NCI-IDD In-Person Survey

Harbor Regional Center Report Fiscal Year 2024-25

Prepared by Human Services Research Institute for the

CALIFORNIA DEPARTMENT OF DEVELOPMENTAL SERVICES

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Message from the California Department of Developmental Services

Mission: The Department of Developmental Services (Department) 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.

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

This is the seventh administration of the CA In-Person Survey, with data collected from July 2024 through August 2025. During that time, 8,614 face-to-face surveys were completed with adults with intellectual and developmental disabilities receiving at least one service beyond case management from a regional center. The data findings in this report contribute to our understanding of how California's system is performing. California uses these reports to monitor changes in the system and to guide strategic planning and quality improvement activities. Regional centers can use the data in a similar fashion at the local level.

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

1. California has a longstanding statute that guarantees services and supports are provided for all eligible residents of California 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, with statutory limitations on case management caseload ratios.
5. California's service obligations to the families needing services are, by law, from pre-conception to death.
6. California's regional centers are nonprofit contractors with 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 the Department the opportunity to compare the results of the data across the years. System improvements will take time to identify and achieve, but this report provides valuable data and is one more tool in our continuous effort to improve services and supports to individuals with intellectual and developmental disabilities across California.

Acknowledgements

This report would not be possible if not for the 8,614 individuals who agreed to offer their time and discuss their lives in order to assist in improving the services of all people with intellectual/developmental disabilities in California. Additionally, a special mention goes to the families, friends, and staff members who participated in the survey process. The Department appreciates the work of the State Council on Developmental Disabilities, which was contracted to conduct these interviews.

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

This report contains regional center level results from California's statewide National Core Indicators®-Intellectual and Developmental Disabilities (NCI®-IDD) In-Person Survey (IPS) data collection from fiscal year 2024-25 (FY 24/25) in accordance with Welfare and Institutions Code (WIC), Section 4571. WIC, Section 4571 directs the Department of Developmental Services (Department) to collect accurate, reliable, and valid consumer and family satisfaction measures as well as individual outcome data. In California, data from this project will be used to review and benchmark statewide and regional center developmental disability service system performance. This report shows this regional center compared to the California statewide and NCI-IDD averages. Regional centers can use this report to help guide strategic planning and monitor systemic changes.

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

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

What is the NCI-IDD In-Person Survey?

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

Where are the statistics in this report from?

Thirty-nine (39) states administered the In-Person Survey (IPS) in 2024-25 and collected a valid sample for analysis. Together they contributed 30,888 surveys. Each of the 21 California regional centers collected a valid sample for analysis. Together they contributed 8,614 surveys.

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

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

Results

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

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

Presentation of Demographics

The following section details the demographic profile of individuals included in the 2024-25 In-Person Survey. Tables display demographic results listed alphabetically by regional center, followed by the *weighted* CA and NCI-IDD averages.

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

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

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

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

Demographics

This section presents descriptive information of individuals surveyed.

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

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

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

Table 1. Age

Regional Center	Mean age (years)	N
HRC	36.4	410
CA	**38.0**	**8613**
NCI-IDD	**40.6**	**30790**

Table 2. Age Group

Regional Center	18-22	23-34	35-54	55-74	75 and older	Unknown	N
HRC	17%	41%	26%	15%	1%	0%	410
CA	**15%**	**37%**	**29%**	**16%**	**2%**	**0%**	**8614**
NCI-IDD	**10%**	**35%**	**33%**	**20%**	**3%**	**0%**	**30888**

Table 3. Sex

Refers to individual's sex as assigned at birth

Regional Center	Male	Female	Unknown	N
HRC	62%	38%	0%	410
CA	**61%**	**39%**	**0%**	**8613**
NCI-IDD	**60%**	**40%**	**0%**	**30838**

Table 4. Marital Status

Information may have been collected in the field

Regional Center	Single, never married	Married	Single, married in the past	Unknown	N
HRC	98%	1%	1%	0%	410
CA	**97%**	**2%**	**1%**	**0%**	**8577**
NCI-IDD	**94%**	**1%**	**2%**	**3%**	**30545**

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

Table 5. Is This Person a Parent?

No data table produced due to insufficient data.

Table 6. Race and Ethnicity

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

Regional Center	American Indian or Alaska Native	Asian	Black or African American	Pacific Islander	White	Hispanic or Latino	Other	Don't Know
HRC	0%	14%	14%	0%	28%	40%	4%	0%
CA	**0%**	**10%**	**11%**	**0%**	**38%**	**38%**	**3%**	**1%**
NCI-IDD	**1%**	**4%**	**17%**	**0%**	**65%**	**14%**	**2%**	**5%**

Table 7. Residential Designation

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

Regional Center	Metropolitan	Micropolitan	Rural	Small town	N
HRC	100%	0%	0%	0%	410
CA	**95%**	**4%**	**0%**	**1%**	**8589**
NCI-IDD	**81%**	**11%**	**2%**	**5%**	**30695**

Table 8. Type of Residence - ICFs/IID, Nursing Facilities or Other Specialized Institutional Settings

Regional Center	ICF/IID, 4-6 residents with disabilities	ICF/IID, 7-15 residents with disabilities	ICF/IID, 16 or more residents with disabilities	Nursing facility	Other specialized institutional facility	N
HRC	2%	0%	0%	0%	0%	409
CA	**5%**	**0%**	**0%**	**0%**	**0%**	**8611**
NCI-IDD	**1%**	**1%**	**0%**	**0%**	**0%**	**30775**

Table 9. Type of Residence - Group Residential Setting

Regional Center	Group living setting, 2-3 people with disabilities	Group living setting, 4-6 people with disabilities	Group living setting, 7-15 people with disabilities	N
HRC	0%	18%	0%	409
CA	**1%**	**18%**	**1%**	**8611**
NCI-IDD	**8%**	**17%**	**3%**	**30775**

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

Table 10. Type of Residence (continued)

Regional Center	Own home or apartment	Parent or relative's home	Foster care or host home (2 or more people with a disability)	Foster care, host home, or shared living (1 person with a disability)	Homeless or crisis bed placement	Other	Unknown	N
HRC	11%	67%	0%	0%	0%	1%	0%	409
CA	**12%**	**61%**	**0%**	**0%**	**0%**	**2%**	**0%**	**8611**
NCI-IDD	**15%**	**48%**	**3%**	**1%**	**0%**	**1%**	**1%**	**30775**

Table 11. Length of Time at Current Residence (if not homeless or in crisis bed placement)

Regional Center	Less than 1 year	1-3 years	4-5 years	Over 5 years	Unknown	N
HRC	2%	10%	6%	79%	3%	410
CA	**7%**	**10%**	**9%**	**67%**	**6%**	**8611**
NCI-IDD	**8%**	**16%**	**8%**	**63%**	**5%**	**29297**

Table 12. Person's Residence Owned or Controlled by Provider Agency

Regional Center	Yes	No	Unknown	N
HRC	21%	78%	1%	408
CA	**25%**	**73%**	**2%**	**8597**
NCI-IDD	**35%**	**63%**	**2%**	**29329**

Table 13. Person Is Named on the Lease or Other Legally Enforceable Rental Agreement

No data table produced due to insufficient data.

Table 14. Has Intellectual/Developmental Disability Diagnosis

Regional Center	Yes	No	Unknown	N
HRC	67%	33%	0%	357
CA	**71%**	**29%**	**0%**	**7471**
NCI-IDD	**82%**	**17%**	**1%**	**29590**

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

Table 15. Level of Intellectual/Developmental Disability

Regional Center	Mild	Moderate	Severe	Profound	Unspecified	Unknown	N
HRC	50%	25%	13%	6%	7%	0%	272
CA	**48%**	**25%**	**11%**	**7%**	**8%**	**1%**	**6011**
NCI-IDD	**39%**	**27%**	**11%**	**6%**	**15%**	**2%**	**25501**

Table 16. Mood, Anxiety, Behavior, Psychotic, and Other Mental Illness

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

Regional Center	Mood disorder	Anxiety disorder	Behavior challenges	Psychotic disorder	Other mental illness or psychiatric diagnosis
HRC	0%	0%	0%	0%	0%
CA	**2%**	**1%**	**2%**	**2%**	**1%**
NCI-IDD	**23%**	**22%**	**20%**	**8%**	**8%**

Table 17. Diagnoses Noted in Record

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

Regional Center	Autism spectrum disorder	Cerebral palsy	Brain injury	Seizure disorder	Chemical dependency
HRC	39%	14%	0%	15%	0%
CA	**29%**	**16%**	**0%**	**18%**	**0%**
NCI-IDD	**30%**	**15%**	**3%**	**23%**	**0%**

Table 18. Diagnoses Noted in Record (continued)

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

Regional Center	Down syndrome	Prader-Willi syndrome	Fetal alcohol syndrome	Limited or no vision	Severe or profound hearing loss	Other disabilities not listed	No other disabilities other than ID
HRC	1%	0%	0%	8%	7%	0%	0%
CA	**1%**	**0%**	**0%**	**7%**	**5%**	**0%**	**0%**
NCI-IDD	**7%**	**0%**	**1%**	**5%**	**4%**	**15%**	**10%**

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

Table 19. Other Conditions in Record

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

Regional Center	Cardiovascular disease	Diabetes	Cancer	High blood pressure	High cholesterol
HRC	0%	36%	3%	44%	38%
CA	**2%**	**23%**	**3%**	**34%**	**38%**
NCI-IDD	**9%**	**20%**	**3%**	**30%**	**25%**

Table 20. Other Conditions in Record (continued)

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

Regional Center	Dysphagia	Pressure ulcers	Alzheimer's disease or other dementia	Oral health or dental problems	Sleep apnea
HRC	3%	0%	0%	0%	5%
CA	**5%**	**1%**	**0%**	**0%**	**7%**
NCI-IDD	**9%**	**1%**	**3%**	**4%**	**11%**

Table 21. Other Conditions in Record (continued)

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

Regional Center	Asthma	Other pulmonary diagnosis	Chronic kidney disease	Long-term health problems associated with COVID-19	Other
HRC	21%	0%	5%	0%	0%
CA	**28%**	**3%**	**2%**	**0%**	**1%**
NCI-IDD	**13%**	**5%**	**3%**	**0%**	**53%**

Table 22. Preferred Language

Information may have been collected in the field

Regional Center	English	Spanish	Chinese (including Mandarin, Cantonese, and Hokkien)	N
HRC	84%	16%	0%	410
CA	**79%**	**18%**	**0%**	**8613**
NCI-IDD	**93%**	**6%**	**0%**	**30618**

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

Table 23. Preferred Language (continued)

Information may have been collected in the field

Regional Center	Tagalog (including Filipino)	Vietnamese	Korean	Arabic	N
HRC	0%	0%	0%	0%	410
CA	**0%**	**1%**	**0%**	**0%**	**8613**
NCI-IDD	**n/a**	**0%**	**n/a**	**n/a**	**30618**

Table 24. Preferred Language (continued)

Information may have been collected in the field

Regional Center	Armenian	Farsi	Hmong	Khmer	N
HRC	0%	0%	0%	0%	410
CA	**0%**	**0%**	**0%**	**0%**	**8613**
NCI-IDD	**n/a**	**n/a**	**n/a**	**n/a**	**30618**

Table 25. Preferred Language (continued)

Information may have been collected in the field

Regional Center	Lao	Russian	American Sign Language (ASL)	Other	N
HRC	0%	0%	0%	0%	410
CA	**0%**	**0%**	**0%**	**1%**	**8613**
NCI-IDD	**n/a**	**n/a**	**0%**	**1%**	**30618**

Table 26. Preferred Means of Communication

Information may have been collected in the field

Regional Center	Spoken	Gestures or body language	Sign language or finger spelling	Communication device	Other	Unknown	N
HRC	87%	12%	0%	0%	0%	0%	410
CA	**84%**	**15%**	**0%**	**0%**	**1%**	**0%**	**8473**
NCI-IDD	**80%**	**14%**	**1%**	**1%**	**4%**	**0%**	**29346**

