



# National Core Indicators (NCI) Annual Public Meeting

Board of Directors' Meeting  
September 5, 2024

# What is NCI?

The National Core Indicators (NCI) Survey is used by the California Department of Developmental Services and Regional Centers to assess performance in services and supports provided to people with intellectual/developmental disabilities (I/DD).

The NCI survey has been used in California since 2010 as a requirement by the Welfare and Institutions Code, Section 4571 to implement a nation-wide quality assessment survey.

# Why is the NCI Important?

asks people how  
they are doing

"Are your families doing healthy?"

"A



# NCI Survey Cycle

Fiscal Year	Type of NCI Survey
2010/2011	Adult In-Person Survey, Child Family Survey, and Adult Family/Family Guardian Survey
2011/2012	Adult In-Person Survey
2012/2013	Child Family Survey
2013/2014	Adult Family/Family Guardian Survey
2014/2015	Adult In-Person Survey
2015/2016	Child Family Survey
2016/2017	Adult Family/Family Guardian Survey
2017/2018	Adult In-Person Survey
2018/2019	Child Family Survey
2019/2020	Adult Family/Family Guardian Survey
2020/2021	Adult In-Person Survey
2021/2022	Adult Family Survey (AFS), Family Guardian Survey (FGS), and Child Family Survey (CFS)
2022/2023	Adult In-Person Survey
2023/2024	Adult Family Survey (AFS), Family Guardian Survey (FGS), and Child Family Survey (CFS)
2024/2025	Adult In-Person Survey
2025/2026	Adult Family Survey (AFS), Family Guardian Survey (FGS), and Child Family Survey (CFS)
2026/2027	Adult In-Person Survey
2027/2028	Adult Family Survey (AFS), Family Guardian Survey (FGS), and Child Family Survey (CFS)

## There are four types of NCI surveys used in California:

- **Adult In-Person Survey** (formally known as the Adult Consumer Survey) The Adult In-Person Survey is conducted face-to-face with an individual who is 18 years or older and receives at least one service from the regional center, in addition to case management.
- **Child Family Survey (CFS)** The Child Family Survey is a written survey that is completed by families of a child (ages 3-17 years old) who lives with them and receives at least one service from a regional center, in addition to case management.
- **Adult Family Survey (AFS)** The Adult Family Survey is a written survey that is completed by families of an adult (age 18 and over) who lives with them and receives at least one service from a regional center, in addition to case management.
- **Family Guardian Survey (FGS)** The Family Guardian Survey is a written survey that is completed by families and conservators of individuals (age 18 and over) who live in a community placement setting, and receives at least one service from a regional center, in addition to case management.

## NCI Adult Family Survey 2021-2022

### Domains Snapshot By Regional Center

**Instructions:** Each checkmark shows when the regional center: (a) has met or exceeded the state average, or (b) was not more than 5 percentage points below the state average for each question. Use topic tabs at top of the page to see survey responses for selected questions. Each question is compared to the state average for the selected regional center.

#### Select a Regional Center:

- Alta California
- Central Valley
- East Bay
- Eastern LA
- Far Northern
- Frank D. Lanterman
- Golden Gate
- Harbor
- Inland
- Kern
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- San Andreas
- San Diego
- San Gabriel/Pomona
- South Central LA
- Tri-Counties
- Valley Mountain
- Westside



Access

Choice

Community Participation

Information & Planning

Satisfaction



## NCI Adult Family Survey 2021-2022

### Access Indicators

● CA Average  
● Regional Center Selected

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**Can Families Or Their Family Member Contact Service Coordinator When They Want To?**



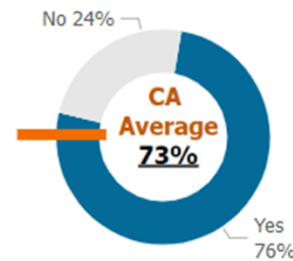
**Does Their Family Member See Health Professionals When Needed?**



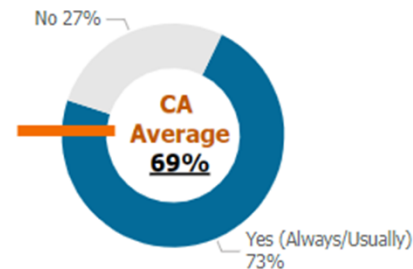
**Does Their Family Member Go To Dentist When Needed?**



