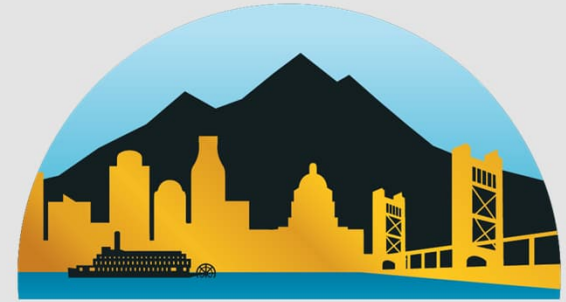


National Core Indicator (NCI)



Public Meeting 2024



Alta California
Regional Center

National Core Indicators



- The National Core Indicators (NCI) Surveys give individuals with intellectual/developmental disabilities (I/DD) and their families the opportunity to voluntarily and confidentially share their experiences on access to and use of regional center and community services.
- The NCI Survey is used by the California Department of Developmental Services (DDS) to assess performances in services and supports provided to people with developmental disabilities.
- Survey responses help the regional centers see what they are doing well and what they can improve.

W&I Code §4571(h)(1)...

...requires that each regional center annually present data collected from NCI surveys at a public meeting of its governing board to assess the comparative performance of the regional center and identify needed improvements in services for consumers, including, but not limited to, case management services.

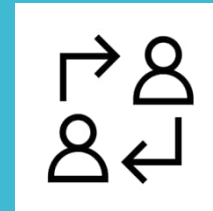


Share suggestions:

Please submit comments in Chat

ncifedback@altaregional.org

[National Core Indicators - CA](#)
[Department of Developmental](#)
[Services](#)



In-Person 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.



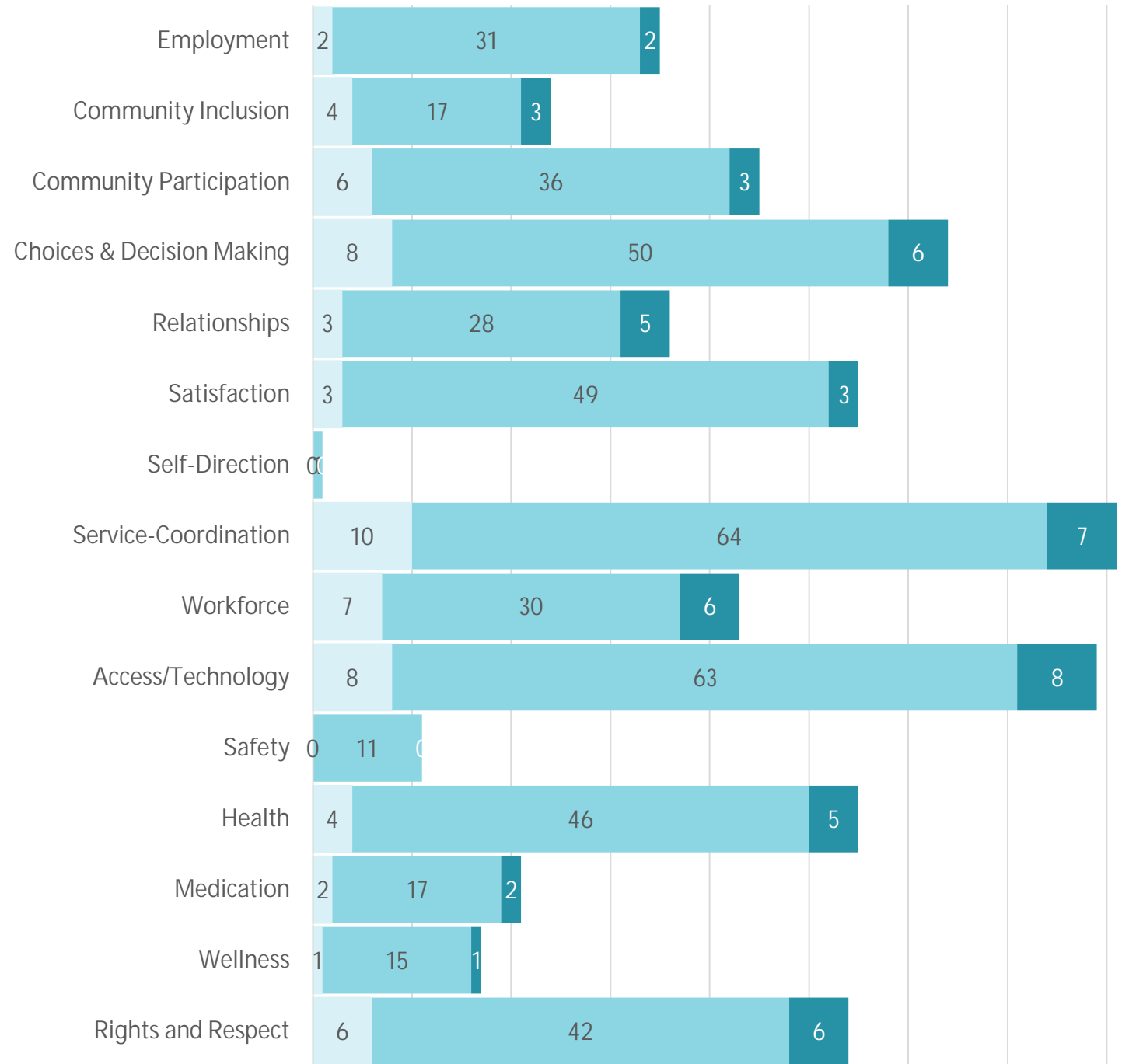
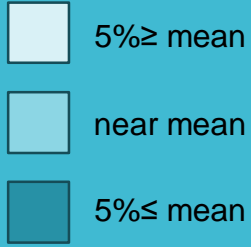
Review of Survey Cycle

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

Employment	Measures of access and capability of clients to engage in employment services or utilize mainstream employment resources.
Community Inclusion/Participation	Measures of a client's desire and ability to participate in community services or utilize "generic" services, be the instance with or without additional supports from the regional center in question.
Choices/Self-Direction	Measures specific to client, family, or guardian input on the choosing, planning for, provision of services purchased and managed by the regional center in question.
Relationships	Assessment of the desire and ability of clients to engage in social activities and various forms of relationships, as well as their use of community services or mainstream social resources, either independently or with additional support from ACRC.
Satisfaction	Measures of client satisfaction with care provision, access to care and modalities of access, including but not exclusive to regional center services.
Service Coordination/Workforce	Measures of respondent's satisfaction with the services received and interactions with the regional center system, vendor-staff and public systems writ large.
Access/Technology	Measures of access to and utilization of various technologies including but not exclusive of technologies funded by the regional center system.
Safety/Health	Metrics specific to the ability and ease with which a client or their family can access physical or mental health services, the modality and effectiveness of the communication about said services, and the regional center's role in supporting equity of access.
Rights and Respect	Metrics related to client access to basic freedoms and governance as well as adherence to best practices around civil liberties, respect of personal histories and lineage, not exclusive to those areas immediately effected by regional center services or advocacy.

