



## Helping People with Developmental Disabilities Reach Their Maximum Potential

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# Report of National Core Indicators (NCI) Governing Board Meeting February 22, 2023 Report of Data from 2019 to 2020 Adult Family Services

## General Information

Posted to Valley Mountain Regional Center Website  
January 19, 2023

Information regarding the meeting was provided to the consumers, families and stakeholders January 20, 2023

Public comments made at the Governing Board Meeting

-What languages was the survey provided in for written and in home communication?  
Response: The information was provided in various languages for written communication and all in person interviews were provided in the language the person needed it.

- What was the return rate of the survey?

- Was the survey's returned reflective of the community diversity?

Response: The representative from SCDD did not have the specific data at the time of the meeting.

## Review of Data

The legislature ensures a review of the well-being of individuals served as well as their access to information and choices. People served by Valley Mountain Regional Center (VMRC) should receive quality services that lead to their success in life. Reviewing the impressions of family members who reside with people served is important to provide feedback to VMRC to ensure adults and their families are being supported in the way they want to be supported. The ability to feel satisfied, knowledgeable, and supported by the regional center is a key to future

successes. Comparing the results from the 2019/20 survey of Adult Family Services to the previous review in 2016/17 will help set a foundation for growth and support for families.

The report covers 5 primary areas. The first one is Information and Planning. This category looks at the support necessary to plan for the services and supports a person needs. Within Information and Planning VMRC seems to meet or exceed most areas surveyed as compared to the state average for 2019/20. Even more telling is that in comparison to the 2016/17 report VMRC has continued to increase the percentage that people receive information that is understandable and useful to families. VMRC will need to address communication around planning for emergencies and support needed around this. This is an area that in both the 2019/20 and 16/17 report show that we could improve. The percentage of people who feel ready to deal with emergencies has decreased. Over the past few the catchment area of VMRC has experienced a significant increase in major fires. As the awareness of the natural disaster has increased, we need to help ensure that people we support are better informed and feel prepared. Another area we need to look at improving is having more support available for people who may be experiencing an emergency. Communicating with families to gather what types of emergency support would help provide a direction to find services that will provide the support needed for families. Overall, this category is an area that VMRC seems to do well in supporting the families in our area.

The second category is Access and Delivery of services and support. This area of service delivery has been greatly impacted by the COVID 19 pandemic. 2019/20 was at the height of the mandated stay at home orders. This had a significant impact on the ability to provide services to people that we support. There were decreases in the 2019/20 survey in the percentages of people who felt they were able to communicate with their Service Coordinator when they needed to. These decreases were in supports were felt throughout the state and the California average also decreased. VMRC remained close to the state average in this area. The results of the 2016/17 survey showed similar differences in the percentages of communicating with families. Communication through the pandemic was difficult and VMRC was attempting to make monthly calls to each person served. These contacts were not always successful and VMRC was not able to maintain contact with some families. At other times these contacts resulted in VMRC being able to provide families with a person to talk to or even more support for their loved ones. Even with the effects of the pandemic the results of the survey still show that families feel that they are receiving the support that is needed. This has increased from 71% in 2016/17 to 83% in 2019/20. VMRC remains committed to ensuring that people we support have the ability to contact their Service Coordinators and support workers as well as access to services that meet their needs. As life in this new pandemic world evolves VMRC is adjusting to how we provide access and support to the people we support.

The area of Choice, Decision Making and Control that the Family Adults Services survey looks at is extremely important. All people supported should have the ability to lead the life of their choosing and have the control to make those decisions. Within the person centered focus that VMRC possesses there is a passion to help people have this support and control in their lives. The change to increase the person centered focus has really started to show in the results of the 2019/20 survey. In most areas if the 2016/17 survey VMRC fell short of the state average

and was below 50% of people always feeling that they had some of the controls in their supports. The 2019/20 survey shows a significant increase in these percentages between 50-53% and just above the state averages. While there is still room to grow and these results show that VMRC efforts are being utilized by the community.

Involvement in the community helps to ensure that people we serve are included as important people in the community. The catchment area of VMRC is sometimes difficult to have full including since there are some very rural mountainous regions. VMRC is also lucky to have some very urban areas that can help ensure inclusion. VMRC continues to increase the knowledge for families to take advantage of activities in the community. The 2016/17 revealed that VMRC was equal to or just below the state average for community involvement. The 2019/20 survey shows that VMRC is now just above the state average in helping people be involved in their community. The barriers people have faced in the past such as lack of transportation, cost or even staff support have decreased. The family-to-family networks is an area that needs to be addressed. Even though people are becoming more active in the community there does not seem to be enough family to family networks. More devotion to the development of these types of support should be investigated.

Planning, Support, Services and Community Involvement are tools to prove to the people we support a happy and full life. There is benefit in making sure that these tools are helping people be satisfied with the services and support that they receive. There are times when someone is not happy with the services and support that they receive. There has been an increase in the percentage of people who know how to file complaints if they feel the need from 2016/17, 53%, to 2019/20, 62%. However, when complaints have been filed there has been a decrease in the percentage of individuals who are satisfied with the way it was handled from 55% to 50%. Making sure that people receive the information about complaints files will be important to ensure that they are more satisfied with the outcomes. One of the most important questions is about if the family feels the services and support have made a positive difference in the family's life. This is really the goal of VMRC. In this area VMRC continues to improve. In 2016/17 VMRC was equal to the state average at 90%, however, the 2019/20 survey shows an increase slightly above the state average of 93% to VMRC's 95%. Achieving 100% will be difficult but that is always the goal to have a positive influence on the families and people we support.

## **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. 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.

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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 support to individuals and families within our catchment area.