

National Core Indicators (NCI)

Board of Directors' Meeting
September 7, 2023

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



What is the NCI Survey?

- ▶ The National Core Indicators (NCI) Survey gives individuals with intellectual/developmental disabilities (I/DD) and their families the opportunity to voluntarily and confidentially participate in surveys to share their experiences on access to and use of regional center and community services.
 - Survey responses help California learn how it is doing compared to other states.
 - Survey responses help the regional centers see what they are doing well and what they can improve.

There are four types of NCI surveys used in California:

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

The Adult In-Person Survey is conducted face-to-face with an individual who is 18 years or older and receives at least one service from the regional center, in addition to case management.

- ▶ **Child Family Survey**

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

- ▶ **Adult Family Survey**

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

- ▶ **Family Guardian Survey**

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

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

NCI Survey Cycle *continued*

Survey Schedule

Show 10 ▼ entries Search:

Fiscal Year	Adult In-Person Survey	Adult Family Survey	Family Guardian Survey	Child Family Survey
2020/21	X			
2021/22		X	X	X
2022/23	X			
2023/24		X	X	X
2024/25	X			
2025/26		X	X	X

NCI Adult Family Survey 2019-2020

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:

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- ☐ 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



NCI Adult Family Survey 2019-2020

Access Indicators

● CA Average
● Regional Center Selected

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Can Families Or Their Family Member Contact Service Coordinator When They Want To?



Yes
(Always/
Usually)



Does Their Family Member See Health Professionals When Needed?

Yes
(Always/
Usually)

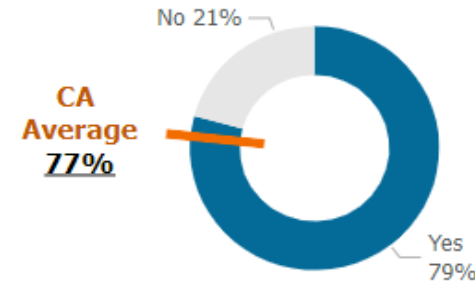


Does Their Family Member Go To Dentist When Needed?

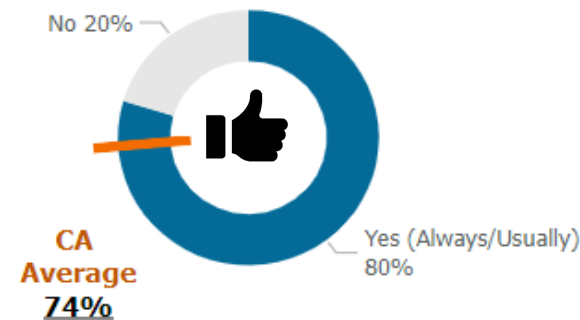
Yes
(Always/
Usually)



Do Families Get The Supports and Services They Need?



Do Services/Supports Change When Families' Needs Change?



Do Service Coordinators Speak In The Family's Preferred Language?

98%
(Yes)

CA Average: **97%**

Do Service Coordinators Support Families In Culturally Respectful Ways?

98%
(Always/Usually)

CA Average: **97%**

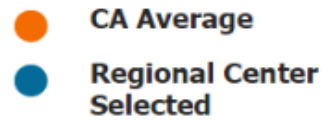
Does Their Family Member Have The Special Equipment/ Accommodations That They Need?

85%
(Always/Usually)

CA Average: **82%**

NCI Adult Family Survey 2019-2020

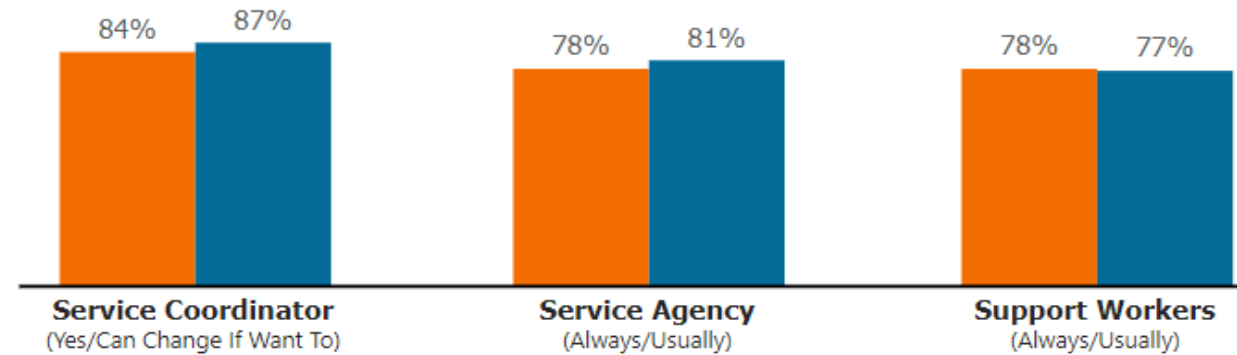
Choice Indicators



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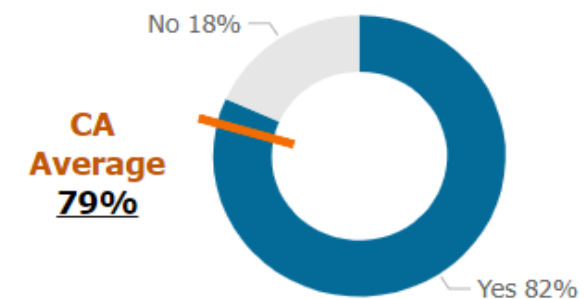
Do Families Say They Can Choose or Change Who Works With Their Family Member?



Do Families Directly Manage Support Staff?



Do Service Providers Work Together To Provide Supports?



