

# National Core Indicators (NCI)

November 4, 2021

# 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?"

"A



# NCI Survey Cycle

Fiscal Year	Type of NCI Survey
2010/2011	Adult In-Person Survey Child Family Survey 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

# What is the NCI Child Family Survey?

The Child Family Survey is a survey that is mailed to families with children ages 3-17 years old living with them who receive at least one service from a regional center, in addition to case management.

The survey is mailed to all available and valid family addresses who meet the criteria, participation is voluntary and confidential.

The survey asks families about information and planning; access and community connection; choice and control; and family involvement.

# NCI Child Family Survey 2018-2019

## 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

Access

Choice

Community Participation

Information & Planning

Satisfaction



This NCI presentation will focus on areas where RCOC is 5% or more above (thumbs up) or below (thumbs down) the California average



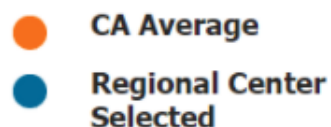
# Information and Planning

Families and children with disabilities have the information and support necessary to plan for their services and supports.



## NCI Child Family Survey 2018-2019

### Information & Planning Indicators



Select a Regional Center:

- ☐ Alta California
- ☐ Central Valley
- ☐ East Bay
- ☐ Eastern LA
- ☐ Far Northern
- ☐ Frank D. Lanterman
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- ☐ San Diego
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- ☐ South Central LA
- ☐ Tri-Counties
- ☐ Valley Mountain
- ☐ Westside

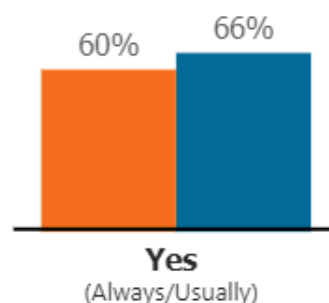
Does the Child Or Family Have An Individual Program Plan (IPP) Or Individual Family Service Plan (IFSP)?

**77%**

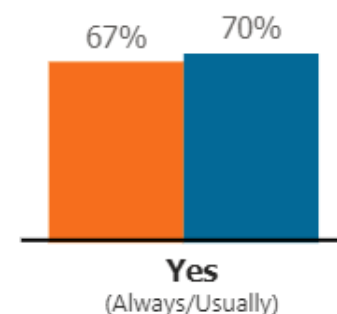
(Yes)

**CA Average: 78%**

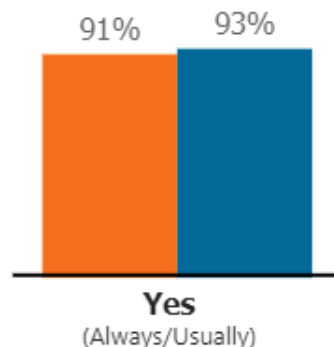
**Do Families Get Enough Information To Participate In Planning Services?**



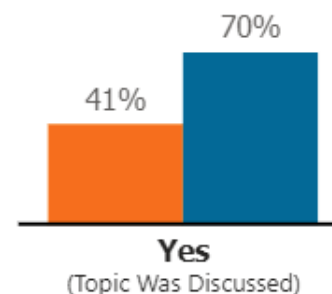
**Do Families Think Information Is Easy To Understand?**



**Do Service Coordinators Respect Families' Choices And Opinions?**



**Do Families Discuss How To Handle Emergencies At Last IPP/IFSP Meeting?**



Does The Child Have A Transition Plan (From An IEP or 504 Plan Through High School, Starting At Age 14)?

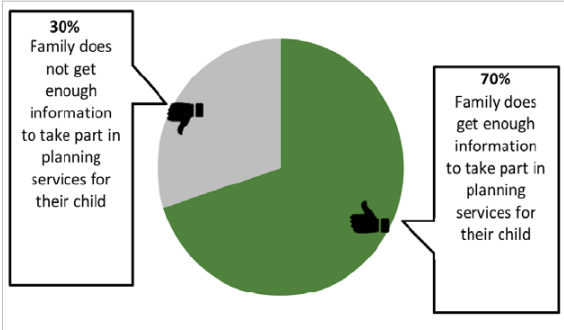
**71%**

(Yes)

**CA Average: 66%**

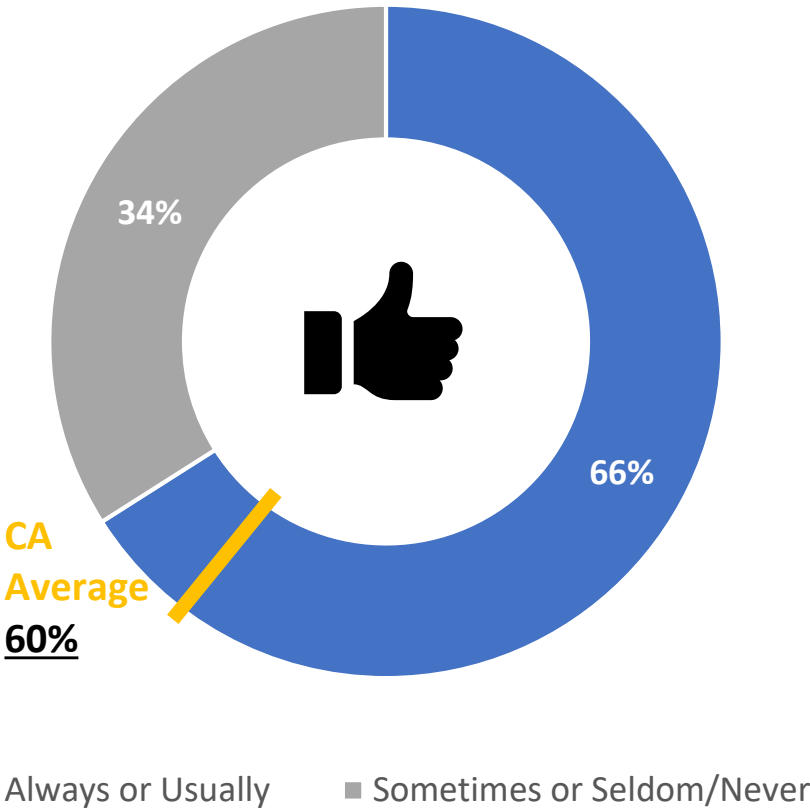


# Do you get enough information to take part in planning services for your child?



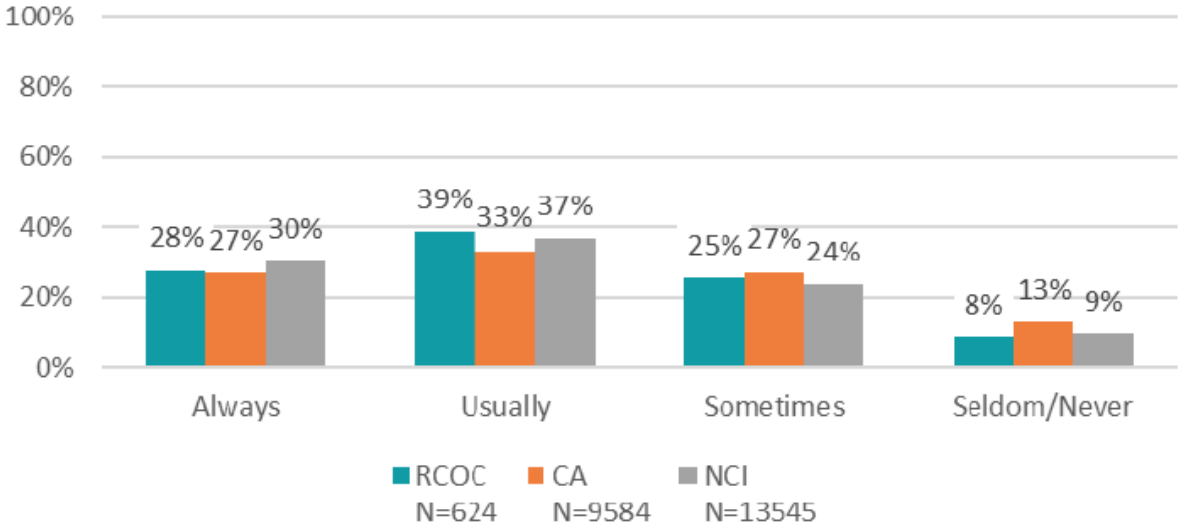
NCI tells us **7** out of every **10** people said **they always or usually get enough information to take part in planning services for their child.**

## ←User-Friendly Report Summary

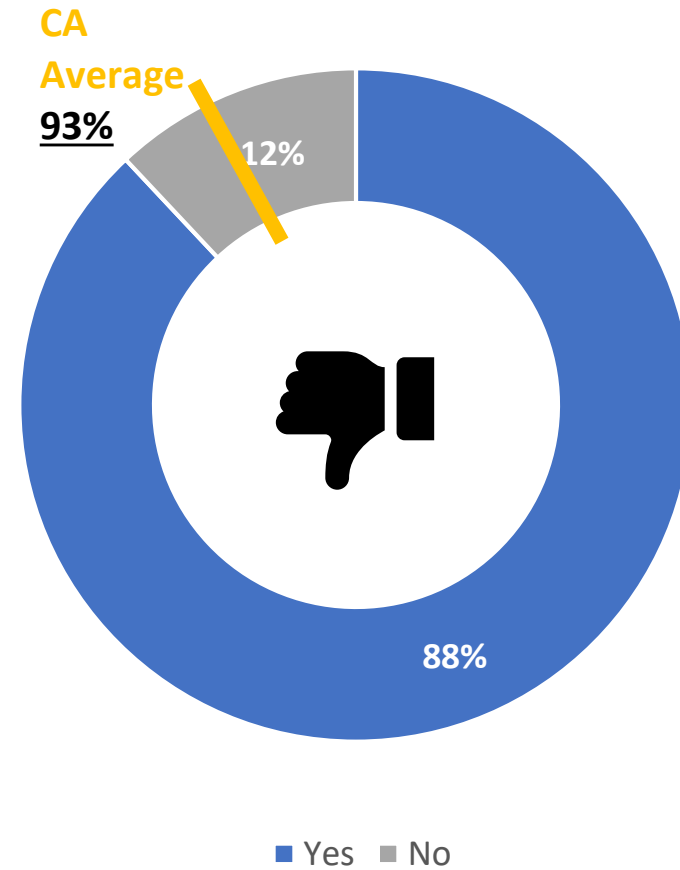
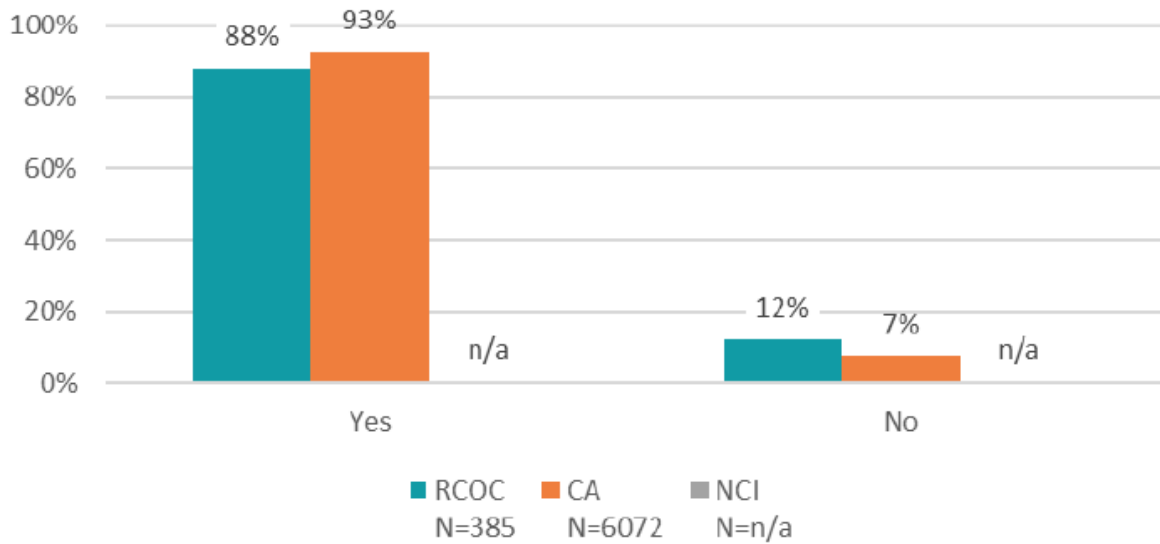


## ←Full Report

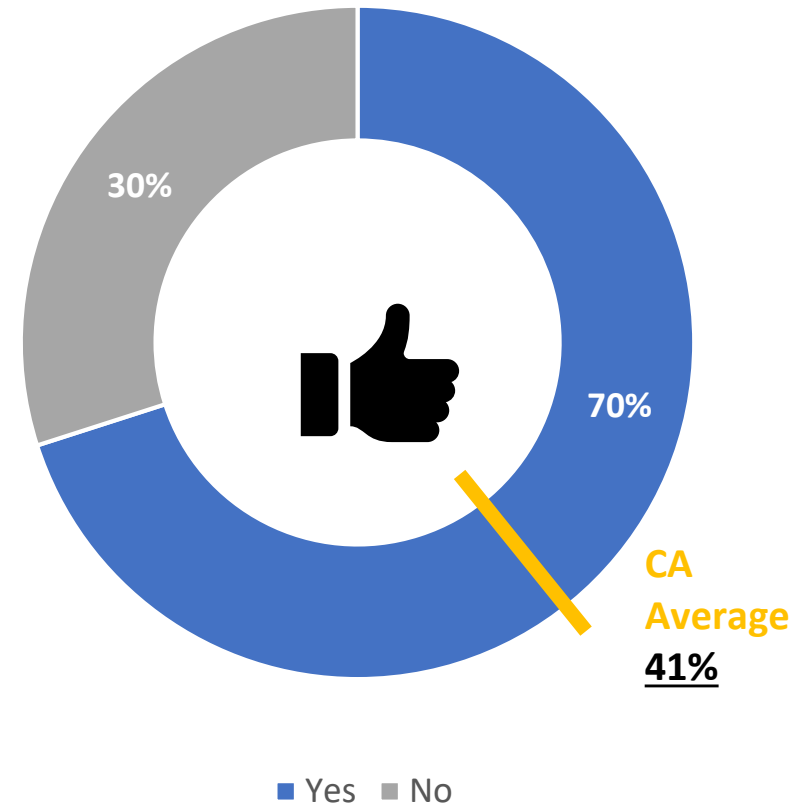
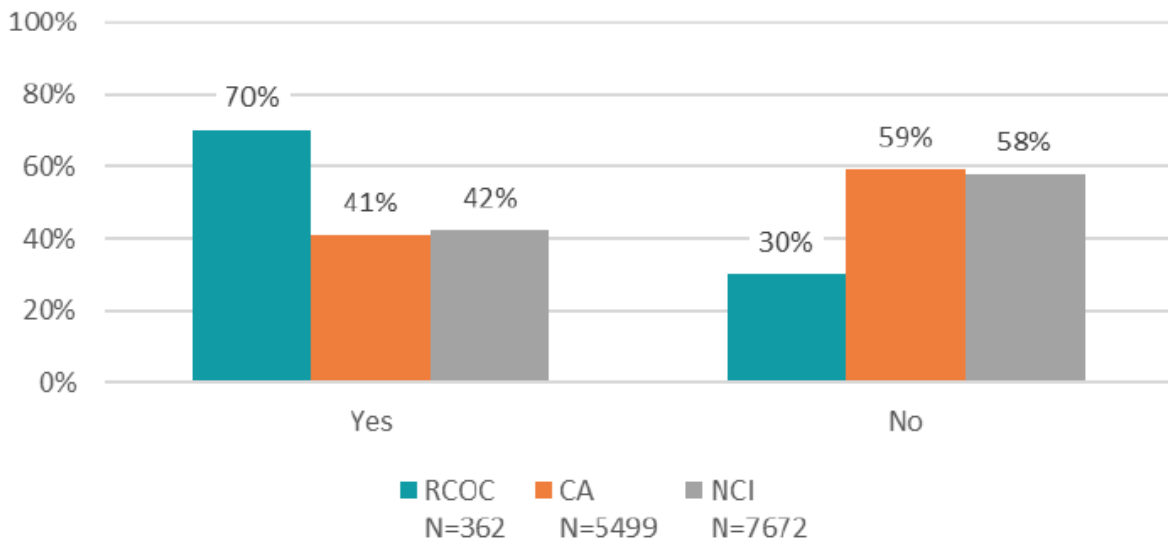
### Do you get enough information to take part in planning services for your child?