In-Person Survey (IPS)

2022 / 2023



In-Person Survey (IPS)

2022 / 2023



ACRC Sample Survey Statistics

\bar{x} Age = 39.6

Sex

Male = 54%

Female = 46%

Residence Location

Metro = 90%

Micropolitan = 9%

Preferred Lang.

English = 92%

Spanish = 5%

Dx with ID

Yes = 71%

No = 29%

Sample Size:

416 Responses

22-23 CA Survey Statistics

\bar{x} Age = 39.5

Sex

Male = 59%

Female = 41%

Residence Location

Metro = 91%

Micropolitan = 7%

Preferred Lang.

English = 78%

Spanish = 19%

Dx with ID

Yes = 74%

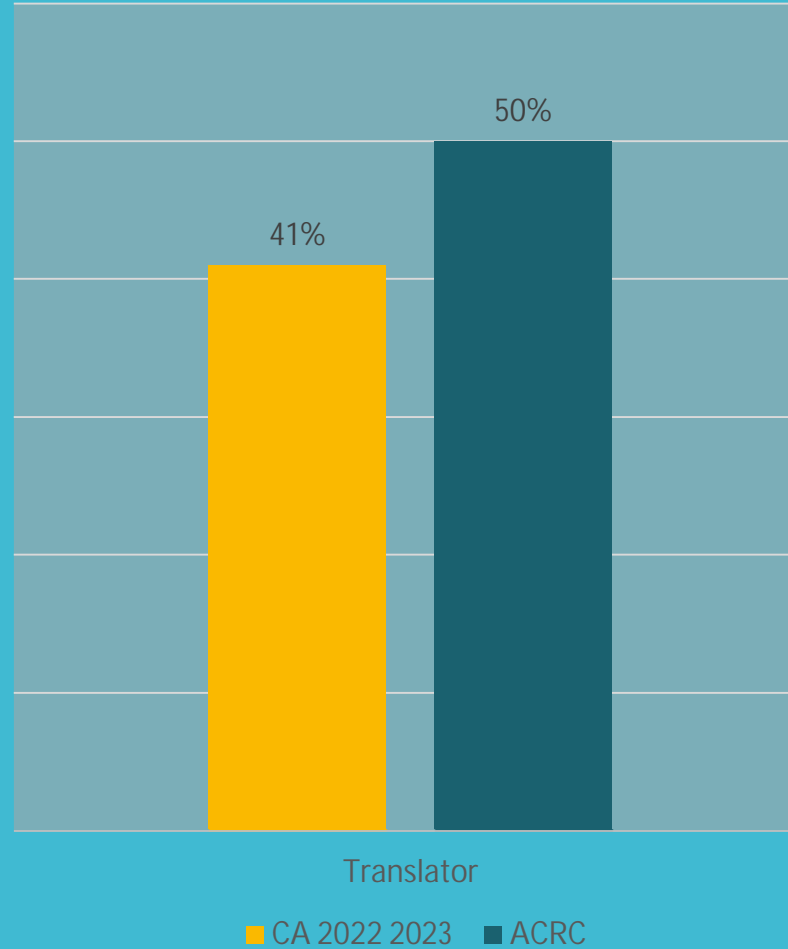
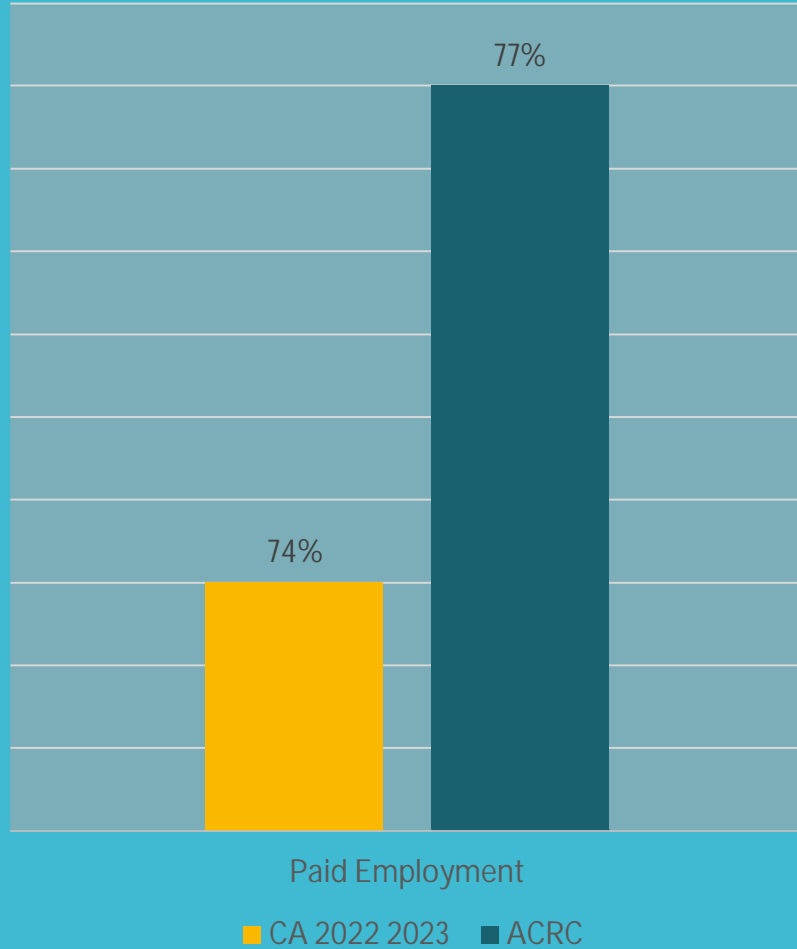
No = 26%

Sample Size:

8827 Responses

Comparison of average California respondent data versus that of the respondents specific to ACRC.

EMPLOYMENT



Do you have a paid job in the community? (245)

77% ACRC

74% CA

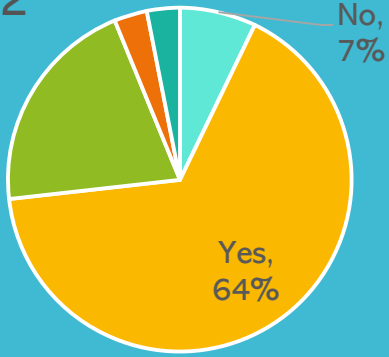
Do you want a paid job in the community (if no job) and answered 'Yes'? (261)

