

NATIONAL CORE INDICATORS (NCI)

Core indicators are standard measures used across states to assess the outcomes of services provided to individuals and families.



HISTORY

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?



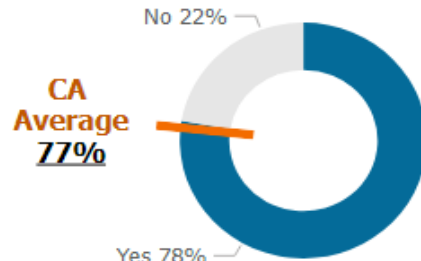
Does Their Family Member See Health Professionals When Needed?



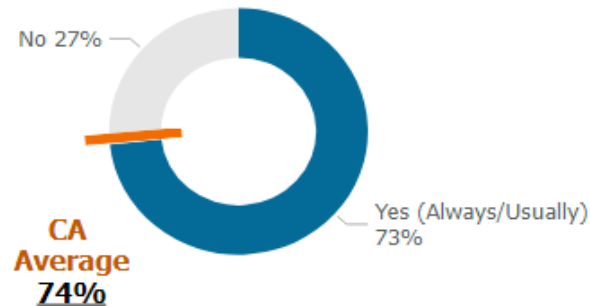
Does Their Family Member Go To Dentist When Needed?



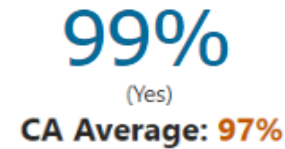
Do Families Get The Supports and Services They Need?



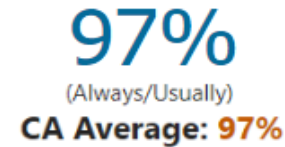
Do Services/Supports Change When Families' Needs Change?



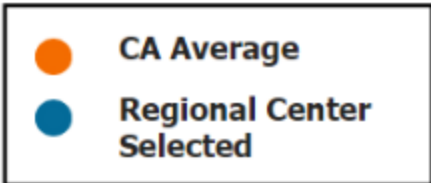
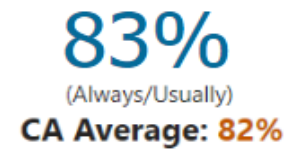
Do Service Coordinators Speak In The Family's Preferred Language?



Do Service Coordinators Support Families In Culturally Respectful Ways?

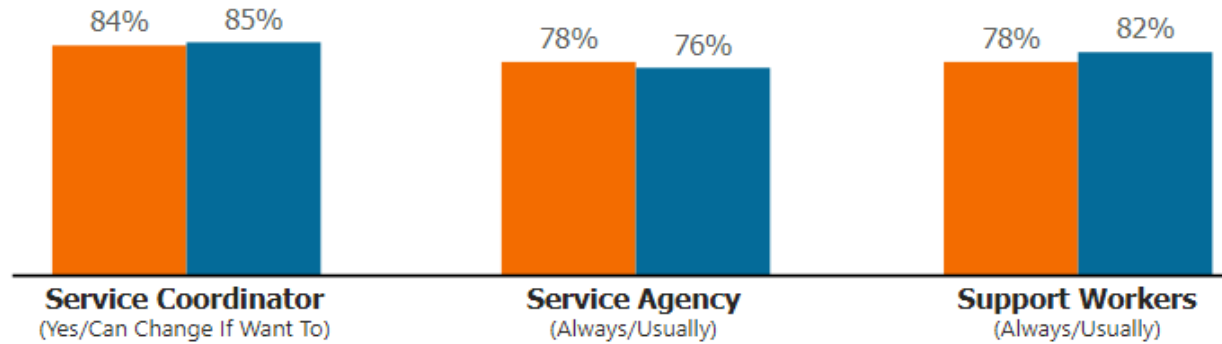


Does Their Family Member Have The Special Equipment/ Accommodations That They Need?