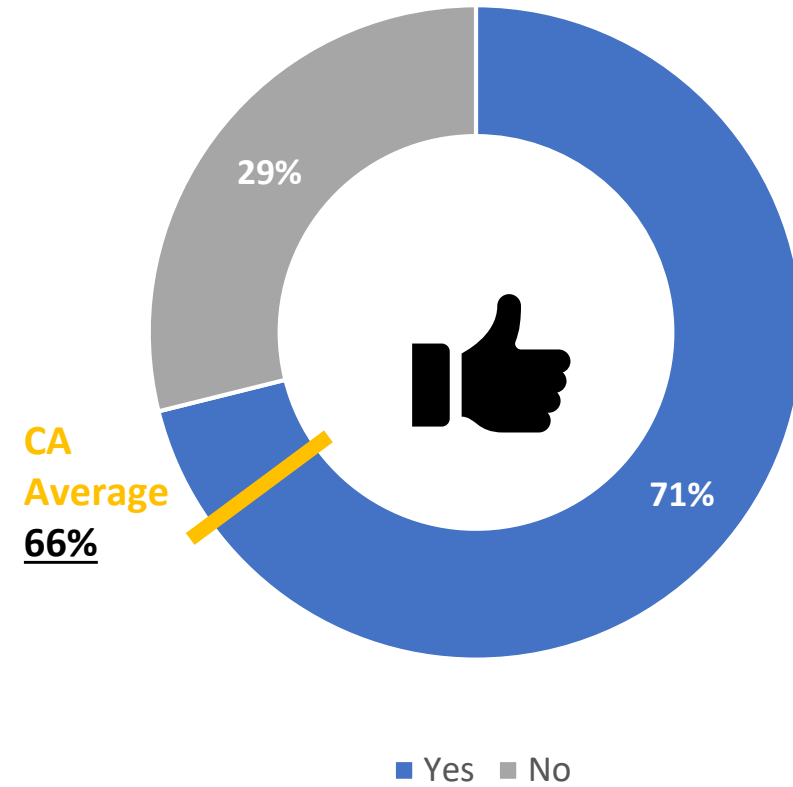
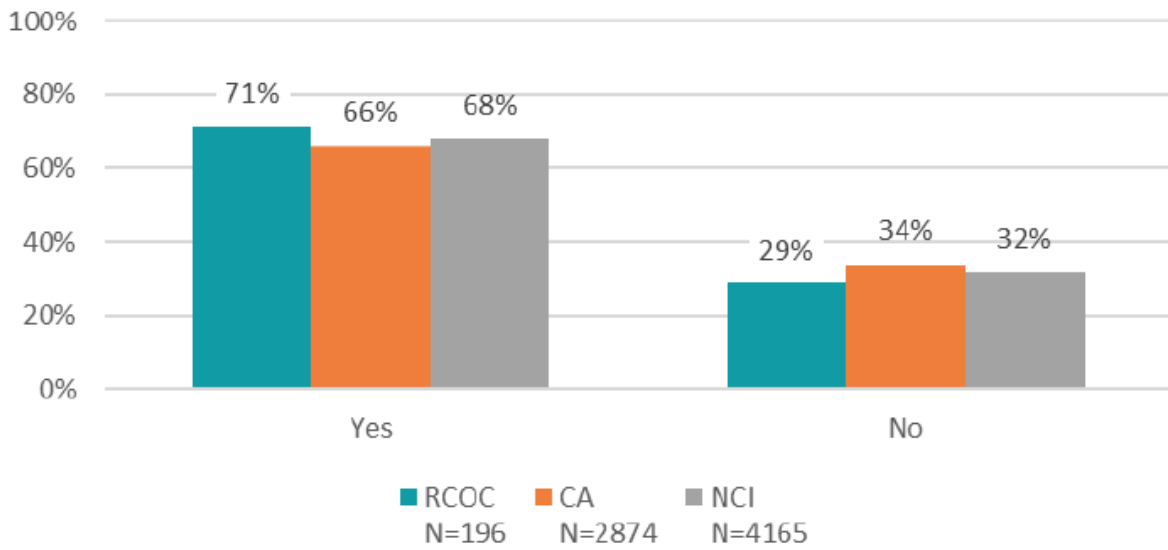
Did you get a copy of your child's IPP/IFSP in your preferred language?



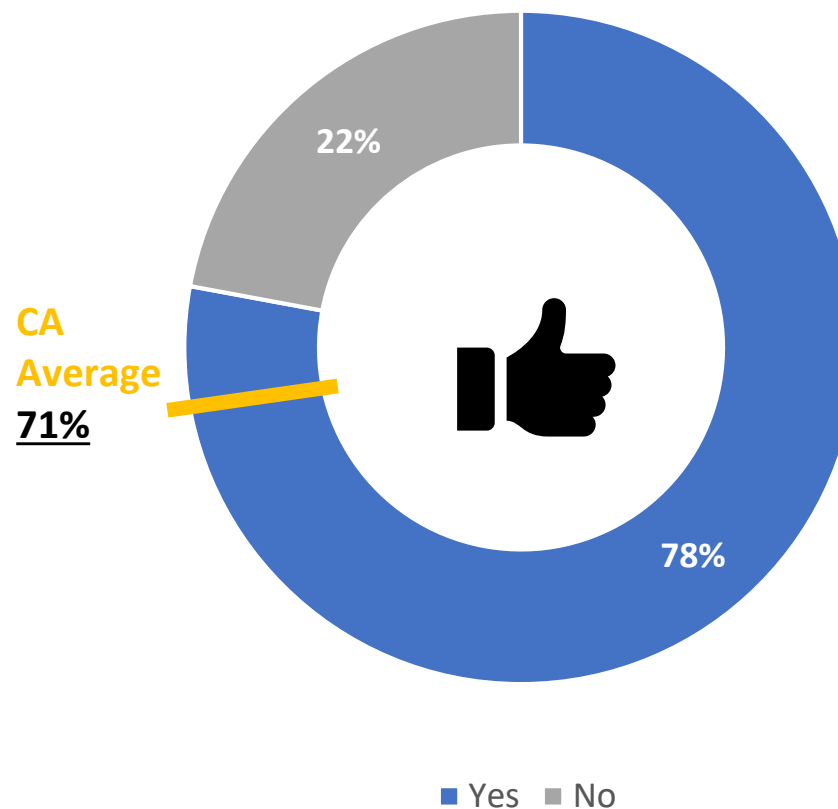
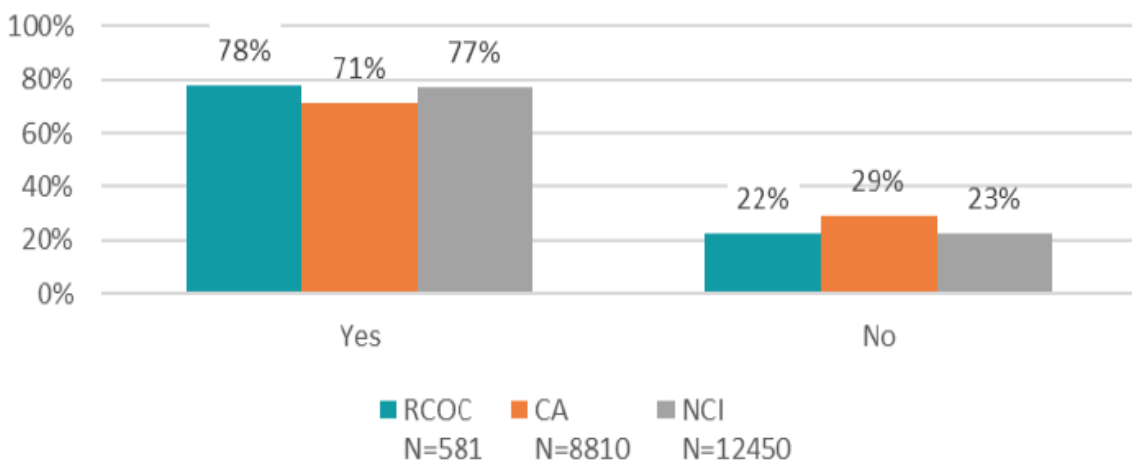
### Did you discuss how to handle emergencies at your child's last IPP/IFSP meeting?



### Does your child have a transition plan?



Do you feel prepared to handle the needs of your child in an emergency such as a medical emergency or a natural disaster?



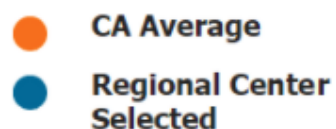
# Access and Delivery of Services and Supports

Families and children with disabilities get the services and supports they need.



## NCI Child Family Survey 2018-2019

### Access Indicators



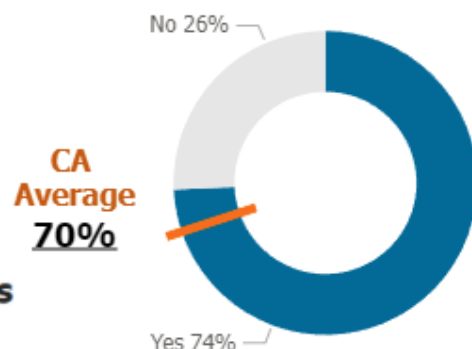
Select a Regional Center:

- ☐ Alta California
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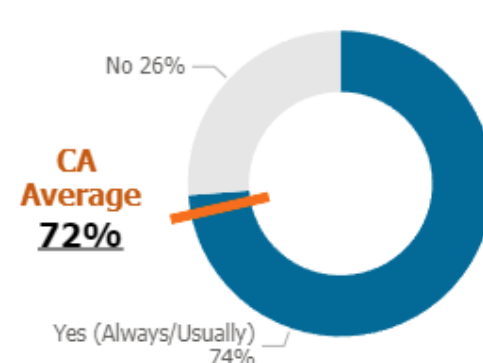
**Can Families Contact Child's Service Coordinator When They Want To?**



**Do Families Get Supports And Services They Need?**



**Do Services/Supports Change When Families' Needs Change?**



**Can Children See Health Professionals When Needed?**



**Can Children Go To Dentist When Needed?**



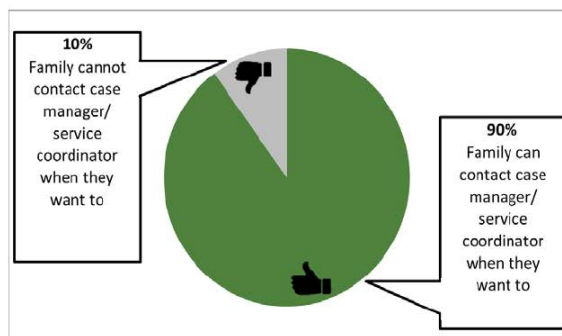
**Are Families Able To Get And Use Respite Services If Respite Is Needed?**

**77%**  
(Always/Usually)  
**CA Average: 76%**

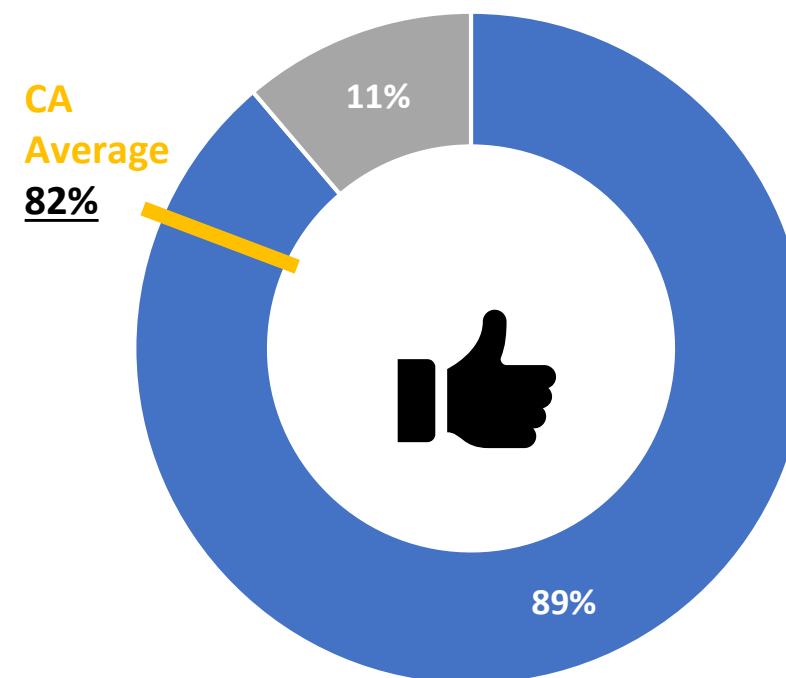
**Do Children Have Special Equipment/Accommodations That They Need?**

**74%**  
(Always/Usually)  
**CA Average: 73%**

## Can you contact your child's case manager/service coordinator when you want to?



NCI tells us **9** out of every **10** people said **they can always or usually contact the child's case manager/ service coordinator when they want to.**

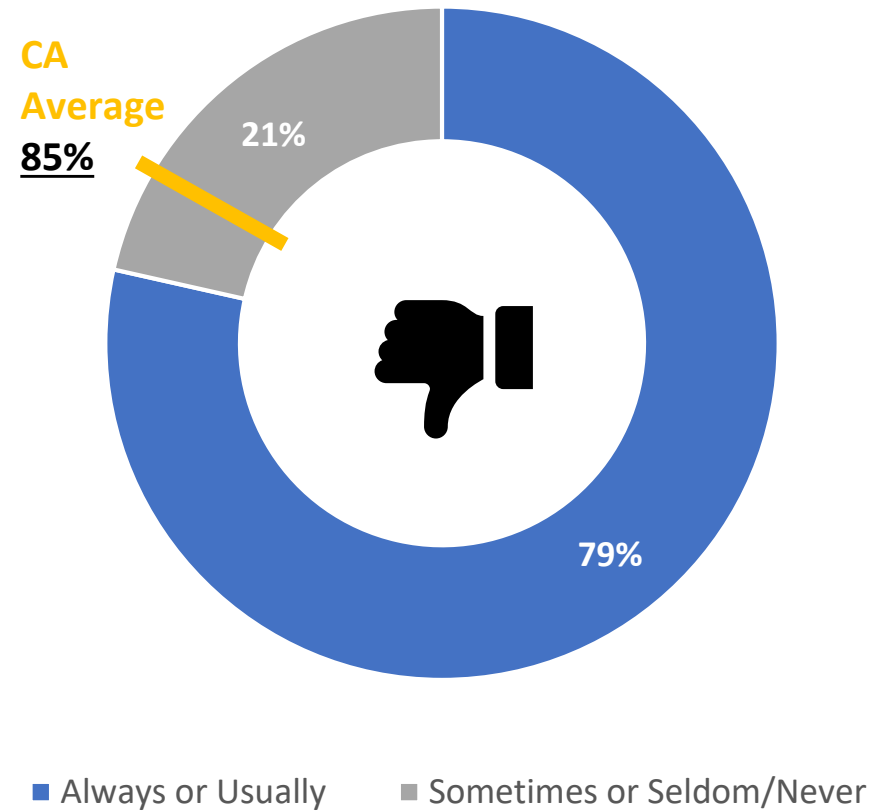
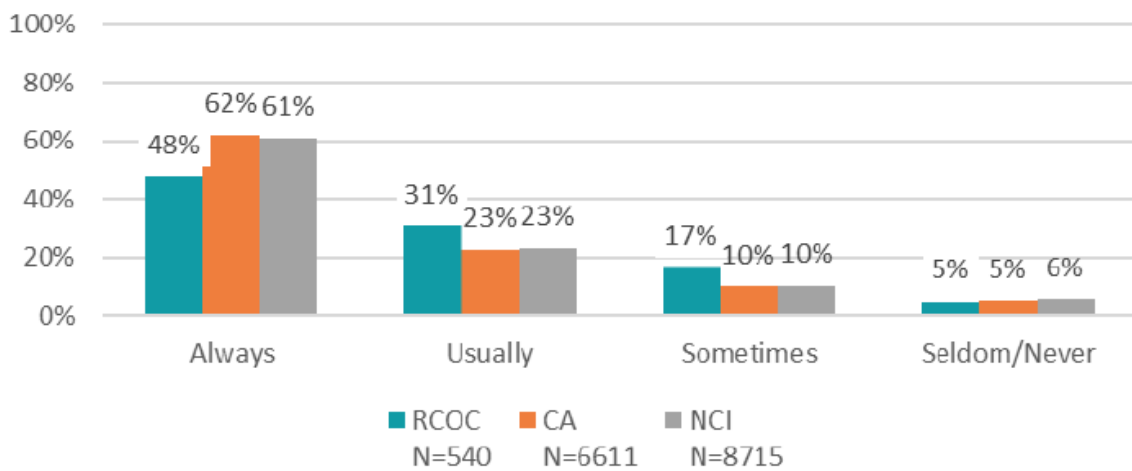


CA  
Average  
82%

■ Always or Usually    ■ Sometimes or Seldom/Never



If you have used respite services in the past year, were you satisfied with the quality of the respite providers?



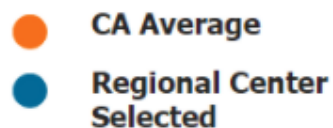
# Choice, Decision Making and Control

Families and children with disabilities determine the services and supports they receive and the individuals or agencies who provide them.



## NCI Child Family Survey 2018-2019

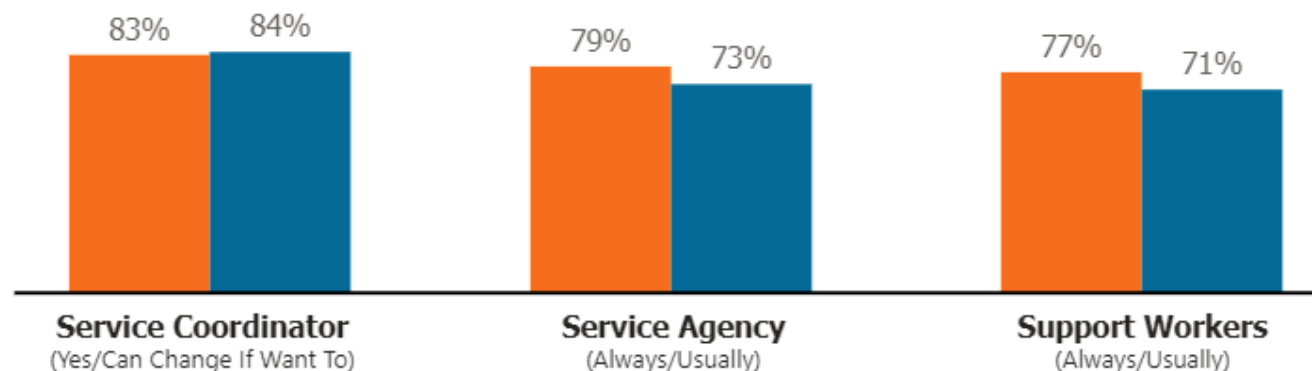
## Choice Indicators



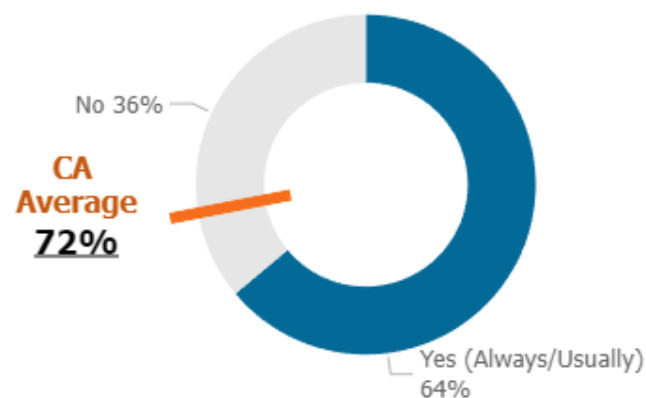
Select a Regional Center:

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- ☐ Valley Mountain
- ☐ Westside

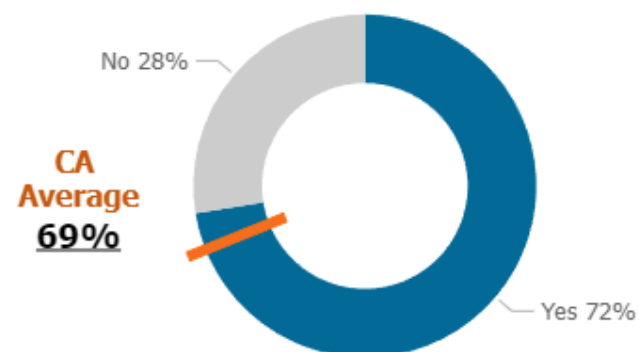
## Do Families Say They Can Choose Or Change Who Works With Their Child?