50% ACRC

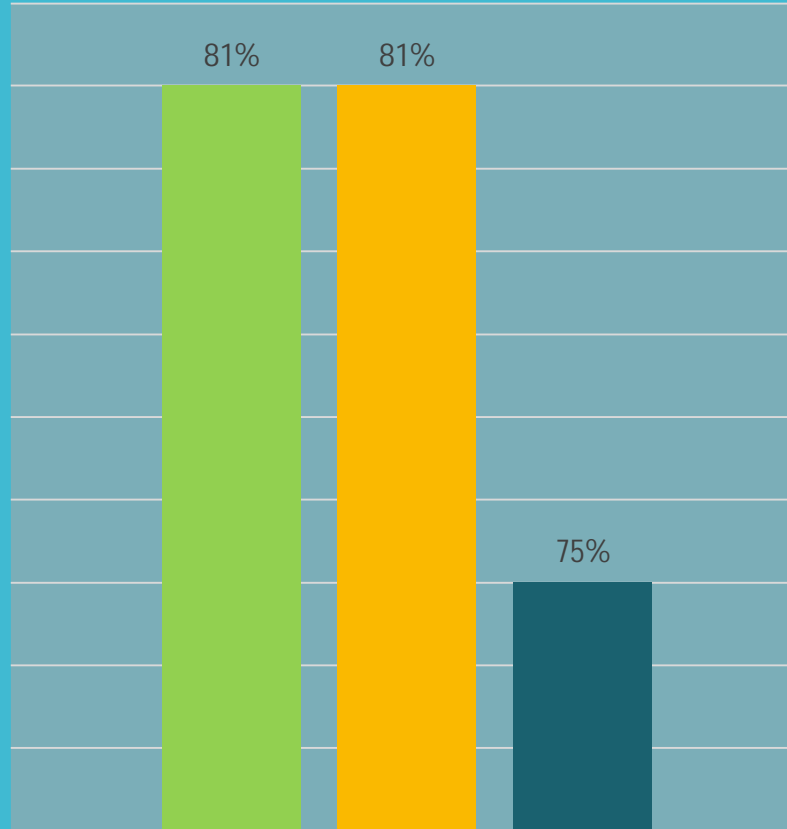
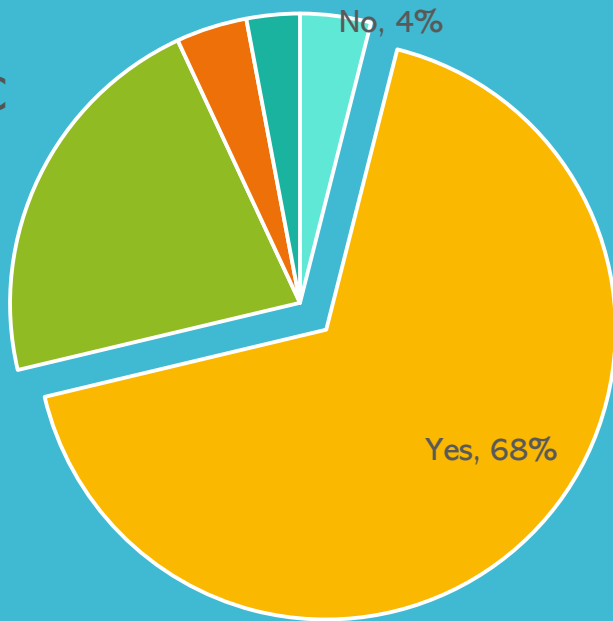
41% CA

COMMUNITY INCLUSION/PARTICIPATION

CA 21/22



ACRC



Community Group Participation

■ CA 2020 2021 ■ CA 2022 2023 ■ ACRC

Do you do the things you like to do outside your home as much as you want to? (300)

68% ACRC

64% CA

Do you participate as a member of community groups in your community? (368)

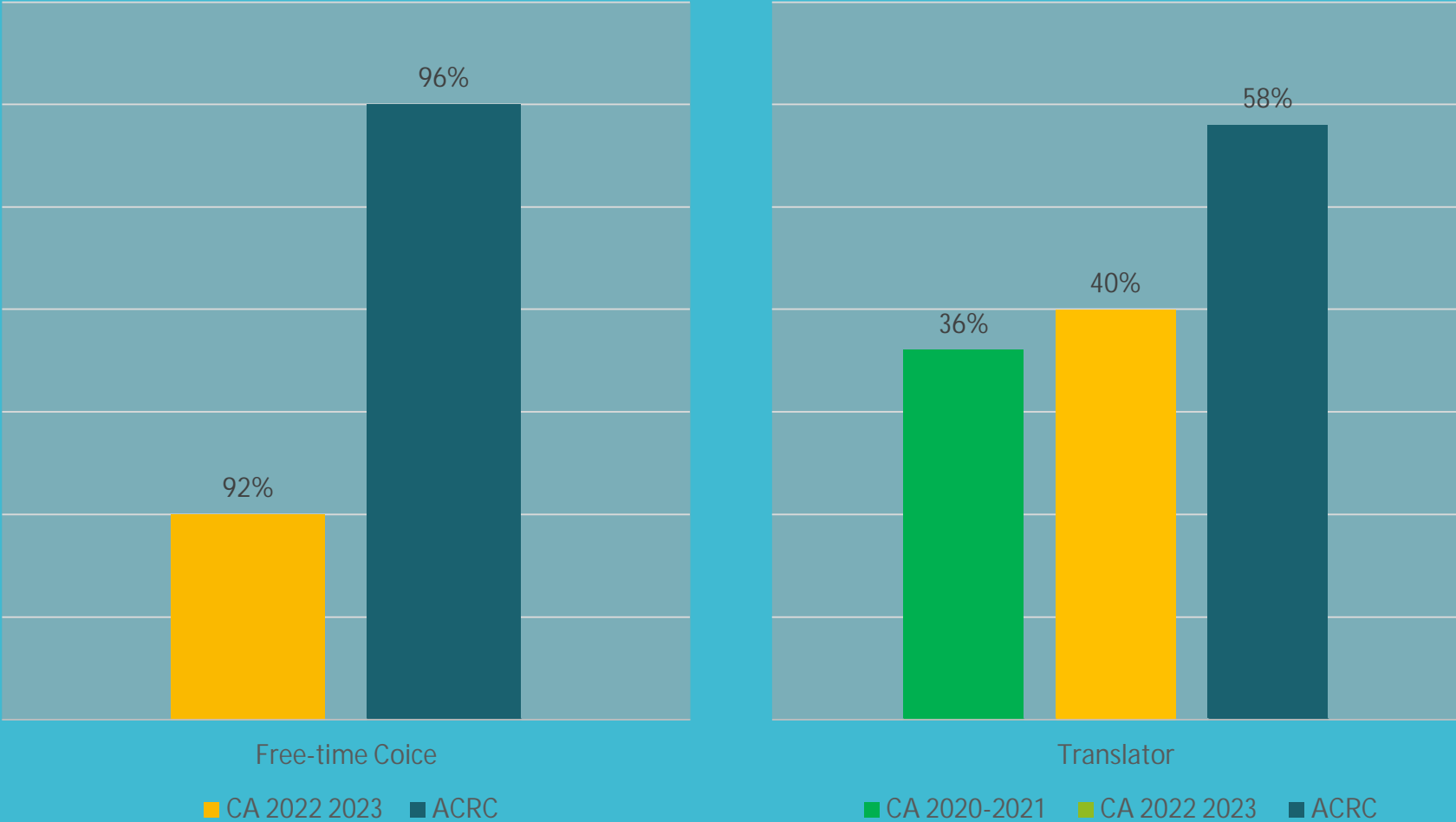
75% ACRC

81% CA

Do you do the things you like to do outside your home as much as you want to?