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

Table 27. Mobility

Information may have been collected in the field

Regional Center	Moves self around environment without aids	Moves self around environment with aids or uses wheelchair independently	Non-ambulatory and always needs assistance to move around environment	Unknown	N
HRC	84%	4%	11%	0%	410
CA	**80%**	**7%**	**13%**	**0%**	**8500**
NCI-IDD	**77%**	**13%**	**10%**	**1%**	**30538**

Table 28. Support Needed to Manage Self-Injurious Behavior

Regional Center	None	Some	Extensive	Unknown	N
HRC	79%	20%	1%	0%	357
CA	**78%**	**19%**	**2%**	**0%**	**7454**
NCI-IDD	**74%**	**17%**	**5%**	**3%**	**28755**

Table 29. Support Needed to Manage Disruptive Behavior

Regional Center	None	Some	Extensive	Unknown	N
HRC	48%	35%	18%	0%	357
CA	**51%**	**28%**	**22%**	**0%**	**7444**
NCI-IDD	**56%**	**26%**	**11%**	**8%**	**28814**

Table 30. Support Needed to Manage Destructive Behavior

Regional Center	None	Some	Extensive	Unknown	N
HRC	95%	5%	0%	0%	239
CA	**95%**	**4%**	**0%**	**1%**	**5439**
NCI-IDD	**71%**	**16%**	**5%**	**9%**	**26820**

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

Table 31. Level of Guardianship/Conservatorship

Regional Center	None	Limited guardianship/ conservatorship	Full guardianship/ conservatorship	Has guardian/ conservator but unable to distinguish level	Unknown	N
HRC	66%	34%	0%	0%	0%	410
CA	**64%**	**36%**	**0%**	**0%**	**1%**	**8613**
NCI-IDD	**49%**	**10%**	**28%**	**11%**	**2%**	**30720**

Table 32. Guardian's/Conservator's Relationship to Person

The option of "Friend" and "Financial Institution" are valid response options in the national report but not in the CA IPS, and are noted as N/A for each regional center and the CA statewide average.

Regional Center	Family	Friend	Public guardian/conservator or public administrator	Financial institution	N
HRC	13%	n/a	86%	n/a	140
CA	**42%**	**n/a**	**56%**	**n/a**	**3063**
NCI-IDD	**67%**	**2%**	**16%**	**0%**	**14215**

Table 33. Guardian's/Conservator's Relationship to Person (continued)

The option of "For-profit guardianship/conservatorship agency" is a valid response option in the national report but not in the CA IPS, and is noted as N/A for each regional center and the CA statewide average.

Regional Center	Non-profit guardianship/conservatorship agency	For-profit guardianship/conservatorship agency	Unknown	Other	N
HRC	0%	n/a	0%	1%	140
CA	**0%**	**n/a**	**0%**	**1%**	**3063**
NCI-IDD	**2%**	**0%**	**8%**	**5%**	**14215**

Table 34. Funding Source

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

Regional Center	ICF/IID	Medicaid HCBS waiver funded services	Medicaid state plan funded	LTC exclusively supported by state funds and no Medicaid	LTC exclusively supported by state funds, person has Medicaid for health	Unknown
HRC	0%	76%	30%	0%	0%	0%
CA	**0%**	**79%**	**26%**	**0%**	**0%**	**0%**
NCI-IDD	**2%**	**86%**	**38%**	**0%**	**0%**	**2%**

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

Table 35. Person Receives Medicare

No data table produced due to insufficient data.

Table 36. Amount of Daily Support Received at Home

No data table produced due to insufficient data.

Table 37. Has Remote Supports

Remote supports combine technology and direct care to provide supports such as home-based sensors, cameras, and other devices. No data table produced due to insufficient data.

Table 38. Has Ever Been Diagnosed or Presumed Diagnosed with COVID-19

Regional Center	Yes	No	Unknown	N
HRC	51%	48%	1%	409
CA	**52%**	**45%**	**3%**	**8565**
NCI-IDD	**40%**	**42%**	**18%**	**27359**

Table 39. Has Ever Required In-Patient Hospitalization Due to COVID-19 (of those who had COVID-19)

Regional Center	Yes	No	Unknown	N
HRC	7%	93%	0%	208
CA	**6%**	**93%**	**0%**	**4499**
NCI-IDD	**8%**	**90%**	**2%**	**11424**

Table 40. Has Gotten the COVID-19 Vaccine

Regional Center	Yes, fully vaccinated and has received at least one booster	Yes, fully vaccinated	Partially vaccinated—received one of two doses of Pfizer-BioNTech or Moderna or Novavax	Not vaccinated at all	Unknown	N
HRC	58%	16%	15%	11%	1%	409
CA	**60%**	**17%**	**11%**	**10%**	**2%**	**8560**
NCI-IDD	**50%**	**16%**	**6%**	**10%**	**18%**	**26985**

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

Employment

Value statement: People have competitive paid jobs in community-based businesses. People's jobs reflect varied preferences for employment.

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

Table 41. Has a community job; individual, group and/or in a business that primarily hires people with disabilities

Information may have been obtained through state records.

Regional Center	Yes	No	N
HRC	17%	83%	410
CA	**15%**	**85%**	**8614**
NCI-IDD	**17%**	**83%**	**27290**

Table 42. Does not have paid community job and wants a paid community job

Regional Center	Yes	No	N
HRC	51%	49%	169
CA	**51%**	**49%**	**3908**
NCI-IDD	**45%**	**55%**	**10535**

Table 43. Has community employment as a goal in their IPP

No data table produced due to insufficient data.

Table 44. Uses special technology to help do their job

Regional Center	Yes	No	N
HRC	11%	89%	57
CA	**22%**	**78%**	**1170**
NCI-IDD	**16%**	**84%**	**4682**

Table 45. Does these activities at least once a week

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

Regional Center	Attends day program or work program	Volunteers	Job training	School/ classes	Community activities with paid support	Other	No activities	Unknown
HRC	41%	14%	11%	20%	18%	16%	23%	3%
CA	**42%**	**17%**	**8%**	**19%**	**21%**	**15%**	**23%**	**4%**
NCI-IDD	**46%**	**20%**	**8%**	**10%**	**40%**	**22%**	**17%**	**3%**

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

Table 46. Takes part in classes, training or skills building activities to gain skills to expand their job opportunities

Regional Center	Yes	No	N
HRC	27%	73%	233
CA	**23%**	**77%**	**5241**
NCI-IDD	**18%**	**82%**	**17301**

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

Community Inclusion and Belonging

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

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

Table 47. Gets to go out and do the things likes to do in the community as much as wants to

Regional Center	Yes	No	N
HRC	81%	19%	228
CA	**70%**	**30%**	**5122**
NCI-IDD	**71%**	**29%**	**16914**

Table 48. Does things in the community with the people they want

Regional Center	Yes	No	N
HRC	86%	14%	229
CA	**79%**	**21%**	**5040**
NCI-IDD	**81%**	**19%**	**16670**

Table 49. Can be themselves when with others in groups, organizations, or communities the person takes part in (if person takes part in groups, organizations, or communities)

Proxy respondents were allowed for this question

Regional Center	Yes	No	N
HRC	91%	9%	78
CA	**91%**	**9%**	**1713**
NCI-IDD	**92%**	**8%**	**8123**

Table 50. Others include them as part of the group in groups, organizations, or communities the person takes part in (if person takes part in groups, organizations, or communities)

Regional Center	Yes	No	N
HRC	96%	4%	76
CA	**90%**	**10%**	**1716**
NCI-IDD	**91%**	**9%**	**8121**

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

Table 51. Gets help to learn new things

Regional Center	Yes	No	N
HRC	73%	27%	230
CA	**72%**	**28%**	**5132**
NCI-IDD	**77%**	**23%**	**16923**

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

Choice and Decision Making

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

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

Table 52. Chose or had some input in choosing where they live if not living in the family home

Proxy respondents were allowed for this question

Regional Center	Yes	No	N
HRC	42%	58%	126
CA	**52%**	**48%**	**3076**
NCI-IDD	**57%**	**43%**	**14383**

Table 53. Chose or had some input in choosing their housemates if not living in the family home, or chose to live alone

Proxy respondents were allowed for this question

Regional Center	Yes	No	N
HRC	31%	69%	124
CA	**40%**	**60%**	**3110**
NCI-IDD	**44%**	**56%**	**14534**

Table 54. Decides or has help deciding their daily schedule

Proxy respondents were allowed for this question

Regional Center	Yes	No	N
HRC	80%	20%	408
CA	**87%**	**13%**	**8545**
NCI-IDD	**86%**	**14%**	**30381**

Table 55. Decides or has help deciding how to spend free time

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

Regional Center	Yes	No	N
HRC	92%	8%	408
CA	**93%**	**7%**	**8518**
NCI-IDD	**93%**	**7%**	**30337**

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

Table 56. Has enough choice about what to do in free time

Proxy respondents were allowed for this question

Regional Center	Yes	No	N
HRC	70%	30%	398
CA	**91%**	**9%**	**8385**
NCI-IDD	**93%**	**7%**	**29653**

Table 57. Chose or had some help in choosing where they work (among those with a paid community job)

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

Regional Center	Yes	No	N
HRC	96%	4%	57
CA	**87%**	**13%**	**1162**
NCI-IDD	**89%**	**11%**	**4055**

Table 58. Chose or had some input in choosing day program or work program

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

Regional Center	Yes	No	N
HRC	n/a	n/a	n/a
CA	**73%**	**27%**	**59**
NCI-IDD	**62%**	**38%**	**8053**

Data display is suppressed (i.e. shown as n/a) with low counts of responses (n<20). These responses are retained in weighted average calculations.

Table 59. Has input in choosing their regular day activities (in addition to or instead of a paid community job and/or day program/work program)

Proxy respondents were allowed for this question

Regional Center	Yes	No	N
HRC	84%	16%	228
CA	**83%**	**17%**	**4671**
NCI-IDD	**84%**	**16%**	**18969**

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

Table 60. Chooses or has help deciding what to buy or has set limits on what to buy with their spending money

Proxy respondents were allowed for this question

Regional Center	Yes	No	N
HRC	91%	9%	399
CA	**91%**	**9%**	**8205**
NCI-IDD	**89%**	**11%**	**29440**

Table 61. Chose staff or were aware they could request to change staff

Proxy respondents were allowed for this question

Regional Center	Yes	No	N
HRC	68%	32%	287
CA	**68%**	**32%**	**6047**
NCI-IDD	**63%**	**37%**	**24758**

Table 62. Can change their case manager/service coordinator if wants to

Proxy respondents were allowed for this question

Regional Center	Yes	No	N
HRC	70%	30%	383
CA	**71%**	**29%**	**7984**
NCI-IDD	**74%**	**26%**	**28251**

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

Community Participation

Value Statement: People participate in activities in their communities.