NCI Adult Family Survey 2019-2020

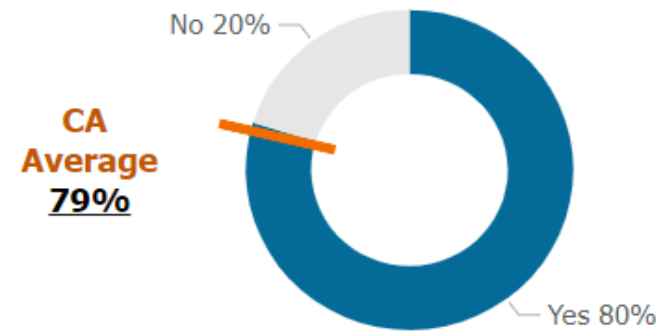
Community Participation Indicators

- CA Average
● Regional Center Selected

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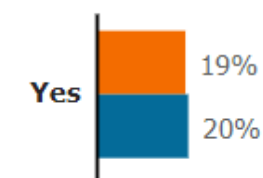
Does Their Family Member Participate in Community Activities?



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




Does Family Participate in Family-to-Family Networks in Their Community?



NCI Adult Family Survey 2019-2020

Information & Planning Indicators

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

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- ☐ Valley Mountain
- ☐ Westside

Does Their Family Member Have An Individual Program Plan (IPP)?

77%
(Yes)
CA Average: 80%

Do Families Get A Copy Of IPP In Their Preferred Language?

95%
(Yes)
CA Average: 94%

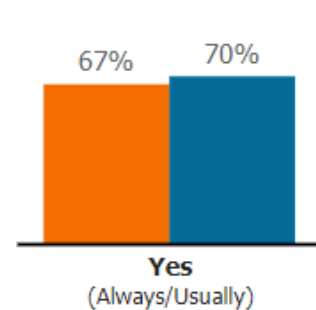
Do Families Get Information In Their Preferred Language?

96%
(Yes)
CA Average: 96%

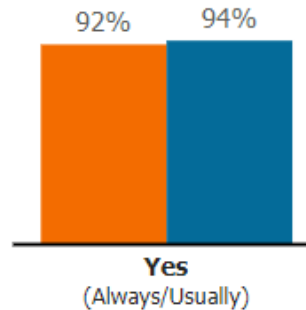
Do Families Think Information Is Easy To Understand?

88%
(Always/Usually)
CA Average: 85%

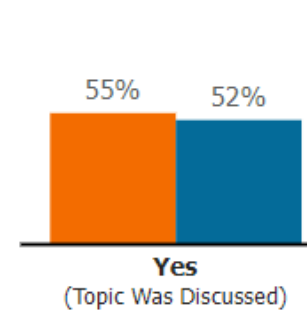
Do Families Get Enough Information To Participate In Planning Services?



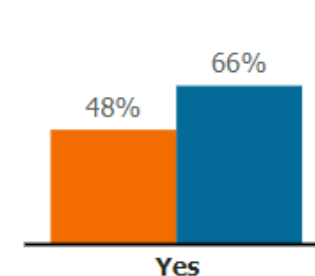
Do Service Coordinators Respect Family's Choices And Opinions?



Did Families Discuss How To Handle Emergencies At Last IPP Meeting?

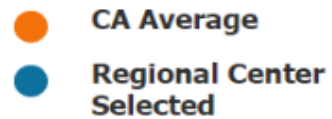


Does Their Family Member Have A Transition Plan?
(For Those Who Left School Services During The Past Year)



NCI Adult Family Survey 2019-2020

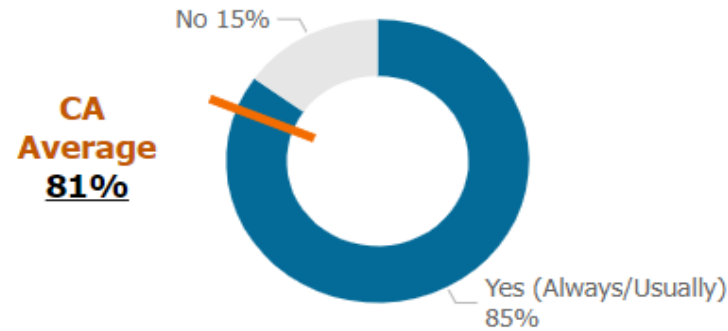
Satisfaction Indicators



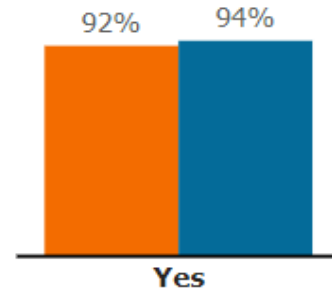
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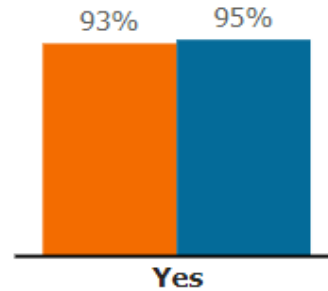
Are You Satisfied with Current Services and Supports Your Family Member Receives?



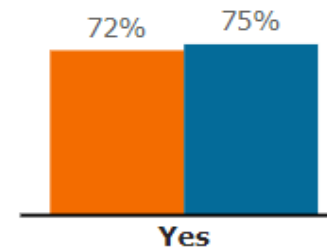
Do Services And Supports Help Their Family Member Live A Good Life?



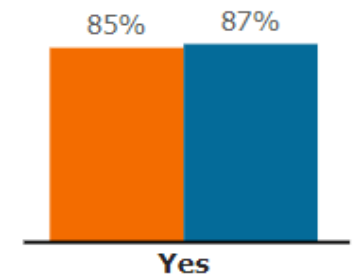
Have Services And Supports Made A Positive Difference in Their Family Member's Life?



