National Core Indicators (NCI)
Annual Public Meeting

Board of Directors' Meeting
September 4, 2025

What is NCI?

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

Why is the NCI Important?

asks people how they are doing

"Are your families doing healthy?"

NCI Survey Cycle

Fiscal Year	Type of NCI Survey
2010/2011	Adult In-Person Survey, Child Family Survey, and Adult Family/Family Guardian Survey
2011/2012	Adult In-Person Survey
2012/2013	Child Family Survey
2013/2014	Adult Family / Family Guardian Survey
2014/2015	Adult In-Person Survey
2015/2016	Child Family Survey
2016/2017	Adult Family / Family Guardian Survey
2017/2018	Adult In-Person Survey
2018/2019	Child Family Survey
2019/2020	Adult Family/Family Guardian Survey
2020/2021	Adult In-Person Survey
2021/2022	Adult Family Survey (AFS), Family Guardian Survey (FGS), and Child Family Survey (CFS)
2022/2023	Adult In-Person Survey
2023/2024	Adult Family Survey (AFS), Family Guardian Survey (FGS), and Child Family Survey (CFS)
2024/2025	Adult In-Person Survey
2025/2026	Adult Family Survey (AFS), Family Guardian Survey (FGS), and Child Family Survey (CFS)
2026/2027	Adult In-Person Survey
2027/2028	Adult Family Survey (AFS), Family Guardian Survey (FGS), and Child Family Survey (CFS)

There are four types of NCI surveys used in California:

- **Adult In-Person Survey (IPS)** (formally known as the Adult Consumer 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.

- **Child Family Survey (CFS)** The Child Family Survey is a written survey that is completed by families of a child (ages 3-17 years old) who lives with them and receives at least one service from a regional center, in addition to case management.

- **Adult Family Survey (AFS)** The Adult Family Survey is a written survey that is completed by families of an adult (age 18 and over) who lives with them and receives at least one service from a regional center, in addition to case management.

- **Family Guardian Survey (FGS)** The Family Guardian Survey is a written survey that is completed by families and conservators of individuals (age 18 and over) who live in a community placement setting, and receives at least one service from a regional center, in addition to case management.

NCI Adult Family Survey 2021-2022
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.*

Select a Regional Center:

- Alta California
- Central Valley
- East Bay
- Eastern LA
- Far Northern
- Frank D. Lanterman
- Golden Gate
- Harbor
- Inland
- Kern
- North Bay
- North LA County
- ● Orange County
- Redwood Coast
- San Andreas
- San Diego
- San Gabriel/Pomona
- South Central LA
- Tri-Counties
- Valley Mountain
- Westside

👍

Domain	Checkmarks
Access	✓ ✓ ✓ ✓ ✓ ✓ ✓ ✓
Choice	✓ ✓ ✓ ✓ ✓
Community Participation	✓ ✓ ✓
Information & Planning	✓ ✓ ✓ ✓ ✓ ✓ ✓ ✓
Satisfaction	✓ ✓ ✓ ✓

6

NCI Family Guardian Survey 2021-2022
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.*

Select a Regional Center
- Alta California
- Central Valley
- East Bay
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- North LA County
- ● Orange County
- Redwood Coast
- San Andreas
- San Diego
- San Gabriel/Pomona
- South Central LA
- Tri-Counties
- Valley Mountain
- Westside

👍

Access	✓	✓	✓					
Choice	✓	✓	✓					
Community Participation	✓	✓	✓					
Information & Planning	✓	✓	✓	✓	✓	✓	✓	✓
Satisfaction	✓	✓	✓	✓	✓	✓	✓	

NCI Child Family Survey 2021-2022

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.*

👍

Select a Regional Center:
- Alta California
- Central Valley
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- Kern
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- North LA County
- ◉ Orange County
- Redwood Coast
- San Andreas
- San Diego
- San Gabriel/Pomona
- South Central LA
- Tri-Counties
- Valley Mountain
- Westside

Domain						
Access	✓	✓	✓			
Choice	✓	✓	✓	✓	✓	✓	✓
Community Participation	✓	✓	✓	✓	✓	
Information & Planning	✓	✓	✓	✓	✓	✓
Satisfaction	✓	✓	✓	✓	✓	✓

Table 87. Able to contact case manager/service coordinator when wants

Regional Center	Yes	No	N
ACRC	81%	19%	193
CVRC	89%	11%	275
ELARC	75%	25%	209
FNRC	82%	18%	271
FDLRC	71%	29%	146
GGRC	79%	21%	164
HRC	79%	21%	189
IRC	84%	16%	229
KRC	64%	36%	138
NBRC	82%	18%	215
NLACRC	68%	32%	154
RCRC	79%	21%	262
RCEB	73%	27%	161
RCOC	77%	23%	185
SARC	72%	28%	175
SDRC	78%	22%	178
SGPRC	70%	30%	149
SCLARC	70%	30%	147
TCRC	84%	16%	226
VMRC	74%	26%	219
WRC	80%	20%	198
CA	78%	22%	4083
NCI-IDD	85%	15%	12217

Access

Able to contact case manager/service coordinator when wants

Legend: CA, N = 4083

Table 104. Able to get places when wants to do something outside of home like going out to see friends, for entertainment, or to do something fun

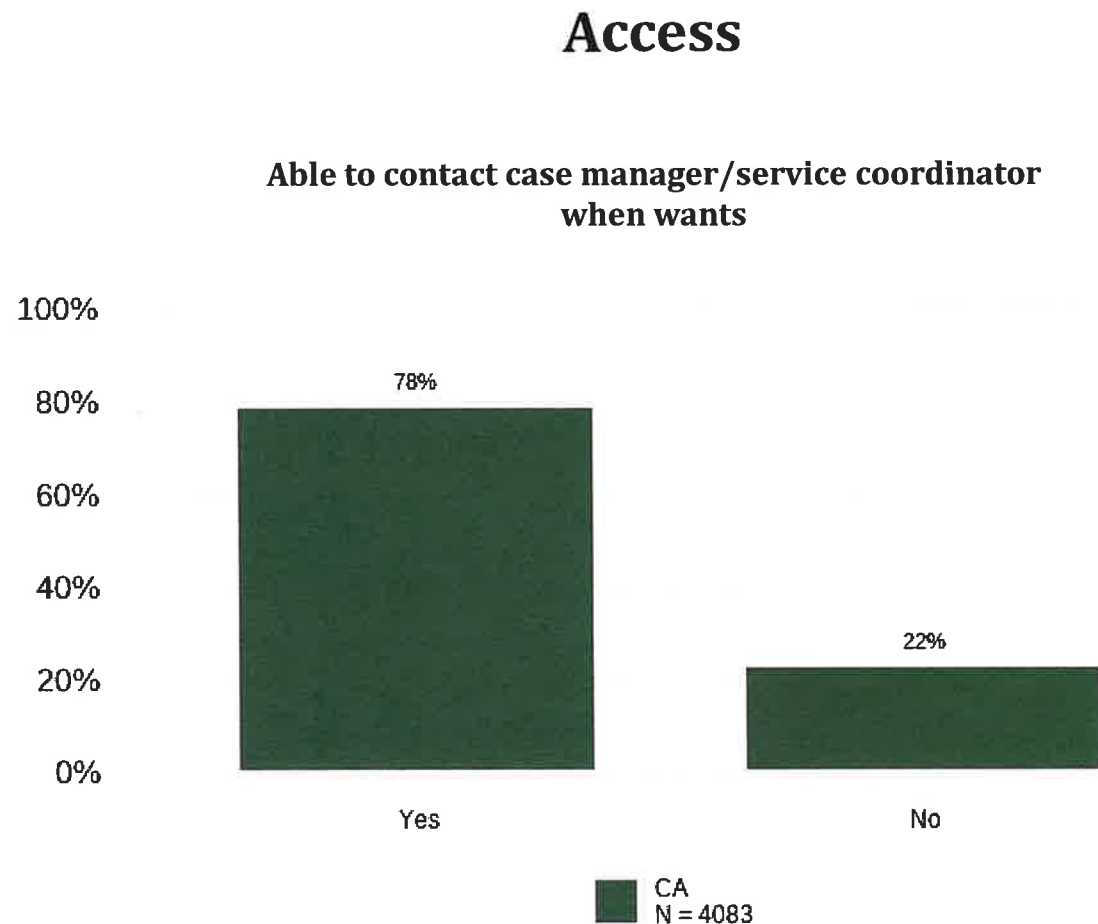| Regional Center	Yes	No	N
ACRC	82%	18%	273
CVRC	78%	22%	320
ELARC	81%	19%	254
FNRC	82%	18%	309
FDLRC	78%	22%	231
GGRC	86%	14%	242
HRC	82%	18%	249
IRC	77%	23%	295
KRC	71%	29%	231
NBRC	79%	21%	261
NLACRC	79%	21%	247
RCRC	81%	19%	330
RCEB	78%	22%	223
RCOC	81%	19%	232
SARC	74%	26%	226
SDRC	83%	17%	230
SGPRC	76%	24%	233
SCLARC	81%	19%	236
TCRC	82%	18%	280
VMRC	72%	28%	253
WRC	83%	17%	260
CA	79%	21%	5415
NCI-IDD	80%	20%	14707

Access

Able to get places when wants to do something outside of home like going out to see friends, for entertainment, or to do something fun

CA
N = 5415

10
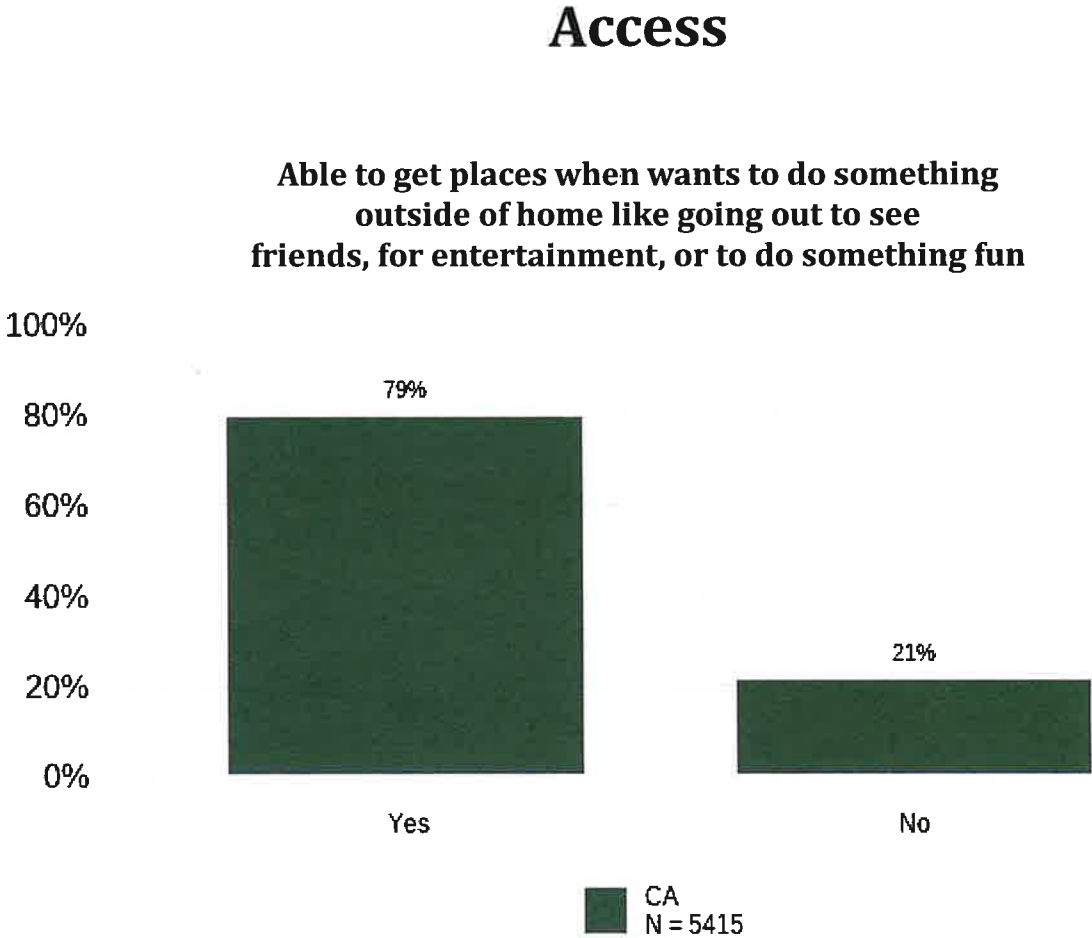
Table 105. Has a way to get places needs to go (like work, appointments, etc.)

Regional Center	Yes	No	N
ACRC	92%	8%	269
CVRC	85%	15%	320
ELARC	95%	5%	254
FNRC	94%	6%	308
FDLRC	94%	6%	236
GGRC	97%	3%	244
HRC	95%	5%	245
IRC	92%	8%	294
KRC	90%	10%	232
NBRC	89%	11%	262
NLACRC	87%	13%	247
RCRC	95%	5%	337
RCEB	89%	11%	227
RCOC	93%	7%	232
SARC	93%	7%	230
SDRC	92%	8%	235
SGPRC	88%	12%	238
SCLARC	94%	6%	236
TCRC	93%	7%	279
VMRC	92%	8%	252
WRC	95%	5%	263
CA	92%	8%	5440
NCI-IDD	92%	8%	14833

Access

Has a way to get places needs to go (like work, appointments, etc.)

- 100%
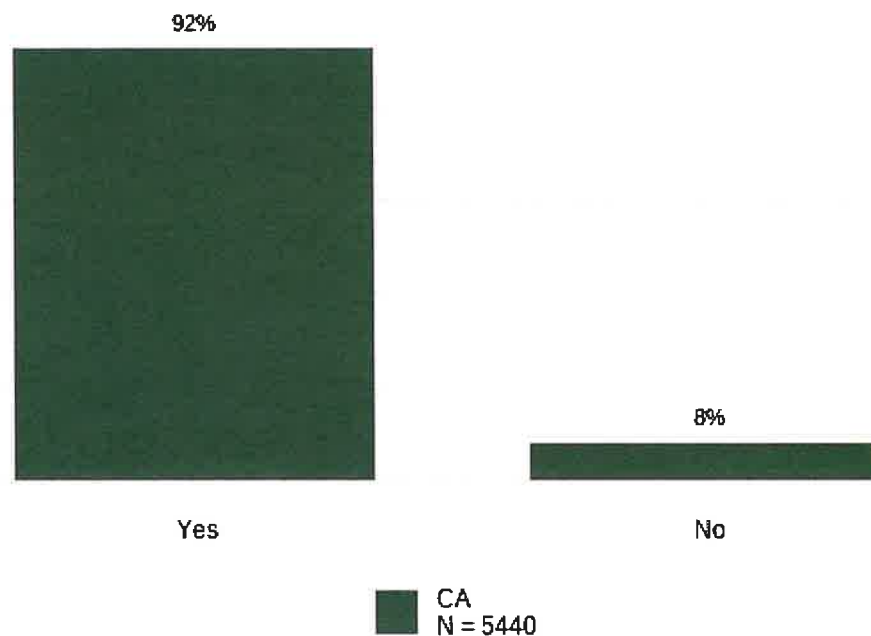- 80%
- 60%
- 40%
- 20%
- 0%

92% — Yes
8% — No

CA
N = 5440

Table 46. Chose or had some input in choosing where they live if not living in the family home
Proxy respondents were allowed for this question

Regional Center	Yes	No	N
ACRC	52%	48%	168
CVRC	78%	22%	173
ELARC	39%	61%	109
FNRC	72%	28%	272
FDLRC	34%	66%	179
GGRC	49%	51%	241
HRC	47%	53%	131
IRC	35%	65%	165
KRC	51%	49%	144
NBRC	61%	39%	210
NLACRC	56%	44%	117
RCRC	73%	28%	200
RCEB	45%	55%	210
RCOC	31%	69%	203
SARC	48%	52%	186
SDRC	53%	47%	137
SGPRC	41%	59%	142
SCLARC	41%	59%	102
TCRC	55%	45%	194
VMRC	70%	30%	237
WRC	53%	47%	144
CA	51%	49%	3664
NCI-IDD	54%	46%	12288

Choice

Chose or had some input in choosing where they live if not living in the family home

100%
80%
60%
40%
20%
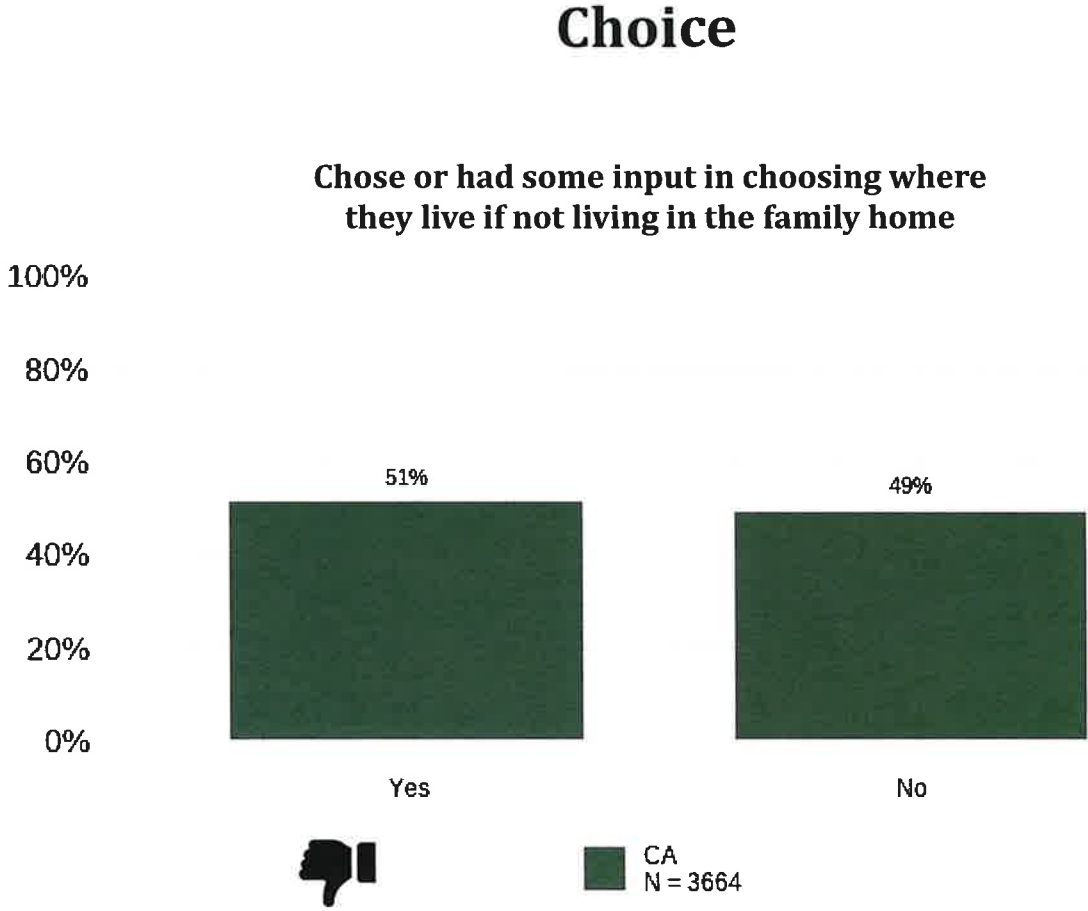0%

51% Yes
49% No

CA
N = 3664

12

Table 47. Chose or had some input in choosing their housemates if not living in the family home, or chose to live alone
Proxy respondents were allowed for this question

Regional Center	Yes	No	N
ACRC	66%	34%	170
CVRC	75%	25%	167
ELARC	44%	56%	109
FNRC	52%	48%	273
FDLRC	26%	74%	179
GGRC	37%	63%	242
HRC	32%	68%	134
IRC	20%	80%	169
KRC	46%	54%	150
NBRC	47%	53%	212
NLACRC	47%	53%	116
RCRC	74%	26%	195
RCEB	30%	70%	210
RCOC	27%	73%	204
SARC	37%	63%	184
SDRC	44%	56%	138
SGPRC	13%	87%	142
SCLARC	18%	82%	104
TCRC	42%	58%	196
VMRC	70%	30%	239
WRC	34%	66%	140
CA	41%	59%	3673
NCI-IDD	43%	57%	12285

