

NCI-IDD In-Person Survey

Harbor Regional Center Report Fiscal Year 2022-23



Prepared by Human Services Research Institute for the
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The NCI-IDD average is weighted. Regional Centers receive an 'n/a' designation within the table if 20 or fewer people responded to the survey item; however, their data are included in the Weighted CA Average.

Message from the California Department of Developmental Services

Mission: The Department of Developmental Services (DDS) is committed to providing leadership that results in quality services to the people of California and assures the opportunity for individuals with developmental disabilities to exercise their right to make choices.

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

This is the sixth administration of the CA In-Person Survey, with data collected from July 2022 through June 2023. During that time, 8,830 face-to-face surveys were completed with adults with intellectual and developmental disabilities receiving at least one service beyond case management from a regional center. The data findings in this report contribute to our understanding of how California's system is performing. California uses these reports to monitor changes in the system and to guide strategic planning and quality improvement activities. Regional centers can use the data in a similar fashion at the local level.

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

1. California has longstanding statute that ensures services and supports are provided for eligible persons with intellectual and developmental disabilities.
2. California's laws mandate intake, evaluation, and assessment within 120 days.
3. California has a broad eligibility definition for receiving services.
4. California has mandated services, including case management, with statutory limitations on caseload size.
5. California's service obligations to the families needing services are, by law, from pre-conception to death.
6. California's regional centers are, by design, autonomous in that each center has a local board of directors to best address the unique needs of each of the 21 regions.
7. Consumers or their families can call a team meeting at any time to request a change in service.

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

The NCI-IDD average is weighted. Regional Centers receive an 'n/a' designation within the table if 20 or fewer people responded to the survey item; however, their data are included in the Weighted CA Average.

Acknowledgements

This report would not be possible if not for the 8830 individuals who agreed to offer their time and discuss their lives in order to assist in improving the services of all people with intellectual/ developmental disabilities in California. Additionally, a special mention goes to the families, friends, and staff members who participated in the survey process.

The NCI-IDD average is weighted. Regional Centers receive an ‘n/a’ designation within the table if 20 or fewer people responded to the survey item; however, their data are included in the Weighted CA Average.

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

This report contains regional center level results from California's statewide National Core Indicators®-Intellectual and Developmental Disabilities (NCI®-IDD) In-Person Survey (IPS) data collection from fiscal year 2022-23 (FY 22/23) in accordance with Welfare and Institutions Code (WIC), Section 4571. WIC, Section 4571 directs the Department of Developmental Services (DDS) to collect accurate, reliable, and valid consumer and family satisfaction measures as well as individual outcome data. In California, data from this project will be used to review and benchmark statewide and regional center developmental disability service system performance. This report shows this regional center compared to the California statewide and NCI-IDD averages. Regional centers can use this report to help guide strategic planning and monitor systemic changes.

What is National Core Indicators® – Intellectual and Developmental Disabilities (NCI-IDD)?

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

What is the NCI-IDD In-Person Survey?

The NCI-IDD In-Person Survey is completed with adults with IDD age 18 and older receiving at least one paid service (in addition to case management) from the state I/DD (Intellectual / Developmental Disabilities) service system. The survey instrument includes a “Background Information Section”, which gathers data about the consumer from agency records, and an In-Person Survey that is conducted face-to-face with the person receiving services, either in person or via videoconference. The In-Person Survey is composed of two sections: Section I includes subjective questions that can only be answered by the person receiving services from the state. Section II includes objective, fact-based questions that can be answered by the person or, if needed, a proxy respondent who knows the person well.

The NCI-IDD average is weighted. Regional Centers receive an 'n/a' designation within the table if 20 or fewer people responded to the survey item; however, their data are included in the Weighted CA Average.

Where are the statistics in this report from?

Thirty-three (33) states administered the In-Person Survey (IPS) in 2022-23 collected a valid sample for analysis. Together they contribute 25,424 surveys. Each of the 21 California regional centers collected a valid sample for analysis. Together they contributed 8830 surveys.

The charts in this document, grouped by subdomain, display the regional center results alongside the weighted CA and NCI-IDD averages. The charts are followed by accessible tables containing the same information. Many questions in the IPS allow respondents to answer a question with “middle” response like “maybe”, “sometimes” or “in-between”. Data in this report are “collapsed” data. That means that two or more response options are grouped together if they are considered to reflect a positive outcome. The CA and NCI-IDD averages are “weighted” to reflect the regional centers’ and states’ relative population and sample sizes. We created the weights using the regional centers’ and state’s number of valid surveys and its total survey-eligible population. This way, a regional center or state that provides services to a larger number of people but uses a sample similar in size to other regional centers or states has a greater influence on the overall state or NCI-IDD average (that is, its contribution is proportional to its service population).

Regional Centers receive an ‘n/a’ designation within the table if 20 or fewer people responded to the survey item; however, their data are included in the CA Average. Some items collected from the Background Information section were not available in CA records and could not be collected during the survey interview, those outcomes are designated as ‘n/a’ at the statewide and regional center levels. To find out more about the development of In-Person Survey, data analysis and state samples, check out the National In-Person Report: <https://idd.nationalcoreindicators.org/survey-reports-insights/report-library/>.

Results

In California, the In-Person Survey is administered once every other year and data are collected from all 21 regional centers. The California statewide average is comprised of this data. **Please note: the NCI-IDD average (noted as just “NCI-IDD” in the tables) and CA averages (noted as “CA”) shown throughout this report are weighted.**

Respondents of this survey are adults who have IDD and receive at least one service in addition to case management from the state DD service system. More NCI data findings are available at <https://www.dds.ca.gov/rc/nci/>.

The NCI-IDD average is weighted. Regional Centers receive an ‘n/a’ designation within the table if 20 or fewer people responded to the survey item; however, their data are included in the Weighted CA Average.

Presentation of Demographics

The following section details the demographic profile of individuals included in the 2022-23 In-Person Survey. Tables display demographic results listed alphabetically by regional center, followed by the *weighted* CA and NCI-IDD averages.

Regional Centers receive an ‘n/a’ designation within the table if 20 or fewer people responded to the survey item; however, their data are included in the CA Average. Some items collected from the Background Information section were not available in CA records and could not be collected during the survey interview. Those outcomes are not included in this report.

Regional centers with fewer than 20 respondents to a question **are not** included in outcome tables; however, their data **are** included in the CA Average.

Note on NCI Averages: The NCI-IDD averages and CA averages contained in this report are “weighted” means; their calculations reflect the relative population sizes of participating states and the states’ sample sizes. See more about weighting in the Methodology section.

“N” demonstrates the number of valid responses for each question. “N” can vary between questions. The N does not include missing responses, “don’t know” responses or “not applicable” responses.

The NCI-IDD average is weighted. Regional Centers receive an ‘n/a’ designation within the table if 20 or fewer people responded to the survey item; however, their data are included in the Weighted CA Average.

Demographics

This section presents descriptive information of individuals surveyed.

For several states included in the NCI-IDD Average, survey items in the Background Information section (including certain items related to Demographics, Health, Medication, and Wellness) had a large amount of missing data or data recorded as “don’t know.” Detailed information by state can be found in the NCI-IDD National In-Person Survey Report: <https://idd.nationalcoreindicators.org/survey-reports-insights/>.

The quantity of missing data can be a result of several factors. We do not know whether the data are missing systematically or randomly; for example, are data missing across the board for those in a specific waiver population in a given state? If so, the resulting data are not representative of the entire sample or population. Please note that the NCI-IDD average reflects the average of data that were reported to NCI-IDD and may not be reflective of the service population across the country.

All CA statewide and NCI-IDD averages are weighted. For more information on weighting see the Data Analysis section of this report.

The NCI-IDD average is weighted. Regional Centers receive an ‘n/a’ designation within the table if 20 or fewer people responded to the survey item; however, their data are included in the Weighted CA Average.

Table 1. Age

| Regional Center | Mean age (years) | N |
|-----------------|------------------|-------|
| HRC | 37.2 | 525 |
| CA | 39.0 | 8830 |
| NCI-IDD | 40.2 | 25041 |

Table 2. Age group

| Regional Center | 18 22 | 23 34 | 35 54 | 55 74 | 75 and older | Unknown | N |
|-----------------|-------|-------|-------|-------|--------------|---------|-------|
| HRC | 15% | 38% | 27% | 17% | 2% | 0% | 525 |
| CA | 15% | 35% | 29% | 19% | 2% | 0% | 8830 |
| NCI-IDD | 9% | 37% | 32% | 19% | 2% | 1% | 25424 |

Table 3. Sex

Refers to individual's sex as assigned at birth

| Regional Center | Male | Female | Don't know | N |
|-----------------|------|--------|------------|-------|
| HRC | 59% | 41% | 0% | 525 |
| CA | 59% | 41% | 0% | 8830 |
| NCI-IDD | 60% | 40% | 0% | 25062 |

The NCI-IDD average is weighted. Regional Centers receive an 'n/a' designation within the table if 20 or fewer people responded to the survey item; however, their data are included in the Weighted CA Average.

Table 4. Marital status

Information may have been collected in the field

| Regional Center | Single, never married | Married | Single, married in the past | Don't know | N |
|-----------------|-----------------------|---------|-----------------------------|------------|-------|
| HRC | 98% | 2% | 0% | 0% | 525 |
| CA | 97% | 2% | 1% | 0% | 8805 |
| NCI-IDD | 93% | 1% | 2% | 4% | 24913 |

Table 5. Is this person a parent?

Categories are not mutually exclusive; therefore, N is not shown. At least 25% of CA responses were missing or “Don’t Know.”

| Regional Center | No, does not have a child | Yes, parent of a child or children under 18 | Yes, parent of a child or children over 18 | Yes, parent of a child or children, unknown age(s) | Don't know |
|-----------------|---------------------------|---|--|--|------------|
| HRC | 94% | 4% | 1% | 0% | 0% |
| CA | 88% | 8% | 5% | 0% | 0% |
| NCI-IDD | 96% | 2% | 2% | 0% | 14% |

Table 6. Race and ethnicity

Categories are not mutually exclusive; therefore, N is not shown; “Don’t know” responses are included in the denominator, which is different from past years. In previous years, this variable was mutually exclusive.

| Regional Center | American Indian or Alaska Native | Asian | Black or African American | Pacific Islander | White | Hispanic or Latino | Other | Don't know |
|-----------------|----------------------------------|-------|---------------------------|------------------|-------|--------------------|-------|------------|
| HRC | 0% | 5% | 10% | 0% | 35% | 49% | 1% | 0% |
| CA | 0% | 9% | 11% | 0% | 40% | 36% | 2% | 1% |
| NCI-IDD | 1% | 4% | 17% | 1% | 63% | 14% | 3% | 4% |

The NCI-IDD average is weighted. Regional Centers receive an ‘n/a’ designation within the table if 20 or fewer people responded to the survey item; however, their data are included in the Weighted CA Average.

Table 7. Residential designation

Information based on residential designation defined by the USDA: <https://www.ers.usda.gov/data-products/rural-urban-commuting-area-codes.aspx>

| Regional Center | Metropolitan | Micropolitan | Rural | Small town | N |
|-----------------|--------------|--------------|-------|------------|-------|
| HRC | 99% | 1% | 0% | 0% | 521 |
| CA | 95% | 4% | 0% | 1% | 8800 |
| NCI-IDD | 82% | 10% | 2% | 5% | 25007 |

Table 8. Type of residence - ICFs/ID, nursing facilities or other specialized institutional settings

| Regional Center | ICF/IID, 4 6 residents with disabilities | ICF/IID, 7 15 residents with disabilities | ICF/IID, 16 or more residents with disabilities | Nursing facility | Other specialized institutional facility | N |
|-----------------|--|---|---|------------------|--|-------|
| HRC | 8% | 1% | 0% | 1% | 1% | 523 |
| CA | 5% | 0% | 0% | 1% | 1% | 8811 |
| NCI-IDD | 2% | 1% | 0% | 0% | 0% | 25039 |

Table 9. Type of residence - group residential setting

| Regional Center | Group living setting, 2 3 people with disabilities | Group living setting, 4 6 people with disabilities | Group living setting, 7 15 people with disabilities | N |
|-----------------|--|--|---|-------|
| HRC | 1% | 18% | 0% | 523 |
| CA | 1% | 21% | 1% | 8811 |
| NCI-IDD | 8% | 18% | 5% | 25039 |

The NCI-IDD average is weighted. Regional Centers receive an 'n/a' designation within the table if 20 or fewer people responded to the survey item; however, their data are included in the Weighted CA Average.

Table 10. Type of residence - Continued

| Regional Center | Own home or apartment | Parent or relative's home | Foster care or host home (2 or more people with a disability) | Foster care, host home, or shared living (1 person with a disability) | Homeless or crisis bed placement | Other | Don't know | N |
|-----------------|-----------------------|---------------------------|---|---|----------------------------------|-------|------------|-------|
| HRC | 6% | 64% | 1% | 0% | 0% | 0% | 0% | 523 |
| CA | 13% | 56% | 1% | 0% | 0% | 0% | 0% | 8811 |
| NCI-IDD | 12% | 45% | 3% | 3% | 0% | 0% | 1% | 25039 |

Table 11. Length of time at current residence (if not homeless or in crisis bed placement)

| Regional Center | Less than 1 year | 1 3 years | 4 5 years | Over 5 years | Don't know | N |
|-----------------|------------------|-----------|-----------|--------------|------------|-------|
| HRC | 6% | 14% | 10% | 68% | 1% | 516 |
| CA | 8% | 13% | 9% | 69% | 0% | 8792 |
| NCI-IDD | 8% | 17% | 9% | 63% | 4% | 24657 |

Table 12. Person's residence owned or controlled by provider agency

| Regional Center | Yes | No | Don't know | N |
|-----------------|-----|-----|------------|-------|
| HRC | 29% | 71% | 0% | 523 |
| CA | 30% | 70% | 0% | 8792 |
| NCI-IDD | 36% | 62% | 2% | 22722 |

The NCI-IDD average is weighted. Regional Centers receive an 'n/a' designation within the table if 20 or fewer people responded to the survey item; however, their data are included in the Weighted CA Average.

Table 13. Person is named on the lease or other legally enforceable rental agreement

At least 25% of CA responses were missing or “Don’t Know.”

| Regional Center | Yes, named on lease or deed | No | Yes, named on other legally enforceable rental agreement | Don't know | N |
|-----------------|-----------------------------|-----|--|------------|-------|
| HRC | 2% | 89% | 0% | 10% | 63 |
| CA | 9% | 83% | 4% | 4% | 604 |
| NCI-IDD | 17% | 56% | 7% | 20% | 15335 |

Table 14. Has ID diagnosis

| Regional Center | Yes | No | Don't know | N |
|-----------------|-----|-----|------------|-------|
| HRC | 78% | 22% | 0% | 524 |
| CA | 75% | 25% | 0% | 8829 |
| NCI-IDD | 84% | 14% | 2% | 24999 |

Table 15. Level of ID

| Regional Center | Mild | Moderate | Severe | Profound | Unspecified | Unknown | N |
|-----------------|------|----------|--------|----------|-------------|---------|-------|
| HRC | 53% | 24% | 11% | 10% | 1% | 0% | 411 |
| CA | 49% | 25% | 12% | 7% | 7% | 0% | 6558 |
| NCI-IDD | 39% | 30% | 11% | 7% | 13% | 0% | 20927 |

The NCI-IDD average is weighted. Regional Centers receive an ‘n/a’ designation within the table if 20 or fewer people responded to the survey item; however, their data are included in the Weighted CA Average.

Table 16. Mood, anxiety, behavior, psychotic, and other mental illness

Categories are not mutually exclusive; therefore, N is not shown; “Don’t Know” responses are included in the denominator. At least 25% of CA responses were missing or “Don’t Know.”

| Regional Center | Mood disorder | Anxiety disorder | Behavior challenges | Psychotic disorder | Other mental illness or psychiatric diagnosis |
|-----------------|---------------|------------------|---------------------|--------------------|---|
| HRC | 2% | 2% | 2% | 1% | 0% |
| CA | 2% | 2% | 1% | 1% | 1% |
| NCI-IDD | 24% | 21% | 21% | 8% | 7% |

Table 17. Diagnoses noted in record

Categories are not mutually exclusive; therefore, N is not shown; “Don’t Know” responses are included in the denominator. At least 25% of CA responses were missing or “Don’t Know.”

| Regional Center | Autism spectrum disorder | Cerebral Palsy | Brain injury | Seizure disorder | Chemical dependency |
|-----------------|--------------------------|----------------|--------------|------------------|---------------------|
| HRC | 37% | 35% | 0% | 38% | 0% |
| CA | 42% | 29% | 0% | 33% | 0% |
| NCI-IDD | 31% | 16% | 3% | 25% | 1% |

Table 18. Diagnoses noted in record (continued)

Categories are not mutually exclusive; therefore, N is not shown; “Don’t Know” responses are included in the denominator. At least 25% of CA responses were missing or “Don’t Know.”

| Regional Center | Down syndrome | Prader Willi syndrome | Fetal alcohol syndrome | Limited or no Vision | Severe or profound hearing loss | Other disabilities not listed | No other disabilities other than ID |
|-----------------|---------------|-----------------------|------------------------|----------------------|---------------------------------|-------------------------------|-------------------------------------|
| HRC | 2% | 0% | 0% | 13% | 13% | 1% | 0% |
| CA | 2% | 0% | 0% | 13% | 9% | 0% | 0% |
| NCI-IDD | 6% | 0% | 1% | 12% | 4% | 14% | 10% |

The NCI-IDD average is weighted. Regional Centers receive an ‘n/a’ designation within the table if 20 or fewer people responded to the survey item; however, their data are included in the Weighted CA Average.

Table 19. Other conditions in record

Categories are not mutually exclusive; therefore, N is not shown; “Don’t Know” responses are included in the denominator.

| Regional Center | Cardiovascular disease | Diabetes | Cancer | High blood pressure | High cholesterol |
|-----------------|------------------------|----------|--------|---------------------|------------------|
| HRC | 3% | 28% | 6% | 9% | 46% |
| CA | 3% | 26% | 7% | 9% | 43% |
| NCI-IDD | 8% | 17% | 3% | 26% | 24% |

Table 20. Other conditions in record (continued)

Categories are not mutually exclusive; therefore, N is not shown; “Don’t Know” responses are included in the denominator.

| Regional Center | Dysphagia | Pressure ulcers | Alzheimer’s disease or other dementia | Oral health or dental problems | Sleep apnea |
|-----------------|-----------|-----------------|---------------------------------------|--------------------------------|-------------|
| HRC | 2% | 0% | 1% | 3% | 9% |
| CA | 4% | 1% | 0% | 1% | 8% |
| NCI-IDD | 8% | 1% | 3% | 4% | 9% |

Table 21. Other conditions in record (continued)

Categories are not mutually exclusive; therefore, N is not shown; “Don’t Know” responses are included in the denominator.

| Regional Center | Asthma | Other pulmonary diagnosis | Chronic kidney disease | Long term health problems associated with COVID 19 | Other |
|-----------------|--------|---------------------------|------------------------|--|-------|
| HRC | 26% | 5% | 3% | 2% | 5% |
| CA | 26% | 4% | 2% | 0% | 4% |
| NCI-IDD | 12% | 3% | 12% | 0% | 47% |

The NCI-IDD average is weighted. Regional Centers receive an ‘n/a’ designation within the table if 20 or fewer people responded to the survey item; however, their data are included in the Weighted CA Average.

Table 22. Preferred language*Information may have been collected in the field*

| Regional Center | English | Spanish | Chinese (including Mandarin, Cantonese, and Hokkien) | N |
|-----------------|---------|---------|--|-------|
| HRC | 72% | 26% | 0% | 525 |
| CA | 77% | 20% | 1% | 8829 |
| NCI-IDD | 92% | 6% | 0% | 24851 |

Table 23. Preferred language (continued)*Information may have been collected in the field*

| Regional Center | Tagalog (Including Filipino) | Vietnamese | Korean | Arabic | N |
|-----------------|------------------------------|------------|--------|--------|-------|
| HRC | | 0% | 0% | 0% | 525 |
| CA | | 0% | 1% | 0% | 8829 |
| NCI-IDD | | 0% | 0% | 0% | 24851 |

Table 24. Preferred language (continued)*Information may have been collected in the field*

| Regional Center | Armenian | Farsi | Hmong | Khmer | N |
|-----------------|----------|-------|-------|-------|-------|
| HRC | 0% | 0% | 0% | 0% | 525 |
| CA | 0% | 0% | 0% | 0% | 8829 |
| NCI-IDD | 0% | 0% | 0% | 0% | 24851 |

The NCI-IDD average is weighted. Regional Centers receive an 'n/a' designation within the table if 20 or fewer people responded to the survey item; however, their data are included in the Weighted CA Average.

Table 25. Preferred language (continued)*Information may have been collected in the field*

| Regional Center | Lao | Russian | American Sign Language (ASL) | Other | N |
|-----------------|-----|---------|------------------------------|-------|-------|
| HRC | 0% | 0% | 1% | 1% | 525 |
| CA | 0% | 0% | 0% | 0% | 8829 |
| NCI-IDD | 0% | 0% | 0% | 1% | 24851 |

Table 26. Preferred means of communication*Information may have been collected in the field*

| Regional Center | Spoken | Gestures or body language | Sign language or finger spelling | Communication device | Other | Don't know | N |
|-----------------|--------|---------------------------|----------------------------------|----------------------|-------|------------|-------|
| HRC | 79% | 19% | 1% | 0% | 1% | 0% | 521 |
| CA | 83% | 16% | 0% | 0% | 0% | 0% | 8792 |
| NCI-IDD | 77% | 14% | 1% | 1% | 4% | 2% | 24943 |

Table 27. Mobility*Information may have been collected in the field*

| Regional Center | Moves self around environment without aids | Moves self around environment with aids or uses wheelchair independently | Non ambulatory and always needs assistance to move around environment | Don't know | N |
|-----------------|--|--|---|------------|-------|
| HRC | 76% | 7% | 17% | 0% | 522 |
| CA | 81% | 5% | 14% | 0% | 8817 |
| NCI-IDD | 77% | 12% | 10% | 1% | 24933 |

The NCI-IDD average is weighted. Regional Centers receive an 'n/a' designation within the table if 20 or fewer people responded to the survey item; however, their data are included in the Weighted CA Average.

Table 28. Support needed to manage self-injurious behavior

| Regional Center | None | Some | Extensive | Don't know | N |
|-----------------|------|------|-----------|------------|-------|
| HRC | 75% | 21% | 4% | 0% | 512 |
| CA | 78% | 19% | 2% | 0% | 8799 |
| NCI-IDD | 75% | 17% | 5% | 3% | 24296 |

Table 29. Support needed to manage disruptive behavior

| Regional Center | None | Some | Extensive | Don't know | N |
|-----------------|------|------|-----------|------------|-------|
| HRC | 45% | 22% | 33% | 0% | 512 |
| CA | 49% | 28% | 22% | 0% | 8801 |
| NCI-IDD | 57% | 25% | 10% | 8% | 24384 |

Table 30. Support needed to manage destructive behavior

At least 25% of CA responses were missing or “Don’t Know.”

| Regional Center | None | Some | Don't know | Extensive | N |
|-----------------|------|------|------------|-----------|-------|
| HRC | 79% | 14% | 2% | 5% | 63 |
| CA | 79% | 14% | 4% | 3% | 631 |
| NCI-IDD | 68% | 17% | 10% | 5% | 16215 |

The NCI-IDD average is weighted. Regional Centers receive an ‘n/a’ designation within the table if 20 or fewer people responded to the survey item; however, their data are included in the Weighted CA Average.

Table 31. Level of guardianship/conservatorship

| Regional Center | None | Limited guardianship/conservatorship | Has guardian/conservator but unable to distinguish level | Don't know | Full guardianship/conservatorship | N |
|-----------------|------|--------------------------------------|--|------------|-----------------------------------|-------|
| HRC | 64% | 36% | 0% | 1% | 0% | 525 |
| CA | 66% | 33% | 0% | 1% | 0% | 8829 |
| NCI-IDD | 51% | 10% | 11% | 3% | 26% | 25049 |

Table 32. Guardian's/conservator's relationship to person

At least 25% of CA responses were missing or "Don't Know." The option of "Friend" and "Financial Institution" are valid response options in the national report but not in the CA IPS, and are noted as N/A for each regional center and the CA statewide average.

| Regional Center | Family | Friend | Public guardian/conservator or public administrator | Financial institution | N |
|-----------------|--------|--------|---|-----------------------|-------|
| HRC | 75% | n/a | 23% | n/a | 186 |
| CA | 42% | n/a | 56% | n/a | 2883 |
| NCI-IDD | 68% | 1% | 17% | 0% | 10976 |

Table 33. Guardian's/conservator's relationship to person (continued)

At least 25% of CA responses were missing or "Don't Know." The option of "Friend" and "Financial Institution" are valid response options in the national report but not in the CA IPS, and are noted as N/A for each regional center and the CA statewide average.

| Regional Center | Non profit guardianship/conservatorship agency | For profit guardianship/conservatorship agency | Don't know | Other | N |
|-----------------|--|--|------------|-------|-------|
| HRC | 1% | n/a | 0% | 1% | 186 |
| CA | 0% | n/a | 0% | 2% | 2883 |
| NCI-IDD | 1% | 0% | 9% | 3% | 10976 |

The NCI-IDD average is weighted. Regional Centers receive an 'n/a' designation within the table if 20 or fewer people responded to the survey item; however, their data are included in the Weighted CA Average.

Table 34. Funding source

Categories are not mutually exclusive; therefore, N is not shown. At least 25% of CA responses were missing or “Don’t Know.”

| Regional Center | ICF/IID | Medicaid HCBS waiver funded services | Medicaid state plan funded | LTC exclusively supported by state funds and no Medicaid | LTC exclusively supported by state funds, person has Medicaid for health | Don't know |
|-----------------|---------|--------------------------------------|----------------------------|--|--|------------|
| HRC | 19% | 10% | 10% | 5% | 50% | 16% |
| CA | 20% | 7% | 8% | 10% | 15% | 44% |
| NCI-IDD | 3% | 86% | 41% | 0% | 1% | 3% |

Table 35. Person receives Medicare

At least 25% of CA responses were missing or “Don’t Know.”

| Regional Center | Yes | No | Don't know | N |
|-----------------|-----|-----|------------|-------|
| HRC | 46% | 51% | 3% | 65 |
| CA | 41% | 48% | 11% | 642 |
| NCI-IDD | 47% | 47% | 6% | 16661 |

Table 36. Amount of daily support received at home

At least 25% of CA responses were missing or “Don’t Know.”

| Regional Center | 24 hour on site support or supervision | Daily on site support | Scheduled less frequent than daily support | As needed visitation and phone contact | None of these options | Don't know | N |
|-----------------|--|-----------------------|--|--|-----------------------|------------|-------|
| HRC | 27% | 32% | 3% | 3% | 30% | 5% | 63 |
| CA | 33% | 16% | 8% | 3% | 35% | 4% | 612 |
| NCI-IDD | 45% | 18% | 17% | 2% | 9% | 9% | 16269 |

The NCI-IDD average is weighted. Regional Centers receive an ‘n/a’ designation within the table if 20 or fewer people responded to the survey item; however, their data are included in the Weighted CA Average.

Table 37. Has remote supports

Remote supports combine technology and direct care to provide supports such as home-based sensors, cameras, and other devices. At least 25% of CA responses were missing or “Don’t Know.”

| Regional Center | No, none | Yes, 24 hour remote supports | Yes, less than 24 hour remote supports | Don’t know | N |
|-----------------|----------|------------------------------|--|------------|-------|
| HRC | 83% | 13% | 0% | 5% | 63 |
| CA | 89% | 5% | 2% | 4% | 611 |
| NCI-IDD | 80% | 3% | 2% | 15% | 15862 |

Table 38. Has ever been diagnosed or presumed diagnosed with COVID-19

At least 25% of CA responses were missing or “Don’t Know.”

| Regional Center | Yes | No | Don’t know | N |
|-----------------|-----|-----|------------|-------|
| HRC | 30% | 39% | 31% | 525 |
| CA | 33% | 40% | 27% | 8829 |
| NCI-IDD | 35% | 49% | 16% | 22439 |

Table 39. Has ever required in-patient hospitalization due to COVID-19 (of those who had COVID-19)

At least 25% of CA responses were missing or “Don’t Know.”

| Regional Center | Yes | No | Don’t know | N |
|-----------------|-----|-----|------------|------|
| HRC | 5% | 95% | 0% | 128 |
| CA | 6% | 92% | 2% | 2758 |
| NCI-IDD | 9% | 89% | 2% | 7483 |

The NCI-IDD average is weighted. Regional Centers receive an ‘n/a’ designation within the table if 20 or fewer people responded to the survey item; however, their data are included in the Weighted CA Average.

Table 40. Has gotten the COVID-19 vaccine

| Regional Center | Yes, fully vaccinated and has received at least one booster | Yes, fully vaccinated | Partially vaccinated received one of two doses of Pfizer BioNTech or Moderna | Not vaccinated at all | Don't know | N |
|-----------------|---|-----------------------|--|-----------------------|------------|-------|
| HRC | 29% | 33% | 6% | 9% | 23% | 525 |
| CA | 29% | 46% | 5% | 9% | 12% | 8830 |
| NCI-IDD | 49% | 26% | 3% | 10% | 11% | 22410 |

The NCI-IDD average is weighted. Regional Centers receive an 'n/a' designation within the table if 20 or fewer people responded to the survey item; however, their data are included in the Weighted CA Average.

Community Inclusion and Belonging

Value statement: People do things in their community they want to do. People feel like they belong to the communities/groups of their choosing.

The NCI-IDD average is weighted. Regional Centers receive an 'n/a' designation within the table if 20 or fewer people responded to the survey item; however, their data are included in the Weighted CA Average.

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

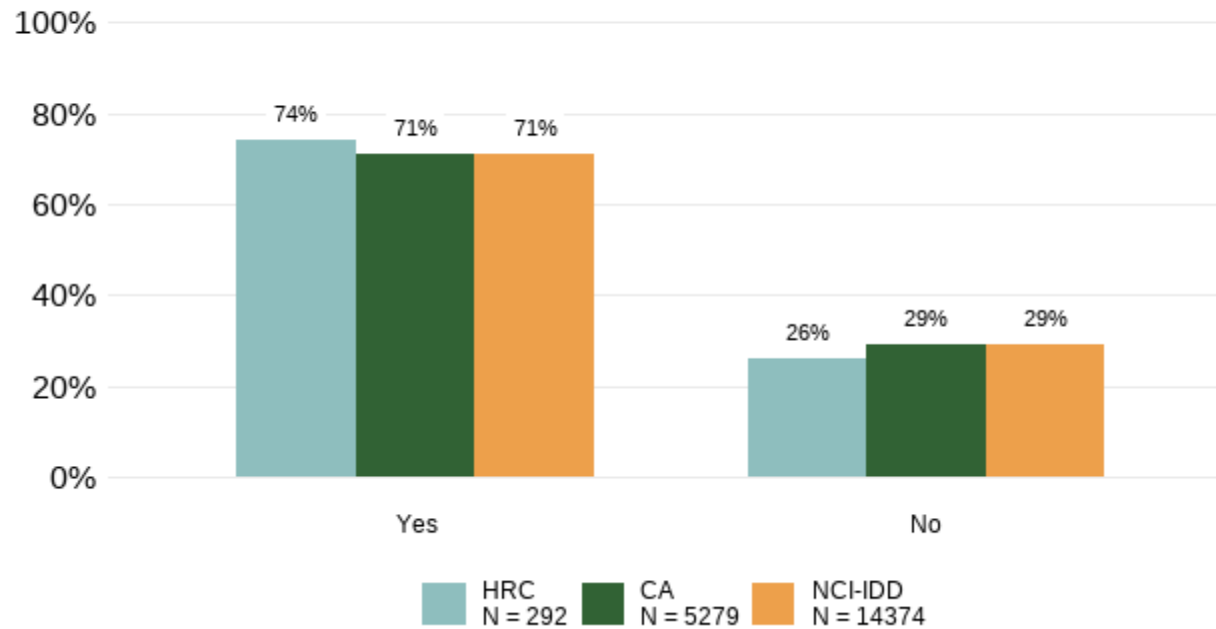


Table 41. Gets to go out and do the things likes to do in the community as much as wants to

| Regional Center | Yes | No | N |
|-----------------|-----|-----|-------|
| HRC | 74% | 26% | 292 |
| CA | 71% | 29% | 5279 |
| NCI-IDD | 71% | 29% | 14374 |

The NCI-IDD average is weighted. Regional Centers receive an 'n/a' designation within the table if 20 or fewer people responded to the survey item; however, their data are included in the Weighted CA Average.

Does things in the community with the people they want

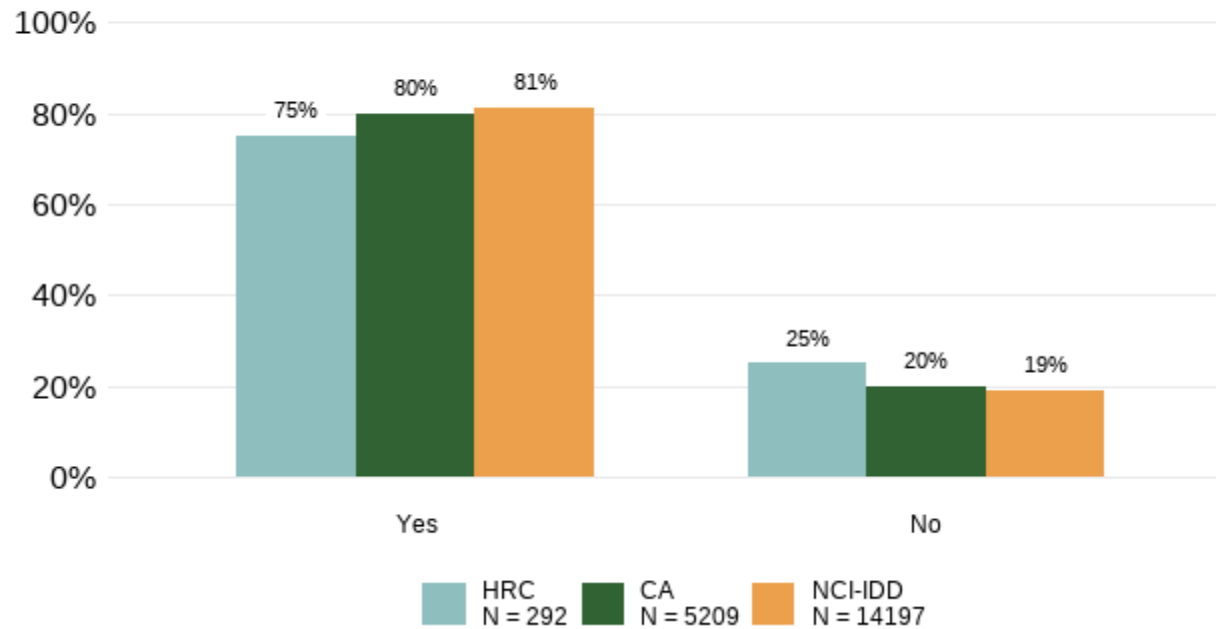


Table 42. Does things in the community with the people they want

| Regional Center | Yes | No | N |
|-----------------|-----|-----|-------|
| HRC | 75% | 25% | 292 |
| CA | 80% | 20% | 5209 |
| NCI-IDD | 81% | 19% | 14197 |

The NCI-IDD average is weighted. Regional Centers receive an 'n/a' designation within the table if 20 or fewer people responded to the survey item; however, their data are included in the Weighted CA Average.

Can be themselves when with others in groups, organizations, or communities the person takes part in (if person takes part in groups, organizations, or communities)

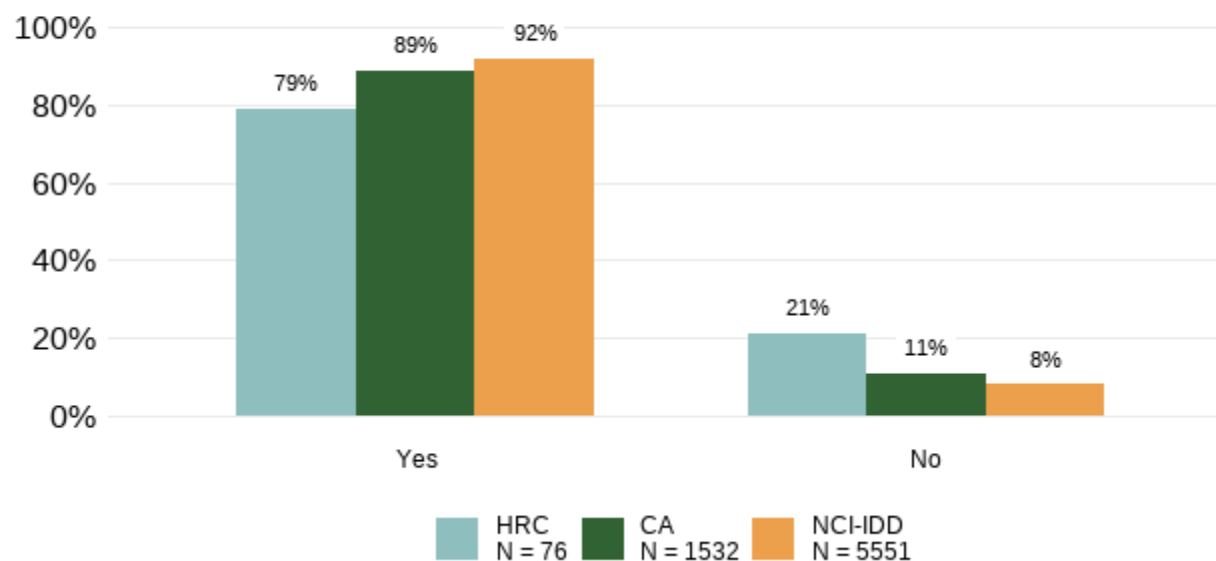


Table 43. Can be themselves when with others in groups, organizations, or communities the person takes part in (if person takes part in groups, organizations, or communities)

Proxy respondents were allowed for this question

| Regional Center | Yes | No | N |
|-----------------|-----|-----|------|
| HRC | 79% | 21% | 76 |
| CA | 89% | 11% | 1532 |
| NCI-IDD | 92% | 8% | 5551 |

The NCI-IDD average is weighted. Regional Centers receive an 'n/a' designation within the table if 20 or fewer people responded to the survey item; however, their data are included in the Weighted CA Average.

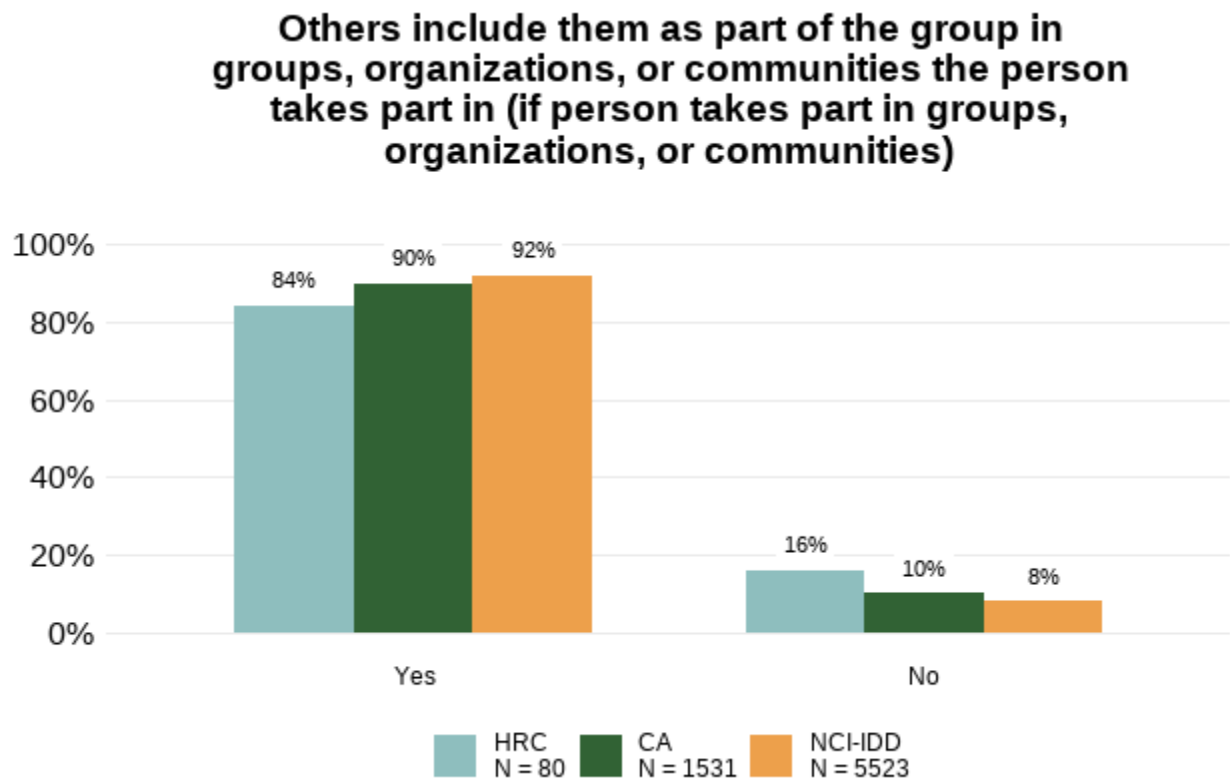


Table 44. Others include them as part of the group in groups, organizations, or communities the person takes part in (if person takes part in groups, organizations, or communities)

| Regional Center | Yes | No | N |
|-----------------|-----|-----|------|
| HRC | 84% | 16% | 80 |
| CA | 90% | 10% | 1531 |
| NCI-IDD | 92% | 8% | 5523 |

The NCI-IDD average is weighted. Regional Centers receive an ‘n/a’ designation within the table if 20 or fewer people responded to the survey item; however, their data are included in the Weighted CA Average.

Gets help to learn new things

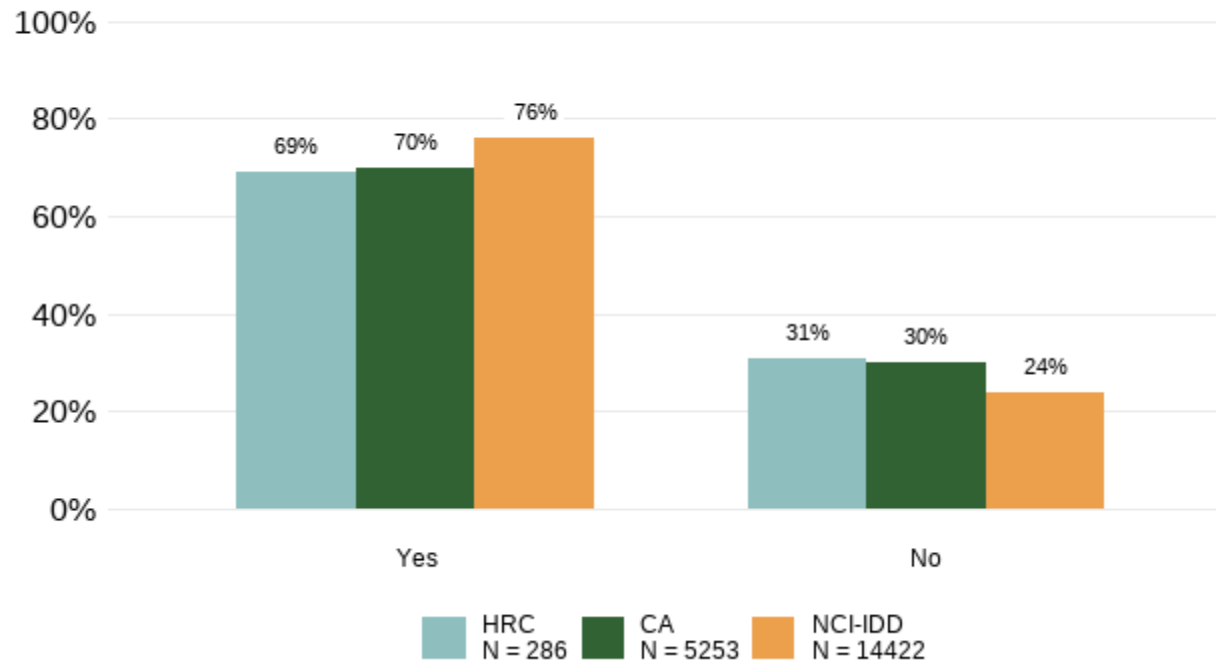


Table 45. Gets help to learn new things

| Regional Center | Yes | No | N |
|-----------------|-----|-----|-------|
| HRC | 69% | 31% | 286 |
| CA | 70% | 30% | 5253 |
| NCI-IDD | 76% | 24% | 14422 |

The NCI-IDD average is weighted. Regional Centers receive an 'n/a' designation within the table if 20 or fewer people responded to the survey item; however, their data are included in the Weighted CA Average.

Choice and Decision Making

Value Statement: People are supported to make everyday choices and life decisions. Support for decision-making includes necessary information and experiences.

The NCI-IDD average is weighted. Regional Centers receive an 'n/a' designation within the table if 20 or fewer people responded to the survey item; however, their data are included in the Weighted CA Average.

Chose or had some input in choosing where they live if not living in the family home

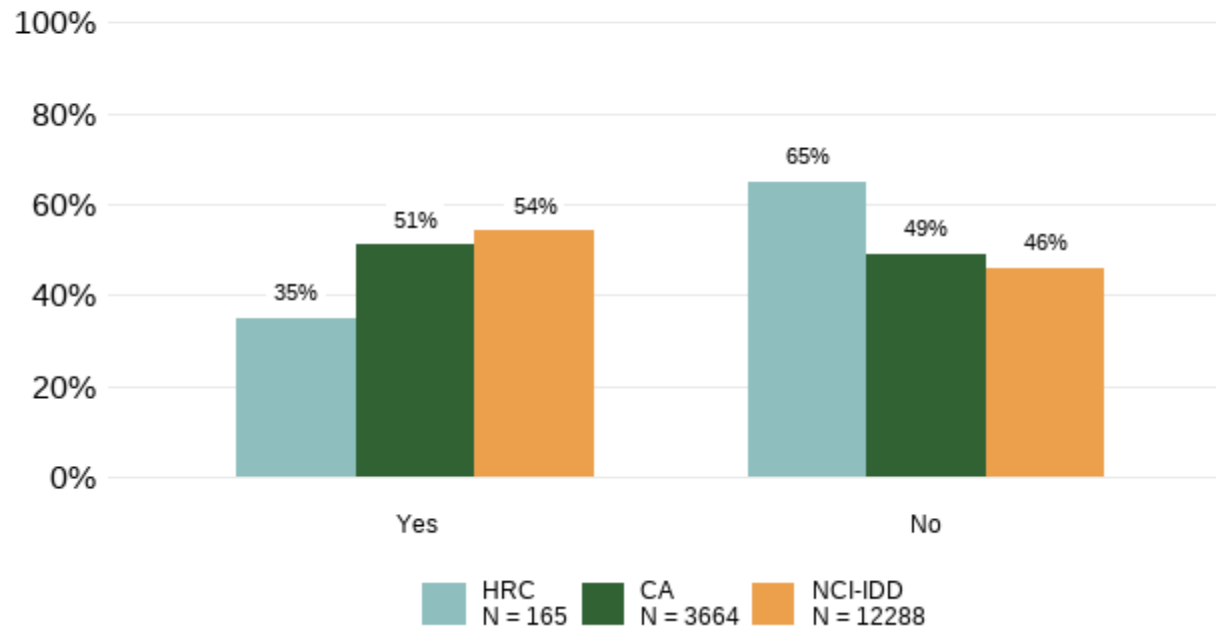


Table 46. Chose or had some input in choosing where they live if not living in the family home

Proxy respondents were allowed for this question

| Regional Center | Yes | No | N |
|-----------------|-----|-----|-------|
| HRC | 35% | 65% | 165 |
| CA | 51% | 49% | 3664 |
| NCI-IDD | 54% | 46% | 12288 |

The NCI-IDD average is weighted. Regional Centers receive an 'n/a' designation within the table if 20 or fewer people responded to the survey item; however, their data are included in the Weighted CA Average.

Chose or had some input in choosing their housemates if not living in the family home, or chose to live alone

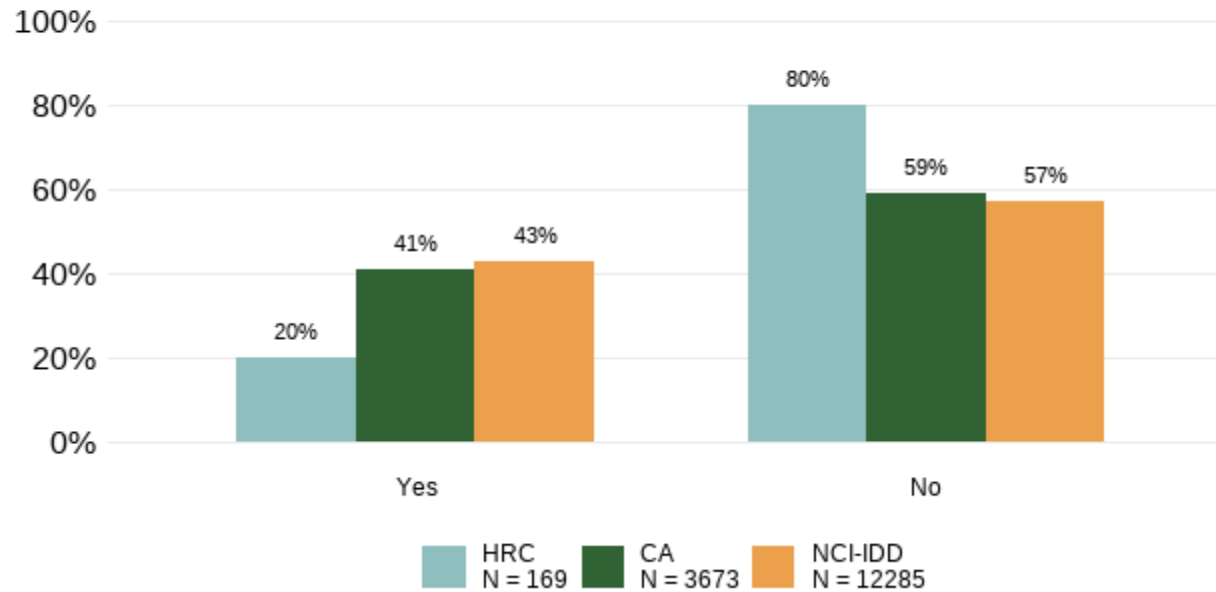


Table 47. Chose or had some input in choosing their housemates if not living in the family home, or chose to live alone

Proxy respondents were allowed for this question

| Regional Center | Yes | No | N |
|-----------------|-----|-----|-------|
| HRC | 20% | 80% | 169 |
| CA | 41% | 59% | 3673 |
| NCI-IDD | 43% | 57% | 12285 |

The NCI-IDD average is weighted. Regional Centers receive an 'n/a' designation within the table if 20 or fewer people responded to the survey item; however, their data are included in the Weighted CA Average.

Decides or has help deciding their daily schedule

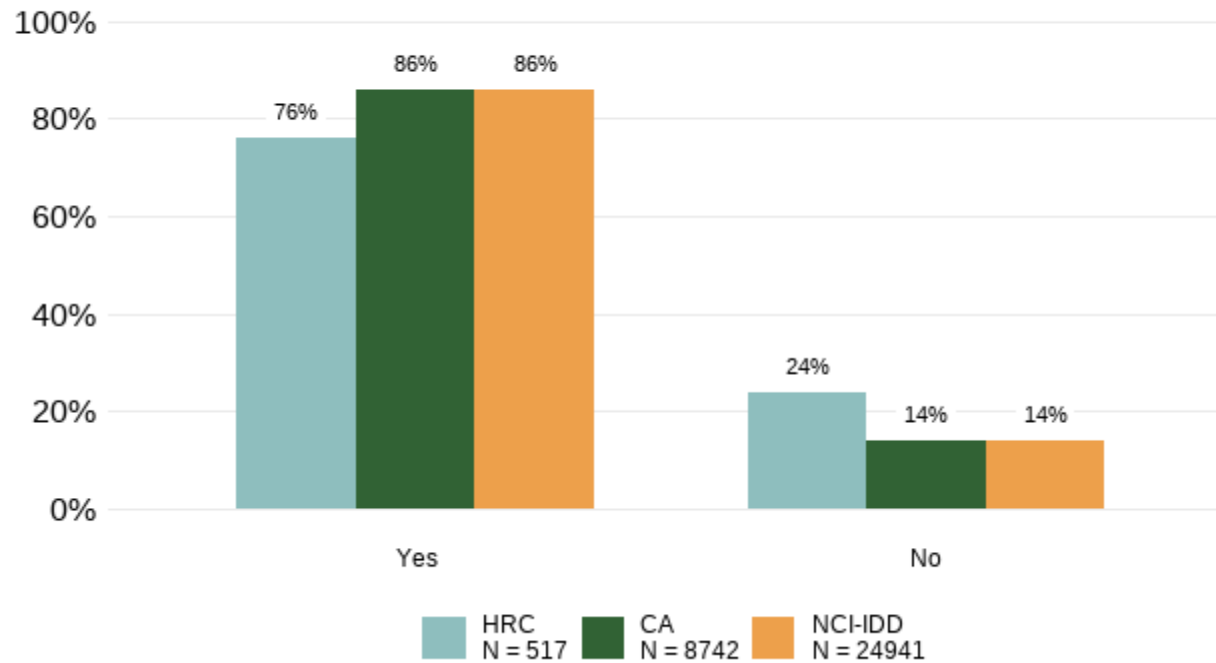


Table 48. Decides or has help deciding their daily schedule

Proxy respondents were allowed for this question

| Regional Center | Yes | No | N |
|-----------------|-----|-----|-------|
| HRC | 76% | 24% | 517 |
| CA | 86% | 14% | 8742 |
| NCI-IDD | 86% | 14% | 24941 |

The NCI-IDD average is weighted. Regional Centers receive an 'n/a' designation within the table if 20 or fewer people responded to the survey item; however, their data are included in the Weighted CA Average.

