

2021-22 Adult Family Survey (AFS)

Regional Center Report

North Bay Regional Center (NBRC)



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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 Adult Family 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 performance¹. 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 Adult Family Survey?

The NCI-IDD Adult Family Survey is used to gather data on family outcomes. It is mailed to families who have an adult family member who lives with the respondent and receives at least one service in addition to case management from the Regional Center² (RC). The survey collects demographic information on both the individual receiving services ('family member') as well

¹ Refer to the 2021-22 California Adult Family Survey Report for information about Quality Assessment Project implementation, NCI and California's statewide results.

² NCI Averages include states that provide services through a central IDD Agency

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.

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 Adult Family Survey (AFS) data collection cycle began July 1, 2021 and ended June 30, 2022. California began data collection December 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 Adult Family survey COVID-19 Supplement can be found [here](#).

What is included in this report?

This report includes this regional center’s Adult Family 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 1. More Than One Person Living in the Home Has IDD

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 | Yes | No | N |
|---------------|-----|-----|--------|
| NBRC | 14% | 86% | 420 |
| CA | 18% | 82% | 7,752 |
| NCI | 16% | 84% | 11,521 |

Table 2. Family Member's Age

| RC v CA v NCI | Average Age | N |
|---------------|-------------|--------|
| NBRC | 34.5 | 415 |
| CA | 34.2 | 7,446 |
| NCI | 34.6 | 11,350 |

Table 3. Family Member's Gender

For "Other", the percentages for CA and Weighted NCI Average are non-zero even though they are displayed as a rounded-down 0%.

| RC v CA v NCI | Male | Female | Other | N |
|---------------|------|--------|-------|--------|
| NBRC | 60% | 40% | 0% | 425 |
| CA | 59% | 40% | 0% | 7,692 |
| NCI | 59% | 41% | 0% | 11,563 |

Table 4. Family Member's Race and Ethnicity

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

| RC v CA v NCI | American Indian or Alaska Native | Asian | Black or African American | Pacific Islander | White | Hispanic or Latino | Other | Prefer Not to Say |
|---------------|----------------------------------|-------|---------------------------|------------------|-------|--------------------|-------|-------------------|
| NBRC | 3% | 14% | 7% | 2% | 51% | 30% | 2% | 3% |
| CA | 2% | 15% | 8% | 1% | 38% | 41% | 2% | 3% |
| NCI | 2% | 10% | 10% | 0% | 54% | 27% | 2% | 2% |

Table 5a. Family Member's Disabilities

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

| RC v CA v NCI | Intellectual Disability | Mood Illness or Psychiatric Disorder | Autism Spectrum Disorder | Cerebral Palsy | Limited or No Vision | Severe or Profound Hearing Loss |
|--------------------------|------------------------------------|---|---|---------------------------|---------------------------------|--|
| NBRC | 64% | 21% | 35% | 14% | 6% | 6% |
| CA | 61% | 21% | 38% | 16% | 8% | 5% |
| NCI | 66% | 24% | 38% | 17% | 9% | 6% |

Table 5b. Family Member's Disabilities (continued)

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

| RC v CA v NCI | Brain Injury | Seizure Disorder or Neurological Problem | Chemical Dependency | Down Syndrome | Prader-Willi Syndrome | Fetal Alcohol Spectrum Disorder | Other |
|--------------------------|-------------------------|---|--------------------------------|--------------------------|----------------------------------|--|--------------|
| NBRC | 9% | 22% | 0% | 12% | 1% | 0% | 18% |
| CA | 8% | 23% | 1% | 14% | 1% | 1% | 16% |
| NCI | 8% | 26% | 0% | 15% | 1% | 1% | 18% |

Table 6a. Family Member's Health Conditions

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

| RC v CA v NCI | Cardiovascular Disease | Diabetes | Cancer | High Blood Pressure | High Cholesterol |
|----------------------|-------------------------------|-----------------|---------------|----------------------------|-------------------------|
| NBRC | 8% | 22% | 4% | 22% | 21% |
| CA | 8% | 17% | 4% | 26% | 28% |
| NCI | 9% | 16% | 4% | 26% | 28% |

Table 6b. 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 |
|----------------------|------------------|------------------------|--|---------------------------------------|--------------------|
| NBRC | 5% | 1% | 3% | 12% | 24% |
| CA | 6% | 1% | 2% | 12% | 17% |
| NCI | 8% | 2% | 2% | 12% | 18% |

Table 6c. Family Member's Health Conditions (continued)

Added conditions in 2021-22 are denoted with an asterisk (*); 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 | 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 |
|--------------------------|----------------|---|--|---|--------------|
| NBRC | 25% | 4% | 2% | 1% | 26% |
| CA | 18% | 5% | 3% | 1% | 26% |
| NCI | 18% | 5% | 3% | 1% | 26% |

Table 7. 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 |
|--------------------------|---------------|--------------------------------------|---|--|--------------|----------|
| NBRC | 84% | 10% | 2% | 1% | 3% | 436 |
| CA | 82% | 10% | 1% | 1% | 5% | 7,859 |
| NCI | 81% | 11% | 1% | 1% | 5% | 11,701 |

Table 8a. Family Member's Preferred Language

CA specific question. The standard NCI-IDD Adult Family 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 |
|---------------|---------|---------|--|---------|------------|------------------------------|--------|
| NBRC | 79% | 10% | 0% | 2% | 0% | 1% | 434 |
| CA | 70% | 17% | 1% | 1% | 1% | 0% | 7,930 |
| NCI | 81% | 10% | 1% | 0% | 1% | 1% | 11,797 |

Table 8b. Family Member's Preferred Language (Continued)

CA specific question. The standard NCI-IDD Adult Family 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 |
|---------------|--------|----------|-------|-------|-------|--------|
| NBRC | 0% | 0% | 0% | 0% | 0% | 434 |
| CA | 0% | 0% | 0% | 0% | 0% | 7,930 |
| NCI | n/a | n/a | n/a | n/a | n/a | 11,797 |

Table 8c. Family Member's Preferred Language (Continued)

CA specific question. The standard NCI-IDD Adult Family 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 |
|---------------|----------|-------|--------|---------|---------|-------|--------|
| NBRC | 0% | 0% | 0% | 0% | 0% | 7% | 434 |
| CA | 0% | 0% | 0% | 0% | 0% | 9% | 7,930 |
| NCI | n/a | n/a | n/a | n/a | n/a | 7% | 11,797 |

Table 9. 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 Guardianship/ Conservatorship but Level Is Unknown | N |
|---------------|----------------------------------|---------|------|--|--------|
| NBRC | 52% | 26% | 19% | 3% | 403 |
| CA | 44% | 26% | 25% | 5% | 7,257 |
| NCI | 35% | 20% | 41% | 4% | 10,936 |

Table 10. Guardian or Conservator Relationship to Family Member

| RC v CA v NCI | Family | Friend | Regional Center Employee or Guardianship Agency | Other | N |
|----------------------|---------------|---------------|--|--------------|----------|
| NBRC | 95% | 1% | | 1% 4% | 172 |
| CA | 96% | 1% | | 1% 3% | 3,732 |
| NCI | 95% | 1% | | 0% 4% | 6,416 |

Table 11a. Family Member's Highest level of Education

| RC v CA v NCI | Did Not Complete High School (and Not Currently Enrolled) | Currently Enrolled in High School | High School Certification | N |
|----------------------|--|--|----------------------------------|----------|
| NBRC | 19% | 2% | 40% | 404 |
| CA | 19% | 3% | 34% | 7,410 |
| NCI | 17% | 3% | 34% | 11,202 |

Table 11b. Family Member's Highest level of Education (continued)

| RC v CA v NCI | High School Diploma or GED | Vocational School or Certificate Program | Some College | College Degree or Higher | N |
|----------------------|-----------------------------------|---|---------------------|---------------------------------|----------|
| NBRC | 26% | 2% | 6% | 4% | 404 |
| CA | 26% | 4% | 8% | 6% | 7,410 |
| NCI | 31% | 4% | 6% | 4% | 11,202 |

Table 12. 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 |
|---------------|-------------------|---------------------|--------------------------|--------|
| NBRC | 53% | 29% | 18% | 408 |
| CA | 51% | 30% | 19% | 7,535 |
| NCI | 53% | 30% | 17% | 11,315 |

Table 13. 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 |
|---------------|-------------------|---------------------|--------------------------|--------|
| NBRC | 32% | 36% | 32% | 418 |
| CA | 27% | 36% | 37% | 7,717 |
| NCI | 26% | 37% | 37% | 11,583 |

Table 14. 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 |
|----------------------|--------------------------|----------------------------|---------------------------------|----------|
| NBRC | 7% | 30% | 62% | 415 |
| CA | 8% | 27% | 65% | 7,719 |
| NCI | 6% | 23% | 71% | 11,569 |

Demographics of Respondents

This section provides demographic information about the respondent

Table 15a. Language Usually Spoken at Home

The standard NCI-IDD Adult Family Survey tool includes: English, Spanish, Chinese (including Mandarin, Cantonese, and Hokkien) Tagalog (including Filipino), Vietnamese, American Sign Language (ASL), and Other. California adds additional language categories 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 |
|---------------|---------|---------|--|---------|------------|------------------------------|--------|
| NBRC | 75% | 16% | 0% | 3% | 0% | 0% | 431 |
| CA | 64% | 24% | 2% | 1% | 1% | 0% | 7,945 |
| NCI | 77% | 15% | 1% | 1% | 1% | 0% | 11,803 |

Table 15b. Language Usually Spoken at Home

The standard NCI-IDD Adult Family Survey tool includes: English, Spanish, Chinese (including Mandarin, Cantonese, and Hokkien) Tagalog (including Filipino), Vietnamese, American Sign Language (ASL), and Other. California adds additional language categories 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 |
|---------------|--------|----------|-------|-------|-------|--------|
| NBRC | 0% | 0% | 0% | 0% | 0% | 431 |
| CA | 0% | 0% | 0% | 0% | 0% | 7,945 |
| NCI | n/a | n/a | n/a | n/a | n/a | 11,803 |

Table 15c. Language Usually Spoken at Home

The standard NCI-IDD Adult Family Survey tool includes: English, Spanish, Chinese (including Mandarin, Cantonese, and Hokkien) Tagalog (including Filipino), Vietnamese, American Sign Language (ASL), and Other. California adds additional language categories 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 |
|---------------|----------|-------|--------|---------|---------|-------|--------|
| NBRC | 0% | 0% | 0% | 0% | 0% | 4% | 431 |
| CA | 0% | 0% | 1% | 0% | 0% | 6% | 7,945 |
| NCI | n/a | n/a | n/a | n/a | n/a | 5% | 11,803 |

Table 16. Respondent's Age

| RC v CA v NCI | Under 35 | 35-54 | 55-74 | 75 and Older | N |
|---------------|----------|-------|-------|--------------|--------|
| NBRC | 9% | 24% | 56% | 11% | 433 |
| CA | 9% | 25% | 55% | 11% | 7,933 |
| NCI | 6% | 24% | 59% | 12% | 11,803 |

Table 17. Respondent's Health

| RC v CA v NCI | Excellent | Very Good | Good | Fair | Poor | N |
|----------------------|------------------|------------------|-------------|-------------|-------------|----------|
| NBRC | 11% | 33% | 37% | 16% | 3% | 433 |
| CA | 11% | 30% | 37% | 18% | 3% | 7,942 |
| NCI | 11% | 32% | 37% | 17% | 2% | 11,820 |

Table 18. Respondent's Relationship to Family Member

For "Spouse", the percentages for CA and Weighted NCI-IDD Average are non-zero even though they are displayed as a rounded-down 0%.

| RC v CA v NCI | Parent | Sibling | Spouse | Grandparent | Other | N |
|----------------------|---------------|----------------|---------------|--------------------|--------------|----------|
| NBRC | 84% | 10% | 0% | 2% | 5% | 429 |
| CA | 84% | 7% | 0% | 2% | 6% | 7,799 |
| NCI | 86% | 7% | 0% | 2% | 5% | 11,679 |

Table 19. Respondent or Other Family Member Provides Paid Support to Family Member Receiving Services

Responses 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 | No One in Family Provides Paid Support | Respondent Provides Paid Support | Other Family Member Provides Paid Support |
|----------------------|---|---|--|
| NBRC | 49% | 40% | 15% |
| CA | 49% | 39% | 16% |
| NCI | 52% | 36% | 15% |

Table 20. Number of Adults in Household (Not Including Family Member Receiving Services)

| RC v CA v NCI | One | Two | Three | Four or More | N |
|----------------------|------------|------------|--------------|---------------------|----------|
| NBRC | 8% | 28% | 44% | 21% | 429 |
| CA | 8% | 26% | 40% | 26% | 7,777 |
| NCI | 8% | 27% | 44% | 22% | 11,632 |

Table 21. Number of Children (Under 18 Years Old) in Household

| RC v CA v NCI | None | One | Two | Three | Four or More | N |
|----------------------|-------------|------------|------------|--------------|---------------------|----------|
| NBRC | 84% | 12% | 3% | 1% | 0% | 430 |
| CA | 81% | 12% | 4% | 2% | 1% | 7,806 |
| NCI | 84% | 10% | 4% | 2% | 1% | 11,678 |

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 |
|---------------|-------------------------------|----------------------------|--|--------------|--------------------------|--------|
| NBRC | 12% | 17% | 5% | 28% | 39% | 421 |
| CA | 18% | 20% | 6% | 21% | 35% | 7,762 |
| NCI | 13% | 23% | 7% | 21% | 36% | 11,603 |

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

Please note: Respondents did not respond if they were a public guardian/administrator, or if they represent a financial institution or guardianship agency. Does not include state/federal benefits such as SSI, 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 |
|----------------------|-------------------------|-----------------------|--------------------------|--------------------------|--------------------------|----------------------|--------------------------|----------|
| NBRC | 9% | 6% | 6% | 16% | 14% | 23% | 26% | 415 |
| CA | 14% | 8% | 9% | 17% | 12% | 17% | 23% | 7,604 |
| NCI | 12% | 8% | 9% | 18% | 12% | 18% | 22% | 11,376 |

Table 24. Residential Designation (Urban, Suburban, or Rural)

| RC v CA v NCI | Urban or Suburban (In or Near a City or Large Town) | Rural (Outside of a City or Town) | N |
|----------------------|--|--|----------|
| NBRC | 87% | 13% | 403 |
| CA | 88% | 12% | 7,094 |
| NCI | 78% | 22% | 10,853 |

Services and Supports Received

This section provides information about the services and supports received by the family from the regional center³(RC).

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

Table 25a. Services and Supports Received From Regional Center ⁴

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

| RC v CA v NCI | Financial Support | In-Home Support | Out of home respite care | Self-Direction or Fiscal Intermediary Services |
|--------------------------|------------------------------|----------------------------|-------------------------------------|---|
| NBRC | 19% | 34% | 15% | 25% |
| CA | 17% | 35% | 23% | 21% |
| NCI | 16% | 38% | 24% | 32% |

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

Table 25b. Services and Supports Received From Regional Center (continued)⁵

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

| RC v CA v NCI | Day or Employment Supports | Transportation | Mental or Behavioral Health Care or Other Treatments or Therapies |
|----------------------|-----------------------------------|-----------------------|--|
| NBRC | 50% | 41% | 21% |
| CA | 44% | 36% | 22% |
| NCI | 44% | 43% | 26% |

Table 26. Additional Services and Supports Received (Not From the Regional Centers)⁶

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

| RC v CA v NCI | Social Security Payments (SSI/SSB) | Services or Supports from Other Agencies or Organizations |
|----------------------|---|--|
| NBRC | 80% | 25% |
| CA | 82% | 26% |
| NCI | 87% | 31% |

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

⁶ Some NCI states provide services through a statewide ID/DD Agency

Adult Family 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?

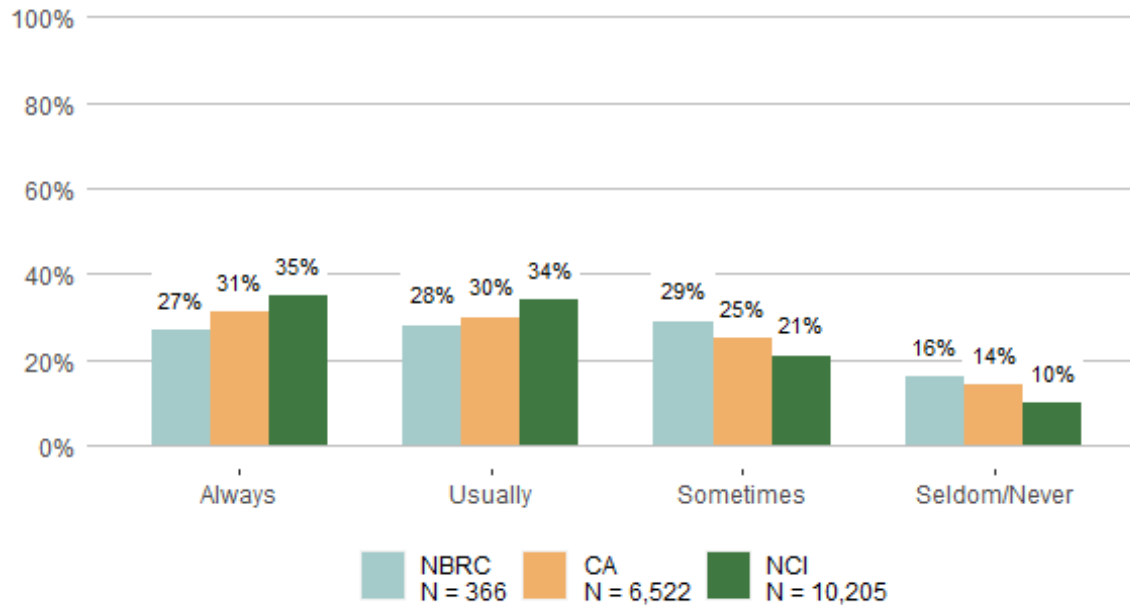


Table 27. Do you get enough information to take part in planning services for your family member?

| RC v CA v NCI | Always | Usually | Sometimes | Seldom/Never | N |
|---------------|--------|---------|-----------|--------------|--------|
| NBRC | 27% | 28% | 29% | 16% | 366 |
| CA | 31% | 30% | 25% | 14% | 6,522 |
| NCI | 35% | 34% | 21% | 10% | 10,205 |

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

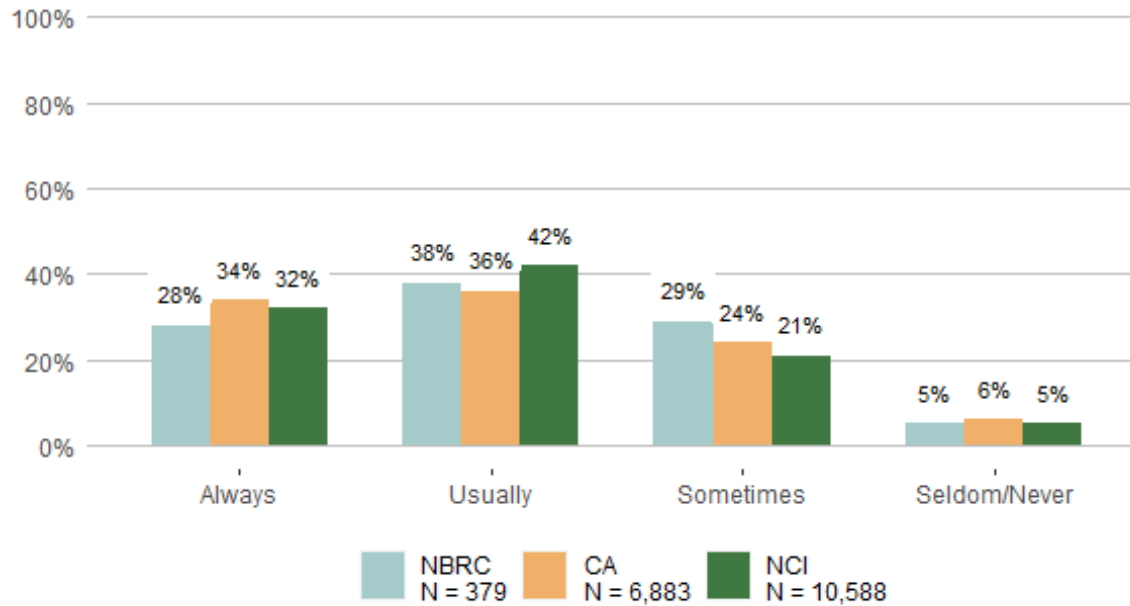


Table 28. Is the information you get about services and supports easy to understand?

| RC v CA v NCI | Always | Usually | Sometimes | Seldom/Never | N |
|---------------|--------|---------|-----------|--------------|--------|
| NBRC | 28% | 38% | 29% | 5% | 379 |
| CA | 34% | 36% | 24% | 6% | 6,883 |
| NCI | 32% | 42% | 21% | 5% | 10,588 |

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

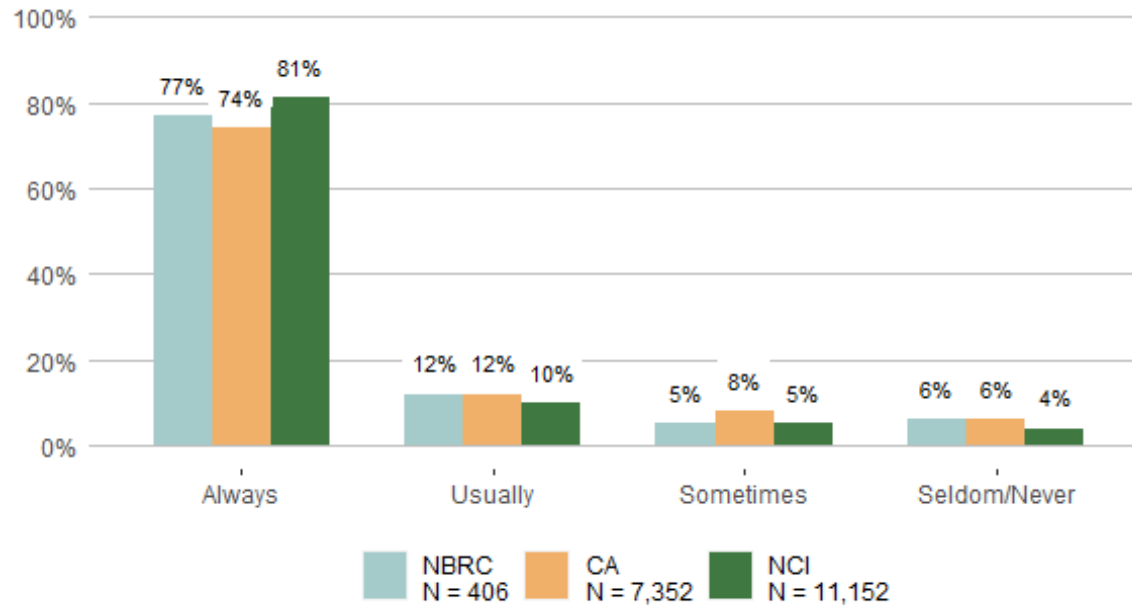


Table 29. Do you get information about services and supports in your preferred language?

New question in 2021-22

| RC v CA v NCI | Always | Usually | Sometimes | Seldom/Never | N |
|---------------|--------|---------|-----------|--------------|--------|
| NBRC | 77% | 12% | 5% | 6% | 406 |
| CA | 74% | 12% | 8% | 6% | 7,352 |
| NCI | 81% | 10% | 5% | 4% | 11,152 |

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

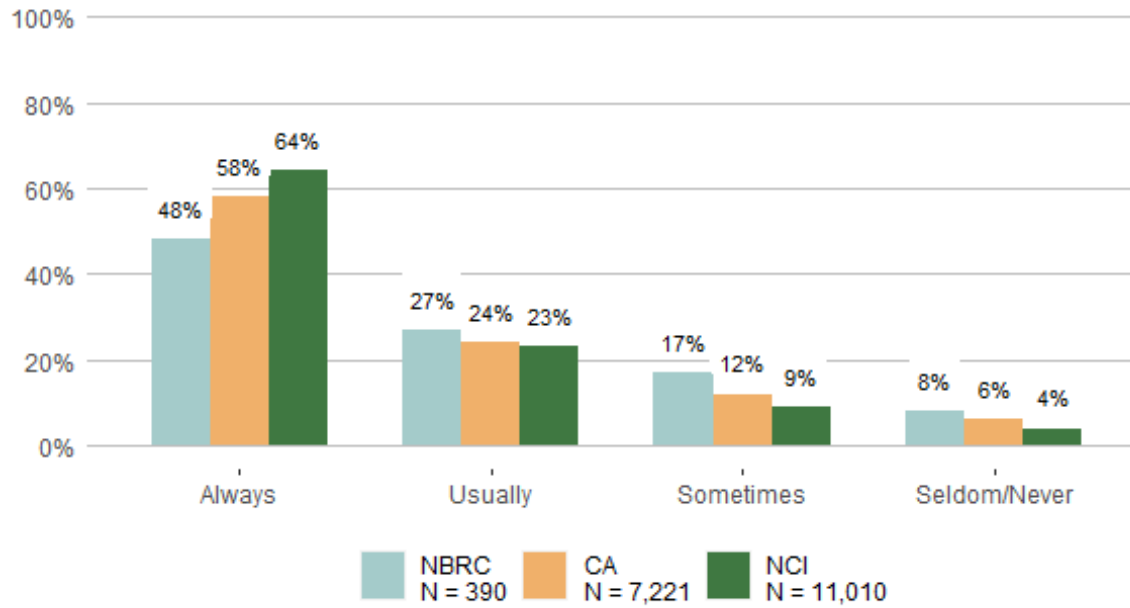


Table 30. Does the case manager/service coordinator listen to your family's choices and opinions?

Question changed in 2021-22

| RC v CA v NCI | Always | Usually | Sometimes | Seldom/Never | N |
|---------------|--------|---------|-----------|--------------|--------|
| NBRC | 48% | 27% | 17% | 8% | 390 |
| CA | 58% | 24% | 12% | 6% | 7,221 |
| NCI | 64% | 23% | 9% | 4% | 11,010 |

Do you have enough information about other public services for which your family is eligible (for example, food stamps, SSI, housing subsidies, etc.)?

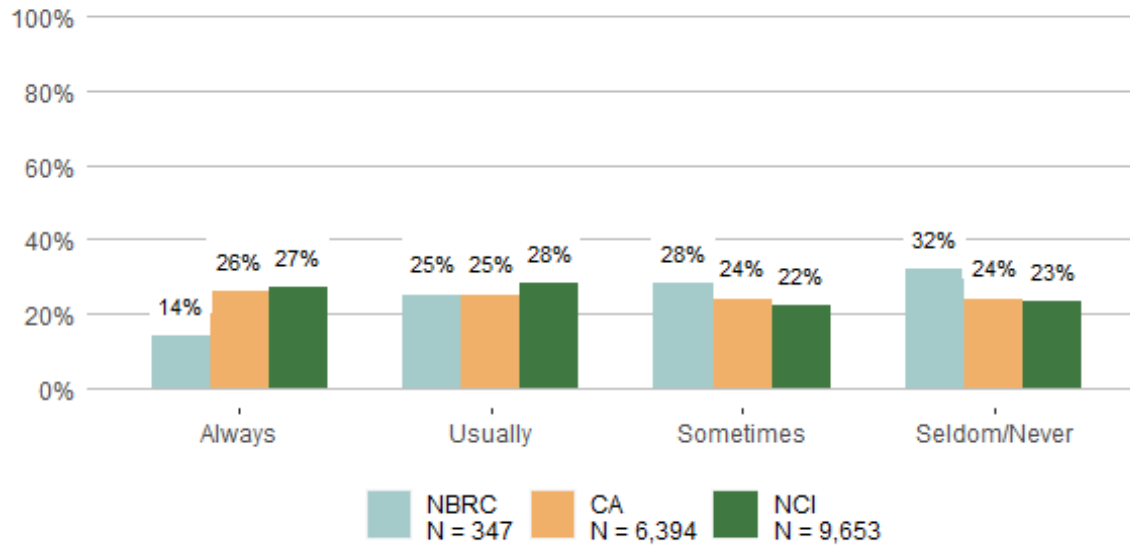


Table 31. Do you have enough information about other public services for which your family is eligible (for example, food stamps, SSI, housing subsidies, etc.)?

| RC v CA v NCI | Always | Usually | Sometimes | Seldom/Never | N |
|---------------|--------|---------|-----------|--------------|-------|
| NBRC | 14% | 25% | 28% | 32% | 347 |
| CA | 26% | 25% | 24% | 24% | 6,394 |
| NCI | 27% | 28% | 22% | 23% | 9,653 |

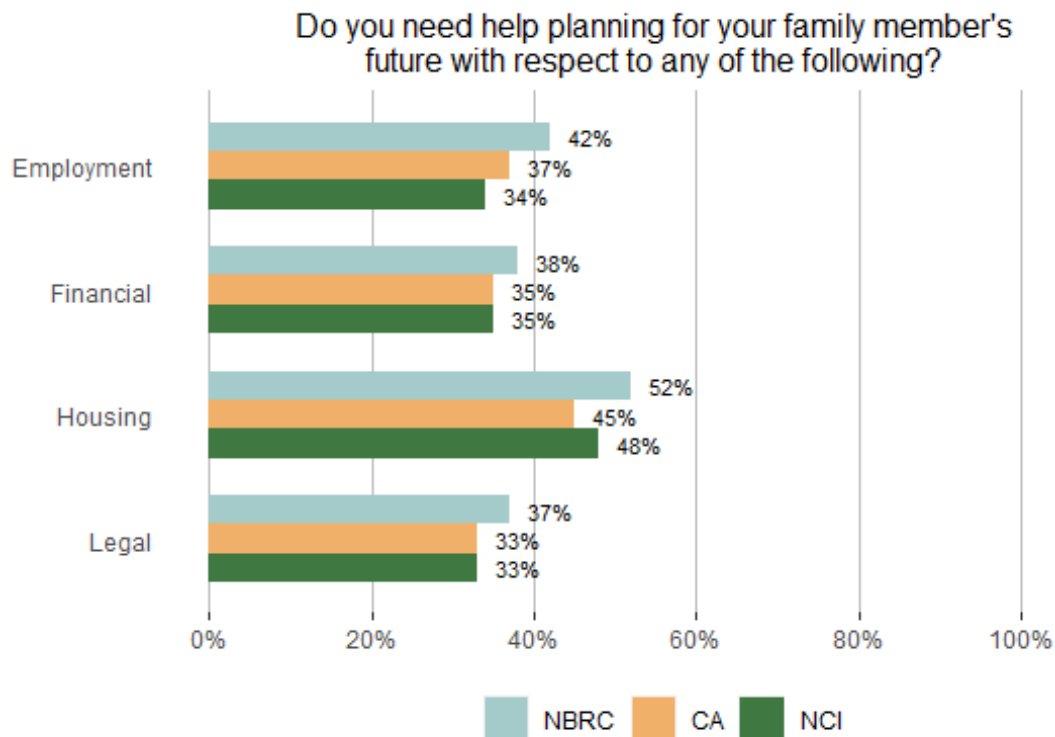


Table 32a. Do you need help planning for your family member's future with respect to any of the following?

