

# NCI Child Family Survey State Outcomes

HRC Report

Fiscal Year 2015-16



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## Quality Assessment Project and National Core Indicators™

This report contains regional center level results from California's statewide National Core Indicator (NCI) Child Family Survey data collection from fiscal year 2015-2016 (FY 15/16) in accordance with Welfare and Institutions Code (WIC), Section 4571. WIC, Section 4571 directs the Department of Developmental Services (DDS) to collect accurate, reliable, and valid consumer and family satisfaction measures as well as individual outcome data. In California, data from this project will be used to review and benchmark statewide and regional center developmental disability service system performance.<sup>1</sup> This report shows Child Family Survey findings from Harbor Regional Center (HRC) compared to the California statewide and NCI averages. Regional centers can use this report to help guide strategic planning and monitor systemic changes.

### What is NCI?

The National Core Indicators (NCI) program is a voluntary effort by state developmental disability agencies to track their performance using a standardized set of consumer and family/guardian surveys with nationally validated measures. The effort is coordinated by the National Association of State Directors of Developmental Disabilities Services (NASDDDS) and the Human Services Research Institute (HSRI).

NCI has developed more than 100 standard performance measures (or 'indicators') that states use to assess the outcomes of services for individuals and families, including outcomes in the areas of employment, rights, service planning, community inclusion, choice, health, and safety. In 2015-16 a total of 45 states, the District of Columbia, and 22 sub-state entities were participating in NCI.

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<sup>1</sup> Refer to the California Child Family Survey Report FY 15/16 for information about Quality Assessment Project implementation, the NCI, and California's statewide results.

## What is the NCI Child Family Survey?

The NCI Child Family Survey is used to gather data on family outcomes. It is mailed to families who have a child in the family home who receives services from the regional center.<sup>2</sup> The survey collects demographic information on both the child and the person who fills out the survey (the ‘respondent’; usually a parent) as well as information on services and supports received. The survey is continually refined and tested to ensure that it is valid and reliable.

In 2015-16, a total of 16,999 Child Family Surveys were completed across eight states.<sup>3</sup> The survey contained six groupings of questions (“sub-domains”) that probe specific areas of quality service provision: information and planning, access and delivery of services, choice and control, community connections, satisfaction, and outcomes (see Table 1 on the following page). Respondents also had the option of writing open-ended comments concerning their family’s participation in the service system.

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<sup>2</sup> Some states include families with a child up to age 22 if s/he receives services as a child through the state.

<sup>3</sup> States that conducted the CFS in 2015-16 were: CA, ID, NC, OR, SD, TX, UT, and VA.

Table 1. NCI Family Survey – sub-domains and concern statements

Sub-Domain	Concern
<b>Information and Planning</b>	Families/family members with disabilities have the information and support necessary to plan for their services and supports.
<b>Access &amp; Support Delivery</b>	Families/family members with disabilities get the services and supports they need.
<b>Choice, Decision Making &amp; Control</b>	Families/family members with disabilities determine the services and supports they receive and the individuals or agencies who provide them.
<b>Involvement in the Community</b>	Family members with disabilities use integrated community services and participate in everyday community activities.
<b>Satisfaction</b>	Families/family members with disabilities receive adequate and satisfactory supports.
<b>Outcomes</b>	Individual and family supports make a positive difference in the lives of families.

## How were people selected to participate?

States were asked to administer the Child Family Survey by selecting a random sample of at least 1,200 families, all of whom had a child<sup>4</sup> with a developmental disability living at home and receiving at least one direct service or support in addition to service coordination.

All states mailed out a paper survey to families selected in their sample. A sample size of 1,200 was recommended with the expectation of a 40% return rate or greater (yielding 400 or more usable responses per state). However, most states decided to sample more than 1,200 families, expecting a lower response rate than 40%. A final sample size of 400 would guarantee a +/- 5% margin of error and a 95% confidence level when interpreting the results. Both the confidence interval and margin of error used are widely acceptable standards for reviewing results, regardless of population size. States with fewer than 1,200 potential respondent families were

<sup>4</sup> In some states, up to age 22 if receiving services as a child.



instructed to send surveys to all eligible families. With response rates lower than expected, we also included in our national reports those states that submitted fewer than 400 surveys up to a margin of error of no greater than +/- 7%.

In California, a statewide sample size of 3,325 surveys was recommended by the University of California, Davis (UCD) for the Child Family Survey FY 15/16 (CFS2) with the expectation of a 40% return rate or greater (yielding 139-167 surveys per regional center, depending on the service population). The State Council on Developmental Disabilities (SCDD) mailed out the paper survey to all families selected in the statewide sample. A final sample size of 3,325 would guarantee a +/- 7.5% margin of error and a 95% confidence level when interpreting the results.

## **Limitations of Data**

The NCI Child Family Survey tool is not intended to be used for monitoring individuals or providers, but rather for assessing system-wide performance. Neither the NCI average nor the California (CA) statewide average should be interpreted as necessarily defining “acceptable” levels of performance or satisfaction, nor does it provide benchmarks for acceptable or unacceptable levels of performance for each indicator. Instead, it describes average levels of performance or satisfaction across the state. It is up to public managers, policy-makers, and other stakeholders to decide what is an acceptable or unacceptable result (i.e., percentage of individuals achieving the indicated outcome).

