



National Core Indicators (NCI)

Public Meeting

December 1, 2020

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 3-18 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.

Total respondents for CA 10,630 of that was 702 for RCOC

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 Dashboard

- <https://www.dds.ca.gov/rc/nci/nci-interactive-dashboard/>

Regional Center NCI Reports

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

Child Family Survey (CFS) FY 18/19 NATIONAL CORE INDICATORS		CA Average	RCOC
Demographics			
CHILD'S AGE			
Mean		11	11.3
Std. Deviation		4.28	4.153
MORE THAN ONE PERSON WITH I/DD LIVES IN HOUSEHOLD			
Yes		25%	25%
CHILD'S GENDER			
Male		72%	69%
Female		28%	31%
Other		0%	0%
CHILD'S DISABILITIES			
Intellectual Disability		35%	40%
Mood Illness/Psychiatric Diagnosis		10%	9%
Autism Spectrum Disorder		69%	68%
Cerebral Palsy		10%	11%
Limited or No Vision- Legally Blind		6%	6%
Hearing loss, severe or profound		4%	5%
Brain Injury		5%	6%
Seizure/Neurological Disorder		14%	18%
Chemical Dependency		0%	1%
Down Syndrome		9%	14%
Prader-Willi Syndrome		0%	0%
Fetal alcohol spectrum disorder (FASD)		1%	0%
Other disabilities		17%	18%
CHILD'S HEALTH CONDITION			
Cardiovascular Disease		12%	15%
Diabetes		3%	2%
Cancer		3%	3%
High Blood Pressure		4%	2%
High cholesterol		7%	8%
Dysphagia		12%	15%
Pressure ulcers		1%	1%
Oral Health		13%	15%
Sleep Apnea		24%	22%
Other		45%	49%
CHILD'S RACE			
American Indian or Alaska Native		2%	2%
Asian		20%	32%
Black or African American		8%	4%
Pacific Islander		1%	1%
White		36%	39%
Hispanic/Latino		48%	35%
Other		3%	3%
CHILD'S PREFERRED MEANS OF COMMUNICATION			

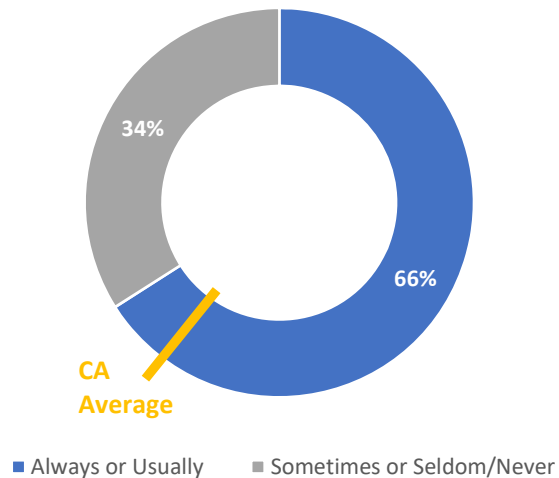
Child Family Survey (CFS) FY 18/19 NATIONAL CORE INDICATORS	CA Average	RCOC
Spoken	71%	66%
Gestures/body language	18%	19%
Sign language or finger spelling	3%	4%
Communication aid/device	4%	6%
Other	5%	4%
CHILD'S PREFERRED LANGUAGE		
English	90%	93%
Spanish	22%	16%
Mandarin	1%	1%
Tagalog	1%	0%
Vietnamese	1%	5%
Korean	0%	0%
Arabic	0%	1%
Armenian	0%	0%
Farsi	0%	0%
Hmong	0%	0%
Khmer	0%	0%
Laos	0%	0%
Russian	0%	0%
ASL	1%	2%
Other	2%	1%
CHILD'S LEVEL OF SUPPORT NEED FOR SELF-INJURIOUS, DISRUPTIVE, OR DESTRUCTIVE BEHAVIOR		
No support needed	26%	18%
Some support needed	44%	39%
Extensive support needed	30%	43%
CHILD'S LEVEL OF SUPPORT NEED WITH DAILY PERSON CARE ACTIVITIES		
No support needed	8%	5%
Some support needed	42%	34%
Extensive support needed	50%	61%
LANGUAGE SPOKEN IN THE HOME		
English	64%	69%
Spanish	25%	19%
Mandarin	6%	1%
Tagalog	1%	1%
Vietnamese	1%	0%
Korean	2%	7%
Arabic	0%	1%
Armenian	0%	1%
Farsi	0%	0%
Hmong	0%	0%
Khmer	0%	0%
Laos	0%	0%
Russian	0%	0%

Child Family Survey (CFS) FY 18/19 NATIONAL CORE INDICATORS	CA Average	RCOC
ASL	0%	0%
Other	0%	0%
AGE OF RESPONDENT		
Under 35	12%	7%
35-54	76%	81%
55-74	11%	11%
75+	0%	0%
RESPONDENT'S OVERALL HEALTH		
Excellent	21%	22%
Very good	49%	51%
Fairly good	27%	25%
Poor*	3%	2%
RESPONDENT'S RELATIONSHIP TO CHILD		
Parent	96%	98%
Sibling	0%	0%
Grandparent	3%	1%
Other	1%	0%
FAMILY PROVIDES PAID SUPPORT		
No	55%	42%
Yes, respondent does	32%	48%
Yes, another family member does	14%	11%
NUMBER OF ADULTS IN HOUSEHOLD		
1	16%	10%
2	58%	64%
3	18%	16%
4+	9%	10%
NUMBER OF CHILDREN IN THE HOUSEHOLD		
1	35%	36%
2	40%	41%
3	18%	17%
4+	8%	6%
RESPONDENT'S HIGHEST LEVEL OF EDUCATION		
No high school diploma/GED	15%	10%
High school diploma/GED	18%	15%
Vocational school or certificate program	7%	5%
Some college	18%	17%
College degree or higher	42%	53%
HOUSEHOLD INCOME LAST YEAR		
Up to \$15,000	8%	6%
\$15,001-\$25,000	14%	10%
\$25,001-\$50,000	20%	20%
\$50,001-\$75,000	11%	12%
Over \$75,000	27%	34%
No earned income	5%	2%

Child Family Survey (CFS) FY 18/19 NATIONAL CORE INDICATORS	CA Average	RCOC
Prefer not to say	15%	16%
OUT-OF-POCKET EXPENSES LAST YEAR		
Nothing	34%	26%
\$1-\$100	7%	6%
\$101-\$1,000	25%	27%
\$1,001-\$10,00	28%	32%
Over \$10,000	6%	8%
OUT-OF-POCKET EXPENSES LAST YEAR		
Respite services	12%	11%
Behavior therapy	13%	12%
Speech therapy	18%	24%
Additional therapies	27%	32%
Social skill training	12%	13%
Recreational activities and programs	48%	53%
Child care/afterschool care	33%	29%
Educational expenses	27%	26%
Medical and/or dental expenses	55%	59%
Parent training	6%	5%
Transportation support	22%	16%
Other	11%	9%
RESIDENTIAL DESIGNATION		
Urban or suburban (in or near a city or large town)	92%	98%
Rural (outside of a city or town)	8%	2%
SERVICES AND SUPPORTS RECEIVED FROM THE REGIONAL CENTER		
Financial support	13%	14%
In-home support	38%	52%
Out-of-home respite care	32%	33%
Early intervention	1%	0%
Transportation	5%	4%
Other services/supports	24%	23%
Self direction/fiscal intermediary services	13%	14%
HAS EVER RECEIVED EARLY START INTERVENTION SERVICES		
Yes	70%	75%
OTHER SERVICES AND SUPPORTS RECEIVED		
SSI/SSB	37%	29%
Services or support from other agencies or organizations	63%	64%
Information and Planning	69%	71%
DO YOU GET ENOUGH INFORMATION TO TAKE PART IN PLANNING SERVICES FOR YOUR CHILD		
Always or Usually	60%	66%
Sometimes or Seldom/Never	40%	34%
IS THE INFORMATION YOU GET ABOUT SERVICES AND SUPPORTS EASY TO UNDERSTAND		
Always or Usually	67%	70%

DO YOU GET ENOUGH INFORMATION TO TAKE PART IN PLANNING SERVICES FOR YOUR CHILD	RCOC	CA Avg
Always or Usually	66%	60%
Sometimes or Seldom/Never	34%	40%

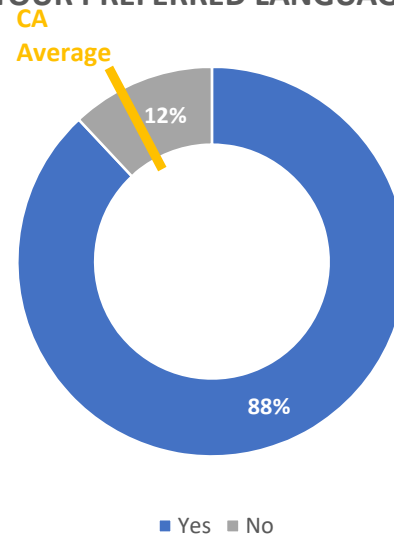
DO YOU GET ENOUGH INFORMATION TO TAKE PART IN PLANNING SERVICES FOR YOUR CHILD?



Child Family Survey (CFS) FY 18/19 NATIONAL CORE INDICATORS	CA Average	RCOC
Sometimes or Seldom/Never	33%	30%
DOES THE CASE MANAGER/SERVICE COORDINATOR RESPECT YOUR FAMILY'S CHOICES AND OPINIONS		
Always or Usually	91%	93%
Sometimes or Seldom/Never	9%	7%
DO YOU HAVE ENOUGH INFORMATION ABOUT OTHER PUBLIC SERVICES FOR WHICH YOUR FAMILY IS ELIGIBLE (FOOD STAMPS, SSI, OR HOUSING SUBSIDIES, FOR EXAMPLE)		
Always or Usually	56%	53%
Sometimes or Seldom/Never	44%	47%
WANTS HELP WITH PLANNING FOR CHILD'S FUTURE WITH RESPECT TO...		
Employment	54%	55%
Financial	54%	57%
Housing	48%	51%
Legal	44%	49%
Medical	46%	53%
Social/relationships	59%	60%
Transition from school	56%	58%
Recreation/having fun	58%	63%
Other	9%	6%
IF YOU ASKED FOR CRISIS OR EMERGENCY SERVICES DURING THE PAST YEAR, WERE SERVICES PROVIDED WHEN NEEDED		
Yes	41%	43%
DOES YOUR CHILD HAVE A IPP/IFSP		
Yes	78%	77%
DOES THE IPP/IFSP INCLUDES ALL SERVICES/SUPPORTS CHILD NEEDS		
Yes	81%	83%
DOES YOUR CHILD GET ALL SERVICES LISTED IN IPP/IFSP		
Yes	87%	89%
DID YOU OR ANOTHER FAMILY MEMBER HELPED MAKE IPP/IFSP		
Yes	77%	75%
DID YOUR CHILD WITH DISABILITY HELP MAKE IPP/IFSP		
Yes	18%	15%
DID YOU GET A COPY OF YOUR CHILD'S IPP/IFSP IN YOUR PREFERRED LANGUAGE		
Yes	93%	88%
DID YOU DISCUSS HOW TO HANDLE EMERGENCIES (SUCH AS A MEDICAL EMERGENCY OR A NATURAL DISASTER) AT YOUR CHILD'S LAST IPP/IFSP MEETING		
Yes	41%	70%
DOES YOUR CHILD HAVE A TRANSITION PLAN		
Yes	66%	71%
DID YOU HELP MAKE THE TRANSITION PLAN		

DID YOU GET A COPY OF YOUR CHILD'S IPP/IFSP IN YOUR PREFERRED LANGUAGE		
	RCOC	CA
Yes	88%	93%
No	12%	

DID YOU GET A COPY OF YOUR CHILD'S IPP/IFSP IN YOUR PREFERRED LANGUAGE?



1. Choose survey question.

Received a copy of the IPP or IFSP in preferred language

Received a copy of the IPP or IFSP in preferred language

2. Choose regional center or select on map.

RCOC

- ☒ Compare to California Average
☐ Compare to All Regional Centers

3. Choose year.

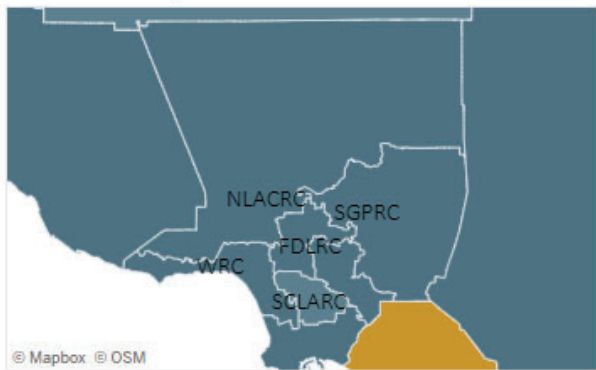
2018-2019

Comparison of RCOC with California average for 2012-2013 through 2018-2019
**No data available prior to 2015-2016*

Map display shows data from 2018-2019



Detail of Los Angeles area



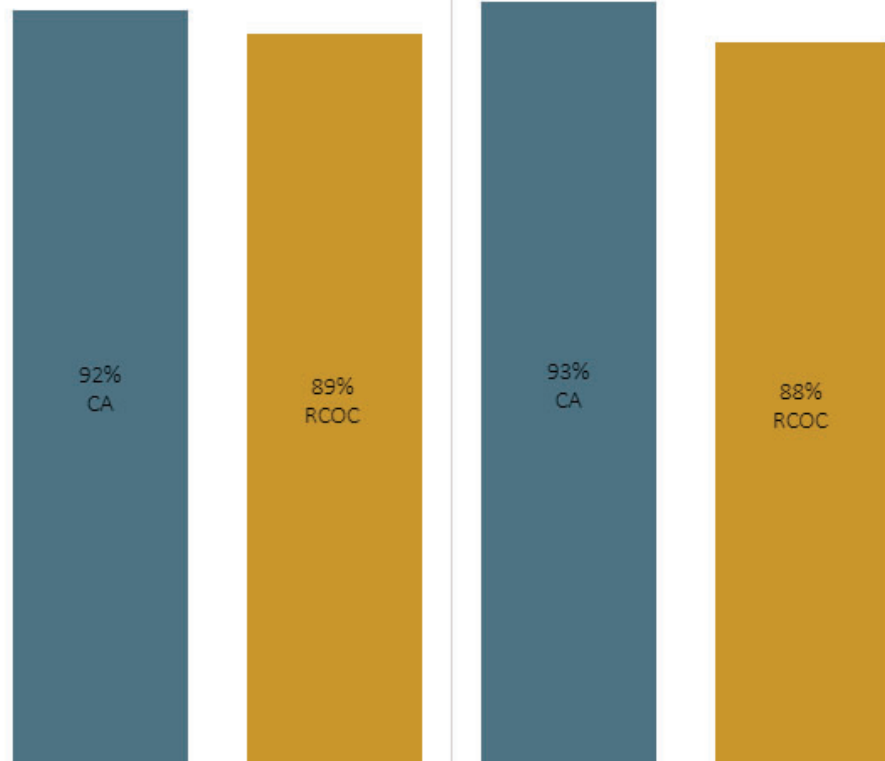
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Selected 90% and more 80% to 89%

2012-2013

2015-2016

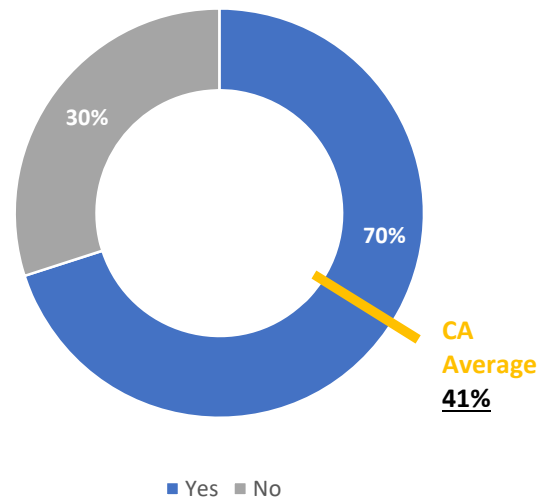
2018-2019



**No data available prior to 2015-2016*

DID YOU DISCUSS HOW TO HANDLE EMERGENCIES (SUCH AS A MEDICAL EMERGENCY OR A NATURAL DISASTER) AT YOUR CHILD'S LAST IPP/IFSP MEETING	RCOC	CA
Yes	70%	41%
No	30%	

DID YOU DISCUSS HOW TO HANDLE EMERGENCIES (SUCH AS A MEDICAL EMERGENCY OR A NATURAL DISASTER) AT YOUR CHILD'S LAST IPP/IFSP MEETING?