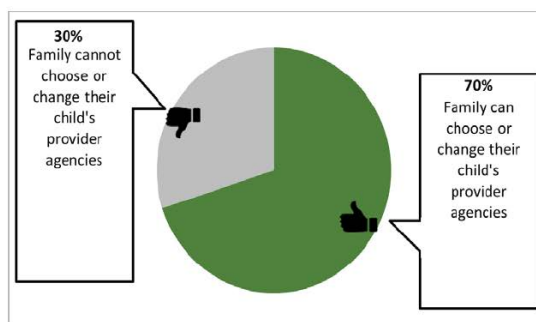
## Do Families Directly Manage The Support Workers Working With Their Child?



## Do Service Providers Work Together To Provide Supports to Child?

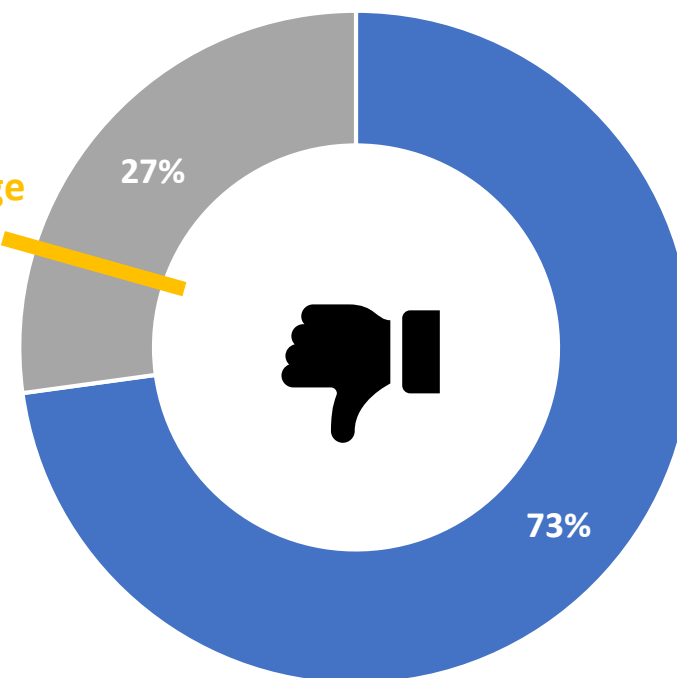


## Can your family choose or change your child's provider agencies?



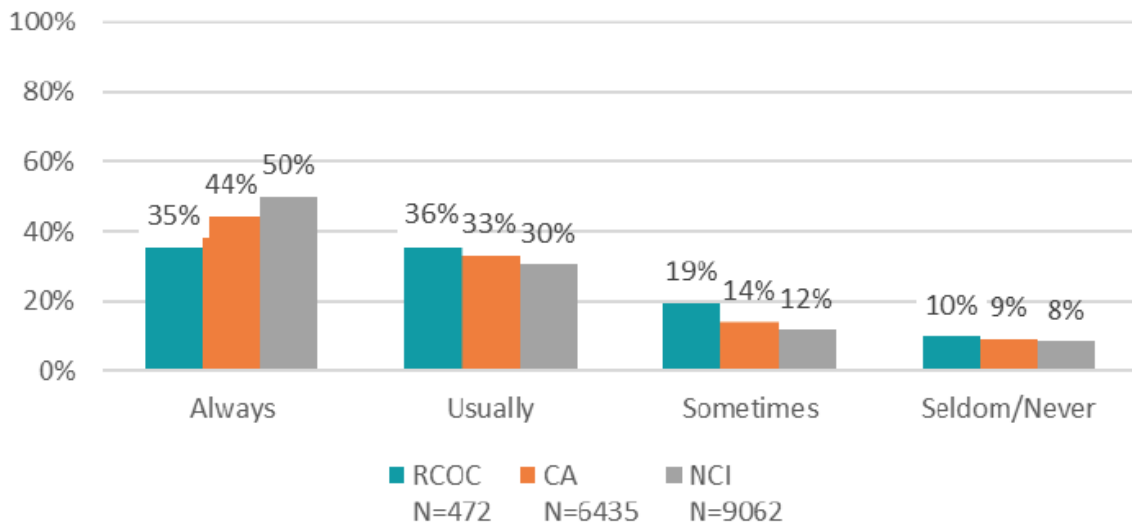
NCI tells us **7** out of every **10** people said **they can always or usually choose or can change their child's provider agencies.**

CA  
Average  
79%

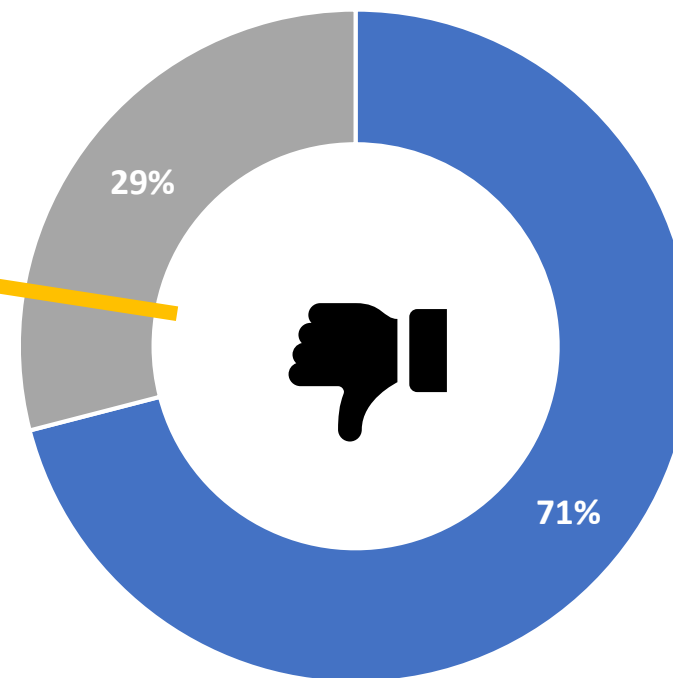


■ Always or Usually    ■ Sometimes or Seldom/Never

### Can your family choose or change your child's support workers?

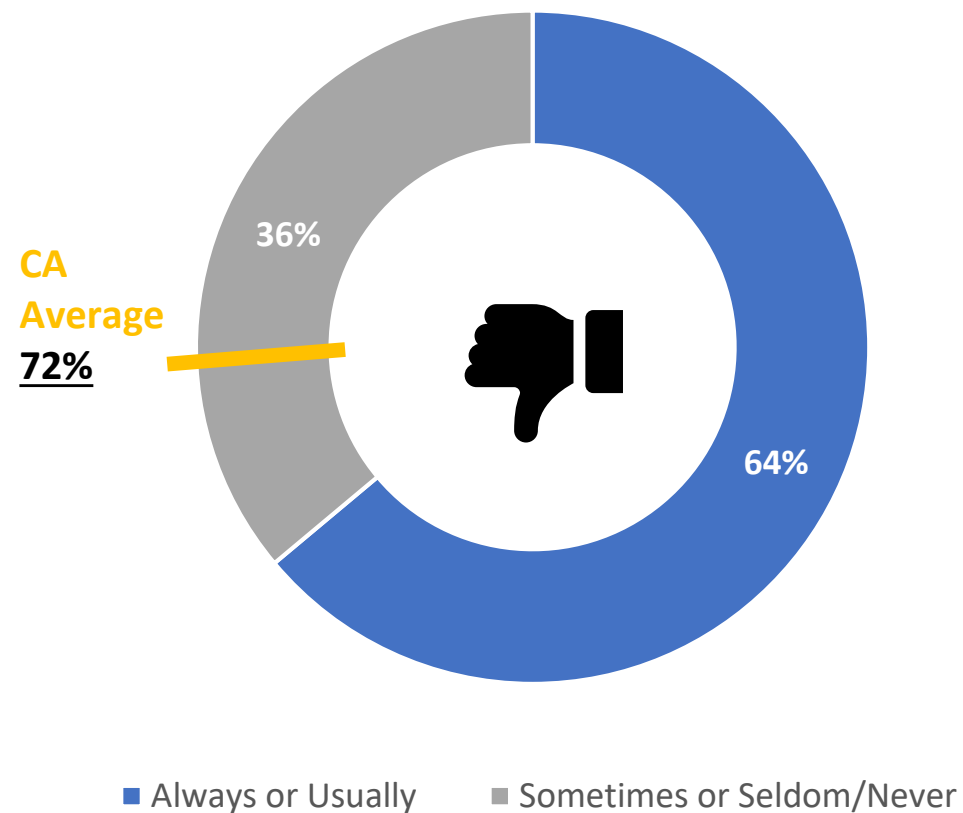
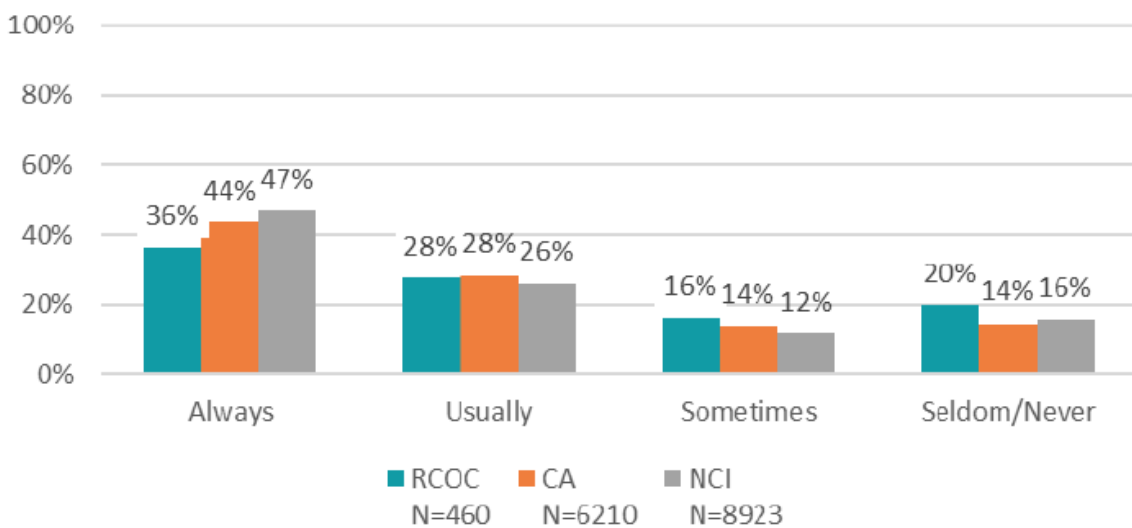


CA  
Average  
**77%**



■ Always or Usually    ■ Sometimes or Seldom/Never

### Does your family directly manage support workers?



# Involvement in the Community

Family members with children use integrated community services and participate in everyday community activities.



## NCI Child Family Survey 2018-2019

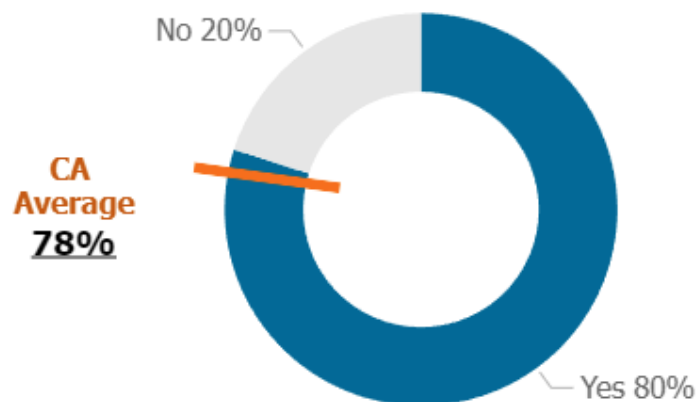
### Community Participation Indicators

- CA Average
- Regional Center Selected

Select a Regional Center:

- ☐ Alta California
- ☐ Central Valley
- ☐ East Bay
- ☐ Eastern LA
- ☐ Far Northern
- ☐ Frank D. Lanterman
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- ☐ Westside

#### Do Children Participate in Community Activities?



#### Are There Community Resources That Families Can Use Outside of the Regional Center?

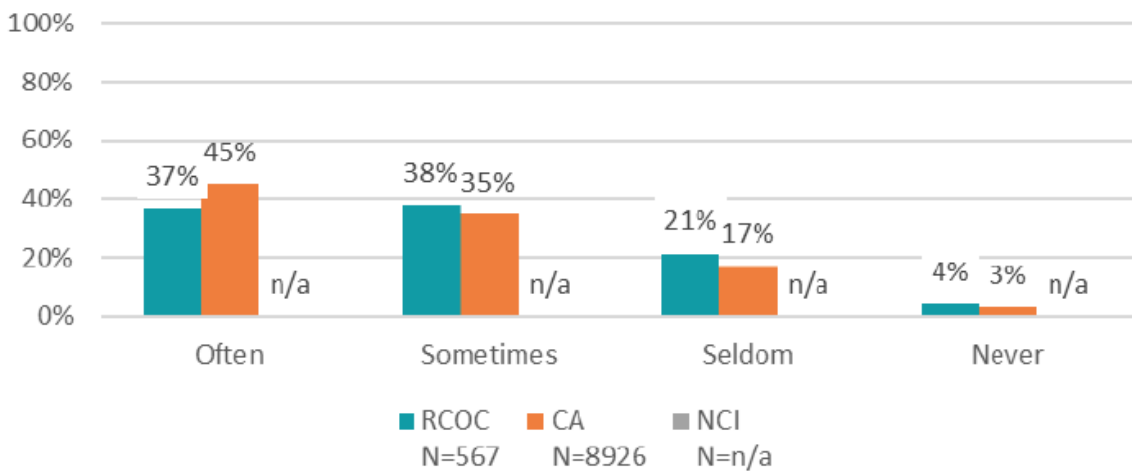


#### Do Families Participate in Family-to-Family Networks in Their Community?

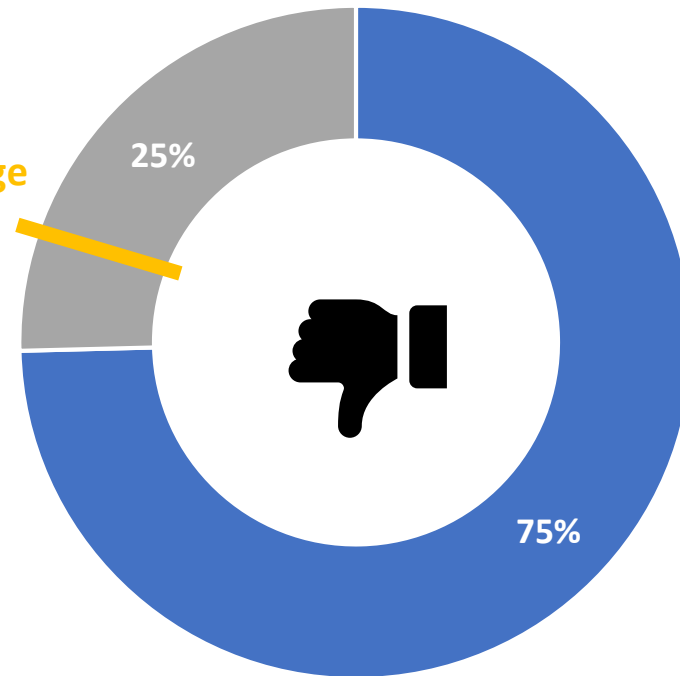




How often does your child spend time with children who are not siblings and do not have a developmental disability?



CA  
Average  
80%



■ Often or Sometimes ■ Seldom or Never

# Satisfaction with Services and Supports

Families and children with disabilities receive adequate and satisfactory supports.



## NCI Child Family Survey 2018-2019

## Satisfaction Indicators

● **CA Average**  
● **Regional Center Selected**

Select a Regional Center:

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- ☐ Central Valley
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- ☐ Frank D. Lanterman
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- ☐ San Gabriel/Pomona
- ☐ South Central LA
- ☐ Tri-Counties
- ☐ Valley Mountain
- ☐ Westside

Are Families Satisfied With Current Services And Supports Received?

78%

(Always/Usually)

CA Average: 73%

Do Services And Supports Help Their Child Live A Good Life?

93%

(Yes)

CA Average: 91%

Do Regional Center Services Make A Difference In Helping Keep Child At Home?

85%

(Yes)

CA Average: 82%

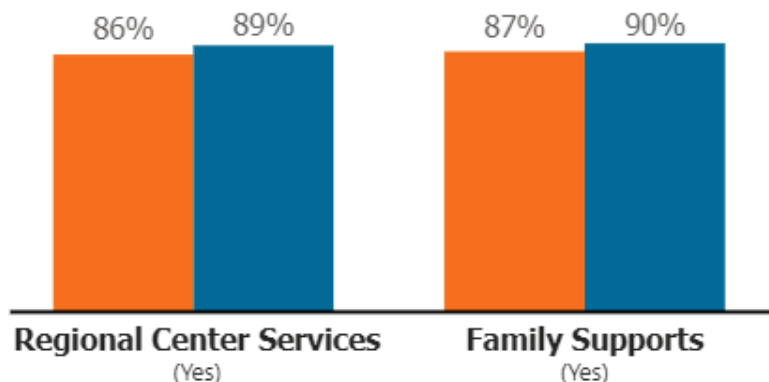
Do Services And Supports Reduce Families' Out-Of-Pocket Expenses To Care For Child?

