

# Child Family Survey

## 2023-24 California Statewide Report

*Prepared by Human Services Research Institute for the  
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## **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 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 Child 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 Child Family Survey, with data collected from December 2023 through June 2024. During that time, 8,277 mail-out surveys were completed by family members who live in the same residence with a child 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. 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 8,277 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

SDRC- San Diego Regional Center

SCLARC- South Central Los Angeles 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 respect and 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) Child Family Survey is administered to families who have a child<sup>1</sup> 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 Child 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, five states<sup>2</sup> submitted a valid sample of Child Family Survey data. **Please note: the NCI-IDD averages shown throughout this report are weighted.**<sup>3</sup>

In California, the Child Family Survey is administered once every two years and data are collected from all 21 regional centers. The California statewide average is comprised of these 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.*

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<sup>1</sup> Some states include people up to 21 years old receiving child services

<sup>2</sup> California (CA), Louisiana (LA), Missouri (MO), Oregon (OR), and Wisconsin (WI)

<sup>3</sup> For more information see "Weighting" in the Methodology section

## 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. “Child” 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 child's demographics, diagnoses and personal characteristics.

## **Child**

This section provides demographic information about the child receiving services.

**Table 1. More Than One Child Living in the Home**

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

<b>Regional Center</b>	<b>Yes</b>	<b>No</b>	<b>N</b>
ACRC	68%	32%	664
CVRC	73%	27%	442
ELARC	59%	41%	348
FDLRC	60%	40%	310
FNRC	66%	34%	175
GGRC	57%	43%	183
HRC	65%	35%	449
IRC	68%	32%	654
KRC	69%	31%	234
NBRC	62%	38%	242
NLACRC	68%	32%	553
RCEB	65%	35%	359
RCOC	64%	36%	514
RCRC	61%	39%	114
SARC	63%	37%	382
SCLARC	63%	37%	473
SDRC	64%	36%	727
SGPRC	63%	37%	280
TCRC	63%	37%	412
VMRC	75%	25%	355
WRC	60%	40%	204
<b>CA Average</b>	<b>65%</b>	<b>35%</b>	<b>8074</b>
<b>Weighted NCI-IDD Average</b>	<b>65%</b>	<b>35%</b>	<b>9778</b>

Table 2. Child's Age

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

Regional Center	Age	N
ACRC	10.8	680
CVRC	10.0	450
ELARC	10.7	359
FDLRC	10.8	315
FNRC	10.4	183
GGRC	11.2	188
HRC	11.2	467
IRC	11.5	665
KRC	10.2	238
NBRC	10.4	252
NLACRC	10.8	567
RCEB	10.8	373
RCOC	11.3	526
RCRC	10.8	123
SARC	12.2	394
SCLARC	11.3	480
SDRC	10.6	741
SGPRC	11.0	284
TCRC	10.9	421
VMRC	10.2	359
WRC	11.5	211
<b>CA Average</b>	<b>10.9</b>	<b>8,276</b>
<b>Weighted NCI-IDD Average</b>	<b>10.6</b>	<b>10,031</b>

**Table 3. Child's Gender**

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

<b>Regional Center</b>	<b>Male</b>	<b>Female</b>	<b>Other</b>	<b>N</b>
ACRC	71%	29%	0%	680
CVRC	72%	28%	0%	450
ELARC	75%	24%	1%	359
FDLRC	72%	28%	0%	315
FNRC	68%	31%	1%	183
GGRC	69%	31%	1%	188
HRC	74%	26%	0%	467
IRC	70%	30%	0%	665
KRC	66%	34%	0%	238
NBRC	74%	26%	0%	252
NLACRC	71%	29%	0%	567
RCEB	75%	24%	1%	373
RCOC	71%	29%	0%	526
RCRC	74%	26%	0%	123
SARC	71%	29%	0%	394
SCLARC	70%	30%	0%	480
SDRC	72%	27%	0%	741
SGPRC	73%	27%	0%	284
TCRC	70%	29%	0%	421
VMRC	70%	30%	0%	359
WRC	70%	30%	0%	211
<b>CA Average</b>	<b>71%</b>	<b>28%</b>	<b>0%</b>	<b>8276</b>
<b>Weighted NCI-IDD Average</b>	<b>70%</b>	<b>30%</b>	<b>0%</b>	<b>10031</b>

**Table 4. Child's Race and Ethnicity**

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

Regional Center	American Indian or Alaska Native	Asian	Black or African American	Pacific Islander	White	Hispanic or Latino	Other	Prefer Not to Say
ACRC	4%	19%	11%	2%	54%	32%	3%	2%
CVRC	2%	10%	5%	1%	24%	72%	1%	1%
ELARC	1%	22%	2%	0%	16%	69%	1%	2%
FDLRC	2%	23%	6%	0%	34%	47%	4%	2%
FNRC	9%	3%	3%	2%	69%	33%	1%	2%
GGRC	1%	46%	5%	2%	34%	29%	2%	2%
HRC	1%	23%	11%	1%	25%	55%	1%	2%
IRC	2%	10%	11%	1%	32%	57%	2%	3%
KRC	4%	4%	9%	0%	33%	66%	2%	1%
NBRC	2%	12%	9%	1%	40%	48%	1%	3%
NLACRC	2%	10%	7%	0%	33%	57%	2%	4%
RCEB	2%	34%	12%	1%	39%	39%	2%	2%
RCOC	2%	32%	3%	2%	35%	39%	2%	2%
RCRC	13%	4%	3%	1%	76%	25%	2%	2%
SARC	1%	36%	3%	1%	25%	46%	1%	2%
SCLARC	0%	2%	14%	0%	5%	82%	1%	2%
SDRC	2%	20%	6%	1%	37%	51%	3%	2%
SGPRC	2%	33%	4%	2%	17%	58%	1%	3%
TCRC	2%	8%	2%	0%	39%	60%	1%	2%
VMRC	2%	16%	7%	1%	26%	60%	2%	3%
WRC	3%	13%	28%	0%	34%	41%	1%	2%
<b>CA Average</b>	<b>2%</b>	<b>18%</b>	<b>8%</b>	<b>1%</b>	<b>33%</b>	<b>52%</b>	<b>2%</b>	<b>2%</b>
<b>Weighted NCI-IDD Average</b>	<b>2%</b>	<b>15%</b>	<b>9%</b>	<b>1%</b>	<b>42%</b>	<b>43%</b>	<b>2%</b>	<b>2%</b>

**Table 5a. Child's Conditions**

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

<b>Regional Center</b>	<b>Intellectual Disability</b>	<b>Mood Illness / Psychiatric Diagnosis</b>	<b>Autism Spectrum Disorder</b>	<b>Cerebral Palsy</b>
ACRC	33%	15%	77%	9%
CVRC	40%	10%	74%	5%
ELARC	26%	9%	81%	6%
FDLRC	27%	12%	84%	5%
FNRC	29%	17%	79%	6%
GGRC	48%	16%	72%	8%
HRC	31%	15%	81%	4%
IRC	39%	14%	76%	11%
KRC	41%	12%	74%	8%
NBRC	36%	13%	75%	8%
NLACRC	30%	13%	81%	5%
RCEB	37%	14%	79%	8%
RCOC	43%	12%	74%	7%
RCRC	28%	13%	78%	3%
SARC	40%	15%	74%	7%
SCLARC	32%	12%	79%	3%
SDRC	34%	14%	83%	7%
SGPRC	43%	10%	79%	6%
TCRC	36%	12%	72%	9%
VMRC	33%	10%	77%	5%
WRC	31%	11%	80%	5%
<b>CA Average</b>	<b>35%</b>	<b>13%</b>	<b>78%</b>	<b>7%</b>
<b>Weighted NCI-IDD Average</b>	<b>36%</b>	<b>15%</b>	<b>74%</b>	<b>7%</b>

Table 5b. Child's Conditions (continued)

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

Regional Center	Limited or No Vision – Legally Blind	Hearing Loss – Severe or Profound	Brain Injury	Seizure Disorder and/or Neurological Problem	Chemical Dependency
ACRC	3%	4%	5%	12%	0%
CVRC	6%	3%	5%	9%	0%
ELARC	3%	2%	2%	9%	0%
FDLRC	4%	3%	2%	9%	0%
FNRC	3%	2%	2%	11%	1%
GGRC	4%	5%	3%	19%	1%
HRC	3%	2%	3%	8%	0%
IRC	7%	6%	4%	13%	2%
KRC	6%	3%	3%	12%	0%
NBRC	4%	4%	2%	11%	1%
NLACRC	4%	2%	1%	9%	0%
RCEB	6%	3%	6%	17%	0%
RCOC	5%	3%	4%	15%	0%
RCRC	3%	0%	3%	11%	1%
SARC	6%	4%	4%	15%	0%
SCLARC	5%	3%	3%	9%	1%
SDRC	4%	4%	3%	12%	0%
SGPRC	4%	2%	4%	10%	0%
TCRC	5%	3%	4%	12%	0%
VMRC	6%	5%	2%	11%	0%
WRC	4%	2%	2%	11%	0%
<b>CA Average</b>	<b>5%</b>	<b>3%</b>	<b>3%</b>	<b>12%</b>	<b>0%</b>
<b>Weighted NCI-IDD Average</b>	<b>5%</b>	<b>4%</b>	<b>4%</b>	<b>13%</b>	<b>0%</b>

Table 5c. Child's Conditions (continued)

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

Regional Center	Down Syndrome	Prader-Willi Syndrome	Fetal Alcohol Spectrum Disorder (FASD)	Other Disabilities
ACRC	7%	1%	1%	19%
CVRC	9%	0%	1%	16%
ELARC	7%	0%	0%	13%
FDLRC	5%	0%	0%	17%
FNRC	7%	1%	2%	21%
GGRC	11%	1%	0%	22%
HRC	7%	0%	1%	16%
IRC	11%	0%	1%	19%
KRC	8%	1%	2%	14%
NBRC	11%	0%	1%	16%
NLACRC	6%	0%	2%	15%
RCEB	7%	0%	1%	17%
RCOC	12%	1%	0%	22%
RCRC	3%	1%	6%	18%
SARC	10%	0%	0%	18%
SCLARC	7%	1%	2%	9%
SDRC	6%	1%	1%	23%
SGPRC	6%	0%	1%	16%
TCRC	9%	1%	0%	20%
VMRC	8%	0%	0%	17%
WRC	6%	0%	0%	17%
<b>CA Average</b>	<b>8%</b>	<b>0%</b>	<b>1%</b>	<b>18%</b>
<b>Weighted NCI-IDD Average</b>	<b>8%</b>	<b>0%</b>	<b>1%</b>	<b>21%</b>

**Table 6a. Child's Health Conditions**

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

<b>Regional Center</b>	<b>Cardiovascular Disease</b>	<b>Diabetes</b>	<b>Cancer</b>	<b>High Blood Pressure</b>	<b>High Cholesterol</b>
<b>ACRC</b>	9%	3%	2%	3%	5%
<b>CVRC</b>	8%	5%	3%	2%	4%
<b>ELARC</b>	9%	3%	2%	2%	9%
<b>FDLRC</b>	3%	1%	1%	3%	8%
<b>FNRC</b>	16%	4%	4%	7%	13%
<b>GGRC</b>	10%	1%	0%	8%	4%
<b>HRC</b>	8%	0%	1%	1%	10%
<b>IRC</b>	8%	4%	3%	2%	10%
<b>KRC</b>	5%	1%	3%	4%	8%
<b>NBRC</b>	3%	1%	3%	1%	2%
<b>NLACRC</b>	6%	3%	3%	3%	8%
<b>RCEB</b>	8%	2%	0%	2%	7%
<b>RCOC</b>	12%	4%	3%	5%	9%
<b>RCRC</b>	2%	4%	2%	0%	4%
<b>SARC</b>	9%	3%	1%	6%	7%
<b>SCLARC</b>	6%	7%	2%	2%	7%
<b>SDRC</b>	6%	2%	1%	4%	5%
<b>SGPRC</b>	8%	5%	2%	4%	6%
<b>TCRC</b>	10%	4%	3%	3%	8%
<b>VMRC</b>	8%	2%	1%	4%	7%
<b>WRC</b>	7%	1%	1%	0%	6%
<b>CA Average</b>	<b>8%</b>	<b>3%</b>	<b>2%</b>	<b>3%</b>	<b>7%</b>
<b>Weighted NCI-IDD Average</b>	<b>9%</b>	<b>3%</b>	<b>2%</b>	<b>3%</b>	<b>6%</b>

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

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

Regional Center	Dysphagia	Pressure Ulcers	Oral Health or Dental Problems	Sleep Apnea	Other Pulmonary Diagnosis (e.g., COPD, Bronchitis, Emphysema)
ACRC	6%	2%	8%	18%	8%
CVRC	8%	1%	10%	23%	8%
ELARC	14%	0%	5%	12%	8%
FDLRC	8%	0%	8%	16%	5%
FNRC	13%	2%	11%	25%	4%
GGRC	12%	3%	8%	34%	8%
HRC	5%	0%	6%	13%	7%
IRC	10%	0%	10%	19%	8%
KRC	8%	0%	10%	22%	13%
NBRC	13%	0%	5%	19%	2%
NLACRC	6%	0%	5%	18%	6%
RCEB	15%	0%	10%	23%	10%
RCOC	10%	3%	13%	33%	9%
RCRC	9%	2%	11%	26%	13%
SARC	7%	0%	11%	29%	8%
SCLARC	4%	0%	7%	17%	8%
SDRC	9%	1%	7%	19%	5%
SGPRC	6%	1%	7%	21%	5%
TCRC	14%	1%	11%	18%	7%
VMRC	5%	0%	13%	23%	6%
WRC	6%	0%	11%	6%	4%
<b>CA Average</b>	<b>9%</b>	<b>1%</b>	<b>9%</b>	<b>20%</b>	<b>7%</b>
<b>Weighted NCI-IDD Average</b>	<b>11%</b>	<b>1%</b>	<b>9%</b>	<b>21%</b>	<b>8%</b>

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

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

Regional Center	Asthma	Chronic Kidney Disease	Long-term Health Problems Associated with COVID-19	Other
ACRC	41%	2%	2%	39%
CVRC	44%	5%	2%	32%
ELARC	44%	4%	1%	26%
FDLRC	31%	0%	1%	49%
FNRC	44%	4%	4%	27%
GGRC	26%	4%	1%	27%
HRC	47%	1%	1%	27%
IRC	41%	1%	1%	32%
KRC	62%	3%	0%	20%
NBRC	38%	1%	1%	31%
NLACRC	45%	2%	3%	31%
RCEB	41%	1%	1%	22%
RCOC	29%	4%	3%	42%
RCRC	39%	0%	0%	30%
SARC	28%	2%	1%	36%
SCLARC	41%	1%	1%	30%
SDRC	37%	2%	2%	39%
SGPRC	40%	3%	2%	32%
TCRC	39%	3%	1%	37%
VMRC	37%	1%	0%	32%
WRC	46%	1%	1%	34%
<b>CA Average</b>	<b>40%</b>	<b>2%</b>	<b>1%</b>	<b>33%</b>
<b>Weighted NCI-IDD Average</b>	<b>36%</b>	<b>2%</b>	<b>1%</b>	<b>35%</b>

**Table 7a. Child'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.*

<b>Regional Center</b>	<b>English</b>	<b>Spanish</b>	<b>Chinese</b>	<b>Tagalog</b>	<b>Vietnamese</b>	<b>N</b>
<b>ACRC</b>	87%	9%	0%	0%	0%	677
<b>CVRC</b>	67%	27%	0%	0%	0%	448
<b>ELARC</b>	76%	8%	2%	0%	0%	354
<b>FDLRC</b>	78%	9%	0%	0%	0%	312
<b>FNRC</b>	90%	9%	0%	0%	0%	181
<b>GGRC</b>	72%	14%	4%	0%	0%	183
<b>HRC</b>	76%	6%	0%	0%	0%	464
<b>IRC</b>	91%	6%	0%	0%	0%	634
<b>KRC</b>	85%	13%	0%	0%	0%	207
<b>NBRC</b>	73%	25%	0%	0%	0%	247
<b>NLACRC</b>	81%	7%	0%	0%	0%	566
<b>RCEB</b>	84%	10%	2%	1%	0%	370
<b>RCOC</b>	78%	15%	0%	0%	1%	520
<b>RCRC</b>	89%	8%	0%	0%	0%	120
<b>SARC</b>	70%	20%	2%	1%	1%	391
<b>SCLARC</b>	65%	16%	0%	0%	0%	476
<b>SDRC</b>	81%	14%	0%	0%	0%	726
<b>SGPRC</b>	81%	7%	4%	0%	0%	284
<b>TCRC</b>	86%	12%	0%	0%	0%	358
<b>VMRC</b>	70%	24%	0%	0%	0%	357
<b>WRC</b>	88%	4%	0%	0%	0%	210
<b>CA Average</b>	<b>79%</b>	<b>12%</b>	<b>1%</b>	<b>0%</b>	<b>0%</b>	<b>8085</b>
<b>Weighted NCI-IDD Average</b>	<b>83%</b>	<b>10%</b>	<b>0%</b>	<b>0%</b>	<b>0%</b>	<b>9800</b>



**Table 7c. Child'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.*

<b>Regional Center</b>	<b>Japanese</b>	<b>Khmer</b>	<b>Korean</b>	<b>Laotian</b>	<b>Russian</b>	<b>Other</b>	<b>N</b>
<b>ACRC</b>	0%	0%	0%	0%	0%	3%	677
<b>CVRC</b>	0%	0%	0%	0%	0%	3%	448
<b>ELARC</b>	0%	0%	0%	0%	0%	14%	354
<b>FDLRC</b>	0%	0%	2%	0%	0%	9%	312
<b>FNRC</b>	0%	0%	0%	0%	0%	1%	181
<b>GGRC</b>	0%	0%	0%	0%	1%	10%	183
<b>HRC</b>	0%	0%	0%	0%	0%	16%	464
<b>IRC</b>	0%	0%	0%	0%	0%	1%	634
<b>KRC</b>	0%	0%	0%	0%	0%	1%	207
<b>NBRC</b>	0%	0%	0%	0%	0%	1%	247
<b>NLACRC</b>	0%	0%	0%	0%	1%	11%	566
<b>RCEB</b>	0%	0%	0%	0%	0%	3%	370
<b>RCOC</b>	0%	0%	1%	0%	0%	4%	520
<b>RCRC</b>	0%	0%	0%	0%	0%	1%	120
<b>SARC</b>	1%	0%	0%	0%	1%	4%	391
<b>SCLARC</b>	0%	0%	0%	0%	0%	19%	476
<b>SDRC</b>	0%	0%	0%	0%	0%	4%	726
<b>SGPRC</b>	0%	0%	1%	0%	0%	6%	284
<b>TCRC</b>	0%	0%	0%	0%	0%	1%	358
<b>VMRC</b>	0%	0%	0%	0%	0%	6%	357
<b>WRC</b>	0%	0%	0%	0%	0%	7%	210
<b>CA Average</b>	<b>0%</b>	<b>0%</b>	<b>0%</b>	<b>0%</b>	<b>0%</b>	<b>6%</b>	<b>8085</b>
<b>Weighted NCI-IDD Average</b>	<b>n/a</b>	<b>n/a</b>	<b>n/a</b>	<b>n/a</b>	<b>n/a</b>	<b>5%</b>	<b>9800</b>

**Table 8. Child's Preferred Means of Communication**

*Please note: All data in this section are reported by the respondent based on their understanding of their child'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	74%	15%	1%	5%	5%	673
CVRC	58%	24%	4%	8%	6%	441
ELARC	70%	18%	3%	4%	6%	351
FDLRC	76%	14%	2%	4%	4%	313
FNRC	76%	16%	3%	3%	2%	177
GGRC	67%	22%	2%	7%	3%	181
HRC	74%	11%	2%	5%	8%	456
IRC	71%	18%	3%	5%	3%	652
KRC	77%	17%	2%	1%	3%	224
NBRC	63%	20%	3%	7%	7%	238
NLACRC	75%	11%	1%	3%	9%	561
RCEB	71%	18%	2%	6%	3%	366
RCOC	65%	20%	2%	11%	2%	517
RCRC	80%	11%	3%	3%	3%	118
SARC	67%	19%	3%	9%	3%	387
SCLARC	69%	15%	2%	5%	9%	464
SDRC	73%	16%	2%	5%	4%	724
SGPRC	69%	19%	4%	5%	3%	280
TCRC	76%	16%	2%	5%	1%	391
VMRC	71%	18%	3%	3%	6%	357
WRC	79%	11%	2%	1%	6%	208
<b>CA Average</b>	<b>71%</b>	<b>17%</b>	<b>2%</b>	<b>5%</b>	<b>5%</b>	<b>8079</b>
<b>Weighted NCI-IDD Average</b>	<b>70%</b>	<b>17%</b>	<b>2%</b>	<b>6%</b>	<b>5%</b>	<b>9807</b>

**Table 9. Child'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 child's demographics, diagnoses and personal characteristics.*

<b>Regional Center</b>	<b>No Support Needed; No Issues with Managing Behavior</b>	<b>Some Support Needed; Requires Only Occasional Assistance or Monitoring</b>	<b>Extensive Support Needed; Frequent or Severe Enough to Require Regular Assistance</b>	<b>N</b>
ACRC	29%	41%	30%	660
CVRC	23%	46%	31%	432
ELARC	30%	45%	25%	351
FDLRC	27%	49%	24%	307
FNRC	27%	42%	30%	179
GGRC	27%	45%	28%	178
HRC	32%	40%	28%	454
IRC	24%	38%	38%	649
KRC	28%	48%	24%	231
NBRC	22%	42%	37%	240
NLACRC	25%	45%	30%	547
RCEB	28%	43%	29%	358
RCOC	19%	40%	40%	512
RCRC	31%	50%	19%	115
SARC	26%	43%	31%	384
SCLARC	26%	44%	29%	456
SDRC	25%	45%	30%	730
SGPRC	28%	42%	30%	276
TCRC	27%	44%	29%	396
VMRC	28%	45%	28%	346
WRC	34%	39%	27%	210
<b>CA Average</b>	<b>26%</b>	<b>43%</b>	<b>30%</b>	<b>8011</b>
<b>Weighted NCI-IDD Average</b>	<b>28%</b>	<b>43%</b>	<b>29%</b>	<b>9745</b>

Table 10. Child'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 child'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	10%	44%	46%	676
CVRC	7%	35%	58%	446
ELARC	13%	46%	41%	354
FDLRC	9%	46%	45%	309
FNRC	9%	46%	45%	181
GGRC	9%	36%	56%	187
HRC	13%	43%	44%	459
IRC	6%	38%	56%	662
KRC	11%	38%	50%	235
NBRC	7%	40%	53%	245
NLACRC	13%	44%	43%	564
RCEB	10%	39%	50%	371
RCOC	4%	37%	59%	520
RCRC	17%	50%	34%	121
SARC	6%	39%	55%	390
SCLARC	9%	41%	50%	469
SDRC	9%	42%	49%	738
SGPRC	9%	44%	47%	282
TCRC	8%	42%	50%	413
VMRC	11%	46%	43%	357
WRC	15%	49%	37%	210
<b>CA Average</b>	<b>9%</b>	<b>42%</b>	<b>49%</b>	<b>8189</b>
<b>Weighted NCI-IDD Average</b>	<b>9%</b>	<b>42%</b>	<b>49%</b>	<b>9940</b>

## **Respondents**

This section provides information about the survey respondent.

**Table 11a. 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	78%	13%	1%	1%	0%	675
CVRC	51%	42%	0%	1%	0%	438
ELARC	57%	24%	8%	1%	1%	357
FDLRC	57%	26%	1%	4%	0%	312
FNRC	86%	14%	0%	0%	0%	176
GGRC	55%	22%	12%	2%	2%	186
HRC	57%	26%	1%	1%	0%	463
IRC	68%	27%	1%	1%	0%	648
KRC	63%	36%	0%	0%	0%	227
NBRC	62%	34%	0%	0%	1%	247
NLACRC	58%	30%	0%	1%	0%	563
RCEB	66%	19%	7%	2%	1%	363
RCOC	64%	23%	2%	1%	3%	512
RCRC	84%	14%	0%	0%	0%	121
SARC	48%	32%	5%	2%	6%	390
SCLARC	39%	51%	0%	0%	0%	474
SDRC	65%	27%	1%	1%	1%	718
SGPRC	59%	24%	11%	1%	1%	283
TCRC	61%	35%	0%	1%	1%	399
VMRC	54%	38%	1%	0%	0%	356
WRC	78%	13%	0%	0%	0%	206
<b>CA Average</b>	<b>61%</b>	<b>28%</b>	<b>2%</b>	<b>1%</b>	<b>1%</b>	<b>8114</b>
<b>Weighted NCI-IDD Average</b>	<b>69%</b>	<b>23%</b>	<b>2%</b>	<b>1%</b>	<b>1%</b>	<b>9845</b>



Table 11c. 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%	0%	5%	675
CVRC	0%	0%	0%	0%	0%	4%	438
ELARC	0%	0%	1%	0%	0%	8%	357
FDLRC	0%	0%	4%	0%	0%	6%	312
FNRC	0%	0%	0%	0%	0%	0%	176
GGRC	0%	0%	1%	0%	1%	5%	186
HRC	1%	0%	1%	0%	0%	12%	463
IRC	0%	0%	0%	0%	0%	2%	648
KRC	0%	0%	0%	0%	0%	1%	227
NBRC	0%	0%	0%	0%	0%	2%	247
NLACRC	0%	0%	0%	0%	1%	7%	563
RCEB	0%	0%	0%	0%	0%	3%	363
RCOC	0%	0%	2%	0%	0%	4%	512
RCRC	0%	0%	0%	0%	0%	0%	121
SARC	1%	0%	0%	0%	1%	4%	390
SCLARC	0%	0%	0%	0%	0%	8%	474
SDRC	0%	0%	0%	0%	0%	3%	718
SGPRC	0%	0%	1%	0%	0%	2%	283
TCRC	0%	0%	0%	0%	0%	2%	399
VMRC	0%	0%	0%	0%	0%	7%	356
WRC	0%	0%	0%	0%	0%	8%	206
<b>CA Average</b>	<b>0%</b>	<b>0%</b>	<b>1%</b>	<b>0%</b>	<b>0%</b>	<b>5%</b>	<b>8114</b>
<b>Weighted NCI-IDD Average</b>	<b>n/a</b>	<b>n/a</b>	<b>n/a</b>	<b>n/a</b>	<b>n/a</b>	<b>4%</b>	<b>9845</b>

Table 12. Respondent's Age

Regional Center	Under 35	35 – 54	55 – 74	75 or Older	N
ACRC	10%	75%	14%	1%	675
CVRC	17%	71%	13%	0%	440
ELARC	11%	76%	12%	0%	356
FDLRC	5%	79%	15%	1%	314
FNRC	13%	70%	16%	1%	178
GGRC	5%	78%	16%	1%	187
HRC	9%	76%	14%	0%	465
IRC	7%	78%	15%	0%	660
KRC	16%	71%	13%	1%	235
NBRC	9%	76%	14%	1%	249
NLACRC	7%	78%	14%	1%	562
RCEB	7%	82%	10%	2%	366
RCOC	6%	81%	13%	0%	519
RCRC	10%	69%	19%	2%	121
SARC	7%	77%	15%	1%	389
SCLARC	12%	74%	13%	0%	469
SDRC	8%	78%	13%	1%	734
SGPRC	9%	76%	15%	0%	282
TCRC	12%	75%	13%	0%	418
VMRC	12%	77%	11%	0%	355
WRC	7%	76%	17%	0%	207
<b>CA Average</b>	<b>9%</b>	<b>76%</b>	<b>14%</b>	<b>1%</b>	<b>8181</b>
<b>Weighted NCI-IDD Average</b>	<b>11%</b>	<b>74%</b>	<b>14%</b>	<b>1%</b>	<b>9943</b>