Do Services and Supports Reduce Family's Out-Of-Pocket Expenses to Care For Their Family Member?



Have Regional Center Services Helped Keep Their Family Member At Home?



NCI Family Guardian Survey 2019-2020

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.

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Access

Choice

Community Participation

Information & Planning

Satisfaction



NCI Family Guardian Survey 2019-2020

Access Indicators

● CA Average
● Regional Center Selected

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Can Family or Their Family Member Contact Service Coordinator When They Want To?



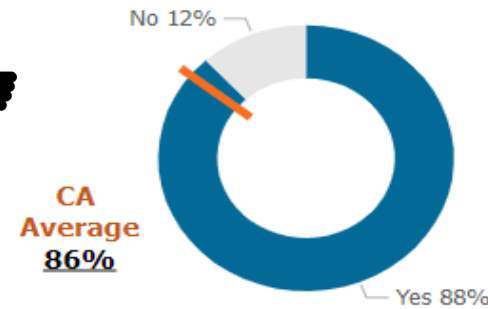
Does Their Family Member See Health Professionals When Needed?



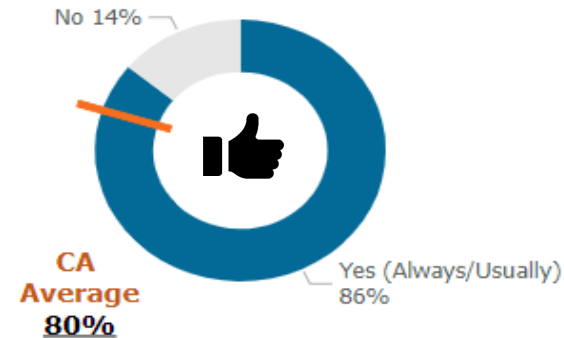
Does Their Family Member Go To Dentist When Needed?



Does Family Get The Supports And Services They Need?



Do Services and Supports Change When Family's Needs Change?



Does Service Coordinator Speak in Family's Preferred Language?

98%
 (Yes)
 CA Average: **98%**

Does Service Coordinator Support Family in Culturally Respectful Ways?

98%
 (Always/Usually)
 CA Average: **96%**

Does Their Family Member Have the Special Equipment/ Accommodations That They Need?

90%
 (Always/Usually)
 CA Average: **89%**

NCI Family Guardian Survey 2019-2020

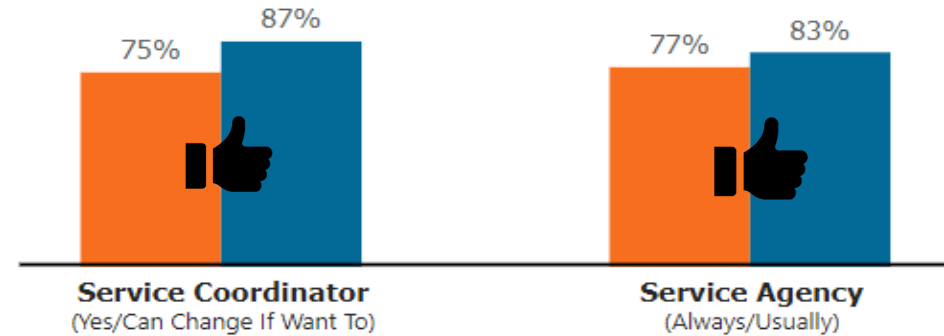
Choice Indicators



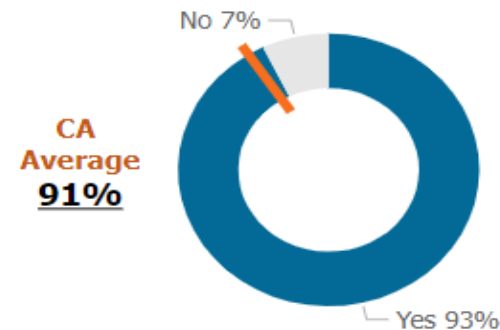
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Do Families Say They Can Choose Or Change Who Works With Their Family Member?

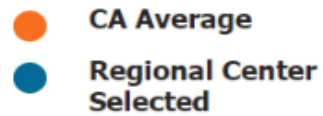


Do Service Providers Work Together To Provide Supports?



NCI Family Guardian Survey 2019-2020

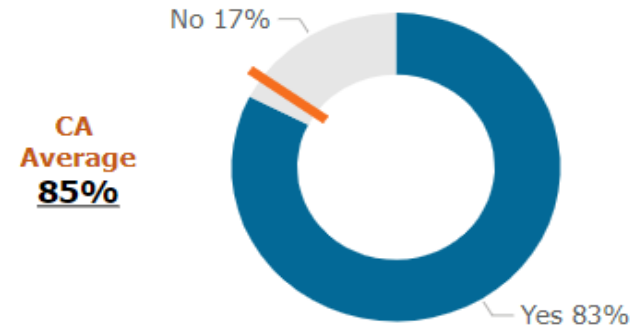
Community Participation Indicators



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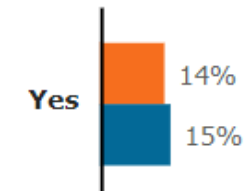
Does Their Family Member Participate In Community Activities?



Are There Community Resources That Family Can Use Outside Of The Regional Center?



Does Family Participate In Family-to-Family Networks In Their Community?



NCI Family Guardian Survey 2019-2020

Information & Planning Indicators

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

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Does Their Family Member Have An Individual Program Plan (IPP)?

92%

(Yes)

CA Average: 91%

Did Family Get Copy Of IPP In Their Preferred Language?

