

Family/Guardian Survey

2023-24 California Statewide Report

Prepared by Human Services Research Institute for the
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August 2025

Message from the California Department of Developmental Services

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

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

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

This is the fifth administration of the Family/Guardian Survey, with data collected from December 2023 through June 2024. During that time, 5,274 mail-out surveys were completed by family members who do not live in the same residence with an adult with intellectual and developmental disabilities receiving at least one service beyond case management from a regional center. The data findings in this report contribute to our understanding of how California's system is performing. California uses these reports to monitor changes in the system and to guide strategic planning and quality improvement activities. Regional centers can use the data in a similar fashion at the local level.

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

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

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

Acknowledgements

This report would not be possible if not for the 5,274 families who agreed to offer their time and discuss their lives in order to assist in improving the services of all people with intellectual and developmental disabilities in California.

List of Abbreviations Used in This Report

AFS - Adult Family Survey

ARCA - Association of Regional Center Agencies

CAC - Consumer Advisory Committee

CA-ODESA - California Online Data Entry Survey Administration

CCF - Community Care Facility

CIP - Core Indicators Project

CFS - Child Family Survey

CMS - Centers for Medicare & Medicaid Services

DDS - Department of Developmental Services

FGS - Family/Guardian Survey

FHA - Family Home Agency

HCBS – Home and Community-Based Services

HSRI - Human Services Research Institute

ICF - Intermediate Care Facility

ILS/SLS - Independent Living Services/Supported Living Services

NASDDDS - National Association of State Directors of Developmental Disabilities Services

NCI - National Core Indicators

QAC - Quality Assessment Coordinator

RC - Regional Center

SCDD - State Council of Developmental Disabilities

List of Regional Center Abbreviations

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

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Executive Summary

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

The National Core Indicators (NCI-IDD) Family/Guardian Survey is administered to families who have an adult family member (18 years or older) with an intellectual or developmental disability who lives outside of the family home and receives at least one service other than case management. Not all states that participate in NCI-IDD administer the Family/Guardian Survey on an annual basis. Of the 48 states, the District of Columbia and 22 sub-state entities that were members of NCI during the 2023-24 data collection cycle, eleven states¹ submitted a valid sample of Family/Guardian Survey data. **Please note: the NCI-IDD averages shown throughout this report are weighted.**²

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

Note:

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

¹ Arizona (AZ), California (CA), Delaware (DE), Georgia (GA), Indiana (IN), Maryland (MD), Minnesota (MN), New Hampshire (NH), New Jersey (NJ), North Dakota (ND), and Pennsylvania (PA)

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

Respondents of this survey are family members and conservators of individuals (18 and over) who live in a community placement setting and receive at least one service in addition to case management from the state DD service system. More NCI data findings are available at [National Core Indicators - CA Department of Developmental Services](#)

Respondents....



5,274

Participated in the survey

NORTHERN CA

689

RCRC = 71
FNRC = 212
ACRC = 406

BAY AREA

1,561

NBRC = 300
SARC = 439
RCEB = 465
GGRC = 357

CENTRAL CA

554

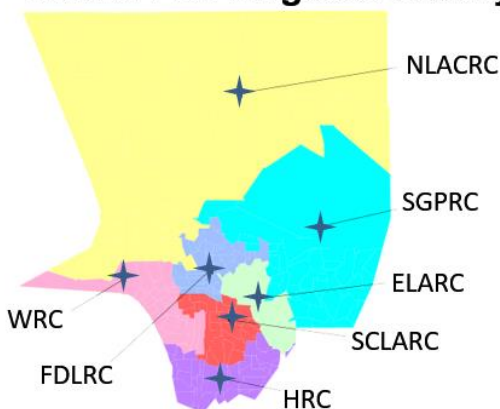
CVRC = 273
KRC = 96
VMRC = 185

LOS ANGELES

951

SGPRC = 205
HRC = 66
WRC = 132
NLACRC = 354
SCLARC = 26
ELARC = 76
FDLRC = 92

Center Locations Within Los Angeles County



SOUTHERN CA

1,519

SDRC = 468
TCRC = 373
RCOC = 362
IRC = 316

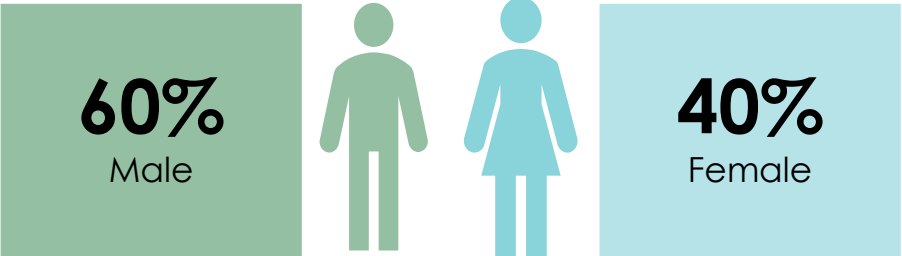


1% under the age of 35
8% ages of 35-54
55% ages of 55-74
35% 75 or older

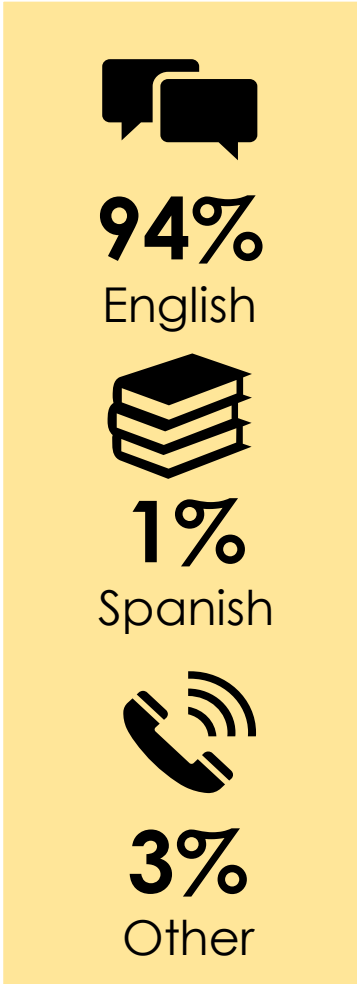
Respondents of this survey are family members and conservators of individuals (18 and over) who live in a community placement setting and receive at least one service in addition to case management from the state DD service system. More NCI data findings are available at [National Core Indicators - CA Department of Developmental Services](#)

Individual with IDD....

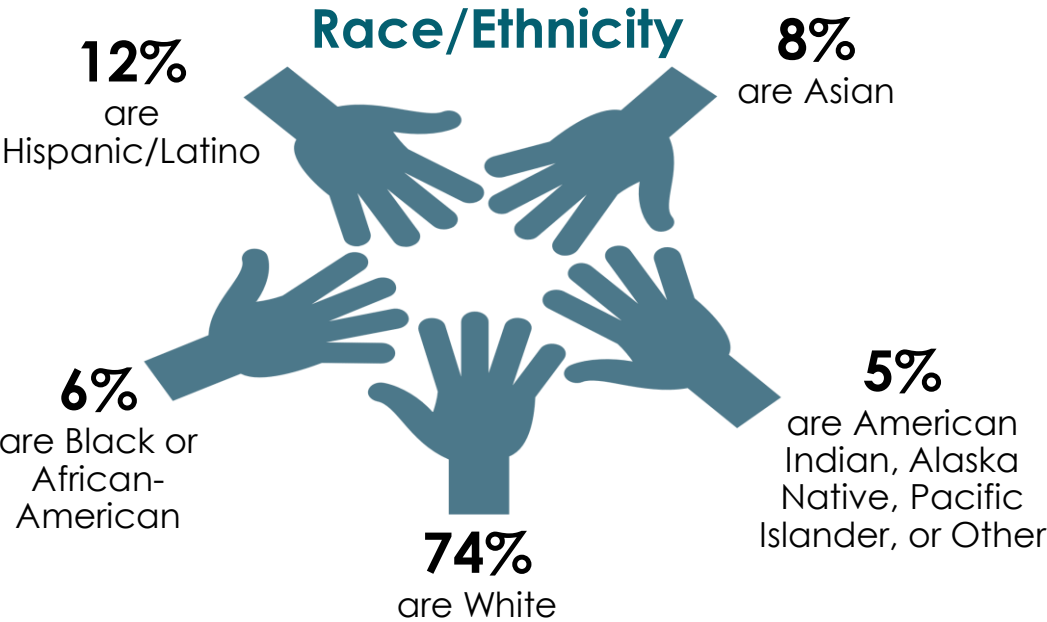
Gender



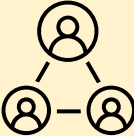
Preferred Language



Race/Ethnicity



Consumer and Family Member Characteristics

Preferred Means of Communication 	82% Spoken	Relationship To Guardian 	90% Family
	11% Gestures or body language		5% Friend or Other
	2% Sign language or finger spelling		6% Employee or state guardianship agency
	1% Communication aid or device		
	4% Other		

Results

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

Presentation of the Data

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

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

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

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

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

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

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

“N” demonstrates the number of valid responses for each question. “N” can vary between questions. The N does not include missing responses, “don’t know” responses or “not applicable” responses. For information on the total sample from each regional center see Figure 2.

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 1a. Family Member's Residence

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

Regional Center	Specialized Facility for People With Intellectual Disabilities	Group Home or Agency Operated Apartment	Independent Home or Apartment	N
ACRC	9%	35%	45%	401
CVRC	19%	39%	31%	263
ELARC	21%	40%	33%	73
FDLRC	27%	43%	19%	89
FNRC	13%	33%	39%	206
GGRC	19%	49%	22%	340
HRC	16%	42%	33%	64
IRC	23%	54%	15%	302
KRC	12%	29%	44%	94
NBRC	14%	34%	36%	287
NLACRC	22%	40%	30%	343
RCEB	16%	46%	34%	454
RCOC	39%	36%	19%	354
RCRC	7%	18%	60%	68
SARC	15%	46%	35%	426
SCLARC	32%	24%	28%	25
SDRC	17%	43%	34%	456
SGPRC	30%	48%	16%	202
TCRC	12%	38%	41%	363
VMRC	18%	42%	32%	179
WRC	9%	40%	47%	120
CA Average	18%	41%	32%	5109
Weighted NCI-IDD Average	12%	59%	21%	8419

Table 1b. Family Member's Residence (continued)

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

Regional Center	Adult Foster Care or Host Family Home	Nursing Home	Homeless	Other	N
ACRC	3%	0%	0%	6%	401
CVRC	3%	3%	0%	6%	263
ELARC	0%	1%	0%	5%	73
FDLRC	3%	3%	0%	4%	89
FNRC	1%	1%	0%	12%	206
GGRC	2%	1%	0%	6%	340
HRC	2%	0%	0%	8%	64
IRC	2%	1%	0%	5%	302
KRC	9%	1%	0%	6%	94
NBRC	2%	1%	1%	12%	287
NLACRC	2%	2%	0%	3%	343
RCEB	2%	1%	0%	2%	454
RCOC	3%	1%	0%	3%	354
RCRC	0%	1%	0%	13%	68
SARC	2%	0%	0%	3%	426
SCLARC	8%	4%	0%	4%	25
SDRC	1%	0%	0%	5%	456
SGPRC	2%	1%	0%	3%	202
TCRC	1%	1%	1%	6%	363
VMRC	1%	2%	0%	6%	179
WRC	2%	0%	0%	3%	120
CA Average	2%	1%	0%	5%	5109
Weighted NCI-IDD Average	4%	1%	0%	4%	8419

Table 2. Family Member's Time Living in Current Residence

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

Regional Center	Less Than One Year	One to Three Years	Four to Five Years	Over Five Years	N
ACRC	8%	21%	14%	57%	400
CVRC	5%	18%	16%	61%	263
ELARC	7%	8%	14%	71%	72
FDLRC	1%	19%	12%	67%	89
FNRC	11%	23%	14%	51%	201
GGRC	6%	15%	11%	68%	350
HRC	6%	14%	14%	65%	63
IRC	7%	16%	9%	68%	302
KRC	2%	15%	12%	71%	93
NBRC	6%	17%	15%	63%	286
NLACRC	6%	12%	9%	72%	344
RCEB	4%	19%	12%	65%	451
RCOC	4%	17%	11%	68%	356
RCRC	9%	26%	9%	57%	69
SARC	6%	19%	10%	65%	427
SCLARC	4%	8%	4%	83%	24
SDRC	6%	19%	12%	62%	457
SGPRC	5%	16%	9%	70%	204
TCRC	6%	16%	12%	65%	365
VMRC	6%	20%	8%	66%	176
WRC	4%	13%	10%	73%	121
CA Average	6%	18%	12%	65%	5113
Weighted NCI-IDD Average	9%	21%	11%	59%	8397

Table 3. Family Member's Residential Designation

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

Regional Center	Urban or Suburban (In or Near a City or Large Town)	Rural (Outside of a City or Town)	N
ACRC	91%	9%	394
CVRC	92%	8%	265
ELARC	100%	0%	71
FDLRC	98%	2%	87
FNRC	82%	18%	201
GGRC	97%	3%	343
HRC	100%	0%	61
IRC	96%	4%	298
KRC	92%	8%	91
NBRC	94%	6%	285
NLACRC	99%	1%	330
RCEB	98%	2%	450
RCOC	99%	1%	336
RCRC	71%	29%	69
SARC	96%	4%	425
SCLARC	100%	0%	22
SDRC	95%	5%	450
SGPRC	98%	2%	200
TCRC	95%	5%	359
VMRC	83%	17%	178
WRC	99%	1%	121
CA Average	95%	5%	5036
Weighted NCI-IDD Average	85%	15%	8302

Table 4. Family Member's Age

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

Regional Center	Age	N
ACRC	46.8	405
CVRC	49.0	273
ELARC	50.3	76
FDLRC	48.5	92
FNRC	47.2	212
GGRC	50.3	356
HRC	50.1	66
IRC	48.5	316
KRC	44.2	96
NBRC	48.2	300
NLACRC	48.8	354
RCEB	47.0	465
RCOC	42.9	362
RCRC	44.8	71
SARC	47.0	439
SCLARC	51.0	26
SDRC	46.3	468
SGPRC	53.8	205
TCRC	48.1	373
VMRC	49.7	185
WRC	47.4	132
CA Average	47.8	5,272
Weighted NCI-IDD Average	47.4	8,581

Table 5. Family Member's Gender

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

Regional Center	Male	Female	Other	N
ACRC	58%	42%	0%	406
CVRC	57%	43%	0%	273
ELARC	62%	38%	0%	76
FDLRC	64%	36%	0%	92
FNRC	59%	41%	0%	212
GGRC	58%	42%	0%	357
HRC	55%	45%	0%	66
IRC	61%	39%	0%	316
KRC	60%	40%	0%	96
NBRC	59%	40%	0%	300
NLACRC	59%	41%	0%	354
RCEB	59%	40%	0%	465
RCOC	62%	37%	1%	362
RCRC	55%	45%	0%	71
SARC	64%	36%	0%	439
SCLARC	65%	35%	0%	26
SDRC	61%	38%	0%	468
SGPRC	58%	42%	0%	205
TCRC	60%	39%	1%	373
VMRC	57%	42%	1%	185
WRC	60%	39%	1%	132
CA Average	60%	40%	0%	5274
Weighted NCI-IDD Average	59%	41%	0%	8587

Table 6. Family Member's Race and Ethnicity

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

Regional Center	American Indian or Alaska Native	Asian	Black or African American	Pacific Islander	White	Hispanic or Latino	Other	Prefer Not to Say
ACRC	2%	6%	6%	1%	78%	8%	2%	3%
CVRC	2%	4%	7%	0%	69%	20%	4%	2%
ELARC	1%	11%	1%	0%	62%	32%	5%	1%
FDLRC	2%	15%	11%	1%	67%	13%	0%	0%
FNRC	5%	3%	3%	0%	85%	6%	2%	3%
GGRC	1%	12%	5%	1%	76%	9%	2%	3%
HRC	5%	16%	9%	2%	56%	13%	2%	5%
IRC	2%	4%	7%	1%	74%	16%	2%	2%
KRC	4%	7%	3%	0%	76%	13%	4%	0%
NBRC	3%	4%	6%	1%	82%	6%	2%	3%
NLACRC	1%	7%	4%	1%	77%	11%	3%	3%
RCEB	2%	13%	11%	0%	73%	10%	1%	2%
RCOC	8%	15%	3%	0%	61%	13%	3%	1%
RCRC	6%	0%	1%	1%	90%	7%	1%	1%
SARC	3%	11%	2%	0%	72%	15%	2%	2%
SCLARC	0%	4%	54%	0%	31%	12%	0%	0%
SDRC	3%	5%	5%	1%	80%	13%	2%	2%
SGPRC	1%	11%	8%	1%	65%	18%	3%	4%
TCRC	2%	5%	2%	1%	82%	9%	2%	4%
VMRC	3%	7%	3%	0%	75%	14%	1%	4%
WRC	2%	6%	19%	0%	69%	6%	2%	2%
CA Average	3%	8%	6%	0%	74%	12%	2%	2%
Weighted NCI-IDD Average	2%	4%	7%	0%	81%	6%	1%	2%

Table 7a. Family Member's Conditions

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

Regional Center	Intellectual Disability	Mood Illness/ Psychiatric Diagnosis	Autism Spectrum Disorder	Cerebral Palsy	Limited or No Vision – Legally Blind
ACRC	73%	26%	32%	13%	6%
CVRC	76%	26%	21%	18%	8%
ELARC	72%	29%	47%	13%	11%
FDLRC	67%	28%	39%	15%	8%
FNRC	71%	36%	26%	16%	8%
GGRC	73%	25%	32%	13%	5%
HRC	75%	33%	41%	21%	11%
IRC	71%	26%	26%	21%	9%
KRC	63%	32%	39%	10%	2%
NBRC	76%	31%	35%	17%	8%
NLACRC	71%	28%	38%	17%	10%
RCEB	75%	26%	38%	17%	7%
RCOC	82%	26%	39%	13%	6%
RCRC	59%	39%	37%	9%	4%
SARC	74%	26%	37%	15%	7%
SCLARC	84%	8%	36%	8%	16%
SDRC	73%	28%	37%	21%	8%
SGPRC	73%	27%	31%	14%	8%
TCRC	68%	30%	34%	16%	5%
VMRC	75%	30%	25%	9%	7%
WRC	66%	30%	47%	14%	5%
CA Average	73%	28%	34%	16%	7%
Weighted NCI-IDD Average	78%	36%	33%	16%	8%

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

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

Regional Center	Hearing Loss - Severe or Profound	Brain Injury	Seizure or Neurological Disorder	Chemical Dependency
ACRC	11%	8%	21%	0%
CVRC	5%	7%	23%	0%
ELARC	7%	14%	31%	0%
FDLRC	5%	10%	30%	0%
FNRC	6%	8%	20%	1%
GGRC	7%	4%	18%	1%
HRC	5%	6%	21%	2%
IRC	8%	6%	27%	0%
KRC	4%	7%	29%	0%
NBRC	6%	9%	26%	1%
NLACRC	4%	7%	25%	1%
RCEB	7%	7%	24%	0%
RCOC	4%	6%	24%	0%
RCRC	6%	11%	16%	1%
SARC	6%	7%	26%	1%
SCLARC	4%	4%	24%	0%
SDRC	8%	10%	24%	1%
SGPRC	7%	6%	25%	0%
TCRC	4%	8%	22%	1%
VMRC	6%	9%	24%	1%
WRC	3%	5%	20%	0%
CA Average	6%	7%	24%	1%
Weighted NCI-IDD Average	6%	8%	25%	0%

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

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

Regional Center	Down Syndrome	Prader-Willi Syndrome	Fetal Alcohol Spectrum Disorder (FASD)	Other
ACRC	8%	2%	1%	12%
CVRC	8%	0%	1%	15%
ELARC	8%	1%	1%	3%
FDLRC	9%	0%	1%	11%
FNRC	5%	2%	3%	14%
GGRC	12%	0%	1%	12%
HRC	5%	2%	0%	13%
IRC	6%	1%	1%	12%
KRC	4%	1%	0%	17%
NBRC	5%	2%	2%	15%
NLACRC	6%	0%	1%	10%
RCEB	9%	1%	2%	7%
RCOC	9%	0%	0%	9%
RCRC	9%	0%	1%	19%
SARC	8%	0%	1%	7%
SCLARC	4%	0%	0%	16%
SDRC	8%	0%	1%	11%
SGPRC	8%	0%	1%	9%
TCRC	8%	0%	2%	10%
VMRC	8%	1%	1%	15%
WRC	3%	1%	2%	9%
CA Average	8%	1%	1%	11%
Weighted NCI-IDD Average	10%	1%	1%	12%

Table 8a. Family Member's Health Conditions

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

Regional Center	Cardiovascular Disease	Diabetes	Cancer	High Blood Pressure	High Cholesterol
ACRC	10%	18%	7%	31%	26%
CVRC	7%	21%	4%	29%	33%
ELARC	2%	25%	6%	41%	35%
FDLRC	8%	19%	4%	32%	45%
FNRC	11%	19%	6%	34%	26%
GGRC	9%	15%	6%	32%	25%
HRC	5%	19%	9%	49%	33%
IRC	9%	13%	5%	33%	34%
KRC	9%	19%	10%	33%	34%
NBRC	11%	25%	5%	25%	22%
NLACRC	4%	24%	3%	32%	37%
RCEB	9%	22%	6%	29%	25%
RCOC	4%	12%	6%	28%	29%
RCRC	5%	20%	12%	37%	27%
SARC	8%	17%	7%	28%	28%
SCLARC	n/a	n/a	n/a	n/a	n/a
SDRC	9%	17%	5%	31%	24%
SGPRC	9%	22%	7%	30%	27%
TCRC	8%	24%	8%	31%	29%
VMRC	15%	26%	7%	37%	38%
WRC	9%	22%	10%	25%	37%
CA Average	8%	20%	6%	31%	29%
Weighted NCI-IDD Average	9%	19%	6%	31%	31%

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

Table 8b. Family Member's Health Conditions (continued)

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

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

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

Table 8c. Family Member's Health Conditions (continued)

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

Regional Center	Asthma	Other Pulmonary Diagnosis (e.g., COPD, Bronchitis, Emphysema)	Chronic Kidney Disease	Long-term Health Problems Associated With COVID-19 (Also Known as Long COVID)	Other
ACRC	12%	4%	4%	0%	20%
CVRC	14%	4%	4%	1%	30%
ELARC	12%	4%	4%	0%	12%
FDLRC	8%	0%	0%	4%	17%
FNRC	15%	5%	2%	1%	21%
GGRC	6%	4%	3%	0%	24%
HRC	5%	2%	0%	0%	16%
IRC	8%	8%	3%	1%	22%
KRC	9%	3%	3%	0%	28%
NBRC	17%	7%	3%	1%	28%
NLACRC	10%	2%	3%	0%	21%
RCEB	13%	5%	4%	1%	19%
RCOC	10%	3%	3%	0%	34%
RCRC	5%	2%	2%	0%	34%
SARC	10%	3%	4%	2%	17%
SCLARC	n/a	n/a	n/a	n/a	n/a
SDRC	11%	6%	3%	1%	25%
SGPRC	6%	5%	3%	0%	20%
TCRC	9%	5%	3%	1%	27%
VMRC	14%	7%	3%	2%	21%
WRC	7%	4%	3%	1%	28%
CA Average	11%	5%	3%	1%	23%
Weighted NCI-IDD Average	11%	4%	4%	1%	23%

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

Table 9. Family Member's Preferred Means of Communication

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

Regional Center	Spoken	Gestures or Body Language	Sign Language or Finger Spelling	Communication Aid or Device	Other	N
ACRC	82%	10%	4%	1%	4%	403
CVRC	79%	9%	2%	1%	9%	269
ELARC	70%	21%	4%	3%	3%	76
FDLRC	75%	18%	1%	0%	5%	92
FNRC	90%	5%	1%	0%	4%	210
GGRC	83%	13%	1%	1%	3%	346
HRC	89%	3%	2%	2%	5%	64
IRC	79%	12%	2%	0%	7%	307
KRC	79%	13%	4%	1%	3%	95
NBRC	83%	10%	2%	1%	3%	288
NLACRC	83%	10%	2%	0%	5%	349
RCEB	81%	13%	3%	1%	2%	454
RCOC	83%	13%	1%	1%	2%	351
RCRC	84%	7%	0%	3%	6%	69
SARC	83%	13%	0%	2%	2%	434
SCLARC	64%	28%	0%	0%	8%	25
SDRC	80%	14%	2%	1%	3%	458
SGPRC	81%	14%	2%	0%	2%	202
TCRC	89%	8%	1%	1%	2%	371
VMRC	82%	7%	4%	0%	6%	182
WRC	81%	15%	0%	0%	4%	128
CA Average	82%	11%	2%	1%	4%	5173
Weighted NCI-IDD Average	82%	12%	1%	1%	4%	8450

Table 10a. Family Member's Preferred Language

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

Regional Center	English	Spanish	Chinese	Tagalog	Vietnamese	N
ACRC	96%	0%	0%	0%	0%	401
CVRC	94%	3%	0%	0%	0%	270
ELARC	83%	5%	0%	0%	1%	76
FDLRC	84%	3%	2%	0%	0%	91
FNRC	98%	0%	0%	0%	0%	210
GGRC	97%	1%	1%	0%	0%	346
HRC	91%	0%	0%	0%	0%	64
IRC	94%	2%	1%	0%	0%	308
KRC	97%	0%	0%	0%	0%	93
NBRC	98%	0%	0%	0%	0%	293
NLACRC	94%	2%	1%	0%	0%	350
RCEB	93%	2%	1%	1%	0%	459
RCOC	89%	1%	1%	0%	1%	356
RCRC	99%	0%	0%	0%	0%	70
SARC	93%	3%	1%	0%	1%	437
SCLARC	84%	8%	0%	0%	0%	25
SDRC	95%	2%	0%	0%	0%	458
SGPRC	93%	2%	1%	0%	0%	203
TCRC	97%	1%	0%	0%	0%	369
VMRC	95%	1%	1%	0%	0%	183
WRC	98%	0%	0%	1%	0%	130
CA Average	94%	1%	0%	0%	0%	5192
Weighted NCI-IDD Average	96%	1%	0%	0%	0%	8489

Table 10b. Family Member's Preferred Language (continued)

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

Regional Center	American Sign Language	Arabic	Armenian	Farsi	Hindi	Hmong	N
ACRC	2%	0%	0%	0%	0%	0%	401
CVRC	0%	0%	0%	0%	0%	0%	270
ELARC	1%	0%	0%	0%	0%	0%	76
FDLRC	0%	0%	1%	0%	1%	0%	91
FNRC	0%	0%	0%	0%	0%	0%	210
GGRC	0%	0%	0%	0%	0%	0%	346
HRC	0%	0%	0%	0%	0%	0%	64
IRC	1%	0%	0%	0%	0%	0%	308
KRC	1%	0%	0%	0%	0%	0%	93
NBRC	0%	0%	0%	0%	0%	0%	293
NLACRC	1%	0%	0%	0%	0%	0%	350
RCEB	2%	0%	0%	0%	0%	0%	459
RCOC	0%	0%	0%	0%	0%	0%	356
RCRC	0%	0%	0%	0%	0%	0%	70
SARC	0%	0%	0%	0%	0%	0%	437
SCLARC	0%	0%	0%	0%	0%	0%	25
SDRC	1%	0%	0%	0%	0%	0%	458
SGPRC	1%	0%	0%	0%	0%	0%	203
TCRC	0%	0%	0%	0%	0%	0%	369
VMRC	1%	0%	0%	0%	0%	0%	183
WRC	0%	0%	0%	0%	0%	0%	130
CA Average	1%	0%	0%	0%	0%	0%	5192
Weighted NCI-IDD Average	1%	n/a	n/a	n/a	n/a	n/a	8489

Table 10c. Family Member's Preferred Language (continued)

