



January 20, 2026

**Alta California Regional Center
National Core Indicators (NCI)
Recommendations and Plans**

NCI Meeting

This correspondence is written in accordance with the Lanterman Act [Welfare & Institutions Code (W&I) 4571(h) (1-3)]. Alta California Regional Center (ACRC) held a Board of Directors Meeting on November 20, 2025, and presented the NCI comparative performance data and findings. The NCI meeting was held hybrid fashion (in-person and via Zoom platform). Spanish and American Sign Language translation was provided, proactively. No other translation requests were received.

- One hundred and eight individuals registered for the meeting and ninety individuals attended the meeting. The NCI meeting was posted on ACRC's website on October 16, 2025, fulfilling the 30-day advanced notification to clients, families, and stakeholders: [Public Meeting Updates - Alta California Regional Center](#) Lori Banales, ACRC Executive Director, announced the NCI meeting at the November 10, 2025, Board of Directors (BOD) Executive Committee Meeting.

ACRC informed the following entities about the NCI meeting:

- Email Announcement to All ACRC Service Coordinators on 11/5/25.
- PowerPoint Presentation to Case Management on 11/13/25.
- Announced at ACRC's Team Unity Management Meeting on 11/19/25.
- Announced at Coffee with Community Services and Supports Meeting on 10/24/25, 10/31/25, 11/7/2025, 11/14/25.
- Email sent to Community Based Organizations on 10/16/25.
- Announced at ACRC's Community Meeting on 11/5/25.
- Announced at ACRC's Client Advisory Committee Meeting on 11/4/25.
- Announced at ACRC's Provider Advisory Committee Meeting on 11/13/25.
- Announced on ACRC's social media pages: Facebook, Instagram, LinkedIn, and X on 10/16/25, and shared every other week.

ACRC contacted the following entities on 10/16/25, and requested they inform their networks of ACRC’s NCI Public Meeting:

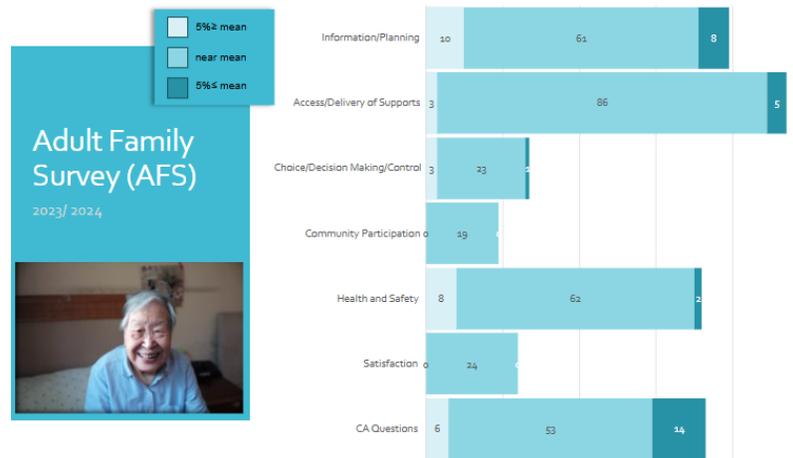
- Warmline, Families for Early Autism Treatment, and The State Council on Developmental Disabilities
- UC Davis MIND Institute
- Disability Rights California, Kelsey Handcock.
- Medi-Cal Managed Care Partners:
 - Kaiser
 - Anthem/Blue Cross
 - Partnership
 - Health Net
 - Molina

