

National Core Indicators

Child Family Survey (CFS) 2018-19

Harbor Regional Center Report



- ▶ The National Core Indicators (NCI) is a tool that has been used by public developmental disabilities agencies to measure and track effectiveness of services as reported by individuals served.
- ▶ The core indicators are standard measures used across states for those served to assess quality of services provided.
- ▶ The Department of Developmental Services contracts with the State Council to conduct annual surveys on these measures.

DDS Website Information

www.dds.ca.gov/rc/nci/

The screenshot displays the DDS website's 'National Core Indicators' page. At the top, there is a navigation bar with links for 'About', 'Careers', 'News Room', 'Contact Us', and 'Display Settings'. Below this is a secondary navigation bar with icons for 'Coronavirus', 'Consumers', 'Services', 'Regional Centers', 'Transparency', and a search icon. The main content area features a large blue banner with the following text: 'The National Core Indicators (NCI) Survey is used by the California Department of Developmental Services 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.' Below the banner are four tabs: 'Learn More', 'Survey Results/Reports', 'Self Advocates', and 'Individuals Transitioning'. The 'Survey Results/Reports' tab is currently selected. Below the tabs, a paragraph explains that the NCI is a way for the state and regional centers to learn about the California service system, and that the interview is voluntary. On the right side of the page, there are two sections: 'Related Links' with links to 'National Core Indicators', 'Regional Center National Core Indicators Reports', and 'Mover Longitudinal Study'; and 'Contact Us' with links to 'NCI Regional Center Liaisons', 'State Council on Developmental Disabilities: Quality Assurance Coordinators', and an email address: ncihelp@dds.ca.gov.

HRC Website: <https://www.harborrc.org/audits-and-reports>

Frequency of Surveys

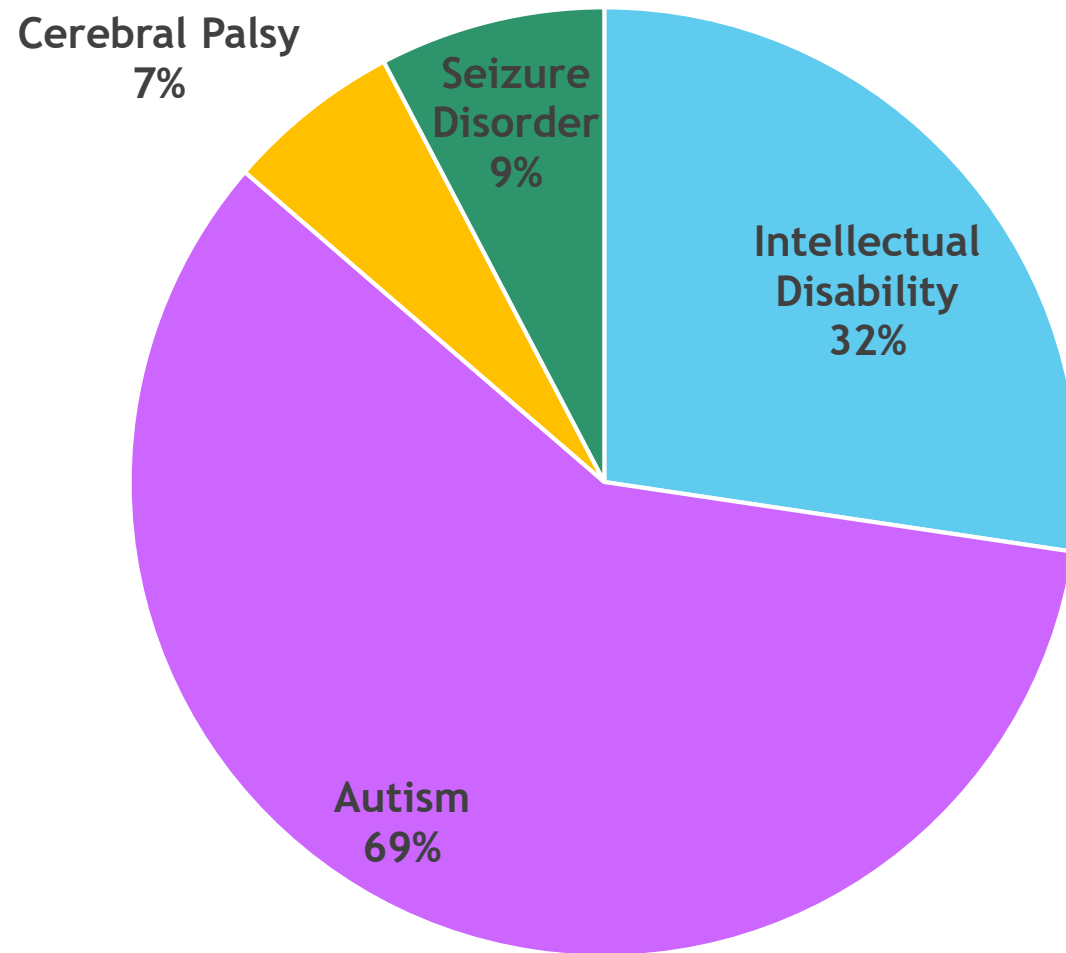
The different types of surveys or data collection are rotated every three years.

