

Adult Family Survey

2019-20 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) works to ensure Californians with developmental disabilities have the opportunity to make choices and lead independent, productive lives as members of their communities in the least restrictive settings.

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

This is the fourth administration of the Adult Family Survey, with data collected from July 2019 through June 2020. During that time, 14,621 mail-out surveys were completed by family members of an adult with intellectual and developmental disabilities receiving at least one service beyond case management from a regional center who live in the same residence. These findings contribute to our understanding of how California's system for providing services to adults with intellectual and developmental disabilities is performing. California uses these reports to monitor changes in the system and to guide strategic planning and quality improvement activities. Regional centers can use the data in a similar fashion at the local level.

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

1. California has longstanding statute that ensures services and supports are provided for eligible persons with intellectual and developmental disabilities.
2. California's laws mandate intake, evaluation and assessment within 120 days.
3. California has a broad definition of who is eligible to receive 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; each center has a local board of directors to best address the unique needs of individuals served in each of the 21 regions.
7. Individuals served by regional centers or their families can call a team meeting at any time to request a change in service.

Reports like this offer DDS the opportunity to compare the results of the data across the years. System improvements will take time to identify and achieve, but this report provides valuable

data and is one more tool in our continuous effort to improve services and supports to individuals with intellectual and developmental disabilities across California.

Acknowledgements

This report would not be possible if not for the 14,621 families who agreed to offer their time and discuss their lives in order to assist in improving the services of all people with intellectual/developmental disabilities in California.

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 on Developmental Disabilities

List of Regional Center Abbreviations

ACRC- Alta California Regional Center

CVRC- Central Valley Regional Center

RCEB- Regional Center of the East Bay

ELARC- Eastern Los Angeles Regional Center

FNRC- Far Northern Regional Center

FDLRC- Frank D. Lanterman 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

RCOC- Regional Center of Orange County

RCRC- Redwood Coast Regional Center

SARC- San Andreas Regional Center

SDRC- San Diego Regional Center

SG/PRC- San Gabriel/Pomona Regional Center

SCLARC- South Central Los Angeles Regional Center

TCRC- Tri-Counties Regional Center Regional Center

VMRC- Valley Mountain Regional Center

WRC- Westside Regional Center

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Executive Summary

The National Core Indicators (NCI) are standard measures used across states to assess the outcomes of services provided to individuals with intellectual/developmental disabilities and their families. Indicators address key areas of concern such as employment, respect/rights, service planning, community inclusion, choice, and health and safety. The data that result from NCI 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) Adult Family Survey is administered to families who have an adult family member (18 years or older) with an intellectual or developmental disability who lives in the family home and receives at least one service other than case management. Not all states that participate in NCI administer the Adult Family Survey on an annual basis. Of the 46 states, the District of Columbia and 22 sub-state entities that were members of NCI during the 2019-20 data collection cycle, 14 states¹ submitted a valid sample of Adult Family Survey data. **Please note: the NCI averages shown throughout this report are weighted.**²

In California, the Adult Family Survey is administered once every three years and data are collected from all 21 regional centers. The California statewide average is comprised of this data. This report provides a summary of results based on data submitted by June 30, 2020.

***Note:** All qualified Californians with a developmental disability have both a civil right and an individual entitlement to receive services from the California Department of Developmental Services. California law mandates that the intake process begin within 15 days of an individual's or family's request for services and that the Department of Developmental Services begin providing services within 120 days after intake. These statutory requirements make California's service system unique and could impact comparisons between its survey results and the results of other states.*

Important note on Impact of COVID-19

The 2019-20 NCI Family Survey data collection cycle began July 1, 2019 and ended June 30, 2020. Midway through data collection, in February 2020, COVID-19 began to spread across the United

¹ Arizona (AZ), California (CA), Delaware (DE), District of Columbia (DC), Florida (FL), Georgia (GA), Maryland (MD), Missouri (MO), New Hampshire (NH), North Carolina (NC), Oklahoma (OK), Pennsylvania (PA), South Dakota (SD), Washington (WA).

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

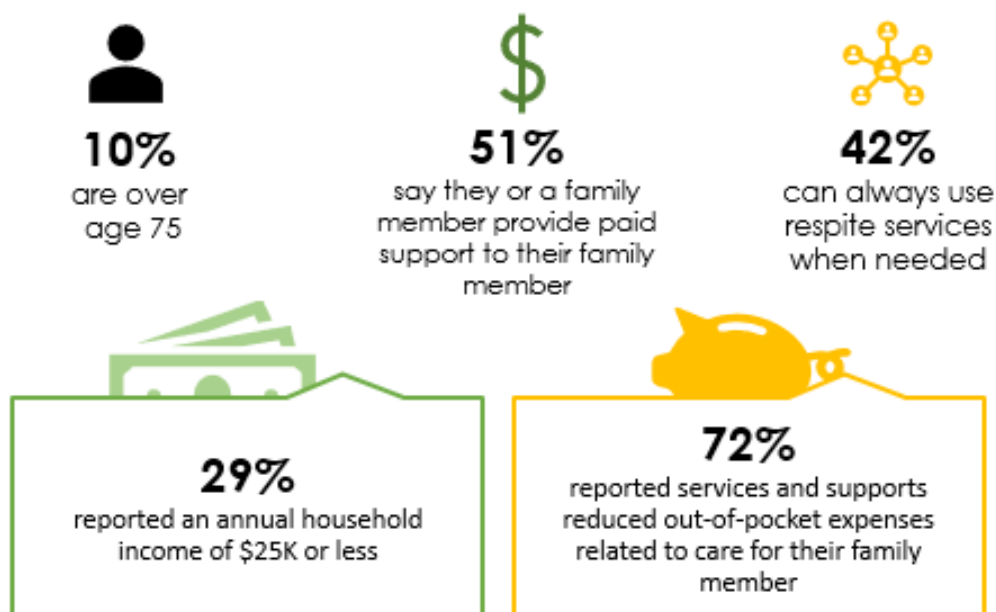
States. Data collection for the NCI Family Surveys *continued throughout the pandemic*. States begin data collection at various times throughout the year – some before the pandemic started and some after. Because the family surveys do not collect information on the date of survey completion, we cannot fully assess what impact the pandemic had on data collected at different times throughout the year. Additionally, we cannot determine whether the onset of COVID-19 impacted state samples. For instance, we do not know if certain populations were more or less likely to respond to the survey after February and we do not know whether or how responses were affected for specific questions for those who completed the survey after the pandemic began. While these data will serve as an important baseline, and meaningful way for states to understand the overall impact of services on families of individuals being served, these data should be read with caution.

The following are NCI national averages for a selection of survey items. Complete breakouts by state for each item in the Adult Family Survey can be found in the Results section of this report.

Respondents

Family members and/or guardians of adults who have IDD and receive at least one service in addition to case management from the state DD service system. The respondent lives with the adult receiving services.

Respondents....



Family member with IDD....





75%

have resources in the community the family can use



19%

take part in family-to-family networks



93%

feel services and supports have made a positive difference for their family member



33% say they *always* get enough information to help plan services



35% say services and supports *always* change when their family's needs change



76% say they or another family member helped make the service plan



65% say their family member with IDD helped make the IPP



70%

family member can *always* see health professionals when needed



62%

family member can *always* go to the dentist when needed



47%

crisis or emergency services were provided in the past year when needed

I. Results

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

Presentation of 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. Fifty-five (55) surveys were received from unknown regional centers. Data from those surveys are included in the CA Average.

Note on NCI Averages: The NCI averages contained in this report are “weighted” means; their calculations reflect the relative population sizes of participating states and the states’ sample sizes. Prior to 2016-17, NCI averages were calculated as the simple arithmetic mean of all state means (an approach known as “average of averages”), so comparisons to past reports should be made with caution. 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 guardian) filling out the survey. “Family Member” refers to the person receiving services whom the respondent is answering questions about in this survey.

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

Demographics

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

Family Member

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

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

Regional Center	Yes	No	N
ACRC	15%	85%	1,169
CVRC	18%	82%	726
ELARC	22%	78%	578
FDLRC	21%	79%	361
FNRC	18%	82%	266
GGRC	19%	81%	529
HRC	15%	85%	571
IRC	18%	82%	1,479
KRC	15%	85%	320
NBRC	12%	88%	355
NLACRC	15%	85%	855
RCEB	17%	83%	916
RCOC	15%	85%	1,065
RCRC	21%	79%	132
SARC	19%	81%	727
SCLARC	16%	84%	718
SDRC	13%	87%	1,313
SGPRC	19%	81%	518
TCRC	13%	87%	623
VMRC	20%	80%	481
WRC	11%	89%	379
CA Average	16%	84%	14,132
Weighted NCI Average	15%	85%	18,537

Table 2. Family Member's Age

Regional Center	Average Age	N
ACRC	33.3	1,199
CVRC	34.2	744
ELARC	34.3	579
FDLRC	32.2	375
FNRC	34.9	272
GGRC	34.9	532
HRC	32.6	588
IRC	33.3	1,515
KRC	33.6	317
NBRC	34.0	371
NLACRC	32.6	855
RCEB	33.7	931
RCOC	32.4	1,080
RCRC	35.3	137
SARC	32.6	740
SCLARC	34.1	713
SDRC	32.3	1,335
SGPRC	34.3	528
TCRC	33.5	630
VMRC	33.8	490
WRC	33.6	394
CA Average	33.4	14,378
Weighted NCI Average	34.4	18,904

Table 3. Family Member's Gender

Regional Center	Male	Female		N
ACRC	63%	37%	0%	1,198
CVRC	61%	39%	0%	750
ELARC	65%	35%	0%	586
FDLRC	65%	35%	0%	372
FNRC	62%	38%	0%	274
GGRC	58%	42%	0%	535
HRC	62%	38%	0%	589
IRC	59%	41%	0%	1,531
KRC	62%	38%	0%	319
NBRC	67%	33%	0%	364
NLACRC	64%	35%	0%	865
RCEB	64%	36%	0%	931
RCOC	62%	38%	0%	1,081
RCRC	55%	45%	0%	137
SARC	61%	39%	0%	745
SCLARC	57%	43%	0%	732
SDRC	64%	36%	0%	1,333
SGPRC	63%	37%	0%	532
TCRC	56%	44%	0%	630
VMRC	60%	40%	0%	492
WRC	60%	39%	1%	392
CA Average	62%	38%	0%	14,442
Weighted NCI Average	61%	39%	n/a	18,947

Table 4. Family Member's Race and Ethnicity

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

Regional Center	American Indian or Alaska Native	Asian	Black or African American	Pacific Islander	White	Hispanic or Latino	Other
ACRC	3%	11%	12%	1%	65%	19%	2%
CVRC	2%	8%	4%	1%	41%	50%	2%
ELARC	1%	22%	1%	1%	17%	64%	1%
FDLRC	2%	22%	6%	0%	33%	43%	3%
FNRC	8%	3%	3%	0%	83%	18%	2%
GGRC	1%	46%	6%	1%	37%	18%	2%
HRC	2%	25%	10%	1%	37%	37%	2%
IRC	2%	8%	12%	1%	41%	44%	2%
KRC	4%	7%	7%	0%	45%	43%	1%
NBRC	2%	14%	9%	1%	59%	23%	1%
NLACRC	2%	10%	10%	0%	44%	42%	2%
RCEB	2%	26%	15%	1%	45%	22%	3%
RCOC	1%	22%	2%	1%	48%	33%	2%
RCRC	4%	4%	4%	2%	81%	18%	1%
SARC	1%	34%	2%	1%	33%	35%	1%
SCLARC	1%	1%	30%	1%	5%	65%	1%
SDRC	2%	14%	7%	1%	49%	38%	3%
SGPRC	1%	22%	6%	2%	28%	52%	1%
TCRC	2%	10%	3%	1%	55%	40%	2%
VMRC	2%	13%	9%	2%	51%	32%	2%
WRC	2%	11%	27%	1%	35%	32%	3%
CA Average	2%	16%	9%	1%	43%	37%	2%
Weighted NCI Average	2%	9%	13%	1%	59%	22%	1%

Table 5a. Family Member's Disabilities

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

Regional Center	Intellectual Disability	Mood Illness or Psychiatric Disorder	Autism Spectrum Disorder	Cerebral Palsy	Limited or No Vision	Severe or Profound Hearing Loss
ACRC	62%	22%	40%	17%	10%	6%
CVRC	58%	21%	30%	13%	8%	6%
ELARC	53%	21%	42%	14%	8%	4%
FDLRC	51%	20%	48%	15%	6%	3%
FNRC	64%	25%	40%	15%	9%	6%
GGRC	65%	17%	38%	13%	7%	7%
HRC	58%	17%	42%	15%	6%	6%
IRC	63%	22%	37%	20%	9%	7%
KRC	55%	21%	34%	18%	11%	6%
NBRC	58%	20%	38%	17%	9%	7%
NLACRC	56%	20%	44%	14%	7%	5%
RCEB	59%	20%	38%	16%	8%	5%
RCOC	65%	20%	39%	17%	9%	5%
RCRC	61%	27%	33%	24%	13%	6%
SARC	59%	18%	37%	13%	9%	5%
SCLARC	54%	17%	33%	17%	11%	7%
SDRC	60%	18%	39%	18%	10%	6%
SGPRC	62%	18%	37%	16%	10%	5%
TCRC	57%	23%	37%	17%	6%	4%
VMRC	60%	21%	32%	19%	11%	7%
WRC	53%	21%	45%	18%	9%	5%
CA Average	59%	20%	38%	17%	9%	6%
Weighted NCI Average	65%	23%	36%	18%	9%	7%

Due to the COVID-19 pandemic and its impact to NCI data collection and sampling processes, we caution against using 2019-20 data to directly compare with past and future NCI data.

Table 5b. Family Member's Disabilities (continued)

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

Regional Center	Brain Injury	Seizure Disorder or Neurological Problem	Chemical Dependency	Down Syndrome	Prader-Willi Syndrome	Fetal Alcohol Spectrum Disorder	Other
ACRC	9%	25%	1%	13%	1%	1%	15%
CVRC	12%	25%	1%	17%	1%	1%	17%
ELARC	10%	22%	1%	14%	1%	0%	11%
FDLRC	10%	21%	2%	12%	1%	0%	9%
FNRC	9%	24%	1%	13%	1%	3%	19%
GGRC	6%	22%	1%	13%	0%	1%	15%
HRC	9%	18%	1%	13%	0%	1%	12%
IRC	11%	25%	1%	17%	1%	1%	13%
KRC	11%	24%	2%	18%	0%	1%	16%
NBRC	8%	21%	1%	14%	1%	1%	18%
NLACRC	9%	19%	1%	13%	1%	1%	14%
RCEB	8%	24%	0%	14%	0%	0%	15%
RCOC	13%	22%	1%	14%	1%	1%	15%
RCRC	18%	27%	2%	14%	0%	4%	21%
SARC	9%	22%	1%	15%	1%	0%	13%
SCLARC	13%	18%	2%	17%	1%	1%	10%
SDRC	11%	24%	1%	14%	1%	1%	16%
SGPRC	10%	19%	1%	17%	1%	1%	15%
TCRC	9%	24%	1%	18%	1%	1%	13%
VMRC	9%	25%	1%	14%	0%	2%	14%
WRC	7%	20%	2%	14%	0%	0%	14%
CA Average	10%	22%	1%	15%	1%	1%	14%
Weighted NCI Average	10%	26%	1%	16%	1%	1%	17%

Table 6a. Family Member's Health Conditions

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

Regional Center	Cardiovascular Disease	Diabetes	Cancer	High Blood Pressure	High Cholesterol
ACRC	12%	17%	6%	26%	21%
CVRC	9%	20%	4%	33%	35%
ELARC	8%	17%	4%	27%	30%
FDLRC	10%	23%	5%	32%	31%
FNRC	15%	14%	3%	27%	27%
GGRC	11%	26%	6%	36%	31%
HRC	6%	16%	6%	31%	34%
IRC	10%	18%	3%	27%	33%
KRC	5%	17%	2%	32%	28%
NBRC	13%	19%	7%	22%	17%
NLACRC	9%	16%	5%	26%	32%
RCEB	9%	19%	5%	29%	27%
RCOC	11%	16%	5%	28%	28%
RCRC	11%	13%	0%	34%	27%
SARC	12%	22%	6%	31%	28%
SCLARC	8%	18%	4%	29%	33%
SDRC	13%	18%	7%	30%	26%
SGPRC	9%	17%	5%	28%	33%
TCRC	10%	17%	5%	22%	22%
VMRC	9%	17%	3%	31%	33%
WRC	11%	17%	6%	24%	25%
CA Average	10%	18%	5%	28%	29%
Weighted NCI Average	10%	18%	5%	30%	30%

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

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

Regional Center	Dysphagia	Alzheimer's Disease or Other Dementia	Pressure Ulcers	Oral Health or Dental Problems	Sleep Apnea	Other
ACRC	9%	3%	2%	14%	18%	24%
CVRC	8%	2%	1%	15%	15%	20%
ELARC	9%	2%	1%	10%	14%	22%
FDLRC	11%	3%	2%	17%	16%	21%
FNRC	8%	2%	5%	22%	23%	29%
GGRC	7%	6%	2%	11%	16%	26%
HRC	6%	4%	2%	12%	14%	23%
IRC	7%	3%	2%	11%	20%	21%
KRC	7%	2%	2%	17%	22%	20%
NBRC	10%	4%	4%	27%	25%	24%
NLACRC	6%	4%	2%	15%	15%	25%
RCEB	8%	2%	1%	12%	17%	24%
RCOC	10%	3%	1%	11%	17%	31%
RCRC	11%	7%	0%	27%	19%	23%
SARC	8%	5%	2%	11%	22%	21%
SCLARC	5%	1%	2%	15%	15%	19%
SDRC	9%	2%	1%	11%	19%	27%
SGPRC	8%	4%	2%	12%	18%	27%
TCRC	8%	3%	2%	13%	15%	26%
VMRC	9%	3%	1%	14%	21%	16%
WRC	6%	3%	1%	17%	22%	29%
CA Average	8%	3%	2%	14%	18%	24%
Weighted NCI Average	10%	2%	2%	13%	19%	25%

Table 7. Family Member's Preferred Means of Communication

Regional Center	Spoken	Gestures or Body Language	Sign Language or Finger Spelling	Communication Aid or Device	Other	N
ACRC	83%	10%	1%	1%	5%	1,185
CVRC	82%	13%	2%	1%	2%	731
ELARC	81%	10%	1%	2%	7%	579
FDLRC	84%	10%	1%	2%	2%	366
FNRC	82%	14%	1%	0%	2%	269
GGRC	78%	14%	1%	1%	6%	532
HRC	80%	13%	2%	2%	3%	586
IRC	80%	11%	1%	1%	6%	1,508
KRC	81%	11%	3%	0%	6%	313
NBRC	85%	11%	1%	1%	2%	364
NLACRC	81%	10%	2%	1%	7%	844
RCEB	82%	9%	2%	1%	6%	924
RCOC	81%	14%	1%	1%	2%	1,068
RCRC	78%	12%	2%	4%	4%	138
SARC	78%	14%	2%	2%	4%	731
SCLARC	81%	12%	2%	1%	4%	710
SDRC	77%	11%	2%	2%	8%	1,325
SGPRC	77%	13%	1%	2%	6%	524
TCRC	82%	8%	2%	1%	7%	624
VMRC	82%	11%	2%	1%	4%	479
WRC	82%	9%	1%	1%	7%	389
CA Average	81%	11%	2%	1%	5%	14,241
Weighted NCI Average	78%	14%	2%	2%	4%	18,721

Due to the COVID-19 pandemic and its impact to NCI data collection and sampling processes, we caution against using 2019-20 data to directly compare with past and future NCI data.

Table 8a. Family Member's Preferred Language

California specific question

Regional Center	English	Spanish	Mandarin	Tagalog	Vietnamese	N
ACRC	89%	5%	0%	0%	1%	1,193
CVRC	73%	23%	0%	0%	0%	746
ELARC	63%	21%	3%	0%	1%	589
FDLRC	56%	21%	0%	2%	0%	377
FNRC	93%	5%	0%	0%	0%	273
GGRC	65%	6%	2%	2%	2%	540
HRC	72%	12%	0%	2%	1%	589
IRC	77%	15%	0%	0%	0%	1,526
KRC	73%	17%	0%	1%	0%	320
NBRC	84%	11%	0%	2%	0%	371
NLACRC	76%	14%	0%	1%	0%	866
RCEB	76%	8%	2%	1%	1%	931
RCOC	77%	12%	0%	0%	5%	1,084
RCRC	90%	8%	0%	0%	0%	139
SARC	57%	17%	2%	2%	6%	742
SCLARC	51%	37%	0%	0%	0%	735
SDRC	75%	12%	0%	1%	0%	1,337
SGPRC	65%	16%	3%	1%	1%	537
TCRC	78%	14%	0%	0%	0%	629
VMRC	82%	12%	0%	1%	1%	491
WRC	78%	12%	0%	0%	0%	394
CA Average	74%	14%	1%	1%	1%	14,464
Weighted NCI Average	n/a	n/a	n/a	n/a	n/a	n/a

Due to the COVID-19 pandemic and its impact to NCI data collection and sampling processes, we caution against using 2019-20 data to directly compare with past and future NCI data.

Table 8b. Family Member's Preferred Language (Continued)

California specific question

Regional Center	Korean	Arabic	Armenian	Farsi	Hmong	N
ACRC	0%	0%	0%	0%	0%	1,193
CVRC	0%	0%	0%	0%	3%	746
ELARC	1%	0%	0%	0%	0%	589
FDLRC	4%	1%	3%	0%	0%	377
FNRC	0%	0%	0%	0%	0%	273
GGRC	0%	0%	0%	0%	0%	540
HRC	2%	0%	0%	0%	0%	589
IRC	0%	0%	0%	0%	0%	1,526
KRC	1%	0%	0%	0%	0%	320
NBRC	0%	0%	0%	0%	0%	371
NLACRC	0%	0%	1%	0%	0%	866
RCEB	1%	0%	0%	0%	0%	931
RCOC	2%	0%	0%	0%	0%	1,084
RCRC	1%	0%	0%	0%	0%	139
SARC	1%	0%	0%	0%	0%	742
SCLARC	0%	0%	0%	0%	0%	735
SDRC	0%	0%	0%	0%	0%	1,337
SGPRC	1%	0%	0%	0%	0%	537
TCRC	0%	0%	0%	0%	0%	629
VMRC	0%	0%	0%	0%	0%	491
WRC	2%	0%	0%	1%	0%	394
CA Average	1%	0%	0%	0%	0%	14,464
Weighted NCI Average	n/a	n/a	n/a	n/a	n/a	n/a

Due to the COVID-19 pandemic and its impact to NCI data collection and sampling processes, we caution against using 2019-20 data to directly compare with past and future NCI data.

Table 8b. Family Member's Preferred Language (Continued)

California specific question

Regional Center	Khmer	Laos	Russian	American Sign Language ASL	Other	N
ACRC	0%	0%	1%	0%	3%	1,193
CVRC	0%	0%	0%	0%	1%	746
ELARC	0%	0%	0%	0%	11%	589
FDLRC	0%	0%	1%	1%	11%	377
FNRC	0%	0%	0%	1%	0%	273
GGRC	0%	0%	1%	0%	21%	540
HRC	1%	0%	0%	1%	8%	589
IRC	0%	0%	0%	1%	6%	1,526
KRC	0%	0%	0%	1%	9%	320
NBRC	0%	0%	0%	1%	2%	371
NLACRC	0%	0%	0%	0%	7%	866
RCEB	0%	0%	0%	1%	10%	931
RCOC	0%	0%	0%	0%	3%	1,084
RCRC	0%	0%	0%	1%	1%	139
SARC	0%	0%	0%	1%	15%	742
SCLARC	0%	0%	0%	0%	12%	735
SDRC	0%	0%	0%	1%	9%	1,337
SGPRC	0%	0%	0%	0%	12%	537
TCRC	0%	0%	0%	0%	7%	629
VMRC	0%	0%	0%	0%	2%	491
WRC	0%	0%	0%	1%	7%	394
CA Average	0%	0%	0%	1%	8%	14,464
Weighted NCI Average	n/a	n/a	n/a	n/a	n/a	n/a

Due to the COVID-19 pandemic and its impact to NCI data collection and sampling processes, we caution against using 2019-20 data to directly compare with past and future NCI data.

Table 9. Family Member Has Legal Court Appointed Guardian or Conservator

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

Regional Center	No Guardianship	Limited	Full	Has Guardianship but Level Is Unknown	N
ACRC	47%	53%	n/a	n/a	1,116
CVRC	49%	51%	n/a	n/a	659
ELARC	42%	58%	n/a	n/a	554
FDLRC	37%	63%	n/a	n/a	351
FNRC	49%	51%	n/a	n/a	265
GGRC	43%	57%	n/a	n/a	499
HRC	41%	59%	n/a	n/a	562
IRC	46%	54%	n/a	n/a	1,410
KRC	47%	53%	n/a	n/a	300
NBRC	54%	46%	n/a	n/a	354
NLACRC	43%	57%	n/a	n/a	810
RCEB	44%	56%	n/a	n/a	869
RCOC	39%	61%	n/a	n/a	1,020
RCRC	52%	48%	n/a	n/a	126
SARC	34%	66%	n/a	n/a	698
SCLARC	33%	67%	n/a	n/a	667
SDRC	37%	63%	n/a	n/a	1,249
SGPRC	33%	67%	n/a	n/a	510
TCRC	48%	52%	n/a	n/a	587
VMRC	47%	53%	n/a	n/a	443
WRC	40%	60%	n/a	n/a	377
CA Average	42%	58%	n/a	n/a	13,477
Weighted NCI Average	37%	33%	28%	2%	17,813

Due to the COVID-19 pandemic and its impact to NCI data collection and sampling processes, we caution against using 2019-20 data to directly compare with past and future NCI data.

Table 10. Guardian or Conservator Relationship to Family Member

Regional Center	Family	Friend	Regional Center Employee or Guardianship Agency	Other	N
ACRC	98%	1%	0%	1%	1,082
CVRC	98%	0%	1%	1%	635
ELARC	97%	2%	1%	1%	545
FDLRC	98%	0%	0%	1%	342
FNRC	96%	2%	0%	2%	262
GGRC	99%	0%	0%	1%	491
HRC	98%	0%	0%	1%	547
IRC	97%	1%	1%	1%	1,362
KRC	100%	0%	0%	0%	291
NBRC	99%	1%	0%	1%	348
NLACRC	99%	0%	0%	1%	797
RCEB	98%	1%	1%	1%	852
RCOC	99%	1%	0%	0%	999
RCRC	93%	2%	3%	2%	125
SARC	98%	1%	0%	0%	689
SCLARC	96%	1%	0%	2%	648
SDRC	98%	1%	0%	1%	1,206
SGPRC	98%	1%	0%	1%	489
TCRC	98%	1%	0%	1%	572
VMRC	98%	1%	0%	1%	430
WRC	97%	0%	2%	0%	367
CA Average	98%	1%	0%	1%	7,433
Weighted NCI Average	96%	1%	1%	3%	10,330

Due to the COVID-19 pandemic and its impact to NCI data collection and sampling processes, we caution against using 2019-20 data to directly compare with past and future NCI data.

Table 11. Family Member's Highest level of Education

Regional Center	Did Not Complete High School (and Not Currently Enrolled)	Currently Enrolled in High School	High School Certification	High School Diploma or GED	Vocational School or Certificate Program	Some College	College Degree or Higher	N
ACRC	18%	3%	36%	23%	4%	11%	6%	1,137
CVRC	22%	2%	33%	23%	6%	8%	5%	688
ELARC	18%	3%	28%	29%	4%	10%	7%	550
FDLRC	17%	4%	28%	22%	8%	13%	9%	351
FNRC	16%	1%	35%	27%	3%	11%	7%	263
GGRC	25%	4%	31%	17%	5%	11%	7%	507
HRC	15%	4%	35%	21%	7%	12%	7%	554
IRC	17%	3%	39%	26%	4%	7%	4%	1,438
KRC	17%	4%	31%	32%	4%	7%	4%	291
NBRC	20%	0%	38%	22%	3%	10%	7%	351
NLACRC	17%	2%	34%	25%	5%	11%	6%	813
RCEB	18%	2%	36%	20%	4%	10%	9%	874
RCOC	20%	3%	38%	19%	5%	8%	6%	1,016
RCRC	24%	4%	27%	27%	3%	11%	4%	131
SARC	25%	2%	32%	18%	5%	10%	7%	689
SCLARC	22%	4%	28%	32%	6%	6%	2%	673
SDRC	16%	3%	40%	22%	4%	9%	6%	1,235
SGPRC	21%	2%	34%	23%	5%	8%	7%	500
TCRC	17%	4%	36%	27%	4%	10%	4%	597
VMRC	20%	2%	37%	25%	3%	7%	5%	459
WRC	18%	3%	32%	22%	5%	13%	7%	374
CA Average	19%	3%	35%	23%	5%	9%	6%	13,541
Weighted NCI Average	16%	3%	35%	29%	4%	7%	5%	17,923

Due to the COVID-19 pandemic and its impact to NCI data collection and sampling processes, we caution against using 2019-20 data to directly compare with past and future NCI data.

Table 12. Family Member's Activities in the Past Two Weeks Included *Paid Individual Job in the Community*³

Regional Center	Yes	No	N
ACRC	12%	88%	1162
CVRC	8%	92%	700
ELARC	10%	90%	569
FDLRC	10%	90%	363
FNRC	13%	87%	263
GGRC	17%	83%	506
HRC	13%	87%	569
IRC	11%	89%	1472
KRC	12%	88%	300
NBRC	17%	83%	349
NLACRC	13%	87%	832
RCEB	14%	86%	900
RCOC	16%	84%	1027
RCRC	11%	89%	134
SARC	15%	85%	720
SCLARC	8%	92%	707
SDRC	16%	84%	1284
SGPRC	11%	89%	508
TCRC	15%	85%	604
VMRC	9%	91%	476
WRC	12%	88%	378
CA Average	13%	87%	13,877
Weighted NCI Average	14%	86%	18,302

³ An individual job is defined as work at an individual job in a local business alongside peers who do not have disabilities. Job is part of the typical labor market (for example, competitive employment).

Table 13. Family Member's Activities in the Past Two Weeks Included *Paid Small Group Job in a Community-based Setting*⁴

Regional Center	Yes	No	N
ACRC	11%	89%	1141
CVRC	15%	85%	698
ELARC	7%	93%	553
FDLRC	9%	91%	348
FNRC	18%	82%	263
GGRC	9%	91%	495
HRC	13%	87%	563
IRC	16%	84%	1451
KRC	15%	85%	296
NBRC	22%	78%	346
NLACRC	11%	89%	818
RCEB	10%	90%	878
RCOC	14%	86%	1006
RCRC	7%	93%	132
SARC	13%	87%	699
SCLARC	11%	89%	695
SDRC	14%	86%	1264
SGPRC	14%	86%	508
TCRC	15%	85%	590
VMRC	11%	89%	474
WRC	9%	91%	370
CA Average	13%	87%	13,640
Weighted NCI Average	10%	90%	17,962

⁴ A small group job is defined as work in an integrated setting, as part of a group of not more than 8 people with disabilities (for example, enclave, work crew).

Table 14. Family Member's Activities in the Past Two Weeks Included *Paid Work in a Community Job That Primarily Hires People With Disabilities*⁵

Regional Center	Yes	No	N
ACRC	6%	94%	1135
CVRC	6%	94%	698
ELARC	8%	92%	560
FDLRC	7%	93%	359
FNRC	12%	88%	261
GGRC	9%	91%	484
HRC	9%	91%	569
IRC	8%	92%	1456
KRC	8%	92%	302
NBRC	10%	90%	349
NLACRC	8%	92%	824
RCEB	7%	93%	886
RCOC	10%	90%	1009
RCRC	8%	92%	130
SARC	9%	91%	705
SCLARC	6%	94%	695
SDRC	8%	92%	1262
SGPRC	10%	90%	518
TCRC	9%	91%	596
VMRC	5%	95%	471
WRC	5%	95%	376
CA Average	8%	92%	13,538
Weighted NCI Average	7%	93%	17,895

⁵ Paid work in a community job that primarily hires people with disabilities is defined as work in a setting where the person interacts with the non-disabled population; this is NOT in a traditional sheltered workshop and NOT enclave.

