

# 2021-22 Family/Guardian Survey (FGS)

## Regional Center Report

### Alta California Regional Center (ACRC)



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## Quality Assessment Project and National Core Indicators®

This report contains regional center level results from California’s statewide National Core Indicators Family/Guardian Survey data collection from fiscal year 2021-22 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>1</sup>. Regional centers can use this report to help guide strategic planning and monitor systemic changes.

## What is NCI®–IDD?

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

In 2021-22, a total of 48 states, the District of Columbia and 22 sub-state entities participated in NCI-IDD.

## What is the NCI-IDD Family/Guardian Survey?

The NCI-IDD Family/Guardian Survey is used to gather data on family outcomes. It is mailed to families or guardians who have an adult family member who does not live with the respondent and receives at least one service in addition to case management from the Regional Center<sup>2</sup>. The survey collects demographic information on both the individual receiving services (‘family member’) as well as the person who fills out the survey (the ‘respondent’) and information on services and supports received. The survey is continually refined and tested to ensure it is valid and reliable.

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<sup>1</sup> Refer to the California Statewide Family/Guardian Survey Report FY 21/22 for information about Quality Assessment Project implementation, NCI and California’s statewide results.

<sup>2</sup> NCI Averages include states that provide services through a central IDD Agency

Please note that while the term “case manager” is used throughout this report, the same role may also be referred to as “service coordinator” or “supports coordinator” depending on the state.

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

*Note: All Californians with an intellectual or developmental disability as defined by California law have both a civil right and an individual entitlement to receive services from the California Department of Developmental Services. As a result of these requirements, all eligible individuals are enrolled in California’s service system, and California establishes no waiting list for services. This impacts comparability between California NCI-IDD survey results and the NCI-IDD survey results of other states.*

## Important note on Impact of COVID-19

The 2021-22 NCI-IDD Family/Guardian Survey (FGS) data collection cycle began July 1, 2021 and ended June 30, 2022. California began data collection Dec 2021. As COVID-19 variants continued to impact communities across the United States, states were impacted in various ways throughout the year. Because the surveys do not collect information on the date of survey completion, these data cannot fully assess what impact the pandemic had on data collected at different times throughout the year. While these data will serve as an important baseline, and meaningful way for states to understand the overall impact of services on families of individuals being served, these data should be read with caution. To help better understand the overall impact of COVID-19 on families, 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 intellectual/developmental disabilities and their families at the beginning of the COVID-19 pandemic, and their interactions with services during that time. Last year’s Family/Guardian Survey COVID-19 Supplement can be found [here](#).

## What is included in this report?

This report includes this regional center’s Family/Guardian Survey data compared to the CA Statewide, and NCI-IDD Average.

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

If there are fewer than 20 respondents to a question, the data are shown as “n/a”, however, data are included in the statewide average.

This report also contains questions that California specifically requested be added. These questions are noted as “CA specific question” and for which there is no NCI-IDD comparison data. For those questions, the NCI-IDD Average is reported as “n/a”.

## *Demographics*

## *Demographics of Family Member Receiving Services*

*This section provides demographic information about the respondent.*

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

**Table 1a. Family Member's Residence**

All data are reported by the respondent based on their understanding of their family member's demographics, diagnoses, and personal characteristics. Specialized Facility for People with ID includes Intermediate Care Facilities (ICFs,) state-run or other institutional settings.

RC v CA v NCI	Specialized Facility for People with Intellectual Disabilities	Group Home or Agency-Operated Apartment	Independent Home or Apartment	N
ACRC	11%	30%	56%	330
CA	17%	40%	38%	4,592
NCI	14%	52%	27%	7,916

**Table 1b. Family Member's Residence (continued)**

All data are reported by the respondent based on their understanding of their family member's demographics, diagnoses, and personal characteristics. Specialized Facility for People with ID includes ICFs, state-run or other institutional settings.

RC v CA v NCI	Adult Foster Care or Host Family Home	Nursing Home	Homeless	Other	N
ACRC	2%	1%	0%	0%	330
CA	2%	1%	0%	1%	4,592
NCI	4%	1%	0%	1%	7,916

**Table 2. Family Member's Time Living in Current Residence**

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

RC v CA v NCI	Less than one year	One to three years	Four to five years	Over five years	N
ACRC	7%	22%	14%	57%	326
CA	8%	21%	12%	60%	4,546
NCI	7%	21%	11%	61%	7,820

**Table 3. Family Member's Residential Designation**

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

RC v CA v NCI	Urban or Suburban (in or near a city or large town)	Rural (Outside of a City or Town)	N
ACRC	92%	8%	323
CA	94%	6%	4,473
NCI	87%	13%	7,755

**Table 4. Family Member's Age**

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

RC v CA v NCI	Average Age	N
ACRC	43.9	323
CA	43.6	4,492
NCI	44.8	7,813

**Table 5. Family Member's Gender**

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

RC v CA v NCI	Male	Female	Other	N
ACRC	61%	39%	0%	323
CA	61%	39%	0%	4,559
NCI	60%	40%	0%	7,911

**Table 6. Family Member's Race and Ethnicity**

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

RC v CA v NCI	American Indian or Alaska Native	Asian	Black or African American	Pacific Islander	N
ACRC	2%	6%	6%	0%	324
CA	2%	9%	6%	0%	4,511
NCI	2%	5%	6%	0%	7810



**Table 6b. Family Member's Race and Ethnicity (continued)**

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

<b>RC v CA v NCI</b>	<b>White</b>	<b>Hispanic or Latino</b>	<b>Other</b>	<b>Prefer Not to Say</b>	<b>N</b>
ACRC	77%	5%	4%	3%	324
CA	73%	13%	2%	2%	4,511
NCI	80%	8%	2%	2%	7810

**Table 7a. Family Member's Disabilities (not mutually exclusive)**

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

<b>RC v CA v NCI</b>	<b>Intellectual Disability</b>	<b>Mood Illness or Psychiatric Disorder</b>	<b>Autism Spectrum Disorder</b>	<b>Cerebral Palsy</b>	<b>Limited or No Vision</b>	<b>Severe or Profound Hearing Loss</b>
ACRC	68%	26%	35%	14%	7%	7%
CA	68%	28%	36%	17%	8%	5%
NCI	74%	33%	34%	16%	8%	6%

**Table 7b. Family Member's Disabilities (continued)**

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

<b>RC v CA v NCI</b>	<b>Brain Injury</b>	<b>Seizure Disorder or Neurological Disorder</b>	<b>Chemical Dependency</b>	<b>Down Syndrome</b>	<b>Prader-Willi Syndrome</b>	<b>Fetal Alcohol Spectrum Disorder</b>	<b>Other</b>
ACRC	9%	25%	0%	9%	2%	1%	13%
CA	9%	25%	0%	8%	1%	1%	10%
NCI	9%	26%	1%	9%	1%	2%	11%

**Table 8a. Family Member's Health Conditions**

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

<b>RC v CA v NCI</b>	<b>Cardiovascular Disease</b>	<b>Diabetes</b>	<b>Cancer</b>	<b>High Blood Pressure</b>	<b>High Cholesterol</b>
ACRC	5%	13%	3%	32%	19%
CA	8%	17%	5%	28%	26%
NCI	8%	18%	5%	28%	27%

**Table 8b. Family Member's Health Conditions (continued)**

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

RC v CA v NCI	Dysphagia	Pressure Ulcers	Alzheimer's Disease or Other Dementia	Oral Health or Dental Problems	Sleep Apnea
ACRC	7%	2%	1%	17%	18%
CA	8%	2%	2%	14%	15%
NCI	12%	2%	4%	13%	17%

**Table 8c. Family Member's Health Conditions (continued)**

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

\*Added condition in 2021-22

RC v CA v NCI	Asthma*	Other Pulmonary Diagnosis (e.g., COPD, bronchitis, emphysema)*	Chronic Kidney Disease*	Long-term Health Problems Associated with COVID-19 (also known as Long COVID)*	Other
ACRC	16%	5%	2%	0%	25%
CA	11%	4%	3%	1%	25%
NCI	10%	4%	4%	1%	24%

**Table 9. Family Member's Preferred Means of Communication**

RC v CA v NCI	Spoken	Gestures or Body Language	Sign Language or Finger Spelling	Communication Aid or Device	Other	N
ACRC	83%	10%	2%	2%	2%	323
CA	80%	13%	2%	1%	4%	4,467
NCI	80%	13%	2%	1%	4%	7,738

**Table 10a. Family Member's Preferred Language**

The standard NCI-IDD Family/Guardian Survey responses are limited to: English, Spanish, Chinese (including Mandarin, Cantonese, and Hokkien), Tagalog (including Filipino), Vietnamese, American Sign Language (ASL), and other. California adds additional language responses to their survey tool; the NCI-IDD Average for "Other" captures the additional languages in the standard tool.

RC v CA v NCI	English	Spanish	Chinese (Including Mandarin, Cantonese, and Hokkien)	Tagalog	Vietnamese	American Sign Language (ASL)	N
ACRC	96%	0%	0%	0%	0%	2%	326
CA	93%	2%	1%	0%	0%	1%	4,497
NCI	95%	1%	0%	0%	0%	1%	7,796

**Table 10b. Family Member's Preferred Language (continued)**

The standard NCI-IDD Family/Guardian Survey responses are limited to: English, Spanish, Chinese (including Mandarin, Cantonese, and Hokkien), Tagalog (including Filipino), Vietnamese, American Sign Language (ASL), and other. California adds additional language responses to their survey tool; the NCI-IDD Average for "Other" captures the additional languages in the standard tool.

RC v CA v NCI	Arabic	Armenian	Farsi	Hindi	Hmong	N
ACRC	0%	0%	0%	0%	0%	326
CA	0%	0%	0%	0%	0%	4,497
NCI	n/a	n/a	n/a	n/a	n/a	7,796

**Table 10c. Family Member's Preferred Language (continued)**

The standard NCI-IDD Family/Guardian Survey responses are limited to: English, Spanish, Chinese (including Mandarin, Cantonese, and Hokkien), Tagalog (including Filipino), Vietnamese, American Sign Language (ASL), and other. California adds additional language responses to their survey tool; the NCI-IDD Average for "Other" captures the additional languages in the standard tool.

RC v CA v NCI	Japanese	Khmer	Korean	Laotian	Russian	Other	N
ACRC	1%	0%	0%	0%	0%	1%	326
CA	0%	0%	0%	0%	0%	3%	4,497
NCI	n/a	n/a	n/a	n/a	n/a	2%	7,796

**Table 11. Family Member Has Legal Court Appointed Guardian or Conservator**

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

RC v CA v NCI	No Guardianship/ Conservatorship	Limited	Full	Has No Guardianship/ Conservatorship but Level Is Unknown	N
ACRC	46%	23%	27%	4%	312
CA	42%	28%	24%	6%	4,159
NCI	29%	21%	44%	6%	7,312

**Table 12. Guardian or Conservator Relationship to Family Member**

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

RC v CA v NCI	Family	Friend	Regional Center Employee or Guardianship Agency	Other	N
ACRC	89%	1%		7% 4%	151
CA	92%	1%		5% 2%	2,255
NCI	88%	2%		6% 3%	4,676

**Table 13a. Family Member's Highest level of Education**

<b>RC v CA v NCI</b>	<b>Did Not Complete High School (and Not Currently Enrolled)</b>	<b>Currently Enrolled in High School</b>	<b>High School Certification</b>	<b>High School Diploma/GED</b>	<b>N</b>
ACRC	29%	1%	31%	21%	317
CA	30%	1%	31%	22%	4,273
NCI	29%	1%	32%	27%	7,415

**Table 13b. Family Member's Highest level of Education (continued)**

<b>RC v CA v NCI</b>	<b>Vocational School or Certificate Program</b>	<b>Some College</b>	<b>College Degree or Higher</b>	<b>N</b>
ACRC	3%	9%	8%	317
CA	3%	8%	5%	4,273
NCI	2%	5%	4%	7,415

**Table 14. Family Member's Support Needs for Self-Injurious, Disruptive, and/or Destructive Behaviors**

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

RC v CA v NCI	No Support Needed	Some Support Needed	Extensive Support Needed	N
ACRC	42%	35%	23%	321
CA	40%	35%	25%	4,348
NCI	36%	38%	26%	7,564

**Table 15. Family Member's Level of Help Needed with Personal Care Activities (for example, bathing, dressing, eating)**

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

RC v CA v NCI	No Support Needed	Some Support Needed	Extensive Support Needed	N
ACRC	37%	35%	28%	324
CA	32%	36%	33%	4,435
NCI	26%	38%	36%	7,708



**Table 16. Family Member's Need for Help with Other Daily Activities (for example, scheduling, managing money, or shopping)**

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

RC v CA v NCI	No Support Needed	Some Support Needed	Extensive Support Needed	N
ACRC	4%	33%	63%	326
CA	5%	30%	65%	4,486
NCI	3%	25%	72%	7,765

## *Demographics of Respondents*

*This section provides demographic information about the respondent.*

**Table 17a. Language Usually Spoken at Home**

The standard NCI-IDD Family/Guardian Survey responses are limited to: English, Spanish, Chinese (including Mandarin, Cantonese, and Hokkien), Tagalog (including Filipino), Vietnamese, American Sign Language (ASL), and other. California adds additional language responses to their survey tool; the NCI-IDD Average for “Other” captures the additional languages in the standard tool.

<b>RC v CA v NCI</b>	<b>English</b>	<b>Spanish</b>	<b>Chinese (Including Mandarin, Cantonese, and Hokkien)</b>	<b>Tagalog</b>	<b>Vietnamese</b>	<b>American Sign Language (ASL)</b>	<b>N</b>
ACRC	97%	0%	0%	0%	0%	0%	325
CA	92%	4%	1%	0%	0%	0%	4,513
NCI	95%	2%	0%	1%	0%	0%	7,803

**Table 17b. Language Usually Spoken at Home (continued)**

The standard NCI-IDD Family/Guardian Survey responses are limited to: English, Spanish, Chinese (including Mandarin, Cantonese, and Hokkien), Tagalog (including Filipino), Vietnamese, American Sign Language (ASL), and other. California adds additional language responses to their survey tool; the NCI-IDD Average for “Other” captures the additional languages in the standard tool.

<b>RC v CA v NCI</b>	<b>Arabic</b>	<b>Armenian</b>	<b>Farsi</b>	<b>Hindi</b>	<b>Hmong</b>	<b>N</b>
ACRC	0%	0%	0%	0%	0%	325
CA	0%	0%	0%	0%	0%	4,513
NCI	n/a	n/a	n/a	n/a	n/a	7,803

**Table 17c. Language Usually Spoken at Home (continued)**

The standard NCI-IDD Family/Guardian Survey responses are limited to: English, Spanish, Chinese (including Mandarin, Cantonese, and Hokkien), Tagalog (including Filipino), Vietnamese, American Sign Language (ASL), and other. California adds additional language responses to their survey tool; the NCI-IDD Average for “Other” captures the additional languages in the standard tool.

<b>RC v CA v NCI</b>	<b>Japanese</b>	<b>Khmer</b>	<b>Korean</b>	<b>Laotian</b>	<b>Russian</b>	<b>Other</b>	<b>N</b>
ACRC	0%	0%	0%	0%	0%	2%	325
CA	0%	0%	0%	0%	0%	2%	4,513
NCI	n/a	n/a	n/a	n/a	n/a	2%	7,803

**Table 18. Respondent's Age**

<b>RC v CA v NCI</b>	<b>Under 35</b>	<b>35-54</b>	<b>55-74</b>	<b>75 and Older</b>	<b>N</b>
ACRC	1%	7%	60%	32%	322
CA	2%	8%	55%	35%	4,505
NCI	1%	11%	60%	28%	7,797

**Table 19. Respondent's Health**

RC v CA v NCI	Excellent	Very Good	Good	Fair	Poor	N
ACRC	14%	40%	31%	12%	2%	321
CA	15%	34%	32%	16%	3%	4463
NCI	15%	36%	33%	14%	3%	7,744

**Table 20. Respondent's Relationship to Family Member**

RC v CA v NCI	Parent	Sibling	Spouse	Grandparent	Public Guardian	Private Guardian	Other	N
ACRC	89%	6%	0%	0%	1%	0%	4%	322
CA	88%	7%	0%	0%	0%	0%	4%	4,456
NCI	73%	16%	0%	1%	2%	1%	7%	7,745

**Table 21. Respondent's Frequency of Visits With Family Member in the Past 12 months**

RC v CA v NCI	Did Not Visit	1 to 3 Times	4 to 6 Times	7 to 12 Times	More Than 12 Times	N
ACRC	5%	8%	9%	12%	65%	322
CA	7%	11%	9%	10%	63%	4,455
NCI	6%	11%	11%	12%	61%	7,736

**Table 22. Respondent's Highest Level of Education**

RC v CA v NCI	No High School Diploma or GED	High School Diploma or GED	Vocational School or Certificate Program	Some College	College Degree or Higher	N
ACRC	2%	13%	5%	25%	55%	319
CA	5%	12%	4%	23%	55%	4,417
NCI	4%	17%	6%	22%	51%	7,669

**Table 23. Total Taxable Household Income of Wage Earners in the Past Year**

Please note: Does not include state/federal benefits such as Supplemental Security Income (SSI), Social Security Disability Insurance (SSDI), etc.

RC v CA v NCI	No Earned Income	Up to \$15,000	\$15,001- \$25,000	\$25,001- \$50,000	\$50,001- \$75,000	Over \$75,000	Prefer Not to Say	N
ACRC	11%	3%	5%	9%	15%	28%	29%	310
CA	13%	5%	6%	11%	11%	23%	32%	4,290
NCI	5%	6%	12%	12%	22%	11%	32%	7,386

## *Services and Supports Received*

*This section provides information about the services and supports received by the family from the regional center <sup>3</sup>(RC).*

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

**Table 24a. Services and Supports Received From Regional Center<sup>4</sup>**

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

<b>RC v CA v NCI</b>	<b>Financial Support</b>	<b>In-Home Support</b>	<b>Residential Supports</b>
ACRC	50%	57%	48%
CA	51%	47%	64%
NCI	40%	45%	59%

**Table 24b. Services and Supports Received From Regional Center (continued)<sup>5</sup>**

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

<b>RC v CA v NCI</b>	<b>Day or Employment Supports</b>	<b>Transportation</b>	<b>Mental/behavioral health care or other treatments or therapies</b>
ACRC	56%	68%	39%
CA	60%	60%	45%
NCI	76%	52%	19%

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

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



**Table 25. Additional Services and Supports Received (*Not from the Regional Centers*<sup>6</sup>)**

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

<b>RC v CA v NCI</b>	<b>Social Security Payments (SSI/Social Security Benefits (SSB))</b>	<b>Services or Supports from Other Agencies or Organizations</b>
ACRC	89%	23%
CA	90%	24%
NCI	93%	27%

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<sup>6</sup> Some NCI states provide services through a statewide ID/DD agency

## *Family/Guardian Survey Results*

## *Information and Planning*

*Families have the information and support needed to take part in planning supports and services for their family member receiving services and supports from the state developmental disabilities system.*

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

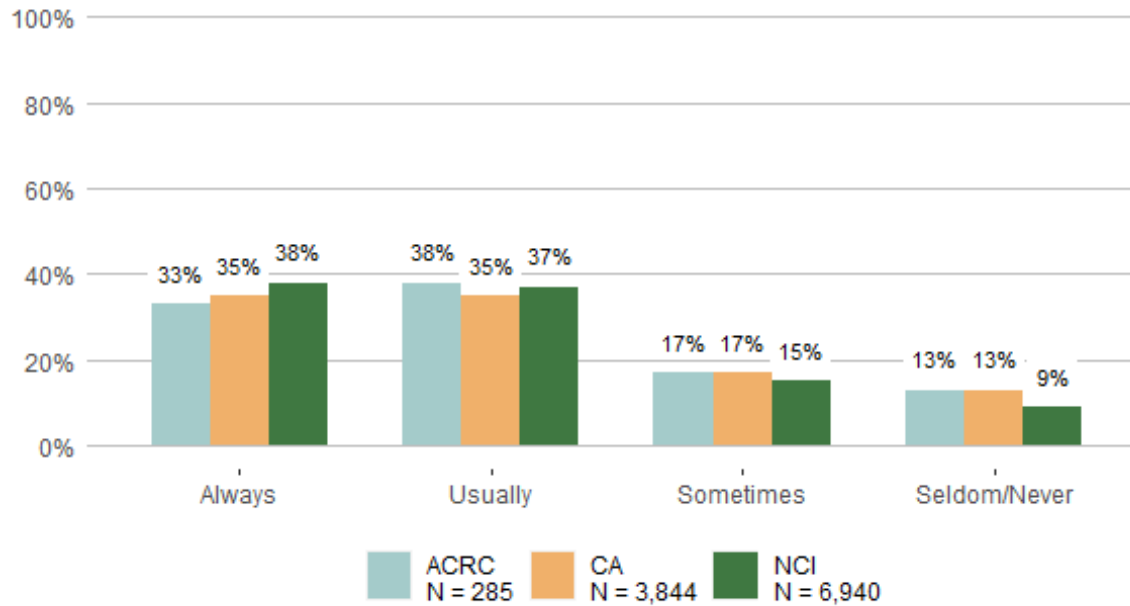


Table 26. Do you get enough information to take part in planning services for your family member?

RC v CA v NCI	Always	Usually	Sometimes	Seldom/Never	N
ACRC	33%	38%	17%	13%	285
CA	35%	35%	17%	13%	3,844
NCI	38%	37%	15%	9%	6,940

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

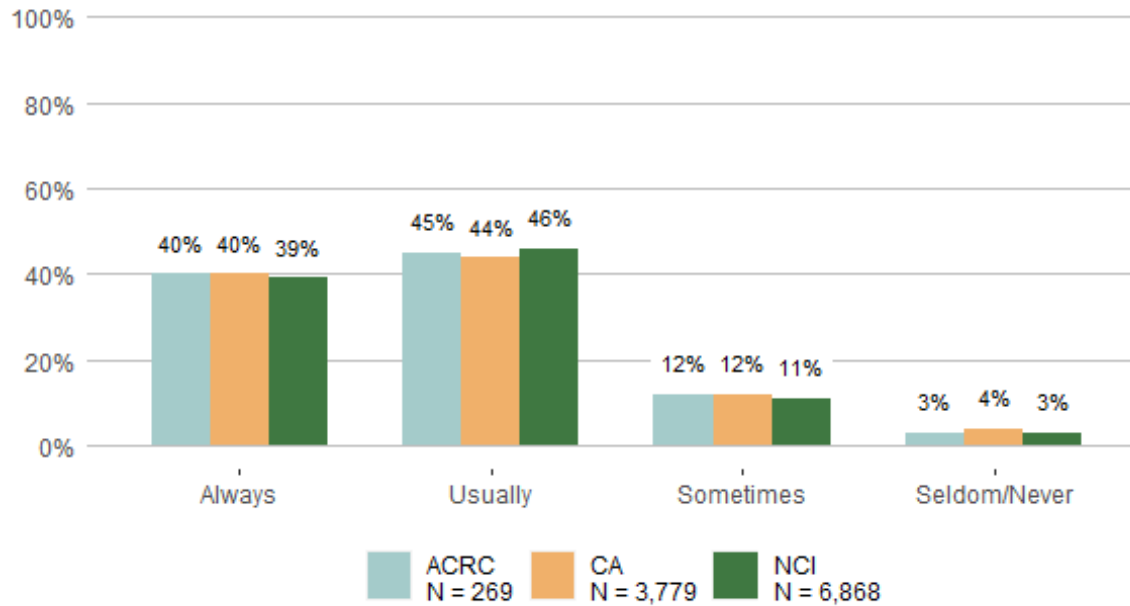
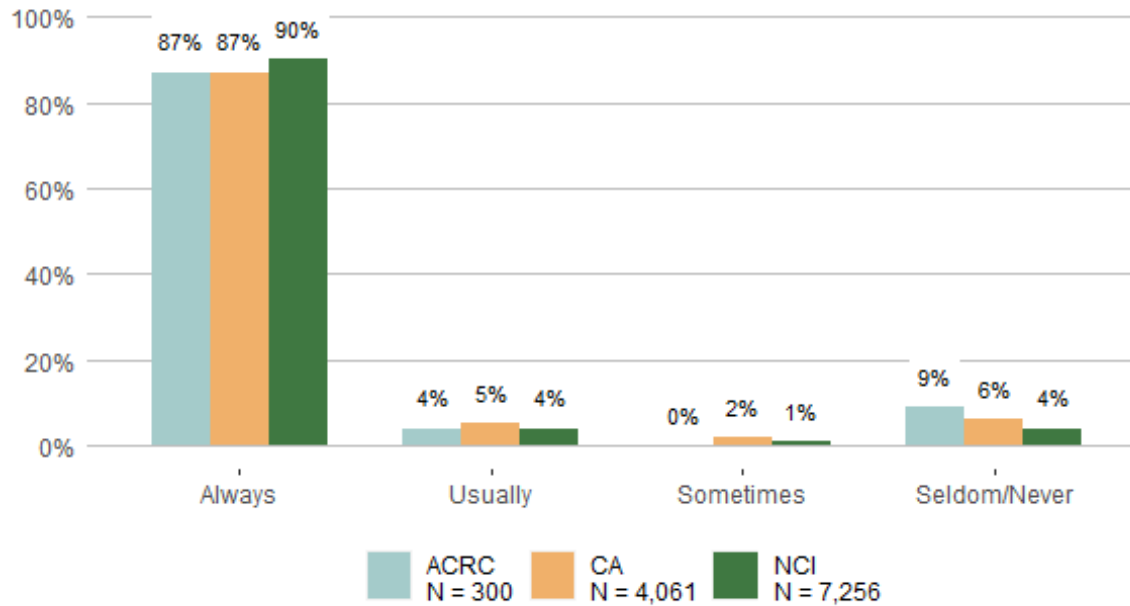


Table 27. Is the information you get about services and supports easy to understand?

RC v CA v NCI	Always	Usually	Sometimes	Seldom/Never	N
ACRC	40%	45%	12%	3%	269
CA	40%	44%	12%	4%	3,779
NCI	39%	46%	11%	3%	6,868

Do you get information about services and supports  
in your preferred language?

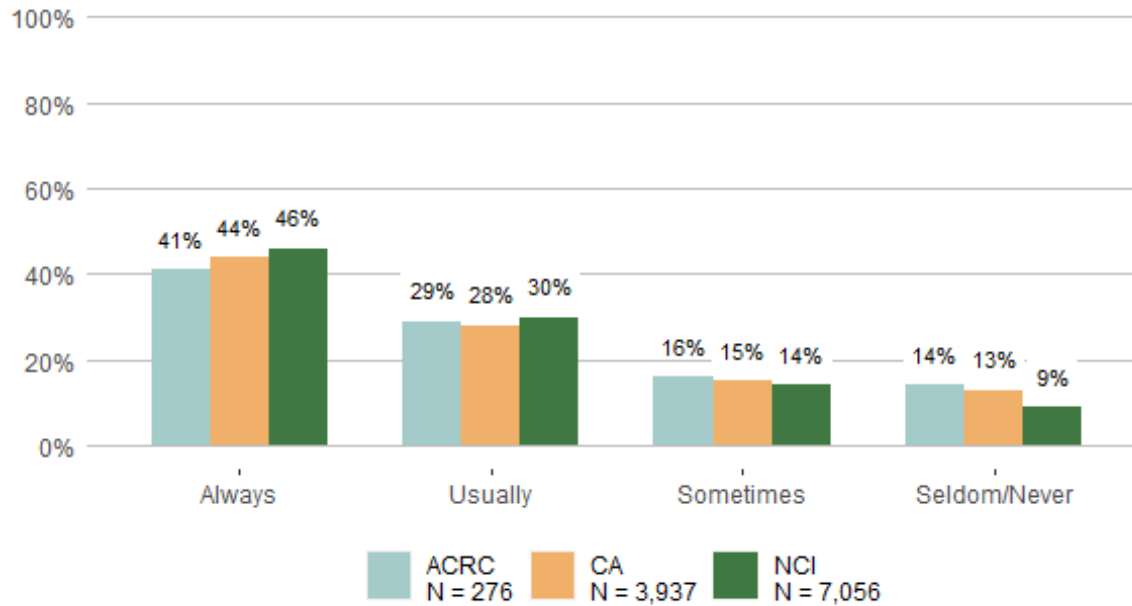


**Table 28. Do you get information about services and supports in your preferred language?**

New question in 2021-22

RC v CA v NCI	Always	Usually	Sometimes	Seldom/Never	N
ACRC	87%	4%	0%	9%	300
CA	87%	5%	2%	6%	4,061
NCI	90%	4%	1%	4%	7,256

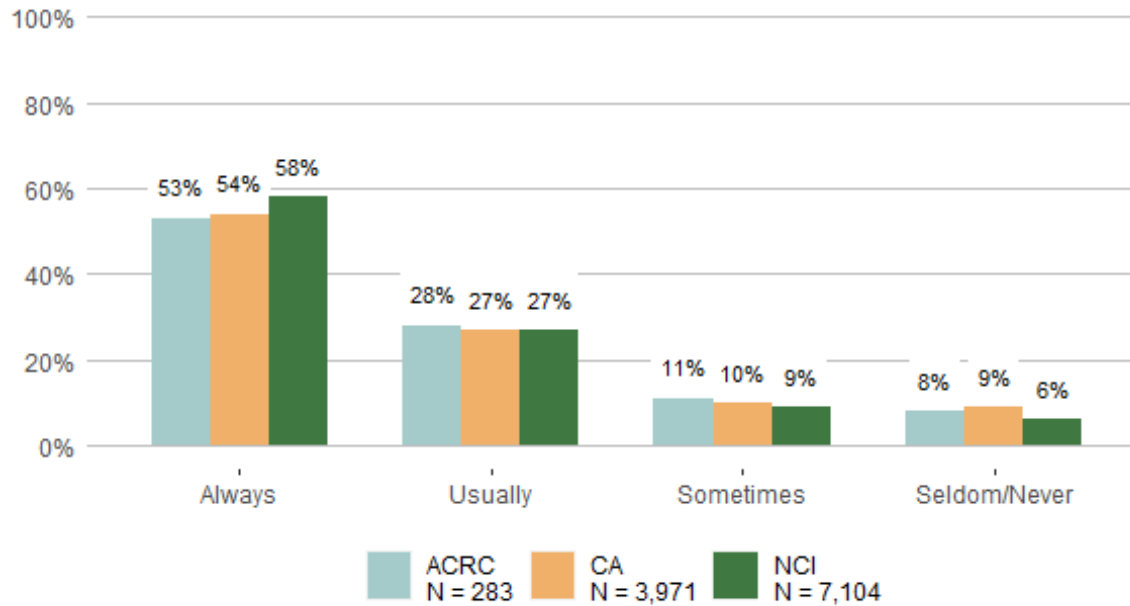
Do staff or the residential agency keep you informed about how your family member is doing?