- Adult In Person Survey 2017-18
- **Child Family Survey (CFS) 2018-19**
- Adult Family Survey and Family Guardian Survey 2019-20

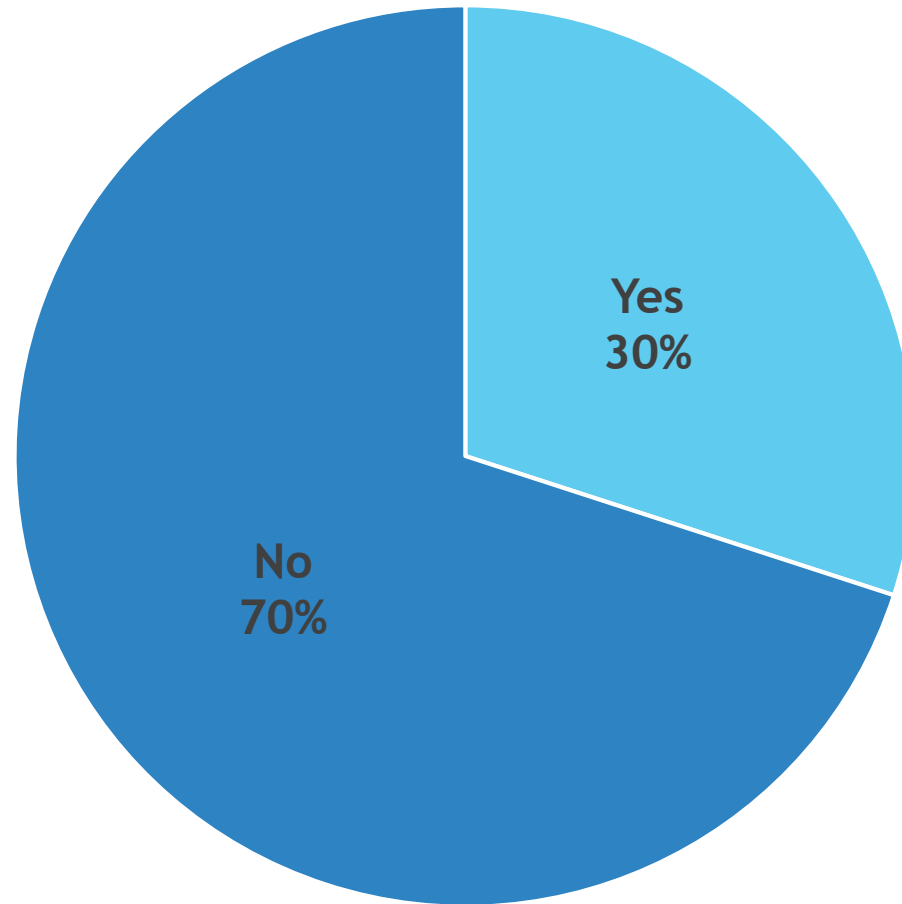
Child Family Survey 2018-2019

- The survey was mailed to families with a child age 3-18 years, who lives with the respondent, and is receiving services from the Regional Center
- 424 families of children ages 3-18 responded
- Of the respondents: 97% were parents, 2% grandparents, 1% siblings
- All data provided by survey respondents are based upon their understanding of their child

