



Redwood Coast Regional Center

Respecting Choice in the Redwood Community

# National Core Indicators (NCI)

Board of Directors' Meeting

January 10, 2024

# 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

Fiscal Year	Type of NCI Survey
2010/2011	Adult In–Person Survey Child Family Survey Adult Family / Family Guardian Survey
2011/2012	Adult In–Person Survey
2012/2013	Child Family Survey
2013/2014	Adult Family / Family Guardian Survey
2014/2015	Adult In–Person Survey
2015/2016	Child Family Survey
2016/2017	Adult Family / Family Guardian Survey
2017/2018	Adult In–Person Survey
2018/2019	Child Family Survey
2019/2020	Adult Family/Family Guardian Survey
2020/2021	Adult In–Person Survey

# NCI Survey Cycle *continued*

## 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

## NCI In-Person Survey 2020-2021

### Domains Snapshot By Regional Center

**Instructions:** Each checkmark shows when the regional center: (a) has met or exceeded the state average, or (b) was not more than 5 percentage points below the state average for each question. Use topic tabs at top of the page to see survey responses for selected questions. Each question is compared to the state average for the selected regional center.

#### Select a Regional Center:

- Alta California
- Central Valley
- East Bay
- Eastern LA
- Far Northern
- Frank D. Lanterman
- Golden Gate
- Harbor
- Inland
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Activities Outside Home

Choice

Customer Experience

Day Activities & Supports

Employment

Health & Wellness

Information & Planning

Language Access

Service Access

Social Relationships

<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	
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This NCI Presentation will focus on areas where RCRC is 5% or more above (thumbs up) or below (thumbs down) the California average





## NCI In-Person Survey 2020-2021

### Domains Snapshot By Regional Center

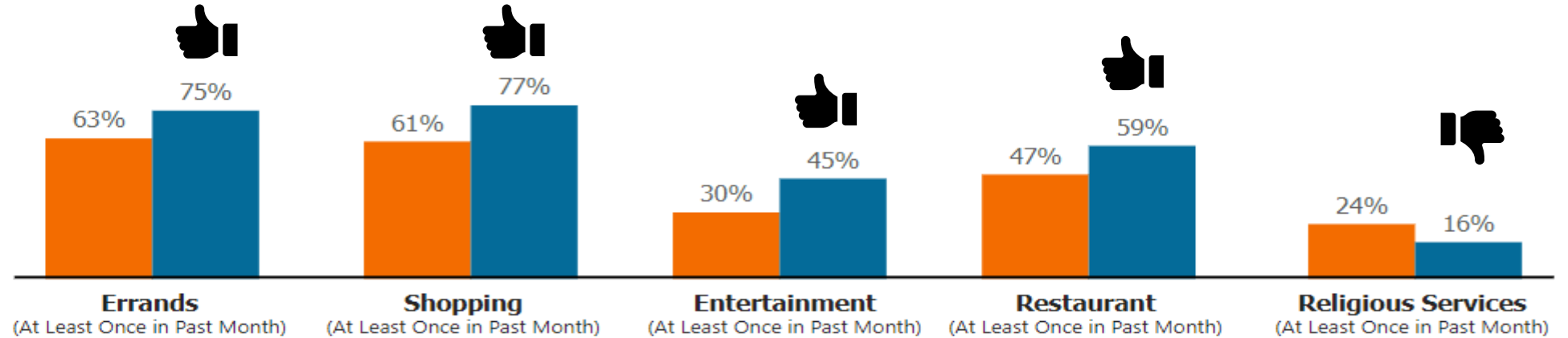
CA Average

Regional Center Selected

Select a Regional Center:

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#### What Activities Or Which Places Did Individuals Go To Outside Of Their Home?



Can Individuals Get To Places They Need To Go?

94%

(Yes, Almost Always)

CA Average: 92%

Are Individuals Able To Go Out And Do Things They Like?

70%

(Yes)

CA Average: 70%

Can Individuals Get To Places They Want To Go Outside Of Home?

