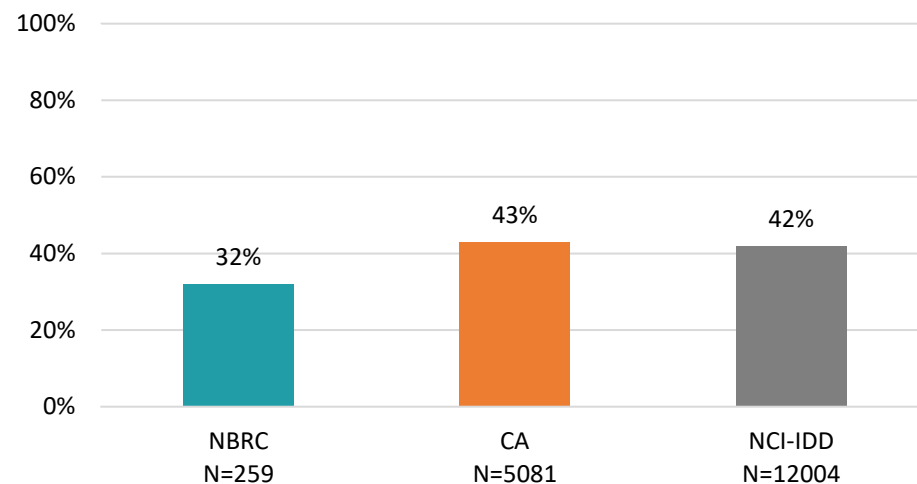
All CA and NCI-IDD Averages are weighted unless otherwise noted.

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

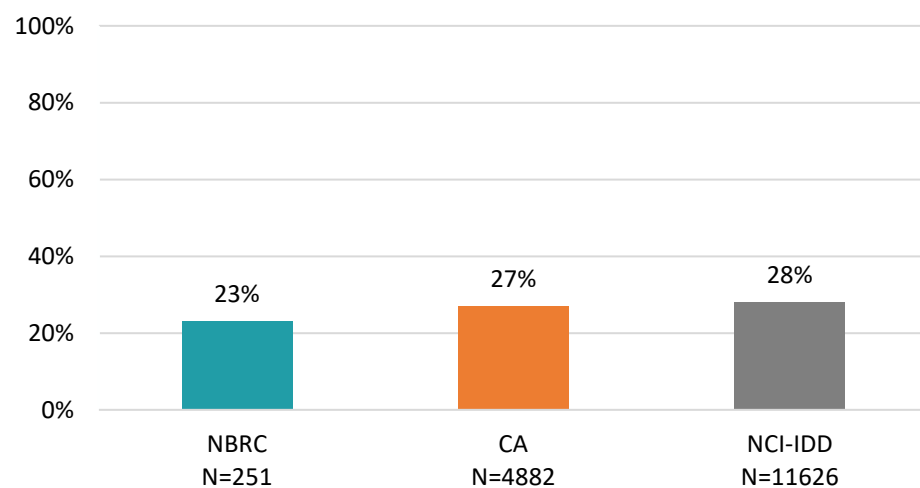


Table 31. Takes classes, training or does something to get a job or do better at current job

Regional Center	Yes	No	N
NBRC	24%	76%	254
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
NBRC	32%	68%	259
CA Average	43%	57%	5,081
Weighted NCI-IDD Average	42%	58%	12,004

Table 33. Volunteers

Regional Center	Yes	No	N
NBRC	23%	77%	251
CA Average	27%	73%	4,882
Weighted NCI-IDD Average	28%	82%	11,626

Community Inclusion, Participation and Leisure

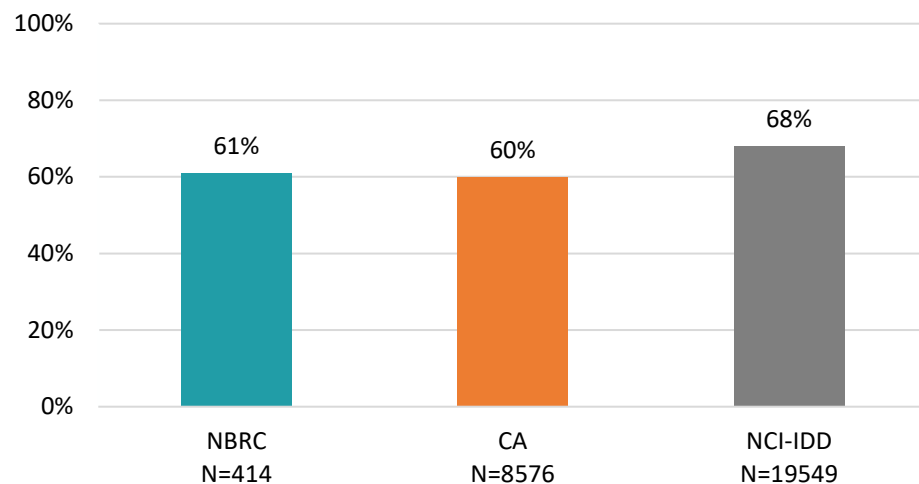
People have support to participate in everyday community activities.

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.

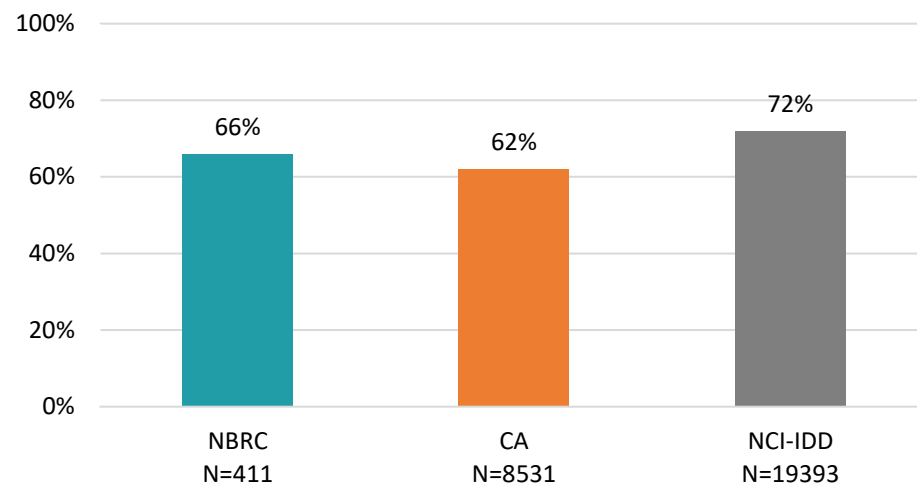
All CA and NCI-IDD Averages are weighted unless otherwise noted.

Charts for Community Inclusion, Participation and Leisure

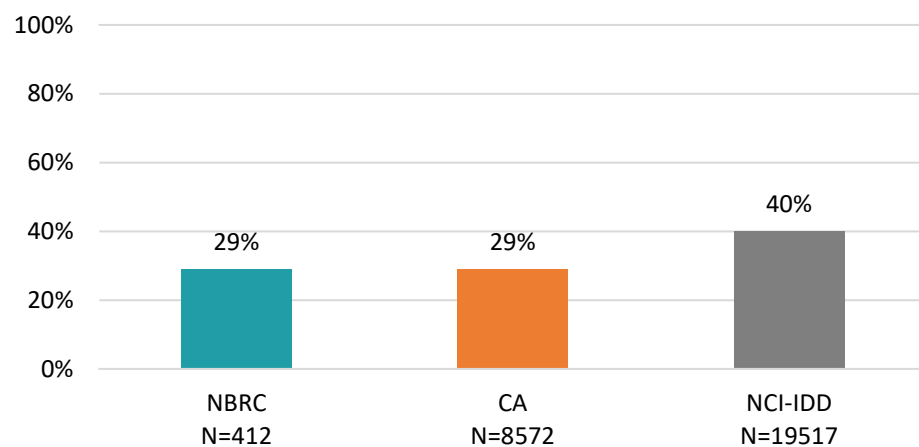
Went out shopping at least once in the past month



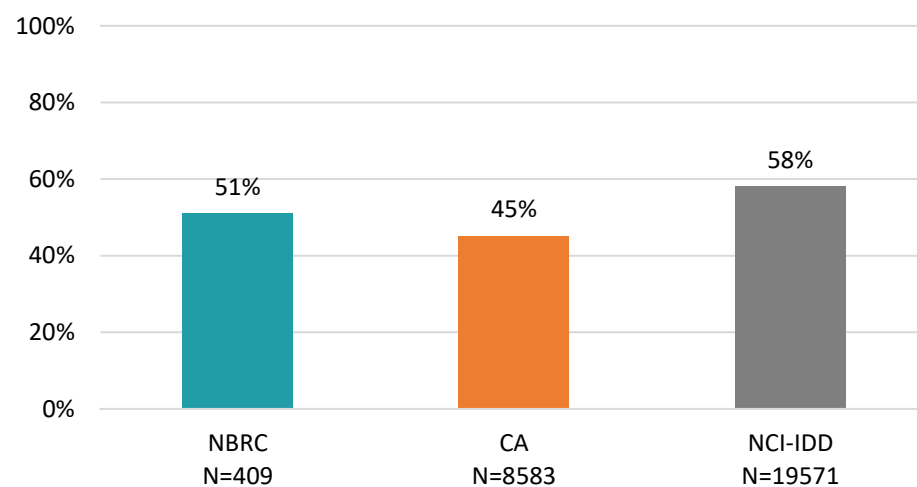
Went out on errands at least once in the past month



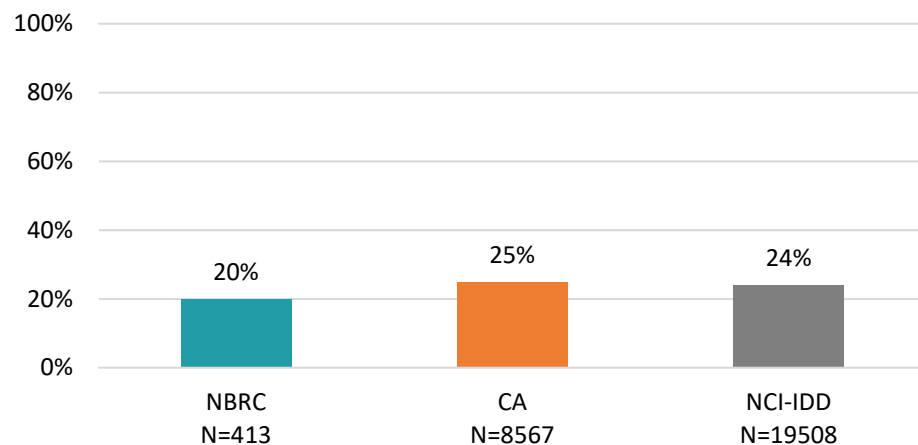
Went out for entertainment at least once in the past month



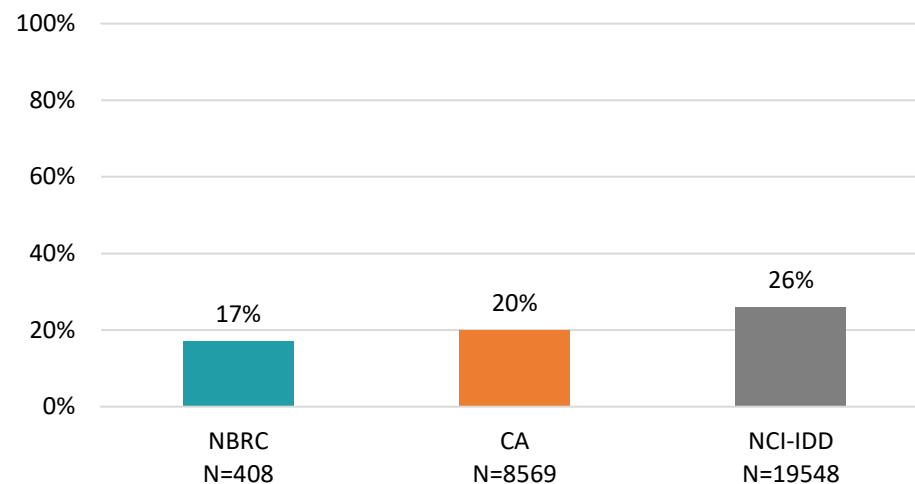
Went out to eat at least once in the past month



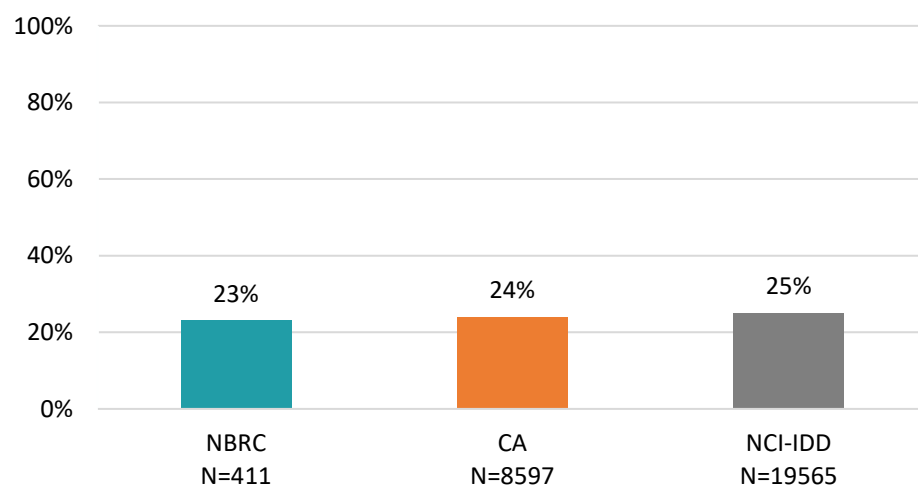
Went out to religious service or spiritual practice at least once in the past month



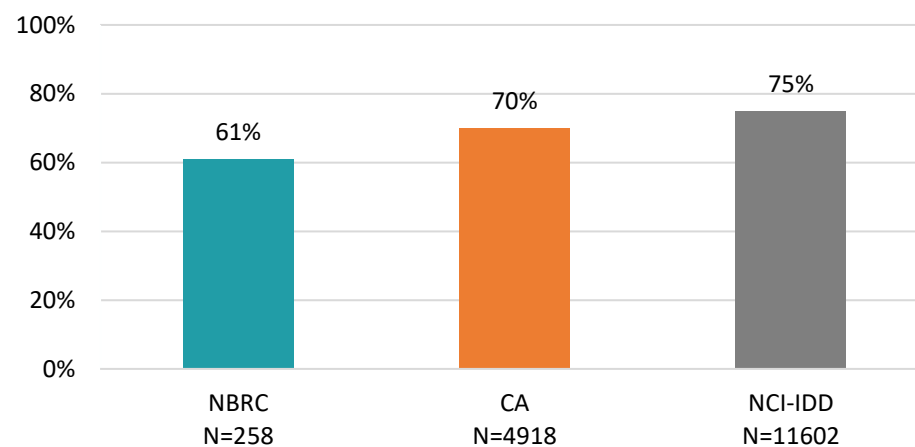
Participated as a member in a community group



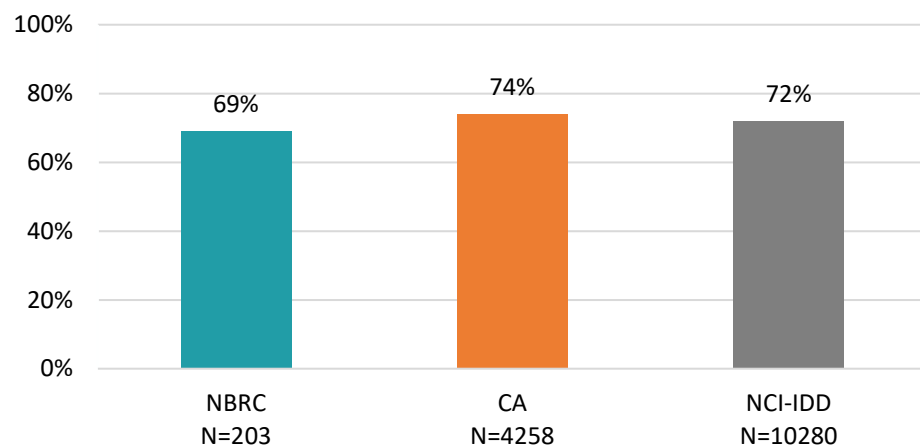
Went on vacation in the past year



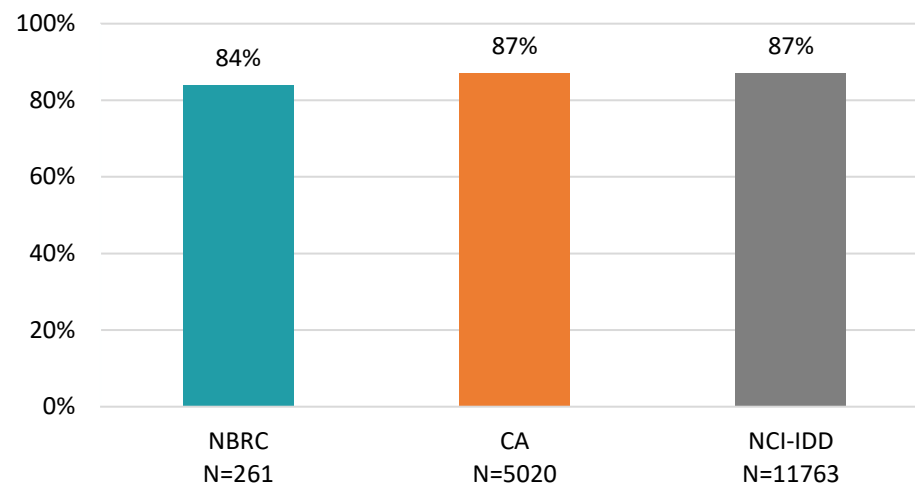
Able to go out and do the things like to do in the community



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

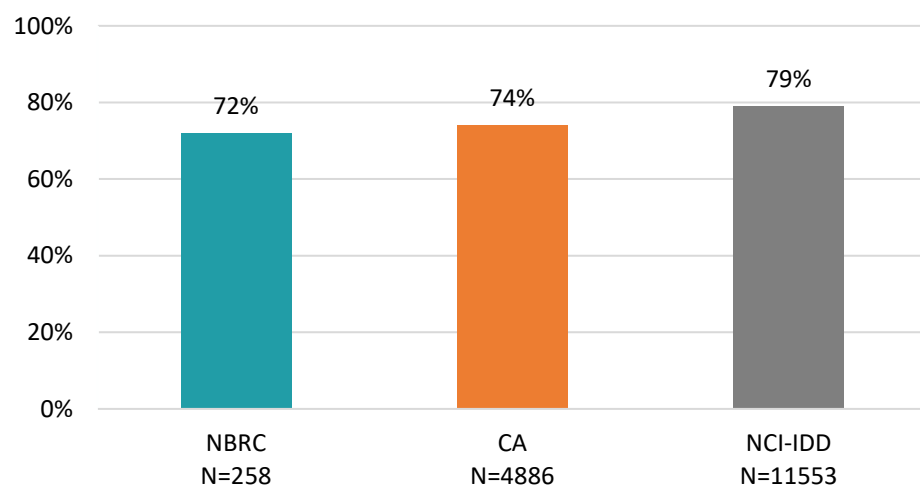


Table 34. Went out shopping at least once in the past month

Proxy respondents were allowed for this question

Regional Center	Yes	No	N
NBRC	61%	39%	414
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
NBRC	66%	34%	411
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
NBRC	29%	71%	412
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
NBRC	51%	49%	409
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
NBRC	20%	80%	413
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
NBRC	17%	83%	408
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
NBRC	23%	77%	411
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
NBRC	61%	39%	258
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
NBRC	69%	31%	203
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
NBRC	84%	16%	261
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
NBRC	72%	28%	258
CA Average	74%	26%	4,886
Weighted NCI-IDD Average	79%	21%	11,553

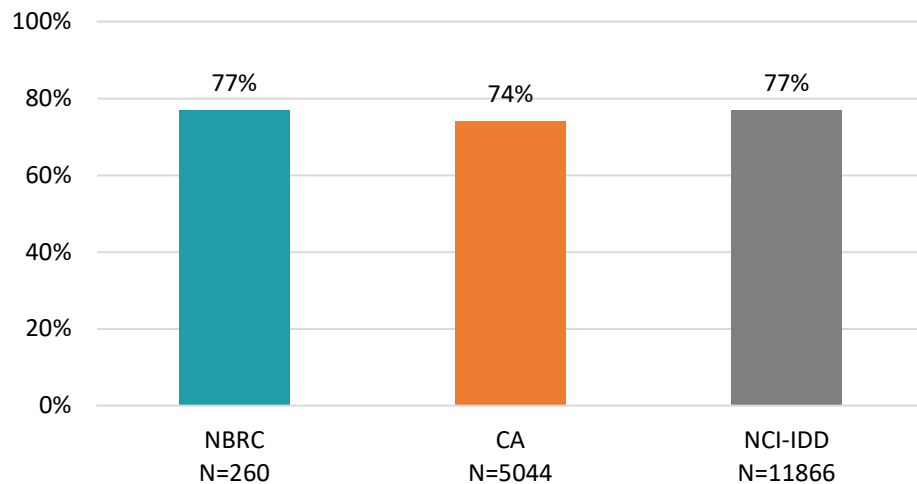
Relationships

People have friends and relationships.

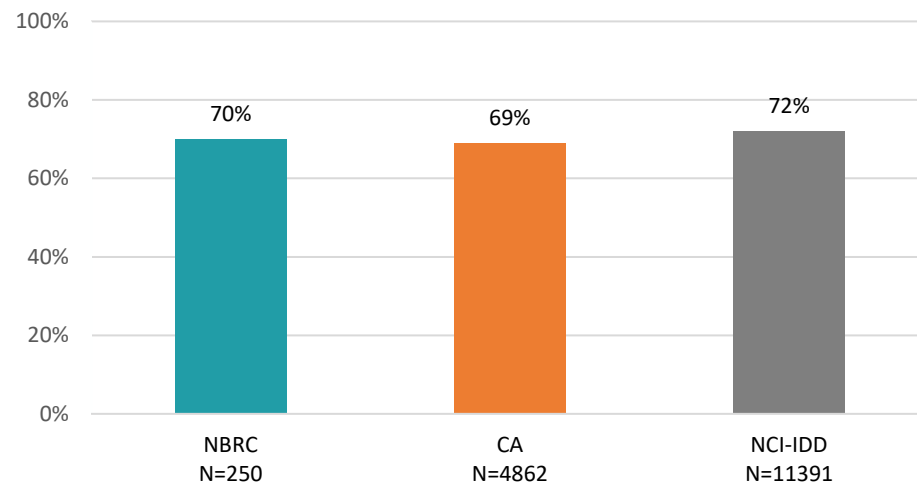
All CA and NCI-IDD Averages are weighted unless otherwise noted.

