

National Core Indicators

Adult Family Survey 2019-20

Family Guardian Survey 2019-20

Harbor Regional Center Report



HARBOR
REGIONAL
CENTER





NATIONAL CORE INDICATORS

- The National Core Indicators (NCI) is a tool that has been used by public developmental disabilities agencies to measure and track effectiveness of services as reported by individuals served.
- The core indicators are standard measures used across states for those served to assess quality of services provided.
- The Department of Developmental Services (DDS) contracts with the State Council on Developmental Disabilities (SCDD) to conduct annual surveys on these measures.

DDS Website Information

www.dds.ca.gov/rc/nci/

The screenshot shows the DDS website page for National Core Indicators. The header includes the DDS logo, navigation links (About, Careers, News Room, Contact Us, Display Settings), and a search bar. The main content area features a blue banner with text about the NCI Survey, a 'Learn More' button, and a 'Survey Results/Reports' button. The right sidebar contains 'Related Links' and 'Contact Us' sections.

DDS Department of Developmental Services

Coronavirus Consumers Services Regional Centers Transparency Search

National Core Indicators

The National Core Indicators (NCI) Survey is used by the California Department of Developmental Services 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.

Learn More **Survey Results/Reports** Self Advocates Individuals Transitioning

The National Core Indicators (NCI) is a way the state and regional centers learn about the California service system. The State Council on Developmental Disabilities may ask to interview you for NCI. The interview is voluntary, that means you can choose to be interviewed or not. If you do answer the NCI questions, your information will be confidential and will not affect your services. During the interview

Related Links

- [National Core Indicators](#)
- [Regional Center National Core Indicators Reports](#)
- [Mover Longitudinal Study](#)

Contact Us

- [NCI Regional Center Liaisons](#)
- [State Council on Developmental Disabilities: Quality Assurance Coordinators](#)
- Email:** ncihelp@dds.ca.gov

HRC website <https://www.harborrc.org/audits-and-reports>

Surveys are completed every year

The different types of surveys or data collection are rotated every three years.

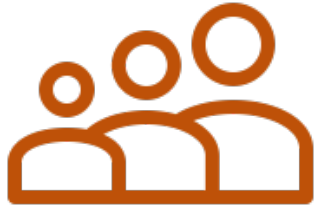
- Adult In Person Survey 2017-18
- Child Family Survey 2018-19
- **Adult Family Survey 2019-20**
- **Family Guardian Survey 2019-20**



Two Surveys Completed in 2019-2020

- The **Adult Family Survey** gathered information from family members or guardians *who live with individuals over 18* served by the regional center and who know them well.
- The **Family Guardian Survey** gathered information from family members or guardians *who do not live with the individuals over 18* served by the regional center.