86%

(Yes, Almost Always)

CA Average: 84%

## NCI In-Person Survey 2020-2021

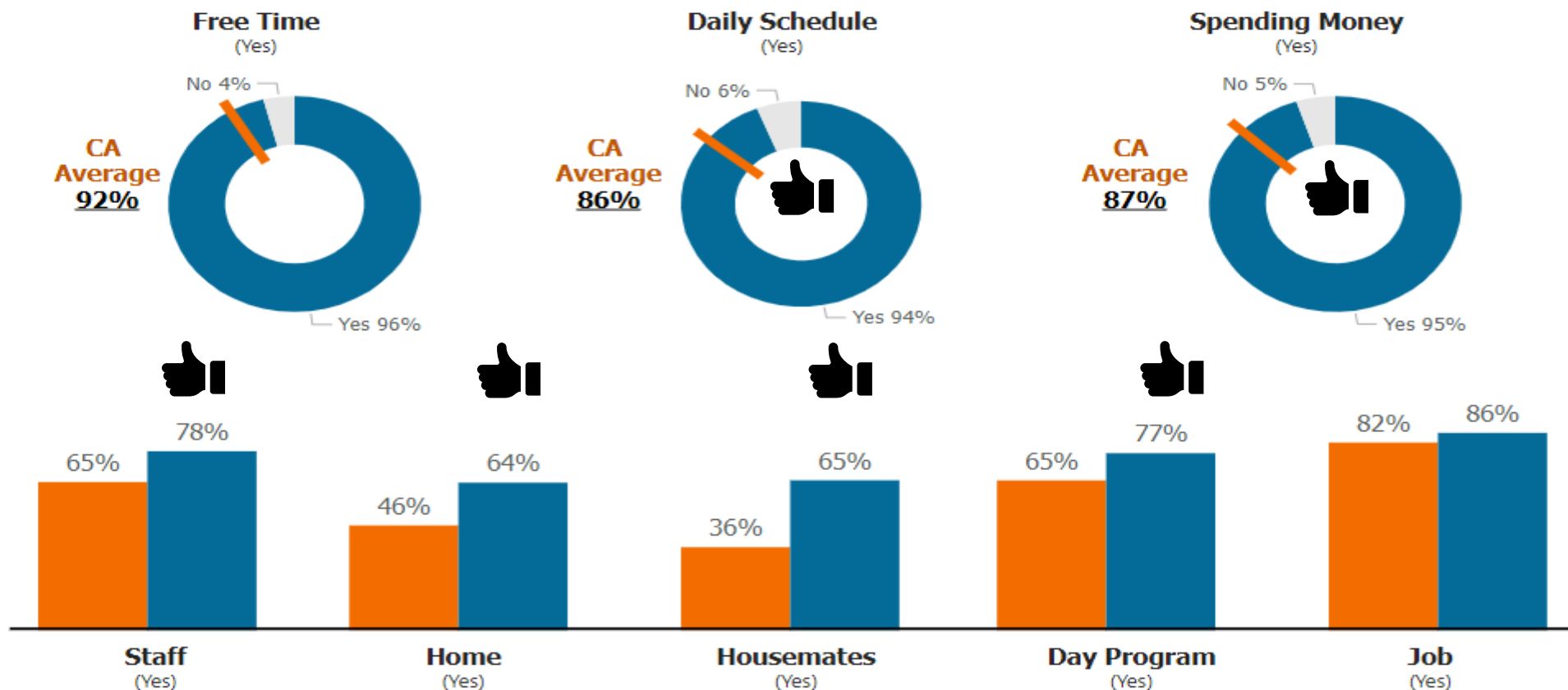
### Domains Snapshot By Regional Center

● CA Average  
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#### Do Individuals Say They Make Own Choices or Have Input on Choices?



## NCI In-Person Survey 2020-2021

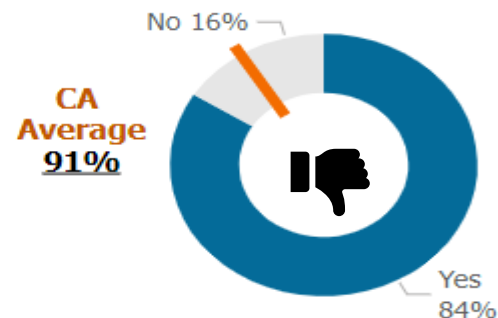
### Domains Snapshot By Regional Center

● CA Average  
● Regional Center Selected

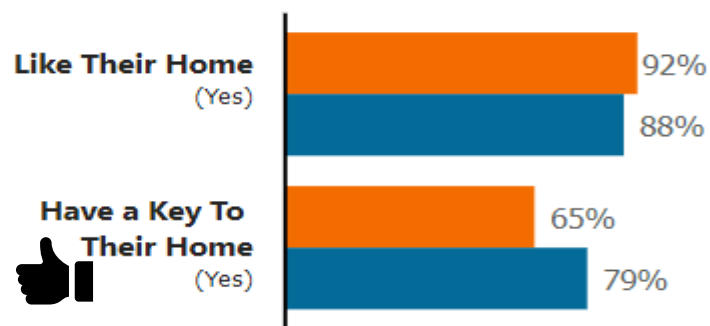
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#### Do Services and Supports Help Individuals Live A Good Life?



