

2021-22 Child Family Survey (CFS)

Regional Center Report

North Bay Regional Center (NBRC)



Contents

Quality Assessment Project and National Core Indicators®	10
What is NCI®-IDD?	10
What is the NCI-IDD Child Family Survey?	10
Important note on Impact of COVID-19	11
What is included in this report?	11
Demographics	13
Demographics of Child Receiving Services	14
Table 1. More Than One Child Living in the Home	15
Table 2. Child's Age	15
Table 3. Child's Gender	15
Table 4. Child's Race and Ethnicity	16
Table 5a. Child's Disabilities	16
Table 5b. Child's Disabilities (continued)	17
Table 6a. Child's Health Conditions	17
Table 6b. Child's Health Conditions (continued)	18
Table 6c. Child's Health Conditions (continued)	18
Table 7. Child's Preferred Means of Communication	19
Table 8a. Child's Preferred Language	19
Table 8b. Child's Preferred Language (Continued)	20
Table 8c. Child's Preferred Language (Continued)	20

Table 9. Child’s Support Needs for Self-Injurious, Disruptive, and/or Destructive Behaviors.....	21
Table 10. Child’s Level of Help Needed with Personal Care Activities (for example, bathing, dressing, eating)	21
Demographics of Respondents.....	22
Table 11a. Language Usually Spoken at Home.....	23
Table 11b. Language Usually Spoken at Home	23
Table 11c. Language Usually Spoken at Home	24
Table 12. Respondent’s Age.....	24
Table 13. Respondent’s Health.....	25
Table 14. Respondent’s Relationship to Child.....	25
Table 15. Respondent or Other Family Member Provides Paid Support to Child	25
Table 16. Number of Adults in Household (Not Including Child)	26
Table 17. Number of Children (Under 18 Years Old) in Household (Including the Child Receiving Services).....	26
Table 18. Respondent’s Highest Level of Education.....	26
Table 19. Total Taxable Household Income of Wage Earners in the Past Year	27
Table 20. Residential Designation (Urban, Suburban, or Rural)	27
Services and Supports Received	28
Table 21a. Services and Supports Received From Regional Center.....	29
Table 21b. Services and Supports Received From Regional Center (continued).....	29
Table 22. Additional Services and Supports Received (Not From the Regional Centers).....	30
Child Family Survey Results	31
Information and Planning.....	32
Table 23. Do you get enough information to take part in planning services for your child?.....	33

Table 24. Is the information you get about services and supports easy to understand?	34
Table 25. Do you get information about services and supports in your preferred language?	35
Table 26. Does the case manager/service coordinator listen to your family's choices and opinions?	36
Table 27. Do you have enough information about other public services for which your family is eligible (for example, food stamps, SSI, housing subsidies, etc.)?.....	37
Table 28a. Do you need help planning for your child's future with respect to any of the following?.....	38
Table 28b. Do you need help planning for your child's future with respect to any of the following? (continued).....	39
Table 29. Has your family learned about alternatives to conservatorship?.....	40
Table 30. Does your child have an individual program plan (IPP/IFSP)?.....	41
Table 31. Does the IPP/IFSP include all the services and supports your child needs?	42
Table 32. Did you or someone else in your family (besides your child with a disability) help make the IPP/IFSP?	43
Table 33. Did your child help make the IPP/IFSP?.....	44
Table 34. Do you feel like your family had enough say or input in making the IPP/IFSP?	45
Table 35. Does your child have a transition plan (as part of an IEP or Section 504 plan through their high school, usually starting at age 14)?.....	46
Table 36. If your child has a transition plan, did you or another family member help make the transition plan?.....	47
Table 37. If your child has a transition plan, did your child help make the transition plan?.....	48
Access and Delivery of Services and Supports	49
Table 38. Does your child get all the services listed in the IPP?	50
Table 39. Does your family get the supports and services it needs?	51
Table 40a. What additional services does your family need?.....	52
Table 40b. What additional services does your family need?	53

Table 41. Do services and supports change when your family's needs change?	54
Table 42. Does your child have the special equipment or accommodations they need?	55
Table 43. If you need respite services, how often are you able to get them when needed?.....	56
Table 44. If you have used respite services in the past 12 months, were you satisfied with the quality of the respite providers?	57
Table 45. Are you or your family member able to contact your child's support workers when you want?	58
Table 46. Are you able to contact your child's case manager/service coordinator when you want?.....	59
Table 47. Do service providers for your child work together to provide support?	60
Table 48. Are services delivered in a way that is respectful of your family's culture?	61
Table 49. Does your child use technology in their everyday life to help them do things on their own?	62
Table 50. Is there a computer, tablet (for example an iPad), or smartphone that your family can use in your home?	63
Table 51. How well does the internet work in your home?.....	64
Workforce (New in 2021-22).....	65
Table 52. Do support workers come and go when they are supposed to?	66
Table 53. Do support workers speak to you in a way you understand?	67
Table 54. If your child does not communicate verbally (for example, uses gestures, sign language, or a communication aid), are there support workers who can communicate with them?	68
Table 55. Do support workers have the right information and skills to meet your family's needs?.....	69
Table 56. Do your child's support workers change too often? Is there too much "turnover" of support workers?.....	70
Table 57. Is there always a staff person available to support your family member when support is needed?.....	71
Choice, Decision Making and Control	72
Table 58. Can someone in your family choose or change the provider agency that provides your child's services?.....	73

Table 59. Can your family choose or change your child’s support workers?	74
Table 60. Can someone in your family directly manage support staff?.....	75
Table 61. Did you, your child, or someone else in your family choose your child’s case manager/service coordinator? ...	76
Community Connections	77
Table 62. Does your child do things in the community?	78
Table 63. For your child, what makes it hard to do things in the community?.....	79
Table 64. Does your child spend time with children who do not have developmental disabilities?.....	80
Table 65. 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.)?	81
Table 66. Does your family take part in any family-to-family networks in your community?	82
Health, Welfare, and Safety (New in 2021-22)	83
Table 67. Can your child see a primary care provider (doctor, registered nurse, etc.) when needed?.....	84
Table 68. Does your child’s primary care doctor understand your child’s needs related to their disability?.....	85
Table 69. Can your child go to the dentist when needed?.....	86
Table 70. Does your child’s dentist understand your child’s needs related to their disability?	87
Table 71. If your child takes prescription medications, do you know what they’re for?.....	88
Table 72. Do you, 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)?	89
Table 73. Can your child get mental or behavioral health supports when needed? (Like see a therapist, go to group counseling).....	90
Table 74. Does your child’s mental or behavioral health professional understand your child’s needs related to their disability?	91

Table 75. If you asked for crisis or emergency services during the past 12 months, were services provided when needed?	92
Table 76. Do you feel prepared to handle the needs of your child in an emergency such as a medical emergency, pandemic or natural disaster?.....	93
Table 77. Have you discussed how to handle emergencies (such as a medical emergency, pandemic or natural disaster) with your child’s case manager/service coordinator?	94
Table 78. Do you know how to file a complaint or grievance about provider agencies or staff?.....	95
Table 79. If a complaint or grievance was filed or resolved in the past 12 months, are you satisfied with the way it was handled?	96
Table 80. Do you know how to report abuse or neglect related to your child?	97
Table 81. Within the past 12 months, was a report of abuse or neglect filed on behalf of your child?.....	98
Table 82. If a report of abuse or neglect was filed on behalf of your child, if someone outside of your family reported abuse or neglect, were you notified of the report in a timely manner?	99
Family Satisfaction.....	100
Table 83. Overall, are you satisfied with the services and supports your child currently receives?	101
Table 84. Do you feel that services and supports have made a positive difference in the life of your child?.....	102
Table 85. Have services and supports reduced your family’s out-of-pocket expenses for your child’s care?	103
Table 86. Do you feel that family supports have improved your ability to care for your child?	104
Table 87. Have services or supports that your child/family received during the past 12 months been reduced, suspended, or terminated?	105
Table 88. If services or supports received by the family were reduced, suspended or terminated during the past year, did the change in services affect child negatively?.....	106
Table 89. Have the services or supports that your child is receiving been increased in the past 12 months?	107
Table 90. Are services and supports helping your child to live a good life?	108

COVID-19 Supplement	109
Table 91. Were your child’s services and supports changed, canceled, or reduced during COVID time?.....	110
Table 92. If yes, are those changes still in effect (still part of your child’s life)?	111
Table 93. If some or all of your child’s services have reopened or restarted: Did your family get enough information about the services reopening/restarting?.....	112
Table 94. If some or all of your child’s services have reopened or restarted: Do you feel that service providers are following COVID-19 safety precautions?	113
Table 95. If staff come into your home to support your child: Do you feel that the staff follow recommendations to keep the household safe and healthy?	114
Table 96. 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?	115
Table 97. In preparation for the future, have you made or updated an emergency plan with your child’s case manager/service coordinator or with other staff?.....	116
California Specific Questions.....	117
Table 98. Total Out-of-pocket Expenses Related to Child’s Care in the Past Year.....	118
Table 99a. Services Paid for Out-Of-Pocket in The Past Year	119
Table 99b. Services Paid for Out-of-pocket in the Past Year.....	120
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)	121
Table 101. Did you get a copy of your child’s IPP in your preferred language?	122
Table 102. Do the support workers speak to you in your preferred language?	123
Table 103. Does your child’s case manager/service coordinator speak to you in your preferred language?	124
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?	125

Table 105. Does your child’s case manager/service coordinator support you in a way that is respectful to your culture?	126
Table 106. Do support workers for your child provide services in a way that is respectful of your culture?	127
Table 107. How often does your child spend time with children who are not siblings and do not have a developmental disability?	128
Table 108. Do you believe your plans for how to handle your child’s needs during a natural disaster (such as a wildfire or earthquake) will be effective?.....	129
Table 109. What else do you need to make an effective plan?	130
Table 109b. What else do you need to make an effective plan? (continued).....	131
Table 109c. What else do you need to make an effective plan? (continued)	132
Table 110. 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)	133
Table 111. Do you feel that services and supports, specifically from the regional center, have made a positive difference in the life of your child?	134

Quality Assessment Project and National Core Indicators®

This report contains regional center level results from California's statewide National Core Indicators Child 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 Child Family Survey?

The NCI-IDD Child Family Survey is used to gather data on family outcomes. It is mailed to families who have a child 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 ('child') as well as the person who fills out

¹ Refer to the 2021-22 California Child 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

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 child’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 Child Family Survey (CFS) 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 Child Family Survey COVID-19 Supplement can be found [here](#).

What is included in this report?

This report includes this regional center’s Child 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 Child Receiving Services

This section provides demographic profiles of the child about whom the survey was completed.

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

Table 1. More Than One Child Living in the Home

RC v CA v NCI	Yes	No	N
NBRC	70%	30%	285
CA	68%	32%	5,424
NCI	68%	32%	7,615

Table 2. Child's Age

RC v CA v NCI	Average Age	N
NBRC	10.6	289
CA	10.5	5,455
NCI	10.6	7,741

Table 3. Child's Gender

RC v CA v NCI	Male	Female	Other	N
NBRC	72%	28%	0%	288
CA	72%	27%	0%	5,480
NCI	71%	29%	0%	7,764

Table 4. Child's Race and Ethnicity

All data are reported by the respondent based on their understanding of their child'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	4%	12%	10%	1%	36%	52%	2%	2%
CA	2%	17%	6%	1%	28%	55%	2%	3%
NCI	2%	14%	8%	1%	41%	43%	2%	2%

Table 5a. Child's Disabilities

All data are reported by the respondent based on their understanding of their child'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	33%	10%	70%	10%	4%	2%
CA	31%	9%	75%	7%	5%	2%
NCI	34%	12%	71%	8%	5%	3%

Table 5b. Child's Disabilities (continued)

All data are reported by the respondent based on their understanding of their child'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	4%	14%	0%	13%	0%	0%	20%
CA	3%	11%	0%	9%	0%	1%	16%
NCI	4%	14%	0%	9%	0%	1%	21%

Table 6a. Child's Health Conditions

All data are reported by the respondent based on their understanding of their child'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
NBRC	6%	2%	4%
CA	7%	3%	2%
NCI	8%	3%	2%

Table 6b. Child's Health Conditions (continued)

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

RC v CA v NCI	High Blood Pressure	High Cholesterol	Dysphagia	Pressure Ulcers
NBRC	2%	3%	11%	0%
CA	3%	5%	8%	1%
NCI	3%	5%	12%	1%

Table 6c. Child's Health Conditions (continued)

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

RC v CA v NCI	Oral Health Problems	Sleep Apnea	Asthma**	Other pulmonary diagnosis	Chronic kidney disease	Long-term health problems associated with COVID-19*	Other
NBRC	8%	19%	41%	4%	1%	1%	29%
CA	8%	18%	39%	7%	2%	1%	36%
NCI	9%	20%	n/a	8%	3%	1%	37%

*Added conditions in 2021-22 **Asthma is not included in the standard NCI-IDD reporting

Table 7. Child'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	65%	12%	1%	4%	18%	291
CA	70%	15%	2%	4%	8%	5,503
NCI	70%	16%	2%	5%	7%	7,736

Table 8a. Child's Preferred Language

The standard NCI-IDD Child 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	67%	14%	0%	0%	0%	0%	293
CA	73%	12%	1%	0%	0%	0%	5,534
NCI	79%	9%	1%	0%	0%	0%	7,770

Table 8b. Child's Preferred Language (Continued)

The standard NCI-IDD Child 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%	293
CA	0%	0%	0%	0%	0%	5,534
NCI	n/a	n/a	n/a	n/a	n/a	7,770

Table 8c. Child's Preferred Language (Continued)

The standard NCI-IDD Child 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%	19%	293
CA	0%	0%	0%	0%	0%	14%	5,534
NCI	n/a	n/a	n/a	n/a	n/a	11%	7,770

Table 9. Child's Support Needs for Self-Injurious, Disruptive, and/or Destructive Behaviors

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

RC v CA v NCI	No Support Needed	Some Support Needed	Extensive Support Needed	N
NBRC	27%	43%	31%	284
CA	29%	44%	27%	5,400
NCI	30%	43%	26%	7,621

Table 10. Child'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 child's demographics, diagnoses and personal characteristics.

RC v CA v NCI	No Support Needed	Some Support Needed	Extensive Support Needed	N
NBRC	9%	38%	53%	290
CA	10%	42%	48%	5,512
NCI	9%	42%	49%	7,751

Demographics of Respondents

This section provides demographic information about the respondent.

Table 11a. Language Usually Spoken at Home

The standard NCI-IDD Child 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	52%	36%	0%	1%	0%	0%	288
CA	54%	33%	2%	1%	1%	0%	5,458
NCI	65%	25%	2%	1%	1%	0%	7,690

Table 11b. Language Usually Spoken at Home

The standard NCI-IDD Child 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%	1%	0%	288
CA	0%	0%	0%	0%	0%	5,458
NCI	n/a	n/a	n/a	n/a	n/a	7,690

Table 11c. Language Usually Spoken at Home

The standard NCI-IDD Child 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%	8%	288
CA	0%	0%	0%	0%	0%	9%	5,458
NCI	n/a	n/a	n/a	n/a	n/a	n/a	7,690

Table 12. Respondent’s Age

RC v CA v NCI	Under 35	35-54	55-74	75 and Older	N
NBRC	17%	74%	8%	1%	286
CA	14%	75%	10%	0%	5,445
NCI	13%	75%	12%	0%	7,692

Table 13. Respondent's Health

RC v CA v NCI	Excellent	Very Good	Good	Fair	Poor	N
NBRC	15%	34%	39%	12%	0%	286
CA	14%	30%	40%	15%	2%	5,458
NCI	14%	32%	39%	14%	2%	7,698

Table 14. Respondent's Relationship to Child

RC v CA v NCI	Parent	Sibling	Grandparent	Other	N
NBRC	98%	0%	1%	1%	289
CA	97%	0%	2%	1%	5,539
NCI	96%	0%	3%	1%	7,783

Table 15. Respondent or Other Family Member Provides Paid Support to Child

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

RC v CA v NCI	No	Respondent Provides Paid Support	Other Family Member Provides Paid Support
NBRC	48%	35%	19%
CA	56%	28%	18%
NCI	61%	24%	17%

Table 16. Number of Adults in Household (Not Including Child)

RC v CA v NCI	One	Two	Three	Four or More	N
NBRC	14%	60%	18%	8%	288
CA	16%	55%	19%	10%	5,456
NCI	17%	57%	18%	8%	7,678

Table 17. Number of Children (Under 18 Years Old) in Household (Including the Child Receiving Services)

RC v CA v NCI	One	Two	Three	Four or More	N
NBRC	35%	39%	17%	9%	287
CA	36%	39%	18%	8%	5,427
NCI	36%	38%	17%	9%	7,632

Table 18. 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		18%	23%	6%	16%	36% 292
CA		20%	21%	7%	15%	37% 5,518
NCI		16%	19%	7%	16%	42% 7,747

Table 19. Total Taxable Household Income of Wage Earners in the Past Year

Please note: 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	4%	7%	8%	25%	20%	21%	15%	274
CA	6%	10%	12%	20%	13%	26%	14%	5,336
NCI	6%	9%	11%	19%	14%	28%	14%	7,554

Table 20. 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	91%	9%	255
CA	90%	10%	4,788
NCI	84%	16%	6,946

Services and Supports Received

This section provides information about the services and supports received by the family from the regional center.³

³ Note, Some NCI states provide services through a statewide ID/DD agency.

Table 21a. Services and Supports Received From Regional Center⁴

All data are reported by the respondent based on their understanding of their child'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. Note, Some NCI states provide services through a statewide ID/DD agency.

RC v CA v NCI	Financial support	In-home Support	Out-of-home respite care	Early Intervention
NBRC	11%	31%	21%	0%
CA	11%	32%	30%	1%
NCI	15%	35%	29%	8%

Table 21b. Services and Supports Received From Regional Center (continued)⁵

All data are reported by the respondent based on their understanding of their child'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. Note, Some NCI states provide services through a statewide ID/DD agency.

RC v CA v NCI	Transportation	Mental or Behavioral Health Care or Other Treatments or Therapies	Self-direction or Fiscal Intermediary services
NBRC	4%	18%	19%
CA	2%	21%	15%
NCI	6%	36%	23%

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

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

Table 22. Additional Services and Supports Received (Not From the Regional Centers⁶)

All data are reported by the respondent based on their understanding of their child'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	24%	62%
CA	33%	60%
NCI	33%	63%

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

Child Family Survey Results

Information and Planning

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

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

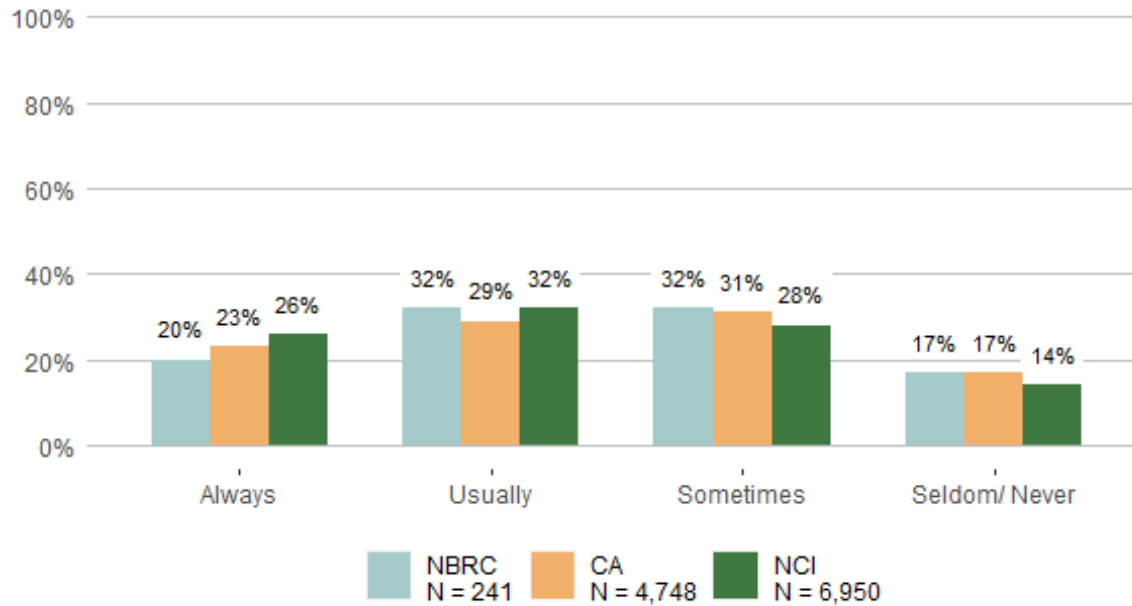


Table 23. Do you get enough information to take part in planning services for your child?

RC v CA v NCI	Always	Usually	Sometimes	Seldom/ Never	N
NBRC	20%	32%	32%	17%	241
CA	23%	29%	31%	17%	4,748
NCI	26%	32%	28%	14%	6,950

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

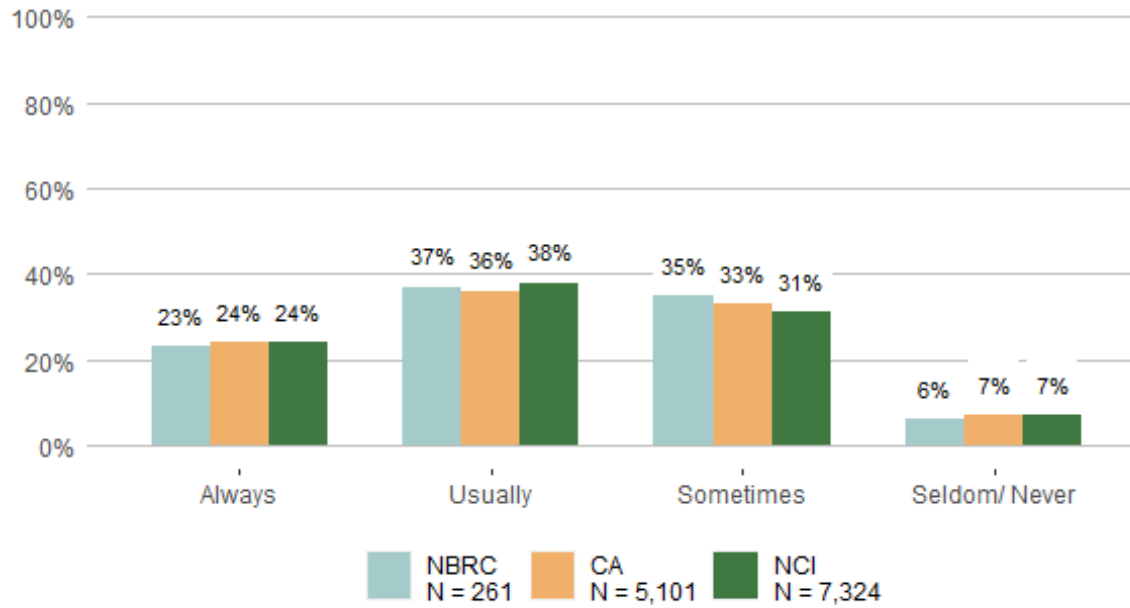


Table 24. Is the information you get about services and supports easy to understand?

RC v CA v NCI	Always	Usually	Sometimes	Seldom/ Never	N
NBRC	23%	37%	35%	6%	261
CA	24%	36%	33%	7%	5,101
NCI	24%	38%	31%	7%	7,324

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

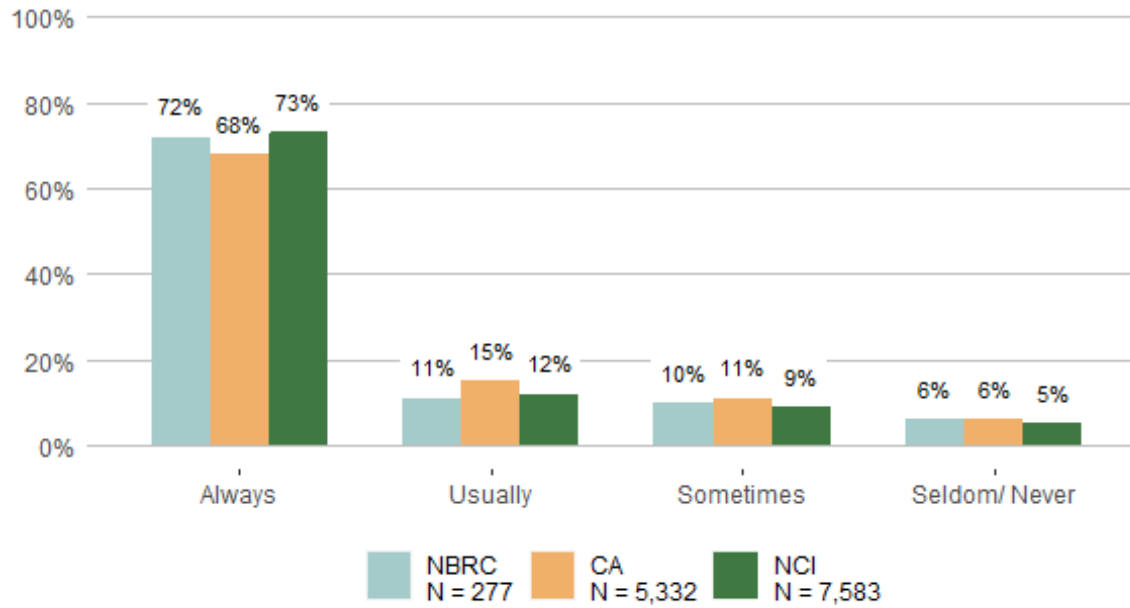


Table 25. Do you get information about services and supports in your preferred language?

New question in 2021-22

RC v CA v NCI	Always	Usually	Sometimes	Seldom/ Never	N
NBRC	72%	11%	10%	6%	277
CA	68%	15%	11%	6%	5,332
NCI	73%	12%	9%	5%	7,583

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

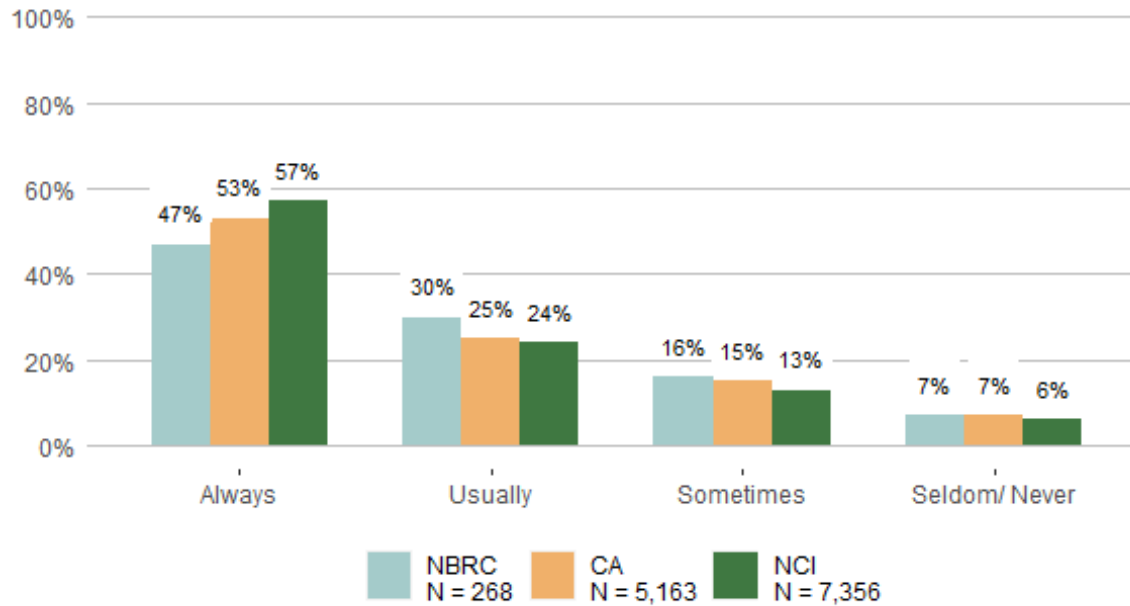


Table 26. Does the case manager/service coordinator listen to your family's choices and opinions?

Question changed in 2021-22

RC v CA v NCI	Always	Usually	Sometimes	Seldom/ Never	N
NBRC	47%	30%	16%	7%	268
CA	53%	25%	15%	7%	5,163
NCI	57%	24%	13%	6%	7,356

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

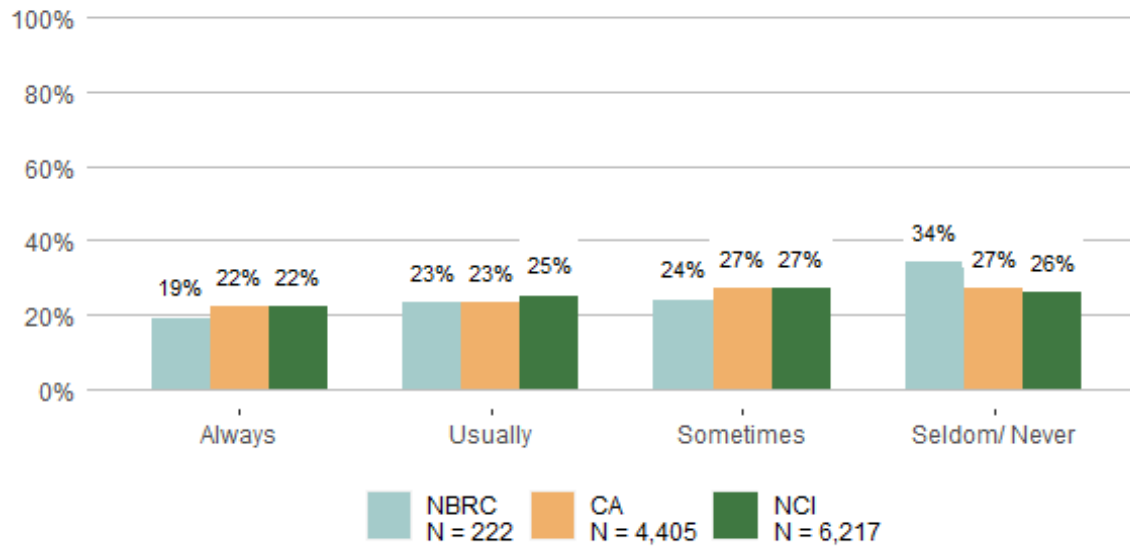


Table 27. Do you have enough information about other public services for which your family is eligible (for example, food stamps, SSI, housing subsidies, etc.)?

