

VALLEY
MOUNTAIN
REGIONAL
CENTER



National Core Indicators (NCI)

Board of Directors' Meeting
December 13, 2023

What is NCI?

The National Core Indicators (NCI) Survey is used by the California Department of Developmental Services and Regional Centers to assess performance in services and supports provided to people with intellectual/developmental disabilities (I/DD).

The NCI survey has been used in California since 2010 as a requirement by the Welfare and Institutions Code, Section 4571 to implement a nation-wide quality assessment survey.

Why is the NCI Important?

asks people how
they are doing

"Are your families doing healthy?"

"A



What is the NCI Survey?

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

There are four types of NCI surveys used in California:

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

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

- ▶ **Child Family Survey**

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

- ▶ **Adult Family Survey**

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

- ▶ **Family Guardian Survey**

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

NCI Survey Cycle

Survey Schedule

Show entries

Search:

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

2021–2022 Survey

- ▶ Adult Family Survey
- ▶ Child Family Survey
- ▶ Family Guardian Survey
- ▶ Focus for this presentation is on areas that are 5% above or 5% below the state average.

Adult Family Survey Participants

Adult Family Survey FY 21 /22	AFS FY 19/20 Average	AFS 21 /22 CA Average	VMRC AFS 21 /22 Average
Total Survey's Completed	14621	8032	334
Does Family Member Live at Home with Respondent			
Yes	Data Not Provided	100%	100%
No	Data Not Provided	0%	0%
Family Member's Age			
Mean	33	34	35
Family Member's Gender			
Male	62%	59%	59%
Female	38%	40%	41%
Other	0%	0%	0%

Family Member's Race and Ethnicity	AFS FY 19/20 Average	AFS 21/22 CA Average	VMRC AFS 21/22 Average
American Indian or Alaska Native	2%	2%	2%
Asian	16%	15%	13%
Black or African American	9%	8%	11%
Pacific Islander	1%	1%	3%
White	43%	38%	43%
Hispanic/Latino	37%	41%	35%
Other	2%	2%	2%
Prefer not to say	Not on FY 19/20	3%	4%
Family Member's Preferred Language			
English	74%	70%	77%
Spanish	14%	17%	12%
Chinese (including Mandarin, Cantonese, and Hokkien)	1%	1%	0%
Tagalog (including Filipino)	1%	1%	1%
Vietnamese	1%	1%	1%
American Sign Language	1%	0%	0%
Hindi	Not on FY 19/20	0%	1%
Other	8%	9%	8%

Adult Family Survey Results

- ▶ Does your Regional Center keep you informed in your preferred language about programs and services offered
 - Yes State Average 62% VMRC Average 69%
 - No State Average 28% VMRC Average 21%

- ▶ Do you need help in planning for your family members future in any of the following areas
 - Employment State Average 37% VMCR Average 28%
 - Financial State Average 35% VMRC Average 30%
 - Housing State Average 45% VMRC Average 33%
 - Social/Relationships State Average 36% VMRC Average 29%
 - Recreation/Having Fun State Average 43% VMRC Average 38%

Adult Family Survey Results

- ▶ Does your family have an Individual Program Plan (IPP)?
 - Yes State Average 67% VMRC Average 74%
 - No State Average 17% VMRC Average 12%
 - Don't know State Average 16% VMRC Average 14%
- ▶ Does the plan include all the services and supports your family member needs?
 - Yes State Average 57% VMRC Average 68%
 - No State Average 11% VMRC Average 12%
 - Don't know State Average 21% VMRC Average 14%
- ▶ Does your family member get all the services listed in the IPP?
 - Yes State Average 54% VMRC Average 62%
 - No State Average 11% VMRC Average 13%
 - Don't know State Average 21% VMRC Average 14%

Child Family Survey Participants

Child Family Survey FY 21 /22	CFS FY 18/19 Average	CFS 21 /22 CA Average	CFS VMRC 21 /22 Average
Total Survey's Completed	10630	5589	217
Does Family Member Live at Home with Respondent			
Yes	Data Not Provided	100%	100%
No	Data Not Provided	0%	0%
Family Member's Age			
Mean	11	11	1
Family Member's Gender			
Male	72%	72%	77%
Female	28%	27%	23%
Other	0%	0%	0%

Child's Race and Ethnicity	CFS FY 18/19 Average	CFS 21/22 CA Average	CFS VMRC 21/22 Average
American Indian or Alaska Native	2%	2%	2%
Asian	20%	17%	17%
Black or African American	8%	6%	6%
Pacific Islander	1%	1%	1%
White	26%	28%	28%
Hispanic/Latino	48%	55%	62%
Other	3%	2%	3%
Prefer not to say	Not on FY 18/19	3%	1%
Child's Preferred Language			
English	90%	73%	72%
Spanish	22%	12%	9%
Chinese (including Mandarin, Cantonese, and Hokkien)	1%	1%	0%
Tagalog (including Filipino)	1%	1%	0%
Vietnamese	1%	0%	0%
American Sign Language	1%	0%	0%
Other	2%	13%	17%