#### Regarding Home, Do Individuals...?



Do Individuals Have a Time To Themselves or a Place To Be Alone At Home?

**95%**  
 (Yes)  
 CA Average: **94%**

Do People Announce Themselves Before Entering An Individual's Home?

**93%**  
 (Yes)  
 CA Average: **92%**

Do Individuals Have Someone To Talk To If They Feel Afraid?

**94%**  
 (Yes)  
 CA Average: **93%**

#### Do Individuals Have Staff Who Help Them?



#### Do Individuals Get To Do Things They Like As Much As They Want?



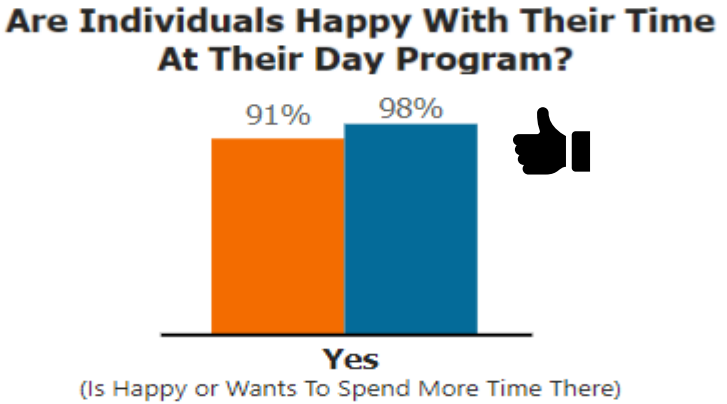
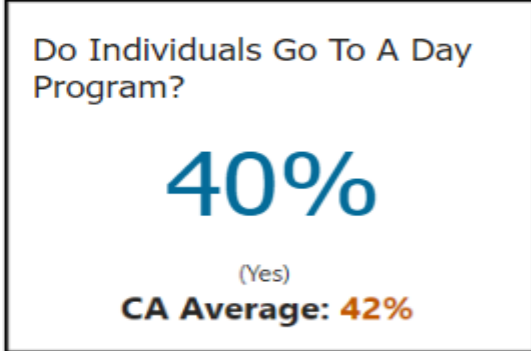
#### Have Individuals Ever Voted in a Local, State, or Federal Election?



## NCI In-Person Survey 2020-2021 Domains Snapshot By Regional Center

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**Do Individuals Volunteer?**



*Note: Data presented in the "Employment" Domain and "Day Activities & Supports" Domain should be viewed and considered together because participation in one may be impacted by the other. For example, a high number of individuals participating in employment may make fewer individuals available to participate in day activities or an individual's participation in a paid individual or small-group job may occur as part of their participation in a day program. For 2020-2021 cycle, background information on whether individuals go to a day program was not available for the "Do Consumers Go To A Day Program?" survey question.*

## NCI In-Person Survey 2020-2021 Domains Snapshot By Regional Center

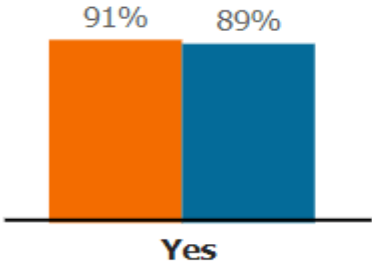
● CA Average

● Regional Center Selected

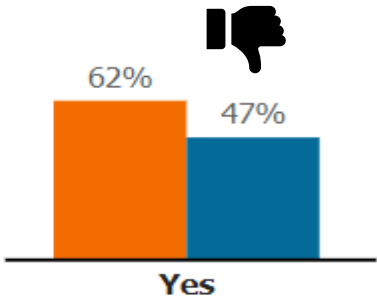
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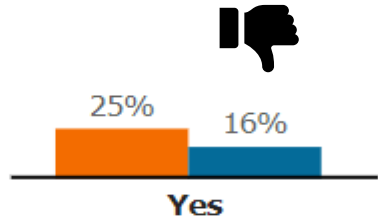
### Do Individuals Like Working At Their Job?