**Table 29. Do staff or the residential agency keep you informed about how your family member is doing?**

RC v CA v NCI	Always	Usually	Sometimes	Seldom/Never	N
ACRC	41%	29%	16%	14%	276
CA	44%	28%	15%	13%	3,937
NCI	46%	30%	14%	9%	7,056

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



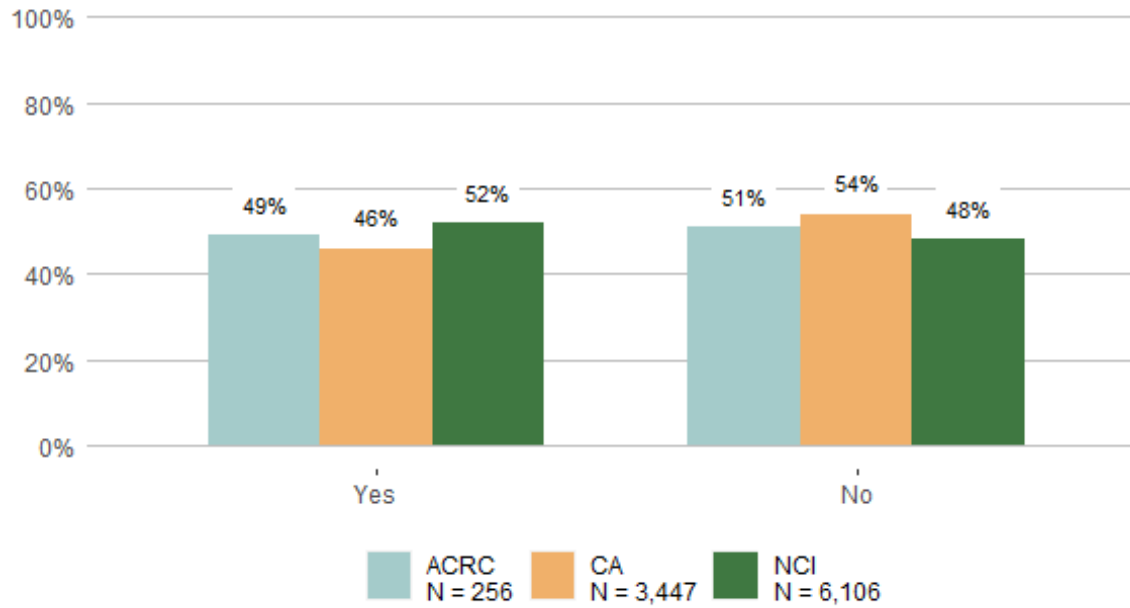
**Table 30. Does the case manager/service coordinator listen to your family's choices and opinions?**

Question changed in 2021-22

RC v CA v NCI	Always	Usually	Sometimes	Seldom/Never	N
ACRC	53%	28%	11%	8%	283
CA	54%	27%	10%	9%	3,971
NCI	58%	27%	9%	6%	7,104

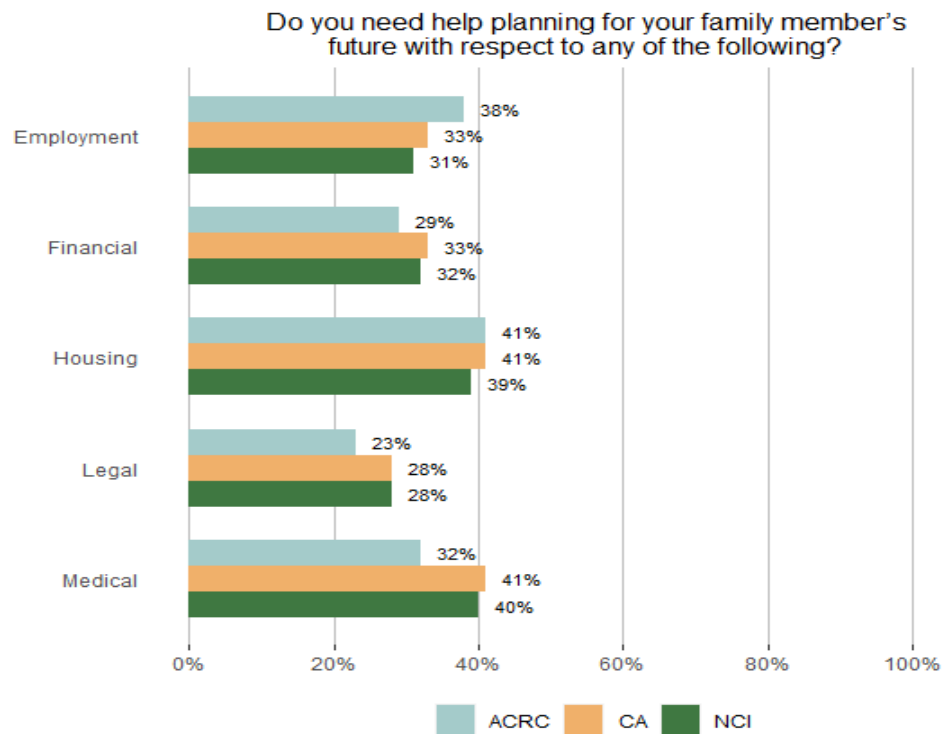


Has your family learned about alternatives to conservatorship?



**Table 31. Has your family learned about alternatives to conservatorship?**

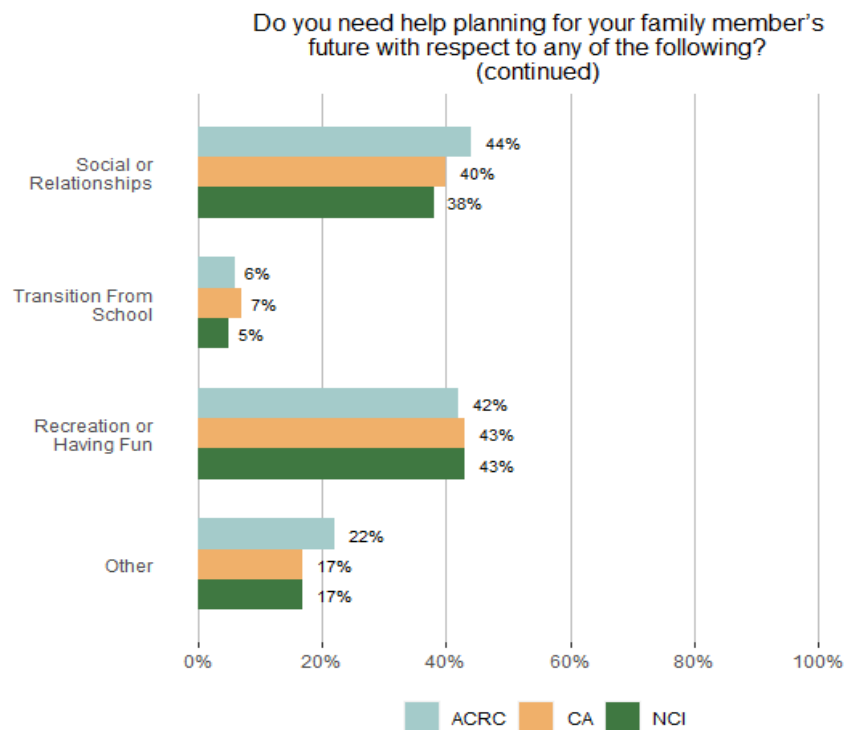
RC v CA v NCI	Yes	No	N
ACRC	49%	51%	256
CA	46%	54%	3,447
NCI	52%	48%	6,106



**Table 32a. Do you need help planning for your family member's future with respect to any of the following?**

Categories are not mutually exclusive, therefore N is not shown

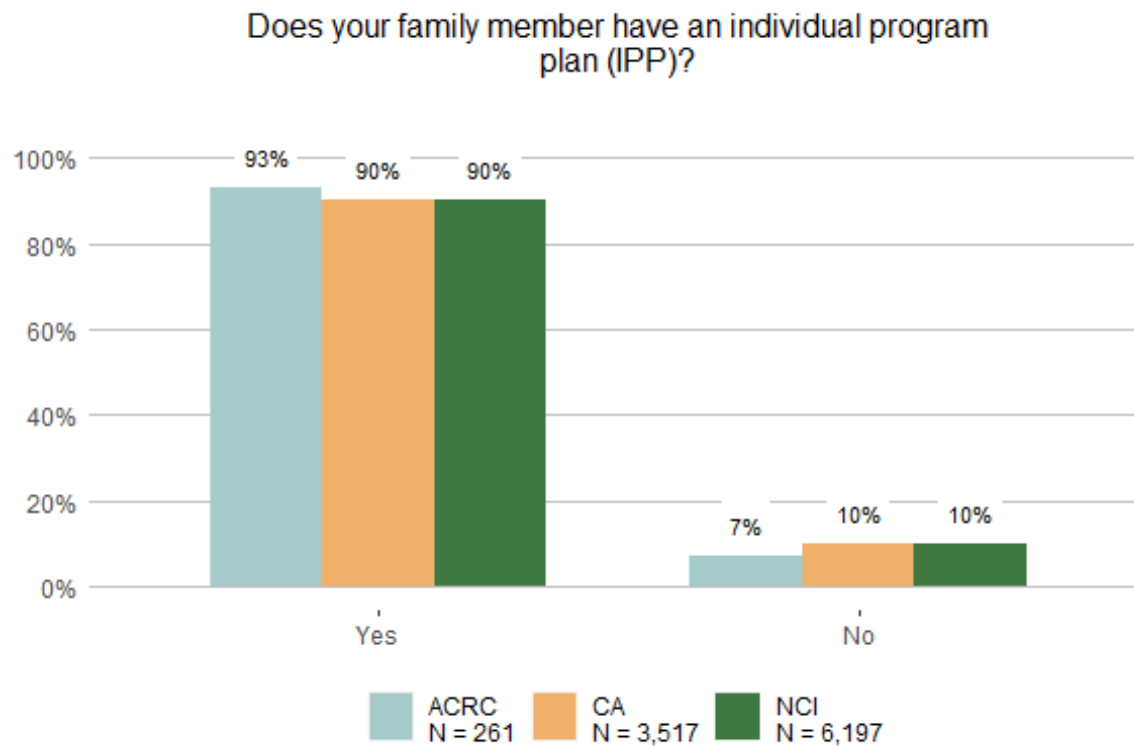
RC v CA v NCI	Employment	Financial	Housing	Legal	Medical
ACRC	38%	29%	41%	23%	32%
CA	33%	33%	41%	28%	41%
NCI	31%	32%	39%	28%	40%



**Table 32b. Do you need help planning for your family member's future with respect to any of the following? (continued)**

Categories are not mutually exclusive, therefore N is not shown

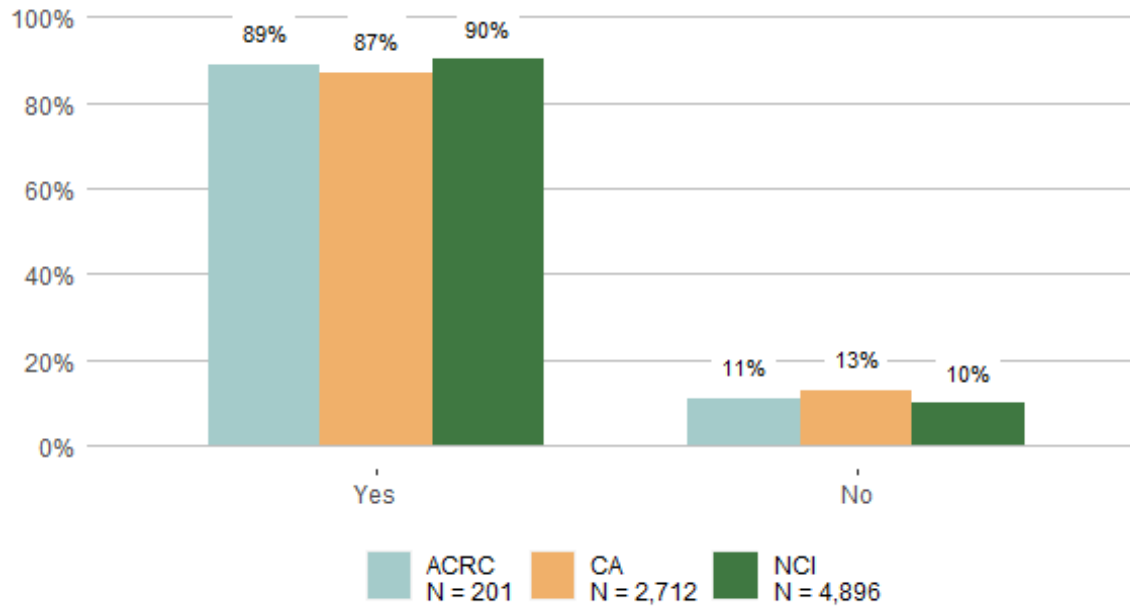
RC v CA v NCI	Social or Relationships	Transition From School	Recreation or Having Fun	Other
ACRC	44%	6%	42%	22%
CA	40%	7%	43%	17%
NCI	38%	5%	43%	17%



**Table 33. Does your family member have an individual program plan (IPP)?**

RC v CA v NCI	Yes	No	N
ACRC	93%	7%	261
CA	90%	10%	3,517
NCI	90%	10%	6,197

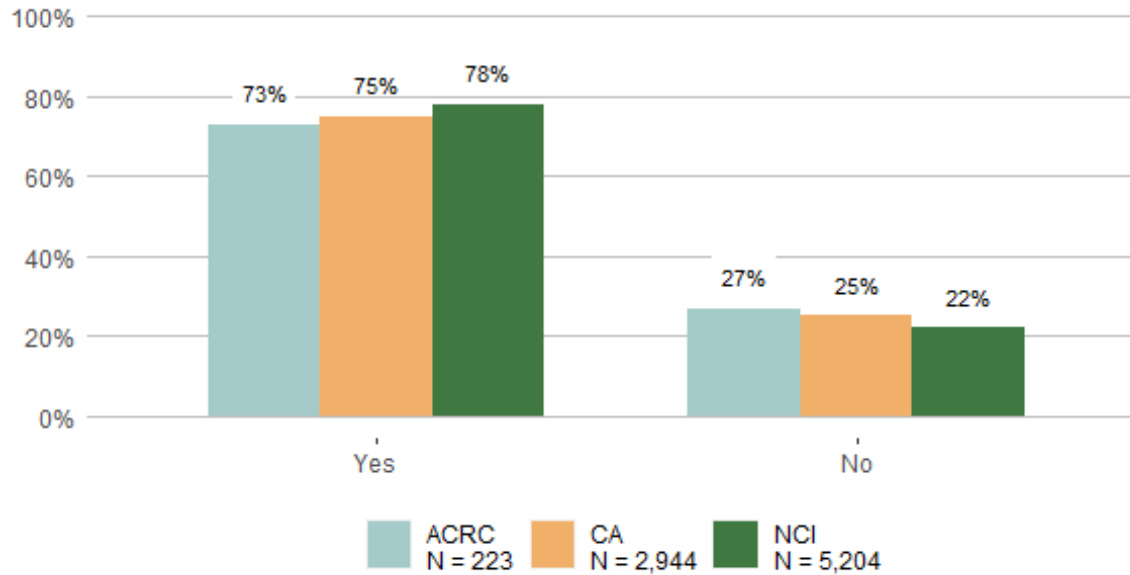
Does the IPP include all the services and supports  
your family member needs?



**Table 34. Does the IPP include all the services and supports your family member needs?**

RC v CA v NCI	Yes	No	N
ACRC	89%	11%	201
CA	87%	13%	2,712
NCI	90%	10%	4,896

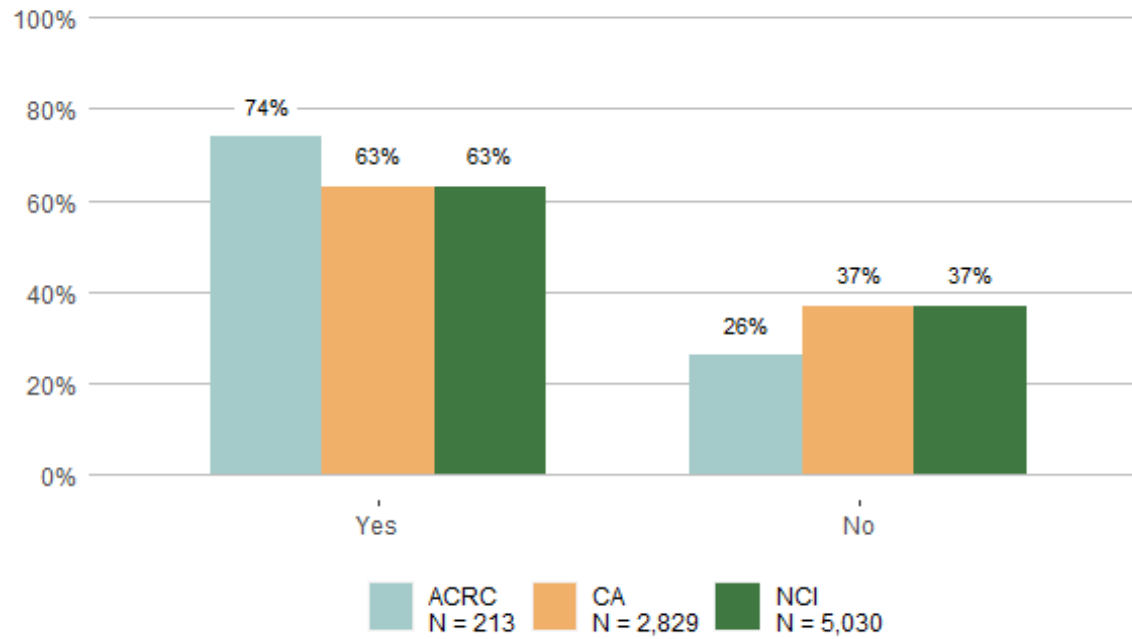
Did you or someone else in your family (besides your family member with a disability) help make the IPP?



**Table 35. Did you or someone else in your family (besides your family member with a disability) help make the IPP?**

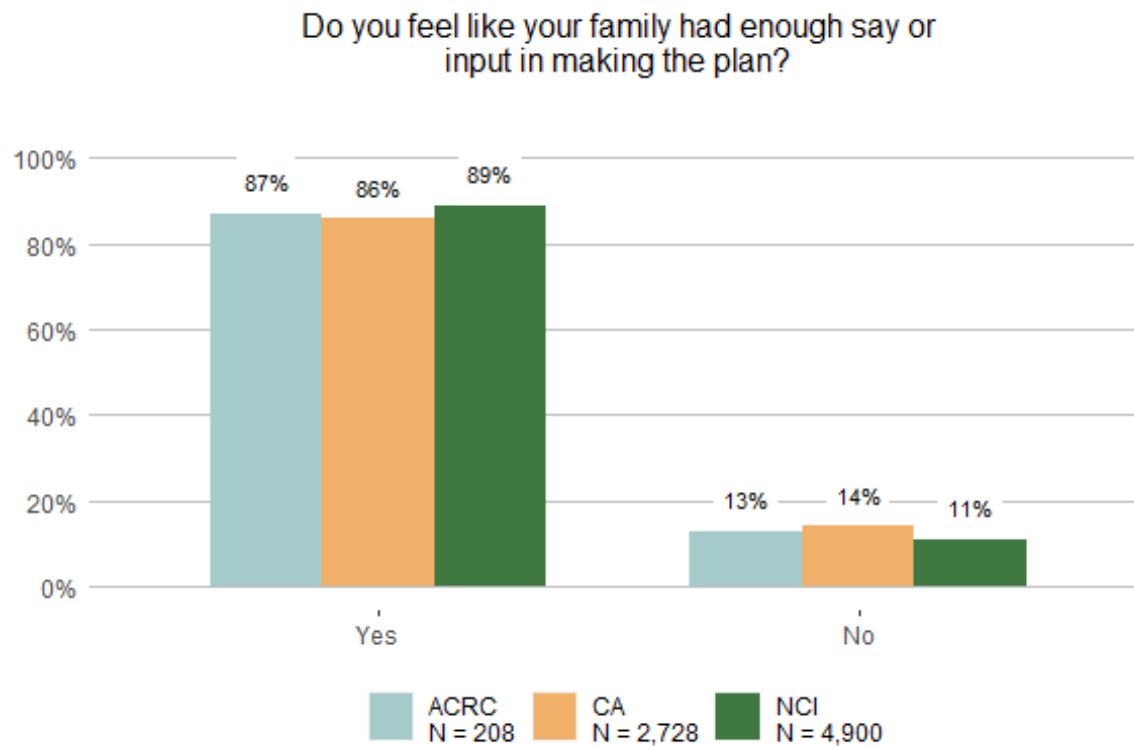
RC v CA v NCI	Yes	No	N
ACRC	73%	27%	223
CA	75%	25%	2,944
NCI	78%	22%	5,204

### Did your family member help make the IPP?



**Table 36. Did your family member help make the IPP?**

RC v CA v NCI	Yes	No	N
ACRC	74%	26%	213
CA	63%	37%	2,829
NCI	63%	37%	5,030



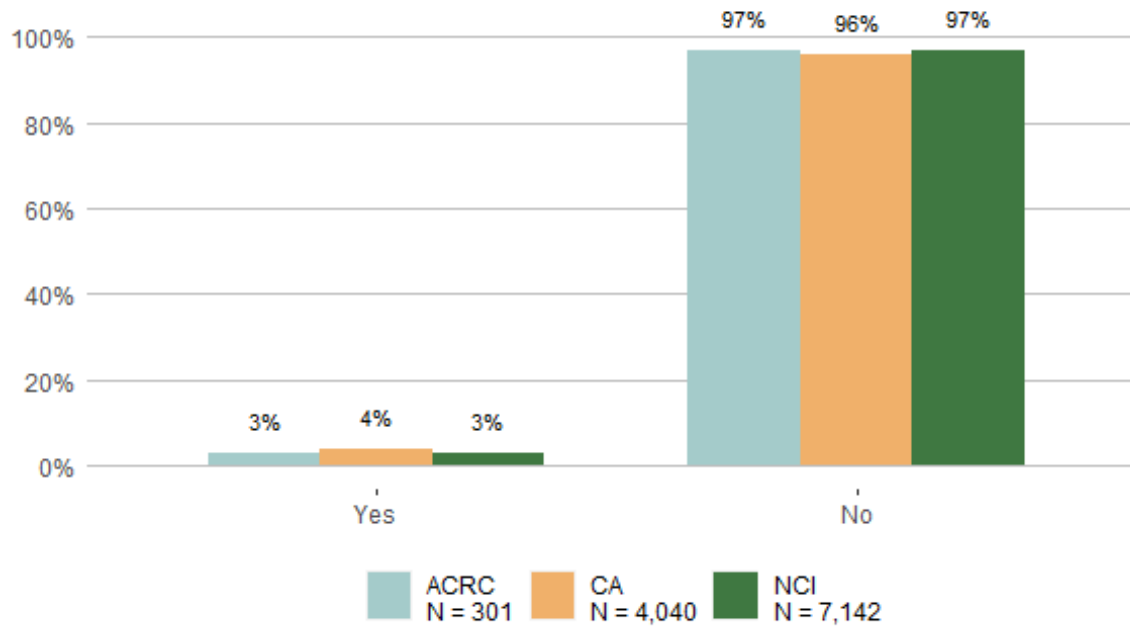
**Table 37. Do you feel like your family had enough say or input in making the plan?**

New question in 2021-22

RC v CA v NCI	Yes	No	N
ACRC	87%	13%	208
CA	86%	14%	2,728
NCI	89%	11%	4,900



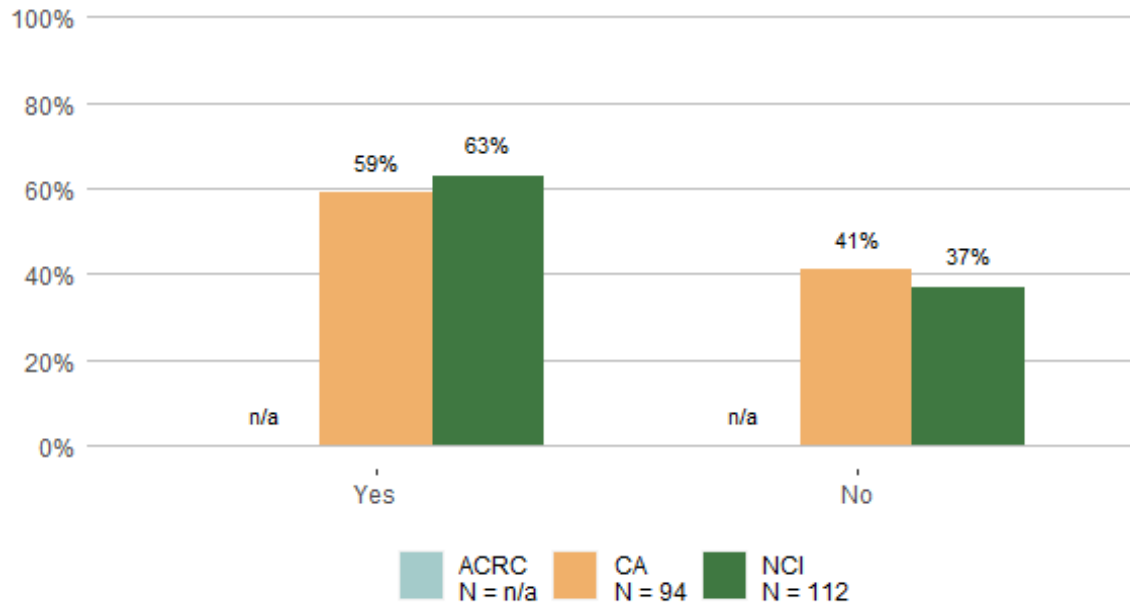
Did your family member leave school services and begin adult services during the past 12 months?



**Table 38. Did your family member leave school services and begin adult services during the past 12 months?**

RC v CA v NCI	Yes	No	N
ACRC	3%	97%	301
CA	4%	96%	4,040
NCI	3%	97%	7,142

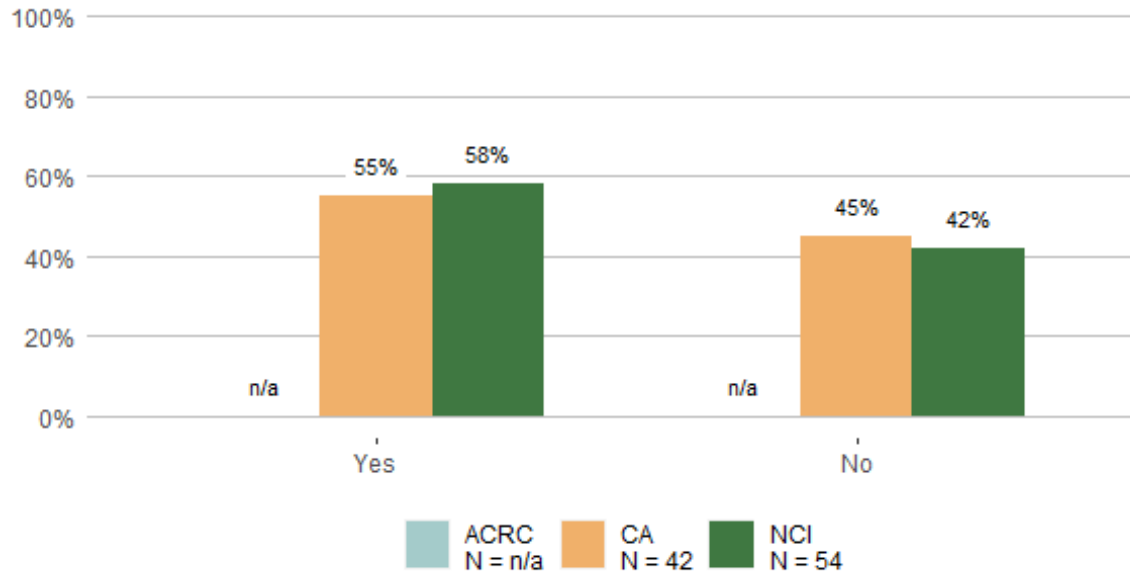
If your family member left school services during the past year, did they have a transition plan?



**Table 39. If your family member left school services during the past year, did they have a transition plan?**

RC v CA v NCI	Yes	No	N
ACRC	n/a	n/a	n/a
CA	59%	41%	94
NCI	63%	37%	112

If family member had a transition plan, did the transition plan include getting or continuing work in a community job?