ACRC Initiatives: Social Recreation & Transportation/Ride Share Grant

CHOICES/SELF-DIRECTION



Who decides how you spend your free time? Response = Client or Client w/ Assistance (409)

96% ACRC

92% CA

Did you choose the people you live with? Response = Client & Client with Input Chose (398)

58% ACRC

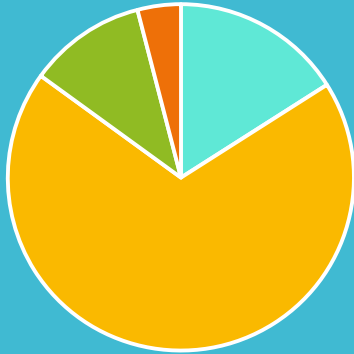
40% CA

ACRC Initiatives: Supported Decision Making, People Planning Together, Coordinated Future Planning, Self-Determination Program

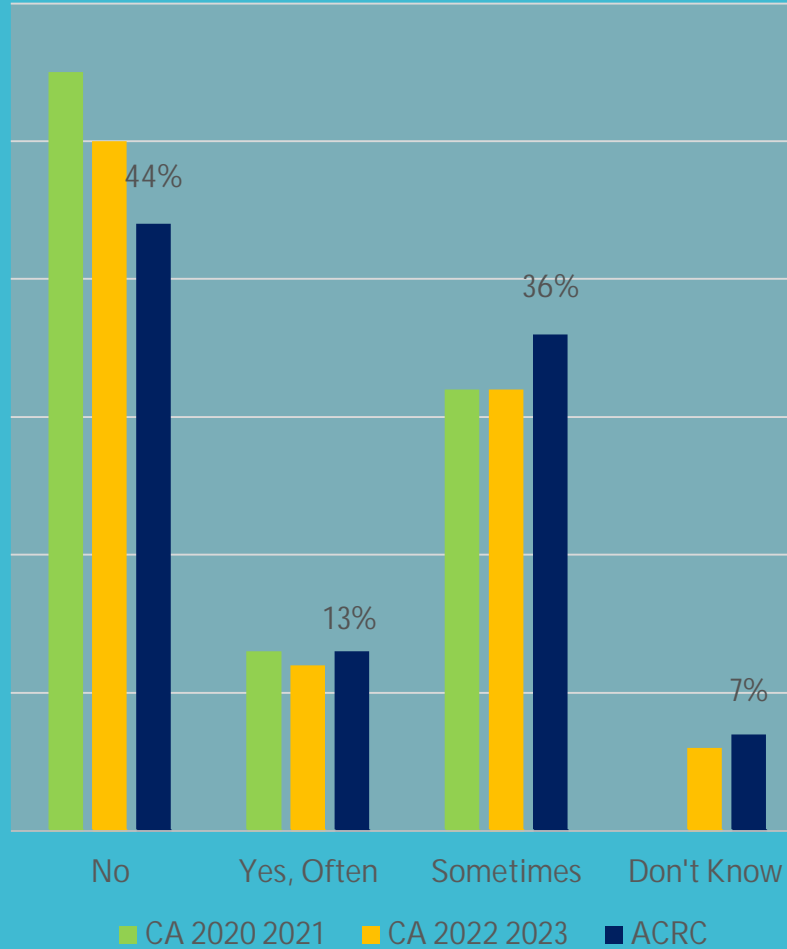
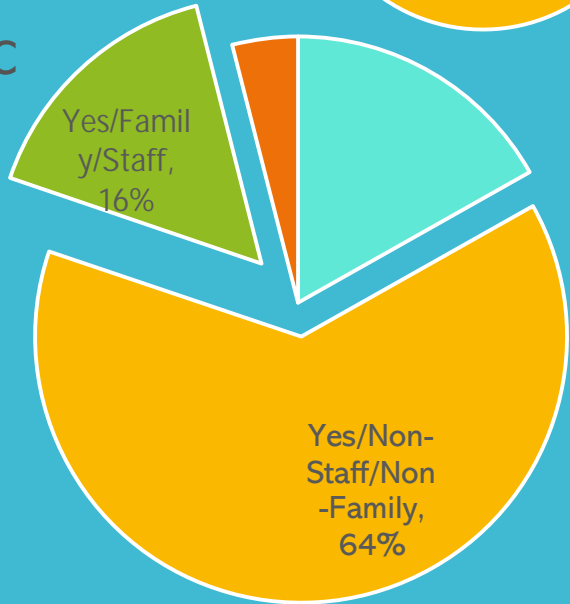
RELATIONSHIPS

CA 19/20

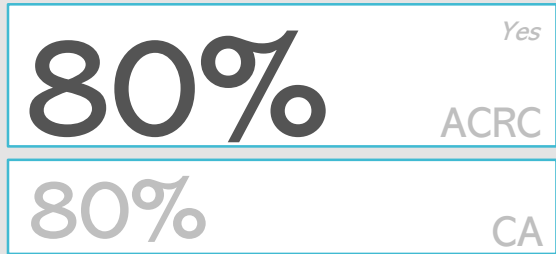
CA 21/22



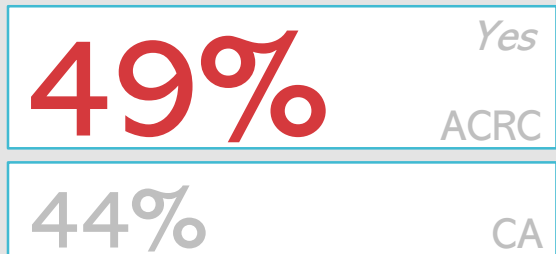
ACRC



Do you have friends that you like to talk to or do things with?
Response = Yes, any form (474)