**Do Families Get The Supports and Services They Need?**



**Do Services/Supports Change When Families' Needs Change?**



**Do Service Coordinators Speak In The Family's Preferred Language?**

**98%**  
(Yes)  
**CA Average: 98%**

**Do Service Coordinators Support Families in Culturally Respectful Ways?**

**98%**  
(Always/Usually)  
**CA Average: 96%**

**Does Their Family Member Have The Special Equipment/ Accommodations That They Need?**

**83%**  
(Always/Usually)  
**CA Average: 79%**

## NCI Adult Family Survey 2021-2022

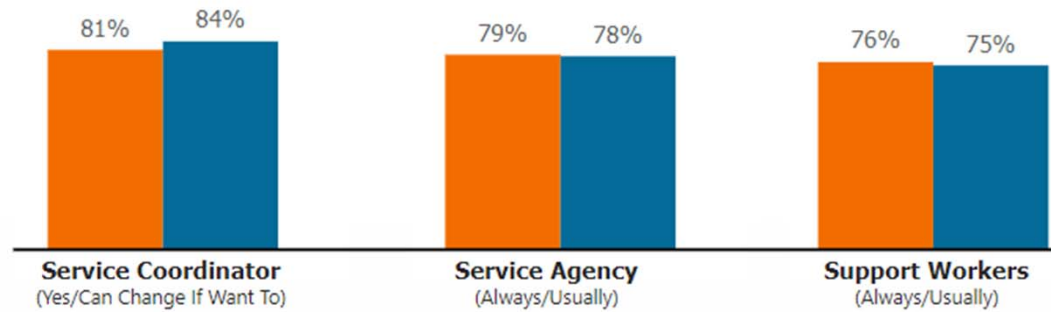
### Choice Indicators

● CA Average  
● Regional Center Selected

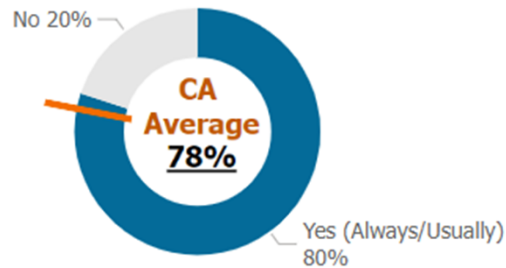
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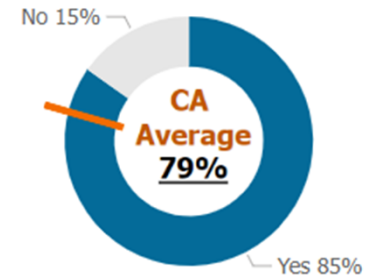
#### Do Families Say They Can Choose or Change Who Works With Their Family Member?



#### Do Families Directly Manage Support Staff?



#### Do Service Providers Work Together To Provide Supports?





## NCI Adult Family Survey 2021-2022

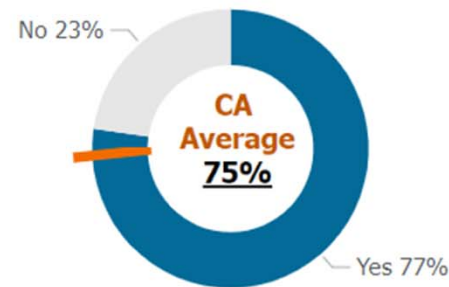
### Community Participation Indicators

- CA Average
- Regional Center Selected

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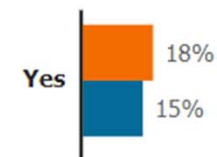
Does Their Family Member Participate in Community Activities?



Are There Community Resources That Family Can Use Outside of the Regional Center?



Does Family Participate in Family-to-Family Networks in Their Community?



## NCI Adult Family Survey 2021-2022

### Information & Planning Indicators

● **CA Average**  
● **Regional Center Selected**

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Does Their Family Member Have An Individual Program Plan (IPP)?

**79%**

(Yes)

CA Average: **80%**

Do Families Get A Copy Of IPP In Their Preferred Language?

**95%**

(Yes)

CA Average: **93%**

Do Families Get Information In Their Preferred Language?