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

Regional Center	Japanese	Khmer	Korean	Laotian	Russian	Other	N
ACRC	0%	0%	0%	0%	0%	2%	401
CVRC	0%	0%	0%	0%	0%	2%	270
ELARC	0%	0%	0%	0%	0%	9%	76
FDLRC	0%	0%	3%	0%	0%	5%	91
FNRC	0%	0%	0%	0%	0%	1%	210
GGRC	0%	0%	0%	0%	0%	1%	346
HRC	2%	0%	0%	0%	0%	8%	64
IRC	0%	0%	0%	0%	0%	3%	308
KRC	1%	0%	0%	0%	0%	1%	93
NBRC	0%	0%	0%	0%	0%	1%	293
NLACRC	0%	0%	0%	0%	0%	2%	350
RCEB	0%	0%	0%	0%	0%	1%	459
RCOC	0%	0%	0%	0%	0%	8%	356
RCRC	0%	0%	0%	0%	0%	1%	70
SARC	0%	0%	0%	0%	0%	1%	437
SCLARC	0%	0%	0%	0%	0%	8%	25
SDRC	0%	0%	0%	0%	0%	2%	458
SGPRC	0%	0%	0%	0%	0%	2%	203
TCRC	0%	0%	0%	0%	0%	1%	369
VMRC	0%	0%	0%	0%	0%	3%	183
WRC	0%	0%	0%	0%	0%	1%	130
CA Average	0%	0%	0%	0%	0%	2%	5192
Weighted NCI-IDD Average	n/a	n/a	n/a	n/a	n/a	2%	8489

Table 11. Family Member Has Legal Court Appointed Guardian or Conservator

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

Regional Center	No Guardianship or Conservatorship	Limited Guardianship or Conservatorship	Full Guardianship or Conservatorship	Has Guardianship or Conservatorship But Level Is Unknown	N
ACRC	43%	26%	28%	4%	383
CVRC	41%	21%	30%	9%	245
ELARC	31%	43%	21%	4%	70
FDLRC	31%	26%	37%	6%	78
FNRC	47%	30%	19%	4%	201
GGRC	42%	29%	24%	5%	333
HRC	38%	33%	25%	3%	63
IRC	36%	30%	28%	6%	275
KRC	43%	27%	23%	7%	88
NBRC	42%	34%	19%	5%	276
NLACRC	37%	31%	27%	5%	329
RCEB	48%	26%	22%	4%	434
RCOC	38%	29%	20%	13%	334
RCRC	59%	18%	20%	3%	66
SARC	32%	38%	24%	5%	421
SCLARC	40%	5%	25%	30%	20
SDRC	36%	37%	23%	4%	440
SGPRC	38%	32%	21%	8%	177
TCRC	45%	26%	24%	6%	342
VMRC	44%	27%	24%	6%	161
WRC	41%	29%	21%	8%	121
CA Average	40%	30%	24%	6%	4857
Weighted NCI-IDD Average	29%	19%	46%	5%	8065

Table 12. Guardian or Conservator Relationship to Family Member

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

Regional Center	Family	Friend	Regional Center Employee or Guardianship or Conservatorship Agency	Other	N
ACRC	89%	2%	6%	2%	205
CVRC	79%	1%	17%	3%	127
ELARC	93%	0%	7%	0%	44
FDLRC	87%	0%	10%	4%	52
FNRC	89%	1%	7%	3%	100
GGRC	89%	1%	5%	5%	177
HRC	89%	3%	9%	0%	35
IRC	88%	2%	6%	4%	160
KRC	84%	2%	9%	4%	45
NBRC	90%	3%	2%	5%	148
NLACRC	92%	4%	3%	1%	191
RCEB	94%	2%	2%	1%	217
RCOC	92%	1%	3%	5%	196
RCRC	76%	8%	8%	8%	25
SARC	93%	1%	6%	1%	283
SCLARC	n/a	n/a	n/a	n/a	n/a
SDRC	91%	1%	5%	2%	269
SGPRC	88%	3%	5%	4%	103
TCRC	93%	0%	5%	2%	170
VMRC	91%	1%	5%	2%	81
WRC	88%	1%	6%	4%	68
CA Average	90%	2%	6%	3%	2706
Weighted NCI-IDD Average	87%	2%	8%	3%	5185

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

Table 13a. Family Member's Highest Level of Education

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

Regional Center	Did Not Complete High School, Not Currently in School	Currently Enrolled in High School	High School Certificate (NOT a High School Diploma or GED)	N
ACRC	32%	1%	31%	389
CVRC	41%	1%	21%	249
ELARC	45%	1%	16%	67
FDLRC	31%	1%	23%	86
FNRC	27%	0%	25%	201
GGRC	36%	1%	32%	335
HRC	38%	3%	25%	64
IRC	38%	0%	31%	284
KRC	24%	0%	29%	87
NBRC	34%	0%	30%	282
NLACRC	28%	1%	29%	331
RCEB	35%	0%	27%	441
RCOC	31%	1%	39%	335
RCRC	26%	1%	24%	68
SARC	33%	0%	29%	413
SCLARC	62%	0%	19%	21
SDRC	27%	0%	39%	451
SGPRC	47%	0%	24%	184
TCRC	29%	0%	32%	355
VMRC	33%	2%	26%	171
WRC	25%	0%	41%	123
CA Average	33%	1%	30%	4937
Weighted NCI-IDD Average	30%	0%	32%	8127

Table 13b. Family Member's Highest Level of Education (continued)

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

Regional Center	High School Diploma or GED	Vocational School or Certificate Program	Some College	College Degree or Higher	N
ACRC	24%	3%	7%	4%	389
CVRC	22%	4%	7%	5%	249
ELARC	22%	1%	4%	9%	67
FDLRC	26%	2%	8%	8%	86
FNRC	29%	2%	10%	6%	201
GGRC	18%	3%	7%	3%	335
HRC	14%	2%	14%	5%	64
IRC	20%	3%	3%	5%	284
KRC	30%	5%	8%	5%	87
NBRC	22%	3%	5%	5%	282
NLACRC	24%	3%	7%	8%	331
RCEB	18%	3%	8%	9%	441
RCOC	17%	2%	3%	7%	335
RCRC	35%	0%	9%	4%	68
SARC	19%	4%	8%	6%	413
SCLARC	14%	5%	0%	0%	21
SDRC	20%	2%	5%	6%	451
SGPRC	17%	6%	3%	3%	184
TCRC	22%	2%	11%	3%	355
VMRC	25%	2%	8%	5%	171
WRC	10%	3%	13%	8%	123
CA Average	21%	3%	7%	6%	4937
Weighted NCI-IDD Average	27%	2%	4%	4%	8127

Table 14. Family Member's Support Needs for Self-Injurious, Disruptive, and/or Destructive Behaviors

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

Regional Center	No Support Needed; No Issues with Managing Behavior	Some Support Needed; Requires Only Occasional Assistance or Monitoring	Extensive Support Needed; Frequent or Severe Enough to Require Regular Assistance	N
ACRC	42%	38%	20%	394
CVRC	43%	31%	26%	265
ELARC	24%	38%	38%	74
FDLRC	42%	31%	27%	89
FNRC	44%	39%	17%	206
GGRC	48%	30%	22%	338
HRC	38%	39%	23%	66
IRC	38%	37%	25%	301
KRC	38%	33%	29%	96
NBRC	36%	38%	26%	294
NLACRC	38%	33%	30%	333
RCEB	45%	37%	19%	442
RCOC	27%	35%	38%	351
RCRC	36%	45%	19%	67
SARC	45%	30%	24%	427
SCLARC	38%	29%	33%	24
SDRC	45%	34%	22%	447
SGPRC	35%	39%	26%	194
TCRC	49%	31%	20%	358
VMRC	37%	40%	23%	178
WRC	41%	27%	31%	124
CA Average	41%	35%	24%	5068
Weighted NCI-IDD Average	37%	38%	25%	8327

Table 15. Family Member's Level of Help Needed with Personal Care Activities (for example, bathing, dressing, eating)

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

Regional Center	No Support Needed; No Issues with Personal Care Activities	Some Support Needed; Requires Only Occasional Assistance or Monitoring	Extensive Support Needed; Frequent or Severe Enough to Require Regular Assistance	N
ACRC	31%	39%	30%	397
CVRC	31%	34%	35%	270
ELARC	17%	27%	56%	75
FDLRC	29%	32%	40%	91
FNRC	32%	40%	28%	209
GGRC	29%	38%	34%	346
HRC	32%	32%	36%	66
IRC	28%	34%	38%	306
KRC	27%	41%	32%	96
NBRC	27%	34%	39%	294
NLACRC	28%	40%	32%	344
RCEB	32%	36%	32%	454
RCOC	20%	32%	48%	355
RCRC	30%	39%	31%	67
SARC	27%	35%	39%	430
SCLARC	17%	25%	58%	24
SDRC	30%	36%	34%	456
SGPRC	20%	44%	37%	199
TCRC	35%	35%	30%	363
VMRC	37%	32%	31%	183
WRC	35%	29%	36%	129
CA Average	29%	36%	35%	5154
Weighted NCI-IDD Average	24%	39%	37%	8457

Table 16. Family Member's Need for Help with Other Daily Activities (for example, scheduling, managing money, or shopping)

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

Regional Center	No Support Needed; No Issues with Other Daily Activities	Some Support Needed; Requires Only Occasional Assistance or Monitoring	Extensive Support Needed; Frequent or Severe Enough to Require Regular Assistance	N
ACRC	6%	28%	67%	398
CVRC	6%	28%	67%	267
ELARC	3%	27%	71%	75
FDLRC	7%	31%	63%	91
FNRC	5%	40%	55%	208
GGRC	4%	29%	67%	347
HRC	9%	35%	56%	66
IRC	6%	22%	72%	308
KRC	9%	26%	65%	96
NBRC	3%	27%	70%	296
NLACRC	6%	32%	63%	345
RCEB	4%	27%	69%	455
RCOC	1%	20%	79%	354
RCRC	9%	23%	69%	70
SARC	3%	27%	70%	433
SCLARC	4%	19%	77%	26
SDRC	5%	28%	67%	458
SGPRC	2%	25%	73%	198
TCRC	5%	32%	62%	364
VMRC	4%	31%	65%	179
WRC	5%	32%	63%	129
CA Average	5%	28%	67%	5163
Weighted NCI-IDD Average	3%	21%	76%	8475

Respondents

This section provides information about the survey respondent.

Table 17a. Language Usually Spoken at Home

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

Regional Center	English	Spanish	Chinese	Tagalog	Vietnamese	N
ACRC	97%	1%	0%	0%	0%	404
CVRC	95%	2%	0%	0%	0%	269
ELARC	76%	12%	3%	1%	0%	75
FDLRC	80%	5%	2%	1%	1%	92
FNRC	99%	0%	0%	0%	0%	209
GGRC	94%	1%	1%	0%	0%	350
HRC	86%	3%	0%	0%	0%	66
IRC	95%	4%	0%	0%	0%	311
KRC	96%	1%	0%	0%	0%	96
NBRC	98%	1%	0%	0%	0%	294
NLACRC	93%	3%	1%	0%	0%	347
RCEB	92%	2%	2%	1%	0%	457
RCOC	92%	1%	1%	1%	1%	350
RCRC	100%	0%	0%	0%	0%	69
SARC	91%	3%	1%	1%	2%	431
SCLARC	81%	4%	4%	0%	0%	26
SDRC	95%	3%	1%	0%	0%	456
SGPRC	92%	3%	1%	0%	0%	201
TCRC	98%	1%	0%	0%	0%	363
VMRC	96%	1%	0%	0%	0%	185
WRC	95%	1%	0%	0%	0%	126
CA Average	94%	2%	1%	0%	0%	5177
Weighted NCI-IDD Average	97%	1%	0%	0%	0%	8447

Table 17b. Language Usually Spoken at Home (continued)

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

Regional Center	American Sign Language	Arabic	Armenian	Farsi	Hindi	Hmong	N
ACRC	0%	0%	0%	0%	0%	0%	404
CVRC	0%	0%	0%	0%	0%	0%	269
ELARC	0%	0%	1%	0%	0%	0%	75
FDLRC	0%	0%	2%	0%	1%	0%	92
FNRC	0%	0%	0%	0%	0%	0%	209
GGRC	0%	0%	0%	0%	0%	0%	350
HRC	0%	0%	0%	2%	0%	0%	66
IRC	0%	1%	0%	0%	0%	0%	311
KRC	0%	0%	0%	0%	0%	0%	96
NBRC	0%	0%	0%	0%	0%	0%	294
NLACRC	0%	0%	0%	1%	0%	0%	347
RCEB	0%	0%	0%	0%	0%	0%	457
RCOC	0%	0%	0%	0%	0%	0%	350
RCRC	0%	0%	0%	0%	0%	0%	69
SARC	0%	0%	0%	0%	0%	0%	431
SCLARC	0%	0%	0%	0%	0%	0%	26
SDRC	0%	0%	0%	0%	0%	0%	456
SGPRC	1%	0%	0%	0%	0%	0%	201
TCRC	0%	0%	0%	0%	0%	0%	363
VMRC	0%	0%	0%	0%	0%	0%	185
WRC	0%	0%	0%	0%	0%	0%	126
CA Average	0%	0%	0%	0%	0%	0%	5177
Weighted NCI-IDD Average	0%	n/a	n/a	n/a	n/a	n/a	8447

Table 17c. Language Usually Spoken at Home (continued)

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

Regional Center	Japanese	Khmer	Korean	Laotian	Russian	Other	N
ACRC	0%	0%	0%	0%	0%	1%	404
CVRC	0%	0%	0%	0%	0%	3%	269
ELARC	0%	1%	0%	0%	0%	5%	75
FDLRC	0%	0%	3%	0%	0%	3%	92
FNRC	0%	0%	0%	0%	0%	0%	209
GGRC	0%	0%	0%	0%	1%	3%	350
HRC	2%	0%	0%	0%	0%	8%	66
IRC	0%	0%	0%	0%	0%	0%	311
KRC	3%	0%	0%	0%	0%	0%	96
NBRC	0%	0%	0%	0%	0%	0%	294
NLACRC	0%	0%	0%	0%	0%	1%	347
RCEB	0%	0%	0%	0%	0%	1%	457
RCOC	0%	0%	0%	0%	0%	3%	350
RCRC	0%	0%	0%	0%	0%	0%	69
SARC	0%	0%	0%	0%	0%	2%	431
SCLARC	0%	0%	0%	0%	0%	12%	26
SDRC	0%	0%	0%	0%	0%	1%	456
SGPRC	0%	0%	0%	0%	0%	0%	201
TCRC	0%	0%	0%	0%	0%	0%	363
VMRC	0%	0%	0%	0%	0%	3%	185
WRC	1%	0%	0%	0%	0%	3%	126
CA Average	0%	0%	0%	0%	0%	2%	5177
Weighted NCI-IDD Average	n/a	n/a	n/a	n/a	n/a	1%	8447

Table 18. Respondent's Age

Regional Center	18 - 34	35 - 54	55 - 74	75 or Older	N
ACRC	1%	7%	57%	36%	400
CVRC	1%	11%	57%	32%	269
ELARC	1%	7%	45%	47%	74
FDLRC	0%	3%	52%	44%	90
FNRC	1%	10%	62%	28%	208
GGRC	1%	5%	54%	40%	351
HRC	2%	15%	62%	21%	66
IRC	0%	6%	54%	40%	311
KRC	0%	13%	62%	25%	95
NBRC	1%	6%	58%	35%	293
NLACRC	1%	6%	56%	37%	349
RCEB	0%	6%	53%	41%	458
RCOC	10%	22%	48%	20%	352
RCRC	3%	0%	56%	41%	70
SARC	1%	6%	58%	34%	431
SCLARC	4%	19%	62%	15%	26
SDRC	0%	6%	59%	34%	456
SGPRC	0%	5%	51%	43%	202
TCRC	0%	7%	55%	38%	364
VMRC	1%	9%	56%	34%	185
WRC	0%	2%	53%	45%	129
CA Average	1%	8%	55%	35%	5179
Weighted NCI-IDD Average	1%	9%	61%	28%	8473

Table 19. Respondent's Health

Regional Center	Excellent	Very Good	Good	Fair	Poor	N
ACRC	14%	35%	35%	14%	1%	404
CVRC	17%	27%	34%	17%	4%	270
ELARC	9%	32%	40%	13%	5%	75
FDLRC	16%	25%	39%	16%	4%	89
FNRC	10%	35%	40%	13%	1%	209
GGRC	14%	40%	29%	14%	2%	355
HRC	15%	30%	35%	17%	3%	66
IRC	16%	30%	34%	16%	4%	313
KRC	13%	36%	41%	10%	0%	96
NBRC	14%	34%	34%	14%	4%	295
NLACRC	14%	35%	31%	17%	3%	350
RCEB	15%	35%	32%	16%	2%	464
RCOC	17%	35%	37%	10%	2%	356
RCRC	9%	41%	30%	17%	3%	70
SARC	15%	37%	31%	14%	3%	436
SCLARC	12%	46%	23%	19%	0%	26
SDRC	17%	35%	32%	14%	3%	462
SGPRC	10%	36%	34%	15%	5%	199
TCRC	15%	38%	31%	15%	2%	370
VMRC	13%	35%	33%	16%	3%	184
WRC	18%	36%	31%	14%	2%	131
CA Average	15%	35%	33%	15%	3%	5220
Weighted NCI-IDD Average	15%	36%	34%	14%	2%	8507

Table 20. Respondent's Relationship to Family Member

Regional Center	Parent (Biological, Adoptive, or Foster)	Sibling	Spouse	Grandparent	Public Guardian/ Conservator	Private Guardian/ Conservator	Other	N
ACRC	74%	16%	0%	1%	0%	1%	8%	402
CVRC	65%	25%	0%	2%	0%	0%	8%	266
ELARC	66%	23%	0%	0%	0%	0%	11%	74
FDLRC	69%	24%	0%	0%	1%	0%	6%	90
FNRC	61%	16%	0%	2%	2%	0%	18%	209
GGRC	65%	24%	0%	0%	1%	2%	8%	355
HRC	52%	24%	0%	0%	0%	3%	21%	62
IRC	76%	16%	0%	0%	0%	0%	8%	316
KRC	78%	14%	0%	0%	0%	0%	8%	96
NBRC	70%	22%	0%	1%	0%	1%	6%	293
NLACRC	70%	19%	0%	1%	1%	1%	9%	349
RCEB	76%	17%	0%	1%	0%	1%	5%	461
RCOC	43%	12%	0%	0%	1%	1%	42%	349
RCRC	78%	13%	0%	3%	0%	3%	3%	68
SARC	68%	23%	0%	1%	0%	1%	7%	433
SCLARC	36%	32%	0%	4%	4%	4%	20%	25
SDRC	75%	17%	0%	0%	0%	1%	5%	464
SGPRC	53%	35%	0%	0%	0%	0%	10%	201
TCRC	73%	16%	1%	1%	0%	1%	8%	369
VMRC	65%	22%	0%	0%	1%	1%	11%	182
WRC	76%	16%	1%	0%	0%	0%	8%	129
CA Average	68%	19%	0%	1%	0%	1%	10%	5193
Weighted NCI- IDD Average	64%	23%	0%	1%	2%	3%	7%	8481

Table 21. Respondent's Frequency of Visits with Family Member in the Past 12 Months

Regional Center	Did Not Visit	1 to 3 Times	4 to 6 Times	7 to 12 Times	More Than 12 Times	N
ACRC	5%	12%	9%	10%	64%	402
CVRC	10%	16%	12%	12%	50%	268
ELARC	9%	11%	11%	14%	55%	74
FDLRC	7%	15%	10%	13%	55%	92
FNRC	6%	12%	13%	11%	58%	206
GGRC	4%	8%	10%	12%	66%	354
HRC	2%	3%	8%	8%	80%	64
IRC	11%	15%	12%	12%	50%	314
KRC	6%	18%	11%	7%	57%	96
NBRC	7%	11%	12%	12%	59%	294
NLACRC	6%	10%	13%	13%	58%	350
RCEB	6%	11%	13%	13%	58%	463
RCOC	4%	4%	5%	5%	82%	356
RCRC	4%	11%	11%	13%	60%	70
SARC	6%	10%	8%	11%	65%	432
SCLARC	15%	27%	12%	4%	42%	26
SDRC	6%	10%	7%	12%	66%	463
SGPRC	12%	22%	9%	12%	46%	200
TCRC	7%	10%	12%	11%	60%	371
VMRC	7%	11%	12%	14%	56%	184
WRC	10%	13%	9%	10%	58%	130
CA Average	7%	11%	10%	11%	61%	5209
Weighted NCI-IDD Average	4%	11%	11%	11%	63%	8508

Table 22. 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	2%	10%	4%	23%	61%	401
CVRC	6%	16%	3%	22%	53%	267
ELARC	9%	12%	5%	23%	50%	74
FDLRC	9%	4%	1%	27%	58%	91
FNRC	4%	13%	6%	30%	47%	204
GGRC	3%	7%	2%	20%	69%	349
HRC	5%	9%	5%	29%	53%	66
IRC	8%	17%	6%	28%	42%	305
KRC	2%	20%	4%	25%	48%	93
NBRC	1%	12%	7%	19%	61%	284
NLACRC	4%	12%	3%	22%	59%	348
RCEB	4%	8%	4%	19%	65%	462
RCOC	5%	10%	2%	18%	65%	353
RCRC	0%	12%	4%	28%	57%	69
SARC	3%	9%	5%	22%	61%	435
SCLARC	8%	12%	12%	20%	48%	25
SDRC	4%	9%	3%	23%	61%	457
SGPRC	5%	13%	4%	27%	52%	199
TCRC	3%	11%	3%	23%	60%	362
VMRC	5%	16%	3%	31%	44%	185
WRC	2%	5%	1%	24%	69%	131
CA Average	4%	11%	4%	23%	58%	5160
Weighted NCI-IDD Average	3%	16%	6%	20%	55%	8395

Table 23. Total Taxable Household Income of Wage Earners in the Last Year

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

Regional Center	No Earned Income	Up to \$15,000	\$15,001 to \$25,000	\$25,001 to \$50,000	\$50,001 to \$75,000	Over \$75,000	Prefer Not to Say	N
ACRC	9%	2%	3%	13%	14%	31%	28%	391
CVRC	12%	6%	5%	12%	15%	17%	33%	257
ELARC	15%	6%	6%	10%	13%	25%	25%	68
FDLRC	7%	5%	7%	20%	9%	26%	27%	86
FNRC	14%	7%	5%	13%	13%	20%	29%	196
GGRC	9%	4%	4%	10%	11%	36%	27%	340
HRC	10%	6%	5%	10%	2%	22%	46%	63
IRC	11%	4%	7%	17%	14%	23%	23%	299
KRC	3%	7%	5%	7%	16%	24%	36%	94
NBRC	10%	3%	4%	12%	13%	25%	34%	283
NLACRC	11%	3%	4%	12%	12%	25%	33%	330
RCEB	8%	4%	2%	13%	10%	30%	33%	450
RCOC	11%	2%	2%	6%	11%	17%	51%	338
RCRC	15%	8%	5%	22%	6%	23%	22%	65
SARC	10%	3%	3%	11%	11%	33%	29%	422
SCLARC	0%	4%	4%	17%	17%	9%	48%	23
SDRC	10%	4%	6%	12%	13%	27%	28%	446
SGPRC	8%	3%	7%	14%	13%	15%	41%	192
TCRC	8%	1%	4%	14%	14%	25%	34%	361
VMRC	6%	2%	7%	15%	14%	20%	36%	178
WRC	11%	4%	6%	10%	9%	38%	23%	124
CA Average	10%	4%	4%	12%	12%	26%	32%	5006
Weighted NCI-IDD Average	9%	4%	5%	12%	12%	24%	34%	8155

Services and Supports Received

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

³ Some NCI states provide services through a statewide ID/DD agency

Table 24a. Services and Supports Received from Regional Center⁴

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	Financial Support	In Home Support	Residential Supports	Day or Employment Supports
ACRC	38%	54%	52%	59%
CVRC	35%	37%	69%	67%
ELARC	33%	61%	72%	50%
FDLRC	39%	42%	73%	48%
FNRC	44%	47%	58%	58%
GGRC	39%	48%	73%	70%
HRC	49%	41%	67%	59%
IRC	30%	35%	80%	67%
KRC	40%	53%	51%	61%
NBRC	37%	57%	64%	65%
NLACRC	39%	45%	69%	63%
RCEB	35%	48%	64%	66%
RCOC	41%	45%	82%	75%
RCRC	39%	68%	38%	49%
SARC	38%	48%	68%	62%
SCLARC	n/a	n/a	n/a	n/a
SDRC	39%	43%	67%	68%
SGPRC	27%	25%	83%	65%
TCRC	35%	54%	61%	59%
VMRC	38%	41%	68%	66%
WRC	46%	58%	59%	56%
CA Average	38%	47%	67%	64%
Weighted NCI-IDD Average	34%	42%	79%	63%

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

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

Table 24b. Services and Supports Received from Regional Center⁵ (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	Transportation	Mental or Behavioral Health Care or Other Treatments or Therapies	Self-Direction or Fiscal Intermediary Services
ACRC	69%	33%	27%
CVRC	77%	46%	21%
ELARC	72%	37%	13%
FDLRC	51%	38%	13%
FNRC	64%	38%	28%
GGRC	58%	31%	19%
HRC	55%	25%	29%
IRC	76%	37%	14%
KRC	68%	33%	27%
NBRC	65%	38%	23%
NLACRC	61%	42%	20%
RCEB	62%	30%	20%
RCOC	77%	50%	22%
RCRC	60%	45%	28%
SARC	62%	35%	19%
SCLARC	n/a	n/a	n/a
SDRC	61%	30%	20%
SGPRC	81%	53%	11%
TCRC	56%	38%	31%
VMRC	68%	38%	22%
WRC	54%	44%	19%
CA Average	65%	37%	21%
Weighted NCI-IDD Average	82%	52%	20%

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

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

Table 25. Additional Services and Supports Received (not from the regional center)⁶

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	Social Security SSI/SSB	Services or Supports from Other Agencies or Organizations
ACRC	91%	22%
CVRC	93%	32%
ELARC	81%	21%
FDLRC	93%	17%
FNRC	90%	21%
GGRC	91%	35%
HRC	89%	31%
IRC	89%	18%
KRC	83%	22%
NBRC	92%	22%
NLACRC	88%	17%
RCEB	89%	25%
RCOC	92%	35%
RCRC	92%	23%
SARC	88%	32%
SCLARC	n/a	n/a
SDRC	88%	27%
SGPRC	89%	25%
TCRC	89%	32%
VMRC	94%	29%
WRC	87%	24%
CA Average	90%	27%
Weighted NCI-IDD Average	94%	28%

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

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

Main Survey Results

Information and Planning

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

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

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

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

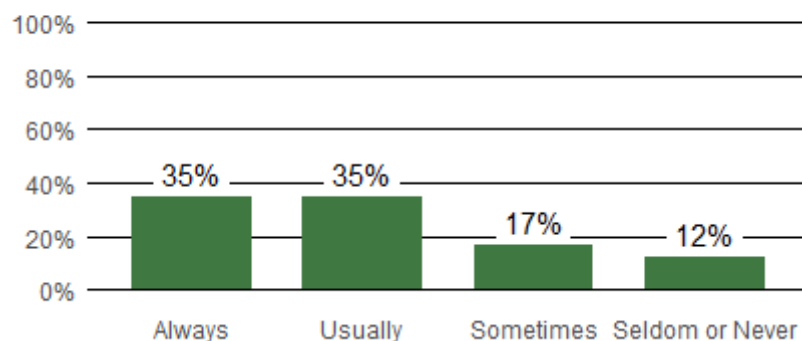


Table 26. Do you get enough information to take part in planning services for your family member?