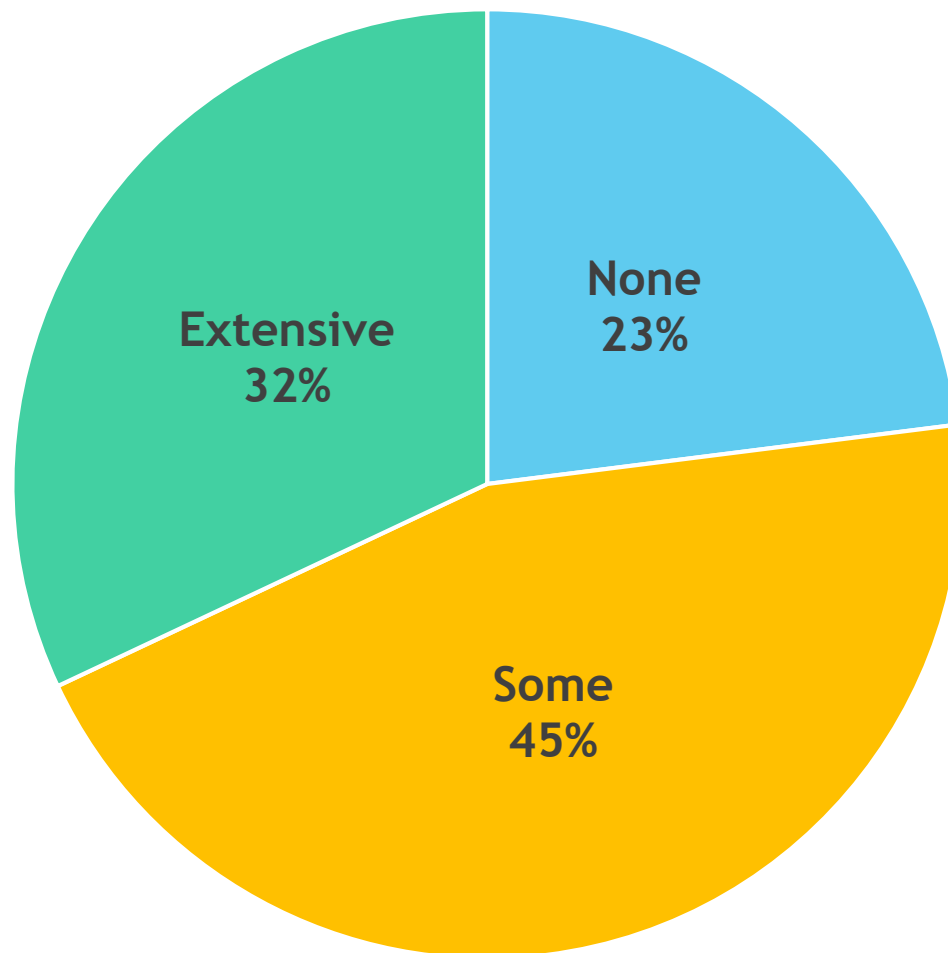
Disability of The Child



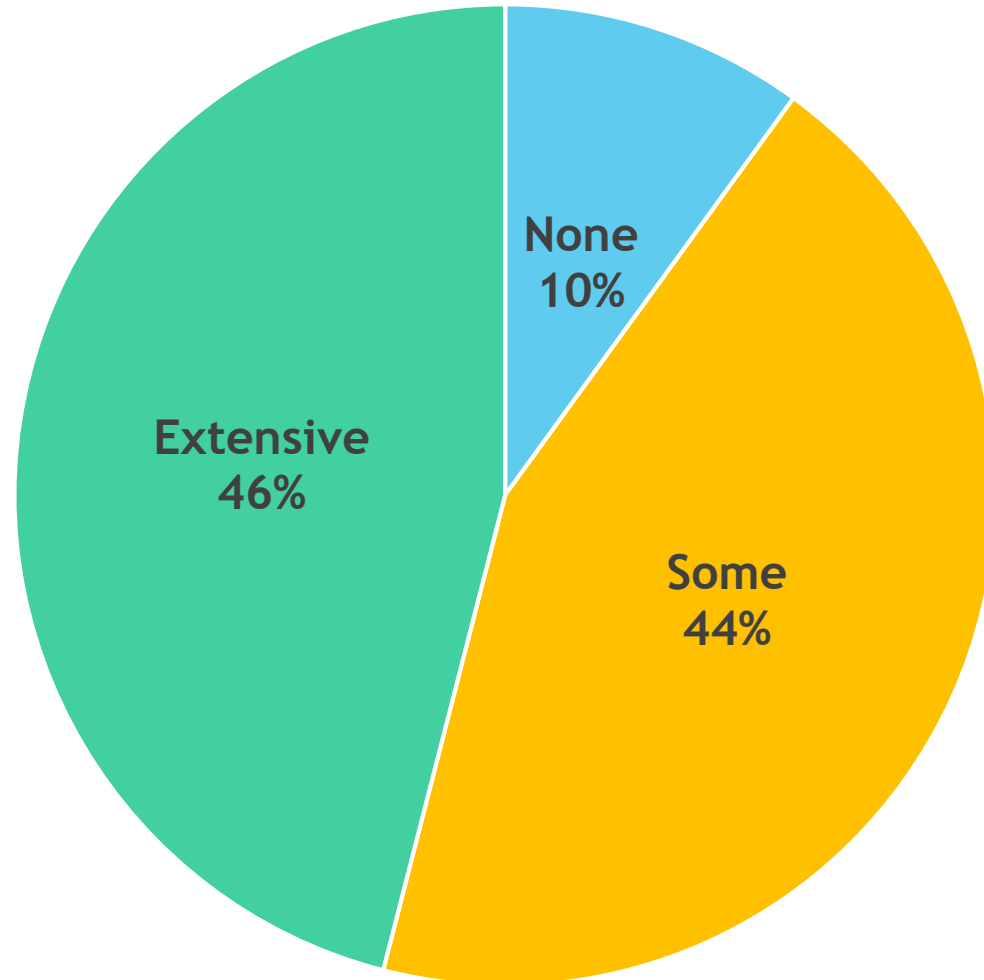
More Than One Child Living in the Home Has Intellectual/Developmental Disability



