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# KERN REGIONAL CENTER

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*Striving to Achieve Equality,  
Independence and Empowerment*

January 2, 2025

Pete Cervinka  
Department of Developmental Services  
1215 O Street, MS 8-20  
Sacramento, CA 95814

Dear Mr. Cervinka,

Enclosed is a copy of the Kern Regional Center (KRC) report summarizing stakeholder feedback from our National Core Indicator meeting held on November 19, 2024.

**Documents attached are:**

- 1.KRC Cover Page
- 2.NCI Flyer in English and Spanish for public meeting notification
- 3.NCI public meeting sign-in sheets
- 4.NCI meeting minutes and report.
- 5.NCI PowerPoint Presentations in English and Spanish
- 6.KRC recommendations and strategy for improvement report

KRC hosted a public information meeting on November 19, 2024, to engage consumers, family members, vendors, and other stakeholders in meaningful discussions. The goal was to gather feedback and recommendations for addressing areas of improvement that arose as a result of the surveys. During the meeting, KRC presented information on the following surveys: the Adult In-Person Survey for FY 2020-2021, the Adult Family Survey, the Child Family Survey, and the Family Guardian Survey for FY 2021-2022.

The presentation was conducted in one session in English, with Spanish and American Sign Language (ASL) interpretation provided. The session was held during KRC's Board Meeting and offered both in-person and virtual participation via Zoom. Discussions occurred throughout the presentation, followed by question-and-answer sessions to collect attendee feedback. KRC facilitated meaningful exchanges with participants, resulting in valuable insights and recommendations.

The findings from this meeting highlight the need to strengthen KRC's outreach, training, and education for the individuals we serve, including clients, staff, and families. These efforts will help us maintain active engagement, monitor service needs, and assess satisfaction across Kern, Inyo, and Mono counties, with an emphasis on promoting equity in service delivery and utilization. At KRC, we are committed to delivering comprehensive, person-centered, and high-

3200 N. Sillect Avenue • Bakersfield, California 93308  
(661) 327-8531 • Fax (661) 324-5060 • TDD (661) 327-1251  
[www.Kernrc.org](http://www.Kernrc.org)



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## KERN REGIONAL CENTER

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*Striving to Achieve Equality,  
Independence and Empowerment*

quality services to our individuals served and their families. We welcome any feedback from the Department regarding this report.

Respectfully,

*Tomas Cubias*

Tomas Cubias  
Assistant Director of Service Access & Equity

cc: Enrique Roman Executive Director, Kern Regional Center  
Omelia Trigueros, Director of Client Services  
Tomas Cubias, Assistant Director of Service Access & Equity  
Lynn Clark, Director of Community Services  
Tom Wolfgram, Chief Financial Officer



**KERN  
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# NATIONAL CORE INDICATOR (NCI)

Please join KRC for a presentation on the National Core Indicator (NCI) Survey, on **November 19, 2024**, in the Malibu Room. These surveys give 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.

## NCI Presentation

- ✓ Explanation of the types of NCI surveys.
- ✓ Overview of the results of the surveys.
- ✓ Share your input on the results of the survey for changes KRC can make.



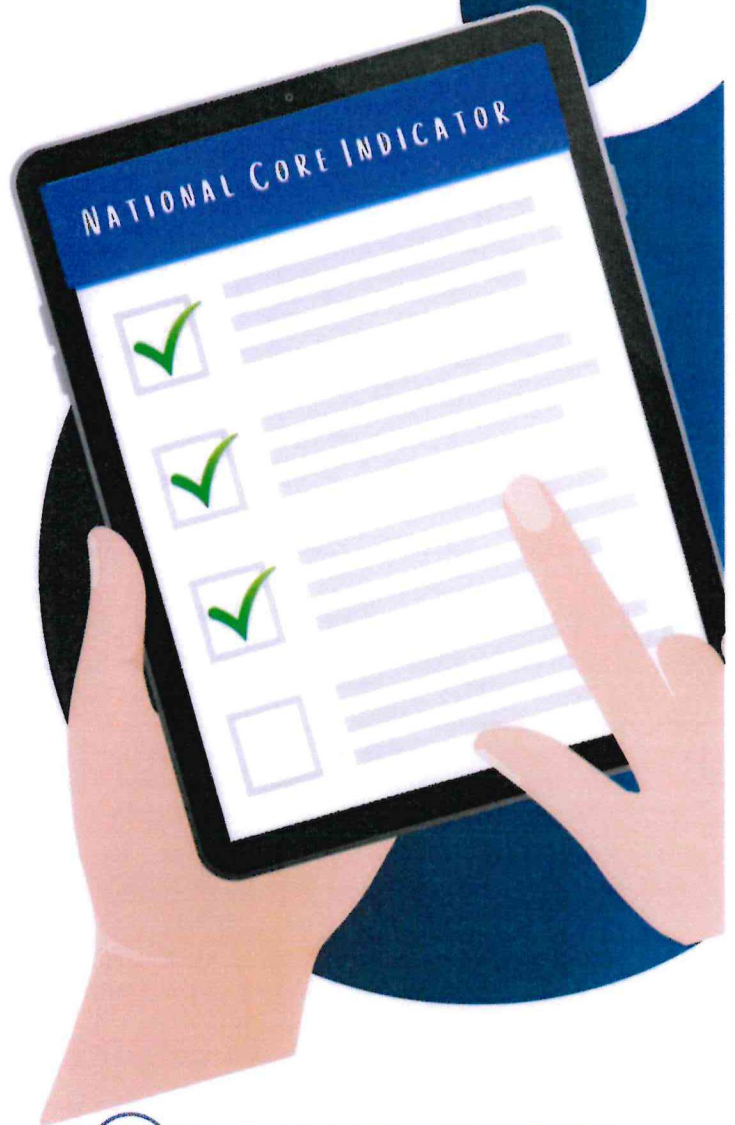
**November 19, 2024**  
**6:00 PM- 7:30 PM**



**Malibu Room**  
**3300 N. Sillect , Ave.**  
**Bakersfield, CA 93308**



[https://us02web.zoom.us/j/89833310469?  
pwd=dkSzeERwekdmaXZldVBmbFdHbHpwUT09](https://us02web.zoom.us/j/89833310469?pwd=dkSzeERwekdmaXZldVBmbFdHbHpwUT09)



Should you need ASL interpretation please contact Patricia Flores (661) 840-5375



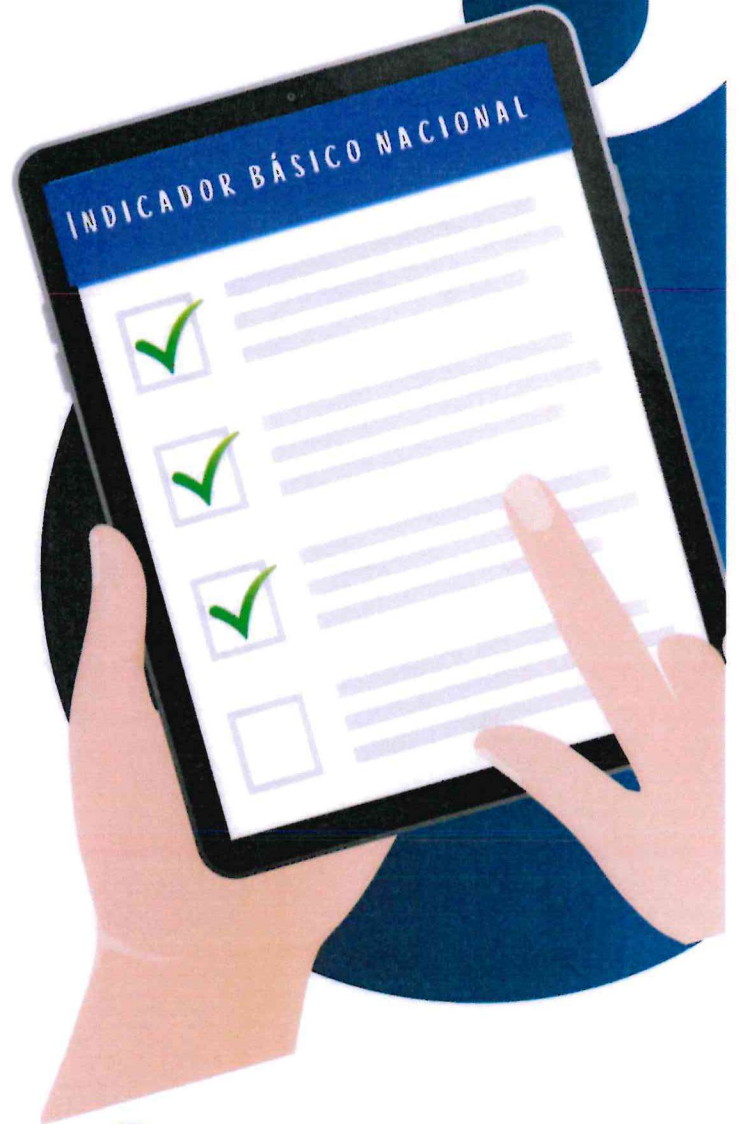
**KERN  
REGIONAL  
CENTER**

# INDICADOR BÁSICO NACIONAL (NCI)

Únase a KRC para una presentación sobre la Encuesta de Indicadores Básicos Nacionales (NCI, por sus siglas en inglés), el **19 de Noviembre de 2024**, en la Sala Malibu. Estas encuestas brindan a las personas con discapacidades intelectuales y del desarrollo (I/DD, por sus siglas en inglés) y a sus familias la oportunidad de participar de manera voluntaria y confidencial en encuestas para compartir sus experiencias sobre el acceso y el uso de los servicios comunitarios y del centro regional.

## Presentación del NCI

- ✓ Explicación de los tipos de encuestas del NCI.
- ✓ Visión general de los resultados de las encuestas.
- ✓ Comparta su opinión sobre los resultados de la encuesta sobre los cambios que KRC puede realizar.



**19 de Noviembre de 2024**  
**6:00 PM-7:30 PM**



**Malibu**  
**3300 N. Sillect, Avenida.**  
**Bakersfield, California 93308**



[https://us02web.zoom.us/j/89833310469?  
pwd=dk5zeERwekdmaXZldVBmbFdHbHpwUT09](https://us02web.zoom.us/j/89833310469?pwd=dk5zeERwekdmaXZldVBmbFdHbHpwUT09)

Si necesita interpretación en ASL, comuníquese con Patricia Flores (661) 840-5375

## **Meeting Minutes**

### **National Core Indicators (NCI) Presentation Minutes**

**Language(s) presented:** English

**Location:** Bakersfield 11/19/2024 6pm-7:30pm (one session In-Person and Zoom-Hybrid)

**Language(s):** English; Spanish and ASL interpretation provided.

**Number of attendees:** 19 In-Person, 22 via Zoom

**Note:** Discussion followed all comments made at KRC's public meeting.

**Presenter:** Tomas Cubias, Assistant Director of Service Access & Equity (English Presentation)

- KRC began by introducing the topic of the National Core Indicators (NCI) and providing background on what it is and the different survey types and survey schedule by Fiscal Year.
- KRC asked the attendees if they knew what the National Core Indicators were and what they were used for? KRC explained what the NCI's are and the different types of surveys that would be presented at the public meeting. The four types of surveys that were mentioned and discussed were completed in California: Adult In-Person, Adult Family, Child Family, and Family Guardian Survey.
- KRC presented on the following surveys: FY 2020-2021 for the Adult In-Person Survey and the Adult Family, Child Family, and Family Guardian Survey for FY 2021-2022.

### **The following information was shared during the meeting:**

- KRC shared that the information being presented has been shared publicly and can be found through the DDS website under the NCI tab under, "domain dashboards," or for more in-depth information, the "comprehensive dashboards."
- KRC shared that the results are determined to be "met" if results fell within a plus or minus 5% variation from the Regional Center percentage rating, in this case Kern Regional Center from the state of CA's percentage.
- KRC presented the results for the Adult In-Person survey. The results shown as the checkmarks are representing each topic surveyed and whether KRC has met the state average. There is need for improvement in the areas of Customer Service, Service Access, and Social Relationships.
- A community member posed the question virtually through Zoom; they asked how many people were interviewed in total for the Adult In-Person Survey?
- On the first slide of the "Adult Family Survey," KRC mentioned that there is need for improvement in the following areas: "Community Participation, Information & Planning, and Satisfaction," as these were not fully met, and KRC scored low in these areas. KRC committed to improving in the "Adult Family Survey results," by stating that there needs to be better availability from Service Coordinators (SC) as KRC fell under the state average for families feeling as if they can contact their Service Coordinator when they needed to.

- Another area to focus on where KRC can make great improvement was the Individual Program Plan (IPP) process as KRC fell short by 11% compared to the state average.
- In the first slide of the “Family Guardian Survey,” KRC mentioned the areas that needed improvement were: access, choice, information & planning, and satisfaction.
- In the “Child Family Survey,” presentation, most satisfaction areas fell short in comparison to the state average. KRC mentioned that there needs to be better communication from the agency in informing families they have a choice in changing service coordinators by law, educating families that they can contact their service coordinator at any time with the expectation of having the Service Coordinator responding in forty-eight hours to an inquiry. Other areas that needed improvement and education to the community were limited vendors in rural areas, asking more person-centered questions in meetings with clients and their circle of support, planning team and providing documents to clients and their families in their preferred languages and better educating the community in generic resources and primary programming when it comes to school aged children and the school districts.
- KRC mentioned that part of the problem could be that the data from FY 2020-2021 occurred during the COVID-19 pandemic and may have affected results.
- KRC provided recommendations and solutions as to what the agency is doing now to remedy these issues such as: providing more trainings for staff, cases, if transferred are being transferred within the same unit and kept with the same program manager. When there is change in Service Coordinator letters are being sent out with updates and contact information for the new Service Coordinator to avoid any miscommunication and gaps in services to the client.
- KRC mentioned that another remedy and training was the finalization of the Family Service Guide that will be completed in 2025. This will be a support to families and clients in better understand and communicating about KRC services, their purpose, and unmet needs for the clients we serve.