**86%**

(Always/Usually)

CA Average: **87%**

Do Families Think Information Is Easy To Understand?

**70%**

(Always/Usually)

CA Average: **70%**

**Do Families Get Enough Information To Participate In Planning Services?**



61%

67%

**Yes**

(Always/Usually)

**Do Service Coordinators Respect Family's Choices And Opinions?**



82%

87%

**Yes**

(Always/Usually)

**Did Families Discuss How To Handle Emergencies With Service Coordinator?**



52%

66%

**Yes**

(Topic Was Discussed)

**Does Their Family Member Have A Transition Plan?**

*(For Those Who Left School Services During The Past Year)*

73%

76%

**Yes**

## NCI Adult Family Survey 2021-2022

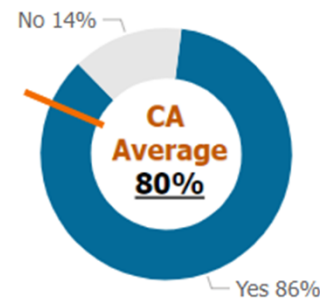
### Satisfaction Indicators

● CA Average  
● Regional Center Selected

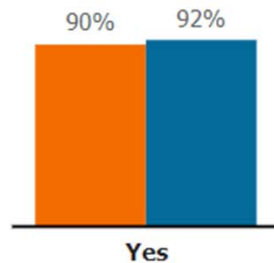
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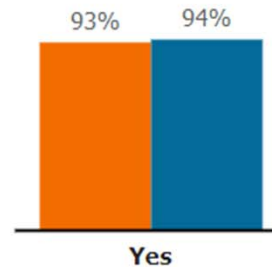
Are You Satisfied with Current Services and Supports Your Family Member Receives?



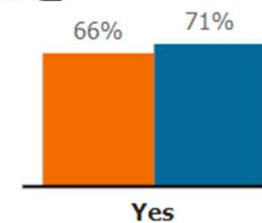
Do Services And Supports Help Their Family Member Live A Good Life?



Have Services And Supports Made A Positive Difference in Their Family Member's Life?



Do Services and Supports Reduce Family's Out-Of-Pocket Expenses to Care For Their Family Member?



## NCI Family Guardian Survey 2021-2022

### Domains Snapshot By Regional Center

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Access



Choice



Community Participation



Information & Planning



Satisfaction



## NCI Family Guardian Survey 2021-2022

### Access Indicators

- CA Average
- Regional Center Selected

#### Select a Regional Center

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#### Can Family or Their Family Member Contact Service Coordinator When They Want To?



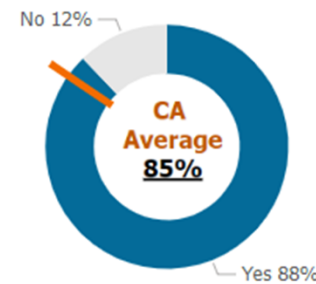
#### Does Their Family Member See Health Professionals When Needed?



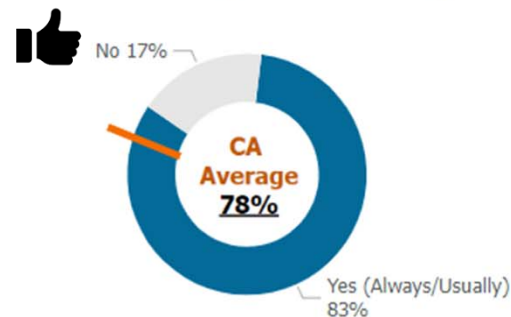
#### Does Their Family Member Go To Dentist When Needed?



#### Does Family Get The Supports And Services They Need?



#### Do Services and Supports Change When Family's Needs Change?



Does Service Coordinator Speak in Family's Preferred Language?

**99%**

(Yes)

CA Average: **98%**

Does Service Coordinator Support Family in Culturally Respectful Ways?

**99%**

(Always/Usually)

CA Average: **97%**

Does Their Family Member Have the Special Equipment/ Accommodations That They Need?