Regional Center	Always	Usually	Sometimes	Seldom or Never	N
ACRC	32%	37%	19%	12%	355
CVRC	33%	32%	17%	18%	222
ELARC	43%	48%	7%	3%	61
FDLRC	32%	28%	29%	11%	79
FNRC	33%	31%	19%	18%	187
GGRC	35%	41%	15%	9%	319
HRC	39%	32%	17%	12%	59
IRC	27%	32%	21%	20%	268
KRC	27%	32%	21%	20%	81
NBRC	28%	38%	25%	9%	264
NLACRC	38%	28%	19%	15%	314
RCEB	28%	39%	18%	14%	409
RCOC	60%	29%	5%	5%	339
RCRC	29%	31%	23%	17%	65
SARC	38%	35%	16%	11%	397
SCLARC	50%	35%	5%	10%	20
SDRC	34%	37%	18%	11%	431
SGPRC	33%	36%	22%	9%	164
TCRC	39%	38%	16%	8%	322
VMRC	36%	34%	15%	15%	165
WRC	36%	38%	15%	11%	115
CA Average	35%	35%	17%	12%	4636
Weighted NCI-IDD Average	39%	36%	17%	8%	7769

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

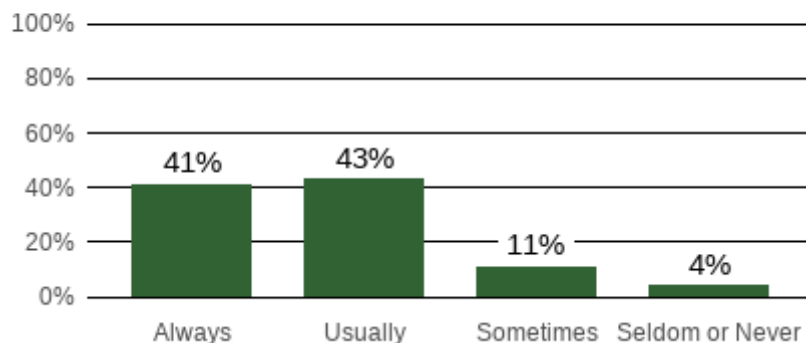


Table 27. Is the information you get about services and supports easy to understand?

Regional Center	Always	Usually	Sometimes	Seldom or Never	N
ACRC	33%	48%	15%	4%	347
CVRC	47%	39%	12%	2%	214
ELARC	46%	40%	11%	3%	63
FDLRC	36%	42%	12%	11%	76
FNRC	42%	45%	9%	5%	170
GGRC	40%	45%	10%	5%	312
HRC	42%	37%	14%	7%	57
IRC	43%	41%	9%	7%	246
KRC	32%	49%	11%	8%	75
NBRC	38%	46%	13%	3%	258
NLACRC	43%	40%	13%	3%	302
RCEB	33%	47%	15%	5%	387
RCOC	58%	33%	6%	3%	339
RCRC	30%	51%	13%	7%	61
SARC	39%	46%	12%	3%	397
SCLARC	65%	25%	10%	0%	20
SDRC	37%	49%	11%	3%	412
SGPRC	43%	42%	13%	2%	165
TCRC	47%	40%	11%	2%	327
VMRC	40%	45%	8%	7%	159
WRC	42%	46%	8%	4%	112
CA Average	41%	43%	11%	4%	4499
Weighted NCI-IDD Average	39%	45%	12%	3%	7636

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

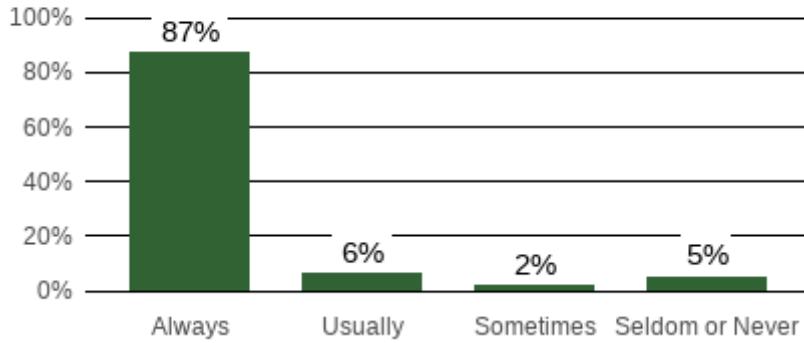


Table 28. Do you get information about services and supports in your preferred language?

Regional Center	Always	Usually	Sometimes	Seldom or Never	N
ACRC	88%	5%	2%	5%	375
CVRC	84%	5%	2%	8%	242
ELARC	84%	6%	6%	4%	69
FDLRC	84%	7%	4%	5%	82
FNRC	87%	4%	2%	7%	193
GGRC	87%	8%	2%	4%	329
HRC	88%	5%	3%	3%	59
IRC	81%	7%	3%	9%	275
KRC	78%	12%	1%	9%	85
NBRC	91%	3%	3%	3%	285
NLACRC	85%	8%	0%	7%	331
RCEB	86%	8%	2%	5%	417
RCOC	91%	5%	1%	3%	345
RCRC	88%	6%	0%	6%	65
SARC	87%	6%	2%	5%	419
SCLARC	82%	9%	5%	5%	22
SDRC	87%	6%	2%	4%	436
SGPRC	84%	8%	3%	5%	181
TCRC	91%	2%	3%	4%	348
VMRC	87%	4%	1%	9%	168
WRC	90%	3%	3%	5%	120
CA Average	87%	6%	2%	5%	4846
Weighted NCI-IDD Average	90%	5%	1%	3%	8086

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

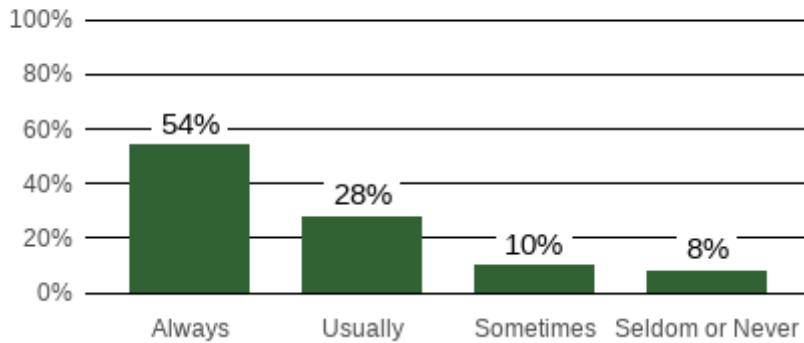


Table 29. Does the case manager or service coordinator listen to your family's choices and opinions?

Regional Center	Always	Usually	Sometimes	Seldom or Never	N
ACRC	49%	32%	10%	8%	347
CVRC	53%	26%	11%	10%	232
ELARC	59%	30%	7%	3%	69
FDLRC	47%	32%	12%	9%	75
FNRC	59%	24%	9%	9%	173
GGRC	54%	30%	9%	7%	309
HRC	67%	19%	12%	2%	57
IRC	44%	32%	10%	14%	254
KRC	44%	30%	16%	10%	77
NBRC	51%	32%	11%	6%	267
NLACRC	55%	29%	7%	8%	296
RCEB	48%	28%	13%	11%	404
RCOC	75%	17%	5%	3%	345
RCRC	38%	33%	16%	13%	61
SARC	56%	28%	10%	6%	395
SCLARC	57%	19%	0%	24%	21
SDRC	52%	30%	10%	8%	420
SGPRC	53%	29%	11%	7%	173
TCRC	60%	28%	7%	5%	325
VMRC	52%	30%	10%	8%	168
WRC	56%	30%	8%	6%	113
CA Average	54%	28%	10%	8%	4581
Weighted NCI-IDD Average	58%	28%	9%	5%	7751

Do staff or the residential agency keep you informed about how your family member is doing?

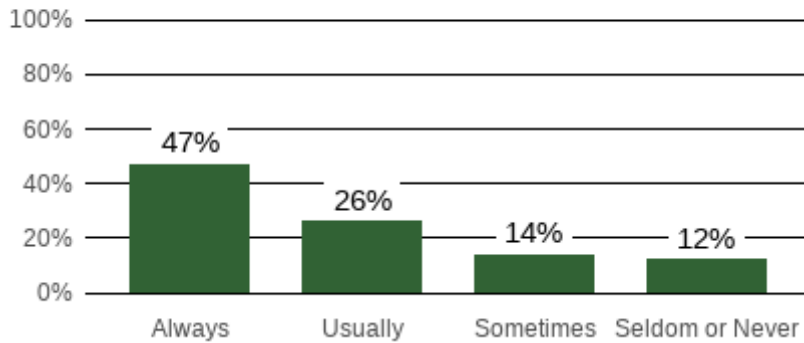


Table 30. Do staff or the residential agency keep you informed about how your family member is doing?

Regional Center	Always	Usually	Sometimes	Seldom or Never	N
ACRC	42%	26%	16%	16%	348
CVRC	43%	24%	15%	18%	246
ELARC	51%	27%	13%	9%	70
FDLRC	54%	24%	10%	12%	78
FNRC	50%	23%	13%	15%	171
GGRC	47%	25%	18%	9%	316
HRC	52%	22%	17%	9%	54
IRC	43%	25%	14%	18%	291
KRC	34%	29%	24%	13%	79
NBRC	42%	27%	19%	12%	265
NLACRC	48%	27%	14%	12%	325
RCEB	41%	29%	17%	13%	424
RCOC	73%	19%	4%	4%	343
RCRC	36%	22%	22%	20%	55
SARC	45%	28%	16%	11%	405
SCLARC	52%	26%	4%	17%	23
SDRC	47%	28%	12%	13%	414
SGPRC	51%	26%	15%	7%	194
TCRC	45%	32%	11%	13%	328
VMRC	44%	29%	13%	14%	158
WRC	45%	29%	13%	13%	114
CA Average	47%	26%	14%	12%	4701
Weighted NCI-IDD Average	46%	30%	15%	9%	7871

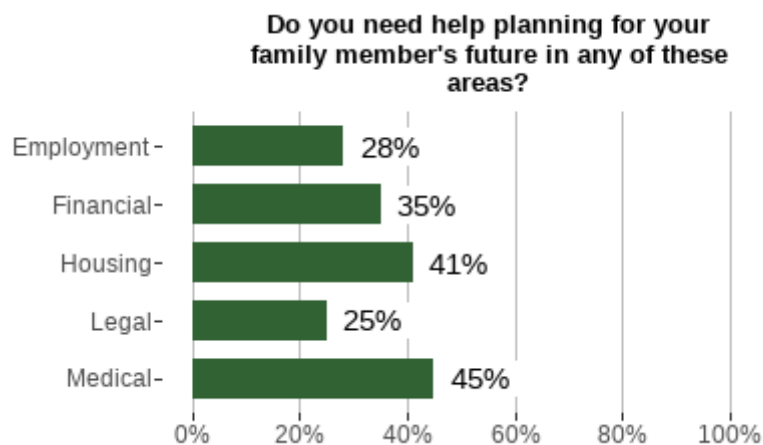


Table 31a. Do you need help planning for your family member's future in any of these areas?

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

Regional Center	Employment	Financial	Housing	Legal	Medical
ACRC	32%	36%	42%	24%	39%
CVRC	25%	24%	33%	19%	39%
ELARC	26%	45%	36%	29%	48%
FDLRC	35%	27%	32%	27%	52%
FNRC	27%	35%	41%	29%	42%
GGRC	27%	40%	45%	22%	50%
HRC	30%	43%	43%	13%	28%
IRC	25%	31%	44%	21%	45%
KRC	18%	32%	34%	32%	37%
NBRC	24%	31%	40%	21%	41%
NLACRC	36%	42%	42%	32%	51%
RCEB	34%	36%	47%	34%	50%
RCOC	28%	32%	28%	16%	40%
RCRC	29%	51%	63%	49%	55%
SARC	28%	37%	49%	25%	43%
SCLARC	n/a	n/a	n/a	n/a	n/a
SDRC	31%	36%	43%	30%	47%
SGPRC	26%	33%	45%	28%	47%
TCRC	24%	37%	37%	25%	48%
VMRC	20%	28%	40%	18%	43%
WRC	29%	29%	35%	26%	39%
CA Average	28%	35%	41%	25%	45%
Weighted NCI-IDD Average	28%	34%	40%	28%	44%

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

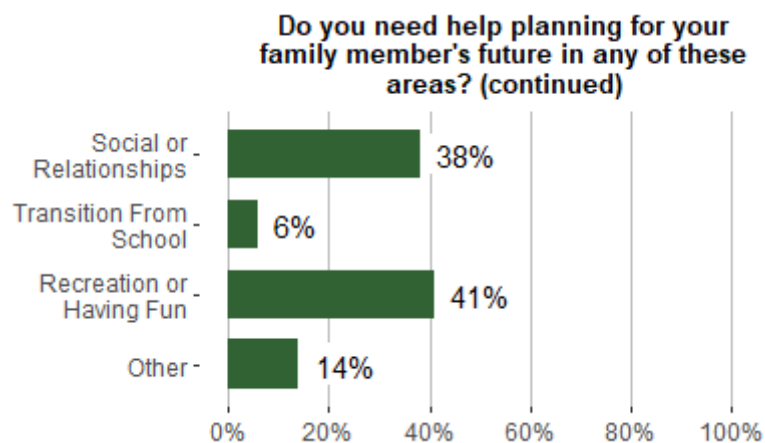


Table 31b. Do you need help planning for your family member's future in any of these areas? (continued)

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

Regional Center	Social or Relationships	Transition From School	Recreation or Having Fun	Other
ACRC	41%	5%	43%	15%
CVRC	28%	5%	35%	17%
ELARC	31%	5%	45%	10%
FDLRC	37%	8%	40%	15%
FNRC	32%	5%	37%	17%
GGRC	36%	4%	40%	15%
HRC	40%	10%	38%	10%
IRC	28%	8%	33%	24%
KRC	35%	3%	35%	15%
NBRC	39%	6%	43%	18%
NLACRC	41%	5%	37%	12%
RCEB	43%	8%	45%	7%
RCOC	41%	10%	45%	13%
RCRC	47%	8%	49%	16%
SARC	39%	6%	42%	9%
SCLARC	n/a	n/a	n/a	n/a
SDRC	41%	6%	48%	12%
SGPRC	33%	11%	31%	9%
TCRC	39%	3%	41%	18%
VMRC	30%	10%	34%	15%
WRC	49%	6%	40%	18%
CA Average	38%	6%	41%	14%
Weighted NCI-IDD Average	36%	4%	42%	16%

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

Has your family learned about alternatives to guardianship/conservatorship?

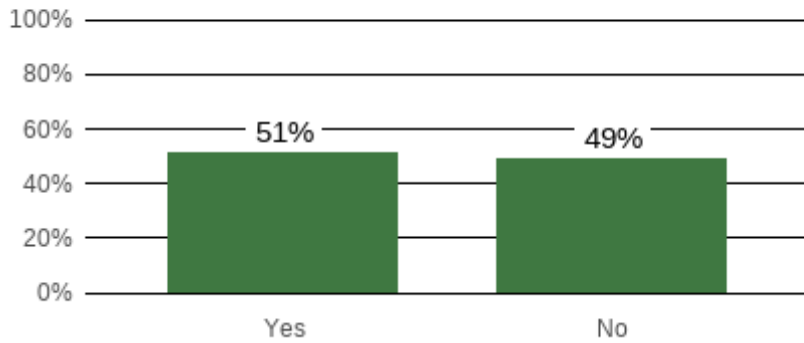


Table 32. Has your family learned about alternatives to guardianship/conservatorship?

Regional Center	Yes	No	N
ACRC	54%	46%	317
CVRC	48%	52%	192
ELARC	60%	40%	60
FDLRC	53%	47%	62
FNRC	56%	44%	144
GGRC	49%	51%	273
HRC	55%	45%	44
IRC	45%	55%	225
KRC	49%	51%	76
NBRC	48%	52%	227
NLACRC	52%	48%	273
RCEB	46%	54%	345
RCOC	66%	34%	275
RCRC	38%	62%	52
SARC	50%	50%	332
SCLARC	35%	65%	20
SDRC	46%	54%	367
SGPRC	43%	57%	122
TCRC	54%	46%	278
VMRC	55%	45%	130
WRC	52%	48%	100
CA Average	51%	49%	3914
Weighted NCI-IDD Average	54%	46%	6560

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

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

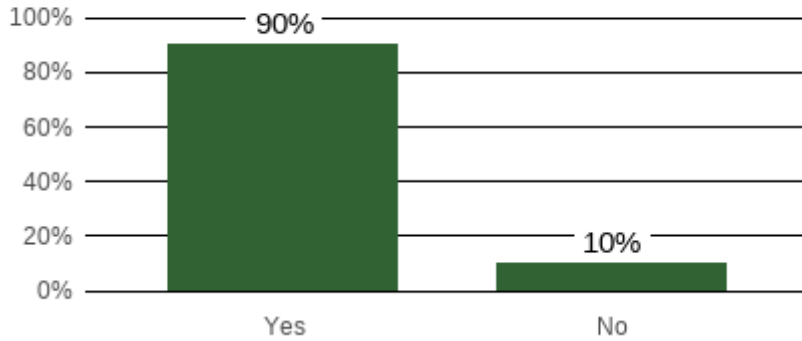


Table 33. Does your family member have an individual program plan (IPP)?

Regional Center	Yes	No	N
ACRC	92%	8%	335
CVRC	91%	9%	190
ELARC	91%	9%	66
FDLRC	87%	13%	67
FNRC	94%	6%	156
GGRC	89%	11%	297
HRC	84%	16%	49
IRC	86%	14%	218
KRC	90%	10%	70
NBRC	91%	9%	248
NLACRC	89%	11%	290
RCEB	87%	13%	366
RCOC	94%	6%	329
RCRC	93%	7%	54
SARC	93%	7%	367
SCLARC	n/a	n/a	n/a
SDRC	92%	8%	389
SGPRC	84%	16%	133
TCRC	91%	9%	281
VMRC	92%	8%	143
WRC	88%	12%	102
CA Average	90%	10%	4165
Weighted NCI-IDD Average	92%	8%	6930

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

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

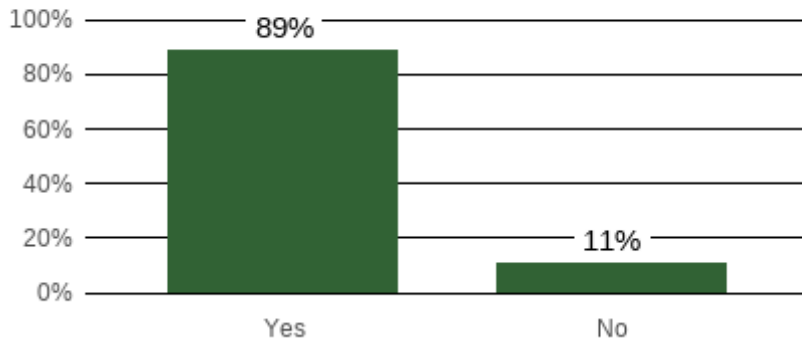


Table 34. Does the IPP include all the services and supports your family member needs?

Regional Center	Yes	No	N
ACRC	88%	12%	261
CVRC	91%	9%	146
ELARC	93%	7%	55
FDLRC	89%	11%	46
FNRC	93%	7%	127
GGRC	86%	14%	228
HRC	80%	20%	35
IRC	91%	9%	159
KRC	98%	2%	53
NBRC	86%	15%	200
NLACRC	88%	12%	224
RCEB	85%	15%	267
RCOC	95%	5%	286
RCRC	78%	23%	40
SARC	87%	13%	303
SCLARC	n/a	n/a	n/a
SDRC	88%	12%	304
SGPRC	95%	5%	97
TCRC	90%	10%	230
VMRC	89%	11%	116
WRC	95%	5%	79
CA Average	89%	11%	3268
Weighted NCI-IDD Average	90%	10%	5633

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

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

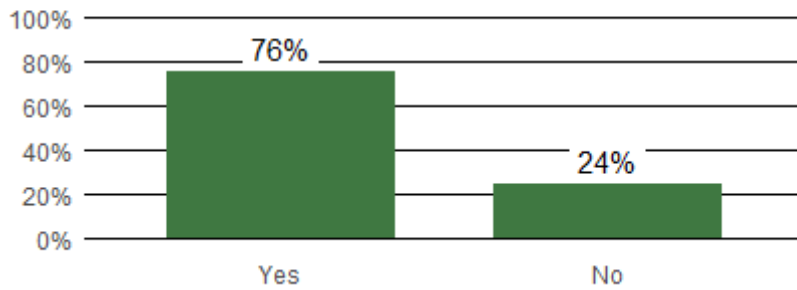


Table 35. Did you or someone else in your family (besides your family member with an intellectual/developmental disability) help make the IPP?

Regional Center	Yes	No	N
ACRC	74%	26%	284
CVRC	71%	29%	159
ELARC	73%	27%	56
FDLRC	75%	25%	52
FNRC	67%	33%	141
GGRC	74%	26%	242
HRC	86%	14%	36
IRC	72%	28%	168
KRC	70%	30%	54
NBRC	71%	29%	214
NLACRC	75%	25%	237
RCEB	80%	20%	299
RCOC	86%	14%	299
RCRC	67%	33%	45
SARC	80%	20%	329
SCLARC	n/a	n/a	n/a
SDRC	79%	21%	330
SGPRC	64%	36%	99
TCRC	83%	17%	239
VMRC	73%	27%	125
WRC	77%	23%	86
CA Average	76%	24%	3506
Weighted NCI-IDD Average	82%	18%	5948

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

Did your family member help make the IPP?

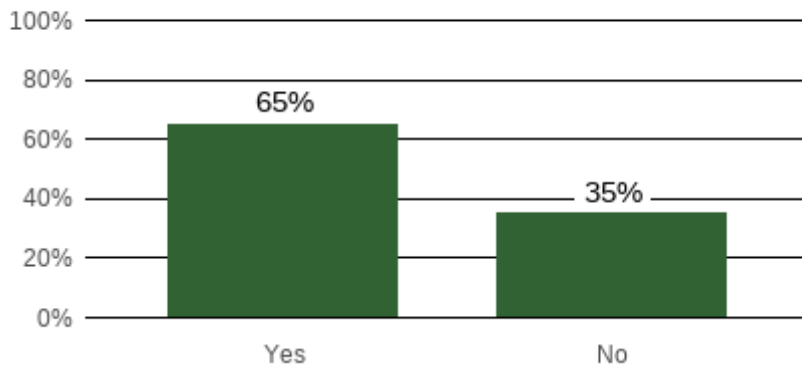


Table 36. Did your family member help make the IPP?

Regional Center	Yes	No	N
ACRC	71%	29%	271
CVRC	63%	37%	159
ELARC	56%	44%	57
FDLRC	61%	39%	49
FNRC	73%	27%	127
GGRC	68%	32%	240
HRC	71%	29%	35
IRC	59%	41%	155
KRC	67%	33%	55
NBRC	62%	38%	212
NLACRC	63%	37%	239
RCEB	67%	33%	279
RCOC	73%	27%	289
RCRC	69%	31%	42
SARC	58%	42%	324
SCLARC	n/a	n/a	n/a
SDRC	62%	38%	326
SGPRC	48%	52%	100
TCRC	75%	25%	234
VMRC	71%	29%	119
WRC	66%	34%	87
CA Average	65%	35%	3409
Weighted NCI-IDD Average	66%	34%	5804

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

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

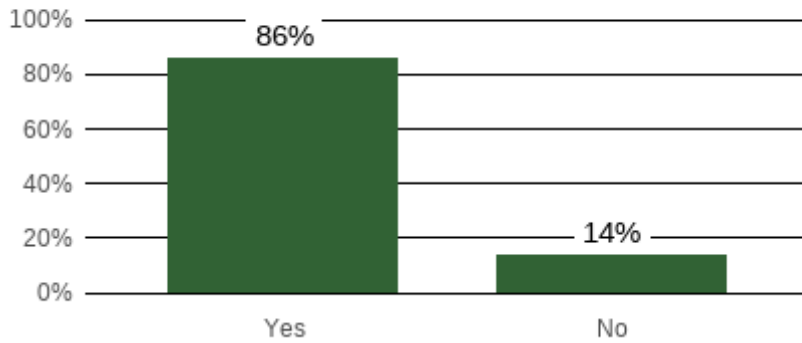


Table 37. Do you feel like your family had enough say or input in making the IPP?

Regional Center	Yes	No	N
ACRC	86%	14%	267
CVRC	88%	12%	143
ELARC	94%	6%	52
FDLRC	86%	14%	49
FNRC	85%	15%	126
GGRC	91%	9%	233
HRC	82%	18%	33
IRC	86%	14%	151
KRC	77%	23%	57
NBRC	82%	18%	198
NLACRC	83%	17%	229
RCEB	89%	11%	272
RCOC	85%	15%	281
RCRC	72%	28%	43
SARC	86%	14%	313
SCLARC	n/a	n/a	n/a
SDRC	82%	18%	319
SGPRC	84%	16%	95
TCRC	90%	10%	231
VMRC	91%	9%	117
WRC	95%	5%	82
CA Average	86%	14%	3301
Weighted NCI-IDD Average	89%	11%	5651

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

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

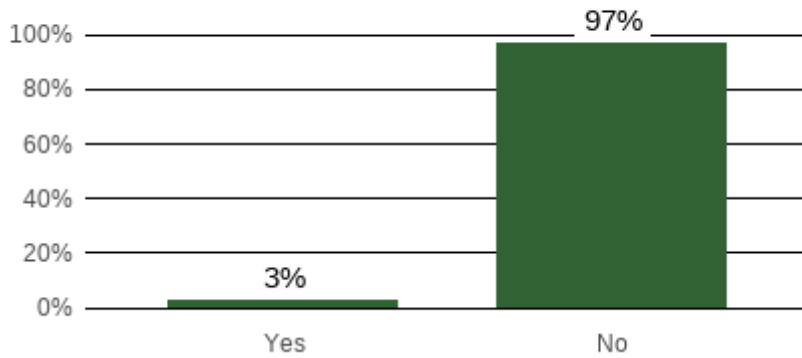


Table 38. Did your family member leave school services and begin adult services during the past 12 months?

Regional Center	Yes	No	N
ACRC	3%	97%	372
CVRC	3%	97%	239
ELARC	10%	90%	67
FDLRC	7%	93%	81
FNRC	3%	97%	194
GGRC	4%	96%	328
HRC	0%	100%	55
IRC	2%	98%	273
KRC	2%	98%	84
NBRC	3%	97%	280
NLACRC	3%	97%	318
RCEB	3%	97%	421
RCOC	5%	95%	327
RCRC	0%	100%	65
SARC	3%	97%	403
SCLARC	5%	95%	22
SDRC	3%	97%	439
SGPRC	4%	96%	174
TCRC	2%	98%	330
VMRC	5%	95%	166
WRC	3%	97%	115
CA Average	3%	97%	4753
Weighted NCI-IDD Average	2%	98%	7915

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

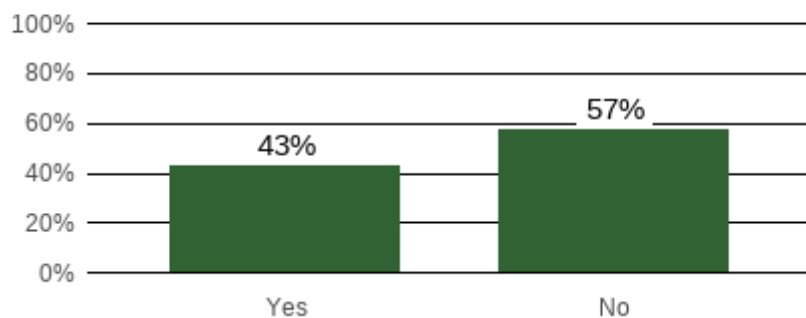


Table 39. If your family member left school services during the past 12 months, did your family member have a transition plan?

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	43%	57%	101
Weighted NCI-IDD Average	60%	40%	135

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

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

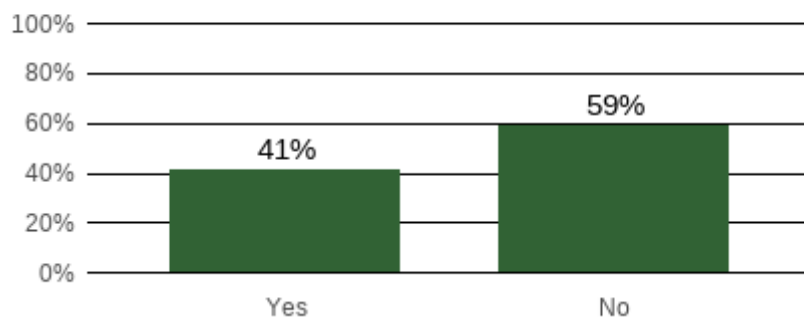


Table 40. If your family member had a transition plan, did the transition plan include getting or continuing work in a community job?