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

Table 63. Went out shopping at least once in the past month (examples: groceries, clothing)

Proxy respondents were allowed for this question

Regional Center	Yes	No	N
HRC	92%	8%	408
CA	**89%**	**11%**	**8541**
NCI-IDD	**89%**	**11%**	**30126**

Table 64. Went out on errands at least once in the past month (examples: banks, post office, hairdressers or barber)

Proxy respondents were allowed for this question

Regional Center	Yes	No	N
HRC	84%	16%	405
CA	**80%**	**20%**	**8446**
NCI-IDD	**84%**	**16%**	**29697**

Table 65. Went out for entertainment at least once in the past month (examples: go to the movies or attend plays, concerts, sporting events, going out dancing)

Proxy respondents were allowed for this question

Regional Center	Yes	No	N
HRC	83%	17%	409
CA	**72%**	**28%**	**8513**
NCI-IDD	**75%**	**25%**	**30038**

Table 66. Went out to a restaurant or coffee shop at least once in the past month

Proxy respondents were allowed for this question

Regional Center	Yes	No	N
HRC	88%	12%	407
CA	**84%**	**16%**	**8518**
NCI-IDD	**85%**	**15%**	**30114**

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

Table 67. Went out to religious service or spiritual practice at least once in the past month (examples: church, synagogue, study, or other place of worship)

Proxy respondents were allowed for this question

Regional Center	Yes	No	N
HRC	34%	66%	409
CA	**39%**	**61%**	**8517**
NCI-IDD	**39%**	**61%**	**29934**

Table 68. Takes part in groups, organizations or communities (in-person or virtually)

Proxy respondents were allowed for this question

Regional Center	Yes	No	N
HRC	19%	81%	407
CA	**21%**	**79%**	**8458**
NCI-IDD	**29%**	**71%**	**30098**

Table 69. The groups, organizations or communities takes part in include people without disabilities

Proxy respondents were allowed for this question

Regional Center	Yes	No	N
HRC	67%	33%	75
CA	**61%**	**39%**	**1683**
NCI-IDD	**57%**	**43%**	**8005**

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

Relationships

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

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

Table 70. Has friends who are not staff or family members

Regional Center	Yes	No	N
HRC	67%	33%	235
CA	**72%**	**28%**	**5390**
NCI-IDD	**76%**	**24%**	**17638**

Table 71. Has best friend (may be staff or family)

Regional Center	Yes	No	N
HRC	72%	28%	186
CA	**79%**	**21%**	**4343**
NCI-IDD	**81%**	**19%**	**14944**

Table 72. Wants help to make or keep in contact with friends

"Yes" and "Maybe" responses combined.

Regional Center	Yes	No	N
HRC	55%	45%	229
CA	**58%**	**42%**	**5150**
NCI-IDD	**57%**	**43%**	**17027**

Table 73. Has friends (may be staff or family) and can meet with their friends in person when they want

Regional Center	Yes	No	N
HRC	69%	31%	188
CA	**64%**	**36%**	**4280**
NCI-IDD	**68%**	**32%**	**14812**

Table 74. Has other ways of talking, chatting, or communicating with friends when cannot see them in person

Regional Center	Yes	No	N
HRC	80%	20%	187
CA	**79%**	**21%**	**4276**
NCI-IDD	**79%**	**21%**	**14912**

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

Table 75. Can see and/or talk with their family when they want (among those who do not live in the family home)

"Yes" and "Maybe" responses combined.

Regional Center	Yes	No	N
HRC	73%	27%	70
CA	**83%**	**17%**	**1941**
NCI-IDD	**84%**	**16%**	**8894**

Table 76. Often feels lonely

Regional Center	Yes	No	N
HRC	10%	90%	228
CA	**13%**	**87%**	**5234**
NCI-IDD	**13%**	**87%**	**17157**

Table 77. Can go on a date or is married or living with partner

Regional Center	Yes	No	N
HRC	74%	26%	125
CA	**79%**	**21%**	**3896**
NCI-IDD	**78%**	**22%**	**13225**

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

Satisfaction

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

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

Table 78. Likes home or where lives

Regional Center	Yes	No	N
HRC	92%	8%	256
CA	**91%**	**9%**	**5734**
NCI-IDD	**90%**	**10%**	**18199**

Table 79. Wants to live somewhere else

Regional Center	Yes	No	N
HRC	35%	65%	243
CA	**29%**	**71%**	**5445**
NCI-IDD	**28%**	**72%**	**17578**

Table 80. Has enough things they like to do at home

Regional Center	Yes	No	N
HRC	69%	31%	229
CA	**81%**	**19%**	**5263**
NCI-IDD	**84%**	**16%**	**17336**

Table 81. Likes paid community job (if working in a paid community job)

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

Regional Center	Yes	No	N
HRC	89%	11%	57
CA	**88%**	**12%**	**1209**
NCI-IDD	**90%**	**10%**	**3624**

Table 82. Wants to go out shopping more, less or the same amount as last month

Proxy respondents were allowed for this question

Regional Center	More	Less	The same amount	N
HRC	42%	7%	51%	408
CA	**36%**	**8%**	**56%**	**8386**
NCI-IDD	**34%**	**6%**	**60%**	**29633**

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

Table 83. Wants to go out for entertainment more, less or the same amount as last month

Proxy respondents were allowed for this question

Regional Center	More	Less	The same amount	N
HRC	62%	3%	35%	405
CA	**48%**	**3%**	**49%**	**8340**
NCI-IDD	**44%**	**3%**	**53%**	**29600**

Table 84. Wants to go out to a restaurant or coffee shop more, less or the same amount as last month

Proxy respondents were allowed for this question

Regional Center	More	Less	The same amount	N
HRC	61%	4%	35%	403
CA	**44%**	**5%**	**51%**	**8393**
NCI-IDD	**42%**	**4%**	**54%**	**29757**

Table 85. Wants to go out to a religious service or spiritual practice more, less or the same amount as last month

Proxy respondents were allowed for this question

Regional Center	More	Less	The same amount	N
HRC	17%	3%	80%	396
CA	**21%**	**4%**	**75%**	**8110**
NCI-IDD	**21%**	**3%**	**76%**	**28554**

Table 86. Person wants to be a part of more community groups

Proxy respondents were allowed for this question

Regional Center	Yes	No	N
HRC	27%	73%	393
CA	**37%**	**63%**	**7832**
NCI-IDD	**36%**	**64%**	**28053**

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

Table 87. Likes how they usually spend time during the day

Regional Center	Yes	No	N
HRC	71%	29%	231
CA	**78%**	**22%**	**5245**
NCI-IDD	**81%**	**19%**	**17318**

Table 88. Has used telehealth for healthcare services and like using it

Proxy respondents were allowed for this question

Regional Center	Yes	No	N
HRC	62%	38%	151
CA	**54%**	**46%**	**4126**
NCI-IDD	**55%**	**45%**	**13792**

Table 89. Has accessed services and support using video conference technology and like using it

Proxy respondents were allowed for this question

Regional Center	Yes	No	N
HRC	60%	40%	141
CA	**54%**	**46%**	**3083**
NCI-IDD	**59%**	**41%**	**6815**

Table 90. Have talked with their case manager/service coordinator using video conference technology and like using it

Proxy respondents were allowed for this question

Regional Center	Yes	No	N
HRC	61%	39%	181
CA	**58%**	**42%**	**2786**
NCI-IDD	**57%**	**43%**	**9658**

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

Self-Direction

Value statement: People who use a self-directed supports option have the information and support needed to actively participate in directing their own supports and services.

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

Table 91. Using a self-directed supports option

Information may have been obtained through state records

Regional Center	Yes	No	N
HRC	9%	91%	410
CA	**7%**	**93%**	**8611**
NCI-IDD	**19%**	**81%**	**27890**

Table 92. People who make decisions or have input in making decisions about the services that are self-directed

Regional Center	Person mostly makes decisions	Person has input, and family/friend helps	Family/friend makes decisions, person does not have input	Case manager/service coordinator or another professional employed by the state	N
HRC	22%	19%	56%	3%	36
CA	**19%**	**49%**	**30%**	**1%**	**533**
NCI-IDD	**16%**	**41%**	**40%**	**4%**	**3453**

Table 93. Can make changes to individual budget/services if needed

Proxy respondents were allowed for this question

Regional Center	Yes	No	In-between	N
HRC	88%	3%	9%	33
CA	**91%**	**3%**	**7%**	**471**
NCI-IDD	**90%**	**2%**	**8%**	**2984**

Table 94. Has enough help deciding how to direct services

Proxy respondents were allowed for this question

Regional Center	Yes	No	In-between	N
HRC	85%	9%	6%	33
CA	**82%**	**7%**	**10%**	**473**
NCI-IDD	**86%**	**5%**	**8%**	**2988**

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

Table 95. Has the amount of control wanted with the services that are self-directed

Proxy respondents were allowed for this question

Regional Center	Yes	No	In-between	N
HRC	85%	12%	3%	33
CA	**81%**	**8%**	**11%**	**472**
NCI-IDD	**85%**	**5%**	**10%**	**2988**

Table 96. The services and supports they want to self-direct are always available. This includes things like having the services that they want available when they want them and having enough staff to hire.

Proxy respondents were allowed for this question

Regional Center	Yes	No	Sometimes	N
HRC	48%	27%	24%	33
CA	**54%**	**19%**	**26%**	**472**
NCI-IDD	**64%**	**17%**	**19%**	**2984**

Table 97. Gets information about budget and services from financial management service (FMS)

Proxy respondents were allowed for this question

Regional Center	Yes	No	Sometimes	N
HRC	88%	9%	3%	33
CA	**86%**	**9%**	**5%**	**462**
NCI-IDD	**85%**	**10%**	**5%**	**2914**

Table 98. Information from FMS is easy to understand

Proxy respondents were allowed for this question

Regional Center	Yes, easy to understand on own	No, not easy to understand and does not get help to understand	Some information is easy to understand or understands with help from others	N
HRC	64%	14%	21%	28
CA	**65%**	**8%**	**27%**	**379**
NCI-IDD	**68%**	**7%**	**25%**	**2301**

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

Table 99. Frequency with which the person gets information from FMS

Proxy respondents were allowed for this question

Regional Center	At least every three months	About twice a year	Once a year or less	N
HRC	82%	9%	9%	22
CA	**78%**	**8%**	**14%**	**364**
NCI-IDD	**72%**	**13%**	**15%**	**2190**

Table 100a. Needs help with these elements of self-direction

Categories are not mutually exclusive; therefore, N is not shown. Proxy respondents were allowed for this question.

Regional Center	Help planning out service needs and setting a schedule for staff	Help getting staff paid	Help finding or keeping the staff they want	Help training staff	Help managing benefits for staff
HRC	15%	21%	27%	9%	18%
CA	**17%**	**19%**	**32%**	**21%**	**15%**
NCI-IDD	**9%**	**10%**	**24%**	**10%**	**7%**

Table 100b. Needs help with these elements of self-direction (continued)

Categories are not mutually exclusive; therefore, N is not shown. Proxy respondents were allowed for this question.

Regional Center	Help understanding information gets from FMS	More information about what services and supports they can get	Other	Don't Know
HRC	18%	36%	12%	0%
CA	**26%**	**41%**	**16%**	**1%**
NCI-IDD	**16%**	**31%**	**13%**	**2%**

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

Service Coordination

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

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

Table 101. Has met or spoken with case manager/service coordinator

Regional Center	Yes	No	N
HRC	96%	4%	229
CA	**88%**	**12%**	**5119**
NCI-IDD	**93%**	**7%**	**16961**

Table 102. Case manager/service coordinator knows what is important to person

Regional Center	Yes	No	N
HRC	87%	13%	215
CA	**85%**	**15%**	**4240**
NCI-IDD	**90%**	**10%**	**14932**

Table 103. Able to contact case manager/service coordinator when wants

Regional Center	Yes	No	N
HRC	85%	15%	209
CA	**80%**	**20%**	**4210**
NCI-IDD	**85%**	**15%**	**14817**

Table 104. Case manager/service coordinator has talked to them about technology that may help them in their everyday life

Proxy respondents were allowed for this question

Regional Center	Yes	No	N
HRC	15%	85%	395
CA	**27%**	**73%**	**7831**
NCI-IDD	**33%**	**67%**	**27104**

Table 105. Was at last IPP meeting, or had the opportunity to be but chose not to

Regional Center	Yes	No	N
HRC	99%	1%	223
CA	**97%**	**3%**	**4663**
NCI-IDD	**97%**	**3%**	**15787**

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

Table 106. Knew what was being talked about at last IPP meeting

Regional Center	Yes	No	N
HRC	73%	27%	212
CA	**78%**	**22%**	**4250**
NCI-IDD	**81%**	**19%**	**14630**

Table 107. Last IPP meeting included people person wanted to be there

Regional Center	Yes	No	N
HRC	84%	16%	218
CA	**91%**	**9%**	**4526**
NCI-IDD	**94%**	**6%**	**15239**

