

NCI Child/Adult Families and Family Guardian Surveys Results FY 21/22

TCADD Board of Directors and Public Meeting Presentation

October 4, 2024



**Tri-Counties
Regional Center**



**NATIONAL
CORE
INDICATORS**

What is National Core Indicators (NCI)?

- ▶ An effort by state developmental disability agencies to track performance using a standardized set of surveys
- ▶ Required by law (Welfare and Institutions Code, section 4571) that the State implement a nation-wide quality assessment survey
- ▶ Department of Developmental Services (DDS) contracts with the state council to collect the data
- ▶ Effort is coordinated by the National Association of State Directors of Developmental Disabilities Services (NASDDDS) and the Human Services Research Institute (HSRI).

Trailer Bill Language (TBL) Affecting Statutes of 2019

- ▶ Welfare and Institutions Code (WIC) 4571 was amended to require annual presentation of data collected and findings from NCI during public meeting of regional center boards
- ▶ DDS Office of Quality Assurance (OQA) provides preliminary data and full reports to regional centers
- ▶ Reports must be made publicly available
- ▶ Presentation and materials must be language accessible
- ▶ 30-day advance notice to individuals and families of public meetings
- ▶ Opportunity for public comment
- ▶ Regional centers must submit reports to DDS
- ▶ Reports can be found on the DDS Website: <https://www.dds.ca.gov/rc/nci/>

How Survey Answers Are Used

- ▶ To review and benchmark statewide and regional center developmental disability service system performance
- ▶ To assess the outcomes of services for individuals and families, including outcomes in the areas of
 - ▶ rights, service planning, community inclusion, choice, health, and safety
- ▶ Results may be used to make policy decisions in an effort to improve services

Rotating NCI Survey Schedule

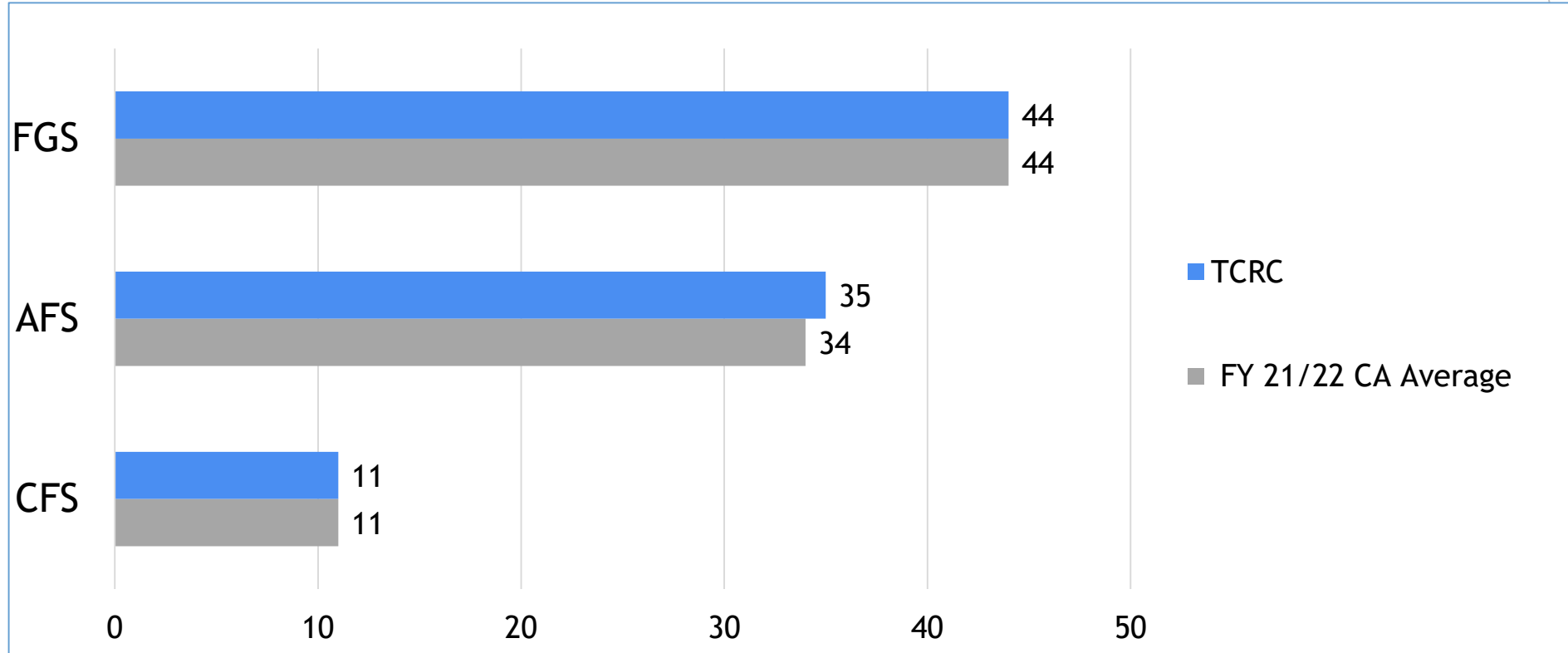
Fiscal Year	Adult In-Person Survey	Adult Family Survey	Family Guardian Survey	Child Family Survey
2020/21	X			
2021/22		X	X	X
2022/23	X			
2023/24		X	X	X
2024/25	X			
2025/26		X	X	X

Parameters of Surveys

FY 21/22

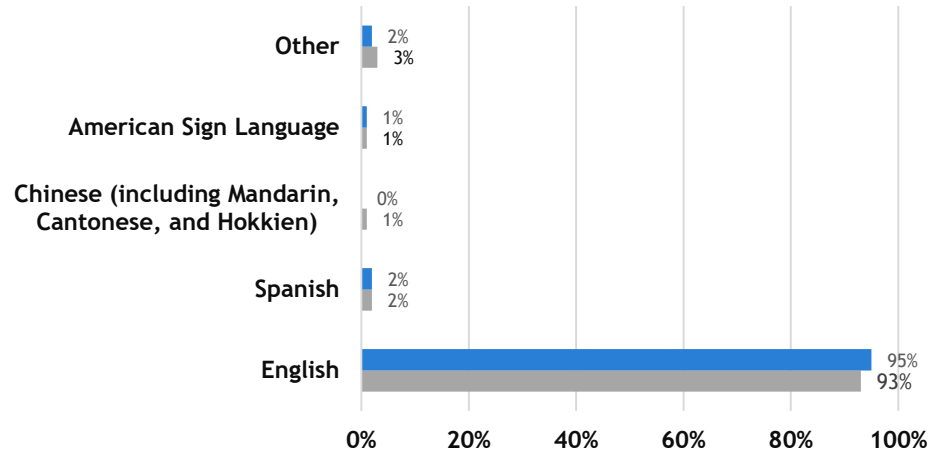
- ▶ Three surveys took place between July 2021 and June 2022
 - ▶ CFS - Child 3-17 lives with family (5,589 in CA, 279 from TCRC)
 - ▶ AFS - Adult 18+ lives with family (8,032 in CA, 408 from TCRC)
 - ▶ FGS - Adult 18+ lives in community setting (4,670 in CA, 279 from TCRC)
 - ▶ First time all three at once, many questions changed
- ▶ Surveyors asked about
 - ▶ Age and communication preferences
 - ▶ Information planning
 - ▶ Access & delivery of supports
 - ▶ Choice
 - ▶ Community Participation
 - ▶ Health and safety
 - ▶ Satisfaction