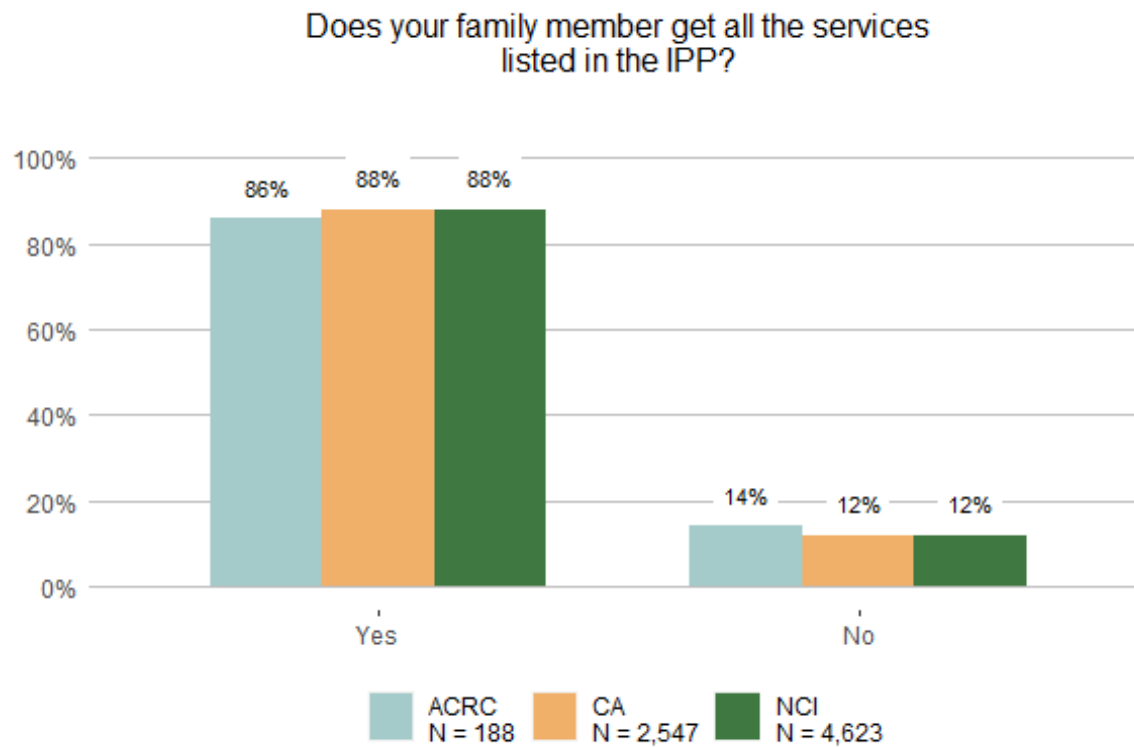


**Table 40. If family member had a transition plan, did the transition plan include getting or continuing work in a community job?**

RC v CA v NCI	Yes	No	N
ACRC	n/a	n/a	n/a
CA	55%	45%	42
NCI	58%	42%	54

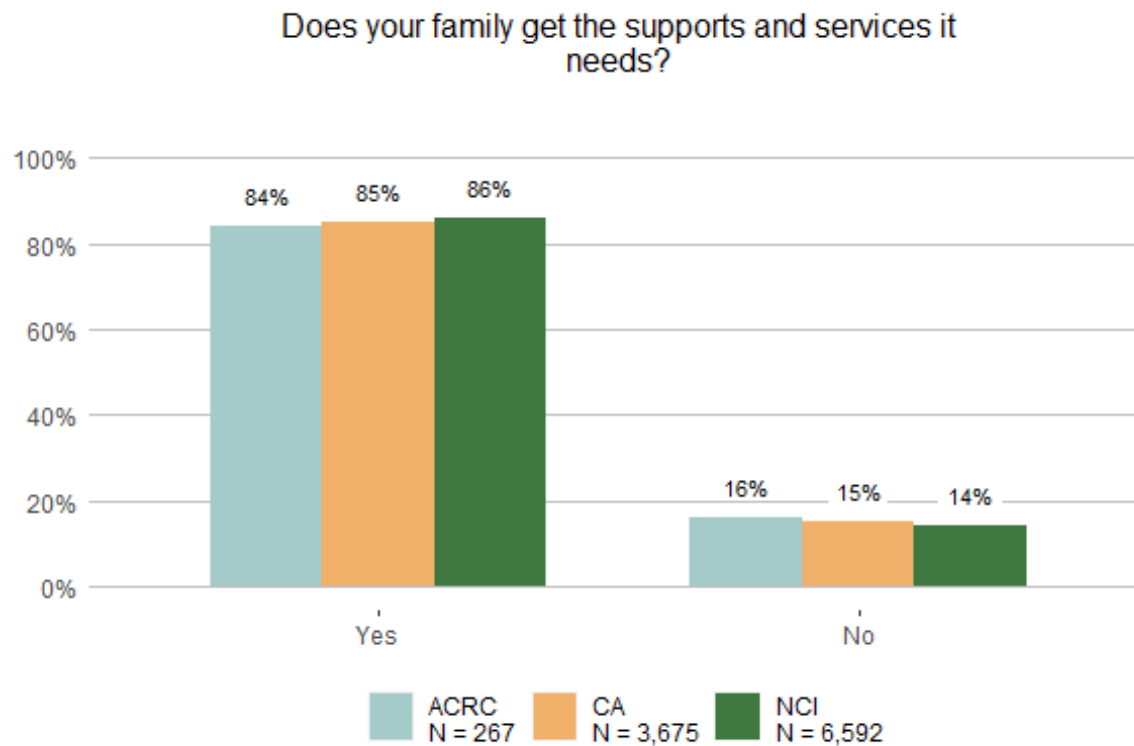
## *Access and Delivery of Services and Supports*

*Families receive services and supports that are appropriate to the needs of the family and the family member receiving services and supports from the state developmental disabilities system.*



**Table 41. Does your family member get all the services listed in the IPP?**

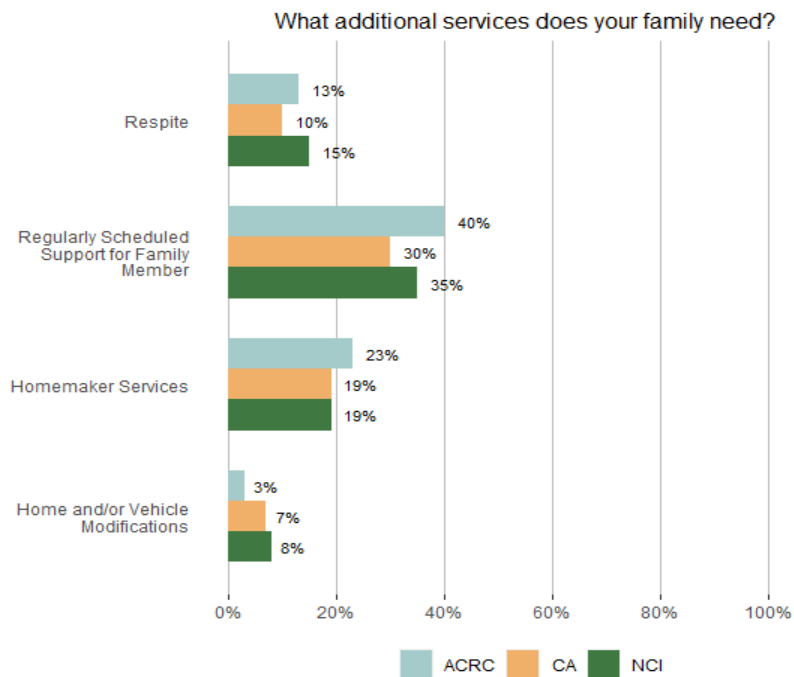
RC v CA v NCI	Yes	No	N
ACRC	86%	14%	188
CA	88%	12%	2,547
NCI	88%	12%	4,623



**Table 42. Does your family get the supports and services it needs?**

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

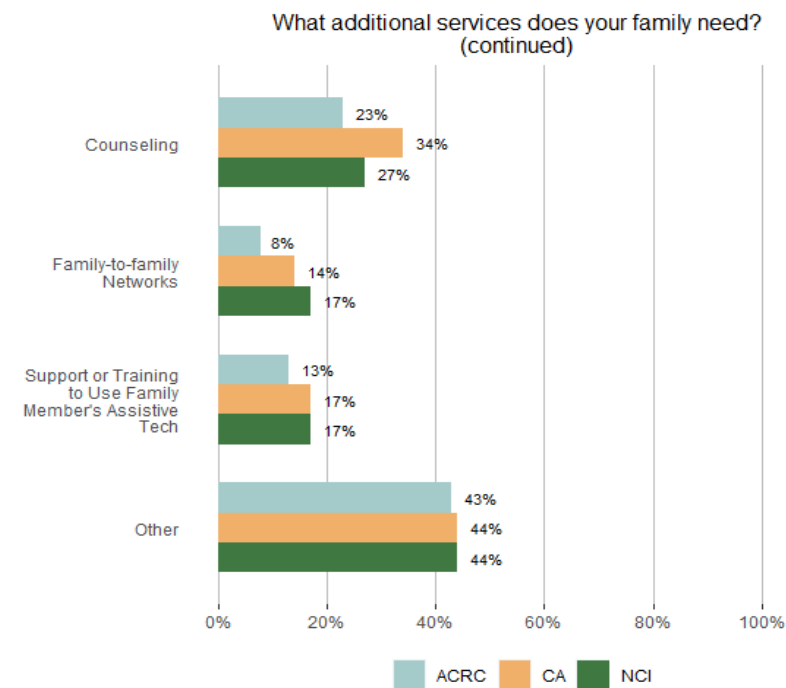
RC v CA v NCI	Yes	No	N
ACRC	84%	16%	267
CA	85%	15%	3,675
NCI	86%	14%	6,592



**Table 43a. What additional services does your family need?**

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

RC v CA v NCI	Respite	Regularly Scheduled Support for Family Member	Homemaker Services	Home and/or Vehicle Modifications
ACRC	13%	40%	23%	3%
CA	10%	30%	19%	7%
NCI	15%	35%	19%	8%



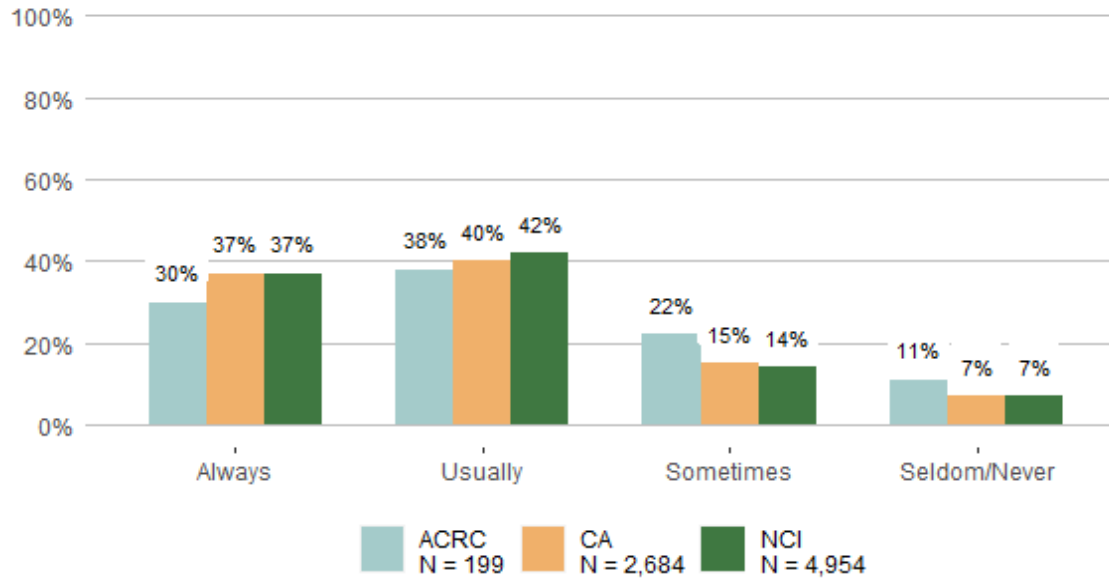
**Table 43b. What additional services does your family need? (continued)**

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

RC v CA v NCI	Counseling	Family-to-family Networks	Support or Training to Use Family Member's Assistive Tech	Other
ACRC	23%	8%	13%	43%
CA	34%	14%	17%	44%
NCI	27%	17%	17%	44%



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

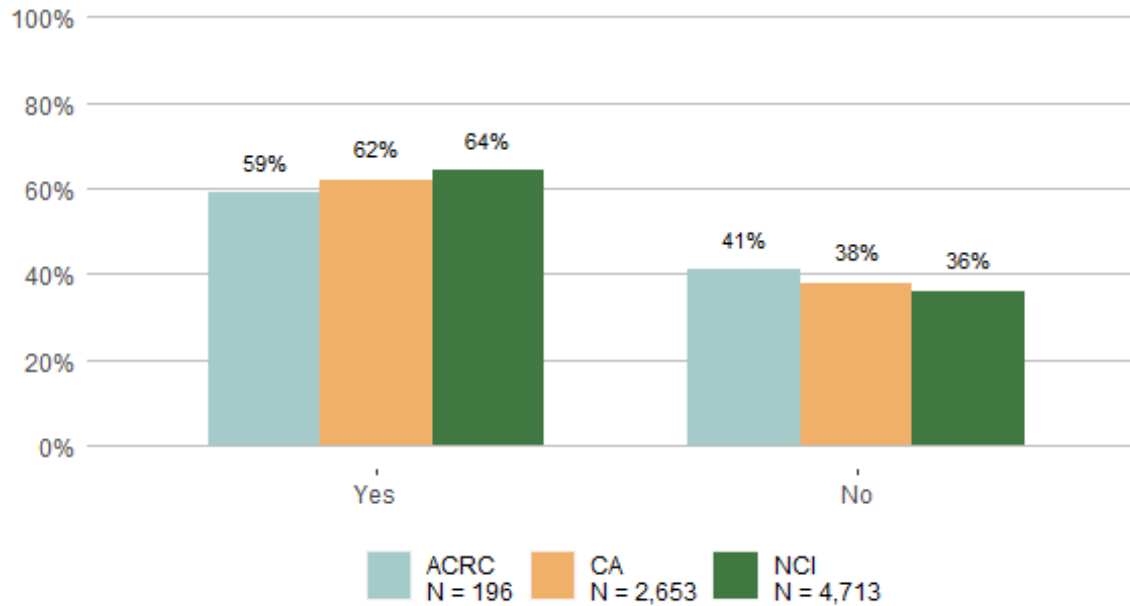


**Table 44b. Do services and supports change when your family's needs change?**

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

RC v CA v NCI	Always	Usually	Sometimes	Seldom/Never	N
ACRC	30%	38%	22%	11%	199
CA	37%	40%	15%	7%	2,684
NCI	37%	42%	14%	7%	4,954

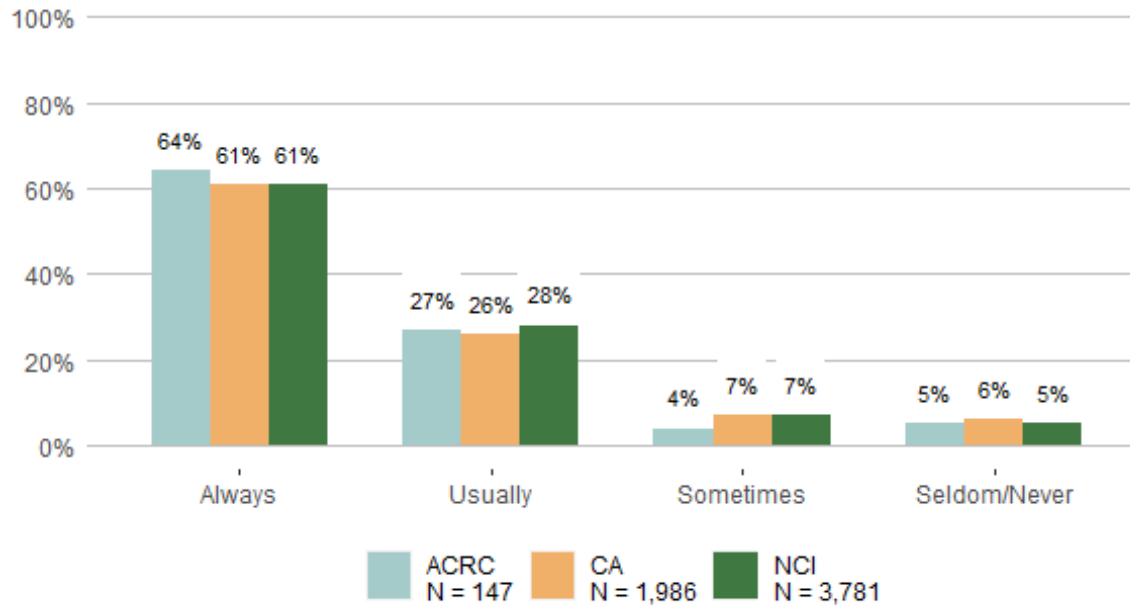
Does your family member have enough supports to work or volunteer in the community?



**Table 45. Does your family member have enough supports to work or volunteer in the community?**

RC v CA v NCI	Yes	No	N
ACRC	59%	41%	196
CA	62%	38%	2,653
NCI	64%	36%	4,713

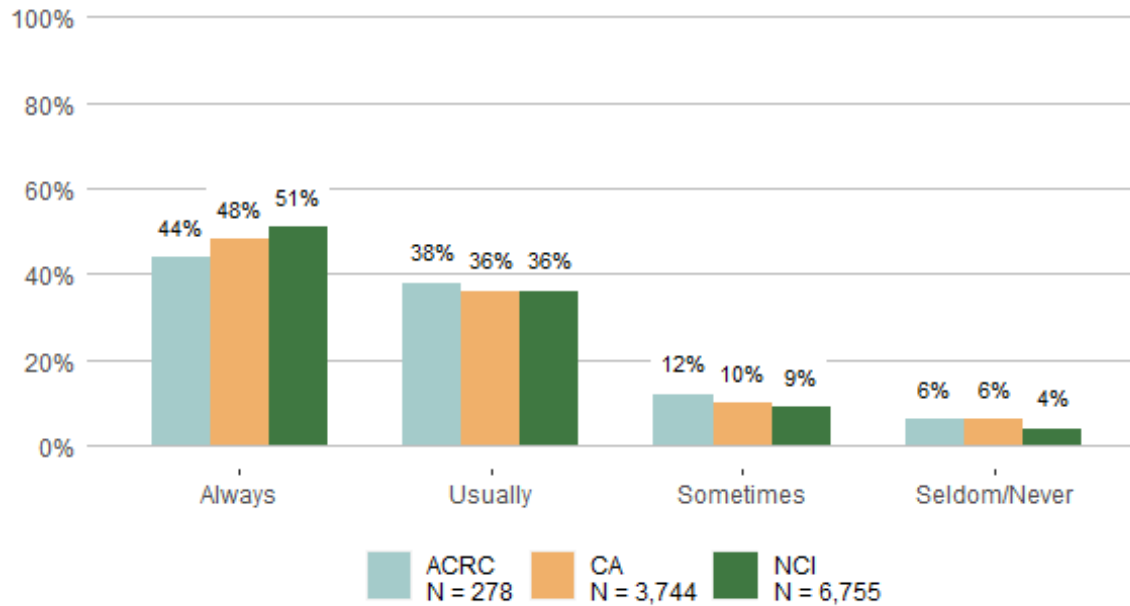
Does your family member have the special equipment or accommodations they need?



**Table 46. Does your family member have the special equipment or accommodations they need?**

RC v CA v NCI	Always	Usually	Sometimes	Seldom/Never	N
ACRC	64%	27%	4%	5%	147
CA	61%	26%	7%	6%	1,986
NCI	61%	28%	7%	5%	3,781

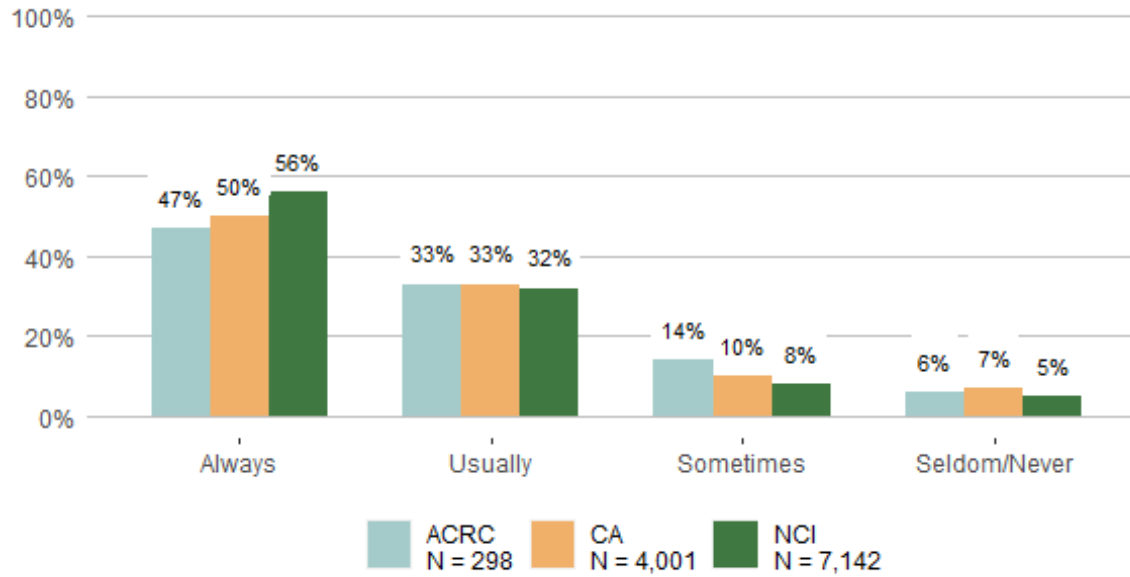
Are you or your family member able to contact their support workers when you want?



**Table 47. Are you or your family member able to contact their support workers when you want?**

RC v CA v NCI	Always	Usually	Sometimes	Seldom/Never	N
ACRC	44%	38%	12%	6%	278
CA	48%	36%	10%	6%	3,744
NCI	51%	36%	9%	4%	6,755

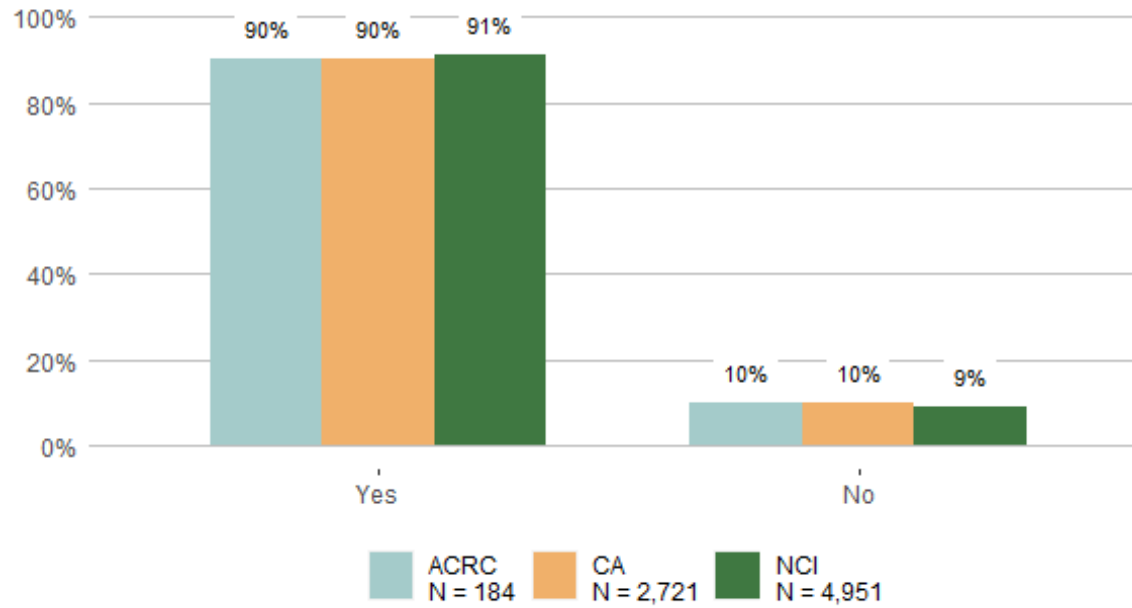
Are you or your family member able to contact  
their case manager/service coordinator when you  
want?



**Table 48. Are you or your family member able to contact their case manager/service coordinator when you want?**

RC v CA v NCI	Always	Usually	Sometimes	Seldom/Never	N
ACRC	47%	33%	14%	6%	298
CA	50%	33%	10%	7%	4,001
NCI	56%	32%	8%	5%	7,142

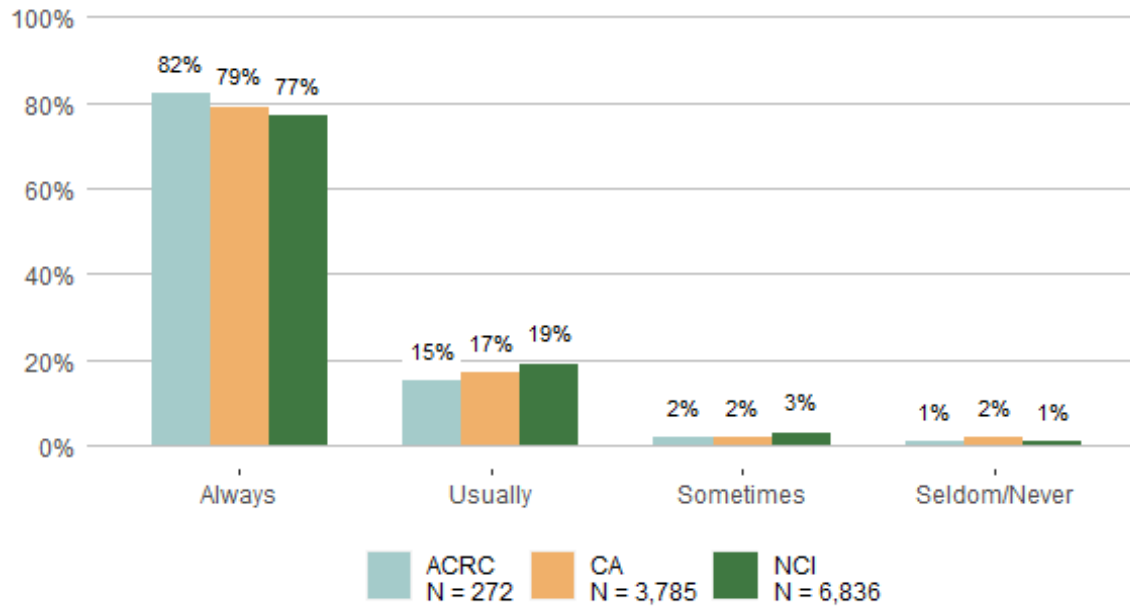
Do service providers for your family member work together to provide support?



**Table 49. Do service providers for your family member work together to provide support?**

RC v CA v NCI	Yes	No	N
ACRC	90%	10%	184
CA	90%	10%	2,721
NCI	91%	9%	4,951

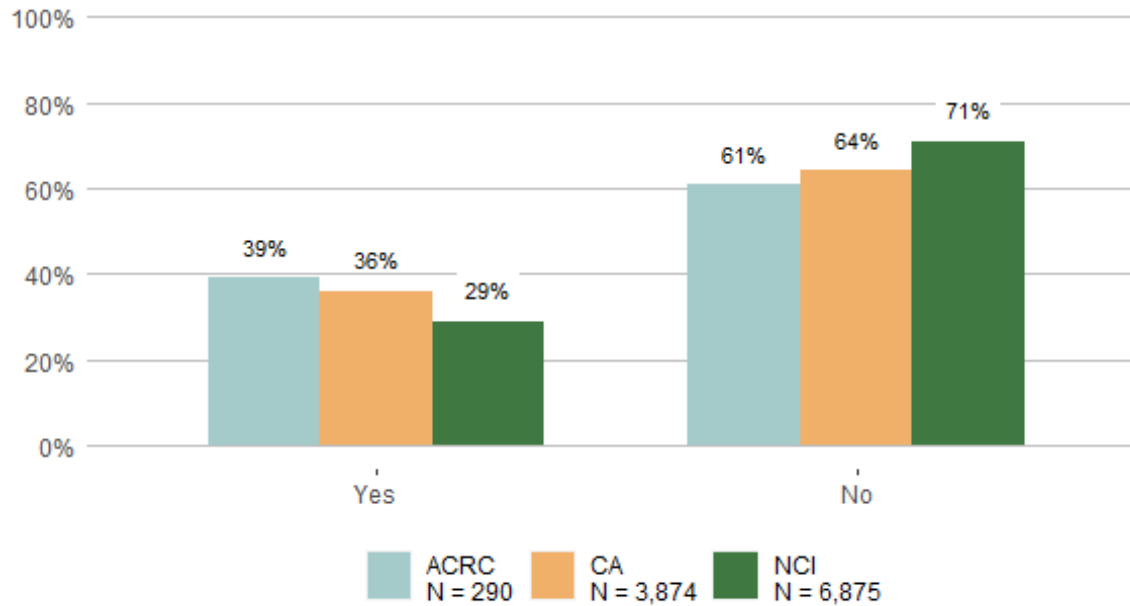
Are services delivered in a way that is respectful  
of your family's culture?



**Table 50. Are services delivered in a way that is respectful of your family's culture?**

RC v CA v NCI	Always	Usually	Sometimes	Seldom/Never	N
ACRC	82%	15%	2%	1%	272
CA	79%	17%	2%	2%	3,785
NCI	77%	19%	3%	1%	6,836

Does your family member use technology in their everyday life to help them do things on their own?