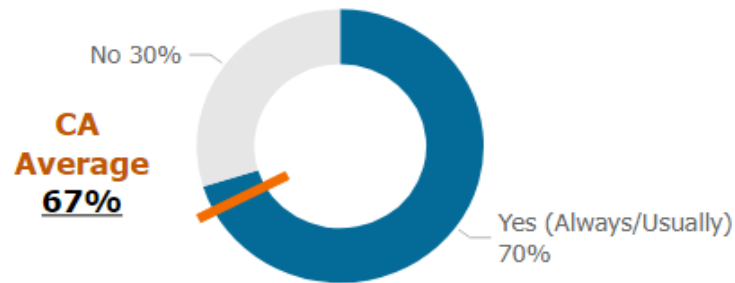


2019/20 ADULT FAMILY SURVEY CHOICE

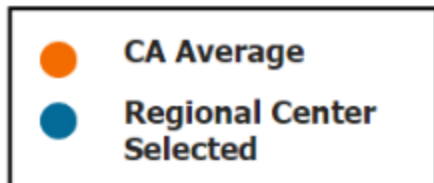
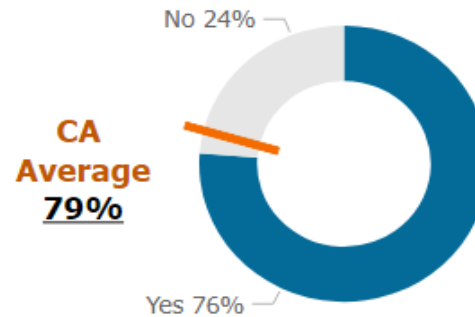
Do Families Say They Can Choose or Change Who Works With Their Family Member?



Do Families Directly Manage Support Staff?



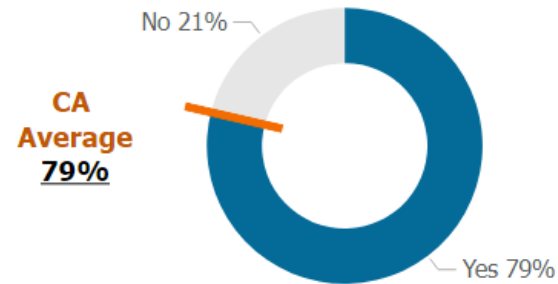
Do Service Providers Work Together To Provide Supports?



2019/20 ADULT FAMILY SURVEY

COMMUNITY PARTICIPATION

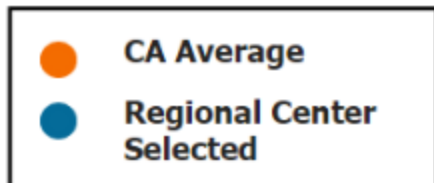
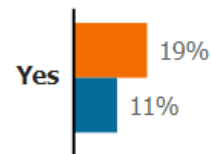
Does Their Family Member Participate in Community Activities?



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

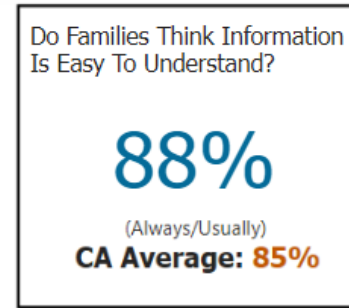
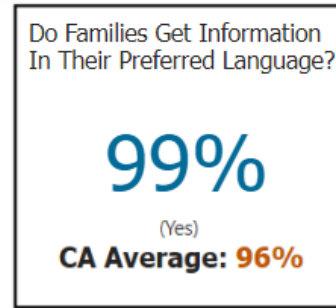
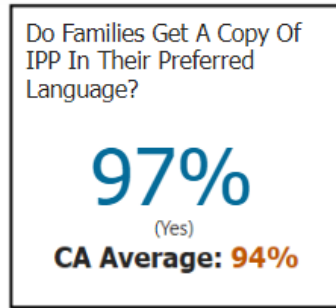
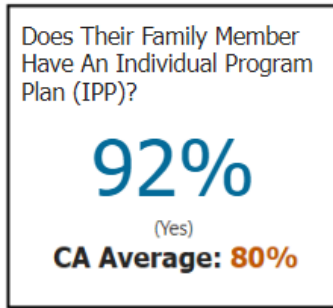


Does Family Participate in Family-to-Family Networks in Their Community?