RC v CA v NCI	Always	Usually	Sometimes	Seldom/ Never	N
NBRC	19%	23%	24%	34%	222
CA	22%	23%	27%	27%	4,405
NCI	22%	25%	27%	26%	6,217

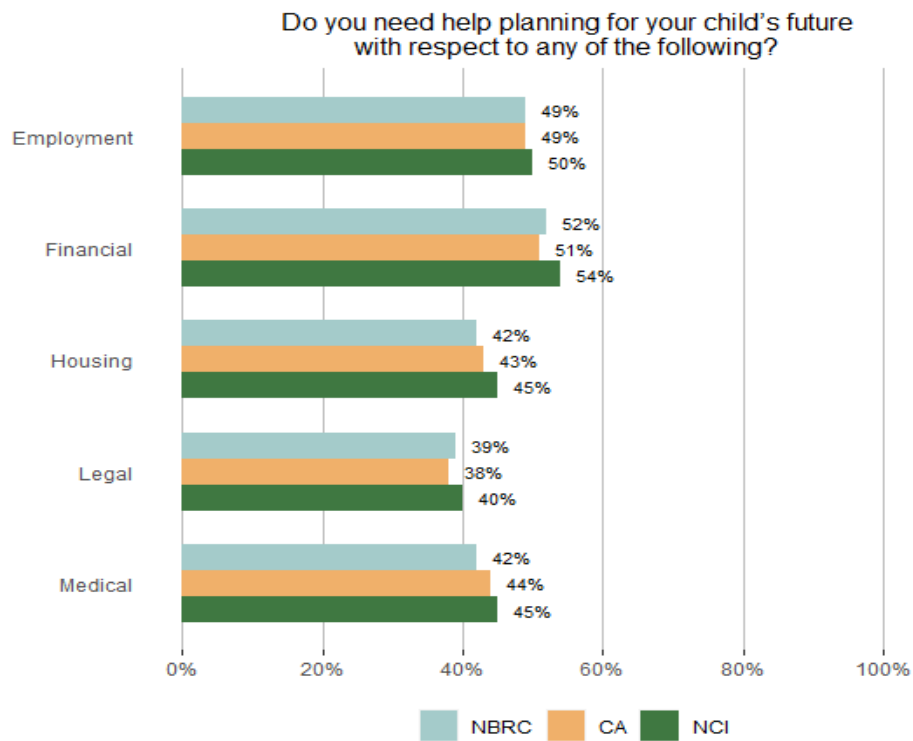


Table 28a. Do you need help planning for your child's future with respect to any of the following?

Categories are not mutually exclusive, therefore N is not shown

RC v CA v NCI	Employment	Financial	Housing	Legal	Medical
NBRC	49%	52%	42%	39%	42%
CA	49%	51%	43%	38%	44%
NCI	50%	54%	45%	40%	45%

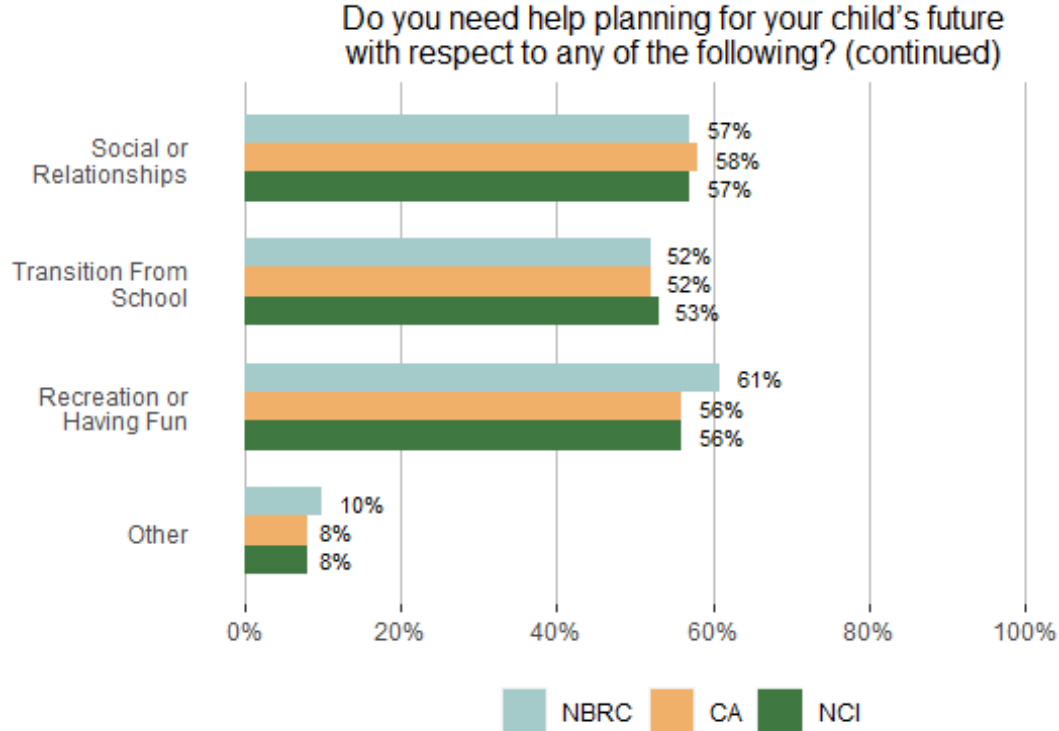


Table 28b. Do you need help planning for your child's future with respect to any of the following? (continued)

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	57%	52%	61%	10%
CA	58%	52%	56%	8%
NCI	57%	53%	56%	8%

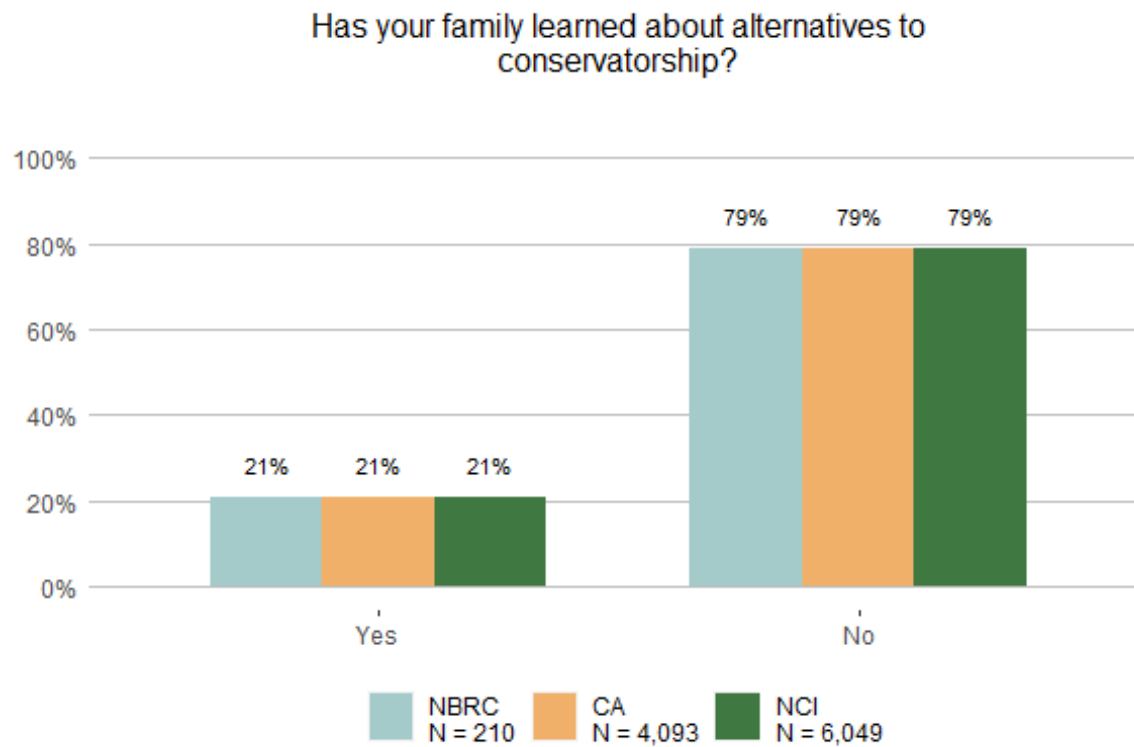


Table 29. Has your family learned about alternatives to conservatorship?

New question in 2021-22

RC v CA v NCI	Yes	No	N
NBRC	21%	79%	210
CA	21%	79%	4,093
NCI	21%	79%	6,049

Does your child have an individual program plan (IPP/IFSP)?

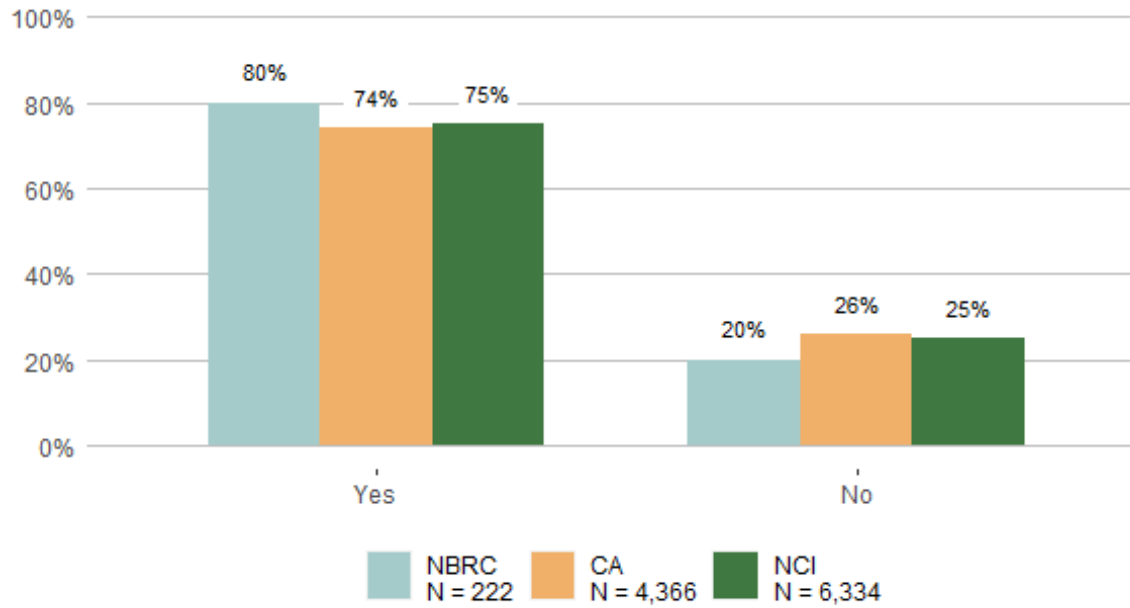


Table 30. Does your child have an individual program plan (IPP/IFSP)?

RC v CA v NCI	Yes	No	N
NBRC	80%	20%	222
CA	74%	26%	4,366
NCI	75%	25%	6,334

Does the IPP/IFSP include all the services and supports your child needs?

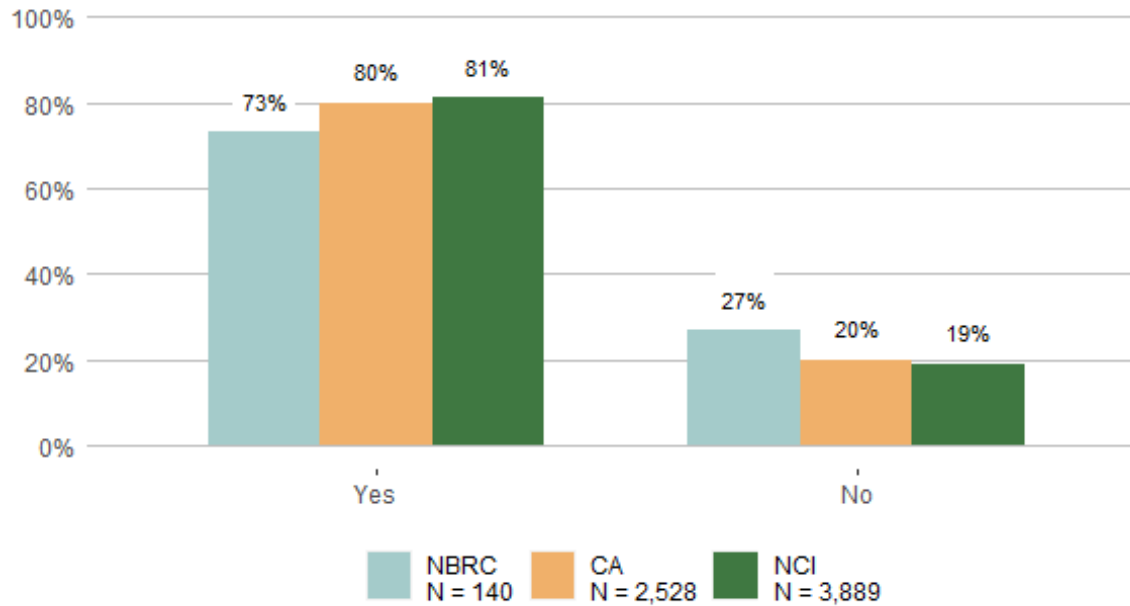


Table 31. Does the IPP/IFSP include all the services and supports your child needs?

RC v CA v NCI	Yes	No	N
NBRC	73%	27%	140
CA	80%	20%	2,528
NCI	81%	19%	3,889

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

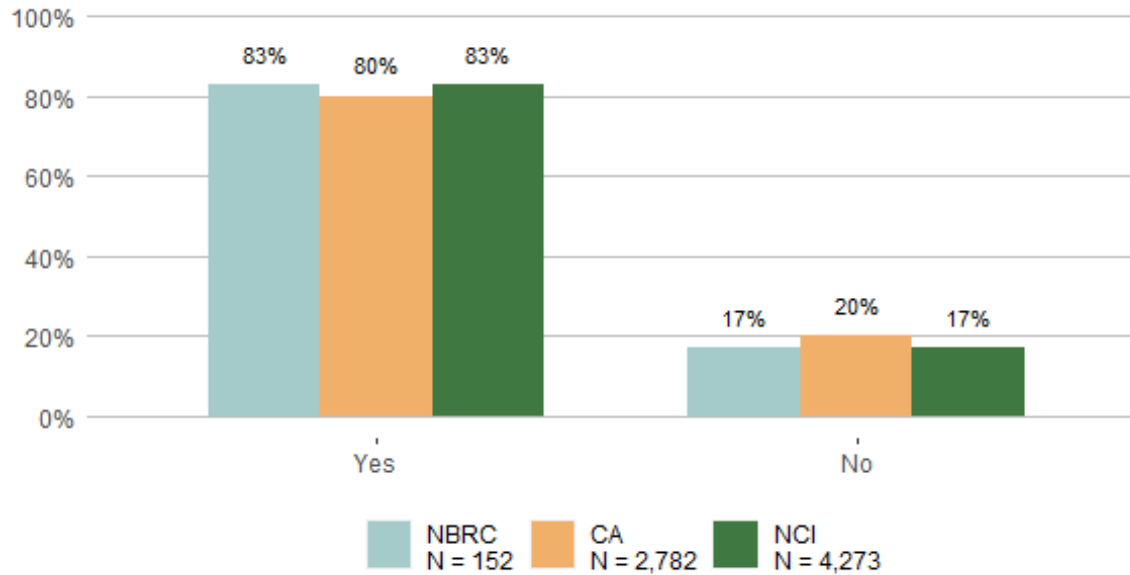


Table 32. Did you or someone else in your family (besides your child with a disability) help make the IPP/IFSP?

RC v CA v NCI	Yes	No	N
NBRC	83%	17%	152
CA	80%	20%	2,782
NCI	83%	17%	4,273

Did your child help make the IPP/IFSP?

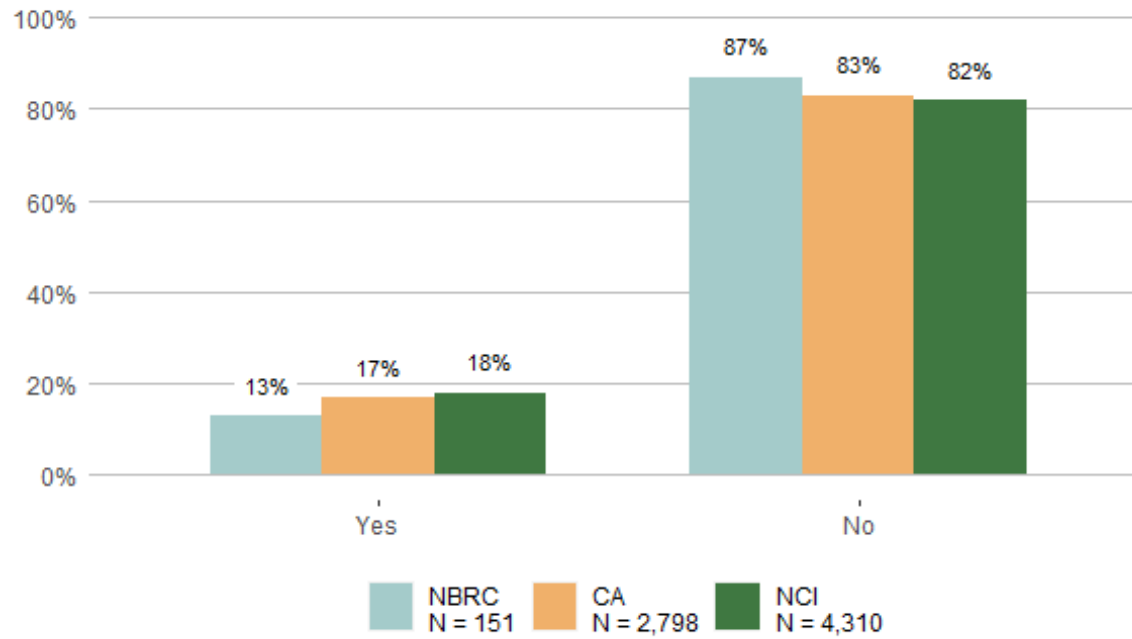


Table 33. Did your child help make the IPP/IFSP?

RC v CA v NCI	Yes	No	N
NBRC	13%	87%	151
CA	17%	83%	2,798
NCI	18%	82%	4,310

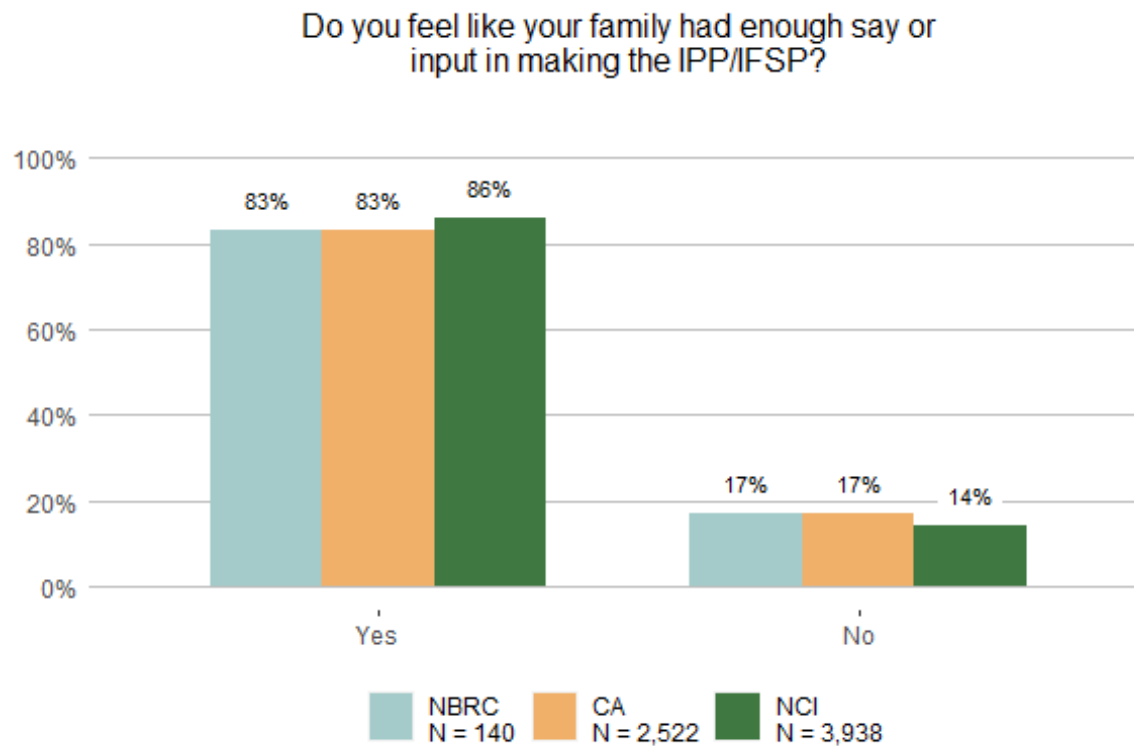


Table 34. Do you feel like your family had enough say or input in making the IPP/IFSP?

New question in 2021-22

RC v CA v NCI	Yes	No	N
NBRC	83%	17%	140
CA	83%	17%	2,522
NCI	86%	14%	3,938

Does your child have a transition plan (as part of an IEP or Section 504 plan through their high school, usually starting at age 14)?

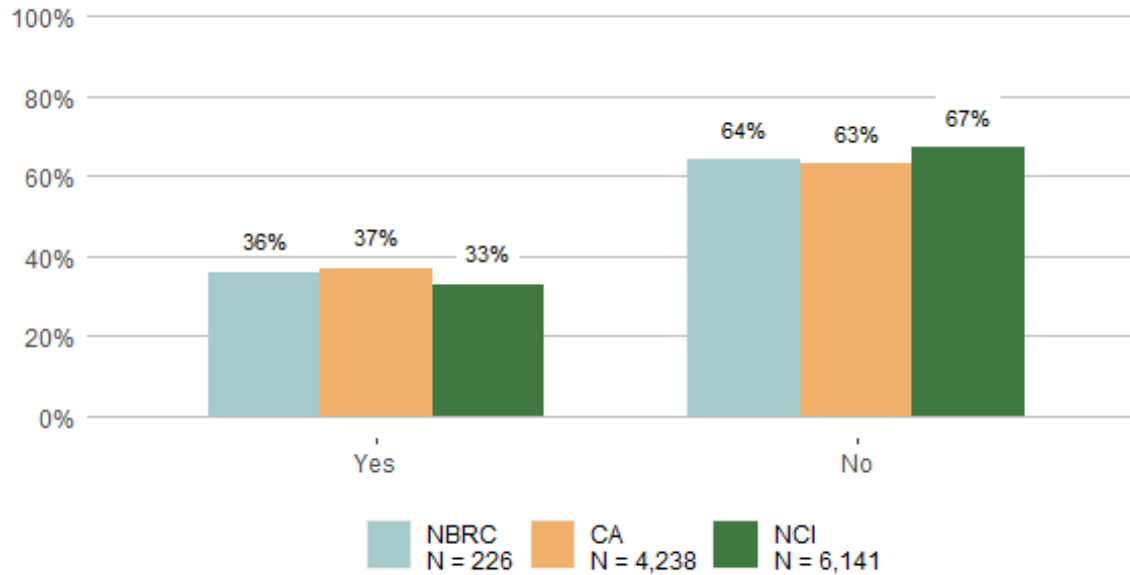


Table 35. Does your child have a transition plan (as part of an IEP or Section 504 plan through their high school, usually starting at age 14)?

RC v CA v NCI	Yes	No	N
NBRC	36%	64%	226
CA	37%	63%	4,238
NCI	33%	67%	6,141

If your child has a transition plan, did you or another family member help make the transition plan?

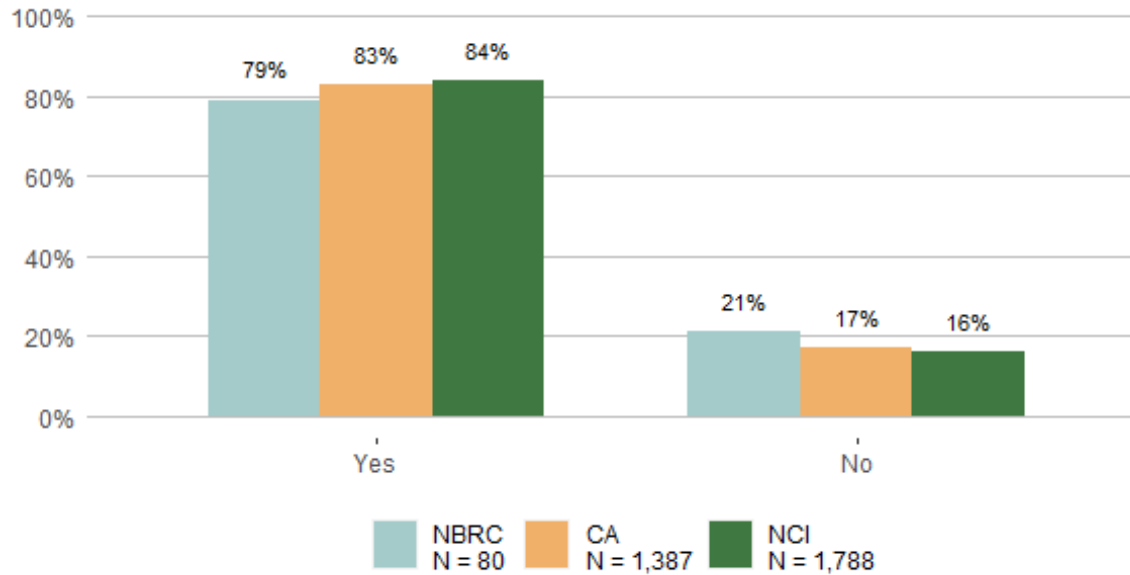


Table 36. If your child has a transition plan, did you or another family member help make the transition plan?

New question in 2021-2022

RC v CA v NCI	Yes	No	N
NBRC	79%	21%	80
CA	83%	17%	1,387
NCI	84%	16%	1,788

If your child has a transition plan, did your child help make the transition plan?

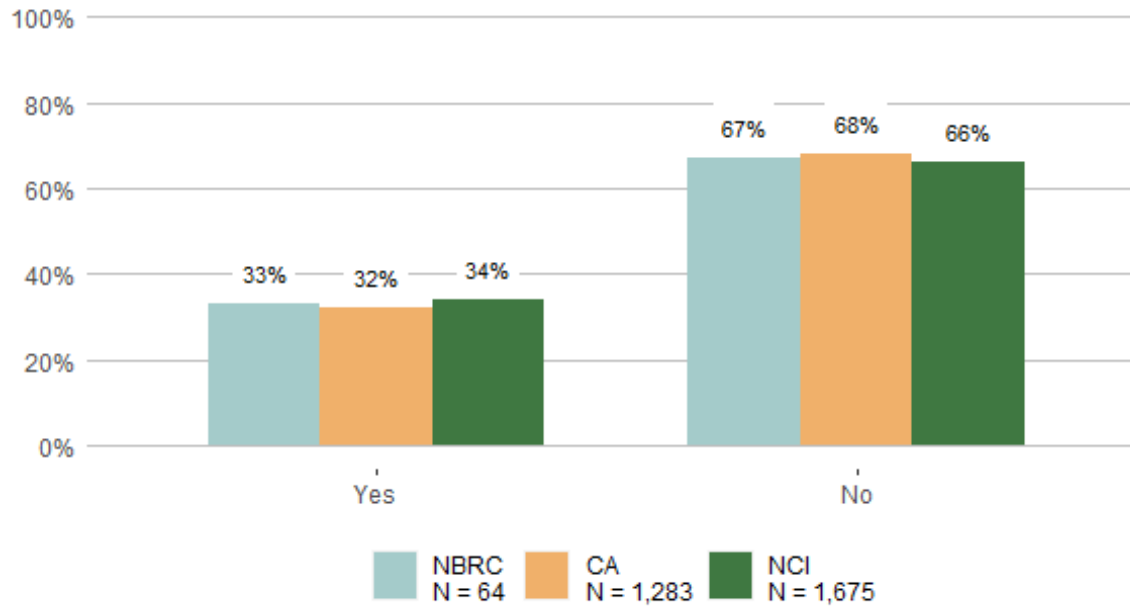


Table 37. If your child has a transition plan, did your child help make the transition plan?

RC v CA v NCI	Yes	No	N
NBRC	33%	67%	64
CA	32%	68%	1,283
NCI	34%	66%	1,675

Access and Delivery of Services and Supports

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

Does your child get all the services listed in the IPP?

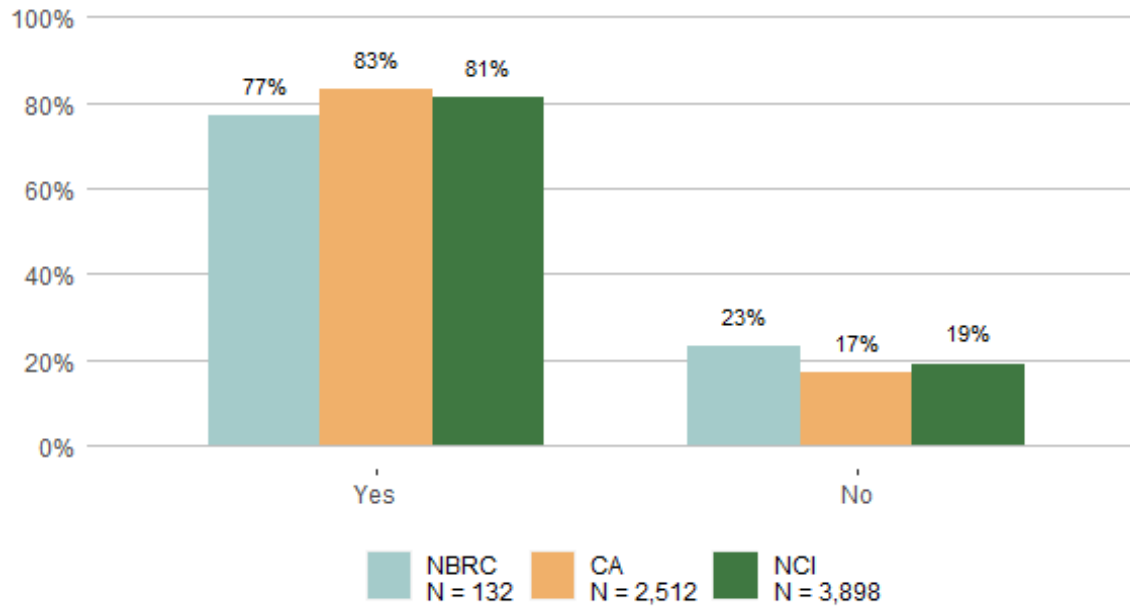


Table 38. Does your child get all the services listed in the IPP?

RC v CA v NCI	Yes	No	N
NBRC	77%	23%	132
CA	83%	17%	2,512
NCI	81%	19%	3,898

Does your family get the supports and services it needs?

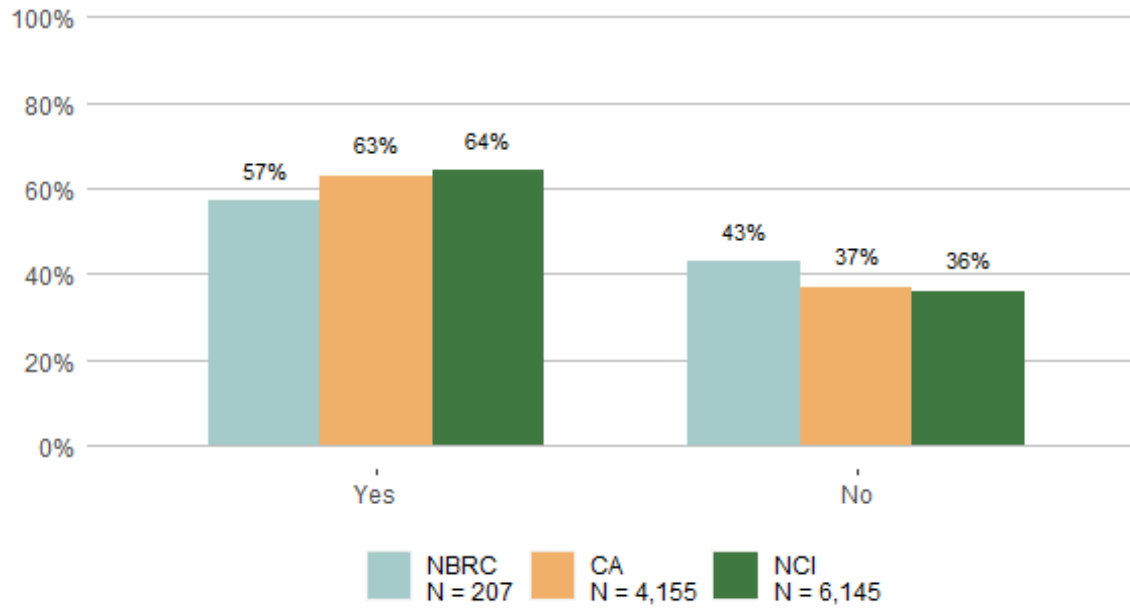


Table 39. Does your family get the supports and services it needs?