Table 13. Respondent's Health

Regional Center	Excellent	Very Good	Good	Fair	Poor	N
ACRC	15%	34%	36%	13%	1%	676
CVRC	12%	26%	42%	19%	0%	439
ELARC	10%	27%	43%	17%	3%	357
FDLRC	14%	31%	38%	16%	1%	312
FNRC	11%	36%	39%	12%	2%	179
GGRC	16%	26%	39%	17%	2%	184
HRC	17%	28%	39%	15%	2%	464
IRC	13%	28%	43%	15%	1%	659
KRC	9%	27%	45%	18%	2%	232
NBRC	14%	31%	45%	10%	0%	248
NLACRC	15%	29%	39%	15%	2%	564
RCEB	14%	36%	36%	13%	1%	366
RCOC	13%	32%	37%	15%	3%	522
RCRC	7%	37%	49%	7%	1%	122
SARC	12%	29%	37%	21%	1%	392
SCLARC	7%	24%	46%	20%	3%	471
SDRC	15%	33%	40%	11%	1%	733
SGPRC	8%	30%	38%	22%	2%	283
TCRC	12%	29%	41%	15%	2%	417
VMRC	12%	25%	43%	18%	2%	356
WRC	14%	38%	36%	10%	1%	208
<b>CA Average</b>	<b>13%</b>	<b>30%</b>	<b>40%</b>	<b>15%</b>	<b>2%</b>	<b>8184</b>
<b>Weighted NCI-IDD Average</b>	<b>13%</b>	<b>31%</b>	<b>40%</b>	<b>15%</b>	<b>2%</b>	<b>9944</b>

Table 14. Respondent's Relationship to Child

Regional Center	Parent (Biological, Adoptive, or Foster)	Sibling	Grandparent	Other	N
ACRC	96%	0%	3%	1%	675
CVRC	95%	1%	3%	1%	440
ELARC	96%	1%	4%	0%	356
FDLRC	98%	0%	1%	0%	314
FNRC	93%	0%	6%	1%	179
GGRC	98%	1%	1%	1%	186
HRC	97%	0%	3%	0%	465
IRC	95%	0%	3%	2%	660
KRC	94%	0%	4%	1%	235
NBRC	95%	0%	3%	2%	249
NLACRC	95%	0%	4%	0%	565
RCEB	97%	0%	2%	1%	366
RCOC	98%	1%	1%	0%	518
RCRC	94%	0%	4%	2%	120
SARC	98%	0%	1%	1%	393
SCLARC	95%	0%	3%	1%	474
SDRC	96%	0%	3%	1%	732
SGPRC	98%	0%	1%	1%	284
TCRC	97%	0%	2%	0%	416
VMRC	96%	0%	2%	2%	354
WRC	97%	0%	1%	1%	209
<b>CA Average</b>	<b>96%</b>	<b>0%</b>	<b>3%</b>	<b>1%</b>	<b>8190</b>
<b>Weighted NCI-IDD Average</b>	<b>96%</b>	<b>0%</b>	<b>3%</b>	<b>1%</b>	<b>9948</b>

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

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

Regional Center	No	Yes, I Am	Yes, Another Family Member Is
ACRC	56%	33%	12%
CVRC	58%	32%	13%
ELARC	52%	29%	20%
FDLRC	55%	26%	20%
FNRC	56%	29%	16%
GGRC	46%	30%	26%
HRC	53%	35%	14%
IRC	40%	41%	22%
KRC	59%	21%	24%
NBRC	52%	32%	17%
NLACRC	59%	28%	14%
RCEB	62%	28%	12%
RCOC	41%	43%	17%
RCRC	61%	30%	10%
SARC	39%	38%	24%
SCLARC	49%	26%	26%
SDRC	56%	34%	11%
SGPRC	50%	33%	19%
TCRC	47%	33%	23%
VMRC	64%	18%	19%
WRC	56%	28%	17%
<b>CA Average</b>	<b>52%</b>	<b>32%</b>	<b>18%</b>
<b>Weighted NCI-IDD Average</b>	<b>58%</b>	<b>26%</b>	<b>17%</b>

Table 16. Number of Adults in Household

Regional Center	One	Two	Three	Four or More	N
ACRC	17%	58%	19%	6%	666
CVRC	17%	50%	23%	10%	438
ELARC	13%	51%	24%	13%	351
FDLRC	16%	57%	17%	9%	309
FNRC	22%	59%	14%	5%	179
GGRC	12%	61%	19%	9%	186
HRC	17%	56%	17%	10%	453
IRC	15%	50%	21%	15%	652
KRC	14%	54%	21%	11%	228
NBRC	20%	53%	19%	8%	246
NLACRC	17%	55%	19%	9%	558
RCEB	16%	61%	18%	5%	357
RCOC	11%	59%	21%	10%	511
RCRC	26%	50%	18%	7%	120
SARC	15%	51%	23%	11%	385
SCLARC	16%	46%	25%	14%	471
SDRC	16%	60%	15%	9%	726
SGPRC	12%	54%	20%	15%	281
TCRC	16%	53%	21%	10%	404
VMRC	12%	47%	24%	16%	353
WRC	23%	53%	17%	7%	208
<b>CA Average</b>	<b>16%</b>	<b>54%</b>	<b>20%</b>	<b>10%</b>	<b>8082</b>
<b>Weighted NCI-IDD Average</b>	<b>17%</b>	<b>56%</b>	<b>18%</b>	<b>9%</b>	<b>9814</b>

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

Regional Center	One	Two	Three	Four or More	N
ACRC	34%	40%	18%	7%	665
CVRC	28%	35%	24%	12%	438
ELARC	43%	38%	15%	4%	347
FDLRC	46%	40%	12%	2%	298
FNRC	38%	36%	19%	8%	176
GGRC	48%	38%	12%	2%	184
HRC	38%	43%	14%	6%	453
IRC	37%	39%	15%	9%	645
KRC	33%	36%	20%	11%	227
NBRC	43%	36%	16%	5%	244
NLACRC	35%	45%	12%	8%	548
RCEB	40%	41%	15%	4%	358
RCOC	38%	40%	17%	6%	504
RCRC	44%	39%	15%	3%	119
SARC	43%	42%	11%	5%	380
SCLARC	39%	38%	15%	8%	449
SDRC	39%	39%	14%	8%	719
SGPRC	38%	44%	11%	7%	274
TCRC	38%	36%	19%	7%	409
VMRC	29%	35%	21%	16%	345
WRC	46%	36%	12%	6%	202
<b>CA Average</b>	<b>38%</b>	<b>39%</b>	<b>16%</b>	<b>7%</b>	<b>7984</b>
<b>Weighted NCI-IDD Average</b>	<b>37%</b>	<b>39%</b>	<b>16%</b>	<b>8%</b>	<b>9700</b>

Table 18. 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	8%	17%	8%	17%	50%	671
CVRC	24%	24%	9%	16%	28%	437
ELARC	16%	21%	8%	15%	40%	354
FDLRC	16%	15%	5%	13%	51%	312
FNRC	7%	16%	9%	25%	42%	179
GGRC	15%	15%	4%	10%	56%	185
HRC	14%	18%	9%	15%	44%	460
IRC	12%	19%	11%	18%	40%	656
KRC	22%	23%	10%	18%	28%	232
NBRC	17%	23%	2%	16%	41%	246
NLACRC	14%	22%	8%	16%	40%	565
RCEB	9%	13%	6%	14%	58%	363
RCOC	11%	13%	7%	12%	57%	511
RCRC	10%	18%	6%	26%	40%	118
SARC	18%	16%	7%	12%	48%	388
SCLARC	31%	29%	10%	14%	16%	467
SDRC	10%	15%	8%	15%	52%	724
SGPRC	17%	15%	8%	16%	44%	283
TCRC	23%	18%	5%	14%	40%	410
VMRC	19%	25%	8%	20%	28%	355
WRC	9%	11%	7%	13%	60%	208
<b>CA Average</b>	<b>15%</b>	<b>18%</b>	<b>8%</b>	<b>16%</b>	<b>43%</b>	<b>8124</b>
<b>Weighted NCI-IDD Average</b>	<b>13%</b>	<b>18%</b>	<b>8%</b>	<b>16%</b>	<b>46%</b>	<b>9867</b>

**Table 19. Total Taxable Household Income of Wage Earners in the Past 12 Months**

*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	4%	6%	6%	17%	14%	39%	13%	670
CVRC	9%	11%	10%	29%	9%	21%	12%	437
ELARC	6%	10%	11%	19%	14%	26%	14%	345
FDLRC	4%	10%	10%	19%	12%	32%	13%	308
FNRC	9%	6%	10%	21%	18%	25%	10%	179
GGRC	4%	5%	7%	14%	13%	41%	16%	184
HRC	4%	10%	10%	19%	12%	31%	15%	449
IRC	4%	7%	12%	20%	15%	31%	12%	642
KRC	5%	13%	14%	26%	10%	19%	14%	227
NBRC	4%	8%	7%	19%	17%	30%	15%	248
NLACRC	6%	8%	13%	19%	12%	26%	18%	554
RCEB	5%	4%	8%	11%	13%	46%	14%	363
RCOC	2%	4%	8%	14%	13%	44%	15%	513
RCRC	3%	6%	9%	23%	21%	22%	15%	118
SARC	3%	5%	9%	17%	13%	38%	15%	386
SCLARC	9%	11%	20%	27%	11%	7%	16%	466
SDRC	2%	6%	8%	19%	14%	35%	16%	725
SGPRC	4%	9%	12%	19%	14%	29%	14%	278
TCRC	5%	6%	12%	22%	15%	29%	11%	407
VMRC	6%	10%	12%	23%	14%	21%	14%	347
WRC	5%	8%	10%	13%	12%	37%	14%	203
<b>CA Average</b>	<b>5%</b>	<b>8%</b>	<b>10%</b>	<b>19%</b>	<b>13%</b>	<b>30%</b>	<b>14%</b>	<b>8049</b>
<b>Weighted NCI-IDD Average</b>	<b>5%</b>	<b>7%</b>	<b>10%</b>	<b>19%</b>	<b>13%</b>	<b>32%</b>	<b>13%</b>	<b>9793</b>

Table 20 Residential Designation

Regional Center	Urban or Suburban (in or Near a City or Large Town)	Rural (Outside of a City or Town)	N
ACRC	85%	15%	637
CVRC	79%	21%	414
ELARC	98%	2%	326
FDLRC	99%	1%	300
FNRC	53%	47%	174
GGRC	94%	6%	174
HRC	98%	2%	422
IRC	92%	8%	598
KRC	78%	22%	211
NBRC	87%	13%	230
NLACRC	95%	5%	490
RCEB	95%	5%	348
RCOC	98%	2%	498
RCRC	45%	55%	112
SARC	93%	7%	374
SCLARC	99%	1%	403
SDRC	93%	7%	700
SGPRC	96%	4%	264
TCRC	89%	11%	382
VMRC	83%	17%	323
WRC	100%	0%	199
<b>CA Average</b>	<b>91%</b>	<b>9%</b>	<b>7579</b>
<b>Weighted NCI-IDD Average</b>	<b>86%</b>	<b>14%</b>	<b>9261</b>

## Services and Supports Received

This section provides information about the services and supports received by the child from the regional center<sup>4</sup>.

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

Table 21a. Services and Supports Received from Regional Center<sup>5</sup>

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

Regional Center	Financial Support	In Home Support	Out-of-Home Respite Care	Early Intervention
ACRC	18%	34%	22%	1%
CVRC	15%	21%	26%	1%
ELARC	16%	38%	28%	2%
FDLRC	23%	37%	26%	0%
FNRC	13%	29%	39%	0%
GGRC	18%	42%	45%	2%
HRC	19%	32%	29%	1%
IRC	19%	40%	38%	0%
KRC	9%	28%	26%	1%
NBRC	29%	32%	23%	1%
NLACRC	16%	43%	27%	1%
RCEB	26%	31%	33%	3%
RCOC	23%	44%	32%	1%
RCRC	15%	30%	28%	0%
SARC	24%	41%	37%	0%
SCLARC	13%	31%	33%	1%
SDRC	15%	32%	31%	1%
SGPRC	20%	38%	31%	1%
TCRC	23%	30%	38%	1%
VMRC	16%	25%	23%	0%
WRC	20%	46%	45%	2%
<b>CA Average</b>	<b>19%</b>	<b>35%</b>	<b>31%</b>	<b>1%</b>
<b>Weighted NCI-IDD Average</b>	<b>20%</b>	<b>36%</b>	<b>30%</b>	<b>11%</b>

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

Table 21b. Services and Supports Received from Regional Center<sup>6</sup> (continued)

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

Regional Center	Transportation	Mental or Behavioral Health Care or Other Treatments or Therapies	Self-Direction or Fiscal Intermediary Services
ACRC	2%	22%	24%
CVRC	2%	23%	16%
ELARC	5%	40%	17%
FDLRC	1%	34%	20%
FNRC	3%	23%	22%
GGRC	2%	23%	21%
HRC	5%	17%	17%
IRC	2%	20%	22%
KRC	6%	21%	22%
NBRC	4%	27%	22%
NLACRC	2%	27%	18%
RCEB	4%	20%	21%
RCOC	2%	20%	17%
RCRC	4%	55%	29%
SARC	3%	21%	21%
SCLARC	3%	17%	12%
SDRC	3%	21%	22%
SGPRC	2%	25%	17%
TCRC	5%	24%	20%
VMRC	5%	19%	16%
WRC	2%	29%	24%
<b>CA Average</b>	<b>3%</b>	<b>23%</b>	<b>19%</b>
<b>Weighted NCI-IDD Average</b>	<b>7%</b>	<b>35%</b>	<b>26%</b>

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

Table 22. Additional Services and Supports Received (not from the regional center).<sup>7</sup>

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	28%	69%
CVRC	44%	64%
ELARC	35%	69%
FDLRC	23%	65%
FNRC	30%	64%
GGRC	20%	75%
HRC	28%	64%
IRC	34%	64%
KRC	44%	60%
NBRC	25%	63%
NLACRC	31%	59%
RCEB	18%	71%
RCOC	26%	65%
RCRC	39%	68%
SARC	21%	63%
SCLARC	44%	50%
SDRC	25%	68%
SGPRC	27%	65%
TCRC	32%	66%
VMRC	29%	52%
WRC	21%	68%
<b>CA Average</b>	<b>30%</b>	<b>64%</b>
<b>Weighted NCI-IDD Average</b>	<b>30%</b>	<b>65%</b>

<sup>7</sup> 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 child receiving services and supports from the regional center.

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

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

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

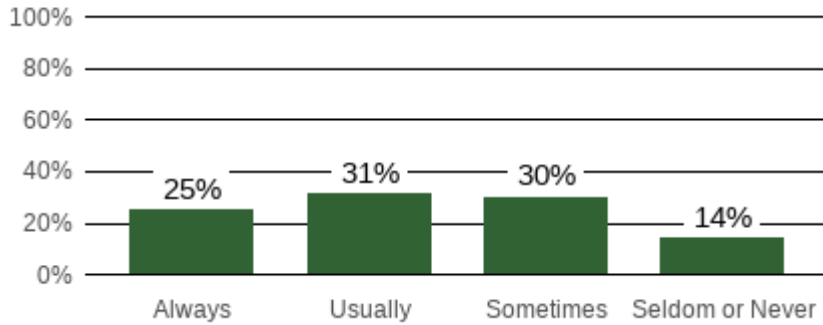


Table 23. Do you have enough information to take part in planning services for your child?

Regional Center	Always	Usually	Sometimes	Seldom or Never	N
ACRC	26%	34%	27%	13%	629
CVRC	27%	31%	27%	15%	405
ELARC	35%	26%	30%	10%	324
FDLRC	27%	34%	28%	11%	297
FNRC	23%	33%	27%	18%	172
GGRC	16%	29%	40%	16%	161
HRC	27%	33%	29%	11%	434
IRC	24%	30%	31%	16%	616
KRC	24%	25%	32%	19%	219
NBRC	22%	31%	30%	17%	237
NLACRC	22%	28%	30%	21%	520
RCEB	16%	30%	36%	18%	335
RCOC	26%	33%	31%	10%	486
RCRC	30%	44%	17%	10%	114
SARC	21%	30%	33%	16%	362
SCLARC	25%	24%	33%	18%	422
SDRC	26%	32%	28%	14%	687
SGPRC	23%	36%	30%	10%	261
TCRC	32%	31%	25%	12%	385
VMRC	28%	28%	34%	10%	325
WRC	24%	35%	29%	12%	199
<b>CA Average</b>	<b>25%</b>	<b>31%</b>	<b>30%</b>	<b>14%</b>	<b>7590</b>
<b>Weighted NCI-IDD Average</b>	<b>27%</b>	<b>33%</b>	<b>28%</b>	<b>12%</b>	<b>9262</b>

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

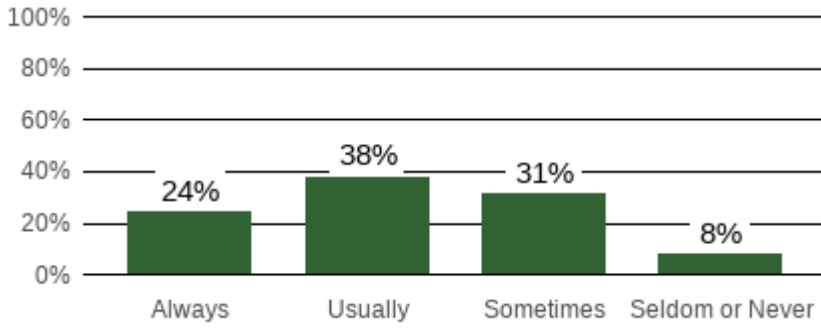


Table 24. Is the information you get about services and supports easy to understand?

Regional Center	Always	Usually	Sometimes	Seldom or Never	N
ACRC	25%	42%	26%	7%	638
CVRC	29%	34%	31%	6%	416
ELARC	30%	34%	30%	6%	331
FDLRC	26%	39%	27%	8%	300
FNRC	22%	45%	28%	5%	169
GGRC	19%	32%	43%	6%	161
HRC	26%	38%	32%	5%	437
IRC	26%	37%	28%	9%	609
KRC	21%	32%	39%	9%	210
NBRC	24%	36%	30%	10%	234
NLACRC	23%	34%	34%	9%	517
RCEB	15%	39%	34%	12%	335
RCOC	22%	39%	32%	7%	504
RCRC	30%	45%	22%	3%	116
SARC	21%	37%	32%	10%	363
SCLARC	28%	28%	35%	10%	420
SDRC	23%	40%	28%	8%	685
SGPRC	21%	41%	33%	5%	264
TCRC	27%	38%	29%	6%	392
VMRC	25%	40%	30%	5%	335
WRC	23%	39%	33%	5%	198
<b>CA Average</b>	<b>24%</b>	<b>38%</b>	<b>31%</b>	<b>8%</b>	<b>7634</b>
<b>Weighted NCI-IDD Average</b>	<b>25%</b>	<b>39%</b>	<b>29%</b>	<b>7%</b>	<b>9332</b>

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

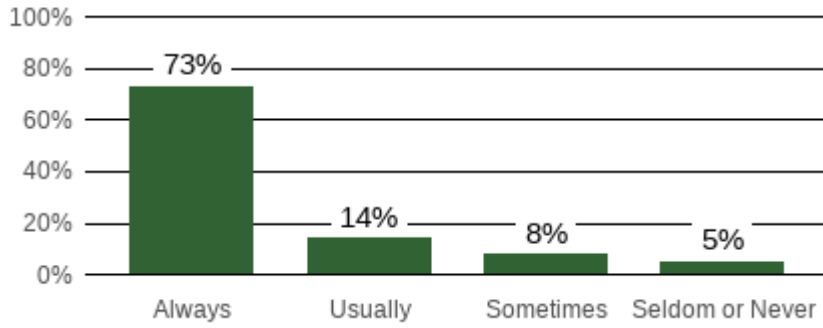


Table 25. Do you get information about services and supports in your preferred language?

Regional Center	Always	Usually	Sometimes	Seldom or Never	N
ACRC	80%	11%	5%	4%	661
CVRC	73%	14%	9%	4%	434
ELARC	72%	16%	8%	4%	344
FDLRC	75%	15%	5%	5%	310
FNRC	84%	8%	3%	5%	178
GGRC	67%	18%	11%	4%	181
HRC	67%	20%	9%	4%	458
IRC	71%	15%	7%	7%	636
KRC	70%	13%	10%	7%	227
NBRC	76%	14%	5%	4%	242
NLACRC	71%	13%	10%	6%	536
RCEB	73%	11%	10%	6%	356
RCOC	73%	14%	9%	3%	516
RCRC	88%	7%	2%	3%	122
SARC	66%	15%	12%	7%	381
SCLARC	64%	20%	11%	6%	459
SDRC	73%	14%	9%	4%	713
SGPRC	71%	15%	12%	3%	268
TCRC	77%	12%	8%	3%	407
VMRC	71%	15%	8%	6%	348
WRC	74%	16%	8%	3%	200
<b>CA Average</b>	<b>73%</b>	<b>14%</b>	<b>8%</b>	<b>5%</b>	<b>7977</b>
<b>Weighted NCI-IDD Average</b>	<b>77%</b>	<b>12%</b>	<b>7%</b>	<b>4%</b>	<b>9705</b>

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

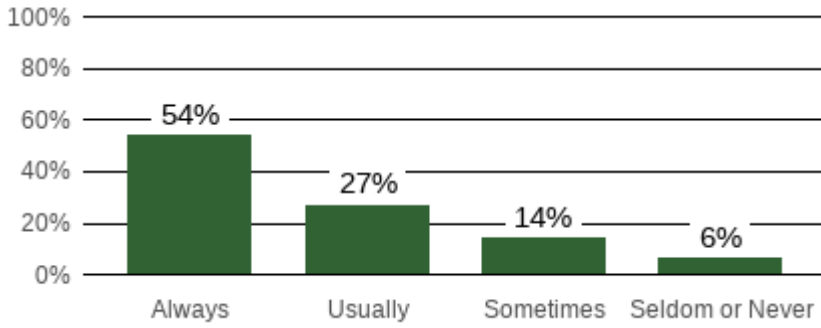


Table 26. Does the case manager/service coordinator listen to your family's choices and opinions?

Regional Center	Always	Usually	Sometimes	Seldom or Never	N
ACRC	56%	27%	14%	3%	643
CVRC	58%	25%	13%	5%	422
ELARC	55%	28%	12%	4%	337
FDLRC	61%	23%	12%	4%	296
FNRC	46%	30%	14%	10%	173
GGRC	45%	30%	17%	8%	170
HRC	58%	27%	11%	4%	434
IRC	53%	29%	11%	7%	606
KRC	51%	24%	19%	7%	216
NBRC	51%	30%	15%	3%	234
NLACRC	46%	28%	17%	10%	519
RCEB	44%	30%	20%	7%	343
RCOC	53%	30%	14%	3%	509
RCRC	67%	21%	8%	5%	117
SARC	51%	28%	14%	7%	367
SCLARC	50%	26%	18%	7%	435
SDRC	59%	23%	14%	4%	697
SGPRC	53%	29%	12%	5%	265
TCRC	56%	23%	14%	8%	398
VMRC	59%	27%	9%	4%	335
WRC	55%	29%	11%	5%	197
<b>CA Average</b>	<b>54%</b>	<b>27%</b>	<b>14%</b>	<b>6%</b>	<b>7713</b>
<b>Weighted NCI-IDD Average</b>	<b>57%</b>	<b>26%</b>	<b>12%</b>	<b>5%</b>	<b>9350</b>

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

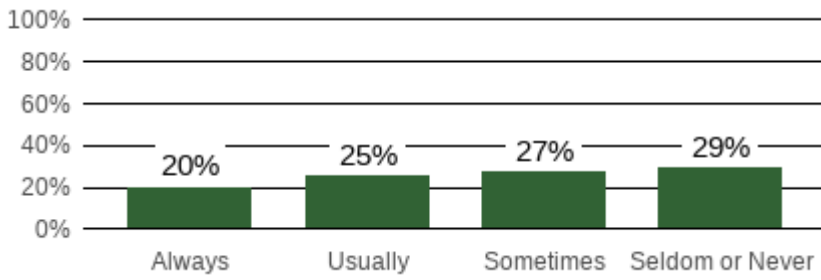
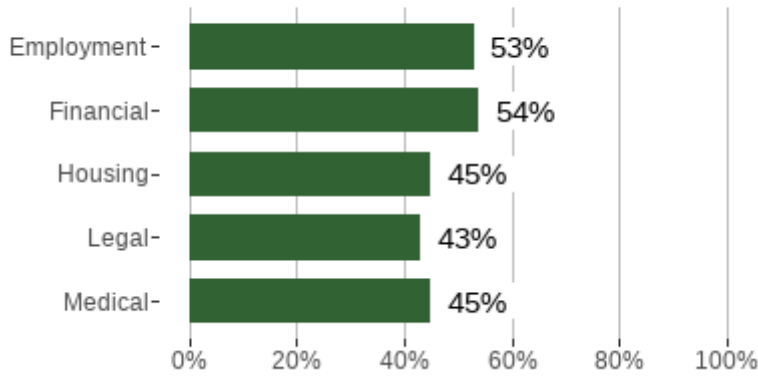


Table 27. Do you have enough information about other public services for which your family is eligible (for example, food stamps, SSI, housing subsidies, etc.)?