Categories are not mutually exclusive, therefore N is not shown

| RC v CA v NCI | Employment | Financial | Housing | Legal |
|---------------|------------|-----------|---------|-------|
| NBRC | 42% | 38% | 52% | 37% |
| CA | 37% | 35% | 45% | 33% |
| NCI | 34% | 35% | 48% | 33% |

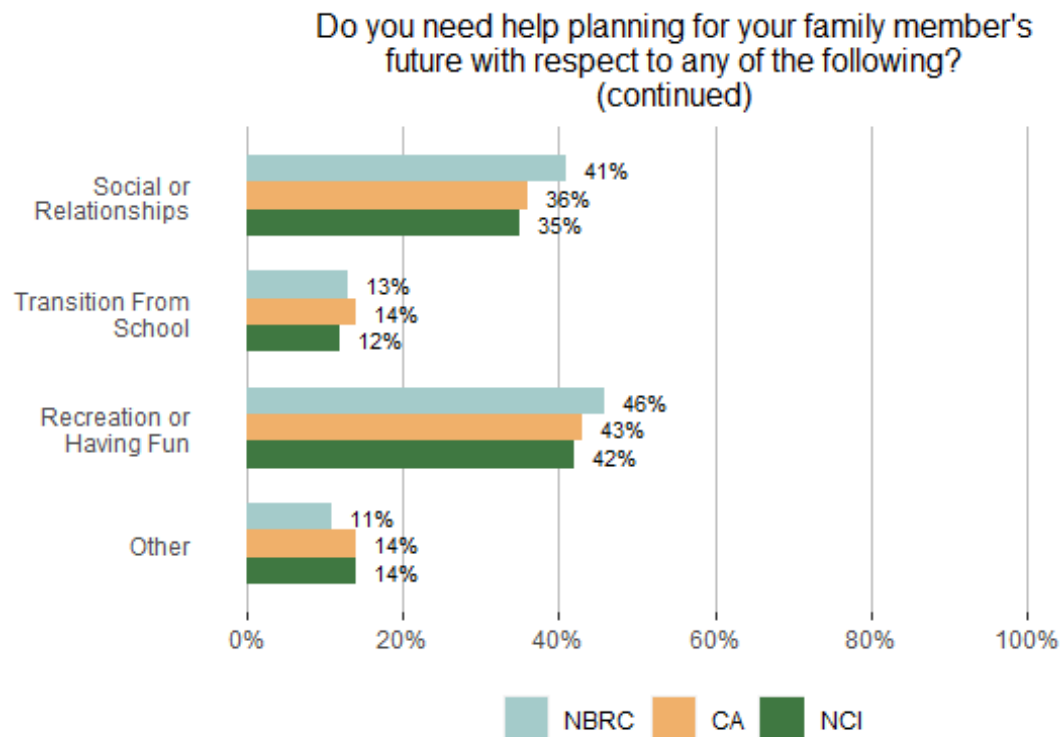


Table 32b. Do you need help planning for your family member's future with respect to any of the following? (continued)

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 |
|---------------|-------------------------|------------------------|--------------------------|-------|
| NBRC | 41% | 13% | 46% | 11% |
| CA | 36% | 14% | 43% | 14% |
| NCI | 35% | 12% | 42% | 14% |

Has your family learned about alternatives to conservatorship?

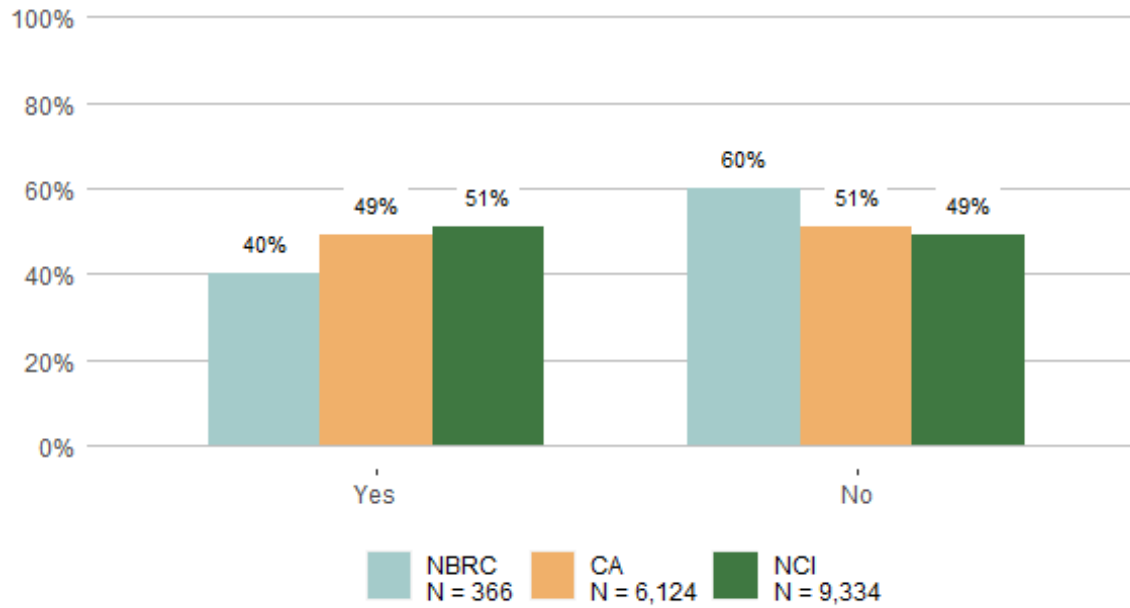


Table 33. Has your family learned about alternatives to conservatorship?

New question in 2021-22

| RC v CA v NCI | Yes | No | N |
|---------------|-----|-----|-------|
| NBRC | 40% | 60% | 366 |
| CA | 49% | 51% | 6,124 |
| NCI | 51% | 49% | 9,334 |

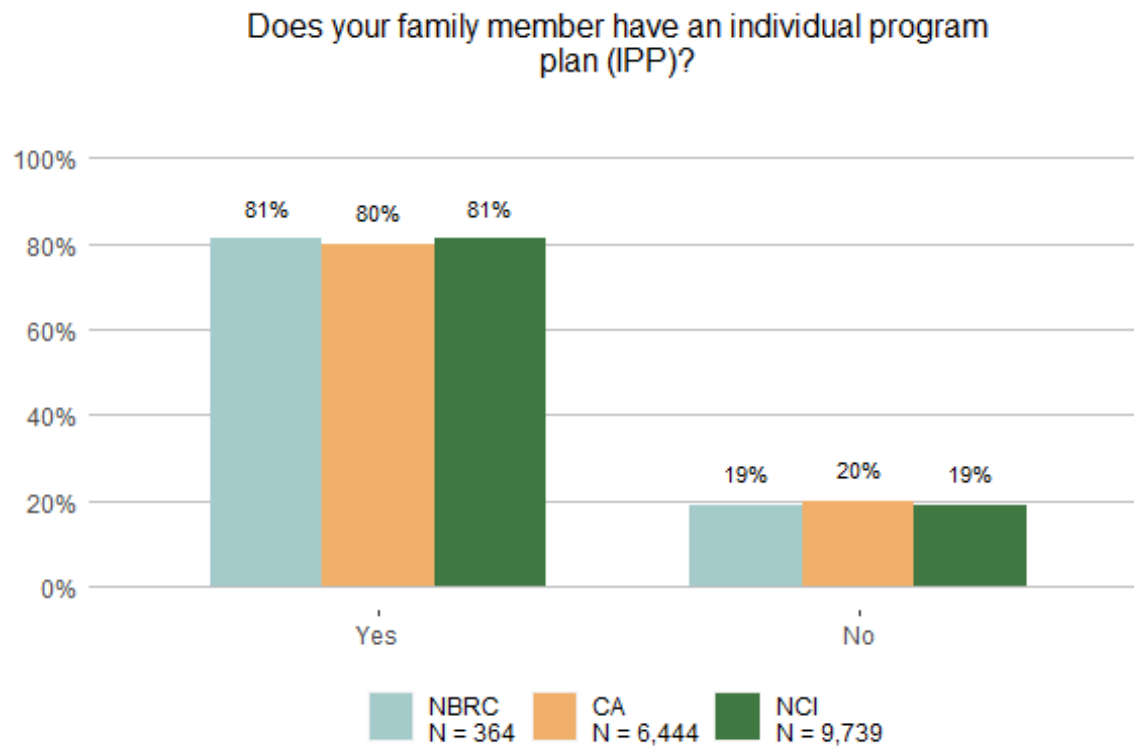


Table 34. Does your family member have an individual program plan (IPP)?

| RC v CA v NCI | Yes | No | N |
|---------------|-----|-----|-------|
| NBRC | 81% | 19% | 364 |
| CA | 80% | 20% | 6,444 |
| NCI | 81% | 19% | 9,739 |

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

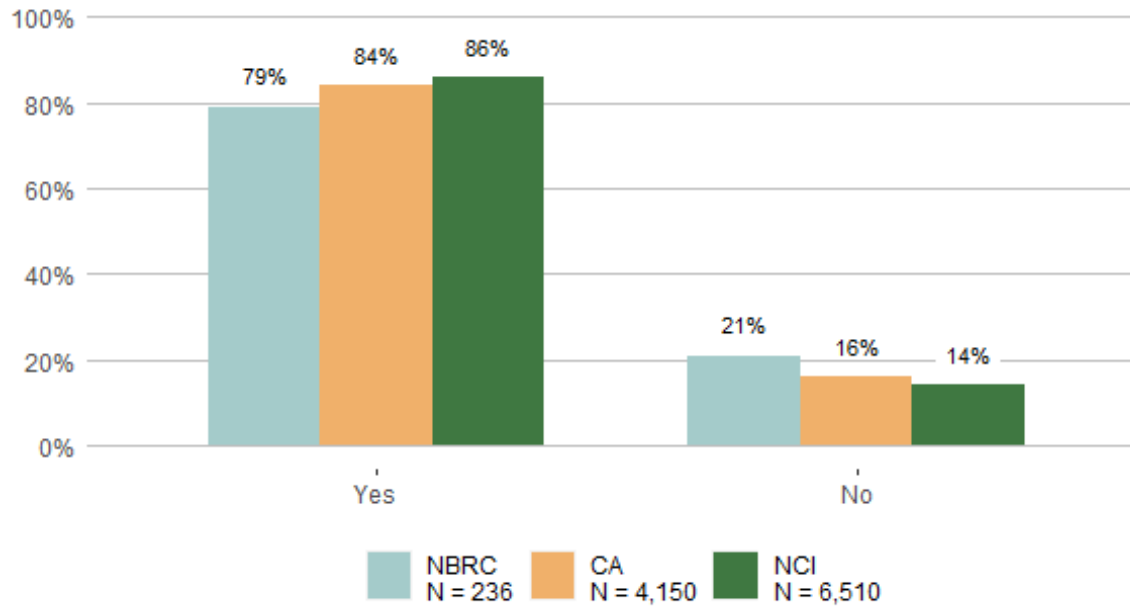


Table 35. Does the IPP include all the services and supports your family member needs?

| RC v CA v NCI | Yes | No | N |
|---------------|-----|-----|-------|
| NBRC | 79% | 21% | 236 |
| CA | 84% | 16% | 4,150 |
| NCI | 86% | 14% | 6,510 |

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

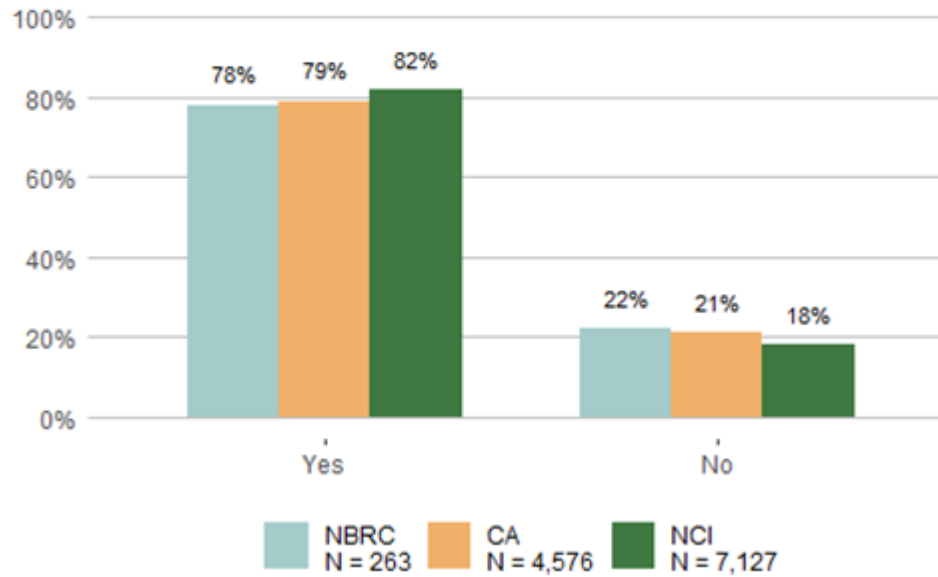


Table 36. Did you or someone else in your family (besides your family member with a disability) help make the IPP?

| RC v CA v NCI | Yes | No | N |
|---------------|-----|-----|-------|
| NBRC | 78% | 22% | 263 |
| CA | 79% | 21% | 4,576 |
| NCI | 82% | 18% | 7,127 |

Did your family member help make the IPP?

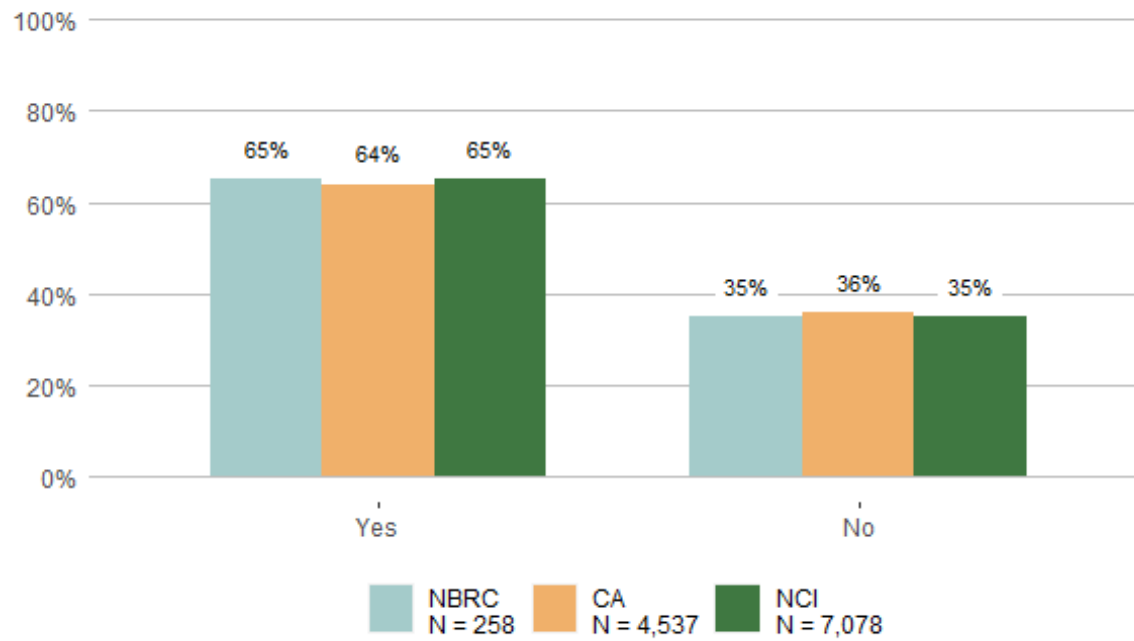


Table 37. Did your family member help make the IPP?

| RC v CA v NCI | Yes | No | N |
|---------------|-----|-----|-------|
| NBRC | 65% | 35% | 258 |
| CA | 64% | 36% | 4,537 |
| NCI | 65% | 35% | 7,078 |

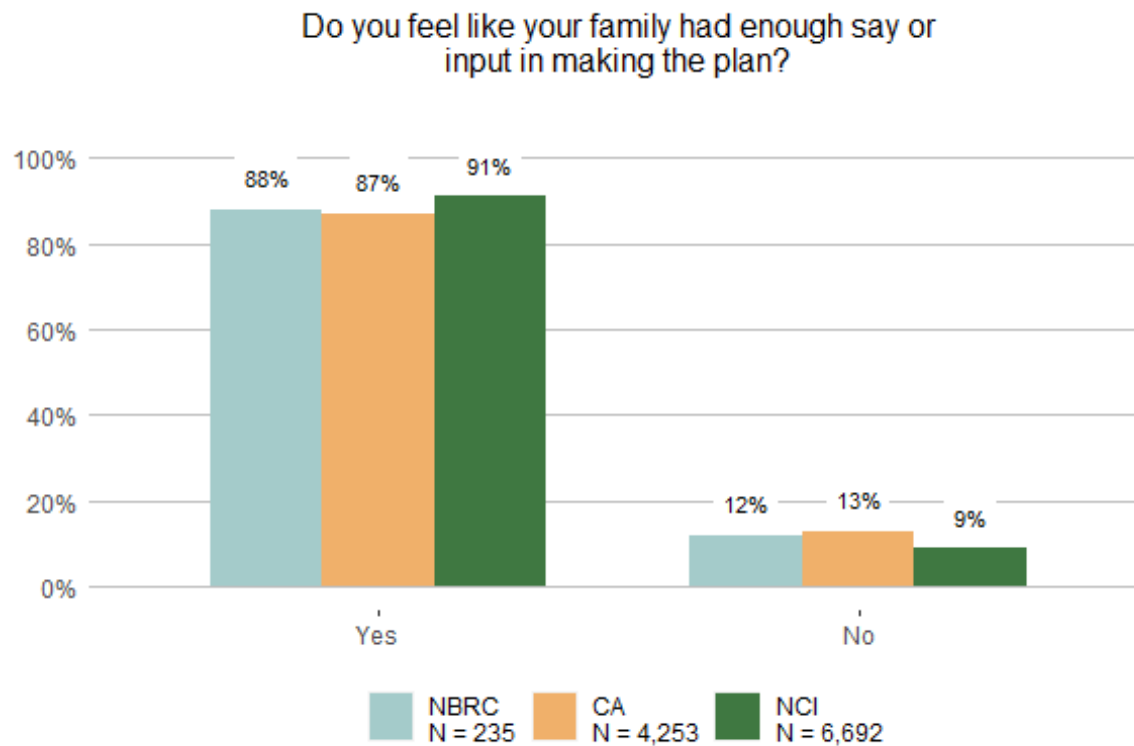


Table 38. Do you feel like your family had enough say or input in making the plan?

New question in 2021-22

| RC v CA v NCI | Yes | No | N |
|---------------|-----|-----|-------|
| NBRC | 88% | 12% | 235 |
| CA | 87% | 13% | 4,253 |
| NCI | 91% | 9% | 6,692 |

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

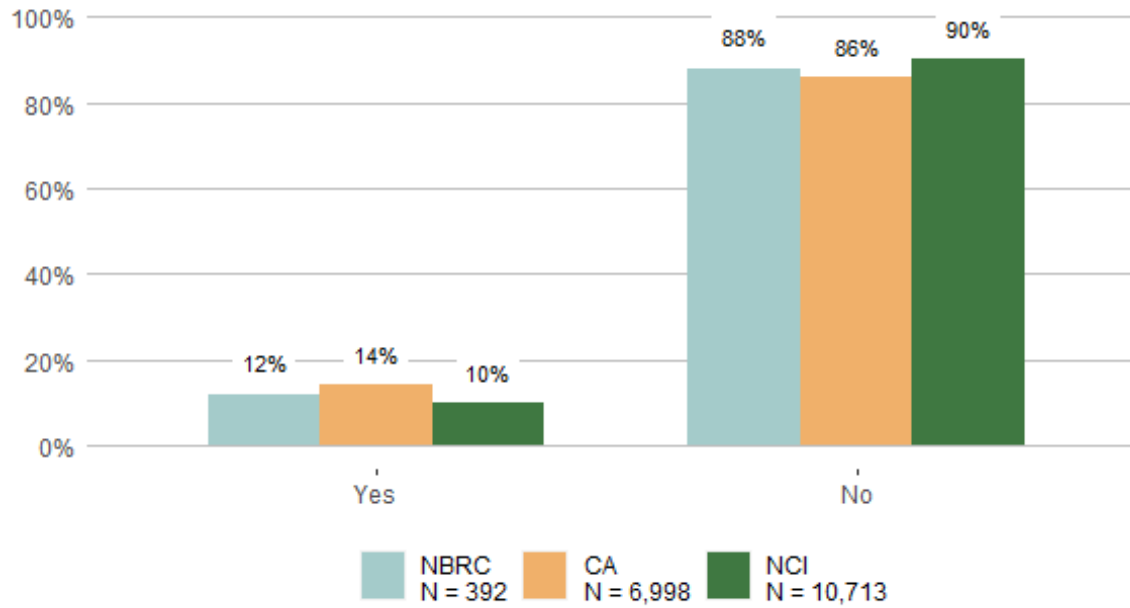


Table 39. Did your family member leave school services and begin adult services during the past 12 months?

New question in 2021-22

| RC v CA v NCI | Yes | No | N |
|---------------|-----|-----|--------|
| NBRC | 12% | 88% | 392 |
| CA | 14% | 86% | 6,998 |
| NCI | 10% | 90% | 10,713 |

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

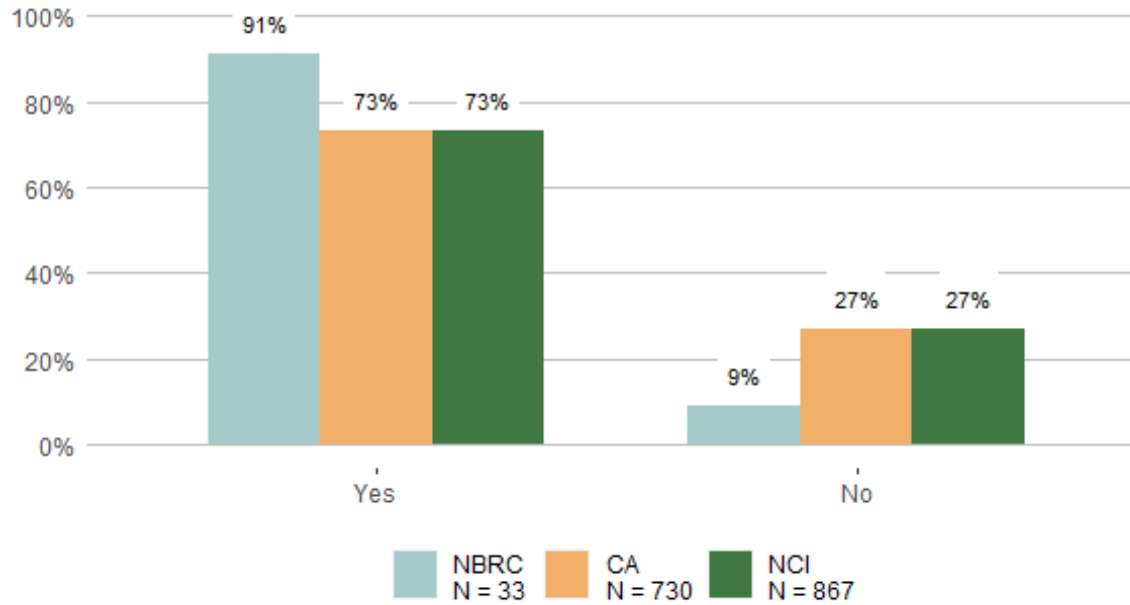


Table 40. If your family member left school services during the past year, did they have a transition plan?

| RC v CA v NCI | Yes | No | N |
|---------------|-----|-----|-----|
| NBRC | 91% | 9% | 33 |
| CA | 73% | 27% | 730 |
| NCI | 73% | 27% | 867 |

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

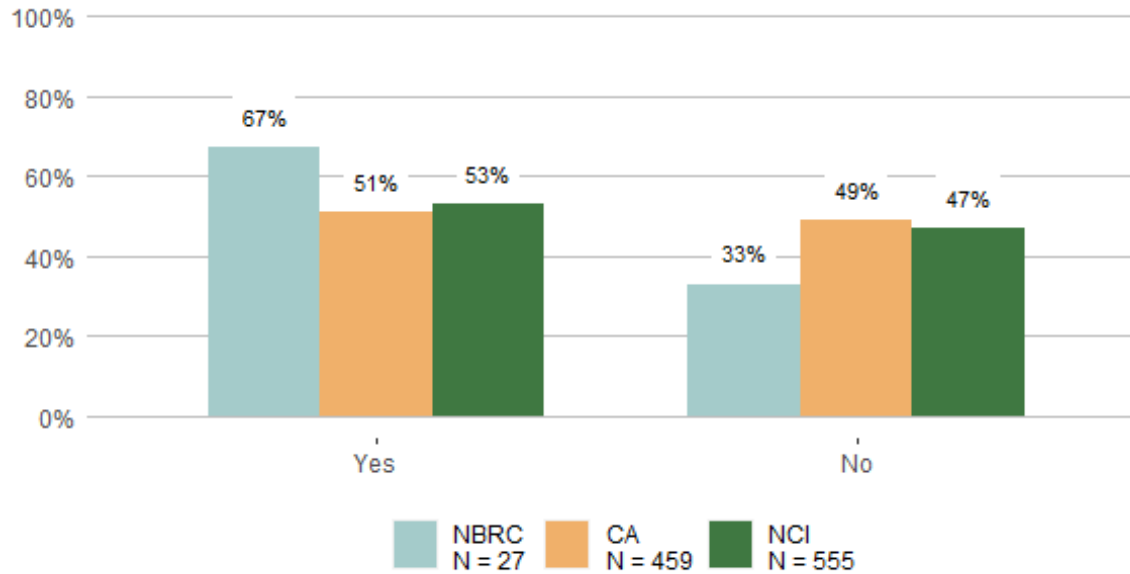


Table 41. If family member had a transition plan, did the transition plan include getting or continuing work in a community job?

| RC v CA v NCI | Yes | No | N |
|---------------|-----|-----|-----|
| NBRC | 67% | 33% | 27 |
| CA | 51% | 49% | 459 |
| NCI | 53% | 47% | 555 |

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.

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

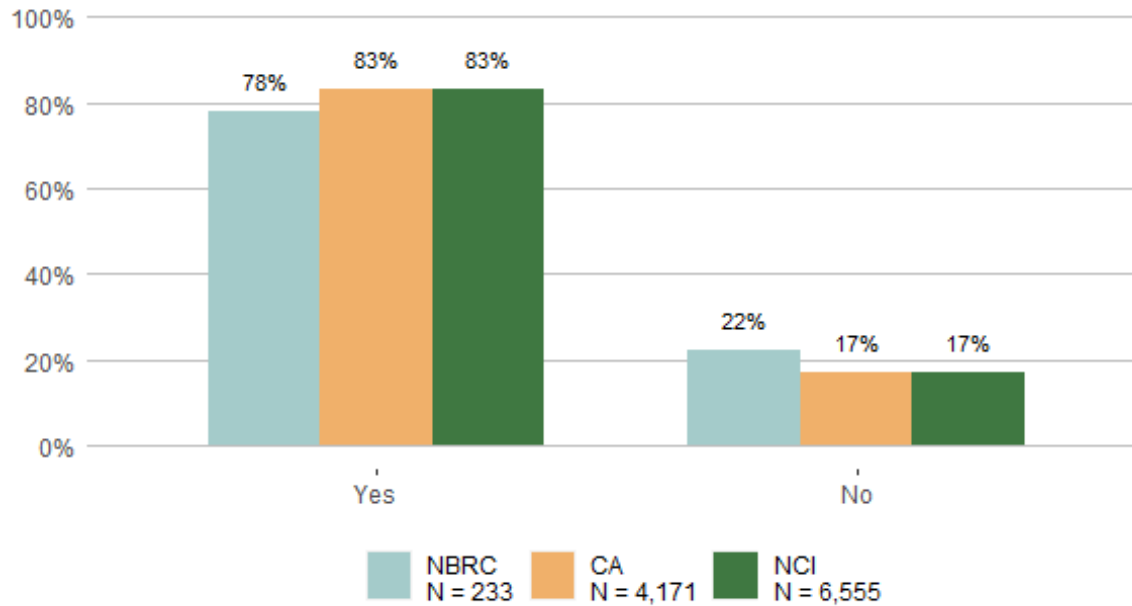


Table 42. Does your family member get all the services listed in the IPP?

| RC v CA v NCI | Yes | No | N |
|---------------|-----|-----|-------|
| NBRC | 78% | 22% | 233 |
| CA | 83% | 17% | 4,171 |
| NCI | 83% | 17% | 6,555 |

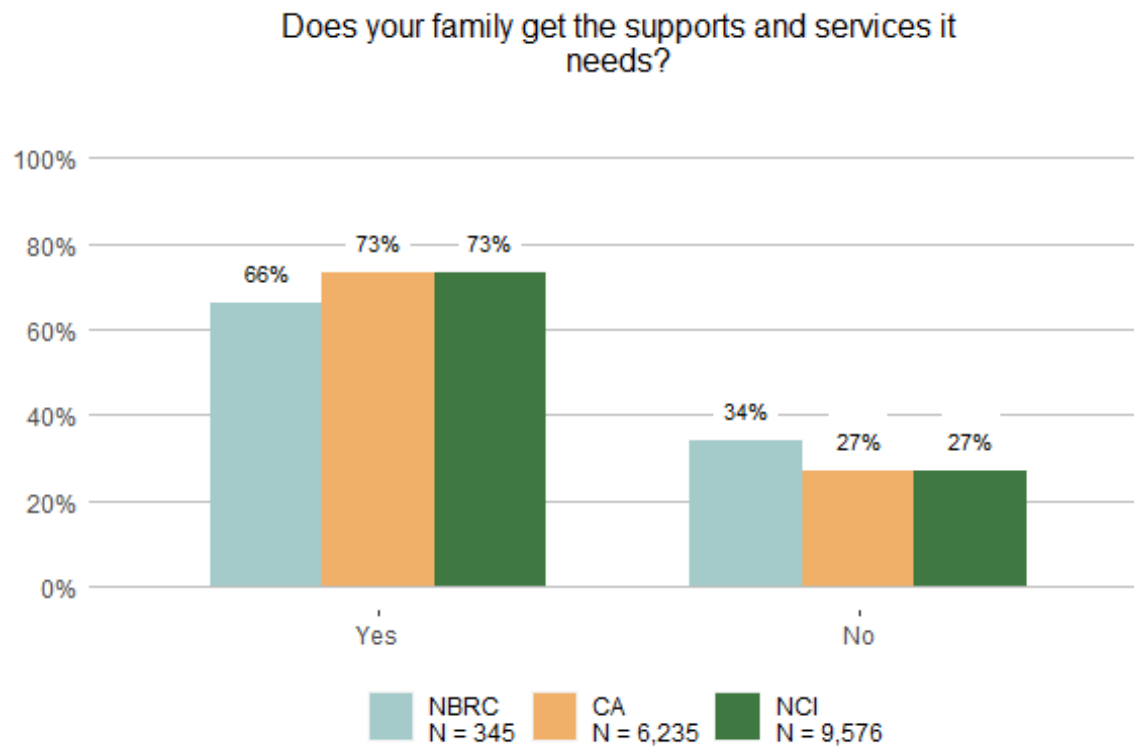


Table 43. Does your family get the supports and services it needs?