77%

(Yes)

CA Average: 72%

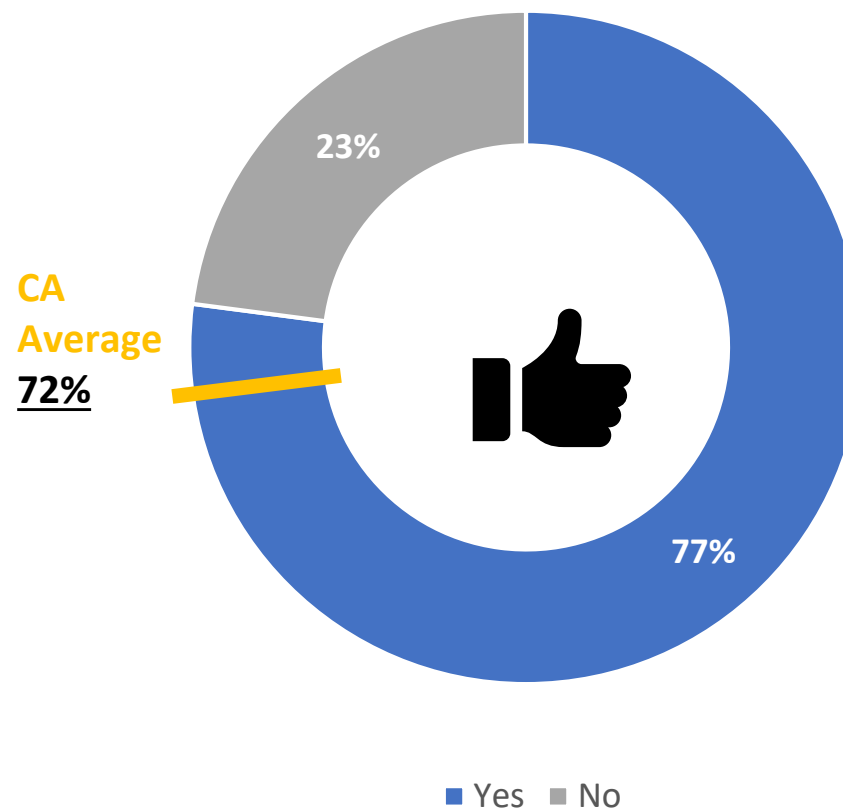
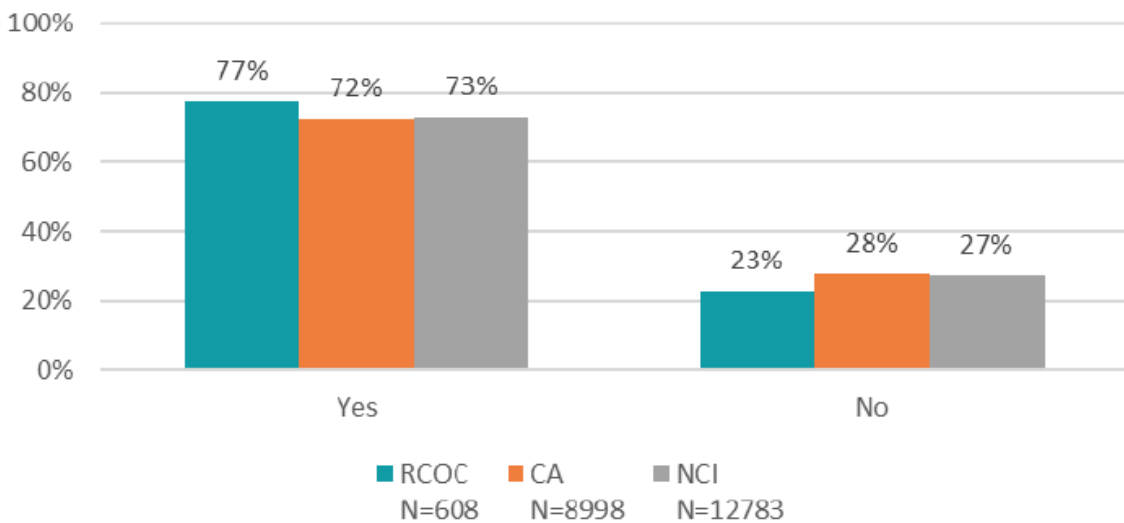
Do Families Feel These Resources Have Improved Their Ability To Care For Their Child?



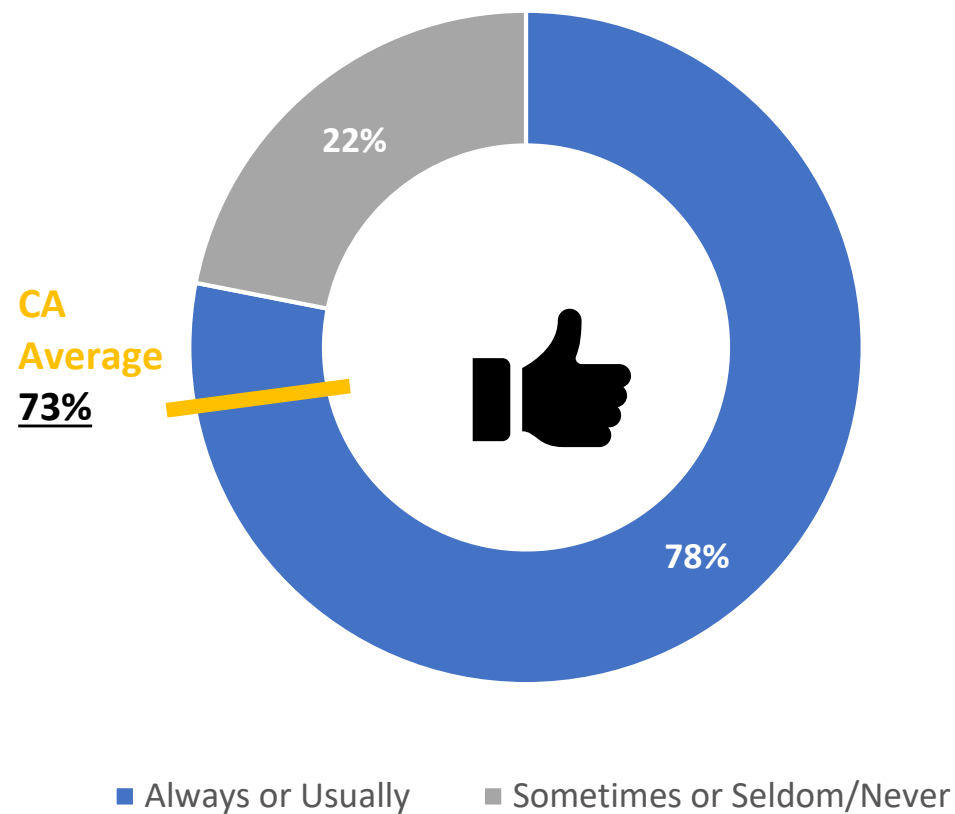
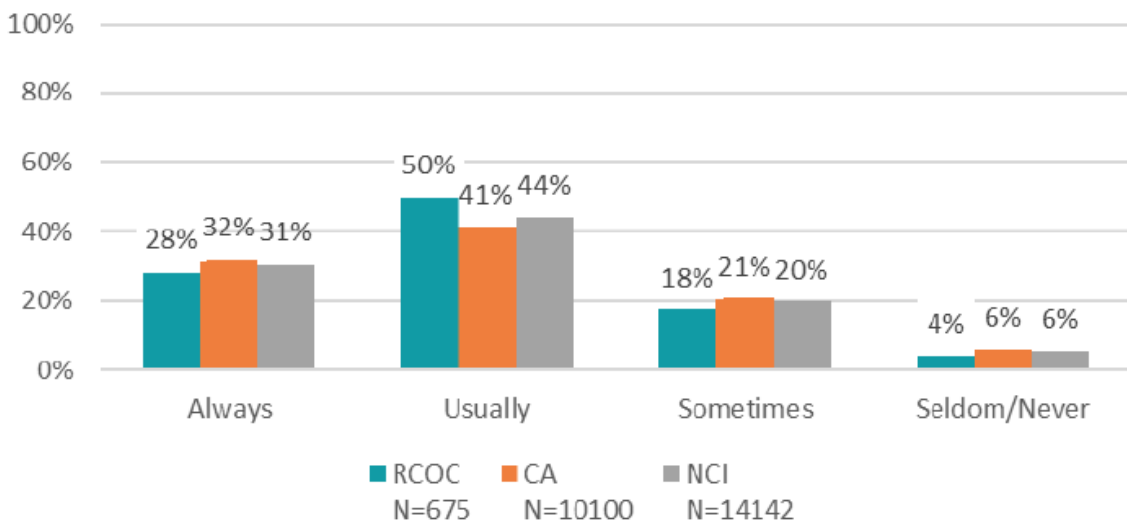
Do Families Feel These Resources Have Made A Positive Difference In Their Lives?



### Have services and supports reduced your family's out-of-pocket expenses for your child's care?



Overall, are you satisfied with the services and supports your family currently receives?



# Areas for Improvement

- Educating families on their option to have a copy of their child's IFSP/IPP in their preferred language
- Working with service providers to improve the quality of the respite service experience
- Increasing family involvement and choice related to service agencies as well as the support workers providing services
- Expanding awareness of opportunities for children to spend time with others not in the DD system

# Strategic Planning

- RCOC values NCI as a way to support long term strategic planning
- Starting September 1, 2021, as part of the IPP team meeting for all individuals served by RCOC who are 18+ years of age, the RCOC Service Coordinator will promote discussions and ask questions directly related to RCOC's strategic goals of:
  - Health and Wellness
  - Housing
  - Employment
- The data obtained from these discussions will help to guide our efforts with one of the goals being to see marked improvement over time in NCI responses related to these strategically important areas
- An example of past success can be seen in the area of emergency preparedness as this was added into the RCOC IPP for each individual over ten years ago

1. Choose survey question.

The handling of emergencies was discussed at IPP meeting

The handling of emergencies was discussed at IPP meeting

2. Choose regional center or select on map.

RCOC

☐ Compare to California Average☒ Compare to All Regional Centers

3. Choose year.

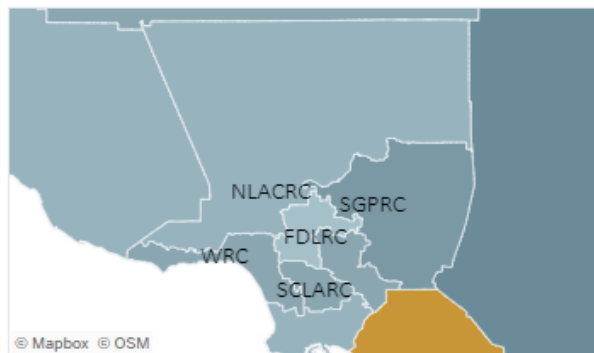
2016-2017

Comparison of RCOC and all regional centers for 2016-2017

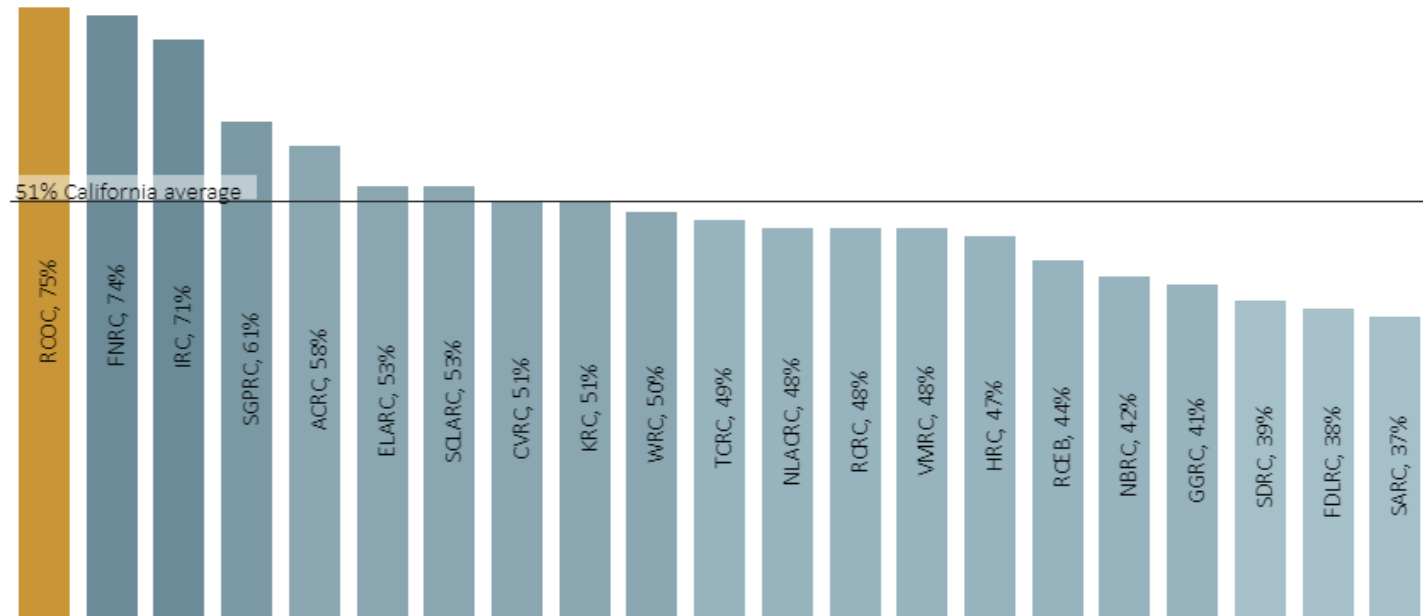
Map display shows data from 2016-2017



Detail of Los Angeles area



© Mapbox © OSM

☒ Selected ☐ 70% to 79% ☐ 60% to 69% ☐ 50% to 59% ☐ 40% to 49% ☐ 30% to 29%

+ a b l e a u



## NCI In-Person Survey 2017-2018

### Health & Wellness Indicators

● **CA Average**  
● **Regional Center Selected**

Select a Regional Center:

- ☐ Alta California
- ☐ Central Valley
- ☐ East Bay
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- ☐ South Central LA
- ☐ Tri-Counties
- ☐ Valley Mountain
- ☐ Westside

Overall, How Do Consumers Rate Their Health?

**99%**

(Excellent, Very Good, or Fairly Good)

**CA Average: 98%**

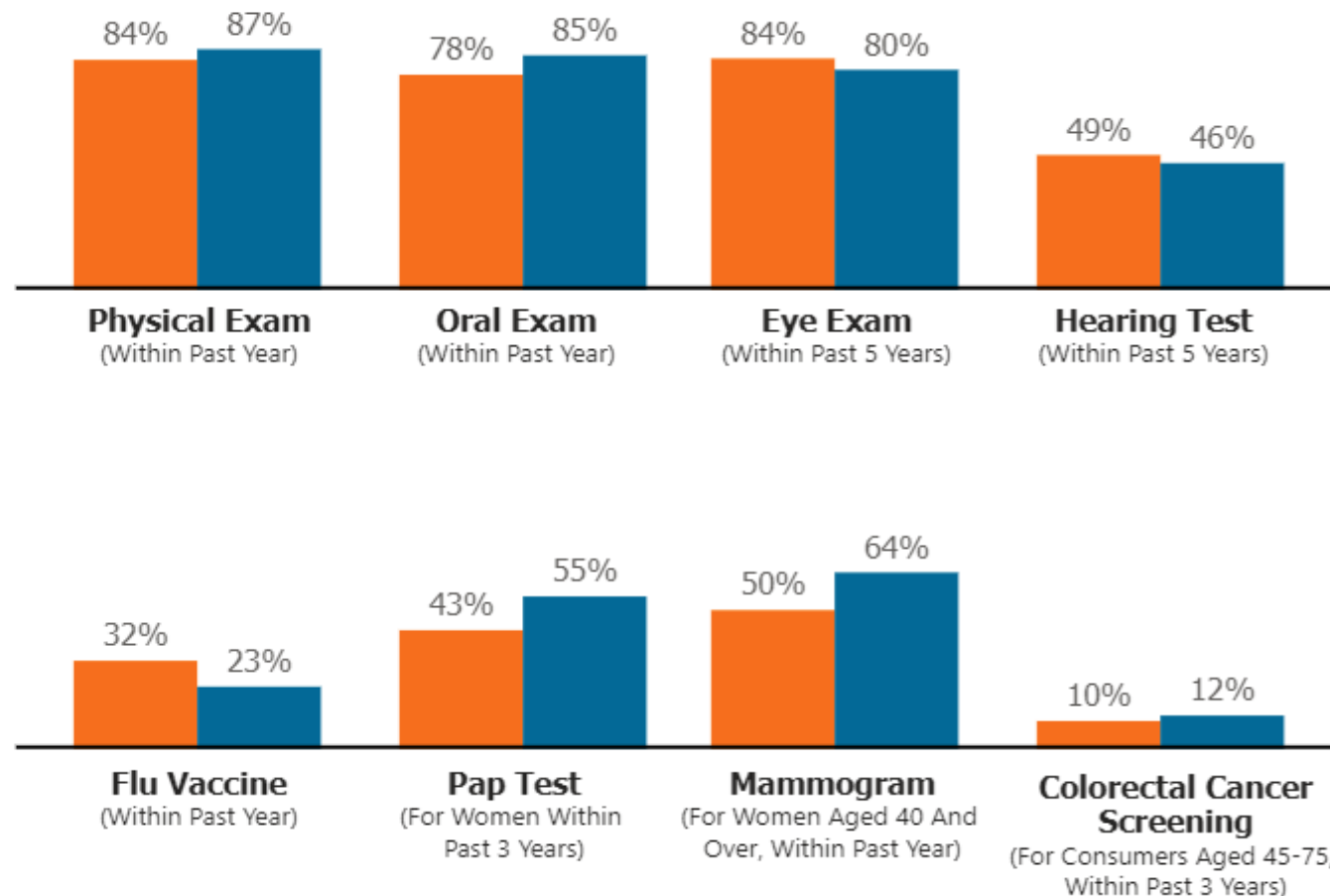
Do Consumers Engage In Physical Activity or Exercise At Least Once A Week?