**Additional Questions/Comments:**

- One of the Board Members spoke about the institutional change that she has seen firsthand through the work of KRC and Padres Unidos such as: Director/Management support to clients, Service Coordinators being better prepared at IPP meetings and engaged.
- Another Board Member also spoke about the transformative change she has seen and is eager to see how further collaboration and relationship building take KRC to another level.
- KRC emphasized the data provided is from FY 2020-2021 and FY 2021-2022 and improvements will continue to be made.
- A community member asked a question over Zoom, “when will the updated survey be done and available?” KRC explained the process of the surveys and its timelines and when the survey results come out.
- Another community member asked a question over Zoom, “how a person that is not a client can be evaluated?”
- Another attendee over Zoom, thanked KRC for its openness and transparency and for the successful KRC Bishop Office Open House.

Ultimately, KRC addressed the community member's question about intake, evaluations, and referrals the following day, with an explanation provided by the Assistant Director of Intake & Assessment.

## **Acta de la reunión**

### **Actas de presentación de los Indicadores Básicos Nacionales (NCI)**

**Idioma(s) presentado(s):** Inglés

**Lugar:** Bakersfield 19/11/2024 6pm-7:30pm (una sesión en persona y Zoom-Hybrid)

**Idioma(s):** Inglés; Se proporciona interpretación al español y al lenguaje de señas.

**Número de asistentes:** 19 presenciales, 22 vía Zoom

**Nota:** El debate siguió a todos los comentarios formulados en la reunión pública de la KRC.

**Presentador:** Tomás Cubias, Subdirector de Acceso a Servicios y Equidad (Presentación en inglés)

- KRC comenzó presentando el tema de los Indicadores Básicos Nacionales (NCI, por sus siglas en inglés) y proporcionando antecedentes sobre lo que son y los diferentes tipos de encuestas y el cronograma de encuestas por año fiscal.
- KRC preguntó a los asistentes si sabían qué eran los Indicadores Básicos Nacionales y para qué se utilizaban. El KRC explicó qué son los NCI y los diferentes tipos de encuestas que se presentarían en la reunión pública. Los cuatro tipos de encuestas que se mencionaron y discutieron se completaron en California: Encuesta de Adultos en Persona, Familia de Adultos, Familia de Niños y Encuesta de Tutores de Familia.
- KRC se presentó en las siguientes encuestas: Año fiscal 2020-2021 para la Encuesta de Adultos en Persona y la Encuesta de Familias Adultas, Familias de Niños y Tutores de Familia para el Año Fiscal 2021-2022.

### **Durante la reunión se compartió la siguiente información:**

- KRC compartió que la información que se presenta se ha compartido públicamente y se puede encontrar a través del sitio web del DDS en la pestaña NCI en "paneles de dominio" o, para obtener información más detallada, en los "paneles completos".
- KRC compartió que se determina que los resultados se "cumplen" si los resultados se encuentran dentro de una variación de más o menos 5% de la calificación porcentual del Centro Regional, en este caso el Centro Regional Kern del porcentaje del estado de CA.
- KRC presentó los resultados de la encuesta presencial para adultos. Los resultados que se muestran como marcas de verificación representan cada tema encuestado y si KRC ha cumplido con el promedio estatal. Es necesario mejorar en las áreas de Servicio al Cliente, Acceso al Servicio y Relaciones Sociales.
- Un miembro de la comunidad planteó la pregunta virtualmente a través de Zoom; preguntaron cuántas personas fueron entrevistadas en total para la Encuesta Presencial de Adultos.
- En la primera diapositiva de la "Encuesta de Familias Adultas", KRC mencionó que existe la necesidad de mejorar en las siguientes áreas: "Participación Comunitaria, Información y Planificación, y Satisfacción", ya que no se cumplieron plenamente, y KRC obtuvo una



puntuación baja en estas áreas. KRC se comprometió a mejorar los resultados de la "Encuesta de Familias Adultas", al afirmar que debe haber una mejor disponibilidad por parte de los Coordinadores de Servicios (SC), ya que KRC se encuentra por debajo del promedio estatal para las familias que sienten que pueden comunicarse con su Coordinador de Servicios cuando lo necesiten.

- Otra área en la que se centró y en la que KRC puede hacer grandes mejoras fue el proceso del Plan de Programa Individual (IPP), ya que KRC se quedó corto en un 11% en comparación con el promedio estatal.
- En la primera diapositiva de la "Encuesta de Guardianes de la Familia", KRC mencionó que las áreas que necesitaban mejoras eran: acceso, elección, información y planificación, y satisfacción.
- En la presentación de la "Encuesta Niño-Familia", la mayoría de las áreas de satisfacción se quedaron cortas en comparación con el promedio estatal. KRC mencionó que es necesario que haya una mejor comunicación por parte de la agencia para informar a las familias que tienen la opción de cambiar de coordinador de servicios por ley, educando a las familias para que puedan comunicarse con su coordinador de servicios en cualquier momento con la expectativa de que el coordinador de servicios responda en cuarenta y ocho horas a una consulta. Otras áreas que necesitaban mejoras y educación para la comunidad eran los proveedores limitados en las áreas rurales, hacer preguntas más centradas en la persona en las reuniones con los clientes y su círculo de apoyo, el equipo de planificación y proporcionar documentos a los clientes y sus familias en sus idiomas preferidos y educar mejor a la comunidad en recursos genéricos y programación primaria cuando se trata de niños en edad escolar y los distritos escolares.
- KRC mencionó que parte del problema podría ser que los datos del año fiscal 2020-2021 ocurrieron durante la pandemia de COVID-19 y pueden haber afectado los resultados.
- KRC proporcionó recomendaciones y soluciones sobre lo que la agencia está haciendo ahora para remediar estos problemas, tales como: proporcionar más capacitaciones para el personal, los casos, si se transfieren, se transfieren dentro de la misma unidad y se mantienen con el mismo gerente de programa. Cuando hay un cambio en el Coordinador de Servicios, se envían cartas con actualizaciones e información de contacto para el nuevo Coordinador de Servicios para evitar errores de comunicación y brechas en los servicios al cliente.
- KRC mencionó que otro remedio y capacitación fue la finalización de la Guía de Servicios Familiares que se completará en 2025. Esto será un apoyo para que las familias y los clientes comprendan y se comuniquen mejor sobre los servicios de KRC, su propósito y las necesidades insatisfechas de los clientes a los que servimos.

**Preguntas/Comentarios adicionales:**

- Uno de los miembros de la Junta habló sobre el cambio institucional que ha visto de primera mano a través del trabajo de KRC y Padres Unidos, tales como: apoyo del Director / Gestión a los clientes, Coordinadores de Servicios mejor preparados en las reuniones de IPP y comprometidos.
- Otro miembro de la Junta también habló sobre el cambio transformador que ha visto y está ansiosa por ver cómo una mayor colaboración y construcción de relaciones llevan a KRC a otro nivel.

- KRC enfatizó que los datos proporcionados son del año fiscal 2020-2021 y del año fiscal 2021-2022 y que se seguirán realizando mejoras.
- Un miembro de la comunidad hizo una pregunta a través de Zoom: "¿cuándo se realizará y estará disponible la encuesta actualizada?" KRC explicó el proceso de las encuestas y sus plazos, así como cuándo se publican los resultados de la encuesta.
- Otro miembro de la comunidad hizo una pregunta a través de Zoom: "¿cómo se puede evaluar a una persona que no es cliente?"
- Otro asistente a través de Zoom, agradeció a KRC por su apertura y transparencia y por el éxito de la Jornada de Puertas Abiertas de la Oficina del Obispo de KRC.

En última instancia, KRC respondió a la pregunta del miembro de la comunidad sobre la admisión, las evaluaciones y las referencias al día siguiente, con una explicación proporcionada por el Director Asistente de Admisión y Evaluación.



## Kern Regional Center

### National Core Indicators (NCI)

Public Meeting: November 19, 2024

## National Core Indicators Survey

There are four types of NCI surveys used in California:

- ▶ **Adult In-Person 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 receives at least one service from a regional center, in addition to case management.



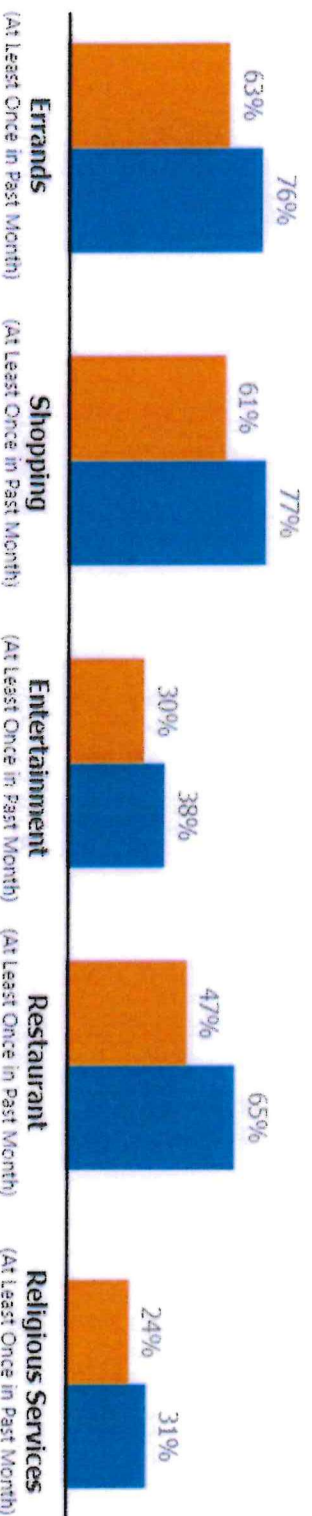
## NCI In-Person Survey 2020-2021 Domains Snapshot By Regional Center

### What Activities Or Which Places Did Individuals Go To Outside Of Their Home?

CA Average  
 Regional Center Selected

Select a Regional Center:

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



Can Individuals Get To Places They Need To Go?

**88%**  
(Yes, Almost Always)  
CA Average: **92%**

Are Individuals Able To Go Out And Do Things They Like?

**77%**  
(Yes)  
CA Average: **70%**

Can Individuals Get To Places They Want To Go Outside Of Home?

**80%**  
(Yes, Almost Always)  
CA Average: **84%**

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

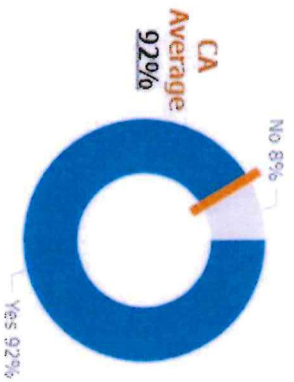
### Do Individuals Say They Make Own Choices or Have Input on Choices?

● CA Average  
● Regional Center Selected

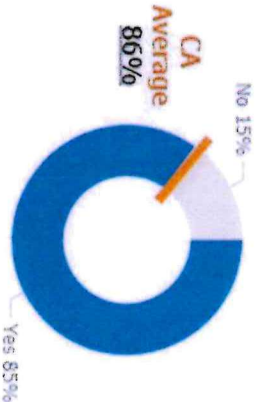
Select a Regional Center:

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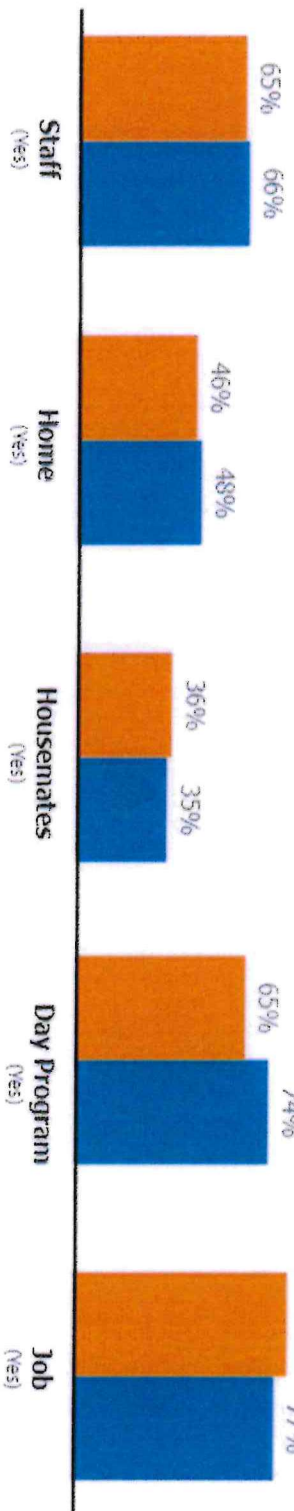
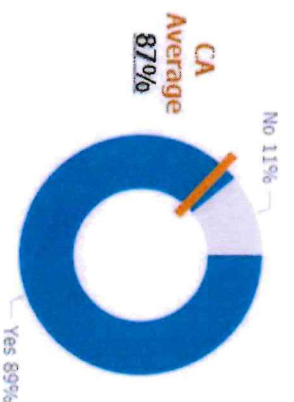
#### Free Time (Yes)



#### Daily Schedule (Yes)



#### Spending Money (Yes)



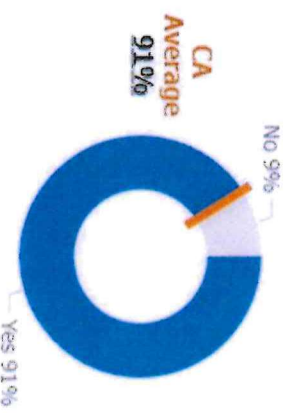
## NCI In-Person Survey 2020-2021 Domains Snapshot By Regional Center

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

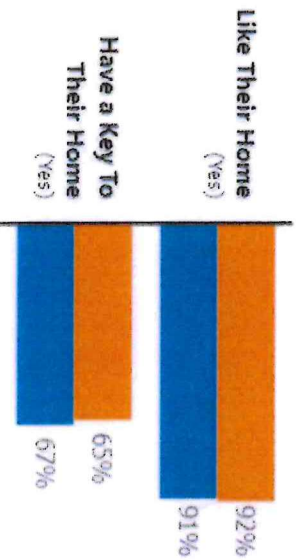
Select a Regional Center:

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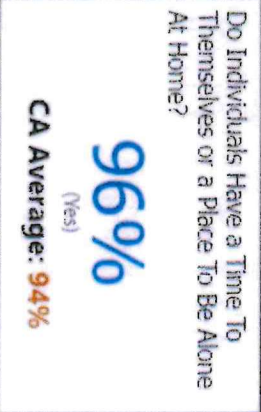
### Do Services and Supports Help Individuals Live A Good Life?



