



National Core Indicators - Intellectual and Developmental Disabilities (NCI-IDD)

Report on Adult In-Person Survey Fiscal Year 2022-23

In accordance with Welfare and Institutions (W&I) Code Section 4571(h)(1), Harbor Regional Center (Harbor) provided a presentation during the September 16, 2025 Board of Trustees in-person public meeting to share information on the NCI-IDD Adult In-Person Survey (AIPS) Fiscal Year (FY) 2022-23 results. In addition to sharing NCI-IDD results, the presentation reviewed results of other surveys Harbor has implemented during the recent 2024-25 Fiscal Year, as it pertained to the Harbor's efforts in addressing Harbor's strategic direction and priorities, and areas for noted improvement.

The presentation was given in English with Spanish Language interpretation available, while the visual projected on screen was in both English and Spanish. If anyone requires interpretation or information in another language, Harbor will secure appropriate interpretation and translated materials, however, no such requests were received for this presentation. There were 24 participants who attended this meeting which included members of Harbor's Board of Trustees and Board Advisors, Harbor staff, service providers, a language interpreter, and a team member from the Department of Developmental Services (DDS).

Public Notice and Access to Information

Pursuant to Welfare and Institutions (W&I) Code Section 4571(h)(2),(i), information regarding the statewide results of the NCI-IDD AIPS FY 2022-23 was posted to Harbor's website on January 2, 2025, pending the release of the final report, which was posted to Harbor's website in October 2025, as it became available.

Notice of the public meeting was posted on our website on August 12, 2025, provided to the Department of Developmental Services, shared with Harbor's community through social media platforms, and electronic news blasts beginning August 15, 2025. Notices included the date, time, and location of the meeting. A copy of the presentation was made available to the community through Harbor's website.

Draft Minutes of Public Meeting

Draft meeting minutes related to the presentation were:

"Mr. Ruppe called upon Thao Mailloux, Director of Strategic Communications and Engagement, who made a presentation to the Board on National Core Indicators (NCI) and other Harbor Regional Center Surveys. The presentation was given in English, with Spanish Language interpretation available. The presentation and data shown on screen was provided in English and Spanish. Meeting attendees were provided with time to ask questions or comment at the conclusion of the presentation. There were no questions or comments from the public. There were some questions about data during



the presentation. Several members of the Board commented on the presentation, the data presented, and shared input about Harbor's current strategies to collect information from the individuals and families served and Harbor's current progress."

Attendee Comments

- "There have been significant improvements at Harbor since 2015."
- "The focus on customer service is important. I am proud that customer service is used as a pillar for the work at Harbor."
- "As a long time Board member, I am excited to see these results."
- "It shows courage on HRC's part to ask people directly how they felt about their services."

Harbor Regional Center Priorities/Plans

Harbor Regional Center implemented a Strategic Plan for FY 2023-26 that consists of priorities that address four focus areas, improving individual and family experience and satisfaction, enhance service coordination, increase resource development, and strengthen community engagement. Harbor used NCI-IDD questions and data to inform progress, compared to statewide and local results. Harbor remains committed to receiving feedback from the individuals and families we serve to measure our work and impact on the community while NCI surveys are administered and analyzed. Building on NCI-IDD questions and data allowed Harbor to focus on outcomes specific to focus areas through Harbor's Annual Individual and Family Experience and Satisfaction survey, which was implemented from mid-April 2025 through the end of May 2025 that requests input from all individuals and families served by Harbor on a variety of topics including the quality and accessibility of information, person-centered service planning, and the diversity of Harbor's provider community.

In addition to this annual survey, the Harbor community also provided input throughout the year through ongoing surveys, a Person-Centered Service Planning survey that can be submitted following every Individual Program Plan meeting, and a Customer Service survey that is open and available to everyone to provide improvement feedback. The results of these surveys helped inform Harbor's priorities in more detail as we continue to meet the needs of our community. The results of these surveys show significant progress in all areas compared to results from the NCI-IDD AIPS FY 2022-23, including 99% of respondents who completed the survey following their Person-Centered Service Planning meeting, reported that they agree or strongly agree that their service coordinator respected their choices and opinions, their service coordinator was skilled in developing the IFSP/IPP, the IFSP/IPP is person centered, and that the IFSP/IPP meets their/their family member's needs. Notably, 87% of respondents in the annual survey expressed a favorable opinion of Harbor, rating their overall experience as Good (14%), Excellent (27%), or Outstanding (46%).



Plans

- Ongoing Person-Centered Thinking and Service Plan Facilitation training continues for all staff.
- Expand Harbor's Community of Practice to embed person-centered practices internally and throughout our service provider community.
- Ongoing staff training on Harbor Regional Center Universal Standards for customer service.
- Targeted efforts to hire staff who speak threshold languages and to lower caseloads.
- Continue using NCI survey results and implementing our own surveys to measure Harbor's progress and the satisfaction of those we serve.
- Expand resource development efforts to meet the geographic, linguistic, and cultural needs of those we serve.

A copy of the presentation can be found [here](#). If there are any questions or concerns regarding the content within this report, please contact Thao Mailloux, Director of Strategic Communications & Engagement, at (310) 543-0154.

