

# NATIONAL CORE INDICATOR

2021-2022

In-Person Survey Results

August 08, 2023



# DESCRIPTION

- ▶ The state and regional centers use the National Core Indicator (NCI) Survey to learn about the California service system. The Welfare and Institutions Code Section 4571 requires that an annual assessment is completed with people with intellectual and developmental disabilities.
- ▶ The survey assesses the quality of life for people with intellectual and developmental disabilities (I/DD).
- ▶ The survey is conducted by the State Council on Developmental Disabilities (SCDD).

# PURPOSE

- ▶ “The National Core Indicator (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.”
- ▶ The NCI 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* can improve upon.

# Assessment Areas

The areas assessed, also called “**indicators**,” are:

- Information and Planning
- Access and Delivery of Supports
- Choice, Decision-making, and Control
- Community Participation
- Health and Safety
- Satisfaction
- COVID Questions





# Client Satisfaction Indicators

## CHILD FAMILY SURVEY

279 respondents; 98% of the survey was completed by a parent

Information and Planning:	SDRC	CA Statewide Average
• Family receives enough information to take part in planning services for your child	33% (Usually)	25%
• Information about services is easy to understand	27%	22%
• Family receives information about Support and Services in their preferred language	72%	65%
• Case Manager/Service Coordinator listen to your family's choices and opinions	58%	50 %
• Families have enough information about other public services your family can get (e.g., food stamps, SSI, housing subsidies, etc.)	46%	37%
• Child have an Individual Program Plan (IPP) or Individual Family Service Plan (IFSP)	73%	61%
• The IPP/IFSP include all the services and supports your child needs	55%	48%
• Child receives all the services listed in the IPP/IFSP	56%	49%
• Parents or another family member help make the IPP/IFSP	63%	53%
• Family felt they had enough say or input in making the IPP/IFSP	60%	50%
• Family received a copy of your child's IPP/IFSP in their preferred language	70%	63%

CHILD FAMILY SURVEY Access and Delivery of Supports:	SDRC	CA Statewide Average
• Families are able to contact the Service Coordinator when they want	50%	42%
• Support workers come and go when they are supposed to	43%	38%
• Services and supports change when the family's needs change	28%	22%
• Support workers speak to you in a way family understands	65%	57%
• Services delivered in a way that is respectful of the family's culture	79%	71%
• Child's Service Coordinator support family in a way that is respectful to their culture	86%	76%
• Support workers for the child provide services in a way that is respectful of the family's culture	75%	67%
• Child uses technology in their everyday life to help them do things n their own	38%	31%
• Internet always works at home, the connection is good	71%	66%
• Receives respite services when needed	51 % (Always and Usually combined)	44% (Always and Usually combined)
• Families who used respite services in the past 12 months were satisfied with the quality of the respite providers	61% (Always and Usually combined)	51% (Always and Usually combined)
• Families gets the supports and services they need	60%	51%

<b>CHILD FAMILY SURVEY</b> <b>Choices, Decision-making, and Control:</b>	<b>SDRC</b>	<b>CA Statewide Average</b>
• Family chooses or changes the provider agency that provides for their child's services	36%	26%
• Family or someone from the family can choose or change their child's support workers	34%	24%
• Family directly manages support staff	30%	24%
• Family did not choose their Service Coordinator but feels they can change their Service Coordinator if they want to	49%	44%
<b>Community Participation:</b>		
• Their child has things to do in the community	74%	64%
• Their child often spends time with children who are not siblings and do not have a developmental disability	42%	35%
<b>Health and Safety:</b>		
• Their child sees a primary care provider (doctor, RNs, etc.) when needed	81%	72%
• Their child goes to the dentist when needed	74%	66%
• Child's dentist understand their child's needs related to their disability	82% (Always and Usually combined)	74% (Always and Usually combined)
• Child get mental or behavioral health supports when needed	55% (Always and Usually combined)	44% (Always and Usually combined)
• Child takes prescription medications and parents know what they're for	52%	47%