**71%**

(Yes)

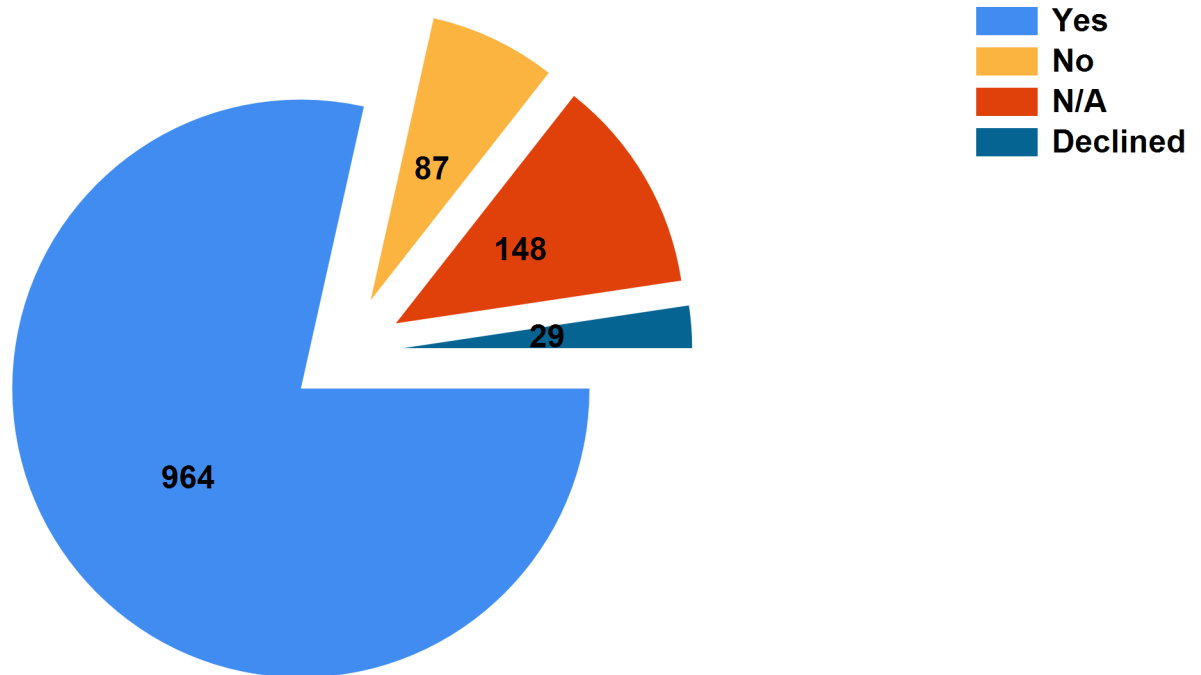
**CA Average: 71%**

#### Do Consumers Get Recommended Health Screenings or Vaccinations?

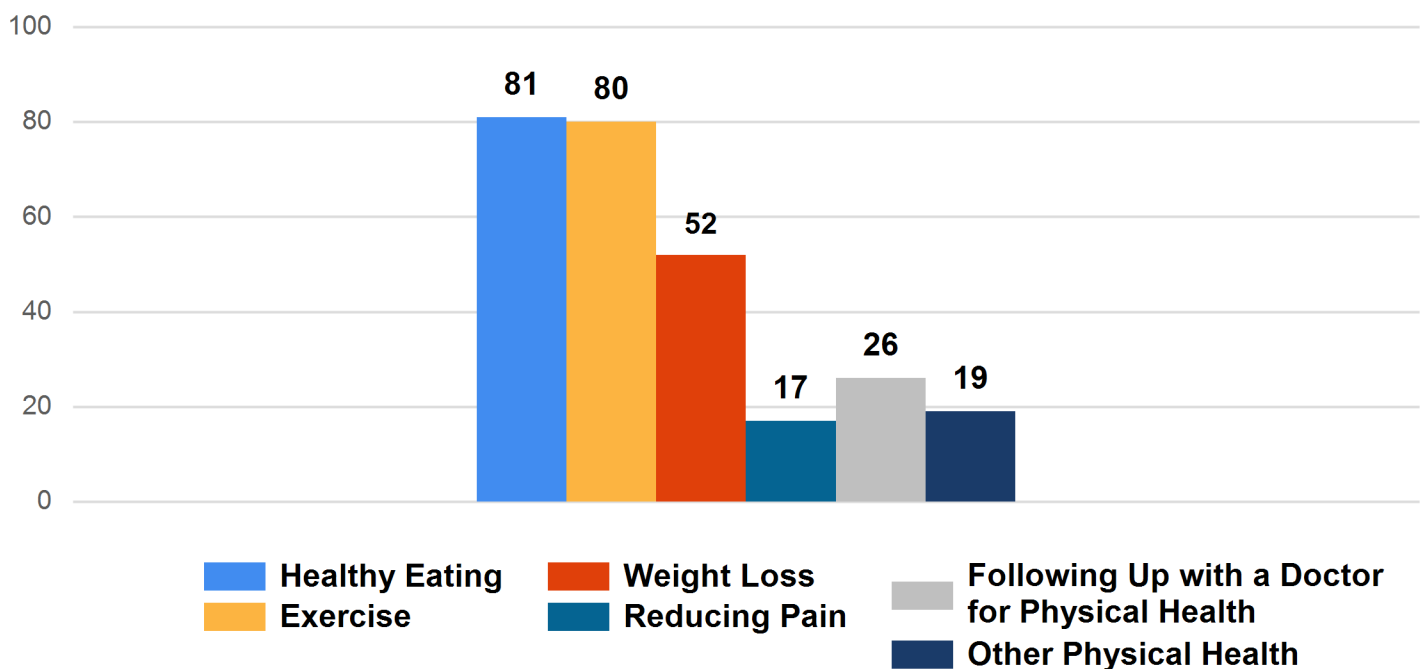


## Physical Health

Are you happy/satisfied with your physical health?

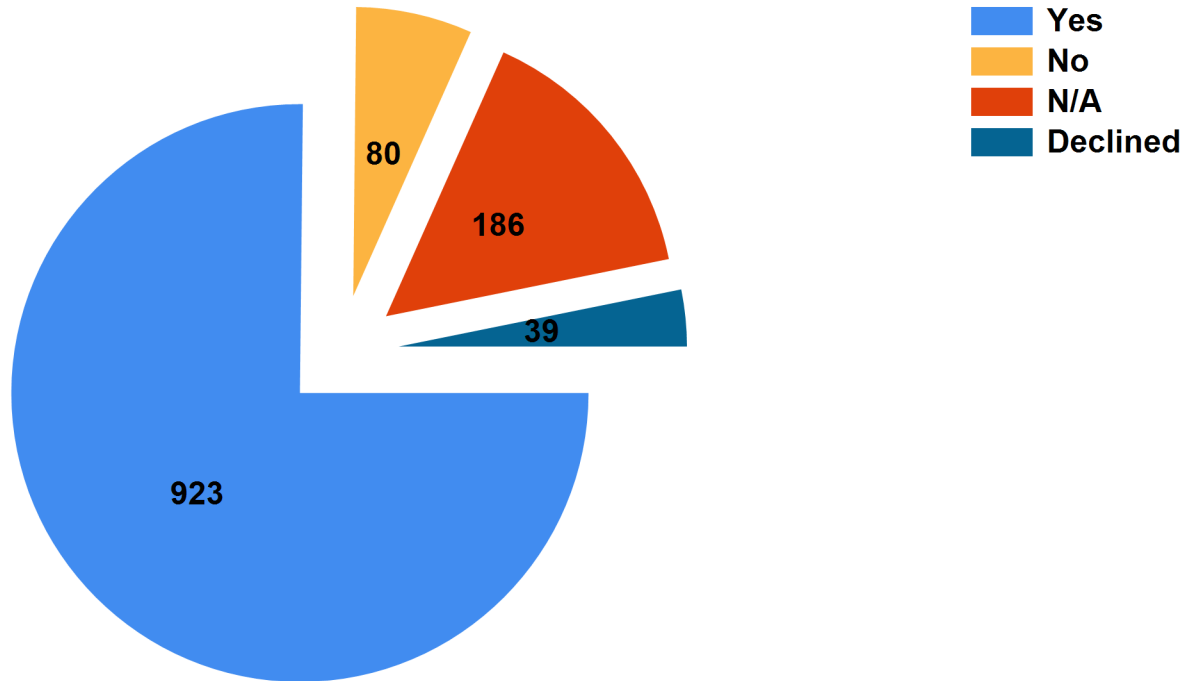


Do you want information on how to improve physical health?

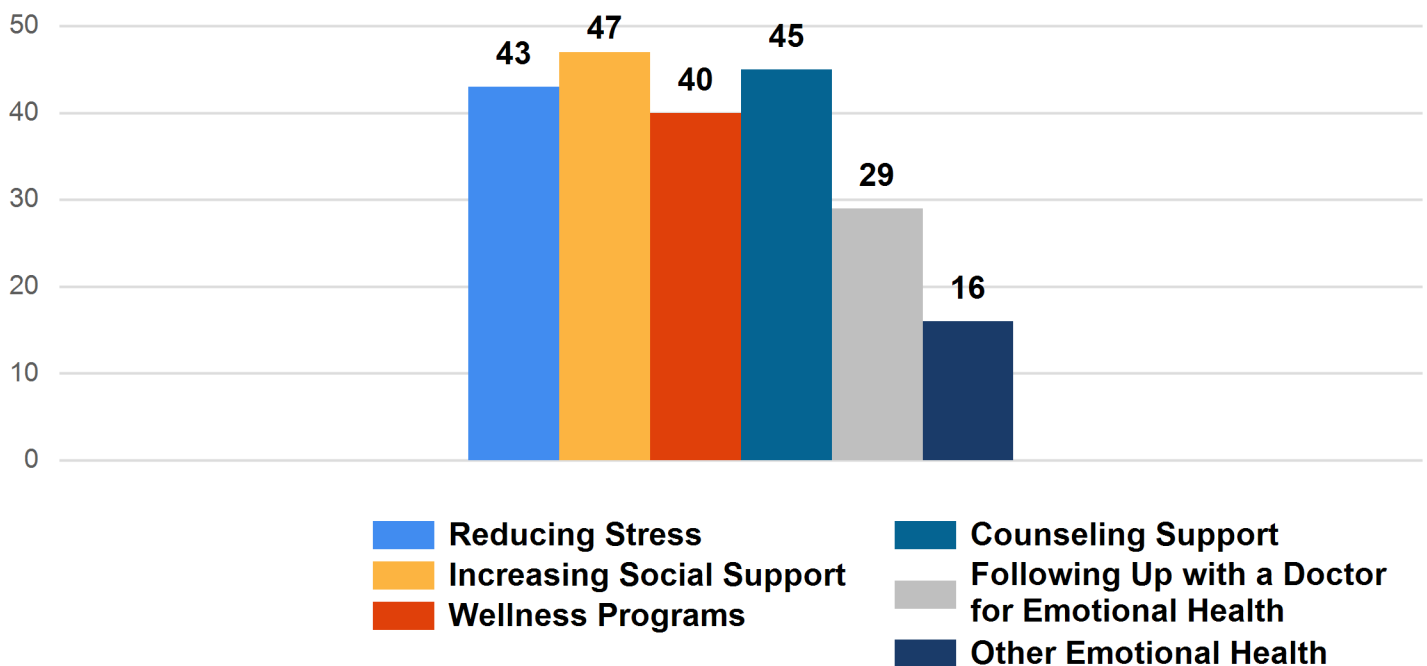


## Emotional Health

Are you happy/satisfied with your emotional health?

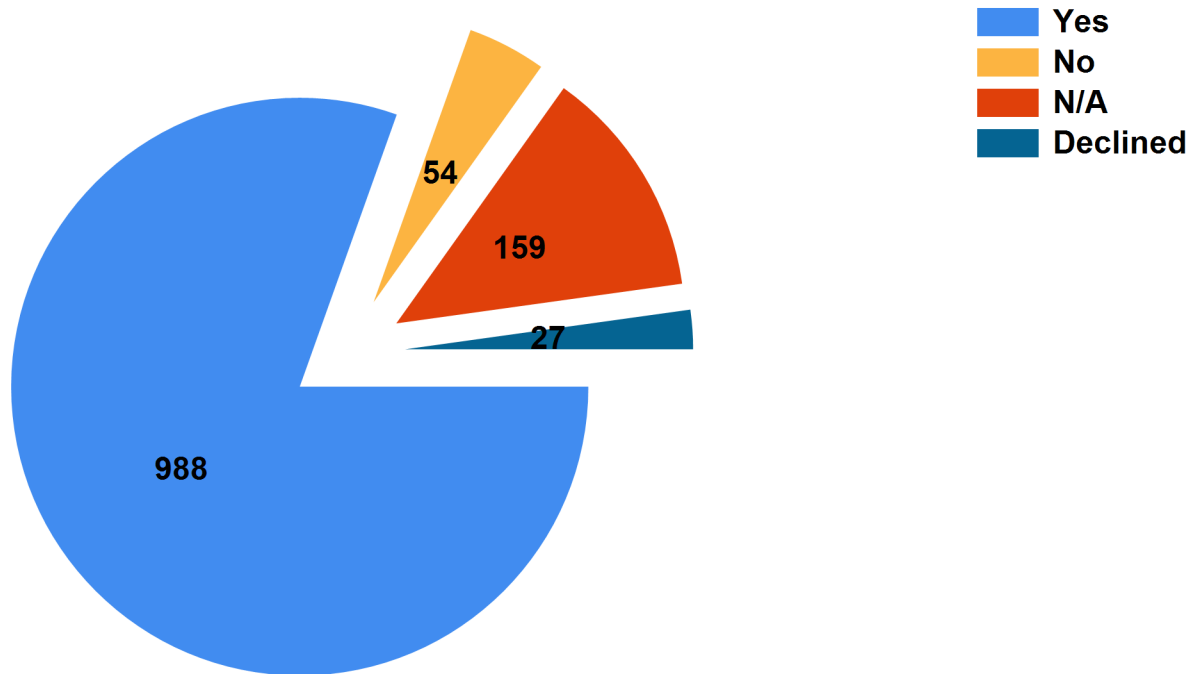


Do you want information on how to improve emotional health?

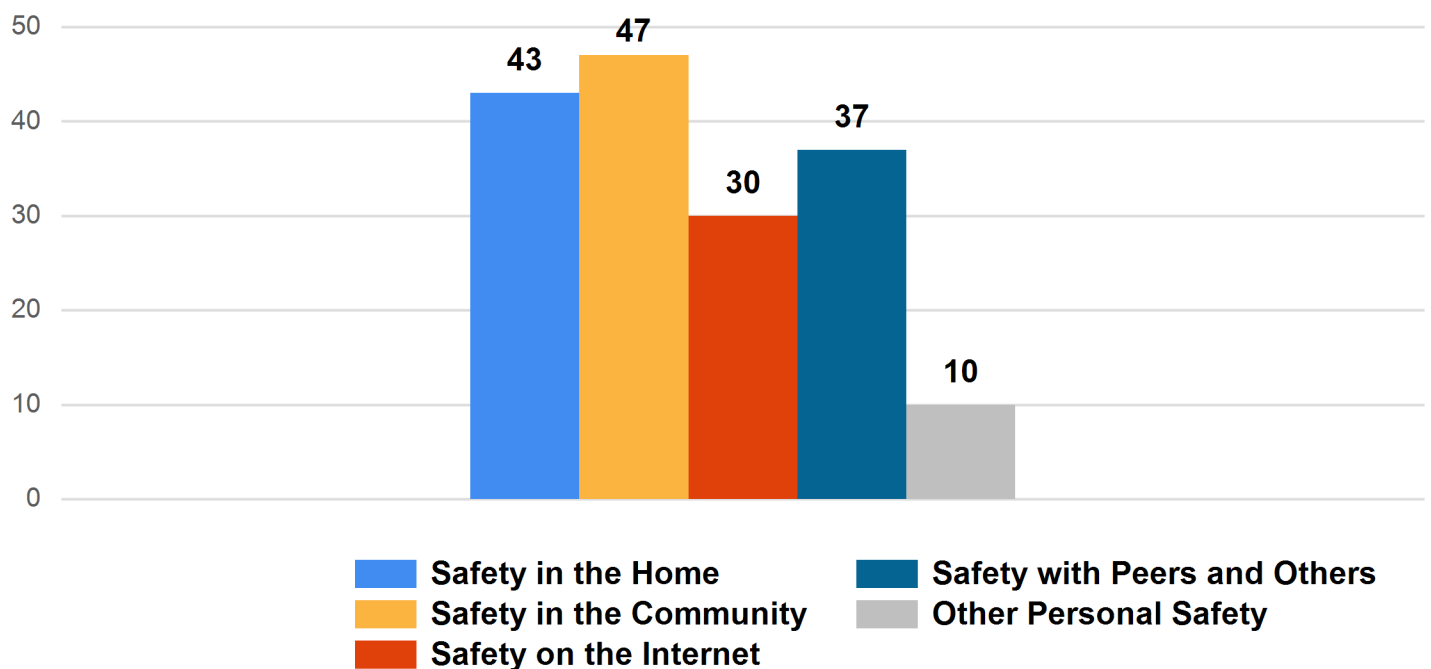


## Personal Safety

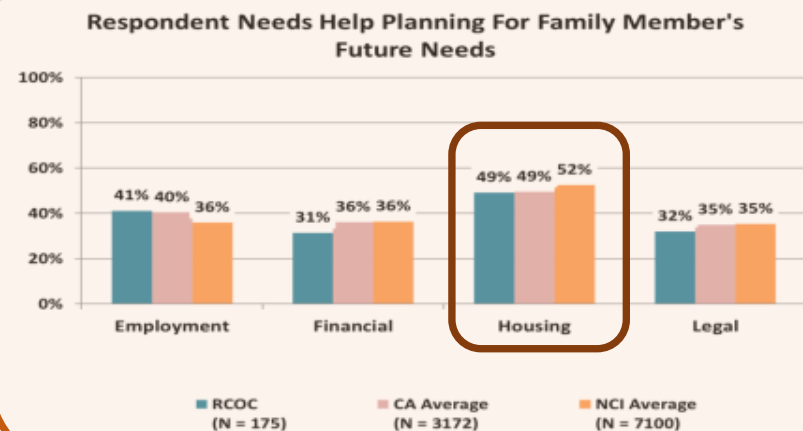
Are you happy/satisfied with your ability to remain safe?