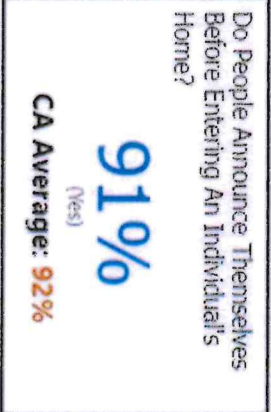
### Regarding Home, Do Individuals...?



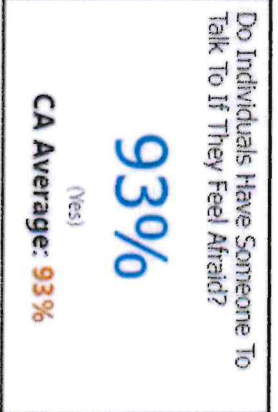
Do Individuals Have a Time To Themselves or a Place To Be Alone At Home?



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



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



### 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?





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

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

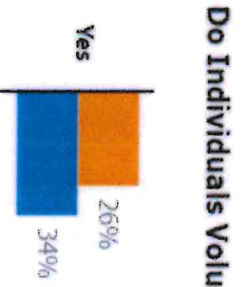
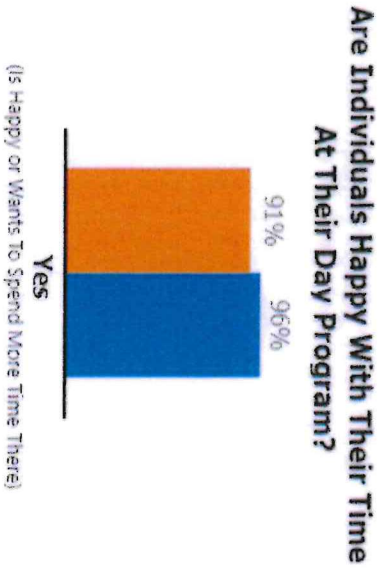
- Select a Regional Center:
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  - San Diego
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Do Individuals Go To A Day Program?

42%

(Yes)

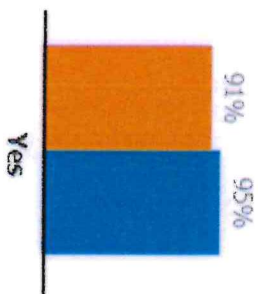
CA Average: 42%



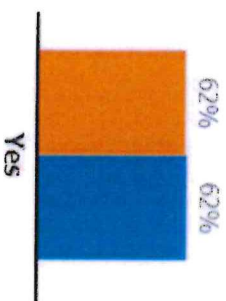
*Note: Data presented in the 'Employment' Domain and 'Day Activities & Supports' Domain should be viewed and considered together because participation in one may be impacted by the other. For example, a high number of individuals participating in employment may make fewer individuals available to participate 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

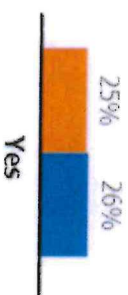
### Do Individuals Like Working At Their Job?



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



### Do Individuals Take Job-Related Training Or Classes?



CA Average  
 Regional Center Selected

Select a Regional Center:

- Alta California
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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 IPF, 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:
- Alta California
  - Central Valley
  - East Bay
  - Eastern LA
  - Far Northern
  - Frank D. Lanterman
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  - North LA County
  - Orange County
  - Redwood Coast
  - San Andreas
  - San Diego
  - San Gabriel/Pomona
  - South Central LA
  - Tri-Counties
  - Valley Mountain
  - Westside

Overall, How Do Individuals Rate Their Health?

**97%**

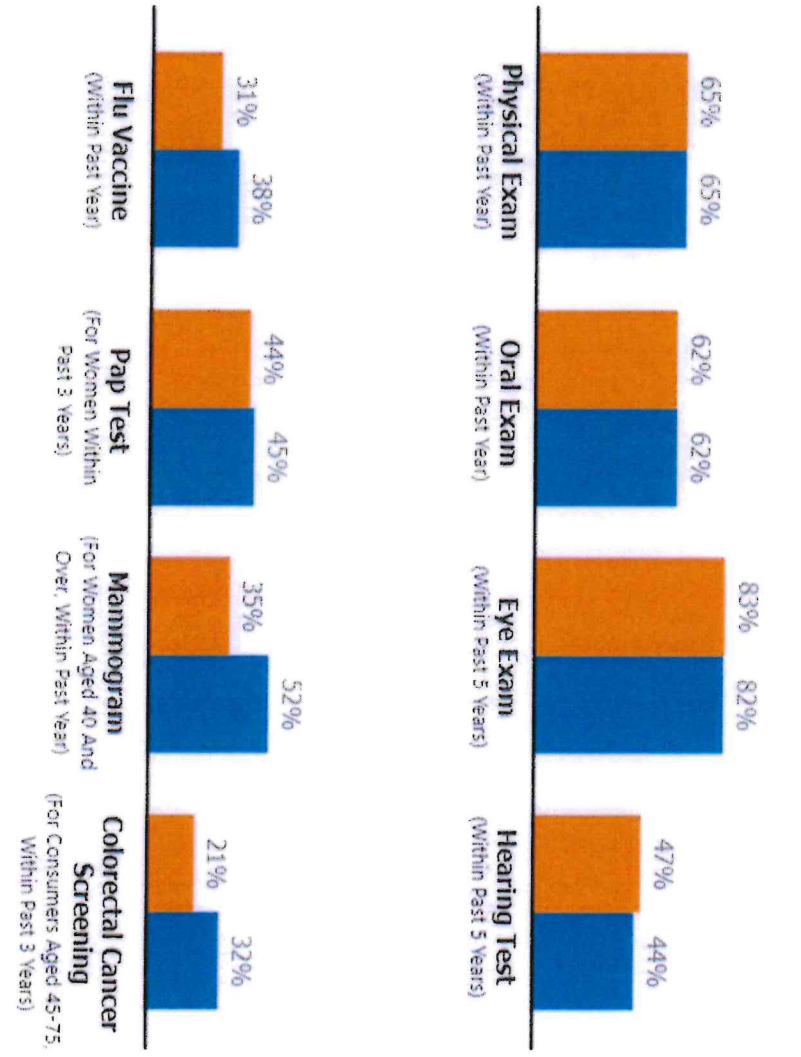
(Excellent, Very Good, or Fairly Good)  
**CA Average: 98%**

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

**69%**

(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**

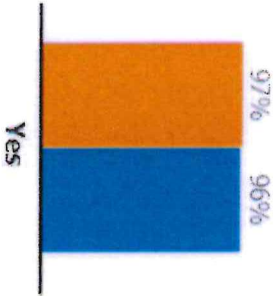
Do Individuals Have an Individual Program Plan (IPP)?

**83%**  
(Yes)

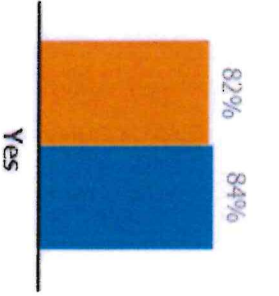
CA Average: **79%**

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

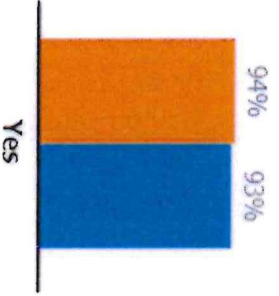
Did Individuals Participate in Their Last IPP Meeting?



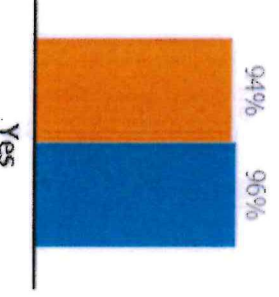
Did Individuals Understand What Was Talked About At IPP Meeting?



Did the IPP Meeting Include People That Individuals Wanted There?



Did Individuals Get To Choose Services in Their IPP?



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

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

Select a Regional Center:

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

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

**96%**  
(Yes)

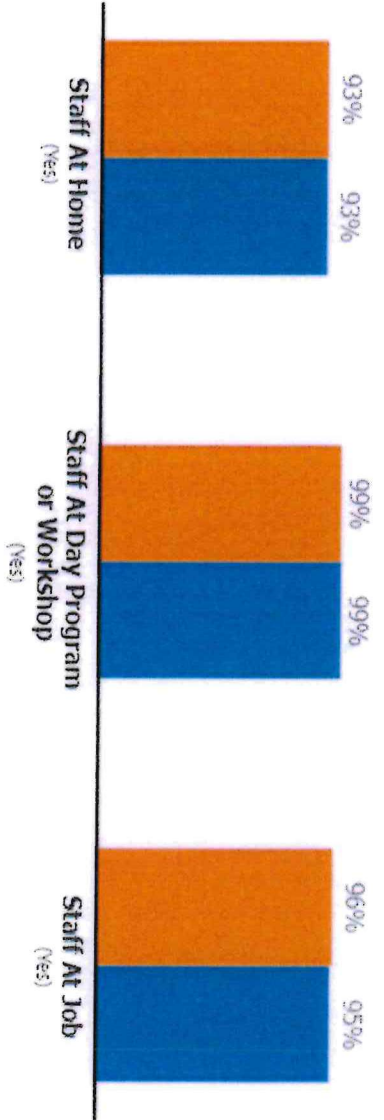
CA Average: **92%**

Do Staff Support Individuals In Culturally Respectful Ways?

**99%**  
(Yes)

CA Average: **99%**

### Do Staff Communicate With Individuals In Their Preferred Language?



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

CA Average  
 Regional Center Selected

Select a Regional Center:

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

Have Individuals Met With Their Service Coordinator?



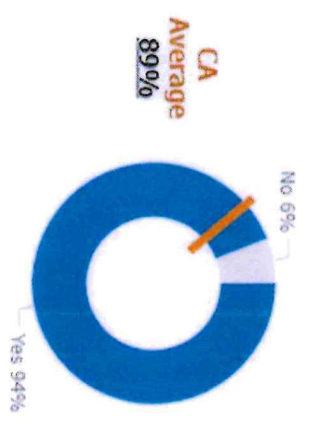
Do Service Coordinators Ask Individuals What They Want?



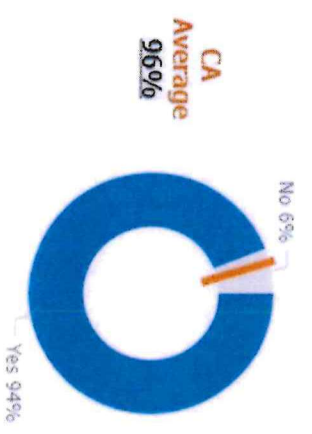
Can Individuals Contact Their Service Coordinator When They Want To?



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**

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

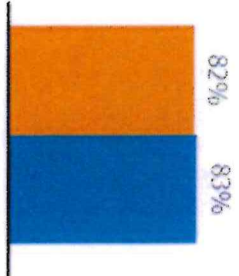
Can Individuals See Or Communicate With Family When They Want To?  
**80%**  
(Yes)  
CA Average: **82%**

Can Individuals See Friends When They Want To?  
**70%**  
(Yes)  
CA Average: **64%**

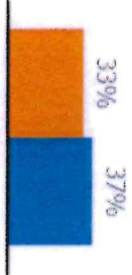
Do Consumers Have Friends They Like To Talk To Or Do Things With?  
**86%**  
(Yes, Have Friends Who Are Not Staff and Friends Who Are Staff/Family)  
CA Average: **86%**

Do Individuals Have Other Ways To Communicate With Friends When They Cannot See Them?  
**88%**  
(Yes)  
CA Average: **89%**

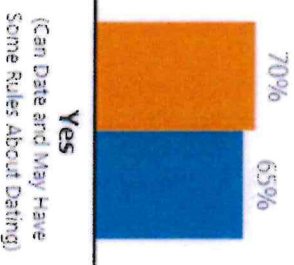
**Can Individuals Be Alone With Friends Or Visitors At Home?**



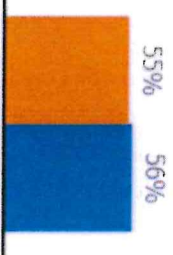
**Do Individuals Want Help Contacting Friends Or Making New Friends?**



**Can Individuals Go On A Date If They Want To?**



**Do Individuals Ever Feel Lonely?**



## NCI Adult Family Survey 2021-2022 Domains Snapshot By Regional Center

**Instructions:** Each checkmark shows when the regional center: (a) has met or exceeded the state average, or (b) was not more than 5 percentage points below the state average for each question. Use topic tabs at top of the page to see survey responses for selected questions. Each question is compared to the state average for the selected regional center.