Regional Center	Yes	No	N
ACRC	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	41%	59%	37
Weighted NCI-IDD Average	59%	41%	60

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

Access and Delivery of Services and Supports

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

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

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

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

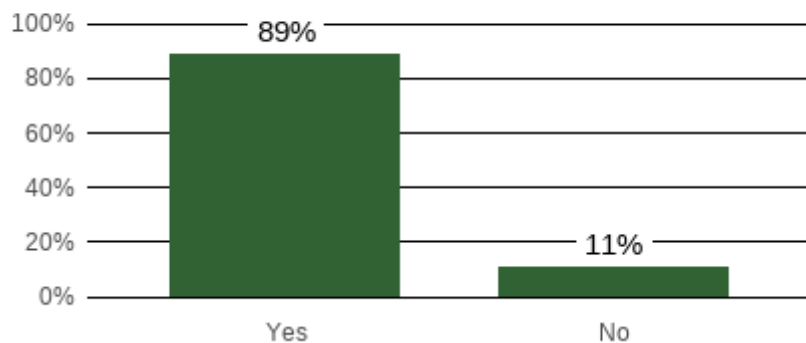


Table 41. Does your family member get all the services listed in the IPP?

Regional Center	Yes	No	N
ACRC	87%	13%	247
CVRC	92%	8%	133
ELARC	90%	10%	51
FDLRC	85%	15%	41
FNRC	92%	8%	124
GGRC	86%	14%	229
HRC	94%	6%	33
IRC	89%	11%	146
KRC	71%	29%	51
NBRC	90%	10%	180
NLACRC	87%	13%	217
RCEB	85%	15%	251
RCOC	95%	5%	282
RCRC	84%	16%	38
SARC	88%	12%	300
SCLARC	n/a	n/a	n/a
SDRC	90%	10%	291
SGPRC	91%	9%	90
TCRC	89%	11%	227
VMRC	91%	9%	111
WRC	89%	11%	76
CA Average	89%	11%	3129
Weighted NCI-IDD Average	88%	12%	5360

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

Does your family get the supports and services it needs?

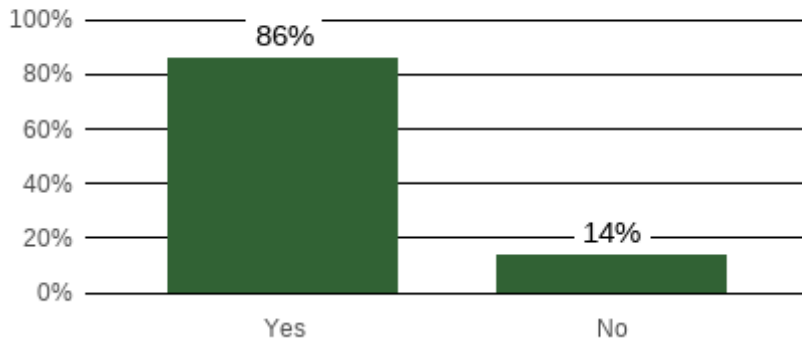


Table 42. Does your family get the supports and services it needs?

Regional Center	Yes	No	N
ACRC	83%	17%	331
CVRC	89%	11%	219
ELARC	88%	12%	58
FDLRC	81%	19%	68
FNRC	84%	16%	175
GGRC	86%	14%	301
HRC	88%	12%	51
IRC	86%	14%	236
KRC	89%	11%	71
NBRC	83%	17%	246
NLACRC	89%	11%	294
RCEB	82%	18%	385
RCOC	92%	8%	326
RCRC	78%	22%	54
SARC	86%	14%	375
SCLARC	95%	5%	20
SDRC	86%	14%	385
SGPRC	92%	8%	158
TCRC	87%	13%	308
VMRC	88%	12%	156
WRC	88%	12%	109
CA Average	86%	14%	4326
Weighted NCI-IDD Average	88%	12%	7254

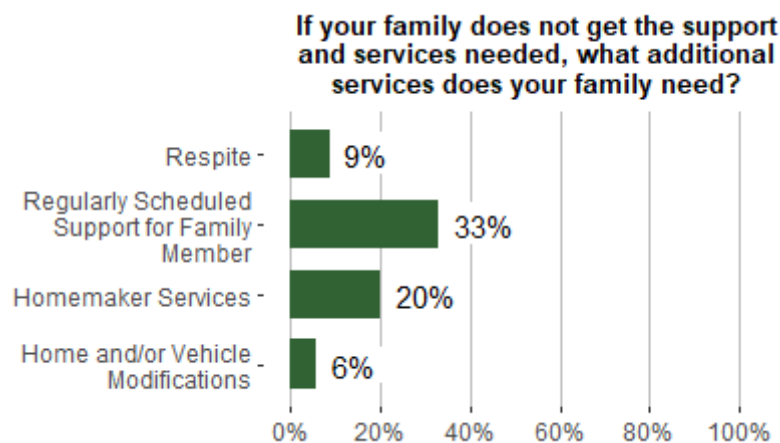


Table 43a. If your family does not get the support and services needed, what additional services does your family need?

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

Regional Center	Respite	Regularly Scheduled Support for Family Member	Homemaker Services	Home and/or Vehicle Modifications
ACRC	12%	44%	34%	12%
CVRC	20%	35%	10%	10%
ELARC	n/a	n/a	n/a	n/a
FDLRC	n/a	n/a	n/a	n/a
FNRC	0%	15%	12%	0%
GGRC	5%	26%	15%	5%
HRC	n/a	n/a	n/a	n/a
IRC	7%	21%	21%	0%
KRC	n/a	n/a	n/a	n/a
NBRC	8%	19%	14%	0%
NLACRC	4%	22%	11%	4%
RCEB	8%	35%	29%	10%
RCOC	9%	30%	13%	4%
RCRC	n/a	n/a	n/a	n/a
SARC	7%	37%	22%	4%
SCLARC	n/a	n/a	n/a	n/a
SDRC	6%	29%	24%	8%
SGPRC	n/a	n/a	n/a	n/a
TCRC	17%	51%	23%	9%
VMRC	n/a	n/a	n/a	n/a
WRC	n/a	n/a	n/a	n/a
CA Average	9%	33%	20%	6%
Weighted NCI-IDD Average	10%	30%	19%	8%

The following Regional Centers had an N of less than 20 and were not shown. They are still included in the overall CA Average and weighted NCI average: ELARC, FDLRC, HRC, KRC, RCRC, SCLARC, SGPRC, VMRC, WRC

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

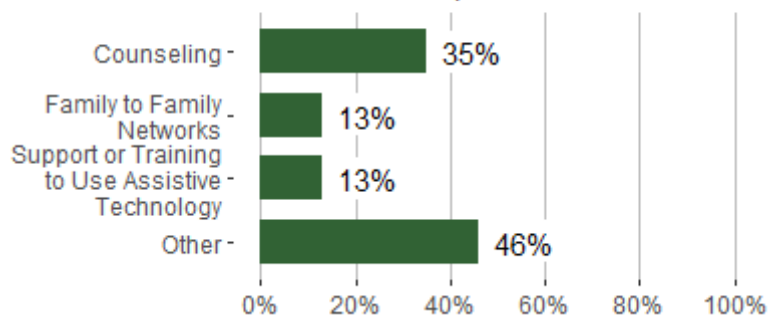


Table 43b. If your family does not get the support and services needed, what additional services does your family need? (continued)

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

Regional Center	Counseling	Family to Family Networks	Support or Training to Use Assistive Technology	Other
ACRC	38%	10%	12%	54%
CVRC	10%	5%	20%	40%
ELARC	n/a	n/a	n/a	n/a
FDLRC	n/a	n/a	n/a	n/a
FNRC	31%	15%	4%	50%
GGRC	33%	13%	21%	49%
HRC	n/a	n/a	n/a	n/a
IRC	32%	18%	7%	43%
KRC	n/a	n/a	n/a	n/a
NBRC	25%	8%	0%	61%
NLACRC	30%	11%	4%	48%
RCEB	48%	19%	21%	31%
RCOC	35%	17%	17%	48%
RCRC	n/a	n/a	n/a	n/a
SARC	37%	15%	13%	41%
SCLARC	n/a	n/a	n/a	n/a
SDRC	29%	6%	10%	53%
SGPRC	n/a	n/a	n/a	n/a
TCRC	46%	14%	23%	37%
VMRC	n/a	n/a	n/a	n/a
WRC	n/a	n/a	n/a	n/a
CA Average	35%	13%	13%	46%
Weighted NCI-IDD Average	26%	14%	16%	46%

The following Regional Centers had an N of less than 20 and were not shown. They are still included in the overall CA Average and weighted NCI average: ELARC, FDLRC, HRC, KRC, RCRC, SCLARC, SGPRC, VMRC, WRC

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

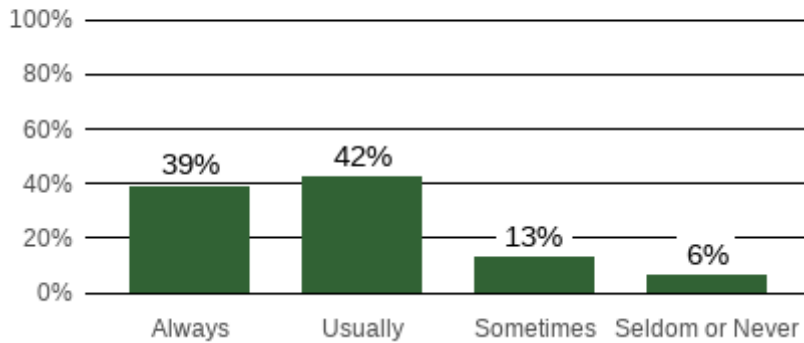


Table 44. Do services and supports change when your family's needs change?

Regional Center	Always	Usually	Sometimes	Seldom or Never	N
ACRC	32%	48%	14%	5%	241
CVRC	41%	38%	15%	6%	163
ELARC	46%	37%	11%	6%	54
FDLRC	31%	42%	16%	11%	55
FNRC	43%	42%	12%	4%	138
GGRC	42%	42%	11%	5%	208
HRC	52%	25%	16%	7%	44
IRC	35%	46%	13%	7%	167
KRC	25%	52%	15%	8%	60
NBRC	30%	48%	16%	5%	194
NLACRC	42%	35%	17%	6%	226
RCEB	32%	43%	15%	10%	261
RCOC	46%	46%	6%	3%	268
RCRC	38%	36%	18%	9%	45
SARC	43%	36%	14%	6%	291
SCLARC	n/a	n/a	n/a	n/a	n/a
SDRC	37%	44%	12%	7%	306
SGPRC	45%	44%	8%	3%	106
TCRC	43%	41%	11%	5%	231
VMRC	45%	39%	10%	7%	103
WRC	40%	39%	16%	5%	82
CA Average	39%	42%	13%	6%	3258
Weighted NCI-IDD Average	39%	41%	14%	6%	5563

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

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

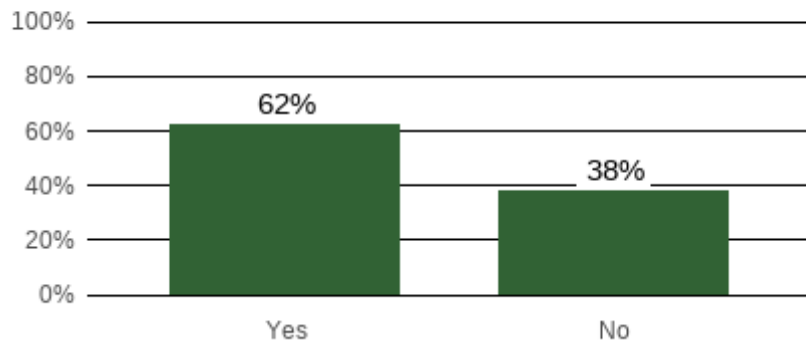


Table 45. Does your family member have enough supports to work or volunteer in the community? (These types of supports might include support workers, community resources, transportation)

Regional Center	Yes	No	N
ACRC	64%	36%	232
CVRC	67%	33%	131
ELARC	73%	27%	30
FDLRC	51%	49%	41
FNRC	73%	27%	127
GGRC	68%	32%	186
HRC	61%	39%	36
IRC	56%	44%	160
KRC	53%	47%	49
NBRC	60%	40%	184
NLACRC	64%	36%	211
RCEB	54%	46%	237
RCOC	59%	41%	243
RCRC	67%	33%	45
SARC	59%	41%	240
SCLARC	n/a	n/a	n/a
SDRC	62%	38%	271
SGPRC	62%	38%	99
TCRC	65%	35%	229
VMRC	62%	38%	90
WRC	77%	23%	78
CA Average	62%	38%	2928
Weighted NCI-IDD Average	66%	34%	4937

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

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

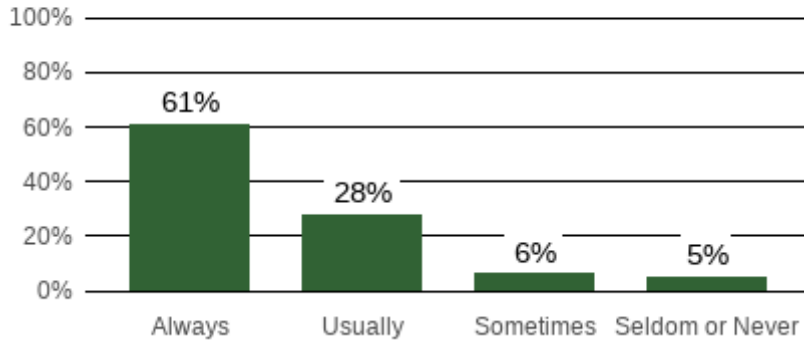


Table 46. Does your family member have the special equipment or accommodations that they need?

Regional Center	Always	Usually	Sometimes	Seldom or Never	N
ACRC	59%	31%	5%	5%	184
CVRC	59%	31%	8%	2%	127
ELARC	66%	25%	5%	5%	44
FDLRC	58%	30%	8%	5%	40
FNRC	69%	26%	2%	3%	90
GGRC	56%	37%	4%	4%	161
HRC	60%	33%	7%	0%	30
IRC	62%	30%	3%	5%	154
KRC	50%	29%	17%	5%	42
NBRC	58%	30%	6%	7%	145
NLACRC	65%	24%	5%	5%	176
RCEB	55%	27%	9%	9%	214
RCOC	69%	26%	2%	3%	149
RCRC	40%	43%	17%	0%	30
SARC	59%	31%	6%	4%	230
SCLARC	n/a	n/a	n/a	n/a	n/a
SDRC	64%	28%	5%	3%	215
SGPRC	67%	26%	2%	6%	108
TCRC	66%	24%	5%	5%	165
VMRC	69%	17%	8%	6%	77
WRC	63%	22%	11%	4%	54
CA Average	61%	28%	6%	5%	2447
Weighted NCI-IDD Average	63%	28%	6%	3%	4261

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

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

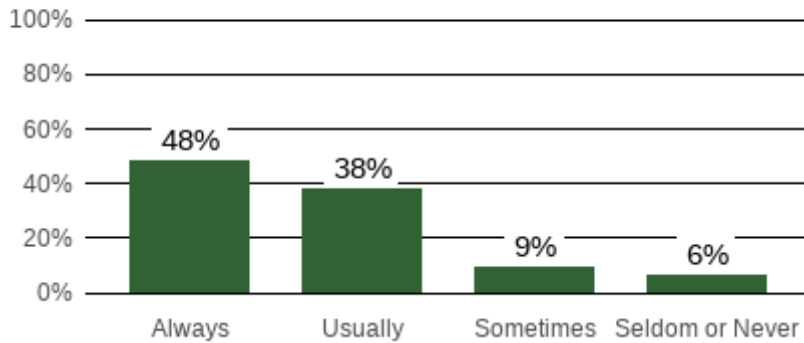


Table 47. Are you or your family member able to contact support workers when you want?

Regional Center	Always	Usually	Sometimes	Seldom or Never	N
ACRC	43%	42%	10%	5%	341
CVRC	50%	36%	9%	5%	228
ELARC	52%	42%	7%	0%	60
FDLRC	45%	38%	9%	8%	77
FNRC	47%	37%	7%	8%	180
GGRC	48%	40%	9%	4%	306
HRC	53%	34%	13%	0%	53
IRC	44%	39%	9%	8%	253
KRC	39%	39%	13%	8%	89
NBRC	42%	42%	10%	6%	258
NLACRC	52%	32%	9%	6%	296
RCEB	40%	42%	11%	7%	395
RCOC	64%	29%	5%	2%	305
RCRC	39%	44%	12%	5%	59
SARC	49%	37%	9%	4%	380
SCLARC	45%	36%	9%	9%	22
SDRC	45%	39%	9%	7%	399
SGPRC	53%	35%	9%	3%	173
TCRC	52%	36%	7%	5%	310
VMRC	54%	32%	5%	9%	152
WRC	50%	40%	5%	5%	115
CA Average	48%	38%	9%	6%	4451
Weighted NCI-IDD Average	50%	37%	9%	4%	7511

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

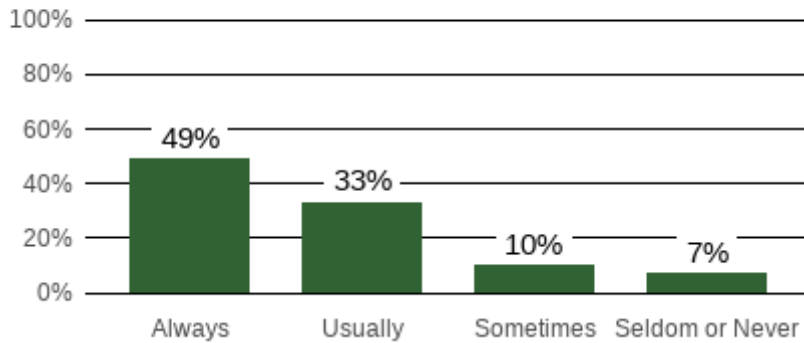


Table 48. Are you or your family member able to contact the case manager/service coordinator when you want?

Regional Center	Always	Usually	Sometimes	Seldom or Never	N
ACRC	45%	36%	12%	7%	359
CVRC	50%	33%	10%	7%	248
ELARC	65%	29%	4%	1%	68
FDLRC	43%	30%	15%	11%	79
FNRC	48%	35%	10%	6%	187
GGRC	51%	33%	12%	4%	315
HRC	53%	32%	13%	2%	62
IRC	47%	30%	11%	12%	271
KRC	34%	41%	15%	9%	87
NBRC	44%	37%	13%	5%	273
NLACRC	49%	32%	9%	9%	300
RCEB	40%	34%	14%	12%	418
RCOC	68%	26%	3%	3%	345
RCRC	38%	35%	19%	8%	63
SARC	47%	34%	13%	5%	407
SCLARC	77%	9%	5%	9%	22
SDRC	47%	37%	10%	7%	422
SGPRC	50%	33%	11%	6%	180
TCRC	54%	32%	9%	5%	337
VMRC	52%	31%	9%	8%	172
WRC	58%	32%	4%	6%	119
CA Average	49%	33%	10%	7%	4734
Weighted NCI-IDD Average	55%	32%	8%	4%	7879

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

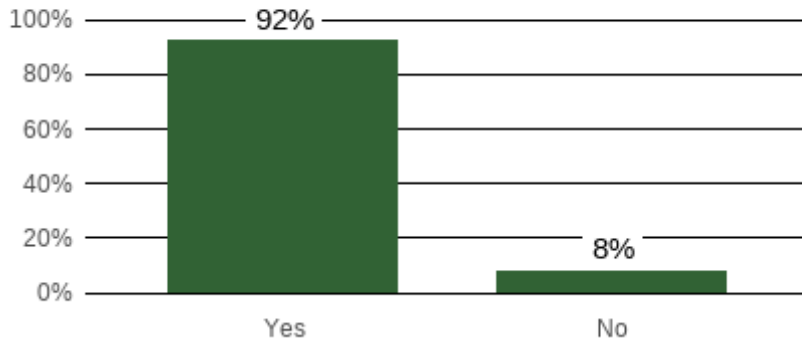


Table 49. Do service providers for your family member work together to provide support?

Regional Center	Yes	No	N
ACRC	92%	8%	237
CVRC	92%	8%	167
ELARC	92%	8%	53
FDLRC	89%	11%	46
FNRC	93%	8%	120
GGRC	91%	9%	208
HRC	93%	7%	43
IRC	93%	7%	184
KRC	95%	5%	59
NBRC	90%	10%	184
NLACRC	91%	9%	211
RCEB	91%	9%	253
RCOC	94%	6%	271
RCRC	91%	9%	45
SARC	89%	11%	286
SCLARC	n/a	n/a	n/a
SDRC	89%	11%	301
SGPRC	93%	7%	118
TCRC	92%	8%	226
VMRC	97%	3%	122
WRC	88%	12%	74
CA Average	92%	8%	3225
Weighted NCI-IDD Average	93%	7%	5546

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

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

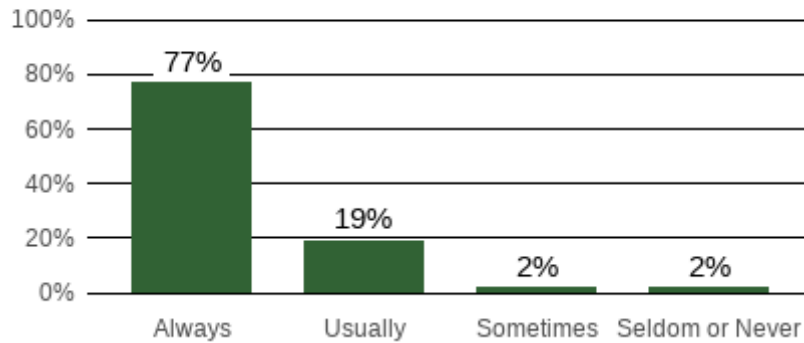


Table 50. Are services delivered in a way that is respectful of your family's culture?

Regional Center	Always	Usually	Sometimes	Seldom or Never	N
ACRC	78%	17%	3%	2%	343
CVRC	74%	22%	2%	1%	227
ELARC	82%	13%	3%	2%	62
FDLRC	76%	20%	1%	3%	75
FNRC	77%	18%	4%	2%	169
GGRC	75%	21%	2%	2%	293
HRC	71%	27%	2%	0%	52
IRC	74%	20%	2%	4%	244
KRC	63%	30%	3%	5%	80
NBRC	77%	20%	2%	1%	249
NLACRC	79%	17%	1%	2%	302
RCEB	74%	21%	2%	3%	393
RCOC	82%	15%	1%	1%	336
RCRC	78%	12%	9%	2%	58
SARC	77%	18%	2%	2%	379
SCLARC	71%	24%	5%	0%	21
SDRC	77%	19%	2%	2%	399
SGPRC	73%	24%	2%	1%	161
TCRC	78%	19%	1%	3%	314
VMRC	78%	18%	3%	1%	158
WRC	71%	27%	0%	2%	108
CA Average	77%	19%	2%	2%	4423
Weighted NCI-IDD Average	75%	21%	3%	1%	7523

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

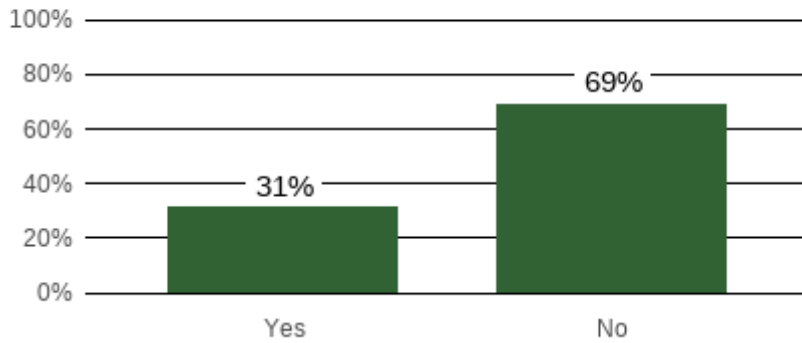


Table 51. Does your family member use technology in their everyday life to help them do things on their own?

Regional Center	Yes	No	N
ACRC	34%	66%	366
CVRC	27%	73%	231
ELARC	25%	75%	61
FDLRC	31%	69%	78
FNRC	41%	59%	181
GGRC	36%	64%	330
HRC	47%	53%	60
IRC	22%	78%	275
KRC	27%	73%	83
NBRC	30%	70%	266
NLACRC	30%	70%	314
RCEB	34%	66%	415
RCOC	35%	65%	334
RCRC	35%	65%	65
SARC	30%	70%	401
SCLARC	13%	87%	23
SDRC	33%	67%	414
SGPRC	16%	84%	176
TCRC	33%	67%	325
VMRC	26%	74%	163
WRC	42%	58%	118
CA Average	31%	69%	4679
Weighted NCI-IDD Average	28%	72%	7724

Is there a computer, tablet (iPad or similar), or smartphone that you can use in your home?

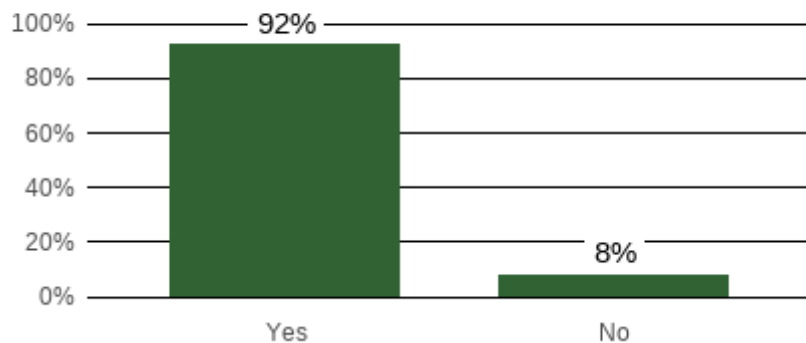


Table 52. Is there a computer, tablet (iPad or similar), or smartphone that you can use in your home?

Regional Center	Yes	No	N
ACRC	94%	6%	385
CVRC	90%	10%	257
ELARC	82%	18%	73
FDLRC	87%	13%	84
FNRC	92%	8%	198
GGRC	94%	6%	338
HRC	95%	5%	63
IRC	90%	10%	287
KRC	93%	7%	90
NBRC	92%	8%	288
NLACRC	91%	9%	339
RCEB	92%	8%	447
RCOC	95%	5%	348
RCRC	93%	7%	69
SARC	95%	5%	421
SCLARC	88%	12%	25
SDRC	92%	8%	444
SGPRC	87%	13%	184
TCRC	92%	8%	358
VMRC	90%	10%	178
WRC	91%	9%	130
CA Average	92%	8%	5006
Weighted NCI-IDD Average	91%	9%	8183

How well does internet work in your home?

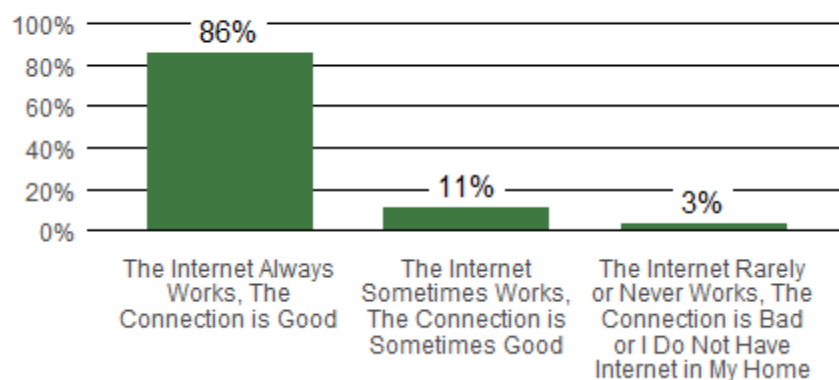


Table 53. How well does internet work in your home?