93%

(Yes)

CA Average: 91%

Does Family Get Information In Their Preferred Language?

99%

(Yes)

CA Average: 98%

Does Family Think Information Is Easy To Understand?

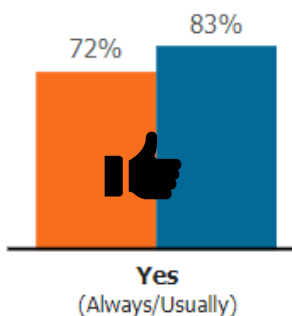
94%

(Always/Usually)

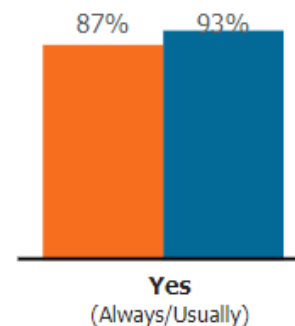
CA Average: 89%



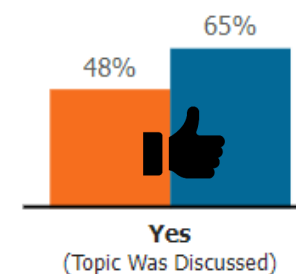
Does Family Get Enough Information To Participate In Planning Services?



Does Service Coordinator Respect Family's Choices And Opinions?



Did Family Discuss How To Handle Emergencies At Last IPP Meeting?



NCI Family Guardian Survey 2019-2020

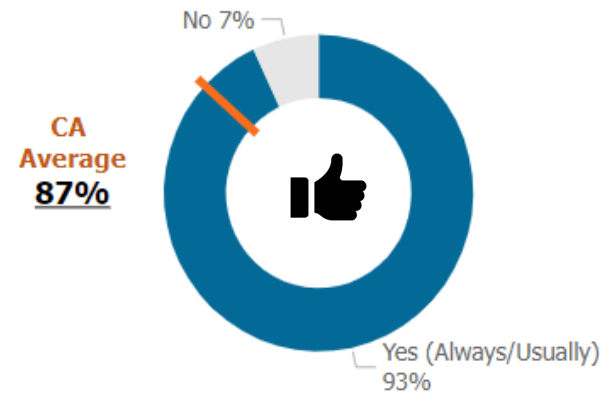
Satisfaction Indicators

● CA Average
● Regional Center Selected

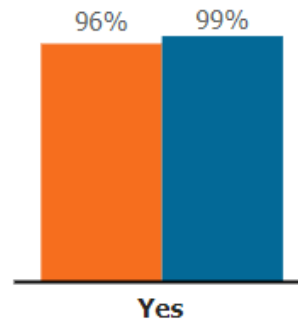
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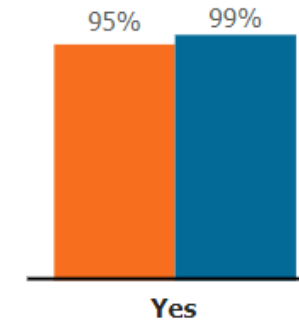
Are You Satisfied With Current Services And Supports Your Family Member Receives?



Do Services and Supports Help Their Family Member Live A Good Life?



Have Services And Supports Made A Positive Difference In Their Family Member's Life?



Overall
Snapshot

Activities
Outside Home

Choice

Customer
Experience

Day Activities &
Supports

Employment

Health &
Wellness

Information &
Planning

Language
Access

Service Access

Social
Relationships

NCI In-Person Survey 2020-2021 Domains Snapshot By Regional Center

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- ☐ Westside

Activities Outside Home

Choice

Customer Experience

Day Activities & Supports

Employment

Health & Wellness

Information & Planning

Language Access

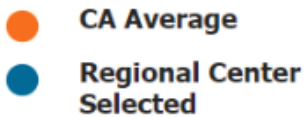
Service Access

Social Relationships

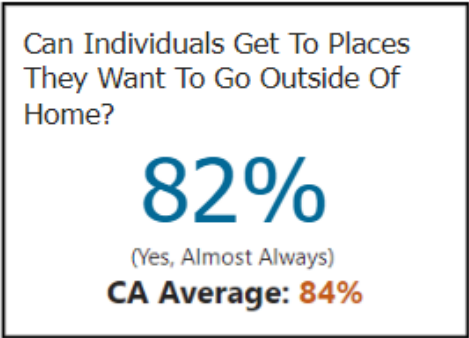
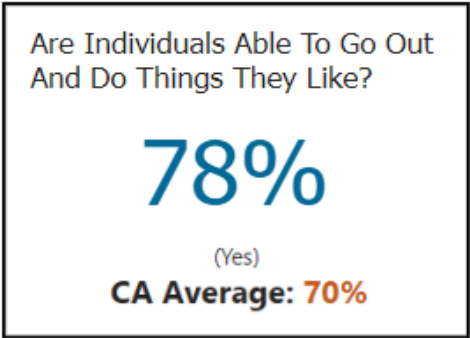
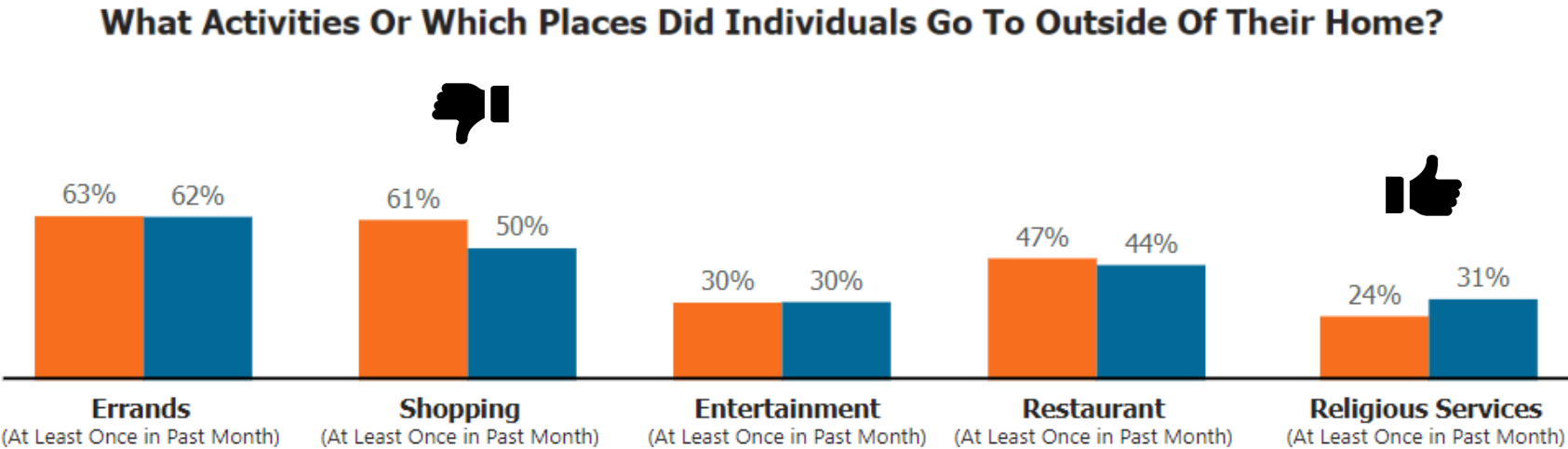
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<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
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NCI In-Person Survey 2020-2021