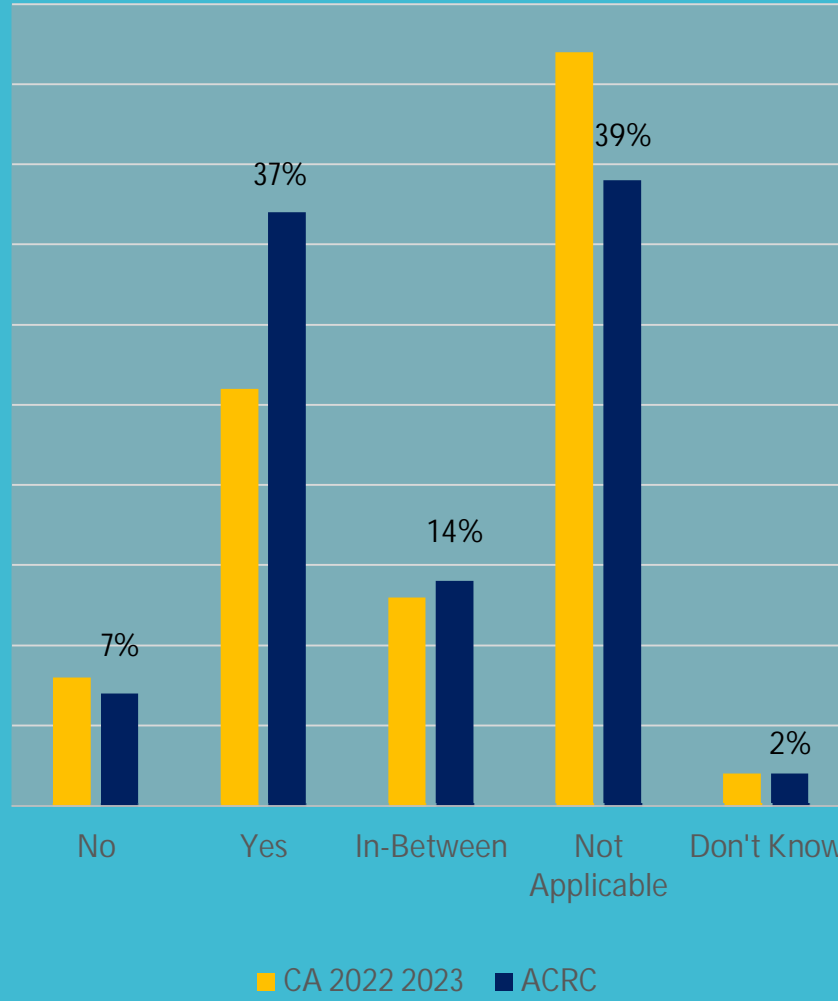
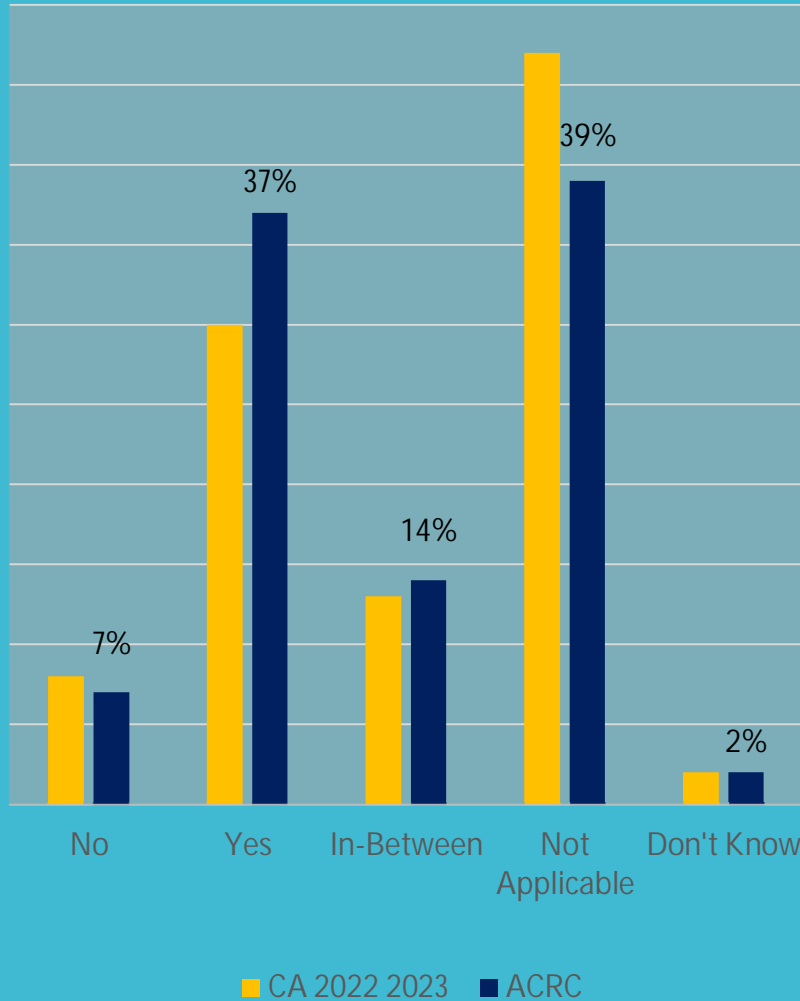
Do you ever feel lonely? (507)
Response = Sometime/Often



Do you have friends that you like to talk to or do things with?

ACRC Initiatives: Social Recreation

SATISFACTION



Do you like talking to healthcare providers using telehealth? (572)

37% Yes
ACRC

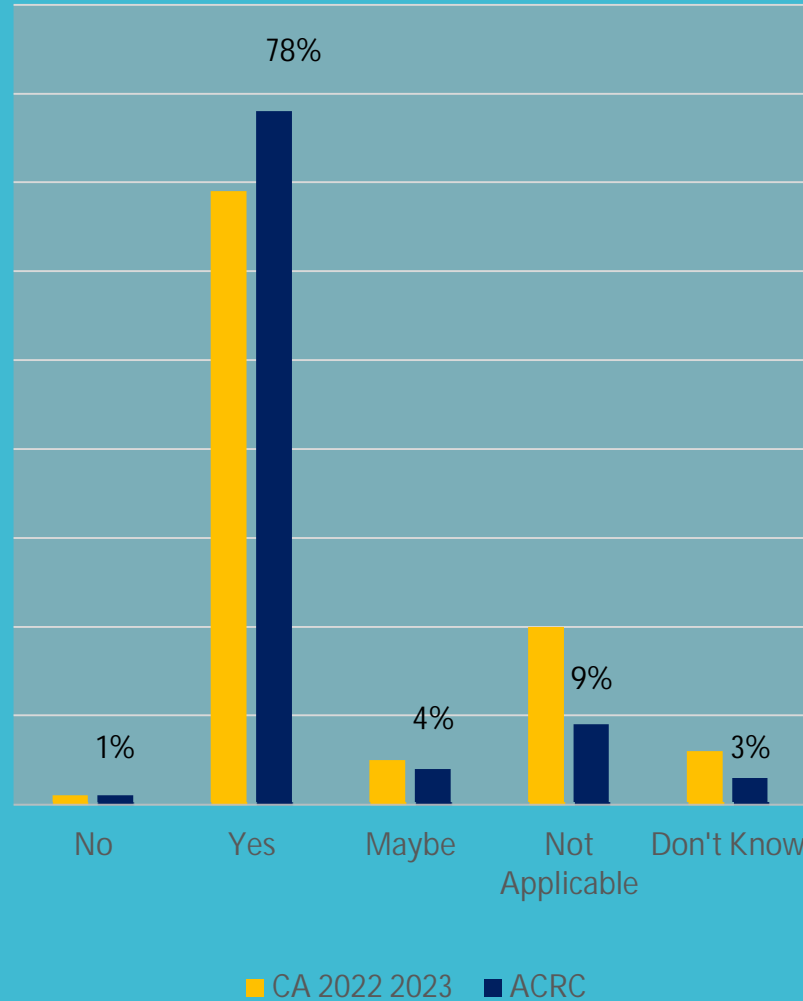
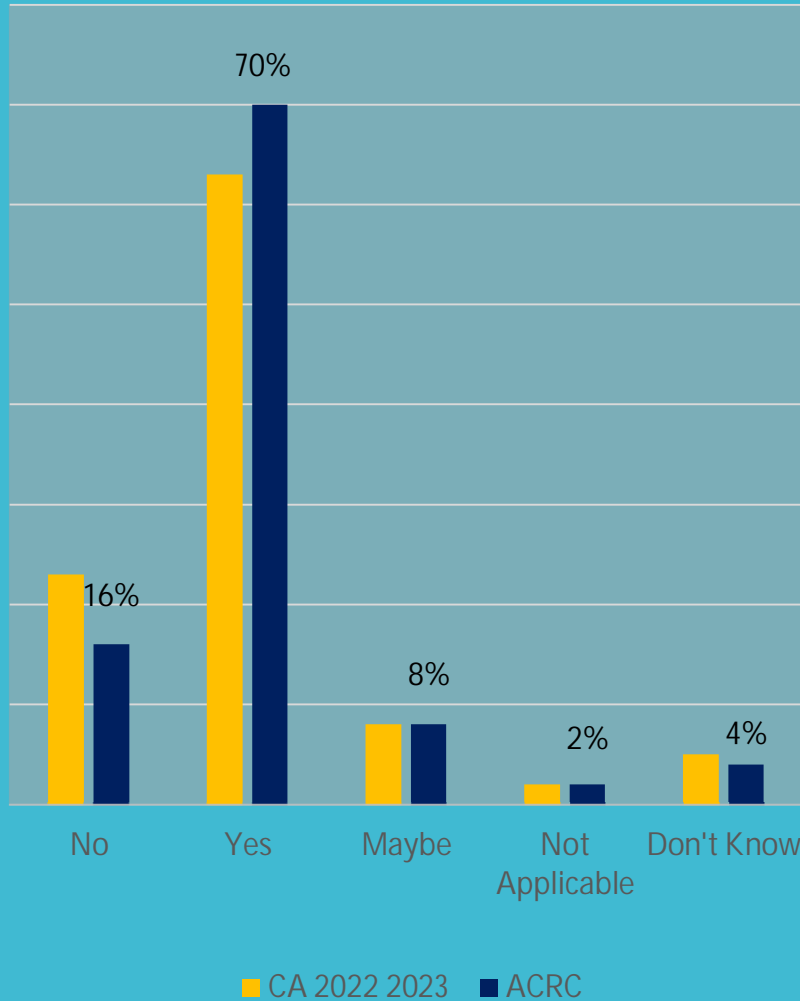
30% CA