Table 108. Person helped make IPP

Proxy respondents were allowed for this question

Regional Center	Yes	No	N
HRC	80%	20%	401
CA	**69%**	**31%**	**8207**
NCI-IDD	**74%**	**26%**	**29273**

Table 109. Case manager/service coordinator reviews their IPP with them throughout the year, when needed

Proxy respondents were allowed for this question

Regional Center	Yes	No	N
HRC	77%	23%	402
CA	**76%**	**24%**	**8263**
NCI-IDD	**87%**	**13%**	**29442**

Table 110. IPP includes things that are important to person

Regional Center	Yes	No	N
HRC	94%	6%	179
CA	**91%**	**9%**	**3586**
NCI-IDD	**94%**	**6%**	**13237**

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

Table 111. Knows who to ask if wants to change something about services

Proxy respondents were allowed for this question

Regional Center	Yes	No	N
HRC	68%	32%	407
CA	**75%**	**25%**	**8359**
NCI-IDD	**80%**	**20%**	**29743**

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

Workforce

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

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

Table 112. Staff are respectful of person's culture

Regional Center	Yes	No	N
HRC	98%	2%	62
CA	**97%**	**3%**	**2510**
NCI-IDD	**94%**	**6%**	**9611**

Table 113. Staff treat person with respect

Regional Center	Yes	No	N
HRC	98%	2%	63
CA	**95%**	**5%**	**2568**
NCI-IDD	**92%**	**8%**	**9903**

Table 114. Person can talk or communicate with staff in their preferred language

Regional Center	Yes	No	N
HRC	100%	0%	63
CA	**96%**	**4%**	**2569**
NCI-IDD	**96%**	**4%**	**9827**

Table 115. Staff do things the way person wants them done

Regional Center	Yes	No	N
HRC	94%	6%	62
CA	**87%**	**13%**	**2482**
NCI-IDD	**86%**	**14%**	**9640**

Table 116. When in the community, staff support person in the way they want

Regional Center	Yes	No	N
HRC	92%	8%	62
CA	**92%**	**8%**	**2482**
NCI-IDD	**91%**	**9%**	**9594**

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

Table 117. Staff come and leave when they are supposed to

Regional Center	Yes	No	N
HRC	92%	8%	60
CA	**89%**	**11%**	**2365**
NCI-IDD	**89%**	**11%**	**9067**

Table 118. Person's staff change too often

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

Regional Center	Yes	No	N
HRC	24%	76%	58
CA	**40%**	**60%**	**2401**
NCI-IDD	**40%**	**60%**	**9440**

Table 119. Staff have the right training to meet person's needs

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

Regional Center	Yes	No	N
HRC	95%	5%	230
CA	**89%**	**11%**	**4699**
NCI-IDD	**89%**	**11%**	**19747**

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

Access

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

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

Table 120. Able to get places when wants to do something outside of home like going out to see friends, for entertainment, or to do something fun

Regional Center	Yes	No	N
HRC	90%	10%	231
CA	**83%**	**17%**	**5265**
NCI-IDD	**82%**	**18%**	**17313**

Table 121. Has a way to get places needs to go (like work, appointments, etc.)

Regional Center	Yes	No	N
HRC	98%	2%	231
CA	**93%**	**7%**	**5285**
NCI-IDD	**94%**	**6%**	**17403**

Table 122. Has access to the internet

Proxy respondents were allowed for this question

Regional Center	Yes	No	N
HRC	88%	13%	408
CA	**89%**	**11%**	**8552**
NCI-IDD	**86%**	**14%**	**30315**

Table 123. Internet always works at home

Proxy respondents were allowed for this question

Regional Center	Yes	No	N
HRC	89%	11%	334
CA	**88%**	**12%**	**6794**
NCI-IDD	**89%**	**11%**	**22007**

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

Table 124. Frequency uses internet

Proxy respondents were allowed for this question

Regional Center	Everyday	Several times a week	Several times a month	Several times a year	Not at all	N
HRC	87%	5%	1%	0%	6%	357
CA	**78%**	**9%**	**3%**	**1%**	**10%**	**7697**
NCI-IDD	**70%**	**10%**	**3%**	**1%**	**15%**	**26234**

Table 125. Uses technology in everyday life to help them do more things on their own

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

Regional Center	Yes	No	N
HRC	26%	74%	404
CA	**39%**	**61%**	**8432**
NCI-IDD	**35%**	**65%**	**29793**

Table 126. Has enough help to use the technology and devices that help them in their everyday life (if uses technology that helps them do more things on their own)

Proxy respondents were allowed for this question

Regional Center	Yes	No	N
HRC	88%	12%	103
CA	**92%**	**8%**	**3238**
NCI-IDD	**92%**	**8%**	**10241**

Table 127. Knows who to talk to if there are issues with the technology and devices that help them in their everyday life (if uses technology that helps them do more things on their own)

Proxy respondents were allowed for this question

Regional Center	Yes	No	N
HRC	97%	3%	103
CA	**93%**	**7%**	**3248**
NCI-IDD	**94%**	**6%**	**10283**

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

Table 128. Has used telehealth to talk with a health professional

Proxy respondents were allowed for this question

Regional Center	Yes	No	N
HRC	38%	62%	408
CA	**51%**	**49%**	**8454**
NCI-IDD	**51%**	**49%**	**29609**

Table 129. Accessed services or supports using videoconference technology

Proxy respondents were allowed for this question

Regional Center	Yes	No	N
HRC	36%	64%	405
CA	**37%**	**63%**	**8444**
NCI-IDD	**24%**	**76%**	**29536**

Table 130. Has talked with their case manager/service coordinator using videoconference technology

Proxy respondents were allowed for this question.

Regional Center	Yes	No	N
HRC	46%	54%	405
CA	**35%**	**65%**	**8345**
NCI-IDD	**36%**	**64%**	**29445**

Table 131. Has a cell phone or smartphone

Regional Center	Yes	No	N
HRC	88%	12%	236
CA	**80%**	**20%**	**5391**
NCI-IDD	**73%**	**27%**	**17567**

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

Table 132. Wants a cell phone or smartphone (if does not have one)

Regional Center	Yes	No	N
HRC	32%	68%	28
CA	**47%**	**53%**	**942**
NCI-IDD	**45%**	**55%**	**4232**

Table 133. Reasons for not having a cell phone or smartphone despite wanting one

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

Regional Center	Cost	Not allowed	Lost/broke my old phone	Other
HRC	n/a	n/a	n/a	n/a
CA	**36%**	**7%**	**22%**	**40%**
NCI-IDD	**36%**	**12%**	**21%**	**36%**

Data display is suppressed (i.e. shown as n/a) with low counts of responses (n<20). These responses are retained in weighted average calculations.

Table 134a. Additional services needed

Categories are not mutually exclusive; therefore, N is not shown. Proxy respondents were allowed for this question.

Regional Center	Help finding a new place to live	Changes or modifications to home	Staff support to help at home	Help working on job skills
HRC	9%	6%	29%	22%
CA	**12%**	**8%**	**18%**	**23%**
NCI-IDD	**12%**	**10%**	**16%**	**19%**

Table 134b. Additional services needed (continued)

Categories are not mutually exclusive; therefore, N is not shown. Proxy respondents were allowed for this question.

Regional Center	Help finding or signing up for classes	Help finding something different to do during the day (not including paid community job)	Help finding more reliable transportation
HRC	42%	42%	12%
CA	**26%**	**24%**	**16%**
NCI-IDD	**19%**	**20%**	**15%**

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

Table 134c. Additional services needed (continued)

Categories are not mutually exclusive; therefore, N is not shown. Proxy respondents were allowed for this question.

Regional Center	Help getting or using tech to help in everyday life	Help with healthcare	Help understanding medication
HRC	9%	7%	5%
CA	**13%**	**10%**	**7%**
NCI-IDD	**13%**	**9%**	**8%**

Table 134d. Additional services needed (continued)

Categories are not mutually exclusive; therefore, N is not shown. Proxy respondents were allowed for this question.

Regional Center	Help finding, getting or setting up mental health or behavioral health	Anything else	Does not need additional supports	Don't Know
HRC	9%	30%	29%	1%
CA	**12%**	**22%**	**40%**	**1%**
NCI-IDD	**10%**	**17%**	**44%**	**1%**

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

Safety

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

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

Table 135. Feels afraid in their home, neighborhood, transport, workplace, day program/at other daily activity and/or other places

Regional Center	Yes	No	N
HRC	11%	89%	238
CA	**24%**	**76%**	**5272**
NCI-IDD	**22%**	**78%**	**17260**

Table 136. Has someone to go to for help when they feel afraid

Regional Center	Yes	No	N
HRC	93%	7%	239
CA	**92%**	**8%**	**5287**
NCI-IDD	**93%**	**7%**	**17372**

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

Health

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

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

Table 137. Has a primary care doctor or practitioner

Information may have been obtained through state records

Regional Center	Yes	No	N
HRC	97%	3%	408
CA	**96%**	**4%**	**8545**
NCI-IDD	**97%**	**3%**	**30141**

Table 138. In poor health

Proxy respondents were allowed for this question

Regional Center	Yes	No	N
HRC	2%	98%	409
CA	**2%**	**98%**	**8548**
NCI-IDD	**2%**	**98%**	**30337**

Table 139. Had a complete physical exam in the past year (this refers to a routine exam, not a visit for a specific problem or illness)

Information may have been obtained through state records

Regional Center	Yes	No	N
HRC	91%	9%	406
CA	**89%**	**11%**	**8396**
NCI-IDD	**89%**	**11%**	**28280**

Table 140. Had a routine dental exam in the past year

Information may have been obtained through state records

Regional Center	Yes	No	N
HRC	85%	15%	408
CA	**81%**	**19%**	**8362**
NCI-IDD	**80%**	**20%**	**27492**

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

Table 141. Had an eye exam/vision screening in the past year

Information may have been obtained through state records

Regional Center	Yes	No	N
HRC	62%	38%	396
CA	**55%**	**45%**	**8200**
NCI-IDD	**59%**	**41%**	**25677**

Table 142. Had a hearing test in the past five years

Information may have been obtained through state records

Regional Center	Yes	No	N
HRC	59%	41%	382
CA	**51%**	**49%**	**7774**
NCI-IDD	**48%**	**52%**	**20811**

Table 143. Had a Pap test in the past three years (among women 21 and older)

Information may have been obtained through state records.

Regional Center	Yes	No	N
HRC	38%	62%	143
CA	**38%**	**62%**	**2770**
NCI-IDD	**44%**	**56%**	**8209**

Table 144. Had a mammogram test in the past two years (among women 40 and over)

Information may have been obtained through state records. The U.S. Preventive Services Task Force (USPSTF) recommends that all women get screened every other year starting at age 40 to reduce their risk of dying from breast cancer. For more information, please visit USPSTF's page on breast cancer screening.

Regional Center	Yes	No	N
HRC	75%	25%	44
CA	**73%**	**27%**	**865**
NCI-IDD	**73%**	**27%**	**2918**

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

Table 145. Last colorectal cancer screening (among people 45 to 75)

Categories are not mutually exclusive; therefore, N is not shown. Information may have been obtained through State records, "Don't Know" included in denominator.

Regional Center	Colonoscopy within the past 10 years	Sigmoidoscopy within the past 5 years	Fecal Occult Blood Test (FOBT) or Fecal Immunochemical Test (FIT) in the past year	Never had exam or screening	Don't Know
HRC	33%	0%	25%	38%	6%
CA	**29%**	**2%**	**25%**	**32%**	**16%**
NCI-IDD	**32%**	**1%**	**10%**	**22%**	**36%**

Table 146. Had a flu vaccine in the past 12 months

Information may have been obtained through state records

Regional Center	Yes	No	N
HRC	63%	37%	406
CA	**64%**	**36%**	**8370**
NCI-IDD	**67%**	**33%**	**25294**

Table 147. Went to the emergency room for any reason to get care for themselves in the past 12 months

Proxy respondents were allowed for this question

Regional Center	Yes	No	N
HRC	18%	82%	408
CA	**24%**	**76%**	**8504**
NCI-IDD	**27%**	**73%**	**30073**

Table 148. Fell and hurt themselves in the past six months

Proxy respondents were allowed for this question

Regional Center	Yes	No	N
HRC	11%	89%	408
CA	**13%**	**87%**	**8532**
NCI-IDD	**14%**	**86%**	**30196**

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

Medications

Value Statement: Medications are used effectively and appropriately.