## **What is contained in this report?**

This report illustrates 2015-16 NCI Child Family Survey demographic and outcome results from HRC compared to the CA statewide average and the NCI average. The NCI average is the average of eight state averages. Because the “NCI Average” is calculated by averaging all the states’ estimates (i.e., an “average of averages”), each state contributes the exact same weight to the NCI average, including California.

In 2015-16, a total of 16,999 Child Family Surveys were completed across eight states.<sup>5</sup> All results are shown in chart form. Questions with fewer than 20 responses to a particular question were excluded from analysis for that question. The number of responses per each question by regional center, state, and across NCI states are included in each chart. All state and national data results for this survey can be found online at: <http://www.dds.ca.gov/QA/>.

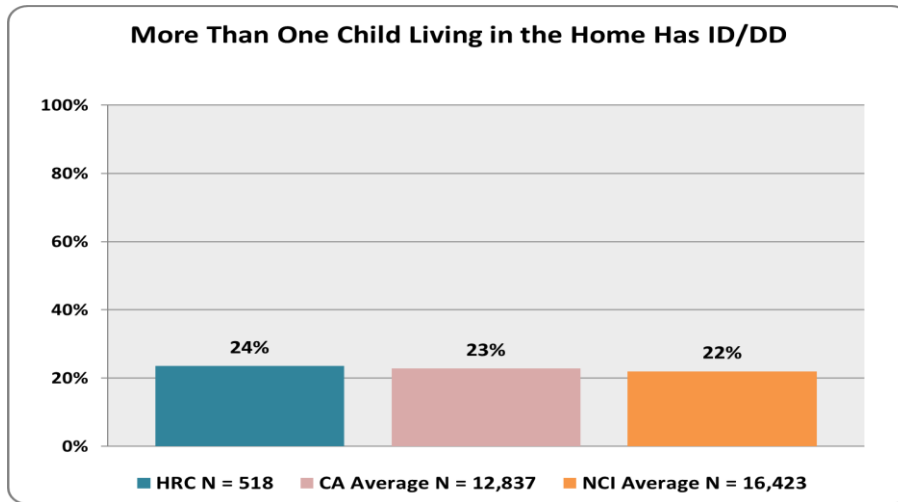
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<sup>5</sup> States that conducted the CFS in 2015-16 were: CA, ID, NC, OR, SD, TX, UT, and VA.

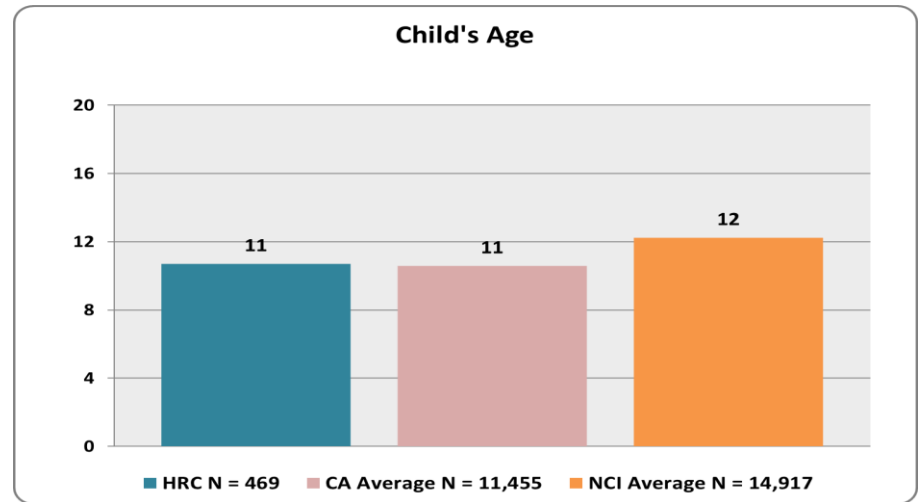
## **Results: Demographics of the Child**

*ILLUSTRATES THE DEMOGRAPHIC PROFILE OF CHILDREN RECEIVING SERVICES FROM THE STATE*

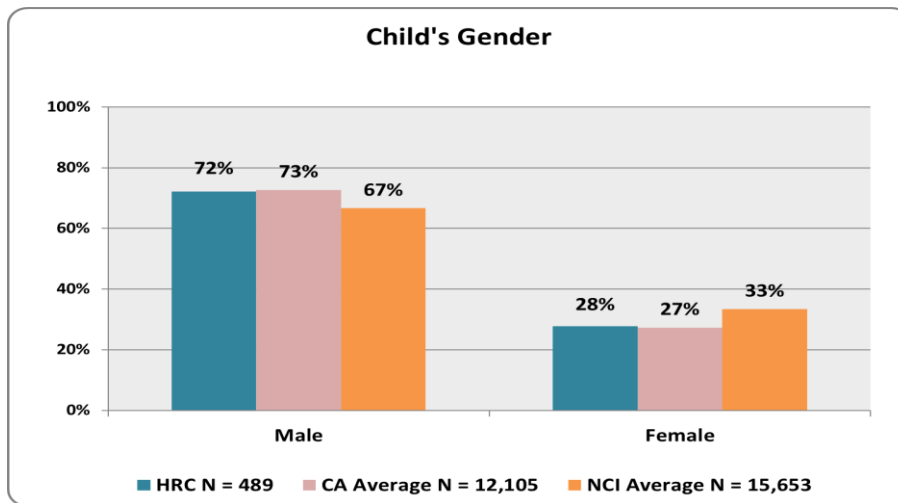
GRAPH 1.



