

Adult Family Survey

2023-24 California Statewide Report

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August 2025

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 intellectual/developmental disabilities to exercise their right to make choices.

All Californians with an intellectual or developmental disability (IDD) as defined by California law have both a civil right and an individual entitlement to receive services from the California Department of Developmental Services. These statutory requirements make California's service system unique and could impact comparisons between its survey results and the results of other states.

The NCI Adult Family Survey 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 can be found at <https://www.dds.ca.gov/rc/nci/>.

This is the fifth administration of the Adult Family Survey, with data collected from December 2023 through June 2024. During that time, 14,131 mail-out surveys were completed by family members who live in the same residence with an adult 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.

Acknowledgements

This report would not be possible if not for the 14,131 families who agreed to offer their time and discuss their lives in order to assist in improving the services of all people with intellectual and developmental disabilities in California.

List of Abbreviations Used in This Report

AFS - Adult Family Survey

ARCA - Association of Regional Center Agencies

CAC - Consumer Advisory Committee

CA-ODESA - California Online Data Entry Survey Administration

CCF - Community Care Facility

CIP - Core Indicators Project

CFS - Child Family Survey

CMS - Centers for Medicare & Medicaid Services

DDS - Department of Developmental Services

FGS - Family/Guardian Survey

FHA - Family Home Agency

HCBS – Home and Community-Based Services

HSRI - Human Services Research Institute

ICF - Intermediate Care Facility

ILS/SLS - Independent Living Services/Supported Living Services

NASDDDS - National Association of State Directors of Developmental Disabilities Services

NCI - National Core Indicators

QAC - Quality Assessment Coordinator

RC - Regional Center

SCDD - State Council of Developmental Disabilities

List of Regional Center Abbreviations

ACRC- Alta California Regional Center
CVRC- Central Valley Regional Center
ELARC- Eastern Los Angeles Regional Center
FDLRC- Frank D. Lanterman Regional Center
FNRC- Far Northern Regional Center
GGRC- Golden Gate Regional Center
HRC- Harbor Regional Center
IRC- Inland Regional Center
KRC- Kern Regional Center
NBRC- North Bay Regional Center
NLACRC- North Los Angeles County Regional Center
RCEB- Regional Center of the East Bay
RCOC- Regional Center of Orange County
RCRC- Redwood Coast Regional Center
SARC- San Andreas Regional Center
SCLARC- South Central Los Angeles Regional Center
SDRC- San Diego Regional Center
SG/PRC- San Gabriel/Pomona Regional Center
TCRC- Tri-Counties Regional Center Regional Center
VMRC- Valley Mountain Regional Center
WRC- Westside Regional Center

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Executive Summary

National Core Indicators—Intellectual and Developmental Disabilities (NCI-IDD) are standard measures used across states to assess the outcomes of services provided to individuals with intellectual and developmental disabilities and their families. Indicators address key areas of concern such as employment, respect/rights, service planning, community inclusion, choice, and health and safety. The data that result from NCI-IDD surveys are often used to inform strategic planning, produce legislative reports, and prioritize quality improvement initiatives. Many states also share the data with stakeholder groups such as Quality Councils and use the stakeholder feedback to help set priorities and establish policy direction.

The National Core Indicators (NCI-IDD) Adult Family Survey is administered to families who have an adult family member (18 years or older) with an intellectual or developmental disability who lives in the family home and receives at least one service other than case management. Not all states that participate in NCI-IDD administer the Adult Family Survey on an annual basis. Of the 48 states, the District of Columbia and 22 sub-state entities that were members of NCI during the 2023-24 data collection cycle, 13 states¹ submitted a valid sample of Adult Family Survey data. **Please note: the NCI-IDD averages shown throughout this report are weighted².**

In California, the Adult Family Survey is administered once every two years and data are collected from all 21 regional centers. The California statewide average is comprised of this data. This report provides a summary of results based on data submitted by June 30, 2024.

Note:

All Californians with an intellectual or developmental disability as defined by California law have both a civil right and an individual entitlement to receive services from the California Department of Developmental Services. These statutory requirements make California's service system unique and could impact comparisons between its survey results and the results of other states.

¹ Arizona (AZ), California (CA), District of Columbia (DC), Georgia (GA), Indiana (IN), Maryland (MD), Missouri (MO), Montana (MT), New Jersey (NJ), New Hampshire (NH), Oklahoma (OK), Pennsylvania (PA), and Virginia (VA)

² For more information see "Weighting" in the Methodology section.

Respondents of this survey are families of adults who have IDD and who live at home and receive at least one service in addition to case management from the state DD service system. More NCI data findings are available at [National Core Indicators - CA](#)

[Department of Developmental Services](#)

Respondents....



14,131

Participated in the survey

NORTHERN CA

1,563

RCRC = 159
FNRC = 330
ACRC = 1,074

BAY AREA

2,672

NBRC = 508
SARC = 826
RCEB = 765
GGRC = 573

CENTRAL CA

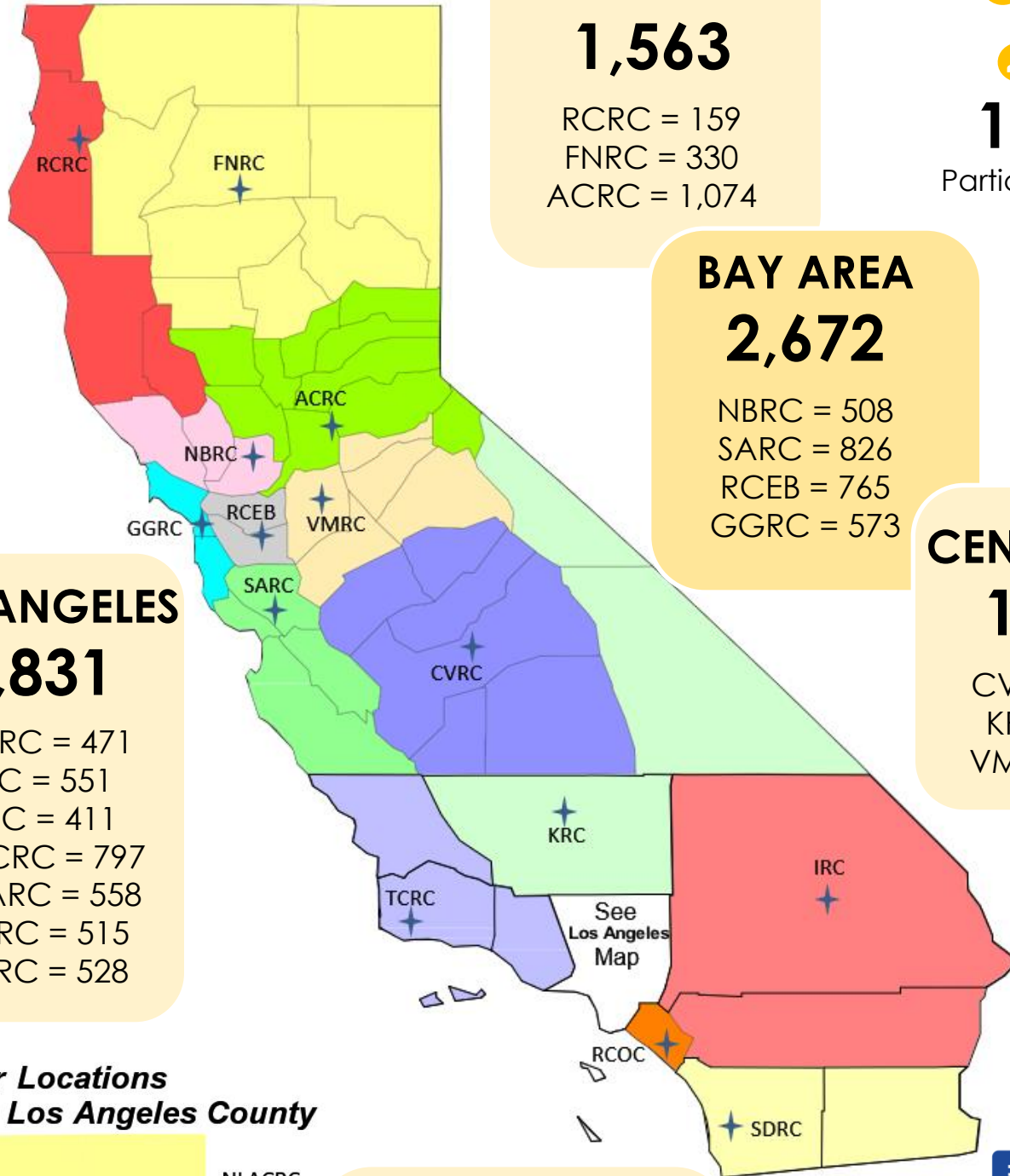
1,630

CVRC = 672
KRC = 399
VMRC = 559

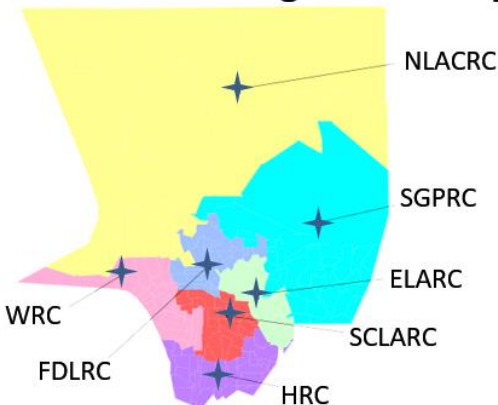
LOS ANGELES

3,831

SGPRC = 471
HRC = 551
WRC = 411
NLACRC = 797
SCLARC = 558
ELARC = 515
FDLRC = 528



Center Locations Within Los Angeles County



SOUTHERN CA

4,435

SDRC = 1,235
TCRC = 666
RCOC = 1,096
IRC = 1,438

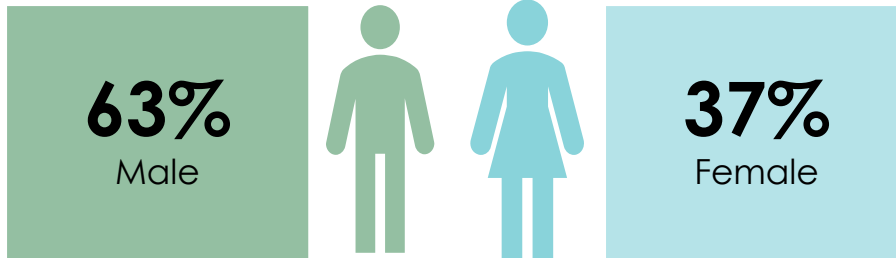


6% under the age of 35
21% ages of 35-54
61% ages of 55-74
11% 75 or older

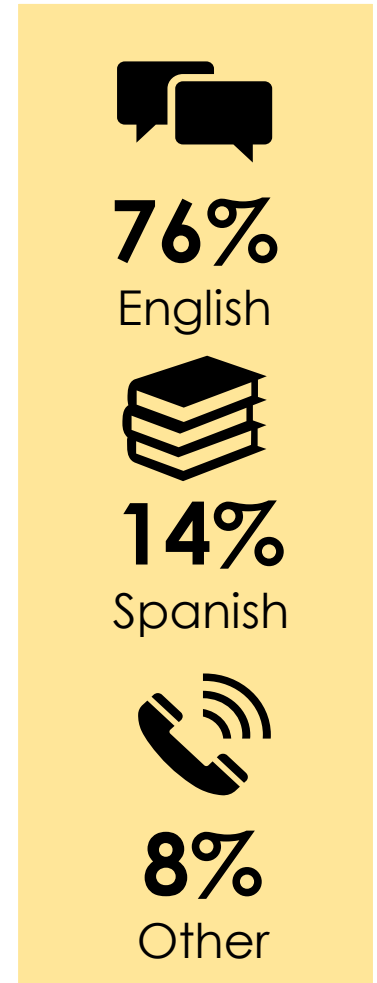
Respondents of this survey are families of adults who have IDD and who live at home and receive at least one service in addition to case management from the state DD service system. More NCI data findings are available at [National Core Indicators - CA Department of Developmental Services](#)

Individual with IDD....

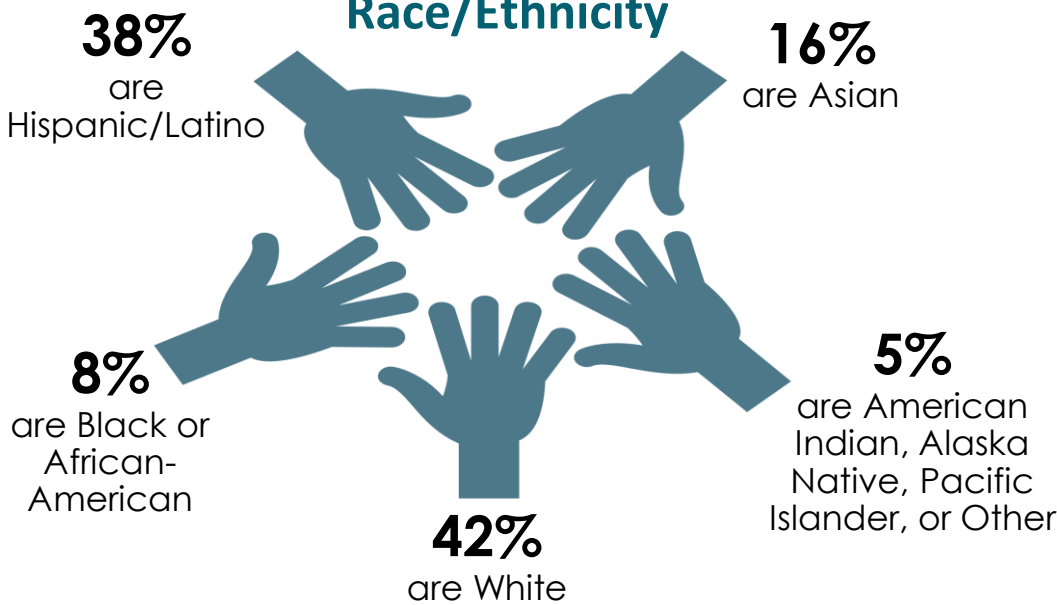
Gender



Preferred Language



Race/Ethnicity



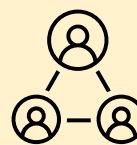
Consumer and Family Member Characteristics

Preferred Means of Communication



- 83% Spoken
- 10% Gestures or body language
- 2% Sign language or finger spelling
- 2% Communication aid or device
- 4% Other

Respondent's relationship to family member



- 88% Parent
- 6% Sibling
- 0% Spouse
- 2% Grandparent
- 4% Other

Results are reported by survey respondents. Some questions allow multiple responses, so data depicted may exceed or be under 100%.

Results

This section provides regional center, California, and NCI-IDD results for demographic and survey outcomes data.

Presentation of the Data

In addition to basic demographic questions and questions on services received, the survey contains six groupings of questions that probe specific areas of quality service provision: information and planning, access and delivery of services, choice and control, community connections, satisfaction, and outcomes.

Each question is constructed so the respondent selects from either four possible responses (“always,” “usually,” “sometimes,” “seldom/never”) or two responses (“yes” or “no”). Respondents also have the option to indicate that they don’t know the answer to a question or that the question is not applicable.

Demographic results are shown in table form with regional centers listed alphabetically. Outcomes are shown first with a chart depicting the CA Average. The charts are followed by accessible tables showing regional center outcomes listed alphabetically.

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 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.

Note on language used in this report: “You” and “Respondent” refers to the person (usually a parent or conservator) filling out the survey. “Family Member” refers to the person receiving services whom the respondent is answering questions about in this survey.

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

“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. For information on the total sample from each regional center see Figure 2.

Demographic

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

Family Member

This section provides demographic information about the family member receiving services.

Table 1. More Than One Person Living in the Home Has IDD

Please note: All data in this section are reported by the respondent based on their understanding of their family member's demographics, diagnoses and personal characteristics.

Regional Center	Yes	No	N
ACRC	15%	85%	1038
CVRC	18%	82%	643
ELARC	22%	78%	482
FDLRC	18%	82%	510
FNRC	14%	86%	317
GGRC	13%	87%	560
HRC	15%	85%	536
IRC	21%	79%	1378
KRC	17%	83%	380
NBRC	13%	87%	484
NLACRC	16%	84%	771
RCEB	16%	84%	736
RCOC	17%	83%	1052
RCRC	22%	78%	152
SARC	17%	83%	802
SCLARC	17%	83%	523
SDRC	16%	84%	1188
SGPRC	16%	84%	458
TCRC	15%	85%	647
VMRC	22%	78%	543
WRC	13%	87%	393
CA Average	17%	83%	13593
Weighted NCI-IDD Average	15%	85%	18027

Table 2. Family Member’s Residential Designation

Please note: All data in this section are reported by the respondent based on their understanding of their family member’s demographics, diagnoses and personal characteristics.

Regional Center	Urban or Suburban (In or Near a City or Large Town)	Rural (Outside of a City or Town)	N
ACRC	81%	19%	1028
CVRC	76%	24%	613
ELARC	99%	1%	452
FDLRC	99%	1%	475
FNRC	53%	47%	317
GGRC	96%	4%	542
HRC	98%	2%	517
IRC	89%	11%	1325
KRC	80%	20%	355
NBRC	87%	13%	482
NLACRC	94%	6%	753
RCEB	98%	2%	711
RCOC	98%	2%	1026
RCRC	34%	66%	152
SARC	91%	9%	787
SCLARC	99%	1%	472
SDRC	92%	8%	1167
SGPRC	98%	2%	442
TCRC	87%	13%	620
VMRC	82%	18%	509
WRC	99%	1%	370
CA Average	90%	10%	13115
Weighted NCI-IDD Average	79%	21%	17493

Table 3. Family Member's Age

Please note: All data in this section are reported by the respondent based on their understanding of their family member's demographics, diagnoses and personal characteristics.

Regional Center	Age	N
ACRC	33.5	1,074
CVRC	34.3	672
ELARC	33.9	514
FDLRC	32.2	528
FNRC	33.9	329
GGRC	35.5	571
HRC	32.5	551
IRC	33.6	1,438
KRC	32.8	399
NBRC	35.0	507
NLACRC	32.3	797
RCEB	34.0	765
RCOC	33.0	1,096
RCRC	33.9	159
SARC	32.6	826
SCLARC	32.5	558
SDRC	33.2	1,235
SGPRC	35.3	471
TCRC	33.1	666
VMRC	34.1	559
WRC	33.7	411
CA Average	33.5	14,126
Weighted NCI-IDD Average	34.1	18,654

Table 4. Family Member's Gender

Please note: All data in this section are reported by the respondent based on their understanding of their family member's demographics, diagnoses and personal characteristics.

Regional Center	Male	Female	Other	N
ACRC	65%	35%	0%	1036
CVRC	61%	39%	0%	640
ELARC	67%	33%	0%	488
FDLRC	64%	35%	0%	500
FNRC	61%	39%	0%	316
GGRC	62%	38%	0%	554
HRC	63%	37%	0%	531
IRC	61%	39%	0%	1369
KRC	61%	39%	0%	378
NBRC	64%	36%	0%	481
NLACRC	64%	36%	0%	763
RCEB	66%	34%	0%	733
RCOC	61%	39%	0%	1059
RCRC	65%	34%	1%	150
SARC	66%	34%	0%	788
SCLARC	62%	38%	0%	519
SDRC	65%	35%	0%	1167
SGPRC	62%	38%	0%	455
TCRC	58%	42%	0%	643
VMRC	64%	36%	0%	533
WRC	65%	35%	0%	382
CA Average	63%	37%	0%	13485
Weighted NCI-IDD Average	62%	38%	0%	17861

Table 5. Family Member's Race/Ethnicity

Please note: All data in this section are reported by the respondent based on their understanding of their family member's demographics, diagnoses and personal characteristics. Categories are not mutually exclusive; therefore N is not shown.

Regional Center	American Indian or Alaska Native	Asian	Black or African American	Pacific Islander	White	Hispanic or Latino	Other	Prefer Not to Say
ACRC	3%	13%	11%	2%	61%	18%	3%	4%
CVRC	3%	7%	6%	0%	37%	52%	4%	2%
ELARC	1%	21%	2%	0%	18%	65%	1%	2%
FDLRC	1%	20%	7%	0%	29%	46%	3%	3%
FNRC	7%	5%	3%	1%	81%	14%	1%	3%
GGRC	2%	43%	6%	1%	38%	19%	2%	1%
HRC	1%	24%	7%	1%	39%	37%	1%	3%
IRC	2%	8%	13%	1%	39%	45%	3%	3%
KRC	3%	5%	8%	0%	40%	50%	1%	2%
NBRC	3%	12%	9%	1%	55%	28%	2%	4%
NLACRC	2%	10%	8%	0%	42%	44%	2%	3%
RCEB	1%	25%	15%	1%	41%	22%	2%	3%
RCOC	2%	25%	2%	1%	46%	32%	2%	2%
RCRC	9%	8%	1%	3%	74%	11%	5%	5%
SARC	1%	31%	2%	1%	40%	32%	1%	3%
SCLARC	1%	1%	24%	0%	6%	69%	1%	2%
SDRC	2%	14%	6%	1%	47%	39%	2%	2%
SGPRC	2%	18%	7%	0%	27%	54%	1%	2%
TCRC	2%	8%	3%	1%	51%	43%	3%	3%
VMRC	3%	14%	10%	1%	47%	34%	3%	2%
WRC	1%	11%	26%	1%	34%	30%	1%	4%
CA Average	2%	16%	8%	1%	42%	38%	2%	3%
Weighted NCI-IDD Average	2%	10%	12%	1%	57%	22%	2%	3%

Table 6a. Family Member's Conditions

Please note: All data in this section are reported by the respondent based on their understanding of their family member's demographics, diagnoses and personal characteristics. Categories are not mutually exclusive; therefore N is not shown.

Regional Center	Intellectual Disability	Mood Illness/ Psychiatric Diagnosis	Autism Spectrum Disorder	Cerebral Palsy
ACRC	66%	23%	46%	15%
CVRC	63%	20%	33%	11%
ELARC	56%	21%	53%	11%
FDLRC	52%	24%	55%	12%
FNRC	61%	20%	46%	12%
GGRC	57%	16%	45%	12%
HRC	58%	19%	52%	13%
IRC	63%	23%	44%	18%
KRC	56%	22%	44%	13%
NBRC	61%	20%	44%	13%
NLACRC	55%	21%	51%	14%
RCEB	60%	20%	49%	17%
RCOC	62%	19%	48%	15%
RCRC	64%	27%	42%	17%
SARC	59%	19%	48%	15%
SCLARC	53%	22%	48%	12%
SDRC	61%	24%	47%	17%
SGPRC	59%	20%	40%	14%
TCRC	61%	21%	42%	15%
VMRC	61%	20%	41%	16%
WRC	58%	17%	52%	15%
CA Average	60%	21%	46%	15%
Weighted NCI-IDD Average	65%	22%	44%	16%

Table 6b. Family Member's Conditions (continued)

Please note: All data in this section are reported by the respondent based on their understanding of their family member's demographics, diagnoses and personal characteristics. Categories are not mutually exclusive; therefore N is not shown.

Regional Center	Limited or No Vision – Legally Blind	Hearing Loss – Severe or Profound	Brain Injury	Seizure or Neurological Disorder
ACRC	7%	6%	7%	22%
CVRC	8%	6%	7%	22%
ELARC	7%	5%	5%	20%
FDLRC	7%	5%	6%	19%
FNRC	6%	5%	8%	21%
GGRC	6%	5%	6%	22%
HRC	5%	4%	5%	19%
IRC	9%	6%	8%	23%
KRC	8%	4%	7%	19%
NBRC	7%	5%	7%	23%
NLACRC	8%	4%	7%	20%
RCEB	7%	5%	8%	21%
RCOC	6%	5%	7%	24%
RCRC	8%	7%	8%	21%
SARC	8%	5%	7%	23%
SCLARC	12%	4%	8%	19%
SDRC	8%	6%	8%	24%
SGPRC	11%	4%	7%	19%
TCRC	8%	4%	8%	21%
VMRC	9%	5%	10%	21%
WRC	6%	4%	7%	18%
CA Average	8%	5%	7%	21%
Weighted NCI-IDD Average	7%	5%	7%	24%

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

Please note: All data in this section are reported by the respondent based on their understanding of their family member's demographics, diagnoses and personal characteristics. Categories are not mutually exclusive; therefore N is not shown.

Regional Center	Chemical Dependency	Down Syndrome	Prader-Willi Syndrome	Fetal Alcohol Spectrum Disorder (FASD)	Other
ACRC	0%	11%	0%	1%	16%
CVRC	1%	17%	1%	1%	16%
ELARC	1%	11%	0%	1%	12%
FDLRC	1%	8%	1%	1%	9%
FNRC	0%	14%	1%	1%	18%
GGRC	0%	11%	0%	0%	12%
HRC	1%	13%	1%	1%	11%
IRC	1%	15%	0%	1%	15%
KRC	0%	13%	0%	1%	13%
NBRC	1%	13%	1%	0%	19%
NLACRC	0%	12%	0%	1%	11%
RCEB	0%	12%	0%	1%	10%
RCOC	1%	14%	0%	0%	15%
RCRC	1%	18%	0%	1%	21%
SARC	1%	13%	0%	1%	11%
SCLARC	1%	12%	0%	1%	9%
SDRC	1%	12%	1%	1%	16%
SGPRC	1%	15%	1%	0%	16%
TCRC	1%	17%	1%	1%	10%
VMRC	1%	12%	1%	1%	18%
WRC	1%	8%	0%	0%	13%
CA Average	1%	13%	0%	1%	14%
Weighted NCI-IDD Average	0%	14%	0%	1%	16%

Table 7a. Family Member's Health Conditions

Please note: All data in this section are reported by the respondent based on their understanding of their family member's demographics, diagnoses and personal characteristics. Categories are not mutually exclusive; therefore N is not shown.

Regional Center	Cardiovascular Disease	Diabetes	Cancer	High Blood Pressure	High Cholesterol
ACRC	8%	16%	5%	27%	22%
CVRC	7%	18%	3%	27%	33%
ELARC	10%	20%	5%	26%	34%
FDLRC	5%	15%	4%	27%	30%
FNRC	10%	16%	4%	15%	30%
GGRC	7%	17%	5%	27%	24%
HRC	7%	18%	4%	27%	36%
IRC	8%	16%	4%	25%	33%
KRC	8%	15%	3%	29%	27%
NBRC	7%	16%	6%	21%	24%
NLACRC	8%	19%	2%	23%	33%
RCEB	7%	20%	6%	25%	27%
RCOC	9%	15%	4%	26%	32%
RCRC	10%	17%	3%	29%	25%
SARC	9%	13%	4%	20%	27%
SCLARC	8%	16%	3%	25%	34%
SDRC	9%	16%	4%	22%	30%
SGPRC	7%	20%	2%	28%	37%
TCRC	12%	14%	6%	21%	22%
VMRC	5%	18%	5%	28%	31%
WRC	8%	15%	3%	20%	27%
CA Average	8%	17%	4%	25%	30%
Weighted NCI-IDD Average	9%	16%	4%	25%	29%

Table 7b. Family Member's Health Conditions (continued)

Please note: All data in this section are reported by the respondent based on their understanding of their family member's demographics, diagnoses and personal characteristics. Categories are not mutually exclusive; therefore N is not shown.

Regional Center	Dysphagia	Pressure Ulcers	Alzheimer's Disease or Dementia	Oral Health Problems	Sleep Apnea
ACRC	7%	1%	2%	12%	19%
CVRC	6%	2%	4%	15%	21%
ELARC	6%	1%	3%	12%	14%
FDLRC	8%	1%	3%	10%	10%
FNRC	6%	1%	3%	15%	22%
GGRC	8%	1%	2%	11%	15%
HRC	8%	1%	2%	10%	20%
IRC	6%	1%	2%	11%	19%
KRC	4%	3%	0%	7%	17%
NBRC	5%	2%	2%	13%	21%
NLACRC	6%	1%	1%	12%	14%
RCEB	7%	2%	2%	11%	18%
RCOC	9%	2%	2%	11%	18%
RCRC	11%	3%	2%	20%	28%
SARC	10%	1%	3%	10%	26%
SCLARC	5%	1%	1%	13%	15%
SDRC	8%	2%	1%	11%	18%
SGPRC	7%	2%	1%	12%	14%
TCRC	5%	2%	1%	12%	17%
VMRC	7%	2%	2%	12%	21%
WRC	9%	2%	1%	12%	17%
CA Average	7%	1%	2%	12%	18%
Weighted NCI-IDD Average	9%	2%	2%	11%	19%

Table 7c. Family Member's Health Conditions (continued)

Please note: All data in this section are reported by the respondent based on their understanding of their family member's demographics, diagnoses and personal characteristics. Categories are not mutually exclusive; therefore N is not shown.

Regional Center	Asthma	Other Pulmonary Diagnosis (e.g., COPD, Bronchitis, Emphysema)	Chronic Kidney Disease	Long-Term Health Problems Associated With COVID-19 (Also Known as Long COVID)	Other
ACRC	22%	4%	3%	0%	26%
CVRC	23%	5%	3%	2%	20%
ELARC	21%	7%	4%	1%	17%
FDLRC	19%	4%	2%	1%	22%
FNRC	17%	6%	5%	1%	28%
GGRC	17%	3%	3%	1%	29%
HRC	19%	7%	2%	0%	23%
IRC	19%	5%	4%	2%	24%
KRC	26%	3%	2%	1%	24%
NBRC	19%	3%	3%	1%	26%
NLACRC	21%	3%	4%	1%	19%
RCEB	23%	4%	3%	1%	21%
RCOC	14%	6%	4%	1%	20%
RCRC	16%	3%	6%	0%	29%
SARC	14%	5%	2%	1%	22%
SCLARC	19%	4%	1%	2%	17%
SDRC	19%	6%	4%	1%	28%
SGPRC	18%	4%	3%	1%	25%
TCRC	17%	5%	3%	1%	25%
VMRC	22%	6%	2%	1%	22%
WRC	21%	4%	1%	2%	18%
CA Average	19%	5%	3%	1%	23%
Weighted NCI-IDD Average	19%	5%	3%	1%	26%

Table 8. Family Member's Preferred Means of Communication

Please note: All data in this section are reported by the respondent based on their understanding of their family member's demographics, diagnoses and personal characteristics.

Regional Center	Spoken	Gestures or Body Language	Sign Language or Finger Spelling	Communication Aid or Device	Other	N
ACRC	84%	9%	1%	2%	4%	1049
CVRC	80%	11%	2%	1%	5%	646
ELARC	83%	8%	1%	2%	5%	498
FDLRC	83%	7%	2%	2%	6%	515
FNRC	81%	13%	2%	1%	4%	319
GGRC	80%	13%	1%	1%	5%	555
HRC	83%	8%	1%	2%	6%	540
IRC	84%	11%	1%	2%	2%	1339
KRC	86%	10%	1%	1%	3%	386
NBRC	84%	8%	3%	1%	4%	476
NLACRC	84%	9%	2%	2%	3%	772
RCEB	85%	8%	3%	2%	2%	751
RCOC	81%	12%	3%	2%	3%	1052
RCRC	79%	8%	3%	3%	6%	153
SARC	82%	11%	2%	3%	2%	809
SCLARC	83%	11%	1%	1%	5%	531
SDRC	82%	10%	2%	2%	4%	1176
SGPRC	86%	8%	1%	2%	3%	461
TCRC	85%	10%	1%	2%	2%	614
VMRC	80%	9%	2%	1%	8%	551
WRC	82%	9%	1%	2%	5%	399
CA Average	83%	10%	2%	2%	4%	13592
Weighted NCI-IDD Average	81%	11%	2%	2%	4%	18082

Table 9a. Family Member’s Preferred Language

Please note: The standard NCI-IDD Survey tool includes: English, Spanish, Chinese (including Mandarin, Cantonese, and Hokkien) Tagalog (including Filipino), Vietnamese, American Sign Language (ASL), and Other. California adds additional language categories to their survey tool. In the standard NCI-IDD report, the CA data under “Other” capture the data on the additional CA language categories. Therefore, the data for CA and the Weighted NCI-IDD Average for the “Other” category in this report will not match the standard NCI-IDD report. All data in this section are reported by the respondent based on their understanding of their family member’s demographics, diagnoses and personal characteristics.