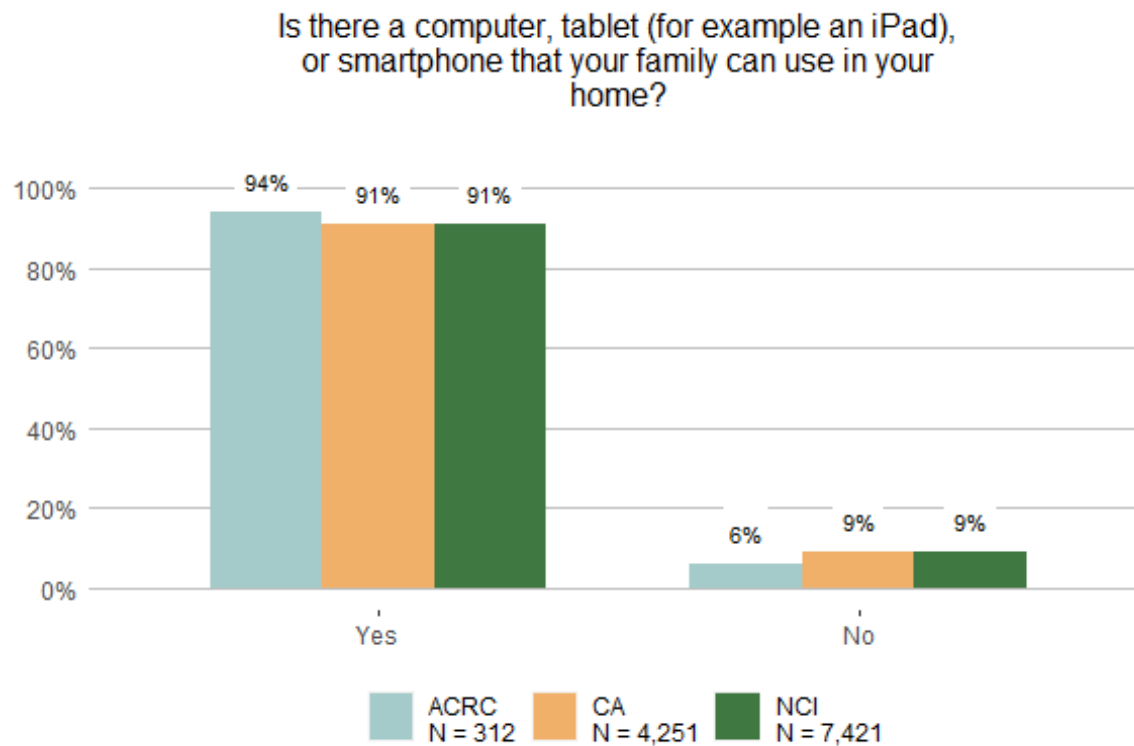


**Table 51. Does your family member use technology in their everyday life to help them do things on their own?**

New question in 2021-22

RC v CA v NCI	Yes	No	N
ACRC	39%	61%	290
CA	36%	64%	3,874
NCI	29%	71%	6,875

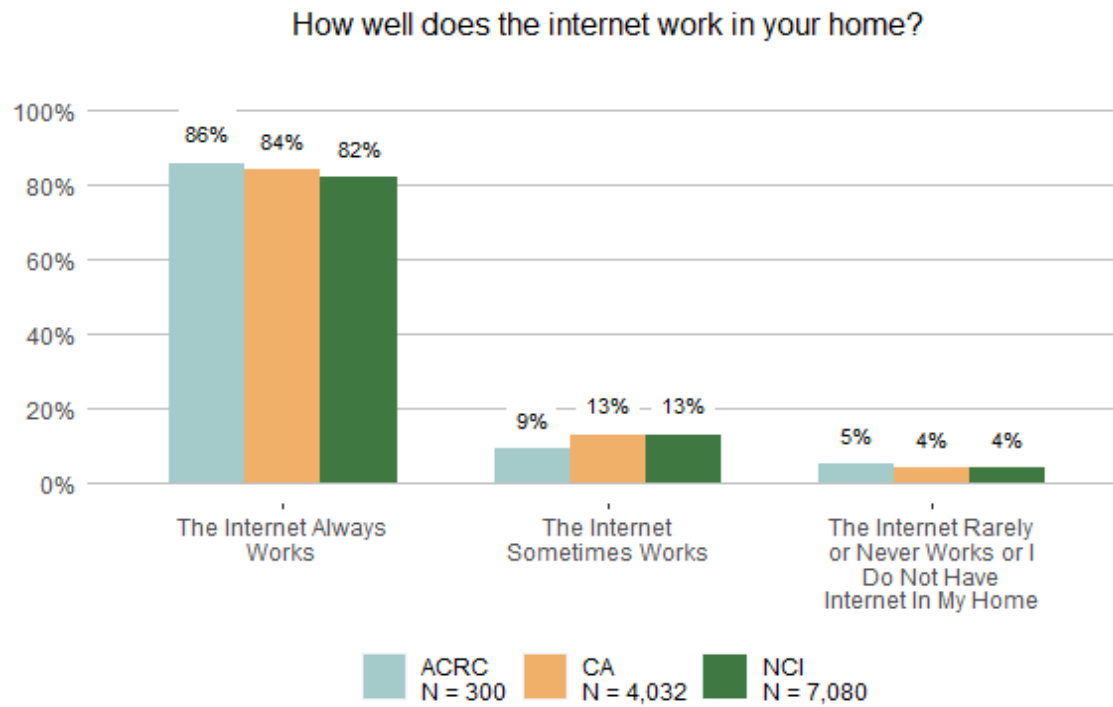




**Table 52. Is there a computer, tablet (for example an iPad), or smartphone that your family can use in your home?**

New question in 2021-22

RC v CA v NCI	Yes	No	N
ACRC	94%	6%	312
CA	91%	9%	4,251
NCI	91%	9%	7,421



**Table 53. How well does the internet work in your home?**

New question in 2021-22

RC v CA v NCI	The Internet Always Works	The Internet Sometimes Works	The Internet Rarely or Never Works or I Do Not Have Internet In My Home	N
ACRC	86%	9%	5%	300
CA	84%	13%	4%	4,032
NCI	82%	13%	4%	7,080

## *Workforce (New in 2021-22)*

*There is stable and sufficient workforce to meet demand. People are supported by staff who demonstrate respect for what is important to the person in their day-to-day life. Staff have the right skills to support people.*

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

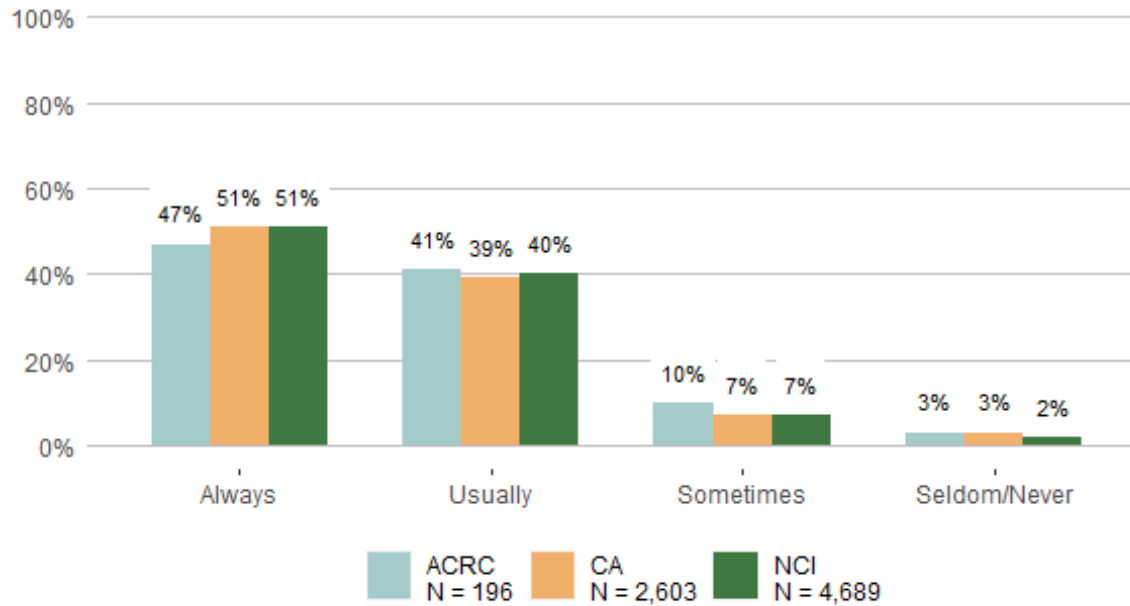


Table 54. Do support workers come and go when they are supposed to?

RC v CA v NCI	Always	Usually	Sometimes	Seldom/Never	N
ACRC	47%	41%	10%	3%	196
CA	51%	39%	7%	3%	2,603
NCI	51%	40%	7%	2%	4,689

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

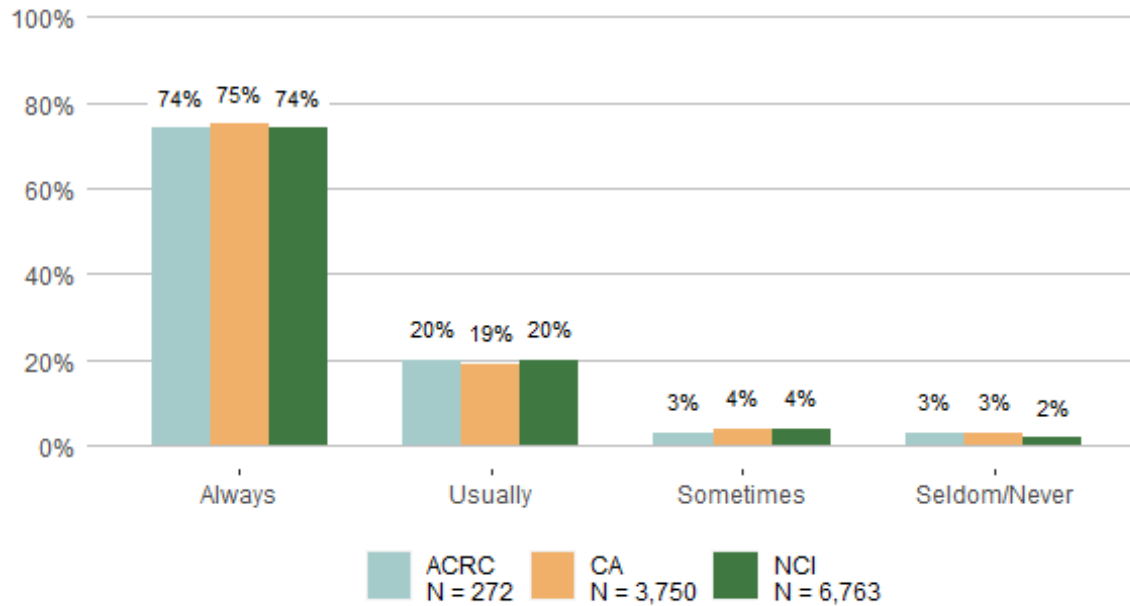
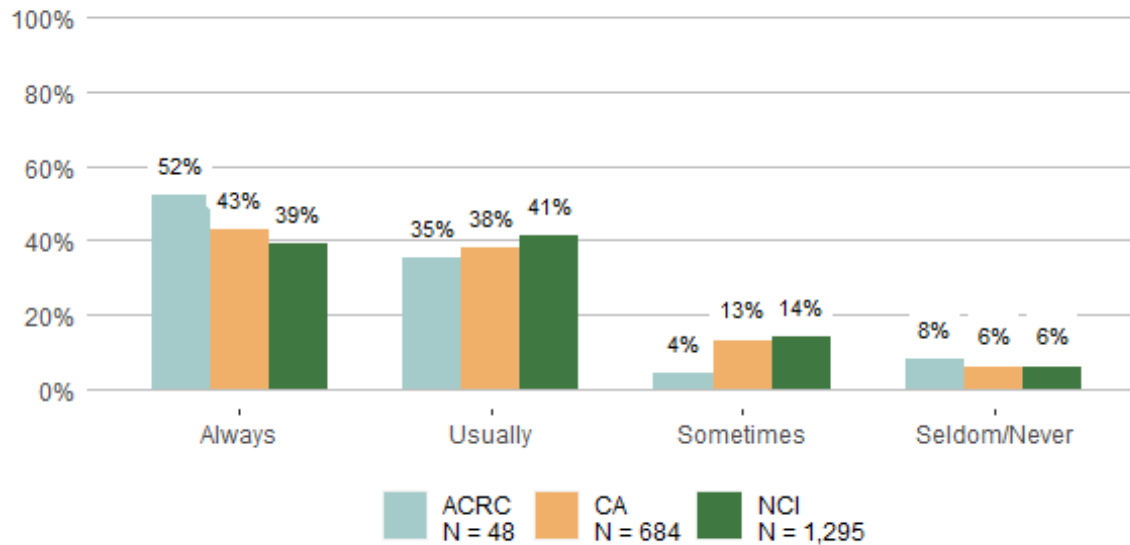


Table 55. Do support workers speak to you in a way you understand?

RC v CA v NCI	Always	Usually	Sometimes	Seldom/Never	N
ACRC	74%	20%	3%	3%	272
CA	75%	19%	4%	3%	3,750
NCI	74%	20%	4%	2%	6,763

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



**Table 56. If your family member does not communicate verbally (for example, uses gestures, sign language, or a communication aid), are there support workers who can communicate with them?**

RC v CA v NCI	Always	Usually	Sometimes	Seldom/Never	N
ACRC	52%	35%	4%	8%	48
CA	43%	38%	13%	6%	684
NCI	39%	41%	14%	6%	1,295

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

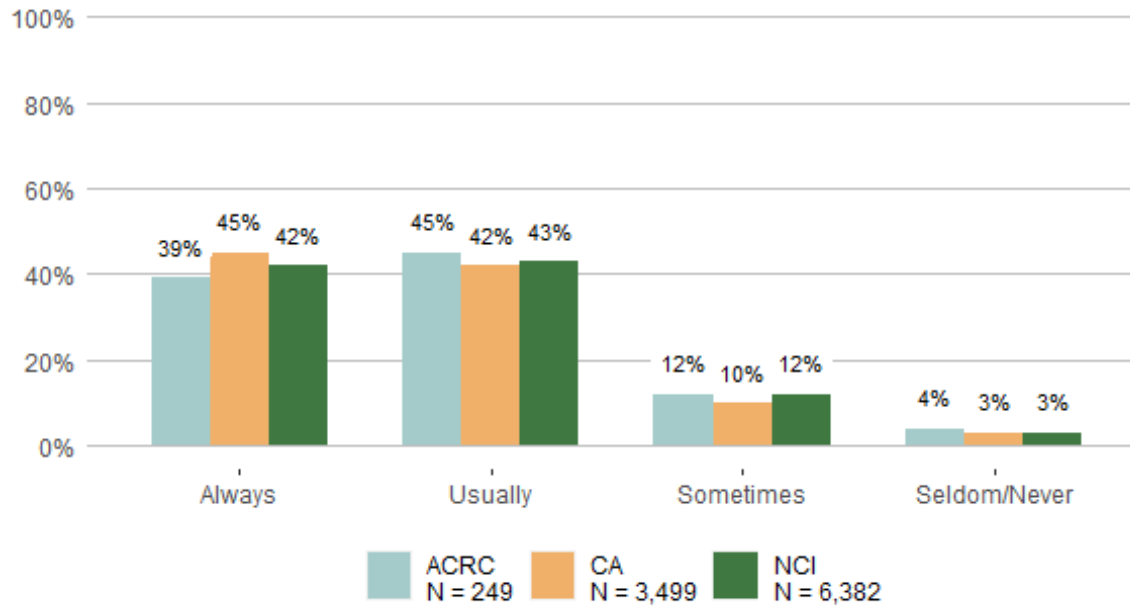
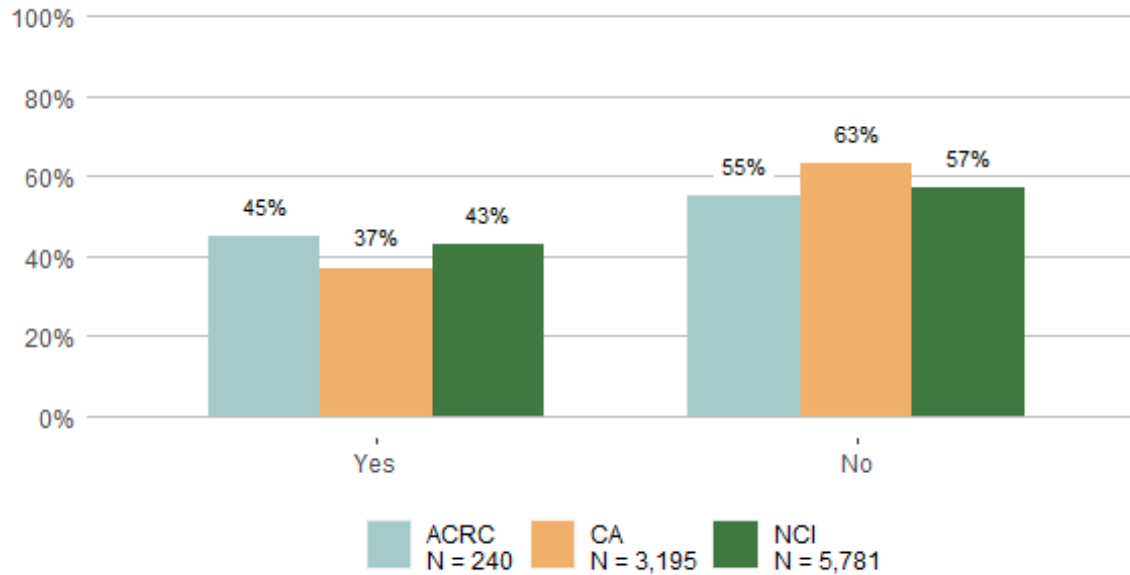


Table 57. Do support workers have the right information and skills to meet your family's needs?

RC v CA v NCI	Always	Usually	Sometimes	Seldom/Never	N
ACRC	39%	45%	12%	4%	249
CA	45%	42%	10%	3%	3,499
NCI	42%	43%	12%	3%	6,382

Do your family member's support workers change too often? Is there too much "turnover" of support workers?



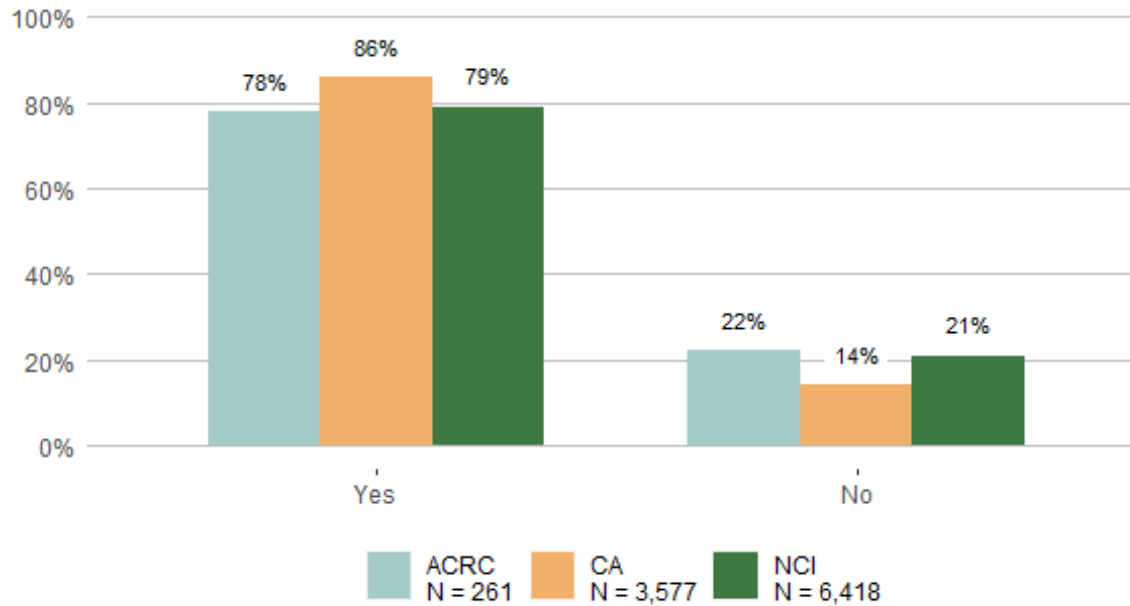
**Table 58. Do your family member's support workers change too often? Is there too much "turnover" of support workers?**

New question in 2021-22

RC v CA v NCI	Yes	No	N
ACRC	45%	55%	240
CA	37%	63%	3,195
NCI	43%	57%	5,781



Is there always a staff person available to support your family member when support is needed?



**Table 59. Is there always a staff person available to support your family member when support is needed?**

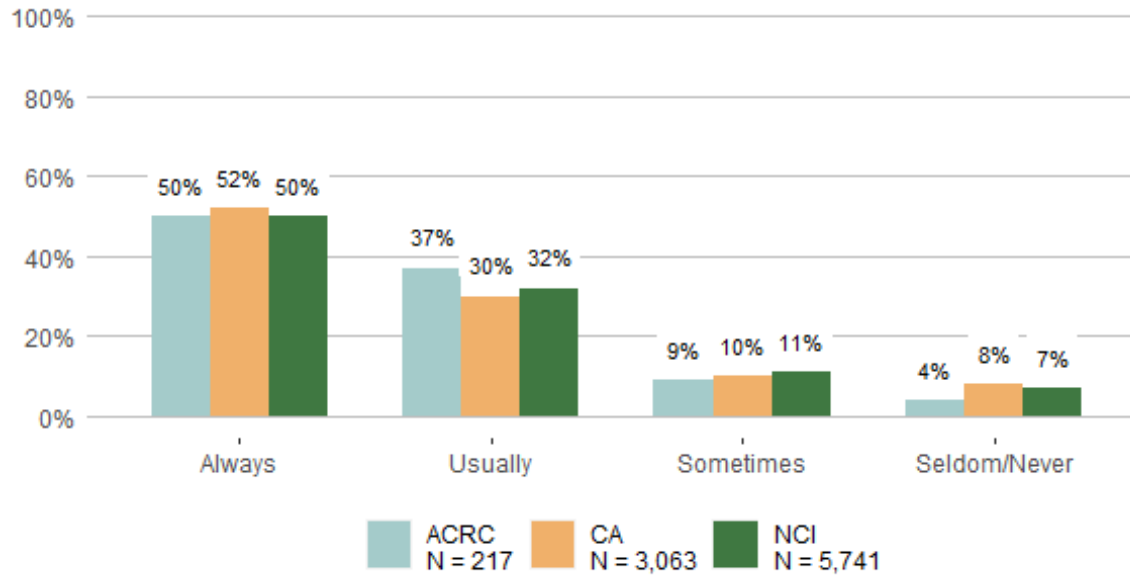
New question in 2021-22

RC v CA v NCI	Yes	No	N
ACRC	78%	22%	261
CA	86%	14%	3,577
NCI	79%	21%	6,418

## *Choice, Decision Making and Control*

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

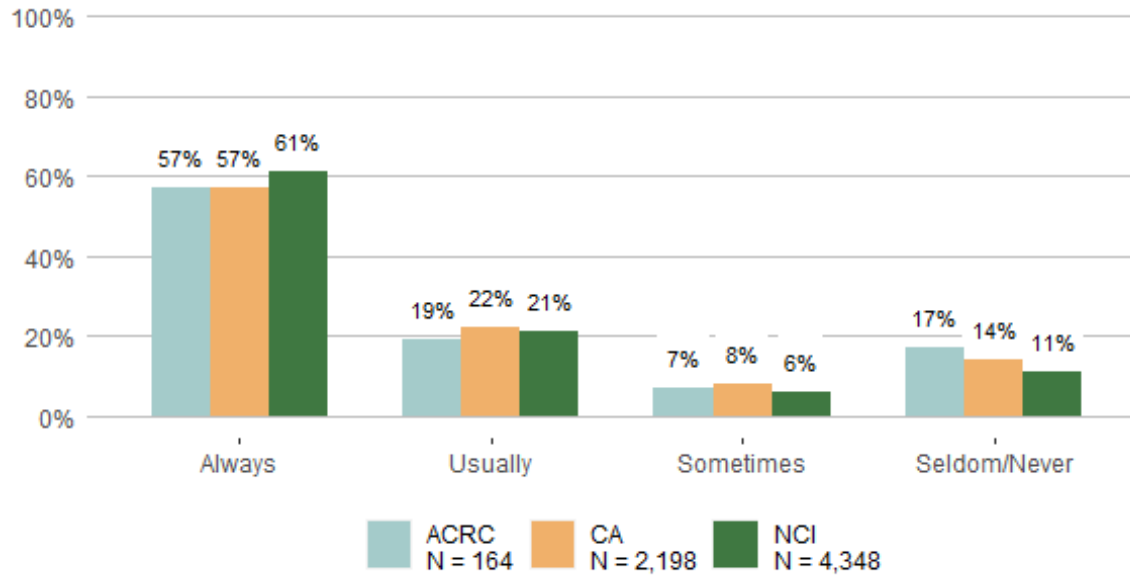
Does the agency providing residential services to your family member involve them in important decisions?



**Table 60. Does the agency providing residential services to your family member involve them in important decisions?**

RC v CA v NCI	Always	Usually	Sometimes	Seldom/Never	N
ACRC	50%	37%	9%	4%	217
CA	52%	30%	10%	8%	3,063
NCI	50%	32%	11%	7%	5,741

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



**Table 61. Can your family choose or change the provider agency that provides your family member's services?**

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

RC v CA v NCI	Always	Usually	Sometimes	Seldom/Never	N
ACRC	57%	19%	7%	17%	164
CA	57%	22%	8%	14%	2,198
NCI	61%	21%	6%	11%	4,348

Can your family choose or change your family member's support workers?

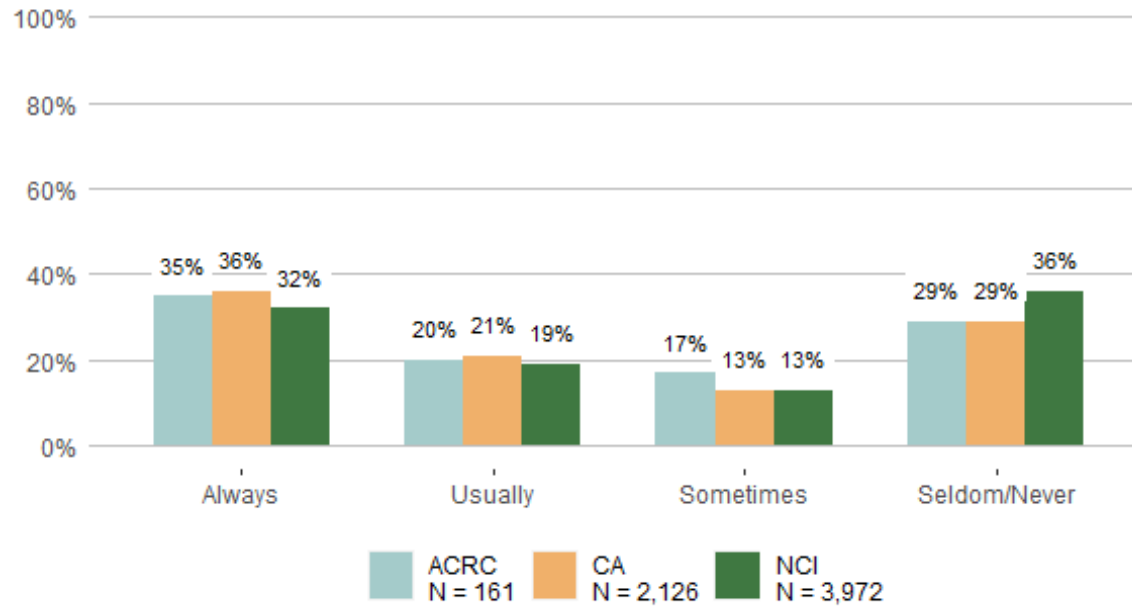


Table 62. Can your family choose or change your family member's support workers?

RC v CA v NCI	Always	Usually	Sometimes	Seldom/Never	N
ACRC	35%	20%	17%	29%	161
CA	36%	21%	13%	29%	2,126
NCI	32%	19%	13%	36%	3,972

Can someone in your family directly manage support staff?

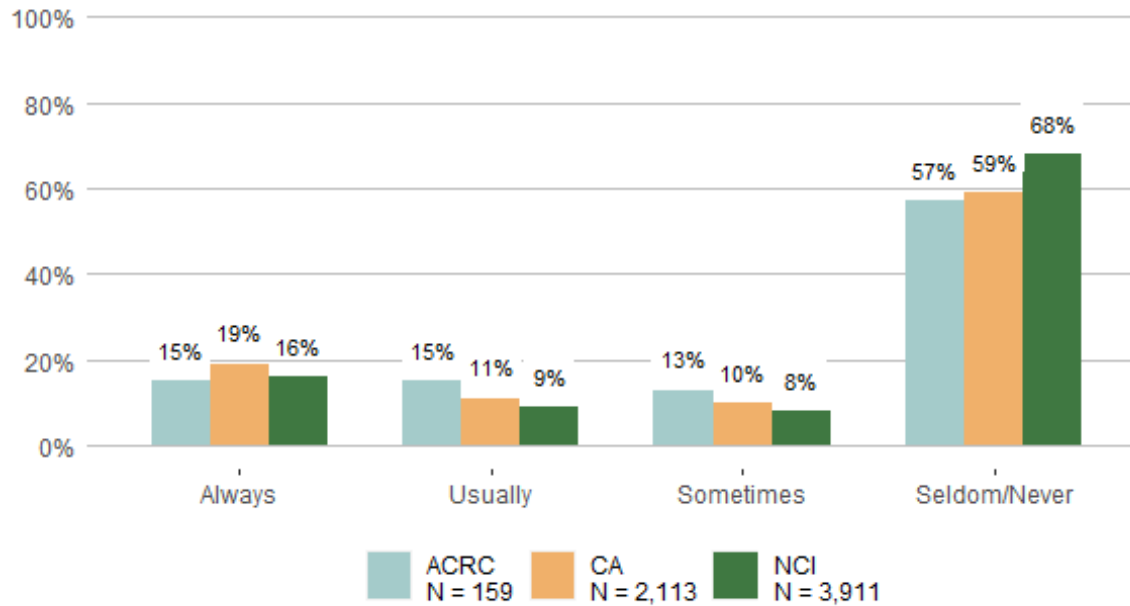
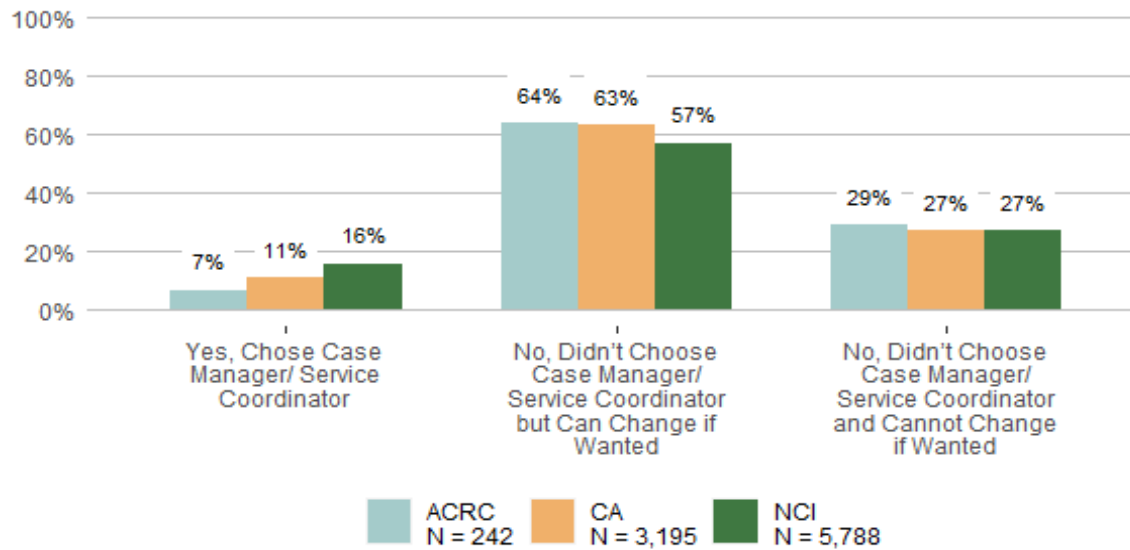


Table 63. Can someone in your family directly manage support staff?