Regional Center	Always	Usually	Sometimes	Seldom or Never	N
ACRC	24%	28%	23%	26%	509
CVRC	24%	24%	29%	23%	327
ELARC	23%	27%	29%	21%	281
FDLRC	20%	26%	27%	27%	252
FNRC	22%	22%	24%	32%	139
GGRC	17%	24%	31%	28%	139
HRC	27%	27%	23%	23%	367
IRC	20%	23%	24%	32%	508
KRC	18%	17%	27%	39%	179
NBRC	17%	26%	27%	31%	192
NLACRC	14%	23%	29%	34%	442
RCEB	10%	17%	30%	43%	273
RCOC	23%	26%	27%	25%	415
RCRC	23%	38%	26%	14%	96
SARC	19%	25%	27%	30%	308
SCLARC	17%	23%	30%	29%	351
SDRC	19%	28%	28%	26%	580
SGPRC	21%	24%	30%	26%	222
TCRC	21%	24%	24%	31%	320
VMRC	21%	23%	26%	31%	262
WRC	18%	24%	24%	34%	169
<b>CA Average</b>	<b>20%</b>	<b>25%</b>	<b>27%</b>	<b>29%</b>	<b>6331</b>
<b>Weighted NCI-IDD Average</b>	<b>21%</b>	<b>26%</b>	<b>26%</b>	<b>27%</b>	<b>7762</b>

**Do you need help planning for your child's future in any of these areas?**



**Table 28a. Do you need help planning for your child's future in any of these areas?**

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

Regional Center	Employment	Financial	Housing	Legal	Medical
ACRC	53%	55%	45%	42%	43%
CVRC	51%	49%	38%	38%	44%
ELARC	59%	59%	45%	41%	52%
FDLRC	56%	52%	46%	41%	44%
FNRC	60%	50%	46%	39%	33%
GGRC	57%	60%	58%	47%	54%
HRC	49%	48%	41%	39%	41%
IRC	50%	54%	40%	46%	47%
KRC	50%	53%	43%	40%	44%
NBRC	48%	58%	46%	46%	44%
NLACRC	52%	52%	42%	38%	41%
RCEB	50%	57%	52%	41%	47%
RCOC	55%	62%	51%	53%	47%
RCRC	58%	59%	50%	37%	42%
SARC	58%	58%	53%	50%	49%
SCLARC	46%	40%	39%	36%	36%
SDRC	51%	56%	46%	44%	45%
SGPRC	61%	58%	47%	49%	54%
TCRC	54%	48%	45%	39%	39%
VMRC	52%	52%	42%	34%	49%
WRC	60%	63%	53%	49%	45%
<b>CA Average</b>	<b>53%</b>	<b>54%</b>	<b>45%</b>	<b>43%</b>	<b>45%</b>
<b>Weighted NCI-IDD Average</b>	<b>53%</b>	<b>55%</b>	<b>45%</b>	<b>43%</b>	<b>45%</b>

**Do you need help planning for your child's future in any of these areas?  
(continued)**

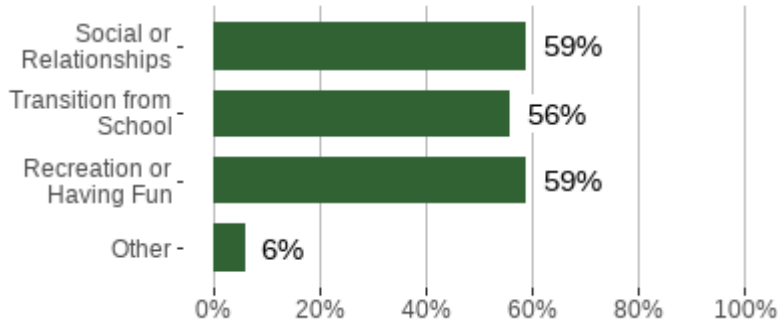


Table 28b. Do you need help planning for your child's future in any of these areas? (continued)

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

Regional Center	Social or Relationships	Transition from School	Recreation or Having Fun	Other
ACRC	59%	54%	60%	7%
CVRC	54%	52%	54%	7%
ELARC	66%	60%	57%	5%
FDLRC	64%	53%	58%	5%
FNRC	61%	51%	52%	5%
GGRC	60%	61%	57%	2%
HRC	61%	55%	62%	6%
IRC	55%	53%	57%	9%
KRC	59%	47%	59%	8%
NBRC	55%	55%	53%	9%
NLACRC	60%	55%	59%	4%
RCEB	62%	64%	66%	4%
RCOC	60%	59%	61%	4%
RCRC	60%	53%	52%	9%
SARC	60%	63%	61%	6%
SCLARC	46%	47%	51%	7%
SDRC	62%	58%	66%	5%
SGPRC	65%	63%	60%	4%
TCRC	54%	50%	55%	7%
VMRC	51%	51%	57%	10%
WRC	62%	65%	64%	5%
<b>CA Average</b>	<b>59%</b>	<b>56%</b>	<b>59%</b>	<b>6%</b>
<b>Weighted NCI-IDD Average</b>	<b>58%</b>	<b>55%</b>	<b>58%</b>	<b>7%</b>

**Has your family learned about alternatives to guardianship/conservatorship?**

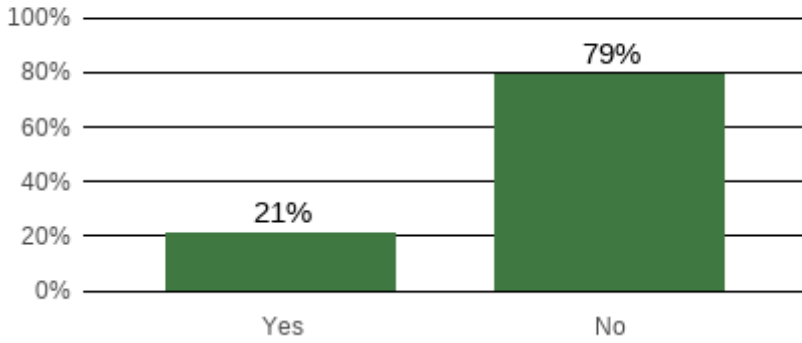


Table 29. Has your family learned about alternatives to guardianship/conservatorship?

Regional Center	Yes	No	N
ACRC	20%	80%	557
CVRC	21%	79%	340
ELARC	24%	76%	279
FDLRC	20%	80%	245
FNRC	18%	82%	146
GGRC	18%	82%	157
HRC	22%	78%	357
IRC	21%	79%	549
KRC	17%	83%	180
NBRC	18%	82%	199
NLACRC	18%	82%	452
RCEB	18%	82%	312
RCOC	24%	76%	437
RCRC	30%	70%	101
SARC	24%	76%	311
SCLARC	27%	73%	362
SDRC	22%	78%	607
SGPRC	21%	79%	231
TCRC	22%	78%	320
VMRC	24%	76%	257
WRC	15%	85%	169
<b>CA Average</b>	<b>21%</b>	<b>79%</b>	<b>6568</b>
<b>Weighted NCI-IDD Average</b>	<b>22%</b>	<b>78%</b>	<b>8078</b>

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 child have an individual program plan/individual family service plan (IPP/IFSP)?**

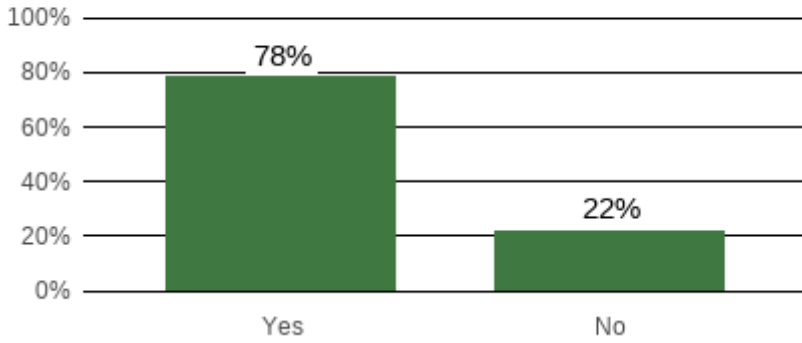


Table 30. Does your child have an individual program plan/individual family service plan (IPP/IFSP)?

Regional Center	Yes	No	N
ACRC	82%	18%	587
CVRC	73%	27%	379
ELARC	85%	15%	308
FDLRC	75%	25%	265
FNRC	78%	22%	152
GGRC	67%	33%	147
HRC	82%	18%	391
IRC	71%	29%	561
KRC	70%	30%	197
NBRC	84%	16%	208
NLACRC	82%	18%	505
RCEB	68%	32%	320
RCOC	81%	19%	456
RCRC	76%	24%	106
SARC	75%	25%	321
SCLARC	75%	25%	402
SDRC	84%	16%	660
SGPRC	78%	22%	238
TCRC	75%	25%	326
VMRC	80%	20%	298
WRC	64%	36%	174
<b>CA Average</b>	<b>78%</b>	<b>22%</b>	<b>7001</b>
<b>Weighted NCI-IDD Average</b>	<b>77%</b>	<b>23%</b>	<b>8498</b>

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

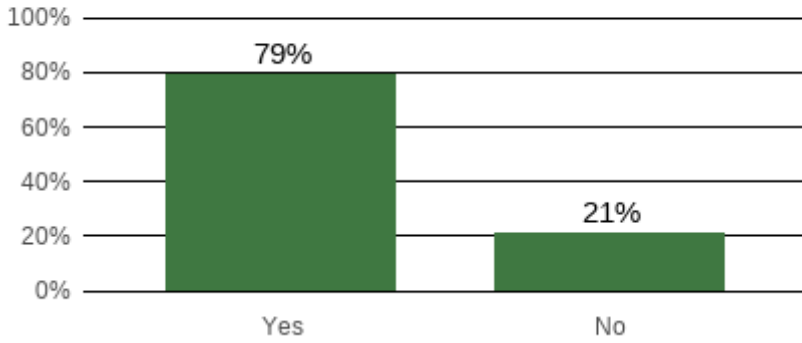
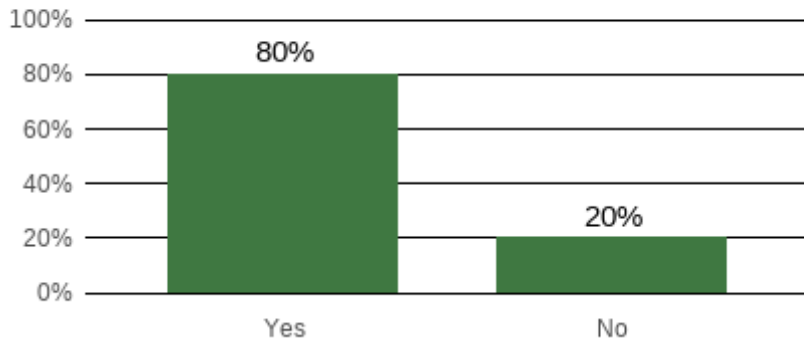


Table 31. Does the IPP/IFSP include all the services and supports your child needs?

Regional Center	Yes	No	N
ACRC	80%	20%	386
CVRC	84%	16%	207
ELARC	77%	23%	204
FDLRC	74%	26%	159
FNRC	71%	29%	97
GGRC	69%	31%	67
HRC	83%	17%	248
IRC	83%	17%	295
KRC	78%	22%	94
NBRC	82%	18%	136
NLACRC	75%	25%	313
RCEB	74%	26%	169
RCOC	74%	26%	297
RCRC	82%	18%	65
SARC	76%	24%	182
SCLARC	77%	23%	217
SDRC	81%	19%	453
SGPRC	80%	20%	153
TCRC	81%	19%	192
VMRC	83%	17%	197
WRC	70%	30%	89
<b>CA Average</b>	<b>79%</b>	<b>21%</b>	<b>4220</b>
<b>Weighted NCI-IDD Average</b>	<b>80%</b>	<b>20%</b>	<b>5228</b>

**Did you or another family member help make the IPP/IFSP?**



**Table 32. Did you or another family member help make the IPP/IFSP?**

Regional Center	Yes	No	N
ACRC	83%	17%	443
CVRC	77%	23%	227
ELARC	77%	23%	228
FDLRC	74%	26%	166
FNRC	86%	14%	110
GGRC	78%	22%	76
HRC	78%	22%	267
IRC	77%	23%	342
KRC	74%	26%	111
NBRC	88%	13%	152
NLACRC	80%	20%	349
RCEB	79%	21%	187
RCOC	78%	22%	333
RCRC	86%	14%	74
SARC	82%	18%	212
SCLARC	78%	22%	231
SDRC	85%	15%	513
SGPRC	81%	19%	161
TCRC	78%	22%	214
VMRC	78%	22%	202
WRC	79%	21%	98
<b>CA Average</b>	<b>80%</b>	<b>20%</b>	<b>4696</b>
<b>Weighted NCI-IDD Average</b>	<b>83%</b>	<b>17%</b>	<b>5808</b>

**Did your child help make the IPP/IFSP?**

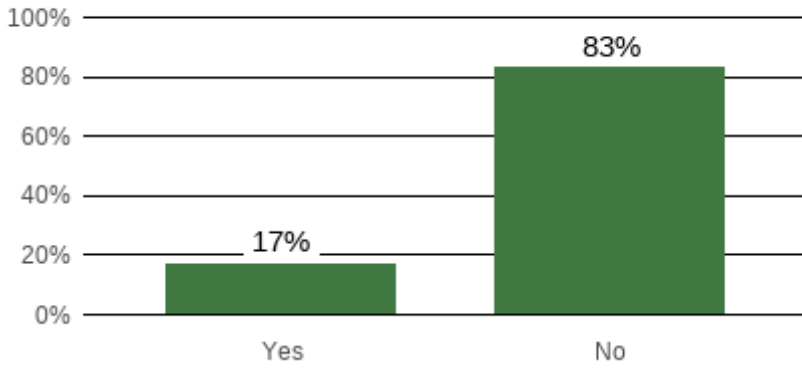


Table 33. Did your child help make the IPP/IFSP?

Regional Center	Yes	No	N
ACRC	15%	85%	438
CVRC	21%	79%	233
ELARC	20%	80%	225
FDLRC	14%	86%	175
FNRC	17%	83%	111
GGRC	24%	76%	83
HRC	22%	78%	270
IRC	19%	81%	347
KRC	20%	80%	110
NBRC	12%	88%	154
NLACRC	19%	81%	353
RCEB	9%	91%	190
RCOC	14%	86%	327
RCRC	20%	80%	74
SARC	11%	89%	213
SCLARC	20%	80%	231
SDRC	15%	85%	499
SGPRC	16%	84%	160
TCRC	22%	78%	213
VMRC	18%	82%	207
WRC	17%	83%	103
<b>CA Average</b>	<b>17%</b>	<b>83%</b>	<b>4716</b>
<b>Weighted NCI-IDD Average</b>	<b>18%</b>	<b>82%</b>	<b>5838</b>

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

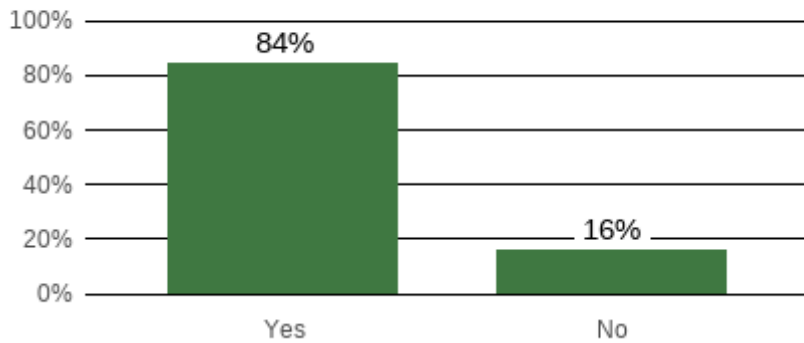


Table 34. Do you feel like your family had enough say or input in making the IPP/IFSP?

Regional Center	Yes	No	N
ACRC	88%	12%	391
CVRC	86%	14%	222
ELARC	88%	12%	213
FDLRC	74%	26%	165
FNRC	87%	13%	99
GGRC	82%	18%	66
HRC	83%	17%	253
IRC	82%	18%	326
KRC	80%	20%	100
NBRC	89%	11%	140
NLACRC	81%	19%	322
RCEB	79%	21%	167
RCOC	85%	15%	310
RCRC	88%	12%	68
SARC	77%	23%	190
SCLARC	82%	18%	222
SDRC	87%	13%	476
SGPRC	89%	11%	150
TCRC	83%	17%	197
VMRC	87%	13%	193
WRC	76%	24%	97
<b>CA Average</b>	<b>84%</b>	<b>16%</b>	<b>4367</b>
<b>Weighted NCI-IDD Average</b>	<b>86%</b>	<b>14%</b>	<b>5425</b>

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

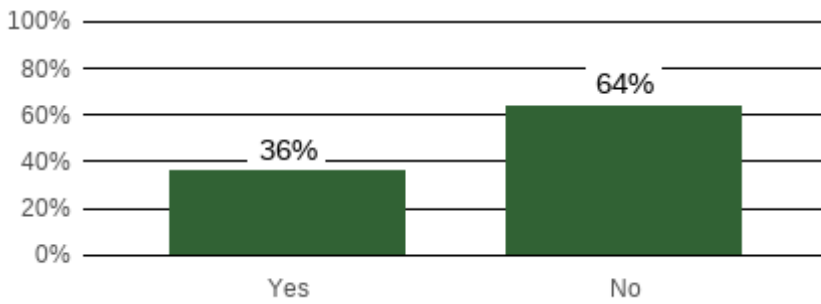


Table 35. Does your child have a transition plan (as part of an IEP or Section 504 plan through their high school, usually starting at age 14)?

Regional Center	Yes	No	N
ACRC	31%	69%	533
CVRC	41%	59%	344
ELARC	40%	60%	282
FDLRC	32%	68%	245
FNRC	19%	81%	147
GGRC	27%	73%	150
HRC	41%	59%	382
IRC	40%	60%	532
KRC	31%	69%	177
NBRC	37%	63%	194
NLACRC	39%	61%	442
RCEB	29%	71%	282
RCOC	36%	64%	426
RCRC	34%	66%	102
SARC	44%	56%	310
SCLARC	48%	52%	365
SDRC	33%	67%	602
SGPRC	38%	62%	221
TCRC	42%	58%	314
VMRC	33%	67%	257
WRC	29%	71%	165
<b>CA Average</b>	<b>36%</b>	<b>64%</b>	<b>6472</b>
<b>Weighted NCI-IDD Average</b>	<b>33%</b>	<b>67%</b>	<b>7978</b>

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

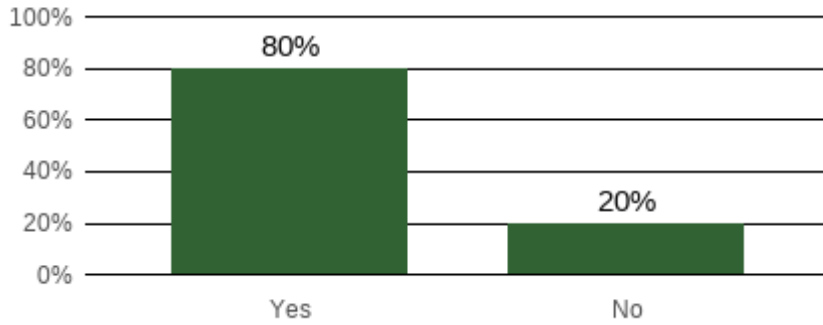


Table 36. If your child has a transition plan, did you or another family member help make the plan?

Regional Center	Yes	No	N
ACRC	80%	20%	147
CVRC	85%	15%	119
ELARC	75%	25%	95
FDLRC	70%	30%	66
FNRC	83%	17%	24
GGRC	76%	24%	34
HRC	78%	22%	132
IRC	82%	18%	177
KRC	86%	14%	44
NBRC	90%	10%	61
NLACRC	77%	23%	143
RCEB	75%	25%	79
RCOC	82%	18%	124
RCRC	93%	7%	30
SARC	79%	21%	119
SCLARC	81%	19%	145
SDRC	79%	21%	177
SGPRC	85%	15%	78
TCRC	80%	20%	112
VMRC	79%	21%	75
WRC	87%	13%	38
<b>CA Average</b>	<b>80%</b>	<b>20%</b>	<b>2019</b>
<b>Weighted NCI-IDD Average</b>	<b>81%</b>	<b>19%</b>	<b>2325</b>

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

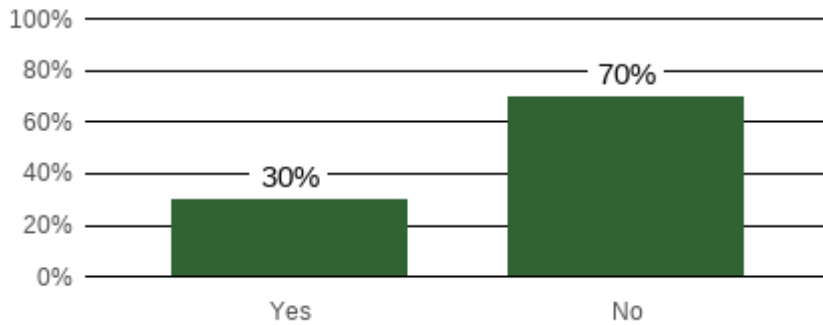


Table 37. If your child has a transition plan, did your child help make the plan?

Regional Center	Yes	No	N
ACRC	38%	62%	137
CVRC	36%	64%	118
ELARC	32%	68%	87
FDLRC	30%	70%	56
FNRC	45%	55%	22
GGRC	38%	62%	29
HRC	35%	65%	125
IRC	20%	80%	172
KRC	30%	70%	46
NBRC	21%	79%	57
NLACRC	31%	69%	139
RCEB	17%	83%	76
RCOC	32%	68%	120
RCRC	50%	50%	30
SARC	30%	70%	113
SCLARC	33%	67%	141
SDRC	24%	76%	176
SGPRC	26%	74%	76
TCRC	33%	67%	110
VMRC	34%	66%	76
WRC	18%	83%	40
<b>CA Average</b>	<b>30%</b>	<b>70%</b>	<b>1946</b>
<b>Weighted NCI-IDD Average</b>	<b>31%</b>	<b>69%</b>	<b>2243</b>

## **Access and Delivery of Services and Supports**

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

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

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

**Does your child get all the services listed in the IPP/IFSP?**

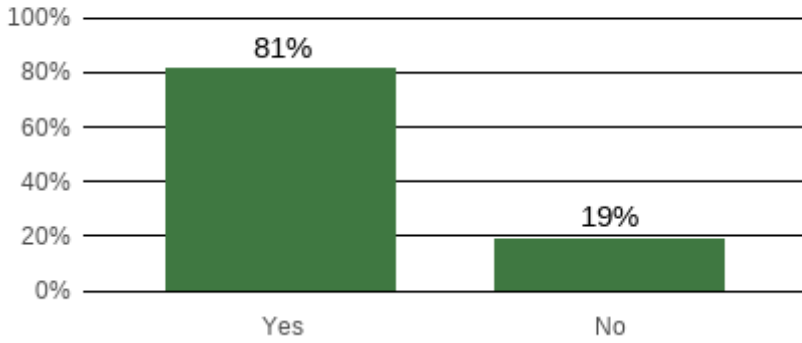


Table 38. Does your child get all the services listed in the IPP/IFSP?

Regional Center	Yes	No	N
ACRC	82%	18%	381
CVRC	84%	16%	208
ELARC	77%	23%	209
FDLRC	83%	18%	160
FNRC	81%	19%	96
GGRC	77%	23%	66
HRC	79%	21%	246
IRC	80%	20%	308
KRC	74%	26%	97
NBRC	83%	17%	128
NLACRC	80%	20%	332
RCEB	77%	23%	171
RCOC	84%	16%	310
RCRC	79%	21%	67
SARC	81%	19%	193
SCLARC	80%	20%	202
SDRC	84%	16%	439
SGPRC	81%	19%	156
TCRC	84%	16%	187
VMRC	85%	15%	181
WRC	73%	27%	90
<b>CA Average</b>	<b>81%</b>	<b>19%</b>	<b>4227</b>
<b>Weighted NCI-IDD Average</b>	<b>81%</b>	<b>19%</b>	<b>5259</b>

**Does your family get the supports and services it needs?**

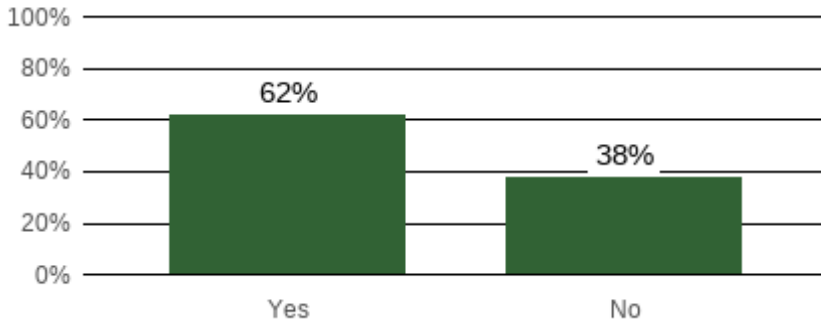


Table 39. Does your family get the supports and services it needs?

Regional Center	Yes	No	N
ACRC	62%	38%	539
CVRC	65%	35%	349
ELARC	69%	31%	280
FDLRC	60%	40%	254
FNRC	57%	43%	148
GGRC	59%	41%	142
HRC	66%	34%	362
IRC	65%	35%	536
KRC	55%	45%	174
NBRC	59%	41%	196
NLACRC	61%	39%	437
RCEB	48%	52%	287
RCOC	67%	33%	409
RCRC	61%	39%	106
SARC	62%	38%	316
SCLARC	58%	42%	348
SDRC	63%	37%	598
SGPRC	65%	35%	226
TCRC	67%	33%	328
VMRC	65%	35%	266
WRC	66%	34%	170
<b>CA Average</b>	<b>62%</b>	<b>38%</b>	<b>6471</b>
<b>Weighted NCI-IDD Average</b>	<b>64%</b>	<b>36%</b>	<b>7988</b>

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

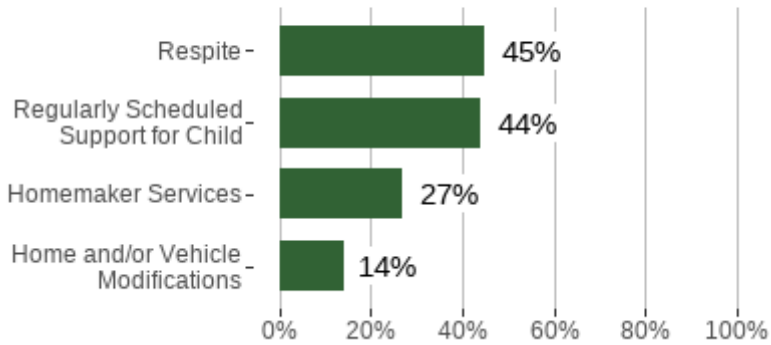


Table 40a. If your child does not get the support and services needed, what additional services does your family need?

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

Regional Center	Respite	Regularly Scheduled Support for Child	Homemaker Services	Home and/or Vehicle Modifications
ACRC	47%	40%	26%	9%
CVRC	41%	46%	17%	11%
ELARC	43%	42%	32%	22%
FDLRC	38%	45%	24%	9%
FNRC	47%	34%	23%	15%
GGRC	51%	51%	29%	15%
HRC	39%	42%	27%	12%
IRC	38%	38%	30%	20%
KRC	38%	42%	28%	21%
NBRC	54%	38%	25%	14%
NLACRC	44%	48%	19%	12%
RCEB	56%	47%	28%	11%
RCOC	50%	48%	27%	13%
RCRC	63%	45%	21%	13%
SARC	53%	54%	36%	12%
SCLARC	45%	46%	24%	16%
SDRC	50%	43%	27%	21%
SGPRC	43%	47%	31%	14%
TCRC	29%	41%	25%	16%
VMRC	39%	42%	35%	14%
WRC	40%	48%	38%	15%
<b>CA Average</b>	<b>45%</b>	<b>44%</b>	<b>27%</b>	<b>14%</b>
<b>Weighted NCI-IDD Average</b>	<b>48%</b>	<b>43%</b>	<b>27%</b>	<b>16%</b>

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

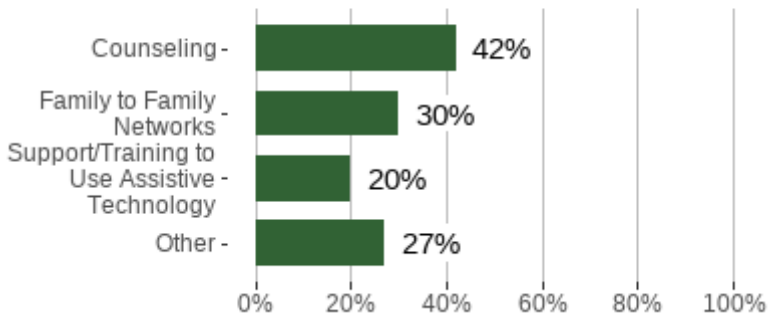


Table 40b. If your child does not get the support and services needed, what additional services does your family need? (continued)

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

Regional Center	Counseling	Family to Family Networks	Support/Training to Use Assistive Technology	Other
ACRC	40%	34%	16%	34%
CVRC	49%	32%	15%	28%
ELARC	44%	30%	20%	29%
FDLRC	35%	23%	14%	33%
FNRC	26%	31%	15%	45%
GGRC	47%	25%	15%	29%
HRC	44%	25%	19%	25%
IRC	42%	37%	27%	27%
KRC	35%	26%	22%	15%
NBRC	42%	25%	22%	29%
NLACRC	51%	20%	15%	26%
RCEB	46%	36%	20%	26%
RCOC	42%	30%	19%	25%
RCRC	24%	21%	16%	21%
SARC	40%	33%	27%	18%
SCLARC	46%	30%	27%	23%
SDRC	47%	33%	15%	25%
SGPRC	32%	31%	21%	19%
TCRC	45%	33%	16%	29%
VMRC	36%	23%	30%	31%
WRC	44%	46%	25%	23%
<b>CA Average</b>	<b>42%</b>	<b>30%</b>	<b>20%</b>	<b>27%</b>
<b>Weighted NCI-IDD Average</b>	<b>40%</b>	<b>30%</b>	<b>19%</b>	<b>27%</b>

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

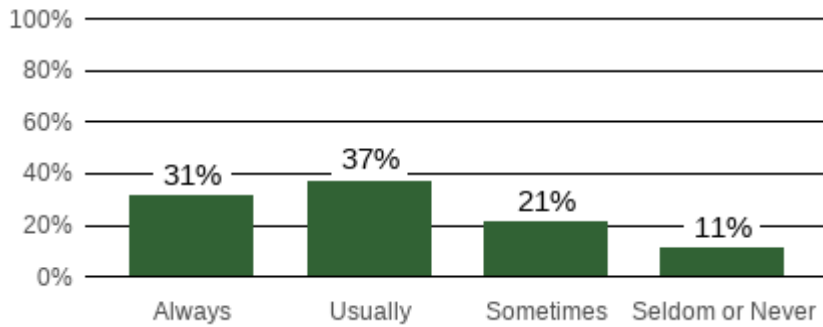


Table 41. Do services and supports change when your family's needs change?