Regional Center	The Internet Always Works, The Connection is Good	The Internet Sometimes Works, The Connection is Sometimes Good	The Internet Rarely or Never Works, The Connection is Bad or I Do Not Have Internet in My Home	N
ACRC	84%	13%	3%	379
CVRC	83%	14%	3%	253
ELARC	78%	12%	10%	67
FDLRC	76%	13%	11%	82
FNRC	84%	14%	2%	189
GGRC	90%	8%	2%	329
HRC	88%	10%	2%	58
IRC	84%	12%	4%	279
KRC	87%	13%	0%	86
NBRC	90%	10%	1%	277
NLACRC	82%	13%	5%	333
RCEB	85%	11%	3%	434
RCOC	95%	4%	1%	341
RCRC	76%	22%	1%	68
SARC	89%	10%	1%	417
SCLARC	80%	20%	0%	20
SDRC	89%	8%	3%	437
SGPRC	84%	12%	4%	178
TCRC	86%	11%	3%	343
VMRC	81%	15%	4%	169
WRC	89%	7%	4%	124
CA Average	86%	11%	3%	4863
Weighted NCI-IDD Average	86%	11%	3%	7907

Workforce

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

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

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

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

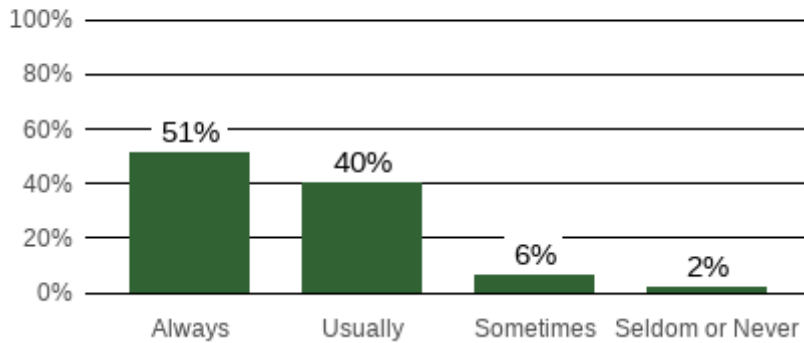


Table 54. Do support workers come and go when they are supposed to?

Regional Center	Always	Usually	Sometimes	Seldom or Never	N
ACRC	44%	47%	7%	2%	232
CVRC	52%	39%	7%	2%	147
ELARC	55%	39%	6%	0%	51
FDLRC	50%	35%	12%	4%	52
FNRC	57%	32%	10%	1%	127
GGRC	50%	40%	9%	2%	207
HRC	59%	35%	4%	2%	46
IRC	54%	34%	7%	5%	149
KRC	44%	41%	15%	0%	61
NBRC	45%	45%	10%	1%	198
NLACRC	61%	33%	2%	3%	206
RCEB	46%	46%	5%	4%	283
RCOC	60%	36%	2%	2%	264
RCRC	45%	45%	6%	4%	47
SARC	51%	41%	6%	3%	289
SCLARC	n/a	n/a	n/a	n/a	n/a
SDRC	53%	39%	6%	2%	282
SGPRC	53%	41%	4%	2%	96
TCRC	47%	47%	2%	4%	223
VMRC	62%	29%	6%	3%	106
WRC	47%	42%	9%	3%	79
CA Average	51%	40%	6%	2%	3160
Weighted NCI-IDD Average	52%	41%	6%	2%	5363

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

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

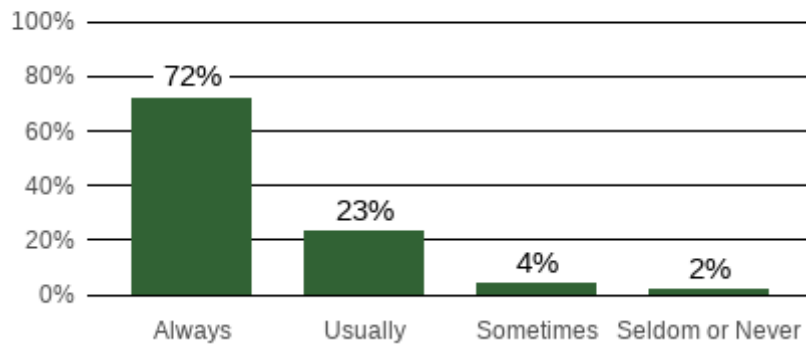


Table 55. Do support workers speak to you in a way you understand?

Regional Center	Always	Usually	Sometimes	Seldom or Never	N
ACRC	70%	26%	2%	1%	341
CVRC	71%	22%	4%	4%	234
ELARC	75%	17%	3%	5%	63
FDLRC	68%	26%	3%	4%	77
FNRC	75%	19%	4%	2%	175
GGRC	71%	22%	5%	2%	287
HRC	72%	26%	2%	0%	50
IRC	70%	20%	6%	4%	245
KRC	63%	32%	4%	1%	82
NBRC	74%	22%	4%	1%	253
NLACRC	73%	21%	3%	3%	292
RCEB	64%	29%	3%	3%	377
RCOC	70%	28%	1%	1%	307
RCRC	76%	21%	3%	0%	58
SARC	71%	23%	5%	2%	382
SCLARC	90%	5%	0%	5%	20
SDRC	73%	21%	3%	3%	389
SGPRC	71%	24%	3%	2%	167
TCRC	78%	15%	4%	2%	302
VMRC	76%	17%	5%	2%	148
WRC	76%	18%	3%	4%	112
CA Average	72%	23%	4%	2%	4361
Weighted NCI-IDD Average	72%	23%	4%	1%	7400

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

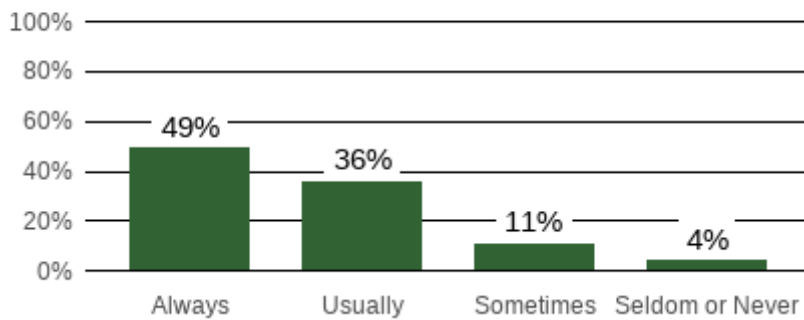


Table 56. If your family member does not communicate verbally (for example, uses gestures, sign language, or a communication aid), are there support workers who can communicate with them?

Regional Center	Always	Usually	Sometimes	Seldom or Never	N
ACRC	48%	41%	9%	3%	101
CVRC	53%	37%	7%	2%	94
ELARC	62%	26%	13%	0%	39
FDLRC	46%	40%	11%	3%	35
FNRC	56%	34%	7%	2%	41
GGRC	40%	39%	14%	7%	117
HRC	60%	30%	10%	0%	20
IRC	40%	41%	11%	7%	107
KRC	39%	39%	18%	3%	33
NBRC	53%	27%	14%	6%	96
NLACRC	49%	35%	13%	3%	106
RCEB	42%	37%	13%	9%	164
RCOC	70%	20%	7%	3%	152
RCRC	32%	56%	12%	0%	25
SARC	40%	42%	12%	5%	149
SCLARC	n/a	n/a	n/a	n/a	n/a
SDRC	44%	40%	9%	6%	158
SGPRC	53%	35%	9%	4%	80
TCRC	47%	42%	8%	3%	102
VMRC	55%	31%	9%	4%	67
WRC	59%	33%	8%	0%	39
CA Average	49%	36%	11%	4%	1737
Weighted NCI-IDD Average	44%	40%	12%	5%	3041

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

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

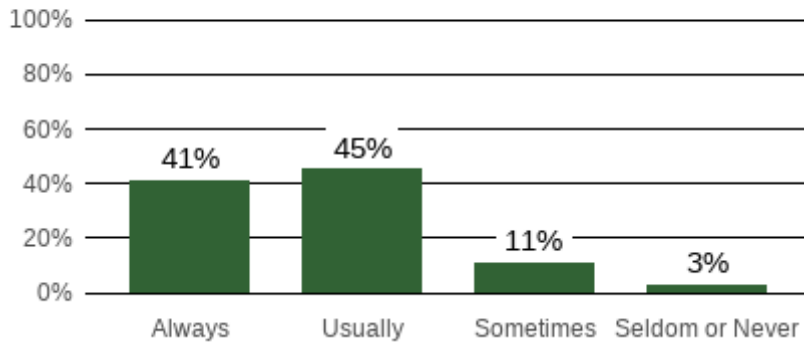


Table 57. Do support workers have the right information and skills to meet your family's needs?

Regional Center	Always	Usually	Sometimes	Seldom or Never	N
ACRC	33%	52%	11%	4%	310
CVRC	45%	44%	9%	2%	216
ELARC	44%	40%	16%	0%	62
FDLRC	41%	46%	9%	4%	69
FNRC	45%	40%	13%	3%	152
GGRC	38%	44%	15%	2%	281
HRC	58%	24%	18%	0%	50
IRC	43%	43%	11%	3%	221
KRC	31%	50%	16%	3%	74
NBRC	34%	48%	16%	2%	243
NLACRC	47%	39%	11%	3%	283
RCEB	34%	50%	12%	4%	356
RCOC	59%	33%	6%	1%	296
RCRC	23%	54%	21%	2%	56
SARC	37%	48%	11%	4%	368
SCLARC	n/a	n/a	n/a	n/a	n/a
SDRC	42%	47%	9%	2%	373
SGPRC	47%	43%	9%	1%	159
TCRC	41%	45%	11%	3%	289
VMRC	48%	39%	11%	3%	140
WRC	39%	51%	6%	4%	107
CA Average	41%	45%	11%	3%	4124
Weighted NCI-IDD Average	40%	45%	13%	3%	7050

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

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

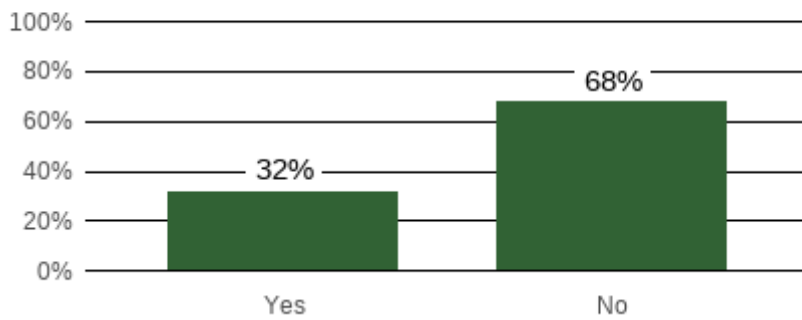


Table 58. Do your family member's support workers change too often? Is there too much "turnover" of support workers?

Regional Center	Yes	No	N
ACRC	40%	60%	285
CVRC	28%	72%	184
ELARC	32%	68%	56
FDLRC	27%	73%	62
FNRC	39%	61%	137
GGRC	29%	71%	254
HRC	23%	77%	48
IRC	36%	64%	197
KRC	52%	48%	61
NBRC	44%	56%	213
NLACRC	32%	68%	259
RCEB	36%	64%	315
RCOC	20%	80%	282
RCRC	33%	67%	54
SARC	27%	73%	332
SCLARC	n/a	n/a	n/a
SDRC	38%	62%	341
SGPRC	28%	72%	126
TCRC	37%	63%	265
VMRC	24%	76%	116
WRC	15%	85%	98
CA Average	32%	68%	3701
Weighted NCI-IDD Average	42%	58%	6372

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

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

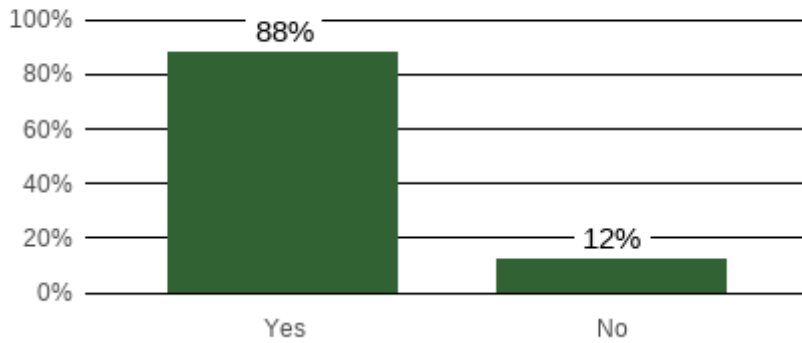


Table 59. Is there always a staff person available to support your family member when support is needed?

Regional Center	Yes	No	N
ACRC	81%	19%	303
CVRC	93%	7%	212
ELARC	92%	8%	61
FDLRC	89%	11%	73
FNRC	88%	12%	150
GGRC	90%	10%	278
HRC	92%	8%	53
IRC	90%	10%	243
KRC	84%	16%	73
NBRC	84%	16%	235
NLACRC	91%	9%	287
RCEB	84%	16%	374
RCOC	95%	5%	319
RCRC	68%	32%	56
SARC	82%	18%	361
SCLARC	100%	0%	21
SDRC	85%	15%	378
SGPRC	96%	4%	164
TCRC	89%	11%	289
VMRC	94%	6%	144
WRC	93%	7%	110
CA Average	88%	12%	4184
Weighted NCI-IDD Average	88%	12%	7079

Choice, Decision Making and Control

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

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

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

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

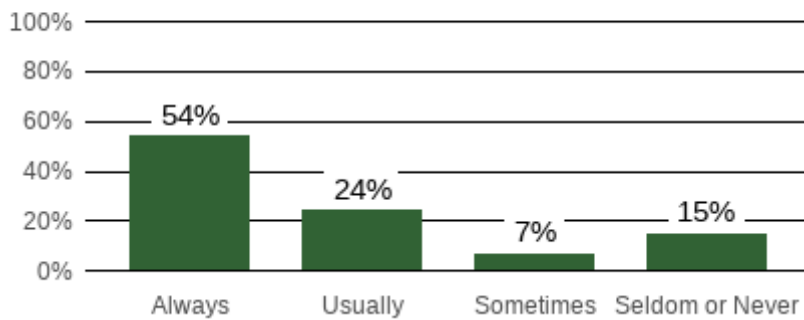


Table 60. Can someone in your family choose or change the provider agency that provides your family member's services?

Regional Center	Always	Usually	Sometimes	Seldom or Never	N
ACRC	48%	30%	6%	16%	188
CVRC	52%	21%	5%	22%	122
ELARC	64%	13%	4%	19%	47
FDLRC	45%	23%	13%	19%	31
FNRC	57%	23%	6%	14%	100
GGRC	55%	19%	10%	16%	154
HRC	67%	7%	3%	23%	30
IRC	42%	29%	11%	18%	139
KRC	45%	23%	13%	19%	47
NBRC	49%	25%	12%	14%	148
NLACRC	58%	22%	3%	17%	191
RCEB	56%	20%	8%	16%	228
RCOC	65%	25%	4%	7%	254
RCRC	37%	32%	5%	27%	41
SARC	55%	24%	7%	15%	238
SCLARC	n/a	n/a	n/a	n/a	n/a
SDRC	53%	27%	7%	14%	251
SGPRC	51%	27%	9%	13%	85
TCRC	54%	23%	7%	16%	187
VMRC	55%	28%	6%	11%	87
WRC	59%	21%	6%	14%	71
CA Average	54%	24%	7%	15%	2648
Weighted NCI-IDD Average	61%	22%	6%	12%	4855

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

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

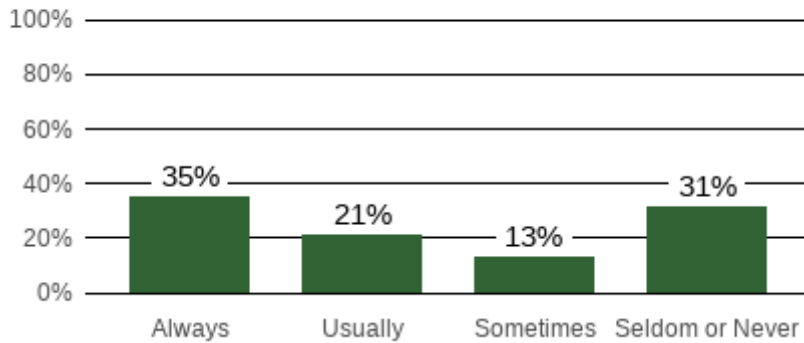


Table 61. Can someone in your family choose or change your family member's support workers?

Regional Center	Always	Usually	Sometimes	Seldom or Never	N
ACRC	30%	23%	16%	32%	200
CVRC	38%	19%	17%	26%	112
ELARC	40%	25%	8%	27%	48
FDLRC	29%	23%	9%	40%	35
FNRC	40%	15%	15%	31%	101
GGRC	28%	18%	15%	39%	160
HRC	48%	11%	11%	30%	27
IRC	26%	17%	16%	41%	125
KRC	29%	19%	13%	40%	48
NBRC	26%	21%	27%	26%	141
NLACRC	34%	20%	12%	34%	185
RCEB	34%	18%	12%	36%	241
RCOC	57%	15%	7%	20%	216
RCRC	39%	27%	11%	23%	44
SARC	32%	26%	12%	30%	242
SCLARC	n/a	n/a	n/a	n/a	n/a
SDRC	31%	23%	12%	34%	211
SGPRC	28%	30%	6%	37%	71
TCRC	36%	19%	15%	30%	201
VMRC	41%	23%	6%	29%	82
WRC	30%	23%	20%	27%	74
CA Average	35%	21%	13%	31%	2573
Weighted NCI-IDD Average	32%	19%	13%	37%	4519

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

Can someone in your family directly manage support staff?

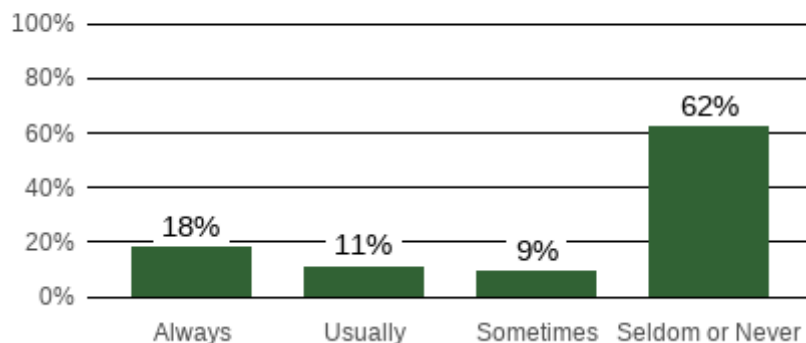


Table 62. Can someone in your family directly manage support staff?

Regional Center	Always	Usually	Sometimes	Seldom or Never	N
ACRC	14%	12%	9%	64%	222
CVRC	21%	10%	3%	66%	115
ELARC	18%	9%	13%	60%	45
FDLRC	18%	10%	8%	65%	40
FNRC	21%	13%	7%	60%	104
GGRC	17%	10%	8%	65%	173
HRC	24%	10%	21%	45%	29
IRC	19%	6%	7%	68%	124
KRC	13%	10%	0%	77%	39
NBRC	11%	11%	11%	68%	157
NLACRC	20%	9%	9%	63%	176
RCEB	13%	10%	11%	66%	234
RCOC	33%	17%	15%	35%	214
RCRC	27%	15%	7%	51%	41
SARC	16%	11%	10%	63%	228
SCLARC	n/a	n/a	n/a	n/a	n/a
SDRC	15%	12%	8%	64%	236
SGPRC	13%	6%	4%	78%	72
TCRC	19%	11%	10%	61%	197
VMRC	22%	10%	13%	56%	79
WRC	12%	22%	4%	62%	76
CA Average	18%	11%	9%	62%	2611
Weighted NCI-IDD Average	15%	9%	7%	70%	4538

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

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

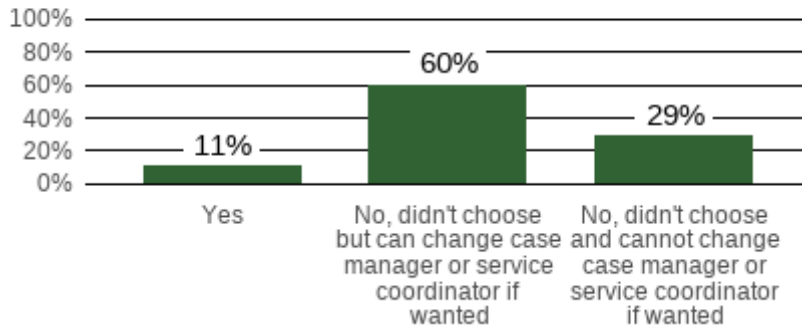


Table 63. Did you, your family member, or someone else in your family choose your family member's case manager/service coordinator?

Regional Center	Yes	No, Didn't Choose But Can Change Case Manager or Service Coordinator if Wanted	No, Didn't Choose And Cannot Change Case Manager or Service Coordinator If Wanted	N
ACRC	10%	60%	30%	310
CVRC	10%	65%	25%	204
ELARC	18%	53%	29%	51
FDLRC	8%	55%	37%	62
FNRC	7%	66%	27%	149
GGRC	9%	60%	31%	244
HRC	4%	73%	24%	55
IRC	8%	56%	36%	210
KRC	7%	48%	45%	73
NBRC	10%	58%	31%	223
NLACRC	13%	56%	31%	253
RCEB	9%	56%	35%	353
RCOC	19%	67%	13%	300
RCRC	19%	54%	28%	54
SARC	11%	59%	30%	347
SCLARC	n/a	n/a	n/a	n/a
SDRC	10%	55%	35%	346
SGPRC	10%	51%	39%	119
TCRC	11%	67%	22%	288
VMRC	10%	67%	23%	144
WRC	11%	60%	29%	97
CA Average	11%	60%	29%	3897
Weighted NCI-IDD Average	20%	55%	25%	6569

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

Community Connections

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

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

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

Does your family member do things in the community?

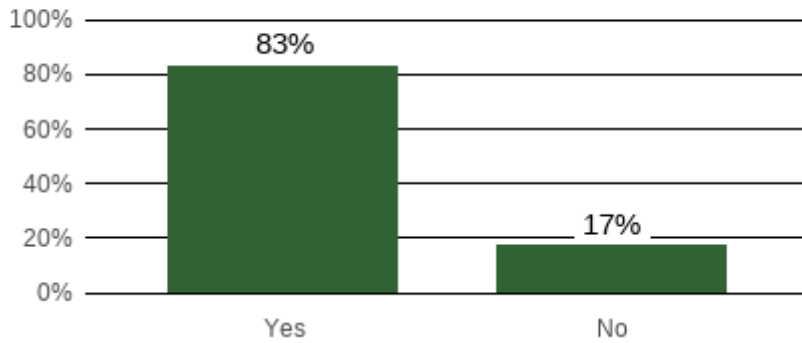


Table 64. Does your family member do things in the community?

Regional Center	Yes	No	N
ACRC	82%	18%	375
CVRC	86%	14%	243
ELARC	87%	13%	69
FDLRC	73%	27%	81
FNRC	88%	12%	190
GGRC	83%	17%	333
HRC	82%	18%	61
IRC	79%	21%	271
KRC	73%	27%	86
NBRC	87%	13%	272
NLACRC	84%	16%	324
RCEB	83%	17%	434
RCOC	88%	12%	345
RCRC	76%	24%	68
SARC	83%	17%	412
SCLARC	68%	32%	22
SDRC	86%	14%	431
SGPRC	74%	26%	171
TCRC	84%	16%	348
VMRC	78%	22%	169
WRC	87%	13%	119
CA Average	83%	17%	4824
Weighted NCI-IDD Average	87%	13%	7943

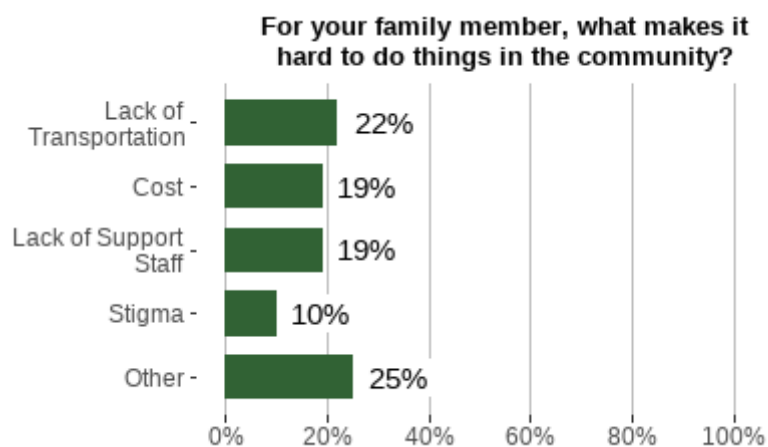


Table 65. For your family member, what makes it hard to do things in the community?

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

Regional Center	Lack of Transportation	Cost	Lack of Support Staff	Stigma	Other
ACRC	27%	21%	21%	9%	27%
CVRC	20%	23%	17%	11%	25%
ELARC	16%	21%	12%	4%	24%
FDLRC	18%	21%	15%	3%	32%
FNRC	22%	30%	15%	7%	27%
GGRC	22%	16%	21%	6%	22%
HRC	22%	16%	20%	13%	17%
IRC	16%	15%	17%	7%	29%
KRC	23%	24%	23%	11%	33%
NBRC	26%	20%	17%	12%	36%
NLACRC	19%	21%	17%	8%	21%
RCEB	30%	24%	23%	9%	21%
RCOC	13%	16%	13%	20%	17%
RCRC	33%	27%	24%	16%	31%
SARC	20%	14%	26%	10%	22%
SCLARC	8%	4%	4%	4%	25%
SDRC	24%	20%	23%	9%	26%
SGPRC	13%	12%	15%	5%	25%
TCRC	28%	19%	18%	7%	26%
VMRC	19%	15%	15%	12%	28%
WRC	23%	20%	7%	8%	33%
CA Average	22%	19%	19%	10%	25%
Weighted NCI-IDD Average	20%	17%	27%	9%	25%

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

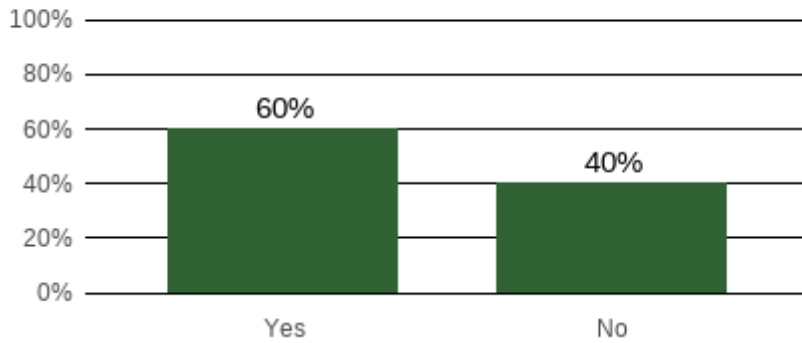


Table 66. Does your family member have friends other than paid support workers or family?

Regional Center	Yes	No	N
ACRC	61%	39%	358
CVRC	64%	36%	226
ELARC	46%	54%	65
FDLRC	48%	52%	79
FNRC	73%	27%	181
GGRC	61%	39%	316
HRC	59%	41%	56
IRC	57%	43%	266
KRC	59%	41%	80
NBRC	56%	44%	267
NLACRC	65%	35%	311
RCEB	62%	38%	404
RCOC	57%	43%	328
RCRC	52%	48%	65
SARC	58%	42%	399
SCLARC	45%	55%	22
SDRC	59%	41%	417
SGPRC	46%	54%	166
TCRC	65%	35%	326
VMRC	64%	36%	158
WRC	65%	35%	110
CA Average	60%	40%	4600
Weighted NCI-IDD Average	63%	37%	7578

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

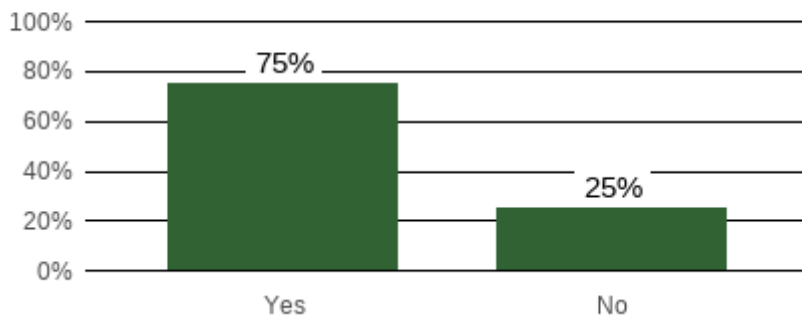


Table 67. In your community, are there resources or support that your family member can use that are not provided by the regional center⁷?