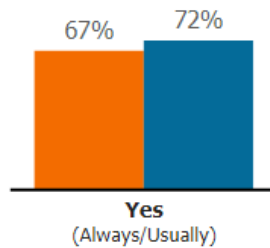


2019/20 ADULT FAMILY SURVEY

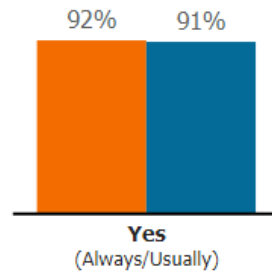
INFORMATION AND PLANNING



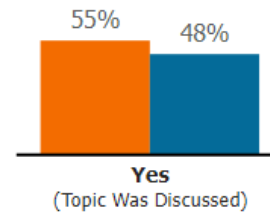
Do Families Get Enough Information To Participate In Planning Services?



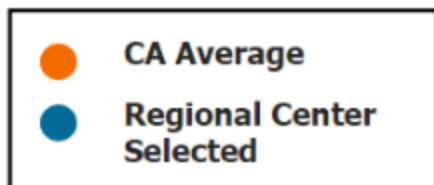
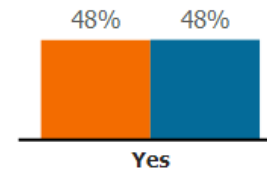
Do Service Coordinators Respect Family's Choices And Opinions?



Did Families Discuss How To Handle Emergencies At Last IPP Meeting?



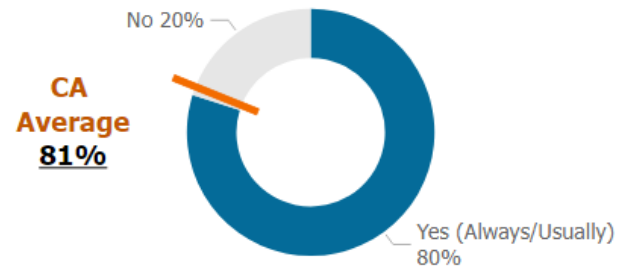
Does Their Family Member Have A Transition Plan?
(For Those Who Left School Services During The Past Year)



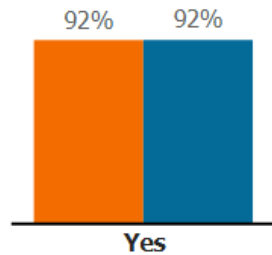
2019/20 ADULT FAMILY SURVEY

SATISFACTION

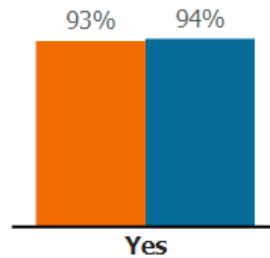
Are You Satisfied with Current Services and Supports Your Family Member Receives?



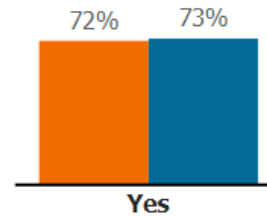
Do Services And Supports Help Their Family Member Live A Good Life?



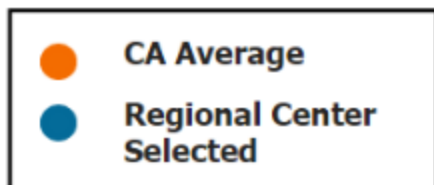
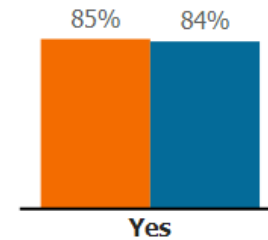
Have Services And Supports Made A Positive Difference in Their Family Member's Life?



Do Services and Supports Reduce Family's Out-Of-Pocket Expenses to Care For Their Family Member?



Have Regional Center Services Helped Keep Their Family Member At Home?



2019/20 FAMILY GUARDIAN SURVEY

ACCESS

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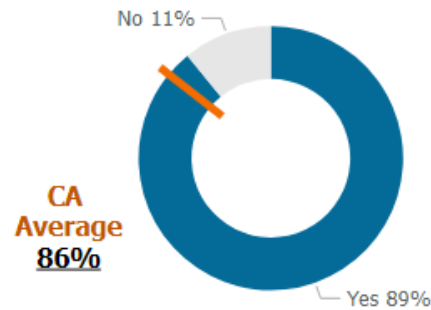
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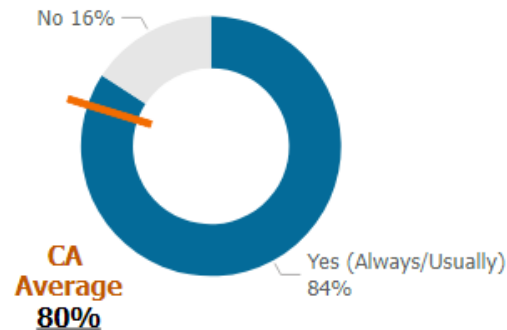
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Does Family Get The Supports And Services They Need?