Table 15. Family Member's Activities in the Past Two Weeks Included *Unpaid Activity in the Community*⁶

Regional Center	Yes	No	N
ACRC	27%	73%	1145
CVRC	19%	81%	680
ELARC	28%	72%	555
FDLRC	25%	75%	355
FNRC	22%	78%	255
GGRC	33%	67%	481
HRC	27%	73%	555
IRC	27%	73%	1433
KRC	17%	83%	297
NBRC	29%	71%	342
NLACRC	30%	70%	814
RCEB	28%	72%	873
RCOC	26%	74%	1007
RCRC	34%	66%	131
SARC	27%	73%	694
SCLARC	18%	82%	689
SDRC	33%	67%	1254
SGPRC	26%	74%	507
TCRC	32%	68%	583
VMRC	26%	74%	468
WRC	29%	71%	369
CA Average	27%	73%	13,697
Weighted NCI Average	28%	72%	18,038

⁶ Unpaid work in the community includes: volunteering, skills training, and staff-supported community connections.

Table 16. Family Member's Activities in the Past Two Weeks Included *Paid Activity in a Facility-based Setting*⁷

Regional Center	Yes	No	N
ACRC	12%	88%	1130
CVRC	16%	84%	693
ELARC	11%	89%	559
FDLRC	9%	91%	354
FNRC	21%	79%	260
GGRC	9%	91%	482
HRC	8%	92%	558
IRC	17%	83%	1466
KRC	15%	85%	304
NBRC	22%	78%	348
NLACRC	9%	91%	824
RCEB	10%	90%	866
RCOC	13%	87%	1009
RCRC	12%	88%	129
SARC	10%	90%	693
SCLARC	11%	89%	696
SDRC	10%	90%	1268
SGPRC	21%	79%	521
TCRC	13%	87%	591
VMRC	11%	89%	469
WRC	9%	91%	373
CA Average	12%	88%	13,642
Weighted NCI Average	13%	87%	17,991

⁷ Paid work performed in a facility-based setting is defined as work at a location developed specifically to provide work activity exclusively for people with disabilities; may be paid sub-minimum wage. Examples include traditional sheltered workshops or work activity centers.

Table 17. Family Member's Activities in the Past Two Weeks Included *Unpaid Activity in a Facility-based Setting*⁸

Regional Center	Yes	No	N
ACRC	23%	77%	1126
CVRC	22%	78%	681
ELARC	16%	84%	548
FDLRC	14%	86%	349
FNRC	21%	79%	258
GGRC	26%	74%	481
HRC	25%	75%	557
IRC	19%	81%	1425
KRC	19%	81%	298
NBRC	24%	76%	331
NLACRC	18%	82%	801
RCEB	26%	74%	863
RCOC	17%	83%	1008
RCRC	30%	70%	131
SARC	20%	80%	697
SCLARC	17%	83%	687
SDRC	19%	81%	1247
SGPRC	16%	84%	500
TCRC	25%	75%	586
VMRC	26%	74%	459
WRC	20%	80%	369
CA Average	21%	79%	13,451
Weighted NCI Average	21%	79%	17,765

⁸ An unpaid activity in a facility-based setting includes day habilitation, senior programs, or drop-in centers.

Table 18. Family Member's Activities in the Past Two Weeks Included *School*

Regional Center	Yes	No	N
ACRC	21%	79%	1137
CVRC	19%	81%	687
ELARC	24%	76%	554
FDLRC	20%	80%	346
FNRC	13%	87%	259
GGRC	24%	76%	490
HRC	20%	80%	554
IRC	15%	85%	1446
KRC	23%	77%	299
NBRC	16%	84%	340
NLACRC	21%	79%	800
RCEB	23%	77%	861
RCOC	26%	74%	1012
RCRC	19%	81%	132
SARC	24%	76%	693
SCLARC	21%	79%	661
SDRC	21%	79%	1253
SGPRC	15%	85%	496
TCRC	22%	78%	588
VMRC	26%	74%	456
WRC	26%	74%	362
CA Average	21%	79%	13,476
Weighted NCI Average	14%	86%	17,811

Due to the COVID-19 pandemic and its impact to NCI data collection and sampling processes, we caution against using 2019-20 data to directly compare with past and future NCI data.

Table 19. Family Member's Activities in the Past Two Weeks Included *Stay at Home*

Regional Center	Yes	No	N
ACRC	49%	51%	1112
CVRC	48%	52%	677
ELARC	51%	49%	545
FDLRC	56%	44%	336
FNRC	56%	44%	249
GGRC	40%	60%	477
HRC	47%	53%	544
IRC	48%	52%	1424
KRC	50%	50%	289
NBRC	42%	58%	334
NLACRC	48%	52%	790
RCEB	44%	56%	834
RCOC	43%	57%	980
RCRC	44%	56%	132
SARC	47%	53%	686
SCLARC	53%	47%	666
SDRC	44%	56%	1208
SGPRC	47%	53%	493
TCRC	44%	56%	577
VMRC	45%	55%	455
WRC	53%	47%	349
CA Average	47%	53%	13,205
Weighted NCI Average	53%	47%	17,418

Due to the COVID-19 pandemic and its impact to NCI data collection and sampling processes, we caution against using 2019-20 data to directly compare with past and future NCI data.

Table 20. Family Member's Activities in the Past Two Weeks Included *Other Activities*

Regional Center	Yes	No	N
ACRC	46%	54%	424
CVRC	47%	53%	242
ELARC	49%	51%	232
FDLRC	36%	64%	89
FNRC	38%	62%	99
GGRC	52%	48%	187
HRC	56%	44%	220
IRC	49%	51%	476
KRC	54%	46%	117
NBRC	41%	59%	120
NLACRC	45%	55%	315
RCEB	49%	51%	324
RCOC	35%	65%	351
RCRC	37%	63%	54
SARC	41%	59%	249
SCLARC	41%	59%	231
SDRC	43%	57%	485
SGPRC	44%	56%	145
TCRC	60%	40%	252
VMRC	48%	52%	189
WRC	50%	50%	136
CA Average	46%	54%	4,949
Weighted NCI Average	44%	56%	6,499

Due to the COVID-19 pandemic and its impact to NCI data collection and sampling processes, we caution against using 2019-20 data to directly compare with past and future NCI data.

Table 21. Family Member's Support Needs for Self-Injurious, Disruptive, and/or Destructive Behaviors

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

Regional Center	No Support Needed	Some Support Needed	Extensive Support Needed	N
ACRC	53%	29%	18%	1,177
CVRC	52%	30%	18%	726
ELARC	52%	30%	18%	576
FDLRC	47%	34%	19%	372
FNRC	50%	32%	18%	272
GGRC	53%	31%	16%	526
HRC	52%	29%	20%	576
IRC	49%	29%	22%	1,485
KRC	58%	24%	17%	310
NBRC	54%	30%	16%	361
NLACRC	49%	28%	23%	848
RCEB	54%	31%	15%	909
RCOC	49%	27%	24%	1,057
RCRC	57%	28%	15%	136
SARC	51%	31%	18%	729
SCLARC	49%	31%	20%	718
SDRC	52%	29%	19%	1,316
SGPRC	47%	32%	20%	524
TCRC	50%	35%	16%	613
VMRC	54%	28%	18%	484
WRC	48%	32%	20%	385
CA Average	51%	30%	19%	14,151
Weighted NCI Average	52%	31%	18%	18,570

Table 22. Family Member's Level of Help Needed with Personal Care Activities (for example, bathing, dressing, eating)

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

Regional Center	No Support Needed	Some Support Needed	Extensive Support Needed	N
ACRC	29%	35%	36%	1,184
CVRC	33%	33%	34%	738
ELARC	31%	35%	34%	584
FDLRC	32%	29%	39%	373
FNRC	31%	34%	35%	272
GGRC	30%	35%	35%	531
HRC	31%	33%	37%	585
IRC	25%	35%	41%	1,522
KRC	35%	31%	33%	317
NBRC	34%	34%	32%	367
NLACRC	30%	36%	34%	857
RCEB	33%	35%	32%	929
RCOC	27%	35%	38%	1,078
RCRC	31%	28%	42%	137
SARC	25%	36%	39%	743
SCLARC	25%	35%	40%	732
SDRC	28%	33%	39%	1,331
SGPRC	25%	39%	36%	534
TCRC	31%	38%	31%	628
VMRC	31%	36%	33%	490
WRC	29%	36%	35%	394
CA Average	29%	35%	36%	14,380
Weighted NCI Average	26%	36%	38%	18,893

Table 23. Family Member’s Need for Help with Other Daily Activities (for example, scheduling, managing money, or shopping)

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

Regional Center	No Support Needed	Some Support Needed	Extensive Support Needed	N
ACRC	10%	24%	66%	1,183
CVRC	10%	27%	63%	735
ELARC	10%	31%	59%	576
FDLRC	11%	31%	58%	365
FNRC	7%	28%	65%	275
GGRC	9%	30%	61%	523
HRC	10%	28%	62%	581
IRC	8%	22%	70%	1,511
KRC	13%	24%	63%	308
NBRC	10%	30%	60%	366
NLACRC	9%	27%	64%	849
RCEB	8%	28%	63%	924
RCOC	9%	23%	68%	1,071
RCRC	10%	27%	64%	135
SARC	8%	26%	65%	733
SCLARC	9%	29%	61%	714
SDRC	9%	23%	68%	1,319
SGPRC	12%	22%	66%	524
TCRC	9%	30%	62%	626
VMRC	10%	26%	64%	482
WRC	7%	26%	66%	389
CA Average	9%	26%	65%	14,241
Weighted NCI Average	7%	21%	72%	18,740

Respondents

This section provides demographic information about the respondent.

Table 24a. Language Usually Spoken at Home

Standard NCI response options include “English”, “Spanish”, and “Other”

Regional Center	English	Spanish	Mandarin	Tagalog	Vietnamese	N
ACRC	86%	7%	0%	1%	1%	1,185
CVRC	71%	25%	0%	0%	0%	750
ELARC	51%	29%	5%	1%	2%	587
FDLRC	45%	30%	0%	2%	0%	375
FNRC	94%	6%	0%	0%	0%	277
GGRC	58%	7%	2%	4%	2%	537
HRC	67%	19%	1%	2%	2%	589
IRC	71%	22%	0%	1%	0%	1,526
KRC	71%	19%	0%	1%	0%	316
NBRC	81%	14%	0%	4%	0%	369
NLACRC	67%	22%	0%	1%	0%	864
RCEB	71%	10%	3%	2%	1%	930
RCOC	69%	18%	1%	0%	6%	1,081
RCRC	92%	7%	0%	0%	0%	137
SARC	49%	20%	3%	2%	8%	744
SCLARC	44%	49%	0%	0%	0%	734
SDRC	70%	18%	0%	1%	1%	1,329
SGPRC	56%	23%	5%	0%	1%	532
TCRC	75%	18%	0%	0%	0%	628
VMRC	81%	14%	0%	1%	1%	491
WRC	69%	20%	0%	0%	1%	393
CA Average	68%	19%	1%	1%	1%	14,428
Weighted NCI Average	83%	11%	n/a	n/a	n/a	18,919

Due to the COVID-19 pandemic and its impact to NCI data collection and sampling processes, we caution against using 2019-20 data to directly compare with past and future NCI data.

Table 24b. Language Usually Spoken at Home

Standard NCI response options include “English”, “Spanish”, and “Other”

Regional Center	Korean	Arabic	Armenian	Farsi	Hmong	N
ACRC	0%	0%	0%	0%	0%	1,185
CVRC	0%	0%	0%	0%	3%	750
ELARC	1%	0%	0%	0%	0%	587
FDLRC	5%	1%	4%	0%	0%	375
FNRC	0%	0%	0%	0%	0%	277
GGRC	1%	0%	0%	0%	0%	537
HRC	3%	0%	0%	0%	0%	589
IRC	1%	0%	0%	0%	0%	1,526
KRC	0%	0%	0%	0%	0%	316
NBRC	0%	0%	0%	0%	0%	369
NLACRC	0%	0%	1%	0%	0%	864
RCEB	1%	0%	0%	0%	0%	930
RCOC	3%	0%	0%	0%	0%	1,081
RCRC	1%	0%	0%	0%	0%	137
SARC	2%	0%	0%	0%	0%	744
SCLARC	0%	0%	0%	0%	0%	734
SDRC	0%	0%	0%	0%	0%	1,329
SGPRC	2%	0%	0%	0%	0%	532
TCRC	0%	0%	0%	0%	0%	628
VMRC	0%	0%	0%	0%	0%	491
WRC	1%	0%	0%	2%	0%	393
CA Average	1%	0%	0%	0%	0%	14,428
Weighted NCI Average	n/a	n/a	n/a	n/a	n/a	18,919

Due to the COVID-19 pandemic and its impact to NCI data collection and sampling processes, we caution against using 2019-20 data to directly compare with past and future NCI data.

Table 24c. Language Usually Spoken at Home

Standard NCI response options include “English”, “Spanish”, and “Other”

Regional Center	Khmer	Laos	Russian	ASL	Other	N
ACRC	0%	0%	1%	0%	3%	1,185
CVRC	0%	0%	0%	0%	0%	750
ELARC	0%	0%	0%	0%	12%	587
FDLRC	0%	0%	1%	0%	11%	375
FNRC	0%	0%	0%	0%	0%	277
GGRC	0%	0%	1%	0%	24%	537
HRC	1%	0%	0%	0%	6%	589
IRC	0%	0%	0%	0%	6%	1,526
KRC	0%	0%	0%	0%	9%	316
NBRC	0%	0%	0%	0%	1%	369
NLACRC	0%	0%	0%	0%	6%	864
RCEB	0%	0%	0%	0%	12%	930
RCOC	0%	0%	0%	0%	2%	1,081
RCRC	0%	0%	0%	0%	0%	137
SARC	0%	0%	1%	0%	15%	744
SCLARC	0%	0%	0%	0%	7%	734
SDRC	0%	0%	0%	0%	9%	1,329
SGPRC	0%	0%	0%	0%	13%	532
TCRC	0%	0%	0%	0%	6%	628
VMRC	0%	0%	0%	0%	2%	491
WRC	0%	0%	0%	0%	7%	393
CA Average	0%	0%	0%	0%	7%	14,428
Weighted NCI Average	n/a	n/a	n/a	n/a	7%	18,919

Due to the COVID-19 pandemic and its impact to NCI data collection and sampling processes, we caution against using 2019-20 data to directly compare with past and future NCI data.

Table 25. Respondent's Age

Regional Center	Under 35	35-54	55-74	75 and Older	N
ACRC	3%	22%	64%	10%	1,184
CVRC	10%	29%	52%	9%	745
ELARC	7%	26%	59%	9%	586
FDLRC	8%	22%	58%	11%	371
FNRC	2%	21%	65%	13%	277
GGRC	5%	20%	63%	13%	534
HRC	5%	25%	60%	11%	590
IRC	5%	26%	60%	9%	1,518
KRC	7%	27%	55%	11%	312
NBRC	3%	20%	67%	9%	369
NLACRC	6%	24%	61%	9%	863
RCEB	5%	21%	63%	11%	928
RCOC	5%	24%	59%	12%	1,070
RCRC	4%	18%	63%	15%	136
SARC	7%	23%	61%	9%	743
SCLARC	12%	30%	49%	9%	718
SDRC	5%	25%	61%	9%	1,333
SGPRC	7%	23%	58%	12%	530
TCRC	6%	18%	65%	11%	630
VMRC	5%	23%	60%	12%	490
WRC	6%	20%	61%	13%	392
CA Average	6%	24%	60%	10%	14,371
Weighted NCI Average	4%	22%	62%	11%	18,882

Due to the COVID-19 pandemic and its impact to NCI data collection and sampling processes, we caution against using 2019-20 data to directly compare with past and future NCI data.

Table 26. Respondent's Health

Regional Center	Excellent	Very Good	Fairly Good	Poor	N
ACRC	19%	45%	33%	3%	1,186
CVRC	17%	45%	32%	6%	745
ELARC	13%	40%	39%	7%	583
FDLRC	14%	42%	37%	7%	377
FNRC	15%	51%	30%	4%	275
GGRC	16%	44%	35%	5%	531
HRC	17%	46%	31%	6%	583
IRC	19%	45%	31%	5%	1,517
KRC	17%	42%	35%	6%	313
NBRC	18%	47%	30%	5%	365
NLACRC	17%	45%	30%	8%	864
RCEB	19%	43%	34%	5%	919
RCOC	18%	45%	31%	6%	1,078
RCRC	13%	46%	34%	7%	136
SARC	15%	43%	32%	10%	738
SCLARC	16%	46%	31%	7%	716
SDRC	20%	46%	30%	5%	1,319
SGPRC	14%	46%	35%	6%	528
TCRC	21%	43%	31%	5%	629
VMRC	14%	47%	36%	3%	491
WRC	18%	49%	30%	3%	392
CA Average	17%	45%	32%	6%	14,336
Weighted NCI Average	16%	45%	34%	5%	18,859

Due to the COVID-19 pandemic and its impact to NCI data collection and sampling processes, we caution against using 2019-20 data to directly compare with past and future NCI data.

Table 27. Respondent's Relationship to Family Member

Regional Center	Parent	Sibling	Spouse	Grandparent	Other	N
ACRC	86%	8%	0%	2%	4%	1,184
CVRC	82%	11%	1%	2%	5%	735
ELARC	82%	11%	1%	1%	5%	582
FDLRC	89%	6%	1%	2%	2%	376
FNRC	84%	7%	0%	5%	4%	272
GGRC	86%	9%	1%	1%	3%	534
HRC	87%	8%	0%	1%	3%	586
IRC	86%	7%	0%	3%	5%	1,517
KRC	88%	7%	1%	1%	3%	308
NBRC	87%	7%	0%	3%	3%	369
NLACRC	87%	8%	0%	2%	4%	868
RCEB	88%	7%	0%	2%	3%	927
RCOC	88%	7%	0%	2%	3%	1,078
RCRC	86%	6%	1%	4%	4%	138
SARC	87%	10%	0%	1%	2%	740
SCLARC	82%	9%	1%	2%	7%	728
SDRC	89%	6%	0%	2%	2%	1,329
SGPRC	89%	7%	0%	1%	3%	527
TCRC	88%	7%	0%	1%	3%	630
VMRC	86%	6%	0%	3%	4%	488
WRC	82%	9%	0%	4%	5%	395
CA Average	86%	8%	0%	2%	4%	14,365
Weighted NCI Average	86%	7%	0%	2%	4%	18,876

Due to the COVID-19 pandemic and its impact to NCI data collection and sampling processes, we caution against using 2019-20 data to directly compare with past and future NCI data.

Table 28. Respondent or Other Family Member Provides Paid Support to Family Member Receiving Services

Responses are not mutually exclusive, therefore N is not shown. Responses to this question might have been impacted by the COVID-19 pandemic.

Regional Center	Respondent Provides Paid Support	Other Family Member Provides Paid Support	No
ACRC	42%	13%	48%
CVRC	37%	12%	52%
ELARC	38%	16%	49%
FDLRC	38%	13%	50%
FNRC	42%	12%	52%
GGRC	34%	13%	56%
HRC	42%	9%	50%
IRC	44%	14%	45%
KRC	32%	8%	61%
NBRC	40%	9%	52%
NLACRC	39%	12%	50%
RCEB	34%	14%	56%
RCOC	40%	12%	50%
RCRC	47%	18%	40%
SARC	43%	16%	45%
SCLARC	45%	17%	40%
SDRC	44%	11%	48%
SGPRC	45%	10%	46%
TCRC	35%	18%	51%
VMRC	33%	11%	58%
WRC	36%	19%	48%
CA Average	40%	13%	49%
Weighted NCI Average	32%	13%	58%

Table 29. Number of Adults in Household (Not Including Family Member Receiving Services)

Regional Center	One	Two	Three	Four or More	N
ACRC	8%	29%	43%	20%	1,175
CVRC	8%	26%	44%	22%	727
ELARC	6%	27%	40%	27%	577
FDLRC	10%	28%	38%	25%	375
FNRC	7%	32%	48%	14%	274
GGRC	10%	25%	39%	25%	537
HRC	7%	26%	43%	24%	583
IRC	8%	25%	41%	25%	1,503
KRC	11%	28%	44%	16%	314
NBRC	9%	29%	44%	18%	368
NLACRC	7%	27%	41%	25%	860
RCEB	9%	27%	42%	22%	924
RCOC	7%	24%	41%	28%	1,064
RCRC	7%	27%	51%	14%	135
SARC	8%	23%	42%	27%	742
SCLARC	11%	32%	33%	24%	720
SDRC	7%	27%	43%	22%	1,317
SGPRC	6%	27%	39%	28%	532
TCRC	9%	23%	43%	25%	625
VMRC	7%	25%	40%	28%	490
WRC	11%	28%	41%	20%	391
CA Average	8%	27%	42%	24%	14,286
Weighted NCI Average	8%	29%	43%	20%	18,771

Due to the COVID-19 pandemic and its impact to NCI data collection and sampling processes, we caution against using 2019-20 data to directly compare with past and future NCI data.

Table 30. Number of Children (Under 18 Years Old) in Household

Regional Center	None	One	Two	Three	Four or More	N
ACRC	82%	11%	5%	1%	1%	1,188
CVRC	75%	13%	7%	3%	2%	728
ELARC	79%	12%	6%	2%	1%	580
FDLRC	83%	10%	5%	1%	1%	372
FNRC	86%	8%	4%	1%	0%	274
GGRC	88%	8%	2%	1%	1%	535
HRC	82%	12%	3%	2%	2%	585
IRC	78%	12%	6%	2%	1%	1,512
KRC	82%	11%	4%	2%	2%	314
NBRC	87%	7%	3%	1%	1%	366
NLACRC	80%	12%	6%	1%	1%	859
RCEB	86%	8%	4%	1%	0%	927
RCOC	81%	11%	5%	1%	1%	1,070
RCRC	90%	4%	2%	1%	2%	137
SARC	81%	11%	6%	2%	1%	738
SCLARC	75%	14%	8%	3%	1%	723
SDRC	82%	11%	5%	1%	1%	1,319
SGPRC	83%	10%	5%	2%	1%	524
TCRC	84%	9%	5%	1%	1%	628
VMRC	81%	10%	4%	3%	2%	487
WRC	84%	12%	3%	1%	1%	390
CA Average	82%	11%	5%	2%	1%	14,309
Weighted NCI Average	85%	9%	4%	1%	1%	18,807

Due to the COVID-19 pandemic and its impact to NCI data collection and sampling processes, we caution against using 2019-20 data to directly compare with past and future NCI data.

Table 31. 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%	15%	7%	28%	42%	1,190
CVRC	26%	21%	7%	22%	24%	725
ELARC	23%	25%	8%	19%	25%	574
FDLRC	22%	17%	7%	15%	39%	369
FNRC	6%	20%	6%	33%	35%	274
GGRC	13%	15%	6%	20%	45%	534
HRC	15%	16%	7%	23%	40%	577
IRC	15%	22%	7%	27%	29%	1,497
KRC	17%	22%	8%	25%	28%	315
NBRC	8%	17%	6%	26%	42%	365
NLACRC	17%	20%	6%	23%	34%	854
RCEB	12%	15%	6%	22%	45%	919
RCOC	17%	16%	5%	22%	40%	1,066
RCRC	8%	20%	2%	34%	35%	133
SARC	19%	16%	5%	19%	40%	728
SCLARC	33%	31%	8%	16%	13%	717
SDRC	12%	18%	7%	25%	38%	1,312
SGPRC	20%	19%	6%	22%	32%	524
TCRC	12%	18%	7%	23%	39%	626
VMRC	15%	26%	5%	30%	24%	486
WRC	15%	16%	5%	21%	42%	387
CA Average	16%	19%	6%	23%	35%	14,224
Weighted NCI Average	11%	22%	7%	23%	38%	18,714

Due to the COVID-19 pandemic and its impact to NCI data collection and sampling processes, we caution against using 2019-20 data to directly compare with past and future NCI data.

Table 32. Total Taxable Household Income of Wage Earners in the Past Year

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	7%	5%	8%	20%	15%	24%	21%	1,127
CVRC	16%	9%	12%	21%	9%	12%	20%	694
ELARC	15%	9%	12%	18%	10%	13%	23%	548
FDLRC	12%	11%	12%	17%	12%	16%	19%	340
FNRC	10%	11%	12%	20%	11%	13%	23%	251
GGRC	9%	5%	9%	19%	11%	23%	23%	497
HRC	8%	7%	9%	19%	10%	23%	24%	542
IRC	11%	8%	11%	21%	12%	15%	21%	1,404
KRC	13%	12%	11%	17%	10%	13%	23%	302
NBRC	9%	4%	10%	19%	13%	24%	21%	340
NLACRC	10%	8%	12%	18%	11%	18%	24%	799
RCEB	8%	7%	8%	17%	11%	27%	22%	874
RCOC	8%	6%	10%	17%	10%	24%	25%	1,009
RCRC	13%	10%	6%	26%	15%	12%	19%	124
SARC	9%	5%	9%	18%	12%	26%	21%	696
SCLARC	15%	13%	16%	21%	6%	4%	25%	652
SDRC	8%	8%	11%	17%	14%	20%	22%	1,227
SGPRC	11%	9%	11%	19%	12%	14%	24%	485
TCRC	9%	6%	8%	18%	11%	22%	26%	577
VMRC	15%	9%	12%	16%	12%	14%	22%	451
WRC	9%	9%	10%	20%	10%	21%	22%	373
CA Average	10%	8%	11%	19%	11%	19%	22%	13,362
Weighted NCI Average	10%	7%	10%	19%	12%	20%	22%	17,697

Due to the COVID-19 pandemic and its impact to NCI data collection and sampling processes, we caution against using 2019-20 data to directly compare with past and future NCI data.

Table 33. Total Out-of-pocket Expenses Related to Family Member's Care in the Past Year

CA specific question

Regional Center	Nothing	\$1-\$100	\$101-\$1,000	\$1,001-\$10,000	Over \$10,000	N
ACRC	34%	7%	26%	29%	4%	1,144
CVRC	42%	9%	27%	21%	2%	691
ELARC	40%	9%	27%	20%	4%	527
FDLRC	37%	10%	25%	23%	5%	346
FNRC	35%	11%	32%	18%	3%	259
GGRC	29%	10%	27%	28%	7%	489
HRC	29%	7%	29%	29%	6%	541
IRC	41%	9%	29%	18%	3%	1,413
KRC	45%	9%	24%	21%	1%	292
NBRC	38%	5%	27%	24%	6%	343
NLACRC	35%	8%	26%	25%	5%	798
RCEB	29%	6%	29%	32%	4%	856
RCOC	31%	8%	26%	28%	6%	982
RCRC	38%	7%	31%	22%	2%	127
SARC	31%	9%	28%	28%	4%	677
SCLARC	49%	11%	26%	12%	1%	655
SDRC	29%	9%	31%	26%	5%	1,185
SGPRC	36%	9%	32%	19%	4%	477
TCRC	31%	6%	28%	30%	5%	588
VMRC	41%	7%	30%	19%	3%	461
WRC	31%	6%	25%	30%	9%	372
CA Average	35%	8%	28%	24%	4%	13,271
Weighted NCI Average	n/a	n/a	n/a	n/a	n/a	n/a

Due to the COVID-19 pandemic and its impact to NCI data collection and sampling processes, we caution against using 2019-20 data to directly compare with past and future NCI data.

Table 34a. Services Paid for Out-Of-Pocket in The Past Year

CA specific question. Categories are not mutually exclusive, therefore N is not shown.

Regional Center	Respite Services	Behavior Therapy	Speech Therapy	Additional Therapies	Social Skills Training	Recreational Activities and Programs
ACRC	16%	4%	2%	10%	7%	44%
CVRC	15%	3%	1%	4%	5%	31%
ELARC	10%	3%	3%	8%	5%	34%
FDLRC	13%	5%	7%	11%	11%	39%
FNRC	12%	5%	3%	10%	6%	40%
GGRC	15%	7%	5%	12%	5%	37%
HRC	11%	5%	3%	13%	8%	40%
IRC	9%	3%	2%	8%	6%	42%
KRC	15%	3%	1%	6%	5%	32%
NBRC	15%	2%	1%	7%	5%	34%
NLACRC	12%	7%	3%	14%	7%	37%
RCEB	16%	7%	3%	14%	7%	41%
RCOC	14%	4%	3%	13%	9%	41%
RCRC	19%	0%	0%	7%	1%	34%
SARC	16%	5%	4%	13%	10%	41%
SCLARC	7%	3%	2%	3%	5%	27%
SDRC	13%	5%	2%	11%	6%	41%
SGPRC	12%	5%	2%	8%	5%	33%
TCRC	11%	4%	2%	14%	4%	45%
VMRC	13%	4%	0%	8%	3%	37%
WRC	12%	7%	3%	14%	6%	39%
CA Average	13%	4%	3%	11%	6%	39%
Weighted NCI Average	n/a	n/a	n/a	n/a	n/a	n/a

Due to the COVID-19 pandemic and its impact to NCI data collection and sampling processes, we caution against using 2019-20 data to directly compare with past and future NCI data.

Table 36b. Services Paid for Out-of-pocket in the Past Year

CA specific question. Categories are not mutually exclusive, therefore N is not shown.

Regional Center	Afterschool Care	Educational Expenses	Medical and/or dental expenses	Parent Training	Transportation Support	Other
ACRC	3%	9%	67%	1%	42%	13%
CVRC	4%	7%	56%	3%	38%	16%
ELARC	5%	11%	61%	2%	31%	19%
FDLRC	9%	16%	61%	2%	51%	10%
FNRC	3%	5%	58%	3%	54%	12%
GGRC	6%	11%	64%	1%	44%	16%
HRC	7%	15%	71%	4%	42%	12%
IRC	4%	8%	59%	2%	33%	16%
KRC	4%	9%	51%	3%	45%	22%
NBRC	3%	7%	65%	1%	34%	16%
NLACRC	2%	16%	59%	2%	41%	17%
RCEB	6%	12%	67%	2%	40%	10%
RCOC	8%	13%	64%	2%	40%	13%
RCRC	4%	3%	57%	0%	49%	15%
SARC	8%	17%	61%	4%	40%	12%
SCLARC	3%	6%	53%	0%	27%	19%
SDRC	5%	12%	62%	2%	40%	15%
SGPRC	5%	12%	64%	2%	40%	11%
TCRC	2%	12%	63%	1%	42%	15%
VMRC	3%	12%	62%	2%	39%	11%
WRC	7%	15%	64%	3%	45%	15%
CA Average	5%	11%	62%	2%	40%	14%
Weighted NCI Average	n/a	n/a	n/a	n/a	n/a	n/a

Due to the COVID-19 pandemic and its impact to NCI data collection and sampling processes, we caution against using 2019-20 data to directly compare with past and future NCI data.

Table 35. Residential Designation (Urban, Suburban, or Rural)

Regional Center	Urban or Suburban	Rural	N
ACRC	81%	19%	1,121
CVRC	75%	25%	686
ELARC	99%	1%	521
FDLRC	98%	2%	337
FNRC	47%	53%	260
GGRC	99%	1%	514
HRC	99%	1%	548
IRC	88%	12%	1,366
KRC	74%	26%	287
NBRC	88%	12%	343
NLACRC	96%	4%	788
RCEB	96%	4%	890
RCOC	99%	1%	1,009
RCRC	32%	68%	130
SARC	91%	9%	689
SCLARC	99%	1%	569
SDRC	91%	9%	1,217
SGPRC	97%	3%	473
TCRC	85%	15%	583
VMRC	77%	23%	447
WRC	99%	1%	360
CA Average	90%	10%	13,188
Weighted NCI Average	78%	22%	17,567

Due to the COVID-19 pandemic and its impact to NCI data collection and sampling processes, we caution against using 2019-20 data to directly compare with past and future NCI data.

Services and Supports Received

This section provides information about the services and supports received by the family from the regional center.⁹

⁹ Some NCI states provide services through a statewide ID/DD agency

Table 36. Services and Supports Received From Regional Center¹⁰

All data are reported by the respondent based on their understanding of their family member's demographics, diagnoses and personal characteristics; categories are not mutually exclusive, therefore N is not shown. Responses to this question might have been impacted by the COVID-19 pandemic.

Regional Center	Financial support	Out-of-home respite care	Day/ Employment supports	Transportation	Other services/ supports	Self-direction/ fiscal intermediary services
ACRC	13%	24%	56%	58%	17%	24%
CVRC	12%	19%	57%	58%	20%	25%
ELARC	12%	22%	44%	44%	24%	22%
FDLRC	15%	22%	42%	29%	24%	14%
FNRC	14%	25%	47%	46%	16%	22%
GGRC	15%	33%	59%	38%	22%	23%
HRC	11%	20%	57%	41%	21%	12%
IRC	10%	23%	55%	56%	18%	20%
KRC	11%	20%	49%	56%	17%	18%
NBRC	14%	17%	60%	56%	18%	19%
NLACRC	10%	20%	52%	37%	23%	19%
RCEB	13%	29%	59%	43%	17%	17%
RCOC	13%	27%	55%	53%	21%	20%
RCRC	13%	19%	58%	53%	25%	23%
SARC	16%	32%	52%	45%	23%	22%
SCLARC	8%	27%	49%	55%	20%	25%
SDRC	14%	27%	56%	50%	20%	18%
SGPRC	11%	20%	54%	50%	19%	16%
TCRC	13%	34%	55%	46%	20%	23%
VMRC	14%	21%	59%	55%	16%	21%
WRC	12%	32%	49%	42%	24%	24%
CA Average	12%	25%	54%	49%	20%	20%
Weighted NCI Average	15%	29%	53%	55%	25%	33%

¹⁰ Some NCI states provide services through a statewide ID/DD agency

Table 37. Additional Services and Supports Received

All data are reported by the respondent based on their understanding of their family member's demographics, diagnoses and personal characteristics; categories are not mutually exclusive, therefore N is not shown. Responses to this question might have been impacted by the COVID-19 pandemic.

