2021-2022 NCI® **Child Family Survey**

Family Report

San Diego Regional Center

NATIONAL CORE
INDICATORS®
NASDDDS & HSRI

This report tells us:

The services you receive

Satisfaction with the services

Activities in the community

Making Connections – Why is This Important?

Many children with intellectual and developmental disabilities (IDD) who live with their families receive services and supports. In California there are over 90,000 children who receive at least one service (other than case management).

This report summarizes findings from the Child Family Survey (CFS), which is sent to families who have a child (ages 3-17 years old) with a developmental disability who lives in the family's home and receives at least one service. It is important to know if children and their families – like parents or siblings – are getting their needs met. This information can be shared with state officials (like a governor or regional centers) and policy makers. If they know when needs are not being met, they can try to find resources to help. This report gives families a way of letting state officials and policy makers know what is working for them and what is not working.

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Information about Services and Supports

Services are things the regional center helps organize. It is important that people who help plan services for your child have information to help make choices that are right for your child and your family.

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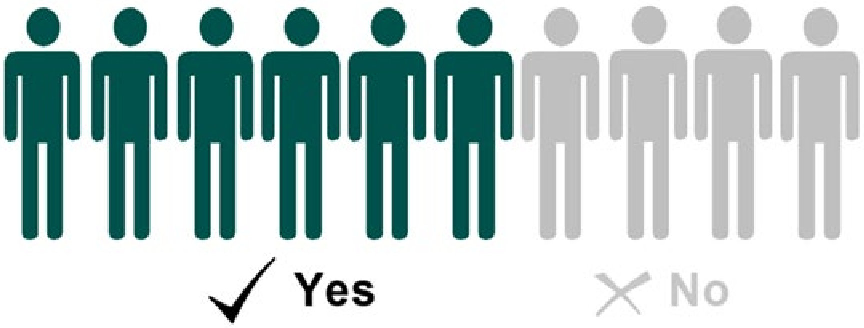
6 out of **10** families said **they got enough information to help plan services for their child.**



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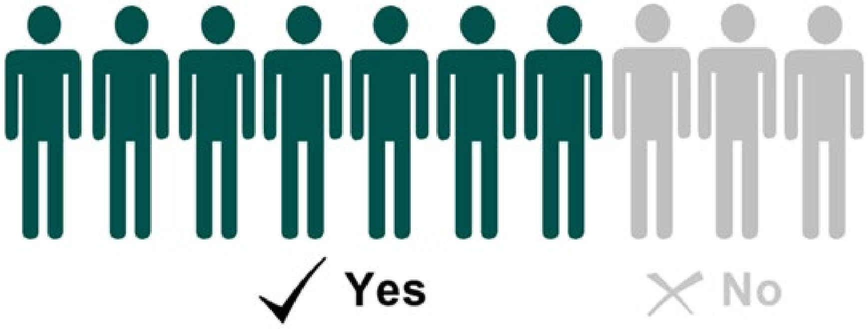
7 out of **10** families said **the information they got about services for their child was easy to understand.**



Service Planning

People who get services from a regional center have an individual program plan (IPP). The IPP is a list of services your service coordinator helps your family get.

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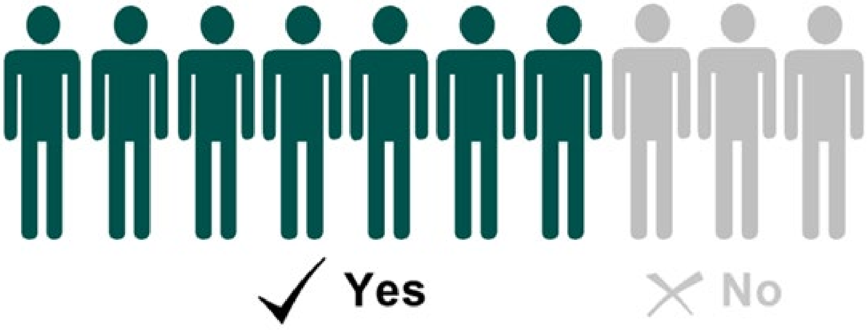
7 out of **10** families said **the IPP included all the services and supports their child needed.**