Choice

Chose or had some input in choosing their housemates if not living in the family home, or chose to live alone

100%
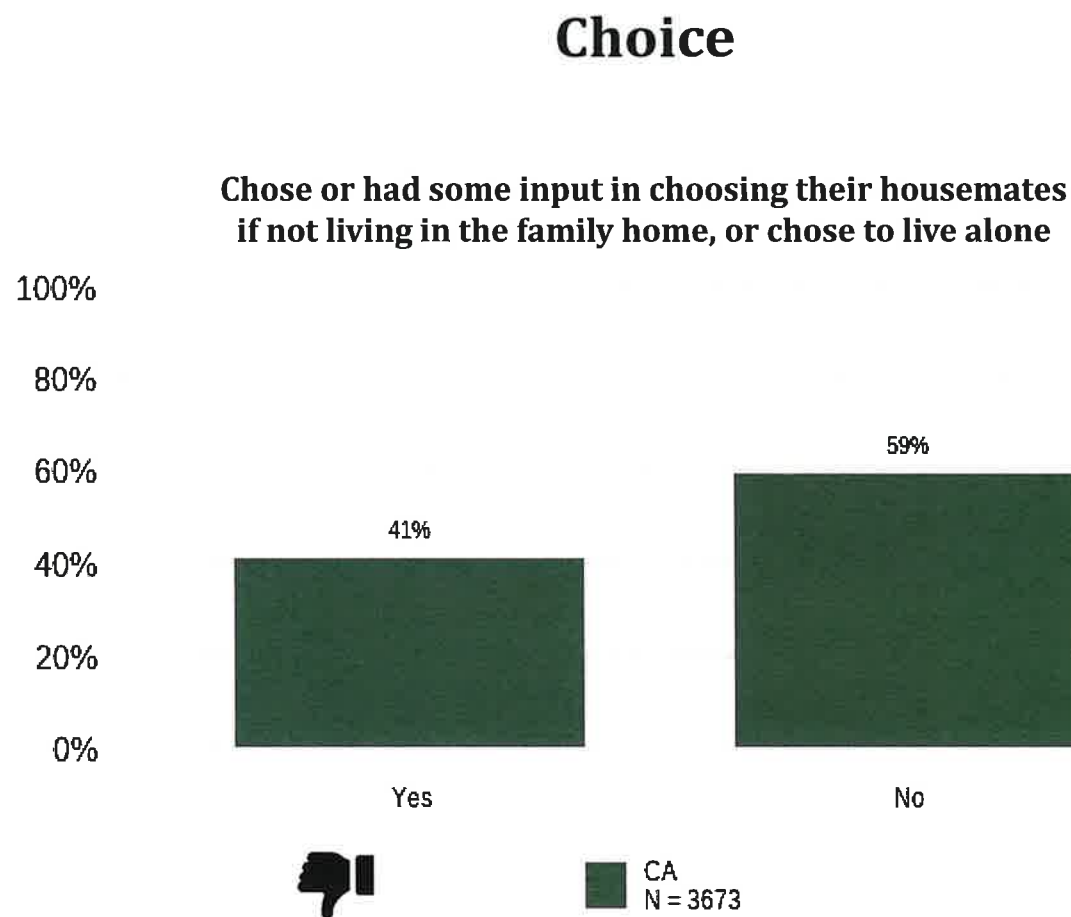
80%

60%

40%

20%

0%

41%   Yes

59%   No

CA
N = 3673

13

Table 48. Decides or has help deciding their daily schedule
Proxy respondents were allowed for this question

Regional Center	Yes	No	N
ACRC	90%	10%	412
CVRC	92%	8%	408
ELARC	90%	10%	410
FNRC	94%	6%	410
FDLRC	86%	14%	408
GGRC	89%	11%	410
HRC	80%	20%	410
IRC	76%	24%	517
KRC	89%	11%	400
NBRC	87%	13%	404
NLACRC	83%	17%	400
RCRC	96%	4%	422
RCEB	85%	15%	410
RCOC	89%	11%	441
SARC	83%	17%	412
SDRC	90%	10%	405
SGPRC	88%	12%	404
SCLARC	87%	13%	415
TCRC	87%	13%	400
VMRC	91%	9%	427
WRC	82%	18%	417
CA	86%	14%	8742
NCI-IDD	86%	14%	24941

Choice

Decides or has help deciding their daily schedule
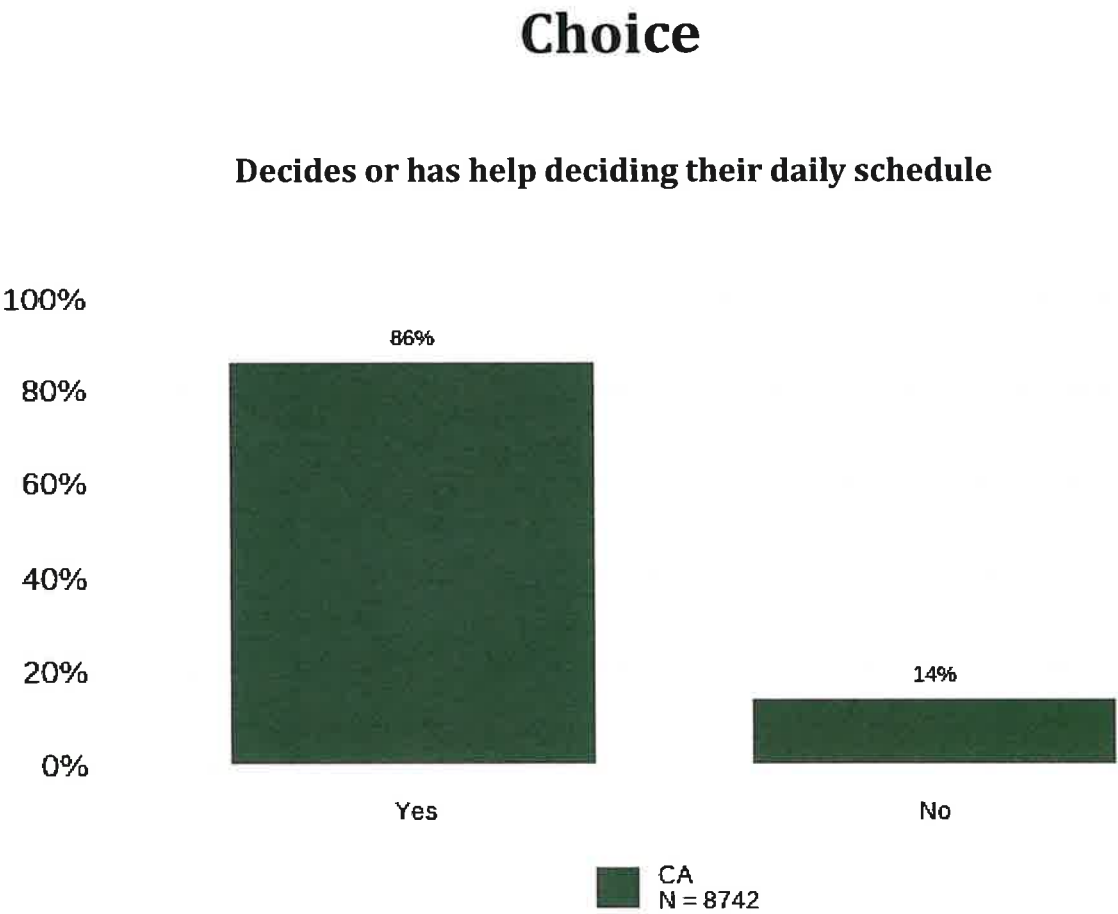

CA
N = 8742

14

Table 49. Decides or has help deciding how to spend free time
*Proxy Respondents were allowed for this question; This is asking about who chooses how
the person spends their time when they are not working, attending a day program, or
doing other regular daily activity with or without supports*

Regional Center	Yes	No	N
ACRC	96%	4%	409
CVRC	96%	4%	410
ELARC	93%	7%	412
FNRC	98%	2%	408
FDLRC	91%	9%	406
GGRC	94%	6%	409
HRC	89%	11%	410
IRC	86%	14%	520
KRC	94%	6%	402
NBRC	95%	5%	406
NLACRC	91%	9%	401
RCRC	99%	1%	424
RCEB	93%	7%	404
RCOC	92%	8%	439
SARC	90%	10%	409
SDRC	95%	5%	404
SGPRC	93%	7%	403
SCLARC	93%	7%	415
TCRC	92%	8%	402
VMRC	96%	4%	422
WRC	92%	8%	413
CA	93%	7%	8728
NCI-IDD	93%	7%	24903

Choice

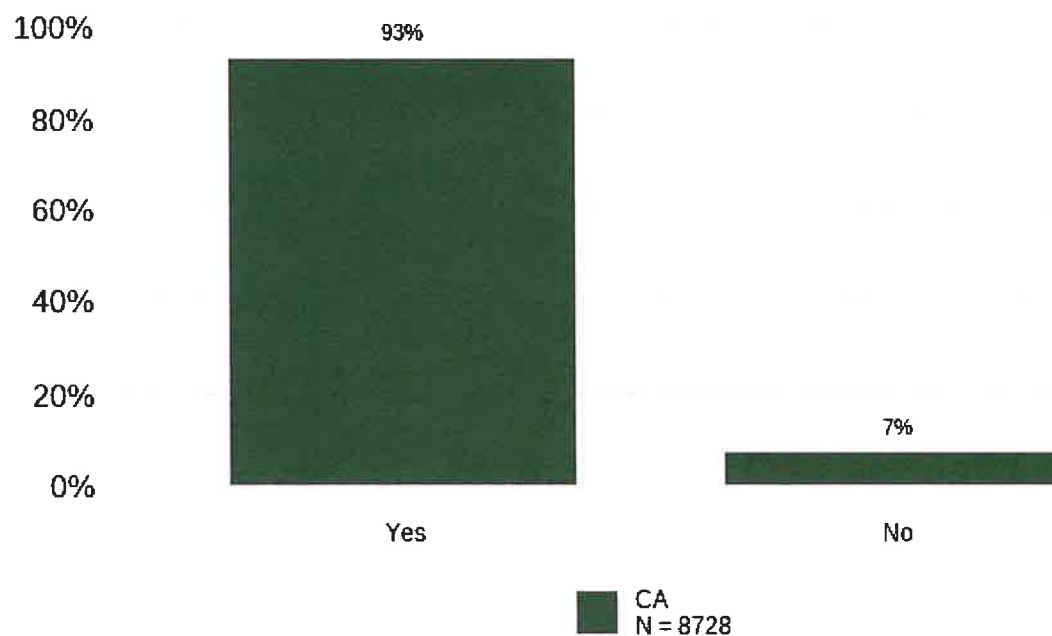## Decides or has help deciding how to spend free time

Yes 93% No 7%

CA
N = 8728

15

Table 50. Has enough choice about what to do in free time
Proxy Respondents were allowed for this question

Regional Center	Yes	No	N
ACRC	93%	7%	396
CVRC	96%	4%	405
ELARC	90%	10%	406
FNRC	92%	8%	402
FDLRC	95%	5%	402
GGRC	93%	7%	402
HRC	93%	7%	405
IRC	94%	6%	512
KRC	94%	6%	396
NBRC	94%	6%	399
NLACRC	92%	8%	387
RCRC	94%	6%	417
RCEB	96%	4%	389
RCOC	94%	6%	432
SARC	92%	8%	400
SDRC	96%	4%	398
SGPRC	96%	4%	393
SCLARC	93%	7%	400
TCRC	97%	3%	392
VMRC	91%	9%	417
WRC	91%	9%	402
CA	94%	6%	8552
NCI-IDD	94%	6%	24293

Choice

Has enough choice about what to do in free time
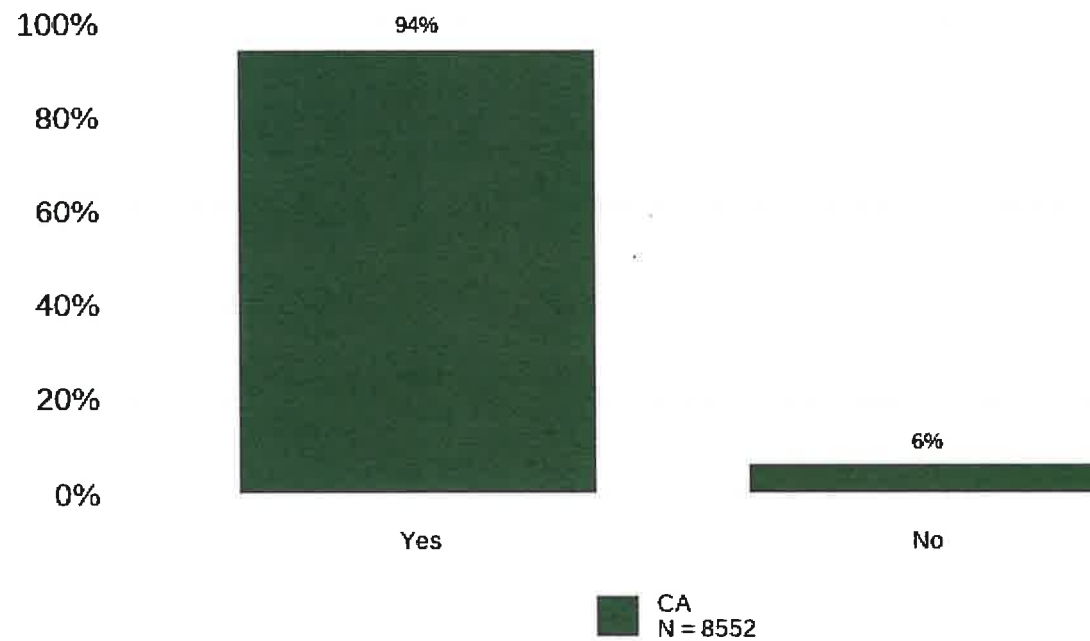

Bar chart showing: Yes 94%, No 6%. CA N = 8552

Table 53. Has input in choosing their regular day activities (in addition to or instead of a paid community job and/or day program/work program)
Proxy Respondents were allowed for this question

Regional Center	Yes	No	N
ACRC	89%	11%	174
CVRC	92%	8%	220
ELARC	85%	15%	225
FNRC	90%	10%	230
FDLRC	80%	20%	148
GGRC	82%	18%	218
HRC	71%	29%	186
IRC	60%	40%	197
KRC	87%	13%	141
NBRC	88%	12%	250
NLACRC	77%	23%	186
RCRC	93%	7%	229
RCEB	75%	25%	199
RCOC	87%	13%	200
SARC	80%	20%	245
SDRC	84%	16%	236
SGPRC	82%	18%	157
SCLARC	75%	25%	133
TCRC	80%	20%	169
VMRC	83%	17%	145
WRC	77%	23%	217
CA	81%	19%	4105
NCI-IDD	83%	17%	14081

Choice

Has input in choosing their regular day activities (in addition to or instead of a paid community job and/or day program/work program)
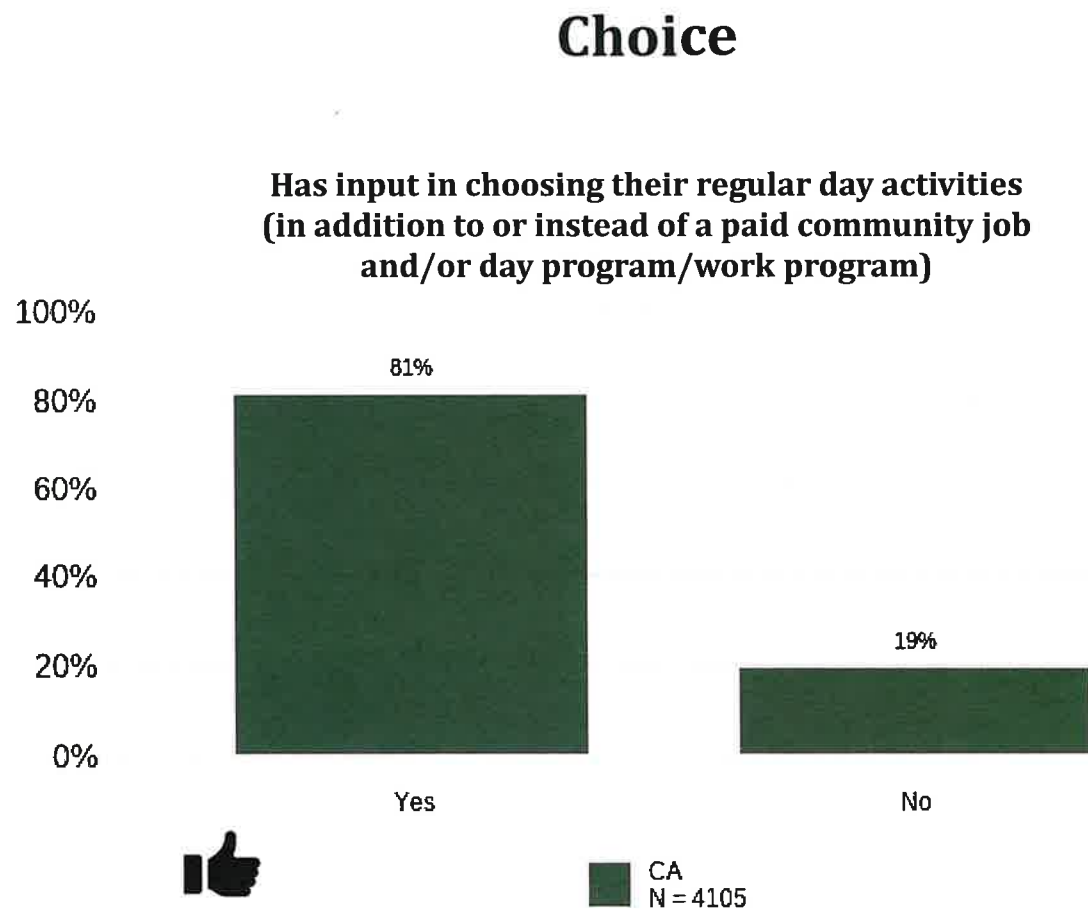
Yes: 81%
No: 19%

CA
N = 4105

Table 54. Chooses or has help deciding what to buy or has set limits on what to buy with their spending money
Proxy respondents were allowed for this question

Regional Center	Yes	No	N
ACRC	90%	10%	387
CVRC	98%	2%	403
ELARC	89%	12%	400
FNRC	92%	8%	400
FDLRC	92%	8%	355
GGRC	87%	13%	395
HRC	88%	12%	382
IRC	89%	11%	429
KRC	92%	8%	376
NBRC	89%	11%	376
NLACRC	85%	15%	352
RCRC	97%	3%	417
RCEB	91%	9%	380
RCOC	89%	11%	411
SARC	92%	8%	326
SDRC	92%	8%	379
SGPRC	90%	10%	381
SCLARC	91%	9%	377
TCRC	94%	6%	361
VMRC	89%	11%	400
WRC	90%	10%	388
CA	90%	10%	8075
NCI-IDD	89%	11%	23858

Choice

Chooses or has help deciding what to buy or has set limits on what to buy with their spending money