| RC v CA v NCI | Yes | No | N |
|---------------|-----|-----|-------|
| NBRC | 66% | 34% | 345 |
| CA | 73% | 27% | 6,235 |
| NCI | 73% | 27% | 9,576 |

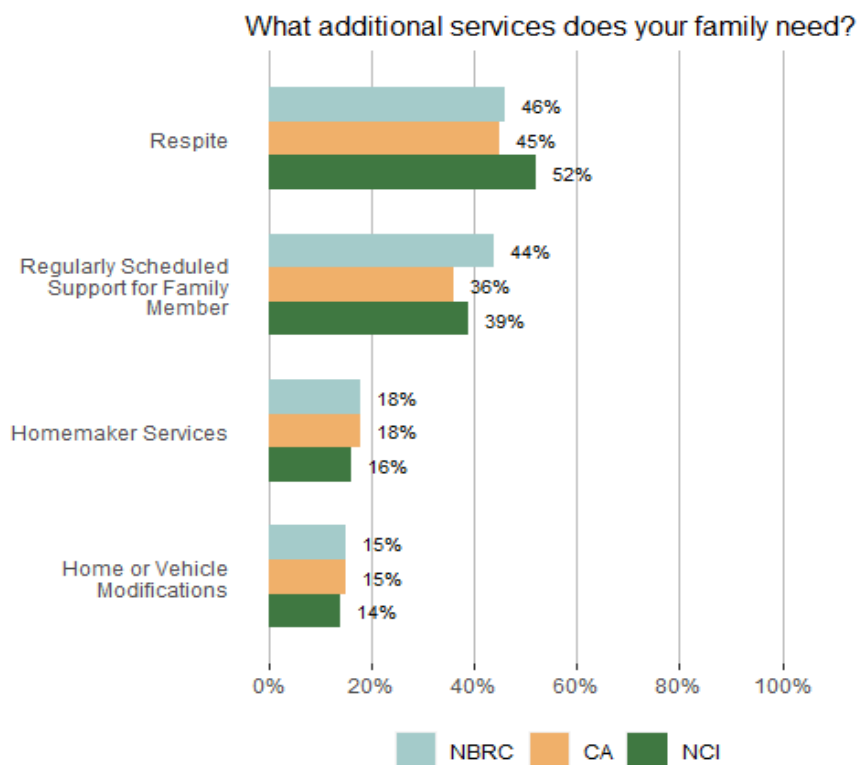


Table 44a. What additional services does your family need?

| RC v CA v NCI | Respite | Regularly Scheduled Support for Family Member | Homemaker Services | Home or Vehicle Modifications |
|---------------|---------|---|--------------------|-------------------------------|
| NBRC | 46% | 44% | 18% | 15% |
| CA | 45% | 36% | 18% | 15% |
| NCI | 52% | 39% | 16% | 14% |

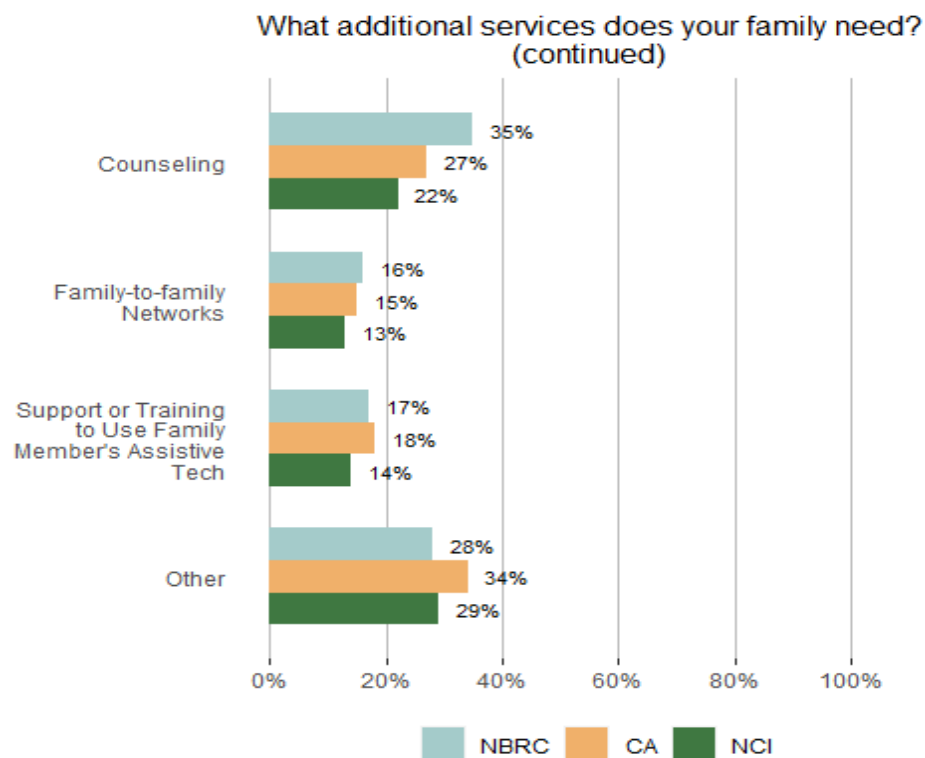


Table 44b. What additional services does your family need? (continued)

| RC v CA v NCI | Counseling | Family-to-family Networks | Support or Training to Use Family Member's Assistive Tech | Other |
|------------------|------------|------------------------------|--|-------|
| NBRC | 35% | 16% | 17% | 28% |
| CA | 27% | 15% | 18% | 34% |
| NCI | 22% | 13% | 14% | 29% |

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

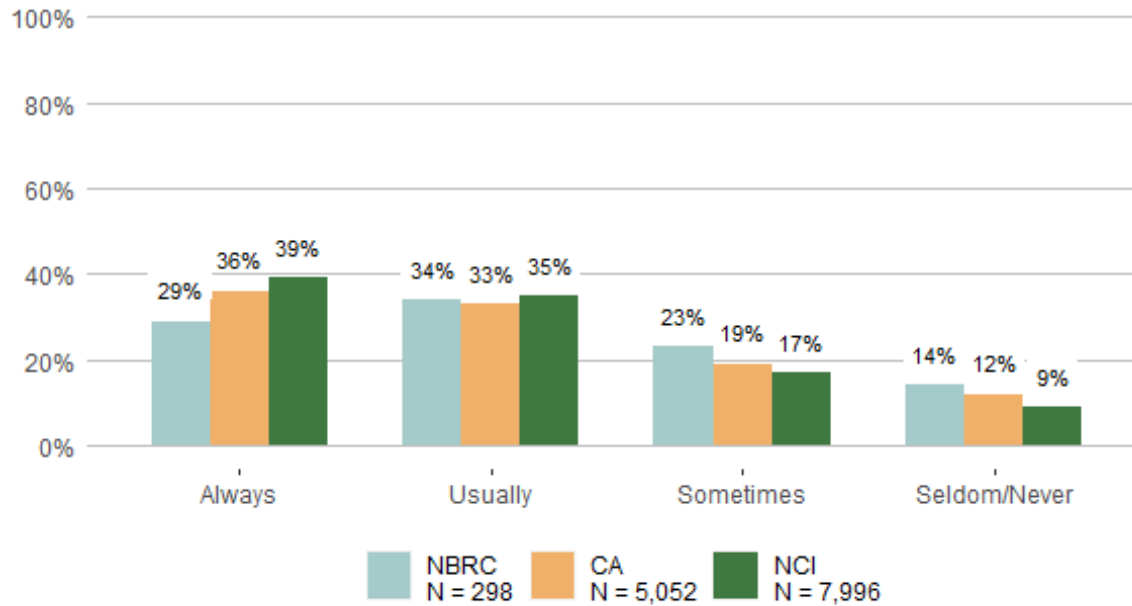


Table 45. Do services and supports change when your family's needs change?

| RC v CA v NCI | Always | Usually | Sometimes | Seldom/Never | N |
|---------------|--------|---------|-----------|--------------|-------|
| NBRC | 29% | 34% | 23% | 14% | 298 |
| CA | 36% | 33% | 19% | 12% | 5,052 |
| NCI | 39% | 35% | 17% | 9% | 7,996 |

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

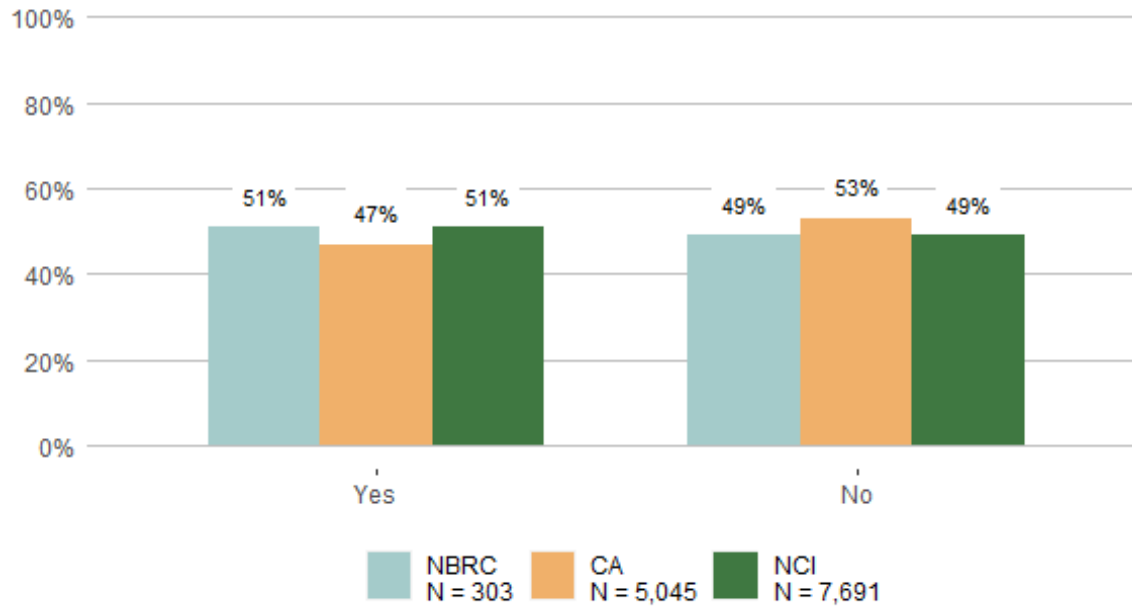


Table 46. Does your family member have enough supports to work or volunteer in the community?

| RC v CA v NCI | Yes | No | N |
|---------------|-----|-----|-------|
| NBRC | 51% | 49% | 303 |
| CA | 47% | 53% | 5,045 |
| NCI | 51% | 49% | 7,691 |

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

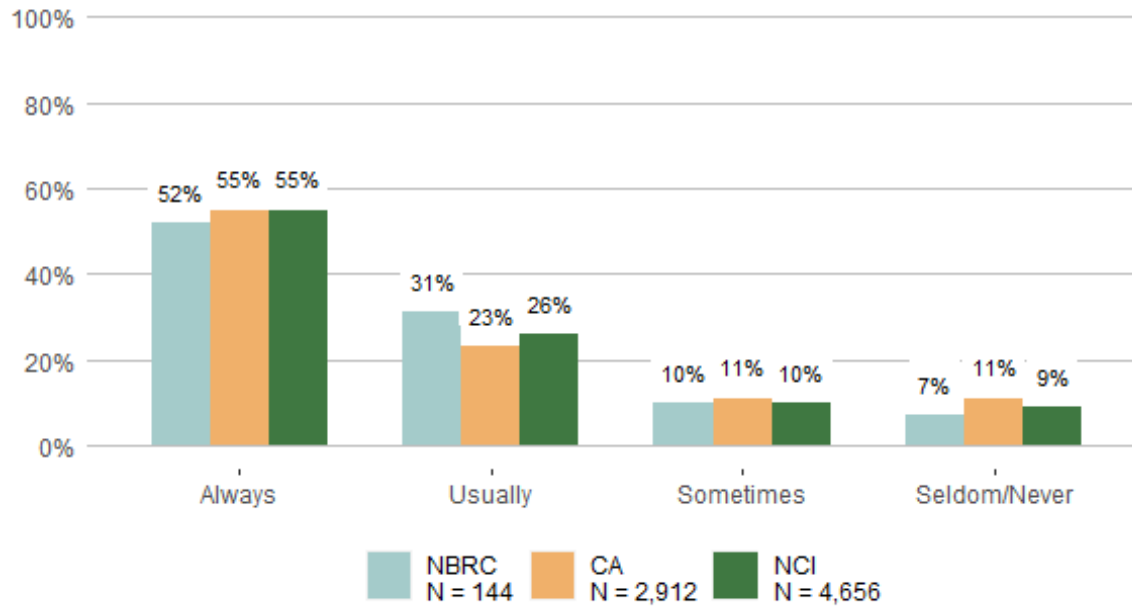


Table 47. Does your family member have the special equipment or accommodations they need?

| RC v CA v NCI | Always | Usually | Sometimes | Seldom/Never | N |
|---------------|--------|---------|-----------|--------------|-------|
| NBRC | 52% | 31% | 10% | 7% | 144 |
| CA | 55% | 23% | 11% | 11% | 2,912 |
| NCI | 55% | 26% | 10% | 9% | 4,656 |

If you need respite services, how often are you able to get them when needed?

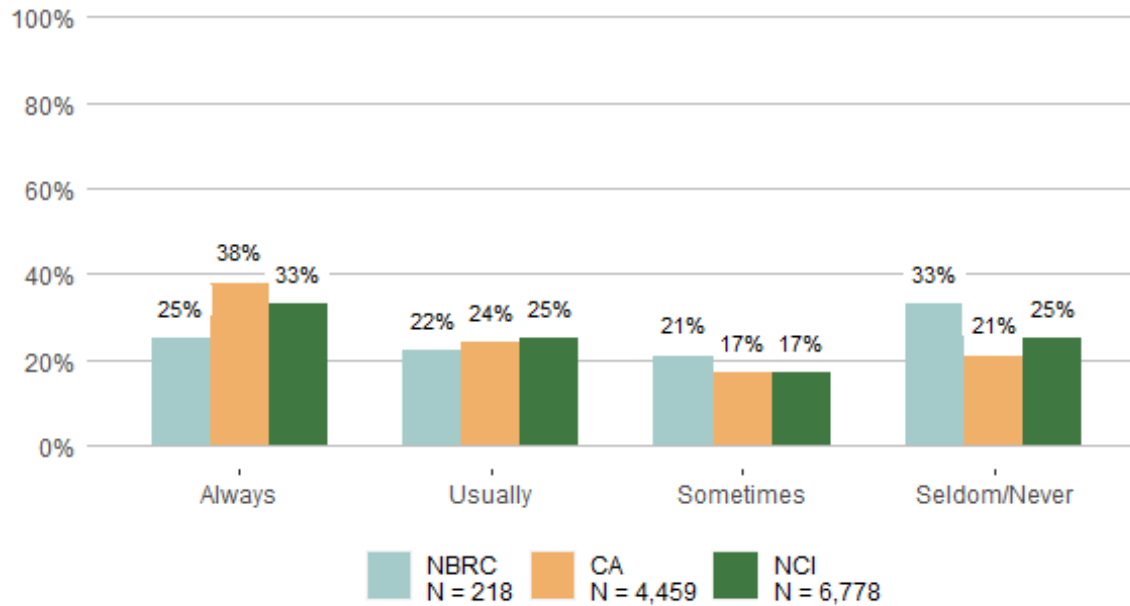


Table 48. If you need respite services, how often are you able to get them when needed?

| RC v CA v NCI | Always | Usually | Sometimes | Seldom/Never | N |
|---------------|--------|---------|-----------|--------------|-------|
| NBRC | 25% | 22% | 21% | 33% | 218 |
| CA | 38% | 24% | 17% | 21% | 4,459 |
| NCI | 33% | 25% | 17% | 25% | 6,778 |

If you have used respite services in the past 12 months, were you satisfied with the quality of the respite services?

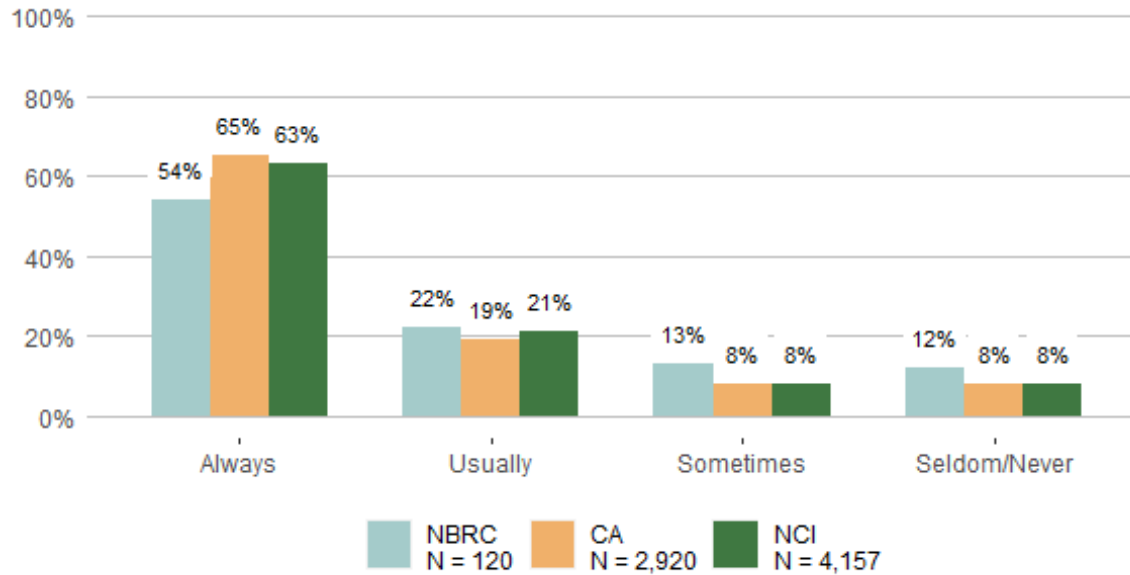


Table 49. If you have used respite services in the past 12 months, were you satisfied with the quality of the respite services?

| RC v CA v NCI | Always | Usually | Sometimes | Seldom/Never | N |
|---------------|--------|---------|-----------|--------------|-------|
| NBRC | 54% | 22% | 13% | 12% | 120 |
| CA | 65% | 19% | 8% | 8% | 2,920 |
| NCI | 63% | 21% | 8% | 8% | 4,157 |

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

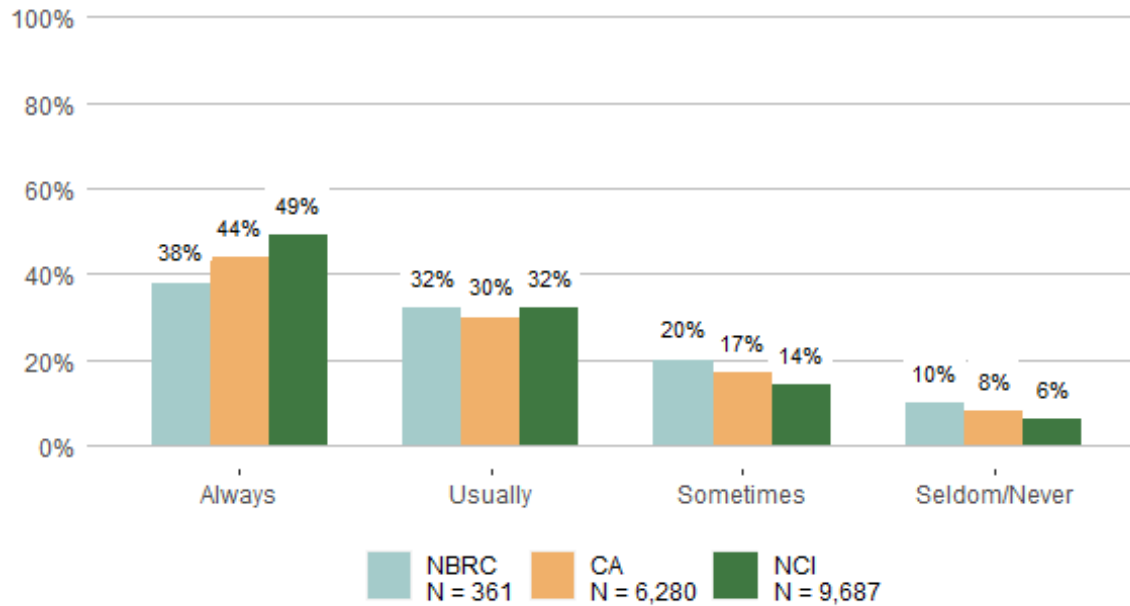


Table 50. Are you or your family member able to contact their support workers when you want?

| RC v CA v NCI | Always | Usually | Sometimes | Seldom/Never | N |
|---------------|--------|---------|-----------|--------------|-------|
| NBRC | 38% | 32% | 20% | 10% | 361 |
| CA | 44% | 30% | 17% | 8% | 6,280 |
| NCI | 49% | 32% | 14% | 6% | 9,687 |

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

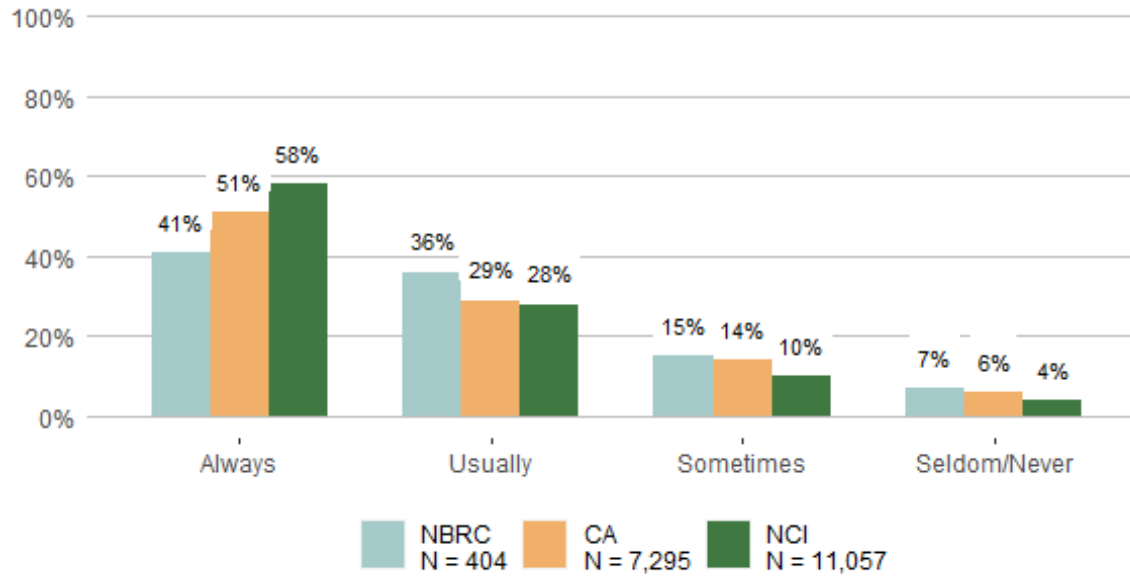


Table 51. Are you or your family member able to contact their case manager/service coordinator when you want?

| RC v CA v NCI | Always | Usually | Sometimes | Seldom/Never | N |
|---------------|--------|---------|-----------|--------------|--------|
| NBRC | 41% | 36% | 15% | 7% | 404 |
| CA | 51% | 29% | 14% | 6% | 7,295 |
| NCI | 58% | 28% | 10% | 4% | 11,057 |

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

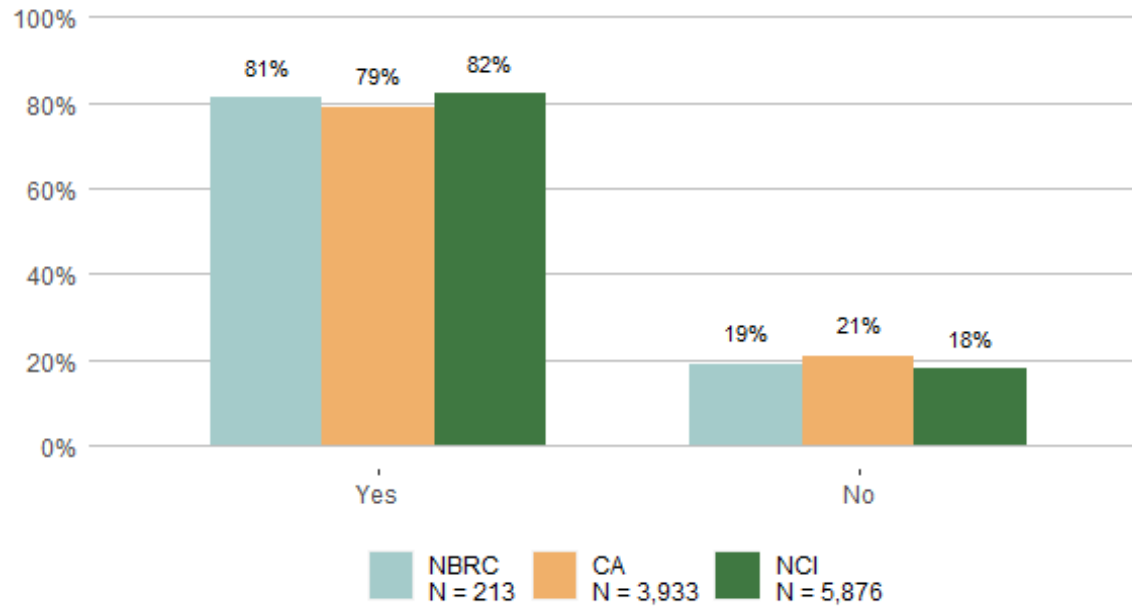


Table 52. Do service providers for your family member work together to provide support?

| RC v CA v NCI | Yes | No | N |
|---------------|-----|-----|-------|
| NBRC | 81% | 19% | 213 |
| CA | 79% | 21% | 3,933 |
| NCI | 82% | 18% | 5,876 |

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

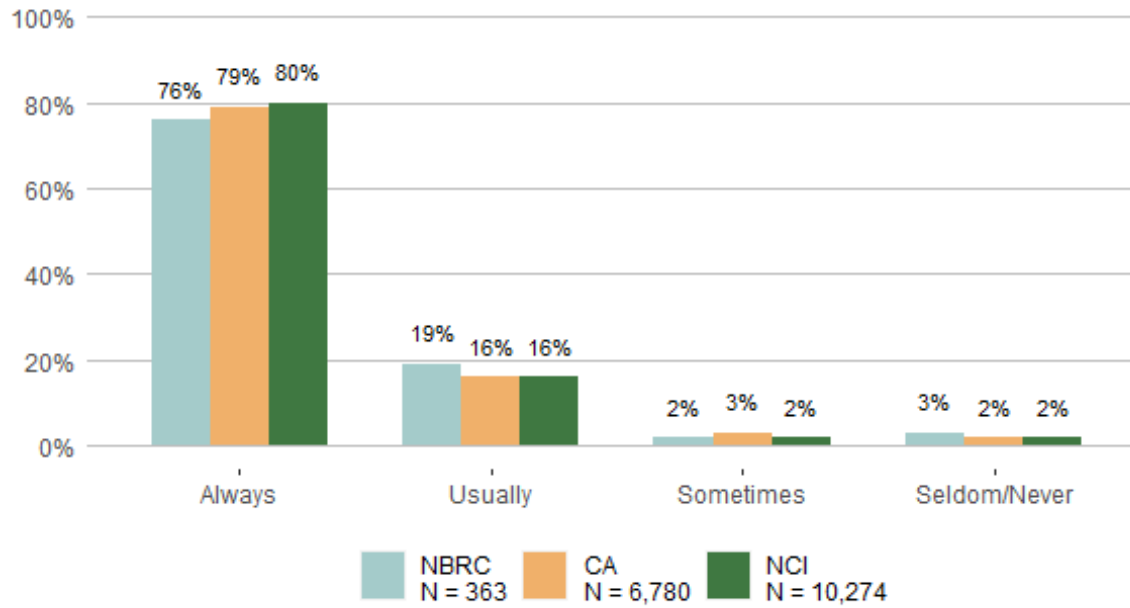


Table 53. Are services delivered in a way that is respectful of your family's culture?

| RC v CA v NCI | Always | Usually | Sometimes | Seldom/Never | N |
|---------------|--------|---------|-----------|--------------|--------|
| NBRC | 76% | 19% | 2% | 3% | 363 |
| CA | 79% | 16% | 3% | 2% | 6,780 |
| NCI | 80% | 16% | 2% | 2% | 10,274 |

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

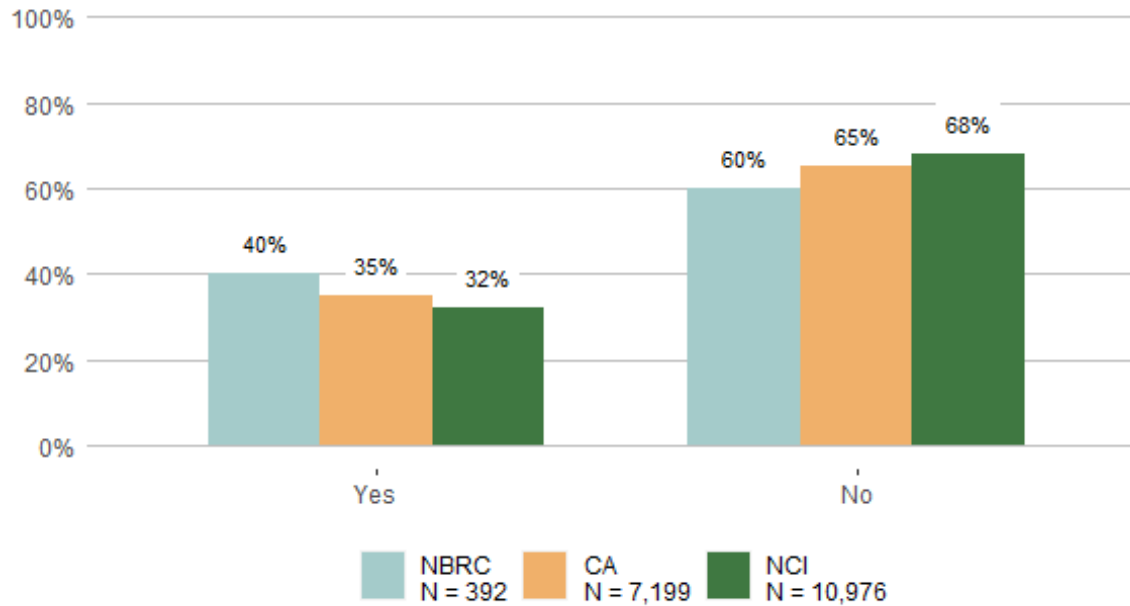


Table 54. Does your family member use technology in their everyday life to help them do things on their own?