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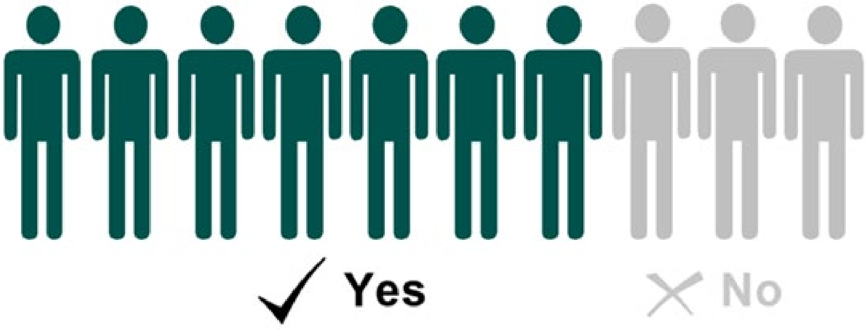
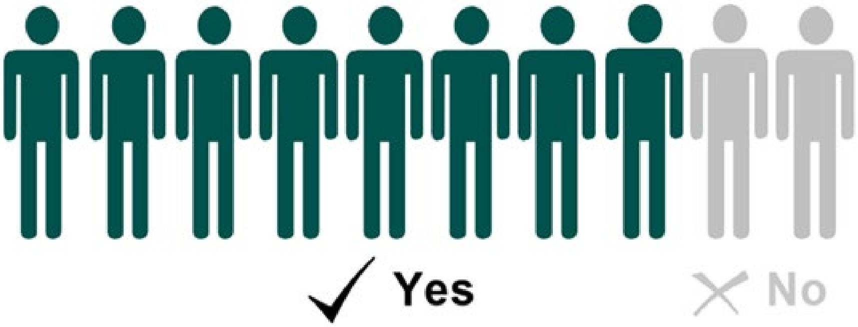
7 out of **10** families said **all the services listed in their child's IPP were received.**

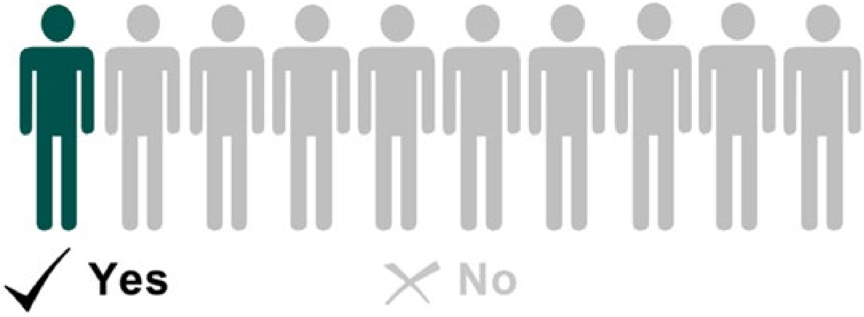


Family Involvement in Service Planning

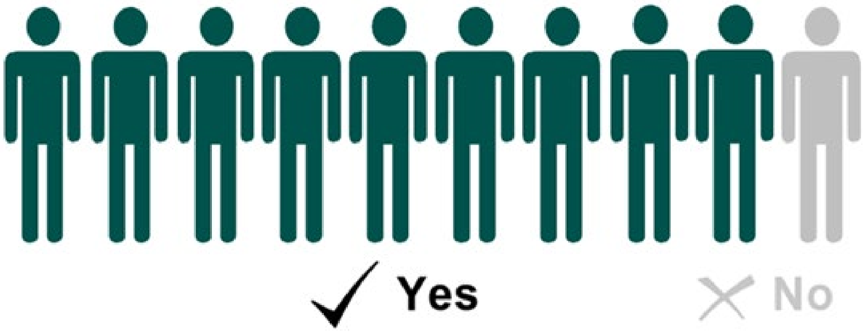
8 out of **10** families said **they or someone else in their family (other than their child) helped make the IPP.**



1 out of **10** families said **their child helped make the IPP.**



9 out of **10** families said **the information from the regional center was offered in their preferred language.**



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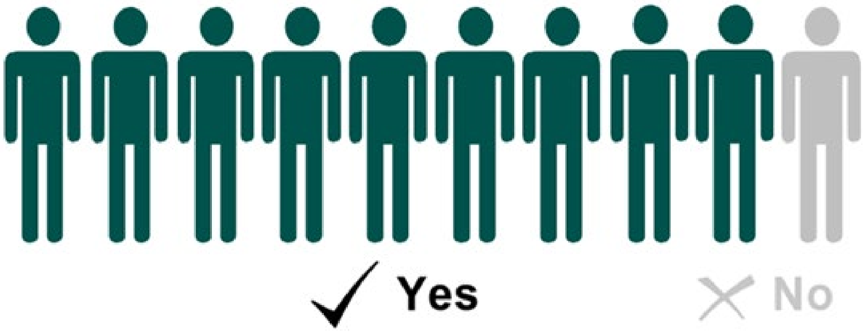
9 out of **10** families said **they received a copy of their child's IPP in their family's preferred language.**



Access to Healthcare Services

Healthcare professionals are people like doctors, dentists, counselors and psychologists. It is important for children to be able to see healthcare professionals so they can stay healthy.