Decides or has help deciding how to spend free time

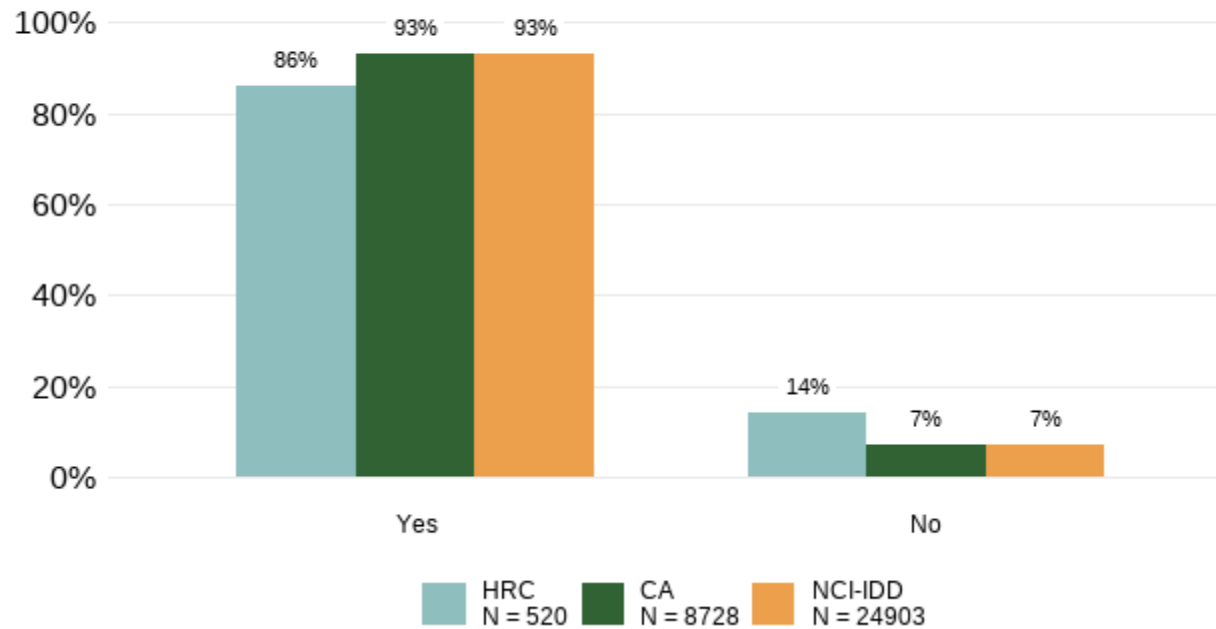


Table 49. Decides or has help deciding how to spend free time

Proxy respondents were allowed for this question; This is asking about who chooses how the person spends their time when they are not working, attending a day program, or doing other regular daily activity with or without supports.

| Regional Center | Yes | No | N |
|-----------------|-----|-----|-------|
| HRC | 86% | 14% | 520 |
| CA | 93% | 7% | 8728 |
| NCI-IDD | 93% | 7% | 24903 |

The NCI-IDD average is weighted. Regional Centers receive an 'n/a' designation within the table if 20 or fewer people responded to the survey item; however, their data are included in the Weighted CA Average.

Has enough choice about what to do in free time

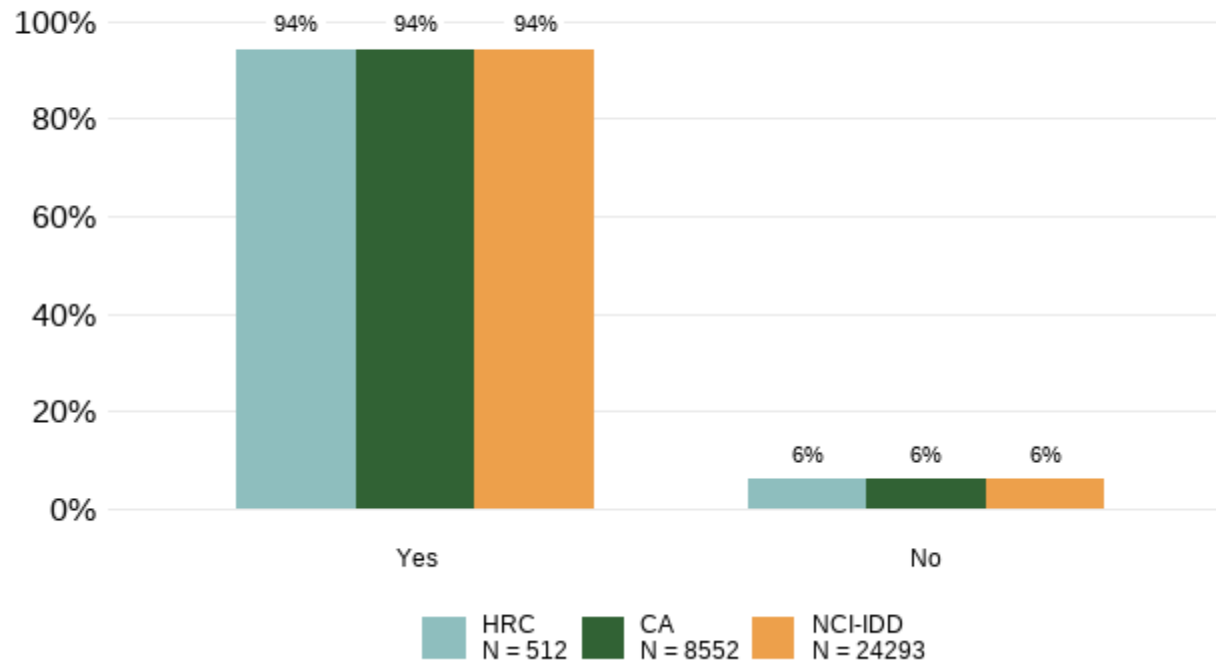


Table 50. Has enough choice about what to do in free time

Proxy respondents were allowed for this question

| Regional Center | Yes | No | N |
|-----------------|-----|----|-------|
| HRC | 94% | 6% | 512 |
| CA | 94% | 6% | 8552 |
| NCI-IDD | 94% | 6% | 24293 |

The NCI-IDD average is weighted. Regional Centers receive an 'n/a' designation within the table if 20 or fewer people responded to the survey item; however, their data are included in the Weighted CA Average.

Chose or had some help in choosing where they work (among those with a paid community job)

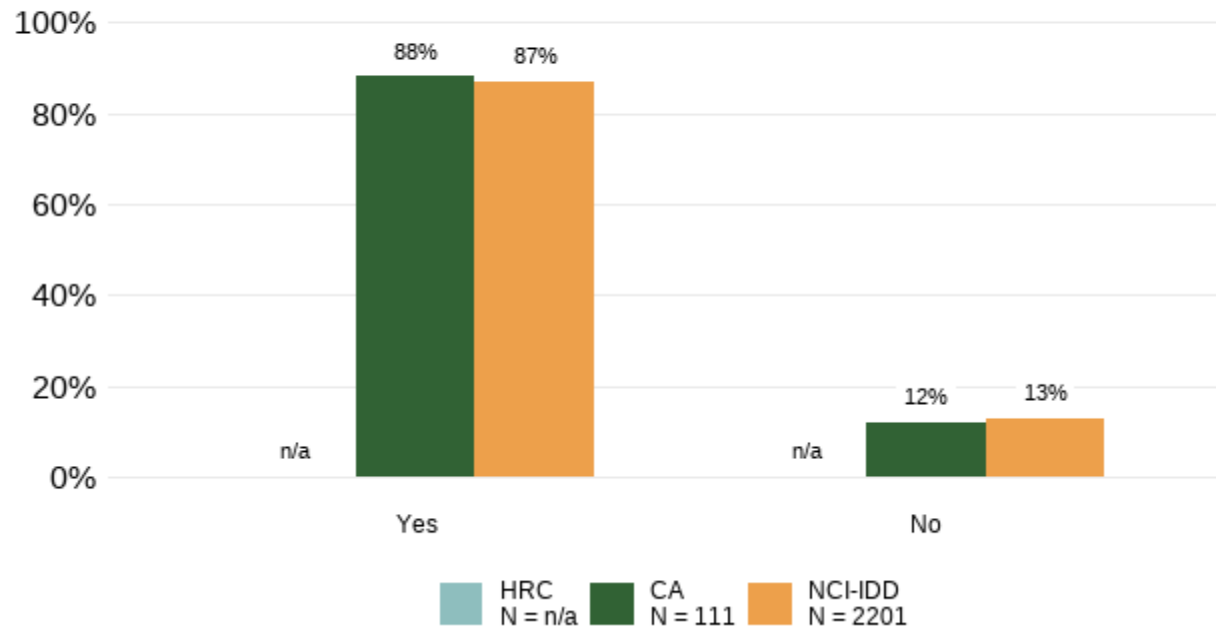


Table 51. Chose or had some help in choosing where they work (among those with a paid community job)

Proxy respondents were allowed for this question; Reported for those determined to have a paid community job based on Background Information section.

| Regional Center | Yes | No | N |
|-----------------|-----|-----|------|
| HRC | n/a | n/a | n/a |
| CA | 86% | 14% | 111 |
| NCI-IDD | 86% | 14% | 2201 |

The NCI-IDD average is weighted. Regional Centers receive an 'n/a' designation within the table if 20 or fewer people responded to the survey item; however, their data are included in the Weighted CA Average.

Chose or had some input in choosing day program or work program

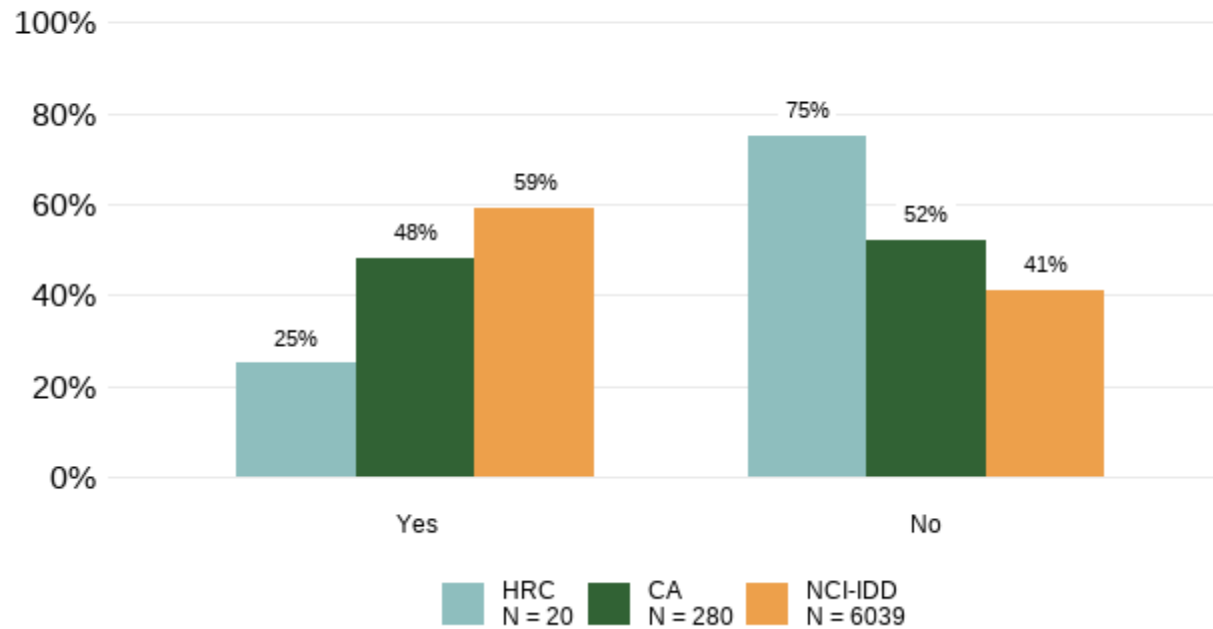


Table 52. Chose or had some input in choosing day program or work program

Proxy respondents were allowed for this question; only includes those respondents determined to have an unpaid community activity, unpaid paid facility-based activity or paid facility-based activity in the Background Information section

| Regional Center | Yes | No | N |
|-----------------|-----|-----|------|
| HRC | 25% | 75% | 20 |
| CA | 48% | 52% | 280 |
| NCI-IDD | 59% | 41% | 6039 |

The NCI-IDD average is weighted. Regional Centers receive an 'n/a' designation within the table if 20 or fewer people responded to the survey item; however, their data are included in the Weighted CA Average.

**Has input in choosing their regular day activities
(in addition to or instead of a paid community job
and/or day program/work program)**

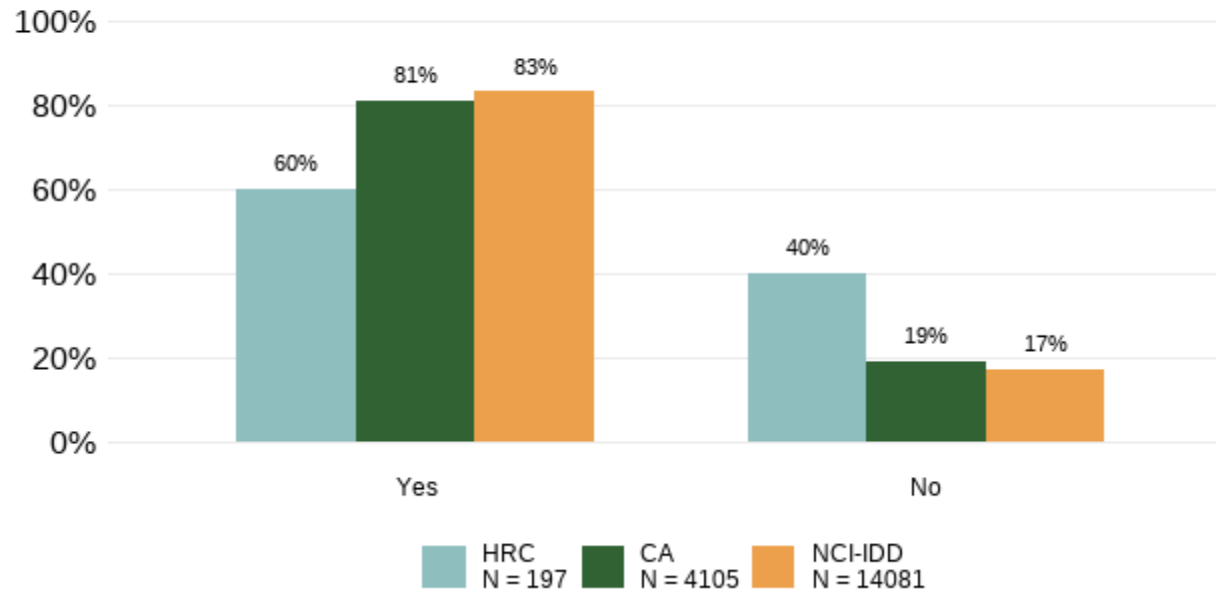


Table 53. Has input in choosing their regular day activities (in addition to or instead of a paid community job and/or day program/work program)

Proxy respondents were allowed for this question

| Regional Center | Yes | No | N |
|-----------------|-----|-----|-------|
| HRC | 60% | 40% | 197 |
| CA | 81% | 19% | 4105 |
| NCI-IDD | 83% | 17% | 14081 |

The NCI-IDD average is weighted. Regional Centers receive an 'n/a' designation within the table if 20 or fewer people responded to the survey item; however, their data are included in the Weighted CA Average.

Chooses or has help deciding what to buy or has set limits on what to buy with their spending money

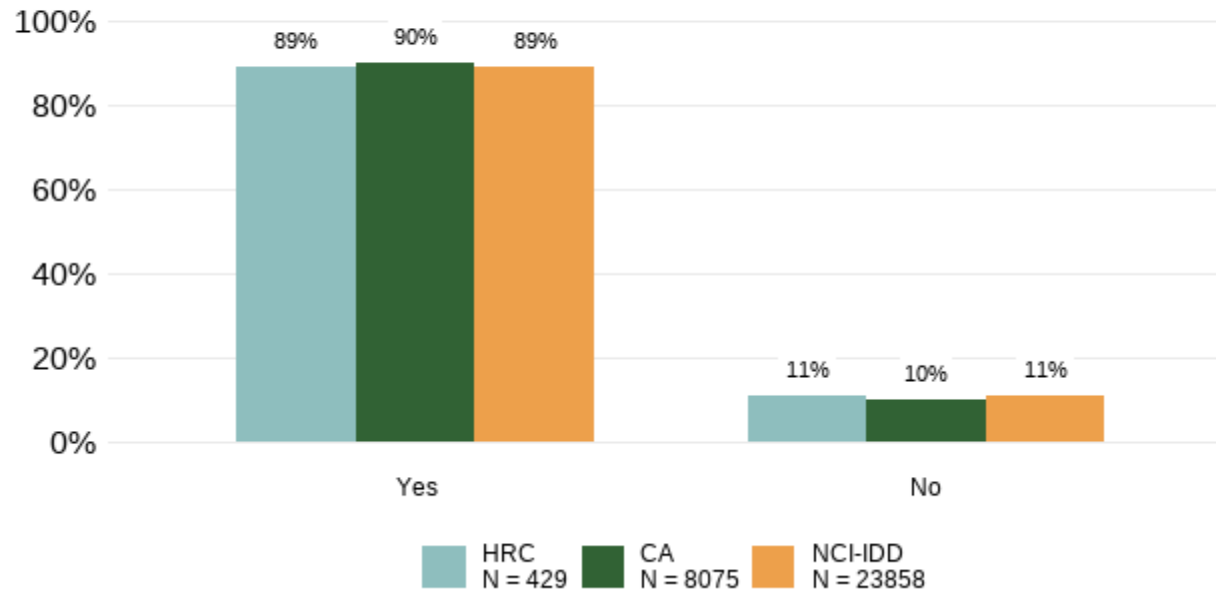


Table 54. Chooses or has help deciding what to buy or has set limits on what to buy with their spending money

Proxy respondents were allowed for this question

| Regional Center | Yes | No | N |
|-----------------|-----|-----|-------|
| HRC | 89% | 11% | 429 |
| CA | 90% | 10% | 8075 |
| NCI-IDD | 89% | 11% | 23858 |

The NCI-IDD average is weighted. Regional Centers receive an 'n/a' designation within the table if 20 or fewer people responded to the survey item; however, their data are included in the Weighted CA Average.

Chose staff or were aware they could request to change staff

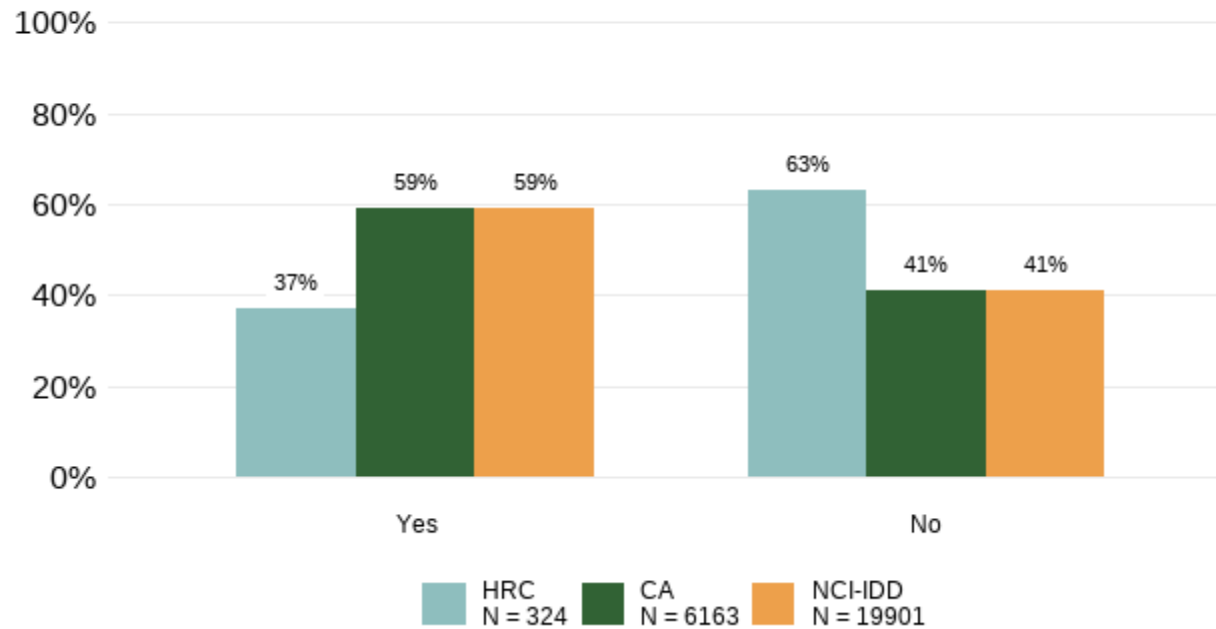


Table 55. Chose staff or were aware they could request to change staff

Proxy respondents were allowed for this question

| Regional Center | Yes | No | N |
|-----------------|-----|-----|-------|
| HRC | 37% | 63% | 324 |
| CA | 59% | 41% | 6163 |
| NCI-IDD | 59% | 41% | 19901 |

The NCI-IDD average is weighted. Regional Centers receive an 'n/a' designation within the table if 20 or fewer people responded to the survey item; however, their data are included in the Weighted CA Average.

Can change their case manager/service coordinator if wants to

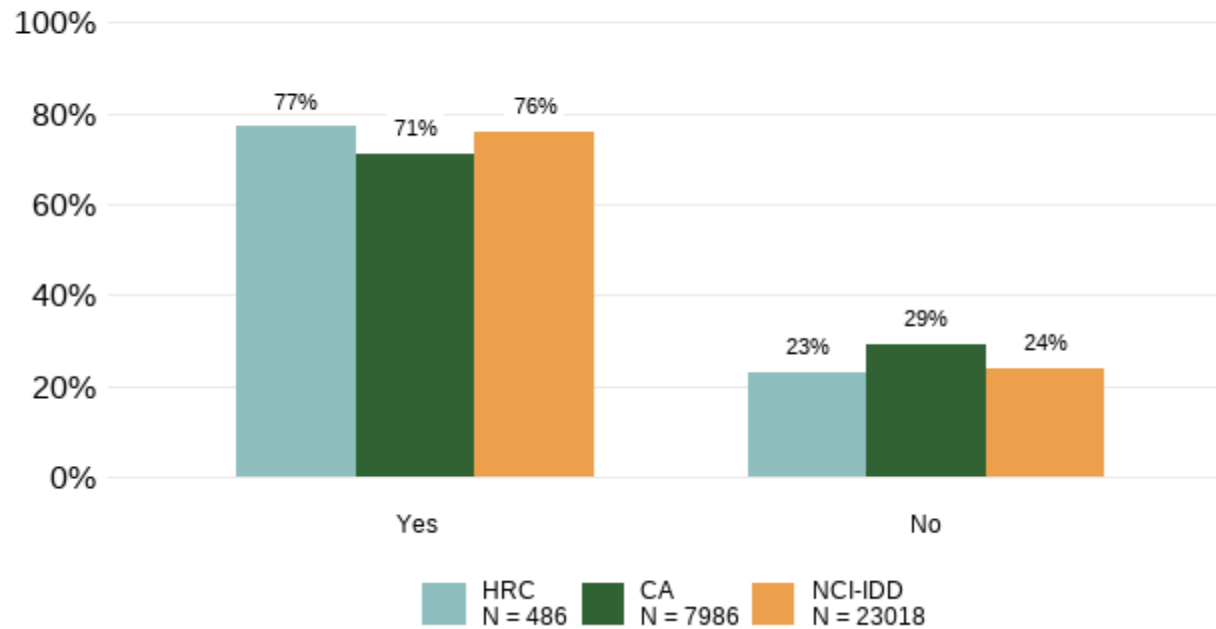


Table 56. Can change their case manager/service coordinator if wants to

Proxy respondents were allowed for this question

| Regional Center | Yes | No | N |
|-----------------|-----|-----|-------|
| HRC | 77% | 23% | 486 |
| CA | 71% | 29% | 7986 |
| NCI-IDD | 76% | 24% | 23018 |

The NCI-IDD average is weighted. Regional Centers receive an 'n/a' designation within the table if 20 or fewer people responded to the survey item; however, their data are included in the Weighted CA Average.

Community Participation

Value Statement: People participate in activities in their communities.

The NCI-IDD average is weighted. Regional Centers receive an 'n/a' designation within the table if 20 or fewer people responded to the survey item; however, their data are included in the Weighted CA Average.

**Went out shopping at least once in the past month
(Examples: groceries, clothing)**

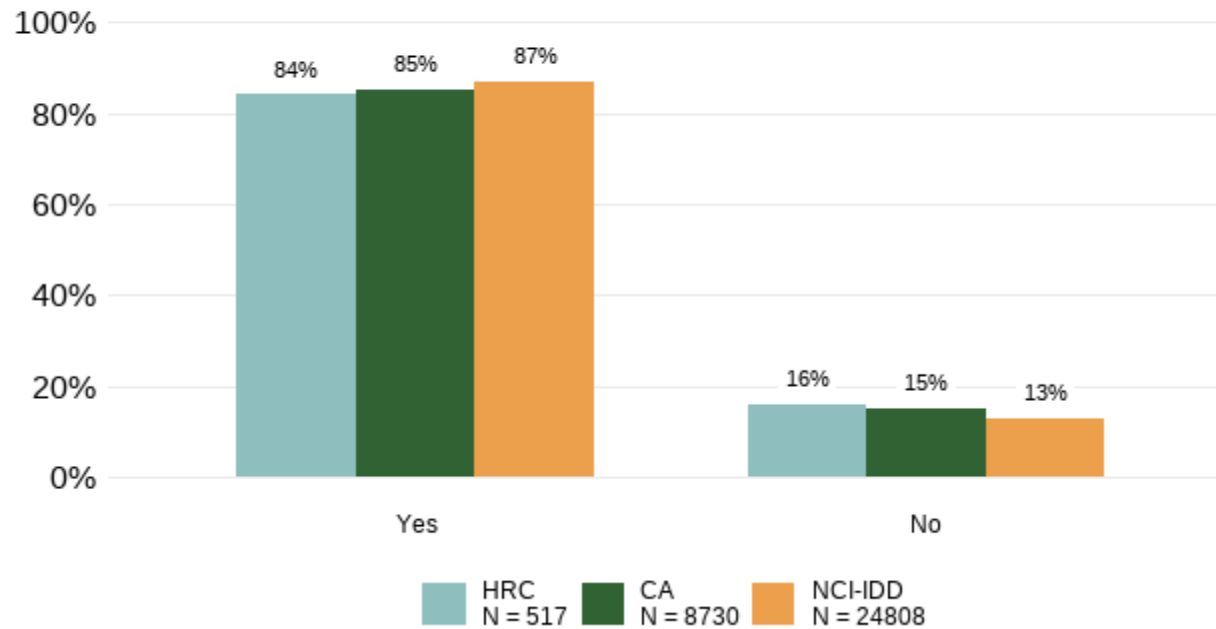


Table 57. Went out shopping at least once in the past month (Examples: groceries, clothing)

Proxy respondents were allowed for this question

| Regional Center | Yes | No | N |
|-----------------|-----|-----|-------|
| HRC | 84% | 16% | 517 |
| CA | 85% | 15% | 8730 |
| NCI-IDD | 87% | 13% | 24808 |

The NCI-IDD average is weighted. Regional Centers receive an 'n/a' designation within the table if 20 or fewer people responded to the survey item; however, their data are included in the Weighted CA Average.

Went out on errands at least once in the past month (Examples: banks, post office, hairdressers or barber)

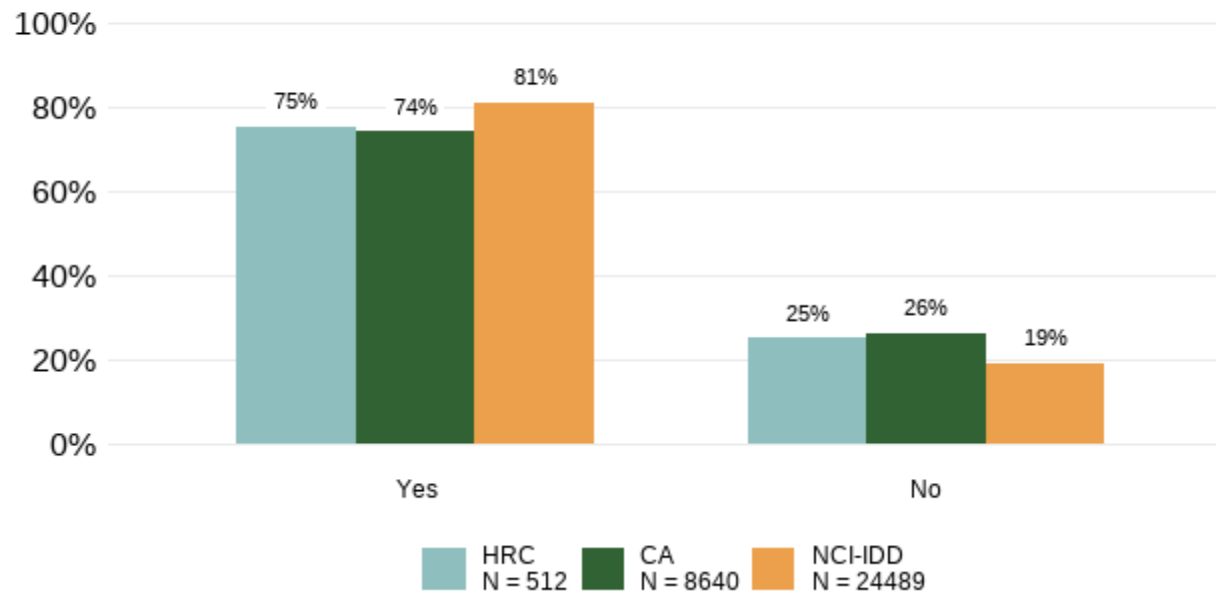


Table 58. Went out on errands at least once in the past month (Examples: banks, post office, hairdressers or barber)

Proxy respondents were allowed for this question

| Regional Center | Yes | No | N |
|-----------------|-----|-----|-------|
| HRC | 75% | 25% | 512 |
| CA | 74% | 26% | 8640 |
| NCI-IDD | 81% | 19% | 24489 |

The NCI-IDD average is weighted. Regional Centers receive an 'n/a' designation within the table if 20 or fewer people responded to the survey item; however, their data are included in the Weighted CA Average.

Went out for entertainment at least once in the past month (Examples: go to the movies or attend plays, concerts, sporting events, going out dancing)

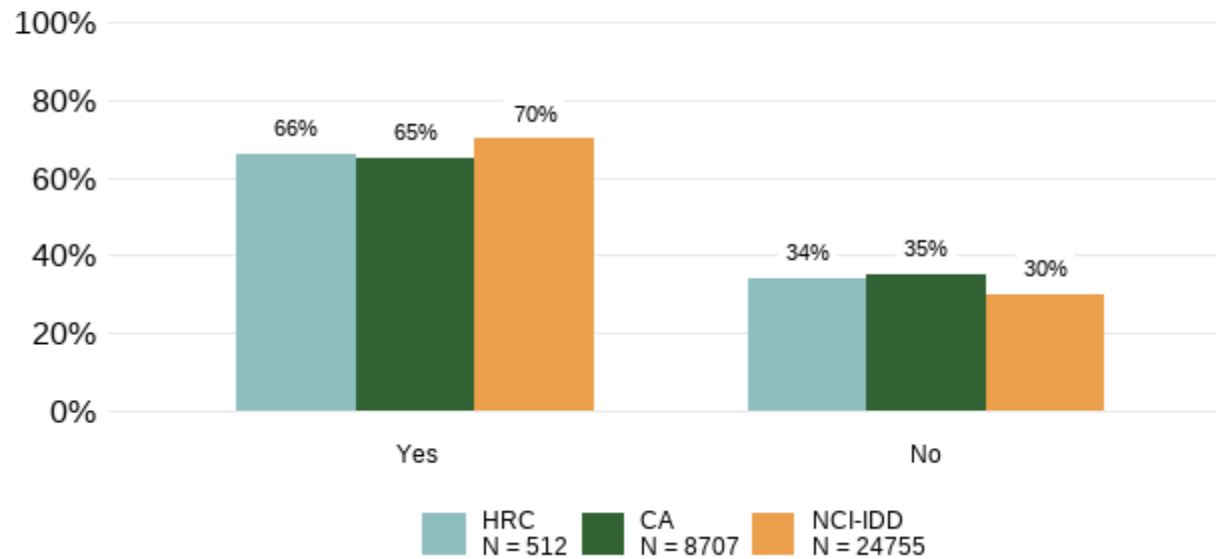


Table 59. Went out for entertainment at least once in the past month (Examples: go to the movies or attend plays, concerts, sporting events, going out dancing)

Proxy respondents were allowed for this question

| Regional Center | Yes | No | N |
|-----------------|-----|-----|-------|
| HRC | 66% | 34% | 512 |
| CA | 65% | 35% | 8707 |
| NCI-IDD | 70% | 30% | 24755 |

The NCI-IDD average is weighted. Regional Centers receive an 'n/a' designation within the table if 20 or fewer people responded to the survey item; however, their data are included in the Weighted CA Average.

Went out to a restaurant or coffee shop at least once in the past month

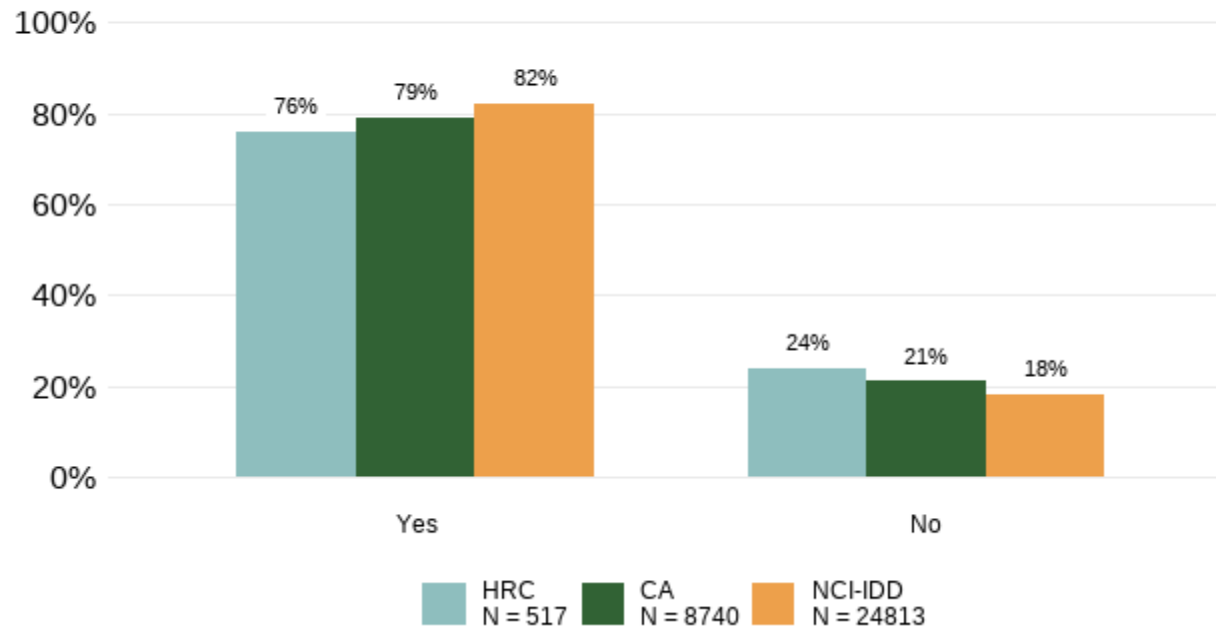


Table 60. Went out to a restaurant or coffee shop at least once in the past month

Proxy respondents were allowed for this question

| Regional Center | Yes | No | N |
|-----------------|-----|-----|-------|
| HRC | 76% | 24% | 517 |
| CA | 79% | 21% | 8740 |
| NCI-IDD | 82% | 18% | 24813 |

The NCI-IDD average is weighted. Regional Centers receive an 'n/a' designation within the table if 20 or fewer people responded to the survey item; however, their data are included in the Weighted CA Average.

**Went out to religious service or spiritual practice at least once in the past month
(Examples: church, synagogue, study, or other place of worship)**

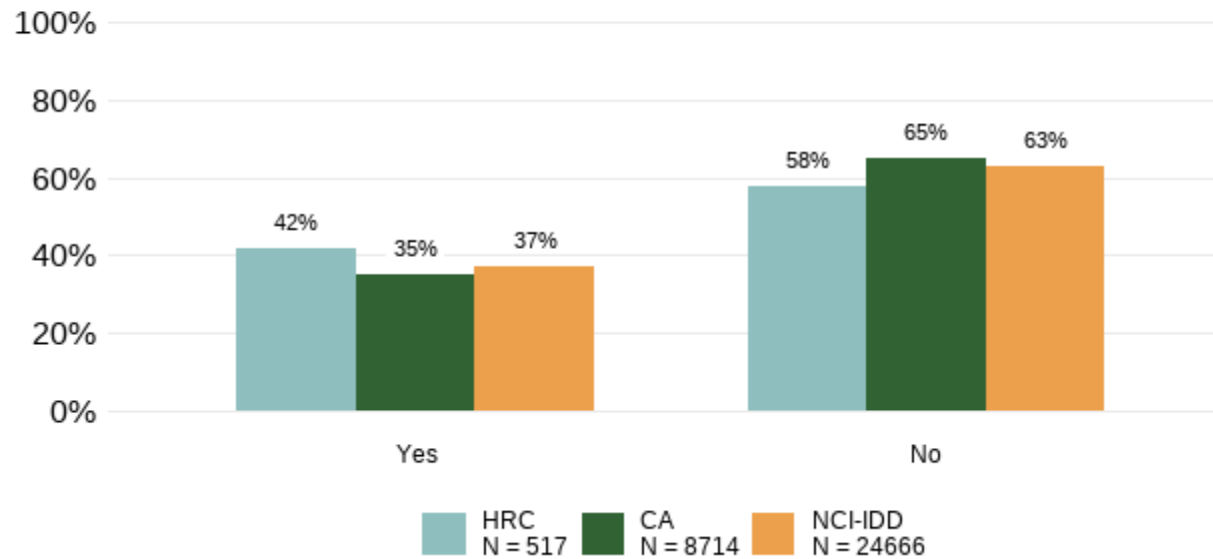


Table 61. Went out to religious service or spiritual practice at least once in the past month (Examples: church, synagogue, study, or other place of worship)

Proxy respondents were allowed for this question

| Regional Center | Yes | No | N |
|-----------------|-----|-----|-------|
| HRC | 42% | 58% | 517 |
| CA | 35% | 65% | 8714 |
| NCI-IDD | 37% | 63% | 24666 |

The NCI-IDD average is weighted. Regional Centers receive an 'n/a' designation within the table if 20 or fewer people responded to the survey item; however, their data are included in the Weighted CA Average.

Takes part in groups, organizations or communities (in-person or virtually)

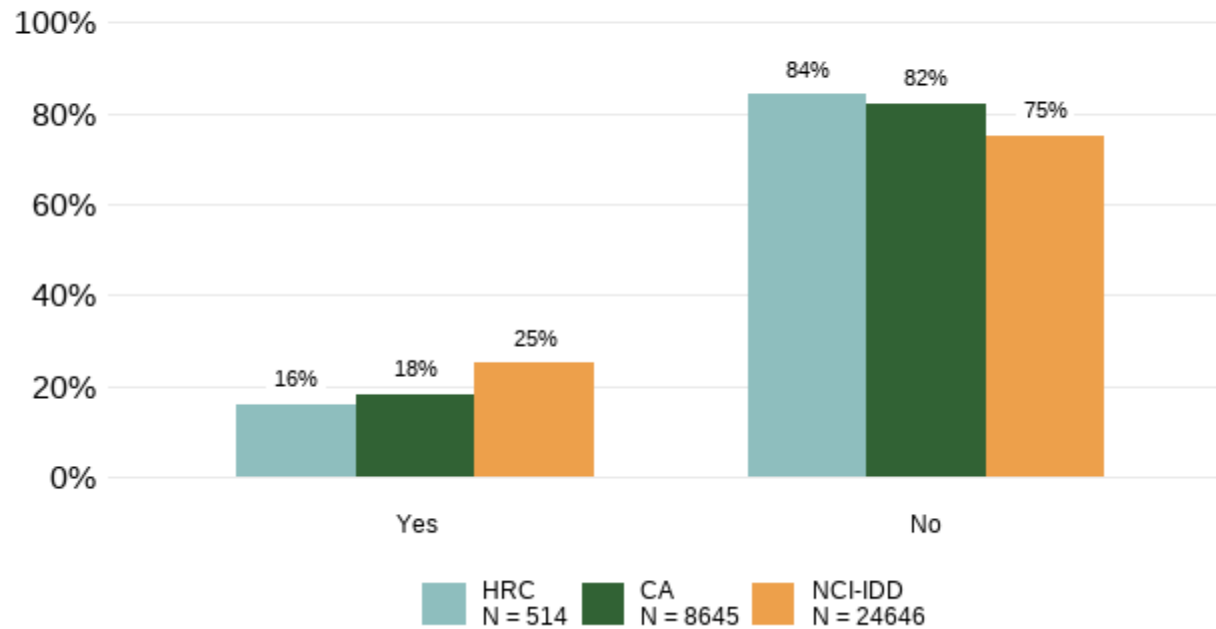


Table 62. Takes part in groups, organizations or communities (in-person or virtually)

Proxy respondents were allowed for this question

| Regional Center | Yes | No | N |
|-----------------|-----|-----|-------|
| HRC | 16% | 84% | 514 |
| CA | 18% | 82% | 8645 |
| NCI-IDD | 25% | 75% | 24646 |

The NCI-IDD average is weighted. Regional Centers receive an 'n/a' designation within the table if 20 or fewer people responded to the survey item; however, their data are included in the Weighted CA Average.

The groups, organizations or communities takes part in include people without disabilities

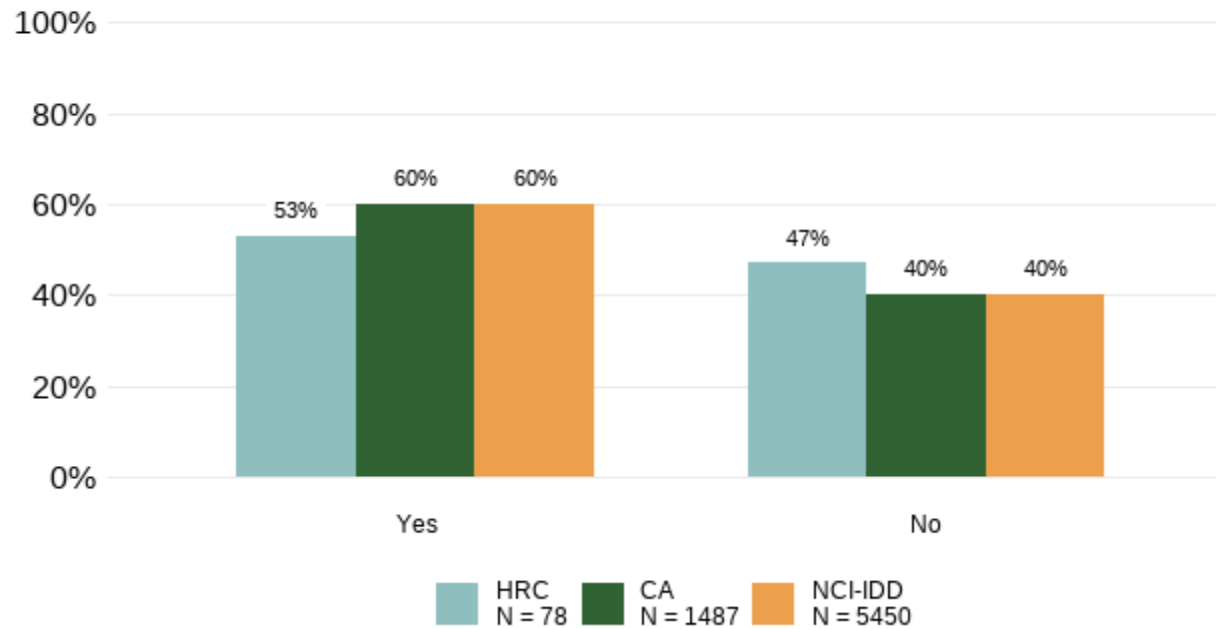


Table 63. The groups, organizations or communities takes part in include people without disabilities

Proxy respondents were allowed for this question

| Regional Center | Yes | No | N |
|-----------------|-----|-----|------|
| HRC | 53% | 47% | 78 |
| CA | 60% | 40% | 1487 |
| NCI-IDD | 60% | 40% | 5450 |

The NCI-IDD average is weighted. Regional Centers receive an 'n/a' designation within the table if 20 or fewer people responded to the survey item; however, their data are included in the Weighted CA Average.

Relationships

Value Statement: People are supported to build and maintain relationships that are important to them.

The NCI-IDD average is weighted. Regional Centers receive an ‘n/a’ designation within the table if 20 or fewer people responded to the survey item; however, their data are included in the Weighted CA Average.

Has friends who are not staff or family members

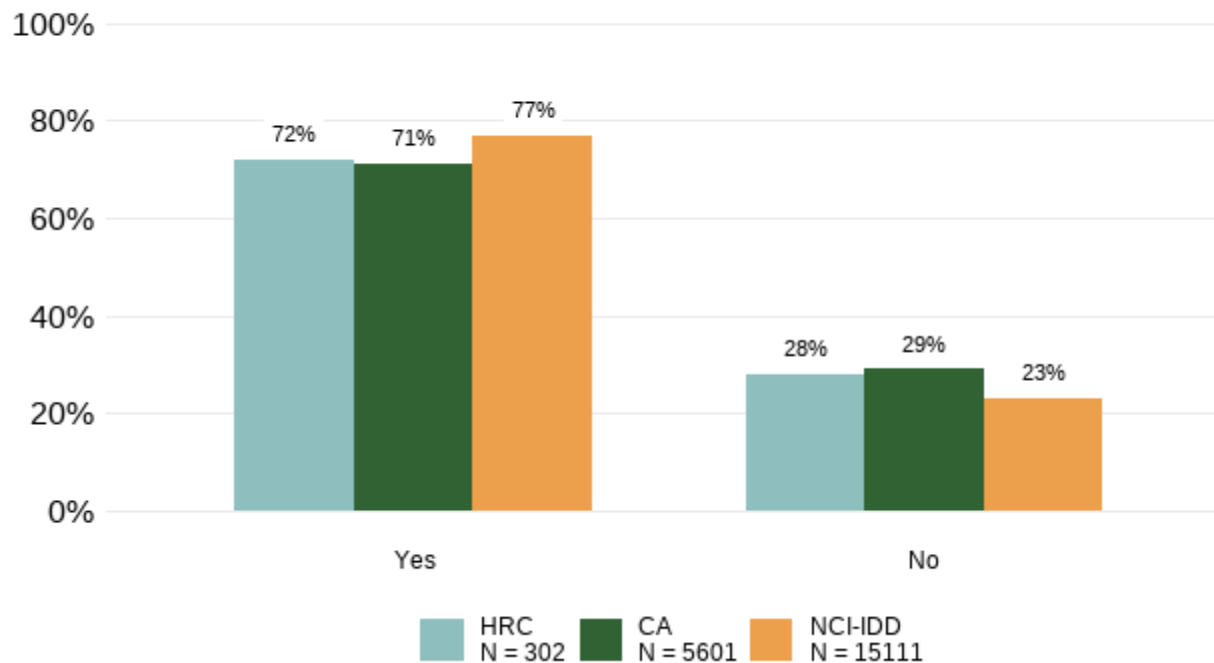


Table 64. Has friends who are not staff or family members

| Regional Center | Yes | No | N |
|-----------------|-----|-----|-------|
| HRC | 72% | 28% | 302 |
| CA | 71% | 29% | 5601 |
| NCI-IDD | 77% | 23% | 15111 |

The NCI-IDD average is weighted. Regional Centers receive an 'n/a' designation within the table if 20 or fewer people responded to the survey item; however, their data are included in the Weighted CA Average.

Has best friend (may be staff or family)

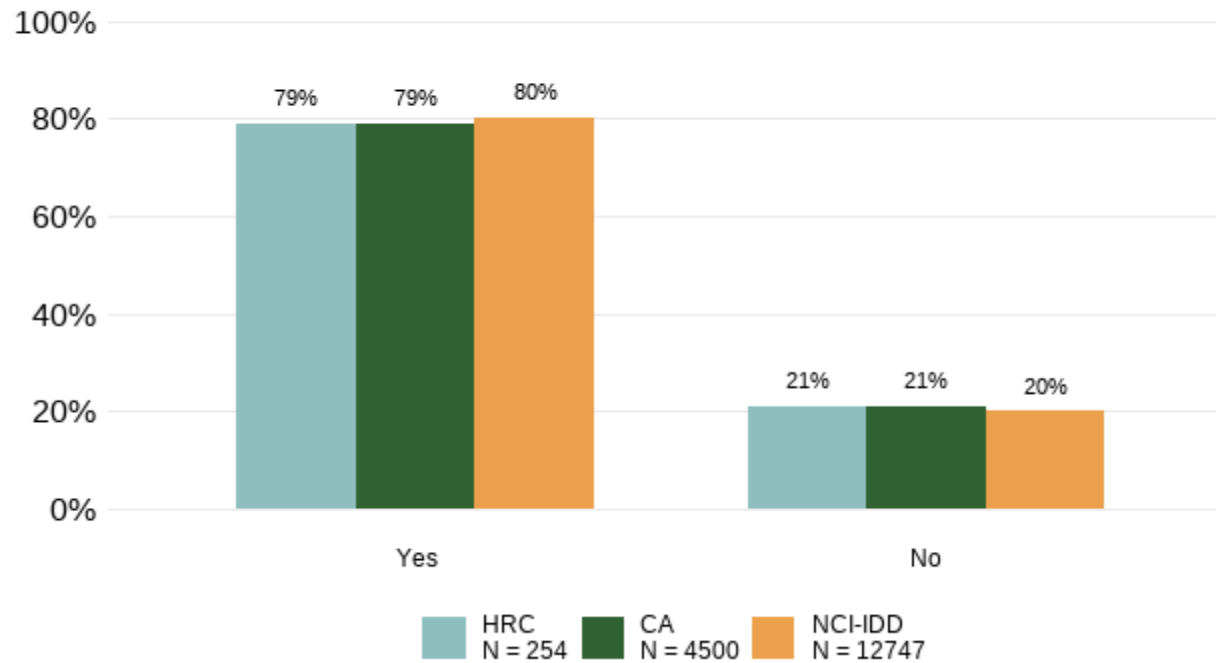


Table 65. Has best friend (may be staff or family)

| Regional Center | Yes | No | N |
|-----------------|-----|-----|-------|
| HRC | 79% | 21% | 254 |
| CA | 79% | 21% | 4500 |
| NCI-IDD | 80% | 20% | 12747 |

The NCI-IDD average is weighted. Regional Centers receive an 'n/a' designation within the table if 20 or fewer people responded to the survey item; however, their data are included in the Weighted CA Average.