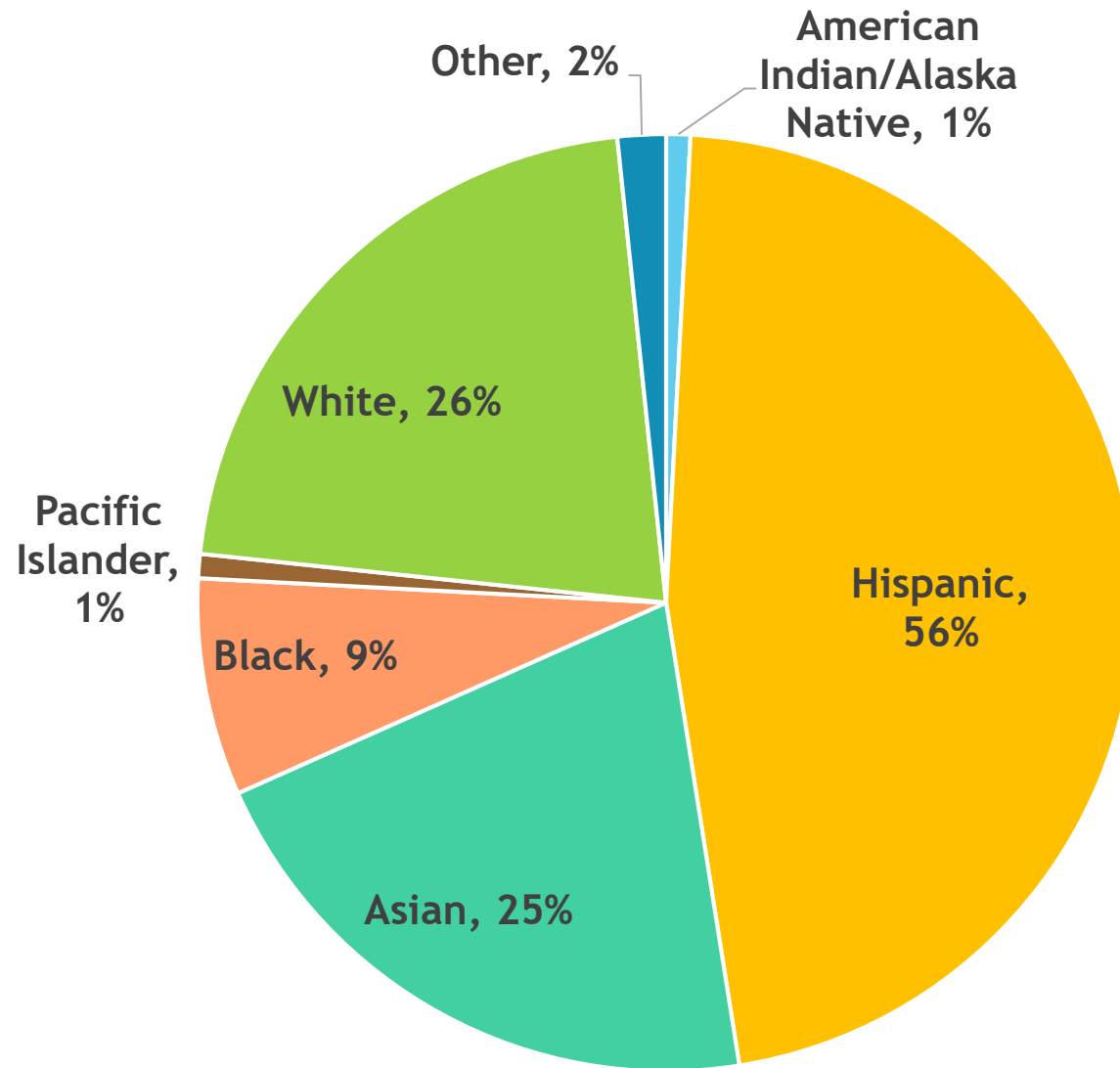
Level of Support for Child's Self-Injurious, Disruptive and/or Destructive Behaviors