**88%**

(Always/Usually)

CA Average: **87%**



## NCI Family Guardian Survey 2021-2022

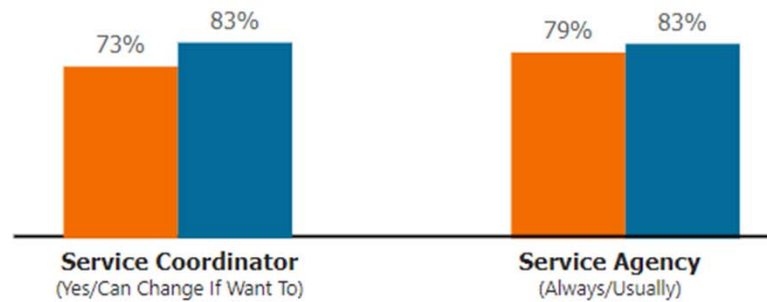
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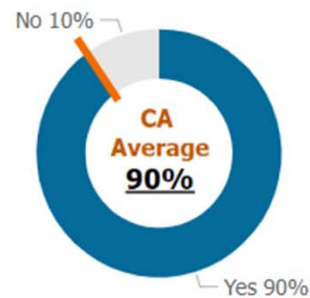
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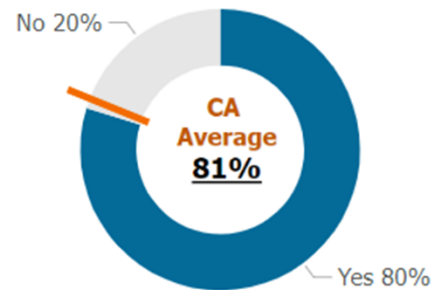
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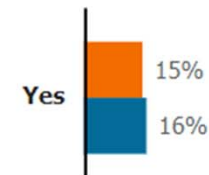
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#### Does Family Participate In Family-to-Family Networks In Their Community?



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Does Their Family Member Have An Individual Program Plan (IPP)?

93%

(Yes)

CA Average: 90%

Did Family Get Copy Of IPP In Their Preferred Language?



93%

(Yes)

CA Average: 86%

Does Family Get Information In Their Preferred Language?

96%

(Always/Usually)

CA Average: 92%

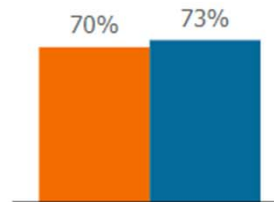
Does Family Think Information Is Easy To Understand?

86%

(Always/Usually)

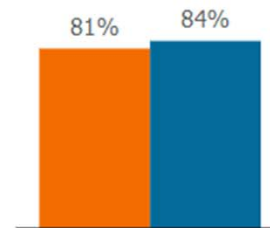
CA Average: 84%

Does Family Get Enough Information To Participate In Planning Services?



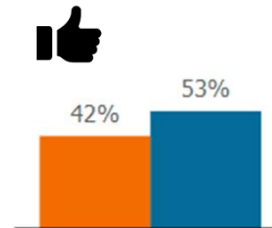
Yes  
(Always/Usually)

Does Service Coordinator Respect Family's Choices And Opinions?



Yes  
(Always/Usually)

Did Family Discuss How To Handle Emergencies with Service Coordinator?



Yes  
(Topic Was Discussed)



## NCI Family Guardian Survey 2021-2022

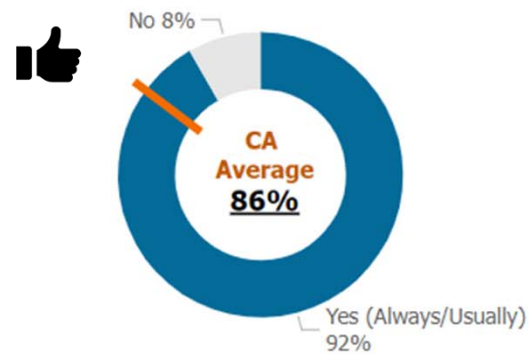
### Satisfaction Indicators

- CA Average
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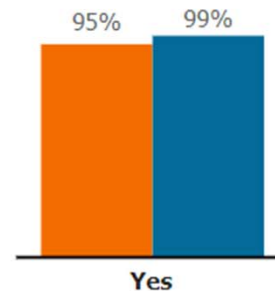
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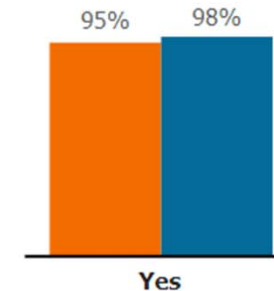
Are You Satisfied With Current Services And Supports Your Family Member Receives?