Regional Center	Social Security Payments (SSI/SSB)	Services or Supports from Other Agencies or Organizations
ACRC	85%	30%
CVRC	89%	24%
ELARC	81%	31%
FDLRC	78%	27%
FNRC	88%	23%
GGRC	83%	35%
HRC	83%	29%
IRC	86%	21%
KRC	83%	22%
NBRC	85%	29%
NLACRC	82%	21%
RCEB	87%	27%
RCOC	86%	30%
RCRC	86%	29%
SARC	87%	35%
SCLARC	84%	24%
SDRC	86%	26%
SGPRC	88%	25%
TCRC	85%	29%
VMRC	87%	28%
WRC	79%	24%
CA Average	85%	27%
Weighted NCI Average	90%	29%

Adult Family Survey Results

Note on Significance: Statistical significance depends on both the amount by which a Regional Center differs from the average for a given item and the Regional Center's sample size for that item. There may be instances where Regional Center A's difference from the average is larger than Regional Center B's, but Regional Center B is shown as significantly different from the average whereas Regional Center A is not. The larger the sample size of a Regional Center, the smaller the difference needs to be for it to be statistically significant.

Information and Planning

Families and family members with disabilities have the information and support necessary to plan for their services and supports.

Note: Significance is based on “Always” or “Yes” response.

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

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

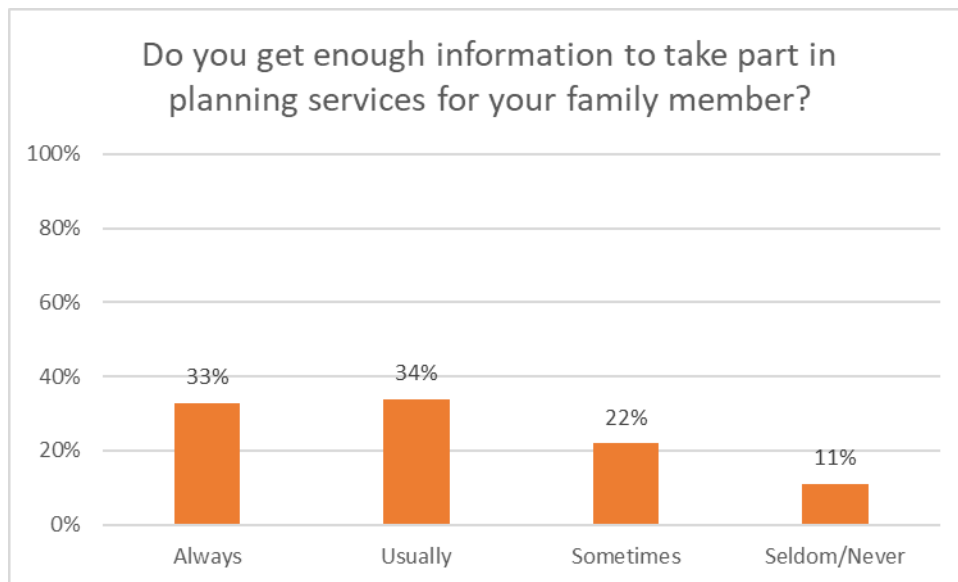


Table Q1. Do you get enough information to take part in planning services for your family member?

Regional Center	Always	Usually	Sometimes	Seldom or Never	N
ACRC	38%	36%	16%	9%	1,071
CVRC	39%	33%	21%	8%	624
ELARC	41%	30%	20%	10%	501
FDLRC	29%	34%	22%	15%	328
FNRC	41%	31%	20%	8%	246
GGRC	25%	40%	24%	10%	471
HRC	34%	29%	24%	13%	532
IRC	33%	33%	22%	13%	1,285
KRC	24%	28%	30%	19%	257
NBRC	30%	36%	23%	11%	329
NLACRC	29%	30%	25%	16%	753
RCEB	25%	32%	25%	17%	824
RCOC	35%	36%	22%	8%	944
RCRC	41%	39%	18%	3%	119
SARC	27%	38%	24%	11%	612
SCLARC	31%	29%	28%	12%	577
SDRC	35%	36%	21%	9%	1,168
SGPRC	33%	34%	24%	9%	468
TCRC	34%	36%	20%	9%	563
VMRC	40%	36%	16%	8%	412
WRC	32%	32%	23%	13%	343
CA Average	33%	34%	22%	11%	12,472
Weighted NCI Average	38%	36%	18%	8%	16,723

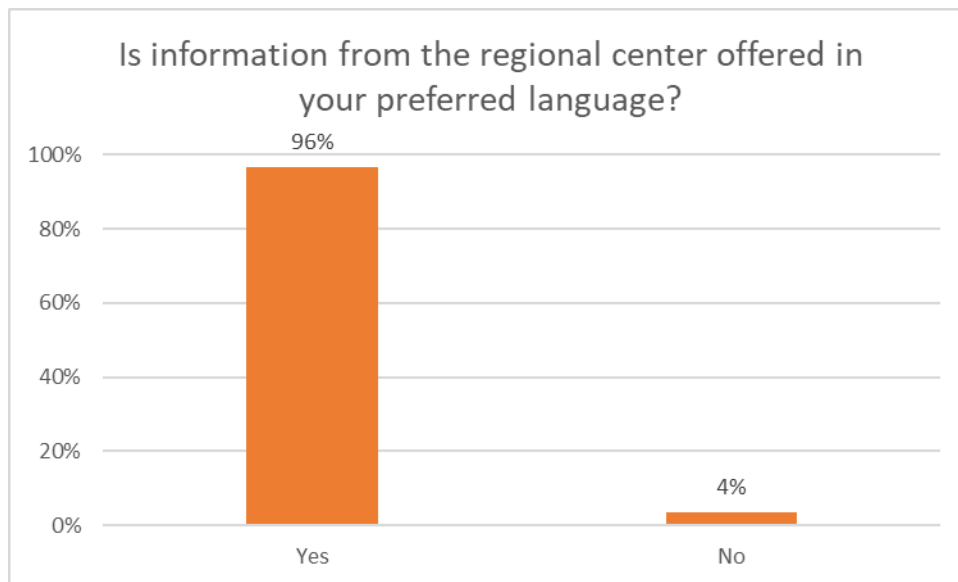


Table Q2. Is information from the regional center offered in your preferred language?

CA specific question

Regional Center	Yes	No	N
ACRC	97%	3%	1,132
CVRC	97%	3%	711
ELARC	96%	4%	558
FDLRC	95%	5%	354
FNRC	99%	1%	267
GGRC	94%	6%	493
HRC	96%	4%	560
IRC	97%	3%	1,469
KRC	97%	3%	297
NBRC	96%	4%	345
NLACRC	96%	4%	836
RCEB	96%	4%	877
RCOC	96%	4%	1,047
RCRC	97%	3%	135
SARC	94%	6%	695
SCLARC	97%	3%	708
SDRC	98%	2%	1,286
SGPRC	97%	3%	511
TCRC	98%	2%	615
VMRC	97%	3%	458
WRC	97%	3%	382
CA Average	96%	4%	13,789
Weighted NCI Average	n/a	n/a	n/a

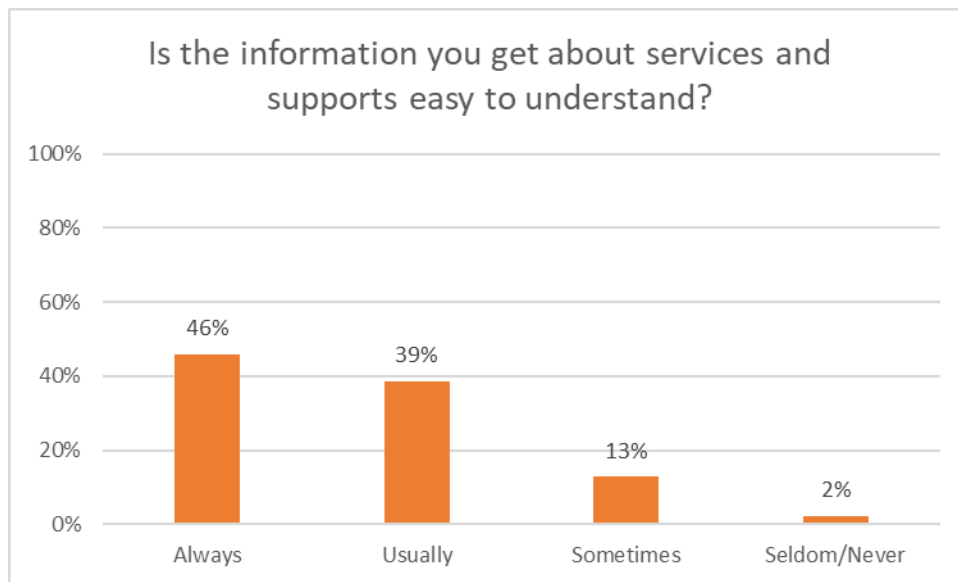


Table Q3. Is the information you get about services and supports easy to understand?

Regional Center	Always	Usually	Sometimes	Seldom or Never	N
ACRC	48%	39%	11%	2%	1,130
CVRC	48%	36%	14%	2%	708
ELARC	51%	34%	13%	2%	559
FDLRC	45%	33%	18%	4%	351
FNRC	47%	42%	9%	2%	260
GGRC	41%	40%	15%	4%	496
HRC	47%	36%	14%	3%	559
IRC	49%	38%	11%	2%	1,433
KRC	43%	37%	17%	3%	275
NBRC	42%	43%	13%	2%	346
NLACRC	42%	42%	14%	2%	821
RCEB	38%	41%	17%	4%	856
RCOC	48%	40%	11%	2%	1,030
RCRC	48%	45%	5%	2%	129
SARC	41%	39%	17%	2%	690
SCLARC	51%	32%	15%	2%	690
SDRC	49%	39%	10%	2%	1,263
SGPRC	42%	42%	14%	2%	513
TCRC	43%	43%	12%	2%	609
VMRC	48%	41%	10%	1%	457
WRC	48%	36%	13%	3%	376
CA Average	46%	39%	13%	2%	13,605
Weighted NCI Average	38%	43%	16%	3%	17,904

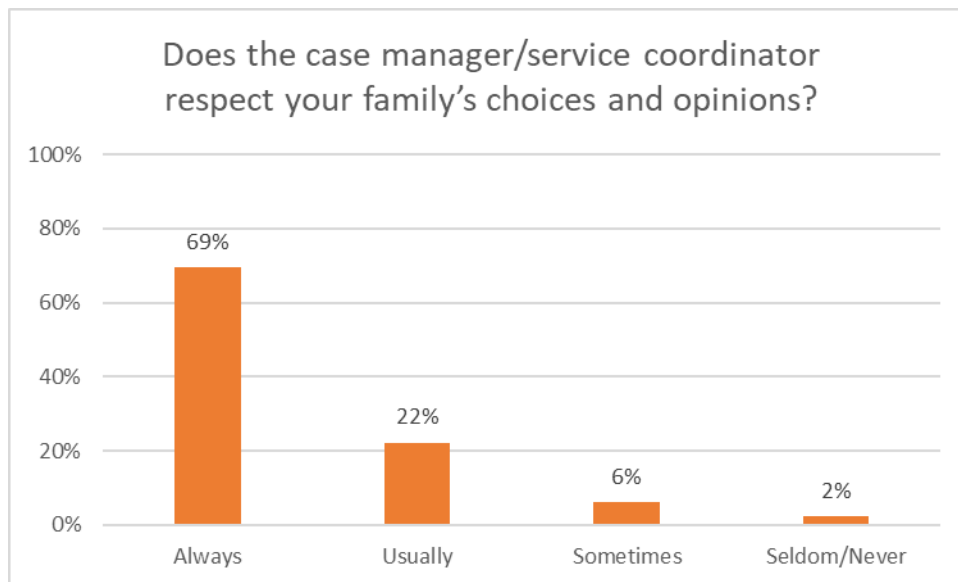


Table Q4. Does the case manager/service coordinator respect your family's choices and opinions?

Regional Center	Always	Usually	Sometimes	Seldom or Never	N
ACRC	73%	21%	5%	2%	1,131
CVRC	72%	20%	7%	1%	711
ELARC	71%	21%	7%	1%	568
FDLRC	62%	25%	10%	3%	348
FNRC	75%	16%	6%	3%	261
GGRC	65%	26%	7%	1%	501
HRC	67%	22%	7%	4%	553
IRC	71%	22%	5%	2%	1,476
KRC	60%	26%	8%	6%	288
NBRC	68%	26%	4%	2%	331
NLACRC	63%	26%	7%	4%	821
RCEB	63%	25%	8%	4%	872
RCOC	74%	20%	5%	1%	1,048
RCRC	74%	19%	5%	2%	125
SARC	65%	27%	6%	2%	683
SCLARC	69%	21%	5%	4%	698
SDRC	75%	19%	5%	1%	1,267
SGPRC	62%	29%	7%	3%	514
TCRC	70%	21%	6%	3%	605
VMRC	72%	21%	6%	1%	467
WRC	73%	18%	5%	3%	385
CA Average	69%	22%	6%	2%	13,705
Weighted NCI Average	73%	21%	5%	1%	18,025

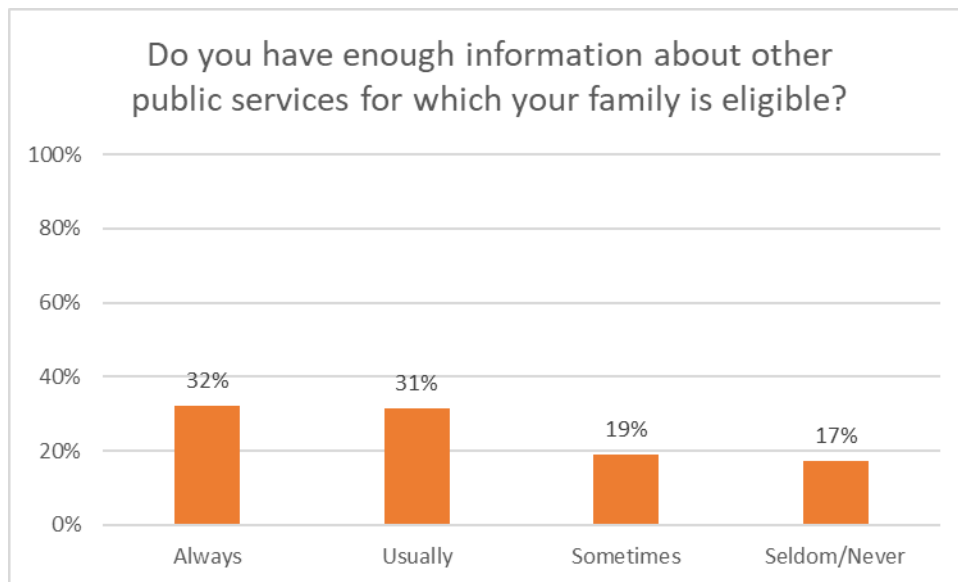


Table Q5. Do you have enough information about other public services for which your family is eligible (for example, food stamps, SSI, housing subsidies, etc.)?

Regional Center	Always	Usually	Sometimes	Seldom or Never	N
ACRC	35%	32%	17%	16%	999
CVRC	39%	28%	18%	14%	596
ELARC	42%	29%	18%	11%	513
FDLRC	28%	30%	23%	19%	315
FNRC	39%	34%	15%	13%	231
GGRC	28%	35%	24%	14%	456
HRC	32%	32%	17%	19%	510
IRC	32%	30%	16%	21%	1,245
KRC	28%	27%	18%	27%	252
NBRC	29%	30%	21%	20%	297
NLACRC	28%	32%	22%	18%	710
RCEB	22%	30%	22%	26%	777
RCOC	36%	34%	19%	11%	937
RCRC	38%	35%	15%	12%	116
SARC	27%	35%	22%	16%	612
SCLARC	36%	27%	18%	19%	603
SDRC	31%	32%	18%	19%	1,137
SGPRC	31%	31%	23%	14%	462
TCRC	32%	34%	18%	16%	530
VMRC	35%	31%	18%	15%	392
WRC	34%	32%	19%	16%	336
CA Average	32%	31%	19%	17%	12,070
Weighted NCI Average	33%	34%	18%	15%	15,950

Do you need help planning for your family member's future with respect to any of the following?

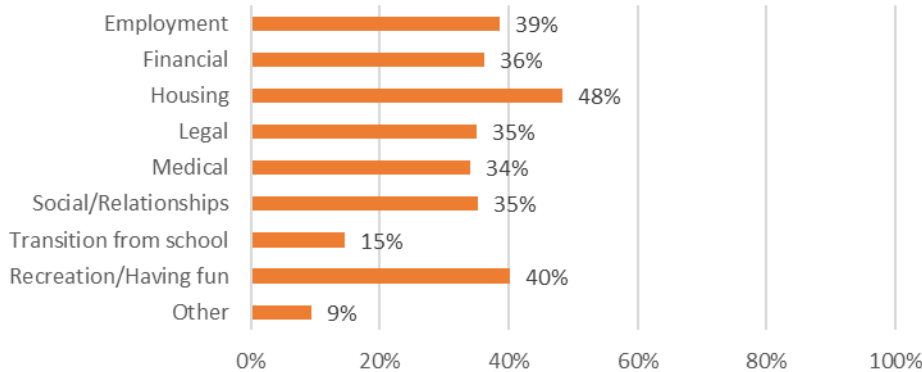


Table Q6. Do you need help planning for your family member's future with respect to any of the following?

Categories are not mutually exclusive, therefore N is not shown

Regional Center	Employment	Financial	Housing	Legal	Medical	Social or Relationships	Transition From School	Recreation or Having Fun	Other
ACRC	39%	37%	48%	36%	32%	38%	15%	41%	12%
CVRC	30%	31%	36%	33%	33%	26%	12%	30%	13%
ELARC	40%	33%	40%	32%	35%	33%	15%	38%	5%
FDLRC	46%	41%	59%	33%	36%	40%	15%	43%	8%
FNRC	32%	38%	46%	35%	34%	32%	8%	35%	21%
GGRC	36%	35%	61%	32%	41%	33%	12%	35%	11%
HRC	46%	41%	50%	36%	37%	41%	20%	43%	7%
IRC	35%	34%	38%	37%	26%	34%	13%	41%	9%
KRC	38%	30%	31%	31%	28%	28%	10%	37%	14%
NBRC	43%	40%	58%	35%	33%	40%	10%	44%	8%
NLACRC	44%	39%	48%	36%	36%	39%	16%	42%	8%
RCEB	40%	41%	59%	37%	38%	37%	16%	41%	9%
RCOC	41%	40%	56%	39%	38%	36%	17%	44%	9%
RCRC	40%	46%	51%	50%	44%	33%	15%	36%	17%
SARC	40%	38%	60%	35%	40%	34%	15%	40%	8%
SCLARC	29%	26%	33%	25%	28%	29%	14%	42%	6%
SDRC	40%	38%	52%	34%	33%	38%	15%	43%	10%
SGPRC	41%	35%	47%	40%	38%	35%	16%	43%	9%
TCRC	40%	33%	51%	34%	32%	35%	14%	35%	9%
VMRC	30%	29%	38%	35%	29%	28%	13%	31%	14%
WRC	41%	38%	48%	36%	35%	41%	15%	40%	7%
CA Average	39%	36%	48%	35%	34%	35%	15%	40%	9%
Weighted NCI Average	35%	35%	49%	36%	31%	32%	12%	39%	11%

Due to the COVID-19 pandemic and its impact to NCI data collection and sampling processes, we caution against using 2019-20 data to directly compare with past and future NCI data.

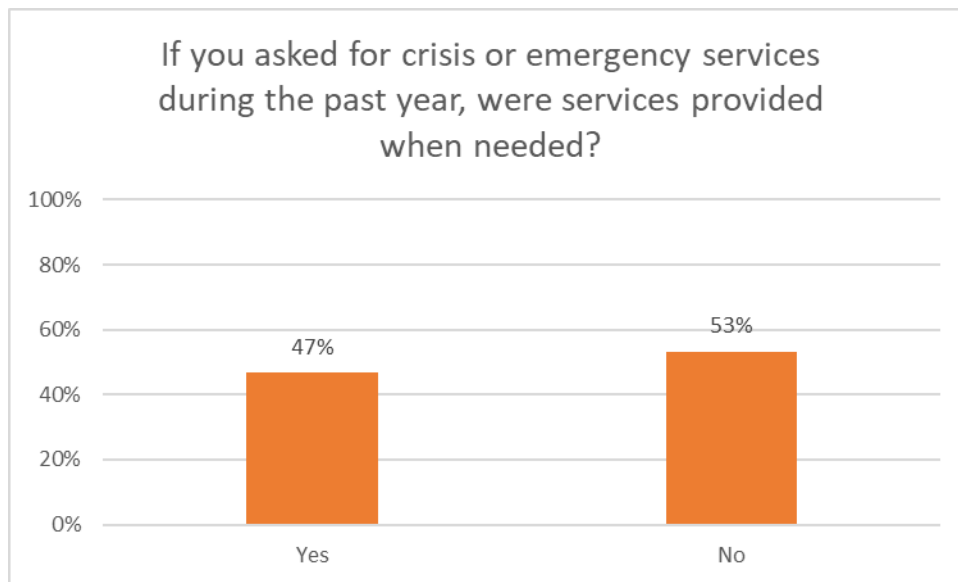


Table Q7. If you asked for crisis or emergency services during the past year, were services provided when needed?

Responses to this question might have been impacted by the COVID-19 pandemic.

Regional Center	Yes	No	N
ACRC	54%	46%	262
CVRC	49%	51%	192
ELARC	52%	48%	181
FDLRC	47%	53%	136
FNRC	48%	52%	64
GGRC	51%	49%	146
HRC	43%	57%	159
IRC	41%	59%	375
KRC	44%	56%	94
NBRC	39%	61%	95
NLACRC	42%	58%	243
RCEB	46%	54%	208
RCOC	52%	48%	263
RCRC	55%	45%	33
SARC	50%	50%	212
SCLARC	44%	56%	295
SDRC	42%	58%	316
SGPRC	46%	54%	156
TCRC	50%	50%	157
VMRC	42%	58%	111
WRC	55%	45%	108
CA Average	47%	53%	3,820
Weighted NCI Average	50%	50%	4,716

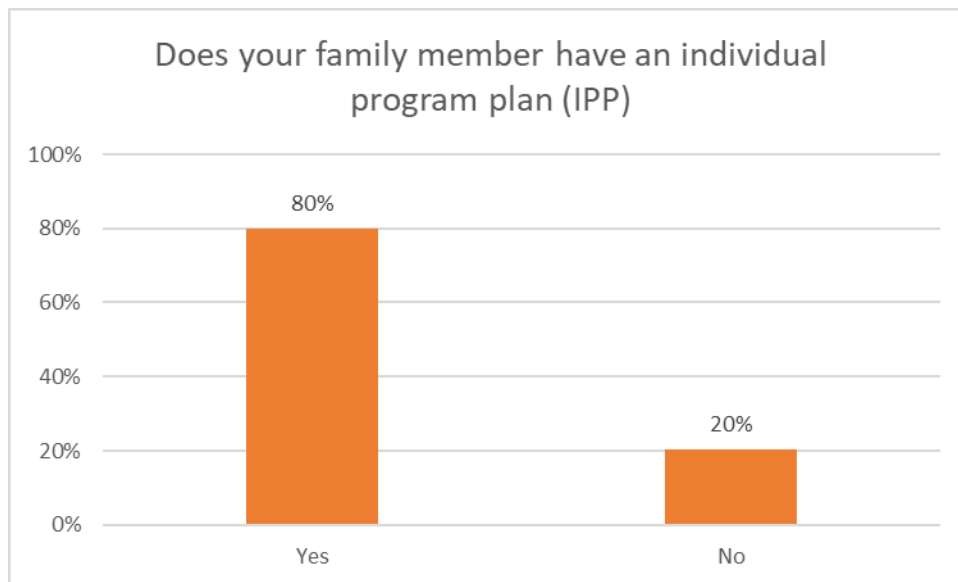


Table Q8. Does your family member have an individual program plan (IPP)?

Regional Center	Yes	No	N
ACRC	90%	10%	1,045
CVRC	79%	21%	578
ELARC	82%	18%	485
FDLRC	73%	27%	297
FNRC	92%	8%	237
GGRC	73%	27%	445
HRC	71%	29%	449
IRC	74%	26%	1,186
KRC	76%	24%	247
NBRC	85%	15%	312
NLACRC	82%	18%	732
RCEB	81%	19%	758
RCOC	77%	23%	849
RCRC	89%	11%	118
SARC	79%	21%	580
SCLARC	67%	33%	514
SDRC	83%	17%	1,114
SGPRC	81%	19%	442
TCRC	84%	16%	538
VMRC	85%	15%	404
WRC	73%	27%	328
CA Average	80%	20%	11,702
Weighted NCI Average	85%	15%	15,610

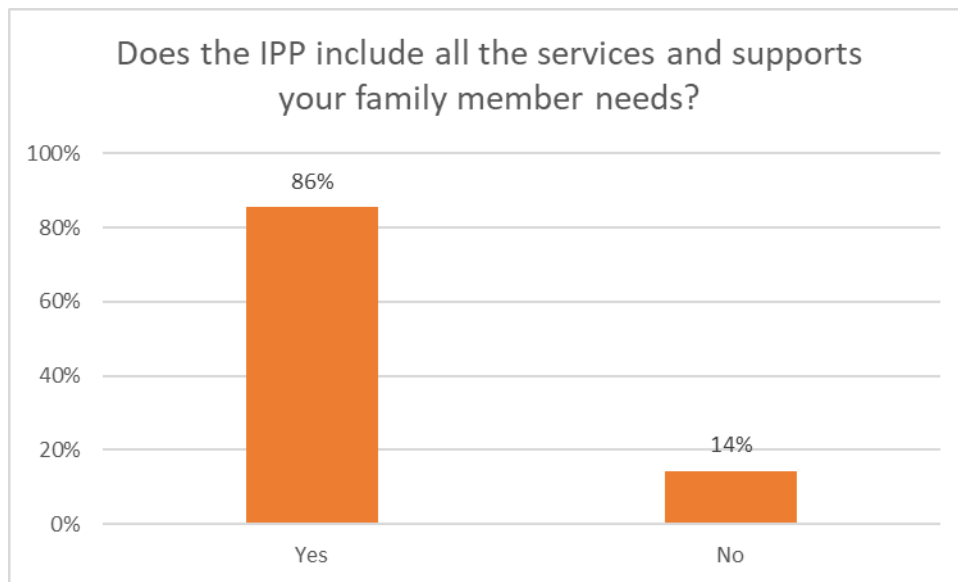


Table Q9. Does the IPP include all the services and supports your family member needs?

Regional Center	Yes	No	N
ACRC	85%	15%	797
CVRC	89%	11%	388
ELARC	92%	8%	357
FDLRC	85%	15%	184
FNRC	83%	17%	195
GGRC	84%	16%	274
HRC	84%	16%	264
IRC	87%	13%	731
KRC	74%	26%	143
NBRC	86%	14%	213
NLACRC	83%	17%	499
RCEB	79%	21%	515
RCOC	88%	12%	554
RCRC	85%	15%	88
SARC	82%	18%	391
SCLARC	87%	13%	289
SDRC	88%	12%	755
SGPRC	83%	17%	294
TCRC	86%	14%	383
VMRC	92%	8%	283
WRC	87%	13%	194
CA Average	86%	14%	7,822
Weighted NCI Average	88%	12%	10,725

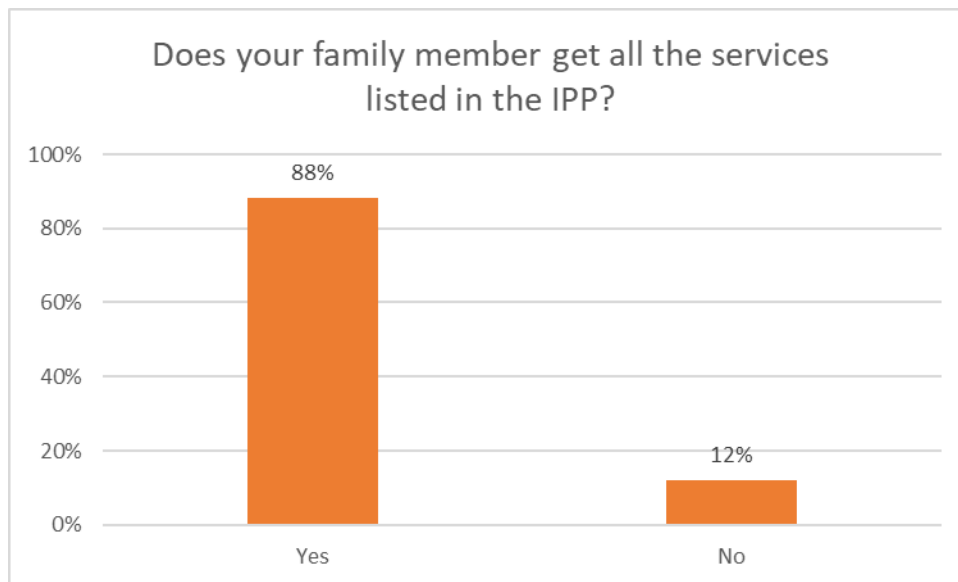


Table Q10. Does your family member get all the services listed in the IPP?

Regional Center	Yes	No	N
ACRC	88%	12%	822
CVRC	92%	8%	381
ELARC	91%	9%	355
FDLRC	86%	14%	182
FNRC	88%	12%	188
GGRC	86%	14%	264
HRC	88%	12%	252
IRC	90%	10%	740
KRC	86%	14%	149
NBRC	89%	11%	211
NLACRC	86%	14%	511
RCEB	83%	17%	520
RCOC	91%	9%	556
RCRC	85%	15%	88
SARC	84%	16%	391
SCLARC	88%	12%	273
SDRC	90%	10%	774
SGPRC	81%	19%	282
TCRC	88%	12%	386
VMRC	93%	7%	293
WRC	89%	11%	196
CA Average	88%	12%	7,846
Weighted NCI Average	88%	12%	10,722

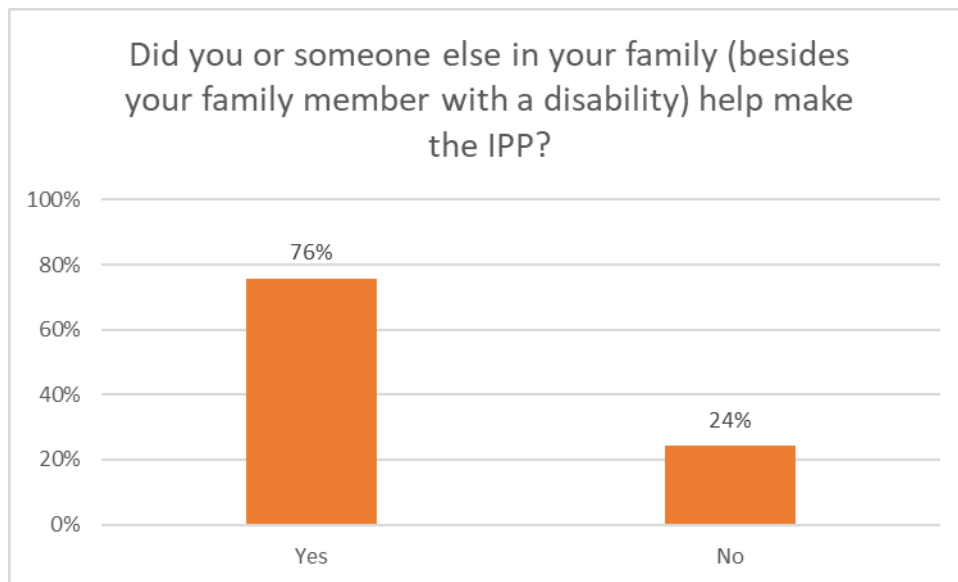


Table Q11. Did you or someone else in your family (besides your family member with a disability) help make the IPP?