Regional Center	Yes	No	N
ACRC	79%	21%	263
CVRC	75%	25%	163
ELARC	80%	20%	44
FDLRC	68%	32%	50
FNRC	84%	16%	131
GGRC	77%	23%	234
HRC	70%	30%	47
IRC	66%	34%	168
KRC	73%	27%	59
NBRC	75%	25%	172
NLACRC	77%	23%	216
RCEB	72%	28%	300
RCOC	79%	21%	290
RCRC	76%	24%	42
SARC	76%	24%	295
SCLARC	n/a	n/a	n/a
SDRC	75%	25%	296
SGPRC	58%	42%	96
TCRC	78%	22%	233
VMRC	80%	20%	111
WRC	78%	22%	76
CA Average	75%	25%	3299
Weighted NCI-IDD Average	79%	21%	5511

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

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

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

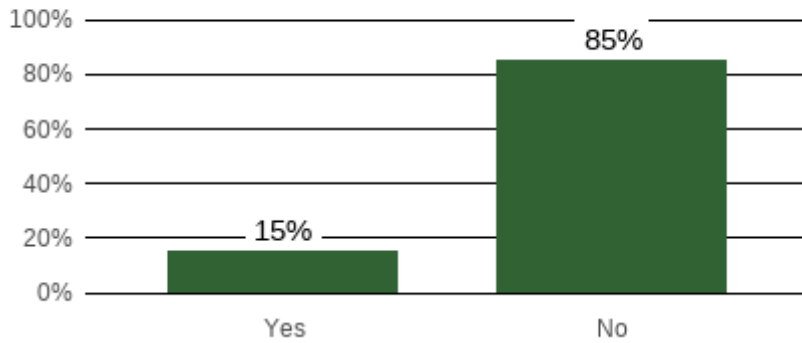


Table 68. Does your family take part in any family-to-family networks in your community?

Regional Center	Yes	No	N
ACRC	14%	86%	331
CVRC	15%	85%	230
ELARC	15%	85%	62
FDLRC	11%	89%	72
FNRC	10%	90%	168
GGRC	17%	83%	296
HRC	26%	74%	53
IRC	13%	87%	241
KRC	10%	90%	73
NBRC	16%	84%	263
NLACRC	16%	84%	296
RCEB	13%	87%	404
RCOC	22%	78%	301
RCRC	22%	78%	51
SARC	19%	81%	382
SCLARC	n/a	n/a	n/a
SDRC	15%	85%	408
SGPRC	10%	90%	154
TCRC	13%	87%	301
VMRC	6%	94%	132
WRC	17%	83%	105
CA Average	15%	85%	4342
Weighted NCI-IDD Average	15%	85%	7009

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

Health, Welfare and Safety

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

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

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

Can your family member see a primary care provider
when needed?

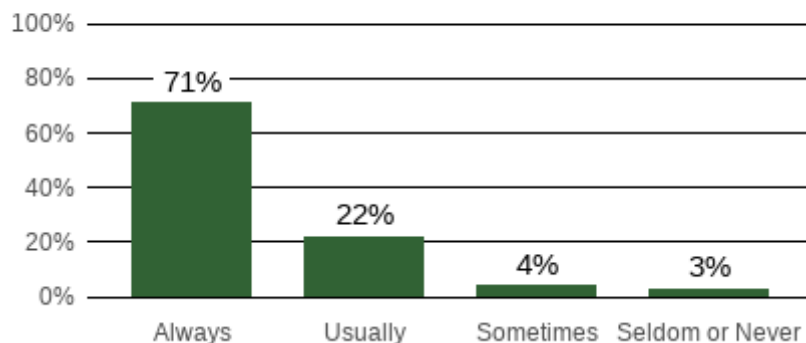


Table 69. Can your family member see a primary care provider (doctor, registered nurse, etc.) when needed?

Regional Center	Always	Usually	Sometimes	Seldom or Never	N
ACRC	70%	25%	3%	3%	381
CVRC	68%	28%	2%	2%	247
ELARC	81%	14%	0%	4%	69
FDLRC	72%	19%	6%	3%	78
FNRC	65%	25%	8%	3%	192
GGRC	72%	21%	3%	4%	333
HRC	80%	14%	6%	0%	64
IRC	68%	24%	4%	4%	272
KRC	60%	32%	3%	5%	88
NBRC	72%	23%	4%	2%	280
NLACRC	73%	18%	5%	5%	322
RCEB	66%	25%	4%	5%	435
RCOC	86%	11%	1%	2%	345
RCRC	56%	32%	9%	3%	66
SARC	71%	20%	4%	5%	416
SCLARC	85%	15%	0%	0%	20
SDRC	71%	23%	4%	3%	429
SGPRC	68%	22%	5%	5%	167
TCRC	71%	23%	4%	2%	351
VMRC	69%	20%	4%	8%	169
WRC	70%	24%	2%	4%	119
CA Average	71%	22%	4%	3%	4843
Weighted NCI-IDD Average	75%	20%	3%	3%	7999

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

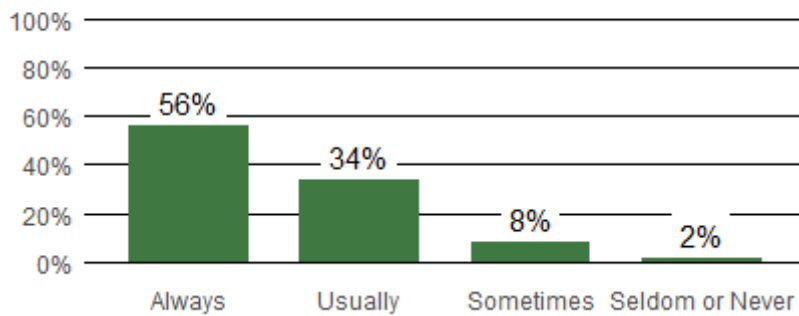


Table 70. Does your family member's primary care provider (doctor, registered nurse, etc.) understand your family member's needs related to their intellectual/developmental disability?

Regional Center	Always	Usually	Sometimes	Seldom or Never	N
ACRC	50%	37%	11%	3%	350
CVRC	56%	36%	6%	2%	220
ELARC	58%	39%	2%	2%	62
FDLRC	51%	35%	11%	4%	75
FNRC	53%	32%	15%	0%	177
GGRC	57%	33%	9%	1%	316
HRC	65%	23%	10%	2%	60
IRC	59%	32%	8%	2%	247
KRC	45%	45%	6%	4%	78
NBRC	53%	37%	10%	0%	263
NLACRC	56%	34%	8%	2%	290
RCEB	50%	39%	9%	2%	405
RCOC	73%	23%	3%	1%	342
RCRC	50%	37%	7%	6%	54
SARC	55%	35%	9%	2%	391
SCLARC	82%	18%	0%	0%	22
SDRC	56%	36%	6%	2%	412
SGPRC	56%	35%	6%	3%	156
TCRC	57%	33%	8%	2%	335
VMRC	56%	35%	7%	2%	159
WRC	48%	43%	6%	3%	112
CA Average	56%	34%	8%	2%	4526
Weighted NCI-IDD Average	60%	33%	6%	1%	7564

Can your family member go to the dentist when needed?

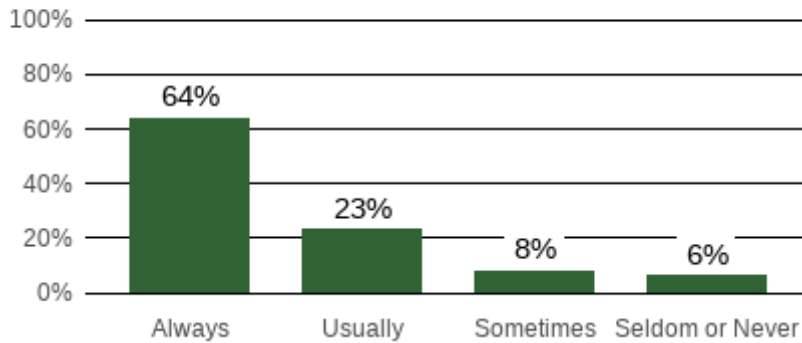


Table 71. Can your family member go to the dentist when needed?

Regional Center	Always	Usually	Sometimes	Seldom or Never	N
ACRC	61%	21%	11%	6%	383
CVRC	65%	25%	5%	4%	240
ELARC	62%	28%	4%	6%	68
FDLRC	62%	19%	10%	9%	78
FNRC	53%	23%	10%	13%	193
GGRC	64%	24%	6%	7%	331
HRC	76%	19%	3%	2%	63
IRC	65%	25%	7%	3%	273
KRC	55%	25%	10%	9%	87
NBRC	59%	23%	12%	6%	279
NLACRC	67%	20%	8%	5%	327
RCEB	59%	25%	8%	8%	422
RCOC	81%	14%	4%	1%	347
RCRC	50%	30%	11%	9%	64
SARC	60%	24%	9%	6%	421
SCLARC	n/a	n/a	n/a	n/a	n/a
SDRC	62%	27%	6%	4%	431
SGPRC	65%	26%	5%	4%	179
TCRC	68%	22%	6%	4%	357
VMRC	62%	21%	9%	8%	169
WRC	65%	28%	3%	3%	124
CA Average	64%	23%	8%	6%	4855
Weighted NCI-IDD Average	68%	22%	6%	4%	8016

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

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

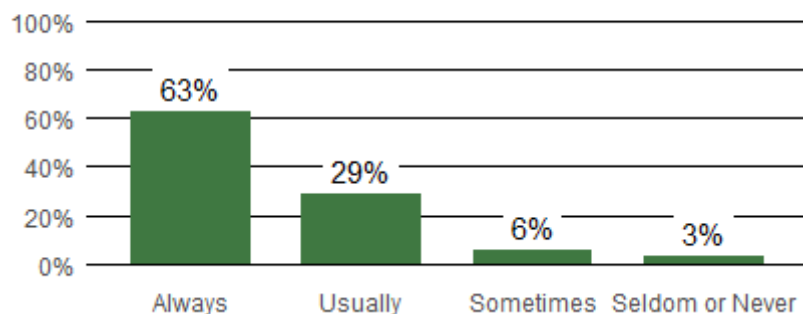


Table 72. Does your family member's dentist understand your family member's needs related to their intellectual/developmental disability?

Regional Center	Always	Usually	Sometimes	Seldom or Never	N
ACRC	57%	30%	8%	5%	305
CVRC	62%	29%	5%	3%	183
ELARC	69%	21%	3%	7%	58
FDLRC	58%	33%	6%	3%	67
FNRC	56%	33%	7%	4%	142
GGRC	62%	30%	5%	3%	281
HRC	64%	29%	5%	2%	56
IRC	65%	30%	4%	1%	217
KRC	54%	31%	9%	6%	68
NBRC	54%	29%	13%	4%	231
NLACRC	69%	24%	4%	2%	268
RCEB	56%	32%	8%	4%	352
RCOC	77%	19%	3%	2%	329
RCRC	53%	38%	9%	0%	45
SARC	62%	29%	5%	4%	359
SCLARC	n/a	n/a	n/a	n/a	n/a
SDRC	62%	32%	5%	2%	361
SGPRC	62%	31%	6%	1%	140
TCRC	65%	28%	5%	3%	295
VMRC	67%	23%	7%	3%	135
WRC	69%	28%	2%	2%	105
CA Average	63%	29%	6%	3%	4015
Weighted NCI-IDD Average	65%	28%	5%	2%	6799

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

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

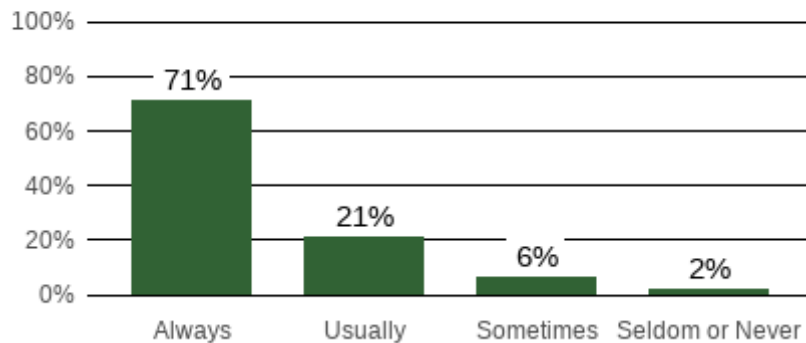


Table 73. If your family member takes prescription medications, do you know what they're for?

Regional Center	Always	Usually	Sometimes	Seldom or Never	N
ACRC	67%	25%	6%	2%	336
CVRC	66%	24%	7%	3%	210
ELARC	62%	28%	9%	2%	58
FDLRC	73%	21%	3%	3%	70
FNRC	69%	24%	5%	2%	170
GGRC	72%	21%	6%	1%	306
HRC	71%	19%	7%	3%	59
IRC	69%	22%	6%	3%	236
KRC	67%	23%	6%	4%	78
NBRC	71%	22%	5%	2%	255
NLACRC	75%	17%	6%	2%	297
RCEB	71%	22%	5%	2%	364
RCOC	86%	8%	5%	1%	330
RCRC	67%	19%	7%	7%	54
SARC	79%	14%	5%	2%	369
SCLARC	68%	14%	18%	0%	22
SDRC	69%	22%	7%	2%	387
SGPRC	64%	23%	11%	2%	147
TCRC	71%	21%	5%	3%	315
VMRC	62%	29%	7%	2%	158
WRC	66%	28%	1%	5%	107
CA Average	71%	21%	6%	2%	4328
Weighted NCI-IDD Average	70%	22%	6%	2%	7335

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

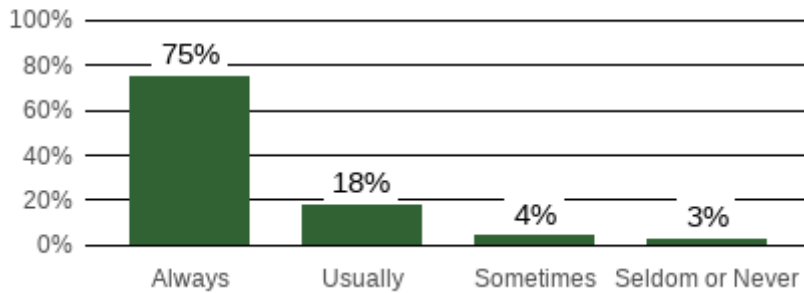


Table 74. Do you, your family member, or someone else in your family know what is needed to safely take the prescription medications (when it should be taken, how much to take, and the potential side effects)?

Regional Center	Always	Usually	Sometimes	Seldom or Never	N
ACRC	74%	19%	3%	3%	320
CVRC	73%	19%	4%	4%	201
ELARC	64%	21%	11%	4%	56
FDLRC	71%	24%	0%	5%	66
FNRC	74%	18%	5%	3%	162
GGRC	71%	21%	4%	4%	290
HRC	82%	14%	2%	2%	56
IRC	74%	19%	4%	3%	226
KRC	71%	24%	3%	3%	76
NBRC	72%	20%	5%	4%	240
NLACRC	77%	18%	2%	2%	283
RCEB	72%	23%	4%	2%	342
RCOC	88%	7%	3%	2%	322
RCRC	68%	16%	2%	14%	50
SARC	77%	17%	3%	3%	354
SCLARC	n/a	n/a	n/a	n/a	n/a
SDRC	76%	17%	4%	4%	367
SGPRC	72%	15%	5%	8%	130
TCRC	77%	16%	4%	3%	298
VMRC	79%	13%	4%	4%	150
WRC	70%	23%	3%	4%	100
CA Average	75%	18%	4%	3%	4107
Weighted NCI-IDD Average	74%	20%	3%	3%	7003

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

Can your family member get mental or behavioral health supports when needed?

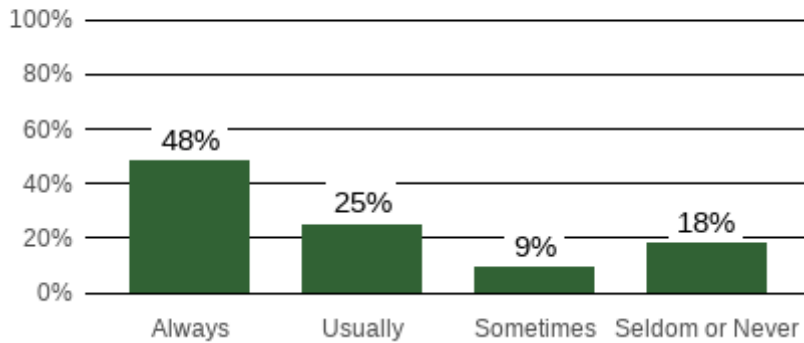


Table 75. Can your family member get mental or behavioral health supports when needed? (Like see a therapist, go to group counseling.)

Regional Center	Always	Usually	Sometimes	Seldom or Never	N
ACRC	43%	28%	12%	17%	281
CVRC	50%	24%	7%	19%	165
ELARC	53%	22%	7%	17%	58
FDLRC	38%	32%	8%	22%	63
FNRC	40%	32%	9%	19%	159
GGRC	47%	21%	9%	23%	253
HRC	60%	22%	4%	14%	50
IRC	48%	26%	11%	16%	204
KRC	51%	34%	5%	11%	65
NBRC	38%	31%	11%	20%	202
NLACRC	52%	22%	10%	16%	259
RCEB	43%	25%	12%	20%	317
RCOC	66%	19%	6%	10%	303
RCRC	35%	26%	18%	21%	57
SARC	47%	26%	8%	20%	315
SCLARC	48%	24%	10%	19%	21
SDRC	50%	27%	9%	14%	313
SGPRC	46%	23%	7%	23%	124
TCRC	49%	21%	10%	19%	249
VMRC	48%	29%	6%	17%	128
WRC	48%	27%	11%	14%	90
CA Average	48%	25%	9%	18%	3676
Weighted NCI-IDD Average	55%	25%	8%	13%	6310

Does your family member's mental or behavioral health professional understand your family member's needs related to their intellectual/developmental disability?

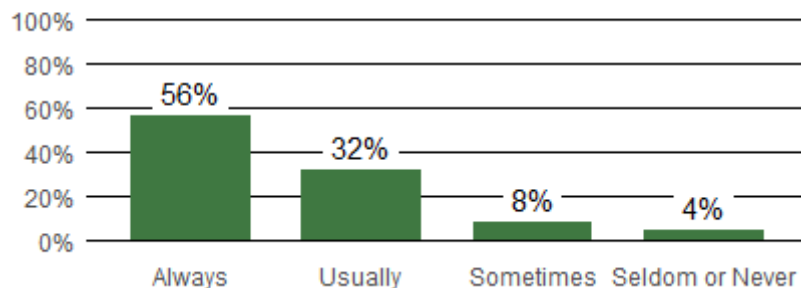


Table 76. Does your family member's mental or behavioral health professional understand your family member's needs related to their intellectual/developmental disability?

Regional Center	Always	Usually	Sometimes	Seldom or Never	N
ACRC	49%	37%	9%	5%	213
CVRC	60%	31%	7%	2%	143
ELARC	55%	35%	6%	4%	51
FDLRC	59%	29%	4%	9%	56
FNRC	54%	35%	6%	5%	117
GGRC	56%	30%	7%	6%	216
HRC	57%	33%	9%	2%	46
IRC	57%	30%	8%	5%	169
KRC	54%	32%	8%	5%	59
NBRC	50%	36%	12%	3%	177
NLACRC	61%	30%	6%	4%	214
RCEB	52%	36%	7%	5%	242
RCOC	68%	25%	4%	2%	279
RCRC	44%	31%	16%	9%	45
SARC	56%	29%	12%	3%	264
SCLARC	n/a	n/a	n/a	n/a	n/a
SDRC	54%	34%	10%	3%	272
SGPRC	56%	36%	6%	2%	108
TCRC	56%	32%	6%	5%	204
VMRC	53%	35%	9%	3%	115
WRC	64%	25%	9%	3%	77
CA Average	56%	32%	8%	4%	3085
Weighted NCI-IDD Average	58%	31%	7%	3%	5363

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

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

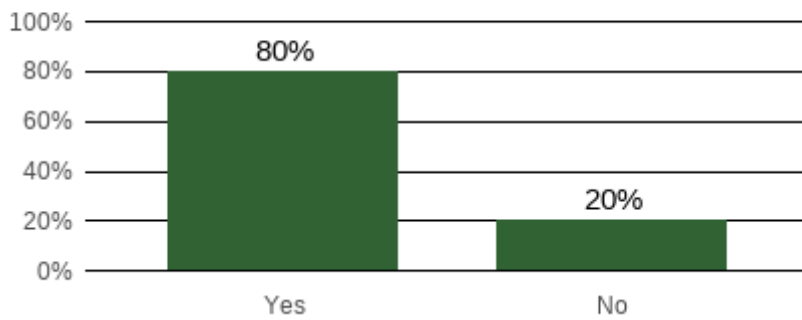


Table 77. If you asked for crisis or emergency services during the past 12 months, were services provided when needed?

Regional Center	Yes	No	N
ACRC	82%	18%	82
CVRC	69%	31%	71
ELARC	83%	17%	23
FDLRC	83%	17%	23
FNRC	79%	21%	42
GGRC	88%	12%	97
HRC	n/a	n/a	n/a
IRC	83%	17%	72
KRC	n/a	n/a	n/a
NBRC	82%	18%	83
NLACRC	83%	17%	95
RCEB	70%	30%	102
RCOC	92%	8%	152
RCRC	n/a	n/a	n/a
SARC	76%	24%	105
SCLARC	n/a	n/a	n/a
SDRC	71%	29%	121
SGPRC	88%	12%	43
TCRC	72%	28%	83
VMRC	83%	17%	42
WRC	79%	21%	28
CA Average	80%	20%	1321
Weighted NCI-IDD Average	79%	21%	2161

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

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

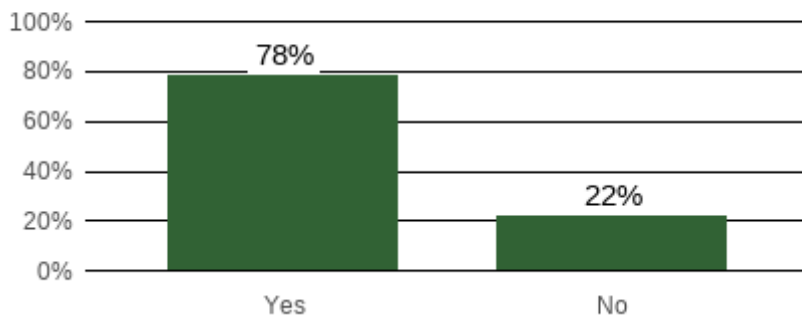


Table 78. Do you feel prepared to handle the needs of your family member in an emergency such as a medical emergency, pandemic or natural disaster?

Regional Center	Yes	No	N
ACRC	80%	20%	340
CVRC	73%	27%	220
ELARC	68%	32%	56
FDLRC	70%	30%	69
FNRC	82%	18%	181
GGRC	80%	20%	298
HRC	79%	21%	53
IRC	75%	25%	235
KRC	75%	25%	80
NBRC	73%	27%	252
NLACRC	75%	25%	289
RCEB	77%	23%	373
RCOC	90%	10%	329
RCRC	75%	25%	57
SARC	82%	18%	353
SCLARC	81%	19%	21
SDRC	76%	24%	383
SGPRC	66%	34%	147
TCRC	78%	22%	312
VMRC	82%	18%	152
WRC	78%	22%	104
CA Average	78%	22%	4304
Weighted NCI-IDD Average	81%	19%	7078

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

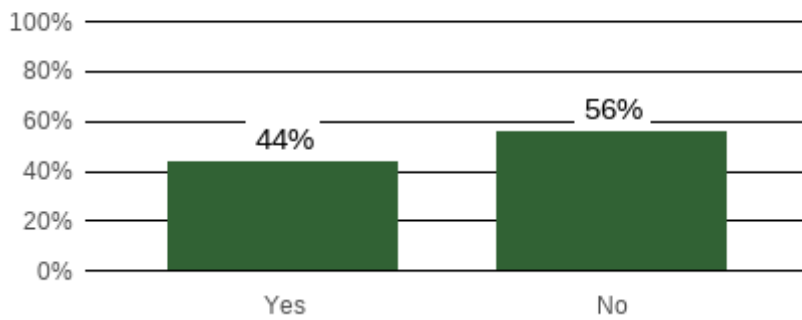


Table 79. Have you talked about how to handle emergencies (such as a medical emergency, pandemic, or natural disaster) with your family member's case manager/service coordinator?

Regional Center	Yes	No	N
ACRC	45%	55%	372
CVRC	35%	65%	246
ELARC	49%	51%	65
FDLRC	35%	65%	79
FNRC	48%	52%	196
GGRC	43%	57%	315
HRC	57%	43%	58
IRC	37%	63%	269
KRC	43%	57%	86
NBRC	43%	57%	276
NLACRC	46%	54%	318
RCEB	36%	64%	410
RCOC	71%	29%	337
RCRC	45%	55%	62
SARC	43%	57%	405
SCLARC	52%	48%	23
SDRC	41%	59%	419
SGPRC	38%	62%	172
TCRC	44%	56%	340
VMRC	45%	55%	168
WRC	44%	56%	116
CA Average	44%	56%	4732
Weighted NCI-IDD Average	48%	52%	7788

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

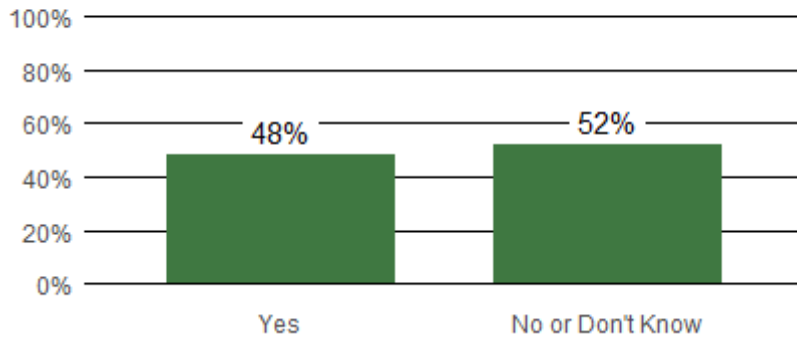


Table 80. Do you know how to file a complaint or grievance about provider agencies or staff?

Regional Center	Yes	No or Don't Know	N
ACRC	50%	51%	400
CVRC	42%	58%	264
ELARC	58%	42%	72
FDLRC	39%	61%	85
FNRC	50%	50%	206
GGRC	45%	55%	346
HRC	58%	42%	65
IRC	44%	56%	302
KRC	46%	54%	94
NBRC	44%	56%	290
NLACRC	47%	53%	339
RCEB	39%	61%	448
RCOC	72%	28%	353
RCRC	58%	42%	69
SARC	43%	57%	431
SCLARC	46%	54%	26
SDRC	47%	53%	457
SGPRC	48%	52%	195
TCRC	48%	52%	365
VMRC	49%	51%	181
WRC	44%	56%	125
CA Average	48%	52%	5113
Weighted NCI-IDD Average	56%	44%	8333

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

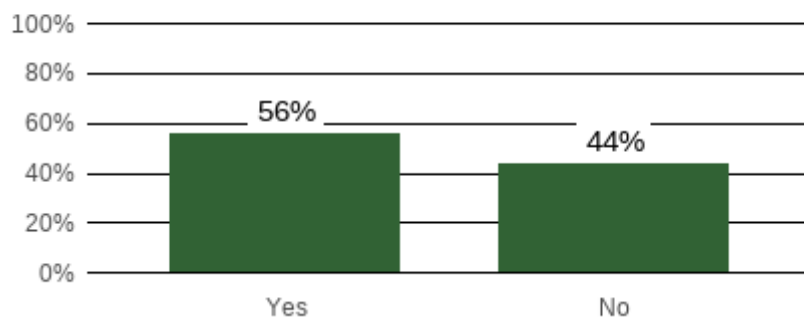


Table 81. If a complaint or grievance was filed or resolved in the past 12 months, are you satisfied with the way it was handled?