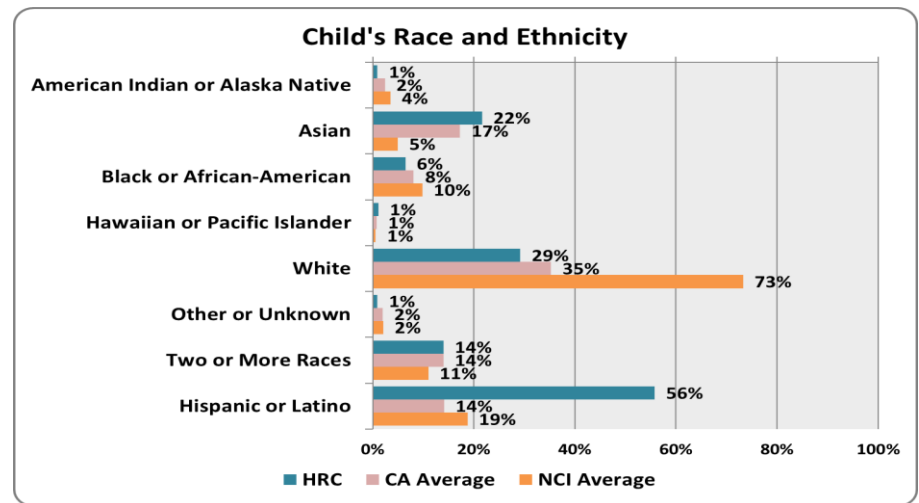
GRAPH 2.



GRAPH 3.

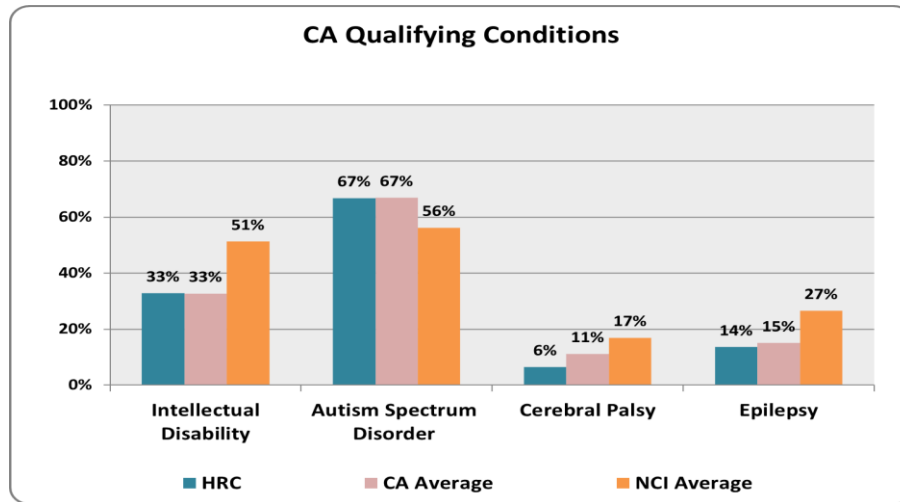


GRAPH 4.\*

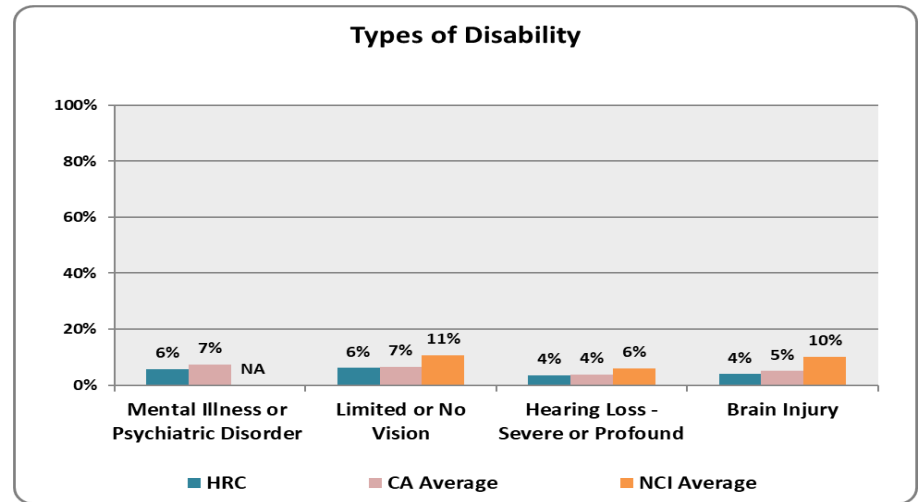


\* NCI race and ethnicity categories are based on the census model; CA records Hispanic/Latino as a race group. Race and ethnicity groups are not mutually exclusive; two or more races category indicates the percentage of cases in which the respondent selected two or more races/ethnicities. The results from this column are not excluded from the results on specific race/ethnicities.

