

# NCI-IDD In-Person Survey

Westside Regional Center (WRC) Report Fiscal Year 2020-21



**NATIONAL  
CORE  
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 Survey<sup>1</sup> (IPS) report was compiled by the Human Services Research Institute (HSRI) in accordance with Welfare and Institutions Code (WIC), Section 4571. It is an important effort to collect accurate, reliable, and valid consumer and family satisfaction measures, as well as consumer outcome data. More information about the California NCI-IDD can be found at <http://www.dds.ca.gov/rc/nci/>.

This is the fifth administration of the Adult In-Person Survey, with data collected from July 2020 through August 2021. During that time, 8,663 surveys were completed with adults with intellectual/developmental disabilities receiving at least one service beyond case management from a regional center. Due to COVID-19-related social distancing precautions, the Adult In-Person Survey was conducted virtually via video conferencing software this year. However, the data findings in this report contribute to our understanding of how California's system is performing. California can use these reports to monitor changes in the system and to guide strategic planning and quality improvement activities. Regional centers can use the data in a similar fashion at the local level.

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

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

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

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

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- California’s regional centers are, by design, autonomous in that each center has a local board of directors to best address the unique needs of each of the 21 regions.
  - Consumers or their families can call a team meeting at any time to request a change in service.

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

***Acknowledgements***

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

## Table of Contents

Quality Assessment Project and National Core Indicators® - Intellectual and Developmental Disabilities.....	X
What is NCI-IDD? .....	X
What is the NCI-IDD In-Person Survey? .....	X
Presentation of Data.....	xi
Important note on Impact of COVID-19.....	xii
<b>Demographic Characteristics of Respondents.....</b>	<b>13</b>
Table 1. Age.....	14
Table 2. Age Group .....	14
Table 3. Gender.....	14
Table 4. Marital Status.....	14
Table 5. Race .....	15
Table 6. Residential Designation .....	15
Table 7. Type of Residence – ICFs, skilled nursing facilities or other specialized institutional settings.....	15
Table 8. Type of Residence – CCF.....	16
Table 9. Type of Residence – Other Home Settings.....	16
Table 10. Length of Time at Current Residence (If Not Homeless or in Crisis Bed Placement).....	16
Table 11. Person's residence owned or controlled by provider agency.....	17
Table 12. Has ID Diagnosis.....	17
Table 13. Level of ID.....	17
Table 14. Preferred Means of Communication.....	17
Table 15. Preferred Language.....	18
Table 16. Preferred Language (Continued).....	18
Table 17. Mobility.....	18
Table 18. Support Needed to Manage Self-Injurious Behavior.....	18
Table 19. Support Needed to Manage Disruptive Behavior.....	19
Table 20. Support Needed to Manage Destructive Behavior.....	19
Table 21. Level of Guardian/Conservatorship.....	19
<b>Choice and Decision-Making .....</b>	<b>20</b>
Table 22. Chose or had some input in choosing where they live <i>if not living in the family home</i> .....	25
Table 23. Chose or had some input in choosing their housemates <i>if not living in the family home</i> , or chose to live alone.....	25
Table 24. Chose staff or were aware they could request to change staff.....	25
Table 25. Decides or has help deciding their daily schedule .....	25
Table 26. Has enough choice in daily schedule .....	26

Table 27. Chooses or has help deciding how to spend free time .....	26
Table 28. Has enough choice in how to spend free time.....	26
Table 29. Chooses or has help deciding what to buy or has set limits on what to buy with their spending money .....	26
Table 30. Can change their service coordinator if wants to.....	27
<b>Work .....</b>	<b>28</b>
Table 31. Takes classes, training or does something to get a job or do better at current job .....	31
Table 32. Attends a day program or workshop.....	31
Table 33. Volunteers .....	31
<b>Community Inclusion, Participation and Leisure .....</b>	<b>32</b>
Table 34. Went out shopping at least once in the past month .....	37
Table 35. Went out on errands at least once in the past month.....	37
Table 36. Went out for entertainment at least once in the past month.....	37
Table 37. Went out to eat at least once in the past month.....	37
Table 38. Went out to religious service or spiritual practice at least once in the past month .....	38
Table 39. Participated as a member in a community group .....	38
Table 40. Went on vacation in the past year.....	38
Table 41. Able to go out and do the things likes to do in the community.....	38
Table 42. Gets to go out and do the things likes to do in the community as often as wants to .....	39
Table 43. Has enough things to do when at home .....	39
Table 44. Gets help to learn new things.....	39
<b>Relationships.....</b>	<b>40</b>
Table 45. Has friends who are not staff or family members.....	45
Table 46. Has best friend (may be staff or family).....	45
Table 47. Wants help to meet or keep in contact with friends .....	45
Table 48. Has friends (may be staff or family) and can see their friends when they want.....	45
Table 49. Reasons cannot see friends if sometimes or often unable to.....	46
Table 50. Has other ways of talking, chatting, or communicating with friends when cannot see them .....	46
Table 51. Can see and communicate with their family when they want .....	46
Table 52. Often feels lonely .....	46
Table 53. Can go on a date or is married or living with partner .....	47
<b>Satisfaction .....</b>	<b>48</b>
Table 54. Likes home or where lives.....	53
Table 55. Reasons does not like home.....	53
Table 56. Wants to live somewhere else .....	53
Table 57. Attends a day program or workshop and wants to go more, less, or the same amount of time .....	54
Table 58. Wants to go out shopping more, less or the same amount as last month .....	54

Table 59. Wants to go out for entertainment more, less or the same amount as last month .....	54
Table 60. Wants to go out to a restaurant or coffee shop more, less or the same amount as last month.....	55
Table 61. Wants to go out to a religious service or spiritual practice more, less or the same amount as last month .....	55
Table 62. Wants to be a part of more community groups.....	55
Table 63. Services and supports help person live a good life.....	55
<b>Service Coordination .....</b>	<b>56</b>
Table 64. Met service coordinator .....	61
Table 65. Service coordinator asks person what they want.....	61
Table 66. Able to contact service coordinator when wants .....	61
Table 67. Staff come and leave when they are supposed to.....	61
Table 68. Took part in last IPP meeting, or had the opportunity but chose not to .....	62
Table 69. Understood what was talked about at last IPP meeting .....	62
Table 70. Last IPP meeting included people person wanted to be there.....	62
Table 71. Person was able to choose services they get as part of IPP .....	62
Table 72. Talked about learning new things at last IPP meeting.....	63
Table 73. Remembers what is in the IPP .....	63
Table 74. IPP includes things that are important to person .....	63
Table 75. Knows who to ask if s/he wants to change something about services .....	63
<b>Access .....</b>	<b>64</b>
Table 76. Has a way to get places needs to go .....	68
Table 77. Able to get places when wants to do something outside of home.....	68
Table 78. Staff have right training to meet person's needs .....	68
Table 79. Additional services needed .....	68
Table 80. Additional services needed (continued).....	69
Table 81. Additional services needed (continued).....	69
<b>Health .....</b>	<b>70</b>
Table 82. Has a primary care doctor or practitioner .....	75
Table 83. In poor health.....	75
Table 84. Had a complete physical exam in the past year.....	75
Table 85. Had a dental exam in the past year .....	76
Table 86. Had an eye exam in the past year.....	76
Table 87. Had a hearing test in the past five years .....	76
Table 88. Had a Pap test in the past three years (among women 21 and older) .....	77
Table 89. Had a mammogram test in the past two years (among women 40 and older) .....	77
Table 90. Last colorectal cancer screening (among people age 50 and older) .....	77
Table 91. Had a flu vaccine in the past year.....	78

<b>Medications .....</b>	<b>79</b>
Table 92. Takes at least one medication for mood, anxiety, psychotic disorder and/or behavioral challenges.....	82
Table 93. Takes medication for mood, anxiety, and/or psychotic disorders .....	82
Table 94. Takes medication for behavior challenges .....	82
<b>Wellness.....</b>	<b>83</b>
Table 95. Exercises or does physical activity at least once per week for 10 minutes or more at a time .....	86
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.....	86
Table 97. Body Mass Index (BMI) category .....	86
Table 98. Uses nicotine or tobacco products.....	86
<b>Respect and Rights .....</b>	<b>87</b>
Table 99. People (who do not live in the home) let person know before entering home .....	94
Table 100. Has a key to the home .....	94
Table 101. Wants a key to the home (if does not have one) .....	94
Table 102. Can lock bedroom .....	94
Table 103. People let person know before entering person's bedroom .....	95
Table 104. Has a place to be alone in the home .....	95
Table 105. Can be alone with friends or visitors at home.....	95
Table 106. There are rules about having friends or visitors at home .....	95
Table 107. Can stay at home if others in the house go somewhere (if not living alone).....	96
Table 108. Others read person's mail or email without asking.....	96
Table 109. Can use phone and internet when wants.....	96
Table 110. Has a cell phone or smartphone.....	96
Table 111. Wants a cell phone or smartphone (if does not have one).....	97
Table 112. Reasons does not have a cell phone or smartphone (if does not have one but wants one).....	97
Table 113. Staff treat person with respect .....	97
Table 114. Has attended a self-advocacy group, meeting, conference or event or had the opportunity and chose not to.....	97
Table 115. Has voted in local, state, or federal election, or had the opportunity and chose not to .....	98
<b>Safety.....</b>	<b>99</b>
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) .....	102
Table 117. Have someone to go to for help if they ever feel scared.....	102
<b>CA Specific Questions .....</b>	<b>103</b>
Table 118. Are there staff (or a family member) at your home where you live who speak your preferred language? .....	108
Table 119. Are there staff at your day program or work program who speak your preferred language?.....	108
Table 120. If volunteers, do you volunteer at your day or work program? .....	108
Table 121. Do you have access to the technology you need to engage in activities? .....	108
Table 122. What is the best way for you to receive information from the regional center?.....	109



Table 123. What is the best way for you to receive information from the regional center? (continued) .....	109
Table 124. Do your staff support you in a way that is respectful to your culture? .....	109
Table 125. Did you get a copy of your IPP in your preferred language? .....	109
Table 126. If you participate in religious or spiritual practice (either in person or online), did you choose the religious service or spiritual practice? .....	110
<b>COVID-19 Supplement .....</b>	<b>111</b>
Table 127. Has this person ever been diagnosed or presumed diagnosed with COVID-19? .....	120
Table 128. Has this person ever required in-patient hospitalization due to COVID -19? .....	120
Table 129. Have you heard of COVID-19 (also known as coronavirus)? .....	120
Table 130. During COVID time, did any of these changes occur? .....	121
Table 131. During COVID time, did any of these changes occur? (continued).....	121
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?.....	122
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? .....	122
Table 134. Is there a computer, tablet (iPad or similar), or smartphone that you can use in your home? .....	122
Table 135. How does your internet work at home?.....	123
Table 136. Have you ever talked to your service coordinator using videoconference or telehealth like Skype, Zoom or FaceTime? .....	123
Table 137. Think about talking to your service coordinator with videoconference or telehealth. Did you like it? .....	123
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 .....	124
Table 139. Think about talking to health professionals with videoconference or telehealth. Did you like it? .....	124
Table 140. Since the start of COVID time, did you do any of the following services using videoconference technology like Skype, Zoom or FaceTime?.....	124
Table 141. If you did any services over videoconference or telehealth, did you like doing services over video conference or telehealth?.....	125
Table 142. Since COVID time started, have you talked to your service coordinator enough? .....	125
Table 143. Since COVID time started, have there been times when you didn’t have the help you needed? .....	125
Table 144. Do you need more help or reminders to wash your hands regularly during the day?.....	126
Table 145. Do you need more help or reminders to wear a mask when you go outside or to places where other people are? .....	126
Table 146. Is there always a clean mask for you to use when you want or need one?.....	126
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?.....	127
Table 148. Since COVID time started, have your staff used personal protective equipment (PPE)?.....	127
Table 149. Since COVID time started, have you been more worried, scared, anxious, or sad than before? .....	127
Table 150. Do you want help to feel less worried, scared, anxious or sad?.....	128
Table 151. Since COVID time started, have you talked to your friends and family as much as you want? .....	128

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

This report contains regional center level results from California’s statewide National Core Indicators®-Intellectual and Developmental Disabilities (NCI®-IDD) In-Person Survey<sup>2</sup> (IPS) data collection from fiscal year 2020-21 (FY 20/21) in accordance with Welfare and Institutions Code (WIC), Section 4571. WIC, Section 4571 directs the Department of Developmental Services (DDS) to collect accurate, reliable, and valid consumer and family satisfaction measures as well as individual outcome data. In California, data from this project will be used to review and benchmark statewide and regional center developmental disability service system performance.<sup>3</sup> This report shows this regional center compared to the California statewide and NCI-IDD averages. Regional centers can use this report to help guide strategic planning and monitor systemic changes.

### What is NCI-IDD?

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

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

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

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

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

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

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

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

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

## Presentation of Data

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

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

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

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

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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. 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
WRC	38.4	409
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
WRC	13%	38%	30%	17%	1%	0%	409
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
WRC	60%	40%	0%	409
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
WRC	98%	1%	1%	0%	403
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
WRC	0%	5%	29%	0%	30%	30%	6%	0%	0%	408
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
WRC	100%	0%	0%	0%	407
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
WRC	3%	0%	0%	0%	0%	408
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
<b>WRC</b>	4%	17%	0%	408
<b>CA Average</b>	1%	25%	1%	8,631
<b>Weighted NCI-IDD Average</b>	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
<b>WRC</b>	16%	58%	1%	0%	0%	0%	0%	408
<b>CA Average</b>	12%	50%	1%	0%	0%	0%	0%	8,631
<b>Weighted NCI-IDD Average</b>	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
<b>WRC</b>	6%	12%	7%	73%	1%	382
<b>CA Average</b>	9%	15%	10%	66%	0%	8,499
<b>Weighted NCI-IDD Average</b>	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
WRC	29%	70%	1%	343
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
WRC	76%	23%	0%	409
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
WRC	49%	26%	11%	10%	4%	0%	313
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
WRC	69%	29%	0%	0%	1%	0%	409
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
WRC	80%	18%	0%	0%	0%	0%	0%	408
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
WRC	0%	1%	0%	0%	0%	0%	0%	0%	408
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
WRC	78%	14%	8%	0%	404
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
WRC	83%	15%	3%	0%	409
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
<b>WRC</b>	50%	29%	21%	0%	409
<b>CA Average</b>	49%	30%	21%	0%	8,628
<b>Weighted NCI-IDD Average*</b>	53%	28%	12%	7%	19,161

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

Regional Center	None	Some	Extensive	Don't know	N
<b>WRC</b>	68%	25%	7%	0%	409
<b>CA Average</b>	69%	25%	6%	0%	8,628
<b>Weighted NCI-IDD Average*</b>	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
<b>WRC</b>	88%	11%	1%	0%	0%	407
<b>CA Average</b>	81%	18%	0%	0%	0%	8,649
<b>Weighted NCI-IDD Average</b>	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.

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## Choice and Decision-Making

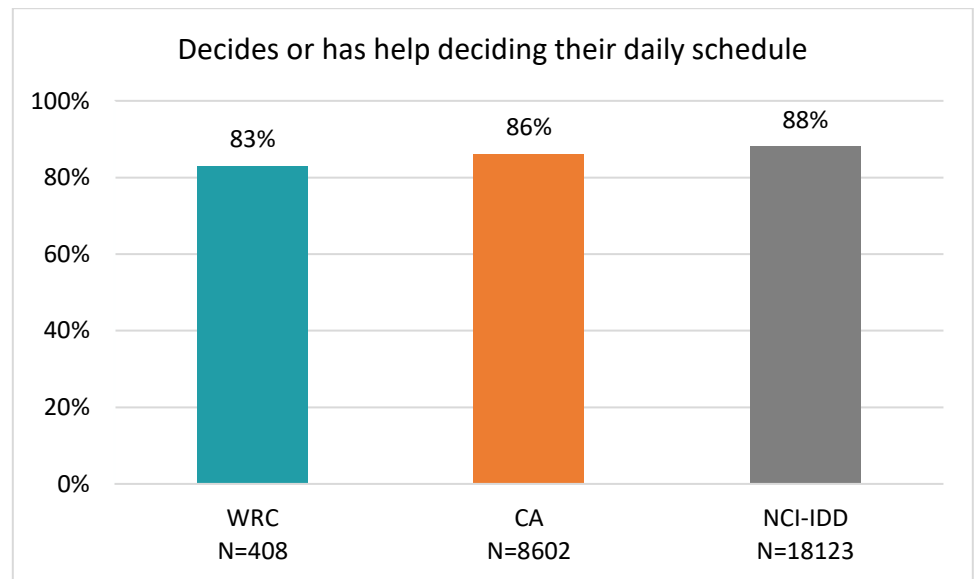
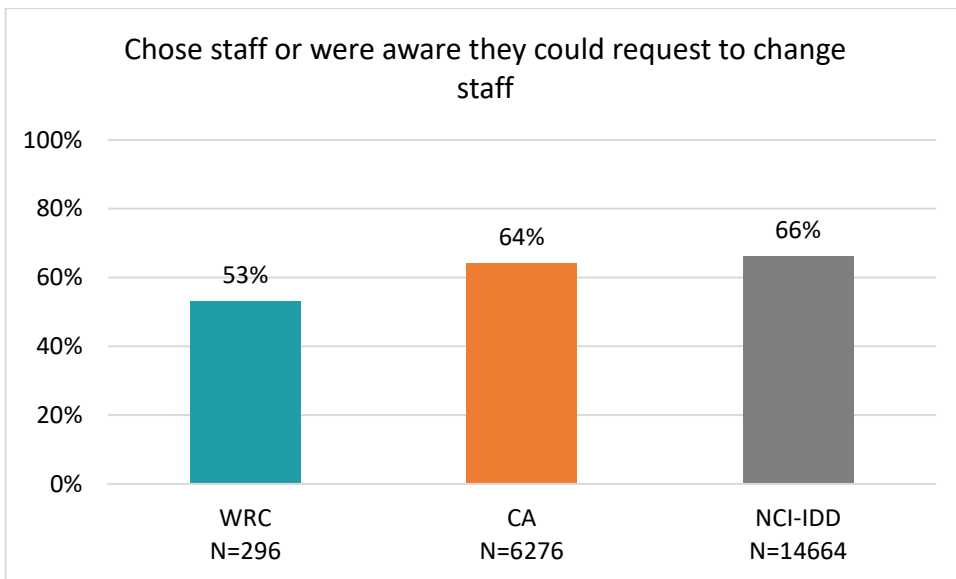
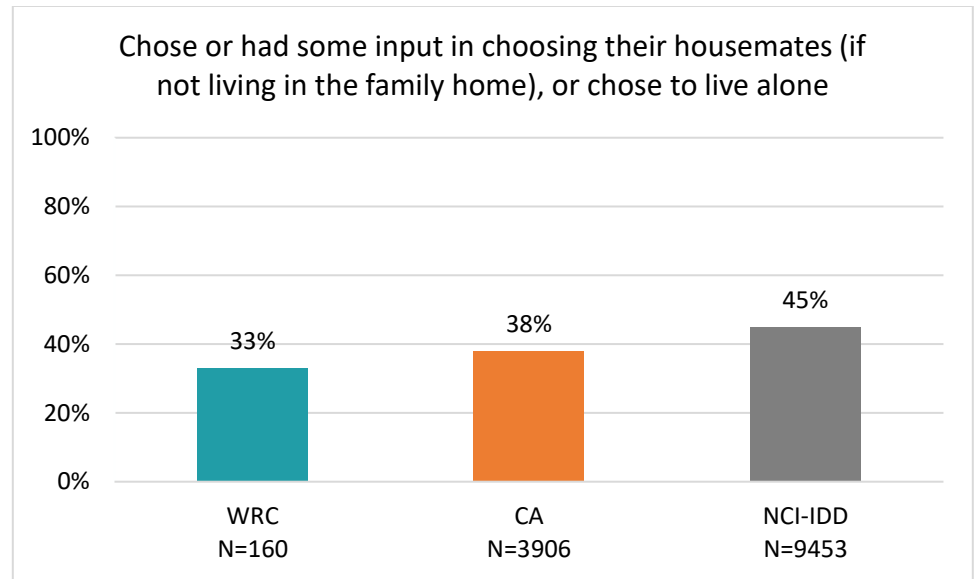
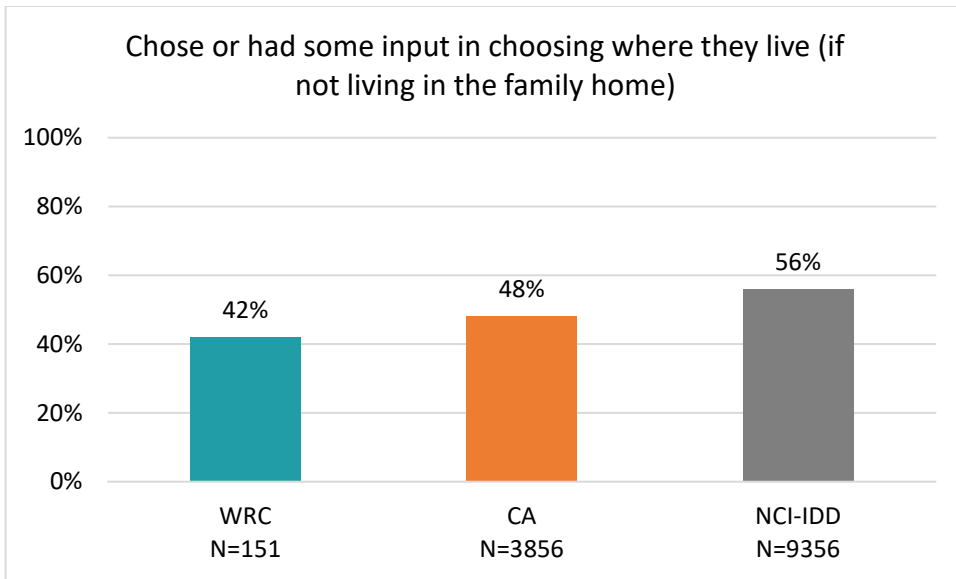
*People make choices about their lives and are actively engaged in planning their services and supports.*

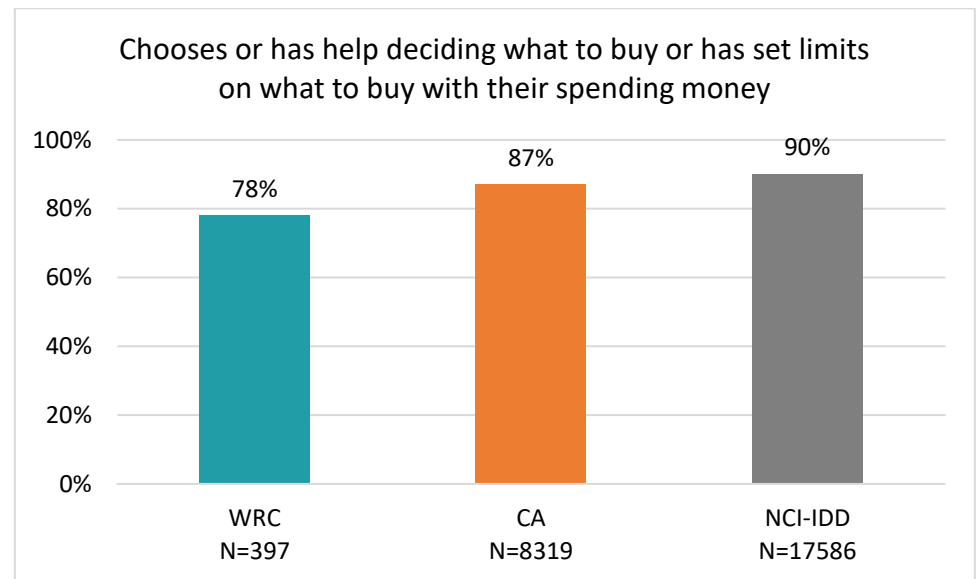
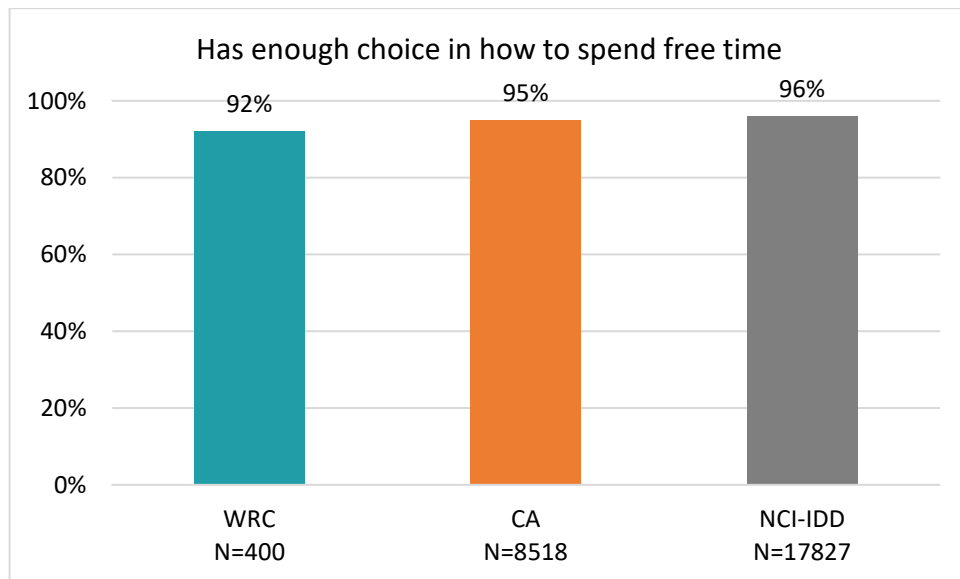
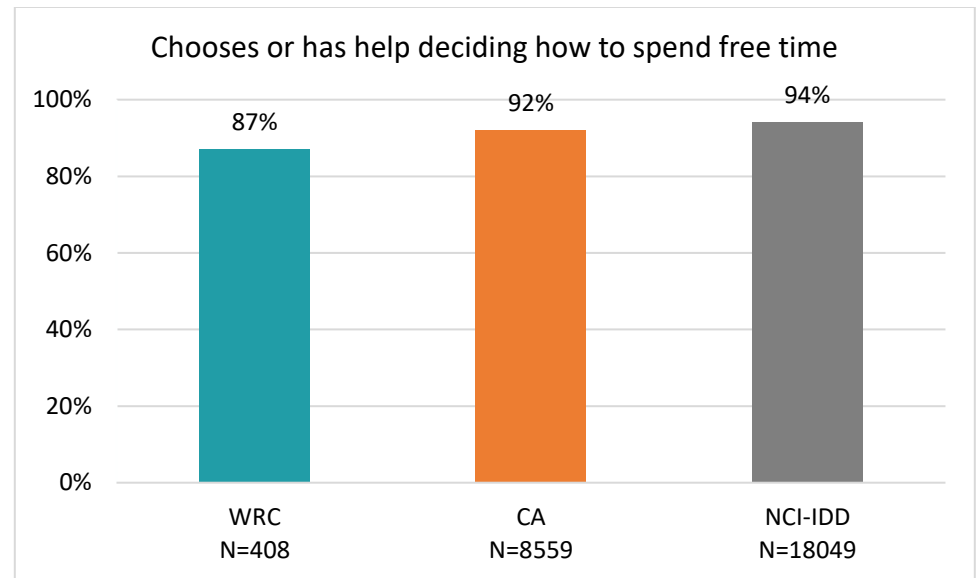
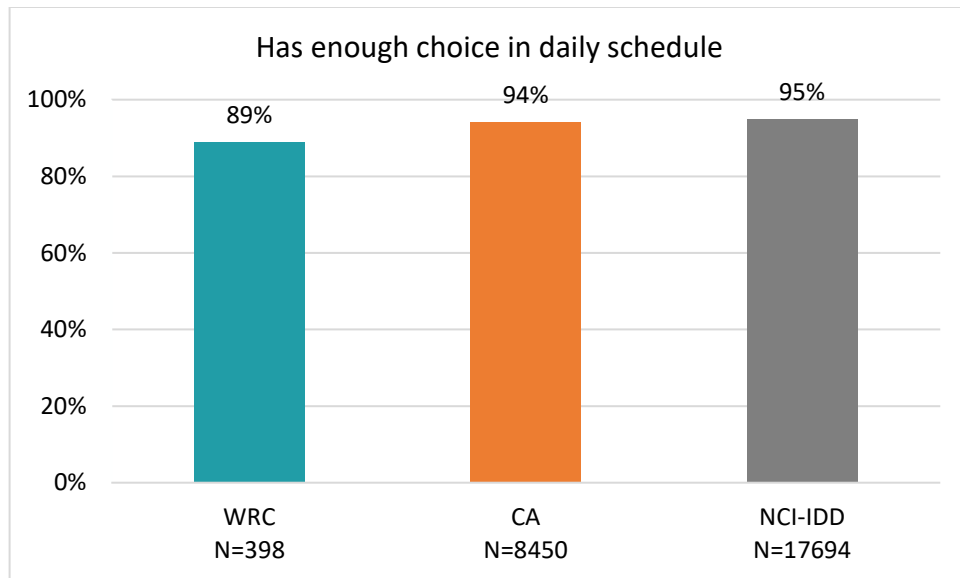
**Note:** CA statewide and NCI-IDD averages for all but one item (Chose Service Coordinator) in this chapter is risk adjusted. Risk (or “outcome”) adjustment is a statistical process that helps “level the playing field” by controlling for differences in the individual characteristics of people who completed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

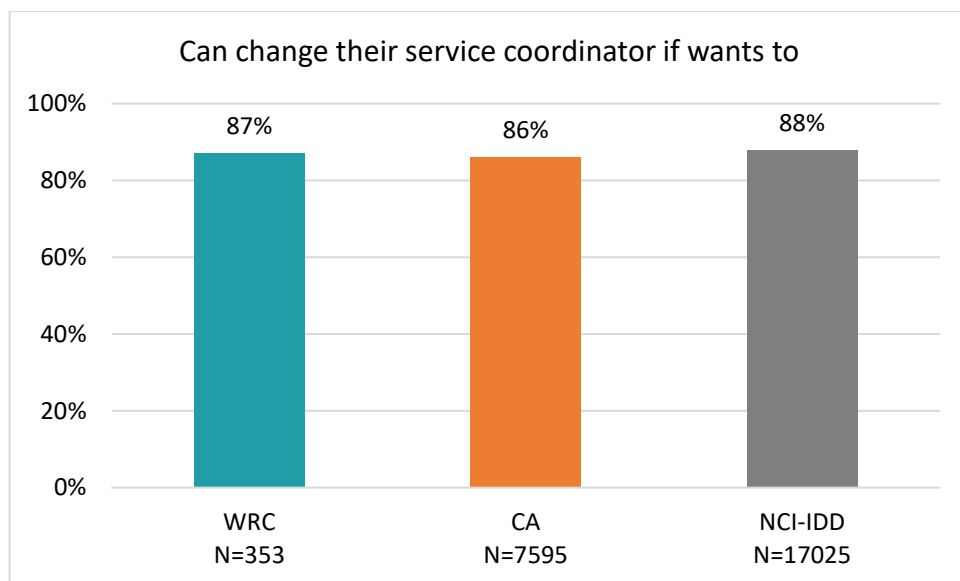
The indicators are risk-adjusted using the following characteristics: age, level of intellectual disability, level of mobility, and whether any behavioral supports are needed to prevent self-injury, disruptive, or destructive behavior.