1. Choose survey question.

The handling of emergencies was discussed at IPP or IFSP meeting

The handling of emergencies was discussed at IPP or IFSP meeting

2. Choose regional center or select on map.

RCOC

- ☒ Compare to California Average
☐ Compare to All Regional Centers

3. Choose year.

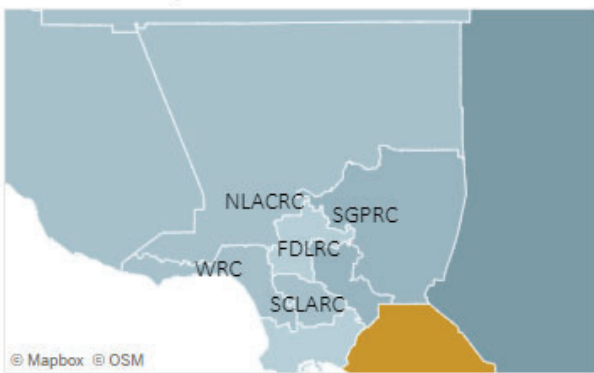
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Detail of Los Angeles area



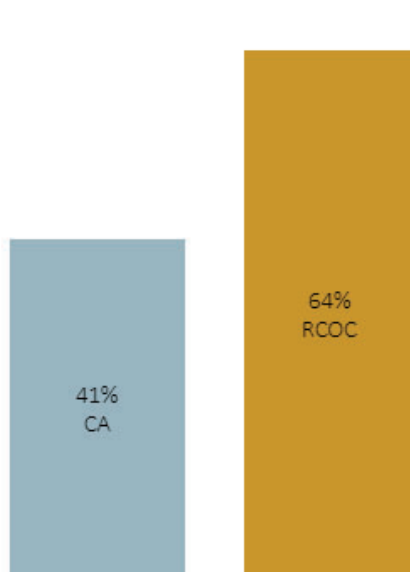
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Selected 60% to 69% 50% to 59% 40% to 49% 30% to 39%

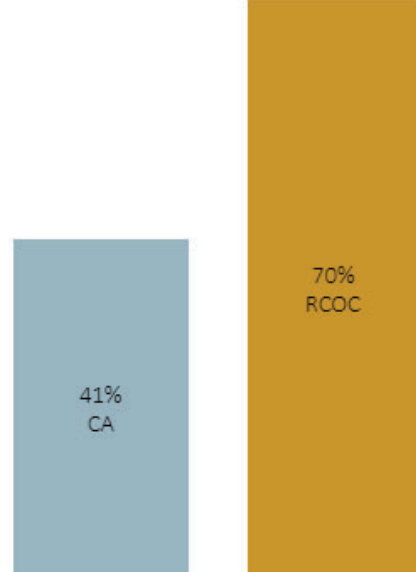
2012-2013



2015-2016

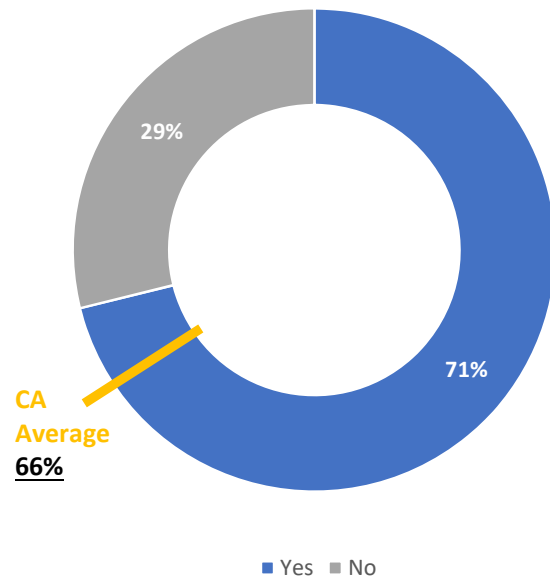


2018-2019



DOES YOUR CHILD HAVE A TRANSITION PLAN	RCOC	CA
Yes	71%	66%
No	29%	

DOES YOUR CHILD HAVE A TRANSITION PLAN?



1. Choose survey question.

Child has a transition plan

Child has a transition plan

2. Choose regional center or select on map.

RCOC

☒ Compare to California Average

☐ Compare to All Regional Centers

3. Choose year.

2018-2019

Comparison of RCOC with California average for 2012-2013 through 2018-2019

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Detail of Los Angeles area



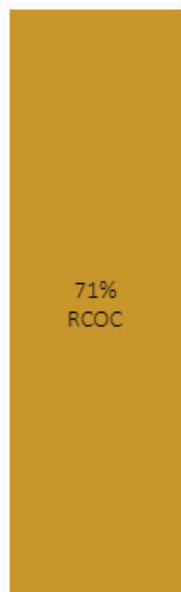
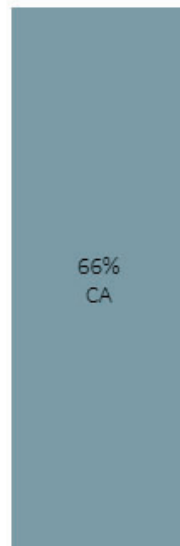
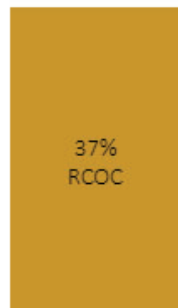
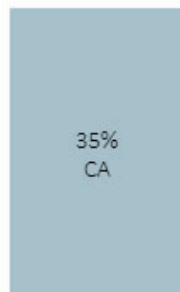
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Selected 70% to 79% 60% to 69% 50% to 59%

2012-2013

2015-2016

2018-2019

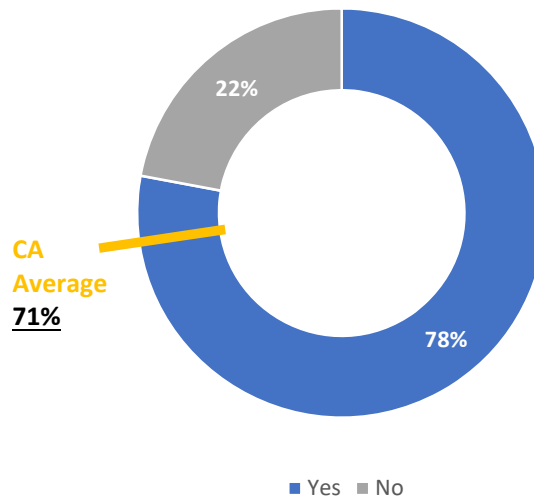


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Child Family Survey (CFS) FY 18/19 NATIONAL CORE INDICATORS	CA Average	RCOC
Yes	84%	81%
DO YOU FEEL PREPARED TO HANDLE THE NEEDS OF YOUR CHILD IN AN EMERGENCY SUCH AS A MEDICAL EMERGENCY OR A NATURAL DISASTER		
Yes	71%	78%
Individual Question Responses Above 5%		8 out of 36
Individual Question Responses Below 5%		2 out of 36
Access	85%	85%
ARE YOU ABLE TO CONTACT YOUR CHILD'S SUPPORT WORKERS WHEN YOU WANT TO		
Always or Usually	82%	86%
Sometimes or Seldom/Never	18%	14%
ARE YOU ABLE TO CONTACT YOUR CHILD'S CASE MANAGER/SERVICE COORDINATOR WHEN YOU WANT TO		
Always or Usually	82%	89%
Sometimes or Seldom/Never	18%	11%
DO SUPPORT WORKERS COME AND LEAVE WHEN THEY ARE SUPPOSED TO		
Always or Usually	91%	93%
Sometimes or Seldom/Never	9%	7%
DO SERVICES AND SUPPORTS CHANGE WHEN YOUR FAMILY'S NEEDS CHANGE		
Always or Usually	72%	74%
Sometimes or Seldom/Never	28%	26%
DO SUPPORT WORKERS SPEAK TO YOU IN A WAY THAT YOU UNDERSTAND		
Always or Usually	95%	95%
Sometimes or Seldom/Never	5%	5%
ARE SERVICES DELIVERED IN A WAY THAT IS RESPECTFUL OF YOUR FAMILY'S CULTURE		
Always or Usually	96%	97%
Sometimes or Seldom/Never	4%	3%
IF YOUR CHILD DOES NOT COMMUNICATE VERBALLY (FOR EXAMPLE, USES GESTURES OR SIGN LANGUAGE, USES COMMUNICATION AID), ARE THERE SUPPORT WORKERS WHO CAN COMMUNICATE WITH HIM/HER		
Always or Usually	59%	63%
Sometimes or Seldom/Never	41%	37%
DO SUPPORT WORKERS HAVE THE RIGHT INFORMATION AND SKILLS TO MEET YOUR FAMILY'S NEEDS		
Always or Usually	83%	85%
Sometimes or Seldom/Never	17%	15%
DOES YOUR CHILD HAVE THE SPECIAL EQUIPMENT OR ACCOMMODATIONS THAT S/HE NEEDS (FOR EXAMPLE, WHEELCHAIR, RAMP, COMMUNICATION BOARD)?		
Always or Usually	73%	74%
Sometimes or Seldom/Never	27%	26%

DO YOU FEEL PREPARED TO HANDLE THE NEEDS OF YOUR CHILD IN AN EMERGENCY SUCH AS A MEDICAL EMERGENCY OR A NATURAL DISASTER		RCOC	CA
Yes		78%	71%
No		22%	29%

DO YOU FEEL PREPARED TO HANDLE THE NEEDS OF YOUR
CHILD IN AN EMERGENCY SUCH AS A MEDICAL
EMERGENCY OR A NATURAL DISASTER?



1. Choose survey question.

Parent or guardian feels prepared to handle child's needs in an emergency

Parent or guardian feels prepared to handle child's needs in an emergency

2. Choose regional center or select on map.

RCOC

- ☒ Compare to California Average
☐ Compare to All Regional Centers

3. Choose year.

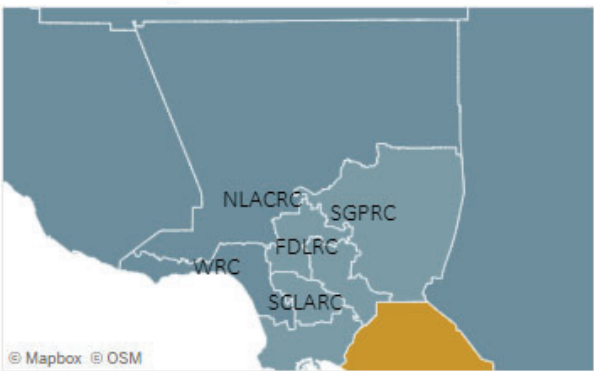
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Detail of Los Angeles area



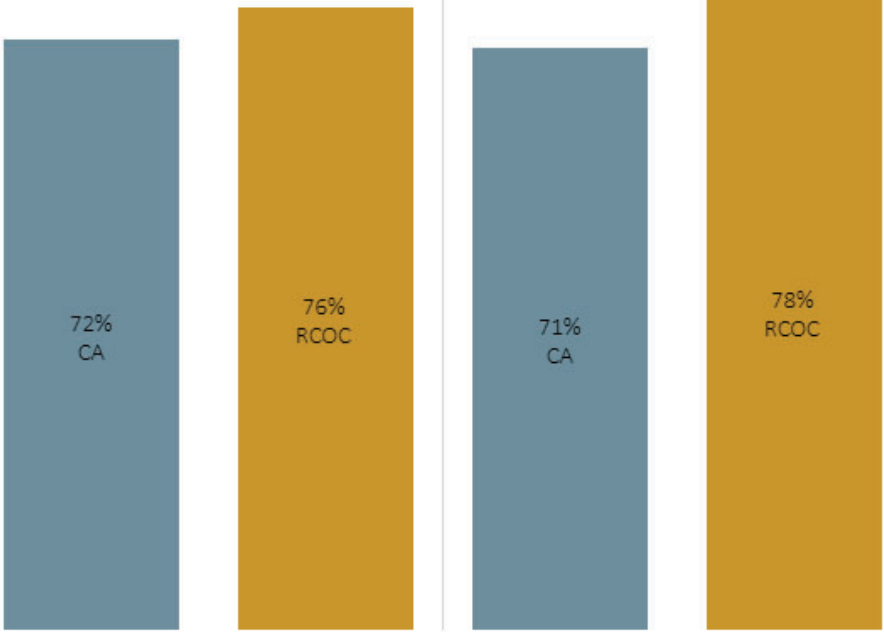
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Selected 80% to 89% 70% to 79% 60% to 69%