Regional Center	Yes	No	N
ACRC	54%	46%	37
CVRC	50%	50%	20
ELARC	n/a	n/a	n/a
FDLRC	n/a	n/a	n/a
FNRC	n/a	n/a	n/a
GGRC	50%	50%	20
HRC	n/a	n/a	n/a
IRC	n/a	n/a	n/a
KRC	n/a	n/a	n/a
NBRC	44%	56%	27
NLACRC	70%	30%	30
RCEB	40%	60%	30
RCOC	85%	15%	52
RCRC	n/a	n/a	n/a
SARC	46%	54%	39
SCLARC	n/a	n/a	n/a
SDRC	45%	55%	33
SGPRC	n/a	n/a	n/a
TCRC	65%	35%	37
VMRC	n/a	n/a	n/a
WRC	n/a	n/a	n/a
CA Average	56%	44%	433
Weighted NCI-IDD Average	57%	43%	883

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

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

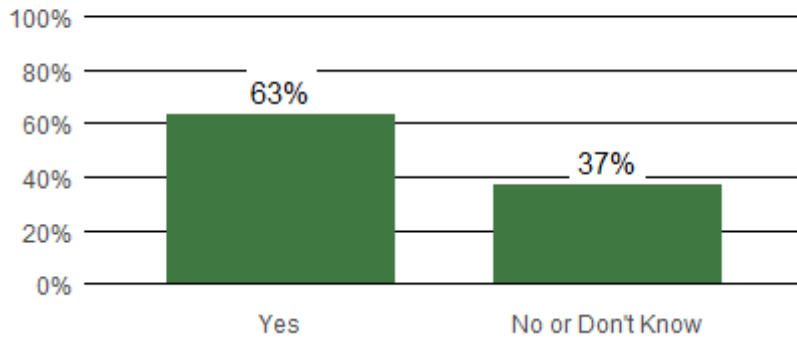


Table 82. Do you know how to report abuse or neglect related to your family member?

Regional Center	Yes	No or Don't Know	N
ACRC	66%	34%	395
CVRC	62%	38%	262
ELARC	63%	38%	72
FDLRC	57%	43%	86
FNRC	74%	26%	201
GGRC	63%	37%	345
HRC	63%	38%	64
IRC	60%	40%	302
KRC	49%	51%	91
NBRC	64%	36%	290
NLACRC	62%	38%	343
RCEB	60%	40%	450
RCOC	78%	22%	352
RCRC	75%	25%	68
SARC	61%	39%	433
SCLARC	58%	42%	26
SDRC	65%	35%	459
SGPRC	60%	40%	192
TCRC	59%	41%	364
VMRC	63%	37%	180
WRC	55%	45%	129
CA Average	63%	37%	5104
Weighted NCI-IDD Average	69%	31%	8325

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

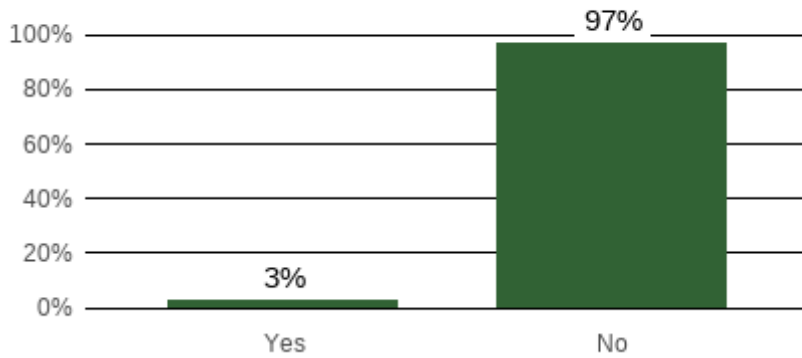


Table 83. Within the past 12 months, was a report of abuse or neglect filed on behalf of your family member?

Regional Center	Yes	No	N
ACRC	4%	96%	370
CVRC	5%	95%	240
ELARC	5%	95%	66
FDLRC	1%	99%	81
FNRC	3%	97%	186
GGRC	3%	97%	325
HRC	0%	100%	59
IRC	2%	98%	271
KRC	1%	99%	81
NBRC	3%	97%	277
NLACRC	3%	97%	317
RCEB	2%	98%	428
RCOC	2%	98%	339
RCRC	3%	97%	61
SARC	2%	98%	403
SCLARC	0%	100%	22
SDRC	3%	97%	438
SGPRC	1%	99%	179
TCRC	4%	96%	339
VMRC	3%	97%	171
WRC	2%	98%	117
CA Average	3%	97%	4770
Weighted NCI-IDD Average	6%	94%	7842

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

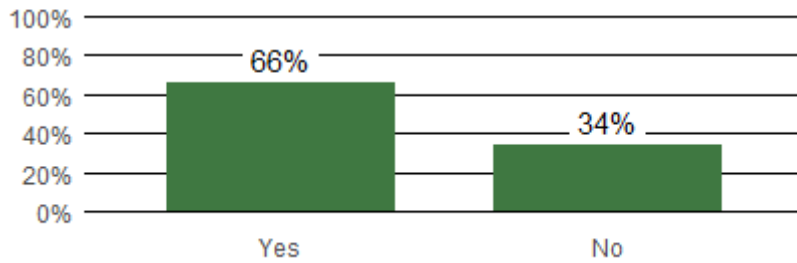


Table 84. If a report of abuse or neglect was filed on behalf of a family member, or if someone other than you or another family member reported abuse or neglect in the past 12 months, were you notified of the report in a timely manner?

Regional Center	Yes	No	N
ACRC	n/a	n/a	n/a
CVRC	n/a	n/a	n/a
ELARC	n/a	n/a	n/a
FDLRC	n/a	n/a	n/a
FNRC	n/a	n/a	n/a
GGRC	n/a	n/a	n/a
HRC	n/a	n/a	n/a
IRC	n/a	n/a	n/a
KRC	n/a	n/a	n/a
NBRC	n/a	n/a	n/a
NLACRC	n/a	n/a	n/a
RCEB	n/a	n/a	n/a
RCOC	n/a	n/a	n/a
RCRC	n/a	n/a	n/a
SARC	n/a	n/a	n/a
SCLARC	n/a	n/a	n/a
SDRC	n/a	n/a	n/a
SGPRC	n/a	n/a	n/a
TCRC	n/a	n/a	n/a
VMRC	n/a	n/a	n/a
WRC	n/a	n/a	n/a
CA Average	66%	34%	88
Weighted NCI-IDD Average	77%	23%	309

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

Family Satisfaction

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

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

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

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

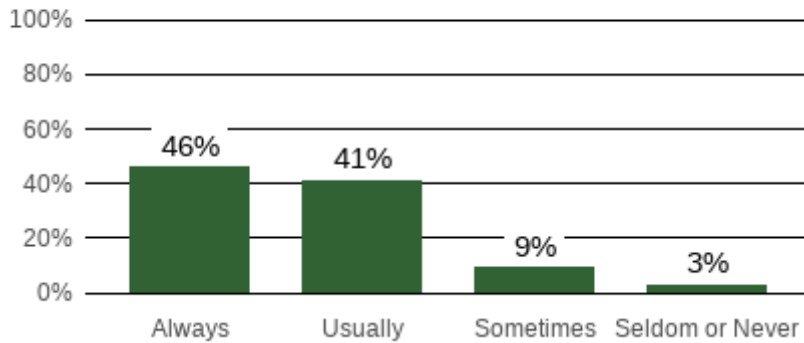


Table 85. Overall, are you satisfied with the services and supports your family member currently receives?

Regional Center	Always	Usually	Sometimes	Seldom or Never	N
ACRC	38%	44%	13%	4%	388
CVRC	51%	37%	9%	3%	256
ELARC	48%	46%	4%	1%	71
FDLRC	46%	37%	13%	4%	84
FNRC	42%	40%	13%	5%	198
GGRC	47%	44%	8%	1%	340
HRC	57%	23%	18%	2%	61
IRC	47%	40%	10%	3%	287
KRC	37%	47%	14%	2%	94
NBRC	42%	45%	9%	4%	287
NLACRC	47%	40%	10%	2%	336
RCEB	38%	45%	11%	6%	434
RCOC	68%	28%	4%	1%	346
RCRC	35%	43%	15%	6%	65
SARC	43%	43%	10%	4%	424
SCLARC	60%	36%	4%	0%	25
SDRC	43%	45%	9%	3%	450
SGPRC	50%	39%	10%	1%	196
TCRC	47%	41%	8%	4%	353
VMRC	51%	37%	8%	4%	177
WRC	43%	51%	2%	4%	124
CA Average	46%	41%	9%	3%	4996
Weighted NCI-IDD Average	44%	43%	11%	3%	8223

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

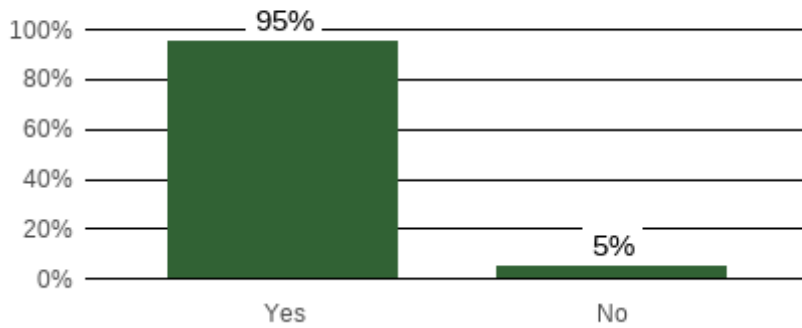


Table 86. Do you feel that services and supports have made a positive difference in the life of your family member?

Regional Center	Yes	No	N
ACRC	92%	8%	369
CVRC	95%	5%	245
ELARC	97%	3%	69
FDLRC	95%	5%	77
FNRC	93%	7%	189
GGRC	94%	6%	321
HRC	97%	3%	58
IRC	95%	5%	263
KRC	95%	5%	83
NBRC	95%	5%	278
NLACRC	96%	4%	323
RCEB	95%	5%	412
RCOC	97%	3%	345
RCRC	88%	12%	66
SARC	94%	6%	409
SCLARC	92%	8%	25
SDRC	94%	6%	431
SGPRC	97%	3%	178
TCRC	96%	4%	338
VMRC	96%	4%	165
WRC	95%	5%	122
CA Average	95%	5%	4766
Weighted NCI-IDD Average	95%	5%	7827

Does the agency providing residential services to your family member involve them in important decisions?

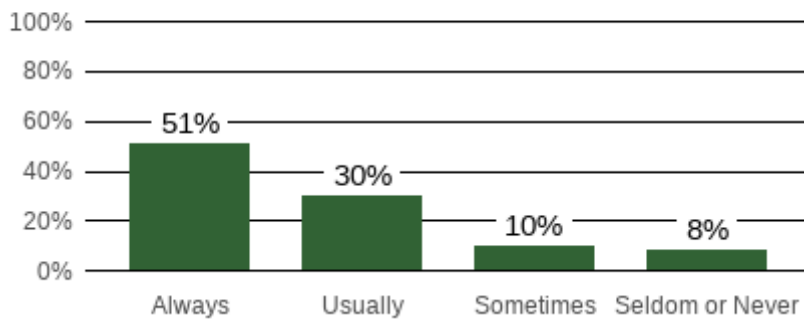


Table 87. Does the agency providing residential services to your family member involve them in important decisions?

Regional Center	Always	Usually	Sometimes	Seldom or Never	N
ACRC	51%	35%	7%	7%	264
CVRC	50%	32%	11%	7%	173
ELARC	48%	35%	7%	9%	54
FDLRC	42%	40%	9%	9%	53
FNRC	59%	24%	10%	7%	147
GGRC	50%	31%	9%	9%	256
HRC	60%	31%	5%	5%	42
IRC	40%	32%	16%	12%	189
KRC	47%	32%	7%	14%	59
NBRC	44%	34%	13%	9%	216
NLACRC	57%	21%	13%	9%	262
RCEB	50%	29%	12%	9%	343
RCOC	70%	21%	6%	3%	294
RCRC	38%	46%	6%	10%	50
SARC	49%	31%	12%	9%	325
SCLARC	n/a	n/a	n/a	n/a	n/a
SDRC	46%	34%	12%	8%	335
SGPRC	46%	35%	13%	6%	126
TCRC	53%	31%	8%	8%	274
VMRC	56%	34%	6%	4%	141
WRC	54%	27%	7%	12%	92
CA Average	51%	30%	10%	8%	3713
Weighted NCI-IDD Average	48%	32%	12%	8%	6437

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

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

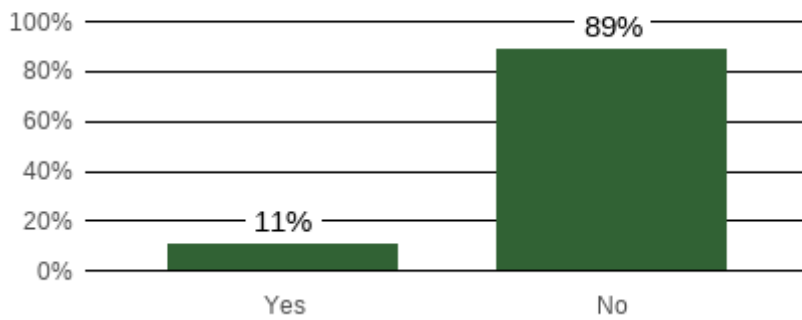


Table 88. Have the services or supports that your family member received during the past 12 months been reduced, suspended, or terminated?

Regional Center	Yes	No	N
ACRC	16%	84%	334
CVRC	8%	93%	200
ELARC	15%	85%	67
FDLRC	10%	90%	78
FNRC	15%	85%	167
GGRC	9%	91%	295
HRC	15%	85%	54
IRC	9%	91%	244
KRC	9%	91%	77
NBRC	12%	88%	257
NLACRC	14%	86%	305
RCEB	12%	88%	388
RCOC	6%	94%	295
RCRC	6%	94%	54
SARC	13%	87%	379
SCLARC	5%	95%	22
SDRC	12%	88%	389
SGPRC	8%	92%	153
TCRC	10%	90%	306
VMRC	8%	92%	141
WRC	7%	93%	109
CA Average	11%	89%	4314
Weighted NCI-IDD Average	10%	90%	7298

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?

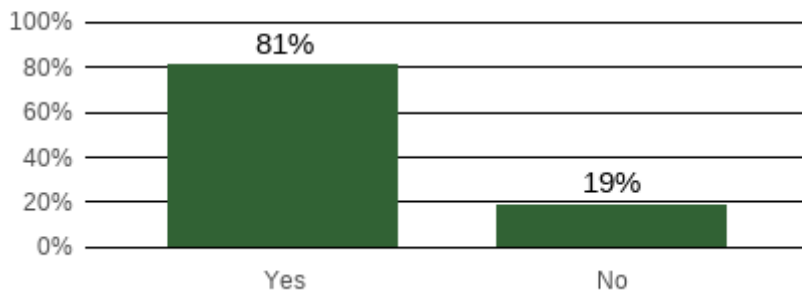


Table 89. If services or supports received by the family were reduced, suspended or terminated during the past 12 months, did the change in services affect your family member negatively?

Regional Center	Yes	No	N
ACRC	79%	21%	43
CVRC	n/a	n/a	n/a
ELARC	n/a	n/a	n/a
FDLRC	n/a	n/a	n/a
FNRC	90%	10%	20
GGRC	90%	10%	21
HRC	n/a	n/a	n/a
IRC	71%	29%	21
KRC	n/a	n/a	n/a
NBRC	72%	28%	25
NLACRC	87%	13%	38
RCEB	74%	26%	34
RCOC	n/a	n/a	n/a
RCRC	n/a	n/a	n/a
SARC	88%	12%	42
SCLARC	n/a	n/a	n/a
SDRC	79%	21%	38
SGPRC	n/a	n/a	n/a
TCRC	70%	30%	20
VMRC	n/a	n/a	n/a
WRC	n/a	n/a	n/a
CA Average	81%	19%	389
Weighted NCI-IDD Average	84%	16%	667

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

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

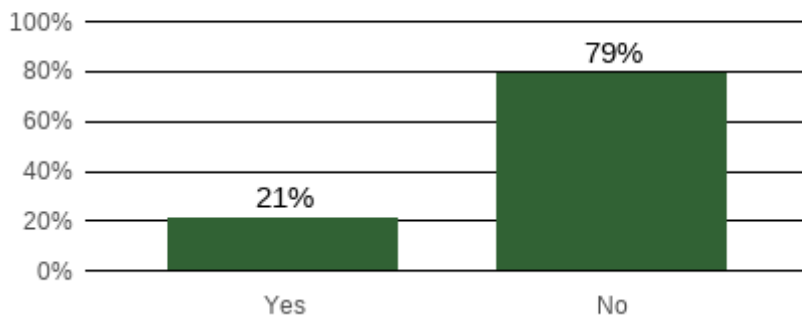


Table 90. Have the services or supports that your family member received been increased in the past 12 months?

Regional Center	Yes	No	N
ACRC	19%	81%	288
CVRC	26%	74%	141
ELARC	19%	81%	52
FDLRC	17%	83%	59
FNRC	24%	76%	147
GGRC	20%	80%	262
HRC	29%	71%	51
IRC	18%	82%	180
KRC	26%	74%	62
NBRC	21%	79%	214
NLACRC	24%	76%	255
RCEB	19%	81%	339
RCOC	26%	74%	249
RCRC	18%	82%	50
SARC	18%	82%	330
SCLARC	n/a	n/a	n/a
SDRC	22%	78%	325
SGPRC	27%	73%	109
TCRC	21%	79%	258
VMRC	20%	80%	119
WRC	14%	86%	94
CA Average	21%	79%	3597
Weighted NCI-IDD Average	21%	79%	6228

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

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

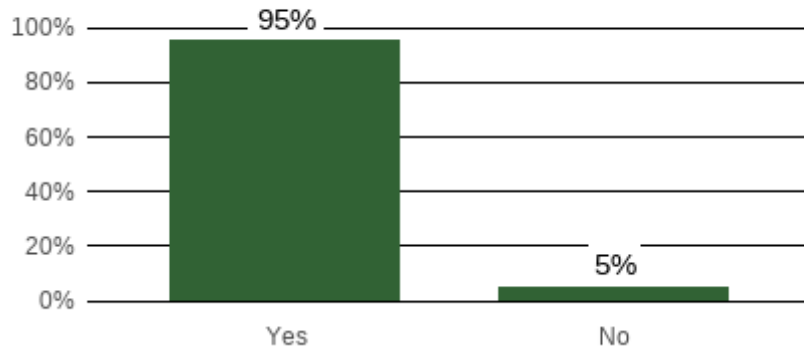


Table 91. Are services and supports helping your family member to live a good life?

Regional Center	Yes	No	N
ACRC	93%	7%	356
CVRC	96%	4%	241
ELARC	97%	3%	73
FDLRC	94%	6%	78
FNRC	95%	5%	172
GGRC	94%	6%	311
HRC	95%	5%	57
IRC	96%	4%	253
KRC	98%	2%	81
NBRC	95%	5%	273
NLACRC	96%	4%	309
RCEB	94%	6%	404
RCOC	99%	1%	334
RCRC	92%	8%	59
SARC	91%	9%	399
SCLARC	95%	5%	21
SDRC	96%	4%	417
SGPRC	98%	2%	171
TCRC	94%	6%	336
VMRC	97%	3%	161
WRC	98%	2%	122
CA Average	95%	5%	4628
Weighted NCI-IDD Average	95%	5%	7617

California Specific Questions

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

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

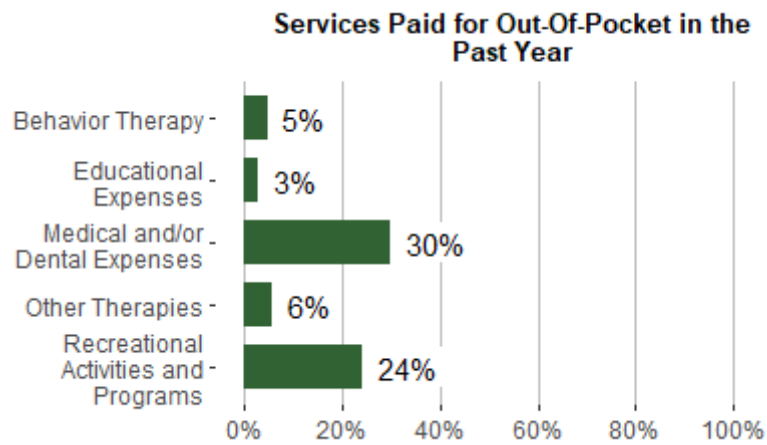


Table 92a. Services Paid for Out-Of-Pocket in the Past Year

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

Regional Center	Behavior Therapy	Educational Expenses	Medical and/or Dental Expenses	Other Therapies	Recreational Activities and Programs
ACRC	5%	2%	34%	6%	28%
CVRC	2%	2%	13%	2%	17%
ELARC	4%	3%	31%	6%	20%
FDLRC	2%	8%	24%	4%	20%
FNRC	3%	4%	24%	3%	24%
GGRC	9%	4%	36%	7%	28%
HRC	0%	5%	34%	8%	27%
IRC	1%	2%	14%	2%	13%
KRC	7%	3%	31%	1%	21%
NBRC	1%	3%	30%	6%	25%
NLACRC	5%	4%	29%	5%	21%
RCEB	6%	5%	45%	7%	31%
RCOC	11%	4%	18%	11%	27%
RCRC	2%	6%	27%	5%	26%
SARC	6%	4%	34%	8%	27%
SCLARC	5%	0%	23%	5%	5%
SDRC	5%	3%	32%	5%	25%
SGPRC	2%	1%	23%	2%	8%
TCRC	6%	5%	33%	6%	24%
VMRC	2%	2%	25%	2%	15%
WRC	7%	6%	36%	12%	23%
CA Average	5%	3%	30%	6%	24%

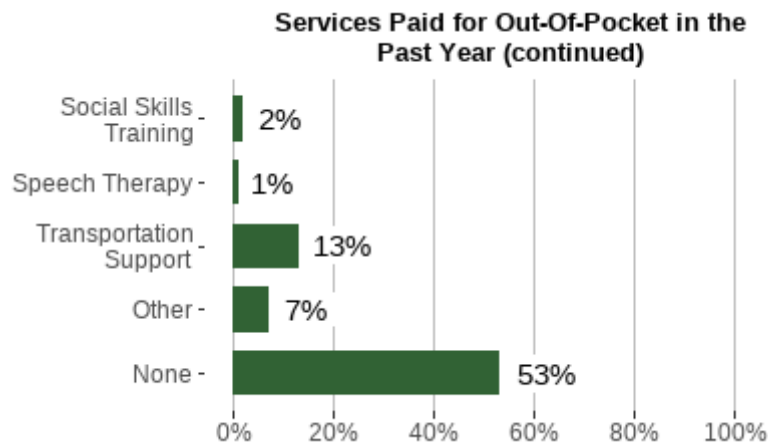


Table 92b. Services Paid for Out-Of-Pocket in the Past Year (continued)

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

Regional Center	Social Skills Training	Speech Therapy	Transportation Support	Other	None
ACRC	1%	1%	12%	9%	48%
CVRC	2%	1%	7%	4%	71%
ELARC	1%	1%	8%	4%	49%
FDLRC	2%	1%	17%	4%	55%
FNRC	1%	1%	14%	7%	57%
GGRC	2%	1%	20%	5%	45%
HRC	0%	2%	10%	5%	50%
IRC	1%	1%	4%	8%	70%
KRC	0%	0%	13%	4%	54%
NBRC	1%	0%	12%	6%	53%
NLACRC	2%	1%	14%	6%	56%
RCEB	2%	1%	21%	5%	42%
RCOC	2%	6%	11%	5%	60%
RCRC	0%	0%	18%	8%	48%
SARC	2%	2%	16%	6%	46%
SCLARC	0%	0%	9%	0%	64%
SDRC	2%	2%	12%	11%	48%
SGPRC	0%	1%	9%	7%	67%
TCRC	2%	1%	15%	7%	48%
VMRC	0%	0%	7%	6%	63%
WRC	2%	1%	18%	10%	48%
CA Average	2%	1%	13%	7%	53%

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

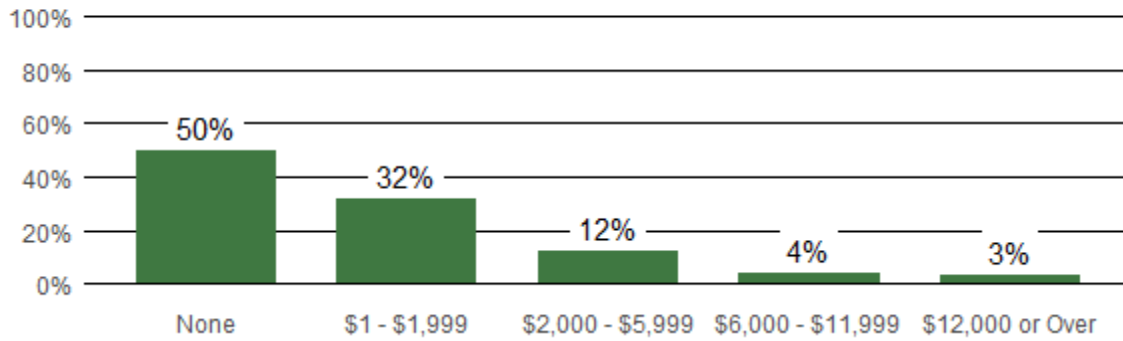


Table 93. Total Out-of-Pocket Expenses Related to Family Member's Care in the Past Year

Regional Center	None	\$1 - \$1,999	\$2,000 - \$5,999	\$6,000 - \$11,999	\$12,000 Or Over	N
ACRC	48%	35%	11%	4%	2%	376
CVRC	65%	25%	7%	2%	1%	261
ELARC	51%	30%	10%	4%	6%	71
FDLRC	46%	34%	14%	2%	4%	83
FNRC	58%	30%	8%	3%	1%	192
GGRC	43%	34%	13%	6%	4%	333
HRC	50%	32%	12%	7%	0%	60
IRC	67%	24%	6%	1%	1%	293
KRC	51%	33%	9%	5%	2%	88
NBRC	49%	30%	15%	4%	2%	282
NLACRC	45%	32%	13%	5%	5%	332
RCEB	43%	35%	16%	4%	2%	435
RCOC	54%	31%	10%	3%	3%	340
RCRC	50%	35%	11%	0%	3%	62
SARC	46%	36%	13%	3%	3%	415
SCLARC	63%	17%	13%	4%	4%	24
SDRC	45%	36%	13%	4%	2%	444
SGPRC	62%	26%	5%	3%	4%	189
TCRC	44%	37%	14%	3%	3%	346
VMRC	61%	25%	8%	4%	2%	173
WRC	40%	26%	20%	5%	10%	124
CA Average	50%	32%	12%	4%	3%	4923

Do you know what to do if you disagree with your regional center about services and/or eligibility?