Charts for Relationships

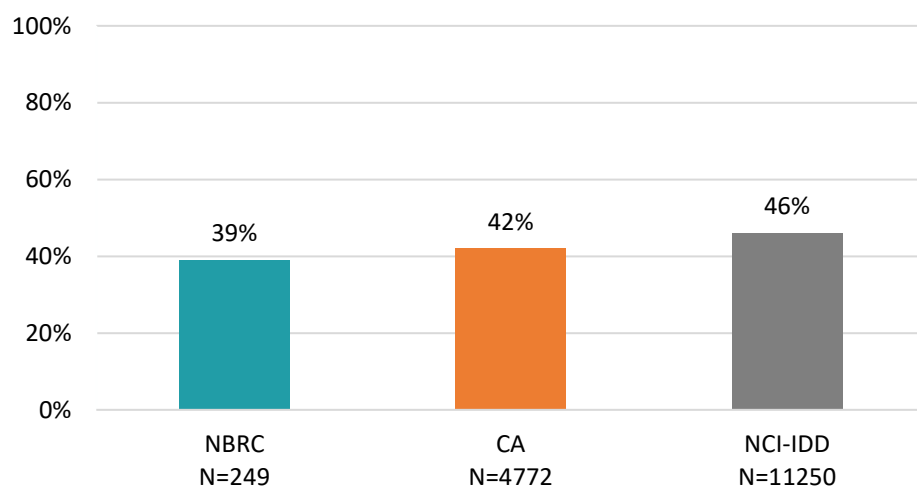
Has friends who are not staff or family members



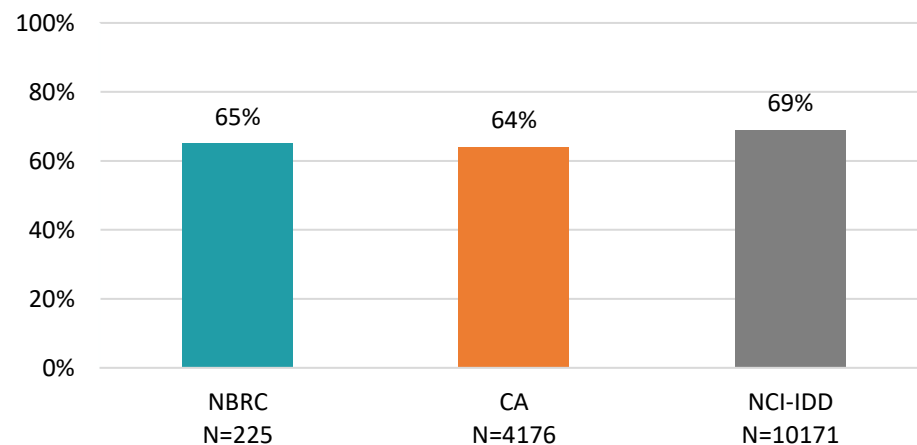
Has best friend



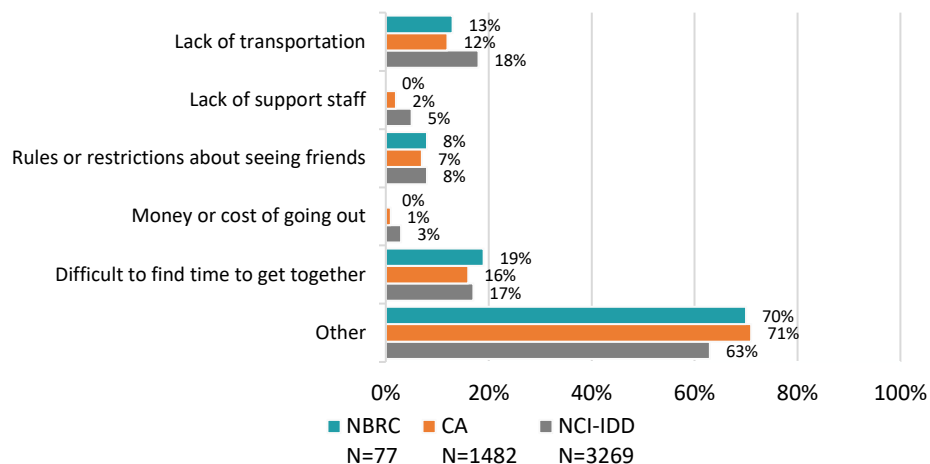
Wants help to meet or keep in contact with friends



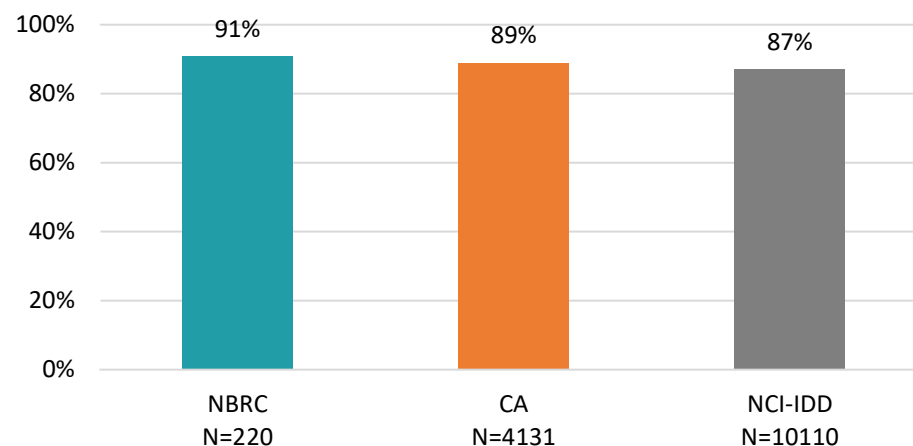
Has friends (may be staff or family) and can see their friends when they want



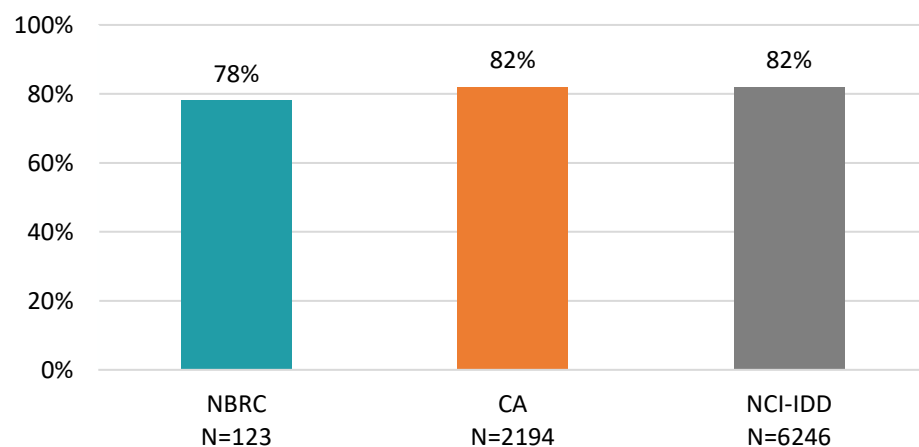
Reasons Cannot Always See Friends



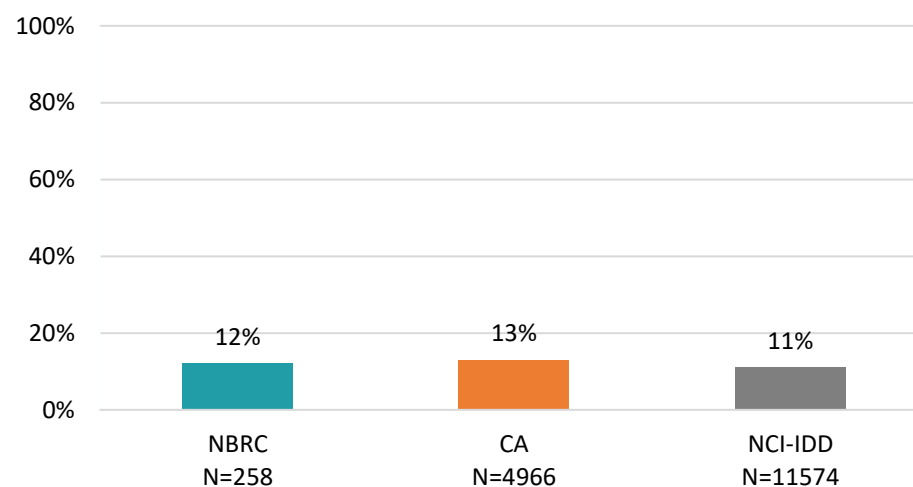
Has other ways of talking, chatting, or communicating with friends when cannot see them



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



Often feels lonely



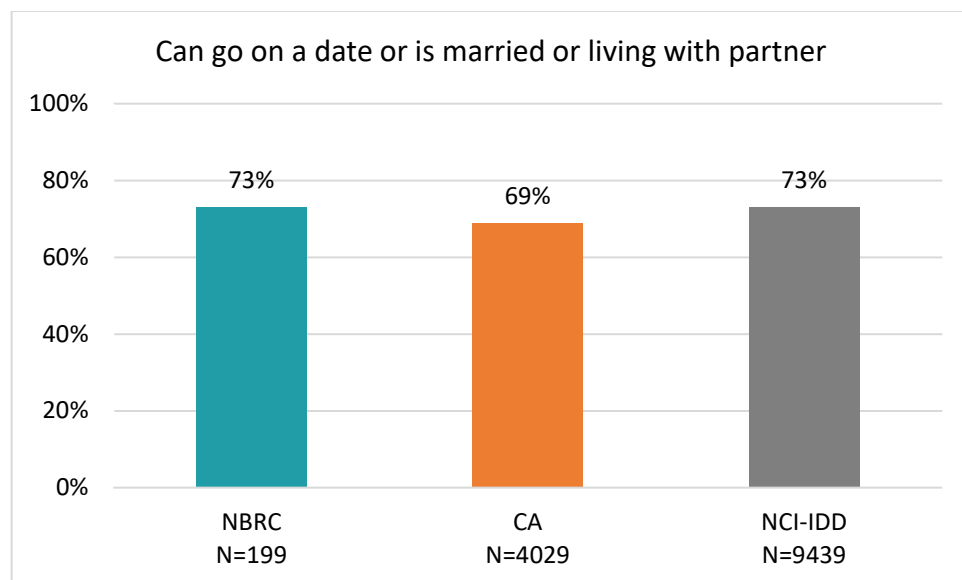


Table 45. Has friends who are not staff or family members

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

Regional Center	Yes	No	N
NBRC	77%	23%	260
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
NBRC	70%	30%	250
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
NBRC	39%	61%	249
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
NBRC	65%	35%	225
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
NBRC	13%	0%	8%	0%	19%	70%	77
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
NBRC	91%	9%	220
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
NBRC	78%	22%	123
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
NBRC	12%	88%	258
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
NBRC	73%	27%	199
CA Average	69%	31%	4,029
Weighted NCI-IDD Average	73%	27%	9,439

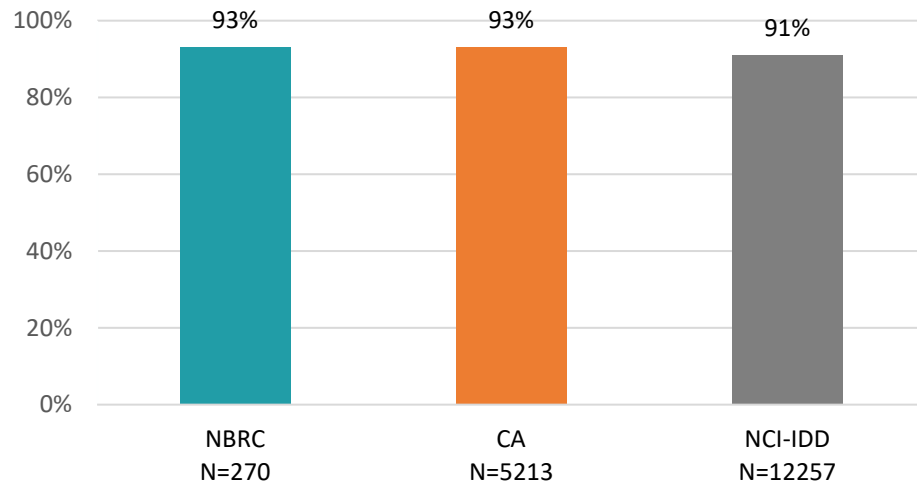
Satisfaction

People are satisfied with the services and supports they receive.

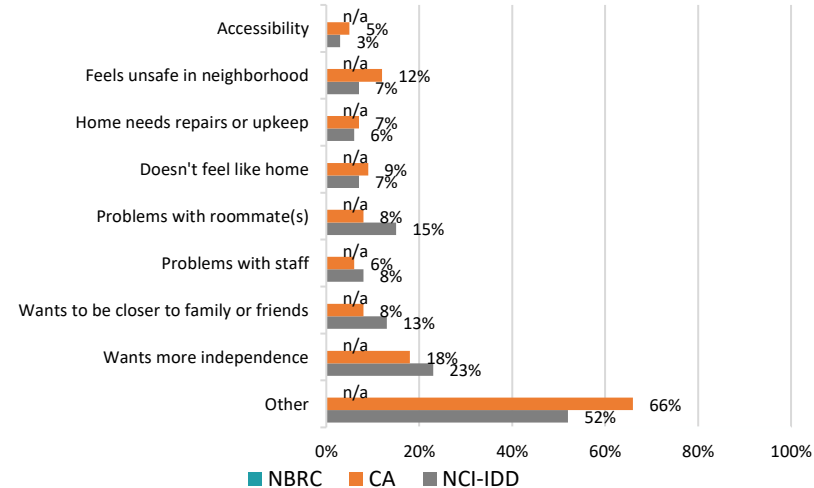
All CA and NCI-IDD Averages are weighted unless otherwise noted.

Charts for Satisfaction

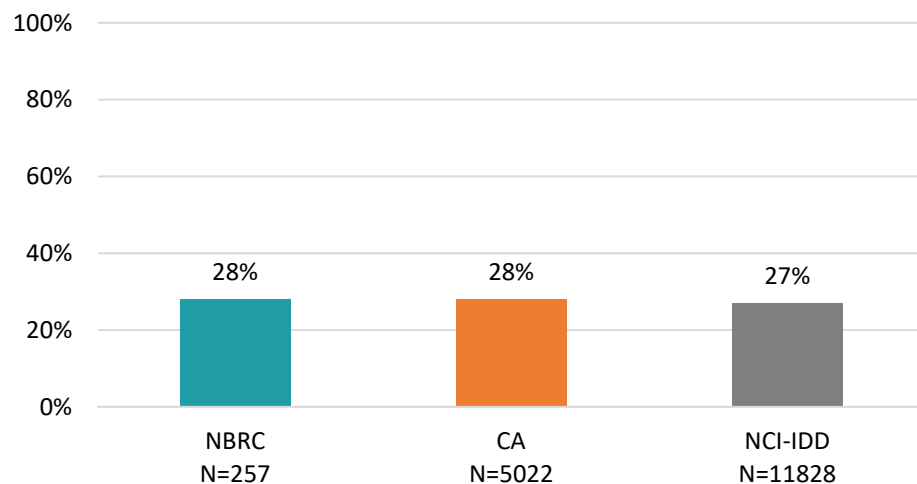
Likes home or where lives



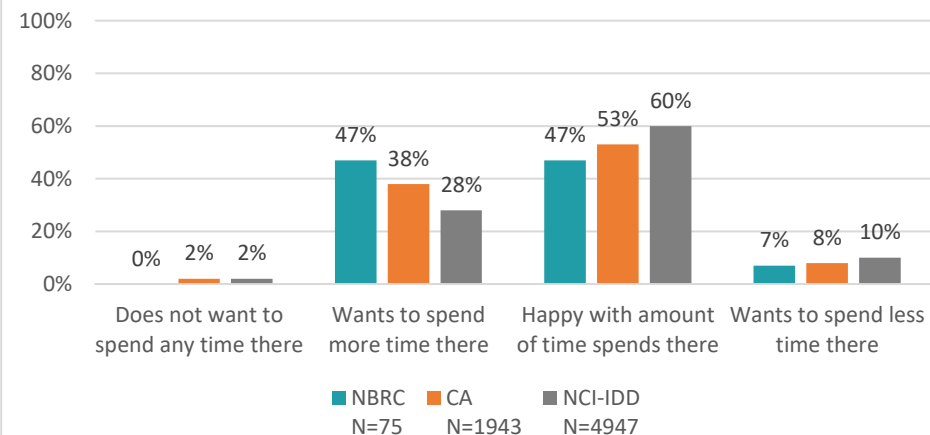
Reasons does not like home



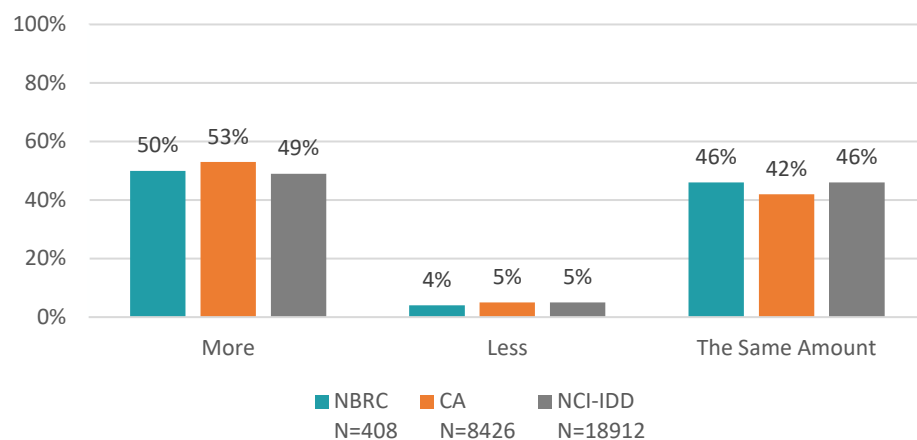
Wants to live somewhere else



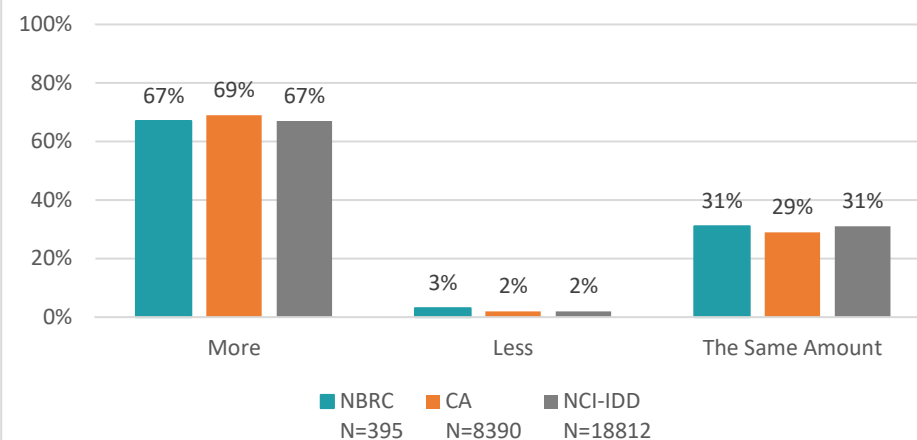
Attends a day program or workshop and wants to go more, less, or the same amount of time



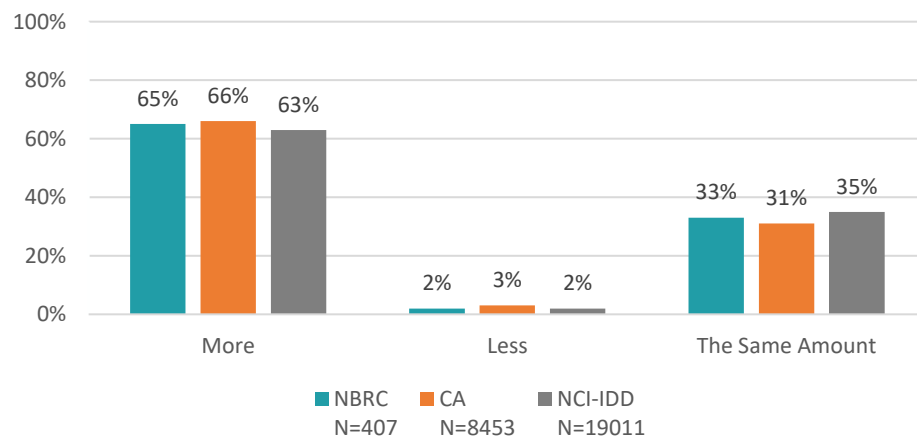
Wants to go out shopping more, less or the same amount as last month



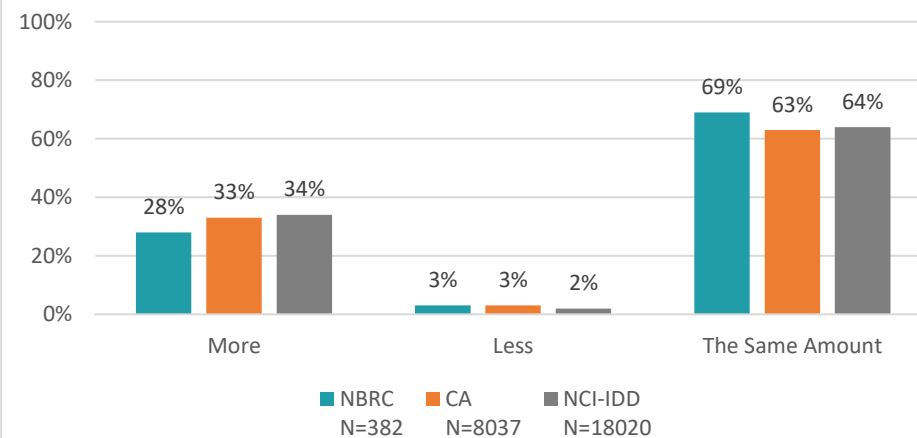
Wants to go out for entertainment more, less or the same amount as last month



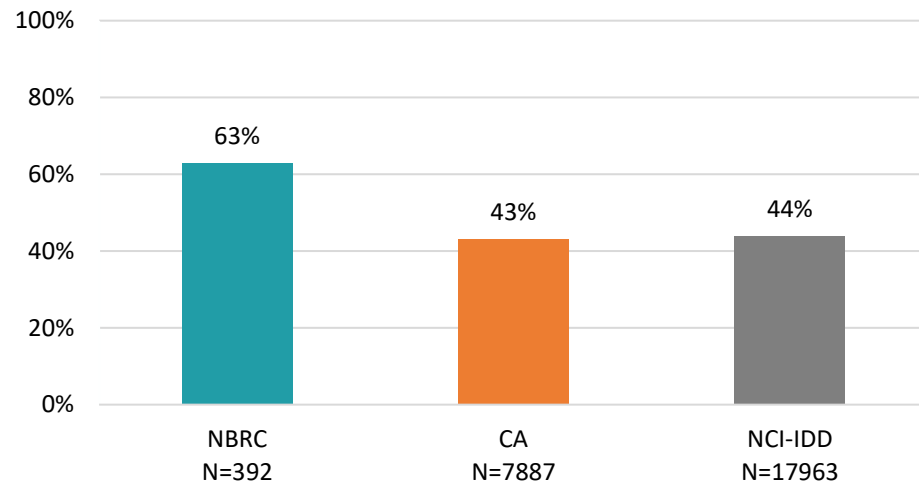
Wants to go out to a restaurant or coffee shop more, less or the same amount as last month