Wants help to make or keep in contact with friends

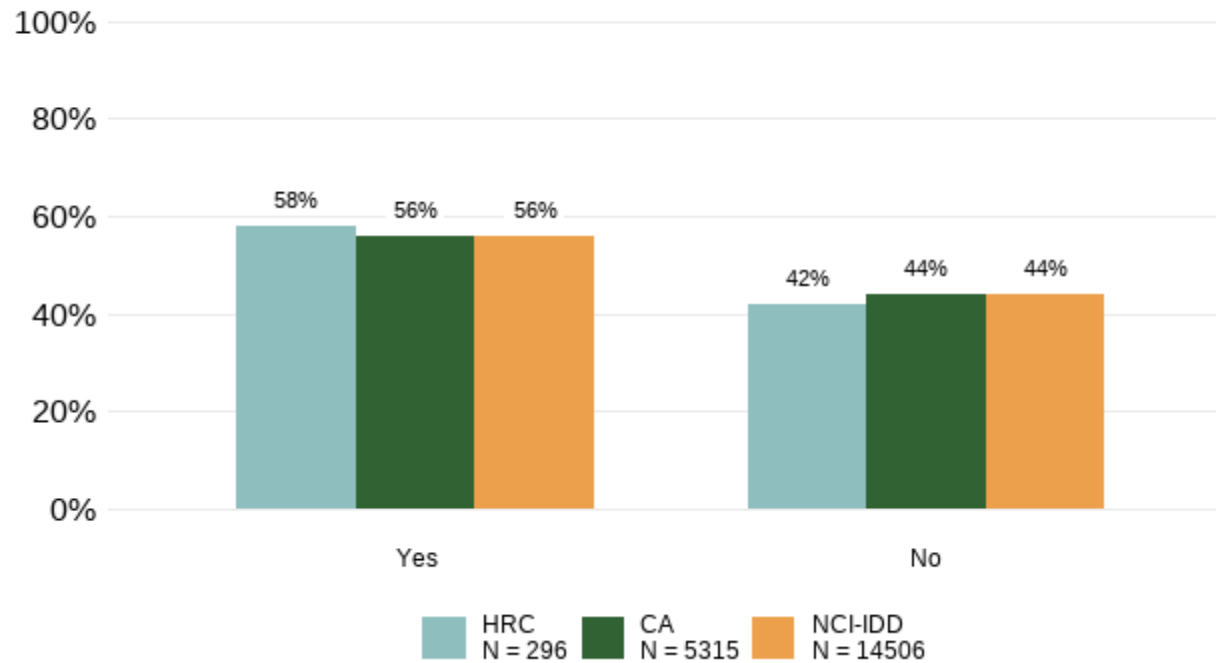


Table 66. Wants help to make or keep in contact with friends

“Yes” and “Maybe” responses combined.

| Regional Center | Yes | No | N |
|-----------------|-----|-----|-------|
| HRC | 58% | 42% | 296 |
| CA | 56% | 44% | 5315 |
| NCI-IDD | 56% | 44% | 14506 |

The NCI-IDD average is weighted. Regional Centers receive an ‘n/a’ designation within the table if 20 or fewer people responded to the survey item; however, their data are included in the Weighted CA Average.

Has friends (may be staff or family) and can meet with their friends in person when they want

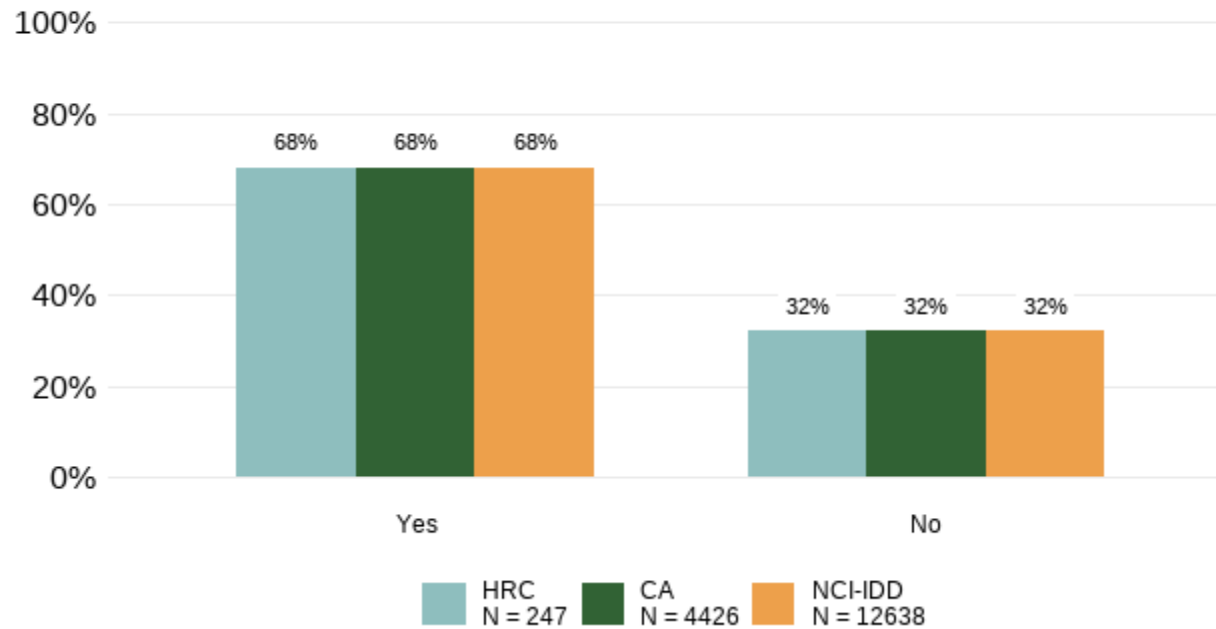


Table 67. Has friends (may be staff or family) and can meet with their friends in person when they want

| Regional Center | Yes | No | N |
|-----------------|-----|-----|-------|
| HRC | 68% | 32% | 247 |
| CA | 68% | 32% | 4426 |
| NCI-IDD | 68% | 32% | 12638 |

The NCI-IDD average is weighted. Regional Centers receive an 'n/a' designation within the table if 20 or fewer people responded to the survey item; however, their data are included in the Weighted CA Average.

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

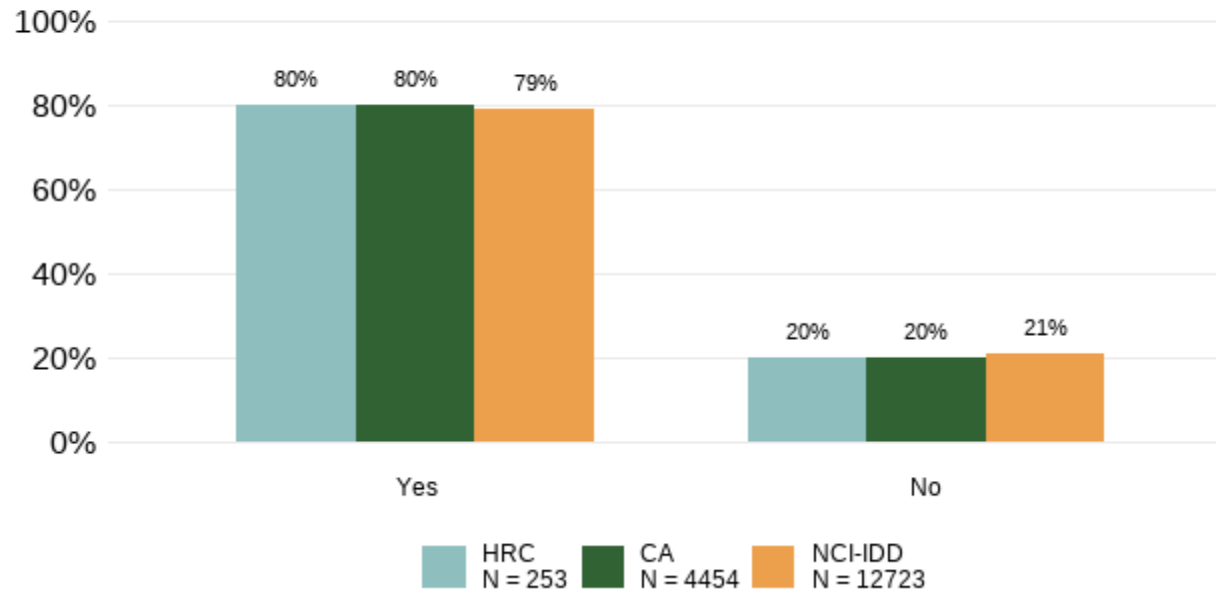


Table 68. Has other ways of talking, chatting, or communicating with friends when cannot see them in person

| Regional Center | Yes | No | N |
|-----------------|-----|-----|-------|
| HRC | 80% | 20% | 253 |
| CA | 80% | 20% | 4454 |
| NCI-IDD | 79% | 21% | 12723 |

The NCI-IDD average is weighted. Regional Centers receive an 'n/a' designation within the table if 20 or fewer people responded to the survey item; however, their data are included in the Weighted CA Average.

Can see and/or talk with their family when they want (among those who do not live in the family home)

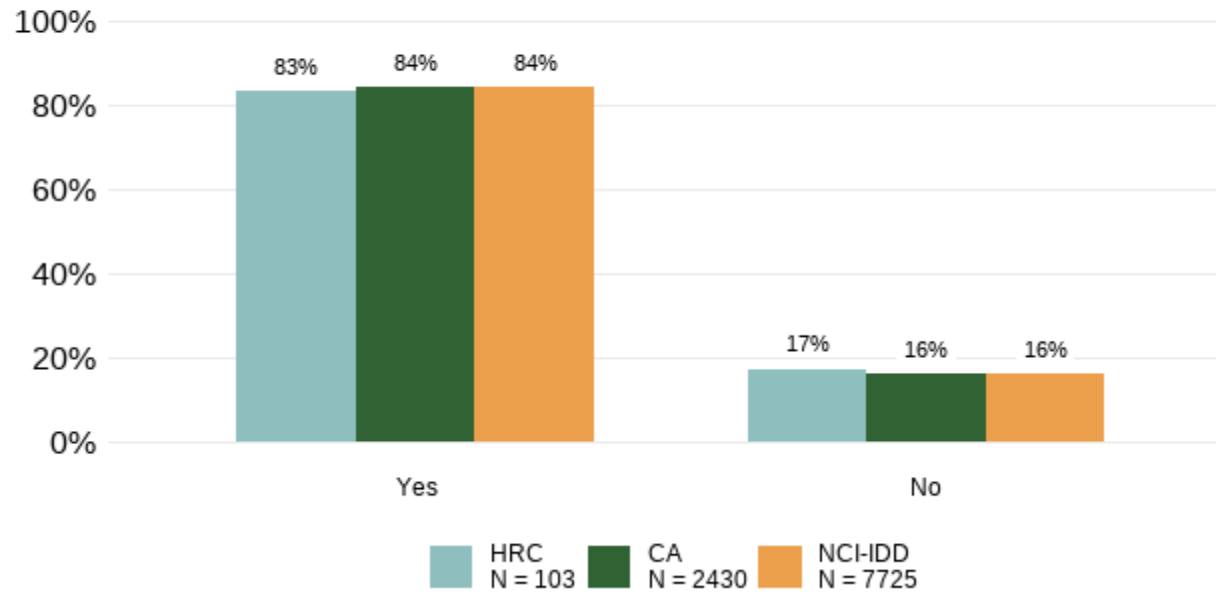


Table 69. Can see and/or talk with their family when they want (among those who do not live in the family home)
“Yes” and “Maybe” responses combined.

| Regional Center | Yes | No | N |
|-----------------|-----|-----|------|
| HRC | 83% | 17% | 103 |
| CA | 84% | 16% | 2430 |
| NCI-IDD | 84% | 16% | 7725 |

The NCI-IDD average is weighted. Regional Centers receive an ‘n/a’ designation within the table if 20 or fewer people responded to the survey item; however, their data are included in the Weighted CA Average.

Often feels lonely

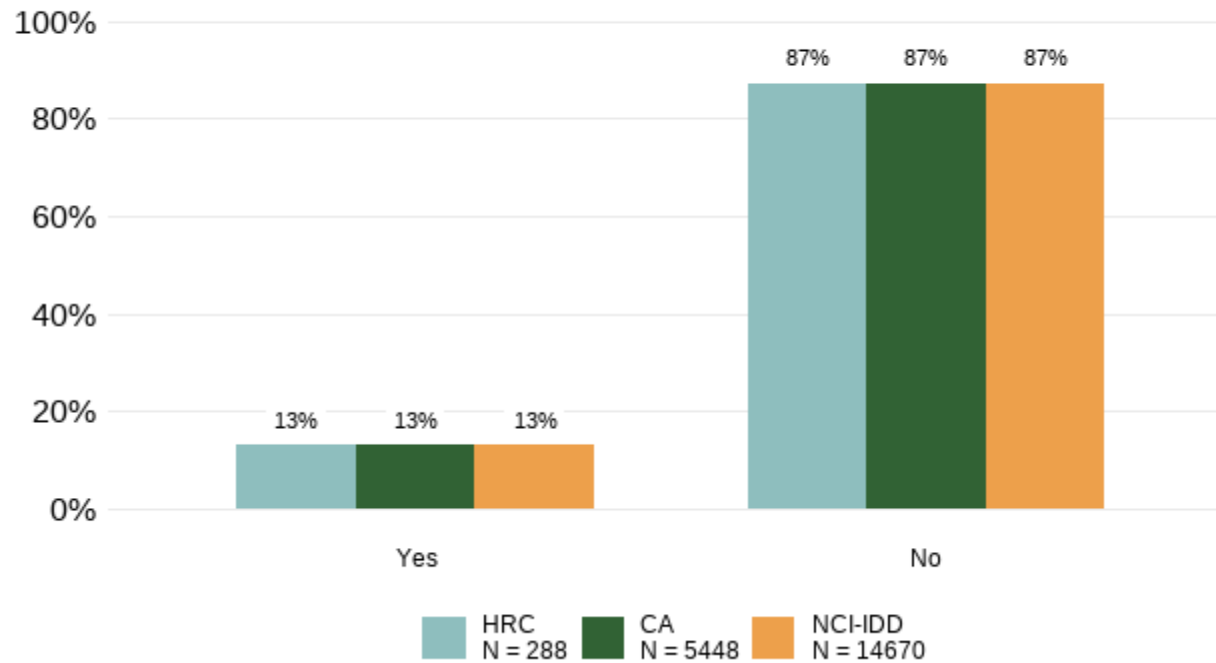


Table 70. Often feels lonely

| Regional Center | Yes | No | N |
|-----------------|-----|-----|-------|
| HRC | 13% | 87% | 288 |
| CA | 13% | 87% | 5448 |
| NCI-IDD | 13% | 87% | 14670 |

The NCI-IDD average is weighted. Regional Centers receive an 'n/a' designation within the table if 20 or fewer people responded to the survey item; however, their data are included in the Weighted CA Average.

Can go on a date or is married or living with partner

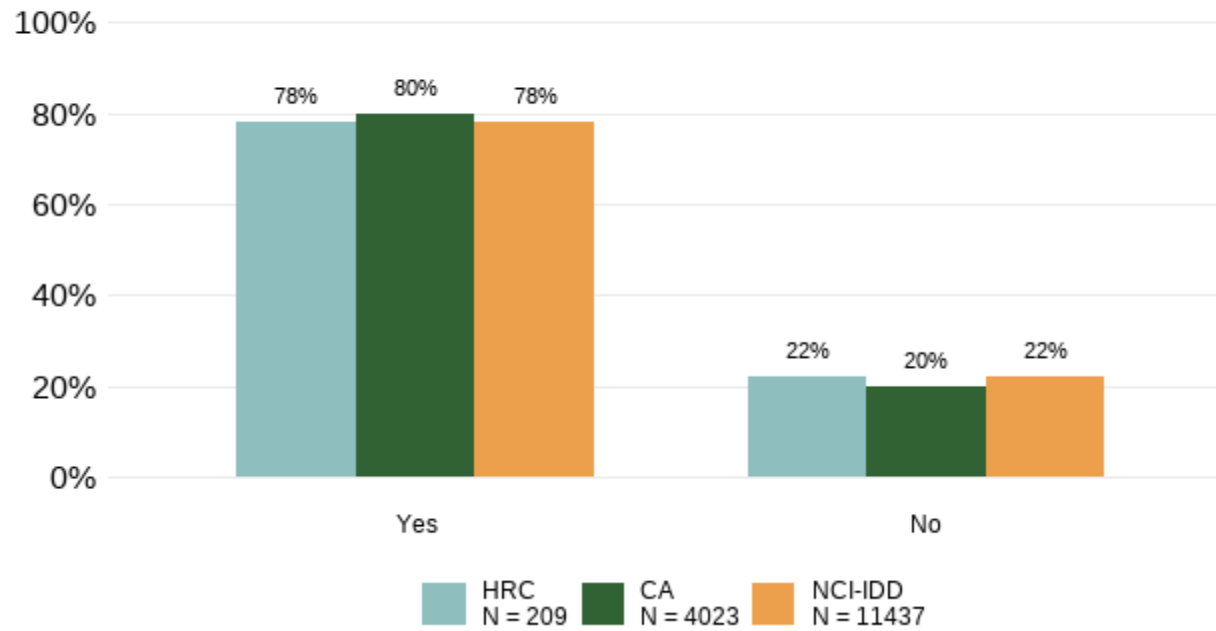


Table 71. Can go on a date or is married or living with partner

| Regional Center | Yes | No | N |
|-----------------|-----|-----|-------|
| HRC | 78% | 22% | 209 |
| CA | 80% | 20% | 4023 |
| NCI-IDD | 78% | 22% | 11437 |

The NCI-IDD average is weighted. Regional Centers receive an 'n/a' designation within the table if 20 or fewer people responded to the survey item; however, their data are included in the Weighted CA Average.

Satisfaction

Value Statement: People are satisfied with their everyday lives – where they live, work, the supports they receive, and what they do during the day.

The NCI-IDD average is weighted. Regional Centers receive an 'n/a' designation within the table if 20 or fewer people responded to the survey item; however, their data are included in the Weighted CA Average.

Likes home or where lives

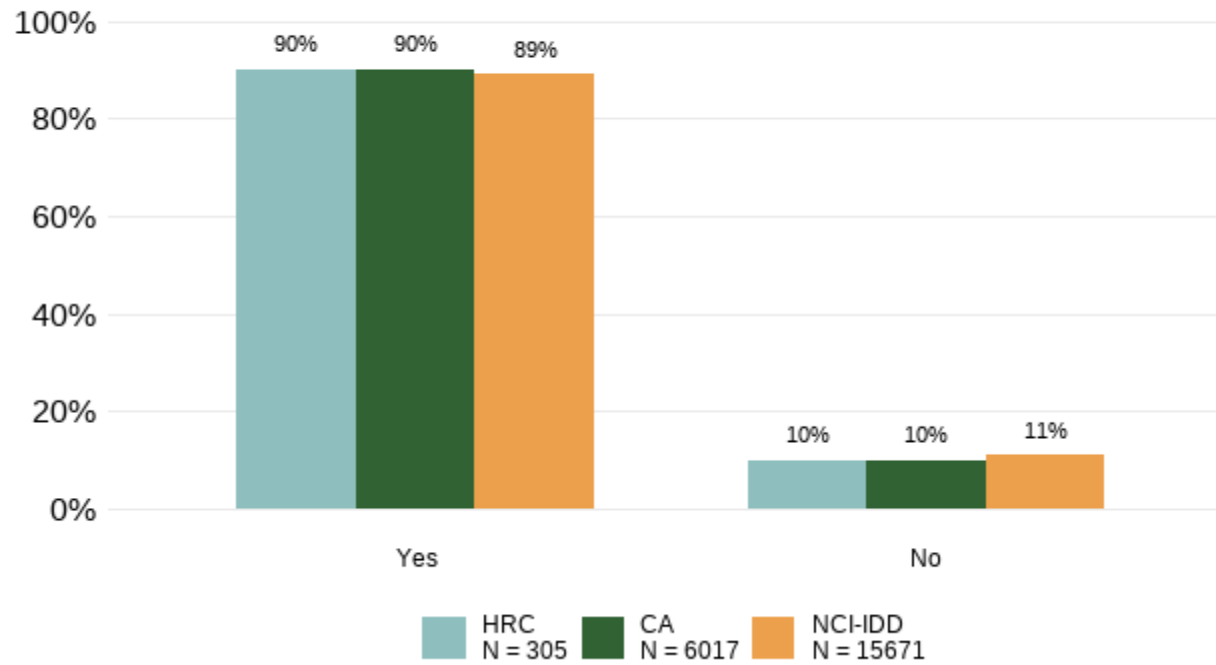


Table 72. Likes home or where lives

| Regional Center | Yes | No | N |
|-----------------|-----|-----|-------|
| HRC | 90% | 10% | 305 |
| CA | 90% | 10% | 6017 |
| NCI-IDD | 89% | 11% | 15671 |

The NCI-IDD average is weighted. Regional Centers receive an 'n/a' designation within the table if 20 or fewer people responded to the survey item; however, their data are included in the Weighted CA Average.

Wants to live somewhere else

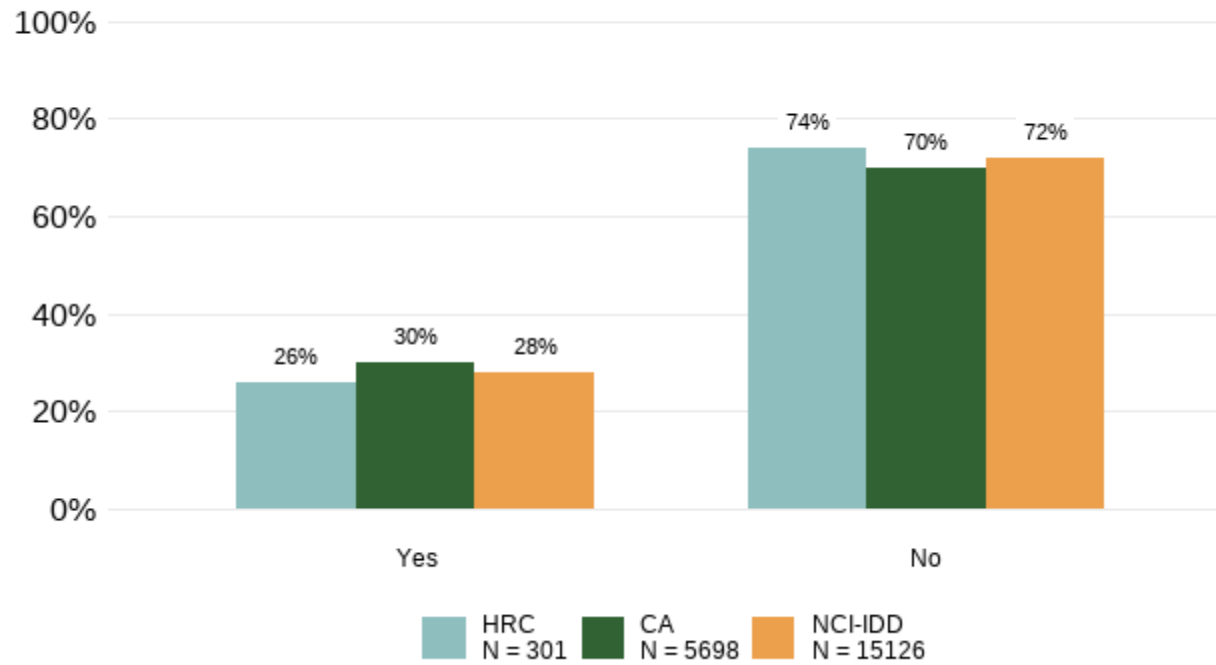


Table 73. Wants to live somewhere else

| Regional Center | Yes | No | N |
|-----------------|-----|-----|-------|
| HRC | 26% | 74% | 301 |
| CA | 30% | 70% | 5698 |
| NCI-IDD | 28% | 72% | 15126 |

The NCI-IDD average is weighted. Regional Centers receive an 'n/a' designation within the table if 20 or fewer people responded to the survey item; however, their data are included in the Weighted CA Average.

Has enough things they like to do at home

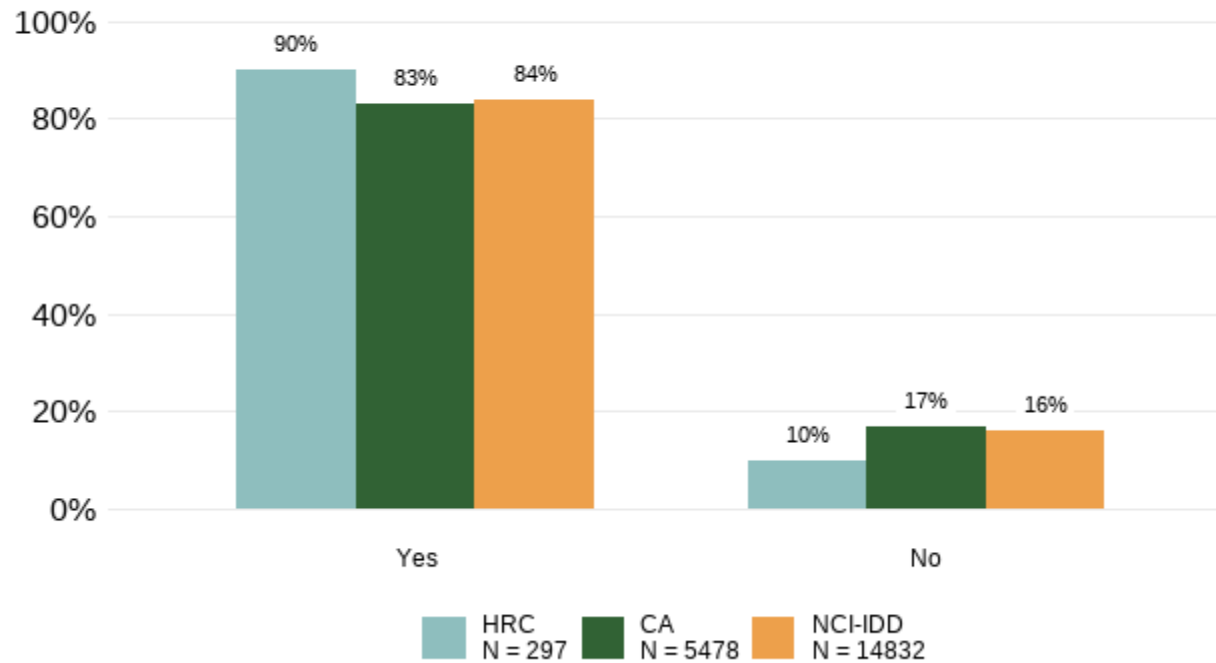


Table 74. Has enough things they like to do at home

| Regional Center | Yes | No | N |
|-----------------|-----|-----|-------|
| HRC | 90% | 10% | 297 |
| CA | 83% | 17% | 5478 |
| NCI-IDD | 84% | 16% | 14832 |

The NCI-IDD average is weighted. Regional Centers receive an 'n/a' designation within the table if 20 or fewer people responded to the survey item; however, their data are included in the Weighted CA Average.

Likes paid community job (if working in a paid community job)

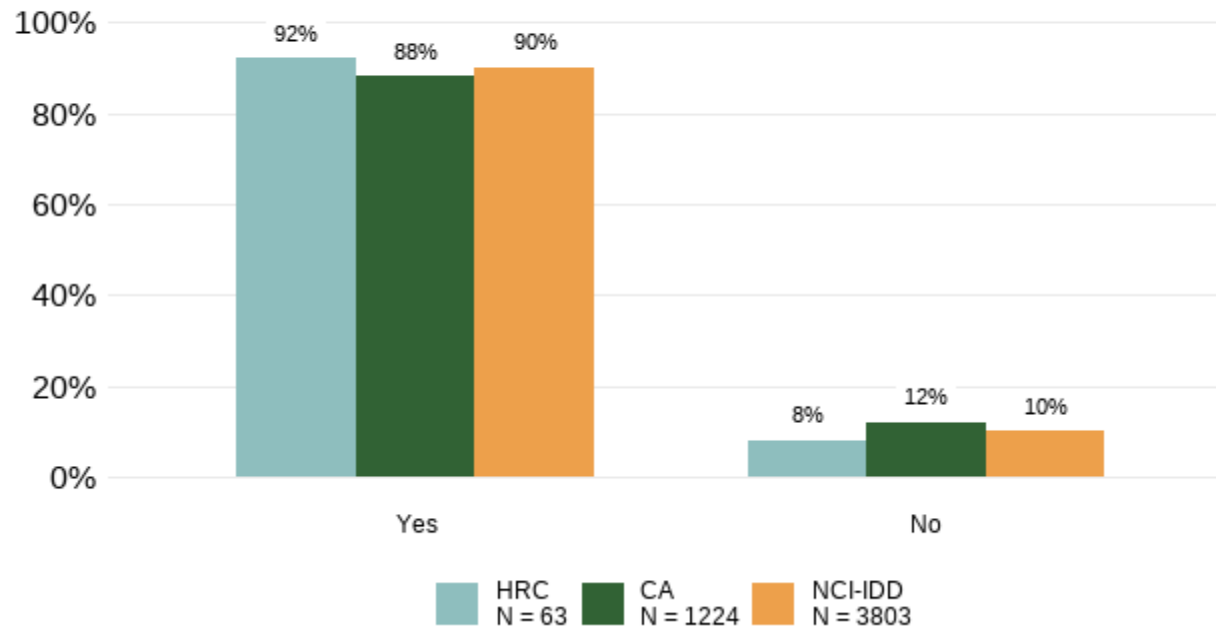


Table 75. Likes paid community job (if working in a paid community job)

Based on those reported to have a paid community job (from the Background Information Section)

| Regional Center | Yes | No | N |
|-----------------|-----|-----|------|
| HRC | 92% | 8% | 63 |
| CA | 88% | 12% | 1224 |
| NCI-IDD | 90% | 10% | 3803 |

The NCI-IDD average is weighted. Regional Centers receive an 'n/a' designation within the table if 20 or fewer people responded to the survey item; however, their data are included in the Weighted CA Average.

Wants to go out shopping more, less or the same amount as last month

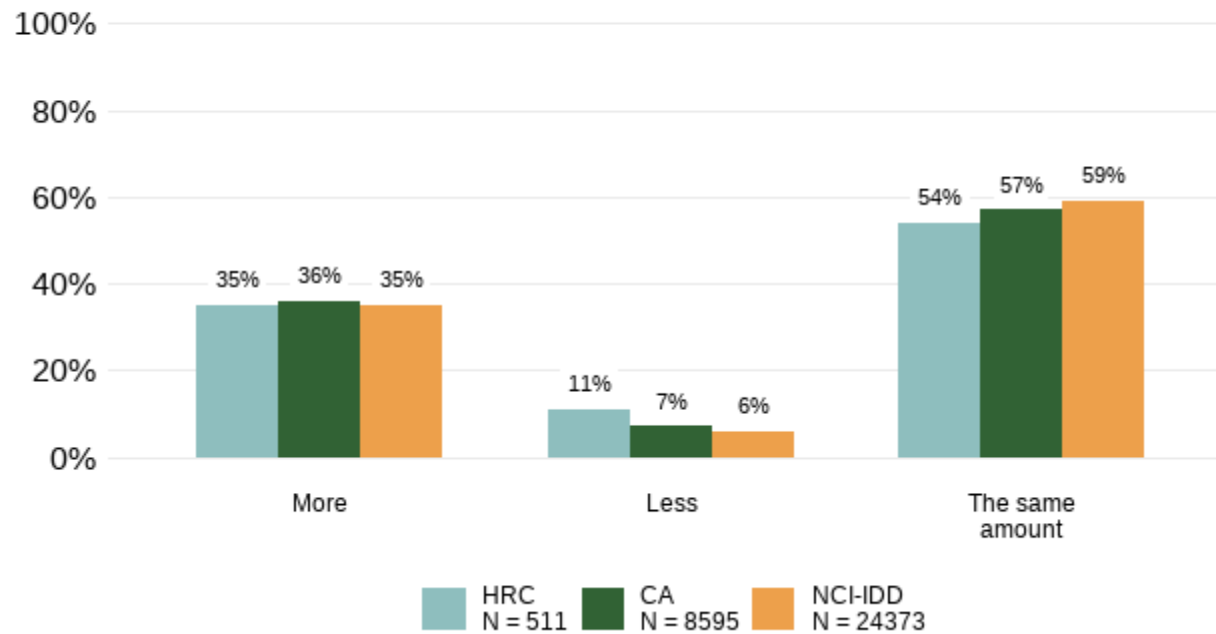


Table 76. Wants to go out shopping more, less or the same amount as last month

Proxy respondents were allowed for this question

| Regional Center | More | Less | The same amount | N |
|-----------------|------|------|-----------------|-------|
| HRC | 35% | 11% | 54% | 511 |
| CA | 36% | 7% | 57% | 8595 |
| NCI-IDD | 35% | 6% | 59% | 24373 |

The NCI-IDD average is weighted. Regional Centers receive an 'n/a' designation within the table if 20 or fewer people responded to the survey item; however, their data are included in the Weighted CA Average.

Wants to go out for entertainment more, less or the same amount as last month

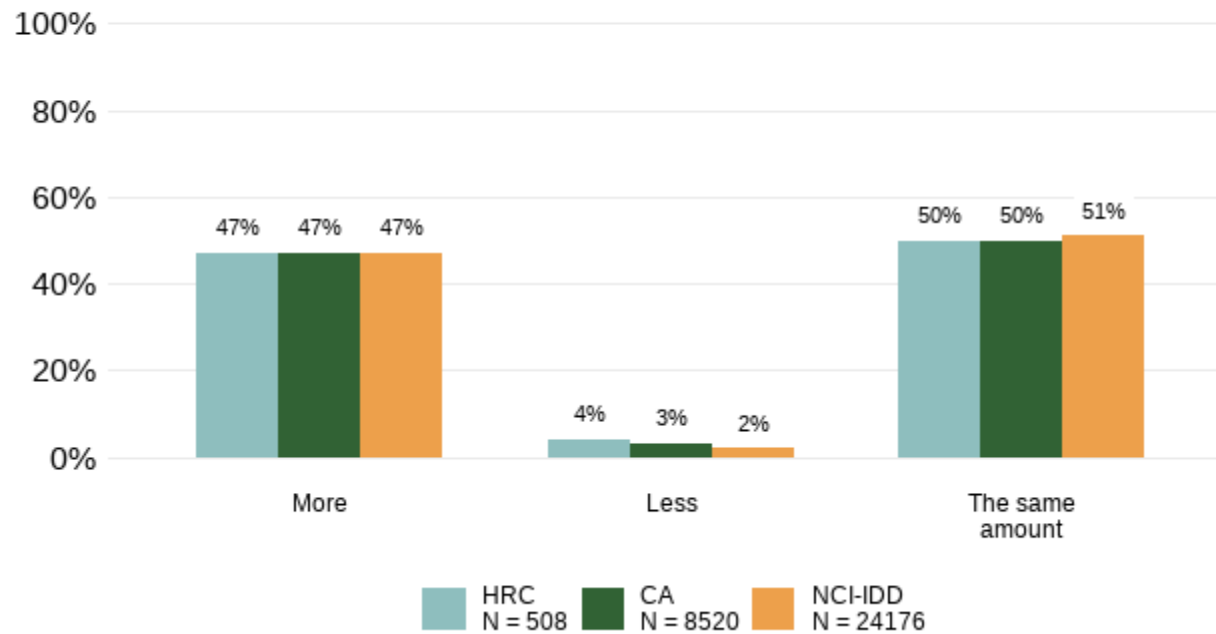


Table 77. Wants to go out for entertainment more, less or the same amount as last month

Proxy respondents were allowed for this question

| Regional Center | More | Less | The same amount | N |
|-----------------|------|------|-----------------|-------|
| HRC | 47% | 4% | 50% | 508 |
| CA | 47% | 3% | 50% | 8520 |
| NCI-IDD | 47% | 2% | 51% | 24176 |

The NCI-IDD average is weighted. Regional Centers receive an 'n/a' designation within the table if 20 or fewer people responded to the survey item; however, their data are included in the Weighted CA Average.

Wants to go out to a restaurant or coffee shop more, less or the same amount as last month

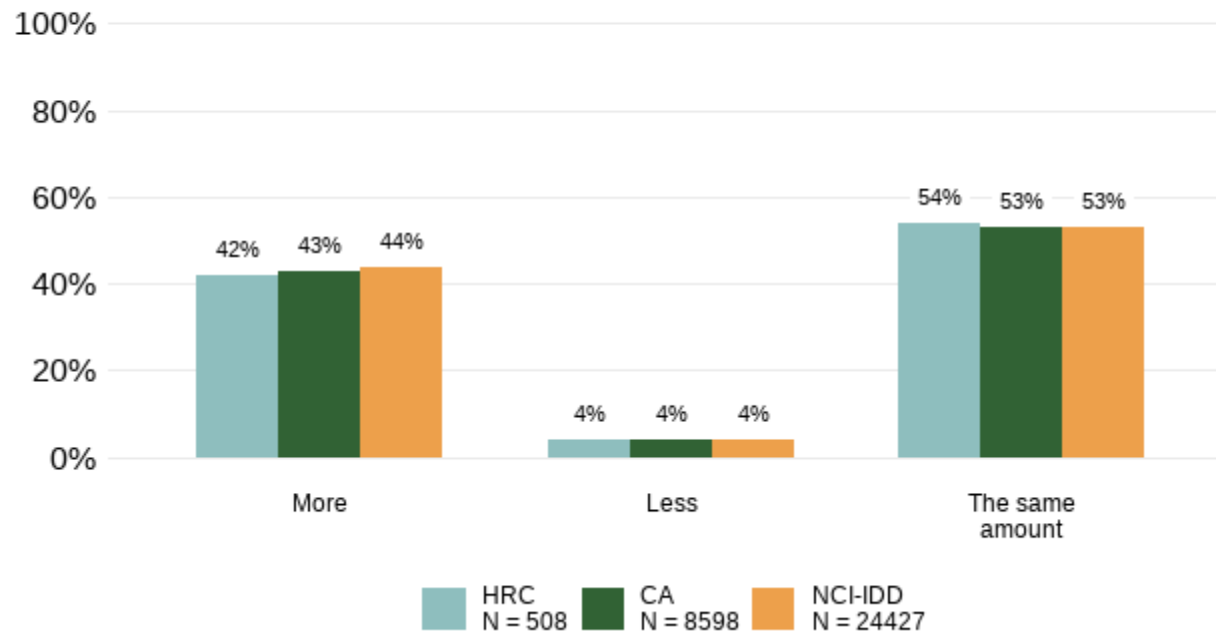


Table 78. Wants to go out to a restaurant or coffee shop more, less or the same amount as last month

Proxy respondents were allowed for this question

| Regional Center | More | Less | The same amount | N |
|-----------------|------|------|-----------------|-------|
| HRC | 42% | 4% | 54% | 508 |
| CA | 43% | 4% | 53% | 8598 |
| NCI-IDD | 44% | 4% | 53% | 24427 |

The NCI-IDD average is weighted. Regional Centers receive an 'n/a' designation within the table if 20 or fewer people responded to the survey item; however, their data are included in the Weighted CA Average.

Wants to go out to a religious service or spiritual practice more, less or the same amount as last month

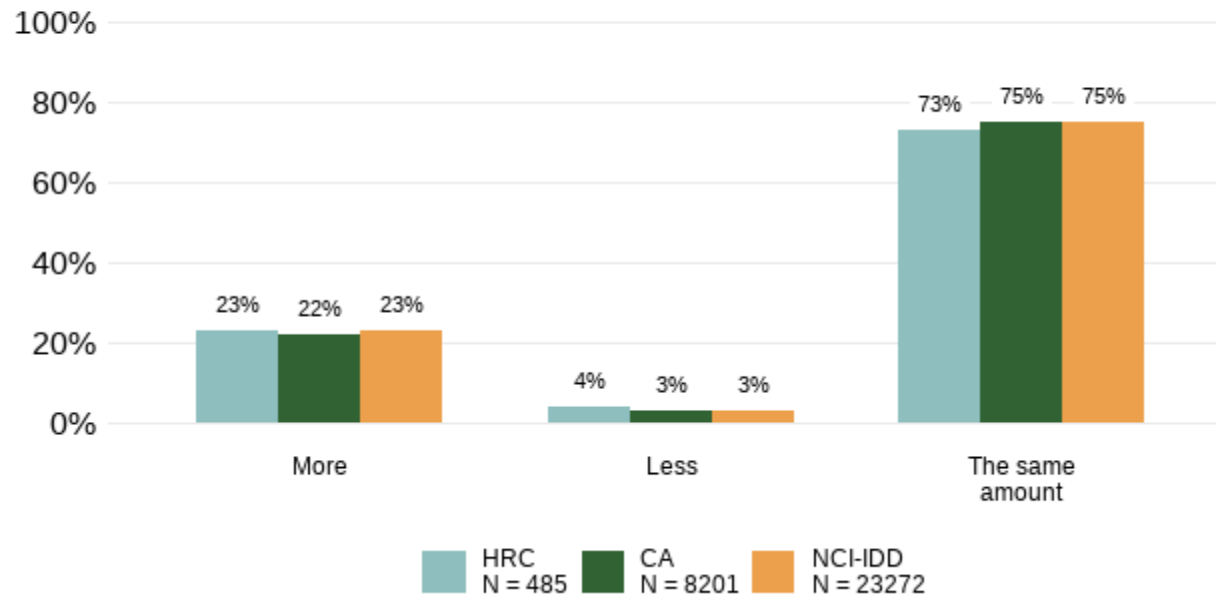


Table 79. Wants to go out to a religious service or spiritual practice more, less or the same amount as last month

Proxy respondents were allowed for this question

| Regional Center | More | Less | The same amount | N |
|-----------------|------|------|-----------------|-------|
| HRC | 23% | 4% | 73% | 485 |
| CA | 22% | 3% | 75% | 8201 |
| NCI-IDD | 23% | 3% | 75% | 23272 |

The NCI-IDD average is weighted. Regional Centers receive an 'n/a' designation within the table if 20 or fewer people responded to the survey item; however, their data are included in the Weighted CA Average.

Person wants to be a part of more community groups

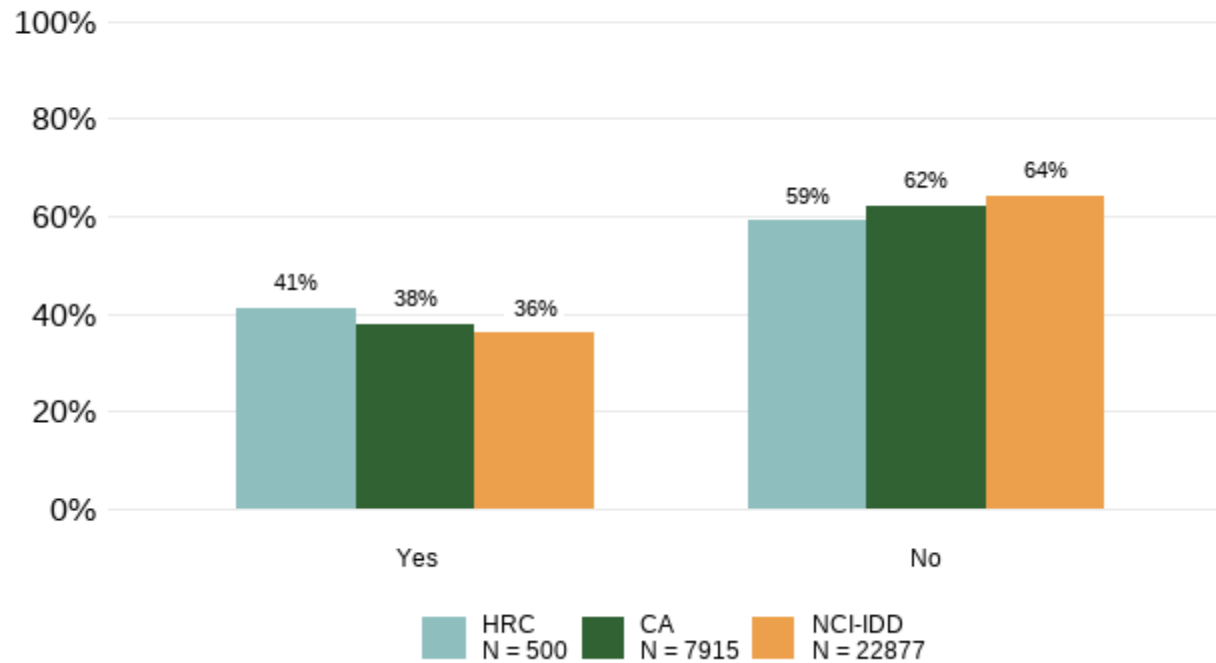


Table 80. Person wants to be a part of more community groups

Proxy respondents were allowed for this question

| Regional Center | Yes | No | N |
|-----------------|-----|-----|-------|
| HRC | 41% | 59% | 500 |
| CA | 38% | 62% | 7915 |
| NCI-IDD | 36% | 64% | 22877 |

The NCI-IDD average is weighted. Regional Centers receive an 'n/a' designation within the table if 20 or fewer people responded to the survey item; however, their data are included in the Weighted CA Average.

Likes how they usually spend time during the day

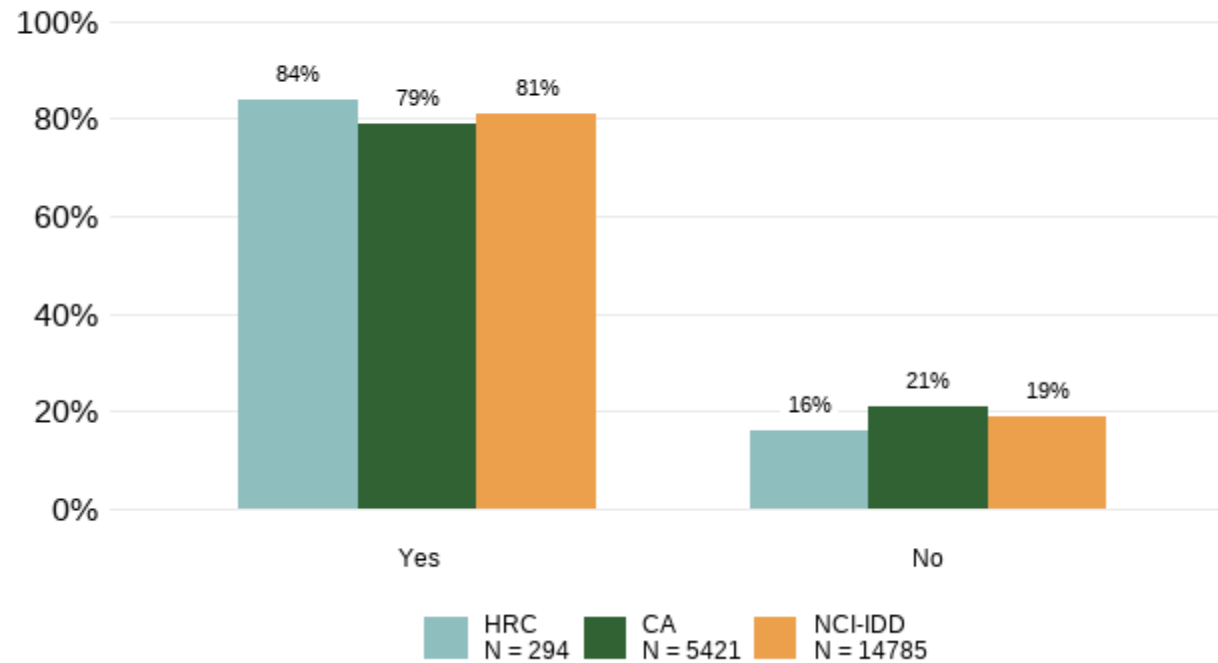


Table 81. Likes how they usually spend time during the day

| Regional Center | Yes | No | N |
|-----------------|-----|-----|-------|
| HRC | 84% | 16% | 294 |
| CA | 79% | 21% | 5421 |
| NCI-IDD | 81% | 19% | 14785 |

The NCI-IDD average is weighted. Regional Centers receive an 'n/a' designation within the table if 20 or fewer people responded to the survey item; however, their data are included in the Weighted CA Average.

Has used telehealth for healthcare services and like using it

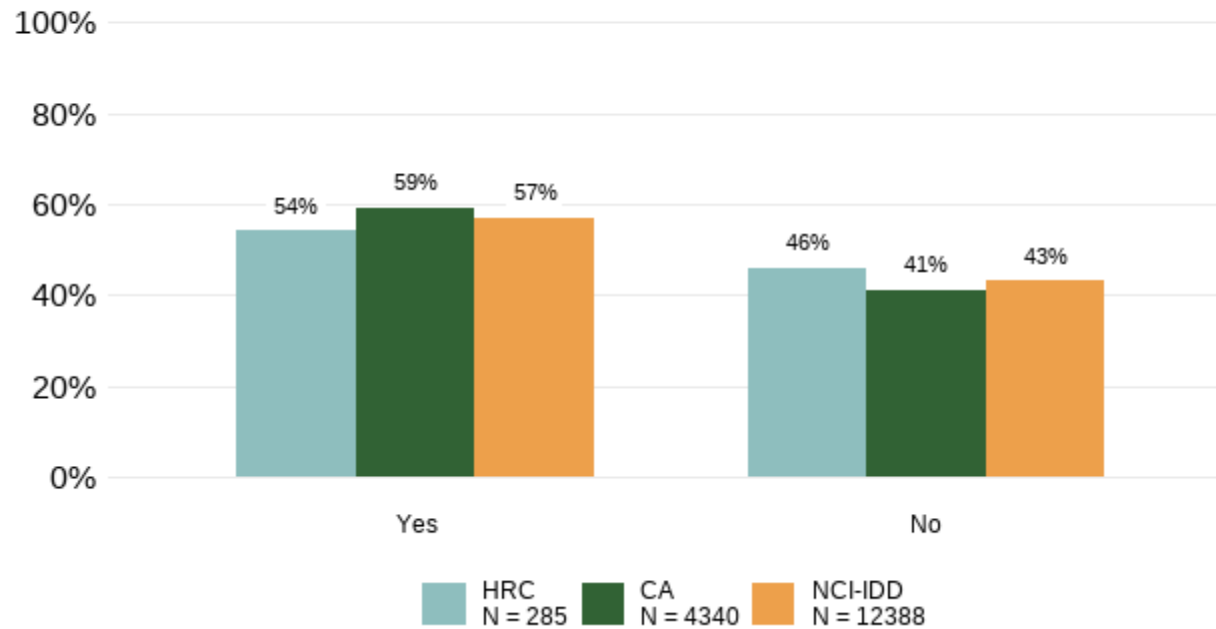


Table 82. Has used telehealth for healthcare services and like using it

Proxy respondents were allowed for this question

| Regional Center | Yes | No | N |
|-----------------|-----|-----|-------|
| HRC | 54% | 46% | 285 |
| CA | 59% | 41% | 4340 |
| NCI-IDD | 57% | 43% | 12388 |

The NCI-IDD average is weighted. Regional Centers receive an 'n/a' designation within the table if 20 or fewer people responded to the survey item; however, their data are included in the Weighted CA Average.

Has accessed services and support using video conference technology and like using it

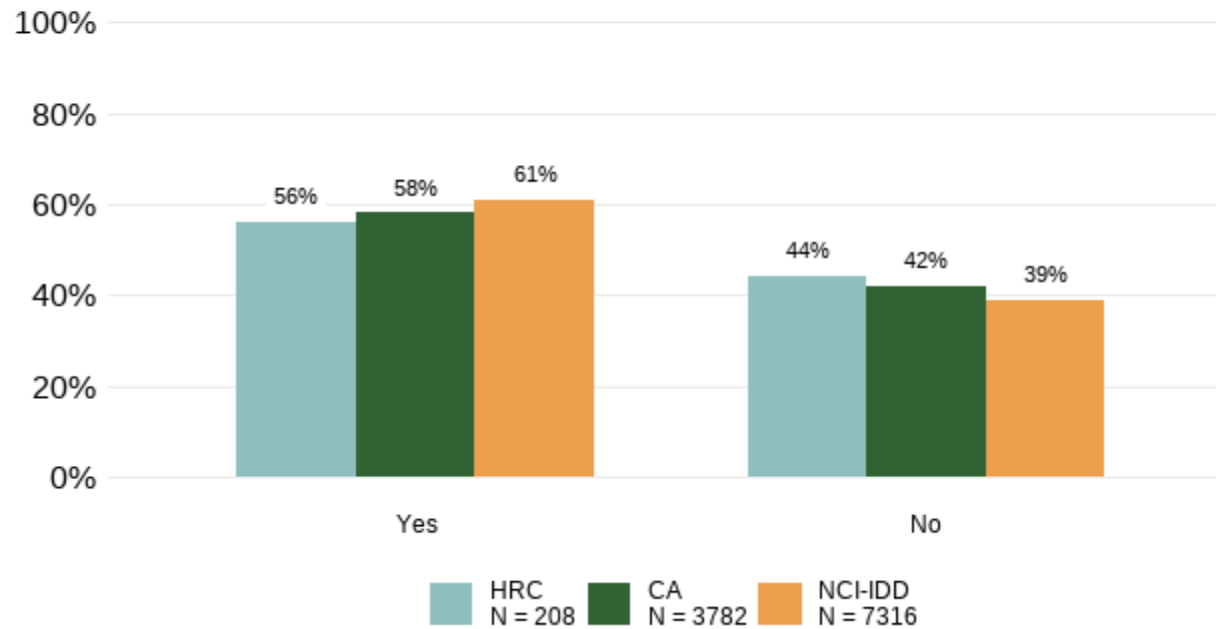


Table 83. Has accessed services and support using video conference technology and like using it

Proxy respondents were allowed for this question

| Regional Center | Yes | No | N |
|-----------------|-----|-----|------|
| HRC | 56% | 44% | 208 |
| CA | 58% | 42% | 3782 |
| NCI-IDD | 61% | 39% | 7316 |

The NCI-IDD average is weighted. Regional Centers receive an 'n/a' designation within the table if 20 or fewer people responded to the survey item; however, their data are included in the Weighted CA Average.