Regional Center	English	Spanish	Chinese	Tagalog	Vietnamese	N
ACRC	87%	5%	1%	1%	1%	1059
CVRC	72%	23%	0%	0%	0%	661
ELARC	62%	15%	5%	0%	0%	510
FDLRC	59%	19%	1%	1%	0%	524
FNRC	93%	5%	0%	0%	0%	327
GGRC	75%	8%	7%	1%	1%	558
HRC	76%	9%	1%	1%	0%	545
IRC	84%	13%	0%	0%	0%	1359
KRC	80%	17%	0%	1%	0%	388
NBRC	83%	14%	0%	1%	0%	493
NLACRC	76%	13%	0%	1%	0%	785
RCEB	77%	11%	4%	1%	1%	754
RCOC	72%	15%	0%	0%	5%	1073
RCRC	93%	4%	0%	0%	0%	157
SARC	71%	16%	1%	1%	5%	813
SCLARC	55%	30%	0%	0%	0%	553
SDRC	72%	21%	0%	1%	0%	1189
SGPRC	76%	17%	3%	0%	0%	468
TCRC	86%	13%	0%	0%	0%	594
VMRC	81%	11%	0%	1%	1%	553
WRC	81%	7%	0%	0%	1%	404
CA Average	76%	14%	1%	1%	1%	13767
Weighted NCI-IDD Average	86%	8%	1%	0%	1%	18273

Table 9b. Family Member’s Preferred Language (continued)

Please note: The standard NCI-IDD Survey tool includes: English, Spanish, Chinese (including Mandarin, Cantonese, and Hokkien) Tagalog (including Filipino), Vietnamese, American Sign Language (ASL), and Other. California adds additional language categories to their survey tool. In the standard NCI-IDD report, the CA data under “Other” capture the data on the additional CA language categories. Therefore, the data for CA and the Weighted NCI-IDD Average for the “Other” category in this report will not match the standard NCI-IDD report. All data in this section are reported by the respondent based on their understanding of their family member’s demographics, diagnoses and personal characteristics.

Regional Center	American Sign Language	Arabic	Armenian	Farsi	Hindi	Hmong	N
ACRC	1%	0%	0%	0%	0%	0%	1059
CVRC	0%	0%	0%	0%	0%	1%	661
ELARC	0%	0%	0%	0%	0%	0%	510
FDLRC	0%	0%	3%	0%	0%	0%	524
FNRC	1%	0%	0%	0%	0%	0%	327
GGRC	0%	1%	0%	0%	0%	0%	558
HRC	1%	0%	0%	0%	0%	0%	545
IRC	0%	0%	0%	0%	0%	0%	1359
KRC	1%	0%	0%	0%	0%	0%	388
NBRC	1%	0%	0%	0%	0%	0%	493
NLACRC	0%	0%	0%	1%	0%	0%	785
RCEB	1%	0%	0%	0%	0%	0%	754
RCOC	0%	0%	0%	0%	0%	0%	1073
RCRC	1%	0%	0%	0%	0%	0%	157
SARC	0%	0%	0%	0%	0%	0%	813
SCLARC	0%	0%	0%	0%	0%	0%	553
SDRC	0%	1%	0%	0%	0%	0%	1189
SGPRC	0%	0%	0%	0%	0%	0%	468
TCRC	0%	0%	0%	0%	0%	0%	594
VMRC	1%	0%	0%	0%	0%	0%	553
WRC	0%	0%	0%	0%	0%	0%	404
CA Average	0%	0%	0%	0%	0%	0%	13767
Weighted NCI-IDD Average	1%	n/a	n/a	n/a	n/a	n/a	18273

Table 9c. Family Member's Preferred Language (continued)

Please note: The standard NCI-IDD Survey tool includes: English, Spanish, Chinese (including Mandarin, Cantonese, and Hokkien) Tagalog (including Filipino), Vietnamese, American Sign Language (ASL), and Other. California adds additional language categories to their survey tool. In the standard NCI-IDD report, the CA data under "Other" capture the data on the additional CA language categories. Therefore, the data for CA and the Weighted NCI-IDD Average for the "Other" category in this report will not match the standard NCI-IDD report. All data in this section are reported by the respondent based on their understanding of their family member's demographics, diagnoses and personal characteristics.

Regional Center	Japanese	Khmer	Korean	Laotian	Russian	Other	N
ACRC	0%	0%	0%	0%	1%	3%	1059
CVRC	0%	0%	0%	0%	0%	3%	661
ELARC	0%	0%	1%	0%	0%	16%	510
FDLRC	0%	0%	2%	0%	1%	15%	524
FNRC	0%	0%	0%	0%	0%	2%	327
GGRC	1%	0%	0%	0%	0%	6%	558
HRC	1%	0%	2%	0%	0%	10%	545
IRC	0%	0%	0%	0%	0%	1%	1359
KRC	0%	0%	0%	0%	0%	1%	388
NBRC	0%	0%	0%	0%	0%	1%	493
NLACRC	0%	0%	0%	0%	0%	9%	785
RCEB	0%	0%	0%	0%	0%	3%	754
RCOC	0%	0%	1%	0%	0%	4%	1073
RCRC	0%	0%	0%	0%	0%	1%	157
SARC	1%	0%	1%	0%	0%	4%	813
SCLARC	0%	0%	1%	0%	0%	14%	553
SDRC	0%	0%	0%	0%	0%	4%	1189
SGPRC	0%	0%	1%	0%	0%	2%	468
TCRC	0%	0%	0%	0%	0%	1%	594
VMRC	0%	1%	0%	0%	0%	3%	553
WRC	0%	0%	0%	0%	0%	10%	404
CA Average	0%	0%	0%	0%	0%	5%	13767
Weighted NCI-IDD Average	n/a	n/a	n/a	n/a	n/a	3%	18273

Table 10. Family Member Has Legal Court Appointed Guardian or Conservator

Please note: All data in this section are reported by the respondent based on their understanding of their family member's demographics, diagnoses and personal characteristics.

Regional Center	No Guardianship or Conservatorship	Limited Guardianship or Conservatorship	Full Guardianship or Conservatorship	Has Guardianship or Conservatorship but Level Is Unknown	N
ACRC	44%	24%	28%	4%	1000
CVRC	48%	17%	30%	5%	589
ELARC	36%	32%	25%	6%	475
FDLRC	37%	30%	27%	6%	494
FNRC	49%	26%	22%	3%	305
GGRC	43%	28%	21%	7%	534
HRC	42%	27%	27%	4%	519
IRC	44%	29%	23%	5%	1296
KRC	49%	22%	24%	5%	357
NBRC	48%	28%	20%	4%	469
NLACRC	42%	25%	29%	4%	740
RCEB	46%	25%	25%	4%	707
RCOC	33%	39%	22%	6%	1030
RCRC	62%	13%	22%	3%	141
SARC	31%	40%	23%	6%	767
SCLARC	35%	32%	27%	5%	510
SDRC	35%	35%	25%	5%	1151
SGPRC	35%	28%	32%	5%	439
TCRC	46%	24%	27%	2%	601
VMRC	47%	28%	20%	6%	507
WRC	39%	28%	29%	5%	375
CA Average	41%	29%	25%	5%	13006
Weighted NCI-IDD Average	35%	19%	42%	4%	17332

Table 11. Guardian or Conservator Relationship to Family Member

Please note: All data in this section are reported by the respondent based on their understanding of their family member's demographics, diagnoses and personal characteristics.

Regional Center	Family	Friend	Regional Center Employee or Guardianship or Conservatorship Agency	Other	N
ACRC	96%	1%	0%	3%	497
CVRC	97%	0%	1%	1%	267
ELARC	97%	1%	0%	1%	282
FDLRC	97%	1%	0%	2%	288
FNRC	93%	2%	1%	3%	143
GGRC	97%	1%	1%	1%	269
HRC	99%	1%	0%	0%	279
IRC	95%	1%	1%	3%	648
KRC	93%	1%	1%	5%	149
NBRC	95%	0%	0%	4%	213
NLACRC	99%	0%	0%	1%	394
RCEB	99%	0%	0%	0%	359
RCOC	97%	1%	0%	2%	633
RCRC	85%	2%	2%	11%	46
SARC	98%	1%	0%	1%	505
SCLARC	97%	1%	0%	2%	311
SDRC	97%	0%	0%	2%	697
SGPRC	97%	1%	0%	2%	258
TCRC	97%	0%	0%	3%	297
VMRC	95%	2%	0%	3%	230
WRC	99%	0%	0%	1%	207
CA Average	97%	1%	0%	2%	6972
Weighted NCI-IDD Average	96%	1%	0%	3%	9876

Table 12a. Family Member’s Highest Level of Education

Please note: All data in this section are reported by the respondent based on their understanding of their family member’s demographics, diagnoses and personal characteristics.

Regional Center	Did Not Complete High School, Not Currently in School	Currently Enrolled in High School	High School Certificate (NOT a High School Diploma or GED)	N
ACRC	15%	3%	37%	1017
CVRC	17%	1%	38%	609
ELARC	15%	2%	31%	479
FDLRC	18%	3%	28%	485
FNRC	13%	1%	36%	309
GGRC	22%	2%	33%	530
HRC	11%	2%	39%	510
IRC	15%	2%	42%	1323
KRC	14%	3%	35%	359
NBRC	16%	2%	40%	465
NLACRC	13%	4%	36%	752
RCEB	16%	2%	35%	720
RCOC	17%	2%	41%	1010
RCRC	11%	3%	39%	147
SARC	23%	2%	40%	762
SCLARC	16%	4%	31%	509
SDRC	16%	3%	40%	1153
SGPRC	16%	1%	35%	436
TCRC	15%	2%	39%	609
VMRC	16%	2%	38%	519
WRC	15%	3%	34%	392
CA Average	16%	2%	37%	13095
Weighted NCI-IDD Average	14%	2%	37%	17525

Table 12b. Family Member's Highest Level of Education (continued)

Please note: All data in this section are reported by the respondent based on their understanding of their family member's demographics, diagnoses and personal characteristics.

Regional Center	High School Diploma/GED	Vocational School or Certificate Program	Some College	College Degree or Higher	N
ACRC	24%	4%	9%	7%	1017
CVRC	24%	8%	8%	3%	609
ELARC	28%	5%	11%	8%	479
FDLRC	26%	5%	11%	8%	485
FNRC	28%	2%	11%	8%	309
GGRC	19%	6%	9%	8%	530
HRC	21%	6%	10%	10%	510
IRC	27%	4%	6%	4%	1323
KRC	33%	2%	8%	6%	359
NBRC	25%	2%	11%	5%	465
NLACRC	24%	6%	10%	8%	752
RCEB	24%	5%	10%	9%	720
RCOC	21%	5%	7%	6%	1010
RCRC	31%	1%	8%	7%	147
SARC	18%	3%	7%	7%	762
SCLARC	35%	5%	8%	2%	509
SDRC	21%	3%	10%	8%	1153
SGPRC	26%	5%	10%	7%	436
TCRC	25%	4%	10%	5%	609
VMRC	27%	3%	9%	5%	519
WRC	23%	6%	12%	7%	392
CA Average	24%	4%	9%	7%	13095
Weighted NCI-IDD Average	31%	4%	7%	6%	17525

Table 13. Family Member’s Support Needs for Self-Injurious, Disruptive, and/or Destructive Behaviors

Please note: All data in this section are reported by the respondent based on their understanding of their family member’s demographics, diagnoses and personal characteristics.

Regional Center	No Support Needed; No Issues with Managing Behavior	Some Support Needed; Requires Only Occasional Assistance or Monitoring	Extensive Support Needed; Frequent or Severe Enough to Require Regular Assistance	N
ACRC	49%	32%	19%	1028
CVRC	48%	31%	22%	622
ELARC	45%	32%	23%	479
FDLRC	38%	34%	27%	493
FNRC	51%	31%	18%	312
GGRC	52%	28%	20%	540
HRC	48%	30%	22%	525
IRC	45%	31%	24%	1356
KRC	53%	26%	21%	375
NBRC	51%	30%	19%	474
NLACRC	45%	32%	23%	747
RCEB	51%	30%	19%	728
RCOC	44%	29%	27%	1039
RCRC	49%	33%	18%	153
SARC	45%	31%	24%	773
SCLARC	41%	33%	26%	519
SDRC	48%	29%	23%	1168
SGPRC	46%	33%	20%	451
TCRC	48%	29%	23%	622
VMRC	53%	33%	14%	536
WRC	45%	32%	23%	384
CA Average	47%	31%	22%	13324
Weighted NCI-IDD Average	51%	30%	18%	17749

Table 14. Family Member’s Level of Help Needed with Personal Care Activities (for example, bathing, dressing, eating)

Please note: All data in this section are reported by the respondent based on their understanding of their family member’s demographics, diagnoses and personal characteristics.

Regional Center	No Support Needed; No Issues with Personal Care Activities	Some Support Needed; Requires Only Occasional Assistance or Monitoring	Extensive Support Needed; Frequent or Severe Enough to Require Regular Assistance	N
ACRC	28%	36%	36%	1051
CVRC	23%	39%	38%	640
ELARC	29%	37%	34%	495
FDLRC	27%	35%	37%	510
FNRC	25%	40%	35%	321
GGRC	26%	38%	36%	557
HRC	30%	35%	35%	526
IRC	23%	36%	41%	1395
KRC	31%	38%	31%	384
NBRC	30%	39%	31%	495
NLACRC	27%	37%	36%	769
RCEB	32%	35%	33%	746
RCOC	24%	35%	41%	1070
RCRC	25%	43%	32%	158
SARC	20%	39%	40%	804
SCLARC	24%	36%	40%	538
SDRC	29%	32%	39%	1200
SGPRC	26%	34%	40%	461
TCRC	28%	35%	37%	641
VMRC	29%	38%	33%	546
WRC	29%	39%	32%	397
CA Average	27%	36%	37%	13704
Weighted NCI-IDD Average	25%	38%	37%	18212

Table 15. Family Member’s Need for Help with Other Daily Activities (for example, scheduling, managing money, or shopping)

Please note: All data in this section are reported by the respondent based on their understanding of their family member’s demographics, diagnoses and personal characteristics.

Regional Center	No Support Needed; No Issues with Other Daily Activities	Some Support Needed; Requires Only Occasional Assistance or Monitoring	Extensive Support Needed; Frequent or Severe Enough to Require Regular Assistance	N
ACRC	6%	24%	71%	1046
CVRC	5%	27%	68%	649
ELARC	5%	32%	63%	498
FDLRC	7%	26%	67%	510
FNRC	8%	25%	67%	326
GGRC	7%	27%	66%	560
HRC	8%	28%	64%	532
IRC	6%	20%	73%	1398
KRC	9%	33%	58%	386
NBRC	7%	29%	64%	494
NLACRC	7%	27%	67%	782
RCEB	6%	28%	67%	744
RCOC	5%	23%	71%	1073
RCRC	6%	27%	67%	157
SARC	4%	23%	73%	808
SCLARC	7%	27%	66%	544
SDRC	7%	26%	67%	1197
SGPRC	7%	24%	69%	461
TCRC	6%	25%	68%	647
VMRC	8%	26%	67%	544
WRC	8%	26%	66%	400
CA Average	6%	26%	68%	13756
Weighted NCI-IDD Average	5%	22%	73%	18248

Respondents

This section provides information about the survey respondent.

Table 16a. Language Usually Spoken at Home

Please note: The standard NCI-IDD Survey tool includes: English, Spanish, Chinese (including Mandarin, Cantonese, and Hokkien) Tagalog (including Filipino), Vietnamese, American Sign Language (ASL), and Other. California adds additional language categories to their survey tool. In the standard NCI-IDD report, the CA data under "Other" capture the data on the additional CA language categories. Therefore, the data for CA and the Weighted NCI-IDD Average for the "Other" category in this report will not match the standard NCI-IDD report.

Regional Center	English	Spanish	Chinese	Tagalog	Vietnamese	N
ACRC	85%	6%	1%	1%	1%	1056
CVRC	68%	27%	0%	0%	0%	656
ELARC	53%	28%	8%	0%	0%	504
FDLRC	45%	31%	1%	2%	0%	515
FNRC	93%	6%	0%	0%	0%	318
GGRC	69%	10%	10%	2%	1%	557
HRC	69%	18%	1%	1%	0%	540
IRC	75%	22%	1%	1%	0%	1366
KRC	70%	27%	0%	2%	0%	389
NBRC	80%	17%	0%	2%	0%	497
NLACRC	66%	25%	0%	1%	0%	789
RCEB	73%	13%	5%	3%	1%	755
RCOC	64%	21%	1%	1%	6%	1066
RCRC	94%	5%	0%	0%	0%	158
SARC	61%	19%	5%	2%	7%	819
SCLARC	39%	53%	0%	0%	0%	552
SDRC	67%	25%	0%	1%	1%	1196
SGPRC	61%	28%	5%	1%	1%	465
TCRC	76%	21%	0%	1%	0%	613
VMRC	78%	14%	1%	2%	1%	555
WRC	73%	17%	0%	0%	1%	405
CA Average	69%	21%	2%	1%	1%	13771
Weighted NCI-IDD Average	83%	11%	1%	1%	1%	18260

Table 16b. Language Usually Spoken at Home (continued)

Please note: The standard NCI-IDD Survey tool includes: English, Spanish, Chinese (including Mandarin, Cantonese, and Hokkien) Tagalog (including Filipino), Vietnamese, American Sign Language (ASL), and Other. California adds additional language categories to their survey tool. In the standard NCI-IDD report, the CA data under "Other" capture the data on the additional CA language categories. Therefore, the data for CA and the Weighted NCI-IDD Average for the "Other" category in this report will not match the standard NCI-IDD report.

Regional Center	American Sign Language	Arabic	Armenian	Farsi	Hindi	Hmong	N
ACRC	0%	0%	0%	0%	1%	0%	1056
CVRC	0%	0%	0%	0%	0%	1%	656
ELARC	0%	0%	0%	0%	0%	0%	504
FDLRC	0%	0%	4%	0%	0%	0%	515
FNRC	0%	0%	0%	0%	0%	0%	318
GGRC	0%	0%	0%	0%	0%	0%	557
HRC	0%	0%	0%	0%	0%	0%	540
IRC	0%	0%	0%	0%	0%	0%	1366
KRC	0%	0%	0%	0%	0%	0%	389
NBRC	0%	0%	0%	0%	0%	0%	497
NLACRC	0%	0%	1%	1%	0%	0%	789
RCEB	1%	0%	0%	1%	0%	0%	755
RCOC	0%	0%	0%	1%	0%	0%	1066
RCRC	0%	0%	0%	0%	0%	0%	158
SARC	0%	0%	0%	0%	0%	0%	819
SCLARC	0%	0%	0%	0%	0%	0%	552
SDRC	0%	1%	0%	0%	0%	0%	1196
SGPRC	0%	0%	0%	0%	0%	0%	465
TCRC	0%	0%	0%	0%	0%	0%	613
VMRC	0%	0%	0%	0%	0%	0%	555
WRC	0%	0%	0%	0%	0%	0%	405
CA Average	0%	0%	0%	0%	0%	0%	13771
Weighted NCI-IDD Average	0%	n/a	n/a	n/a	n/a	n/a	18260

Table 16c. Language Usually Spoken at Home (continued)

Please note: The standard NCI-IDD Survey tool includes: English, Spanish, Chinese (including Mandarin, Cantonese, and Hokkien) Tagalog (including Filipino), Vietnamese, American Sign Language (ASL), and Other. California adds additional language categories to their survey tool. In the standard NCI-IDD report, the CA data under "Other" capture the data on the additional CA language categories. Therefore, the data for CA and the Weighted NCI-IDD Average for the "Other" category in this report will not match the standard NCI-IDD report.

Regional Center	Japanese	Khmer	Korean	Laotian	Russian	Other	N
ACRC	0%	0%	0%	0%	1%	3%	1056
CVRC	0%	0%	0%	0%	0%	3%	656
ELARC	0%	0%	1%	0%	0%	10%	504
FDLRC	1%	0%	5%	0%	1%	10%	515
FNRC	0%	0%	0%	0%	0%	0%	318
GGRC	1%	0%	0%	0%	1%	6%	557
HRC	1%	0%	2%	0%	0%	7%	540
IRC	0%	0%	0%	0%	0%	1%	1366
KRC	0%	0%	1%	0%	0%	0%	389
NBRC	0%	0%	0%	0%	0%	1%	497
NLACRC	0%	0%	0%	0%	0%	6%	789
RCEB	0%	0%	0%	0%	0%	3%	755
RCOC	0%	0%	2%	0%	0%	3%	1066
RCRC	0%	0%	0%	1%	0%	1%	158
SARC	1%	0%	1%	0%	0%	3%	819
SCLARC	0%	0%	1%	0%	0%	7%	552
SDRC	0%	0%	1%	0%	0%	3%	1196
SGPRC	0%	0%	1%	0%	0%	2%	465
TCRC	0%	0%	0%	0%	0%	0%	613
VMRC	0%	1%	0%	0%	0%	3%	555
WRC	0%	0%	1%	0%	0%	7%	405
CA Average	0%	0%	1%	0%	0%	4%	13771
Weighted NCI-IDD Average	n/a	n/a	n/a	n/a	n/a	3%	18260

Table 17. Respondent's Age

Regional Center	18 - 34	35 – 54	55 – 74	75 or Older	N
ACRC	5%	22%	62%	11%	1058
CVRC	7%	25%	58%	10%	657
ELARC	8%	23%	58%	10%	505
FDLRC	9%	23%	58%	10%	515
FNRC	3%	21%	60%	16%	326
GGRC	7%	17%	62%	15%	565
HRC	8%	23%	60%	10%	536
IRC	6%	23%	61%	10%	1410
KRC	6%	28%	55%	11%	388
NBRC	3%	21%	64%	12%	500
NLACRC	8%	22%	61%	9%	786
RCEB	4%	19%	63%	13%	750
RCOC	7%	19%	61%	13%	1075
RCRC	1%	24%	63%	12%	154
SARC	5%	16%	68%	11%	811
SCLARC	13%	28%	52%	8%	546
SDRC	5%	20%	64%	10%	1215
SGPRC	7%	19%	59%	15%	460
TCRC	5%	18%	62%	15%	650
VMRC	7%	25%	58%	10%	551
WRC	8%	21%	56%	15%	402
CA Average	6%	21%	61%	11%	13860
Weighted NCI-IDD Average	5%	19%	64%	12%	18384

Table 18. Respondent's Health

Regional Center	Excellent	Very Good	Good	Fair	Poor	N
ACRC	12%	35%	37%	15%	1%	1056
CVRC	11%	28%	39%	20%	2%	643
ELARC	6%	27%	43%	23%	2%	505
FDLRC	11%	25%	38%	22%	4%	518
FNRC	11%	38%	37%	12%	1%	326
GGRC	11%	30%	38%	18%	3%	565
HRC	11%	29%	42%	17%	1%	536
IRC	11%	31%	41%	16%	2%	1410
KRC	11%	31%	38%	18%	3%	386
NBRC	14%	34%	39%	11%	2%	502
NLACRC	12%	30%	39%	17%	2%	790
RCEB	10%	33%	39%	16%	3%	754
RCOC	13%	31%	38%	16%	2%	1081
RCRC	7%	37%	47%	8%	1%	156
SARC	10%	32%	35%	21%	2%	817
SCLARC	10%	20%	43%	24%	3%	548
SDRC	12%	34%	38%	14%	2%	1219
SGPRC	10%	29%	40%	19%	2%	463
TCRC	12%	31%	39%	16%	1%	650
VMRC	9%	30%	42%	16%	3%	553
WRC	12%	33%	36%	17%	1%	406
CA Average	11%	31%	39%	17%	2%	13884
Weighted NCI-IDD Average	12%	32%	39%	15%	2%	18409

Table 19. Respondent's Relationship to Family Member

Regional Center	Parent (Biological, Adoptive, or Foster)	Sibling	Spouse	Grandparent	Other	N
ACRC	87%	6%	0%	2%	4%	1064
CVRC	85%	8%	0%	4%	3%	662
ELARC	85%	8%	0%	1%	5%	508
FDLRC	91%	5%	0%	2%	2%	522
FNRC	87%	4%	0%	4%	5%	327
GGRC	87%	8%	0%	1%	4%	564
HRC	88%	7%	0%	2%	3%	542
IRC	88%	6%	0%	2%	5%	1423
KRC	88%	6%	0%	1%	5%	392
NBRC	90%	5%	0%	2%	3%	498
NLACRC	89%	5%	0%	2%	4%	790
RCEB	90%	6%	0%	1%	3%	753
RCOC	90%	6%	0%	1%	2%	1090
RCRC	87%	7%	0%	3%	3%	157
SARC	89%	7%	0%	1%	2%	818
SCLARC	88%	5%	0%	2%	5%	549
SDRC	89%	5%	1%	2%	4%	1226
SGPRC	89%	6%	0%	2%	3%	466
TCRC	90%	5%	0%	2%	3%	655
VMRC	84%	9%	0%	3%	4%	546
WRC	87%	8%	0%	2%	3%	410
CA Average	88%	6%	0%	2%	4%	13962
Weighted NCI-IDD Average	88%	6%	0%	2%	3%	18498

Table 20. Respondent or Other Family Member Provides Paid Support to Family Member Receiving Services

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

Regional Center	No	Yes, Respondent Does	Yes, Another Family Member Does
ACRC	46%	44%	14%
CVRC	48%	41%	15%
ELARC	45%	40%	18%
FDLRC	45%	39%	19%
FNRC	48%	44%	13%
GGRC	51%	35%	18%
HRC	50%	39%	13%
IRC	39%	48%	16%
KRC	57%	33%	12%
NBRC	50%	40%	13%
NLACRC	48%	42%	13%
RCEB	56%	35%	14%
RCOC	42%	47%	15%
RCRC	47%	45%	14%
SARC	40%	46%	20%
SCLARC	37%	45%	21%
SDRC	49%	41%	12%
SGPRC	48%	44%	11%
TCRC	45%	37%	22%
VMRC	56%	32%	15%
WRC	44%	41%	19%
CA Average	46%	42%	16%
Weighted NCI-IDD Average	51%	37%	16%

Data combined from “select all that apply” questions and therefore might sum over 100%.

Table 21. Number of Adults in Household (Not Including Family Member Receiving Supports)

Regional Center	One	Two	Three	Four or More	N
ACRC	7%	28%	42%	24%	1057
CVRC	7%	26%	43%	23%	658
ELARC	8%	25%	37%	30%	505
FDLRC	8%	26%	40%	26%	516
FNRC	7%	30%	44%	19%	323
GGRC	8%	26%	44%	22%	567
HRC	8%	22%	45%	25%	542
IRC	7%	22%	43%	28%	1405
KRC	8%	27%	39%	26%	386
NBRC	6%	28%	43%	23%	489
NLACRC	6%	26%	41%	27%	785
RCEB	5%	28%	46%	21%	750
RCOC	6%	22%	43%	29%	1077
RCRC	8%	26%	46%	21%	156
SARC	6%	22%	43%	28%	815
SCLARC	9%	28%	34%	29%	547
SDRC	7%	25%	44%	25%	1218
SGPRC	5%	24%	41%	30%	461
TCRC	7%	23%	43%	27%	642
VMRC	7%	22%	40%	31%	549
WRC	11%	33%	38%	19%	402
CA Average	7%	25%	42%	26%	13850
Weighted NCI-IDD Average	7%	27%	44%	22%	18353

Table 22. Number of Children (Under 18 Years Old) in Household

Regional Center	One	Two	Three	Four or More	None	N
ACRC	8%	4%	1%	1%	86%	1066
CVRC	9%	4%	3%	1%	82%	660
ELARC	11%	4%	1%	1%	83%	502
FDLRC	10%	3%	0%	0%	87%	518
FNRC	10%	2%	1%	0%	86%	325
GGRC	10%	3%	1%	1%	87%	567
HRC	10%	4%	2%	1%	84%	542
IRC	11%	4%	2%	1%	82%	1420
KRC	11%	6%	2%	0%	82%	390
NBRC	9%	4%	1%	1%	85%	497
NLACRC	10%	3%	1%	0%	85%	790
RCEB	8%	4%	0%	1%	87%	754
RCOC	10%	4%	1%	1%	85%	1077
RCRC	6%	4%	2%	1%	88%	157
SARC	9%	2%	1%	1%	87%	815
SCLARC	13%	5%	2%	1%	79%	541
SDRC	10%	3%	1%	0%	86%	1221
SGPRC	6%	5%	1%	2%	86%	463
TCRC	9%	4%	1%	2%	85%	654
VMRC	11%	6%	2%	1%	79%	553
WRC	9%	4%	0%	1%	85%	406
CA Average	10%	4%	1%	1%	84%	13918
Weighted NCI-IDD Average	8%	3%	1%	1%	88%	18444

Table 23. Respondent's Highest Level of Education

Regional Center	No High School Diploma or GED	High School Diploma or GED	Vocational School or Certificate Program	Some College	College Degree or Higher	N
ACRC	6%	14%	7%	26%	47%	1047
CVRC	26%	19%	6%	20%	29%	652
ELARC	24%	24%	9%	17%	27%	496
FDLRC	24%	19%	5%	14%	37%	514
FNRC	7%	16%	7%	28%	42%	316
GGRC	11%	15%	5%	17%	53%	554
HRC	12%	17%	6%	21%	44%	541
IRC	15%	21%	9%	21%	34%	1348
KRC	23%	23%	5%	21%	28%	382
NBRC	11%	18%	4%	27%	39%	492
NLACRC	16%	19%	6%	21%	38%	778
RCEB	10%	15%	5%	21%	48%	747
RCOC	15%	16%	5%	20%	45%	1055
RCRC	6%	23%	3%	34%	34%	152
SARC	14%	15%	4%	19%	48%	808
SCLARC	32%	29%	8%	14%	16%	531
SDRC	12%	15%	7%	23%	44%	1199
SGPRC	20%	22%	6%	20%	32%	465
TCRC	17%	14%	5%	22%	42%	630
VMRC	14%	26%	7%	26%	27%	545
WRC	13%	17%	6%	20%	44%	401
CA Average	15%	18%	6%	21%	39%	13653
Weighted NCI-IDD Average	10%	20%	6%	20%	44%	18130

Table 24. Total Taxable Household Income of Wage Earners in the Past Year

Please note: Respondents did not respond if they were a public conservator/administrator, or if they represent a financial institution or conservatorship agency. Does not include state/federal benefits such as SSI, SSDI etc.

Regional Center	No Earned Income	Up to \$15,000	\$15,001–\$25,000	\$25,001–\$50,000	\$50,001–\$75,000	Over \$75,000	Prefer Not to Say	N
ACRC	8%	5%	6%	17%	15%	29%	20%	1026
CVRC	12%	7%	12%	21%	12%	17%	19%	636
ELARC	9%	10%	12%	18%	10%	16%	24%	487
FDLRC	9%	9%	15%	16%	13%	19%	18%	497
FNRC	7%	7%	11%	16%	14%	23%	22%	321
GGRC	7%	6%	6%	13%	14%	27%	26%	547
HRC	6%	7%	7%	18%	16%	23%	23%	525
IRC	8%	6%	10%	18%	16%	19%	22%	1381
KRC	13%	8%	11%	22%	11%	15%	21%	384
NBRC	7%	5%	7%	12%	14%	31%	25%	491
NLACRC	9%	8%	10%	17%	12%	22%	21%	763
RCEB	8%	6%	6%	14%	12%	30%	23%	741
RCOC	7%	4%	9%	19%	13%	26%	22%	1044
RCRC	5%	9%	10%	20%	17%	15%	23%	155
SARC	7%	5%	8%	14%	12%	33%	22%	792
SCLARC	12%	11%	16%	24%	10%	6%	21%	529
SDRC	8%	6%	8%	18%	13%	25%	22%	1185
SGPRC	9%	7%	14%	16%	15%	17%	22%	447
TCRC	5%	5%	8%	21%	15%	24%	22%	630
VMRC	12%	6%	8%	18%	14%	19%	23%	534
WRC	9%	8%	9%	17%	12%	21%	23%	393
CA Average	8%	6%	9%	18%	13%	23%	22%	13508
Weighted NCI-IDD Average	9%	6%	8%	16%	13%	25%	23%	17958

Services and Supports Received

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

³ Some NCI States provide services through a statewide ID/IDD agency.

Table 25a. Services and Supports Received from Regional Center⁴

Please note: All data in this section are reported by the respondent based on their understanding of their family member's demographics, diagnoses and personal characteristics. Categories are not mutually exclusive; therefore N is not shown.

Regional Center	Financial Support	In Home Support	Out-of-Home Respite Care	Day or Employment Supports
ACRC	19%	37%	19%	51%
CVRC	20%	35%	22%	53%
ELARC	18%	45%	26%	38%
FDLRC	15%	47%	24%	36%
FNRC	22%	40%	27%	52%
GGRC	23%	38%	24%	61%
HRC	21%	36%	20%	56%
IRC	16%	40%	27%	48%
KRC	21%	28%	19%	45%
NBRC	23%	37%	21%	60%
NLACRC	15%	43%	23%	44%
RCEB	26%	36%	22%	57%
RCOC	22%	39%	27%	51%
RCRC	22%	36%	21%	59%
SARC	23%	43%	28%	50%
SCLARC	15%	41%	33%	40%
SDRC	21%	34%	26%	51%
SGPRC	17%	34%	24%	49%
TCRC	20%	42%	33%	52%
VMRC	19%	29%	18%	50%
WRC	24%	48%	34%	44%
CA Average	20%	38%	25%	50%
Weighted NCI-IDD Average	18%	39%	24%	50%

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

Table 25b. Services and Supports Received from Regional Center⁵ (continued)

Please note: All data in this section are reported by the respondent based on their understanding of their family member's demographics, diagnoses and personal characteristics. Categories are not mutually exclusive; therefore N is not shown.