2012-2013

2015-2016

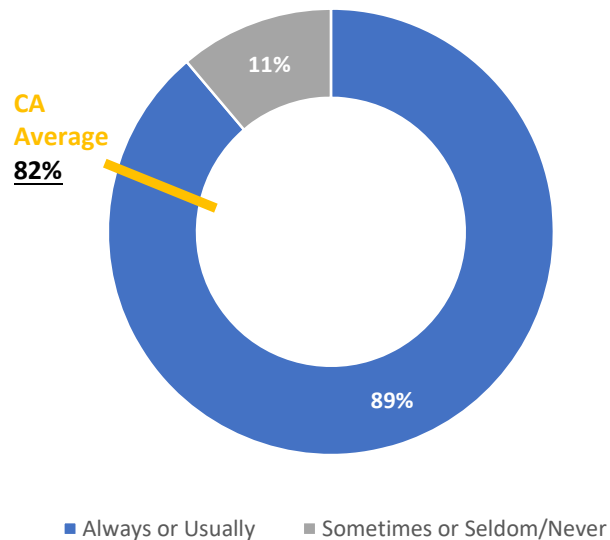
2018-2019



**No data available prior to 2015-2016*

ARE YOU ABLE TO CONTACT YOUR CHILD'S CASE MANAGER/SERVICE COORDINATOR WHEN YOU WANT TO	RCOC	CA
Always or Usually	89%	82%
Sometimes or Seldom/Never	11%	18%

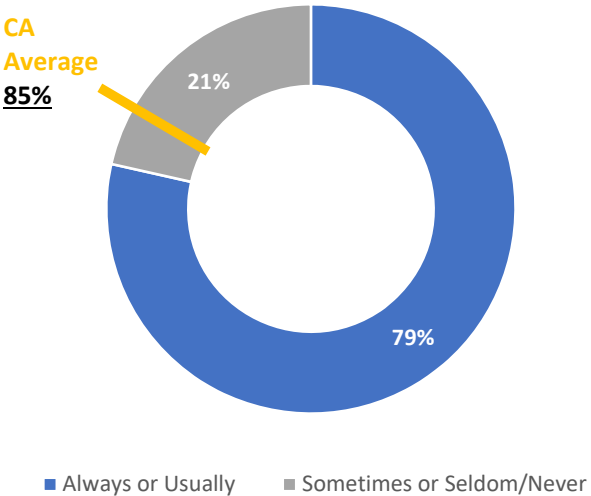
ARE YOU ABLE TO CONTACT YOUR CHILD'S CASE MANAGER/SERVICE COORDINATOR WHEN YOU WANT TO?



Child Family Survey (CFS) FY 18/19 NATIONAL CORE INDICATORS	CA Average	RCOC
CAN YOUR CHILD SEE HEALTH PROFESSIONALS (FOR EXAMPLE, DOCTOR, DENTIST, PSYCHOLOGIST) WHEN NEEDED		
Always or Usually	93%	94%
Sometimes or Seldom/Never	7%	6%
DOES YOUR CHILD'S PRIMARY CARE DOCTOR UNDERSTAND HIS/HER NEEDS RELATED TO HIS/HER DISABILITY		
Always or Usually	87%	85%
Sometimes or Seldom/Never	13%	15%
CAN YOUR CHILD GO TO THE DENTIST WHEN NEEDED		
Always or Usually	87%	85%
Sometimes or Seldom/Never	13%	15%
DOES YOUR CHILD'S DENTIST UNDERSTAND HIS/HER NEEDS RELATED TO HIS/HER DISABILITY		
Always or Usually	83%	82%
Sometimes or Seldom/Never	17%	18%
IF YOUR CHILD TAKES MEDICATIONS, DO YOU KNOW WHAT THEY'RE FOR		
Always or Usually	97%	96%
Sometimes or Seldom/Never	3%	4%
IF YOUR FAMILY MEMBER TAKES MEDICATIONS, DO YOU, YOUR FAMILY MEMBER OR SOMEONE ELSE IN YOUR FAMILY KNOW WHAT IS NEEDED TO SAFELY TAKE THE MEDICATIONS (WHEN IT SHOULD BE TAKEN, HOW MUCH TO TAKE, POTENTIAL SIDE EFFECTS)		
Always or Usually	98%	97%
Sometimes or Seldom/Never	2%	3%
IF YOUR CHILD USES MENTAL HEALTH SERVICES, DOES THE MENTAL HEALTH PROFESSIONAL (FOR EXAMPLE, PSYCHOLOGIST, PSYCHIATRIST, COUNSELOR) UNDERSTAND YOUR CHILD'S NEEDS RELATED TO HIS/HER DISABILITY		
Always or Usually	84%	82%
Sometimes or Seldom/Never	16%	18%
IF YOU NEED RESPITE SERVICES, ARE YOU ABLE TO GET/USE THEM		
Always or Usually	76%	77%
Sometimes or Seldom/Never	24%	23%
IF YOU HAVE USED RESPITE SERVICES IN THE PAST YEAR, WERE YOU SATISFIED WITH THE QUALITY OF THE RESPITE PROVIDERS		
Always or Usually	85%	79%
Sometimes or Seldom/Never	15%	21%
DOES YOUR FAMILY GET THE SUPPORTS IT NEEDS		
Yes	70%	74%
ADDITIONAL SERVICES NEEDED		
Respite*	40%	38%
Regularly scheduled support for child*	36%	29%
Homemaker services*	22%	22%
Home and vehicle modifications*	15%	18%

IF YOU HAVE USED RESPITE SERVICES IN THE PAST YEAR, WERE YOU SATISFIED WITH THE QUALITY OF THE RESPITE PROVIDERS	RCOC	CA
Always or Usually	79%	85%
Sometimes or Seldom/Never	21%	15%

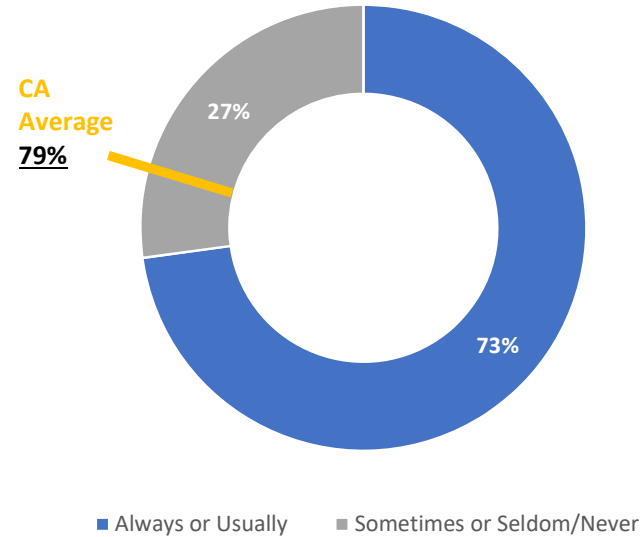
IF YOU HAVE USED RESPITE SERVICES IN THE PAST YEAR,
WERE YOU SATISFIED WITH THE QUALITY OF THE RESPITE
PROVIDERS?



Child Family Survey (CFS) FY 18/19 NATIONAL CORE INDICATORS	CA Average	RCOC
Counseling*	38%	30%
Family to family networks*	28%	25%
Other*	38%	37%
Individual Question Responses Above 5%		6 out of 80
Individual Question Responses Below 5%		4 out of 80
Choice	76%	69%
CAN YOUR FAMILY CHOOSE OR CHANGE THE AGENCY THAT PROVIDES YOUR CHILD'S SERVICES		
Always or Usually	79%	73%
Sometimes or Seldom/Never	21%	27%
CAN YOUR FAMILY CHOOSE OR CHANGE YOUR CHILD'S SUPPORT WORKERS		
Always or Usually	77%	71%
Sometimes or Seldom/Never	23%	29%
DOES YOUR FAMILY DIRECTLY MANAGE SUPPORT WORKERS (FOR EXAMPLE, HIRING AND DECIDING SCHEDULE)		
Always or Usually	72%	64%
Sometimes or Seldom/Never	28%	36%
DO SERVICES PROVIDERS FOR YOUR CHILD WORK TOGETHER TO PROVIDE SUPPORT		
Yes	69%	72%
DID YOU, YOUR CHILD, OR SOMEONE ELSE IN YOUR FAMILY CHOOSE YOUR CHILD'S CASE MANAGER/SERVICE COORDINATOR		
No, didn't choose but can change if wanted	70%	72%
Yes, chose case manager/service coordinator	13%	12%
No, didn't choose and cannot change if wanted*	17%	16%
Individual Question Responses Above 5%		1 out of 16
Individual Question Responses Below 5%		4 out of 16
Community Participation	77%	76%
DOES YOUR CHILD PARTICIPATE IN ACTIVITIES IN THE COMMUNITY		
Yes	78%	80%
WHAT MAKES IT HARD FOR YOUR CHILD TO TAKE PART IN COMMUNITY ACTIVITIES		
Lack of transportation*	10%	8%
Cost*	25%	23%
Lack of support staff*	21%	23%
Stigma*	29%	30%
Other*	31%	37%
CHILD SPENDS TIME WITH NON-DD CHILDREN (THIS CAN INCLUDE SIBLINGS)		
Yes	87%	84%

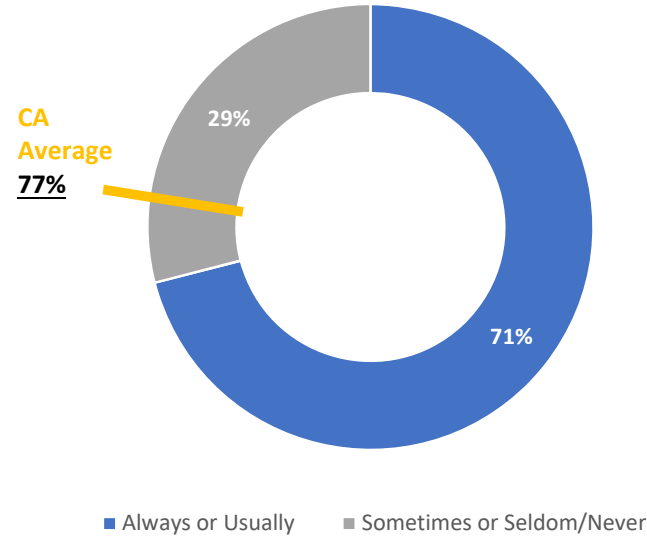
CAN YOUR FAMILY CHOOSE OR CHANGE THE AGENCY THAT PROVIDES YOUR CHILD'S SERVICES	RCOC	CA
Always or Usually	73%	79%
Sometimes or Seldom/Never	27%	21%

CAN YOUR FAMILY CHOOSE OR CHANGE THE AGENCY THAT PROVIDES YOUR CHILD'S SERVICES?



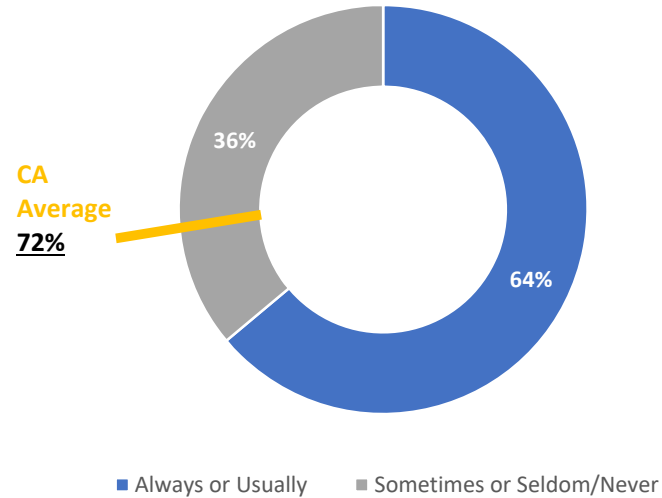
CAN YOUR FAMILY CHOOSE OR CHANGE YOUR CHILD'S SUPPORT WORKERS	RCOC	CA
Always or Usually	71%	77%
Sometimes or Seldom/Never	29%	23%

CAN YOUR FAMILY CHOOSE OR CHANGE YOUR CHILD'S SUPPORT WORKERS?



DOES YOUR FAMILY DIRECTLY MANAGE SUPPORT WORKERS (FOR EXAMPLE, HIRING AND DECIDING SCHEDULE)	RCOC	CA
Always or Usually	64%	72%
Sometimes or Seldom/Never	36%	28%

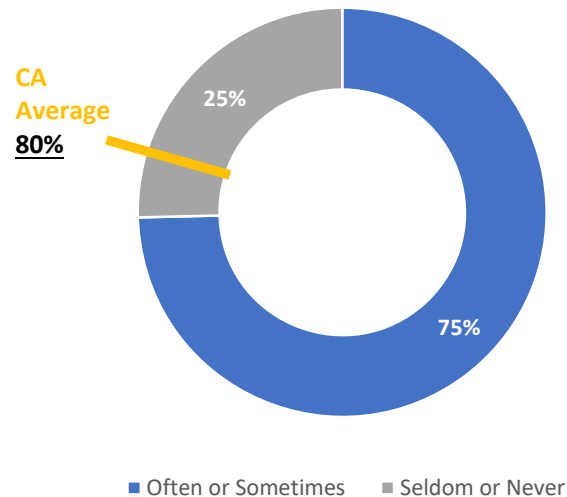
DOES YOUR FAMILY DIRECTLY MANAGE SUPPORT WORKERS (FOR EXAMPLE, HIRING AND DECIDING SCHEDULE)?