Regional Center	Always	Usually	Sometimes	Seldom or Never	N
ACRC	31%	40%	20%	9%	467
CVRC	35%	35%	20%	10%	333
ELARC	34%	38%	20%	8%	268
FDLRC	31%	31%	28%	9%	236
FNRC	25%	37%	28%	9%	131
GGRC	23%	36%	28%	14%	118
HRC	36%	37%	19%	8%	326
IRC	30%	39%	19%	12%	484
KRC	26%	38%	26%	10%	172
NBRC	33%	35%	22%	11%	170
NLACRC	29%	34%	23%	14%	402
RCEB	24%	34%	24%	19%	244
RCOC	33%	35%	22%	10%	385
RCRC	31%	42%	16%	11%	100
SARC	30%	34%	23%	13%	277
SCLARC	31%	32%	23%	13%	350
SDRC	33%	37%	21%	9%	558
SGPRC	30%	40%	21%	10%	209
TCRC	35%	42%	14%	9%	309
VMRC	34%	40%	17%	10%	244
WRC	23%	37%	26%	14%	146
<b>CA Average</b>	<b>31%</b>	<b>37%</b>	<b>21%</b>	<b>11%</b>	<b>5929</b>
<b>Weighted NCI-IDD Average</b>	<b>33%</b>	<b>37%</b>	<b>20%</b>	<b>10%</b>	<b>7318</b>

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

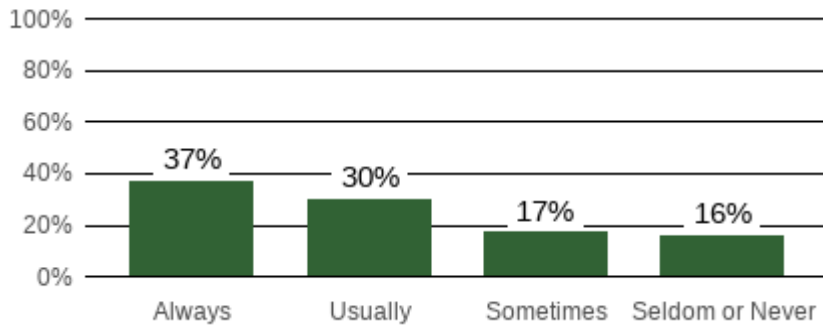


Table 42. Does your child have the special equipment or accommodations they need?

Regional Center	Always	Usually	Sometimes	Seldom or Never	N
ACRC	36%	34%	16%	15%	241
CVRC	41%	24%	16%	18%	176
ELARC	31%	34%	23%	12%	113
FDLRC	33%	26%	19%	22%	105
FNRC	29%	37%	18%	15%	78
GGRC	33%	38%	15%	13%	78
HRC	38%	33%	14%	16%	152
IRC	39%	30%	15%	16%	293
KRC	42%	29%	18%	11%	79
NBRC	37%	31%	21%	10%	105
NLACRC	42%	29%	14%	15%	191
RCEB	35%	27%	21%	17%	143
RCOC	35%	31%	14%	21%	228
RCRC	46%	28%	15%	11%	46
SARC	35%	32%	15%	18%	154
SCLARC	39%	21%	20%	19%	165
SDRC	43%	30%	12%	15%	273
SGPRC	28%	32%	17%	23%	107
TCRC	44%	30%	18%	9%	175
VMRC	32%	34%	15%	19%	137
WRC	27%	24%	31%	18%	67
<b>CA Average</b>	<b>37%</b>	<b>30%</b>	<b>17%</b>	<b>16%</b>	<b>3106</b>
<b>Weighted NCI-IDD Average</b>	<b>37%</b>	<b>32%</b>	<b>17%</b>	<b>14%</b>	<b>4102</b>

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

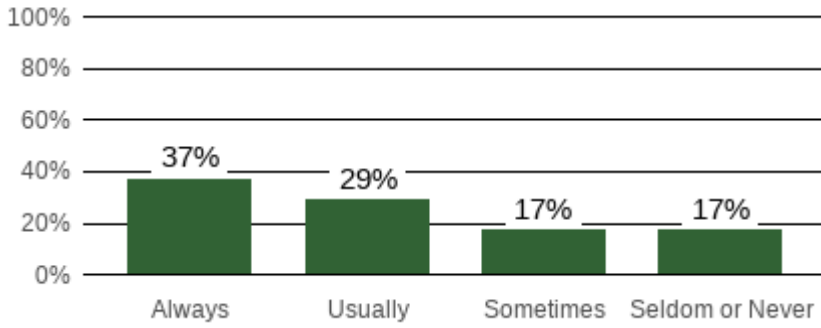


Table 43. If you need respite services, how often are you able to get them when needed?

Regional Center	Always	Usually	Sometimes	Seldom or Never	N
ACRC	33%	29%	17%	21%	467
CVRC	37%	28%	15%	21%	253
ELARC	43%	28%	16%	13%	258
FDLRC	41%	28%	16%	15%	220
FNRC	28%	24%	23%	24%	137
GGRC	27%	32%	19%	21%	151
HRC	38%	26%	19%	17%	339
IRC	47%	29%	13%	11%	549
KRC	34%	30%	18%	19%	155
NBRC	26%	30%	16%	29%	161
NLACRC	40%	28%	17%	15%	397
RCEB	29%	25%	18%	28%	264
RCOC	29%	33%	25%	13%	421
RCRC	22%	32%	10%	37%	82
SARC	34%	28%	19%	20%	309
SCLARC	49%	22%	12%	17%	310
SDRC	31%	31%	22%	17%	557
SGPRC	39%	34%	17%	11%	202
TCRC	40%	32%	17%	11%	321
VMRC	49%	23%	15%	13%	222
WRC	38%	31%	19%	12%	165
<b>CA Average</b>	<b>37%</b>	<b>29%</b>	<b>17%</b>	<b>17%</b>	<b>5940</b>
<b>Weighted NCI-IDD Average</b>	<b>34%</b>	<b>28%</b>	<b>18%</b>	<b>20%</b>	<b>7070</b>

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

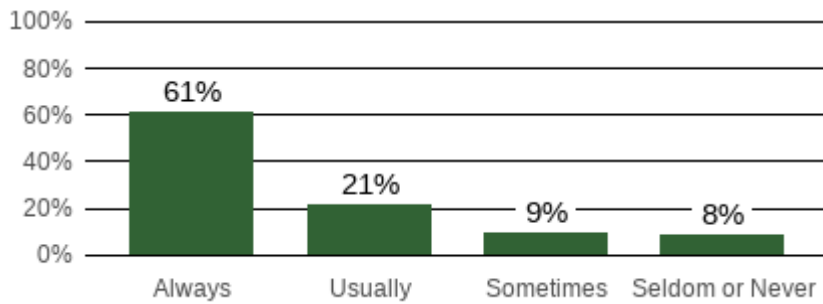


Table 44. If you have used respite services in the past 12 months, were you satisfied with the quality of the respite services?

Regional Center	Always	Usually	Sometimes	Seldom or Never	N
ACRC	62%	20%	8%	9%	322
CVRC	60%	21%	8%	11%	176
ELARC	63%	19%	10%	9%	208
FDLRC	66%	18%	11%	6%	180
FNRC	60%	20%	10%	10%	101
GGRC	55%	31%	10%	3%	115
HRC	53%	23%	11%	13%	262
IRC	71%	19%	5%	5%	448
KRC	61%	16%	12%	11%	122
NBRC	49%	25%	12%	14%	112
NLACRC	63%	21%	7%	8%	334
RCEB	55%	23%	11%	12%	198
RCOC	51%	27%	14%	8%	353
RCRC	61%	24%	4%	11%	54
SARC	57%	23%	11%	9%	248
SCLARC	68%	15%	7%	9%	241
SDRC	60%	25%	10%	6%	458
SGPRC	62%	19%	12%	6%	170
TCRC	70%	20%	5%	5%	264
VMRC	64%	18%	8%	10%	179
WRC	63%	21%	9%	7%	132
<b>CA Average</b>	<b>61%</b>	<b>21%</b>	<b>9%</b>	<b>8%</b>	<b>4677</b>
<b>Weighted NCI-IDD Average</b>	<b>61%</b>	<b>22%</b>	<b>9%</b>	<b>8%</b>	<b>5396</b>

**Are you able to contact your child's support workers when you want?**

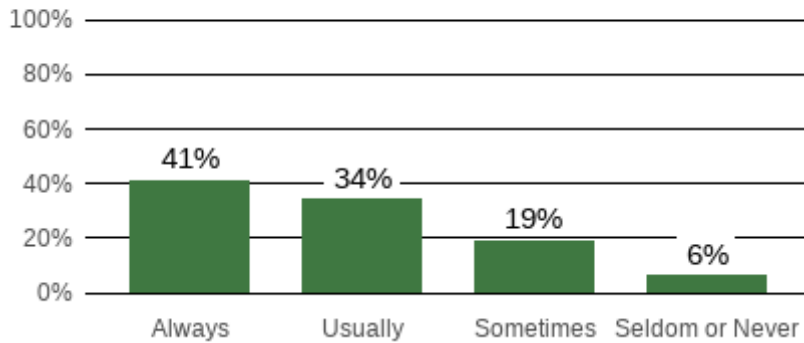


Table 45. Are you able to contact your child's support workers when you want?

Regional Center	Always	Usually	Sometimes	Seldom or Never	N
ACRC	44%	34%	17%	5%	566
CVRC	47%	28%	18%	7%	388
ELARC	45%	33%	18%	5%	297
FDLRC	45%	34%	17%	4%	256
FNRC	35%	36%	19%	9%	159
GGRC	32%	35%	23%	10%	149
HRC	43%	35%	19%	4%	402
IRC	40%	34%	20%	7%	587
KRC	36%	27%	29%	8%	198
NBRC	39%	39%	19%	4%	210
NLACRC	36%	29%	23%	12%	476
RCEB	33%	34%	24%	9%	285
RCOC	41%	35%	17%	7%	463
RCRC	46%	39%	12%	3%	106
SARC	42%	34%	19%	5%	332
SCLARC	37%	29%	25%	9%	414
SDRC	44%	35%	16%	4%	644
SGPRC	45%	37%	13%	5%	241
TCRC	39%	34%	22%	5%	370
VMRC	42%	36%	15%	7%	302
WRC	35%	40%	19%	6%	175
<b>CA Average</b>	<b>41%</b>	<b>34%</b>	<b>19%</b>	<b>6%</b>	<b>7020</b>
<b>Weighted NCI-IDD Average</b>	<b>44%</b>	<b>34%</b>	<b>17%</b>	<b>5%</b>	<b>8536</b>

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

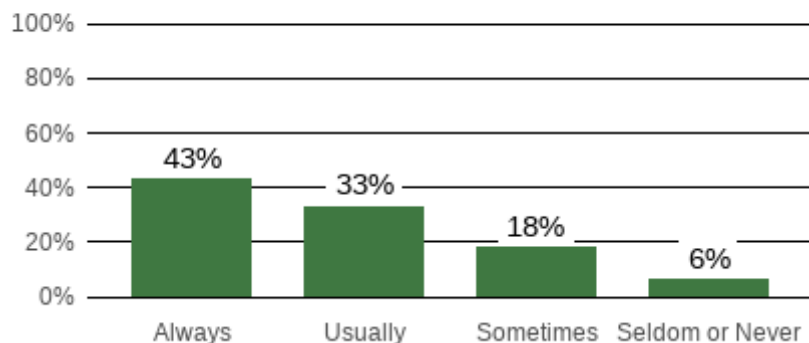


Table 46. Are you able to contact your child's case manager/service coordinator when you want?

Regional Center	Always	Usually	Sometimes	Seldom or Never	N
ACRC	46%	34%	15%	5%	623
CVRC	49%	27%	19%	5%	415
ELARC	48%	30%	15%	6%	335
FDLRC	48%	30%	18%	4%	295
FNRC	34%	34%	21%	11%	172
GGRC	35%	34%	22%	9%	171
HRC	49%	32%	16%	3%	437
IRC	41%	35%	16%	8%	614
KRC	34%	32%	25%	9%	212
NBRC	38%	39%	19%	4%	233
NLACRC	38%	27%	22%	13%	519
RCEB	34%	33%	22%	11%	331
RCOC	44%	37%	15%	5%	504
RCRC	50%	34%	12%	4%	116
SARC	45%	35%	15%	5%	360
SCLARC	38%	32%	23%	8%	436
SDRC	48%	33%	15%	4%	688
SGPRC	42%	40%	16%	3%	264
TCRC	45%	32%	18%	4%	398
VMRC	47%	33%	14%	7%	331
WRC	44%	29%	22%	5%	200
<b>CA Average</b>	<b>43%</b>	<b>33%</b>	<b>18%</b>	<b>6%</b>	<b>7654</b>
<b>Weighted NCI-IDD Average</b>	<b>47%</b>	<b>32%</b>	<b>15%</b>	<b>5%</b>	<b>9272</b>

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

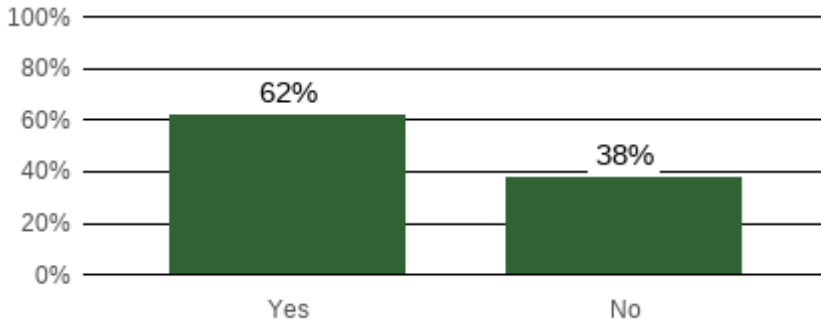


Table 47. Do service providers for your child work together to provide support?

Regional Center	Yes	No	N
ACRC	68%	32%	242
CVRC	63%	37%	182
ELARC	67%	33%	159
FDLRC	61%	39%	139
FNRC	56%	44%	57
GGRC	57%	43%	77
HRC	66%	34%	190
IRC	60%	40%	273
KRC	56%	44%	88
NBRC	52%	48%	91
NLACRC	66%	34%	237
RCEB	49%	51%	148
RCOC	63%	37%	220
RCRC	73%	27%	49
SARC	54%	46%	149
SCLARC	56%	44%	199
SDRC	64%	36%	276
SGPRC	62%	38%	120
TCRC	68%	32%	158
VMRC	61%	39%	135
WRC	62%	38%	71
<b>CA Average</b>	<b>62%</b>	<b>38%</b>	<b>3260</b>
<b>Weighted NCI-IDD Average</b>	<b>65%</b>	<b>35%</b>	<b>4047</b>

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

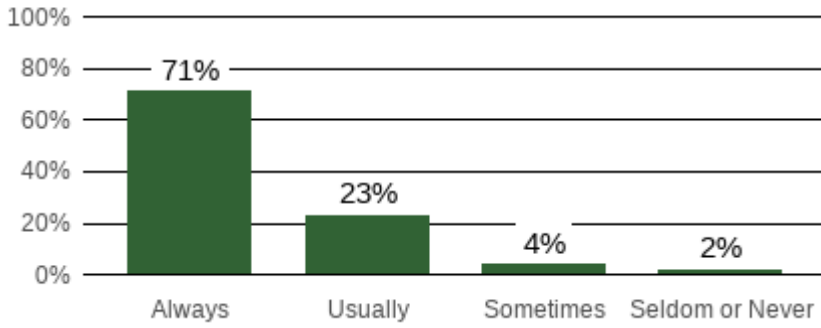


Table 48. Are services delivered in a way that is respectful of your family's culture?

Regional Center	Always	Usually	Sometimes	Seldom or Never	N
ACRC	76%	20%	3%	1%	571
CVRC	73%	22%	4%	1%	386
ELARC	72%	23%	3%	2%	310
FDLRC	69%	23%	4%	3%	262
FNRC	76%	16%	4%	3%	164
GGRC	60%	33%	5%	3%	146
HRC	70%	26%	2%	2%	403
IRC	72%	23%	3%	2%	580
KRC	65%	25%	7%	3%	198
NBRC	66%	29%	2%	3%	218
NLACRC	70%	24%	3%	3%	486
RCEB	66%	27%	3%	4%	288
RCOC	70%	24%	5%	2%	446
RCRC	73%	21%	4%	2%	114
SARC	68%	25%	4%	2%	327
SCLARC	67%	24%	7%	2%	396
SDRC	77%	17%	5%	1%	651
SGPRC	71%	22%	6%	1%	240
TCRC	77%	20%	2%	1%	359
VMRC	74%	20%	4%	2%	304
WRC	62%	30%	7%	2%	172
<b>CA Average</b>	<b>71%</b>	<b>23%</b>	<b>4%</b>	<b>2%</b>	<b>7021</b>
<b>Weighted NCI-IDD Average</b>	<b>74%</b>	<b>21%</b>	<b>3%</b>	<b>2%</b>	<b>8622</b>

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

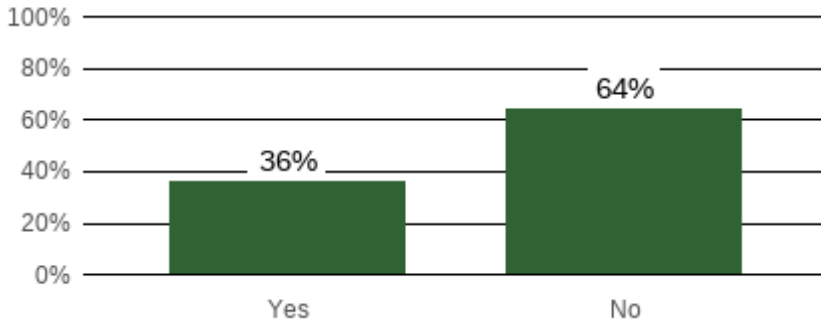


Table 49. Does your child use technology in their everyday life to help them do things on their own?

Regional Center	Yes	No	N
ACRC	36%	64%	625
CVRC	34%	66%	405
ELARC	30%	70%	314
FDLRC	34%	66%	285
FNRC	40%	60%	168
GGRC	41%	59%	174
HRC	39%	61%	421
IRC	40%	60%	616
KRC	24%	76%	215
NBRC	34%	66%	230
NLACRC	34%	66%	519
RCEB	35%	65%	335
RCOC	42%	58%	481
RCRC	30%	70%	117
SARC	38%	62%	365
SCLARC	33%	67%	423
SDRC	39%	61%	695
SGPRC	36%	64%	257
TCRC	37%	63%	379
VMRC	26%	74%	325
WRC	36%	64%	196
<b>CA Average</b>	<b>36%</b>	<b>64%</b>	<b>7545</b>
<b>Weighted NCI-IDD Average</b>	<b>37%</b>	<b>63%</b>	<b>9211</b>

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

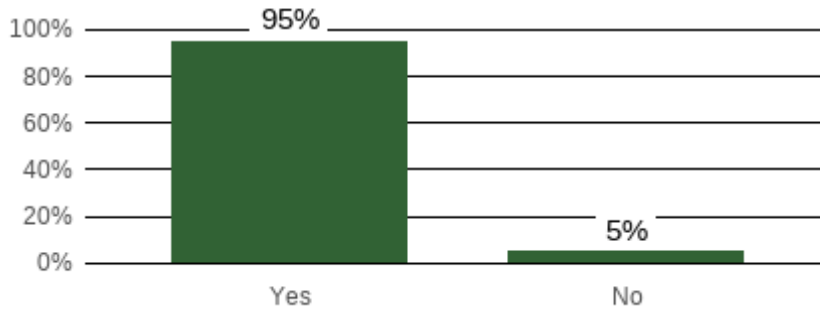


Table 50. Is there a computer, tablet (for example an iPad), or smartphone that your child can use in your home?

Regional Center	Yes	No	N
ACRC	95%	5%	651
CVRC	93%	7%	429
ELARC	96%	4%	341
FDLRC	92%	8%	302
FNRC	93%	7%	176
GGRC	96%	4%	184
HRC	96%	4%	446
IRC	95%	5%	641
KRC	93%	7%	229
NBRC	95%	5%	240
NLACRC	96%	4%	551
RCEB	95%	5%	358
RCOC	97%	3%	500
RCRC	95%	5%	122
SARC	95%	5%	382
SCLARC	93%	7%	452
SDRC	96%	4%	717
SGPRC	97%	3%	272
TCRC	93%	7%	399
VMRC	91%	9%	348
WRC	96%	4%	204
<b>CA Average</b>	<b>95%</b>	<b>5%</b>	<b>7944</b>
<b>Weighted NCI-IDD Average</b>	<b>95%</b>	<b>5%</b>	<b>9643</b>

### How well does internet work in your home?

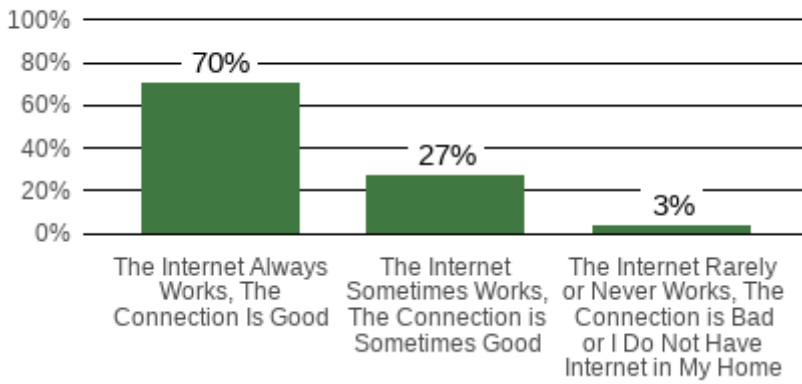


Table 51. How well does the internet work in your home?

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	77%	22%	1%	659
CVRC	65%	32%	3%	431
ELARC	74%	25%	1%	344
FDLRC	73%	24%	2%	301
FNRC	69%	29%	2%	177
GGRC	74%	24%	2%	182
HRC	73%	25%	2%	448
IRC	68%	29%	3%	643
KRC	60%	35%	4%	232
NBRC	67%	30%	3%	244
NLACRC	69%	28%	3%	545
RCEB	78%	20%	2%	357
RCOC	77%	21%	2%	504
RCRC	74%	21%	4%	121
SARC	74%	24%	2%	383
SCLARC	56%	38%	6%	453
SDRC	73%	24%	3%	721
SGPRC	75%	23%	2%	272
TCRC	67%	29%	4%	399
VMRC	63%	33%	4%	347
WRC	65%	32%	3%	206
<b>CA Average</b>	<b>70%</b>	<b>27%</b>	<b>3%</b>	<b>7969</b>
<b>Weighted NCI-IDD Average</b>	<b>72%</b>	<b>26%</b>	<b>2%</b>	<b>9670</b>

## Workforce

There is stable and sufficient workforce to meet demand. Children 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 the children.

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

**“Child”** 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?**

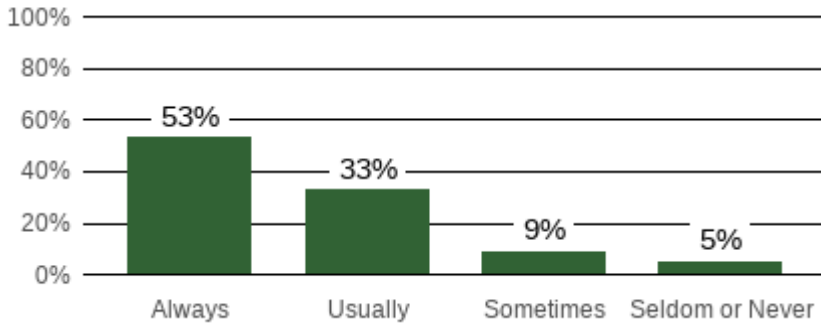


Table 52. Do support workers come and go when they are supposed to?

Regional Center	Always	Usually	Sometimes	Seldom or Never	N
ACRC	58%	30%	8%	3%	431
CVRC	54%	31%	11%	4%	328
ELARC	56%	32%	7%	5%	257
FDLRC	58%	31%	8%	4%	216
FNRC	60%	24%	12%	4%	135
GGRC	46%	39%	8%	7%	111
HRC	53%	36%	8%	3%	326
IRC	54%	33%	6%	7%	519
KRC	48%	33%	13%	7%	167
NBRC	52%	38%	7%	3%	180
NLACRC	48%	32%	12%	7%	394
RCEB	41%	36%	13%	11%	224
RCOC	53%	33%	11%	4%	406
RCRC	57%	28%	13%	2%	90
SARC	56%	32%	10%	2%	268
SCLARC	52%	33%	10%	5%	364
SDRC	59%	31%	7%	3%	547
SGPRC	46%	41%	9%	5%	217
TCRC	61%	31%	6%	3%	303
VMRC	53%	33%	8%	6%	235
WRC	44%	36%	17%	3%	130
<b>CA Average</b>	<b>53%</b>	<b>33%</b>	<b>9%</b>	<b>5%</b>	<b>5848</b>
<b>Weighted NCI-IDD Average</b>	<b>56%</b>	<b>31%</b>	<b>9%</b>	<b>4%</b>	<b>7265</b>

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

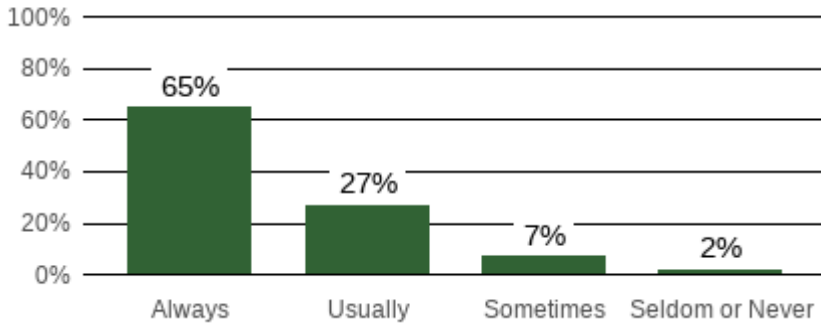


Table 53. Do support workers speak to you in a way you understand?

Regional Center	Always	Usually	Sometimes	Seldom or Never	N
ACRC	68%	25%	5%	1%	502
CVRC	67%	24%	7%	1%	381
ELARC	65%	26%	8%	1%	297
FDLRC	68%	23%	7%	1%	246
FNRC	68%	24%	4%	4%	148
GGRC	55%	36%	7%	2%	141
HRC	69%	24%	6%	1%	383
IRC	62%	29%	7%	2%	570
KRC	65%	24%	8%	3%	195
NBRC	65%	27%	6%	2%	203
NLACRC	63%	30%	6%	2%	445
RCEB	63%	25%	9%	3%	253
RCOC	63%	28%	7%	2%	433
RCRC	62%	34%	5%	0%	104
SARC	61%	33%	4%	2%	317
SCLARC	65%	24%	8%	3%	404
SDRC	68%	25%	6%	1%	614
SGPRC	64%	28%	6%	3%	231
TCRC	66%	28%	4%	1%	354
VMRC	63%	27%	8%	2%	296
WRC	62%	29%	8%	1%	154
<b>CA Average</b>	<b>65%</b>	<b>27%</b>	<b>7%</b>	<b>2%</b>	<b>6671</b>
<b>Weighted NCI-IDD Average</b>	<b>67%</b>	<b>25%</b>	<b>6%</b>	<b>2%</b>	<b>8150</b>

**If your child does not communicate verbally, are there support workers who can communicate with your child?**

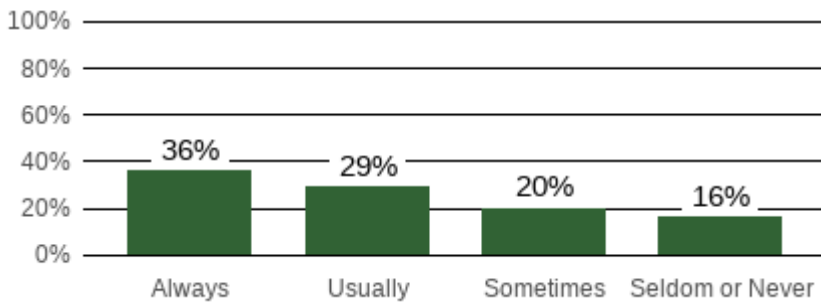


Table 54. If your child does not communicate verbally, are there support workers who can communicate with your child?