RC v CA v NCI	Yes	No	N
NBRC	57%	43%	207
CA	63%	37%	4,155
NCI	64%	36%	6,145

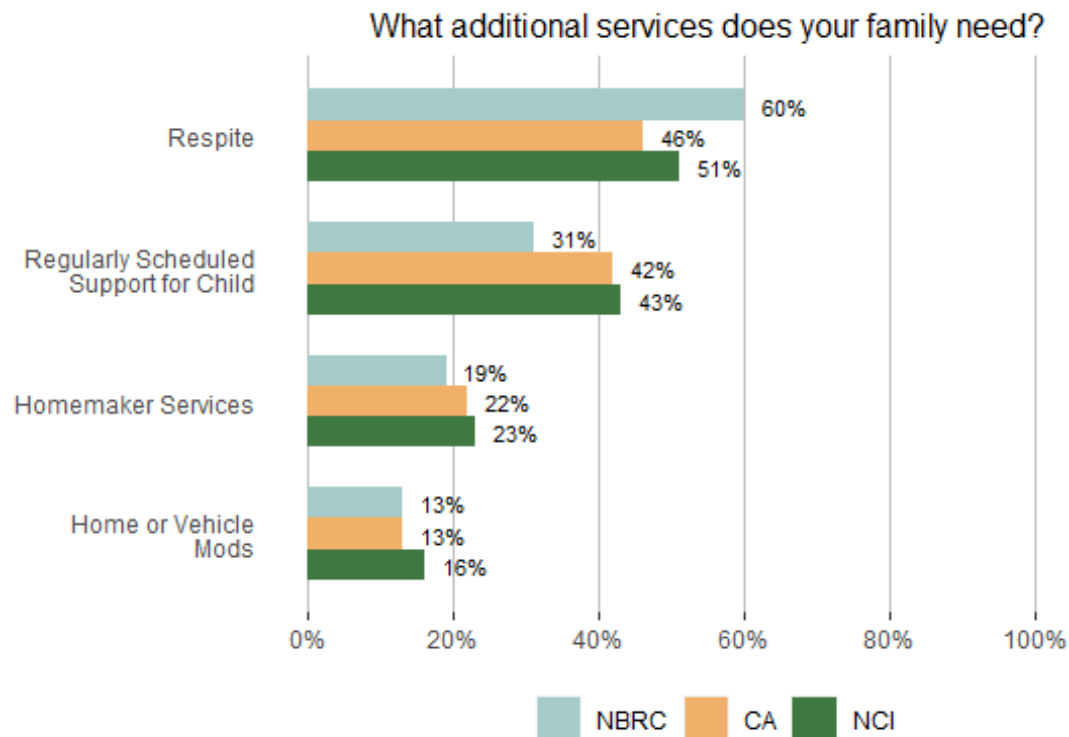


Table 40a. What additional services does your family need?

Categories are not mutually exclusive, therefore N is not shown

RC v CA v NCI	Respite	Regularly Scheduled Support for Child	Homemaker Services	Home or Vehicle Mods
NBRC	60%	31%	19%	13%
CA	46%	42%	22%	13%
NCI	51%	43%	23%	16%

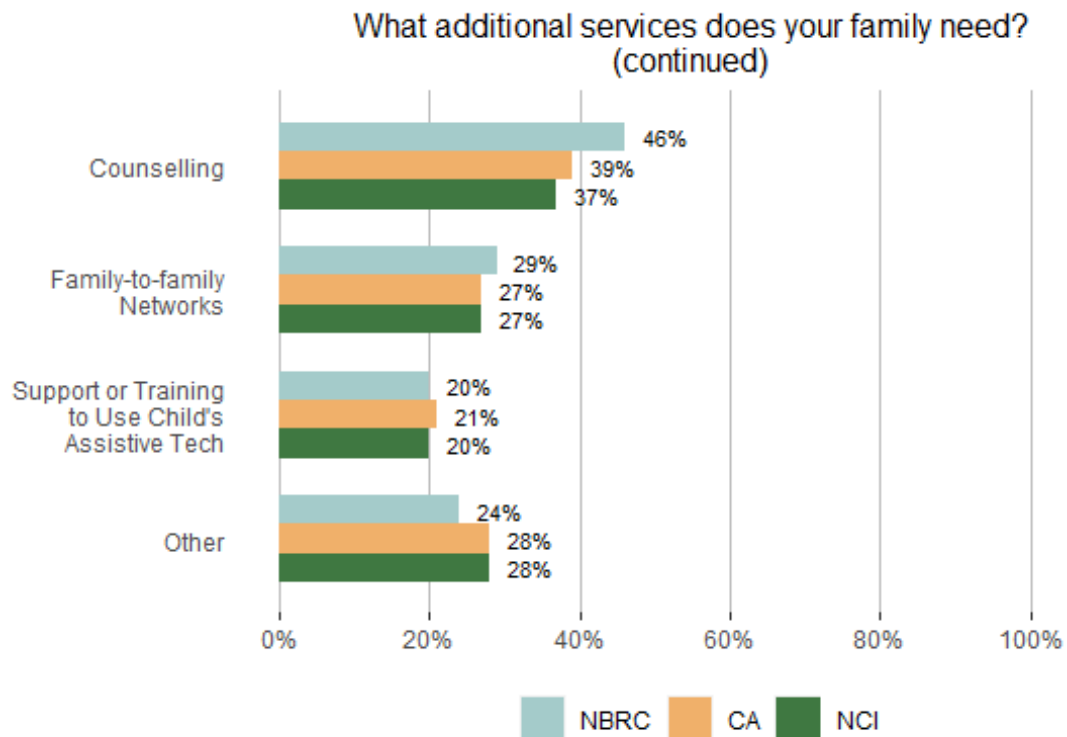


Table 40b. What additional services does your family need?

Categories are not mutually exclusive, therefore N is not shown

RC v CA v NCI	Counselling	Family-to-family Networks	Support or Training to Use Child's Assistive Tech	Other
NBRC	46%	29%	20%	24%
CA	39%	27%	21%	28%
NCI	37%	27%	20%	28%

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

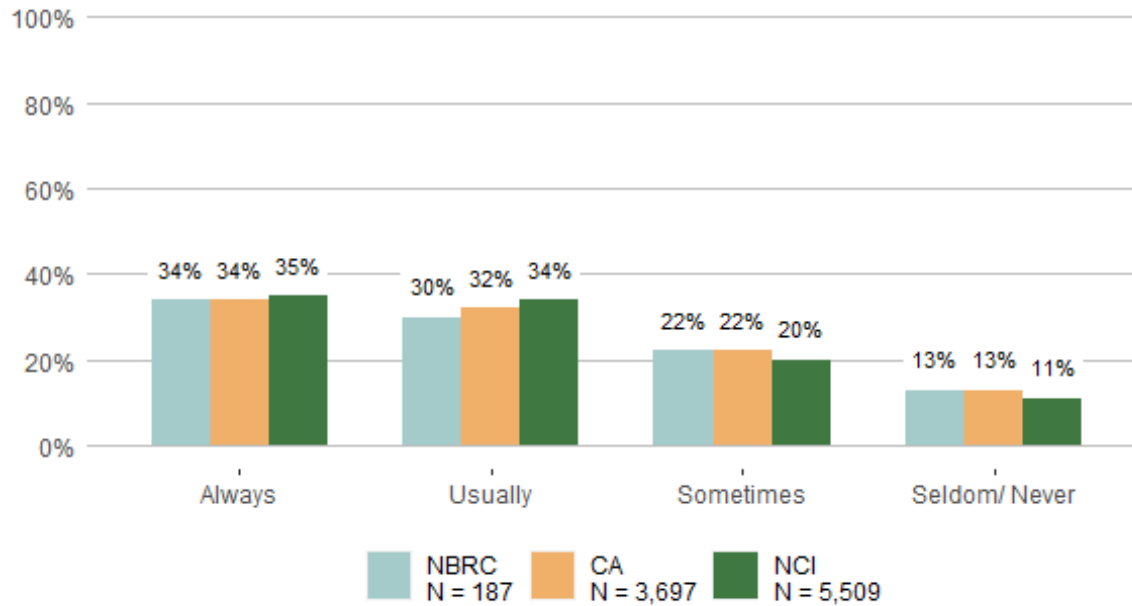


Table 41. Do services and supports change when your family's needs change?

RC v CA v NCI	Always	Usually	Sometimes	Seldom/ Never	N
NBRC	34%	30%	22%	13%	187
CA	34%	32%	22%	13%	3,697
NCI	35%	34%	20%	11%	5,509

Does your child have the special equipment or accommodations they need?

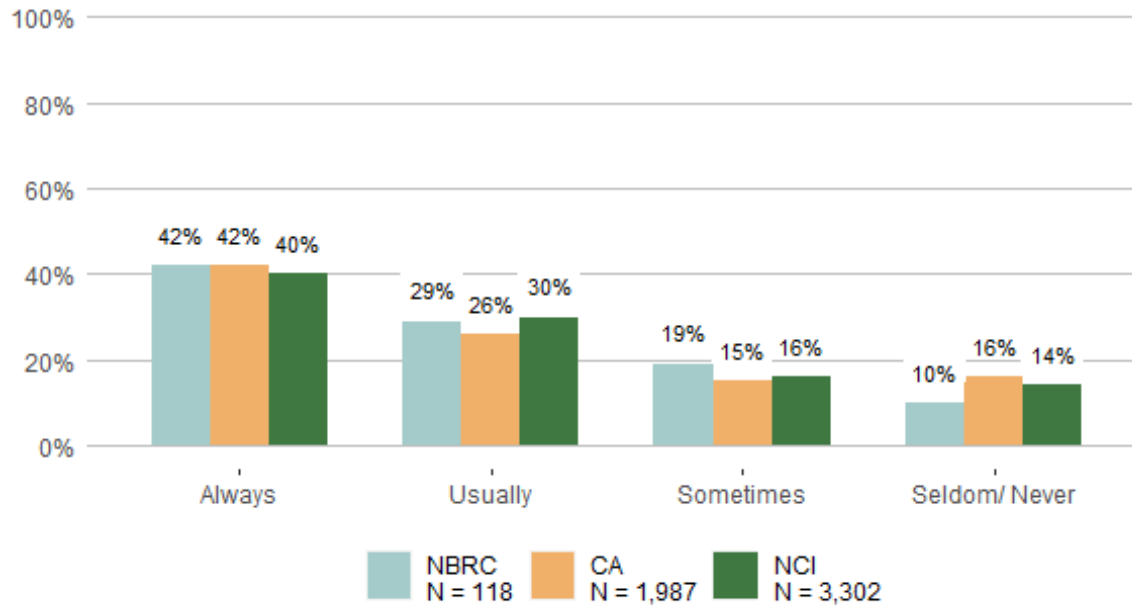


Table 42. Does your child have the special equipment or accommodations they need?

RC v CA v NCI	Always	Usually	Sometimes	Seldom/ Never	N
NBRC	42%	29%	19%	10%	118
CA	42%	26%	15%	16%	1,987
NCI	40%	30%	16%	14%	3,302

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

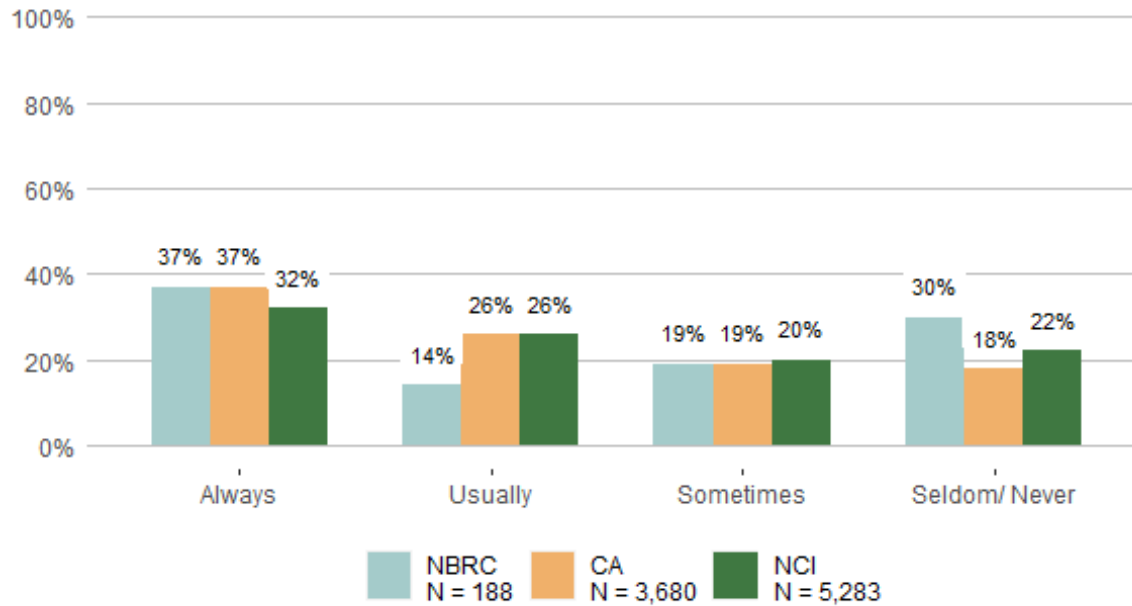


Table 43. If you need respite services, how often are you able to get them when needed?

RC v CA v NCI	Always	Usually	Sometimes	Seldom/ Never	N
NBRC	37%	14%	19%	30%	188
CA	37%	26%	19%	18%	3,680
NCI	32%	26%	20%	22%	5,283

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

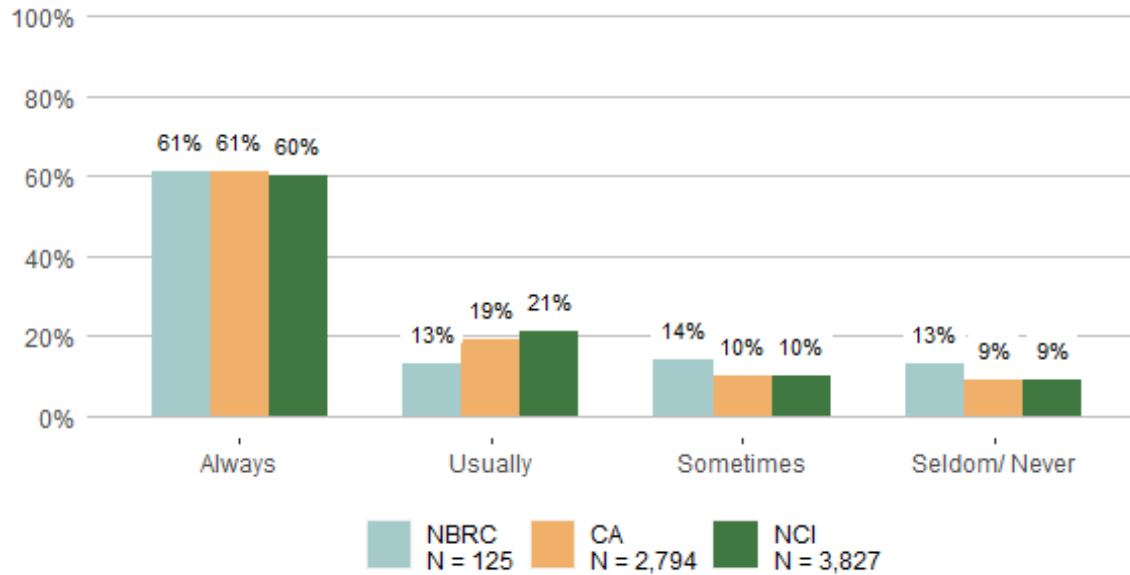


Table 44. If you have used respite services in the past 12 months, were you satisfied with the quality of the respite providers?

RC v CA v NCI	Always	Usually	Sometimes	Seldom/ Never	N
NBRC	61%	13%	14%	13%	125
CA	61%	19%	10%	9%	2,794
NCI	60%	21%	10%	9%	3,827

Are you or your family member able to contact your child's support workers when you want?

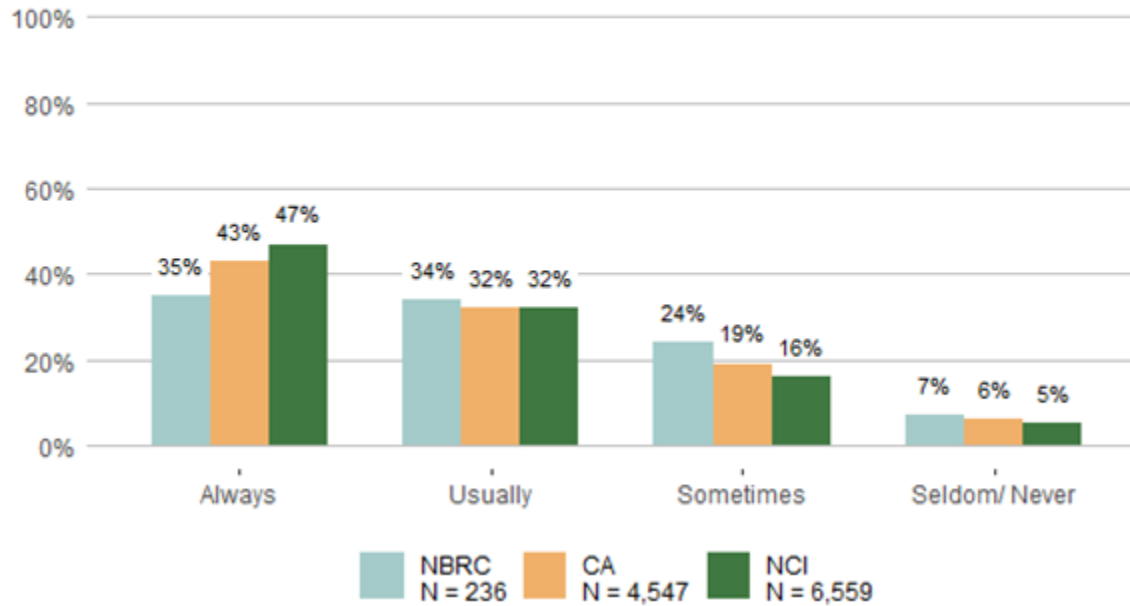


Table 45. Are you or your family member able to contact your child's support workers when you want?

RC v CA v NCI	Always	Usually	Sometimes	Seldom/ Never	N
NBRC	35%	34%	24%	7%	236
CA	43%	32%	19%	6%	4,547
NCI	47%	32%	16%	5%	6,559

Are you able to contact your child's case manager/
service coordinator when you want?

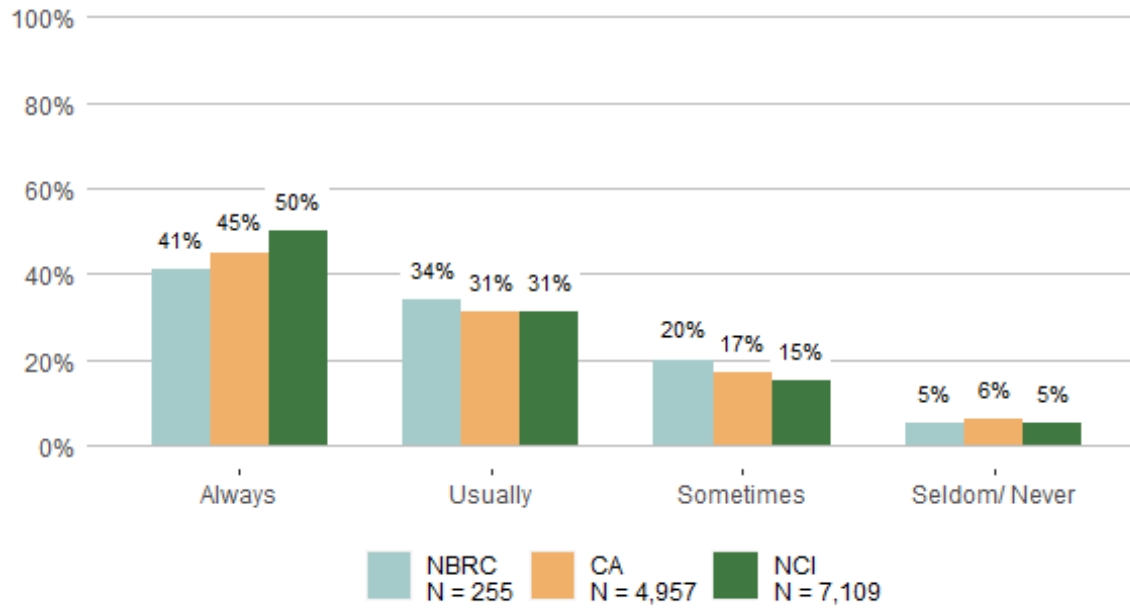


Table 46. Are you able to contact your child's case manager/service coordinator when you want?

RC v CA v NCI	Always	Usually	Sometimes	Seldom/ Never	N
NBRC	41%	34%	20%	5%	255
CA	45%	31%	17%	6%	4,957
NCI	50%	31%	15%	5%	7,109

Do service providers for your child work together to provide support?

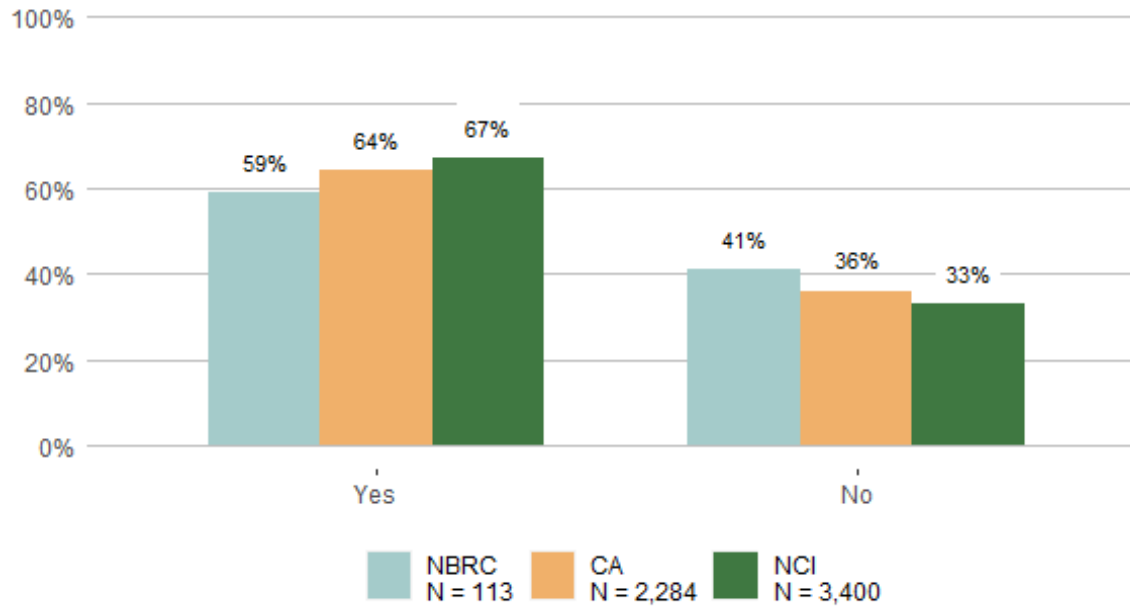


Table 47. Do service providers for your child work together to provide support?

RC v CA v NCI	Yes	No	N
NBRC	59%	41%	113
CA	64%	36%	2,284
NCI	67%	33%	3,400

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

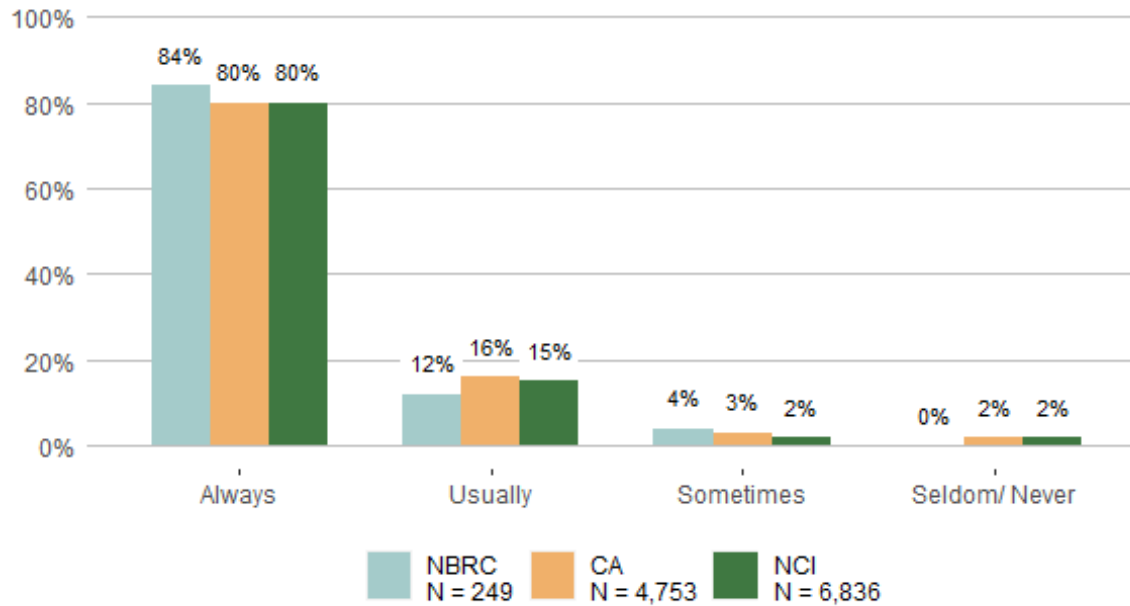


Table 48. Are services delivered in a way that is respectful of your family's culture?

RC v CA v NCI	Always	Usually	Sometimes	Seldom/ Never	N
NBRC	84%	12%	4%	0%	249
CA	80%	16%	3%	2%	4,753
NCI	80%	15%	2%	2%	6,836

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

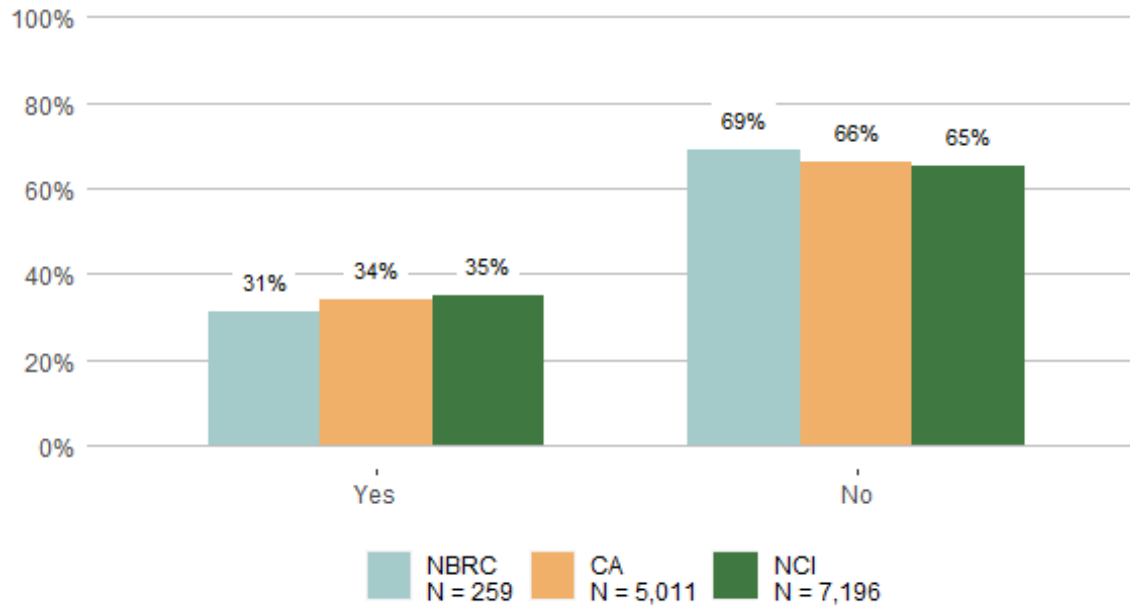


Table 49. Does your child use technology in their everyday life to help them do things on their own?

RC v CA v NCI	Yes	No	N
NBRC	31%	69%	259
CA	34%	66%	5,011
NCI	35%	65%	7,196

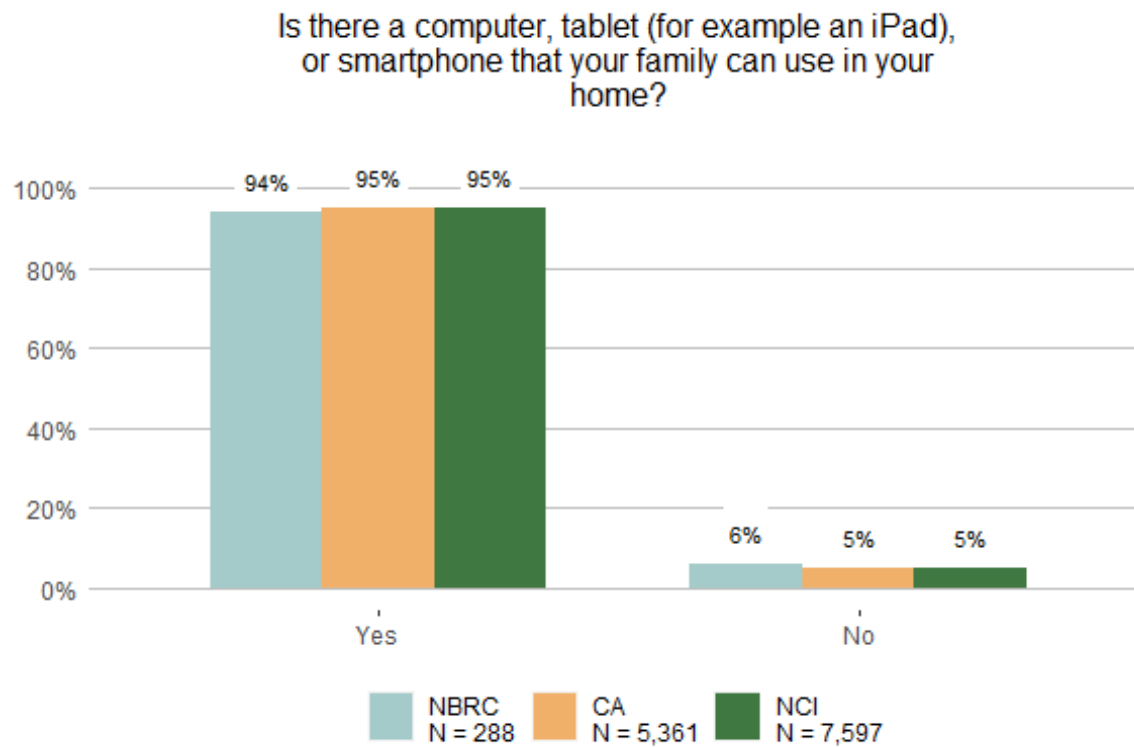


Table 50. Is there a computer, tablet (for example an iPad), or smartphone that your family can use in your home?