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

Table 149. Takes medication for mood, anxiety, and/or psychotic disorders

Information may have been obtained through state records

Regional Center	Yes	No	N
HRC	26%	74%	357
CA	**27%**	**73%**	**7425**
NCI-IDD	**46%**	**54%**	**26434**

Table 150. Number of medications taken for at least one of the following: mood disorders, anxiety, or psychotic disorders

No data table produced due to insufficient data.

Table 151. Takes medication for behavioral challenges

Information may have been obtained through state records

Regional Center	Yes	No	N
HRC	5%	95%	357
CA	**6%**	**94%**	**7443**
NCI-IDD	**24%**	**76%**	**26202**

Table 152. Number of medications taken for behavioral challenges if taking at least one for this purpose

No data table produced due to insufficient data.

Table 153. Has behavior plan

No data table produced due to insufficient data.

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

Wellness

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

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

Table 154. Person uses nicotine or tobacco products

Information may have been obtained through state records

Regional Center	Yes	No	N
HRC	2%	98%	409
CA	**4%**	**96%**	**8413**
NCI-IDD	**5%**	**95%**	**29489**

Table 155. Body mass index (BMI) category (BMI calculated using data on weight and height)

Information may have been obtained through state records

Regional Center	Underweight	Normal	Overweight	Obese	N
HRC	6%	30%	28%	36%	408
CA	**6%**	**32%**	**27%**	**35%**	**8497**
NCI-IDD	**5%**	**29%**	**27%**	**39%**	**27335**

Table 156. Exercises or does physical activity at least once per week for 10 minutes or more at a time

Proxy respondents were allowed for this question

Regional Center	Yes	No	N
HRC	90%	10%	409
CA	**85%**	**15%**	**8536**
NCI-IDD	**83%**	**17%**	**30186**

Table 157. Exercises or does physical activity at least once per week that makes the muscles in arms, legs, back, and/or chest work hard

Proxy respondents were allowed for this question

Regional Center	Yes	No	N
HRC	38%	62%	405
CA	**35%**	**65%**	**8517**
NCI-IDD	**33%**	**67%**	**30027**

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

Rights and Respect

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

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

Table 158. Has attended a self-advocacy group, meeting, conference or event or had the opportunity and chose not to

Proxy respondents were allowed for this question

Regional Center	Yes	No	N
HRC	17%	83%	401
CA	**26%**	**74%**	**8037**
NCI-IDD	**34%**	**66%**	**28369**

Table 159. Has ever voted in local, state, or federal election, or had the opportunity and chose not to

Proxy respondents were allowed for this question

Regional Center	Yes	No	N
HRC	35%	65%	405
CA	**42%**	**58%**	**8377**
NCI-IDD	**50%**	**50%**	**29401**

Table 160. Has a place to be alone in the home

Regional Center	Yes	No	N
HRC	93%	7%	245
CA	**95%**	**5%**	**5451**
NCI-IDD	**97%**	**3%**	**17730**

Table 161. Has a key to the home

Proxy respondents were allowed for this question

Regional Center	Yes	No	N
HRC	46%	54%	409
CA	**51%**	**49%**	**8556**
NCI-IDD	**56%**	**44%**	**30267**

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

Table 162. Wants a key to the home (if does not have one)

Proxy respondents were allowed for this question

Regional Center	Yes	Maybe, not sure	No	N
HRC	5%	2%	93%	213
CA	**11%**	**8%**	**81%**	**3685**
NCI-IDD	**13%**	**7%**	**79%**	**11714**

Table 163. Can lock bedroom if wants

Proxy respondents were allowed for this question

Regional Center	Yes	No	N
HRC	57%	43%	396
CA	**58%**	**42%**	**8069**
NCI-IDD	**60%**	**40%**	**28005**

Table 164. Others (who do not live in the home) let person know before entering home

Regional Center	Yes	No	N
HRC	92%	8%	231
CA	**88%**	**12%**	**5191**
NCI-IDD	**88%**	**12%**	**17154**

Table 165. Others let person know before coming into person's bedroom

Regional Center	Yes	No	N
HRC	84%	16%	239
CA	**78%**	**22%**	**5312**
NCI-IDD	**80%**	**20%**	**17393**

Table 166. Others read person's mail or email without asking

Regional Center	Yes	No	N
HRC	1%	99%	213
CA	**8%**	**92%**	**4671**
NCI-IDD	**11%**	**89%**	**15626**

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

Table 167. There are no rules for using phone or internet

Regional Center	Yes	No	N
HRC	92%	8%	213
CA	**86%**	**14%**	**4869**
NCI-IDD	**83%**	**17%**	**16106**

Table 168. There are rules about having friends or visitors in the home

Regional Center	Yes	No	N
HRC	25%	75%	216
CA	**30%**	**70%**	**4820**
NCI-IDD	**29%**	**71%**	**16011**

Table 169. Can stay at home if others in the house go somewhere

Proxy respondents were allowed for this question

Regional Center	Yes	No	N
HRC	53%	47%	395
CA	**47%**	**53%**	**8032**
NCI-IDD	**45%**	**55%**	**28085**

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

California Specific Questions

Additional survey questions were added into the California survey tool.

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

Table 170. If have a paid job in the community, also works with co-workers who do not have a disability

Section I questions must be answered by the individual receiving services. Proxy responses are not permitted. The table includes only surveys with valid Section I responses from the individual receiving services.

Regional Center	Yes, I have a paid job in the community, and I work with at least some co-workers who do not have a disability	No, I have a paid job in the community but only work with co-workers who have a disability	N
HRC	96%	4%	52
CA	**83%**	**17%**	**1112**

Table 171. Are there staff at your job who speak your preferred language?

Section I questions must be answered by the individual receiving services. Proxy responses are not permitted. The table includes only surveys with valid Section I responses from the individual receiving services.

Regional Center	Yes	No	Sometimes	N
HRC	96%	2%	2%	51
CA	**97%**	**2%**	**1%**	**1216**

Table 172. Do people read your text messages without asking you first? (For example, do people read your text messages without your permission?)

Section I questions must be answered by the individual receiving services. Proxy responses are not permitted. The table includes only surveys with valid Section I responses from the individual receiving services.

Regional Center	Yes, people read my text messages without asking me first	No, people do not read my text messages without asking me first	N
HRC	3%	97%	187
CA	**6%**	**94%**	**4026**

Table 173a. Best way to receive information from the regional center?

Section I questions must be answered by the individual receiving services. Proxy responses are not permitted. The table includes only surveys with valid Section I responses from the individual receiving services.

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

Regional Center	Phone call (landline)	Phone call (cell phone)	Text message	Email	Information posted on the regional center website
HRC	13%	66%	34%	56%	0%
CA	**15%**	**47%**	**22%**	**36%**	**0%**

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

Table 173b. Best way to receive information from the regional center (continued)

Section I questions must be answered by the individual receiving services. Proxy responses are not permitted. The table includes only surveys with valid Section I responses from the individual receiving services.

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

Regional Center	Facebook post	Instagram post	Twitter post	WhatsApp message	Direct mail	Other
HRC	1%	0%	0%	0%	56%	7%
CA	**0%**	**0%**	**0%**	**0%**	**40%**	**17%**

Table 174. Got a copy of your IPP in your preferred language

Section I questions must be answered by the individual receiving services. Proxy responses are not permitted. The table includes only surveys with valid Section I responses from the individual receiving services.

Regional Center	Yes	No	N
HRC *	91%	9%	191
CA *	**90%**	**10%**	**4045**

Asterisk (*) indicates more than 25% missing or don't know responses.

Table 175. Knows what to do if disagree with a decision made by a regional center (For example, do you know how to ask for a Fair Hearing or file a complaint?)

Section I questions must be answered by the individual receiving services. Proxy responses are not permitted. The table includes only surveys with valid Section I responses from the individual receiving services.

Regional Center	Yes	No	N
HRC *	43%	57%	189
CA *	**50%**	**50%**	**4076**

Asterisk (*) indicates more than 25% missing or don't know responses.

Table 176. Feel prepared for how to handle a natural disaster emergency (such as a wildfire or earthquake)

Section I questions must be answered by the individual receiving services. Proxy responses are not permitted. The table includes only surveys with valid Section I responses from the individual receiving services.

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

Regional Center	Yes, I have a written emergency plan	Yes, I know what to do but do not have an emergency plan	Yes, I have a 'go bag' of things that I can take with me if I have to leave my home or workplace	No, I do not feel prepared for how to handle a natural disaster
HRC	6%	50%	19%	31%
CA	**10%**	**50%**	**16%**	**18%**

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

Table 177. If participated in religious or spiritual practice (either in-person or online), chose the religious service or spiritual practice attended

Section II questions may be answered by the individual receiving services or a proxy. The table includes only surveys with valid Section II responses either from a proxy or the individual receiving services.

Regional Center	Yes	No	N
HRC	66%	34%	148
CA	**71%**	**29%**	**3559**

Table 178. If have a job, get paid the California state minimum wage ($16.00/hour)

Section II questions may be answered by the individual receiving services or a proxy. The table includes only surveys with valid Section II responses either from a proxy or the individual receiving services.

Regional Center	Yes, I get paid $16.00/hour or more	No, I get paid less than $16.00/hour	N
HRC	98%	2%	55
CA	**93%**	**7%**	**1183**

Table 179. Staff at day program or work program who speak preferred language

Section II questions may be answered by the individual receiving services or a proxy. The table includes only surveys with valid Section II responses either from a proxy or the individual receiving services.

Regional Center	Yes	Sometimes	No	N
HRC	98%	1%	1%	242
CA	**97%**	**2%**	**1%**	**4756**

Table 180. Have to ask for permission to get spending money to buy things

Section II questions may be answered by the individual receiving services or a proxy. The table includes only surveys with valid Section II responses either from a proxy or the individual receiving services.

Regional Center	Yes, I have to explain how I am going to spend my money before they give it to me	Yes, someone keeps my money and I ask for it when I need it	No, I keep my money with me	N
HRC	5%	43%	53%	377
CA	**6%**	**51%**	**42%**	**7823**

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

Table 181. Devices that can be used to access the internet, talk with others, or see others

Section II questions may be answered by the individual receiving services or a proxy. The table includes only surveys with valid Section II responses either from a proxy or the individual receiving services.

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

Regional Center	Tablet	Smart phone	Computer	Another electronic device	Do not have a computer/tablet/or another electronic device
HRC	62%	60%	28%	18%	10%
CA	**52%**	**56%**	**33%**	**26%**	**15%**

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

NCI-IDD History and Activities

Overview of National Core Indicators

In December 1996, the National Association of State Directors of Developmental Disabilities Services (NASDDDS), in collaboration with the Human Services Research Institute (HSRI), launched the Core Indicators Project (CIP). The aim of the project was to support state developmental disabilities operating agencies 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 disability or residential setting.

During this initial phase, data collection protocols were developed and field-tested, including a face-to-face In-Person Survey[1] (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

[1] Formerly named 'Adult Consumer Survey'

participation. For more information about NCI-IDD states, technical reports, and other resources, please visit https://idd.nationalcoreindicators.org.

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, individual program planning, community inclusion, choice, and health and safety. To see the entire list of Core Indicators, please visit https://idd.nationalcoreindicators.org/wp-content/uploads/2022/09/NCI_IDD_Indicators_FINAL_21-22.pdf .

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 consumer, 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 domains: Individual Outcomes; Health, Welfare and Rights; System Performance. Each domain is broken down into sub-domains (see Figure B on the following page). Three 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 assure they remain valid, reliable, and applicable to current issues within the field.