Child Family Survey Results

- ▶ Do you get enough information to take part in planning services for your child?
 - Always State Average 20% VMRC Average 21%
 - Usually State Average 25% VMRC Average 17%
 - Sometimes State Average 27% VMRC Average 35%

- ▶ Does your Regional Center keep you informed, in your preferred language about programs and services it offers?
 - Yes State Average 31% VMRC Average 27%
 - No State Average 59% VMRC Average 66%

Child Family Survey Results

- ▶ Do you have enough information about other public services your family can get (food stamps, SSI, housing subsidies etc.)?
 - Always State Average 18% VMRC Average 19%
 - Usually State Average 19% VMRC Average 14%
 - Sometimes State Average 22% VMRC Average 17%
 - Seldom/Never State Average 22% VMRC Average 30%
- ▶ Does your child's case manager/service coordinator speak to you in your preferred language?
 - Yes State Average 90% VMRC Average 77%
 - Yes But only through a translator
 - State Average 4% VMRC Average 13%

Child Family Survey Results

- ▶ What additional serviced does your family member need?
 - Respite
 - State Average 46%
 - VMRC Average 30%
 - Regularly scheduled support for child
 - State Average 42%
 - VMRC Average 48%
 - Homemaker services
 - State Average 22%
 - VMRC Average 28%
 - Home and/or vehicle modifications
 - State Average 13%
 - VMRC Average 22%
 - Family to family networks
 - State Average 27%
 - VMRC Average 34%
 - Support/training to use child's assistive technology
 - State Average 21%
 - VMRC Average 30%

Family Guardian Survey Participants

Family Guardian Survey FY 21/22	FGS FY 19/20 Average	FGS 21/22 CA Average	FGS VMRC 21/22 Average
Total Survey's Completed	5317	4670	124
Does Family Member Live at Home with Respondent			
Yes	Data Not Provided	0%	0%
No	Data Not Provided	100%	100%
Family Member's Age			
Mean	43	44	43
Family Member's Gender			
Male	61%	61%	61%
Female	39%	39%	39%
Other	0%	0%	0%

Family Member's Race and Ethnicity	FGS FY 19/20 Average	FGS 21/22 CA Average	FGS VMRC 21/22 Average
American Indian or Alaska Native	2%	2%	3%
Asian	8%	9%	11%
Black or African American	7%	6%	4%
Pacific Islander	1%	0%	0%
White	76%	73%	75%
Hispanic/Latino	12%	13%	10%
Other	3%	2%	1%
Prefer not to say	Data not provided	2%	4%
Family Member's Preferred Language			
English	94%	93%	95%
Spanish	2%	2%	1%
Chinese (including Mandarin, Cantonese, and Hokkien)	0%	1%	0%
Tagalog (including Filipino)	0%	0%	0%
Vietnamese	0%	0%	0%
American Sign Language	1%	1%	2%
Other	3%	3%	3%

Family Guardian Survey Results

- ▶ Does the case manager/service coordinator listen to your family's choices and opinions?
 - Always State Average 48% VMRC Average 54%
 - Usually State Average 24% VMRC Average 14%
 - Seldom/never State Average 9% VMRC Average 7%
- ▶ Do the support workers speak to you in your preferred language?
 - Yes, they speak in preferred language State Average 84% VMRC Average 76%
 - Yes, but only through a translator State Average 1% VMRC Average 1%
 - No State Average 2% VMRC Average 1%
 - Don't Know State Average 3% VMRC Average 11%

Family Guardian Survey Results

- ▶ Does your family member do things in the community?
 - Yes State Average 76% VMRC Average 65%
 - No State Average 18% VMRC Average 26%
- ▶ Do you feel that services and supports have made a positive difference in the life of your family member?
 - Yes State Average 88% VMRC Average 83%
 - No State Average 5% VMRC Average 6%
- ▶ Are services and supports helping your family member to live a good life?
 - Yes State Average 85% VMRC Average 74%
 - No State Average 5% VMRC Average 4%

Areas for Planning and Improvement

- ▶ Information and Planning
- ▶ Access and Delivery of Support
- ▶ Choices Decision-Making and Control
- ▶ Community Participation
- ▶ Satisfaction

Strategic Planning

- ▶ VMRC values NCI as a way to support long term planning
- ▶ Ideas for improvement
 - Engage our DEI incitive agency wide to help improve communication, understanding lived experiences
 - Focus on hiring new staff that are diverse in languages spoke and have different lived experiences
 - Hiring a Benefits Counselor to expand understand access to community recourses
 - Expand developing Service Coordinator training
 - Collaborate with SAC6 for trainings
 - Collaborate with CHOICES conference to provide training on focused topics
 - Collaborate to create media informational clips
 - Continue to encourage Person Centered Planning for everyone
 - Engage Person Centered Thinking Trainers to assist with trainings

Additional NCI Resources

NCI Information Portal

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

Frequently Asked Questions

- <https://www.dds.ca.gov/rc/nci/quality-assessment-faq/>

10 Easy Steps User-Friendly Guide

- https://www.dds.ca.gov/wpcontent/uploads/2019/02/NCI_TenEasySteps_20190212.pdf

Interactive Dashboards

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

Regional Center NCI Reports

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