Domains Snapshot By Regional Center

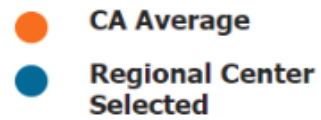


- Select a Regional Center:
- ☐ Alta California
 - ☐ Central Valley
 - ☐ East Bay
 - ☐ Eastern LA
 - ☐ Far Northern
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 - ☐ Westside



NCI In-Person Survey 2020-2021

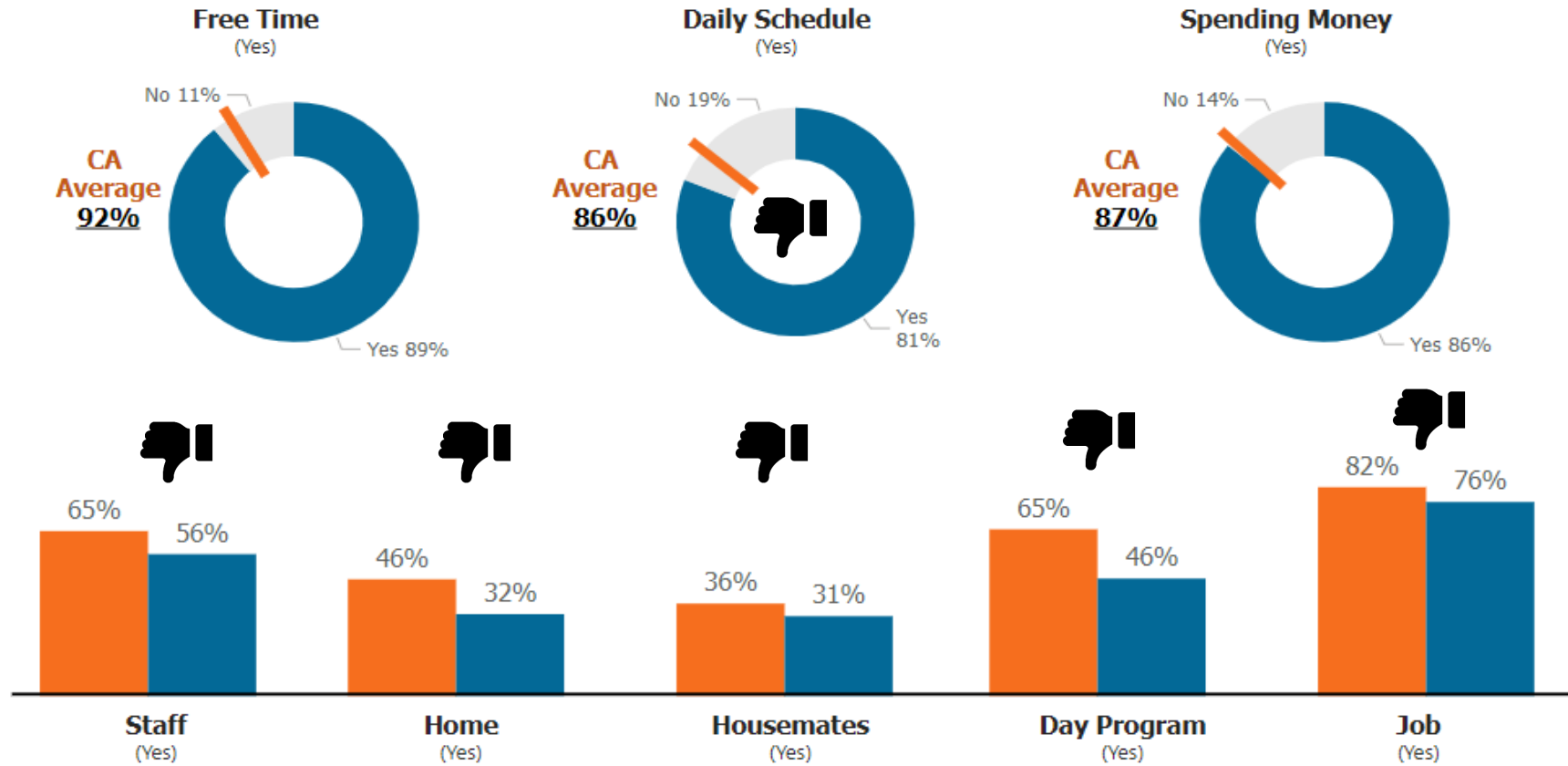
Domains Snapshot By Regional Center



Select a Regional Center:

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Do Individuals Say They Make Own Choices or Have Input on Choices?



