Core indicators are standard measures used across states to assess the outcomes of services provided to individuals and families.
The National Core Indicators (NCI) program is a collaborative effort between the National Association of State Directors of Developmental Disabilities Services (NASDDDS) and the Human Services Research Institute (HSRI) which established indicators that measure the performance of ID/DD services and supports within and across states.
SURVEY TYPES

In-Person Survey (IPS)

Child Family Surveys (CFS)

Adult Family Surveys (AFS)

Family Guardian Surveys (FGS)

Mover Longitudinal Study
Who is Surveyed?

**Adult Family Surveys (AFS)**
Families with children 18 and over living in the family home and receiving at least one regional center funded service (not including case management)

20% of the eligible population in each Regional Center

**Family Guardian Surveys (FGS)**
Families with children 18 and over living in the community and receiving at least one regional center funded service (not including case management)

20% of the eligible population in each Regional Center
2019/20 ADULT FAMILY SURVEY ACCESS

**Can Families Or Their Family Member Contact Service Coordinator When They Want To?**
- Yes (Always/Usually): 84% (Regional Center Selected: 82%)
- No: 22%

**Do Families Get The Supports and Services They Need?**
- CA Average: 77%
- Yes (Always/Usually): 78%
- No: 22%

**Does Their Family Member See Health Professionals When Needed?**
- Yes (Always/Usually): 93% (Regional Center Selected: 89%)
- No: 7%

**Do Services/Supports Change When Families’ Needs Change?**
- Yes (Always/Usually): 73%
- No: 27%

**Do Service Coordinators Speak In The Family’s Preferred Language?**
- Yes (Always/Usually): 99%
- No: 1%

**Do Service Coordinators Support Families In Culturally Respectful Ways?**
- Yes (Always/Usually): 97%
- No: 3%

**Does Their Family Member Have The Special Equipment/ Accommodations That They Need?**
- Yes (Always/Usually): 83%
- No: 17%
2019/20 ADULT FAMILY SURVEY CHOICE

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

- Service Coordinator (Yes/Can Change If Want To):
  - 84%
  - 85%

- Service Agency (Always/Usually):
  - 78%
  - 76%

- Support Workers (Always/Usually):
  - 78%
  - 82%

Do Families Directly Manage Support Staff?

- CA Average 67%
  - No 30%
  - Yes (Always/Usually) 70%

Do Service Providers Work Together To Provide Supports?

- CA Average 79%
  - No 24%
  - Yes 76%
2019/20 ADULT FAMILY SURVEY
COMMUNITY PARTICIPATION

Does Their Family Member Participate in Community Activities?
- No 21%
- Yes 79%

CA Average 79%

Are There Community Resources That Family Can Use Outside of the Regional Center?
- Yes 75%
- No 71%

Does Family Participate in Family-to-Family Networks in Their Community?
- Yes 19%
- No 11%

CA Average
Regional Center Selected
2019/20 ADULT FAMILY SURVEY
INFORMATION AND PLANNING

- **Do Their Family Member Have An Individual Program Plan (IPP)?**
  - Yes: 92%
  - CA Average: 80%

- **Do Families Get A Copy Of IPP In Their Preferred Language?**
  - Yes: 97%
  - CA Average: 94%

- **Do Families Get Information In Their Preferred Language?**
  - Yes: 99%
  - CA Average: 96%

- **Do Families Think Information Is Easy To Understand?**
  - Always/Usually: 88%
  - CA Average: 85%

- **Do Families Get Enough Information To Participate In Planning Services?**
  - Yes: 67% (Regional Center Selected), 72% (CA Average)

- **Do Service Coordinators Respect Family’s Choices And Opinions?**
  - Yes: 92% (Regional Center Selected), 91% (CA Average)

- **Did Families Discuss How To Handle Emergencies At Last IPP Meeting?**
  - Yes: 55% (Regional Center Selected), 48% (CA Average)

- **Does Their Family Member Have A Transition Plan?**
  - Yes: 48% (Regional Center Selected), 48% (CA Average)
2019/20 ADULT FAMILY SURVEY
SATISFACTION

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

CA Average 81%

Do Services And Supports Help Their Family Member Live A Good Life?
92% Yes
92% Yes