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



Wants to be a part of more community groups



Services and supports help person live a good life

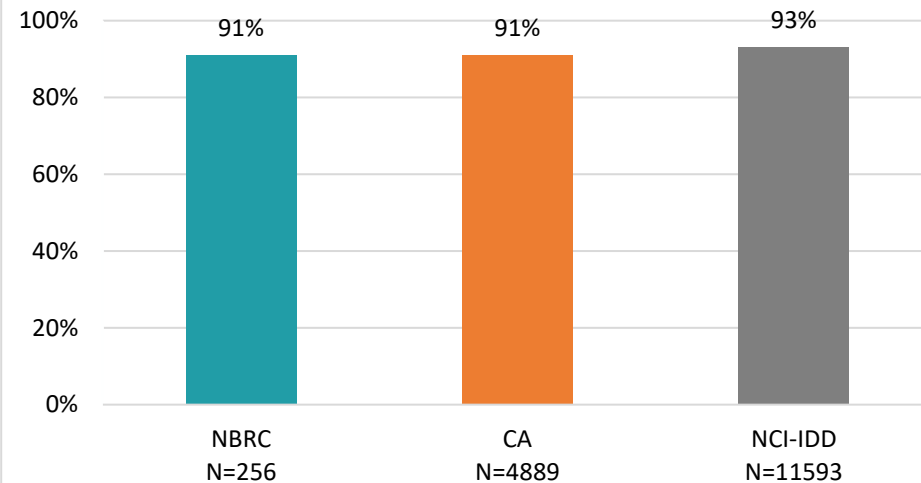


Table 54. Likes home or where lives

Regional Center	Yes	No	N
NBRC	93%	7%	270
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
NBRC	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
NBRC	28%	72%	257
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
NBRC	0%	47%	47%	7%	75
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
NBRC	50%	4%	46%	408
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
NBRC	67%	3%	31%	395
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
NBRC	65%	2%	33%	407
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
NBRC	28%	3%	69%	382
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
NBRC	63%	38%	392
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

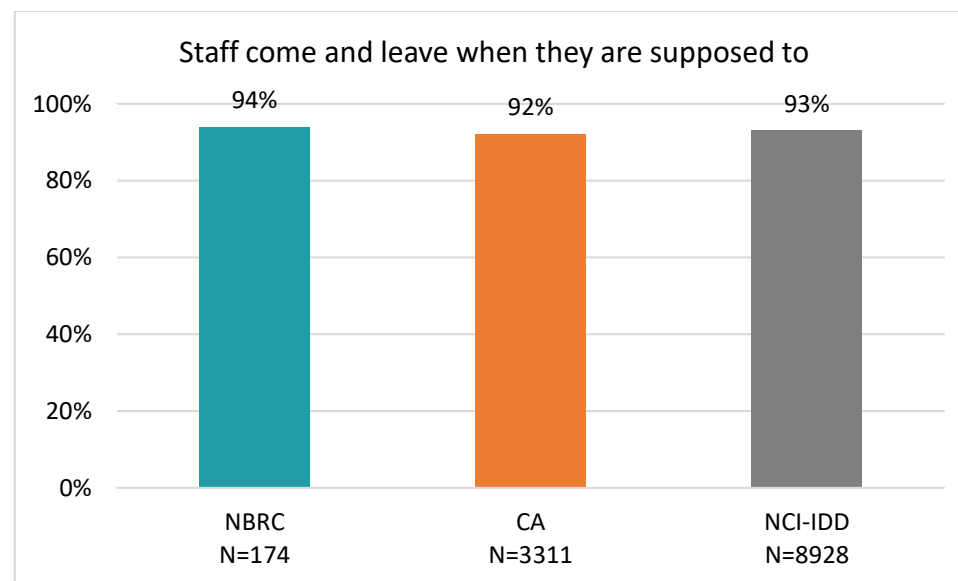
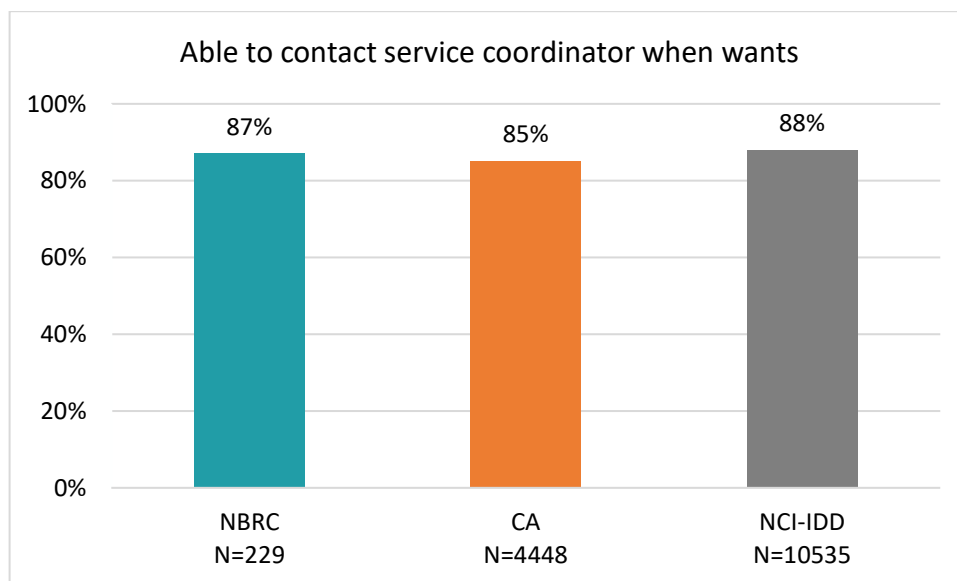
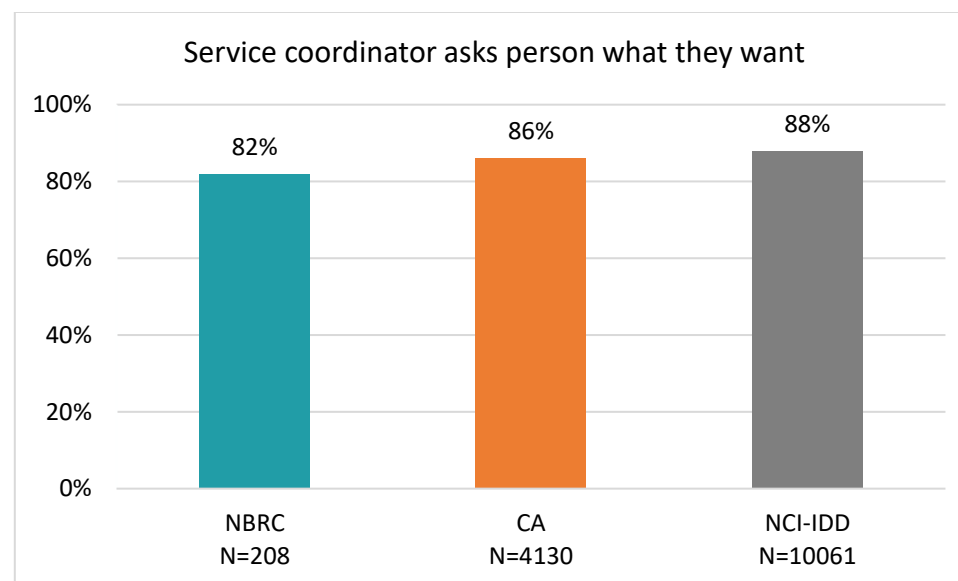
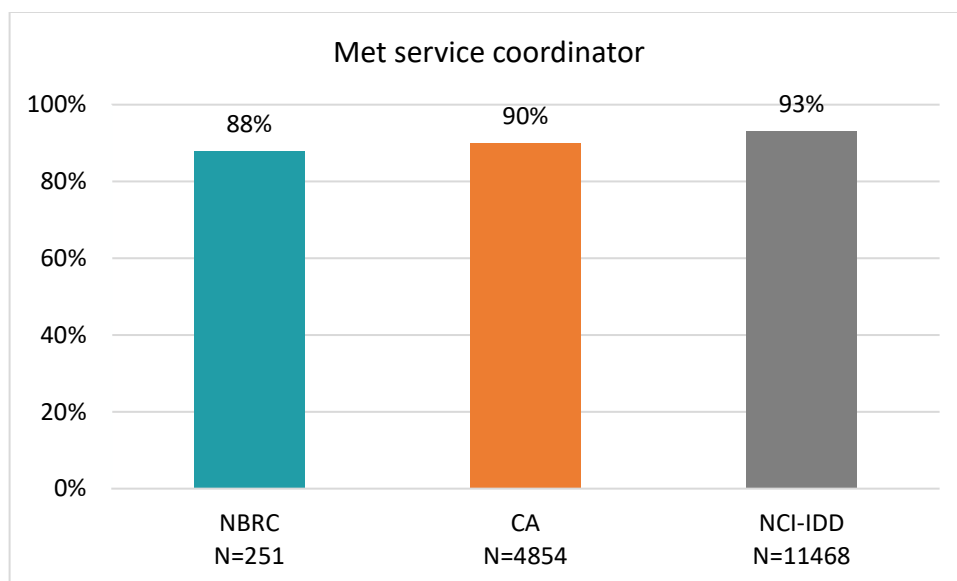
Regional Center	Yes	No	N
NBRC	91%	9%	256
CA Average	91%	9%	4,889
Weighted NCI-IDD Average	93%	7%	11,593

Service Coordination

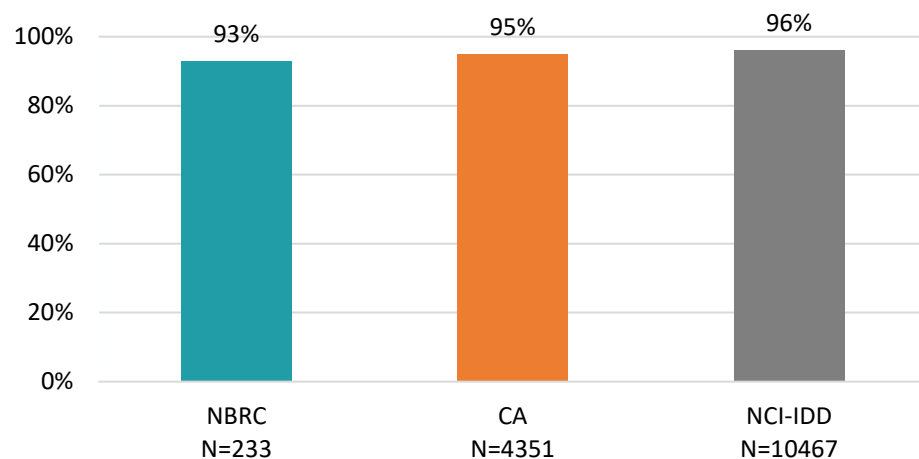
Service coordinators are accessible, responsive, and support the person's participation in service planning.

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

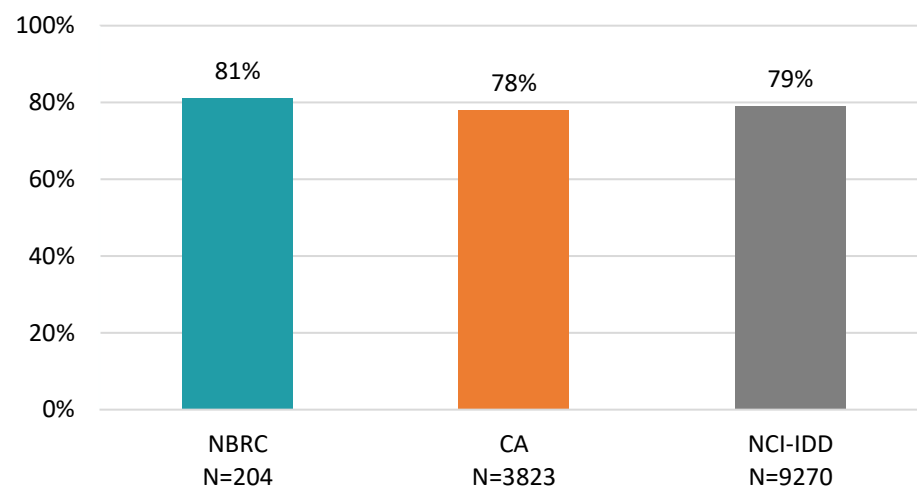
Charts for Service Coordination



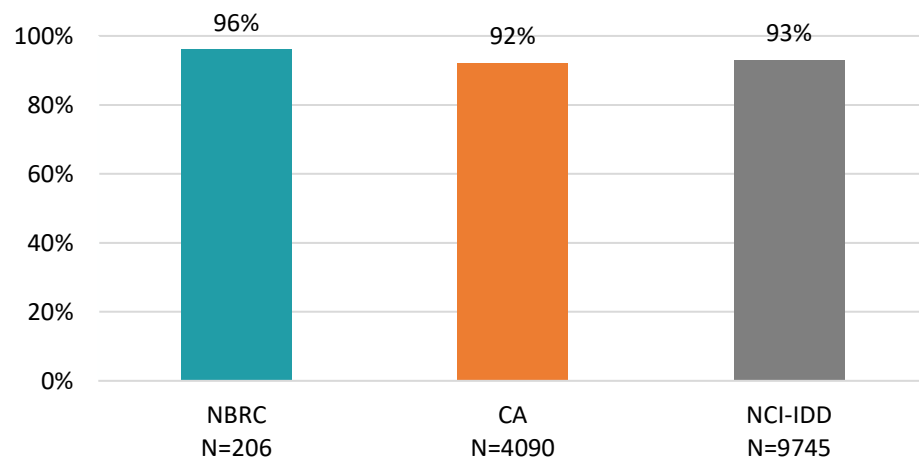
Took part in last IPP meeting, or had the opportunity but chose not to



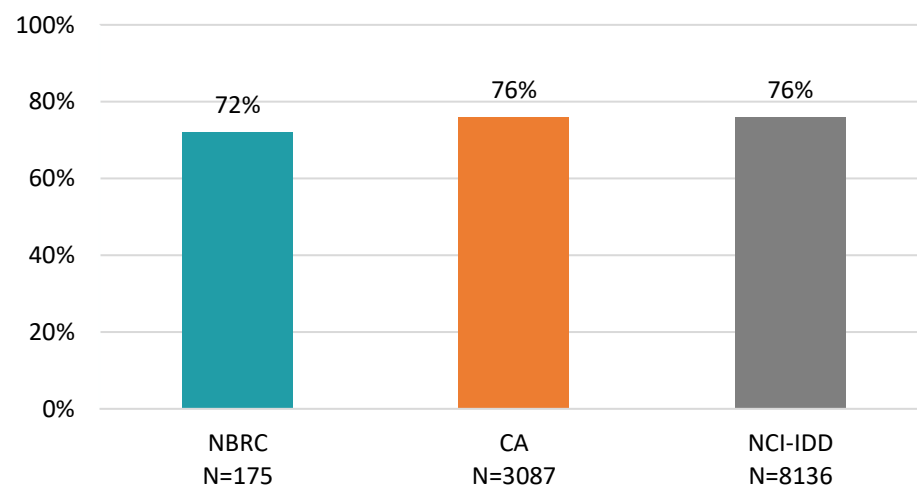
Understood what was talked about at last IPP meeting



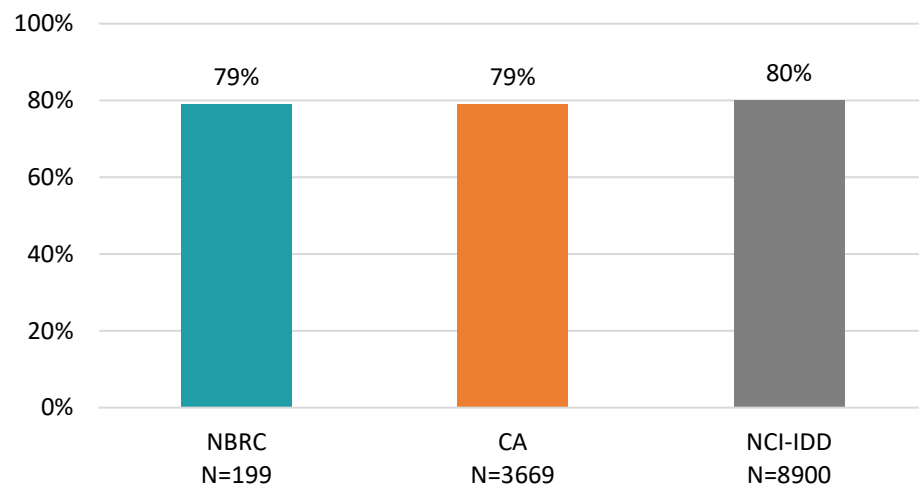
Last IPP meeting included people person wanted to be there



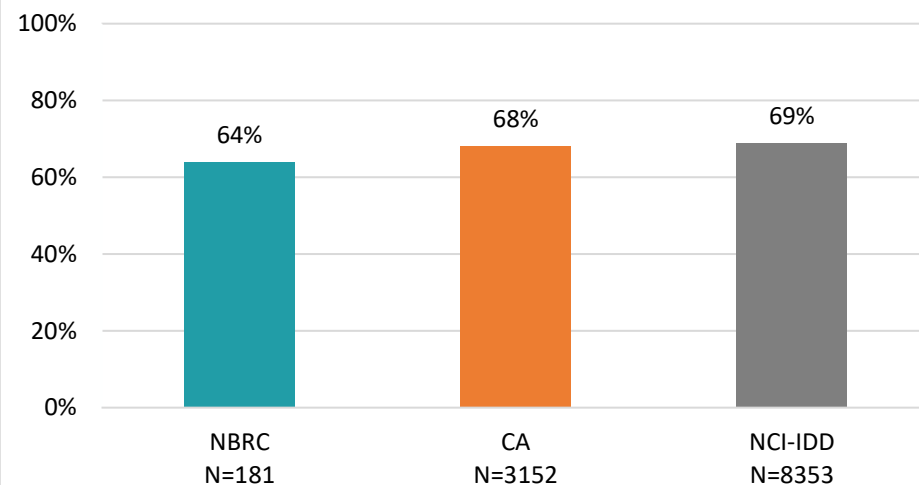
Person was able to choose services they get as part of IPP



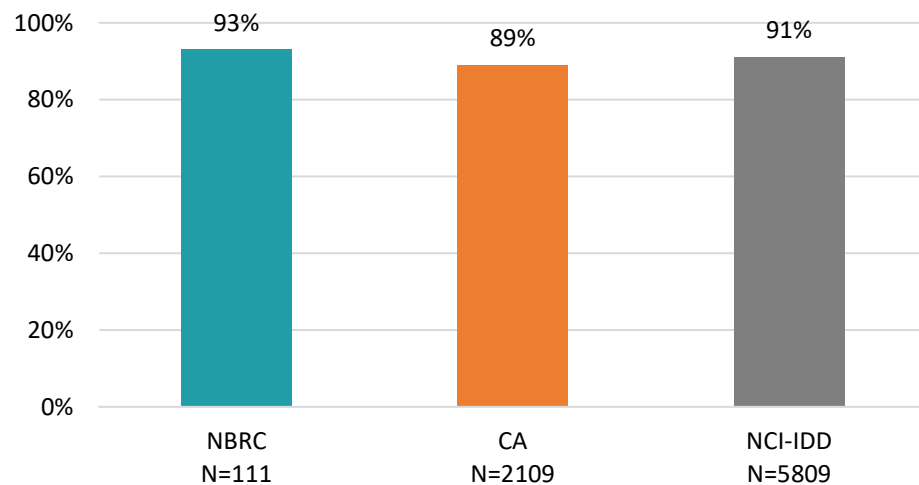
Talked about learning new things at last IPP meeting



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

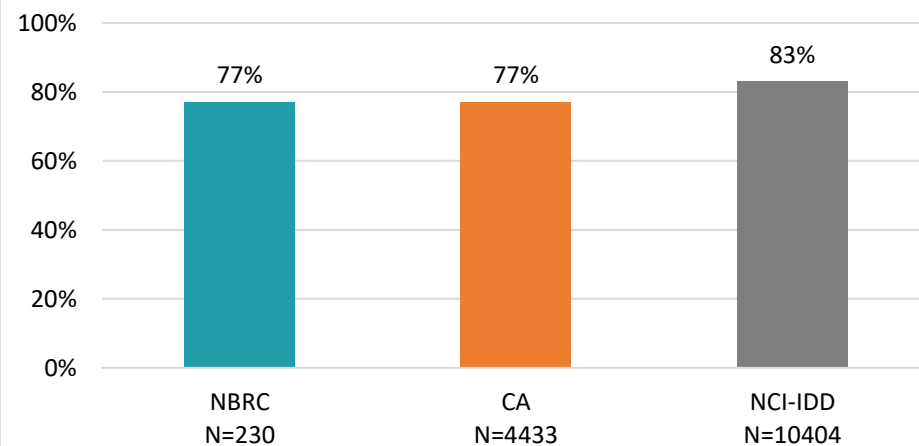


Table 64. Met service coordinator

Regional Center	Yes	No	N
NBRC	88%	12%	251
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
NBRC	82%	18%	208
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
NBRC	87%	13%	229
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
NBRC	94%	6%	174
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
NBRC	93%	7%	233
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
NBRC	81%	19%	204
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
NBRC	96%	4%	206
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
NBRC	72%	28%	175
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
NBRC	79%	21%	199
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
NBRC	64%	36%	181
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
NBRC	93%	7%	111
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