RC v CA v NCI	Yes	No	N
NBRC	94%	6%	288
CA	95%	5%	5,361
NCI	95%	5%	7,597

How well does the internet work in your home?

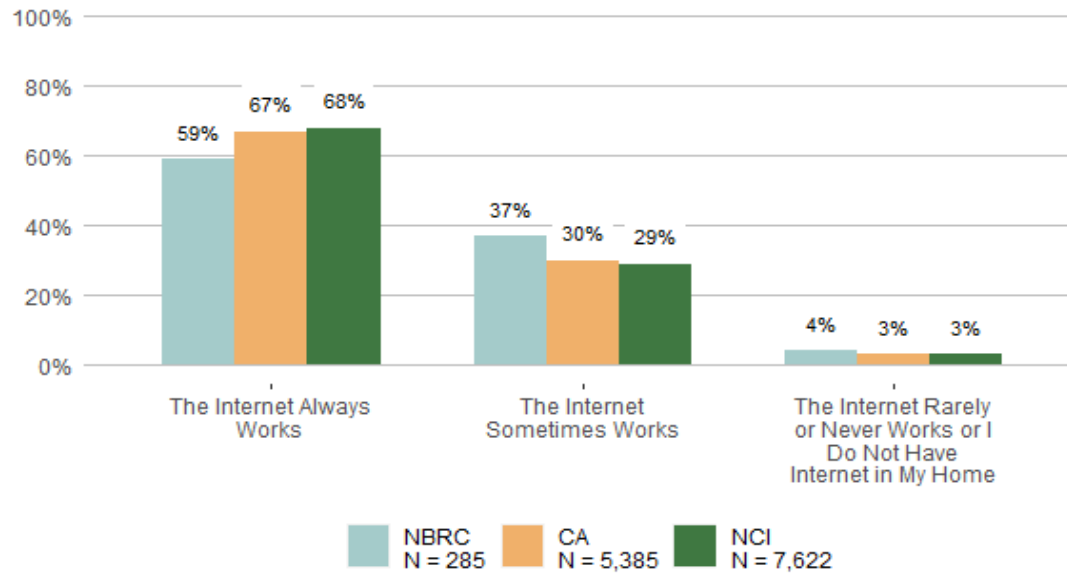


Table 51. How well does the internet work in your home?

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	59%	37%	4%	285
CA	67%	30%	3%	5,385
NCI	68%	29%	3%	7,622

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?

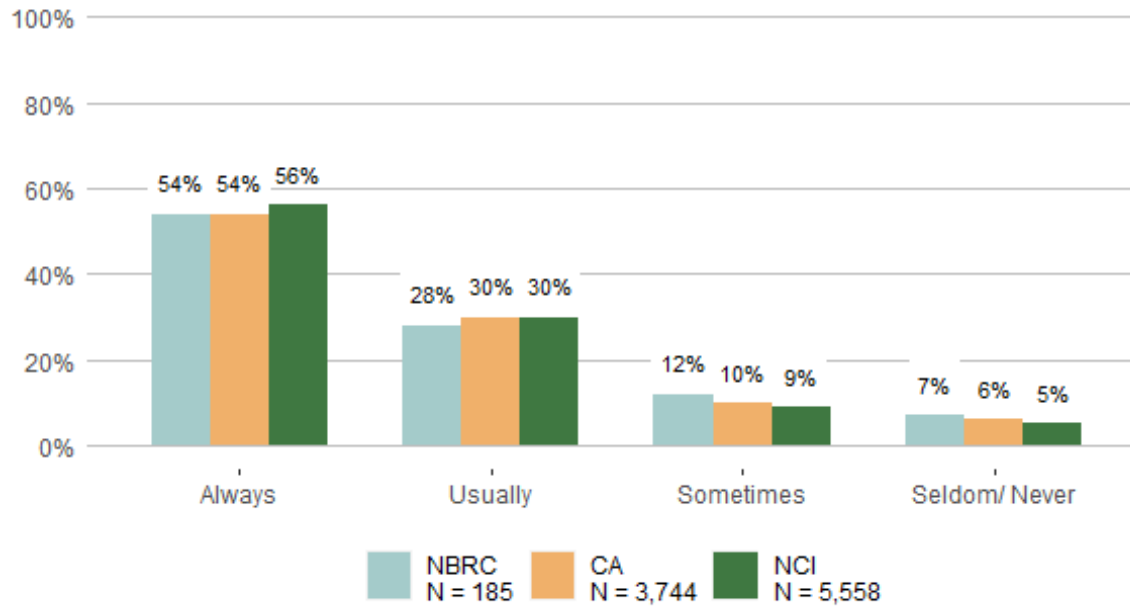


Table 52. Do support workers come and go when they are supposed to?

RC v CA v NCI	Always	Usually	Sometimes	Seldom/ Never	N
NBRC	54%	28%	12%	7%	185
CA	54%	30%	10%	6%	3,744
NCI	56%	30%	9%	5%	5,558

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

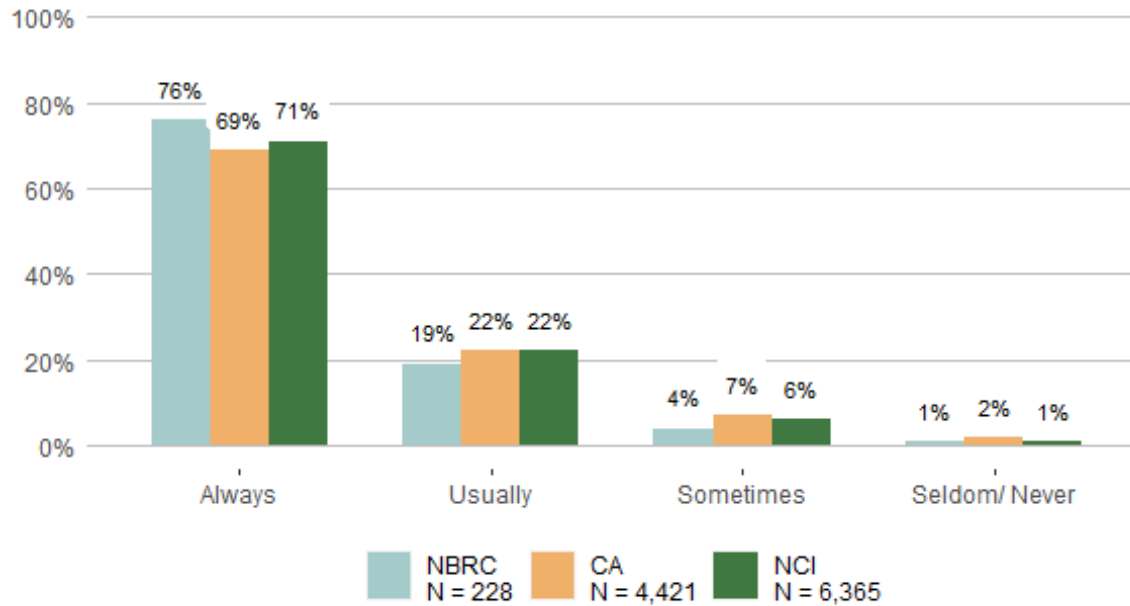


Table 53. Do support workers speak to you in a way you understand?

RC v CA v NCI	Always	Usually	Sometimes	Seldom/ Never	N
NBRC	76%	19%	4%	1%	228
CA	69%	22%	7%	2%	4,421
NCI	71%	22%	6%	1%	6,365

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

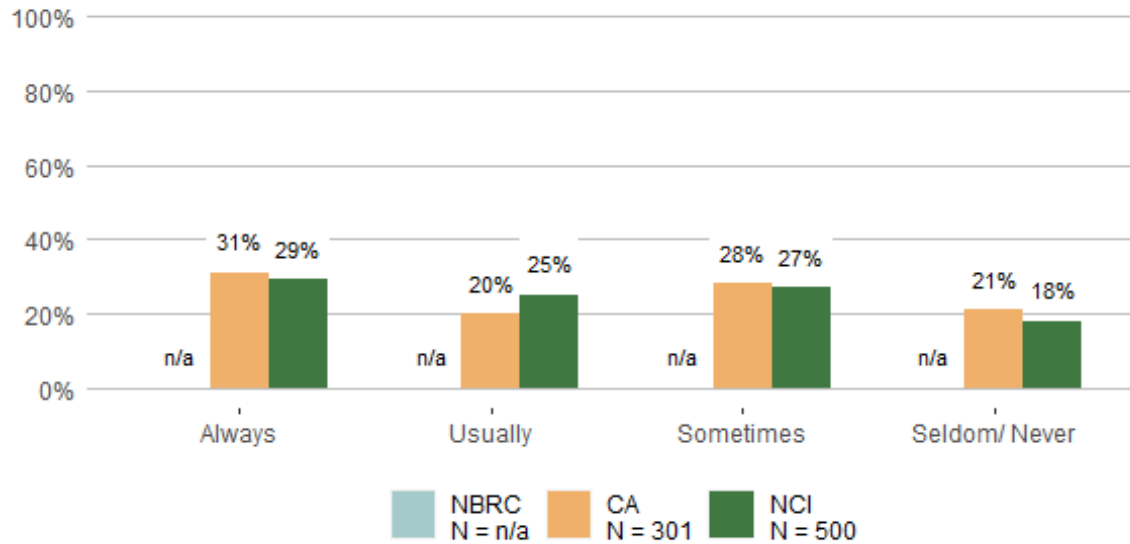


Table 54. If your child does not communicate verbally (for example, uses gestures, sign language, or a communication aid), are there support workers who can communicate with them?

RC v CA v NCI	Always	Usually	Sometimes	Seldom/ Never	N
NBRC	n/a	n/a	n/a	n/a	n/a
CA	31%	20%	28%	21%	301
NCI	29%	25%	27%	18%	500

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

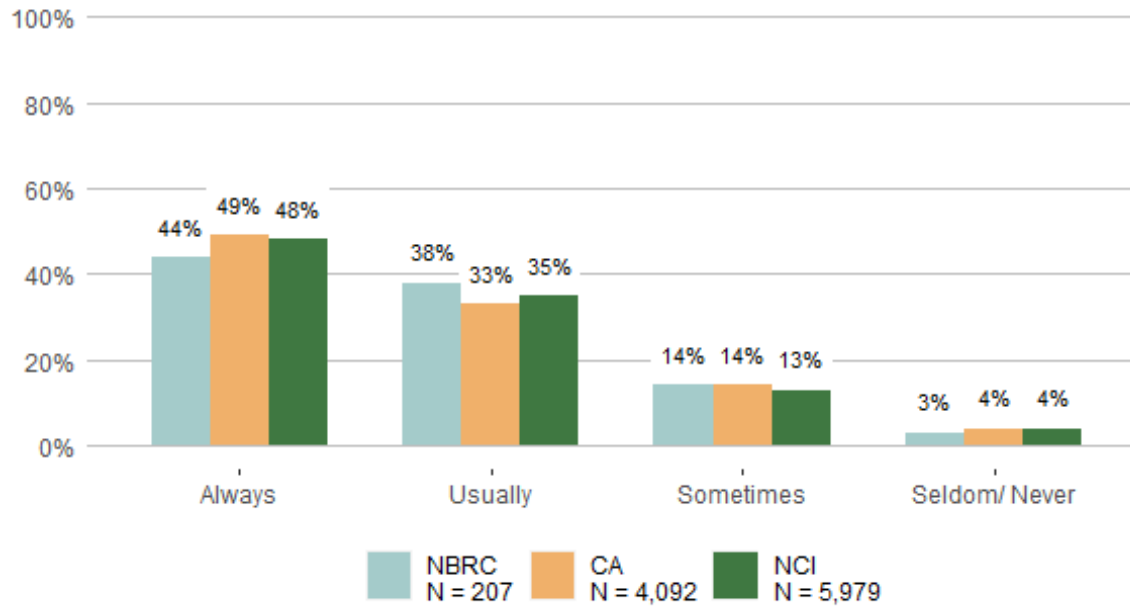


Table 55. Do support workers have the right information and skills to meet your family's needs?

RC v CA v NCI	Always	Usually	Sometimes	Seldom/ Never	N
NBRC	44%	38%	14%	3%	207
CA	49%	33%	14%	4%	4,092
NCI	48%	35%	13%	4%	5,979

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

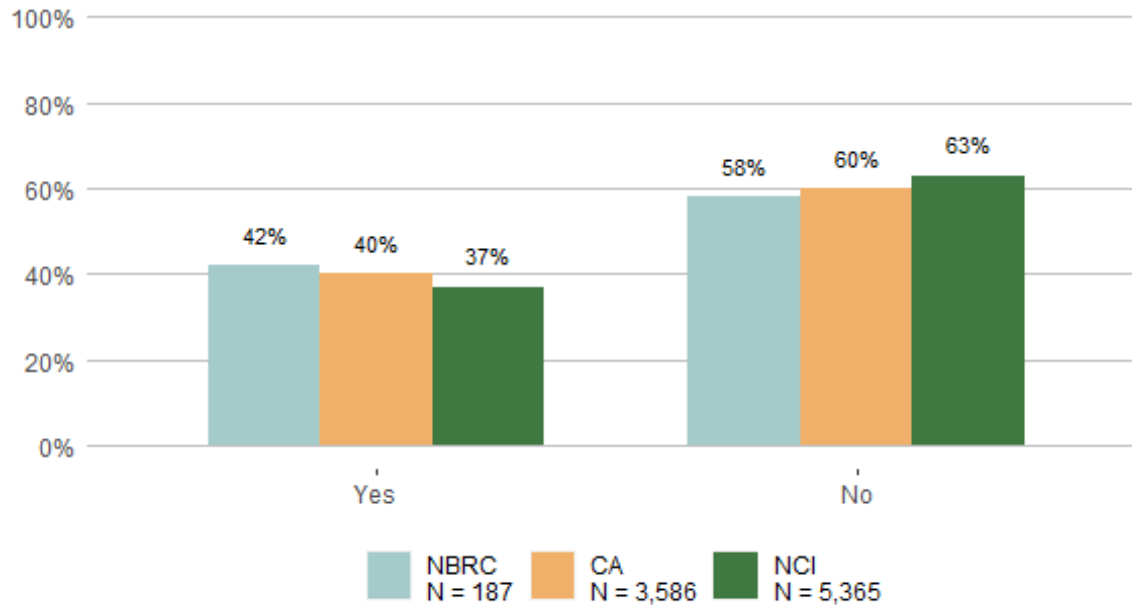


Table 56. Do your child's support workers change too often? Is there too much "turnover" of support workers?

New question in 2021-22

RC v CA v NCI	Yes	No	N
NBRC	42%	58%	187
CA	40%	60%	3,586
NCI	37%	63%	5,365

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

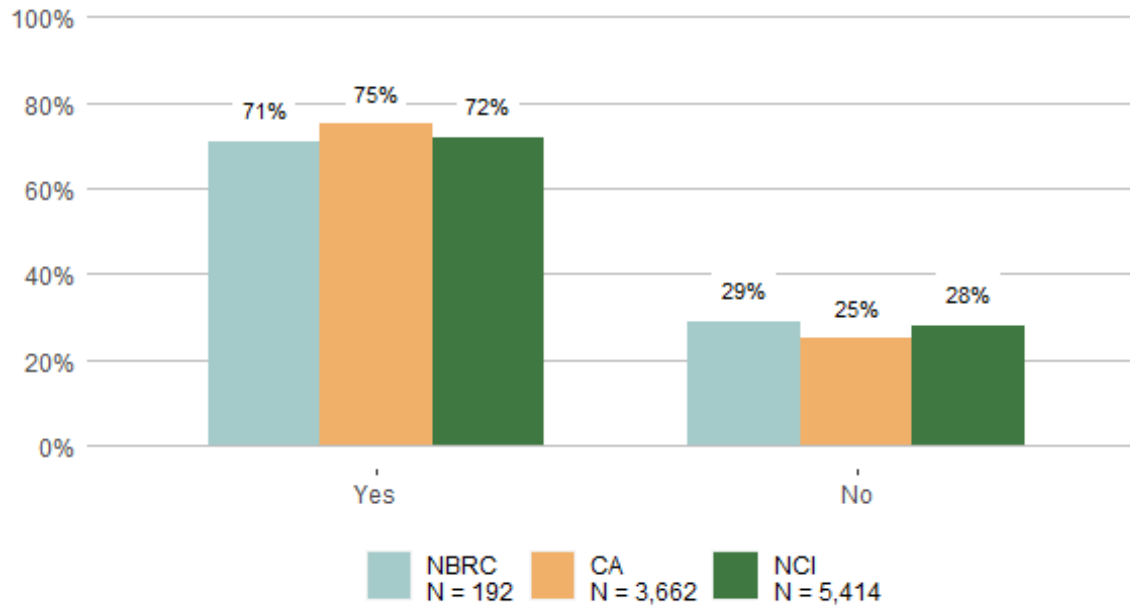


Table 57. Is there always a staff person available to support your family member when support is needed?

New question in 2021-22

RC v CA v NCI	Yes	No	N
NBRC	71%	29%	192
CA	75%	25%	3,662
NCI	72%	28%	5,414

Choice, Decision Making and Control

Families and children with intellectual/developmental disabilities determine the services and supports they receive and the individuals or agencies who provide them

Can someone in your family choose or change the provider agency that provides your child's services?

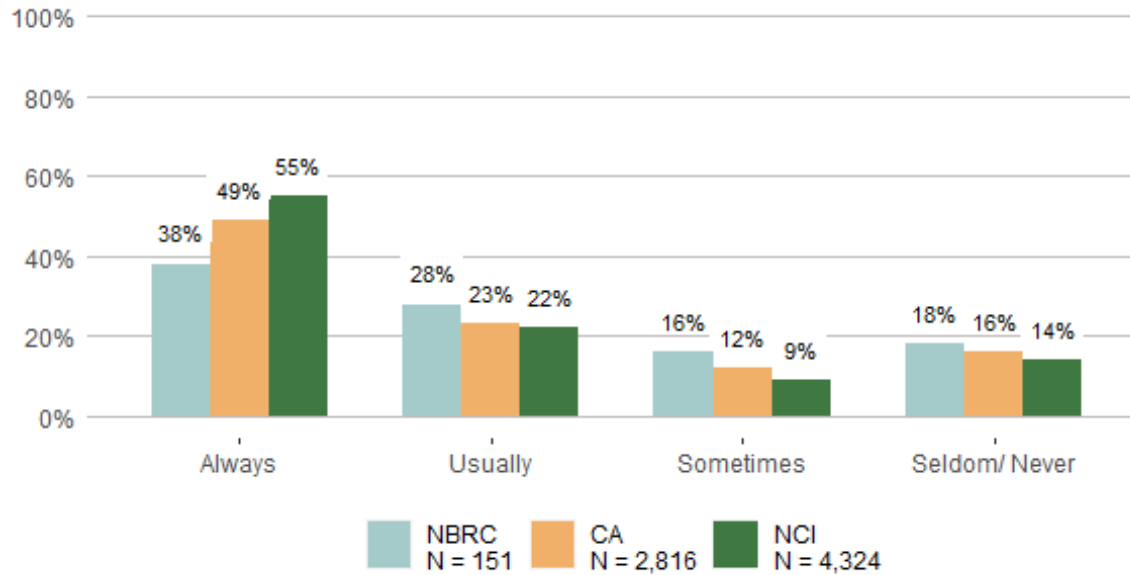


Table 58. Can someone in your family choose or change the provider agency that provides your child's services?

RC v CA v NCI	Always	Usually	Sometimes	Seldom/ Never	N
NBRC	38%	28%	16%	18%	151
CA	49%	23%	12%	16%	2,816
NCI	55%	22%	9%	14%	4,324

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

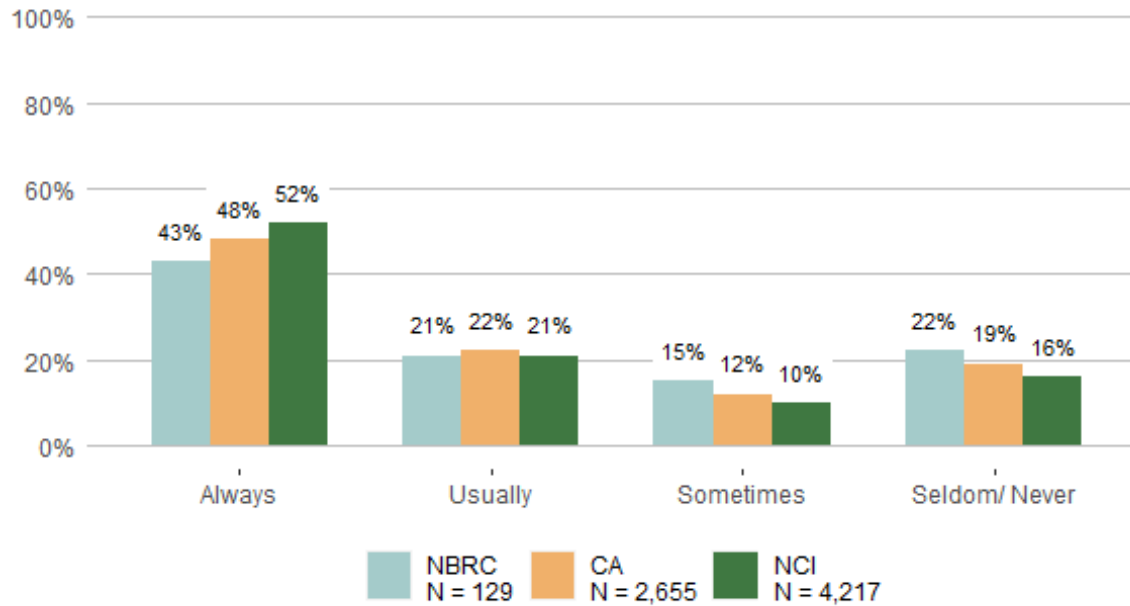


Table 59. Can your family choose or change your child's support workers?

RC v CA v NCI	Always	Usually	Sometimes	Seldom/ Never	N
NBRC	43%	21%	15%	22%	129
CA	48%	22%	12%	19%	2,655
NCI	52%	21%	10%	16%	4,217

Can someone in your family directly manage support staff?

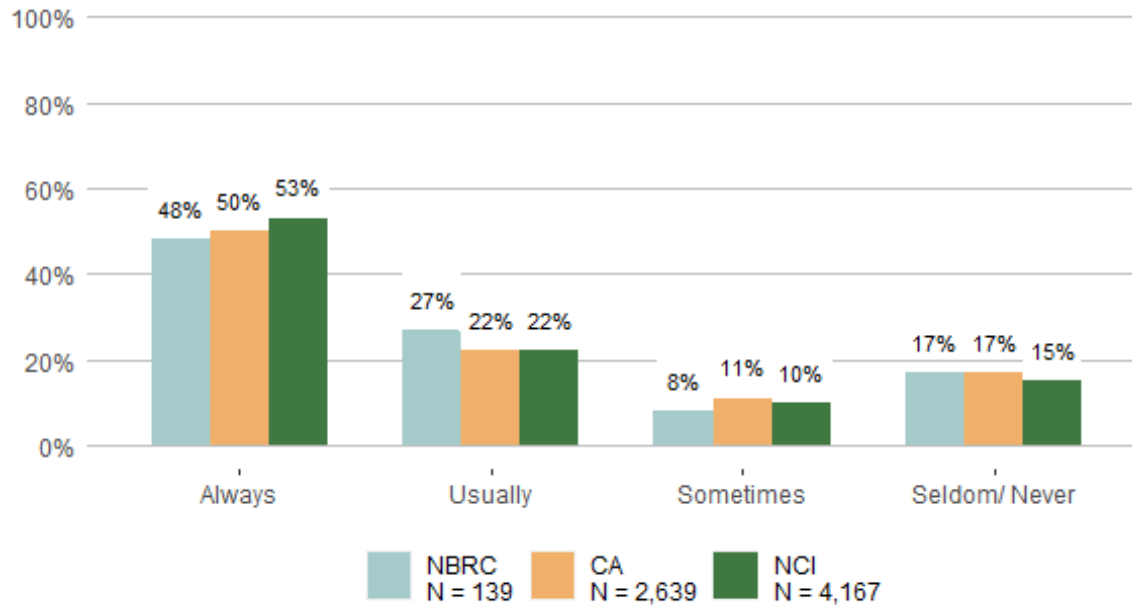


Table 60. Can someone in your family directly manage support staff?

Question changed in 2021-22

RC v CA v NCI	Always	Usually	Sometimes	Seldom/ Never	N
NBRC	48%	27%	8%	17%	139
CA	50%	22%	11%	17%	2,639
NCI	53%	22%	10%	15%	4,167

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

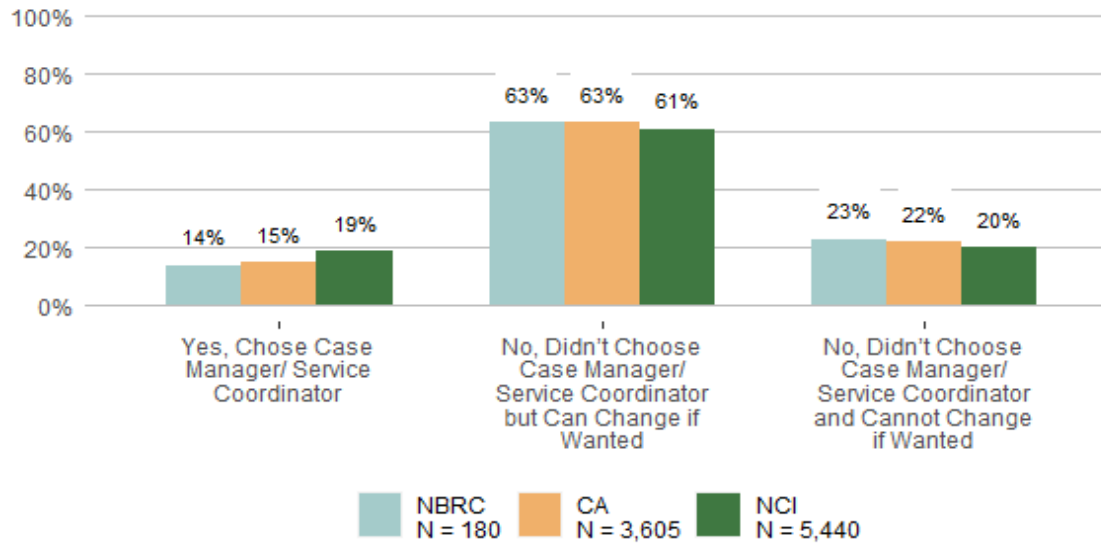


Table 61. Did you, your child, or someone else in your family choose your child's case manager/service coordinator?

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	14%	63%	23%	180
CA	15%	63%	22%	3,605
NCI	19%	61%	20%	5,440

Community Connections

Children receiving services and supports from the Regional Center (RC⁷) are meaningfully engaged as members of their communities and have strong relationships. Children and families can use supports in their community.

⁷ NCI Averages include states that provide services through a central IDD Agency

Does your child do things in the community?

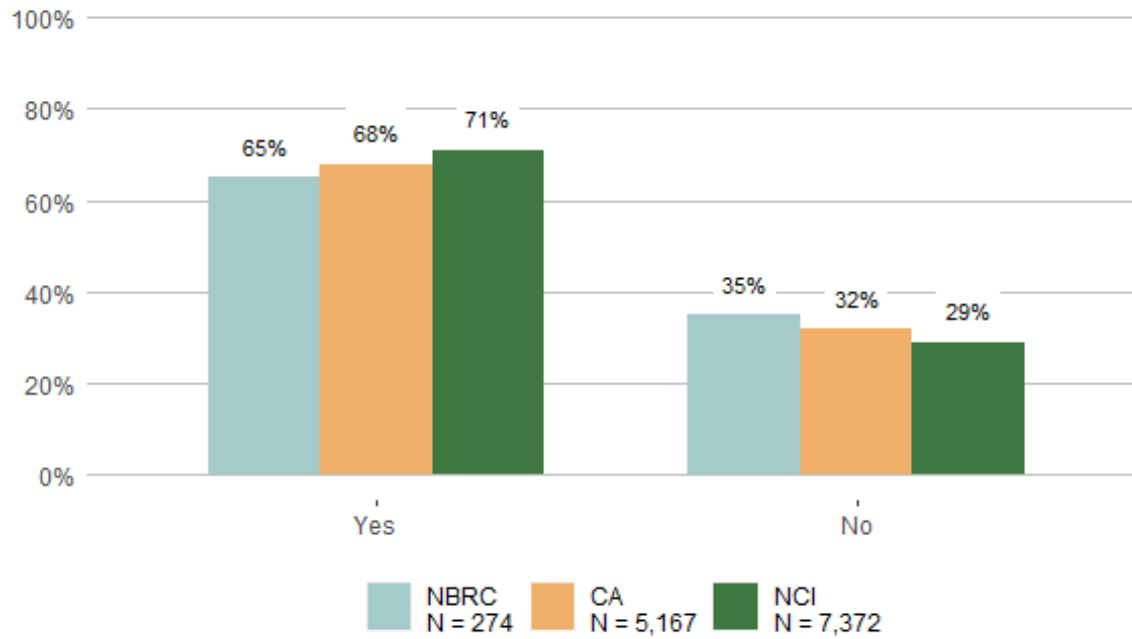


Table 62. Does your child do things in the community?

Question changed in 2021-22

RC v CA v NCI	Yes	No	N
NBRC	65%	35%	274
CA	68%	32%	5,167
NCI	71%	29%	7,372

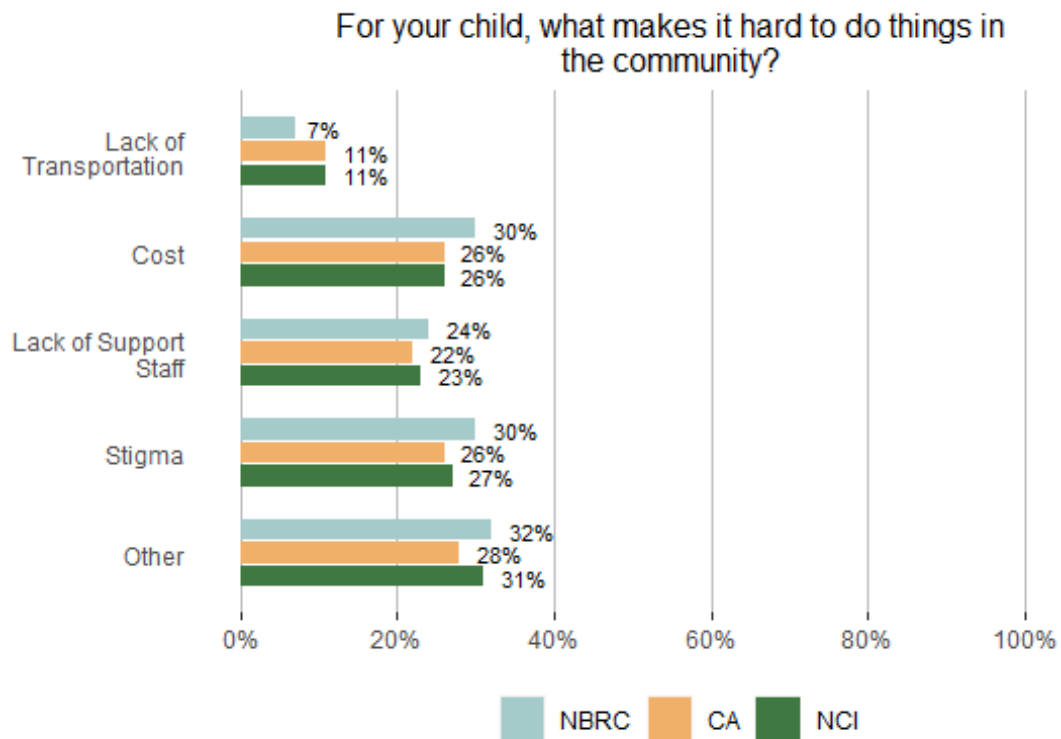


Table 63. For your child, what makes it hard to do things in the community?