Regional Center	Transportation	Mental/Behavioral Health Care or Other Treatments or Therapies	Self-Direction/Fiscal Intermediary Services
ACRC	45%	10%	26%
CVRC	49%	14%	25%
ELARC	32%	20%	18%
FDLRC	23%	15%	18%
FNRC	35%	11%	32%
GGRC	39%	12%	26%
HRC	38%	12%	21%
IRC	42%	11%	22%
KRC	46%	14%	28%
NBRC	50%	17%	25%
NLACRC	28%	15%	21%
RCEB	37%	8%	22%
RCOC	42%	10%	23%
RCRC	42%	19%	27%
SARC	38%	13%	22%
SCLARC	43%	14%	18%
SDRC	37%	9%	21%
SGPRC	42%	15%	18%
TCRC	40%	13%	25%
VMRC	41%	12%	23%
WRC	31%	20%	27%
CA Average	39%	13%	23%
Weighted NCI-IDD Average	47%	24%	34%

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

Table 26. Additional Services and Supports Received (not from the regional centers)⁶

Please note: All data in this section are reported by the respondent based on their understanding of their family member's demographics, diagnoses and personal characteristics. Categories are not mutually exclusive; therefore N is not shown.

Regional Center	Social Security SSI/SSB	Services or Supports from Other Agencies or Organizations
ACRC	83%	28%
CVRC	87%	26%
ELARC	80%	26%
FDLRC	74%	25%
FNRC	84%	23%
GGRC	82%	33%
HRC	82%	28%
IRC	83%	20%
KRC	82%	21%
NBRC	83%	21%
NLACRC	76%	19%
RCEB	81%	25%
RCOC	81%	22%
RCRC	82%	21%
SARC	82%	30%
SCLARC	79%	17%
SDRC	77%	25%
SGPRC	84%	20%
TCRC	82%	26%
VMRC	83%	22%
WRC	77%	21%
CA Average	81%	24%
Weighted NCI-IDD Average	88%	28%

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

Main Survey Results

Information and Planning

Families have the information and support needed to take part in planning supports and services for their family member receiving services and supports from the regional center.

“You” and **“Respondent”** refers to the person (usually a parent or conservator) filling out the survey.

“Family Member” refers to the person receiving services whom the respondent is answering questions about in this survey.

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

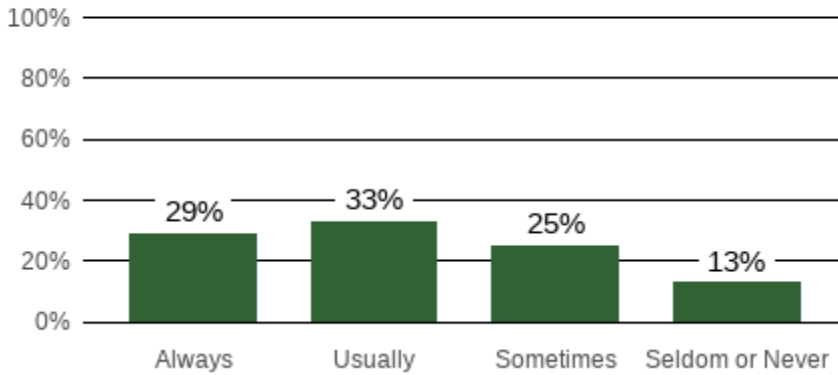


Table 27. Do you get enough information to take part in planning services for your family member?

Regional Center	Always	Usually	Sometimes	Seldom or Never	N
ACRC	28%	36%	23%	13%	960
CVRC	37%	34%	19%	10%	589
ELARC	32%	33%	25%	11%	442
FDLRC	26%	28%	30%	15%	446
FNRC	28%	40%	22%	10%	306
GGRC	26%	36%	26%	13%	491
HRC	29%	35%	26%	10%	486
IRC	30%	31%	23%	16%	1259
KRC	31%	28%	25%	16%	347
NBRC	30%	34%	22%	13%	450
NLACRC	27%	29%	28%	17%	712
RCEB	19%	34%	30%	17%	662
RCOC	35%	35%	23%	7%	983
RCRC	28%	38%	21%	13%	141
SARC	27%	36%	25%	11%	715
SCLARC	33%	21%	27%	19%	459
SDRC	27%	32%	25%	16%	1124
SGPRC	31%	33%	28%	9%	413
TCRC	32%	34%	23%	11%	618
VMRC	34%	31%	22%	13%	494
WRC	27%	33%	26%	14%	350
CA Average	29%	33%	25%	13%	12447
Weighted NCI-IDD Average	33%	36%	21%	9%	16742

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

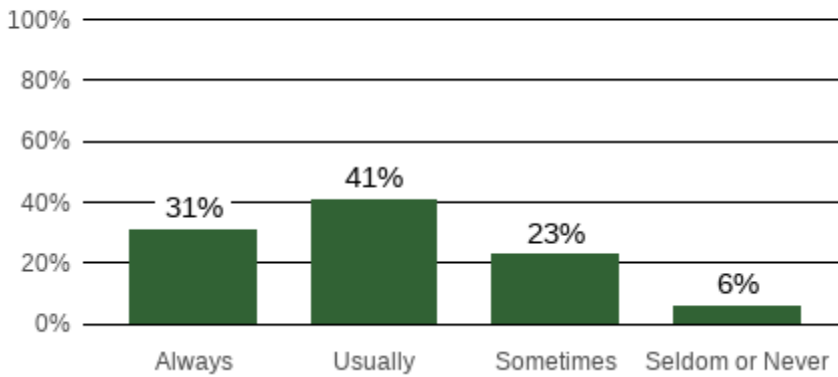


Table 28. Is the information you get about services and supports easy to understand?

Regional Center	Always	Usually	Sometimes	Seldom or Never	N
ACRC	28%	44%	21%	7%	964
CVRC	37%	39%	20%	4%	595
ELARC	32%	39%	25%	4%	455
FDLRC	31%	37%	25%	7%	458
FNRC	29%	49%	17%	5%	299
GGRC	26%	42%	26%	6%	499
HRC	31%	43%	20%	6%	494
IRC	30%	42%	21%	7%	1244
KRC	31%	38%	24%	6%	339
NBRC	34%	40%	21%	6%	444
NLACRC	28%	37%	28%	8%	716
RCEB	23%	44%	24%	8%	657
RCOC	34%	40%	23%	4%	1005
RCRC	31%	46%	18%	4%	142
SARC	28%	43%	23%	6%	717
SCLARC	37%	29%	27%	7%	468
SDRC	27%	42%	24%	7%	1121
SGPRC	32%	41%	23%	4%	428
TCRC	34%	40%	22%	4%	617
VMRC	33%	40%	21%	6%	496
WRC	34%	40%	19%	7%	359
CA Average	31%	41%	23%	6%	12517
Weighted NCI-IDD Average	29%	44%	21%	5%	16807

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

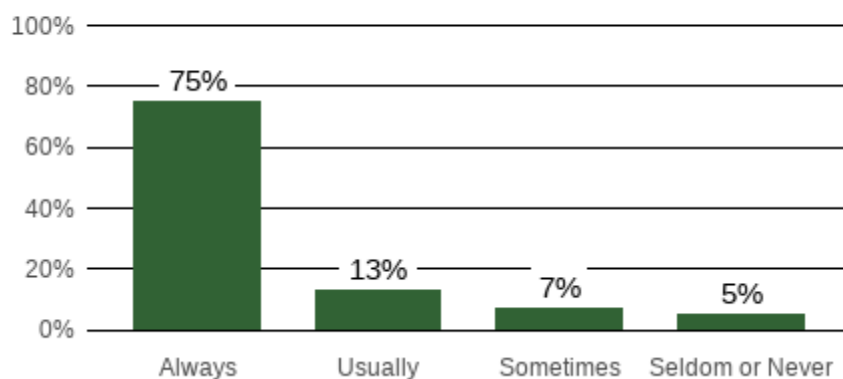


Table 29. Do you get information about services and supports in your preferred language?

Regional Center	Always	Usually	Sometimes	Seldom or Never	N
ACRC	83%	9%	4%	5%	1010
CVRC	80%	10%	6%	4%	633
ELARC	67%	18%	9%	5%	482
FDLRC	67%	16%	12%	5%	486
FNRC	90%	6%	2%	2%	314
GGRC	69%	15%	9%	7%	537
HRC	79%	11%	6%	4%	518
IRC	76%	12%	6%	6%	1351
KRC	69%	15%	10%	6%	371
NBRC	80%	10%	4%	6%	480
NLACRC	73%	14%	7%	6%	755
RCEB	74%	12%	7%	7%	713
RCOC	77%	14%	6%	3%	1038
RCRC	86%	7%	2%	5%	150
SARC	73%	14%	8%	6%	775
SCLARC	66%	15%	11%	8%	518
SDRC	76%	13%	6%	5%	1175
SGPRC	72%	15%	10%	3%	445
TCRC	79%	12%	6%	4%	646
VMRC	79%	11%	5%	5%	530
WRC	75%	10%	6%	8%	390
CA Average	75%	13%	7%	5%	13317
Weighted NCI-IDD Average	82%	10%	4%	4%	17701

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

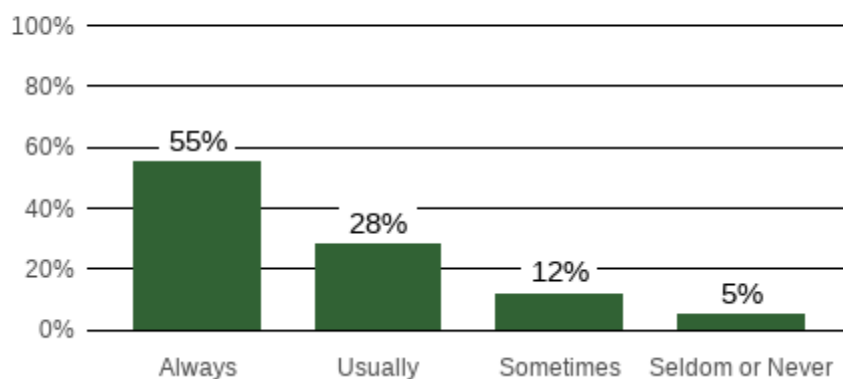


Table 30. Does the case manager/service coordinator listen to your family's choices and opinions?

Regional Center	Always	Usually	Sometimes	Seldom or Never	N
ACRC	51%	33%	11%	5%	987
CVRC	65%	23%	10%	3%	612
ELARC	57%	29%	10%	4%	469
FDLRC	50%	26%	16%	7%	476
FNRC	57%	29%	10%	4%	299
GGRC	49%	33%	12%	5%	502
HRC	56%	25%	14%	4%	514
IRC	57%	28%	9%	6%	1328
KRC	54%	26%	13%	7%	356
NBRC	56%	27%	11%	6%	459
NLACRC	48%	31%	13%	8%	695
RCEB	46%	33%	13%	8%	685
RCOC	64%	25%	9%	2%	1030
RCRC	54%	29%	11%	6%	145
SARC	53%	32%	12%	3%	743
SCLARC	53%	26%	15%	6%	505
SDRC	54%	27%	13%	5%	1133
SGPRC	54%	32%	12%	2%	440
TCRC	58%	27%	11%	4%	627
VMRC	60%	23%	13%	4%	518
WRC	59%	25%	10%	5%	375
CA Average	55%	28%	12%	5%	12898
Weighted NCI-IDD Average	63%	25%	9%	3%	17230

Do you have enough information about other public services for which your family is eligible?

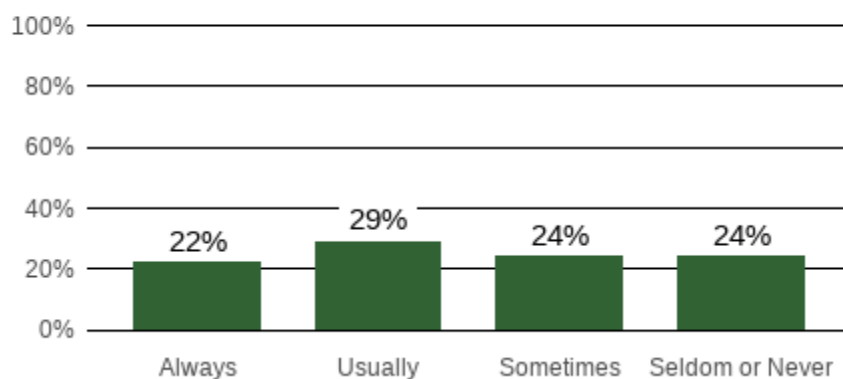


Table 31. Do you have enough information about other public services for which your family is eligible (for example, food stamps, SSI, housing subsidies, etc.)?

Regional Center	Always	Usually	Sometimes	Seldom or Never	N
ACRC	24%	30%	24%	23%	867
CVRC	26%	32%	19%	23%	527
ELARC	25%	30%	27%	18%	420
FDLRC	17%	30%	26%	27%	408
FNRC	24%	32%	23%	22%	259
GGRC	17%	30%	29%	24%	451
HRC	24%	33%	23%	20%	460
IRC	22%	27%	23%	28%	1124
KRC	26%	27%	19%	29%	295
NBRC	22%	29%	23%	26%	400
NLACRC	19%	28%	25%	28%	631
RCEB	14%	25%	27%	34%	621
RCOC	25%	34%	24%	17%	902
RCRC	21%	33%	24%	22%	135
SARC	19%	30%	28%	23%	659
SCLARC	30%	22%	22%	26%	409
SDRC	23%	28%	23%	26%	995
SGPRC	21%	33%	25%	21%	392
TCRC	20%	32%	26%	22%	535
VMRC	29%	26%	23%	23%	447
WRC	25%	28%	20%	27%	335
CA Average	22%	29%	24%	24%	11272
Weighted NCI-IDD Average	25%	30%	23%	22%	15055

Do you need help planning for your family member's future in any of the following areas?

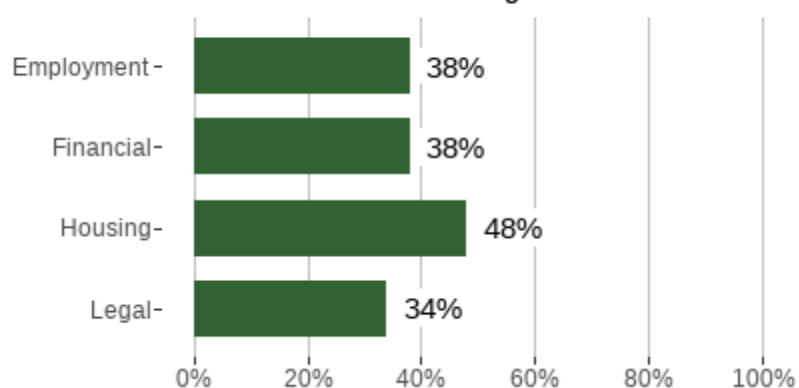


Table 32a. Do you need help planning for your family member's future in any of the following areas?

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

Regional Center	Employment	Financial	Housing	Legal
ACRC	41%	41%	50%	33%
CVRC	28%	28%	39%	36%
ELARC	46%	41%	43%	35%
FDLRC	43%	40%	57%	33%
FNRC	36%	44%	48%	38%
GGRC	40%	42%	59%	31%
HRC	41%	41%	47%	36%
IRC	31%	35%	37%	35%
KRC	40%	35%	35%	34%
NBRC	38%	38%	55%	34%
NLACRC	39%	42%	46%	37%
RCEB	42%	46%	61%	36%
RCOC	37%	37%	50%	34%
RCRC	34%	41%	49%	45%
SARC	37%	43%	57%	33%
SCLARC	36%	27%	37%	31%
SDRC	40%	38%	51%	34%
SGPRC	32%	35%	36%	35%
TCRC	37%	38%	50%	35%
VMRC	34%	30%	34%	30%
WRC	47%	43%	52%	34%
CA Average	38%	38%	48%	34%
Weighted NCI-IDD Average	34%	38%	51%	35%

Do you need help planning for your family member's future in any of the following areas? (continued)

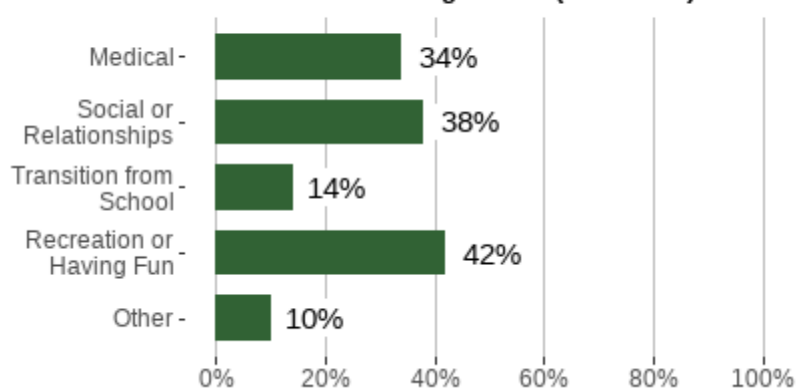


Table 32b. Do you need help planning for your family member's future in any of the following areas? (continued)

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

Regional Center	Medical	Social or Relationships	Transition from School	Recreation or Having Fun	Other
ACRC	36%	42%	18%	47%	12%
CVRC	34%	30%	12%	34%	16%
ELARC	42%	42%	17%	42%	6%
FDLRC	37%	42%	18%	44%	7%
FNRC	35%	39%	14%	41%	16%
GGRC	37%	35%	13%	39%	9%
HRC	34%	41%	15%	49%	7%
IRC	29%	35%	13%	42%	14%
KRC	31%	29%	13%	40%	10%
NBRC	32%	38%	11%	45%	12%
NLACRC	31%	40%	16%	42%	7%
RCEB	38%	45%	15%	44%	8%
RCOC	34%	38%	13%	41%	10%
RCRC	36%	40%	7%	41%	21%
SARC	36%	36%	16%	42%	8%
SCLARC	32%	31%	13%	42%	5%
SDRC	35%	40%	15%	45%	9%
SGPRC	33%	32%	10%	41%	13%
TCRC	32%	39%	11%	40%	8%
VMRC	32%	29%	15%	39%	17%
WRC	30%	43%	15%	41%	8%
CA Average	34%	38%	14%	42%	10%
Weighted NCI-IDD Average	32%	37%	11%	41%	11%

Has your family learned about alternatives to guardianship/conservatorship?

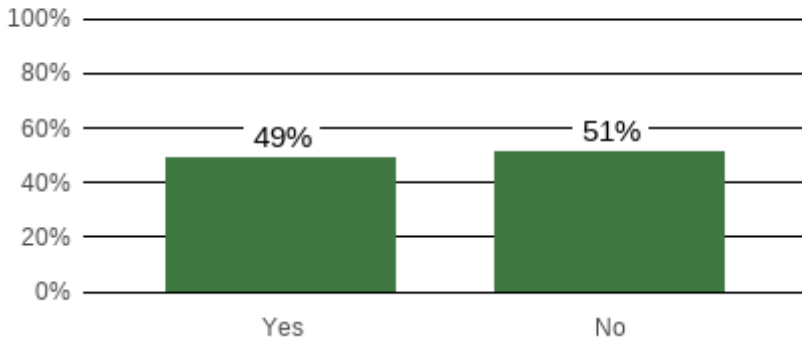


Table 33. Has your family learned about alternatives to guardianship/conservatorship?

Regional Center	Yes	No	N
ACRC	49%	51%	867
CVRC	50%	50%	517
ELARC	59%	41%	398
FDLRC	51%	49%	402
FNRC	49%	51%	267
GGRC	46%	54%	449
HRC	51%	49%	445
IRC	47%	53%	1132
KRC	43%	57%	315
NBRC	43%	57%	406
NLACRC	45%	55%	648
RCEB	41%	59%	593
RCOC	53%	47%	862
RCRC	44%	56%	126
SARC	48%	52%	653
SCLARC	58%	42%	408
SDRC	49%	51%	1012
SGPRC	49%	51%	358
TCRC	50%	50%	533
VMRC	53%	47%	436
WRC	49%	51%	327
CA Average	49%	51%	11154
Weighted NCI-IDD Average	51%	49%	14984

Alternatives to guardianship/conservatorship let a family member make more decisions for themselves, with or without the help of others. This might include: “**Supported Decision Making (SDM)**” allows a person with an intellectual/developmental disability to make their own decisions with the help of people they trust. “**Other decision-making supports**” like health-care proxies, advance directives, powers of attorney, notarized statements, representation agreements, etc.

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

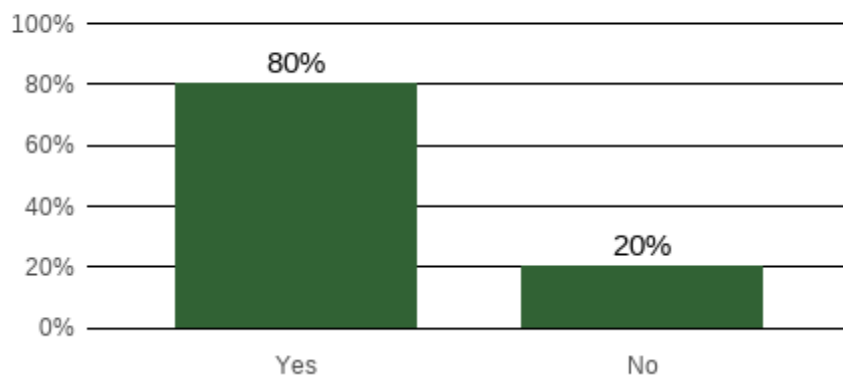


Table 34. Does your family member have an individual program plan (IPP)?

Regional Center	Yes	No	N
ACRC	87%	13%	948
CVRC	80%	20%	539
ELARC	85%	15%	442
FDLRC	74%	26%	422
FNRC	90%	10%	283
GGRC	77%	23%	475
HRC	71%	29%	450
IRC	73%	27%	1177
KRC	74%	26%	307
NBRC	85%	15%	439
NLACRC	83%	17%	687
RCEB	78%	22%	637
RCOC	79%	21%	931
RCRC	89%	11%	146
SARC	79%	21%	682
SCLARC	66%	34%	435
SDRC	84%	16%	1054
SGPRC	83%	17%	398
TCRC	85%	15%	574
VMRC	83%	17%	464
WRC	76%	24%	329
CA Average	80%	20%	11819
Weighted NCI-IDD Average	83%	17%	15776

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

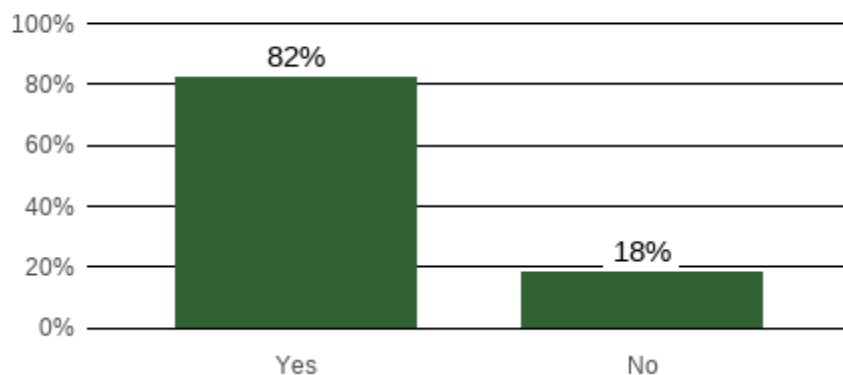


Table 35. Does the IPP include all the services and supports your family member needs?

Regional Center	Yes	No	N
ACRC	80%	20%	686
CVRC	88%	12%	353
ELARC	88%	12%	331
FDLRC	84%	16%	257
FNRC	83%	17%	205
GGRC	77%	23%	296
HRC	82%	18%	265
IRC	84%	16%	698
KRC	86%	14%	177
NBRC	81%	19%	306
NLACRC	79%	21%	466
RCEB	78%	22%	394
RCOC	87%	13%	634
RCRC	85%	15%	104
SARC	79%	21%	445
SCLARC	83%	17%	236
SDRC	80%	20%	730
SGPRC	86%	14%	285
TCRC	81%	19%	410
VMRC	84%	16%	323
WRC	80%	20%	204
CA Average	82%	18%	7805
Weighted NCI-IDD Average	85%	15%	10865

**Did you or someone else in your family
(besides your family member with an
intellectual/developmental disability) help make
the IPP?**

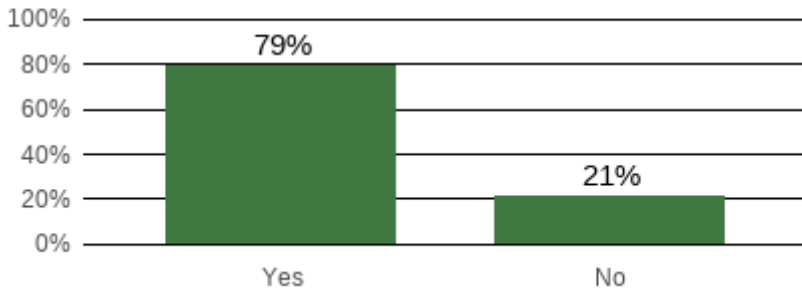


Table 36. Did you or someone else in your family (besides your family member with an intellectual/developmental disability) help make the IPP?

Regional Center	Yes	No	N
ACRC	82%	18%	778
CVRC	80%	20%	399
ELARC	75%	25%	348
FDLRC	76%	24%	289
FNRC	81%	19%	237
GGRC	82%	18%	339
HRC	81%	19%	288
IRC	80%	20%	781
KRC	77%	23%	196
NBRC	80%	20%	349
NLACRC	76%	24%	532
RCEB	79%	21%	462
RCOC	77%	23%	690
RCRC	80%	20%	118
SARC	79%	21%	512
SCLARC	72%	28%	253
SDRC	81%	19%	830
SGPRC	78%	22%	310
TCRC	84%	16%	448
VMRC	80%	20%	356
WRC	78%	22%	230
CA Average	79%	21%	8745
Weighted NCI-IDD Average	83%	17%	12060

Did your family member help make the IPP?

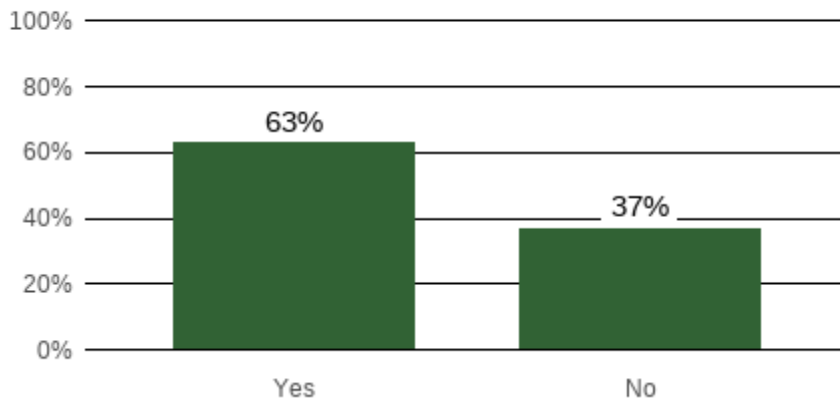


Table 37. Did your family member help make the IPP?

Regional Center	Yes	No	N
ACRC	68%	32%	774
CVRC	66%	34%	397
ELARC	64%	36%	350
FDLRC	56%	44%	289
FNRC	69%	31%	229
GGRC	68%	32%	333
HRC	61%	39%	289
IRC	59%	41%	786
KRC	60%	40%	198
NBRC	67%	33%	346
NLACRC	57%	43%	526
RCEB	69%	31%	465
RCOC	58%	42%	692
RCRC	79%	21%	120
SARC	54%	46%	504
SCLARC	58%	42%	253
SDRC	63%	37%	820
SGPRC	62%	38%	311
TCRC	66%	34%	444
VMRC	67%	33%	353
WRC	66%	34%	228
CA Average	63%	37%	8707
Weighted NCI-IDD Average	65%	35%	11996

Do you feel like your family had enough say or input in making the IPP?

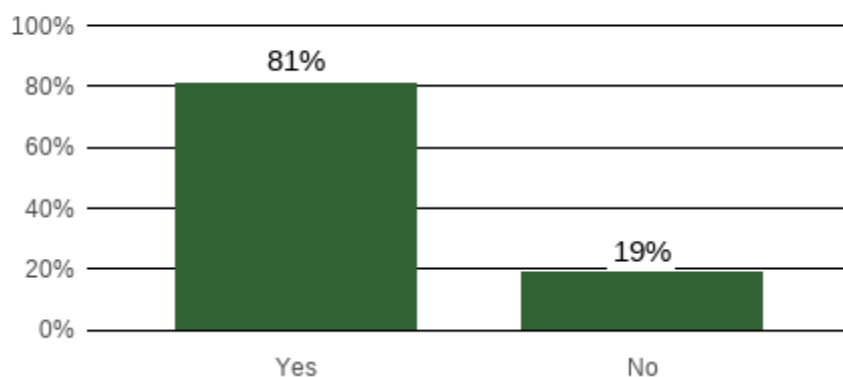


Table 38. Do you feel like your family had enough say or input in making the IPP?

Regional Center	Yes	No	N
ACRC	88%	12%	715
CVRC	85%	15%	380
ELARC	77%	23%	328
FDLRC	74%	26%	262
FNRC	86%	14%	224
GGRC	85%	15%	309
HRC	80%	20%	269
IRC	83%	17%	736
KRC	77%	23%	193
NBRC	82%	18%	316
NLACRC	74%	26%	492
RCEB	84%	16%	427
RCOC	82%	18%	657
RCRC	88%	12%	109
SARC	83%	17%	459
SCLARC	62%	38%	236
SDRC	79%	21%	776
SGPRC	80%	20%	286
TCRC	82%	18%	425
VMRC	85%	15%	327
WRC	82%	18%	210
CA Average	81%	19%	8136
Weighted NCI-IDD Average	89%	11%	11308

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

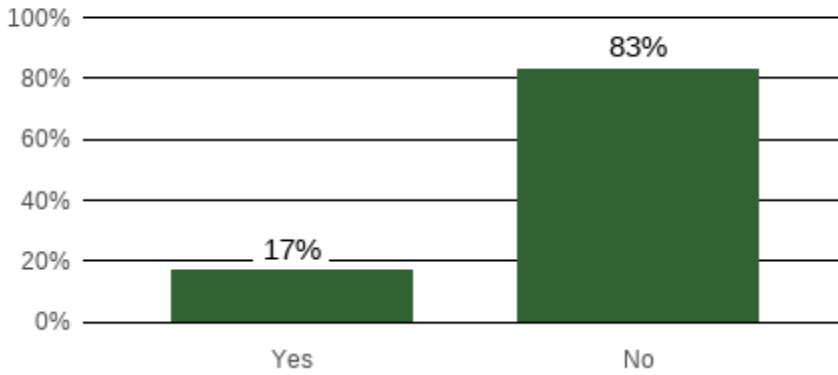


Table 39. Did your family member leave school services and begin adult services during the past 12 months?

Regional Center	Yes	No	N
ACRC	11%	89%	992
CVRC	19%	81%	570
ELARC	24%	76%	453
FDLRC	25%	75%	449
FNRC	8%	92%	306
GGRC	16%	84%	496
HRC	19%	81%	485
IRC	17%	83%	1295
KRC	20%	80%	327
NBRC	13%	88%	456
NLACRC	18%	82%	711
RCEB	15%	85%	683
RCOC	22%	78%	979
RCRC	5%	95%	148
SARC	17%	83%	723
SCLARC	28%	72%	462
SDRC	17%	83%	1109
SGPRC	19%	81%	417
TCRC	15%	85%	591
VMRC	14%	86%	490
WRC	17%	83%	358
CA Average	17%	83%	12500
Weighted NCI-IDD Average	11%	89%	16820

If your family member left school services during the past 12 months, did they have a transition plan?

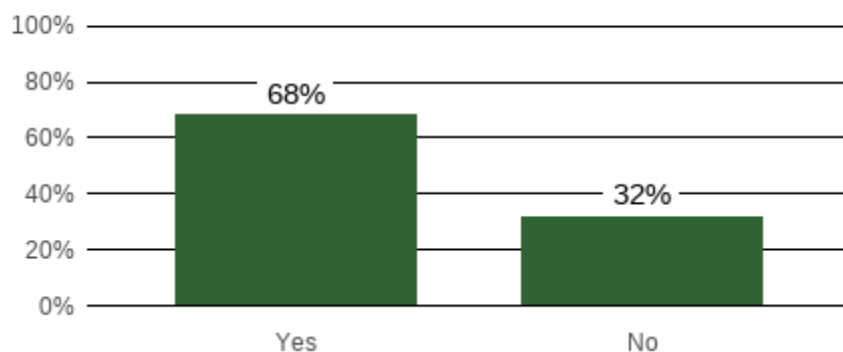


Table 40. If your family member left school services during the past 12 months, did they have a transition plan?