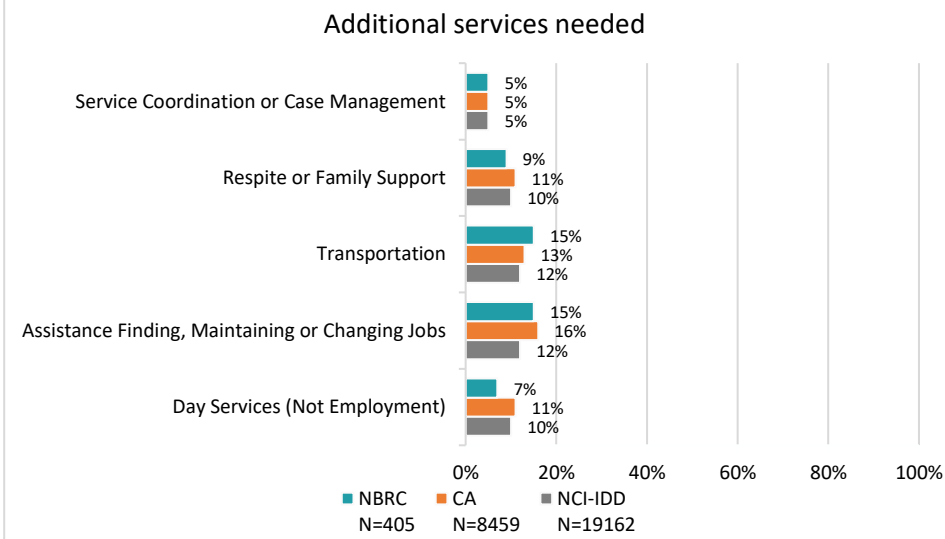
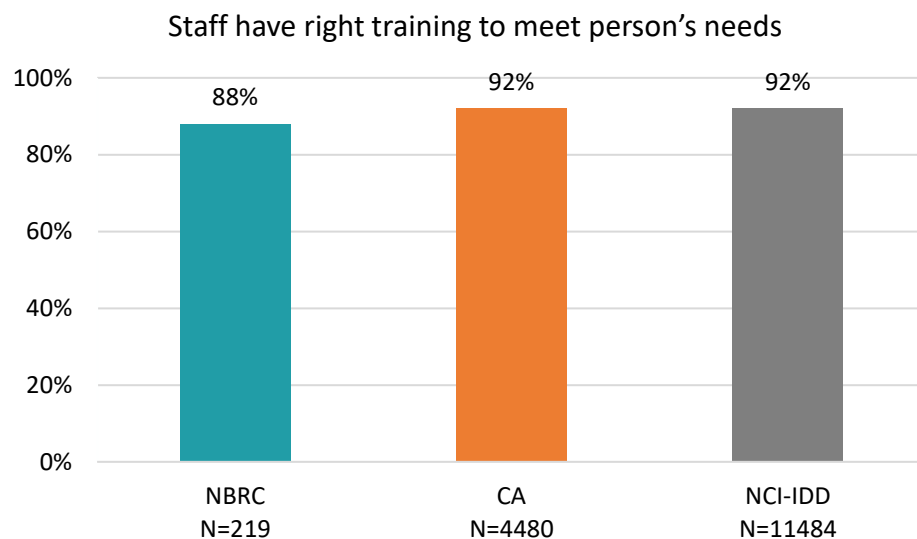
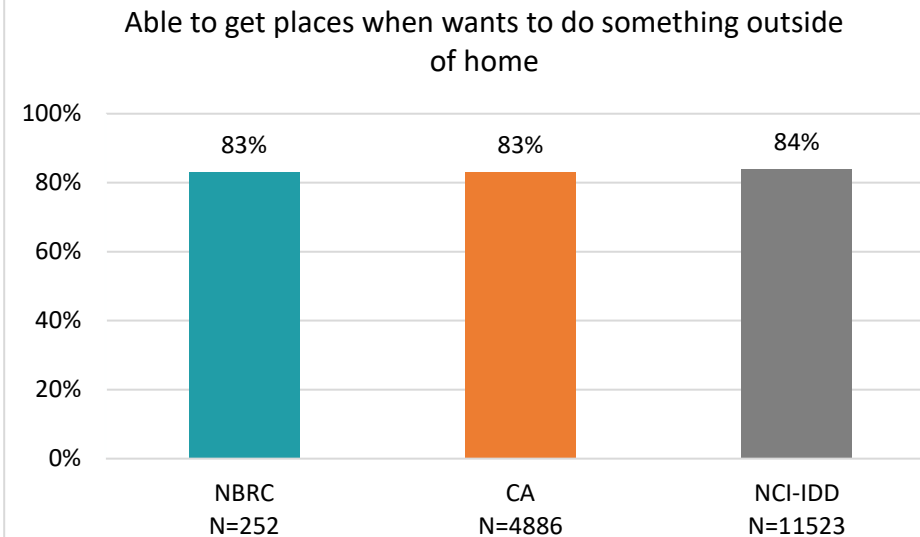
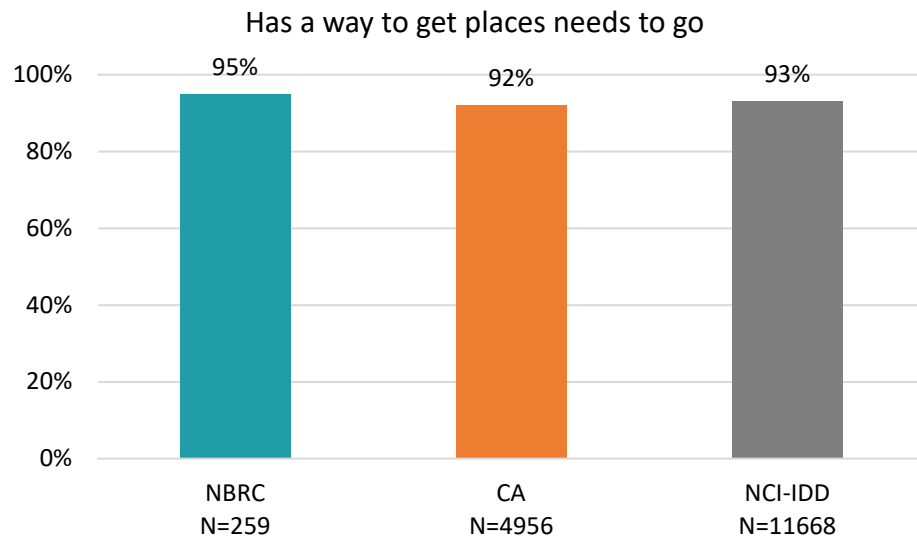
Regional Center	Yes	No	N
NBRC	77%	23%	230
CA Average	77%	23%	4,433
Weighted NCI-IDD Average	83%	17%	10,404

Access

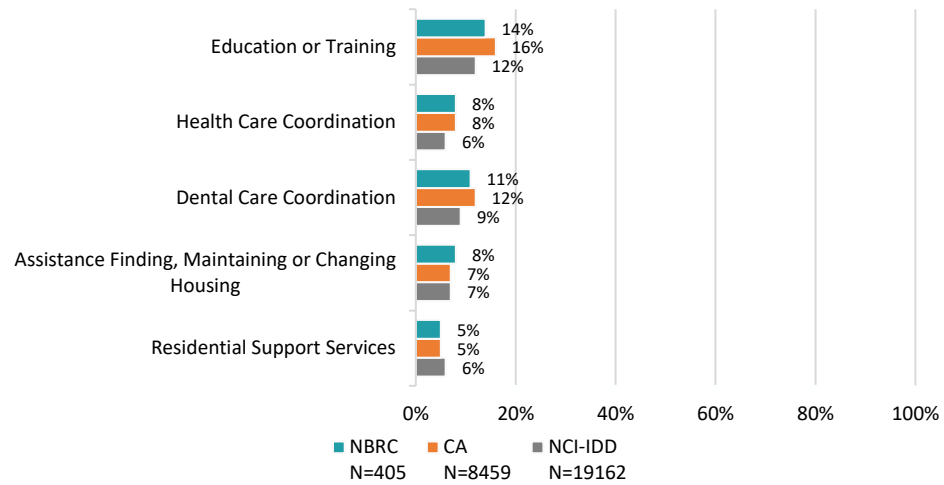
Publicly funded services are readily available to individuals who need and qualify for them.

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

Charts for Access



Additional services needed (continued)



Additional services needed (continued)

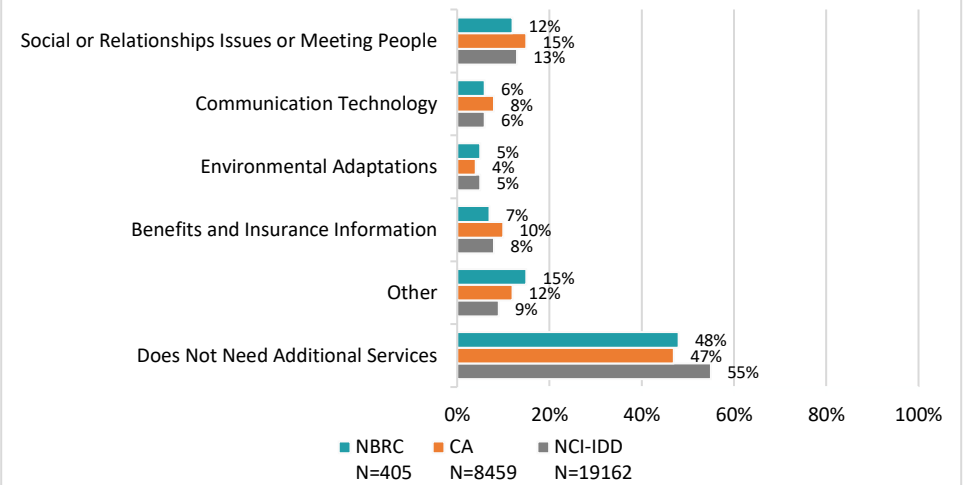


Table 76. Has a way to get places needs to go

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

Regional Center	Yes	No	N
NBRC	95%	5%	259
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
NBRC	83%	17%	252
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
NBRC	88%	12%	219
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
NBRC	5%	9%	15%	15%	7%	405
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
NBRC	14%	8%	11%	8%	5%	405
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
NBRC	12%	6%	5%	7%	15%	48%	405
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

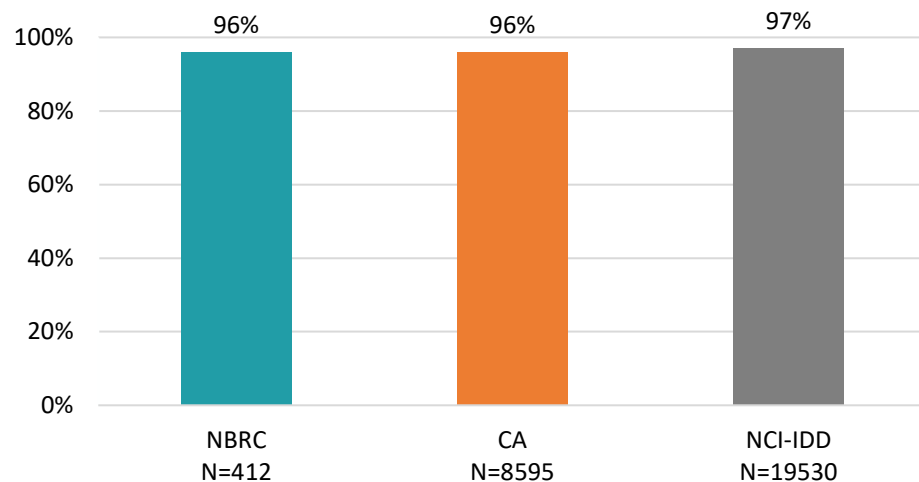
All CA and NCI-IDD Averages are weighted unless otherwise noted

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

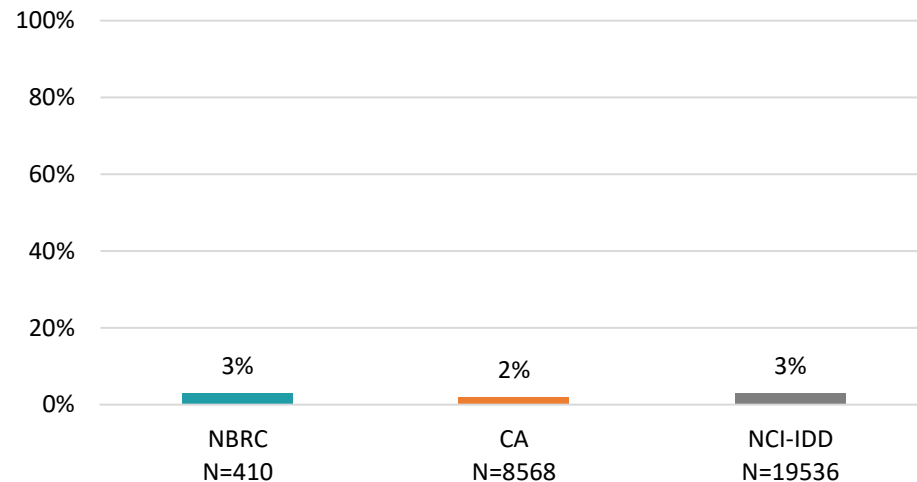
*NCI-IDD Average includes data from states that had at least 25% “don’t knows” and missing data

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

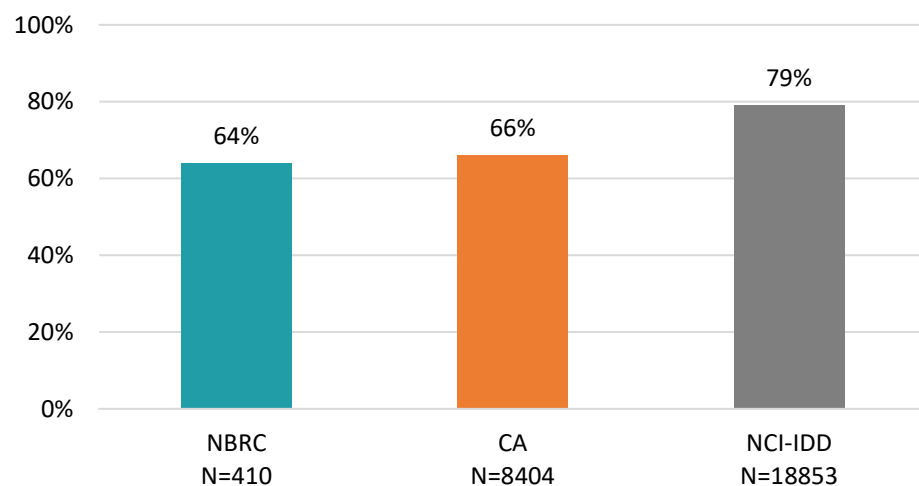
Has a primary care doctor or practitioner



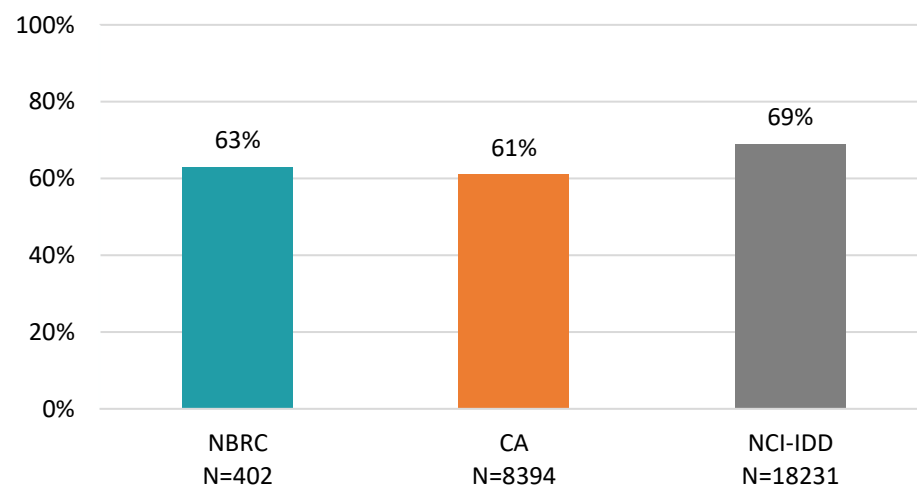
In poor health



Had a complete physical exam in the past year



Had a dental exam in the past year



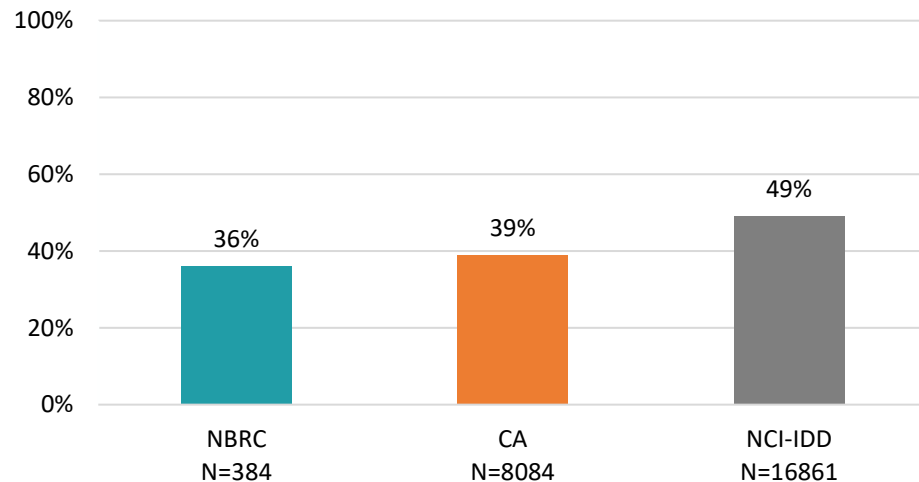
All CA and NCI-IDD Averages are weighted unless otherwise noted

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

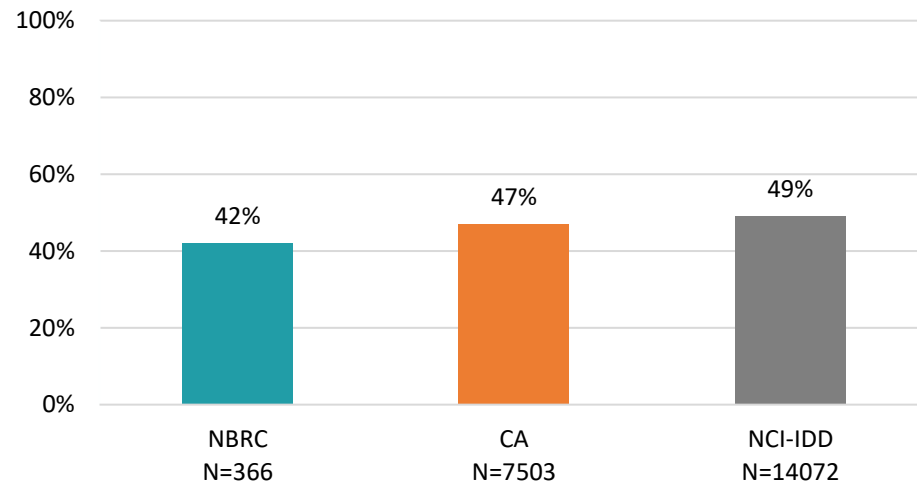
*NCI-IDD Average includes data from states that had at least 25% "don't knows" and missing data

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

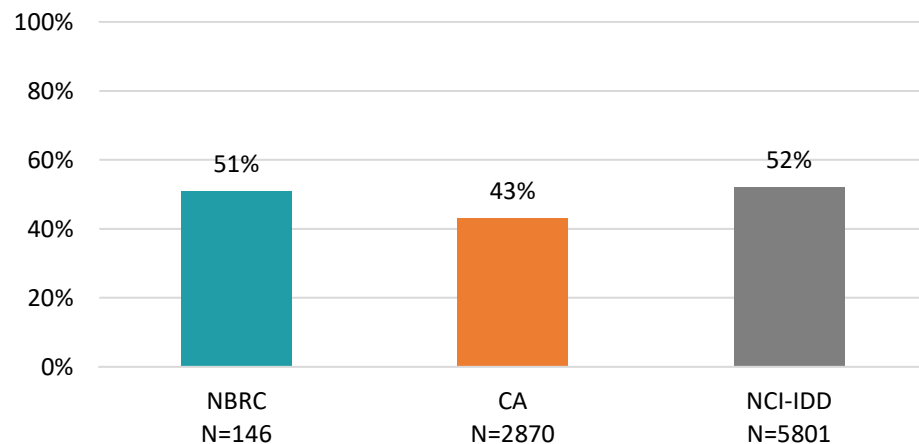
Had an eye exam in the past year



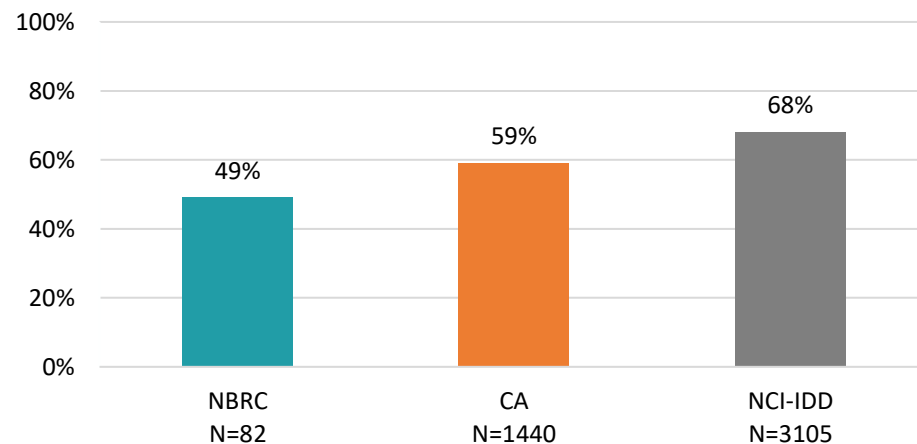
Had a hearing test in the past five years



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)



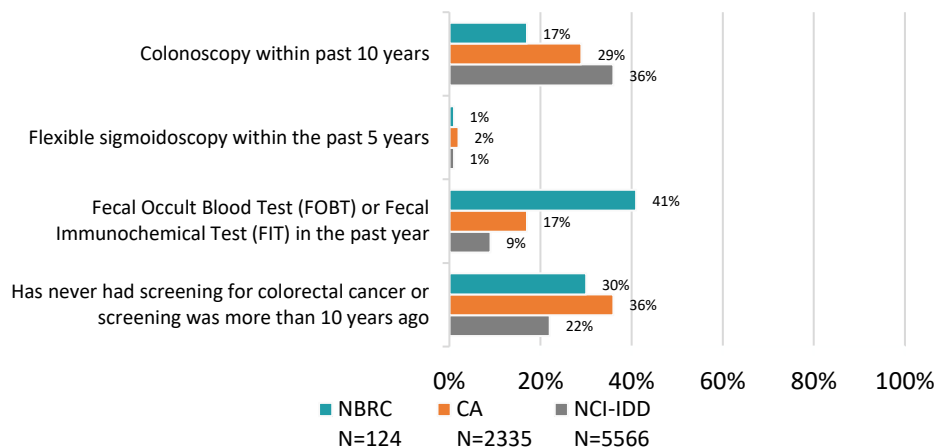
All CA and NCI-IDD Averages are weighted unless otherwise noted

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

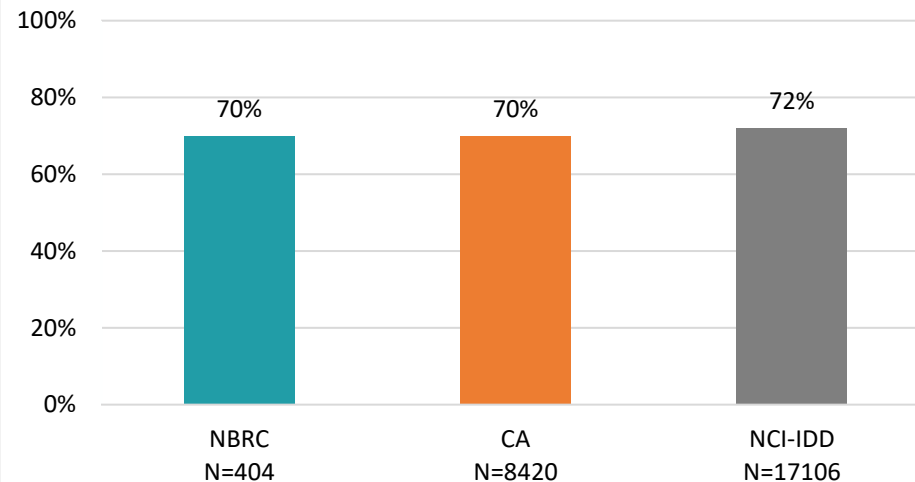
*NCI-IDD Average includes data from states that had at least 25% "don't knows" and missing data

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
NBRC	96%	4%	412
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
NBRC	3%	97%	410
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
NBRC	64%	36%	410
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
NBRC	63%	37%	402
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
NBRC	36%	64%	384
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
NBRC	42%	58%	366
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
NBRC	51%	49%	146
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
NBRC	49%	51%	82
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
NBRC	17%	1%	41%	30%	124
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

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

Information may have been obtained through administrative records

Regional Center	Yes	No	N
NBRC	70%	30%	404
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

**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

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.