Average Age

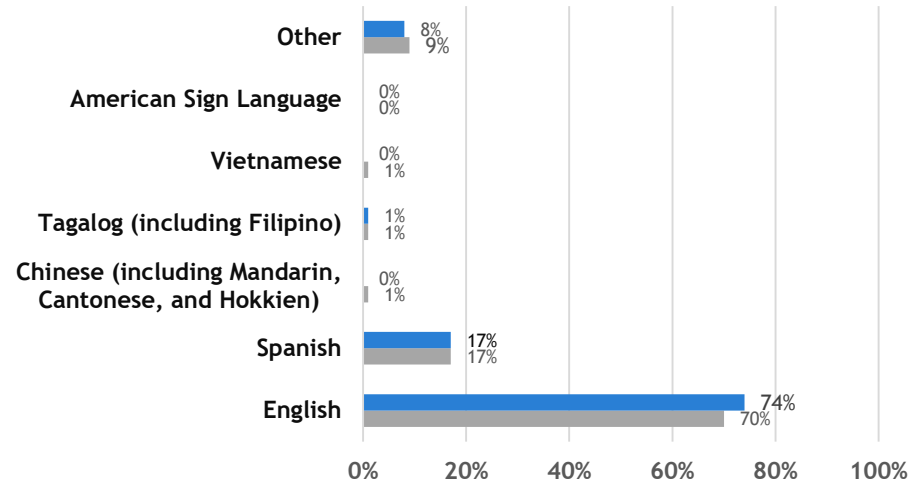


Preferred Language

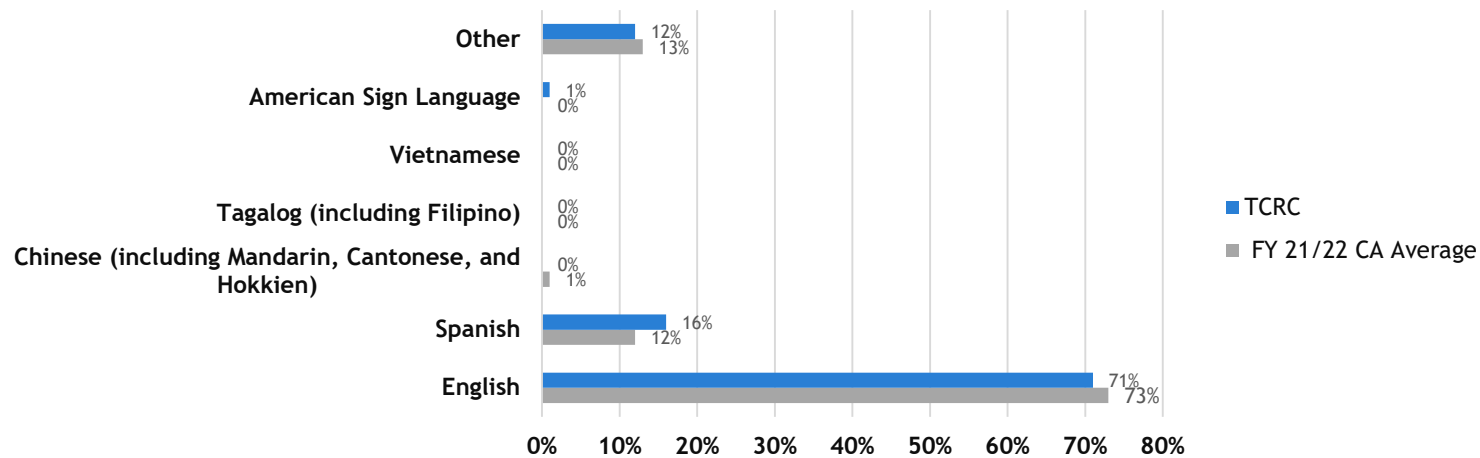
FGS



AFS



CFS

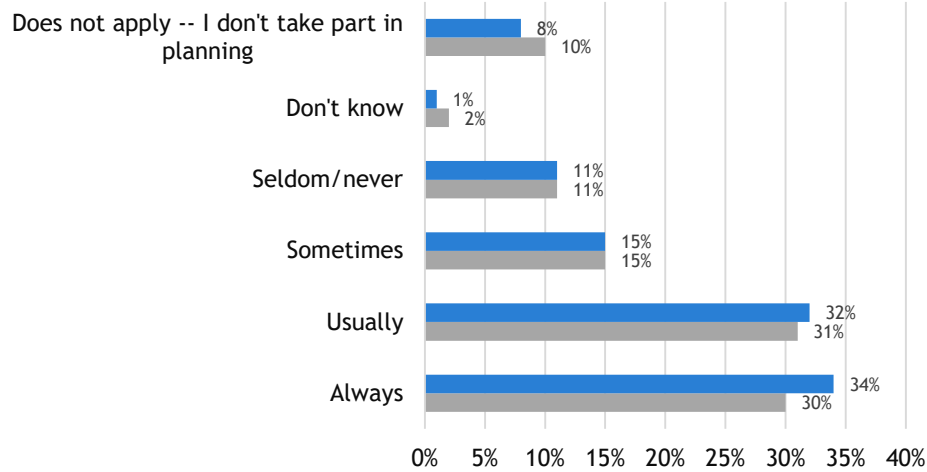


■ TCRC
■ FY 21/22 CA Average

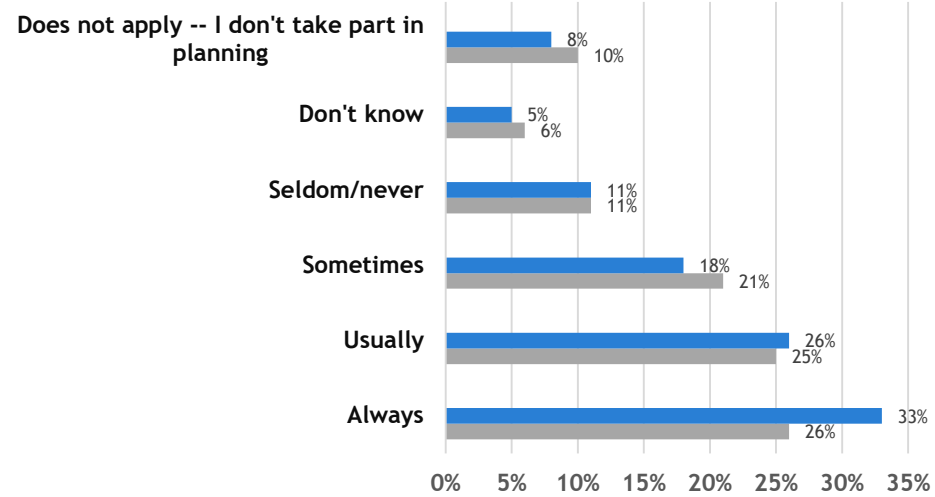
Information Planning

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

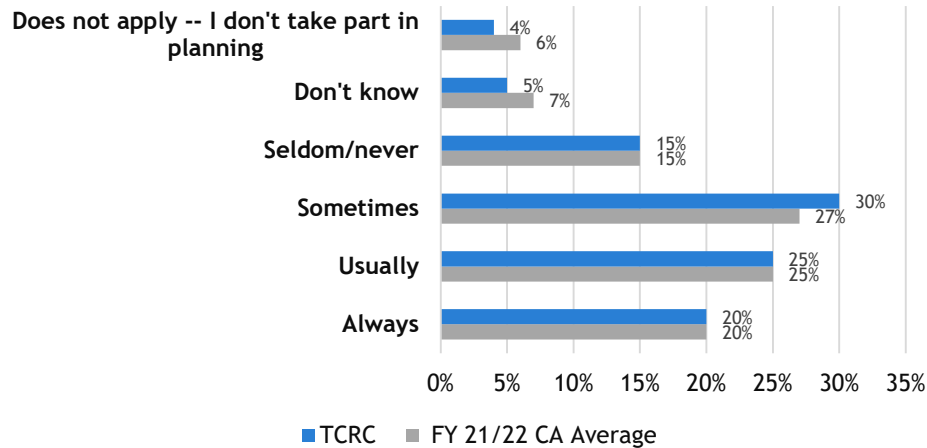
FGS



AFS