Do you like getting healthcare services via videoconference?

37% Yes
ACRC

26% CA

SERVICE COORDINATION



Did you help make your IPP?
(676)

70% *Yes*
ACRC

63% CA

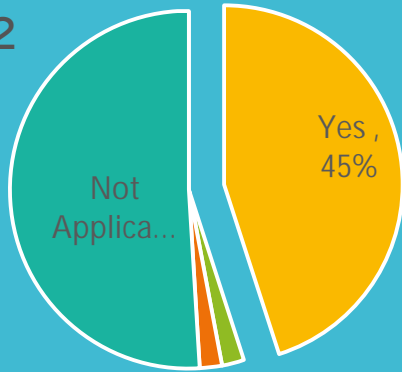
Does your service plan include things that are important to you?
(693)

78% *Yes*
ACRC

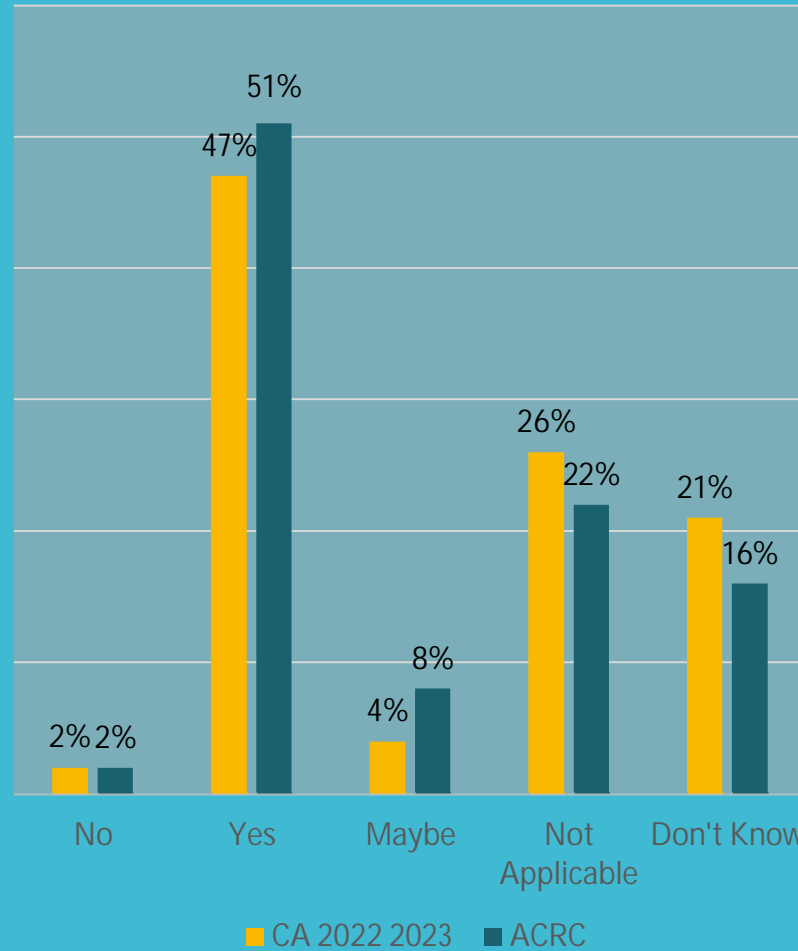
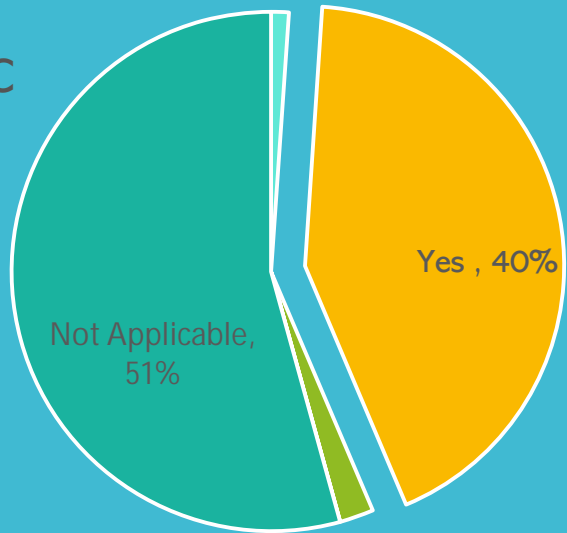
69% CA

WORKFORCE

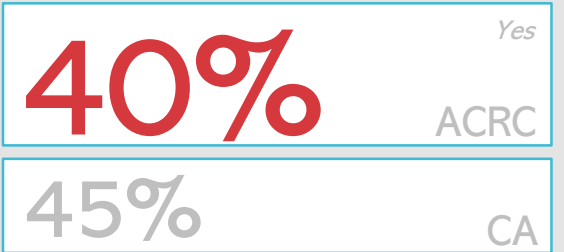
CA 21/22



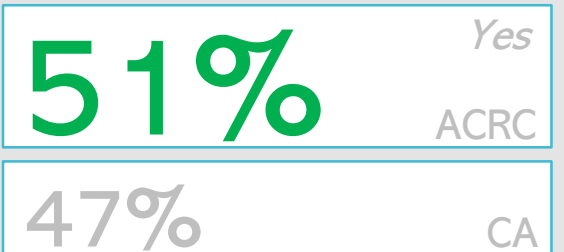
ACRC



Is your staff respectful of your culture? (726)