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

*Charts for Choice and Decision-Making*









**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
WRC	42%	58%	151
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
WRC	33%	68%	160
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
WRC	53%	47%	296
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
WRC	83%	17%	408
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
WRC	89%	11%	398
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
WRC	87%	13%	408
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
WRC	92%	8%	400
CA Average	95%	5%	8,518
Weighted NCI-IDD Average	96%	4%	17,827

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

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

Regional Center	Yes	No	N
WRC	78%	22%	397
CA Average	87%	13%	8,319
Weighted NCI-IDD Average	90%	10%	17,586

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

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

Regional Center	Yes	No	N
<b>WRC</b>	87%	13%	353
<b>CA Average</b>	86%	14%	7,595
<b>Weighted NCI-IDD Average</b>	88%	12%	17,025

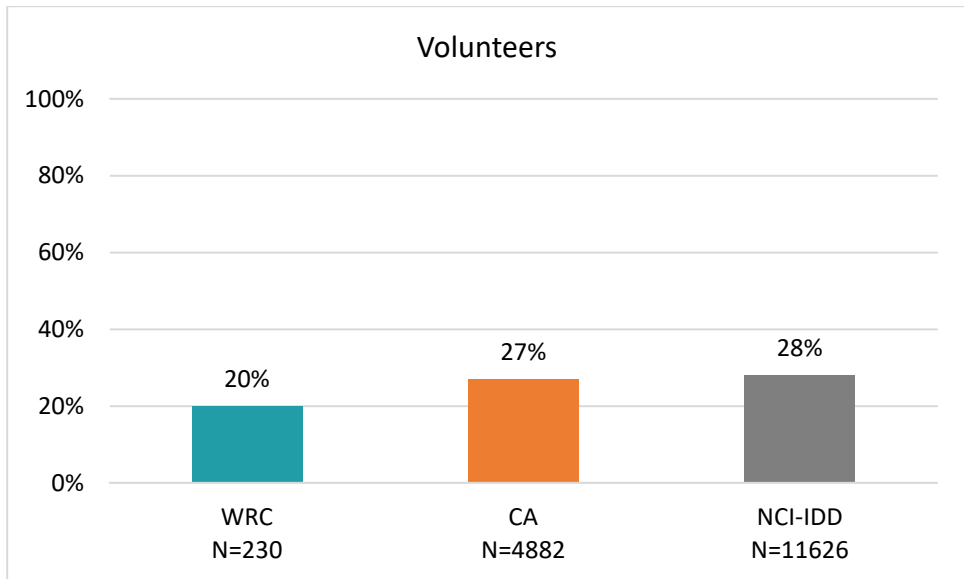
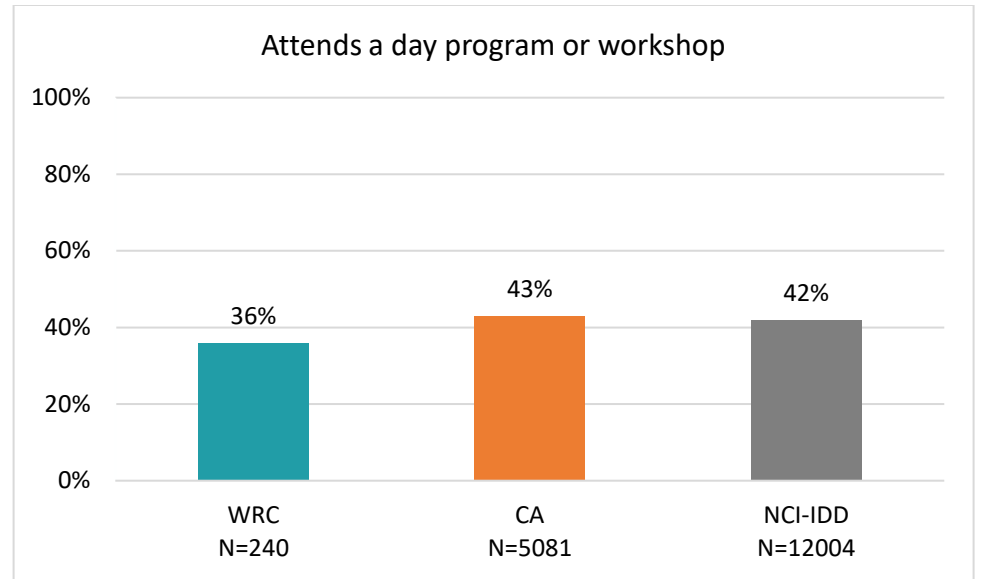
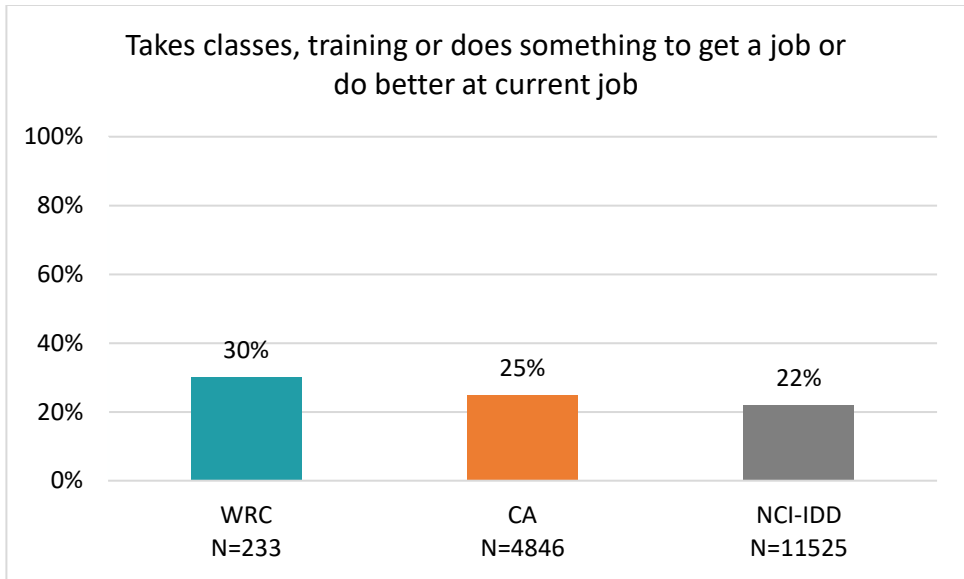
## Work

*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*



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

Regional Center	Yes	No	N
WRC	30%	70%	233
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
WRC	36%	64%	240
CA Average	43%	57%	5,081
Weighted NCI-IDD Average	42%	58%	12,004

**Table 33. Volunteers**

Regional Center	Yes	No	N
WRC	20%	80%	230
CA Average	27%	73%	4,882
Weighted NCI-IDD Average	28%	82%	11,626

## Community Inclusion, Participation and Leisure

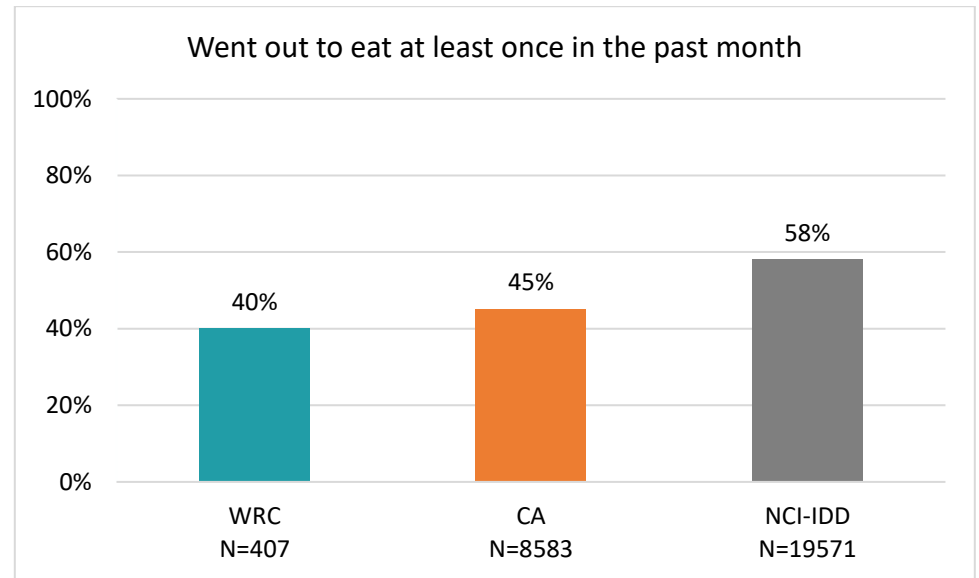
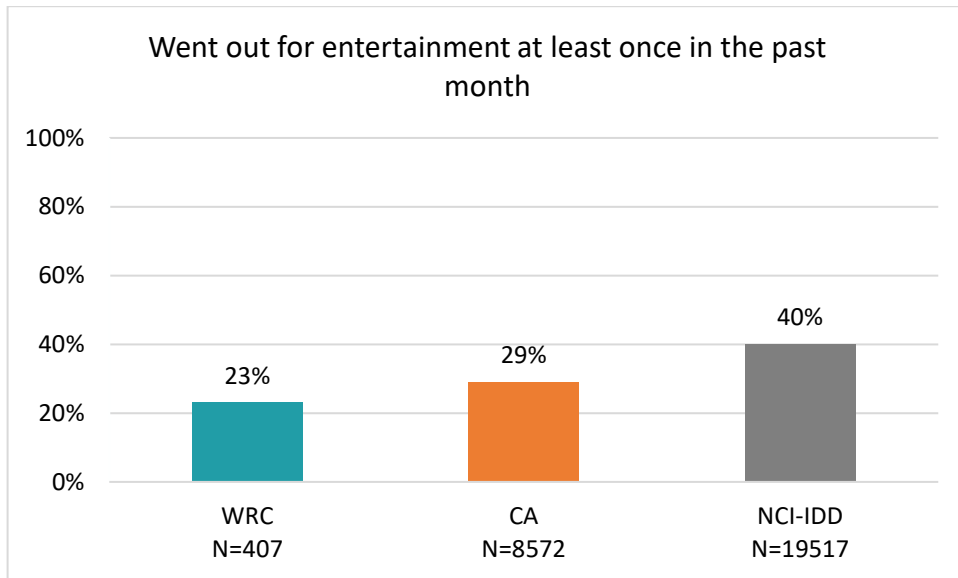
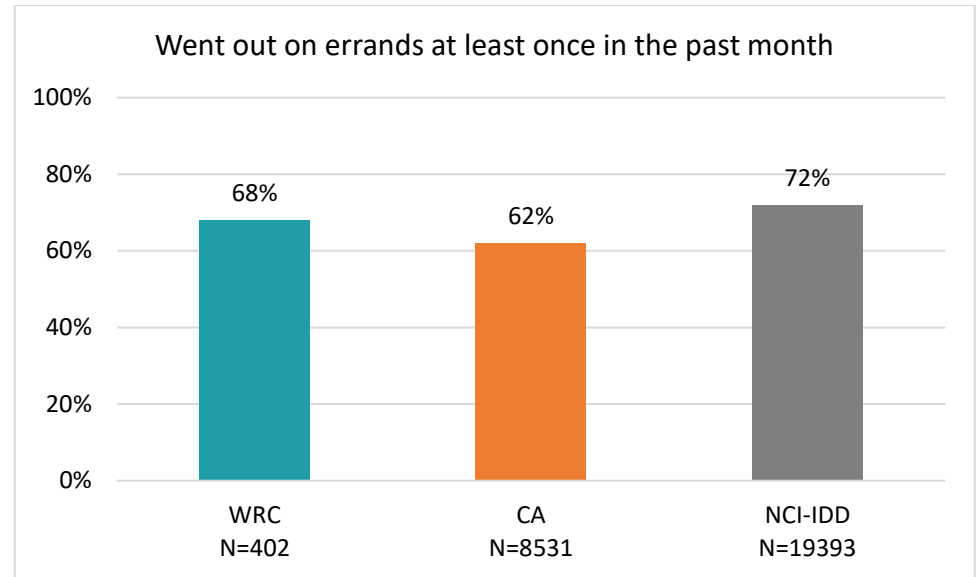
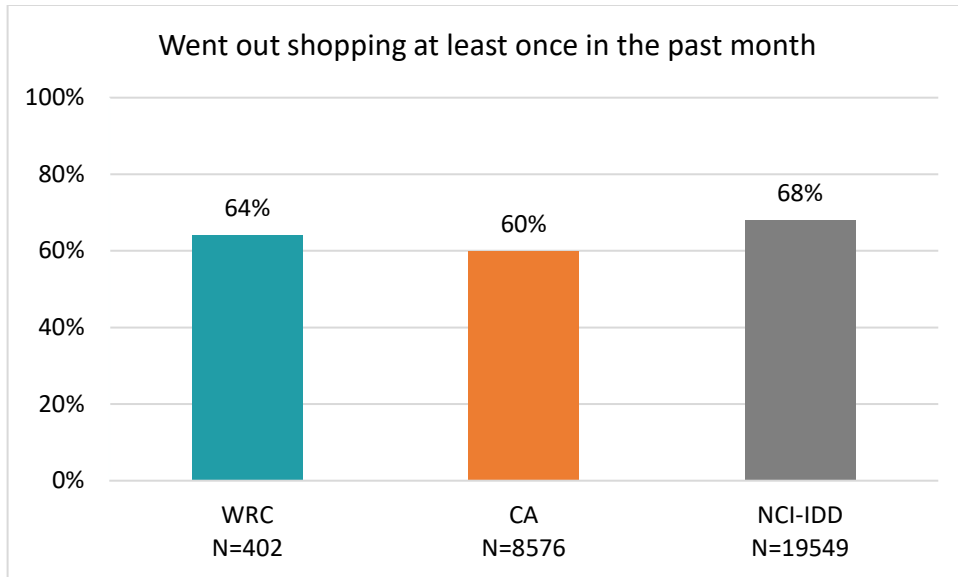
*People have support to participate in everyday community activities.*

**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.

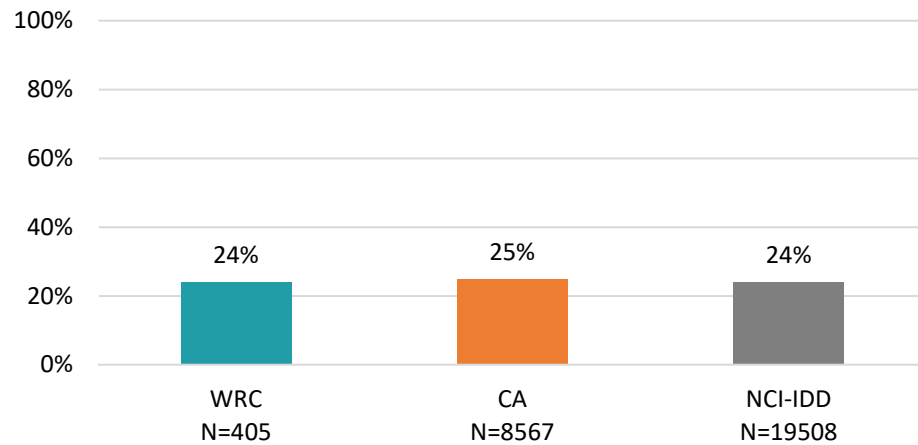
**All CA and NCI-IDD Averages are weighted unless otherwise noted.**



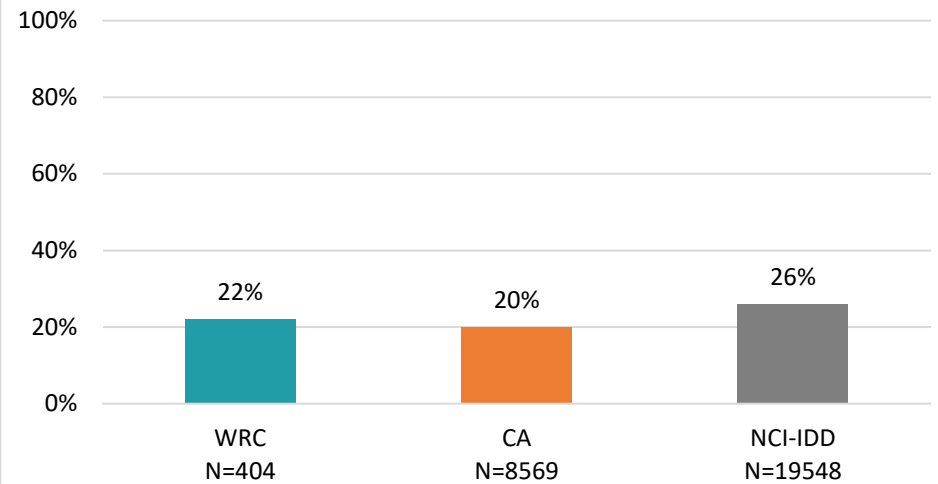
*Charts for Community Inclusion, Participation and Leisure*



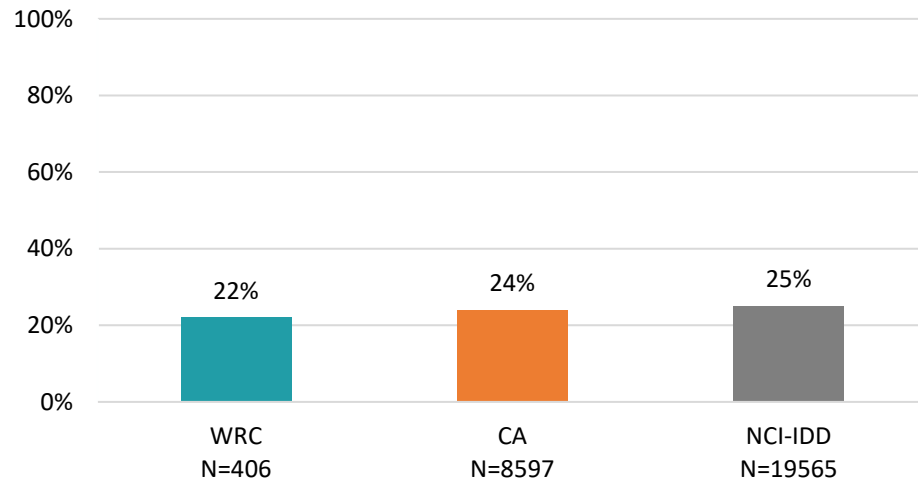
Went out to religious service or spiritual practice at least once in the past month



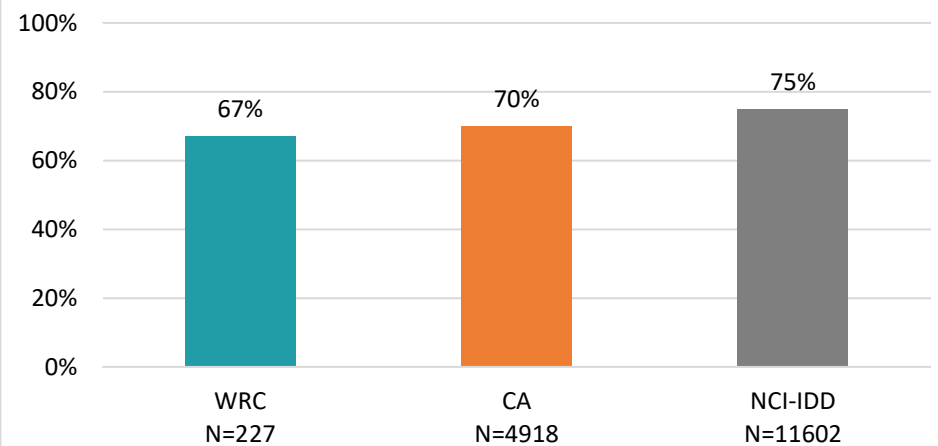
Participated as a member in a community group



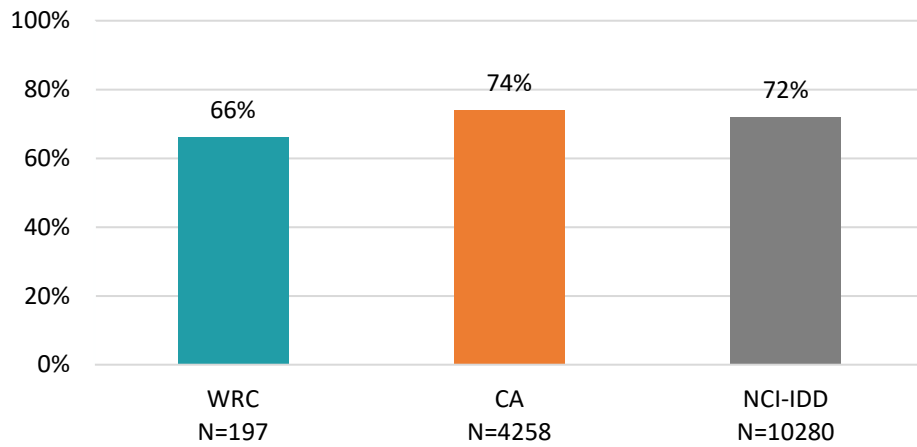
Went on vacation in the past year



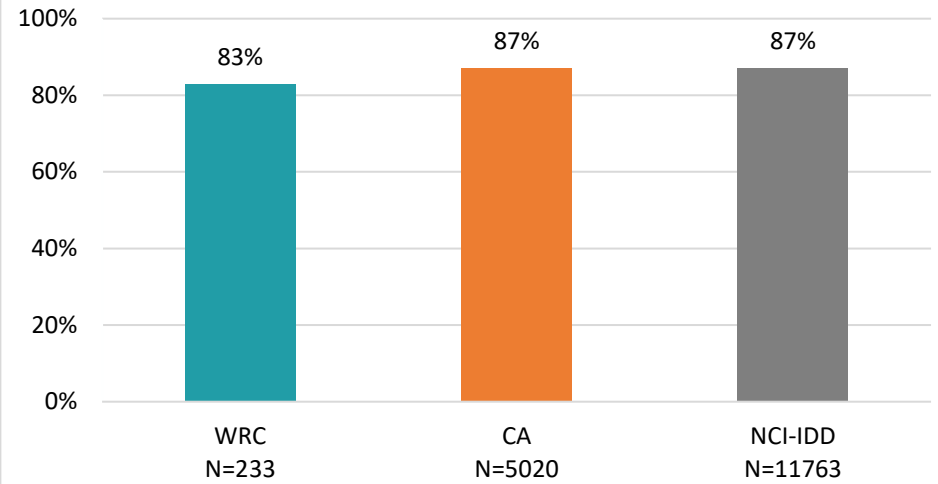
Able to go out and do the things like to do in the community



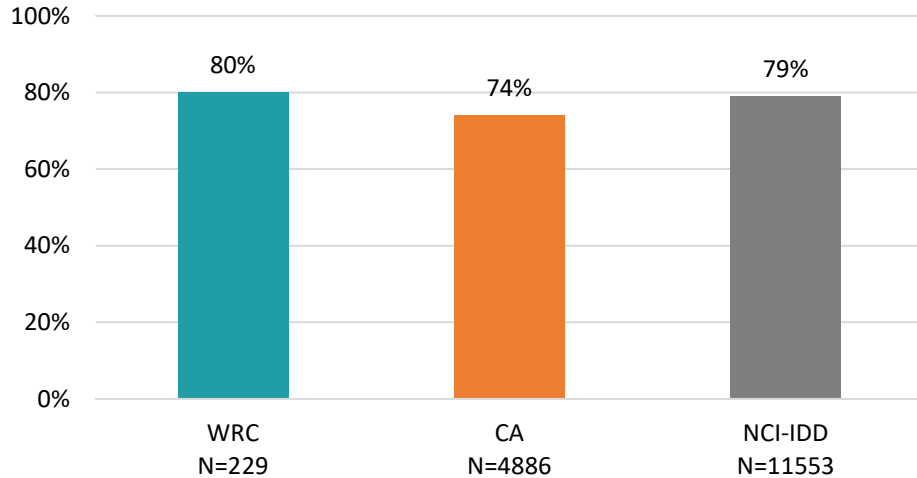
Gets to go out and do the things likes to do in the community as often as wants to



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
WRC	64%	36%	402
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
WRC	68%	32%	402
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
WRC	23%	77%	407
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
WRC	40%	60%	407
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
WRC	24%	76%	405
CA Average	25%	75%	8,567
Weighted NCI-IDD Average	24%	76%	19,508

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

Proxy respondents were allowed for this question

Regional Center	Yes	No	N
WRC	22%	78%	404
CA Average	20%	80%	8,569
Weighted NCI-IDD Average	26%	74%	19,548

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

Proxy respondents were allowed for this question

Regional Center	Yes	No	N
WRC	22%	78%	406
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
WRC	67%	33%	227
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
WRC	66%	34%	197
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
WRC	83%	17%	233
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
WRC	80%	20%	229
CA Average	74%	26%	4,886
Weighted NCI-IDD Average	79%	21%	11,553

## Relationships

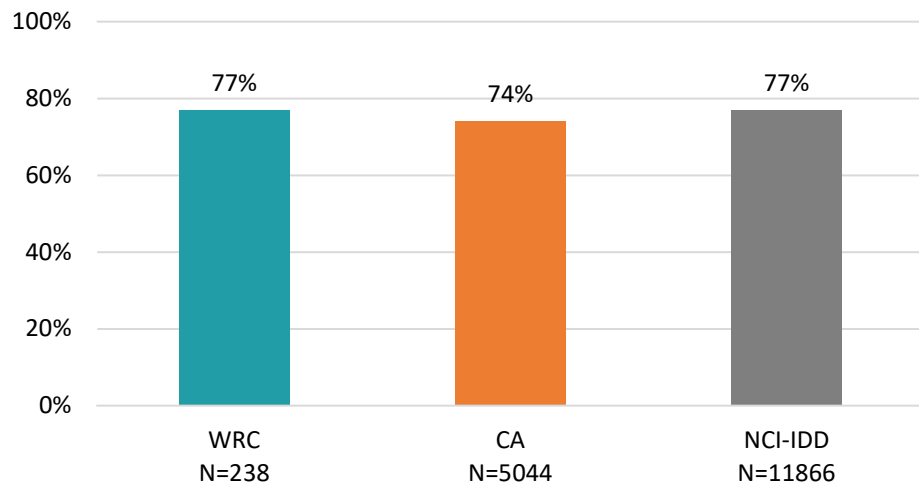
*People have friends and relationships.*

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

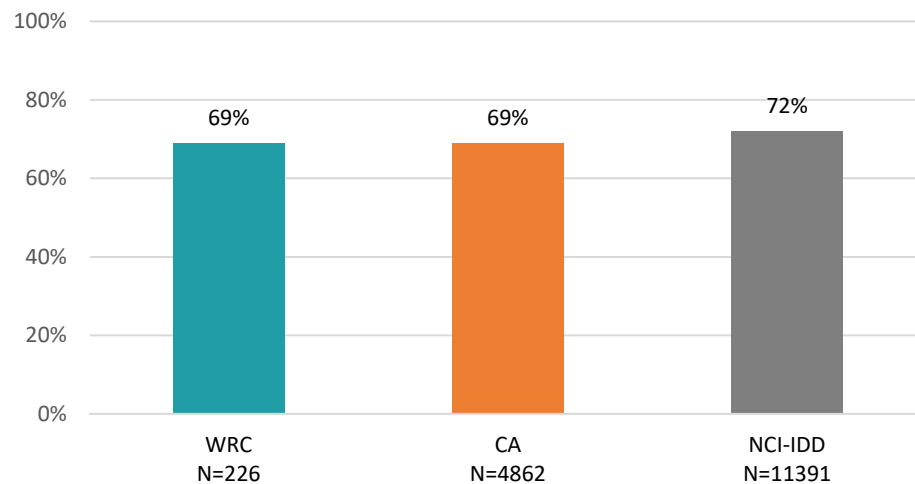


*Charts for Relationships*

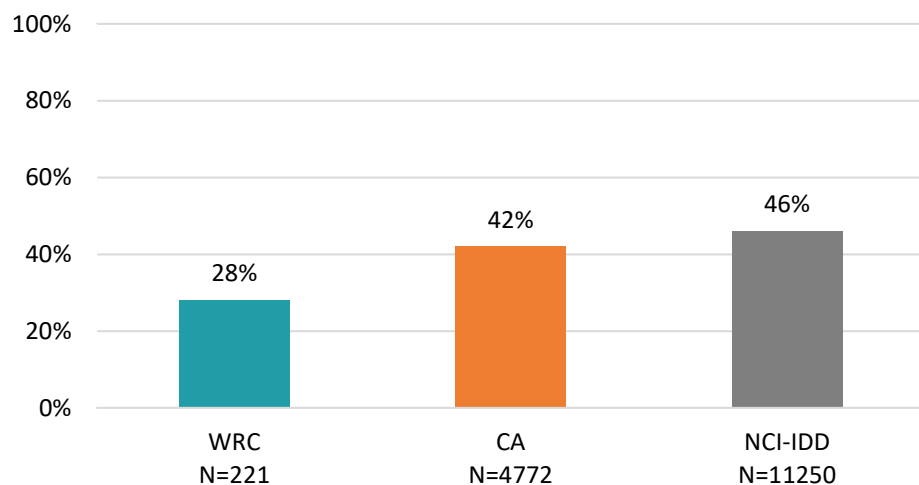
Has friends who are not staff or family members