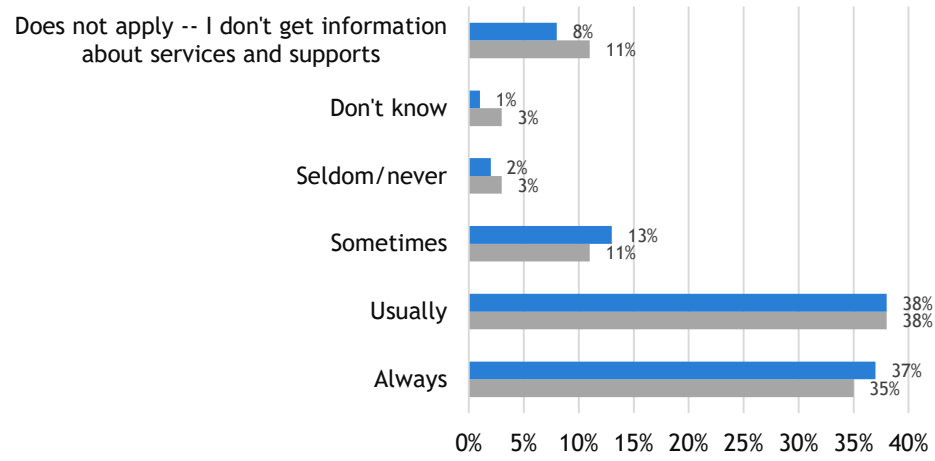
CFS



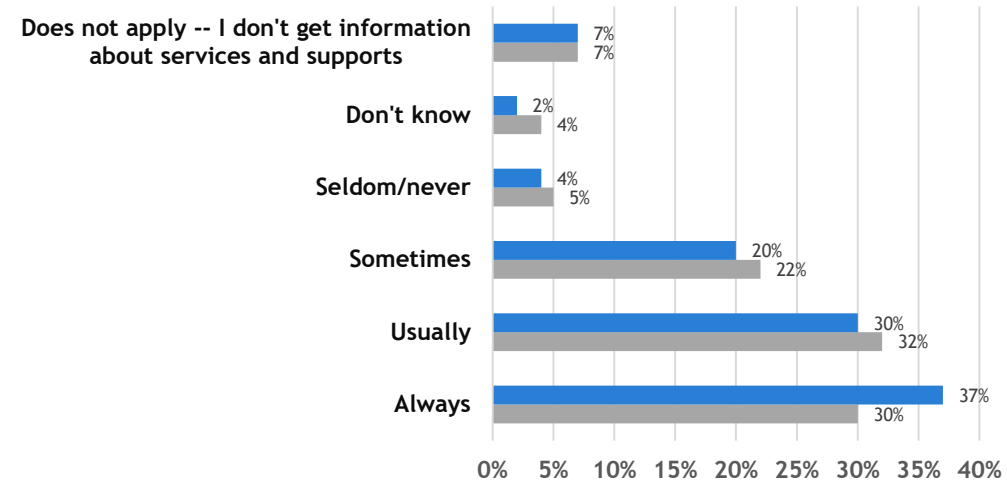
Information Planning

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

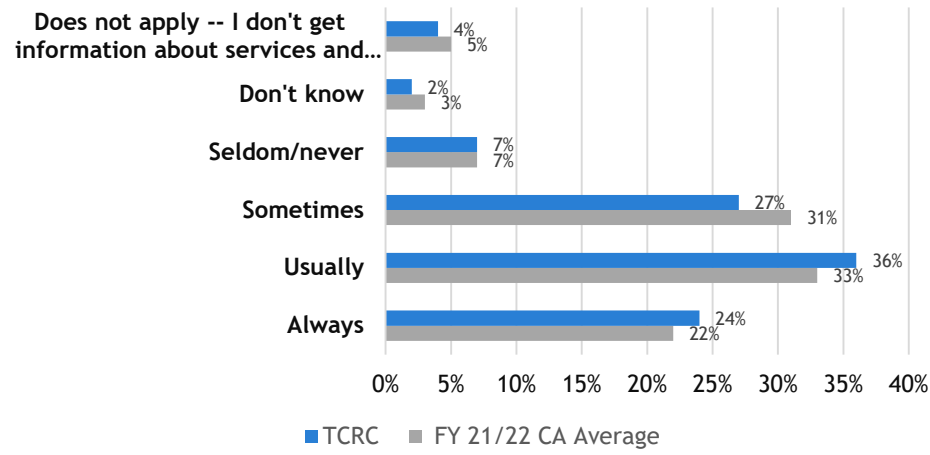
FGS



AFS



CFS

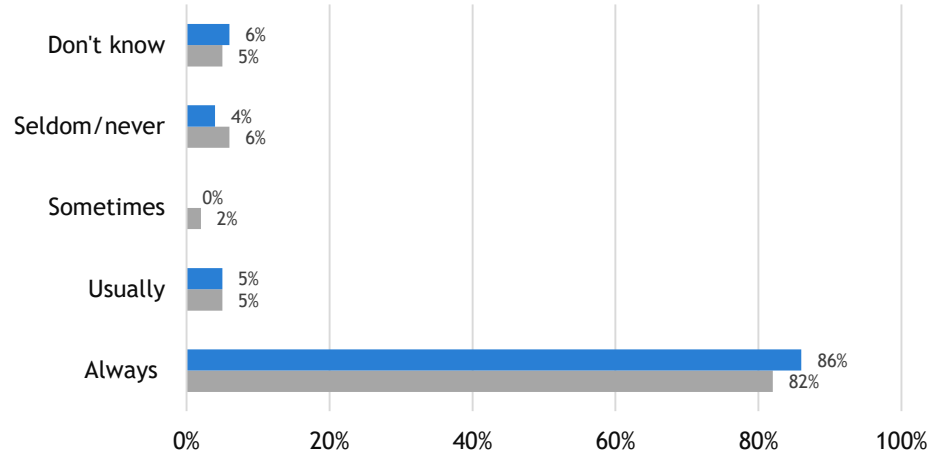


■ TCRC ■ FY 21/22 CA Average

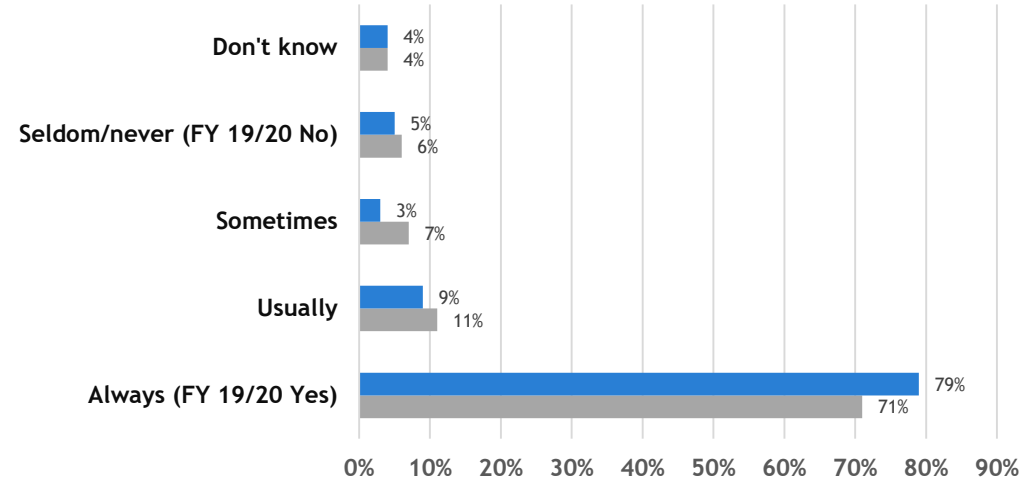
Information Planning

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