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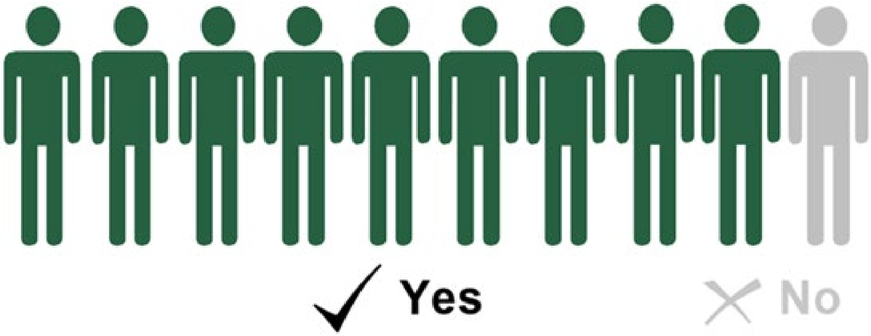
9 out of **10** families said **their child could see health professionals when they needed to.**



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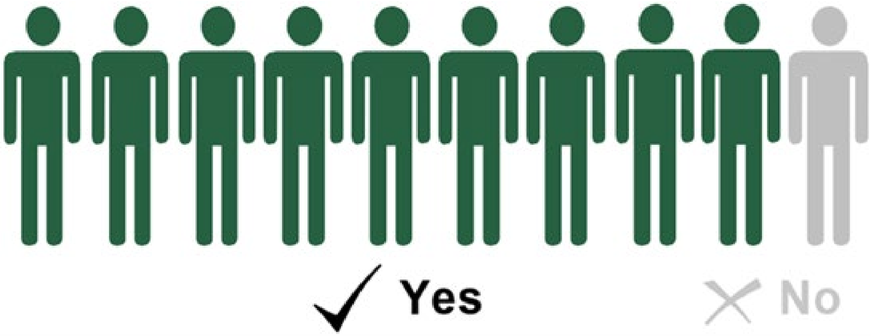
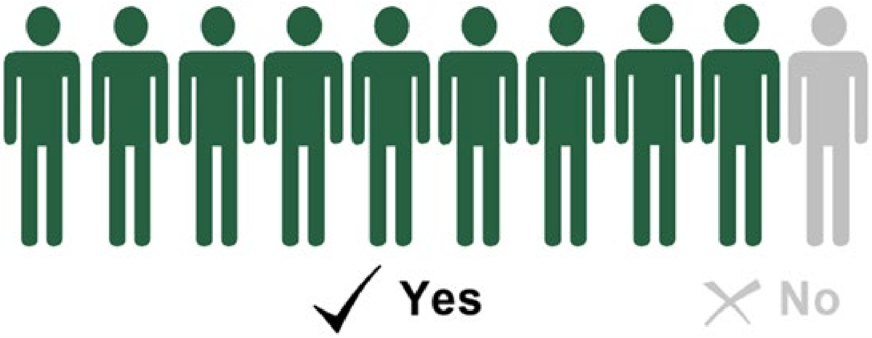
9 out of **10** families said **primary care doctors understood disability-related needs for their child.**



9 out of **10** families said **their child could go to the dentist when they needed to.**



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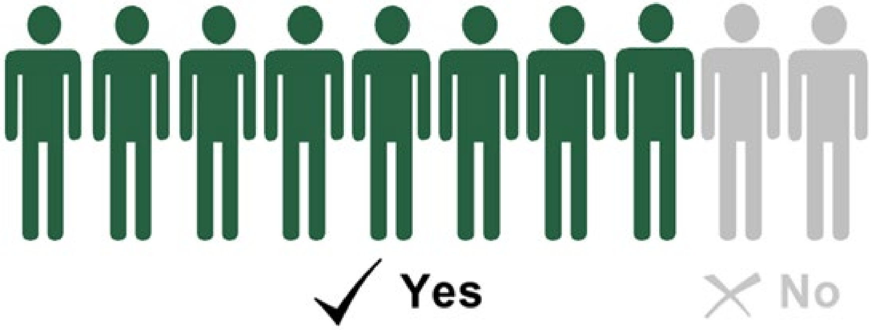
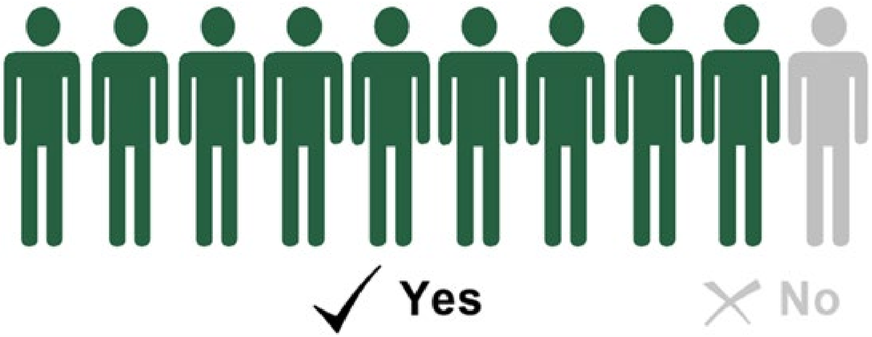
8 out of **10** families said **dentists understood disability-related needs for their child.**