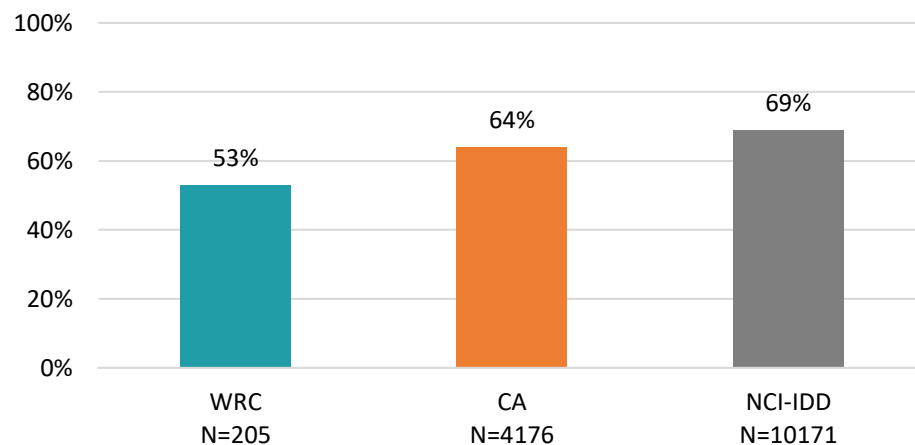
Has best friend



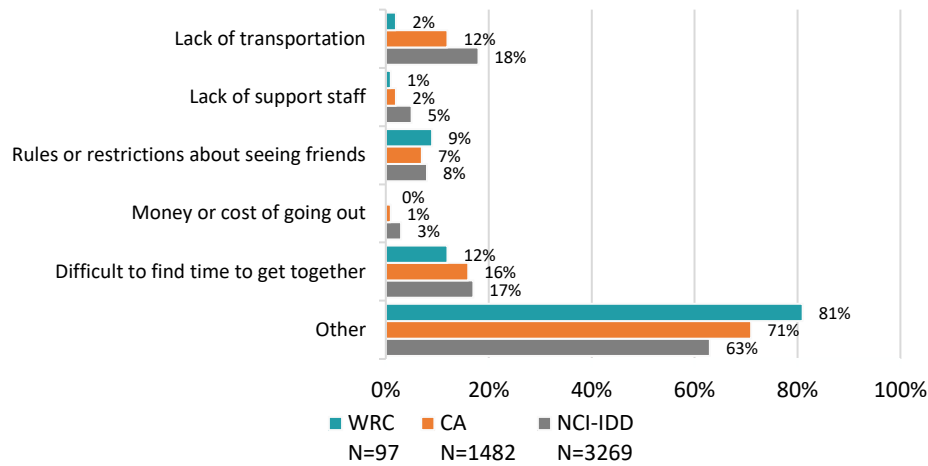
Wants help to meet or keep in contact with friends



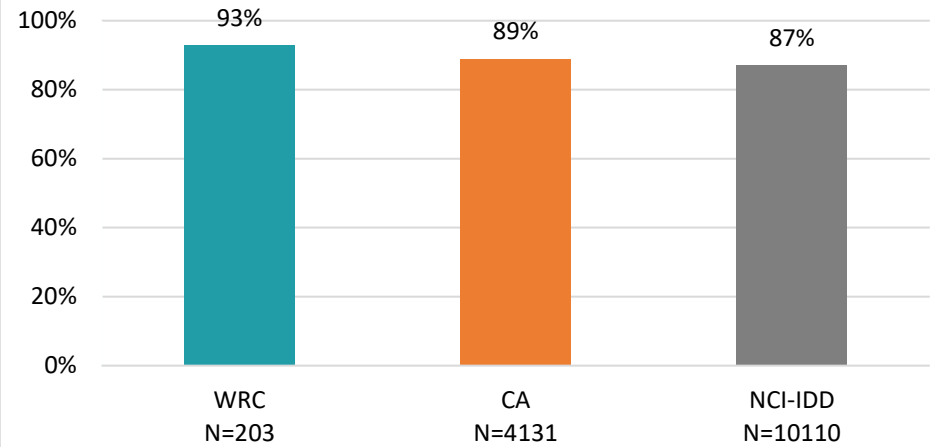
Has friends (may be staff or family) and can see their friends when they want



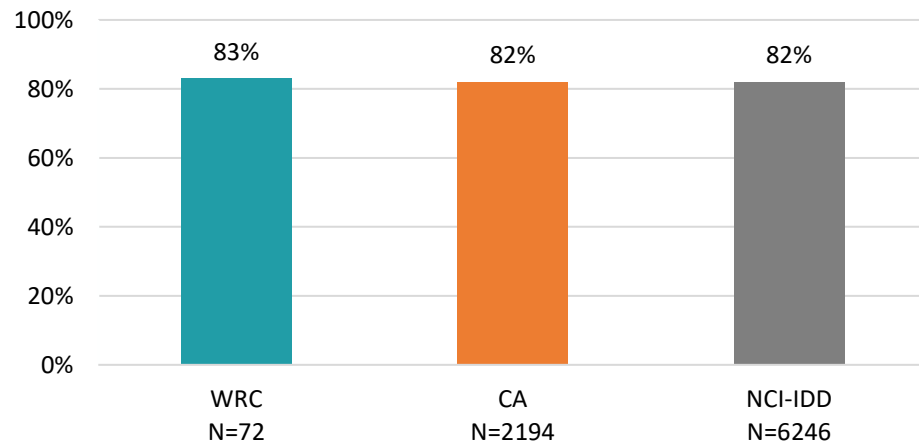
### Reasons Cannot Always See Friends



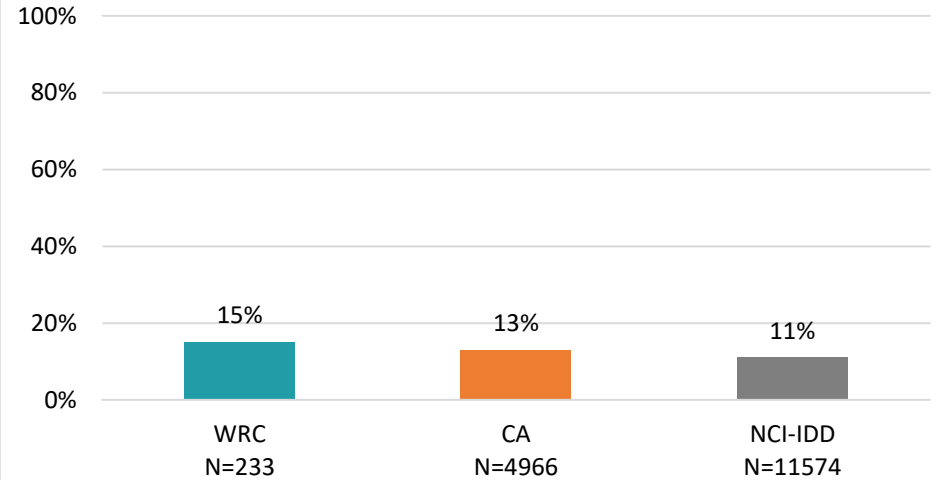
### Has other ways of talking, chatting, or communicating with friends when cannot see them

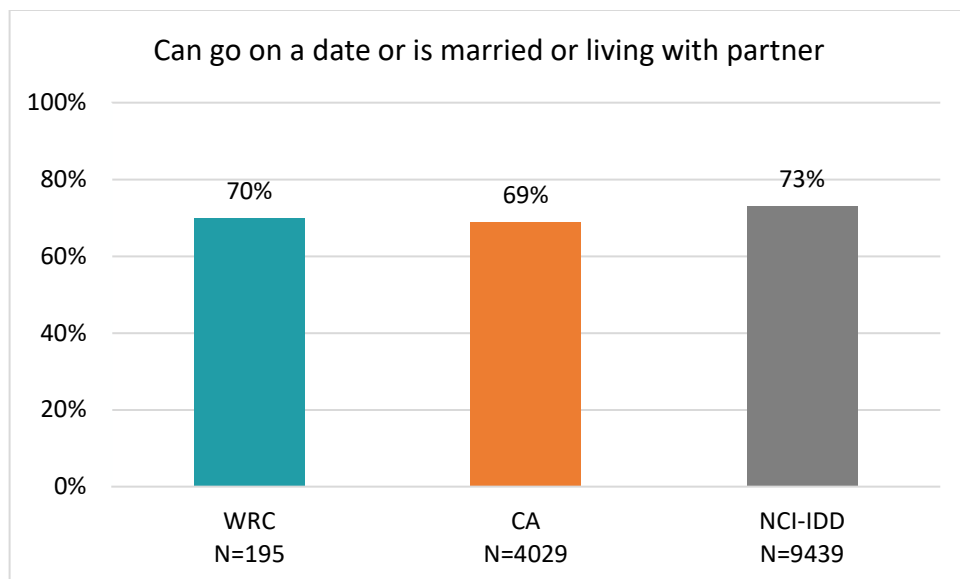


### Can see and communicate with their family when they want (if they do not live in the family home)



### 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
WRC	77%	23%	238
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
WRC	69%	31%	226
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
WRC	28%	72%	221
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
WRC	53%	47%	205
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
WRC	2%	1%	9%	0%	12%	81%	97
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
WRC	93%	7%	203
CA Average	89%	11%	4,131
Weighted NCI-IDD Average	87%	13%	10,110

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

Among those who do not live in the family home

Regional Center	Yes	No	N
WRC	83%	17%	72
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
WRC	15%	85%	233
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
WRC	70%	30%	195
CA Average	69%	31%	4,029
Weighted NCI-IDD Average	73%	27%	9,439

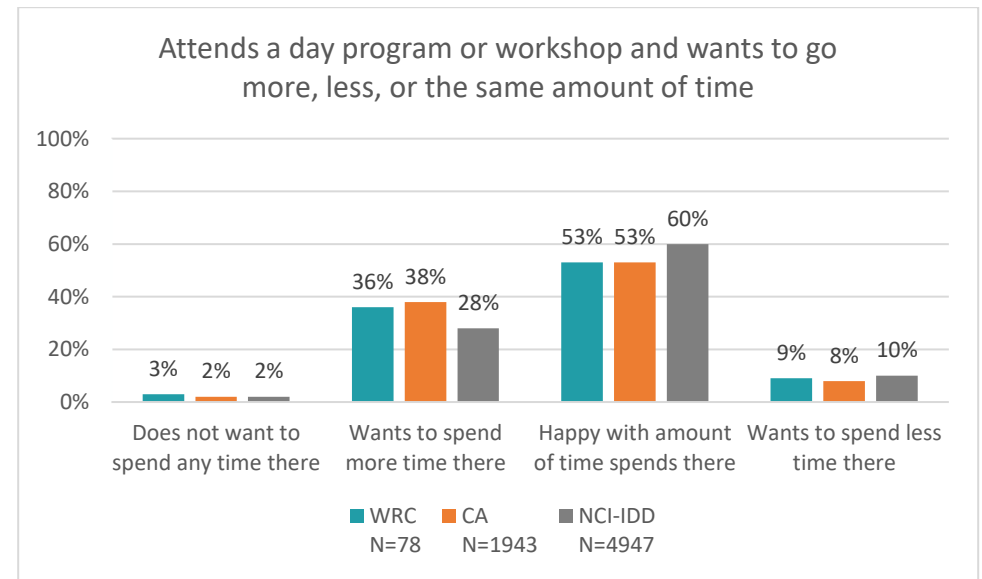
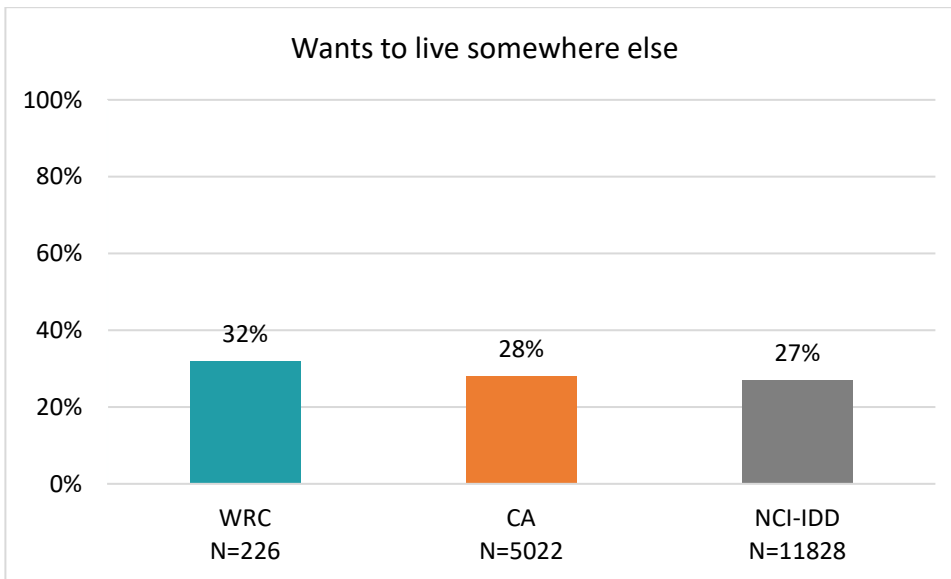
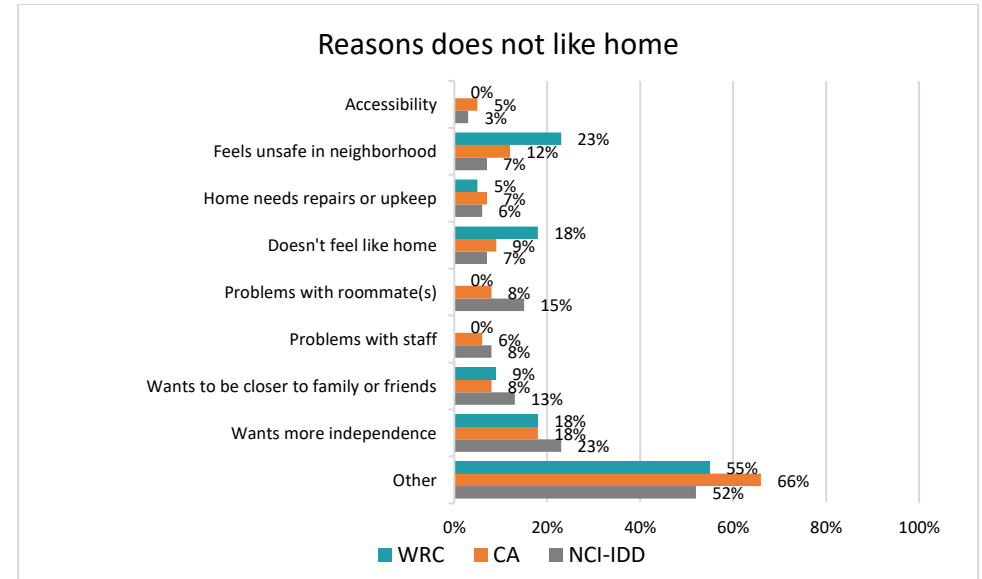
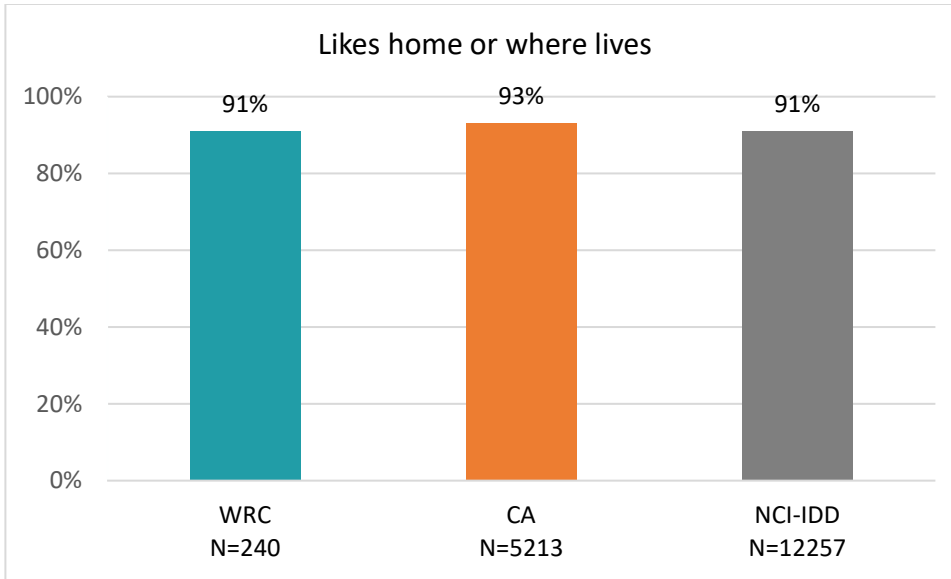
## Satisfaction

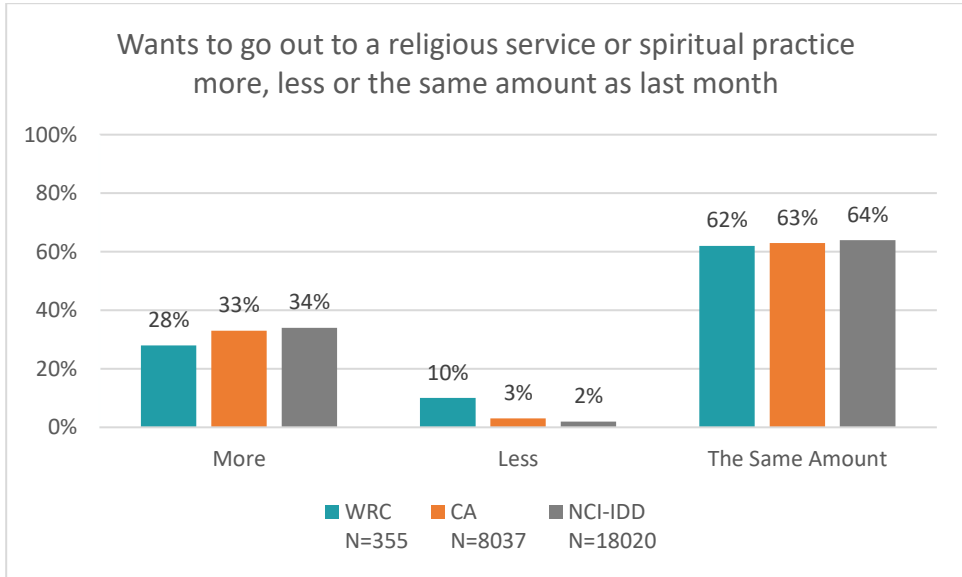
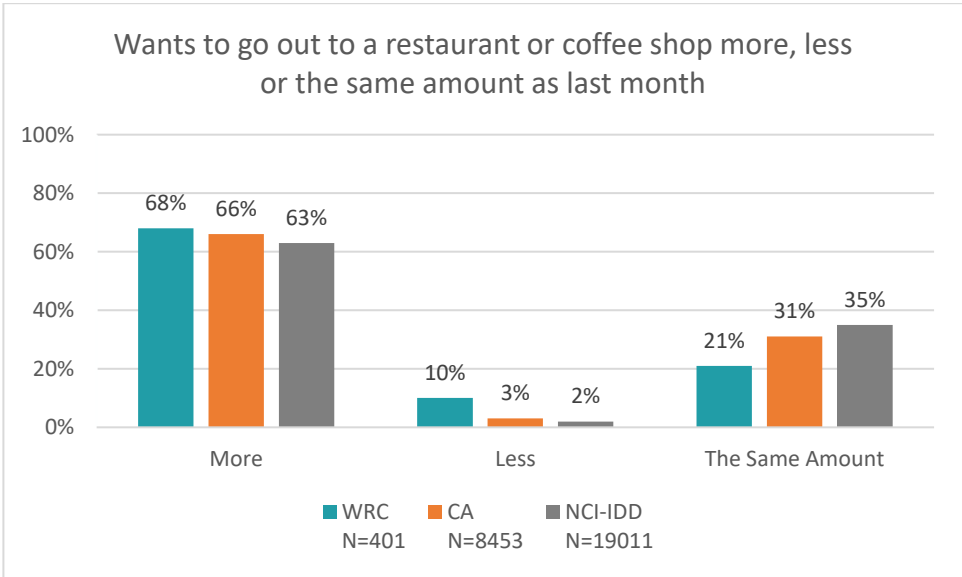
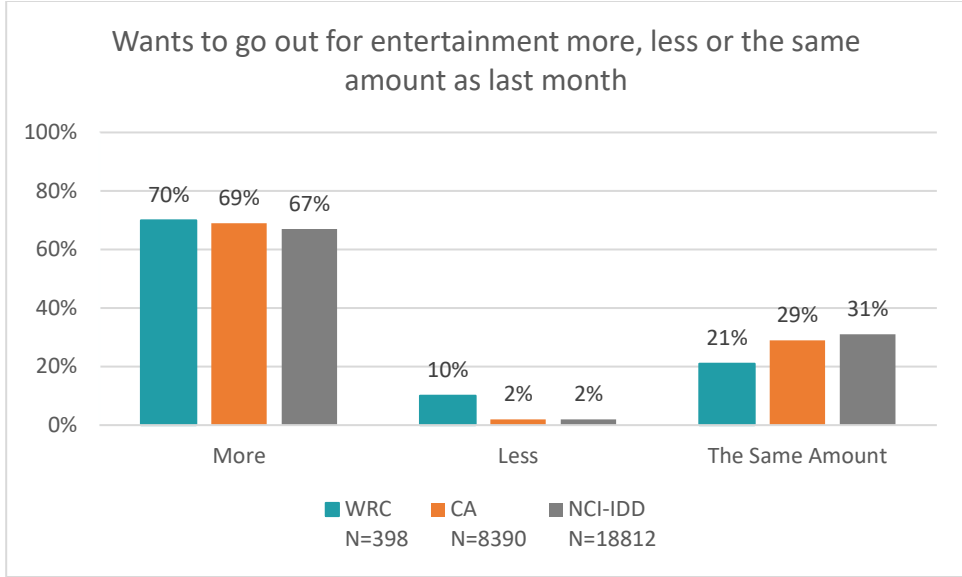
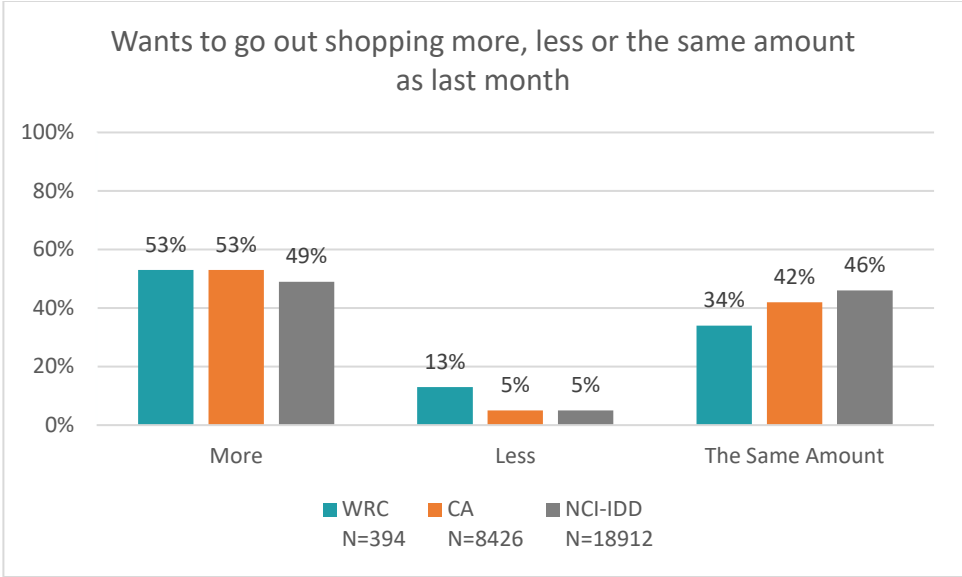
*People are satisfied with the services and supports they receive.*

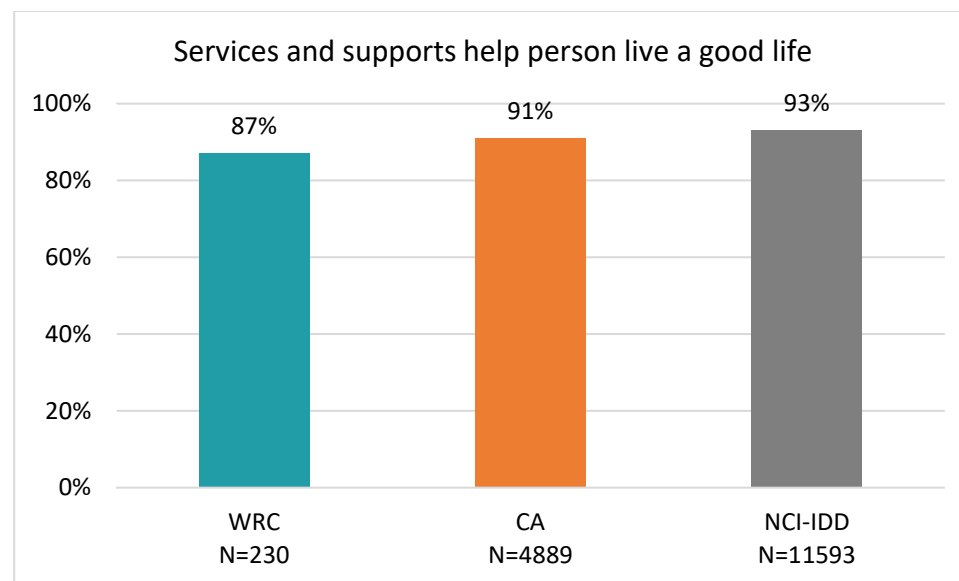
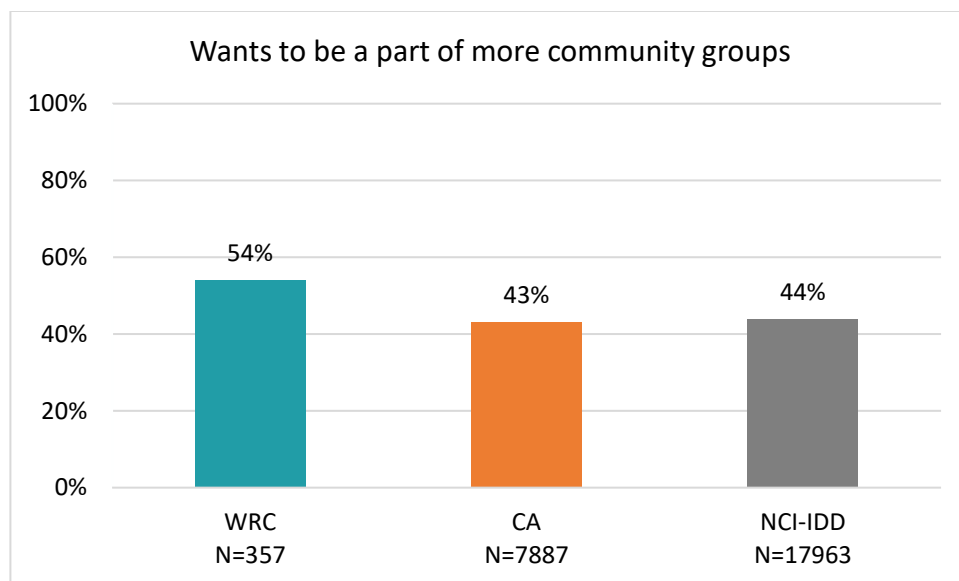
**All CA and NCI-IDD Averages are weighted unless otherwise noted.**



*Charts for Satisfaction*







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

Regional Center	Yes	No	N
<b>WRC</b>	91%	9%	240
<b>CA Average</b>	93%	7%	5,213
<b>Weighted NCI-IDD Average</b>	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
<b>WRC</b>	0%	23%	5%	18%	0%	0%	9%	18%	55%
<b>CA Average</b>	5%	12%	7%	9%	8%	6%	8%	18%	66%
<b>Weighted NCI-IDD Average</b>	3%	7%	6%	7%	15%	8%	13%	23%	52%

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

Regional Center	Yes	No	N
<b>WRC</b>	32%	68%	226
<b>CA Average</b>	28%	72%	5,022
<b>Weighted NCI-IDD Average</b>	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
<b>WRC</b>	3%	36%	53%	9%	78
<b>CA Average</b>	2%	38%	53%	8%	1,943
<b>Weighted NCI-IDD Average</b>	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
<b>WRC</b>	53%	13%	34%	394
<b>CA Average</b>	53%	5%	42%	8,426
<b>Weighted NCI-IDD Average</b>	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
<b>WRC</b>	70%	10%	21%	398
<b>CA Average</b>	69%	2%	29%	8,390
<b>Weighted NCI-IDD Average</b>	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
WRC	68%	10%	21%	401
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
WRC	28%	10%	62%	355
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
WRC	54%	46%	357
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
WRC	87%	13%	230
CA Average	91%	9%	4,889
Weighted NCI-IDD Average	93%	7%	11,593