Have talked with their case manager/service coordinator using video conference technology and like using it

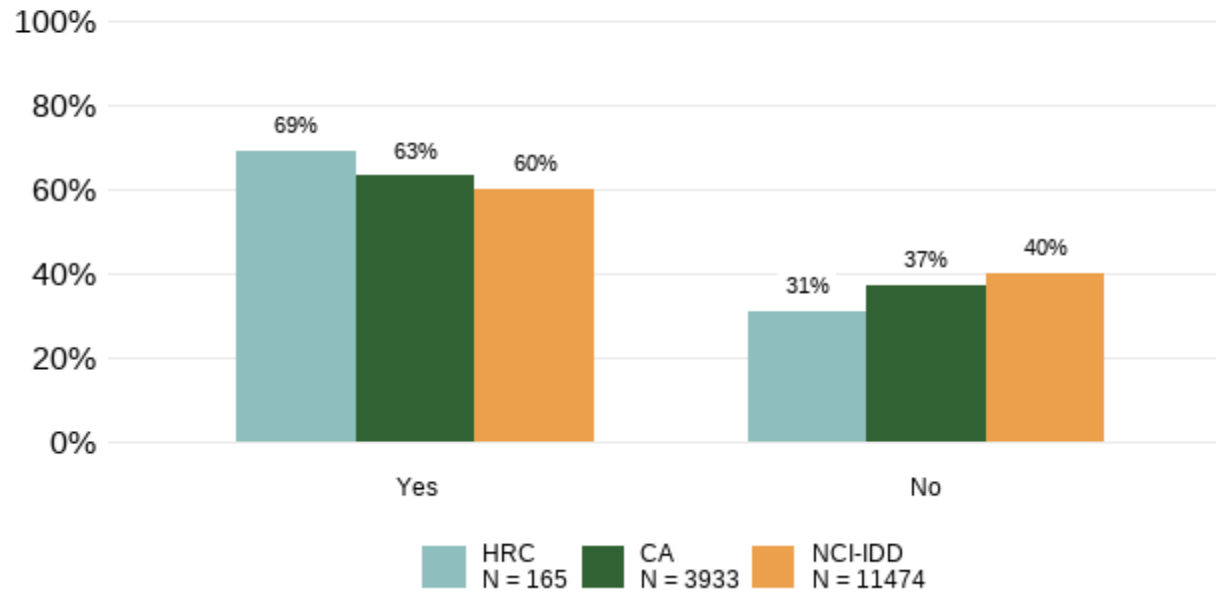


Table 84. Have talked with their case manager/service coordinator using video conference technology and like using it

Proxy respondents were allowed for this question

| Regional Center | Yes | No | N |
|-----------------|-----|-----|-------|
| HRC | 69% | 31% | 165 |
| CA | 63% | 37% | 3933 |
| NCI-IDD | 60% | 40% | 11474 |

The NCI-IDD average is weighted. Regional Centers receive an 'n/a' designation within the table if 20 or fewer people responded to the survey item; however, their data are included in the Weighted CA Average.

Service Coordination

Value Statement: Case managers/service coordinators are accessible and responsive to people. Case managers/service coordinators are knowledgeable about people's needs and the services/supports available to address those needs. Individual Program Plans (IPP) reflect people's goals and needs and are modified as changes occur. People actively engage in the Individual Program Planning process.

The NCI-IDD average is weighted. Regional Centers receive an 'n/a' designation within the table if 20 or fewer people responded to the survey item; however, their data are included in the Weighted CA Average.

Has met or spoken with case manager/service coordinator

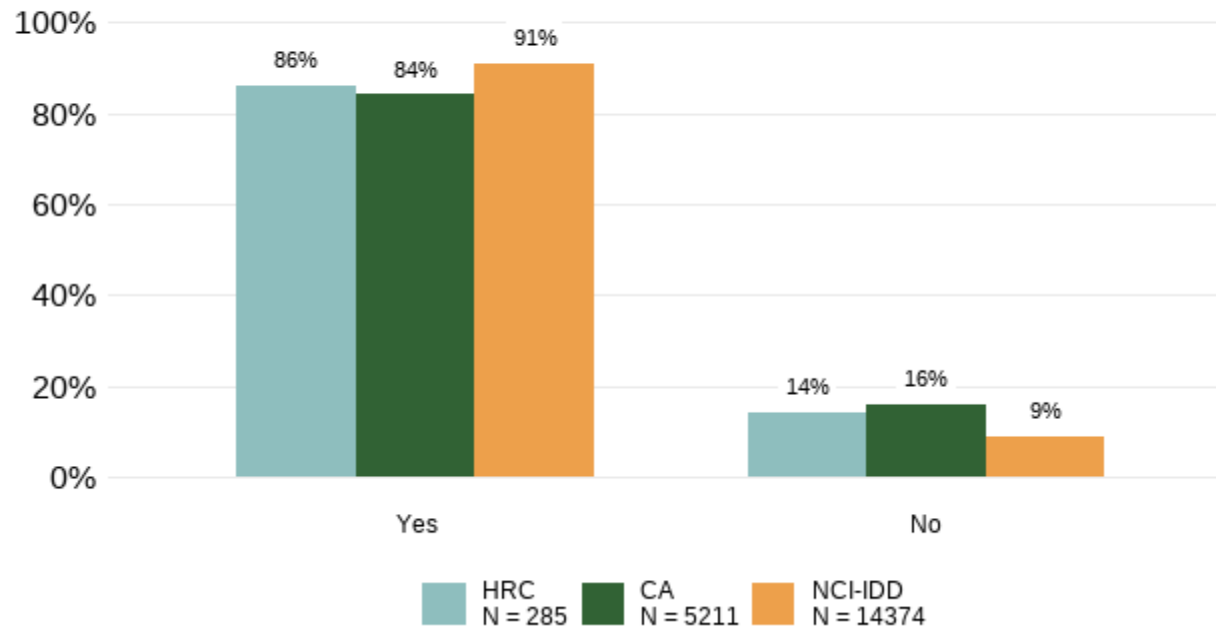


Table 85. Has met or spoken with case manager/service coordinator

| Regional Center | Yes | No | N |
|-----------------|-----|-----|-------|
| HRC | 86% | 14% | 285 |
| CA | 84% | 16% | 5211 |
| NCI-IDD | 91% | 9% | 14374 |

The NCI-IDD average is weighted. Regional Centers receive an 'n/a' designation within the table if 20 or fewer people responded to the survey item; however, their data are included in the Weighted CA Average.

Case manager/service coordinator knows what is important to person

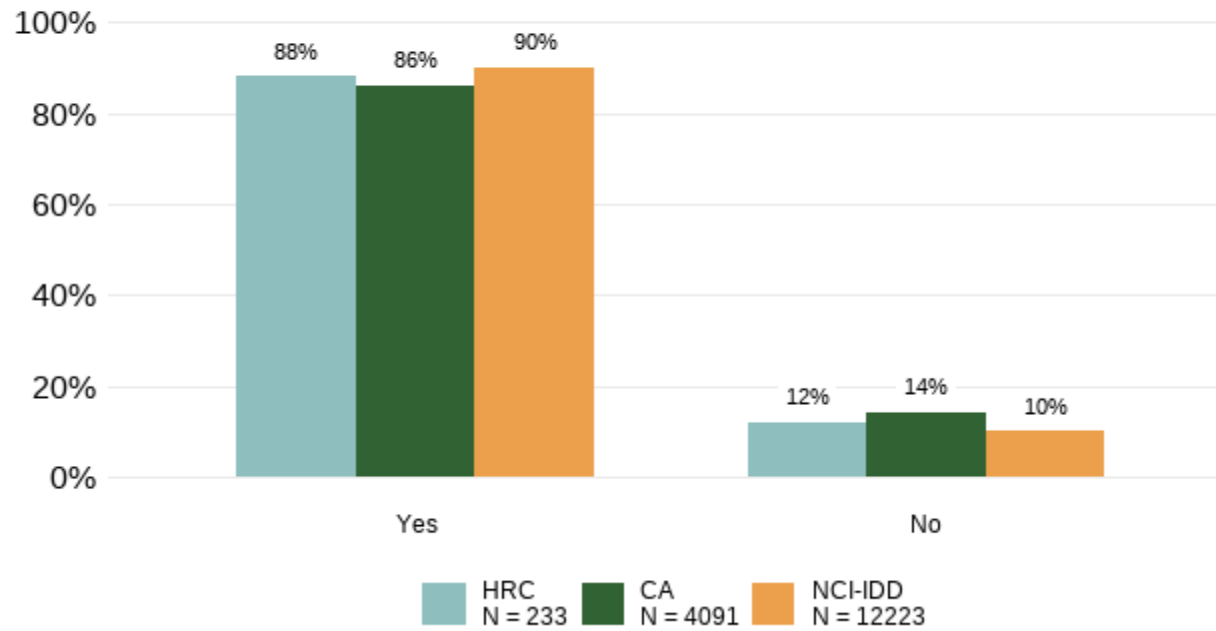


Table 86. Case manager/service coordinator knows what is important to person

| Regional Center | Yes | No | N |
|-----------------|-----|-----|-------|
| HRC | 88% | 12% | 233 |
| CA | 86% | 14% | 4091 |
| NCI-IDD | 90% | 10% | 12223 |

The NCI-IDD average is weighted. Regional Centers receive an 'n/a' designation within the table if 20 or fewer people responded to the survey item; however, their data are included in the Weighted CA Average.

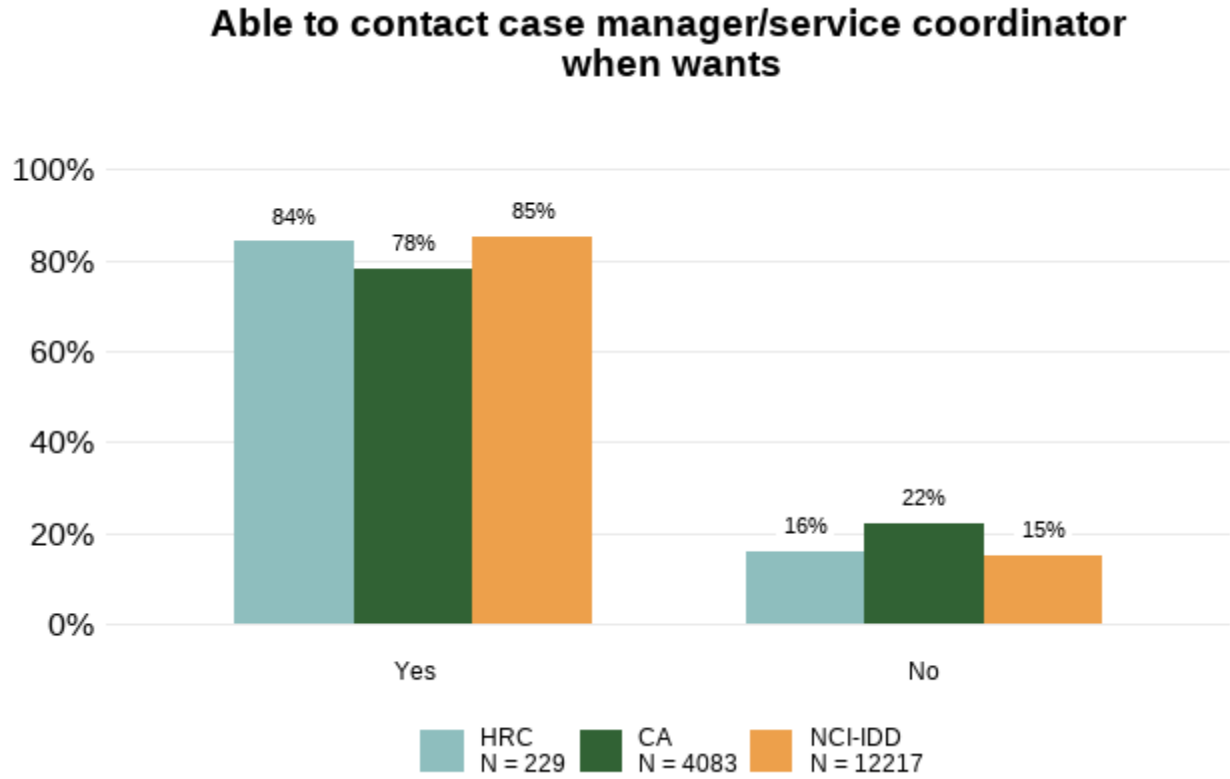


Table 87. Able to contact case manager/service coordinator when wants

| Regional Center | Yes | No | N |
|-----------------|-----|-----|-------|
| HRC | 84% | 16% | 229 |
| CA | 78% | 22% | 4083 |
| NCI-IDD | 85% | 15% | 12217 |

The NCI-IDD average is weighted. Regional Centers receive an ‘n/a’ designation within the table if 20 or fewer people responded to the survey item; however, their data are included in the Weighted CA Average.

Case manager/service coordinator has talked to them about technology that may help them in their everyday life

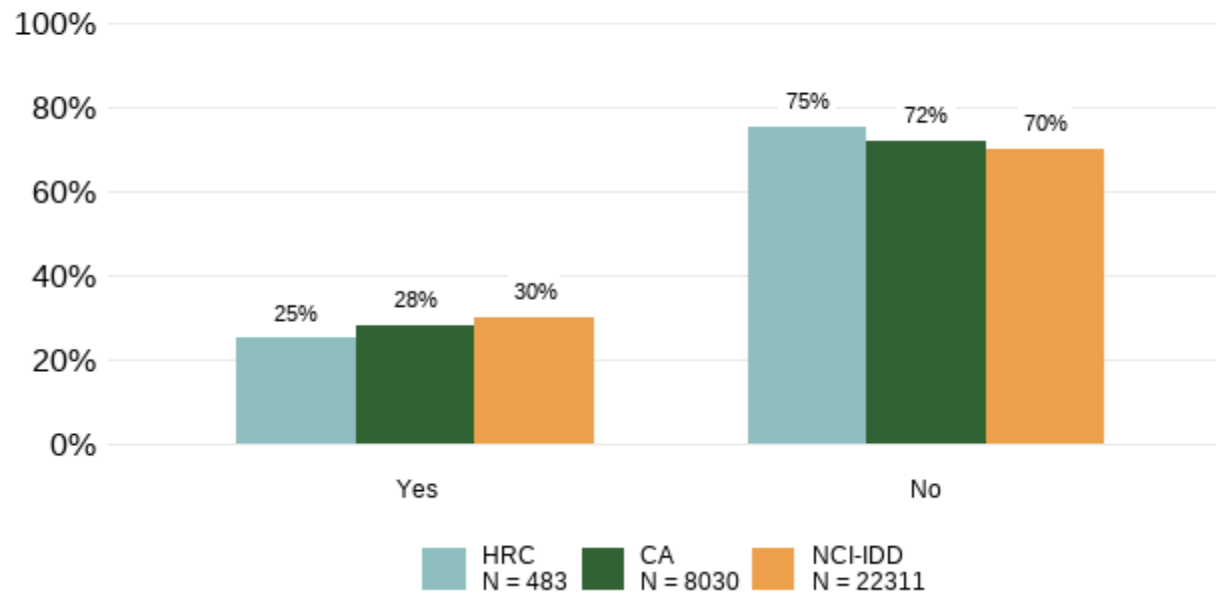


Table 88. Case manager/service coordinator has talked to them about technology that may help them in their everyday life

Proxy respondents were allowed for this question

| Regional Center | Yes | No | N |
|-----------------|-----|-----|-------|
| HRC | 25% | 75% | 483 |
| CA | 28% | 72% | 8030 |
| NCI-IDD | 30% | 70% | 22311 |

The NCI-IDD average is weighted. Regional Centers receive an 'n/a' designation within the table if 20 or fewer people responded to the survey item; however, their data are included in the Weighted CA Average.

Was at last IPP meeting, or had the opportunity to be but chose not to

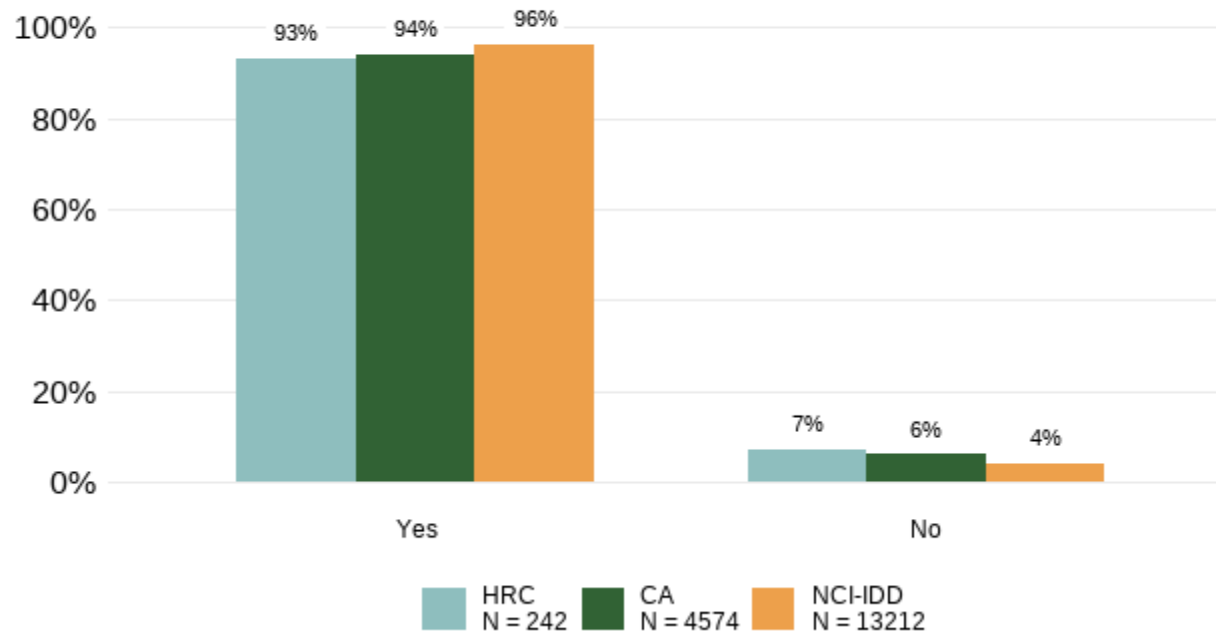


Table 89. Was at last IPP meeting, or had the opportunity to be but chose not to

| Regional Center | Yes | No | N |
|-----------------|-----|----|-------|
| HRC | 93% | 7% | 242 |
| CA | 94% | 6% | 4574 |
| NCI-IDD | 96% | 4% | 13212 |

The NCI-IDD average is weighted. Regional Centers receive an 'n/a' designation within the table if 20 or fewer people responded to the survey item; however, their data are included in the Weighted CA Average.

Knew what was being talked about at last IPP meeting

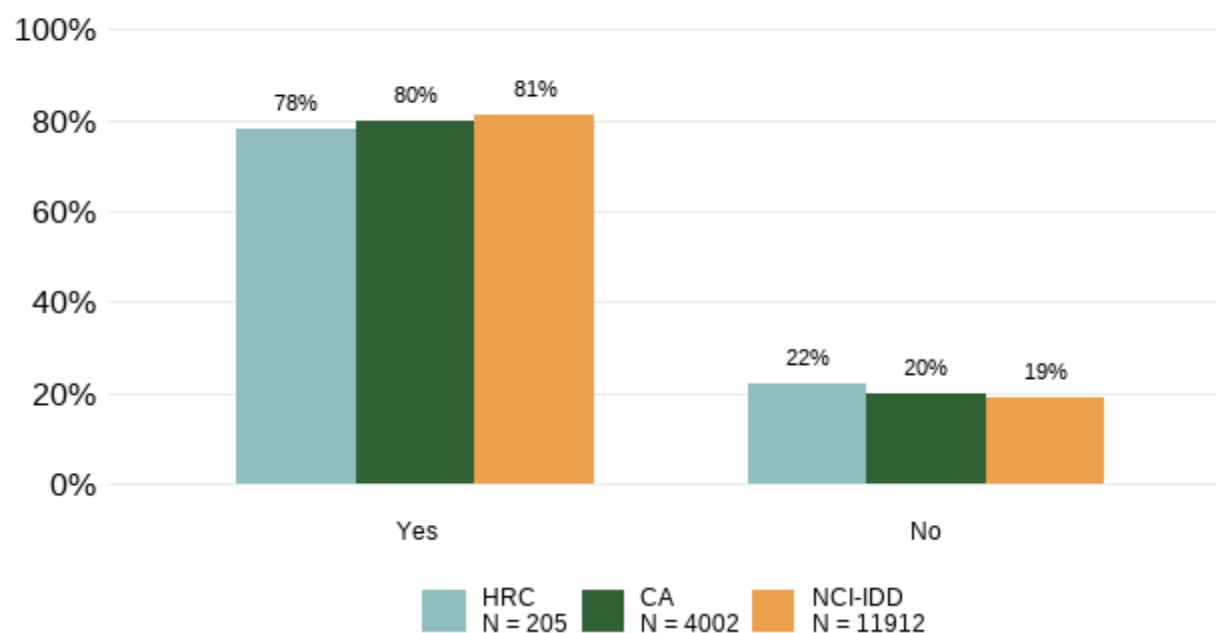


Table 90. Knew what was being talked about at last IPP meeting

| Regional Center | Yes | No | N |
|-----------------|-----|-----|-------|
| HRC | 78% | 22% | 205 |
| CA | 80% | 20% | 4002 |
| NCI-IDD | 81% | 19% | 11912 |

The NCI-IDD average is weighted. Regional Centers receive an 'n/a' designation within the table if 20 or fewer people responded to the survey item; however, their data are included in the Weighted CA Average.

Last IPP meeting included people person wanted to be there

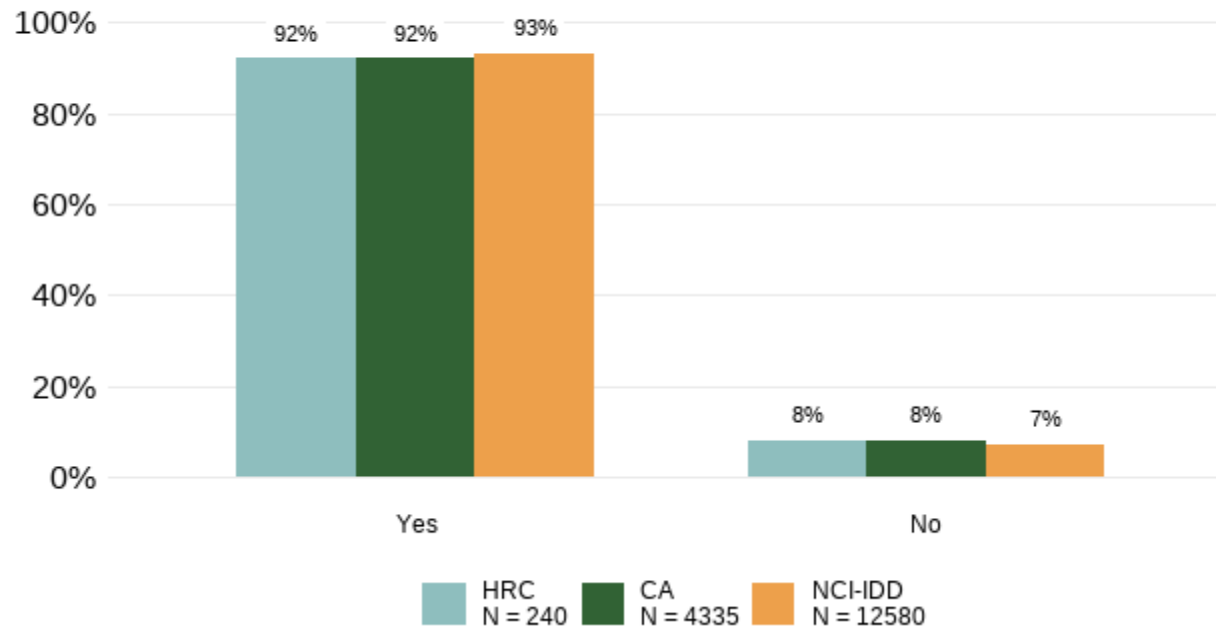


Table 91. Last IPP meeting included people person wanted to be there

| Regional Center | Yes | No | N |
|-----------------|-----|----|-------|
| HRC | 92% | 8% | 240 |
| CA | 92% | 8% | 4335 |
| NCI-IDD | 93% | 7% | 12580 |

The NCI-IDD average is weighted. Regional Centers receive an 'n/a' designation within the table if 20 or fewer people responded to the survey item; however, their data are included in the Weighted CA Average.

Person helped make IPP

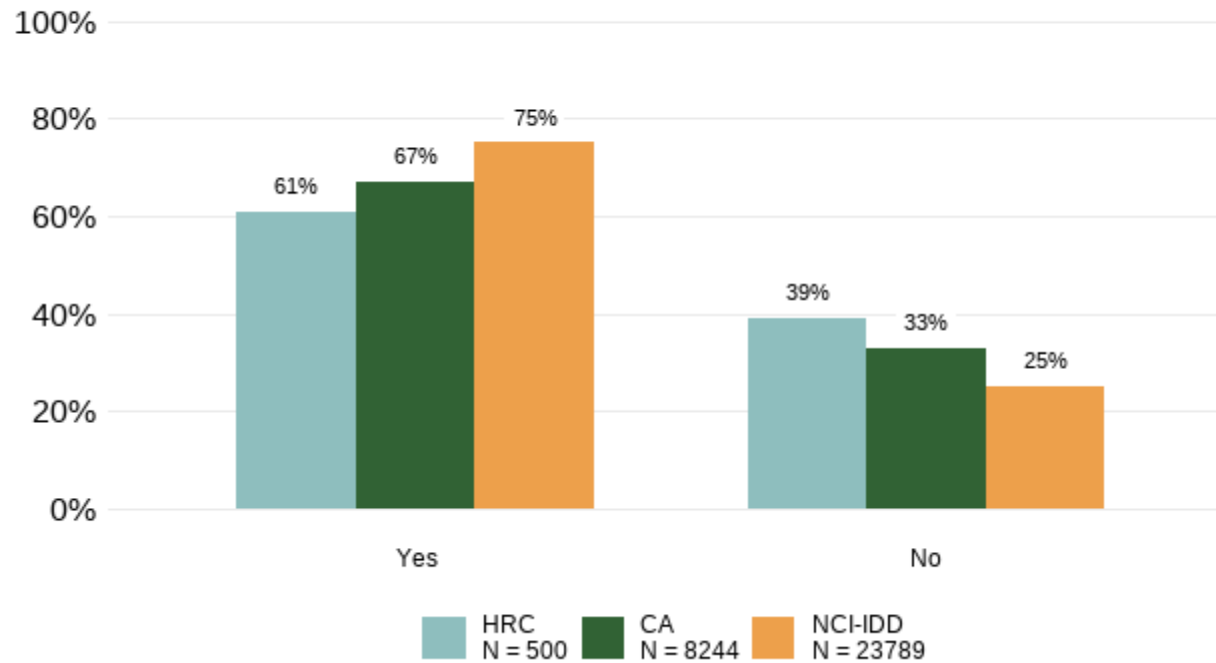


Table 92. Person helped make IPP

Proxy respondents were allowed for this question

| Regional Center | Yes | No | N |
|-----------------|-----|-----|-------|
| HRC | 61% | 39% | 500 |
| CA | 67% | 33% | 8244 |
| NCI-IDD | 75% | 25% | 23789 |

The NCI-IDD average is weighted. Regional Centers receive an 'n/a' designation within the table if 20 or fewer people responded to the survey item; however, their data are included in the Weighted CA Average.

Case manager/service coordinator reviews their IPP with them throughout the year, when needed

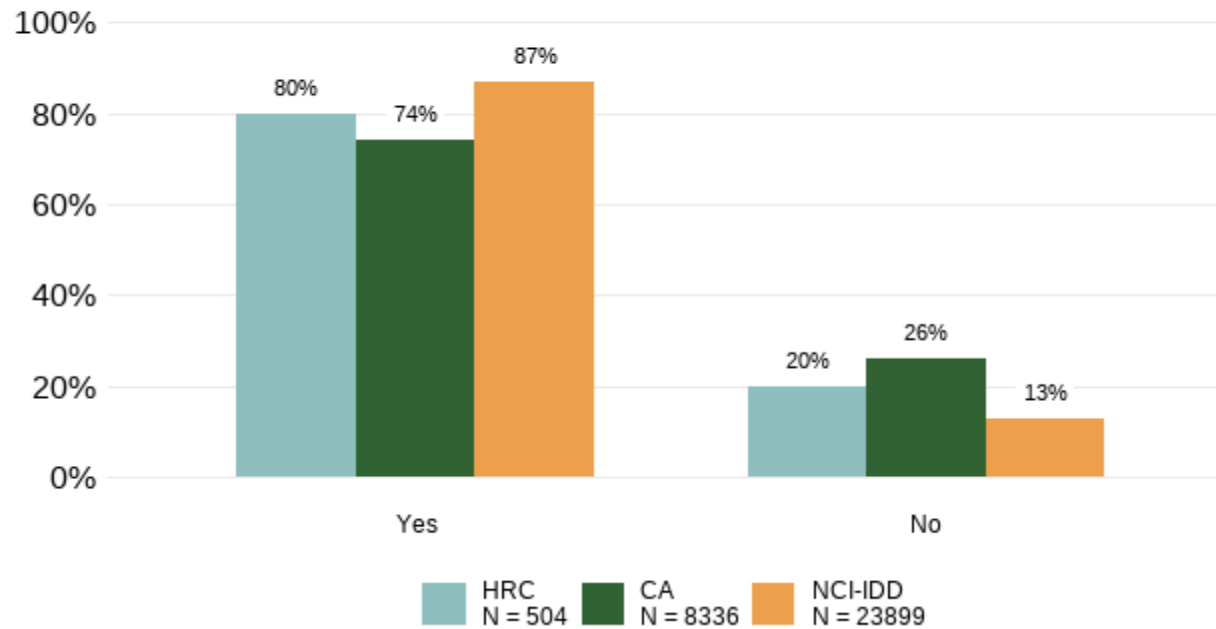


Table 93. Case manager/service coordinator reviews their IPP with them throughout the year, when needed

Proxy respondents were allowed for this question

| Regional Center | Yes | No | N |
|-----------------|-----|-----|-------|
| HRC | 80% | 20% | 504 |
| CA | 74% | 26% | 8336 |
| NCI-IDD | 87% | 13% | 23899 |

The NCI-IDD average is weighted. Regional Centers receive an 'n/a' designation within the table if 20 or fewer people responded to the survey item; however, their data are included in the Weighted CA Average.

IPP includes things that are important to person

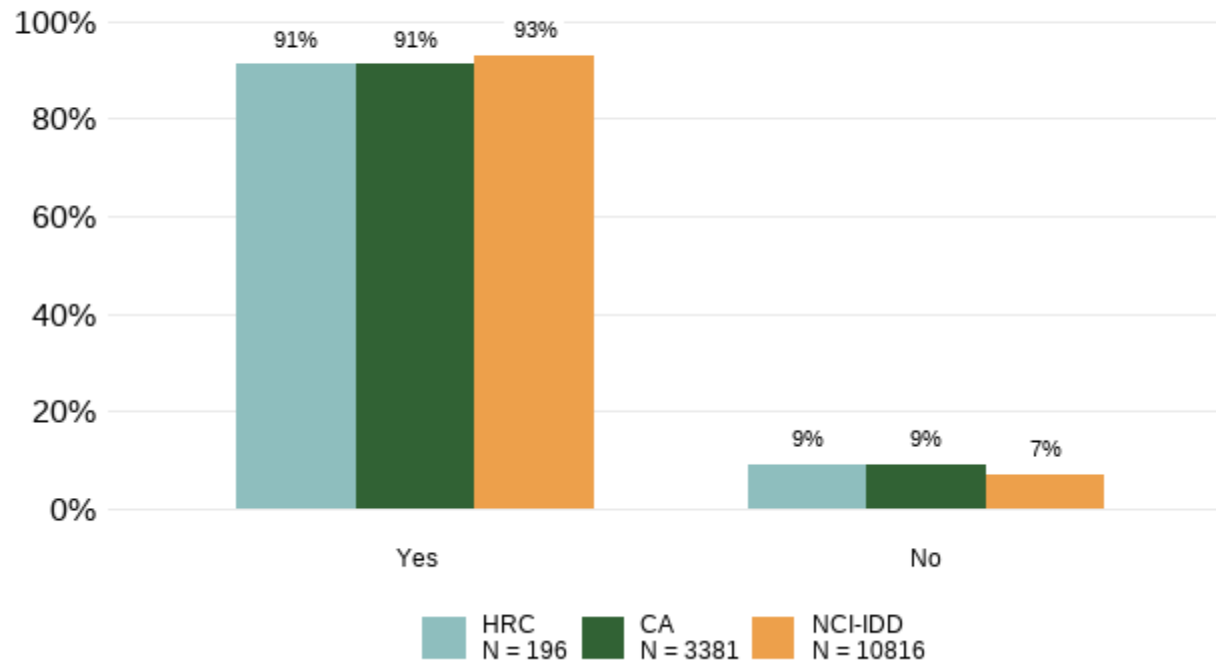


Table 94. IPP includes things that are important to person

| Regional Center | Yes | No | N |
|-----------------|-----|----|-------|
| HRC | 91% | 9% | 196 |
| CA | 91% | 9% | 3381 |
| NCI-IDD | 93% | 7% | 10816 |

The NCI-IDD average is weighted. Regional Centers receive an 'n/a' designation within the table if 20 or fewer people responded to the survey item; however, their data are included in the Weighted CA Average.

Knows who to ask if wants to change something about services

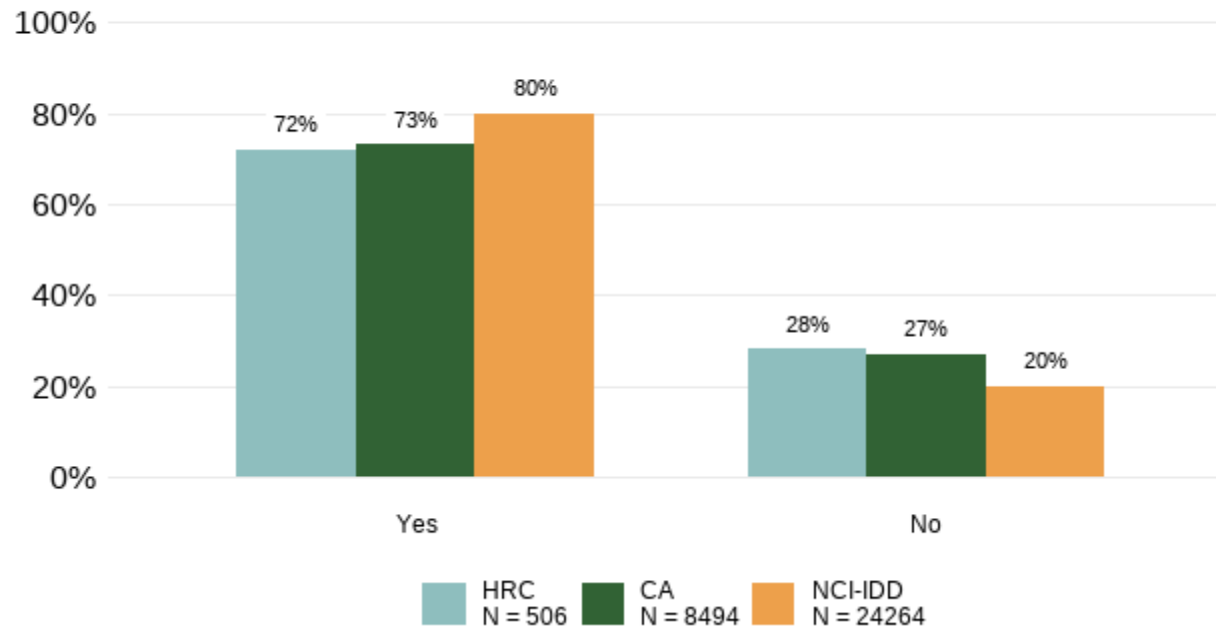


Table 95. Knows who to ask if wants to change something about services

Proxy respondents were allowed for this question

| Regional Center | Yes | No | N |
|-----------------|-----|-----|-------|
| HRC | 72% | 28% | 506 |
| CA | 73% | 27% | 8494 |
| NCI-IDD | 80% | 20% | 24264 |

The NCI-IDD average is weighted. Regional Centers receive an 'n/a' designation within the table if 20 or fewer people responded to the survey item; however, their data are included in the Weighted CA Average.

Workforce

Value Statement: There is stable and sufficient direct support 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.

The NCI-IDD average is weighted. Regional Centers receive an 'n/a' designation within the table if 20 or fewer people responded to the survey item; however, their data are included in the Weighted CA Average.

Staff are respectful of person's culture

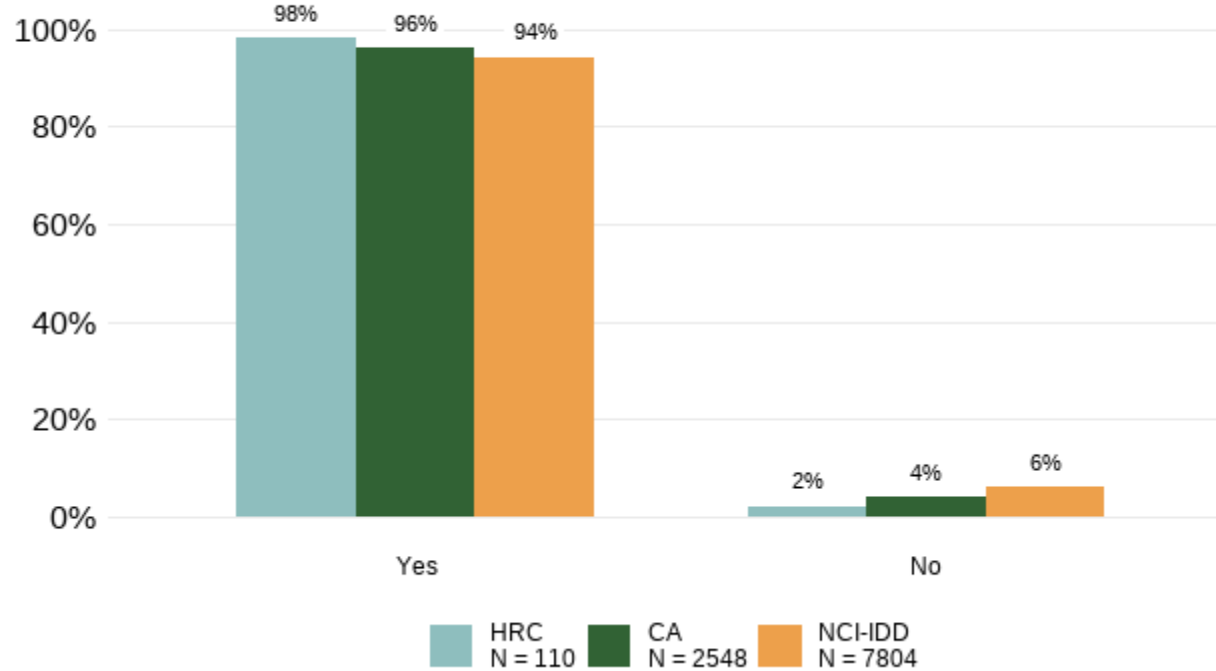


Table 96. Staff are respectful of person's culture

| Regional Center | Yes | No | N |
|-----------------|-----|----|------|
| HRC | 98% | 2% | 110 |
| CA | 96% | 4% | 2548 |
| NCI-IDD | 94% | 6% | 7804 |

The NCI-IDD average is weighted. Regional Centers receive an 'n/a' designation within the table if 20 or fewer people responded to the survey item; however, their data are included in the Weighted CA Average.

Staff treat person with respect

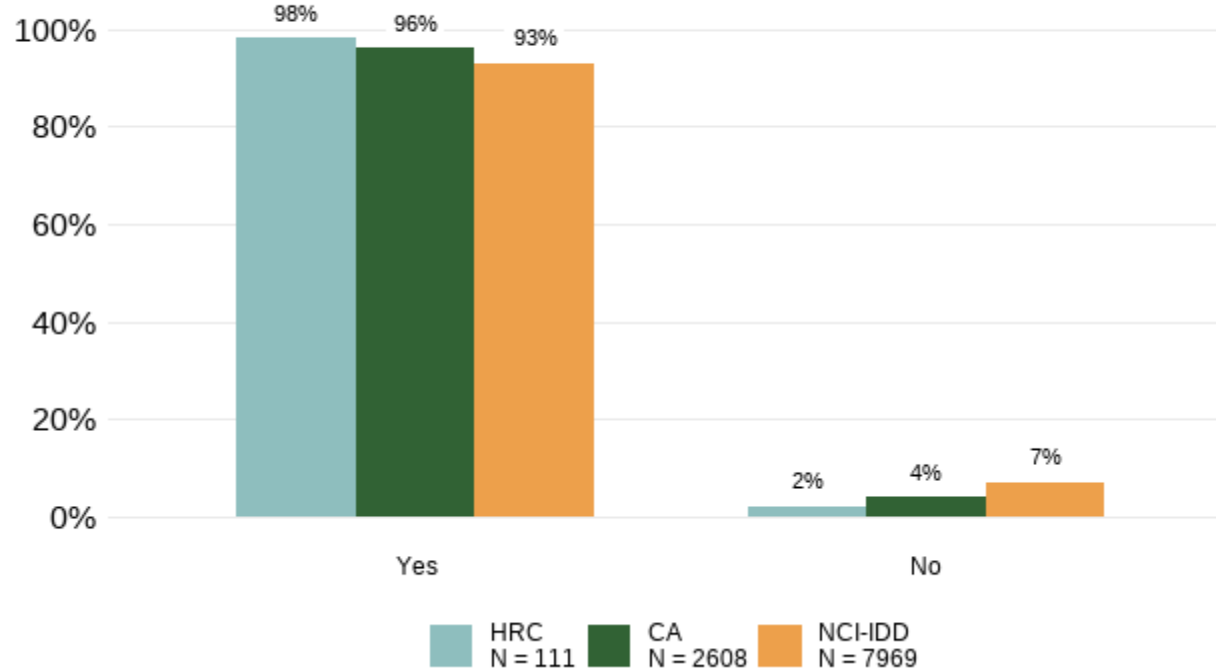


Table 97. Staff treat person with respect

| Regional Center | Yes | No | N |
|-----------------|-----|----|------|
| HRC | 98% | 2% | 111 |
| CA | 96% | 4% | 2608 |
| NCI-IDD | 93% | 7% | 7969 |

The NCI-IDD average is weighted. Regional Centers receive an 'n/a' designation within the table if 20 or fewer people responded to the survey item; however, their data are included in the Weighted CA Average.

Person can talk or communicate with staff in their preferred language

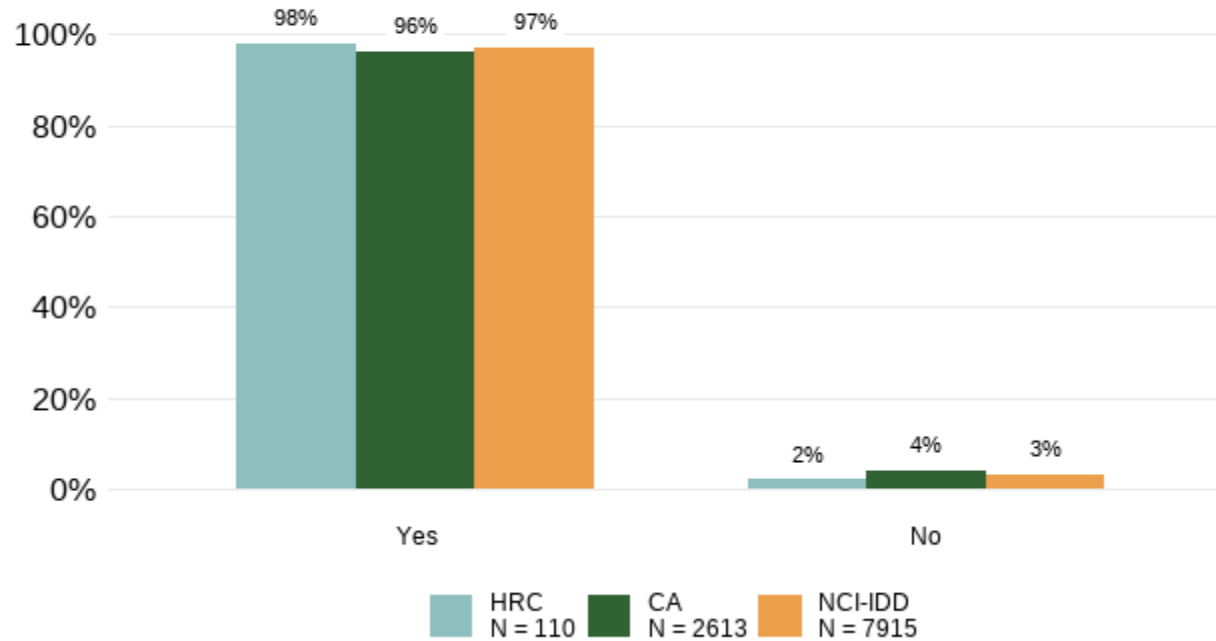


Table 98. Person can talk or communicate with staff in their preferred language

| Regional Center | Yes | No | N |
|-----------------|-----|----|------|
| HRC | 98% | 2% | 110 |
| CA | 96% | 4% | 2613 |
| NCI-IDD | 97% | 3% | 7915 |

The NCI-IDD average is weighted. Regional Centers receive an 'n/a' designation within the table if 20 or fewer people responded to the survey item; however, their data are included in the Weighted CA Average.

Staff do things the way person wants them done

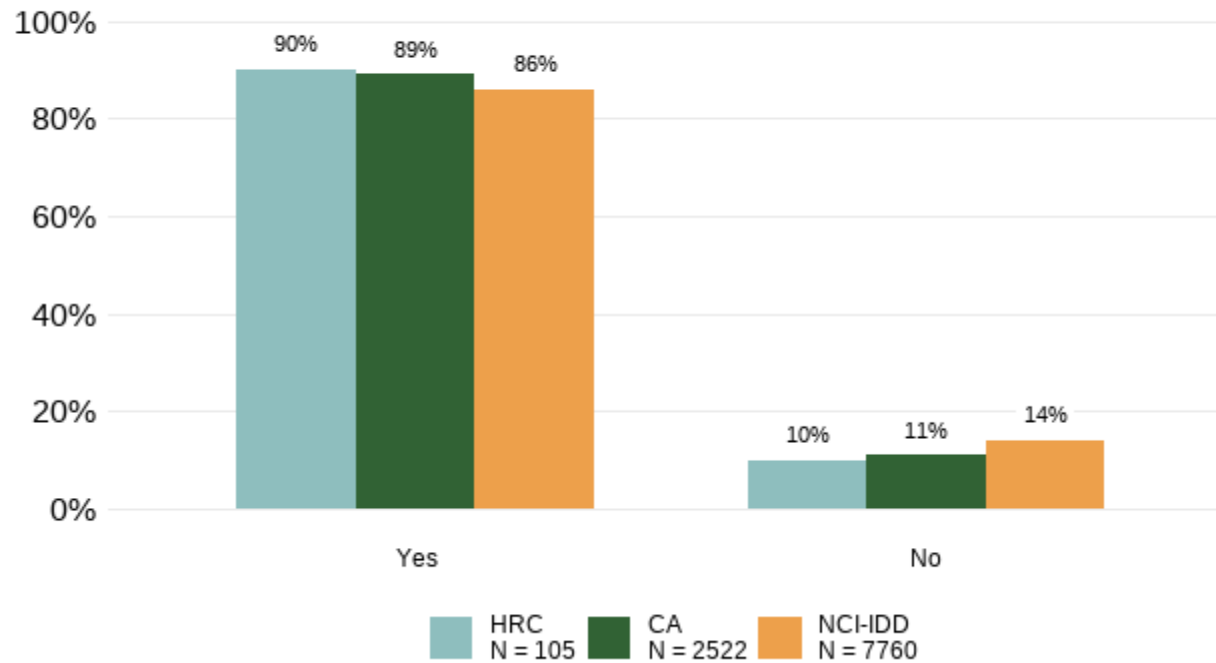


Table 99. Staff do things the way person wants them done

| Regional Center | Yes | No | N |
|-----------------|-----|-----|------|
| HRC | 90% | 10% | 105 |
| CA | 89% | 11% | 2522 |
| NCI-IDD | 86% | 14% | 7760 |

The NCI-IDD average is weighted. Regional Centers receive an 'n/a' designation within the table if 20 or fewer people responded to the survey item; however, their data are included in the Weighted CA Average.

When in the community, staff support person in the way they want

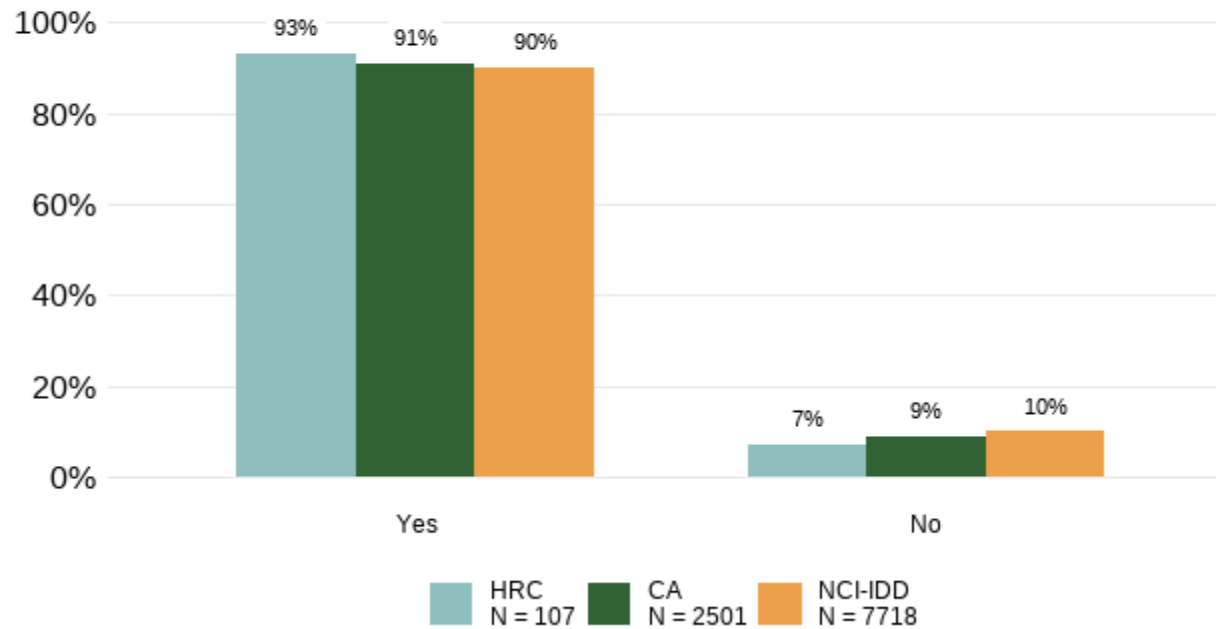


Table 100. When in the community, staff support person in the way they want

| Regional Center | Yes | No | N |
|-----------------|-----|-----|------|
| HRC | 93% | 7% | 107 |
| CA | 91% | 9% | 2501 |
| NCI-IDD | 90% | 10% | 7718 |

The NCI-IDD average is weighted. Regional Centers receive an 'n/a' designation within the table if 20 or fewer people responded to the survey item; however, their data are included in the Weighted CA Average.