Child Family Survey (CFS) FY 18/19 NATIONAL CORE INDICATORS	CA Average	RCOC
HOW OFTEN DOES YOUR CHILD SPEND TIME WITH CHILDREN WHO ARE NOT SIBLINGS AND DO NOT HAVE A DEVELOPMENTAL DISABILITY		
Often or Sometimes	80%	75%
Seldom or Never	20%	25%
IN YOUR COMMUNITY, ARE THERE RESOURCES THAT YOUR FAMILY CAN USE THAT ARE NOT PROVIDED BY THE REGIONAL CENTER		
Yes	80%	79%
DOES YOUR FAMILY TAKE PART IN ANY FAMILY-TO-FAMILY NETWORKS IN YOUR COMMUNITY (FOR EXAMPLE, PARENT TO PARENT, SIBLING NETWORKS, ETC.)		
Yes	23%	25%
Individual Question Responses Above 5%		
		0 out of 13
Individual Question Responses Below 5%		
		2 out of 13
Satisfaction		
OVERALL, ARE YOU SATISFIED WITH THE SERVICES AND SUPPORTS YOUR FAMILY CURRENTLY RECEIVES		
Always or Usually	73%	78%
Sometimes or Seldom/Never	27%	22%
DO YOU KNOW HOW TO FILE A COMPLAINT OR GRIEVANCE ABOUT PROVIDER AGENCIES OR STAFF		
Yes	43%	45%
IF A COMPLAINT OR GRIEVANCE WAS FILED OR RESOLVED IN THE PAST YEAR, ARE YOU SATISFIED WITH THE WAY IT WAS HANDLED AND RESOLVED		
Yes	56%	59%
DO YOU KNOW HOW TO REPORT ABUSE OR NEGLECT		
Yes	65%	62%
WITHIN THE PAST YEAR, WAS A REPORT OF ABUSE OR NEGLECT FILED ON BEHALF OF YOUR CHILD		
Yes	3%	2%
DO YOU FEEL THAT REGIONAL CENTER SERVICES HAVE MADE A POSITIVE DIFFERENCE IN THE LIFE OF YOUR FAMILY		
Yes	90%	92%
DO YOU FEEL THAT FAMILY SUPPORTS HAVE MADE A POSITIVE DIFFERENCE IN THE LIFE OF YOUR FAMILY		
Yes	91%	95%
HAVE SERVICES AND SUPPORTS REDUCED YOUR FAMILY'S OUT-OF-POCKET EXPENSES FOR YOUR CHILD'S CARE?		
Yes	72%	77%
DO YOU FEEL THAT REGIONAL CENTER SERVICES HAVE IMPROVED YOUR ABILITY TO CARE FOR YOUR CHILD		
Yes	86%	89%

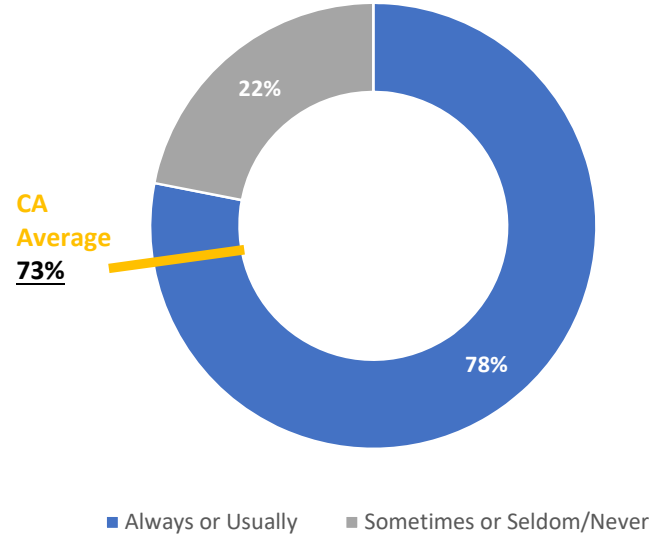
HOW OFTEN DOES YOUR CHILD SPEND TIME WITH CHILDREN WHO ARE NOT SIBLINGS AND DO NOT HAVE A DEVELOPMENTAL DISABILITY	RCOC	CA
Often or Sometimes	75%	80%
Seldom or Never	25%	20%

HOW OFTEN DOES YOUR CHILD SPEND TIME WITH CHILDREN WHO ARE NOT SIBLINGS AND DO NOT HAVE A DEVELOPMENTAL DISABILITY?



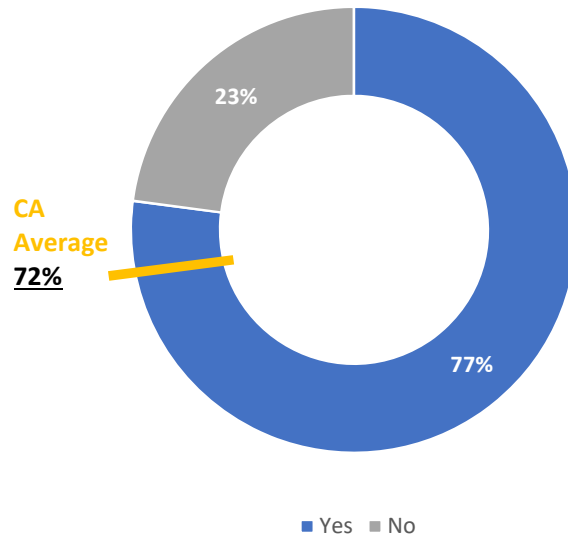
OVERALL, ARE YOU SATISFIED WITH THE SERVICES AND SUPPORTS YOUR FAMILY CURRENTLY RECEIVES	RCOC	CA
Always or Usually	78%	73%
Sometimes or Seldom/Never	22%	27%

OVERALL, ARE YOU SATISFIED WITH THE SERVICES AND SUPPORTS YOUR FAMILY CURRENTLY RECEIVES



HAVE SERVICES AND SUPPORTS REDUCED YOUR FAMILY'S OUT-OF-POCKET EXPENSES FOR YOUR CHILD'S CARE?	RCOC	CA
Yes	77%	72%
No	23%	

HAVE SERVICES AND SUPPORTS REDUCED YOUR FAMILY'S OUT-OF-POCKET EXPENSES FOR YOUR CHILD'S CARE?



1. Choose survey question.

Services and supports have reduced family's out-of-pocket expense for c...

Services and supports have reduced family's out-of-pocket expense for child's care

2. Choose regional center or select on map.

RCOC

- ☒ Compare to California Average
☐ Compare to All Regional Centers

3. Choose year.

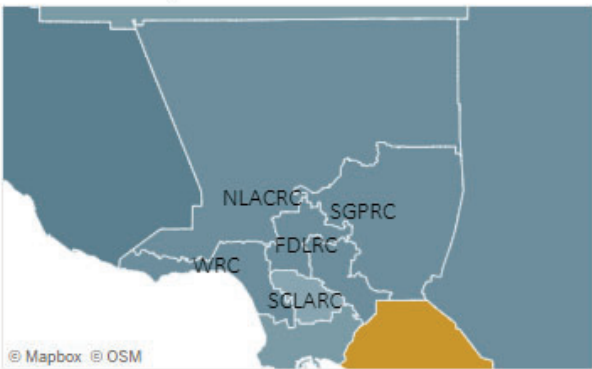
2018-2019

Comparison of RCOC with California average for 2012-2013 through 2018-2019

Map display shows data from 2018-2019



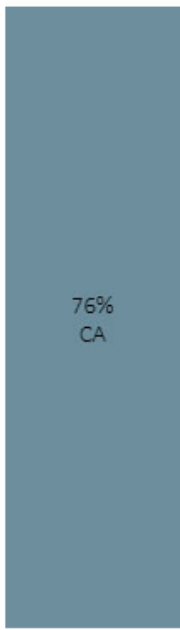
Detail of Los Angeles area



© Mapbox © OSM

Selected 80% to 89% 70% to 79% 60% to 69% 50% to 59%

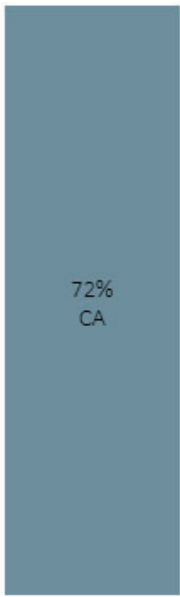
2012-2013



76%
CA

79%
RCOC

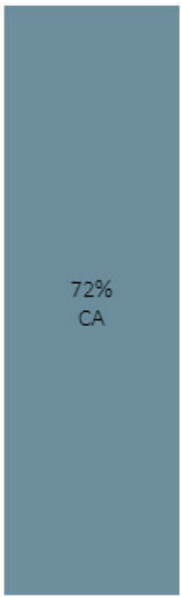
2015-2016



72%
CA

79%
RCOC

2018-2019



72%
CA

77%
RCOC

Child Family Survey (CFS) FY 18/19 NATIONAL CORE INDICATORS	CA Average	RCOC
DO YOU FEEL THAT FAMILY SUPPORTS HAVE IMPROVED YOUR ABILITY TO CARE FOR YOUR CHILD		
Yes	87%	90%
HAVE THE SERVICES OR SUPPORTS THAT YOUR CHILD/FAMILY RECEIVED DURING THE PAST YEAR BEEN REDUCED, SUSPENDED, OR TERMINATED		
Yes*	18%	21%
IF SERVICES OR SUPPORTS HAVE BEEN REDUCED, SUSPENDED OR TERMINATED IN THE PAST YEAR, DID THE REDUCTION, SUSPENSION, OR TERMINATION OF THESE SERVICES OR SUPPORTS AFFECT YOUR FAMILY NEGATIVELY		
Yes*	66%	72%
HAVE THE SERVICES OR SUPPORTS THAT YOUR CHILD RECEIVED BEEN INCREASED IN THE PAST YEAR		
Yes	25%	19%
ARE SERVICES AND SUPPORTS HELPING YOUR CHILD TO LIVE A GOOD LIFE		
Yes	91%	93%
HAVE REGIONAL CENTER SERVICES MADE A DIFFERENCE IN HELPING KEEP YOUR CHILD AT HOME		
Yes	82%	85%
Individual Question Responses Above 5%		2 out of 18
Individual Question Responses Below 5%		2 out of 18

What's Next for NCI?

NCI Adult In-Person Survey (Dec 2020 – June 2021)

A face-to-face meeting conducted via Zoom with a person who is receiving services.

Surveyors from the State Council on Developmental Disabilities (SCDD) will meet virtually with randomly selected individuals to ask questions about where they live and work, the kinds of choices they make, the activities they participate in within their communities, their relationships with friends and family, and their health and well-being.

All responses to the surveys are confidential and all identifying information such as names are not used in public reports.

Questions?

Child Family Survey (CFS) FY 18/19 NATIONAL CORE INDICATORS		CA Average	ACRC	CVRC	ELARC	FDLRC	FNRC	GGRC	HRC	IRC	KRC	NBRC	NLACRC	RCEB	ROCC	RCRC	SARC	SCLARC	SDRC	SGPRC	TCRC	VMRC	WRC
Demographics																							
CHILD'S AGE																							
Mean		11	10.9	10.4	11.3	11.0	10.4	11.9	10.7	11.2	10.8	10.7	10.9	10.8	11.3	10.5	12.0	11.0	11.0	11.5	10.8	10.1	11.1
Std. Deviation		4.28	4.171	4.539	4.198	4.272	4.469	4.190	4.450	4.225	4.396	4.479	4.070	4.379	4.153	4.469	4.060	4.316	4.374	4.152	4.260	4.408	4.067
MORE THAN ONE PERSON WITH I/DD LIVES IN HOUSEHOLD																							
Yes		25%	25%	25%	27%	23%	27%	15%	30%	27%	26%	24%	27%	22%	25%	26%	23%	32%	26%	28%	21%	31%	21%
CHILD'S GENDER																							
Male		72%	71%	67%	75%	76%	76%	75%	73%	68%	68%	71%	75%	72%	69%	70%	70%	73%	73%	72%	73%	67%	65%
Female		28%	29%	33%	25%	24%	24%	25%	27%	32%	32%	29%	25%	28%	31%	30%	30%	26%	27%	28%	27%	33%	34%
Other		0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%
CHILD'S DISABILITIES																							
Intellectual Disability		35%	37%	43%	28%	26%	31%	41%	32%	43%	46%	48%	26%	33%	40%	43%	36%	31%	35%	38%	34%	33%	38%
Mood Illness/Psychiatric Diagnosis		10%	9%	11%	10%	10%	12%	8%	8%	12%	10%	11%	10%	10%	9%	16%	13%	9%	11%	10%	9%	8%	10%
Autism Spectrum Disorder		69%	69%	56%	79%	78%	70%	62%	69%	62%	59%	62%	76%	75%	68%	70%	69%	73%	71%	71%	64%	68%	64%
Cerebral Palsy		10%	9%	10%	6%	5%	14%	16%	7%	17%	13%	9%	7%	11%	11%	6%	10%	7%	12%	7%	13%	10%	10%
Limited or No Vision- Legally Blind		6%	5%	9%	5%	5%	5%	8%	4%	9%	5%	5%	4%	5%	6%	4%	7%	6%	4%	3%	4%	8%	4%
Hearing loss, severe or profound		4%	4%	3%	3%	2%	2%	5%	2%	7%	6%	6%	3%	3%	5%	1%	4%	2%	5%	2%	4%	3%	3%
Brain Injury		5%	4%	5%	4%	2%	2%	7%	4%	8%	6%	8%	3%	4%	6%	6%	5%	3%	5%	3%	6%	4%	0%
Seizure/Neurological Disorder		14%	15%	15%	11%	10%	12%	19%	9%	22%	18%	12%	8%	16%	18%	13%	13%	9%	13%	13%	13%	13%	14%
Chemical Dependency		0%	0%	1%	1%	0%	0%	1%	0%	0%	1%	1%	0%	0%	1%	1%	0%	0%	1%	0%	0%	0%	0%
Down Syndrome		9%	8%	14%	7%	7%	8%	9%	10%	13%	12%	11%	9%	5%	14%	5%	9%	10%	10%	9%	9%	10%	9%
Prader-Willi Syndrome		0%	1%	1%	1%	0%	1%	0%	1%	0%	0%	0%	0%	0%	0%	1%	1%	1%	0%	0%	1%	0%	1%
Fetal alcohol spectrum disorder (FASD)		1%	2%	0%	1%	1%	4%	0%	0%	0%	1%	1%	1%	0%	0%	3%	0%	1%	0%	1%	0%	1%	0%
Other disabilities		17%	18%	18%	13%	13%	21%	15%	15%	20%	18%	24%	14%	14%	18%	29%	16%	16%	18%	12%	18%	16%	21%
CHILD'S HEALTH CONDITION																							
Cardiovascular Disease		12%	9%	15%	6%	10%	15%	12%	13%	12%	12%	15%	11%	7%	15%	10%	14%	14%	15%	18%	11%	11%	10%
Diabetes		3%	2%	1%	3%	3%	3%	4%	1%	1%	6%	5%	5%	4%	2%	0%	4%	6%	3%	6%	3%	7%	1%
Cancer		3%	4%	2%	2%	1%	1%	1%	3%	3%	0%	1%	3%	2%	3%	5%	2%	0%	4%	3%	5%	3%	3%
High Blood Pressure		4%	4%	6%	4%	6%	3%	6%	6%	4%	4%	4%	6%	4%	4%	4%	2%	5%	5%	2%	5%	3%	1%
High cholesterol		7%	3%	4%	9%	9%	8%	4%	10%	10%	12%	4%	12%	5%	8%	2%	6%	13%	9%	10%	4%	3%	7%
Dysphagia		12%	14%	11%	13%	13%	6%	25%	9%	15%	14%	19%	8%	15%	15%	15%	15%	9%	10%	9%	7%	11%	5%
Pressure ulcers		1%	1%	1%	1%	1%	0%	0%	0%	0%	0%	0%	1%	1%	0%	1%	0%	1%	1%	0%	2%	3%	1%
Oral Health		13%	17%	17%	11%	14%	16%	11%	6%	12%	10%	16%	9%	14%	15%	17%	12%	9%	11%	12%	15%	14%	14%
Sleep Apnea		24%	28%	26%	26%	11%	37%	28%	23%	25%	27%	28%	21%	34%	22%	37%	32%	22%	16%	22%	18%	24%	19%
Other		45%	46%	44%	46%	57%	35%	40%	49%	41%	43%	45%	43%	42%	49%	39%	42%	41%	46%	38%	52%	42%	57%
CHILD'S RACE																							
American Indian or Alaska Native		2%	4%	2%	1%	1%	6%	2%	1%	1%	4%	4%	3%	3%	2%	11%	3%	1%	2%	3%	3%	3%	1%
Asian		20%	19%	6%	21%	21%	6%	44%	25%	10%	5%	16%	10%	34%	32%	7%	39%	1%	19%	21%	11%	19%	14%
Black or African American		8%	12%	6%	2%	6%	3%	5%	9%	9%	7%	11%	10%	15%	4%	3%	3%	15%	6%	3%	3%	10%	22%
Pacific Islander		1%	2%	0%	1%	1%	1%	1%	1%	1%	1%	1%	1%	1%	1%	1%	2%	0%	1%	0%	1%	2%	1%
White		36%	53%	27%	14%	32%	73%	44%	26%	33%	39%	50%	36%	36%	39%	73%	34%	6%	42%	21%	52%	36%	31%
Hispanic/Latino		48%	27%	67%	71%	48%	23%	25%	56%	61%	63%	41%	53%	29%	35%	29%	37%	83%	48%	66%	47%	50%	41%
Other		3%	4%	4%	2%	4%	3%	2%	2%	2%	2%	1%	2%	3%	3%	1%	2%	2%	3%	2%	3%	3%	2%
CHILD'S PREFERRED MEANS OF COMMUNICATION																							
Spoken		71%	73%	64%	76%	79%	71%	60%	71%	67%	70%	64%	79%	70%	66%	80%	63%	70%	73%	73%	78%	70%	76%
Gestures/body language		18%	16%	20%	14%	15%	20%	24%	17%	19%	21%	21%	12%	17%	19%	12%	23%	20%	17%	18%	14%	20%	15%
Sign language or finger spelling		3%	3%	3%	3%	1%	1%	3%	4%	4%	2%	6%	3%	3%	4%	2%	2%	3%	2%	2%	2%	3%	3%
Communication aid/device		4%	3%	4%	4%	3%	3%	8%	5%	4%	3%	5%	3%	6%	6%	3%	5%	3%	4%	4%	3%	1%	2%
Other		5%	6%	9%	3%	1%	5%	5%	3%	7%	4%	4%	3%	5%	4%	3%	6%	4%	4%	3%	3%	6%	4%
CHILD'S PREFERRED LANGUAGE																							
English		90%	93%	84%	89%	89%	91%	90%	89%	90%	88%	79%	92%	95%	93%	86%	89%	84%	90%	86%	94%	92%	93%
Spanish		22%	11%	36%	25%	26%	8%	13%	27%	28%	30%	21%	21%	12%	16%	14%	16%	48%	21%	29%	22%	19%	17%
Mandarin		1%	0%	0%	3%	0%	0%	3%		0%	0%	0%	0%	2%	1%	0%	1%	0%	0%	3%	0%	0%	0%
Tagalog		1%	1%	0%	0%	1%	0%	1%	1%	0%	0%	0%	1%	1%	0%	0%	1%	0%	0%	1%	1%	1%	0%
Vietnamese		1%	1%	0%	1%	0%	0%	2%	0%	0%	1%	0%	0%	1%	5%	0%	6%	0%	1%	2%	0%	1%	0%
Korean		0%	0%	0%	0%	2%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%
Arabic		0%	1%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	1%	1%	0%	0%	0%	2%	0%	0%	0%	0%
Armenian		0%	0%	0%	0%	2%	0%	0%	0%	0%	0%	0%	0%	1%	0%	0%	0%	0%	0%	0%	0%	0%	0%
Farsi		0%	1%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%
Hmong		0%	0%	1%	0%	0%	1%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%
Khmer		0%	0%	0%	0%	0%	0%	0%	1%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%
Laos		0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	1%	0%	0%	0%	0%	0%	0%	0%
Russian		0%	1%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%
ASL		1%	1%	1%	1%	0%	1%	1%	1%	2%	2%	1%	1%	1%	2%	1%	1%	1%	1%	2%	2%	0%	1%
Other		2%	2%	3%	2%	1%	0%	3%	2%	1%	1%	0%	1%	3%	1%	1%	5%	1%	2%	3%	0%	2%	1%
CHILD'S LEVEL OF SUPPORT NEED FOR SELF-INJURIOUS, DISRUPTIVE, OR DESTRUCTIVE BEHAVIOR																							
No support needed		26%	28%	27%	26%	21%	25%	31%	23%	23%	26%	22%	23%	31%	18%	19%	29%	26%	28%	26%	29%	31%	27%
Some support needed																							

