



March 1, 2022

National Core Indicators (NCI) Report on Adult Family Survey (AFS) FY 2019-20 & Family Guardian Survey (FGS) FY 2019-20

In accordance with Welfare and Institutions (W&I) Code Section 4571(h) (1), Harbor Regional Center (HRC) provided a presentation during the January 18, 2022 Board of Trustees virtual public meeting to share information on the NCI Adult Family Survey and Family Guardian Survey FY 2019-20 results. The presentation reviewed data as it pertains to the HRC community and assessed HRC's performance to comparable data from state and federal responses. The presentation was given in English with simultaneous Spanish language interpretation, while both English and Spanish visuals were projected on screen. There were 38 participants of this meeting which included members of HRC's Board of Trustees, HRC staff, community members, and members from the Department of Developmental Services (DDS) and State Council on Developmental Disabilities (SCDD).

An additional abridged presentation of HRC's NCI results for the AFS and FGS was provided virtually to HRC's Service Provider Advisory Committee (SPAC) on February 1, 2022. This presentation focused on the results of each survey and was given in English. There were 46 participants of this meeting, which consisted of service providers, community members, DDS, and HRC staff.

Public Notice and Access to Information

Information regarding the results of the NCI AFS and FGS and the scheduled presentation and public meeting was posted to HRC's website on November 23, 2021.

Electronic newsletters in English and Spanish were shared beginning on December 10, 2021 to over 20,000 subscribers which includes HRC clients, families, HRC staff, service providers, and community members. Subsequent e-newsletters were sent on the following dates:

- December 20, 2021 in Spanish to 923 subscribers and in English to 19,490 subscribers
- January 3, 2022 in Spanish to 931 subscribers and in English to 19,944 subscribers

On January 12, 2022, English and Spanish versions of the presentation were posted to HRC's website <https://www.harborrc.org/post/national-core-indicators-study>.

Draft Minutes of Public Meeting

Meeting Minutes related to NCI CFS presentation were:

“NATIONAL CORE INDICATORS presentation:

Mr. Ruppe introduced Ms. Thao Mailloux, Director of Information and Development who made a presentation of the National Core Indicators (NCI) Adult Family Survey for 2019-20 and of the Family Guardian Survey for 2019-20. The presentation was available in English and

Spanish. Meeting attendees were asked to comment or ask questions through the chat feature at the conclusion of the presentation.”

Attendee Comments from Public Meeting

Chat Comments related to NCI AFS/FGS presentation were as follows:

- “Jenny Villanueva: I would like to comment about the upcoming NCI survey. I am Jenny Villanueva from SCDD.”
- “raquel Brizuela: Cómo eligieron a esas personas para decir que estaban de acuerdo con los servicios ...” English translation: *How did they choose those people to say they agreed with the services...*
- Two community members asked to speak during the NCI presentation commenting period; however, their comments was directed towards services and not related to NCI results or recommendations.

Recommendations and HRC’s Priorities and Plans

Harbor Regional Center strives to provide quality services and supports in order to meet the needs of clients with developmental disabilities, which encompasses access to resources and information, quality service provision, choice, and inclusion. The following areas of improvement were identified when assessing the results of the NCI AFS and FGS survey, which continues to align with HRC’s priorities and current plans:

1. Assist families to secure special equipment/accommodations that they need for adults who reside at home.
 - HRC will review existing internal procedures, as well as information and resources to determine where challenges or gaps exist. HRC will look to bolster our service continuum to accentuate services provided through generic resources that are available to our clients, including, but not limited to Medi-Cal, Medicare, In-Home Support Services (IHSS), California Children’s Services (CCS), and private health insurance.
2. Help families where adults reside at home, to continue to exercise as much choice in services as possible.
 - Similar to HRC’s plans for families with children, internal procedural reviews have incorporated opportunities where choice can be embedded within HRC’s best practices and processes for adults regardless of the client’s residential setting. There is specific focus on how service coordinators (SCs) can continue to empower clients and families to exercise choice in choosing their service providers and programs.
 - HRC’s Community Services Department remains diligent in expanding resources and working to identify appropriate service providers, which will allow HRC clients and families to exercise more choice when choosing a service provider or support services.
3. Increasing the discussion regarding how adult clients can handle emergencies during their annual Individual Program Plan (IPP) meetings.
 - With the recent appointment of the Manager of Emergency Services member of HRC’s staff, HRC will explore processes on how to work with adult clients and

families in discussing the importance of planning for emergencies as part of the IPP and how SCs can include that information within every client's IPP report.

4. For adults residing out of home, educating family members about community resources that their family can use outside of the regional center.
 - HRC SCs will continue to communicate with, and work with service providers and family members when adult clients have specified appropriate consent to do so. This communication can help ensure that families are knowledgeable about the services and supports that their loved one may be utilizing or benefiting from.

Copies of the presentation are enclosed for reference. If there are any questions or concerns regarding the content within this report, please contact Thao Mailloux at (310) 543-0154.