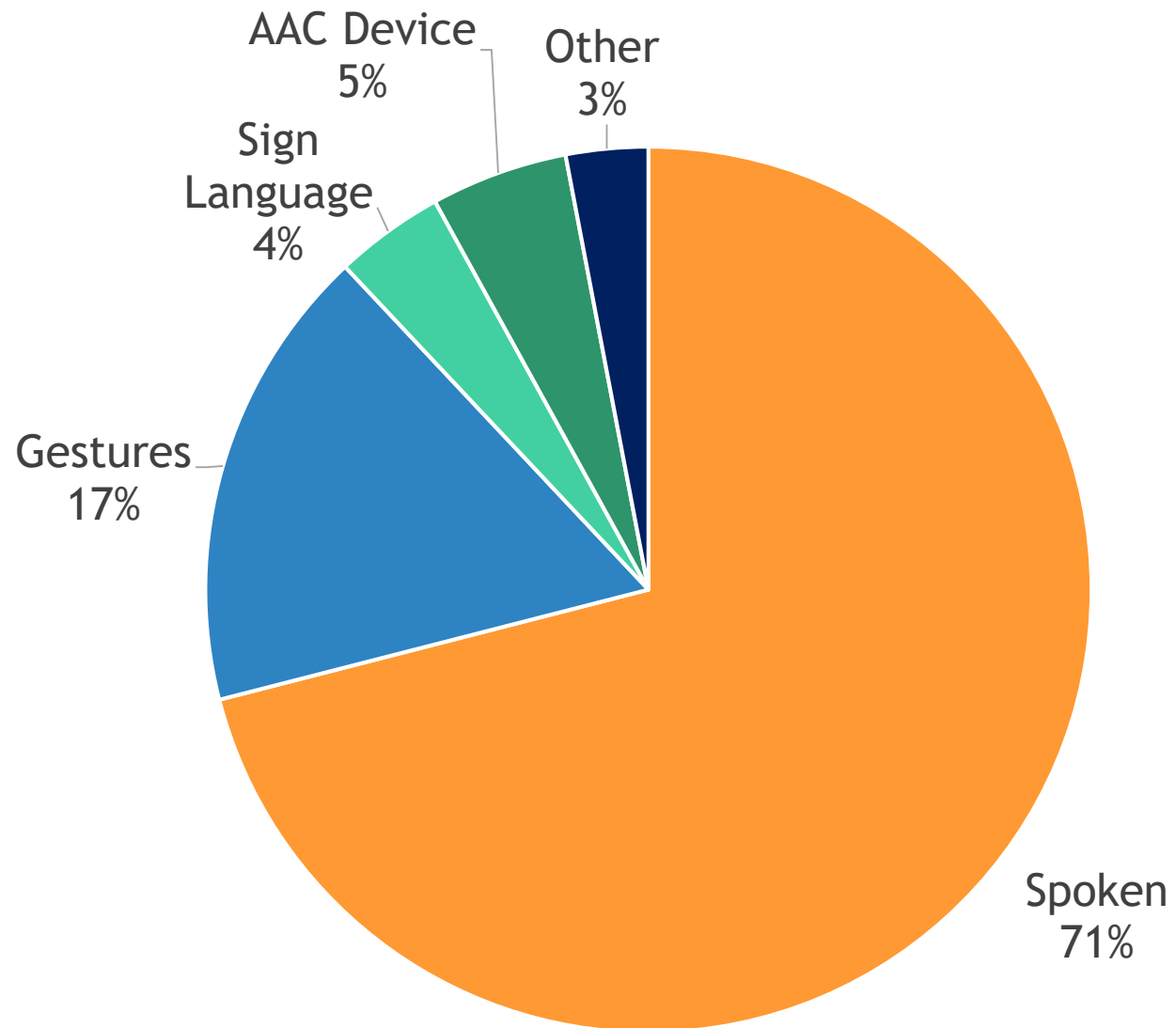
Level of Help Child Needs with Personal Care Activities