Information About the Respondents to the Adult Family Survey



60%
Age 55-74

25%
Age 35-54

11%
75 and Older



40%
**Have a College
Degree or Higher**

23%
Some College

15%
No Diploma or GED

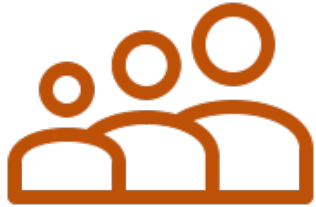


29%
**Income between
\$25K-\$75K**

8% No Earned
Income

16% Under \$25,000

Information About the Respondents to the Family Guardian Survey



48%
Age 55-74

13%
Age 35-54
35%
75 and Older



57%
College Degree or
Higher

21%
Some College
2%
No High School
Diploma/GED

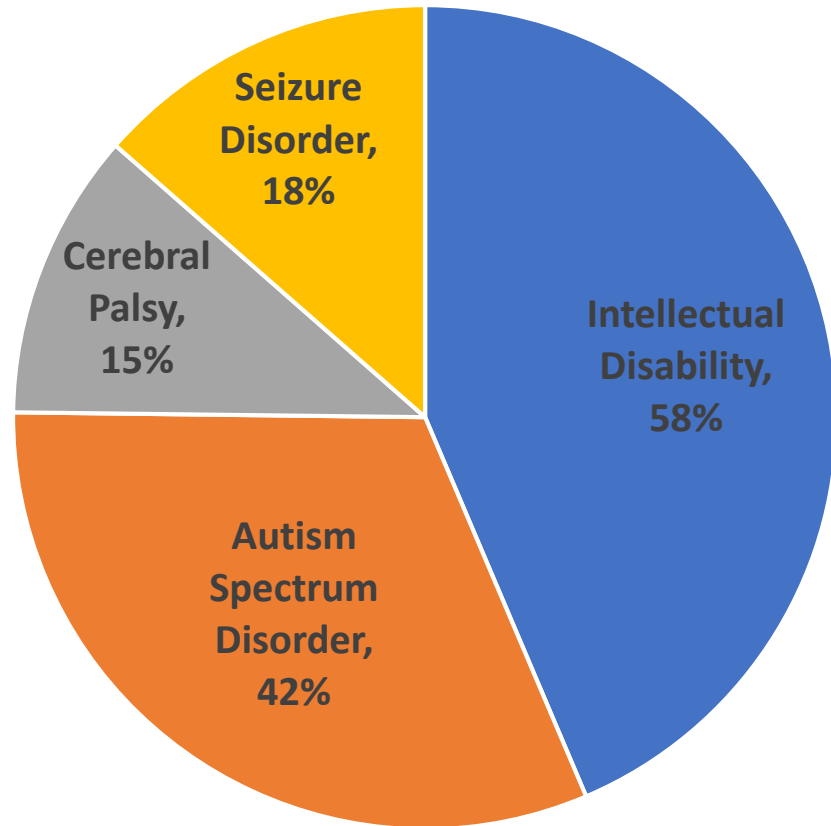


13%
Income between
\$25K-\$75K

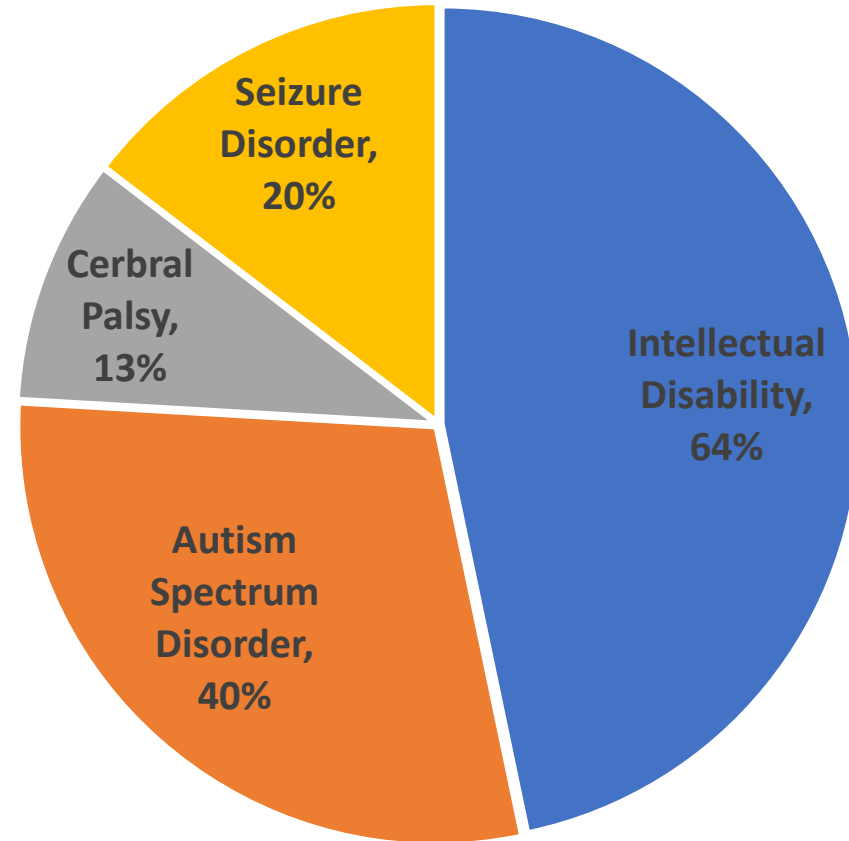
11% No Earned
Income
15% Under \$25,000

Disability of Adult Family Member

Adult Family Survey

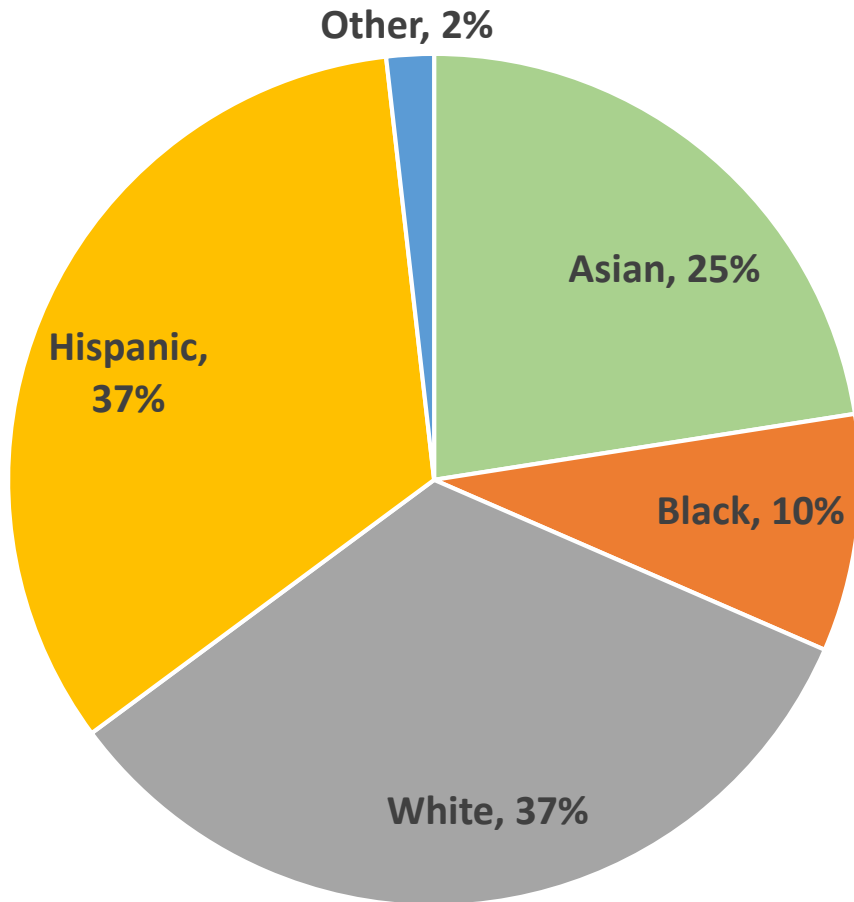


Family Guardian Survey

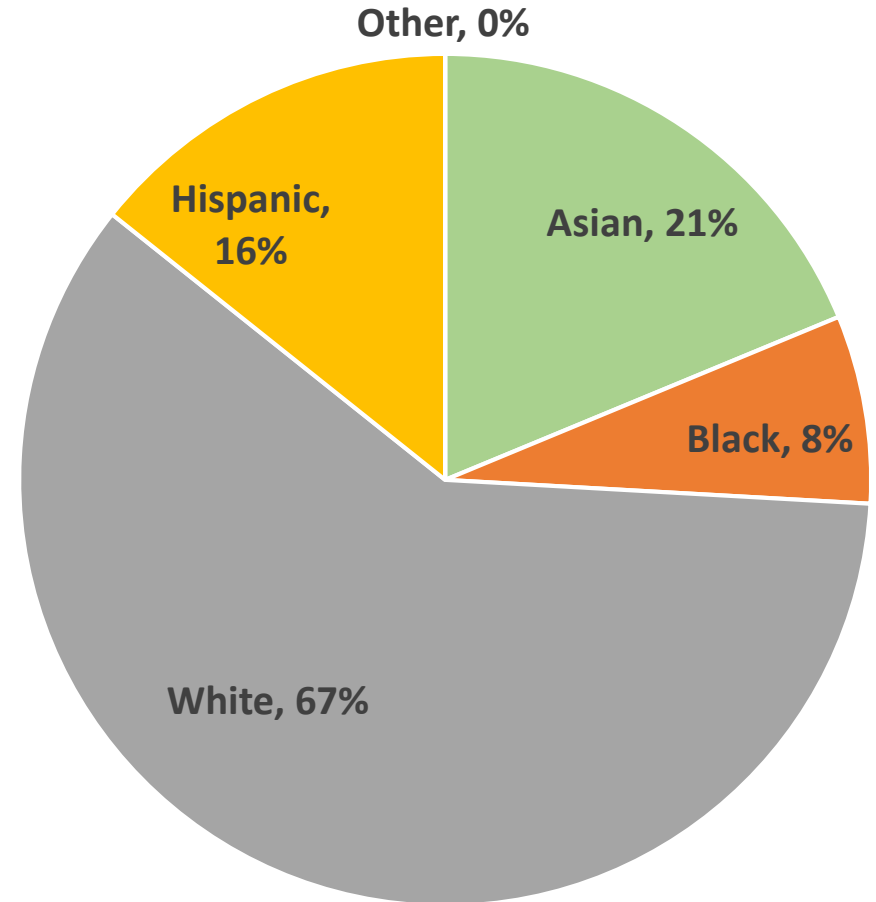


Ethnicity of Adult Family Member

Adult Family Survey

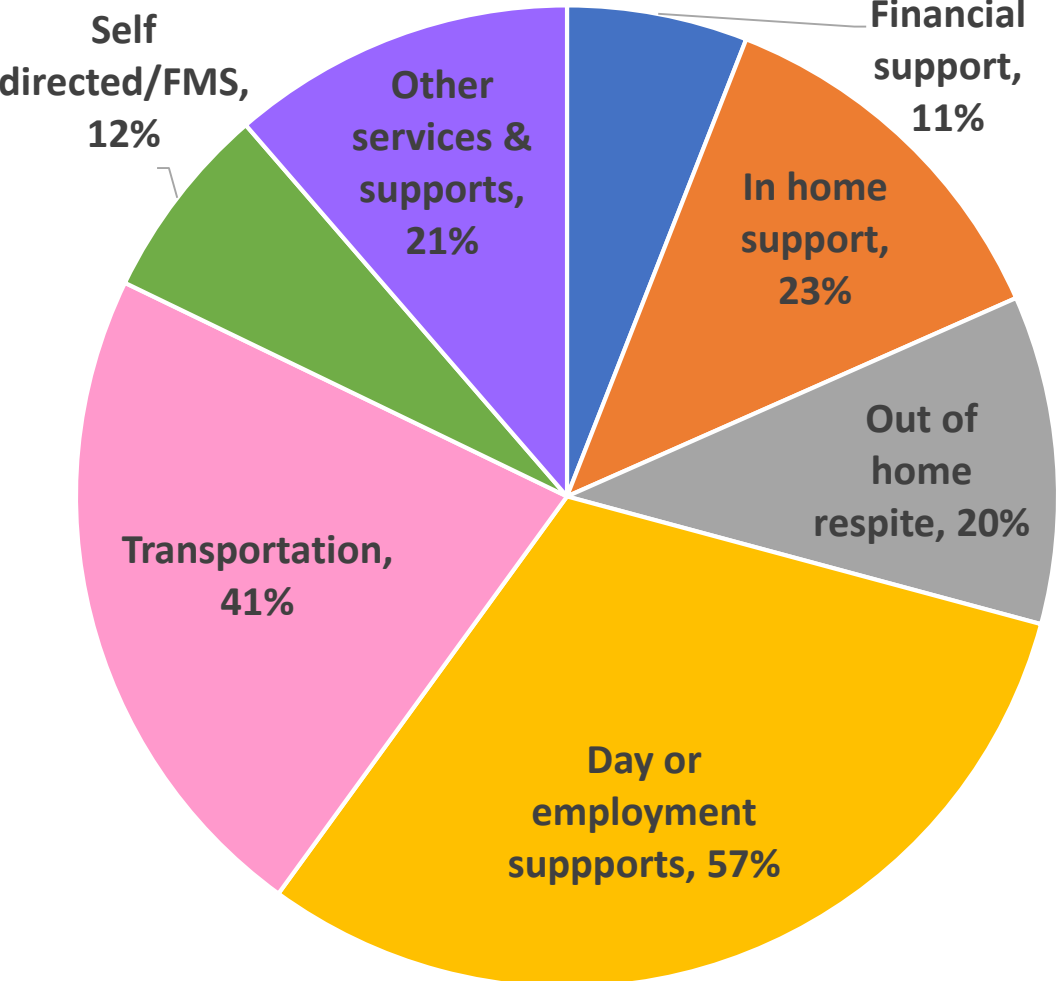


Family Guardian Survey

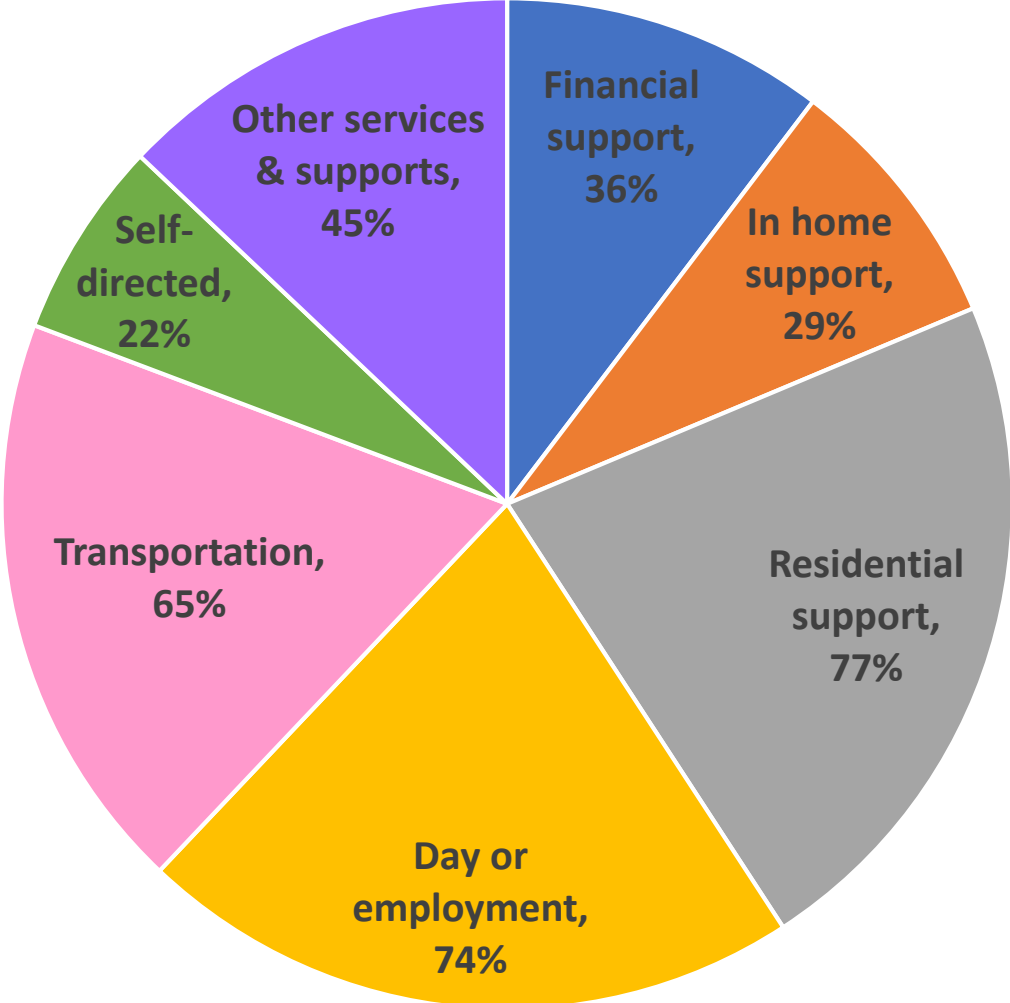


Services Received from HRC

Adult Family Survey