Do Services and Supports Help Their Family Member Live A Good Life?



Have Services And Supports Made A Positive Difference In Their Family Member's Life?



## NCI Child Family Survey 2021-2022

### Domains Snapshot By Regional Center

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Information & Planning

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**Can Families Contact Child's Service Coordinator When They Want To?**



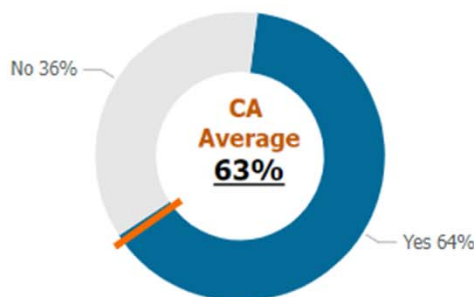
**Can Children See Health Professionals When Needed?**



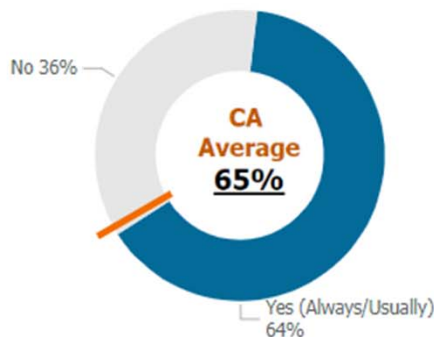
**Can Children Go To Dentist When Needed?**



**Do Families Get the Supports And Services They Need?**



**Do Services/Supports Change When Families' Needs Change?**



Are Families Able To Get And Use Respite Services If Respite Is Needed?

**59%**

Yes (Always/Usually)  
**CA Average: 63%**

Do Children Have Special Equipment/Accommodations That They Need?

**71%**

(Always/Usually)  
**CA Average: 68%**

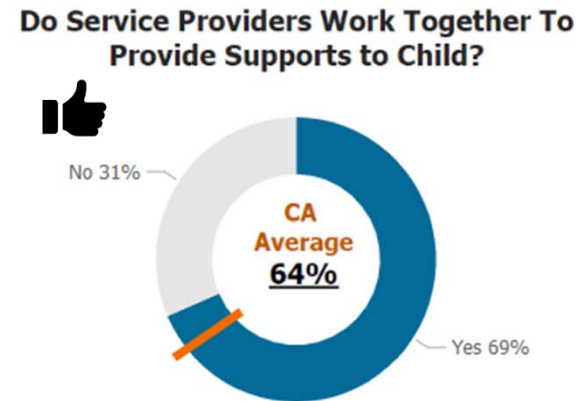
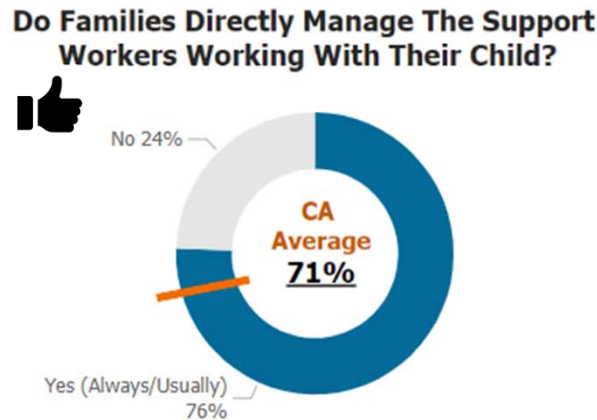
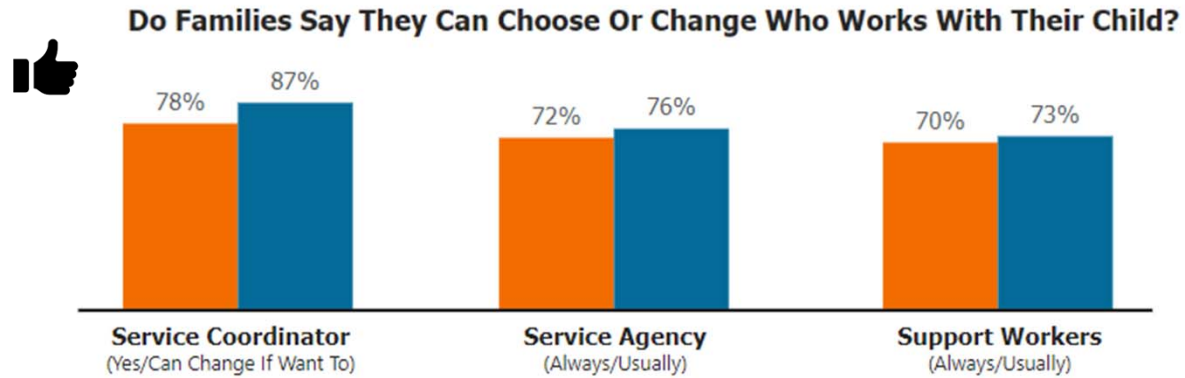
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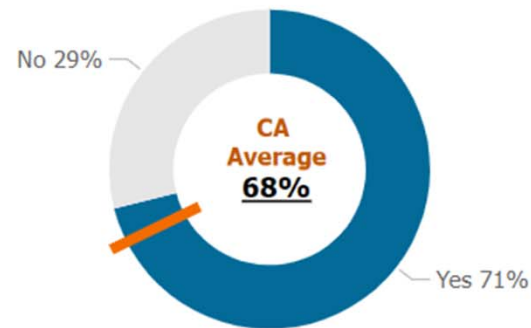
# Community Participation Indicators