New question in 2021-22

| RC v CA v NCI | Yes | No | N |
|---------------|-----|-----|--------|
| NBRC | 40% | 60% | 392 |
| CA | 35% | 65% | 7,199 |
| NCI | 32% | 68% | 10,976 |

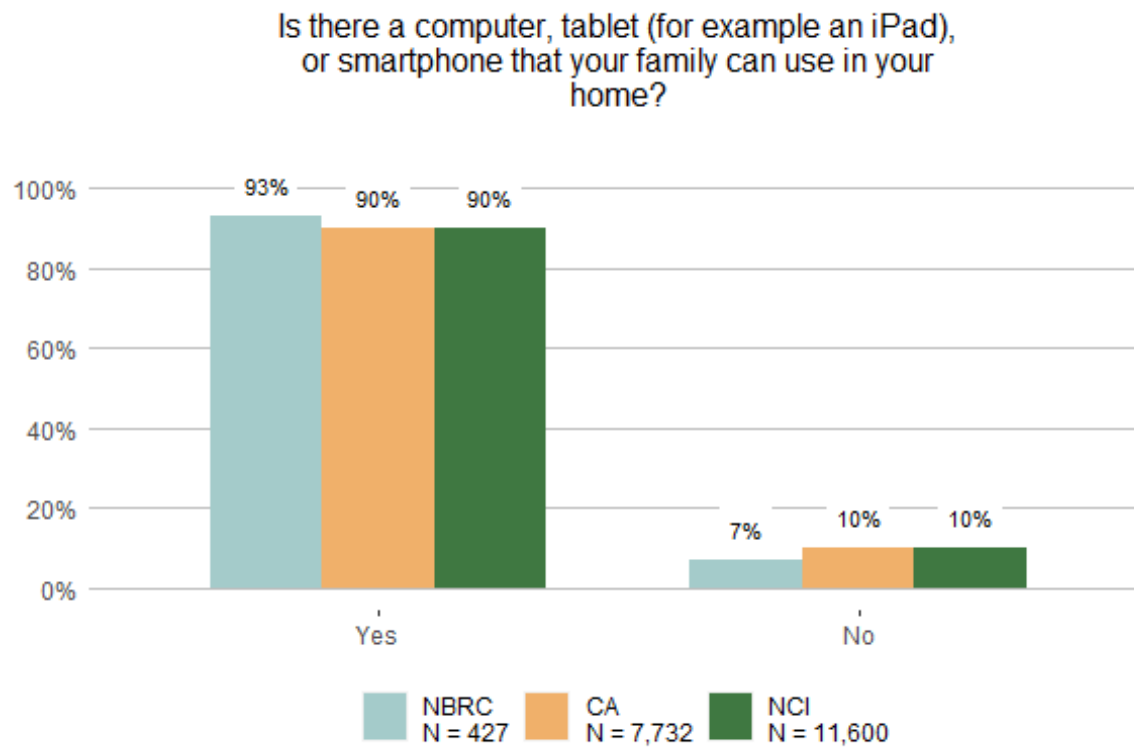


Table 55. Is there a computer, tablet (for example an iPad), or smartphone that your family can use in your home?

New question in 2021-22

| RC v CA v NCI | Yes | No | N |
|---------------|-----|-----|--------|
| NBRC | 93% | 7% | 427 |
| CA | 90% | 10% | 7,732 |
| NCI | 90% | 10% | 11,600 |

How well does the internet work in your home?

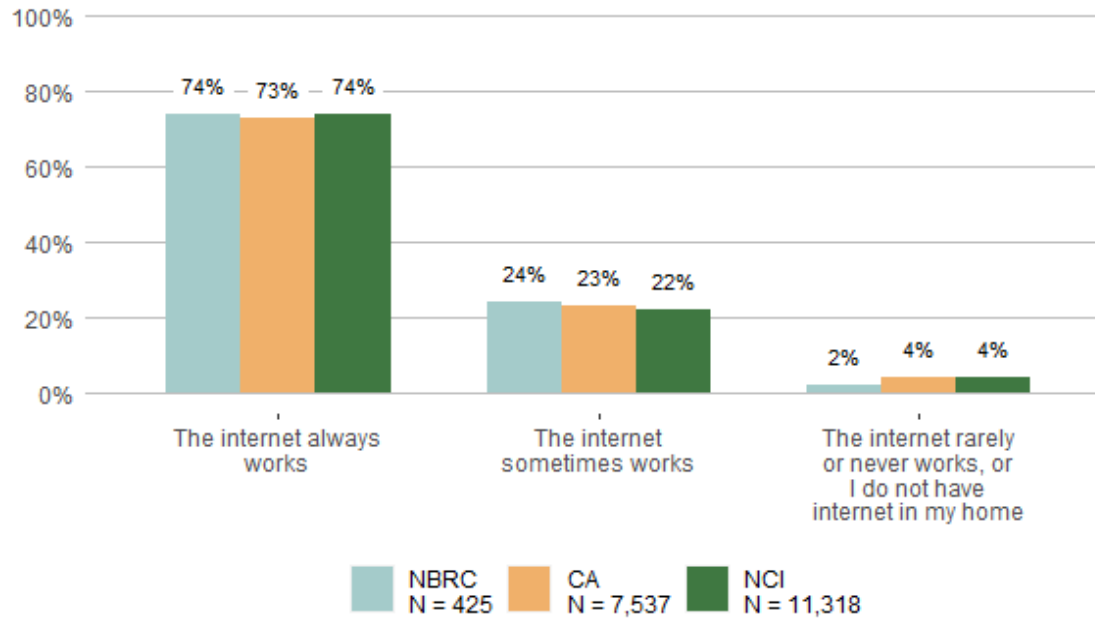


Table 56. How well does the internet work in your home?

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 |
|---------------|---------------------------|------------------------------|--|--------|
| NBRC | 74% | 24% | 2% | 425 |
| CA | 73% | 23% | 4% | 7,537 |
| NCI | 74% | 22% | 4% | 11,318 |

Workforce (New in 2021-2022)

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?

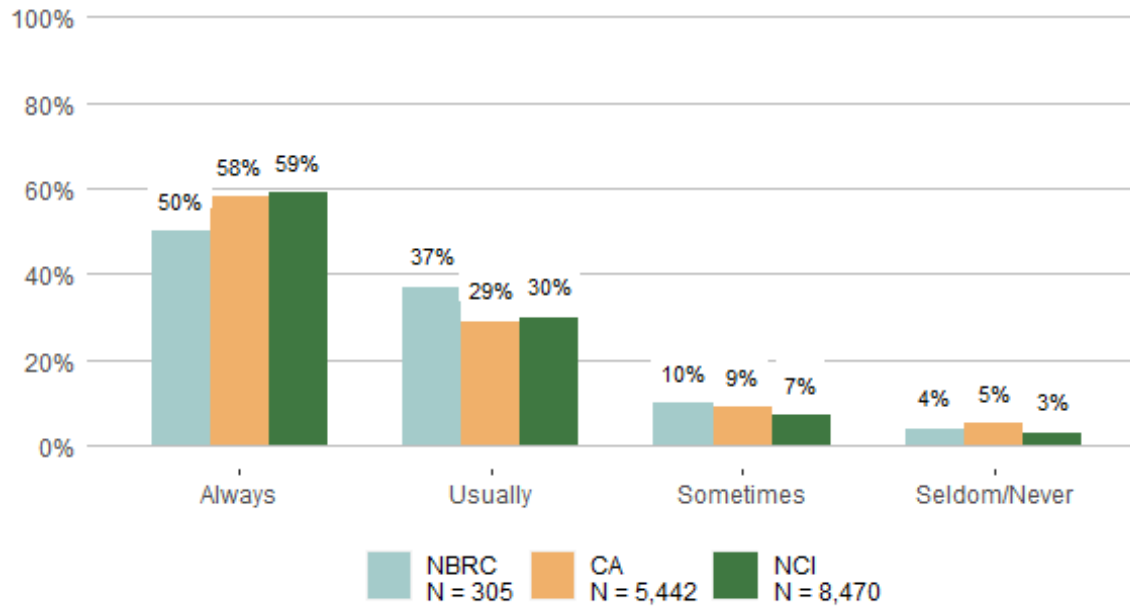


Table 57. Do support workers come and go when they are supposed to?

| RC v CA v NCI | Always | Usually | Sometimes | Seldom/Never | N |
|---------------|--------|---------|-----------|--------------|-------|
| NBRC | 50% | 37% | 10% | 4% | 305 |
| CA | 58% | 29% | 9% | 5% | 5,442 |
| NCI | 59% | 30% | 7% | 3% | 8,470 |

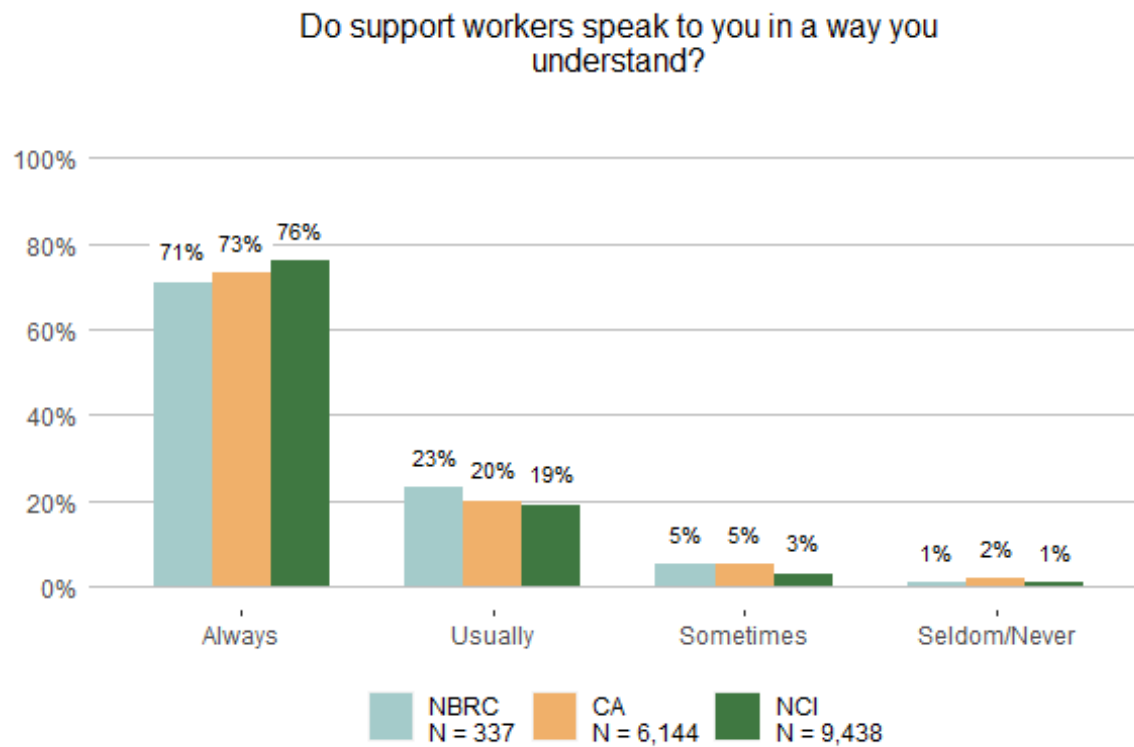


Table 58. Do support workers speak to you in a way you understand?

| RC v CA v NCI | Always | Usually | Sometimes | Seldom/Never | N |
|---------------|--------|---------|-----------|--------------|-------|
| NBRC | 71% | 23% | 5% | 1% | 337 |
| CA | 73% | 20% | 5% | 2% | 6,144 |
| NCI | 76% | 19% | 3% | 1% | 9,438 |

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?

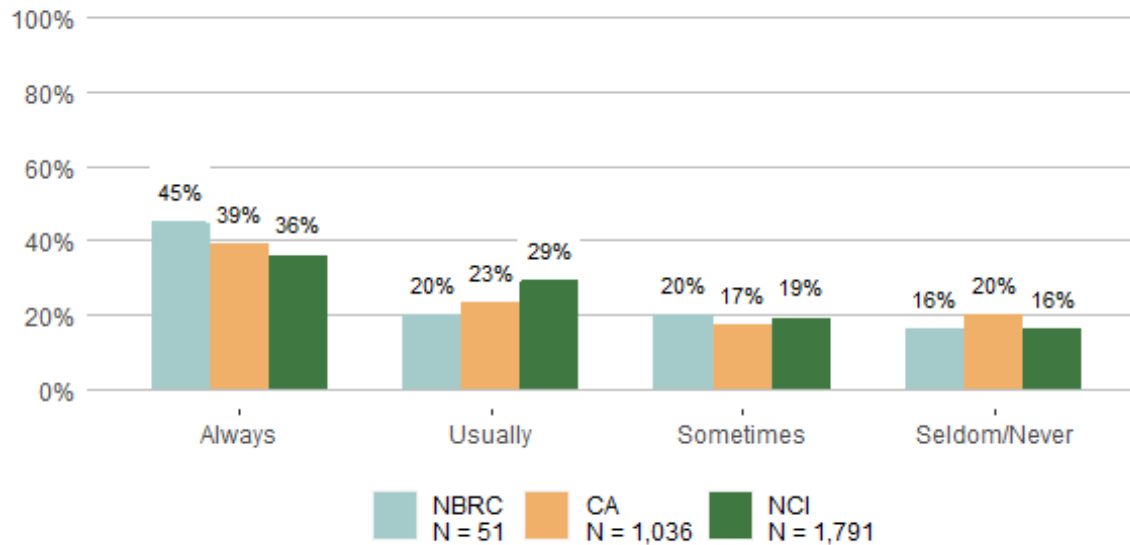


Table 59. If your family member does not communicate verbally (for example, uses gestures, sign language, or a communication aid), are there support workers who can communicate with them?

| RC v CA v NCI | Always | Usually | Sometimes | Seldom/Never | N |
|---------------|--------|---------|-----------|--------------|-------|
| NBRC | 45% | 20% | 20% | 16% | 51 |
| CA | 39% | 23% | 17% | 20% | 1,036 |
| NCI | 36% | 29% | 19% | 16% | 1,791 |

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

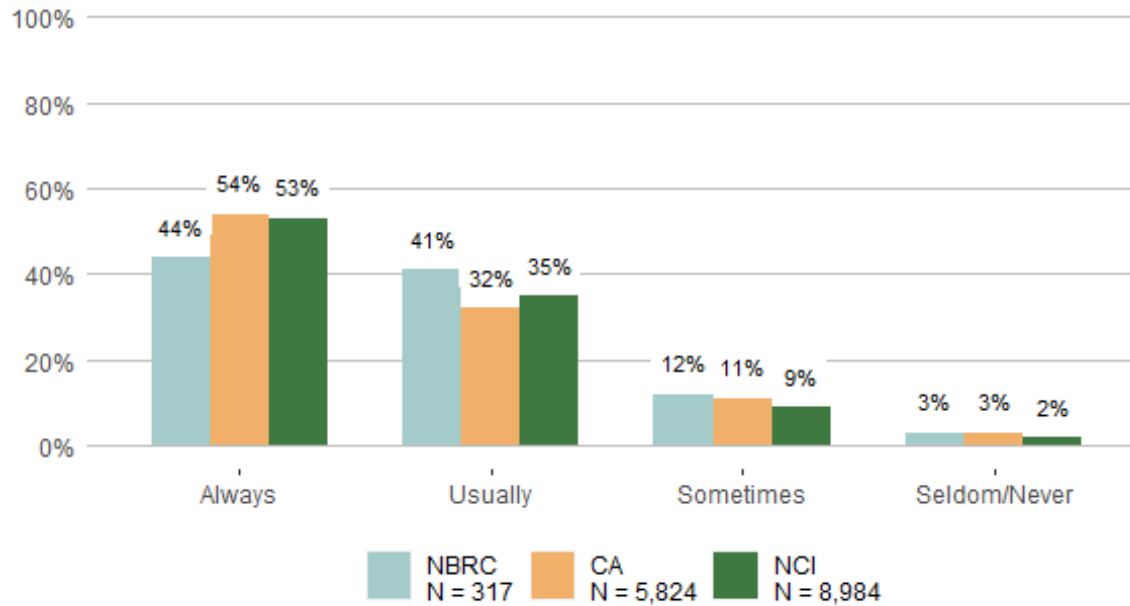


Table 60. Do support workers have the right information and skills to meet your family's needs?

| RC v CA v NCI | Always | Usually | Sometimes | Seldom/Never | N |
|---------------|--------|---------|-----------|--------------|-------|
| NBRC | 44% | 41% | 12% | 3% | 317 |
| CA | 54% | 32% | 11% | 3% | 5,824 |
| NCI | 53% | 35% | 9% | 2% | 8,984 |

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

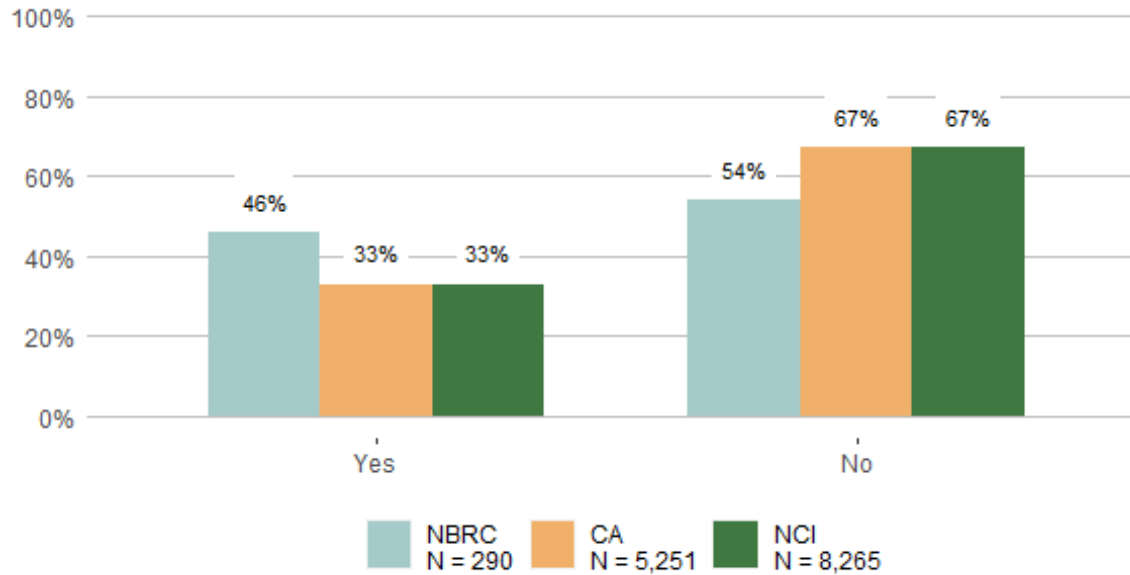


Table 61. Do your family member's support workers change too often? Is there too much "turnover" of support workers?

New question in 2021-22

| RC v CA v NCI | Yes | No | N |
|---------------|-----|-----|-------|
| NBRC | 46% | 54% | 290 |
| CA | 33% | 67% | 5,251 |
| NCI | 33% | 67% | 8,265 |

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

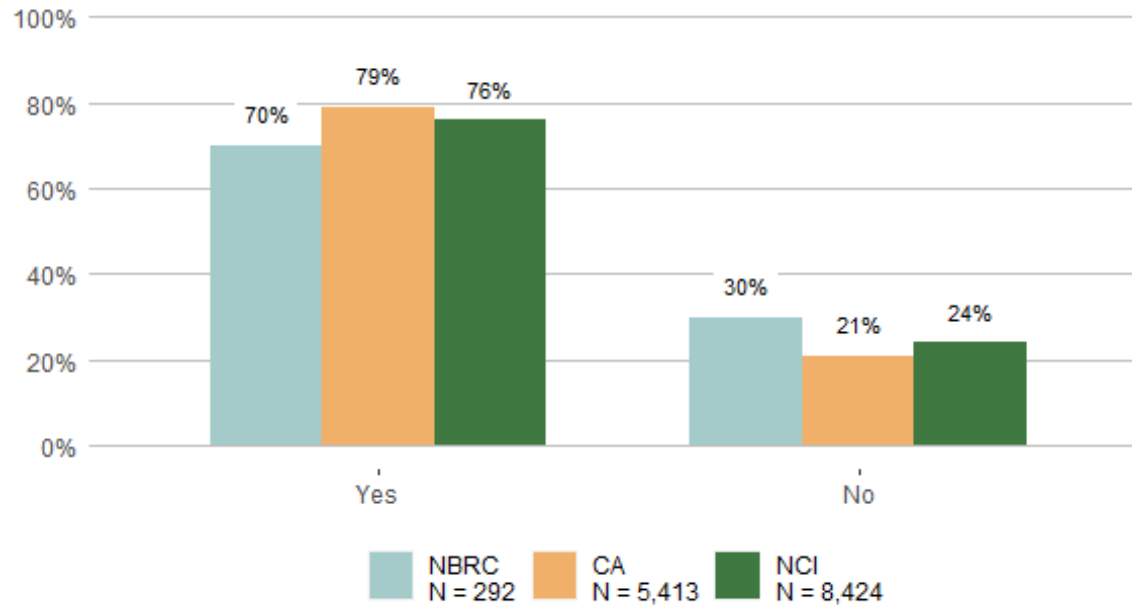


Table 62. Is there always a staff person available to support your family member when support is needed?

New question in 2021-22

| RC v CA v NCI | Yes | No | N |
|---------------|-----|-----|-------|
| NBRC | 70% | 30% | 292 |
| CA | 79% | 21% | 5,413 |
| NCI | 76% | 24% | 8,424 |

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.

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

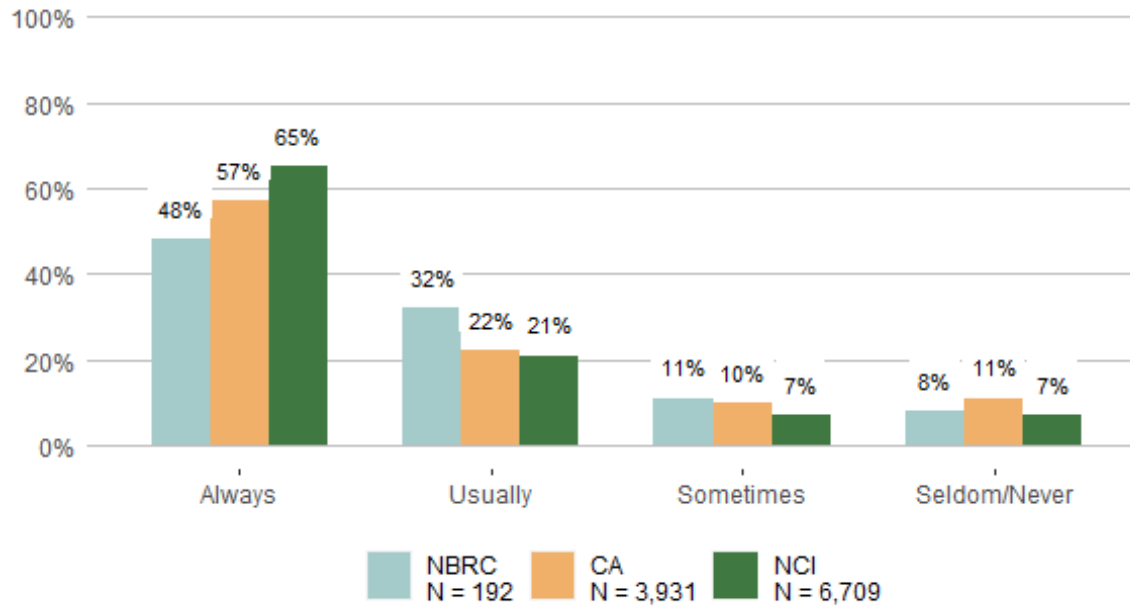


Table 63. Can your family choose or change the agency that provides your family member's services?

| RC v CA v NCI | Always | Usually | Sometimes | Seldom/Never | N |
|---------------|--------|---------|-----------|--------------|-------|
| NBRC | 48% | 32% | 11% | 8% | 192 |
| CA | 57% | 22% | 10% | 11% | 3,931 |
| NCI | 65% | 21% | 7% | 7% | 6,709 |

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

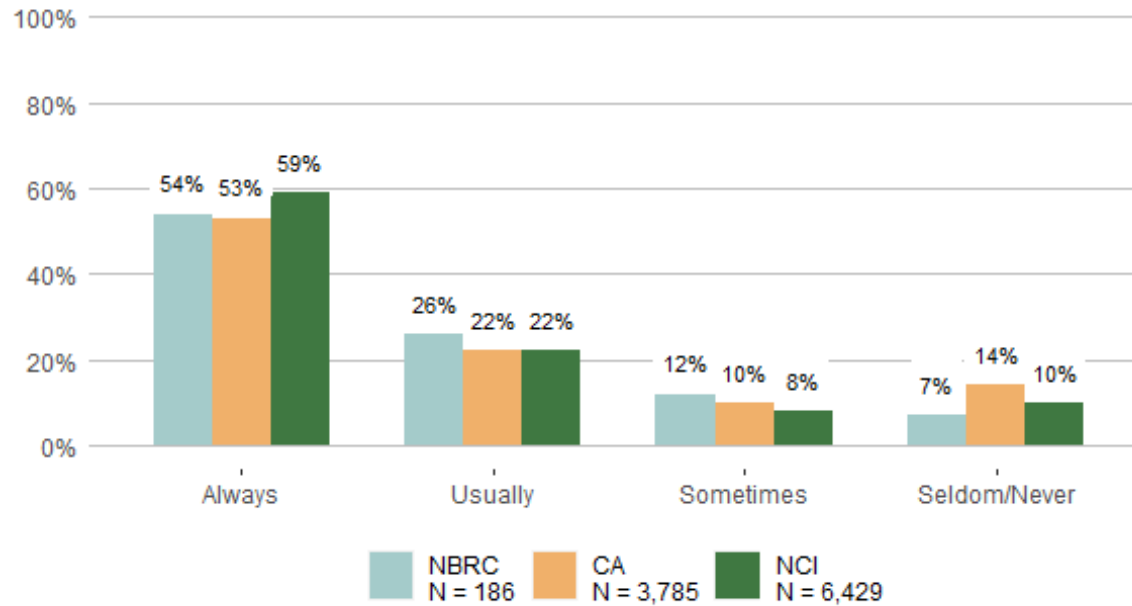


Table 64. Can your family choose or change your family member's support workers?

| RC v CA v NCI | Always | Usually | Sometimes | Seldom/Never | N |
|---------------|--------|---------|-----------|--------------|-------|
| NBRC | 54% | 26% | 12% | 7% | 186 |
| CA | 53% | 22% | 10% | 14% | 3,785 |
| NCI | 59% | 22% | 8% | 10% | 6,429 |

Can someone in your family directly manage support staff?

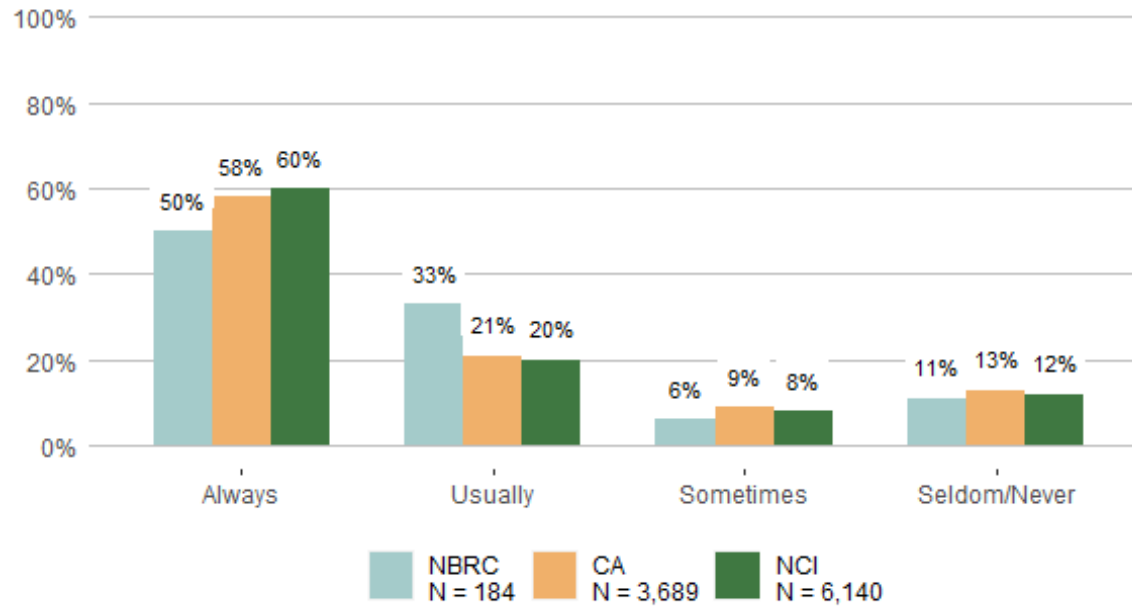


Table 65. Can someone in your family directly manage support staff?

Question changed in 2021-22

| RC v CA v NCI | Always | Usually | Sometimes | Seldom/Never | N |
|---------------|--------|---------|-----------|--------------|-------|
| NBRC | 50% | 33% | 6% | 11% | 184 |
| CA | 58% | 21% | 9% | 13% | 3,689 |
| NCI | 60% | 20% | 8% | 12% | 6,140 |

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

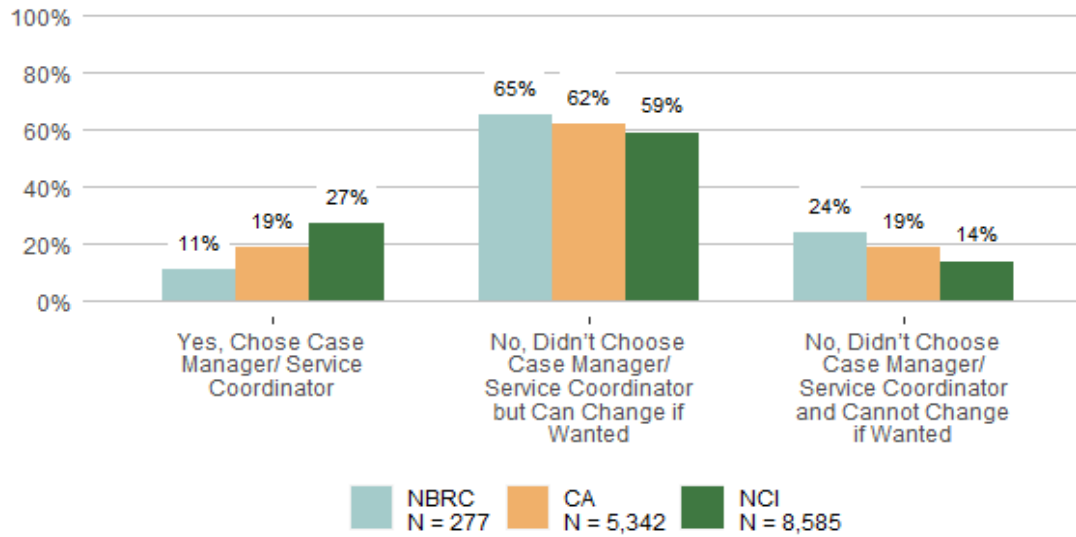


Table 66. Did you, your family member, or someone else in your family choose your family member's case manager/service coordinator?

| 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 |
|------------------|--|--|---|-------|
| NBRC | 11% | 65% | 24% | 277 |
| CA | 19% | 62% | 19% | 5,342 |
| NCI | 27% | 59% | 14% | 8,585 |

Community Connections

Family members receiving services and supports from the Regional Center are meaningfully engaged as members of their communities and have strong relationships. Families can use supports in their community.

Does your family member do things in the community?