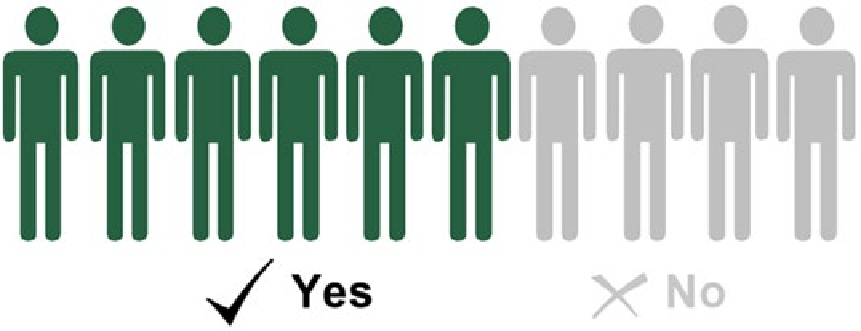


Family Access to Services and Supports

9 out of **10** families said **they knew what their child's medications were for if medication was taken.**



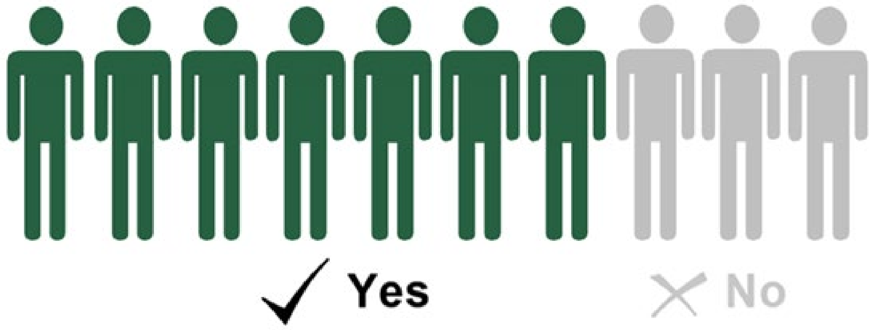
6 out of **10** families **who needed respite services were able to use them.**



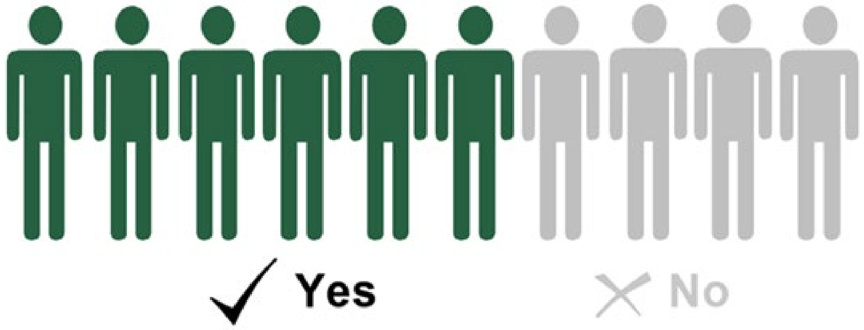
Access to Needed Services

It is important your child gets the different kinds of services and supports they need.

7 out of **10** families said **their child had the special equipment or accommodations they needed.**



6 out of **10** families **got the supports and services they needed.**



Visit the **NCI Interactive Dashboards** on the DDS website to learn more about the services and supports needed.

https://www.dds.ca.gov/rc/nci/

Satisfaction with Services and Supports

It is important that your family is happy with the services you get.

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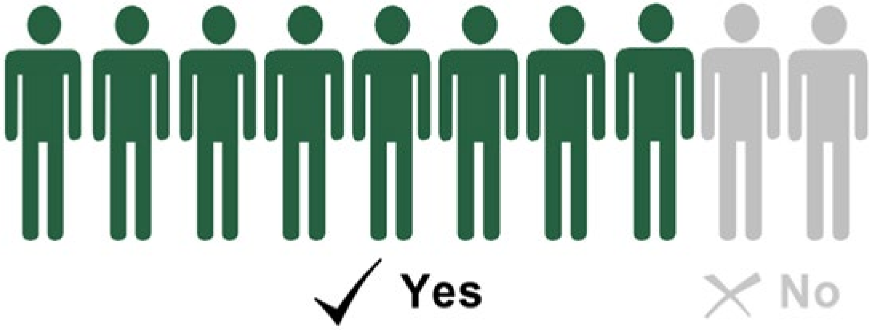
8 out of **10** families said that **overall, they were happy with services and supports.**