NCI In-Person Survey 2020-2021

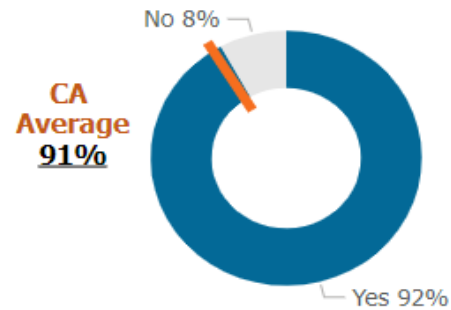
Domains Snapshot By Regional Center

● CA Average
● Regional Center Selected

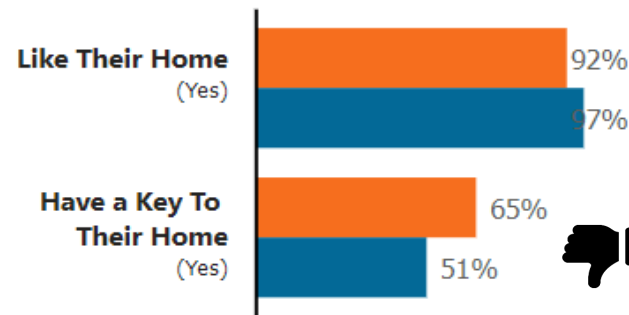
Select a Regional Center:

- ☐ Alta California
- ☐ Central Valley
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- ☐ Westside

Do Services and Supports Help Individuals Live A Good Life?



Regarding Home, Do Individuals...?



Do Individuals Have a Time To Themselves or a Place To Be Alone At Home?

92%
 (Yes)
 CA Average: **94%**

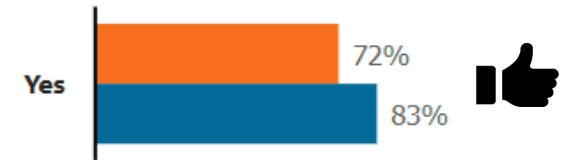
Do People Announce Themselves Before Entering An Individual's Home?

85%
 (Yes)
 CA Average: **92%**

Do Individuals Have Someone To Talk To If They Feel Afraid?

93%
 (Yes)
 CA Average: **93%**

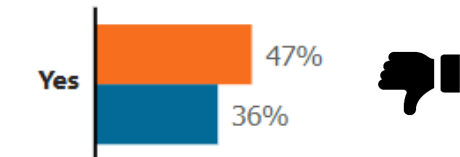
Do Individuals Have Staff Who Help Them?



Do Individuals Get To Do Things They Like As Much As They Want?



Have Individuals Ever Voted in a Local, State, or Federal Election?

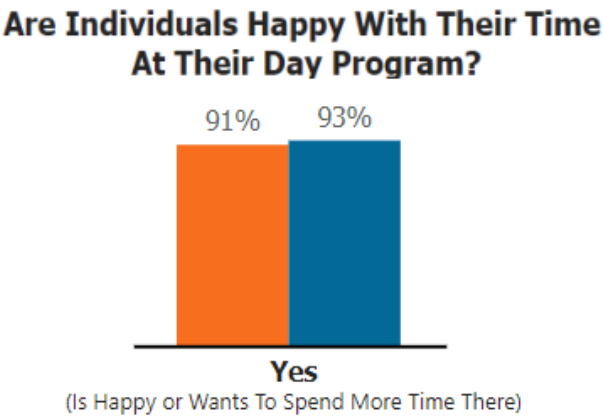
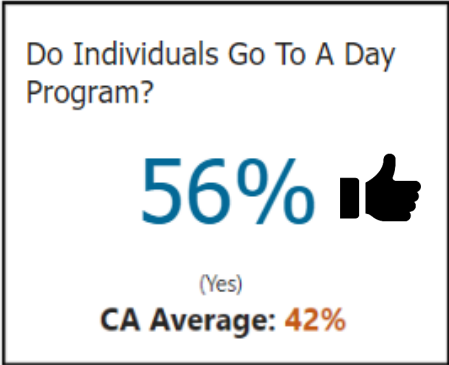


CA Average

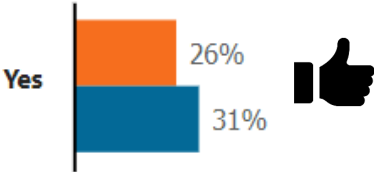
Regional Center Selected

Select a Regional Center:

- ☐ Alta California
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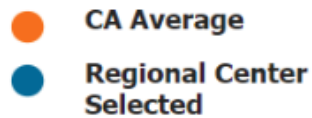
Do Individuals Volunteer?



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 individuals participating in employment may make fewer individuals available to participate in day activities or an individual's participation in a paid individual or small-group job may occur as part of their participation in a day program. For 2020-2021 cycle, background information on whether individuals go to a day program was not available for the "Do Consumers Go To A Day Program?" survey question.