NCI PowerPoint Presentation

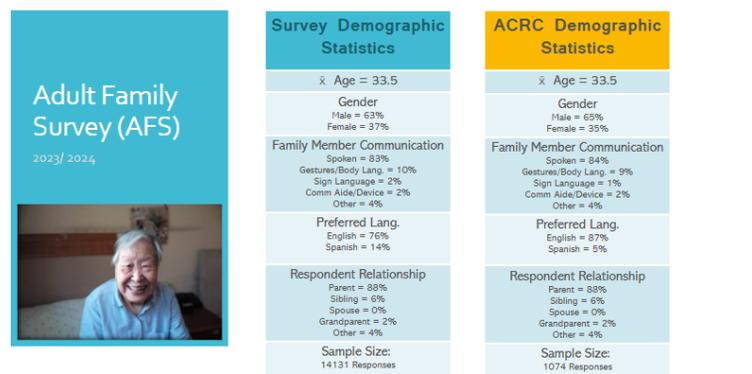
In accordance with W&I Code section 4571(h) (1-3), ACRC is required to assess its comparative performance. The Department of Developmental Services (DDS) encouraged regional centers to compare the data to the previous surveys and the statewide averages. ACRC presented data on the survey that was conducted in Fiscal Year 23/24: Adult Family Survey, Family Guardian Survey and Child Family Survey. ACRC presented [data](#) in the following NCI categories:

Demographics	This section provides a detailed profile of individuals with intellectual and developmental disabilities (ID/DD) and their families, including age, gender, health conditions, race, ethnicity, and preferred language. It highlights diversity across disabilities, communication methods, and household structures. The data help regional centers understand who they serve, and tailor supports accordingly.
Information and Planning	This section evaluates how well families receive, understand, and use information to plan services for their loved ones. It explores case management communication, clarity of materials, and the availability of planning assistance for future needs such as housing, employment, and legal matters. Results may reflect whether families feel informed, respected, and supported in the planning process.
Access and Delivery of Supports	This section measures how easily families can reach support workers, service coordinators, and needed resources. It also addresses reliability, cultural responsiveness, and adequacy of services like respite, technology, and internet access. The data attempts to gauge whether services are delivered consistently and adapt to changing family needs.
Choice, Decision-Making, and Control	This section examines family autonomy in choosing or managing service providers and staff. It looks at the extent to which families can select case managers, coordinate support teams, and influence service decisions. Findings are intended to illustrate the degree of empowerment and flexibility families experience within the service system.
Community Participation	This section explores inclusion and social engagement for family members with disabilities. It covers barriers such as transportation, cost, and stigma, as well as opportunities to participate in community activities or family-to-family networks. The data underscores how social connections and access to community resources influence quality of life.
Health and Safety	This section reviews access to healthcare, dental, and mental-health services, along with medication management and emergency preparedness. It examines whether providers understand disability-related needs and how families handle crises or report abuse or neglect. The responses indicate overall safety, health awareness, and system responsiveness in times of need.
Satisfaction	This section captures family perceptions of service effectiveness, quality, and impact on financial and emotional well-being. It asks whether supports have improved the family member's life and reduced expenses. The findings provide a holistic view of satisfaction and perceived value of services received.
California-Specific Questions	This section focuses on state-level measures such as out-of-pocket costs, language accessibility, cultural respect, and emergency preparedness. It highlights how regional centers communicate in preferred languages and support families' planning for natural disasters. These items provide localized insight into equity, accessibility, and readiness across California's service network.

Outcomes in each category were visually represented as shown below:



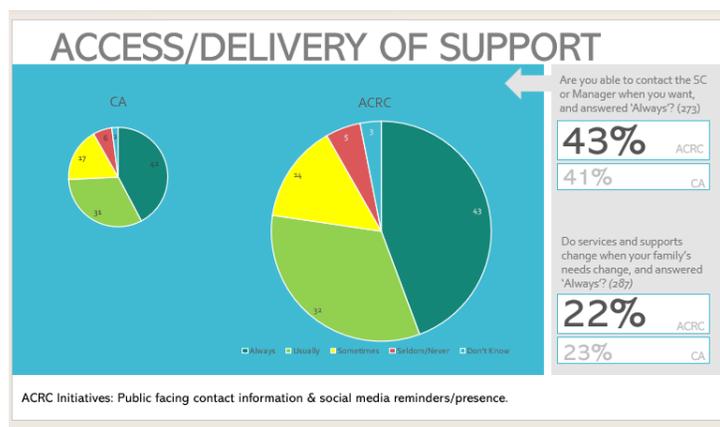
Additionally, ACRC compared demographic statistics with the State of California respondents as shown below.