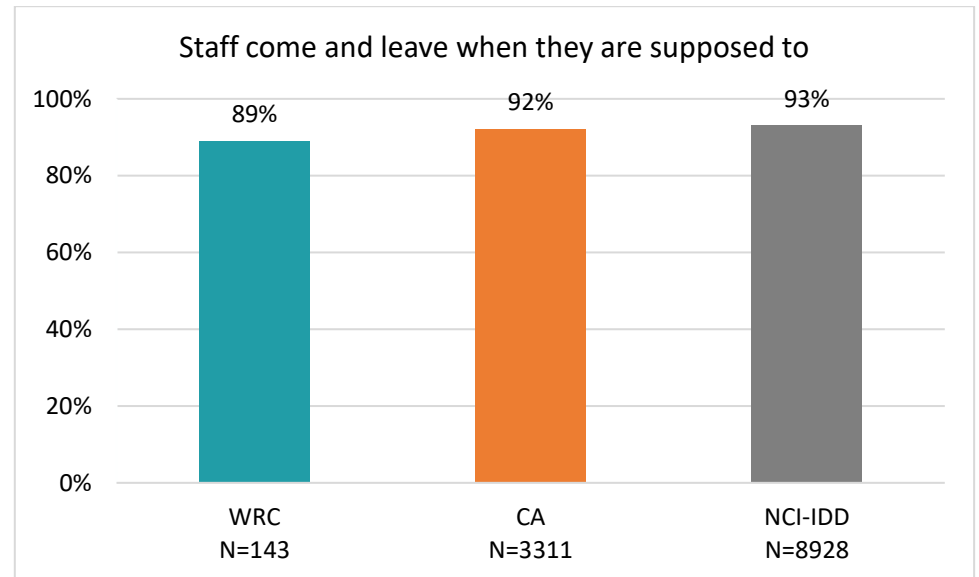
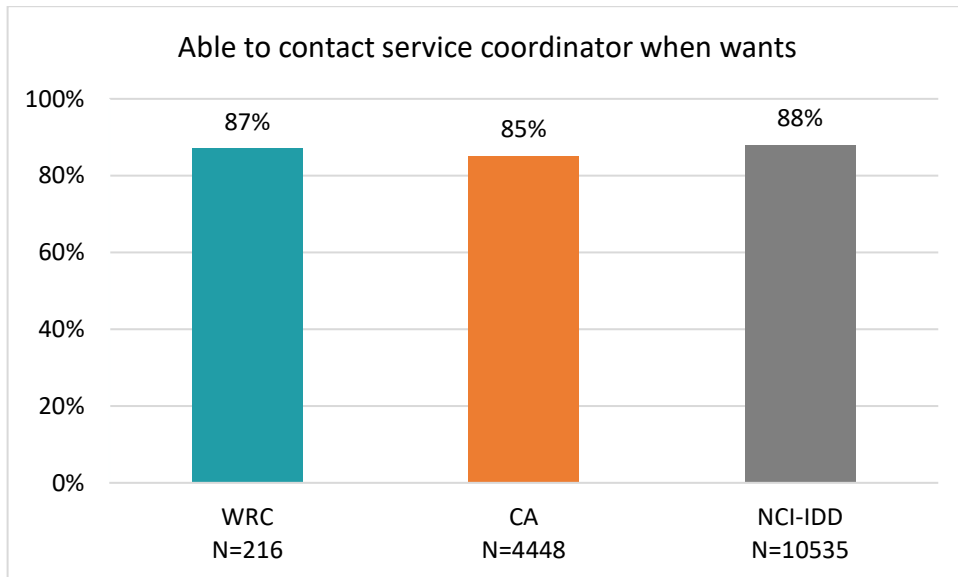
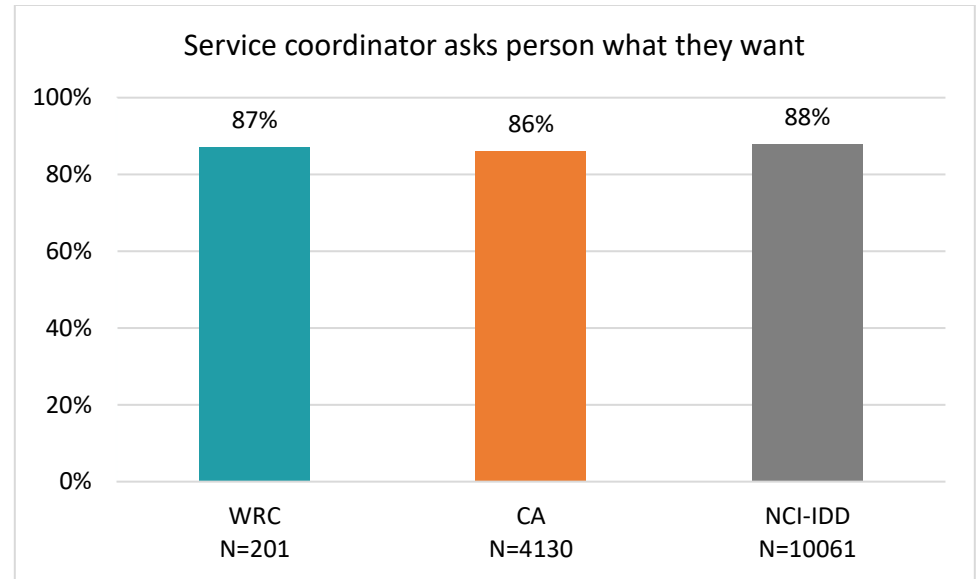
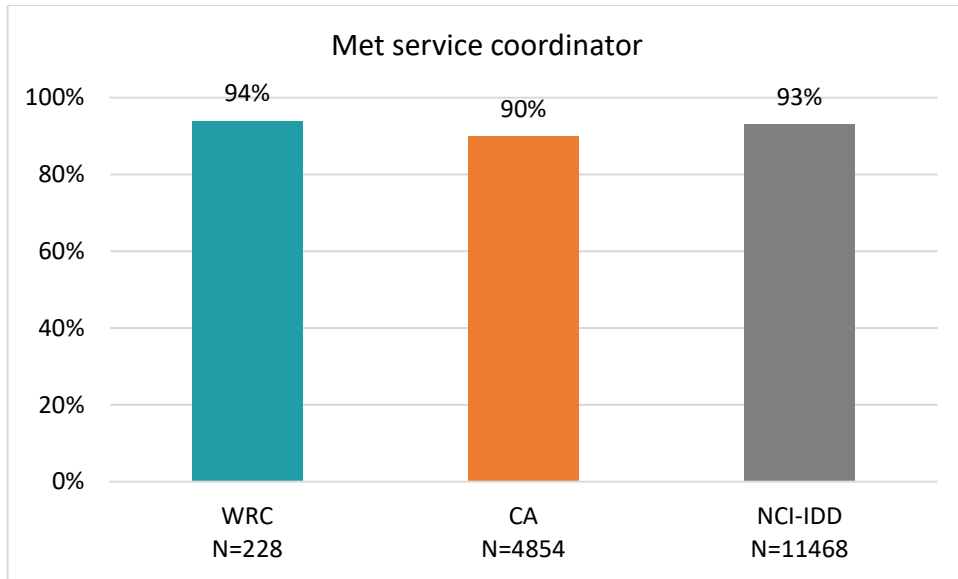
## Service Coordination

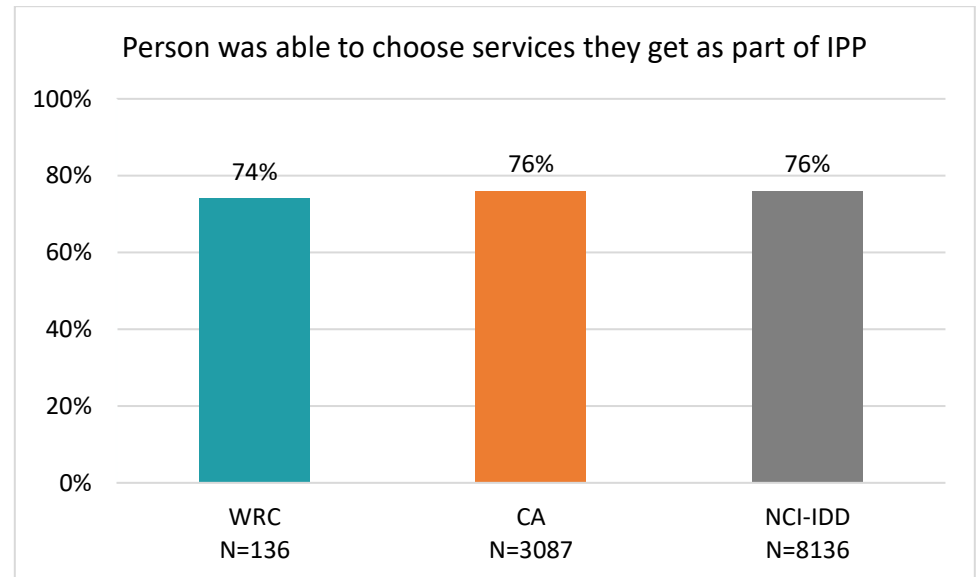
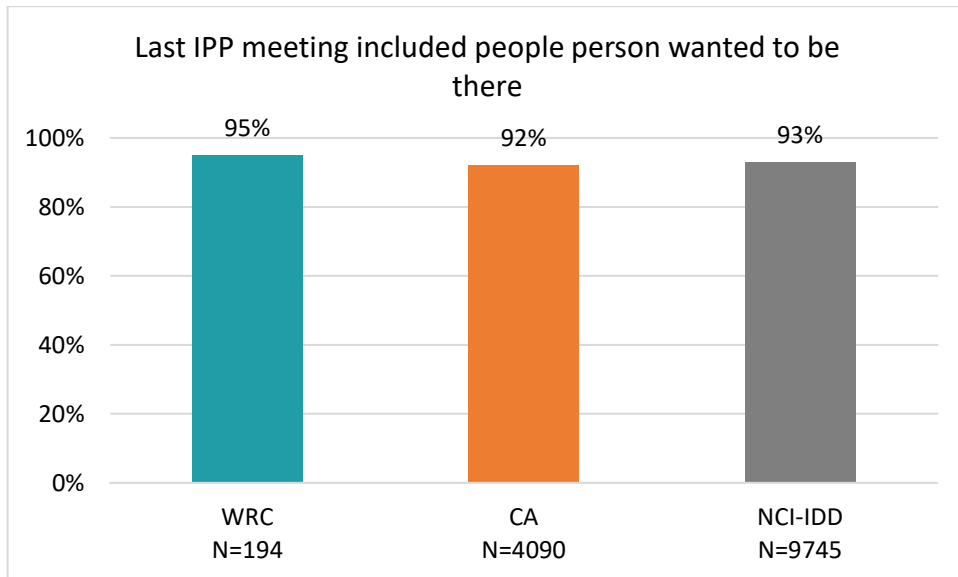
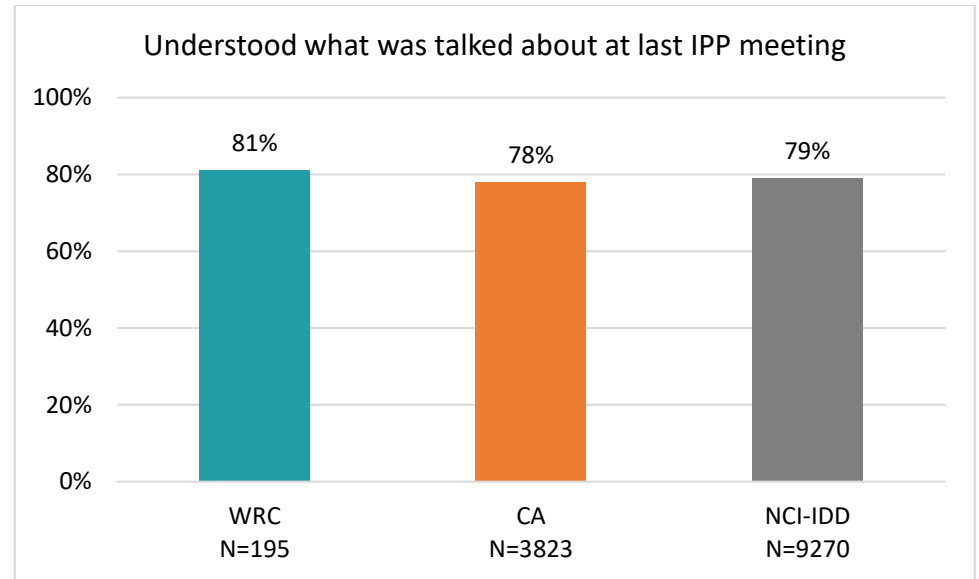
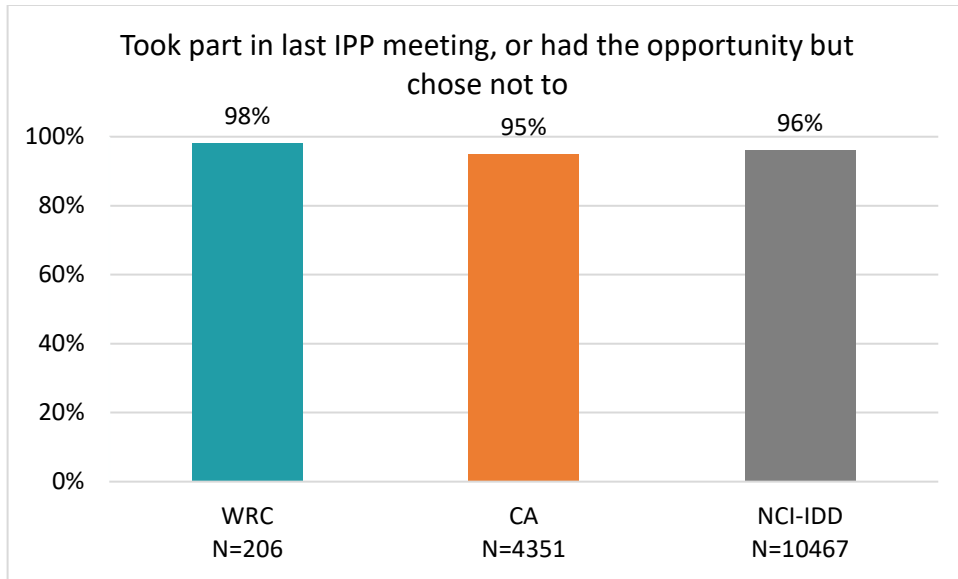
*Service coordinators are accessible, responsive, and support the person's participation in service planning.*

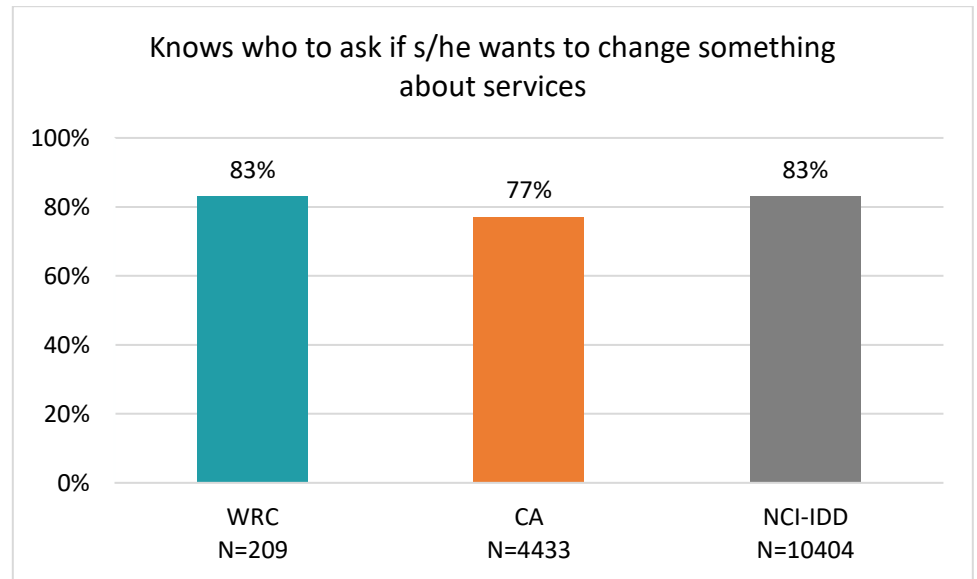
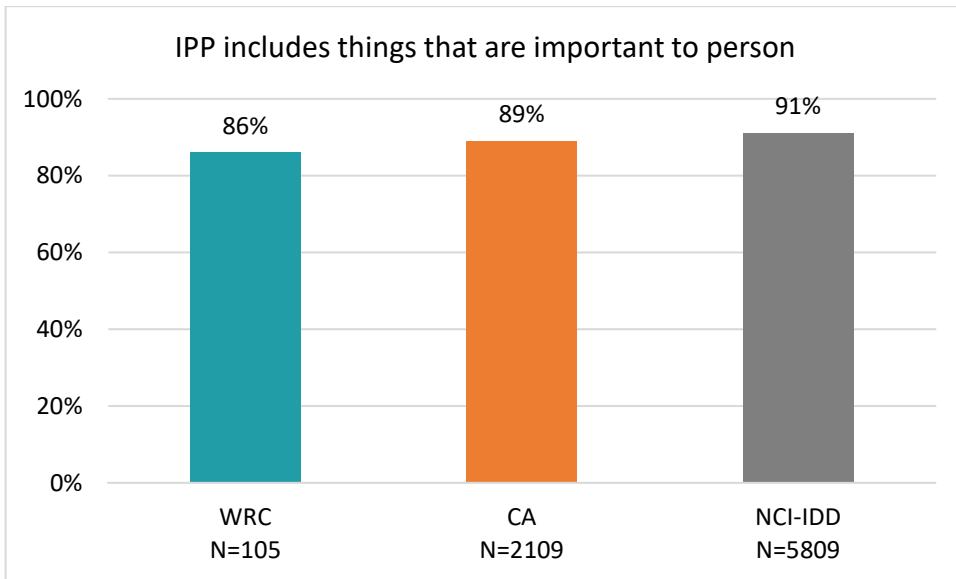
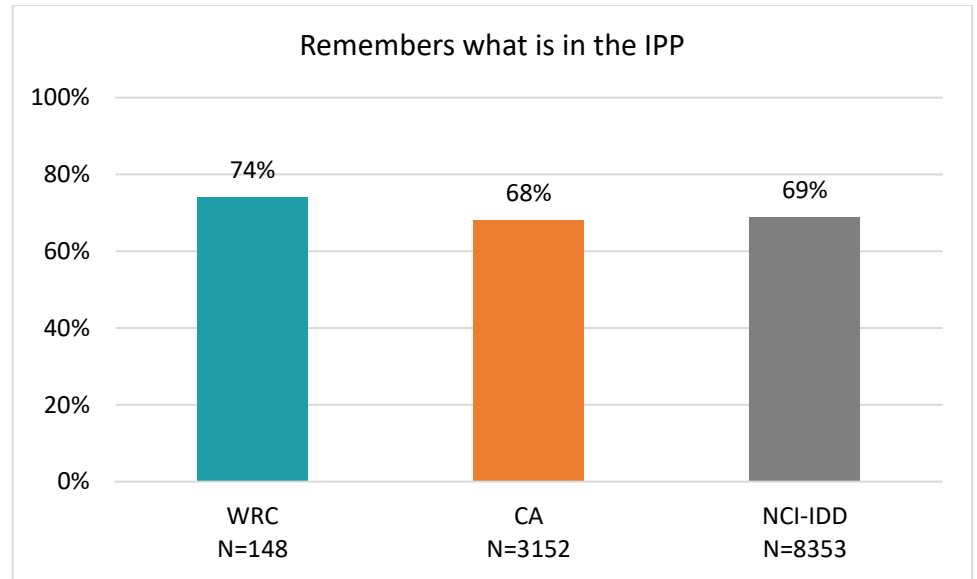
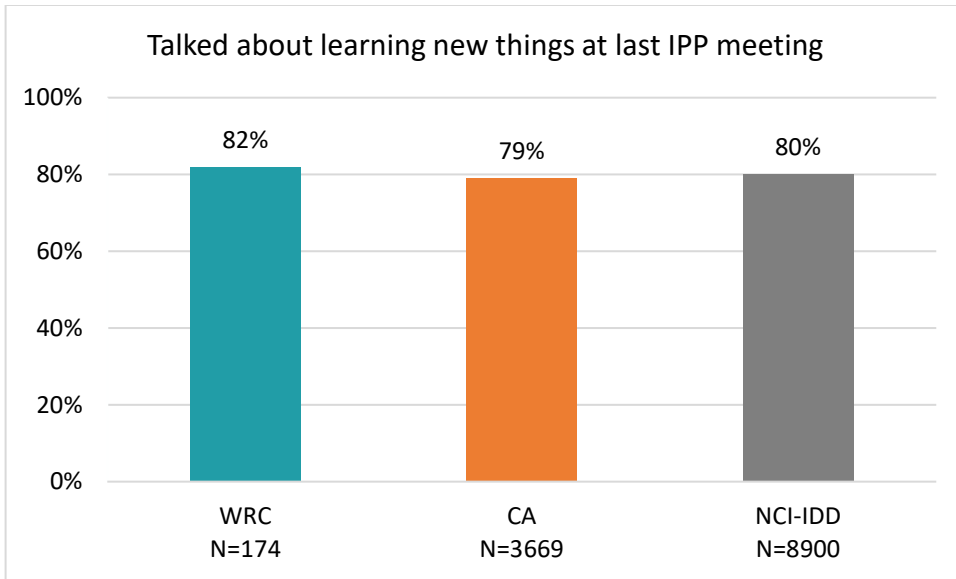
**All CA and NCI-IDD Averages are weighted unless otherwise noted.**



*Charts for Service Coordination*







**Table 64. Met service coordinator**

Regional Center	Yes	No	N
WRC	94%	6%	228
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
WRC	87%	13%	201
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
WRC	87%	13%	216
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
WRC	89%	11%	143
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
WRC	98%	2%	206
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
WRC	81%	19%	195
CA Average	78%	22%	3,823
Weighted NCI-IDD Average	79%	21%	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
WRC	95%	5%	194
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
WRC	74%	26%	136
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
WRC	82%	18%	174
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
WRC	74%	26%	148
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
WRC	86%	14%	105
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
WRC	83%	17%	209
CA Average	77%	23%	4,433
Weighted NCI-IDD Average	83%	17%	10,404

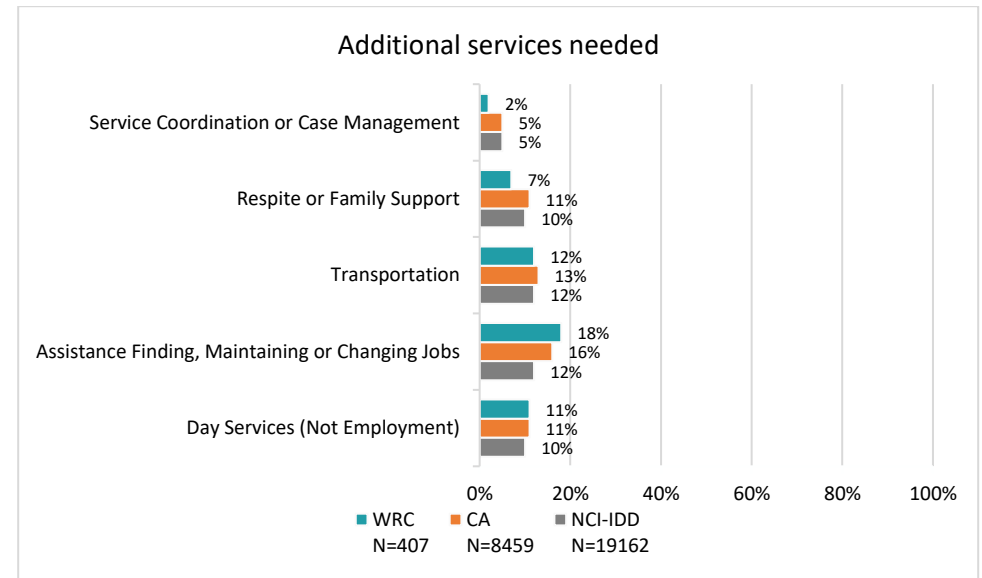
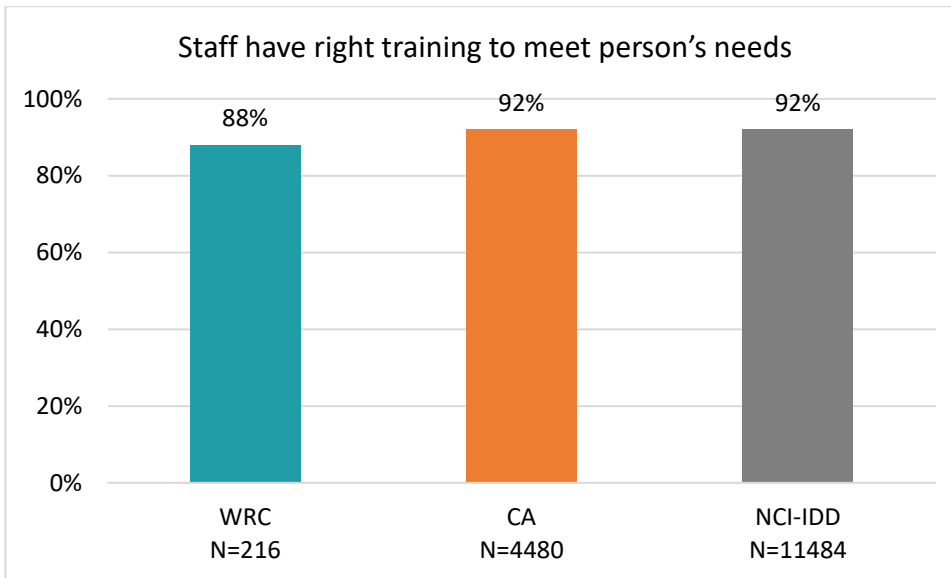
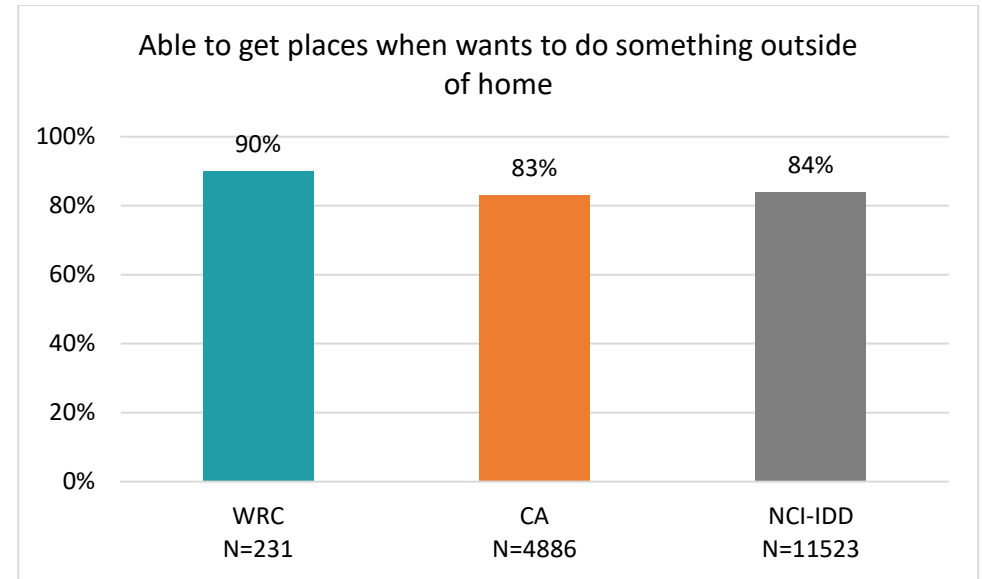
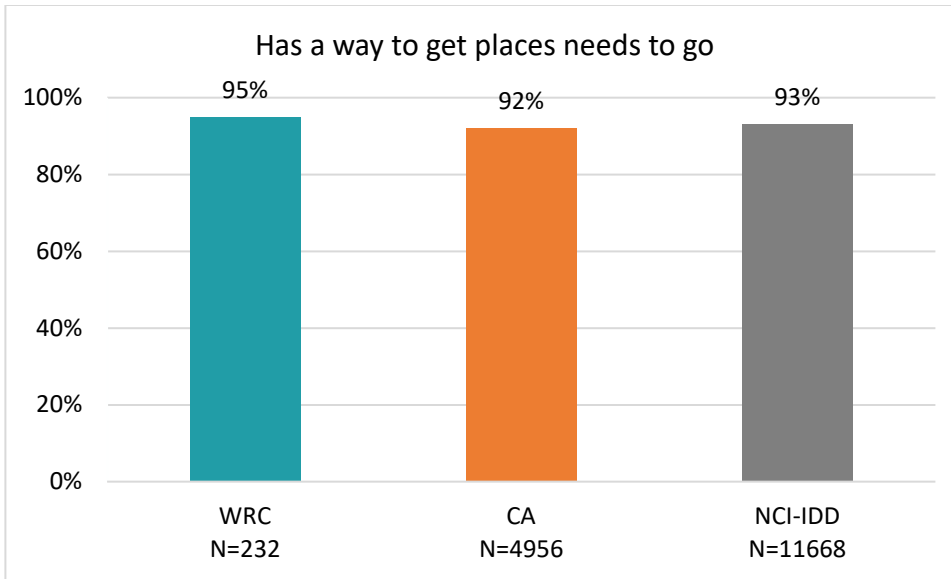
## **Access**

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

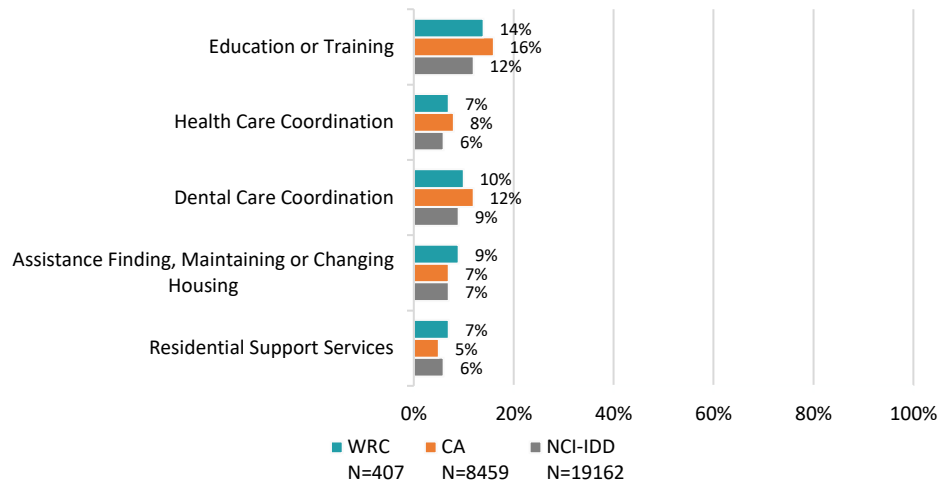
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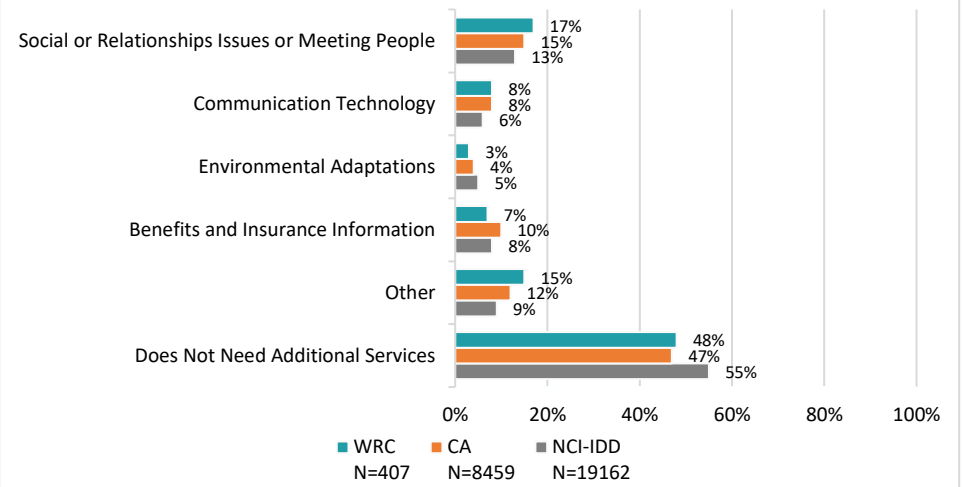
*Charts for Access*



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
WRC	95%	5%	232
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
WRC	90%	10%	231
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
WRC	88%	13%	216
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
WRC	2%	7%	12%	18%	11%	407
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
<b>WRC</b>	14%	7%	10%	9%	7%	407
<b>CA Average</b>	16%	8%	12%	7%	5%	8,459
<b>Weighted NCI-IDD Average</b>	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
<b>WRC</b>	17%	8%	3%	7%	15%	48%	407
<b>CA Average</b>	15%	8%	4%	10%	12%	47%	8,459
<b>Weighted NCI-IDD Average</b>	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*