Select a Regional Center:

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

	Access	Choice	Community Participation	Information & Planning	Satisfaction
Alta California	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>
Central Valley	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>
East Bay	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>
Eastern LA	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>
Far Northern	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>
Frank D. Lanterman	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>
Golden Gate	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>
Harbor	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>
Inland	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>
Kern	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>
North Bay	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>
North LA County	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>
Orange County	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>
Redwood Coast	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>
San Andreas	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>
San Diego	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>
San Gabriel/Pomona	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>
South Central LA	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>
Tri-Counties	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>
Valley Mountain	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>
Westside	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>



# NCI Adult Family Survey 2021-2022 Access Indicators

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

● CA Average  
● Regional Center Selected

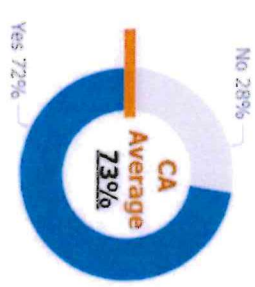
Select a Regional Center:

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

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



### Do Families Get The Supports and Services They Need?



### Does Their Family Member See Health Professionals When Needed?



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



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

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

### Do Service Coordinators Support Families in Culturally Respectful Ways?

**97%**  
(Always/Usually)  
**CA Average: 96%**

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

**74%**  
(Always/Usually)  
**CA Average: 79%**

# NCI Adult Family Survey 2021-2022 Choice Indicators

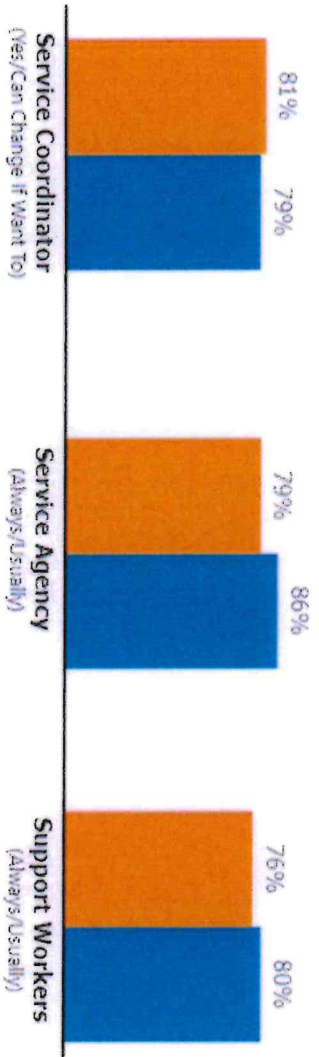
### Do Families Say They Can Choose or Change Who Works With Their Family Member?

**CA Average** (Orange dot)

**Regional Center Selected** (Blue dot)

Select a Regional Center:

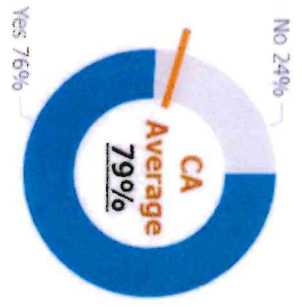
- Alta California
- Central Valley
- East Bay
- Eastern LA
- Far Northern
- Frank D. Lanterman
- Golden Gate
- Harbor
- Inland
- Kern
- North Bay
- North LA County
- Orange County
- Redwood Coast
- San Andreas
- San Diego
- San Gabriel/Pomona
- South Central LA
- Tri-Counties
- Valley Mountain
- Westside



### Do Families Directly Manage Support Staff?

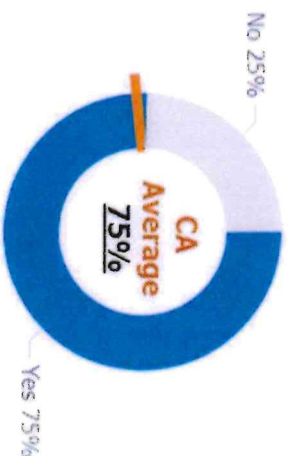


### Do Service Providers Work Together To Provide Supports?



# NCI Adult Family Survey 2021-2022 Community Participation Indicators

### Does Their Family Member Participate in Community Activities?



- CA Average
- Regional Center Selected

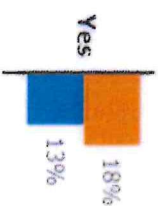
Select a Regional Center:

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

### 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 2021-2022 Information & Planning Indicators

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

Select a Regional Center:

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

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

**69%**

(Yes)  
CA Average: **80%**

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

**89%**

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

Do Families Get Information In Their Preferred Language?

**83%**

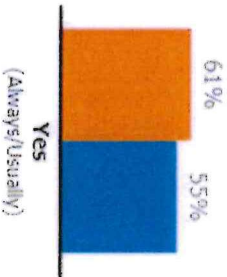
(Always/Usually)  
CA Average: **87%**

Do Families Think Information Is Easy To Understand?

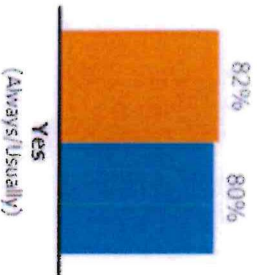
**70%**

(Always/Usually)  
CA Average: **70%**

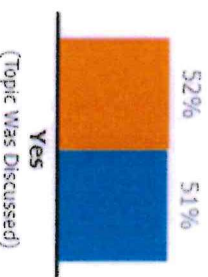
**Do Families Get Enough Information To Participate In Planning Services?**



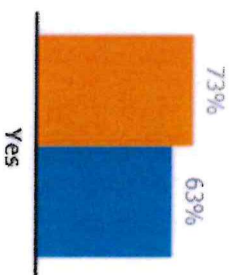
**Do Service Coordinators Respect Family's Choices And Opinions?**



**Did Families Discuss How To Handle Emergencies With Service Coordinator?**



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



# NCI Adult Family Survey 2021-2022 Satisfaction Indicators

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

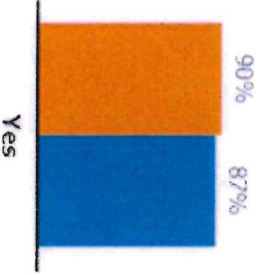
CA Average  
 Regional Center Selected

Select a Regional Center:

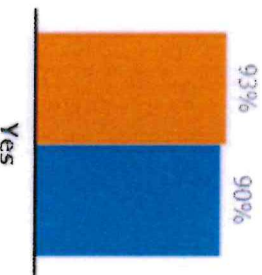
- Alta California
- Central Valley
- East Bay
- Eastern LA
- Far Northern
- Frank D. Lanterman
- Golden Gate
- Harbor
- Inland
- Kern
- North Bay
- North LA County
- Orange County
- Redwood Coast
- San Andreas
- San Diego
- San Gabriel/Pomona
- South Central LA
- Tri-Counties
- Valley Mountain
- Westside



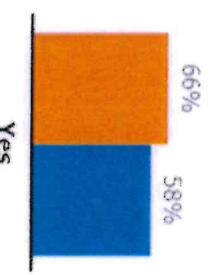
#### Do Services And Supports Help Their Family Member Live A Good Life?



#### 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?



# NCI Family Guardian Survey 2021-2022 Domains Snapshot By Regional Center

**Instructions:** Each checkmark shows when the regional center (a) has met or exceeded the state average, or (b) was not more than 5 percentage points below the state average for each question. Use topic tabs at top of the page to see survey responses for selected questions. Each question is compared to the state average for the selected regional center.

### Select a Regional Center

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

	Access	Choice	Community Participation	Information & Planning	Satisfaction
Alta California	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Central Valley	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
East Bay	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Eastern LA	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Far Northern	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Frank D. Lanterman	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Golden Gate	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Harbor	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Inland	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Kern	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>
North Bay	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
North LA County	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>
Orange County	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>
Redwood Coast	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
San Andreas	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
San Diego	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
San Gabriel/Pomona	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
South Central LA	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Tri-Counties	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Valley Mountain	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Westside	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

# NCI Family Guardian Survey 2021-2022 Access Indicators

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

Select a Regional Center

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

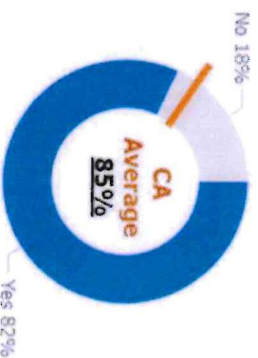
### Can Family or Their Family Member Contact Service Coordinator When They Want To?



### Does Their Family Member See Health Professionals When Needed?



### Does Family Get The Supports And Services They Need?



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



### Does Their Family Member Go To Dentist When Needed?



### Does Service Coordinator Speak in Family's Preferred Language?

**95%**  
(Yes)  
**CA Average: 98%**

### Does Service Coordinator Support Family in Culturally Respectful Ways?

**87%**  
(Always/Usually)  
**CA Average: 97%**

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

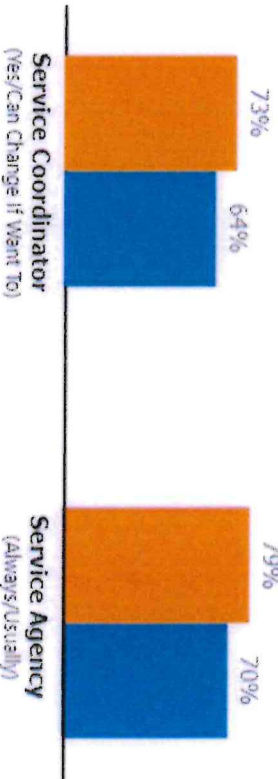
**80%**  
(Always/Usually)  
**CA Average: 87%**

# NCI Family Guardian Survey 2021-2022 Choice Indicators

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

CA Average  
 Regional Center Selected

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



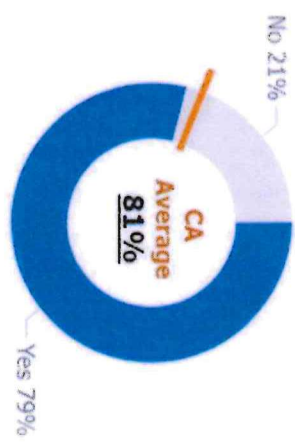
## Do Service Providers Work Together To Provide Supports?





# NCI Family Guardian Survey 2021-2022 Community Participation Indicators

### Does Their Family Member Participate In Community Activities?

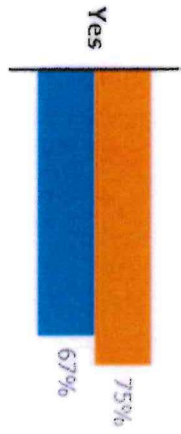


CA Average  
 Regional Center Selected

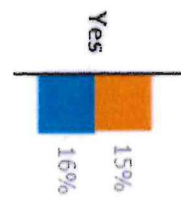
Select a Regional Center

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

### 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 2021-2022 Information & Planning Indicators

**CA Average**

**Regional Center Selected**

Select a Regional Center

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

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

**78%**

(Yes)

CA Average: **90%**

Did Family Get Copy Of IPP In Their Preferred Language?

**68%**

(Yes)

CA Average: **86%**

Does Family Get Information In Their Preferred Language?

**78%**

(Always/Usually)

CA Average: **92%**

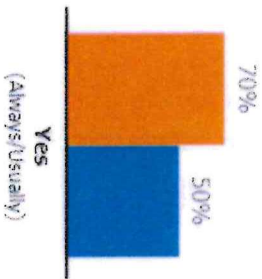
Does Family Think Information Is Easy To Understand?

**76%**

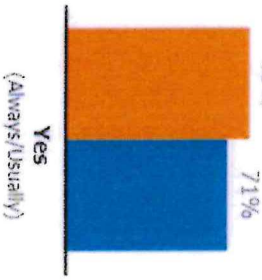
(Always/Usually)

CA Average: **84%**

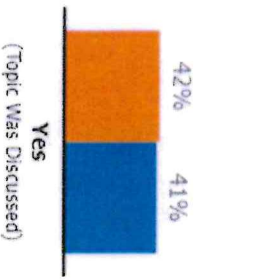
### Does Family Get Enough Information To Participate In Planning Services?



### Does Service Coordinator Respect Family's Choices And Opinions?



### Did Family Discuss How To Handle Emergencies with Service Coordinator?



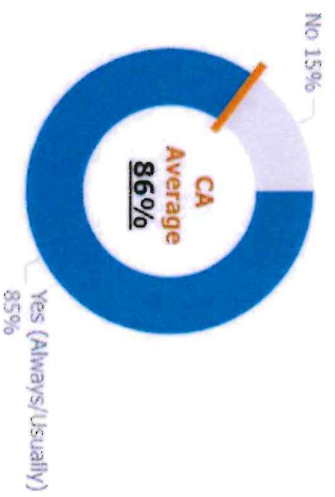
# NCI Family Guardian Survey 2021-2022 Satisfaction Indicators

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

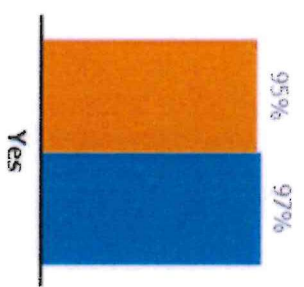
CA Average  
 Regional Center Selected

Select a Regional Center

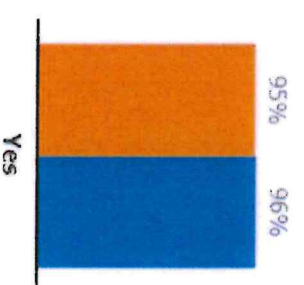
- Alta California
- Central Valley
- East Bay
- Eastern LA
- Far Northern
- Frank D. Lanterman
- Golden Gate
- Harbor
- Inland
- Kern
- North Bay
- North LA County
- Orange County
- Redwood Coast
- San Andreas
- San Diego
- San Gabriel/Pomona
- South Central LA
- Tri-Counties
- Valley Mountain
- Westside



Do 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?