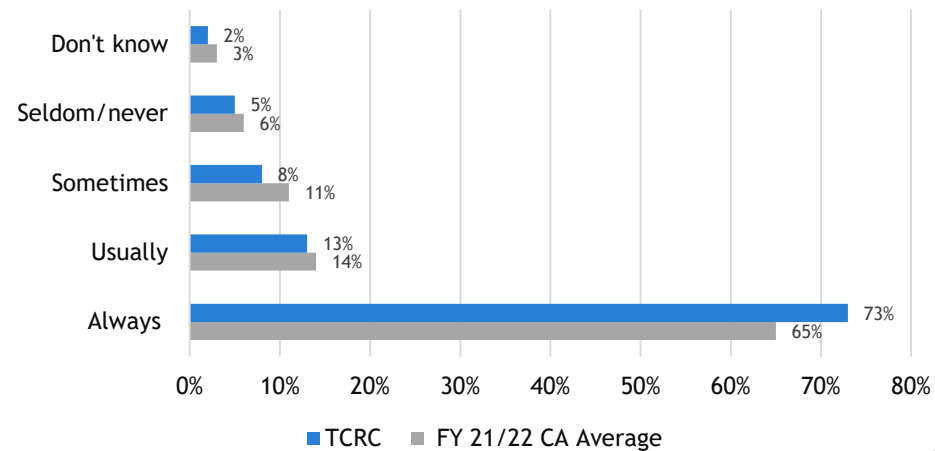
FGS



AFS



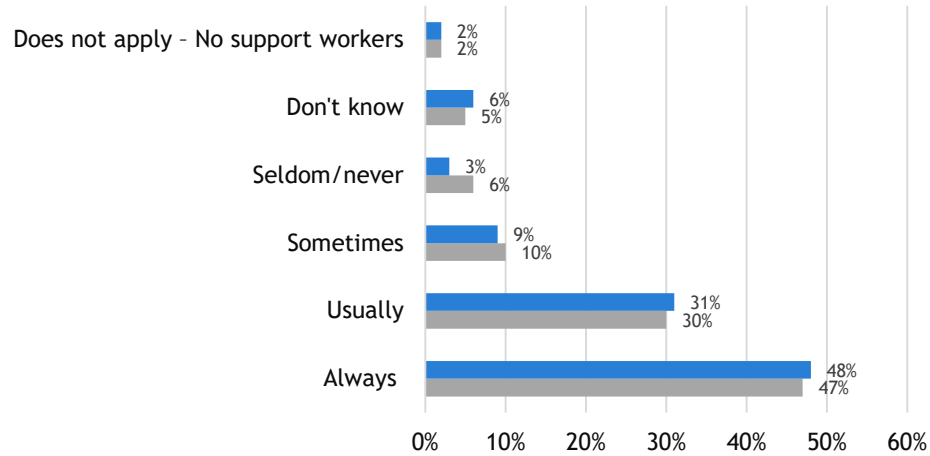
CFS



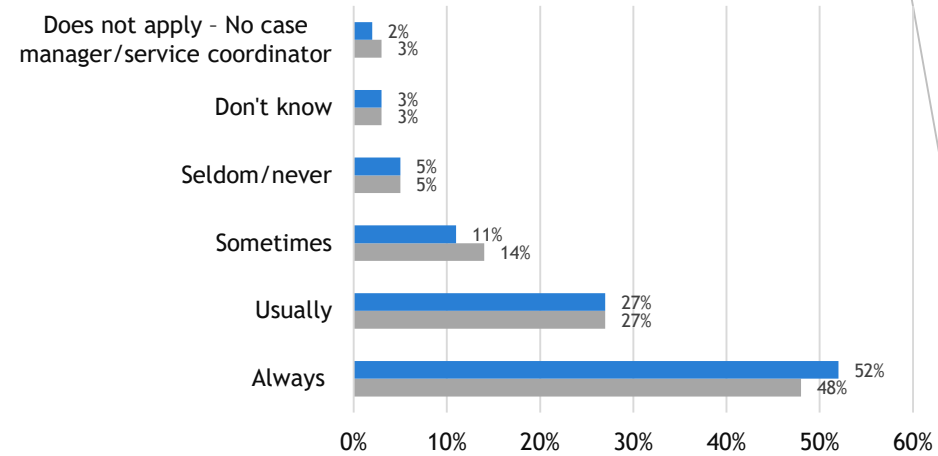
Access & Delivery of Supports

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

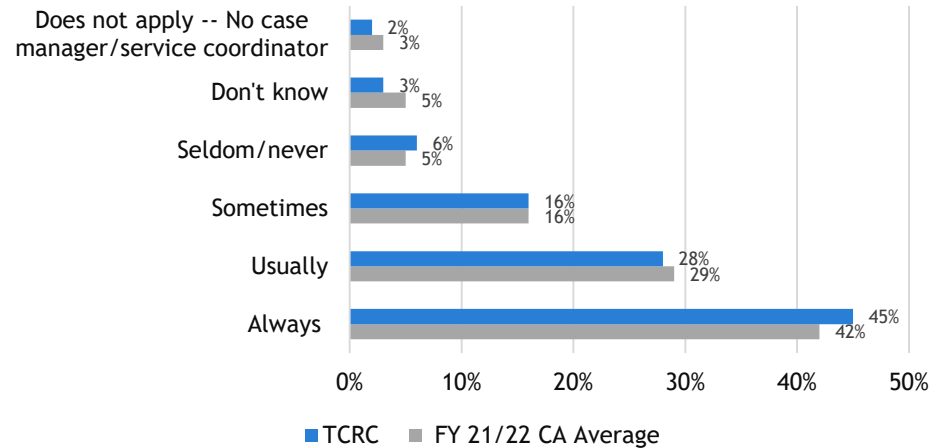
FGS



AFS



CFS

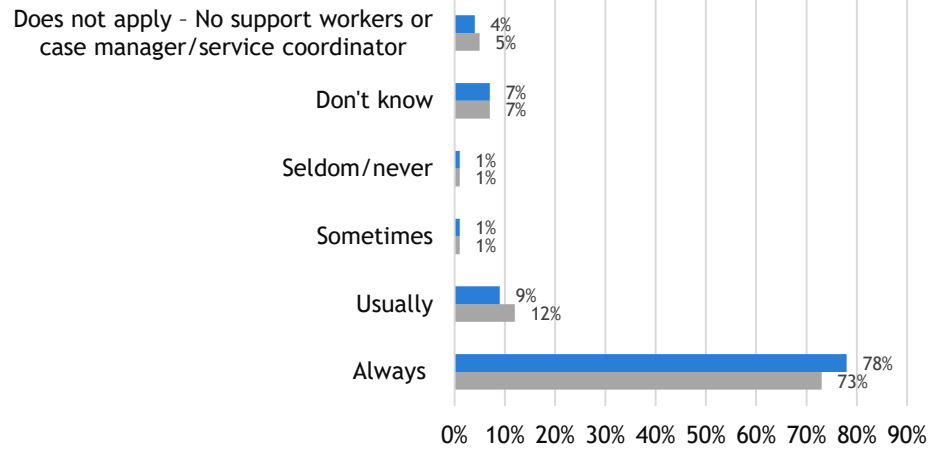


■ TCRC ■ FY 21/22 CA Average

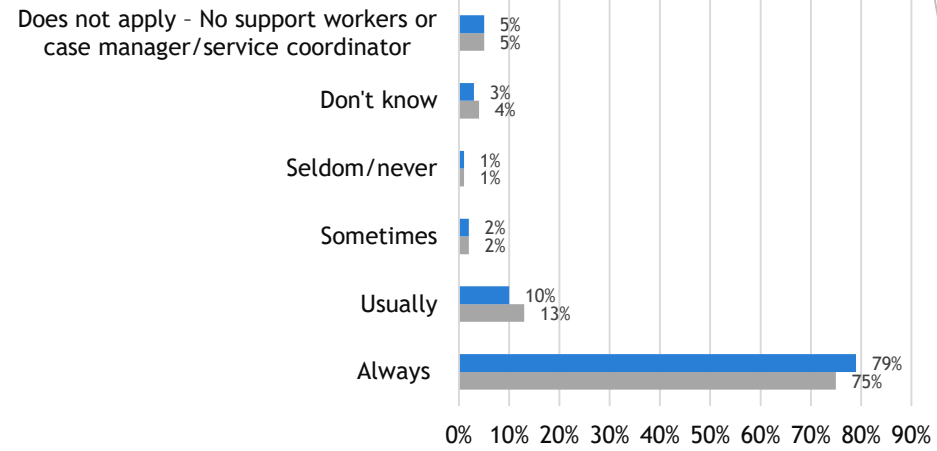