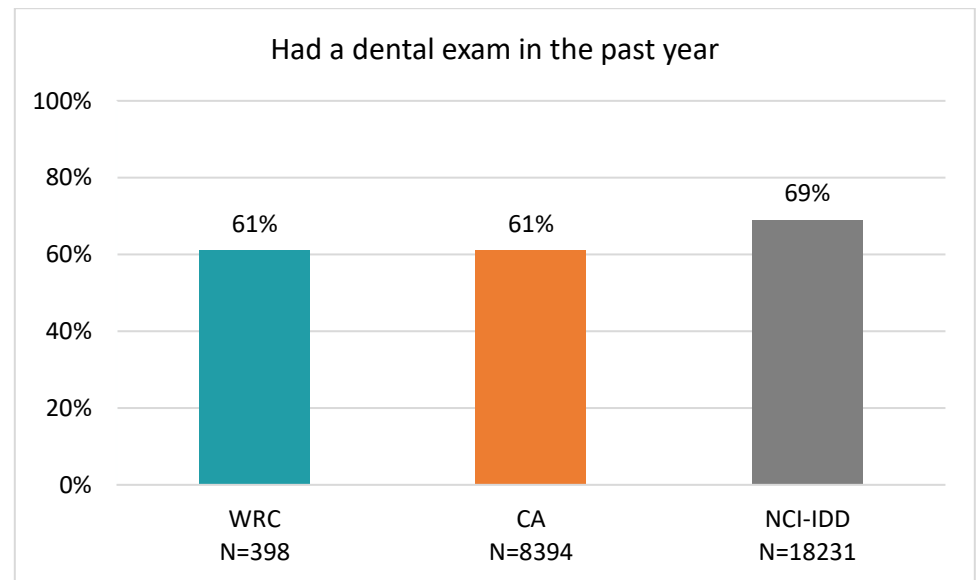
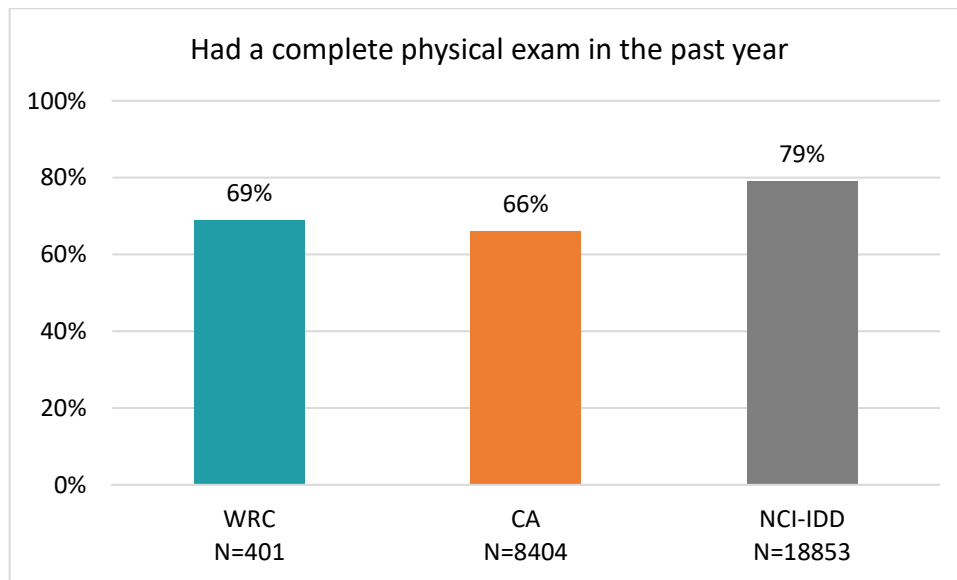
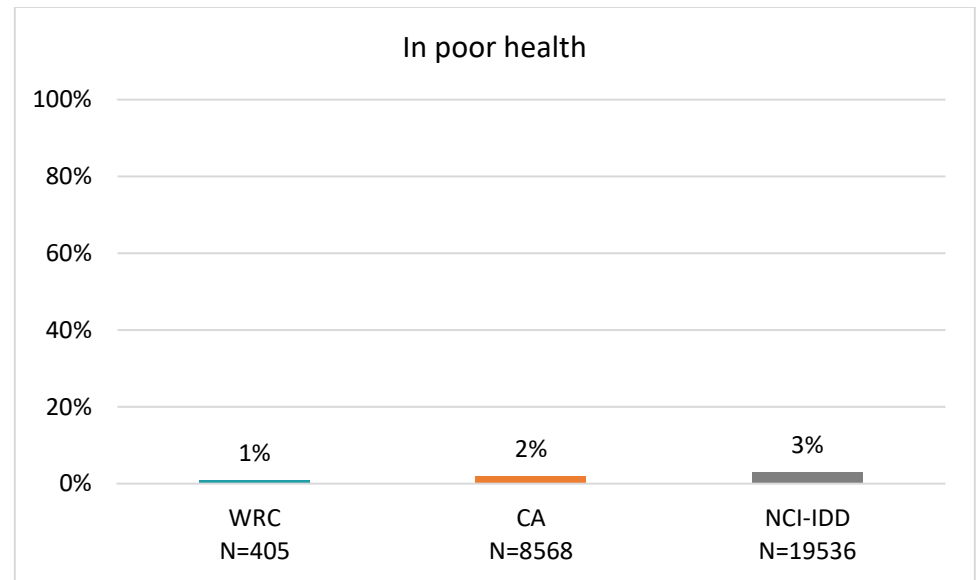
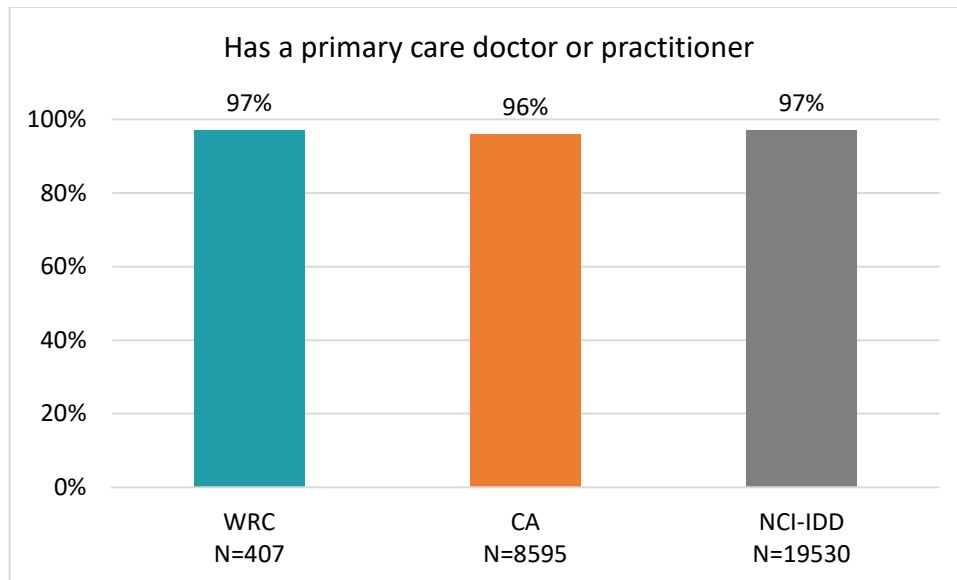
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All CA and NCI-IDD Averages are weighted unless otherwise noted

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

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

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



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

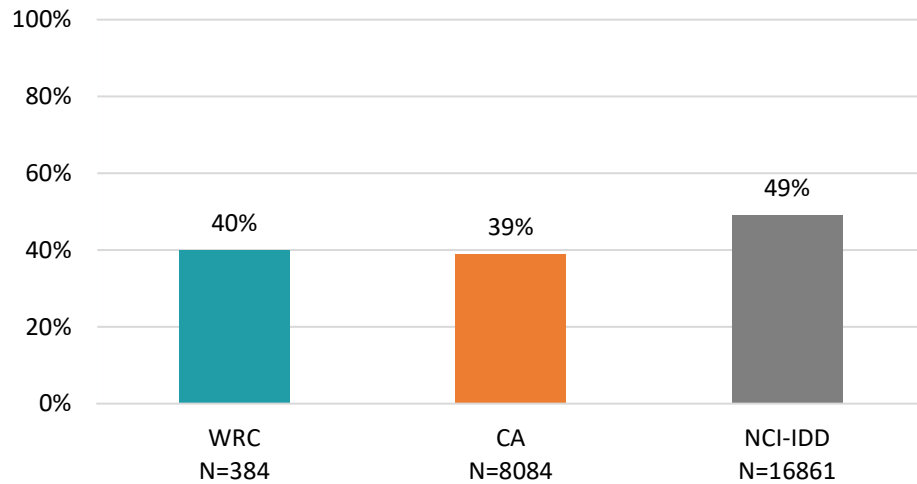
\*\*CA Average had at least 25% "don't knows" and missing data

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

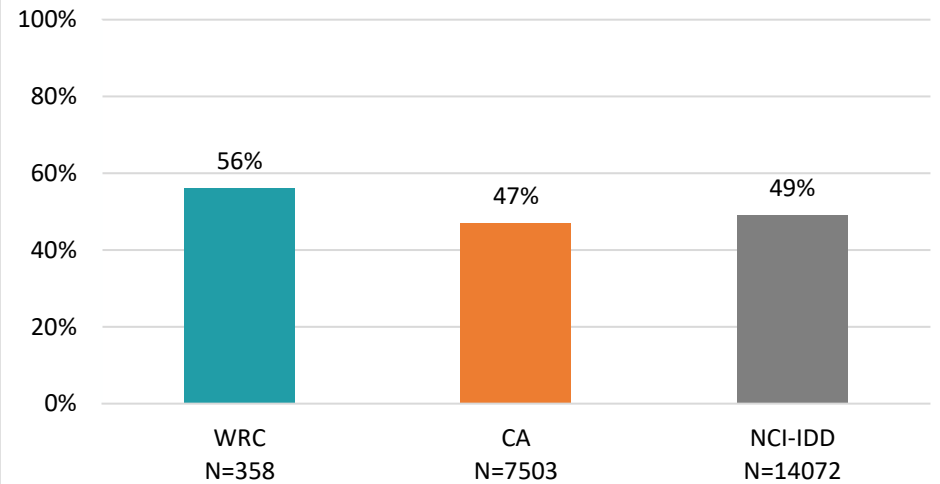
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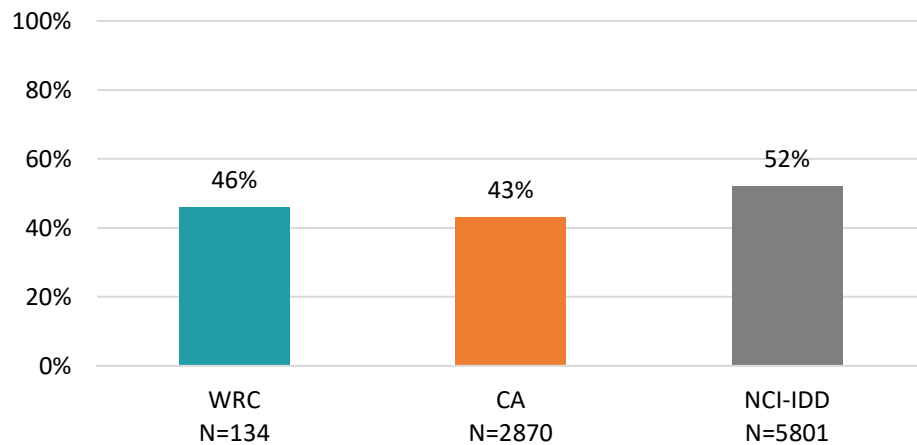
Had an eye exam in the past year



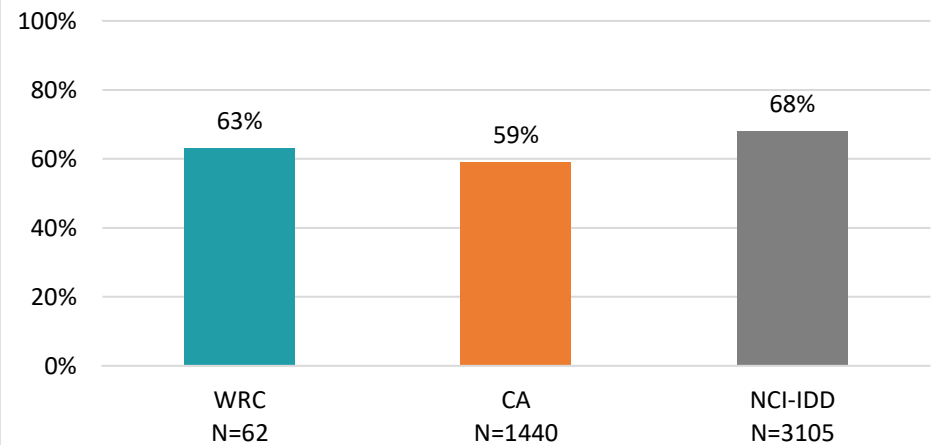
Had a hearing test in the past five years



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)

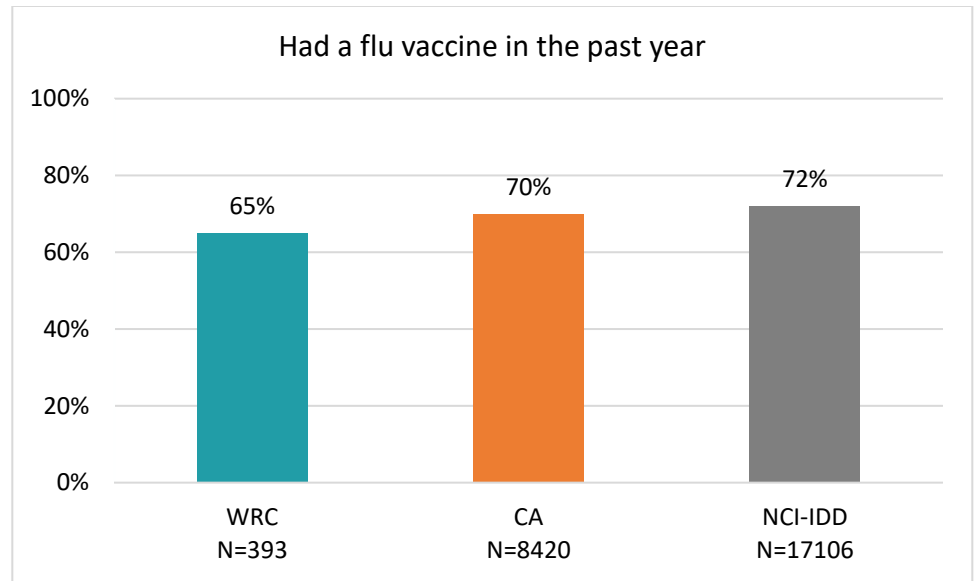
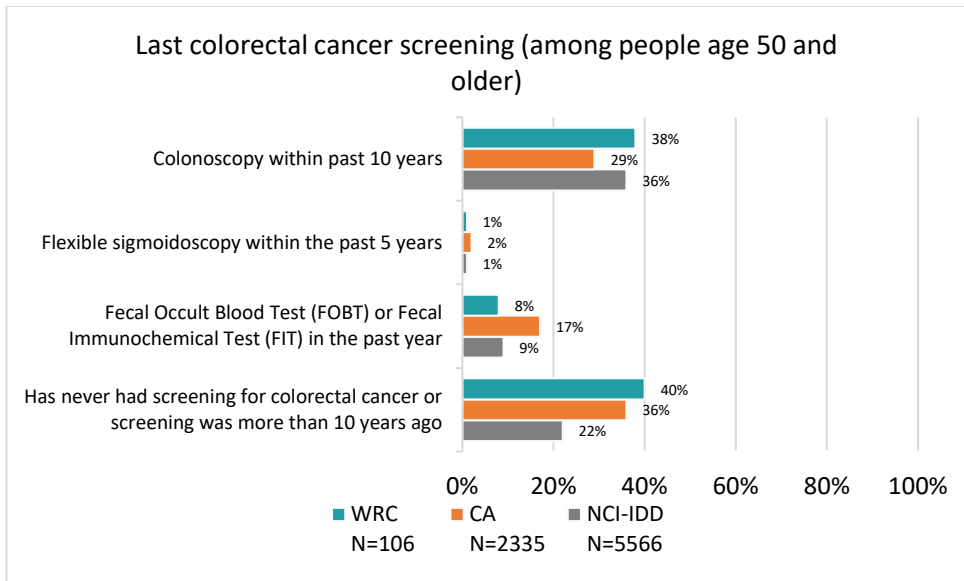


All CA and NCI-IDD Averages are weighted unless otherwise noted

\*\*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



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

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

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

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

Information may have been obtained through administrative records

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

**Table 83. In poor health**

Proxy respondents were allowed for this question

Regional Center	Yes	No	N
WRC	1%	99%	405
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
WRC	69%	31%	401
CA Average	66%	34%	8,404
Weighted NCI-IDD Average*	79%	21%	18,853

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

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

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

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

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

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

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

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

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

Regional Center	Yes	No	N
WRC	40%	60%	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
WRC	56%	44%	358
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
WRC	46%	54%	134
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
WRC	63%	37%	62
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
WRC	38%	1%	8%	40%	106
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
WRC	65%	35%	393
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*

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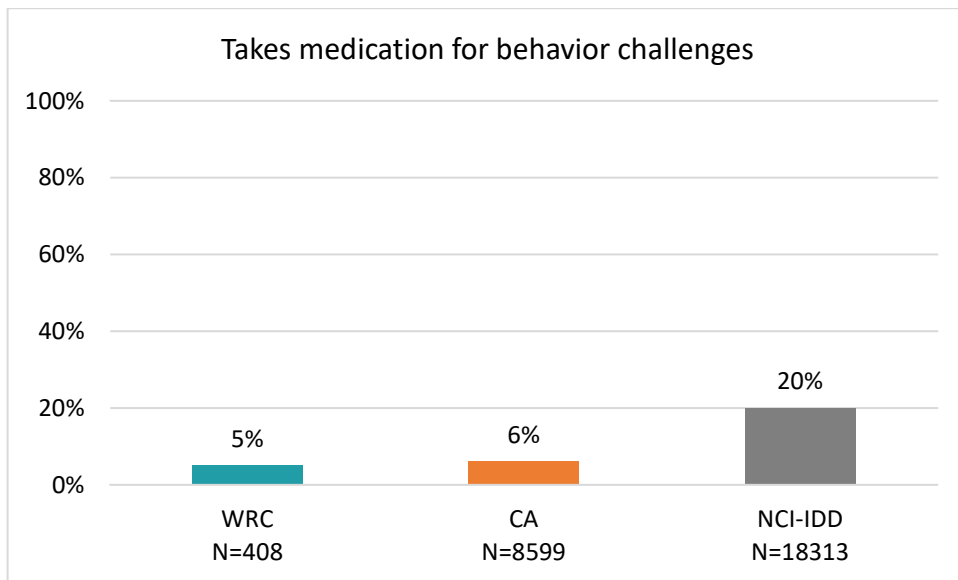
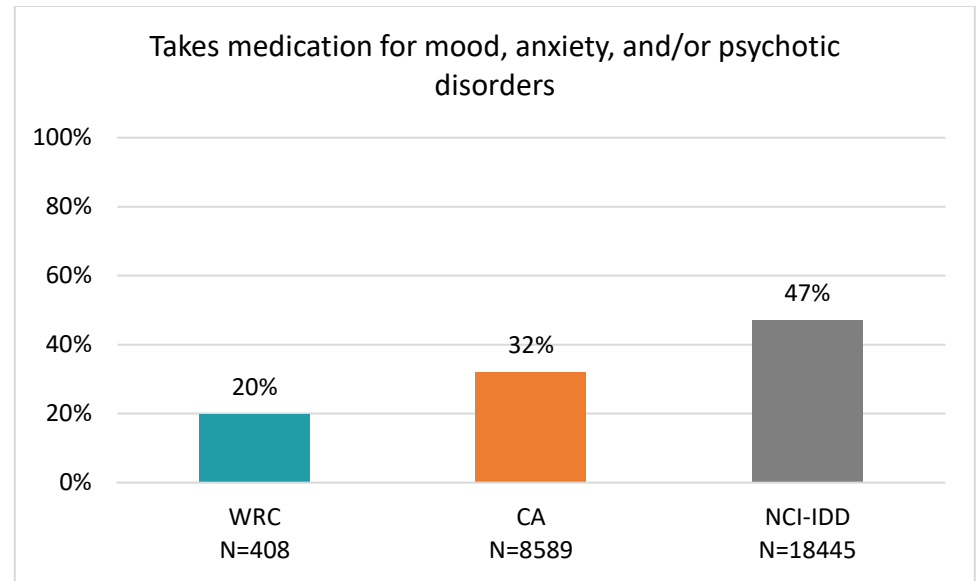
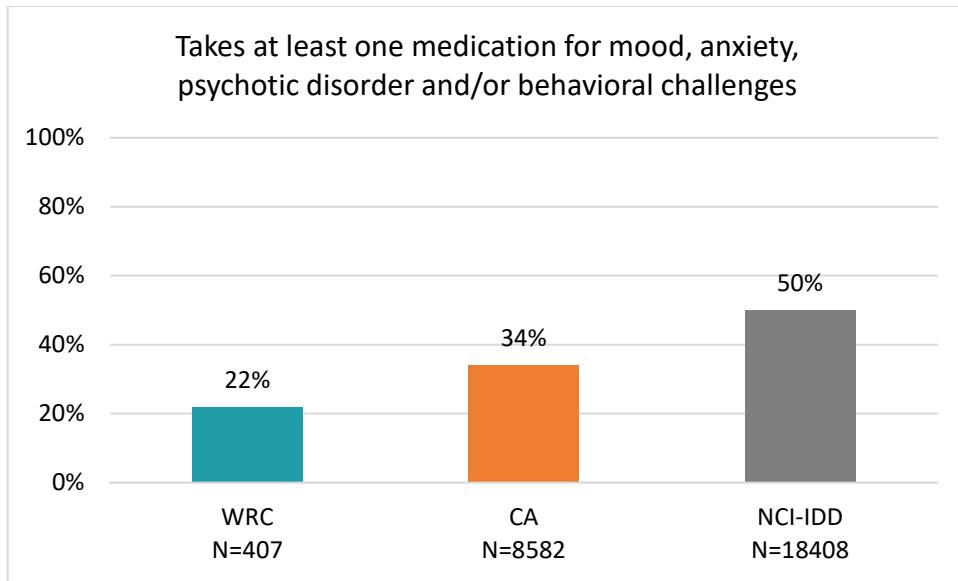
All CA and NCI-IDD Averages are weighted unless otherwise noted

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

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

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





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 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
WRC	22%	78%	407
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
WRC	20%	80%	408
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
WRC	5%	95%	408
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*

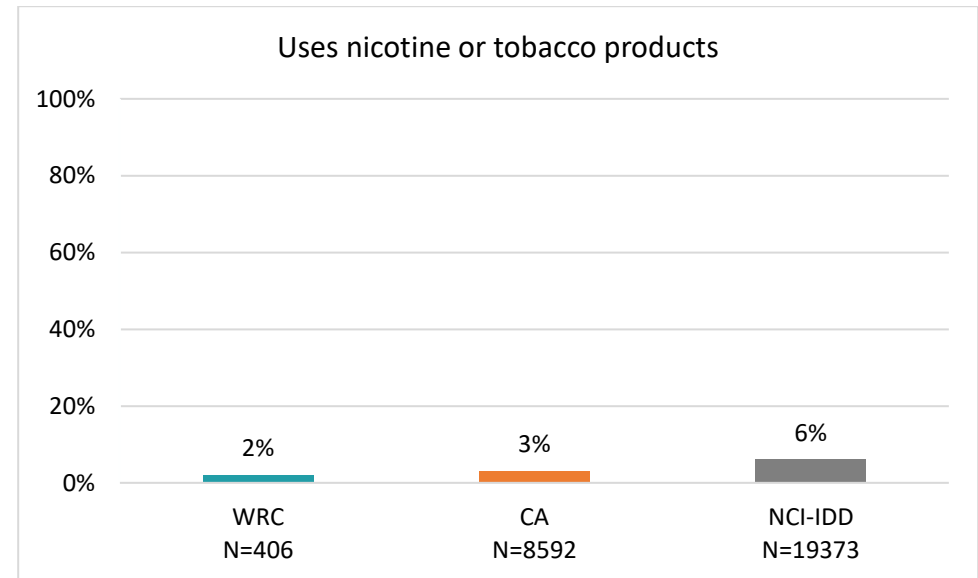
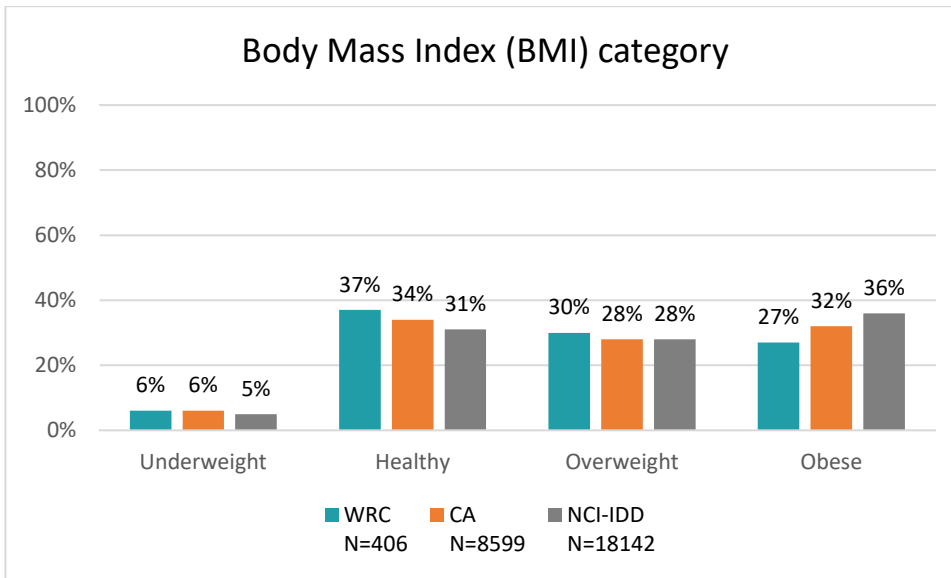
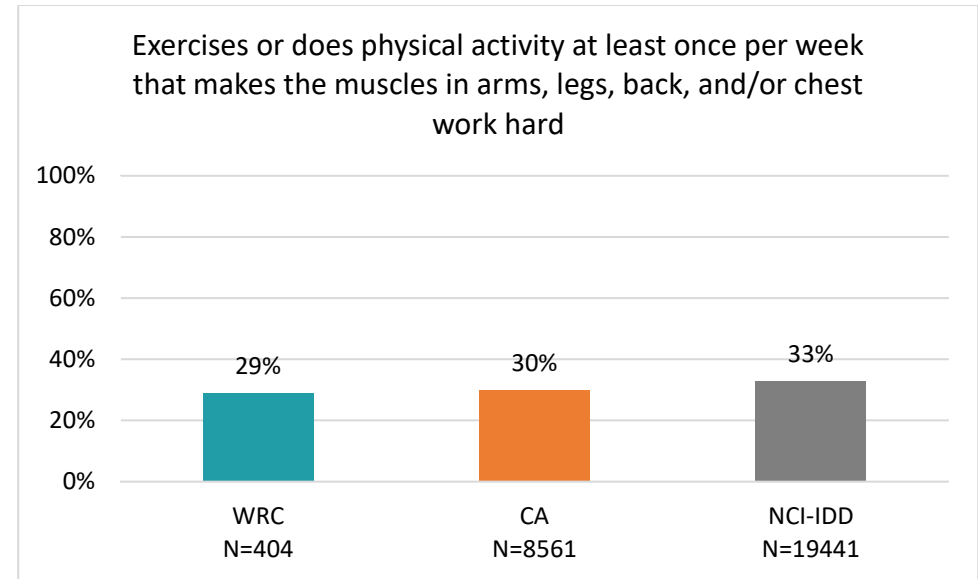
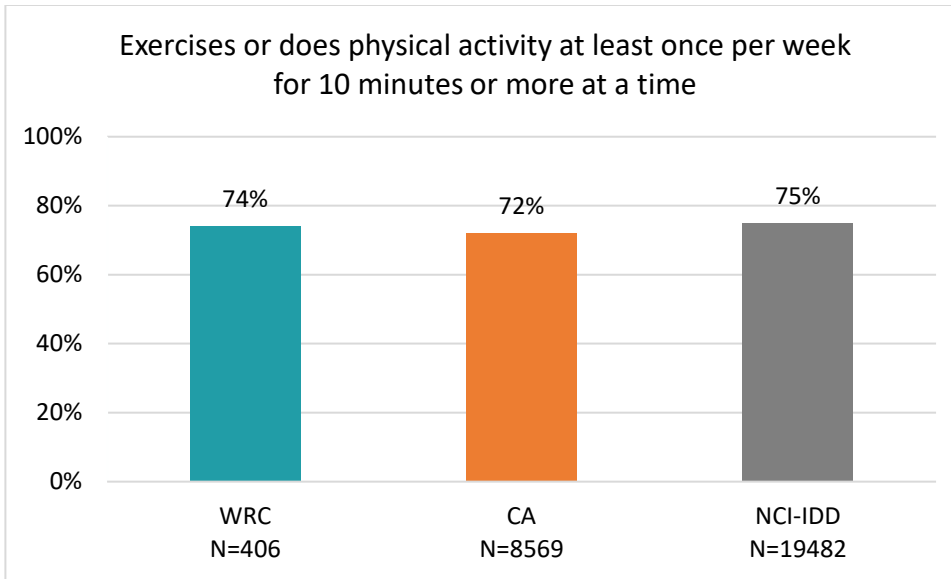
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All CA and NCI-IDD Averages are weighted unless otherwise noted

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

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

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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 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
WRC	74%	26%	406
CA Average	72%	28%	8,569
Weighted NCI-IDD Average	75%	25%	19,482

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

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

Regional Center	Yes	No	N
WRC	29%	71%	404
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
WRC	6%	37%	30%	27%	406
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
WRC	2%	98%	406
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.**