Child Family Survey (CFS) FY 18/19 NATIONAL CORE INDICATORS	CA Average	ACRC	CVRC	ELARC	FDLRC	FNRC	GGRC	HRC	IRC	KRC	NBRC	NLACRC	RCEB	RCOC	RCRC	SARC	SCLARC	SDRC	SGPRC	TCRC	VMRC	WRC
Arabic	0%	0%	0%	0%	3%	0%	0%	1%	0%	0%	0%	0%	1%	1%	0%	1%	0%	0%	0%	0%	0%	0%
Armenian	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	1%	1%	1%	0%	0%	0%	2%	0%	0%	0%	0%
Farsi	0%	0%	0%	0%	4%	0%	0%	0%	0%	0%	0%	1%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%
Hmong	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	2%
Khmer	0%	0%	1%	0%	0%	1%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	1%	0%
Laos	0%	0%	0%	0%	0%	0%	0%	1%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%
Russian	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	1%	0%	0%	0%	0%	0%	0%	0%
ASL	0%	1%	0%	0%	0%	0%	1%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%
Other	0%	0%	0%	0%	0%	0%	0%	1%	0%	0%	0%	0%	1%	0%	0%	0%	0%	0%	0%	0%	0%	0%
AGE OF RESPONDENT																						
Under 35	12%	13%	20%	11%	12%	16%	5%	13%	12%	23%	15%	12%	10%	7%	13%	9%	19%	11%	10%	15%	20%	7%
35-54	76%	76%	70%	78%	76%	66%	82%	78%	74%	62%	70%	78%	78%	81%	73%	78%	73%	76%	79%	71%	69%	83%
55-74	11%	11%	10%	11%	11%	17%	13%	9%	14%	16%	15%	10%	11%	11%	13%	12%	8%	12%	10%	12%	10%	10%
75+	0%	1%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	1%	1%	0%	1%	1%	1%	1%	0%
RESPONDENT'S OVERALL HEALTH																						
Excellent	21%	23%	20%	22%	21%	19%	25%	23%	19%	22%	24%	21%	20%	22%	20%	18%	21%	22%	16%	25%	19%	22%
Very good	49%	48%	55%	42%	45%	47%	44%	49%	49%	48%	49%	49%	49%	51%	54%	50%	51%	53%	50%	49%	49%	52%
Fairly good	27%	26%	22%	31%	30%	30%	27%	25%	28%	27%	24%	26%	28%	25%	23%	28%	26%	23%	32%	23%	29%	23%
Poor*	3%	3%	3%	4%	4%	5%	3%	3%	3%	3%	2%	4%	3%	2%	4%	4%	3%	2%	3%	3%	3%	2%
RESPONDENT'S RELATIONSHIP TO CHILD																						
Parent	96%	95%	96%	97%	98%	93%	99%	97%	95%	94%	95%	97%	97%	98%	93%	98%	98%	97%	97%	96%	95%	99%
Sibling	0%	1%	0%	0%	0%	0%	0%	1%	0%	0%	0%	0%	1%	0%	1%	0%	0%	0%	1%	0%	0%	0%
Grandparent	3%	4%	2%	3%	2%	6%	1%	2%	4%	5%	4%	2%	1%	6%	2%	2%	2%	3%	3%	4%	1%	1%
Other	1%	1%	2%	0%	0%	1%	0%	0%	1%	2%	1%	1%	1%	0%	1%	0%	1%	0%	1%	1%	1%	0%
FAMILY PROVIDES PAID SUPPORT																						
No	55%	55%	61%	52%	57%	56%	50%	59%	43%	73%	45%	61%	67%	42%	65%	42%	55%	62%	58%	48%	62%	59%
Yes, respondent does	32%	35%	27%	30%	29%	31%	29%	30%	45%	14%	43%	30%	25%	48%	28%	37%	28%	31%	31%	31%	20%	25%
Yes, another family member does	14%	10%	12%	19%	15%	16%	23%	12%	14%	13%	15%	10%	11%	11%	7%	24%	20%	7%	11%	22%	18%	17%
NUMBER OF ADULTS IN HOUSEHOLD																						
1	16%	15%	19%	14%	18%	21%	13%	18%	14%	23%	16%	19%	17%	10%	21%	12%	23%	15%	15%	14%	17%	21%
2	58%	60%	55%	55%	58%	59%	62%	54%	55%	56%	62%	58%	62%	64%	60%	58%	45%	62%	50%	59%	52%	59%
3	18%	17%	15%	23%	18%	15%	15%	19%	21%	15%	16%	17%	13%	16%	15%	19%	22%	15%	21%	19%	20%	13%
4+	9%	8%	11%	8%	6%	5%	10%	9%	10%	7%	7%	7%	8%	10%	4%	11%	10%	7%	13%	8%	11%	6%
NUMBER OF CHILDREN IN THE HOUSEHOLD																						
1	35%	34%	31%	36%	45%	36%	39%	32%	31%	28%	39%	35%	38%	36%	33%	35%	37%	37%	38%	33%	25%	42%
2	40%	40%	30%	39%	39%	36%	42%	42%	38%	36%	37%	39%	42%	41%	33%	45%	36%	42%	38%	42%	41%	38%
3	18%	18%	22%	19%	13%	15%	16%	17%	20%	23%	18%	19%	14%	17%	19%	15%	18%	16%	18%	16%	21%	15%
4+	8%	7%	17%	6%	3%	13%	3%	8%	10%	13%	7%	7%	6%	6%	15%	6%	9%	5%	6%	8%	13%	4%
RESPONDENT'S HIGHEST LEVEL OF EDUCATION																						
No high school diploma/GED	15%	8%	28%	21%	21%	8%	9%	18%	19%	25%	11%	17%	8%	10%	12%	11%	29%	11%	19%	14%	19%	11%
High school diploma/GED	18%	16%	20%	20%	16%	20%	13%	17%	22%	24%	23%	17%	16%	15%	18%	15%	32%	15%	18%	13%	25%	16%
Vocational school or certificate program	7%	7%	7%	8%	7%	7%	4%	7%	9%	7%	7%	8%	5%	4%	4%	10%	7%	9%	7%	8%	7%	7%
Some college	18%	20%	18%	17%	11%	28%	13%	16%	23%	18%	16%	19%	18%	17%	27%	16%	17%	17%	20%	21%	25%	20%
College degree or higher	42%	49%	27%	34%	45%	36%	61%	43%	28%	26%	43%	40%	53%	53%	39%	53%	12%	50%	34%	45%	24%	46%
HOUSEHOLD INCOME LAST YEAR																						
Up to \$15,000	8%	5%	11%	9%	11%	8%	3%	8%	9%	13%	7%	12%	6%	6%	10%	5%	19%	8%	8%	7%	10%	8%
\$15,001-\$25,000	14%	9%	20%	18%	20%	15%	7%	16%	15%	20%	9%	13%	9%	10%	10%	10%	21%	12%	19%	10%	18%	17%
\$25,001-\$50,000	20%	20%	23%	21%	16%	28%	17%	19%	23%	18%	18%	20%	15%	20%	30%	18%	27%	20%	23%	25%	20%	18%
\$50,001-\$75,000	11%	15%	10%	9%	7%	12%	13%	11%	14%	12%	15%	10%	12%	12%	13%	13%	7%	12%	13%	11%	13%	7%
Over \$75,000	27%	34%	16%	21%	24%	21%	40%	28%	19%	17%	33%	23%	38%	34%	16%	37%	5%	30%	17%	32%	17%	26%
No earned income	5%	4%	7%	6%	4%	7%	1%	6%	7%	5%	5%	6%	5%	2%	10%	3%	8%	4%	7%	2%	9%	4%
Prefer not to say	15%	13%	14%	16%	16%	9%	19%	13%	14%	15%	13%	15%	17%	16%	13%	15%	13%	14%	14%	13%	14%	20%
OUT-OF-POCKET EXPENSES LAST YEAR																						
Nothing	34%	34%	50%	35%	36%	33%	20%	35%	40%	43%	35%	37%	25%	26%	34%	25%	48%	27%	40%	32%	48%	26%
\$1-\$100	7%	8%	8%	10%	6%	6%	5%	5%	9%	9%	5%	8%	6%	6%	8%	4%	10%	9%	8%	6%	7%	4%
\$101-\$1,000	25%	27%	23%	26%	22%	31%	21%	25%	28%	22%	28%	24%	23%	27%	27%	24%	27%	26%	19%	24%	24%	26%
\$1,001-\$10,000	28%	27%	16%	25%	28%	26%	36%	29%	21%	24%	28%	26%	39%	32%	29%	37%	14%	32%	27%	32%	20%	32%
Over \$10,000	6%	4%	4%	3%	8%	3%	18%	7%	2%	2%	5%	6%	7%	8%	3%	9%	1%	7%	5%	5%	2%	12%
OUT-OF-POCKET EXPENSES LAST YEAR																						
Respite services	12%	13%	10%	11%	9%	15%	24%	11%	7%	15%	13%	9%	18%	11%	11%	17%	4%	13%	7%	9%	9%	11%
Behavior therapy	13%	11%	9%	9%	11%	10%	12%	20%	9%	9%	8%	11%	23%	12%	4%	19%	5%	13%	9%	10%	9%	13%
Speech therapy	18%	11%	18%	15%	20%	11%	22%	27%	14%	9%	18%	17%	22%	24%	9%	26%	9%	20%	16%	13%	11%	24%
Additional therapies	27%	24%	15%	17%	25%	26%	36%	27%	19%	19%	31%	30%	32%	32%	13%	29%	15%	31%	27%	28%	16%	34%
Social skill training	12%	12%	5%	8%	10%	11%	11%	17%	9%	8%	11%	12%	17%	13%	2%	18%	8%	13%	9%	9%	6%	10%
Recreational activities and programs	48%	48%	36%	46%	50%	51%	52%	46%	47%	40%	60%	52%	48%	53%	52%	46%	35%	51%	43%	47%	40%	54%
Child care/after-school care	33%	28%	28%	40%	38%	28%	43%	35%	27%	33%	38%	33%	34%	29%	35%	35%	29%	31%	28%	31%	26%	41%
Educational expenses	27%	27%	18%	30%	30%	27%	29%	26%	25%	24%	24%	33%	27%	26%	21%	29%	21%	28%	32%	24%	20%	31%
Medical and/or dental expenses	55%	56%	44%	48%	55%	55%	60%	61%	47%	66%	52%	55%	60%	59%	60%	54%	40%	53%	56%	64%	55%	59%
Parent training	6%	5%	4%	6%	4%	4%	8%	7%	7%	6%	4%	10%	6%	9%	5%	4%	10%	4%	7%	8%	4%	5%
Transportation support	22%	20%	29%	29%	23%	30%	20%	21%	23%	28%	21%	20%	22%	16%	32%	24%	35%	17%	22%	17%	23%	22%
Other	11%	11%	13%	10%	14%	19%	6%	11%	17%	16%	15%	10%	6%	9%	10%	7%	14%	11%	10%	10%	12%	13%
RESIDENTIAL DESIGNATION																						
Urban or suburban (in or near a city or large town)	92%	88%	78%	99%	99%	62%	98%	99%	92%	87%	89%	96%	96%	98%	42%	91%	99%	94%	95%	89%	80%	100%
Rural (outside of a city or town)	8%	12%	22%	1%	1%	38%	2%	1%	8%	13%	11%	4%	4%	2%	58%	9%	1%	6%	5%	11%	20%	0%
SERVICES AND SUPPORTS RECEIVED FROM THE REGIONAL CENTER																						
Financial support	13%	13%	19%	7%	10%	11%	28%	7%	8%	12%	16%	6%	19%	14%	11%	25%	7%	8%	11%	18%	10%	14%
In-home support	38%	40%	27%	31%	35%	38%	35%	33%	47%	23%	36%	44%	35%	52%	43%	43%	25%	38%	37%	37%	25%	41%
Out-of-home respite care	32																					