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 Medications

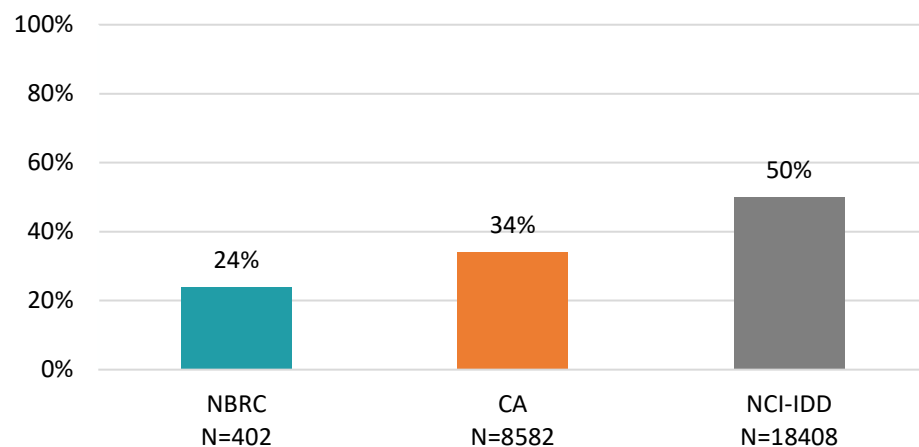
All CA and NCI-IDD Averages are weighted unless otherwise noted

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

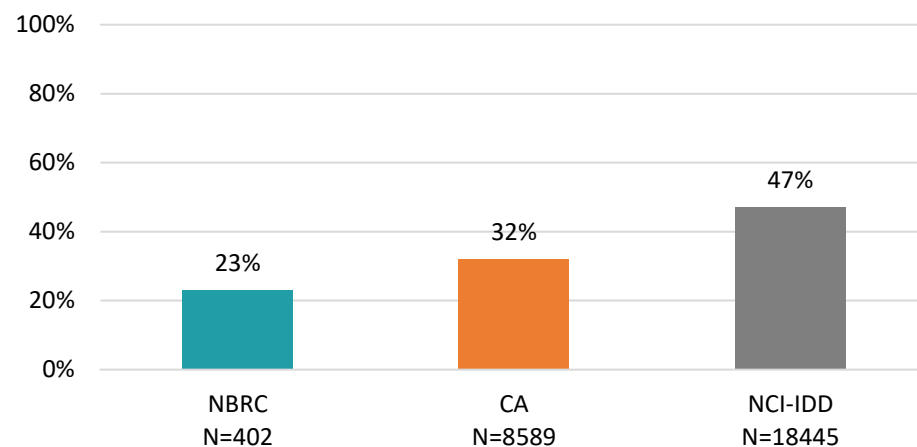
*NCI-IDD Average includes data from states that had at least 25% “don’t knows” and missing data

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

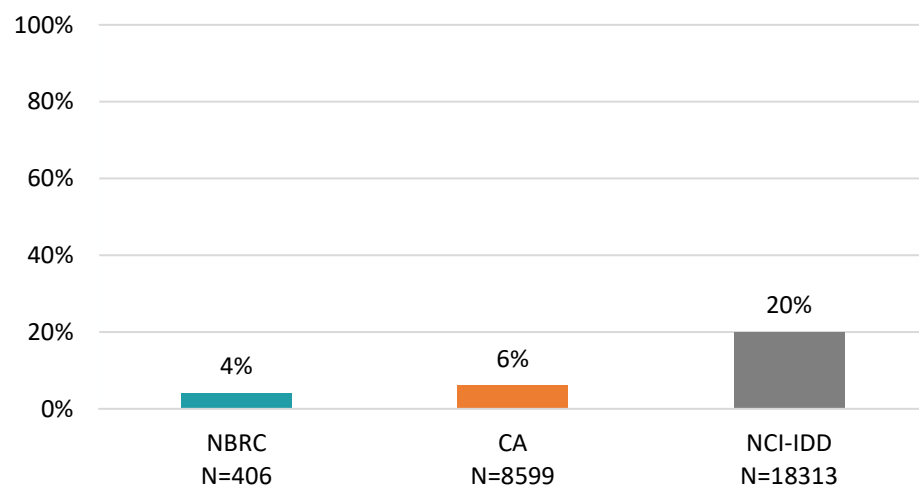
Takes at least one medication for mood, anxiety, psychotic disorder and/or behavioral challenges



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



Takes medication for behavior challenges



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 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
NBRC	24%	76%	402
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
NBRC	23%	77%	402
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
NBRC	4%	96%	406
CA Average	6%	94%	8,599
Weighted NCI-IDD Average*	20%	80%	18,313

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

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 (**).

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.

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 Wellness

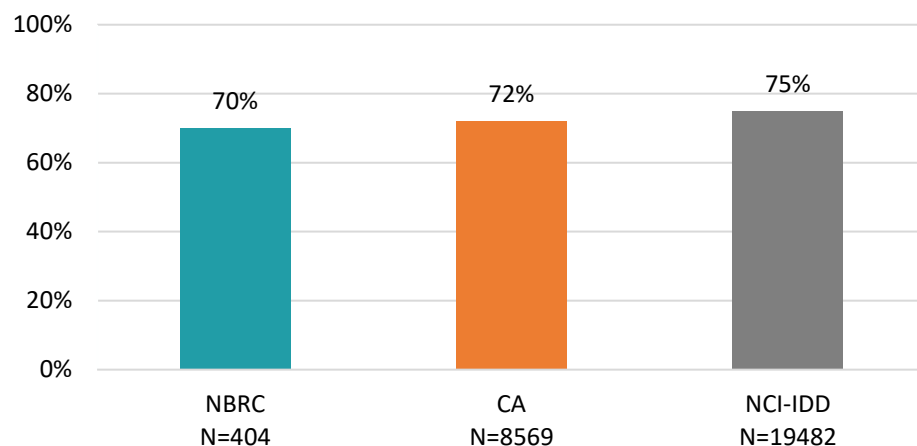
All CA and NCI-IDD Averages are weighted unless otherwise noted

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

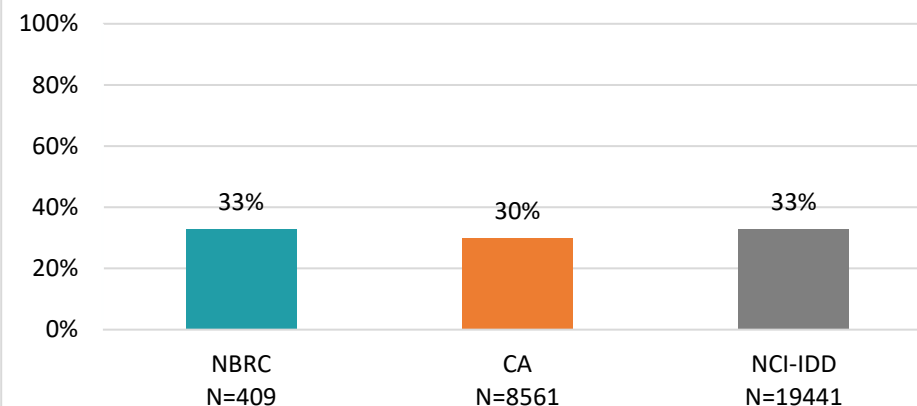
*NCI-IDD Average includes data from states that had at least 25% “don’t knows” and missing data

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

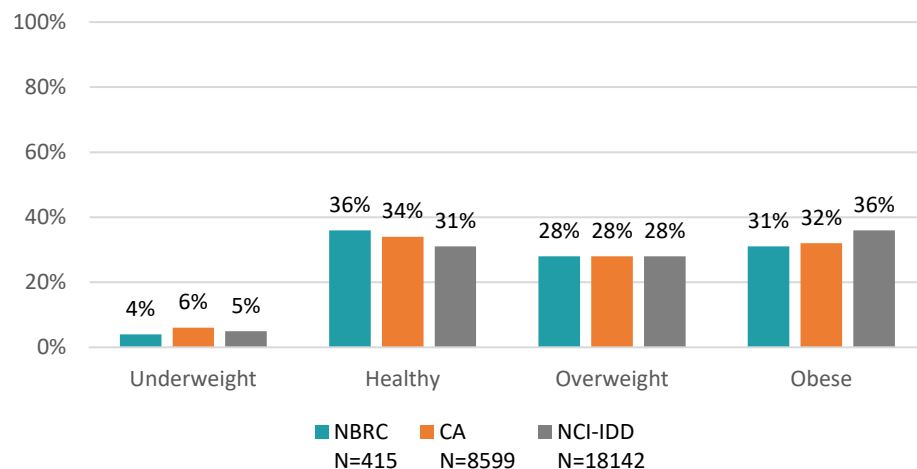
Exercises or does physical activity at least once per week for 10 minutes or more at a time



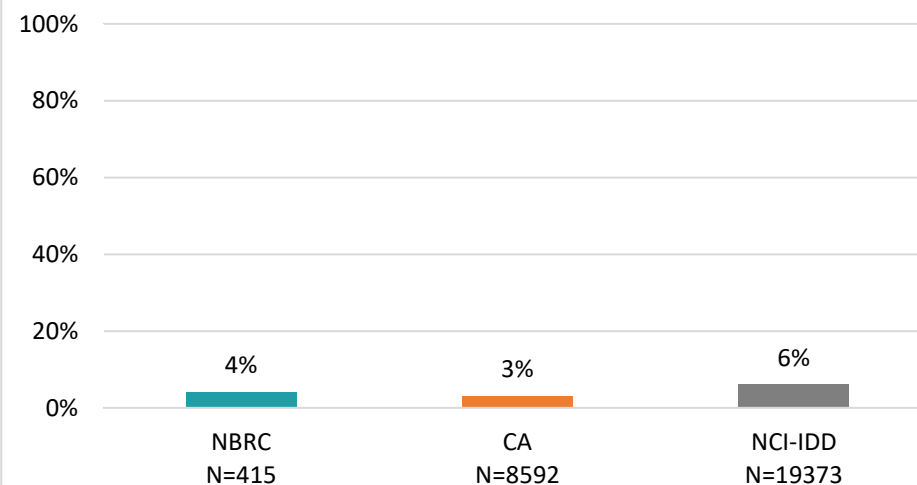
Exercises or does physical activity at least once per week that makes the muscles in arms, legs, back, and/or chest work hard



Body Mass Index (BMI) category



Uses nicotine or tobacco products



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

**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 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
NBRC	70%	30%	404
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
NBRC	33%	67%	409
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
NBRC	4%	36%	28%	31%	415
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
NBRC	4%	96%	415
CA Average	3%	97%	8,592
Weighted NCI-IDD Average*	6%	94%	19,373

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

Respect and Rights

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

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 Rights and Respect

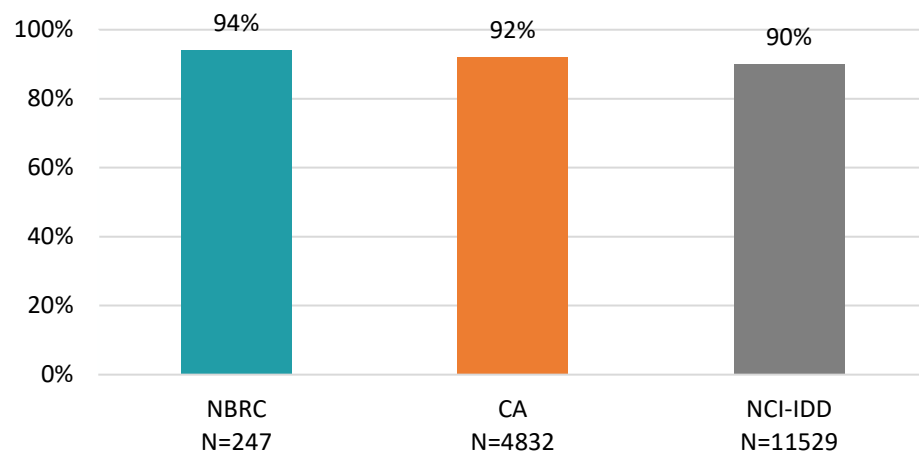
All CA and NCI-IDD Averages are weighted unless otherwise noted

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

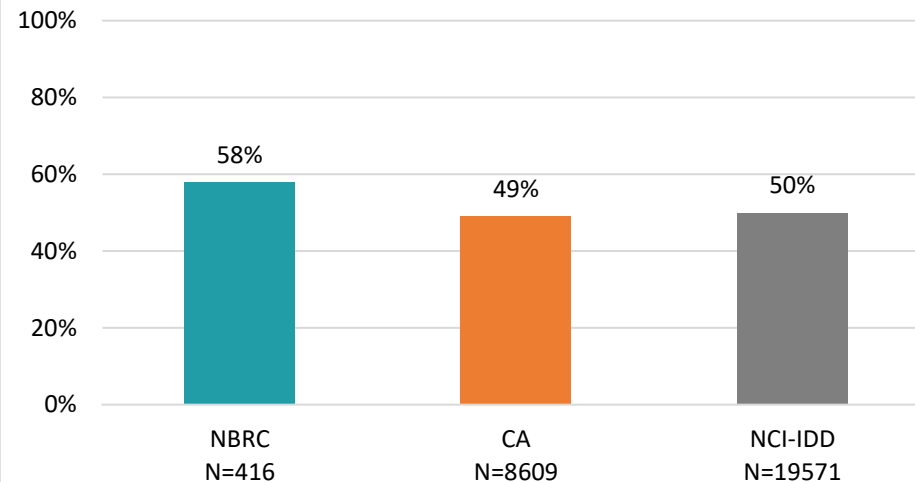
*NCI-IDD Average includes data from states that had at least 25% “don’t knows” and missing data

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

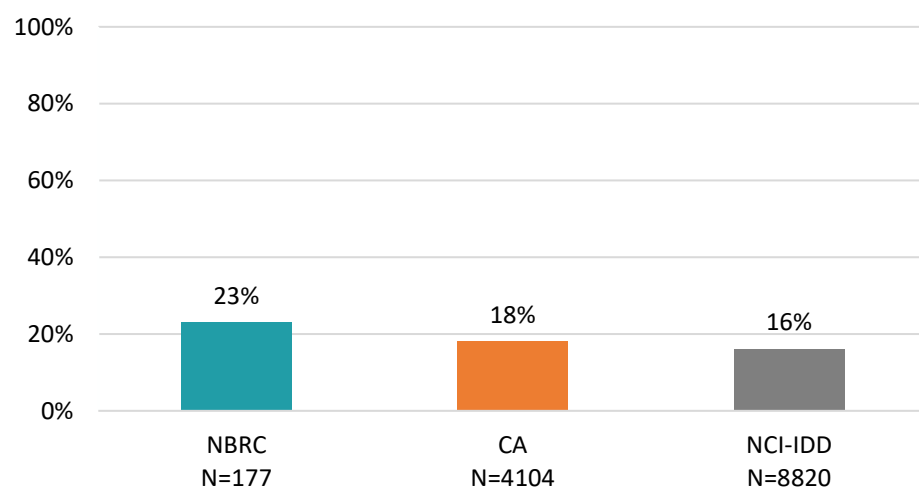
People (who do not live in the home) let person know
before entering home



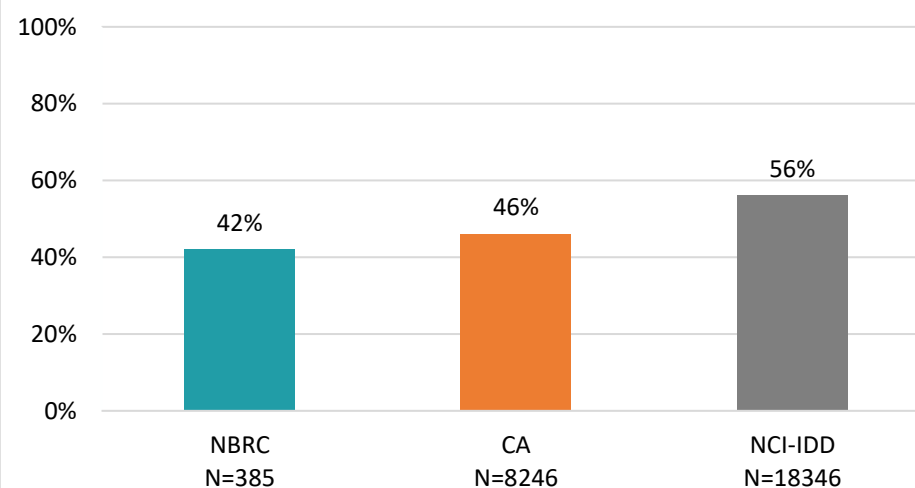
Has a key to the home



Wants a key to the home



Can lock bedroom



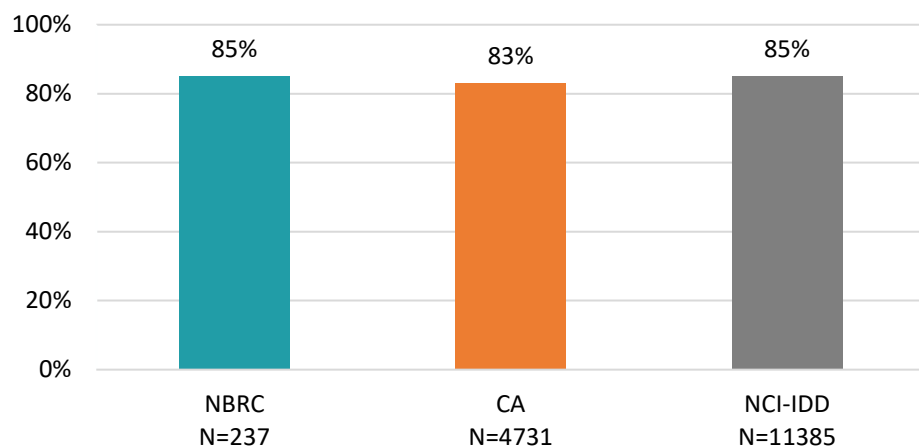
All CA and NCI-IDD Averages are weighted unless otherwise noted

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

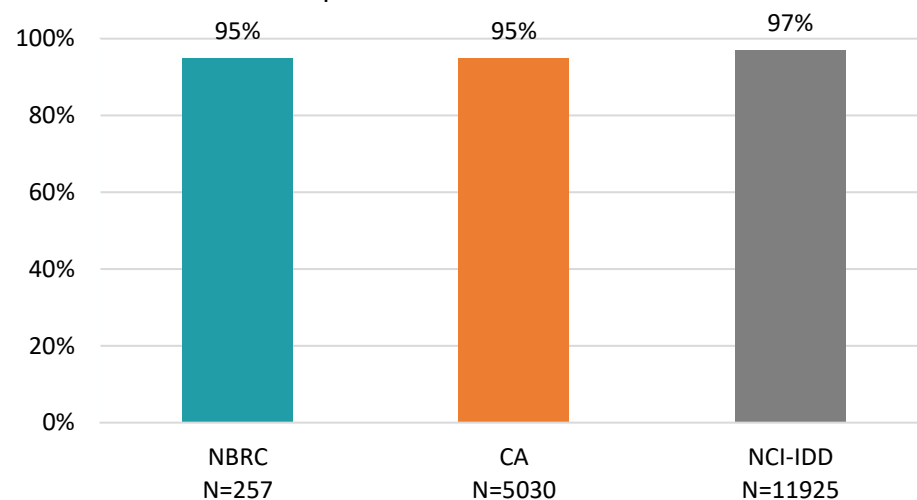
*NCI-IDD Average includes data from states that had at least 25% "don't knows" and missing data

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

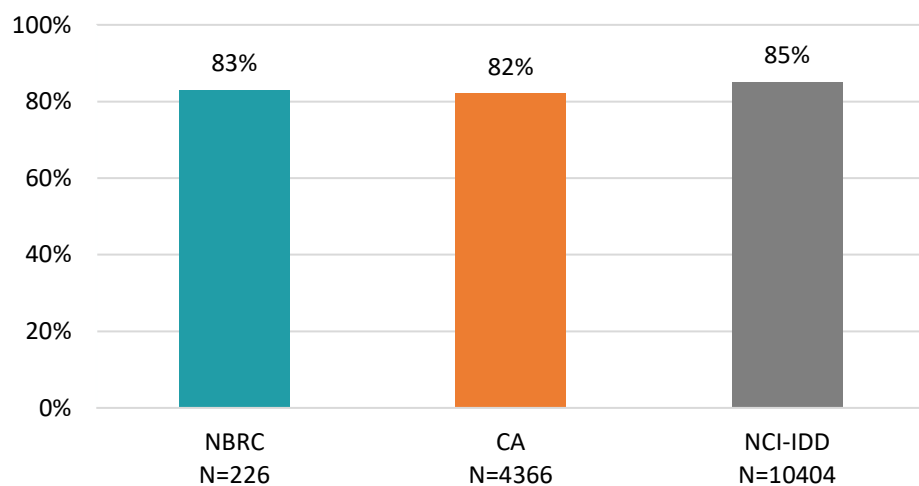
People let person know before entering person's bedroom