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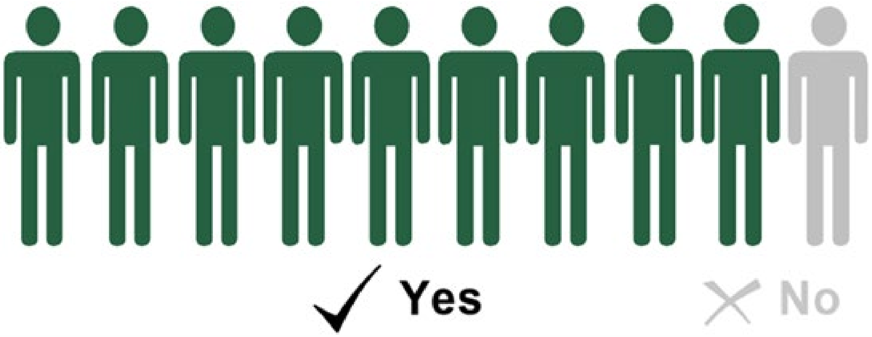
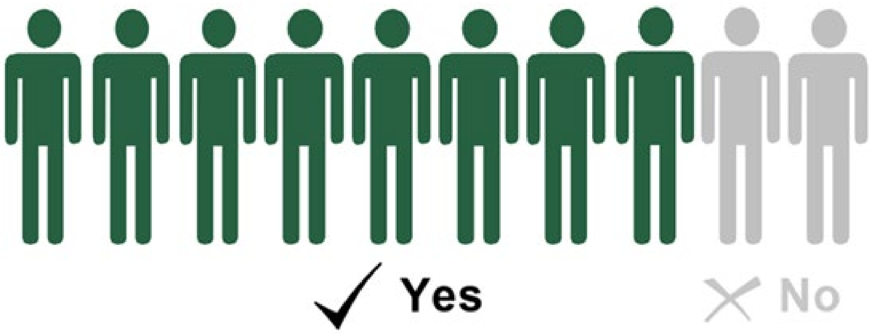
9 out of **10** families said **services and supports have made a positive difference in the lives of their child.**



8 out of **10** families said **services and supports helped their child live a good life.**



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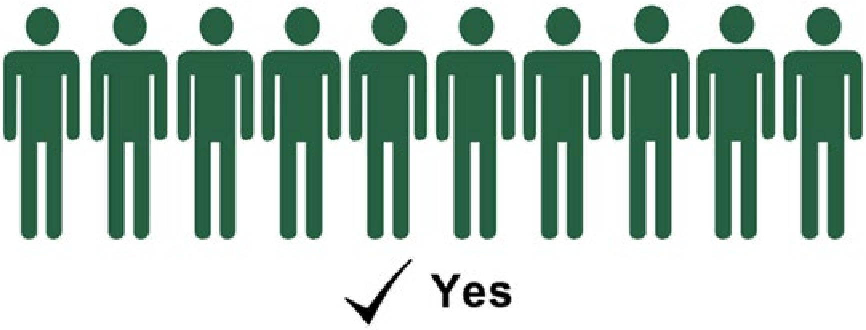
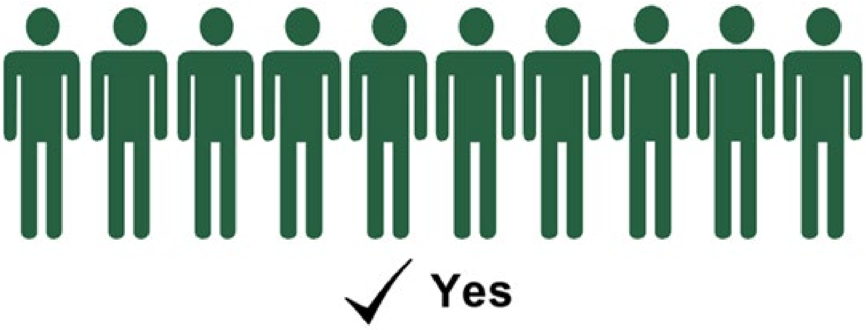
10 out of **10** families said **there were support workers available who could speak their preferred language.**



Family Access to Services and Supports

10 out of **10** families said **their service coordinator spoke their preferred language.**



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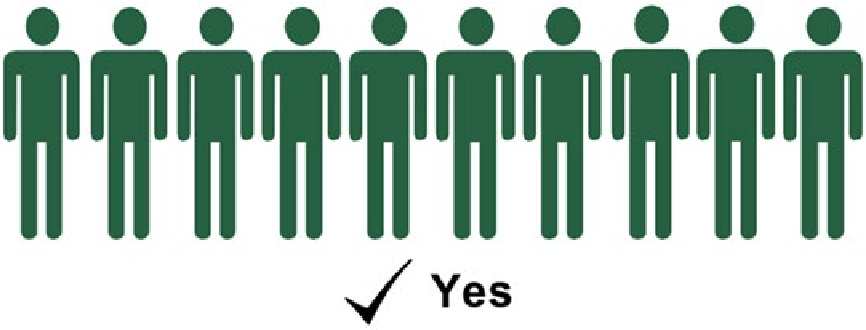
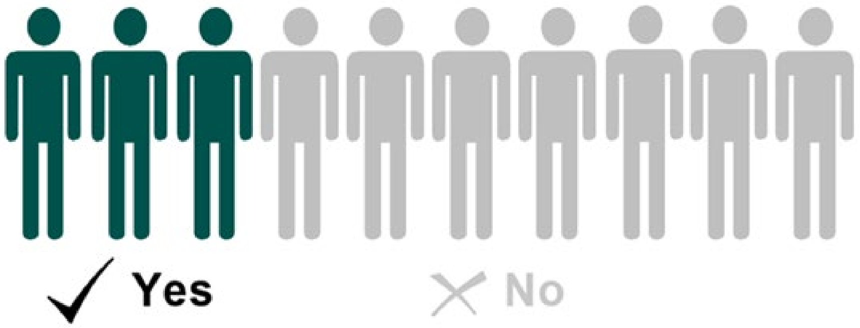
10 out of **10** families said **their service coordinator supported them in a way that was respectful to their culture.**