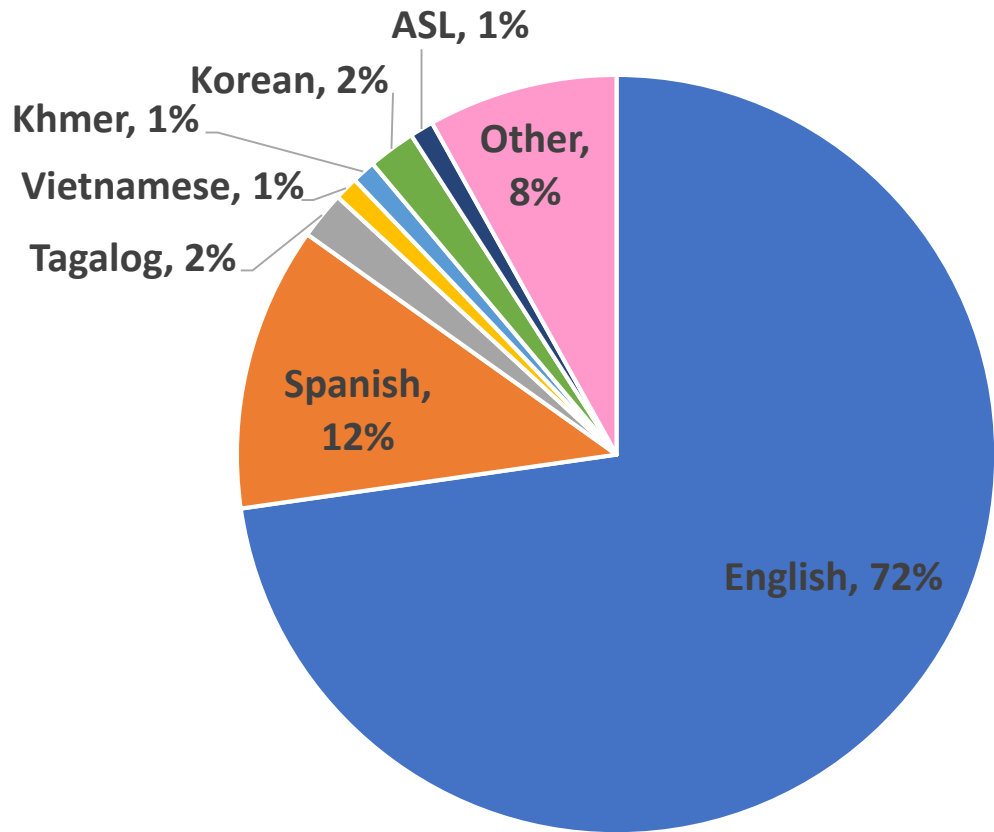


Family Guardian Survey

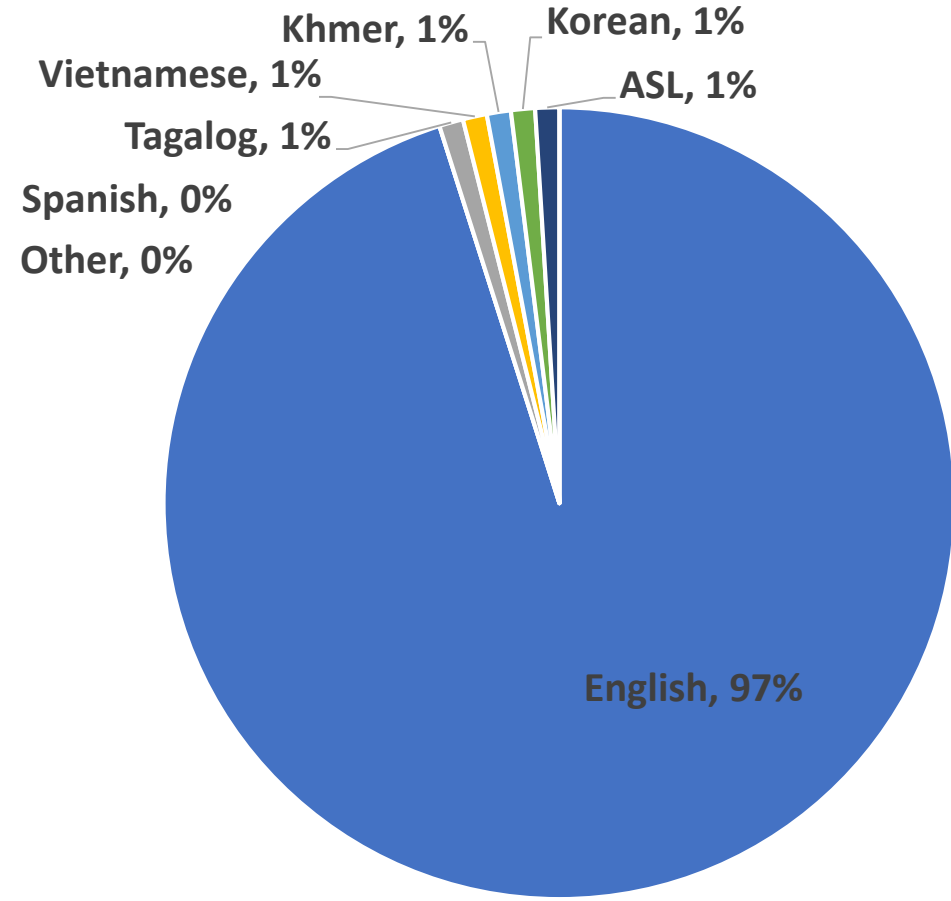


Language of Adult Family Member

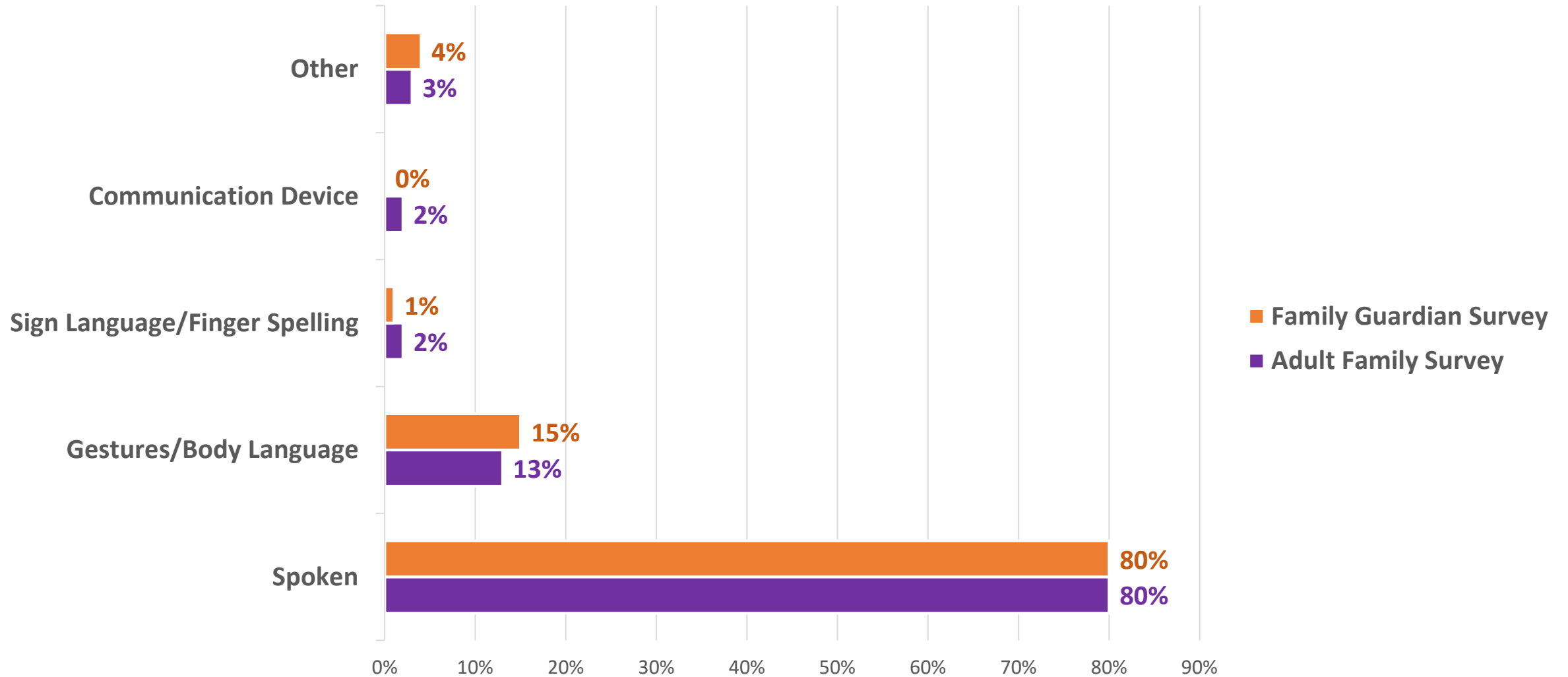
Adult Family Survey



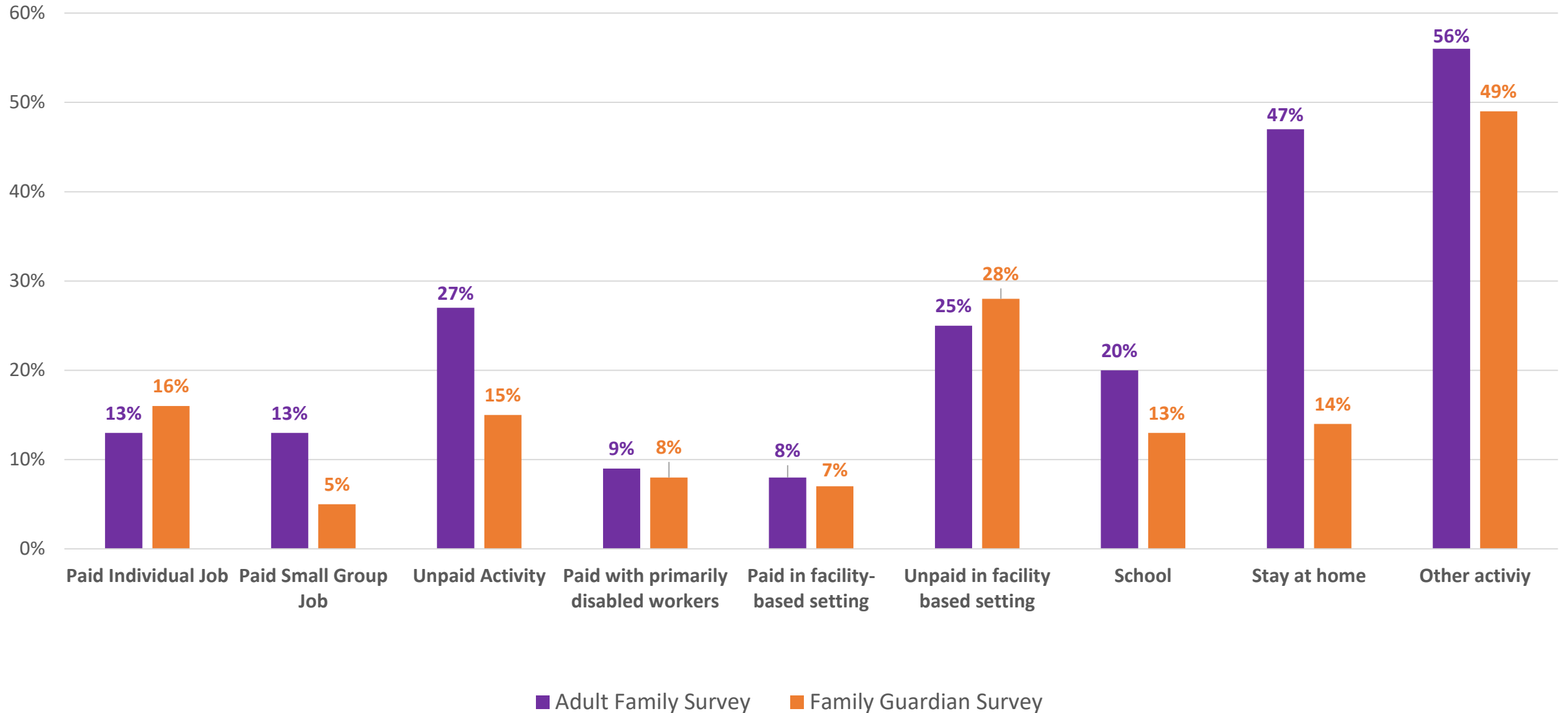
Family Guardian Survey



Adult Family Member's Preferred Means of Communication



Adult Family Members' Participation in Community During Previous Two Week Period





Adult Family Survey

2019-20 Outcomes for Harbor Regional Center

The following slides were adapted from DDS AFS NCI Dashboard:
<https://dds.ca.gov/rc/nci/nci-domain-dashboards/adult-family-survey-afs/>

NCI Adult Family Survey 2019-2020

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.

Access



Choice



Community Participation



Information & Planning

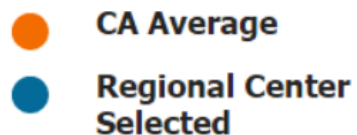


Satisfaction



NCI Adult Family Survey 2019-2020

Access Indicators



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



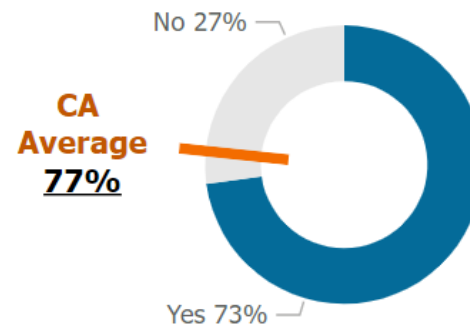
Does Their Family Member See Health Professionals When Needed?