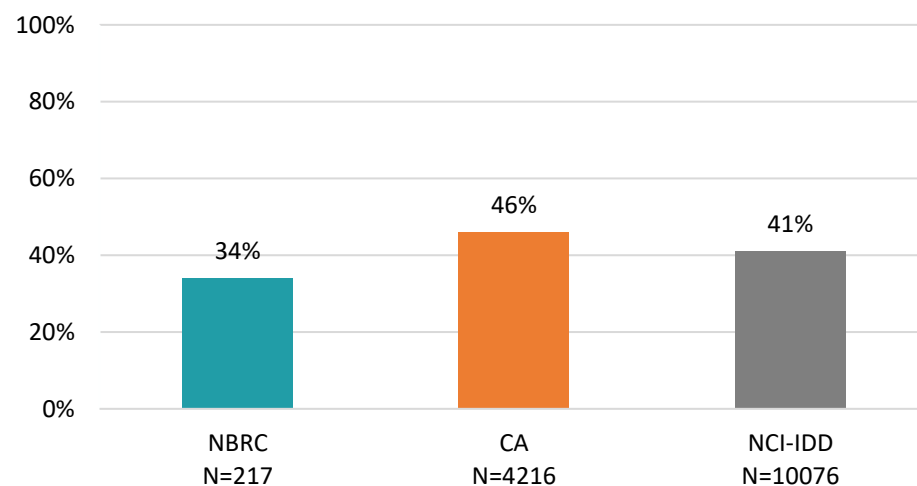
Has a place to be alone in the home



Can be alone with friends or visitors at home



There are rules about having friends or visitors at home



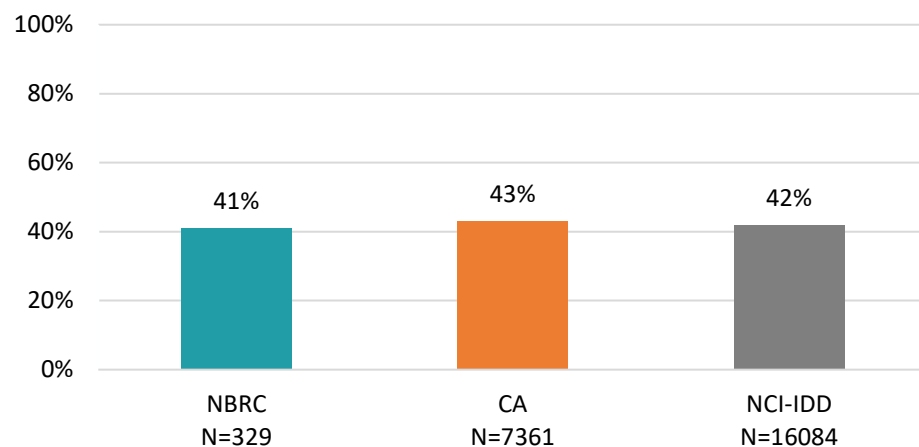
All CA and NCI-IDD Averages are weighted unless otherwise noted

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

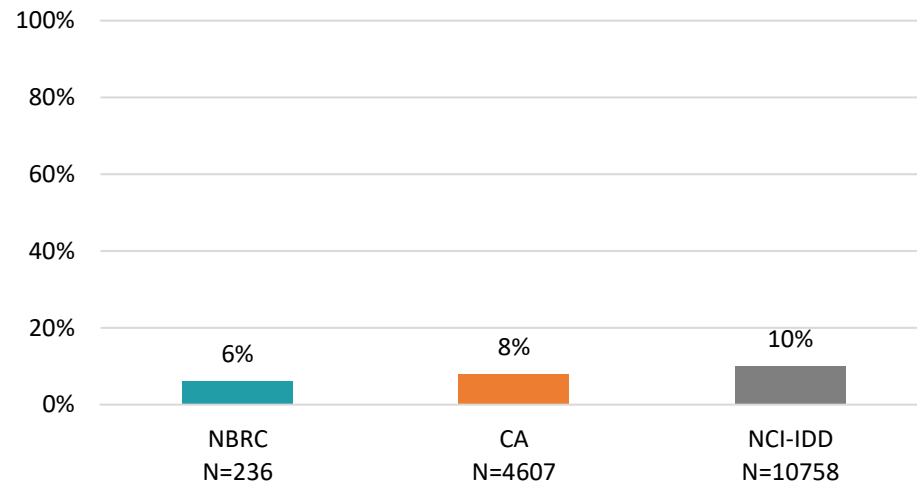
*NCI-IDD Average includes data from states that had at least 25% "don't knows" and missing data

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

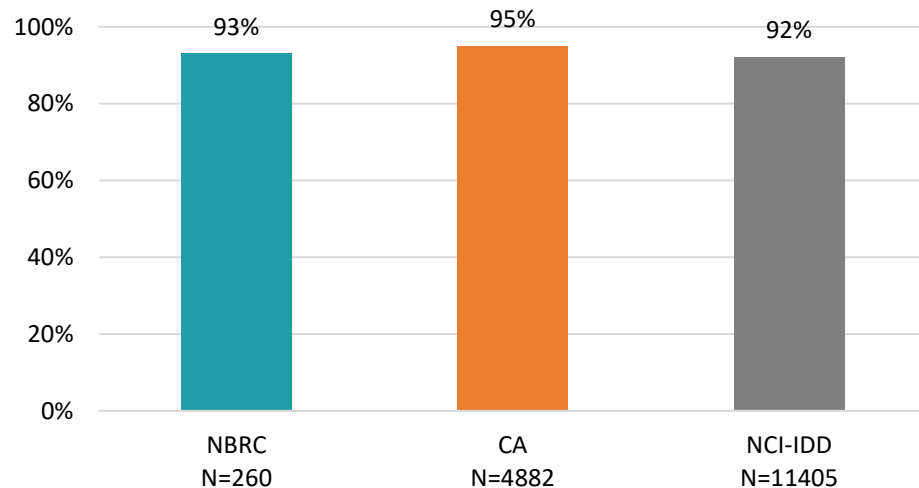
Can stay at home if others in the house go somewhere (if not living alone)



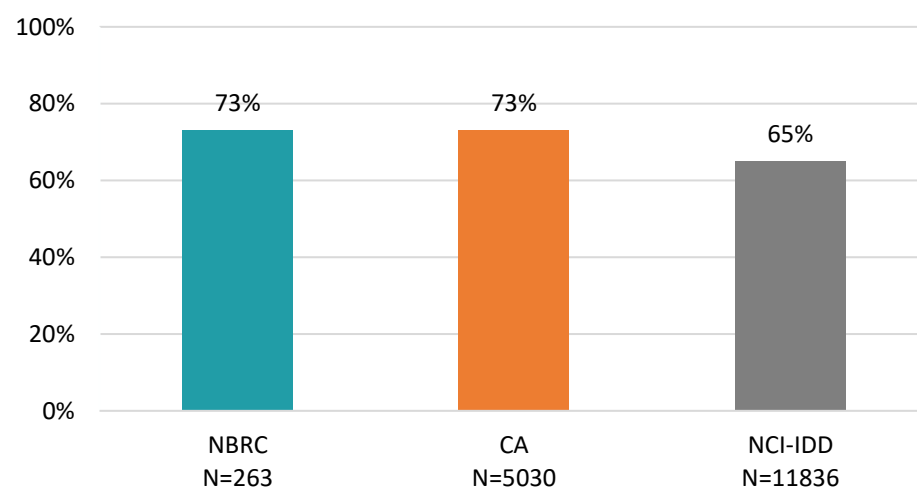
Others read person's mail or email without asking



Can use phone and internet when wants



Has a cell phone or smartphone



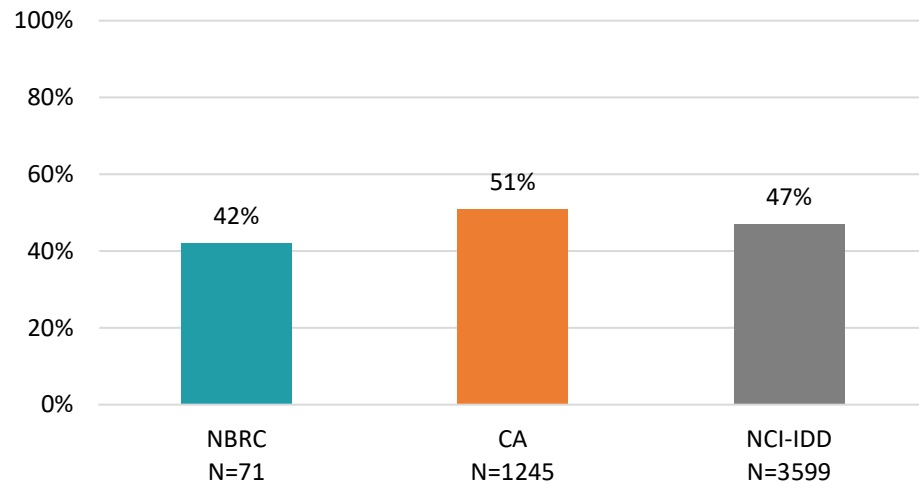
All CA and NCI-IDD Averages are weighted unless otherwise noted

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

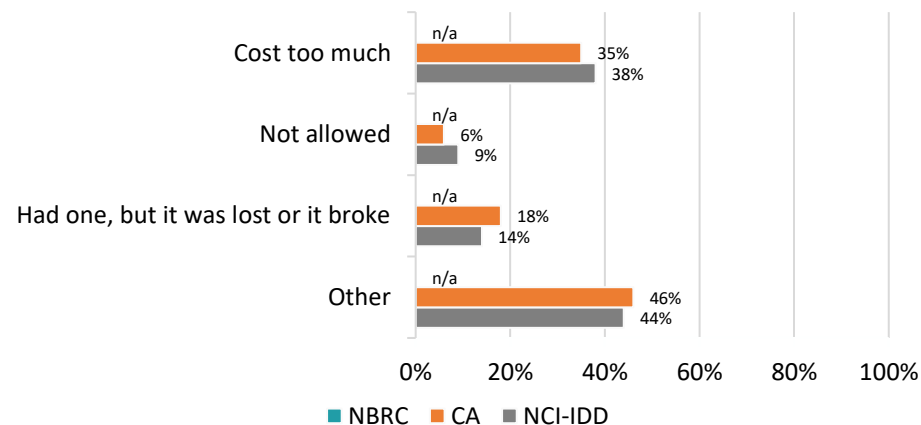
*NCI-IDD Average includes data from states that had at least 25% "don't knows" and missing data

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

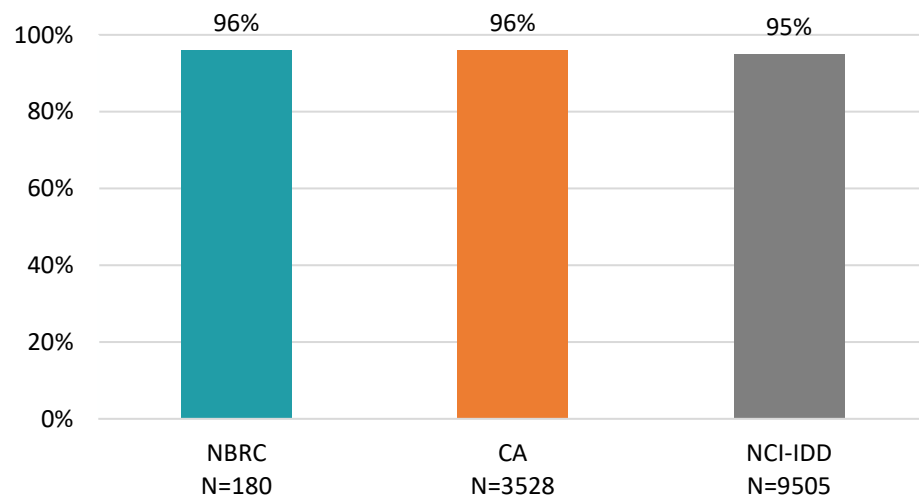
Wants a cell phone or smartphone (if does not have one)



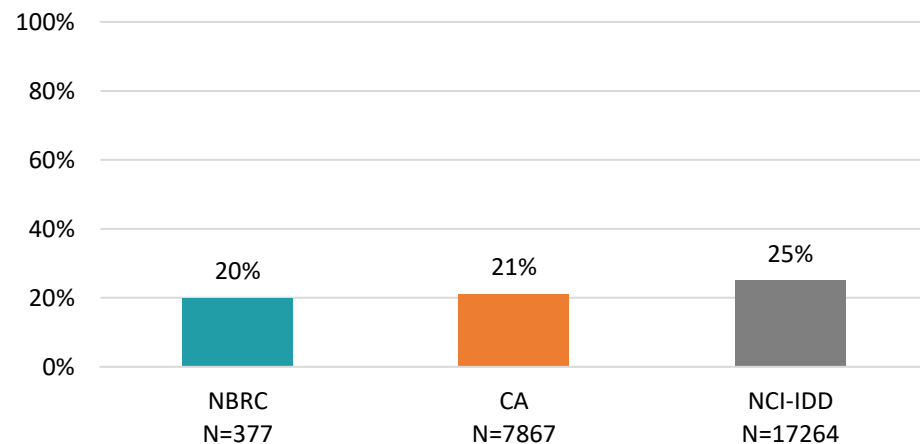
Reasons does not have a cell phone or smartphone (if does not have one but wants one)



Staff treat person with respect



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

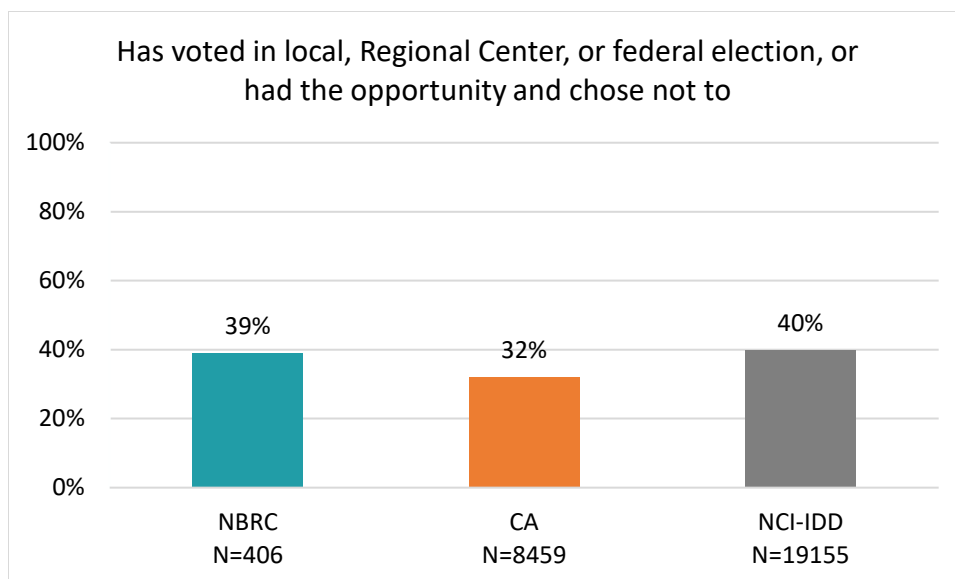


All CA and NCI-IDD Averages are weighted unless otherwise noted

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

Regional Center	Yes	No	N
NBRC	94%	6%	247
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
NBRC	58%	42%	416
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
NBRC	23%	6%	71%	177
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
NBRC	42%	58%	385
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
NBRC	85%	15%	237
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
NBRC	95%	5%	257
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
NBRC	83%	17%	226
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
NBRC	34%	66%	217
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
NBRC	41%	59%	329
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
NBRC	6%	94%	236
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
NBRC	93%	7%	260
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
NBRC	73%	27%	263
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
NBRC	42%	58%	71
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
NBRC	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
NBRC	96%	4%	180
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
NBRC	20%	80%	377
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
NBRC	39%	61%	406
CA Average	32%	68%	8,459
Weighted NCI-IDD Average	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

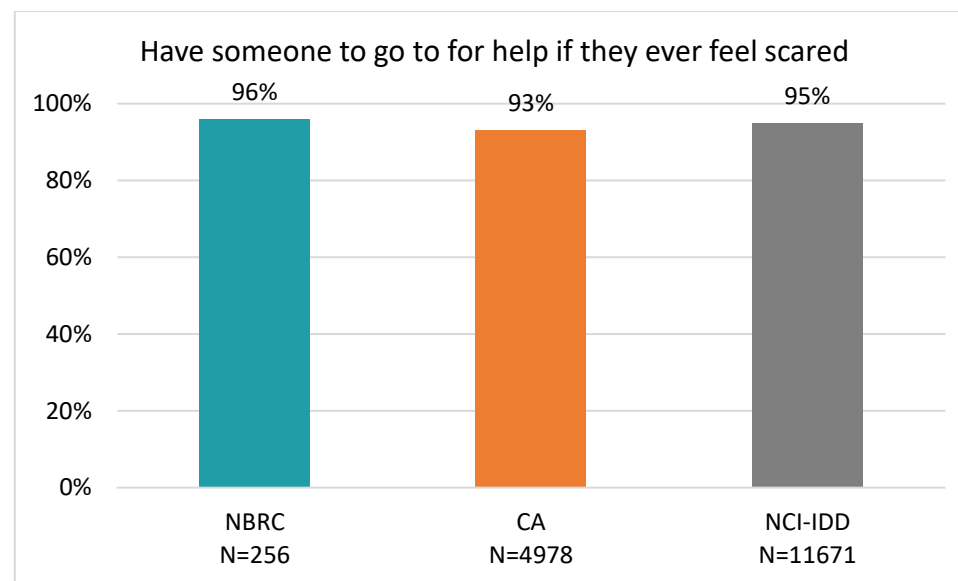
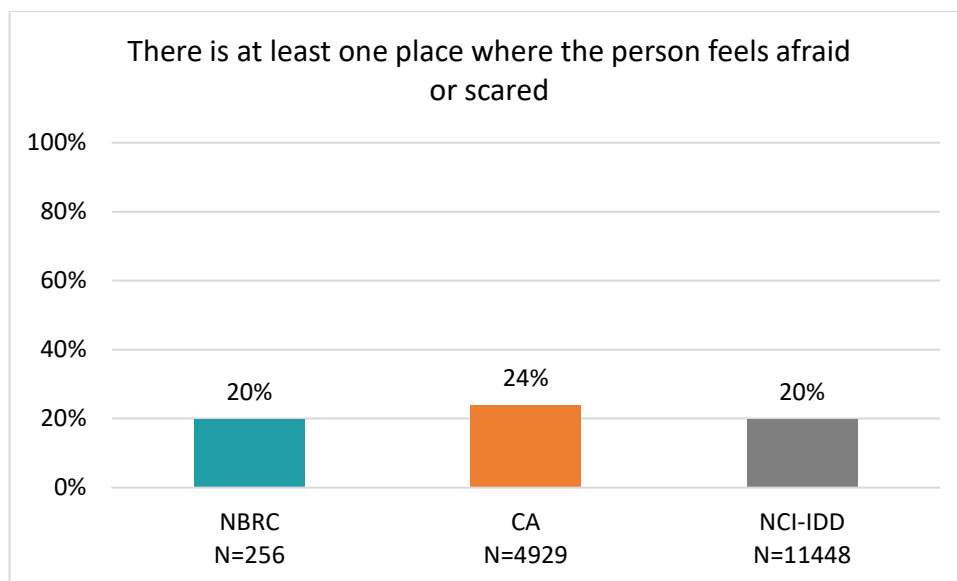


Table 116. There is at least one place where the person feels afraid or scared (in home, day program, work, walking in the community, in transport, or other place)

Regional Center	Yes	No	N
NBRC	20%	80%	256
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
NBRC	96%	4%	256
CA Average	93%	7%	4,978
Weighted NCI-IDD Average	95%	5%	11,671

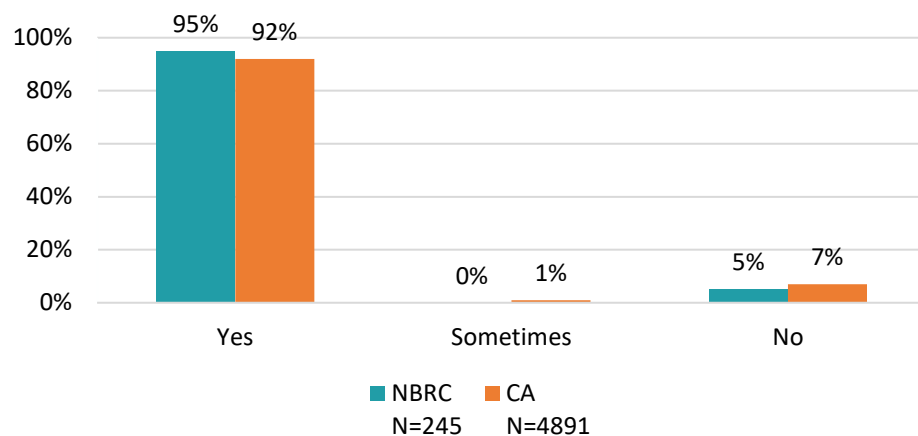
CA Specific Questions

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.

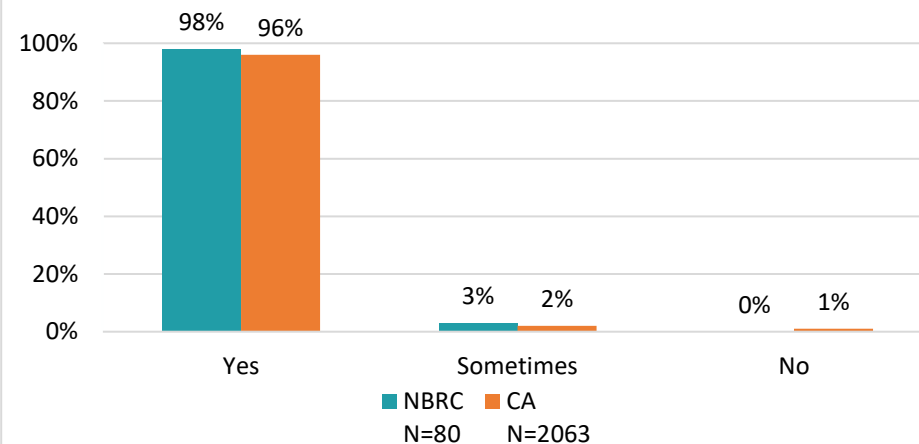
Note, CA averages in this section are not weighted.