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

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

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

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

*Charts for Rights and Respect*

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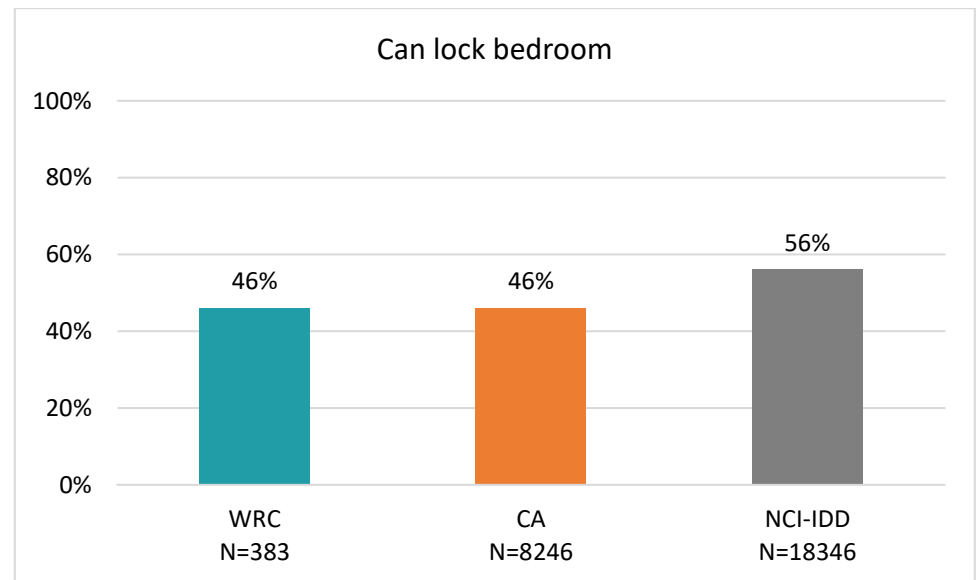
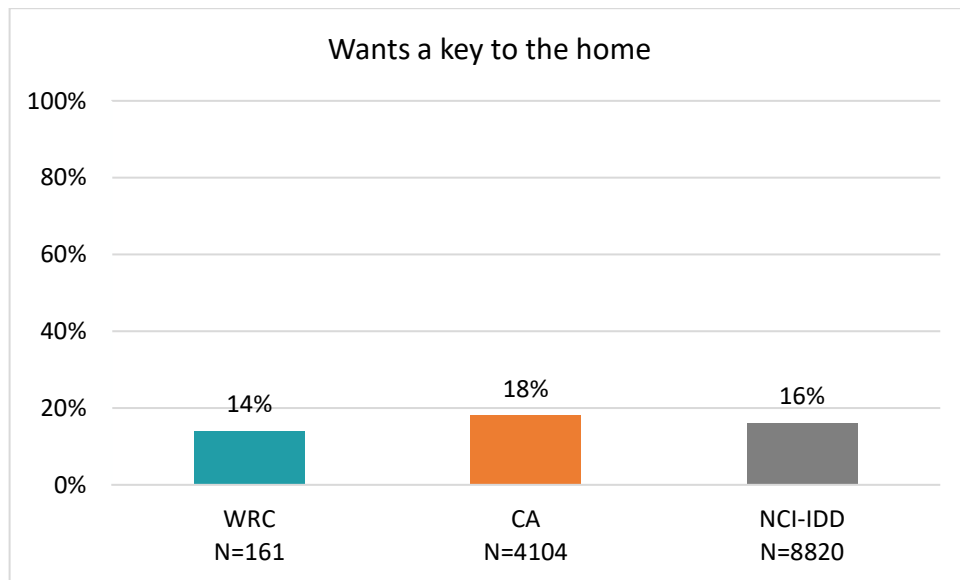
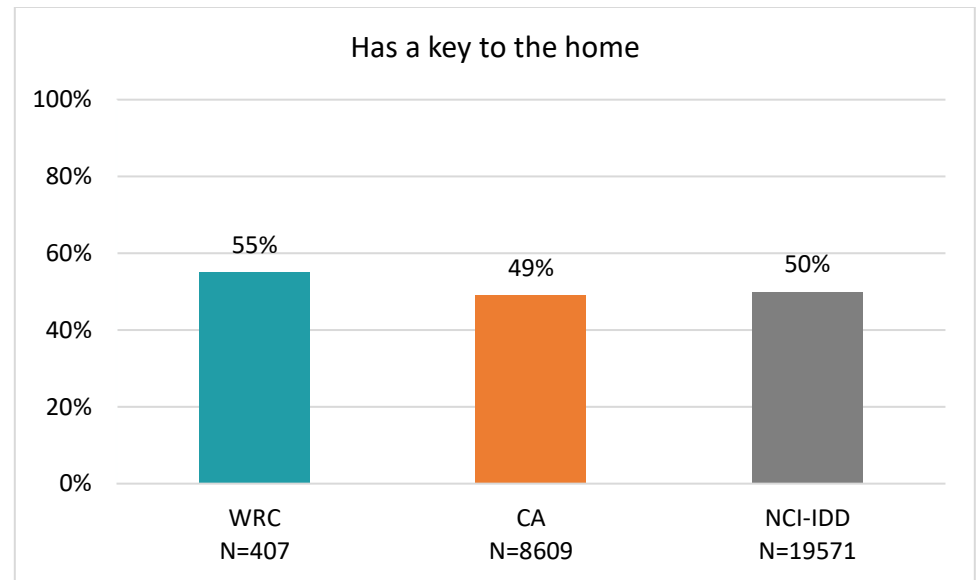
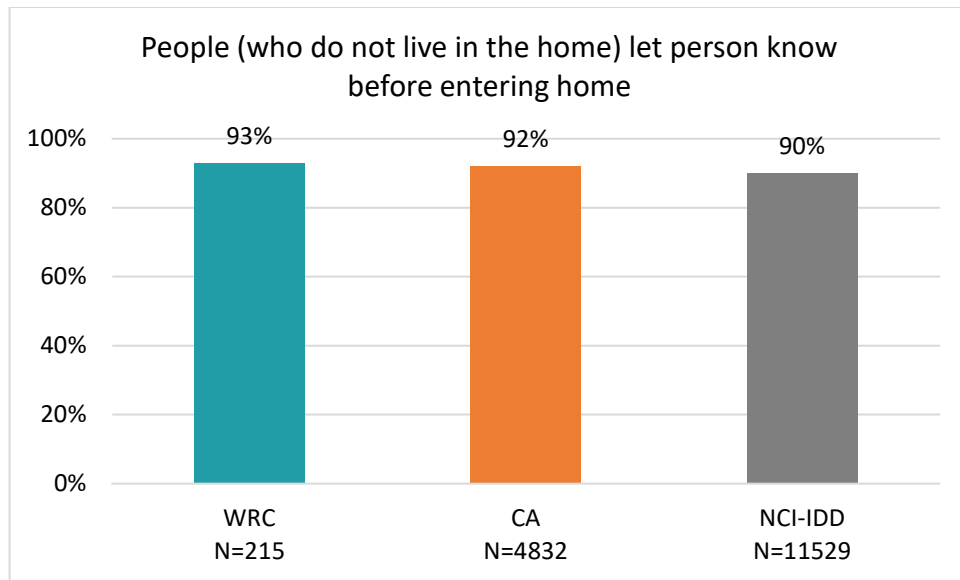
All CA and NCI-IDD Averages are weighted unless otherwise noted

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

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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



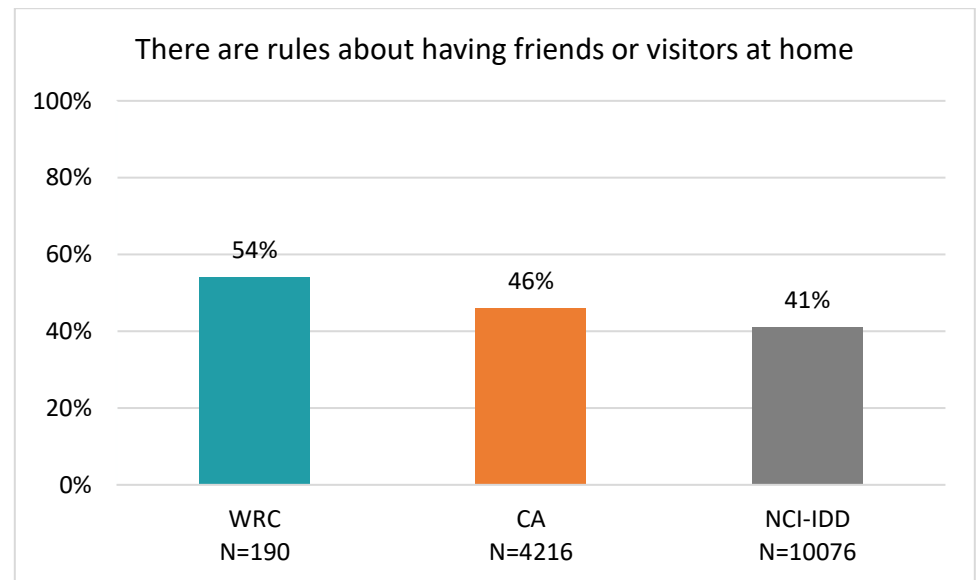
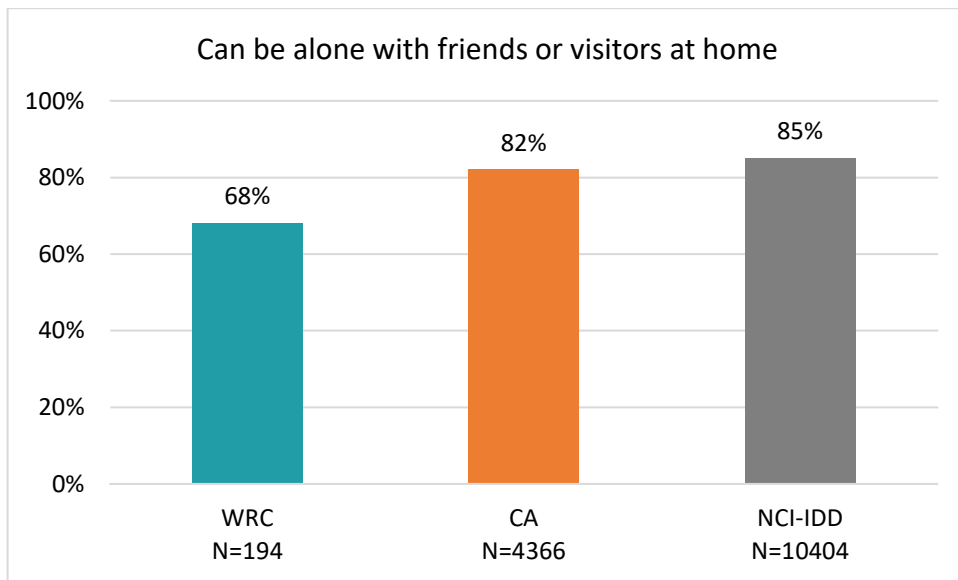
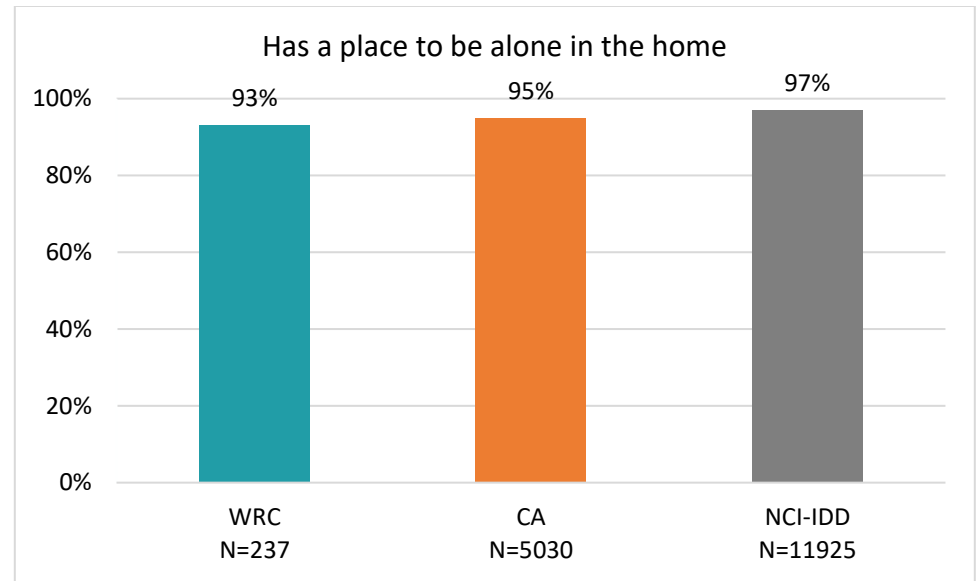
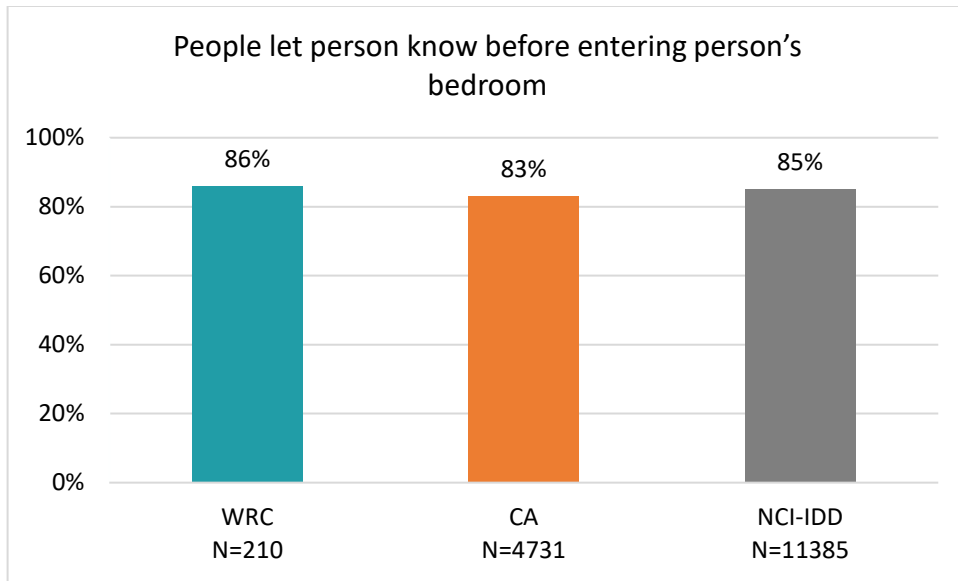


All CA and NCI-IDD Averages are weighted unless otherwise noted

\*\*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



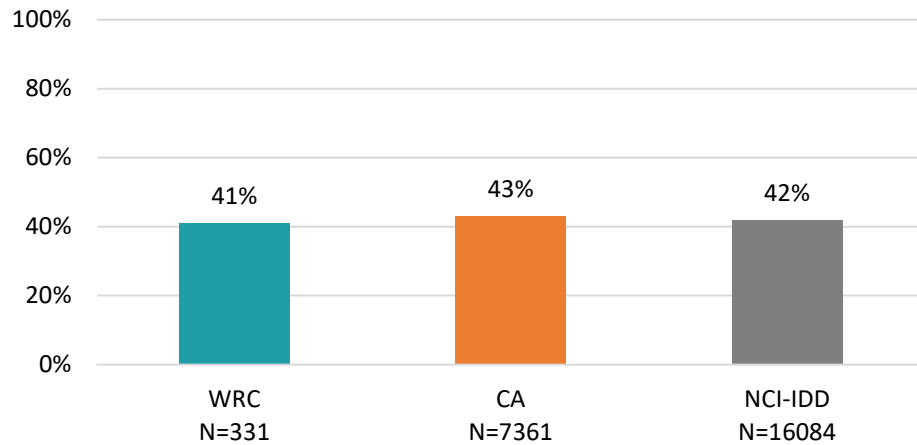
All CA and NCI-IDD Averages are weighted unless otherwise noted

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

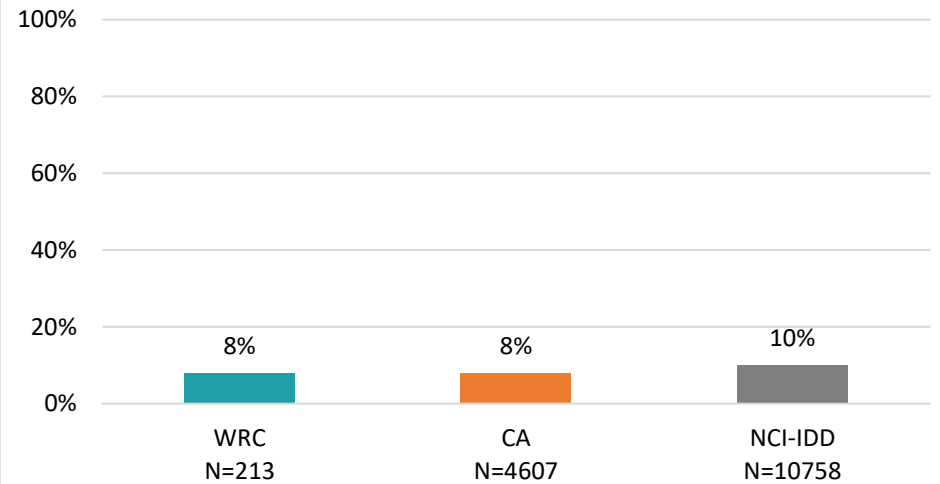
\*NCI-IDD Average includes data from states that had at least 25% "don't knows" and missing data

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

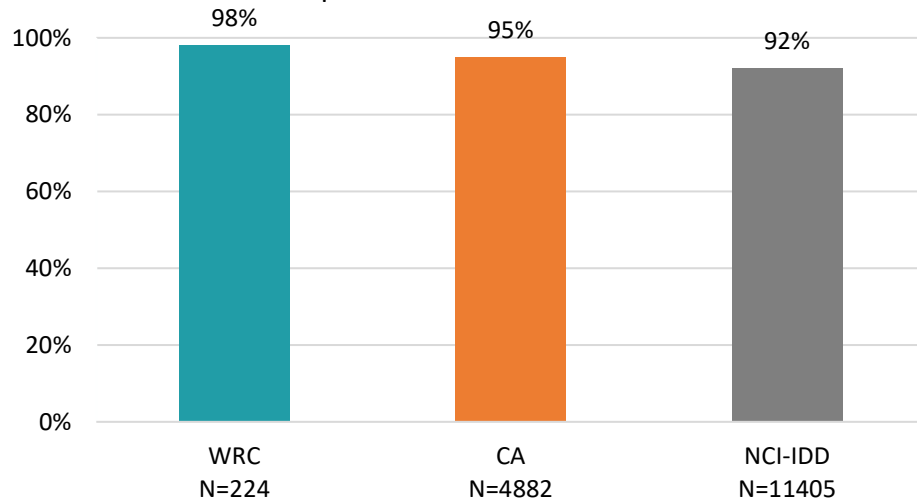
Can stay at home if others in the house go somewhere (if not living alone)



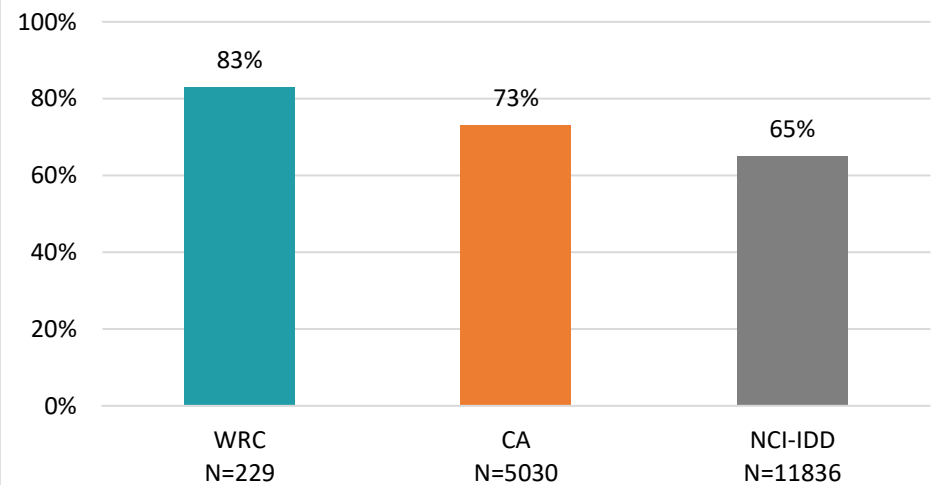
Others read person's mail or email without asking



Can use phone and internet when wants



Has a cell phone or smartphone

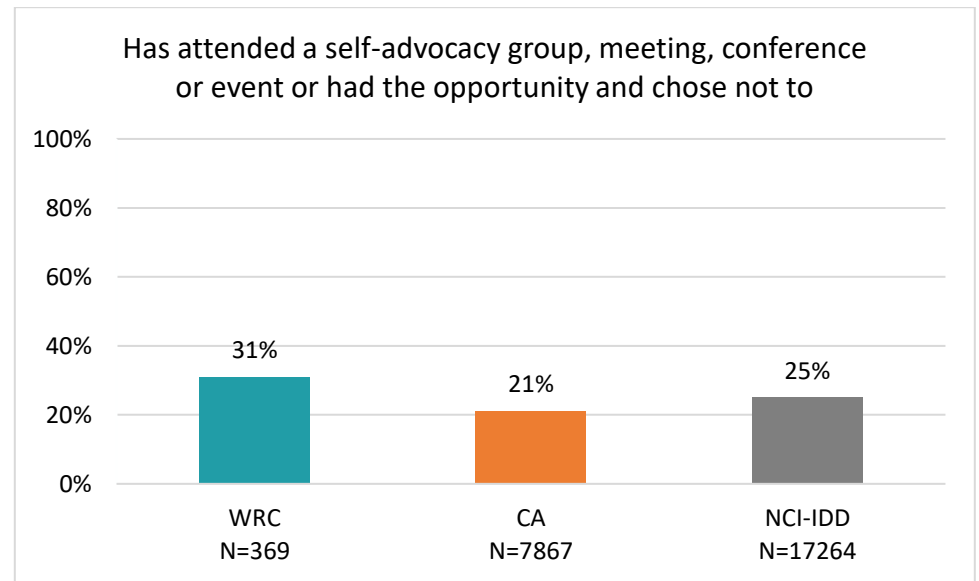
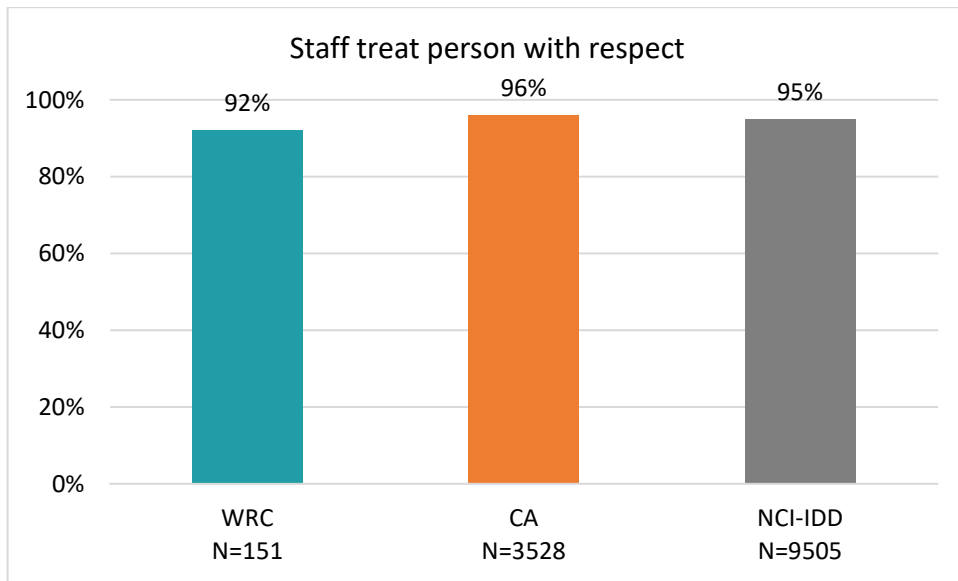
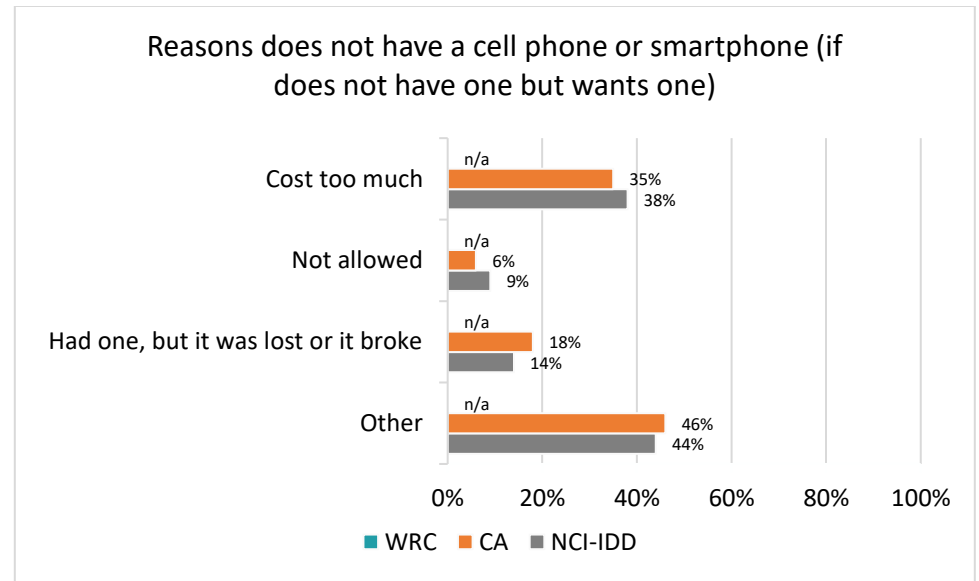
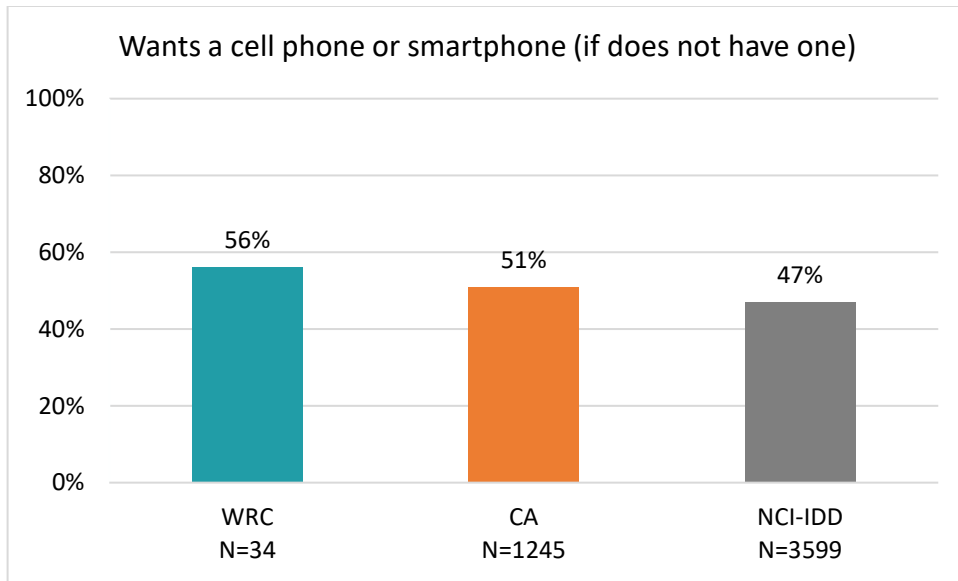


All CA and NCI-IDD Averages are weighted unless otherwise noted

\*\*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

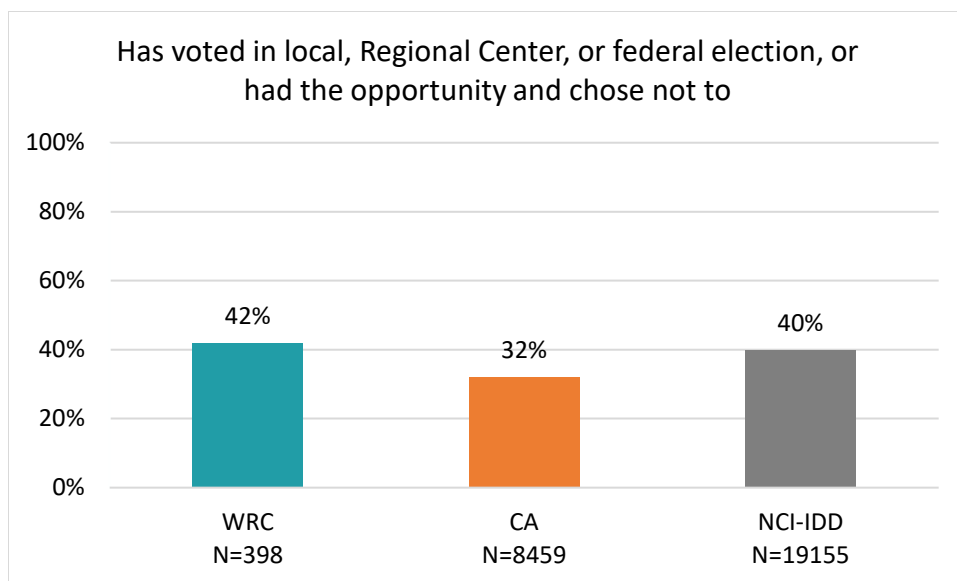


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Regional centers receive an 'n/a' designation within the table if 20 or fewer people responded to the survey item; however, their data are included in the CA Average

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

Regional Center	Yes	No	N
WRC	93%	7%	215
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
WRC	55%	45%	407
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
WRC	14%	7%	79%	161
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
WRC	46%	54%	383
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
WRC	86%	14%	210
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
WRC	93%	7%	237
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
WRC	68%	32%	194
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
WRC	54%	46%	190
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
WRC	41%	59%	331
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
WRC	8%	92%	213
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
WRC	98%	2%	224
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
WRC	83%	17%	229
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
WRC	56%	44%	34
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
WRC	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
WRC	92%	8%	151
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
WRC	31%	69%	369
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

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

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

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

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

Regional Center	Yes	No	N
<b>WRC</b>	42%	58%	398
<b>CA Average</b>	32%	68%	8,459
<b>Weighted NCI-IDD Average</b>	40%	60%	19,155

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

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

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

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

## Safety

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

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

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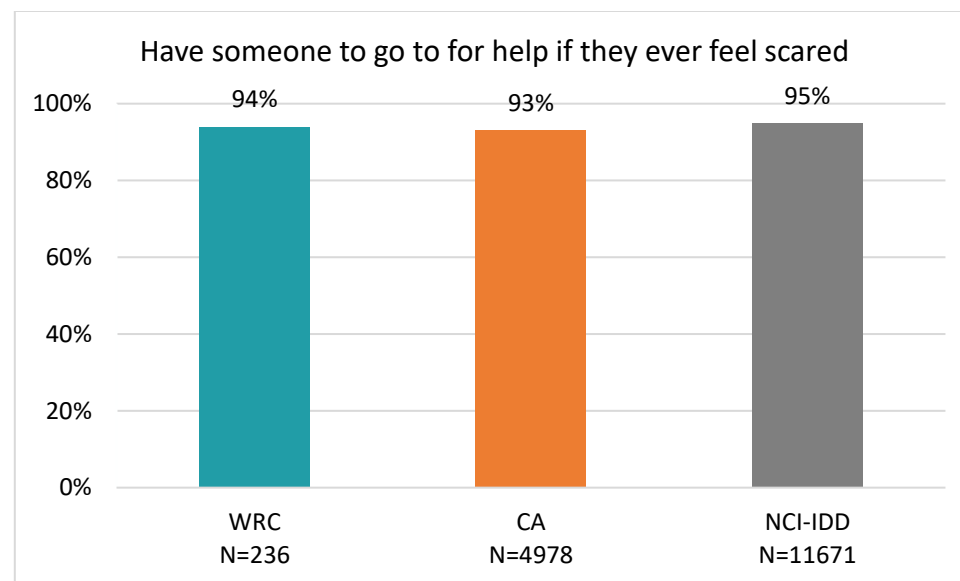
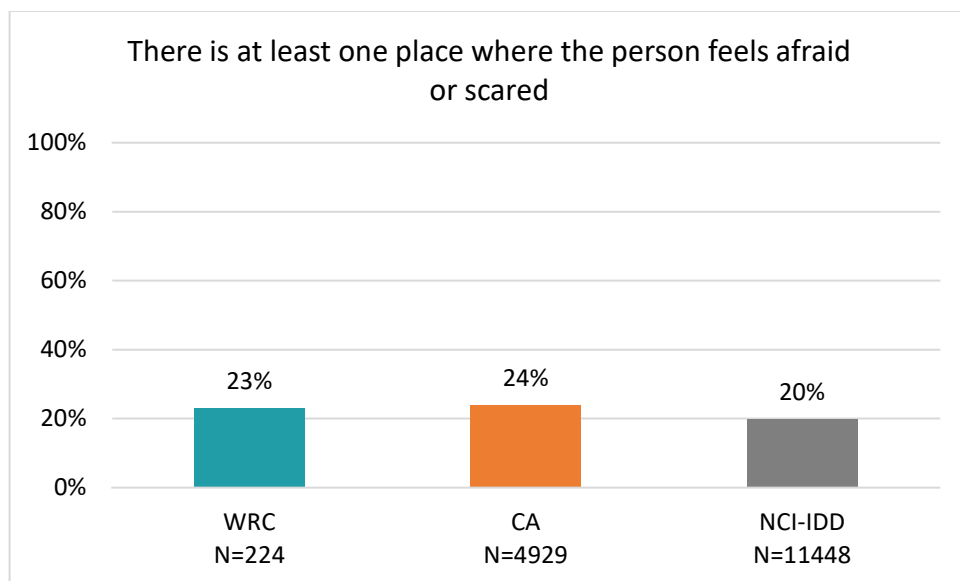
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Regional centers receive an ‘n/a’ designation within the table if 20 or fewer people responded to the survey item; however, their data are included in the CA Average