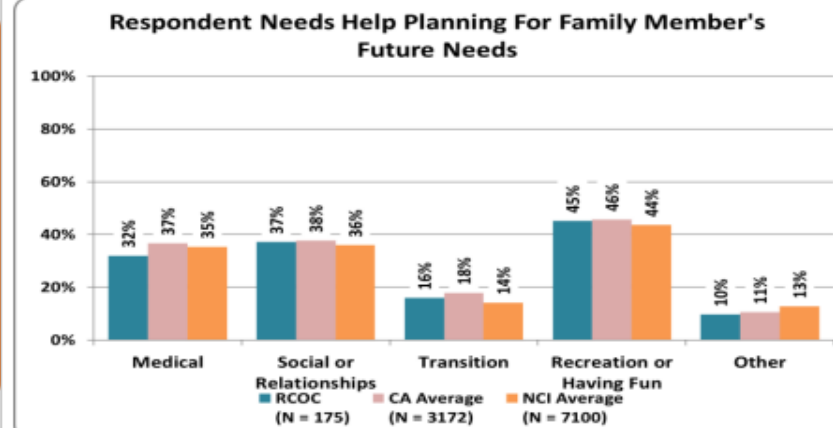
Do you want information on how to improve personal safety?



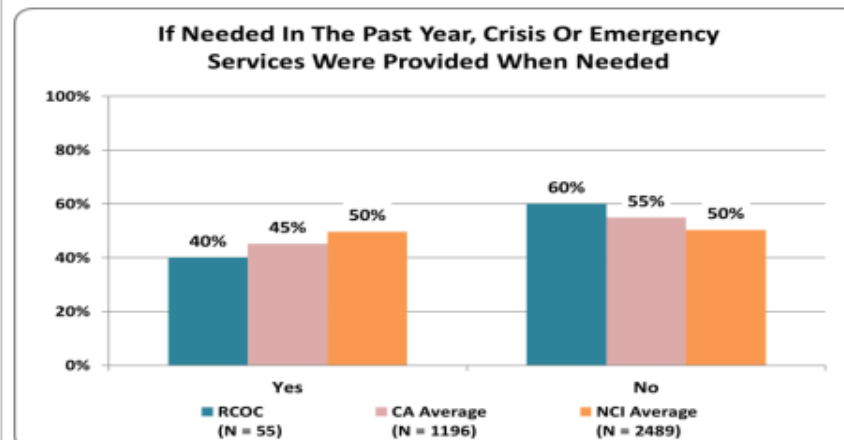
GRAPH 46. \*



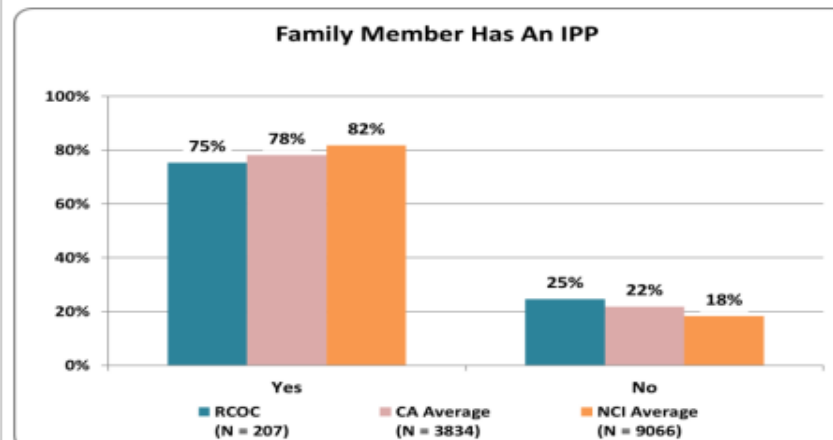
GRAPH 47. \*



GRAPH 48.



GRAPH 49.



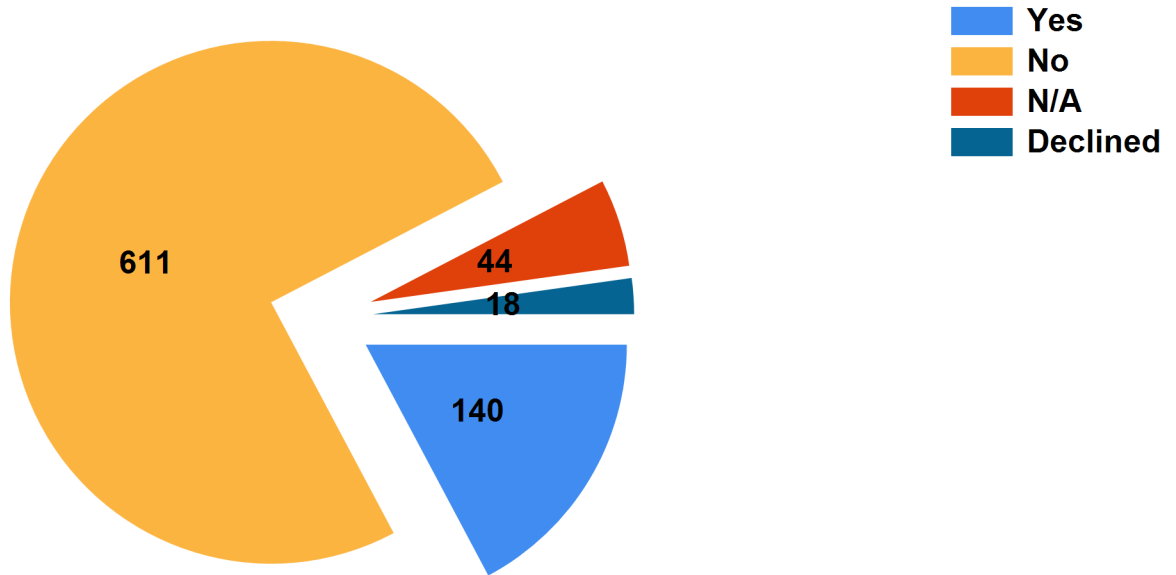
\*Categories are not mutually exclusive

# Strategic Planning - Housing

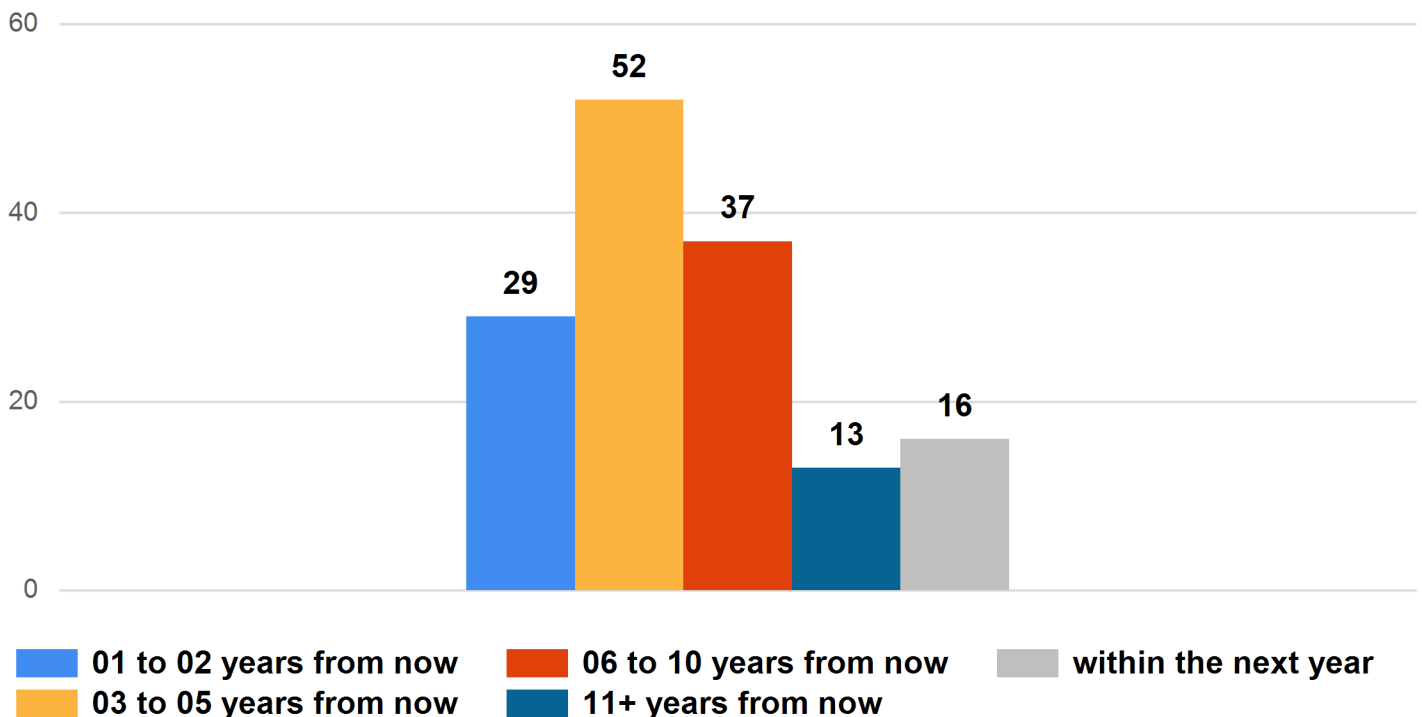
RCOC has the long term strategic goal of increasing the supply of safe, appropriate and affordable housing for those served by RCOC through stakeholder involvement.

## Currently Living In The Family Home

Are you considering moving out of the family home at some point in the near or distant future?



What timeframe for moving out of the family home is being considered?

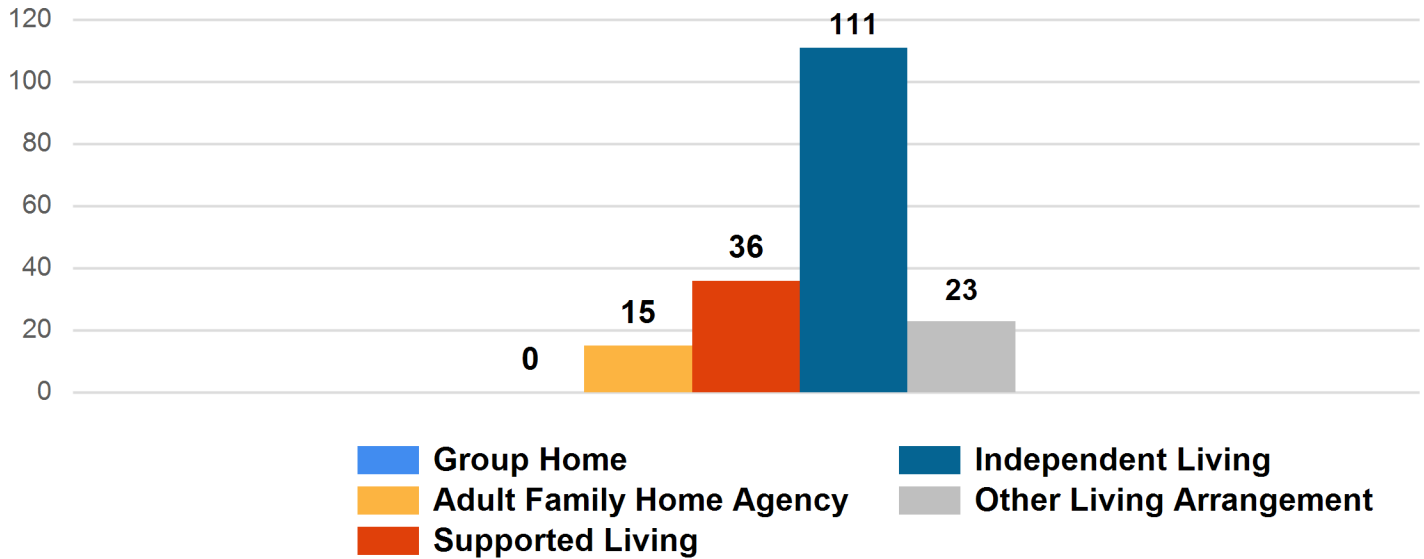


# Strategic Planning - Housing

RCOC has the long term strategic goal of increasing the supply of safe, appropriate and affordable housing for those served by RCOC through stakeholder involvement.

## Currently Living In The Family Home

What type(s) of living arrangement(s) are you interested in?



Which location(s) are you interested in living?

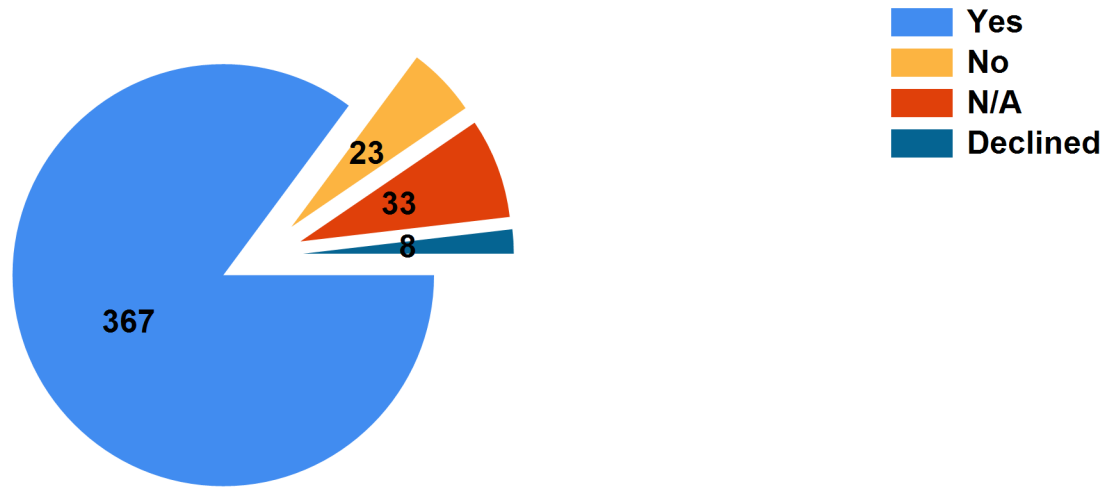
Aliso Viejo	Anaheim	Brea	Buena Park	Costa Mesa	Cypress	Dana Point
11	30	14	18	7	8	3
Fountain Valley	Fullerton	Garden Grove	Huntington Beach	Irvine	La Habra	La Palma
5	19	6	11	23	4	1
Laguna Beach	Laguna Hills	Laguna Niguel	Laguna Woods	Lake Forest	Los Alamitos	Mission Viejo
6	8	10	5	9	0	15
Newport Beach	Orange	Placentia	Rancho Santa Margarita	San Clemente	San Juan Capistrano	Santa Ana
5	19	9	4	2	5	16
Seal Beach	Stanton	Tustin	Villa Park	Westminster	Yorba Linda	Other City
2	2	9	3	3	8	41

# Strategic Planning - Housing

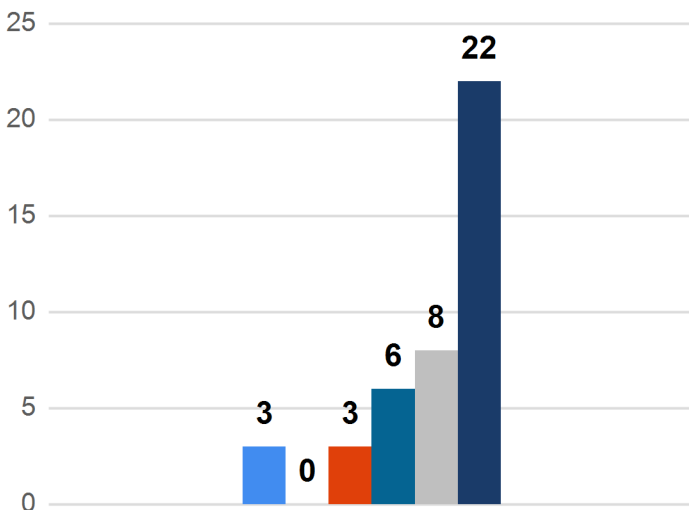
RCOC has the long term strategic goal of increasing the supply of safe, appropriate and affordable housing for those served by RCOC through stakeholder involvement.

## Currently Living Out Of The Family Home

Are you happy/satisfied with where you currently live?

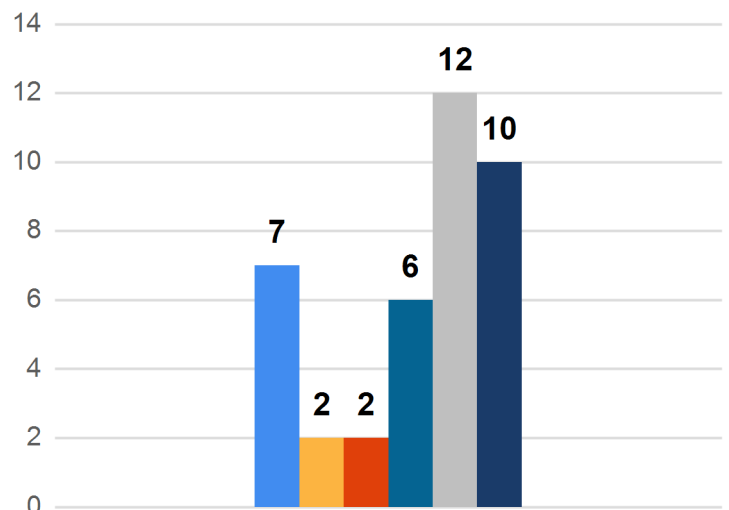


If not happy/satisfied, what are you unhappy/unsatisfied with?



- Distance to Family or Friends
- Distance to Work
- Peer Mix within Home
- Lack of Independence
- Service Provider or Staff Person
- Other Unhappy Unsatisfied

Do you want options/information on living arrangements?