Regional Center	Yes	No	N
ACRC	73%	27%	74
CVRC	61%	39%	82
ELARC	68%	32%	68
FDLRC	64%	36%	76
FNRC	n/a	n/a	n/a
GGRC	67%	33%	57
HRC	64%	36%	78
IRC	63%	37%	156
KRC	69%	31%	48
NBRC	63%	37%	46
NLACRC	76%	24%	87
RCEB	63%	37%	84
RCOC	75%	25%	166
RCRC	n/a	n/a	n/a
SARC	75%	25%	95
SCLARC	66%	34%	79
SDRC	73%	27%	139
SGPRC	63%	37%	57
TCRC	68%	32%	63
VMRC	57%	43%	53
WRC	75%	25%	40
CA Average	68%	32%	1569
Weighted NCI-IDD Average	71%	29%	1724

The following Regional Centers had an N of less than 20 and were not shown. They are still included in the overall CA Average and weighted NCI average: FNRC, RCRC

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

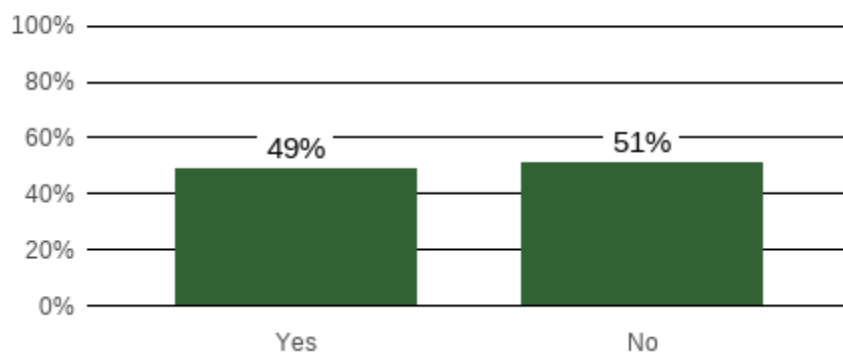


Table 41. If your family member had a transition plan, did the plan include getting or continuing work in a community job?

Regional Center	Yes	No	N
ACRC	42%	58%	45
CVRC	43%	57%	46
ELARC	36%	64%	39
FDLRC	46%	54%	41
FNRC	n/a	n/a	n/a
GGRC	52%	48%	33
HRC	50%	50%	40
IRC	52%	48%	89
KRC	22%	78%	27
NBRC	67%	33%	27
NLACRC	53%	47%	58
RCEB	38%	62%	50
RCOC	58%	42%	107
RCRC	n/a	n/a	n/a
SARC	41%	59%	64
SCLARC	33%	67%	42
SDRC	57%	43%	87
SGPRC	69%	31%	32
TCRC	50%	50%	32
VMRC	45%	55%	22
WRC	46%	54%	28
CA Average	49%	51%	925
Weighted NCI-IDD Average	48%	52%	1037

The following Regional Centers had an N of less than 20 and were not shown. They are still included in the overall CA Average and weighted NCI average: FNRC, RCRC

Access and Delivery of Services and Supports

Families receive services and supports that are appropriate to the needs of the family and the family member receiving services and supports from the regional center.

“You” and **“Respondent”** refers to the person (usually a parent or conservator) filling out the survey.

“Family Member” refers to the person receiving services whom the respondent is answering questions about in this survey.

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

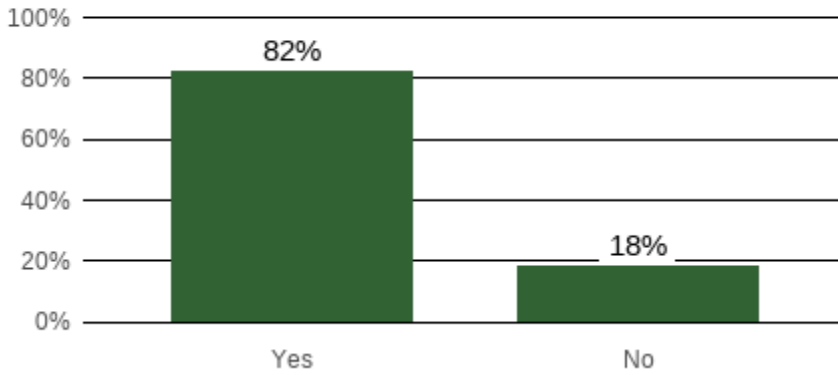


Table 42. Does your family member get all the services listed in the IPP?

Regional Center	Yes	No	N
ACRC	83%	17%	697
CVRC	88%	12%	355
ELARC	82%	18%	323
FDLRC	80%	20%	256
FNRC	79%	21%	213
GGRC	80%	20%	291
HRC	80%	20%	262
IRC	85%	15%	717
KRC	79%	21%	182
NBRC	86%	14%	303
NLACRC	79%	21%	473
RCEB	78%	22%	395
RCOC	83%	17%	652
RCRC	79%	21%	108
SARC	82%	18%	468
SCLARC	80%	20%	228
SDRC	80%	20%	739
SGPRC	82%	18%	276
TCRC	83%	17%	407
VMRC	78%	22%	316
WRC	81%	19%	199
CA Average	82%	18%	7860
Weighted NCI-IDD Average	83%	17%	10970

Does your family get the supports and services it needs?

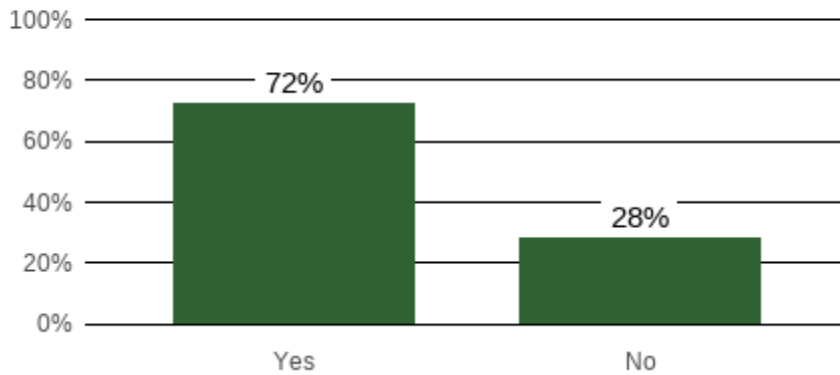


Table 43. Does your family get the supports and services it needs?

Regional Center	Yes	No	N
ACRC	72%	28%	842
CVRC	78%	22%	530
ELARC	76%	24%	404
FDLRC	72%	28%	397
FNRC	73%	27%	268
GGRC	65%	35%	437
HRC	71%	29%	408
IRC	74%	26%	1118
KRC	71%	29%	303
NBRC	69%	31%	379
NLACRC	70%	30%	590
RCEB	64%	36%	578
RCOC	74%	26%	866
RCRC	72%	28%	132
SARC	68%	32%	636
SCLARC	73%	27%	396
SDRC	69%	31%	1003
SGPRC	74%	26%	375
TCRC	76%	24%	529
VMRC	74%	26%	425
WRC	75%	25%	307
CA Average	72%	28%	10923
Weighted NCI-IDD Average	73%	27%	14789

If your family does not get the support and services needed, what additional services does your family need?

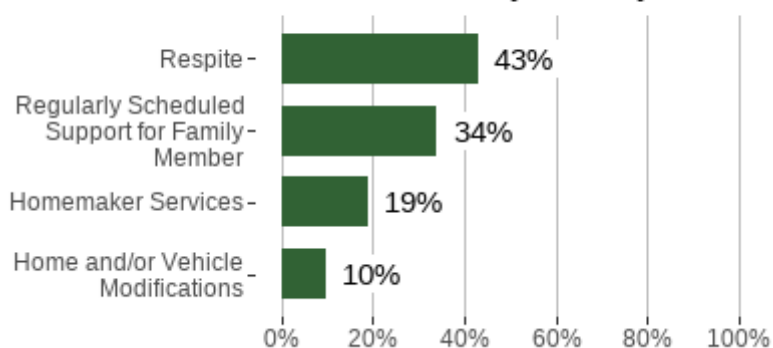


Table 44a. If your family does not get the support and services needed, what additional services does your family need?

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

Regional Center	Respite	Regularly Scheduled Support for Family Member	Homemaker Services	Home and/or Vehicle Modifications
ACRC	45%	28%	14%	7%
CVRC	52%	37%	14%	11%
ELARC	31%	38%	23%	13%
FDLRC	31%	40%	21%	9%
FNRC	54%	24%	19%	6%
GGRC	52%	34%	19%	8%
HRC	46%	40%	23%	14%
IRC	35%	31%	17%	11%
KRC	43%	29%	33%	11%
NBRC	48%	40%	21%	13%
NLACRC	44%	33%	19%	15%
RCEB	43%	39%	18%	11%
RCOC	47%	34%	18%	10%
RCRC	48%	39%	9%	3%
SARC	50%	38%	23%	8%
SCLARC	23%	37%	22%	13%
SDRC	44%	33%	15%	10%
SGPRC	34%	27%	18%	8%
TCRC	47%	39%	24%	8%
VMRC	42%	22%	16%	9%
WRC	41%	42%	25%	18%
CA Average	43%	34%	19%	10%
Weighted NCI-IDD Average	52%	34%	18%	12%

**If your family does not get the support and services needed, what additional services does your family need?
(continued)**

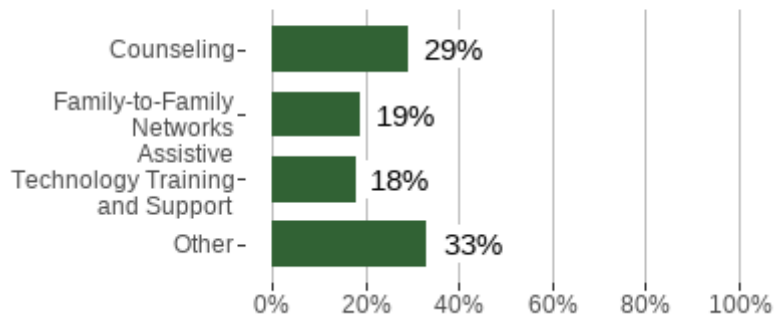


Table 44b. If your family does not get the support and services needed, what additional services does your family need? (continued)

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

Regional Center	Counseling	Family-to-Family Networks	Assistive Technology Training and Support	Other
ACRC	25%	15%	10%	45%
CVRC	21%	14%	13%	23%
ELARC	38%	22%	29%	20%
FDLRC	43%	21%	19%	33%
FNRC	21%	11%	14%	46%
GGRC	24%	24%	19%	33%
HRC	42%	23%	20%	37%
IRC	34%	20%	20%	41%
KRC	21%	21%	24%	37%
NBRC	25%	24%	21%	31%
NLACRC	40%	21%	23%	32%
RCEB	28%	23%	19%	32%
RCOC	27%	17%	14%	25%
RCRC	15%	18%	6%	48%
SARC	22%	15%	15%	29%
SCLARC	33%	26%	28%	18%
SDRC	25%	18%	14%	35%
SGPRC	28%	16%	17%	30%
TCRC	28%	15%	13%	32%
VMRC	24%	14%	18%	41%
WRC	36%	14%	22%	30%
CA Average	29%	19%	18%	33%
Weighted NCI-IDD Average	23%	17%	14%	33%

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

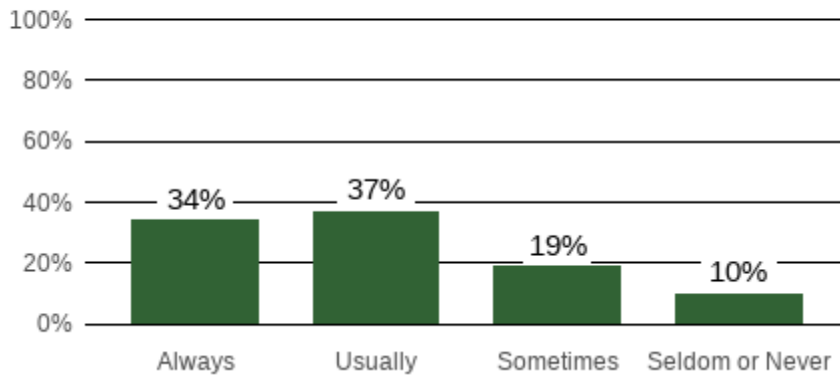


Table 45. Do services and supports change when your family's needs change?

Regional Center	Always	Usually	Sometimes	Seldom or Never	N
ACRC	30%	39%	20%	12%	683
CVRC	42%	34%	17%	7%	445
ELARC	38%	40%	16%	7%	359
FDLRC	35%	33%	21%	10%	361
FNRC	32%	41%	18%	9%	192
GGRC	29%	41%	19%	12%	341
HRC	32%	40%	18%	10%	325
IRC	36%	36%	20%	9%	950
KRC	36%	32%	24%	8%	243
NBRC	33%	35%	18%	13%	322
NLACRC	28%	39%	20%	13%	542
RCEB	25%	33%	23%	18%	451
RCOC	38%	40%	16%	6%	722
RCRC	34%	42%	15%	9%	123
SARC	30%	40%	22%	8%	525
SCLARC	44%	28%	16%	12%	355
SDRC	33%	40%	17%	9%	852
SGPRC	39%	36%	13%	12%	319
TCRC	37%	34%	20%	9%	472
VMRC	39%	33%	16%	12%	331
WRC	37%	37%	16%	10%	272
CA Average	34%	37%	19%	10%	9185
Weighted NCI-IDD Average	39%	38%	16%	7%	12442

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

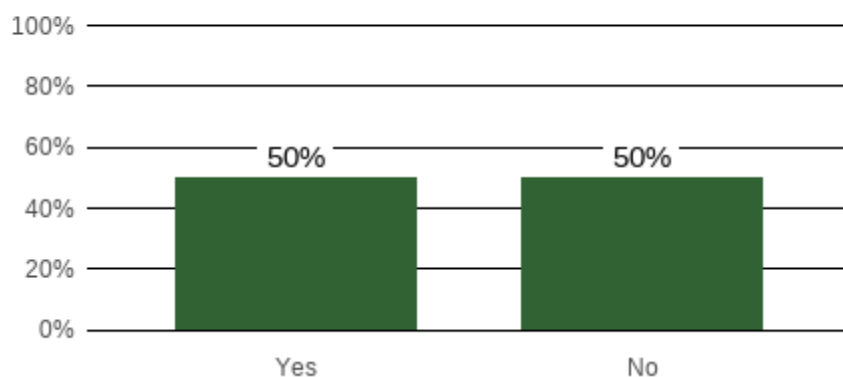


Table 46. Does your family member have enough supports to work or volunteer in the community?

Regional Center	Yes	No	N
ACRC	51%	49%	686
CVRC	52%	48%	401
ELARC	44%	56%	334
FDLRC	39%	61%	326
FNRC	57%	43%	219
GGRC	51%	49%	362
HRC	51%	49%	349
IRC	50%	50%	887
KRC	52%	48%	215
NBRC	60%	40%	329
NLACRC	49%	51%	533
RCEB	42%	58%	467
RCOC	55%	45%	714
RCRC	65%	35%	111
SARC	45%	55%	511
SCLARC	37%	63%	365
SDRC	56%	44%	832
SGPRC	52%	48%	297
TCRC	53%	47%	433
VMRC	50%	50%	339
WRC	42%	58%	249
CA Average	50%	50%	8959
Weighted NCI-IDD Average	55%	45%	12095

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

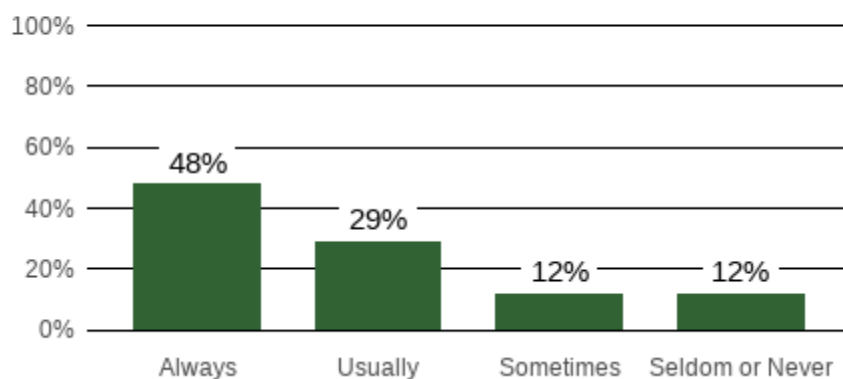


Table 47. Does your family member have the special equipment or accommodations they need?

Regional Center	Always	Usually	Sometimes	Seldom or Never	N
ACRC	47%	30%	12%	11%	365
CVRC	49%	31%	10%	10%	259
ELARC	43%	29%	12%	16%	150
FDLRC	48%	24%	14%	15%	160
FNRC	55%	32%	6%	7%	124
GGRC	47%	26%	10%	18%	188
HRC	47%	30%	10%	13%	171
IRC	48%	28%	11%	13%	516
KRC	50%	30%	12%	8%	125
NBRC	47%	29%	15%	9%	172
NLACRC	38%	29%	16%	16%	250
RCEB	44%	29%	15%	11%	245
RCOC	54%	24%	11%	11%	346
RCRC	47%	38%	5%	10%	60
SARC	48%	31%	8%	13%	299
SCLARC	45%	22%	14%	18%	179
SDRC	49%	31%	13%	7%	429
SGPRC	38%	35%	16%	12%	165
TCRC	52%	30%	11%	7%	254
VMRC	51%	30%	12%	7%	211
WRC	44%	29%	10%	17%	142
CA Average	48%	29%	12%	12%	4810
Weighted NCI-IDD Average	49%	29%	11%	10%	6704

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

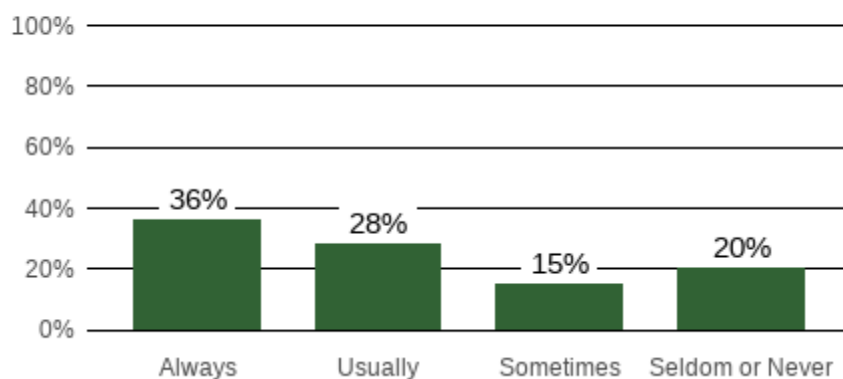


Table 48. If you need respite services, how often are you able to get them when needed?

Regional Center	Always	Usually	Sometimes	Seldom or Never	N
ACRC	28%	31%	17%	25%	594
CVRC	39%	23%	14%	24%	353
ELARC	43%	30%	11%	16%	294
FDLRC	40%	26%	14%	21%	294
FNRC	32%	27%	17%	24%	192
GGRC	30%	28%	18%	24%	326
HRC	37%	27%	18%	19%	279
IRC	46%	28%	12%	14%	898
KRC	37%	22%	18%	23%	209
NBRC	31%	26%	16%	27%	249
NLACRC	36%	30%	14%	21%	447
RCEB	23%	32%	15%	30%	402
RCOC	33%	33%	15%	19%	647
RCRC	30%	33%	16%	21%	89
SARC	32%	34%	14%	21%	530
SCLARC	54%	22%	11%	13%	326
SDRC	32%	29%	20%	20%	732
SGPRC	42%	25%	13%	20%	259
TCRC	40%	27%	21%	13%	440
VMRC	40%	28%	12%	21%	323
WRC	42%	27%	15%	16%	238
CA Average	36%	28%	15%	20%	8121
Weighted NCI-IDD Average	32%	28%	15%	25%	10692

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

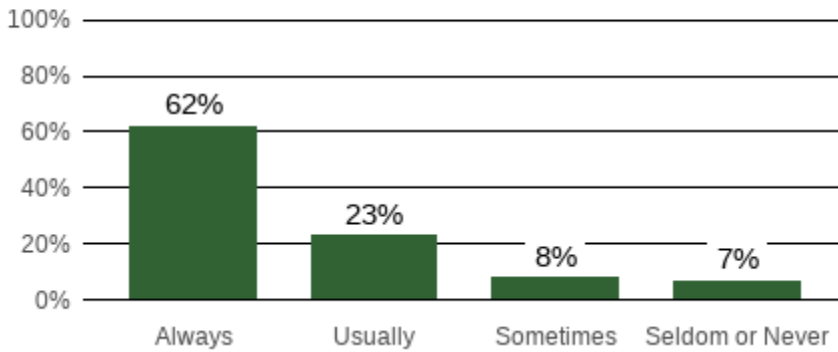


Table 49. If you have used respite services in the past 12 months, were you satisfied with the quality of the respite services?

Regional Center	Always	Usually	Sometimes	Seldom or Never	N
ACRC	57%	26%	9%	7%	371
CVRC	66%	17%	11%	7%	226
ELARC	64%	21%	7%	8%	224
FDLRC	59%	27%	6%	8%	215
FNRC	66%	20%	9%	6%	125
GGRC	54%	26%	11%	9%	216
HRC	57%	22%	12%	10%	198
IRC	68%	21%	5%	5%	692
KRC	62%	18%	8%	11%	132
NBRC	61%	23%	8%	8%	158
NLACRC	57%	23%	12%	9%	315
RCEB	57%	24%	8%	11%	251
RCOC	58%	23%	9%	10%	470
RCRC	69%	22%	5%	3%	59
SARC	62%	27%	6%	5%	381
SCLARC	66%	21%	6%	6%	252
SDRC	58%	24%	9%	8%	518
SGPRC	61%	22%	10%	7%	178
TCRC	68%	20%	8%	4%	332
VMRC	64%	20%	7%	9%	202
WRC	60%	28%	6%	7%	178
CA Average	62%	23%	8%	7%	5693
Weighted NCI-IDD Average	61%	23%	8%	8%	7042

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

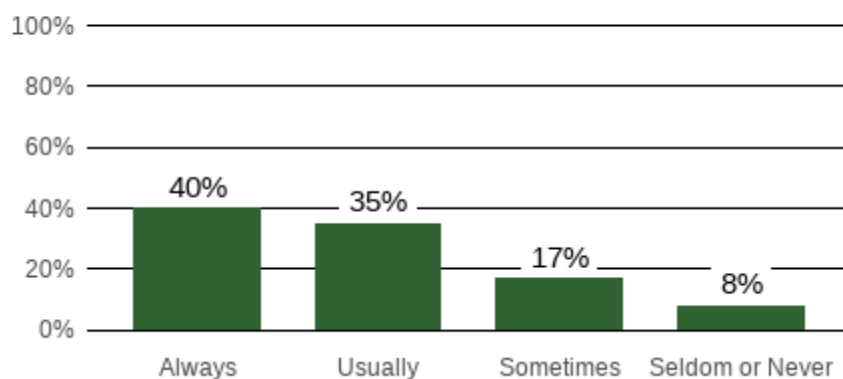


Table 50. Are you or your family member able to contact their support workers when you want?

Regional Center	Always	Usually	Sometimes	Seldom or Never	N
ACRC	37%	40%	18%	6%	836
CVRC	50%	34%	10%	6%	544
ELARC	42%	36%	15%	7%	394
FDLRC	39%	28%	21%	12%	409
FNRC	38%	41%	15%	6%	265
GGRC	35%	39%	17%	10%	457
HRC	38%	35%	18%	9%	426
IRC	43%	34%	16%	7%	1113
KRC	43%	32%	19%	6%	288
NBRC	36%	37%	19%	8%	408
NLACRC	35%	32%	20%	13%	631
RCEB	30%	37%	20%	13%	576
RCOC	46%	33%	16%	6%	853
RCRC	37%	43%	13%	7%	136
SARC	35%	39%	21%	6%	619
SCLARC	41%	28%	20%	11%	422
SDRC	39%	39%	15%	7%	1034
SGPRC	42%	35%	17%	6%	373
TCRC	43%	37%	14%	6%	555
VMRC	44%	34%	14%	7%	437
WRC	43%	31%	19%	7%	316
CA Average	40%	35%	17%	8%	11092
Weighted NCI-IDD Average	47%	35%	12%	5%	15009

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

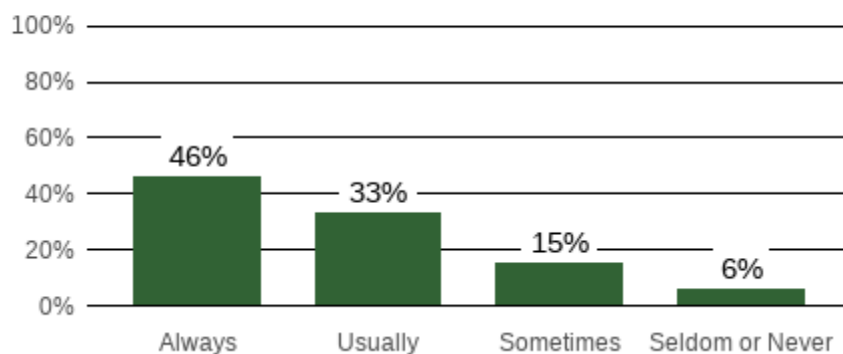


Table 51. Are you or your family member able to contact their case manager/service coordinator when you want?

Regional Center	Always	Usually	Sometimes	Seldom or Never	N
ACRC	47%	33%	15%	5%	1004
CVRC	53%	31%	13%	4%	613
ELARC	50%	31%	15%	5%	470
FDLRC	43%	27%	22%	9%	479
FNRC	42%	40%	13%	5%	311
GGRC	42%	37%	14%	7%	516
HRC	48%	33%	14%	5%	493
IRC	47%	33%	14%	6%	1295
KRC	45%	33%	17%	6%	351
NBRC	43%	36%	15%	5%	450
NLACRC	37%	32%	19%	12%	707
RCEB	35%	36%	19%	11%	707
RCOC	54%	32%	10%	4%	1016
RCRC	41%	37%	16%	7%	148
SARC	42%	37%	16%	5%	738
SCLARC	43%	27%	20%	10%	494
SDRC	45%	36%	14%	5%	1140
SGPRC	45%	38%	13%	4%	440
TCRC	50%	33%	12%	5%	624
VMRC	52%	30%	14%	4%	512
WRC	50%	33%	13%	5%	363
CA Average	46%	33%	15%	6%	12871
Weighted NCI-IDD Average	55%	31%	10%	4%	17199

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

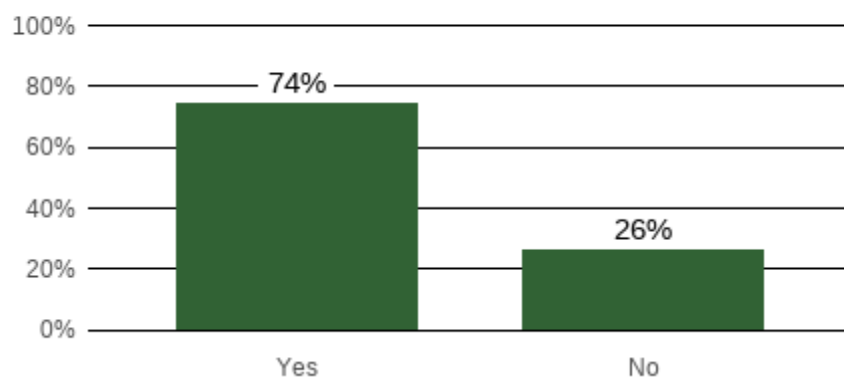


Table 52. Do service providers for your family member work together to provide support?

Regional Center	Yes	No	N
ACRC	77%	23%	489
CVRC	81%	19%	338
ELARC	74%	26%	270
FDLRC	65%	35%	256
FNRC	80%	20%	138
GGRC	74%	26%	266
HRC	67%	33%	239
IRC	77%	23%	712
KRC	80%	20%	181
NBRC	77%	23%	226
NLACRC	69%	31%	377
RCEB	68%	32%	325
RCOC	76%	24%	489
RCRC	84%	16%	69
SARC	74%	26%	359
SCLARC	70%	30%	287
SDRC	72%	28%	584
SGPRC	76%	24%	220
TCRC	79%	21%	319
VMRC	76%	24%	257
WRC	72%	28%	208
CA Average	74%	26%	6609
Weighted NCI-IDD Average	81%	19%	8992

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

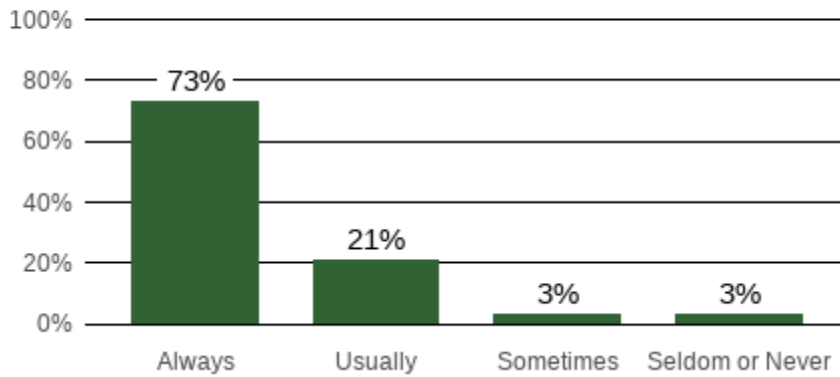


Table 53. Are services delivered in a way that is respectful of your family's culture?

Regional Center	Always	Usually	Sometimes	Seldom or Never	N
ACRC	75%	20%	3%	3%	889
CVRC	78%	18%	3%	1%	548
ELARC	69%	26%	2%	2%	426
FDLRC	67%	25%	4%	3%	435
FNRC	76%	19%	3%	3%	268
GGRC	66%	27%	3%	4%	447
HRC	70%	21%	3%	6%	418
IRC	74%	22%	3%	1%	1173
KRC	72%	23%	1%	4%	319
NBRC	77%	19%	3%	2%	410
NLACRC	71%	22%	3%	4%	643
RCEB	67%	26%	4%	4%	583
RCOC	75%	20%	3%	2%	877
RCRC	75%	18%	3%	4%	134
SARC	71%	24%	3%	1%	636
SCLARC	71%	20%	4%	5%	439
SDRC	77%	20%	2%	2%	1020
SGPRC	70%	25%	3%	2%	394
TCRC	77%	18%	2%	3%	559
VMRC	73%	20%	4%	3%	441
WRC	73%	21%	3%	3%	334
CA Average	73%	21%	3%	3%	11393
Weighted NCI-IDD Average	78%	18%	2%	2%	15443

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

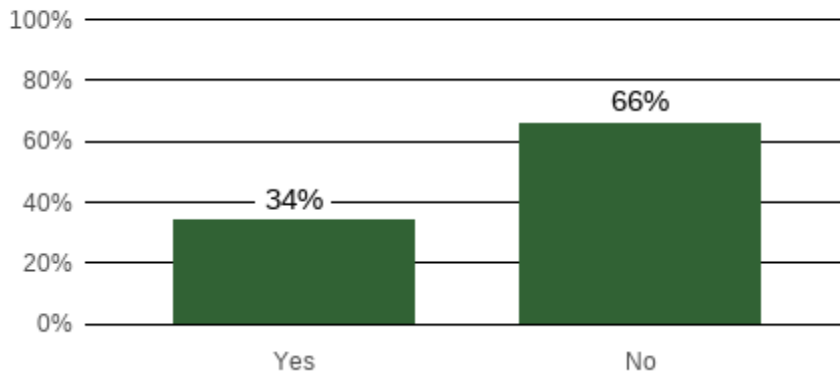


Table 54. Does your family member use technology in their everyday life to help them do things on their own?