Staff come and leave when they are supposed to

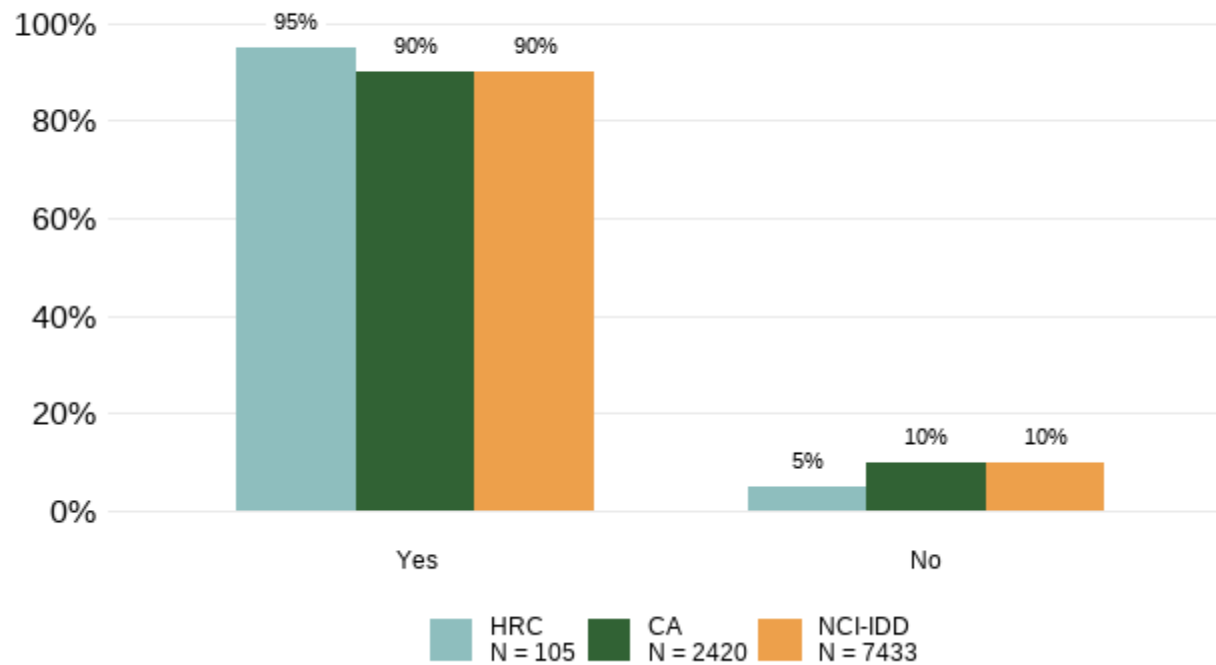


Table 101. Staff come and leave when they are supposed to

| Regional Center | Yes | No | N |
|-----------------|-----|-----|------|
| HRC | 95% | 5% | 105 |
| CA | 90% | 10% | 2420 |
| NCI-IDD | 90% | 10% | 7433 |

The NCI-IDD average is weighted. Regional Centers receive an 'n/a' designation within the table if 20 or fewer people responded to the survey item; however, their data are included in the Weighted CA Average.

Person's staff change too often?

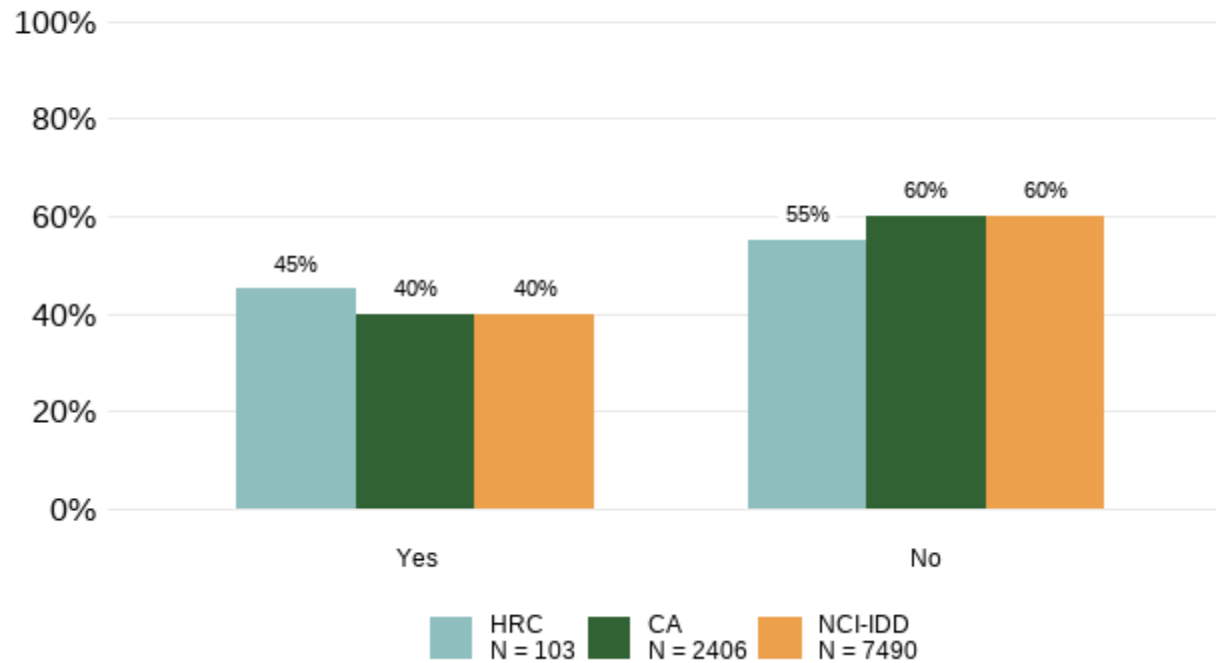


Table 102. Person's staff change too often

"Yes, staff do change too often" and "Sometimes or some staff" responses combined.

| Regional Center | Yes | No | N |
|-----------------|-----|-----|------|
| HRC | 45% | 55% | 103 |
| CA | 40% | 60% | 2406 |
| NCI-IDD | 40% | 60% | 7490 |

The NCI-IDD average is weighted. Regional Centers receive an 'n/a' designation within the table if 20 or fewer people responded to the survey item; however, their data are included in the Weighted CA Average.

Staff have the right training to meet person's needs

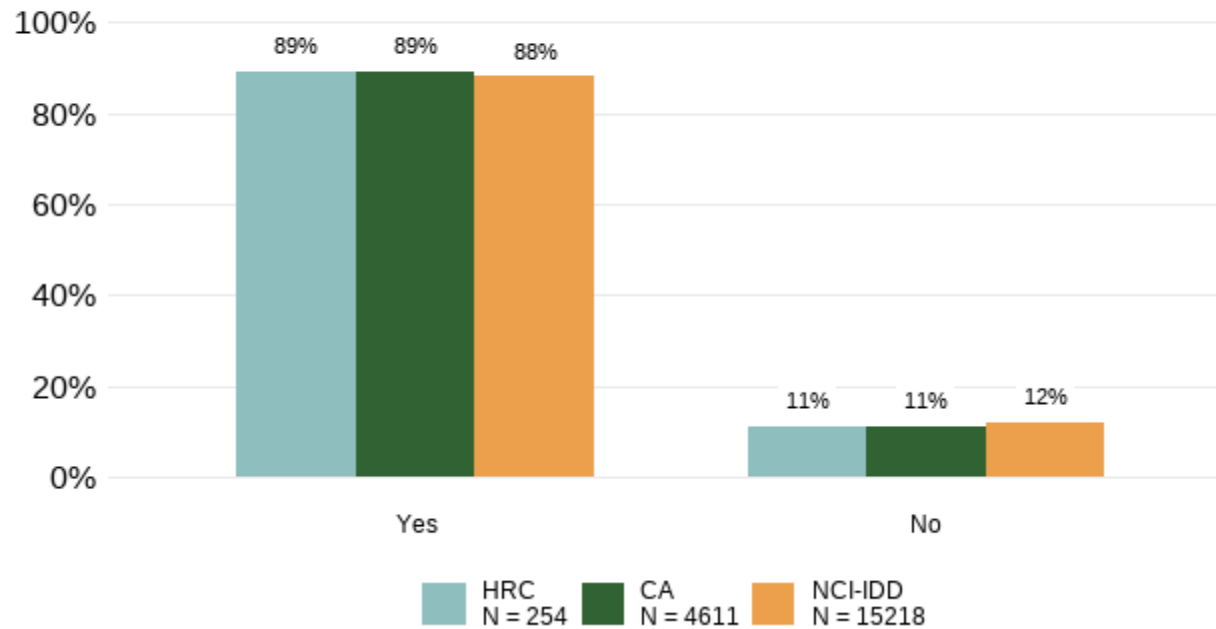


Table 103. Staff have the right training to meet person's needs

Proxy respondents (who were not staff) were allowed for this question

| Regional Center | Yes | No | N |
|-----------------|-----|-----|-------|
| HRC | 89% | 11% | 254 |
| CA | 89% | 11% | 4611 |
| NCI-IDD | 88% | 12% | 15218 |

The NCI-IDD average is weighted. Regional Centers receive an 'n/a' designation within the table if 20 or fewer people responded to the survey item; however, their data are included in the Weighted CA Average.

Access

Value Statement: Services and supports are available, accessible, and responsive to people’s needs People know the options available to them for services and supports.

Able to get places when wants to do something outside of home like going out to see friends, for entertainment, or to do something fun

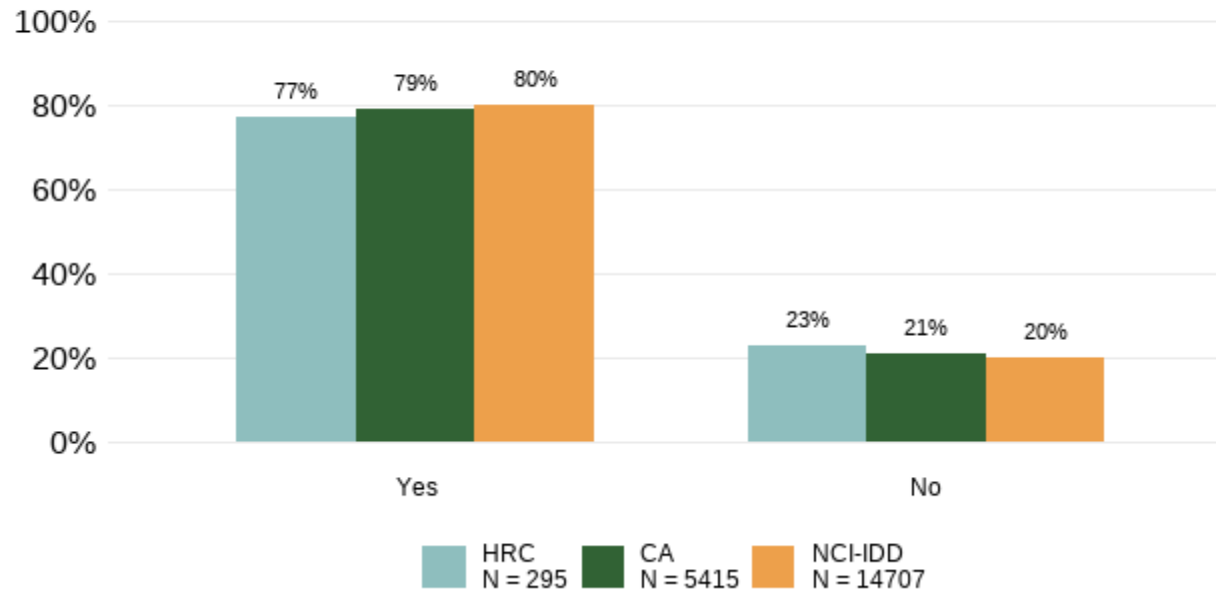


Table 104. Able to get places when wants to do something outside of home like going out to see friends, for entertainment, or to do something fun

| Regional Center | Yes | No | N |
|-----------------|-----|-----|-------|
| HRC | 77% | 23% | 295 |
| CA | 79% | 21% | 5415 |
| NCI-IDD | 80% | 20% | 14707 |

The NCI-IDD average is weighted. Regional Centers receive an 'n/a' designation within the table if 20 or fewer people responded to the survey item; however, their data are included in the Weighted CA Average.

Has a way to get places needs to go (like work, appointments, etc.)

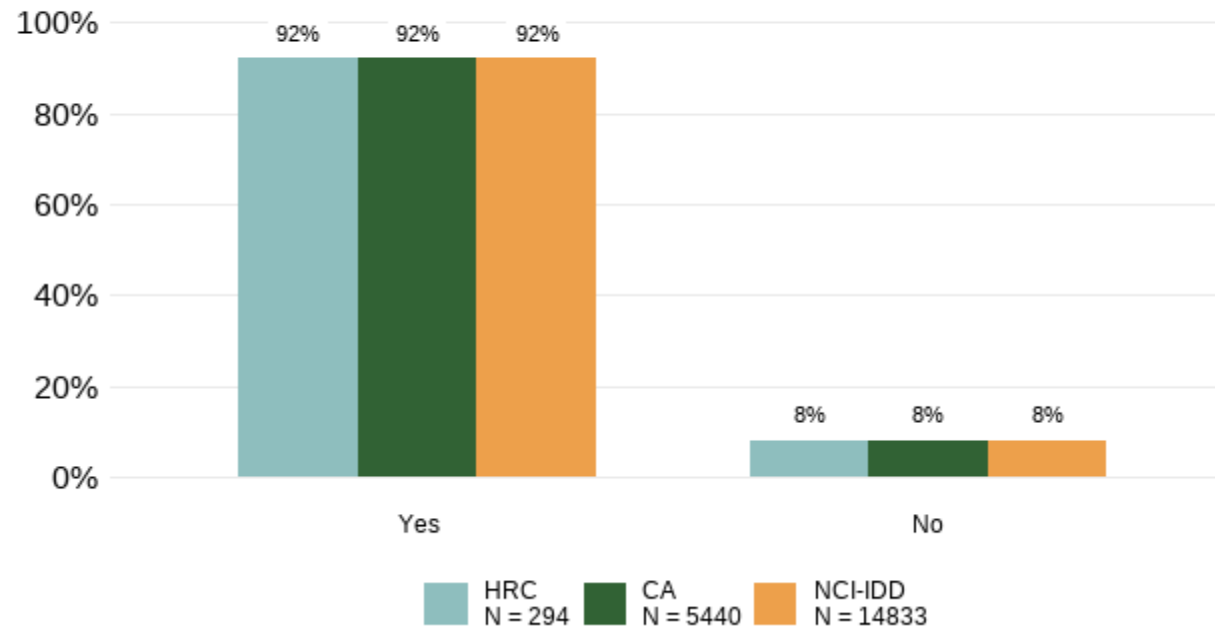


Table 105. Has a way to get places needs to go (like work, appointments, etc.)

| Regional Center | Yes | No | N |
|-----------------|-----|----|-------|
| HRC | 92% | 8% | 294 |
| CA | 92% | 8% | 5440 |
| NCI-IDD | 92% | 8% | 14833 |

The NCI-IDD average is weighted. Regional Centers receive an 'n/a' designation within the table if 20 or fewer people responded to the survey item; however, their data are included in the Weighted CA Average.

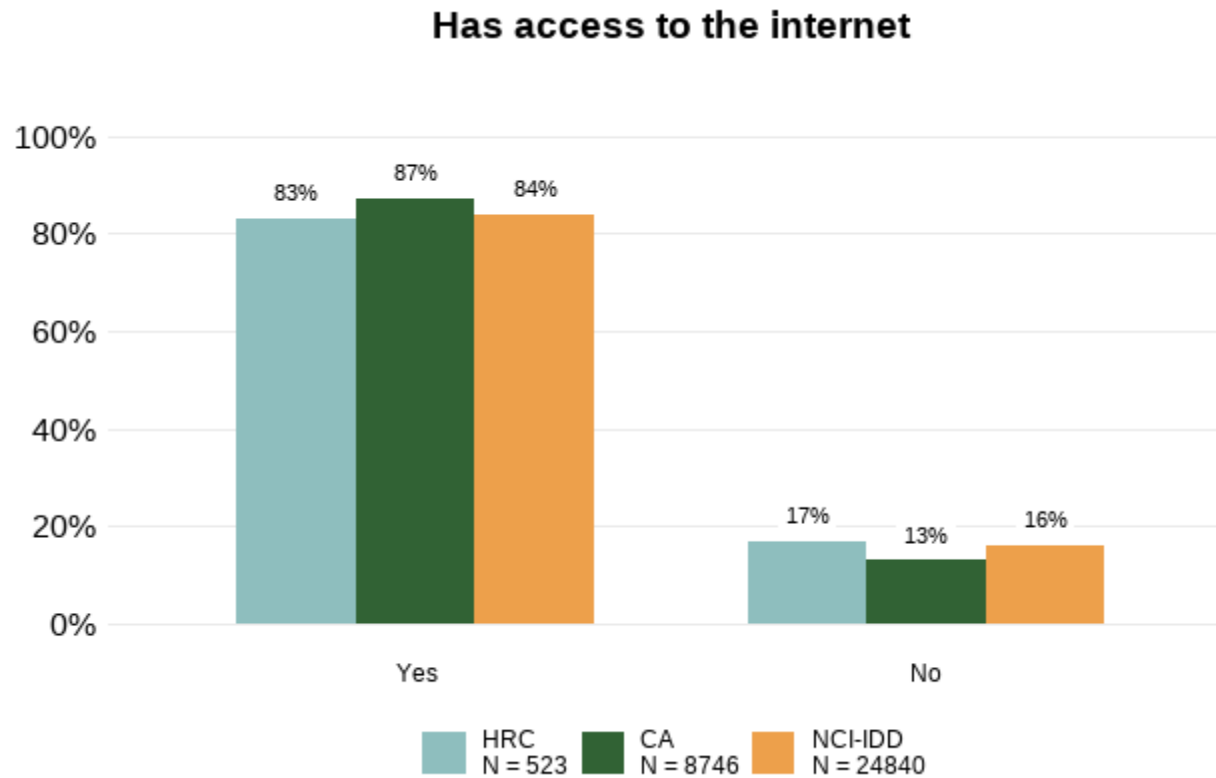


Table 106. Has access to the internet

Proxy respondents were allowed for this question

| Regional Center | Yes | No | N |
|-----------------|-----|-----|-------|
| HRC | 83% | 17% | 523 |
| CA | 87% | 13% | 8746 |
| NCI-IDD | 84% | 16% | 24840 |

The NCI-IDD average is weighted. Regional Centers receive an 'n/a' designation within the table if 20 or fewer people responded to the survey item; however, their data are included in the Weighted CA Average.

Internet always works at home

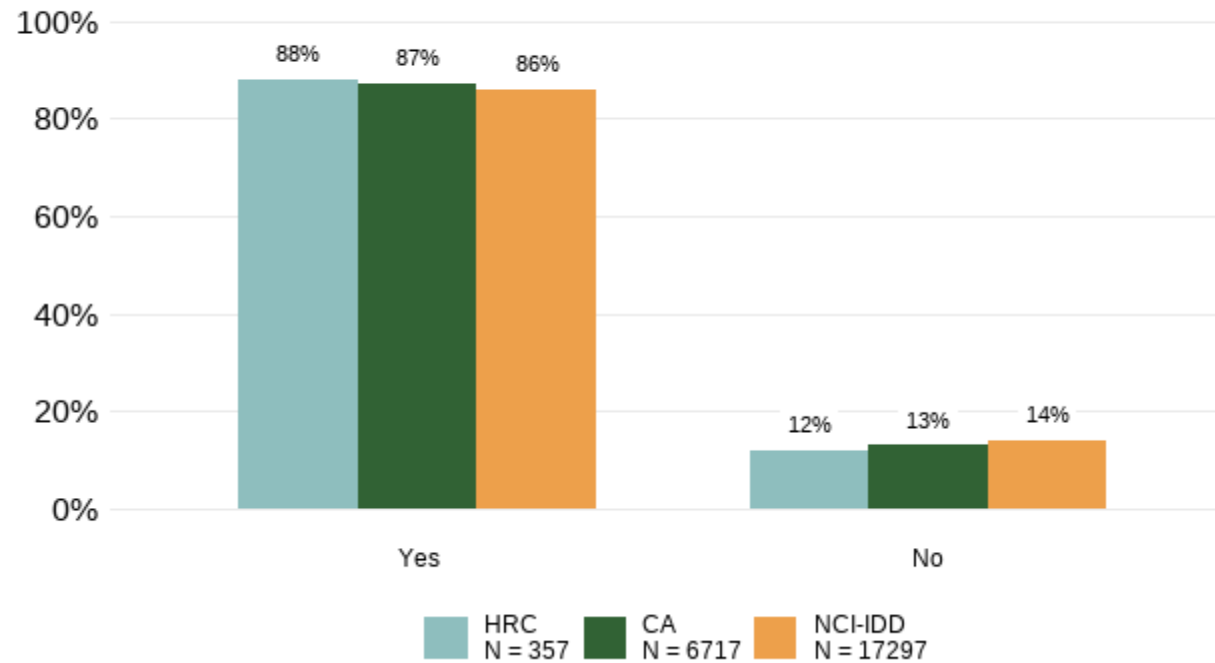


Table 107. Internet always works at home

Proxy respondents were allowed for this question

| Regional Center | Yes | No | N |
|-----------------|-----|-----|-------|
| HRC | 88% | 12% | 357 |
| CA | 87% | 13% | 6717 |
| NCI-IDD | 86% | 14% | 17297 |

The NCI-IDD average is weighted. Regional Centers receive an 'n/a' designation within the table if 20 or fewer people responded to the survey item; however, their data are included in the Weighted CA Average.

Frequency uses internet

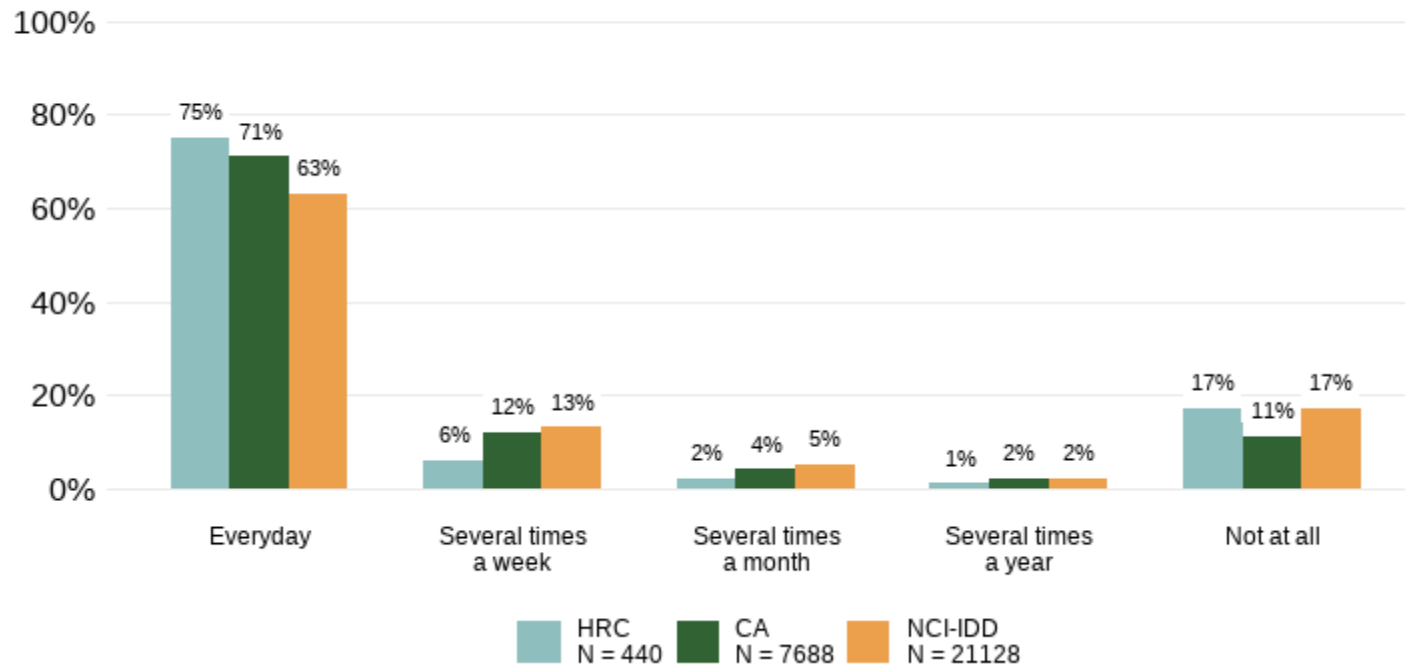


Table 108. Frequency uses internet

Proxy respondents were allowed for this question

| Regional Center | Everyday | Several times a week | Several times a month | Several times a year | Not at all | N |
|-----------------|----------|----------------------|-----------------------|----------------------|------------|-------|
| HRC | 75% | 6% | 2% | 1% | 17% | 440 |
| CA | 71% | 12% | 4% | 2% | 11% | 7688 |
| NCI-IDD | 63% | 13% | 5% | 2% | 17% | 21128 |

The NCI-IDD average is weighted. Regional Centers receive an 'n/a' designation within the table if 20 or fewer people responded to the survey item; however, their data are included in the Weighted CA Average.

Uses technology in everyday life to help them do more things on their own

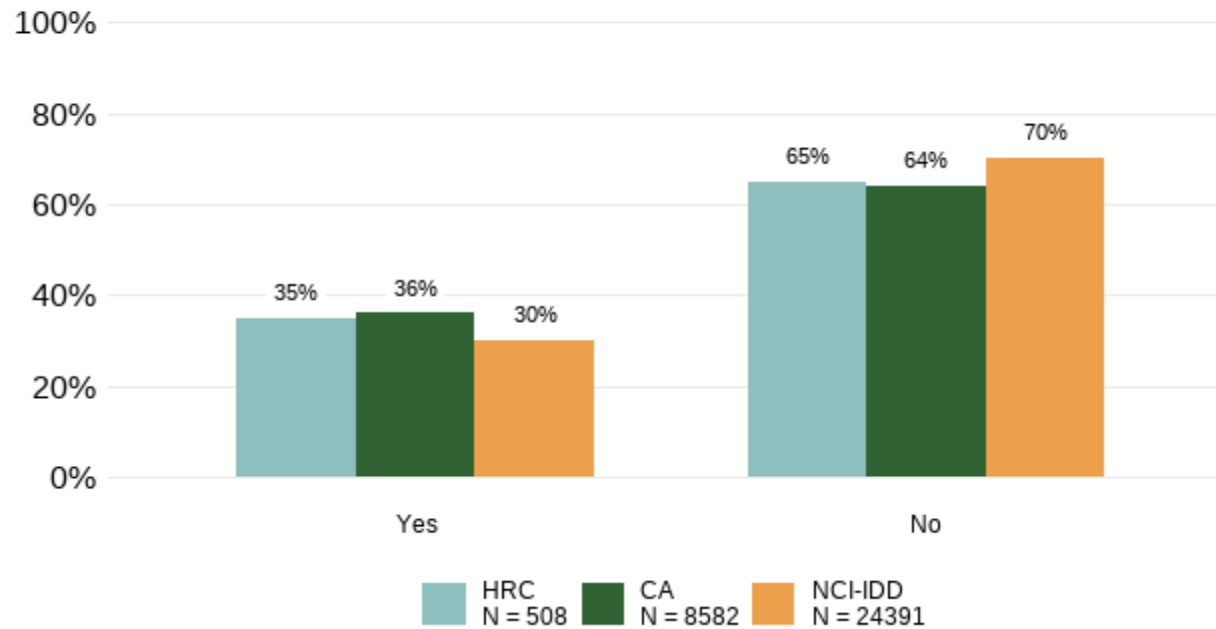


Table 109. Uses technology in everyday life to help them do more things on their own

“Using technology in everyday life” refers to things like using a smartphone app to help get places, setting automatic alerts or reminders to do things like take medication, and using apps to show how to do things like preparing meals; proxy respondents were allowed for this question.

| Regional Center | Yes | No | N |
|-----------------|-----|-----|-------|
| HRC | 35% | 65% | 508 |
| CA | 36% | 64% | 8582 |
| NCI-IDD | 30% | 70% | 24391 |

The NCI-IDD average is weighted. Regional Centers receive an ‘n/a’ designation within the table if 20 or fewer people responded to the survey item; however, their data are included in the Weighted CA Average.

Has enough help to use the technology and devices that help them in their everyday life (if uses technology that helps them do more things on their own)

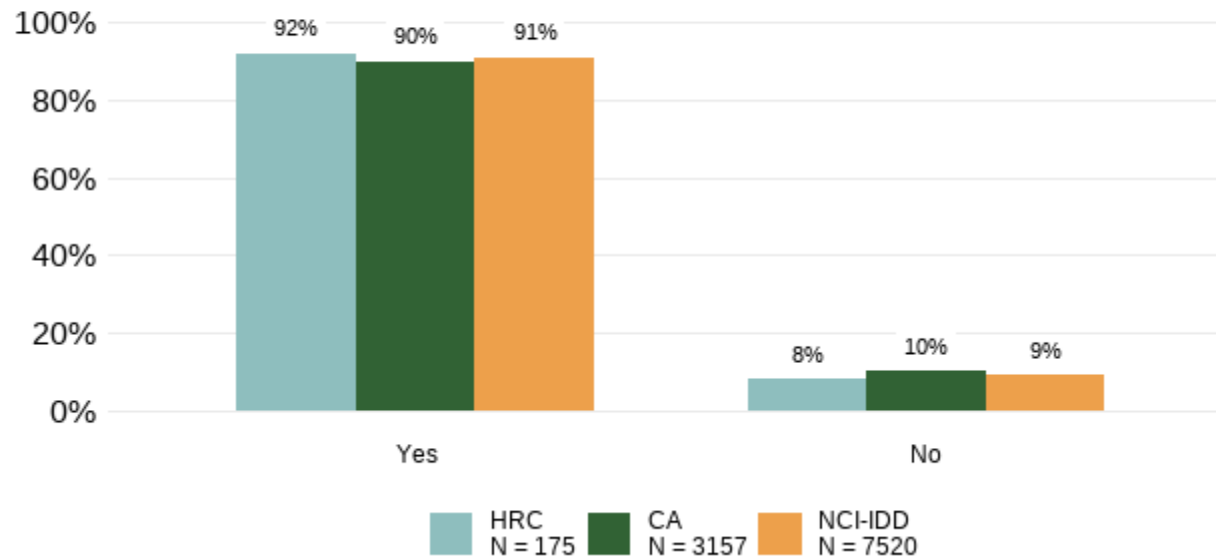


Table 110. Has enough help to use the technology and devices that help them in their everyday life (if uses technology that helps them do more things on their own)

Proxy respondents were allowed for this question

| Regional Center | Yes | No | N |
|-----------------|-----|-----|------|
| HRC | 92% | 8% | 175 |
| CA | 90% | 10% | 3157 |
| NCI-IDD | 91% | 9% | 7520 |

The NCI-IDD average is weighted. Regional Centers receive an 'n/a' designation within the table if 20 or fewer people responded to the survey item; however, their data are included in the Weighted CA Average.

Knows who to talk to if there are issues with the technology and devices that help them in their everyday life (if uses technology that helps them do more things on their own)

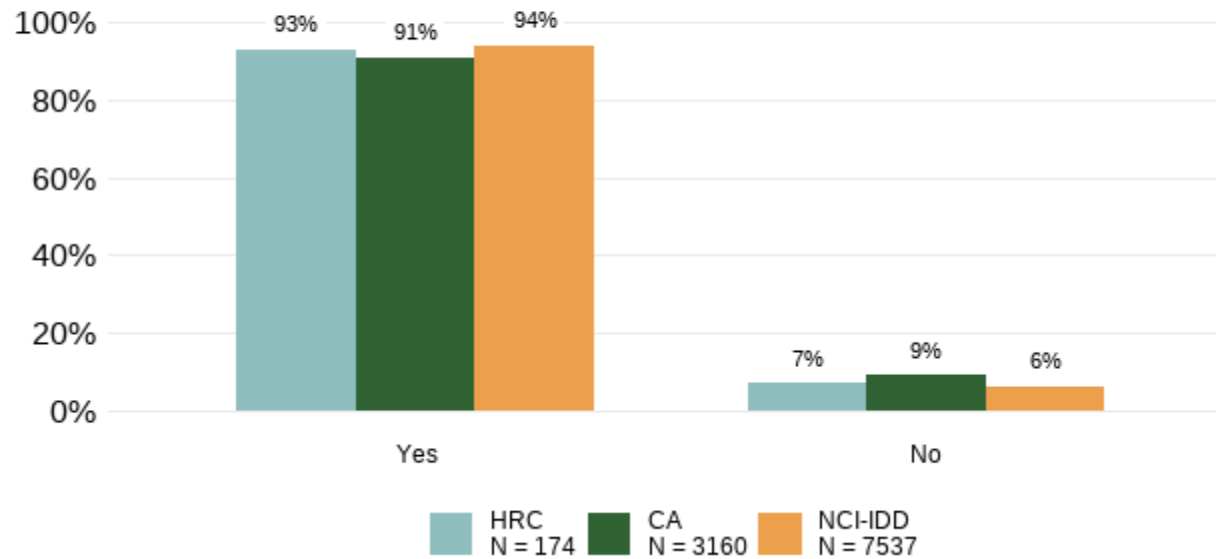


Table 111. Knows who to talk to if there are issues with the technology and devices that help them in their everyday life (if uses technology that helps them do more things on their own)

Proxy respondents were allowed for this question

| Regional Center | Yes | No | N |
|-----------------|-----|----|------|
| HRC | 93% | 7% | 174 |
| CA | 91% | 9% | 3160 |
| NCI-IDD | 94% | 6% | 7537 |

The NCI-IDD average is weighted. Regional Centers receive an 'n/a' designation within the table if 20 or fewer people responded to the survey item; however, their data are included in the Weighted CA Average.

Has used telehealth to talk with a health professional

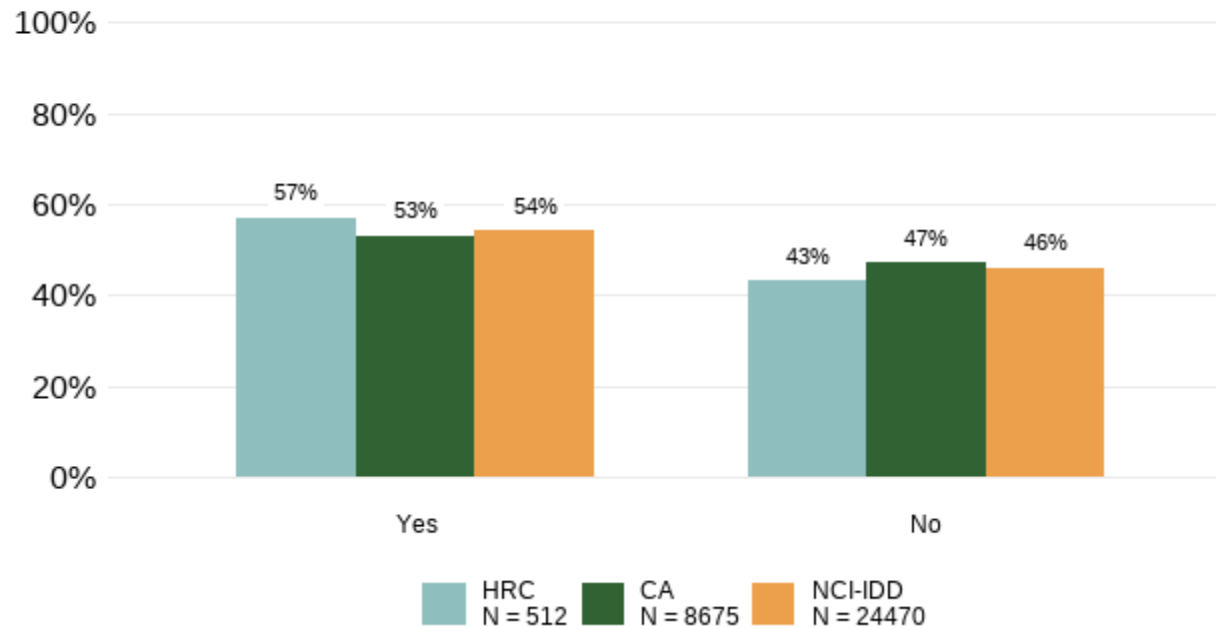


Table 112. Has used telehealth to talk with a health professional

Proxy respondents were allowed for this question

| Regional Center | Yes | No | N |
|-----------------|-----|-----|-------|
| HRC | 57% | 43% | 512 |
| CA | 53% | 47% | 8675 |
| NCI-IDD | 54% | 46% | 24470 |

The NCI-IDD average is weighted. Regional Centers receive an 'n/a' designation within the table if 20 or fewer people responded to the survey item; however, their data are included in the Weighted CA Average.

Accessed services or supports using videoconference technology

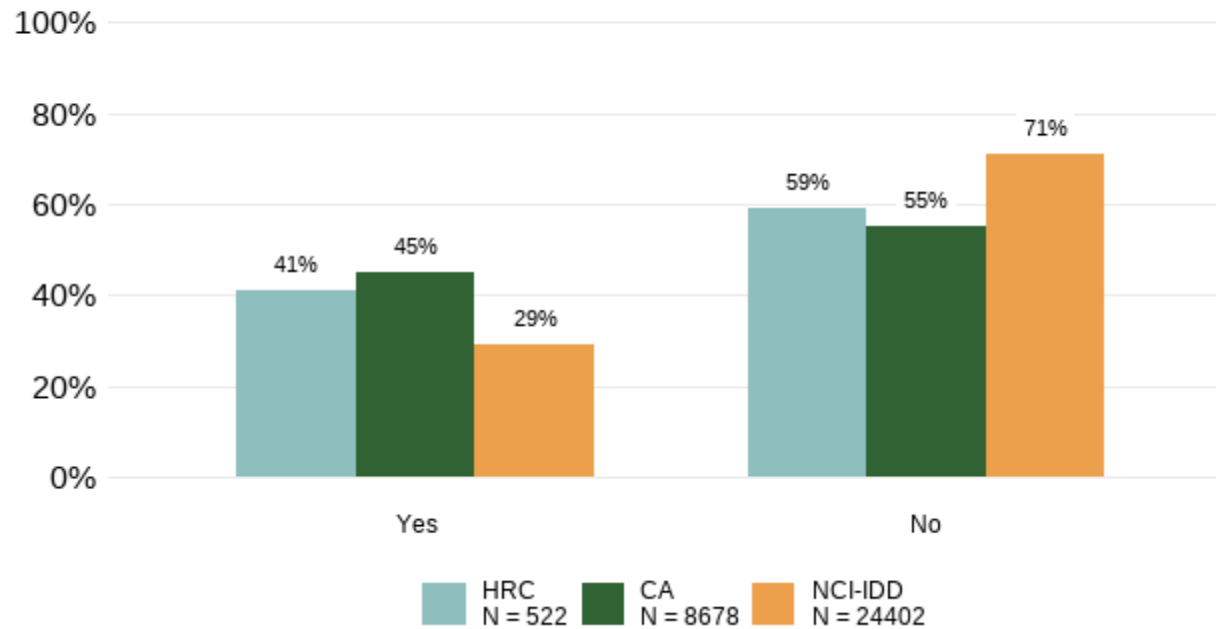


Table 113. Accessed services or supports using videoconference technology

Proxy respondents were allowed for this question

| Regional Center | Yes | No | N |
|-----------------|-----|-----|-------|
| HRC | 41% | 59% | 522 |
| CA | 45% | 55% | 8678 |
| NCI-IDD | 29% | 71% | 24402 |

The NCI-IDD average is weighted. Regional Centers receive an 'n/a' designation within the table if 20 or fewer people responded to the survey item; however, their data are included in the Weighted CA Average.

Has talked with their case manager/service coordinator using videoconference technology

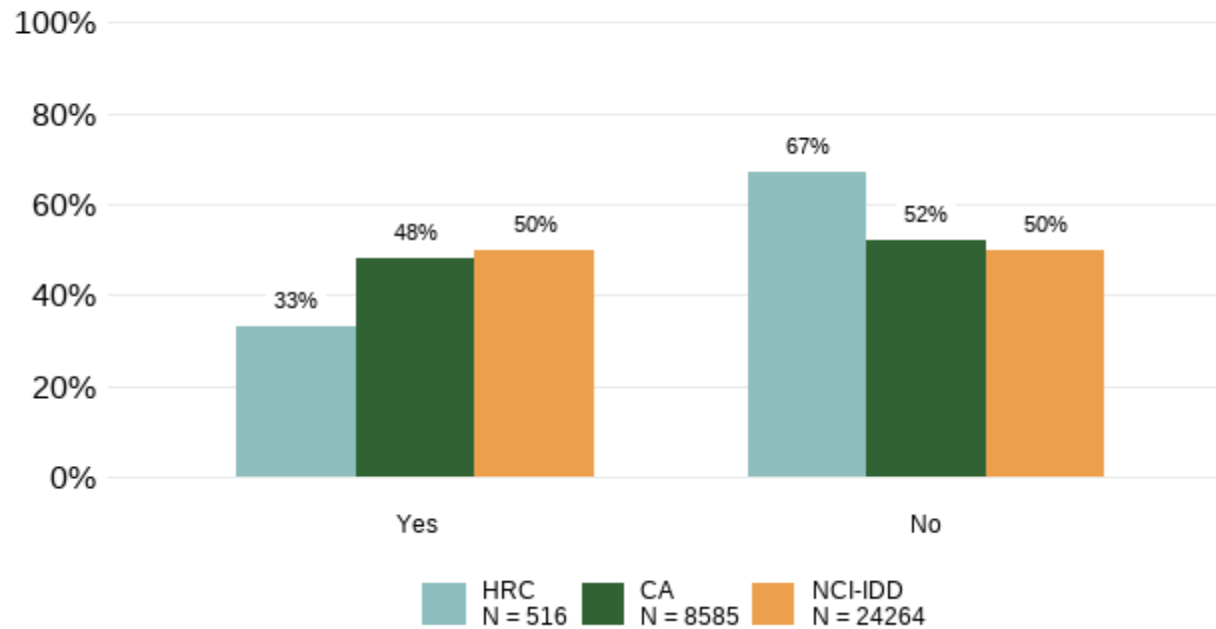


Table 114. Has talked with their case manager/service coordinator using videoconference technology

| Regional Center | Yes | No | N |
|-----------------|-----|-----|-------|
| HRC | 33% | 67% | 516 |
| CA | 48% | 52% | 8585 |
| NCI-IDD | 50% | 50% | 24264 |

The NCI-IDD average is weighted. Regional Centers receive an 'n/a' designation within the table if 20 or fewer people responded to the survey item; however, their data are included in the Weighted CA Average.

Has a cell phone or smartphone

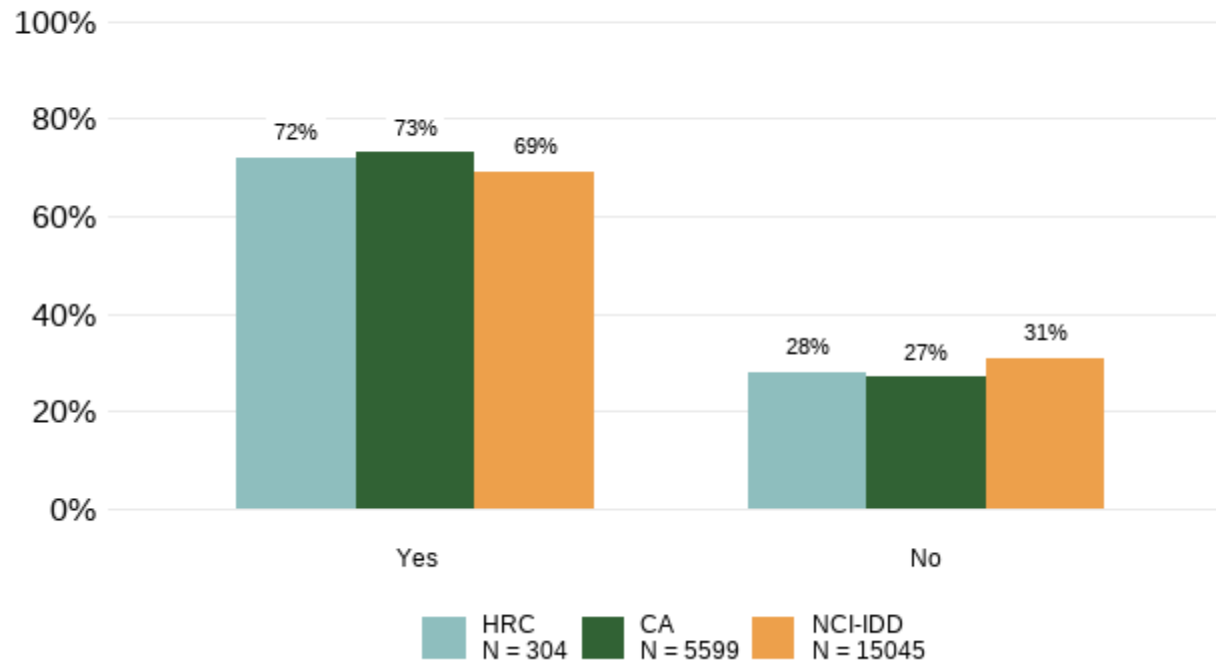


Table 115. Has a cell phone or smartphone

| Regional Center | Yes | No | N |
|-----------------|-----|-----|-------|
| HRC | 72% | 28% | 304 |
| CA | 73% | 27% | 5599 |
| NCI-IDD | 69% | 31% | 15045 |

The NCI-IDD average is weighted. Regional Centers receive an 'n/a' designation within the table if 20 or fewer people responded to the survey item; however, their data are included in the Weighted CA Average.

Wants a cell phone or smartphone (if does not have one)

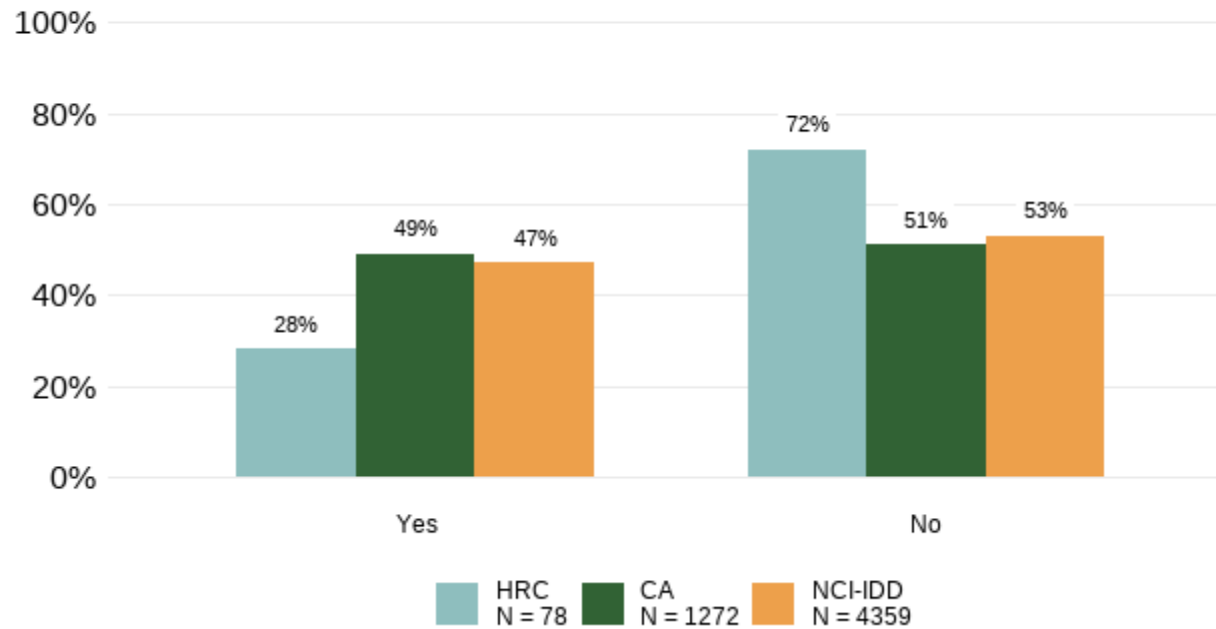


Table 116. Wants a cell phone or smartphone (if does not have one)

| Regional Center | Yes | No | N |
|-----------------|-----|-----|------|
| HRC | 28% | 72% | 78 |
| CA | 49% | 51% | 1272 |
| NCI-IDD | 47% | 53% | 4359 |

The NCI-IDD average is weighted. Regional Centers receive an 'n/a' designation within the table if 20 or fewer people responded to the survey item; however, their data are included in the Weighted CA Average.

Reasons does not have cell phone or smartphone

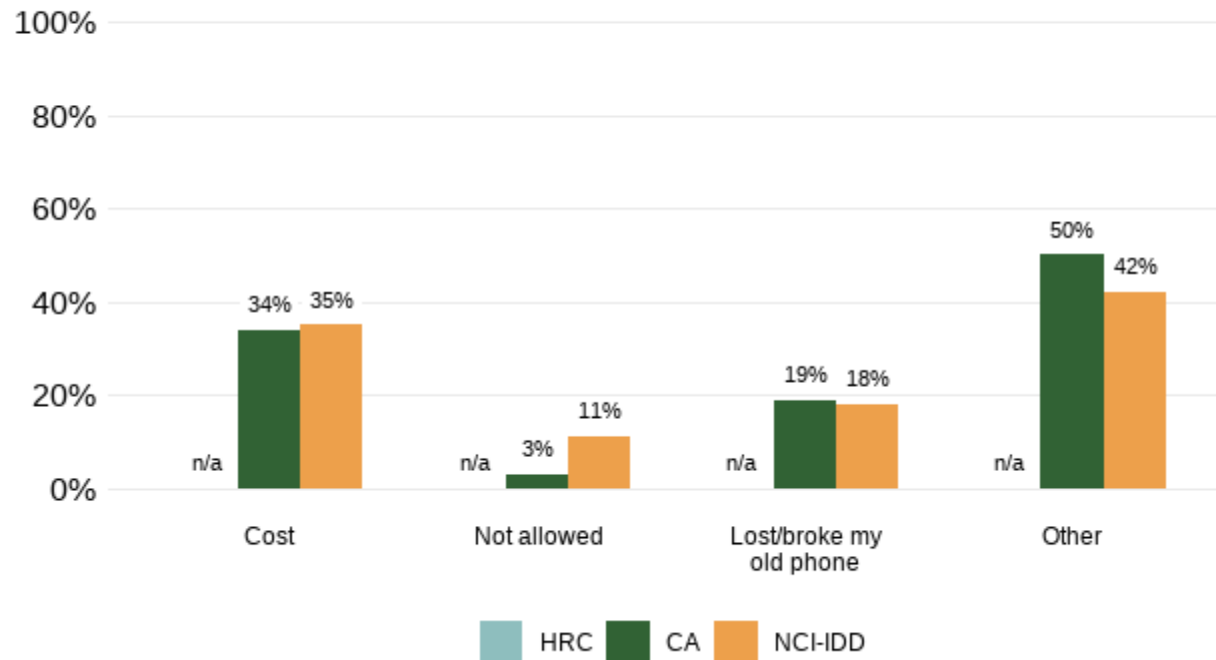


Table 117. Reasons does not have cell phone or smartphone

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

| Regional Center | Cost | Not allowed | Lost/broke my old phone | Other |
|-----------------|------|-------------|-------------------------|-------|
| HRC | n/a | n/a | n/a | n/a |
| CA | 34% | 3% | 19% | 50% |
| NCI-IDD | 35% | 11% | 18% | 42% |

The NCI-IDD average is weighted. Regional Centers receive an 'n/a' designation within the table if 20 or fewer people responded to the survey item; however, their data are included in the Weighted CA Average.

Additional services needed

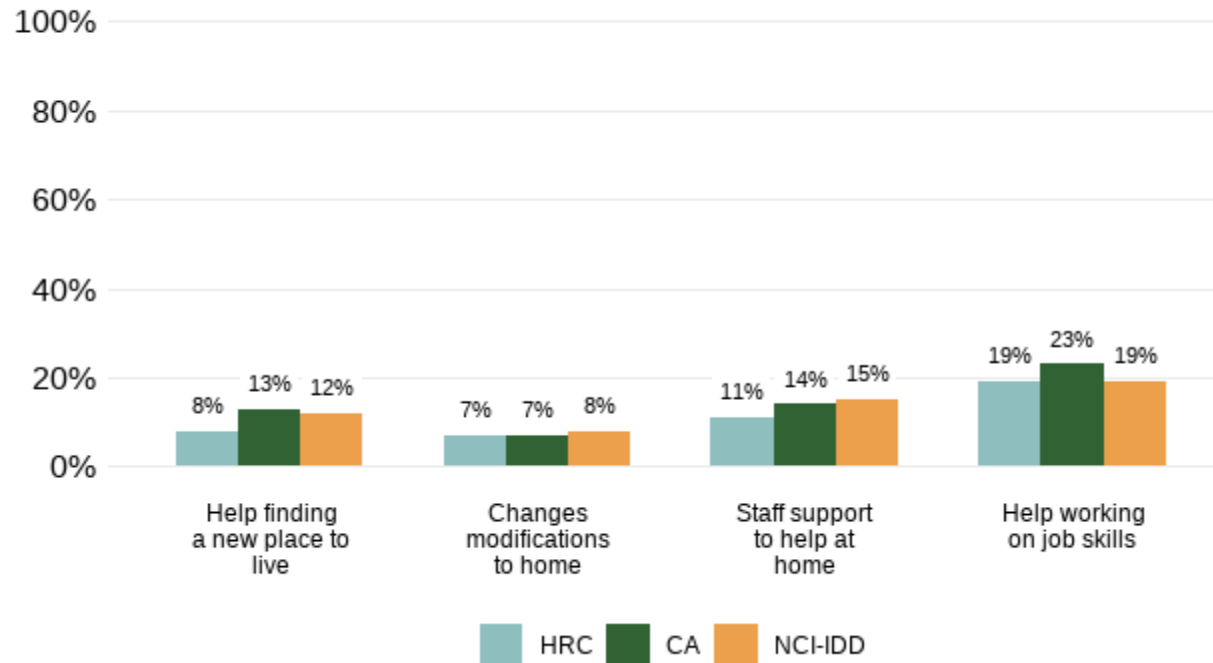


Table 118a. Additional services needed

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

| Regional Center | Help finding a new place to live | Changes modifications to home | Staff support to help at home | Help working on job skills |
|-----------------|----------------------------------|-------------------------------|-------------------------------|----------------------------|
| HRC | 8% | 7% | 11% | 19% |
| CA | 13% | 7% | 14% | 23% |
| NCI-IDD | 12% | 8% | 15% | 19% |

The NCI-IDD average is weighted. Regional Centers receive an 'n/a' designation within the table if 20 or fewer people responded to the survey item; however, their data are included in the Weighted CA Average.