# NCI Child Family Survey 2021-2022 Domains Snapshot By Regional Center

**Instructions:** Each checkmark shows when the regional center: (a) has met or exceeded the state average, or (b) was not more than 5 percentage points below the state average for each question. Use topic tabs at top of the page to see survey responses for selected questions. Each question is compared to the state average for the selected regional center.

Select a Regional Center:

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

	Access	Choice	Community Participation	Information & Planning	Satisfaction
1	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
2	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
3	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
4	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
5	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
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26	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
27	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
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99	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
100	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

# NCI Child Family Survey 2021-2022

## Access Indicators

CA Average  
 Regional Center Selected

Select a Regional Center:

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

**Can Families Contact  
 Child's Service Coordinator  
 When They Want To?**



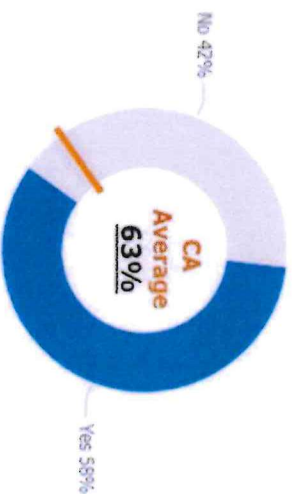
**Can Children See Health  
 Professionals When Needed?**



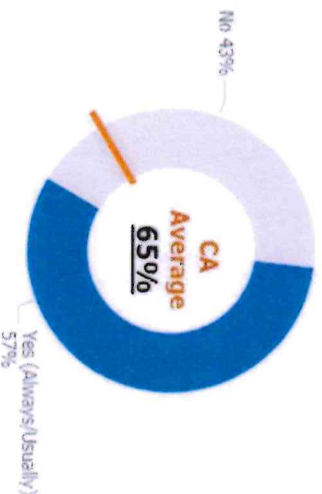
**Can Children Go To  
 Dentist When Needed?**



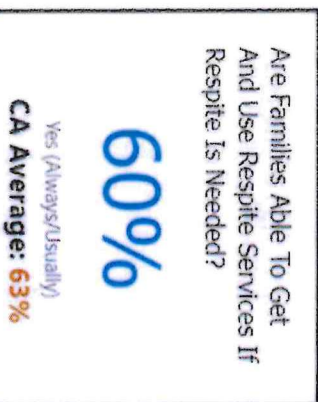
**Do Families Get the Supports  
 And Services They Need?**



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



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



Do Children Have Special  
 Equipment/Accommodations  
 That They Need?



# NCI Child Family Survey 2021-2022 Choice Indicators

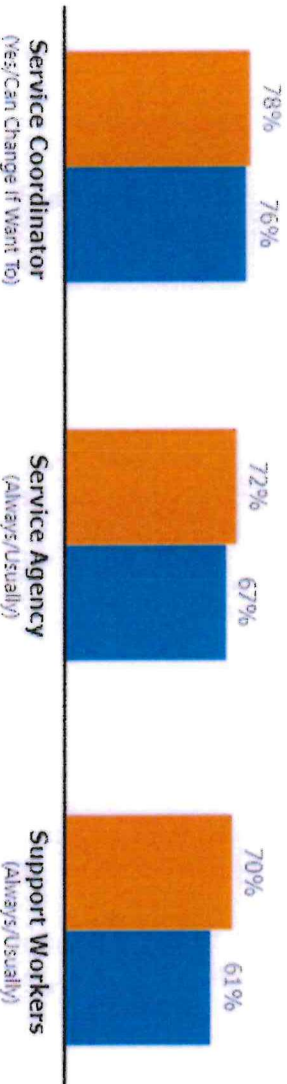
## Do Families Say They Can Choose Or Change Who Works With Their Child?

**CA Average**

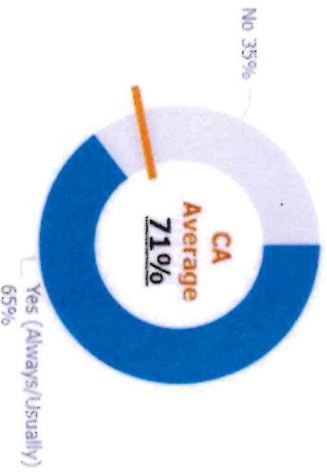
**Regional Center Selected**

Select a Regional Center:

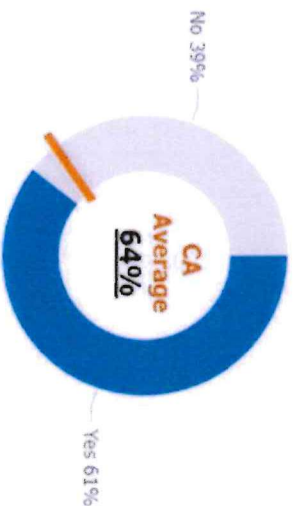
- Alta California
- Central Valley
- East Bay
- Eastern LA
- Far Northern
- Frank D. Lanterman
- Golden Gate
- Harbor
- Inland
- Kern
- North Bay
- North LA County
- Orange County
- Redwood Coast
- San Andreas
- San Diego
- San Gabriel/Pomona
- South Central LA
- Tri-Counties
- Valley Mountain
- Westside



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

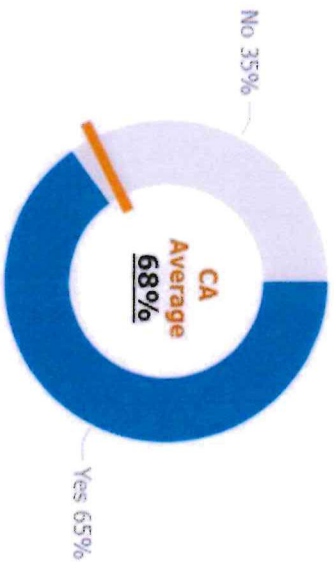


### Do Service Providers Work Together To Provide Supports to Child?



# NCI Child Family Survey 2021-2022 Community Participation Indicators

### Do Children Participate in Community Activities?



- CA Average
- Regional Center Selected

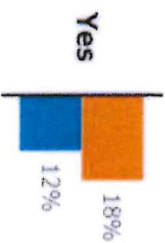
Select a Regional Center:

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

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



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



### NCI Child Family Survey 2021-2022

## Information & Planning Indicators

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

Select a Regional Center:

- Alta California
- Central Valley
- East Bay
- Eastern LA
- Far Northern
- Frank D. Lanterman
- Golden Gate
- Harbor
- Inland
- Kern
- North Bay
- North LA County
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- Valley Mountain
- Westside

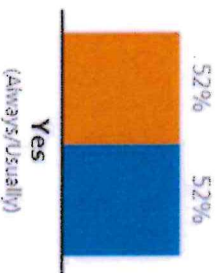
Does the Child Or Family Have An Individual Program Plan (IPP) Or Individual Family Service Plan (IFSP)?

# 72%

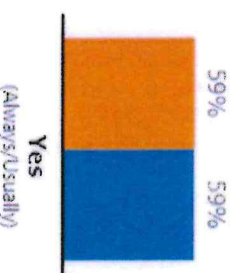
(Yes)

CA Average: **74%**

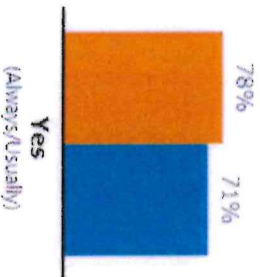
Do Families Get Enough Information To Participate In Planning Services?



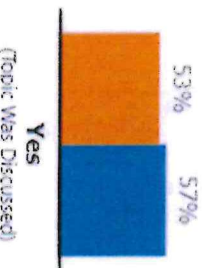
Do Families Think Information Is Easy To Understand?



Do Service Coordinators Respect Families' Choices And Opinions?



Do Families Discuss How To Handle Emergencies With Service Coordinator?



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

# 75%

(Yes)

CA Average: **66%**



# NCI Child Family Survey 2021-2022 Satisfaction Indicators

**CA Average**

**Regional Center Selected**

Select a Regional Center:

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

Are Families Satisfied With Current Services And Supports Received?

**63%**  
(Always/Usually)

CA Average: **70%**

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

**82%**  
(Yes)

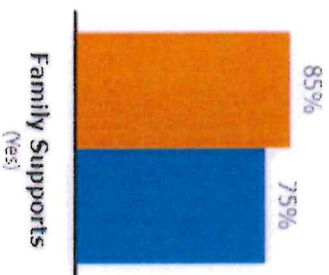
CA Average: **90%**

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

**60%**  
(Yes)

CA Average: **69%**

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



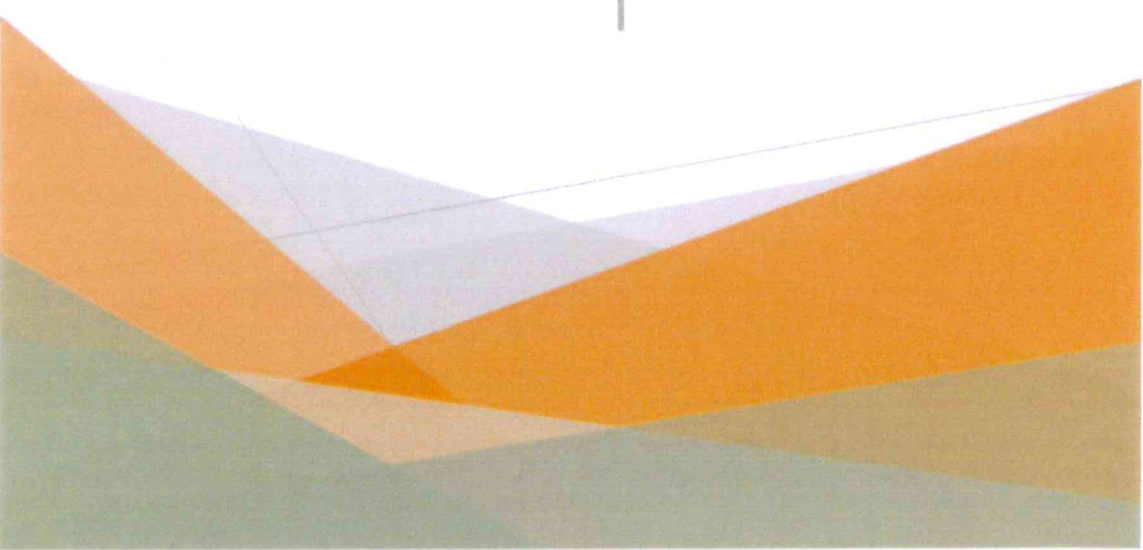
### Do Families Feel These Resources Have Made A Positive Difference In Their Lives?



**Thank You**

---

**Discussion/  
Questions?**





## Kern Regional Center

Reunión Pública de Indicadores Básicos Nacionales (NCI)  
19 de noviembre de 2024

## Encuesta Nacional de Indicadores Básicos

Hay cuatro tipos de encuestas del NCI que se usan en California:

- ▶ Encuesta en persona para adultos: La encuesta en persona para adultos se realiza cara a cara con una persona que tiene 18 años o más y recibe al menos un servicio del centro regional, además de la administración de casos.
- ▶ Encuesta Familiar Infantil: La Encuesta Familiar Infantil es una encuesta escrita que completan las familias de un niño (de 3 a 17 años) que vive con ellos y recibe al menos un servicio de un centro regional, además de la administración de casos.
- ▶ Encuesta de Familias de Adultos: La Encuesta de Familias de Adultos es una encuesta escrita que completan las familias de un adulto (de 18 años o más) que vive con ellos y recibe al menos un servicio de un centro regional, además de la administración de casos.
- ▶ Encuesta de Tutores Familiares: La Encuesta de Tutores Familiares es una encuesta escrita que completan las familias y los tutores de personas (mayores de 18 años) que viven en un entorno de colocación comunitaria y reciben al menos un servicio de un centro regional, además de la administración de casos.

## NCI In-Person Survey 2020-2021

### Domains Snapshot By Regional Center

**Instructions:** Each checkmark shows when the regional center: (a) has met or exceeded the state average, or (b) was not more than 5 percentage points below the state average for each question. Use topic tabs at top of the page to see survey responses for selected questions. Each question is compared to the state average for the selected regional center.

Select a Regional Center:

- Alta California
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- Harbor
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- Redwood Coast
- San Andreas
- San Diego
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- South Central LA
- Tri-Counties
- Valley Mountain
- Westside

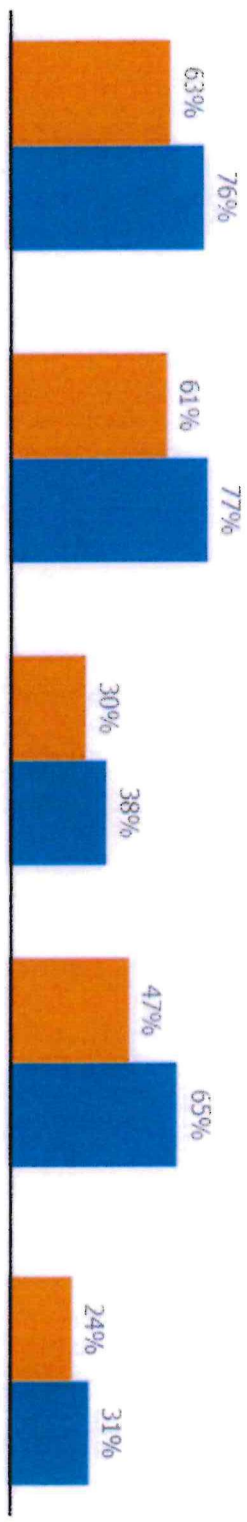
	Activities Outside Home	Choice	Customer Experience	Day Activities & Supports	Employment	Health & Wellness	Information & Planning	Language Access	Service Access	Social Relationships
Activities Outside Home	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>
Choice	<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 checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>
Customer Experience	<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 checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>
Day Activities & Supports	<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 checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>
Employment	<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 checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>
Health & Wellness	<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 checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>
Information & Planning	<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 checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>
Language Access	<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 checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>
Service Access	<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 checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>
Social Relationships	<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 checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>

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

### What Activities Or Which Places Did Individuals Go To Outside Of Their Home?

CA Average  
 Regional Center Selected

- Select a Regional Center:
- Alta California
  - Central Valley
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  - Eastern LA
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  - Valley Mountain
  - Westside



Can Individuals Get To Places They Need To Go?