Regional Center	Yes	No	N
ACRC	80%	20%	892
CVRC	73%	27%	426
ELARC	72%	28%	364
FDLRC	69%	31%	194
FNRC	77%	23%	209
GGRC	76%	24%	305
HRC	74%	26%	286
IRC	74%	26%	819
KRC	71%	29%	173
NBRC	78%	22%	246
NLACRC	74%	26%	556
RCEB	81%	19%	579
RCOC	78%	22%	600
RCRC	73%	27%	98
SARC	75%	25%	409
SCLARC	61%	39%	297
SDRC	81%	19%	860
SGPRC	70%	30%	331
TCRC	79%	21%	422
VMRC	74%	26%	312
WRC	74%	26%	210
CA Average	76%	24%	8,624
Weighted NCI Average	81%	19%	11,715

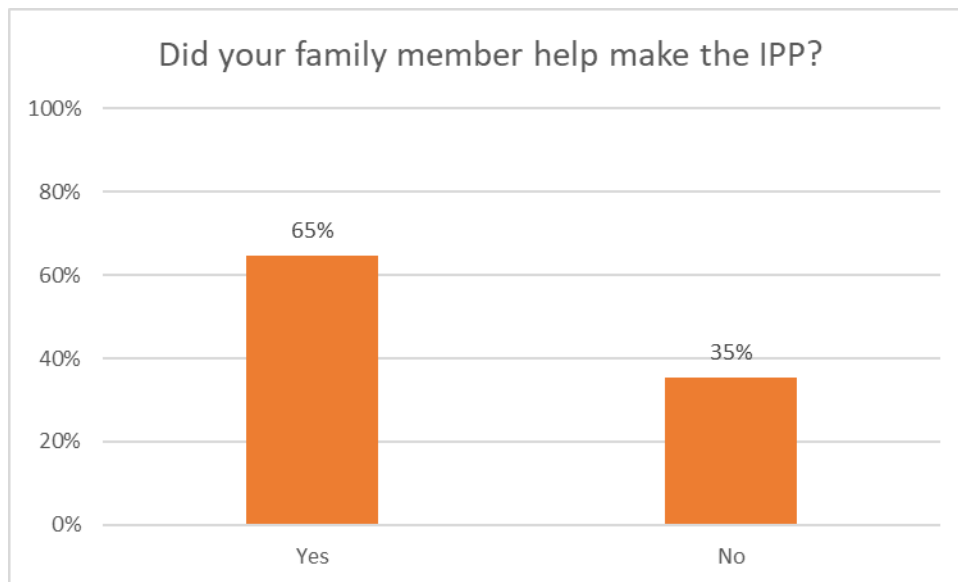


Table Q12. Did your family member help make the IPP?

Regional Center	Yes	No	N
ACRC	70%	30%	894
CVRC	67%	33%	423
ELARC	66%	34%	365
FDLRC	52%	48%	206
FNRC	71%	29%	202
GGRC	68%	32%	302
HRC	67%	33%	286
IRC	60%	40%	811
KRC	54%	46%	178
NBRC	67%	33%	245
NLACRC	59%	41%	572
RCEB	72%	28%	561
RCOC	64%	36%	603
RCRC	75%	25%	99
SARC	62%	38%	419
SCLARC	55%	45%	305
SDRC	66%	34%	863
SGPRC	62%	38%	339
TCRC	67%	33%	420
VMRC	65%	35%	322
WRC	60%	40%	220
CA Average	65%	35%	8,672
Weighted NCI Average	65%	35%	11,749

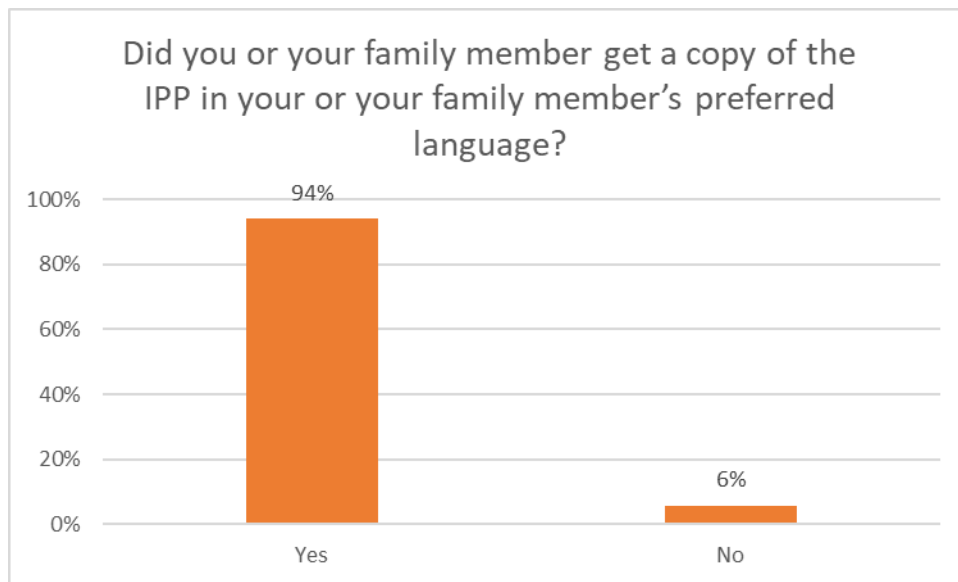


Table Q13. Did you or your family member get a copy of the IPP in your or your family member's preferred language?

CA specific question

Regional Center	Yes	No	N
ACRC	95%	5%	894
CVRC	98%	2%	429
ELARC	95%	5%	376
FDLRC	88%	12%	206
FNRC	97%	3%	207
GGRC	92%	8%	306
HRC	94%	6%	288
IRC	95%	5%	821
KRC	92%	8%	180
NBRC	94%	6%	239
NLACRC	95%	5%	582
RCEB	93%	7%	568
RCOC	95%	5%	608
RCRC	93%	7%	101
SARC	92%	8%	420
SCLARC	90%	10%	314
SDRC	97%	3%	875
SGPRC	92%	8%	330
TCRC	94%	6%	427
VMRC	96%	4%	321
WRC	82%	18%	213
CA Average	94%	6%	8,741
Weighted NCI Average	n/a	n/a	n/a

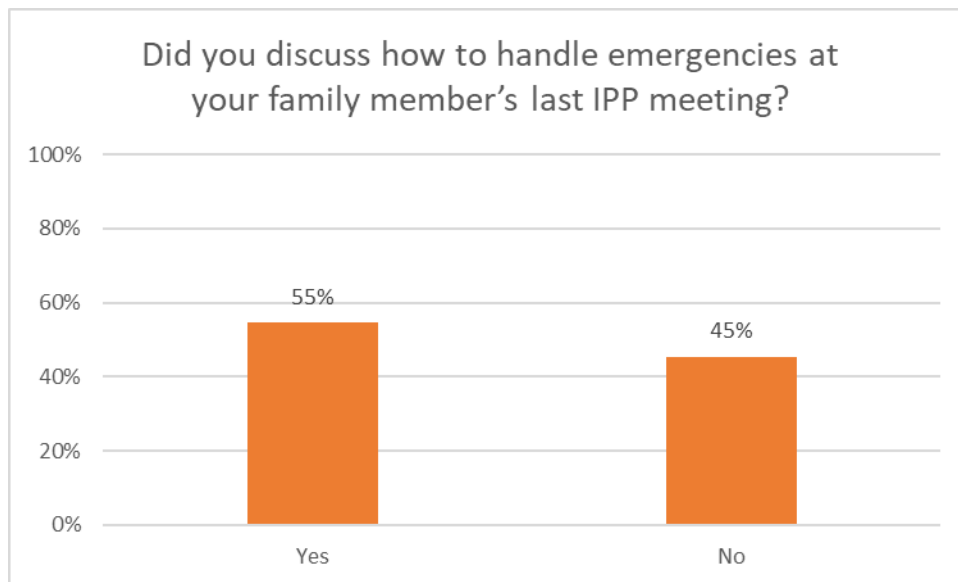


Table Q14. Did you discuss how to handle emergencies (such as a medical emergency or natural disaster) at your family member's last IPP meeting?

Responses to this question might have been impacted by the COVID-19 pandemic.

Regional Center	Yes	No	N
ACRC	58%	42%	769
CVRC	49%	51%	376
ELARC	62%	38%	339
FDLRC	49%	51%	177
FNRC	70%	30%	183
GGRC	43%	57%	270
HRC	45%	55%	263
IRC	78%	22%	766
KRC	43%	57%	155
NBRC	41%	59%	212
NLACRC	46%	54%	503
RCEB	39%	61%	510
RCOC	72%	28%	567
RCRC	62%	38%	87
SARC	40%	60%	378
SCLARC	58%	42%	278
SDRC	50%	50%	767
SGPRC	59%	41%	295
TCRC	46%	54%	371
VMRC	53%	47%	271
WRC	54%	46%	195
CA Average	55%	45%	7,767
Weighted NCI Average	64%	36%	10,683

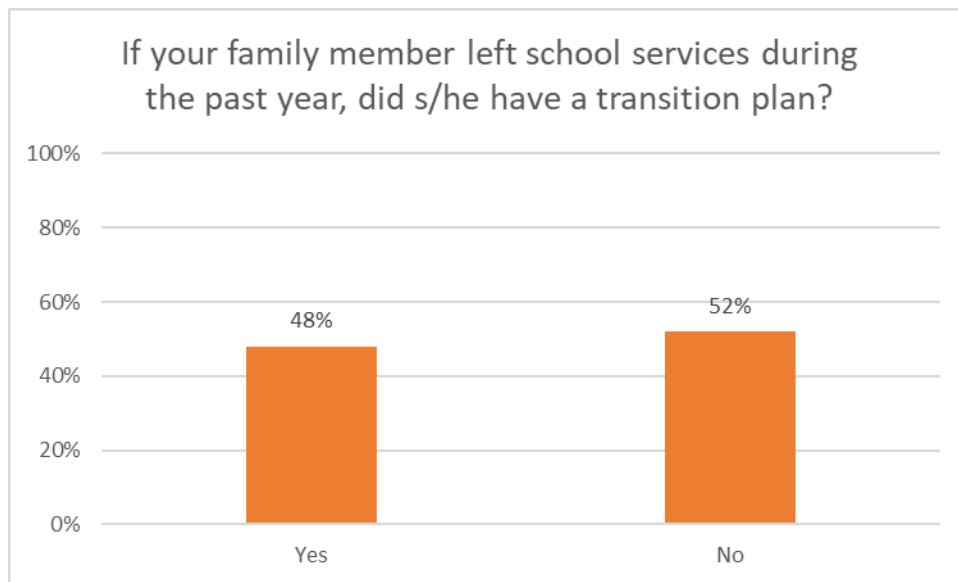


Table Q15. If your family member left school services during the past year, did s/he have a transition plan?

Responses to this question might have been impacted by the COVID-19 pandemic.

Regional Center	Yes	No	N
ACRC	48%	52%	127
CVRC	50%	50%	82
ELARC	48%	52%	77
FDLRC	35%	65%	49
FNRC	48%	52%	27
GGRC	48%	52%	52
HRC	52%	48%	81
IRC	44%	56%	163
KRC	17%	83%	35
NBRC	68%	32%	34
NLACRC	39%	61%	90
RCEB	43%	57%	84
RCOC	66%	34%	128
RCRC	n/a	n/a	n/a
SARC	45%	55%	88
SCLARC	38%	62%	102
SDRC	55%	45%	163
SGPRC	54%	46%	65
TCRC	42%	58%	65
VMRC	53%	47%	51
WRC	54%	46%	41
CA Average	48%	52%	1,619
Weighted NCI Average	52%	48%	1,999

If your family member left school services during the past year and had a transition plan, did the the plan include getting or continuing work in a community job?

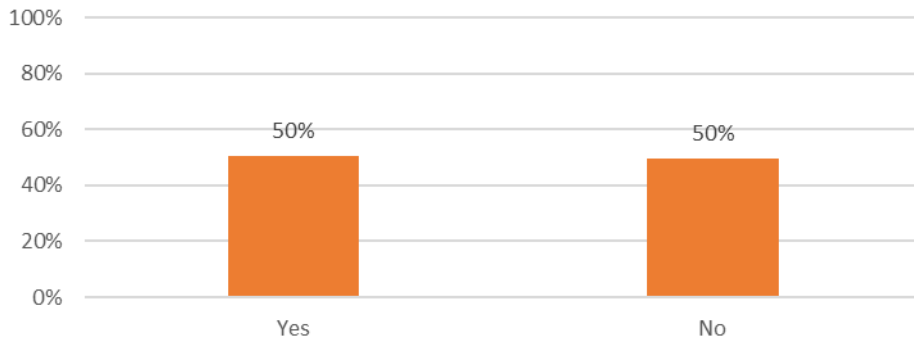


Table Q16. If family member had a transition plan, did the transition plan include getting or continuing work in a community job?

Regional Center	Yes	No	N
ACRC	39%	61%	57
CVRC	39%	61%	36
ELARC	58%	42%	31
FDLRC	n/a	n/a	n/a
FNRC	n/a	n/a	n/a
GGRC	n/a	n/a	n/a
HRC	45%	55%	33
IRC	59%	41%	63
KRC	n/a	n/a	n/a
NBRC	70%	30%	23
NLACRC	61%	39%	31
RCEB	36%	64%	28
RCOC	59%	41%	73
RCRC	n/a	n/a	n/a
SARC	49%	51%	35
SCLARC	44%	56%	34
SDRC	51%	49%	78
SGPRC	52%	48%	31
TCRC	44%	56%	25
VMRC	39%	61%	23
WRC	50%	50%	20
CA Average	50%	50%	679
Weighted NCI Average	47%	53%	851

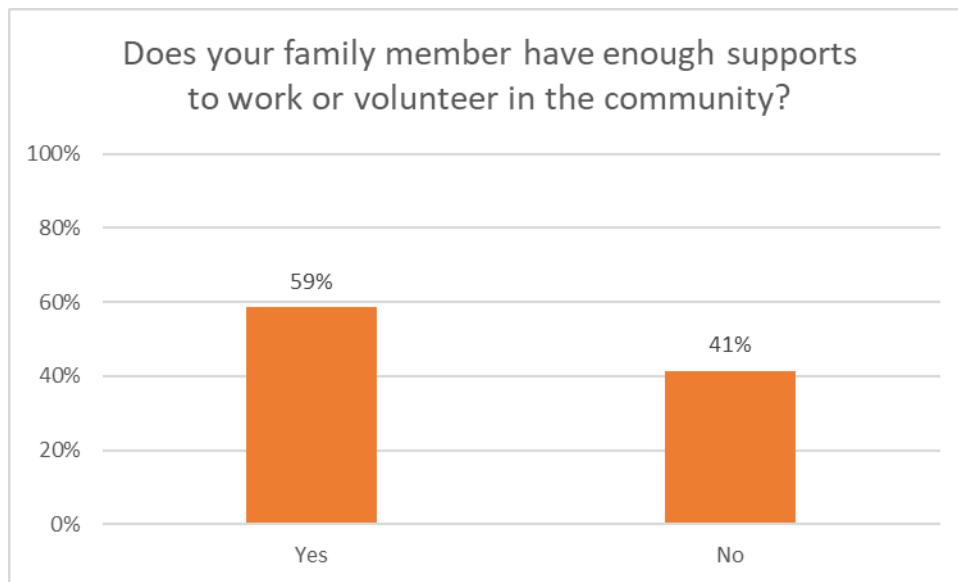


Table Q17. Does your family member have enough supports (for example, support workers, community resources) to work or volunteer in the community?

Responses to this question might have been impacted by the COVID-19 pandemic.

Regional Center	Yes	No	N
ACRC	62%	38%	762
CVRC	61%	39%	437
ELARC	58%	42%	389
FDLRC	47%	53%	255
FNRC	60%	40%	174
GGRC	63%	37%	339
HRC	57%	43%	371
IRC	59%	41%	968
KRC	47%	53%	193
NBRC	66%	34%	244
NLACRC	58%	42%	576
RCEB	51%	49%	576
RCOC	63%	37%	700
RCRC	72%	28%	100
SARC	54%	46%	465
SCLARC	50%	50%	430
SDRC	64%	36%	925
SGPRC	55%	45%	322
TCRC	61%	39%	415
VMRC	61%	39%	288
WRC	57%	43%	253
CA Average	59%	41%	9,221
Weighted NCI Average	63%	37%	12,371

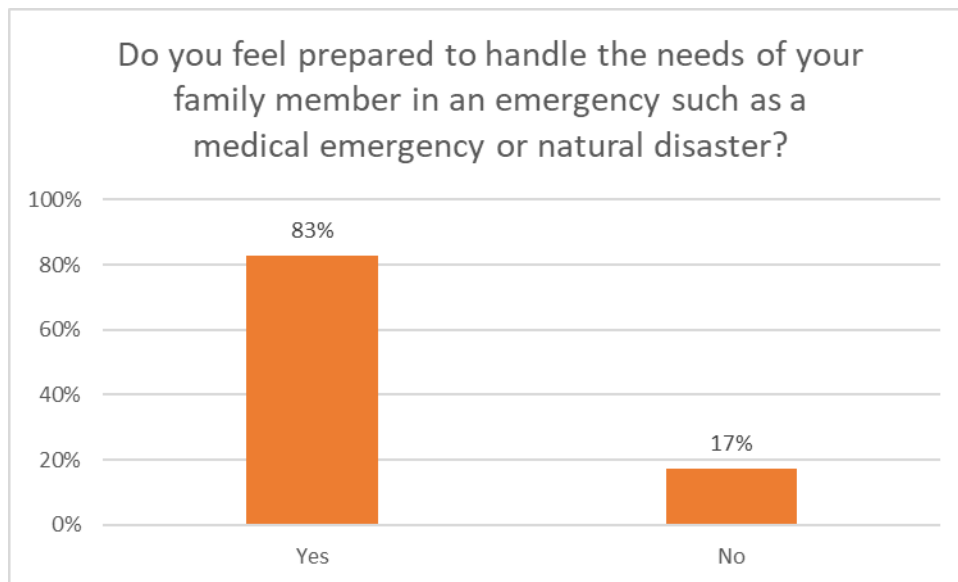


Table Q18. Do you feel prepared to handle the needs of your family member in an emergency such as a medical emergency or natural disaster?

Responses to this question might have been impacted by the COVID-19 pandemic.

Regional Center	Yes	No	N
ACRC	87%	13%	1,046
CVRC	85%	15%	644
ELARC	81%	19%	499
FDLRC	71%	29%	311
FNRC	88%	12%	246
GGRC	78%	22%	423
HRC	79%	21%	494
IRC	89%	11%	1,343
KRC	79%	21%	279
NBRC	84%	16%	320
NLACRC	80%	20%	759
RCEB	77%	23%	780
RCOC	84%	16%	935
RCRC	91%	9%	122
SARC	76%	24%	597
SCLARC	79%	21%	614
SDRC	84%	16%	1,139
SGPRC	79%	21%	443
TCRC	84%	16%	542
VMRC	88%	12%	411
WRC	84%	16%	334
CA Average	83%	17%	12,330
Weighted NCI Average	86%	14%	16,407

Access and Delivery of Services and Supports

Families and family members with disabilities get the services and supports they need.

Note: Significance is based on “Always” or “Yes” response.

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

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

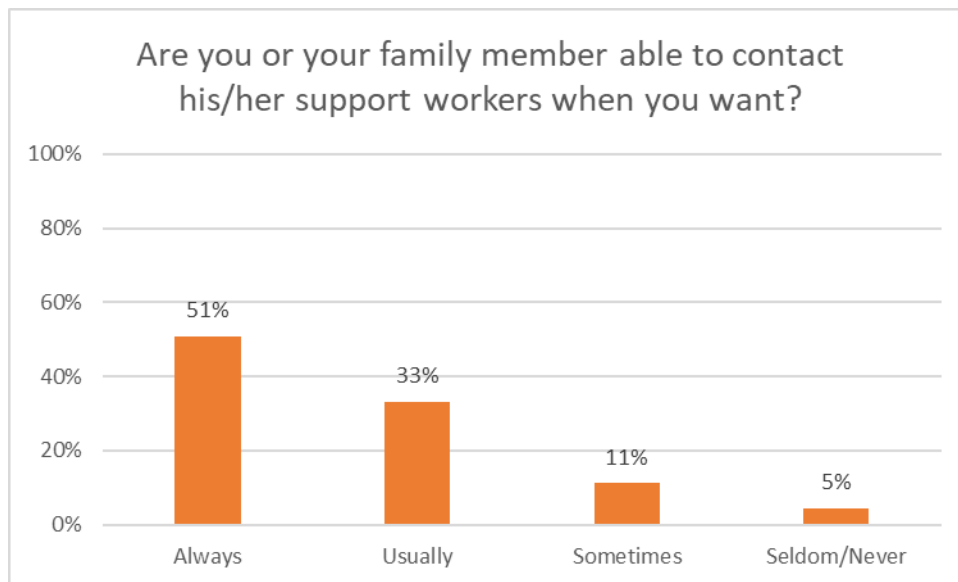


Table Q19. Are you or your family member able to contact his/her support workers when you want?

Regional Center	Always	Usually	Sometimes	Seldom or Never	N
ACRC	57%	32%	8%	2%	1,001
CVRC	58%	28%	11%	3%	628
ELARC	57%	28%	12%	3%	524
FDLRC	47%	34%	13%	6%	319
FNRC	50%	33%	10%	6%	222
GGRC	50%	32%	13%	5%	444
HRC	46%	36%	12%	5%	475
IRC	54%	33%	9%	4%	1,321
KRC	39%	32%	22%	7%	252
NBRC	44%	37%	14%	5%	311
NLACRC	47%	33%	15%	6%	722
RCEB	44%	34%	16%	6%	732
RCOC	52%	36%	9%	3%	913
RCRC	55%	33%	7%	5%	126
SARC	46%	36%	12%	6%	622
SCLARC	50%	31%	12%	7%	651
SDRC	53%	33%	10%	4%	1,161
SGPRC	47%	36%	13%	4%	445
TCRC	49%	36%	11%	5%	565
VMRC	52%	34%	10%	4%	403
WRC	56%	32%	8%	4%	341
CA Average	51%	33%	11%	5%	12,223
Weighted NCI Average	56%	33%	8%	3%	16,274

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

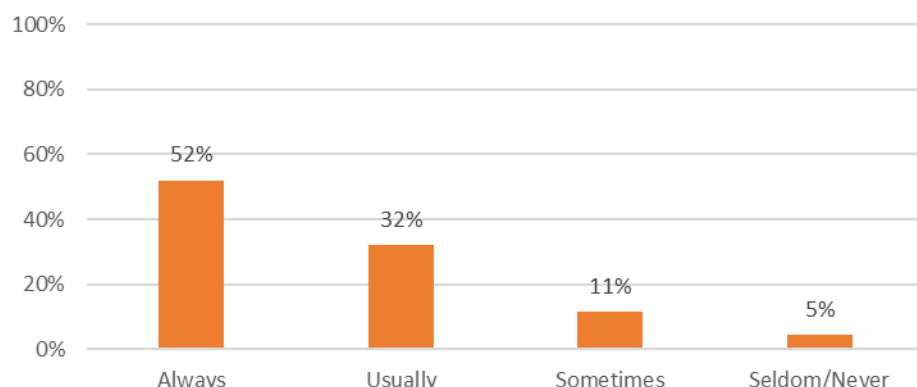


Table Q20. Are you or your family member able to contact his/her case manager/service coordinator when you want?

Regional Center	Always	Usually	Sometimes	Seldom or Never	N
ACRC	60%	29%	8%	3%	1,120
CVRC	58%	28%	11%	3%	674
ELARC	56%	30%	11%	3%	552
FDLRC	47%	31%	17%	5%	355
FNRC	51%	32%	12%	5%	257
GGRC	55%	29%	13%	4%	493
HRC	53%	30%	11%	6%	550
IRC	52%	32%	12%	4%	1,434
KRC	39%	33%	19%	9%	277
NBRC	42%	38%	14%	6%	344
NLACRC	46%	33%	14%	7%	802
RCEB	43%	36%	14%	7%	867
RCOC	57%	33%	7%	3%	1,026
RCRC	60%	27%	8%	5%	130
SARC	46%	36%	13%	5%	672
SCLARC	48%	32%	12%	7%	669
SDRC	57%	31%	9%	3%	1,254
SGPRC	45%	36%	15%	4%	488
TCRC	53%	32%	12%	4%	597
VMRC	53%	33%	10%	3%	458
WRC	55%	32%	8%	5%	369
CA Average	52%	32%	11%	5%	13,436
Weighted NCI Average	58%	31%	9%	3%	17,765

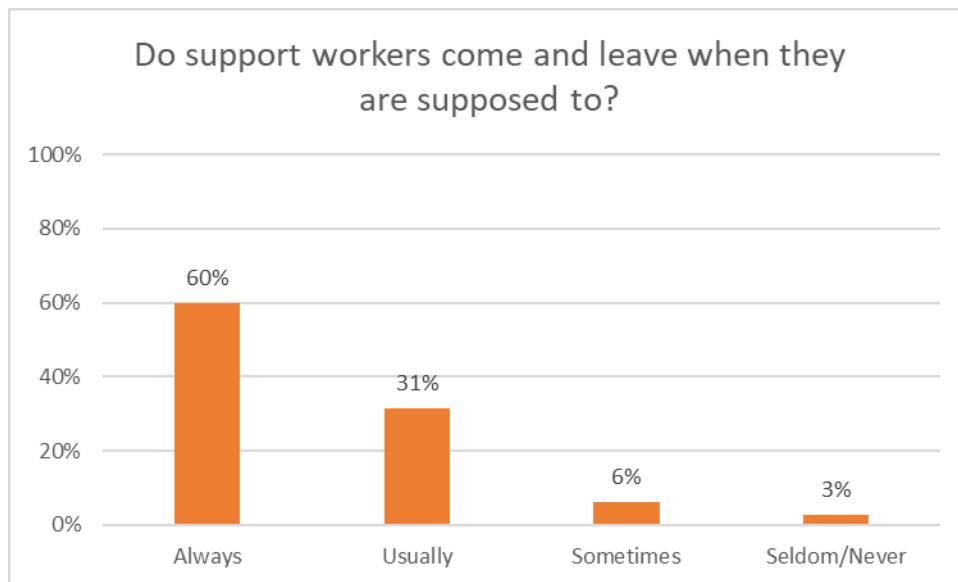


Table Q21. Do support workers come and leave when they are supposed to?

Responses to this question might have been impacted by the COVID-19 pandemic.

Regional Center	Always	Usually	Sometimes	Seldom or Never	N
ACRC	63%	31%	4%	1%	857
CVRC	64%	26%	7%	2%	560
ELARC	61%	30%	6%	3%	491
FDLRC	58%	30%	6%	6%	292
FNRC	62%	30%	5%	2%	203
GGRC	54%	36%	7%	3%	376
HRC	60%	32%	6%	2%	413
IRC	65%	28%	5%	2%	1,244
KRC	50%	34%	11%	5%	217
NBRC	51%	37%	10%	2%	261
NLACRC	59%	31%	6%	3%	647
RCEB	51%	35%	9%	4%	621
RCOC	63%	31%	4%	2%	835
RCRC	59%	32%	6%	3%	111
SARC	52%	35%	9%	4%	562
SCLARC	61%	29%	7%	3%	617
SDRC	64%	30%	4%	2%	1,068
SGPRC	53%	40%	5%	1%	420
TCRC	54%	35%	7%	4%	470
VMRC	61%	32%	6%	2%	338
WRC	62%	27%	6%	5%	300
CA Average	60%	31%	6%	3%	10,942
Weighted NCI Average	61%	32%	5%	2%	14,481

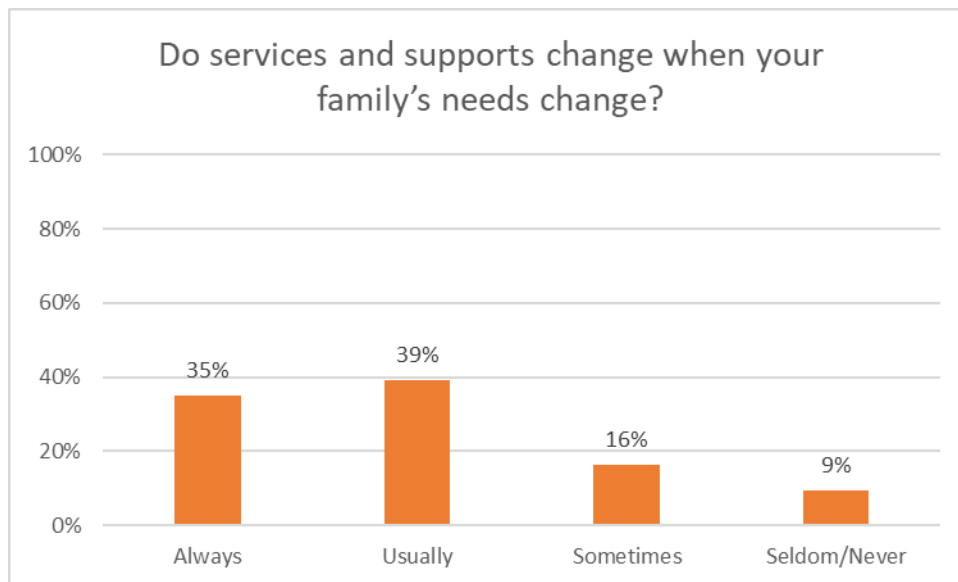


Table Q22. Do services and supports change when your family's needs change?

Responses to this question might have been impacted by the COVID-19 pandemic.

Regional Center	Always	Usually	Sometimes	Seldom or Never	N
ACRC	39%	38%	14%	9%	809
CVRC	39%	38%	16%	7%	487
ELARC	43%	35%	15%	8%	428
FDLRC	34%	36%	22%	9%	253
FNRC	35%	38%	16%	11%	180
GGRC	30%	44%	18%	8%	319
HRC	31%	40%	18%	11%	347
IRC	35%	41%	15%	8%	989
KRC	28%	35%	20%	17%	180
NBRC	32%	42%	19%	7%	244
NLACRC	32%	38%	17%	14%	564
RCEB	27%	42%	20%	12%	526
RCOC	37%	43%	12%	8%	697
RCRC	43%	38%	10%	9%	105
SARC	31%	40%	18%	11%	474
SCLARC	31%	35%	20%	15%	468
SDRC	39%	40%	14%	7%	892
SGPRC	33%	39%	17%	11%	346
TCRC	34%	41%	18%	7%	438
VMRC	39%	37%	16%	8%	315
WRC	39%	33%	20%	8%	256
CA Average	35%	39%	16%	9%	9,359
Weighted NCI Average	38%	39%	15%	8%	12,436

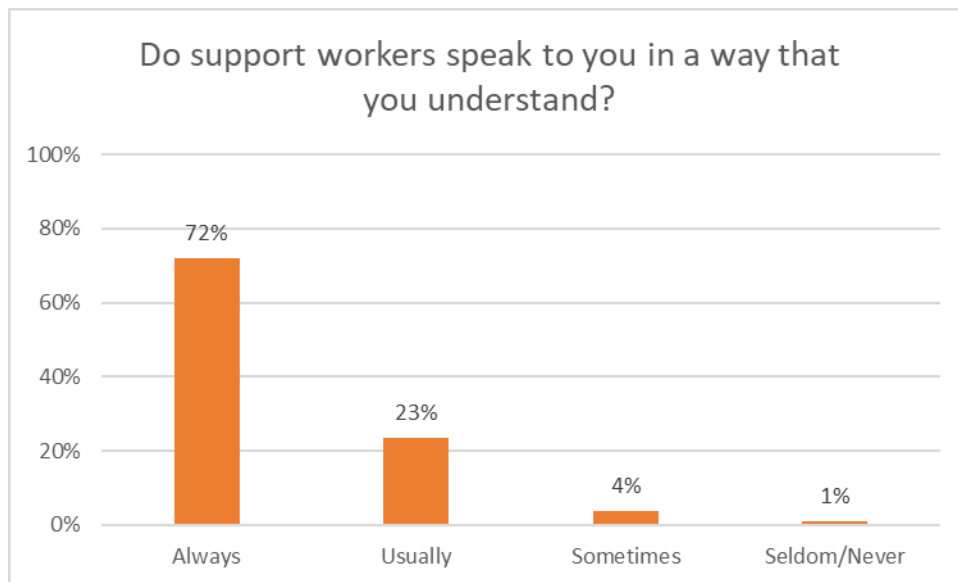


Table Q23. Do support workers speak to you in a way you understand?