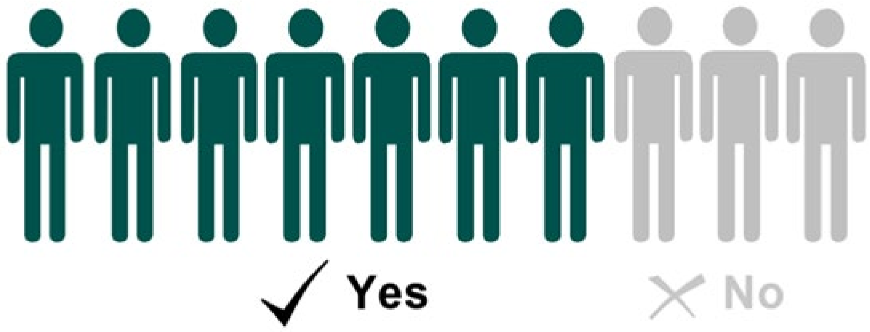
Crisis and Emergency Services

Sometimes emergencies like a medical emergency or natural disaster happen. It is important that your family has the information you need to handle emergencies if they happen.

3 out of **10** families said **they talked about how to handle emergencies at the last IPP meeting.**



7 out of **10** families said **they felt prepared to handle the needs of their child in an emergency.**



Visit the **Wellness Toolkit** on the DDS website for information and tools related to health and safety.

https://www.dds.ca.gov/consumers/wellness-toolkit/

Emergency Services and Reporting Abuse and Grievances

5 out of **10** families **who asked for crisis or emergency services in the past year got services when needed.**

Preparing for an Emergency

1 Get Alerts and Know your Support Team

2 Prepare an Emergency Supply Kit

3 Make an Emergency Evacuation Plan

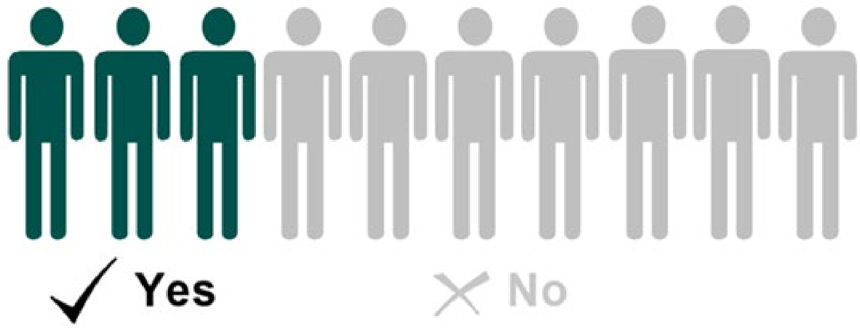
4 Practice Your Plan

Visit the "Preparing for an Emergency" wellness bulletin at **https://www.dds.ca.gov/consumers/wellness-toolkit/self-advocates/** for more information.

Complaint Filing

If something bad happens, it is important to know who to talk to.

3 out of 10 families said **they know how to file a complaint or grievance about provider agencies or staff.**

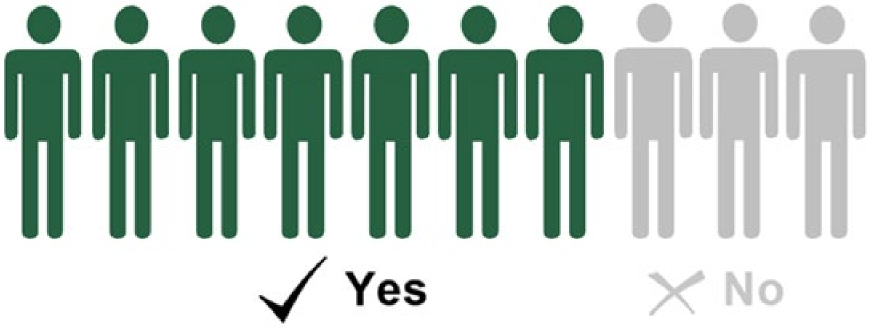


5 out of 10 families said **they knew how to report abuse or neglect.**

Going Out

People go out in their community to do many things. Your child may like to go to the movies, concerts, or play sports. When we ask about community, we mean the places close to home where your child and other people go out.