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



Does Service Coordinator Speak in Family's Preferred Language?

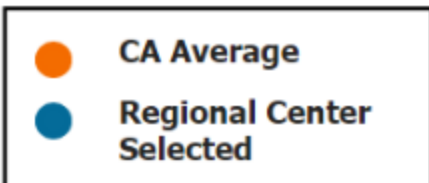
100%
(Yes)
CA Average: **98%**

Does Service Coordinator Support Family in Culturally Respectful Ways?

98%
(Always/Usually)
CA Average: **96%**

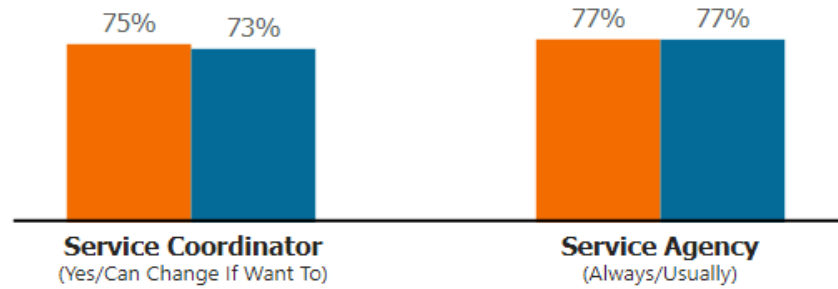
Does Their Family Member Have the Special Equipment/ Accommodations That They Need?

87%
(Always/Usually)
CA Average: **89%**

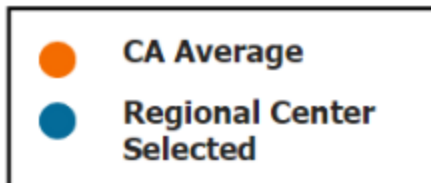
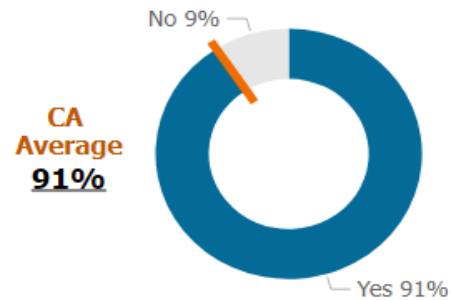


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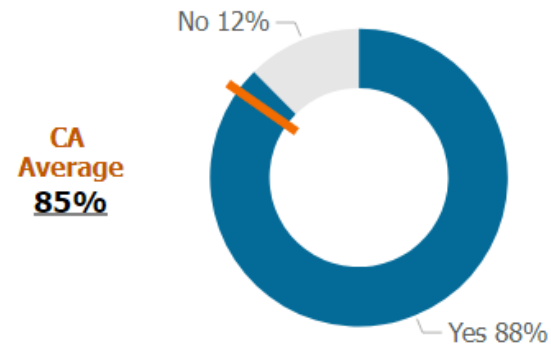
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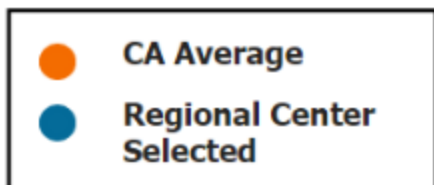
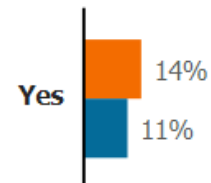
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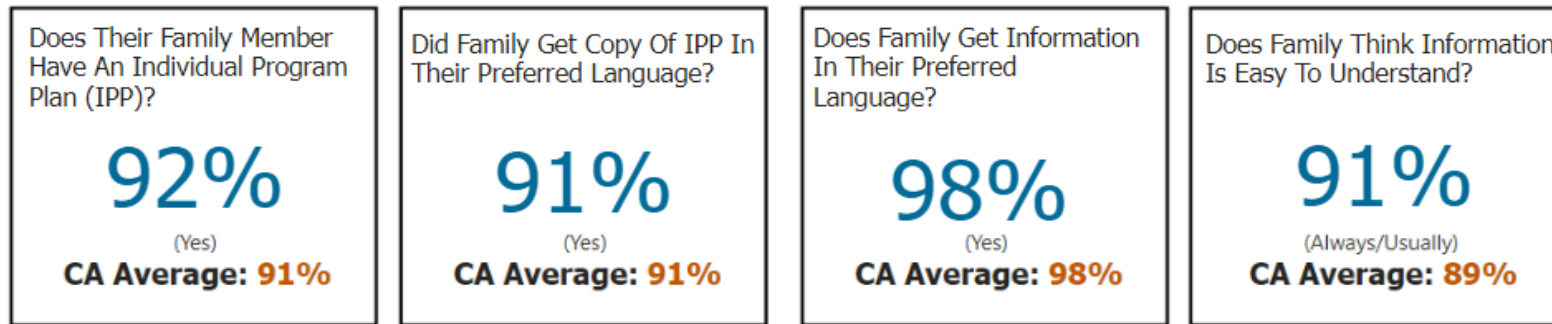