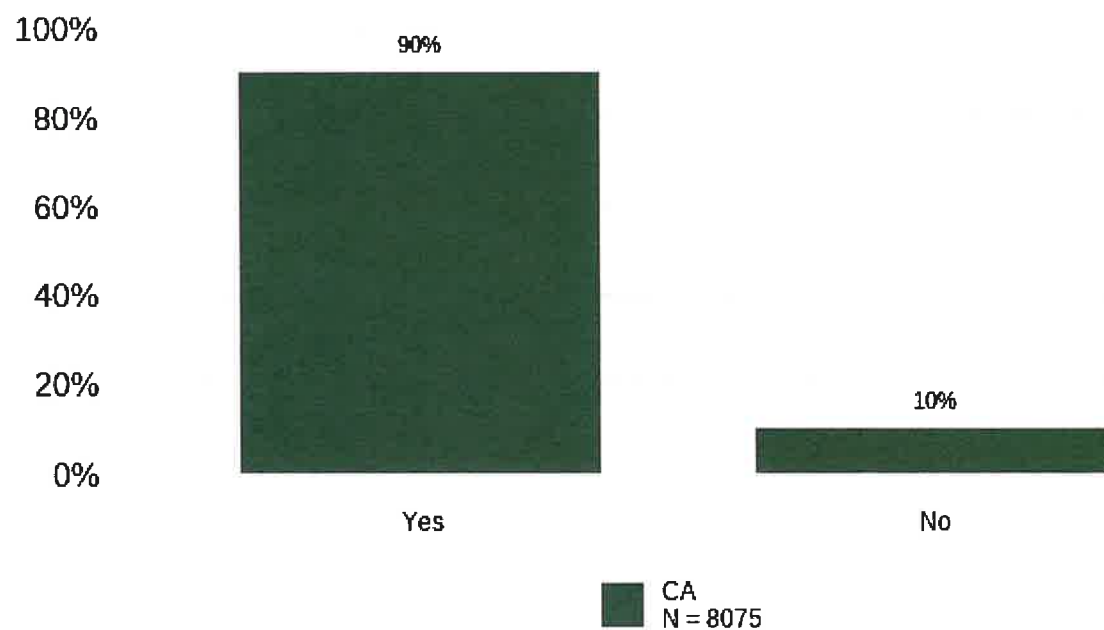|	
100%	
80%	90% (Yes)
60%	
40%	
20%	10% (No)
0%	

CA
N = 8075

18

Table 55. Chose staff or were aware they could request to change staff
Proxy respondents were allowed for this question

Regional Center	Yes	No	N
ACRC	79%	21%	290
CVRC	70%	30%	229
ELARC	68%	32%	318
FNRC	64%	36%	256
FDLRC	49%	51%	313
GGRC	65%	35%	325
HRC	45%	55%	265
IRC	37%	63%	324
KRC	71%	29%	222
NBRC	54%	46%	301
NLACRC	59%	41%	309
RCRC	80%	20%	305
RCEB	56%	44%	294
RCOC	56%	44%	349
SARC	60%	40%	321
SDRC	66%	34%	307
SGPRC	53%	47%	279
SCLARC	54%	46%	291
TCRC	52%	48%	262
VMRC	75%	25%	320
WRC	57%	43%	283
CA	59%	41%	6163
NCI-IDD	59%	41%	19901

Choice

Chose staff or were aware they could request to change staff

100%
80%
60%
40%
20%
0%

59%   41%
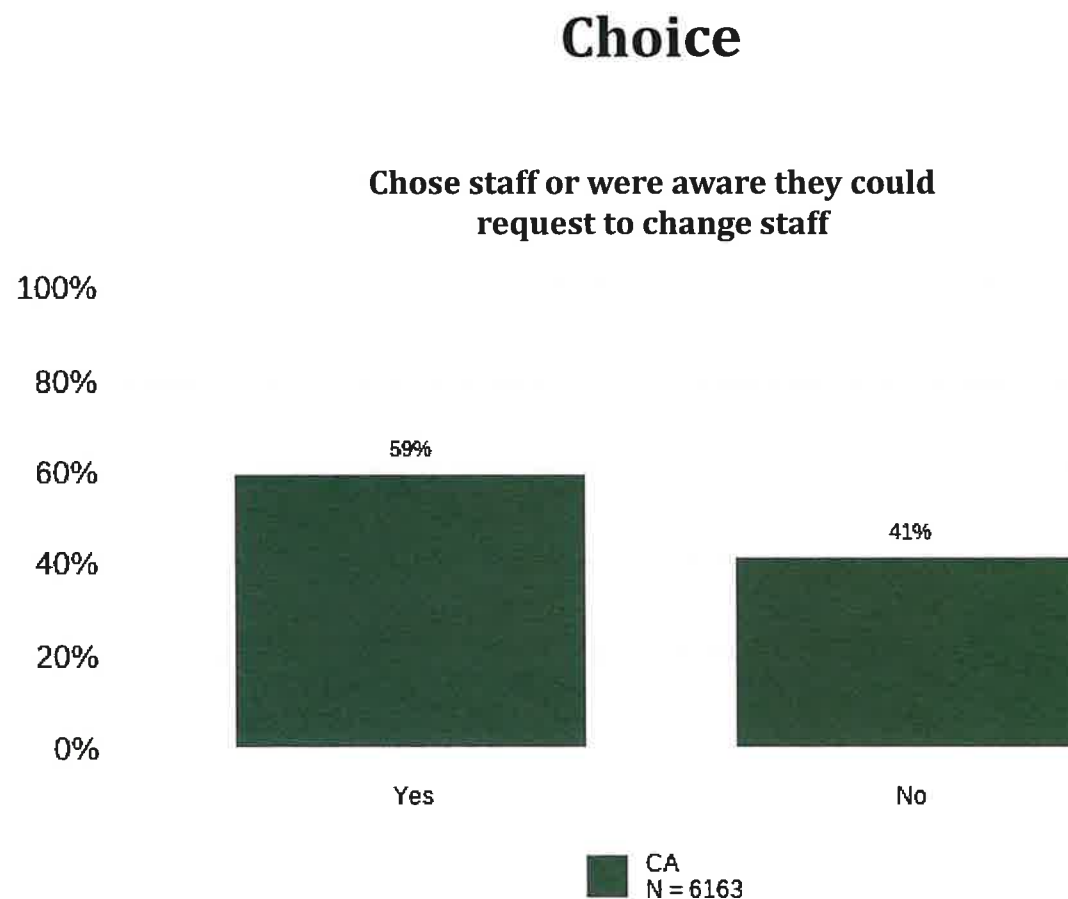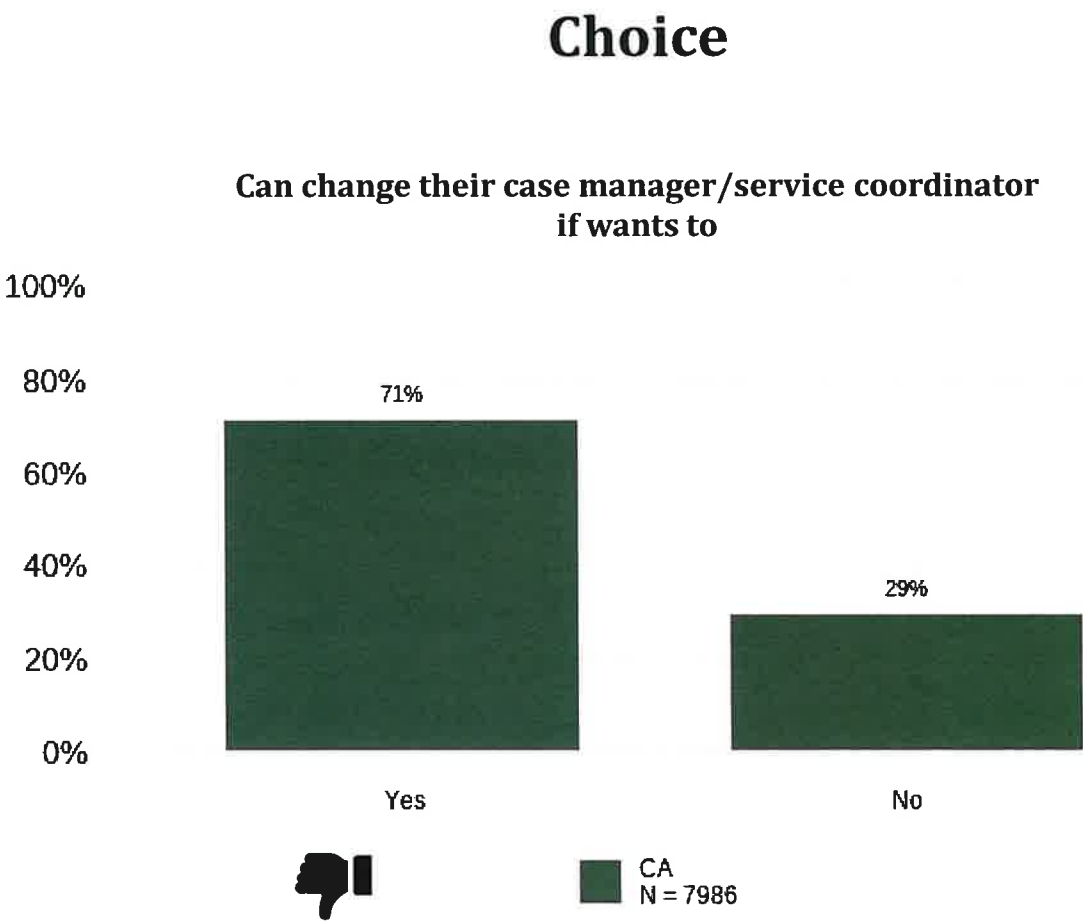
Yes   No

CA
N = 6163

19

Table 56. Can change their case manager/service coordinator if wants to
Proxy respondents were allowed for this question

Regional Center	Yes	No	N
ACRC	77%	23%	365
CVRC	68%	32%	370
ELARC	69%	31%	392
FNRC	75%	25%	392
FDLRC	73%	27%	323
GGRC	67%	33%	376
HRC	78%	23%	360
IRC	77%	23%	486
KRC	68%	32%	368
NBRC	67%	33%	385
NLACRC	73%	27%	332
RCRC	75%	25%	393
RCEB	62%	38%	387
RCOC	65%	35%	422
SARC	68%	32%	385
SDRC	72%	28%	386
SGPRC	78%	22%	366
SCLARC	71%	29%	355
TCRC	67%	33%	377
VMRC	85%	15%	398
WRC	60%	40%	368
CA	71%	29%	7986
NCI-IDD	76%	24%	23018

Choice

Can change their case manager/service coordinator if wants to

71%

29%

100%
80%
60%
40%
20%
0%

Yes

No

CA
N = 7986

20

**Table 57. Went out shopping at least once in the past month
(Examples: groceries, clothing)**
Proxy respondents were allowed for this question

Regional Center	Yes	No	N
ACRC	85%	15%	408
CVRC	91%	9%	409
ELARC	83%	17%	409
FNRC	86%	14%	405
FDLRC	81%	19%	404
GGRC	80%	20%	411
HRC	84%	16%	407
IRC	84%	16%	517
KRC	81%	19%	406
NBRC	84%	16%	404
NLACRC	86%	15%	400
RCRC	91%	9%	422
RCEB	85%	15%	410
RCOC	84%	16%	441
SARC	86%	14%	410
SDRC	88%	12%	402
SGPRC	84%	16%	403
SCLARC	85%	15%	415
TCRC	82%	18%	405
VMRC	84%	16%	429
WRC	87%	13%	413
CA	85%	15%	8730
NCI-IDD	87%	13%	24808

Community Participation

**Went out shopping at least once in the past month
(Examples: groceries, clothing)**

85%   15%
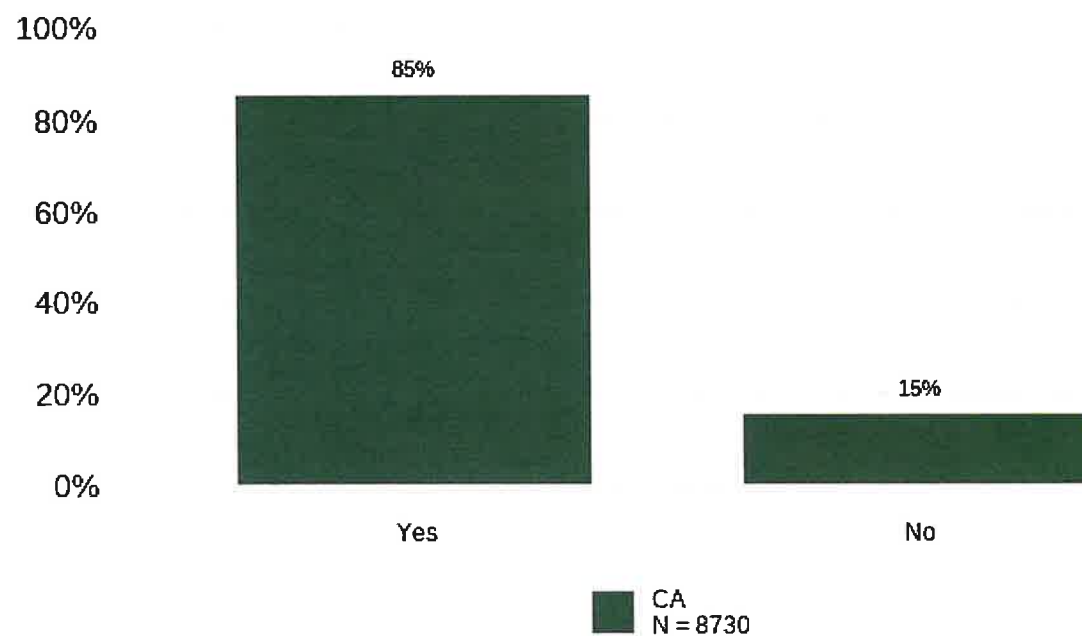
Yes   No

CA
N = 8730

21

Table 58. Went out on errands at least once in the past month (Examples: banks, post office, hairdressers or barber)
Proxy respondents were allowed for this question

Regional Center	Yes	No	N
ACRC	66%	34%	396
CVRC	89%	11%	408
ELARC	72%	28%	408
FNRC	80%	20%	398
FDLRC	70%	30%	401
GGRC	69%	31%	410
HRC	78%	22%	405
IRC	75%	25%	512
KRC	65%	35%	401
NBRC	80%	20%	398
NLACRC	73%	27%	398
RCRC	85%	15%	419
RCEB	76%	24%	399
RCOC	72%	28%	440
SARC	78%	22%	408
SDRC	71%	29%	401
SGPRC	76%	24%	401
SCLARC	69%	31%	413
TCRC	83%	17%	395
VMRC	70%	30%	418
WRC	72%	28%	411
CA	74%	26%	8640
NCI-IDD	81%	19%	24489

Community Participation

Went out on errands at least once in the past month (Examples: banks, post office, hairdressers or barber)

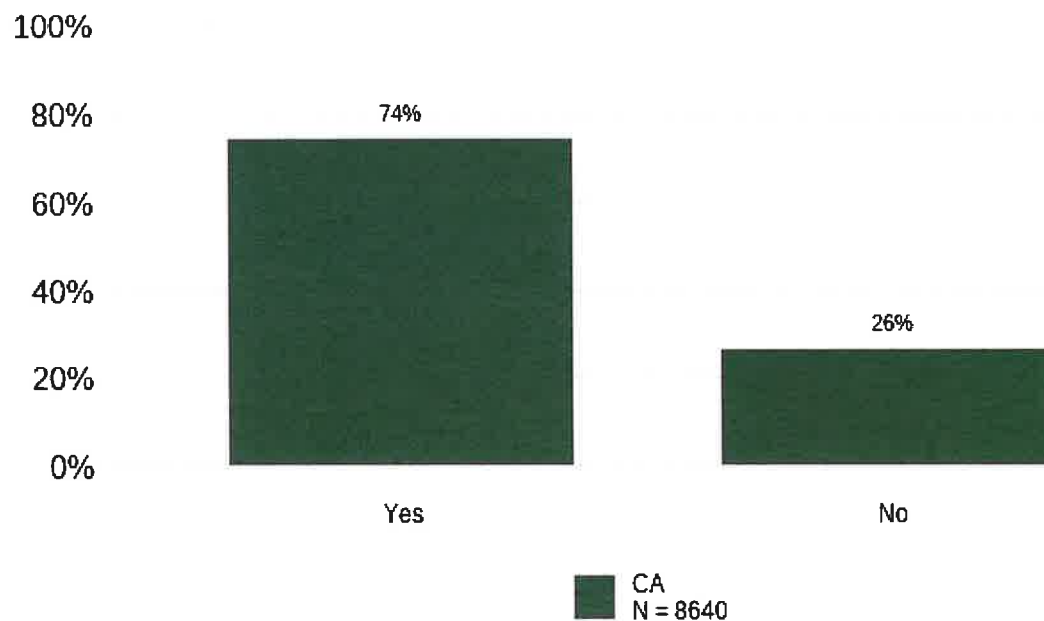Bar chart: Yes 74%, No 26%. CA N = 8640

22

Table 59. Went out for entertainment at least once in the past month (Examples: go to the movies or attend plays, concerts, sporting events, going out dancing)
Proxy respondents were allowed for this question

Regional Center	Yes	No	N
ACRC	68%	32%	404
CVRC	85%	15%	407
ELARC	70%	30%	410
FNRC	57%	43%	402
FDLRC	57%	43%	405
GGRC	62%	38%	411
HRC	58%	42%	407
IRC	66%	34%	512
KRC	64%	36%	401
NBRC	65%	35%	404
NLACRC	62%	38%	403
RCRC	65%	35%	424
RCEB	58%	42%	412
RCOC	66%	34%	440
SARC	62%	38%	412
SDRC	71%	29%	400
SGPRC	62%	38%	404
SCLARC	56%	44%	414
TCRC	61%	39%	402
VMRC	64%	36%	421
WRC	59%	41%	412
CA	65%	35%	8707
NCI-IDD	70%	30%	24755

Community Participation

Went out for entertainment at least once in the past month (Examples: go to the movies or attend plays, concerts, sporting events, going out dancing)
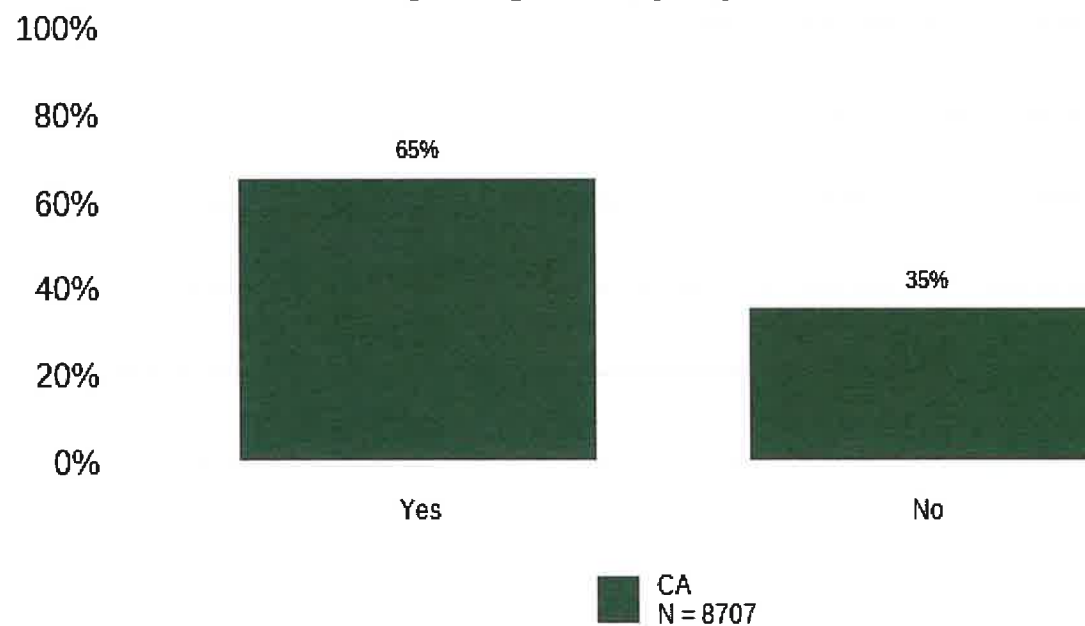

Yes: 65%   No: 35%

CA
N = 8707

23

Table 60. Went out to a restaurant or coffee shop at least once in the past month