Additional services needed (continued)

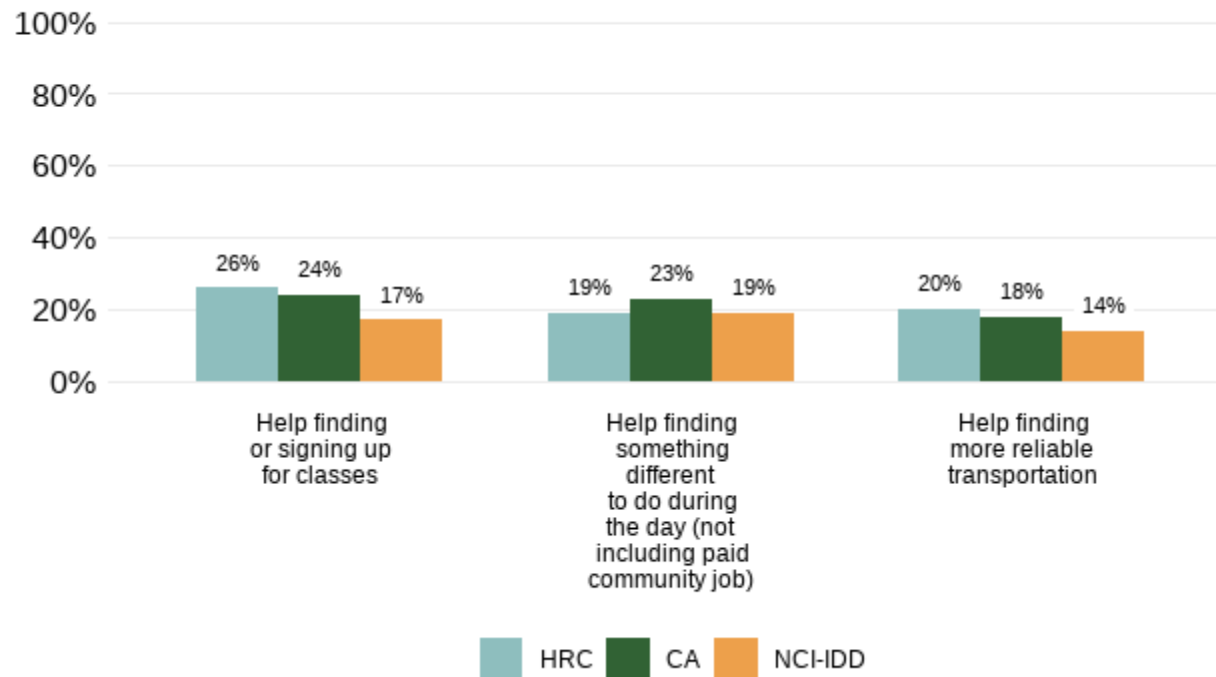


Table 118b. Additional services needed (continued)

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

| Regional Center | Help finding or signing up for classes | Help finding something different to do during the day (not including paid community job) | Help finding more reliable transportation |
|-----------------|--|--|---|
| HRC | 26% | 19% | 20% |
| CA | 24% | 23% | 18% |
| NCI-IDD | 17% | 19% | 14% |

The NCI-IDD average is weighted. Regional Centers receive an 'n/a' designation within the table if 20 or fewer people responded to the survey item; however, their data are included in the Weighted CA Average.

Additional services needed (continued)

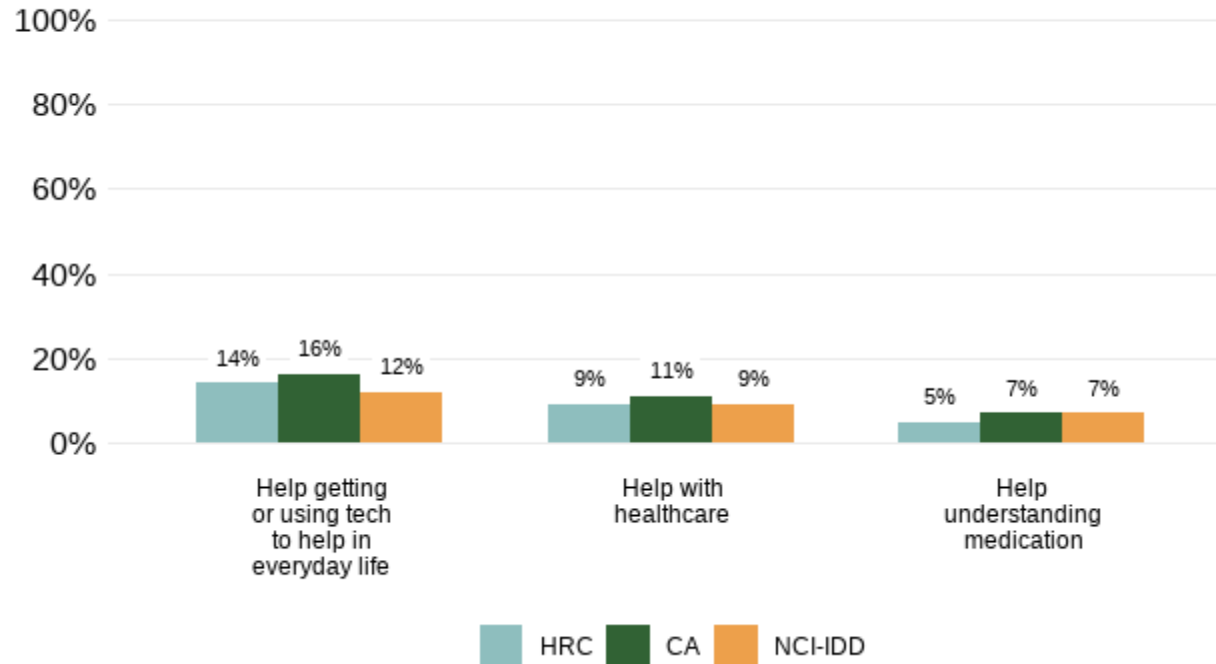


Table 118c. Additional services needed (continued)

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

| Regional Center | Help getting or using tech to help in everyday life | Help with healthcare | Help understanding medication |
|-----------------|---|----------------------|-------------------------------|
| HRC | 14% | 9% | 5% |
| CA | 16% | 11% | 7% |
| NCI-IDD | 12% | 9% | 7% |

The NCI-IDD average is weighted. Regional Centers receive an 'n/a' designation within the table if 20 or fewer people responded to the survey item; however, their data are included in the Weighted CA Average.

Additional services needed (continued)

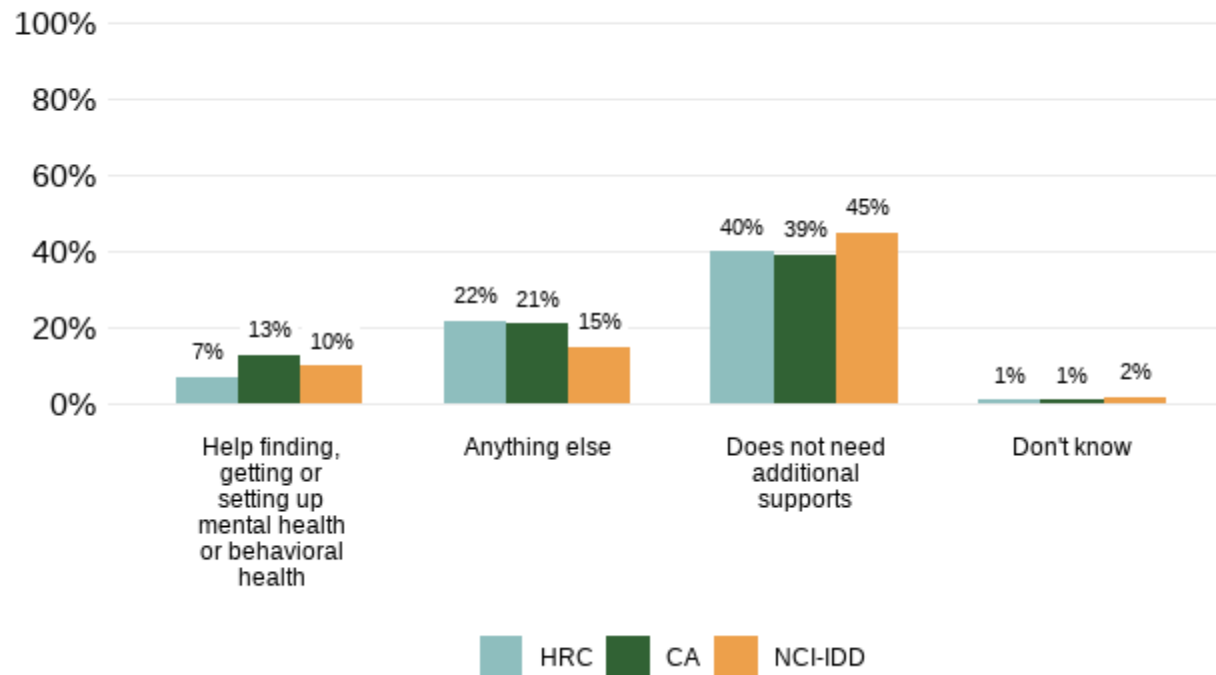


Table 118d. Additional services needed (continued)

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

| Regional Center | Help finding, getting or setting up mental health or behavioral health | Anything else | Does not need additional supports | Don't know |
|-----------------|--|---------------|-----------------------------------|------------|
| HRC | 7% | 22% | 40% | 1% |
| CA | 13% | 21% | 39% | 1% |
| NCI-IDD | 10% | 15% | 45% | 2% |

The NCI-IDD average is weighted. Regional Centers receive an 'n/a' designation within the table if 20 or fewer people responded to the survey item; however, their data are included in the Weighted CA Average.

Safety

Value Statement: People feel safe at home and outside of the home. People know whom to talk to if they don't feel safe.

The NCI-IDD average is weighted. Regional Centers receive an 'n/a' designation within the table if 20 or fewer people responded to the survey item; however, their data are included in the Weighted CA Average.

Are there any places that you feel afraid or scared?

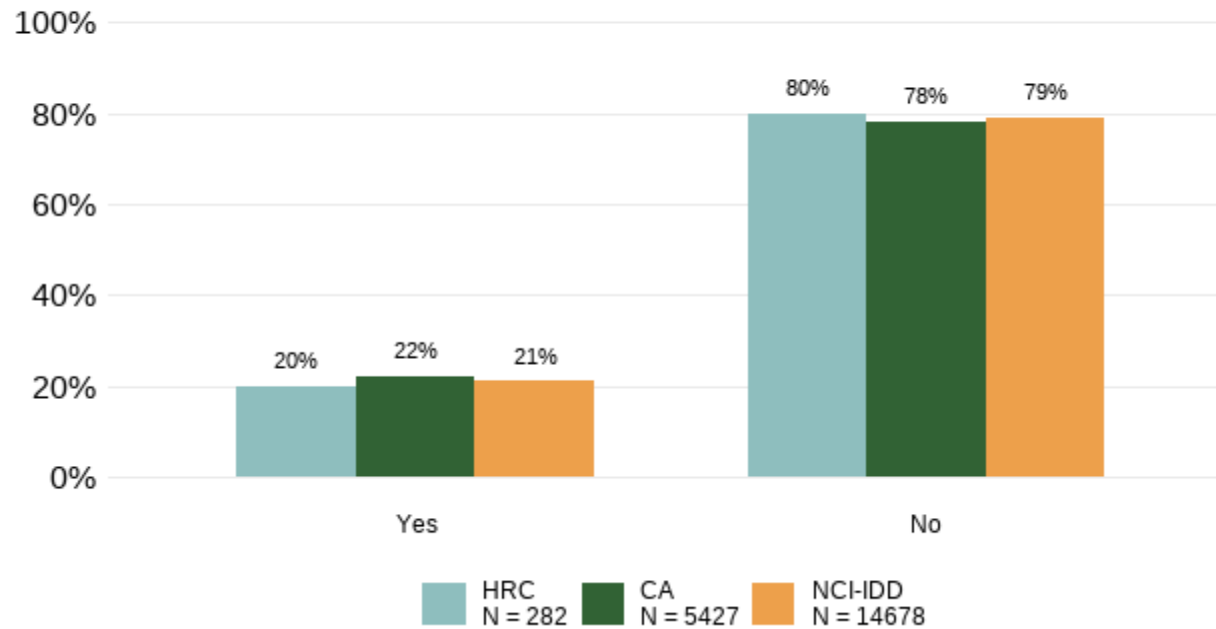


Table 119. Are there any places that you feel afraid or scared?

| Regional Center | Yes | No | N |
|-----------------|-----|-----|-------|
| HRC | 20% | 80% | 282 |
| CA | 22% | 78% | 5427 |
| NCI-IDD | 21% | 79% | 14678 |

The NCI-IDD average is weighted. Regional Centers receive an 'n/a' designation within the table if 20 or fewer people responded to the survey item; however, their data are included in the Weighted CA Average.

Has someone to go to for help when they feel afraid

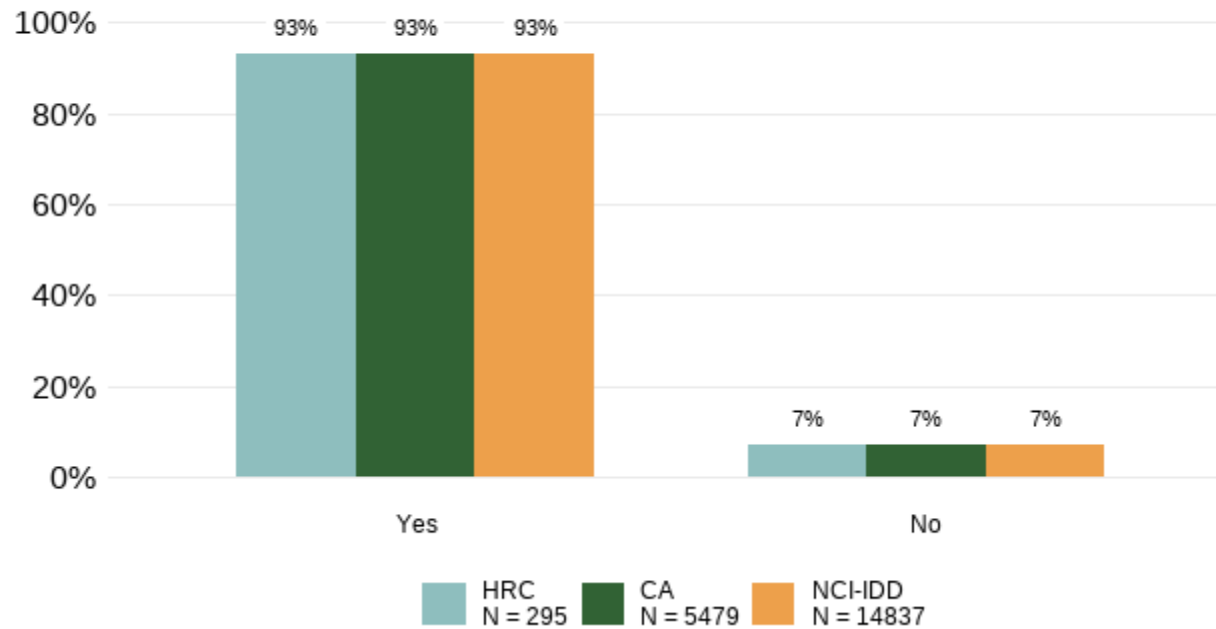


Table 120. Has someone to go to for help when they feel afraid

| Regional Center | Yes | No | N |
|-----------------|-----|----|-------|
| HRC | 93% | 7% | 295 |
| CA | 93% | 7% | 5479 |
| NCI-IDD | 93% | 7% | 14837 |

The NCI-IDD average is weighted. Regional Centers receive an 'n/a' designation within the table if 20 or fewer people responded to the survey item; however, their data are included in the Weighted CA Average.

Health

Value Statement: People have access to and get recommended health services at the recommended frequencies.

The NCI-IDD average is weighted. Regional Centers receive an 'n/a' designation within the table if 20 or fewer people responded to the survey item; however, their data are included in the Weighted CA Average.

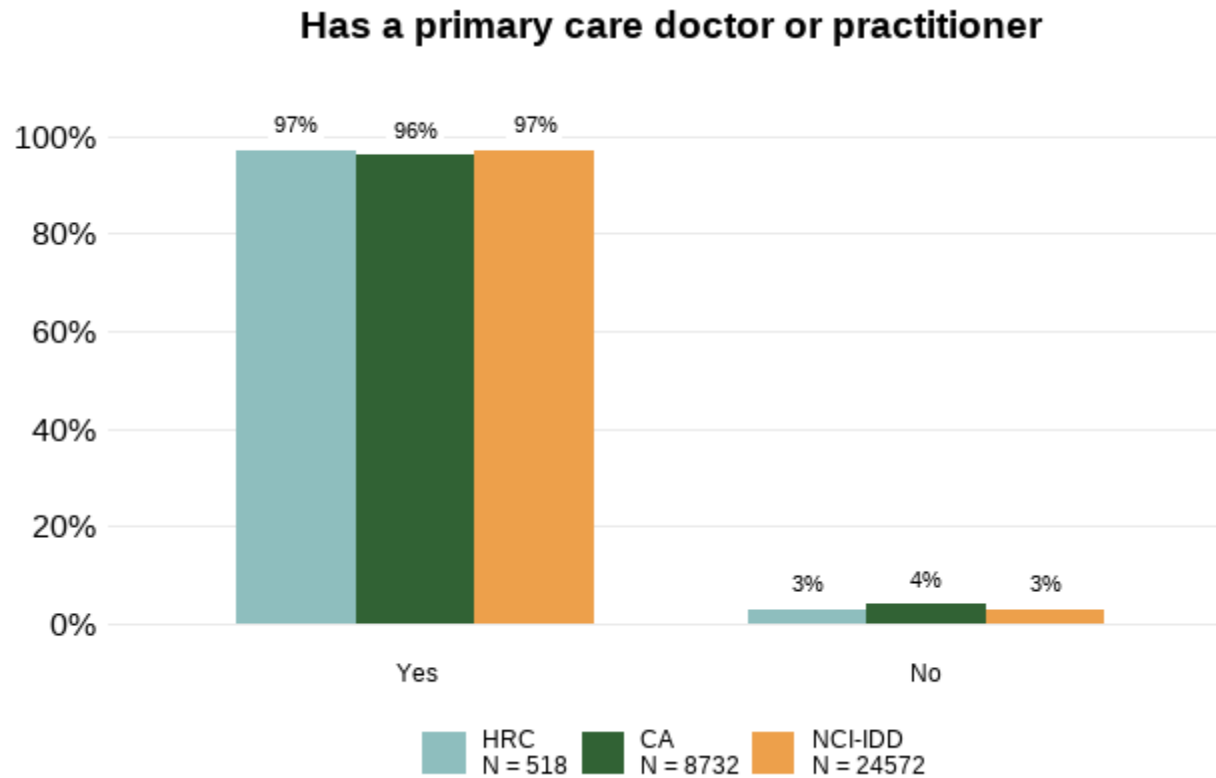


Table 121. Has a primary care doctor or practitioner

Information may have been obtained through state records

| Regional Center | Yes | No | N |
|-----------------|-----|----|-------|
| HRC | 97% | 3% | 518 |
| CA | 96% | 4% | 8732 |
| NCI-IDD | 97% | 3% | 24572 |

The NCI-IDD average is weighted. Regional Centers receive an 'n/a' designation within the table if 20 or fewer people responded to the survey item; however, their data are included in the Weighted CA Average.

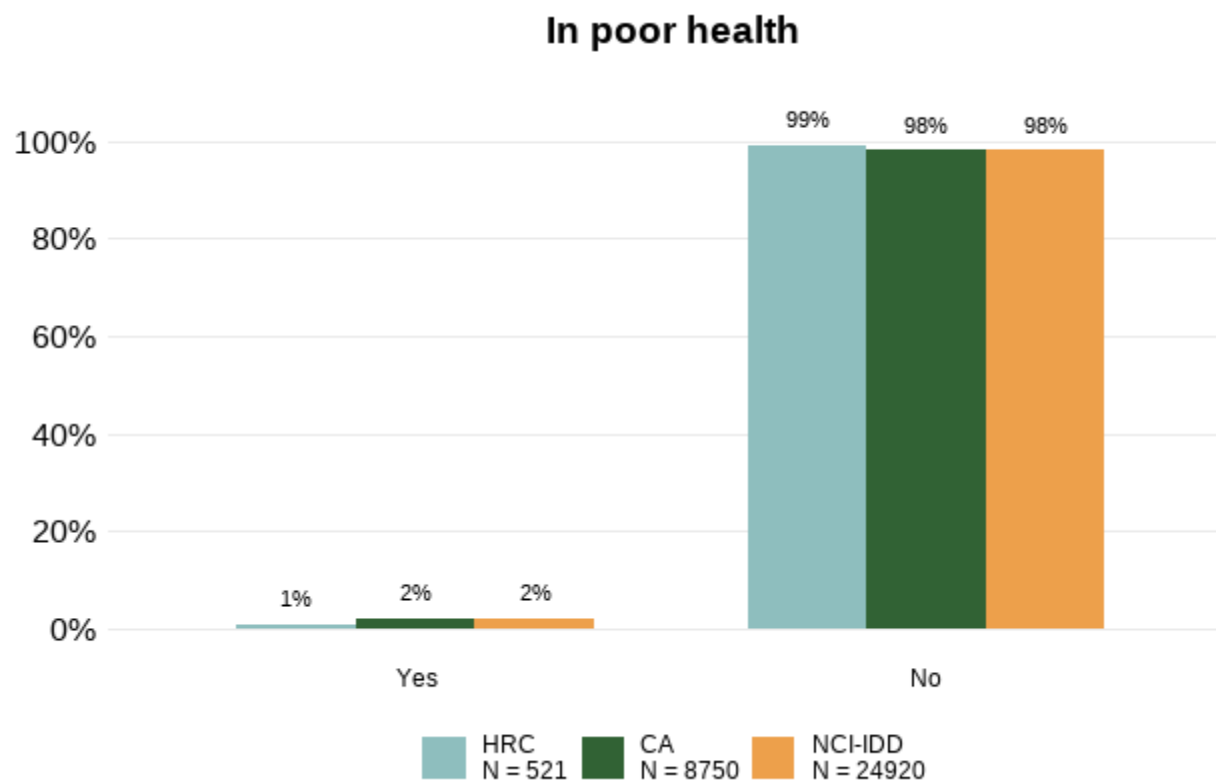


Table 122. In poor health

Proxy respondents were allowed for this question

| Regional Center | Yes | No | N |
|-----------------|-----|-----|-------|
| HRC | 1% | 99% | 521 |
| CA | 2% | 98% | 8750 |
| NCI-IDD | 2% | 98% | 24920 |

The NCI-IDD average is weighted. Regional Centers receive an 'n/a' designation within the table if 20 or fewer people responded to the survey item; however, their data are included in the Weighted CA Average.

**Had a complete physical exam in the past year
(This refers to a routine exam, not a visit for a
specific problem or illness)**

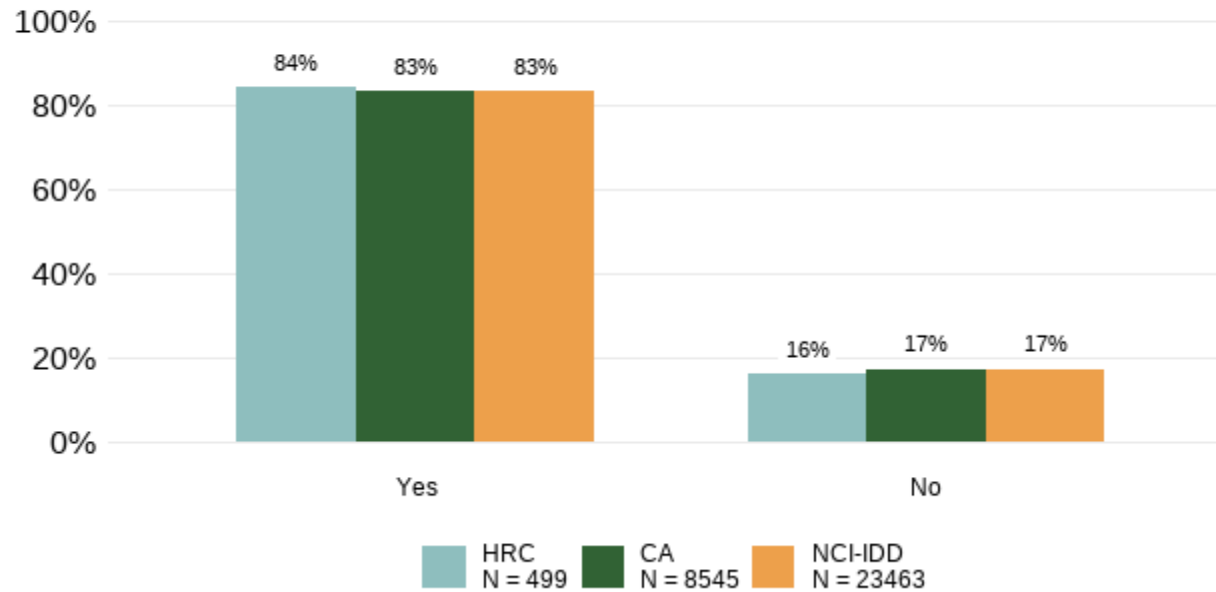


Table 123. Had a complete physical exam in the past year (This refers to a routine exam, not a visit for a specific problem or illness)

Information may have been obtained through state records

| Regional Center | Yes | No | N |
|-----------------|-----|-----|-------|
| HRC | 84% | 16% | 499 |
| CA | 83% | 17% | 8545 |
| NCI-IDD | 83% | 17% | 23463 |

The NCI-IDD average is weighted. Regional Centers receive an 'n/a' designation within the table if 20 or fewer people responded to the survey item; however, their data are included in the Weighted CA Average.

Had a routine dental exam in the past year

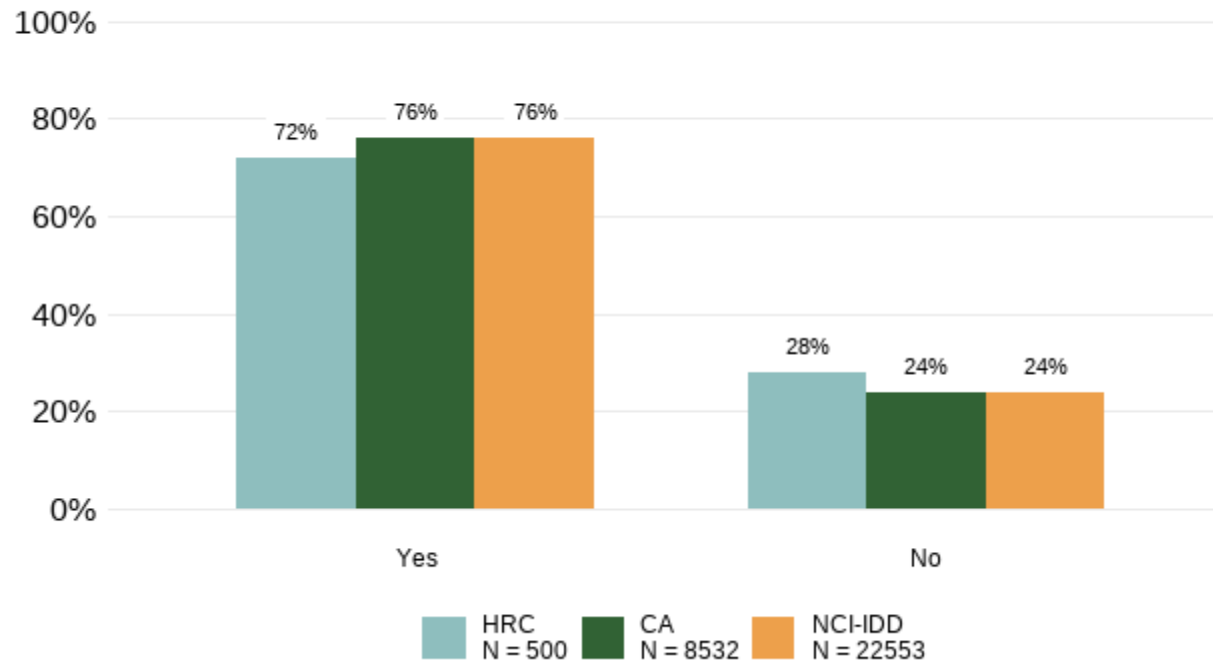


Table 124. Had a routine dental exam in the past year

Information may have been obtained through state records

| Regional Center | Yes | No | N |
|-----------------|-----|-----|-------|
| HRC | 72% | 28% | 500 |
| CA | 76% | 24% | 8532 |
| NCI-IDD | 76% | 24% | 22553 |

The NCI-IDD average is weighted. Regional Centers receive an 'n/a' designation within the table if 20 or fewer people responded to the survey item; however, their data are included in the Weighted CA Average.

Had an eye exam/vision screening in the past year

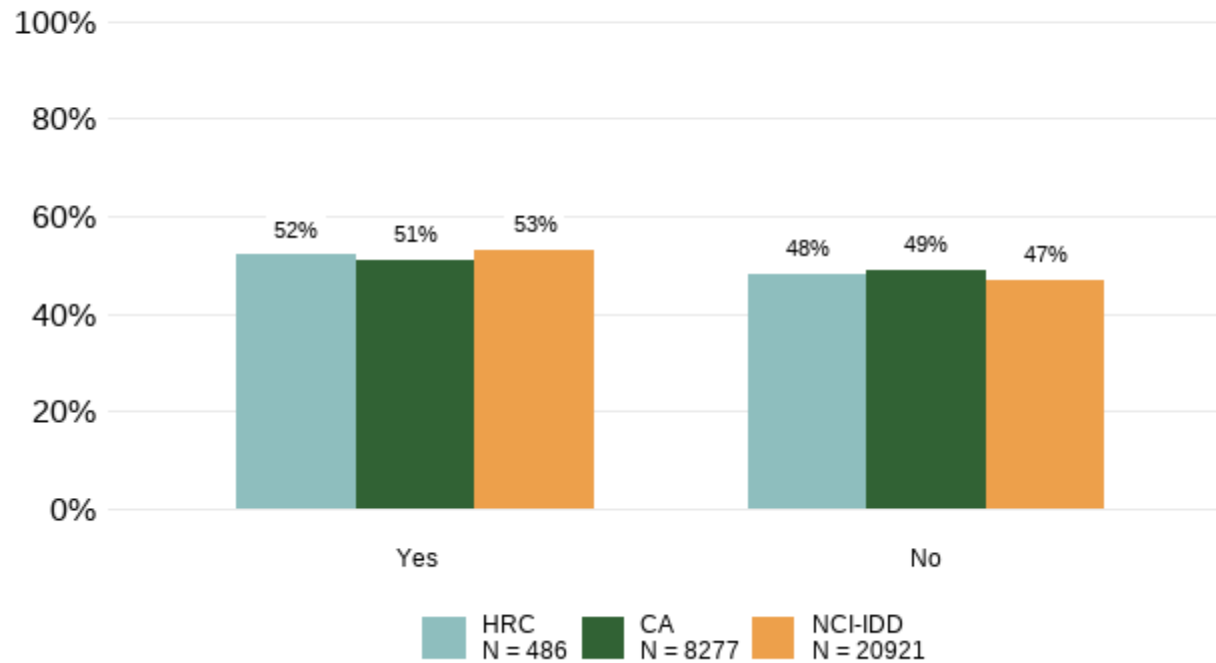


Table 125. Had an eye exam/vision screening in the past year

Information may have been obtained through state records

| Regional Center | Yes | No | N |
|-----------------|-----|-----|-------|
| HRC | 52% | 48% | 486 |
| CA | 51% | 49% | 8277 |
| NCI-IDD | 53% | 47% | 20921 |

The NCI-IDD average is weighted. Regional Centers receive an 'n/a' designation within the table if 20 or fewer people responded to the survey item; however, their data are included in the Weighted CA Average.

Had a hearing test in the past five years

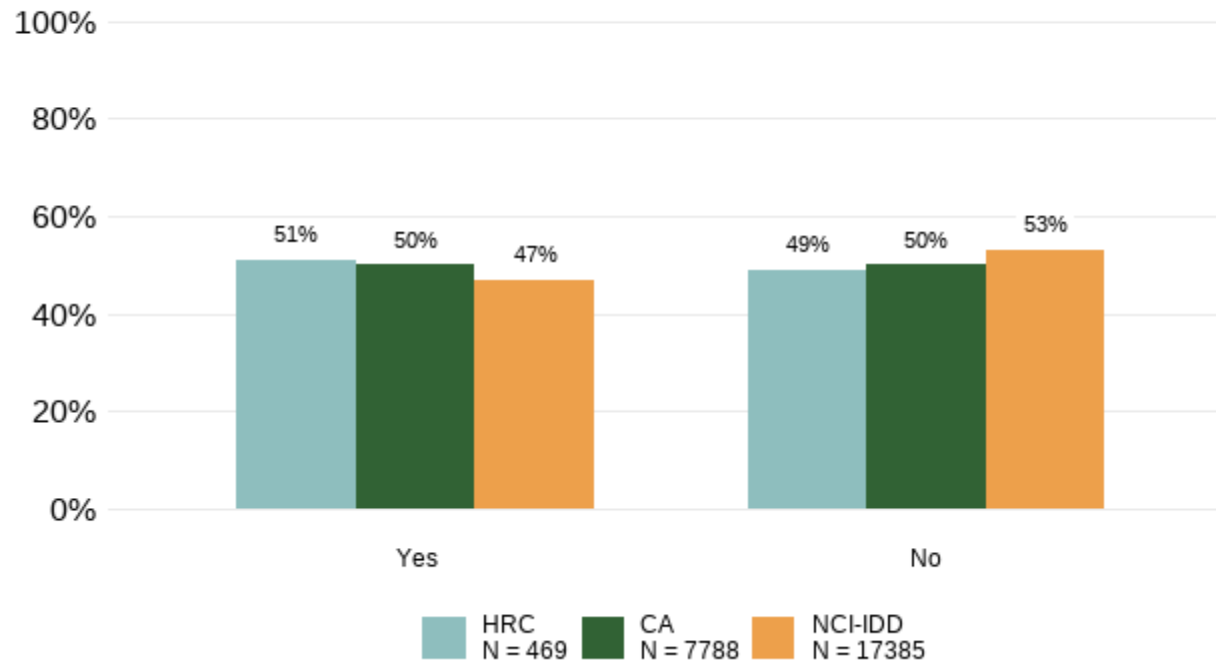


Table 126. Had a hearing test in the past five years

Information may have been obtained through state records

| Regional Center | Yes | No | N |
|-----------------|-----|-----|-------|
| HRC | 51% | 49% | 469 |
| CA | 50% | 50% | 7788 |
| NCI-IDD | 47% | 53% | 17385 |

The NCI-IDD average is weighted. Regional Centers receive an 'n/a' designation within the table if 20 or fewer people responded to the survey item; however, their data are included in the Weighted CA Average.

Had a Pap test in the past three years (among women 21 and older)

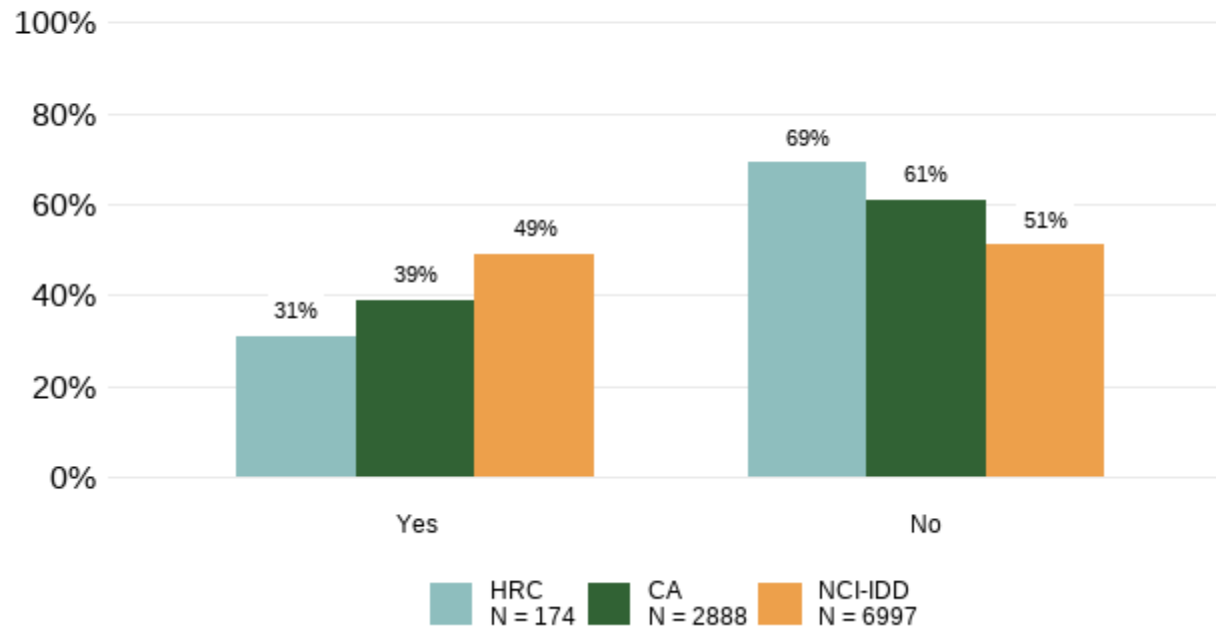


Table 127. Had a Pap test in the past three years (among women 21 and older)

Information may have been obtained through state records. At least 25% of CA responses were missing or “Don’t Know.”

| Regional Center | Yes | No | N |
|-----------------|-----|-----|------|
| HRC | 31% | 69% | 174 |
| CA | 39% | 61% | 2888 |
| NCI-IDD | 49% | 51% | 6997 |

The NCI-IDD average is weighted. Regional Centers receive an ‘n/a’ designation within the table if 20 or fewer people responded to the survey item; however, their data are included in the Weighted CA Average.

Had a mammogram test in the past two years (among women 50 and over)

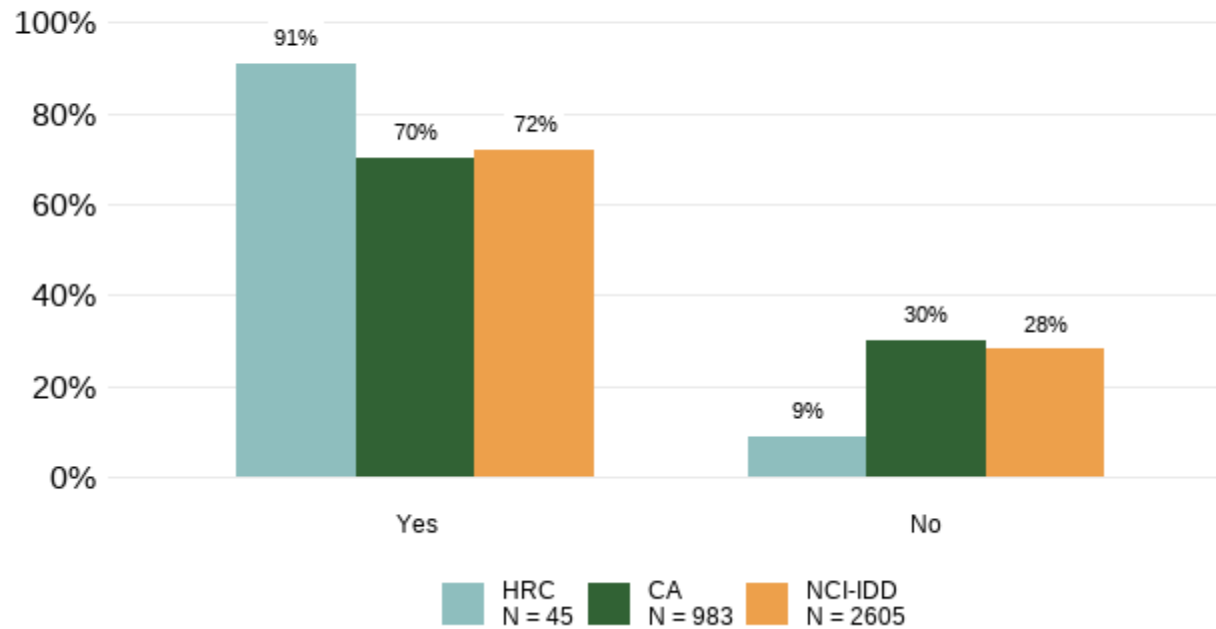


Table 128. Had a mammogram test in the past two years (among women 50 and over)

Information may have been obtained through state records. At least 25% of CA responses were missing or “Don’t Know.”

| Regional Center | Yes | No | N |
|-----------------|-----|-----|------|
| HRC | 91% | 9% | 45 |
| CA | 70% | 30% | 983 |
| NCI-IDD | 72% | 28% | 2605 |

The NCI-IDD average is weighted. Regional Centers receive an ‘n/a’ designation within the table if 20 or fewer people responded to the survey item; however, their data are included in the Weighted CA Average.

Last colorectal cancer screening (among people 45 to 75)

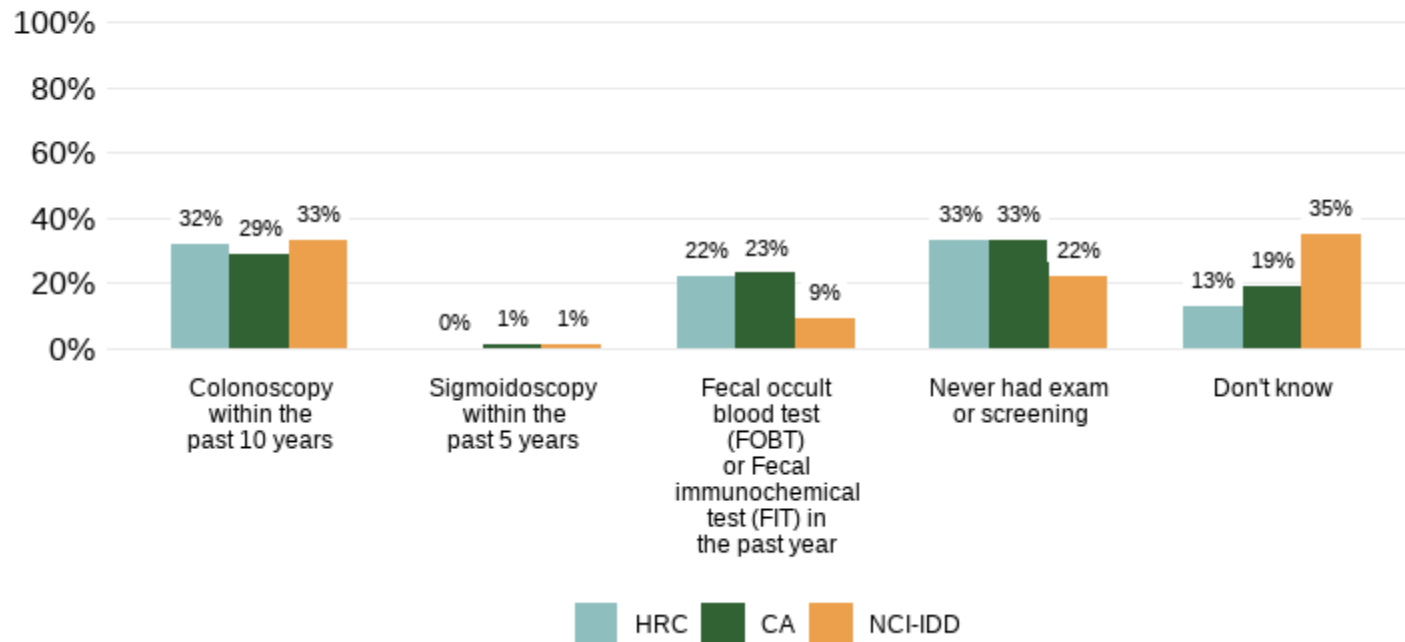


Table 129. Last colorectal cancer screening (among people 45 to 75)

Categories are not mutually exclusive; therefore, N is not shown. Information may have been obtained through State records, “Don’t know” included in denominator. At least 25% of CA responses were missing or “Don’t Know.”

| Regional Center | Colonoscopy within the past 10 years | Sigmoidoscopy within the past 5 years | Fecal Occult Blood Test (FOBT) or Fecal Immunochemical Test (FIT) in the past year | Never had exam or screening | Don't know |
|-----------------|--------------------------------------|---------------------------------------|--|-----------------------------|------------|
| HRC | 32% | 0% | 22% | 33% | 13% |
| CA | 29% | 1% | 23% | 33% | 19% |
| NCI-IDD | 32% | 1% | 9% | 23% | 36% |

The NCI-IDD average is weighted. Regional Centers receive an ‘n/a’ designation within the table if 20 or fewer people responded to the survey item; however, their data are included in the Weighted CA Average.

Had flu vaccine in past 12 months

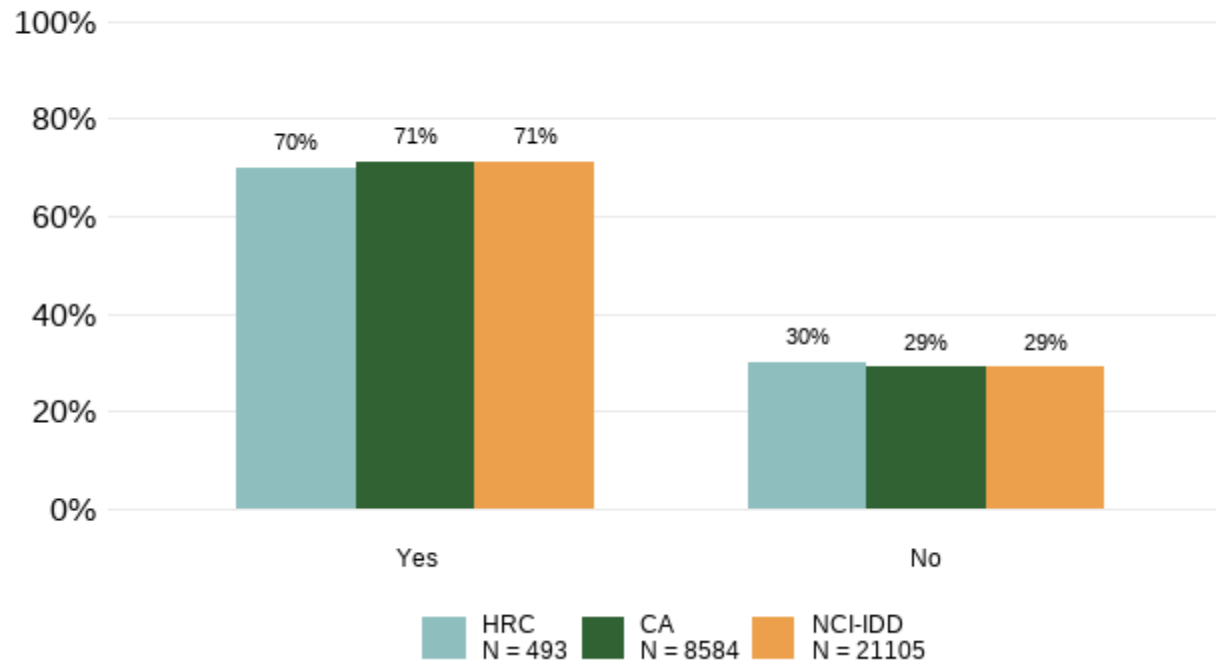


Table 130. Had a flu vaccine in the past 12 months

Information may have been obtained through state records

| Regional Center | Yes | No | N |
|-----------------|-----|-----|-------|
| HRC | 70% | 30% | 493 |
| CA | 71% | 29% | 8584 |
| NCI-IDD | 71% | 29% | 21105 |

The NCI-IDD average is weighted. Regional Centers receive an 'n/a' designation within the table if 20 or fewer people responded to the survey item; however, their data are included in the Weighted CA Average.

Went to the emergency room for any reason to get care for themselves in the past 12 months

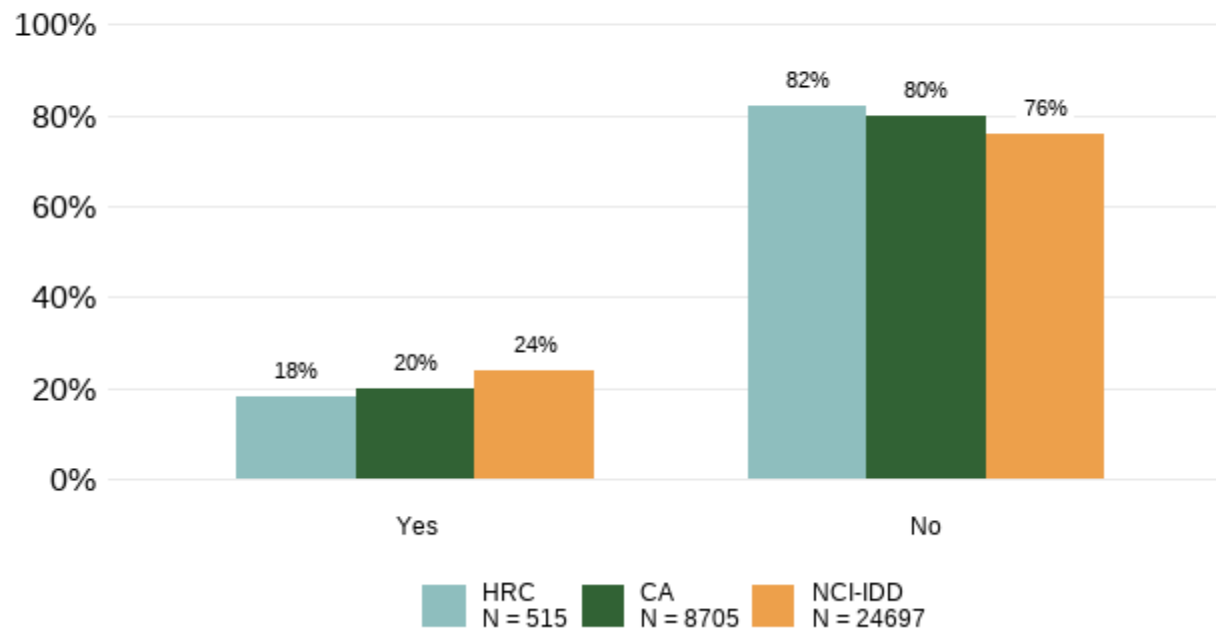


Table 131. Went to the emergency room for any reason to get care for themselves in the past 12 months

Proxy respondents were allowed for this question

| Regional Center | Yes | No | N |
|-----------------|-----|-----|-------|
| HRC | 18% | 82% | 515 |
| CA | 20% | 80% | 8705 |
| NCI-IDD | 24% | 76% | 24697 |

The NCI-IDD average is weighted. Regional Centers receive an 'n/a' designation within the table if 20 or fewer people responded to the survey item; however, their data are included in the Weighted CA Average.