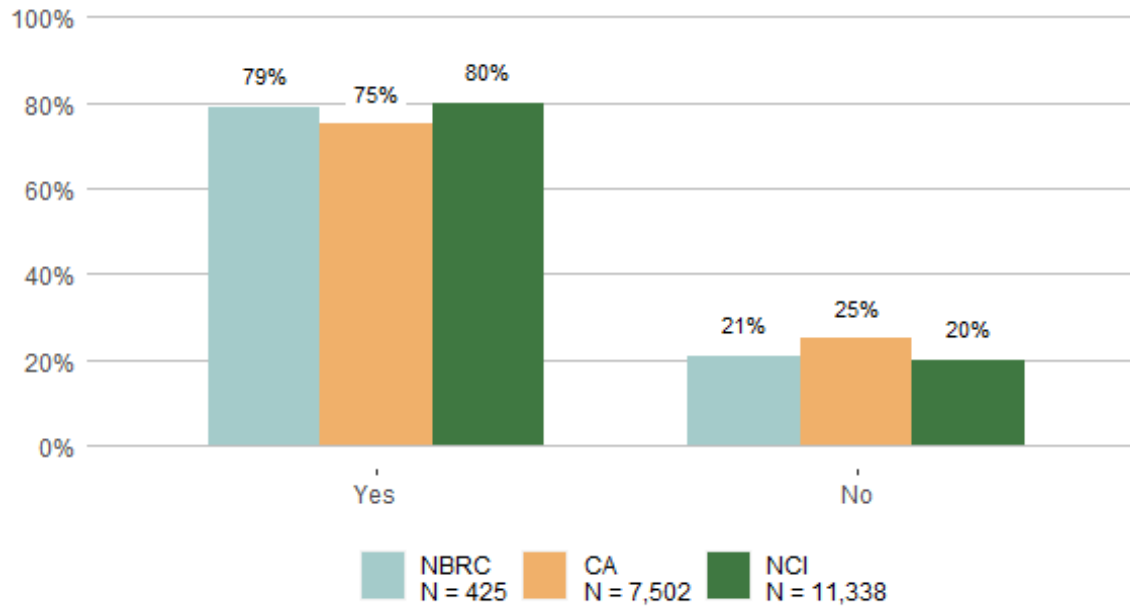


Table 67. Does your family member do things in the community?

| RC v CA v NCI | Yes | No | N |
|---------------|-----|-----|--------|
| NBRC | 79% | 21% | 425 |
| CA | 75% | 25% | 7,502 |
| NCI | 80% | 20% | 11,338 |

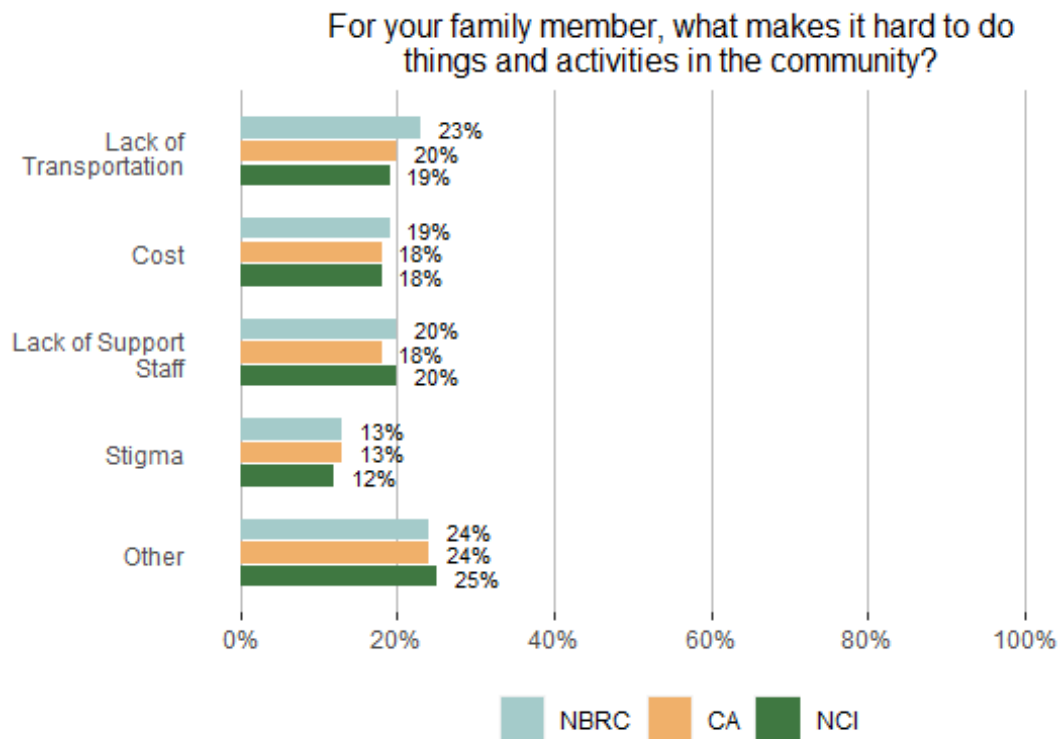


Table 68. For your family member, what makes it hard to do things and activities in the community?

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

| RC v CA v NCI | Lack of Transportation | Cost | Lack of Support Staff | Stigma | Other |
|---------------|------------------------|------|-----------------------|--------|-------|
| NBRC | 23% | 19% | 20% | 13% | 24% |
| CA | 20% | 18% | 18% | 13% | 24% |
| NCI | 19% | 18% | 20% | 12% | 25% |

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

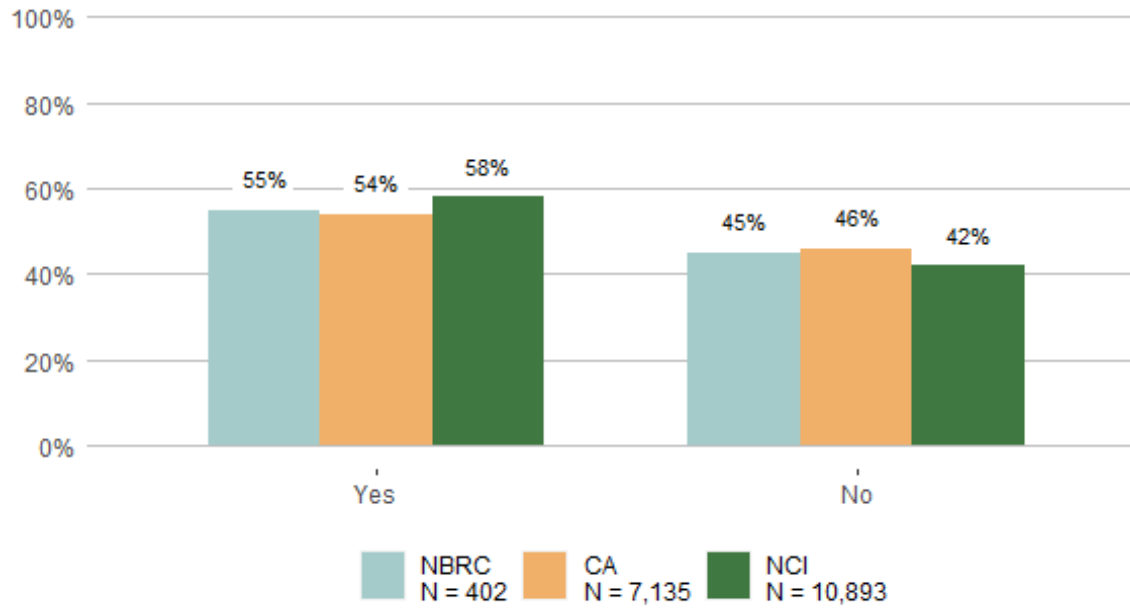


Table 69. Does your family member have friends other than paid support workers or family?

| RC v CA v NCI | Yes | No | N |
|---------------|-----|-----|--------|
| NBRC | 55% | 45% | 402 |
| CA | 54% | 46% | 7,135 |
| NCI | 58% | 42% | 10,893 |

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.)?

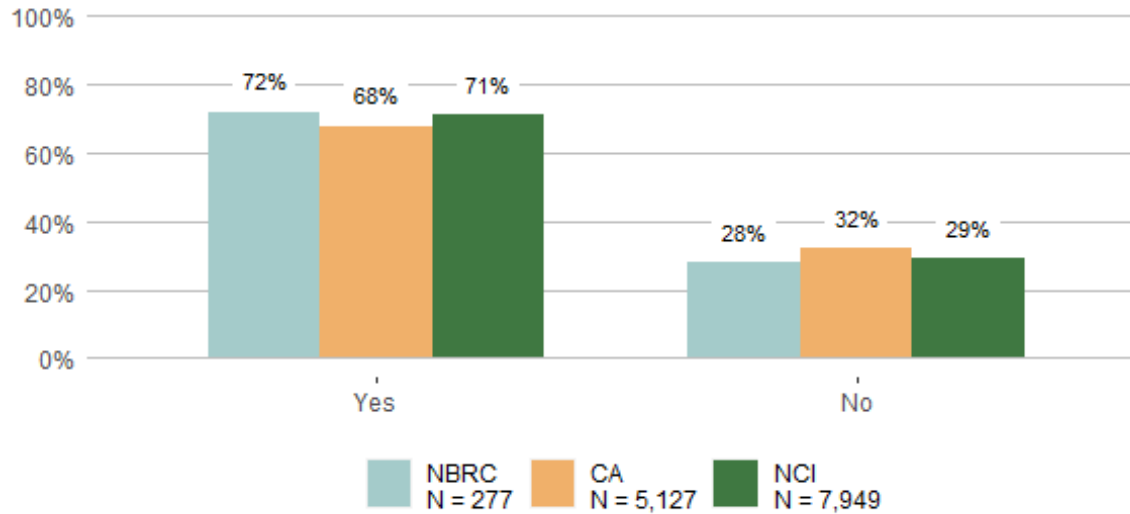


Table 70. In your community, are there resources that your family can use that are not provided by the regional center (for example, recreational programs, community housing, library programs, religious groups, etc.)?

| RC v CA v NCI | Yes | No | N |
|---------------|-----|-----|-------|
| NBRC | 72% | 28% | 277 |
| CA | 68% | 32% | 5,127 |
| NCI | 71% | 29% | 7,949 |

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

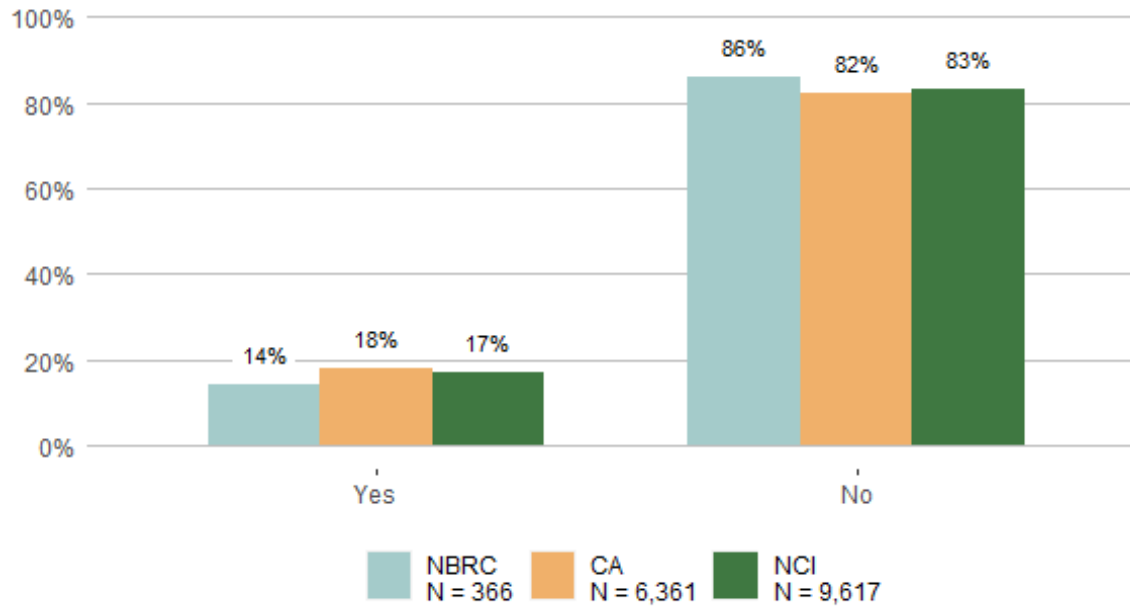


Table 71. Does your family take part in any family-to-family networks in your community?

| RC v CA v NCI | Yes | No | N |
|---------------|-----|-----|-------|
| NBRC | 14% | 86% | 366 |
| CA | 18% | 82% | 6,361 |
| NCI | 17% | 83% | 9,617 |

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.

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

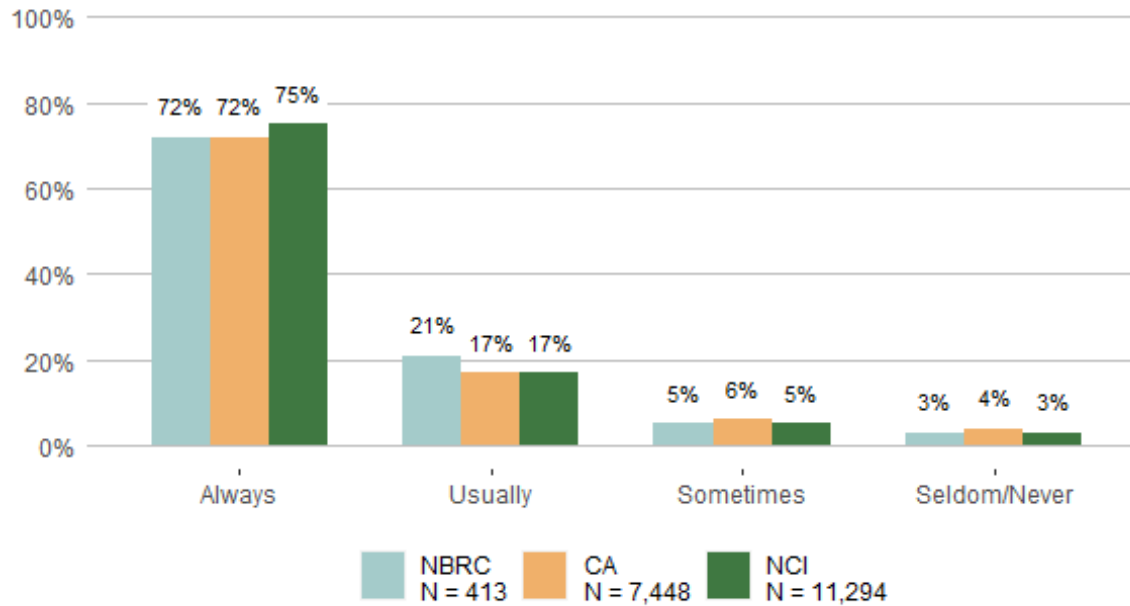


Table 72. Can your family member see a primary care provider (doctor, registered nurse, etc.) when needed?

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 |
|---------------|--------|---------|-----------|--------------|--------|
| NBRC | 72% | 21% | 5% | 3% | 413 |
| CA | 72% | 17% | 6% | 4% | 7,448 |
| NCI | 75% | 17% | 5% | 3% | 11,294 |

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

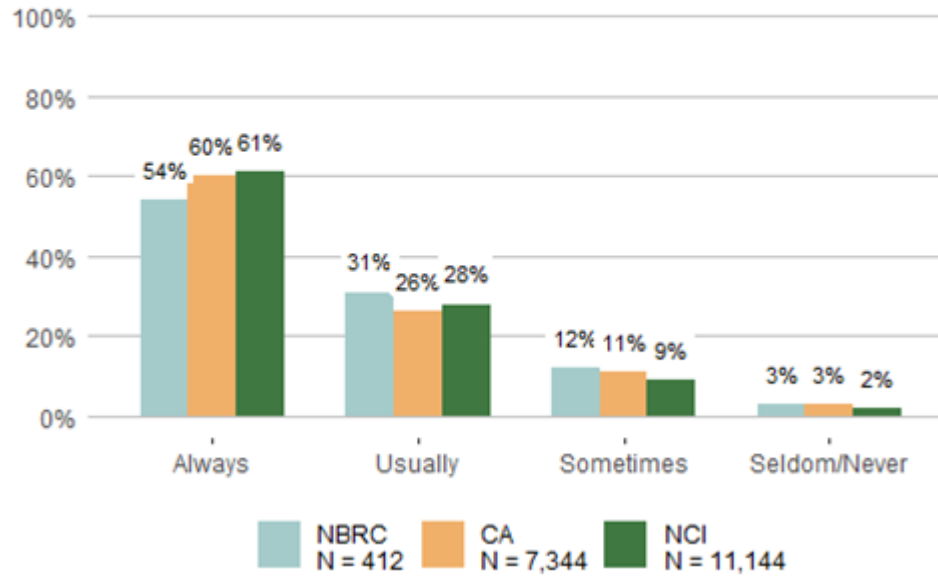


Table 73. Does your family member's primary care doctor understand your family member's needs related to their disability?

| RC v CA v NCI | Always | Usually | Sometimes | Seldom/Never | N |
|---------------|--------|---------|-----------|--------------|--------|
| NBRC | 54% | 31% | 12% | 3% | 412 |
| CA | 60% | 26% | 11% | 3% | 7,344 |
| NCI | 61% | 28% | 9% | 2% | 11,144 |

Can your family member go to the dentist when needed?

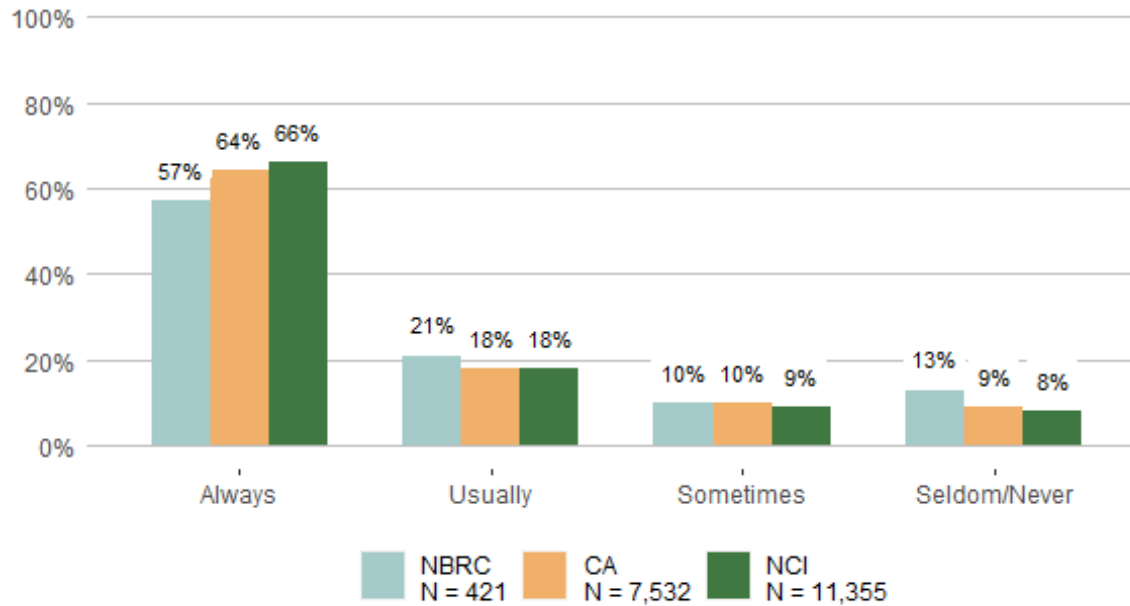


Table 74. Can your family member go to the dentist when needed?

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

| RC v CA v NCI | Always | Usually | Sometimes | Seldom/Never | N |
|---------------|--------|---------|-----------|--------------|--------|
| NBRC | 57% | 21% | 10% | 13% | 421 |
| CA | 64% | 18% | 10% | 9% | 7,532 |
| NCI | 66% | 18% | 9% | 8% | 11,355 |

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

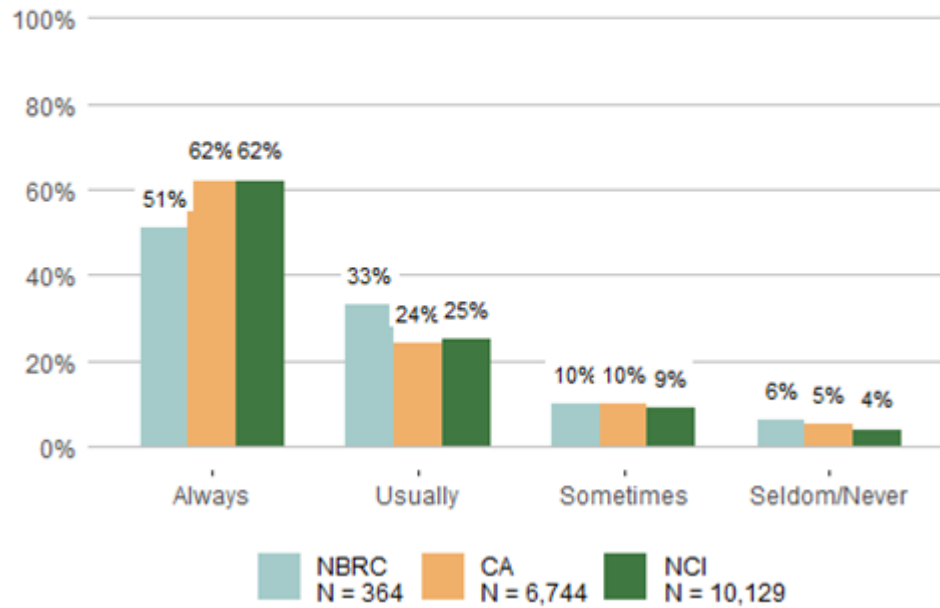


Table 75. Does your family member's dentist understand your family member's needs related to their disability?

| RC v CA v NCI | Always | Usually | Sometimes | Seldom/Never | N |
|---------------|--------|---------|-----------|--------------|--------|
| NBRC | 51% | 33% | 10% | 6% | 364 |
| CA | 62% | 24% | 10% | 5% | 6,744 |
| NCI | 62% | 25% | 9% | 4% | 10,129 |

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

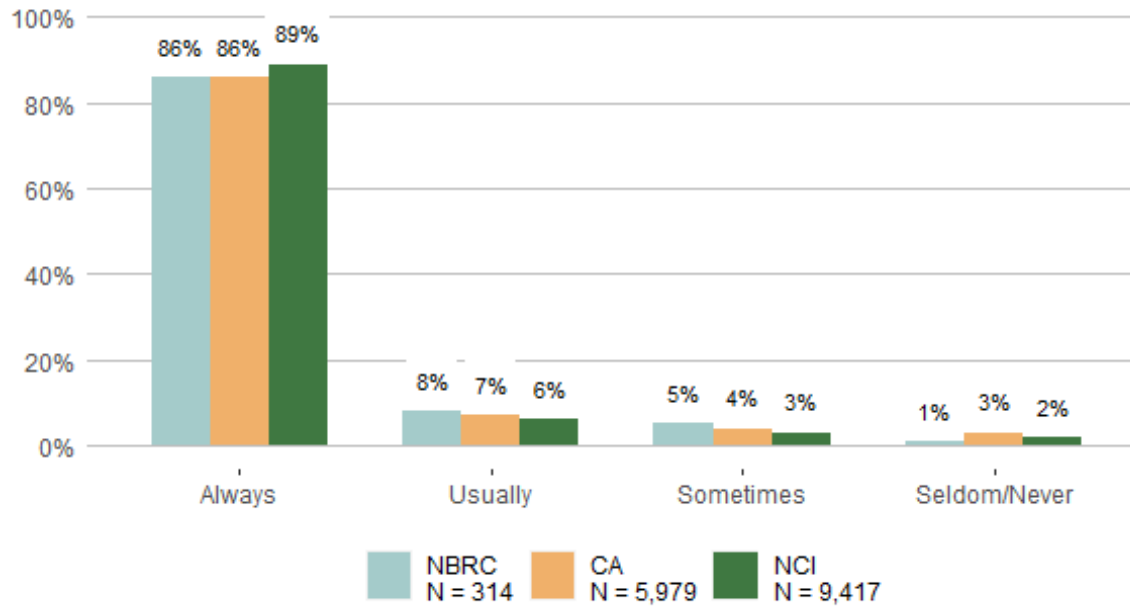


Table 76. If your family member takes prescription medications, do you know what they're for?

| RC v CA v NCI | Always | Usually | Sometimes | Seldom/Never | N |
|---------------|--------|---------|-----------|--------------|-------|
| NBRC | 86% | 8% | 5% | 1% | 314 |
| CA | 86% | 7% | 4% | 3% | 5,979 |
| NCI | 89% | 6% | 3% | 2% | 9,417 |

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)?

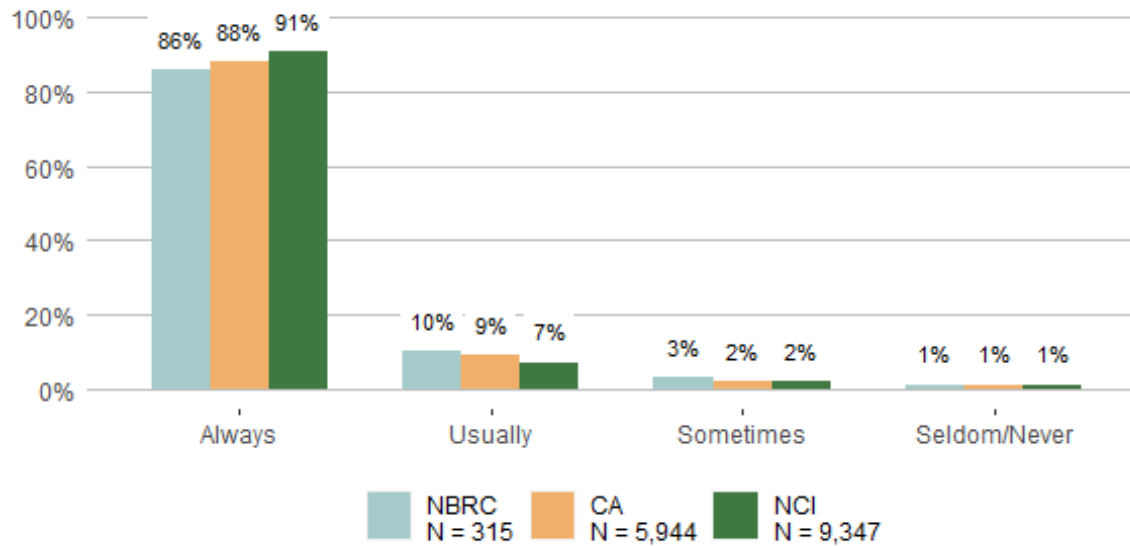


Table 77. Do you, your family member, or someone else in your family know what is needed to safely take prescription medications (when it should be taken, how much to take, and the potential side effects)?

| RC v CA v NCI | Always | Usually | Sometimes | Seldom/Never | N |
|---------------|--------|---------|-----------|--------------|-------|
| NBRC | 86% | 10% | 3% | 1% | 315 |
| CA | 88% | 9% | 2% | 1% | 5,944 |
| NCI | 91% | 7% | 2% | 1% | 9,347 |

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

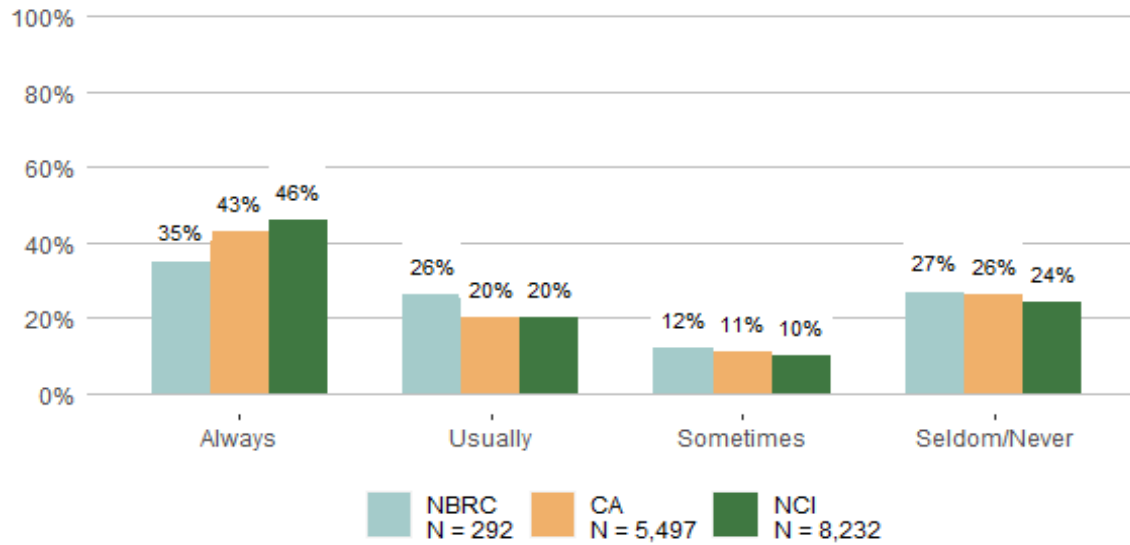


Table 78. Can your family member get mental or behavioral health supports when needed? (Like see a therapist, go to group counseling)?