<b>CHILD FAMILY SURVEY</b> <b>Health and Safety Continued:</b>	<b>SDRC</b>	<b>CA Statewide Average</b>
<ul style="list-style-type: none"> <li>Parents feel prepared to handle the needs of your child in an emergency such as a medical emergency, pandemic, or natural disaster</li> </ul>	73%	67%
<ul style="list-style-type: none"> <li>Parents feel their plans for how to handle their child's needs during a natural disaster (such as a wildfire or earthquake) will be effective</li> </ul>	50%	43%
<b>Satisfaction:</b>		
<ul style="list-style-type: none"> <li>Parents are satisfied with the services and supports their child currently receives</li> </ul>	78% (Always and Usually combined)	67% (Always and Usually combined)
<ul style="list-style-type: none"> <li>Parents feel that services and supports have made a positive difference in the life of their child</li> </ul>	86%	80%
<ul style="list-style-type: none"> <li>Parents feel that services and supports, specifically from the regional center, have made a positive difference in the life of your family</li> </ul>	83%	78%
<ul style="list-style-type: none"> <li>Services and Supports have reduced family's out-of-pocket expenses for child's care</li> </ul>	66%	55%
<ul style="list-style-type: none"> <li>Family supports have improved their ability to care for their78% child</li> </ul>	78%	72%
<ul style="list-style-type: none"> <li>Services or supports that their child received during the past 12 months been reduced, suspended, or terminated</li> </ul>	76% answered NO	68% answered NO
<ul style="list-style-type: none"> <li>Services or supports their child received increased in the past 12 months</li> </ul>	22% answered YES	17 % answered YES
<ul style="list-style-type: none"> <li>Are Services and Supports helping your child to live a good life?</li> </ul>	84% answered YES	75% answered YES

## ADULT FAMILY SURVEY

453 respondents; 88% of the survey was completed by a parent, 7% by a sibling, 2% by a grandparent, 6% by 'other'

<b>Information and Planning:</b>	<b>SDRC</b>	<b>CA Statewide Average</b>
<ul style="list-style-type: none"> <li>Family member has enough supports to work or volunteer in the community (for example, support workers, community resources, transportation)</li> </ul>	36%	30%
<b>ADULT FAMILY SURVEY Choices, Decision-making, and Control:</b>	<b>SDRC</b>	<b>CA Statewide Average</b>
<ul style="list-style-type: none"> <li>Family directly manages support staff</li> </ul>	32%	28%
<b>Community Participation:</b>		
<ul style="list-style-type: none"> <li>Responses all fall within state average</li> </ul>		
<b>Health and Safety:</b>		
<ul style="list-style-type: none"> <li>Family member's primary care provider understand your family member's needs related to their disability</li> </ul>	62%	57%
<ul style="list-style-type: none"> <li>Their family member goes to the dentist when needed</li> </ul>	68%	62%
<ul style="list-style-type: none"> <li>Family member's dentist understand their family member's needs related to their disability</li> </ul>	59%	54%
<ul style="list-style-type: none"> <li>Family member gets mental or behavioral health supports when needed</li> </ul>	37%	31%
<ul style="list-style-type: none"> <li>Feels prepared to handle the needs of your family member in an emergency such as a medical emergency, pandemic or natural disaster</li> </ul>	85%	80%

<b>ADULT FAMILY SURVEY</b> <b>Health and Safety Continued:</b>	<b>SDRC</b>	<b>CA Statewide Average</b>
<ul style="list-style-type: none"> <li>Family member's mental or behavioral health professional understand your family member's needs related to their disability</li> </ul>	59%	54%
<ul style="list-style-type: none"> <li>Feels prepared to handle the needs of their family member in an emergency such as a medical emergency, pandemic, or natural disaster</li> </ul>	85%	80%
<ul style="list-style-type: none"> <li>Feels their plans for how to handle their family member's needs during a natural disaster (such as a wildfire or earthquake) will be effective</li> </ul>	62%	57%
<b>Satisfaction:</b>		
<ul style="list-style-type: none"> <li>Responses in all areas are within the state average</li> </ul>		
<b>Covid Questions:</b>		
<ul style="list-style-type: none"> <li>Responses in all areas are within the state average</li> </ul>		

## FAMILY GUARDIAN SURVEY

**56% of the survey was completed by a family member**

<b>Information and Planning:</b>	<b>SDRC</b>	<b>CA Statewide Average</b>
• Family member has enough information to take part in planning services for your family member	62% (Always and Usually combined)	61% (Always and Usually combined)
• Family member have an Individual Program Plan (IPP)	78%	73%
• Staff or the residential agency keep you informed about how your family member is doing	68% (Always and Usually combined)	64% (Always and Usually combined)
• Your family member get all the services listed in the plan	72%	69%
• Feels like your family had enough say or input in making the plan	71%	69%
• Your family member has enough supports to work or volunteer in the community (for example, support workers, community resources, transportation)	42%	38%
<b>Access and Delivery Supports:</b>		
• Services are delivered in a way that is respectful of family's culture	74%	69%
• Your family member able to contact the case manager/service coordinator when you want to	50%	47%
• There always a staff person available to support your family member when support is needed	72%	71%
• Family member uses technology in their everyday life to help them do things on their own	31%	32%