Fell and hurt themselves in the past six months

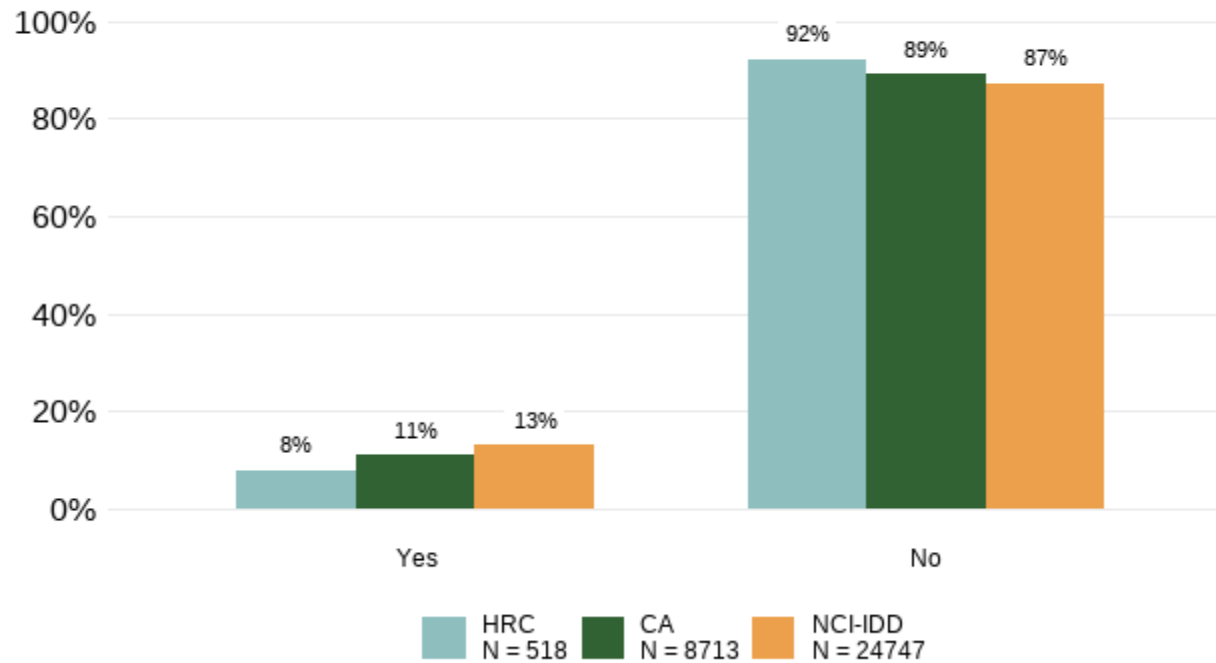


Table 132. Fell and hurt themselves in the past six months

Proxy respondents were allowed for this question

| Regional Center | Yes | No | N |
|-----------------|-----|-----|-------|
| HRC | 8% | 92% | 518 |
| CA | 11% | 89% | 8713 |
| NCI-IDD | 13% | 87% | 24747 |

The NCI-IDD average is weighted. Regional Centers receive an 'n/a' designation within the table if 20 or fewer people responded to the survey item; however, their data are included in the Weighted CA Average.

Medications

Value Statement: Medications are used effectively and appropriately.

Takes medication for mood, anxiety, and/or psychotic disorders

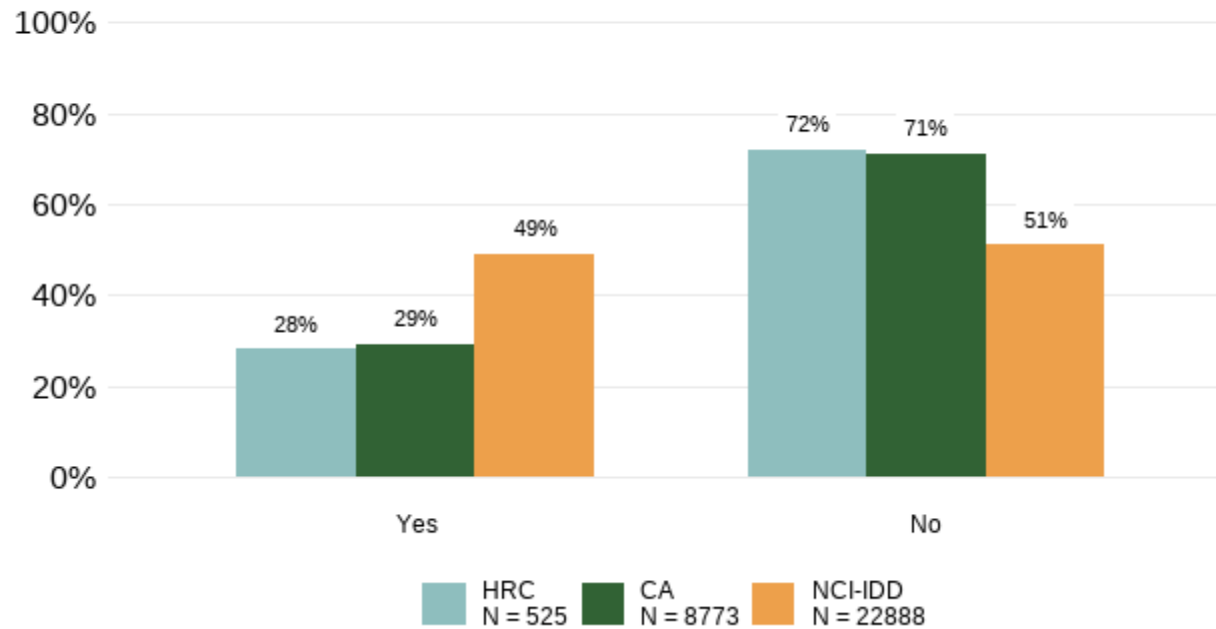


Table 133. Takes medication for mood, anxiety, and/or psychotic disorders

Information may have been obtained through state records

| Regional Center | Yes | No | N |
|-----------------|-----|-----|-------|
| HRC | 28% | 72% | 525 |
| CA | 29% | 71% | 8773 |
| NCI-IDD | 49% | 51% | 22888 |

The NCI-IDD average is weighted. Regional Centers receive an 'n/a' designation within the table if 20 or fewer people responded to the survey item; however, their data are included in the Weighted CA Average.

Number of medications taken for at least one of the following: mood disorders, anxiety, or psychotic disorders

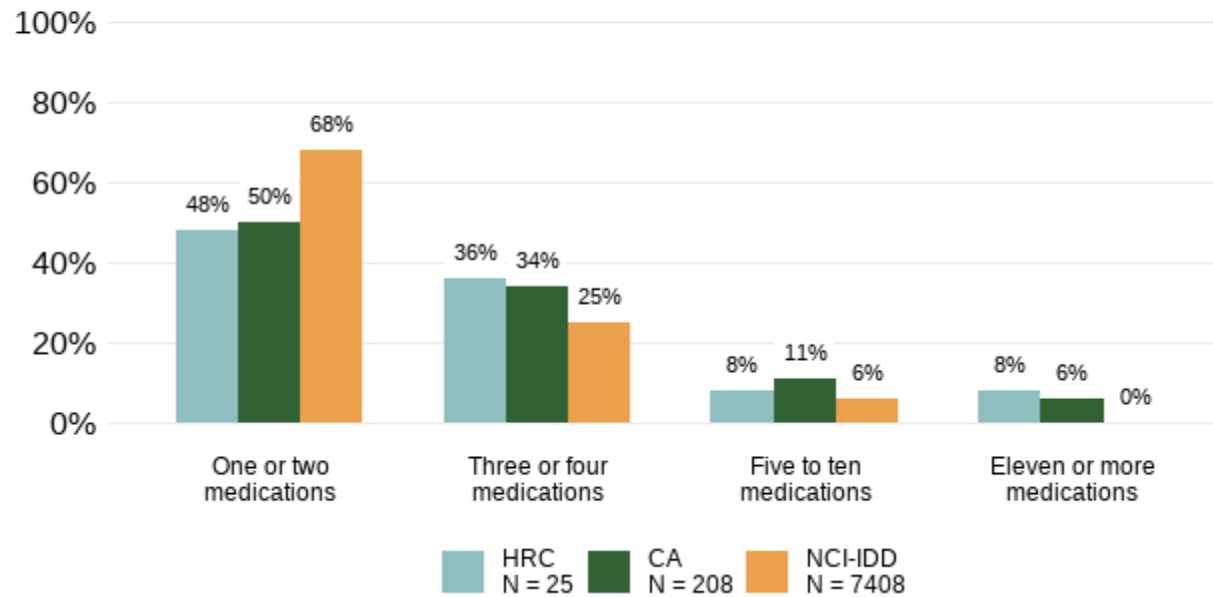


Table 134. Number of medications taken for at least one of the following: mood disorders, anxiety, or psychotic disorders

Information may have been obtained through state records. At least 25% of CA responses were missing or “Don’t Know.”

| Regional Center | One or two medications | Three or four medications | Five to ten medications | Eleven or more medications | N |
|-----------------|------------------------|---------------------------|-------------------------|----------------------------|------|
| HRC | 48% | 36% | 8% | 8% | 25 |
| CA | 50% | 34% | 11% | 6% | 208 |
| NCI-IDD | 68% | 25% | 6% | 0% | 7408 |

The NCI-IDD average is weighted. Regional Centers receive an ‘n/a’ designation within the table if 20 or fewer people responded to the survey item; however, their data are included in the Weighted CA Average.

Takes medication for behavioral challenges

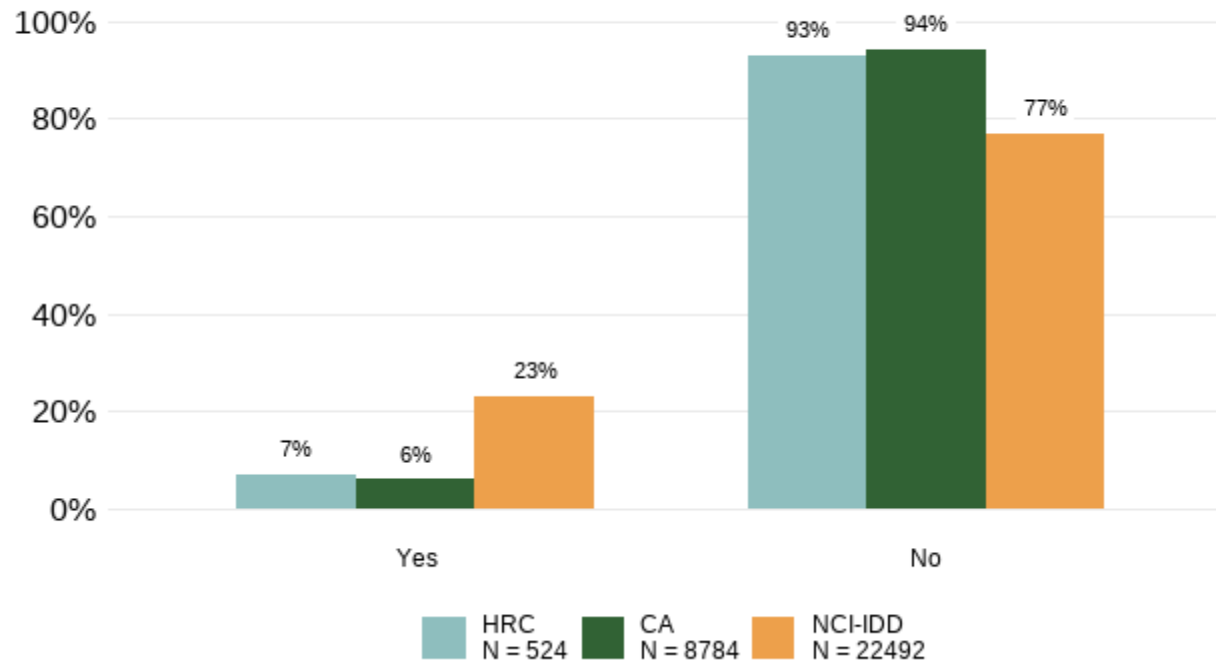


Table 135. Takes medication for behavioral challenges

Information may have been obtained through state records

| Regional Center | Yes | No | N |
|-----------------|-----|-----|-------|
| HRC | 7% | 93% | 524 |
| CA | 6% | 94% | 8784 |
| NCI-IDD | 23% | 77% | 22492 |

The NCI-IDD average is weighted. Regional Centers receive an 'n/a' designation within the table if 20 or fewer people responded to the survey item; however, their data are included in the Weighted CA Average.

Number of medications taken for behavioral challenges if taking at least one for this purpose

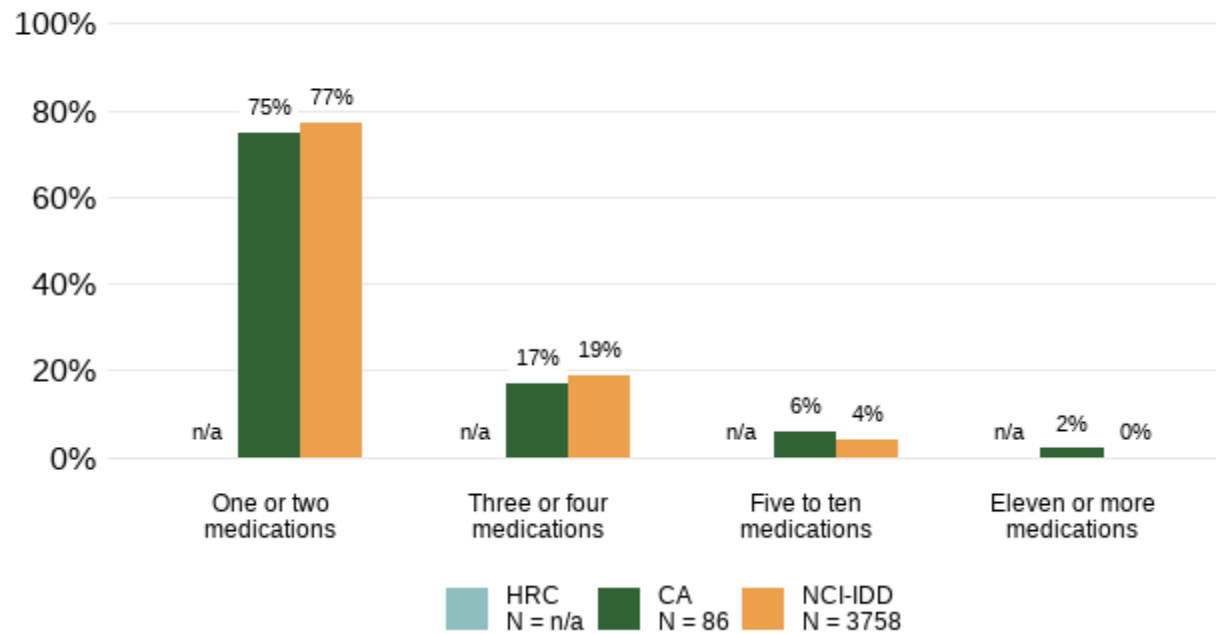


Table 136. Number of medications taken for behavioral challenges if taking at least one for this purpose

| Regional Center | One or two medications | Three or four medications | Five to ten medications | Eleven or more medications | N |
|-----------------|------------------------|---------------------------|-------------------------|----------------------------|------|
| HRC | n/a | n/a | n/a | n/a | n/a |
| CA | 75% | 17% | 6% | 2% | 86 |
| NCI-IDD | 77% | 19% | 4% | 0% | 3758 |

The NCI-IDD average is weighted. Regional Centers receive an 'n/a' designation within the table if 20 or fewer people responded to the survey item; however, their data are included in the Weighted CA Average.

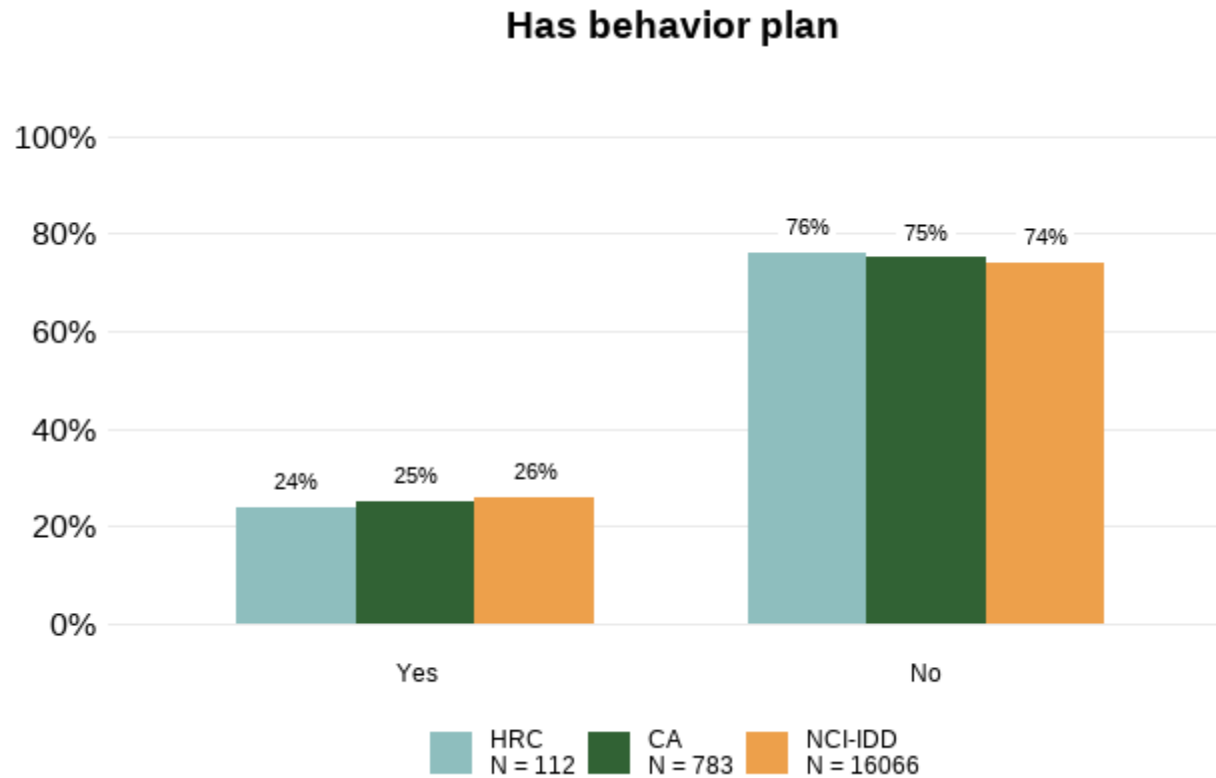


Table 137. Has behavior plan

Information may have been obtained through state records; at least 25% of CA responses were missing or “Don’t Know.”

| Regional Center | Yes | No | N |
|-----------------|-----|-----|-------|
| HRC | 24% | 76% | 112 |
| CA | 25% | 75% | 783 |
| NCI-IDD | 26% | 74% | 16066 |

The NCI-IDD average is weighted. Regional Centers receive an ‘n/a’ designation within the table if 20 or fewer people responded to the survey item; however, their data are included in the Weighted CA Average.

Wellness

Value Statement: People are supported to engage in and maintain healthy habits and lifestyles.

The NCI-IDD average is weighted. Regional Centers receive an 'n/a' designation within the table if 20 or fewer people responded to the survey item; however, their data are included in the Weighted CA Average.

Uses nicotine or tobacco products

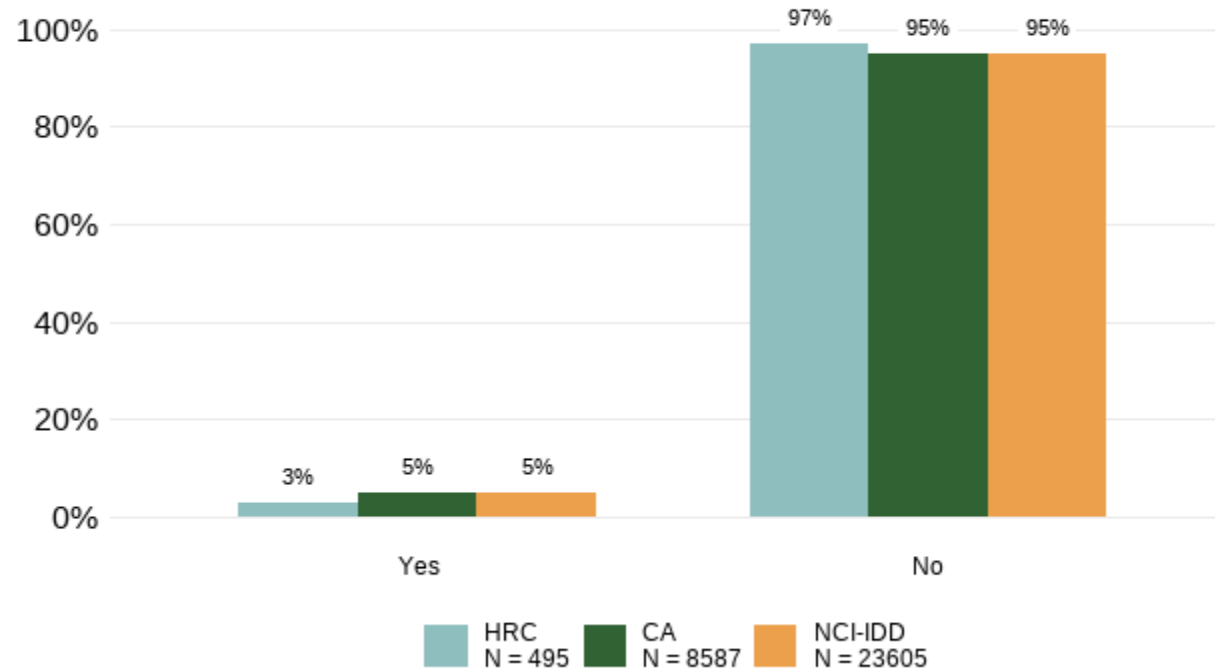


Table 138. Uses nicotine or tobacco products

Information may have been obtained through state records

| Regional Center | Yes | No | N |
|-----------------|-----|-----|-------|
| HRC | 3% | 97% | 495 |
| CA | 5% | 95% | 8587 |
| NCI-IDD | 5% | 95% | 23605 |

The NCI-IDD average is weighted. Regional Centers receive an 'n/a' designation within the table if 20 or fewer people responded to the survey item; however, their data are included in the Weighted CA Average.

Body mass index (BMI) category (BMI calculated using data on weight and height)

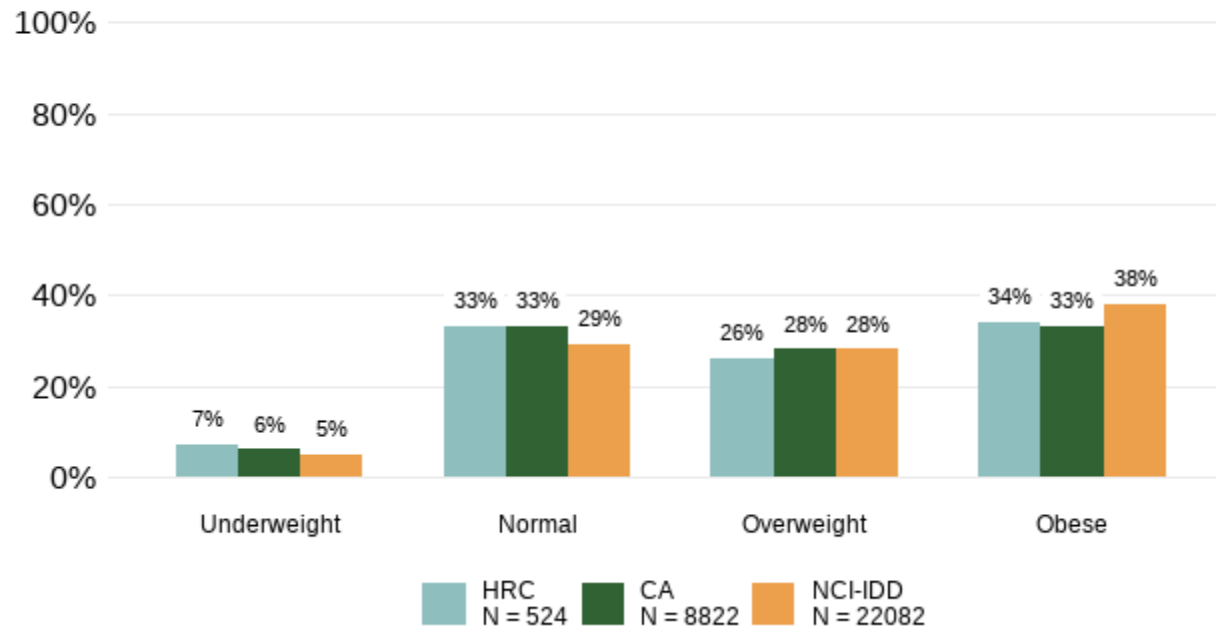


Table 139. Body mass index (BMI) category (BMI calculated using data on weight and height)

Information may have been obtained through state records

| Regional Center | Underweight | Normal | Overweight | Obese | N |
|-----------------|-------------|--------|------------|-------|-------|
| HRC | 7% | 33% | 26% | 34% | 524 |
| CA | 6% | 33% | 28% | 33% | 8822 |
| NCI-IDD | 5% | 29% | 28% | 38% | 22082 |

The NCI-IDD average is weighted. Regional Centers receive an 'n/a' designation within the table if 20 or fewer people responded to the survey item; however, their data are included in the Weighted CA Average.

Exercises or does physical activity at least once per week for 10 minutes or more at a time

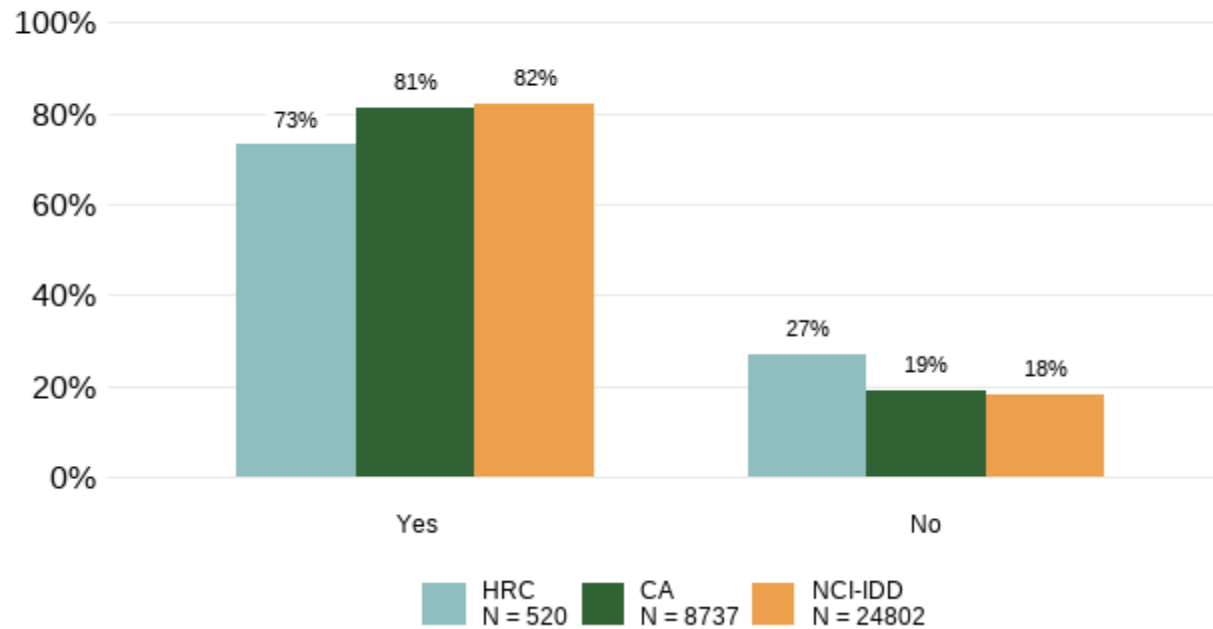


Table 140. Exercises or does physical activity at least once per week for 10 minutes or more at a time

Proxy respondents were allowed for this question

| Regional Center | Yes | No | N |
|-----------------|-----|-----|-------|
| HRC | 73% | 27% | 520 |
| CA | 81% | 19% | 8737 |
| NCI-IDD | 82% | 18% | 24802 |

The NCI-IDD average is weighted. Regional Centers receive an 'n/a' designation within the table if 20 or fewer people responded to the survey item; however, their data are included in the Weighted CA Average.

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

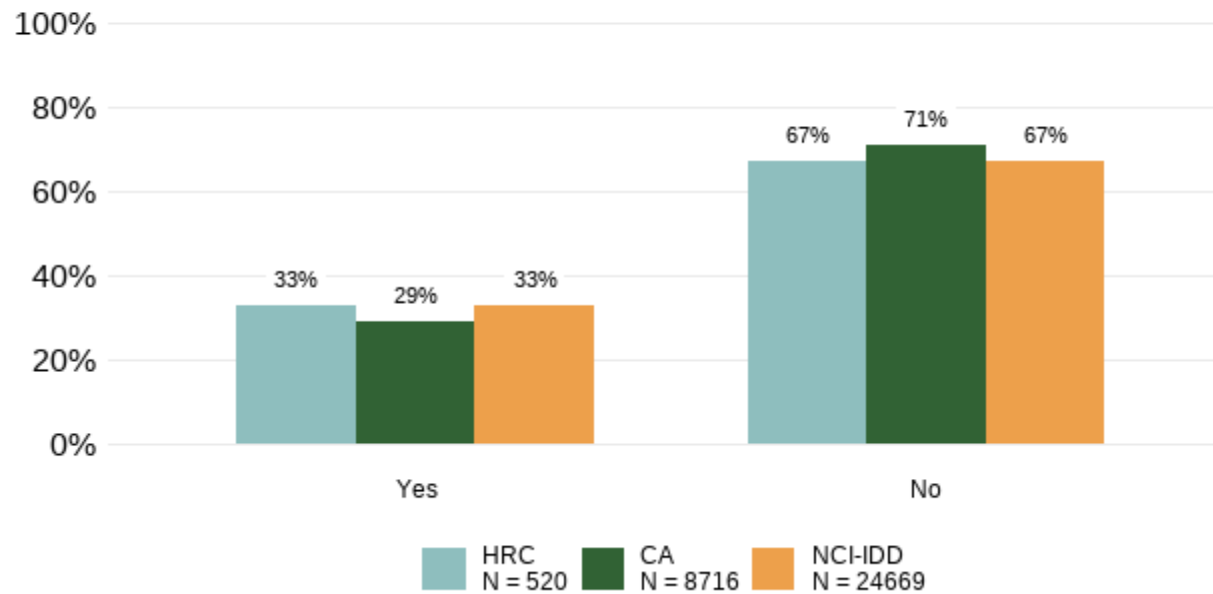


Table 141. Exercises or does physical activity at least once per week that makes the muscles in arms, legs, back, and/or chest work hard

Proxy respondents were allowed for this question

| Regional Center | Yes | No | N |
|-----------------|-----|-----|-------|
| HRC | 33% | 67% | 520 |
| CA | 29% | 71% | 8716 |
| NCI-IDD | 33% | 67% | 24669 |

The NCI-IDD average is weighted. Regional Centers receive an 'n/a' designation within the table if 20 or fewer people responded to the survey item; however, their data are included in the Weighted CA Average.

Rights and Respect

Value Statement: People’s rights are respected and people receive the same respect and protections as others in the community.

The NCI-IDD average is weighted. Regional Centers receive an ‘n/a’ designation within the table if 20 or fewer people responded to the survey item; however, their data are included in the Weighted CA Average.

Has attended a self-advocacy group, meeting, conference or event or had the opportunity and chose not to

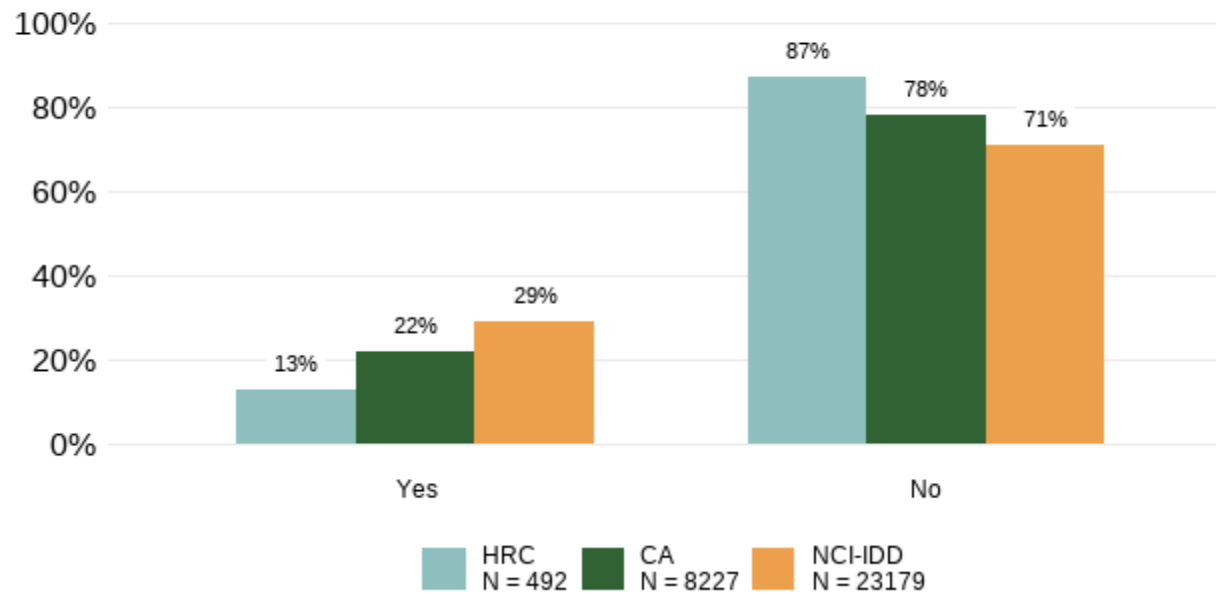


Table 142. Has attended a self-advocacy group, meeting, conference or event or had the opportunity and chose not to

Proxy respondents were allowed for this question

| Regional Center | Yes | No | N |
|-----------------|-----|-----|-------|
| HRC | 13% | 87% | 492 |
| CA | 22% | 78% | 8227 |
| NCI-IDD | 29% | 71% | 23179 |

The NCI-IDD average is weighted. Regional Centers receive an 'n/a' designation within the table if 20 or fewer people responded to the survey item; however, their data are included in the Weighted CA Average.

Has ever voted in local, state, or federal election, or had the opportunity and chose not to

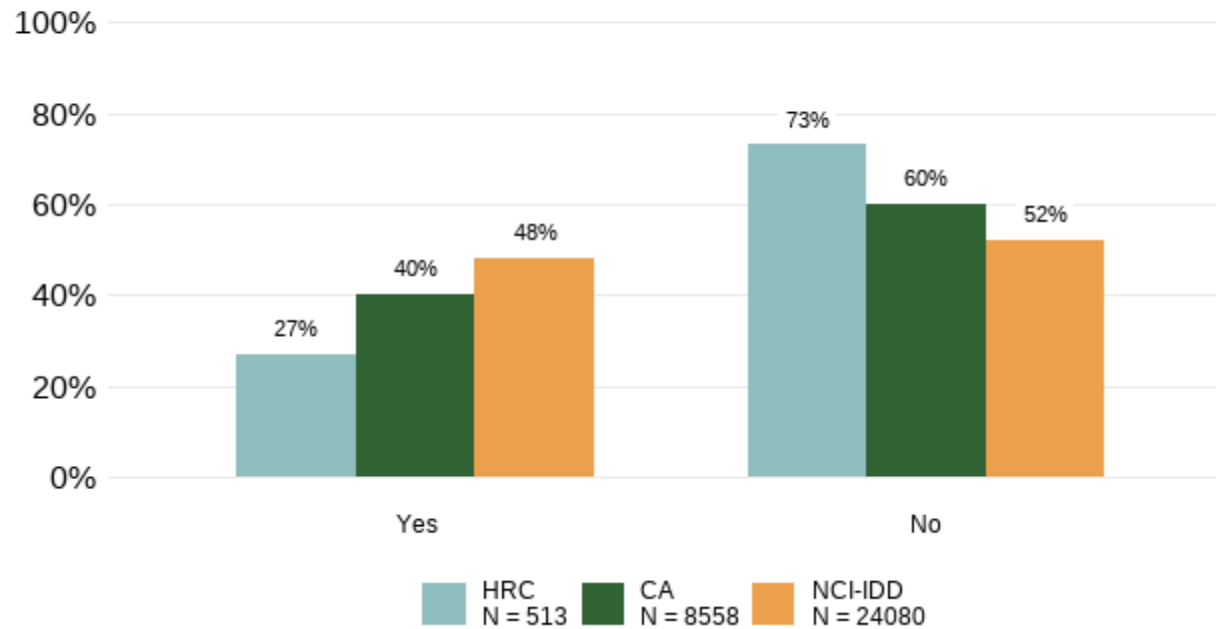


Table 143. Has ever voted in local, state, or federal election, or had the opportunity and chose not to

Proxy respondents were allowed for this question

| Regional Center | Yes | No | N |
|-----------------|-----|-----|-------|
| HRC | 27% | 73% | 513 |
| CA | 40% | 60% | 8558 |
| NCI-IDD | 48% | 52% | 24080 |

The NCI-IDD average is weighted. Regional Centers receive an 'n/a' designation within the table if 20 or fewer people responded to the survey item; however, their data are included in the Weighted CA Average.

Has a place to be alone in the home

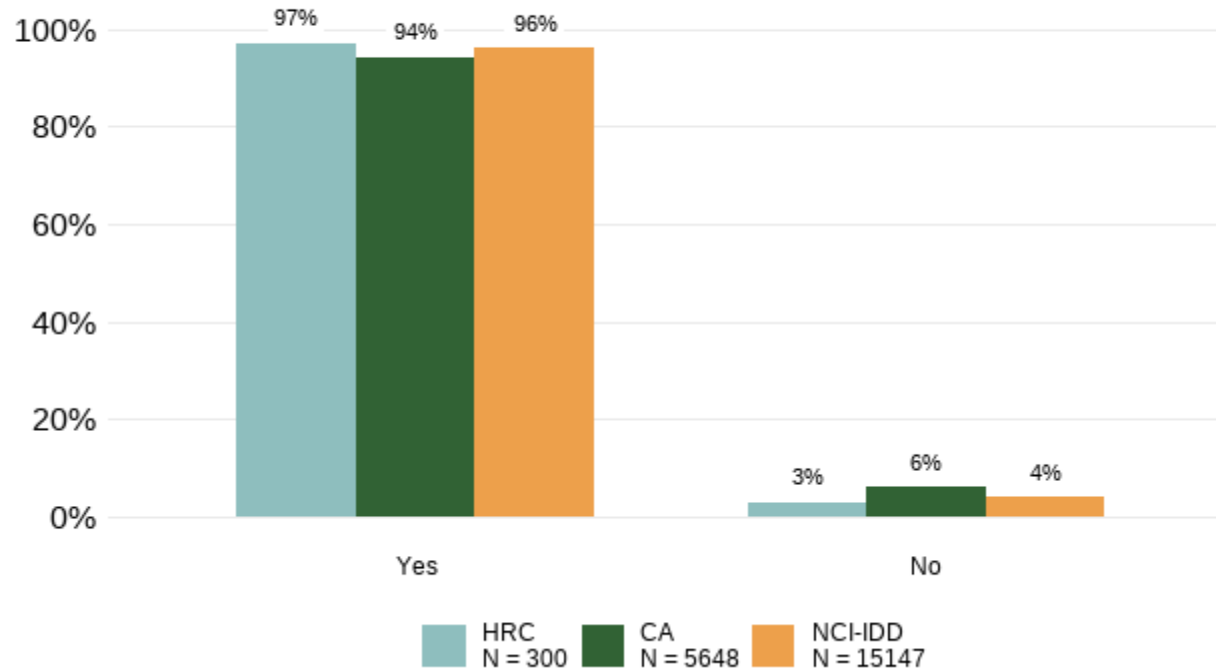


Table 144. Has a place to be alone in the home

| Regional Center | Yes | No | N |
|-----------------|-----|----|-------|
| HRC | 97% | 3% | 300 |
| CA | 94% | 6% | 5648 |
| NCI-IDD | 96% | 4% | 15147 |

The NCI-IDD average is weighted. Regional Centers receive an 'n/a' designation within the table if 20 or fewer people responded to the survey item; however, their data are included in the Weighted CA Average.

Has a key to the home

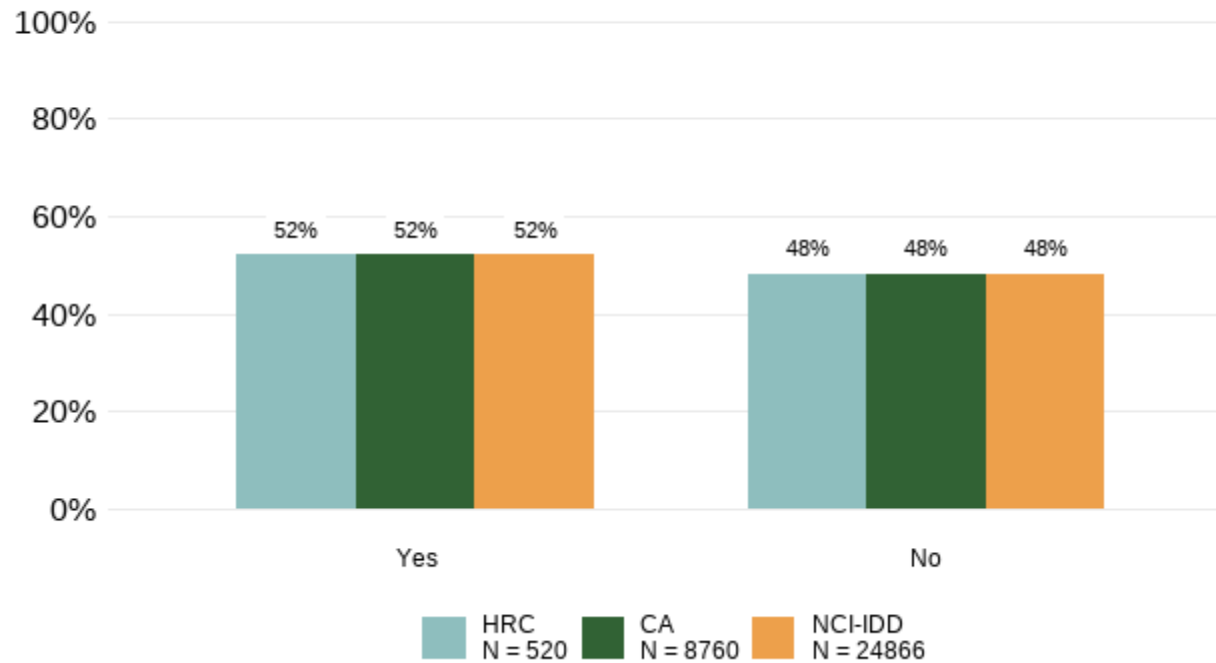


Table 145. Has a key to the home

Proxy respondents were allowed for this question

| Regional Center | Yes | No | N |
|-----------------|-----|-----|-------|
| HRC | 52% | 48% | 520 |
| CA | 52% | 48% | 8760 |
| NCI-IDD | 52% | 48% | 24866 |

The NCI-IDD average is weighted. Regional Centers receive an 'n/a' designation within the table if 20 or fewer people responded to the survey item; however, their data are included in the Weighted CA Average.

Wants a key to the home (if does not have one)

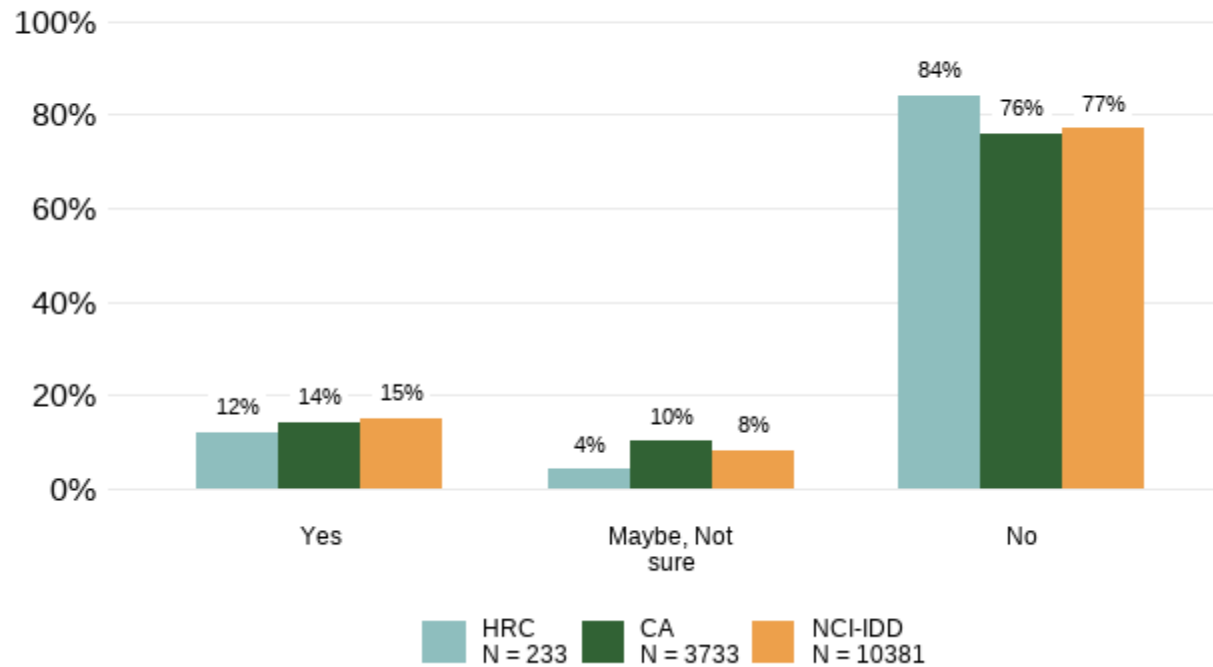


Table 146. Wants a key to the home (if does not have one)

Proxy respondents were allowed for this question

| Regional Center | Yes | Maybe, not sure | No | N |
|-----------------|-----|-----------------|-----|-------|
| HRC | 12% | 4% | 84% | 233 |
| CA | 14% | 10% | 76% | 3733 |
| NCI-IDD | 15% | 8% | 77% | 10381 |

The NCI-IDD average is weighted. Regional Centers receive an 'n/a' designation within the table if 20 or fewer people responded to the survey item; however, their data are included in the Weighted CA Average.

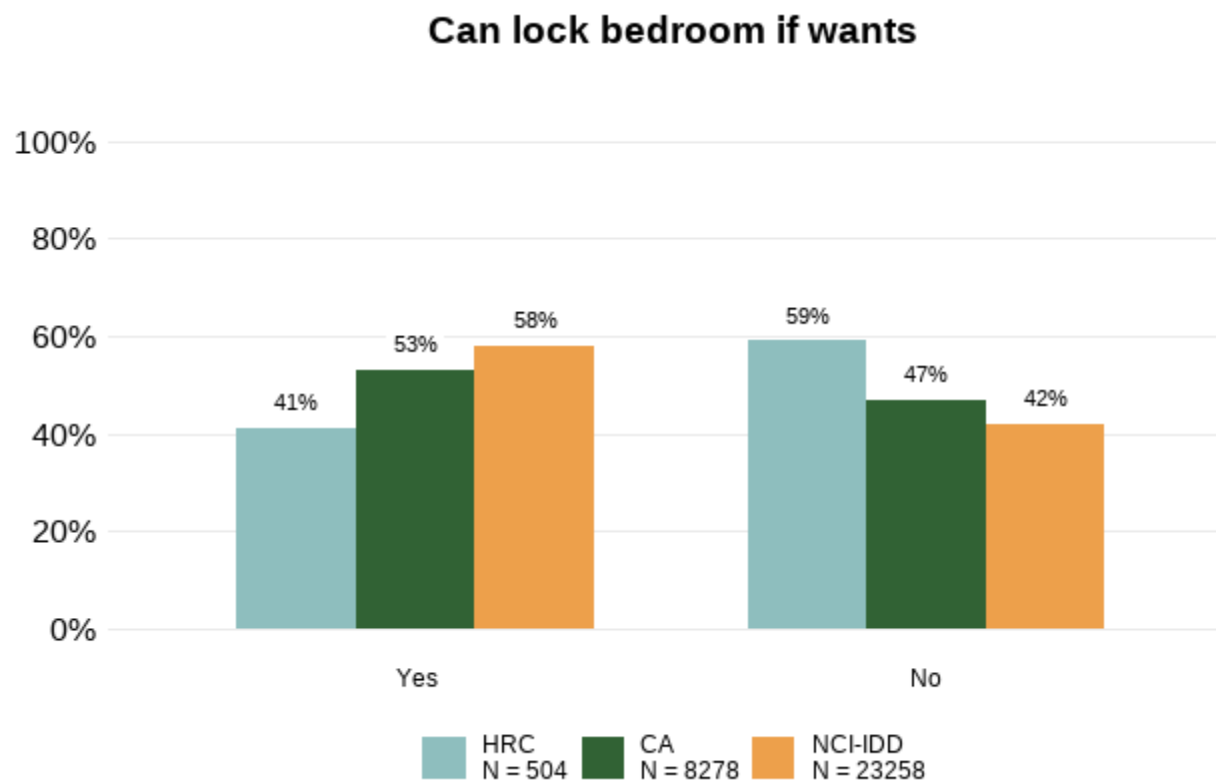


Table 147. Can lock bedroom if wants

Proxy respondents were allowed for this question

| Regional Center | Yes | No | N |
|-----------------|-----|-----|-------|
| HRC | 41% | 59% | 504 |
| CA | 53% | 47% | 8278 |
| NCI-IDD | 58% | 42% | 23258 |

The NCI-IDD average is weighted. Regional Centers receive an 'n/a' designation within the table if 20 or fewer people responded to the survey item; however, their data are included in the Weighted CA Average.

Others (who do not live in the home) let person know before entering home

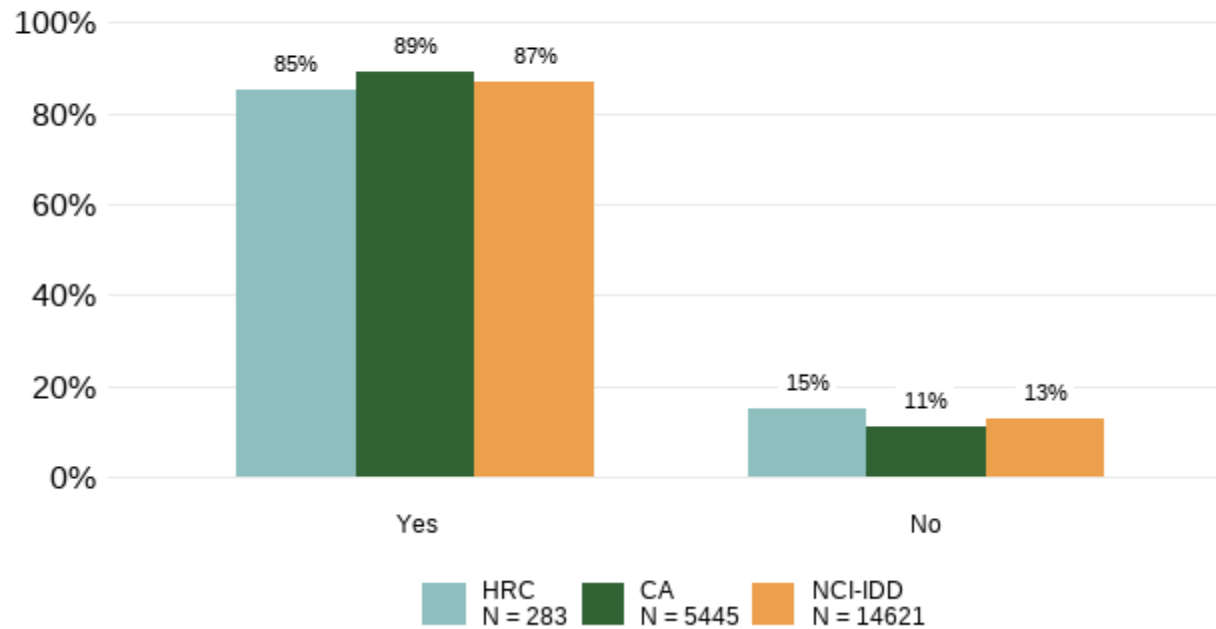


Table 148. Others (who do not live in the home) let person know before entering home

| Regional Center | Yes | No | N |
|-----------------|-----|-----|-------|
| HRC | 85% | 15% | 283 |
| CA | 89% | 11% | 5445 |
| NCI-IDD | 87% | 13% | 14621 |

The NCI-IDD average is weighted. Regional Centers receive an 'n/a' designation within the table if 20 or fewer people responded to the survey item; however, their data are included in the Weighted CA Average.