Regional Center	Always	Usually	Sometimes	Seldom or Never	N
ACRC	39%	30%	17%	14%	254
CVRC	37%	27%	20%	17%	252
ELARC	34%	36%	20%	11%	166
FDLRC	46%	16%	25%	13%	134
FNRC	31%	25%	21%	23%	71
GGRC	25%	32%	22%	21%	85
HRC	37%	28%	19%	15%	195
IRC	38%	26%	17%	18%	341
KRC	38%	28%	17%	17%	104
NBRC	32%	30%	26%	11%	115
NLACRC	37%	28%	20%	15%	217
RCEB	28%	26%	24%	22%	155
RCOC	28%	34%	21%	16%	256
RCRC	33%	44%	11%	11%	45
SARC	35%	29%	18%	18%	184
SCLARC	34%	29%	21%	16%	232
SDRC	36%	28%	22%	14%	330
SGPRC	29%	29%	22%	21%	125
TCRC	44%	27%	17%	13%	200
VMRC	37%	29%	16%	18%	163
WRC	37%	23%	17%	23%	60
<b>CA Average</b>	<b>36%</b>	<b>29%</b>	<b>20%</b>	<b>16%</b>	<b>3684</b>
<b>Weighted NCI-IDD Average</b>	<b>37%</b>	<b>29%</b>	<b>19%</b>	<b>15%</b>	<b>4509</b>

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

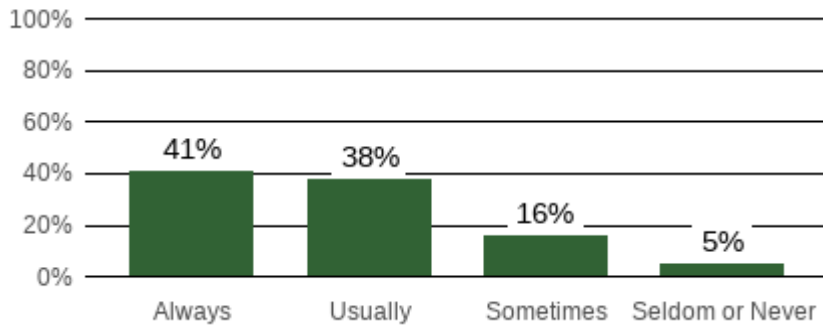


Table 55. Do support workers have the right information and skills to meet your family's needs?

Regional Center	Always	Usually	Sometimes	Seldom or Never	N
ACRC	43%	40%	13%	5%	456
CVRC	45%	34%	16%	5%	345
ELARC	43%	37%	15%	5%	278
FDLRC	44%	37%	14%	4%	241
FNRC	39%	32%	21%	8%	136
GGRC	25%	47%	20%	8%	125
HRC	49%	35%	13%	4%	351
IRC	42%	36%	16%	6%	524
KRC	47%	28%	19%	5%	165
NBRC	40%	39%	16%	4%	184
NLACRC	42%	39%	14%	5%	407
RCEB	34%	37%	21%	8%	227
RCOC	40%	39%	17%	4%	417
RCRC	39%	48%	10%	3%	100
SARC	40%	39%	15%	7%	293
SCLARC	45%	33%	16%	7%	375
SDRC	40%	40%	18%	3%	565
SGPRC	34%	44%	16%	6%	216
TCRC	45%	39%	11%	4%	316
VMRC	41%	40%	13%	5%	262
WRC	35%	39%	22%	4%	149
<b>CA Average</b>	<b>41%</b>	<b>38%</b>	<b>16%</b>	<b>5%</b>	<b>6132</b>
<b>Weighted NCI-IDD Average</b>	<b>43%</b>	<b>37%</b>	<b>15%</b>	<b>5%</b>	<b>7572</b>

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

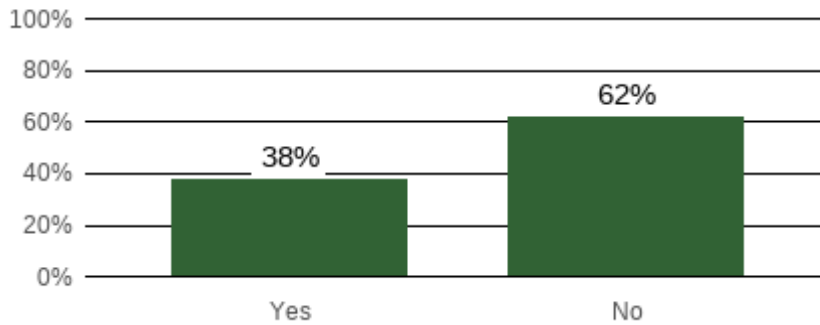


Table 56. Do your child's support workers change too often? Is there too much "turnover" of support workers?

Regional Center	Yes	No	N
ACRC	37%	63%	418
CVRC	32%	68%	300
ELARC	40%	60%	245
FDLRC	28%	72%	215
FNRC	48%	52%	124
GGRC	45%	55%	107
HRC	33%	67%	308
IRC	39%	61%	474
KRC	52%	48%	153
NBRC	54%	46%	175
NLACRC	38%	62%	377
RCEB	50%	50%	210
RCOC	28%	72%	366
RCRC	36%	64%	85
SARC	42%	58%	247
SCLARC	34%	66%	316
SDRC	43%	57%	506
SGPRC	43%	57%	194
TCRC	37%	63%	281
VMRC	35%	65%	224
WRC	27%	73%	124
<b>CA Average</b>	<b>38%</b>	<b>62%</b>	<b>5449</b>
<b>Weighted NCI-IDD Average</b>	<b>36%</b>	<b>64%</b>	<b>6786</b>

**Is there always a staff person available to support your child when support is needed?**

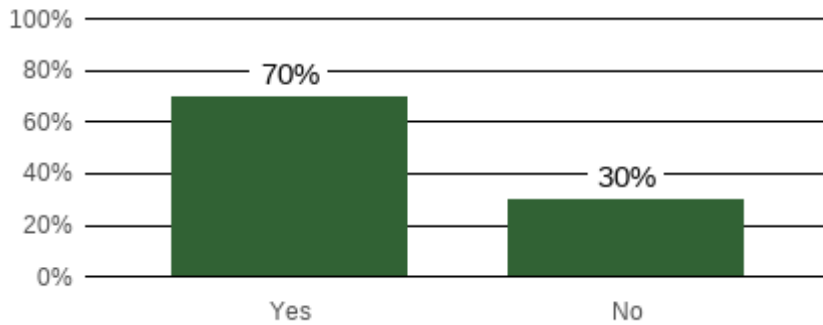


Table 57. Is there always a staff person available to support your child when support is needed?

Regional Center	Yes	No	N
ACRC	72%	28%	398
CVRC	77%	23%	296
ELARC	76%	24%	230
FDLRC	67%	33%	211
FNRC	61%	39%	121
GGRC	59%	41%	113
HRC	76%	24%	296
IRC	74%	26%	434
KRC	62%	38%	149
NBRC	70%	30%	159
NLACRC	63%	37%	372
RCEB	54%	46%	218
RCOC	71%	29%	339
RCRC	68%	32%	77
SARC	68%	32%	257
SCLARC	75%	25%	324
SDRC	69%	31%	491
SGPRC	74%	26%	183
TCRC	77%	23%	275
VMRC	73%	27%	215
WRC	67%	33%	125
<b>CA Average</b>	<b>70%</b>	<b>30%</b>	<b>5283</b>
<b>Weighted NCI-IDD Average</b>	<b>70%</b>	<b>30%</b>	<b>6549</b>

## **Choice, Decision Making and Control**

Families and children 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.

**“Child”** 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 provider agency that provides your child's services?**

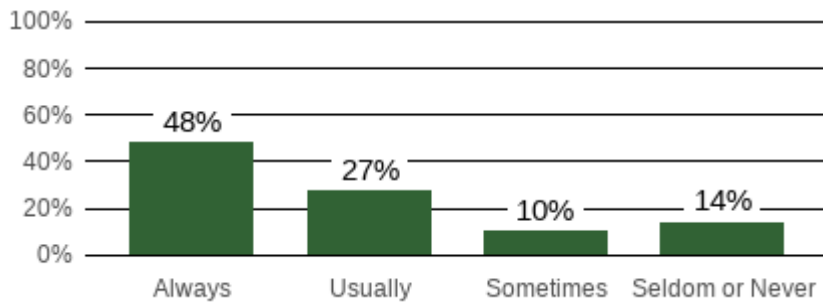


Table 58. Can someone in your family choose or change the provider agency that provides your child's services?

Regional Center	Always	Usually	Sometimes	Seldom or Never	N
ACRC	52%	28%	9%	12%	345
CVRC	46%	24%	11%	20%	199
ELARC	49%	28%	11%	11%	218
FDLRC	40%	25%	17%	18%	167
FNRC	53%	17%	9%	21%	76
GGRC	37%	28%	12%	22%	99
HRC	45%	28%	12%	15%	239
IRC	52%	28%	6%	14%	379
KRC	48%	18%	14%	19%	118
NBRC	46%	27%	8%	19%	118
NLACRC	50%	30%	10%	10%	342
RCEB	42%	27%	16%	15%	201
RCOC	47%	31%	12%	10%	313
RCRC	48%	31%	8%	13%	61
SARC	42%	30%	10%	17%	207
SCLARC	50%	20%	7%	22%	214
SDRC	53%	30%	8%	10%	431
SGPRC	45%	31%	10%	14%	177
TCRC	50%	26%	13%	11%	208
VMRC	46%	26%	8%	20%	168
WRC	45%	28%	15%	12%	121
<b>CA Average</b>	<b>48%</b>	<b>27%</b>	<b>10%</b>	<b>14%</b>	<b>4401</b>
<b>Weighted NCI-IDD Average</b>	<b>51%</b>	<b>26%</b>	<b>9%</b>	<b>14%</b>	<b>5448</b>

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

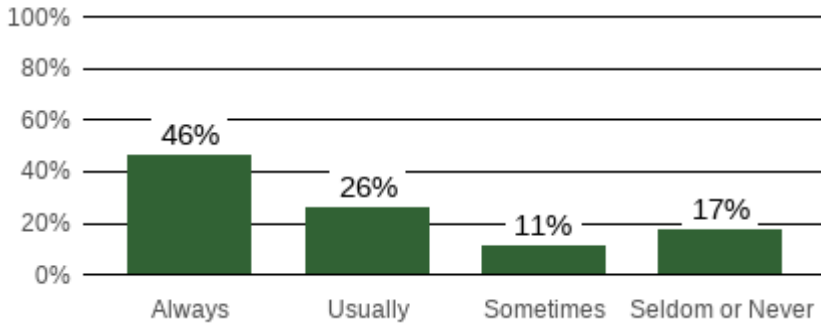


Table 59. Can someone in your family choose or change your child's support workers?

Regional Center	Always	Usually	Sometimes	Seldom or Never	N
ACRC	52%	26%	7%	15%	335
CVRC	49%	23%	6%	22%	198
ELARC	46%	28%	12%	14%	207
FDLRC	41%	24%	14%	21%	155
FNRC	50%	21%	8%	21%	76
GGRC	39%	23%	16%	22%	92
HRC	43%	26%	15%	16%	244
IRC	50%	27%	8%	15%	366
KRC	44%	28%	12%	17%	109
NBRC	41%	28%	13%	18%	119
NLACRC	45%	32%	11%	13%	311
RCEB	43%	25%	17%	14%	190
RCOC	42%	28%	13%	16%	304
RCRC	52%	25%	14%	9%	64
SARC	45%	26%	8%	21%	202
SCLARC	49%	21%	7%	23%	227
SDRC	50%	26%	9%	15%	383
SGPRC	40%	30%	10%	20%	161
TCRC	51%	26%	11%	12%	217
VMRC	45%	26%	10%	18%	163
WRC	45%	25%	9%	21%	111
<b>CA Average</b>	<b>46%</b>	<b>26%</b>	<b>11%</b>	<b>17%</b>	<b>4234</b>
<b>Weighted NCI-IDD Average</b>	<b>50%</b>	<b>25%</b>	<b>10%</b>	<b>15%</b>	<b>5297</b>

**Can someone in your family directly manage support staff?**

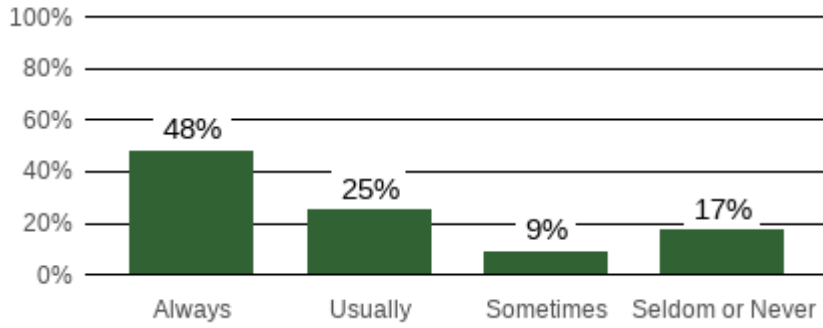


Table 60. Can someone in your family directly manage support staff?

Regional Center	Always	Usually	Sometimes	Seldom or Never	N
ACRC	60%	21%	5%	14%	310
CVRC	47%	25%	11%	17%	171
ELARC	43%	28%	8%	20%	196
FDLRC	44%	26%	11%	20%	151
FNRC	52%	27%	7%	13%	82
GGRC	46%	23%	11%	20%	95
HRC	46%	26%	6%	22%	227
IRC	51%	29%	7%	13%	375
KRC	48%	19%	18%	15%	109
NBRC	49%	27%	6%	18%	121
NLACRC	49%	27%	10%	14%	315
RCEB	46%	27%	10%	17%	192
RCOC	45%	26%	12%	17%	302
RCRC	50%	20%	14%	16%	56
SARC	44%	28%	7%	20%	179
SCLARC	48%	23%	9%	20%	225
SDRC	53%	22%	9%	16%	384
SGPRC	41%	28%	10%	21%	140
TCRC	50%	24%	16%	10%	216
VMRC	46%	27%	6%	21%	165
WRC	38%	30%	13%	19%	109
<b>CA Average</b>	<b>48%</b>	<b>25%</b>	<b>9%</b>	<b>17%</b>	<b>4120</b>
<b>Weighted NCI-IDD Average</b>	<b>52%</b>	<b>24%</b>	<b>9%</b>	<b>15%</b>	<b>5167</b>

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

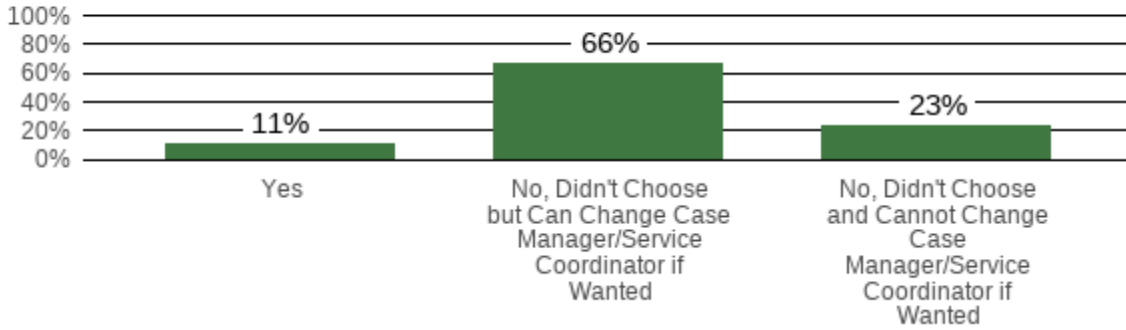


Table 61. Did you, your child, or someone else in your family choose your child's case coordinator?

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	9%	72%	19%	512
CVRC	11%	72%	17%	311
ELARC	15%	68%	16%	268
FDLRC	8%	70%	22%	234
FNRC	7%	58%	36%	135
GGRC	20%	52%	28%	120
HRC	12%	69%	19%	321
IRC	12%	63%	25%	456
KRC	6%	65%	30%	158
NBRC	11%	62%	27%	182
NLACRC	11%	64%	25%	398
RCEB	14%	53%	33%	259
RCOC	13%	67%	21%	395
RCRC	13%	72%	15%	92
SARC	16%	58%	26%	260
SCLARC	12%	68%	20%	316
SDRC	8%	69%	22%	530
SGPRC	10%	68%	22%	202
TCRC	10%	68%	21%	307
VMRC	12%	70%	18%	244
WRC	11%	62%	27%	153
<b>CA Average</b>	<b>11%</b>	<b>66%</b>	<b>23%</b>	<b>5853</b>
<b>Weighted NCI-IDD Average</b>	<b>14%</b>	<b>64%</b>	<b>22%</b>	<b>7141</b>

## Community Connections

Children 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.

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

### Does your child do things in the community?

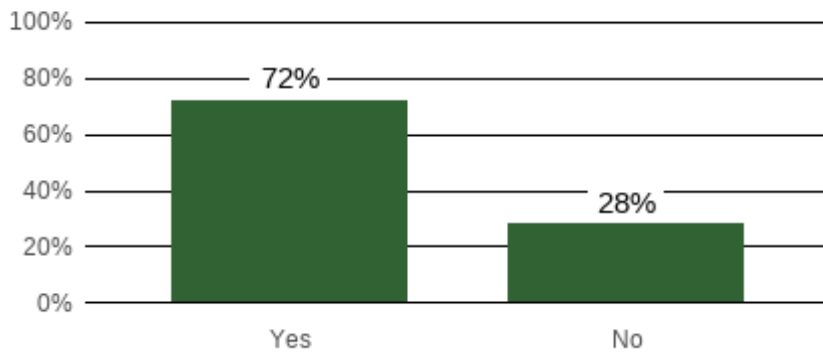
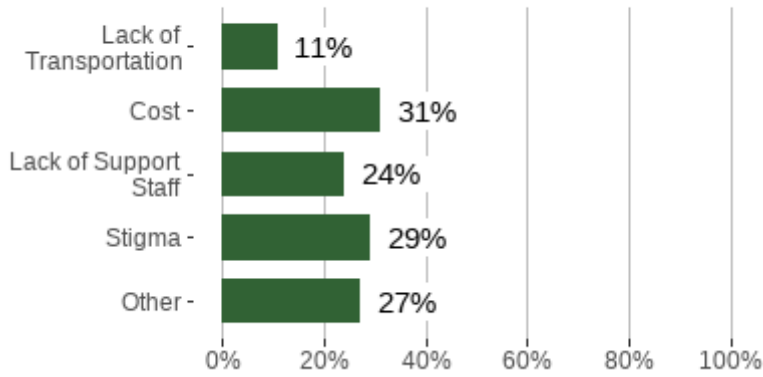


Table 62. Does your child do things in the community?

Regional Center	Yes	No	N
ACRC	73%	27%	661
CVRC	64%	36%	430
ELARC	76%	24%	344
FDLRC	74%	26%	296
FNRC	78%	22%	169
GGRC	71%	29%	178
HRC	73%	27%	444
IRC	75%	25%	643
KRC	72%	28%	224
NBRC	75%	25%	240
NLACRC	74%	26%	545
RCEB	69%	31%	353
RCOC	75%	25%	491
RCRC	80%	20%	122
SARC	70%	30%	381
SCLARC	70%	30%	450
SDRC	74%	26%	713
SGPRC	66%	34%	267
TCRC	70%	30%	399
VMRC	69%	31%	343
WRC	82%	18%	207
<b>CA Average</b>	<b>72%</b>	<b>28%</b>	<b>7900</b>
<b>Weighted NCI-IDD Average</b>	<b>75%</b>	<b>25%</b>	<b>9564</b>

**What makes it hard to do things in the community?**



**Table 63. 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	11%	33%	22%	30%	30%
CVRC	8%	25%	20%	29%	26%
ELARC	13%	28%	18%	27%	27%
FDLRC	11%	35%	22%	27%	22%
FNRC	9%	25%	23%	37%	37%
GGRC	17%	34%	41%	25%	34%
HRC	13%	33%	26%	30%	24%
IRC	10%	32%	24%	31%	27%
KRC	16%	33%	19%	28%	27%
NBRC	6%	30%	22%	30%	30%
NLACRC	9%	32%	23%	29%	23%
RCEB	10%	31%	32%	29%	29%
RCOC	9%	27%	29%	34%	30%
RCRC	9%	23%	17%	25%	37%
SARC	12%	26%	25%	31%	27%
SCLARC	15%	38%	17%	21%	18%
SDRC	12%	31%	26%	30%	28%
SGPRC	10%	31%	26%	31%	25%
TCRC	11%	32%	24%	26%	30%
VMRC	12%	38%	21%	25%	29%
WRC	14%	38%	25%	32%	19%
<b>CA Average</b>	<b>11%</b>	<b>31%</b>	<b>24%</b>	<b>29%</b>	<b>27%</b>
<b>Weighted NCI-IDD Average</b>	<b>10%</b>	<b>31%</b>	<b>24%</b>	<b>30%</b>	<b>29%</b>

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

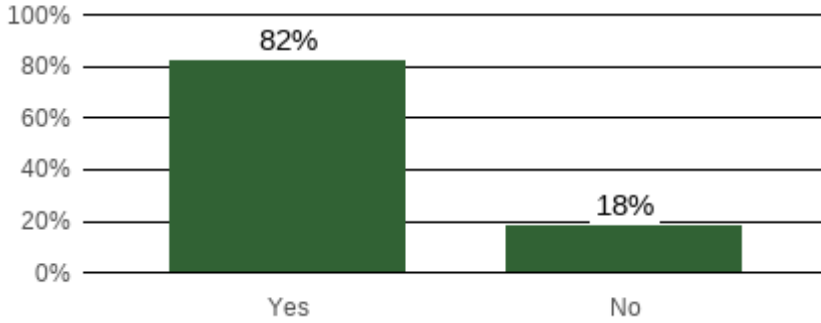


Table 64. Does your child spend time with children who do not have developmental disabilities?

Regional Center	Yes	No	N
ACRC	83%	17%	651
CVRC	86%	14%	436
ELARC	85%	15%	339
FDLRC	83%	17%	295
FNRC	89%	11%	171
GGRC	74%	26%	183
HRC	83%	17%	444
IRC	82%	18%	638
KRC	85%	15%	226
NBRC	80%	20%	242
NLACRC	82%	18%	552
RCEB	78%	22%	359
RCOC	75%	25%	501
RCRC	88%	12%	122
SARC	75%	25%	379
SCLARC	82%	18%	458
SDRC	84%	16%	708
SGPRC	78%	22%	264
TCRC	83%	17%	405
VMRC	87%	13%	346
WRC	86%	14%	205
<b>CA Average</b>	<b>82%</b>	<b>18%</b>	<b>7924</b>
<b>Weighted NCI-IDD Average</b>	<b>83%</b>	<b>17%</b>	<b>9605</b>

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

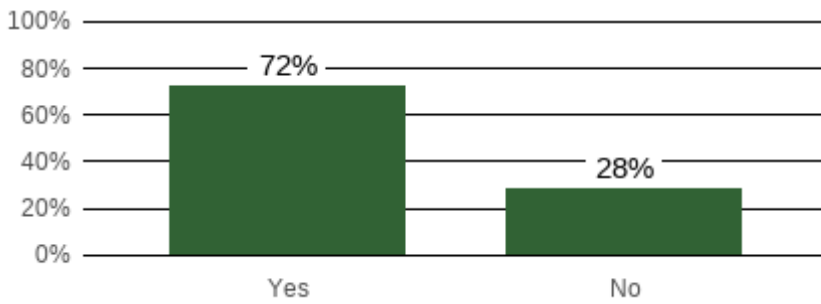


Table 65. In your community, are there resources that your family and child can use that are not provided by the regional center<sup>8</sup> (for example, recreational programs, community housing, library programs, religious groups, etc.)?

Regional Center	Yes	No	N
ACRC	77%	23%	473
CVRC	70%	30%	310
ELARC	76%	24%	257
FDLRC	73%	27%	226
FNRC	74%	26%	128
GGRC	67%	33%	132
HRC	73%	27%	346
IRC	71%	29%	478
KRC	65%	35%	170
NBRC	75%	25%	167
NLACRC	74%	26%	391
RCEB	66%	34%	259
RCOC	75%	25%	382
RCRC	79%	21%	96
SARC	68%	32%	278
SCLARC	65%	35%	318
SDRC	73%	27%	544
SGPRC	69%	31%	190
TCRC	77%	23%	277
VMRC	73%	27%	243
WRC	80%	20%	153
<b>CA Average</b>	<b>72%</b>	<b>28%</b>	<b>5818</b>
<b>Weighted NCI-IDD Average</b>	<b>74%</b>	<b>26%</b>	<b>7060</b>

<sup>8</sup> 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?**

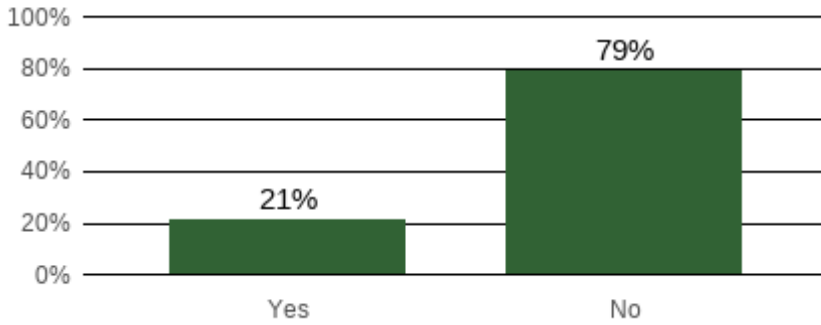


Table 66. Does your family take part in any family-to-family networks in your community?

Regional Center	Yes	No	N
ACRC	20%	80%	583
CVRC	14%	86%	381
ELARC	20%	80%	297
FDLRC	21%	79%	271
FNRC	17%	83%	151
GGRC	27%	73%	163
HRC	25%	75%	396
IRC	22%	78%	564
KRC	17%	83%	182
NBRC	28%	72%	210
NLACRC	20%	80%	481
RCEB	30%	70%	325
RCOC	22%	78%	467
RCRC	19%	81%	109
SARC	33%	67%	340
SCLARC	20%	80%	377
SDRC	16%	84%	626
SGPRC	19%	81%	233
TCRC	19%	81%	369
VMRC	16%	84%	302
WRC	20%	80%	187
<b>CA Average</b>	<b>21%</b>	<b>79%</b>	<b>7014</b>
<b>Weighted NCI-IDD Average</b>	<b>21%</b>	<b>79%</b>	<b>8461</b>

## Health, Welfare, and Safety

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

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

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

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

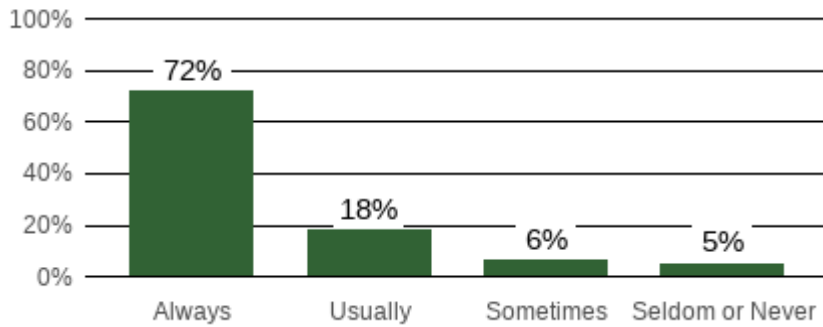


Table 67. Can your child see a primary care provider (doctor, registered nurse, etc.) when needed?