Have Services And Supports Made A Positive Difference in Their Family Member’s Life?
93% Yes
94% Yes

Do Services and Supports Reduce Family’s Out-Of-Pocket Expenses to Care For Their Family Member?
72% Yes
73% Yes

Have Regional Center Services Helped Keep Their Family Member At Home?
85% Yes
84% Yes
2019/20 FAMILY GUARDIAN SURVEY
ACCESS

Can Family or Their Family Member Contact Service Coordinator When They Want To?
- Yes (Always/Usually) 85% (CA Average 86%)
- No 11% (CA Average 14%)

Does Their Family Member See Health Professionals When Needed?
- Yes (Always/Usually) 94% (CA Average 98%)
- No 6% (CA Average 12%)

Does Family Get The Supports And Services They Need?
- Yes 89% (CA Average 88%)
- No 11% (CA Average 12%)

Does Service Coordinator Speak in Family’s Preferred Language?
- Yes 100% (CA Average 98%)

Does Service Coordinator Support Family in Culturally Respectful Ways?
- Yes 98% (CA Average 96%)

Do Services and Supports Change When Family’s Needs Change?
- No 16% (CA Average 14%)
- Yes 84% (CA Average 86%)

Does Their Family Member Have the Special Equipment/Accommodations That They Need?
- Yes (Always/Usually) 87% (CA Average 89%)
- No 13% (CA Average 11%)
2019/20 FAMILY GUARDIAN SURVEY CHOICE

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

- Service Coordinator (Yes/Can Change If Want To): 75% (Choice), 73% (Regional Center Selected)
- Service Agency (Always/Usually): 77% (Choice), 77% (Regional Center Selected)

Do Service Providers Work Together To Provide Supports?

- CA Average: 91%
  - Yes 91%
  - No 9%
2019/20 FAMILY GUARDIAN SURVEY
COMMUNITY PARTICIPATION

Does Their Family Member Participate In Community Activities?
- No 12%
- CA Average 85%
- Yes 88%

Are There Community Resources That Family Can Use Outside Of The Regional Center?
- Yes 82%
- CA Average 85%

Does Family Participate In Family-to-Family Networks In Their Community?
- Yes 14%
- Regional Center Selected 11%
2019/20 FAMILY GUARDIAN SURVEY
INFORMATION AND PLANNING

- Does Their Family Member Have An Individual Program Plan (IPP)?
  - 92% (Yes)
  - CA Average: 91%

- Did Family Get Copy Of IPP In Their Preferred Language?
  - 91% (Yes)
  - CA Average: 91%

- Does Family Get Information In Their Preferred Language?
  - 98% (Yes)
  - CA Average: 98%

- Does Family Think Information Is Easy To Understand?
  - 91% (Always/Usually)
  - CA Average: 89%

- Does Family Get Enough Information To Participate In Planning Services?
  - 72% (Yes)
  - 74% (Always/Usually)

- Does Service Coordinator Respect Family’s Choices And Opinions?
  - 87% (Yes)
  - 87% (Always/Usually)

- Did Family Discuss How To Handle Emergencies At Last IPP Meeting?
  - 48% (Yes)
  - 69% (Topic Was Discussed)
2019/20 FAMILY GUARDIAN SURVEY
SATISFACTION

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

- No: 11%
- Yes (Always/Usually): 89%
- CA Average: 87%

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

- Yes: 96% (Regional Center Selected), 97% (CA Average)

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

- Yes: 95% (Regional Center Selected), 95% (CA Average)
REPORTS CAN BE FOUND
https://www.dds.ca.gov/rc/nci/nci-domain-dashboards

NCI Domain Dashboards

The National Core Indicators (NCI) Surveys are used by the California Department of Developmental Service to assess performance in the services and supports provided to people with intellectual/developmental disabilities (I/DD). These dashboards display how each regional center performed overall and in specific topic areas (domains). Survey questions and responses are grouped into the following domains: Access, Choice, Community Participation, Information & Planning, and Satisfaction. Due to the large amount of data displayed, please expect to wait up to 60 seconds for each dashboard to load.

Looking for all questions answered by survey respondents?
Switch to NCI Comprehensive Dashboards

Domain Dashboards

In-Person Survey (IPS)  Adult Family Survey (AFS)