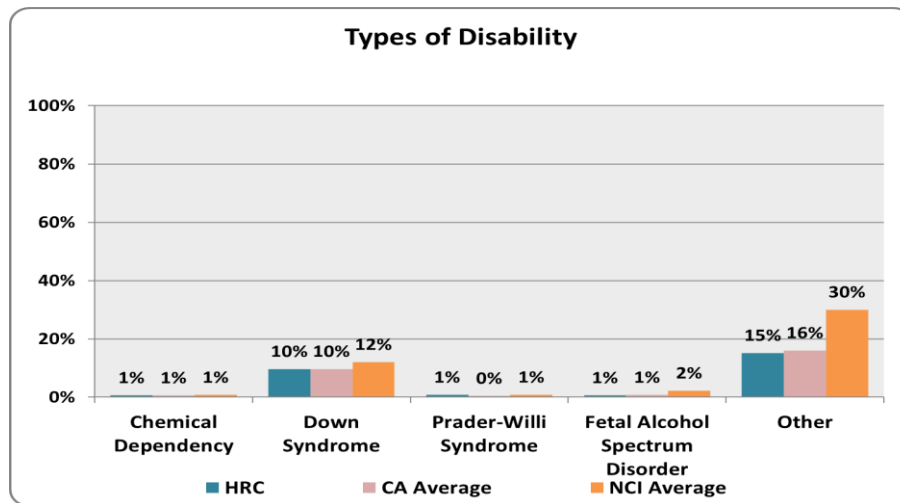
GRAPH 5. <sup>∨\*</sup>



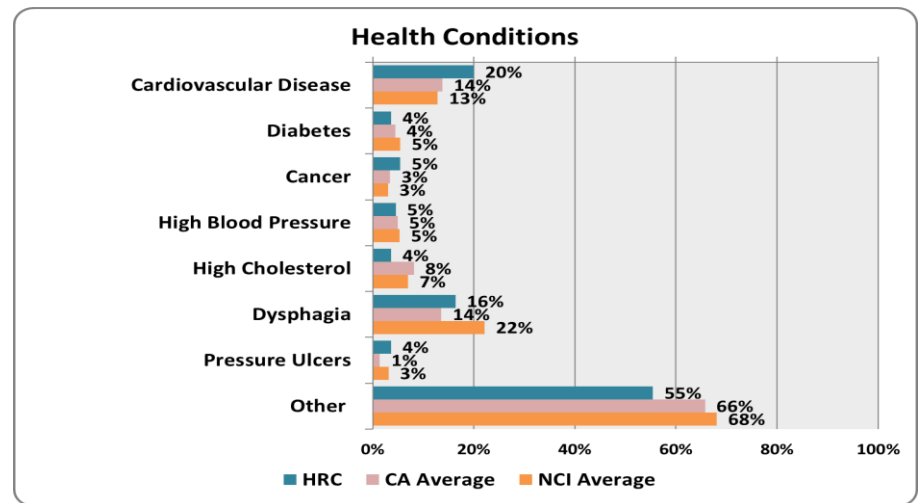
GRAPH 6. <sup>∨\*\*</sup>



GRAPH 7. <sup>∨</sup>



GRAPH 8. <sup>∅</sup>



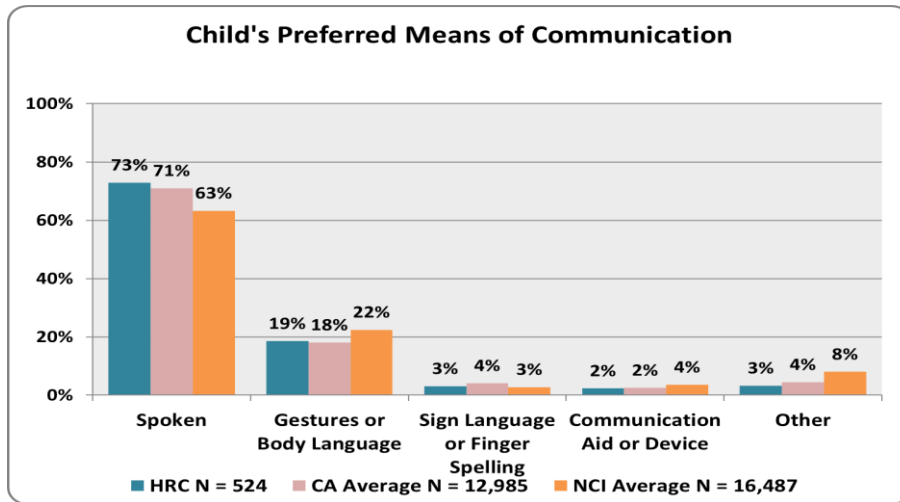
<sup>∨</sup>Disability categories from Chart 5, Chart 6, and Chart 7 are not mutually exclusive; Ns are not displayed as they may vary by disability type. Category listed as 'epilepsy' is captured as 'seizure disorder/neurological condition' for standard NCI.