88%

(Yes, Almost Always)  
CA Average: **92%**

Are Individuals Able To Go Out And Do Things They Like?

77%

(Yes)  
CA Average: **70%**

Can Individuals Get To Places They Want To Go Outside Of Home?

80%

(Yes, Almost Always)  
CA Average: **84%**

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

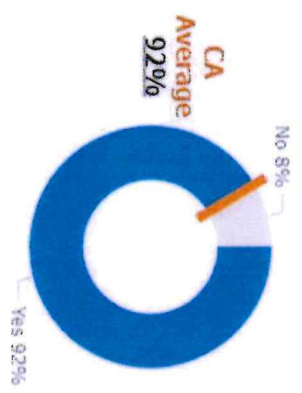
Do Individuals Say They Make Own Choices or Have Input on Choices?

CA Average  
 Regional Center Selected

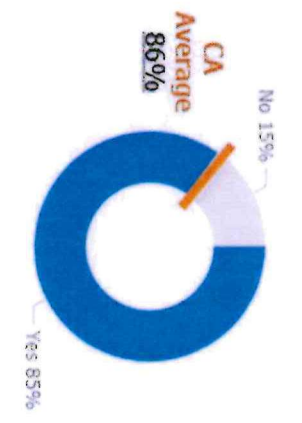
Select a Regional Center:

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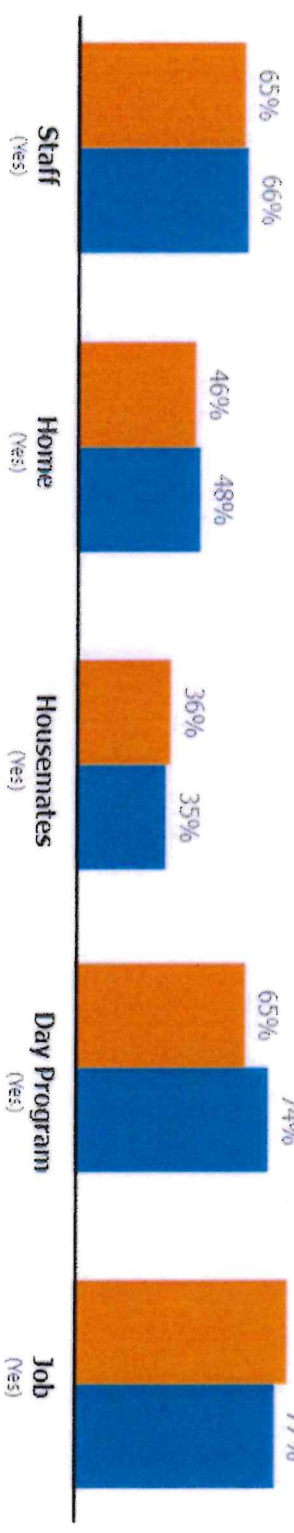
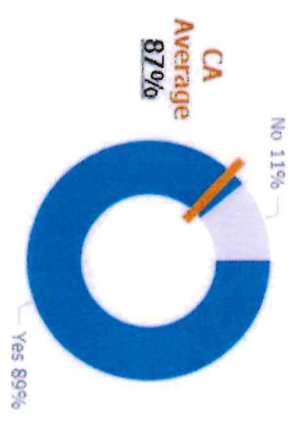
Free Time (Yes)



Daily Schedule (Yes)



Spending Money (Yes)



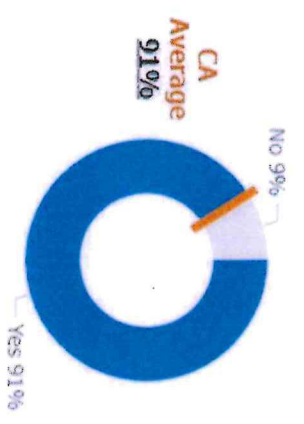
## NCI In-Person Survey 2020-2021 Domains Snapshot By Regional Center

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

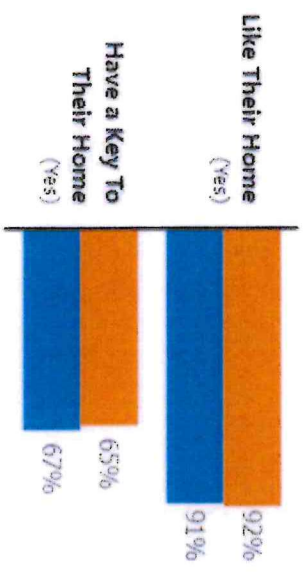
Select a Regional Center:

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### 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?  
**96%** (Yes)  
CA Average: **94%**

Do People Announce Themselves Before Entering An Individual's Home?  
**91%** (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?  
**72%** (Yes)  
Regional Center: **64%**

Do Individuals Get To Do Things They Like As Much As They Want?  
**73%** (Yes)  
Regional Center: **73%**

Have Individuals Ever Voted in a Local, State, or Federal Election?  
**47%** (Yes)  
Regional Center: **44%**

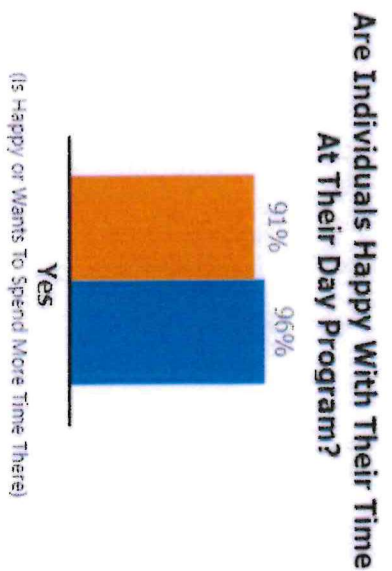
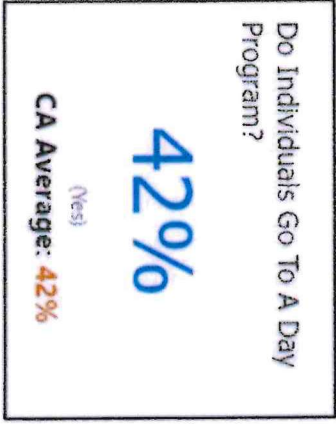


## NCI In-Person Survey 2020-2021 Domains Snapshot By Regional Center

● CA Average  
● Regional Center Selected

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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

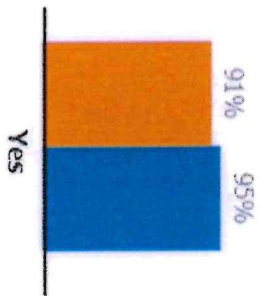
● CA Average

● Regional Center Selected

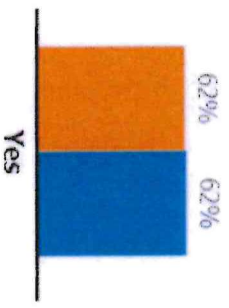
Select a Regional Center:

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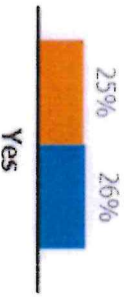
### Do Individuals Like Working At Their Job?



### 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 IPI, 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?

97%

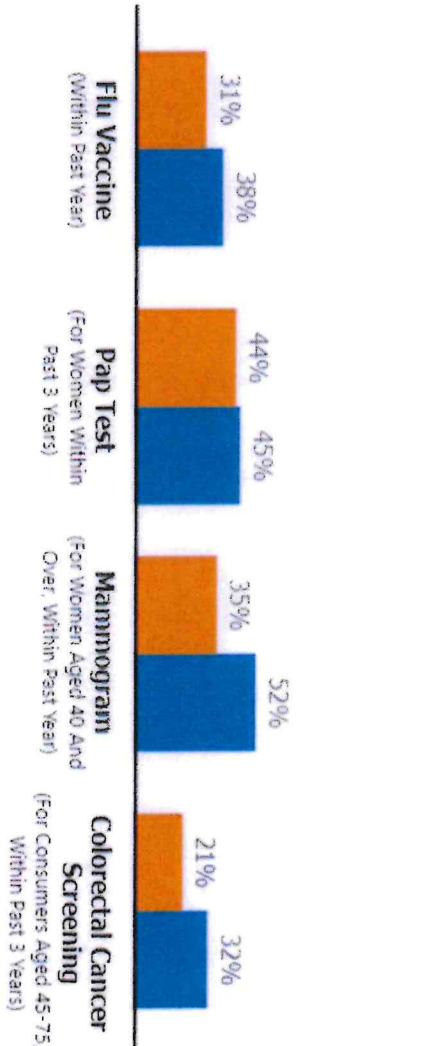
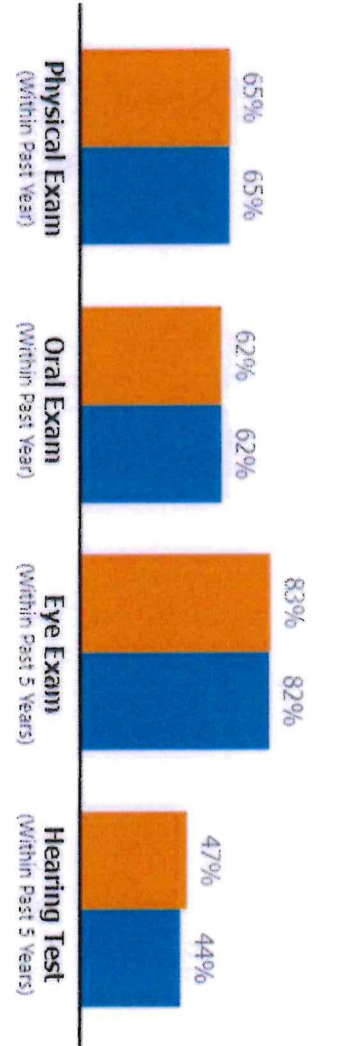
(Excellent, Very Good, or Fairly Good)  
**CA Average: 98%**

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

69%

(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**

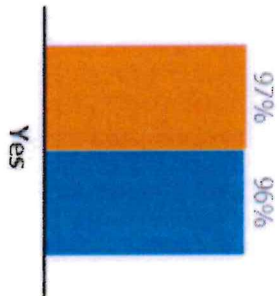
Do Individuals Have an Individual Program Plan (IPP)?

**83%**  
(Yes)

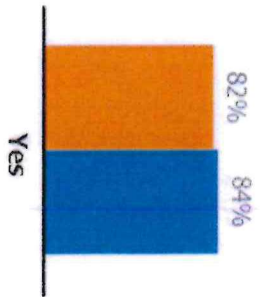
CA Average: **79%**

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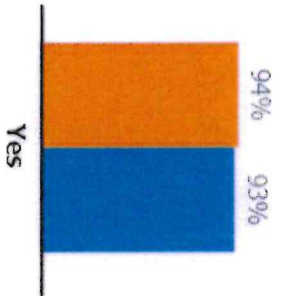
Did Individuals Participate in Their Last IPP Meeting?



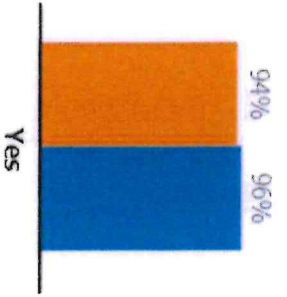
Did Individuals Understand What Was Talked About At IPP Meeting?



Did the IPP Meeting Include People That Individuals Wanted There?



Did Individuals Get To Choose Services in Their IPP?



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

**CA Average**  
 Regional Center Selected

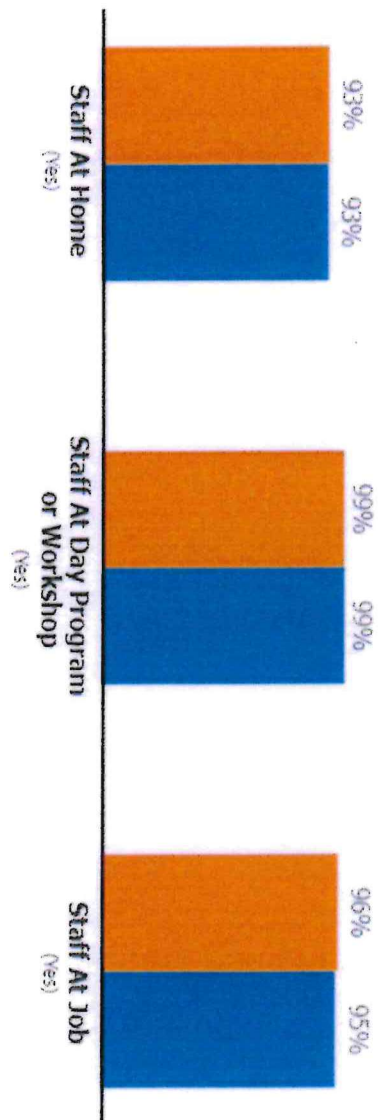
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Do Individuals Get a Copy of IPP In Their Preferred Language?  
96%  
(Yes)  
**CA Average: 92%**

Do Staff Support Individuals In Culturally Respectful Ways?  
99%  
(Yes)  
**CA Average: 99%**

### Do Staff Communicate With Individuals In Their Preferred Language?



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

CA Average  
 Regional Center Selected

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Have Individuals Met With Their Service Coordinator?