Regional Center	Yes	No	N
ACRC	37%	63%	1002
CVRC	32%	68%	615
ELARC	32%	68%	463
FDLRC	39%	61%	478
FNRC	28%	72%	306
GGRC	34%	66%	514
HRC	35%	65%	510
IRC	30%	70%	1336
KRC	33%	67%	370
NBRC	35%	65%	475
NLACRC	37%	63%	738
RCEB	36%	64%	707
RCOC	32%	68%	1005
RCRC	43%	57%	148
SARC	32%	68%	757
SCLARC	33%	67%	503
SDRC	36%	64%	1169
SGPRC	30%	70%	444
TCRC	35%	65%	618
VMRC	32%	68%	504
WRC	39%	61%	380
CA Average	34%	66%	13042
Weighted NCI-IDD Average	32%	68%	17341

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

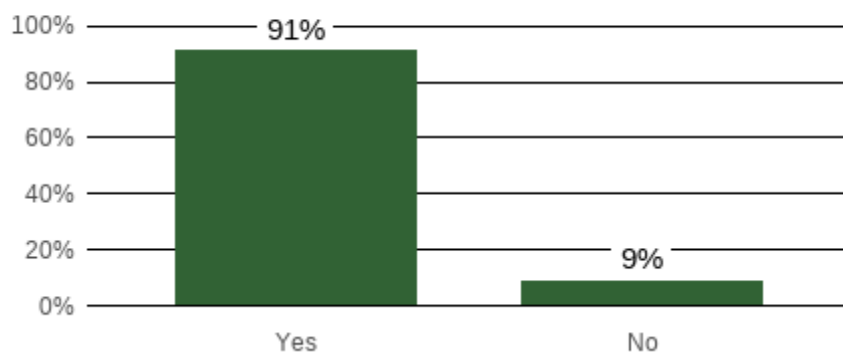


Table 55. Is there a computer, tablet (for example an iPad), or smartphone that your family can use in your home?

Regional Center	Yes	No	N
ACRC	94%	6%	1037
CVRC	88%	12%	649
ELARC	89%	11%	497
FDLRC	90%	10%	512
FNRC	93%	7%	318
GGRC	91%	9%	560
HRC	92%	8%	542
IRC	93%	7%	1397
KRC	89%	11%	378
NBRC	93%	7%	495
NLACRC	92%	8%	771
RCEB	90%	10%	749
RCOC	93%	7%	1070
RCRC	94%	6%	156
SARC	92%	8%	789
SCLARC	88%	12%	538
SDRC	92%	8%	1209
SGPRC	90%	10%	463
TCRC	91%	9%	647
VMRC	88%	12%	549
WRC	91%	9%	399
CA Average	91%	9%	13725
Weighted NCI-IDD Average	91%	9%	18136

How well does internet work in your home?

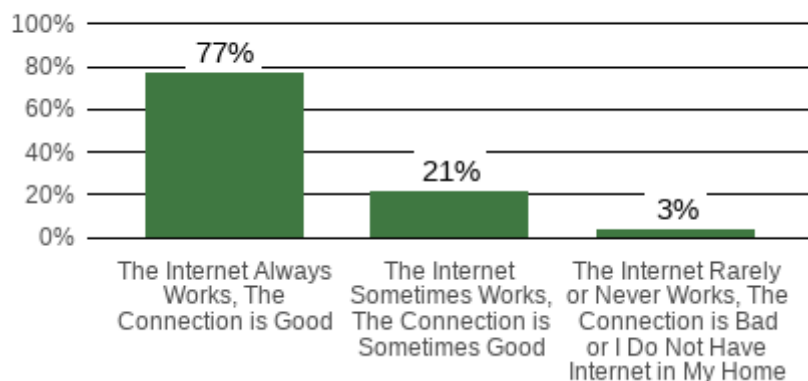


Table 56. How well does the internet work in your home?

Regional Center	The Internet Always Works, The Connection is Good	The Internet Sometimes Works, The Connection is Sometimes Good	The Internet Rarely or Never Works, The Connection is Bad or I Do Not Have Internet in My Home	N
ACRC	78%	20%	2%	1030
CVRC	71%	24%	5%	647
ELARC	73%	23%	4%	491
FDLRC	69%	28%	3%	490
FNRC	74%	23%	3%	315
GGRC	79%	19%	1%	548
HRC	78%	20%	1%	528
IRC	77%	21%	2%	1379
KRC	70%	26%	4%	372
NBRC	76%	21%	3%	489
NLACRC	78%	20%	2%	766
RCEB	81%	17%	2%	736
RCOC	82%	16%	2%	1057
RCRC	74%	25%	1%	158
SARC	81%	17%	1%	782
SCLARC	66%	29%	5%	520
SDRC	79%	18%	3%	1194
SGPRC	77%	20%	3%	450
TCRC	81%	17%	2%	644
VMRC	72%	25%	3%	530
WRC	80%	18%	3%	390
CA Average	77%	21%	3%	13516
Weighted NCI-IDD Average	79%	19%	3%	17869

Workforce

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

“**You**” and “**Respondent**” refers to the person (usually a parent or conservator) filling out the survey.

“**Family Member**” refers to the person receiving services whom the respondent is answering questions about in this survey.

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

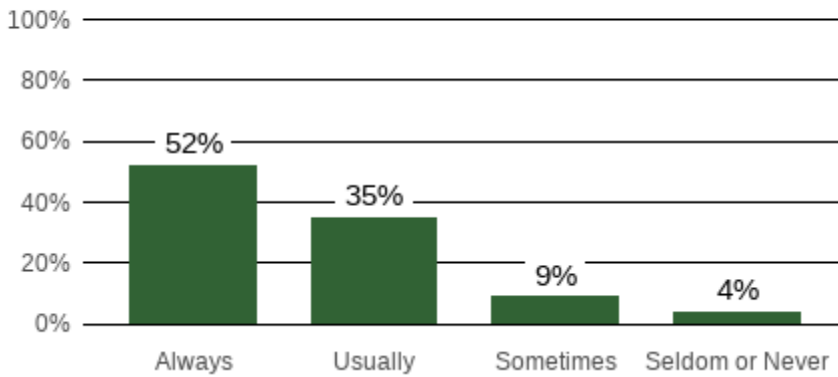


Table 57. Do support workers come and go when they are supposed to?

Regional Center	Always	Usually	Sometimes	Seldom or Never	N
ACRC	49%	39%	9%	4%	709
CVRC	58%	31%	8%	3%	467
ELARC	52%	38%	6%	3%	367
FDLRC	50%	33%	11%	6%	386
FNRC	55%	35%	7%	3%	204
GGRC	46%	39%	9%	6%	340
HRC	50%	37%	8%	5%	328
IRC	52%	38%	6%	3%	1009
KRC	54%	32%	10%	3%	263
NBRC	48%	37%	10%	4%	342
NLACRC	49%	36%	9%	5%	548
RCEB	40%	39%	13%	8%	456
RCOC	56%	34%	8%	2%	750
RCRC	52%	38%	6%	4%	112
SARC	48%	40%	9%	3%	511
SCLARC	59%	28%	8%	5%	397
SDRC	54%	34%	8%	4%	905
SGPRC	57%	33%	6%	4%	336
TCRC	52%	33%	10%	5%	463
VMRC	53%	34%	9%	4%	337
WRC	54%	33%	8%	4%	281
CA Average	52%	35%	9%	4%	9511
Weighted NCI-IDD Average	58%	32%	8%	3%	13056

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

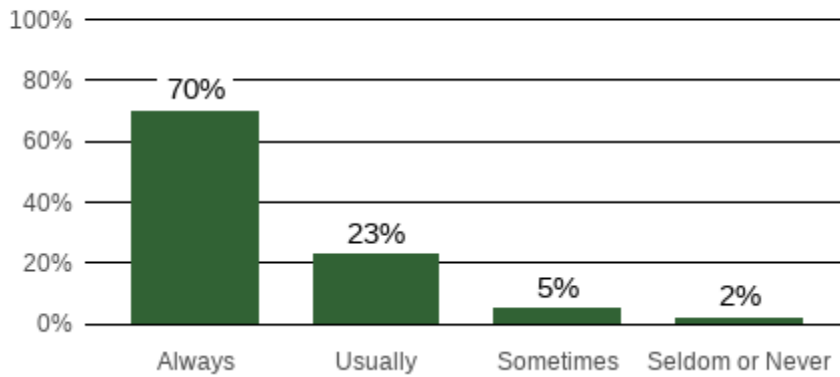


Table 58. Do support workers speak to you in a way you understand?

Regional Center	Always	Usually	Sometimes	Seldom or Never	N
ACRC	70%	24%	4%	2%	798
CVRC	76%	19%	5%	1%	530
ELARC	71%	23%	4%	1%	408
FDLRC	67%	22%	6%	4%	418
FNRC	73%	23%	3%	0%	239
GGRC	64%	28%	5%	3%	418
HRC	67%	27%	3%	3%	381
IRC	73%	21%	4%	2%	1115
KRC	73%	21%	4%	2%	297
NBRC	73%	19%	5%	2%	387
NLACRC	69%	24%	5%	2%	614
RCEB	64%	26%	7%	3%	521
RCOC	71%	23%	6%	1%	835
RCRC	73%	20%	6%	2%	121
SARC	67%	28%	4%	2%	598
SCLARC	71%	21%	5%	3%	431
SDRC	72%	21%	5%	2%	968
SGPRC	66%	29%	4%	1%	375
TCRC	72%	21%	4%	2%	537
VMRC	72%	20%	6%	2%	398
WRC	75%	19%	4%	2%	320
CA Average	70%	23%	5%	2%	10709
Weighted NCI-IDD Average	74%	21%	4%	1%	14474

If your family member does not communicate verbally, are there support workers who can communicate with them?

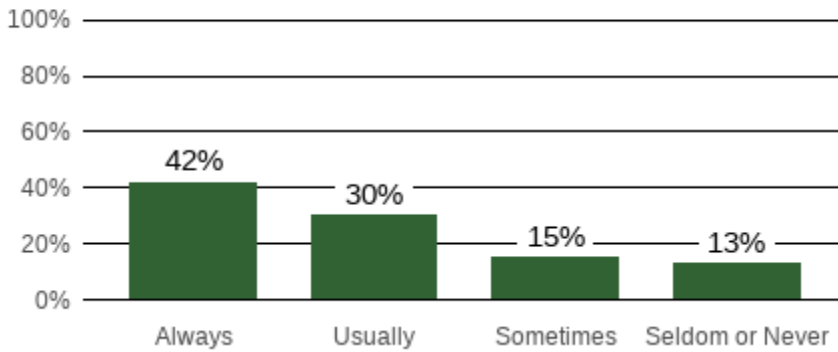


Table 59. If your family member does not communicate verbally (for example, uses gestures, sign language, or a communication aid), are there support workers who can communicate with them?

Regional Center	Always	Usually	Sometimes	Seldom or Never	N
ACRC	37%	33%	16%	13%	341
CVRC	52%	25%	11%	12%	266
ELARC	39%	30%	18%	12%	217
FDLRC	43%	27%	17%	13%	205
FNRC	35%	31%	13%	21%	102
GGRC	36%	31%	16%	17%	210
HRC	43%	28%	16%	13%	204
IRC	45%	31%	12%	12%	567
KRC	46%	23%	18%	14%	146
NBRC	39%	29%	18%	15%	168
NLACRC	41%	33%	13%	13%	295
RCEB	37%	32%	15%	16%	239
RCOC	43%	30%	16%	12%	409
RCRC	40%	28%	17%	16%	58
SARC	38%	31%	17%	14%	288
SCLARC	51%	24%	11%	14%	252
SDRC	38%	31%	15%	15%	437
SGPRC	40%	29%	18%	14%	181
TCRC	43%	27%	16%	13%	253
VMRC	44%	32%	13%	11%	221
WRC	51%	28%	12%	9%	152
CA Average	42%	30%	15%	13%	5211
Weighted NCI-IDD Average	45%	32%	13%	10%	6942

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

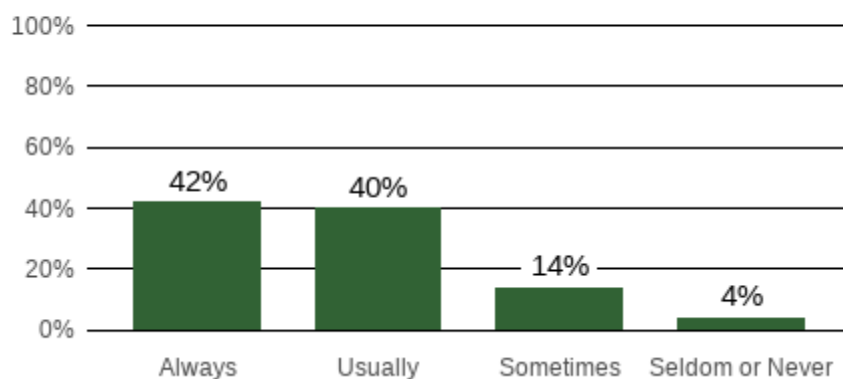


Table 60. Do support workers have the right information and skills to meet your family's needs?

Regional Center	Always	Usually	Sometimes	Seldom or Never	N
ACRC	39%	40%	17%	4%	752
CVRC	49%	37%	11%	3%	507
ELARC	44%	39%	14%	3%	385
FDLRC	42%	36%	16%	7%	398
FNRC	38%	47%	14%	1%	214
GGRC	38%	40%	17%	5%	393
HRC	42%	37%	15%	5%	359
IRC	44%	40%	13%	3%	1062
KRC	41%	37%	17%	5%	276
NBRC	38%	39%	18%	5%	360
NLACRC	37%	42%	16%	5%	581
RCEB	32%	43%	17%	8%	499
RCOC	44%	41%	13%	2%	795
RCRC	38%	47%	9%	6%	118
SARC	39%	44%	14%	4%	568
SCLARC	47%	34%	15%	4%	408
SDRC	42%	40%	14%	4%	931
SGPRC	47%	38%	10%	4%	356
TCRC	44%	38%	15%	3%	508
VMRC	47%	35%	15%	3%	381
WRC	44%	41%	12%	3%	304
CA Average	42%	40%	14%	4%	10155
Weighted NCI-IDD Average	48%	37%	12%	3%	13801

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

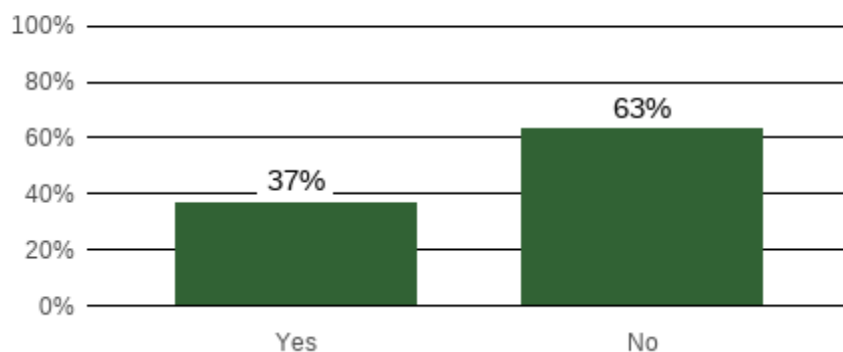


Table 61. Do your family member's support workers change too often? Is there too much "turnover" of support workers?

Regional Center	Yes	No	N
ACRC	39%	61%	714
CVRC	27%	73%	454
ELARC	31%	69%	355
FDLRC	37%	63%	375
FNRC	37%	63%	209
GGRC	36%	64%	346
HRC	36%	64%	336
IRC	36%	64%	963
KRC	45%	55%	238
NBRC	43%	57%	334
NLACRC	38%	62%	539
RCEB	44%	56%	452
RCOC	27%	73%	720
RCRC	53%	47%	105
SARC	41%	59%	522
SCLARC	30%	70%	368
SDRC	42%	58%	871
SGPRC	39%	61%	324
TCRC	38%	62%	465
VMRC	34%	66%	357
WRC	23%	77%	282
CA Average	37%	63%	9329
Weighted NCI-IDD Average	35%	65%	12750

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

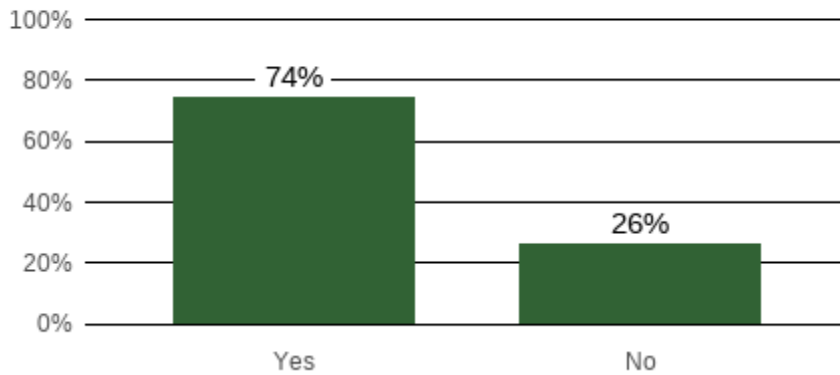


Table 62. Is there always a staff person available to support your family member when support is needed?

Regional Center	Yes	No	N
ACRC	70%	30%	673
CVRC	86%	14%	481
ELARC	78%	22%	353
FDLRC	71%	29%	369
FNRC	66%	34%	190
GGRC	74%	26%	351
HRC	78%	22%	326
IRC	77%	23%	914
KRC	78%	23%	240
NBRC	71%	29%	322
NLACRC	66%	34%	543
RCEB	64%	36%	454
RCOC	77%	23%	697
RCRC	65%	35%	105
SARC	69%	31%	525
SCLARC	82%	18%	369
SDRC	74%	26%	873
SGPRC	81%	19%	324
TCRC	77%	23%	453
VMRC	78%	22%	363
WRC	74%	26%	294
CA Average	74%	26%	9219
Weighted NCI-IDD Average	75%	25%	12645

Choice, Decision Making and Control

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

“You” and **“Respondent”** refers to the person (usually a parent or conservator) filling out the survey.

“Family Member” refers to the person receiving services whom the respondent is answering questions about in this survey.

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

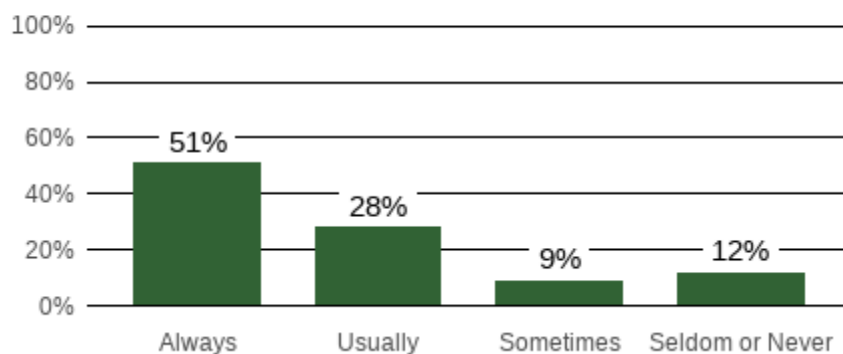


Table 63. Can someone in your family choose or change the agency that provides your family member's services?

Regional Center	Always	Usually	Sometimes	Seldom or Never	N
ACRC	50%	31%	8%	11%	517
CVRC	56%	28%	5%	11%	323
ELARC	50%	31%	8%	10%	308
FDLRC	41%	31%	14%	14%	271
FNRC	52%	26%	9%	13%	143
GGRC	45%	26%	11%	17%	276
HRC	49%	29%	8%	15%	255
IRC	58%	26%	8%	9%	772
KRC	54%	25%	9%	12%	178
NBRC	49%	24%	13%	14%	233
NLACRC	47%	33%	11%	9%	444
RCEB	44%	27%	11%	18%	339
RCOC	53%	27%	11%	9%	572
RCRC	53%	24%	9%	14%	87
SARC	42%	34%	12%	12%	386
SCLARC	54%	24%	7%	14%	284
SDRC	54%	27%	9%	10%	724
SGPRC	49%	33%	7%	12%	246
TCRC	51%	32%	8%	10%	339
VMRC	56%	23%	7%	13%	241
WRC	52%	26%	9%	13%	220
CA Average	51%	28%	9%	12%	7158
Weighted NCI-IDD Average	62%	24%	7%	8%	10234

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

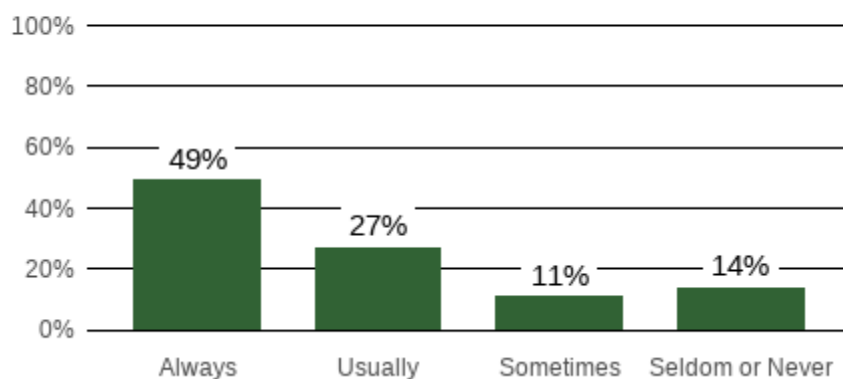


Table 64. Can someone in your family choose or change your family member's support workers?

Regional Center	Always	Usually	Sometimes	Seldom or Never	N
ACRC	49%	30%	9%	13%	511
CVRC	54%	24%	8%	13%	303
ELARC	52%	26%	11%	11%	297
FDLRC	42%	25%	13%	20%	284
FNRC	52%	26%	9%	13%	150
GGRC	47%	23%	12%	18%	273
HRC	53%	26%	8%	14%	236
IRC	54%	26%	10%	10%	754
KRC	51%	26%	9%	13%	175
NBRC	45%	26%	16%	13%	231
NLACRC	48%	29%	12%	11%	429
RCEB	41%	27%	13%	19%	305
RCOC	46%	30%	10%	13%	549
RCRC	57%	21%	13%	8%	89
SARC	42%	27%	15%	16%	397
SCLARC	55%	25%	7%	13%	282
SDRC	51%	25%	11%	12%	684
SGPRC	39%	35%	10%	16%	239
TCRC	50%	30%	8%	12%	357
VMRC	51%	24%	9%	17%	231
WRC	57%	19%	11%	12%	236
CA Average	49%	27%	11%	14%	7012
Weighted NCI-IDD Average	57%	24%	9%	10%	9896

Can someone in your family directly manage support staff?

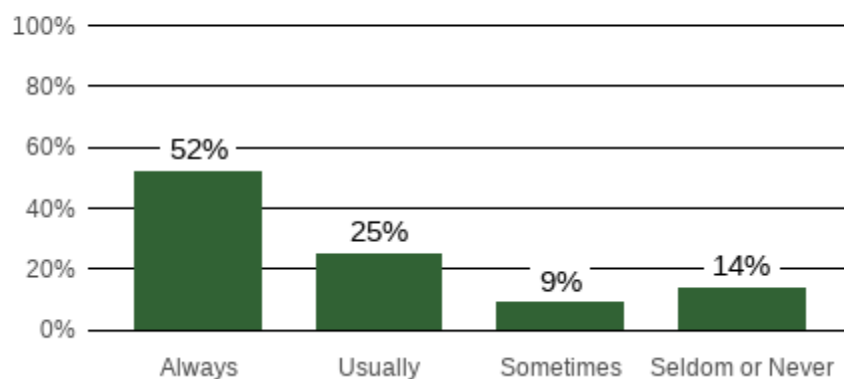


Table 65. Can someone in your family directly manage support staff?

Regional Center	Always	Usually	Sometimes	Seldom or Never	N
ACRC	52%	28%	6%	14%	480
CVRC	60%	19%	9%	13%	294
ELARC	49%	23%	11%	16%	273
FDLRC	42%	26%	16%	17%	277
FNRC	67%	19%	7%	7%	144
GGRC	46%	28%	9%	17%	273
HRC	50%	27%	8%	15%	228
IRC	55%	25%	7%	12%	726
KRC	57%	18%	11%	14%	150
NBRC	52%	24%	9%	15%	236
NLACRC	49%	26%	10%	15%	408
RCEB	47%	25%	11%	16%	305
RCOC	51%	24%	9%	16%	510
RCRC	63%	18%	9%	9%	76
SARC	47%	27%	8%	17%	382
SCLARC	51%	25%	10%	14%	265
SDRC	53%	26%	8%	13%	650
SGPRC	46%	26%	10%	18%	230
TCRC	55%	23%	11%	10%	347
VMRC	55%	26%	9%	10%	222
WRC	55%	23%	8%	14%	235
CA Average	52%	25%	9%	14%	6711
Weighted NCI-IDD Average	59%	21%	7%	13%	9417

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

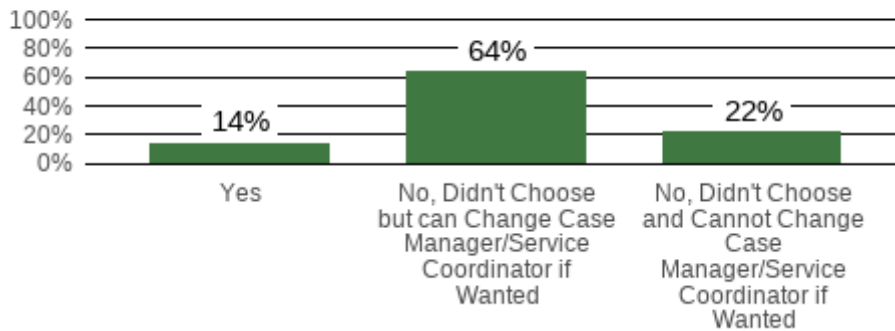


Table 66. Did you, your family member, or someone else in your family choose your family member's case manager/service coordinator?

Regional Center	Yes	No, Didn't Choose but Can Change Case Manager/Service Coordinator if Wanted	No, Didn't Choose and Cannot Change Case Manager/Service Coordinator if Wanted	N
ACRC	10%	72%	18%	825
CVRC	17%	65%	18%	447
ELARC	19%	68%	13%	378
FDLRC	12%	65%	23%	393
FNRC	11%	66%	23%	240
GGRC	22%	53%	25%	367
HRC	17%	62%	21%	394
IRC	14%	63%	22%	981
KRC	16%	61%	23%	271
NBRC	11%	65%	24%	348
NLACRC	17%	65%	18%	561
RCEB	12%	57%	32%	530
RCOC	15%	68%	16%	770
RCRC	13%	67%	21%	112
SARC	13%	56%	31%	560
SCLARC	18%	62%	20%	381
SDRC	14%	62%	24%	892
SGPRC	12%	67%	21%	331
TCRC	10%	69%	21%	495
VMRC	12%	66%	22%	400
WRC	15%	69%	16%	294
CA Average	14%	64%	22%	9970
Weighted NCI-IDD Average	26%	59%	16%	13687

Community Connections

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

“**You**” and “**Respondent**” refers to the person (usually a parent or conservator) filling out the survey.

“**Family Member**” refers to the person receiving services whom the respondent is answering questions about in this survey.

Does your family member do things in the community?

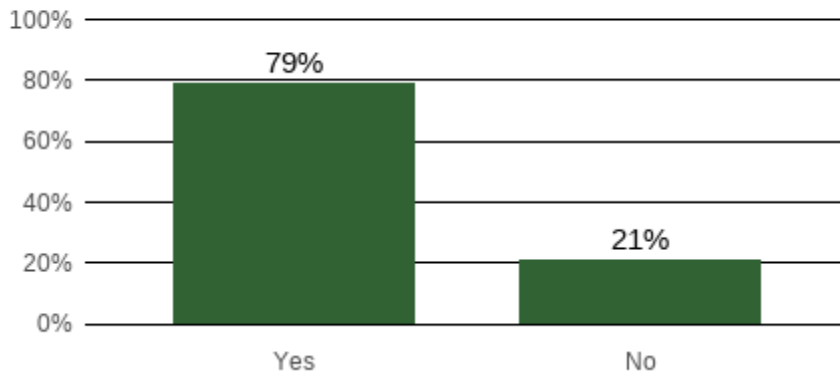


Table 67. Does your family member do things in the community?

Regional Center	Yes	No	N
ACRC	80%	20%	1033
CVRC	76%	24%	642
ELARC	80%	20%	493
FDLRC	76%	24%	497
FNRC	85%	15%	326
GGRC	75%	25%	544
HRC	78%	22%	519
IRC	80%	20%	1384
KRC	79%	21%	380
NBRC	84%	16%	486
NLACRC	77%	23%	767
RCEB	81%	19%	732
RCOC	80%	20%	1050
RCRC	86%	14%	154
SARC	77%	23%	790
SCLARC	73%	27%	542
SDRC	80%	20%	1189
SGPRC	77%	23%	459
TCRC	83%	17%	639
VMRC	79%	21%	538
WRC	78%	22%	391
CA Average	79%	21%	13555
Weighted NCI-IDD Average	83%	17%	17917

For your family member, what makes it hard to do things in the community?

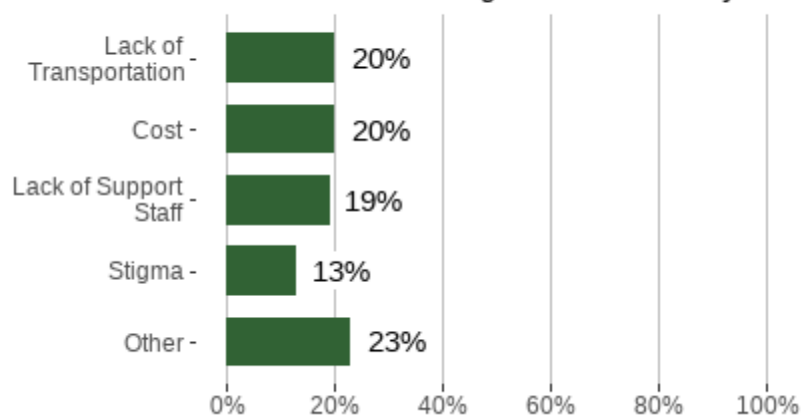


Table 68. For your family member, what makes it hard to do things in the community?

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

Regional Center	Lack of Transportation	Cost	Lack of Support Staff	Stigma	Other
ACRC	23%	19%	19%	14%	27%
CVRC	18%	17%	13%	12%	24%
ELARC	21%	23%	21%	15%	23%
FDLRC	22%	26%	18%	17%	20%
FNRC	20%	20%	17%	16%	23%
GGRC	23%	19%	24%	16%	23%
HRC	20%	23%	19%	12%	23%
IRC	18%	20%	17%	15%	23%
KRC	18%	20%	12%	11%	19%
NBRC	23%	20%	21%	14%	22%
NLACRC	21%	25%	16%	14%	21%
RCEB	23%	20%	24%	17%	23%
RCOC	18%	17%	18%	12%	22%
RCRC	22%	21%	26%	7%	32%
SARC	21%	15%	24%	13%	23%
SCLARC	18%	22%	16%	14%	19%
SDRC	21%	20%	21%	12%	26%
SGPRC	18%	18%	16%	13%	22%
TCRC	22%	19%	19%	11%	22%
VMRC	14%	23%	12%	12%	23%
WRC	21%	22%	18%	13%	22%
CA Average	20%	20%	19%	13%	23%
Weighted NCI-IDD Average	20%	19%	19%	12%	24%

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

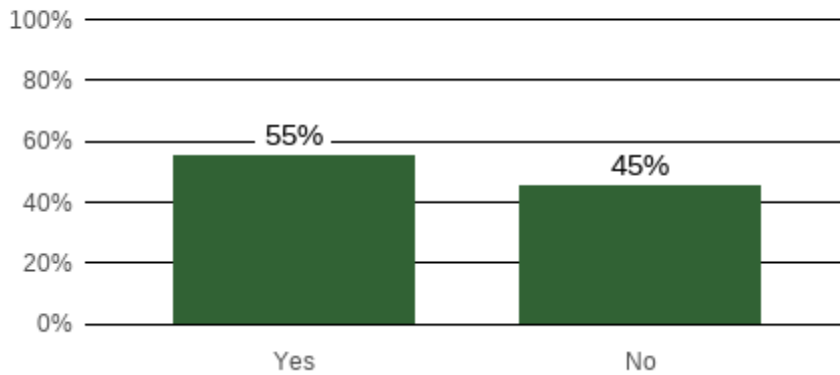


Table 69. Does your family member have friends other than paid support workers or family?

Regional Center	Yes	No	N
ACRC	58%	42%	1004
CVRC	58%	42%	616
ELARC	52%	48%	461
FDLRC	45%	55%	493
FNRC	67%	33%	319
GGRC	55%	45%	517
HRC	56%	44%	510
IRC	55%	45%	1362
KRC	59%	41%	370
NBRC	59%	41%	473
NLACRC	54%	46%	754
RCEB	55%	45%	706
RCOC	53%	47%	1016
RCRC	65%	35%	149
SARC	49%	51%	766
SCLARC	52%	48%	502
SDRC	53%	47%	1161
SGPRC	52%	48%	438
TCRC	58%	42%	624
VMRC	63%	37%	518
WRC	57%	43%	379
CA Average	55%	45%	13138
Weighted NCI-IDD Average	59%	41%	17419

**In your community, are there resources that
your family can use that are not provided by the
regional center?**

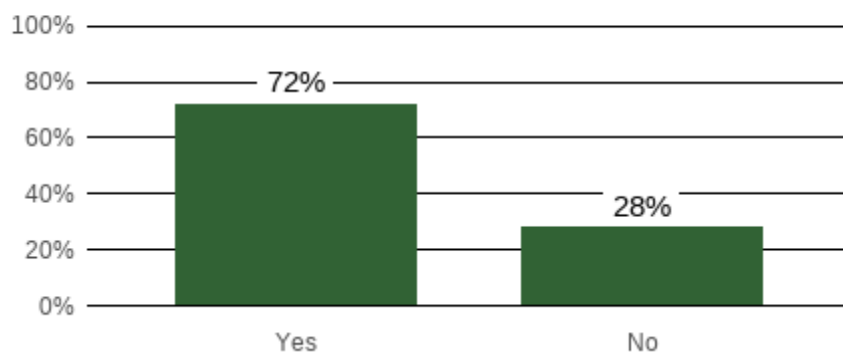


Table 70. In your community, are there resources that your family can use that are not provided by the regional center⁷ (for example, recreational programs, community housing, library programs, religious groups, etc.)?