\*Category is listed as 'epilepsy' is captured as 'seizure disorder/neurological condition' for standard NCI.

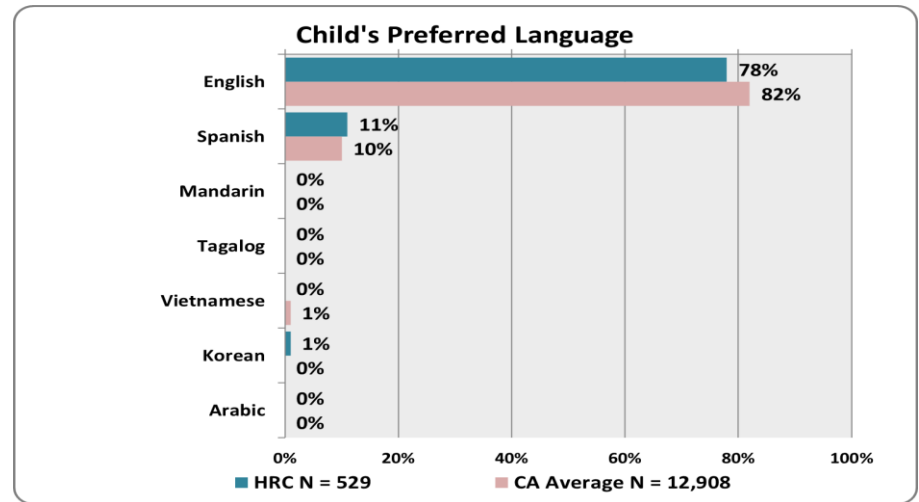
\*\*Mental Illness category was captured differently for CA; therefore, comparisons with NCI cannot be made.

<sup>∅</sup>Health Conditions from Chart 8 are not mutually exclusive; Ns are not displayed as they may vary by health condition.

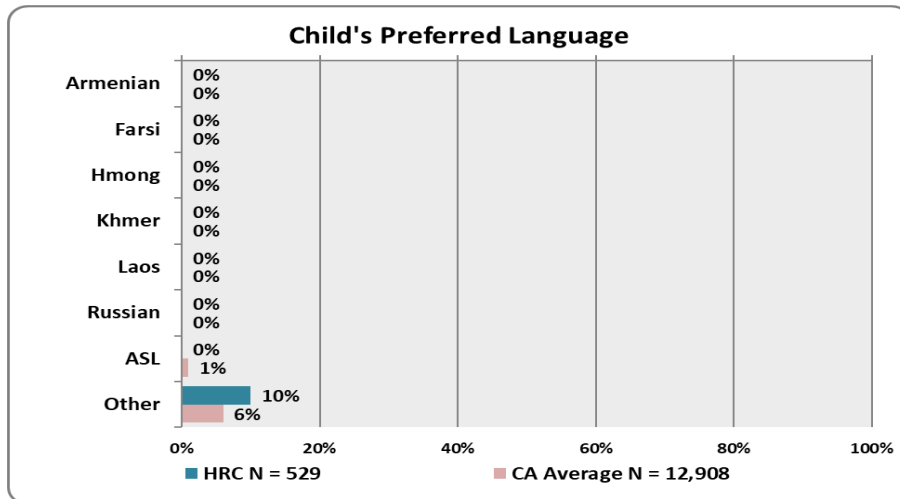
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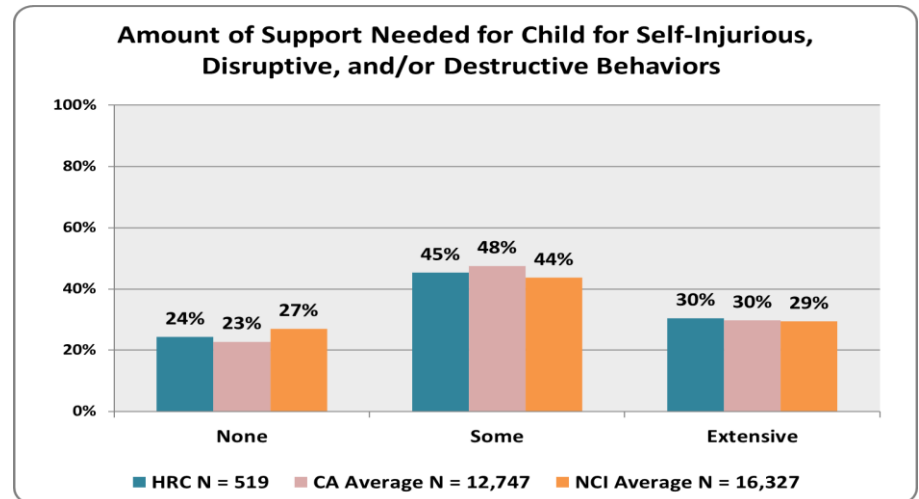
GRAPH 10.\*