Proxy respondents were allowed for this question

Regional Center	Yes	No	N
ACRC	78%	22%	412
CVRC	90%	10%	409
ELARC	78%	22%	409
FNRC	77%	23%	407
FDLRC	76%	24%	406
GGRC	72%	28%	408
HRC	77%	23%	411
IRC	76%	24%	517
KRC	79%	21%	404
NBRC	77%	23%	405
NLACRC	83%	17%	404
RCRC	78%	22%	423
RCEB	75%	25%	406
RCOC	77%	23%	440
SARC	81%	19%	412
SDRC	81%	19%	404
SGPRC	79%	21%	400
SCLARC	80%	20%	415
TCRC	78%	22%	404
VMRC	81%	19%	427
WRC	79%	21%	417
CA	79%	21%	8740
NCI-IDD	82%	18%	24813

Community Participation

Went out to a restaurant or coffee shop at least once in the past month
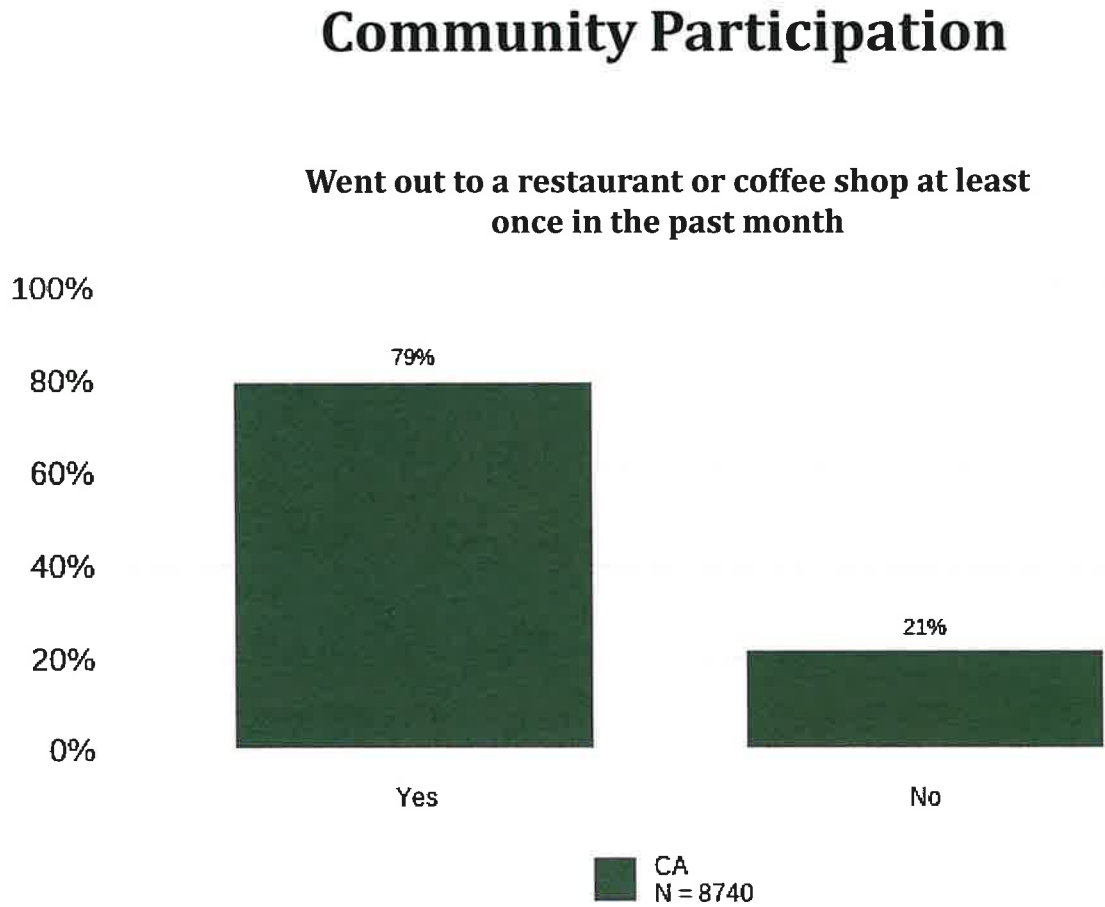

Yes 79%   No 21%

CA
N = 8740

Table 61. Went out to religious service or spiritual practice at least once in the past month (Examples: church, synagogue, study, or other place of worship)
Proxy respondents were allowed for this question

Regional Center	Yes	No	N
ACRC	31%	69%	411
CVRC	42%	58%	410
ELARC	40%	60%	410
FNRC	27%	73%	410
FDLRC	32%	68%	406
GGRC	24%	76%	410
HRC	30%	70%	409
IRC	42%	58%	517
KRC	38%	62%	400
NBRC	32%	68%	394
NLACRC	35%	65%	405
RCRC	23%	77%	422
RCEB	30%	70%	407
RCOC	41%	59%	438
SARC	39%	61%	402
SDRC	33%	67%	403
SGPRC	38%	63%	400
SCLARC	39%	61%	415
TCRC	32%	68%	404
VMRC	36%	64%	427
WRC	36%	64%	414
CA	35%	65%	8714
NCI-IDD	37%	63%	24666

Community Participation

Went out to religious service or spiritual practice at least once in the past month (Examples: church, synagogue, study, or other place of worship)
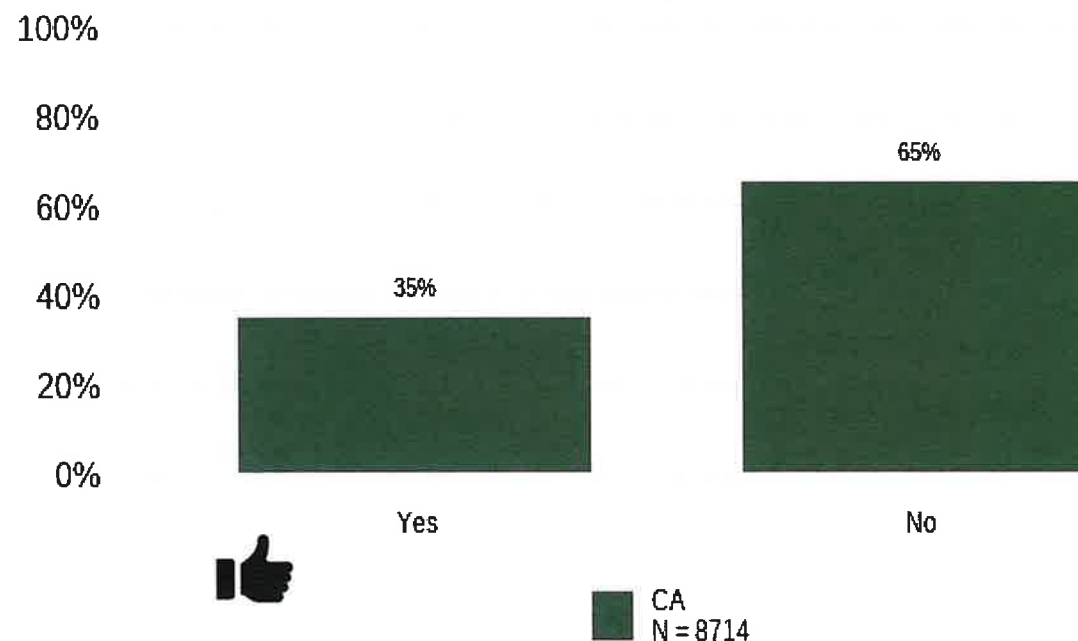

Yes — 35%
No — 65%

CA
N = 8714

25

Table 85. Has met or spoken with case manager/service coordinator

Regional Center	Yes	No	N
ACRC	79%	21%	262
CVRC	88%	12%	322
ELARC	91%	9%	247
FNRC	93%	7%	297
FDLRC	81%	19%	204
GGRC	79%	21%	229
HRC	86%	14%	237
IRC	86%	14%	285
KRC	67%	33%	225
NBRC	86%	14%	261
NLACRC	71%	29%	231
RCRC	84%	16%	327
RCEB	81%	19%	215
RCOC	87%	13%	218
SARC	83%	17%	224
SDRC	86%	14%	222
SGPRC	80%	20%	215
SCLARC	77%	23%	217
TCRC	87%	13%	275
VMRC	92%	8%	248
WRC	92%	8%	250
CA	84%	16%	5211
NCI-IDD	91%	9%	14374

Information and Planning

Has met or spoken with case manager/service coordinator

CA
N = 5211
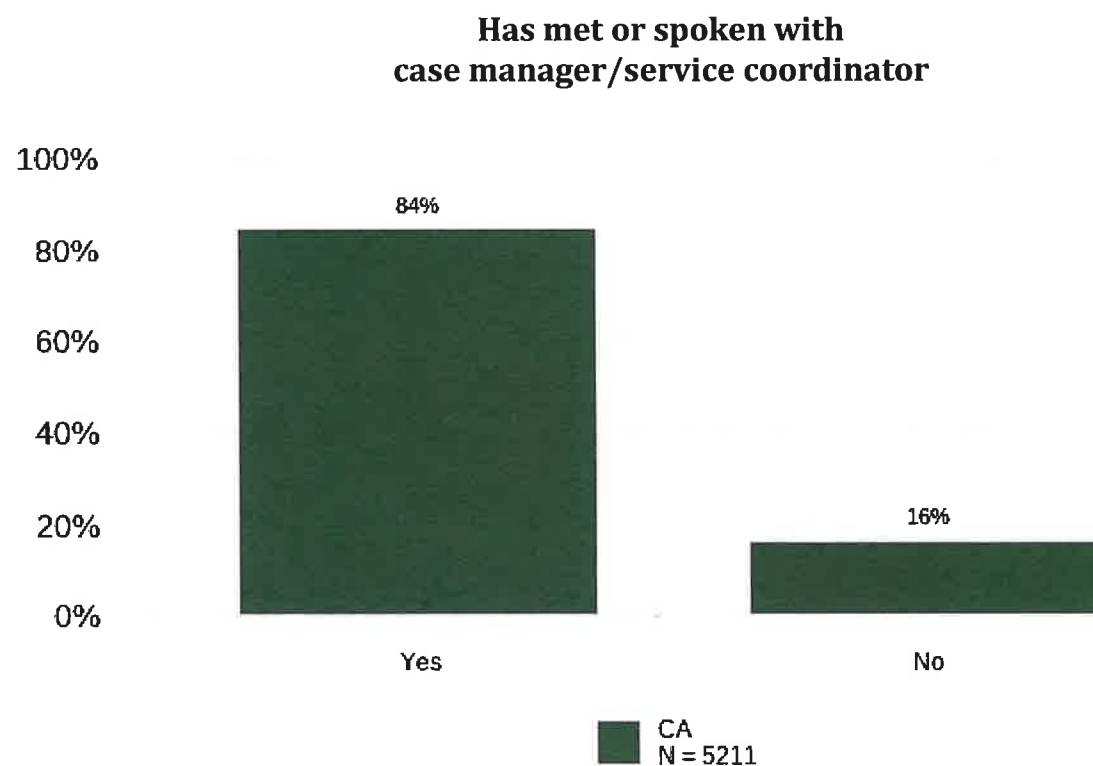
Table 86. Case manager/service coordinator knows what is important to person

Regional Center	Yes	No	N
ACRC	88%	12%	195
CVRC	94%	6%	275
ELARC	82%	18%	208
FNRC	89%	11%	269
FDLRC	86%	14%	145
GGRC	89%	11%	168
HRC	83%	17%	192
IRC	88%	12%	233
KRC	76%	24%	138
NBRC	82%	18%	210
NLACRC	85%	15%	142
RCRC	82%	18%	262
RCEB	79%	21%	156
RCOC	85%	15%	181
SARC	84%	16%	174
SDRC	85%	15%	178
SGPRC	77%	23%	160
SCLARC	84%	16%	152
TCRC	90%	10%	223
VMRC	84%	16%	217
WRC	83%	17%	213
CA	86%	14%	4091
NCI-IDD	90%	10%	12223

Information and Planning

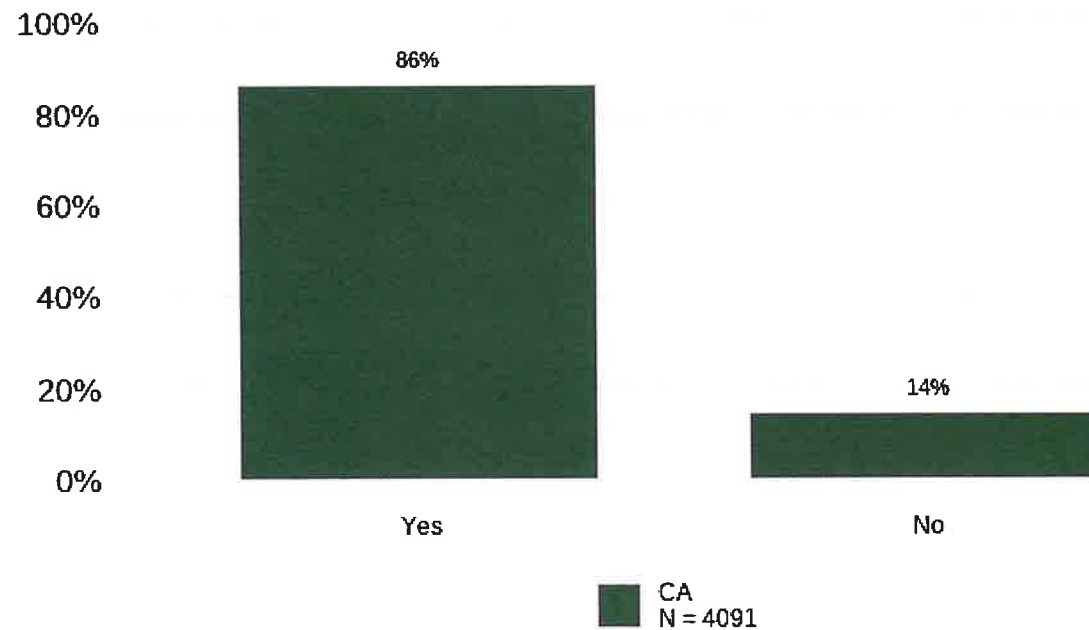## Case manager/service coordinator knows what is important to person

CA
N = 4091

27

Table 87. Able to contact case manager/service coordinator when wants

Regional Center	Yes	No	N
ACRC	81%	19%	193
CVRC	89%	11%	275
ELARC	75%	25%	209
FNRC	82%	18%	271
FDLRC	71%	29%	146
GGRC	79%	21%	164
HRC	79%	21%	189
IRC	84%	16%	229
KRC	64%	36%	138
NBRC	82%	18%	215
NLACRC	68%	32%	154
RCRC	79%	21%	262
RCEB	73%	27%	161
RCOC	77%	23%	185
SARC	72%	28%	175
SDRC	78%	22%	178
SGPRC	70%	30%	149
SCLARC	70%	30%	147
TCRC	84%	16%	226
VMRC	74%	26%	219
WRC	80%	20%	198
CA	78%	22%	4083
NCI-IDD	85%	15%	12217

Information and Planning

Able to contact case manager/service coordinator when wants
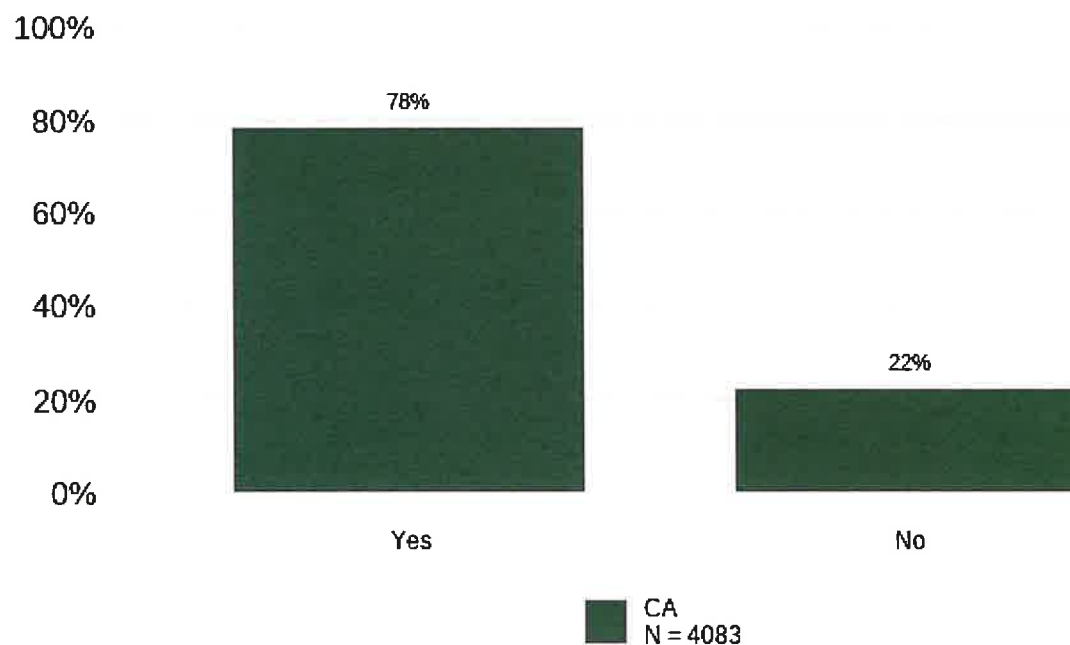
Yes: 78%
No: 22%

CA
N = 4083

28

Table 88. Case manager/service coordinator has talked to them about technology that may help them in their everyday life
Proxy respondents were allowed for this question

Regional Center	Yes	No	N
ACRC	32%	68%	371
CVRC	39%	61%	374
ELARC	35%	65%	382
FNRC	31%	69%	376
FDLRC	22%	78%	347
GGRC	28%	72%	395
HRC	35%	65%	393
IRC	25%	75%	483
KRC	15%	85%	376
NBRC	27%	73%	357
NLACRC	18%	82%	377
RCRC	26%	74%	392
RCEB	26%	74%	372
RCOC	26%	74%	428
SARC	30%	70%	377
SDRC	26%	74%	387
SGPRC	17%	83%	356
SCLARC	18%	82%	380
TCRC	37%	63%	370
VMRC	41%	59%	360
WRC	30%	70%	377
CA	28%	72%	8030
NCI-IDD	30%	70%	22311

Information and Planning

Case manager/service coordinator has talked to them about technology that may help them in their everyday life
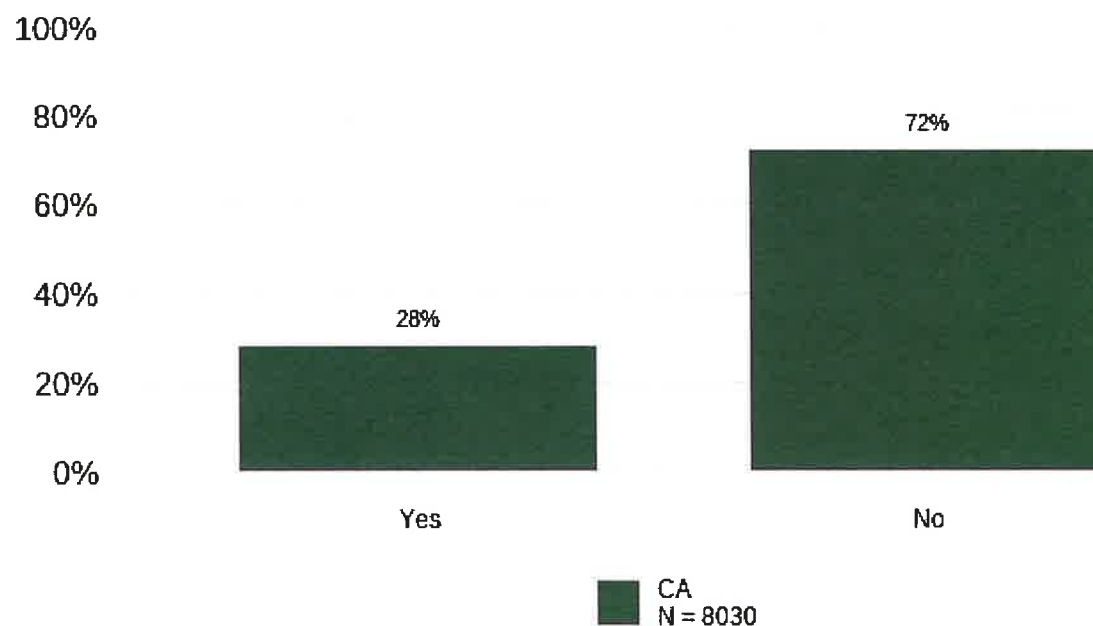