Child Family Survey (CFS) FY 18/19 NATIONAL CORE INDICATORS	CA Average	ACRC	CVRC	ELARC	FDLRC	FNRC	GGRC	HRC	IRC	KRC	NBRC	NLARC	RCEB	ROCC	RCRC	SARC	SCLARC	SDRC	SGPRC	TCRC	VMRC	WRC
HAS EVER RECEIVED EARLY START INTERVENTION SERVICES																						
Yes	70%	67%	69%	71%	68%	73%	82%	61%	70%	65%	77%	68%	69%	75%	67%	66%	60%	71%	68%	73%	72%	74%
OTHER SERVICES AND SUPPORTS RECEIVED																						
SSI/SSB	37%	32%	55%	44%	41%	42%	17%	34%	45%	50%	31%	37%	26%	29%	47%	26%	64%	32%	44%	31%	45%	39%
Services or support from other agencies or organizations	63%	69%	60%	64%	62%	73%	69%	62%	59%	61%	63%	57%	63%	64%	73%	64%	51%	65%	70%	65%	60%	59%
Information and Planning																						
DO YOU GET ENOUGH INFORMATION TO TAKE PART IN PLANNING SERVICES FOR YOUR CHILD																						
Always	27%	29%	35%	28%	26%	30%	20%	30%	24%	23%	26%	30%	23%	28%	37%	22%	23%	26%	25%	30%	32%	28%
Usually	33%	39%	29%	33%	31%	35%	35%	31%	33%	27%	31%	31%	30%	39%	31%	33%	22%	35%	35%	36%	36%	35%
Always or Usually	60%	68%	64%	61%	57%	65%	55%	61%	57%	50%	57%	60%	53%	66%	69%	55%	45%	61%	60%	65%	68%	63%
Sometimes*	27%	22%	24%	26%	32%	21%	34%	26%	29%	30%	29%	25%	30%	25%	18%	31%	31%	27%	27%	26%	24%	29%
Seldom/Never*	13%	10%	11%	12%	11%	14%	11%	13%	14%	20%	14%	14%	16%	8%	14%	15%	23%	12%	13%	8%	8%	8%
Sometimes or Seldom/Never	40%	32%	36%	39%	43%	35%	45%	39%	43%	50%	43%	40%	47%	34%	31%	45%	55%	39%	40%	35%	32%	37%
IS THE INFORMATION YOU GET ABOUT SERVICES AND SUPPORTS EASY TO UNDERSTAND																						
Always	25%	27%	30%	28%	29%	27%	17%	30%	25%	20%	23%	28%	21%	26%	28%	21%	23%	23%	22%	25%	32%	27%
Usually	42%	45%	40%	41%	39%	44%	44%	37%	45%	39%	40%	39%	40%	44%	42%	43%	36%	44%	41%	44%	40%	43%
Always or Usually	67%	72%	70%	69%	69%	71%	64%	67%	69%	58%	63%	67%	61%	70%	70%	64%	60%	67%	63%	69%	72%	70%
Sometimes*	27%	22%	24%	25%	27%	22%	30%	28%	25%	32%	32%	27%	30%	26%	21%	29%	30%	26%	31%	26%	25%	25%
Seldom/Never*	6%	5%	7%	6%	4%	7%	6%	6%	6%	10%	5%	6%	8%	4%	10%	7%	10%	7%	6%	5%	3%	5%
Sometimes or Seldom/Never	33%	28%	30%	31%	31%	29%	36%	33%	31%	42%	37%	33%	39%	30%	30%	36%	40%	33%	37%	31%	28%	30%
DOES THE CASE MANAGER/SERVICE COORDINATOR RESPECT YOUR FAMILY'S CHOICES AND OPINIONS																						
Always	66%	71%	68%	66%	71%	74%	56%	67%	70%	57%	66%	65%	62%	68%	67%	63%	57%	66%	50%	69%	74%	72%
Usually	25%	23%	22%	25%	20%	19%	34%	22%	24%	23%	27%	23%	29%	26%	19%	27%	28%	25%	32%	23%	21%	22%
Always or Usually	91%	95%	90%	91%	91%	93%	90%	90%	94%	87%	93%	89%	91%	93%	87%	91%	85%	91%	90%	92%	95%	94%
Sometimes*	7%	3%	7%	7%	7%	5%	6%	8%	5%	11%	5%	8%	7%	5%	9%	7%	11%	7%	8%	7%	4%	4%
Seldom/Never*	2%	2%	2%	2%	2%	2%	4%	2%	1%	3%	2%	3%	2%	2%	4%	3%	4%	2%	2%	1%	1%	1%
Sometimes or Seldom/Never	9%	5%	10%	9%	9%	7%	10%	10%	6%	13%	7%	11%	9%	7%	13%	9%	15%	9%	10%	8%	5%	6%
DO YOU HAVE ENOUGH INFORMATION ABOUT OTHER PUBLIC SERVICES FOR WHICH YOUR FAMILY IS ELIGIBLE (FOOD STAMPS, SSI, OR HOUSING SUBSIDIES, FOR EXAMPLE)																						
Always	25%	31%	34%	28%	24%	29%	14%	29%	25%	25%	20%	23%	19%	21%	34%	21%	23%	24%	21%	25%	35%	22%
Usually	31%	30%	32%	29%	30%	35%	33%	30%	34%	26%	34%	29%	25%	32%	27%	35%	32%	29%	34%	29%	32%	35%
Always or Usually	56%	61%	66%	57%	55%	65%	47%	58%	59%	51%	54%	52%	44%	53%	61%	56%	55%	54%	55%	53%	67%	57%
Sometimes*	22%	21%	16%	24%	24%	20%	25%	20%	19%	21%	19%	20%	27%	27%	19%	24%	20%	23%	19%	25%	19%	26%
Seldom/Never*	22%	18%	18%	19%	21%	16%	27%	22%	22%	23%	26%	28%	29%	20%	20%	20%	24%	23%	26%	21%	14%	17%
Sometimes or Seldom/Never	44%	39%	34%	43%	45%	35%	53%	42%	41%	49%	46%	48%	56%	47%	39%	44%	45%	46%	45%	47%	33%	43%
WANTS HELP WITH PLANNING FOR CHILD'S FUTURE WITH RESPECT TO...																						
Employment	54%	57%	45%	55%	53%	52%	61%	54%	51%	53%	57%	54%	57%	55%	50%	56%	51%	53%	53%	50%	51%	61%
Financial	54%	57%	39%	51%	57%	54%	66%	52%	49%	53%	56%	52%	61%	57%	51%	57%	47%	51%	54%	52%	55%	65%
Housing	48%	50%	33%	48%	49%	39%	64%	44%	41%	37%	47%	45%	54%	51%	48%	58%	47%	47%	44%	48%	43%	59%
Legal	44%	47%	34%	42%	44%	44%	51%	43%	46%	39%	43%	39%	47%	49%	42%	51%	40%	40%	48%	37%	37%	46%
Medical	46%	47%	46%	46%	46%	44%	57%	47%	42%	47%	45%	42%	53%	53%	46%	52%	41%	41%	44%	42%	46%	42%
Social/relationships	59%	60%	50%	64%	58%	63%	59%	62%	54%	54%	61%	63%	63%	60%	57%	58%	53%	57%	61%	56%	52%	65%
Transition from school	56%	58%	47%	58%	53%	56%	69%	52%	54%	46%	60%	56%	62%	58%	59%	58%	52%	57%	58%	52%	49%	58%
Recreation/having fun	58%	56%	50%	59%	56%	54%	65%	61%	57%	61%	57%	61%	57%	63%	53%	60%	56%	58%	55%	56%	52%	64%
Other	9%	8%	11%	8%	10%	10%	6%	11%	11%	15%	11%	9%	5%	6%	13%	8%	10%	7%	9%	9%	14%	11%
IF YOU ASKED FOR CRISIS OR EMERGENCY SERVICES DURING THE PAST YEAR, WERE SERVICES PROVIDED WHEN NEEDED																						
Yes	41%	51%	41%	44%	35%	50%	34%	44%	46%	33%	42%	39%	39%	43%	50%	37%	32%	42%	39%	55%	44%	46%
DOES YOUR CHILD HAVE A IPP/IFSP																						
Yes	78%	81%	79%	86%	77%	84%	70%	71%	74%	75%	80%	84%	71%	77%	86%	79%	71%	80%	82%	80%	83%	73%
DOES THE IPP/IFSP INCLUDES ALL SERVICES/SUPPORTS CHILD NEEDS																						
Yes	81%	84%	87%	82%	77%	84%	73%	77%	78%	78%	81%	80%	73%	83%	84%	81%	73%	81%	80%	84%	89%	79%
DOES YOUR CHILD GET ALL SERVICES LISTED IN IPP/IFSP																						
Yes	87%	92%	98%	87%	86%	89%	84%	87%	82%	84%	86%	88%	82%	89%	78%	88%	72%	87%	79%	92%	91%	85%
DID YOU OR ANOTHER FAMILY MEMBER HELPED MAKE IPP/IFSP																						
Yes	77%	80%	77%	73%	69%	85%	85%	73%	75%	74%	85%	74%	79%	75%	84%	82%	50%	80%	73%	84%	79%	83%
DID YOUR CHILD WITH DISABILITY HELP MAKE IPP/IFSP																						
Yes	18%	18%	24%	21%	21%	22%	14%	21%	14%	20%	15%	21%	11%	15%	19%	14%	22%	16%	19%	20%	23%	23%
DID YOU GET A COPY OF YOUR CHILD'S IPP/IFSP IN YOUR PREFERRED LANGUAGE																						
Yes	93%	94%	94%	95%	91%	94%	90%	91%	90%	89%	96%	94%	96%	88%	93%	94%	83%	91%	94%	95%	95%	90%
DID YOU DISCUSS HOW TO HANDLE EMERGENCIES (SUCH AS A MEDICAL EMERGENCY OR A NATURAL DISASTER) AT YOUR CHILD'S LAST IPP/IFSP MEETING																						
Yes	41%	52%	38%	45%	24%	64%	25%	28%	55%	32%	34%	32%	25%	70%	56%	32%	35%	35%	44%	37%	40%	33%
DOES YOUR CHILD HAVE A TRANSITION PLAN																						
Yes	66%	59%	70%	61%	72%	75%	55%	66%	70%	66%	74%	69%	54%	71%	71%	64%	74%	65%	69%	70%	70%	64%
DID YOU HELP MAKE THE TRANSITION PLAN																						
Yes	84%	95%	77%	81%	83%	90%	84%	80%	84%	81%	85%	86%	87%	81%	74%	89%	84%	84%	79%	83%	78%	89%
DO YOU FEEL PREPARED TO HANDLE THE NEEDS OF YOUR CHILD IN AN EMERGENCY SUCH AS A MEDICAL EMERGENCY OR A NATURAL DISASTER																						
Yes	71%	82%	77%	65%	62%	87%	61%	65%	76%	74%	74%	71%	64%	78%	83%	63%	62%	71%	62%	75%	74%	77%
Individual Question Responses Above 5%		10 out of 36	8 out of 36	2 out of 36	2 out of 36	11 out of 36	9 out of 36	1 out of 36	3 out of 36	2 out of 36	2 out of 36	1 out of 36	5 out of 36	8 out of 36	9 out of 36	5 out of 36	1 out of 36	9 out of 36	1 out of 36	4 out of 36	10 out of 36	12 out of 36
Individual Question Responses Below 5%		1 out of 36	7 out of 36	2 out of 36	6 out of 36	2 out of 36	12 out of 36	4 out of 36	4 out of 36	12 out of 36	3 out of 36	3 out of 36	11 out of 36	2 out of 36	4 out of 36	3 out of 36	15 out of 36	2 out of 36	5 out of 36	1 out of 36	6 out of 36	2 out of 36