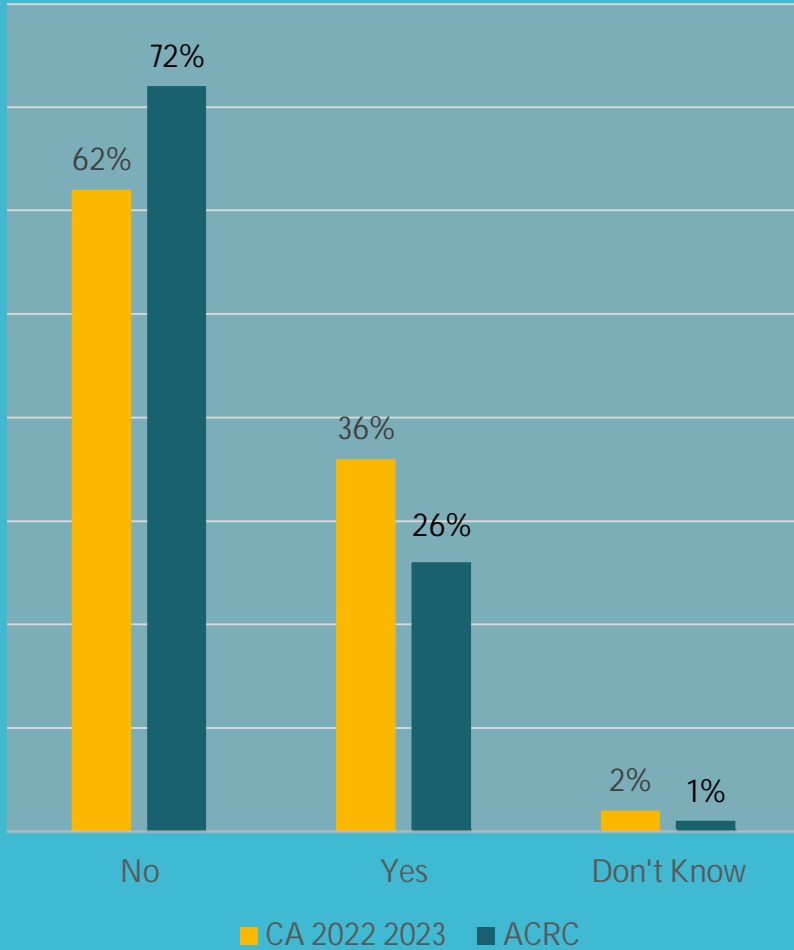
Do you feel that your staff have the right training to meet your needs? (768)



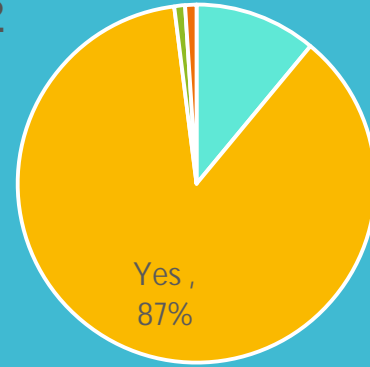
Is your staff respectful of your culture?

ACRC Initiatives: Direct Service Professional Collaborative, Direct Service Professional Internships & Direct Service Professional Training

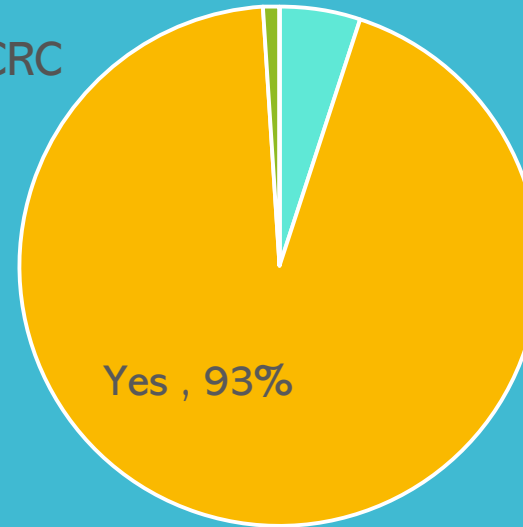
ACCESS & TECHNOLOGY



CA 21/22



ACRC



Do you have internet access?

Do you use technology in your everyday life to help you do more things on your own? (814)

26% Yes
ACRC

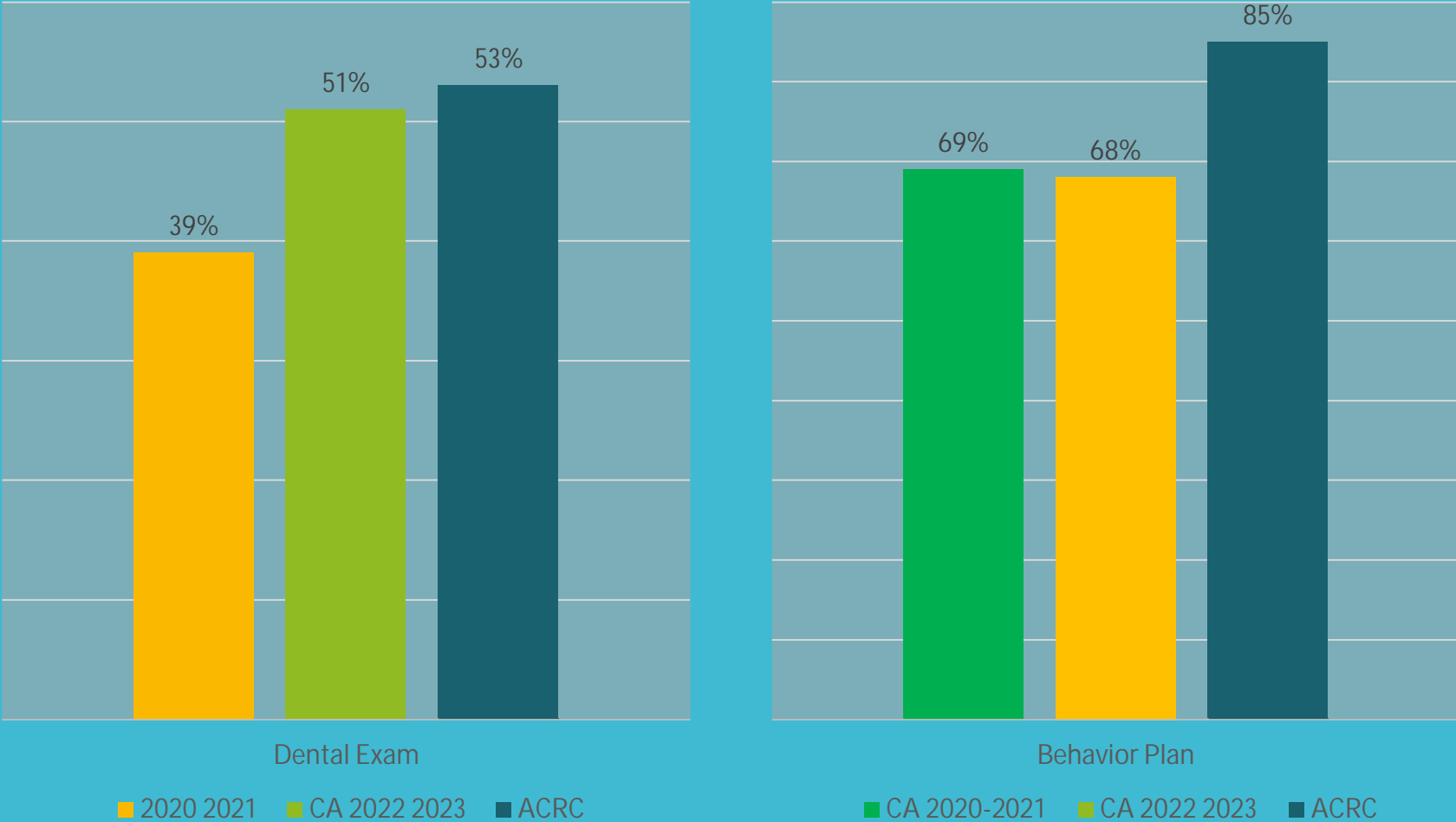
36% Yes
CA

Do you have access to the internet? (788)