Legend: CA N = 8030

Yes: 28%
No: 72%

Table 89. Was at last IPP meeting, or had the opportunity to be but chose not to

Regional Center	Yes	No	N
ACRC	96%	4%	233
CVRC	99%	1%	293
ELARC	95%	5%	240
FNRC	95%	5%	275
FDLRC	91%	9%	164
GGRC	93%	7%	192
HRC	92%	8%	215
IRC	93%	7%	242
KRC	95%	5%	173
NBRC	95%	5%	228
NLACRC	90%	10%	183
RCRC	98%	2%	302
RCEB	94%	6%	177
RCOC	97%	3%	190
SARC	93%	7%	204
SDRC	92%	8%	194
SGPRC	98%	2%	187
SCLARC	91%	9%	181
TCRC	93%	7%	241
VMRC	98%	2%	232
WRC	96%	4%	228
CA	94%	6%	4574
NCI-IDD	96%	4%	13212

Information and Planning

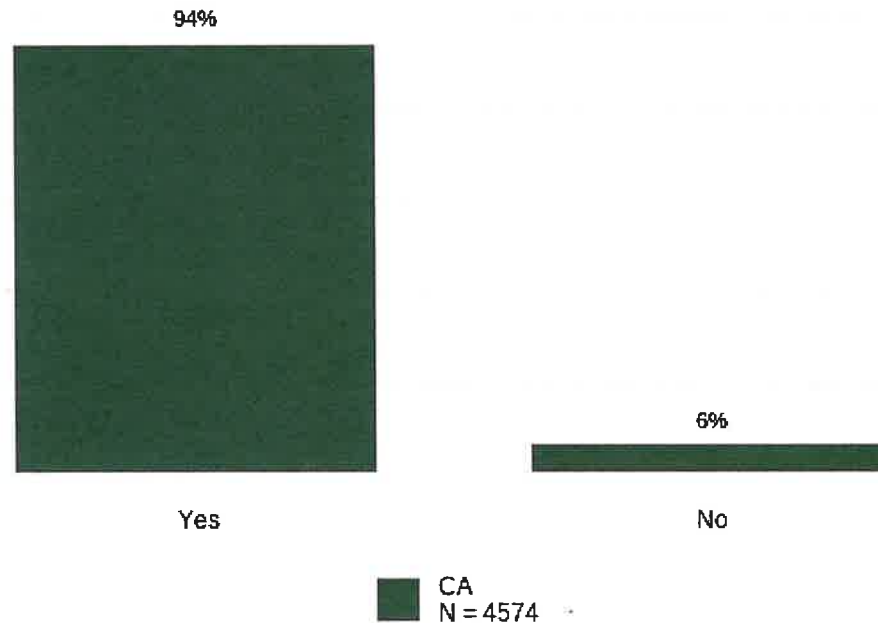**Was at last IPP meeting,
or had the opportunity to be but chose not to**

CA
N = 4574

Table 90. Knew what was being talked about at last IPP meeting

Regional Center	Yes	No	N
ACRC	86%	14%	205
CVRC	90%	10%	275
ELARC	75%	25%	216
FNRC	86%	14%	250
FDLRC	74%	26%	137
GGRC	84%	16%	173
HRC	86%	14%	174
IRC	78%	22%	205
KRC	64%	36%	149
NBRC	86%	14%	194
NLACRC	75%	25%	157
RCRC	79%	21%	281
RCEB	80%	20%	147
RCOC	73%	27%	173
SARC	68%	32%	177
SDRC	75%	25%	164
SGPRC	71%	29%	163
SCLARC	74%	26%	140
TCRC	88%	12%	208
VMRC	83%	17%	208
WRC	85%	15%	206
CA	80%	20%	4002
NCI-IDD	81%	19%	11912

Information and Planning

Knew what was being talked about at last IPP meeting

CA
N = 4002
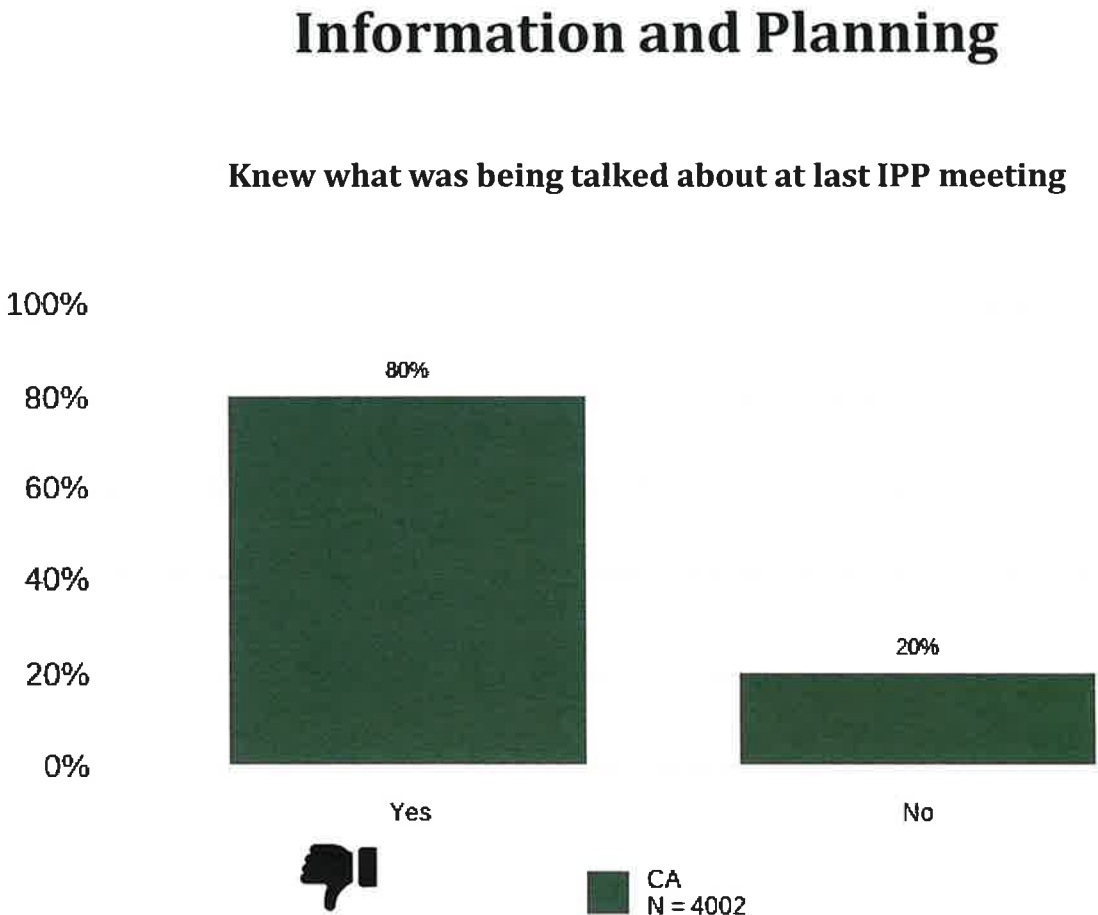
Table 91. Last IPP meeting included people person wanted to be there

Regional Center	Yes	No	N
ACRC	94%	6%	217
CVRC	91%	9%	288
ELARC	96%	4%	225
FNRC	91%	9%	269
FDLRC	94%	6%	148
GGRC	91%	9%	179
HRC	90%	10%	196
IRC	92%	8%	240
KRC	91%	9%	163
NBRC	92%	8%	217
NLACRC	92%	8%	168
RCRC	94%	6%	294
RCEB	88%	12%	171
RCOC	89%	11%	179
SARC	94%	6%	197
SDRC	90%	10%	185
SGPRC	98%	2%	177
SCLARC	92%	8%	167
TCRC	94%	6%	225
VMRC	88%	12%	216
WRC	95%	5%	214
CA	92%	8%	4335
NCI-IDD	93%	7%	12580

Information and Planning

Last IPP meeting included people person wanted to be there

92%

8%

Yes   No

CA
N = 4335
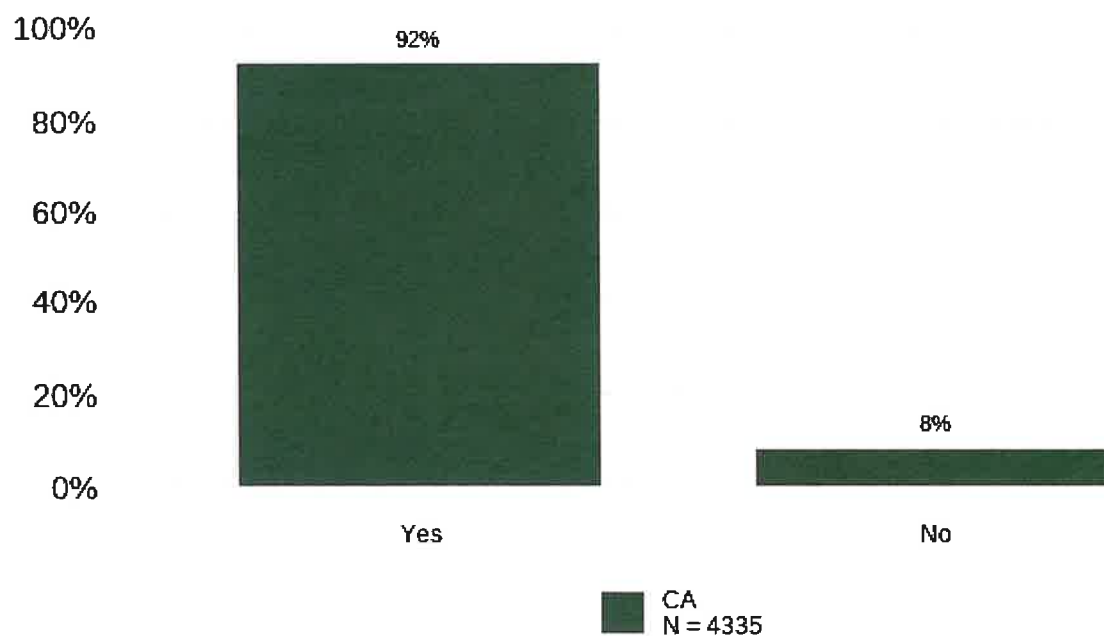
Table 92. Person helped make IPP
Proxy respondents were allowed for this question

Regional Center	Yes	No	N
ACRC	75%	25%	385
CVRC	86%	14%	403
ELARC	67%	33%	407
FNRC	78%	22%	398
FDLRC	54%	46%	366
GGRC	66%	34%	389
HRC	63%	37%	379
IRC	61%	39%	500
KRC	66%	34%	361
NBRC	68%	32%	386
NLACRC	64%	36%	344
RCRC	79%	21%	409
RCEB	61%	39%	382
RCOC	65%	35%	426
SARC	59%	41%	406
SDRC	72%	28%	398
SGPRC	65%	35%	371
SCLARC	60%	40%	362
TCRC	67%	33%	365
VMRC	73%	27%	412
WRC	61%	39%	395
CA	67%	33%	8244
NCI-IDD	75%	25%	23789

Information and Planning

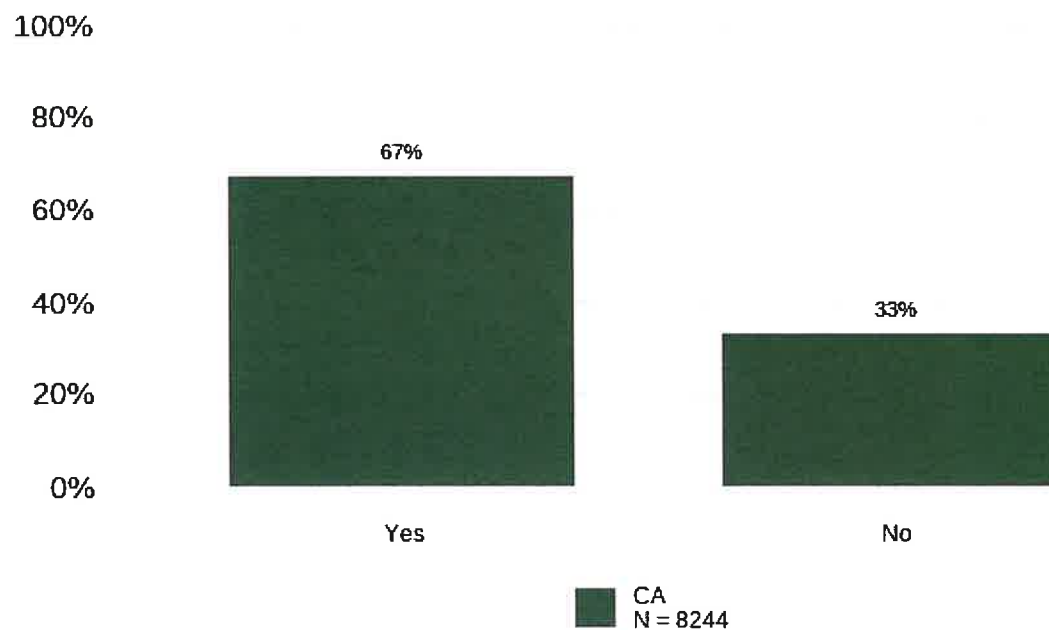## Person helped make IPP

CA
N = 8244

Table 93. Case manager/service coordinator reviews their IPP with them throughout the year, when needed

Proxy respondents were allowed for this question

Regional Center	Yes	No	N
ACRC	75%	25%	387
CVRC	90%	10%	404
ELARC	74%	26%	408
FNRC	86%	14%	400
FDLRC	73%	27%	362
GGRC	71%	29%	393
HRC	65%	35%	394
IRC	80%	20%	504
KRC	74%	26%	383
NBRC	73%	27%	388
NLACRC	64%	36%	362
RCRC	72%	28%	407
RCEB	69%	31%	381
RCOC	77%	23%	430
SARC	68%	32%	408
SDRC	76%	24%	399
SGPRC	68%	32%	374
SCLARC	59%	41%	377
TCRC	81%	19%	365
VMRC	85%	15%	412
WRC	72%	28%	398
CA	74%	26%	8336
NCI-IDD	87%	13%	23899

Information and Planning

Case manager/service coordinator reviews their IPP with them throughout the year, when needed
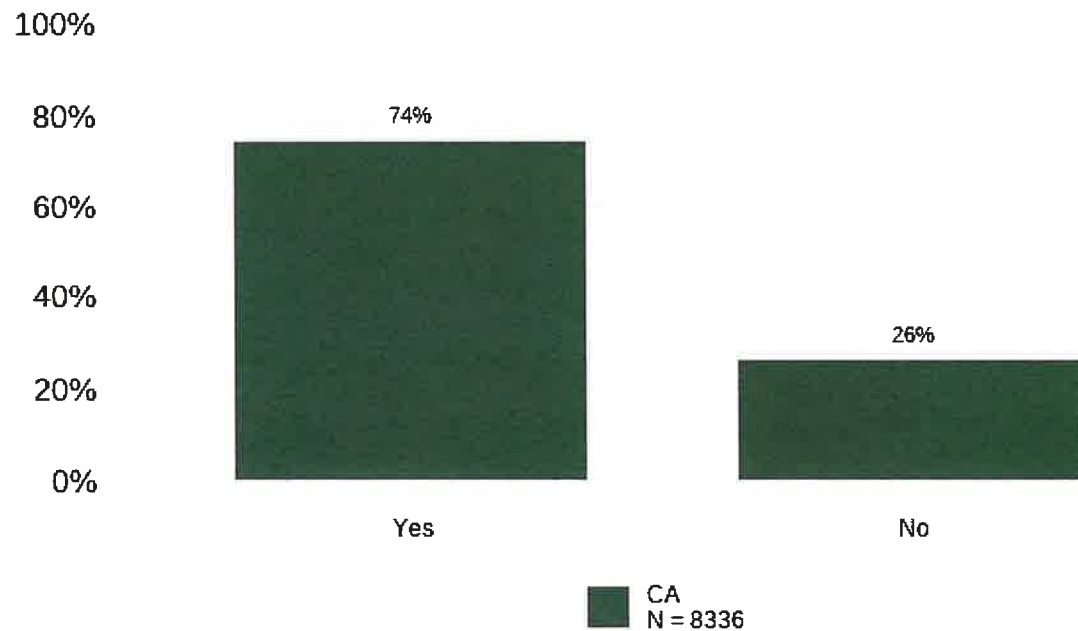

Bar chart: Yes 74%, No 26%. CA N = 8336

Table 94. IPP includes things that are important to person

Regional Center	Yes	No	N
ACRC	93%	7%	195
CVRC	89%	11%	264
ELARC	91%	9%	182
FNRC	97%	3%	222
FDLRC	90%	10%	100
GGRC	95%	5%	130
HRC	88%	12%	137
IRC	91%	9%	196
KRC	87%	13%	104
NBRC	95%	5%	166
NLACRC	89%	11%	125
RCRC	94%	6%	235
RCEB	93%	7%	119
RCOC	92%	8%	128
SARC	89%	11%	125
SDRC	93%	7%	131
SGPRC	84%	16%	145
SCLARC	87%	13%	119
TCRC	94%	6%	183
VMRC	94%	6%	202
WRC	91%	9%	173
CA	91%	9%	3381
NCI-IDD	93%	7%	10816

Information and Planning

IPP includes things that are important to person
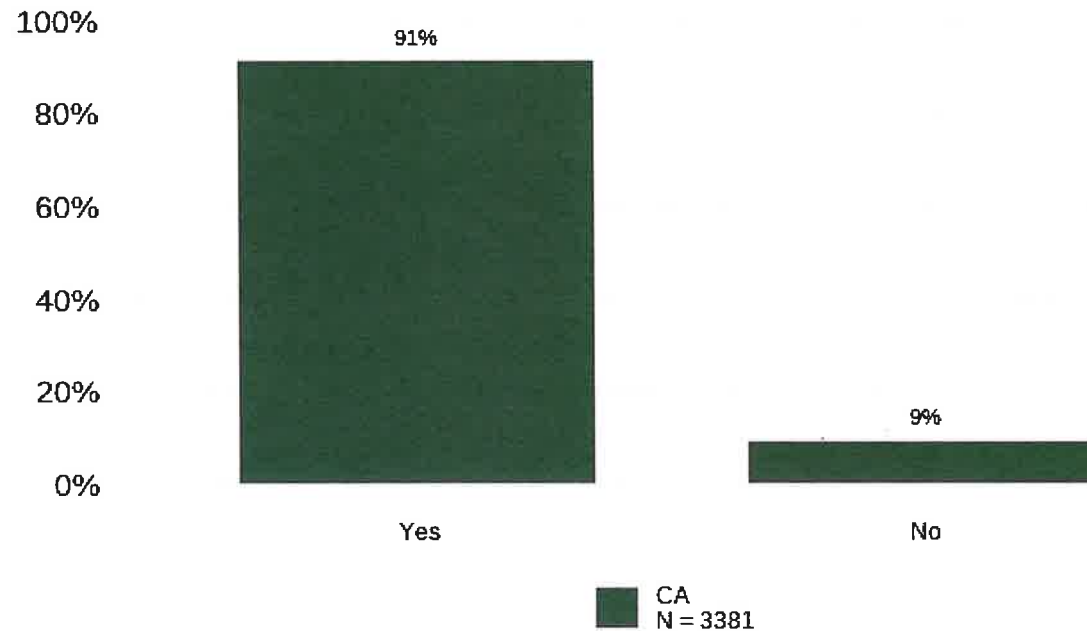

91%

9%

Yes

No

CA
N = 3381

Table 95. Knows who to ask if wants to change something about services
Proxy respondents were allowed for this question