Child Family Survey (CFS) FY 18/19 NATIONAL CORE INDICATORS	CA Average	ACRC	CVRC	ELARC	FDLRC	FNRC	GGRC	HRC	IRC	KRC	NBRC	NLARC	RCEB	RCOC	RCRC	SARC	SCLARC	SDRC	SGPRC	TCRC	VMRC	WRC
Access																						
ARE YOU ABLE TO CONTACT YOUR CHILD'S SUPPORT WORKERS WHEN YOU WANT TO																						
Always	47%	54%	52%	43%	46%	47%	41%	48%	48%	36%	43%	49%	43%	48%	49%	40%	37%	47%	43%	51%	51%	51%
Usually	35%	33%	32%	37%	34%	39%	42%	32%	35%	37%	39%	32%	38%	38%	25%	39%	26%	37%	38%	36%	32%	34%
Always or Usually	82%	87%	84%	80%	80%	85%	83%	80%	83%	73%	82%	81%	81%	86%	74%	79%	69%	84%	81%	87%	83%	86%
Sometimes*	14%	11%	13%	15%	16%	10%	10%	15%	13%	21%	12%	13%	13%	12%	16%	15%	24%	12%	14%	10%	13%	11%
Seldom/Never*	5%	2%	2%	4%	3%	5%	7%	5%	5%	6%	5%	5%	5%	6%	2%	10%	6%	14%	3%	3%	5%	3%
Sometimes or Seldom/Never	18%	13%	16%	20%	20%	15%	17%	20%	17%	27%	18%	19%	19%	2%	14%	26%	21%	38%	16%	19%	13%	14%
ARE YOU ABLE TO CONTACT YOUR CHILD'S CASE MANAGER/SERVICE COORDINATOR WHEN YOU WANT TO																						
Always	50%	57%	52%	46%	53%	47%	42%	50%	49%	36%	48%	49%	50%	55%	46%	47%	38%	51%	44%	52%	55%	54%
Usually	33%	32%	32%	32%	30%	36%	36%	31%	34%	34%	33%	30%	33%	34%	26%	34%	28%	34%	37%	33%	31%	32%
Always or Usually	82%	89%	84%	78%	83%	83%	80%	81%	83%	70%	81%	80%	83%	89%	72%	81%	66%	85%	80%	85%	85%	86%
Sometimes*	13%	8%	12%	18%	14%	12%	14%	14%	12%	23%	13%	14%	11%	9%	17%	14%	23%	11%	15%	13%	11%	10%
Seldom/Never*	5%	2%	4%	4%	3%	5%	6%	5%	6%	8%	6%	6%	7%	6%	2%	12%	5%	11%	3%	5%	4%	3%
Sometimes or Seldom/Never	18%	11%	16%	22%	17%	17%	20%	19%	17%	30%	19%	19%	20%	17%	11%	28%	19%	34%	15%	20%	15%	14%
DO SUPPORT WORKERS COME AND LEAVE WHEN THEY ARE SUPPOSED TO																						
Always	61%	69%	62%	62%	61%	65%	52%	61%	67%	56%	54%	61%	56%	61%	58%	54%	51%	65%	59%	62%	66%	61%
Usually	30%	26%	29%	29%	29%	25%	37%	27%	28%	33%	37%	30%	35%	32%	29%	35%	32%	28%	32%	29%	27%	31%
Always or Usually	91%	95%	92%	92%	90%	90%	88%	88%	92%	90%	91%	91%	91%	93%	87%	90%	83%	93%	91%	91%	93%	93%
Sometimes*	6%	3%	6%	7%	7%	8%	7%	9%	5%	7%	6%	6%	6%	6%	6%	7%	8%	5%	6%	6%	5%	6%
Seldom/Never*	3%	2%	2%	2%	3%	3%	5%	3%	2%	3%	4%	4%	3%	1%	7%	3%	9%	2%	3%	3%	2%	2%
Sometimes or Seldom/Never	9%	5%	8%	8%	10%	10%	12%	12%	8%	10%	9%	9%	9%	7%	13%	10%	17%	7%	9%	9%	7%	7%
DO SERVICES AND SUPPORTS CHANGE WHEN YOUR FAMILY'S NEEDS CHANGE																						
Always	32%	36%	37%	32%	29%	37%	19%	34%	33%	29%	30%	34%	29%	30%	39%	29%	27%	30%	29%	33%	41%	35%
Usually	40%	41%	37%	41%	40%	35%	51%	36%	45%	36%	36%	36%	36%	43%	37%	40%	31%	41%	43%	44%	36%	43%
Always or Usually	72%	76%	74%	73%	69%	72%	70%	69%	78%	65%	67%	70%	65%	74%	76%	69%	58%	71%	72%	76%	77%	78%
Sometimes*	19%	15%	17%	23%	20%	16%	22%	17%	15%	21%	25%	21%	23%	16%	16%	21%	22%	20%	19%	15%	17%	16%
Seldom/Never*	10%	9%	9%	5%	11%	12%	8%	14%	7%	14%	9%	9%	12%	10%	8%	11%	20%	9%	8%	9%	6%	6%
Sometimes or Seldom/Never	28%	24%	26%	27%	31%	28%	30%	31%	22%	35%	33%	30%	35%	26%	24%	31%	42%	29%	28%	24%	23%	22%
DO SUPPORT WORKERS SPEAK TO YOU IN A WAY THAT YOU UNDERSTAND																						
Always	71%	73%	73%	71%	72%	77%	66%	73%	73%	69%	73%	72%	69%	69%	65%	64%	67%	74%	66%	72%	73%	78%
Usually	24%	24%	21%	23%	23%	19%	27%	21%	21%	24%	24%	22%	24%	25%	29%	28%	25%	22%	30%	23%	22%	18%
Always or Usually	95%	97%	95%	94%	95%	96%	94%	94%	94%	92%	96%	94%	94%	95%	93%	92%	91%	96%	96%	96%	95%	96%
Sometimes*	4%	2%	4%	5%	5%	4%	5%	5%	5%	7%	4%	4%	5%	4%	2%	7%	7%	3%	3%	4%	4%	4%
Seldom/Never*	1%	1%	1%	1%	1%	1%	1%	2%	1%	1%	n/a	2%	1%	1%	5%	1%	2%	0%	1%	0%	0%	n/a
Sometimes or Seldom/Never	5%	3%	5%	6%	5%	5%	6%	6%	6%	8%	4%	6%	6%	5%	7%	8%	9%	4%	4%	4%	5%	4%
ARE SERVICES DELIVERED IN A WAY THAT IS RESPECTFUL OF YOUR FAMILY'S CULTURE																						
Always	75%	80%	78%	73%	73%	80%	71%	74%	78%	71%	76%	76%	73%	76%	72%	70%	65%	79%	72%	80%	78%	76%
Usually	21%	17%	19%	23%	24%	16%	26%	21%	19%	24%	20%	20%	23%	21%	23%	26%	28%	19%	25%	17%	19%	21%
Always or Usually	96%	97%	98%	96%	97%	96%	97%	95%	97%	95%	96%	96%	96%	97%	96%	96%	92%	97%	96%	97%	98%	97%
Sometimes*	3%	1%	2%	3%	2%	2%	3%	4%	2%	5%	4%	3%	3%	2%	4%	3%	6%	2%	3%	2%	2%	2%
Seldom/Never*	1%	2%	0%	1%	1%	1%	0%	1%	1%	n/a	n/a	1%	1%	1%	1%	1%	2%	1%	1%	0%	1%	1%
Sometimes or Seldom/Never	4%	3%	2%	4%	3%	4%	3%	5%	3%	5%	4%	4%	4%	3%	4%	4%	8%	3%	4%	3%	2%	3%
IF YOUR CHILD DOES NOT COMMUNICATE VERBALLY (FOR EXAMPLE, USES GESTURES OR SIGN LANGUAGE, USES COMMUNICATION AID), ARE THERE SUPPORT WORKERS WHO CAN COMMUNICATE WITH HIM/HER																						
Always	27%	15%	32%	19%	35%	n/a	24%	26%	41%	n/a	20%	22%	27%	25%	n/a	16%	41%	25%	38%	33%	36%	n/a
Usually	33%	32%	34%	48%	35%	n/a	34%	44%	19%	n/a	40%	35%	40%	38%	n/a	31%	14%	32%	29%	33%	32%	n/a
Always or Usually	59%	47%	66%	67%	70%	0%	60%	71%	59%	0%	60%	57%	67%	63%	0%	47%	55%	57%	67%	67%	68%	0%
Sometimes*	16%	19%	14%	7%	13%	n/a	13%	12%	8%	n/a	20%	24%	10%	16%	n/a	22%	34%	21%	21%	17%	14%	n/a
Seldom/Never*	24%	34%	20%	26%	17%	n/a	27%	18%	32%	n/a	20%	20%	23%	21%	n/a	31%	10%	22%	13%	17%	18%	n/a
Sometimes or Seldom/Never	41%	53%	34%	33%	30%	0%	40%	29%	41%	0%	40%	43%	33%	37%	0%	53%	45%	43%	33%	33%	32%	0%
DO SUPPORT WORKERS HAVE THE RIGHT INFORMATION AND SKILLS TO MEET YOUR FAMILY'S NEEDS																						
Always	43%	49%	46%	43%	43%	44%	29%	45%	44%	39%	42%	46%	38%	43%	38%	37%	41%	45%	40%	39%	53%	46%
Usually	40%	39%	40%	41%	40%	37%	49%	38%	41%	43%	39%	39%	39%	42%	48%	43%	33%	39%	42%	46%	35%	39%
Always or Usually	83%	88%	86%	84%	83%	82%	79%	83%	85%	82%	81%	85%	77%	85%	86%	80%	73%	84%	82%	86%	88%	86%
Sometimes*	13%	10%	11%	13%	13%	13%	19%	13%	12%	12%	16%	12%	17%	13%	10%	14%	16%	14%	15%	11%	9%	11%
Seldom/Never*	4%	2%	3%	3%	4%	5%	3%	4%	3%	6%	3%	3%	6%	2%	3%	6%	10%	2%	2%	3%	3%	3%
Sometimes or Seldom/Never	17%	12%	14%	16%	17%	18%	21%	17%	15%	18%	19%	15%	23%	15%	14%	20%	27%	16%	18%	14%	12%	14%
DOES YOUR CHILD HAVE THE SPECIAL EQUIPMENT OR ACCOMMODATIONS THAT S/HE NEEDS (FOR EXAMPLE, WHEELCHAIR, RAMP, COMMUNICATION BOARD)?																						
Always	41%	38%	42%	43%	45%	44%	33%	46%	44%	55%	44%	39%	41%	43%	30%	38%	38%	45%	35%	36%	44%	46%
Usually	32%	39%	34%	24%	28%	21%	37%	28%	30%	25%	33%	31%	34%	32%	37%	35%	33%	30%	34%	35%	28%	34%
Always or Usually	73%	76%	76%	67%	73%	66%	70%	73%	74%	80%	76%	70%	75%	74%	67%	73%	71%	74%	70%	71%	72%	80%
Sometimes*	14%	15%	14%	12%	11%	19%	19%	12%	12%	14%	17%	14%	16%	13%	21%	15%	12%	15%	14%	18%	15%	13%
Seldom/Never*	12%	9%	10%	20%	16%	16%	10%	15%	14%	6%	6%	16%	10%	12%	12%	12%	17%	11%	16%	12%	13%	7%
Sometimes or Seldom/Never	27%	24%	24%	33%	27%	34%	30%	27%	26%	20%	24%	30%	25%	26%	33%	27%	29%	26%	30%	29%	28%	20%
CAN YOUR CHILD SEE HEALTH PROFESSIONALS (FOR EXAMPLE, DOCTOR, DENTIST, PSYCHOLOGIST) WHEN NEEDED																						
Always	71%	74%	71%	68%	69%	69%	68%	73%	74%	70%	77%	72%	73%	68%	65%	67%	69%	72%	65%	70%	73%	69%
Usually	23%	21%	22%	24%	24%	25%	27%	21%	21%	22%	18%	21%	22%	26%	27%	25%	22%	22%	26%	22%	20%	25%
Always or Usually	93%	94%	93%	91%	93%	93%	95%	94%	95%	92%	95%	93%	94%	94%	91%	92%	91%	94%	92%	92%	94%	94%
Sometimes*	6%	5%	6%	7%	6%	6%	4%	6%	4%	7%	4%	6%	5%	5%	7%	7%	8%	5%	6%	7%	5%	4%
Seldom/Never*	1%	0%	1%	2%	2%	1%	1%	0%	1%	1%	1%	1%	1%	1%	1%	2%	1%	1%	2%	1%	1%	2%
Sometimes or Seldom/Never	7%	6%	7%	9%	7%	7%	5%	6%	5%	8%	5%	7%	6%	6%	9%	8%	9%	6%	8%	8%	6%	6%