NCI In-Person Survey 2020-2021

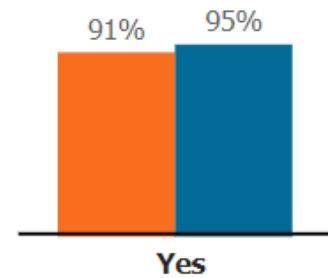
Domains Snapshot By Regional Center



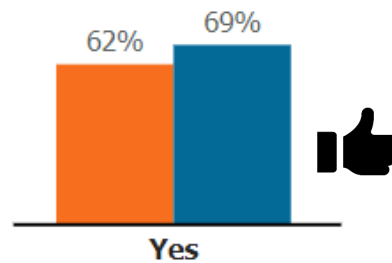
Select a Regional Center:

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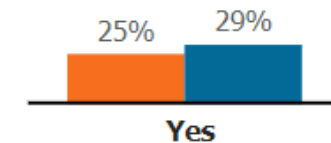
Do Individuals Like Working At Their Job?



Do Individuals Want A Job If They Currently Do Not Have One?



Do Individuals Take Job-Related Training Or Classes?



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 individuals participating in employment may make fewer individuals available to participate in day activities or an individual's participation in a paid individual or small-group job may occur as part of their participation in a day program. For 2020-2021 cycle, background information on whether individuals have a paid community job, have employment as goal in IPP, and receiving employment development services from regional center were not available.

NCI In-Person Survey 2020-2021

Domains Snapshot By Regional Center

CA Average

Regional Center Selected

Select a Regional Center:

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Overall, How Do Individuals Rate Their Health?

99%

(Excellent, Very Good, or Fairly Good)

CA Average: 98%

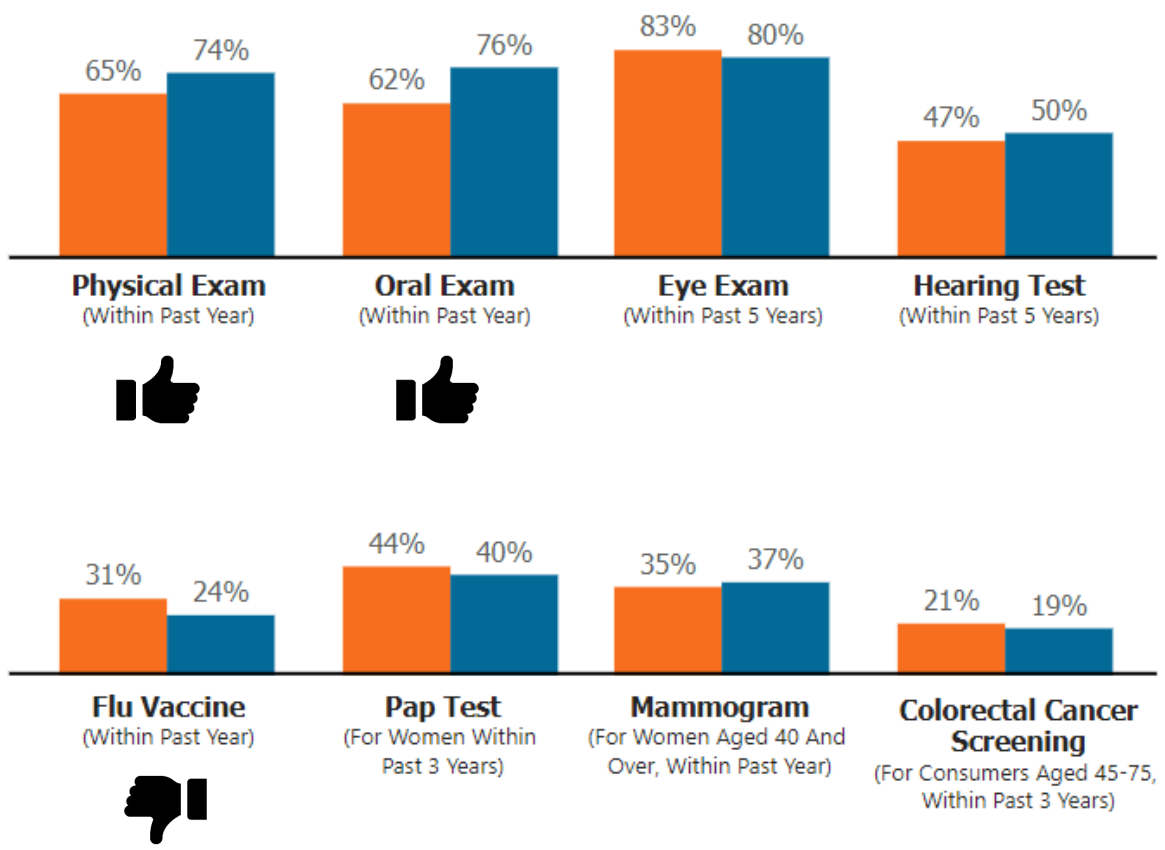
Do Individuals Engage In Physical Activity or Exercise At Least Once A Week?

81%

(Yes)

CA Average: 72%

Do Individuals Get Recommended Health Screenings or Vaccinations?



NCI In-Person Survey 2020-2021

Domains Snapshot By Regional Center

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

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- ☐ San Diego
- ☐ San Gabriel/Pomona
- ☐ South Central LA
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- ☐ Westside

Do Individuals Have an Individual Program Plan (IPP)?

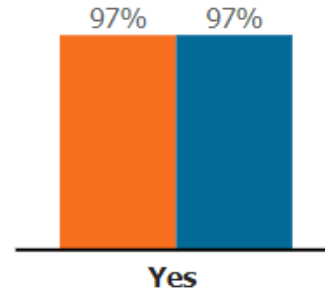
65%

(Yes)

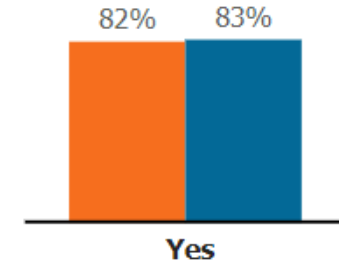
CA Average: 79%



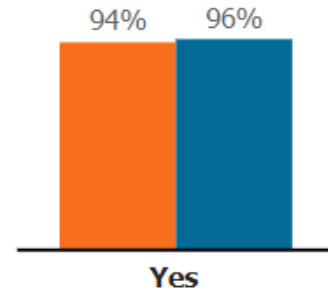
Did Individuals Participate in Their Last IPP Meeting?