<b>FAMILY GUARDIAN SURVEY</b>	<b>SDRC</b>	<b>CA Statewide Average</b>
<b>Choice, Decision-making, and Control:</b>		
• Agency providing residential services to their family member involve them in important decisions	42%	37%
• Service providers for your family member work together to provide support	61%	58%
<b>Community Participation:</b>		
• Responses in all areas are within the state average		
<b>Health and Safety:</b>		
• Family member go to the dentist when needed	64%	59%
<b>Satisfaction:</b>		
• Responses in all areas are within the state average		
<b>COVID Question:</b>		
• Responses in all areas are within the state average		





**Areas For Improvement; What's Next?**

<b>CHILD FAMILY SURVEY: Areas for Improvement</b>	<b>SDRC</b>	<b>CA Statewide Average</b>
<b>Information and Planning</b>		
• Does your child have a transition plan (as part of an IEP or Section 504 plan through their high school, usually starting at age 14)?	19% - yes	30% - yes
• If yes, did you or another family member help make the transition plan?	19% - yes	27% - yes
• If yes, did your child help make the transition plan?	7% - yes	10% - yes
• Did your child help make the IPP/IFSP?	66% - no 8% - yes	56% - no 11% - yes

**SDRC efforts towards improvement:**

- Increased outreach with local school districts to improve collaboration and strengthen coordination of care across systems.
  - SDRC Managers and Service Coordinators continue to attend transition fairs/IEP days with local districts to talk with families/clients about transition services and transition planning.
- Training: SDRC has provided training to local education and community partners, as well as parent/family groups about SDRC services and supports. (Poway Unified School District, San Diego Unified School District, Grossmont Union High School District, North County SELPA, South County SELPA, FAADD, etc.)
- Professional Development: Children/TAY Managers are developing transition specific trainings for Service Coordinators.

<b>ADULT FAMILY SURVEY: Areas for Improvement</b>	<b>SDRC</b>	<b>CA Statewide Average</b>
<b>Choice, Decision-making and Control:</b> <ul style="list-style-type: none"> <li>You, your family member, or someone else in your family choose your family member's case manager/service coordinator</li> </ul>	18% -NO	13%-NO
<b>Community Participation:</b> <ul style="list-style-type: none"> <li>Your family take part in any family-to-family networks in your community</li> </ul>	13%	13%
<b>Health and Safety:</b> <ul style="list-style-type: none"> <li>Has information on how to file a complaint or grievance about provider agencies or staff</li> <li>Knows what to do if you disagree with your regional center about services and/or eligibility</li> <li>Knows how to report abuse or neglect related to your family member</li> </ul>	33%	38%
	38%	45%
	60%	66%

### **SDRC efforts towards improvement:**

- New Pilot service: Coordinated Family Support services
- Social/Recreation, Camp and Non-Medical Therapies services
- Collaboration between Client Services and Community Services
  - Increase vendor training and support
  - Vendor Roundtables
- National Core Indicator Survey knowledge sharing
- Collaboration with Community Partners (e.g., CalAIM, Live Well San Diego, Aging and Independent Services)
- Continued outreach to family support groups (e.g., Build It Together, FAADD)
- SDRC/Adult Protective Services (APS) Roundtables Regional Meetings



FAMILY GUARDIAN SURVEY: Areas for Improvement	SDRC	CA Statewide Average
All responses fall within the statewide average		

**SDRC efforts towards improvement:**

- Weekly collaborative meetings with social workers at Polinsky Children’s Center
- Presentations and collaborative case conferences with Hospitals (ex. Psychiatric or behavioral units)
- Residential vendor roundtable
- T-17 Monitoring Teams to address quality assurance in the residential homes
- Complex Needs Roundtable (internal planning team)
- Complex Needs Training
- Monthly cross collaboration meetings with San Diego County Behavioral Health
- Monthly discussions with DDS Safety Net
- Quarterly attendance at Hospital Partners Committee
- Monthly attendance at LPS Committee
- Partnership with SDRC Community Services on resource development
- Behavioral respite support for individuals with higher support needs

For additional information about the NCI Surveys  
National Core Indicators - CA Department of Developmental Services  
Quality Assessment Project | SCDD (ca.gov)