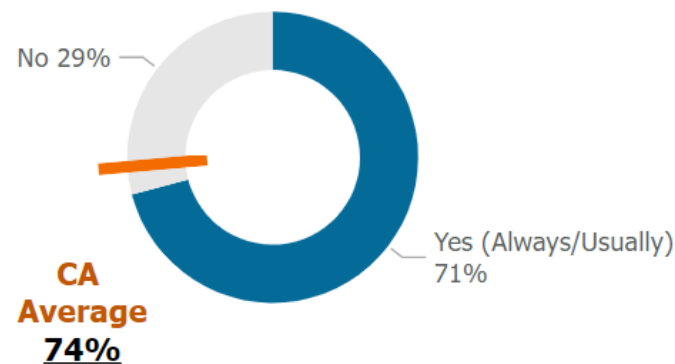
Does Their Family Member Go To Dentist When Needed?



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?

96%

(Yes)

CA Average: **97%**

Do Service Coordinators Support Families In Culturally Respectful Ways?

95%

(Always/Usually)

CA Average: **97%**

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

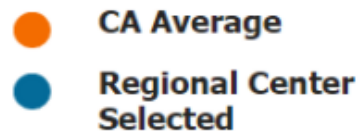
74%

(Always/Usually)

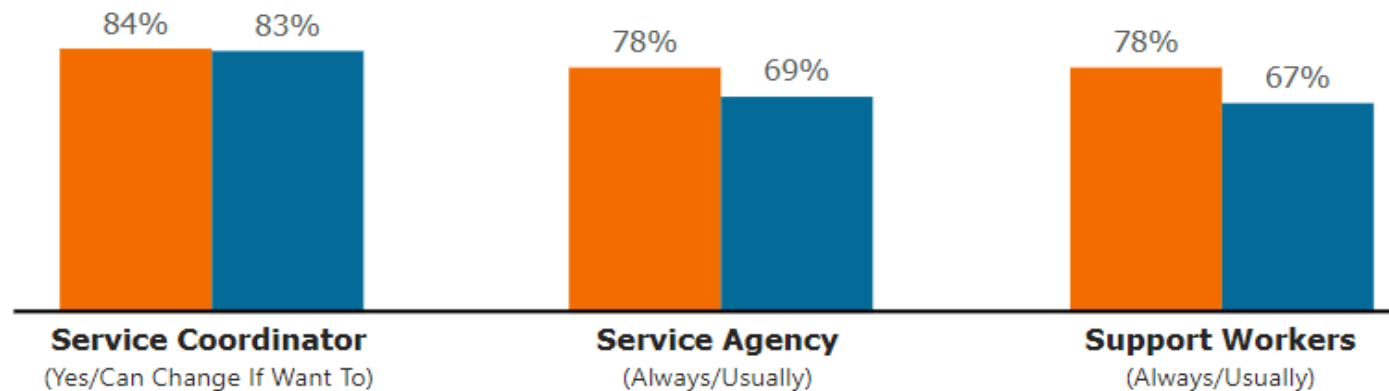
CA Average: **82%**

NCI Adult Family Survey 2019-2020

Choice Indicators



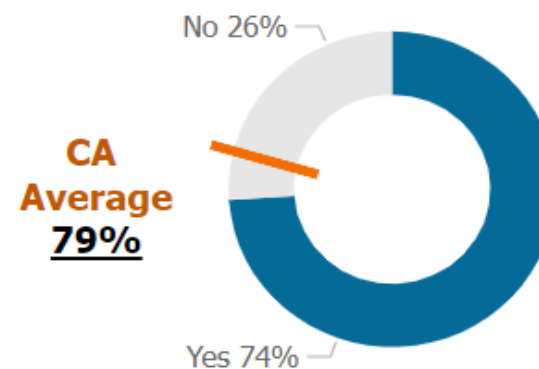
Do Families Say They Can Choose or Change Who Works With Their Family Member?



Do Families Directly Manage Support Staff?



Do Service Providers Work Together To Provide Supports?

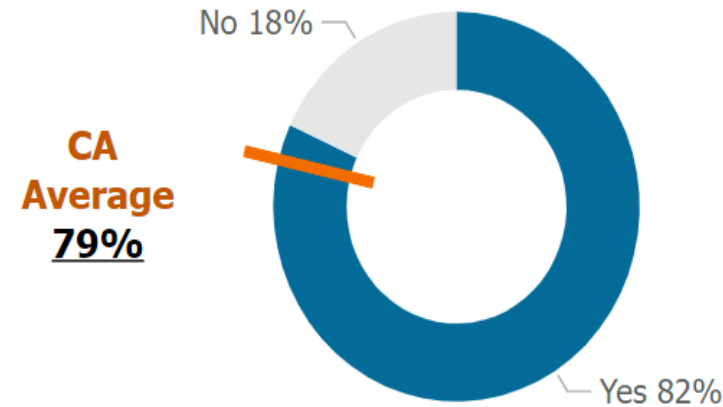


NCI Adult Family Survey 2019-2020

Community Participation Indicators

Does Their Family Member Participate in Community Activities?

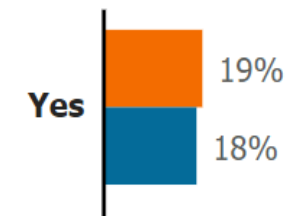
- CA Average
- Regional Center Selected



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 2019-2020

Information & Planning Indicators



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

71%

(Yes)

CA Average: 80%

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

94%

(Yes)

CA Average: 94%

Do Families Get Information In Their Preferred Language?

96%

(Yes)

CA Average: 96%

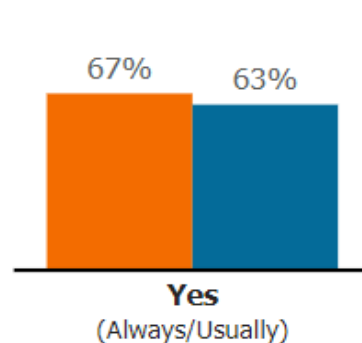
Do Families Think Information Is Easy To Understand?

83%

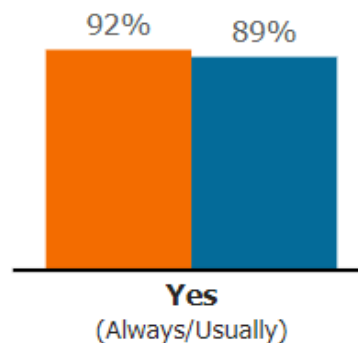
(Always/Usually)

CA Average: 85%

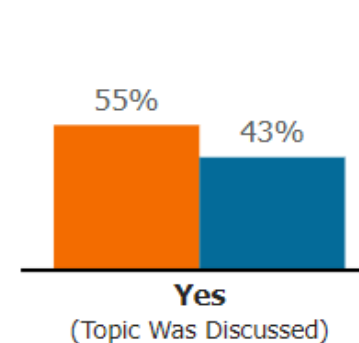
Do Families Get Enough Information To Participate In Planning Services?