Regional Center	Yes	No	N
ACRC	73%	27%	398
CVRC	80%	20%	401
ELARC	65%	35%	401
FNRC	76%	24%	403
FDLRC	70%	30%	364
GGRC	71%	29%	407
HRC	81%	19%	395
IRC	72%	28%	506
KRC	70%	30%	393
NBRC	71%	29%	396
NLACRC	67%	33%	381
RCRC	78%	22%	418
RCEB	64%	36%	407
RCOC	72%	28%	434
SARC	72%	28%	409
SDRC	79%	21%	396
SGPRC	77%	23%	393
SCLARC	70%	30%	388
TCRC	65%	35%	390
VMRC	85%	15%	413
WRC	78%	22%	401
CA	73%	27%	8494
NCI-IDD	80%	20%	24264

Information and Planning

Knows who to ask if wants to change something about services

100%

80%   73%

60%

40%   27%

20%

0%

Yes   No

CA
N = 8494
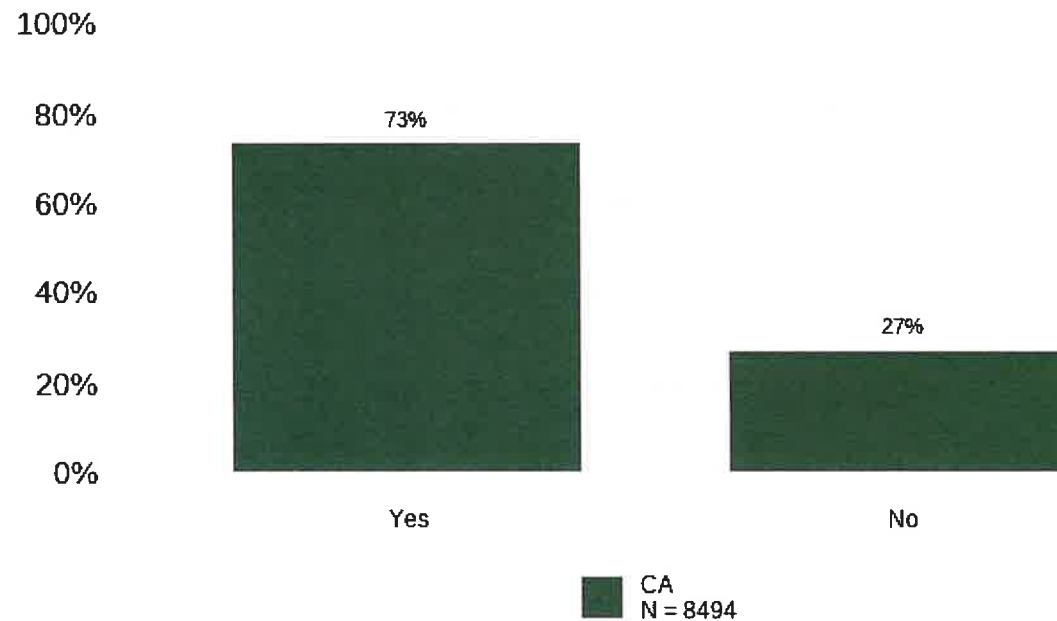
Table 96. Staff are respectful of person's culture

Regional Center	Yes	No	N
ACRC	94%	6%	114
CVRC	97%	3%	178
ELARC	98%	2%	177
FNRC	95%	5%	134
FDLRC	97%	3%	115
GGRC	96%	4%	119
HRC	95%	5%	87
IRC	98%	2%	110
KRC	87%	13%	63
NBRC	96%	4%	140
NLACRC	95%	5%	132
RCRC	95%	5%	158
RCEB	91%	9%	68
RCOC	96%	4%	135
SARC	99%	1%	89
SDRC	98%	2%	144
SGPRC	97%	3%	102
SCLARC	96%	4%	98
TCRC	96%	4%	126
VMRC	92%	8%	133
WRC	92%	8%	126
CA	96%	4%	2548
NCI-IDD	94%	6%	7804

Information and Planning

Staff are respectful of person's culture

CA
N = 2548

37
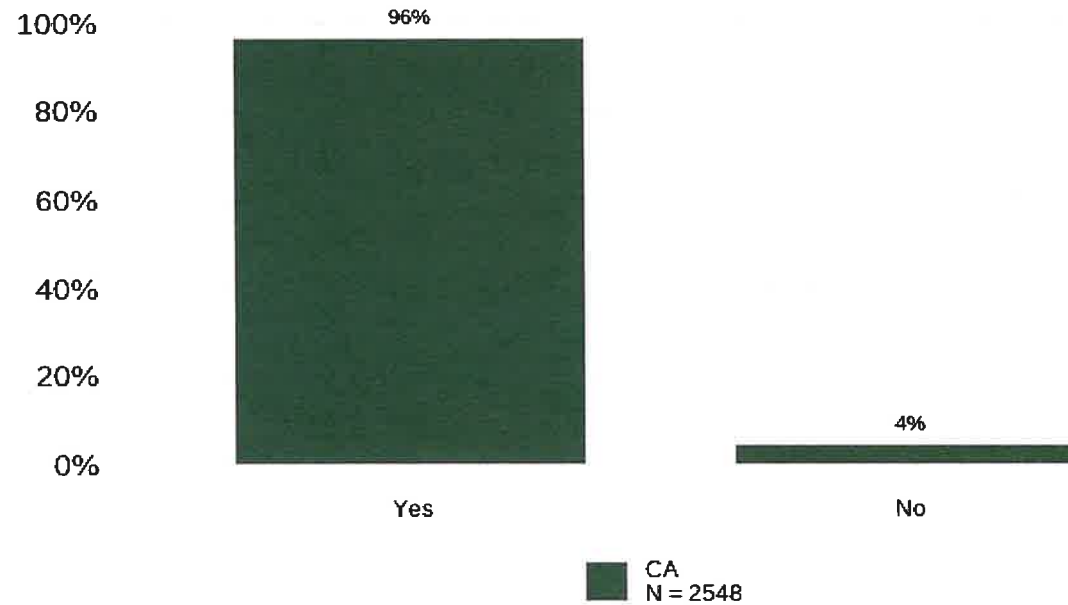
Table 97. Staff treat person with respect

Regional Center	Yes	No	N
ACRC	92%	8%	115
CVRC	97%	3%	180
ELARC	98%	2%	180
FNRC	96%	4%	137
FDLRC	96%	4%	118
GGRC	95%	5%	122
HRC	95%	5%	88
IRC	98%	2%	111
KRC	92%	8%	64
NBRC	93%	7%	143
NLACRC	97%	3%	135
RCRC	91%	9%	159
RCEB	90%	10%	69
RCOC	96%	4%	139
SARC	97%	3%	92
SDRC	97%	3%	149
SGPRC	100%	0%	111
SCLARC	97%	3%	100
TCRC	94%	6%	128
VMRC	91%	9%	139
WRC	92%	8%	129
CA	96%	4%	2608
NCI-IDD	93%	7%	7969

Information and Planning

Staff treat person with respect

CA
N = 2608

38
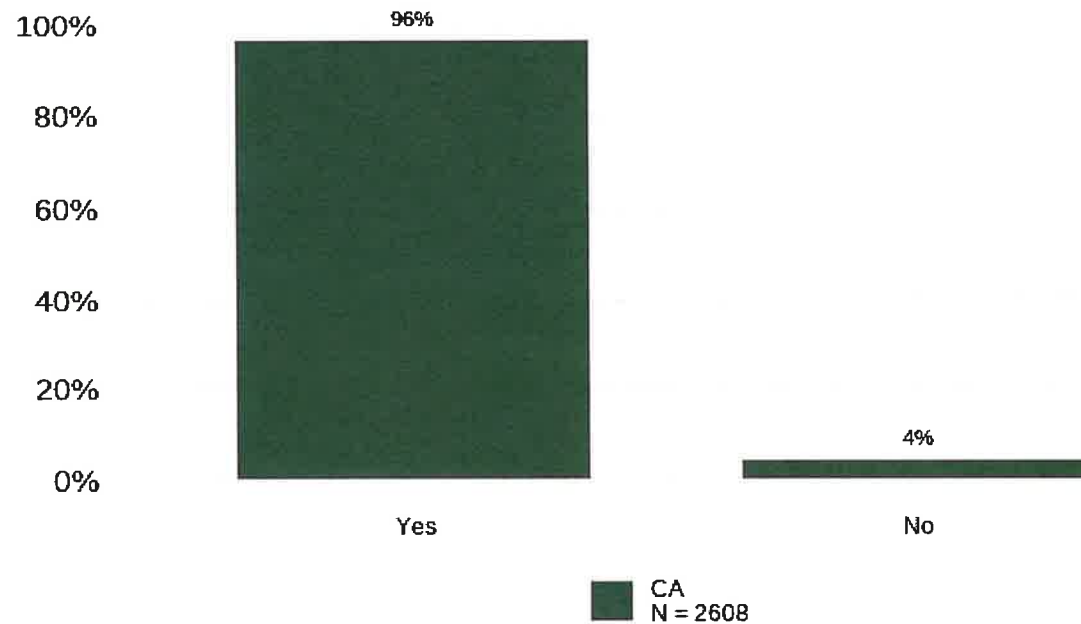
Table 98. Person can talk or communicate with staff in their preferred language

Regional Center	Yes	No	N
ACRC	96%	4%	114
CVRC	97%	3%	181
ELARC	98%	2%	177
FNRC	99%	1%	137
FDLRC	97%	3%	117
GGRC	97%	3%	121
HRC	91%	9%	87
IRC	98%	2%	110
KRC	97%	3%	64
NBRC	97%	3%	144
NLACRC	96%	4%	135
RCRC	99%	1%	158
RCEB	92%	8%	71
RCOC	95%	5%	141
SARC	91%	9%	91
SDRC	97%	3%	150
SGPRC	100%	0%	115
SCLARC	99%	1%	101
TCRC	98%	2%	127
VMRC	94%	6%	139
WRC	97%	3%	133
CA	96%	4%	2613
NCI-IDD	97%	3%	7915

Information and Planning

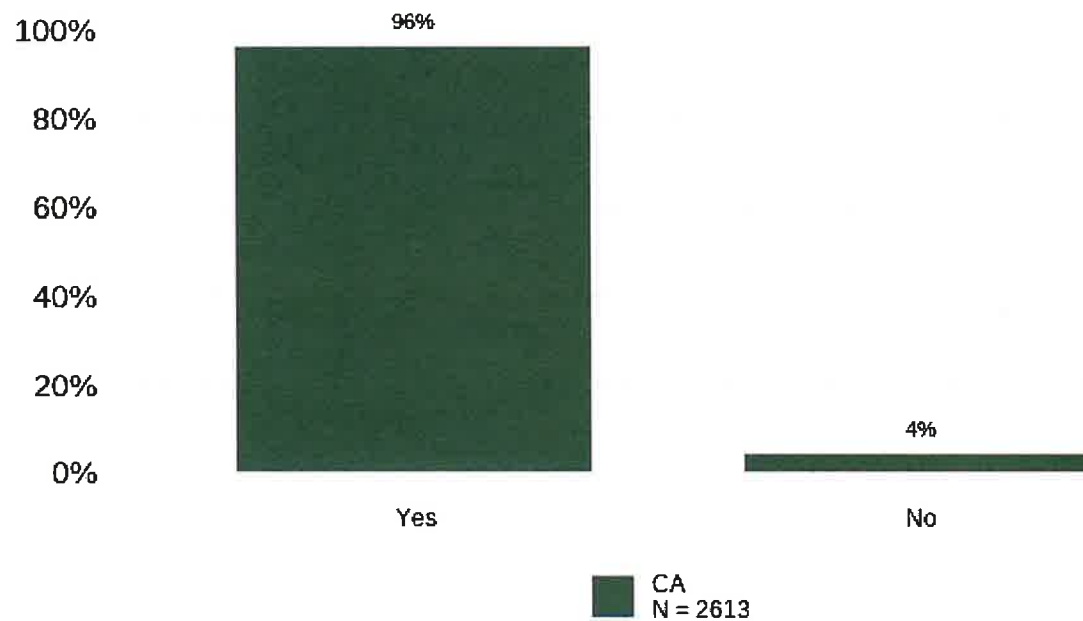## Person can talk or communicate with staff in their preferred language

CA
N = 2613

Table 99. Staff do things the way person wants them done

Regional Center	Yes	No	N
ACRC	85%	15%	113
CVRC	90%	10%	174
ELARC	96%	4%	173
FNRC	89%	11%	136
FDLRC	94%	6%	113
GGRC	88%	12%	117
HRC	87%	13%	85
IRC	90%	10%	105
KRC	82%	18%	62
NBRC	83%	17%	137
NLACRC	87%	13%	128
RCRC	88%	12%	155
RCEB	86%	14%	63
RCOC	93%	7%	138
SARC	80%	20%	91
SDRC	97%	3%	143
SGPRC	91%	9%	106
SCLARC	93%	7%	96
TCRC	90%	10%	125
VMRC	83%	17%	132
WRC	80%	20%	130
CA	89%	11%	2522
NCI-IDD	86%	14%	7760

Information and Planning

Staff do things the way person wants them done

CA
N = 2522

40
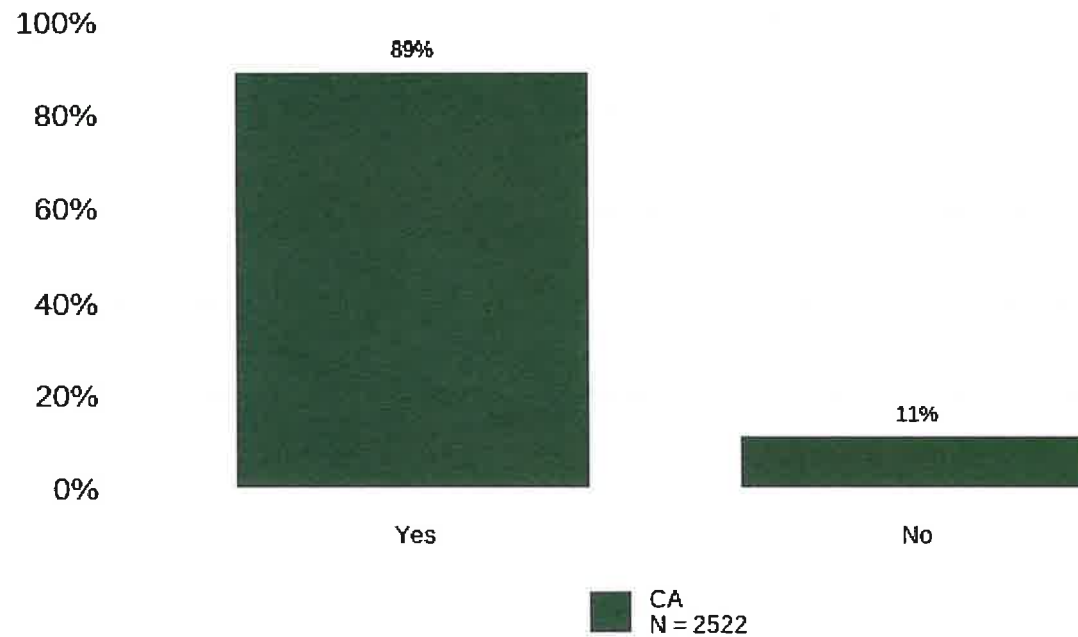
Table 100. When in the community, staff support person in the way they want

Regional Center	Yes	No	N
ACRC	85%	15%	114
CVRC	92%	8%	177
ELARC	94%	6%	171
FNRC	90%	10%	135
FDLRC	96%	4%	115
GGRC	96%	4%	116
HRC	90%	10%	82
IRC	93%	7%	107
KRC	83%	17%	60
NBRC	90%	10%	137
NLACRC	90%	10%	125
RCRC	89%	11%	157
RCEB	89%	11%	65
RCOC	90%	10%	135
SARC	86%	14%	90
SDRC	96%	4%	139
SGPRC	98%	2%	98
SCLARC	92%	8%	96
TCRC	92%	8%	125
VMRC	83%	17%	129
WRC	88%	12%	128
CA	91%	9%	2501
NCI-IDD	90%	10%	7718

Information and Planning

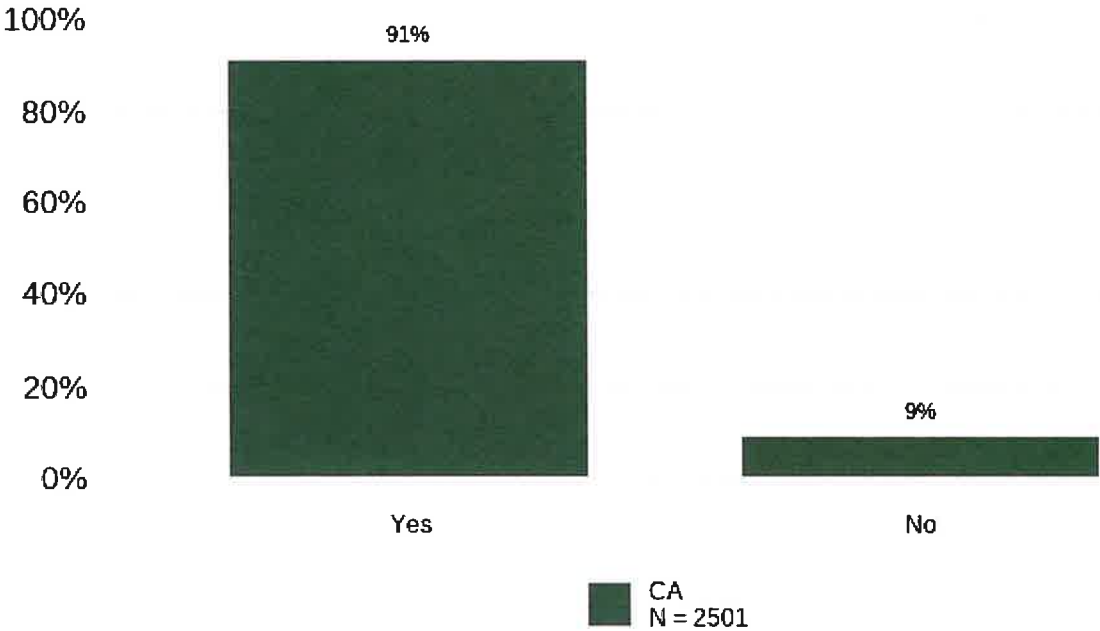## When in the community, staff support person in the way they want

CA
N = 2501

Table 101. Staff come and leave when they are supposed to

Regional Center	Yes	No	N
ACRC	90%	10%	110
CVRC	86%	14%	129
ELARC	94%	6%	173
FNRC	95%	5%	134
FDLRC	92%	8%	113
GGRC	89%	11%	114
HRC	91%	9%	81
IRC	95%	5%	105
KRC	85%	15%	62
NBRC	93%	7%	134
NLACRC	91%	9%	124
RCRC	91%	9%	152
RCEB	88%	12%	59
RCOC	89%	11%	128
SARC	85%	15%	88
SDRC	88%	12%	139
SGPRC	91%	9%	105
SCLARC	91%	9%	93
TCRC	94%	6%	122
VMRC	84%	16%	125
WRC	79%	21%	130
CA	90%	10%	2420
NCI-IDD	90%	10%	7433

Information and Planning

Staff come and leave when they are supposed to
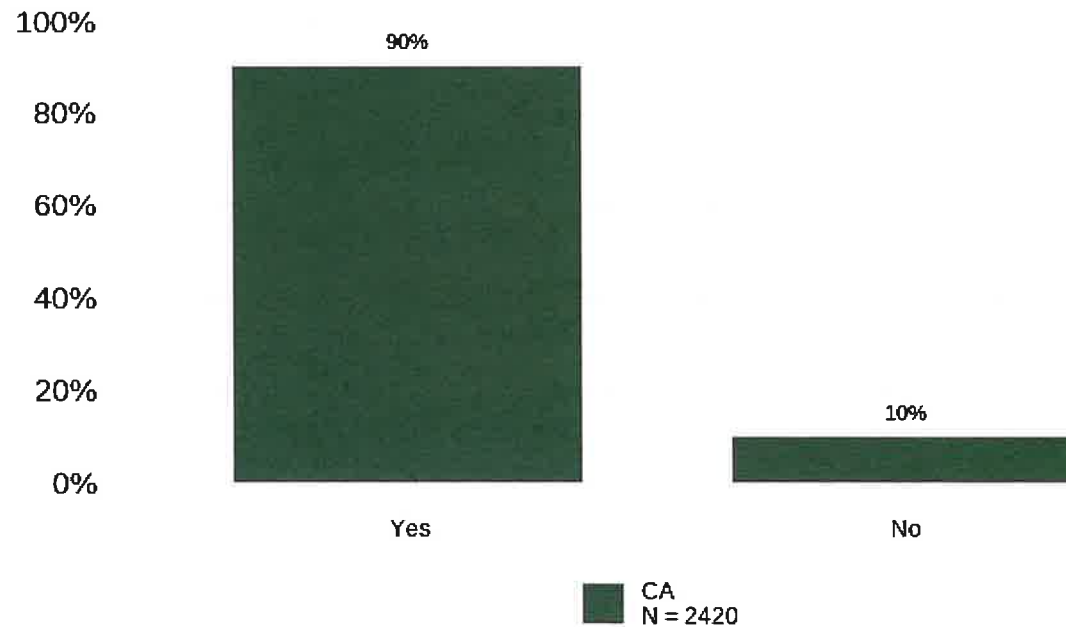

Yes 90%
No 10%

CA
N = 2420

Table 102. Person's staff change too often
"Yes, staff do change too often" and "Sometimes or Some Staff" responses combined.