- Group Home Information
- Adult Family Home Agency Information
- Supported Living Information
- Independent Living Information
- Affordable Housing Information
- Other Information Requested



## NCI In-Person Survey 2017-2018

### Employment Indicators

● **CA Average**  
● **Regional Center  
Selected**

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

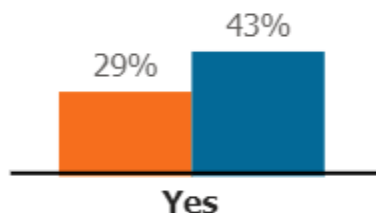
Do Consumers Have A  
Community-Based Paid Job?

16%

(Yes, Individual or Small-Group Job)

CA Average: 13%

**Is Community Employment  
A Goal In The Consumer's  
Individual Program Plan (IPP)?**



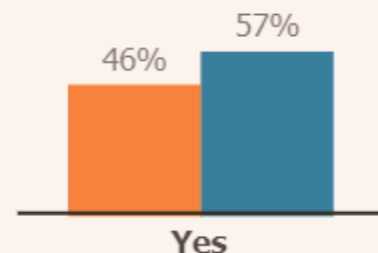
Is The Paid Job In A Community  
Business That Primarily Hires  
People With I/DD?

4%

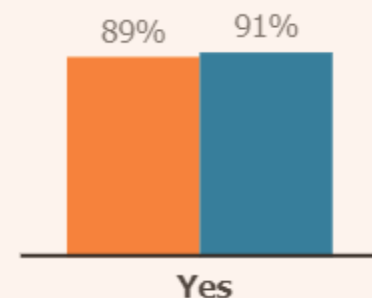
(Yes)

CA Average: 3%

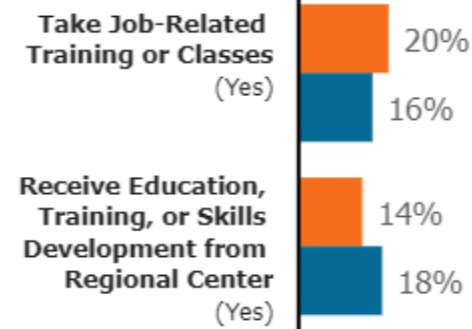
**Do Consumers Want a Job  
If They Currently Do  
Not Have One?**



**Do Consumers Like Working  
At Their Job?**



**Do Consumers...?**



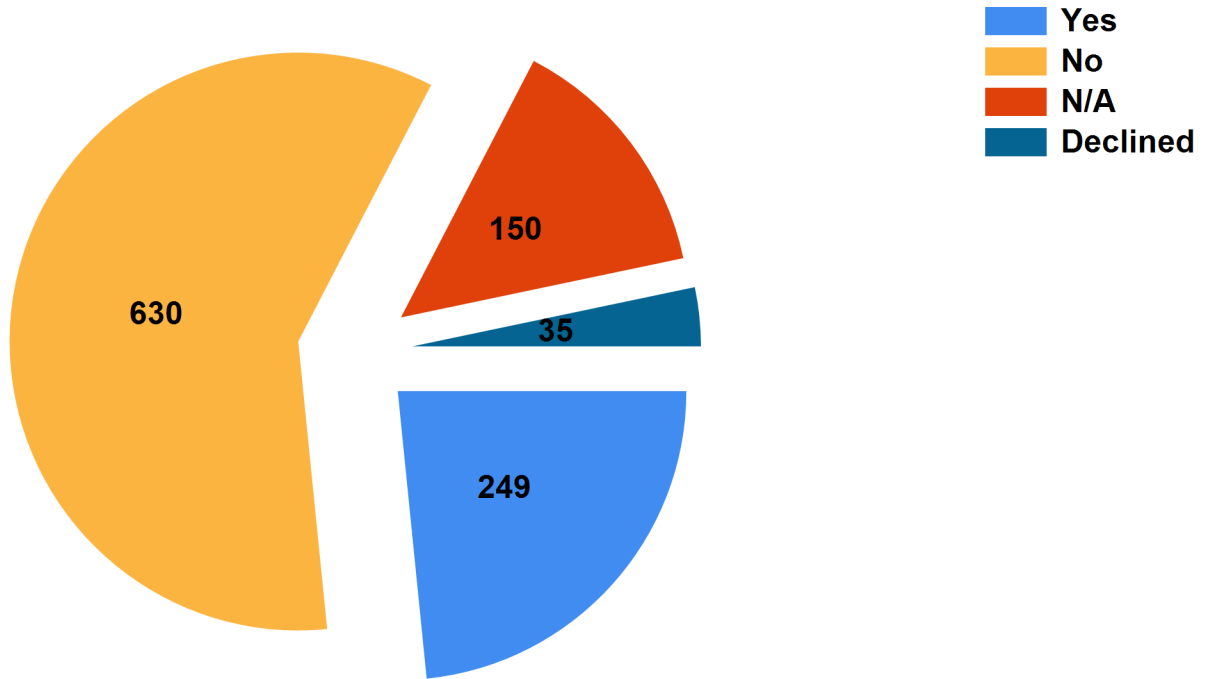
*Note: Data presented in the "Employment" Domain and "Day Activities & Supports" Domain should be viewed and considered together because participation in one may be impacted by the other. For example, a high number of consumers participating in employment may make fewer consumers available to participate in day activities or a consumer's participation in a paid individual or small-group job may occur as part of their participation in a day program.*

# Strategic Planning - Employment

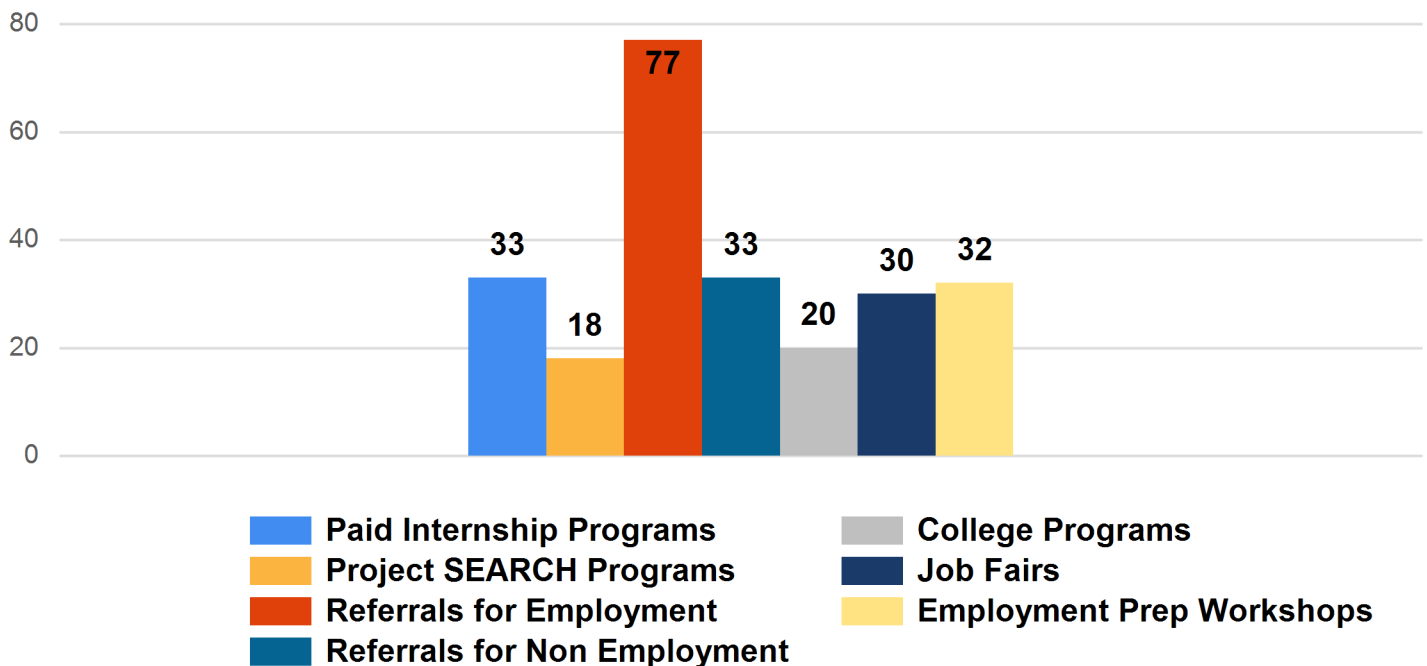
RCOC has the long term strategic goal of increasing the proportion of working-age persons served engaged in competitive integrated employment (CIE) including transportation to CIE.

## Currently Unemployed - Responses from 1064 Persons Served

Do you want to work?



Do you want options/information on employment?

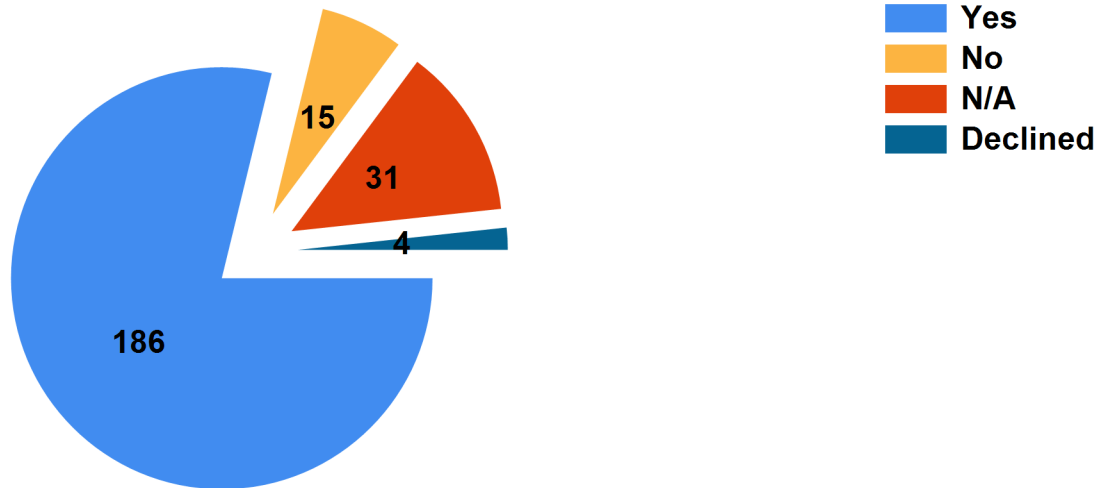


# Strategic Planning - Employment

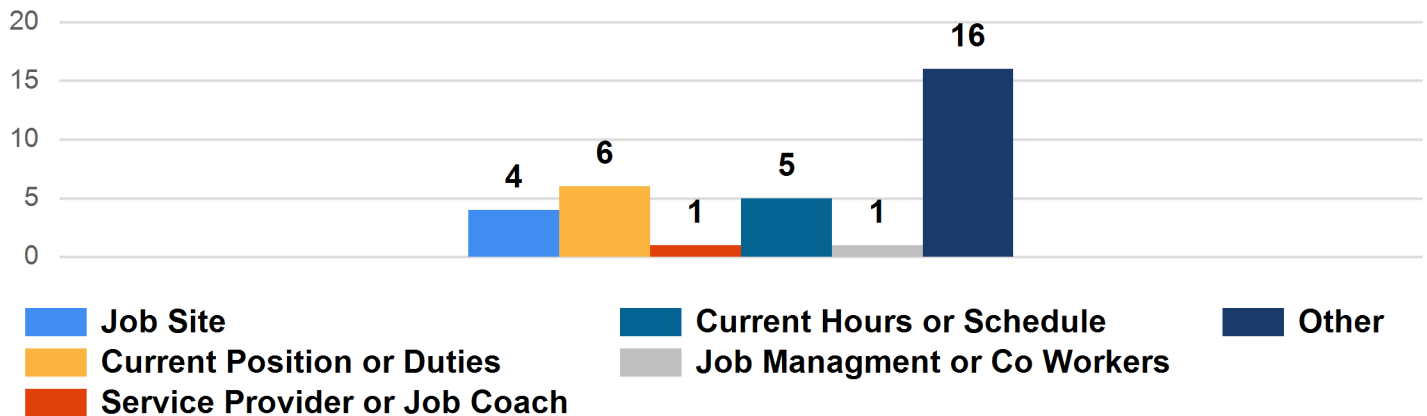
RCOC has the long term strategic goal of increasing the proportion of working-age persons served engaged in competitive integrated employment (CIE) including transportation to CIE.

## Currently Employed - Responses from 236 Persons Served

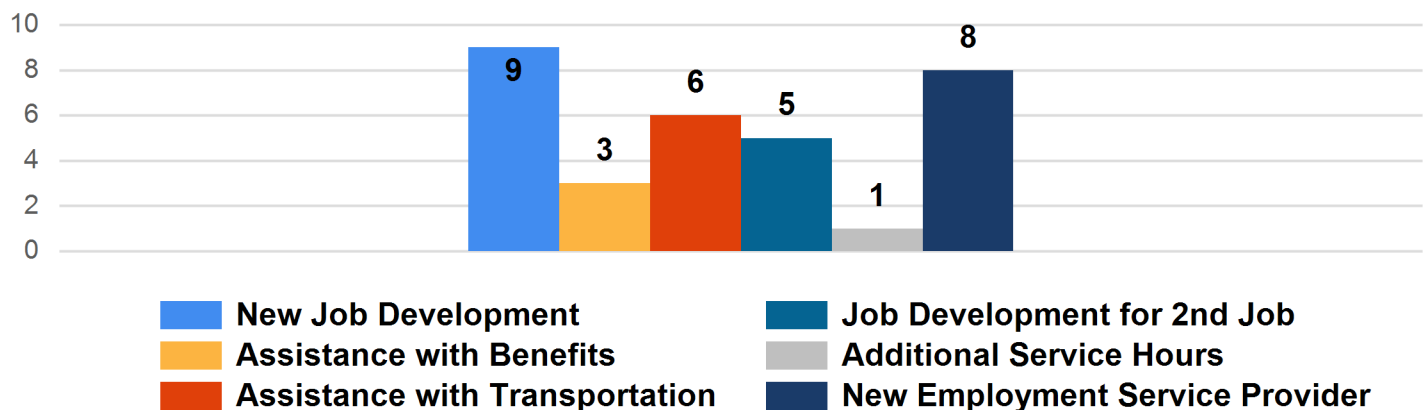
Are you happy/satisfied with where you work?



If not happy/satisfied, what are you unhappy/unsatisfied with?



Do you want any follow-up regarding employment related services?



# 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](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/reports/>

# Questions?

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

Submit input and questions to [nci.input@rcocdd.com](mailto:nci.input@rcocdd.com)



## What We Learned from the National Core Indicators (NCI) Child Family Survey

NCI Results from Families Across Regional Center  
of Orange County (RCOC)

2018-19

User-Friendly Version





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## A Collaborative Effort of:



## Cover art by Donald Roberts (1962 - 2009)



Donald was a former member of the statewide Consumer Advisory Committee in California, Valley Mountain Regional Center Board of Directors, Olmstead Advisory Committee, California Memorial Project, and Self-Advocacy Council 6. Donald was dedicated to the empowerment of people with disabilities and expressed his experiences and dreams through his artwork

---

## Who helped with this report?

We'd like to thank the 2010 members of the California Developmental Disabilities Consumer Advisory Committee. Their ideas helped make this report easy to understand! We'd also like to thank everyone who let us take and use their pictures. They helped make this report interesting.

Michael Cornejo

Tracey Mensch

Marcia Dinkelspiel

David Oster

Joseph Flanagan

Rene Rodriguez

Krisi Franzone

Pattie Simpkins

Michelle Gordon

Robert Taylor

Sue Ann Hankensiefken

Cindy White

Lisa Krueger

Eduardo A. Zapata



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## What Is National Core Indicators (NCI)?

Each year, NCI asks people with intellectual and developmental disabilities (IDD) and their families about the services they get and how they feel about them. NCI uses surveys so that the same questions can be asked to a large group. The NCI Child Family Surveys are mailed to families in many states.

### Who answers the questions on a Child Family Survey?

The questions on the Child Family Survey are answered by someone who lives with a child who gets services from the state (like a parent or other family member). In California, all families who have a child with IDD in the home who gets regional center supports, are asked to do this survey.

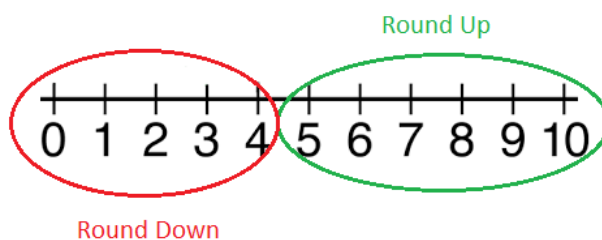
### What is this report?

We use words and figures to show the number of **yes** and **no** answers we got. Some of our survey questions have more than a **yes** or **no** answer. In fact, some ask people to pick: “always,” “usually,” “sometimes,” or “seldom/never.” For this report, we count all “always” or “usually” answers as **yes**. All others we count as **no**. (If you want to see the full range of answers separately, you can find those here:

<https://www.dds.ca.gov/rc/nci/>)

---

For this report we round percentages to the nearest ten percent. To round, we look at the last digit in a number. If the digit is 5 or more, we “round up” to the next highest number with a zero. If the digit is 4 or less, we “round down” to the next lowest number with a zero.



For example:

If 87% of people say they feel safe at home, we “round up” 90%.

If 12% of people say they have a paid job, we “round down” to 10%.

---

## Before you start reading...

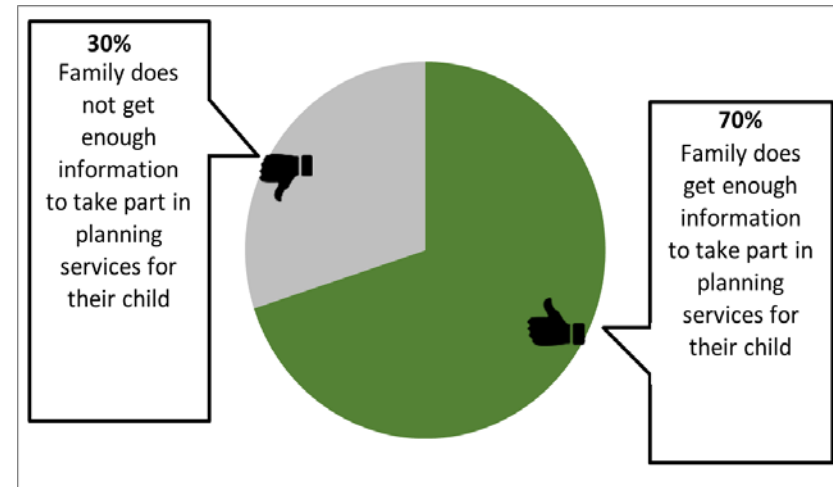
Remember, these questions were answered by someone who lives with the child receiving services and knows them well—usually a parent.