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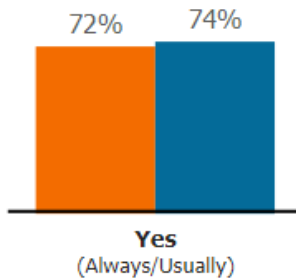


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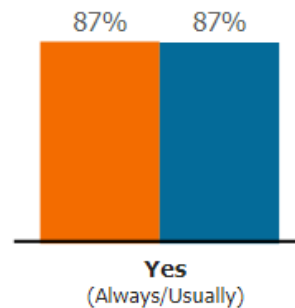
INFORMATION AND PLANNING



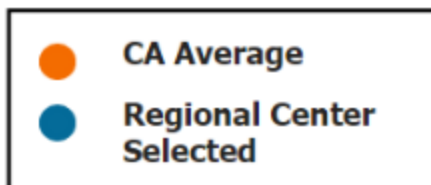
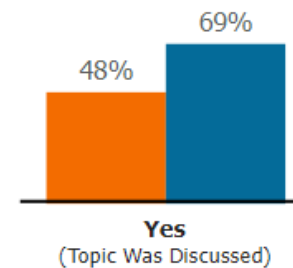
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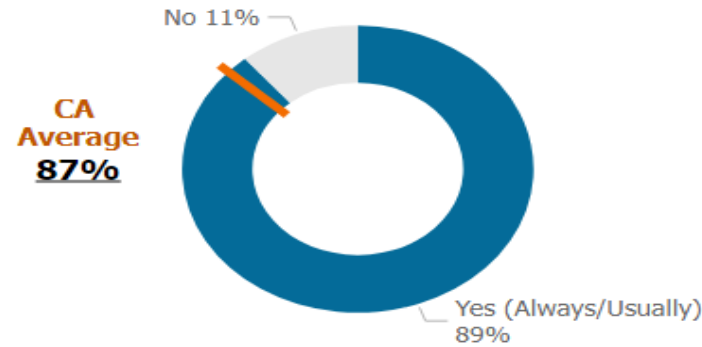
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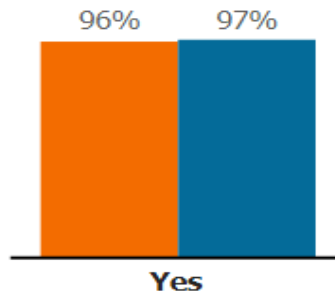
2019/20 FAMILY GUARDIAN SURVEY

SATISFACATION

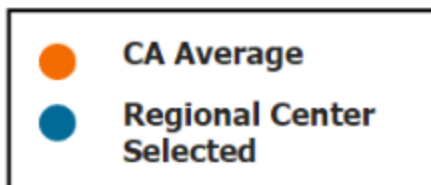
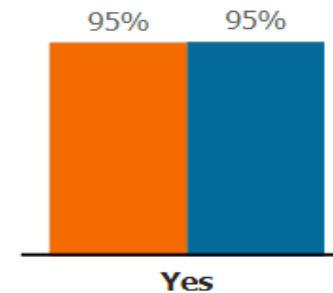
Are You Satisfied With Current Services And Supports Your Family Member Receives?



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?



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