Regional Center	Always	Usually	Sometimes	Seldom or Never	N
ACRC	78%	20%	2%	0%	952
CVRC	74%	20%	5%	1%	625
ELARC	73%	21%	5%	1%	528
FDLRC	67%	28%	3%	3%	318
FNRC	75%	21%	3%	1%	214
GGRC	66%	28%	5%	1%	432
HRC	71%	23%	5%	1%	476
IRC	75%	21%	3%	0%	1,332
KRC	57%	33%	9%	1%	258
NBRC	71%	26%	3%	0%	302
NLACRC	71%	23%	4%	1%	736
RCEB	66%	28%	4%	2%	726
RCOC	74%	23%	3%	1%	897
RCRC	73%	25%	2%	0%	118
SARC	69%	25%	4%	2%	634
SCLARC	71%	24%	4%	1%	661
SDRC	75%	22%	3%	1%	1,147
SGPRC	68%	28%	4%	1%	455
TCRC	73%	22%	4%	1%	544
VMRC	70%	26%	4%	0%	395
WRC	74%	21%	2%	2%	329
CA Average	72%	23%	4%	1%	12,127
Weighted NCI Average	75%	21%	3%	1%	15,960

Due to the COVID-19 pandemic and its impact to NCI data collection and sampling processes, we caution against using 2019-20 data to directly compare with past and future NCI data.

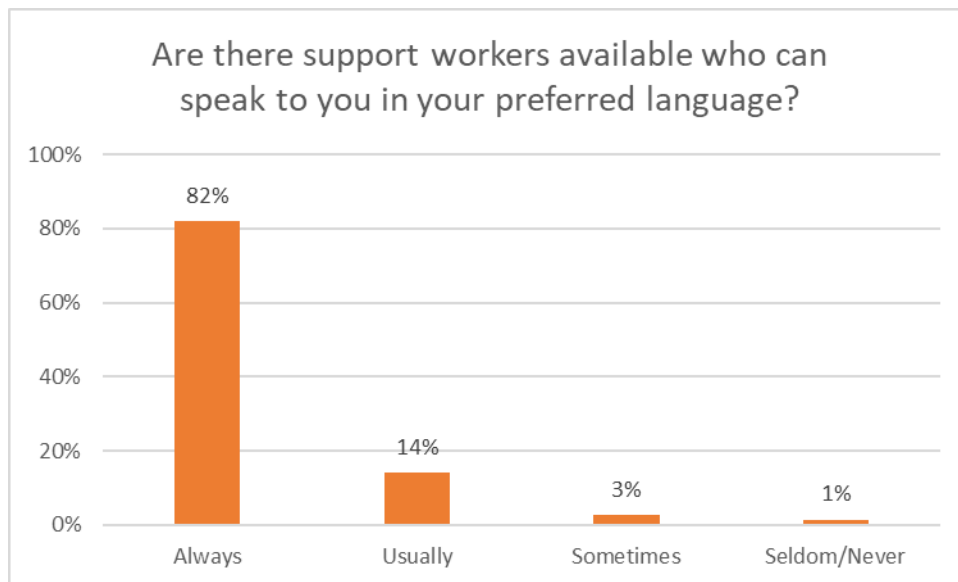


Table Q24. Are there support workers available who can speak to you in your preferred language?

CA specific question

Regional Center	Always	Usually	Sometimes	Seldom or Never	N
ACRC	89%	9%	2%	1%	898
CVRC	84%	13%	3%	0%	615
ELARC	79%	16%	4%	1%	511
FDLRC	75%	17%	4%	3%	313
FNRC	93%	5%	0%	1%	211
GGRC	73%	19%	5%	3%	410
HRC	81%	14%	3%	2%	450
IRC	84%	13%	2%	1%	1,293
KRC	83%	15%	2%	0%	248
NBRC	85%	12%	2%	1%	291
NLACRC	83%	13%	2%	2%	719
RCEB	76%	18%	3%	3%	691
RCOC	80%	16%	3%	1%	869
RCRC	95%	5%	0%	1%	110
SARC	78%	15%	4%	3%	624
SCLARC	79%	18%	3%	0%	653
SDRC	85%	12%	2%	1%	1,107
SGPRC	77%	19%	2%	1%	443
TCRC	84%	13%	2%	1%	528
VMRC	81%	13%	4%	2%	370
WRC	84%	12%	1%	2%	318
CA Average	82%	14%	3%	1%	11,718
Weighted NCI Average	n/a	n/a	n/a	n/a	n/a

Due to the COVID-19 pandemic and its impact to NCI data collection and sampling processes, we caution against using 2019-20 data to directly compare with past and future NCI data.

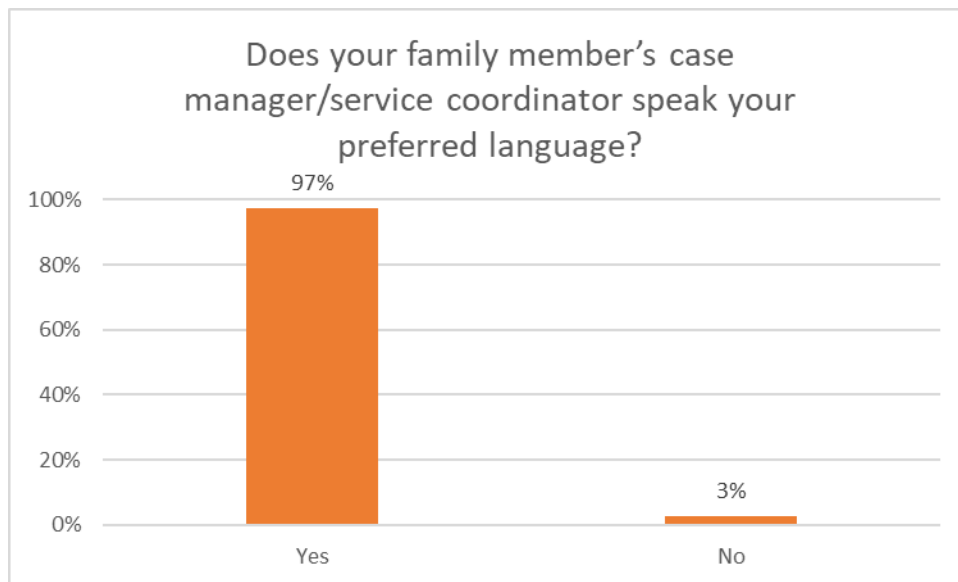


Table Q25. Does your family member's case manager/service coordinator speak your preferred language?

CA specific question

Regional Center	Yes	No	N
ACRC	97%	3%	1,136
CVRC	99%	1%	709
ELARC	97%	3%	565
FDLRC	97%	3%	363
FNRC	99%	1%	263
GGRC	96%	4%	509
HRC	96%	4%	567
IRC	98%	2%	1,463
KRC	99%	1%	301
NBRC	98%	2%	337
NLACRC	98%	2%	824
RCEB	98%	2%	890
RCOC	98%	2%	1,037
RCRC	96%	4%	135
SARC	94%	6%	697
SCLARC	99%	1%	707
SDRC	97%	3%	1,286
SGPRC	97%	3%	510
TCRC	99%	1%	603
VMRC	95%	5%	471
WRC	97%	3%	375
CA Average	97%	3%	13,803
Weighted NCI Average	n/a	n/a	n/a

If your family member's case manager/service coordinator does not speak in your preferred language, is a translator provided when you speak with the case manager/service coordinator?

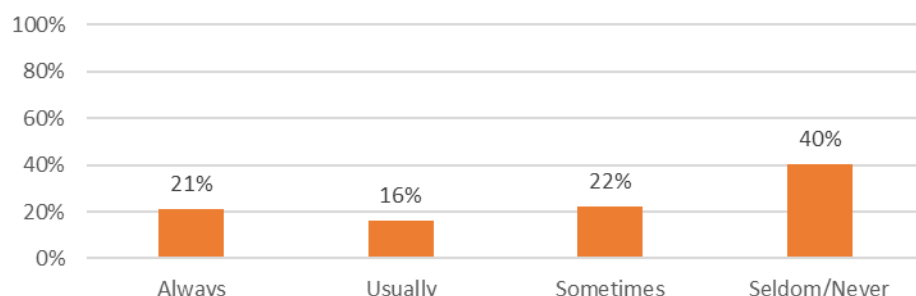


Table Q26. If your family member's case manager/service coordinator does not speak in your preferred language, is a translator provided when you speak with the case manager/service coordinator?

CA specific question

Regional Center	Always	Usually	Sometimes	Seldom or Never	N
ACRC	35%	27%	23%	15%	26
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	23%	14%	27%	36%	22
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	13%	19%	19%	48%	31
SCLARC	n/a	n/a	n/a	n/a	n/a
SDRC	27%	0%	27%	45%	22
SGPRC	n/a	n/a	n/a	n/a	n/a
TCRC	n/a	n/a	n/a	n/a	n/a
VMRC	36%	18%	36%	9%	22
WRC	n/a	n/a	n/a	n/a	n/a
CA Average	21%	16%	22%	40%	278
Weighted NCI Average	n/a	n/a	n/a	n/a	n/a

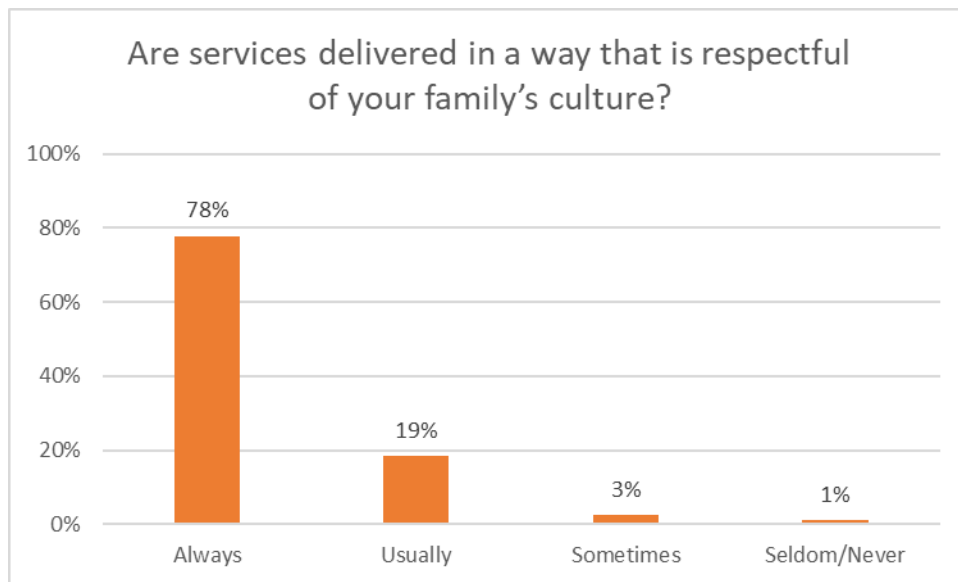


Table Q27. Are services delivered in a way that is respectful of your family's culture?

Regional Center	Always	Usually	Sometimes	Seldom or Never	N
ACRC	84%	13%	2%	1%	1,100
CVRC	84%	13%	1%	1%	690
ELARC	77%	18%	4%	1%	544
FDLRC	66%	27%	5%	2%	352
FNRC	83%	14%	2%	1%	251
GGRC	71%	26%	2%	1%	471
HRC	76%	18%	3%	2%	533
IRC	80%	17%	2%	1%	1,389
KRC	70%	23%	5%	2%	270
NBRC	76%	21%	2%	2%	333
NLACRC	76%	19%	4%	2%	790
RCEB	73%	23%	3%	1%	815
RCOC	78%	19%	3%	0%	996
RCRC	81%	13%	1%	5%	128
SARC	74%	22%	2%	2%	667
SCLARC	74%	22%	2%	1%	683
SDRC	83%	15%	2%	1%	1,236
SGPRC	73%	23%	3%	1%	489
TCRC	80%	17%	2%	1%	583
VMRC	81%	18%	0%	1%	438
WRC	78%	18%	3%	1%	364
CA Average	78%	19%	3%	1%	13,171
Weighted NCI Average	80%	17%	2%	1%	17,286

Due to the COVID-19 pandemic and its impact to NCI data collection and sampling processes, we caution against using 2019-20 data to directly compare with past and future NCI data.

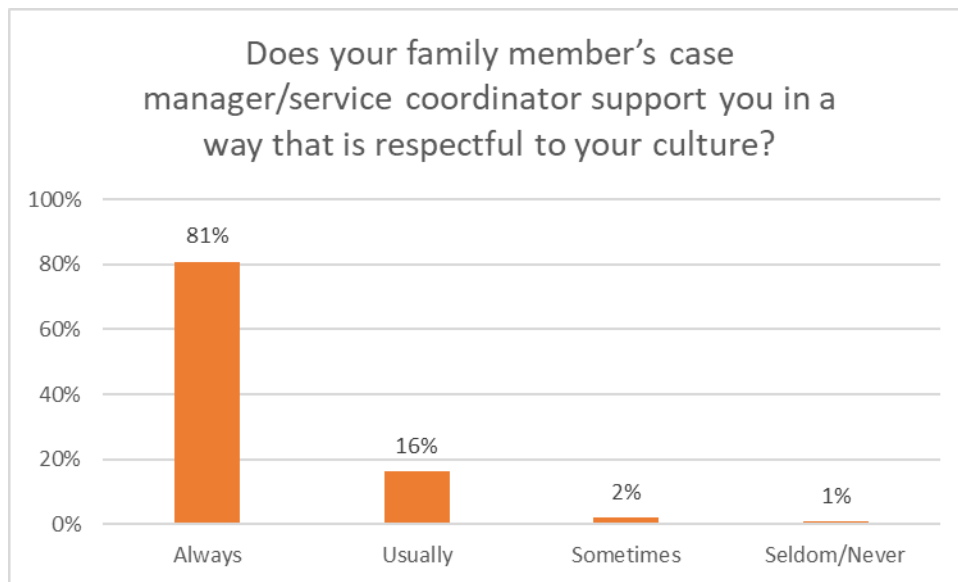


Table Q28. Does your family member's case manager/service coordinator support you in a way that is respectful to your culture?

CA specific question

Regional Center	Always	Usually	Sometimes	Seldom or Never	N
ACRC	87%	11%	2%	0%	1,056
CVRC	86%	12%	1%	1%	669
ELARC	79%	17%	4%	0%	557
FDLRC	75%	20%	4%	1%	344
FNRC	86%	11%	1%	2%	250
GGRC	75%	21%	3%	1%	466
HRC	78%	17%	3%	2%	535
IRC	83%	14%	2%	1%	1,377
KRC	73%	21%	4%	2%	276
NBRC	81%	17%	2%	1%	329
NLACRC	77%	18%	3%	2%	787
RCEB	76%	21%	2%	1%	796
RCOC	83%	15%	2%	1%	990
RCRC	88%	9%	2%	1%	120
SARC	76%	20%	3%	1%	667
SCLARC	79%	18%	1%	2%	698
SDRC	85%	13%	2%	0%	1,205
SGPRC	75%	21%	2%	1%	484
TCRC	82%	16%	1%	1%	574
VMRC	83%	15%	1%	1%	437
WRC	82%	14%	3%	1%	360
CA Average	81%	16%	2%	1%	13,022
Weighted NCI Average	n/a	n/a	n/a	n/a	n/a

Due to the COVID-19 pandemic and its impact to NCI data collection and sampling processes, we caution against using 2019-20 data to directly compare with past and future NCI data.

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

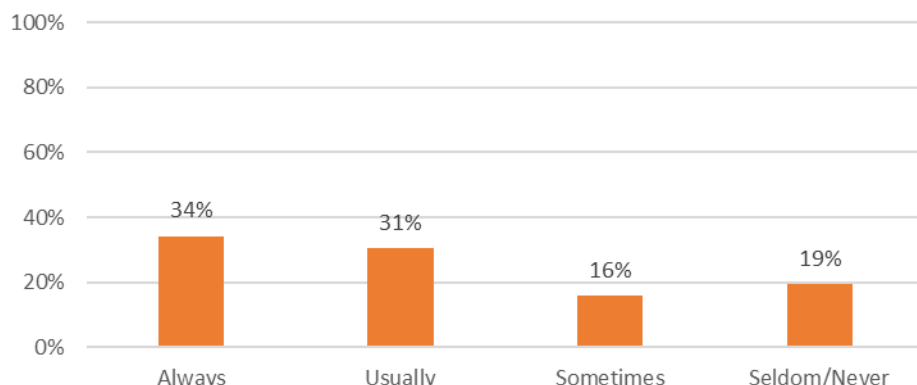


Table Q29. If your family member does not communicate verbally (for example, uses gestures, sign language, or a communication aid), are there support workers who can communicate with him/her?

Responses to this question might have been impacted by the COVID-19 pandemic.

Regional Center	Always	Usually	Sometimes	Seldom or Never	N
ACRC	34%	29%	22%	15%	150
CVRC	50%	27%	9%	14%	107
ELARC	45%	24%	12%	19%	84
FDLRC	34%	26%	32%	8%	38
FNRC	26%	35%	19%	21%	43
GGRC	28%	30%	17%	24%	82
HRC	27%	43%	11%	19%	81
IRC	36%	28%	15%	21%	221
KRC	40%	27%	4%	29%	45
NBRC	24%	26%	24%	26%	42
NLACRC	28%	35%	12%	25%	124
RCEB	38%	27%	17%	18%	112
RCOC	35%	30%	20%	15%	156
RCRC	36%	18%	23%	23%	22
SARC	28%	31%	17%	24%	109
SCLARC	33%	34%	13%	20%	100
SDRC	34%	31%	12%	22%	210
SGPRC	36%	27%	19%	19%	90
TCRC	25%	40%	19%	16%	97
VMRC	34%	35%	16%	15%	68
WRC	45%	28%	12%	15%	60
CA Average	34%	31%	16%	19%	2,053
Weighted NCI Average	34%	36%	17%	14%	2,933

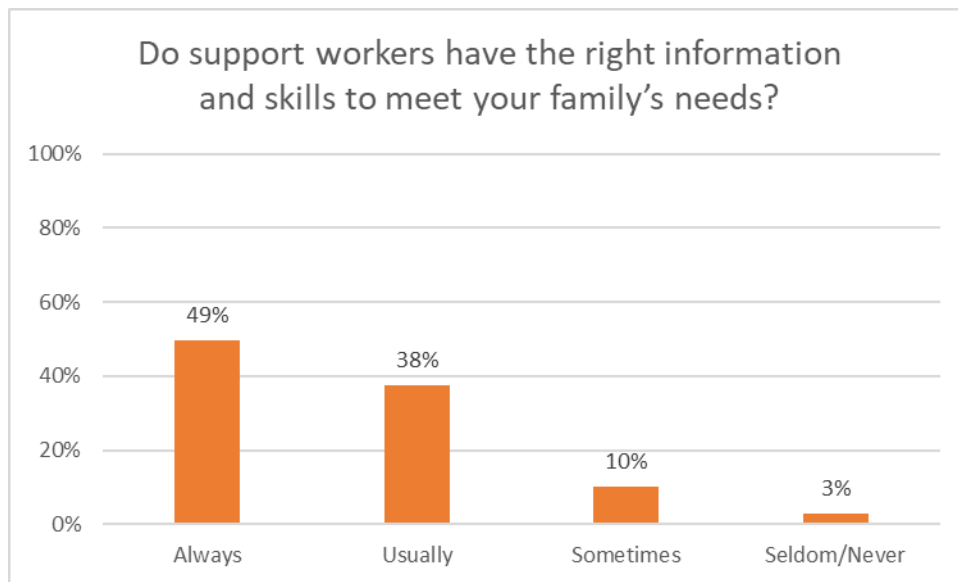


Table Q30. Do support workers have the right information and skills to meet your family's needs?

Responses to this question might have been impacted by the COVID-19 pandemic.

Regional Center	Always	Usually	Sometimes	Seldom or Never	N
ACRC	51%	37%	9%	2%	910
CVRC	55%	35%	9%	1%	597
ELARC	56%	33%	9%	2%	501
FDLRC	45%	35%	16%	3%	302
FNRC	47%	38%	10%	5%	216
GGRC	44%	44%	9%	3%	422
HRC	49%	37%	9%	5%	445
IRC	52%	37%	9%	2%	1,225
KRC	41%	38%	14%	7%	228
NBRC	45%	41%	11%	2%	282
NLACRC	49%	37%	11%	3%	690
RCEB	41%	41%	14%	4%	659
RCOC	52%	36%	9%	3%	869
RCRC	52%	34%	10%	4%	108
SARC	44%	39%	14%	2%	586
SCLARC	54%	34%	9%	3%	624
SDRC	51%	38%	9%	2%	1,074
SGPRC	50%	38%	8%	4%	449
TCRC	45%	39%	12%	3%	519
VMRC	51%	40%	7%	3%	384
WRC	52%	36%	10%	2%	322
CA Average	49%	38%	10%	3%	11,456
Weighted NCI Average	50%	39%	9%	2%	15,149



Table Q31. Does your family member have the special equipment or accommodations that s/he needs?

Responses to this question might have been impacted by the COVID-19 pandemic.

Regional Center	Always	Usually	Sometimes	Seldom or Never	N
ACRC	53%	33%	9%	5%	459
CVRC	57%	28%	9%	6%	300
ELARC	57%	24%	12%	8%	199
FDLRC	53%	28%	10%	9%	129
FNRC	54%	30%	10%	7%	114
GGRC	51%	26%	9%	14%	158
HRC	45%	30%	12%	14%	183
IRC	52%	30%	10%	7%	551
KRC	48%	29%	13%	10%	126
NBRC	51%	35%	8%	6%	118
NLACRC	52%	30%	11%	7%	303
RCEB	46%	31%	12%	11%	296
RCOC	56%	29%	8%	8%	351
RCRC	43%	38%	12%	7%	60
SARC	50%	33%	12%	5%	242
SCLARC	51%	30%	10%	9%	258
SDRC	53%	31%	11%	6%	488
SGPRC	53%	29%	10%	8%	207
TCRC	44%	33%	17%	7%	212
VMRC	55%	32%	8%	5%	190
WRC	51%	30%	13%	7%	142
CA Average	52%	30%	10%	8%	5,107
Weighted NCI Average	50%	32%	11%	6%	7,016

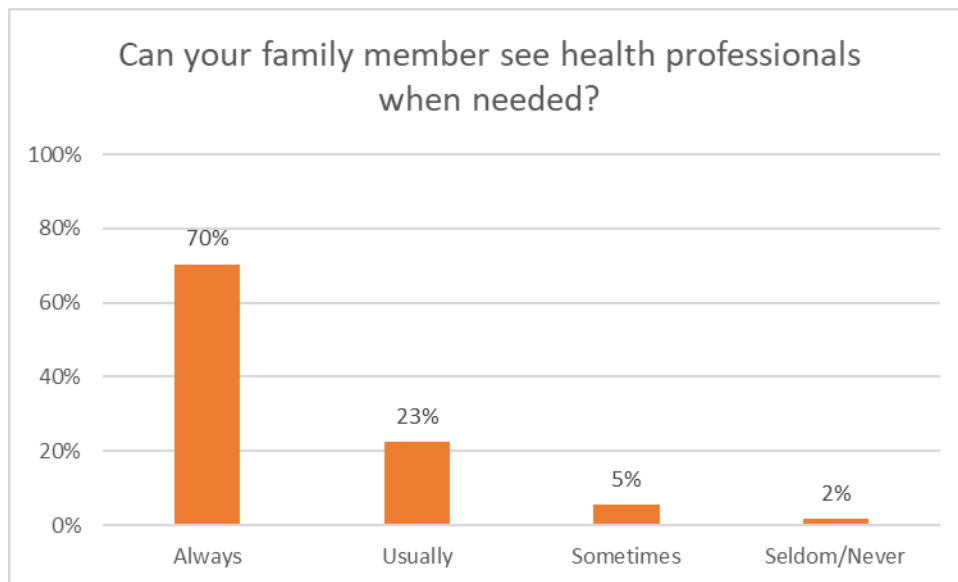


Table Q32. Can your family member see health professionals when needed?

Responses to this question might have been impacted by the COVID-19 pandemic.

Regional Center	Always	Usually	Sometimes	Seldom or Never	N
ACRC	69%	23%	6%	2%	1,165
CVRC	75%	19%	5%	1%	724
ELARC	72%	22%	5%	2%	579
FDLRC	67%	25%	6%	2%	367
FNRC	62%	27%	8%	2%	271
GGRC	67%	25%	7%	1%	525
HRC	72%	22%	5%	2%	572
IRC	74%	21%	4%	1%	1,479
KRC	66%	24%	8%	2%	310
NBRC	72%	23%	3%	2%	359
NLACRC	68%	25%	5%	3%	847
RCEB	71%	22%	6%	2%	907
RCOC	71%	22%	5%	1%	1,052
RCRC	61%	28%	10%	1%	136
SARC	70%	23%	6%	2%	726
SCLARC	71%	22%	5%	2%	718
SDRC	72%	21%	5%	2%	1,303
SGPRC	67%	25%	7%	2%	518
TCRC	68%	25%	5%	2%	611
VMRC	72%	21%	6%	1%	474
WRC	72%	20%	7%	2%	383
CA Average	70%	23%	5%	2%	14,080
Weighted NCI Average	74%	20%	4%	1%	18,542

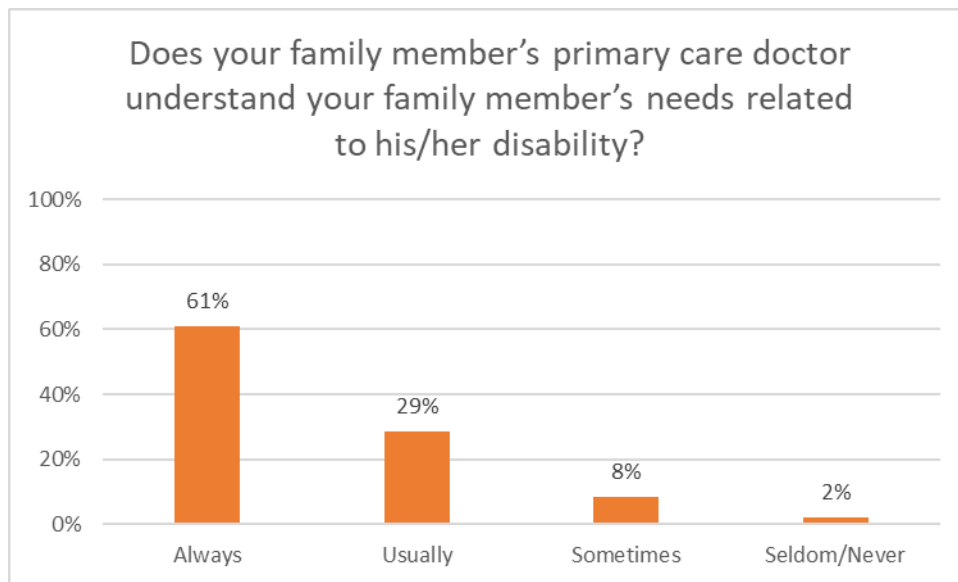


Table Q33. Does your family member's primary care doctor understand your family member's needs related to his/her disability?

Responses to this question might have been impacted by the COVID-19 pandemic.

Regional Center	Always	Usually	Sometimes	Seldom or Never	N
ACRC	58%	29%	10%	2%	1,128
CVRC	67%	25%	7%	2%	708
ELARC	62%	28%	8%	2%	556
FDLRC	63%	26%	9%	2%	349
FNRC	57%	27%	10%	5%	244
GGRC	56%	33%	8%	2%	496
HRC	61%	28%	9%	2%	550
IRC	63%	28%	7%	1%	1,464
KRC	55%	33%	9%	3%	302
NBRC	59%	31%	8%	2%	344
NLACRC	62%	28%	7%	3%	814
RCEB	56%	32%	9%	3%	878
RCOC	62%	28%	9%	2%	1,022
RCRC	54%	30%	14%	2%	128
SARC	59%	30%	8%	3%	706
SCLARC	66%	25%	7%	2%	710
SDRC	63%	27%	8%	2%	1,255
SGPRC	62%	29%	7%	2%	505
TCRC	60%	29%	10%	1%	594
VMRC	58%	32%	8%	2%	459
WRC	62%	31%	6%	2%	370
CA Average	61%	29%	8%	2%	13,634
Weighted NCI Average	63%	28%	7%	2%	18,020

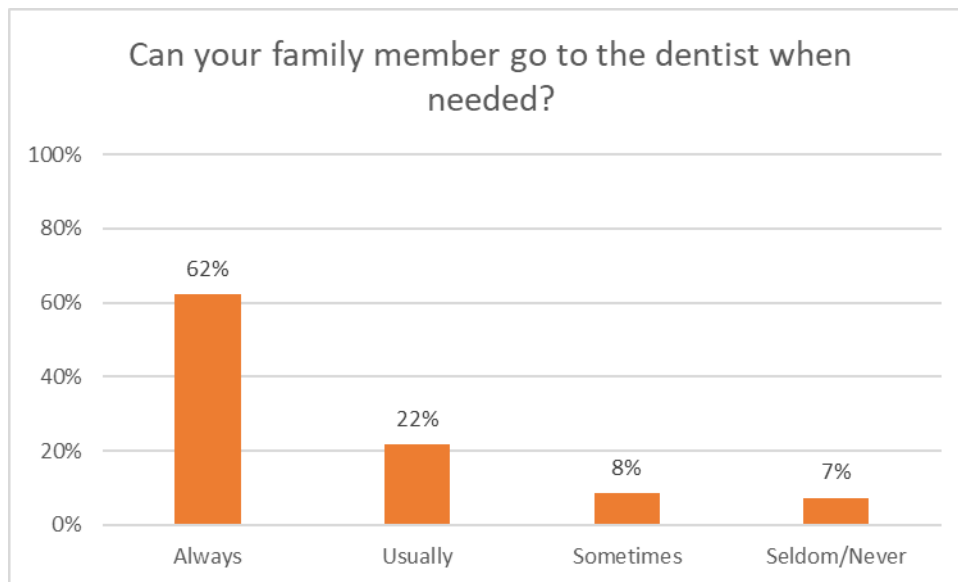


Table Q34. Can your family member go to the dentist when needed?

Responses to this question might have been impacted by the COVID-19 pandemic.

Regional Center	Always	Usually	Sometimes	Seldom or Never	N
ACRC	61%	22%	8%	8%	1,145
CVRC	65%	21%	8%	7%	725
ELARC	61%	22%	10%	7%	579
FDLRC	63%	21%	8%	8%	366
FNRC	56%	25%	12%	8%	263
GGRC	61%	23%	9%	8%	515
HRC	61%	24%	8%	8%	567
IRC	65%	21%	8%	6%	1,465
KRC	62%	24%	8%	5%	310
NBRC	66%	17%	8%	9%	349
NLACRC	63%	23%	8%	7%	833
RCEB	63%	20%	8%	9%	899
RCOC	63%	20%	9%	8%	1,046
RCRC	57%	23%	11%	8%	132
SARC	64%	19%	11%	7%	719
SCLARC	58%	25%	9%	8%	701
SDRC	64%	21%	9%	6%	1,289
SGPRC	57%	25%	9%	9%	517
TCRC	64%	24%	7%	5%	611
VMRC	60%	22%	8%	10%	462
WRC	65%	22%	7%	6%	375
CA Average	62%	22%	8%	7%	13,923
Weighted NCI Average	65%	20%	8%	8%	18,325

Does your family member's dentist understand your family member's needs related to his/her disability?

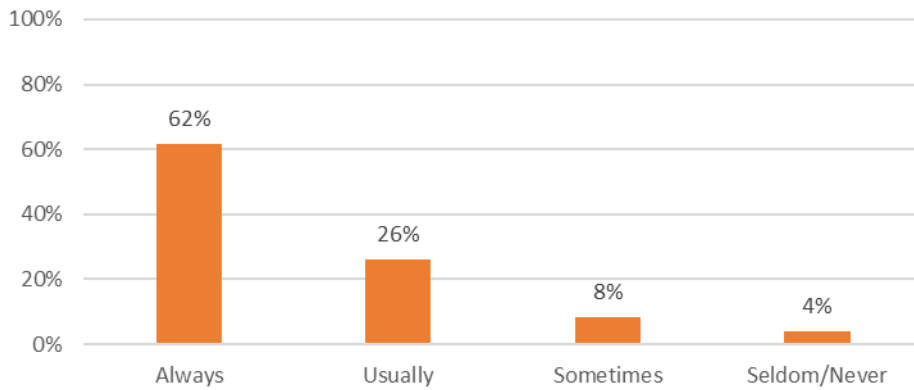


Table Q35. Does your family member's dentist understand your family member's needs related to his/her disability?