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	7%	30%	24%	30%	32%
CA	11%	26%	22%	26%	28%
NCI	11%	26%	23%	27%	31%

Does your child spend time with children who do not have developmental disabilities?

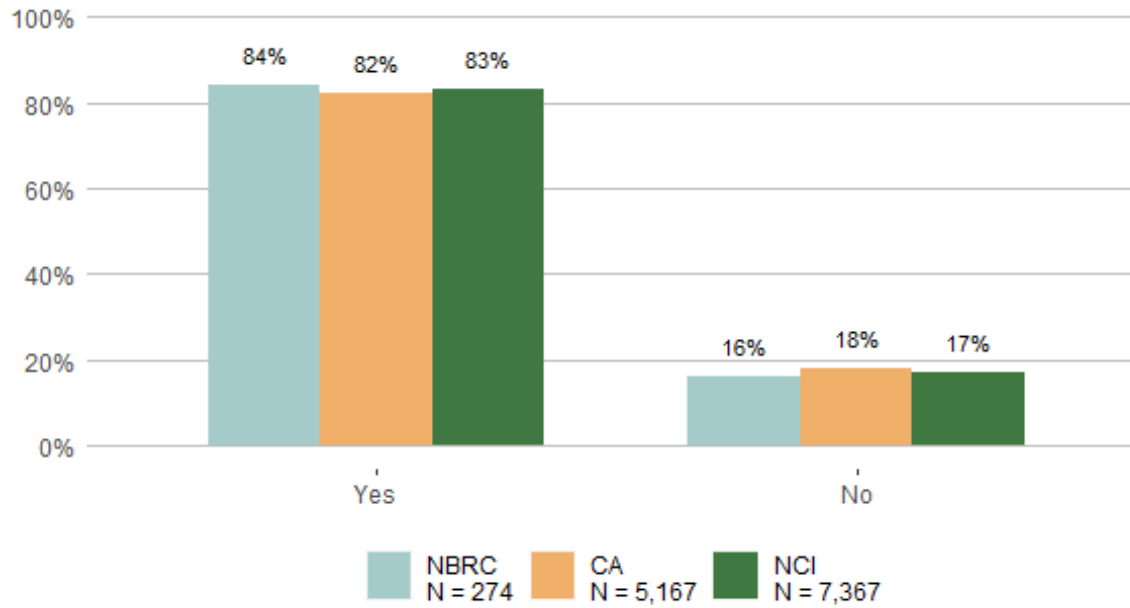


Table 64. Does your child spend time with children who do not have developmental disabilities?

RC v CA v NCI	Yes	No	N
NBRC	84%	16%	274
CA	82%	18%	5,167
NCI	83%	17%	7,367

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.)?

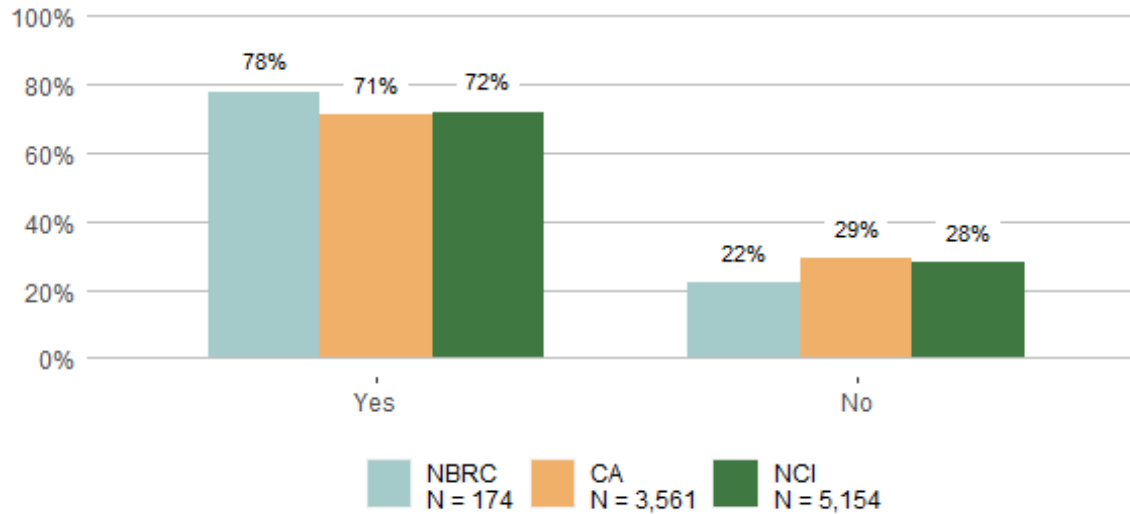


Table 65. In your community, are there resources that your family can use that are not provided by the regional center (for example, recreational programs, community housing, library programs, religious groups, etc.)?

RC v CA v NCI	Yes	No	N
NBRC	78%	22%	174
CA	71%	29%	3,561
NCI	72%	28%	5,154

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

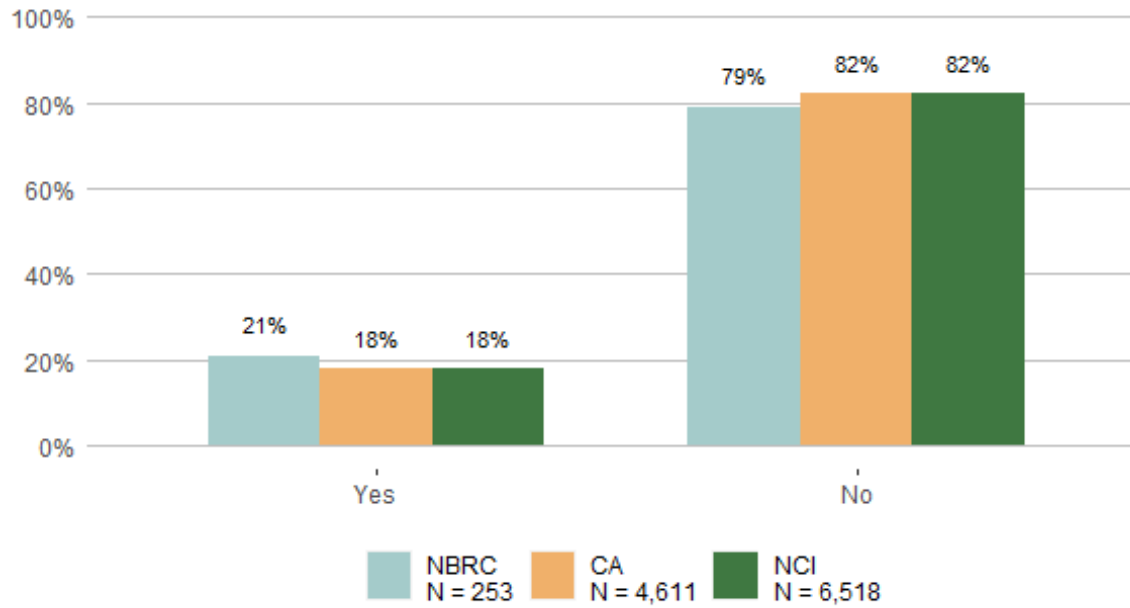


Table 66. Does your family take part in any family-to-family networks in your community?

RC v CA v NCI	Yes	No	N
NBRC	21%	79%	253
CA	18%	82%	4,611
NCI	18%	82%	6,518

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

Families are supported to ensure the health, welfare, and safety of their child receiving services and supports from the Regional Center (RC⁸).

⁸ NCI Averages include states that provide services through a central IDD Agency

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

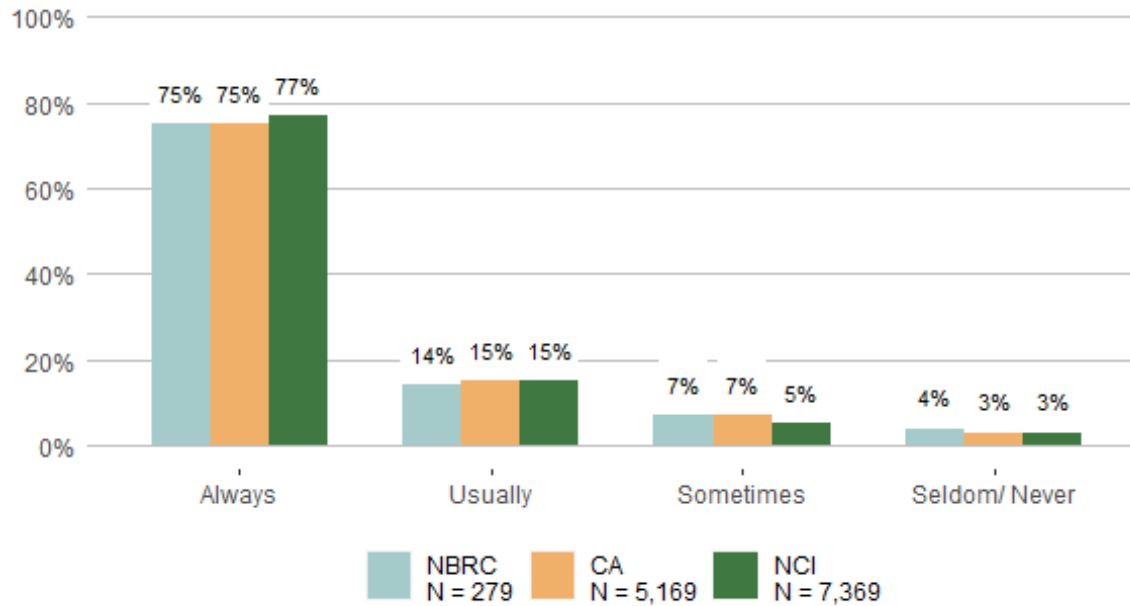


Table 67. Can your child see a primary care provider (doctor, registered nurse, etc.) when needed?

Question changed 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	75%	14%	7%	4%	279
CA	75%	15%	7%	3%	5,169
NCI	77%	15%	5%	3%	7,369

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

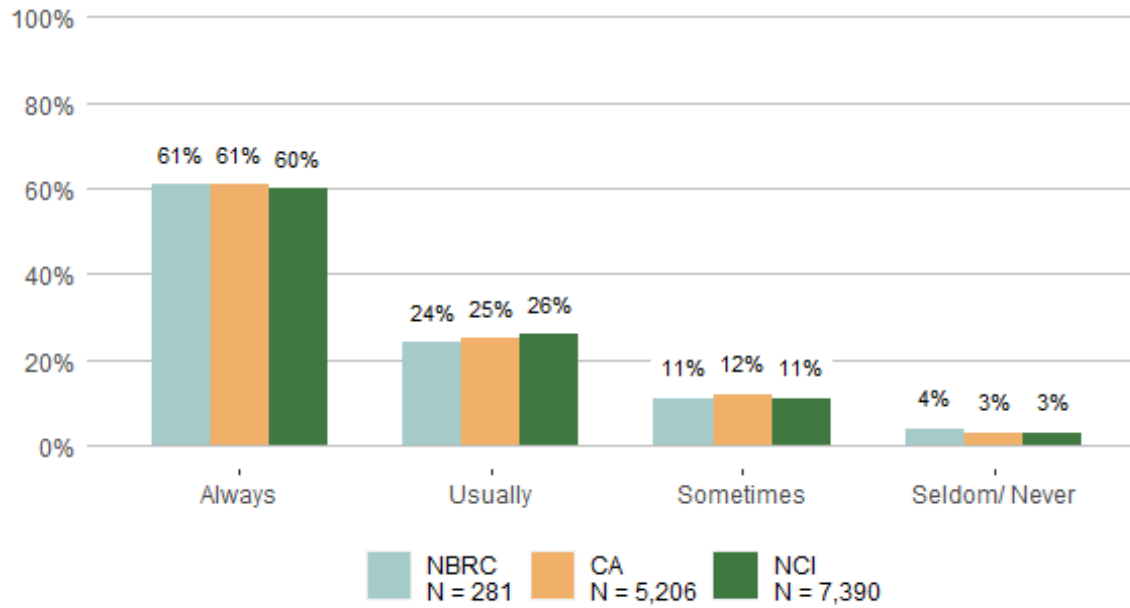


Table 68. Does your child's primary care doctor understand your child's needs related to their disability?

RC v CA v NCI	Always	Usually	Sometimes	Seldom/ Never	N
NBRC	61%	24%	11%	4%	281
CA	61%	25%	12%	3%	5,206
NCI	60%	26%	11%	3%	7,390

Can your child go to the dentist when needed?

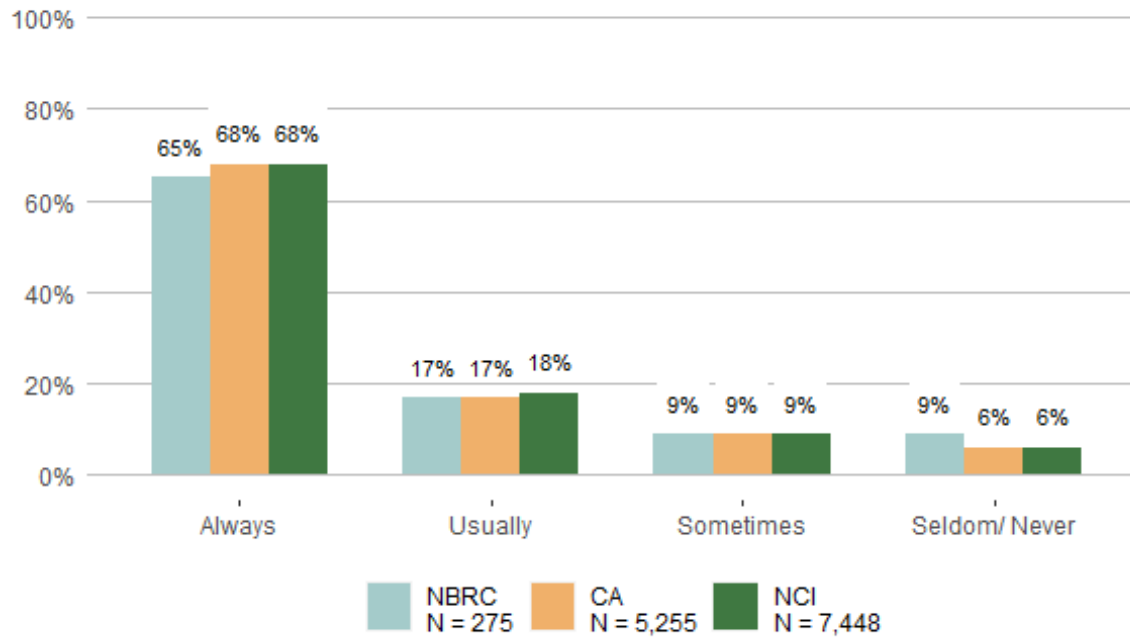


Table 69. Can your child go to the dentist when needed?

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	65%	17%	9%	9%	275
CA	68%	17%	9%	6%	5,255
NCI	68%	18%	9%	6%	7,448

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

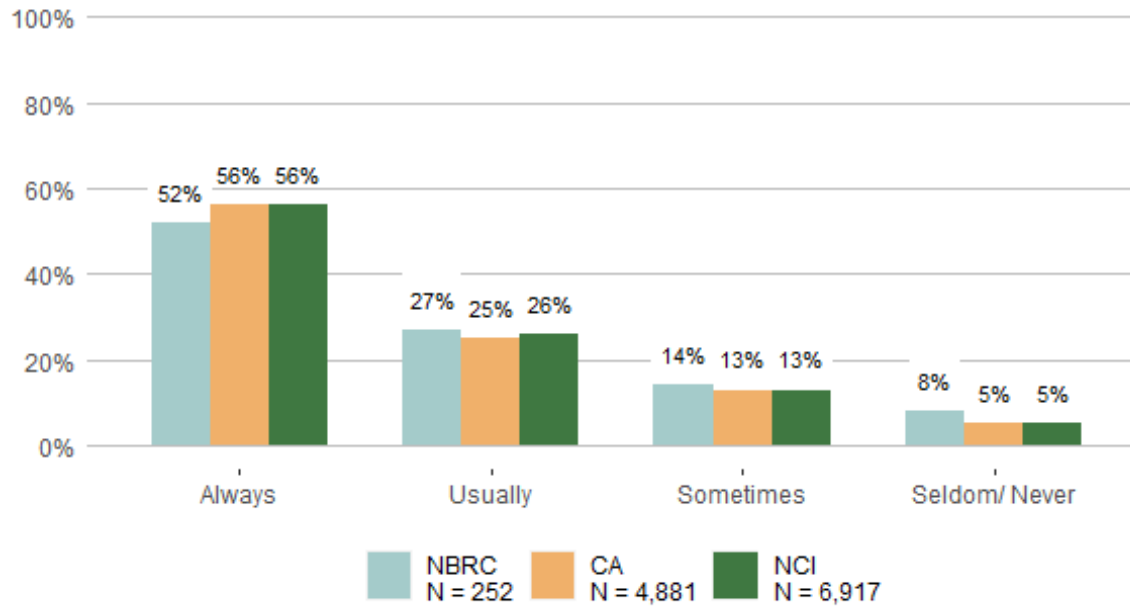


Table 70. Does your child's dentist understand your child's needs related to their disability?

RC v CA v NCI	Always	Usually	Sometimes	Seldom/ Never	N
NBRC	52%	27%	14%	8%	252
CA	56%	25%	13%	5%	4,881
NCI	56%	26%	13%	5%	6,917

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

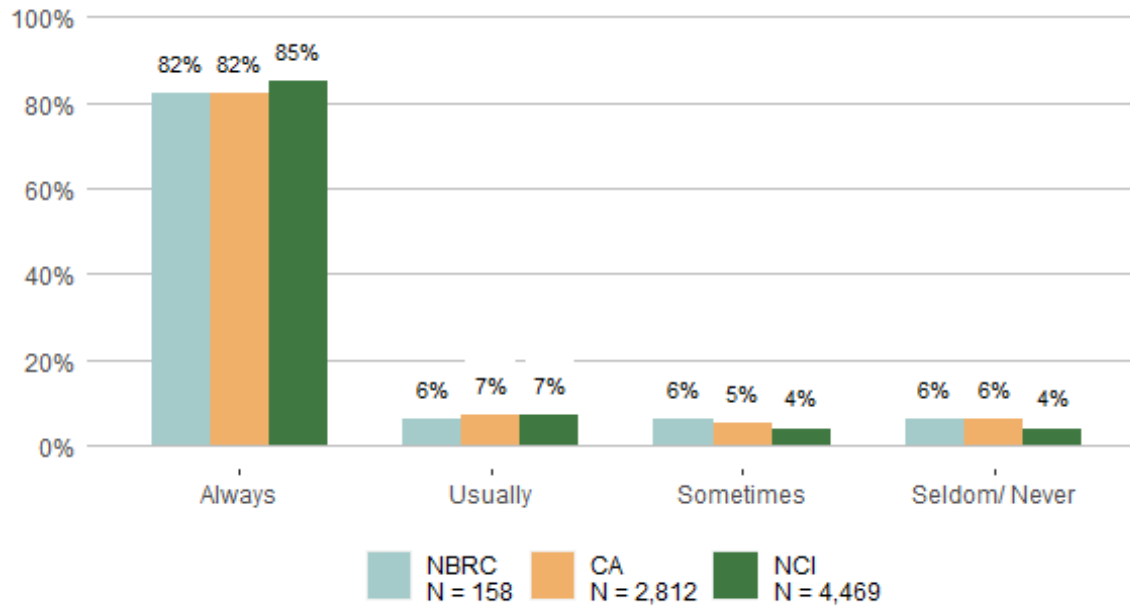


Table 71. If your child takes prescription medications, do you know what they're for?

RC v CA v NCI	Always	Usually	Sometimes	Seldom/ Never	N
NBRC	82%	6%	6%	6%	158
CA	82%	7%	5%	6%	2,812
NCI	85%	7%	4%	4%	4,469

Do you, 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)?

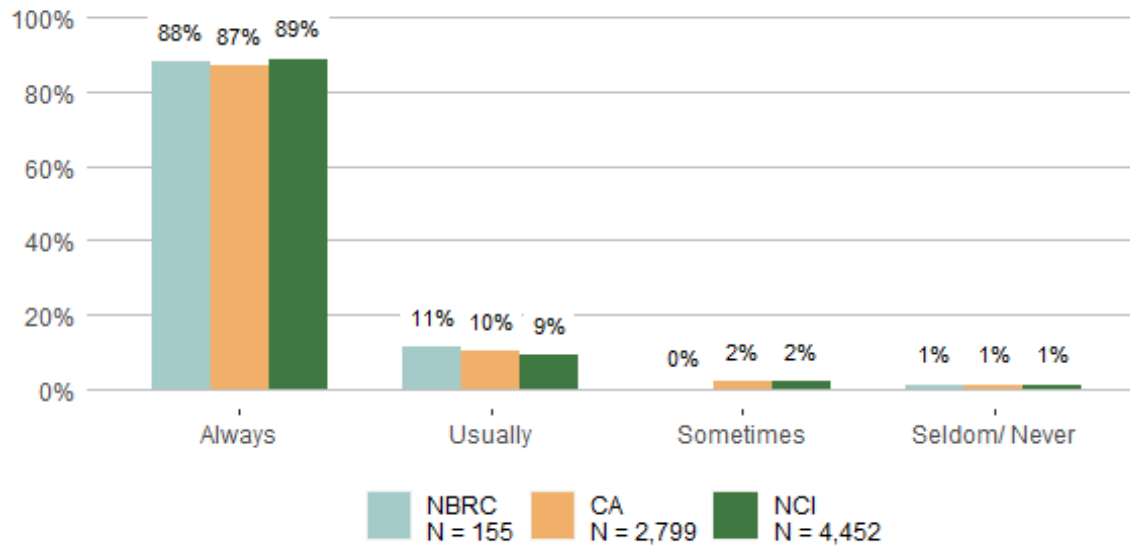


Table 72. Do you, or someone else in your family know what is needed to safely take the medications (when it should be taken, how much to take, and the potential side effects)?

RC v CA v NCI	Always	Usually	Sometimes	Seldom/ Never	N
NBRC	88%	11%	0%	1%	155
CA	87%	10%	2%	1%	2,799
NCI	89%	9%	2%	1%	4,452

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

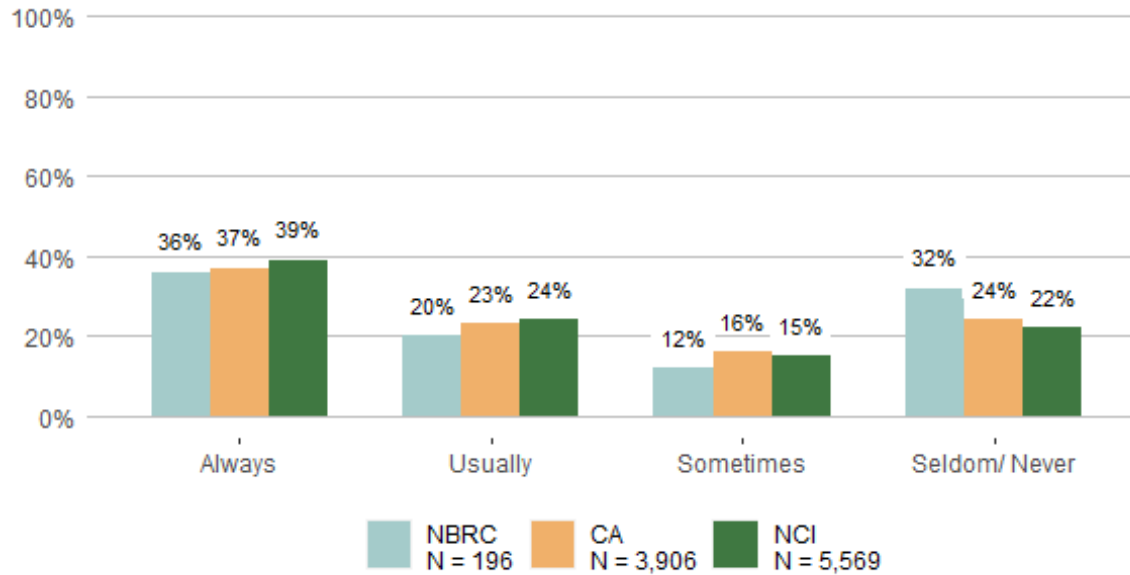


Table 73. Can your child get mental or behavioral health supports when needed? (Like see a therapist, go to group counseling).

New question in 2021-22.

RC v CA v NCI	Always	Usually	Sometimes	Seldom/ Never	N
NBRC	36%	20%	12%	32%	196
CA	37%	23%	16%	24%	3,906
NCI	39%	24%	15%	22%	5,569

Does your child's mental or behavioral health professional understand your child's needs related to their disability?

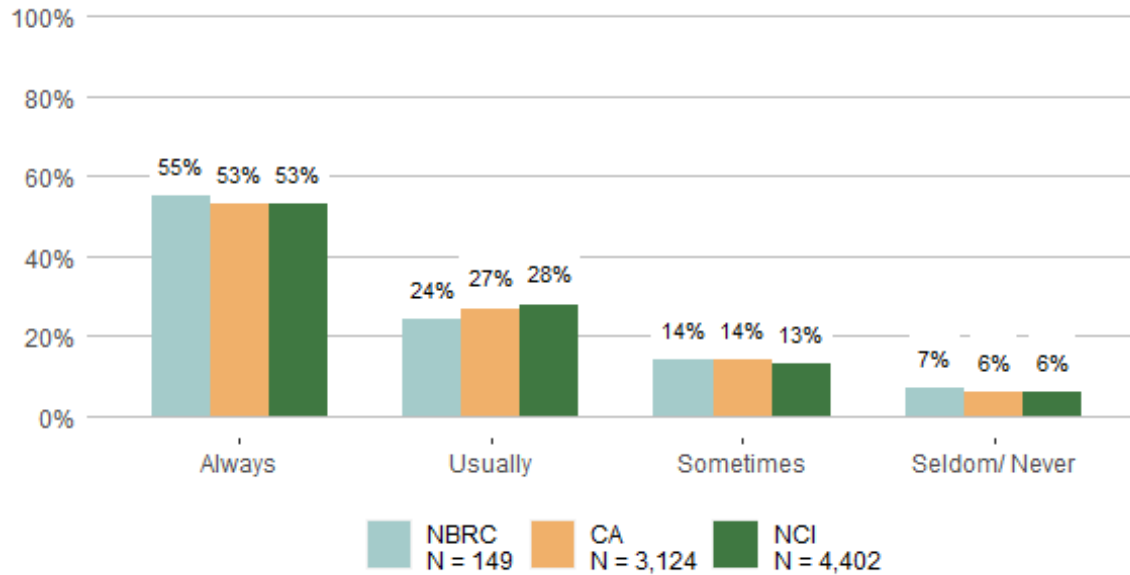


Table 74. Does your child's mental or behavioral health professional understand your child's needs related to their disability?

RC v CA v NCI	Always	Usually	Sometimes	Seldom/ Never	N
NBRC	55%	24%	14%	7%	149
CA	53%	27%	14%	6%	3,124
NCI	53%	28%	13%	6%	4,402

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

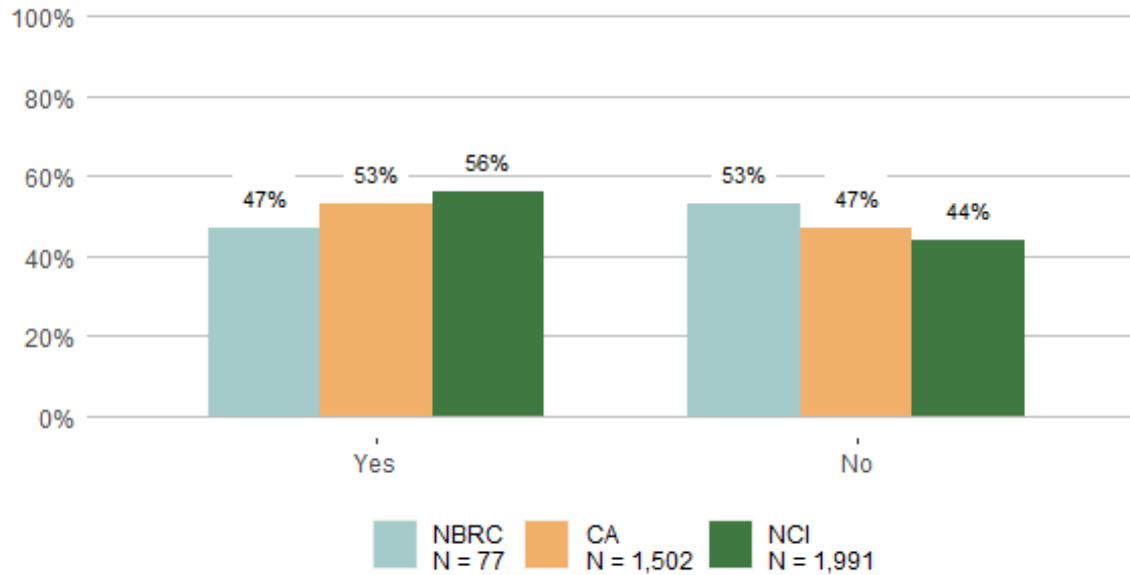


Table 75. If you asked for crisis or emergency services during the past 12 months, were services provided when needed?