Regional Center	Yes	No	N
ACRC	76%	24%	716
CVRC	72%	28%	450
ELARC	75%	25%	340
FDLRC	65%	35%	353
FNRC	70%	30%	210
GGRC	66%	34%	367
HRC	77%	23%	351
IRC	75%	25%	958
KRC	69%	31%	257
NBRC	74%	26%	314
NLACRC	67%	33%	496
RCEB	69%	31%	487
RCOC	71%	29%	750
RCRC	76%	24%	111
SARC	67%	33%	552
SCLARC	67%	33%	373
SDRC	75%	25%	816
SGPRC	68%	32%	314
TCRC	76%	24%	470
VMRC	76%	24%	341
WRC	71%	29%	254
CA Average	72%	28%	9280
Weighted NCI-IDD Average	74%	26%	12548

⁷ Some NCI states provide services through a statewide ID/DD agency

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

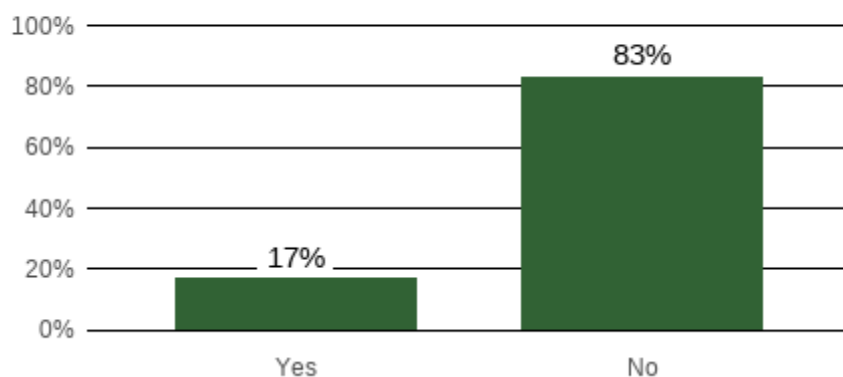


Table 71. Does your family take part in any family-to-family networks in your community?

Regional Center	Yes	No	N
ACRC	16%	84%	931
CVRC	13%	88%	544
ELARC	17%	83%	419
FDLRC	23%	77%	440
FNRC	11%	89%	278
GGRC	21%	79%	469
HRC	15%	85%	459
IRC	18%	82%	1205
KRC	15%	85%	321
NBRC	14%	86%	435
NLACRC	16%	84%	665
RCEB	19%	81%	644
RCOC	17%	83%	917
RCRC	11%	89%	130
SARC	21%	79%	713
SCLARC	17%	83%	453
SDRC	16%	84%	1049
SGPRC	15%	85%	390
TCRC	17%	83%	589
VMRC	14%	86%	459
WRC	19%	81%	334
CA Average	17%	83%	11844
Weighted NCI-IDD Average	18%	82%	15563

Health, Welfare, and Safety

Families are supported to ensure the health, welfare, and safety of their family member receiving services and supports from the regional center.

“You” and **“Respondent”** refers to the person (usually a parent or conservator) filling out the survey.

“Family Member” refers to the person receiving services whom the respondent is answering questions about in this survey.

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

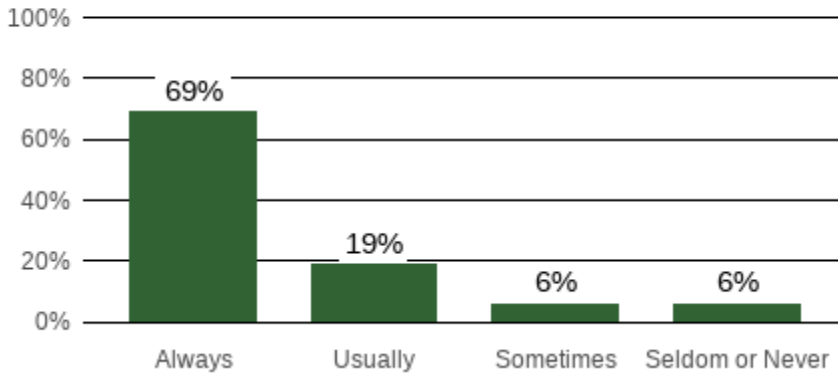


Table 72. Can your family member see a primary care provider (doctor, registered nurse, etc.) when needed?

Regional Center	Always	Usually	Sometimes	Seldom or Never	N
ACRC	74%	18%	4%	3%	1021
CVRC	72%	18%	5%	6%	622
ELARC	64%	18%	9%	10%	485
FDLRC	63%	19%	7%	11%	478
FNRC	64%	26%	6%	4%	320
GGRC	67%	22%	7%	3%	537
HRC	67%	21%	6%	6%	516
IRC	72%	17%	6%	6%	1370
KRC	71%	17%	7%	5%	360
NBRC	72%	20%	4%	5%	483
NLACRC	68%	20%	5%	7%	739
RCEB	70%	21%	4%	4%	730
RCOC	70%	20%	5%	6%	1032
RCRC	66%	25%	6%	3%	154
SARC	65%	24%	6%	5%	771
SCLARC	65%	14%	11%	11%	493
SDRC	69%	20%	6%	5%	1167
SGPRC	67%	20%	5%	8%	439
TCRC	71%	20%	4%	5%	632
VMRC	70%	19%	7%	5%	529
WRC	70%	17%	6%	7%	389
CA Average	69%	19%	6%	6%	13267
Weighted NCI-IDD Average	74%	18%	4%	4%	17615

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

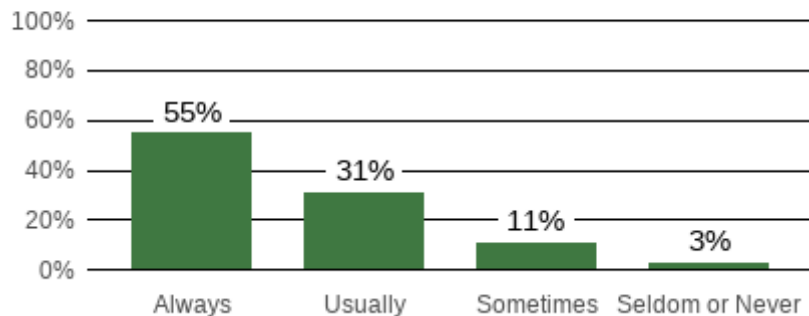


Table 73. Does your family member's primary care doctor understand your family member's needs related to their intellectual/developmental disability?

Regional Center	Always	Usually	Sometimes	Seldom or Never	N
ACRC	52%	33%	12%	4%	981
CVRC	56%	28%	12%	4%	622
ELARC	57%	29%	11%	3%	469
FDLRC	54%	31%	11%	4%	479
FNRC	49%	37%	11%	2%	298
GGRC	54%	33%	9%	3%	512
HRC	56%	30%	11%	2%	506
IRC	57%	31%	10%	3%	1356
KRC	56%	32%	9%	4%	365
NBRC	55%	28%	14%	3%	477
NLACRC	55%	31%	10%	4%	730
RCEB	50%	34%	13%	3%	701
RCOC	59%	28%	10%	3%	1021
RCRC	52%	32%	14%	2%	148
SARC	53%	34%	10%	2%	763
SCLARC	61%	23%	13%	4%	496
SDRC	55%	31%	10%	4%	1136
SGPRC	55%	32%	10%	3%	425
TCRC	56%	31%	10%	3%	617
VMRC	56%	31%	10%	3%	508
WRC	56%	30%	8%	5%	377
CA Average	55%	31%	11%	3%	12987
Weighted NCI-IDD Average	59%	30%	9%	2%	17304

Can your family member go to the dentist when needed?

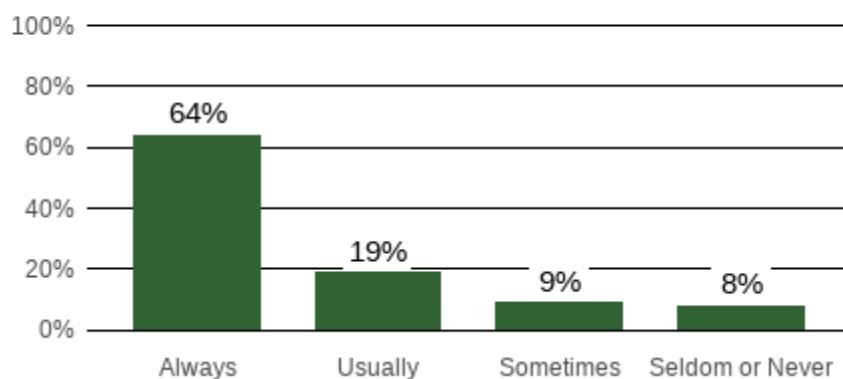


Table 74. Can your family member go to the dentist when needed?

Regional Center	Always	Usually	Sometimes	Seldom or Never	N
ACRC	67%	19%	7%	8%	1012
CVRC	64%	20%	8%	8%	644
ELARC	61%	21%	8%	10%	485
FDLRC	61%	18%	12%	9%	497
FNRC	61%	22%	7%	11%	317
GGRC	61%	20%	8%	11%	543
HRC	63%	20%	8%	9%	531
IRC	66%	19%	8%	7%	1391
KRC	64%	21%	9%	6%	373
NBRC	61%	19%	11%	9%	489
NLACRC	65%	20%	8%	6%	769
RCEB	64%	17%	7%	11%	735
RCOC	68%	19%	8%	5%	1058
RCRC	65%	19%	8%	8%	153
SARC	61%	20%	10%	9%	789
SCLARC	62%	18%	11%	9%	520
SDRC	63%	20%	9%	8%	1183
SGPRC	62%	21%	11%	6%	453
TCRC	67%	20%	7%	5%	643
VMRC	62%	16%	11%	11%	529
WRC	63%	20%	10%	7%	395
CA Average	64%	19%	9%	8%	13509
Weighted NCI-IDD Average	67%	18%	7%	8%	17852

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

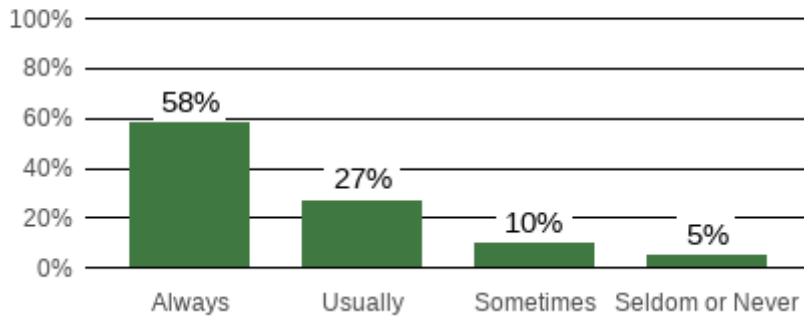


Table 75. Does your family member's dentist understand your family member's needs related to their intellectual/developmental disability?

Regional Center	Always	Usually	Sometimes	Seldom or Never	N
ACRC	56%	30%	9%	5%	905
CVRC	57%	26%	11%	6%	572
ELARC	59%	27%	7%	7%	453
FDLRC	55%	25%	13%	7%	469
FNRC	55%	33%	7%	4%	275
GGRC	56%	28%	10%	5%	464
HRC	54%	31%	9%	6%	469
IRC	60%	25%	11%	4%	1257
KRC	54%	28%	15%	3%	328
NBRC	58%	25%	11%	7%	428
NLACRC	59%	27%	10%	4%	702
RCEB	53%	29%	11%	7%	646
RCOC	62%	25%	9%	4%	982
RCRC	61%	26%	10%	3%	136
SARC	58%	28%	10%	4%	718
SCLARC	60%	22%	12%	6%	494
SDRC	60%	26%	9%	4%	1060
SGPRC	59%	25%	11%	5%	410
TCRC	60%	28%	9%	3%	582
VMRC	59%	26%	9%	6%	458
WRC	61%	24%	10%	5%	356
CA Average	58%	27%	10%	5%	12164
Weighted NCI-IDD Average	62%	26%	8%	4%	16129

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

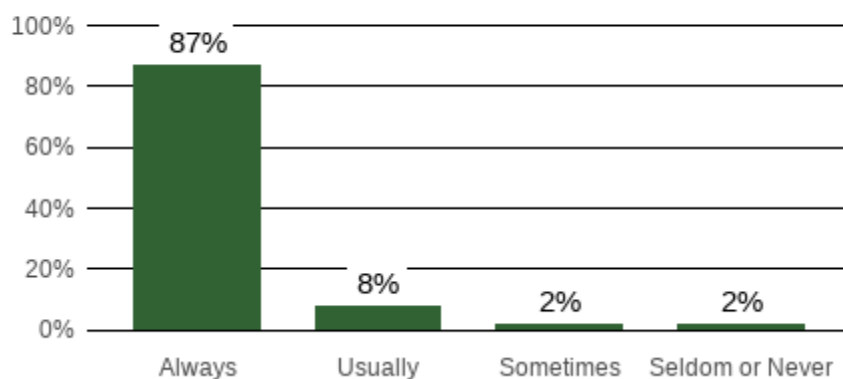


Table 76. If your family member takes prescription medications, do you know what they're for?

Regional Center	Always	Usually	Sometimes	Seldom or Never	N
ACRC	90%	7%	1%	2%	839
CVRC	86%	8%	3%	3%	550
ELARC	82%	12%	3%	3%	394
FDLRC	83%	9%	4%	4%	399
FNRC	90%	6%	1%	3%	236
GGRC	83%	11%	3%	3%	445
HRC	86%	9%	3%	2%	423
IRC	89%	7%	2%	2%	1151
KRC	87%	10%	2%	1%	299
NBRC	85%	8%	4%	2%	403
NLACRC	85%	9%	4%	2%	593
RCEB	87%	8%	2%	2%	599
RCOC	87%	8%	3%	2%	885
RCRC	93%	4%	2%	2%	120
SARC	86%	10%	2%	1%	625
SCLARC	84%	10%	3%	3%	429
SDRC	87%	8%	2%	2%	955
SGPRC	86%	10%	2%	1%	365
TCRC	90%	6%	2%	2%	522
VMRC	88%	7%	3%	3%	423
WRC	87%	7%	2%	3%	302
CA Average	87%	8%	2%	2%	10957
Weighted NCI-IDD Average	89%	7%	2%	2%	14760

Do you, your family member, or someone else in your family know what is needed to safely take the prescription medications?

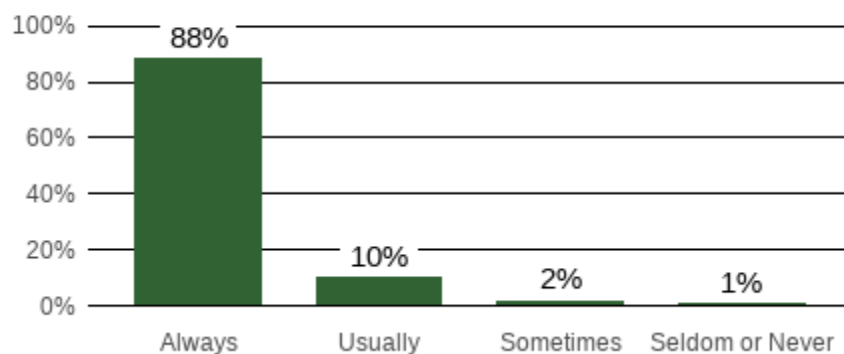


Table 77. Do you, your family member, or someone else in your family know what is needed to safely take the prescription medications (when it should be taken, how much to take, and the potential side effects)?

Regional Center	Always	Usually	Sometimes	Seldom or Never	N
ACRC	91%	8%	1%	0%	828
CVRC	89%	9%	1%	1%	544
ELARC	84%	13%	3%	1%	389
FDLRC	84%	11%	3%	2%	393
FNRC	94%	5%	1%	0%	236
GGRC	85%	12%	2%	2%	433
HRC	85%	12%	2%	1%	410
IRC	90%	8%	1%	1%	1135
KRC	89%	8%	2%	1%	292
NBRC	90%	7%	2%	1%	391
NLACRC	86%	11%	2%	1%	578
RCEB	86%	10%	3%	1%	594
RCOC	86%	11%	2%	1%	872
RCRC	92%	7%	1%	0%	118
SARC	85%	13%	2%	1%	622
SCLARC	85%	11%	2%	1%	416
SDRC	90%	8%	1%	1%	956
SGPRC	88%	9%	2%	1%	366
TCRC	91%	7%	1%	1%	522
VMRC	90%	7%	2%	1%	415
WRC	84%	13%	1%	1%	296
CA Average	88%	10%	2%	1%	10806
Weighted NCI-IDD Average	90%	8%	1%	1%	14623

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

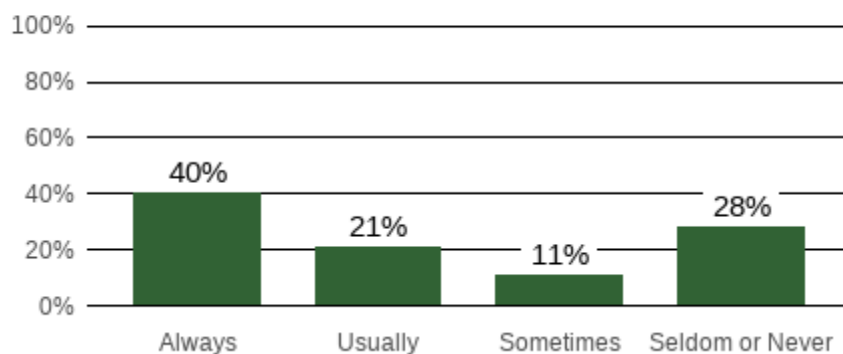


Table 78. Can your family member get mental or behavioral health supports when needed? (Like see a therapist, go to group counseling)

Regional Center	Always	Usually	Sometimes	Seldom or Never	N
ACRC	42%	22%	11%	25%	724
CVRC	41%	19%	12%	27%	435
ELARC	39%	23%	11%	28%	397
FDLRC	33%	19%	13%	34%	383
FNRC	38%	26%	7%	28%	214
GGRC	35%	20%	13%	32%	399
HRC	40%	21%	10%	30%	400
IRC	44%	21%	9%	27%	1047
KRC	44%	23%	7%	25%	286
NBRC	38%	24%	10%	28%	345
NLACRC	40%	25%	11%	24%	580
RCEB	34%	19%	15%	32%	548
RCOC	43%	18%	12%	27%	743
RCRC	44%	15%	11%	30%	113
SARC	32%	22%	14%	32%	579
SCLARC	42%	22%	10%	27%	415
SDRC	42%	19%	12%	27%	864
SGPRC	38%	23%	10%	29%	342
TCRC	40%	23%	10%	27%	449
VMRC	42%	22%	11%	25%	379
WRC	39%	23%	14%	24%	295
CA Average	40%	21%	11%	28%	9937
Weighted NCI-IDD Average	46%	21%	9%	24%	13080

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

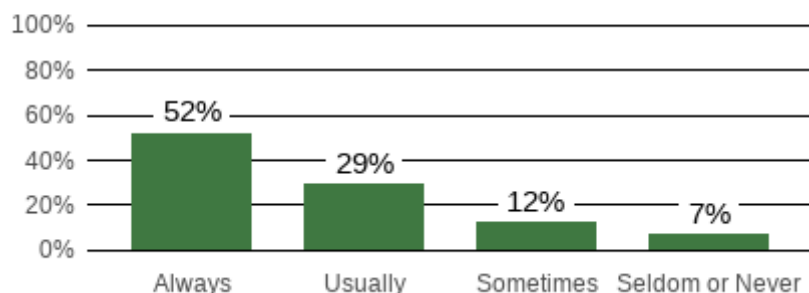


Table 79. If your family member uses mental health services, does the mental health professional understand your family member's needs related to their intellectual/developmental disability?

Regional Center	Always	Usually	Sometimes	Seldom or Never	N
ACRC	49%	30%	13%	8%	506
CVRC	54%	26%	13%	7%	342
ELARC	53%	25%	14%	8%	306
FDLRC	54%	29%	11%	6%	299
FNRC	47%	35%	13%	5%	142
GGRC	48%	29%	13%	10%	285
HRC	57%	24%	12%	7%	306
IRC	55%	29%	11%	5%	772
KRC	58%	24%	12%	6%	214
NBRC	47%	29%	14%	10%	259
NLACRC	49%	32%	11%	8%	433
RCEB	43%	33%	15%	9%	397
RCOC	53%	30%	11%	5%	567
RCRC	61%	31%	7%	1%	74
SARC	48%	34%	12%	6%	406
SCLARC	54%	27%	10%	9%	348
SDRC	52%	28%	13%	7%	644
SGPRC	48%	30%	13%	9%	247
TCRC	52%	32%	12%	5%	354
VMRC	54%	30%	12%	4%	261
WRC	52%	29%	12%	7%	237
CA Average	52%	29%	12%	7%	7399
Weighted NCI-IDD Average	55%	29%	10%	6%	9624

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

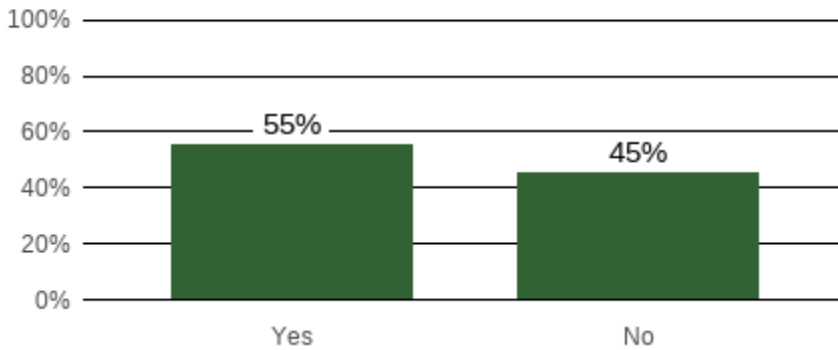


Table 80. If you asked for crisis or emergency services during the past 12 months, were services provided when needed?

Regional Center	Yes	No	N
ACRC	60%	40%	220
CVRC	53%	47%	198
ELARC	58%	42%	152
FDLRC	48%	52%	164
FNRC	62%	38%	63
GGRC	61%	39%	152
HRC	59%	41%	139
IRC	58%	42%	375
KRC	46%	54%	105
NBRC	49%	51%	101
NLACRC	50%	50%	234
RCEB	58%	42%	154
RCOC	55%	45%	267
RCRC	63%	38%	32
SARC	56%	44%	202
SCLARC	45%	55%	186
SDRC	61%	39%	314
SGPRC	51%	49%	127
TCRC	61%	39%	155
VMRC	54%	46%	142
WRC	55%	45%	110
CA Average	55%	45%	3592
Weighted NCI-IDD Average	57%	43%	4376

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

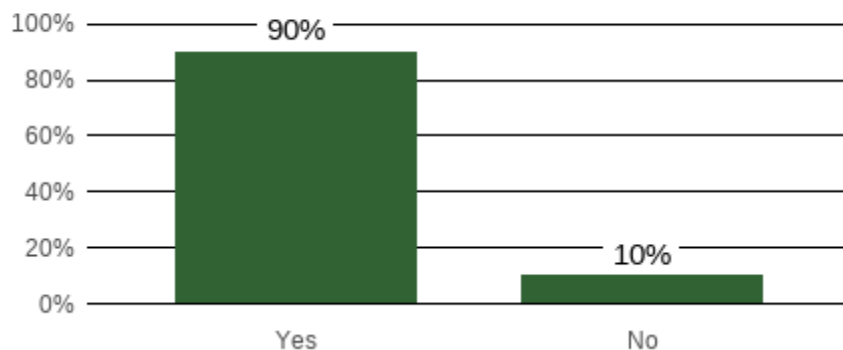


Table 81. Do you feel prepared to handle the needs of your family member in an emergency such as a medical emergency or natural disaster?

Regional Center	Yes	No	N
ACRC	94%	6%	959
CVRC	89%	11%	608
ELARC	87%	13%	428
FDLRC	84%	16%	450
FNRC	92%	8%	301
GGRC	86%	14%	475
HRC	88%	12%	471
IRC	91%	9%	1304
KRC	90%	10%	343
NBRC	90%	10%	453
NLACRC	89%	11%	709
RCEB	88%	12%	651
RCOC	91%	9%	966
RCRC	94%	6%	142
SARC	89%	11%	715
SCLARC	87%	13%	491
SDRC	91%	9%	1101
SGPRC	88%	12%	417
TCRC	91%	9%	602
VMRC	92%	8%	504
WRC	88%	12%	355
CA Average	90%	10%	12445
Weighted NCI-IDD Average	92%	8%	16533

Have you talked about how to handle emergencies with your family member's case manager/service coordinator?

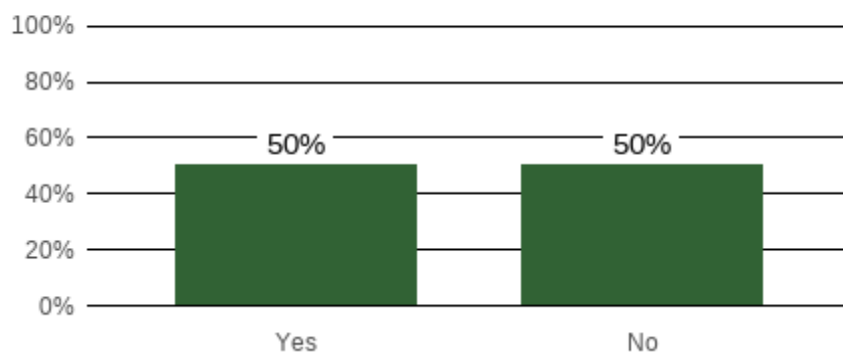


Table 82. Have you talked about how to handle emergencies (such as a medical emergency, pandemic or natural disaster) with your family member's case manager/service coordinator?

Regional Center	Yes	No	N
ACRC	54%	46%	966
CVRC	51%	49%	588
ELARC	52%	48%	433
FDLRC	44%	56%	450
FNRC	54%	46%	303
GGRC	35%	65%	505
HRC	44%	56%	487
IRC	64%	36%	1274
KRC	48%	52%	345
NBRC	47%	53%	442
NLACRC	45%	55%	696
RCEB	35%	65%	657
RCOC	63%	37%	980
RCRC	61%	39%	142
SARC	43%	57%	708
SCLARC	54%	46%	467
SDRC	47%	53%	1082
SGPRC	50%	50%	410
TCRC	47%	53%	587
VMRC	47%	53%	466
WRC	47%	53%	361
CA Average	50%	50%	12349
Weighted NCI-IDD Average	54%	46%	16420

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

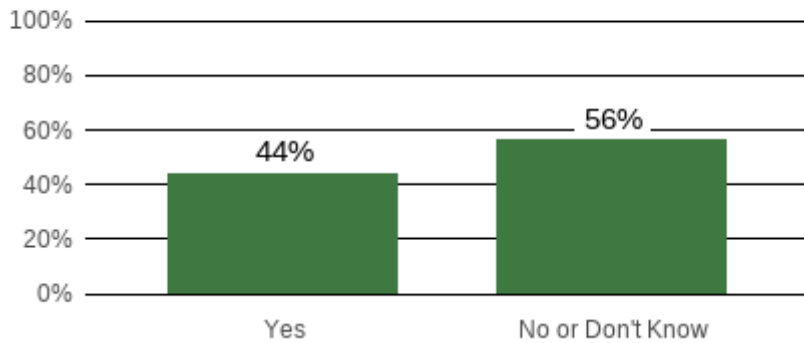


Table 83. Do you know how to file a complaint or grievance about provider agencies or staff?

Regional Center	Yes	No or Don't Know	N
ACRC	50%	50%	1039
CVRC	44%	56%	651
ELARC	48%	52%	496
FDLRC	35%	65%	508
FNRC	49%	51%	324
GGRC	36%	64%	555
HRC	49%	51%	535
IRC	45%	55%	1395
KRC	39%	61%	388
NBRC	41%	59%	490
NLACRC	45%	55%	774
RCEB	36%	64%	756
RCOC	48%	52%	1061
RCRC	63%	37%	158
SARC	37%	63%	795
SCLARC	41%	59%	539
SDRC	39%	61%	1195
SGPRC	45%	55%	459
TCRC	45%	55%	658
VMRC	52%	48%	544
WRC	44%	56%	398
CA Average	44%	56%	13718
Weighted NCI-IDD Average	50%	50%	18077

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

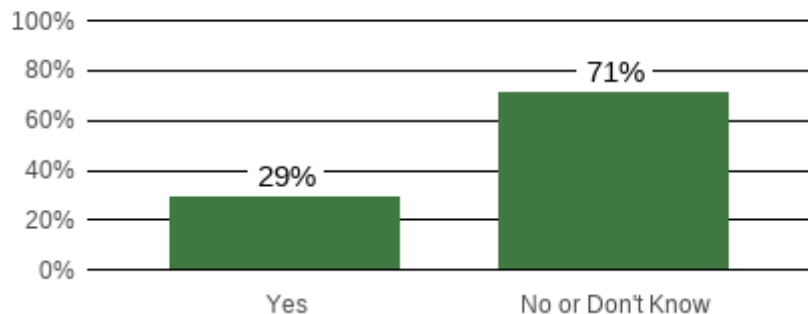


Table 84. If a complaint or grievance was filed or resolved in the past 12 months, are you satisfied with the way it was handled?

Regional Center	Yes	No or Don't Know	N
ACRC	27%	73%	109
CVRC	33%	67%	116
ELARC	32%	68%	103
FDLRC	26%	74%	116
FNRC	25%	75%	24
GGRC	22%	78%	88
HRC	32%	68%	81
IRC	32%	68%	193
KRC	21%	79%	61
NBRC	25%	75%	51
NLACRC	29%	71%	147
RCEB	29%	71%	114
RCOC	28%	72%	149
RCRC	n/a	n/a	n/a
SARC	30%	70%	117
SCLARC	26%	74%	140
SDRC	26%	74%	168
SGPRC	29%	71%	82
TCRC	31%	69%	88
VMRC	25%	75%	68
WRC	37%	63%	59
CA Average	29%	71%	2089
Weighted NCI-IDD Average	35%	65%	2508

The following Regional Centers had an N of less than 20 and were not shown. They are still included in the overall CA Average and weighted NCI average: RCRC

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

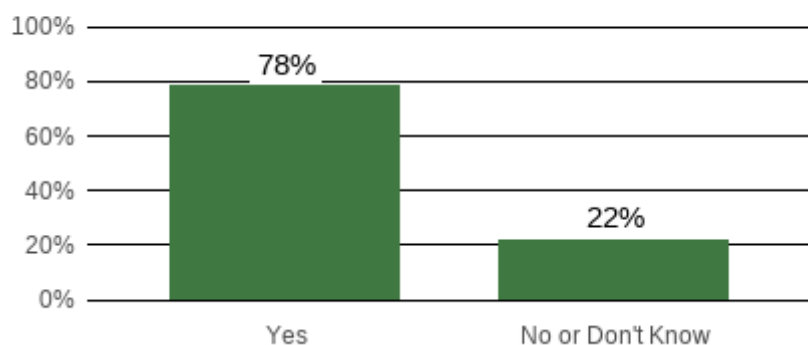


Table 85. Do you know how to report abuse or neglect related to your family member?