New question in 2021-22

| RC v CA v NCI | Always | Usually | Sometimes | Seldom/Never | N |
|---------------|--------|---------|-----------|--------------|-------|
| NBRC | 35% | 26% | 12% | 27% | 292 |
| CA | 43% | 20% | 11% | 26% | 5,497 |
| NCI | 46% | 20% | 10% | 24% | 8,232 |

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

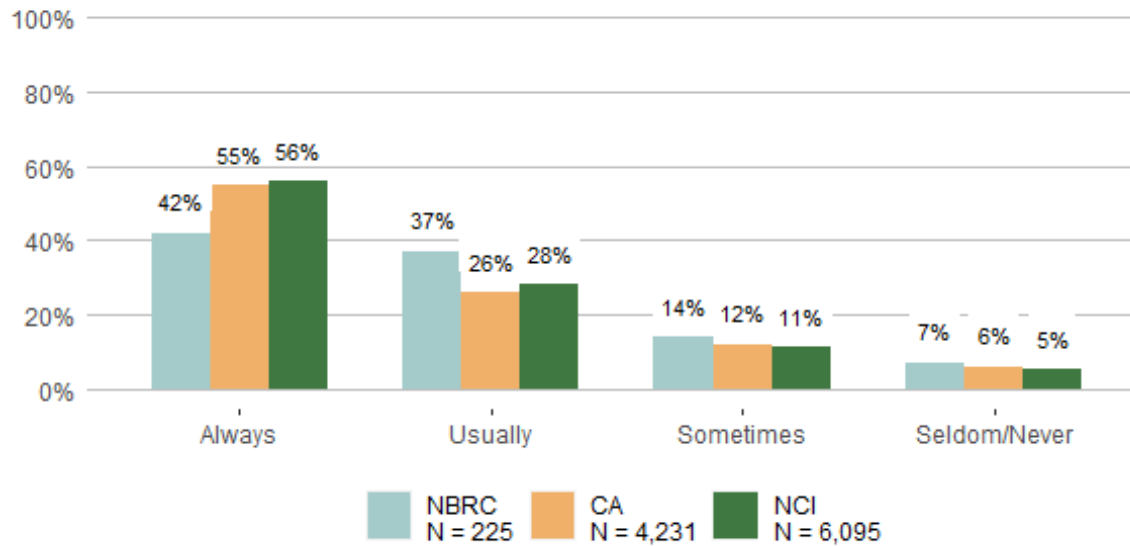


Table 79. If your family member uses mental health services, does the mental health professional understand your family member's needs related to their disability?

| RC v CA v NCI | Always | Usually | Sometimes | Seldom/Never | N |
|---------------|--------|---------|-----------|--------------|-------|
| NBRC | 42% | 37% | 14% | 7% | 225 |
| CA | 55% | 26% | 12% | 6% | 4,231 |
| NCI | 56% | 28% | 11% | 5% | 6,095 |

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

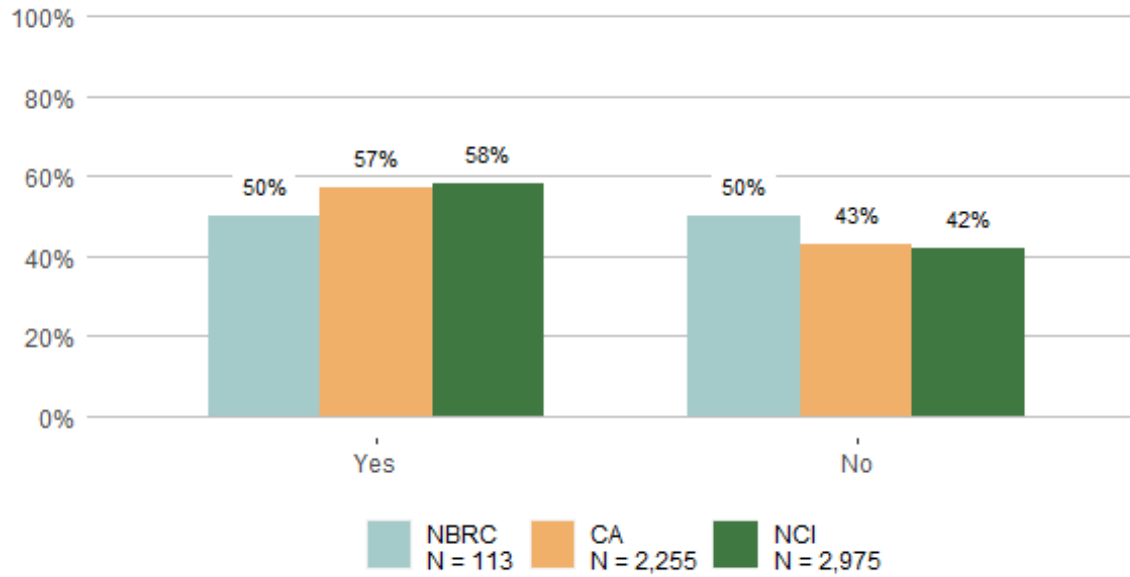


Table 80. If you asked for crisis or emergency services during the past 12 months, were services provided when needed?

| RC v CA v NCI | Yes | No | N |
|---------------|-----|-----|-------|
| NBRC | 50% | 50% | 113 |
| CA | 57% | 43% | 2,255 |
| NCI | 58% | 42% | 2,975 |

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

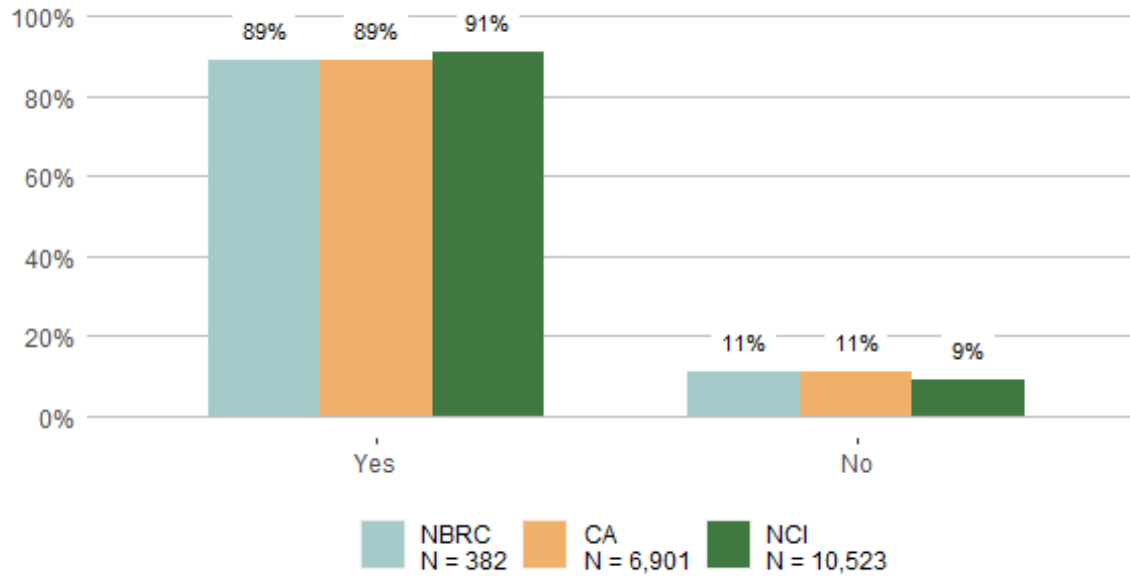


Table 81. Do you feel prepared to handle the needs of your family member in an emergency such as a medical emergency or natural disaster?

| RC v CA v NCI | Yes | No | N |
|---------------|-----|-----|--------|
| NBRC | 89% | 11% | 382 |
| CA | 89% | 11% | 6,901 |
| NCI | 91% | 9% | 10,523 |

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?

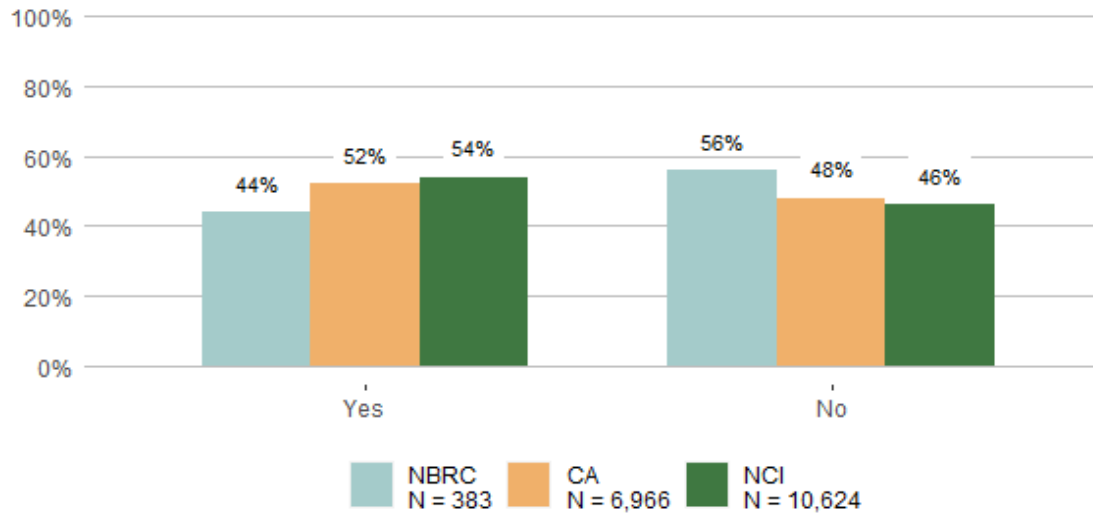


Table 82. Have you talked about how to handle emergencies (such as a medical emergency, pandemic or natural disaster) with your family member's case manager/service coordinator?

New question in 2021-22

| RC v CA v NCI | Yes | No | N |
|---------------|-----|-----|--------|
| NBRC | 44% | 56% | 383 |
| CA | 52% | 48% | 6,966 |
| NCI | 54% | 46% | 10,624 |

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

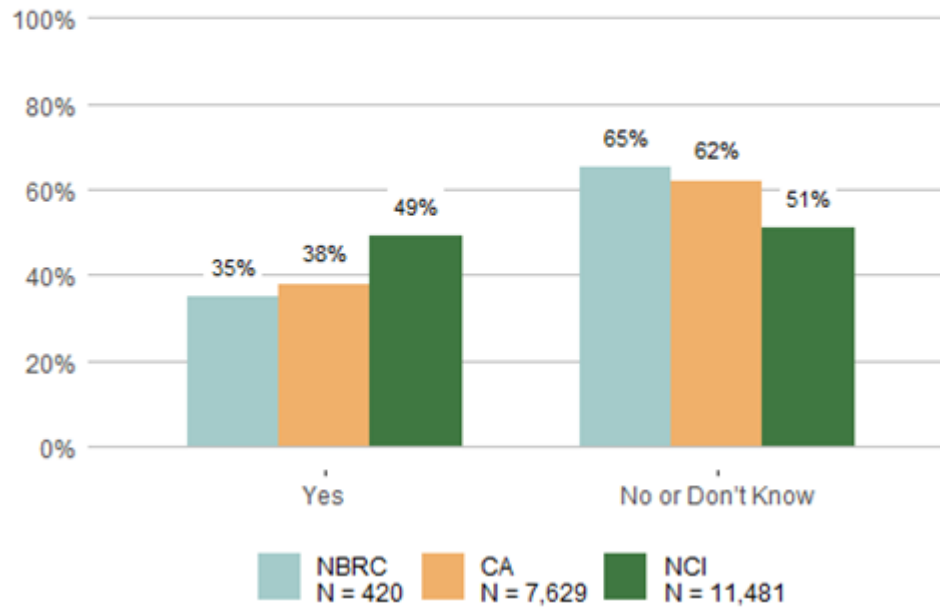


Table 83. Do you know how to file a complaint or grievance about provider agencies or staff?

| RC v CA v NCI | Yes | No or Don't Know | N |
|---------------|-----|------------------|--------|
| NBRC | 35% | 65% | 420 |
| CA | 38% | 62% | 7,629 |
| NCI | 49% | 51% | 11,481 |

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

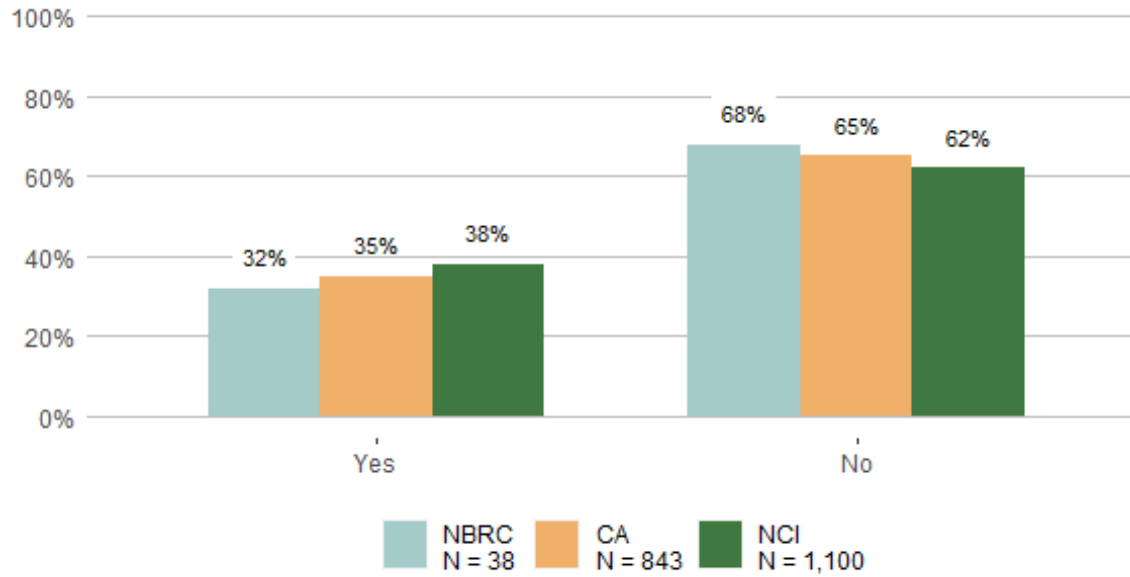


Table 84. If a complaint or grievance was filed or resolved in the past 12 months, are you satisfied with the way it was handled?

| RC v CA v NCI | Yes | No | N |
|---------------|-----|-----|-------|
| NBRC | 32% | 68% | 38 |
| CA | 35% | 65% | 843 |
| NCI | 38% | 62% | 1,100 |

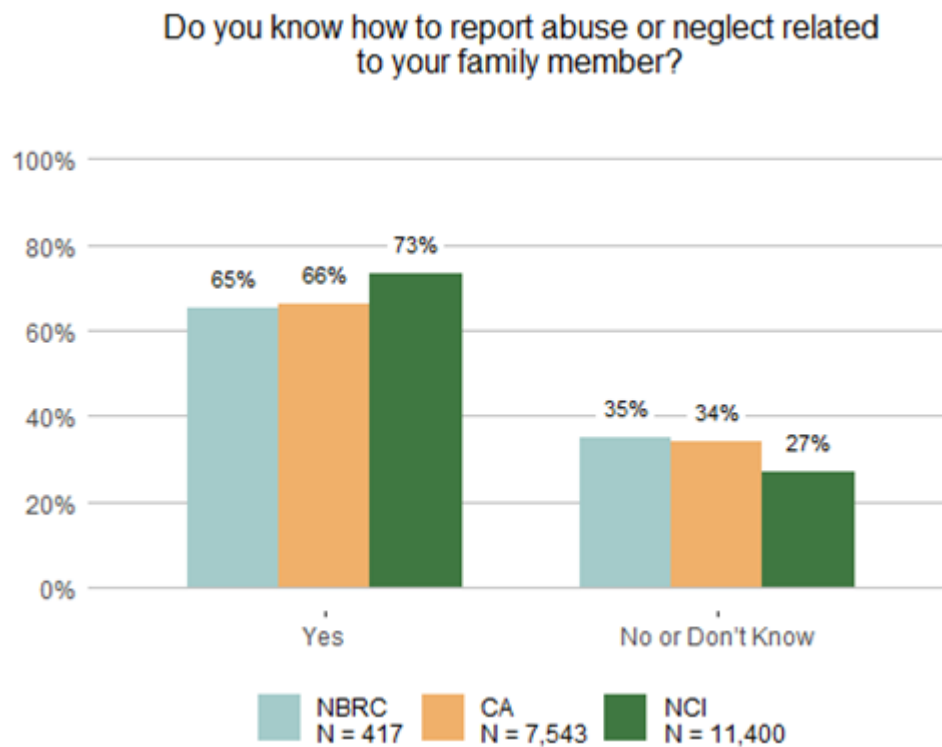


Table 85. Do you know how to report abuse or neglect related to your family member?

| RC v CA v NCI | Yes | No or Don't Know | N |
|---------------|-----|------------------|--------|
| NBRC | 65% | 35% | 417 |
| CA | 66% | 34% | 7,543 |
| NCI | 73% | 27% | 11,400 |

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

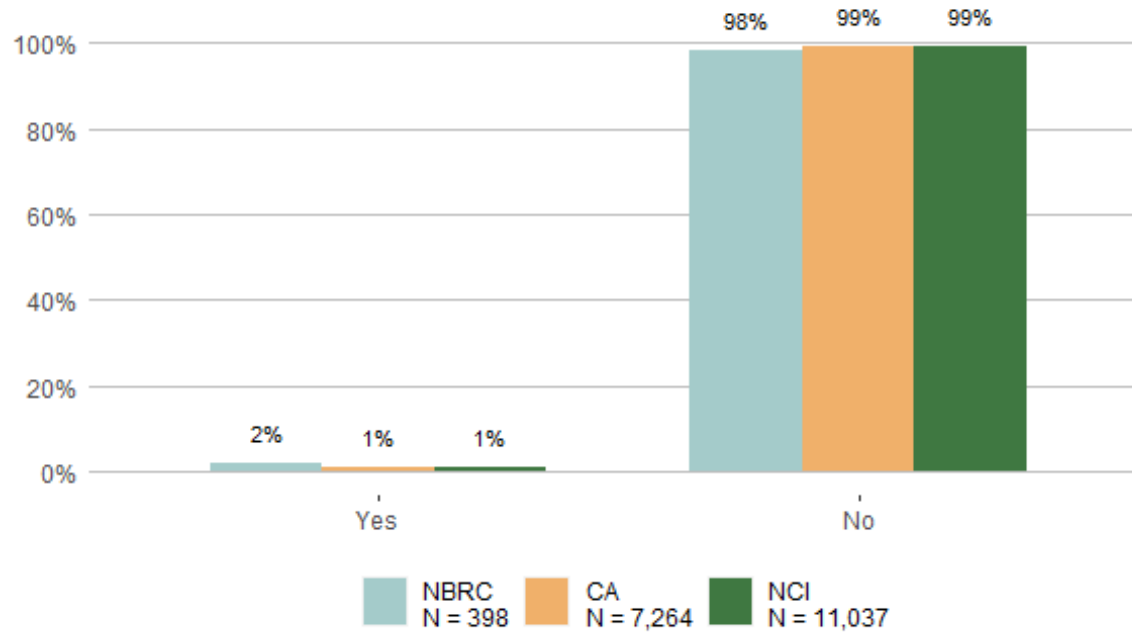


Table 86. Within the past 12 months, was a report of abuse or neglect filed on behalf of your family member?

| RC v CA v NCI | Yes | No | N |
|---------------|-----|-----|--------|
| NBRC | 2% | 98% | 398 |
| CA | 1% | 99% | 7,264 |
| NCI | 1% | 99% | 11,037 |

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?

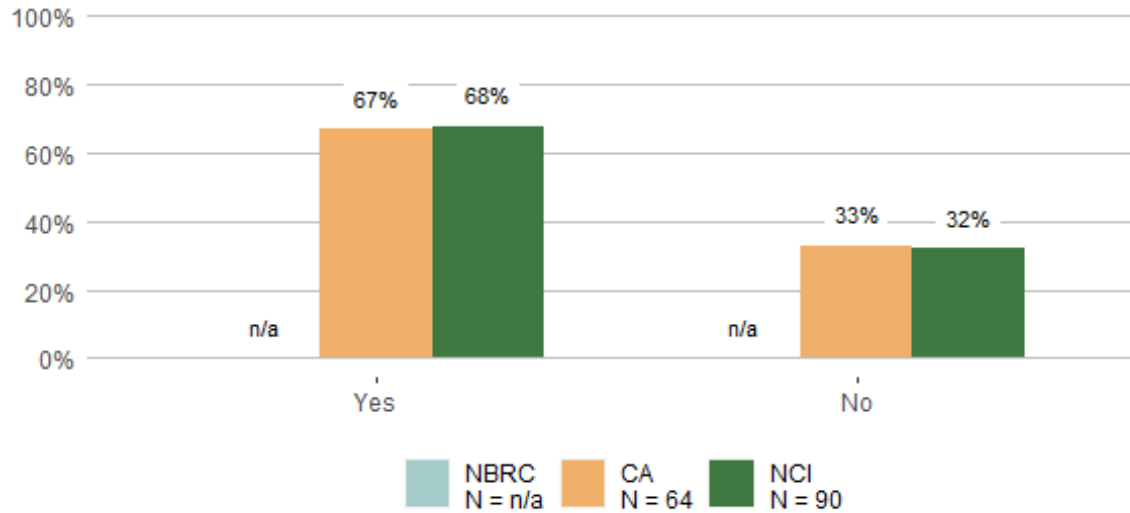


Table 87. If a report of abuse or neglect was filed on behalf of family member, if someone other than you or another family member reported abuse or neglect in the past 12 months, were you notified of the report in a timely manner?

| RC v CA v NCI | Yes | No | N |
|---------------|-----|-----|-----|
| NBRC | n/a | n/a | n/a |
| CA | 67% | 33% | 64 |
| NCI | 68% | 32% | 90 |

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?

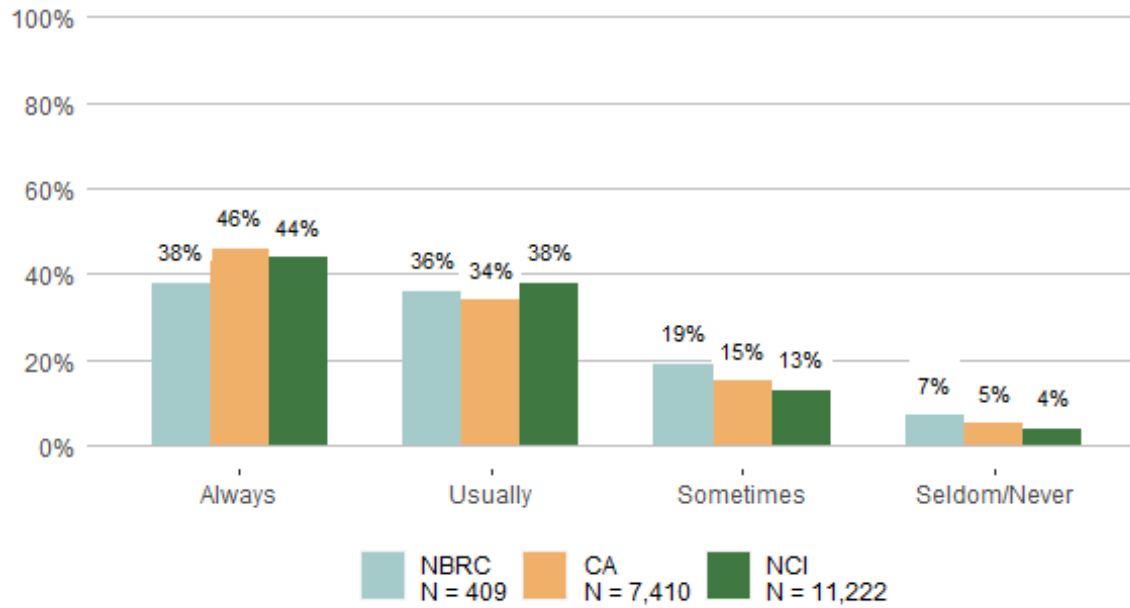


Table 88. Overall, are you satisfied with the services and supports your family member currently receives?

| RC v CA v NCI | Always | Usually | Sometimes | Seldom/Never | N |
|---------------|--------|---------|-----------|--------------|--------|
| NBRC | 38% | 36% | 19% | 7% | 409 |
| CA | 46% | 34% | 15% | 5% | 7,410 |
| NCI | 44% | 38% | 13% | 4% | 11,222 |

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

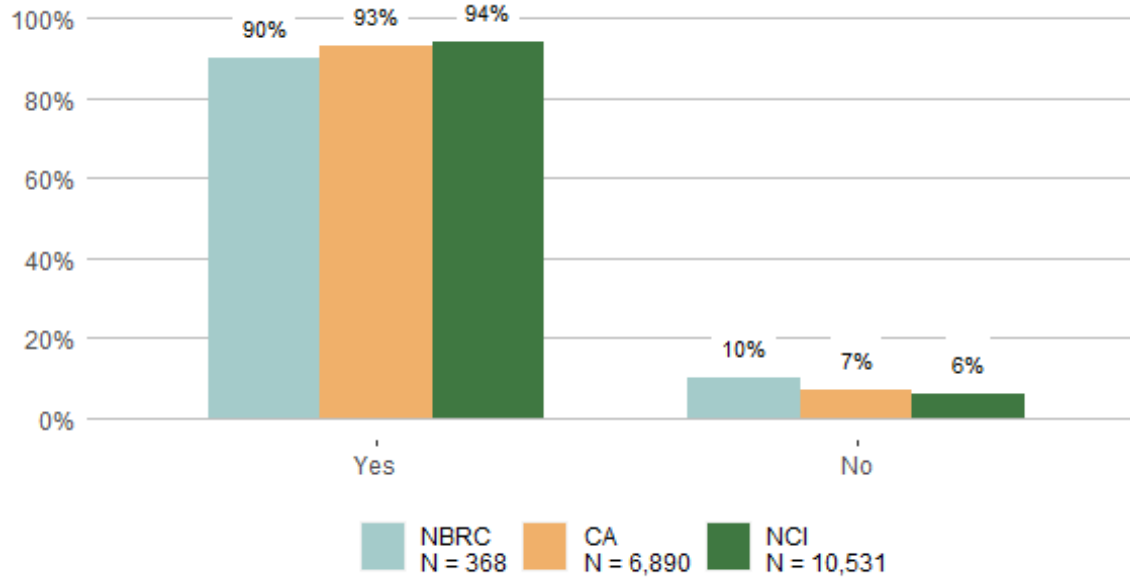


Table 89. Do you feel that services and supports have made a positive difference in the life of your family member?

| RC v CA v NCI | Yes | No | N |
|---------------|-----|-----|--------|
| NBRC | 90% | 10% | 368 |
| CA | 93% | 7% | 6,890 |
| NCI | 94% | 6% | 10,531 |

Have services and supports reduced your family's out-of-pocket expenses for your family member's care?

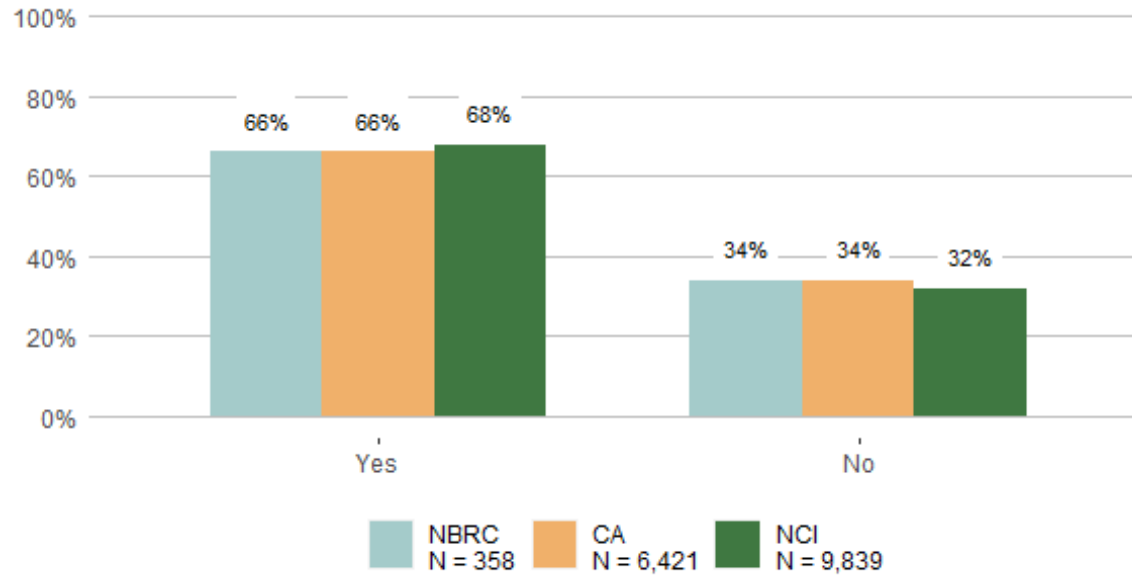


Table 90. Have services and supports reduced your family's out-of-pocket expenses for your family member's care?

| RC v CA v NCI | Yes | No | N |
|---------------|-----|-----|-------|
| NBRC | 66% | 34% | 358 |
| CA | 66% | 34% | 6,421 |
| NCI | 68% | 32% | 9,839 |

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

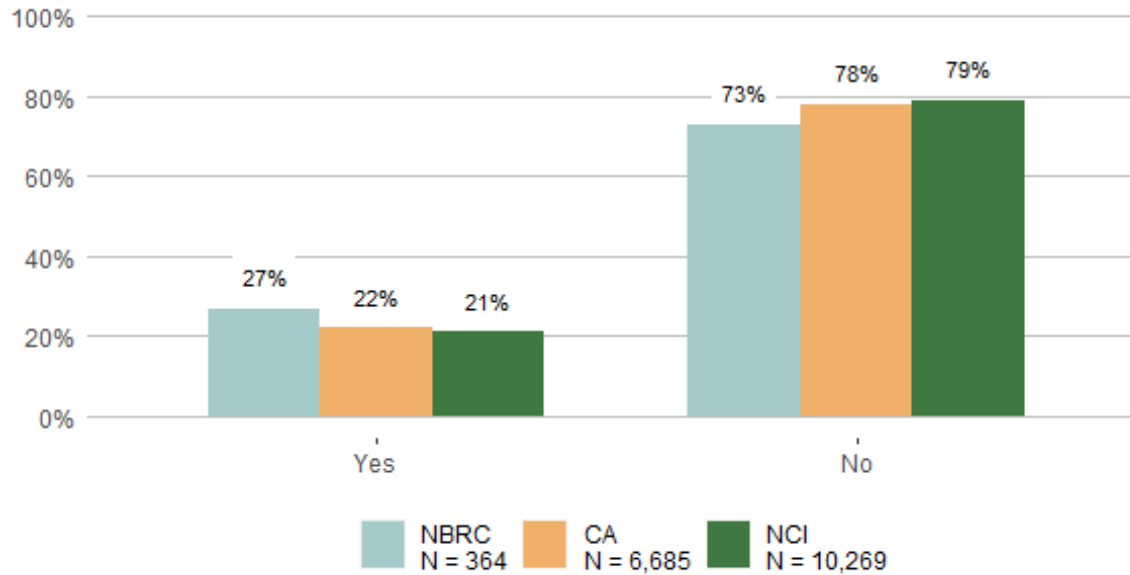


Table 91. Have the services or supports that your family member received during the past year been reduced, suspended, or terminated?

| RC v CA v NCI | Yes | No | N |
|---------------|-----|-----|--------|
| NBRC | 27% | 73% | 364 |
| CA | 22% | 78% | 6,685 |
| NCI | 21% | 79% | 10,269 |

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?

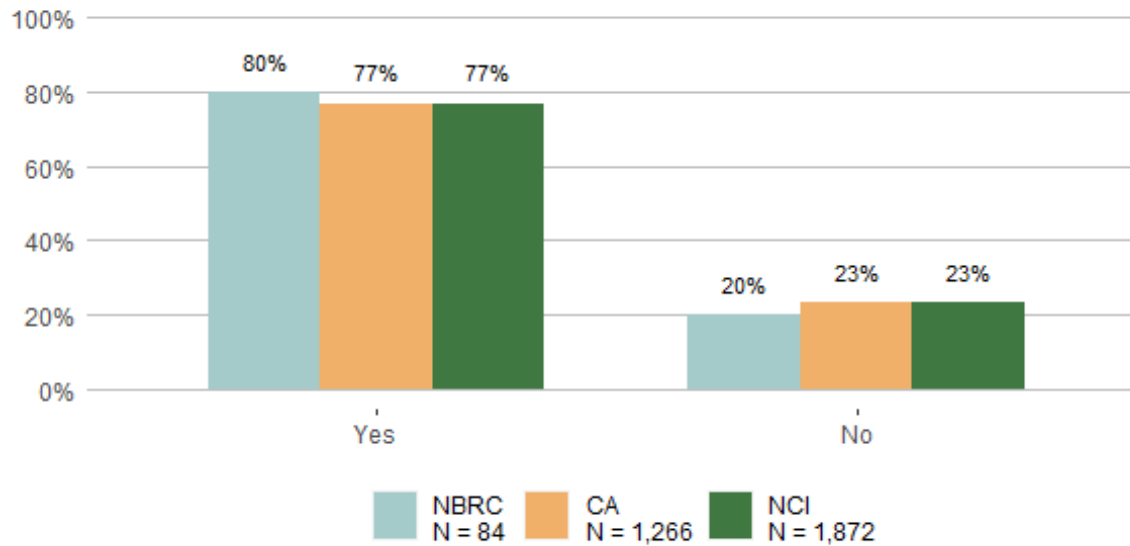


Table 92. If services or supports received by the family were reduced, suspended or terminated during the past year, did the change in services affect your family member negatively?

| RC v CA v NCI | Yes | No | N |
|---------------|-----|-----|-------|
| NBRC | 80% | 20% | 84 |
| CA | 77% | 23% | 1,266 |
| NCI | 77% | 23% | 1,872 |

Have the services or supports that your family member received been increased in the past 12 months?