Charts for CA Specific Questions

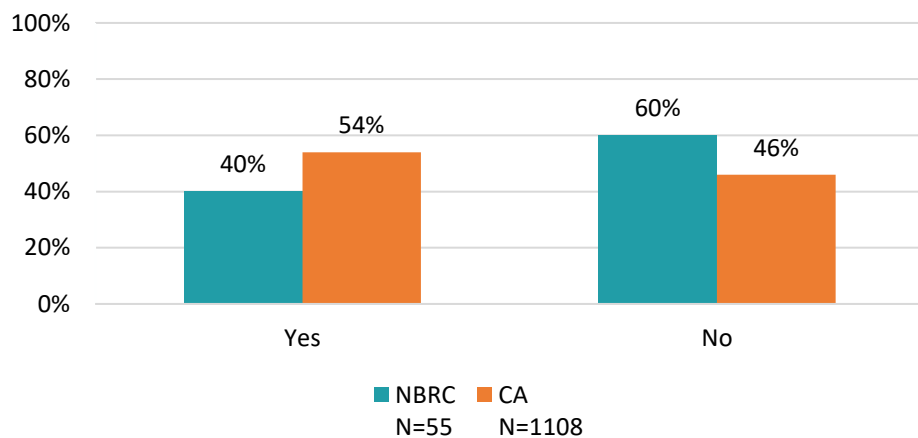
Are there staff (or a family member) at your home where you live who speak your preferred language



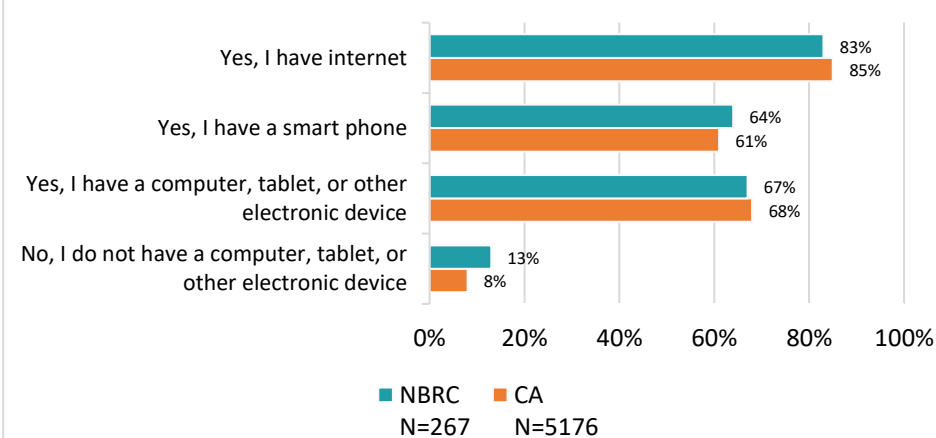
Are there staff at your day program or work program who speak your preferred language



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

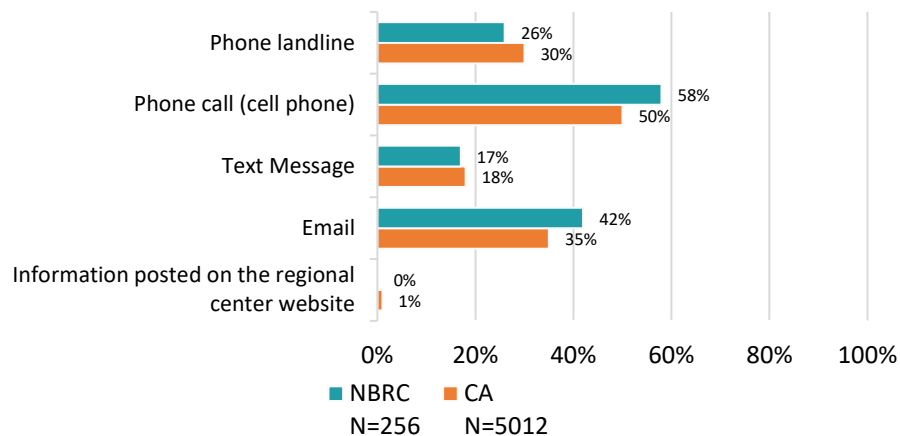


Do you have access to the technology you need to engage in activities?

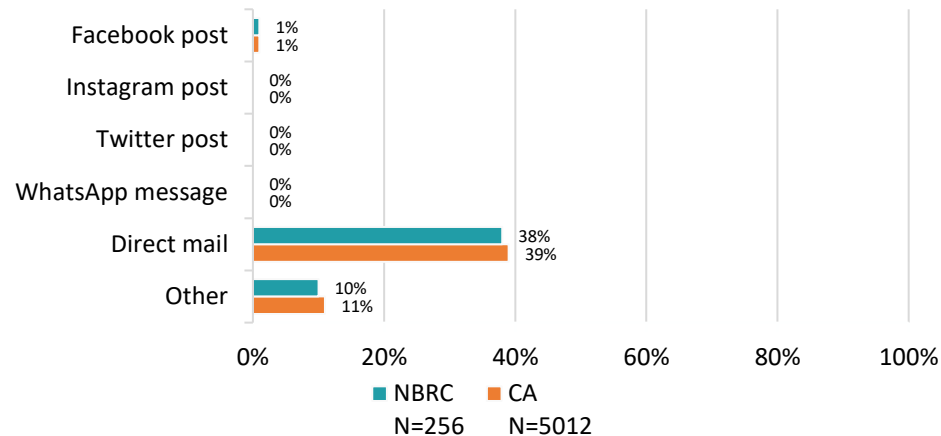


CA averages in this section are not weighted

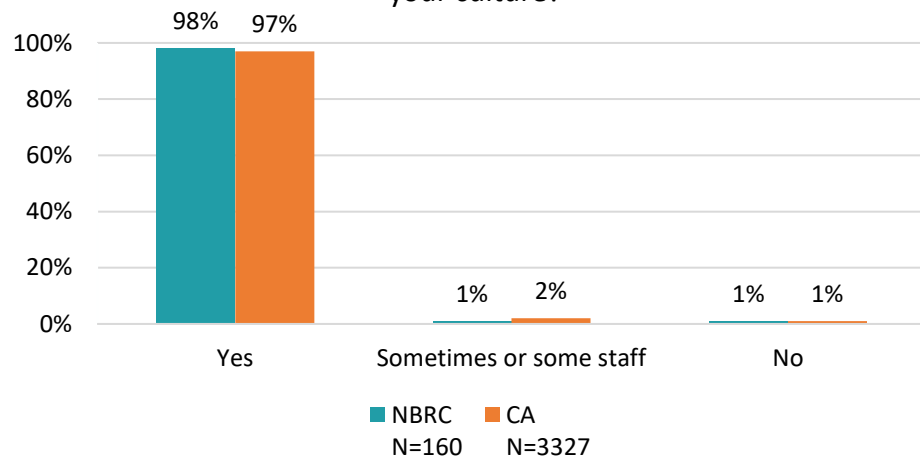
What is the best way for you to receive information from the regional center?



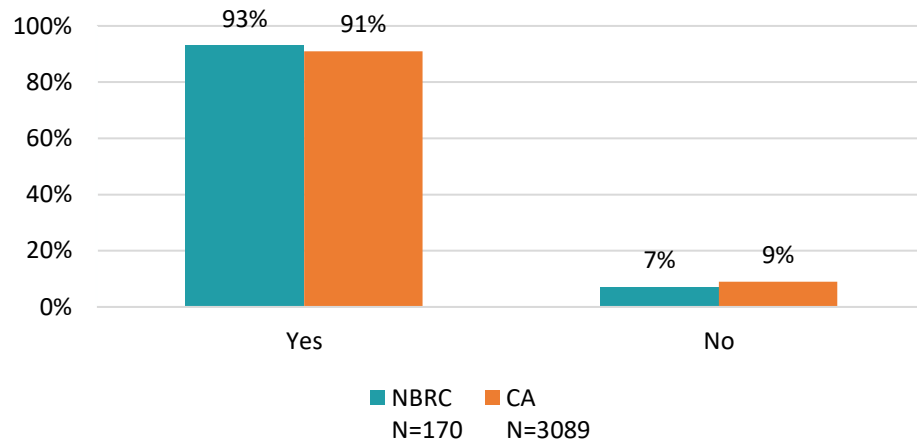
What is the best way for you to receive information from the regional center? (Continued)



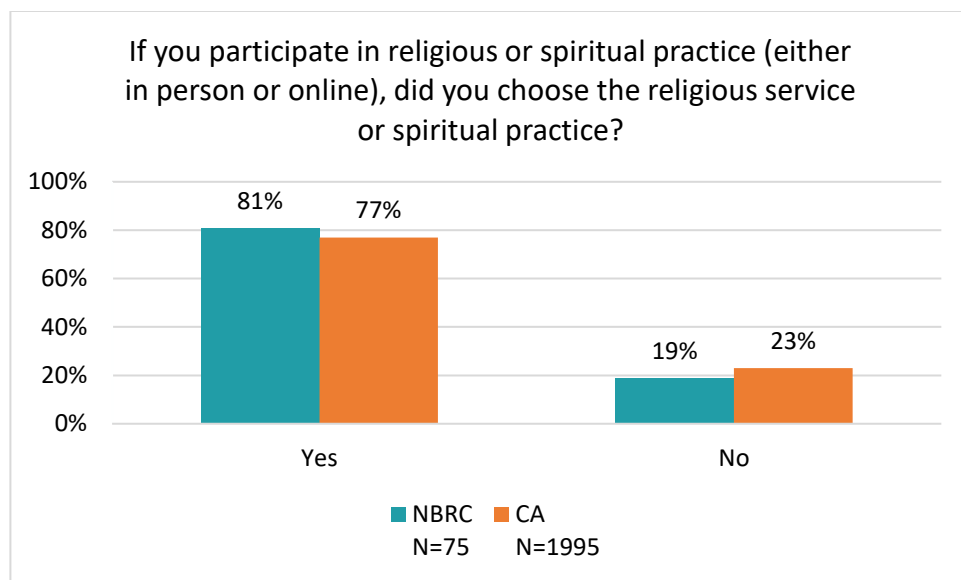
Do your staff support you in a way that is respectful to your culture?



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
NBRC	95%	0%	5%	245
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
NBRC	98%	3%	0%	80
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
NBRC	40%	60%	55
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
NBRC	83%	64%	67%	13%	267
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 landline	Phone call (cell phone)	Text Message	Email	Information posted on the regional center website	N
NBRC	26%	58%	17%	42%	0%	256
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 post	Instagram post	Twitter post	WhatsApp message	Direct mail	Other	N
NBRC	1%	0%	0%	0%	38%	10%	256
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 or some staff	No	N
NBRC	98%	1%	1%	160
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
NBRC	93%	7%	170
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
NBRC	81%	19%	75
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

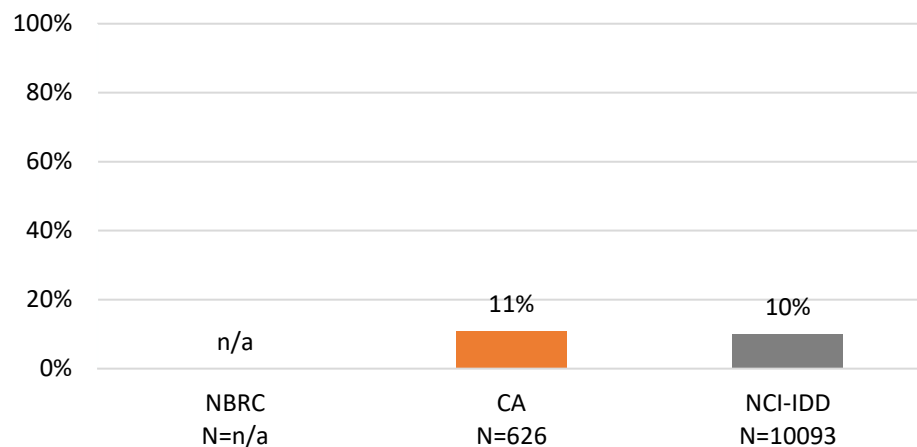
All CA and NCI-IDD Averages are weighted unless otherwise noted

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

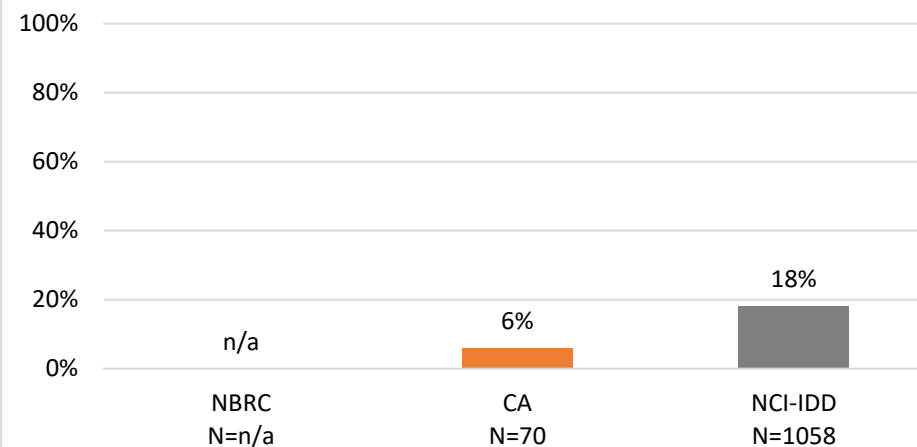
*NCI-IDD Average includes data from states that had at least 25% “don’t knows” and missing data

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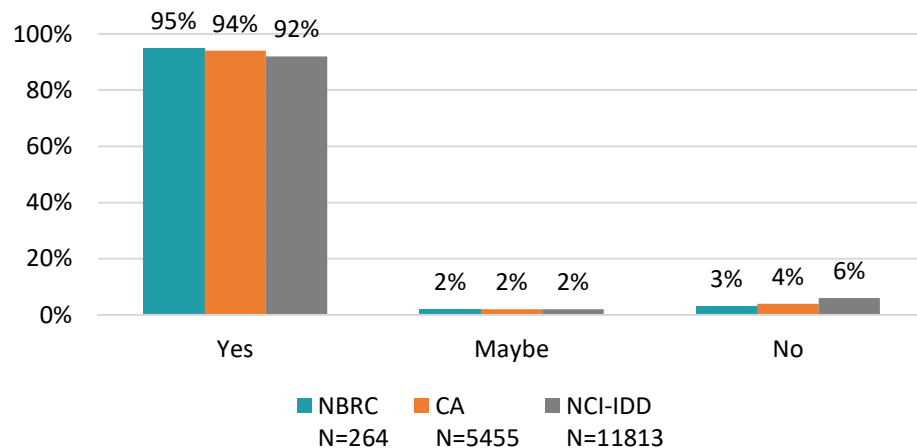
Has this person ever been diagnosed or presumed diagnosed with COVID-19?



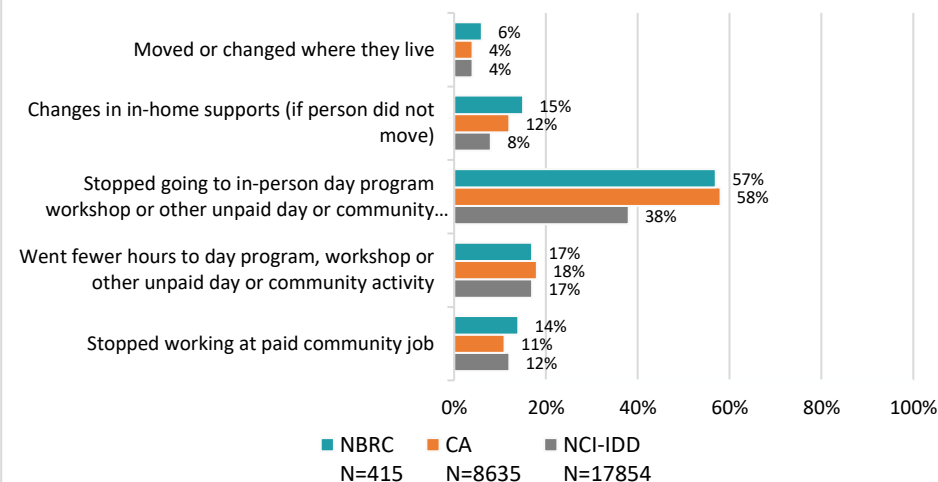
Has this person ever required in-patient hospitalization due to COVID-19?



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



During COVID time, did any of these changes occur?



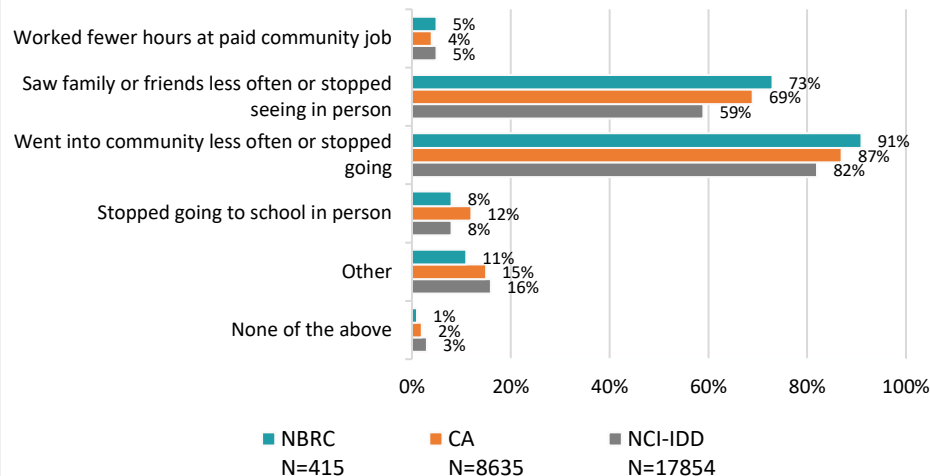
All CA and NCI-IDD Averages are weighted unless otherwise noted

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

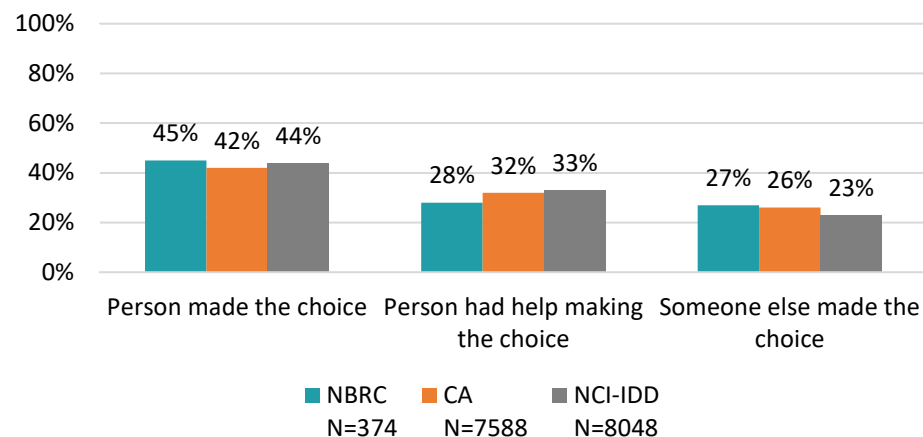
*NCI-IDD Average includes data from states that had at least 25% "don't knows" and missing data

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

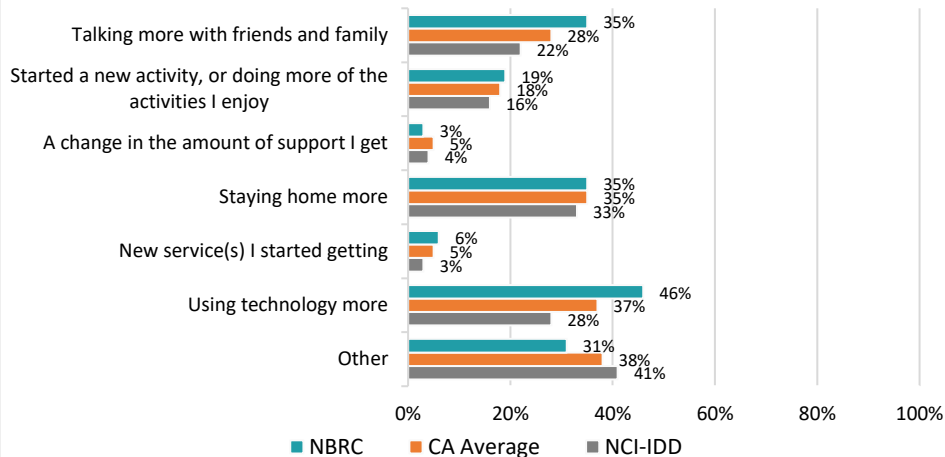
During COVID time, did any of these changes occur? (Continued)



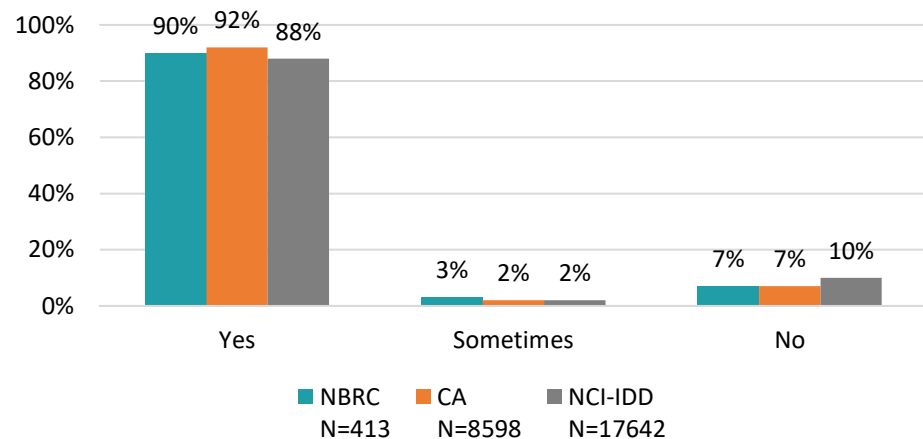
During COVID time, if there were changes in your daily schedule, did you get to choose your new daily schedule?



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?



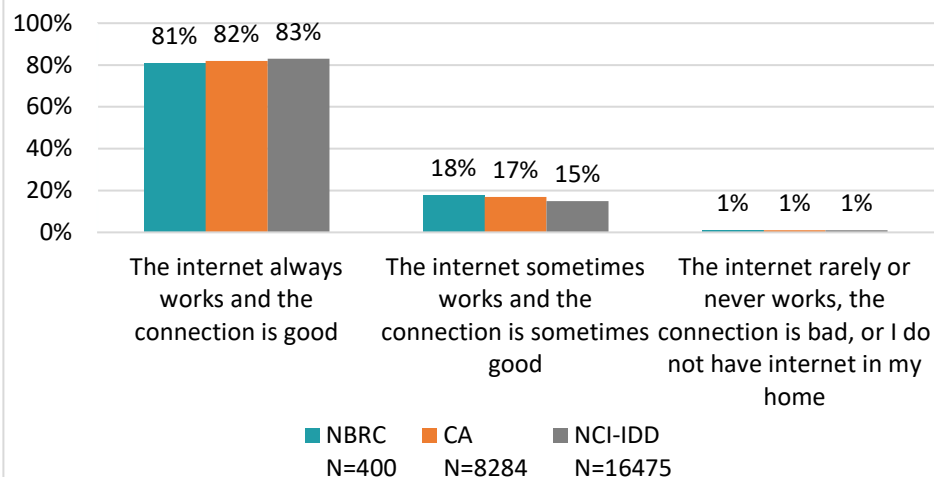
All CA and NCI-IDD Averages are weighted unless otherwise noted

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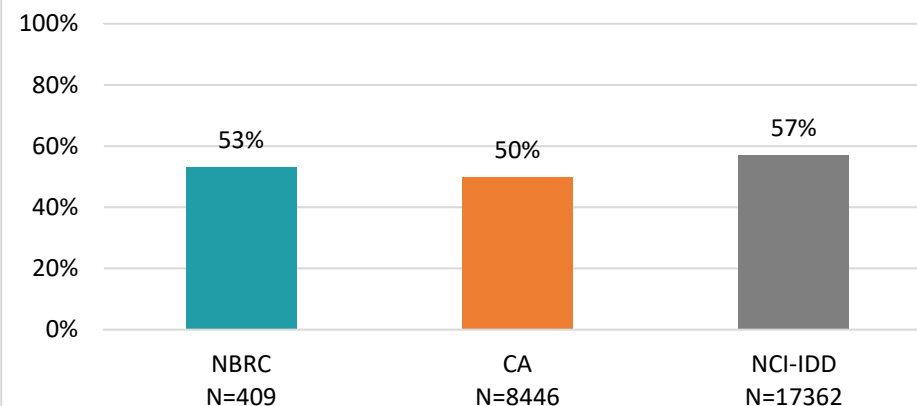
*NCI-IDD Average includes data from states that had at least 25% "don't knows" and missing data

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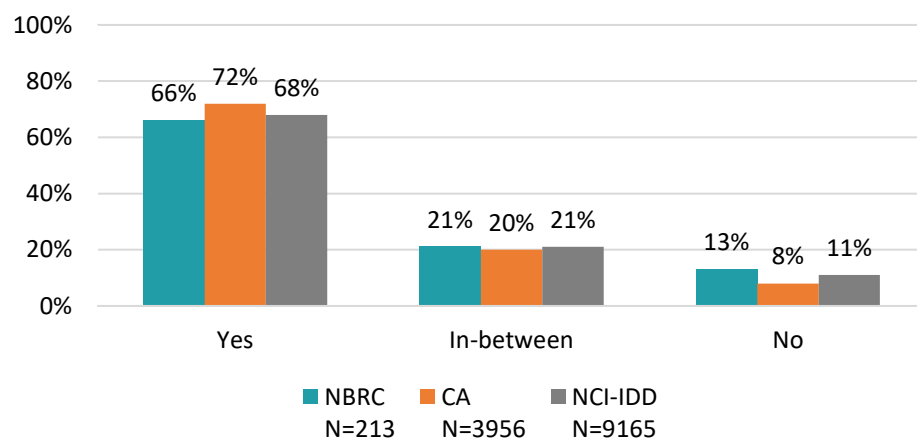
How does your internet work at home?