### Do Individuals Want A Job If They Currently Do Not Have One?



### Do Individuals Take Job-Related Training Or Classes?



*Note: Data presented in the "Employment" Domain and "Day Activities & Supports" Domain should be viewed and considered together because participation in one may be impacted by the other. For example, a high number of individuals participating in employment may make fewer individuals available to participate in day activities or an individual's participation in a paid individual or small-group job may occur as part of their participation in a day program. For 2020-2021 cycle, background information on whether individuals have a paid community job, have employment as goal in IPP, and receiving employment development services from regional center were not available.*

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Overall, How Do Individuals Rate Their Health?

97%

(Excellent, Very Good, or Fairly Good)

CA Average: 98%

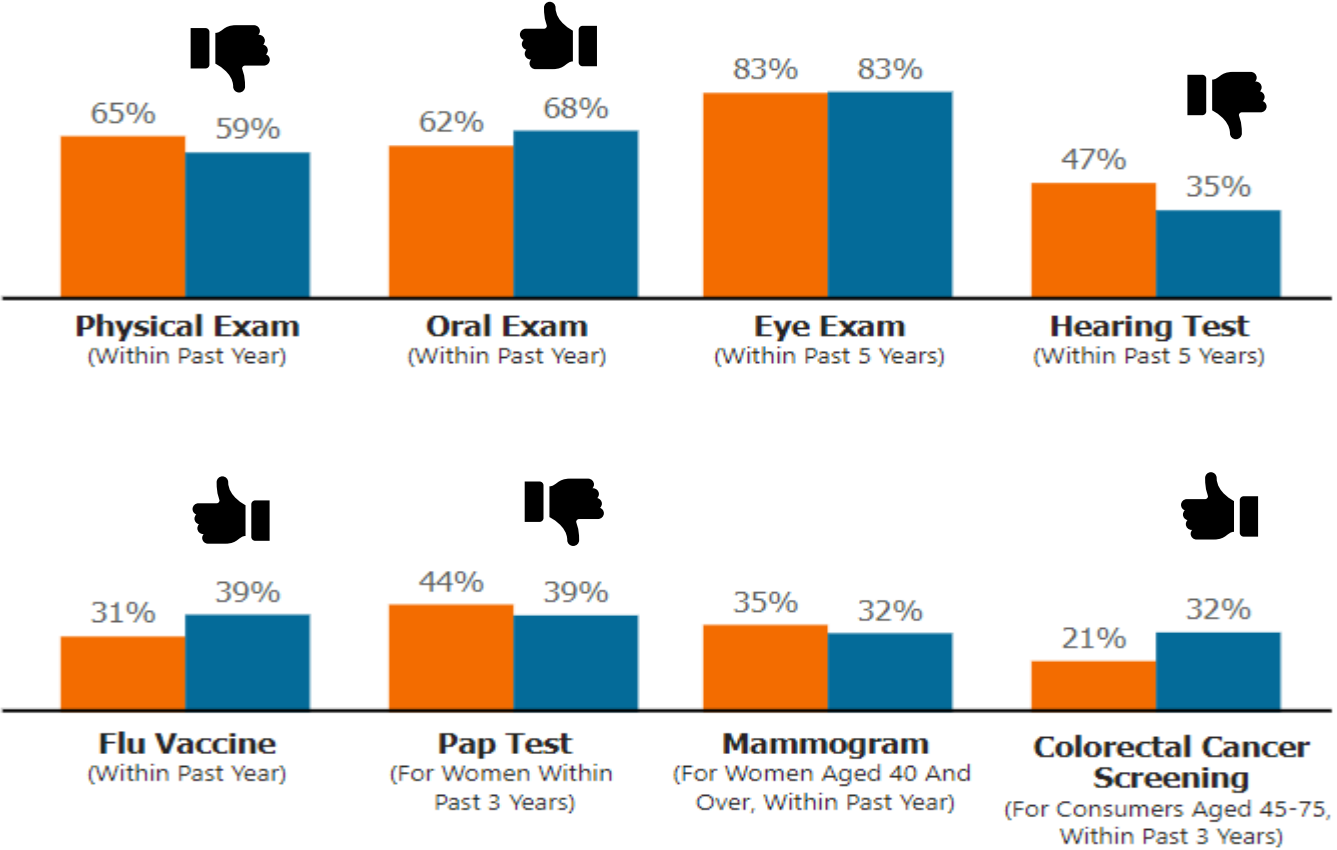
Do Individuals Engage In Physical Activity or Exercise At Least Once A Week?