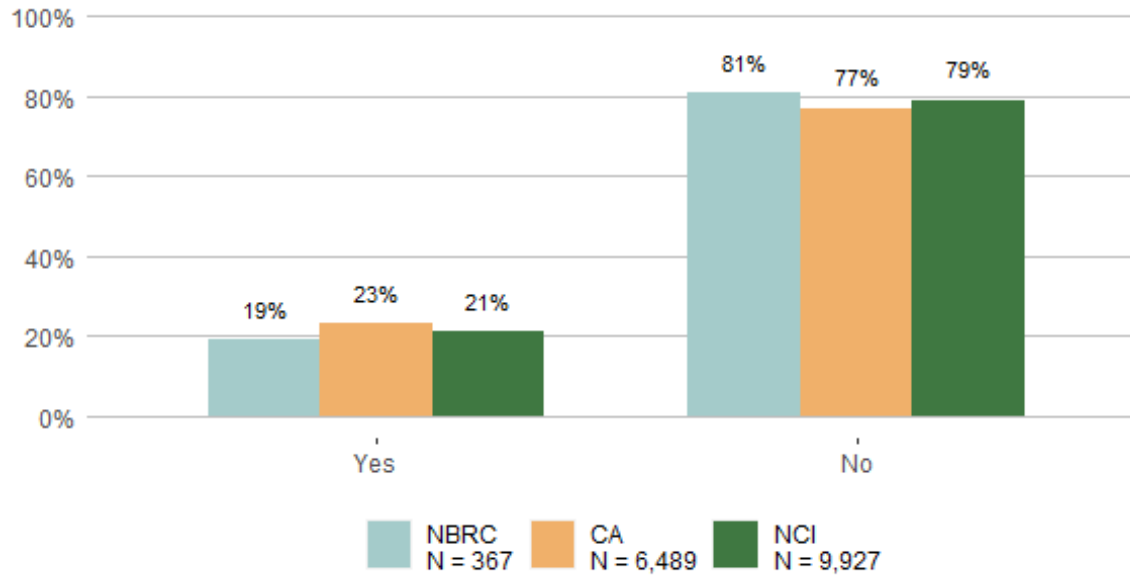


Table 93. Have the services or supports that your family member received been increased in the past 12 months?

| RC v CA v NCI | Yes | No | N |
|---------------|-----|-----|-------|
| NBRC | 19% | 81% | 367 |
| CA | 23% | 77% | 6,489 |
| NCI | 21% | 79% | 9,927 |

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

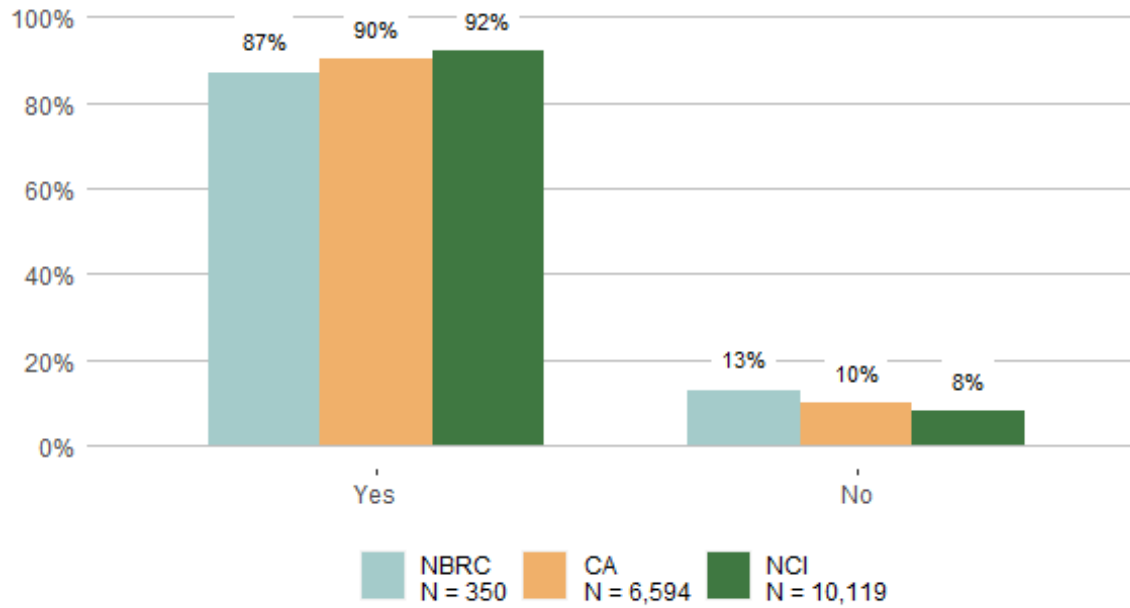


Table 94. Are services and supports helping your family member to live a good life?

| RC v CA v NCI | Yes | No | N |
|---------------|-----|-----|--------|
| NBRC | 87% | 13% | 350 |
| CA | 90% | 10% | 6,594 |
| NCI | 92% | 8% | 10,119 |

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?

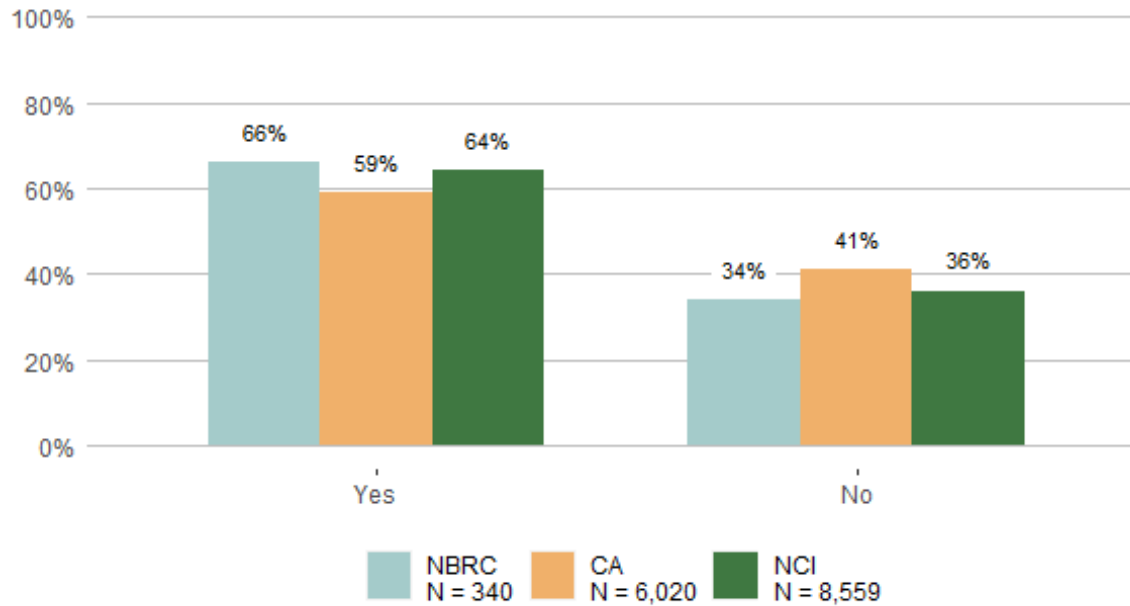


Table 95. Were your family member's services and supports changed, canceled, or reduced during COVID time?

| RC v CA v NCI | Yes | No | N |
|---------------|-----|-----|-------|
| NBRC | 66% | 34% | 340 |
| CA | 59% | 41% | 6,020 |
| NCI | 64% | 36% | 8,559 |

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

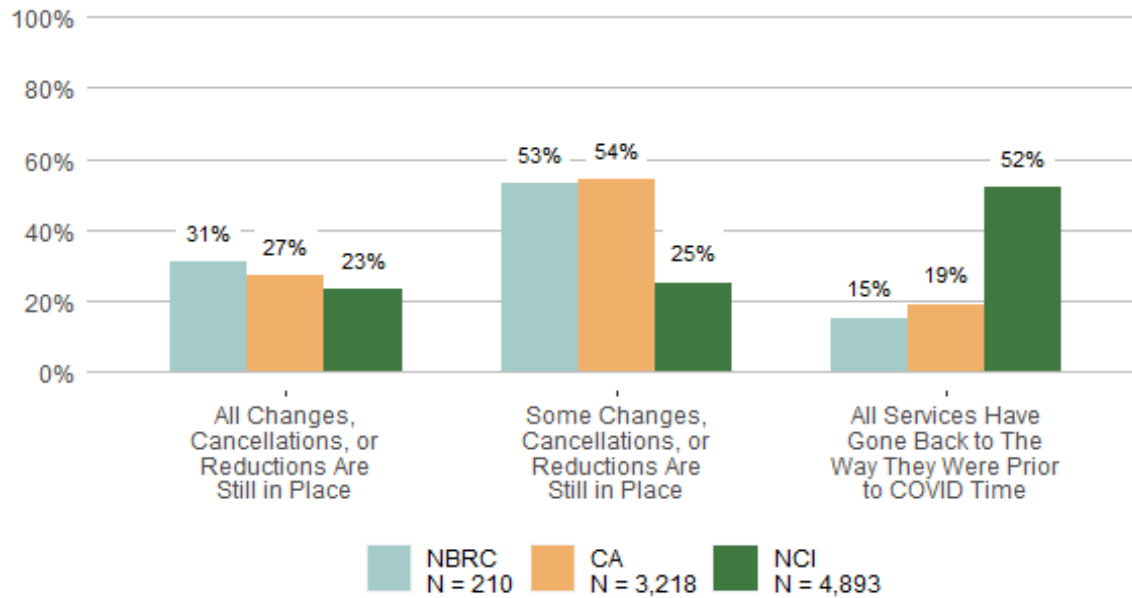


Table 96. If yes, are those changes still in effect (still part of your family member's life)?

| 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 |
|------------------|---|--|--|-------|
| NBRC | 31% | 53% | 15% | 210 |
| CA | 27% | 54% | 19% | 3,218 |
| NCI | 23% | 25% | 52% | 4,893 |

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?

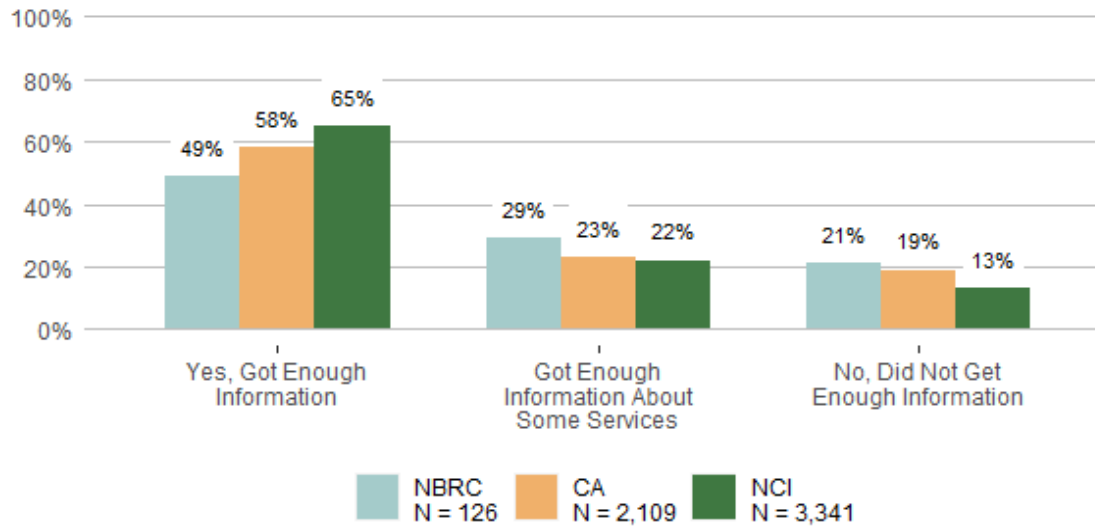


Table 97. If some or all of your family member's services have reopened or restarted: Did your family get enough information about the services reopening/restarting?

| RC v CA v NCI | Yes, Got Enough Information | Got Enough Information About Some Services | No, Did Not Get Enough Information | N |
|---------------|-----------------------------|--|------------------------------------|-------|
| NBRC | 49% | 29% | 21% | 126 |
| CA | 58% | 23% | 19% | 2,109 |
| NCI | 65% | 22% | 13% | 3,341 |

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?

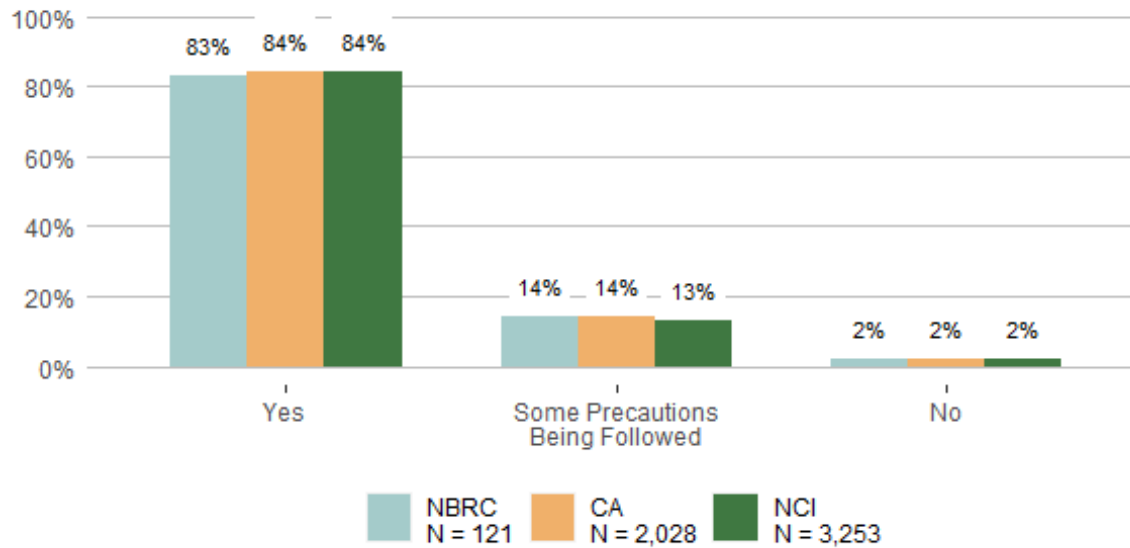


Table 98. If some or all of your family member's services have reopened or restarted: Do you feel that service providers are following COVID-19 safety precautions?

| RC v CA v NCI | Yes | Some Precautions Being Followed | No | N |
|---------------|-----|---------------------------------|----|-------|
| NBRC | 83% | 14% | 2% | 121 |
| CA | 84% | 14% | 2% | 2,028 |
| NCI | 84% | 13% | 2% | 3,253 |

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?

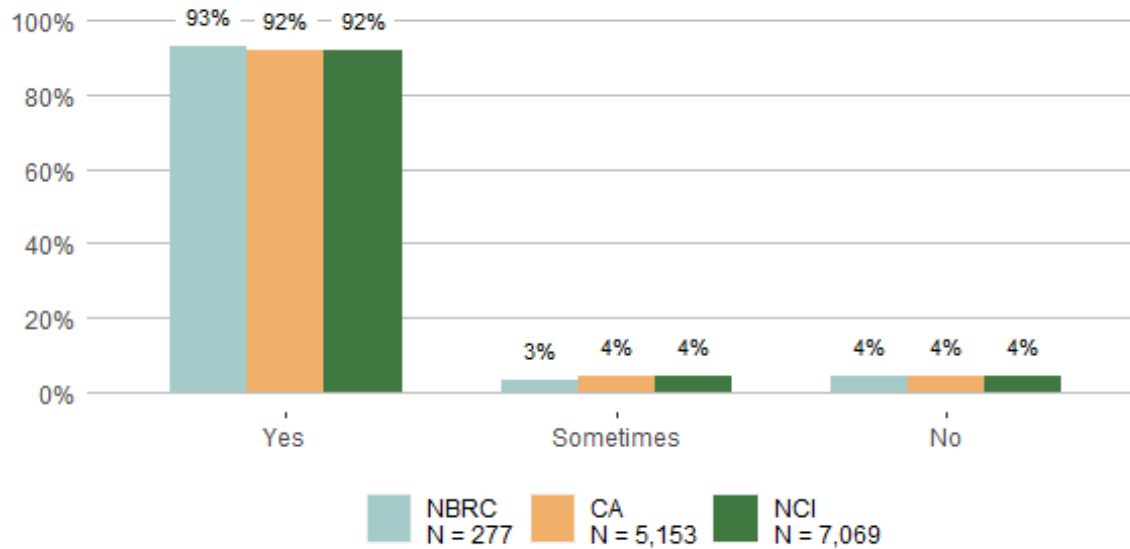


Table 99. If staff support your family member in your family member's home: Do you feel that the staff follow recommendations to keep the household safe and healthy?

| RC v CA v NCI | Yes | Sometimes | No | N |
|---------------|-----|-----------|----|-------|
| NBRC | 93% | 3% | 4% | 277 |
| CA | 92% | 4% | 4% | 5,153 |
| NCI | 92% | 4% | 4% | 7,069 |

Do you feel that the people in your household have the personal protective equipment (PPE) they need to stay healthy and safe when going out in the community?

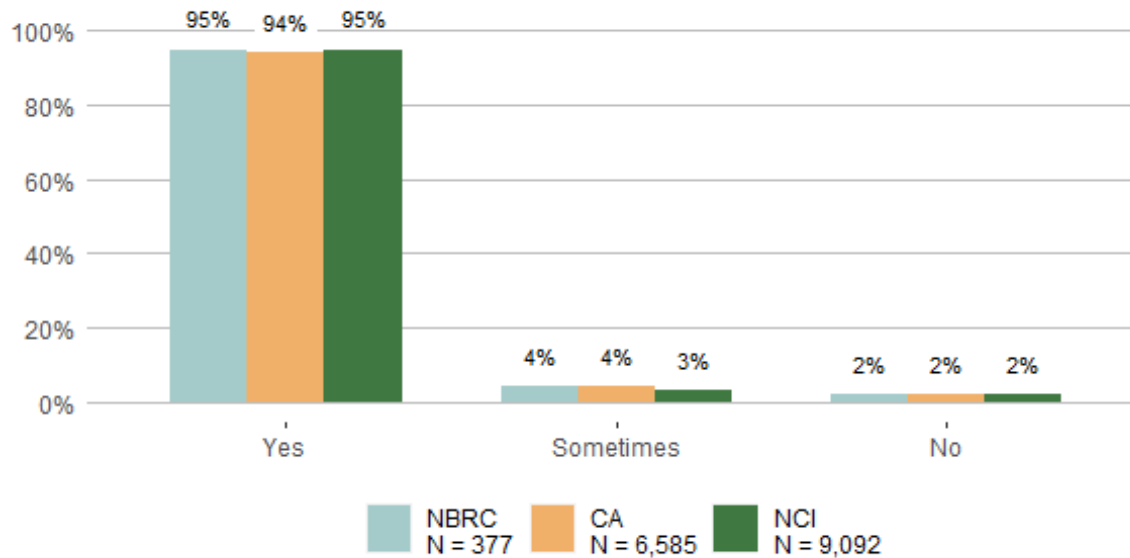


Table 100. Do you feel that the people in your household have the personal protective equipment (PPE) they need to stay healthy and safe when going out in the community?

| RC v CA v NCI | Yes | Sometimes | No | N |
|---------------|-----|-----------|----|-------|
| NBRC | 95% | 4% | 2% | 377 |
| CA | 94% | 4% | 2% | 6,585 |
| NCI | 95% | 3% | 2% | 9,092 |

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

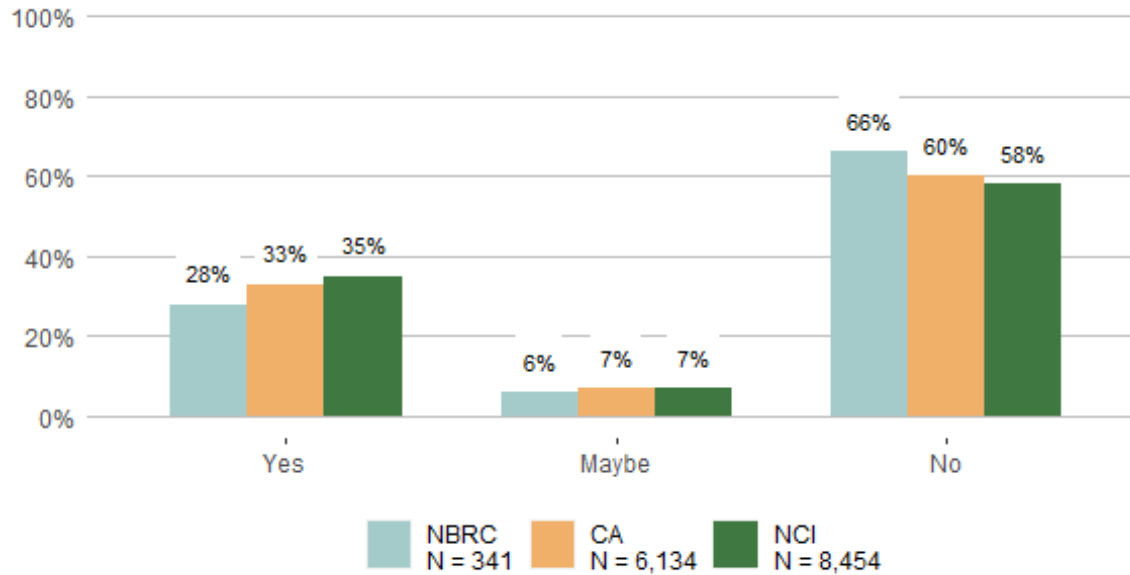


Table 101. In preparation for the future, have you made or updated an emergency plan with your family member's case manager/service coordinator or with other staff?

| RC v CA v NCI | Yes | Maybe | No | N |
|---------------|-----|-------|-----|-------|
| NBRC | 28% | 6% | 66% | 341 |
| CA | 33% | 7% | 60% | 6,134 |
| NCI | 35% | 7% | 58% | 8,454 |

California Specific Questions

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

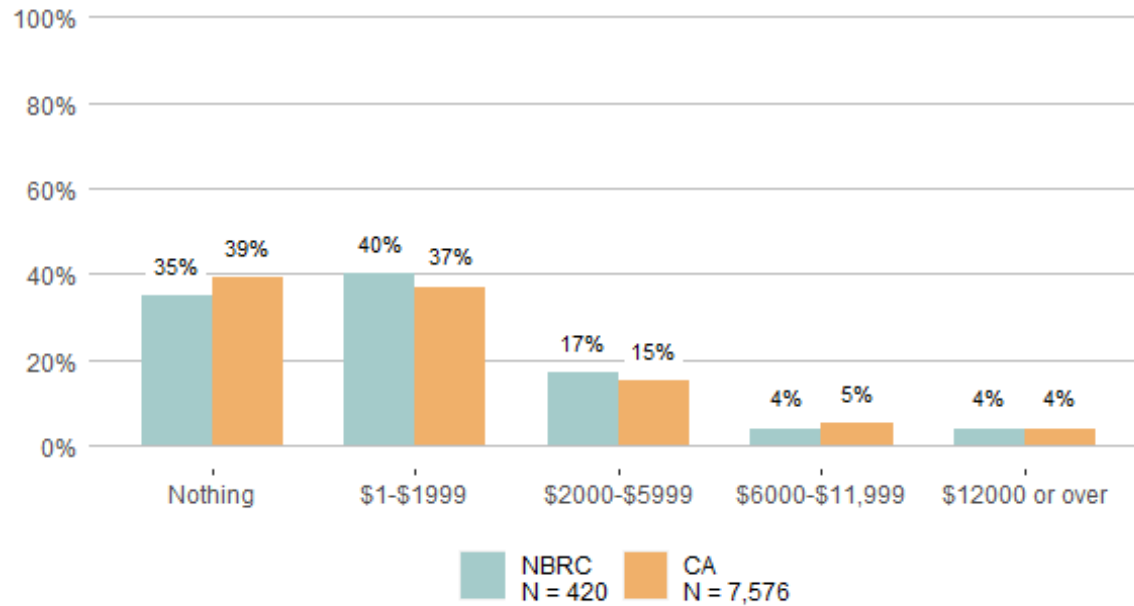


Table 102. Total Out-of-pocket Expenses Related to Family Member's Care in the Past Year

| RC v CA | Nothing | \$1-\$1999 | \$2000-\$5999 | \$6000-\$11,999 | \$12000 or over | N |
|---------|---------|------------|---------------|-----------------|-----------------|-------|
| NBRC | 35% | 40% | 17% | 4% | 4% | 420 |
| CA | 39% | 37% | 15% | 5% | 4% | 7,576 |

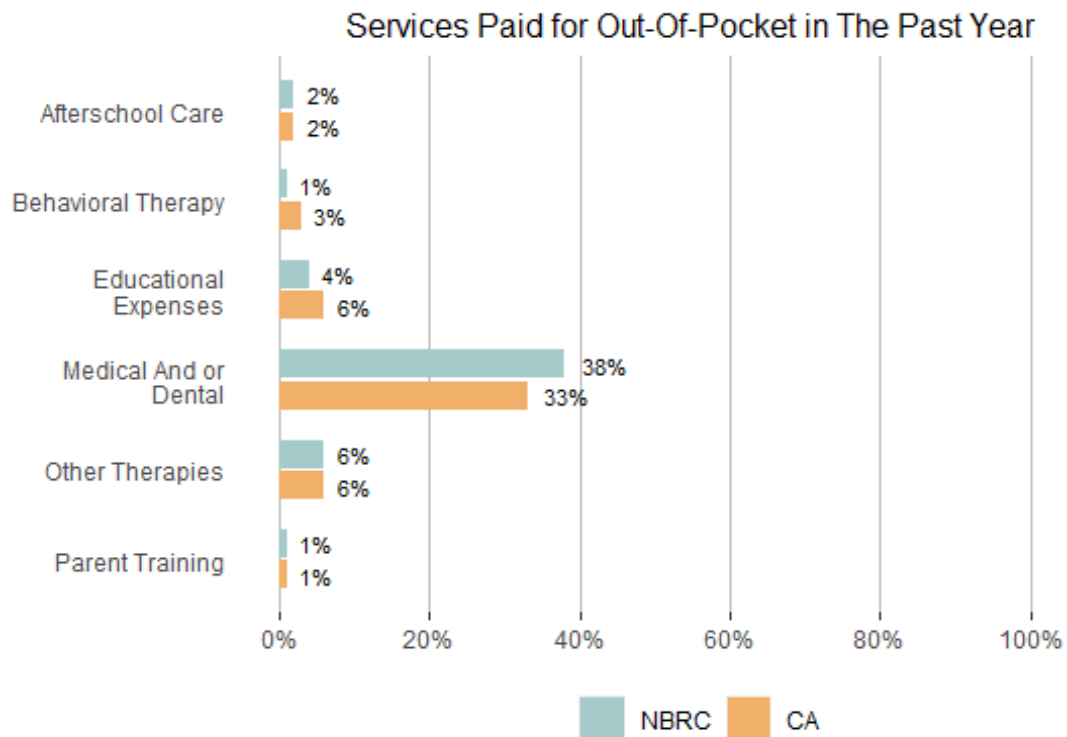


Table 103a. Services Paid for Out-Of-Pocket in The Past Year

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

| RC v CA | Afterschool Care | Behavioral Therapy | Educational Expenses | Medical And or Dental | Other Therapies | Parent Training |
|------------|---------------------|-----------------------|-------------------------|--------------------------|--------------------|--------------------|
| NBRC | 2% | 1% | 4% | 38% | 6% | 1% |
| CA | 2% | 3% | 6% | 33% | 6% | 1% |

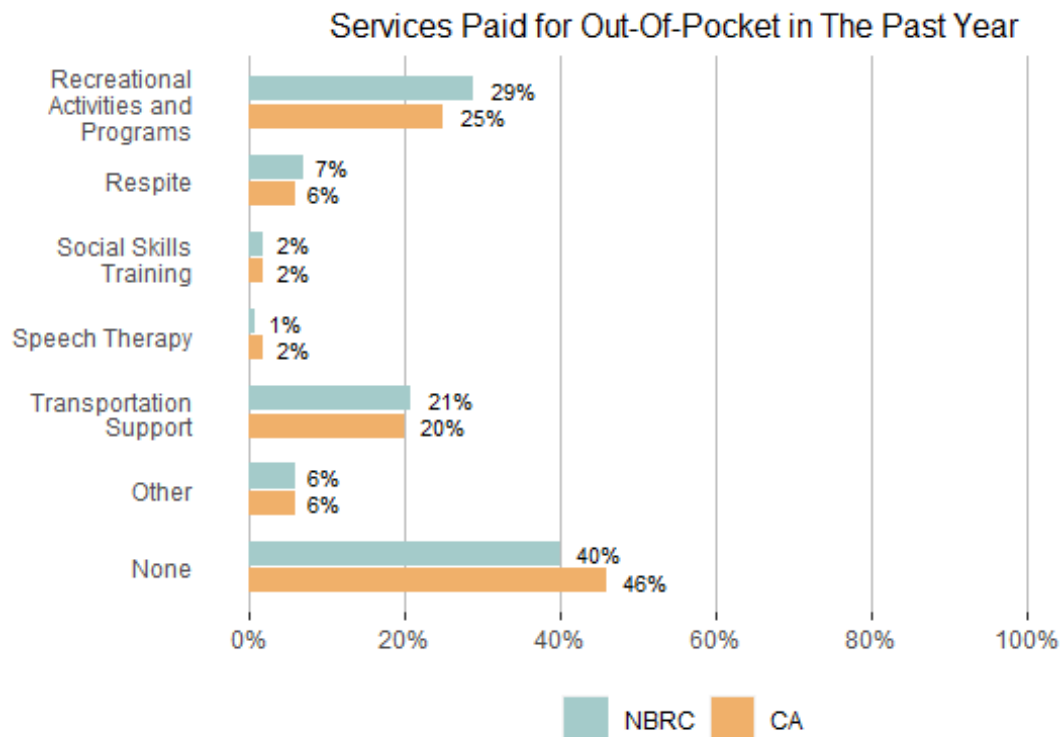


Table 103b. Services Paid for Out-of-pocket in the Past Year

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

| RC v CA | Recreational Activities and Programs | Respite | Social Skills Training | Speech Therapy | Transportation Support | Other | None |
|------------|---|---------|---------------------------|-------------------|---------------------------|-------|------|
| NBRC | 29% | 7% | 2% | 1% | 21% | 6% | 40% |
| CA | 25% | 6% | 2% | 2% | 20% | 6% | 46% |

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)