GRAPH 11.\*

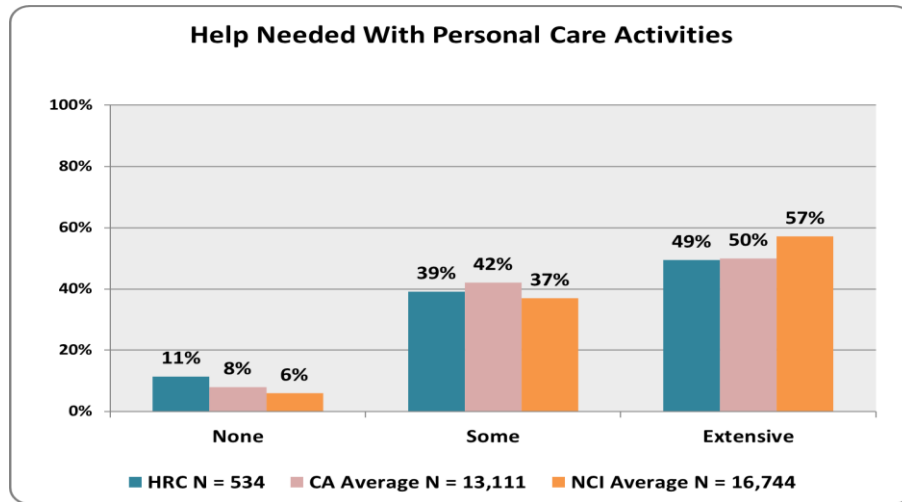


GRAPH 12.



\*CA specific question

GRAPH 13.