Others let person know before coming into person's bedroom

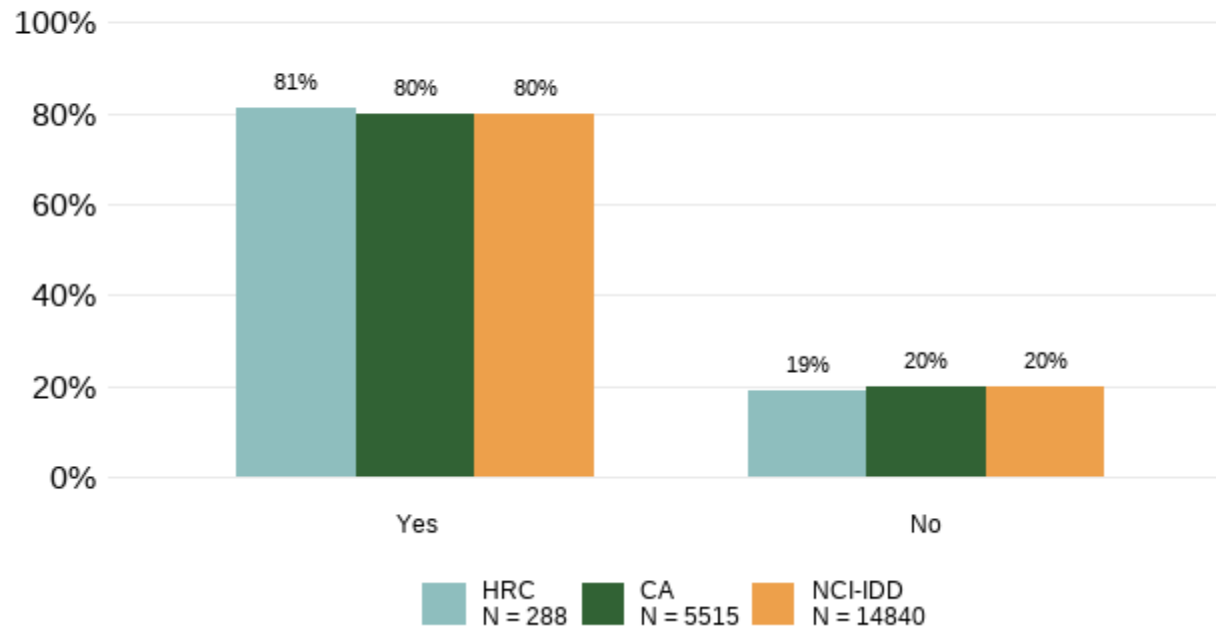


Table 149. Others let person know before coming into person's bedroom

| Regional Center | Yes | No | N |
|-----------------|-----|-----|-------|
| HRC | 81% | 19% | 288 |
| CA | 80% | 20% | 5515 |
| NCI-IDD | 80% | 20% | 14840 |

The NCI-IDD average is weighted. Regional Centers receive an 'n/a' designation within the table if 20 or fewer people responded to the survey item; however, their data are included in the Weighted CA Average.

Others read person's mail or email without asking

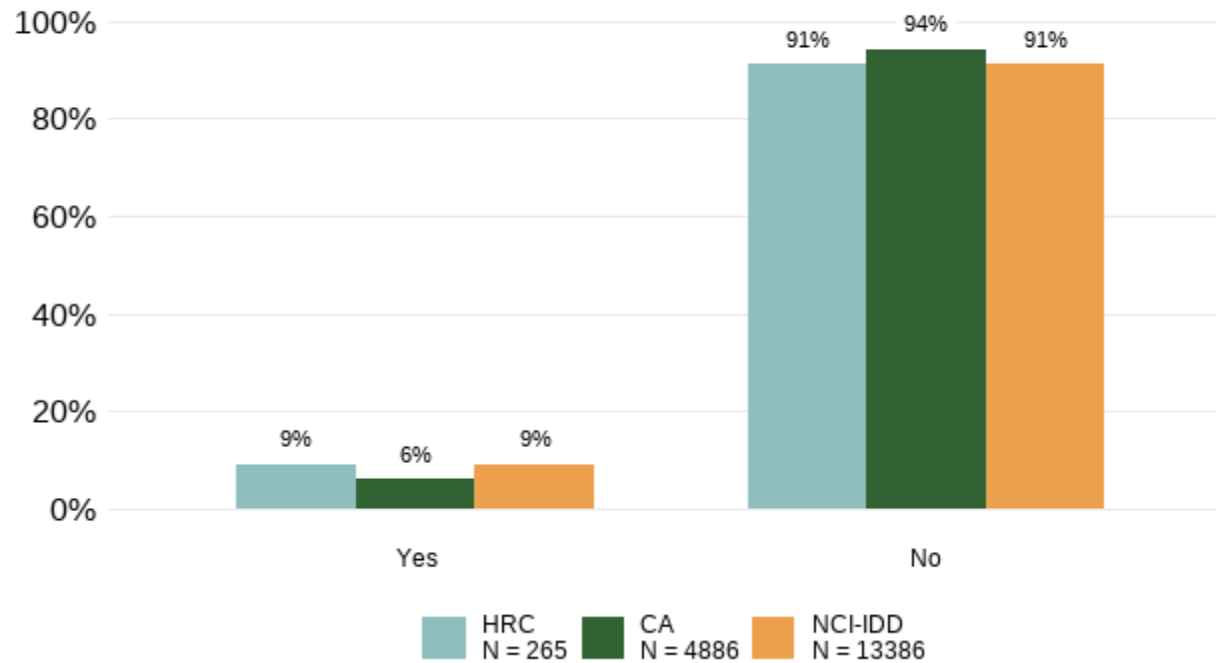


Table 150. Others read person's mail or email without asking

| Regional Center | Yes | No | N |
|-----------------|-----|-----|-------|
| HRC | 9% | 91% | 265 |
| CA | 6% | 94% | 4886 |
| NCI-IDD | 9% | 91% | 13386 |

The NCI-IDD average is weighted. Regional Centers receive an 'n/a' designation within the table if 20 or fewer people responded to the survey item; however, their data are included in the Weighted CA Average.

There are no rules for using phone or internet

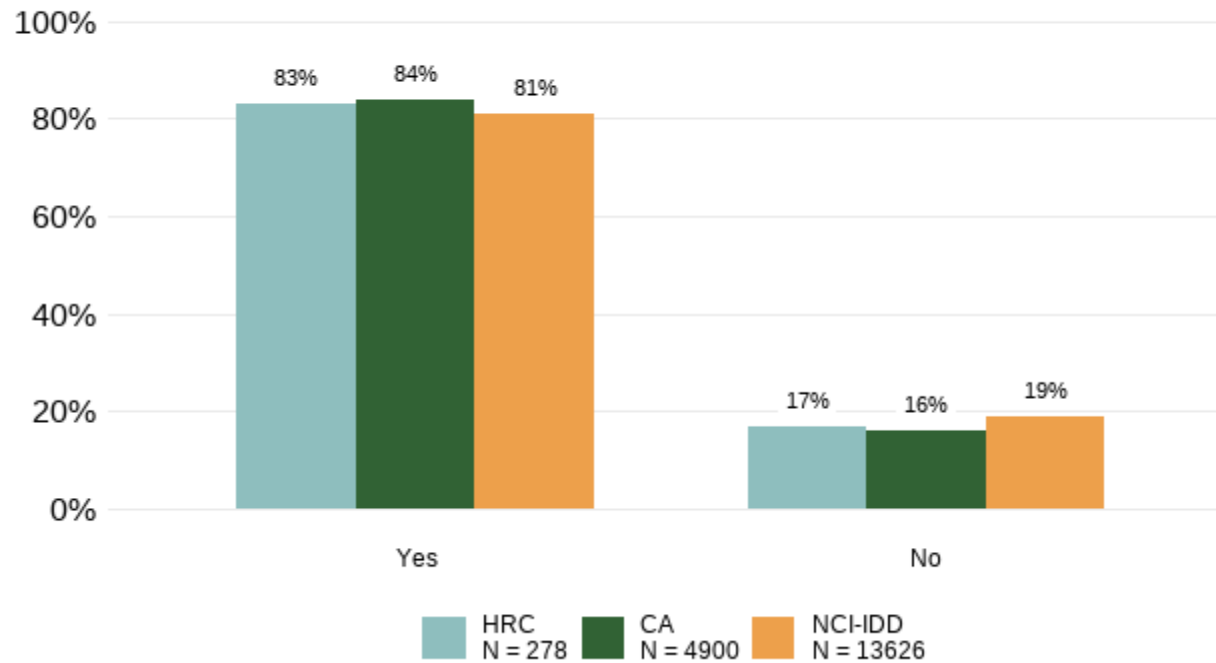


Table 151. There are no rules for using phone or internet

| Regional Center | Yes | No | N |
|-----------------|-----|-----|-------|
| HRC | 83% | 17% | 278 |
| CA | 84% | 16% | 4900 |
| NCI-IDD | 81% | 19% | 13626 |

The NCI-IDD average is weighted. Regional Centers receive an 'n/a' designation within the table if 20 or fewer people responded to the survey item; however, their data are included in the Weighted CA Average.

There are rules about having friends or visitors in the home

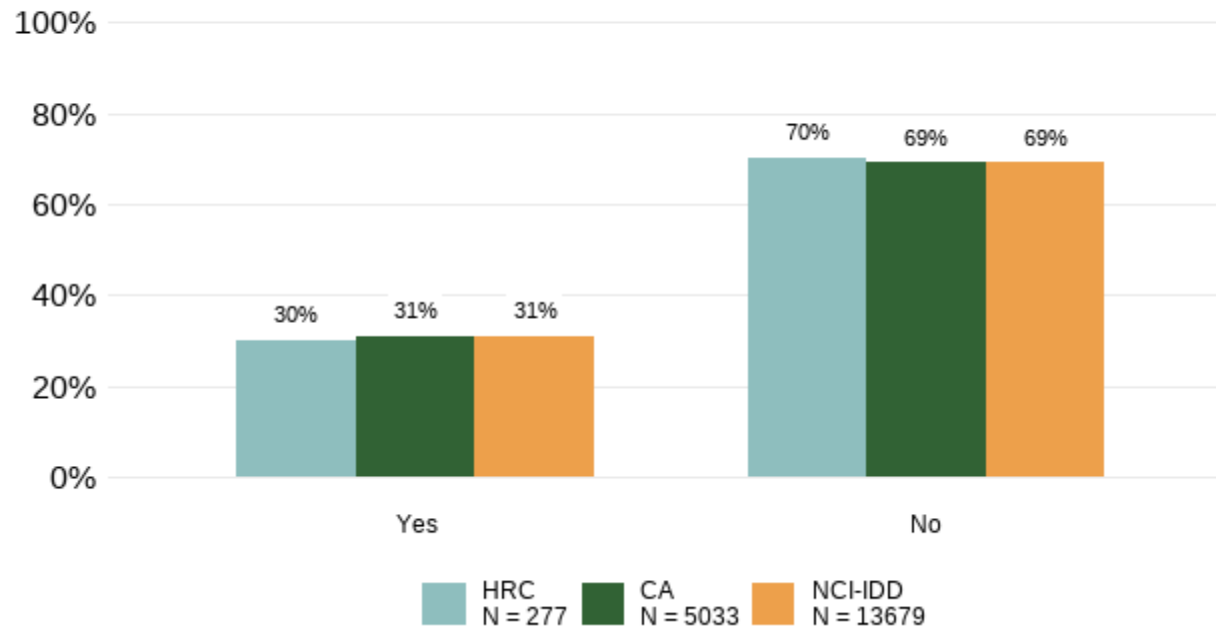


Table 152. There are rules about having friends or visitors in the home

| Regional Center | Yes | No | N |
|-----------------|-----|-----|-------|
| HRC | 30% | 70% | 277 |
| CA | 31% | 69% | 5033 |
| NCI-IDD | 31% | 69% | 13679 |

The NCI-IDD average is weighted. Regional Centers receive an 'n/a' designation within the table if 20 or fewer people responded to the survey item; however, their data are included in the Weighted CA Average.

Can stay at home if others in the house go somewhere

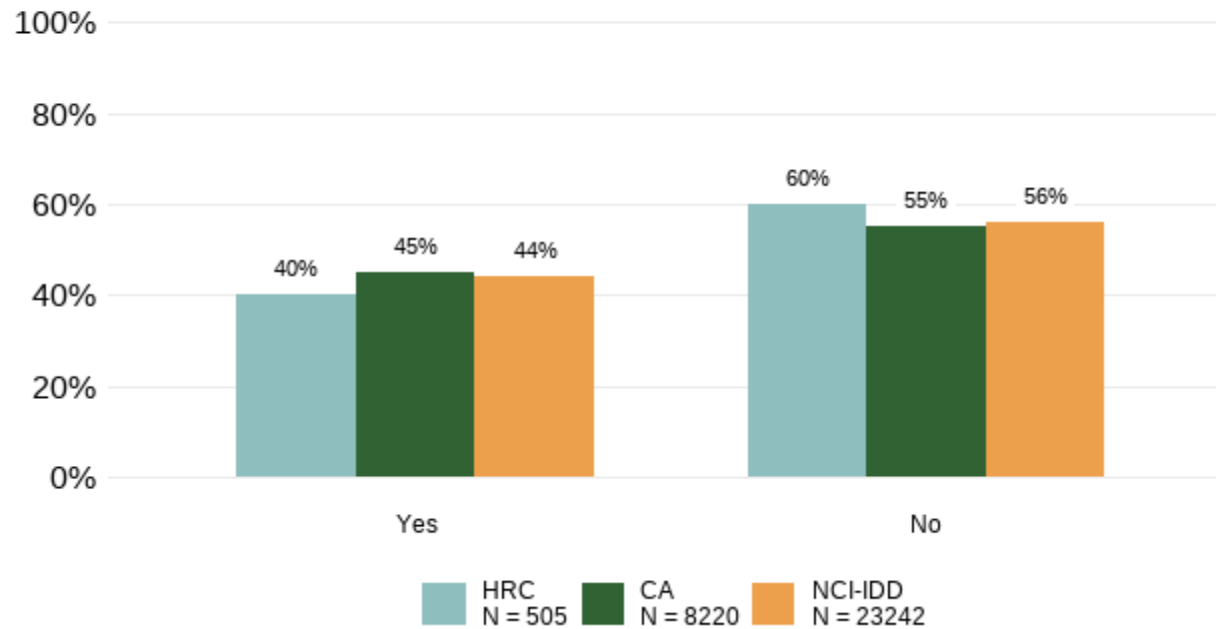


Table 153. Can stay at home if others in the house go somewhere

Proxy respondents were allowed for this question

| Regional Center | Yes | No | N |
|-----------------|-----|-----|-------|
| HRC | 40% | 60% | 505 |
| CA | 45% | 55% | 8220 |
| NCI-IDD | 44% | 56% | 23242 |

The NCI-IDD average is weighted. Regional Centers receive an 'n/a' designation within the table if 20 or fewer people responded to the survey item; however, their data are included in the Weighted CA Average.

California Specific Questions

Additional survey questions were added into the California survey tool.

The NCI-IDD average is weighted. Regional Centers receive an 'n/a' designation within the table if 20 or fewer people responded to the survey item; however, their data are included in the Weighted CA Average.

If have a paid job in the community, also works with co-workers who do not have a disability

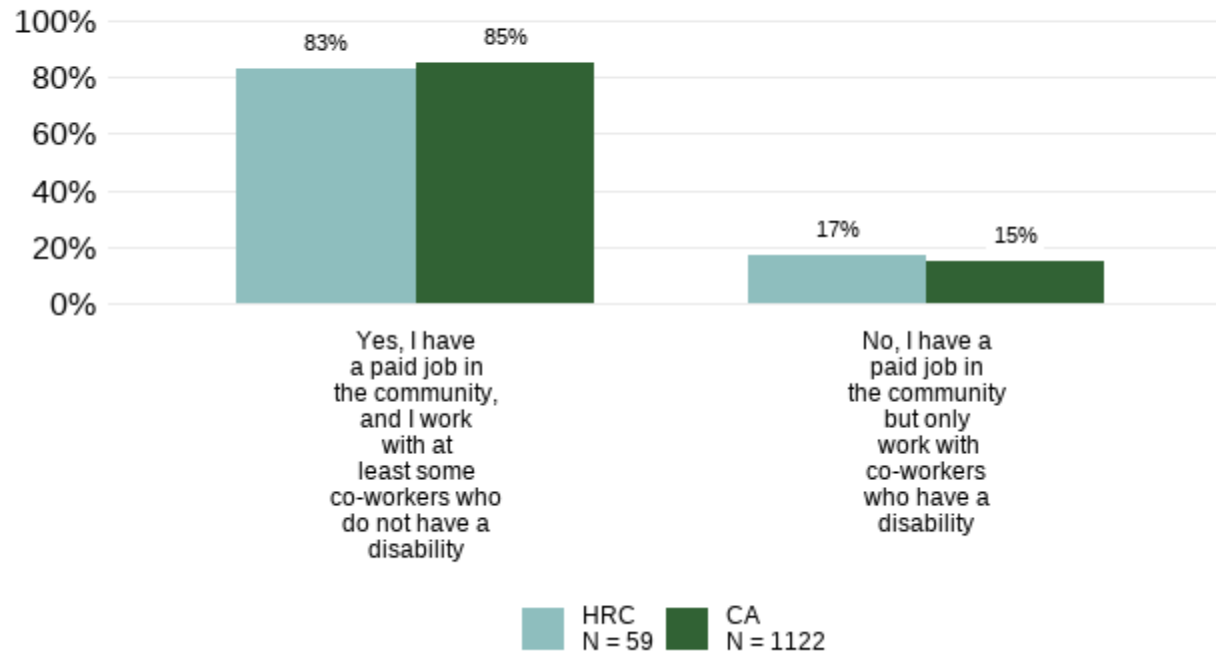


Table 154. If have a paid job in the community, also works with co-workers who do not have a disability

| Regional Center | Yes, I have a paid job in the community, and I work with at least some co workers who do not have a disability | No, I have a paid job in the community but only work with co workers who have a disability | N |
|-----------------|--|--|------|
| HRC | 83% | 17% | 59 |
| CA | 85% | 15% | 1122 |

The NCI-IDD average is weighted. Regional Centers receive an 'n/a' designation within the table if 20 or fewer people responded to the survey item; however, their data are included in the Weighted CA Average.

Staff at job speak preferred language

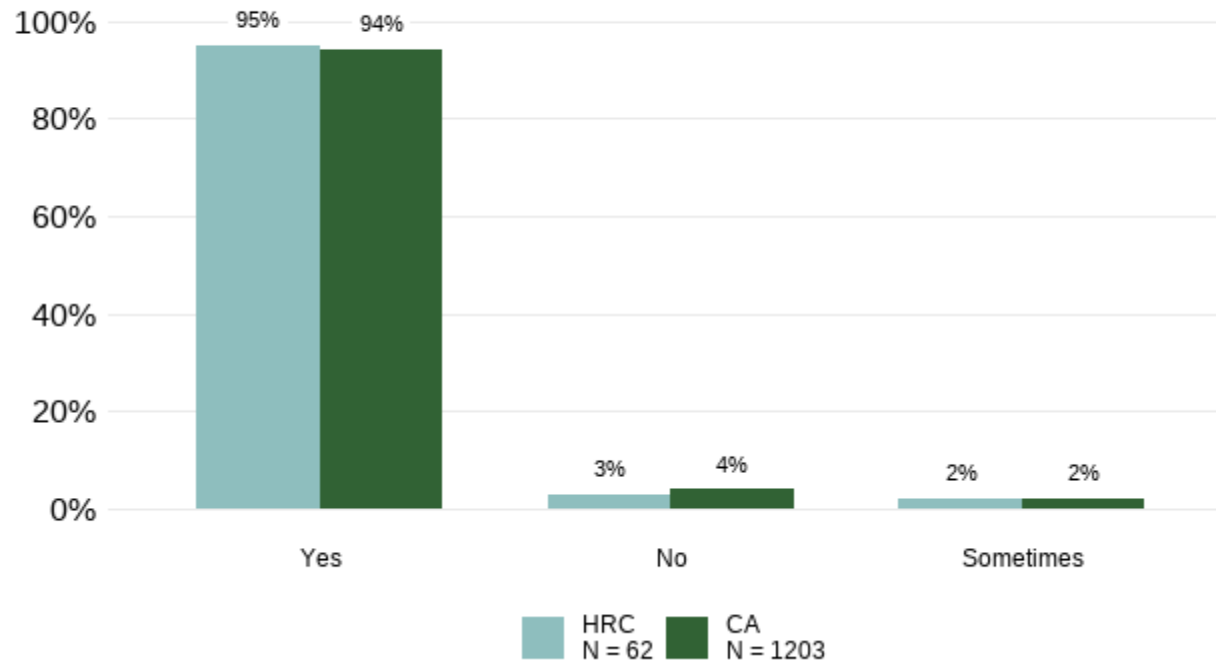


Table 155. Are there staff at your job who speak your preferred language?

| Regional Center | Yes | No | Sometimes | N |
|-----------------|-----|----|-----------|------|
| HRC | 95% | 3% | 2% | 62 |
| CA | 94% | 4% | 2% | 1203 |

The NCI-IDD average is weighted. Regional Centers receive an 'n/a' designation within the table if 20 or fewer people responded to the survey item; however, their data are included in the Weighted CA Average.

People read text messages without asking first

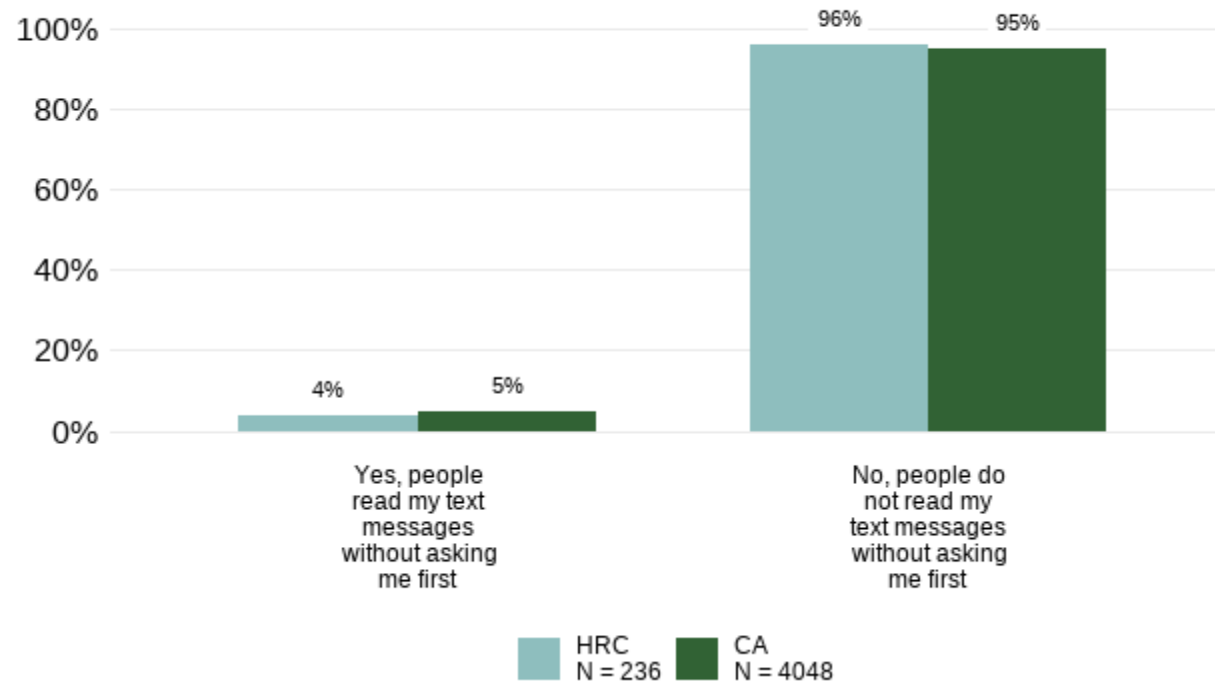


Table 156. Do people read your text messages without asking you first? (For example, do people read your text messages without your permission.)

| Regional Center | Yes, people read my text messages without asking me first | No, people do not read my text messages without asking me first | N |
|-----------------|---|---|------|
| HRC | 4% | 96% | 236 |
| CA | 5% | 95% | 4048 |

The NCI-IDD average is weighted. Regional Centers receive an 'n/a' designation within the table if 20 or fewer people responded to the survey item; however, their data are included in the Weighted CA Average.

Best way to receive information from the regional center

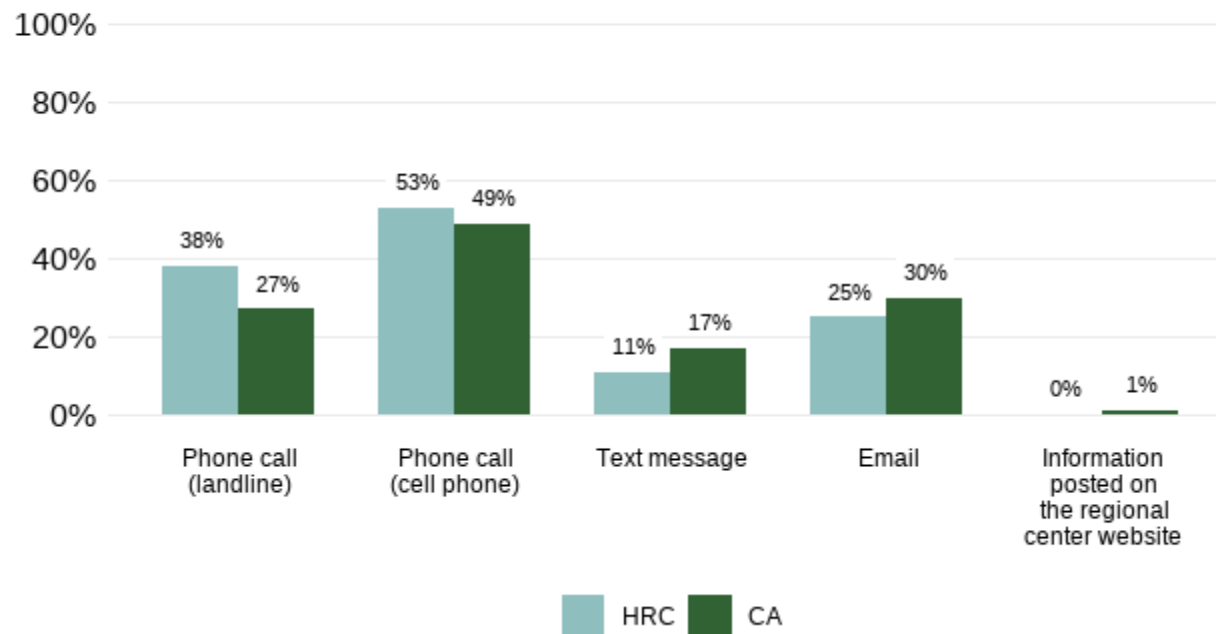


Table 157a. Best way to receive information from the regional center?

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

| Regional Center | Phone call (landline) | Phone call (cell phone) | Text message | Email | Information posted on the regional center website |
|-----------------|-----------------------|-------------------------|--------------|-------|---|
| HRC | 38% | 53% | 11% | 25% | 0% |
| CA | 27% | 49% | 17% | 30% | 1% |

The NCI-IDD average is weighted. Regional Centers receive an 'n/a' designation within the table if 20 or fewer people responded to the survey item; however, their data are included in the Weighted CA Average.

Best way to receive information from the regional center (continued)

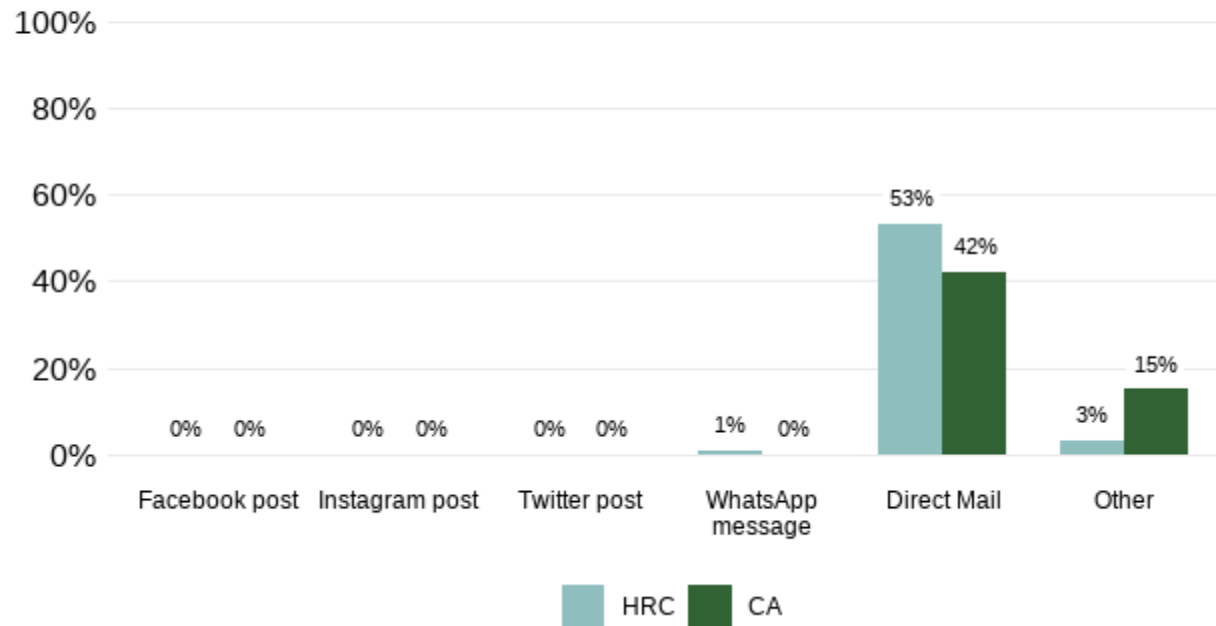


Table 157b. Best way to receive information from the regional center (continued)

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

| Regional Center | Facebook post | Instagram post | Twitter post | WhatsApp message | Direct Mail | Other |
|-----------------|---------------|----------------|--------------|------------------|-------------|-------|
| HRC | 0% | 0% | 0% | 1% | 53% | 3% |
| CA | 0% | 0% | 0% | 0% | 42% | 15% |

The NCI-IDD average is weighted. Regional Centers receive an 'n/a' designation within the table if 20 or fewer people responded to the survey item; however, their data are included in the Weighted CA Average.

Got a copy of your IPP in your preferred language

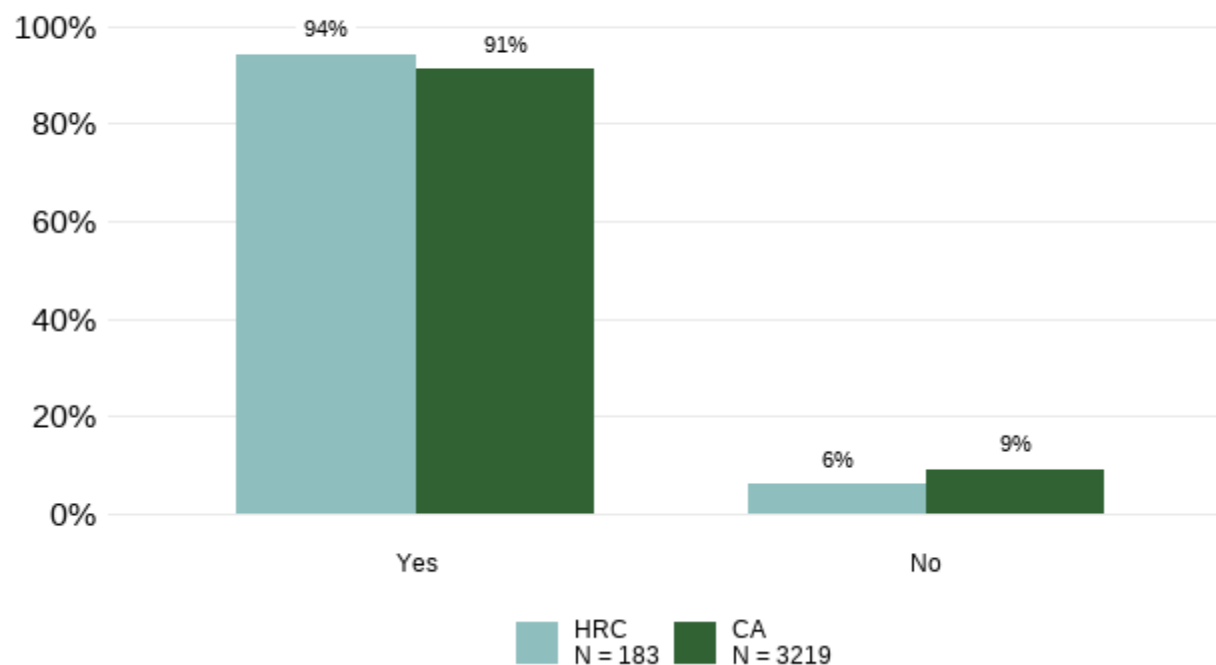


Table 158. Got a copy of your IPP in your preferred language

| Regional Center | Yes | No | N |
|-----------------|-----|----|------|
| HRC | 94% | 6% | 183 |
| CA | 91% | 9% | 3219 |

The NCI-IDD average is weighted. Regional Centers receive an 'n/a' designation within the table if 20 or fewer people responded to the survey item; however, their data are included in the Weighted CA Average.

Knows what to do if disagree with a decision made by a regional center

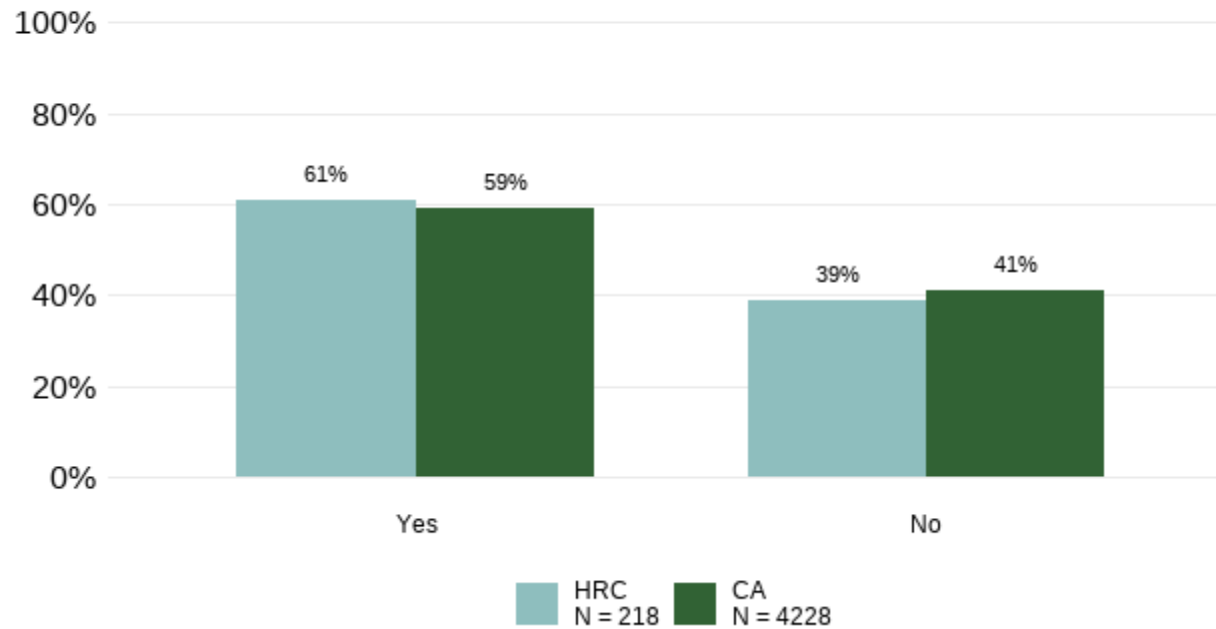


Table 159. Knows what to do if disagree with a decision made by a regional center (For example, do you know how to ask for a Fair Hearing or file a complaint?)

| Regional Center | Yes | No | N |
|-----------------|-----|-----|------|
| HRC | 61% | 39% | 218 |
| CA | 59% | 41% | 4228 |

The NCI-IDD average is weighted. Regional Centers receive an 'n/a' designation within the table if 20 or fewer people responded to the survey item; however, their data are included in the Weighted CA Average.

Feel prepared for how to handle a natural disaster emergency (such as a wildfire or earthquake)

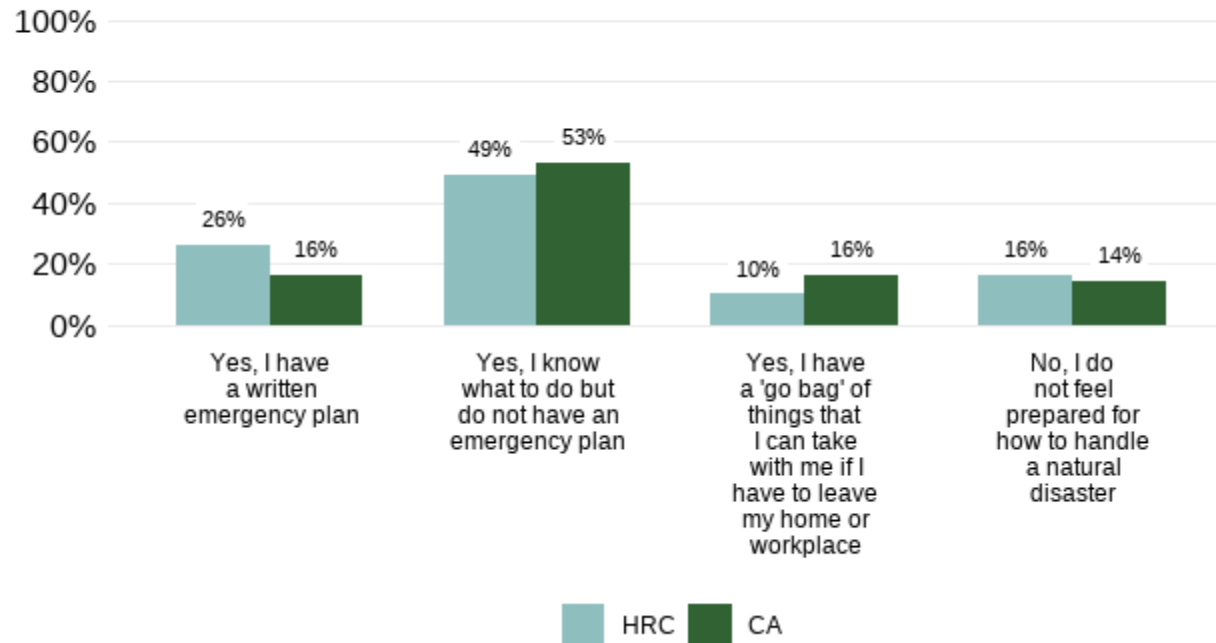


Table 160. Feel prepared for how to handle a natural disaster emergency (such as a wildfire or earthquake)

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

| Regional Center | Yes, I have a written emergency plan | Yes, I know what to do but do not have an emergency plan | Yes, I have a 'go bag' of things that I can take with me if I have to leave my home or workplace | No, I do not feel prepared for how to handle a natural disaster |
|-----------------|--------------------------------------|--|--|---|
| HRC | 26% | 49% | 10% | 16% |
| CA | 16% | 53% | 16% | 14% |

The NCI-IDD average is weighted. Regional Centers receive an 'n/a' designation within the table if 20 or fewer people responded to the survey item; however, their data are included in the Weighted CA Average.

**If participated in religious or spiritual practice
(either in-person or online), chose the religious
service or spiritual practice attended**

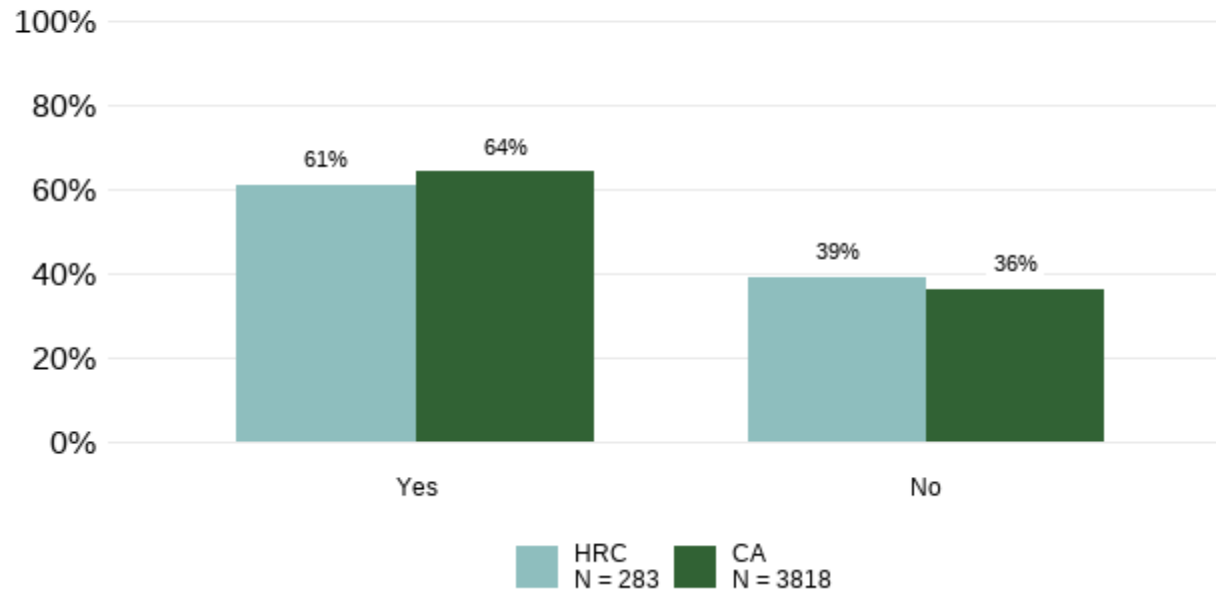


Table 161. If participated in religious or spiritual practice (either in-person or online), chose the religious service or spiritual practice attended

| Regional Center | Yes | No | N |
|-----------------|-----|-----|------|
| HRC | 61% | 39% | 283 |
| CA | 64% | 36% | 3818 |

The NCI-IDD average is weighted. Regional Centers receive an 'n/a' designation within the table if 20 or fewer people responded to the survey item; however, their data are included in the Weighted CA Average.

If have a job, get paid the California state minimum wage (\$15.00/hour)

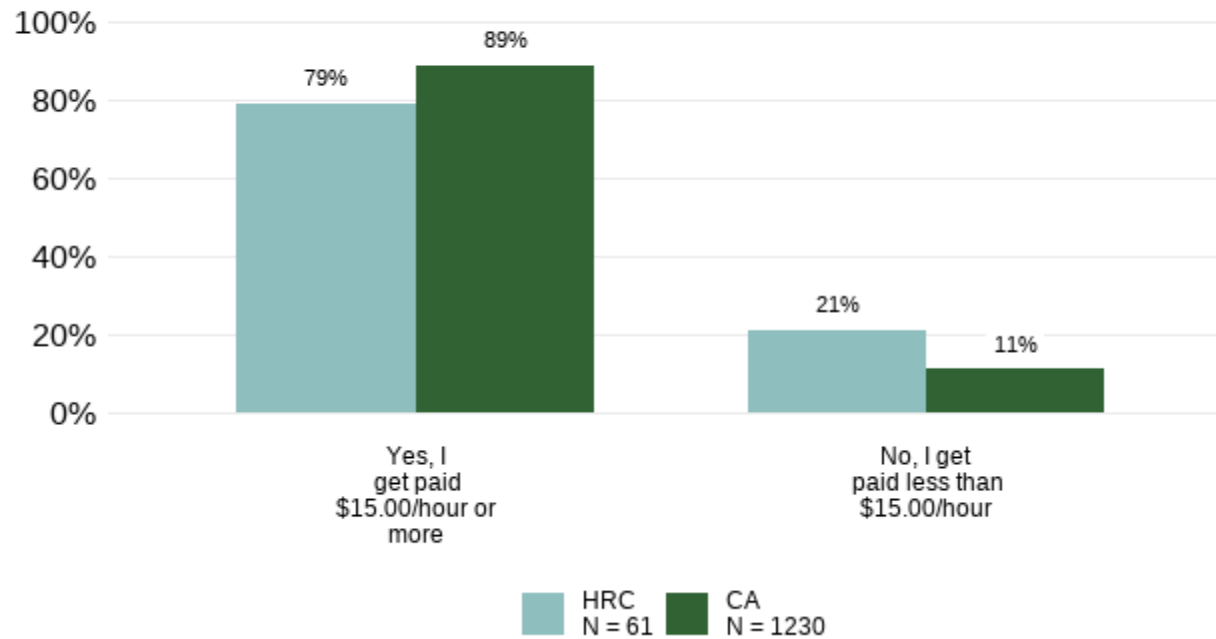


Table 162. If have a job, get paid the California state minimum wage (\$15.00/hour)

| Regional Center | Yes, I get paid \$15.00/hour or more | No, I get paid less than \$15.00/hour | N |
|-----------------|--------------------------------------|---------------------------------------|------|
| HRC | 79% | 21% | 61 |
| CA | 89% | 11% | 1230 |

The NCI-IDD average is weighted. Regional Centers receive an 'n/a' designation within the table if 20 or fewer people responded to the survey item; however, their data are included in the Weighted CA Average.

Staff at day program or work program who speak preferred language

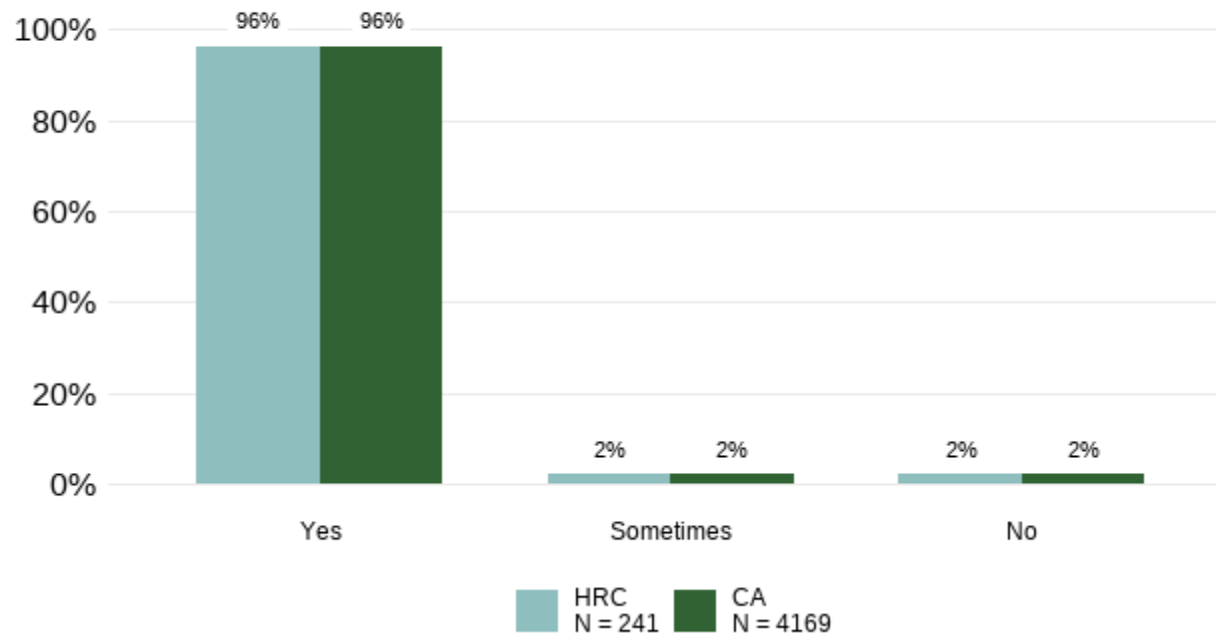


Table 163. Staff at day program or work program who speak preferred language

| Regional Center | Yes | Sometimes | No | N |
|-----------------|-----|-----------|----|------|
| HRC | 96% | 2% | 2% | 241 |
| CA | 96% | 2% | 2% | 4169 |

The NCI-IDD average is weighted. Regional Centers receive an 'n/a' designation within the table if 20 or fewer people responded to the survey item; however, their data are included in the Weighted CA Average.

Have to ask for permission to get spending money to buy things

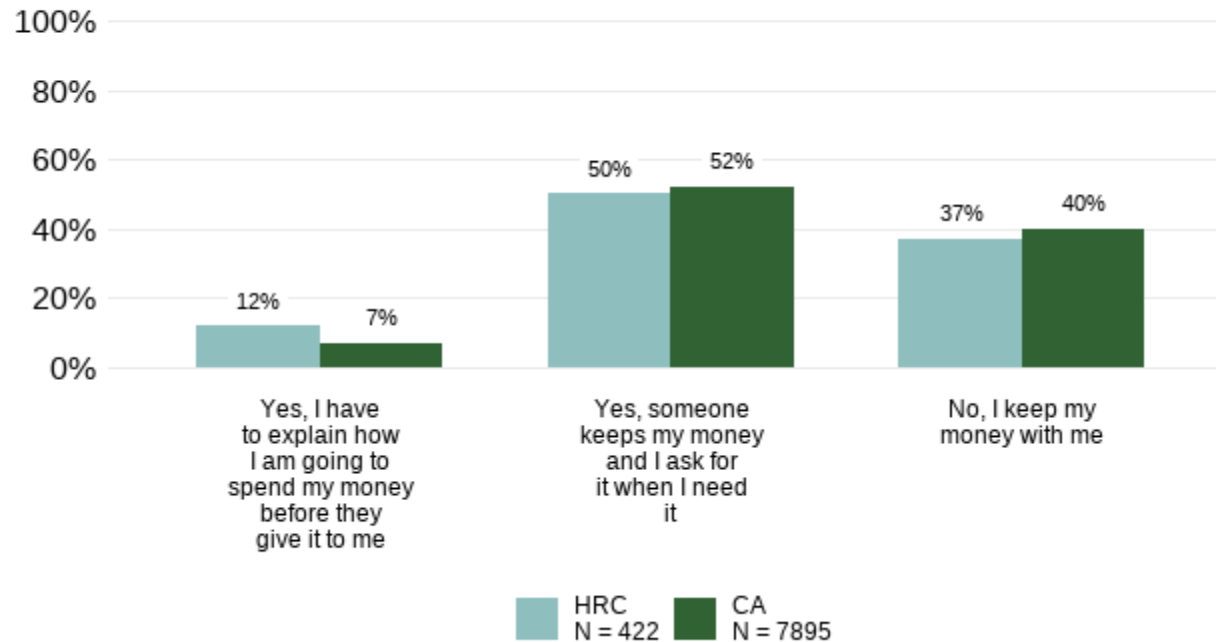


Table 164. Have to ask for permission to get spending money to buy things

| Regional Center | Yes, I have to explain how I am going to spend my money before they give it to me | Yes, someone keeps my money and I ask for it when I need it | No, I keep my money with me | N |
|-----------------|---|---|-----------------------------|------|
| HRC | 12% | 50% | 37% | 422 |
| CA | 7% | 52% | 40% | 7895 |

The NCI-IDD average is weighted. Regional Centers receive an 'n/a' designation within the table if 20 or fewer people responded to the survey item; however, their data are included in the Weighted CA Average.

Devices that can be used to access the internet, talk with others, or see others

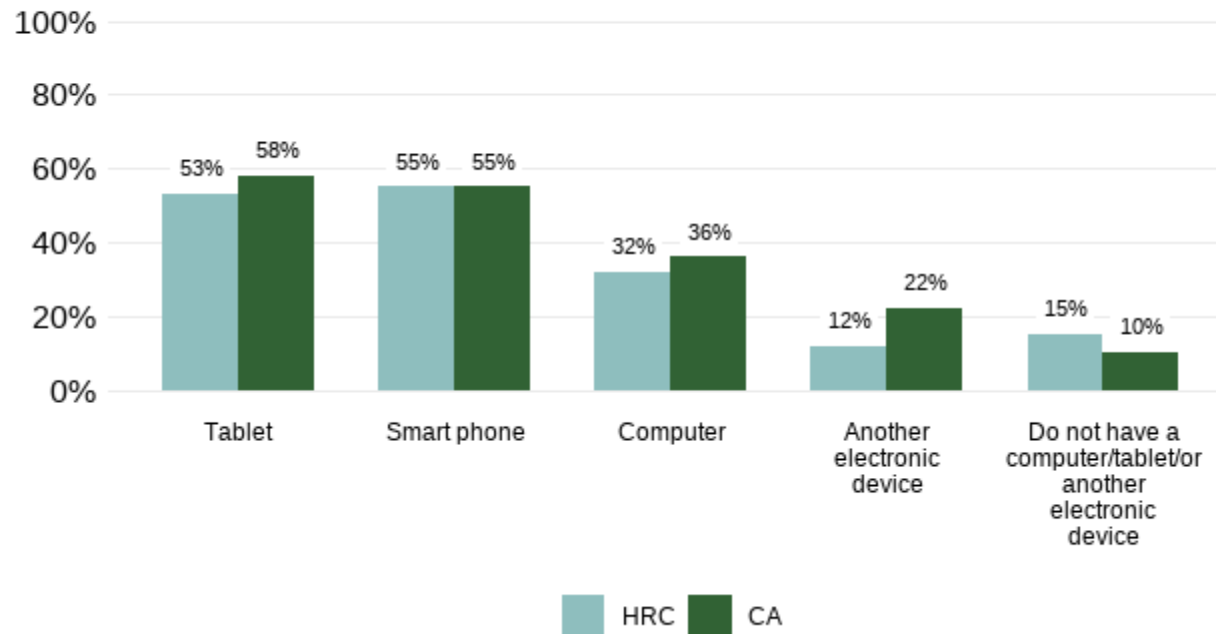


Table 165. Devices that can be used to access the internet, talk with others, or see others

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

| Regional Center | Tablet | Smart phone | Computer | Another electronic device | Do not have a computer/tablet/or another electronic device |
|-----------------|--------|-------------|----------|---------------------------|--|
| HRC | 53% | 55% | 32% | 12% | 15% |
| CA | 58% | 55% | 36% | 22% | 10% |

The NCI-IDD average is weighted. Regional Centers receive an 'n/a' designation within the table if 20 or fewer people responded to the survey item; however, their data are included in the Weighted CA Average.