Regional Center	Always	Usually	Sometimes	Seldom or Never	N
ACRC	78%	16%	4%	2%	647
CVRC	68%	17%	7%	8%	406
ELARC	73%	18%	6%	4%	344
FDLRC	70%	17%	8%	5%	294
FNRC	72%	18%	6%	3%	173
GGRC	67%	23%	7%	3%	181
HRC	71%	18%	5%	5%	438
IRC	72%	16%	5%	7%	634
KRC	74%	17%	6%	3%	220
NBRC	70%	21%	6%	3%	240
NLACRC	71%	18%	6%	5%	534
RCEB	75%	16%	5%	4%	353
RCOC	72%	18%	6%	4%	494
RCRC	70%	28%	1%	1%	117
SARC	68%	20%	5%	6%	371
SCLARC	67%	19%	8%	7%	430
SDRC	77%	16%	4%	3%	709
SGPRC	71%	21%	4%	4%	269
TCRC	72%	18%	5%	5%	385
VMRC	68%	20%	6%	6%	336
WRC	71%	19%	7%	2%	206
<b>CA Average</b>	<b>72%</b>	<b>18%</b>	<b>6%</b>	<b>5%</b>	<b>7781</b>
<b>Weighted NCI-IDD Average</b>	<b>73%</b>	<b>18%</b>	<b>5%</b>	<b>4%</b>	<b>9451</b>

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

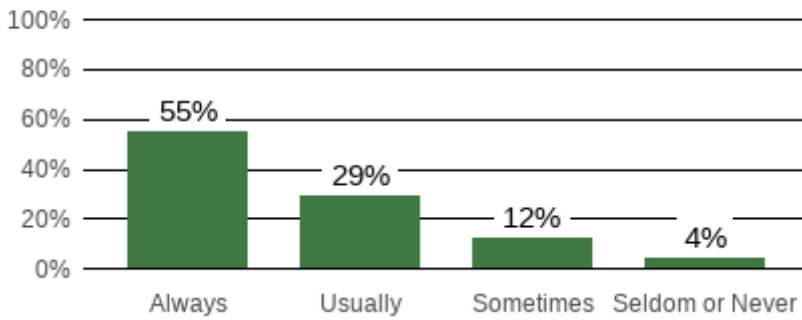


Table 68. Does your child's primary care doctor understand your child's needs related to their intellectual/developmental disability?

Regional Center	Always	Usually	Sometimes	Seldom or Never	N
ACRC	61%	29%	8%	2%	641
CVRC	57%	25%	14%	3%	408
ELARC	55%	27%	15%	3%	339
FDLRC	49%	28%	17%	6%	297
FNRC	51%	31%	14%	4%	169
GGRC	51%	33%	14%	3%	182
HRC	58%	25%	14%	3%	432
IRC	58%	27%	10%	5%	633
KRC	50%	28%	17%	6%	218
NBRC	55%	26%	15%	4%	236
NLACRC	52%	33%	13%	3%	527
RCEB	55%	31%	11%	3%	343
RCOC	54%	32%	11%	3%	502
RCRC	53%	32%	14%	2%	118
SARC	52%	30%	13%	5%	378
SCLARC	59%	25%	11%	5%	430
SDRC	58%	28%	10%	3%	704
SGPRC	49%	29%	19%	3%	261
TCRC	60%	26%	10%	4%	393
VMRC	53%	27%	14%	6%	333
WRC	51%	33%	15%	2%	199
<b>CA Average</b>	<b>55%</b>	<b>29%</b>	<b>12%</b>	<b>4%</b>	<b>7743</b>
<b>Weighted NCI-IDD Average</b>	<b>57%</b>	<b>29%</b>	<b>12%</b>	<b>3%</b>	<b>9420</b>

**Can your child go to the dentist when needed?**

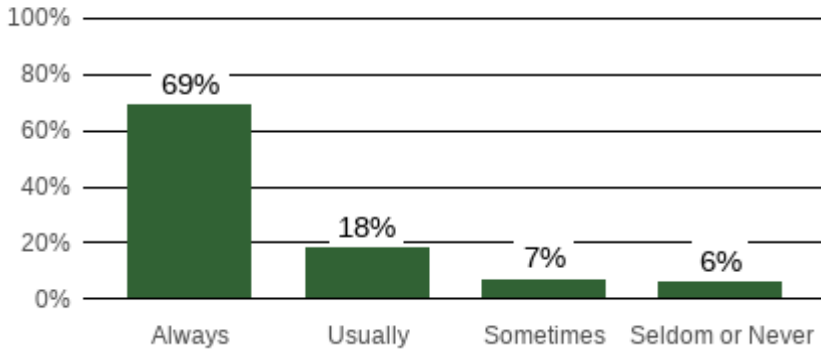


Table 69. Can your child go to the dentist when needed?

Regional Center	Always	Usually	Sometimes	Seldom or Never	N
ACRC	71%	17%	7%	5%	657
CVRC	65%	16%	12%	7%	425
ELARC	69%	18%	6%	7%	345
FDLRC	71%	16%	8%	5%	304
FNRC	65%	24%	5%	6%	174
GGRC	62%	24%	9%	6%	181
HRC	73%	15%	7%	5%	449
IRC	70%	17%	7%	7%	644
KRC	68%	21%	6%	5%	230
NBRC	64%	20%	9%	7%	245
NLACRC	72%	16%	7%	5%	552
RCEB	66%	22%	6%	6%	356
RCOC	72%	18%	6%	4%	505
RCRC	65%	24%	8%	3%	118
SARC	63%	20%	9%	9%	384
SCLARC	72%	16%	6%	5%	455
SDRC	74%	16%	5%	4%	719
SGPRC	67%	19%	9%	6%	268
TCRC	67%	19%	9%	5%	404
VMRC	68%	20%	7%	5%	342
WRC	73%	17%	6%	3%	203
<b>CA Average</b>	<b>69%</b>	<b>18%</b>	<b>7%</b>	<b>6%</b>	<b>7960</b>
<b>Weighted NCI-IDD Average</b>	<b>69%</b>	<b>19%</b>	<b>7%</b>	<b>5%</b>	<b>9617</b>

**Does your child's dentist understand your child's needs related to their intellectual/developmental disability?**

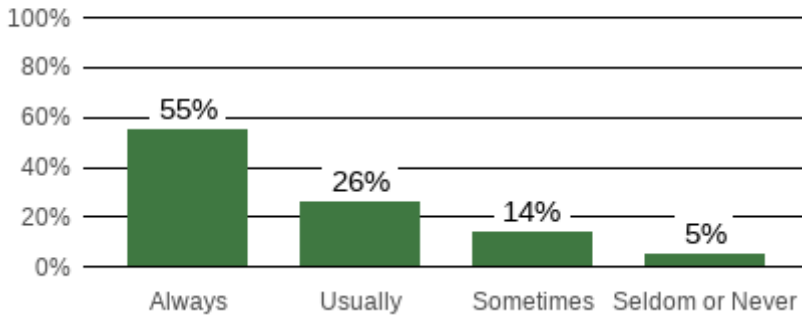


Table 70. Does your child's dentist understand your child's needs related to their intellectual/developmental disability?

Regional Center	Always	Usually	Sometimes	Seldom or Never	N
ACRC	53%	26%	14%	6%	620
CVRC	57%	24%	13%	5%	394
ELARC	52%	32%	13%	3%	326
FDLRC	53%	27%	14%	6%	287
FNRC	46%	31%	15%	7%	163
GGRC	48%	33%	13%	6%	174
HRC	60%	22%	13%	4%	416
IRC	60%	24%	11%	5%	609
KRC	53%	27%	17%	3%	208
NBRC	50%	26%	17%	6%	235
NLACRC	57%	25%	15%	3%	509
RCEB	48%	33%	16%	4%	337
RCOC	55%	29%	13%	4%	497
RCRC	60%	26%	14%	1%	109
SARC	55%	24%	16%	5%	364
SCLARC	59%	26%	11%	5%	418
SDRC	59%	27%	10%	4%	685
SGPRC	55%	23%	17%	6%	253
TCRC	59%	26%	13%	3%	391
VMRC	54%	25%	15%	7%	323
WRC	50%	26%	19%	5%	192
<b>CA Average</b>	<b>55%</b>	<b>26%</b>	<b>14%</b>	<b>5%</b>	<b>7510</b>
<b>Weighted NCI-IDD Average</b>	<b>56%</b>	<b>27%</b>	<b>13%</b>	<b>5%</b>	<b>9038</b>

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

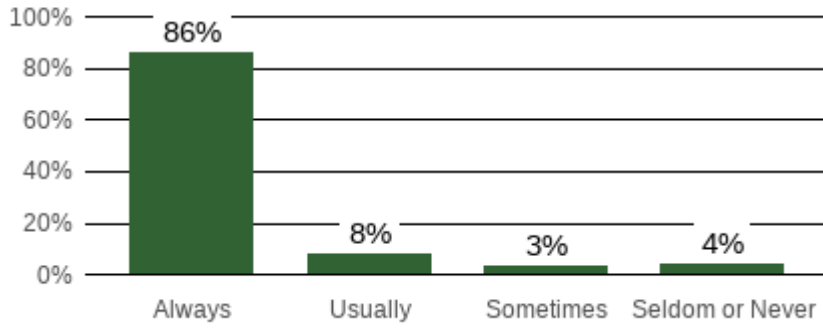


Table 71. If your child takes prescription medications, do you know what they're for?

Regional Center	Always	Usually	Sometimes	Seldom or Never	N
ACRC	87%	6%	4%	3%	373
CVRC	85%	6%	2%	6%	248
ELARC	83%	7%	5%	6%	179
FDLRC	82%	10%	4%	4%	159
FNRC	92%	7%	0%	1%	91
GGRC	85%	11%	0%	4%	119
HRC	86%	10%	1%	3%	228
IRC	87%	8%	1%	3%	414
KRC	84%	6%	3%	6%	124
NBRC	89%	6%	1%	3%	140
NLACRC	85%	7%	3%	5%	305
RCEB	83%	11%	1%	5%	220
RCOC	87%	8%	3%	3%	342
RCRC	95%	5%	0%	0%	65
SARC	83%	9%	5%	3%	263
SCLARC	85%	8%	4%	4%	257
SDRC	86%	7%	3%	3%	431
SGPRC	82%	8%	5%	5%	151
TCRC	91%	5%	2%	2%	247
VMRC	81%	10%	3%	6%	177
WRC	85%	7%	2%	7%	107
<b>CA Average</b>	<b>86%</b>	<b>8%</b>	<b>3%</b>	<b>4%</b>	<b>4640</b>
<b>Weighted NCI-IDD Average</b>	<b>87%</b>	<b>7%</b>	<b>3%</b>	<b>3%</b>	<b>5858</b>

**Do you 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)?**

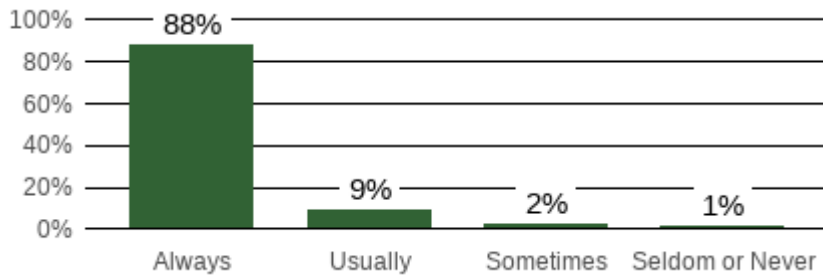


Table 72. Do you or someone else in your family know what is needed to safely take the prescription medications (when it should be taken, how much to take, and the potential side effects)?

Regional Center	Always	Usually	Sometimes	Seldom or Never	N
ACRC	90%	9%	1%	0%	373
CVRC	88%	8%	3%	1%	245
ELARC	89%	5%	3%	3%	174
FDLRC	85%	11%	2%	3%	157
FNRC	90%	9%	0%	1%	89
GGRC	84%	13%	2%	1%	115
HRC	91%	4%	3%	1%	224
IRC	91%	6%	1%	1%	409
KRC	91%	7%	2%	0%	124
NBRC	94%	5%	1%	0%	138
NLACRC	86%	10%	2%	2%	297
RCEB	81%	15%	3%	1%	220
RCOC	84%	14%	1%	1%	338
RCRC	94%	6%	0%	0%	65
SARC	83%	12%	3%	1%	259
SCLARC	85%	10%	3%	2%	253
SDRC	88%	9%	2%	1%	424
SGPRC	84%	12%	1%	3%	149
TCRC	91%	8%	1%	0%	245
VMRC	92%	5%	2%	1%	169
WRC	81%	13%	5%	2%	110
<b>CA Average</b>	<b>88%</b>	<b>9%</b>	<b>2%</b>	<b>1%</b>	<b>4577</b>
<b>Weighted NCI-IDD Average</b>	<b>89%</b>	<b>9%</b>	<b>2%</b>	<b>1%</b>	<b>5792</b>

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

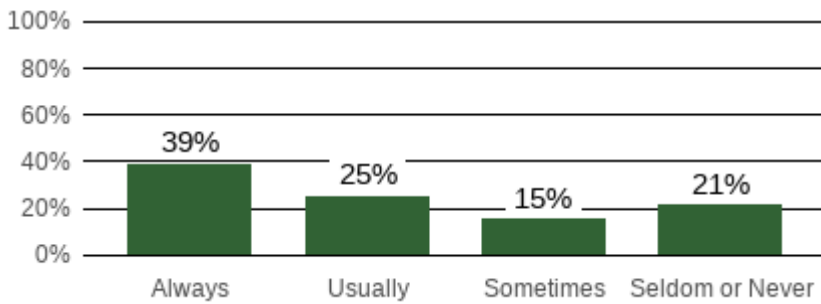


Table 73. Can your child get mental or behavioral health supports when needed? (Like see a therapist, go to group counseling)

Regional Center	Always	Usually	Sometimes	Seldom or Never	N
ACRC	39%	27%	16%	19%	505
CVRC	37%	22%	14%	26%	316
ELARC	41%	28%	11%	20%	265
FDLRC	42%	21%	16%	21%	249
FNRC	31%	28%	16%	25%	127
GGRC	35%	33%	12%	20%	142
HRC	50%	25%	11%	15%	367
IRC	45%	25%	13%	17%	523
KRC	36%	26%	16%	21%	159
NBRC	36%	25%	19%	20%	190
NLACRC	40%	25%	15%	20%	430
RCEB	31%	24%	17%	28%	273
RCOC	38%	25%	15%	21%	380
RCRC	35%	23%	21%	22%	97
SARC	33%	26%	19%	22%	303
SCLARC	42%	25%	12%	22%	339
SDRC	39%	23%	20%	18%	576
SGPRC	36%	30%	11%	23%	211
TCRC	37%	28%	13%	21%	309
VMRC	33%	26%	12%	28%	243
WRC	40%	27%	16%	16%	164
<b>CA Average</b>	<b>39%</b>	<b>25%</b>	<b>15%</b>	<b>21%</b>	<b>6168</b>
<b>Weighted NCI-IDD Average</b>	<b>40%</b>	<b>25%</b>	<b>15%</b>	<b>20%</b>	<b>7401</b>

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

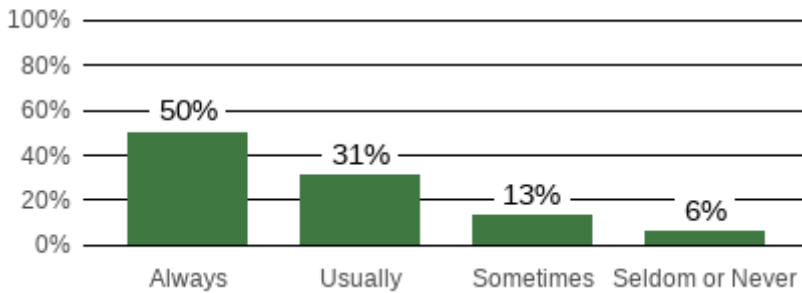


Table 74. If your child uses mental health services, does the mental health professional understand your child's needs related to their intellectual/developmental disability?

Regional Center	Always	Usually	Sometimes	Seldom or Never	N
ACRC	52%	29%	14%	5%	385
CVRC	53%	27%	14%	6%	247
ELARC	51%	32%	12%	5%	225
FDLRC	48%	31%	15%	6%	198
FNRC	47%	35%	11%	7%	88
GGRC	43%	40%	11%	6%	129
HRC	60%	27%	9%	4%	293
IRC	50%	29%	14%	6%	436
KRC	45%	34%	14%	7%	124
NBRC	49%	36%	13%	3%	143
NLACRC	50%	31%	12%	7%	342
RCEB	40%	36%	17%	7%	219
RCOC	46%	33%	13%	8%	335
RCRC	51%	34%	14%	1%	73
SARC	44%	31%	17%	7%	254
SCLARC	56%	27%	10%	7%	290
SDRC	48%	30%	16%	6%	466
SGPRC	47%	35%	12%	6%	173
TCRC	54%	31%	10%	5%	242
VMRC	48%	32%	10%	10%	198
WRC	43%	39%	14%	4%	130
<b>CA Average</b>	<b>50%</b>	<b>31%</b>	<b>13%</b>	<b>6%</b>	<b>4990</b>
<b>Weighted NCI-IDD Average</b>	<b>50%</b>	<b>31%</b>	<b>13%</b>	<b>6%</b>	<b>5926</b>

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

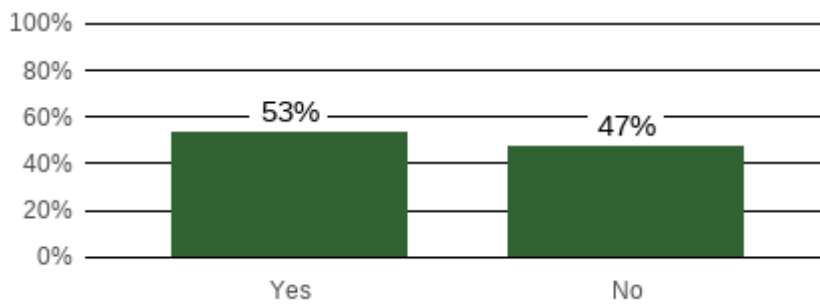


Table 75. If you asked for crisis or emergency services during the past 12 months, were services provided when needed?

Regional Center	Yes	No	N
ACRC	58%	42%	145
CVRC	43%	57%	125
ELARC	62%	38%	87
FDLRC	57%	43%	83
FNRC	50%	50%	30
GGRC	58%	42%	52
HRC	59%	41%	132
IRC	55%	45%	195
KRC	45%	55%	69
NBRC	64%	36%	67
NLACRC	46%	54%	156
RCEB	53%	47%	95
RCOC	58%	42%	123
RCRC	70%	30%	33
SARC	50%	50%	103
SCLARC	44%	56%	168
SDRC	60%	40%	206
SGPRC	55%	45%	60
TCRC	50%	50%	116
VMRC	39%	61%	97
WRC	62%	38%	45
<b>CA Average</b>	<b>53%</b>	<b>47%</b>	<b>2187</b>
<b>Weighted NCI-IDD Average</b>	<b>56%</b>	<b>44%</b>	<b>2597</b>

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

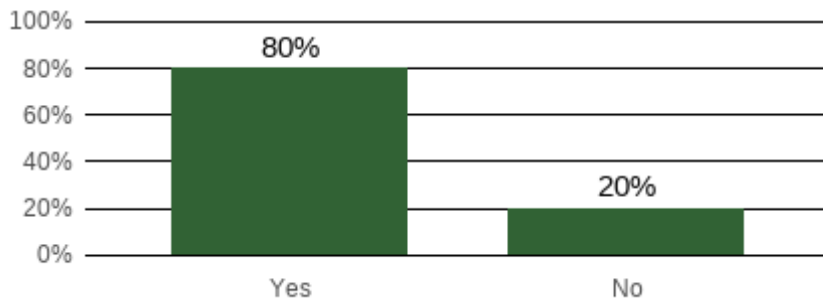


Table 76. Do you feel prepared to handle the needs of your child in an emergency such as a medical emergency or natural disaster?

Regional Center	Yes	No	N
ACRC	87%	13%	588
CVRC	81%	19%	391
ELARC	84%	16%	304
FDLRC	79%	21%	262
FNRC	83%	17%	162
GGRC	66%	34%	146
HRC	80%	20%	397
IRC	82%	18%	591
KRC	80%	20%	201
NBRC	80%	20%	224
NLACRC	80%	20%	492
RCEB	76%	24%	311
RCOC	81%	19%	445
RCRC	91%	9%	113
SARC	76%	24%	336
SCLARC	78%	22%	417
SDRC	80%	20%	638
SGPRC	75%	25%	236
TCRC	80%	20%	360
VMRC	75%	25%	309
WRC	81%	19%	175
<b>CA Average</b>	<b>80%</b>	<b>20%</b>	<b>7098</b>
<b>Weighted NCI-IDD Average</b>	<b>82%</b>	<b>18%</b>	<b>8632</b>

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

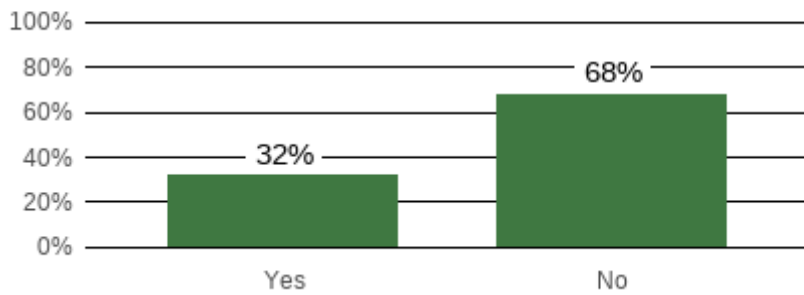


Table 77. Have you discussed how to handle emergencies (such as a medical emergency, pandemic or natural disaster) with your child's case manager/service coordinator?

Regional Center	Yes	No	N
ACRC	37%	63%	595
CVRC	32%	68%	396
ELARC	40%	60%	316
FDLRC	28%	72%	277
FNRC	32%	68%	162
GGRC	20%	80%	169
HRC	30%	70%	413
IRC	46%	54%	588
KRC	19%	81%	205
NBRC	32%	68%	228
NLACRC	28%	72%	513
RCEB	23%	77%	337
RCOC	46%	54%	472
RCRC	45%	55%	106
SARC	26%	74%	344
SCLARC	36%	64%	419
SDRC	30%	70%	661
SGPRC	33%	67%	243
TCRC	25%	75%	377
VMRC	24%	76%	299
WRC	27%	73%	191
<b>CA Average</b>	<b>32%</b>	<b>68%</b>	<b>7311</b>
<b>Weighted NCI-IDD Average</b>	<b>35%</b>	<b>65%</b>	<b>8875</b>

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

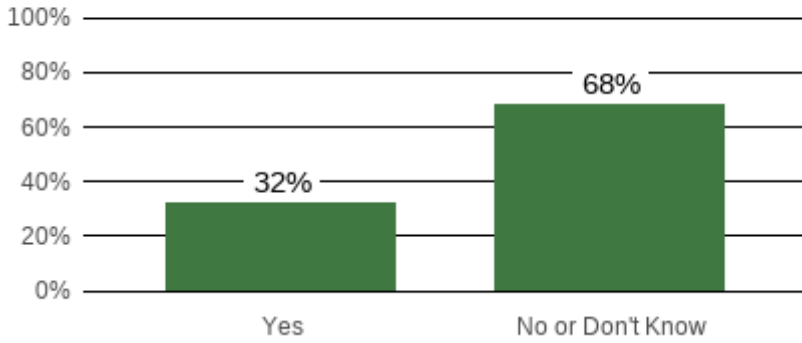


Table 78. Do you know how to file a complaint or grievance about provider agencies or staff?

Regional Center	Yes	No or Don't Know	N
ACRC	40%	60%	661
CVRC	32%	68%	438
ELARC	38%	62%	349
FDLRC	31%	69%	307
FNRC	39%	61%	178
GGRC	20%	80%	183
HRC	36%	64%	450
IRC	32%	68%	652
KRC	30%	70%	230
NBRC	31%	69%	246
NLACRC	29%	71%	557
RCEB	24%	76%	362
RCOC	35%	65%	514
RCRC	43%	58%	120
SARC	26%	74%	385
SCLARC	29%	71%	461
SDRC	29%	71%	725
SGPRC	33%	67%	276
TCRC	29%	71%	411
VMRC	39%	61%	349
WRC	34%	66%	206
<b>CA Average</b>	<b>32%</b>	<b>68%</b>	<b>8060</b>
<b>Weighted NCI-IDD Average</b>	<b>36%</b>	<b>64%</b>	<b>9738</b>

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

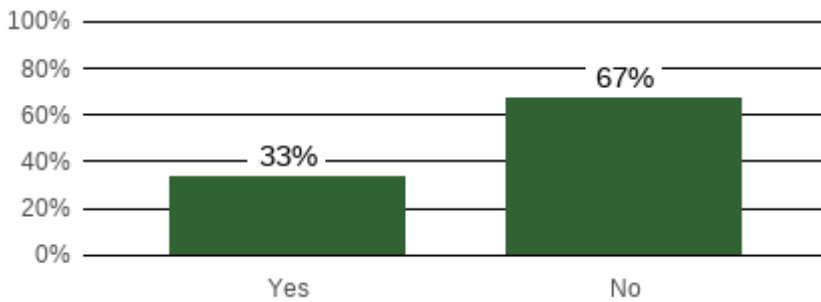


Table 79. If a complaint or grievance was filed or resolved in the past 12 months, are you satisfied with the way it was handled?

Regional Center	Yes	No	N
ACRC	40%	60%	45
CVRC	27%	73%	73
ELARC	26%	74%	35
FDLRC	30%	70%	40
FNRC	n/a	n/a	n/a
GGRC	35%	65%	23
HRC	42%	58%	66
IRC	42%	58%	81
KRC	39%	61%	31
NBRC	41%	59%	29
NLACRC	28%	72%	87
RCEB	28%	72%	43
RCOC	39%	61%	66
RCRC	n/a	n/a	n/a
SARC	21%	79%	38
SCLARC	25%	75%	95
SDRC	32%	68%	69
SGPRC	39%	61%	36
TCRC	33%	67%	49
VMRC	36%	64%	42
WRC	39%	61%	23
<b>CA Average</b>	<b>33%</b>	<b>67%</b>	<b>994</b>
<b>Weighted NCI-IDD Average</b>	<b>35%</b>	<b>65%</b>	<b>1105</b>

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

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

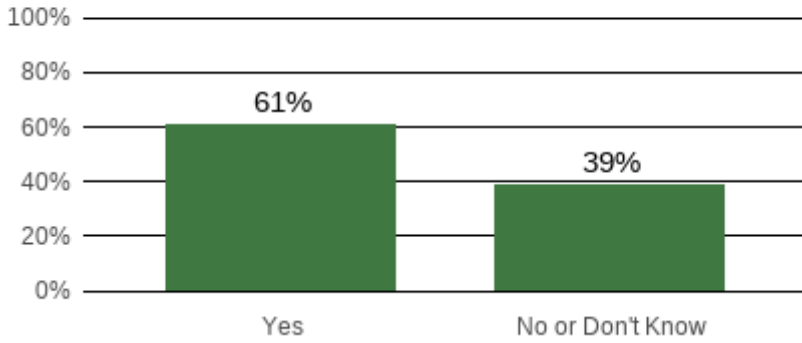


Table 80. Do you know how to report abuse or neglect related to your child?