RC v CA v NCI	Always	Usually	Sometimes	Seldom/Never	N
ACRC	15%	15%	13%	57%	159
CA	19%	11%	10%	59%	2,113
NCI	16%	9%	8%	68%	3,911

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



**Table 64. Did you, your family member, or someone else in your family choose your family member's case manager/service coordinator?**

RC v CA v NCI	Yes, Chose Case Manager/ Service Coordinator	No, Didn't Choose Case Manager/ Service Coordinator but Can Change if Wanted	No, Didn't Choose Case Manager/ Service Coordinator and Cannot Change if Wanted	N
ACRC	7%	64%	29%	242
CA	11%	63%	27%	3,195
NCI	16%	57%	27%	5,788

## Community Connections

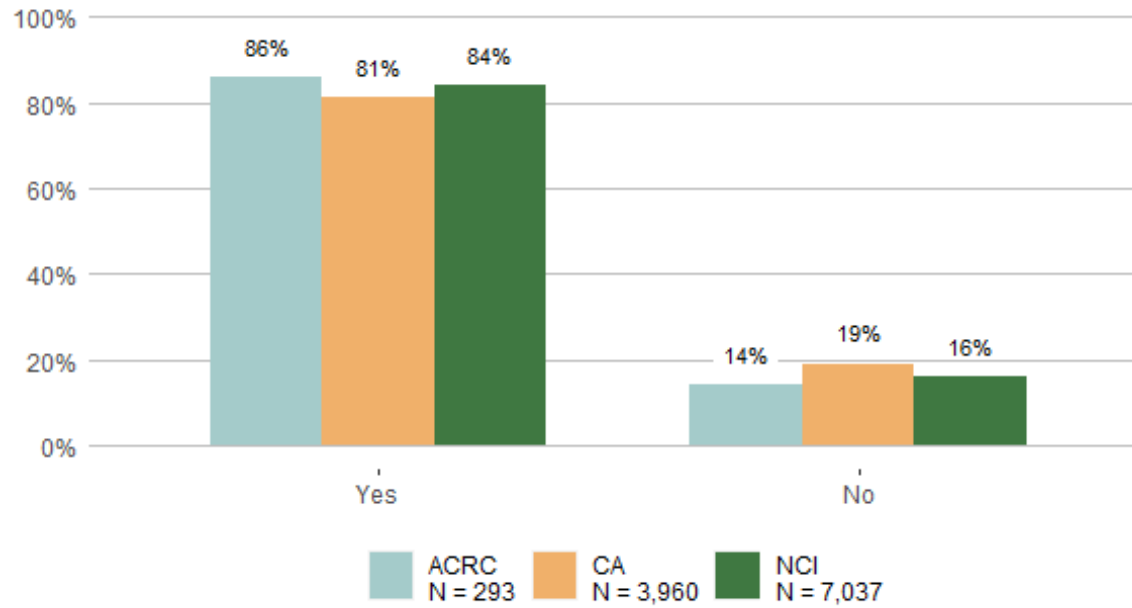
*Family members receiving services and supports from the Regional Center (RC)<sup>7</sup> are meaningfully engaged as members of their communities and have strong relationships. Families and family members can use supports in their community.*

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<sup>7</sup> Some NCI states provide services through a statewide ID/DD agency\*



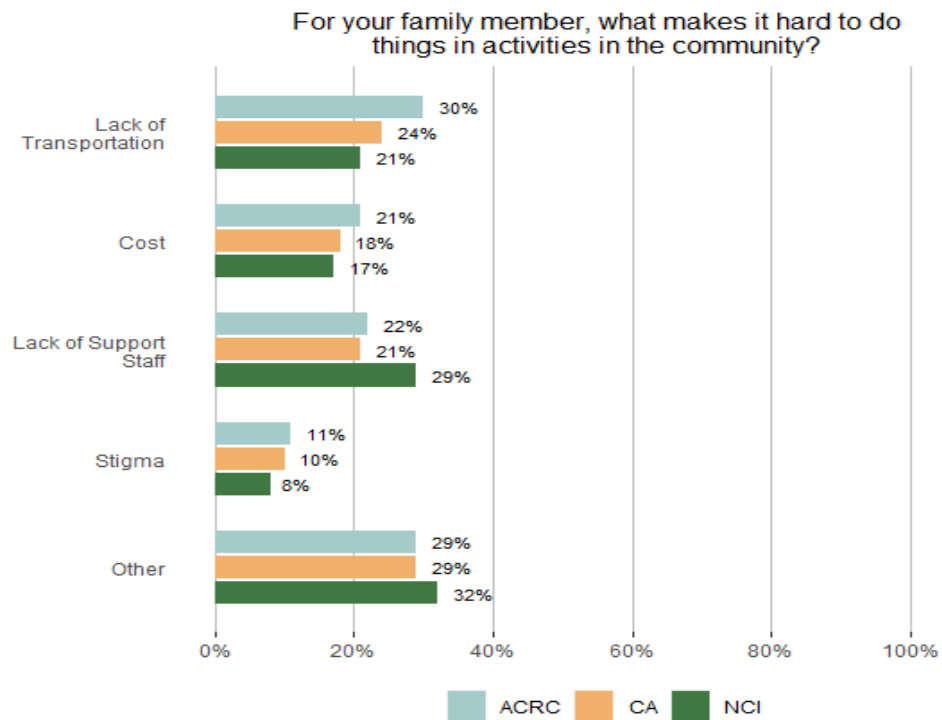
Does your family member do things in the community?



**Table 65. Does your family member do things in the community?**

Question changed in 2021-22

RC v CA v NCI	Yes	No	N
ACRC	86%	14%	293
CA	81%	19%	3,960
NCI	84%	16%	7,037

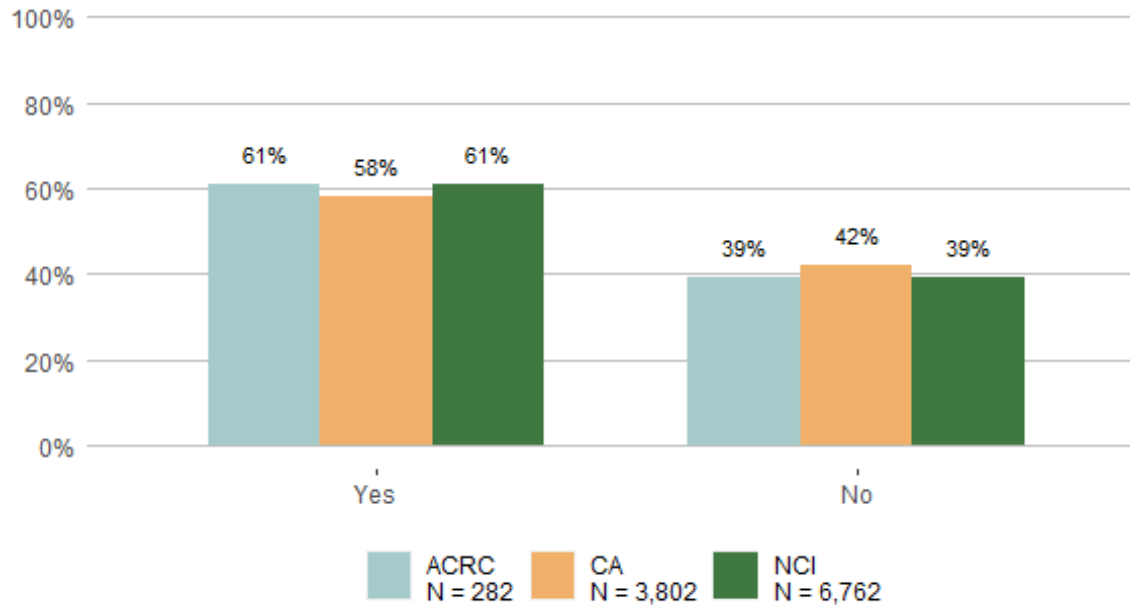


**Table 66. For your family member, what makes it hard to do things in activities in the community?**

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

RC v CA v NCI	Lack of Transportation	Cost	Lack of Support Staff	Stigma	Other
ACRC	30%	21%	22%	11%	29%
CA	24%	18%	21%	10%	29%
NCI	21%	17%	29%	8%	32%

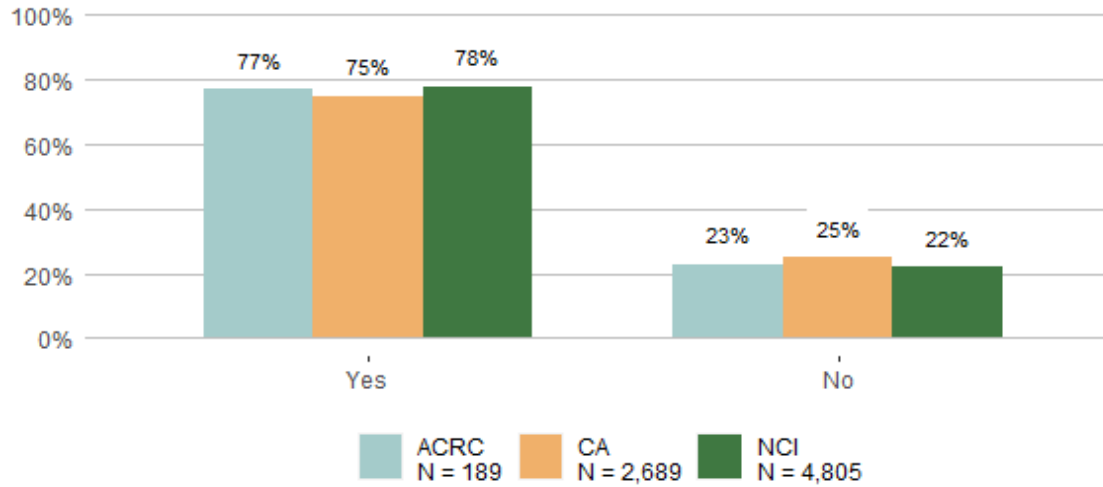
Does your family member have friends other than paid support workers or family?



**Table 67. Does your family member have friends other than paid support workers or family?**

RC v CA v NCI	Yes	No	N
ACRC	61%	39%	282
CA	58%	42%	3,802
NCI	61%	39%	6,762

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

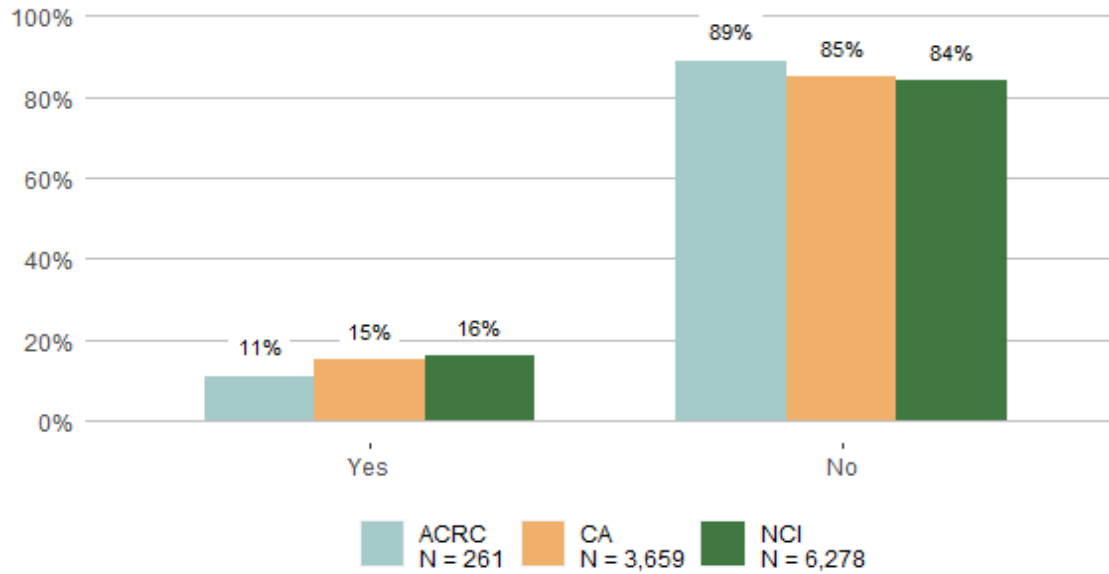


**Table 68. In your community, are there resources that your family can use that are not provided by the regional center (for example, recreational programs, community housing, library programs, religious groups, etc.)?**

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

RC v CA v NCI	Yes	No	N
ACRC	77%	23%	189
CA	75%	25%	2,689
NCI	78%	22%	4,805

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



**Table 69. Does your family take part in any family-to-family networks in your community (for example, Parent to Parent, sibling networks, etc.)?**

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

RC v CA v NCI	Yes	No	N
ACRC	11%	89%	261
CA	15%	85%	3,659
NCI	16%	84%	6,278

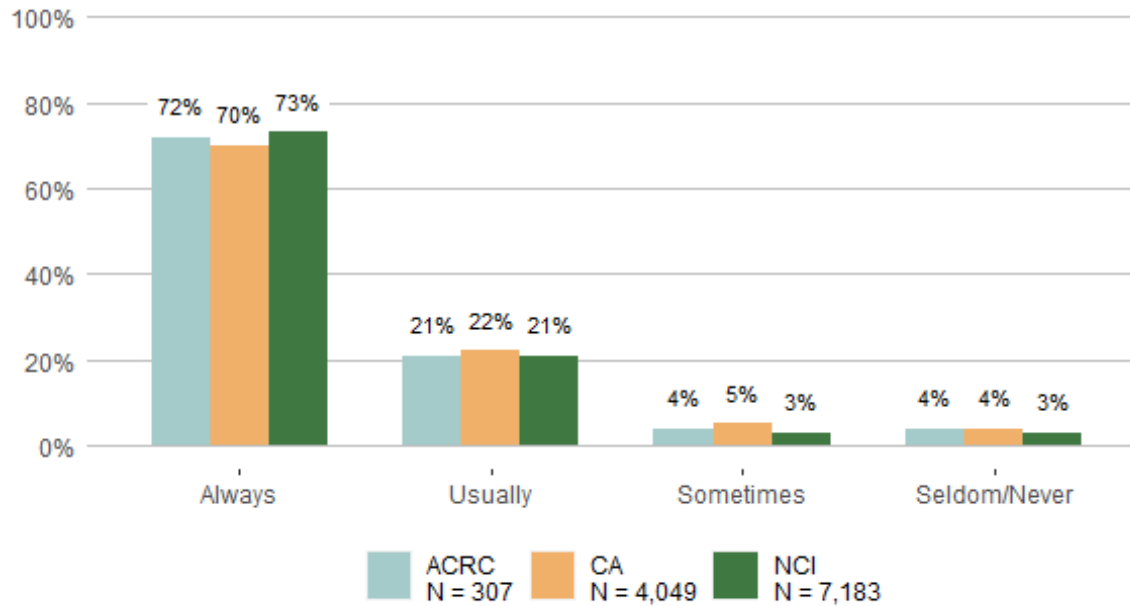
## *Health, Welfare, and Safety (New in 2021-22)*

*Families are supported to ensure the health, welfare, and safety of their family member receiving services and supports from the Regional Center<sup>8</sup>(RC).*

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<sup>8</sup> Some NCI states provide services through a statewide ID/DD agency

Can your family member see a primary care provider  
(doctor, registered nurse, etc.) when needed?

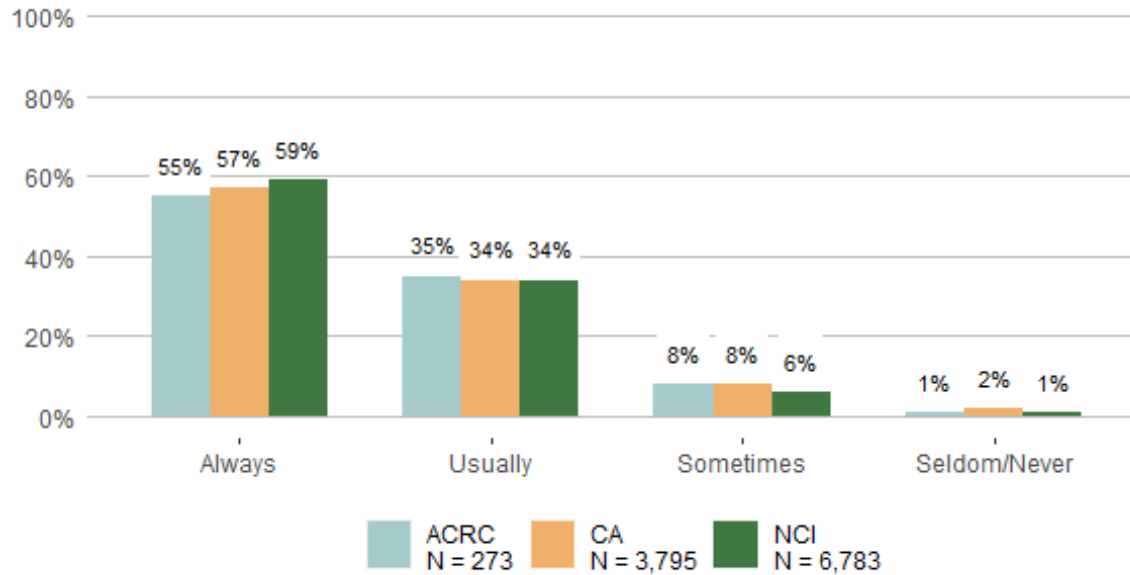


**Table 70. Can your family member see a primary care provider (doctor, registered nurse, etc.) when needed?**

New question in 2021-22. Responses to this question might have been impacted by the COVID-19 pandemic.

RC v CA v NCI	Always	Usually	Sometimes	Seldom/Never	N
ACRC	72%	21%	4%	4%	307
CA	70%	22%	5%	4%	4,049
NCI	73%	21%	3%	3%	7,183

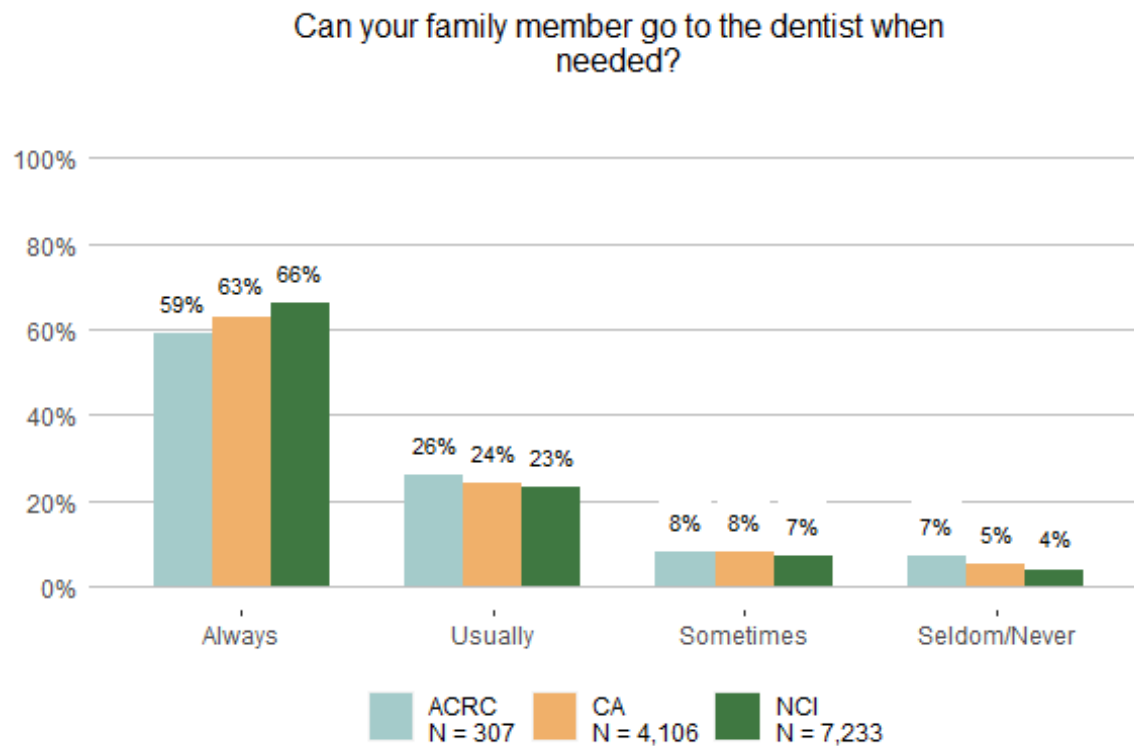
Does your family member's primary care doctor understand your family member's needs related to their disability?



**Table 71. Does your family member's primary care doctor understand your family member's needs related to their disability?**

RC v CA v NCI	Always	Usually	Sometimes	Seldom/Never	N
ACRC	55%	35%	8%	1%	273
CA	57%	34%	8%	2%	3,795
NCI	59%	34%	6%	1%	6,783



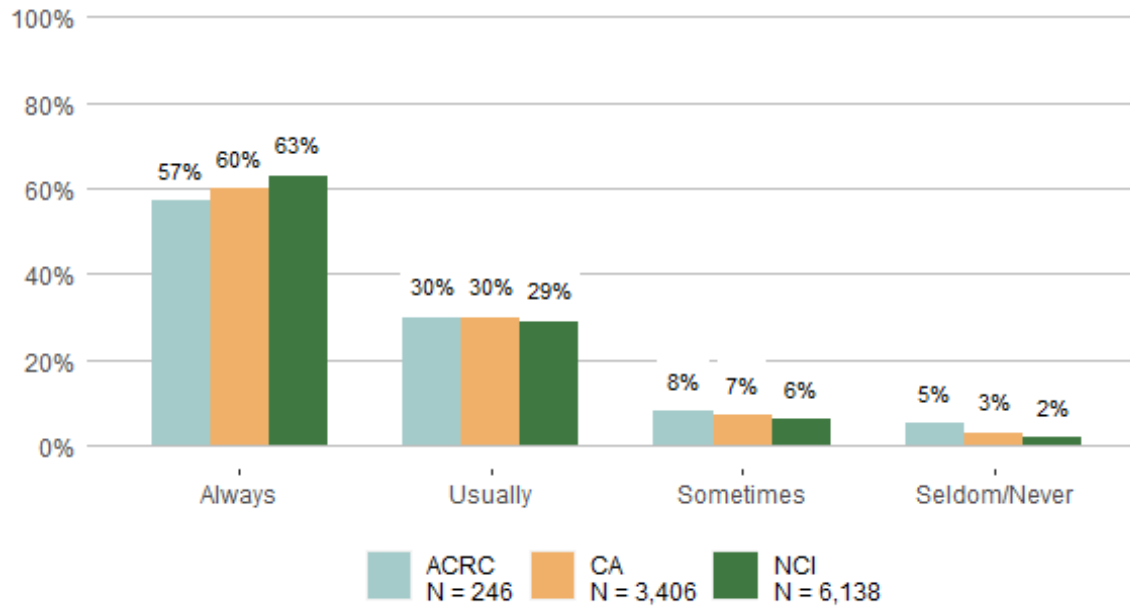


**Table 72. Can your family member go to the dentist when needed?**

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

RC v CA v NCI	Always	Usually	Sometimes	Seldom/Never	N
ACRC	59%	26%	8%	7%	307
CA	63%	24%	8%	5%	4,106
NCI	66%	23%	7%	4%	7,233

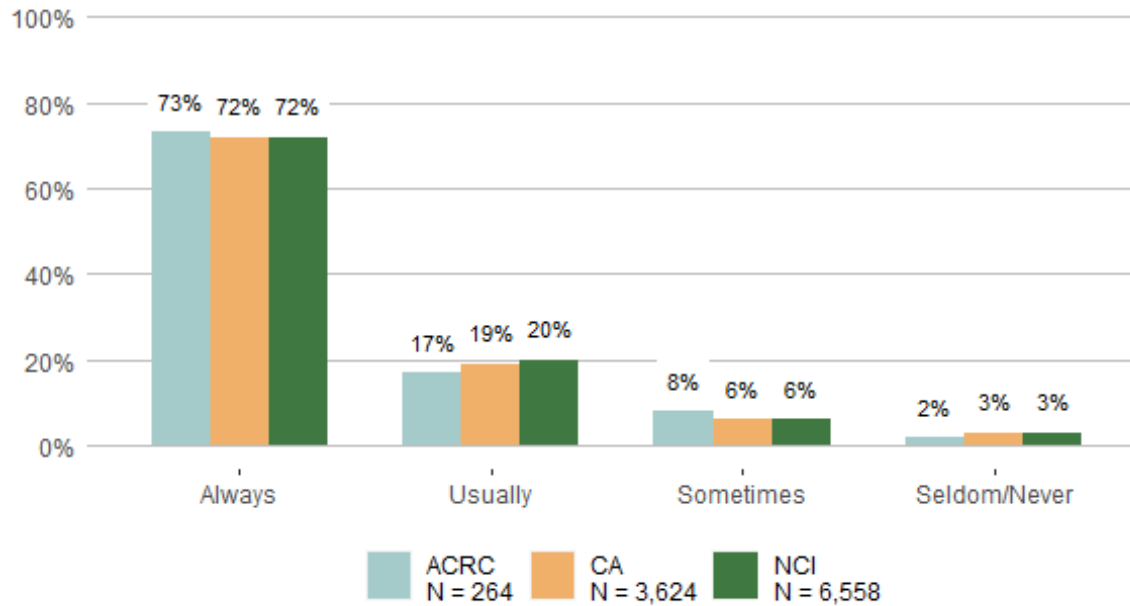
Does your family member's dentist understand your family member's needs related to their disability?



**Table 73. Does your family member's dentist understand your family member's needs related to their disability?**

RC v CA v NCI	Always	Usually	Sometimes	Seldom/Never	N
ACRC	57%	30%	8%	5%	246
CA	60%	30%	7%	3%	3,406
NCI	63%	29%	6%	2%	6,138

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

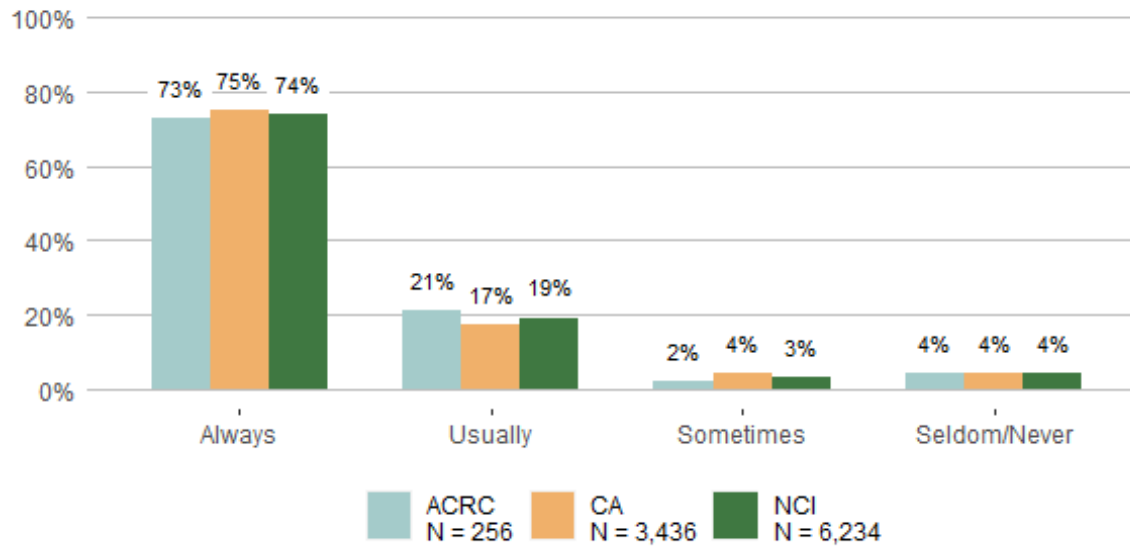


**Table 74. If your family member takes prescription medications, do you know what they're for?**

Question changed in 2021-22

RC v CA v NCI	Always	Usually	Sometimes	Seldom/Never	N
ACRC	73%	17%	8%	2%	264
CA	72%	19%	6%	3%	3,624
NCI	72%	20%	6%	3%	6,558

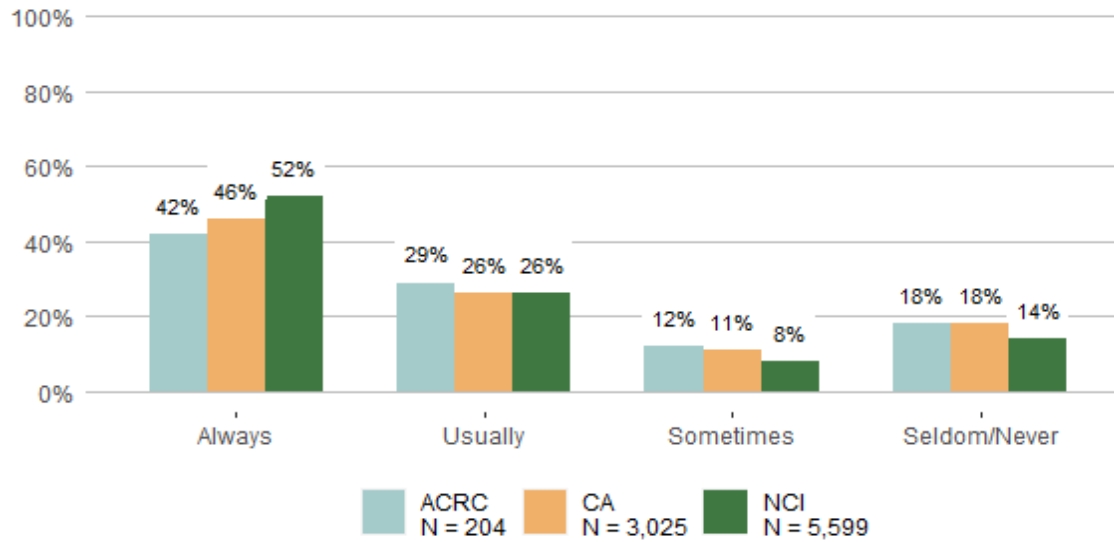
Do you, your family member, or someone else in your family know what is needed to safely take the medications (when it should be taken, how much to take, and the potential side effects)?