67%

(Yes)

CA Average: 72%

### Do Individuals Get Recommended Health Screenings or Vaccinations?



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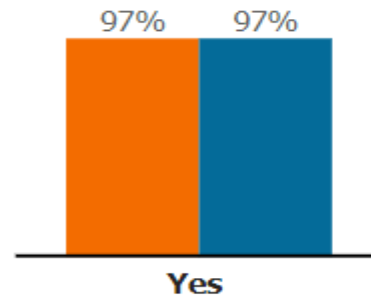
Do Individuals Have an Individual Program Plan (IPP)?

**76%**

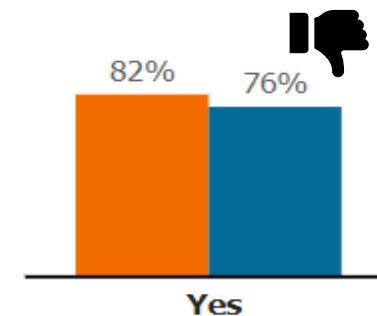
(Yes)

CA Average: **79%**

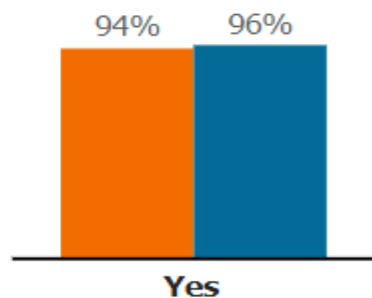
Did Individuals Participate in Their Last IPP Meeting?



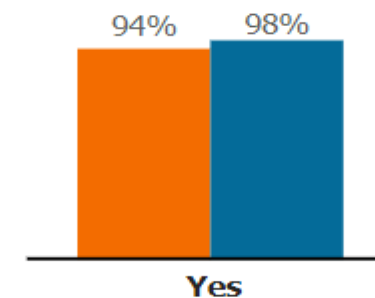
Did Individuals Understand What Was Talked About At IPP Meeting?



Did the IPP Meeting Include People That Individuals Wanted There?



Did Individuals Get To Choose Services in Their IPP?



## NCI In-Person Survey 2020-2021

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Do Individuals Get a Copy of IPP In Their Preferred Language?

**93%**

(Yes)

**CA Average: 92%**

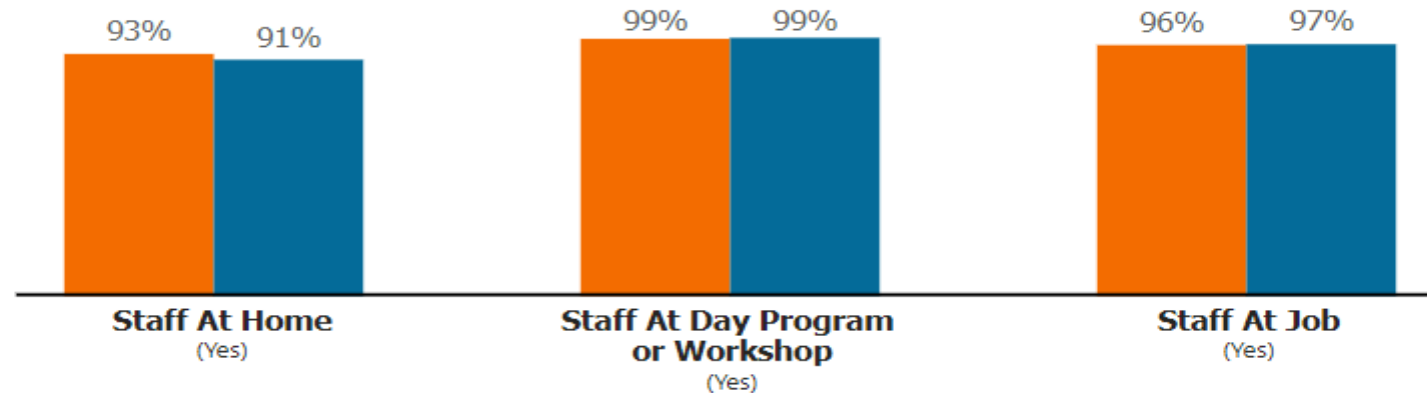
Do Staff Support Individuals In Culturally Respectful Ways?

