



NATIONAL CORE INDICATORS DATA PRESENTATION

REGIONAL CENTER OF THE EAST BAY
NOVEMBER 22, 2021

What are the NCI Surveys

- ▶ A survey that is used by many states to assess the outcomes of services provided to individuals with developmental disabilities and their families. Questions (called indicators) address key areas of concern including employment, rights, service planning, community inclusion, choice, and health and safety
- ▶ Used by at least 42 States in varying ways
- ▶ HSRI is the organization that analyzes the results of the survey and writes a statewide report. HSRI was established in 1976 to assist states and the federal government to enhance services and supports to people with intellectual and developmental disabilities. To learn more, visit: <http://www.hsri.org>
- ▶ The California State Council administers in our State

Recent Data Available

- ▶ Adult Family Guardian Survey FY 2019/2020
- ▶ Adult Family Survey FY 2019/2020

(Surveys were during the pandemic. Not clear how this influenced answers)

Who was Surveyed?

- ▶ Adult Family Guardian Survey FY 2019/2020
 - ▶ Administered to family members of adults with IDD living outside the family home who receive at least one service other than case management
 - ▶ Done By mail; 468 respondents. 27% responded in our area
- ▶ Adult Family Survey FY 2019/2020
 - ▶ Administered to Family members of an adult living in the family home who receives at least one service other than case management
 - ▶ Done by mail . 941 respondents in our area; 21% responded in our area
 - ▶ 88% Parents

Other Surveys

- ▶ Child Family Survey
- ▶ Adult Survey
- ▶ Each year different surveys are conducted by the State Council in California. Approximately 43 other states conduct these surveys as well
- ▶ Target is at least 400 respondents for each survey from each regional center

Where Can You Find More Information

- ▶ [National Core Indicators - CA Department of Developmental Services](#)

Population Who Responded in RCEB's Catchment

▶ Adult Family Guardian-Outside Family Home

		Actual	Surveyed
American Indian/Pacific Islander		1%	2%
Asian		8%	12%
Black		25%	9%
White		51%	74%
Latinx		9%	9%
Other		7%	3%

Population Who Responded in RCEB's Catchment

► Adult Family-Live in Family Home

		Actual	Surveyed
American Indian/Pacific Islander		0%	3%
Asian		20%	26%
Black		19%	16%
White		28%	45%
Latinx		21%	22%
Other		11%	3%

Level of Satisfaction

- ▶ Lives in Family Home
 - ▶ Made a Difference 92%
 - ▶ Satisfied with Services and Supports 74%
 - ▶ Case Manager Usually or Always is Respectful of my Culture 97%
 - ▶ Can Usually or Always Contact the Case Manager when I want 79%
- ▶ Lives in Out of Home Setting
 - ▶ Made a Difference 95%
 - ▶ Satisfied with Services and Supports 82%
 - ▶ Case Manager Usually or Always is Respectful of my Culture 96%
 - ▶ Can usually or Always Contact the Case Manager when I want 83%

Living With Family

▶ **DO YOU NEED HELP PLANNING FOR YOUR FAMILY MEMBER'S FUTURE WITH RESPECT TO...**

- ▶ Employment* 40%
- ▶ Financial* 41%
- ▶ Housing* 59%
- ▶ Legal* 37%
- ▶ Medical* 38%
- ▶ Social/Relationships* 37%
- ▶ Recreation/Having fun* 41%

▶ **DO YOU HAVE ENOUGH INFORMATION ABOUT OTHER PUBLIC SERVICES FOR WHICH YOUR FAMILY IS ELIGIBLE (FOOD STAMPS, SSI, OR HOUSING SUBSIDIES, FOR EXAMPLE)**

- ▶ Usually or Always 52%

▶ **DO YOU GET ENOUGH INFORMATION TO TAKE PART IN PLANNING SERVICES FOR YOUR FAMILY MEMBER**

- ▶ Usually or Always 57%

Emergencies for those Living with Family

- ▶ Do you feel prepared to assist family member in an emergency?

- ▶ Yes 77%

- ▶ Did you discuss how to handle emergencies at last IPP

- ▶ Yes 39%

Filing Complaints For Those At Home

- ▶ Do you know how to file a complaint or grievance **about** provider agencies or staff?

▶ 42%

- ▶ Do you know how to report abuse or neglect related to your family member?

▶ 62%

Adults Living With Family

Additional Services Needed

▶ Respite	51%
▶ Regularly Scheduled Care	35%
▶ Homemaker	15%
▶ Adaptations/Vehicle Modifications	7%
▶ Counseling	31%
▶ Family to Family Networks	17%
▶ Support with Assistive Technology	37%
▶ Other	37%

Family Member At Home

- ▶ Do Support Workers Have the Information and Skills Needed?

- ▶ 82% Usually or Always

- ▶ Contacting Support Workers

- ▶ 78% Usually or Always Can

Family Guardian Living Outside the Family Home

- ▶ What Makes It hard for your family member to take part in activities in the community

▶ Lack of Transportation	24%
▶ Cost	23%
▶ Lack of Support Staff	22%
▶ Stigma	12%
▶ Other	23%

Adults Living Outside Family Home

Additional Services Needed

▶ Regularly Scheduled Support	31%
▶ Homemaker	11%
▶ Adaptations/Vehicle Modifications	7%
▶ Counseling	44%
▶ Family to Family Networks	17%
▶ Other	58%

Filing Complaint: Family Member Lives Out of Home

- ▶ **Do you know how to file a complaint or grievance about provider agencies or staff?**

▶ 45%

- ▶ **Do you know how to report abuse or neglect related to your family member?**

▶ 61%

Family Member Out of Home

- ▶ Do Support Workers Have the Information and Skills Needed?

- ▶ 86% Usually or Always

- ▶ Contacting Support Workers

- ▶ 86% Usually or Always Can

Family Member Out of Home

- ▶ **Do Staff or residential agency keep you informed about how your family member is doing?**

- ▶ Usually or Always 70%

- ▶ **DO YOU GET ENOUGH INFORMATION TO TAKE PART IN PLANNING SERVICES FOR YOUR FAMILY MEMBER**

- ▶ Usually or Always 70%

What Areas Would We Want to Focus on

- ▶ Reporting Abuse/Neglect
- ▶ Plans for Emergencies
- ▶ Knowledge of How to File a Complaint
- ▶ Information for Service Planning
- ▶ Contact with Case Manager and Communication of Service Providers for those who live at Home