Regional Center	Yes	No or Don't Know	N
ACRC	70%	30%	657
CVRC	62%	38%	439
ELARC	62%	38%	345
FDLRC	56%	44%	301
FNRC	70%	30%	176
GGRC	48%	52%	181
HRC	59%	41%	443
IRC	64%	36%	652
KRC	61%	39%	227
NBRC	61%	39%	247
NLACRC	58%	42%	554
RCEB	50%	50%	361
RCOC	60%	40%	507
RCRC	80%	20%	121
SARC	51%	49%	388
SCLARC	61%	39%	458
SDRC	63%	37%	721
SGPRC	60%	40%	277
TCRC	62%	38%	408
VMRC	61%	39%	347
WRC	61%	39%	206
<b>CA Average</b>	<b>61%</b>	<b>39%</b>	<b>8016</b>
<b>Weighted NCI-IDD Average</b>	<b>65%</b>	<b>35%</b>	<b>9701</b>

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

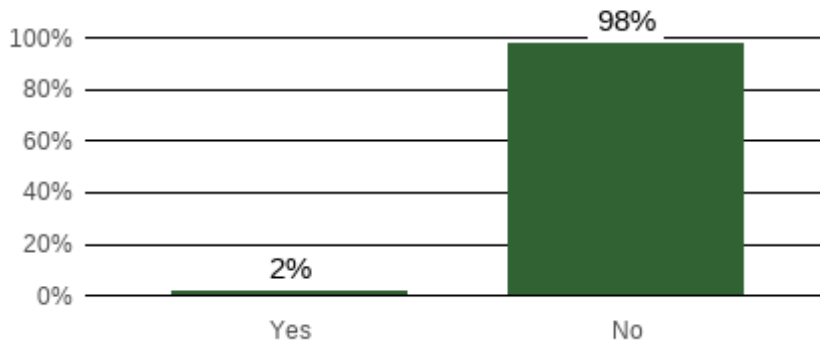


Table 81. Within the past 12 months, was a report of abuse or neglect filed on behalf of your child?

Regional Center	Yes	No	N
ACRC	2%	98%	627
CVRC	2%	98%	397
ELARC	2%	98%	327
FDLRC	2%	98%	297
FNRC	2%	98%	173
GGRC	2%	98%	171
HRC	4%	96%	417
IRC	4%	96%	621
KRC	3%	97%	211
NBRC	4%	96%	228
NLACRC	1%	99%	535
RCEB	2%	98%	343
RCOC	2%	98%	488
RCRC	4%	96%	109
SARC	1%	99%	372
SCLARC	2%	98%	426
SDRC	2%	98%	684
SGPRC	1%	99%	265
TCRC	4%	96%	380
VMRC	5%	95%	323
WRC	1%	99%	198
<b>CA Average</b>	<b>2%</b>	<b>98%</b>	<b>7592</b>
<b>Weighted NCI-IDD Average</b>	<b>3%</b>	<b>97%</b>	<b>9239</b>

**If someone outside of your family reported abuse or neglect, were you notified of the report in a timely manner?**

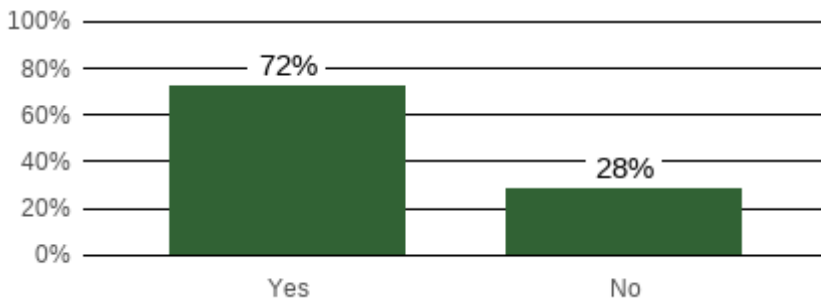


Table 82. If someone outside of your family reported abuse or neglect, were you notified of the report in a timely manner?

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
<b>CA Average</b>	<b>72%</b>	<b>28%</b>	<b>123</b>
<b>Weighted NCI-IDD Average</b>	<b>72%</b>	<b>28%</b>	<b>155</b>

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

## Satisfaction With Services and Supports

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

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

**“Child”** 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 child currently receives?**

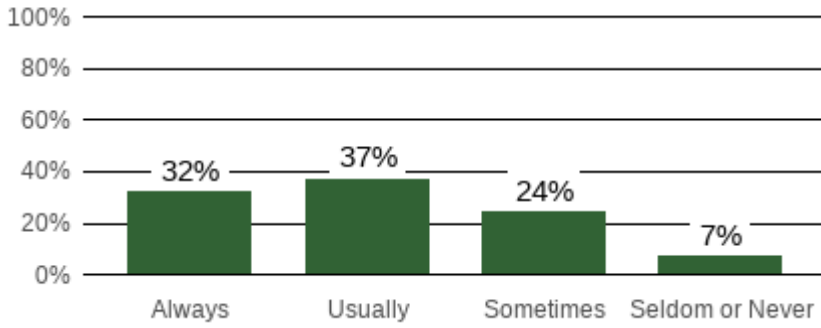


Table 83. Overall, are you satisfied with the services and supports your child currently receives?

Regional Center	Always	Usually	Sometimes	Seldom or Never	N
ACRC	31%	37%	24%	8%	644
CVRC	35%	34%	26%	5%	431
ELARC	41%	34%	20%	5%	339
FDLRC	33%	35%	25%	7%	301
FNRC	26%	38%	25%	12%	171
GGRC	23%	39%	31%	8%	177
HRC	37%	35%	22%	6%	433
IRC	33%	39%	21%	7%	630
KRC	30%	36%	25%	9%	221
NBRC	28%	41%	23%	8%	239
NLACRC	26%	39%	26%	10%	530
RCEB	23%	38%	27%	12%	344
RCOC	30%	42%	23%	6%	500
RCRC	30%	45%	16%	8%	119
SARC	31%	37%	23%	9%	382
SCLARC	36%	30%	24%	11%	445
SDRC	32%	38%	24%	6%	704
SGPRC	30%	40%	24%	6%	274
TCRC	34%	41%	21%	4%	404
VMRC	33%	37%	23%	6%	338
WRC	28%	38%	28%	6%	204
<b>CA Average</b>	<b>32%</b>	<b>37%</b>	<b>24%</b>	<b>7%</b>	<b>7830</b>
<b>Weighted NCI-IDD Average</b>	<b>33%</b>	<b>38%</b>	<b>22%</b>	<b>7%</b>	<b>9494</b>

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

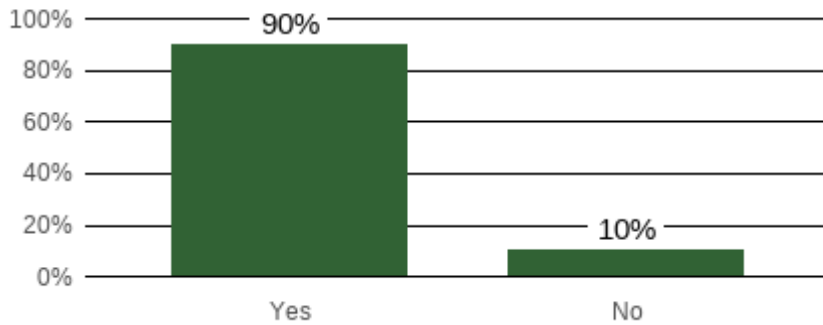


Table 84. Do you feel that services and supports have made a positive difference in the life of your child?

Regional Center	Yes	No	N
ACRC	89%	11%	589
CVRC	89%	11%	389
ELARC	90%	10%	320
FDLRC	92%	8%	280
FNRC	88%	12%	157
GGRC	87%	13%	161
HRC	91%	9%	399
IRC	90%	10%	593
KRC	87%	13%	194
NBRC	92%	8%	220
NLACRC	90%	10%	494
RCEB	88%	12%	312
RCOC	94%	6%	469
RCRC	95%	5%	113
SARC	90%	10%	337
SCLARC	84%	16%	419
SDRC	92%	8%	652
SGPRC	94%	6%	244
TCRC	93%	7%	390
VMRC	89%	11%	317
WRC	93%	7%	189
<b>CA Average</b>	<b>90%</b>	<b>10%</b>	<b>7238</b>
<b>Weighted NCI-IDD Average</b>	<b>91%</b>	<b>9%</b>	<b>8812</b>

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

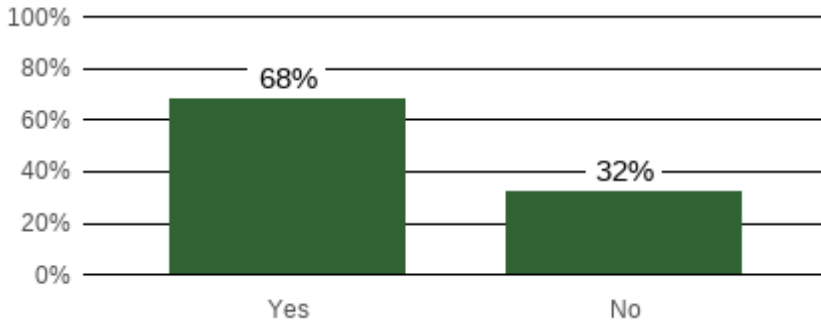


Table 85. Have services and supports reduced your family's out-of-pocket expenses for your child's care?

Regional Center	Yes	No	N
ACRC	66%	34%	585
CVRC	61%	39%	371
ELARC	73%	27%	302
FDLRC	70%	30%	274
FNRC	65%	35%	164
GGRC	70%	30%	162
HRC	67%	33%	387
IRC	69%	31%	564
KRC	63%	38%	192
NBRC	72%	28%	222
NLACRC	62%	38%	472
RCEB	68%	32%	323
RCOC	72%	28%	460
RCRC	68%	32%	112
SARC	74%	26%	342
SCLARC	52%	48%	379
SDRC	74%	26%	640
SGPRC	72%	28%	244
TCRC	76%	24%	363
VMRC	56%	44%	281
WRC	70%	30%	194
<b>CA Average</b>	<b>68%</b>	<b>32%</b>	<b>7033</b>
<b>Weighted NCI-IDD Average</b>	<b>70%</b>	<b>30%</b>	<b>8578</b>

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

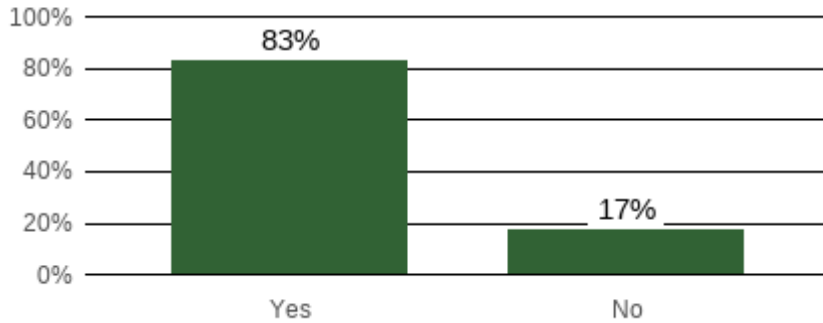


Table 86. Do you feel that family supports have improved your ability to care for your child?

Regional Center	Yes	No	N
ACRC	80%	20%	595
CVRC	81%	19%	393
ELARC	85%	15%	316
FDLRC	87%	13%	267
FNRC	77%	23%	164
GGRC	87%	13%	157
HRC	85%	15%	386
IRC	77%	23%	585
KRC	70%	30%	192
NBRC	84%	16%	207
NLACRC	86%	14%	484
RCEB	82%	18%	311
RCOC	88%	12%	463
RCRC	91%	9%	113
SARC	85%	15%	355
SCLARC	81%	19%	406
SDRC	87%	13%	651
SGPRC	86%	14%	240
TCRC	85%	15%	371
VMRC	79%	21%	300
WRC	86%	14%	186
<b>CA Average</b>	<b>83%</b>	<b>17%</b>	<b>7142</b>
<b>Weighted NCI-IDD Average</b>	<b>85%</b>	<b>15%</b>	<b>8706</b>

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

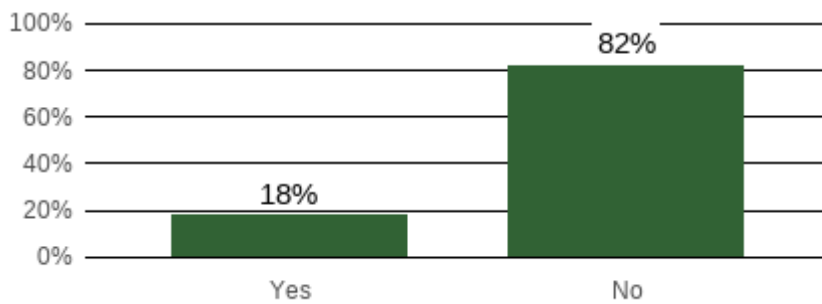


Table 87. Have the services or supports that your child received during the past 12 months been reduced, suspended, or terminated?

Regional Center	Yes	No	N
ACRC	16%	84%	580
CVRC	14%	86%	382
ELARC	19%	81%	315
FDLRC	18%	82%	271
FNRC	15%	85%	161
GGRC	18%	82%	159
HRC	14%	86%	376
IRC	19%	81%	569
KRC	19%	81%	183
NBRC	19%	81%	223
NLACRC	21%	79%	477
RCEB	19%	81%	317
RCOC	17%	83%	462
RCRC	22%	78%	112
SARC	17%	83%	336
SCLARC	20%	80%	385
SDRC	18%	82%	659
SGPRC	17%	83%	236
TCRC	21%	79%	363
VMRC	14%	86%	282
WRC	20%	80%	184
<b>CA Average</b>	<b>18%</b>	<b>82%</b>	<b>7032</b>
<b>Weighted NCI-IDD Average</b>	<b>18%</b>	<b>82%</b>	<b>8624</b>

**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 or your child negatively?**

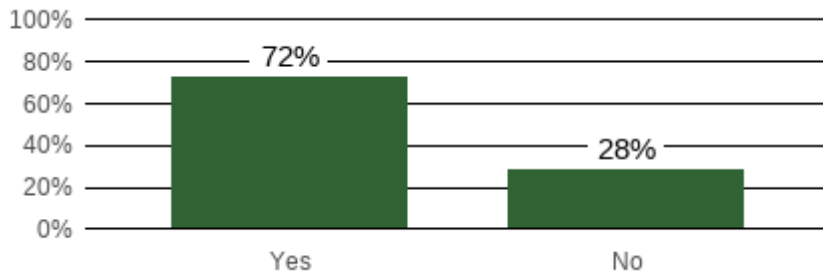


Table 88. If services or supports received by the family were reduced, suspended or terminated during the past 12 months, did the change in services affect your family or your child negatively?

Regional Center	Yes	No	N
ACRC	68%	32%	69
CVRC	77%	23%	43
ELARC	63%	37%	52
FDLRC	73%	27%	44
FNRC	73%	27%	22
GGRC	78%	22%	23
HRC	68%	32%	44
IRC	73%	27%	82
KRC	67%	33%	27
NBRC	76%	24%	34
NLACRC	66%	34%	88
RCEB	72%	28%	53
RCOC	80%	20%	70
RCRC	67%	33%	24
SARC	76%	24%	49
SCLARC	72%	28%	69
SDRC	73%	27%	104
SGPRC	75%	25%	36
TCRC	73%	27%	60
VMRC	71%	29%	35
WRC	74%	26%	35
<b>CA Average</b>	<b>72%</b>	<b>28%</b>	<b>1063</b>
<b>Weighted NCI-IDD Average</b>	<b>73%</b>	<b>27%</b>	<b>1313</b>

**Have the services or supports that your child received been increased in the past 12 months?**

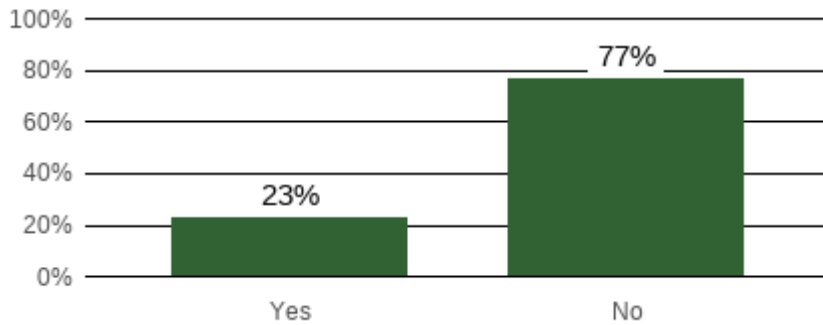


Table 89. Have the services or supports that your child received been increased in the past 12 months?

Regional Center	Yes	No	N
ACRC	19%	81%	587
CVRC	25%	75%	385
ELARC	24%	76%	309
FDLRC	26%	74%	281
FNRC	19%	81%	160
GGRC	24%	76%	169
HRC	24%	76%	383
IRC	26%	74%	591
KRC	15%	85%	196
NBRC	17%	83%	222
NLACRC	19%	81%	490
RCEB	23%	77%	326
RCOC	31%	69%	463
RCRC	27%	73%	108
SARC	24%	76%	338
SCLARC	18%	82%	396
SDRC	25%	75%	652
SGPRC	22%	78%	243
TCRC	22%	78%	380
VMRC	21%	79%	295
WRC	28%	72%	191
<b>CA Average</b>	<b>23%</b>	<b>77%</b>	<b>7165</b>
<b>Weighted NCI-IDD Average</b>	<b>23%</b>	<b>77%</b>	<b>8705</b>

**Are services and supports helping your child to live a good life?**

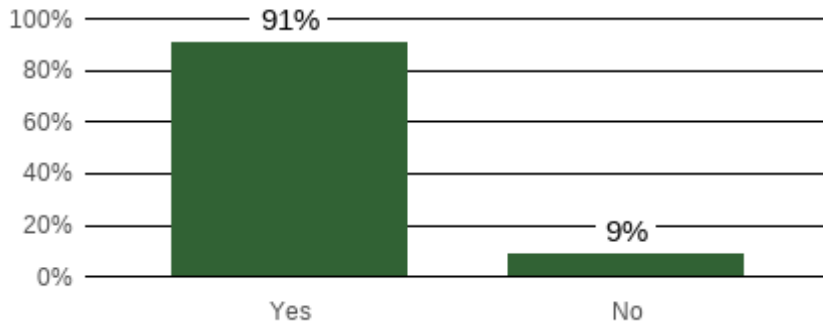


Table 90. Are services and supports helping your child to live a good life?

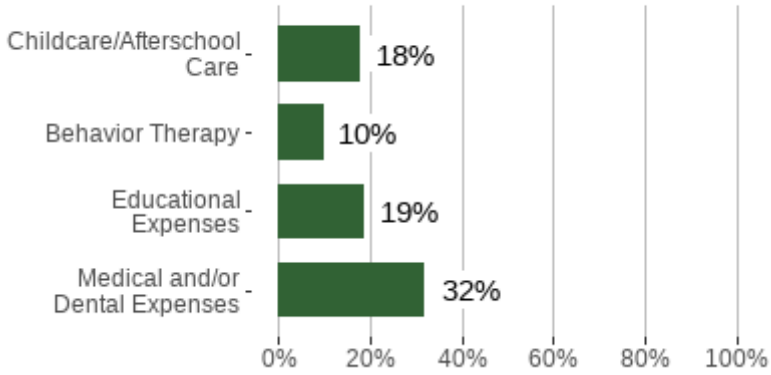
Regional Center	Yes	No	N
ACRC	90%	10%	554
CVRC	93%	7%	373
ELARC	91%	9%	315
FDLRC	93%	7%	271
FNRC	88%	12%	149
GGRC	93%	7%	150
HRC	92%	8%	376
IRC	92%	8%	564
KRC	86%	14%	189
NBRC	91%	9%	207
NLACRC	91%	9%	477
RCEB	90%	10%	304
RCOC	94%	6%	443
RCRC	92%	8%	106
SARC	90%	10%	329
SCLARC	89%	11%	394
SDRC	93%	7%	627
SGPRC	94%	6%	235
TCRC	96%	4%	360
VMRC	89%	11%	293
WRC	92%	8%	182
<b>CA Average</b>	<b>91%</b>	<b>9%</b>	<b>6898</b>
<b>Weighted NCI-IDD Average</b>	<b>92%</b>	<b>8%</b>	<b>8422</b>

## 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**

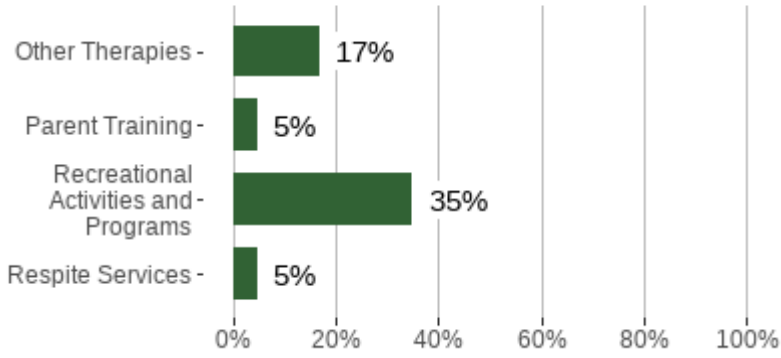


**Table 91a. Services Paid for Out-Of-Pocket in The Past Year**

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

Regional Center	Childcare/ Afterschool Care	Behavior Therapy	Educational Expenses	Medical and/or Dental Expenses
ACRC	19%	10%	20%	34%
CVRC	14%	5%	11%	19%
ELARC	19%	8%	19%	26%
FDLRC	21%	10%	23%	35%
FNRC	15%	10%	24%	35%
GGRC	21%	17%	23%	41%
HRC	14%	13%	21%	36%
IRC	13%	8%	19%	29%
KRC	15%	6%	15%	24%
NBRC	18%	8%	16%	30%
NLACRC	19%	10%	20%	32%
RCEB	26%	14%	25%	43%
RCOC	17%	13%	20%	39%
RCRC	17%	5%	19%	29%
SARC	22%	16%	24%	38%
SCLARC	13%	5%	10%	17%
SDRC	20%	14%	20%	36%
SGPRC	17%	11%	21%	36%
TCRC	26%	11%	16%	34%
VMRC	12%	6%	10%	29%
WRC	23%	14%	32%	40%
<b>CA Average</b>	<b>18%</b>	<b>10%</b>	<b>19%</b>	<b>32%</b>

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

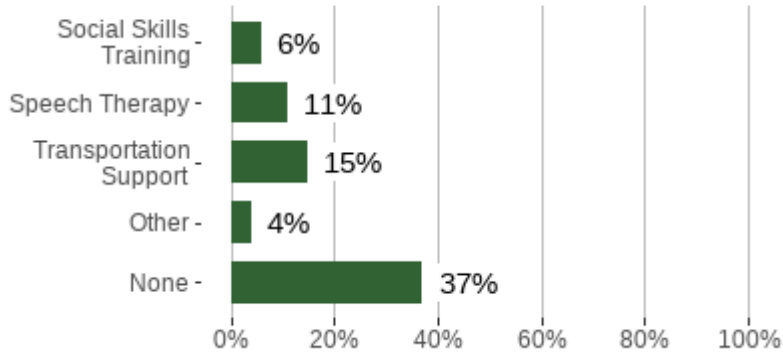


**Table 91b. Services Paid for Out-Of-Pocket in The Past Year (continued)**

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

Regional Center	Other Therapies	Parent Training	Recreational Activities and Programs	Respite Services
ACRC	14%	5%	39%	6%
CVRC	9%	2%	22%	5%
ELARC	15%	4%	32%	3%
FDLRC	17%	5%	36%	4%
FNRC	17%	9%	51%	8%
GGRC	28%	6%	44%	6%
HRC	16%	4%	31%	5%
IRC	16%	6%	38%	5%
KRC	11%	4%	29%	5%
NBRC	15%	3%	36%	6%
NLACRC	19%	3%	37%	4%
RCEB	24%	6%	43%	8%
RCOC	25%	5%	41%	5%
RCRC	8%	1%	41%	7%
SARC	23%	9%	41%	7%
SCLARC	7%	3%	22%	2%
SDRC	21%	6%	40%	5%
SGPRC	18%	3%	31%	6%
TCRC	18%	5%	34%	4%
VMRC	8%	4%	23%	2%
WRC	22%	4%	39%	7%
<b>CA Average</b>	<b>17%</b>	<b>5%</b>	<b>35%</b>	<b>5%</b>

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



**Table 91c. 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%	7%	17%	4%	34%
CVRC	2%	7%	12%	5%	53%
ELARC	4%	8%	13%	3%	43%
FDLRC	7%	11%	14%	3%	36%
FNRC	3%	8%	19%	8%	26%
GGRC	9%	20%	14%	5%	24%
HRC	6%	14%	13%	5%	38%
IRC	4%	8%	17%	5%	37%
KRC	5%	5%	18%	4%	43%
NBRC	3%	9%	15%	5%	38%
NLACRC	6%	12%	13%	3%	35%
RCEB	9%	17%	15%	4%	24%
RCOC	11%	20%	14%	6%	29%
RCRC	2%	2%	19%	3%	34%
SARC	11%	17%	21%	4%	31%
SCLARC	3%	6%	17%	3%	55%
SDRC	8%	13%	14%	5%	33%
SGPRC	5%	17%	16%	6%	35%
TCRC	3%	10%	11%	3%	34%
VMRC	3%	7%	10%	2%	49%
WRC	7%	14%	19%	6%	28%
<b>CA Average</b>	<b>6%</b>	<b>11%</b>	<b>15%</b>	<b>4%</b>	<b>37%</b>

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



Table 92. Total Out-of-Pocket Expenses Related to Child's Care in the Past Year

Regional Center	None	\$1 - \$1,999	\$2,000 - \$5,999	\$6,000 - \$11,999	\$12,000 or Over	N
ACRC	31%	38%	21%	7%	3%	639
CVRC	49%	31%	16%	2%	3%	405
ELARC	38%	37%	15%	7%	4%	337
FDLRC	33%	30%	17%	9%	11%	292
FNRC	26%	45%	23%	5%	1%	173
GGRC	24%	30%	24%	10%	11%	178
HRC	36%	33%	18%	7%	6%	424
IRC	35%	36%	21%	6%	2%	609
KRC	43%	34%	18%	4%	1%	222
NBRC	35%	35%	21%	8%	1%	231
NLACRC	33%	33%	21%	8%	5%	525
RCEB	25%	33%	24%	10%	8%	347
RCOC	25%	35%	24%	8%	9%	488
RCRC	34%	34%	22%	6%	4%	114
SARC	28%	27%	24%	9%	12%	361
SCLARC	54%	29%	12%	4%	2%	423
SDRC	29%	36%	21%	8%	6%	703
SGPRC	30%	36%	21%	9%	4%	270
TCRC	36%	31%	24%	6%	2%	381
VMRC	43%	33%	18%	3%	3%	322
WRC	23%	29%	22%	16%	9%	190
<b>CA Average</b>	<b>34%</b>	<b>34%</b>	<b>20%</b>	<b>7%</b>	<b>5%</b>	<b>7634</b>

**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)**

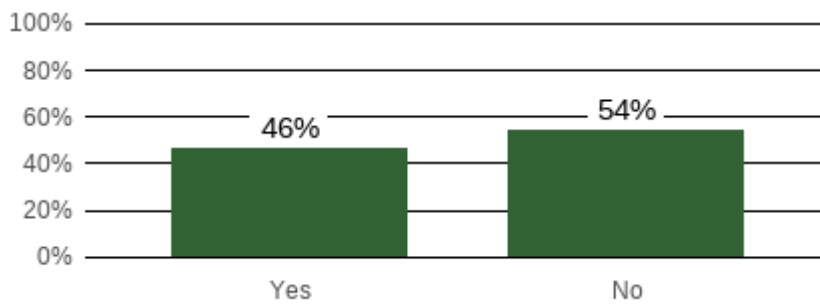


Table 93. Do you know what to do if you disagree with your regional center about services and/or eligibility? (For example, how to request a Fair Hearing)

Regional Center	Yes	No	N
ACRC	51%	49%	546
CVRC	47%	53%	353
ELARC	53%	47%	290
FDLRC	44%	56%	252
FNRC	47%	53%	159
GGRC	35%	65%	130
HRC	52%	48%	375
IRC	47%	53%	540
KRC	44%	56%	190
NBRC	49%	51%	200
NLACRC	44%	56%	445
RCEB	33%	67%	299
RCOC	48%	52%	431
RCRC	62%	38%	108
SARC	41%	59%	308
SCLARC	38%	62%	395
SDRC	40%	60%	601
SGPRC	52%	48%	223
TCRC	40%	60%	351
VMRC	57%	43%	277
WRC	46%	54%	179
<b>CA Average</b>	<b>46%</b>	<b>54%</b>	<b>6652</b>

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

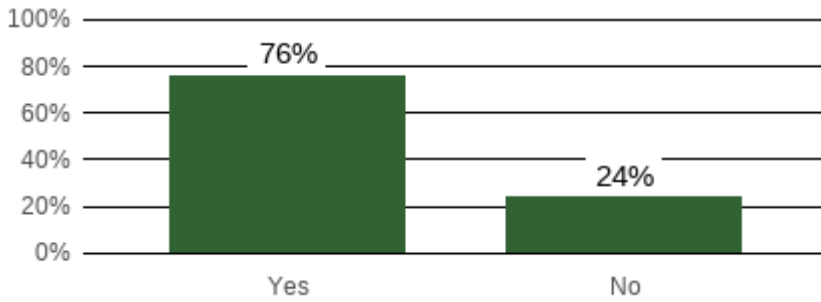


Table 94. Does your regional center keep you informed, in your preferred language, about programs or services it offers?