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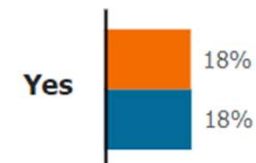
### Do Children Participate in Community Activities?



### Are There Community Resources That Families Can Use Outside of the Regional Center?



### Do Families Participate in Family-to-Family Networks in Their Community?





## NCI Child Family Survey 2021-2022

# Information & Planning Indicators

- CA Average
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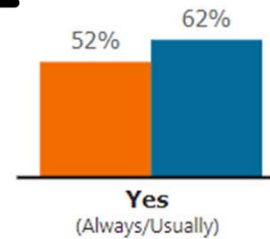
Does the Child Or Family Have An Individual Program Plan (IPP) Or Individual Family Service Plan (IFSP)?

# 77%

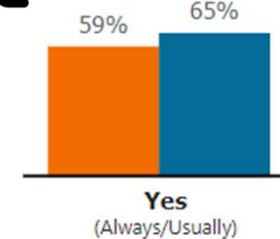
(Yes)

CA Average: 74%

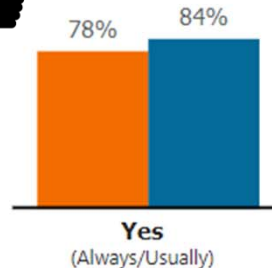
Do Families Get Enough Information To Participate In Planning Services?



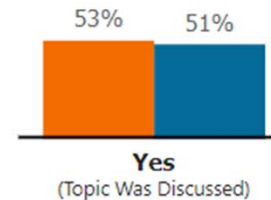
Do Families Think Information Is Easy To Understand?



Do Service Coordinators Respect Families' Choices And Opinions?



Do Families Discuss How To Handle Emergencies With Service Coordinator?



Does The Child Have A Transition Plan (From An IEP or 504 Plan Through High School, Starting At Age 14)?

# 68%

(Yes)

CA Average: 66%

## NCI Child Family Survey 2021-2022

### Satisfaction Indicators

● **CA Average**  
● **Regional Center Selected**

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- Valley Mountain
- Westside

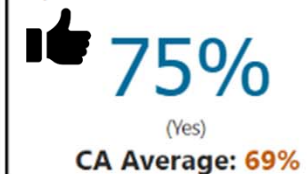
Are Families Satisfied With Current Services And Supports Received?



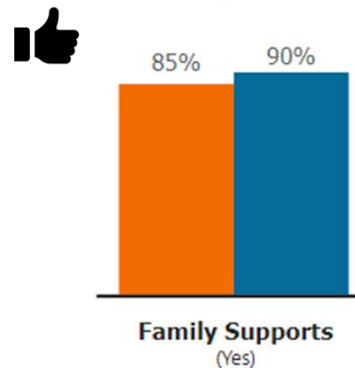
Do Services And Supports Help Their Child Live A Good Life?