Regional Center	Yes	No or Don't Know	N
ACRC	86%	14%	917
CVRC	81%	19%	589
ELARC	78%	22%	437
FDLRC	69%	31%	442
FNRC	88%	12%	290
GGRC	72%	28%	448
HRC	76%	24%	466
IRC	82%	18%	1282
KRC	75%	25%	346
NBRC	76%	24%	432
NLACRC	74%	26%	704
RCEB	72%	28%	624
RCOC	78%	22%	910
RCRC	86%	14%	148
SARC	70%	30%	676
SCLARC	77%	23%	480
SDRC	77%	23%	1052
SGPRC	79%	21%	412
TCRC	77%	23%	597
VMRC	83%	17%	497
WRC	77%	23%	347
CA Average	78%	22%	12096
Weighted NCI-IDD Average	82%	18%	16134

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

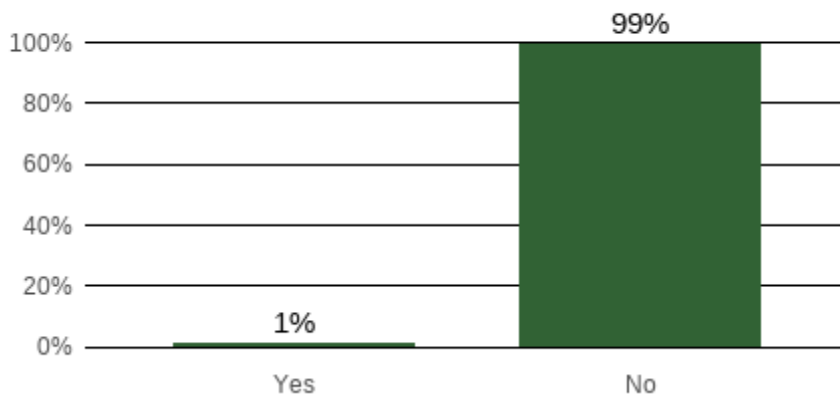


Table 86. Within the past 12 months, was a report of abuse or neglect filed on behalf of your family member?

Regional Center	Yes	No	N
ACRC	2%	98%	1016
CVRC	1%	99%	631
ELARC	2%	98%	476
FDLRC	1%	99%	478
FNRC	1%	99%	312
GGRC	1%	99%	527
HRC	1%	99%	506
IRC	1%	99%	1351
KRC	2%	98%	372
NBRC	2%	98%	475
NLACRC	2%	98%	754
RCEB	1%	99%	713
RCOC	1%	99%	1028
RCRC	3%	97%	146
SARC	1%	99%	749
SCLARC	1%	99%	515
SDRC	1%	99%	1167
SGPRC	2%	98%	450
TCRC	1%	99%	621
VMRC	2%	98%	524
WRC	1%	99%	373
CA Average	1%	99%	13184
Weighted NCI-IDD Average	2%	98%	17445

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

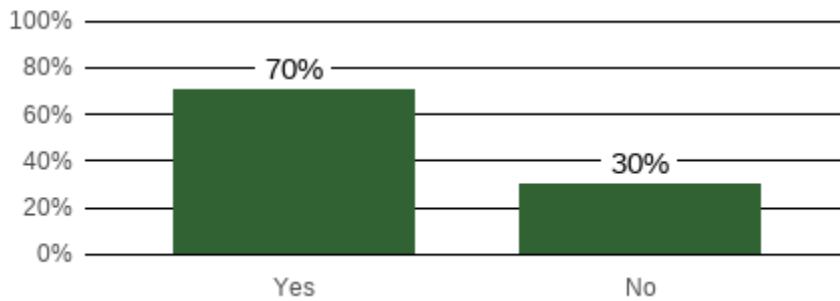


Table 87. If a report of abuse or neglect was filed on behalf of your family member, or if someone other than you or another family member reported abuse or neglect in the past 12 months, were you notified of the report in a timely manner?

Regional Center	Yes	No	N
ACRC	n/a	n/a	n/a
CVRC	n/a	n/a	n/a
ELARC	n/a	n/a	n/a
FDLRC	n/a	n/a	n/a
FNRC	n/a	n/a	n/a
GGRC	n/a	n/a	n/a
HRC	n/a	n/a	n/a
IRC	n/a	n/a	n/a
KRC	n/a	n/a	n/a
NBRC	n/a	n/a	n/a
NLACRC	n/a	n/a	n/a
RCEB	n/a	n/a	n/a
RCOC	n/a	n/a	n/a
RCRC	n/a	n/a	n/a
SARC	n/a	n/a	n/a
SCLARC	n/a	n/a	n/a
SDRC	n/a	n/a	n/a
SGPRC	n/a	n/a	n/a
TCRC	n/a	n/a	n/a
VMRC	n/a	n/a	n/a
WRC	n/a	n/a	n/a
CA Average	70%	30%	115
Weighted NCI-IDD Average	70%	30%	160

The following Regional Centers had an N of less than 20 and were not shown. They are still included in the overall CA Average and weighted NCI average: ACRC, CVRC, ELARC, FDLRC, FNRC, GGRC, HRC, IRC, KRC, NBRC, NLACRC, RCEB, RCOC, RCRC, SARC, SCLARC, SDRC, SGPRC, TCRC, VMRC, WRC

Family Satisfaction

Services and supports lead to better lives for people with disabilities and their families.

“**You**” and “**Respondent**” refers to the person (usually a parent or conservator) filling out the survey.

“**Family Member**” refers to the person receiving services whom the respondent is answering questions about in this survey.

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

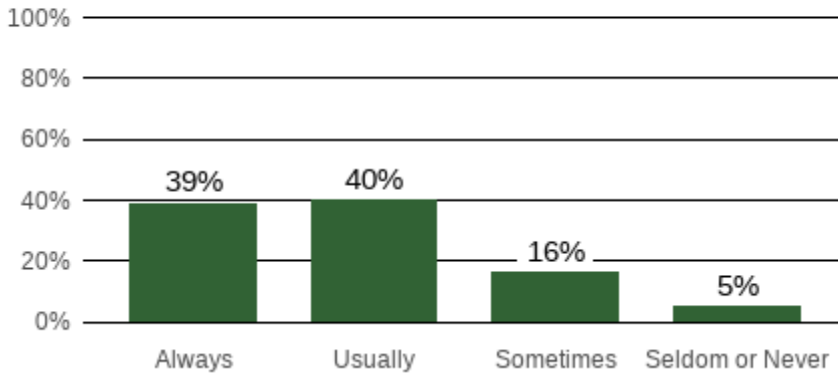


Table 88. Overall, are you satisfied with the services and supports your family member currently receives?

Regional Center	Always	Usually	Sometimes	Seldom or Never	N
ACRC	36%	41%	18%	5%	1024
CVRC	46%	38%	14%	3%	640
ELARC	42%	40%	15%	4%	487
FDLRC	37%	38%	18%	7%	495
FNRC	31%	50%	14%	6%	322
GGRC	38%	39%	17%	6%	540
HRC	39%	38%	15%	8%	524
IRC	41%	38%	17%	4%	1373
KRC	40%	34%	19%	7%	363
NBRC	34%	42%	17%	7%	482
NLACRC	33%	42%	18%	7%	764
RCEB	28%	44%	19%	9%	725
RCOC	43%	42%	12%	3%	1052
RCRC	40%	37%	18%	5%	155
SARC	34%	44%	17%	5%	779
SCLARC	45%	29%	21%	6%	525
SDRC	36%	42%	16%	6%	1177
SGPRC	45%	37%	14%	5%	452
TCRC	41%	40%	15%	5%	642
VMRC	43%	37%	16%	4%	528
WRC	43%	38%	15%	4%	387
CA Average	39%	40%	16%	5%	13436
Weighted NCI-IDD Average	41%	40%	14%	4%	17756

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

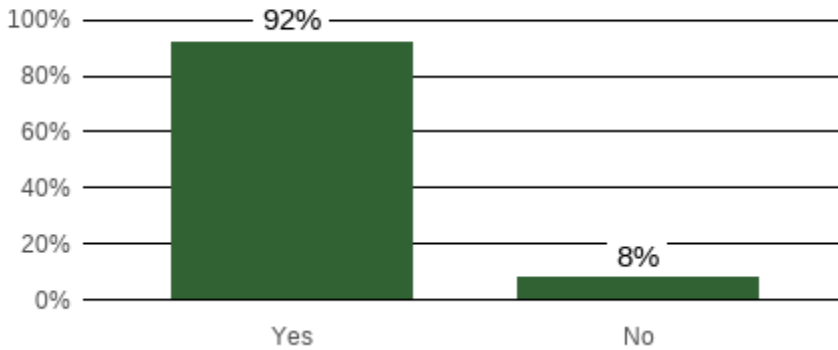


Table 89. Do you feel that services and supports have made a positive difference in the life of your family member?

Regional Center	Yes	No	N
ACRC	91%	9%	946
CVRC	93%	7%	596
ELARC	93%	7%	449
FDLRC	90%	10%	468
FNRC	91%	9%	306
GGRC	92%	8%	505
HRC	91%	9%	488
IRC	93%	7%	1280
KRC	89%	11%	341
NBRC	90%	10%	448
NLACRC	90%	10%	716
RCEB	92%	8%	669
RCOC	94%	6%	985
RCRC	92%	8%	146
SARC	92%	8%	718
SCLARC	90%	10%	475
SDRC	91%	9%	1120
SGPRC	93%	7%	413
TCRC	93%	7%	601
VMRC	91%	9%	506
WRC	93%	7%	365
CA Average	92%	8%	12541
Weighted NCI-IDD Average	93%	7%	16655

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

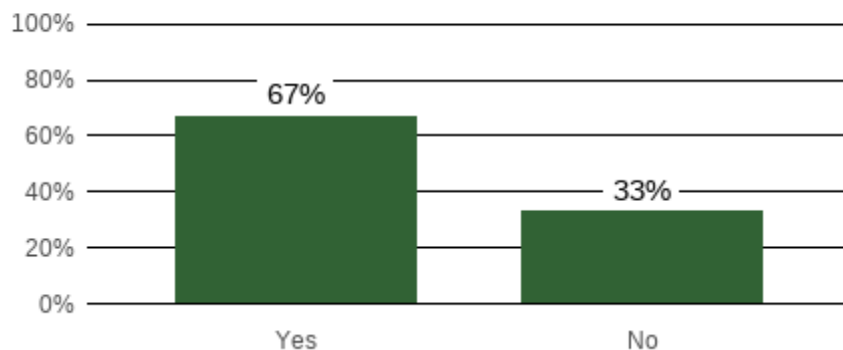


Table 90. Have services and supports reduced your family's out-of-pocket expenses for your family member's care?

Regional Center	Yes	No	N
ACRC	68%	32%	913
CVRC	64%	36%	536
ELARC	66%	34%	429
FDLRC	67%	33%	418
FNRC	69%	31%	289
GGRC	76%	24%	478
HRC	66%	34%	450
IRC	67%	33%	1193
KRC	60%	40%	312
NBRC	69%	31%	426
NLACRC	63%	37%	669
RCEB	68%	32%	632
RCOC	70%	30%	939
RCRC	68%	32%	143
SARC	72%	28%	675
SCLARC	58%	42%	421
SDRC	67%	33%	1049
SGPRC	66%	34%	377
TCRC	67%	33%	585
VMRC	65%	35%	457
WRC	72%	28%	332
CA Average	67%	33%	11723
Weighted NCI-IDD Average	69%	31%	15649

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

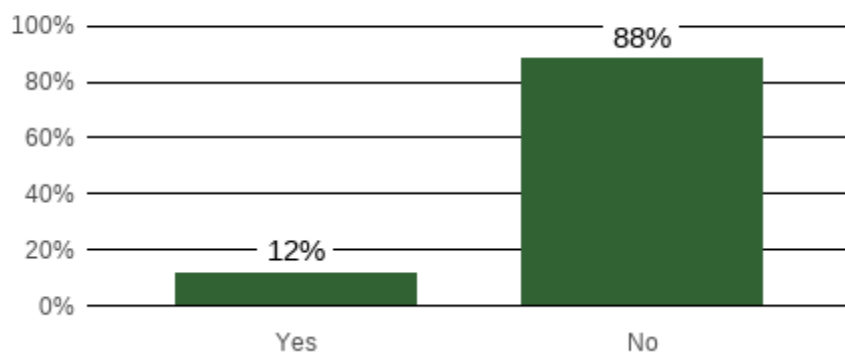


Table 91. Have the services or supports that your family member received during the past 12 months been reduced, suspended, or terminated?

Regional Center	Yes	No	N
ACRC	13%	87%	948
CVRC	7%	93%	571
ELARC	13%	87%	451
FDLRC	13%	87%	455
FNRC	13%	88%	304
GGRC	13%	87%	497
HRC	10%	90%	471
IRC	12%	88%	1274
KRC	10%	90%	330
NBRC	15%	85%	441
NLACRC	16%	84%	692
RCEB	17%	83%	661
RCOC	10%	90%	964
RCRC	18%	82%	146
SARC	11%	89%	723
SCLARC	10%	90%	475
SDRC	13%	87%	1103
SGPRC	12%	88%	420
TCRC	14%	86%	585
VMRC	11%	89%	478
WRC	10%	90%	361
CA Average	12%	88%	12350
Weighted NCI-IDD Average	12%	88%	16464

If services or supports received by the family were reduced, suspended or terminated during the past 12 months, did the change in services affect your family member negatively?

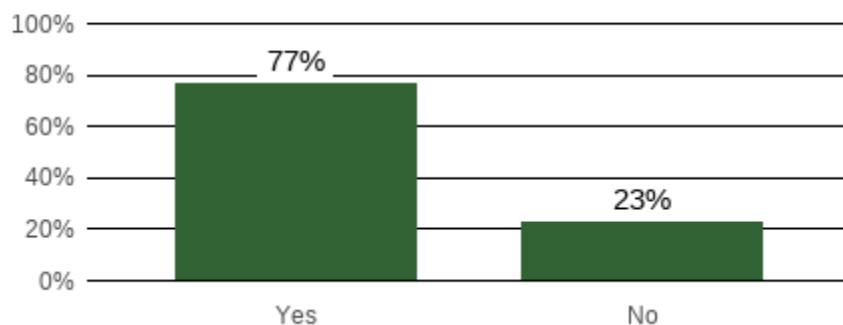


Table 92. If services or supports received by the family were reduced, suspended or terminated during the past 12 months, did the change in services affect your family member negatively?

Regional Center	Yes	No	N
ACRC	81%	19%	108
CVRC	77%	23%	35
ELARC	74%	26%	46
FDLRC	81%	19%	48
FNRC	86%	14%	36
GGRC	82%	18%	51
HRC	77%	23%	44
IRC	71%	29%	131
KRC	68%	32%	25
NBRC	73%	27%	56
NLACRC	73%	27%	96
RCEB	84%	16%	99
RCOC	77%	23%	90
RCRC	95%	5%	20
SARC	75%	25%	69
SCLARC	73%	27%	37
SDRC	76%	24%	120
SGPRC	76%	24%	42
TCRC	75%	25%	63
VMRC	84%	16%	45
WRC	81%	19%	31
CA Average	77%	23%	1292
Weighted NCI-IDD Average	78%	22%	1756

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

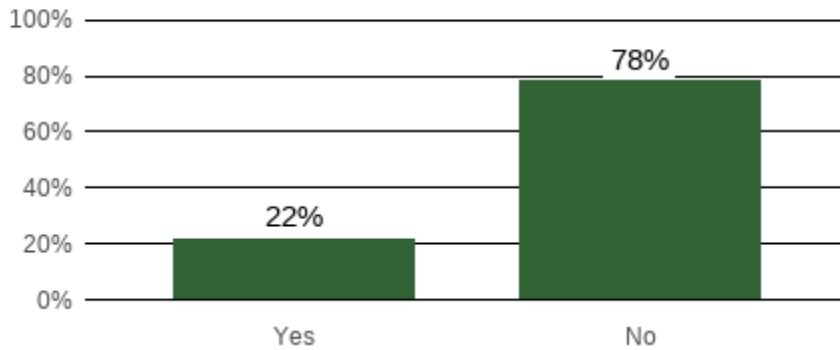


Table 93. Have the services or supports that your family member received been increased in the past 12 months?

Regional Center	Yes	No	N
ACRC	21%	79%	936
CVRC	23%	77%	546
ELARC	23%	77%	431
FDLRC	23%	77%	463
FNRC	15%	85%	289
GGRC	23%	77%	466
HRC	25%	75%	474
IRC	23%	77%	1265
KRC	19%	81%	336
NBRC	23%	77%	438
NLACRC	17%	83%	707
RCEB	20%	80%	660
RCOC	27%	73%	951
RCRC	24%	76%	140
SARC	24%	76%	710
SCLARC	20%	80%	471
SDRC	23%	77%	1066
SGPRC	22%	78%	407
TCRC	22%	78%	583
VMRC	23%	77%	453
WRC	21%	79%	357
CA Average	22%	78%	12149
Weighted NCI-IDD Average	22%	78%	16050

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

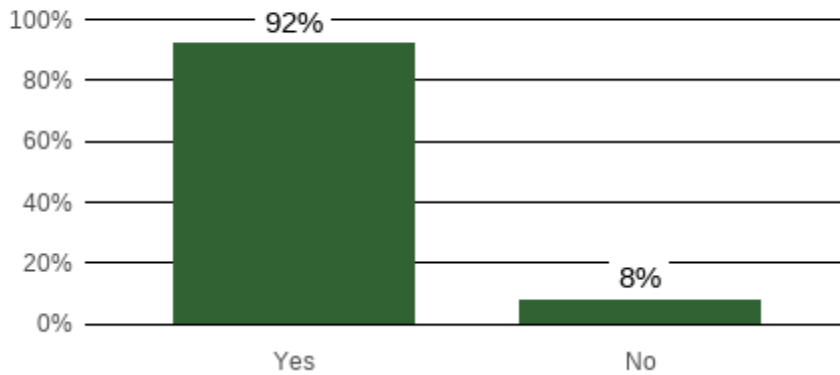


Table 94. Are services and supports helping your family member to live a good life?

Regional Center	Yes	No	N
ACRC	90%	10%	918
CVRC	92%	8%	578
ELARC	91%	9%	433
FDLRC	91%	9%	443
FNRC	91%	9%	285
GGRC	92%	8%	475
HRC	91%	9%	462
IRC	93%	7%	1258
KRC	90%	10%	330
NBRC	91%	9%	410
NLACRC	91%	9%	672
RCEB	88%	12%	640
RCOC	94%	6%	960
RCRC	93%	7%	141
SARC	93%	7%	702
SCLARC	90%	10%	469
SDRC	91%	9%	1060
SGPRC	93%	7%	391
TCRC	92%	8%	587
VMRC	92%	8%	462
WRC	94%	6%	349
CA Average	92%	8%	12025
Weighted NCI-IDD Average	93%	7%	16043

California Specific Questions

“You” and **“Respondent”** refers to the person (usually a parent or conservator) filling out the survey.

“Family Member” refers to the person receiving services whom the respondent is answering questions about in this survey.

Services Paid for Out-Of-Pocket in the Past Year

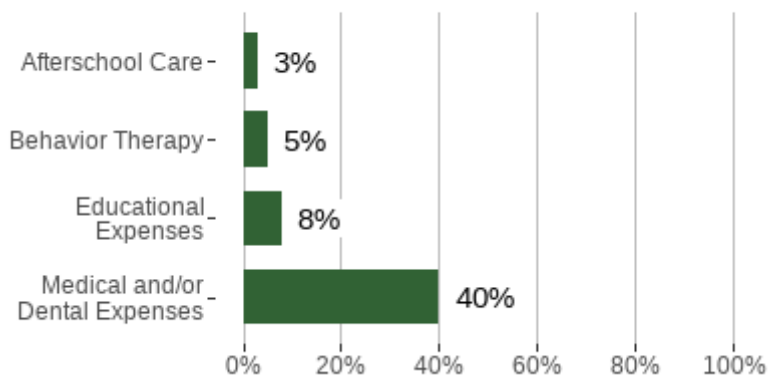


Table 95a. Services Paid for Out-Of-Pocket in The Past Year

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

Regional Center	Afterschool Care	Behavior Therapy	Educational Expenses	Medical and/or Dental Expenses
ACRC	2%	5%	8%	45%
CVRC	1%	4%	5%	34%
ELARC	2%	4%	7%	33%
FDLRC	4%	6%	11%	33%
FNRC	1%	5%	5%	41%
GGRC	3%	6%	10%	46%
HRC	3%	6%	8%	44%
IRC	2%	4%	6%	31%
KRC	3%	3%	7%	30%
NBRC	1%	4%	5%	44%
NLACRC	2%	6%	8%	38%
RCEB	3%	7%	9%	50%
RCOC	3%	4%	8%	43%
RCRC	1%	2%	8%	40%
SARC	4%	6%	10%	46%
SCLARC	2%	1%	4%	23%
SDRC	4%	7%	9%	41%
SGPRC	3%	4%	8%	42%
TCRC	2%	6%	8%	48%
VMRC	3%	3%	6%	38%
WRC	4%	7%	12%	42%
CA Average	3%	5%	8%	40%

Services Paid for Out-Of-Pocket in the Past Year (continued)

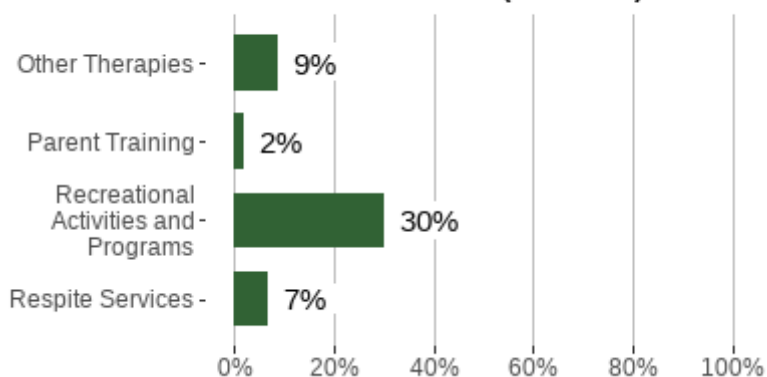


Table 95b. Services Paid for Out-Of-Pocket in the Past Year (continued)

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

Regional Center	Other Therapies	Parent Training	Recreational Activities and Programs	Respite Services
ACRC	8%	2%	35%	10%
CVRC	5%	1%	25%	8%
ELARC	8%	2%	24%	5%
FDLRC	7%	2%	24%	7%
FNRC	6%	1%	34%	6%
GGRC	12%	2%	31%	8%
HRC	10%	1%	30%	6%
IRC	7%	2%	29%	6%
KRC	5%	2%	26%	6%
NBRC	10%	1%	33%	9%
NLACRC	10%	1%	29%	5%
RCEB	14%	3%	36%	9%
RCOC	10%	2%	31%	9%
RCRC	6%	2%	35%	10%
SARC	10%	3%	35%	7%
SCLARC	3%	1%	17%	3%
SDRC	10%	2%	34%	6%
SGPRC	8%	2%	27%	6%
TCRC	10%	1%	35%	5%
VMRC	6%	2%	27%	6%
WRC	13%	2%	30%	8%
CA Average	9%	2%	30%	7%

Services Paid for Out-Of-Pocket in the Past Year (continued)

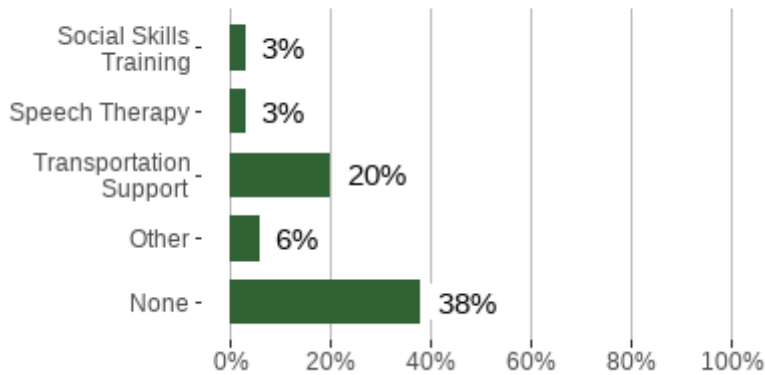


Table 95c. Services Paid for Out-Of-Pocket in the Past Year (continued)

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

Regional Center	Social Skills Training	Speech Therapy	Transportation Support	Other	None
ACRC	4%	3%	22%	8%	31%
CVRC	2%	2%	18%	8%	42%
ELARC	5%	4%	20%	5%	43%
FDLRC	3%	4%	21%	6%	43%
FNRC	1%	1%	23%	8%	33%
GGRC	6%	5%	21%	7%	36%
HRC	4%	5%	19%	6%	36%
IRC	3%	2%	18%	6%	45%
KRC	2%	3%	16%	7%	47%
NBRC	2%	2%	21%	7%	34%
NLACRC	3%	3%	21%	5%	40%
RCEB	6%	3%	26%	4%	28%
RCOC	4%	4%	20%	6%	37%
RCRC	2%	1%	26%	10%	30%
SARC	4%	4%	23%	4%	34%
SCLARC	2%	1%	10%	3%	60%
SDRC	4%	4%	22%	9%	37%
SGPRC	2%	1%	17%	5%	38%
TCRC	5%	3%	25%	5%	30%
VMRC	2%	2%	14%	4%	42%
WRC	4%	5%	24%	5%	40%
CA Average	3%	3%	20%	6%	38%

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

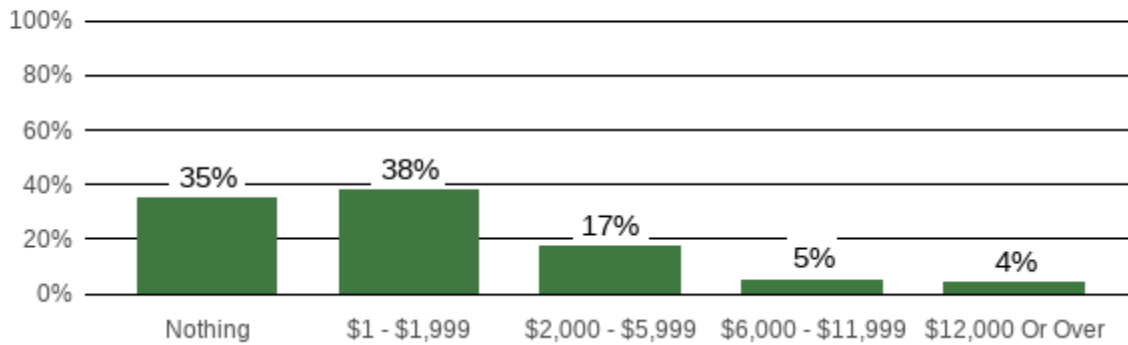


Table 96. Total Out-of-Pocket Expenses Related to Family Member's Care in the Past Year

Regional Center	Nothing	\$1 - \$1,999	\$2,000 - \$5,999	\$6,000 - \$11,999	\$12,000 Or Over	N
ACRC	29%	44%	19%	4%	3%	998
CVRC	39%	40%	16%	4%	2%	615
ELARC	46%	32%	15%	3%	3%	453
FDLRC	42%	29%	17%	5%	6%	486
FNRC	30%	47%	15%	6%	3%	298
GGRC	28%	39%	17%	6%	9%	521
HRC	32%	34%	24%	7%	3%	512
IRC	40%	38%	14%	5%	2%	1327
KRC	46%	34%	15%	3%	3%	356
NBRC	33%	39%	18%	6%	3%	463
NLACRC	37%	35%	18%	6%	5%	735
RCEB	27%	43%	17%	7%	6%	697
RCOC	33%	38%	18%	5%	6%	997
RCRC	28%	44%	17%	5%	6%	149
SARC	32%	37%	19%	6%	7%	749
SCLARC	59%	29%	9%	2%	1%	486
SDRC	34%	38%	18%	6%	4%	1142
SGPRC	35%	43%	16%	3%	2%	429
TCRC	29%	42%	20%	6%	4%	614
VMRC	37%	42%	15%	4%	1%	506
WRC	34%	31%	21%	4%	10%	378
CA Average	35%	38%	17%	5%	4%	12911

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

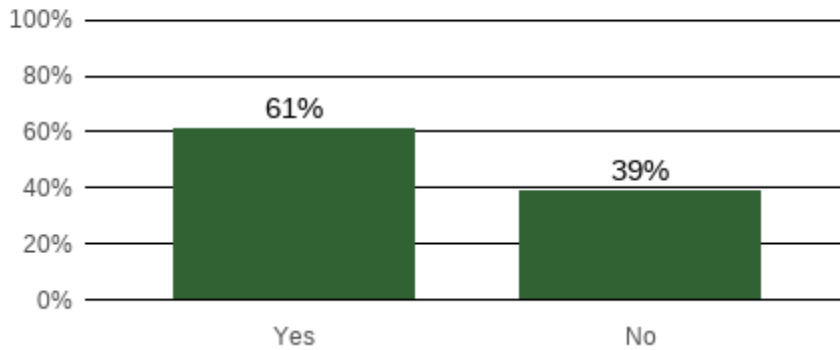


Table 97. Do you know what to do if you disagree with your regional center about services and/or eligibility? (For example, how to request a Fair Hearing)

Regional Center	Yes	No	N
ACRC	70%	30%	857
CVRC	64%	36%	522
ELARC	63%	37%	409
FDLRC	54%	46%	408
FNRC	71%	29%	269
GGRC	55%	45%	427
HRC	62%	38%	443
IRC	63%	37%	1153
KRC	55%	45%	322
NBRC	60%	40%	398
NLACRC	59%	41%	643
RCEB	52%	48%	588
RCOC	67%	33%	863
RCRC	74%	26%	139
SARC	55%	45%	621
SCLARC	54%	46%	439
SDRC	57%	43%	961
SGPRC	62%	38%	381
TCRC	65%	35%	546
VMRC	67%	33%	443
WRC	63%	37%	323
CA Average	61%	39%	11155

Does your regional center keep you informed, in your preferred language, about programs or services it offers?

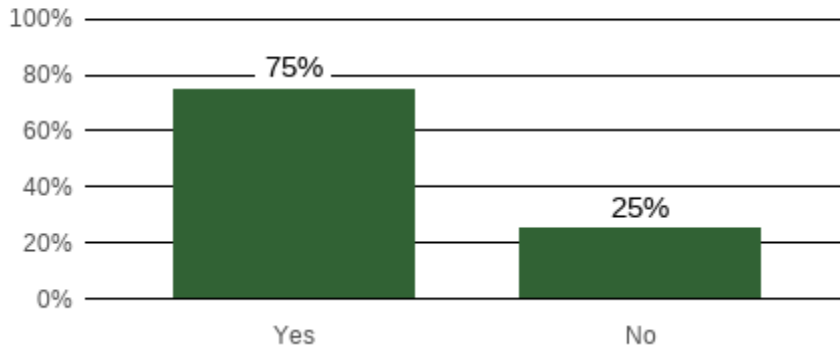


Table 98. Does your regional center keep you informed, in your preferred language, about programs or services it offers?

Regional Center	Yes	No	N
ACRC	72%	28%	912
CVRC	79%	21%	589
ELARC	80%	20%	441
FDLRC	74%	26%	471
FNRC	73%	27%	277
GGRC	73%	27%	470
HRC	86%	14%	504
IRC	70%	30%	1249
KRC	68%	32%	332
NBRC	69%	31%	441
NLACRC	76%	24%	689
RCEB	61%	39%	628
RCOC	86%	14%	1002
RCRC	65%	35%	136
SARC	73%	27%	690
SCLARC	72%	28%	498
SDRC	73%	27%	1079
SGPRC	84%	16%	412
TCRC	78%	22%	570
VMRC	79%	21%	481
WRC	77%	23%	365
CA Average	75%	25%	12236

Did you get a copy of your family member's individual program plan (IPP) in your preferred language?

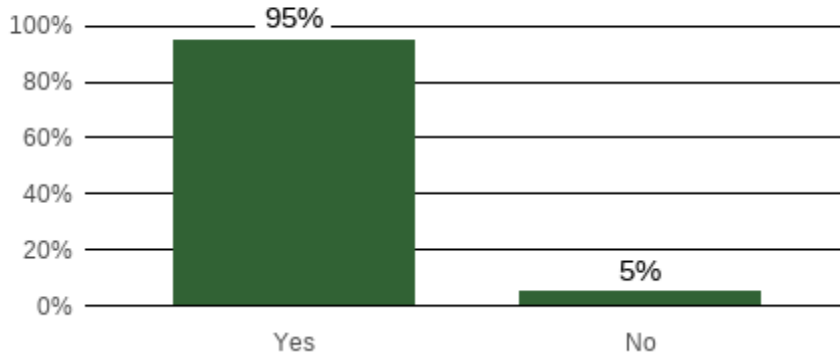


Table 99. Did you get a copy of your family member's individual program plan (IPP) in your preferred language?

Regional Center	Yes	No	N
ACRC	99%	1%	777
CVRC	99%	1%	418
ELARC	96%	4%	354
FDLRC	89%	11%	300
FNRC	99%	1%	233
GGRC	93%	7%	343
HRC	93%	7%	305
IRC	95%	5%	816
KRC	96%	4%	207
NBRC	96%	4%	349
NLACRC	93%	7%	536
RCEB	93%	7%	459
RCOC	95%	5%	713
RCRC	93%	7%	124
SARC	93%	7%	515
SCLARC	90%	10%	262
SDRC	96%	4%	839
SGPRC	94%	6%	317
TCRC	96%	4%	461
VMRC	97%	3%	358
WRC	84%	16%	231
CA Average	95%	5%	8917

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

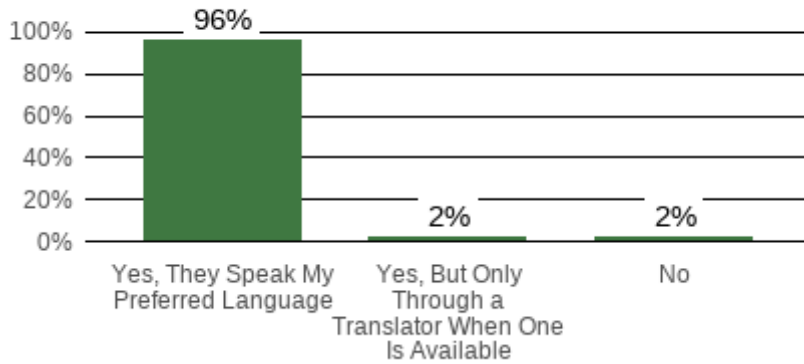


Table 100. Do the support workers speak to you in your preferred language?