In this report, “child” means the child in the household who’s receiving services from the state. “You” is the person who answered the question. The person who answers questions **is not** the person with a disability.

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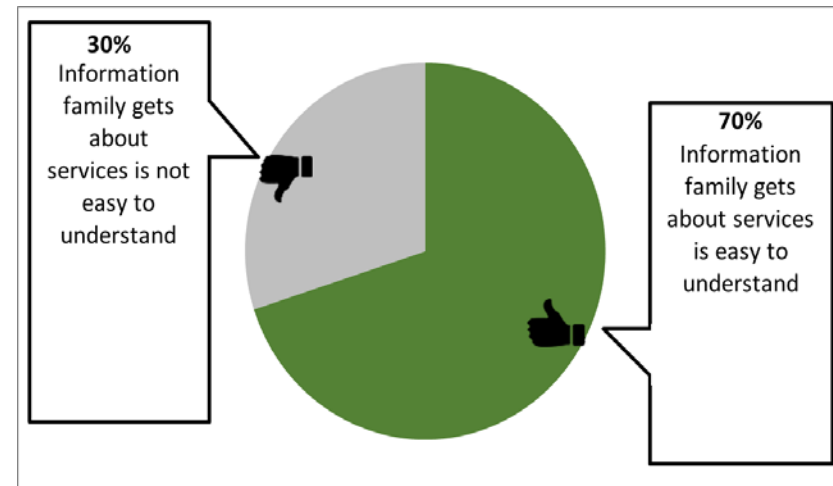
**NCI asked families about the information they get to help plan services.**

## Do you get enough information to take part in planning services for your child?



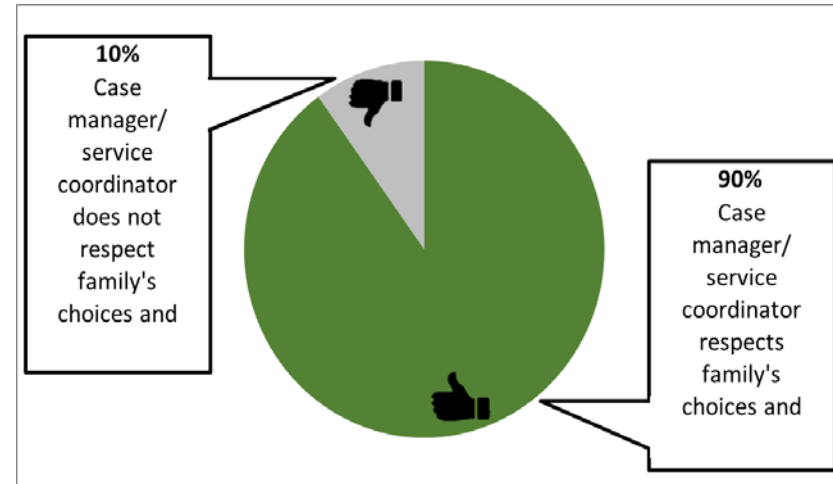
NCI tells us **7** out of every **10** people said **they always or usually get enough information to take part in planning services for their child.**

## Is the information you get about services easy to understand?



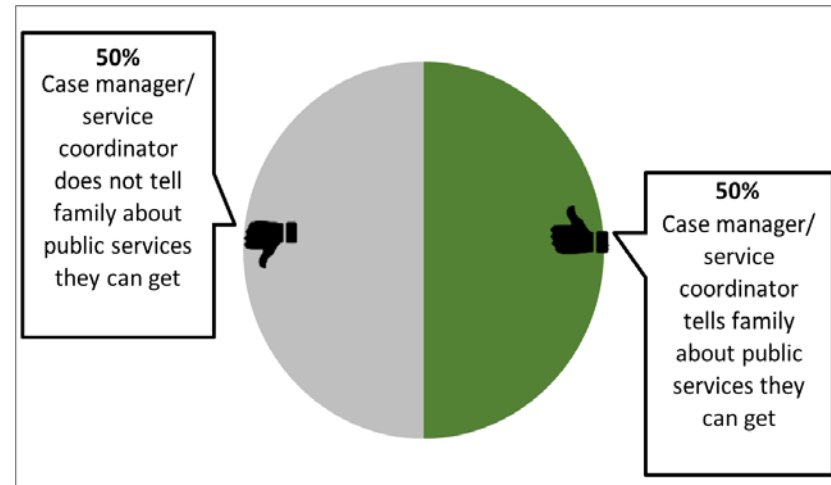
NCI tells us **7** out of every **10** people said **the information they get about services is always or usually easy to understand.**

## Does the case manager/service coordinator respect your family's choices and opinions?



NCI tells us **9** out of every **10** people said **the case manager/service coordinator always or usually respects the family's choices and opinions.**

**Does your case manager/service coordinator tell you about other public services your family can get? Like food stamps or SSI.**



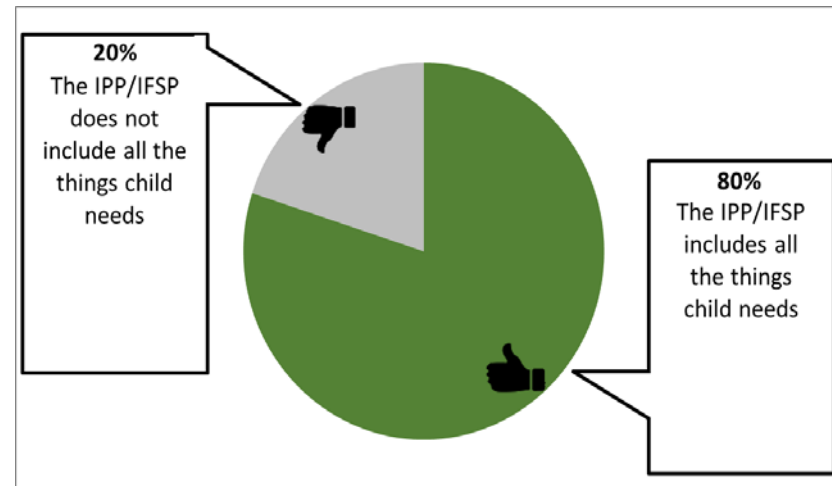
NCI tells us **5** out of every **10** people said **the case manager/service coordinator always or usually tells them about public services the family can get.**



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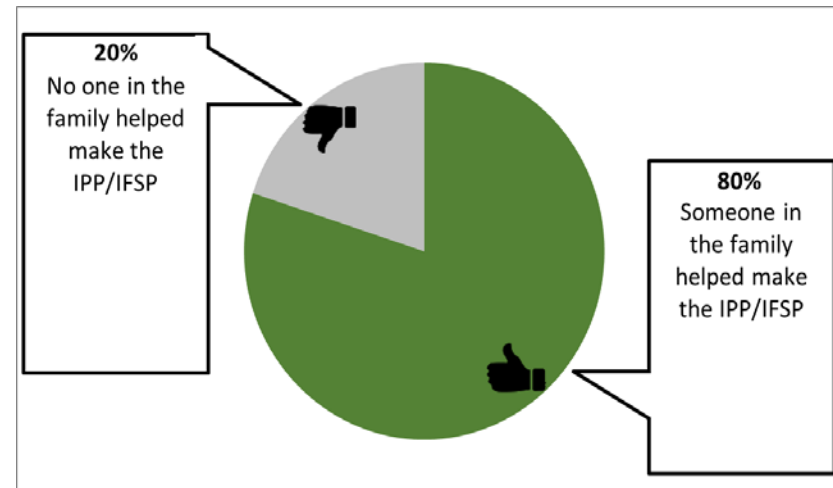
**Children receiving services have an Individual Program Plan (IPP) or an Individual Family Service Plan (IFSP). The IPP/IFSP should include things the child wants and needs. NCI asked families about their child's IPP/IFSP.**

## Does the IPP/IFSP include all the things your child needs?



NCI tells us **8** out of every **10** people said the IPP/IFSP includes all the things their child needs.

## Did someone in your family help make the IPP/IFSP?

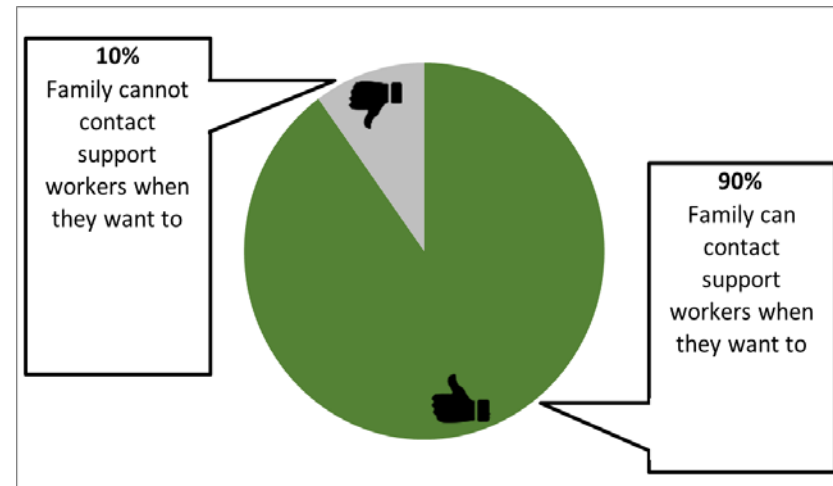


NCI tells us **8** out of every **10** people said **someone in the family** helped make the **IPP/IFSP**.

---

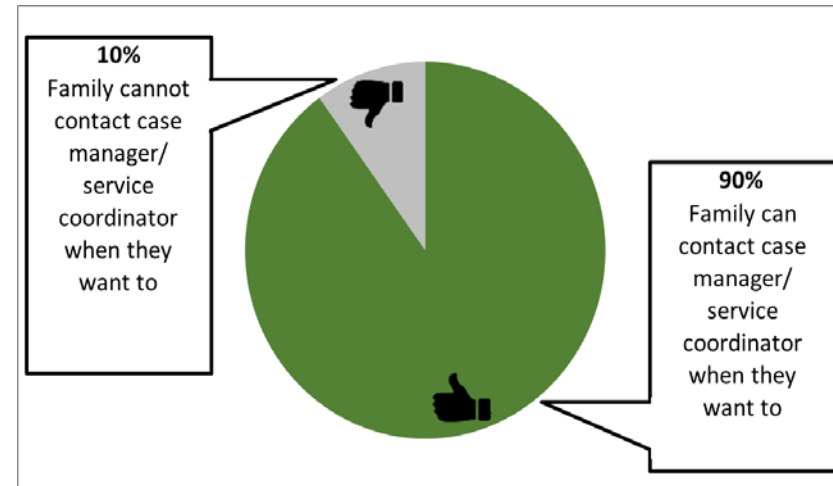
**Sometimes people want to talk with their support workers and case manager/service coordinators. NCI asked if families could contact support workers and case manager/service coordinators when they wanted to.**

## Can you contact support workers when you want to?



NCI tells us **9** out of every **10** people said **they can always or usually contact support workers when they want to.**

## Can you contact your child's case manager/service coordinator when you want to?

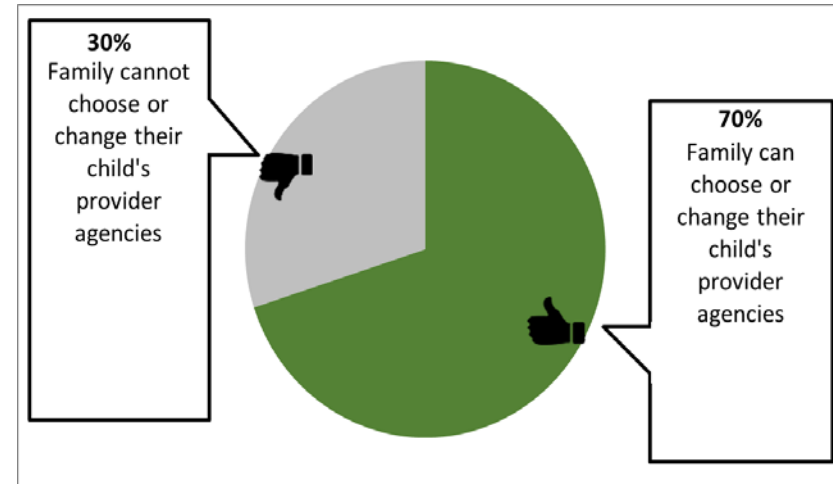


NCI tells us **9** out of every **10** people said **they can always or usually contact the child's case manager/ service coordinator when they want to.**

---

**NCI asked if families can choose the support workers and case manager/service coordinator who work with their child.**

# Can your family choose or change your child's provider agencies?



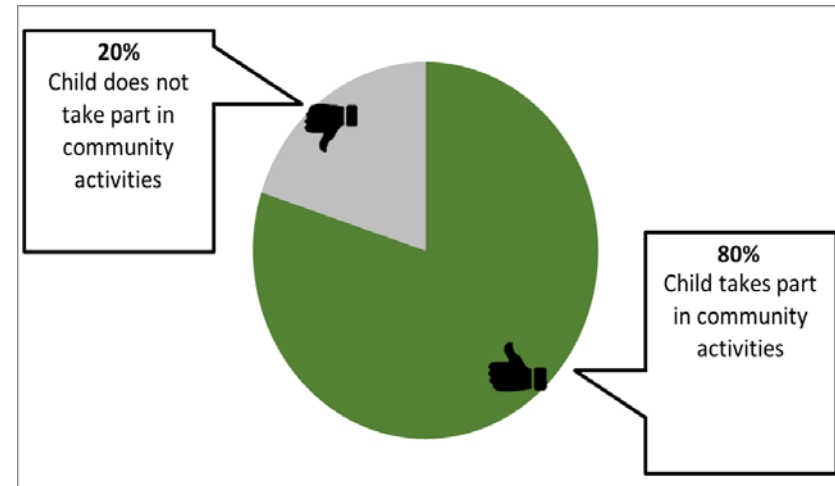
NCI tells us **7** out of every **10** people said **they can always or usually choose or can change their child's provider agencies.**



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**NCI asked whether children take part in community activities (like going out to eat or doing something for fun).**

## Does your child take part in community activities?

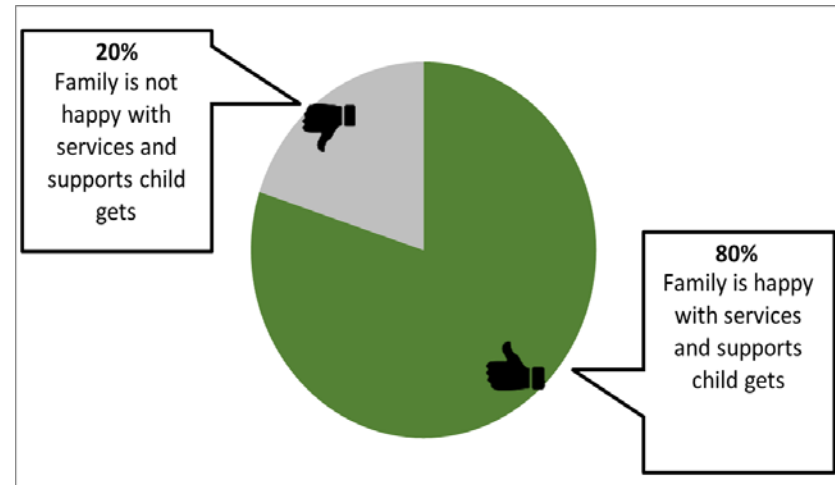


NCI tells us **8** out of every **10** people said **their child takes part in community activities.**

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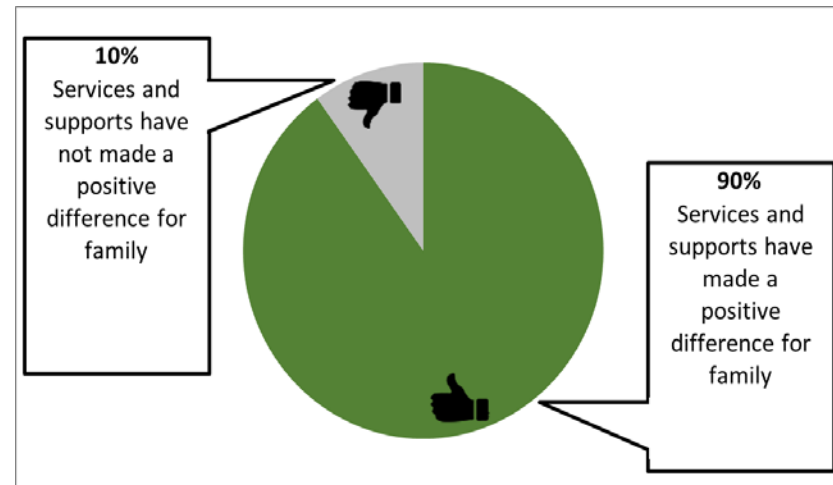
**NCI asked how families felt about the services and supports they get.**

# Are you happy with the services and supports your child gets?



NCI tells us **8** out of every **10** people said **they are always or usually happy with their child's services and supports.**

## Have services and supports made a positive difference for your family?



NCI tells us **9** out of every **10** people said **services and supports have made a positive difference for their family.**

---

**What We Have Learned from the  
National Core Indicators  
Child Family Survey**

**Results from Families Across Regional Center of Orange County (RCOC)  
User-Friendly Version, 2018-19**



<https://www.nationalcoreindicators.org/>

**A Collaborative Effort of**

**NASDDDS**

National Association of State Directors of Developmental Disabilities Services

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