Domains and Sub-Domains

The following table lists the domains and sub-domains covered by the NCI-IDD In-Person Survey indicators.

Figure B. In-Person Survey Indicators: Domains and Sub-Domains

Individual Outcomes Domain

Sub-domain	Value Statement
Employment	People have competitive paid jobs in community-based businesses. People's jobs reflect varied preferences for employment.
Community Inclusion and Belonging	People do things in their community they want to do. People feel like they belong to the communities/groups of their choosing.
Community Participation	People participate in activities in their community.
Choice and Decision-Making	People are supported to make everyday choices and life decisions. Support for decision making includes necessary information and experiences.
Relationships	People are supported to build and maintain relationships that are important to them.
Satisfaction	People are satisfied with their everyday lives – where they live, work, the supports they receive and what they do during the day.

System Performance

Sub-domain	Value Statement
Self-Direction	People who use a self-directed supports option have the information and support needed to actively participate in directing their own supports and services.
Service Coordination	Case managers/service coordinators are accessible and responsive to people. Case managers/service coordinators are knowledgeable about people's needs and the services/supports available to address those needs. Individual Program Plans (IPP) reflect people's goals and needs and are modified as changes occur. People actively engage in the Individual Program Planning process.
Workforce	There is stable and sufficient direct support workforce to meet demand. People are supported by staff who demonstrate respect for what is important to the person in their day-to-day life. Staff have the right skills to support people.
Access	Services and supports are available, accessible, and responsive to people's needs. People know the options available to them for services and supports.

Health, Welfare, and Rights

Sub-domain	Value Statement
Safety	People feel safe at home and outside of the home. People know whom to talk to if they don't feel safe.
Health	People have access to and get recommended health services at the recommended frequencies.
Medications	Medications are used effectively and appropriately.
Wellness	People maintain healthy habits.
Respect/Rights	People's rights are respected, and people receive the same respect and protections as others in the community.

How NCI Data Are Used

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

For more information on how to use these data for quality improvement, please see this handbook: Using National Core Indicators for Quality Improvement Initiatives.[2]

[2] Located on the National Core Indicators website: https://idd.nationalcoreindicators.org → How It Works → How to use data. Direct link: https://idd.nationalcoreindicators.org/wp-content/uploads/2026/07/UsingNCIDataforQualityImprovementInitiatives.pdf

Methodology

Check out the Frequently Asked Questions for more information on Methodology.

Administration

A key principle of NCI-IDD is the importance of gathering information directly from service recipients. The indicators are meant to apply to all individuals receiving services from the state developmental disabilities service system, regardless of disability type, and NCI-IDD administration protocols dictate that every person selected into the sample is given an opportunity to respond and no one is prescreened or predetermined to be unable to respond. Moreover, survey questions should not be marked "not applicable" on the basis of a person's level of ability.

Information for the In-Person Survey is collected via a direct conversation with the person receiving services. Additionally, background information is primarily collected from the individual's record. Section I questions, which pertain to personal experiences and require subjective responses, may only be answered by the individual receiving services. Section II of the survey, which consists of objective questions on the individual's involvement in the community, their choices, respect and rights, and their access to services, allows for the use of "proxy" or other respondents who know the individual well (such as a family member or friend).

Proxy Respondents

Studies have found that the greatest discrepancies between individual and proxy responses occur when the information being collected is subjective (i.e., related to how a person feels; proxies would be aware of the correct answers only if the individual had previously expressed his or her feelings).[3] Questions relating to observable behaviors tend to have higher levels of agreement between the proxy and the individual. By excluding proxies, a large percentage of individuals (most of whom are unable to respond) would be unrepresented in the data. Thus, the NCI-IDD determined at the outset that proxy respondents would be used, though only for specific questions and only in situations where the individual surveyed either could not effectively communicate with the surveyor or chose to have a proxy respondent.

As mentioned, the use of proxy respondents for the NCI-IDD tool is limited to questions in Section II, which relates to observable and/or measurable items: Community Inclusion, Choices, Respect/Rights, and Access to Needed Services. These questions

[3] Magaziner, Jay, Sheryl Zimmerman, Ann L. Gruber-Baldini, J. Richard Hebel, and Kathleen M. Fox. "Proxy Reporting in Five Areas of Functional Status Comparison with Self-Reports and Observations of Performance." American Journal of Epidemiology 146.5 (1997): 418-28.

deal with everyday occurrences on which others may reliably report. State records are also used to report objective data on an individual's health status and exam history as well as employment status; this information is collected in the Background Section of the survey.

NCI-IDD has taken steps to guarantee that the responses gathered are as accurate as possible. First, it is important to make the questions as accessible as possible to increase participation by all individuals. Surveyors are trained to make informed decisions about whether to include a proxy respondent. NCI-IDD attempts to make the language in the In-Person Survey as easy to understand as possible and includes suggested rephrasing for questions that may be nuanced or more difficult to understand. The NCI-IDD surveys are also routinely revised based on feedback from states, self-advocates, families, and surveyors who are administering the tool. Secondly, it is important to establish a set of standards for proxy respondents. NCI-IDD aims to increase the reliability of proxy responses by allowing only those people who know the individual well (family, friends, staff, etc.) to serve as proxy respondents.

To avoid conflict, case managers/service coordinators are not allowed to respond as proxies. Further, if both the individual and a proxy respondent answer a question, the individual's answer is recorded so long as his/her answer is deemed reliable by the surveyor. Surveyors also keep track of who responds to each question—the individual or the proxy—and the proxy's relationship to the individual.

Surveyor Training

States employ a variety of individuals to conduct the face-to-face meetings for the NCI-IDD In-Person Survey. To avoid conflict, surveys cannot be administered by the individual's service provider, relative, personal case manager, staff member, or other close contact. Given this constraint, states often use university students, state staff, private contractors, advocacy organizations, and individuals with disabilities and their families to conduct the surveys.

NCI-IDD National staff implements a required, standardized training for NCI-IDD surveyors each year. Training includes asynchronous and synchronous trainings that include an in-depth review of the NCI-IDD program, survey administration protocol and procedures, and the survey tool. The goal of trainings is to provide a standardized training to assure uniform application of the survey.

Additional training is available to review the process for entering survey data in the Online Data Entry Survey Application (ODESA).

Data Analysis

Criteria for Exclusion of Responses

All individuals selected in the survey sample are given an opportunity to participate in a face-to-face meeting. There are no prescreening procedures. Exclusion of responses occurs at the time of data analysis by HSRI, based on the criteria described below. There is no threshold of number of answers to be given in order to consider a survey complete.

Surveys are excluded from analysis of questions occurring in Section I if:

1. The surveyor indicated that the individual receiving supports did not respond validly to questions in Section I.
2. All questions in Section I were missing or marked n/a or Don't Know.

Surveys are excluded from analysis of questions occurring in Section II if:

1. The individual receiving supports was marked as the respondent to all questions in Section II but Section I was deemed invalid (for one of the reasons above).
2. No questions were answered in Section II.

The total number of valid In-Person Surveys included in the NCI-IDD average in this report is 30,888; CA contributed 8,614 surveys.

Responses for Section I

Only individuals receiving services may answer questions in Section I. As shown in Figure C, 60% of individuals included in the NCI-IDD total and 67% of individuals in the total CA sample responded to Section I of the direct meeting; valid responses by Regional Center ranged from 56% to 78%.

Responses for Section II

Section II allows for multiple respondents who know the individual well (e.g. family, friend, support worker) to provide answers. If an individual's responses were excluded from Section I in the final analysis, responses from Section II were also excluded if the individual was the only respondent to Section II. For 2024-25, the valid response rate (proxies included) to Section II across NCI-IDD states was 99.7% and 99.9% for CA.

Sampling

Each state is instructed to attempt to complete surveys with a sample of adults who are receiving at least one publicly funded service in addition to case management. A sample size of 400 guarantees valid comparisons to be made across states with a 95% confidence level and a margin of error of +/- 5%, no matter how large the service

population size. A 95% confidence level and a margin of error of +/-5% is mandatory for each state's sample to be included in this report. Most states sample more than 400 individuals to account for refusals and surveys that may be deemed invalid.

In California, the overall approach was to draw a "core sample" based on the minimum numbers needed to yield valid samples from each regional center. Each regional center is represented by at least 400 surveys. Sampling by regional center included stratification to assure that the racial/ethnic makeup of the final sample was proportional to the racial/ethnic population served by each regional center.

Why do we ask states to collect 400 surveys?

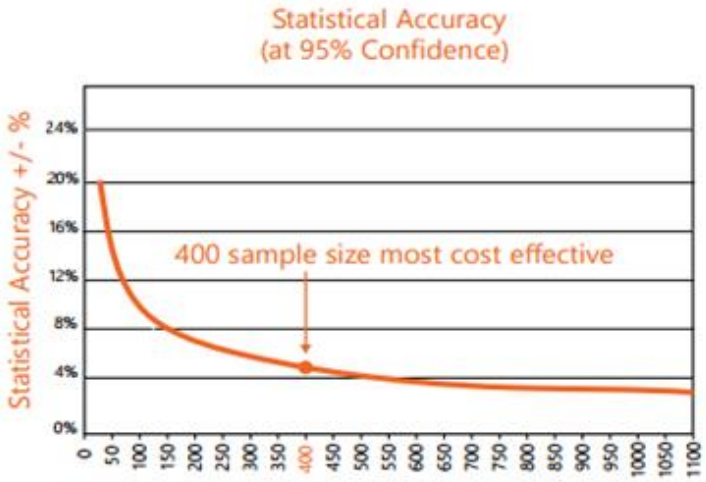
When NCI-IDD asks states to pull a representative sample of 400 surveys, the aim is to compile a dataset that can provide a high level of statistical accuracy. This means that the goal is to create a dataset that can be used to make accurate inferences about the entire population of people using public services in each state. In order to do this, we ask each participating state to pull a sample that reaches the 95% confidence level/5% margin of error threshold; for most states, this sample size is 400.

A sample size that reaches the 95% confidence level/5% margin of error threshold means that if you sampled that number of people from the same population several times, 95% of your responses would fall within 5% above or below the actual percentages. Using this sample size we can assume relative accuracy. The larger the sample size, the smaller the margin of error and the greater the accuracy.

Statistical accuracy is largely a function of sample size. The larger the sample size, the greater the statistical accuracy of results (lower margin of error). However, gains in statistical accuracy are not proportional to increases in sample size. There are diminishing returns. For example, for a large total population, if the sample size increases by 100, and then by another 100, and then by another 100, the statistical accuracy might increase by 5%, then by 3%, then by 1%.

As a result, the 400 sample size gives a statistical accuracy of ±5% and is considered the most "cost effective" sample size for large-scale surveys. Meaning, you could sample more people, but the increase in statistical accuracy those "extra" people would provide is minimal, and not worth the money.

To play around with this, take a look at www.raosoft.com/samplesize.html NCI-IDD requires a margin of error at most 5% and a 95% confidence level. As you increase the population size (in our case, this represents the service population), you'll see that the recommended sample size does not increase proportionally.



https://answersresearch.com/wp-content/uploads/2015/06/Answers-Research-Magic-400-062315.pdf

Figure C. Valid Surveys and Response Rates by Regional Center 2024-25

Regional Center	% Valid Answers to Section I	% Valid Answers to Section II	Number of Valid Surveys Completed
ACRC	71.6%	100.0%	415
CVRC	78.0%	99.8%	405
ELARC	68.3%	99.5%	410
FDLRC	70.6%	99.8%	402
FNRC	78.0%	100.0%	432
GGRC	60.5%	100.0%	392
HRC	63.4%	99.8%	410
IRC	63.1%	100.0%	428
KRC	67.9%	100.0%	405
NBRC	68.8%	100.0%	400
NLACRC	64.3%	100.0%	415
RCEB	62.0%	99.8%	410
RCOC	60.8%	100.0%	406
RCRC	75.4%	100.0%	410
SARC	55.7%	100.0%	409
SCLARC	58.4%	100.0%	409
SDRC	60.8%	99.8%	416
SGPRC	60.2%	100.0%	417
TCRC	75.8%	100.0%	401
VMRC	69.6%	99.5%	415
WRC	75.9%	100.0%	407
CA Unweighted Total	67.1%	99.9%	8614
NCI-IDD Unweighted Total	59.5%	99.6%	30888

Data Management and Analysis

HSRI coordinates the NCI data management and analysis. All states enter data into the Online Data Entry Survey Application (ODESA) system; HSRI staff subsequently download the data into an SPSS data file. This data file is then "cleaned" (reviewed for completeness and compliance with standard NCI formats), and invalid responses are eliminated. Files from individual states are then merged into a single SPSS file. The merged file from 2024-25 was used for all analyses in this report.