Regional Center	Yes	No	N
ACRC	35%	65%	107
CVRC	80%	20%	128
ELARC	25%	75%	171
FNRC	37%	63%	131
FDLRC	33%	67%	106
GGRC	41%	59%	114
HRC	31%	69%	83
IRC	45%	55%	103
KRC	35%	65%	63
NBRC	46%	54%	136
NLACRC	30%	70%	124
RCRC	37%	63%	154
RCEB	23%	77%	61
RCOC	39%	61%	129
SARC	52%	48%	88
SDRC	40%	60%	138
SGPRC	27%	73%	105
SCLARC	30%	70%	97
TCRC	35%	65%	124
VMRC	40%	60%	121
WRC	43%	57%	123
CA	40%	60%	2406
NCI-IDD	40%	60%	7490

Information and Planning

Person's staff change too often

100%

80%

60%

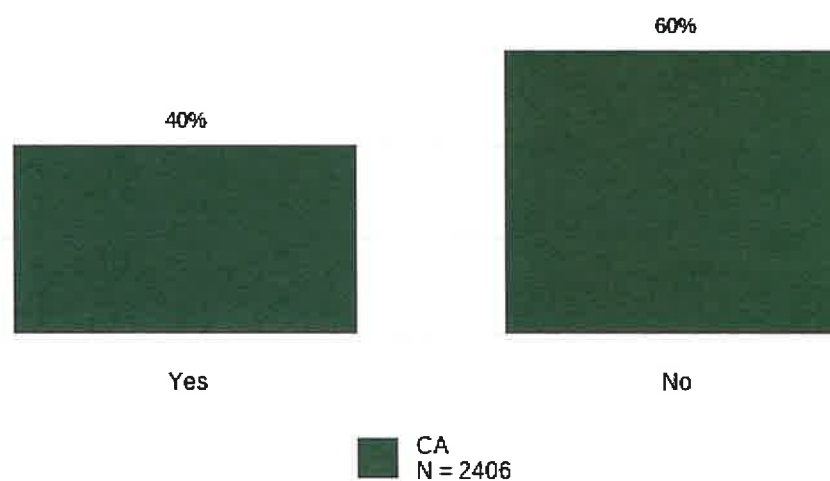40%

20%

0%

40%

60%

Yes

No

CA
N = 2406

Table 103. Staff have the right training to meet persons needs
Proxy respondents (who were not staff) were allowed for this question

Regional Center	Yes	No	N
ACRC	83%	17%	252
CVRC	93%	7%	216
ELARC	92%	8%	263
FNRC	90%	10%	235
FDLRC	87%	13%	209
GGRC	87%	13%	198
HRC	87%	13%	191
IRC	89%	11%	254
KRC	92%	8%	189
NBRC	88%	12%	211
NLACRC	91%	9%	254
RCRC	87%	13%	251
RCEB	91%	9%	158
RCOC	89%	11%	232
SARC	88%	13%	192
SDRC	90%	10%	232
SGPRC	93%	7%	187
SCLARC	90%	10%	224
TCRC	90%	10%	227
VMRC	88%	12%	214
WRC	82%	18%	222
CA	89%	11%	4611
NCI-IDD	88%	12%	15218

Information and Planning

Staff have the right training to meet persons needs

Yes 89% No 11%

CA
N = 4611
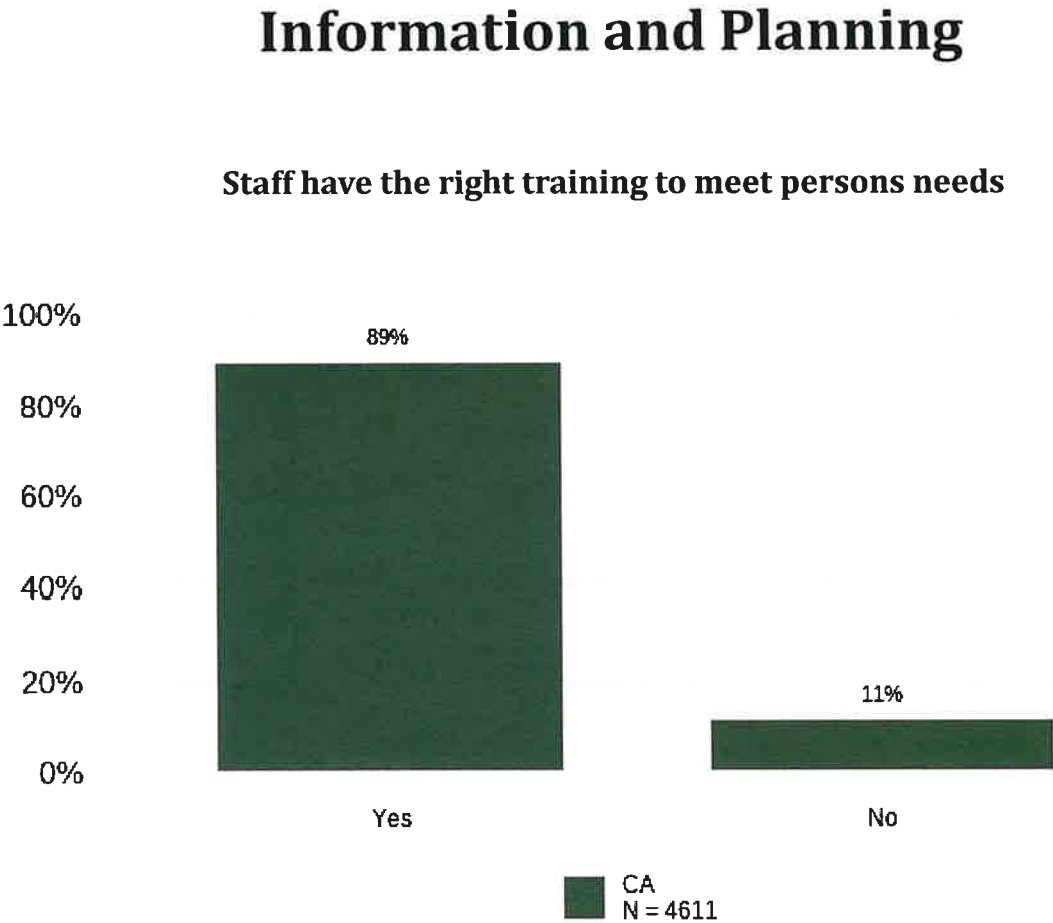
Table 72. Likes home or where lives

Regional Center	Yes	No	N
ACRC	90%	10%	284
CVRC	93%	7%	332
ELARC	94%	6%	289
FNRC	85%	15%	316
FDLRC	87%	13%	280
GGRC	91%	9%	282
HRC	92%	8%	276
IRC	90%	10%	305
KRC	88%	12%	253
NBRC	88%	12%	288
NLACRC	88%	12%	289
RCRC	87%	13%	371
RCEB	91%	9%	270
RCOC	95%	5%	275
SARC	91%	9%	256
SDRC	92%	8%	272
SGPRC	94%	6%	274
SCLARC	89%	11%	257
TCRC	86%	14%	290
VMRC	84%	16%	269
WRC	89%	11%	289
CA	90%	10%	6017
NCI-IDD	89%	11%	15671

Satisfaction

Likes home or where lives

Bar chart: Yes 90%, No 10%. CA N = 6017

45
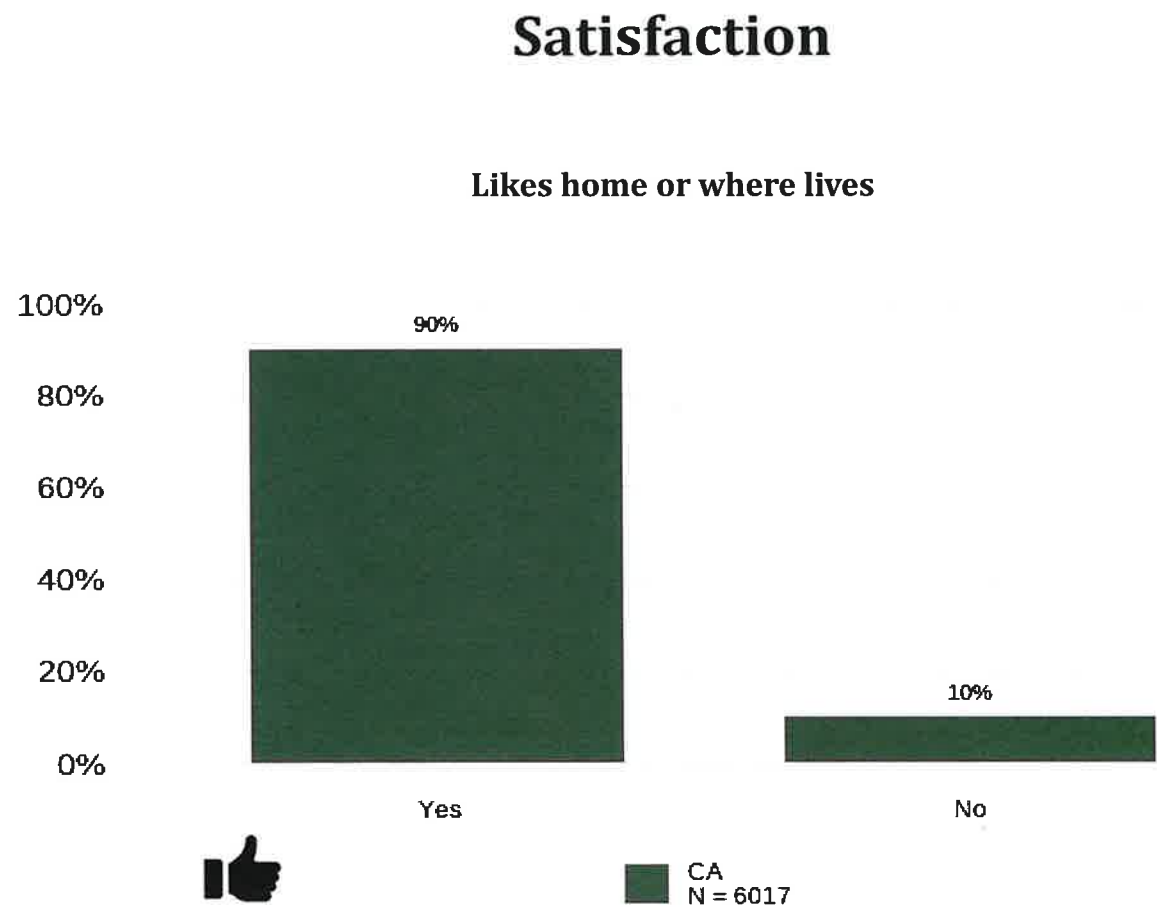
Table 73. Wants to live somewhere else

Regional Center	Yes	No	N
ACRC	31%	69%	273
CVRC	39%	61%	309
ELARC	22%	78%	279
FNRC	37%	63%	311
FDLRC	29%	71%	250
GGRC	32%	68%	266
HRC	33%	67%	260
IRC	26%	74%	301
KRC	35%	65%	244
NBRC	32%	68%	276
NLACRC	35%	65%	273
RCRC	34%	66%	345
RCEB	24%	76%	242
RCOC	24%	76%	254
SARC	35%	65%	244
SDRC	31%	69%	250
SGPRC	19%	81%	256
SCLARC	28%	72%	243
TCRC	30%	70%	280
VMRC	32%	68%	265
WRC	34%	66%	277
CA	30%	70%	5698
NCI-IDD	28%	72%	15126

Satisfaction

Wants to live somewhere else

CA
N = 5698

46
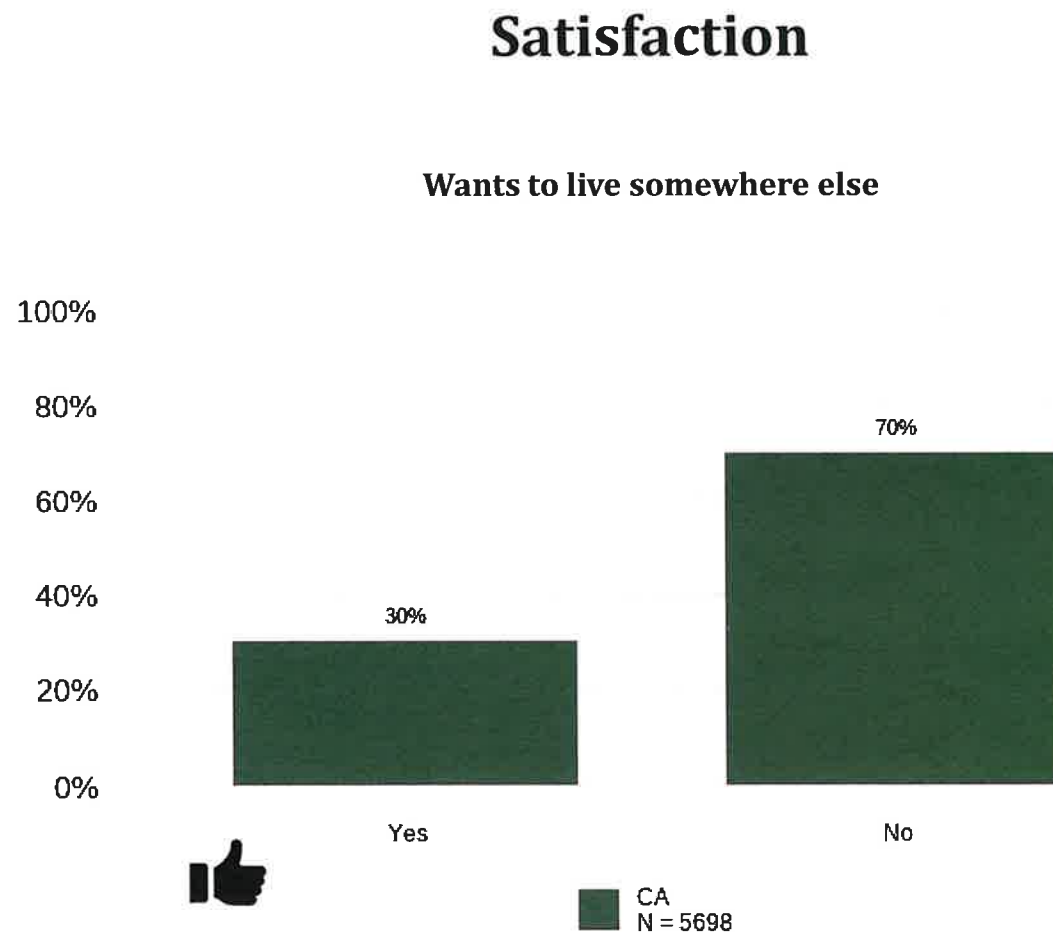
Table 74. Has enough things they like to do at home

Regional Center	Yes	No	N
ACRC	83%	17%	273
CVRC	85%	15%	322
ELARC	83%	17%	255
FNRC	79%	21%	307
FDLRC	84%	16%	234
GGRC	87%	13%	251
HRC	81%	19%	248
IRC	90%	10%	297
KRC	74%	26%	236
NBRC	77%	23%	266
NLACRC	77%	23%	248
RCRC	82%	18%	336
RCEB	83%	17%	233
RCOC	87%	13%	235
SARC	75%	25%	228
SDRC	87%	13%	241
SGPRC	82%	18%	239
SCLARC	82%	18%	236
TCRC	86%	14%	279
VMRC	78%	22%	255
WRC	81%	19%	259
CA	83%	17%	5478
NCI-IDD	84%	16%	14832

Satisfaction

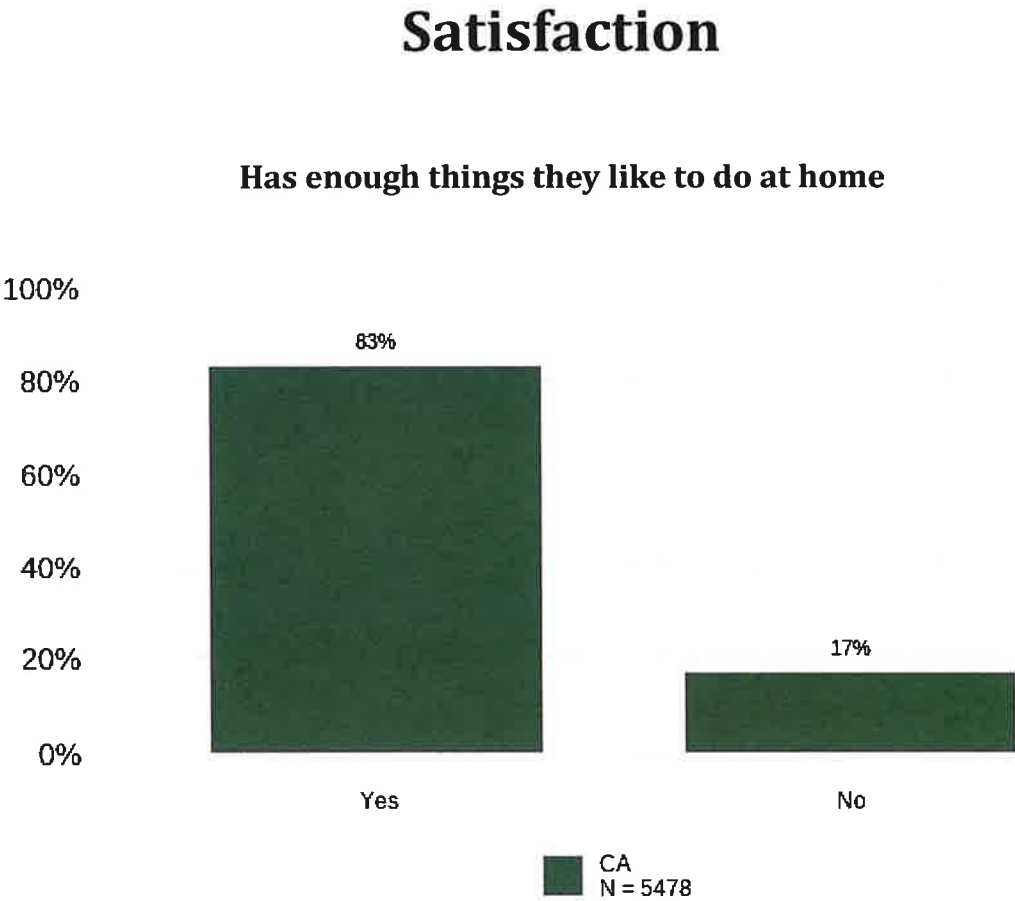**Has enough things they like to do at home**

CA
N = 5478

47

Table 75. Likes paid community job (if working in a paid community job)
Based on those reported to have a paid community job (from the Background Information Section)