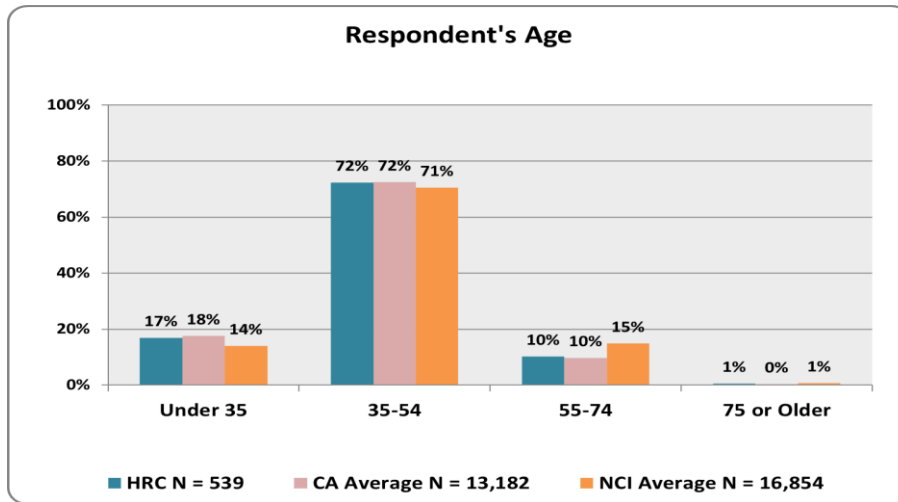


## **Results: Demographics of Respondent**

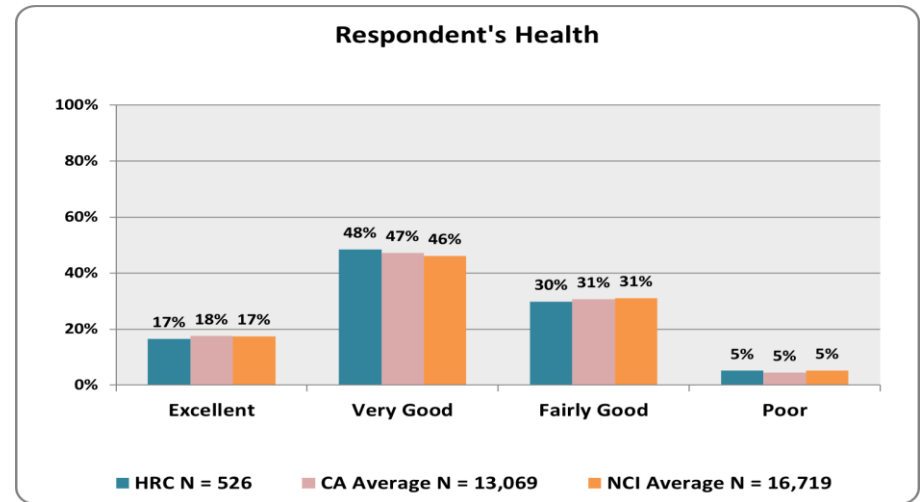
*ILLUSTRATES THE DEMOGRAPHIC PROFILE OF THE SURVEY RESPONDENTS*



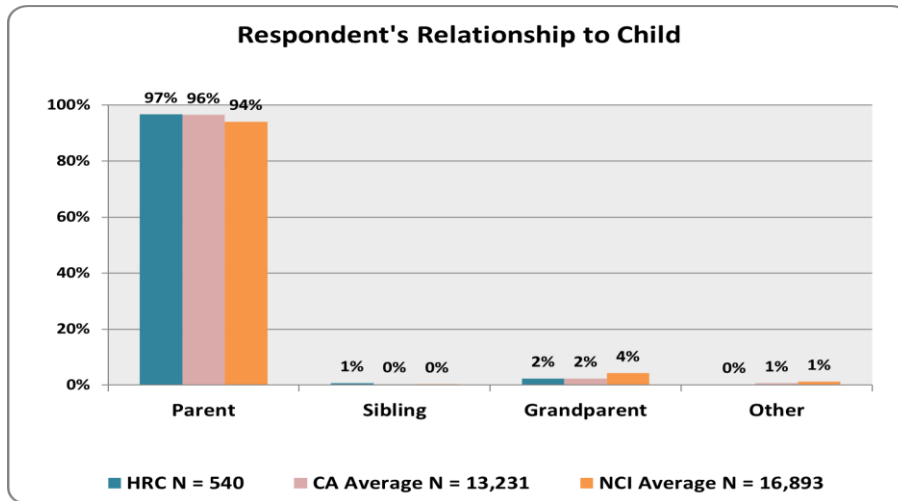
GRAPH 14.



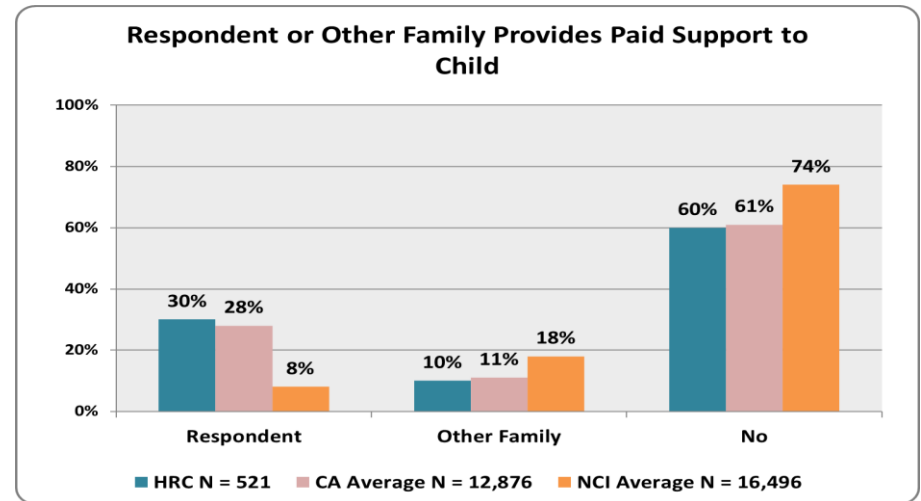
GRAPH 15.



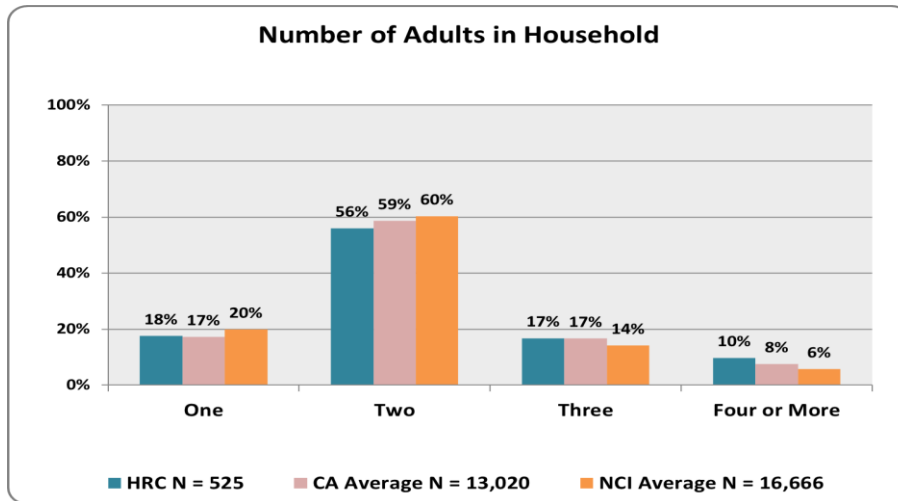
GRAPH 16.



