



NATIONAL CORE INDICATORS DATA PRESENTATION

REGIONAL CENTER OF THE EAST BAY
PUBLIC MEETING
FEBRUARY 26, 2024

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 the survey in our State

Why?



- ▶ RCEB wants to know
- ▶ W&I Code section 4571 (h)(1) requires that each regional center annually present data collected from NCI surveys at a public meeting of its governing board
- ▶ To assess the comparative performance of the regional center
- ▶ Identify needed improvements in services

Recent Data Available

- ▶ NCI 2021-22 SURVEY DATA ADULT FAMILY, CHILD FAMILY, AND FAMILY GUARDIAN SURVEY DATA
- ▶ *Child Family Survey : Families with a child living at home*
- ▶ *Family Guardian Survey: Families with a family member living out of home*
- ▶ *Adult Family Survey: Families with an adult child living at home*

Surveys were completed in 2021 /2022. These surveys were mailed between July 2021 and June 2022. They could be completed on line for those who spoke English but not other languages

Other Surveys

IN PERSON

- ▶ Each year different surveys are conducted by the State Council in California. Approximately 43 other states conduct these surveys as well. In person surveys were shared in last years report from 20/21.

Understanding the Data

- ▶ Regional centers receive an 'N/A' designation within the table if fewer than 20 people responded to the survey item. CA average is reportable given that more than 20 people responded at the statewide level.
- ▶ The reports indicate percentages in green when the outcome is 5% higher than the state average. They are indicated in red when the outcome is 5% below the state average

Where Can You Find More Information

- ▶ [National Core Indicators - CA Department of Developmental Services](#)
- ▶ Link on RCEB's website

Numbers Who Completed Surveys

Goal Was 400 for each Survey

Child Family Survey - 281 Received. Mean age 10

Family Guardian Survey – 485 Received. Mean age 42

Adult Family Survey- 549 Received.. Mean age 34

People Who Responded to Family Guardian Survey

RACE	RCEB	Surveyed
American Indian or Alaska Native	0%	0%
Asian	13%	10%
Black or African American	26%	9%
Pacific Islander	0%	0%
White	53%	70%
Hispanic/Latino	11%	8%
Other	9%	3%
Two or more races	NA	NA

People Who Responded to Child Family Survey

RACE	RCEB	Surveyed
American Indian or Alaska Native	0%	2%
Asian	21%	26%
Black or African American	12%	10%
Pacific Islander	0%	0%
White	17%	22%
Hispanic/Latino	30%	46%
Other	20%	2%
Two or more races	NA	NA

People Who Responded to the Adult Family Survey



RACE	RCEB	Surveyed
American Indian or Alaska Native	0%	1%
Asian	21%	24%
Black or African American	19%	15%
Pacific Islander	0%	0%
White	27%	38%
Hispanic/Latino	22%	25%
Other	12%	1%
Two or more races	NA	NA

Medical Exams: Percentage who Always or Usually Can get a Medical exam when Needed

	Family Guardian	Adult Family	Child Family
State Overall	85 %	87 %	87 %
RCEB	88 %	90 %	90 %

Dental Care: Percentage Who Can Always or Usually get a Dental Exam When Needed

	Family Guardian	Adult Family	Child Family
State Overall	82 %	79 %	44 %
RCEB	84 %	79 %	45 %

Community Participation: Percentage saying family member does things in the community

	Family Guardian	Adult Family	Child Family
State Overall	76 %	74 %	99 %
RCEB	73 %	74 %	99%

Barriers To Community Participation

	Family Guardian	Adult Family	Child Family
Transportation	27 %	24 %	12 %
Cost	21 %	20 %	25 %
Stigma	7 %	14 %	23 %

Satisfaction: Percentage Always or Usually Satisfied with Supports and Services

	Family Guardian	Adult Family	Child Family
State Overall	85 %	48 %	67 %
RCEB	84 %	34 %	59 %

Does Case Manager Listen. Percentage Saying Always or Usually

	Family Guardian	Adult Family	Child Family
State Overall	72 %	80 %	74 %
RCEB	75 %	75 %	68 %

Case Manager Respects My Culture: Percentage Saying Always or Usually Does

	Family Guardian	Adult Family	Child Family
State Overall	85	88	89
RCEB	88	85	88

Service Coordination : Percentage Saying they can Always or Usually Contact their Case Manager

	Family Guardian	Adult Family	Child Family
State Overall	77 %	75 %	71 %
RCEB	78 %	69 %	69 %

Respite: Percentage Saying They Can Always or Usually Get Respite

	Adult Family	Child Family
State	36 %	44 %
RCEB	27 %	40 %

Under Standing How to File a Complaint

	Family Guardian	Adult Family	Child Family
State Overall	46%	45%	31%
RCEB	40%	37%	21%

How To Use This Information

- ▶ Informs RCEB of areas where training is needed for staff
- ▶ Outreach and Information/Education for individuals served
- ▶ Compare with other surveys to establish performance goals for RCEB

Questions?