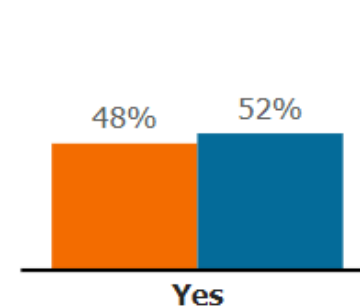
Do Service Coordinators Respect Family's Choices And Opinions?



Did Families Discuss How To Handle Emergencies At Last IPP Meeting?



Does Their Family Member Have A Transition Plan?
(For Those Who Left School Services During The Past Year)

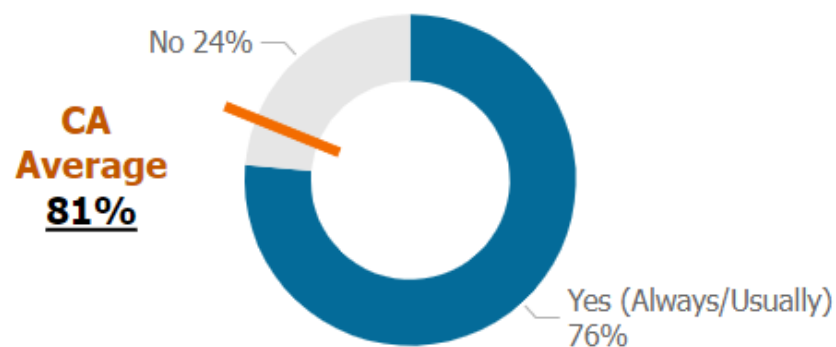


NCI Adult Family Survey 2019-2020

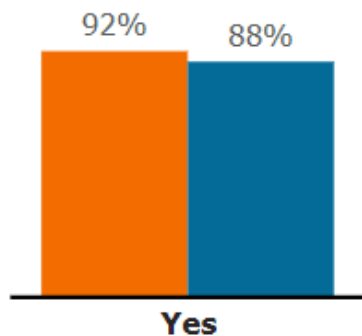
Satisfaction Indicators

- CA Average
- Regional Center Selected

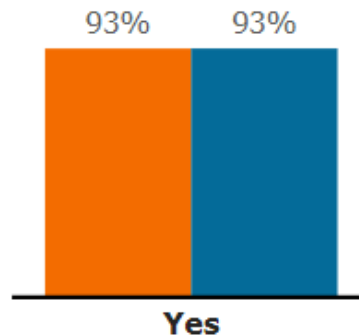
Are You Satisfied with Current Services and Supports Your Family Member Receives?



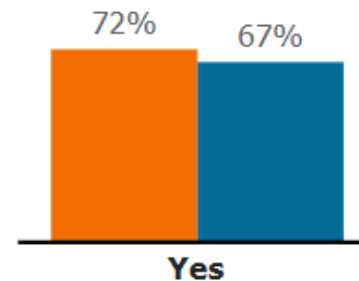
Do Services And Supports Help Their Family Member Live A Good Life?



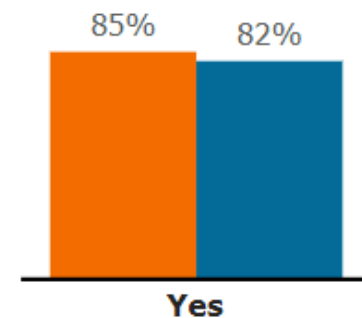
Have Services And Supports Made A Positive Difference in Their Family Member's Life?



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



Have Regional Center Services Helped Keep Their Family Member At Home?



A person with dark hair, wearing glasses and large black headphones, is sitting on a bed. They are wearing a red and black plaid shirt over a white t-shirt and blue jeans. They are looking down at a silver laptop open in front of them. The bed has white pillows and a grey headboard. A lamp is visible in the background.

Family Guardian Survey

2019-20 Outcomes for Harbor Regional Center

The following slides were adapted from DDS FGS NCI Dashboard:

<https://www.dds.ca.gov/rc/nci/nci-domain-dashboards/family-guardian-survey-fgs/>

NCI Family Guardian Survey 2019-2020

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.

Access



Choice



Community Participation



Information & Planning



Satisfaction



NCI Family Guardian Survey 2019-2020

Access Indicators

- CA Average
- Regional Center Selected

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



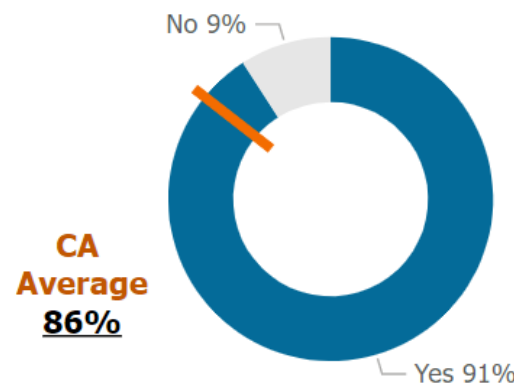
Does Their Family Member See Health Professionals When Needed?



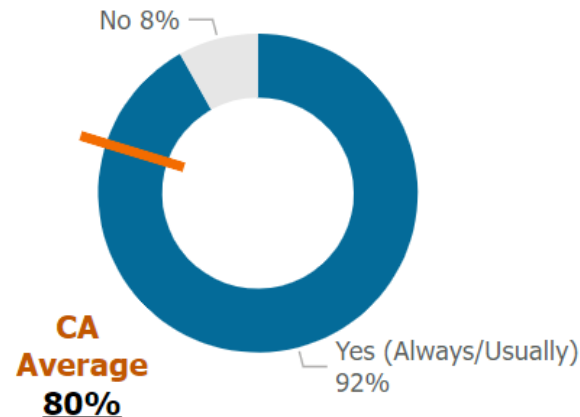
Does Their Family Member Go To Dentist When Needed?



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?