*Charts for 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
WRC	23%	77%	224
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
WRC	94%	6%	236
CA Average	93%	7%	4,978
Weighted NCI-IDD Average	95%	5%	11,671

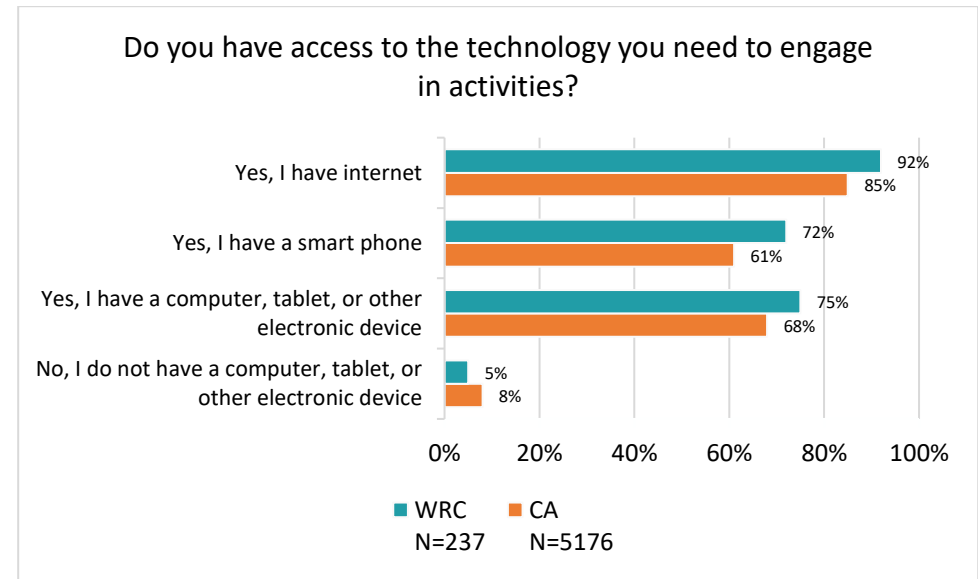
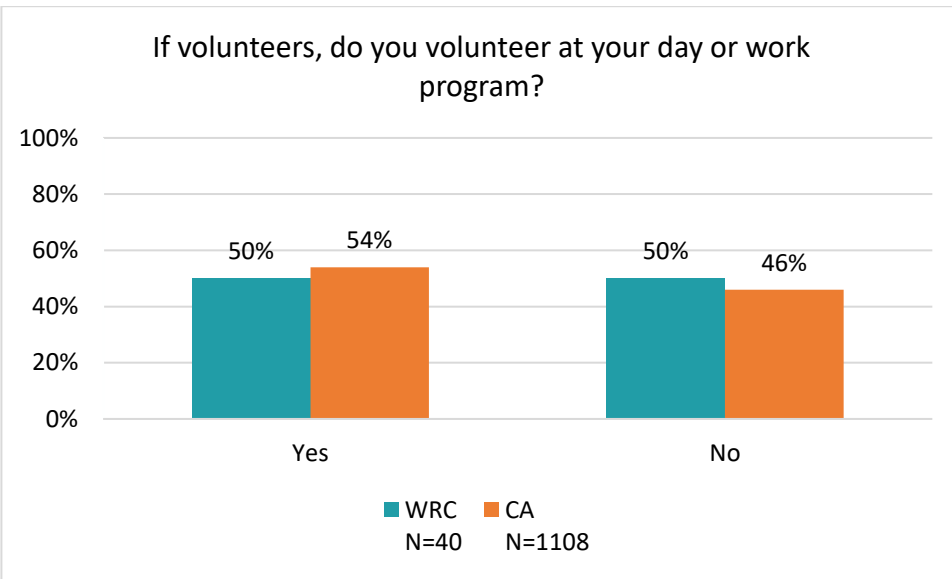
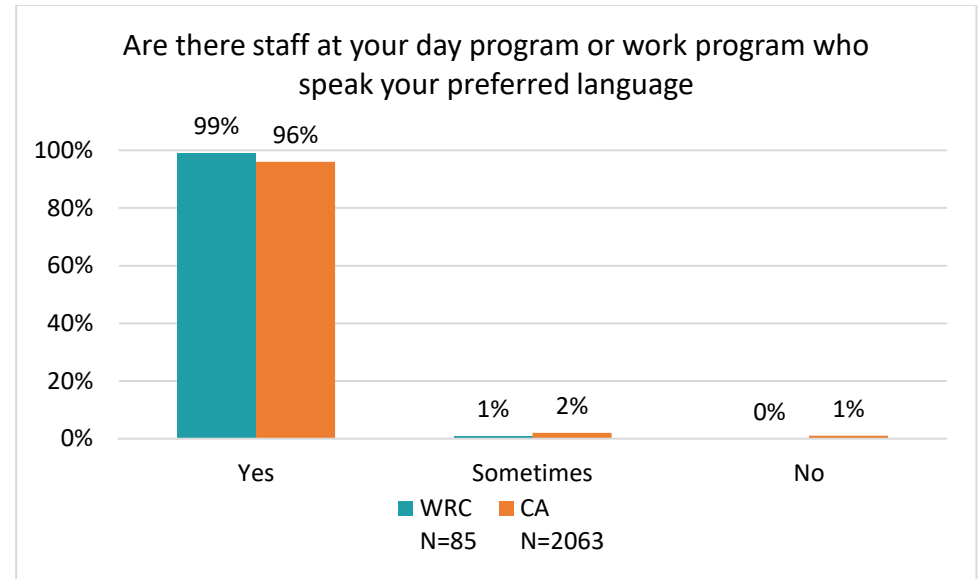
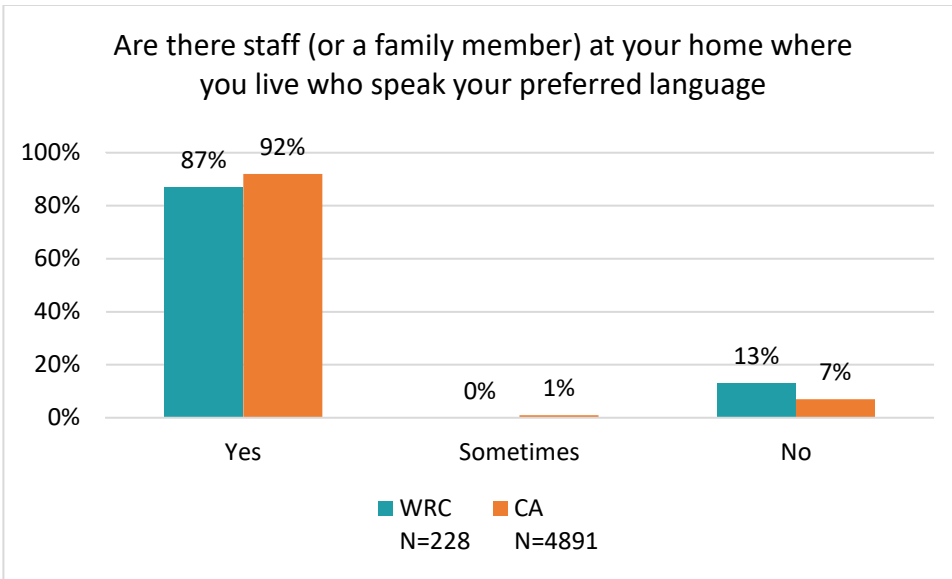
## CA Specific Questions

*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.**

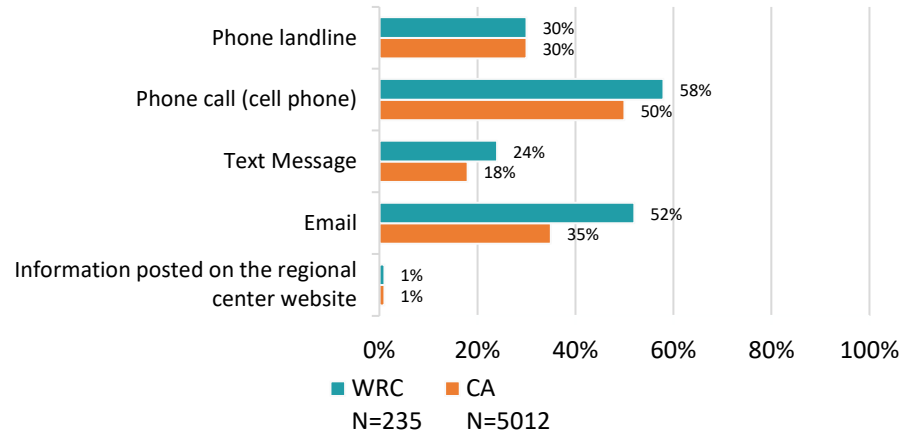
*Charts for CA Specific Questions*



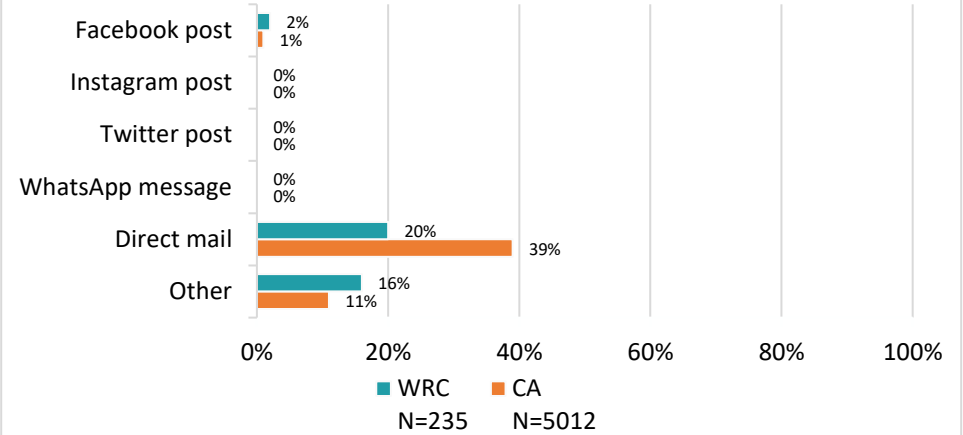


CA averages in this section are not weighted

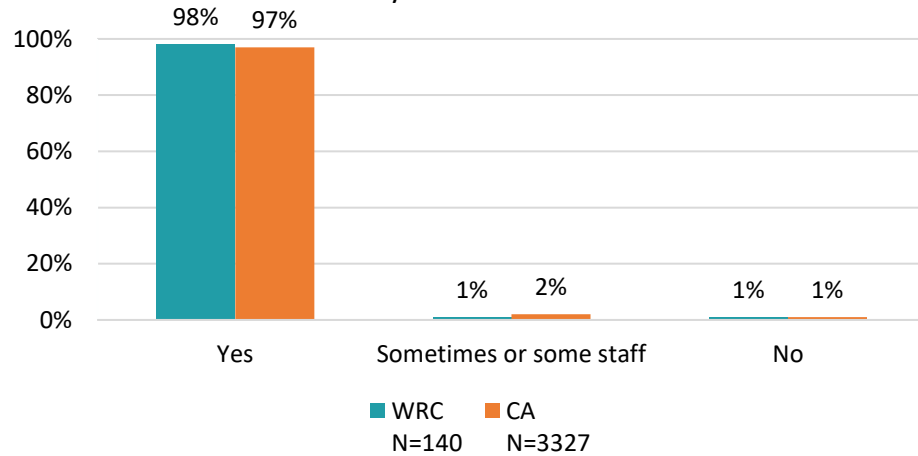
### What is the best way for you to receive information from the regional center?



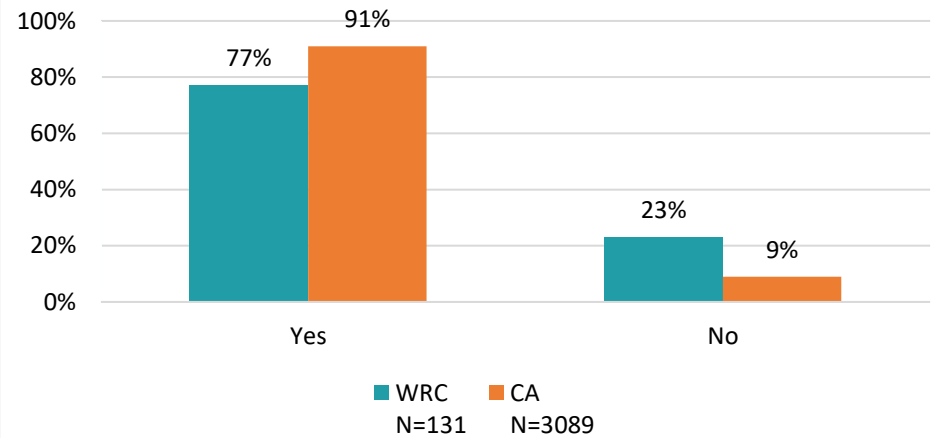
### What is the best way for you to receive information from the regional center? (Continued)



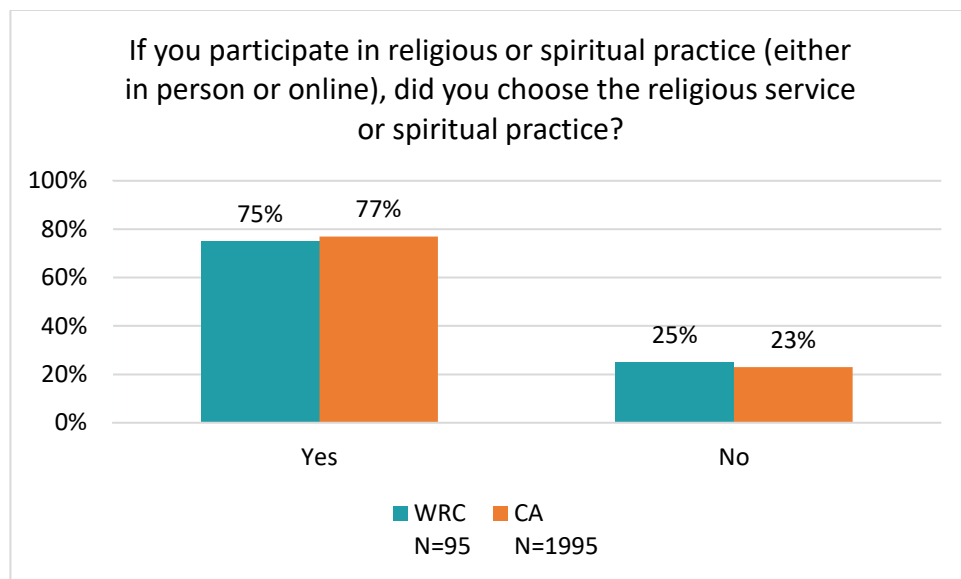
### Do your staff support you in a way that is respectful to your culture?



### 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
WRC	87%	0%	13%	228
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
WRC	99%	1%	0%	85
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
WRC	50%	50%	40
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
WRC	92%	72%	75%	5%	237
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
WRC	30%	58%	24%	52%	1%	235
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
WRC	2%	0%	0%	0%	20%	16%	235
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
WRC	98%	1%	1%	140
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
WRC	77%	23%	131
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
WRC	75%	25%	95
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*

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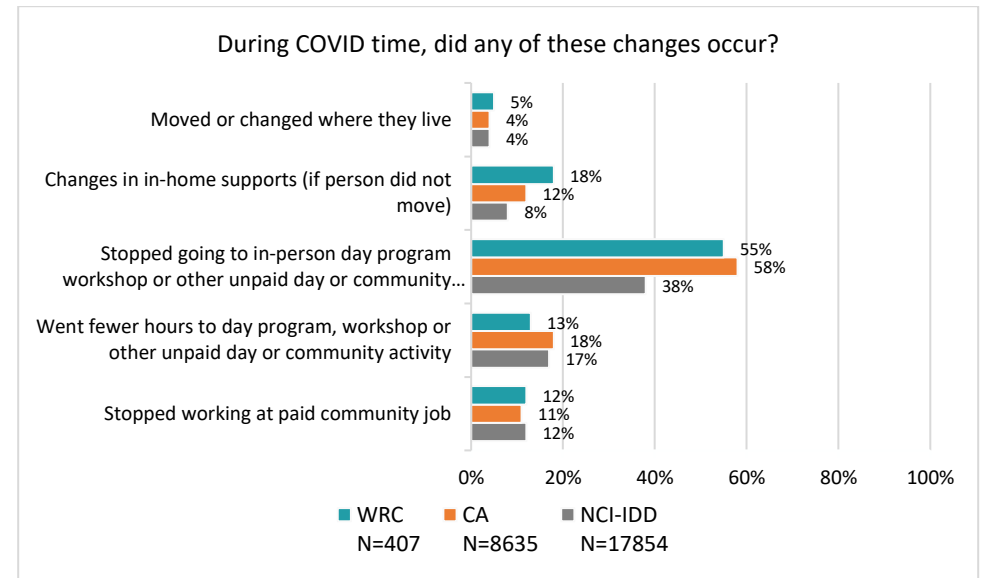
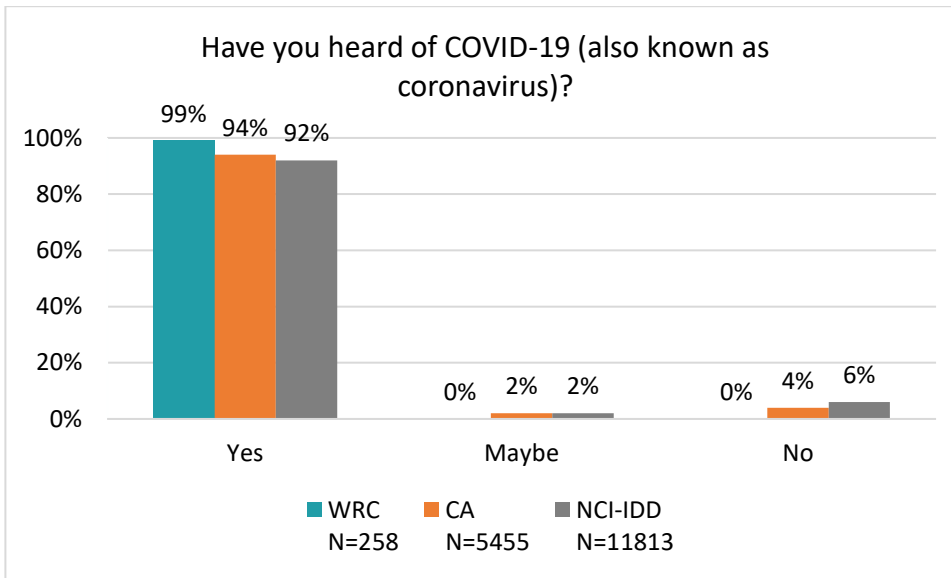
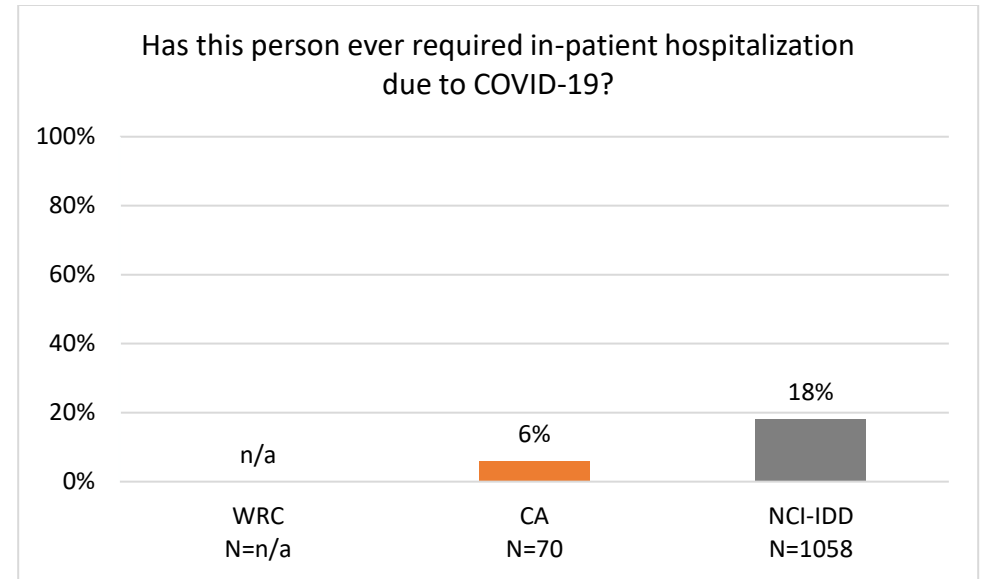
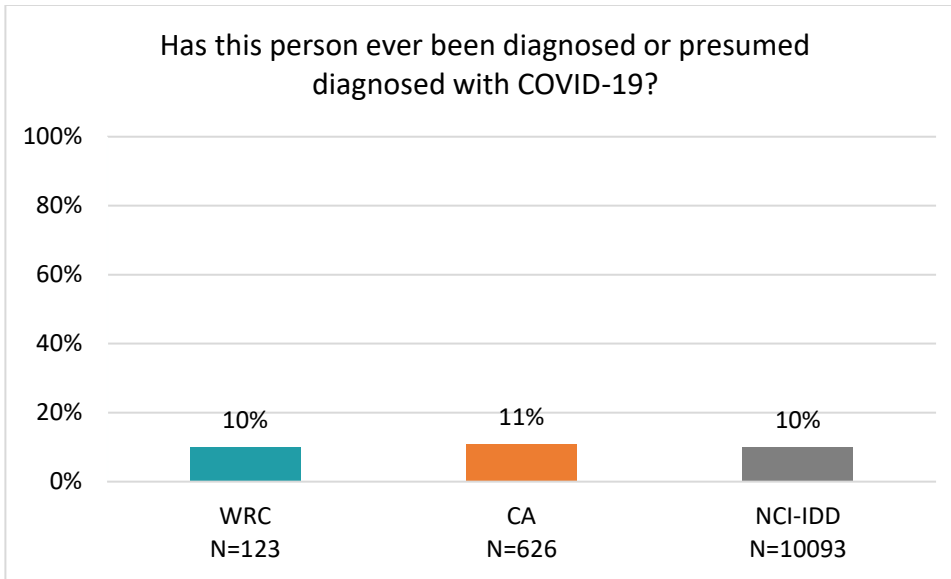
All CA and NCI-IDD Averages are weighted unless otherwise noted

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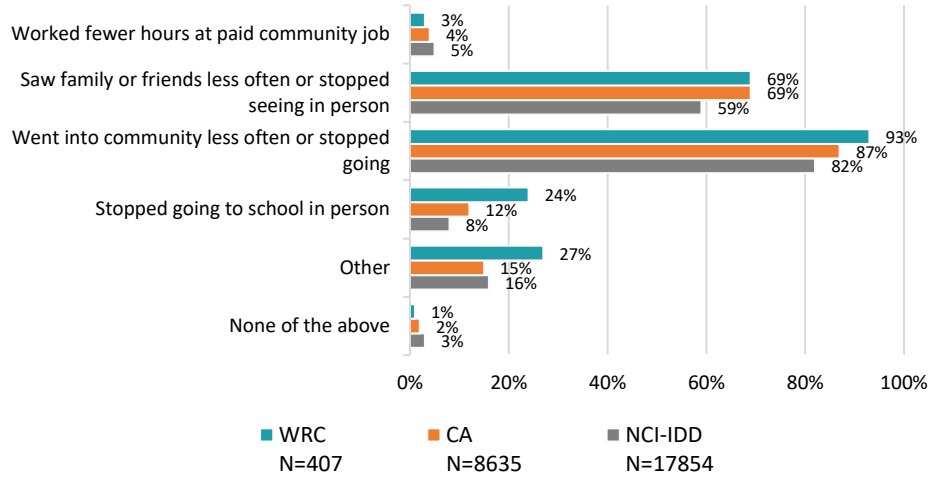
All CA and NCI-IDD Averages are weighted unless otherwise noted

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

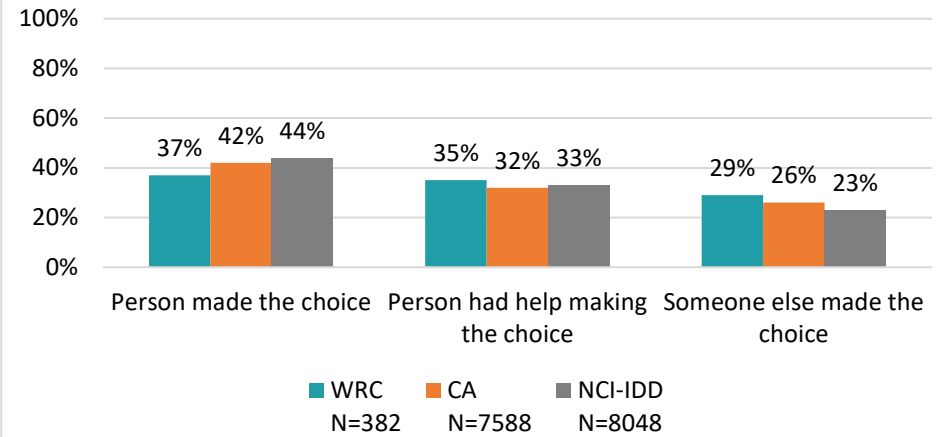
\*NCI-IDD Average includes data from states that had at least 25% "don't knows" and missing data

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

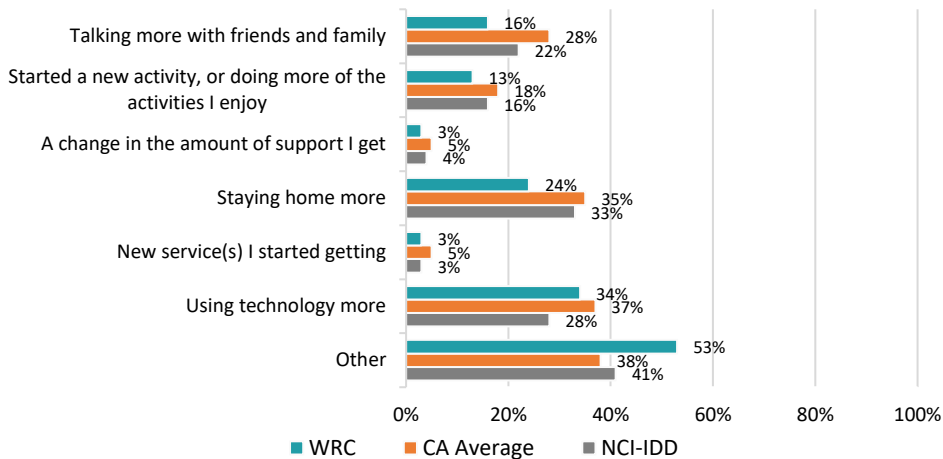
During COVID time, did any of these changes occur? (Continued)



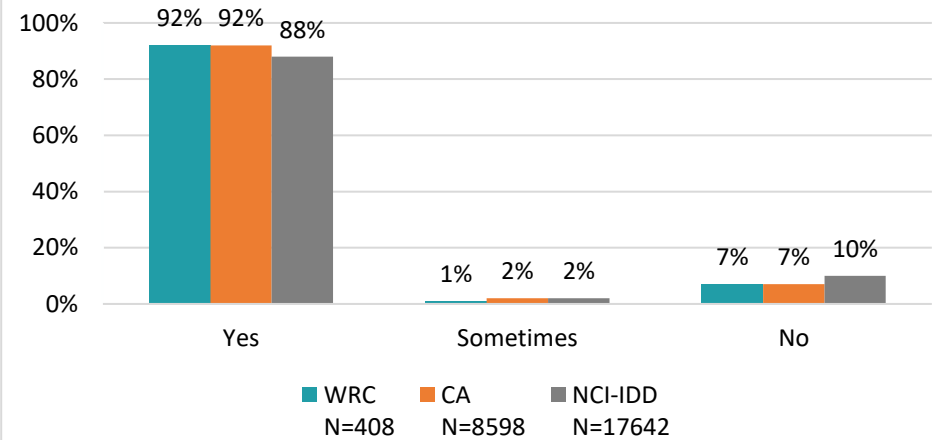
During COVID time, if there were changes in your daily schedule, did you get to choose your new daily schedule?