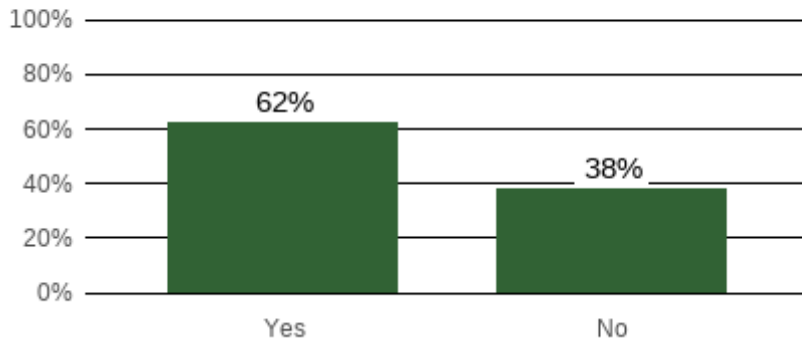


Table 94. Do you know what to do if you disagree with your regional center about services and/or eligibility? (For example, how to request a Fair Hearing)

Regional Center	Yes	No	N
ACRC	63%	37%	320
CVRC	55%	45%	211
ELARC	81%	19%	63
FDLRC	48%	52%	71
FNRC	67%	33%	170
GGRC	64%	36%	271
HRC	69%	31%	51
IRC	60%	40%	250
KRC	61%	39%	77
NBRC	57%	43%	241
NLACRC	59%	41%	282
RCEB	55%	45%	361
RCOC	73%	27%	299
RCRC	74%	26%	58
SARC	59%	41%	352
SCLARC	45%	55%	20
SDRC	58%	42%	379
SGPRC	64%	36%	157
TCRC	61%	39%	296
VMRC	64%	36%	145
WRC	69%	31%	99
CA Average	62%	38%	4173

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

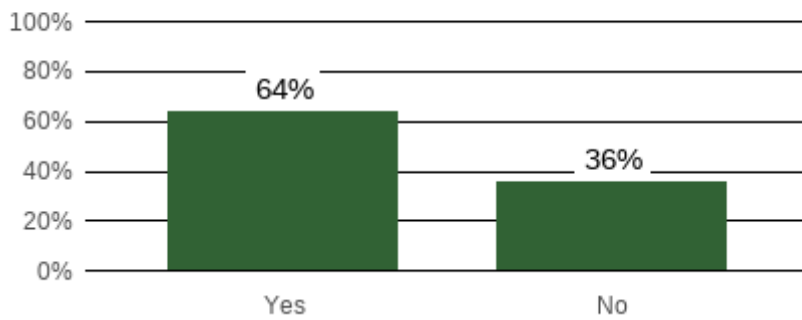


Table 95. Does your regional center keep you informed, in your preferred language, about programs or services it offers? (For example, updates about new programs or services they offer)

Regional Center	Yes	No	N
ACRC	60%	40%	352
CVRC	56%	44%	235
ELARC	74%	26%	70
FDLRC	61%	39%	77
FNRC	71%	29%	174
GGRC	64%	36%	292
HRC	83%	17%	52
IRC	53%	47%	257
KRC	51%	49%	80
NBRC	58%	42%	257
NLACRC	65%	35%	311
RCEB	57%	43%	384
RCOC	89%	11%	339
RCRC	55%	45%	55
SARC	67%	33%	378
SCLARC	67%	33%	21
SDRC	62%	38%	398
SGPRC	64%	36%	169
TCRC	68%	32%	305
VMRC	65%	35%	164
WRC	71%	29%	112
CA Average	64%	36%	4482

Did you get a copy of your family member's IPP in your preferred language?

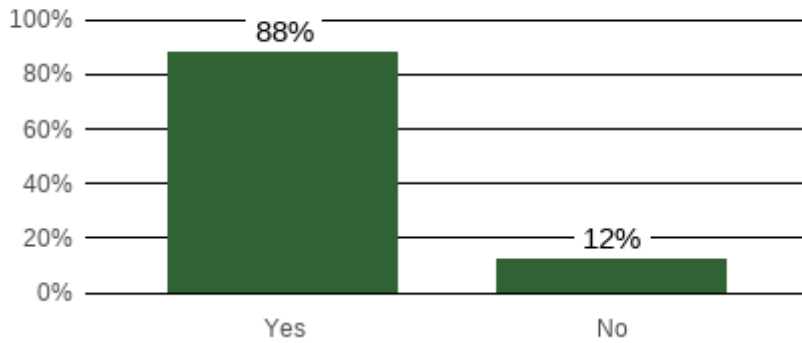


Table 96. Did you get a copy of your family member's IPP in your preferred language?

Regional Center	Yes	No	N
ACRC	89%	11%	284
CVRC	84%	16%	160
ELARC	95%	5%	58
FDLRC	85%	15%	52
FNRC	92%	8%	131
GGRC	89%	11%	244
HRC	90%	10%	39
IRC	78%	22%	166
KRC	82%	18%	60
NBRC	86%	14%	208
NLACRC	88%	12%	243
RCEB	84%	16%	298
RCOC	96%	4%	295
RCRC	70%	30%	46
SARC	91%	9%	319
SCLARC	n/a	n/a	n/a
SDRC	89%	11%	333
SGPRC	84%	16%	102
TCRC	93%	7%	233
VMRC	93%	7%	122
WRC	86%	14%	80
CA Average	88%	12%	3484

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

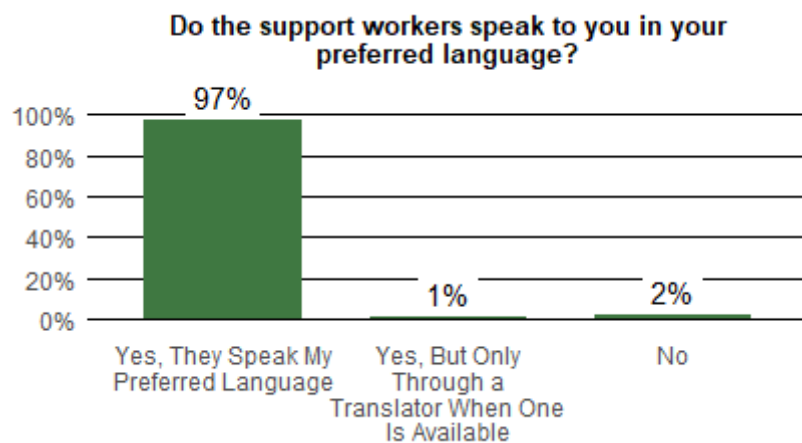


Table 97. Do the support workers speak to you in your preferred language?

Regional Center	Yes, They Speak My Preferred Language	Yes, But Only Through a Translator When One is Available	No	N
ACRC	98%	1%	1%	357
CVRC	95%	2%	3%	243
ELARC	97%	0%	3%	68
FDLRC	99%	1%	0%	80
FNRC	99%	0%	1%	177
GGRC	98%	0%	2%	314
HRC	98%	2%	0%	58
IRC	96%	1%	2%	256
KRC	98%	0%	2%	84
NBRC	97%	0%	2%	268
NLACRC	97%	0%	2%	314
RCEB	96%	3%	2%	400
RCOC	99%	1%	1%	321
RCRC	97%	0%	3%	60
SARC	97%	1%	2%	394
SCLARC	95%	5%	0%	21
SDRC	97%	1%	2%	413
SGPRC	94%	2%	4%	184
TCRC	97%	0%	3%	331
VMRC	98%	0%	2%	162
WRC	98%	1%	1%	111
CA Average	97%	1%	2%	4616

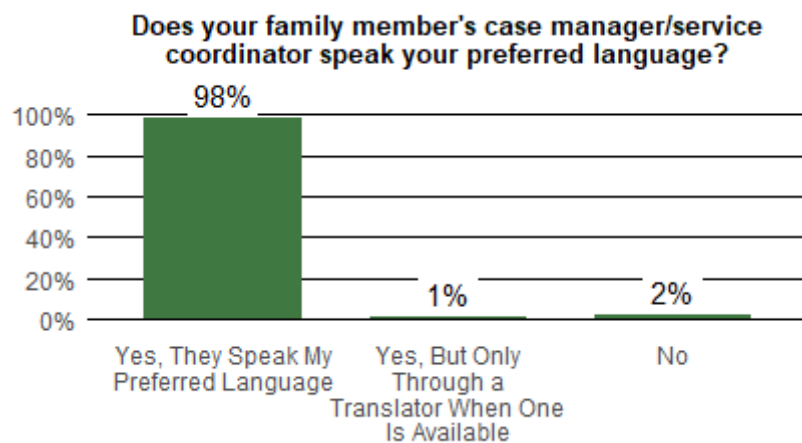


Table 98. Does your family member's case manager/service coordinator speak your preferred language?

Regional Center	Yes, They Speak My Preferred Language	Yes, But Only Through a Translator When One is Available	No	N
ACRC	98%	1%	1%	367
CVRC	97%	0%	2%	244
ELARC	97%	0%	3%	68
FDLRC	99%	0%	1%	78
FNRC	99%	0%	1%	185
GGRC	99%	0%	1%	318
HRC	95%	2%	3%	58
IRC	96%	1%	3%	256
KRC	99%	0%	1%	73
NBRC	98%	0%	2%	270
NLACRC	98%	0%	2%	298
RCEB	97%	1%	1%	404
RCOC	99%	0%	1%	342
RCRC	95%	0%	5%	62
SARC	97%	1%	2%	406
SCLARC	95%	5%	0%	20
SDRC	97%	1%	1%	422
SGPRC	92%	2%	6%	183
TCRC	98%	0%	2%	324
VMRC	96%	0%	4%	169
WRC	100%	0%	0%	116
CA Average	98%	1%	2%	4663

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

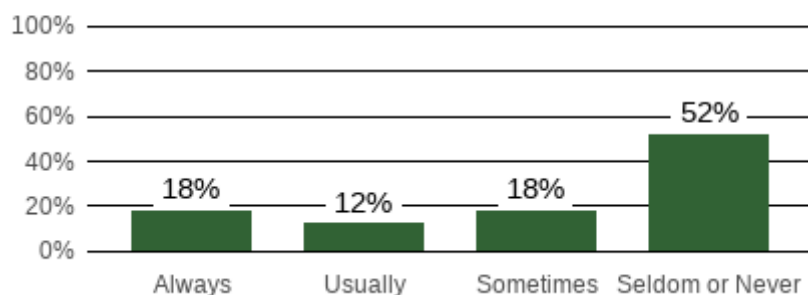


Table 99. If your support workers and/or case manager/service coordinator do not speak to you in your preferred language, is a translator provided when needed?

Regional Center	Always	Usually	Sometimes	Seldom or Never	N
ACRC	n/a	n/a	n/a	n/a	n/a
CVRC	n/a	n/a	n/a	n/a	n/a
ELARC	n/a	n/a	n/a	n/a	n/a
FDLRC	n/a	n/a	n/a	n/a	n/a
FNRC	n/a	n/a	n/a	n/a	n/a
GGRC	n/a	n/a	n/a	n/a	n/a
HRC	n/a	n/a	n/a	n/a	n/a
IRC	n/a	n/a	n/a	n/a	n/a
KRC	n/a	n/a	n/a	n/a	n/a
NBRC	n/a	n/a	n/a	n/a	n/a
NLACRC	n/a	n/a	n/a	n/a	n/a
RCEB	n/a	n/a	n/a	n/a	n/a
RCOC	n/a	n/a	n/a	n/a	n/a
RCRC	n/a	n/a	n/a	n/a	n/a
SARC	n/a	n/a	n/a	n/a	n/a
SCLARC	n/a	n/a	n/a	n/a	n/a
SDRC	n/a	n/a	n/a	n/a	n/a
SGPRC	n/a	n/a	n/a	n/a	n/a
TCRC	n/a	n/a	n/a	n/a	n/a
VMRC	n/a	n/a	n/a	n/a	n/a
WRC	n/a	n/a	n/a	n/a	n/a
CA Average	18%	12%	18%	52%	50

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

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

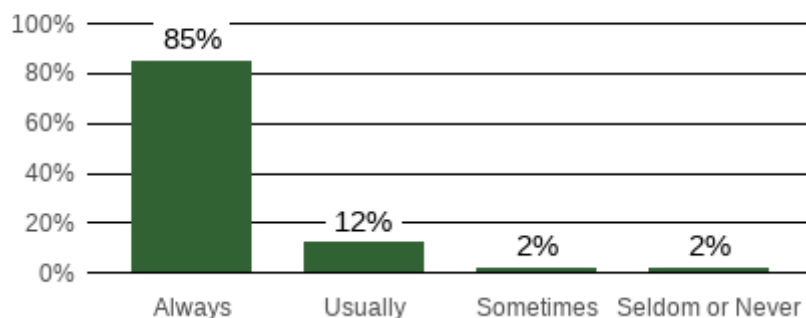


Table 100. Does your family member's case manager/service coordinator support you in a way that is respectful to your culture?

Regional Center	Always	Usually	Sometimes	Seldom or Never	N
ACRC	83%	13%	2%	2%	339
CVRC	82%	16%	1%	1%	229
ELARC	90%	7%	1%	1%	67
FDLRC	81%	13%	5%	1%	79
FNRC	93%	6%	0%	1%	164
GGRC	85%	13%	1%	2%	298
HRC	87%	10%	2%	2%	60
IRC	83%	12%	2%	3%	238
KRC	68%	29%	0%	3%	76
NBRC	86%	11%	2%	2%	257
NLACRC	90%	8%	1%	1%	286
RCEB	79%	16%	3%	3%	382
RCOC	91%	8%	0%	1%	338
RCRC	73%	25%	0%	2%	56
SARC	87%	10%	2%	1%	381
SCLARC	n/a	n/a	n/a	n/a	n/a
SDRC	86%	12%	2%	1%	384
SGPRC	80%	15%	2%	3%	167
TCRC	87%	10%	2%	2%	322
VMRC	87%	8%	2%	3%	154
WRC	83%	12%	3%	3%	113
CA Average	85%	12%	2%	2%	4408

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

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

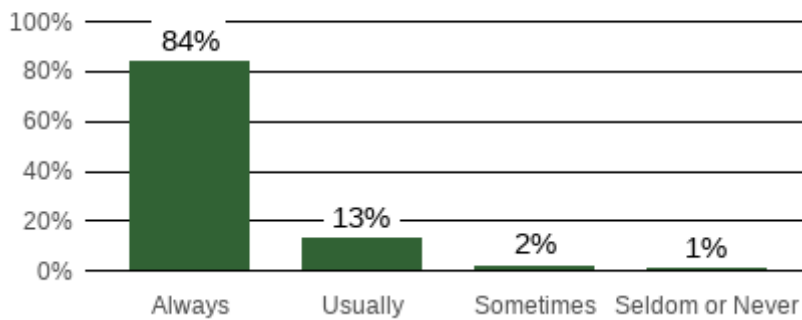


Table 101. Do support workers for your family members provide services in a way that is respectful of your culture?

Regional Center	Always	Usually	Sometimes	Seldom or Never	N
ACRC	83%	14%	2%	1%	331
CVRC	85%	13%	1%	1%	228
ELARC	85%	14%	0%	2%	66
FDLRC	78%	16%	3%	3%	73
FNRC	91%	8%	1%	0%	153
GGRC	82%	16%	1%	1%	291
HRC	79%	16%	3%	2%	58
IRC	81%	14%	2%	3%	228
KRC	66%	29%	3%	3%	79
NBRC	85%	13%	2%	0%	255
NLACRC	89%	8%	2%	1%	290
RCEB	78%	17%	4%	1%	367
RCOC	85%	14%	1%	0%	320
RCRC	75%	21%	2%	2%	56
SARC	88%	9%	2%	1%	368
SCLARC	n/a	n/a	n/a	n/a	n/a
SDRC	86%	13%	1%	1%	384
SGPRC	80%	15%	3%	2%	162
TCRC	85%	12%	1%	2%	302
VMRC	88%	8%	2%	1%	147
WRC	83%	15%	2%	0%	111
CA Average	84%	13%	2%	1%	4288

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

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

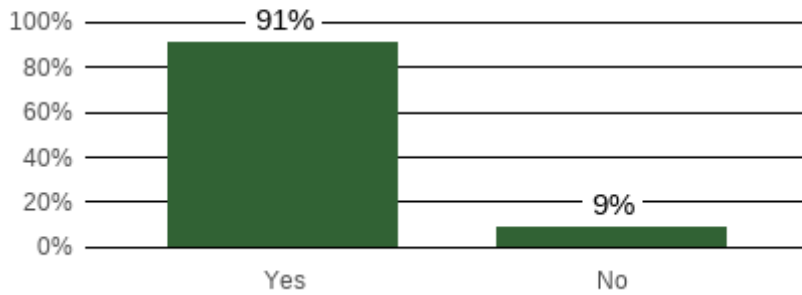


Table 102. Do you believe your plans for how to handle your family member's needs during a natural disaster (such as a wildfire or earthquake) will be effective?

Regional Center	Yes	No	N
ACRC	92%	8%	194
CVRC	87%	13%	115
ELARC	92%	8%	38
FDLRC	92%	8%	36
FNRC	94%	6%	125
GGRC	93%	7%	148
HRC	93%	8%	40
IRC	95%	5%	140
KRC	85%	15%	48
NBRC	88%	13%	144
NLACRC	87%	13%	180
RCEB	90%	10%	192
RCOC	94%	6%	255
RCRC	83%	17%	29
SARC	86%	14%	216
SCLARC	n/a	n/a	n/a
SDRC	90%	10%	221
SGPRC	89%	11%	82
TCRC	90%	10%	177
VMRC	97%	3%	86
WRC	97%	3%	58
CA Average	91%	9%	2535

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

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

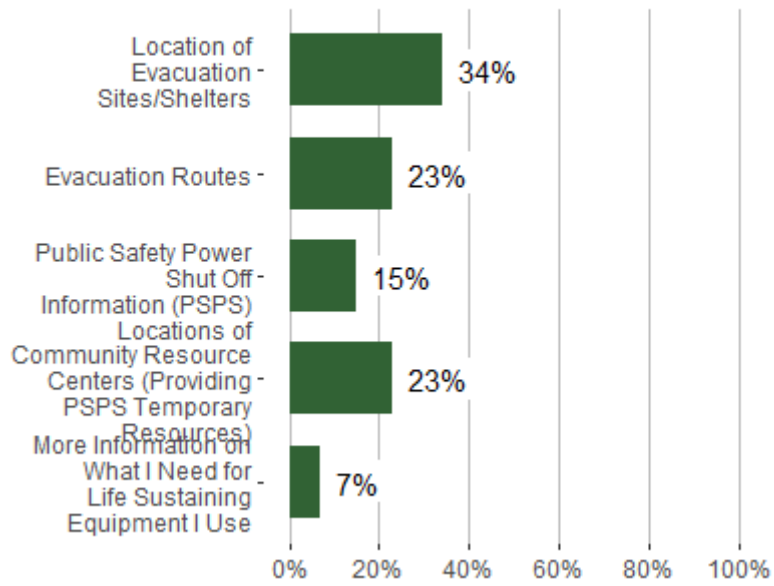


Table 103a. What else do you need to make effective plans for emergencies?

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

Regional Center	Location of Evacuation Sites/Shelters	Evacuation Routes	Public Safety Power Shut Off Information (PSPS)	Locations of Community Resource Centers (Providing PSPS Temporary Resources)	More Information on What I Need for Life Sustaining Equipment I Use
ACRC	33%	24%	16%	25%	7%
CVRC	33%	24%	16%	25%	8%
ELARC	38%	25%	17%	23%	6%
FDLRC	39%	22%	21%	31%	10%
FNRC	29%	24%	13%	17%	4%
GGRC	37%	24%	18%	27%	5%
HRC	26%	21%	24%	33%	14%
IRC	26%	17%	12%	18%	7%
KRC	36%	24%	12%	19%	5%
NBRC	30%	25%	11%	21%	6%
NLACRC	34%	24%	16%	26%	6%
RCEB	44%	27%	18%	26%	8%
RCOC	24%	15%	11%	17%	11%
RCRC	33%	26%	16%	25%	8%
SARC	38%	25%	19%	29%	7%
SCLARC	32%	9%	9%	14%	14%
SDRC	36%	24%	16%	23%	7%
SGPRC	31%	17%	13%	19%	9%
TCRC	34%	22%	14%	21%	6%
VMRC	30%	20%	12%	26%	11%
WRC	35%	22%	16%	24%	2%
CA Average	34%	23%	15%	23%	7%

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

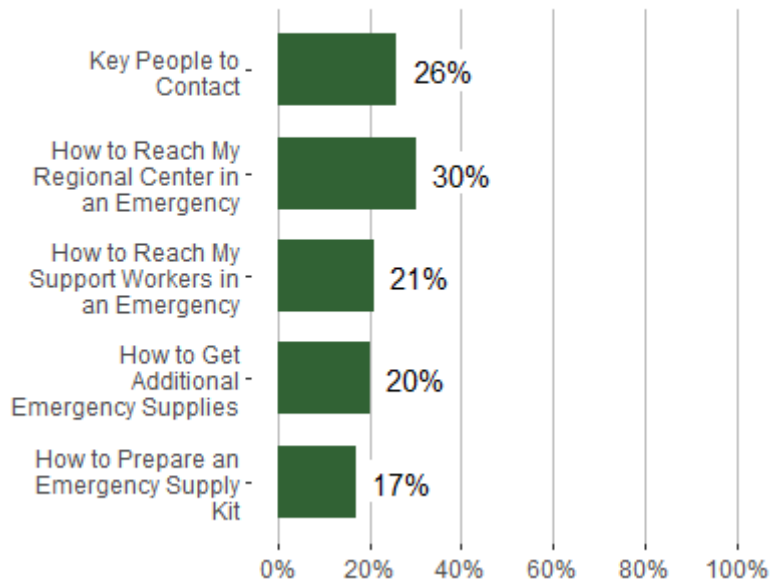


Table 103b. What else do you need to make effective plans for emergencies? (continued)

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

Regional Center	Key People to Contact	How to Reach My Regional Center in an Emergency	How to Reach My Support Workers in an Emergency	How to Get Additional Emergency Supplies	How to Prepare an Emergency Supply Kit
ACRC	27%	30%	20%	18%	18%
CVRC	28%	30%	23%	20%	16%
ELARC	28%	31%	22%	23%	22%
FDLRC	32%	43%	22%	30%	22%
FNRC	23%	29%	22%	21%	16%
GGRC	27%	30%	23%	18%	14%
HRC	34%	36%	24%	34%	28%
IRC	21%	27%	16%	15%	14%
KRC	31%	33%	25%	23%	18%
NBRC	24%	28%	23%	19%	14%
NLACRC	29%	33%	22%	25%	15%
RCEB	32%	34%	26%	22%	19%
RCOC	18%	20%	12%	14%	13%
RCRC	26%	28%	28%	23%	21%
SARC	26%	31%	23%	21%	19%
SCLARC	14%	18%	9%	9%	27%
SDRC	27%	30%	23%	20%	18%
SGPRC	27%	29%	19%	17%	13%
TCRC	27%	30%	21%	20%	18%
VMRC	25%	30%	25%	18%	17%
WRC	29%	34%	20%	23%	16%
CA Average	26%	30%	21%	20%	17%

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

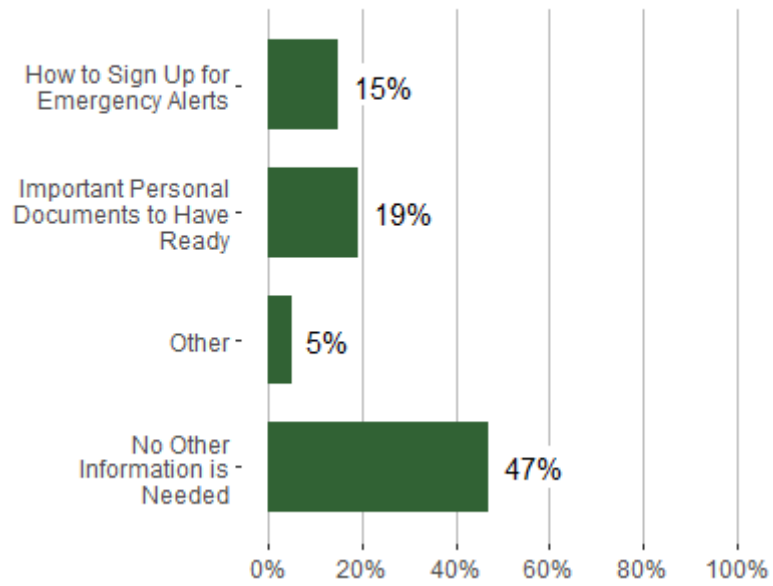


Table 103c. What else do you need to make effective plans for emergencies? (continued)

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

Regional Center	How to Sign Up for Emergency Alerts	Important Personal Documents to Have Ready	Other	No Other Information is Needed
ACRC	17%	22%	6%	46%
CVRC	18%	20%	5%	48%
ELARC	14%	25%	5%	46%
FDLRC	17%	21%	6%	32%
FNRC	17%	14%	3%	55%
GGRC	14%	16%	6%	42%
HRC	24%	29%	2%	45%
IRC	11%	12%	5%	54%
KRC	20%	19%	2%	44%
NBRC	11%	17%	9%	47%
NLACRC	16%	20%	4%	44%
RCEB	18%	21%	2%	40%
RCOC	11%	13%	4%	60%
RCRC	20%	23%	3%	48%
SARC	16%	20%	2%	44%
SCLARC	18%	18%	9%	41%
SDRC	16%	19%	5%	45%
SGPRC	13%	18%	4%	50%
TCRC	14%	22%	6%	45%
VMRC	14%	19%	6%	52%
WRC	13%	16%	7%	39%
CA Average	15%	19%	5%	47%

NCI History and Activities

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

Overview of National Core Indicators—Intellectual and Developmental Disabilities

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

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

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

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

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

State Participation

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

The Core Indicators

The Core Indicators are the standard measures used across states to assess the outcomes of services provided to individuals and families. Indicators address key areas of concern, including employment, respect/rights, service planning, community inclusion, choice, and health and safety. An example of a Core Indicator would be, “The proportion of people who have a paid job in the

⁸ Formerly named ‘Adult Consumer Survey’

community.” To see the entire list of Core Indicators, please visit the [Indicators page](#) on the [NCI-IDD website](#)

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

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

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

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

Sub-Domains and Concern Statements

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

Figure 1. Family Survey Sub-Domains and Concern Statements

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

How NCI-IDD Data Are Used

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

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

Caution and Limitations

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

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

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

⁹ Located on the National Core Indicators website: idd.nationalcoreindicators.org

Methodology

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

Sampling & Administration

States were asked to administer the Family/Guardian Survey to families who:

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

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

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

Weighting

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

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

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

Data Entry and Analysis

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

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

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

Response Rates

During 2023-24, 11 states, including California administered the Family/Guardian Survey and submitted a valid sample size for comparison—a sample that would yield a 95% confidence level with +/- 7% (7.49% or less) margin of error; their data are included in this report. The following table shows the number of individuals receiving services who were eligible to be drawn into the sample (“total population”), the number of surveys each regional center sent, complete surveys, response rates, margins of error, and survey submission modes.

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

Figure 2. Family/Guardian Surveys Regional Center Response Rates^{11,12}

Regional Center	Total Population	Surveys Sent	Usable Surveys	Response Rate	Margin of Error	Paper Submission	Direct Entry Submission
ACRC	3,373	3,373	406	12%	4.5%	84%	16%
CVRC	2,545	2,545	273	11%	5.4%	85%	15%
ELARC	789	789	76	10%	10.3%	83%	17%
FDLRC	712	712	92	13%	9.4%	77%	23%
FNRC	1,635	1,635	212	13%	6.2%	89%	11%
GGRC	1,635	1,635	357	22%	4.8%	78%	22%
HRC	995	995	66	7%	11.1%	83%	17%
IRC	2,513	2,513	316	13%	5.1%	86%	14%
KRC	1,100	1,100	96	9%	9.2%	83%	17%
NBRC	1,631	1,631	300	18%	5.2%	80%	20%
NLACRC	2,173	2,173	354	16%	4.8%	81%	19%
RCEB	2,890	2,890	465	16%	4.2%	78%	22%
RCOC	2,417	2,417	362	15%	4.7%	80%	20%
RCRC	645	645	71	11%	10.7%	87%	13%
SARC	2,543	2,543	439	17%	4.3%	77%	23%
SCLARC	549	549	26	5%	17.6%	65%	35%
SDRC	3,329	3,329	468	14%	4.2%	80%	20%
SGPRC	1,427	1,427	205	14%	6.3%	85%	15%
TCRC	1,863	1,863	373	20%	4.7%	82%	18%
VMRC	1,605	1,605	185	12%	6.6%	85%	15%
WRC	835	835	132	16%	7.8%	77%	23%
CA	37,204	37,204	5,274	14%	1.2%	81%	19%
NCI	103,302	104,705	8,614	8%	1.0%	76%	24%

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

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