7 out of **10** families said that **their child took part in activities in the community.**



Challenges to Community Involvement

Although most children participated in community activities, some still found challenges to community involvement. Some challenges were:

Stigma
3 out of **10**

Cost
3 out of **10**

Lack of Transportation
1 out of **10**

Lack of Support Staff
2 out of **10**

Overall, challenges were not preventing most children from participating in the community.

Service Coordinators and Support Workers

There may be many people who help your child and your family. Service coordinators work closely with your family to help them decide, organize, and get the services you need. Support workers are paid to help you at home, at work, and at your day program.

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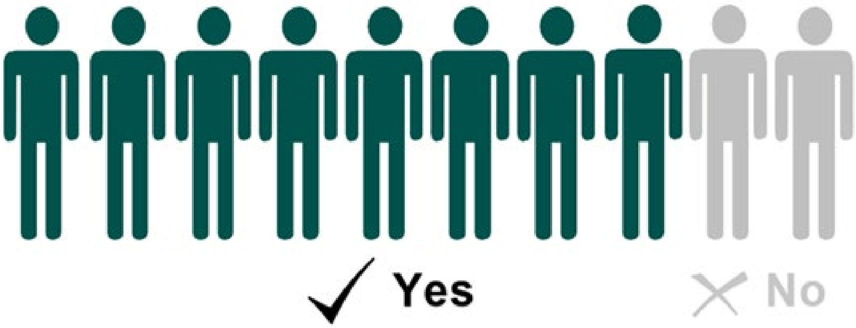
8 out of 10 families said **they were able to contact their service coordinator when they wanted.**



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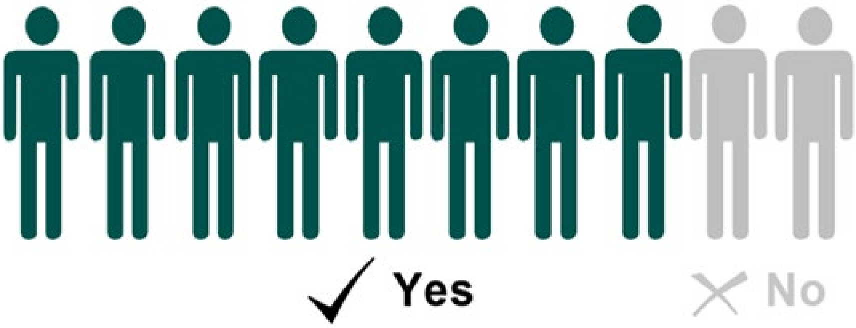
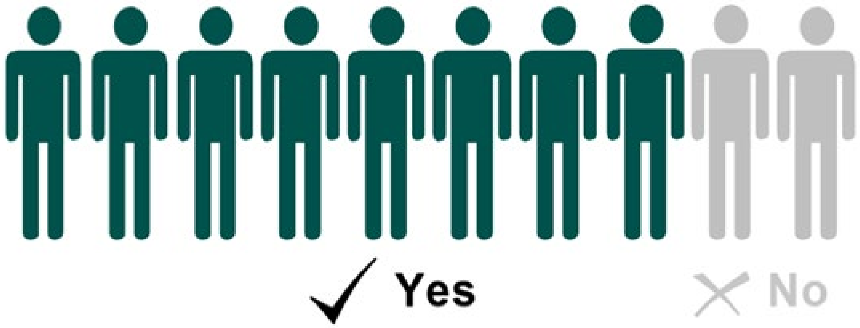
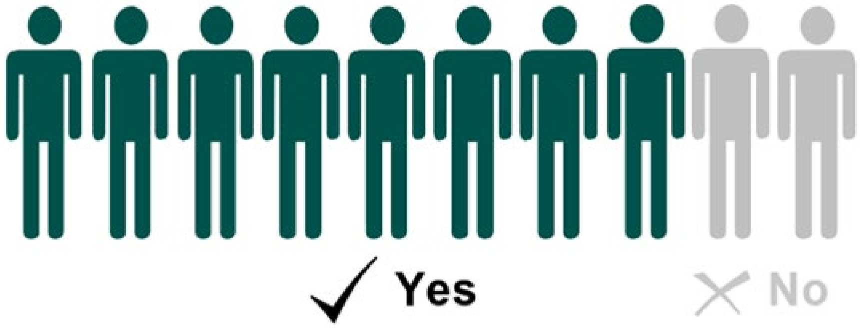
8 out of 10 families said **the service coordinator respected their family's choices and opinions.**