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

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

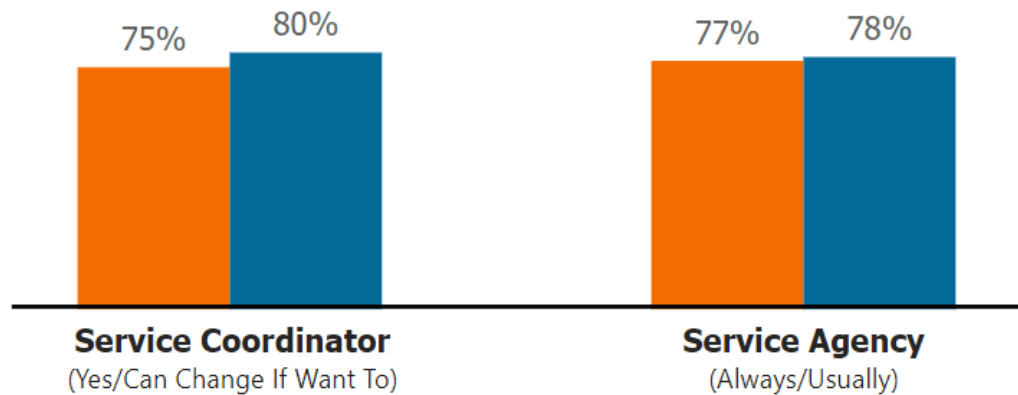
94%
(Always/Usually)
CA Average: 89%

NCI Family Guardian Survey 2019-2020

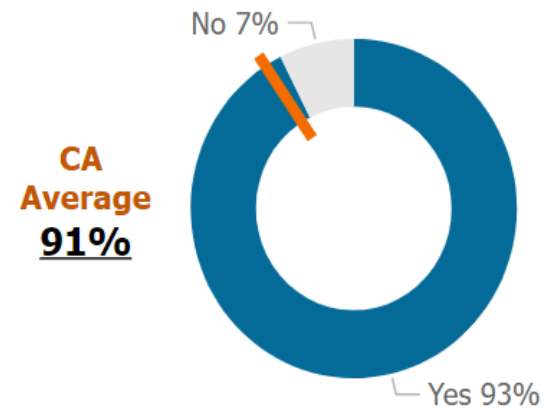
Choice Indicators

- CA Average
- Regional Center Selected

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



Do Service Providers Work Together To Provide Supports?

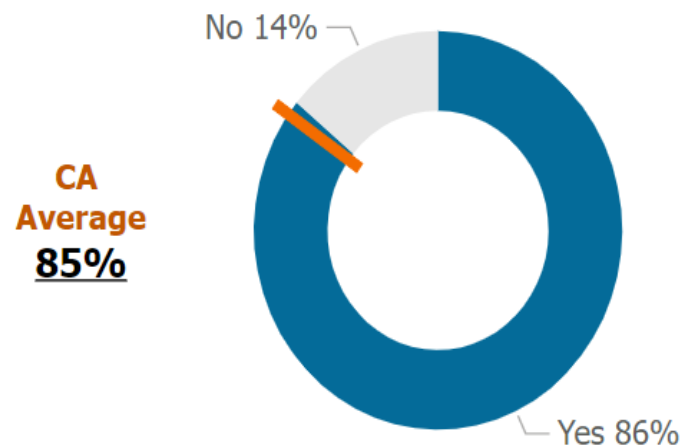


NCI Family Guardian Survey 2019-2020

Community Participation Indicators

Does Their Family Member Participate In Community Activities?

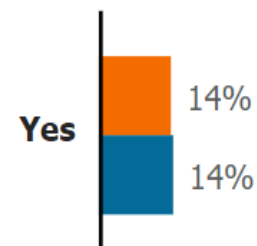
- CA Average
- Regional Center Selected



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 Family Guardian Survey 2019-2020

Information & Planning Indicators

● CA Average
● Regional Center Selected

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

93%

(Yes)

CA Average: 91%

Did Family Get Copy Of IPP In Their Preferred Language?

91%

(Yes)

CA Average: 91%

Does Family Get Information In Their Preferred Language?

98%

(Yes)

CA Average: 98%

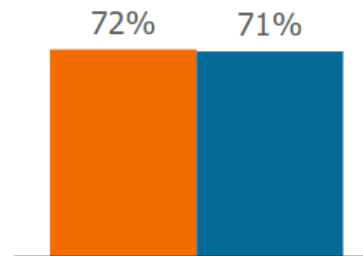
Does Family Think Information Is Easy To Understand?

91%

(Always/Usually)

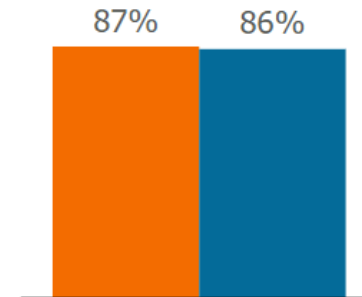
CA Average: 89%

Does Family Get Enough Information To Participate In Planning Services?



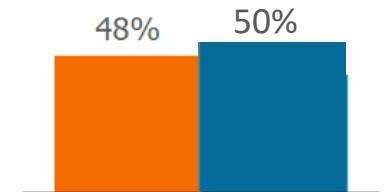
Yes
(Always/Usually)

Does Service Coordinator Respect Family's Choices And Opinions?



Yes
(Always/Usually)

Did Family Discuss How To Handle Emergencies At Last IPP Meeting?



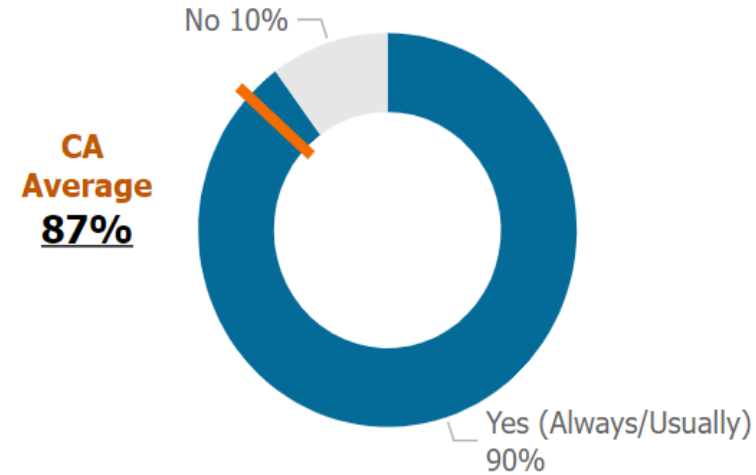
Yes
(Topic Was Discussed)

NCI Family Guardian Survey 2019-2020

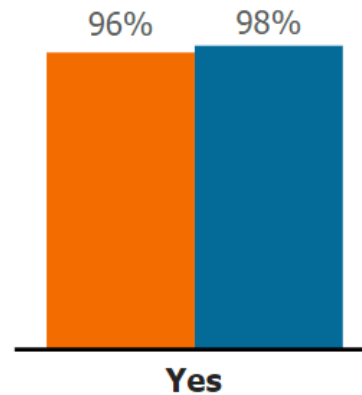
Satisfaction Indicators

- CA Average
- Regional Center Selected

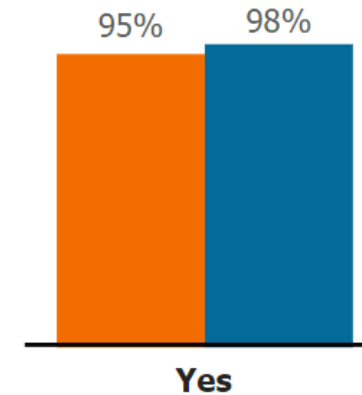
Are You Satisfied With Current Services And Supports Your Family Member Receives?



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?



Implementation Recommendations

Enter your suggestions into the
Chat function

or

Send email to:

publicinput@harborrc.org

Ideas or suggestions on how HRC
can improve?