Regional Center	Always	Usually	Sometimes	Seldom or Never	N
ACRC	61%	26%	8%	5%	1,026
CVRC	63%	25%	8%	4%	645
ELARC	61%	25%	8%	5%	530
FDLRC	65%	25%	7%	3%	325
FNRC	56%	30%	9%	5%	225
GGRC	58%	30%	8%	4%	444
HRC	59%	29%	9%	4%	508
IRC	63%	25%	9%	3%	1,360
KRC	61%	26%	7%	5%	267
NBRC	64%	23%	9%	4%	312
NLACRC	62%	26%	8%	5%	768
RCEB	60%	26%	9%	6%	780
RCOC	62%	25%	9%	4%	965
RCRC	63%	19%	12%	6%	112
SARC	61%	29%	7%	2%	657
SCLARC	60%	26%	11%	4%	637
SDRC	65%	25%	7%	3%	1,178
SGPRC	59%	31%	7%	4%	470
TCRC	64%	26%	8%	3%	562
VMRC	59%	28%	10%	4%	402
WRC	64%	24%	8%	3%	354
CA Average	62%	26%	8%	4%	12,579
Weighted NCI Average	63%	26%	8%	3%	16,519

Due to the COVID-19 pandemic and its impact to NCI data collection and sampling processes, we caution against using 2019-20 data to directly compare with past and future NCI data.

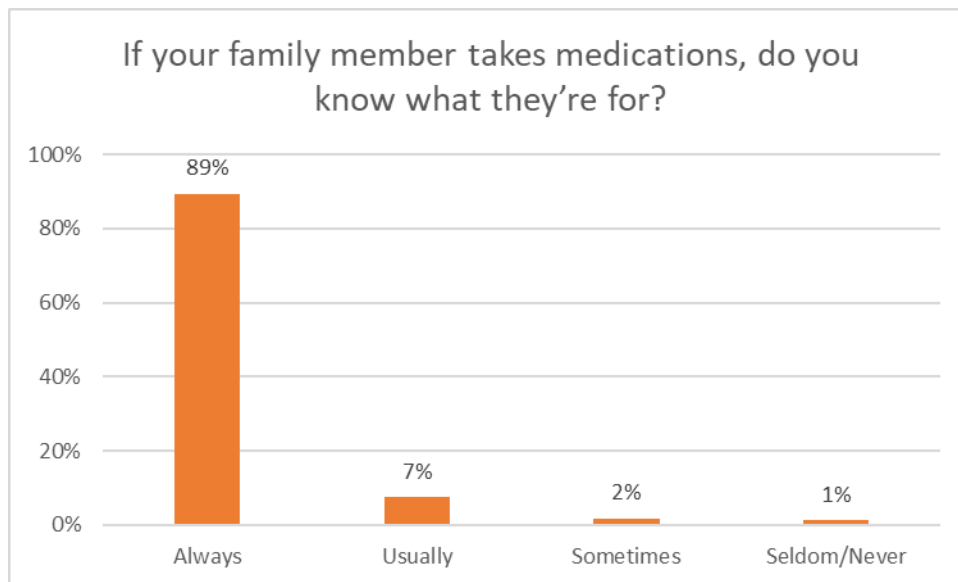


Table Q36. If your family member takes medications, do you know what they're for?

Regional Center	Always	Usually	Sometimes	Seldom or Never	N
ACRC	91%	6%	2%	1%	956
CVRC	89%	7%	2%	1%	618
ELARC	86%	9%	3%	2%	453
FDLRC	84%	11%	4%	1%	285
FNRC	92%	6%	1%	1%	216
GGRC	85%	11%	2%	3%	424
HRC	88%	8%	2%	2%	442
IRC	92%	6%	1%	1%	1,229
KRC	88%	9%	1%	2%	245
NBRC	92%	6%	2%	0%	266
NLACRC	90%	6%	3%	1%	672
RCEB	88%	9%	2%	1%	735
RCOC	91%	7%	2%	1%	881
RCRC	93%	7%	0%	0%	106
SARC	88%	8%	2%	2%	589
SCLARC	86%	10%	2%	2%	588
SDRC	92%	6%	1%	1%	1,078
SGPRC	87%	9%	2%	1%	409
TCRC	89%	9%	2%	0%	502
VMRC	92%	6%	1%	1%	390
WRC	90%	8%	1%	1%	299
CA Average	89%	7%	2%	1%	11,421
Weighted NCI Average	92%	6%	1%	1%	15,327

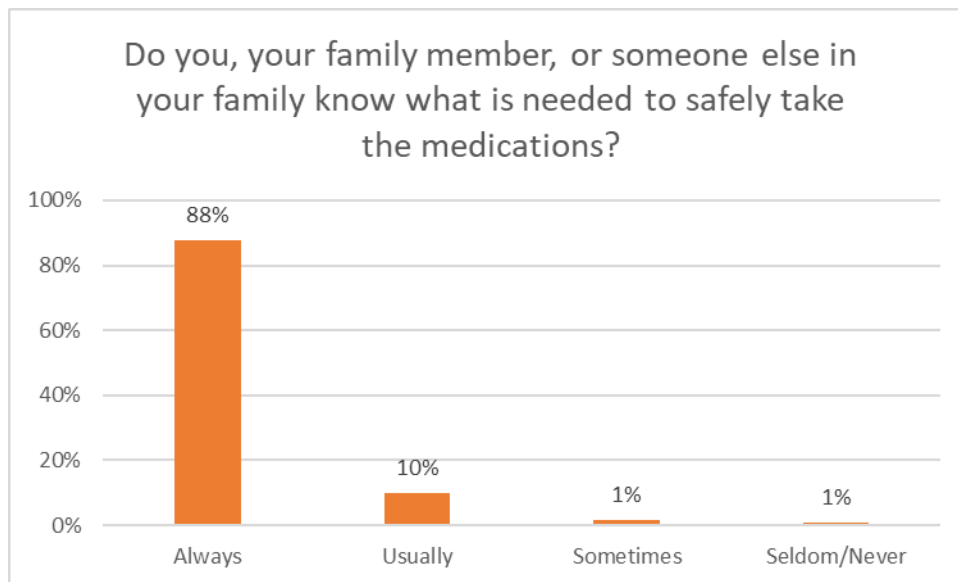


Table Q37. Do you, your family member, or someone else in your family know what is needed to safely take the medications (when it should be taken, how much to take, and the potential side effects)?

Regional Center	Always	Usually	Sometimes	Seldom or Never	N
ACRC	91%	7%	1%	0%	950
CVRC	89%	8%	2%	1%	602
ELARC	84%	12%	3%	1%	445
FDLRC	78%	18%	4%	0%	282
FNRC	92%	6%	1%	1%	214
GGRC	83%	15%	2%	1%	413
HRC	84%	13%	2%	1%	444
IRC	89%	9%	1%	0%	1,204
KRC	87%	12%	1%	0%	235
NBRC	93%	6%	0%	1%	267
NLACRC	89%	8%	2%	1%	663
RCEB	86%	12%	2%	1%	727
RCOC	87%	11%	1%	0%	868
RCRC	94%	6%	0%	1%	109
SARC	85%	11%	3%	1%	580
SCLARC	85%	13%	2%	1%	570
SDRC	90%	7%	1%	1%	1,059
SGPRC	86%	10%	2%	2%	397
TCRC	89%	10%	1%	0%	494
VMRC	92%	7%	1%	1%	388
WRC	88%	11%	1%	1%	295
CA Average	88%	10%	1%	1%	11,244
Weighted NCI Average	91%	8%	1%	1%	15,127

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

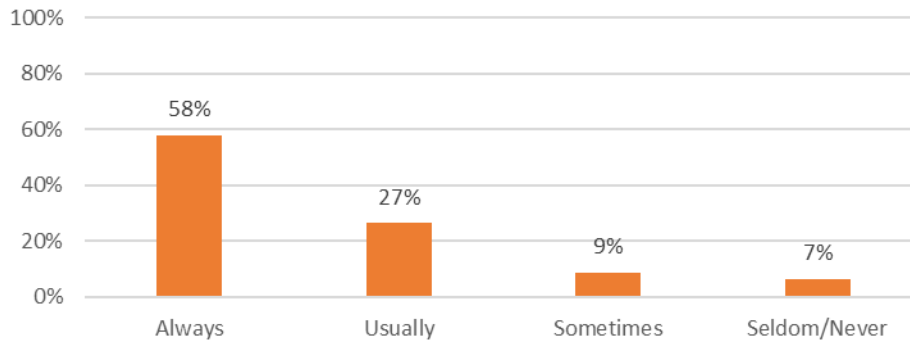


Table Q38. If your family member uses mental health services, does the mental health professional understand your family member's needs related to his/her disability?

Regional Center	Always	Usually	Sometimes	Seldom or Never	N
ACRC	61%	24%	11%	5%	412
CVRC	64%	26%	6%	4%	250
ELARC	60%	25%	7%	7%	243
FDLRC	53%	27%	12%	8%	153
FNRC	55%	22%	14%	9%	77
GGRC	48%	34%	10%	8%	202
HRC	59%	27%	7%	7%	212
IRC	63%	26%	6%	5%	560
KRC	50%	32%	12%	6%	112
NBRC	51%	30%	11%	8%	105
NLACRC	59%	26%	9%	5%	344
RCEB	45%	33%	12%	10%	309
RCOC	63%	24%	7%	6%	395
RCRC	48%	23%	15%	15%	40
SARC	57%	25%	11%	7%	286
SCLARC	61%	23%	9%	7%	292
SDRC	60%	24%	8%	7%	495
SGPRC	57%	28%	8%	8%	198
TCRC	59%	28%	9%	4%	207
VMRC	57%	28%	9%	6%	161
WRC	57%	26%	11%	7%	150
CA Average	58%	27%	9%	7%	5,229
Weighted NCI Average	61%	26%	8%	5%	6,728

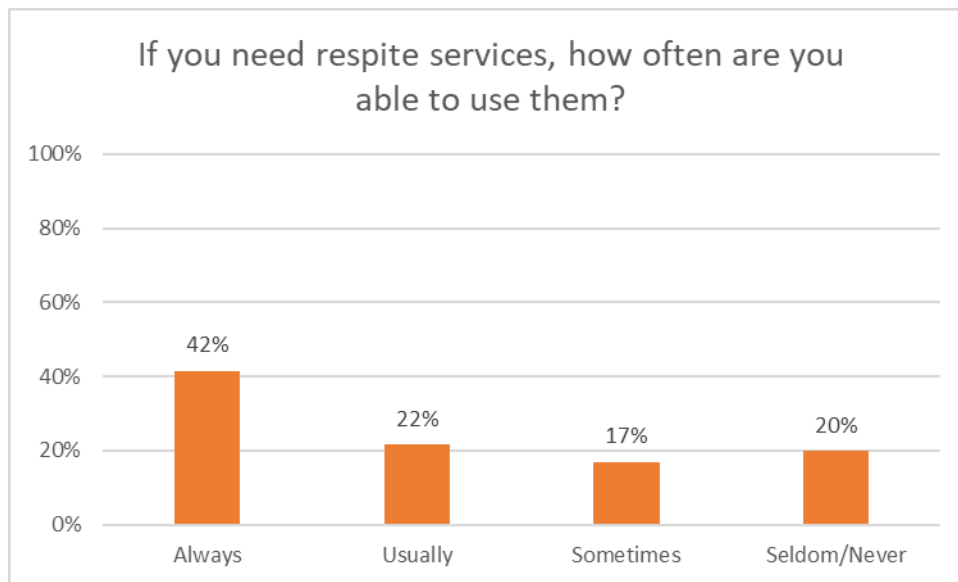


Table Q39. If you need respite services, how often are you able to use them?

Responses to this question might have been impacted by the COVID-19 pandemic.

Regional Center	Always	Usually	Sometimes	Seldom or Never	N
ACRC	41%	19%	18%	22%	630
CVRC	43%	21%	17%	19%	341
ELARC	44%	18%	16%	21%	298
FDLRC	40%	20%	15%	26%	179
FNRC	34%	27%	12%	27%	161
GGRC	39%	24%	17%	20%	283
HRC	35%	24%	20%	21%	262
IRC	51%	20%	12%	17%	844
KRC	34%	16%	25%	25%	154
NBRC	22%	24%	17%	37%	157
NLACRC	46%	18%	17%	18%	409
RCEB	35%	21%	18%	26%	486
RCOC	38%	23%	21%	17%	583
RCRC	39%	15%	15%	32%	62
SARC	39%	24%	18%	18%	423
SCLARC	42%	22%	20%	15%	383
SDRC	45%	24%	13%	18%	754
SGPRC	34%	21%	19%	26%	259
TCRC	47%	24%	16%	12%	377
VMRC	37%	20%	21%	22%	241
WRC	47%	20%	20%	13%	214
CA Average	42%	22%	17%	20%	7,532
Weighted NCI Average	36%	21%	18%	24%	9,921

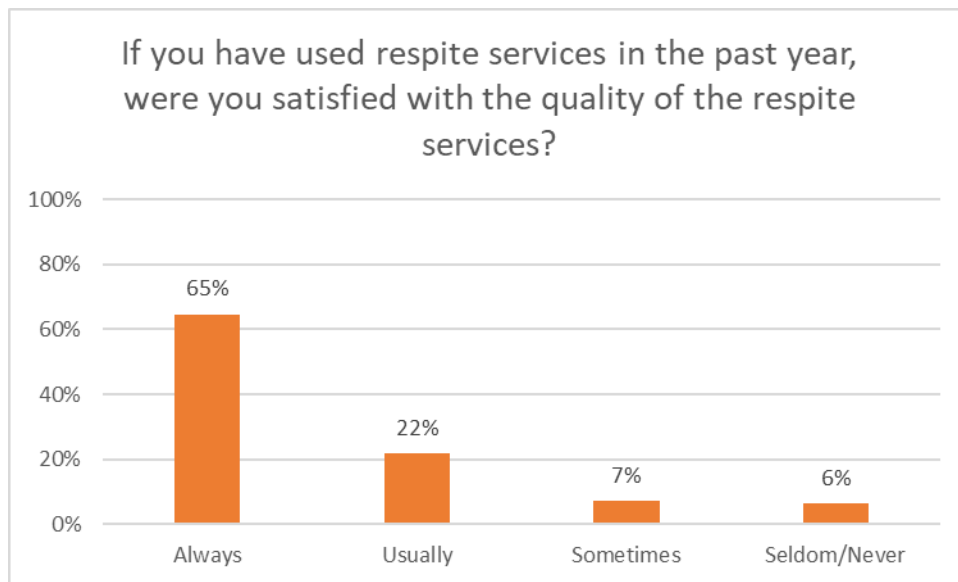


Table Q40. If you have used respite services in the past year, were you satisfied with the quality of the respite services?

Responses to this question might have been impacted by the COVID-19 pandemic.

Regional Center	Always	Usually	Sometimes	Seldom or Never	N
ACRC	69%	20%	6%	5%	465
CVRC	71%	18%	6%	6%	240
ELARC	59%	23%	9%	10%	222
FDLRC	57%	22%	11%	10%	132
FNRC	65%	22%	7%	6%	118
GGRC	61%	22%	8%	9%	229
HRC	56%	24%	14%	6%	185
IRC	72%	18%	5%	5%	680
KRC	55%	26%	13%	6%	106
NBRC	56%	25%	12%	7%	99
NLACRC	65%	20%	10%	5%	315
RCEB	63%	22%	6%	9%	353
RCOC	56%	26%	9%	8%	484
RCRC	73%	14%	5%	9%	44
SARC	59%	30%	5%	6%	327
SCLARC	62%	23%	7%	7%	295
SDRC	67%	22%	5%	6%	610
SGPRC	64%	22%	7%	6%	170
TCRC	75%	18%	5%	2%	319
VMRC	64%	26%	6%	4%	183
WRC	71%	17%	7%	5%	172
CA Average	65%	22%	7%	6%	5,771
Weighted NCI Average	65%	23%	6%	6%	7,402

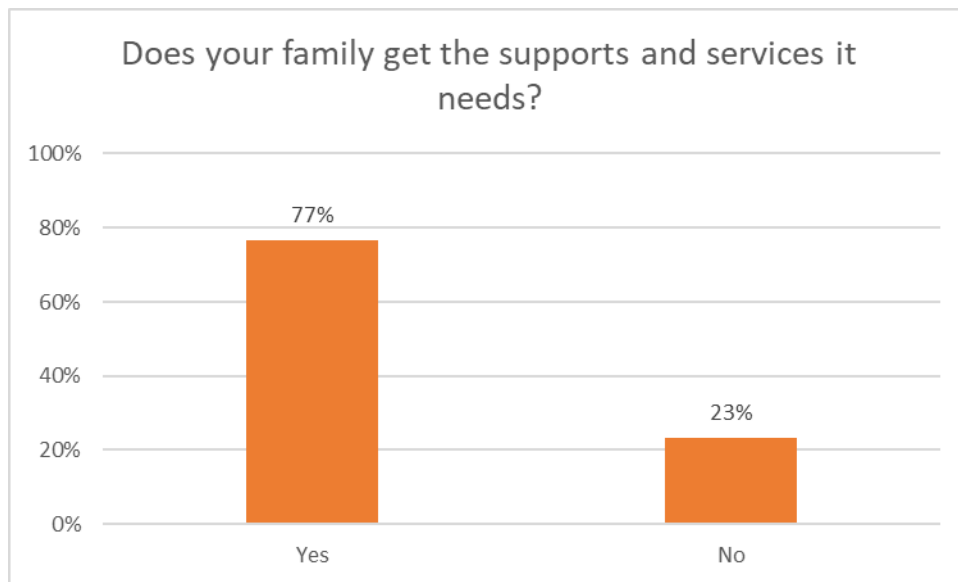


Table Q41. Does your family get the supports and services it needs?

Responses to this question might have been impacted by the COVID-19 pandemic.

Regional Center	Yes	No	N
ACRC	78%	22%	996
CVRC	83%	17%	581
ELARC	81%	19%	467
FDLRC	73%	27%	284
FNRC	78%	22%	237
GGRC	72%	28%	426
HRC	73%	27%	459
IRC	82%	18%	1178
KRC	72%	28%	247
NBRC	74%	26%	289
NLACRC	72%	28%	686
RCEB	66%	34%	733
RCOC	79%	21%	872
RCRC	85%	15%	114
SARC	70%	30%	599
SCLARC	79%	21%	560
SDRC	76%	24%	1090
SGPRC	74%	27%	400
TCRC	81%	19%	509
VMRC	83%	17%	387
WRC	79%	21%	324
CA Average	77%	23%	11,481
Weighted NCI Average	78%	22%	15,405

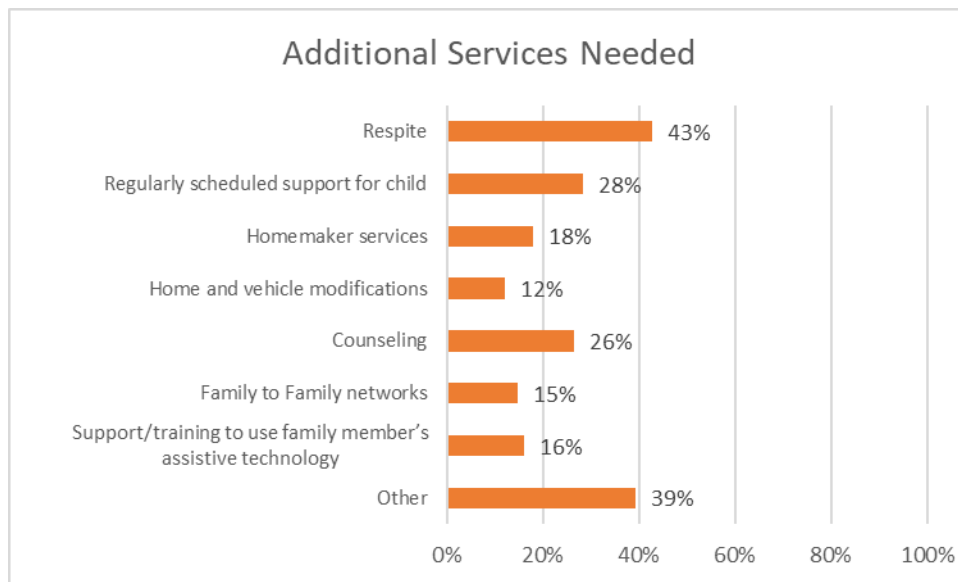


Table Q42. If family does not get the support and services needed, what additional services does your family need?

Categories are not mutually exclusive, therefore N is not shown. Responses to this question might have been impacted by the COVID-19 pandemic.

Regional Center	Respite	Regularly Scheduled Support for Family Member	Homemaker Services	Home or Vehicle Modifications	Counseling	Family-to-family Networks	Support or Training to Use Assistive Technology	Other
ACRC	41%	21%	17%	7%	19%	15%	14%	53%
CVRC	47%	26%	10%	14%	18%	13%	18%	36%
ELARC	35%	32%	24%	8%	36%	16%	16%	31%
FDLRC	42%	44%	20%	13%	36%	9%	19%	34%
FNRC	46%	23%	19%	13%	21%	15%	17%	52%
GGRC	40%	21%	19%	7%	21%	13%	22%	33%
HRC	32%	32%	23%	14%	28%	15%	17%	44%
IRC	38%	25%	14%	14%	28%	14%	19%	46%
KRC	41%	21%	11%	18%	21%	17%	17%	50%
NBRC	50%	20%	13%	6%	13%	16%	19%	41%
NLACRC	42%	32%	24%	17%	33%	15%	17%	40%
RCEB	51%	35%	15%	7%	31%	17%	17%	37%
RCOC	44%	29%	11%	10%	24%	12%	12%	38%
RCRC	57%	36%	29%	43%	29%	14%	29%	36%
SARC	39%	26%	18%	13%	21%	11%	14%	30%
SCLARC	41%	39%	25%	16%	31%	24%	27%	26%
SDRC	44%	26%	15%	15%	24%	18%	12%	41%
SGPRC	49%	26%	22%	7%	29%	6%	15%	31%
TCRC	40%	36%	28%	13%	30%	10%	9%	45%
VMRC	51%	25%	11%	16%	26%	18%	11%	35%
WRC	50%	31%	27%	13%	45%	23%	16%	36%
CA	43%	28%	18%	12%	26%	15%	16%	39%
Weighted NCI Average	50%	30%	16%	15%	22%	15%	15%	37%

Due to the COVID-19 pandemic and its impact to NCI data collection and sampling processes, we caution against using 2019-20 data to directly compare with past and future NCI data.

Choice, Decision Making and Control

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

Note: Significance is based on “Always” or “Yes” response.

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

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

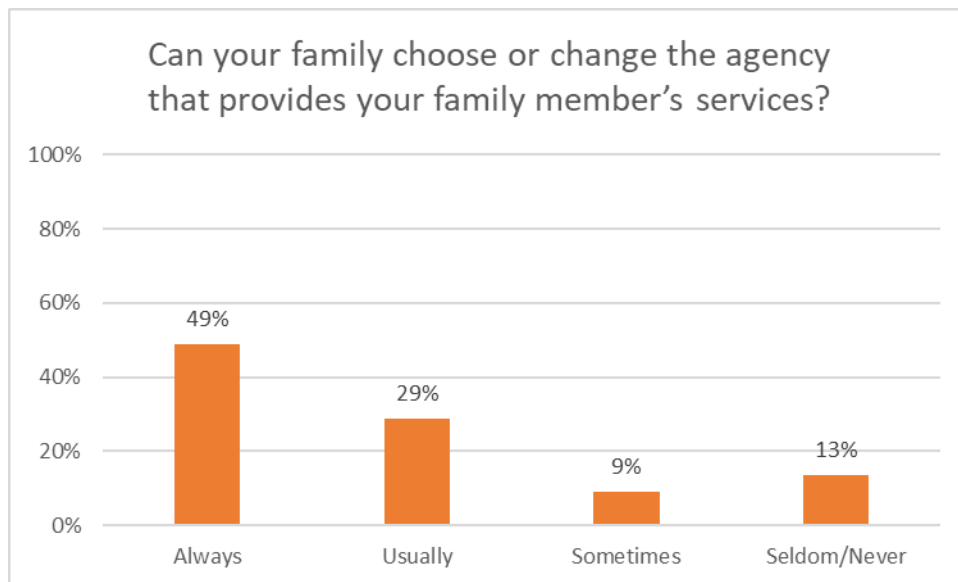


Table Q43. Can your family choose or change the agency that provides your family member's services?

Responses to this question might have been impacted by the COVID-19 pandemic.

Regional Center	Always	Usually	Sometimes	Seldom or Never	N
ACRC	51%	28%	8%	14%	535
CVRC	55%	23%	10%	12%	372
ELARC	52%	26%	9%	13%	342
FDLRC	42%	34%	10%	14%	185
FNRC	50%	26%	9%	15%	116
GGRC	34%	36%	15%	15%	218
HRC	40%	28%	9%	23%	230
IRC	51%	29%	7%	13%	747
KRC	39%	29%	10%	21%	117
NBRC	43%	28%	12%	17%	168
NLACRC	53%	29%	9%	10%	432
RCEB	42%	26%	14%	18%	391
RCOC	48%	33%	9%	10%	554
RCRC	50%	29%	6%	15%	68
SARC	46%	31%	8%	16%	347
SCLARC	48%	29%	8%	15%	357
SDRC	56%	29%	7%	8%	711
SGPRC	46%	31%	9%	13%	252
TCRC	45%	30%	10%	14%	310
VMRC	53%	26%	5%	15%	203
WRC	51%	27%	6%	16%	198
CA Average	49%	29%	9%	13%	6,880
Weighted NCI Average	62%	24%	6%	8%	9,846

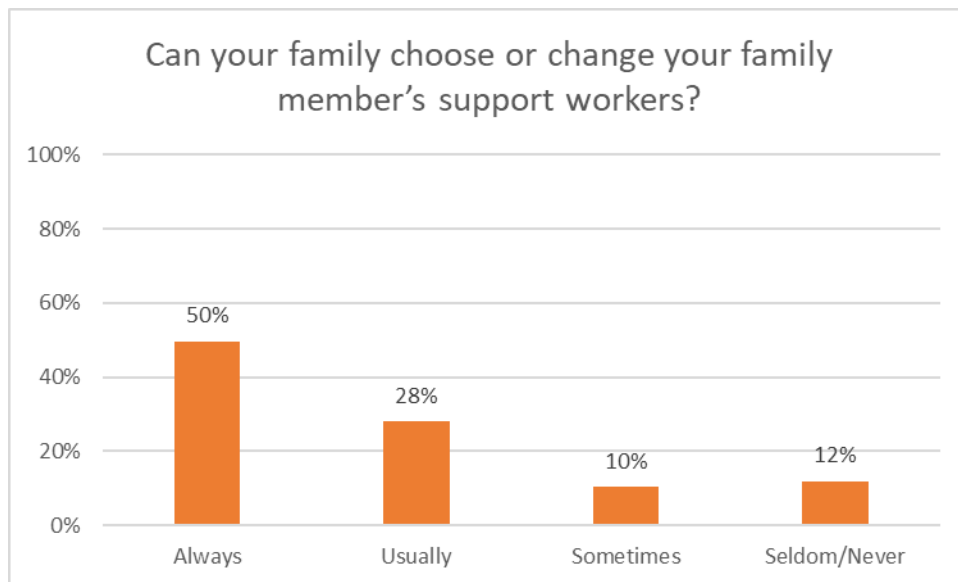


Table Q44. Can your family choose or change your family member's support workers?

Responses to this question might have been impacted by the COVID-19 pandemic.

Regional Center	Always	Usually	Sometimes	Seldom or Never	N
ACRC	57%	24%	9%	10%	594
CVRC	57%	21%	11%	11%	354
ELARC	53%	25%	12%	11%	348
FDLRC	46%	32%	11%	11%	195
FNRC	58%	23%	9%	9%	130
GGRC	42%	33%	12%	13%	233
HRC	44%	23%	11%	23%	231
IRC	52%	29%	8%	11%	760
KRC	34%	32%	19%	15%	126
NBRC	45%	28%	15%	12%	169
NLACRC	52%	29%	11%	9%	452
RCEB	42%	26%	15%	16%	383
RCOC	46%	32%	10%	12%	537
RCRC	59%	29%	5%	6%	78
SARC	41%	30%	12%	17%	381
SCLARC	49%	30%	6%	15%	357
SDRC	53%	29%	10%	9%	705
SGPRC	48%	32%	8%	12%	251
TCRC	47%	28%	15%	10%	310
VMRC	53%	27%	7%	12%	201
WRC	55%	26%	9%	10%	210
CA Average	50%	28%	10%	12%	7,034
Weighted NCI Average	59%	24%	9%	8%	9,986

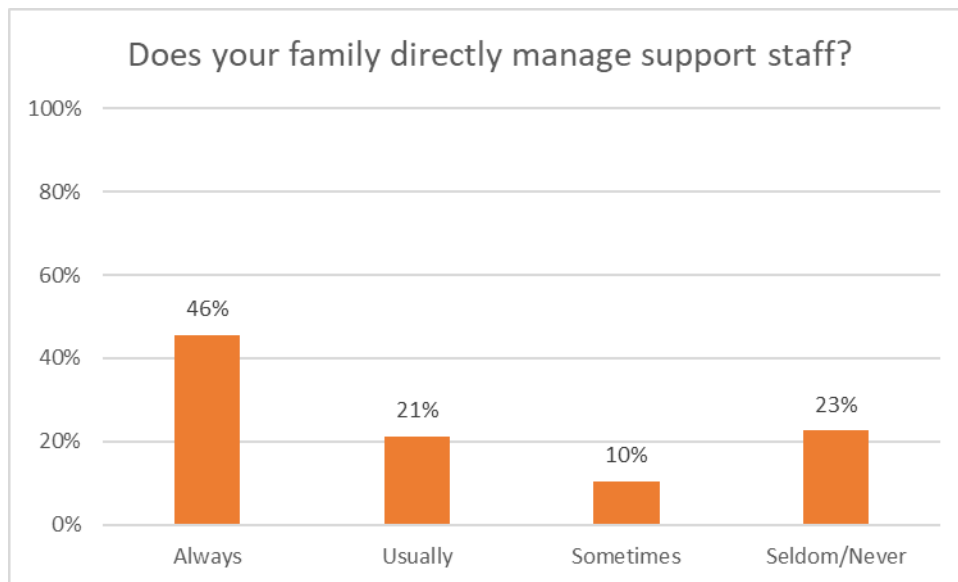


Table Q45. Does your family directly manage support staff?

Regional Center	Always	Usually	Sometimes	Seldom or Never	N
ACRC	48%	18%	10%	24%	557
CVRC	52%	18%	8%	22%	311
ELARC	42%	23%	11%	24%	314
FDLRC	44%	23%	11%	23%	199
FNRC	54%	17%	9%	21%	121
GGRC	49%	22%	9%	19%	233
HRC	40%	16%	12%	32%	228
IRC	50%	21%	8%	20%	730
KRC	39%	21%	12%	28%	113
NBRC	41%	18%	13%	28%	158
NLACRC	43%	22%	14%	22%	437
RCEB	36%	21%	13%	30%	388
RCOC	39%	24%	10%	26%	504
RCRC	61%	13%	6%	19%	67
SARC	40%	23%	12%	25%	354
SCLARC	49%	26%	11%	15%	367
SDRC	50%	20%	11%	19%	660
SGPRC	40%	29%	9%	23%	248
TCRC	45%	19%	11%	25%	326
VMRC	50%	20%	9%	22%	184
WRC	54%	22%	6%	18%	218
CA Average	46%	21%	10%	23%	6,754
Weighted NCI Average	47%	20%	9%	24%	9,516

Due to the COVID-19 pandemic and its impact to NCI data collection and sampling processes, we caution against using 2019-20 data to directly compare with past and future NCI data.

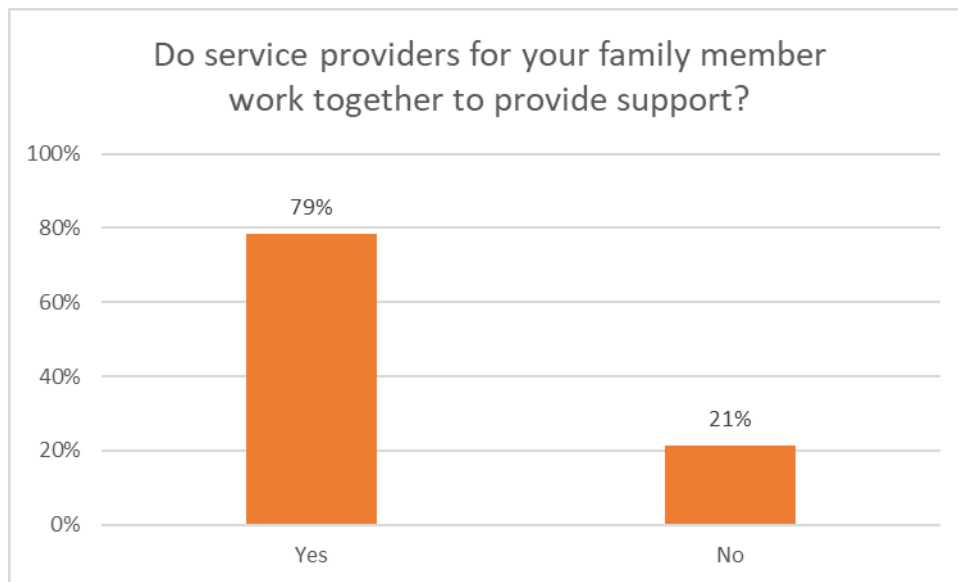


Table Q46. Do service providers for your family member work together to provide support?