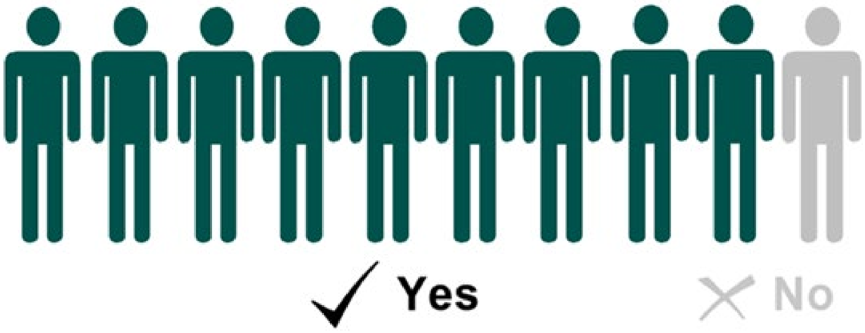
8 out of **10** families said **they were able to contact support workers when they wanted.**



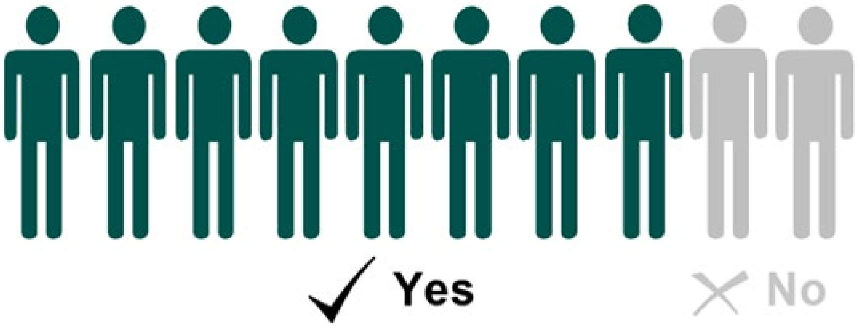
8 out of **10** families said **support workers came and went when they were supposed to.**



9 out of **10** families said **support workers spoke to them in a way they understood.**

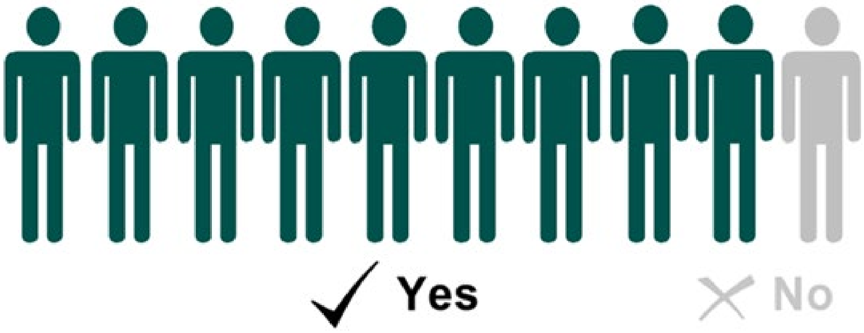


8 out of **10** families said **support workers had the right information and skills to meet their family's needs.**



5 out of **10** families said **providers worked together to provide support.**

9 out of **10** families said **services were delivered in a way that was respectful of the family's culture.**

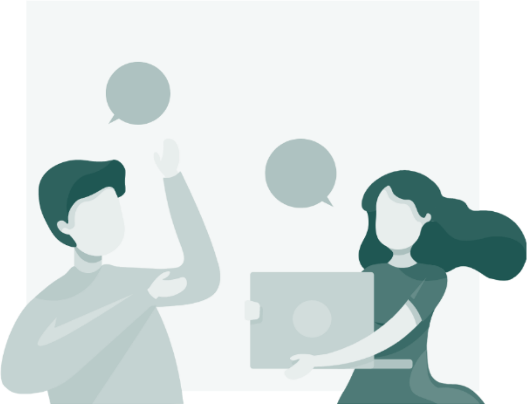


What is NCI?

Each year, National Core Indicators (NCI) asks people with intellectual and developmental disabilities (IDD) and their families how they feel about their lives and the services they get. NCI uses surveys so that the same questions can be asked to people in all NCI states.

Who answered questions to this survey?

Questions for this survey are answered by a person who lives in the same house as a child who is getting services from the regional center. Most of the time, a parent answers these questions. Sometimes a sibling or someone who lives with the person and knows them well answers these questions.



How are data shown in this report?

We use words and images to show the number of yes and no answers we got. Some of our survey questions have more than a yes or no answer. They ask people to pick: "always," "usually," "sometimes," or "seldom/never." For this report, we count all "always" and "usually" answers as a yes. All others we count as no.

Learn More

View the NCI Interactive Dashboards

https://www.dds.ca.gov/rc/nci/

View Self-Advocate Wellness Bulletins

https://www.dds.ca.gov/consumers/wellness-toolkit/self-advocates/

Find NCI Regional Center Liaisons

https://www.dds.ca.gov/rc/nci/

Find Regional Center Information

https://www.dds.ca.gov/rc/

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Continuing and Professional Education | Human Services

for the

DDS Department of Developmental Services

SCAN ME

Have questions or comments? Email us at: **ncihelp@dds.ca.gov**