Regional Center	Yes	No	N
ACRC	83%	17%	60
CVRC	n/a	n/a	n/a
ELARC	88%	12%	42
FNRC	95%	5%	84
FDLRC	80%	20%	50
GGRC	93%	7%	73
HRC	84%	16%	73
IRC	92%	8%	63
KRC	86%	14%	42
NBRC	80%	20%	91
NLACRC	90%	10%	59
RCRC	92%	8%	84
RCEB	77%	23%	44
RCOC	88%	12%	60
SARC	90%	10%	50
SDRC	88%	12%	60
SGPRC	86%	14%	51
SCLARC	95%	5%	44
TCRC	93%	7%	60
VMRC	90%	10%	40
WRC	80%	20%	75
CA	88%	12%	1224
NCI-IDD	90%	10%	3803

Satisfaction

Likes paid community job (if working in a paid community job)
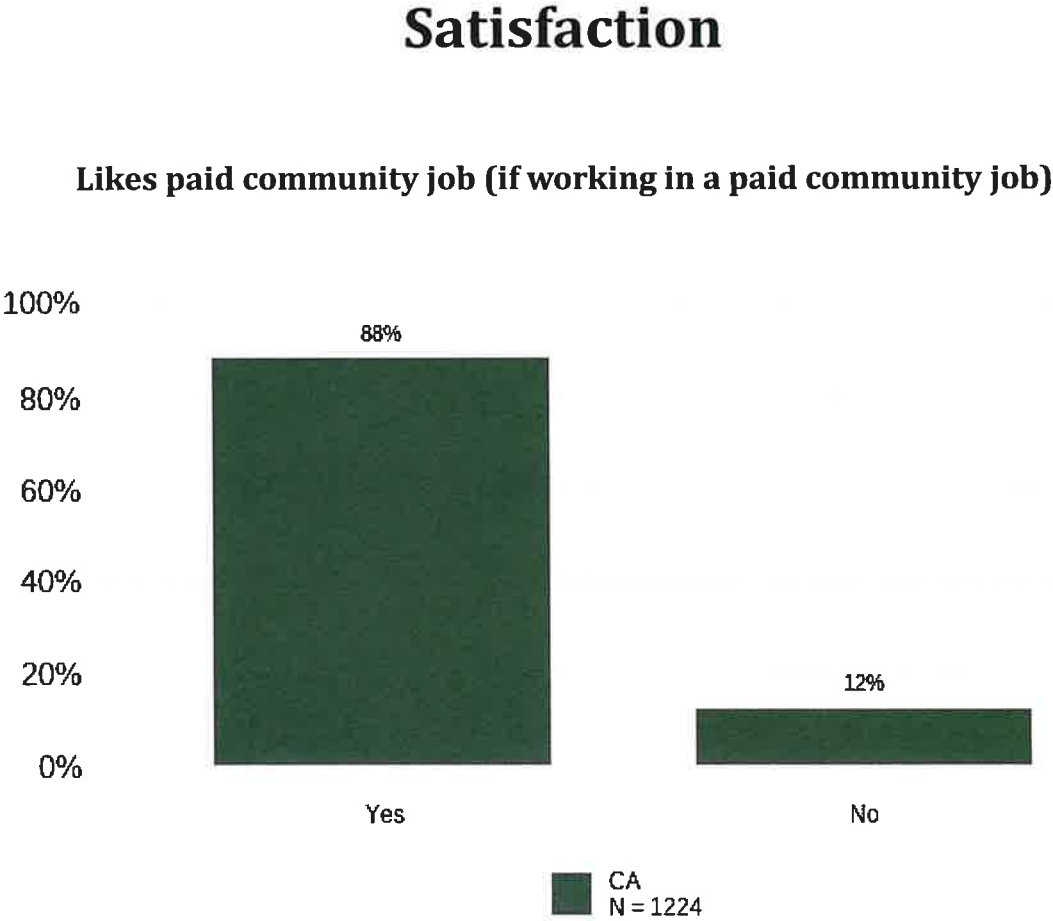

CA
N = 1224

Table 76. Wants to go out shopping more, less or the same amount as last month
Proxy respondents were allowed for this question

Regional Center	More	Less	The Same Amount	N
ACRC	32%	7%	62%	404
CVRC	53%	3%	44%	402
ELARC	24%	6%	69%	401
FNRC	41%	7%	52%	402
FDLRC	42%	8%	51%	390
GGRC	37%	5%	58%	405
HRC	36%	7%	57%	402
IRC	35%	11%	54%	511
KRC	38%	8%	53%	399
NBRC	33%	7%	60%	397
NLACRC	45%	10%	45%	396
RCRC	29%	7%	65%	415
RCEB	29%	5%	66%	403
RCOC	32%	5%	64%	436
SARC	35%	8%	57%	408
SDRC	28%	6%	66%	399
SGPRC	39%	3%	58%	395
SCLARC	39%	6%	55%	409
TCRC	37%	8%	55%	401
VMRC	43%	5%	52%	409
WRC	38%	6%	57%	411
CA	36%	7%	57%	8595
NCI-IDD	35%	6%	59%	24373

Satisfaction

Wants to go out shopping
more, less or the same amount as last month
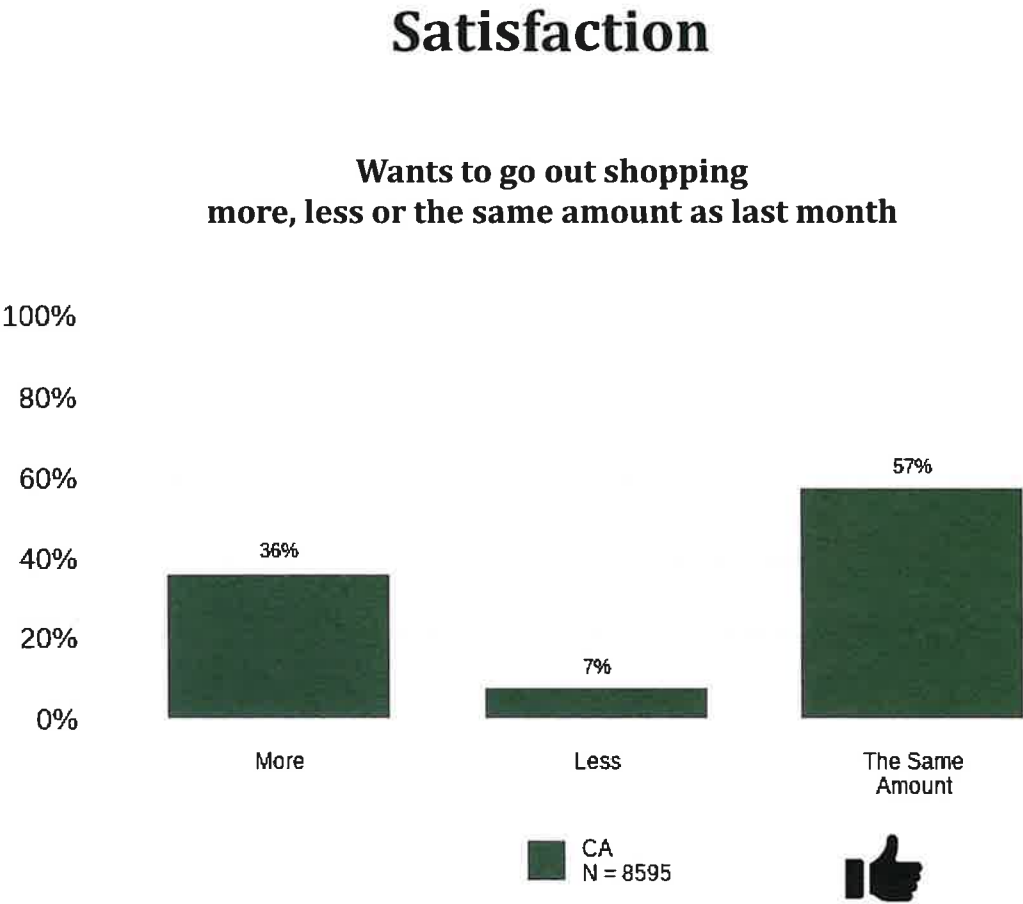

CA
N = 8595

Table 77. Wants to go out for entertainment more, less or the same amount as last month
Proxy respondents were allowed for this question

Regional Center	More	Less	The Same Amount	N
ACRC	46%	3%	51%	397
CVRC	51%	3%	46%	404
ELARC	34%	2%	63%	402
FNRC	53%	4%	43%	403
FDLRC	48%	1%	51%	390
GGRC	42%	2%	56%	405
HRC	47%	3%	50%	389
IRC	47%	4%	50%	508
KRC	50%	6%	44%	393
NBRC	47%	3%	50%	394
NLACRC	57%	3%	40%	391
RCRC	47%	1%	51%	419
RCEB	47%	2%	51%	397
RCOC	45%	2%	53%	437
SARC	50%	1%	49%	406
SDRC	40%	2%	58%	398
SGPRC	53%	1%	46%	389
SCLARC	44%	3%	54%	397
TCRC	48%	4%	47%	392
VMRC	54%	1%	45%	404
WRC	56%	2%	42%	405
CA	47%	3%	50%	8520
NCI-IDD	47%	2%	51%	24176

Satisfaction

Wants to go out for entertainment more, less or the same amount as last month

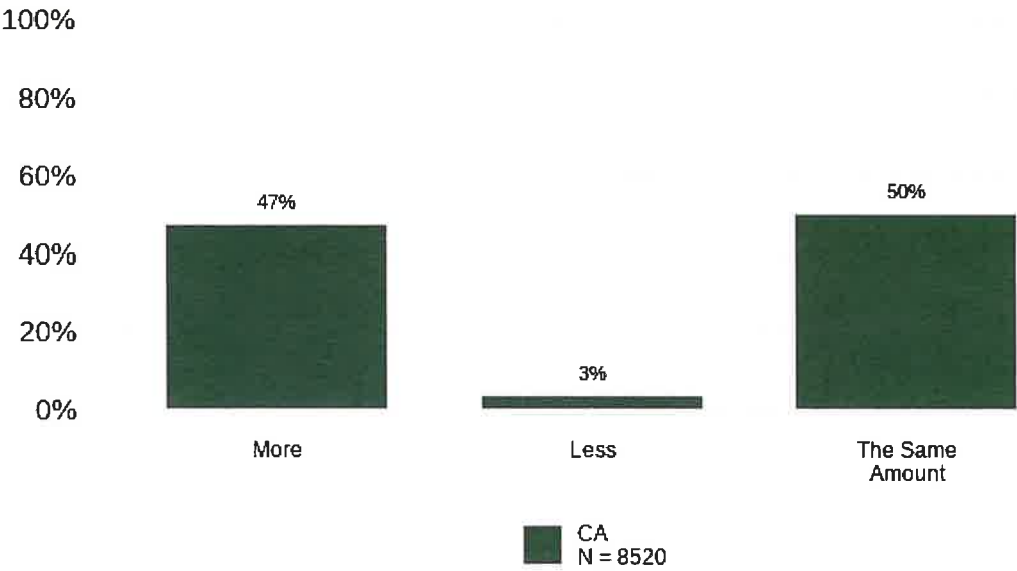|	More	Less	The Same Amount
CA N = 8520	47%	3%	50%

Table 78. Wants to go out to a restaurant or coffee shop more, less or the same amount as last month
Proxy respondents were allowed for this question

Regional Center	More	Less	The Same Amount	N
ACRC	38%	6%	56%	402
CVRC	48%	3%	49%	402
ELARC	32%	3%	65%	402
FNRC	52%	6%	42%	402
FDLRC	47%	4%	49%	392
GGRC	38%	4%	58%	405
HRC	39%	6%	55%	400
IRC	42%	4%	54%	508
KRC	49%	6%	45%	400
NBRC	38%	5%	58%	398
NLACRC	54%	5%	41%	394
RCRC	38%	4%	58%	418
RCEB	40%	5%	55%	403
RCOC	42%	2%	56%	434
SARC	42%	4%	55%	411
SDRC	35%	3%	62%	402
SGPRC	45%	3%	52%	394
SCLARC	46%	4%	49%	407
TCRC	51%	5%	45%	400
VMRC	47%	4%	49%	413
WRC	53%	4%	43%	411
CA	43%	4%	53%	8598
NCI-IDD	44%	4%	53%	24427

Satisfaction

Wants to go out to a restaurant or coffee shop more, less or the same amount as last month
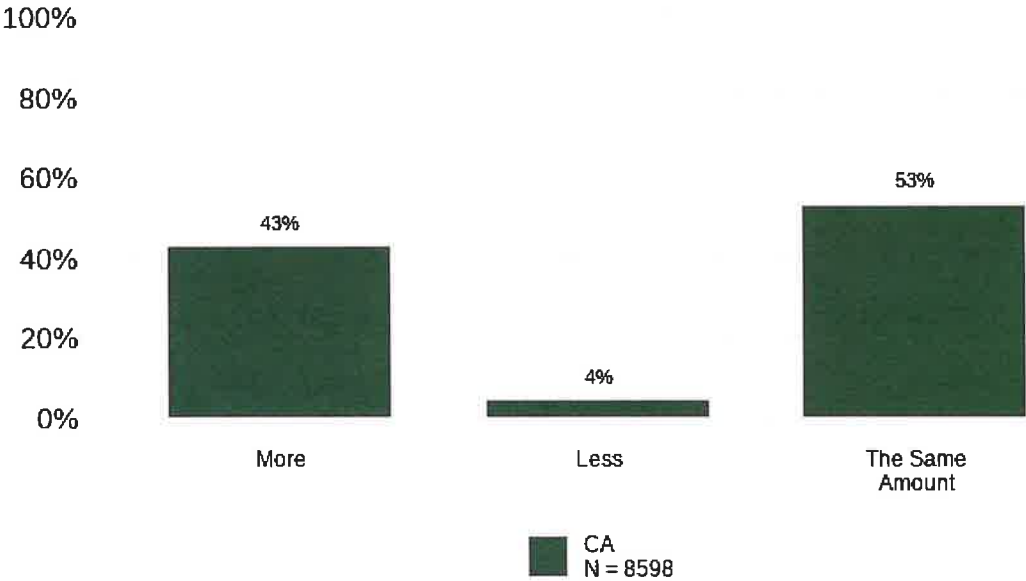

CA
N = 8598

Table 79. Wants to go out to a religious service or spiritual practice more, less or the same amount as last month
Proxy respondents were allowed for this question

Regional Center	More	Less	The Same Amount	N
ACRC	24%	3%	73%	383
CVRC	30%	3%	67%	381
ELARC	16%	3%	82%	391
FNRC	23%	5%	72%	401
FDLRC	20%	3%	78%	363
GGRC	15%	1%	85%	396
HRC	26%	3%	71%	378
IRC	23%	4%	73%	485
KRC	30%	11%	59%	386
NBRC	22%	3%	74%	370
NLACRC	25%	5%	70%	373
RCRC	14%	2%	84%	409
RCEB	19%	3%	78%	381
RCOC	17%	1%	81%	429
SARC	26%	4%	70%	371
SDRC	18%	1%	82%	393
SGPRC	22%	2%	77%	361
SCLARC	22%	3%	75%	393
TCRC	23%	5%	73%	386
VMRC	26%	2%	72%	384
WRC	26%	2%	73%	387
CA	22%	3%	75%	8201
NCI-IDD	23%	3%	75%	23272

Satisfaction

Wants to go out to a religious service or spiritual practice more, less or the same amount as last month

More 22%
Less 3%
The Same Amount 75%

CA
N = 8201
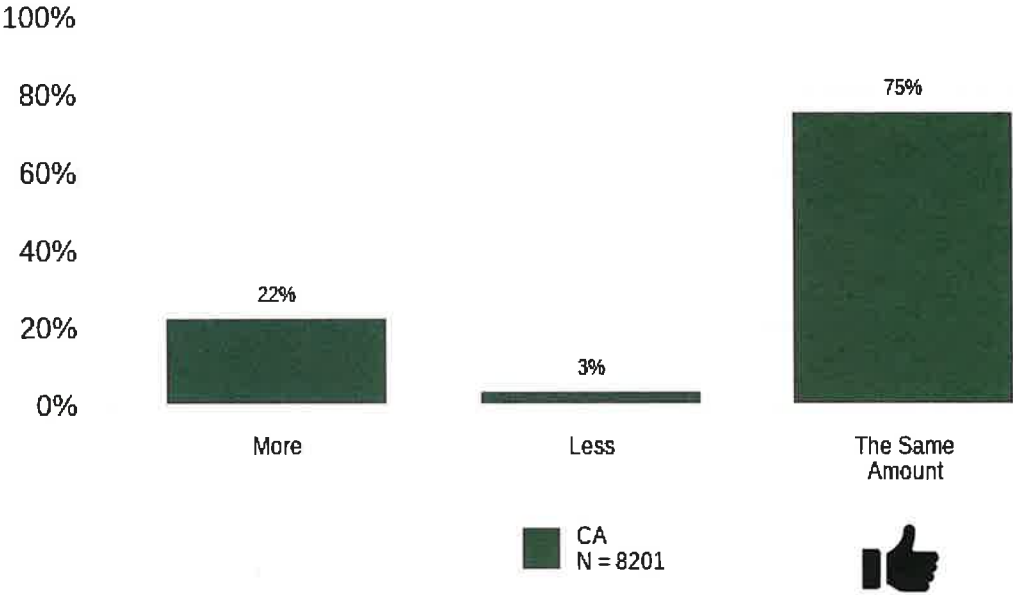
Areas of Concentration & Enhancement

- Promoting awareness of choices when choosing a place to live and in selecting housemates.

- Service Coordinator to involve individual served in their IPP meeting and ensure awareness of their ability to request a change of Service Coordinator.

- Continuing advocacy at the State level for rate equity with regards to healthcare. Services and supports for families has declined and families have incredible difficulty accessing psychological, psychiatric, and dental services.

- Continuing advocacy at the State level for Respite rates, families are unable to obtain respite providers about 50% of the time.

- Promoting education to families on Family-to-Family networks in their community.

- Increasing information to families to assist in planning their services.

- Reviewing how to make information we provide easier to understand for individuals and families.

Strategic Planning

- RCOC values NCI as a way to support long term strategic planning.

- Following the lead of NCI, RCOC developed satisfaction questions pertaining to:

  - Health and Wellness

  - Housing

  - Employment

- From September 1, 2021 to present, as part of the IPP team meeting for all individuals served by RCOC who are 18+ years of age, our Service Coordinators have been asking questions and promoting discussions around health, housing, and employment wants and needs.

- The data obtained from these discussions has helped to guide our efforts in developing resources and supports.

Strategic Planning

- Starting September 1, 2024, as part of the IPP team meeting for all individuals served by RCOC regardless of age, our Service Coordinators will ask questions and facilitate discussions directly related to RCOC's strategic goals of:
  - Satisfaction with Services
- The questions to be asked are:
  - Overall, are you happy/satisfied with the services funded by RCOC that you/your family currently receive?
  - Overall, are you happy/satisfied with the services and supports funded by other agencies that you/your family currently receive?
  - Are there any services you are not receiving that you feel you/your family need?
- The data obtained from these discussions will be used to guide our efforts in developing service enhancements, resource development, and networking with community partners to continue to create better access across systems.

Additional NCI Resources

NCI Information Portal
- https://www.dds.ca.gov/rc/nci/

Frequently Asked Questions
- https://www.dds.ca.gov/rc/nci/quality-assessment-faq/

10 Easy Steps User-Friendly Guide
- https://www.dds.ca.gov/wp-content/uploads/2019/02/NCI_TenEasySteps_20190212.pdf

Interactive Dashboards
- Overview - https://www.dds.ca.gov/rc/nci/nci-domain-dashboards
- Comprehensive - https://www.dds.ca.gov/rc/nci/nci-interactive-dashboard/

Regional Center NCI Reports
- https://www.dds.ca.gov/rc/nci/

Questions?

This presentation is accessible on our website: https://www.rcocdd.com/nci/

Submit input and questions to nci.input@rcocdd.com