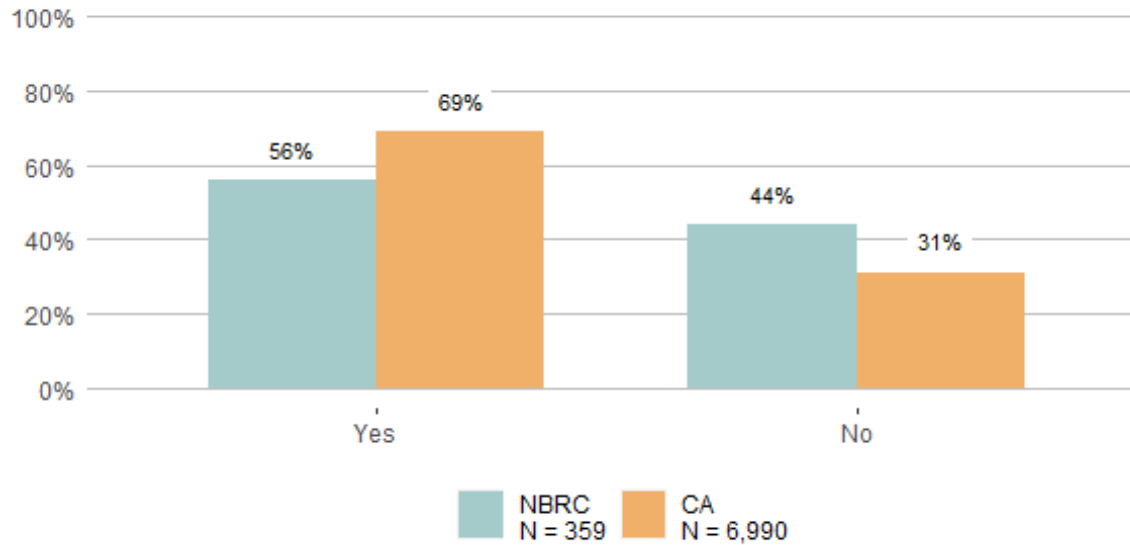


Table 104. Does your regional center keep you informed, in your preferred language, about programs or services it offers? (For example, updates about new programs or services they offer)

| RC v CA | Yes | No | N |
|---------|-----|-----|-------|
| NBRC | 56% | 44% | 359 |
| CA | 69% | 31% | 6,990 |

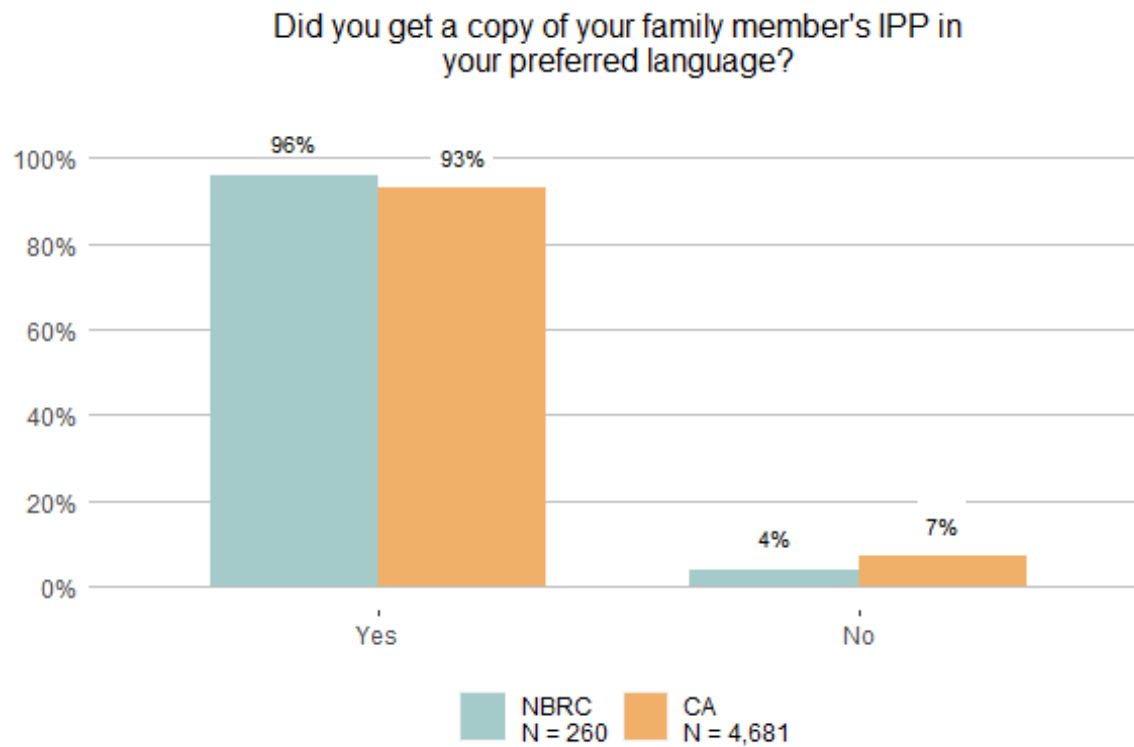


Table 105. Did you get a copy of your family member's IPP in your preferred language?

| RC v CA | Yes | No | N |
|---------|-----|----|-------|
| NBRC | 96% | 4% | 260 |
| CA | 93% | 7% | 4,681 |

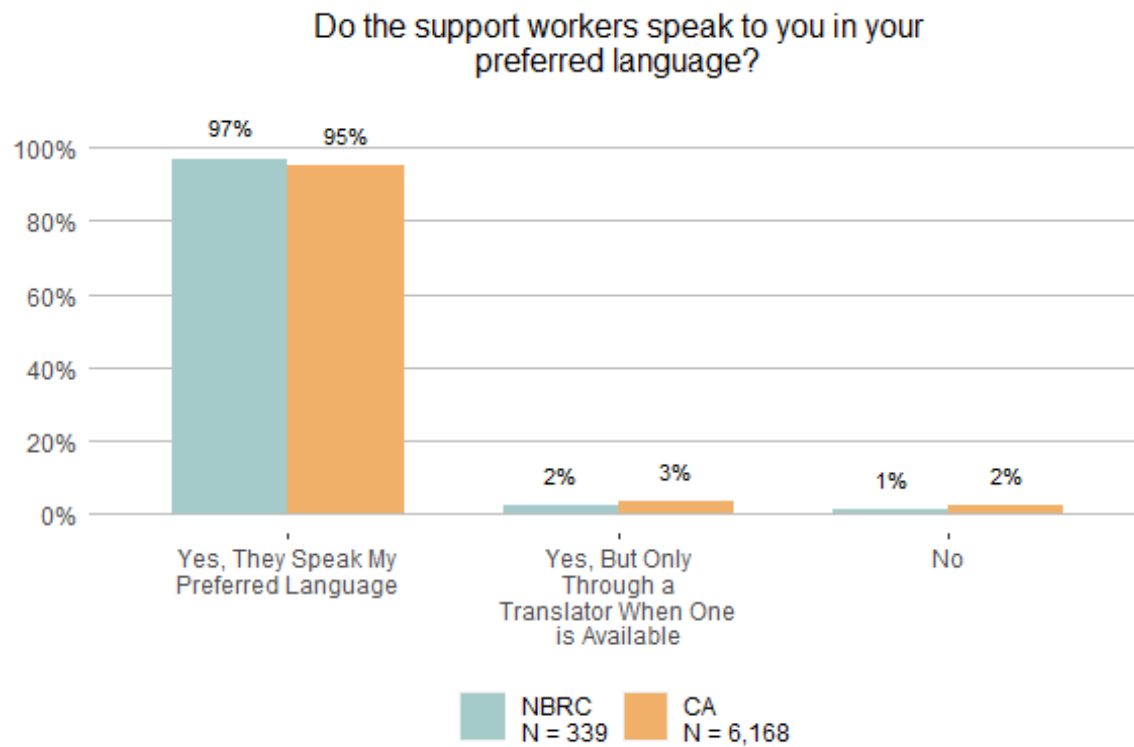


Table 106. Do the support workers speak to you in your preferred language?

| RC v CA | Yes, They Speak My Preferred Language | Yes, But Only Through a Translator When One is Available | No | N |
|------------|--|---|----|-------|
| NBRC | 97% | 2% | 1% | 339 |
| CA | 95% | 3% | 2% | 6,168 |

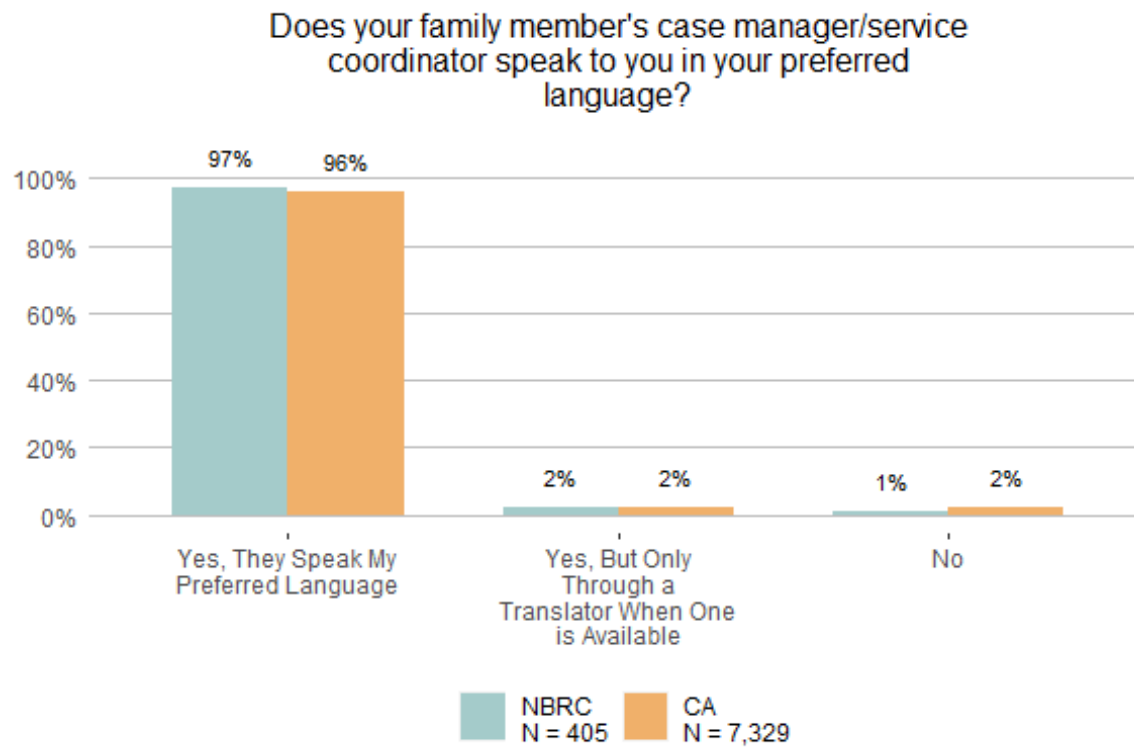


Table 107. Does your family member's case manager/service coordinator speak to you in your preferred language?

| RC v CA | Yes, They Speak My Preferred Language | Yes, But Only Through a Translator When One is Available | No | N |
|------------|--|---|----|-------|
| NBRC | 97% | 2% | 1% | 405 |
| CA | 96% | 2% | 2% | 7,329 |

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?

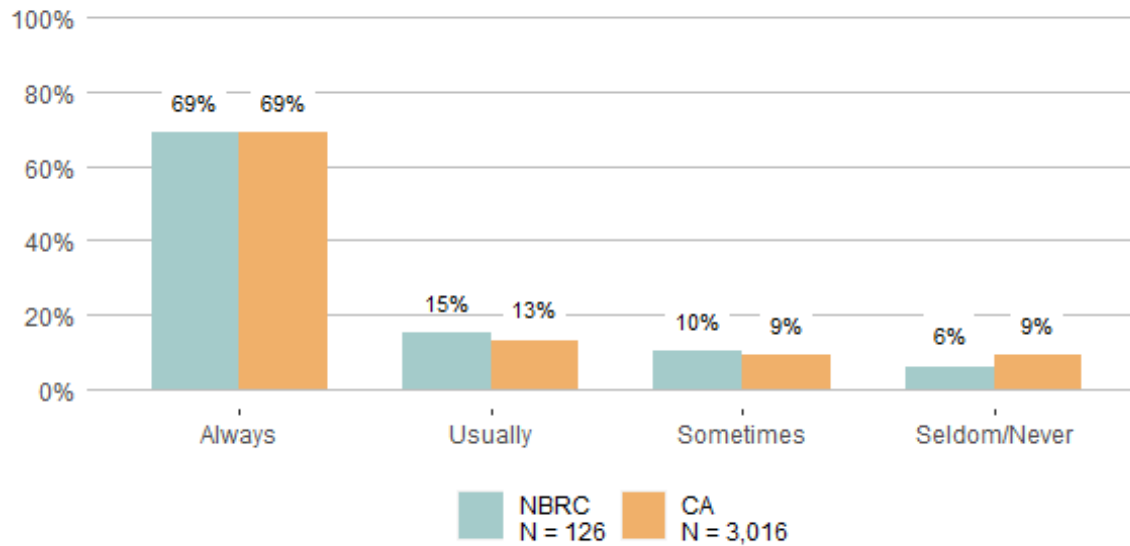


Table 108. If your support workers and/or case manager/service coordinator do not speak to you in your preferred language is a translator provided when needed?

| RC v CA | Always | Usually | Sometimes | Seldom/Never | N |
|---------|--------|---------|-----------|--------------|-------|
| NBRC | 69% | 15% | 10% | 6% | 126 |
| CA | 69% | 13% | 9% | 9% | 3,016 |

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

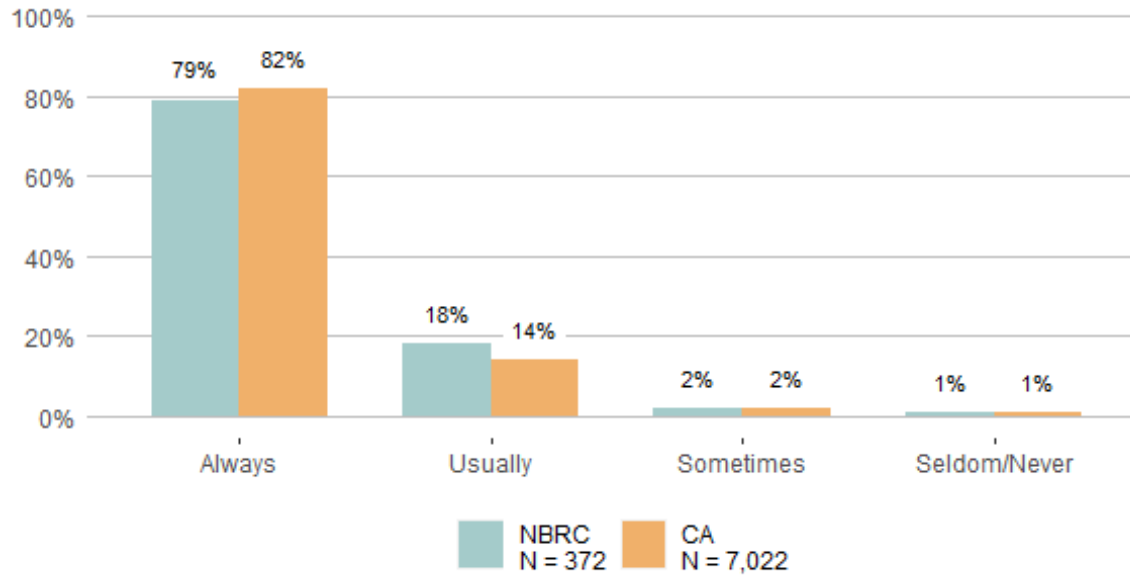


Table 109. Does your family member's case manager/service coordinator support you in a way that is respectful to your culture?

| RC v CA | Always | Usually | Sometimes | Seldom/Never | N |
|---------|--------|---------|-----------|--------------|-------|
| NBRC | 79% | 18% | 2% | 1% | 372 |
| CA | 82% | 14% | 2% | 1% | 7,022 |

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

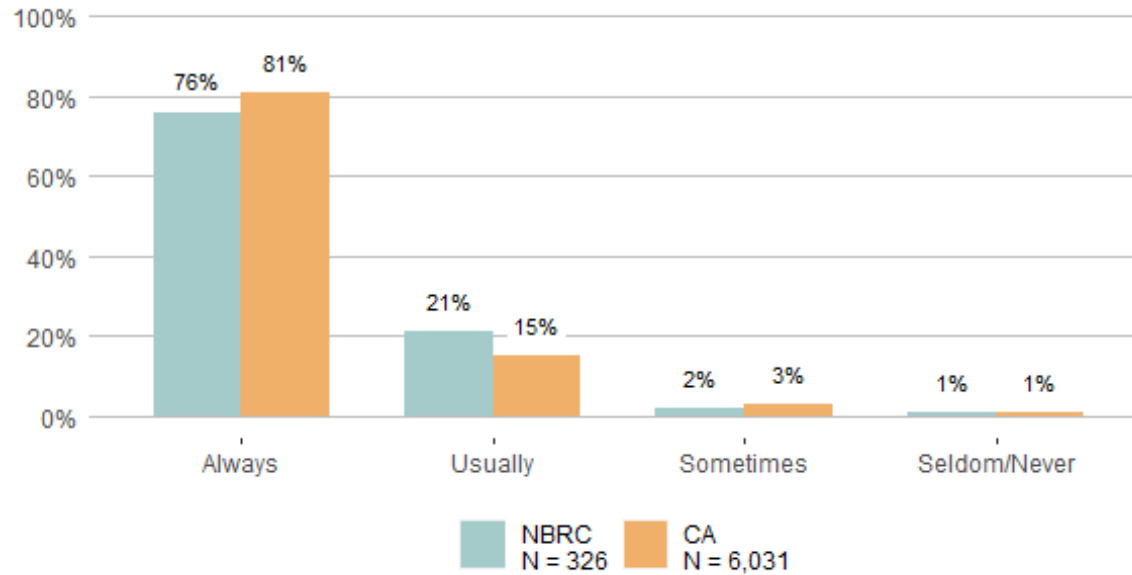


Table 110. Do support workers for your family members provide services in a way that is respectful of your culture?

| RC v CA | Always | Usually | Sometimes | Seldom/Never | N |
|---------|--------|---------|-----------|--------------|-------|
| NBRC | 76% | 21% | 2% | 1% | 326 |
| CA | 81% | 15% | 3% | 1% | 6,031 |

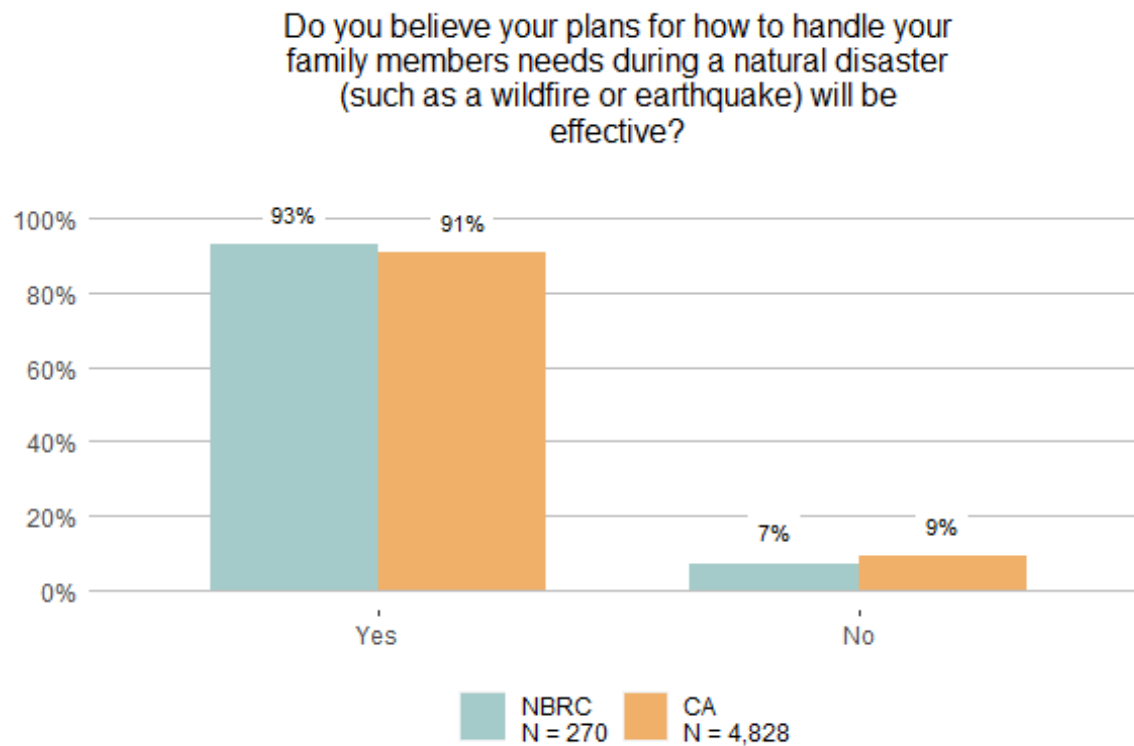


Table 111. Do you believe your plans for how to handle your family members needs during a natural disaster (such as a wildfire or earthquake) will be effective?

| RC v CA | Yes | No | N |
|---------|-----|----|-------|
| NBRC | 93% | 7% | 270 |
| CA | 91% | 9% | 4,828 |

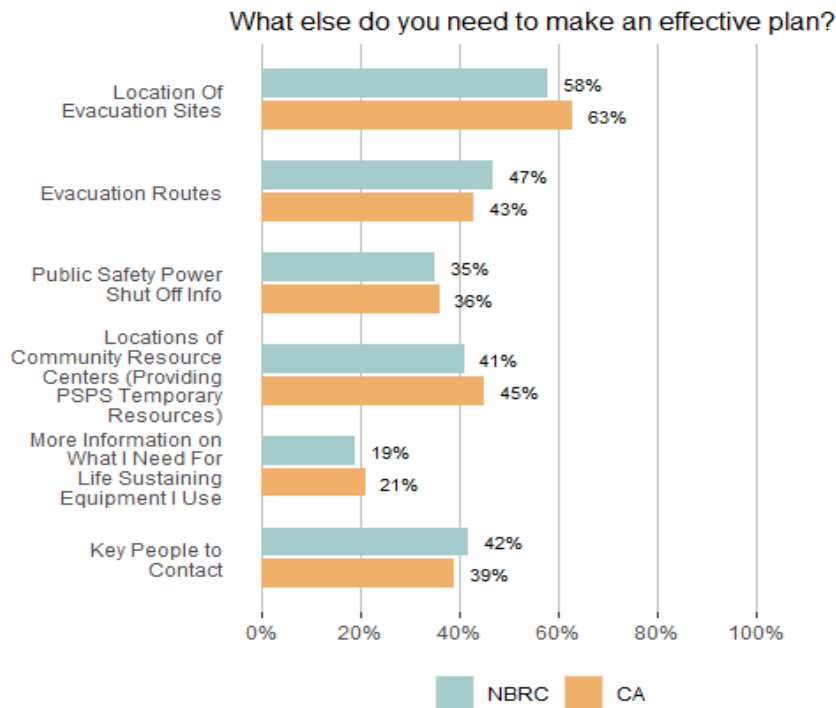


Table 112a. What else do you need to make an effective plan?

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

| 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 |
|------------|------------------------------------|----------------------|--|---|--|-----------------------------|
| NBRC | 58% | 47% | 35% | 41% | 19% | 42% |
| CA | 63% | 43% | 36% | 45% | 21% | 39% |

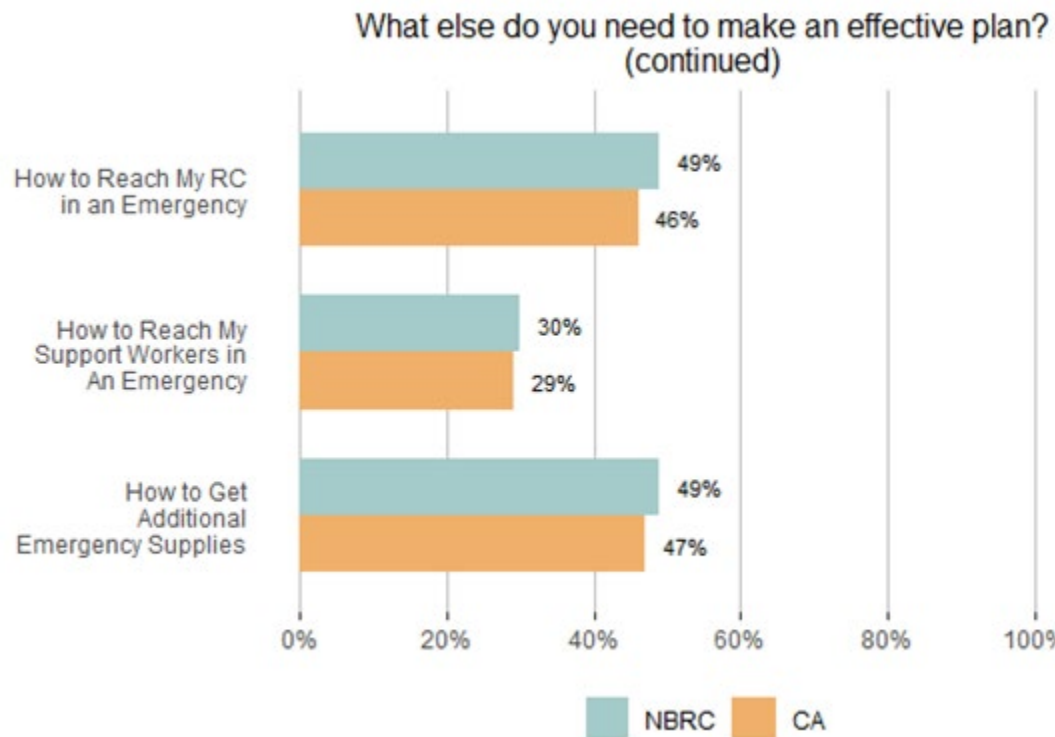


Table 112b. What else do you need to make an effective plan? (continued)

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

| 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 |
|------------|---------------------------------------|--|---|
| NBRC | 49% | 30% | 49% |
| CA | 46% | 29% | 47% |

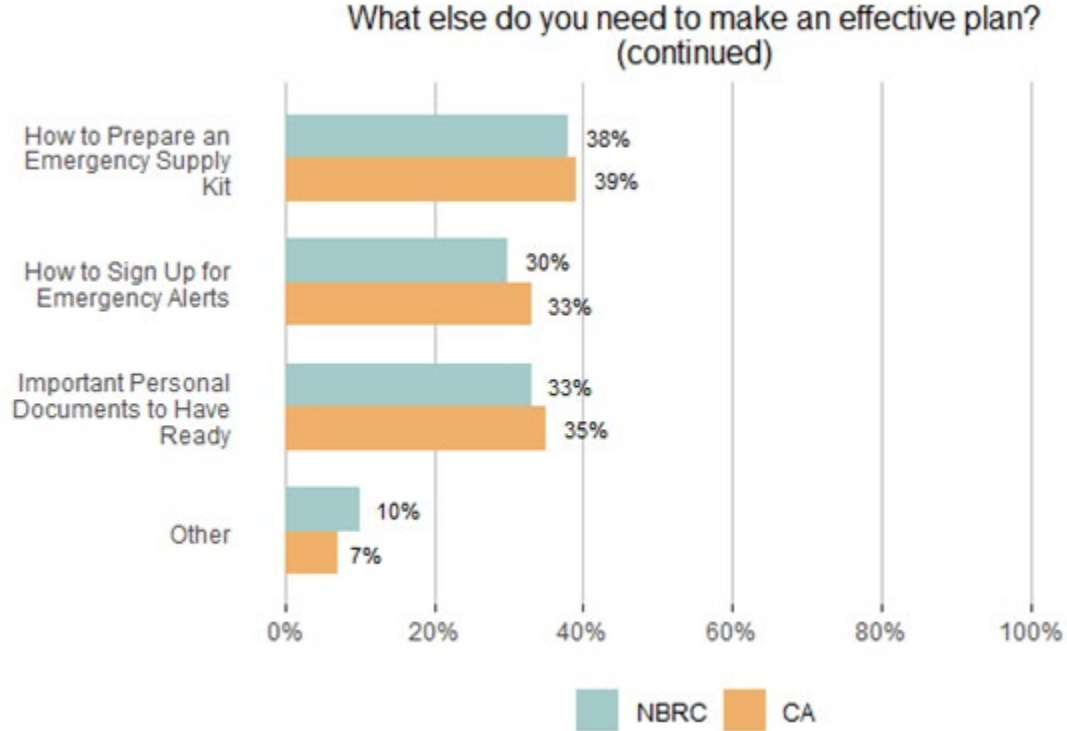


Table 112c. What else do you need to make an effective plan? (continued)

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

| RC v CA | How to Prepare an Emergency Supply Kit | How to Sign Up for Emergency Alerts | Important Personal Documents to Have Ready | Other |
|------------|---|--|---|-------|
| NBRC | 38% | 30% | 33% | 10% |
| CA | 39% | 33% | 35% | 7% |

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?

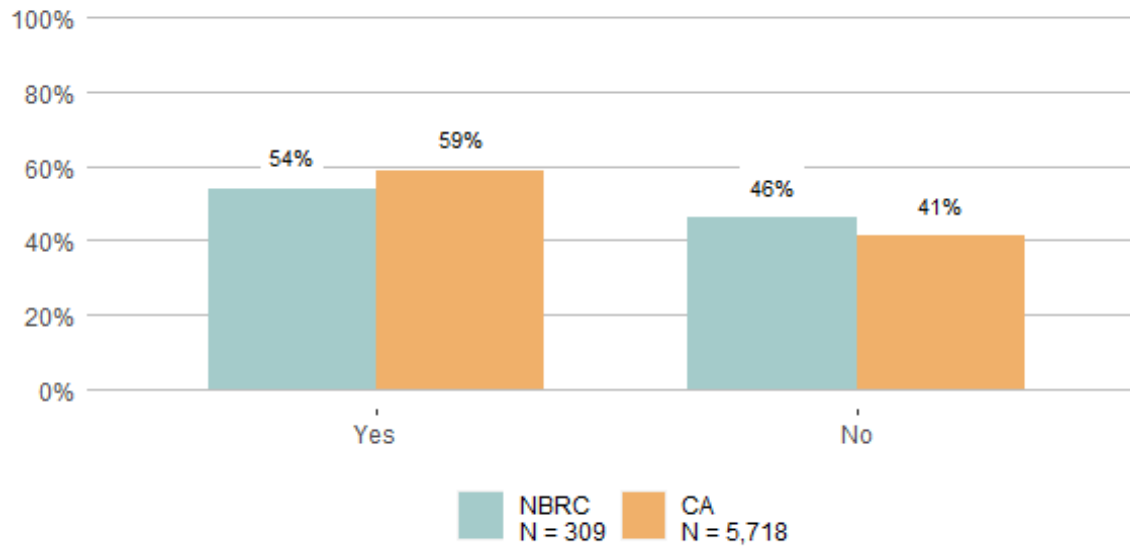


Table 113. Do you know what to do if you disagree with your regional center about services and/or eligibility? (For example, how to request a Fair Hearing)

| RC v CA | Yes | No | N |
|---------|-----|-----|-------|
| NBRC | 54% | 46% | 309 |
| CA | 59% | 41% | 5,718 |