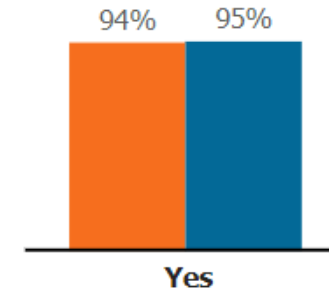
Did Individuals Understand What Was Talked About At IPP Meeting?



Did the IPP Meeting Include People That Individuals Wanted There?



Did Individuals Get To Choose Services in Their IPP?



CA Average

Regional Center Selected

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- ☐ Valley Mountain
- ☐ Westside

Do Individuals Get a Copy of
IPP In Their Preferred
Language?

90%

(Yes)

CA Average: 92%

Do Staff Support Individuals In
Culturally Respectful Ways?

100%

(Yes)

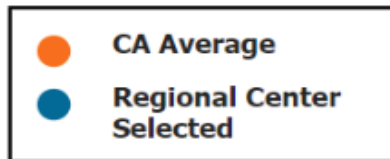
CA Average: 99%

Do Staff Communicate With Individuals In Their Preferred Language?



NCI In-Person Survey 2020-2021

Domains Snapshot By Regional Center



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- ☐ Valley Mountain
- ☐ Westside

Have Individuals Met With Their Service Coordinator?



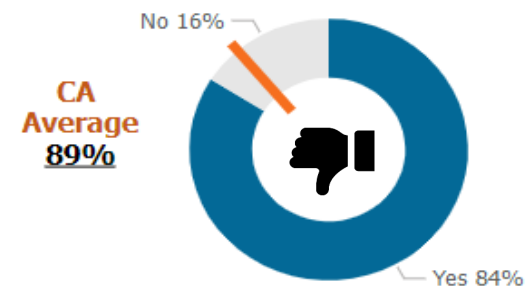
Do Service Coordinators Ask Individuals What They Want?



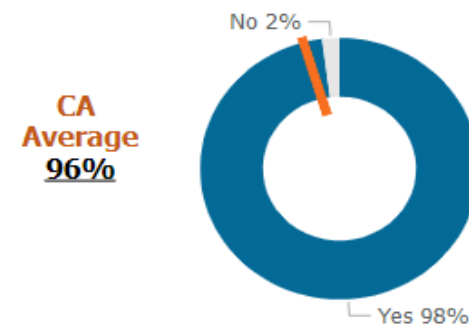
Can Individuals Contact Their Service Coordinator When They Want To?



Can Individuals Change Their Service Coordinator If They Want To?



Do Staff Treat Individuals With Respect?



NCI In-Person Survey 2020-2021

Domains Snapshot By Regional Center

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

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Can Individuals See Or Communicate With Family When They Want To?

89%

(Yes)

CA Average: 82%



Can Individuals See Friends When They Want To?

73%

(Yes)

CA Average: 64%



Do Consumers Have Friends They Like To Talk To Or Do Things With?

88%

(Yes, Have Friends Who Are Not Staff and Friends Who Are Staff/Family)

CA Average: 86%

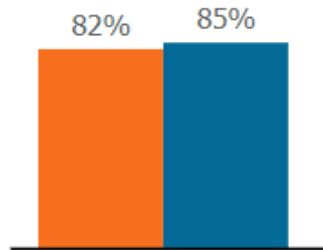
Do Individuals Have Other Ways To Communicate With Friends When They Cannot See Them?

86%

(Yes)

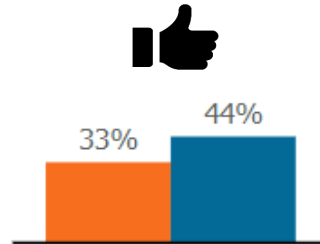
CA Average: 89%

Can Individuals Be Alone With Friends Or Visitors At Home?



Yes

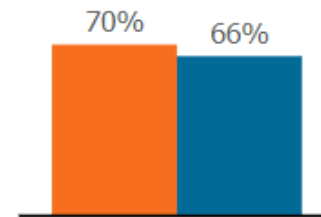
Do Individuals Want Help Contacting Friends Or Making New Friends?



Yes



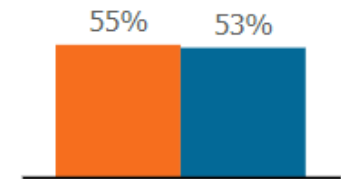
Can Individuals Go On A Date If They Want To?



Yes

(Can Date and May Have Some Rules About Dating)

Do Individuals Ever Feel Lonely?



No

(Does Not Feel Lonely)

Areas for Improvement

- ▶ Activities outside of home, Shopping, (At least once in past month).
- ▶ Do Individuals Say They Make Own Choices or Have Input on Choices? RCOC is low in all areas: Staff; Home; Housemates; Day Program; and Job.
- ▶ Customer Experience. Regarding Home, Do Individuals have a key to their own home? Have individuals ever voted in a local, State or Federal Election? Do People announce themselves before entering an individual's home?
- ▶ Health and Wellness. Flu vaccine within the past year.
- ▶ Information and Planning. Do Individuals have an Individual Program Plan (IPP)?

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

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/wpcontent/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