**Table 75. Do you, your family member, or someone else in your family know what is needed to safely take the medications (when it should be taken, how much to take, and the potential side effects)?**

RC v CA v NCI	Always	Usually	Sometimes	Seldom/Never	N
ACRC	73%	21%	2%	4%	256
CA	75%	17%	4%	4%	3,436
NCI	74%	19%	3%	4%	6,234

Can your family member get mental or behavioral health supports when needed? (Like see a therapist, go to group counseling)?

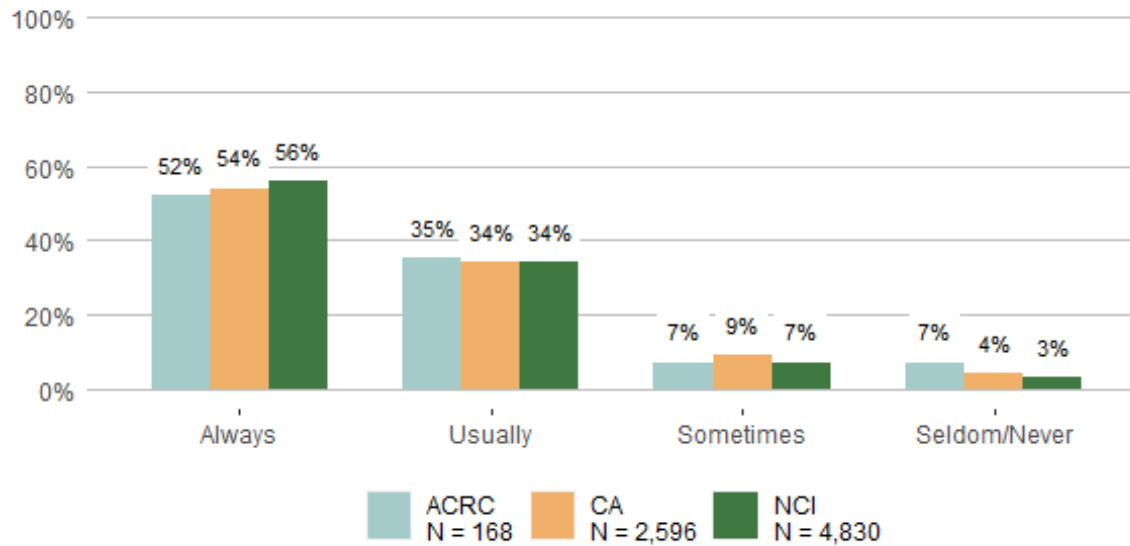


**Table 76. Can your family member get mental or behavioral health supports when needed? (Like see a therapist, go to group counseling)?**

New question in 2021-22

RC v CA v NCI	Always	Usually	Sometimes	Seldom/Never	N
ACRC	42%	29%	12%	18%	204
CA	46%	26%	11%	18%	3,025
NCI	52%	26%	8%	14%	5,599

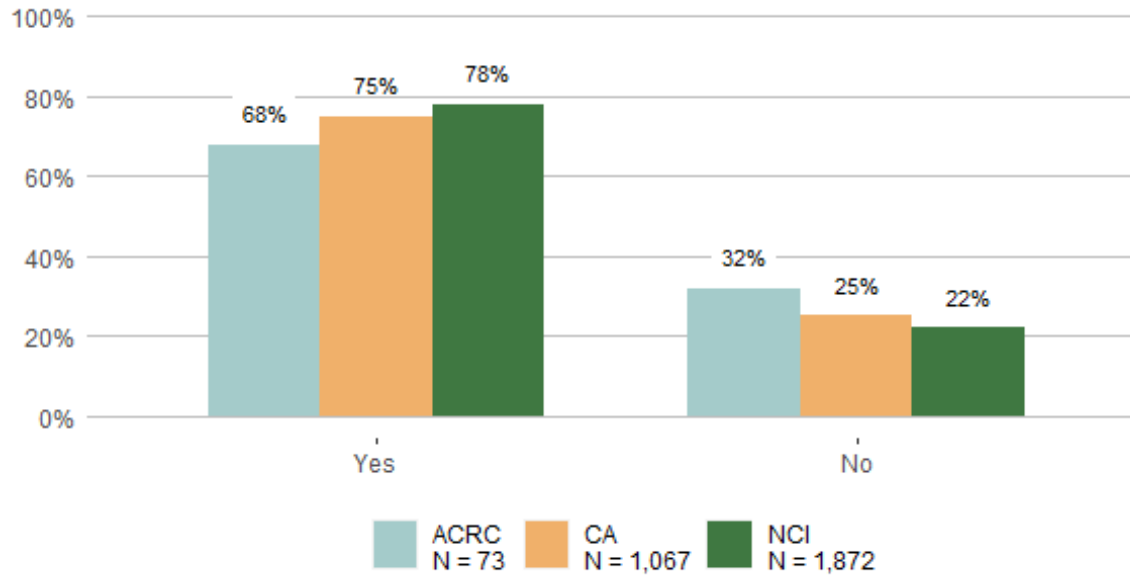
If your family member uses mental health services,  
does the mental health professional understand  
your family member's needs related to their  
disability?



**Table 77. If your family member uses mental health services, does the mental health professional understand your family member's needs related to their disability?**

RC v CA v NCI	Always	Usually	Sometimes	Seldom/Never	N
ACRC	52%	35%	7%	7%	168
CA	54%	34%	9%	4%	2,596
NCI	56%	34%	7%	3%	4,830

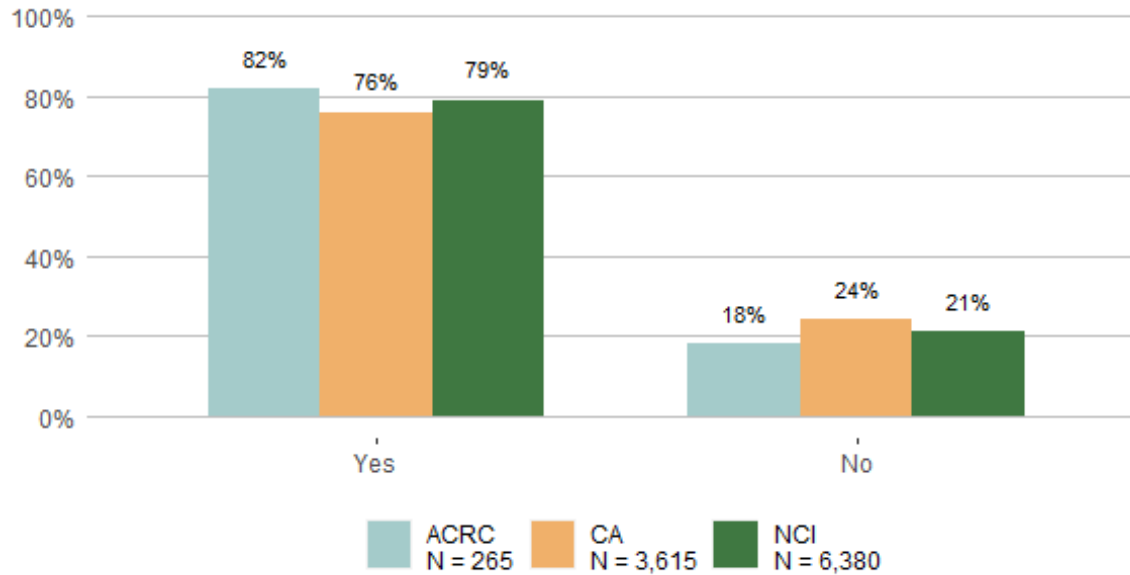
If you asked for crisis or emergency services during the past 12 months, were services provided when needed?



**Table 78. If you asked for crisis or emergency services during the past 12 months, were services provided when needed?**

RC v CA v NCI	Yes	No	N
ACRC	68%	32%	73
CA	75%	25%	1,067
NCI	78%	22%	1,872

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

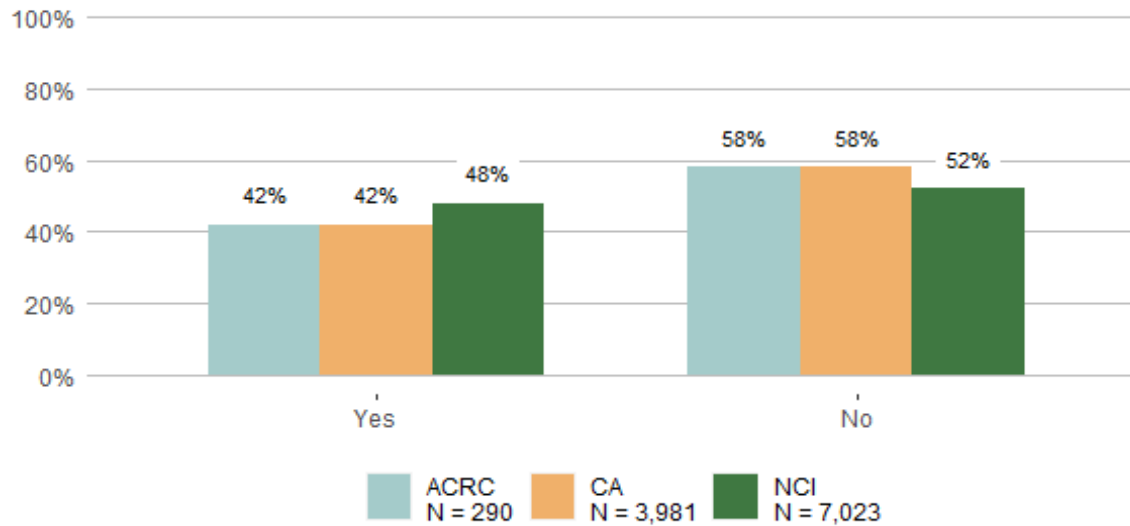


**Table 79. Do you feel prepared to handle the needs of your family member in an emergency such as a medical emergency or natural disaster?**

RC v CA v NCI	Yes	No	N
ACRC	82%	18%	265
CA	76%	24%	3,615
NCI	79%	21%	6,380



Have you talked about how to handle emergencies (such as a medical emergency, pandemic, or natural disaster) with your family member's case manager/service coordinator?

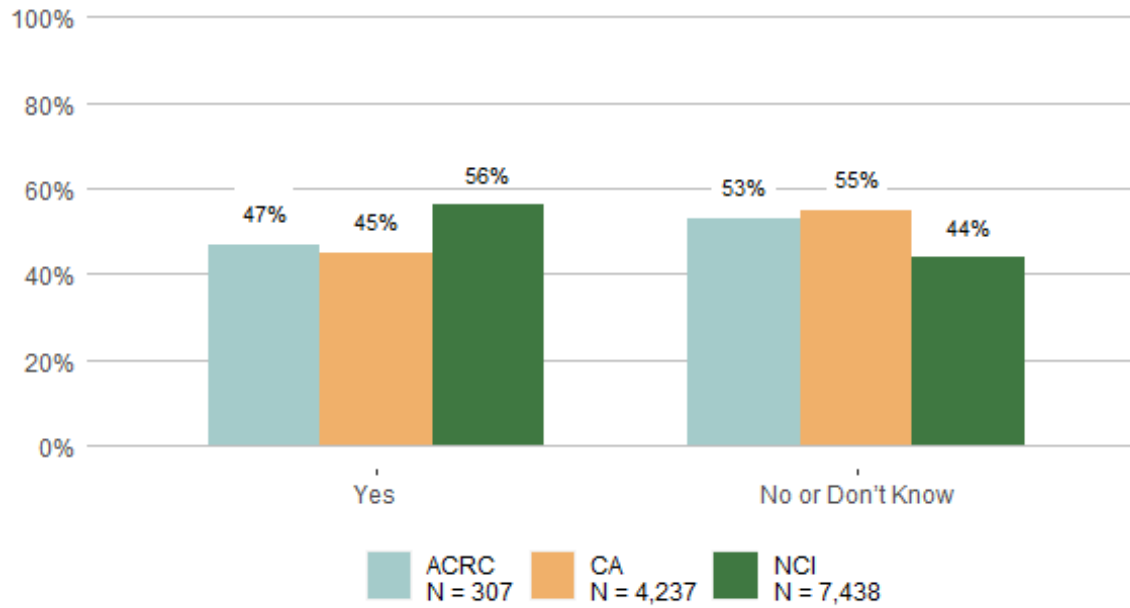


**Table 80. Have you talked about how to handle emergencies (such as a medical emergency, pandemic, or natural disaster) with your family member's case manager/service coordinator?**

New question in 2021-22.

RC v CA v NCI	Yes	No	N
ACRC	42%	58%	290
CA	42%	58%	3,981
NCI	48%	52%	7,023

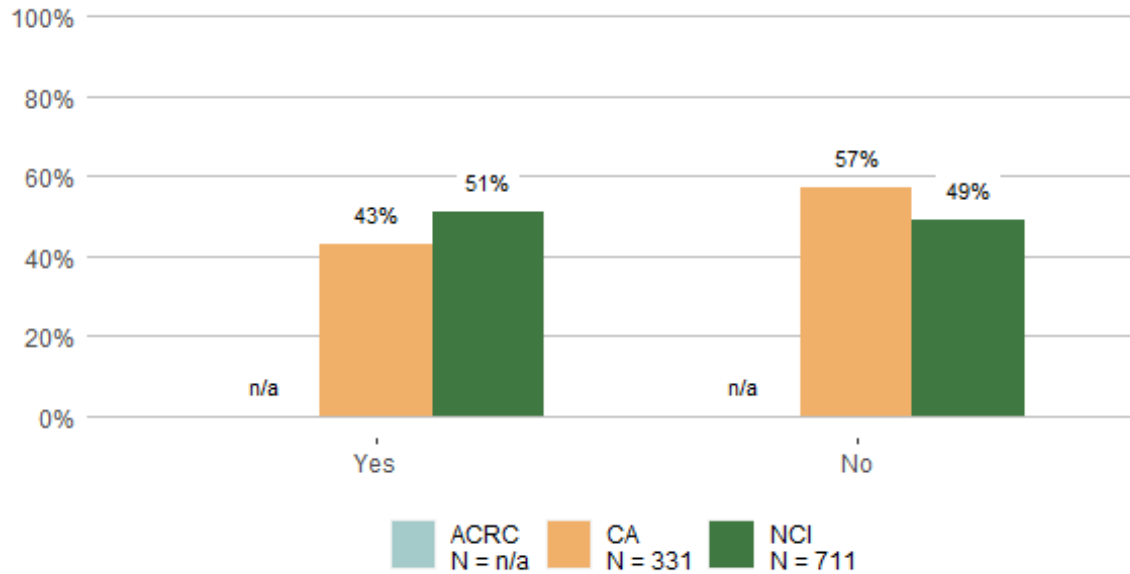
Do you know how to file a complaint or grievance about provider agencies or staff?



**Table 81. Do you know how to file a complaint or grievance about provider agencies or staff?**

RC v CA v NCI	Yes	No or Don't Know	N
ACRC	47%	53%	307
CA	45%	55%	4,237
NCI	56%	44%	7,438

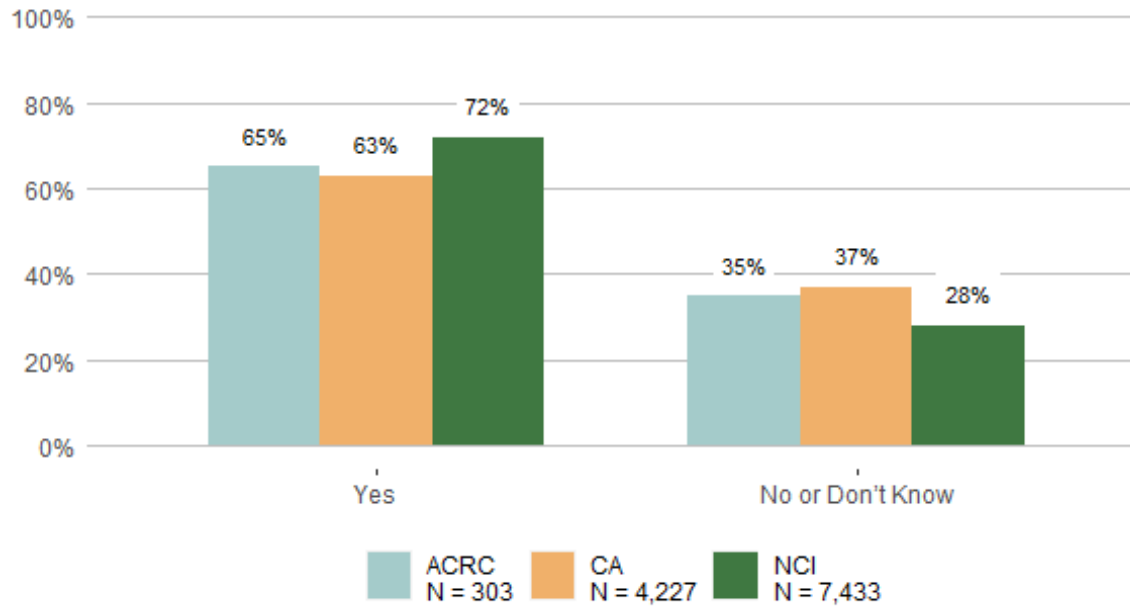
If a complaint or grievance was filed or resolved in the past 12 months, are you satisfied with the way it was handled?



**Table 82. If a complaint or grievance was filed or resolved in the past 12 months, are you satisfied with the way it was handled?**

RC v CA v NCI	Yes	No	N
ACRC	n/a	n/a	n/a
CA	43%	57%	331
NCI	51%	49%	711

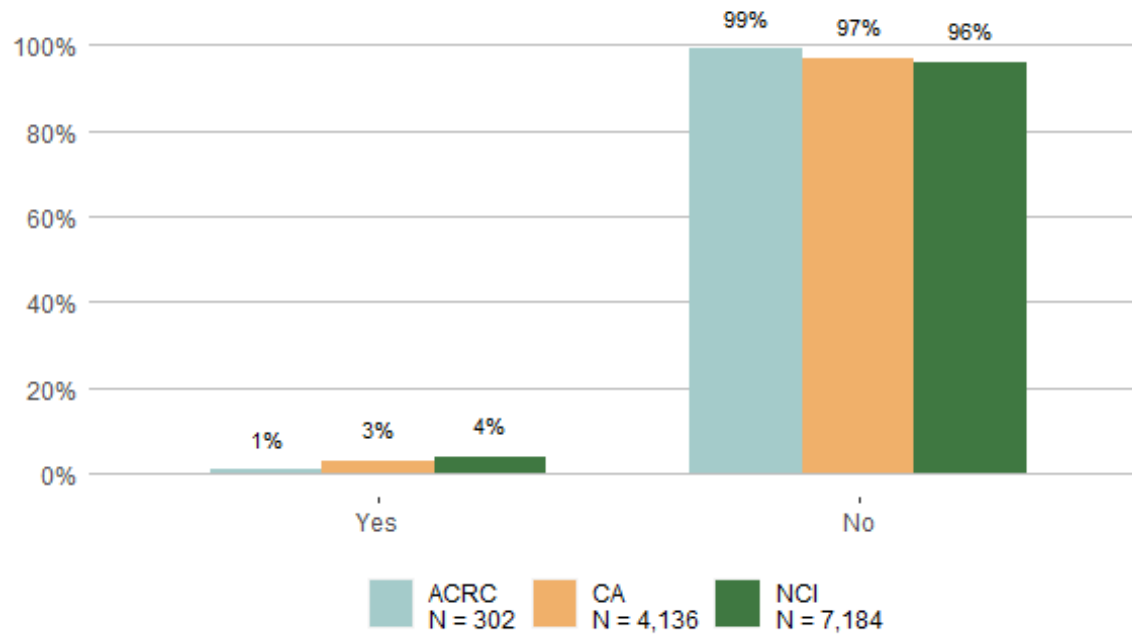
Do you know how to report abuse or neglect related to your family member?



**Table 83. Do you know how to report abuse or neglect related to your family member?**

RC v CA v NCI	Yes	No or Don't Know	N
ACRC	65%	35%	303
CA	63%	37%	4,227
NCI	72%	28%	7,433

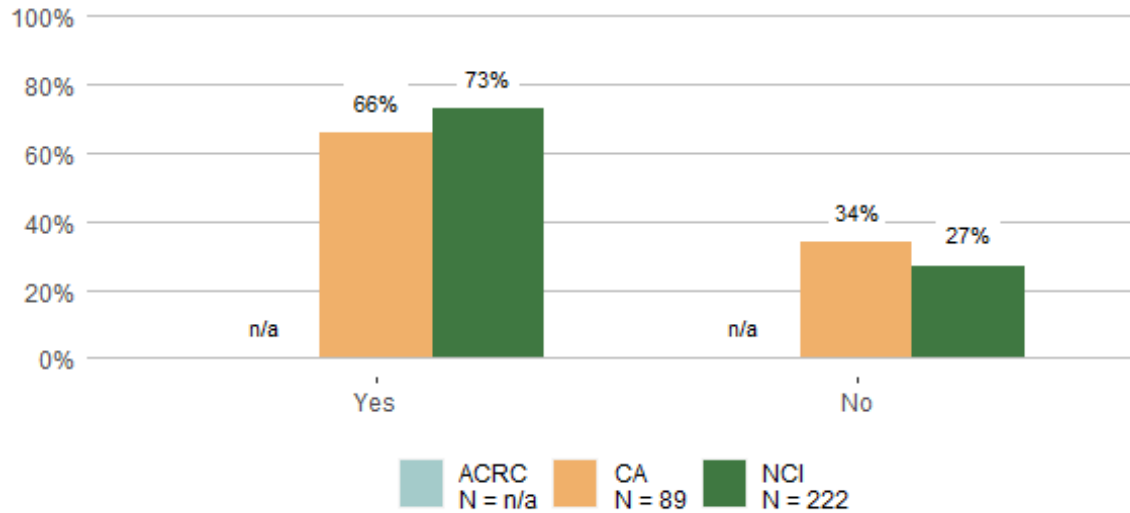
Within the past 12 months, was a report of abuse or neglect filed on behalf of your family member?



**Table 84. Within the past 12 months, was a report of abuse or neglect filed on behalf of your family member?**

RC v CA v NCI	Yes	No	N
ACRC	1%	99%	302
CA	3%	97%	4,136
NCI	4%	96%	7,184

If a report of abuse or neglect was filed on behalf of family member, if someone other than you or another family member reported abuse or neglect in the past 12 months, were you notified of the report in a timely manner?



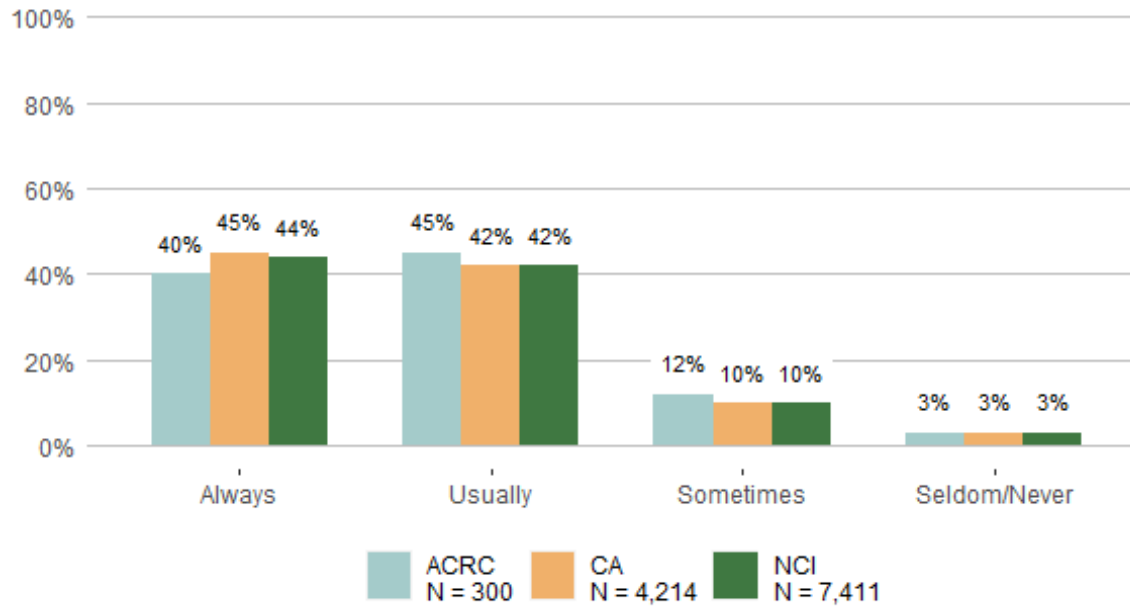
**Table 85. If a report of abuse or neglect was filed on behalf of family member, if someone other than you or another family member in the past 12 months, were you notified of the report in a timely manner?**

RC v CA v NCI	Yes	No	N
ACRC	n/a	n/a	n/a
CA	66%	34%	89
NCI	73%	27%	222

## *Family Satisfaction*

*Services and supports lead to better lives for people with intellectual/developmental disabilities and their families.*

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

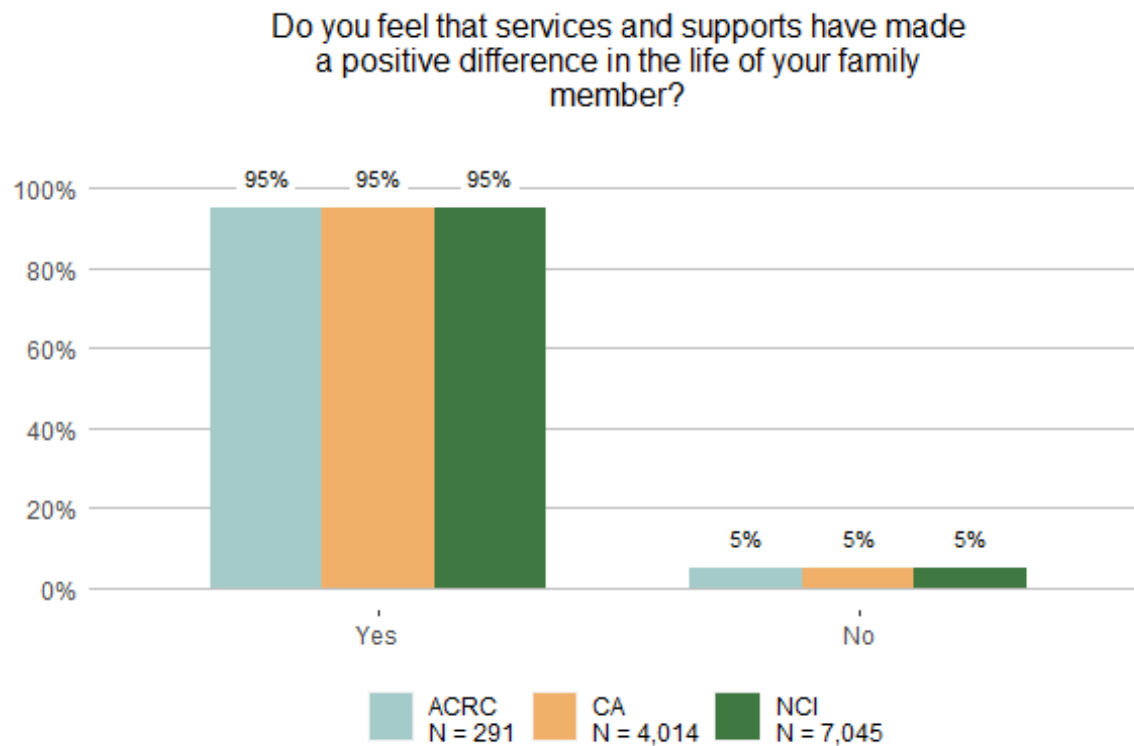


**Table 86. Overall, are you satisfied with the services and supports your family member currently receives?**

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

RC v CA v NCI	Always	Usually	Sometimes	Seldom/Never	N
ACRC	40%	45%	12%	3%	300
CA	45%	42%	10%	3%	4,214
NCI	44%	42%	10%	3%	7,411



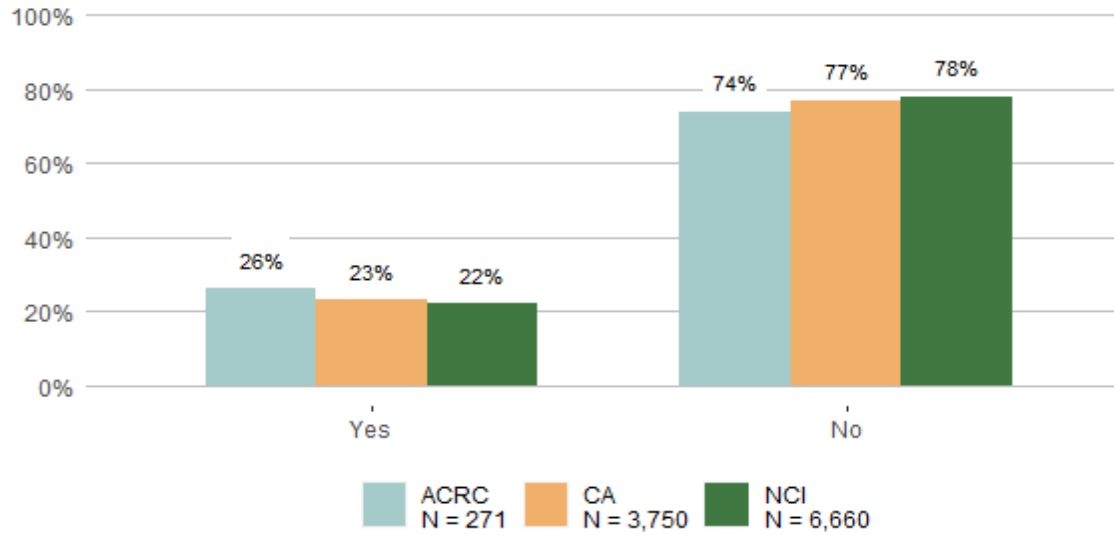


**Table 87. Do you feel that services and supports have made a positive difference in the life of your family member?**

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

RC v CA v NCI	Yes	No	N
ACRC	95%	5%	291
CA	95%	5%	4,014
NCI	95%	5%	7,045

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

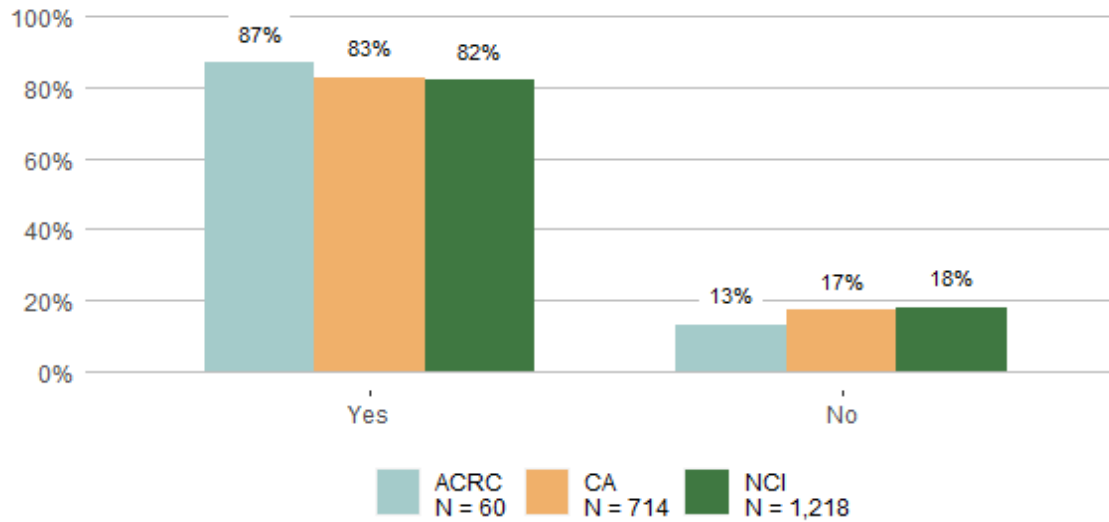


**Table 88. Have the services or supports that your family member received during the past year been reduced, suspended, or terminated?**