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



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

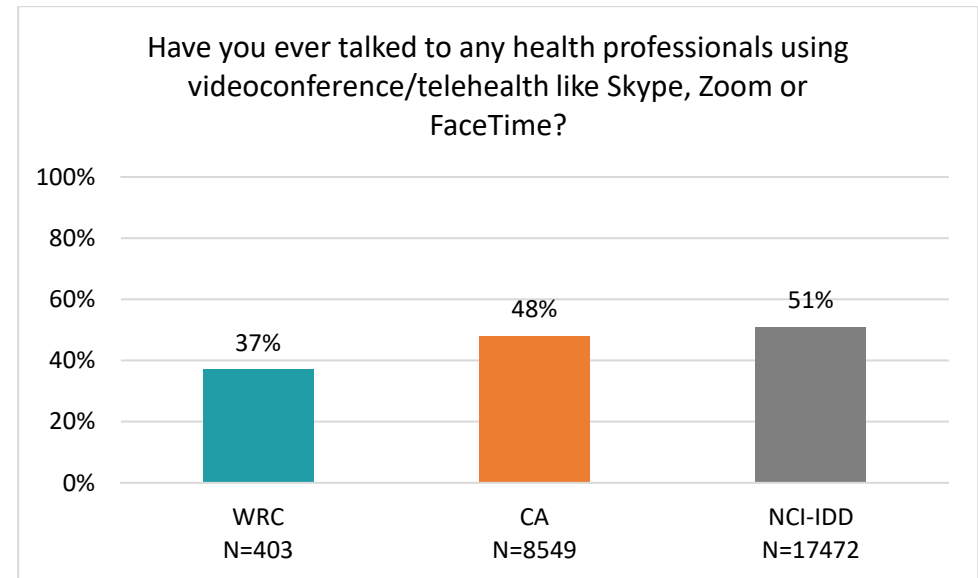
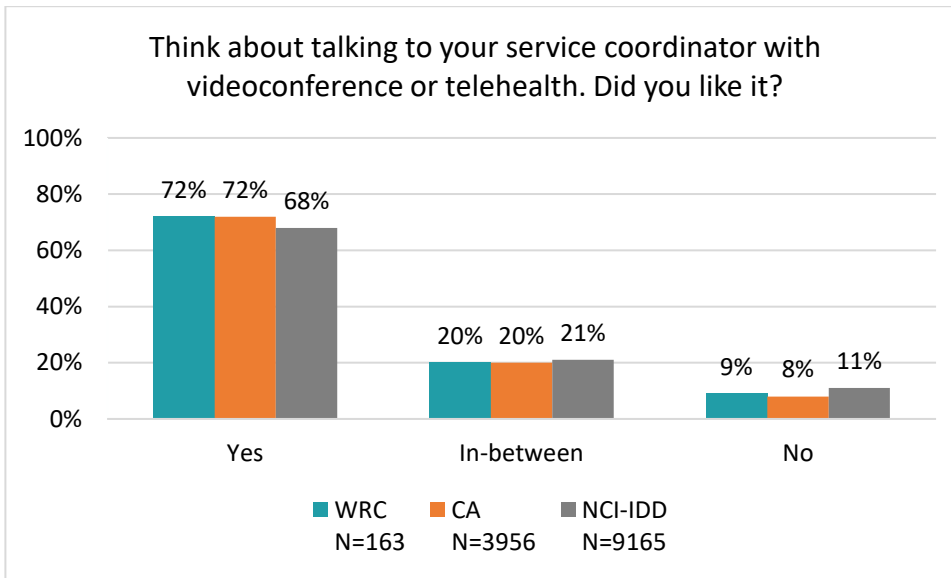
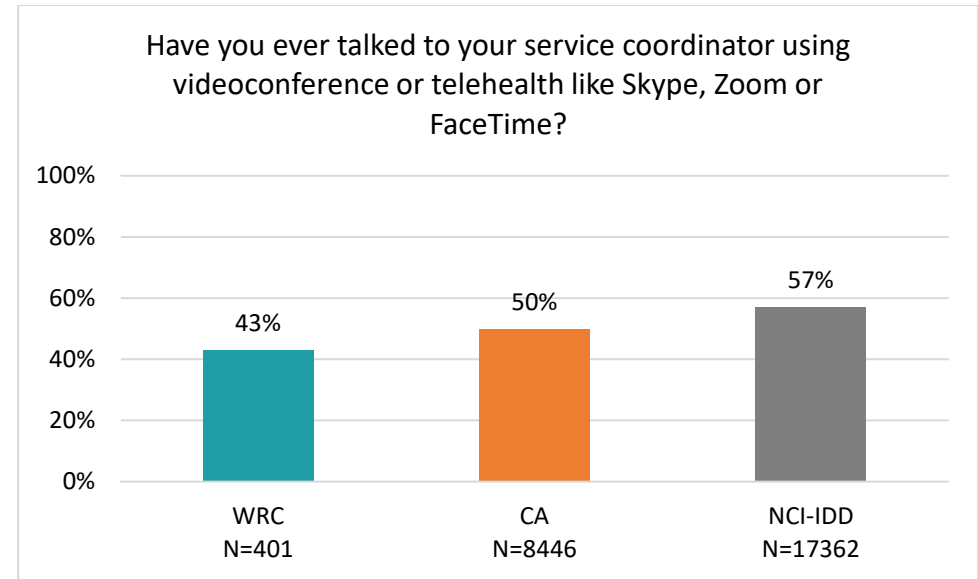
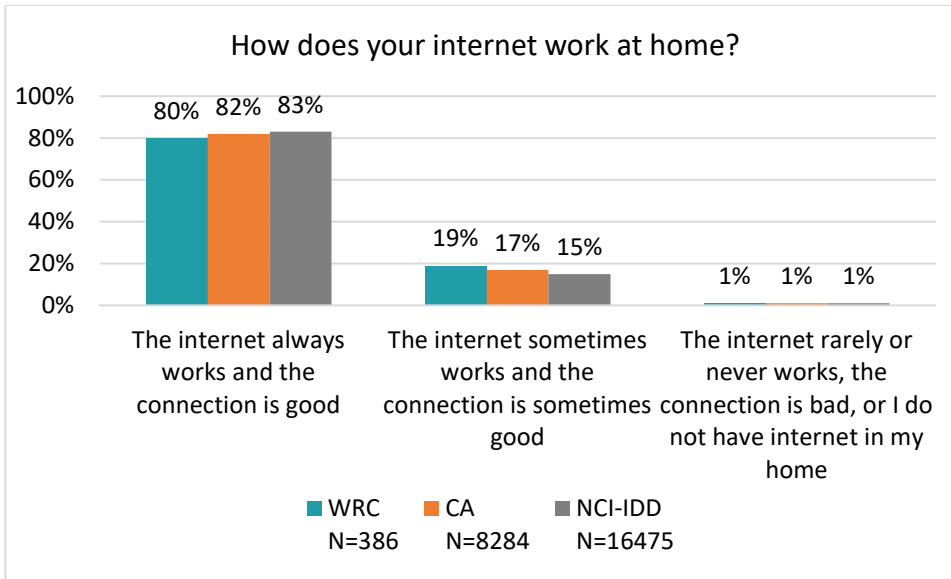


All CA and NCI-IDD Averages are weighted unless otherwise noted

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

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

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



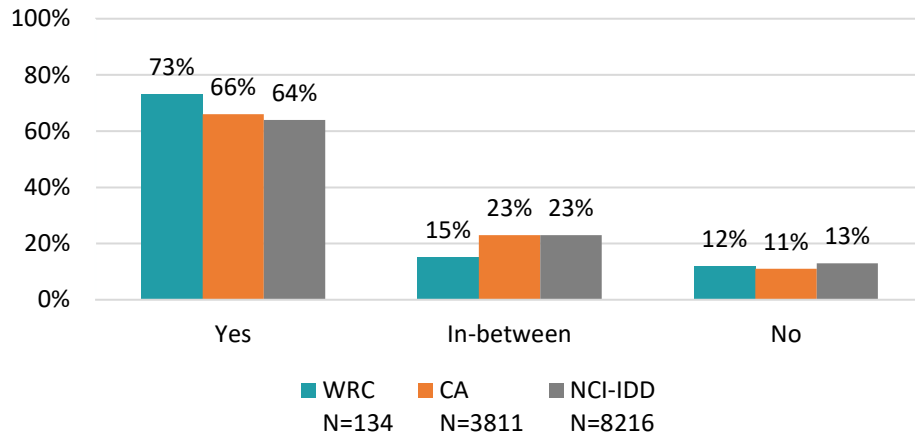
All CA and NCI-IDD Averages are weighted unless otherwise noted

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

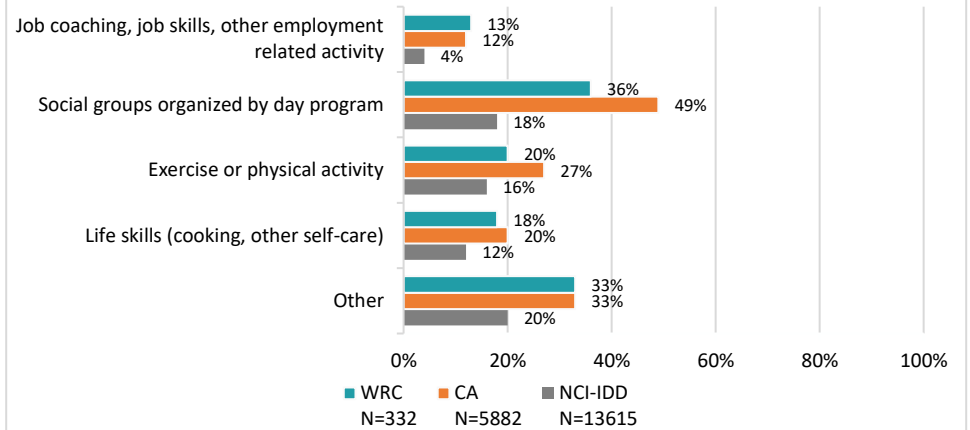
\*NCI-IDD Average includes data from states that had at least 25% "don't knows" and missing data

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

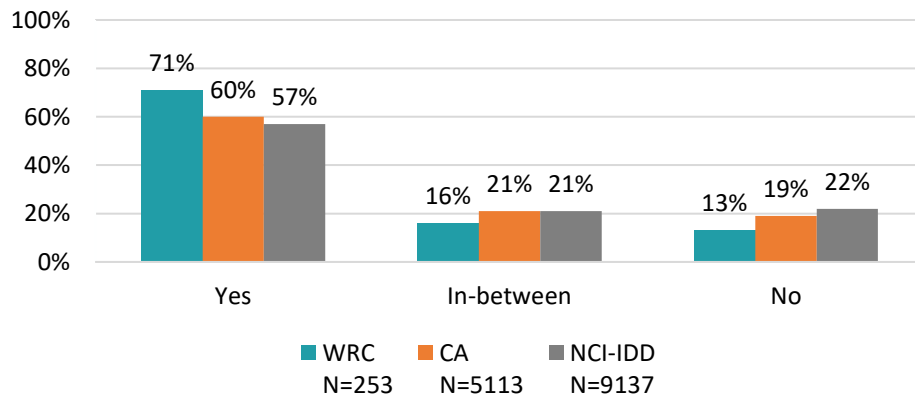
### Think about talking to health professionals with videoconference or telehealth. Did you like it?



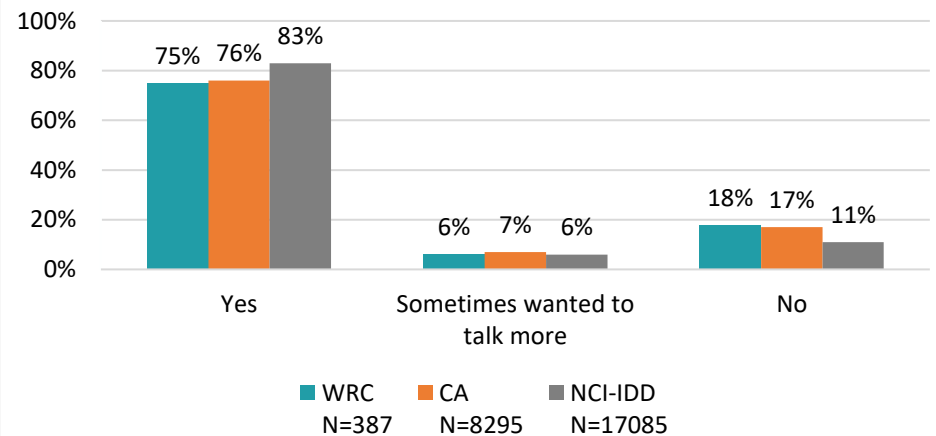
### Since the start of COVID time, did you do any of the following services using videoconference technology like Skype, Zoom or FaceTime?



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



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

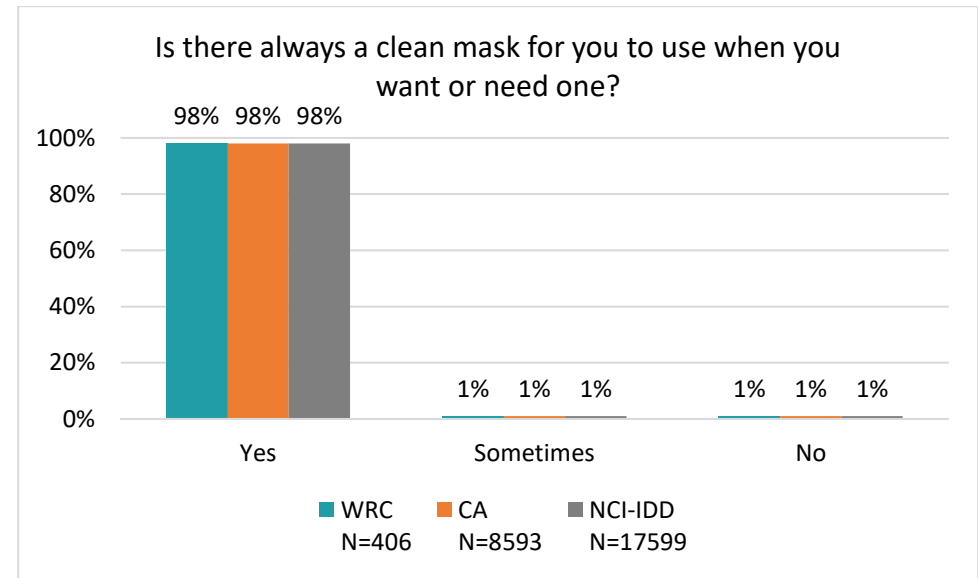
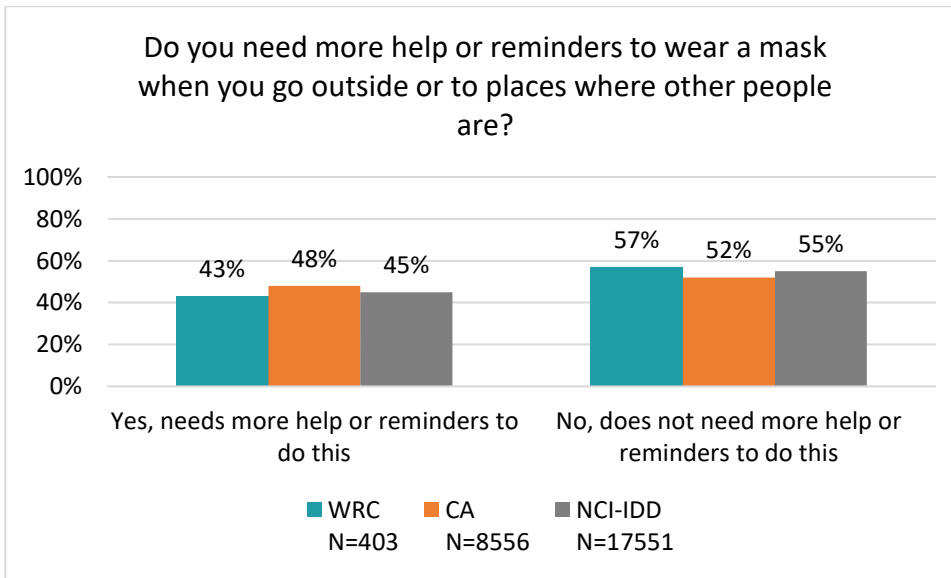
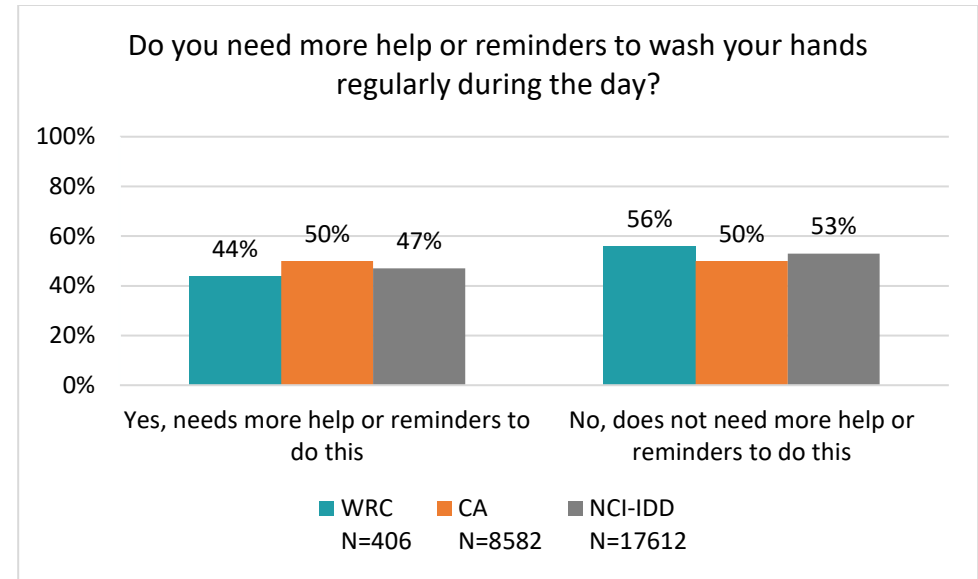
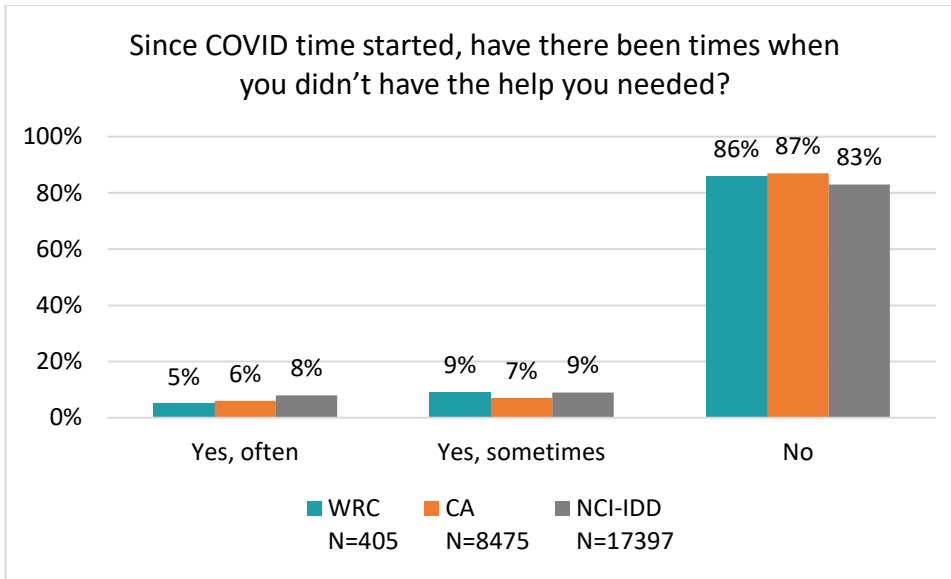


All CA and NCI-IDD Averages are weighted unless otherwise noted

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

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

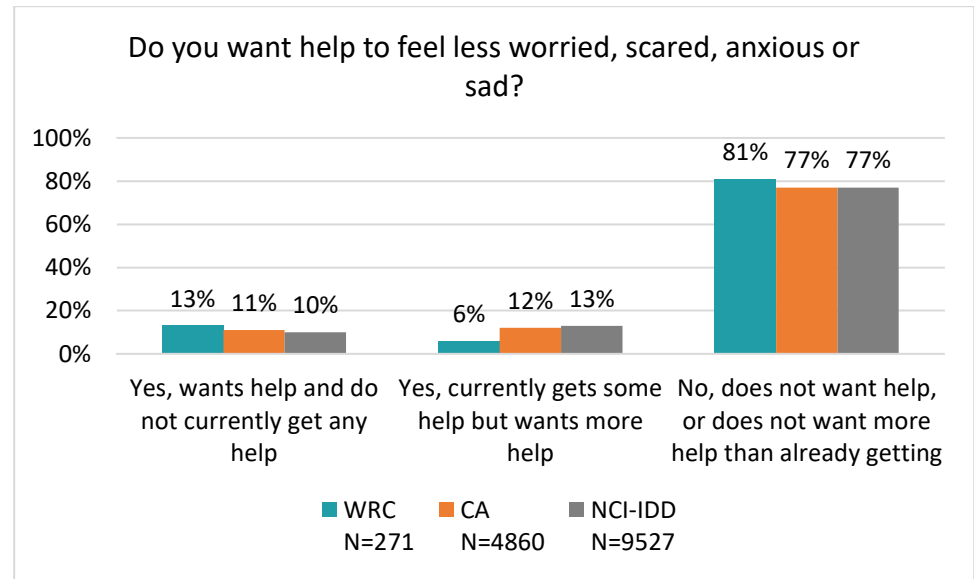
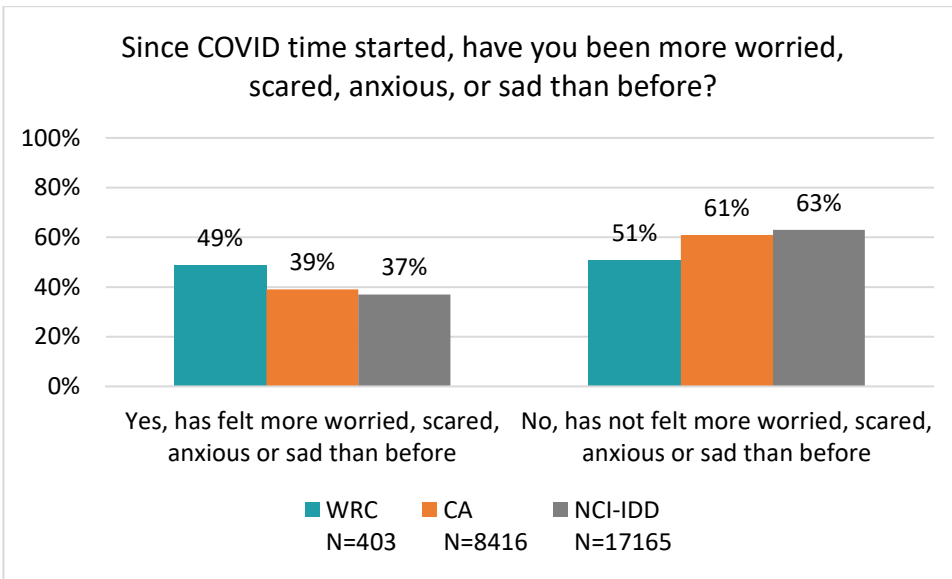
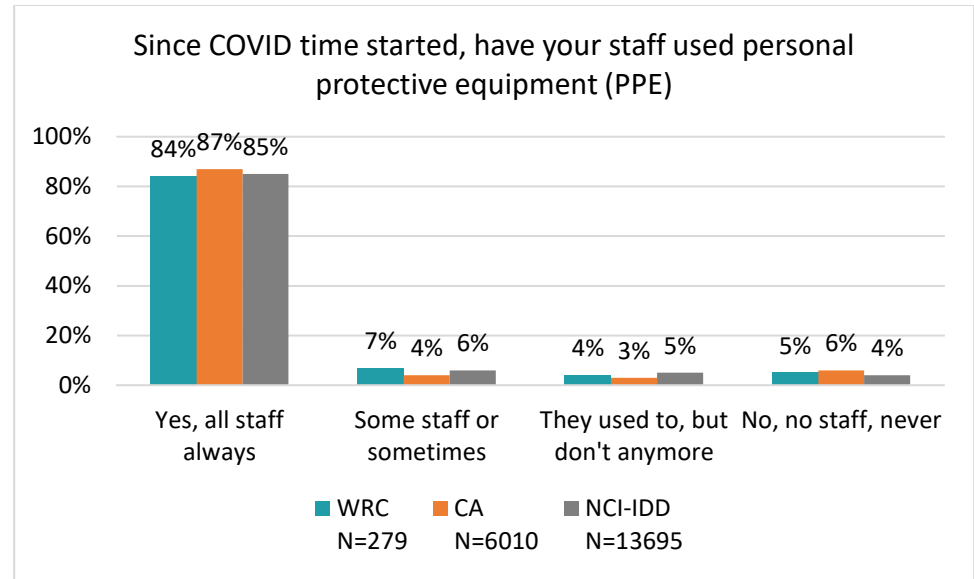
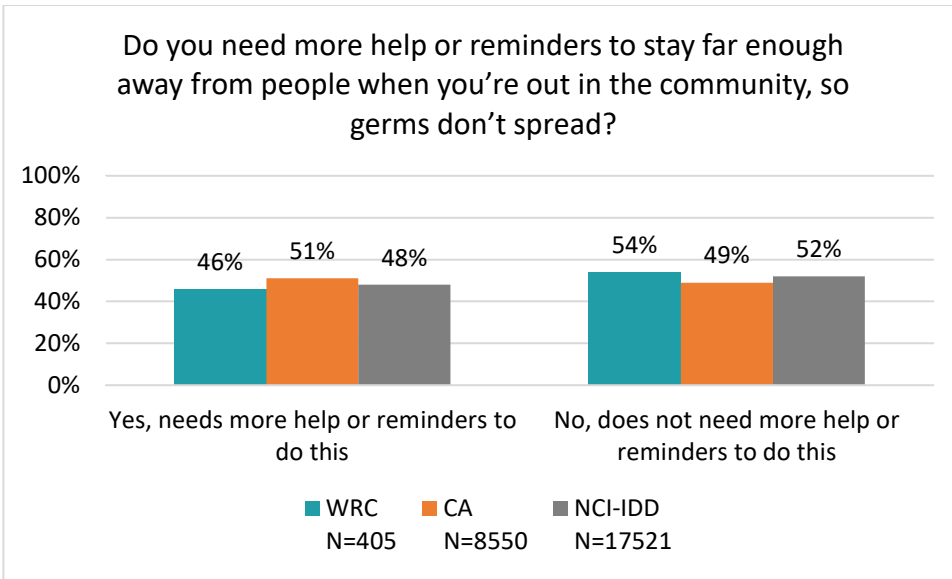


All CA and NCI-IDD Averages are weighted unless otherwise noted

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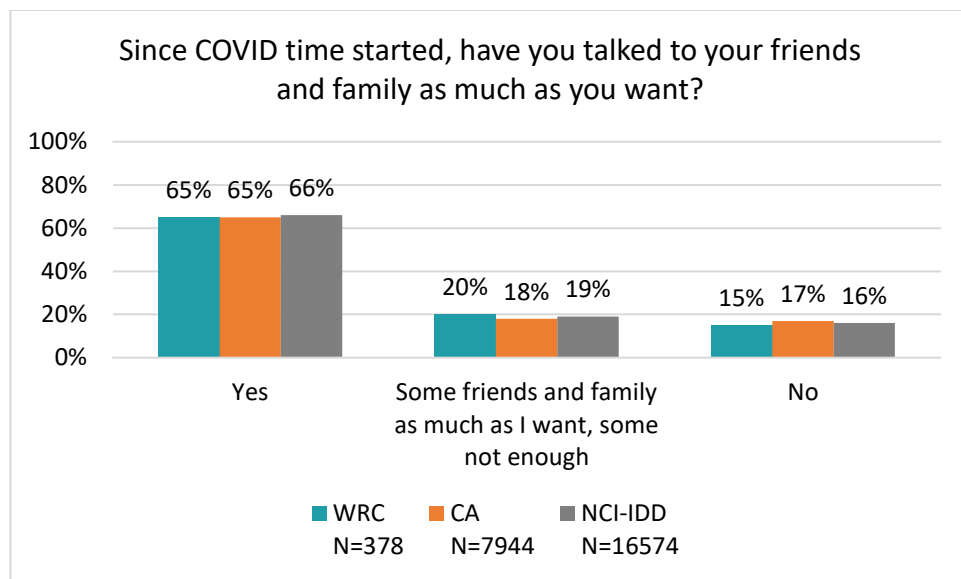


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**Table 127. Has this person ever been diagnosed or presumed diagnosed with COVID-19?**

Information may have been obtained through administrative records

Regional Center	Yes	No	N
WRC	10%	90%	123
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
WRC	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
WRC	99%	0%	0%	258
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
<b>WRC</b>	5%	18%	55%	13%	12%	407
<b>CA Average</b>	4%	12%	58%	18%	11%	8,635
<b>Weighted NCI-IDD Average</b>	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
<b>WRC</b>	3%	69%	93%	24%	27%	1%	407
<b>CA Average</b>	4%	69%	87%	12%	15%	2%	8,635
<b>Weighted NCI-IDD Average</b>	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
WRC	37%	35%	29%	382
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
WRC	16%	13%	3%	24%	3%	34%	53%
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
WRC	92%	1%	7%	408
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

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

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

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

Proxy respondents were allowed for this question

Regional Center	The internet always works and the connection is good	The internet sometimes works and the connection is sometimes good	The internet rarely or never works, the connection is bad, or I do not have internet in my home	N
<b>WRC</b>	80%	19%	1%	386
<b>CA Average</b>	82%	17%	1%	8,284
<b>Weighted NCI-IDD Average</b>	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
<b>WRC</b>	43%	57%	401
<b>CA Average</b>	50%	50%	8,446
<b>Weighted NCI-IDD Average</b>	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
<b>WRC</b>	72%	20%	9%	163
<b>CA Average</b>	72%	20%	8%	3,956
<b>Weighted NCI-IDD Average</b>	68%	21%	11%	9,165

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

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

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

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

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

Proxy respondents were allowed for this question

Regional Center	Yes	No	N
WRC	37%	63%	403
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
WRC	73%	15%	12%	134
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
WRC	13%	36%	20%	18%	33%	332
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

\*\*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 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
<b>WRC</b>	71%	16%	13%	253
<b>CA Average</b>	60%	21%	19%	5,113
<b>Weighted NCI-IDD Average</b>	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
<b>WRC</b>	75%	6%	18%	387
<b>CA Average</b>	76%	7%	17%	8,295
<b>Weighted NCI-IDD Average</b>	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
<b>WRC</b>	5%	9%	86%	405
<b>CA Average</b>	6%	7%	87%	8,475
<b>Weighted NCI-IDD Average</b>	8%	9%	83%	17,397

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

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

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

**Table 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
WRC	44%	56%	406
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
WRC	43%	57%	403
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
WRC	98%	1%	1%	406
CA Average	98%	1%	1%	8,593
Weighted NCI-IDD Average	98%	1%	1%	17,599

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

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

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

**Table 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
WRC	46%	54%	405
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
WRC	84%	7%	4%	5%	279
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
WRC	49%	51%	403
CA Average	39%	61%	8,416
Weighted NCI-IDD Average	37%	63%	17,165

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

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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 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
<b>WRC</b>	13%	6%	81%	271
<b>CA Average</b>	11%	12%	77%	4,860
<b>Weighted NCI-IDD Average</b>	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
<b>WRC</b>	65%	20%	15%	378
<b>CA Average</b>	65%	18%	17%	7,944
<b>Weighted NCI-IDD Average</b>	66%	19%	16%	16,574

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