RC v CA v NCI	Yes	No	N
NBRC	47%	53%	77
CA	53%	47%	1,502
NCI	56%	44%	1,991

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

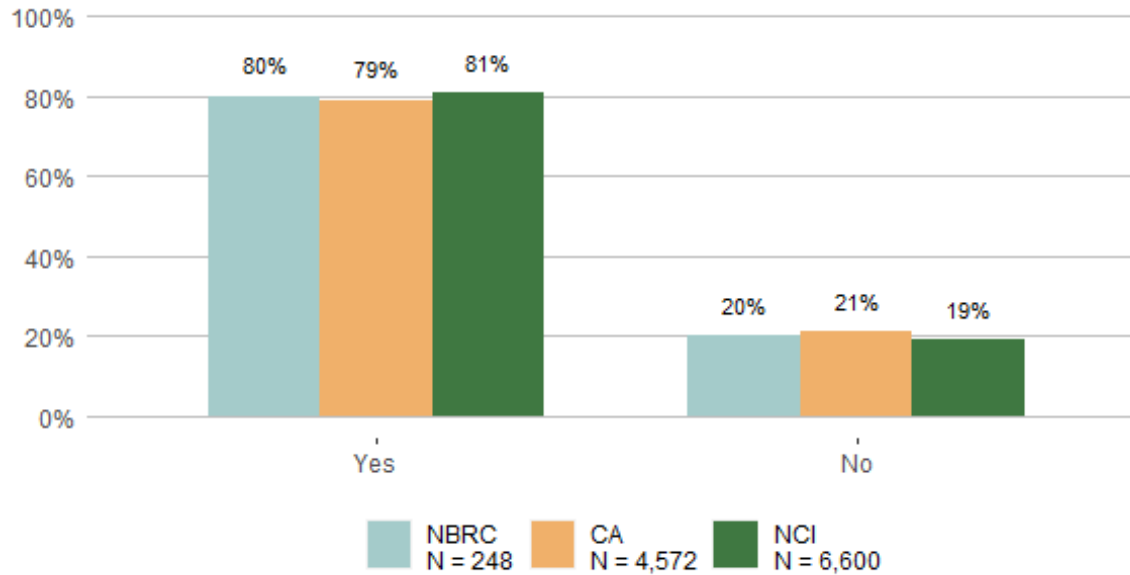


Table 76. Do you feel prepared to handle the needs of your child in an emergency such as a medical emergency, pandemic or natural disaster?

RC v CA v NCI	Yes	No	N
NBRC	80%	20%	248
CA	79%	21%	4,572
NCI	81%	19%	6,600

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

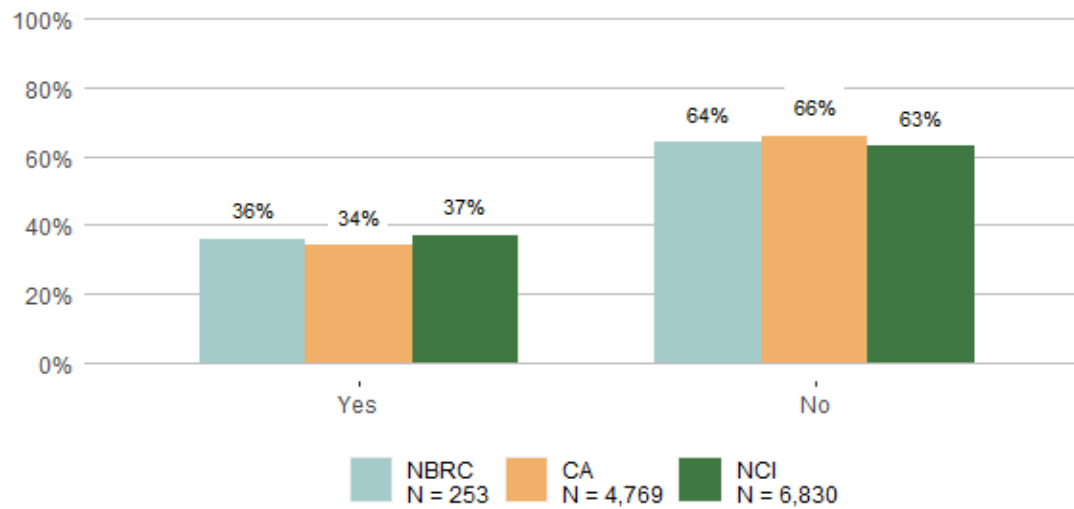


Table 77. Have you discussed how to handle emergencies (such as a medical emergency, pandemic or natural disaster) with your child's case manager/service coordinator?

Question changed in 2021-22

RC v CA v NCI	Yes	No	N
NBRC	36%	64%	253
CA	34%	66%	4,769
NCI	37%	63%	6,830

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

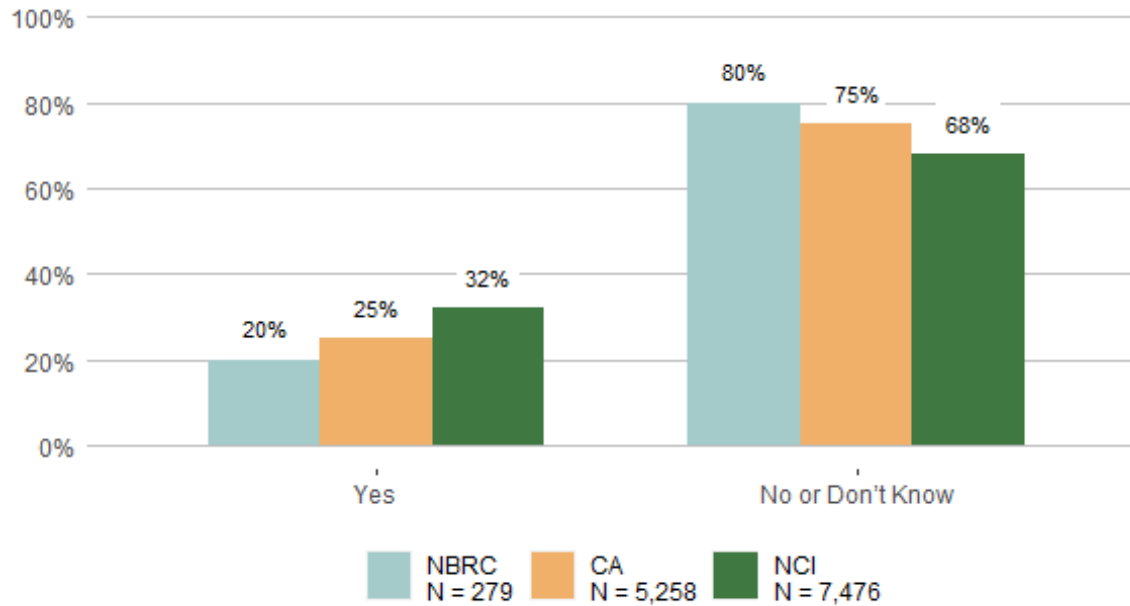


Table 78. Do you know how to file a complaint or grievance about provider agencies or staff?

RC v CA v NCI	Yes	No or Don't Know	N
NBRC	20%	80%	279
CA	25%	75%	5,258
NCI	32%	68%	7,476

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

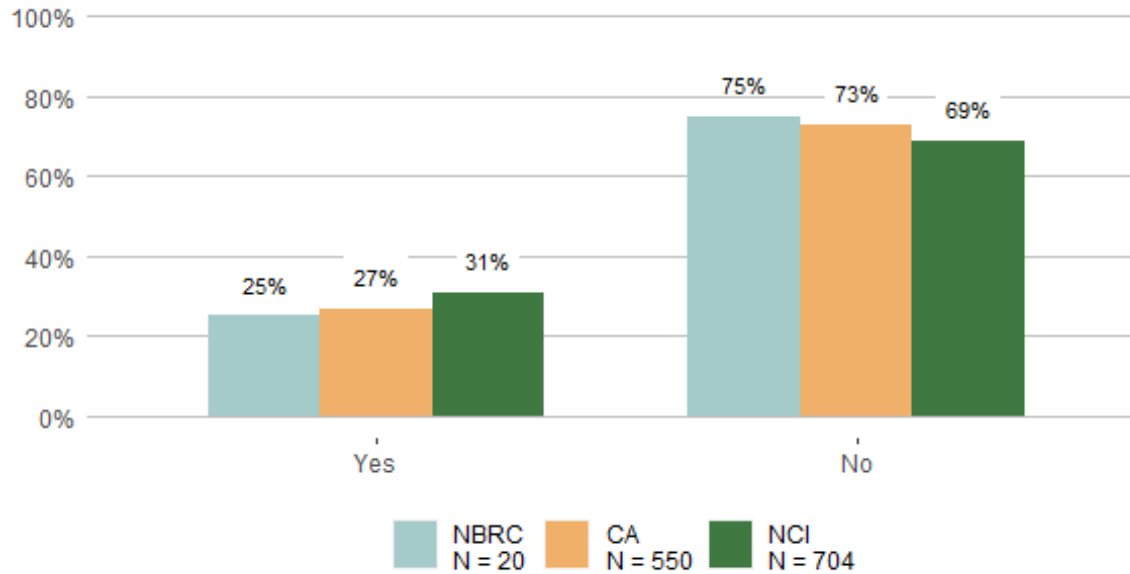


Table 79. If a complaint or grievance was filed or resolved in the past 12 months, are you satisfied with the way it was handled?

RC v CA v NCI	Yes	No	N
NBRC	25%	75%	20
CA	27%	73%	550
NCI	31%	69%	704

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

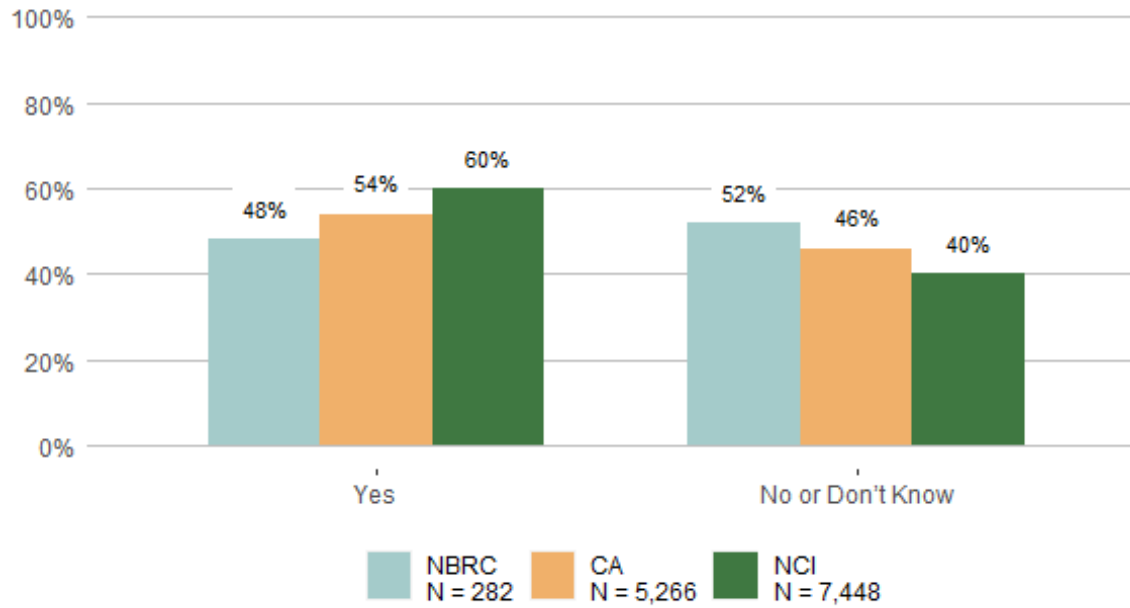


Table 80. Do you know how to report abuse or neglect related to your child?

RC v CA v NCI	Yes	No or Don't Know	N
NBRC	48%	52%	282
CA	54%	46%	5,266
NCI	60%	40%	7,448

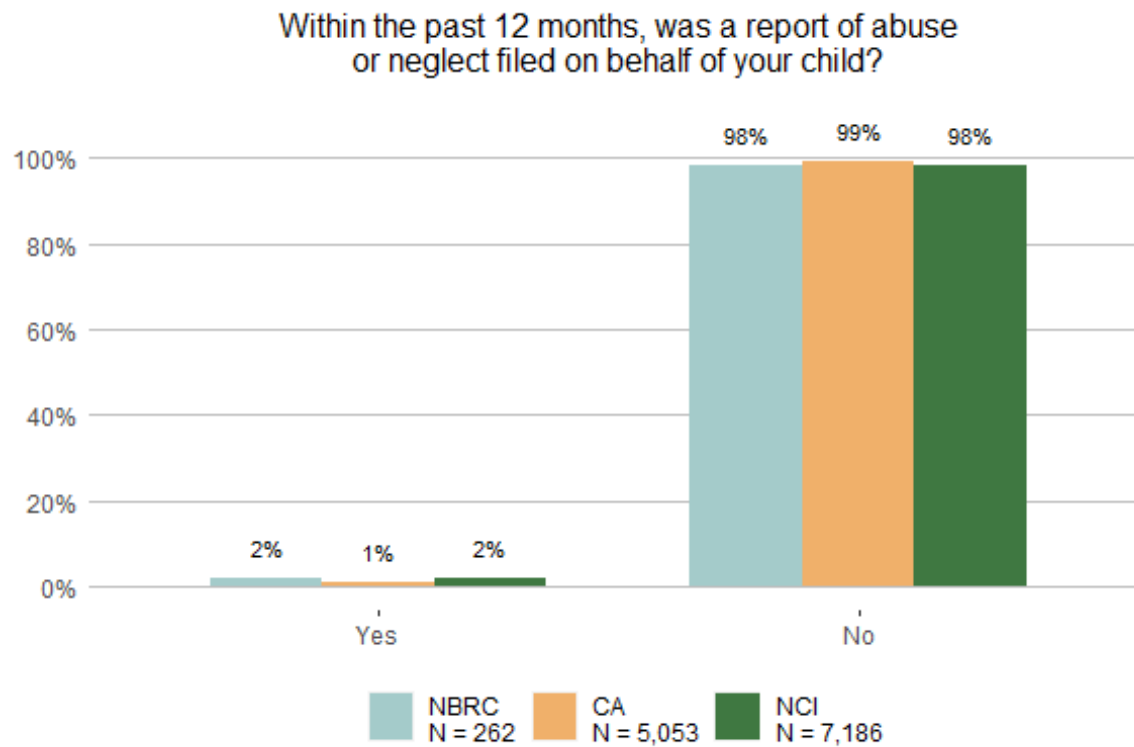


Table 81. Within the past 12 months, was a report of abuse or neglect filed on behalf of your child?

RC v CA v NCI	Yes	No	N
NBRC	2%	98%	262
CA	1%	99%	5,053
NCI	2%	98%	7,186

If a report of abuse or neglect was filed on behalf of your child, if someone outside of your family reported abuse or neglect, were you notified of the report in a timely manner?

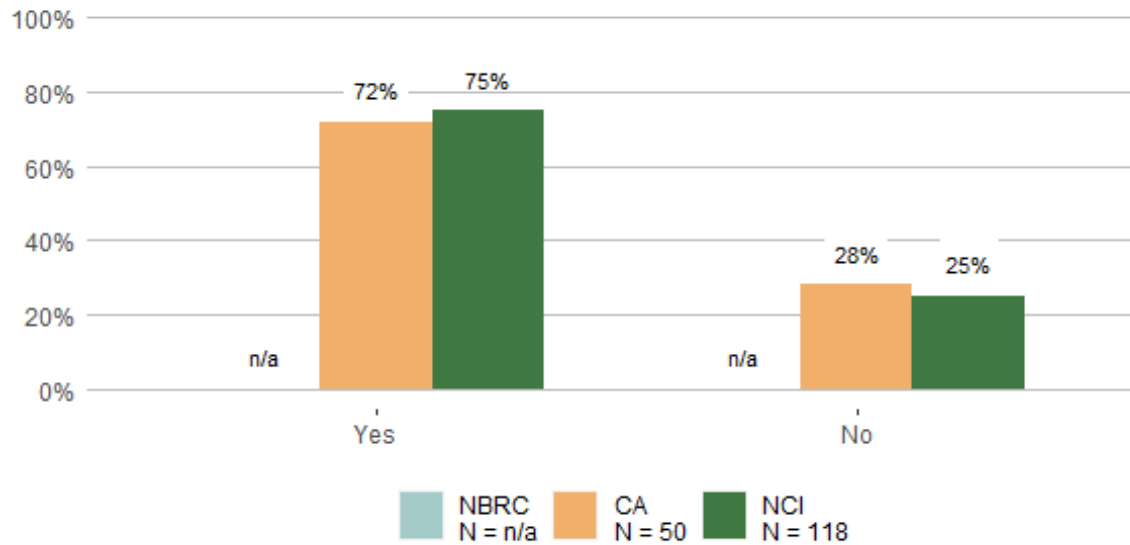


Table 82. If a report of abuse or neglect was filed on behalf of your child, if someone outside of your family reported abuse or neglect, were you notified of the report in a timely manner?

RC v CA v NCI	Yes	No	N
NBRC	n/a	n/a	n/a
CA	72%	28%	50
NCI	75%	25%	118

Family Satisfaction

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

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

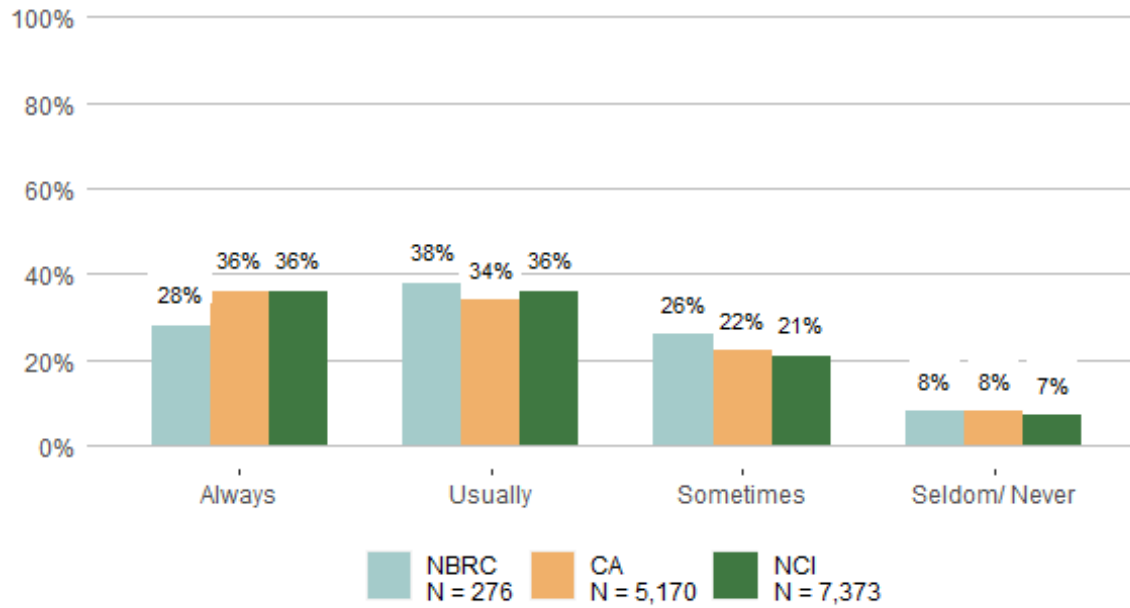


Table 83. Overall, are you satisfied with the services and supports your child currently receives?

RC v CA v NCI	Always	Usually	Sometimes	Seldom/ Never	N
NBRC	28%	38%	26%	8%	276
CA	36%	34%	22%	8%	5,170
NCI	36%	36%	21%	7%	7,373

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

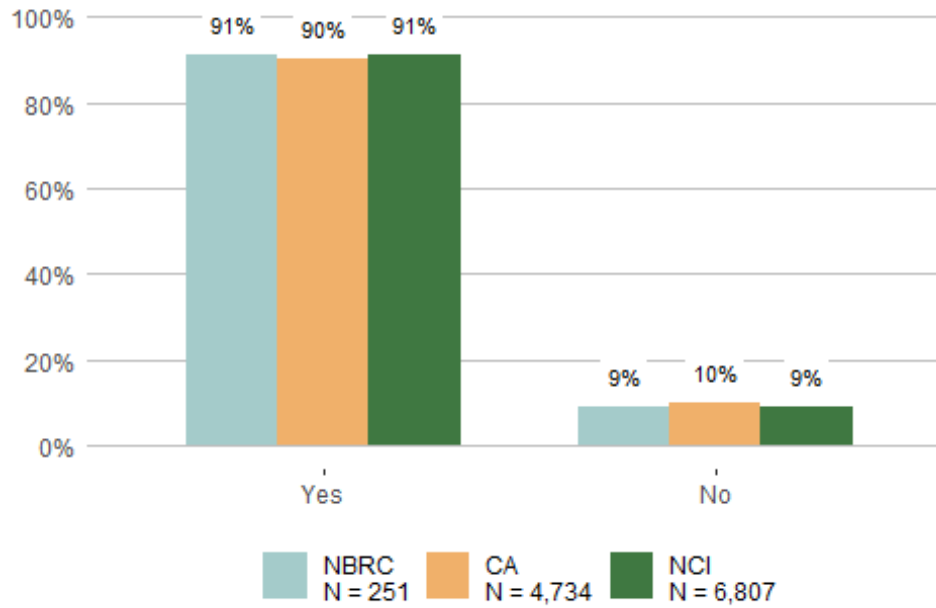


Table 84. Do you feel that services and supports have made a positive difference in the life of your child?

RC v CA v NCI	Yes	No	N
NBRC	91%	9%	251
CA	90%	10%	4,734
NCI	91%	9%	6,807

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

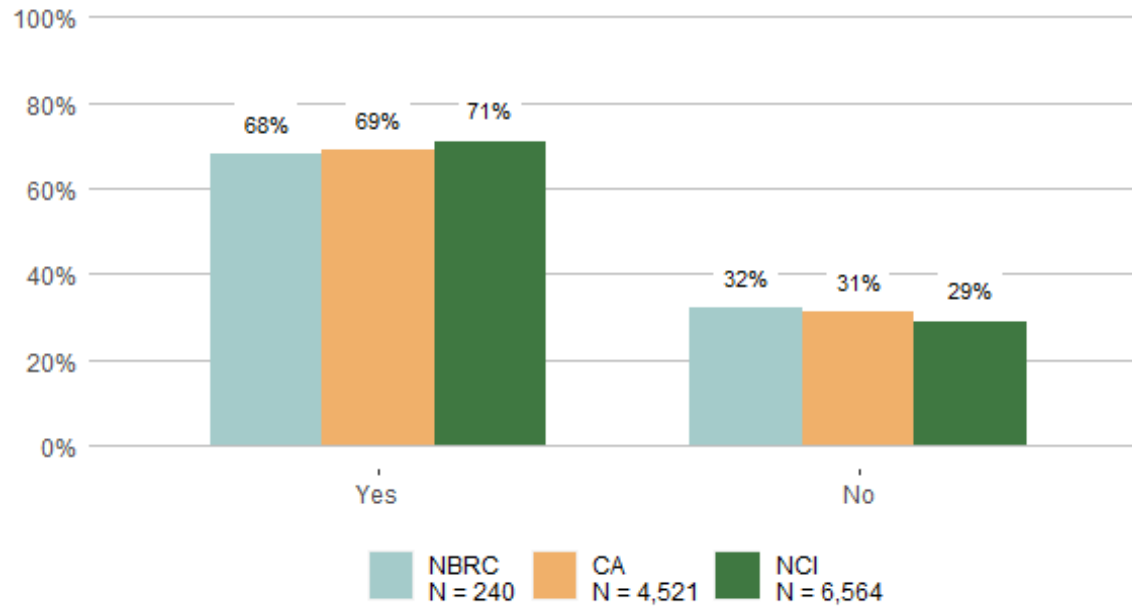


Table 85. Have services and supports reduced your family's out-of-pocket expenses for your child's care?

RC v CA v NCI	Yes	No	N
NBRC	68%	32%	240
CA	69%	31%	4,521
NCI	71%	29%	6,564

Do you feel that family supports have improved
your ability to care for your child?

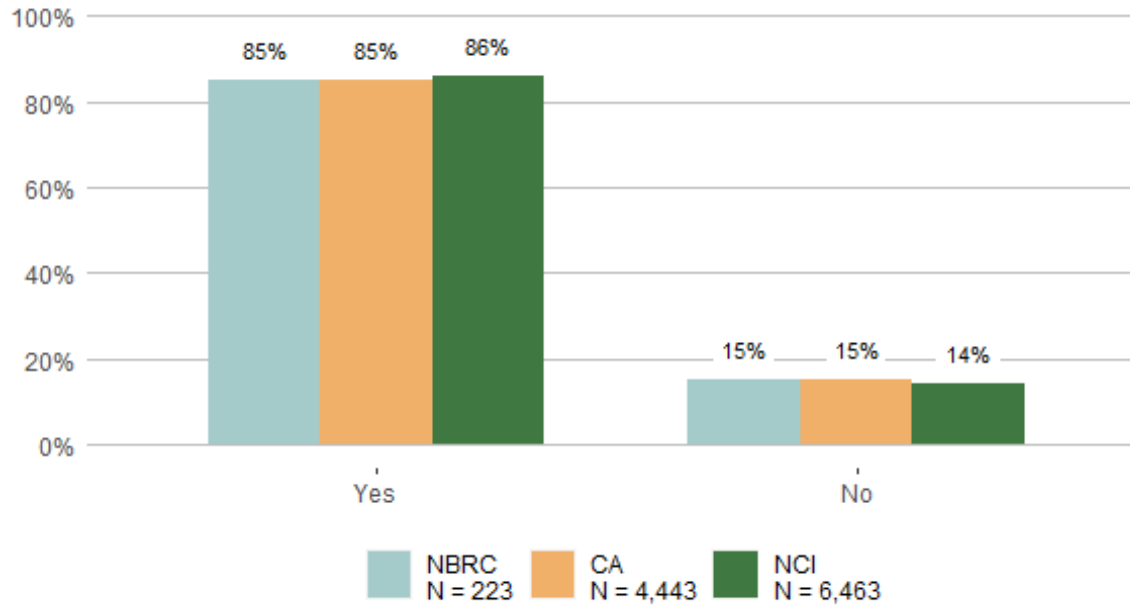


Table 86. Do you feel that family supports have improved your ability to care for your child?

RC v CA v NCI	Yes	No	N
NBRC	85%	15%	223
CA	85%	15%	4,443
NCI	86%	14%	6,463

Have services or supports that your child/family received during the past 12 months been reduced, suspended, or terminated?

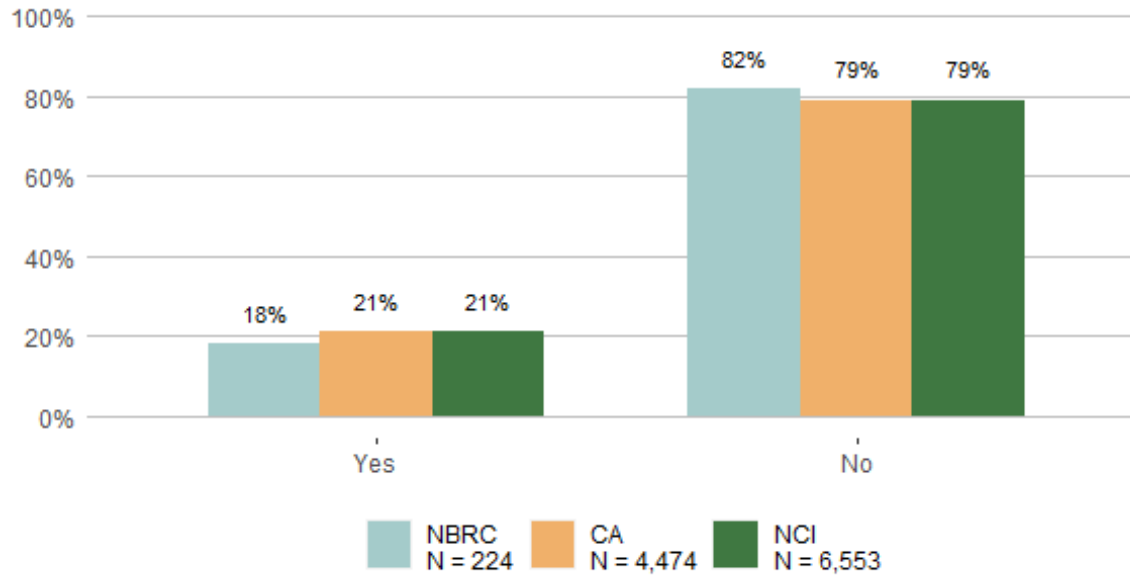


Table 87. Have services or supports that your child/family received during the past 12 months been reduced, suspended, or terminated?

RC v CA v NCI	Yes	No	N
NBRC	18%	82%	224
CA	21%	79%	4,474
NCI	21%	79%	6,553

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

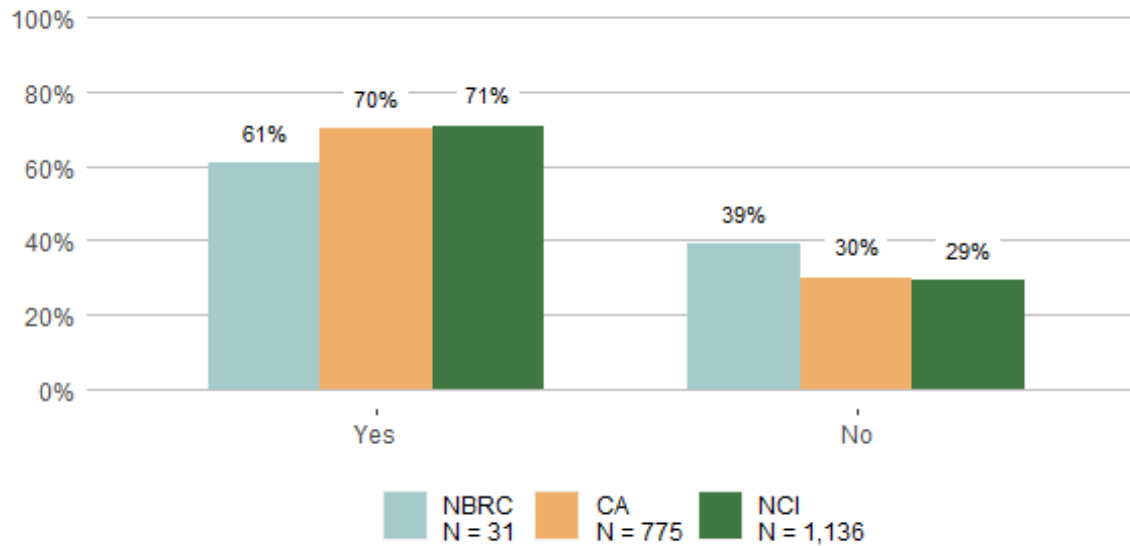


Table 88. If services or supports received by the family were reduced, suspended or terminated during the past year, did the change in services affect child negatively?

RC v CA v NCI	Yes	No	N
NBRC	61%	39%	31
CA	70%	30%	775
NCI	71%	29%	1,136

Have the services or supports that your child is receiving been increased in the past 12 months?