Responses to this question might have been impacted by the COVID-19 pandemic.

Regional Center	Yes	No	N
ACRC	81%	19%	569
CVRC	80%	20%	375
ELARC	79%	21%	312
FDLRC	71%	29%	192
FNRC	76%	24%	126
GGRC	82%	18%	238
HRC	74%	26%	249
IRC	80%	20%	739
KRC	70%	30%	145
NBRC	76%	24%	183
NLACRC	72%	28%	413
RCEB	70%	30%	400
RCOC	82%	18%	480
RCRC	90%	10%	68
SARC	79%	21%	366
SCLARC	78%	22%	419
SDRC	83%	17%	670
SGPRC	80%	20%	244
TCRC	82%	18%	311
VMRC	83%	17%	217
WRC	75%	25%	211
CA Average	79%	21%	6,954
Weighted NCI Average	81%	19%	9,278

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

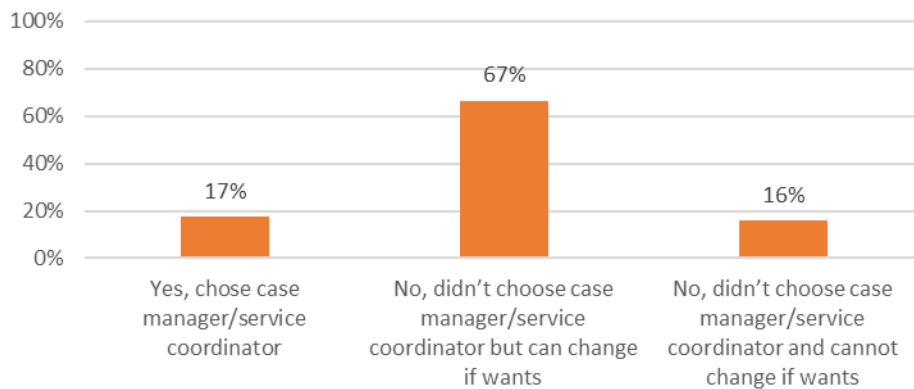


Table Q47. Did you, your family member, or someone else in your family choose your family member's case manager/service coordinator?

Regional Center	Yes, chose case manager/ service coordinator	No, didn't choose case manager/ service coordinator but can change if wanted	No, didn't choose case manager/ service coordinator and cannot change if wanted	N
ACRC	13%	75%	12%	910
CVRC	18%	70%	12%	484
ELARC	26%	62%	12%	400
FDLRC	19%	62%	19%	279
FNRC	11%	74%	15%	202
GGRC	21%	63%	16%	329
HRC	16%	68%	17%	394
IRC	18%	66%	16%	997
KRC	16%	60%	24%	199
NBRC	13%	72%	16%	253
NLACRC	17%	67%	16%	624
RCEB	13%	62%	25%	644
RCOC	20%	67%	13%	769
RCRC	13%	74%	12%	98
SARC	18%	57%	25%	474
SCLARC	29%	61%	10%	483
SDRC	16%	67%	17%	920
SGPRC	16%	65%	18%	354
TCRC	14%	69%	17%	458
VMRC	16%	68%	16%	345
WRC	20%	69%	11%	283
CA Average	17%	67%	16%	9,937
Weighted NCI Average	25%	61%	14%	13,666

Involvement in the Community

Family members with disabilities use integrated community services and participate in everyday community activities.

Note: Significance is based on “Always” or “Yes” response.

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

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

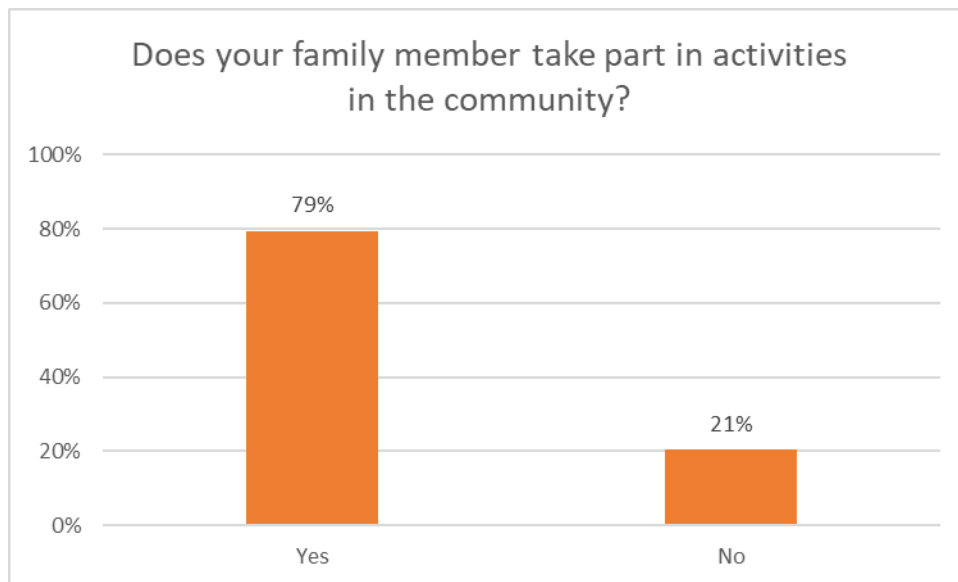


Table Q48. Does your family member take part in activities in the community?

Responses to this question might have been impacted by the COVID-19 pandemic.

Regional Center	Yes	No	N
ACRC	82%	18%	1,157
CVRC	75%	25%	698
ELARC	79%	21%	570
FDLRC	74%	26%	362
FNRC	79%	21%	262
GGRC	77%	23%	510
HRC	82%	18%	563
IRC	80%	20%	1,460
KRC	77%	23%	300
NBRC	81%	19%	356
NLACRC	80%	20%	828
RCEB	80%	20%	882
RCOC	80%	20%	1,024
RCRC	83%	17%	132
SARC	78%	22%	704
SCLARC	74%	26%	700
SDRC	81%	19%	1,289
SGPRC	75%	25%	506
TCRC	82%	18%	596
VMRC	85%	15%	467
WRC	79%	21%	378
CA Average	79%	21%	13,796
Weighted NCI Average	83%	17%	18,206

For your family member, what makes it hard to take part in activities in the community?

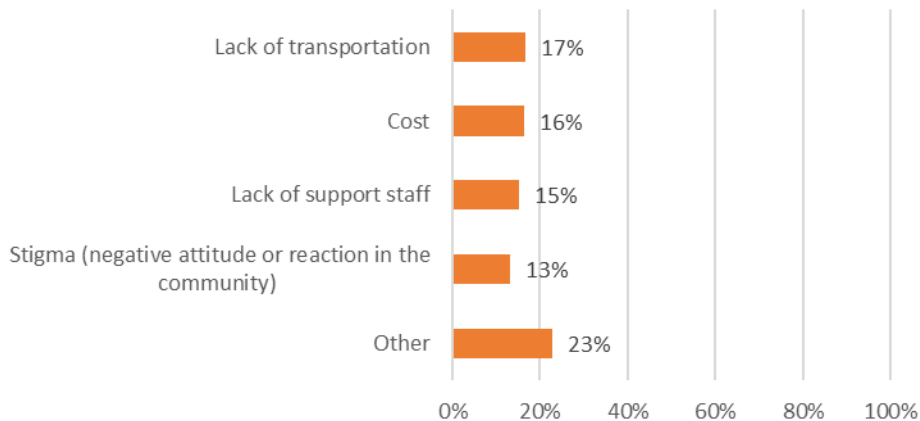


Table Q49. For your family member, what makes it hard to take part in activities in the community?

Categories are not mutually exclusive, therefore N is not shown. Responses to this question might have been impacted by the COVID-19 pandemic.

Regional Center	Lack of Transportation	Cost	Lack of Support Staff	Stigma	Other
ACRC	18%	16%	13%	15%	23%
CVRC	14%	13%	12%	13%	21%
ELARC	14%	16%	16%	10%	21%
FDLRC	18%	19%	21%	19%	17%
FNRC	15%	18%	13%	13%	34%
GGRC	18%	16%	18%	14%	22%
HRC	16%	17%	13%	15%	22%
IRC	13%	15%	13%	14%	23%
KRC	19%	18%	14%	14%	24%
NBRC	19%	16%	19%	14%	22%
NLACRC	17%	19%	15%	14%	23%
RCEB	19%	19%	17%	14%	25%
RCOC	17%	16%	16%	12%	23%
RCRC	15%	19%	12%	9%	28%
SARC	21%	16%	18%	12%	22%
SCLARC	13%	15%	16%	11%	17%
SDRC	17%	15%	15%	12%	25%
SGPRC	15%	19%	19%	13%	23%
TCRC	19%	17%	16%	11%	24%
VMRC	13%	17%	9%	12%	21%
WRC	18%	17%	16%	13%	25%
CA	17%	16%	15%	13%	23%
Weighted NCI Average	16%	15%	16%	12%	25%

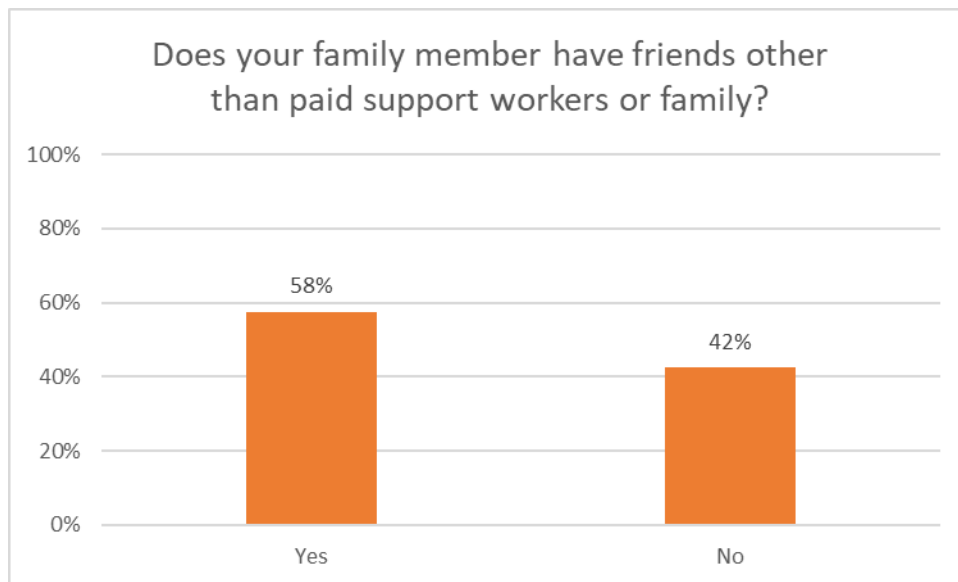


Table Q50. Does your family member have friends other than paid support workers or family?

Regional Center	Yes	No	N
ACRC	63%	37%	1,129
CVRC	61%	39%	679
ELARC	57%	43%	539
FDLRC	45%	55%	349
FNRC	63%	37%	259
GGRC	57%	43%	469
HRC	55%	45%	546
IRC	59%	41%	1,424
KRC	59%	41%	285
NBRC	60%	40%	344
NLACRC	55%	45%	811
RCEB	59%	41%	850
RCOC	56%	44%	1,003
RCRC	60%	40%	130
SARC	47%	53%	677
SCLARC	55%	45%	677
SDRC	57%	43%	1,262
SGPRC	53%	47%	494
TCRC	62%	38%	582
VMRC	65%	35%	462
WRC	58%	42%	367
CA Average	58%	42%	13,389
Weighted NCI Average	62%	38%	17,749

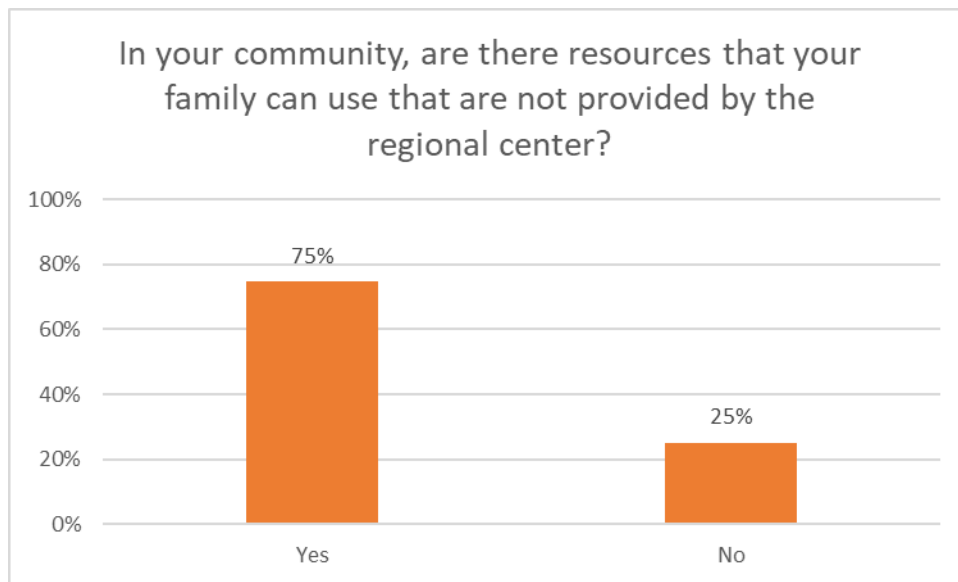


Table Q51. In your community, are there resources that your family can use that are not provided by the regional center¹¹ (for example, recreational programs, community housing, library programs, religious groups, etc.)?

Responses to this question might have been impacted by the COVID-19 pandemic.

Regional Center	Yes	No	N
ACRC	79%	21%	808
CVRC	74%	26%	493
ELARC	77%	23%	398
FDLRC	68%	32%	250
FNRC	71%	29%	183
GGRC	70%	30%	329
HRC	73%	27%	393
IRC	78%	22%	1,002
KRC	69%	31%	191
NBRC	75%	25%	243
NLACRC	76%	24%	541
RCEB	76%	24%	576
RCOC	77%	23%	715
RCRC	68%	32%	91
SARC	72%	28%	475
SCLARC	68%	32%	499
SDRC	78%	22%	873
SGPRC	68%	32%	340
TCRC	78%	22%	430
VMRC	78%	22%	312
WRC	71%	29%	257
CA Average	75%	25%	9,441
Weighted NCI Average	78%	22%	12,719

¹¹ Some NCI states provide services through a statewide ID/DD agency

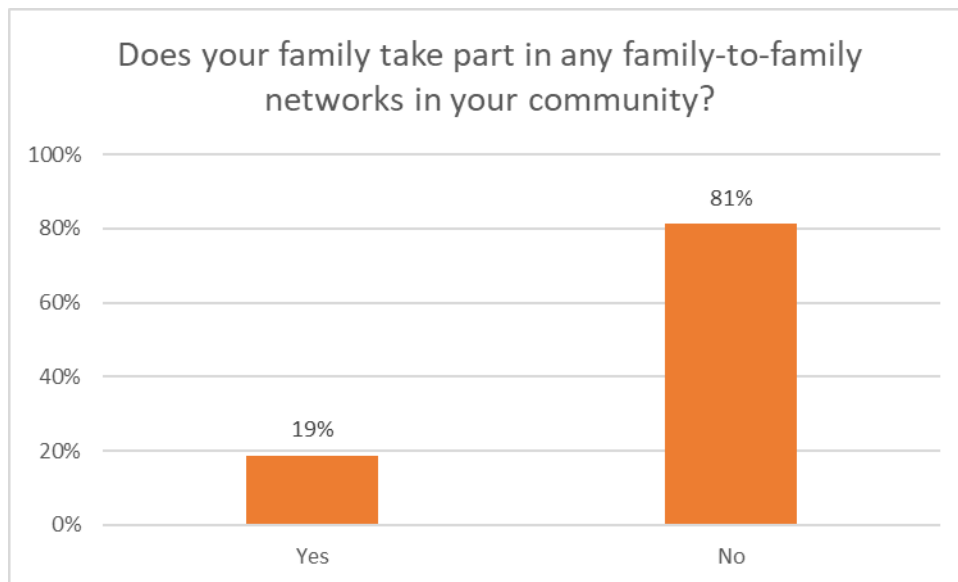


Table Q52. Does your family take part in any family-to-family networks in your community?

Responses to this question might have been impacted by the COVID-19 pandemic.

Regional Center	Yes	No	N
ACRC	17%	83%	1,021
CVRC	16%	84%	587
ELARC	24%	76%	481
FDLRC	21%	79%	322
FNRC	11%	89%	230
GGRC	19%	81%	429
HRC	18%	82%	498
IRC	18%	82%	1,283
KRC	18%	82%	255
NBRC	16%	84%	311
NLACRC	19%	81%	736
RCEB	19%	81%	781
RCOC	20%	80%	902
RCRC	13%	87%	119
SARC	27%	73%	615
SCLARC	24%	76%	577
SDRC	16%	84%	1,132
SGPRC	17%	83%	423
TCRC	19%	81%	549
VMRC	16%	84%	402
WRC	22%	78%	332
CA Average	19%	81%	12,036
Weighted NCI Average	19%	81%	15,859

Satisfaction With Services and Supports

Families and family members with disabilities receive adequate and satisfactory supports.

Note: Significance is based on “Always” or “Yes” response.

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

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



Table Q53. Overall, are you satisfied with the services and supports your family member currently receives?

Responses to this question might have been impacted by the COVID-19 pandemic.

Regional Center	Always	Usually	Sometimes	Seldom or Never	N
ACRC	40%	44%	12%	4%	1,150
CVRC	48%	39%	9%	4%	708
ELARC	50%	35%	13%	3%	564
FDLRC	39%	39%	16%	6%	356
FNRC	42%	38%	14%	6%	268
GGRC	40%	42%	16%	2%	502
HRC	38%	38%	17%	7%	569
IRC	45%	38%	13%	4%	1,460
KRC	35%	32%	24%	9%	300
NBRC	35%	43%	15%	6%	359
NLACRC	39%	40%	16%	5%	824
RCEB	31%	43%	19%	7%	886
RCOC	44%	41%	12%	3%	1,030
RCRC	38%	44%	14%	4%	134
SARC	36%	44%	16%	4%	700
SCLARC	47%	33%	14%	6%	690
SDRC	43%	40%	14%	4%	1,283
SGPRC	39%	40%	16%	5%	508
TCRC	38%	44%	15%	4%	595
VMRC	44%	42%	11%	3%	469
WRC	46%	35%	14%	5%	375
CA Average	41%	40%	14%	4%	13,780
Weighted NCI Average	40%	43%	13%	4%	18,166

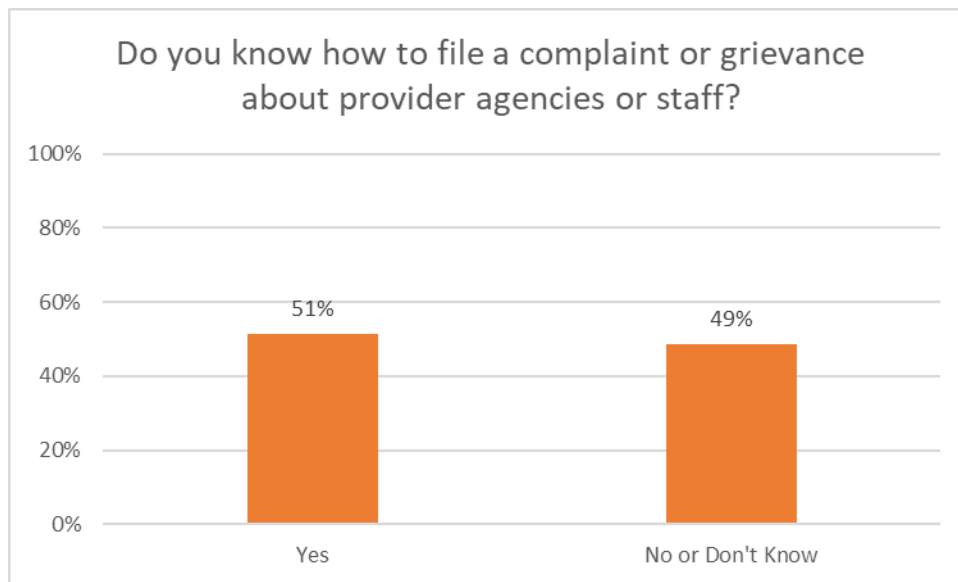


Table Q54. Do you know how to file a complaint or grievance about provider agencies or staff?¹²

Regional Center	Yes	No or Don't Know	N
ACRC	59%	41%	1,169
CVRC	54%	46%	727
ELARC	60%	40%	566
FDLRC	48%	52%	369
FNRC	66%	34%	267
GGRC	44%	56%	519
HRC	54%	46%	580
IRC	51%	49%	1,481
KRC	42%	58%	304
NBRC	55%	45%	358
NLACRC	52%	48%	847
RCEB	42%	58%	900
RCOC	56%	44%	1048
RCRC	69%	31%	137
SARC	39%	61%	723
SCLARC	43%	57%	708
SDRC	48%	52%	1,314
SGPRC	53%	47%	514
TCRC	52%	48%	601
VMRC	62%	38%	476
WRC	53%	47%	384
CA Average	51%	49%	14,045
Weighted NCI Average	61%	39%	18,465

¹² 'Don't Know' responses were included in 'No' responses for this question.



Table Q55. If a complaint or grievance was filed or resolved in the past year, are you satisfied with the way it was handled?

Regional Center	Yes	No or Don't Know	N
ACRC	62%	38%	116
CVRC	59%	41%	100
ELARC	56%	44%	98
FDLRC	55%	45%	80
FNRC	41%	59%	32
GGRC	43%	57%	58
HRC	47%	53%	60
IRC	60%	40%	197
KRC	59%	41%	44
NBRC	53%	47%	32
NLACRC	55%	45%	109
RCEB	46%	54%	110
RCOC	46%	54%	103
RCRC	n/a	n/a	n/a
SARC	38%	63%	96
SCLARC	60%	40%	141
SDRC	60%	40%	162
SGPRC	55%	45%	78
TCRC	59%	41%	70
VMRC	50%	50%	46
WRC	62%	38%	45
CA Average	54%	46%	1795
Weighted NCI Average	58%	42%	2,176

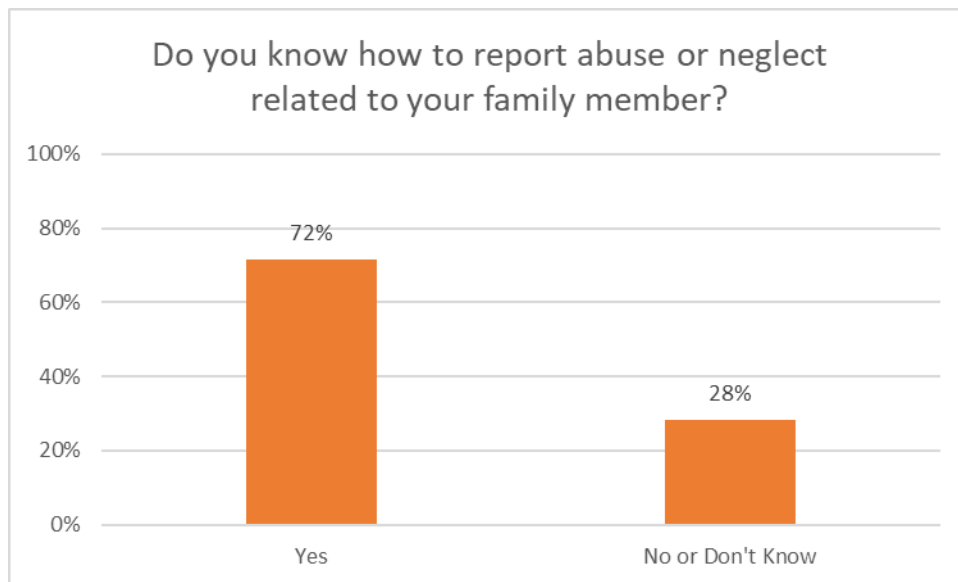


Table Q56. Do you know how to report abuse or neglect related to your family member?¹³

Regional Center	Yes	No or Don't Know	N
ACRC	80%	20%	1,167
CVRC	78%	22%	725
ELARC	72%	28%	563
FDLRC	66%	34%	367
FNRC	83%	17%	268
GGRC	60%	40%	520
HRC	69%	31%	571
IRC	78%	22%	1,480
KRC	72%	28%	304
NBRC	70%	30%	358
NLACRC	69%	31%	841
RCEB	62%	38%	899
RCOC	69%	31%	1,060
RCRC	81%	19%	134
SARC	60%	40%	715
SCLARC	72%	28%	705
SDRC	71%	29%	1,306
SGPRC	69%	31%	520
TCRC	74%	26%	605
VMRC	78%	22%	476
WRC	74%	26%	378
CA Average	72%	28%	14,014
Weighted NCI Average	78%	22%	18,428

¹³ 'Don't Know' responses were included in 'No' responses for this question.

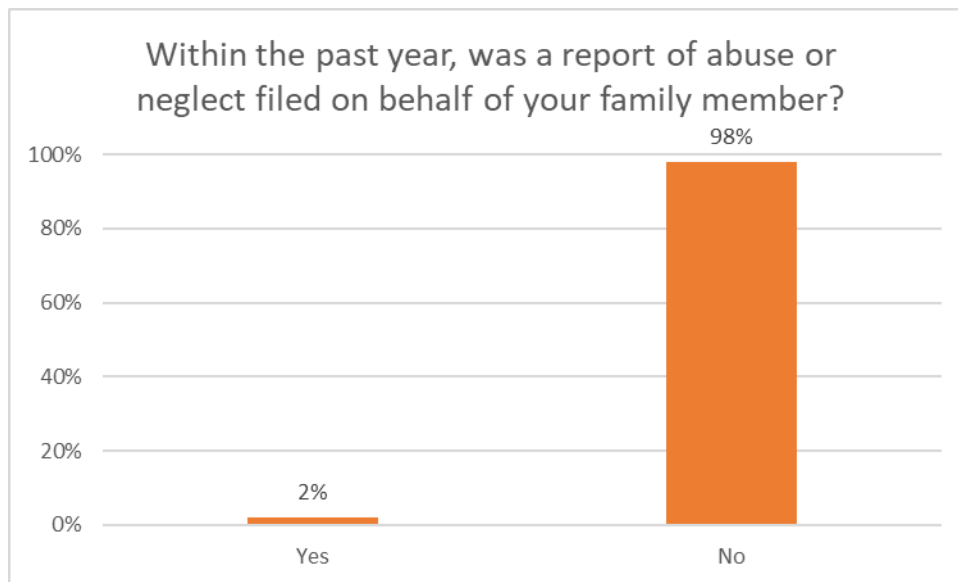


Table Q57. Within the past year, was a report of abuse or neglect filed on behalf of your family member?

Regional Center	Yes	No	N
ACRC	2%	98%	1,145
CVRC	2%	98%	688
ELARC	2%	98%	538
FDLRC	3%	97%	348
FNRC	2%	98%	265
GGRC	3%	97%	499
HRC	2%	98%	544
IRC	1%	99%	1,430
KRC	2%	98%	288
NBRC	1%	99%	343
NLACRC	2%	98%	812
RCEB	2%	98%	868
RCOC	2%	98%	1,012
RCRC	3%	97%	131
SARC	2%	98%	676
SCLARC	2%	98%	669
SDRC	2%	98%	1,261
SGPRC	2%	98%	487
TCRC	0%	100%	580
VMRC	2%	98%	456
WRC	4%	96%	363
CA Average	2%	98%	13,455
Weighted NCI Average	2%	98%	17,812

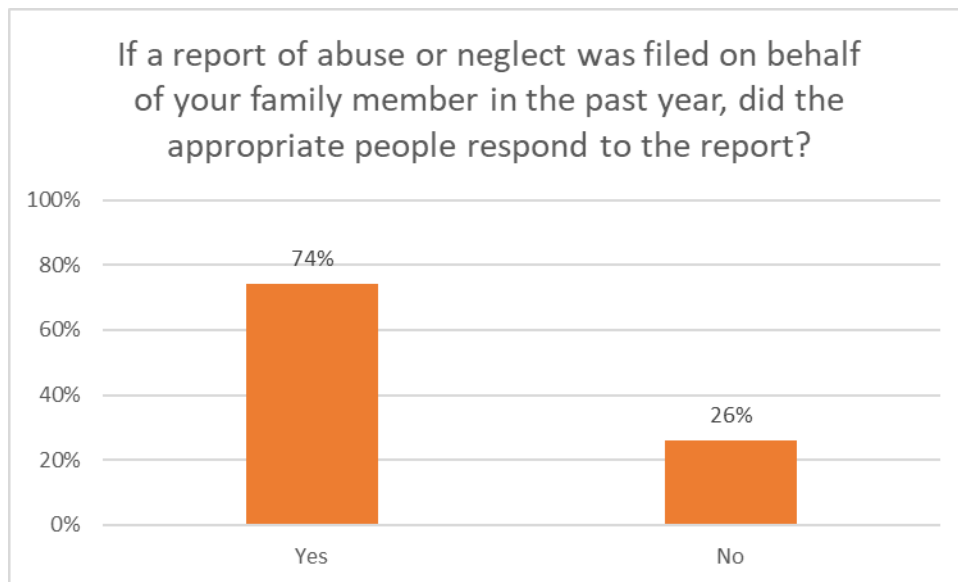


Table Q58. If a report of abuse or neglect was filed on behalf of family member, did the appropriate people respond to the report?

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	86%	14%	22
SGPRC	n/a	n/a	n/a
TCRC	n/a	n/a	n/a
VMRC	n/a	n/a	n/a
WRC	n/a	n/a	n/a
CA Average	74%	26%	197
Weighted NCI Average	76%	24%	267

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

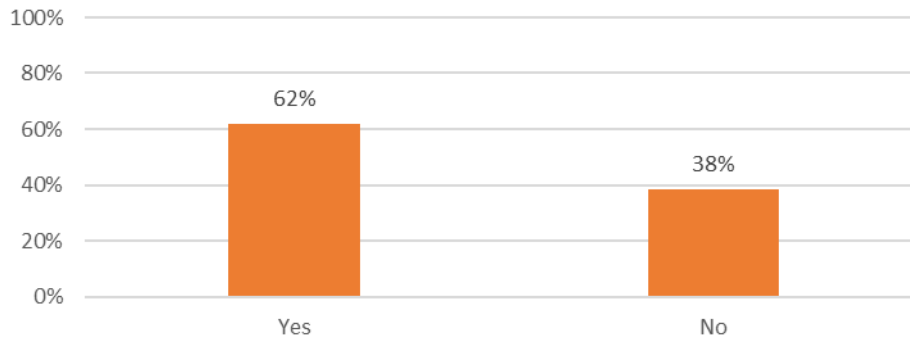


Table Q59. If a report of abuse or neglect was filed on behalf of family member by someone outside of your family your family, were you notified of the report in a timely manner?