Access & Delivery of Supports

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

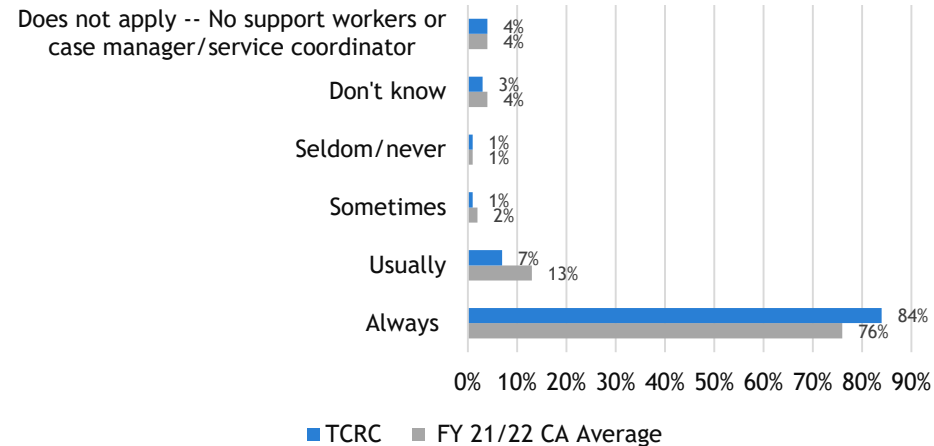
FGS



AFS



CFS

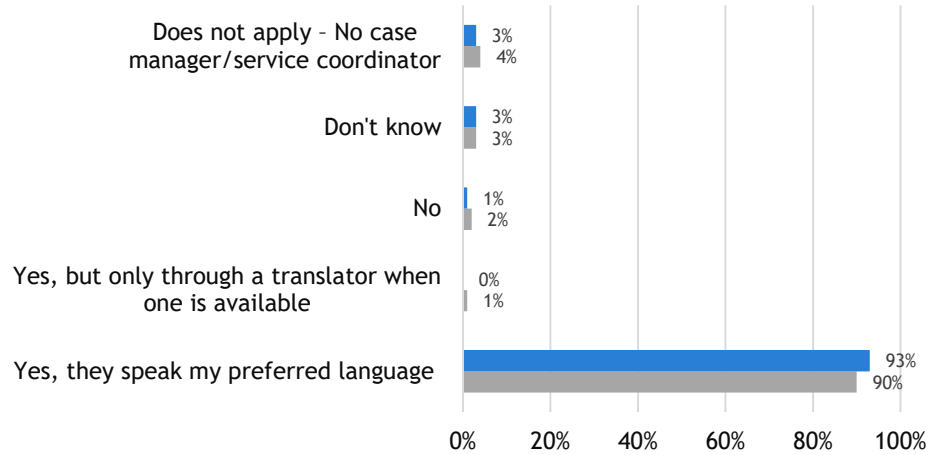


■ TCRC ■ FY 21/22 CA Average

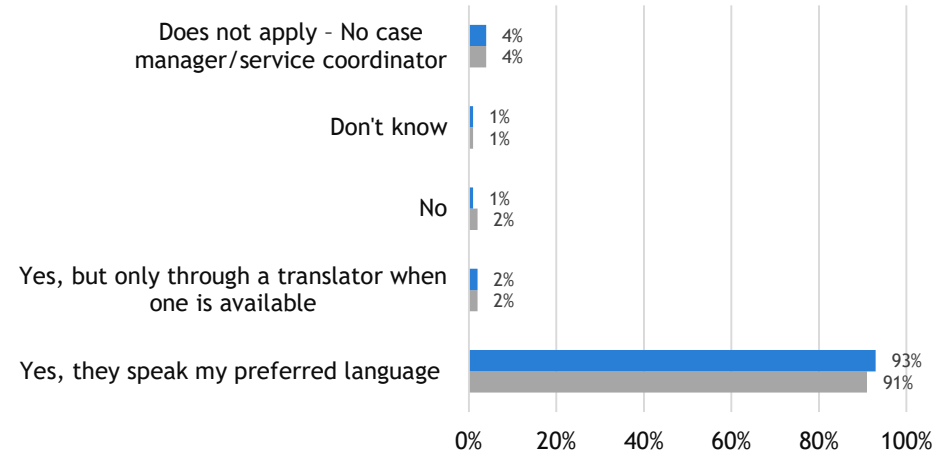
Access & Delivery of Supports

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

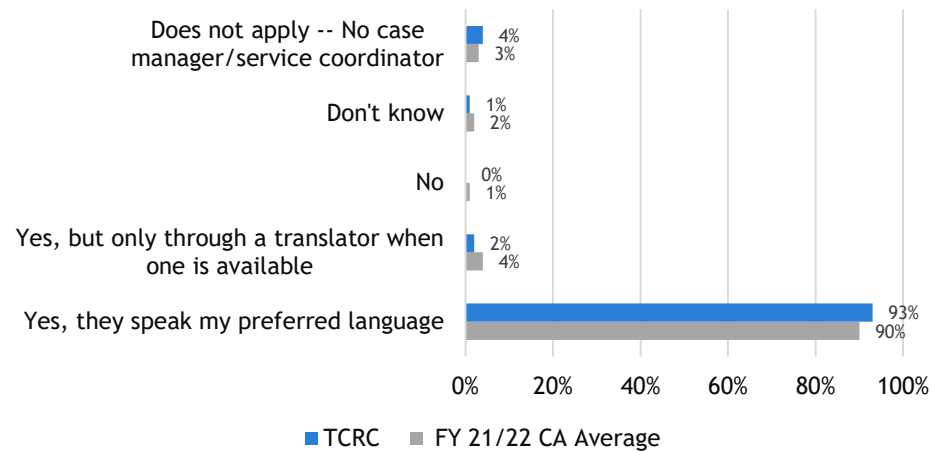
FGS



AFS