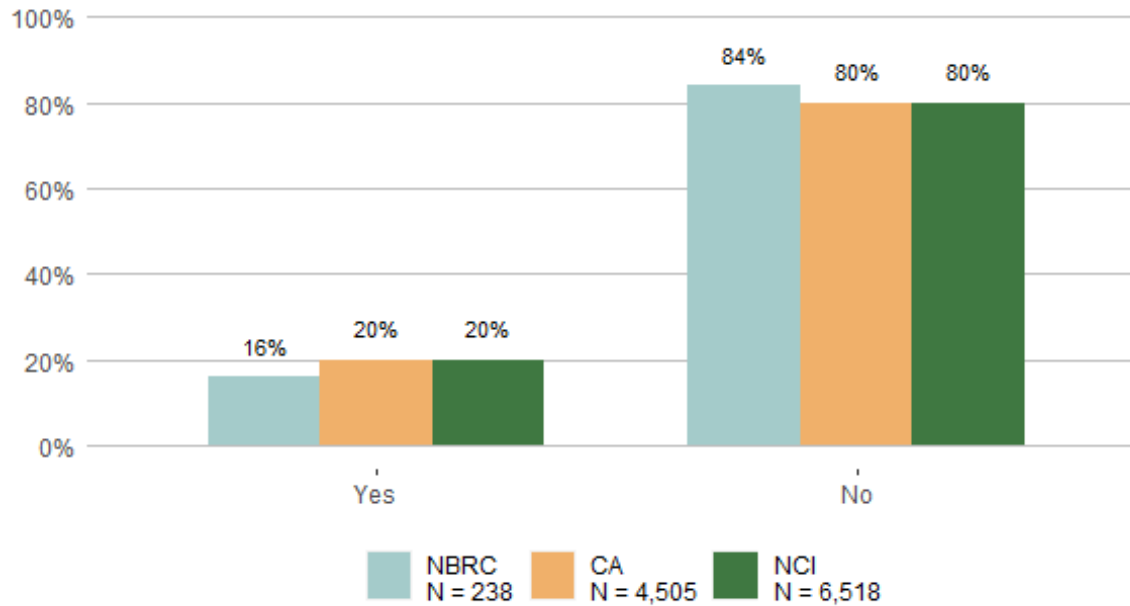


Table 89. Have the services or supports that your child is receiving been increased in the past 12 months?

RC v CA v NCI	Yes	No	N
NBRC	16%	84%	238
CA	20%	80%	4,505
NCI	20%	80%	6,518

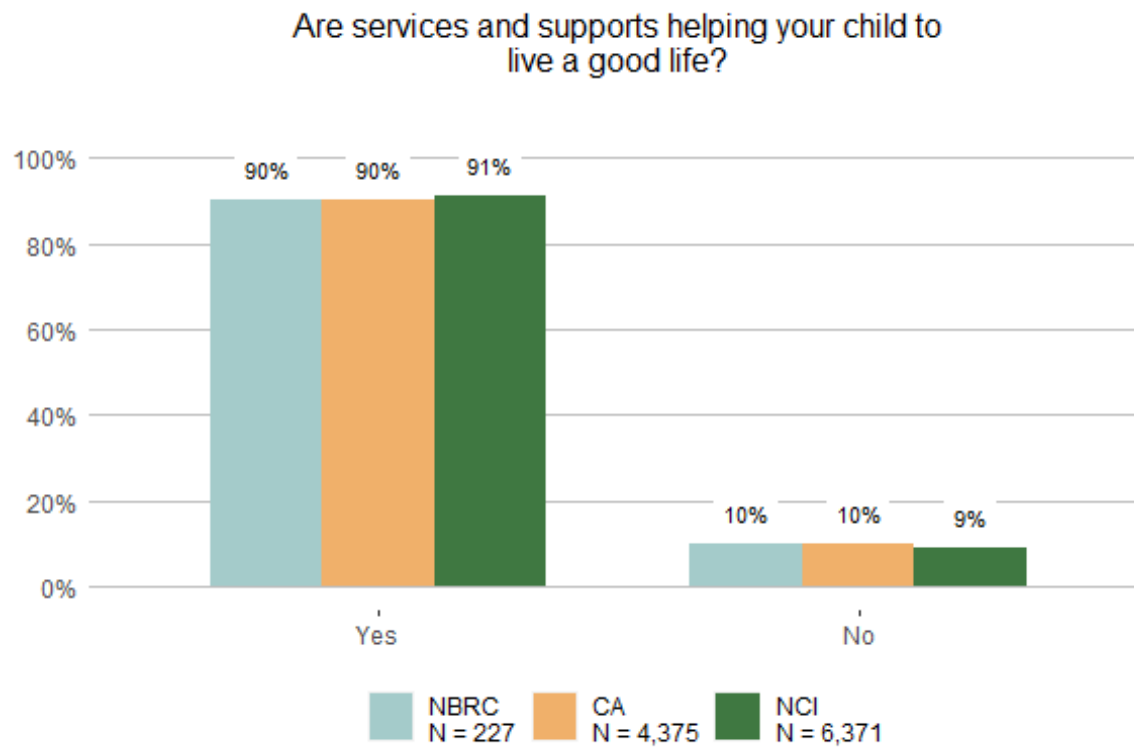


Table 90. Are services and supports helping your child to live a good life?

RC v CA v NCI	Yes	No	N
NBRC	90%	10%	227
CA	90%	10%	4,375
NCI	91%	9%	6,371

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 child's services and supports changed, canceled, or reduced during COVID time?

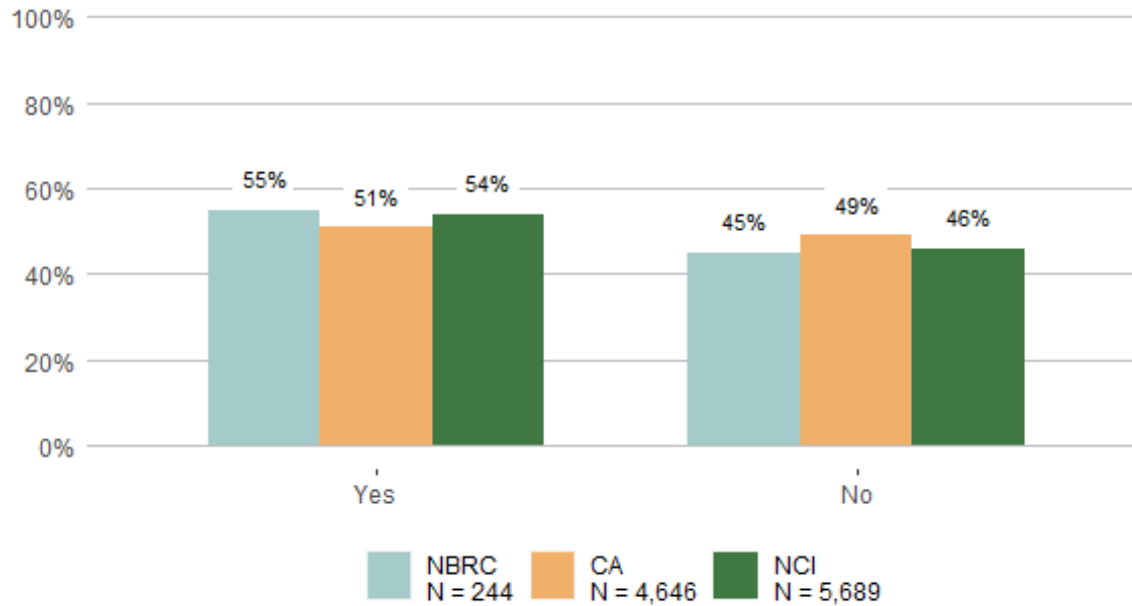


Table 91. Were your child's services and supports changed, canceled, or reduced during COVID time?

RC v CA v NCI	Yes	No	N
NBRC	55%	45%	244
CA	51%	49%	4,646
NCI	54%	46%	5,689

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

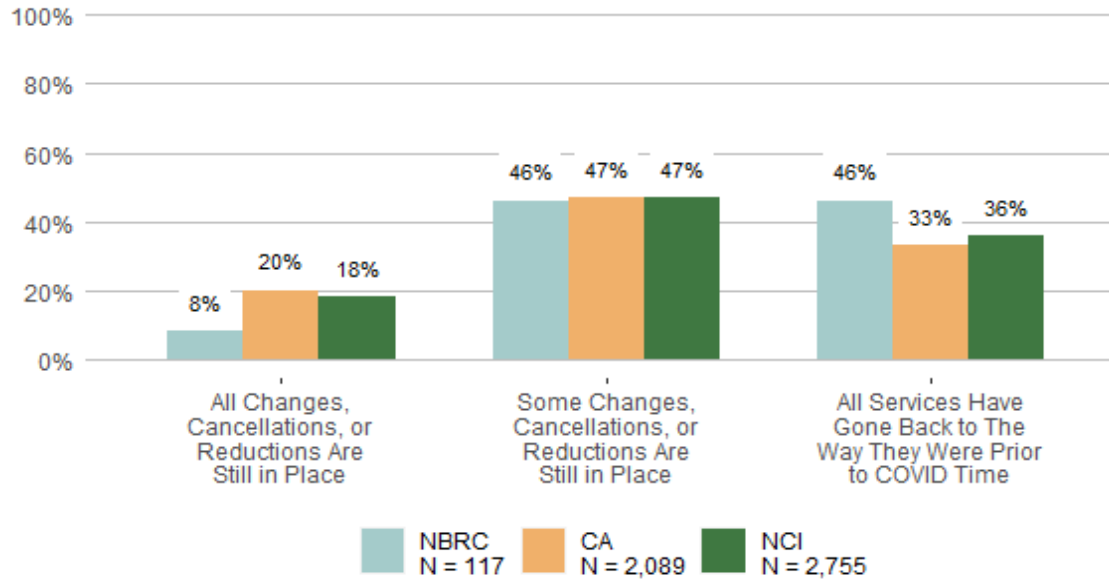


Table 92. If yes, are those changes still in effect (still part of your child's life)?

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	8%	46%	46%	117
CA	20%	47%	33%	2,089
NCI	18%	47%	36%	2,755

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

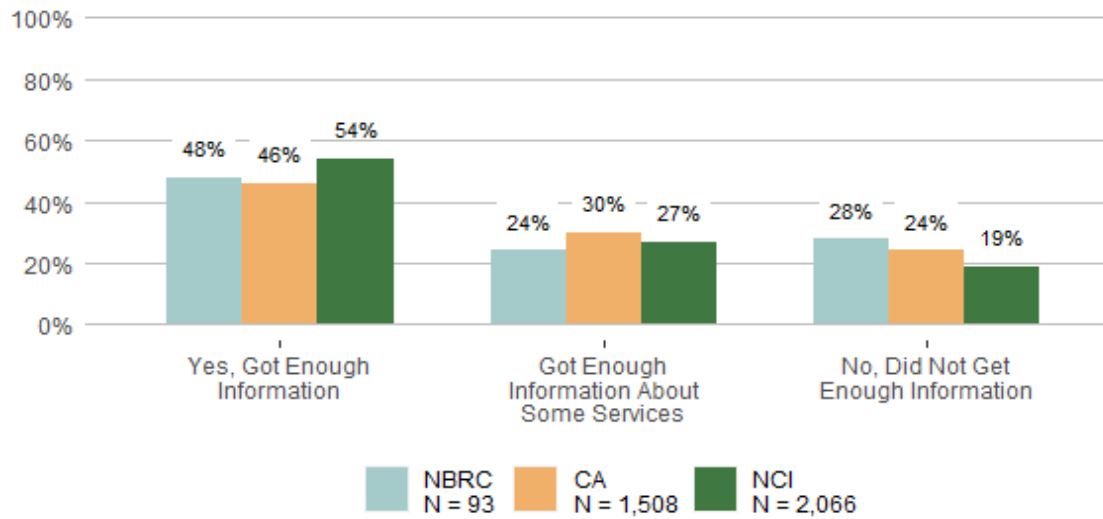


Table 93. If some or all of your child's services have reopened or restarted: Did your family get enough information about the services reopening/restarting?

RC v CA v NCI	Yes, Got Enough Information	Got Enough Information About Some Services	No, Did Not Get Enough Information	N
NBRC	48%	24%	28%	93
CA	46%	30%	24%	1,508
NCI	54%	27%	19%	2,066

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

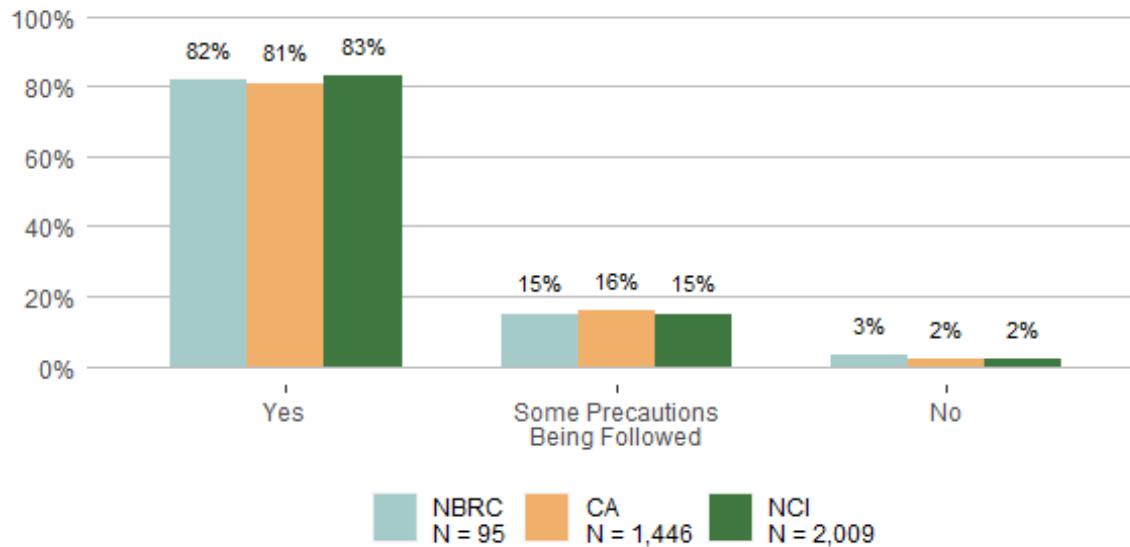


Table 94. If some or all of your child's services have reopened or restarted: Do you feel that service providers are following COVID-19 safety precautions?

RC v CA v NCI	Yes	Some Precautions Being Followed	No	N
NBRC	82%	15%	3%	95
CA	81%	16%	2%	1,446
NCI	83%	15%	2%	2,009

If staff come into your home to support your child: Do you feel that the staff follow recommendations to keep the household safe and healthy?

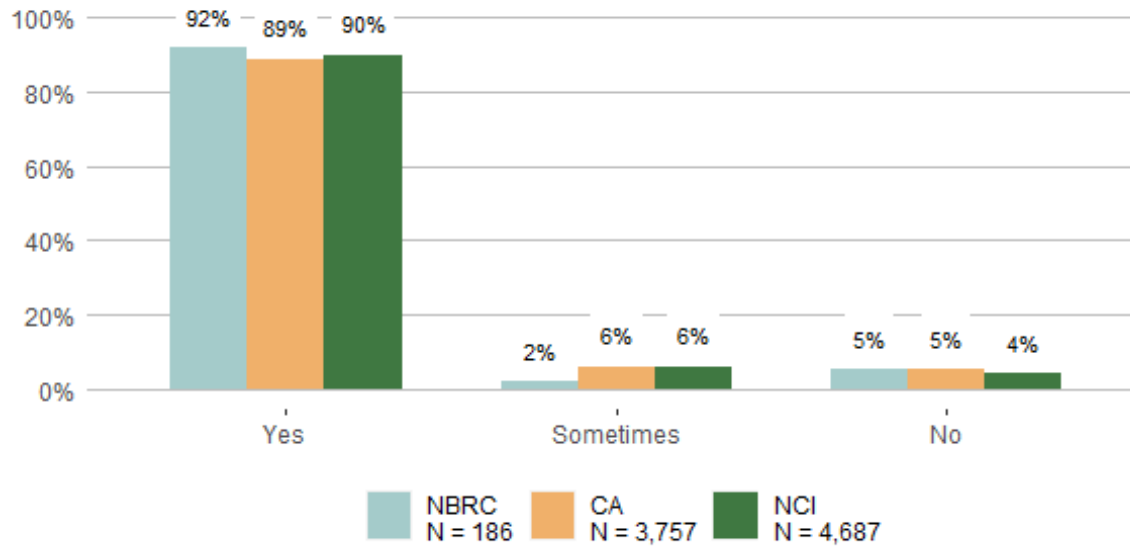


Table 95. If staff come into your home to support your child: Do you feel that the staff follow recommendations to keep the household safe and healthy?

RC v CA v NCI	Yes	Sometimes	No	N
NBRC	92%	2%	5%	186
CA	89%	6%	5%	3,757
NCI	90%	6%	4%	4,687

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?

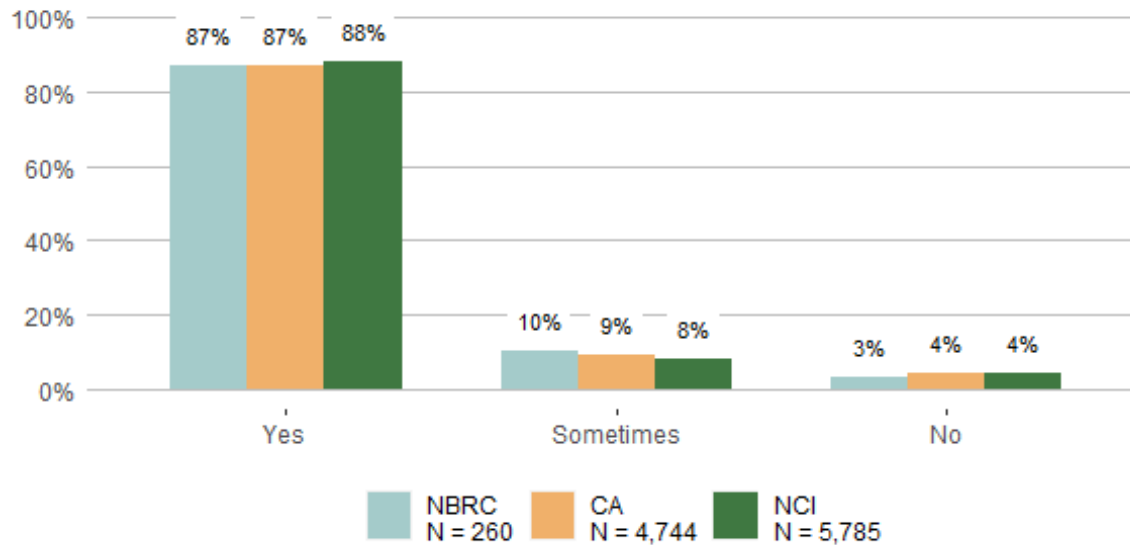


Table 96. Do you feel that the people in your household have the personal protective equipment (PPE) they need to stay healthy and safe when going out in the community?

RC v CA v NCI	Yes	Sometimes	No	N
NBRC	87%	10%	3%	260
CA	87%	9%	4%	4,744
NCI	88%	8%	4%	5,785

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

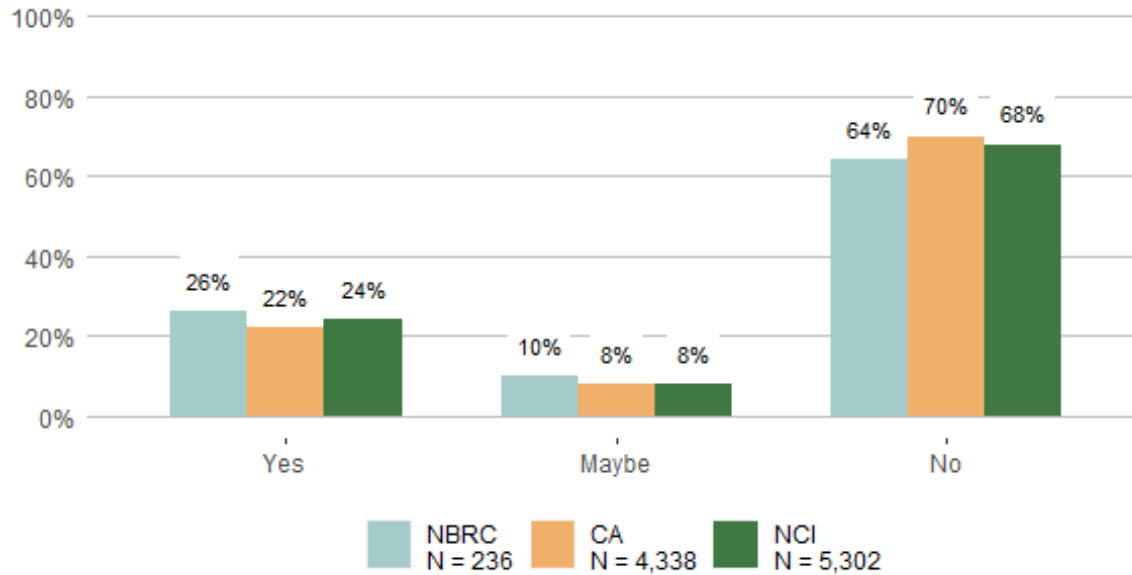


Table 97. In preparation for the future, have you made or updated an emergency plan with your child's case manager/service coordinator or with other staff?

RC v CA v NCI	Yes	Maybe	No	N
NBRC	26%	10%	64%	236
CA	22%	8%	70%	4,338
NCI	24%	8%	68%	5,302

California Specific Questions

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

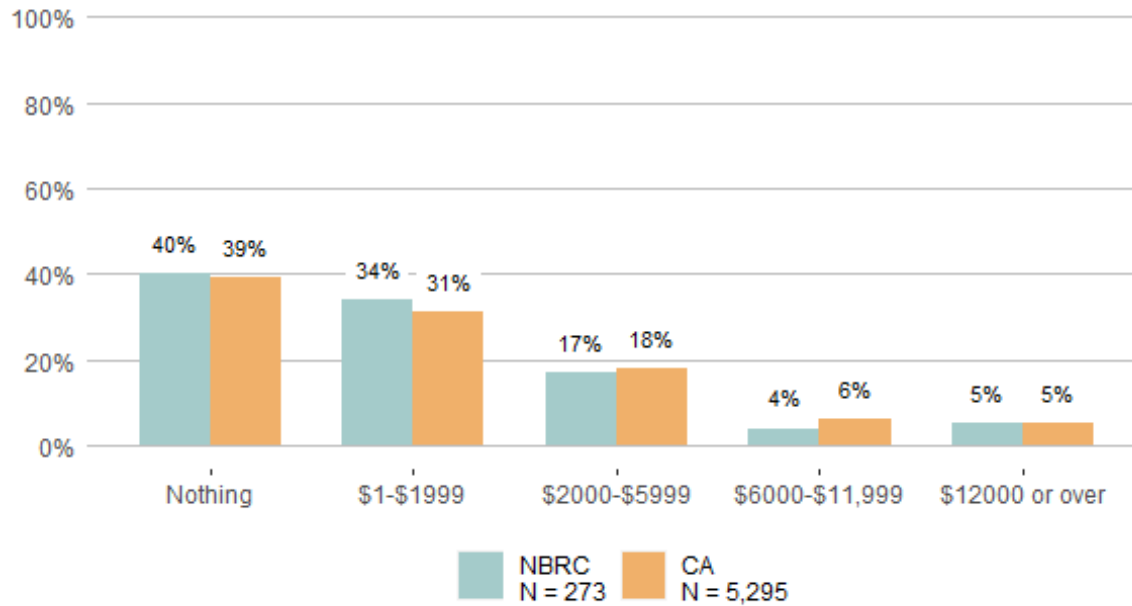


Table 98. Total Out-of-pocket Expenses Related to Child's Care in the Past Year

RC v CA	Nothing	\$1-\$1999	\$2000-\$5999	\$6000-\$11,999	\$12000 or over	N
NBRC	40%	34%	17%	4%	5%	273
CA	39%	31%	18%	6%	5%	5,295

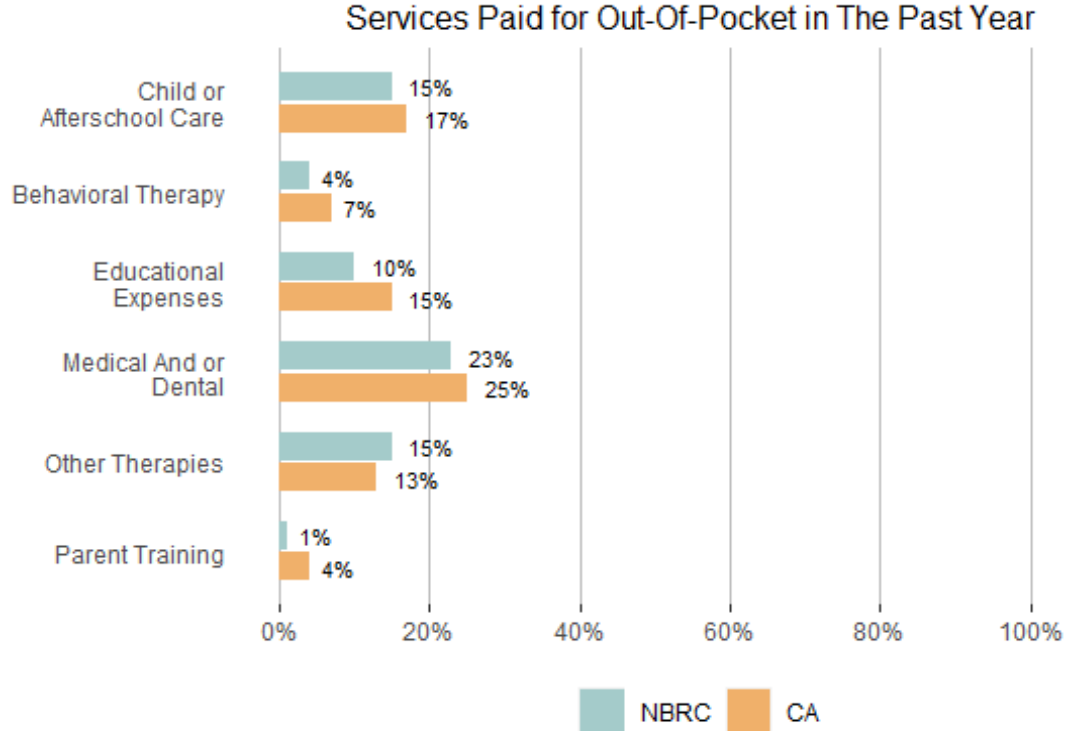


Table 99a. Services Paid for Out-Of-Pocket in The Past Year

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

RC v CA	Child or Afterschool Care	Behavioral Therapy	Educational Expenses	Medical And or Dental	Other Therapies	Parent Training
NBRC	15%	4%	10%	23%	15%	1%
CA	17%	7%	15%	25%	13%	4%

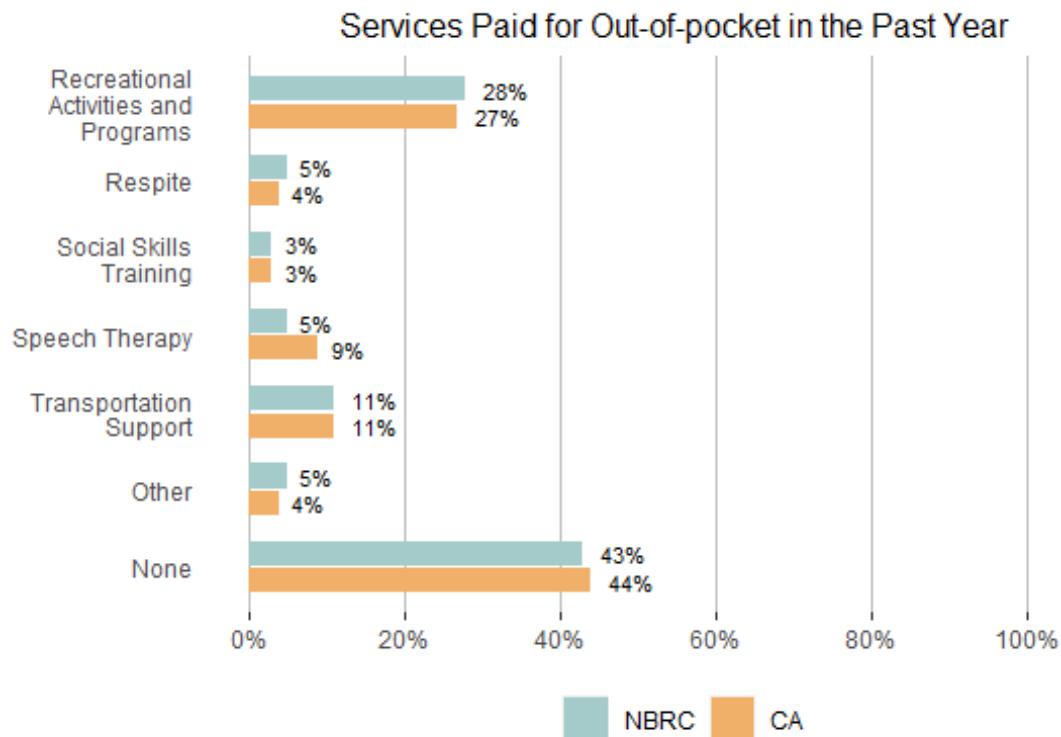


Table 99b. Services Paid for Out-of-pocket in the Past Year

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	28%	5%	3%	5%	11%	5%	43%
CA	27%	4%	3%	9%	11%	4%	44%

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)

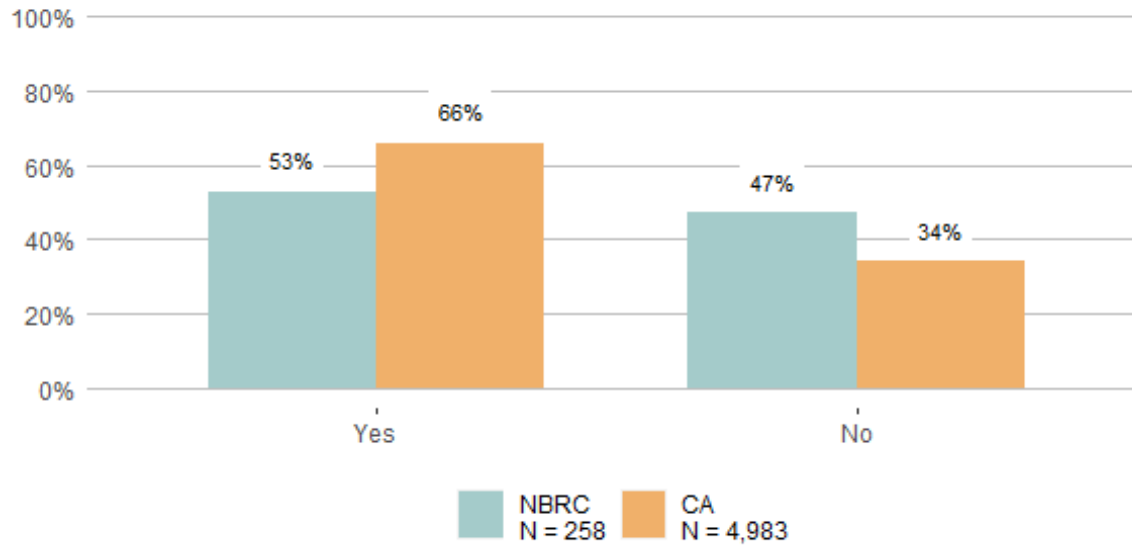


Table 100. Does your regional center keep you informed, in your preferred language, about programs or services it offers? (For example, updates about new programs or services they offer)

RC v CA	Yes	No	N
NBRC	53%	47%	258
CA	66%	34%	4,983

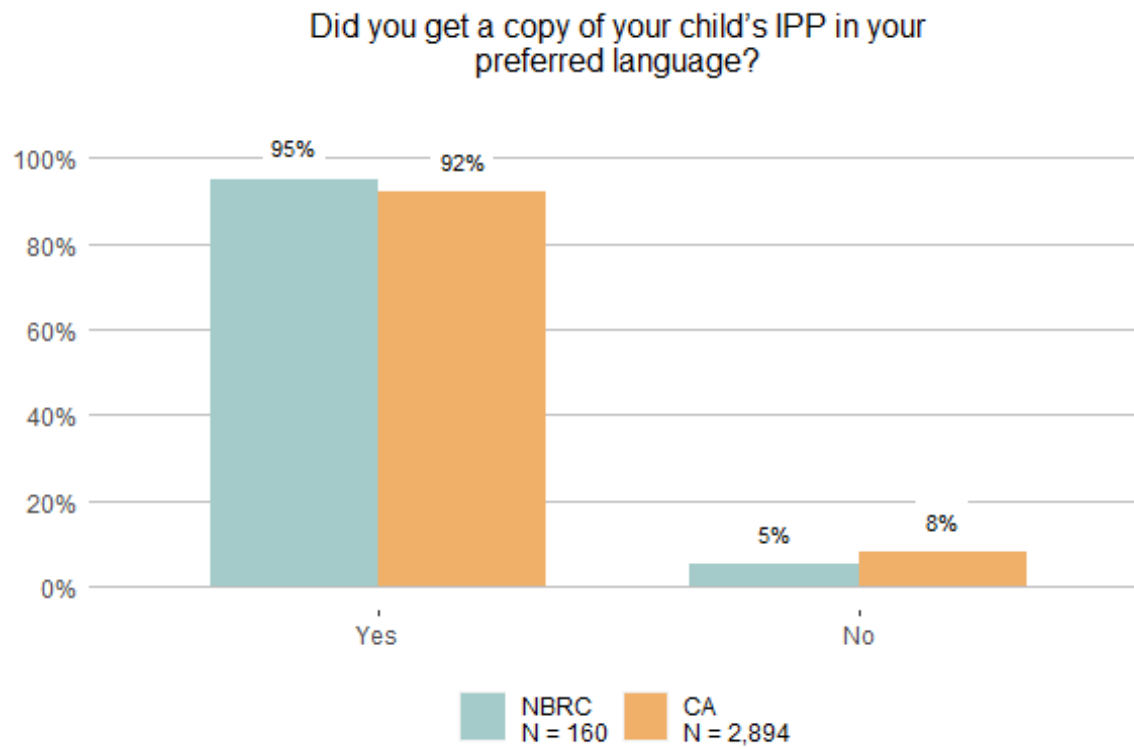


Table 101. Did you get a copy of your child's IPP in your preferred language?