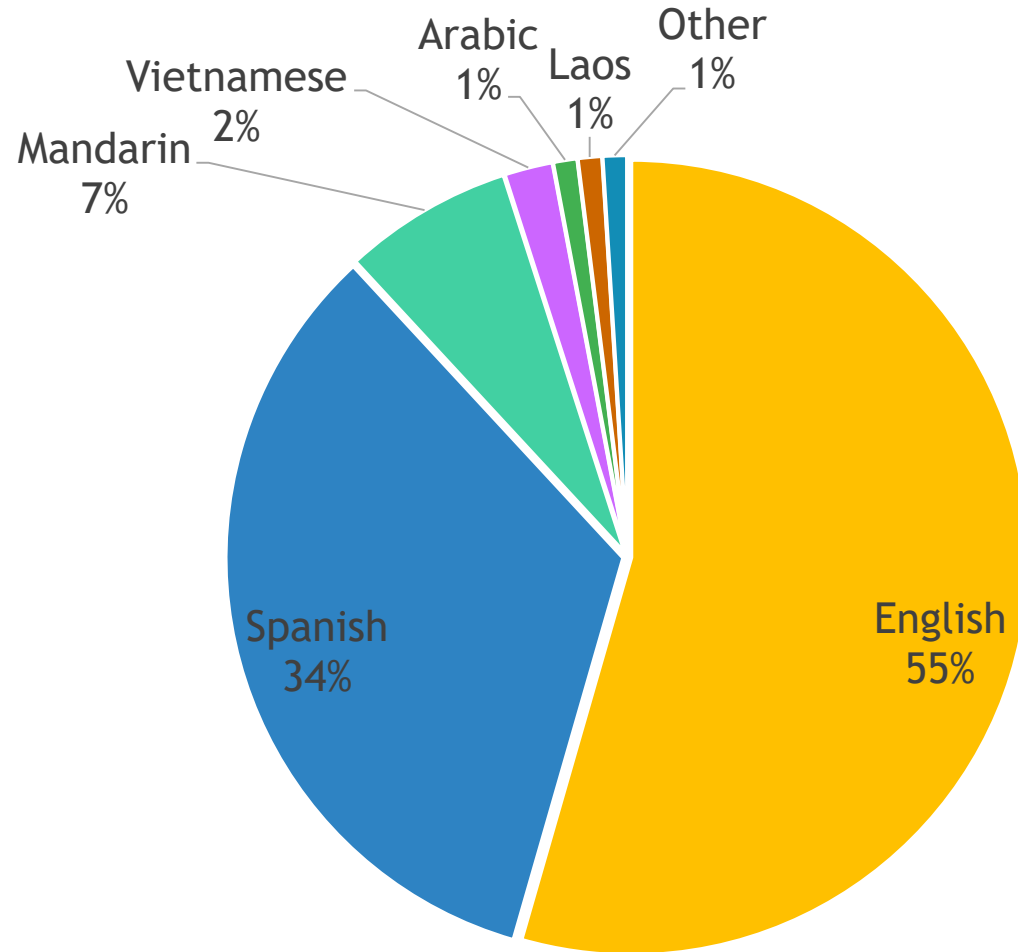
Child's Race and Ethnicity



Child's Preferred Means of Communication



Language Usually Spoken at Home





English Spanish Mandarin Vietnamese Arabic Laos Other

Some Information About the Families Who Responded to the Survey

30% 
Provide Paid Support for their Child

62% 
Receive services or supports from other agencies or organizations

 **43%**
Have College Degree or Higher

30% 
have income \$25,000 or lower

Access to Service Coordinators & Support Workers

	HRC	CA	National
Always/usually able to contact service coordinator when needed	81%	83%	85%
Always/usually able to contact support workers	80%	82%	84%
Support workers always/usually speak to you in a way that you understand	94%	95%	95%
Services are always/usually delivered in a way that is respectful of your family's culture	95%	96%	96%
There are always/usually support workers who can communicate with non verbal child	70%	60%	61%
Support workers always/usually have the right information and skills to meet family's needs	83%	83%	84%
Child always/usually has the special equipment or accommodation that they need	74%	73%	72%

Information & Service Planning

	HRC	CA	National
Always/Usually received enough information to take part in planning services for your child	61%	60%	67%
Information about services is always/usually easy to understand	67%	67%	68%
Service Coordinator always/usually respects family's choices and opinions during service planning	89%	91%	93%
Always/Usually receives enough information about other public services	59%	56%	58%

Information & Service Planning Continued

	HRC	CA	National
The Individual Program Plan/Individual Family Service Plan includes the services and supports needed	77%	81%	83%
Child received services listed in the IPP/IFSP	87%	87%	84%
Parent/Family Member helped make the IPP/IFSP	73%	77%	83%
Received copy of IPP in preferred language	91%	93%	n/a
Child has a transition plan*	66%	66%	68%

Needs Help Planning For:

	HRC	CA	National
Employment	54%	54%	56%
Financial	52%	54%	57%
Housing	44%	48%	48%
Medical	47%	46%	46%
Social or Relationships	62%	59%	57%
Recreation or Having Fun	61%	58%	56%
Transition from School	52%	56%	58%
Legal	43%	44%	46%

Access to Services & Supports

	HRC	CA	National
Always/usually able to use respite services when needed	74%	76%	66%
Always/usually were satisfied with the quality of respite services	83%	85%	84%
Primary care doctor always/usually understands child's needs related to disability	89%	87%	89%
Child can always/usually go to the dentist when needed	88%	87%	90%
Mental health professional always/usually understands the child's needs related to disability	86%	84%	84%