Below is a summary of the statistical procedures used to analyze the In-Person Survey data.

Weighting

Statistically, the term "average" refers to a calculated central or middle value of a set of numbers. In NCI reports, we use "NCI average" to demonstrate the typical performance of all the states that conducted the survey. Prior to the 2016-17 survey cycle, the NCI average was calculated as the simple arithmetic mean of all state means (an approach known as "average of averages").

The NCI averages are "weighted" to reflect the states' relative population and sample sizes. We created the weights using the state's number of valid surveys and its total survey-eligible population. This way, a state that provides services to a larger number of people but uses a sample similar in size to other states has a greater influence on the overall NCI average (that is, its contribution is *proportional to its service population*).

When a state's sampling strategy is to identify and interview survey participants using simple random sampling or proportional stratified random sampling, each completed survey in the state gets assigned the same weight. In some cases, when a state's sampling strategy departs markedly from simple random or proportional, it may be necessary for completed surveys in the state to be assigned different weights based on which sampling strata they correspond to.

CA stratified its sample by Regional Center to get more focused insights. Weights are applied in the calculation of the CA average. The weights are calculated using the number of completed surveys and service population sizes in each Regional Center.

The number of respondents (N) for each question is not weighted.

Collapsing Data

For many of the indicators in this report, only “yes” responses are analyzed and reported comparisons. However, there are several indicators for which the “yes” response was collapsed with the middle response (for example, a “sometimes” response, or a “some input” response) to form the “yes” indicator category which was then analyzed and subsequently reported. For example, for choice indicators, responses “person chose” and “person had some input” were collapsed into one “yes, person chose” category. For those indicators, the two responses were considered to be equally indicative of a positive outcome. See Appendix A for information on how the data are collapsed and recoded.

Appendix A: NCI-IDD In-Person Survey 2024-25 Recoding Guide

Sub-domain	Table Title	Recoding/Collapsing	Question Number
Demographics	Age	n/a	BI-2
Demographics	Age Group	1=18-22 2=23-34 3=35-54 4=55-74 5=75 and older 6=Unknown	BI-2
Demographics	Sex	n/a	BI-3
Demographics	Marital Status	n/a	BI-7
Demographics	Is this person a parent?	n/a	BI-8
Demographics	Race and Ethnicity	*NOTE: Reported all categories without creating the categorical variable. ; In previous years, this variable was mutually exclusive*	BI-4
Demographics	Residential designation	n/a	BI-1
Demographics	Type of residence – ICFs/ID, nursing facilities or other specialized institutional settings	Response options 1,2,3,4,5	BI-36
Demographics	Type of residence – group residential setting	Response options 6-8	BI-36
Demographics	Type of residence (continued)	Response options 9-15	BI-36
Demographics	Length of time at current residence (if not homeless or in crisis bed placement)	n/a	BI-35
Demographics	Person's residence owned or controlled by provider agency	n/a	BI-37
Demographics	Person is named on the lease or other legally enforceable rental agreement	n/a	BI-38
Demographics	Has Intellectual/Developmental Disability diagnosis	n/a	BI-10
Demographics	Level of Intellectual/Developmental Disability	n/a	BI-11
Demographics	Mood, anxiety, behavior, psychotic, and other mental illness	“Don’t know” responses are in denominators	BI-12
Demographics	Diagnoses noted in record	“Don’t know” responses are in denominators	BI-12
Demographics	Diagnoses noted in record (continued)	“Don’t know” responses are in denominators	BI-12

Sub-domain	Table Title	Recoding/Collapsing	Question Number
Demographics	Other conditions in record	“Don’t know” responses are in denominators	BI-13
Demographics	Other conditions in record (continued)	“Don’t know” responses are in denominators	BI-13
Demographics	Other conditions in record (continued)	“Don’t know” responses are in denominators	BI-13
Demographics	Preferred language	n/a	BI-15
Demographics	Preferred language (continued)	n/a	BI-15
Demographics	Preferred language (continued)	n/a	BI-15
Demographics	Preferred language (continued)	n/a	BI-15
Demographics	Preferred means of communication	n/a	BI-16
Demographics	Mobility	n/a	BI-17
Demographics	Support needed to manage self-injurious behavior	n/a	BI-59
Demographics	Support needed to manage disruptive behavior	n/a	BI-60
Demographics	Support needed to manage destructive behavior	n/a	BI-60
Demographics	Level of guardianship/conservatorship	n/a	BI-5
Demographics	Guardian’s/Conservator’s relationship to person	n/a	BI-6
Demographics	Guardian’s/Conservator’s relationship to person (continued)	n/a	BI-6
Demographics	Funding source	n/a	BI-51
Demographics	Person receives Medicare	n/a	BI-52
Demographics	Amount of daily support received at home	n/a	BI-39
Demographics	Has remote supports	n/a	BI-40
Demographics	Has ever been diagnosed or presumed diagnosed with COVID-19	n/a	BI-62
Demographics	Has ever required in-patient hospitalization due to COVID-19 (of those who had COVID-19)	n/a	BI-63
Demographics	Has gotten the COVID-19 vaccine	n/a	BI-64

Sub-domain	Table Title	Recoding/Collapsing	Question Number
Employment	Has a community job; individual, group and/or in a business that primarily hires people with disabilities	Response options collapsed: • YES=Yes • NO=No	BI-41 to BI-43
Employment	Does not have paid community job and wants a paid community job	Response options collapsed: • YES=Yes • NO=No, in-between	7
Employment	Has community employment as a goal in their IPP	Response options collapsed: • YES=Community employment in IPP • NO=No	BI-55
Employment	Uses special technology to help do their job	Response options collapsed: • YES=Yes • NO=No	9
Employment	Does these activities at least once a week	n/a	11
Employment	Takes part in classes, training, or skills-building activities to gain skills to expand their job opportunities	Response options collapsed: • YES=Yes • NO=No	10

Sub-domain	Table Title	Recoding/Collapsing	Question Number
Community Inclusion and Belonging	Gets to go out and do the things likes to do in the community as much as wants to	Response options collapsed: • YES=Yes • NO=No, or some activities or sometimes	22
Community Inclusion and Belonging	Does things in the community with the people they want	Response options collapsed: • YES=Yes • NO=No, or some activities or some people	23
Community Inclusion and Belonging	Can be themselves when with others in groups, organizations, or communities the person takes part in (if person takes part in groups, organizations, or communities)	Response options collapsed: • YES=Yes, all groups • NO=No, sometimes or some groups	68
Community Inclusion and Belonging	Others include them as part of the group in groups, organizations, or communities the person takes part in (if person takes part in groups, organizations, or communities)	Response options collapsed: • YES=Yes, all groups • NO=No, sometimes or some groups	69
Community Inclusion and Belonging	Gets help to learn new things	Response options collapsed: • YES=Yes • NO=No, maybe	25

Sub-domain	Table Title	Recoding/Collapsing	Question Number
Choice and Decision-making	Chose or had some input in choosing where they live if not living in the family home	Response options collapsed: • YES=Person made choice, person had some input • NO=Someone else chose	72
Choice and Decision-making	Chose or had some input in choosing their housemates if not living in the family home, or chose to live alone	Response options collapsed: • YES=Person made choice, person had some input • NO=Someone else chose	73
Choice and Decision-making	Decides or has help deciding their daily schedule	Response options collapsed: • YES=Person made choice, person had some input • NO=Someone else chose	77
Choice and Decision-making	Decides or has help deciding how to spend free time	Response options collapsed: • YES=Person made choice, person had some input • NO=Someone else chose	78
Choice and Decision-making	Has enough choice about what to do in free time	n/a	79
Choice and Decision-making	Chose or had some help in choosing where they work (among those with a paid community job)	Response options collapsed: • YES=Person made choice, person had some input • NO=Someone else chose	74
Choice and Decision-making	Chose or had some input in choosing day program or work program	Response options collapsed: • YES=Person made choice, person had some input • NO=Someone else chose	75
Choice and Decision-making	Has input in choosing their regular day activities (in addition to or instead of a paid community job and/or day program/work program)	Response options collapsed: • YES=Person made choice, person had some input • NO=Someone else chose	76

Sub-domain	Table Title	Recoding/Collapsing	Question Number
Choice and Decision-making	Chooses or has help deciding what to buy or has set limits on what to buy with their spending money	Response options collapsed: • YES=Person chooses, person has help choosing what to buy or has set limits (such as can buy small items but not big items) • NO=Someone else chose	80
Choice and Decision-making	Chose staff or were aware they could request to change staff	Response options collapsed: • YES=Person chose staff, Staff are assigned but can be changed if requested by person • NO=Someone else chose	82
Choice and Decision-making	Can change their case manager/service coordinator if wants to	Response options collapsed: YES= Yes NO= Maybe, not sure, or no	81

Sub-domain	Table Title	Recoding/Collapsing	Question Number
Community Participation	Went out shopping at least once in the past month	Response options collapsed: • YES= One or two times, three or four times, five or more times • NO= Did not go	56
Community Participation	Went out on errands at least once in the past month	Response options collapsed: • YES= One or two times, three or four times, five or more times • NO= Did not go	58
Community Participation	Went out for entertainment at least once in the past month	Response options collapsed: • YES= One or two times, three or four times, five or more times • NO= Did not go	59
Community Participation	Went out to a restaurant or coffee shop at least once in the past month	Response options collapsed: • YES= One or two times, three or four times, five or more times • NO= Did not go	61
Community Participation	Went out to religious service or spiritual practice at least once in the past month	Response options collapsed: • YES= One or two times, three or four times, five or more times • NO= Did not go	63
Community Participation	Takes part in groups, organizations or communities (in-person or virtually)	n/a	65
Community Participation	The groups, organizations or communities takes part in include people without disabilities	Response options collapsed: • YES= Yes • NO= No, some groups	67

Sub-domain	Table Title	Recoding/Collapsing	Question Number
Relationships	Has friends who are not staff or family members	Response options collapsed: • YES= yes, not staff or family • NO= no, only staff or family	14
Relationships	Has best friend (may be staff or family)	n/a	15
Relationships	Wants help to make or keep in contact with friends	Response options collapsed: • YES= Yes, maybe • NO= no	18
Relationships	Has friends (may be staff or family) and can meet with their friends in person when they want	Response options collapsed: • YES= Yes • NO= No, often unable to see friends, Sometimes cannot see friends when wants	16
Relationships	Has other ways of talking, chatting, or communicating with friends when cannot see them in person	Response options collapsed: • YES= Yes • NO= No, sometimes	17
Relationships	Can see and/or talk with their family when they want (among those who do not live in the family home)	Response options collapsed: • YES= Yes • NO= No, sometimes	21
Relationships	Often feels lonely	Response options collapsed: • YES= Yes, often • NO= No, not often or sometimes	20
Relationships	Can go on a date or is married or living with partner	Response options collapsed: • YES= Yes or is married living with partner • NO= No, or yes but with restrictions	19