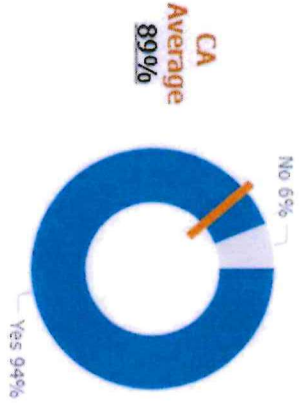
Do Service Coordinators Ask Individuals What They Want?



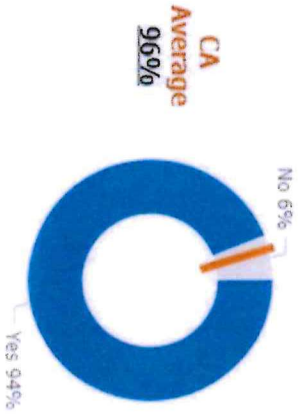
Can Individuals Contact Their Service Coordinator When They Want To?



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**

Select a Regional Center:

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

**80%**  
(Yes)

CA Average: **82%**

Can Individuals See Friends When They Want To?

**70%**  
(Yes)

CA Average: **64%**

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

**86%**  
(Yes, Have Friends Who Are Not Staff and Friends Who Are Staff/Family)

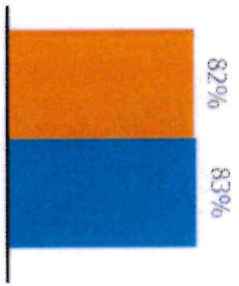
CA Average: **86%**

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

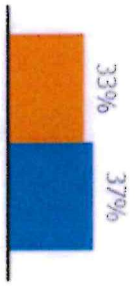
**88%**  
(Yes)

CA Average: **89%**

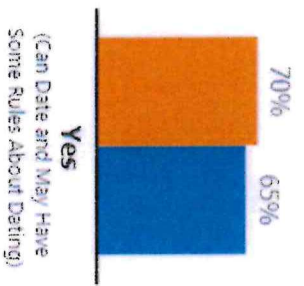
**Can Individuals Be Alone With Friends Or Visitors At Home?**



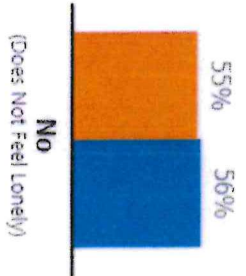
**Do Individuals Want Help Contacting Friends Or Making New Friends?**



**Can Individuals Go On A Date If They Want To?**



**Do Individuals Ever Feel Lonely?**



# NCI Adult Family Survey 2021-2022 Domains Snapshot By Regional Center

**Instructions:** Each checkmark shows when the regional center: (a) has met or exceeded the state average, or (b) was not more than 5 percentage points below the state average for each question. Use topic tabs at top of the page to see survey responses for selected questions. Each question is compared to the state average for the selected regional center.

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	Access	Choice	Community Participation	Information & Planning	Satisfaction
Access	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>
Choice	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>
Community Participation	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>
Information & Planning	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>
Satisfaction	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>



# NCI Adult Family Survey 2021-2022 Access Indicators

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

Select a Regional Center:

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



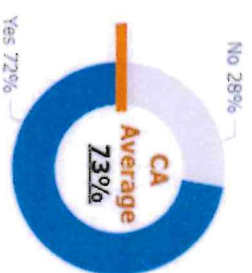
### Does Their Family Member See Health Professionals When Needed?



### Does Their Family Member Go To Dentist When Needed?



### 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: 98%**

### Do Service Coordinators Support Families in Culturally Respectful Ways?

**97%**  
(Always/Usually)  
**CA Average: 96%**

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

**74%**  
(Always/Usually)  
**CA Average: 79%**

# NCI Adult Family Survey 2021-2022 Choice Indicators

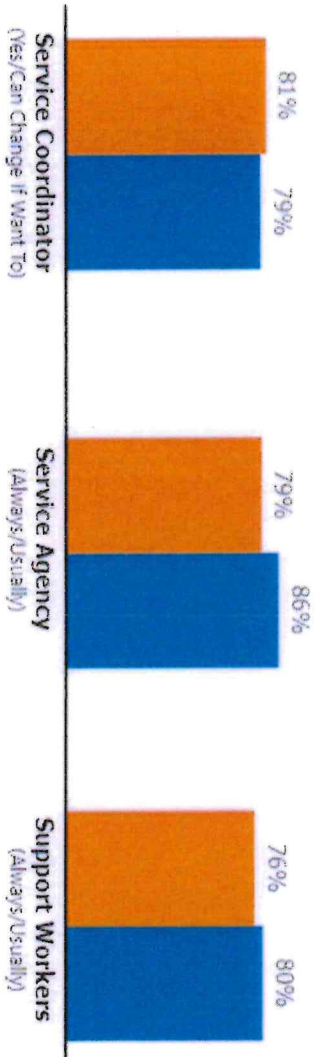
Do Families Say They Can Choose or Change Who Works With Their Family Member?

**CA Average** ●

**Regional Center Selected** ●

Select a Regional Center:

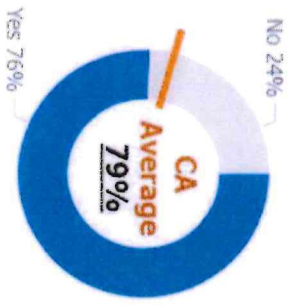
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- Westside



Do Families Directly Manage Support Staff?

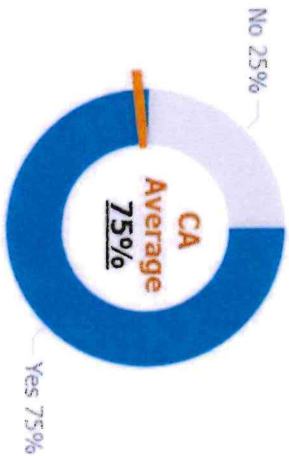


Do Service Providers Work Together To Provide Supports?



# NCI Adult Family Survey 2021-2022 Community Participation Indicators

### Does Their Family Member Participate in Community Activities?



**CA Average**

**Regional Center Selected**

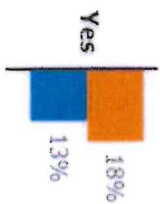
Select a Regional Center:

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

### 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 2021-2022 Information & Planning Indicators

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

Select a Regional Center:

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

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

**69%**

(Yes)  
CA Average: **80%**

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

**89%**

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

Do Families Get Information In Their Preferred Language?

**83%**

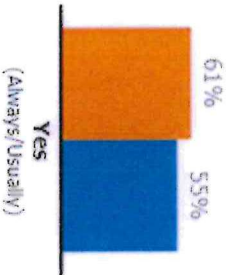
(Always/Usually)  
CA Average: **87%**

Do Families Think Information Is Easy To Understand?

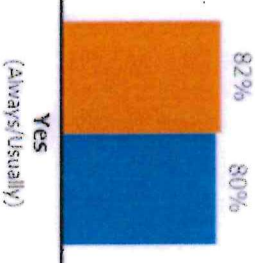
**70%**

(Always/Usually)  
CA Average: **70%**

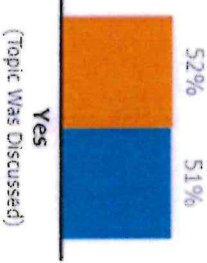
**Do Families Get Enough Information To Participate In Planning Services?**



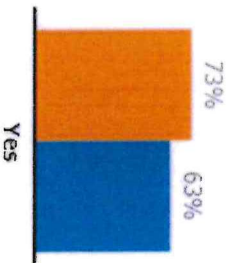
**Do Service Coordinators Respect Family's Choices And Opinions?**



**Did Families Discuss How To Handle Emergencies With Service Coordinator?**



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



# NCI Adult Family Survey 2021-2022 Satisfaction Indicators

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

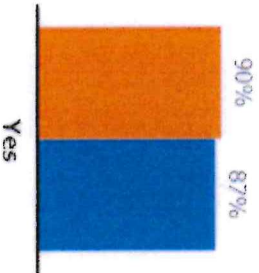
● CA Average  
● Regional Center Selected

Select a Regional Center:

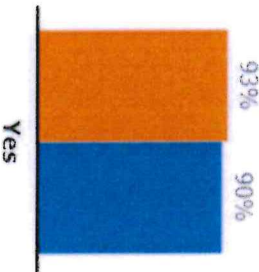
- Alta California
- Central Valley
- East Bay
- Eastern LA
- Far Northern
- Frank D. Lanterman
- Golden Gate
- Harbor
- Inland
- Kern
- North Bay
- North LA County
- Orange County
- Redwood Coast
- San Andreas
- San Diego
- San Gabriel/Pomona
- South Central LA
- Tri-Counties
- Valley Mountain
- Westside



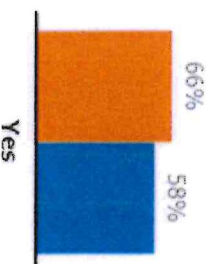
#### Do Services And Supports Help Their Family Member Live A Good Life?



#### 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?



# NCI Family Guardian Survey 2021-2022 Domains Snapshot By Regional Center

**Instructions:** Each checkmark shows when the regional center: (a) has met or exceeded the state average, or (b) was not more than 5 percentage points below the state average for each question. Use topic tabs at top of the page to see survey responses for selected questions. Each question is compared to the state average for the selected regional center.

### Select a Regional Center

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

	Access	Choice	Community Participation	Information & Planning	Satisfaction
Alta California	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Central Valley	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
East Bay	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Eastern LA	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Far Northern	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>
Frank D. Lanterman	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>
Golden Gate	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>
Harbor	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>
Inland	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>
Kern	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>
North Bay	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>
North LA County	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>
Orange County	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>
Redwood Coast	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>
San Andreas	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>
San Diego	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>
San Gabriel/Pomona	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>
South Central LA	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>
Tri-Counties	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>
Valley Mountain	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>
Westside	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>

# NCI Family Guardian Survey 2021-2022 Access Indicators

**CA Average**

**Regional Center Selected**

Select a Regional Center

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

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



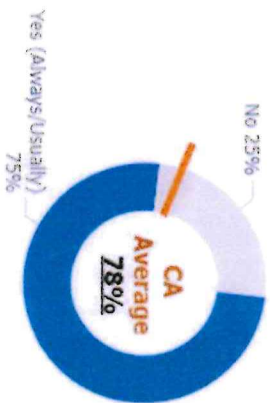
### Does Family Get The Supports And Services They Need?



### Does Their Family Member See Health Professionals When Needed?



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



### Does Their Family Member Go To Dentist When Needed?



### Does Service Coordinator Speak in Family's Preferred Language?



### Does Service Coordinator Support Family in Culturally Respectful Ways?



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



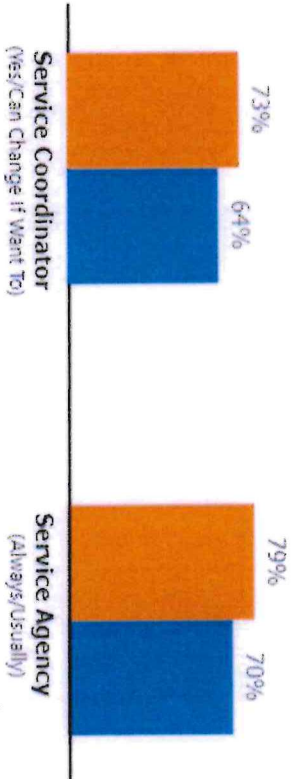
# NCI Family Guardian Survey 2021-2022 Choice Indicators

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

CA Average  
 Regional Center Selected

Select a Regional Center

- Alta California
- Central Valley
- East Bay
- Eastern LA
- Far Northern
- Frank D. Lanterman
- Golden Gate
- Harbor
- Inland
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- Redwood Coast
- San Andreas
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- South Central LA
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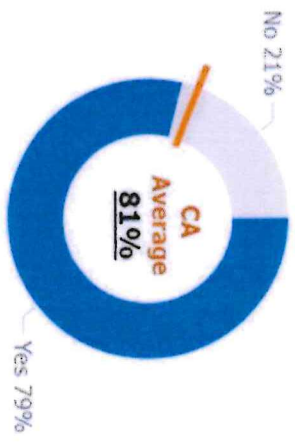
## Do Service Providers Work Together To Provide Supports?





# NCI Family Guardian Survey 2021-2022 Community Participation Indicators

### Does Their Family Member Participate In Community Activities?



● CA Average

● Regional Center Selected

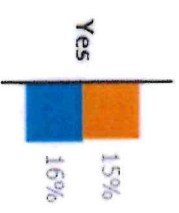
Select a Regional Center

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

### 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 2021-2022 Information & Planning Indicators

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

Select a Regional Center

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

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

**78%**  
*(Yes)*

CA Average: **90%**

Did Family Get Copy Of IPP In Their Preferred Language?

**68%**  
*(Yes)*

CA Average: **86%**

Does Family Get Information In Their Preferred Language?

**78%**  
*(Always/Usually)*

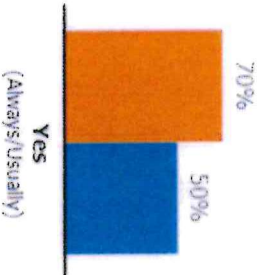
CA Average: **92%**

Does Family Think Information Is Easy To Understand?

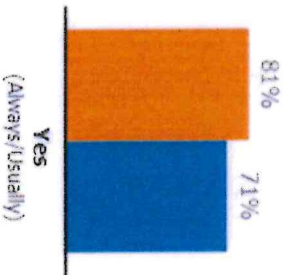
**76%**  
*(Always/Usually)*

CA Average: **84%**

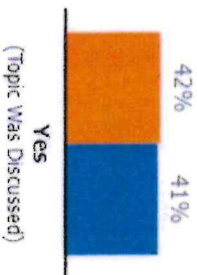
### Does Family Get Enough Information To Participate In Planning Services?