Additional Supports & Services Needed

	HRC	CA	National
Respite	39%	40%	51%
Homemaker services	22%	22%	23%
Home and Vehicle Modifications	13%	15%	16%
Counseling	49%	38%	31%
Family to Family Support	25%	28%	28%

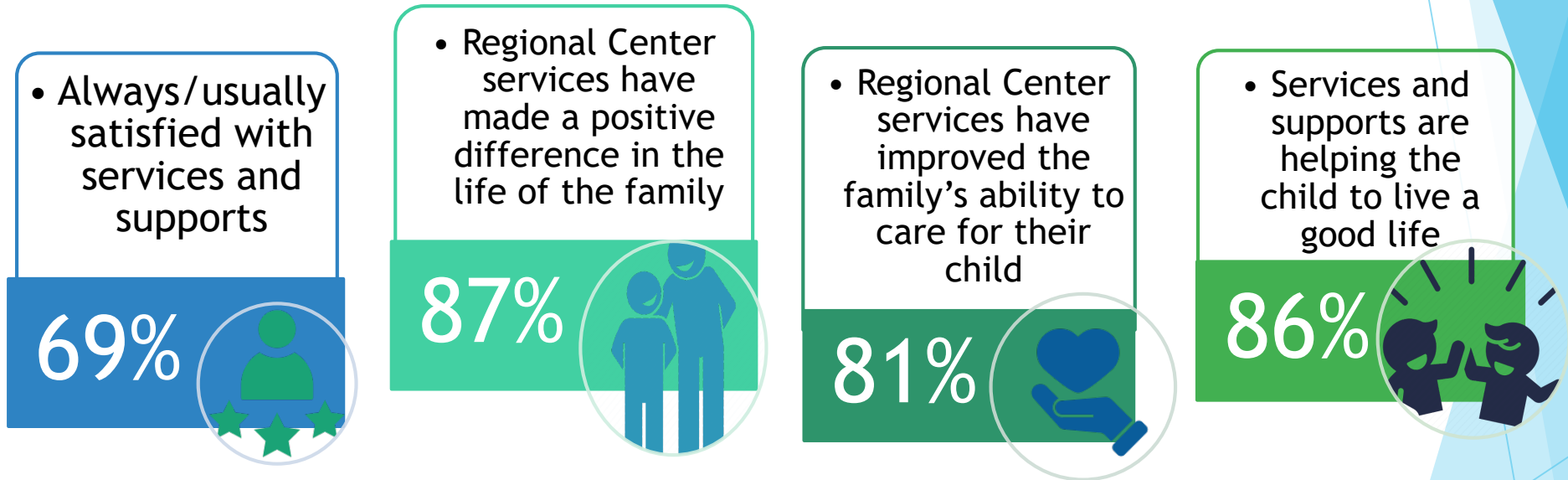
Family Choice

	HRC	CA	National
Family can always/usually choose or change service agency	76%	79%	80%
Family can always/usually choose or change individual support workers	80%	77%	80%
Child or family member chose or can change service coordinator if they wanted to	85%	83%	81%

Community Inclusion

	HRC	CA	National
Child takes part in activities in community	81%	78%	81%
Spends time with children who do not have developmental disabilities	85%	87%	88%
Community resources available that are not provided by the regional center	86%	80%	81%
Transportation is a barrier	11%	10%	11%
Cost is a barrier	24%	25%	26%
Lack of support staff is a barrier	21%	21%	22%
Stigma is a barrier	33%	29%	28%

Satisfaction



- Always/usually satisfied with services and supports

69%



- Regional Center services have made a positive difference in the life of the family

87%



- Regional Center services have improved the family's ability to care for their child

81%



- Services and supports are helping the child to live a good life

86%



Areas Where We Want to Improve

- ▶ Help families to prepare for, and feel they are fully and actively participating in planning for services for their child
- ▶ Helping to make sure children and their families have access to needed services when needed (respite, medical, dental, and other services in the community)
- ▶ Helping families to continue to exercise as much choice in services as possible
- ▶ While we always work to add more community resources, we want to strengthen collaboration with community partners