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

RC v CA v NCI	Yes	No	N
ACRC	26%	74%	271
CA	23%	77%	3,750
NCI	22%	78%	6,660

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

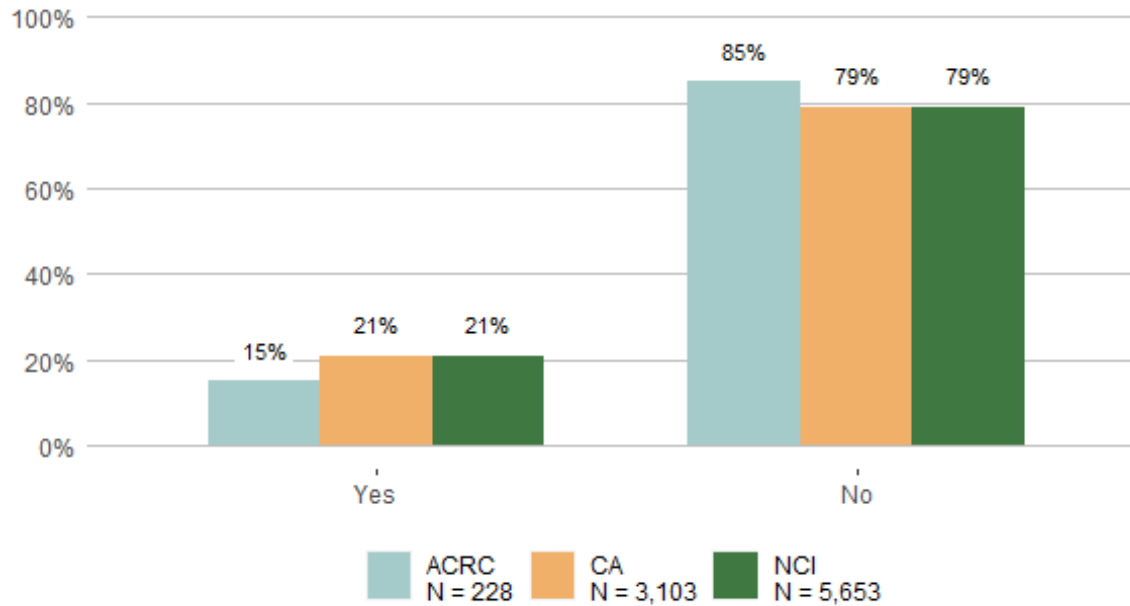


**Table 89. If services or supports received by the family were reduced, suspended, or terminated during the past year, did the change in services affect your family member negatively?**

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

RC v CA v NCI	Yes	No	N
ACRC	87%	13%	60
CA	83%	17%	714
NCI	82%	18%	1,218

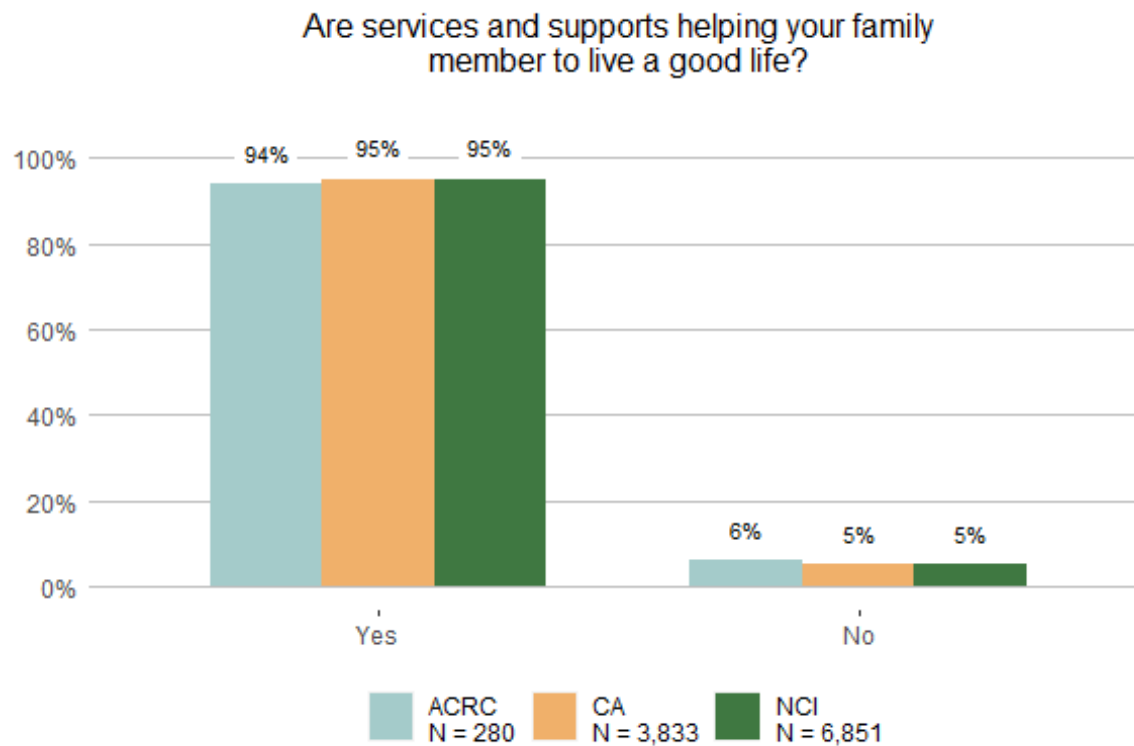
Have the services or supports that your family member received been increased in the past year?



**Table 90. Have the services or supports that your family member received been increased in the past year?**

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

RC v CA v NCI	Yes	No	N
ACRC	15%	85%	228
CA	21%	79%	3,103
NCI	21%	79%	5,653



**Table 91. Are services and supports helping your family member to live a good life?**

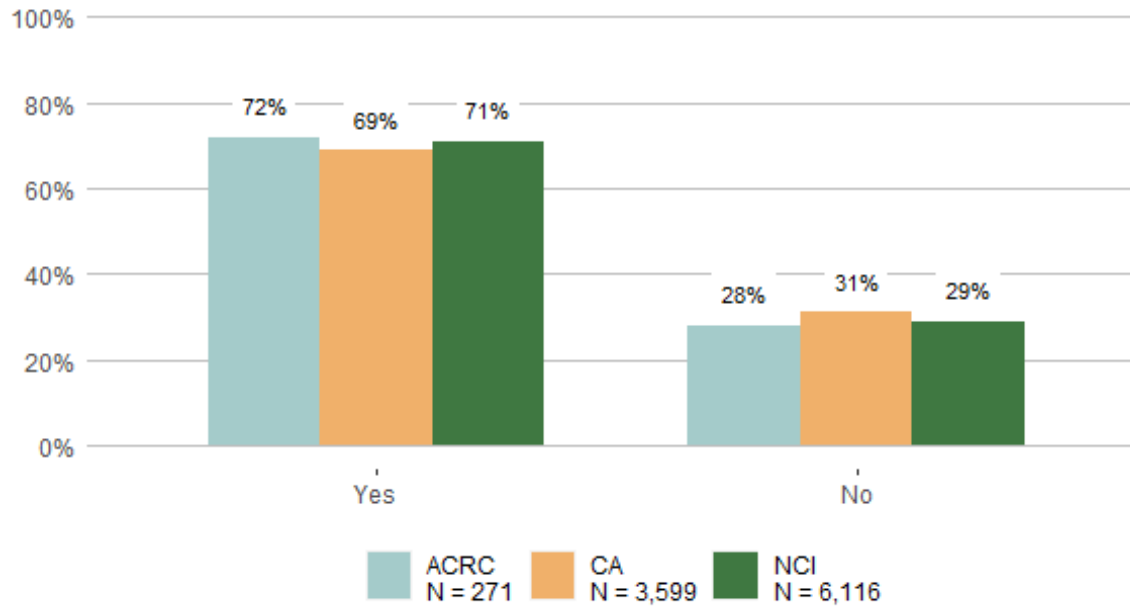
Responses to this question might have been impacted by the COVID-19 pandemic.

RC v CA v NCI	Yes	No	N
ACRC	94%	6%	280
CA	95%	5%	3,833
NCI	95%	5%	6,851

## *COVID-19 Supplement*

*The COVID-19 Supplement is intended to support an ongoing understanding of the continuing effects of the pandemic on people's lives and services. Note: the COVID-19 Supplement was state optional, one state chose not to administer the Supplement.*

Were your family member's services and supports changed, canceled, or reduced during COVID time?



**Table 92. Were your family member's services and supports changed, canceled, or reduced during COVID time?**

RC v CA v NCI	Yes	No	N
ACRC	72%	28%	271
CA	69%	31%	3,599
NCI	71%	29%	6,116

If yes, are those changes still in effect (still part of your family member's life)?

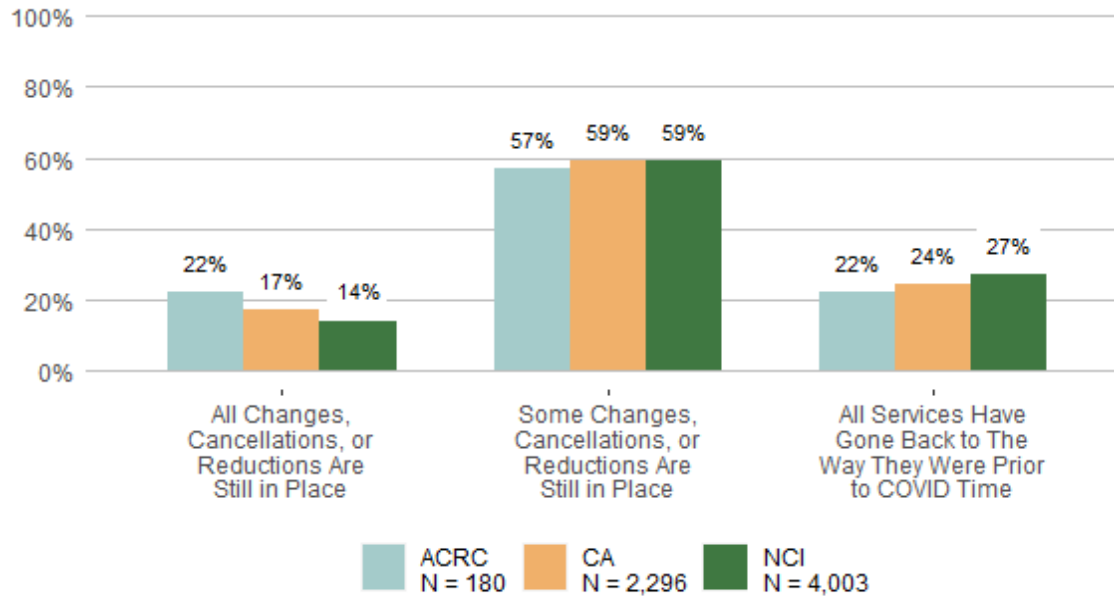
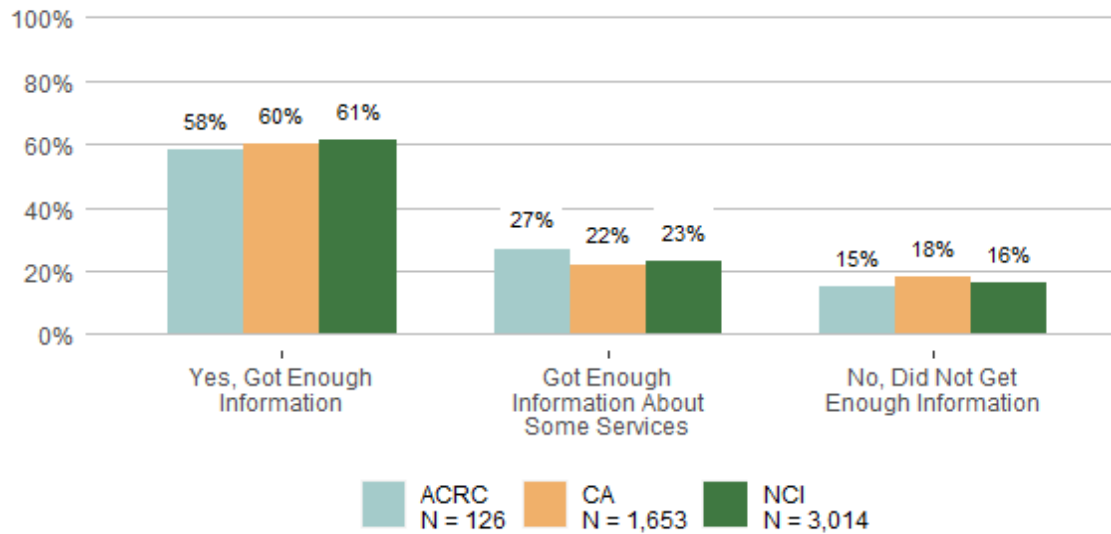


Table 93. If yes, are those changes still in effect (still part of your family member's life)?

RC v CA v NCI	All Changes, Cancellations, or Reductions Are Still in Place	Some Changes, Cancellations, or Reductions Are Still in Place	All Services Have Gone Back to The Way They Were Prior to COVID Time	N
ACRC	22%	57%	22%	180
CA	17%	59%	24%	2,296
NCI	14%	59%	27%	4,003



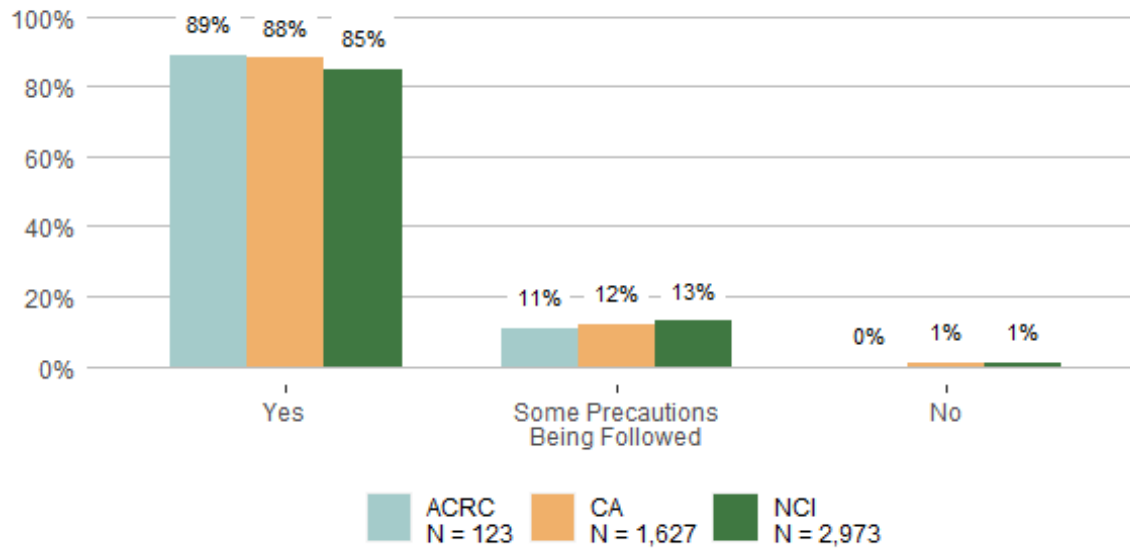
If some or all of your family member's services have reopened or restarted: Did your family get enough information about the services reopening/restarting?



**Table 94. If some or all of your family member's services have reopened or restarted: Did your family get enough information about the services reopening/restarting?**

RC v CA v NCI	Yes, Got Enough Information	Got Enough Information About Some Services	No, Did Not Get Enough Information	N
ACRC	58%	27%	15%	126
CA	60%	22%	18%	1,653
NCI	61%	23%	16%	3,014

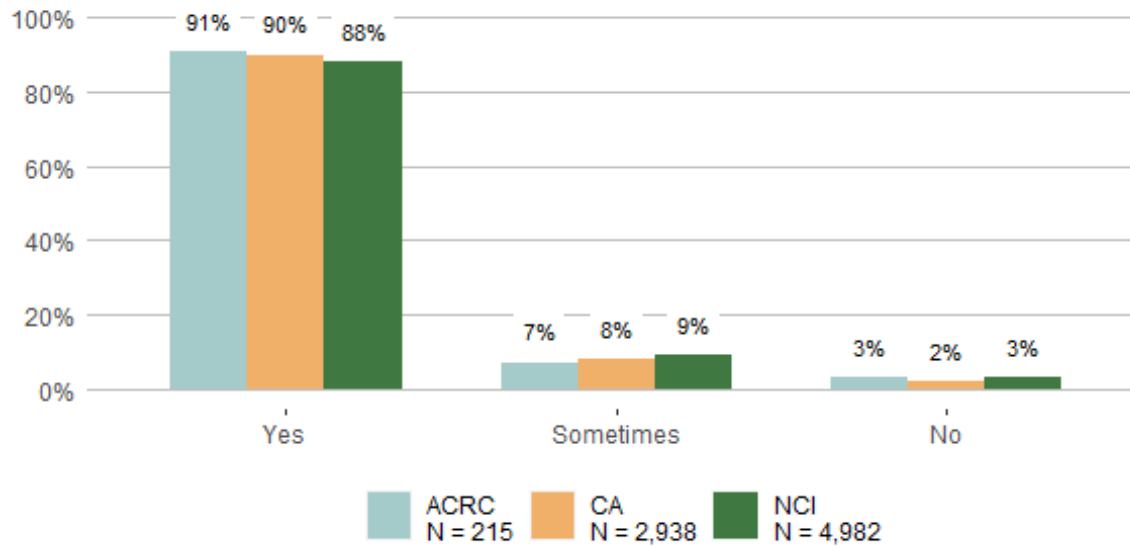
If some or all of your family member's services have reopened or restarted: Do you feel that service providers are following COVID-19 safety precautions?



**Table 95. If some or all of your family member's services have reopened or restarted: Do you feel that service providers are following COVID-19 safety precautions?**

RC v CA v NCI	Yes	Some Precautions Being Followed	No	N
ACRC	89%	11%	0%	123
CA	88%	12%	1%	1,627
NCI	85%	13%	1%	2,973

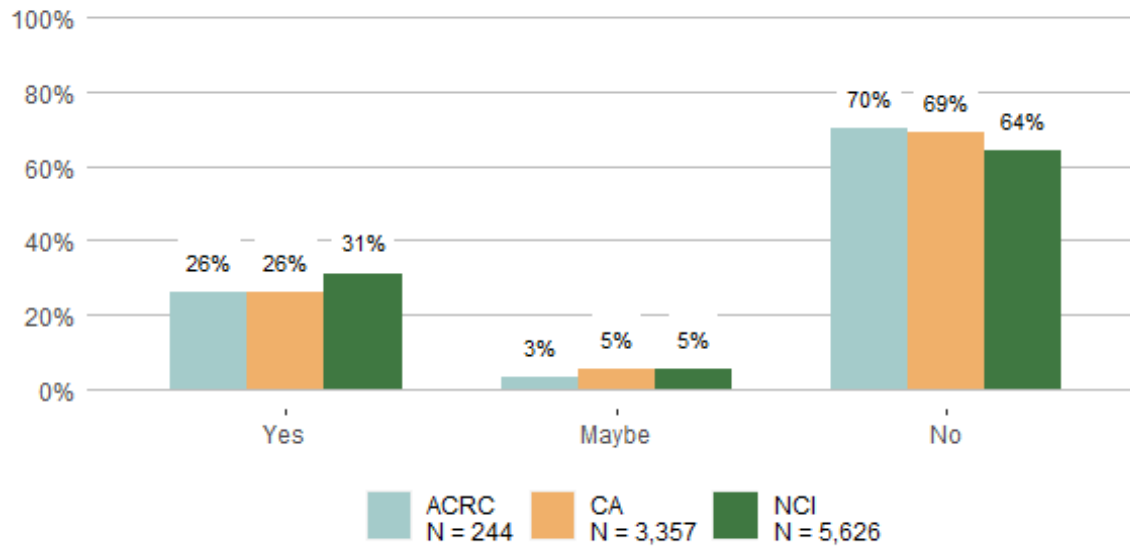
If staff support your family member in your family member's home: Do you feel that the staff follow recommendations to keep the household safe and healthy?



**Table 96. If staff support your family member in your family member's home: Do you feel that the staff follow recommendations to keep the household safe and healthy?**

RC v CA v NCI	Yes	Sometimes	No	N
ACRC	91%	7%	3%	215
CA	90%	8%	2%	2,938
NCI	88%	9%	3%	4,982

In preparation for the future, have you made or updated an emergency plan with your family member's case manager/service coordinator or with other staff?



**Table 97. In preparation for the future, have you made or updated an emergency plan with your family member's case manager/service coordinator or with other staff?**

RC v CA v NCI	Yes	Maybe	No	N
ACRC	26%	3%	70%	244
CA	26%	5%	69%	3,357
NCI	31%	5%	64%	5,626

## *California Specific Questions*

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

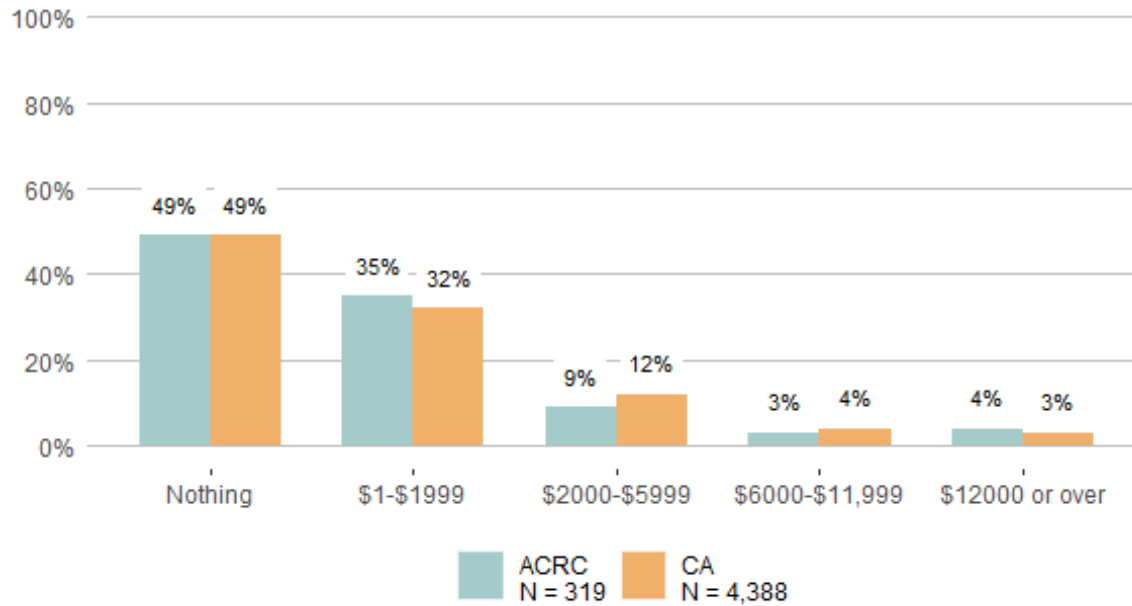
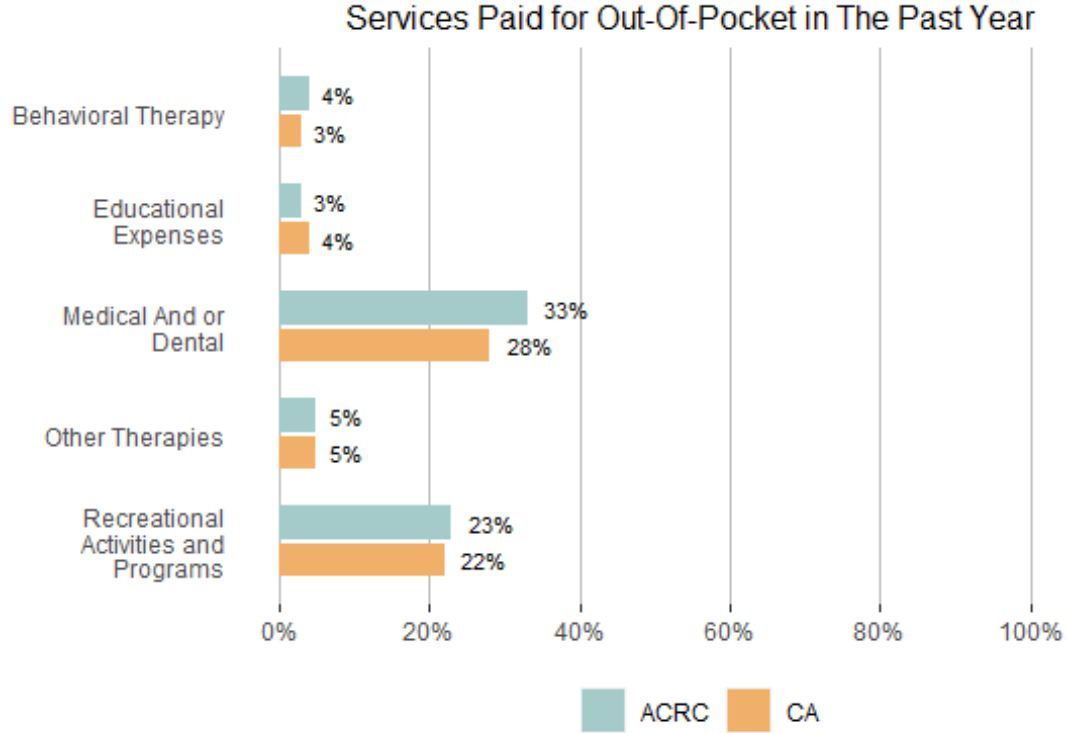


Table 98. Total Out-of-pocket Expenses Related to Family Member's Care in the Past Year

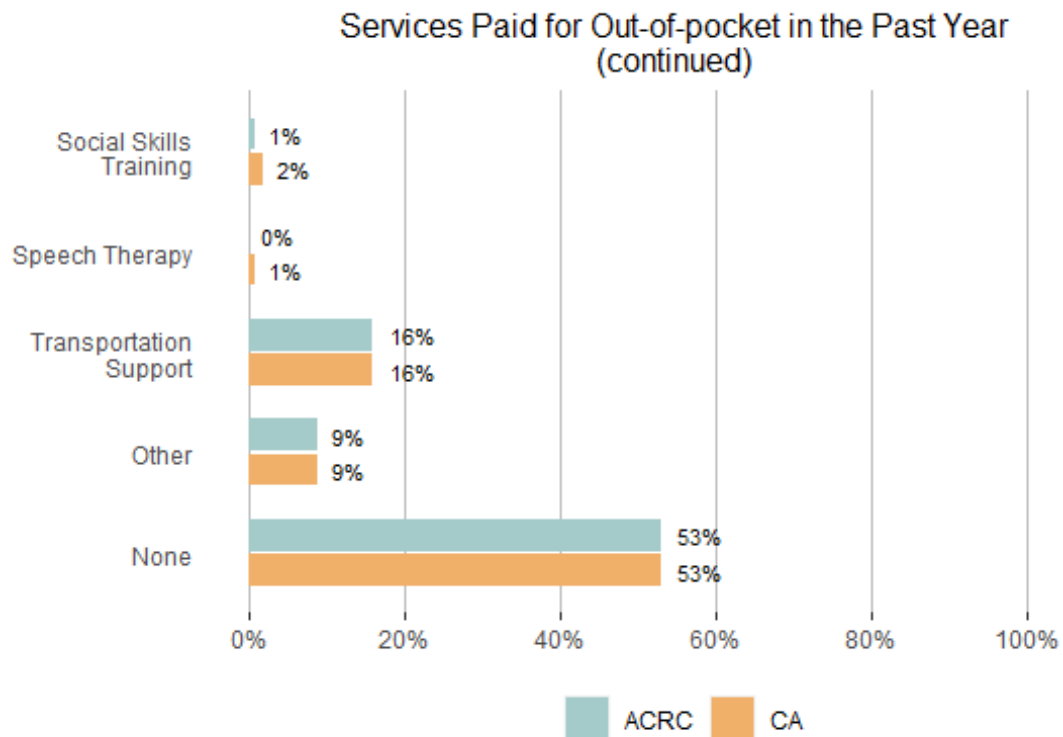
RC v CA	Nothing	\$1-\$1999	\$2000-\$5999	\$6000-\$11,999	\$12000 or over	N
ACRC	49%	35%	9%	3%	4%	319
CA	49%	32%	12%	4%	3%	4,388



**Table 99a. Services Paid for Out-Of-Pocket in The Past Year**

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

<b>RC v CA</b>	<b>Behavioral Therapy</b>	<b>Educational Expenses</b>	<b>Medical And or Dental</b>	<b>Other Therapies</b>	<b>Recreational Activities and Programs</b>
ACRC	4%	3%	33%	5%	23%
CA	3%	4%	28%	5%	22%