RC v CA	Yes	No	N
NBRC	95%	5%	160
CA	92%	8%	2,894

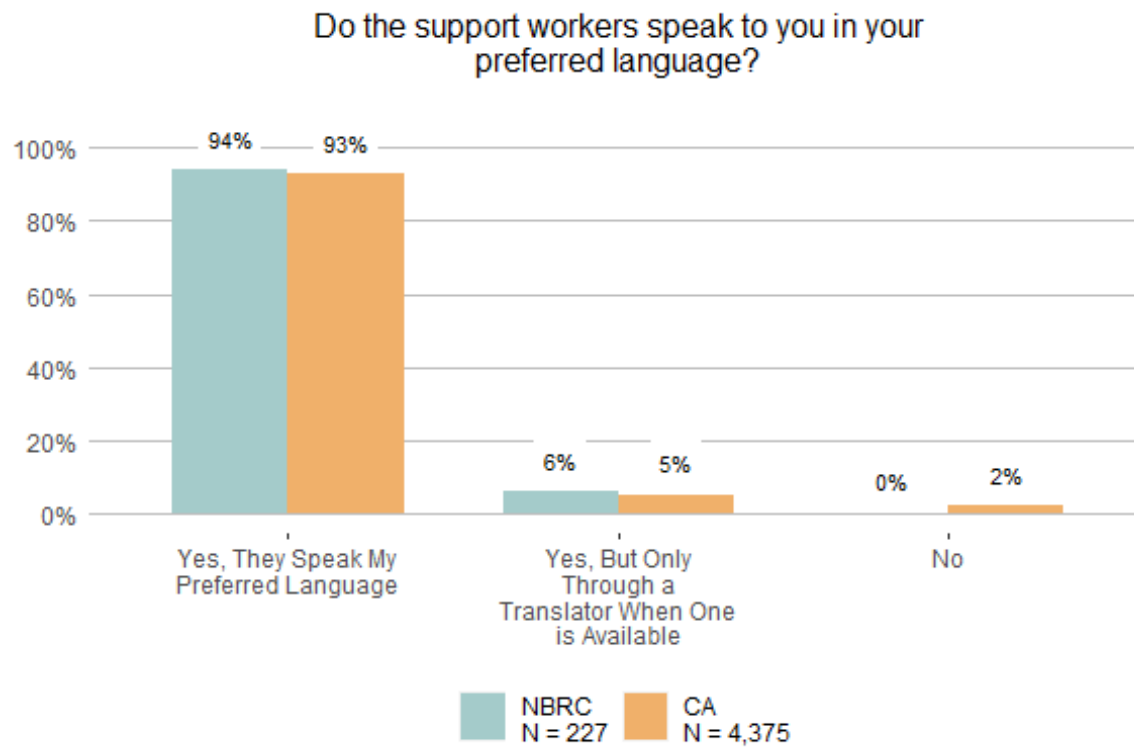


Table 102. Do the support workers speak to you in your preferred language?

RC v CA	Yes, They Speak My Preferred Language	Yes, But Only Through a Translator When One is Available	No	N
NBRC	94%	6%	0%	227
CA	93%	5%	2%	4,375

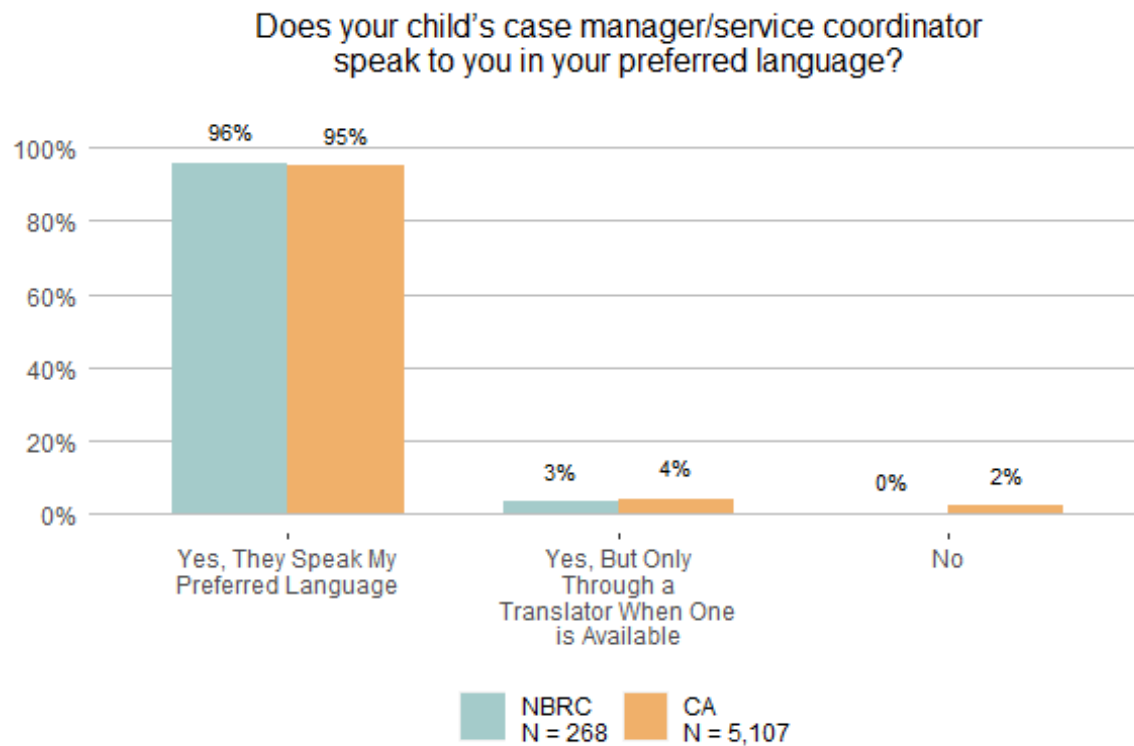


Table 103. Does your child's case manager/service coordinator speak to you in your preferred language?

RC v CA	Yes, They Speak My Preferred Language	Yes, But Only Through a Translator When One is Available	No	N
NBRC	96%	3%	0%	268
CA	95%	4%	2%	5,107

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?

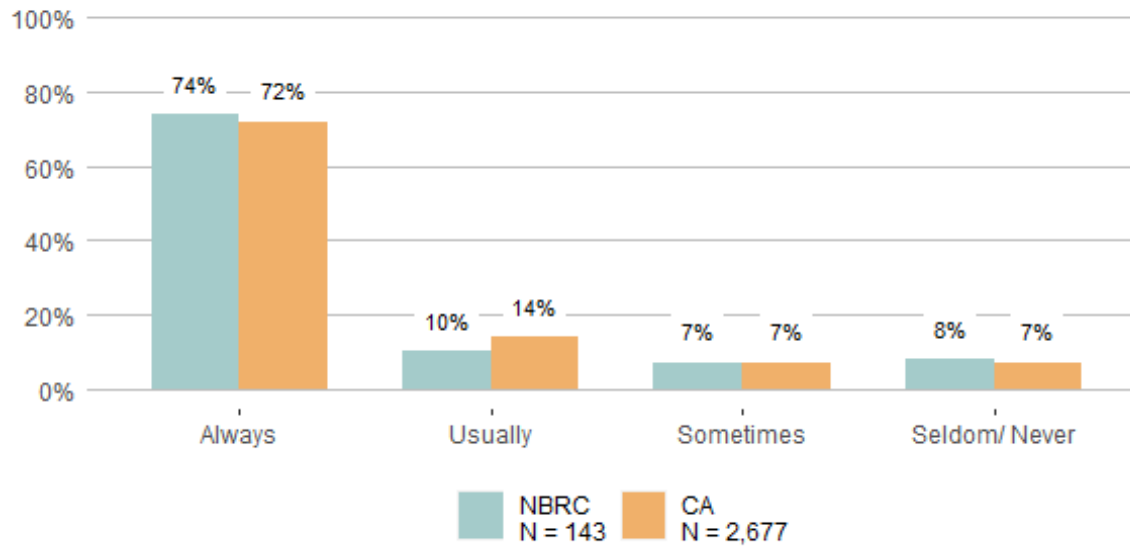


Table 104. If your support workers and/or case manager/service coordinator do not speak to you in your preferred language is a translator provided when needed?

RC v CA	Always	Usually	Sometimes	Seldom/ Never	N
NBRC	74%	10%	7%	8%	143
CA	72%	14%	7%	7%	2,677

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

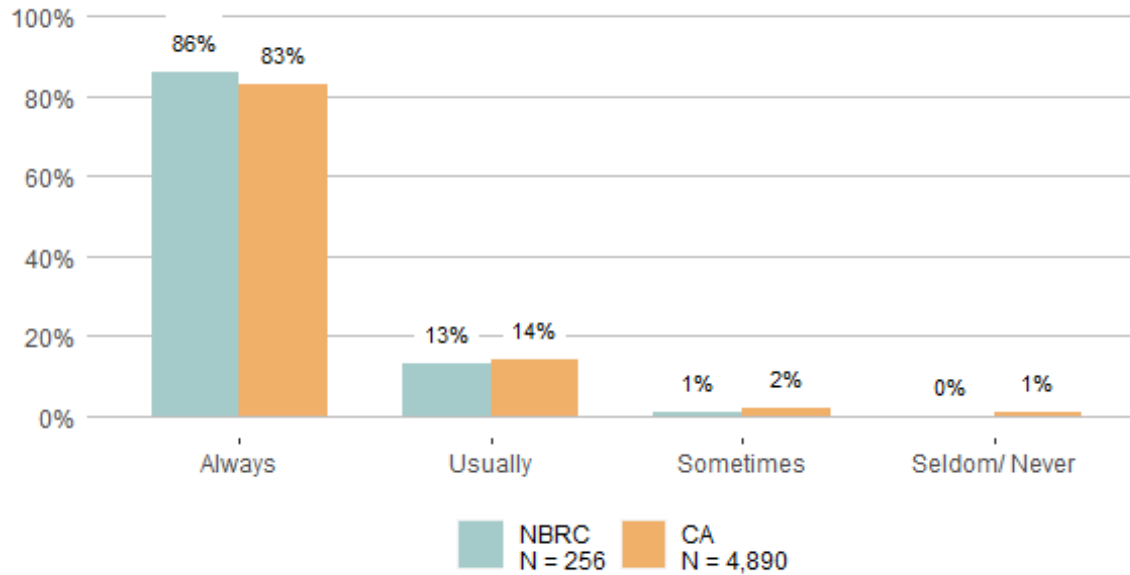


Table 105. Does your child's case manager/service coordinator support you in a way that is respectful to your culture?

RC v CA	Always	Usually	Sometimes	Seldom/ Never	N
NBRC	86%	13%	1%	0%	256
CA	83%	14%	2%	1%	4,890

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

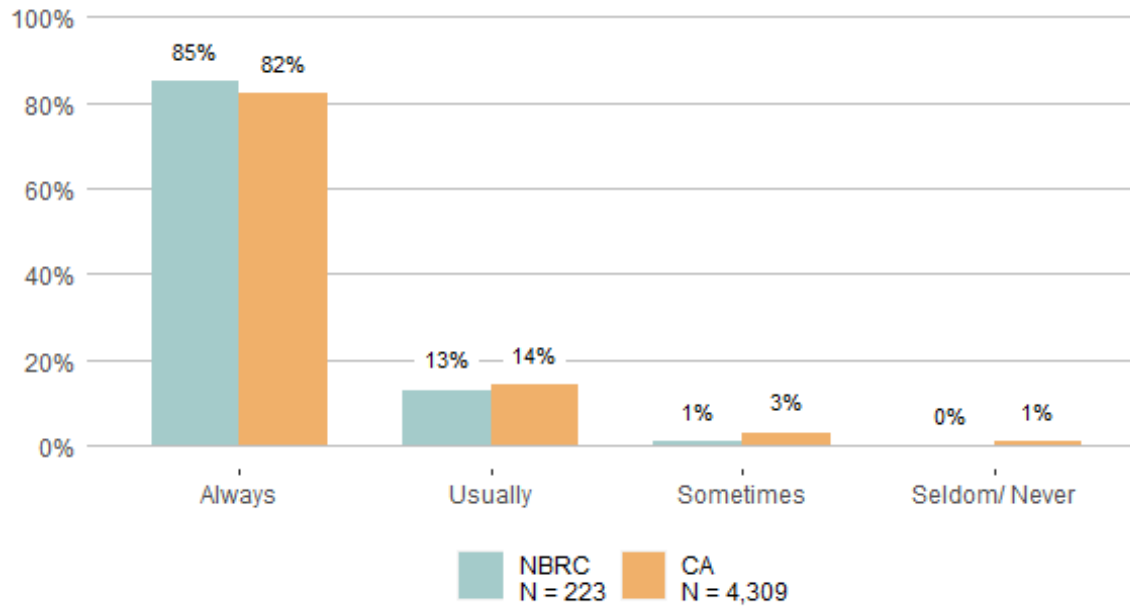


Table 106. Do support workers for your child provide services in a way that is respectful of your culture?

RC v CA	Always	Usually	Sometimes	Seldom/ Never	N
NBRC	85%	13%	1%	0%	223
CA	82%	14%	3%	1%	4,309

How often does your child spend time with children who are not siblings and do not have a developmental disability?

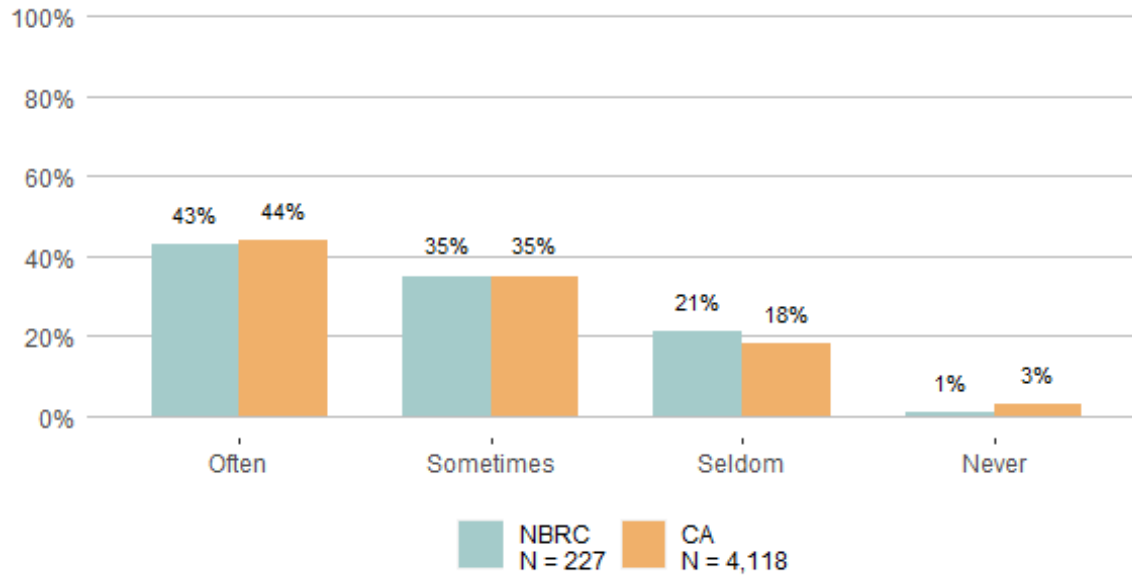


Table 107. How often does your child spend time with children who are not siblings and do not have a developmental disability?

RC v CA	Often	Sometimes	Seldom	Never	N
NBRC	43%	35%	21%	1%	227
CA	44%	35%	18%	3%	4,118

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

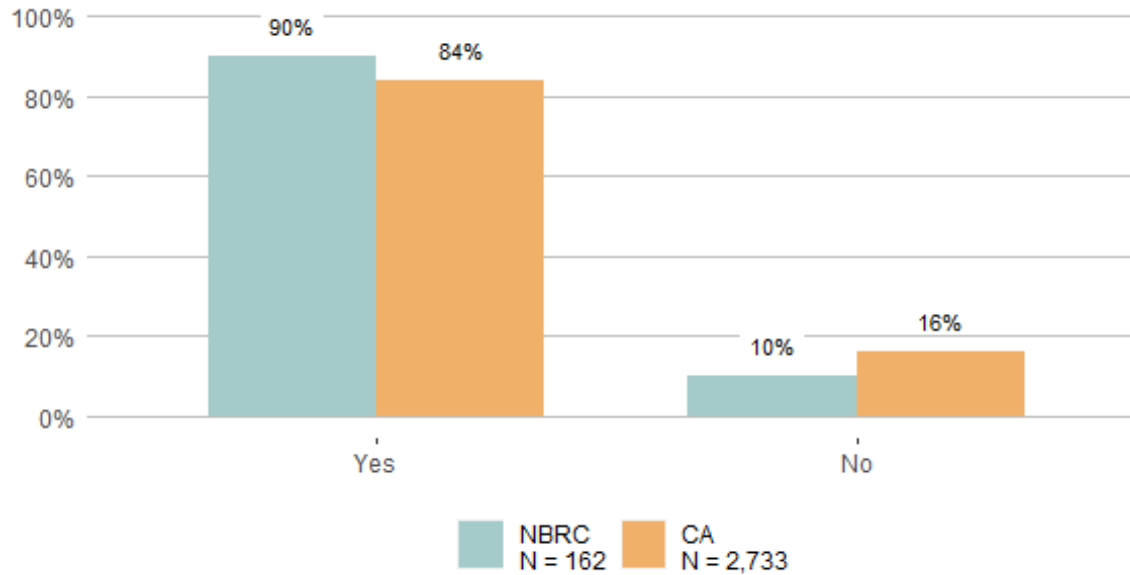


Table 108. Do you believe your plans for how to handle your child's needs during a natural disaster (such as a wildfire or earthquake) will be effective?

RC v CA	Yes	No	N
NBRC	90%	10%	162
CA	84%	16%	2,733

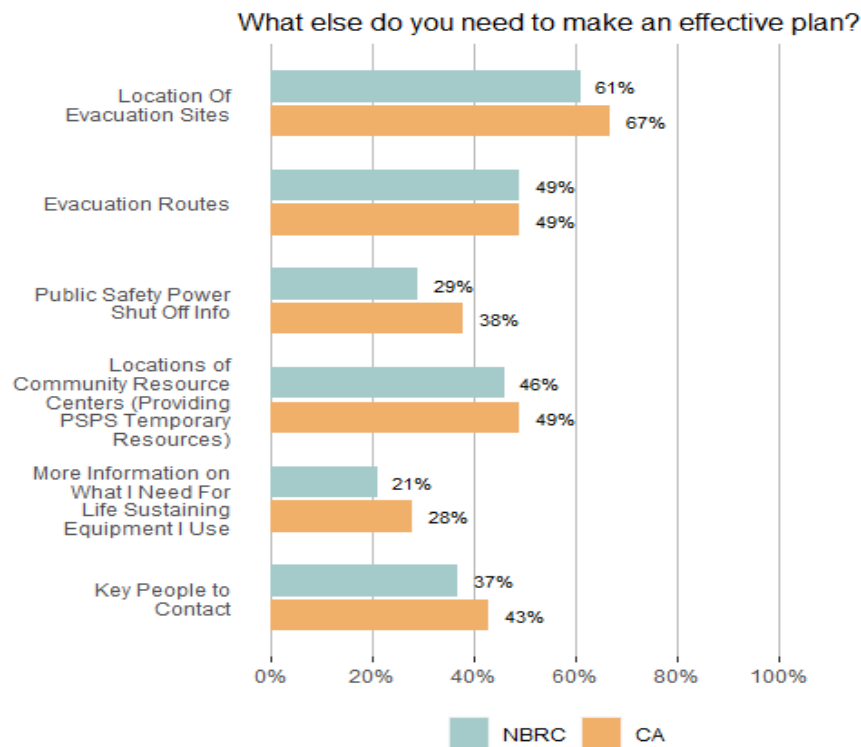


Table 109. What else do you need to make an effective plan?

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
NBRC	61%	49%	29%	46%	21%	37%
CA	67%	49%	38%	49%	28%	43%

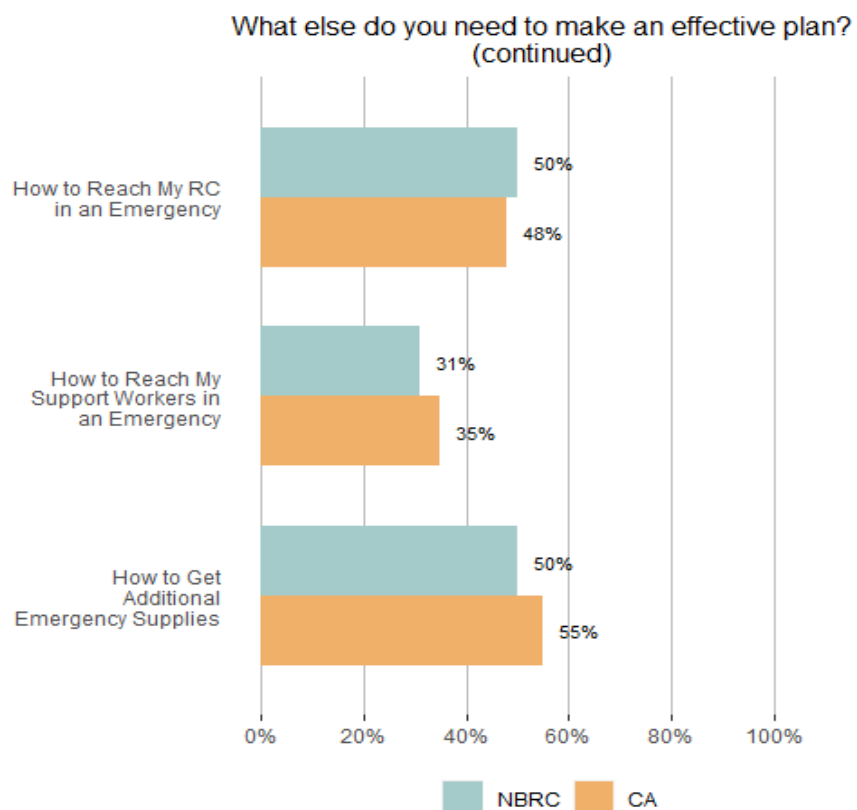


Table 109b. What else do you need to make an effective plan? (continued)

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
NBRC	50%	31%	50%
CA	48%	35%	55%

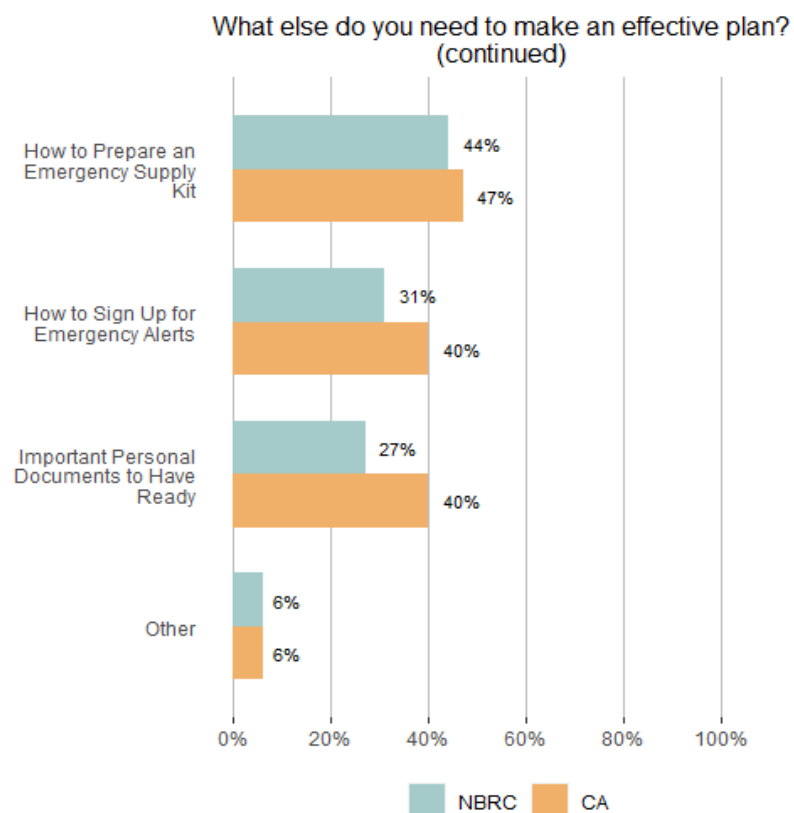


Table 109c. What else do you need to make an effective plan? (continued)

RC v CA	How to Prepare an Emergency Supply Kit	How to Sign Up for Emergency Alerts	Important Personal Documents to Have Ready	Other
NBRC	44%	31%	27%	6%
CA	47%	40%	40%	6%

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)

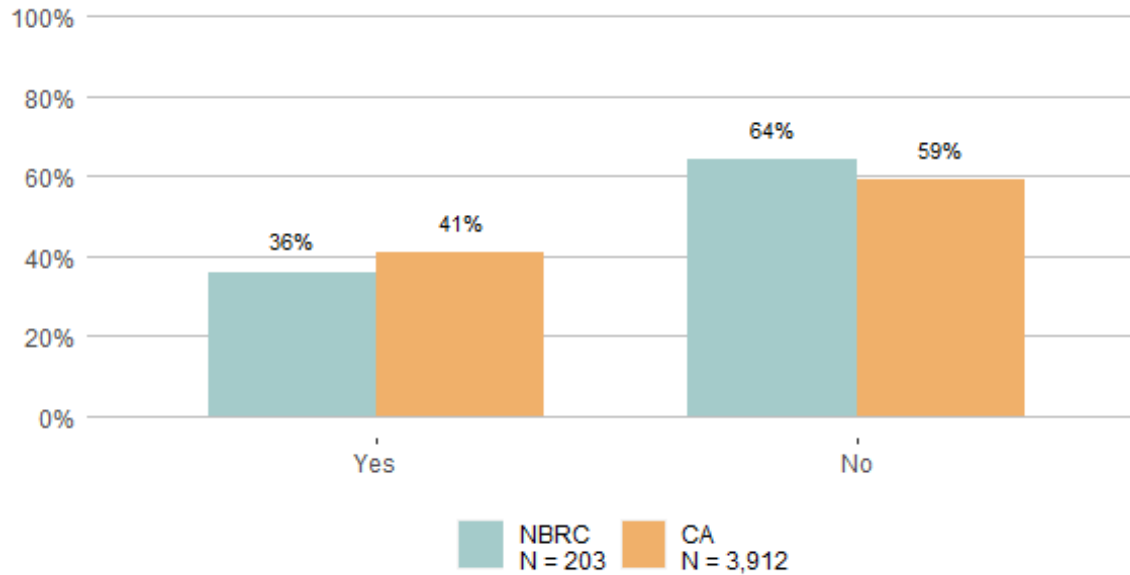


Table 110. Do you know what to do if you disagree with your regional center about services and/or eligibility? (For example, how to request a Fair Hearing)

RC v CA	Yes	No	N
NBRC	36%	64%	203
CA	41%	59%	3,912

Do you feel that services and supports,
specifically from the regional center, have made a
positive difference in the life of your child?

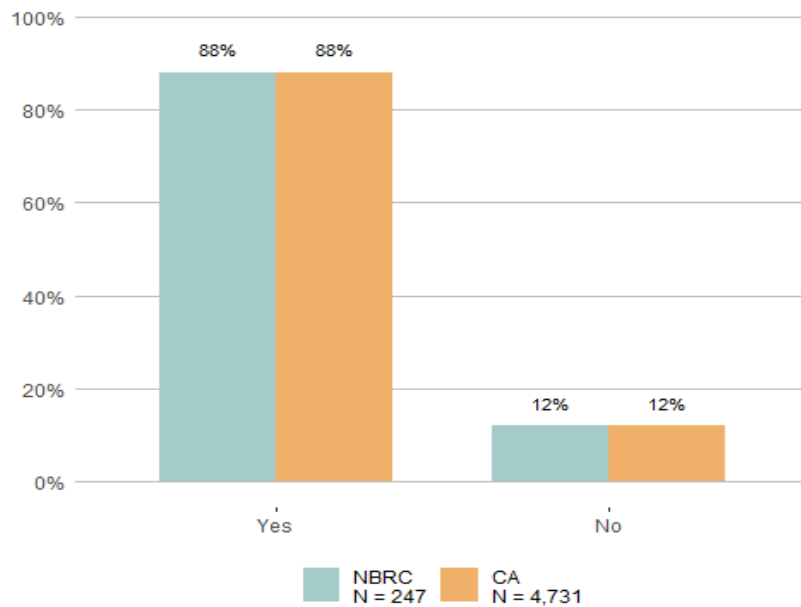


Table 111. Do you feel that services and supports, specifically from the regional center, have made a positive difference in the life of your child?

RC v CA	Yes	No	N
NBRC	88%	12%	247
CA	88%	12%	4,731