Regional Center	Yes	No	N
ACRC	77%	23%	584
CVRC	76%	24%	400
ELARC	74%	26%	322
FDLRC	75%	25%	285
FNRC	67%	33%	164
GGRC	67%	33%	159
HRC	87%	13%	408
IRC	73%	27%	604
KRC	66%	34%	204
NBRC	75%	25%	221
NLACRC	76%	24%	501
RCEB	65%	35%	319
RCOC	82%	18%	466
RCRC	84%	16%	111
SARC	75%	25%	340
SCLARC	76%	24%	426
SDRC	74%	26%	663
SGPRC	81%	19%	249
TCRC	78%	22%	376
VMRC	82%	18%	326
WRC	77%	23%	181
<b>CA Average</b>	<b>76%</b>	<b>24%</b>	<b>7309</b>

**Did you get a copy of your child's IPP/IFSP in your preferred language?**

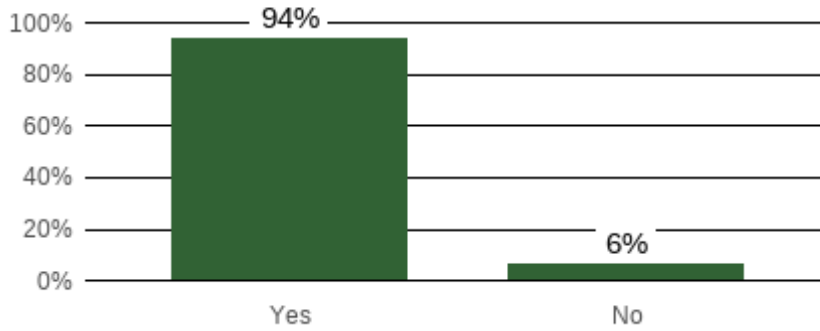


Table 95. Did you get a copy of your child's IPP/IFSP in your preferred language?

Regional Center	Yes	No	N
ACRC	96%	4%	440
CVRC	96%	4%	252
ELARC	96%	4%	246
FDLRC	91%	9%	186
FNRC	94%	6%	112
GGRC	81%	19%	85
HRC	97%	3%	291
IRC	93%	7%	363
KRC	88%	12%	126
NBRC	96%	4%	161
NLACRC	93%	7%	379
RCEB	93%	7%	198
RCOC	91%	9%	343
RCRC	97%	3%	76
SARC	92%	8%	222
SCLARC	88%	12%	267
SDRC	94%	6%	524
SGPRC	97%	3%	171
TCRC	95%	5%	222
VMRC	95%	5%	218
WRC	92%	8%	98
<b>CA Average</b>	<b>94%</b>	<b>6%</b>	<b>4980</b>

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

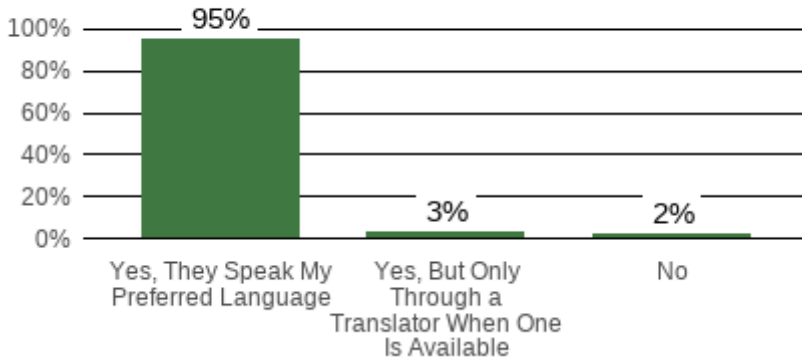


Table 96. Do the support workers for your child speak to you in your preferred language?

Regional Center	Yes, They Speak My Preferred Language	Yes, But Only Through a Translator When One Is Available	No	N
ACRC	95%	4%	1%	534
CVRC	95%	4%	1%	401
ELARC	97%	2%	1%	313
FDLRC	96%	3%	1%	256
FNRC	98%	1%	1%	161
GGRC	90%	9%	1%	151
HRC	95%	2%	3%	389
IRC	96%	2%	2%	587
KRC	96%	2%	2%	199
NBRC	96%	2%	1%	219
NLACRC	96%	3%	2%	476
RCEB	90%	5%	5%	282
RCOC	95%	3%	1%	460
RCRC	98%	2%	0%	109
SARC	90%	6%	4%	328
SCLARC	97%	2%	1%	417
SDRC	96%	3%	1%	645
SGPRC	93%	4%	3%	243
TCRC	95%	3%	2%	371
VMRC	86%	12%	2%	302
WRC	96%	2%	1%	167
<b>CA Average</b>	<b>95%</b>	<b>3%</b>	<b>2%</b>	<b>7010</b>

**Does your child's case manager/service coordinator speak your preferred language?**

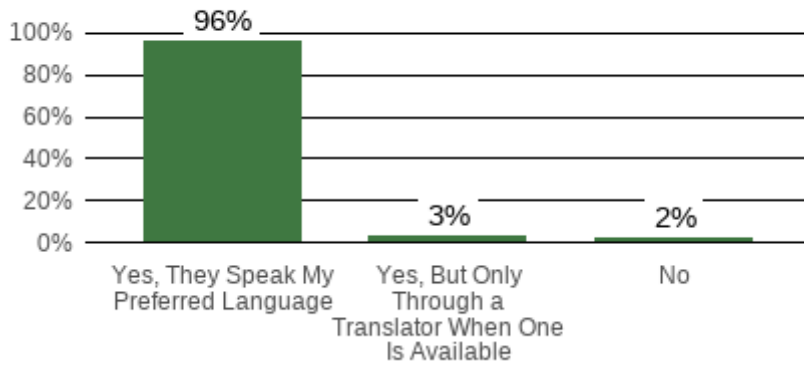


Table 97. Does your child's case manager/service coordinator speak your preferred language?

Regional Center	Yes, They Speak My Preferred Language	Yes, But Only Through a Translator When One Is Available	No	N
ACRC	95%	3%	2%	626
CVRC	95%	4%	1%	418
ELARC	98%	1%	1%	336
FDLRC	97%	3%	1%	286
FNRC	99%	1%	0%	169
GGRC	93%	5%	2%	169
HRC	97%	1%	2%	429
IRC	96%	1%	3%	608
KRC	97%	2%	1%	217
NBRC	98%	1%	1%	239
NLACRC	96%	2%	2%	513
RCEB	95%	4%	2%	334
RCOC	96%	2%	1%	494
RCRC	95%	4%	1%	118
SARC	91%	5%	4%	372
SCLARC	98%	2%	1%	444
SDRC	96%	2%	2%	707
SGPRC	95%	4%	2%	262
TCRC	97%	2%	1%	395
VMRC	86%	12%	2%	331
WRC	97%	1%	2%	193
<b>CA Average</b>	<b>96%</b>	<b>3%</b>	<b>2%</b>	<b>7660</b>

**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?**

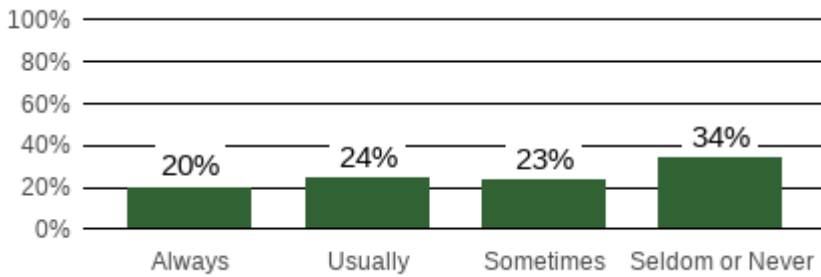


Table 98. If your support workers and/or case manager/service coordinator do not speak to you in your preferred language, is a translator provided when needed?

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	n/a	n/a	n/a	n/a	n/a
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
<b>CA Average</b>	<b>20%</b>	<b>24%</b>	<b>23%</b>	<b>34%</b>	<b>122</b>

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, SARC, SCLARC, SDRC, SGPRC, TCRC, VMRC, WRC

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

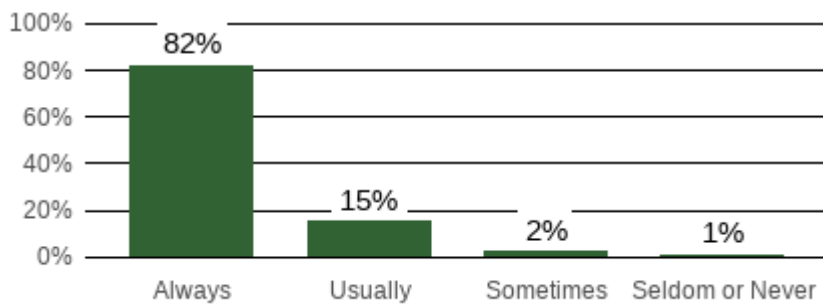


Table 99. Does your child's case manager/service coordinator support you in a way that is respectful to your culture?

Regional Center	Always	Usually	Sometimes	Seldom or Never	N
ACRC	84%	14%	2%	0%	598
CVRC	80%	17%	3%	0%	412
ELARC	84%	13%	3%	1%	323
FDLRC	81%	13%	5%	2%	286
FNRC	87%	11%	3%	0%	156
GGRC	76%	19%	4%	1%	168
HRC	82%	15%	1%	1%	420
IRC	83%	15%	2%	1%	592
KRC	78%	17%	4%	0%	205
NBRC	83%	14%	2%	0%	223
NLACRC	81%	16%	2%	2%	490
RCEB	79%	17%	3%	1%	308
RCOC	80%	17%	3%	1%	485
RCRC	86%	14%	0%	0%	116
SARC	78%	19%	2%	1%	355
SCLARC	81%	15%	3%	1%	427
SDRC	86%	11%	2%	1%	689
SGPRC	81%	15%	3%	1%	259
TCRC	84%	13%	2%	1%	383
VMRC	84%	14%	1%	1%	320
WRC	80%	14%	5%	1%	187
<b>CA Average</b>	<b>82%</b>	<b>15%</b>	<b>2%</b>	<b>1%</b>	<b>7402</b>

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

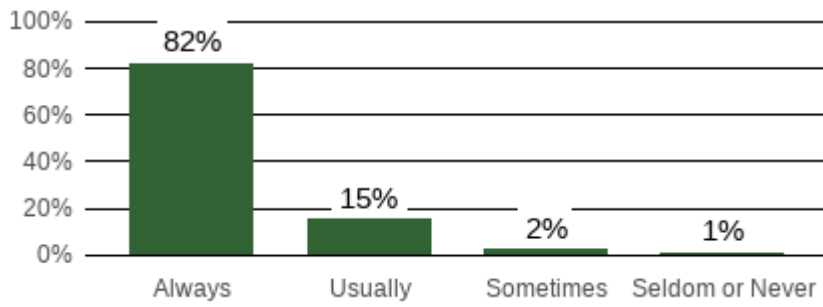


Table 100. Do support workers for your family members provide services in a way that is respectful of your culture?

Regional Center	Always	Usually	Sometimes	Seldom or Never	N
ACRC	86%	12%	2%	0%	499
CVRC	82%	16%	2%	0%	372
ELARC	83%	14%	1%	2%	297
FDLRC	78%	19%	3%	0%	252
FNRC	84%	10%	6%	1%	143
GGRC	70%	27%	3%	1%	142
HRC	81%	16%	2%	1%	378
IRC	83%	15%	2%	1%	554
KRC	75%	20%	4%	1%	189
NBRC	81%	16%	2%	0%	204
NLACRC	83%	15%	2%	0%	452
RCEB	79%	18%	2%	1%	256
RCOC	78%	19%	3%	1%	441
RCRC	80%	18%	2%	0%	105
SARC	79%	18%	3%	1%	319
SCLARC	82%	14%	3%	1%	397
SDRC	85%	11%	3%	1%	621
SGPRC	80%	17%	3%	0%	230
TCRC	86%	12%	2%	0%	349
VMRC	84%	15%	0%	1%	288
WRC	78%	17%	5%	0%	161
<b>CA Average</b>	<b>82%</b>	<b>15%</b>	<b>2%</b>	<b>1%</b>	<b>6649</b>

**How often does your child spend time with children who are not siblings and do not have an intellectual/developmental disability?**

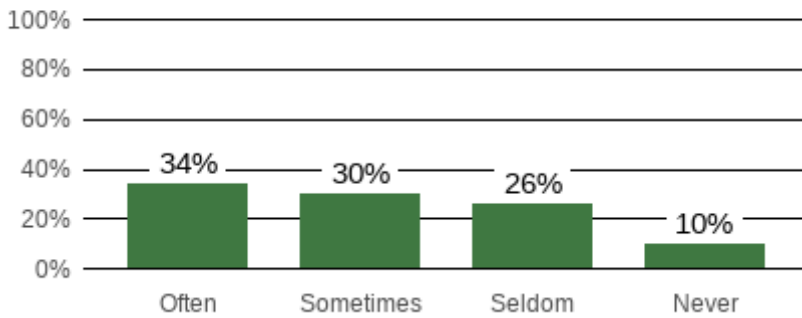


Table 101. How often does your child spend time with children who are not siblings and do not have an intellectual/developmental disability?

Regional Center	Often	Sometimes	Seldom	Never	N
ACRC	34%	30%	27%	9%	624
CVRC	37%	31%	23%	9%	424
ELARC	38%	30%	22%	10%	332
FDLRC	39%	33%	20%	8%	296
FNRC	41%	24%	31%	3%	172
GGRC	31%	29%	30%	10%	173
HRC	38%	28%	25%	9%	427
IRC	29%	32%	29%	11%	626
KRC	34%	33%	26%	7%	221
NBRC	33%	31%	28%	9%	233
NLACRC	38%	29%	24%	9%	538
RCEB	35%	27%	26%	12%	339
RCOC	25%	33%	30%	12%	489
RCRC	48%	29%	17%	6%	118
SARC	25%	30%	32%	13%	365
SCLARC	37%	29%	23%	11%	443
SDRC	35%	30%	26%	9%	696
SGPRC	32%	26%	34%	8%	262
TCRC	35%	30%	26%	10%	395
VMRC	34%	34%	25%	7%	335
WRC	36%	32%	24%	8%	197
<b>CA Average</b>	<b>34%</b>	<b>30%</b>	<b>26%</b>	<b>10%</b>	<b>7705</b>

**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?**

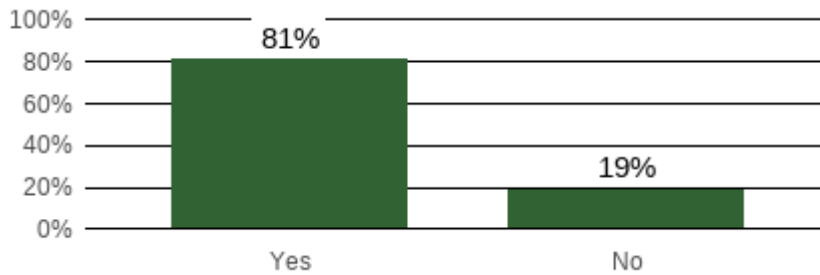


Table 102. Do you believe your plans for how to handle your family member's needs during a natural disaster (such as a wildfire or earthquake) will be effective?

Regional Center	Yes	No	N
ACRC	85%	15%	409
CVRC	79%	21%	228
ELARC	86%	14%	203
FDLRC	78%	22%	172
FNRC	92%	8%	117
GGRC	67%	33%	86
HRC	80%	20%	247
IRC	84%	16%	412
KRC	81%	19%	134
NBRC	81%	19%	165
NLACRC	78%	22%	316
RCEB	74%	26%	195
RCOC	81%	19%	301
RCRC	92%	8%	85
SARC	73%	27%	190
SCLARC	78%	22%	263
SDRC	82%	18%	413
SGPRC	73%	27%	155
TCRC	83%	17%	235
VMRC	77%	23%	183
WRC	81%	19%	112
<b>CA Average</b>	<b>81%</b>	<b>19%</b>	<b>4621</b>

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

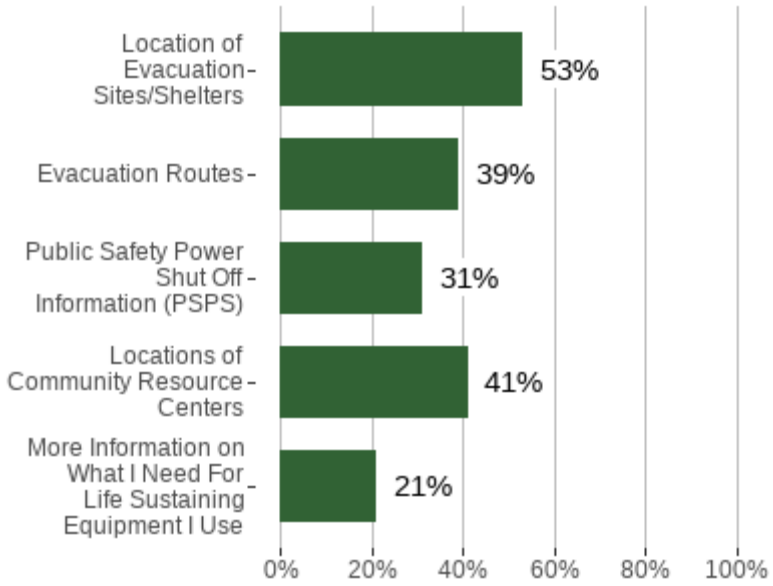


Table 103a. What else do you need to make effective plans for emergencies?

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	More Information on What I Need for Life Sustaining Equipment I Use
ACRC	44%	35%	24%	31%	16%
CVRC	55%	38%	28%	39%	21%
ELARC	54%	36%	34%	38%	21%
FDLRC	57%	40%	31%	39%	23%
FNRC	34%	28%	21%	27%	7%
GGRC	65%	47%	39%	54%	25%
HRC	56%	42%	34%	42%	22%
IRC	50%	36%	31%	44%	22%
KRC	53%	41%	31%	41%	22%
NBRC	44%	37%	24%	38%	15%
NLACRC	56%	40%	33%	46%	25%
RCEB	65%	46%	35%	51%	23%
RCOC	51%	37%	30%	41%	21%
RCRC	32%	30%	19%	31%	9%
SARC	59%	45%	35%	44%	25%
SCLARC	58%	38%	30%	40%	23%
SDRC	51%	41%	33%	41%	18%
SGPRC	63%	46%	35%	49%	25%
TCRC	52%	36%	26%	38%	18%
VMRC	55%	43%	30%	44%	23%
WRC	53%	38%	40%	43%	23%
<b>CA Average</b>	<b>53%</b>	<b>39%</b>	<b>31%</b>	<b>41%</b>	<b>21%</b>

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

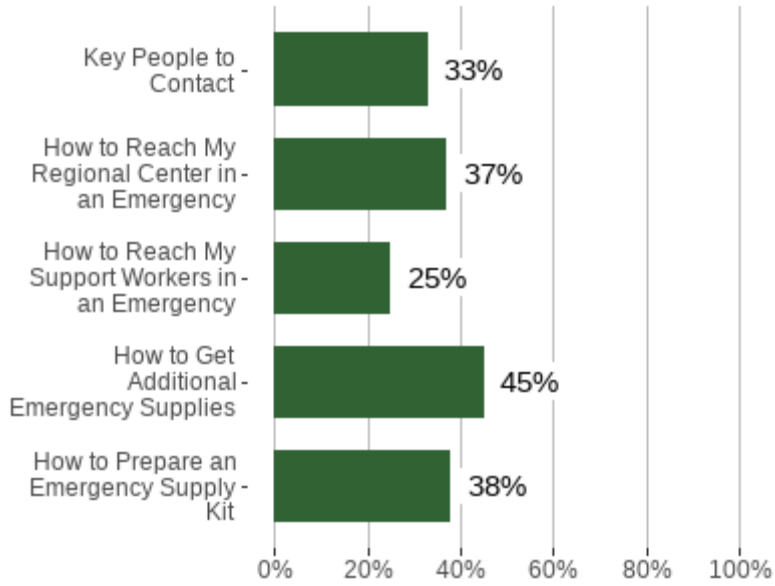
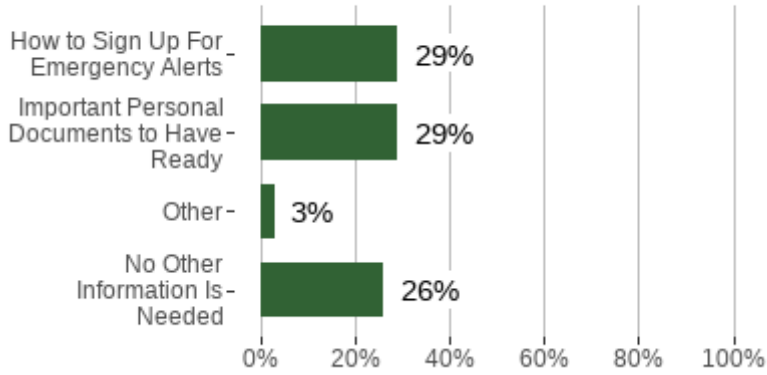


Table 103b. What else do you need to make effective plans for emergencies? (continued)

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	30%	28%	21%	41%	32%
CVRC	32%	36%	24%	44%	39%
ELARC	32%	34%	21%	43%	31%
FDLRC	33%	38%	28%	46%	37%
FNRC	26%	28%	17%	37%	27%
GGRC	41%	54%	36%	65%	52%
HRC	34%	40%	27%	47%	42%
IRC	31%	36%	27%	48%	38%
KRC	32%	36%	23%	49%	42%
NBRC	31%	36%	23%	41%	32%
NLACRC	35%	37%	30%	48%	41%
RCEB	36%	45%	27%	51%	46%
RCOC	34%	36%	27%	43%	34%
RCRC	19%	20%	10%	32%	21%
SARC	42%	40%	25%	45%	43%
SCLARC	29%	40%	27%	44%	38%
SDRC	32%	36%	21%	44%	39%
SGPRC	37%	41%	29%	51%	41%
TCRC	29%	34%	22%	42%	37%
VMRC	36%	39%	28%	46%	47%
WRC	35%	34%	23%	42%	38%
<b>CA Average</b>	<b>33%</b>	<b>37%</b>	<b>25%</b>	<b>45%</b>	<b>38%</b>

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



**Table 103c. 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	23%	26%	3%	34%
CVRC	32%	27%	3%	30%
ELARC	26%	23%	3%	25%
FDLRC	29%	33%	4%	22%
FNRC	22%	22%	3%	39%
GGRC	37%	39%	4%	13%
HRC	33%	32%	2%	25%
IRC	30%	25%	3%	26%
KRC	30%	32%	2%	27%
NBRC	21%	22%	3%	28%
NLACRC	29%	29%	2%	21%
RCEB	37%	35%	4%	19%
RCOC	27%	28%	2%	26%
RCRC	16%	13%	5%	44%
SARC	33%	35%	2%	24%
SCLARC	32%	30%	0%	24%
SDRC	26%	29%	3%	28%
SGPRC	33%	34%	2%	20%
TCRC	25%	28%	4%	27%
VMRC	33%	35%	3%	24%
WRC	28%	27%	4%	24%
<b>CA Average</b>	<b>29%</b>	<b>29%</b>	<b>3%</b>	<b>26%</b>

## **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 Survey<sup>9</sup> (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 have 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 example of a Core Indicator would be, “The proportion of people who have a paid job in the

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<sup>9</sup> Formerly named ‘Adult Consumer Survey’

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 Adult 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
<b>Information and Planning</b>	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.
<b>Access &amp; Support Delivery</b>	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.
<b>Workforce</b>	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.
<b>Choice &amp; Decision-making</b>	Families and their family members receiving services and supports from the state DD system are involved in making choices about supports, services, and providers.
<b>Community Connections</b>	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.
<b>Health, Welfare, And Safety</b>	Families are supported to ensure the health, welfare, and safety of their family member receiving services and supports from the state DD system.
<b>Satisfaction</b>	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](#).<sup>10</sup>

## 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.

## 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.

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<sup>10</sup> Located on the National Core Indicators website: [idd.nationalcoreindicators.org](http://idd.nationalcoreindicators.org)

## Sampling & Administration

States were asked to administer the Child Family Survey to families who:

1. Had a child<sup>11</sup> with an intellectual or developmental disability living in the home; and
2. The child 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).<sup>12</sup>

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 5 states (CA, LA, MO, OR, WI) 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.

## Data Entry and Analysis

Each state or regional center 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.

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<sup>11</sup> Some states include people up to age 21 who were receiving child services

<sup>12</sup> See “Response Rates” for information on total surveys mailed and received by regional centers as well as each regional center’s margin of error.

2. Demographic information was entered into the file, but no survey questions were answered.

## **Response Rates**

During 2023-24, 5 states, including California administered the Child 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. Child Family Surveys Regional Center Response Rates<sup>13,14</sup>

Regional Center	Total Population	Surveys Sent	Usable Surveys	Response Rate	Margin of Error	Paper Submission	Direct Entry Submission
ACRC	8,855	8,855	680	8%	3.4%	73%	27%
CVRC	5,461	5,461	450	8%	4.2%	78%	22%
ELARC	3,912	3,912	359	9%	4.7%	68%	32%
FDLRC	3,490	3,490	315	9%	5.1%	63%	37%
FNRC	2,044	2,044	183	9%	6.6%	78%	22%
GGRC	1,561	1,561	188	12%	6.6%	78%	22%
HRC	4,859	4,859	467	10%	4.2%	70%	30%
IRC	10,014	10,014	665	7%	3.5%	74%	26%
KRC	2,951	2,951	238	8%	5.8%	79%	21%
NBRC	1,999	1,999	252	13%	5.7%	80%	20%
NLACRC	8,773	8,773	567	6%	3.8%	72%	28%
RCEB	3,900	3,900	373	10%	4.7%	66%	34%
RCOC	3,947	3,947	526	13%	3.9%	69%	31%
RCRC	1,073	1,073	123	11%	8.1%	86%	14%
SARC	3,691	3,691	394	11%	4.5%	73%	27%
SCLARC	6,003	6,003	481	8%	4.1%	79%	21%
SDRC	9,904	9,904	741	7%	3.3%	69%	31%
SGPRC	3,060	3,060	284	9%	5.3%	67%	33%
TCRC	4,604	4,604	421	9%	4.4%	77%	23%
VMRC	5,419	5,419	359	7%	4.7%	82%	18%
WRC	2,483	2,483	211	8%	6.2%	65%	35%
<b>CA</b>	<b>98,003</b>	<b>98,003</b>	<b>8,277</b>	<b>8%</b>	<b>1.0%</b>	<b>73%</b>	<b>27%</b>
<b>NCI</b>	<b>132,220</b>	<b>109,959</b>	<b>10,050</b>	<b>9%</b>	<b>0.9%</b>	<b>68%</b>	<b>32%</b>

<sup>13</sup> State or regional center response rates are calculated as following: the number of complete surveys divided by total surveys sent in that state or regional center (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>

<sup>14</sup> 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).