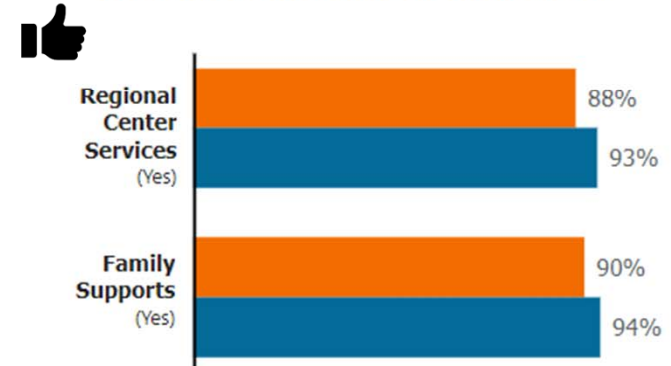
Do Services And Supports Reduce Families' Out-Of-Pocket Expenses To Care For Child?



**Do Families Feel These Resources Have Improved Their Ability To Care For Their Child?**



**Do Families Feel These Resources Have Made A Positive Difference In Their Lives?**



# Areas of Concentration & Enhancement

- Continuing advocacy at the State level for rate equity with regards to healthcare. Services and supports for families has declined and families have incredible difficulty accessing psychological, psychiatric, and dental services.
- Continuing advocacy at the State level for Respite rates, families are unable to obtain respite providers about 50% of the time.
- Expanding awareness of opportunities for children to participate in community activities.
- Promoting education to families on Family-to-Family networks in their community.
- Increasing information to families to assist in planning their services.
- Collaborating with healthcare partners (such as CalOptima) regarding access for special equipment/accommodations that children need.
- Reviewing how to make information we provide easier to understand for individuals and families.
- Working together with families on developing crisis and emergency plans for their children.



# Strategic Planning

- RCOC values NCI as a way to support long term strategic planning.
- Following the lead of NCI, RCOC developed satisfaction questions pertaining to:
  - Health and Wellness
  - Housing
  - Employment
- From September 1, 2021 to present, as part of the IPP team meeting for all individuals served by RCOC who are 18+ years of age, our Service Coordinators have been asking questions and promoting discussions around health, housing, and employment wants and needs.
- The data obtained from these discussions has helped to guide our efforts in developing resources and supports.

# Strategic Planning

- Starting September 1, 2024, as part of the IPP team meeting for all individuals served by RCOC regardless of age, our Service Coordinators will ask questions and facilitate discussions directly related to RCOC's strategic goals of:
  - Satisfaction with Services
- The questions to be asked are:
  - Overall, are you happy/satisfied with the services funded by RCOC that you/your family currently receive?
  - Overall, are you happy/satisfied with the services and supports funded by other agencies that you/your family currently receive?
  - Are there any services you are not receiving that you feel you/your family need?
- The data obtained from these discussions will be used to guide our efforts in developing service enhancements, resource development, and networking with community partners to continue to create better access across systems.

# Additional NCI Resources

## NCI Information Portal

- <https://www.dds.ca.gov/rc/nci/>

## Frequently Asked Questions

- <https://www.dds.ca.gov/rc/nci/quality-assessment-faq/>

## 10 Easy Steps User-Friendly Guide

- [https://www.dds.ca.gov/wp-content/uploads/2019/02/NCI\\_TenEasySteps\\_20190212.pdf](https://www.dds.ca.gov/wp-content/uploads/2019/02/NCI_TenEasySteps_20190212.pdf)

## Interactive Dashboards

- Overview - <https://www.dds.ca.gov/rc/nci/nci-domain-dashboards>
- Comprehensive - <https://www.dds.ca.gov/rc/nci/nci-interactive-dashboard/>

## Regional Center NCI Reports

- <https://www.dds.ca.gov/rc/nci/>

# Questions?

This presentation is accessible on our website: <https://www.rcocdd.com/nci/>

Submit input and questions to [nci.input@rcocdd.com](mailto:nci.input@rcocdd.com)