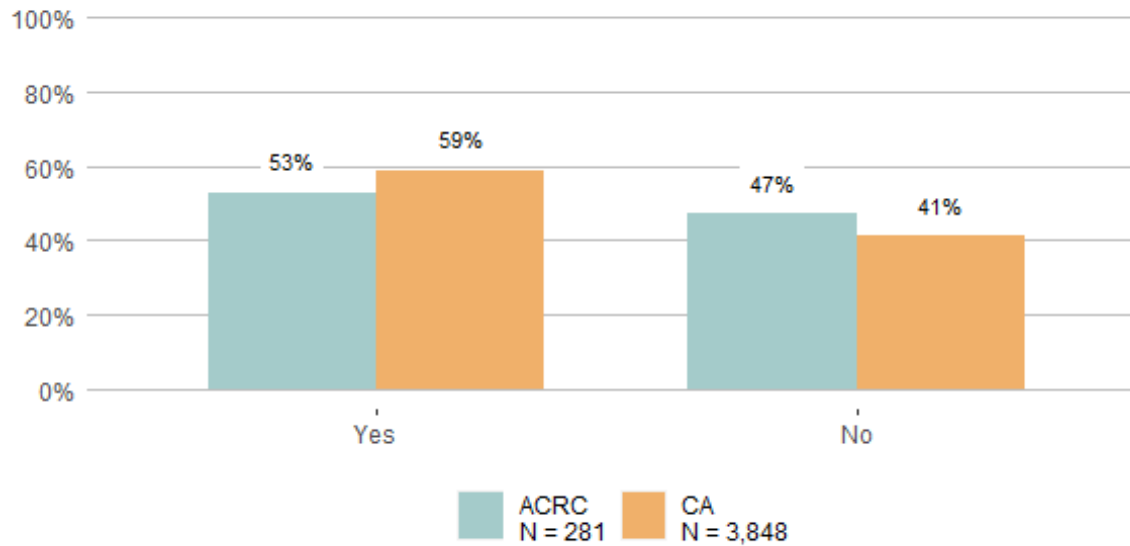
**Table 99b. Services Paid for Out-of-Pocket in the Past Year (continued)**

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

RC v CA	Social Skills Training	Speech Therapy	Transportation Support	Other	None
ACRC	1%	0%	16%	9%	53%
CA	2%	1%	16%	9%	53%



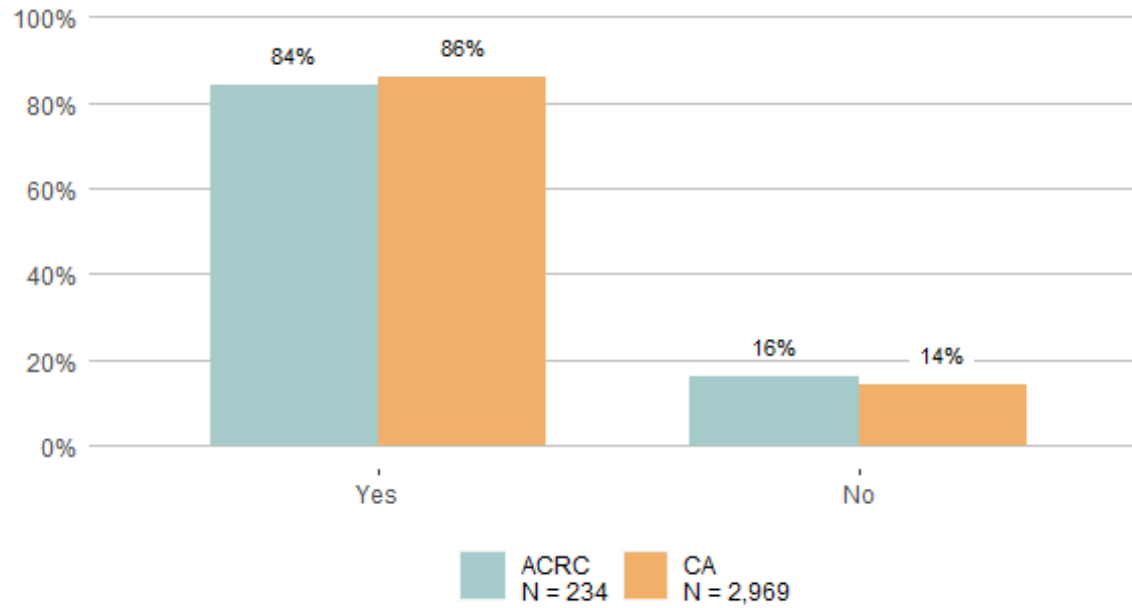
Does your regional center keep you informed, in your preferred language, about programs or services it offers? (For example, updates about new programs or services they offer)



**Table 100. Does your regional center keep you informed, in your preferred language, about programs or services it offers? (For example, updates about new programs or services they offer)**

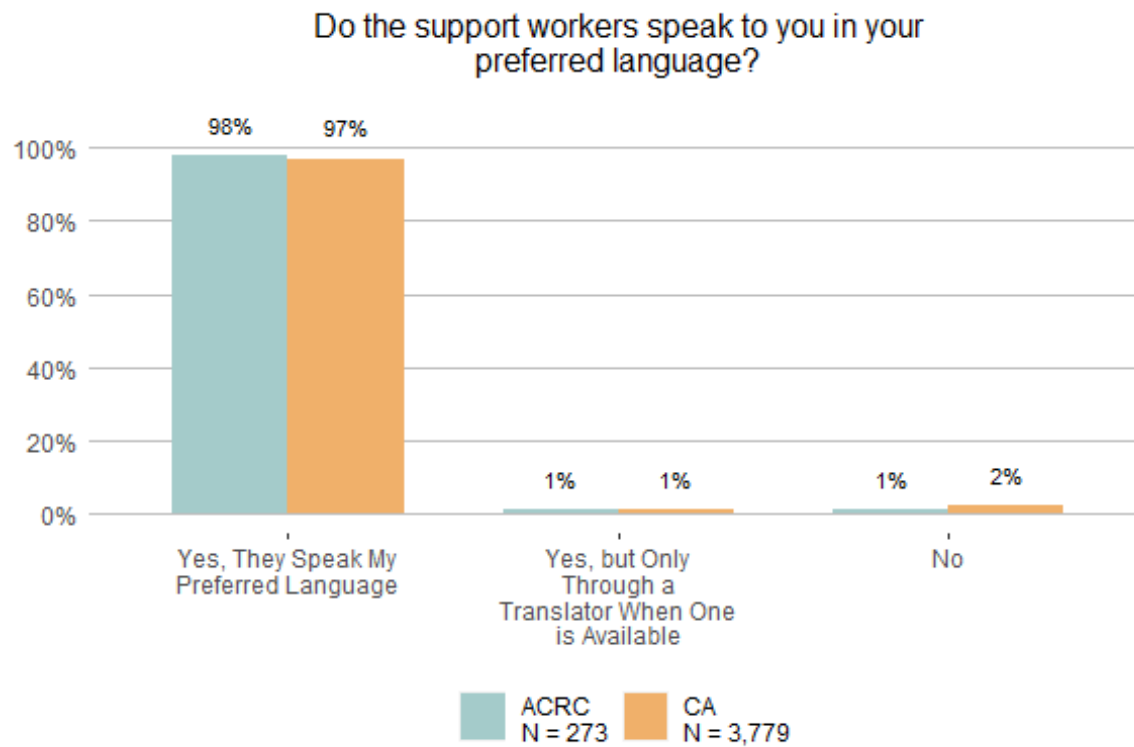
RC v CA	Yes	No	N
ACRC	53%	47%	281
CA	59%	41%	3,848

Did you get a copy of your family member's IPP in your preferred language?



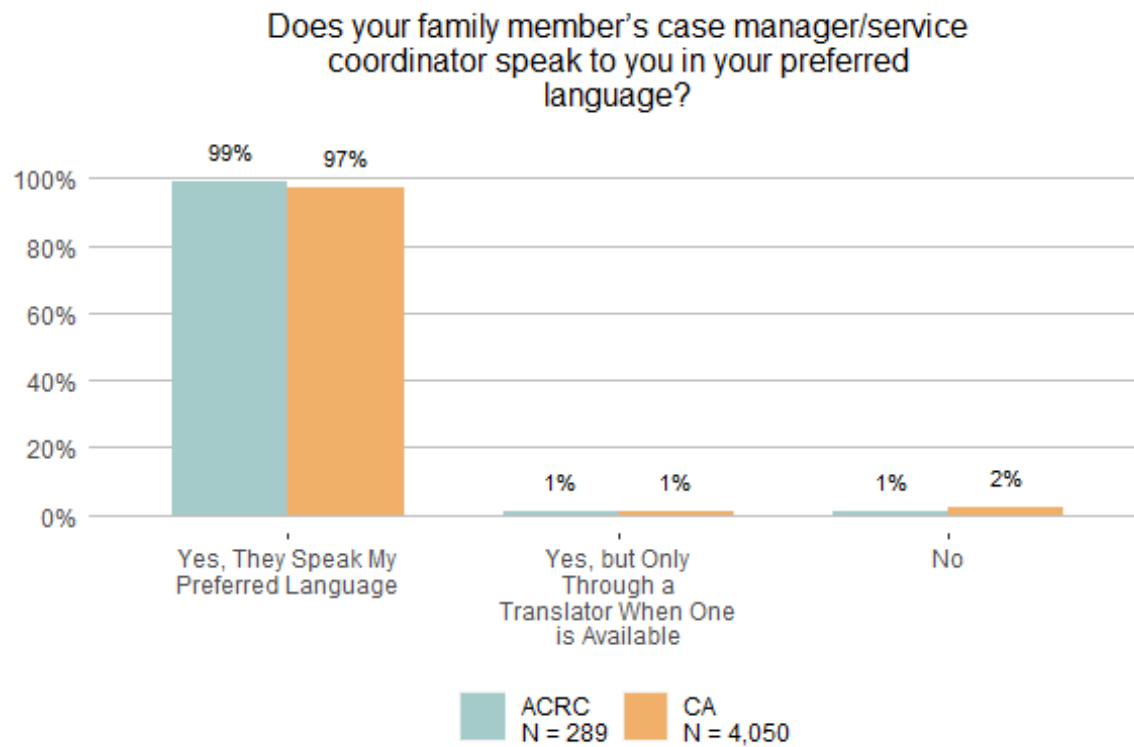
**Table 101. Did you get a copy of your family member's IPP in your preferred language?**

RC v CA	Yes	No	N
ACRC	84%	16%	234
CA	86%	14%	2,969



**Table 102. Do the support workers speak to you in your preferred language?**

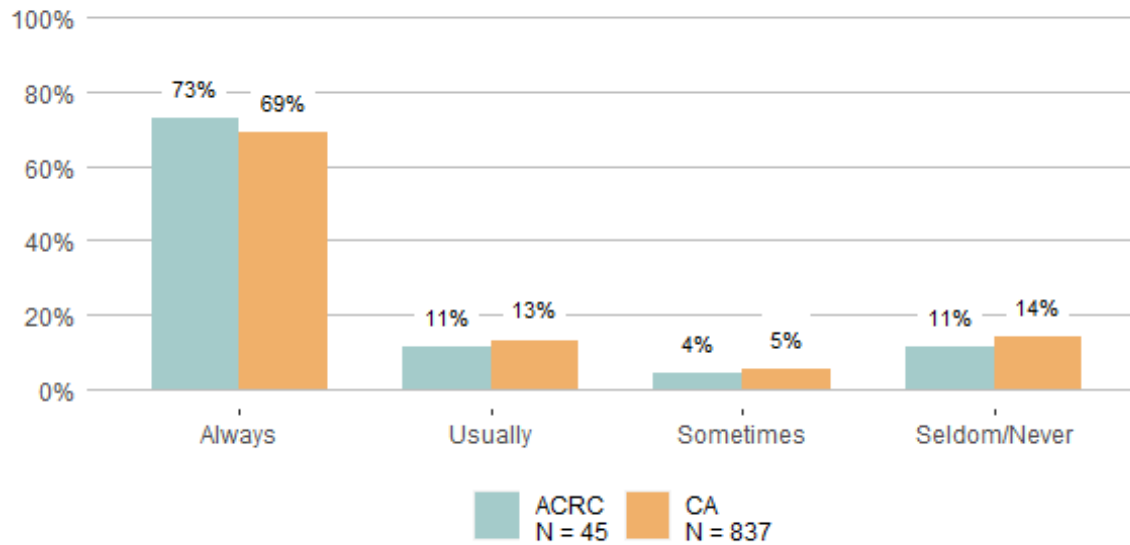
RC v CA	Yes, They Speak My Preferred Language	Yes, but Only Through a Translator When One is Available	No	N
ACRC	98%	1%	1%	273
CA	97%	1%	2%	3,779



**Table 103. Does your family member's case manager/service coordinator speak to you in your preferred language?**

RC v CA	Yes, They Speak My Preferred Language	Yes, but Only Through a Translator When One is Available	No	N
ACRC	99%	1%	1%	289
CA	97%	1%	2%	4,050

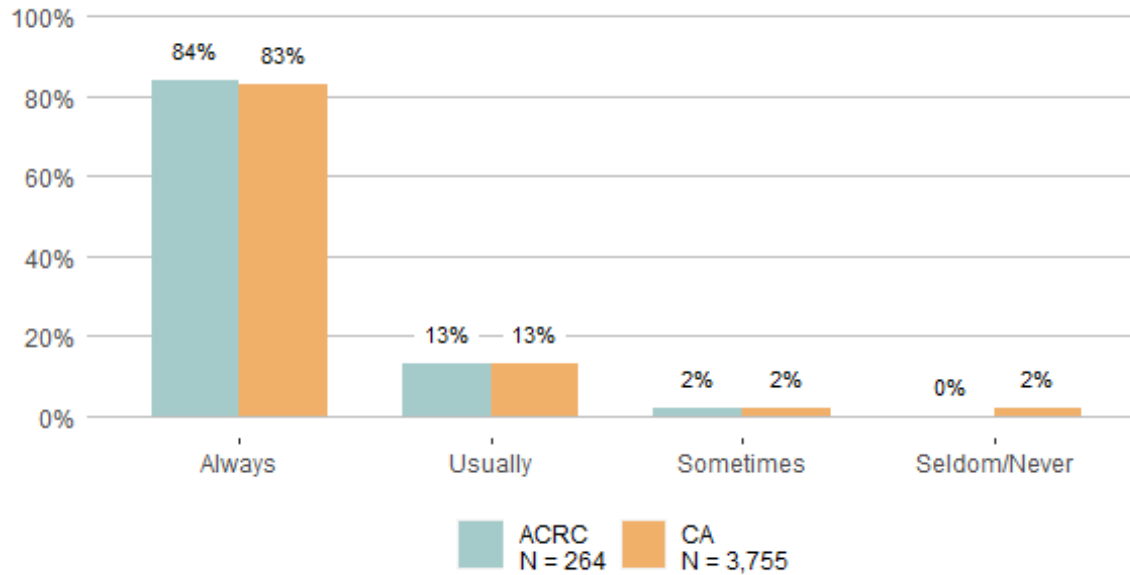
If your support workers and/or case manager/  
service coordinator do not speak to you in your  
preferred language is a translator provided when  
needed?



**Table 104. If your support workers and/or case manager/service coordinator do not speak to you in your preferred language is a translator provided when needed?**

RC v CA	Always	Usually	Sometimes	Seldom/Never	N
ACRC	73%	11%	4%	11%	45
CA	69%	13%	5%	14%	837

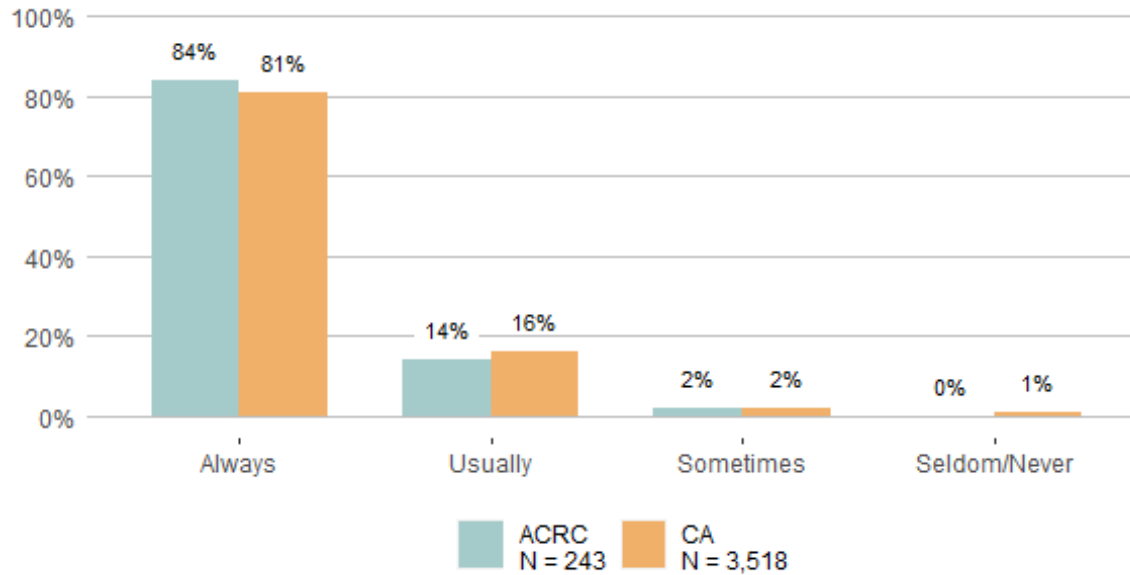
Does your family member's case manager/service coordinator support you in a way that is respectful to your culture?



**Table 105. Does your family member's case manager/service coordinator support you in a way that is respectful to your culture?**

RC v CA	Always	Usually	Sometimes	Seldom/Never	N
ACRC	84%	13%	2%	0%	264
CA	83%	13%	2%	2%	3,755

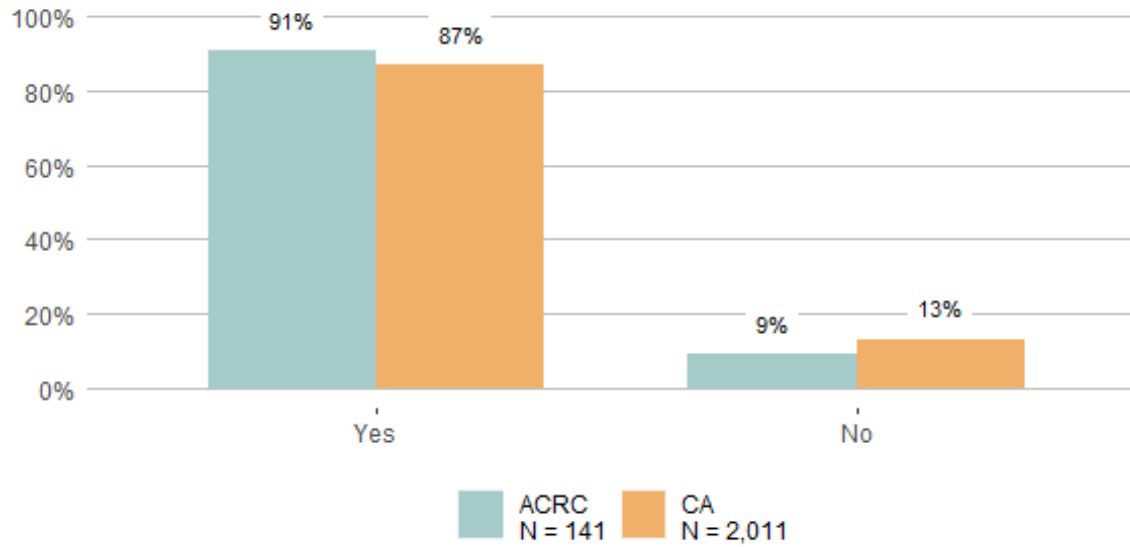
Do support workers for your family members provide services in a way that is respectful of your culture?



**Table 106. Do support workers for your family members provide services in a way that is respectful of your culture?**

RC v CA	Always	Usually	Sometimes	Seldom/Never	N
ACRC	84%	14%	2%	0%	243
CA	81%	16%	2%	1%	3,518

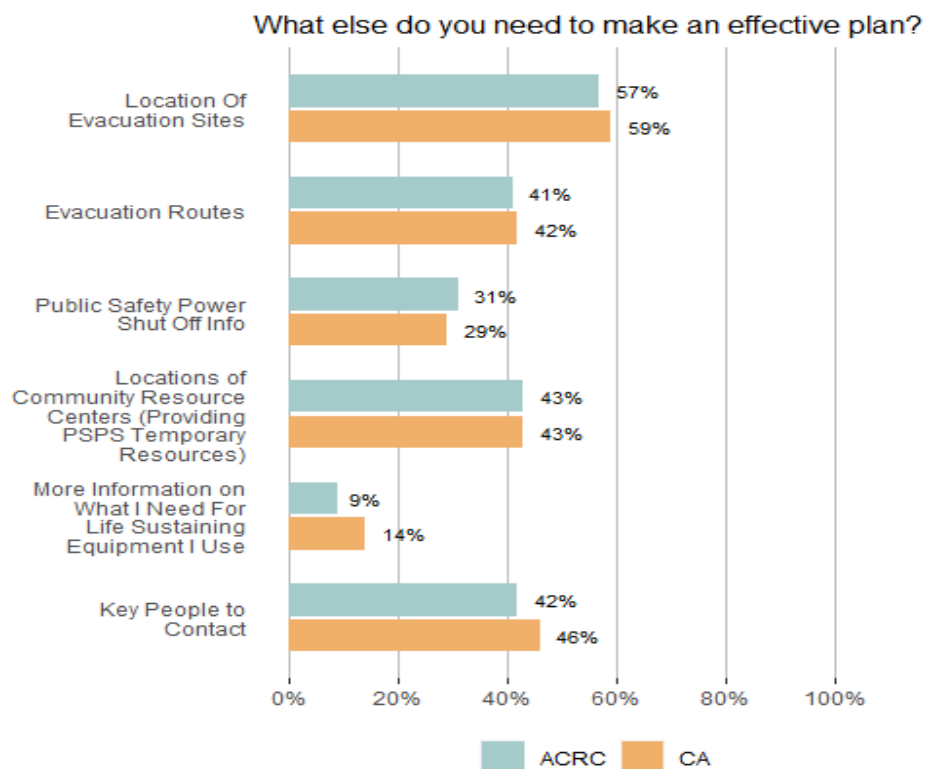
Do you believe your plans for how to handle your family members needs during a natural disaster (such as a wildfire or earthquake) will be effective?



**Table 107. Do you believe your plans for how to handle your family members' needs during a natural disaster (such as a wildfire or earthquake) will be effective?**

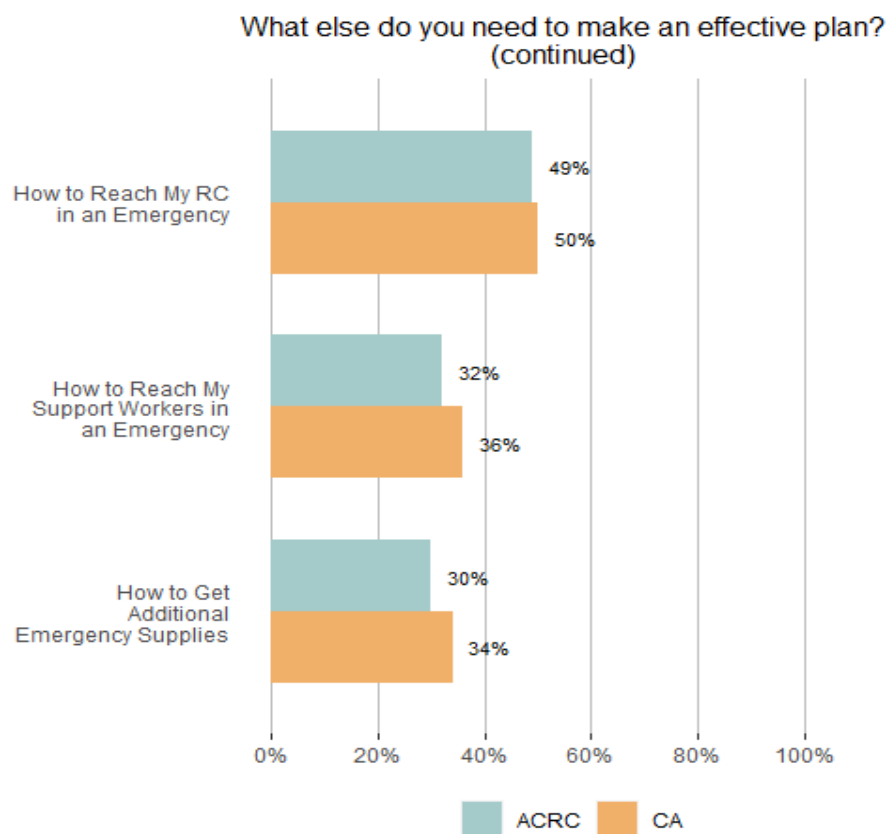
RC v CA I	Yes	No	N
ACRC	91%	9%	141
CA	87%	13%	2,011





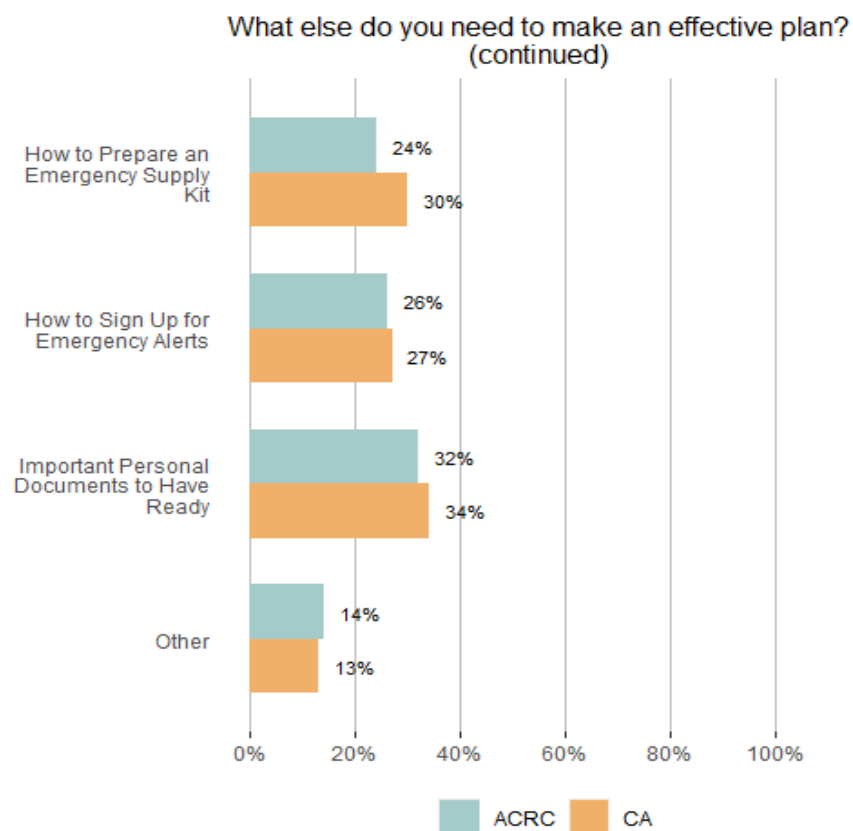
**Table 108. What else do you need to make an effective plan?**

RC v CA	Location Of Evacuation Sites	Evacuation Routes	Public Safety Power Shut Off Info	Locations of Community Resource Centers (Providing PSPS Temporary Resources)	More Information on What I Need For Life Sustaining Equipment I Use	Key People to Contact
ACRC	57%	41%	31%	43%	9%	42%
CA	59%	42%	29%	43%	14%	46%



**Table 108b. What else do you need to make an effective plan? (continued)**

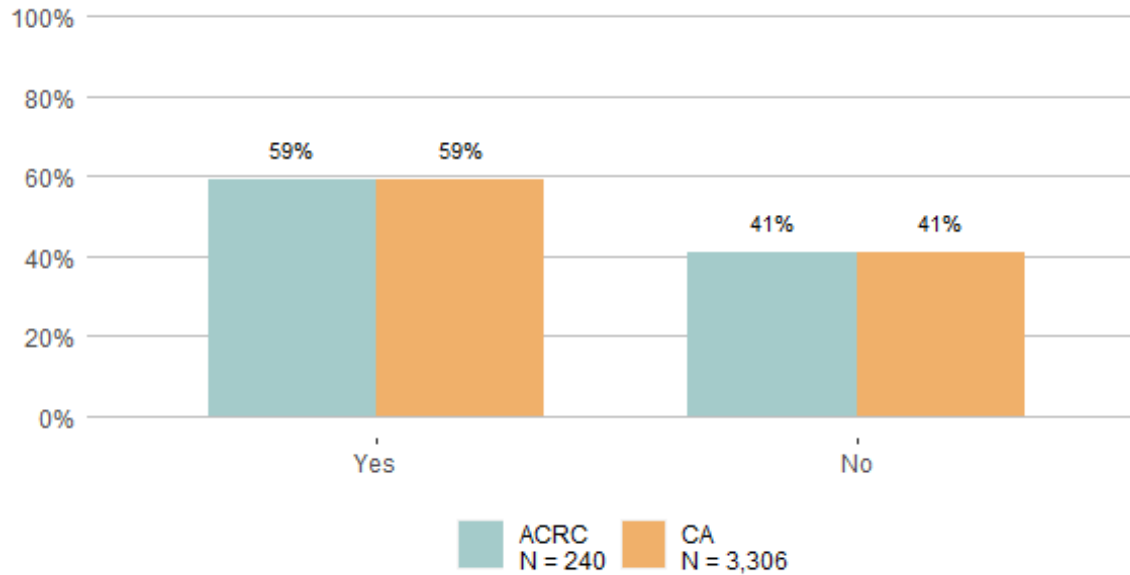
RC v CA	How to Reach My RC in an Emergency	How to Reach My Support Workers in an Emergency	How to Get Additional Emergency Supplies
ACRC	49%	32%	30%
CA	50%	36%	34%



**Table 108c. What else do you need to make an effective plan? (continued)**

RC v CA	How to Prepare an Emergency Supply Kit	How to Sign Up for Emergency Alerts	Important Personal Documents to Have Ready	Other
ACRC	24%	26%	32%	14%
CA	30%	27%	34%	13%

Do you know what to do if you disagree with your regional center about services and/or eligibility?  
(For example, how to request a Fair Hearing)



**Table 109. Do you know what to do if you disagree with your regional center about services and/or eligibility? (For example, how to request a Fair Hearing)**

RC v CA	Yes	No	N
ACRC	59%	41%	240
CA	59%	41%	3,306