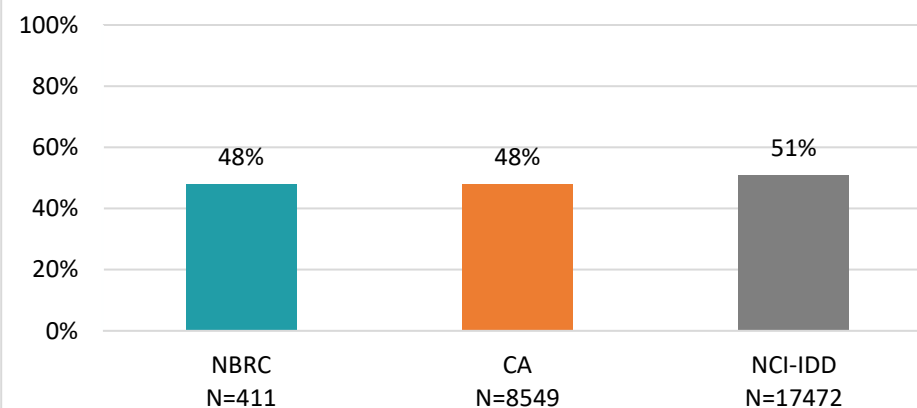
Have you ever talked to your service coordinator using videoconference or telehealth like Skype, Zoom or FaceTime?



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?



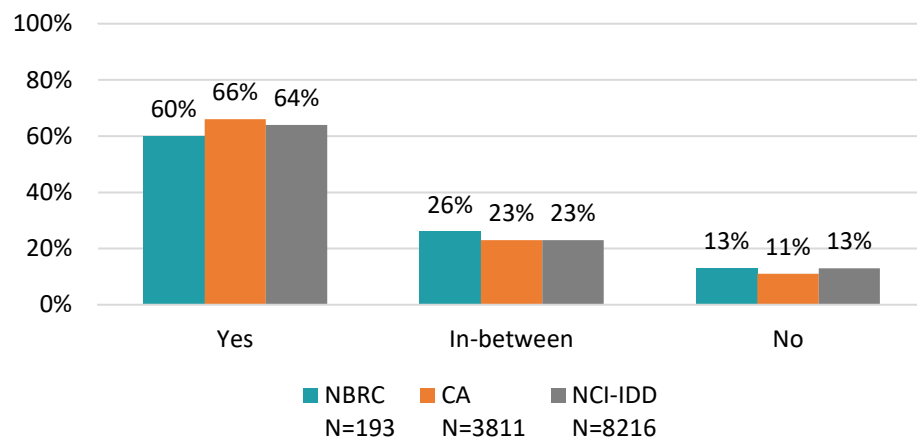
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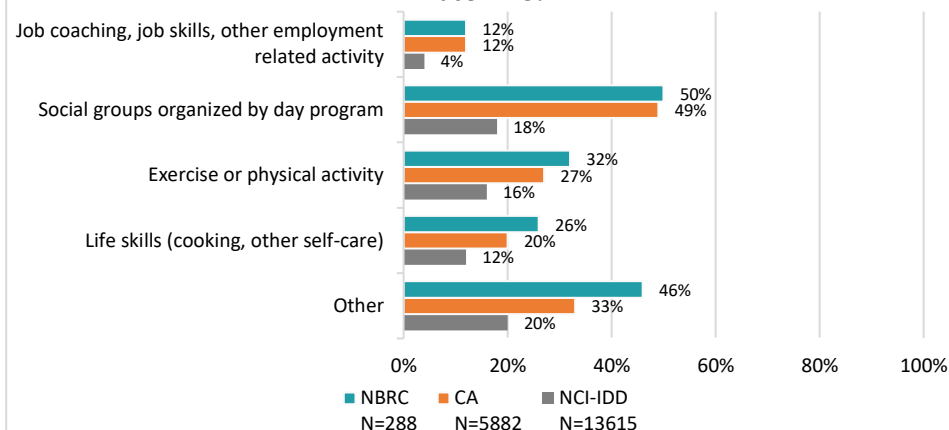
*NCI-IDD Average includes data from states that had at least 25% "don't knows" and missing data

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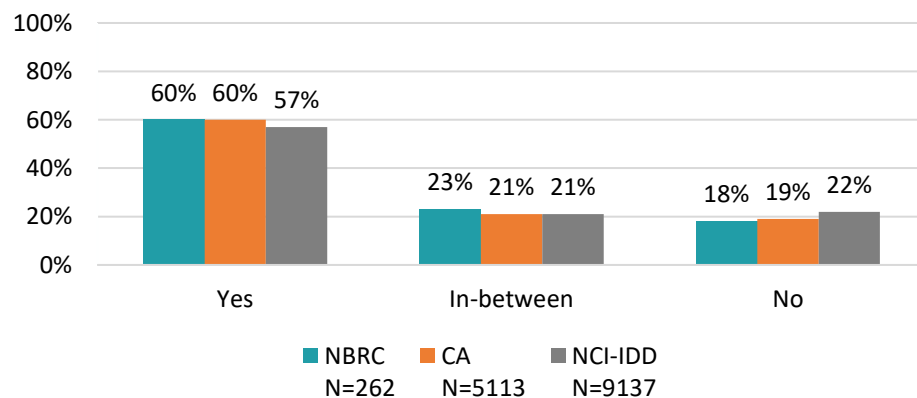
Think about talking to health professionals with videoconference or telehealth. Did you like it?



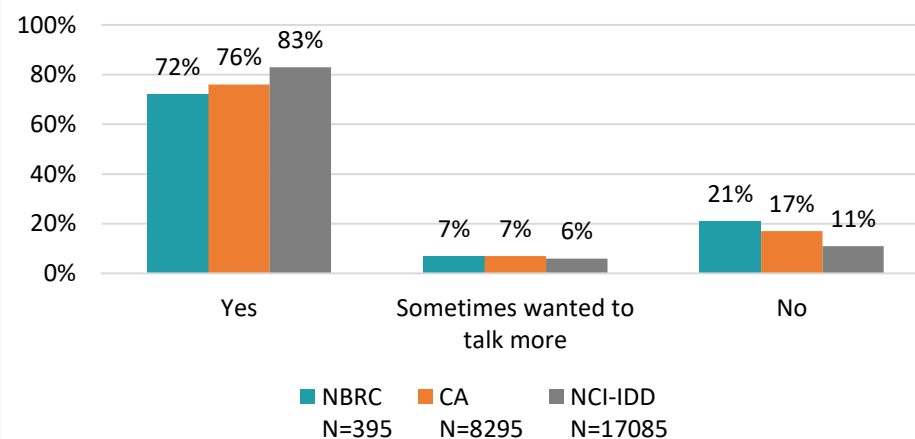
Since the start of COVID time, did you do any of the following services using videoconference technology like Skype, Zoom or FaceTime?



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?



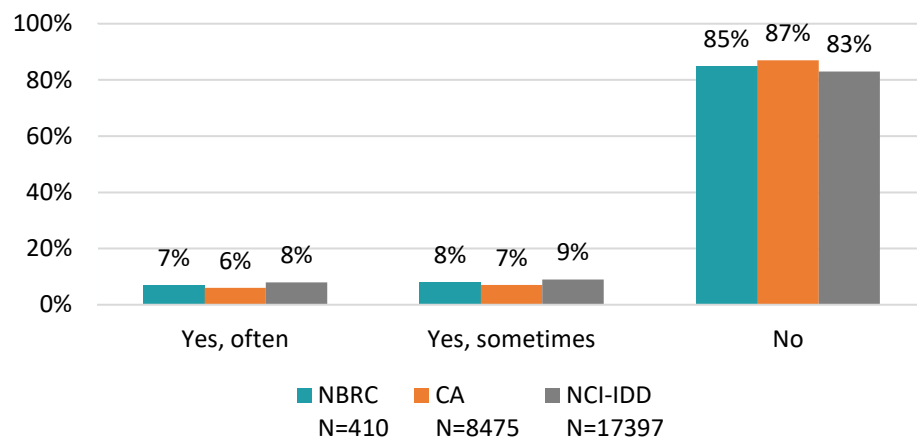
All CA and NCI-IDD Averages are weighted unless otherwise noted

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

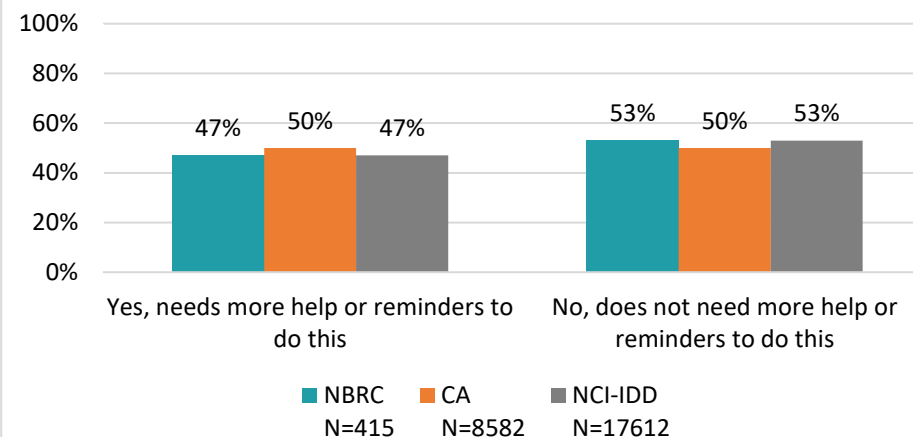
*NCI-IDD Average includes data from states that had at least 25% "don't knows" and missing data

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

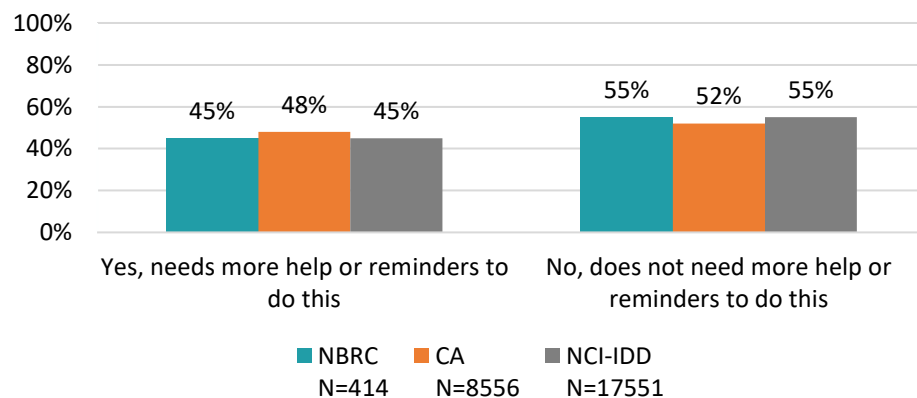
Since COVID time started, have there been times when you didn't have the help you needed?



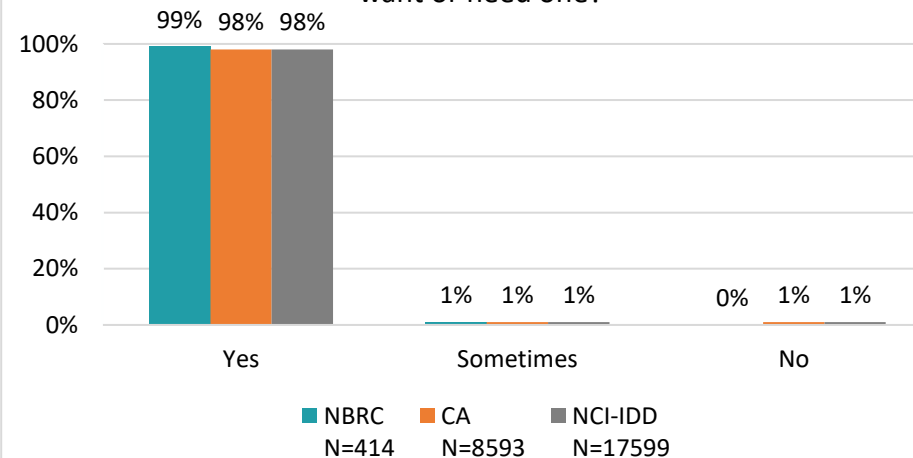
Do you need more help or reminders to wash your hands regularly during the day?



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?



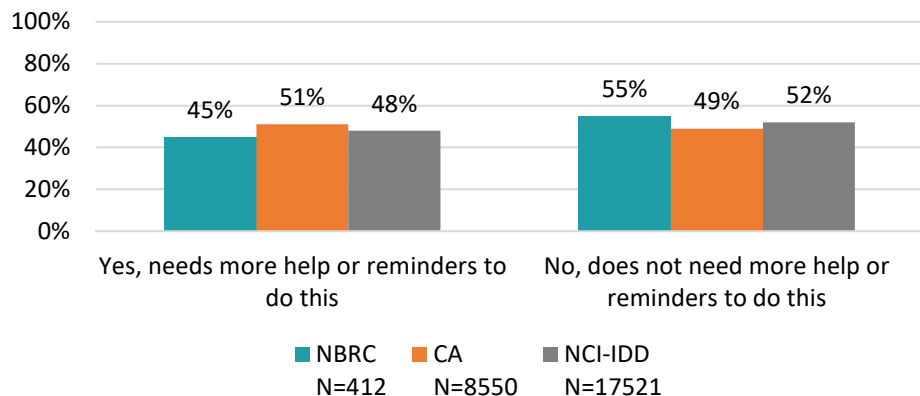
All CA and NCI-IDD Averages are weighted unless otherwise noted

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

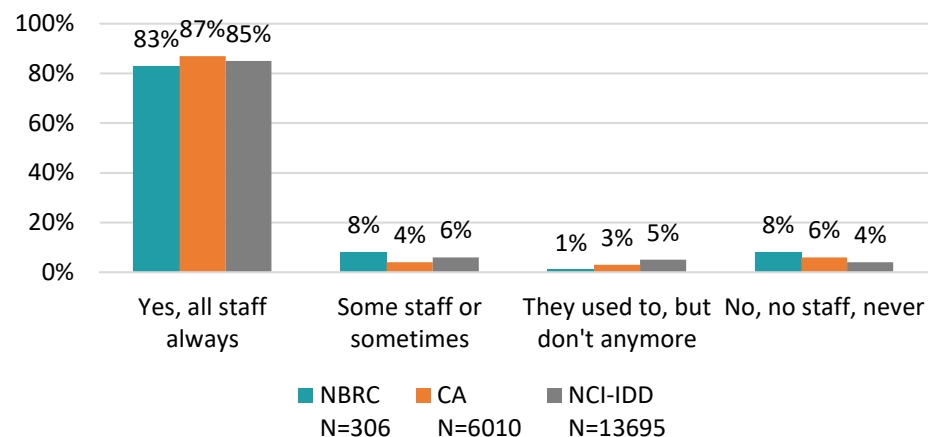
*NCI-IDD Average includes data from states that had at least 25% "don't knows" and missing data

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

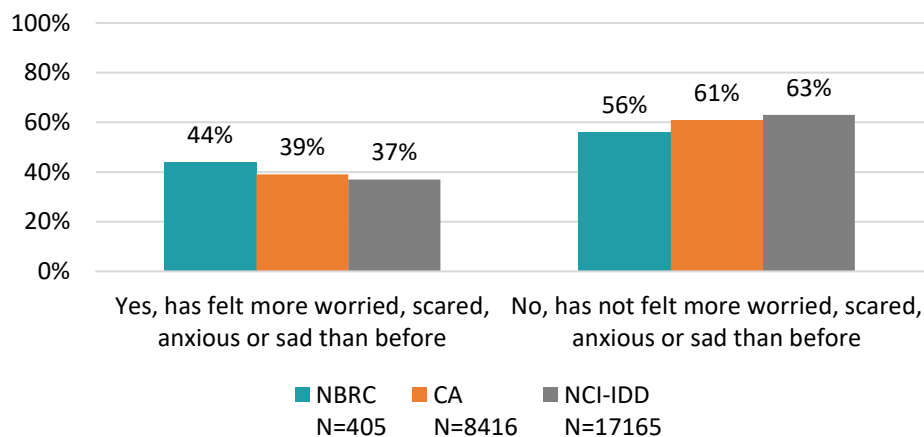
Do you need more help or reminders to stay far enough away from people when you're out in the community, so germs don't spread?



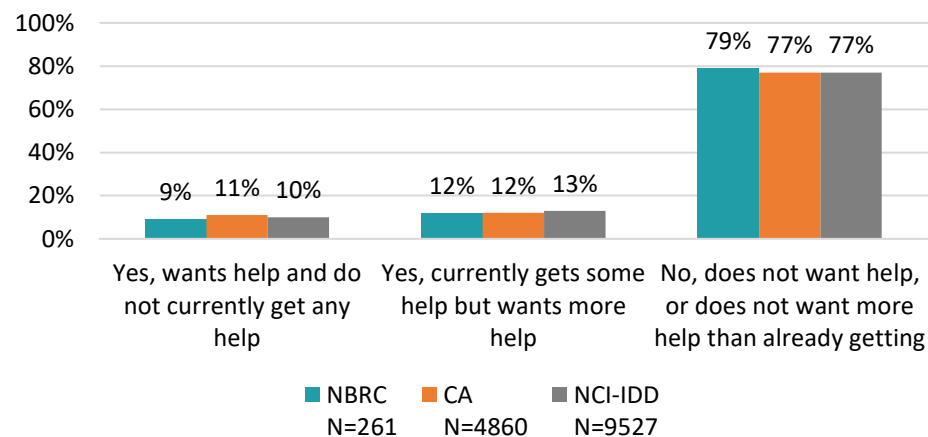
Since COVID time started, have your staff used personal protective equipment (PPE)



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?

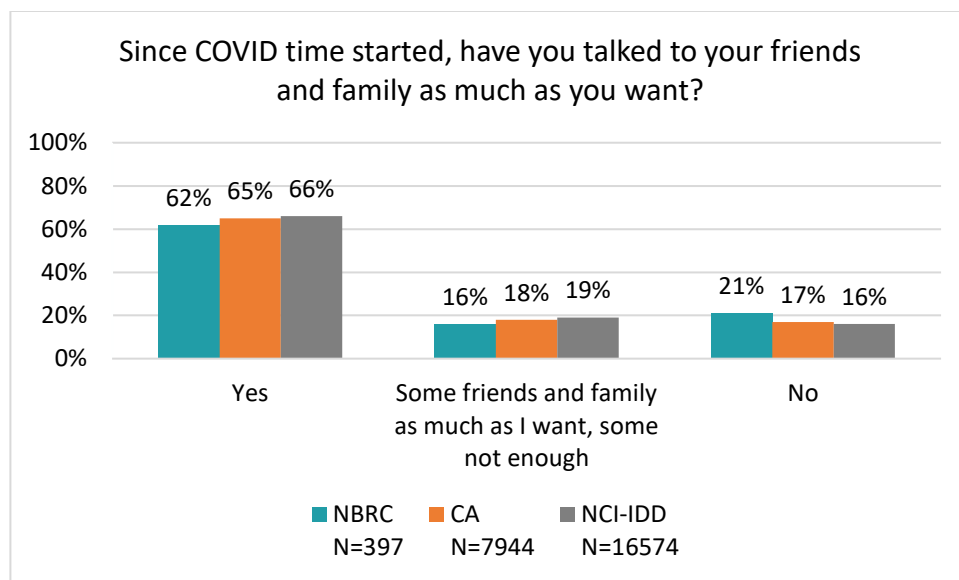


All CA and NCI-IDD Averages are weighted unless otherwise noted

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

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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

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
NBRC	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
NBRC	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
NBRC	95%	2%	3%	264
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
NBRC	6%	15%	57%	17%	14%	415
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
NBRC	5%	73%	91%	8%	11%	1%	415
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
NBRC	45%	28%	27%	374
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
NBRC	35%	19%	3%	35%	6%	46%	31%
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
NBRC	90%	3%	7%	413
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

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

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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

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
NBRC	81%	18%	1%	400
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
NBRC	53%	47%	409
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
NBRC	66%	21%	13%	213
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

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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

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
NBRC	48%	52%	411
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
NBRC	60%	26%	13%	193
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, job skills, other employment related activity	Social groups organized by day program	Exercise or physical activity	Life skills (cooking, other self- care)	Other	N
NBRC	12%	50%	32%	26%	46%	288
CA Average	12%	49%	27%	20%	33%	5,882
Weighted NCI-IDD Average	4%	18%	16%	12%	20%	13,615

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

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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

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
NBRC	60%	23%	18%	262
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
NBRC	72%	7%	21%	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
NBRC	7%	8%	85%	410
CA Average	6%	7%	87%	8,475
Weighted NCI-IDD Average	8%	9%	83%	17,397

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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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 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
NBRC	47%	53%	415
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
NBRC	45%	55%	414
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
NBRC	99%	1%	0%	414
CA Average	98%	1%	1%	8,593
Weighted NCI-IDD Average	98%	1%	1%	17,599

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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

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
NBRC	45%	55%	412
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
NBRC	83%	8%	1%	8%	306
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
NBRC	44%	56%	405
CA Average	39%	61%	8,416
Weighted NCI-IDD Average	37%	63%	17,165

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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
NBRC	9%	12%	79%	261
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
NBRC	62%	16%	21%	397
CA Average	65%	18%	17%	7,944
Weighted NCI-IDD Average	66%	19%	16%	16,574

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