93% Yes
ACRC

87% Yes
CA

CHOICES/SELF-DIRECTION



Have you had a dental exam in the last year (and/or last 6 months)? (894)

53% *Yes*
ACRC

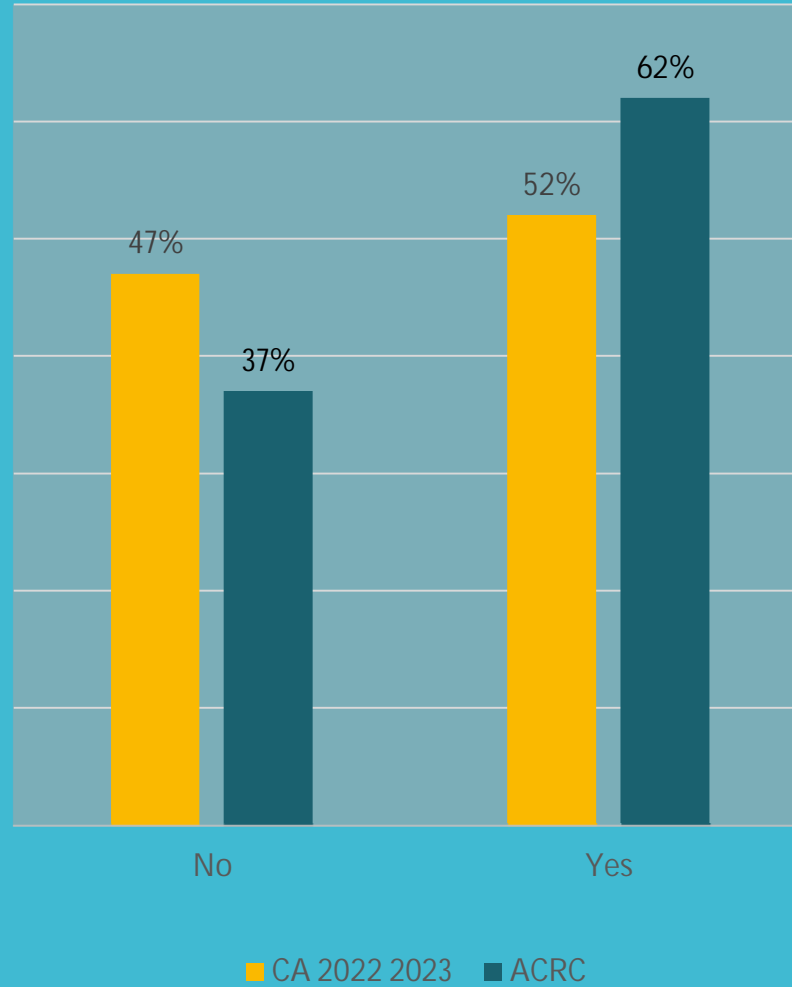
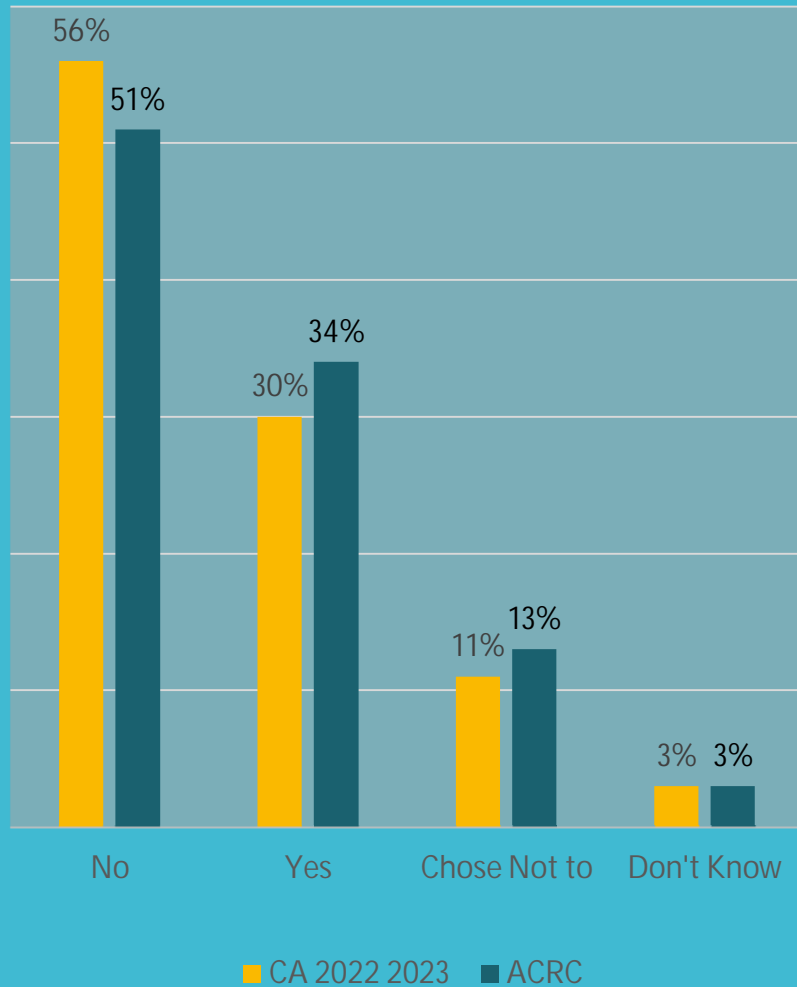
51% CA

Do you currently have a behavior plan (for maladaptive bx)? (989)

85% *No*
ACRC

68% CA

RIGHTS & RESPECT



Have you voted in a local, state or federal elections? (1027)

34% Yes
ACRC

31% CA

Do you have a key to your home? (1036)

62% No
ACRC

52% CA

ACRC Initiatives: Client Advocate Support, People Planning Together, Supported Decision Making, Home and Community Based Services & National Voter Registration Act

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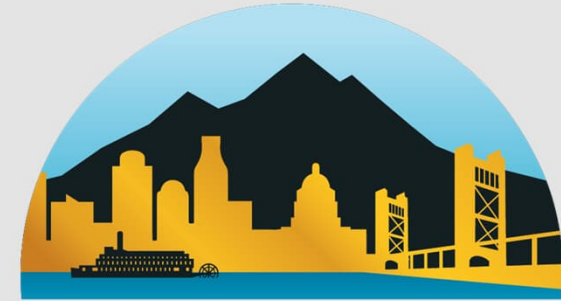
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