**99%**

(Yes)

**CA Average: 99%**

**Do Staff Communicate With Individuals In Their Preferred Language?**





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**Have Individuals Met With Their Service Coordinator?**



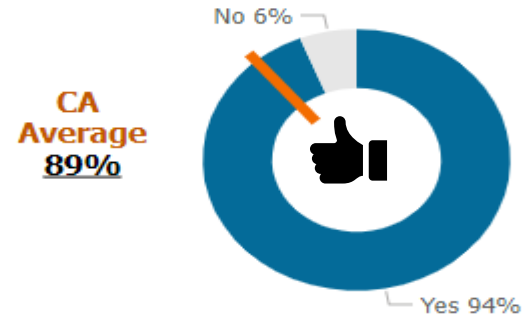
**Do Service Coordinators Ask Individuals What They Want?**



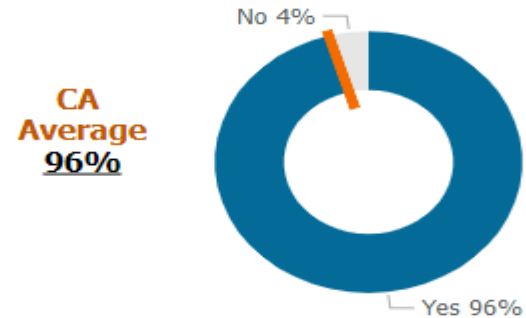
**Can Individuals Contact Their Service Coordinator When They Want To?**



**Can Individuals Change Their Service Coordinator If They Want To?**



**Do Staff Treat Individuals With Respect?**



# NCI In-Person Survey 2020-2021 Domains Snapshot By Regional Center

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Can Individuals See Or Communicate With Family When They Want To?

## 85%

(Yes)

CA Average: 82%

Can Individuals See Friends When They Want To?

## 68%

(Yes)

CA Average: 64%

Do Consumers Have Friends They Like To Talk To Or Do Things With?

## 87%

(Yes, Have Friends Who Are Not Staff and Friends Who Are Staff/Family)

CA Average: 86%

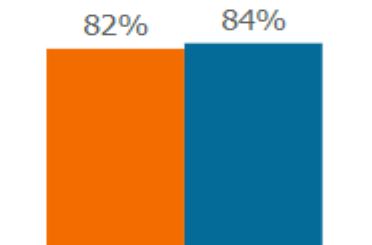
Do Individuals Have Other Ways To Communicate With Friends When They Cannot See Them?

## 91%

(Yes)

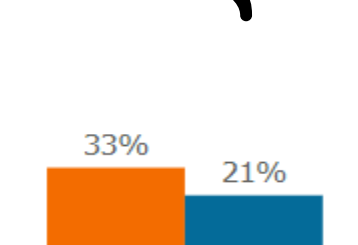
CA Average: 89%

### Can Individuals Be Alone With Friends Or Visitors At Home?



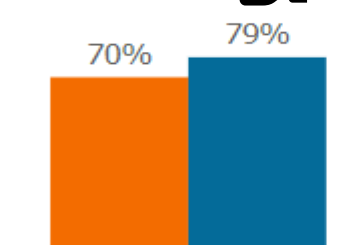
Yes

### Do Individuals Want Help Contacting Friends Or Making New Friends?



Yes

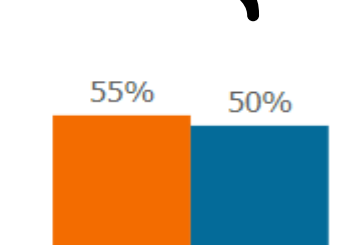
### Can Individuals Go On A Date If They Want To?



Yes

(Can Date and May Have Some Rules About Dating)

### Do Individuals Ever Feel Lonely?



No

(Does Not Feel Lonely)

# Areas for Improvement

- ▶ Activities Outside of Home: Religious Services, (At least once in past month)
- ▶ Client Experience: Do services and supports help individuals live a good life and do individuals have staff who help them?
- ▶ Employment: Do individuals want a job if they currently do not have one and do individuals take job-related training or classes?
- ▶ Health and Wellness. Annual physical exam, hearing testing, women's health are below the state average.
- ▶ Information and Planning. Do Individuals understand what was talked about at IPP meeting?
- ▶ Social Relationships: Do individuals want help contacting friends or making new friends?

# 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](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/>

# Questions?

▶ This presentation is accessible on our website:  
<https://redwoodcoastrc.org/transparency/governance/nci-quality-assessments-meeting-notice/>

Submit input and questions to [ksmalley@redwoodcoastrc.org](mailto:ksmalley@redwoodcoastrc.org)