CFS

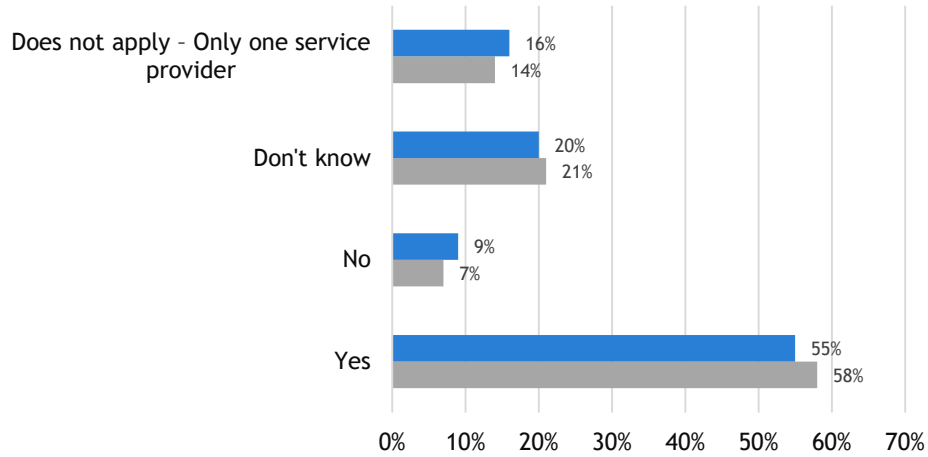


■ TCRC ■ FY 21/22 CA Average

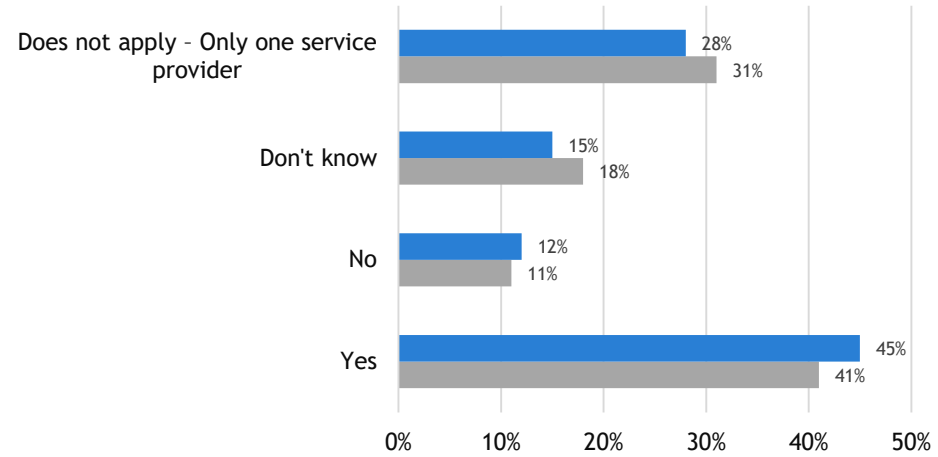
Choice

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

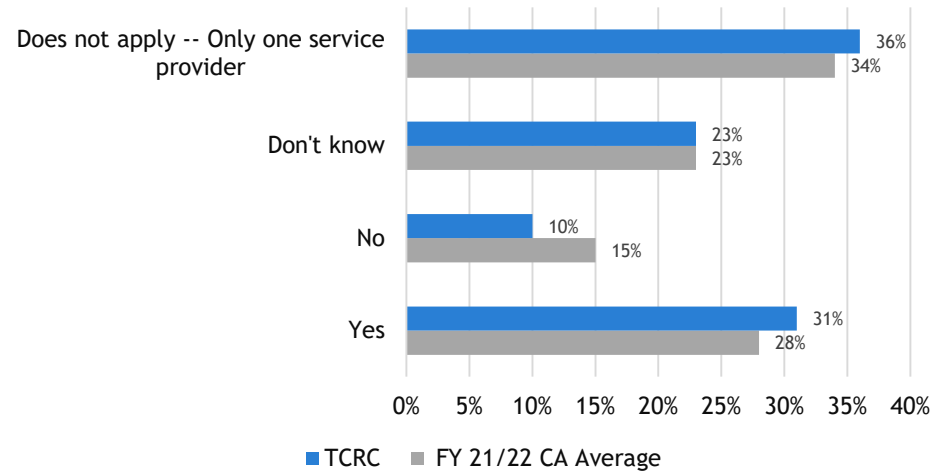
FGS



AFS



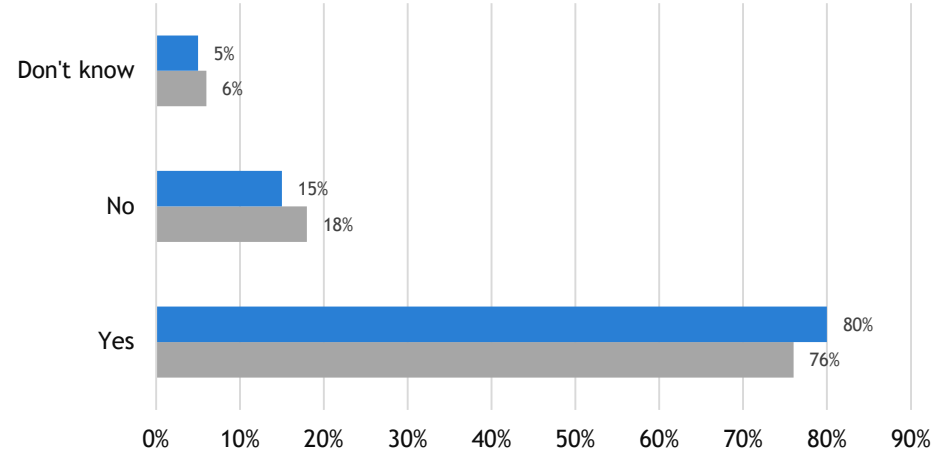
CFS



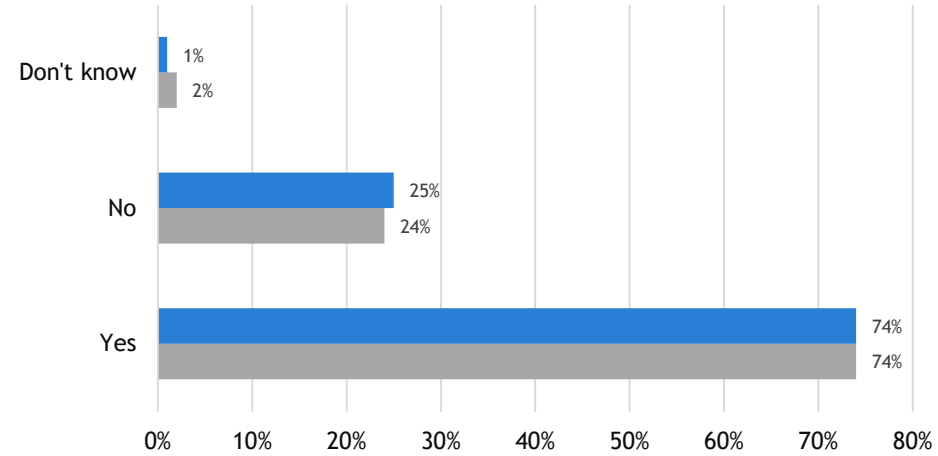
Community Participation

Does your family member do things in the community?

