



Helping People with Developmental Disabilities Reach Their Maximum Potential

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Report of National Core Indicators (NCI) Governing Board Meeting 12/22/2021 Report of Data from 2018 to 2019 Children Family Services

General Information

VMRC provided information regarding the meeting to consumers, families and stakeholders on November 19, 2021, and November 26, 2021.

During the governing board meeting presentation on 12/22/2021 there was no public comment associated with the delivery of NCI information given.

Review of Data

The legislature ensures a review of the well-being of individuals served as well as their access to information and having choices. People served by Valley Mountain Regional Center (VMRC) should receive quality services that lead to their success in life. Reviewing the impressions of families of children is important because they are the future and need to be set up for success at an early age. The ability to feel satisfied, knowledgeable, and supported by the regional center is a key in future successes. Comparing the results from the 2018/19 survey of Children Family Service to the previous review in 2015/16 will help set a foundation for growth and support for families.

The results of the 2018/19 survey show that families usually or always feel that they have the information they need to participate in the planning for services that their child needs as well as the information about services and support provided by the regional center are easy to understand. Overwhelmingly families feel respected about their choices. These results are slightly above or within about two percentage rates of the state and national results. Even though VMRC's results are consistent with the state and national results an area to improve is making sure families are aware of public services. The above results are like the findings of the 2015/16 survey showing that VMRC is consistent in ensuring families receive support by having the information needed to be part of the planning process.

The regional center should be helping families in planning for things like employment, housing, medical, relationship building, transitions in school and other recreation. The data again stayed consistent over the years in areas that families report needing assistance in planning and VMRC is lower in comparison to the state and national reports except for medical planning (which is the same at 46%) and other. An area that has remained a need for families involves requesting planning support in social or relationship and recreational. Given the social recreation regulations creating more opportunities we anticipate this need would decrease in future surveys. One area that VMRC should look at is ways to improve being able to provide crisis or emergency supports. Though VMRC appears to be consistent with the state and national data this is an area that people report not being able to receive supports in both the 2018/19 and 2015/16 survey. Proving support in crisis or emergencies is important to families

The IPP/IFSP process is important to the success of individuals. VMRC has placed an emphasis on Person Centered Planning that appears to be reflected in the 2018/19 data. According to the data VMRC is listening to families about the types of services and supports needed. 78% of all services and supports were in the IPP/IFSP based on 2015/16 data compared to the 2018/19 data reflecting an increase to 89%. Service delivery increased from 87% to 91%. 2015/16 data represents that 83% of children did not participate in the planning process. 2018/19 data shows a decrease to 77% (lower than both the state and national average). VMRC should continue their efforts to increase the percentage of children that participate in the development of their own IPP/IFSP plan, therefore continuing to decrease this percentage. Person Centered Planning is part of the HCBS Final Rules and needs to be standard practice when helping people reach their maximum potential in life.

The Regional Center needs to be available to individual and their families when they need assistance and guidance. Communication is key and again the 2018/19 report shows that the effort of Person-Centered Thinking is assisting in gaining more and better communication with individuals and families. VMRC continues to engage people of diverse cultures and languages that is meaningful and respectful. This communication is consistent or close to the state and national averages. Families continue to report that they have access to the medical equipment needed along with the medical and dental professional that can help their loved ones. Support services such as respite are an important part of life for families. VMRC has continued to make respite services available to individuals and families. Families have reported an increase in receiving the additional supports they need. The 2015/16 report shows 68% of families get the needed additional support where in 2018/19 that increased to 77%. Areas that families receive additional supports consistent with or close to the state and national average is respite, regularly scheduled support, homemaker and DME Modifications/Equipment. Family-to-family networks is an area that VMRC could improve their support in. VMRC has partnerships with community-based organizations. This should help VMRC improve in this area. The collaboration between families, support staff and VMRC appears continue to be a positive for families.

As the time for the implementation of the HCBS final rules draws closer we need to be mindful of community integration. Overall individuals and families report involvement in their community. The cost associated with community activities and the general stigma can be a barrier for individual participation. VMRC continues to be consistent with the state and national average, but community integration needs to continue to be a focus.

One of the most important questions asked during the survey was “Are Services and Support helping your child live a good life?” This question has remained at 91% of people reporting yes in both the 2015/16 and 2018/19 survey. The goal should be for 100% of respondent to say yes to this question.

Recommendations and Plans

As with anything there are areas that VMRC can continue to improve. Looking at what VMRC is currently doing and improving on, can better assist individuals and families. An area that VMRC could provide better assistance is helping families know about the public services that are out there for them to utilize. There are lists of public resources that exist. Taking time to gather and place the information into a centralized location, like the VMRC website, could be useful.

One area that appeared in the survey that VMRC could consistently do better, is providing emergency support and planning for individuals and their families. Families may benefit from more in-depth conversation about emergencies and what that may look like for their individual loved one. Taking the time to document this may help VMRC be better prepared to provide the support if an actual emergency arises. Families may feel more comfortable and a bit more settled if they know that VMRC has needs and support for emergencies documented and are better prepared to provide the support and help that they need.

Continuing to keep Person Centered Thinking as an emphasis to assist in driving better communication and planning for individual and their families will continue to provide better quality supports and services. One area that VMRC can really focus on with Person Centered Thinking is developing a way to have the children involved in developing their IPP/IFSP. Talking with individuals about how to involve children in their planning will create better success and better documents. Listening to families and either developing or finding family-to-family networking may really assist our individuals and families feel support by their own peers. Finally continuing to find resources for community involvement for individuals and families is of upmost importance, not only because of the regulatory requirements, including HCBS, but because it is the right thing to do.

VMRC continues to strive to provide the best services and supports to individuals and families within our catchment area.