Child Family Survey (CFS) FY 18/19 NATIONAL CORE INDICATORS	CA Average	ACRC	CVRC	ELARC	FDLRC	FNRC	GGRC	HRC	IRC	KRC	NBRC	NLARC	RCEB	ROC	RCRC	SARC	SCLARC	SDRC	SGPRC	TCRC	VMRC	WRC
Always	45%	47%	53%	44%	40%	48%	35%	45%	48%	54%	37%	51%	38%	36%	50%	30%	47%	45%	42%	49%	57%	41%
Usually	34%	34%	30%	35%	33%	25%	36%	31%	35%	24%	33%	34%	36%	37%	27%	36%	32%	39%	32%	36%	32%	30%
Always or Usually	79%	81%	82%	79%	73%	73%	71%	76%	83%	78%	70%	85%	74%	73%	77%	74%	78%	84%	74%	85%	89%	80%
Sometimes*	14%	12%	13%	15%	17%	10%	19%	17%	10%	15%	19%	10%	17%	18%	15%	14%	12%	11%	19%	11%	5%	13%
Seldom/Never*	7%	7%	5%	6%	10%	16%	10%	7%	7%	7%	11%	5%	8%	9%	8%	11%	10%	5%	7%	4%	7%	7%
Sometimes or Seldom/Never	21%	19%	18%	21%	27%	27%	29%	24%	17%	22%	30%	15%	26%	27%	23%	26%	22%	16%	26%	15%	11%	20%
CAN YOUR FAMILY CHOOSE OR CHANGE YOUR CHILD'S SUPPORT WORKERS																						
Always	44%	48%	53%	40%	37%	48%	33%	47%	48%	51%	44%	49%	36%	35%	51%	40%	47%	46%	41%	48%	53%	45%
Usually	33%	33%	28%	35%	37%	26%	35%	33%	35%	25%	31%	34%	33%	36%	20%	29%	32%	36%	34%	32%	29%	36%
Always or Usually	77%	82%	81%	75%	73%	75%	68%	80%	83%	76%	75%	83%	69%	71%	71%	68%	79%	82%	75%	80%	82%	80%
Sometimes*	14%	11%	11%	17%	13%	9%	16%	15%	11%	17%	17%	11%	19%	19%	14%	17%	12%	11%	15%	13%	6%	14%
Seldom/Never*	9%	7%	7%	8%	13%	16%	16%	5%	6%	7%	8%	6%	13%	10%	15%	15%	9%	7%	10%	7%	10%	6%
Sometimes or Seldom/Never	23%	18%	19%	25%	27%	25%	32%	20%	17%	24%	25%	17%	31%	29%	29%	32%	21%	18%	25%	20%	18%	20%
DOES YOUR FAMILY DIRECTLY MANAGE SUPPORT WORKERS (FOR EXAMPLE, HIRING AND DECIDING SCHEDULE)																						
Always	44%	47%	45%	41%	32%	51%	43%	45%	46%	42%	49%	44%	42%	36%	42%	44%	51%	47%	39%	44%	45%	43%
Usually	28%	25%	29%	31%	28%	21%	32%	24%	29%	24%	23%	32%	30%	28%	19%	27%	24%	30%	27%	31%	30%	29%
Always or Usually	72%	72%	74%	72%	60%	72%	75%	69%	75%	65%	72%	76%	72%	64%	61%	71%	75%	77%	67%	75%	75%	71%
Sometimes	14%	14%	15%	14%	19%	14%	10%	14%	14%	15%	16%	13%	14%	16%	17%	12%	10%	13%	15%	11%	10%	12%
Seldom/Never	14%	14%	11%	14%	21%	15%	15%	17%	11%	20%	11%	11%	14%	20%	22%	16%	14%	11%	18%	14%	14%	17%
Sometimes or Seldom/Never	28%	28%	26%	28%	40%	28%	25%	31%	25%	35%	28%	24%	28%	36%	39%	29%	25%	23%	33%	25%	25%	29%
DO SERVICES PROVIDERS FOR YOUR CHILD WORK TOGETHER TO PROVIDE SUPPORT																						
Yes	69%	69%	70%	70%	58%	75%	68%	65%	72%	70%	75%	71%	71%	72%	69%	71%	53%	71%	61%	71%	77%	69%
DID YOU, YOUR CHILD, OR SOMEONE ELSE IN YOUR FAMILY CHOOSE YOUR CHILD'S CASE MANAGER/SERVICE COORDINATOR																						
No, didn't choose but can change if wanted	70%	74%	68%	74%	73%	73%	70%	70%	73%	63%	61%	71%	65%	72%	77%	64%	65%	66%	73%	71%	73%	76%
Yes, chose case manager/service coordinator	13%	14%	17%	15%	11%	10%	8%	15%	14%	12%	15%	16%	11%	12%	5%	12%	21%	15%	12%	13%	11%	13%
No, didn't choose and cannot change if wanted*	17%	12%	15%	11%	16%	17%	22%	15%	14%	25%	24%	14%	24%	16%	18%	24%	15%	19%	15%	16%	16%	12%
Individual Question Responses Above 5%	1 out of 16	2 out of 16	1 out of 16	2 out of 16	2 out of 16	0 out of 16	0 out of 16	0 out of 16	0 out of 16	3 out of 16	2 out of 16	2 out of 16	0 out of 16	1 out of 16	4 out of 16	0 out of 16	2 out of 16	1 out of 16	0 out of 16	0 out of 16	0 out of 16	0 out of 16
Individual Question Responses Below 5%	0 out of 16	1 out of 16	0 out of 16	4 out of 16	0 out of 16	0 out of 16	0 out of 16	0 out of 16	0 out of 16	4 out of 16	0 out of 16	0 out of 16	0 out of 16	4 out of 16	0 out of 16	4 out of 16	2 out of 16	0 out of 16	2 out of 16	0 out of 16	0 out of 16	0 out of 16
Community Participation																						
DOES YOUR CHILD PARTICIPATE IN ACTIVITIES IN THE COMMUNITY																						
Yes	78%	78%	66%	77%	77%	78%	78%	81%	77%	78%	78%	81%	77%	80%	53%	78%	70%	81%	74%	84%	75%	81%
WHAT MAKES IT HARD FOR YOUR CHILD TO TAKE PART IN COMMUNITY ACTIVITIES																						
Lack of transportation*	10%	8%	11%	12%	16%	4%	11%	11%	7%	13%	9%	8%	11%	8%	7%	10%	16%	9%	14%	7%	10%	11%
Cost*	25%	23%	22%	24%	29%	22%	26%	24%	27%	23%	23%	28%	26%	23%	22%	22%	25%	25%	26%	22%	24%	29%
Lack of support staff*	21%	19%	21%	23%	21%	16%	36%	21%	18%	18%	25%	19%	28%	23%	23%	25%	20%	23%	21%	18%	11%	19%
Stigma*	29%	31%	27%	27%	31%	21%	35%	33%	28%	27%	29%	28%	29%	30%	32%	31%	27%	28%	30%	26%	28%	26%
Other*	31%	35%	29%	25%	28%	49%	29%	31%	31%	28%	36%	28%	31%	37%	36%	32%	23%	32%	26%	37%	30%	30%
CHILD SPENDS TIME WITH NON-DD CHILDREN (THIS CAN INCLUDE SIBLINGS)																						
Yes	87%	89%	88%	86%	82%	95%	81%	85%	85%	90%	88%	89%	87%	84%	93%	87%	85%	90%	83%	90%	86%	87%
HOW OFTEN DOES YOUR CHILD SPEND TIME WITH CHILDREN WHO ARE NOT SIBLINGS AND DO NOT HAVE A DEVELOPMENTAL DISABILITY																						
Often	45%	50%	46%	45%	46%	57%	43%	44%	45%	52%	48%	48%	42%	37%	57%	39%	41%	48%	41%	45%	48%	51%
Sometimes	35%	33%	37%	35%	36%	28%	33%	36%	35%	34%	34%	33%	36%	38%	27%	33%	42%	33%	35%	36%	37%	34%
Often or Sometimes	80%	82%	82%	80%	81%	85%	77%	79%	80%	86%	81%	81%	78%	75%	84%	72%	84%	82%	76%	81%	84%	85%
Seldom*	17%	15%	16%	17%	15%	13%	20%	18%	17%	11%	17%	17%	19%	21%	13%	24%	14%	16%	16%	16%	12%	14%
Never*	3%	2%	2%	3%	4%	1%	4%	3%	3%	3%	2%	2%	3%	4%	3%	4%	3%	3%	5%	3%	4%	1%
Seldom or Never	20%	18%	18%	20%	19%	15%	23%	21%	20%	14%	19%	19%	22%	25%	16%	28%	16%	18%	24%	19%	16%	15%
IN YOUR COMMUNITY, ARE THERE RESOURCES THAT YOUR FAMILY CAN USE THAT ARE NOT PROVIDED BY THE REGIONAL CENTER																						
Yes	80%	84%	75%	81%	81%	81%	78%	95%	82%	79%	80%	81%	79%	79%	80%	74%	76%	82%	75%	85%	78%	77%
DOES YOUR FAMILY TAKE PART IN ANY FAMILY-TO-FAMILY NETWORKS IN YOUR COMMUNITY (FOR EXAMPLE, PARENT TO PARENT, SIBLING NETWORKS, ETC.)																						
Yes	23%	22%	18%	25%	22%	17%	35%	26%	16%	19%	28%	23%	28%	25%	26%	33%	20%	23%	19%	19%	21%	26%
Individual Question Responses Above 5%	1 out of 13	0 out of 13	1 out of 13	0 out of 13	0 out of 13	1 out of 13	1 out of 13	0 out of 13	0 out of 13	2 out of 13	1 out of 13	0 out of 13	1 out of 13	0 out of 13	3 out of 13	1 out of 13	2 out of 13	0 out of 13	1 out of 13	2 out of 13	2 out of 13	1 out of 13
Individual Question Responses Below 5%	0 out of 13	3 out of 13	0 out of 13	2 out of 13	3 out of 13	3 out of 13	0 out of 13	1 out of 13	0 out of 13	0 out of 13	1 out of 13	0 out of 13	1 out of 13	2 out of 13	2 out of 13	3 out of 13	1 out of 13	0 out of 13	1 out of 13	1 out of 13	0 out of 13	0 out of 13
Satisfaction																						
OVERALL, ARE YOU SATISFIED WITH THE SERVICES AND SUPPORTS YOUR FAMILY CURRENTLY RECIEVES																						
Always	32%	32%	37%	36%	33%	34%	17%	33%	36%	28%	32%	34%	25%	28%	32%	29%	31%	32%	28%	37%	42%	33%
Usually	41%	46%	39%	40%	40%	38%	52%	36%	40%	40%	40%	39%	39%	50%	40%	42%	28%	43%	41%	45%	38%	42%
Always or Usually	73%	78%	76%	76%	72%	72%	69%	68%	75%	68%	72%	74%	64%	78%	72%	71%	59%	75%	69%	81%	80%	75%
Sometimes*	21%	18%	20%	19%	22%	18%	26%	25%	20%	24%	24%	20%	26%	18%	19%	23%	28%	20%	24%	15%	16%	20%
Seldom/Never*	6%	5%	4%	5%	6%	10%	5%	6%	5%	8%	4%	7%	10%	4%	9%	6%	13%	5%	7%	4%	4%	5%
Sometimes or Seldom/Never	27%	22%	24%	24%	28%	28%	31%	32%	25%	32%	28%	26%	36%	22%	28%	29%	41%	25%	31%	19%	20%	25%
DO YOU KNOW HOW TO FILE A COMPLAINT OR GRIEVANCE ABOUT PROVIDER AGENCIES OR STAFF																						
Yes	43%	52%	46%	54%	38%	50%	34%	47%	45%	44%	38%	43%	39%	45%	50%	38%	33%	37%	48%	43%	60%	44%
IF A COMPLAINT OR GRIEVANCE WAS FILED OR RESOLVED IN THE PAST YEAR, ARE YOU SATISFIED WITH THE WAY IT WAS HANDLED AND RESOLVED																						
Yes	56%	70%	49%	59%	54%	68%	33%	60%	58%	66%	47%	53%	50%	59%	38%	44%	51%	65%	51%	53%	78%	67%
DO YOU KNOW HOW TO REPORT ABUSE OR NEGLECT																						
Yes	65%	74%	69%	73%	63%	70%	55%	63%	71%	72%	64%	63%	54%	62%	77%	59%	59%	62%	64%	68%	73%	64%

Child Family Survey (CFS) FY 18/19 NATIONAL CORE INDICATORS	CA Average	ACRC	CVRC	ELARC	FDLRC	FNRC	GGRC	HRC	IRC	KRC	NBRC	NLACRC	RCEB	ROCB	RCRC	SARC	SCLARC	SDRC	SGPRC	TCRC	VMRC	WRC
WITHIN THE PAST YEAR, WAS A REPORT OF ABUSE OR NEGLECT FILED ON BEHALF OF YOUR CHILD																						
Yes	3%	2%	3%	3%	3%	3%	2%	2%	2%	4%	2%	3%	2%	2%	6%	3%	4%	2%	3%	2%	2%	5%
DO YOU FEEL THAT REGIONAL CENTER SERVICES HAVE MADE A POSITIVE DIFFERENCE IN THE LIFE OF YOUR FAMILY																						
Yes	90%	89%	90%	92%	90%	87%	90%	87%	94%	79%	89%	89%	89%	92%	92%	90%	77%	93%	92%	95%	89%	97%
DO YOU FEEL THAT FAMILY SUPPORTS HAVE MADE A POSITIVE DIFFERENCE IN THE LIFE OF YOUR FAMILY																						
Yes	91%	93%	92%	92%	93%	90%	91%	86%	93%	86%	91%	91%	90%	95%	88%	91%	80%	93%	90%	96%	91%	94%
HAVE SERVICES AND SUPPORTS REDUCED YOUR FAMILY'S OUT-OF-POCKET EXPENSES FOR YOUR CHILD'S CARE?																						
Yes	72%	77%	67%	72%	72%	71%	80%	62%	72%	66%	74%	71%	71%	77%	72%	78%	51%	73%	74%	82%	72%	73%
DO YOU FEEL THAT REGIONAL CENTER SERVICES HAVE IMPROVED YOUR ABILITY TO CARE FOR YOUR CHILD																						
Yes	86%	89%	85%	87%	90%	82%	89%	81%	89%	80%	83%	87%	79%	89%	81%	87%	71%	89%	87%	92%	89%	92%
DO YOU FEEL THAT FAMILY SUPPORTS HAVE IMPROVED YOUR ABILITY TO CARE FOR YOUR CHILD																						
Yes	87%	88%	86%	90%	89%	80%	87%	82%	89%	81%	86%	87%	83%	90%	82%	87%	77%	89%	87%	92%	88%	90%
HAVE THE SERVICES OR SUPPORTS THAT YOUR CHILD/FAMILY RECEIVED DURING THE PAST YEAR BEEN REDUCED, SUSPENDED, OR TERMINATED																						
Yes*	18%	15%	17%	27%	19%	21%	12%	16%	16%	20%	21%	22%	20%	21%	21%	17%	17%	17%	20%	18%	13%	16%
IF SERVICES OR SUPPORTS HAVE BEEN REDUCED, SUSPENDED OR TERMINATED IN THE PAST YEAR, DID THE REDUCTION, SUSPENSION, OR TERMINATION OF THESE SERVICES OR SUPPORTS AFFECT YOUR FAMILY NEGATIVELY																						
Yes*	66%	67%	55%	68%	64%	53%	83%	69%	67%	69%	61%	56%	64%	72%	77%	80%	78%	66%	63%	62%	63%	63%
HAVE THE SERVICES OR SUPPORTS THAT YOUR CHILD RECEIVED BEEN INCREASED IN THE PAST YEAR																						
Yes	25%	26%	22%	25%	27%	22%	28%	26%	33%	27%	26%	22%	21%	19%	25%	19%	30%	27%	21%	26%	25%	23%
ARE SERVICES AND SUPPORTS HELPING YOUR CHILD TO LIVE A GOOD LIFE																						
Yes	91%	90%	92%	92%	91%	87%	93%	86%	93%	89%	91%	92%	88%	93%	88%	90%	80%	92%	92%	94%	92%	94%
HAVE REGIONAL CENTER SERVICES MADE A DIFFERENCE IN HELPING KEEP YOUR CHILD AT HOME																						
Yes	82%	79%	81%	87%	85%	73%	82%	78%	87%	75%	81%	85%	75%	85%	74%	82%	68%	84%	78%	82%	82%	85%
Individual Question Responses Above 5%		5 out of 18	2 out of 18	3 out of 18	0 out of 18	4 out of 18	3 out of 18	0 out of 18	3 out of 18	2 out of 18	1 out of 18	1 out of 18	0 out of 18	2 out of 18	2 out of 18	1 out of 18	1 out of 18	1 out of 18	1 out of 18	7 out of 18	6 out of 18	3 out of 18
Individual Question Responses Below 5%		0 out of 18	2 out of 18	1 out of 18	1 out of 18	2 out of 18	6 out of 18	6 out of 18	0 out of 18	6 out of 18	2 out of 18	0 out of 18	7 out of 18	2 out of 18	5 out of 18	5 out of 18	14 out of 18	1 out of 18	1 out of 18	0 out of 18	0 out of 18	0 out of 18