Regional Center	Yes	No	N
ACRC	n/a	n/a	n/a
CVRC	n/a	n/a	n/a
ELARC	n/a	n/a	n/a
FDLRC	n/a	n/a	n/a
FNRC	n/a	n/a	n/a
GGRC	n/a	n/a	n/a
HRC	n/a	n/a	n/a
IRC	n/a	n/a	n/a
KRC	n/a	n/a	n/a
NBRC	n/a	n/a	n/a
NLACRC	n/a	n/a	n/a
RCEB	n/a	n/a	n/a
RCOC	n/a	n/a	n/a
RCRC	n/a	n/a	n/a
SARC	n/a	n/a	n/a
SCLARC	n/a	n/a	n/a
SDRC	n/a	n/a	n/a
SGPRC	n/a	n/a	n/a
TCRC	n/a	n/a	n/a
VMRC	n/a	n/a	n/a
WRC	n/a	n/a	n/a
CA Average	62%	38%	149
Weighted NCI Average	69%	31%	198

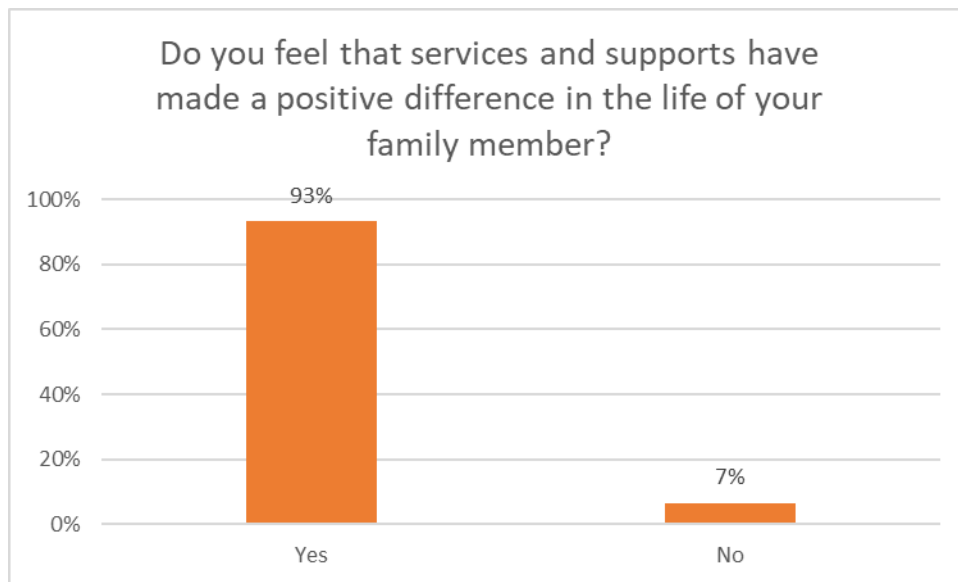


Table Q60. Do you feel that services and supports have made a positive difference in the life of your family member?

Responses to this question might have been impacted by the COVID-19 pandemic.

Regional Center	Yes	No	N
ACRC	95%	5%	1,072
CVRC	92%	8%	649
ELARC	95%	5%	525
FDLRC	91%	9%	318
FNRC	94%	6%	242
GGRC	95%	5%	471
HRC	93%	7%	516
IRC	94%	6%	1,314
KRC	87%	13%	274
NBRC	92%	8%	316
NLACRC	94%	6%	756
RCEB	92%	8%	810
RCOC	95%	5%	957
RCRC	91%	9%	129
SARC	92%	8%	632
SCLARC	89%	11%	609
SDRC	94%	6%	1200
SGPRC	93%	7%	458
TCRC	95%	5%	566
VMRC	95%	5%	425
WRC	94%	6%	342
CA Average	93%	7%	12,628
Weighted NCI Average	94%	6%	16,722

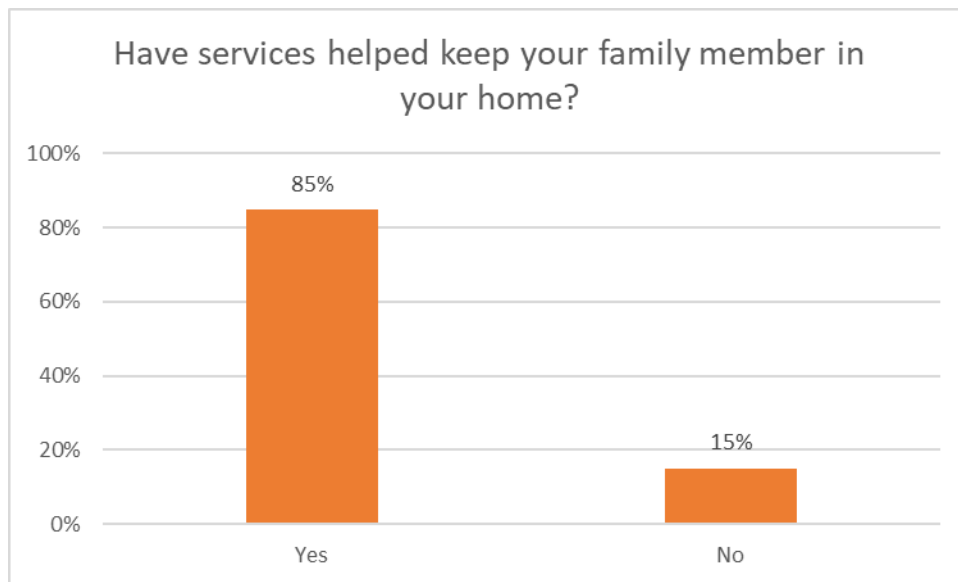


Table Q61. Have services helped keep your family member in your home?

CA specific question

Regional Center	Yes	No	N
ACRC	84%	16%	1,025
CVRC	85%	15%	613
ELARC	91%	9%	514
FDLRC	80%	20%	323
FNRC	84%	16%	234
GGRC	87%	13%	455
HRC	82%	18%	503
IRC	87%	13%	1,290
KRC	75%	25%	267
NBRC	84%	16%	307
NLACRC	86%	14%	732
RCEB	81%	19%	764
RCOC	87%	13%	935
RCRC	81%	19%	122
SARC	83%	17%	625
SCLARC	84%	16%	623
SDRC	86%	14%	1,142
SGPRC	87%	13%	452
TCRC	87%	13%	538
VMRC	84%	16%	413
WRC	84%	16%	341
CA Average	85%	15%	12,267
Weighted NCI Average	n/a	n/a	n/a

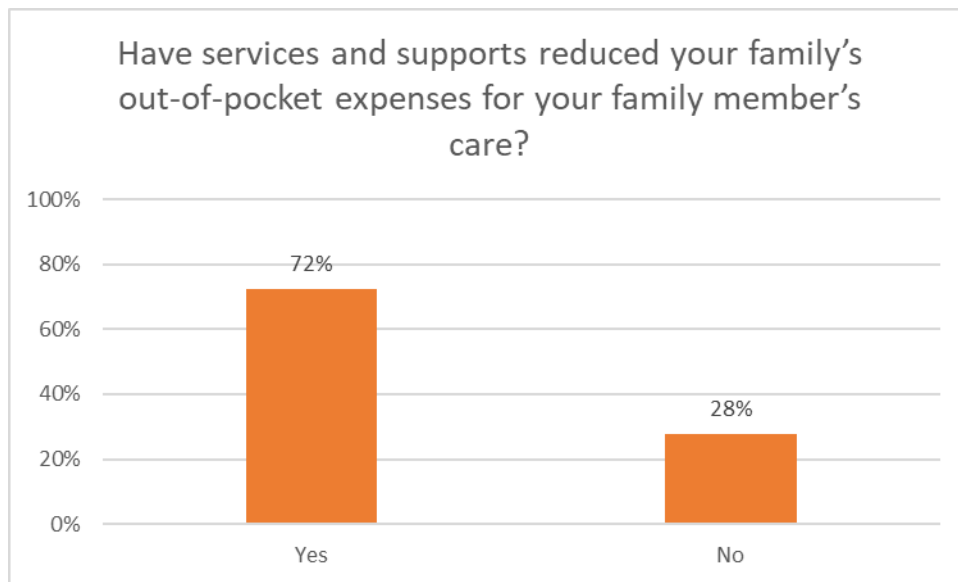


Table Q62. Have services and supports reduced your family's out-of-pocket expenses for your family member's care?

Responses to this question might have been impacted by the COVID-19 pandemic.

Regional Center	Yes	No	N
ACRC	76%	24%	1,032
CVRC	72%	28%	586
ELARC	74%	26%	466
FDLRC	61%	39%	311
FNRC	73%	27%	227
GGRC	77%	23%	435
HRC	67%	33%	488
IRC	71%	29%	1,247
KRC	63%	37%	255
NBRC	72%	28%	302
NLACRC	70%	30%	701
RCEB	73%	27%	778
RCOC	75%	25%	901
RCRC	80%	20%	117
SARC	73%	27%	604
SCLARC	62%	38%	585
SDRC	78%	22%	1,086
SGPRC	68%	32%	421
TCRC	77%	23%	528
VMRC	71%	29%	380
WRC	71%	29%	328
CA Average	72%	28%	11,821
Weighted NCI Average	73%	27%	15,785

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

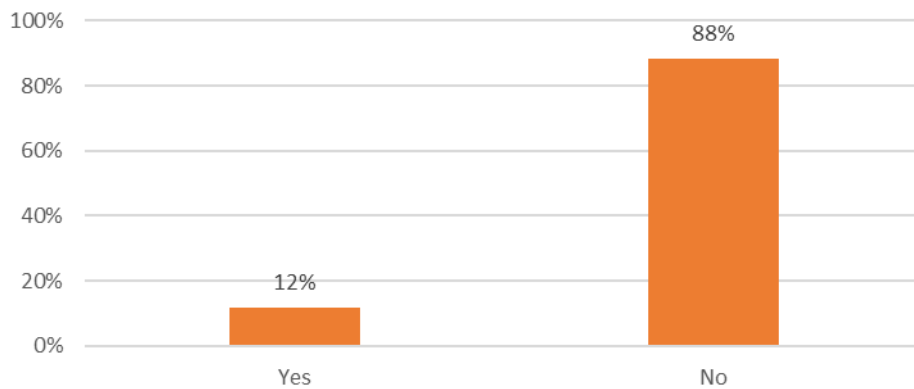


Table Q63. Have the services or supports that your family member received during the past year been reduced, suspended, or terminated?

Regional Center	Yes	No	N
ACRC	13%	87%	1,060
CVRC	11%	89%	624
ELARC	12%	88%	504
FDLRC	17%	83%	319
FNRC	16%	84%	246
GGRC	10%	90%	435
HRC	10%	90%	519
IRC	11%	89%	1,333
KRC	13%	87%	258
NBRC	16%	84%	305
NLACRC	14%	86%	744
RCEB	13%	87%	788
RCOC	8%	92%	941
RCRC	20%	80%	122
SARC	9%	91%	645
SCLARC	8%	92%	599
SDRC	10%	90%	1,160
SGPRC	14%	86%	456
TCRC	12%	88%	549
VMRC	11%	89%	421
WRC	11%	89%	340
CA Average	12%	88%	12,419
Weighted NCI Average	13%	87%	16,499

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

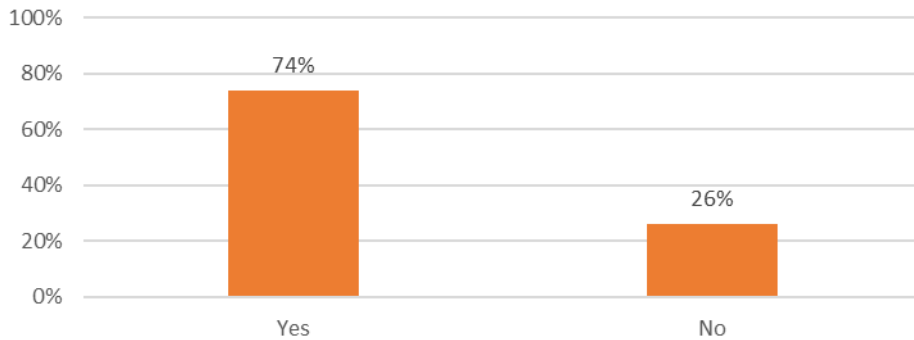


Table Q64. If services or supports received by the family were reduced, suspended or terminated during the past year, did the change in services affect your family member negatively?

Responses to this question might have been impacted by the COVID-19 pandemic.

Regional Center	Yes	No	N
ACRC	73%	27%	109
CVRC	67%	33%	49
ELARC	73%	27%	52
FDLRC	75%	25%	48
FNRC	81%	19%	36
GGRC	64%	36%	33
HRC	77%	23%	47
IRC	78%	22%	122
KRC	79%	21%	24
NBRC	70%	30%	44
NLACRC	75%	25%	91
RCEB	75%	25%	83
RCOC	75%	25%	64
RCRC	n/a	n/a	n/a
SARC	82%	18%	50
SCLARC	62%	38%	39
SDRC	76%	24%	103
SGPRC	82%	18%	57
TCRC	76%	24%	58
VMRC	49%	51%	35
WRC	71%	29%	31
CA Average	74%	26%	1,199
Weighted NCI Average	74%	26%	1,763

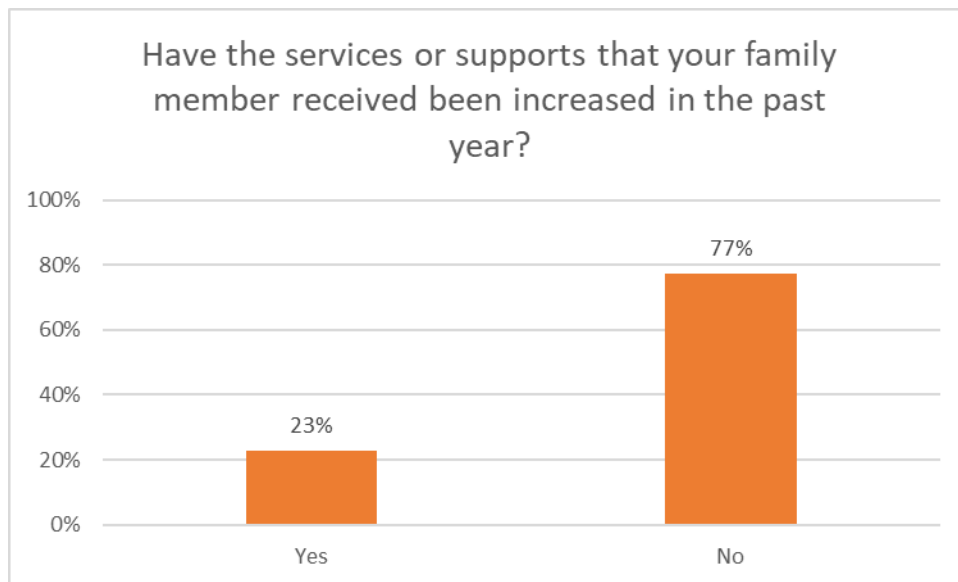


Table Q65. Have the services or supports that your family member received been increased in the past year?

Responses to this question might have been impacted by the COVID-19 pandemic.

Regional Center	Yes	No	N
ACRC	21%	79%	993
CVRC	23%	77%	605
ELARC	24%	76%	483
FDLRC	22%	78%	316
FNRC	21%	79%	227
GGRC	25%	75%	415
HRC	21%	79%	485
IRC	28%	72%	1,249
KRC	24%	76%	258
NBRC	22%	78%	292
NLACRC	22%	78%	728
RCEB	19%	81%	741
RCOC	24%	76%	894
RCRC	24%	76%	113
SARC	22%	78%	614
SCLARC	24%	76%	595
SDRC	23%	77%	1,115
SGPRC	17%	83%	426
TCRC	22%	78%	543
VMRC	20%	80%	387
WRC	22%	78%	329
CA Average	23%	77%	11,859
Weighted NCI Average	21%	79%	15,802

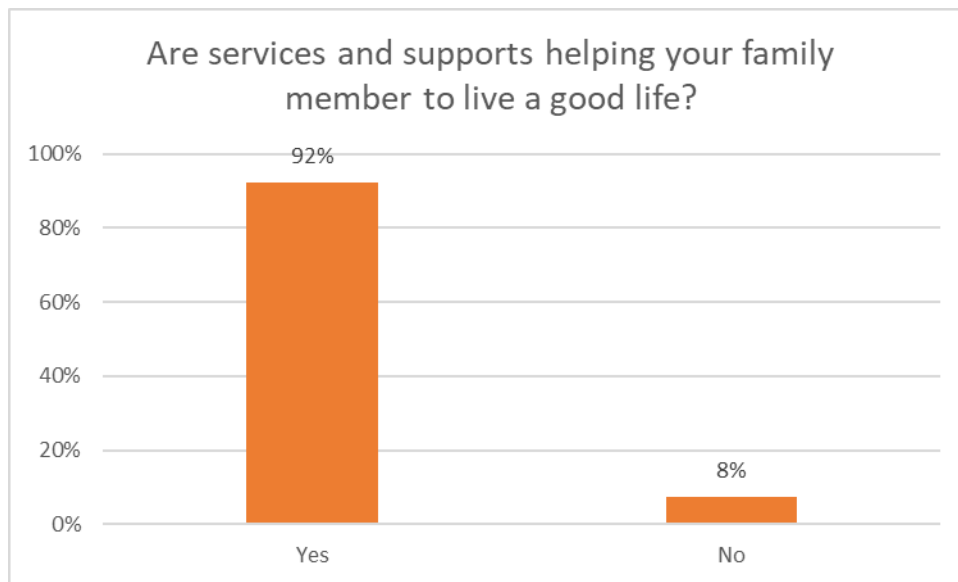


Table Q66. Are services and supports helping your family member to live a good life?

Responses to this question might have been impacted by the COVID-19 pandemic.

Regional Center	Yes	No	N
ACRC	95%	5%	1,045
CVRC	93%	7%	645
ELARC	94%	6%	509
FDLRC	86%	14%	313
FNRC	92%	8%	239
GGRC	94%	6%	451
HRC	88%	12%	494
IRC	93%	7%	1,317
KRC	84%	16%	258
NBRC	91%	9%	307
NLACRC	93%	7%	735
RCEB	90%	10%	773
RCOC	94%	6%	931
RCRC	95%	5%	118
SARC	91%	9%	622
SCLARC	91%	9%	599
SDRC	94%	6%	1,163
SGPRC	91%	9%	446
TCRC	94%	6%	544
VMRC	95%	5%	425
WRC	91%	9%	338
CA Average	92%	8%	12,318
Weighted NCI Average	93%	7%	16,379

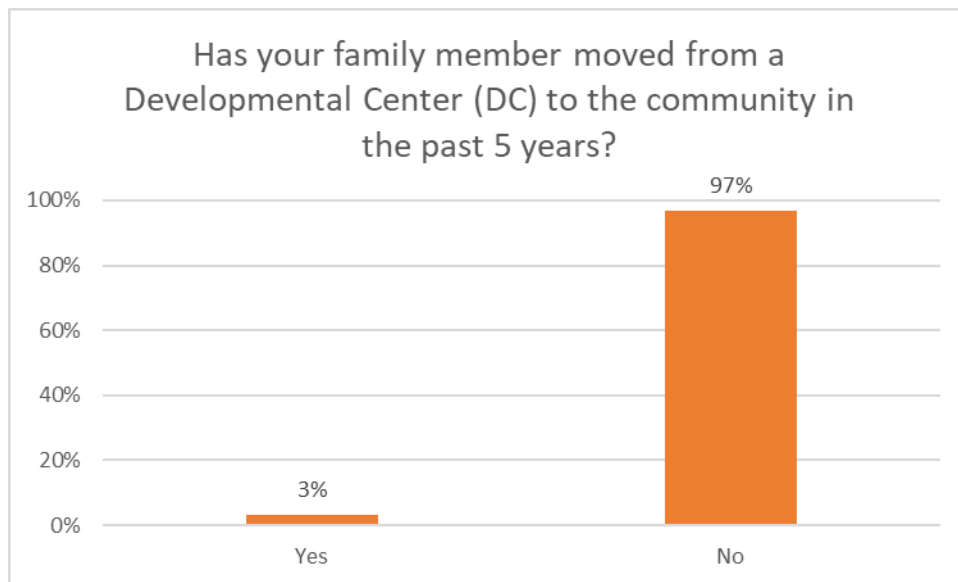


Table Q67. Has your family member moved form a Developmental Center (DC) to the community in the past 5 years?

CA specific question

Regional Center	Yes	No	N
ACRC	2%	98%	253
CVRC	4%	96%	196
ELARC	1%	99%	167
FDLRC	3%	97%	104
FNRC	0%	100%	30
GGRC	0%	100%	85
HRC	4%	96%	106
IRC	2%	98%	399
KRC	5%	95%	81
NBRC	0%	100%	38
NLACRC	3%	97%	225
RCEB	10%	90%	111
RCOC	2%	98%	84
RCRC	5%	95%	20
SARC	3%	97%	114
SCLARC	4%	96%	257
SDRC	3%	97%	261
SGPRC	4%	96%	138
TCRC	4%	96%	130
VMRC	7%	93%	108
WRC	4%	96%	100
CA Average	3%	97%	3,014
Weighted NCI Average	n/a	n/a	n/a

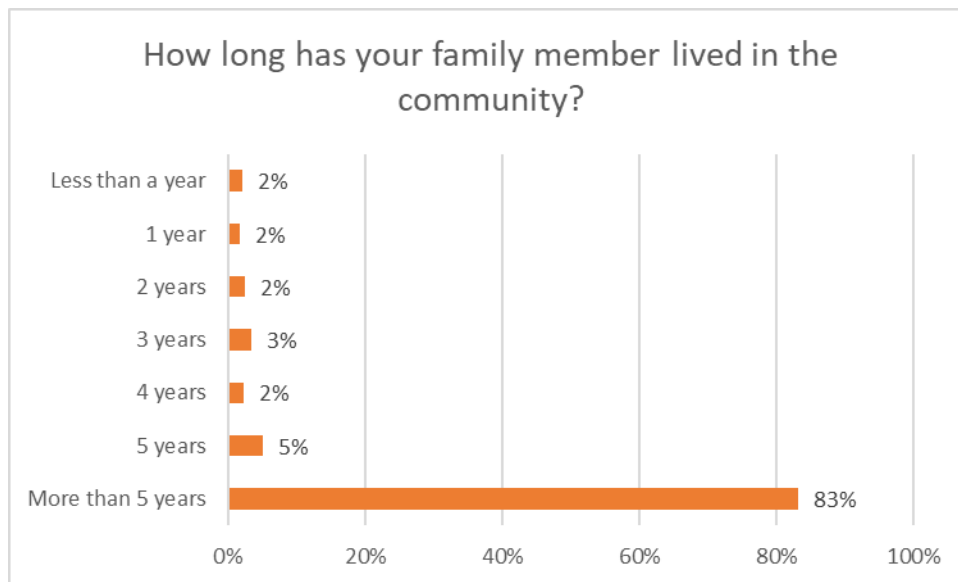


Table Q68. How long has your family member lived in the community?

CA specific question

Regional Center	Less than a year	1 year	2 years	3 years	4 years	5 years	More than 5 years	N
ACRC	3%	0%	1%	5%	4%	5%	81%	156
CVRC	2%	0%	1%	6%	0%	5%	86%	125
ELARC	1%	0%	3%	3%	0%	8%	86%	80
FDLRC	3%	0%	10%	6%	0%	6%	74%	31
FNRC	0%	0%	0%	9%	14%	0%	77%	22
GGRC	0%	0%	4%	0%	0%	0%	96%	23
HRC	8%	5%	3%	0%	0%	3%	82%	39
IRC	2%	3%	3%	3%	2%	6%	81%	216
KRC	5%	2%	2%	2%	5%	12%	72%	43
NBRC	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a
NLACRC	4%	2%	4%	3%	1%	6%	79%	136
RCEB	0%	2%	4%	4%	5%	5%	80%	55
RCOC	2%	2%	2%	4%	0%	0%	89%	45
RCRC	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a
SARC	0%	3%	3%	3%	0%	0%	92%	37
SCLARC	1%	4%	3%	0%	2%	5%	84%	96
SDRC	1%	3%	4%	2%	2%	6%	81%	124
SGPRC	0%	1%	0%	1%	3%	7%	87%	68
TCRC	0%	0%	1%	4%	0%	5%	90%	80
VMRC	5%	1%	3%	8%	3%	1%	78%	74
WRC	0%	0%	0%	2%	5%	5%	88%	59
CA Average	2%	2%	2%	3%	2%	5%	83%	1,542
Weighted NCI Average	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a

Due to the COVID-19 pandemic and its impact to NCI data collection and sampling processes, we caution against using 2019-20 data to directly compare with past and future NCI data.

II. NCI History and Activities

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

Overview of National Core Indicators

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 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 (NCI), 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 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 disability or residential setting

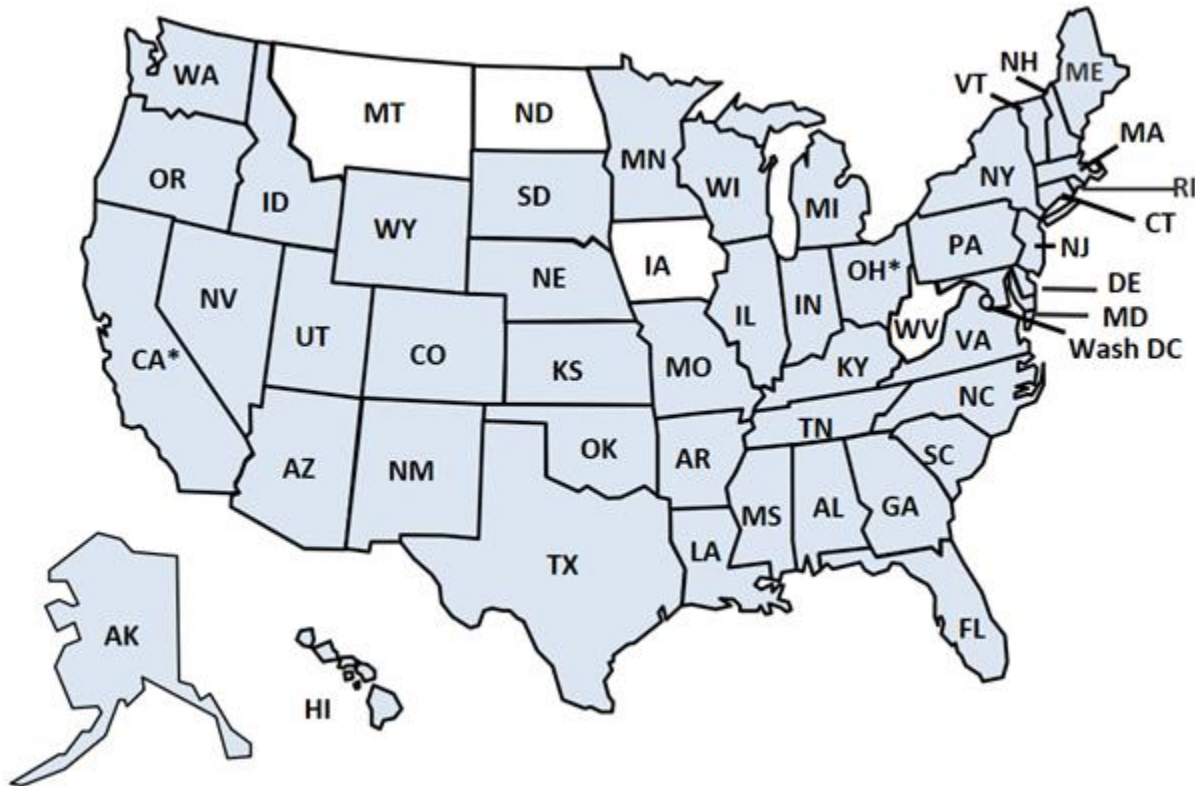
During this initial phase, data collection protocols were developed and field-tested, including a face-to-face Adult In-Person Survey (for individuals age 18 and older who were receiving services) and a mail-out Adult Family Survey (for families who have an adult family member living at home). Seven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

Since the initial field test, NCI has expanded its scope to include outcomes of services for children with intellectual and developmental disabilities and their families. In addition, NCI continues to develop and refine the indicators and expand state participation. For more information about NCI states, technical reports, and other resources please visit the NCI website at <https://www.nationalcoreindicators.org/>.

State Participation

During the 2019-20 data collection cycle, 46 states, the District of Columbia and 22 sub-state entities participated in NCI. State participation is entirely voluntary, and participating states are highlighted on the map below. Not all states participate in all surveys each year.

Figure 1. NCI State Participation 2019-20



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 community.” To see the entire list of Core Indicators, please visit the Indicators page on the NCI website at <https://www.nationalcoreindicators.org/indicators>.

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 five broad domains: Individual Outcomes; Health, Welfare, and Rights; Staff Stability and Competency; Family Outcomes; and System Performance. 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, a Staff Stability Survey (e.g., staff turnover), and system data from state administrative records (e.g., mortality rates).

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 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. Details on the design and testing of this tool are provided in the next section of this report.

Sub-Domains and Concern Statements

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

Figure 2. Family Survey Sub-Domains and Concern Statements

Sub-Domain	Concern Statement
Information and Planning	Families/family members with disabilities have the information and support necessary to plan for their services and supports.
Choice, Decision Making & Control	Families/family members with disabilities determine the services and supports they receive and the individuals or agencies who provide them.
Access & Support Delivery	Families/family members with disabilities get the services and supports they need.
Involvement in the Community	Family members with disabilities use integrated community services and participate in everyday community activities.
Satisfaction	Families/family members with disabilities receive adequate and satisfactory supports.
Outcomes	Individual and family supports make a positive difference in the lives of families.

How NCI 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 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](#).¹⁴

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

¹⁴ Located on the National Core Indicators website: <https://www.nationalcoreindicators.org> →Resources →Using the Data

performance level. States that fall into the “below average” tier on any scale or indicator are not necessarily underperforming; instead, this placement indicates only that the state’s scale score or indicator percentage is significantly lower than the average of all states—where “significantly” means “not due to chance.” The results tables throughout this report display states’ scores relative to one another and show which states tend to have similar results. Notably, the difference between a “below average” state and the average across the other states may be very small, and it is up to public managers, policy-makers, and other stakeholders to decide whether a state’s result relative to the NCI Average suggests that changes or further investigation are necessary.

Moreover, the NCI 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 states; this denotes that the majority of states are performing similarly. Instances in which several states’ results are especially high (considerably above the average level) indicate the levels of performance or satisfaction achieved in those states 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 Averages; and states draw new samples each year rather than following the same group of individuals.

III. Methodology

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

Sampling & Administration

States were asked to administer the Adult Family Survey by selecting a random sample of at least 1,000 families who:

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

California sent an Adult Family Survey to all eligible families.¹⁵

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 six states had at least a portion of surveys completed via direct entry for the 2019-20 data collection cycle.¹⁶

A sample size of 1,000 was recommended with the expectation of a 40% return rate or greater (yielding 400 or more usable responses per state). However, most states decided to sample more than 1,000 families, expecting a lower response rate than 40%. A final sample size of 400 would guarantee a +/- 5% margin of error and a 95% confidence level when interpreting the results. States with fewer than 1,000 potential respondent families were instructed to send surveys to all eligible families. With response rates lower than expected, we also included those states that submitted fewer than 400 surveys up to a margin of error of no greater than +/- 7%.

Weighting

Statistically, the term “average” refers to a calculated central or middle value of a set of numbers. In NCI reports, we use “NCI 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 averages contained in this report are “weighted”

¹⁵ See “Response Rates” for information on total surveys mailed and received by regional centers as well as each regional center’s margin of error.

¹⁶ States that used the direct entry or mail and direct entry options were: CA, DE, MD, MO, NC, WA.

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

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

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

Response Rates

During 2019-20, 14 states, including California, administered the Adult Family Survey and submitted a valid sample size for comparison—a sample that would yield a 95% confidence level with +/- 7% (7.49% or less) margin of error; their data are included in the NCI Averages in this report.

The following table shows response rates for California regional centers and across NCI states.

Figure 3. Adult Family Survey: State Response Rates

State	Total Population	Surveys Sent	Complete Surveys	Response Rate ¹⁷	Margin of Error
ACRC	5,946	5,946	1,207	20.3%	2.52%
CVRC	4,536	4,536	755	16.6%	3.26%
ELARC	3,730	3,730	596	16.0%	3.68%
FDLRC	2,450	2,450	381	15.6%	4.62%
FNRC	1,499	1,499	277	18.5%	5.32%
GGRC	2,459	2,459	543	22.1%	3.71%
HRC	3,423	3,423	597	17.4%	3.65%
IRC	9,310	9,310	1,543	16.6%	2.28%
KRC	2,122	2,122	322	15.2%	5.03%
NBRC	2,127	2,127	373	17.5%	4.61%
NLACRC	5,549	5,549	875	15.8%	3.04%
RCEB	4,484	4,484	941	21.0%	2.84%
RCOC	5,347	5,347	1,095	20.5%	2.64%
RCRC	786	786	139	17.7%	7.55%
SARC	4,854	4,854	752	15.5%	3.29%
SCLARC	4,302	4,302	744	17.3%	3.27%
SDRC	6,604	6,604	1,353	20.5%	2.34%
SGPRC	3,284	3,284	540	16.4%	3.86%
TCRC	3,302	3,302	637	19.3%	3.49%
VMRC	3,149	3,149	497	15.8%	4.04%
WRC	2,455	2,455	399	16.3%	4.49%
CA ¹⁸	81,718	81,718	14,621	17.9%	0.73%
NCI States ¹⁹	179,638	109,378	19,183	20.6%	4.91%

¹⁷ State response rates are calculated as following: the number of complete surveys divided by total surveys sent in that state (type "RR1" as defined by the American Association for Public Opinion Research). For more details on the definition, please see the AAPOR report: https://www.aapor.org/AAPOR_Main/media/publications/Standard-Definitions20169theditionfinal.pdf

¹⁸ CA total include 55 surveys from unknown regional centers.

¹⁹ 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).