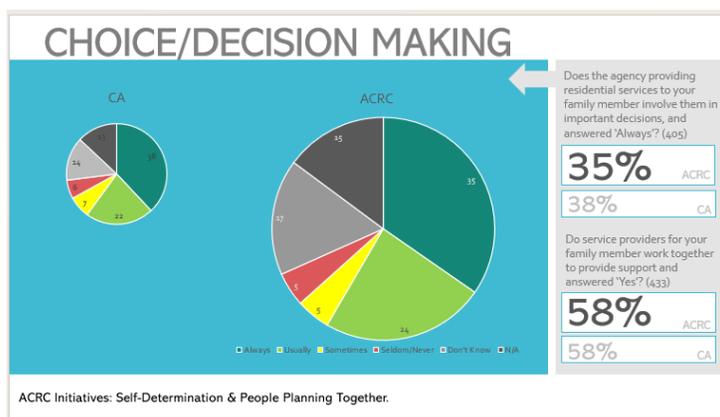
ACRC studied comparative data in each category. The data from each of the NCI categories was analyzed and ACRC’s results were compared to those of the State of California.

NCI Recommendations and Plans

ACRC is committed to delivering high-quality services to the clients and families we serve. Actively considering and incorporating feedback from stakeholders and employees is essential to achieving this commitment. Our intent is to learn from this input and identify opportunities for continued growth and improvement. During the NCI presentation, ACRC aligned DDS and internal initiatives with the relevant NCI categories. Specific initiatives corresponding to the data are identified at the bottom of each PowerPoint slide.



Related to the question, “Are you able to contact the SC or Manager when you want?” Forty-three percent (43%) answered always and 32% answered usually. ACRC utilizes our social media platform to regularly inform the community how they can contact us. This includes contacting their Service Coordinator, the SC’s Manager, and Directors of Client Services. Additionally, ACRC is dedicated to helping clients and families access the services and supports they need. ACRC posted this message for the community on March 13, 2025: <https://www.altaregional.org/post/customer-service>



Related to the question, “Does the agency providing residential services to your family member involve them in important decisions?” Thirty-five percent (35%) of respondents at ACRC said “always” and 38% of respondents statewide said “always.” ACRC is slightly below the statewide average.

Initiatives that empower and promote Choice, Control and Decision for clients are:

- Self Determination Program available to all clients in 2021 (allows regional center clients to design and direct their own services based on individual needs and goals. It promotes freedom, flexibility, and responsibility by empowering clients to make key decisions about how funds are used and who provides their support)
- People Planning Together launched in 2024 by our client advocate team. The People Planning Together approach empowers individuals served by ACRC to take an active role in creating their own person-centered plans. It focuses on helping people identify

their goals, make informed choices, and lead discussions about the supports they need to live meaningful, self-directed lives.

Related to the question, “Do service providers for your family member work together to provide support?” Fifty-eight percent (58%) of respondents served by ACRC said “always” and 58% of respondents statewide said “always.” We are equal to the state average.

And we credit this success to the HCBS Implementation Monitoring process for day programs, residential facilities, employment programs, care centers, group behavioral intervention services, and other specific congregate/disability settings. This monitoring ensures that services meet federal requirements for person-centered, community-integrated supports. It involves providers completing self-assessments, regional centers and DDS validating compliance through reviews and site visits and developing corrective plans when needed. Annual monitoring and reporting ensure that individuals have access to services promoting choice, inclusion, rights, and independence.

NCI Public Input/Feedback

- ACRC created a dedicated email address to receive NCI feedback on a continuous basis (ncifeedback@altaregional.org). No feedback was received.
- There were no comments in the chat.

DDS and ACRC initiatives combine to address improving client and family Access and Delivery of Support, Choice and Decision Making which is also represented in the NCI data. ACRC will continue to assess the NCI data and find meaningful and creative ways to braid NCI outcomes with initiatives in an intentional effort to meet needs and to enhance customer service.

Jennifer Bloom

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Alta California Regional Center

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Attachments:

Executive Minutes 11-10-25

BOD Minutes 11-20-25

Zoom Registration 11-20-25

Meeting Chat 11-20-25

Website Post [Public Meeting Updates - Alta California Regional Center](#)

NCI PowerPoint 11-20-25