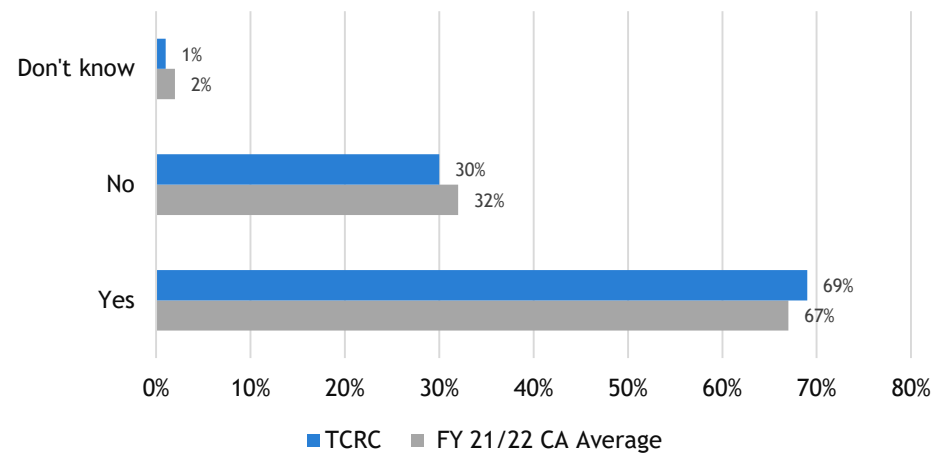
FGS



AFS



CFS

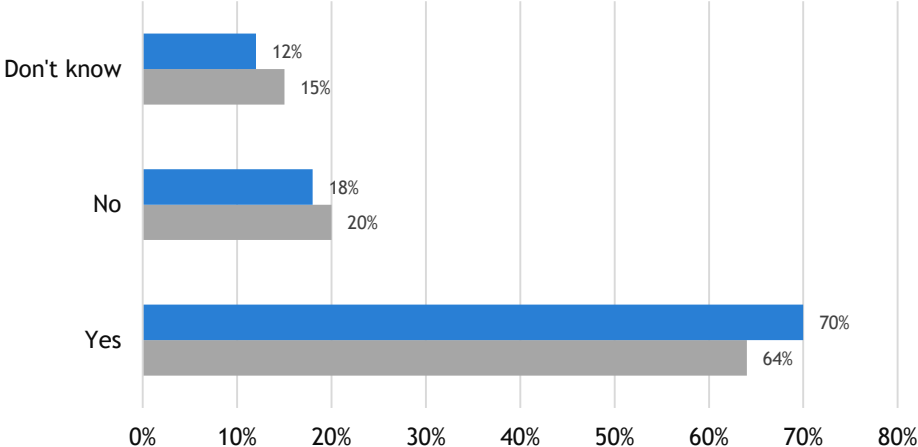


■ TCRC ■ FY 21/22 CA Average

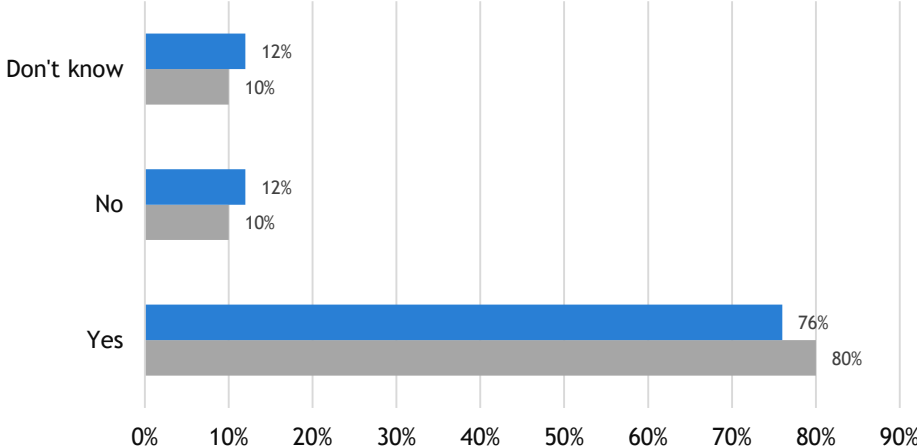
Health & Safety

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

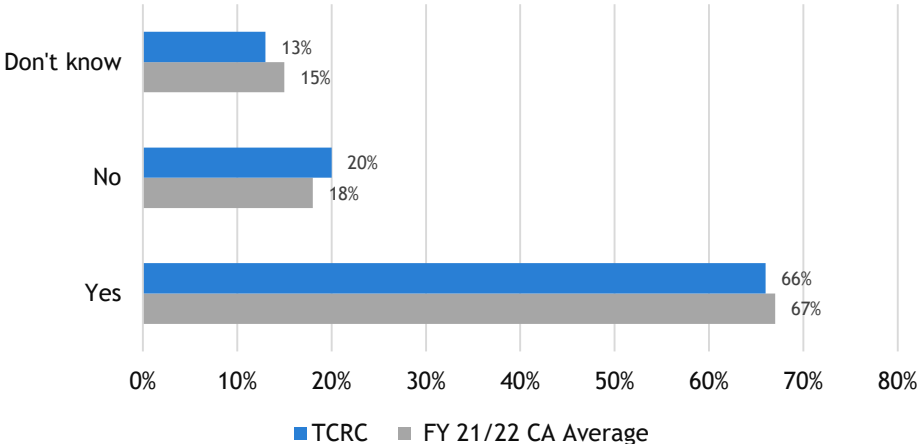
FGS



AFS



CFS

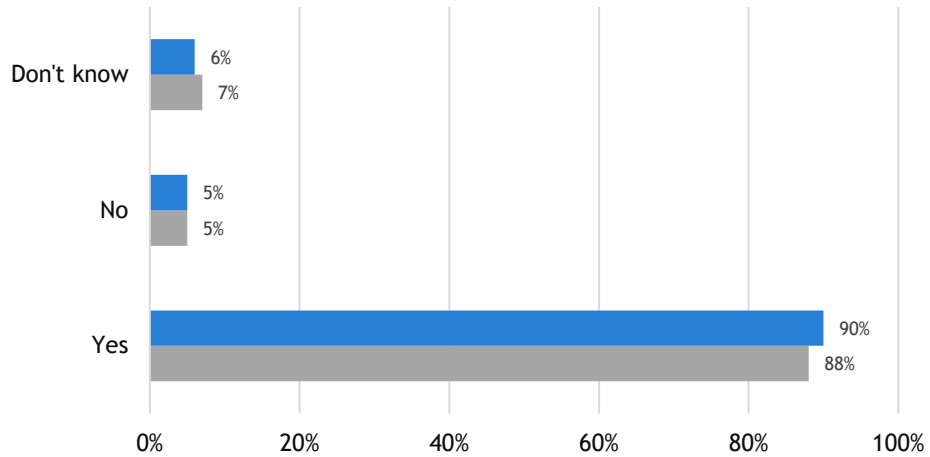


■ TCRC ■ FY 21/22 CA Average

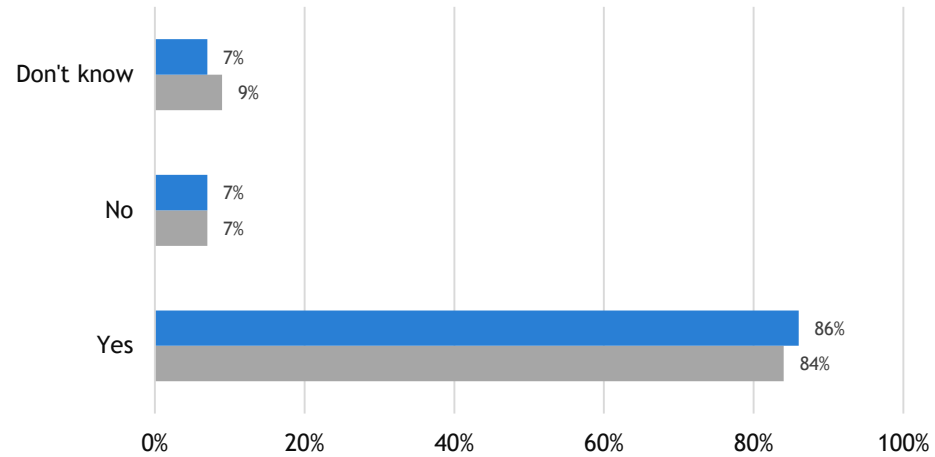
Satisfaction

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

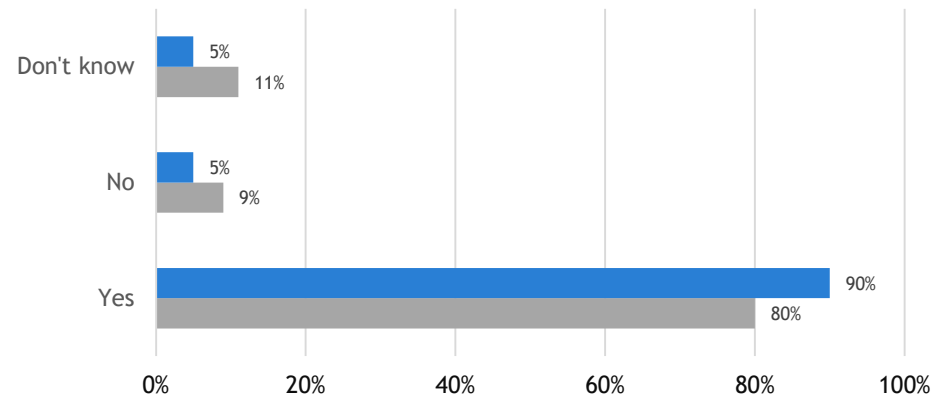
FGS



AFS



CFS



■ TCRC ■ FY 21/22 CA Average

Additional NCI Information: DDS Website

National Core Indicators

[Learn More](#)

[Interactive Dashboards](#)

[Survey Results/Reports](#)

[Self Advocates](#)

[Moving Residents from Developmental Centers 2016-2020](#)

[Archive](#)

The National Core Indicators (NCI) Survey gives individuals with intellectual/developmental disabilities (I/DD) and their families the opportunity to voluntarily and confidentially participate in surveys to share their experiences on access to and use of regional center and community services.

- Survey responses help California learn how it is doing compared to other states.
- Survey responses help the regional centers see what they are doing well and what they can improve.

There are four types of NCI surveys used in California:



Related Links

[National Core Indicators](#)

[Interactive Dashboard](#)

[Mover Longitudinal Study](#)



Contact Us

[NCI Regional Center Liaisons](#)

[State Council on Developmental Disabilities:
Quality Assurance Coordinators](#)

Email: ncihelp@dds.ca.gov

Next Steps

- ▶ Submit report to DDS within 60 days of public meeting that includes:
 - ▶ Copies of presentation
 - ▶ Minutes from the community meeting
 - ▶ Attendee comments
 - ▶ Regional Center recommendations
 - ▶ Plans to use information to address regional center priorities and/or strategic directions to improve specific areas of performance, or both



**Tri-Counties
Regional Center**