Sub-domain	Table Title	Recoding/Collapsing	Question Number
Satisfaction	Likes home or where lives	Response options collapsed: • YES= Yes • NO= No, or in between	1
Satisfaction	Wants to live somewhere else	Response options collapsed: • YES= Yes • NO= No, or in between	2
Satisfaction	Has enough things they like to do at home	Response options collapsed: • YES= Yes • NO= Not enough or in the middle	28
Satisfaction	Likes paid community job (if working in a paid community job)	Response options collapsed: • YES= Yes • NO= No or in between	8
Satisfaction	Wants to go out shopping more, less or the same amount as last month	n/a	57
Satisfaction	Wants to go out for entertainment more, less or the same amount as last month	n/a	60
Satisfaction	Wants to go out to a restaurant or coffee shop more, less or the same amount as last month	n/a	62
Satisfaction	Wants to go out to a religious service or spiritual practice more, less or the same amount as last month	n/a	64
Satisfaction	Person wants to be a part of more community groups	n/a	66
Satisfaction	Likes how they usually spend time during the day	Response options collapsed: • YES= Yes • NO= No or some days or sometimes	24
Satisfaction	Has used telehealth for healthcare services and like using it	Response options collapsed: • YES= Yes • NO= No or in between	95
Satisfaction	Has accessed services and support using video conference technology and like using it	Response options collapsed: • YES= Yes • NO= No or in between	99
Satisfaction	Have talked with their case manager/service coordinator using video conference technology and like using it	Response options collapsed: • YES= Yes • NO= No or in between	97

Sub-domain	Table Title	Recoding/Collapsing	Question Number
Self-Direction	Using a self-directed supports option	Response options collapsed: • YES= Yes • NO= No	BI-57
Self-Direction	People who make decisions or have input in making decisions about the services that are self-directed	n/a	108
Self-Direction	Can make changes to individual budget/services if needed	n/a	110
Self-Direction	Has enough help deciding how to direct services	n/a	109
Self-Direction	Has the amount of control wanted with the services that are self-directed	n/a	111
Self-Direction	The services and supports they want to self-direct are always available. This includes things like having the services that they want available when they want them and having enough staff to hire.	n/a	112
Self-Direction	Gets information about budget and services from financial management service (FMS)	n/a	113
Self-Direction	Information from FMS is easy to understand	n/a	114
Self-Direction	Frequency with which the person gets information from FMS	n/a	115
Self-Direction	Needs help with these elements of self-direction	n/a	116

Sub-domain	Table Title	Recoding/Collapsing	Question Number
Service Coordination	Has met or spoken with case manager/service coordinator	Response options collapsed: • YES= Yes • NO= No or maybe, not sure	45
Service Coordination	Case manager/service coordinator knows what is important to person	Response options collapsed: • YES= Yes • NO= No or maybe, knows some things that are important	46
Service Coordination	Able to contact case manager/service coordinator when wants	Response options collapsed: • YES= Yes • NO= No or sometimes	47
Service Coordination	Case manager/service coordinator has talked to them about technology that may help them in their everyday life	n/a	91
Service Coordination	Was at last IPP meeting, or had the opportunity to be but chose not to	Response options collapsed: • YES= Yes or had option but chose not to • NO= No	48
Service Coordination	Knew what was being talked about at last IPP meeting	Response options collapsed: • YES= Yes • NO= No or in-between	50
Service Coordination	Last IPP meeting included people person wanted to be there	Response options collapsed: • YES= Yes • NO= No or in-between	49
Service Coordination	Person helped make IPP	Response options collapsed: • YES= Yes • NO= No or maybe, not sure	53
Service Coordination	Case manager/service coordinator reviews their IPP with them throughout the year, when needed	Response options collapsed: • YES= Yes • NO= No or maybe, not sure	54
Service Coordination	IPP includes things that are important to person	Response options collapsed: • YES= Yes • NO= No or in-between	52
Service Coordination	Knows who to ask if wants to change something about services	Response options collapsed: • YES= Yes • NO= No or maybe	55

Sub-domain	Table Title	Recoding/Collapsing	Question Number
Workforce	Staff are respectful of person's culture	Response options collapsed: • YES= Yes, all staff, always • NO= No or sometimes or some staff	38
Workforce	Staff treat person with respect	Response options collapsed: • YES= Yes, all staff, always • NO= No or sometimes or some staff	39
Workforce	Person can talk or communicate with staff in their preferred language	Response options collapsed: • YES= Yes, all staff, always • NO= No or sometimes or some staff	40
Workforce	Staff do things the way person wants them done	Response options collapsed: • YES= Yes, all staff, always • NO= No or sometimes or some staff	42
Workforce	When in the community, staff support person in the way they want	Response options collapsed: • YES= Yes, all staff, always • NO= No or sometimes or some staff	41
Workforce	Staff come and leave when they are supposed to	Response options collapsed: • YES= Yes, all staff, always • NO= No or sometimes or some staff	43
Workforce	Person's staff change too often	Response options collapsed: • YES= Yes, staff do change too often • NO= No staff do not change too often	44
Workforce	Staff have the right training to meet person's needs	Response options collapsed: • YES= Yes • NO= No, maybe, not sure, or only some staff have the right training	106

Sub-domain	Table Title	Recoding/Collapsing	Question Number
Access	Able to get places when wants to do something outside of home like going out to see friends, for entertainment, or to do something fun	Response options collapsed: • YES= Yes, almost always • NO= No almost never, sometimes	26
Access	Has a way to get places needs to go (like work, appointments, etc.)	Response options collapsed: • YES= Yes, almost always • NO= No almost never, sometimes	27
Access	Has access to the internet	Response options collapsed: • YES= Yes • NO= No, sometimes	87
Access	Internet always works at home	Response options collapsed: • YES= Yes • NO= Rarely, never or sometimes works	89
Access	Frequency uses internet	n/a	88
Access	Uses technology in everyday life to help them do more things on their own	n/a	90
Access	Has enough help to use the technology and devices that help them in their everyday life (if uses technology that helps them do more things on their own)	Response options collapsed: • YES= Yes • NO= No, sometimes or some technology	92
Access	Knows who to talk to if there are issues with the technology and devices that help them in their everyday life (if uses technology that helps them do more things on their own)	Response options collapsed: • YES= Yes • NO= No, maybe not sure	93
Access	Has used telehealth to talk with a health professional	n/a	94
Access	Accessed services or supports using videoconference technology	n/a	98
Access	Has talked with their case manager/service coordinator using videoconference technology	n/a	96
Access	Has a cell phone or smartphone	n/a	34
Access	Wants a cell phone or smartphone (if does not have one)	n/a	35
Access	Reasons does not have cell phone or smartphone	n/a	36

Sub-domain	Table Title	Recoding/Collapsing	Question Number
Access	Additional services needed	n/a	105

Sub-domain	Table Title	Recoding/Collapsing	Question Number
Safety	Feels afraid in their home, neighborhood, transport, workplace, day program/at other daily activity and/or other places	Response options collapsed: • YES= Yes, either in home, day program, work, community, transport, or other • NO= No	12
Safety	Has someone to go to for help when they feel afraid	Response options collapsed: • YES= Yes • NO= No, or maybe	13

Sub-domain	Table Title	Recoding/Collapsing	Question Number
Health	Has a primary care doctor or practitioner	n/a	BI-18
Health	In poor health	Response options collapsed: • YES= Yes, in poor health • NO= No, health is excellent, very good, good or fair	100
Health	Had a complete physical exam in the past year (routine exam, not a visit for a specific problem or illness)	Response options collapsed: • YES= Yes, In the past year (anytime less than 12 months ago) • NO= One year ago or more	BI-19
Health	Had a routine dental exam in the past year	Response options collapsed: • YES= Yes, within the last 6 months or within the past year • NO= One year ago or more	BI-20
Health	Had an eye exam/vision screening in the past year	Response options collapsed: • YES= Yes, within the past year • NO= Within past 2 years, within past 3 years, within past 5 years, 5 or more years ago, and has never had a vision screening	BI-21
Health	Had a hearing test in the past five years	Response options collapsed: • YES= Yes, within the past 5 years • NO= 5 years ago or more or has never had a hearing test	BI-22
Health	Had a Pap test in the past three years (among women 21 and older)	Response options collapsed: • YES= Yes, Within past year, within past 2 years, within past 3 years • NO= Within past 5 years, 5 or more years ago, and has never had a Pap test	BI-27
Health	Had a mammogram test in the past two years (among women age 40 and over)	Response options collapsed: • YES= Yes, within past year, within past 2 years • NO= Within past 3 years, within past 5 years, 5 or more years ago, and has never had a mammogram	BI-28

Sub-domain	Table Title	Recoding/Collapsing	Question Number
Health	Last colorectal cancer screening (among people age 45 to 75)	n/a	BI-29
Health	Had a flu vaccine in the past 12 months	n/a	BI-23
Health	Went to the emergency room for any reason to get care for themselves in the past 12 months	n/a	101
Health	Fell and hurt themselves in the past six months	n/a	102

Sub-domain	Table Title	Recoding/Collapsing	Question Number
Medications	Takes medication for mood, anxiety, and/or psychotic disorders	Response options collapsed: • YES= Yes, takes meds for mood, anxiety, psychotic disorders • NO= No meds for mood, anxiety, psychotic disorders	BI-30
Medications	Number of medications taken for at least one of the following: mood disorders, anxiety, or psychotic disorders	n/a	BI-31
Medications	Takes medication for behavioral challenges	Response options collapsed: • YES= Yes, takes meds for behavioral challenges • NO= No does not take meds for behavioral challenges	BI-32
Medications	Number of medications taken for behavioral challenges if taking at least one for this purpose	n/a	BI-33
Medications	Has behavior plan	n/a	BI-34

Sub-domain	Table Title	Recoding/Collapsing	Question Number
Wellness	Uses nicotine or tobacco products	n/a	BI-26
Wellness	Body Mass Index (BMI) category (BMI calculated using data on weight and height)	n/a	BI-24, BI-25
Wellness	Exercises or does physical activity at least once per week for 10 minutes or more at a time	Response options collapsed: • YES= Yes, 1 or 2 times, 3 or 4 times or 5 or more times • NO= No	103
Wellness	Exercises or does physical activity at least once per week that makes the muscles in arms, legs, back, and/or chest work hard	Response options collapsed: • YES= Yes, 1 or 2 times, 3 or 4 times or 5 or more times • NO= No	104

Sub-domain	Table Title	Recoding/Collapsing	Question Number
Rights and Respect	Has attended a self-advocacy group, meeting, conference or event or had the opportunity and chose not to	Response options collapsed: • YES= Yes, or had the opportunity but chose not to • NO= No and did not have the opportunity to participate	70
Rights and Respect	Has ever voted in local, state, or federal election, or had the opportunity and chose not to	Response options collapsed: • YES= Yes, or had the opportunity to register to vote but chose not to • NO= No and did not have the opportunity to register to vote	71
Rights and Respect	Has a place to be alone in the home	n/a	5
Rights and Respect	Has a key to the home	Response options collapsed: • YES= Yes • NO= No or maybe, not sure	83
Rights and Respect	Wants a key to the home (if does not have one)	n/a	84
Rights and Respect	Can lock bedroom if wants	Response options collapsed: • YES= Yes • NO= No or maybe, not sure	86
Rights and Respect	Others (who do not live in the home) let person know before entering home	Response options collapsed: • YES= Yes • NO= No or sometimes	3
Rights and Respect	Others let person know before coming into person's bedroom	Response options collapsed: • YES= Yes • NO= No or sometimes	4
Rights and Respect	Others read person's mail or email without asking	Response options collapsed: • YES= Yes mail/email is read without permission • NO= No person reads own mail/email or others read with permission	31
Rights and Respect	There are no rules for using phone or internet	Response options collapsed: • YES= There are no rules about using phone/internet • NO= Rules about internet only, rules about using phone/internet, and rules about phone only	33
Rights and Respect	There are rules about having friends or visitors in the home	n/a	32

Sub-domain	Table Title	Recoding/Collapsing	Question Number
Rights and Respect	Can stay at home if others in the house go somewhere	Response options collapsed: • YES= Yes • NO= No or sometimes can stay at home, sometimes has to go	85

California-Specific questions are not collapsed