Regional Center	Yes, They Speak My Preferred Language	Yes, But Only Through a Translator When One Is Available	No	N
ACRC	97%	2%	1%	869
CVRC	97%	2%	1%	593
ELARC	96%	1%	3%	437
FDLRC	95%	2%	3%	460
FNRC	100%	0%	0%	267
GGRC	93%	4%	3%	477
HRC	95%	3%	2%	446
IRC	97%	1%	2%	1250
KRC	97%	1%	2%	326
NBRC	96%	2%	2%	430
NLACRC	97%	1%	2%	675
RCEB	95%	3%	2%	608
RCOC	97%	1%	2%	936
RCRC	96%	3%	1%	135
SARC	93%	2%	5%	694
SCLARC	97%	1%	2%	483
SDRC	96%	2%	2%	1074
SGPRC	95%	2%	2%	413
TCRC	97%	1%	2%	584
VMRC	93%	5%	2%	451
WRC	97%	1%	2%	355
CA Average	96%	2%	2%	11963

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

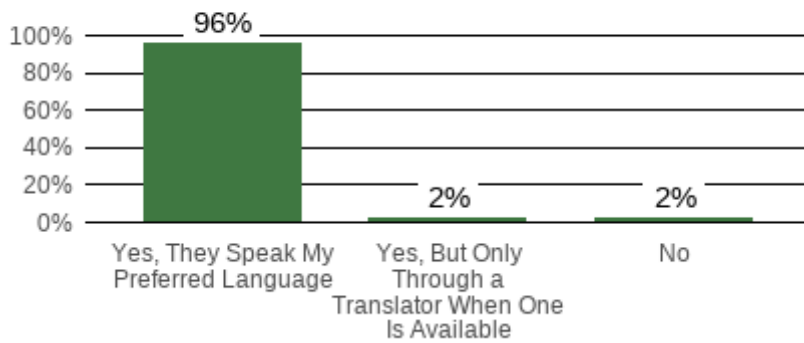


Table 101. Does your family member's case manager/service coordinator speak to you in your preferred language?

Regional Center	Yes, They Speak My Preferred Language	Yes, But Only Through a Translator When One Is Available	No	N
ACRC	97%	2%	1%	979
CVRC	97%	2%	1%	629
ELARC	97%	1%	2%	465
FDLRC	94%	3%	3%	494
FNRC	100%	0%	0%	302
GGRC	93%	3%	4%	516
HRC	95%	3%	2%	510
IRC	97%	1%	1%	1334
KRC	98%	1%	1%	358
NBRC	98%	1%	2%	467
NLACRC	97%	1%	2%	717
RCEB	96%	2%	2%	679
RCOC	97%	1%	2%	1037
RCRC	97%	3%	1%	148
SARC	93%	2%	5%	748
SCLARC	96%	2%	2%	519
SDRC	96%	2%	2%	1150
SGPRC	96%	2%	2%	445
TCRC	97%	2%	1%	633
VMRC	94%	4%	2%	503
WRC	97%	1%	2%	381
CA Average	96%	2%	2%	13014

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

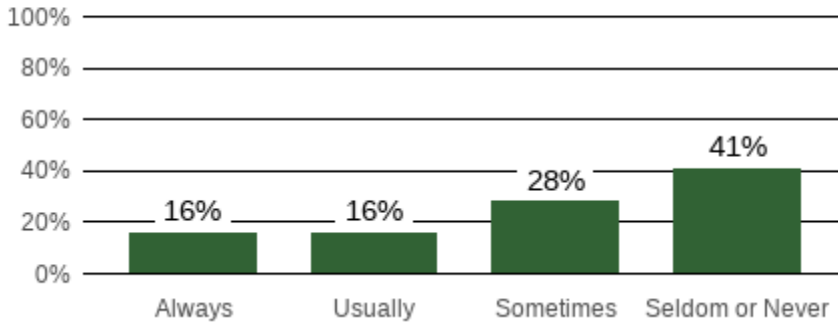


Table 102. If your support workers and/or case manager/service coordinator do not speak to you in your preferred language, is a translator provided when needed?

Regional Center	Always	Usually	Sometimes	Seldom or Never	N
ACRC	n/a	n/a	n/a	n/a	n/a
CVRC	n/a	n/a	n/a	n/a	n/a
ELARC	n/a	n/a	n/a	n/a	n/a
FDLRC	n/a	n/a	n/a	n/a	n/a
FNRC	n/a	n/a	n/a	n/a	n/a
GGRC	n/a	n/a	n/a	n/a	n/a
HRC	n/a	n/a	n/a	n/a	n/a
IRC	n/a	n/a	n/a	n/a	n/a
KRC	n/a	n/a	n/a	n/a	n/a
NBRC	n/a	n/a	n/a	n/a	n/a
NLACRC	n/a	n/a	n/a	n/a	n/a
RCEB	n/a	n/a	n/a	n/a	n/a
RCOC	n/a	n/a	n/a	n/a	n/a
RCRC	n/a	n/a	n/a	n/a	n/a
SARC	8%	13%	33%	46%	24
SCLARC	n/a	n/a	n/a	n/a	n/a
SDRC	n/a	n/a	n/a	n/a	n/a
SGPRC	n/a	n/a	n/a	n/a	n/a
TCRC	n/a	n/a	n/a	n/a	n/a
VMRC	n/a	n/a	n/a	n/a	n/a
WRC	n/a	n/a	n/a	n/a	n/a
CA Average	16%	16%	28%	41%	202

The following Regional Centers had an N of less than 20 and were not shown. They are still included in the overall CA Average: ACRC, CVRC, ELARC, FDLRC, FNRC, GGRC, HRC, IRC, KRC, NBRC, NLACRC, RCEB, RCOC, RCRC, SCLARC, SDRC, SGPRC, TCRC, VMRC, WRC

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

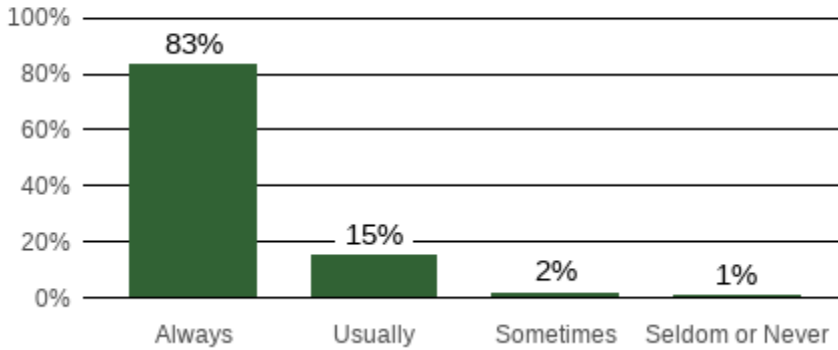


Table 103. Does your family member’s case manager/service coordinator support you in a way that is respectful to your culture?

Regional Center	Always	Usually	Sometimes	Seldom or Never	N
ACRC	83%	15%	2%	1%	914
CVRC	86%	12%	2%	0%	591
ELARC	80%	17%	3%	1%	453
FDLRC	77%	17%	4%	2%	471
FNRC	89%	9%	1%	1%	277
GGRC	77%	19%	3%	1%	481
HRC	82%	16%	2%	1%	487
IRC	83%	14%	3%	1%	1274
KRC	80%	18%	1%	1%	347
NBRC	85%	11%	2%	1%	447
NLACRC	81%	16%	2%	1%	692
RCEB	76%	20%	3%	1%	635
RCOC	85%	13%	1%	0%	995
RCRC	84%	15%	1%	0%	139
SARC	79%	18%	2%	0%	689
SCLARC	82%	15%	2%	2%	496
SDRC	86%	12%	1%	1%	1090
SGPRC	83%	14%	1%	1%	425
TCRC	85%	14%	1%	0%	592
VMRC	84%	14%	2%	0%	483
WRC	84%	14%	1%	1%	359
CA Average	83%	15%	2%	1%	12337

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

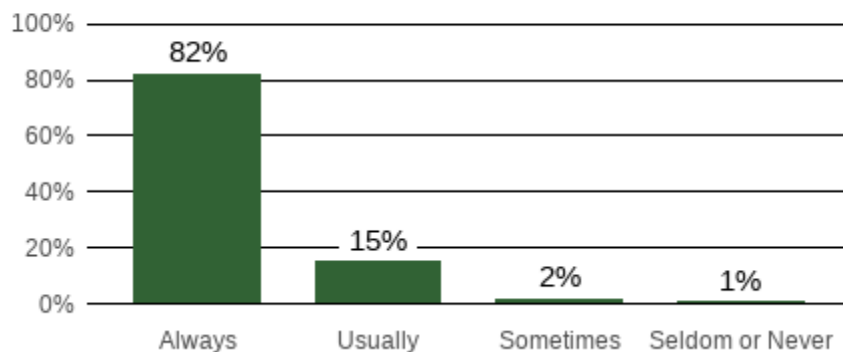


Table 104. Do support workers for your family members provide services in a way that is respectful of your culture?

Regional Center	Always	Usually	Sometimes	Seldom or Never	N
ACRC	82%	16%	2%	0%	802
CVRC	86%	12%	2%	0%	553
ELARC	79%	17%	3%	1%	425
FDLRC	76%	19%	3%	2%	436
FNRC	85%	13%	1%	0%	235
GGRC	76%	20%	3%	1%	434
HRC	79%	17%	3%	1%	404
IRC	84%	13%	2%	1%	1175
KRC	82%	17%	0%	1%	309
NBRC	84%	13%	1%	2%	388
NLACRC	81%	16%	2%	1%	641
RCEB	76%	21%	2%	1%	540
RCOC	83%	15%	1%	0%	886
RCRC	85%	15%	0%	0%	122
SARC	79%	17%	3%	1%	624
SCLARC	82%	14%	3%	1%	460
SDRC	86%	13%	1%	0%	1014
SGPRC	83%	15%	2%	1%	385
TCRC	84%	14%	1%	0%	541
VMRC	86%	12%	2%	0%	430
WRC	83%	15%	1%	1%	333
CA Average	82%	15%	2%	1%	11137

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

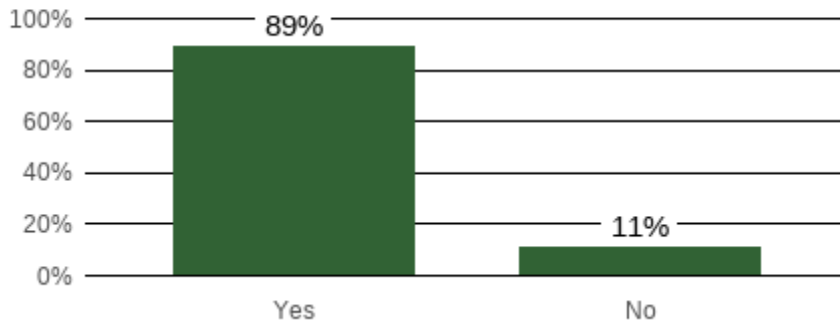


Table 105. Do you believe your plans for how to handle your family member's needs during a natural disaster (such as a wildfire or earthquake) will be effective?

Regional Center	Yes	No	N
ACRC	92%	8%	701
CVRC	90%	10%	403
ELARC	89%	11%	298
FDLRC	81%	19%	298
FNRC	94%	6%	249
GGRC	89%	11%	311
HRC	83%	17%	322
IRC	91%	9%	999
KRC	88%	12%	261
NBRC	91%	9%	349
NLACRC	87%	13%	507
RCEB	85%	15%	409
RCOC	91%	9%	712
RCRC	95%	5%	127
SARC	86%	14%	457
SCLARC	84%	16%	362
SDRC	90%	10%	763
SGPRC	89%	11%	300
TCRC	89%	11%	454
VMRC	91%	9%	331
WRC	93%	7%	254
CA Average	89%	11%	8867

What else do you need to make effective plans for emergencies?

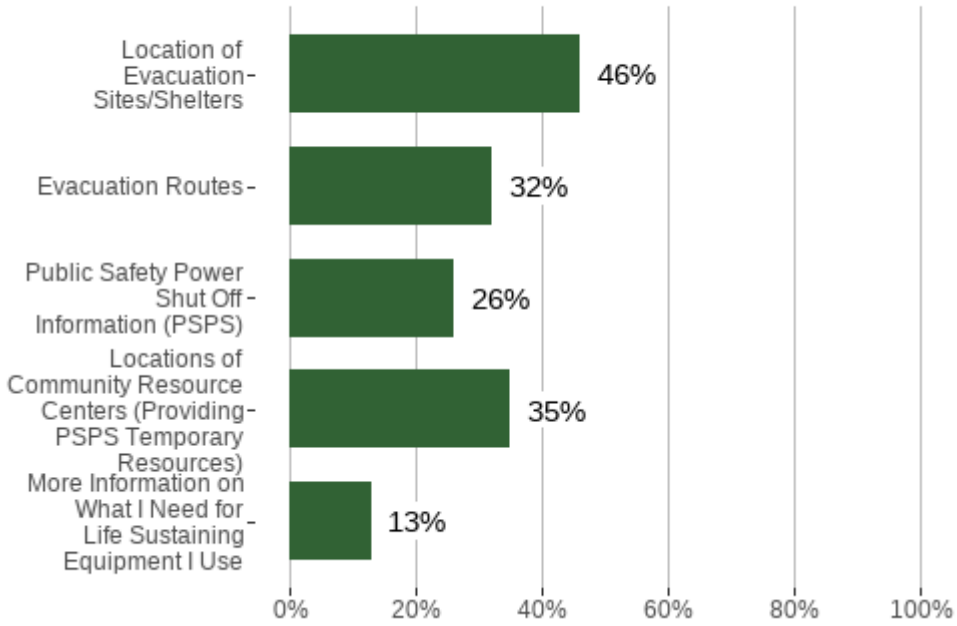


Table 106a. What else do you need to make effective plans for emergencies?

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

Regional Center	Location of Evacuation Sites/Shelters	Evacuation Routes	Public Safety Power Shut Off Information (PSPS)	Locations of Community Resource Centers (Providing PSPS Temporary Resources)	More Information on What I Need for Life Sustaining Equipment I Use
ACRC	38%	28%	19%	28%	10%
CVRC	42%	31%	26%	31%	15%
ELARC	52%	31%	25%	40%	16%
FDLRC	55%	37%	31%	47%	18%
FNRC	29%	23%	17%	22%	5%
GGRC	48%	34%	29%	35%	15%
HRC	50%	35%	32%	39%	16%
IRC	46%	29%	25%	35%	13%
KRC	46%	31%	24%	33%	12%
NBRC	34%	26%	21%	28%	8%
NLACRC	49%	31%	26%	38%	15%
RCEB	55%	41%	33%	43%	16%
RCOC	49%	31%	25%	35%	13%
RCRC	26%	20%	15%	19%	7%
SARC	48%	35%	29%	36%	14%
SCLARC	57%	36%	32%	43%	20%
SDRC	49%	32%	26%	36%	11%
SGPRC	50%	32%	27%	38%	12%
TCRC	40%	32%	23%	29%	10%
VMRC	40%	28%	22%	27%	11%
WRC	52%	36%	31%	41%	13%
CA Average	46%	32%	26%	35%	13%

What else do you need to make effective plans for emergencies? (continued)

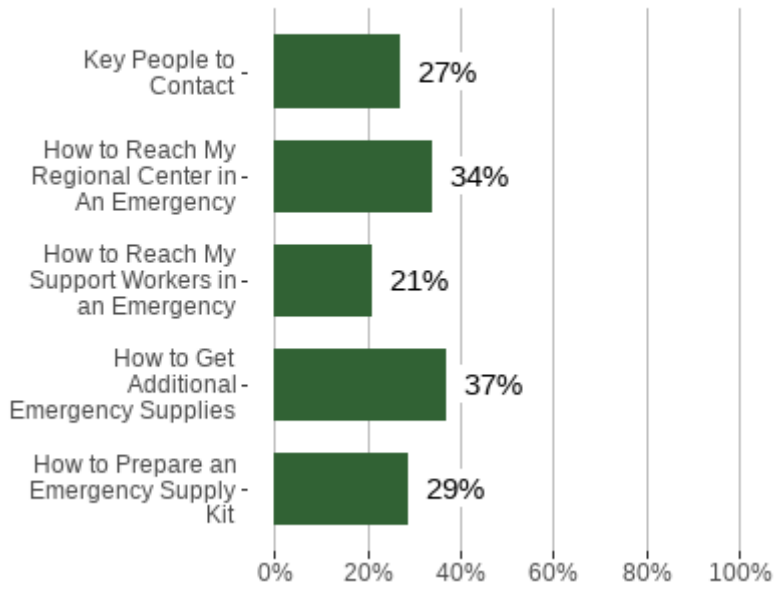


Table 106b. What else do you need to make effective plans for emergencies? (continued)

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

Regional Center	Key People to Contact	How to Reach My Regional Center in An Emergency	How to Reach My Support Workers in an Emergency	How to Get Additional Emergency Supplies	How to Prepare an Emergency Supply Kit
ACRC	20%	26%	15%	30%	24%
CVRC	26%	31%	21%	34%	32%
ELARC	27%	33%	23%	39%	33%
FDLRC	33%	40%	26%	42%	35%
FNRC	20%	20%	13%	24%	19%
GGRC	30%	38%	27%	40%	31%
HRC	30%	35%	22%	41%	33%
IRC	24%	32%	20%	39%	27%
KRC	26%	29%	18%	33%	28%
NBRC	23%	30%	18%	29%	25%
NLACRC	30%	35%	21%	39%	30%
RCEB	35%	44%	25%	45%	38%
RCOC	27%	30%	20%	34%	27%
RCRC	14%	21%	13%	24%	14%
SARC	33%	39%	25%	38%	29%
SCLARC	33%	41%	26%	47%	38%
SDRC	28%	36%	22%	36%	27%
SGPRC	27%	37%	22%	39%	28%
TCRC	24%	30%	17%	34%	27%
VMRC	24%	26%	17%	31%	25%
WRC	31%	33%	23%	38%	30%
CA Average	27%	34%	21%	37%	29%

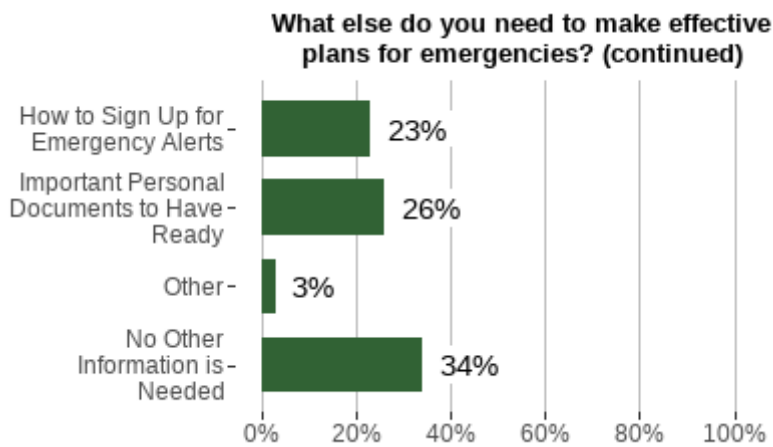


Table 106c. What else do you need to make effective plans for emergencies? (continued)

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

Regional Center	How to Sign Up for Emergency Alerts	Important Personal Documents to Have Ready	Other	No Other Information is Needed
ACRC	17%	20%	3%	44%
CVRC	25%	28%	3%	40%
ELARC	22%	27%	2%	29%
FDLRC	30%	32%	3%	24%
FNRC	15%	16%	3%	50%
GGRC	24%	29%	3%	31%
HRC	25%	30%	2%	29%
IRC	23%	23%	3%	35%
KRC	25%	25%	3%	39%
NBRC	17%	20%	4%	40%
NLACRC	22%	26%	2%	30%
RCEB	29%	34%	2%	25%
RCOC	22%	26%	3%	33%
RCRC	12%	16%	4%	51%
SARC	25%	29%	2%	29%
SCLARC	32%	30%	1%	23%
SDRC	20%	24%	3%	33%
SGPRC	22%	27%	2%	28%
TCRC	17%	21%	4%	38%
VMRC	23%	23%	4%	41%
WRC	22%	27%	4%	30%
CA Average	23%	26%	3%	34%

NCI History and Activities

This section briefly describes the history of the National Core Indicators and NCI surveys.

Overview of National Core Indicators—Intellectual and Developmental Disabilities

In December 1996, the National Association of State Directors of Developmental Disabilities Services (NASDDDS), in collaboration with the Human Services Research Institute (HSRI), launched the Core Indicators Project (CIP). The aim of the project was to support state developmental disabilities and regional center authorities in the development and implementation of performance and outcome indicators—and related data collection strategies—so that they could measure service delivery system performance. This effort, now called National Core Indicators-Intellectual and Developmental Disabilities (NCI-IDD), strives to provide states with valid and reliable tools to help improve system performance and better serve people with intellectual and developmental disabilities and their families. Moreover, NASDDDS' active sponsorship of NCI-IDD facilitates pooled knowledge, expertise, and resources among the states.

In 1997, 15 states convened to discuss the scope and content of a potential performance measurement framework. Directors and staff from these 15 states worked to identify the major domains and sub-domains of performance, indicators, measures, and data sources. The original 61 indicators, developed through a consensus process, were intended to provide a system-level “snapshot” of how well each state was performing. The states were guided by a set of criteria that was designed to select indicators that were:

1. Measurable
2. Related to issues the states had some ability to influence
3. Important to all individuals they served, regardless of level of intellectual/developmental disability or residential setting

During this initial phase, data collection protocols were developed and field-tested, including a face-to-face In-Person Survey⁸ (for individuals age 18 and older who were receiving services) and a mail-out Adult Family Survey (for families who have an adult family member living at home). Seven states volunteered to pilot test the indicators. Eight additional states served on the Steering Committee.

Since the initial field test, NCI-IDD has expanded its scope to include outcomes of services for children with intellectual and developmental disabilities and their families. In addition, NCI-IDD continues to develop and refine the indicators and expand state participation. For more information about NCI-IDD states, technical reports, and other resources please visit the [NCI-IDD website](#).

State Participation

In recent years, 48 states, the District of Columbia and 22 sub-state entities participated in NCI-IDD. State participation is entirely voluntary. Not all states participate in all surveys each year.

The Core Indicators

The Core Indicators are the standard measures used across states to assess the outcomes of services provided to individuals and families. Indicators address key areas of concern, including employment, respect/rights, service planning, community inclusion, choice, and health and safety. An

⁸ Formerly named ‘Adult Consumer Survey’

example of a Core Indicator would be, “The proportion of people who have a paid job in the community.” To see the entire list of Core Indicators, please visit the [Indicators page](#) on the [NCI-IDD website](#).

Each survey instrument is designed to measure certain Core Indicators. While most indicators correspond to a single survey question, a few refer to clusters of related questions. For example, the indicator that measures Community Inclusion (the proportion of people who regularly participate in everyday integrated activities in their communities) is measured by several survey questions that ask about several separate community activities.

The current set of performance indicators includes approximately 100 individual, family, system, and health and safety outcomes—outcomes that are important to understanding the overall health of public developmental disabilities agencies. Indicators are organized across four broad domains: Individual Outcomes; System Performance, Health, Wellness and Rights, and Family Experience. Each domain is broken down into sub-domains, as shown in the following table. Four data sources are used to assess outcomes: the In-Person Survey, three Family Surveys, and a State of the Workforce Survey (e.g., staff turnover).

The indicators have remained generally consistent over the last several years and thus can be used to analyze system-level trends over time. However, the NCI-IDD program is a dynamic effort that allows for measures to be added, dropped, or changed to reflect current and future priorities of participating states.

The data collection tools used to gather indicator data are regularly refined and tested to ensure they remain valid, reliable, and applicable to current issues within the field.

Sub-Domains and Concern Statements

The following table lists the sub-domains under the “Family Experience” domain.

Figure 1. Family Survey Sub-Domains and Concern Statements

Sub-Domain	Concern Statement
Information and Planning	Families have the information and support needed to take part in planning supports and services for their family member receiving services and supports from the state DD system.
Access & Support Delivery	Families receive services and supports that are appropriate to the needs of the family and the family member receiving services and supports from the state DD system.
Workforce	There is stable and sufficient workforce to meet demand. People are supported by staff who demonstrate respect for what is important to the person in their day-to-day life. Staff have the right skills to support people.
Choice & Decision-making	Families and their family members receiving services and supports from the state DD system are involved in making choices about supports, services, and providers.
Community Connections	Family members receiving services and supports from the state DD system are meaningfully engaged as members of their communities and have strong relationships. Families can use supports in their community.
Health, Welfare, And Safety	Families are supported to ensure the health, welfare, and safety of their family member receiving services and supports from the state DD system.
Satisfaction	Services and supports lead to better lives for people with disabilities and their families.

How NCI-IDD Data Are Used

The Core Indicators provide information for quality management and are intended to be used in conjunction with other state data sources, such as risk management information, regional level performance data, results of provider monitoring processes, and administrative information gathered at the individual service coordination level. States typically use the indicator data to inform strategic planning, produce legislative reports, and prioritize quality improvement initiatives. Some states use NCI-IDD as a data source for supplemental performance measures in their home and community-based services (HCBS) waiver quality management systems and include the information in support of evidentiary reports to the Centers for Medicare & Medicaid Services (CMS). Many states share the indicator data with stakeholder groups such as Quality Councils and use the stakeholder feedback to help set priorities and establish policy direction. It is also important to note that states do not use the information in a punitive way to sanction service providers, nor do they use the results to remediate individual issues (unless specifically requested by the participant or required by law as in the case of suspected abuse, neglect, or mistreatment).

For more information on how to use these data for quality improvement, please see this handbook: [Using National Core Indicators for Quality Improvement Initiatives](#).⁹

Caution and Limitations

This report does not provide benchmarks for acceptable or unacceptable levels of performance. Rather, it is up to each state to decide whether its score or percentage is an acceptable performance level. Moreover, the NCI-IDD Average should not be interpreted as defining “acceptable” levels of performance or satisfaction. Instead, it represents a multi-state “norm” that describes average levels of performance or satisfaction across the participating states.

In some instances, there are few significant differences among regional centers; this denotes that the majority of states and regional centers are performing similarly. Instances in which several regional center results are especially high (considerably above the average level) indicate the levels of performance or satisfaction achieved in those regional centers might define a level of performance that may serve as a guidepost for other states.

Data from previous years are not presented in this report. Comparisons of results from year to year should be made with caution: even slight changes in wording or response options of certain questions may affect comparability of results from one year to the next; the mix of participating states differs slightly each year and may affect the NCI-IDD Averages; and states and regional centers draw new samples each year rather than following the same group of individuals.

⁹ Located on the National Core Indicators website: <https://www.nationalcoreindicators.org>

Methodology

This section describes the protocol used by states to select families to participate in the survey, administer the survey, and convey the resulting data for analysis. It also includes information on the statistical methods used by NCI staff to aggregate and analyze the data.

Sampling & Administration

States were asked to administer the Adult Family Survey who:

1. Had an adult individual (aged 18 or over) with an intellectual or developmental disability living in the home; and
2. The adult individual with an intellectual or developmental disability living in the home received at least one direct service or support in addition to service coordination.

California has chosen to enhance data collection by focusing on obtaining a sample from each RC that has proportionate representation from five ethno-racial groups (i.e., African American/Black, Asian, Hispanic, White and Other).¹⁰

Beginning in 2016-17, states had a choice of mailing paper surveys to families selected in their sample, sending a URL link for families to complete surveys online (referred to as “direct entry”), or a combination of both modes. Prior to that, states only had the option to mail paper surveys. A total of 9 states (AZ, CA, DC, IN, MD, MO, MT, NJ, PA) had at least a portion of surveys completed via direct entry for the 2023-24 data collection cycle.

Weighting

Statistically, the term “average” refers to a calculated central or middle value of a set of numbers. In NCI-IDD reports, we use the “NCI-IDD average” to demonstrate the typical performance of all the states that conducted the survey. Prior to the 2016-17 survey cycle, the NCI average was calculated as the simple arithmetic mean of all state means (an approach known as “average of averages”). The approach has since been enhanced to consider the relative numbers of people receiving services through participating states’ systems. The NCI-IDD averages contained in this report are “weighted” means; their calculations reflect the relative population sizes of participating states and the sample sizes.

Applying statistical weights allows a state that provides services to a larger number of people (but is represented in the data by a sample of the same size as other states) to have a higher influence on the overall NCI-IDD average—that is, the state’s contribution to the NCI-IDD average is proportional to its service population. The weights used in calculations for this report were developed using each participating state’s number of survey respondents and its total survey-eligible population.

¹⁰ See “Response Rates” for information on total surveys mailed and received by regional centers as well as each regional center’s margin of error.

Data Entry and Analysis

Each state entered its survey responses into the Online Data Entry Survey Application (ODESA). All raw data files were reviewed for completeness, invalid responses were eliminated, and quality checks were performed. The data files were then cleaned and merged to create the national dataset.

Data were considered invalid, and therefore excluded, based on the following two criteria:

1. The respondent indicated the individual with an intellectual or developmental disability receiving services lived outside of the family home.
2. Demographic information was entered into the file, but no survey questions were answered.

Response Rates

During 2023-24, 13 states, including California administered the Adult Family Survey and submitted a valid sample size for comparison—a sample that would yield a 95% confidence level with +/- 7% (7.49% or less) margin of error; their data are included in this report. The following table shows the number of individuals receiving services who were eligible to be drawn into the sample (“total population”), the number of surveys each regional center sent, complete surveys, response rates, margins of error, and survey submission modes.

Please note: The family surveys are mail surveys or completed online by respondents who choose to take part in the survey. As such, the final sample is a sample of convenience and cannot be considered representative of the entire service.

Figure 2. Adult Family Surveys Regional Center Response Rates^{11 12}

Regional Center	Total Population	Surveys Sent	Usable Surveys	Response Rate	Margin of Error	Paper Submission	Direct Entry Submission
ACRC	7,198	7,198	1,074	15%	2.7%	79%	21%
CVRC	5,362	5,362	672	13%	3.5%	89%	11%
ELARC	4,280	4,280	515	12%	4.0%	83%	17%
FDLRC	2,891	2,891	528	18%	3.9%	84%	16%
FNRC	1,653	1,653	330	20%	4.9%	86%	14%
GGRC	2,705	2,705	573	21%	3.8%	79%	21%
HRC	4,197	4,197	551	13%	3.8%	79%	21%
IRC	11,998	11,998	1,438	12%	2.4%	85%	15%
KRC	2,637	2,637	399	15%	4.5%	87%	13%
NBRC	2,389	2,389	508	21%	4.0%	83%	17%
NLACRC	7,046	7,046	797	11%	3.2%	82%	18%
RCEB	4,893	4,893	765	16%	3.2%	77%	23%
RCOC	6,454	6,454	1,096	17%	2.7%	84%	16%
RCRC	927	927	159	17%	7.1%	84%	16%
SARC	5,559	5,559	826	15%	3.1%	81%	19%
SCLARC	5,584	5,584	558	10%	3.8%	88%	12%
SDRC	7,899	7,899	1,235	16%	2.6%	82%	18%
SGPRC	3,669	3,669	471	13%	4.1%	85%	15%
TCRC	4,085	4,085	666	16%	3.5%	81%	19%
VMRC	3,857	3,857	559	14%	3.8%	86%	14%
WRC	2,940	2,940	411	14%	4.4%	80%	20%
CA Average	98,223	98,223	14,131	14%	0.8%	83%	17%
Weighted NCI-IDD Average	204,619	121,084	18,724	15%	0.7%	80%	20%

¹¹ State response rates are calculated as following: the number of complete surveys divided by total surveys sent in that state (type “RR1” as defined by the American Association for Public Opinion Research). For more details on the definition, please see the AAPOR report: <https://aapor.org/wp-content/uploads/2022/11/Standard-Definitions20169theditionfinal.pdf>

¹² The NCI Average includes California; consistent with past years, the overall response rate and margin of error were calculated as the average of state averages, and the overall paper submission and direct entry submission rates were calculated as averages weighted by state total service population sizes (column 2 of this table).