### Does Service Coordinator Respect Family's Choices And Opinions?



### Did Family Discuss How To Handle Emergencies with Service Coordinator?



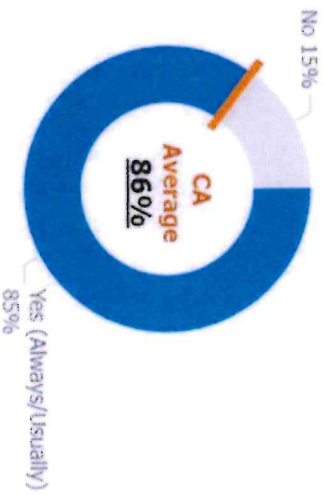
# NCI Family Guardian Survey 2021-2022 Satisfaction Indicators

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

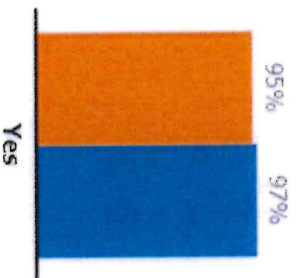
CA Average  
 Regional Center Selected

Select a Regional Center

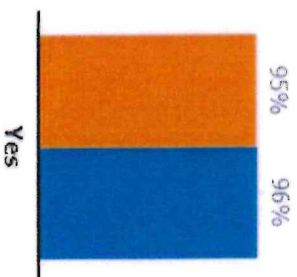
- Alta California
- Central Valley
- East Bay
- Eastern LA
- Far Northern
- Frank D. Lanterman
- Golden Gate
- Harbor
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- Orange County
- Redwood Coast
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- San Diego
- San Gabriel/Pomona
- South Central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



### 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?



# NCI Child Family Survey 2021-2022 Domains Snapshot By Regional Center

**Instructions:** Each checkmark shows when the regional center: (a) has met or exceeded the state average, or (b) was not more than 5 percentage points below the state average for each question. Use topic tabs at top of the page to see survey responses for selected questions. Each question is compared to the state average for the selected regional center.

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

	Access	Choice	Community Participation	Information & Planning	Satisfaction
Alta California	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Central Valley	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
East Bay	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Eastern LA	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Far Northern	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Frank D. Lanterman	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Golden Gate	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Harbor	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Inland	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Kern	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>
North Bay	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
North LA County	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Orange County	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Redwood Coast	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
San Andreas	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
San Diego	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
San Gabriel/Pomona	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
South Central LA	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Tri-Counties	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Valley Mountain	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Westside	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

# NCI Child Family Survey 2021-2022 Access Indicators

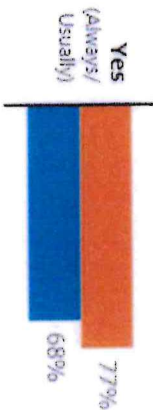
**CA Average**

**Regional Center Selected**

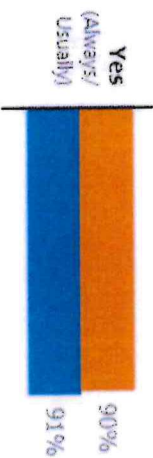
Select a Regional Center:

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

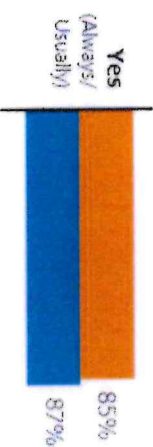
## Can Families Contact Child's Service Coordinator When They Want To?



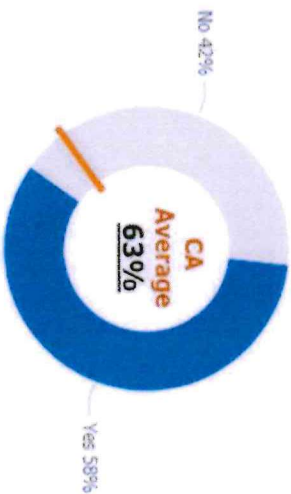
## Can Children See Health Professionals When Needed?



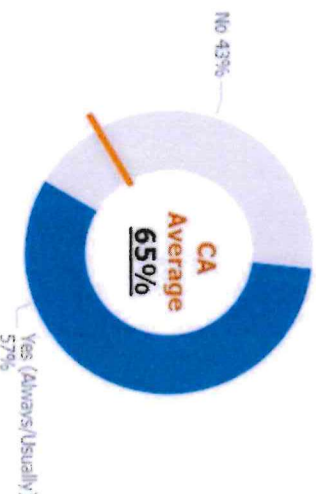
## Can Children Go To Dentist When Needed?



## Do Families Get the Supports And Services They Need?



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



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

**60%**  
Yes (Always/Usually)  
CA Average: **63%**

Do Children Have Special Equipment/Accommodations That They Need?

**76%**  
(Always/Usually)  
CA Average: **68%**

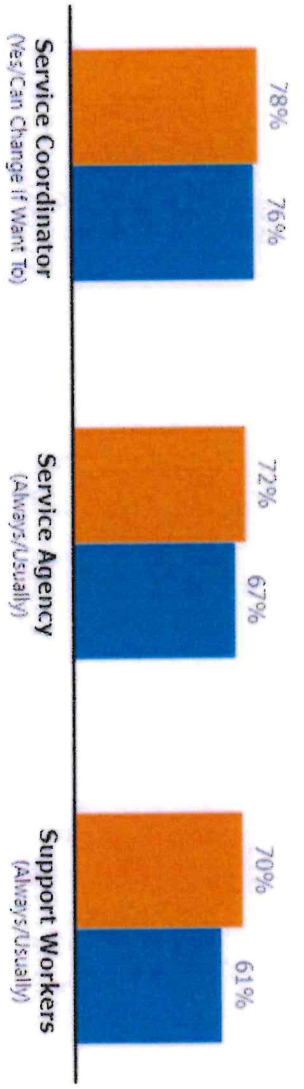
# NCI Child Family Survey 2021-2022 Choice Indicators

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

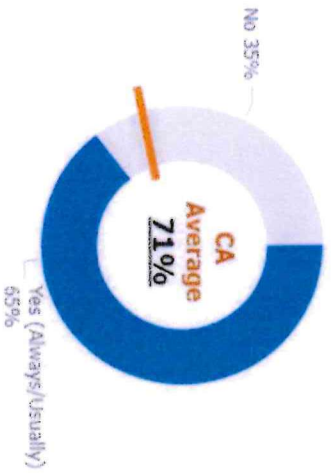
**CA Average** ●

**Regional Center Selected** ●

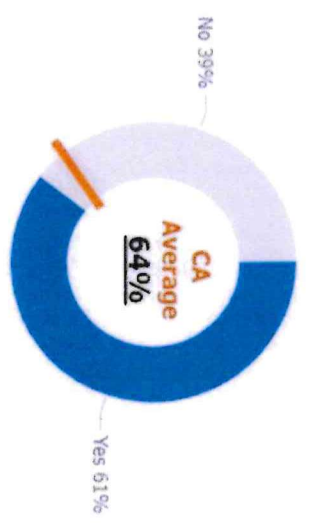
- Select a Regional Center:
- Alta California
  - Central Valley
  - East Bay
  - Eastern LA
  - Far Northern
  - Frank D. Lanterman
  - Golden Gate
  - Harbor
  - Inland
  - Kern
  - North Bay
  - North LA County
  - Orange County
  - Redwood Coast
  - San Andreas
  - San Diego
  - San Gabriel/Pomona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



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



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



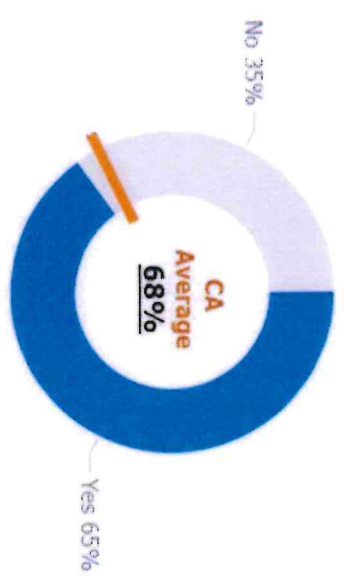
# NCI Child Family Survey 2021-2022 Community Participation Indicators

CA Average  
 Regional Center Selected

Select a Regional Center:

- Alta California
- Central Valley
- East Bay
- Eastern LA
- Far Northern
- Frank D. Lanterman
- Golden Gate
- Harbor
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- North Bay
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- San Diego
- San Gabriel/Pomona
- South Central LA
- Tri-Counties
- Valley Mountain
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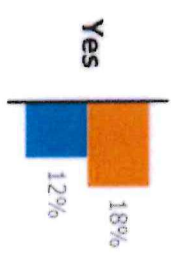
### Do Children Participate in Community Activities?



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



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



### NCI Child Family Survey 2021-2022

## Information & Planning Indicators

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

Select a Regional Center:

- Alta California
- Central Valley
- East Bay
- Eastern LA
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- Frank D. Lanterman
- Golden Gate
- Harbor
- Inland
- Kern
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- San Diego
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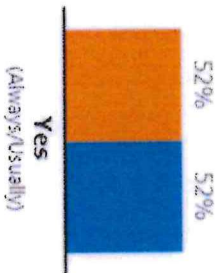
Does the Child Or Family Have An Individual Program Plan (IPP) Or Individual Family Service Plan (IFSP)?

# 72%

(Yes)

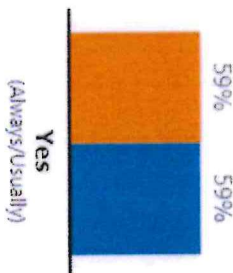
CA Average: **74%**

Do Families Get Enough Information To Participate In Planning Services?



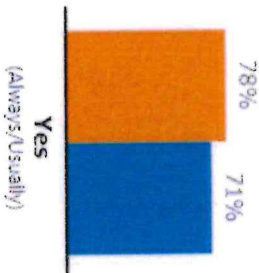
(Always/Usually)

Do Families Think Information Is Easy To Understand?



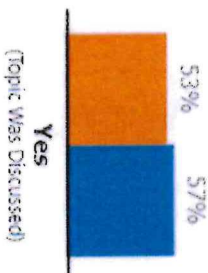
(Always/Usually)

Do Service Coordinators Respect Families' Choices And Opinions?



(Always/Usually)

Do Families Discuss How To Handle Emergencies With Service Coordinator?



(Topic Was Discussed)

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

# 75%

(Yes)

CA Average: **66%**



# NCI Child Family Survey 2021-2022 Satisfaction Indicators

**CA Average**

**Regional Center Selected**

Select a Regional Center:

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

Are Families Satisfied With Current Services And Supports Received?

**63%**  
*(Always/Usually)*

CA Average: **70%**

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

**82%**  
*(Yes)*

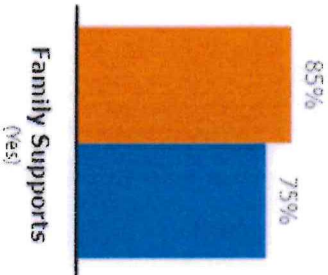
CA Average: **90%**

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

**60%**  
*(Yes)*

CA Average: **69%**

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



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





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**Gracias**

**Discusión/**

**¿Preguntas?**





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# KERN REGIONAL CENTER

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*Striving to Achieve Equality,  
Independence and Empowerment*

## **Identified Issues/Recommendations:**

Some key issues identified in both the NCI survey data for FY 2020-2021 and FY 2021-2022, as well as during our public meetings, include concerns about inadequate customer service, limited accessibility to services, insufficient service coordination, and the lack of translated Individual Program Plans (IPPs). Additionally, we found that many community members were unaware of the services provided by Kern Regional Center (KRC) or their rights, such as the ability to request an IPP meeting at any time to address unmet needs. Another issue highlighted was the requirement for Service Coordinators to respond to client or family inquiries within 48 hours, which was not widely known.

## **Kern Regional Center Next Steps:**

- **Video Development Project:**  
KRC is finalizing a Video Development Project that will cover topics such as the center's background, available services, the roles of Service Coordinators, and the IPP process. Once completed, these videos will be posted on the KRC website to educate the community, families, and clients about their rights, the services KRC provides, and how Service Coordinators can assist them. The videos will be translated into six languages, including adaptations for ASL users with visuals and subtitles.
- **Family Service Guide:**  
KRC is developing a comprehensive Family Service Guide to support Service Coordinators, clients, and families. This guide will include information about generic resources, commonly used KRC services and their descriptions, and processes such as appeals, notices of action, and consumer rights. The guide will also be translated into clients' preferred languages to ensure accessibility.
- **Service Coordinator Training:**  
Before distributing the Family Service Guide, KRC will provide training to Service Coordinators. This training will prepare them to use the guide effectively during IPP meetings to better explain available services and processes to clients and their support networks. The goal is to ensure families understand the services their loved ones may need and feel empowered to ask questions or request additional support. KRC will continue to provide training for Service Coordinators on topics such as the IPP, IPP translations, and delivering exceptional customer service. Staff will be held accountable for the quality of work and service they provide to KRC clients and families, ensuring the

highest standards are consistently met.

- **Service Access and Equity Initiatives:**

KRC will continue its Service Access and Equity (SAE) initiatives to enhance consumer and family satisfaction. These efforts include outreach events, listening sessions, peer support groups, and the Client Empowerment and Advocacy Trainings (CEAT) workshop series offered in both English and Spanish. The CEAT workshops will educate KRC clients and community members about the center's services, processes, and intake and referral systems. KRC will continue to train community members on Kern Regional Center services, IPPs, notices of action, appeals, advocacy, document translation, and timelines. These efforts aim to better support the community and clients, enhancing their quality of life and helping them achieve greater independence.

Given that many individuals in our catchment area learn about KRC through word of mouth, we aim to broaden our educational efforts. By increasing community awareness about KRC's services, we hope to improve satisfaction levels, as reflected in future NCI survey results for both clients and families.