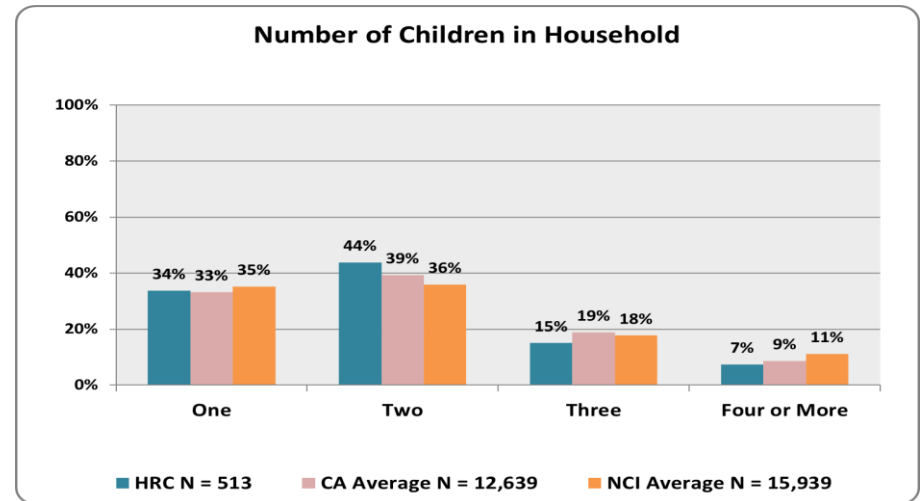
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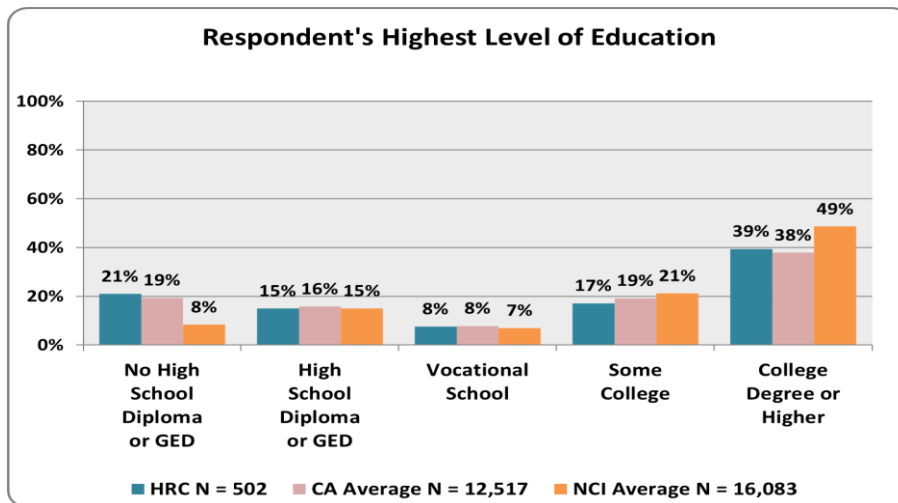
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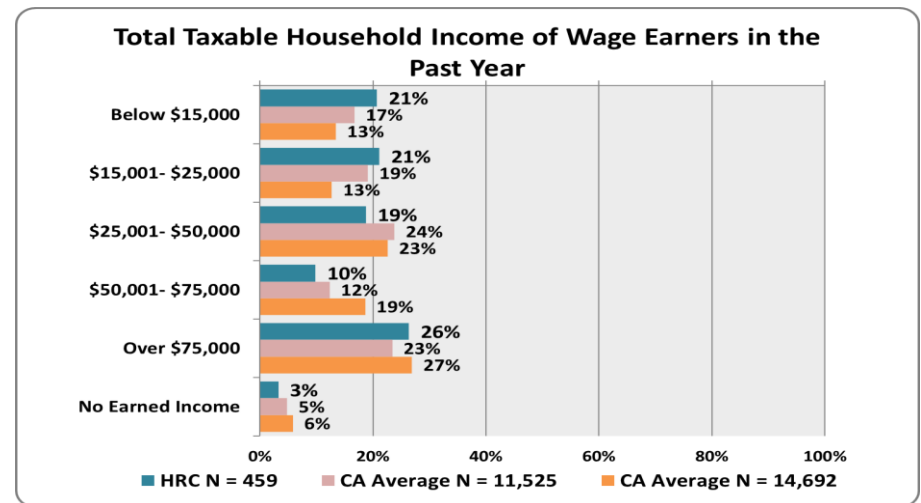
GRAPH 19.



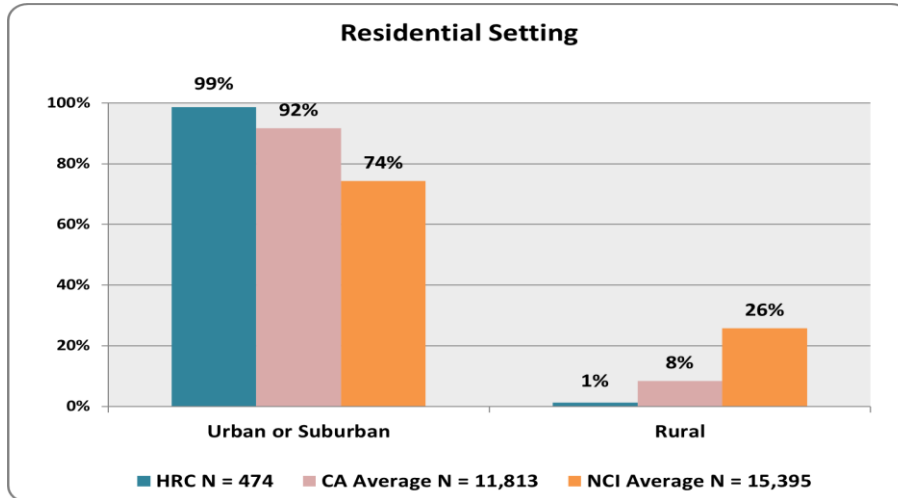
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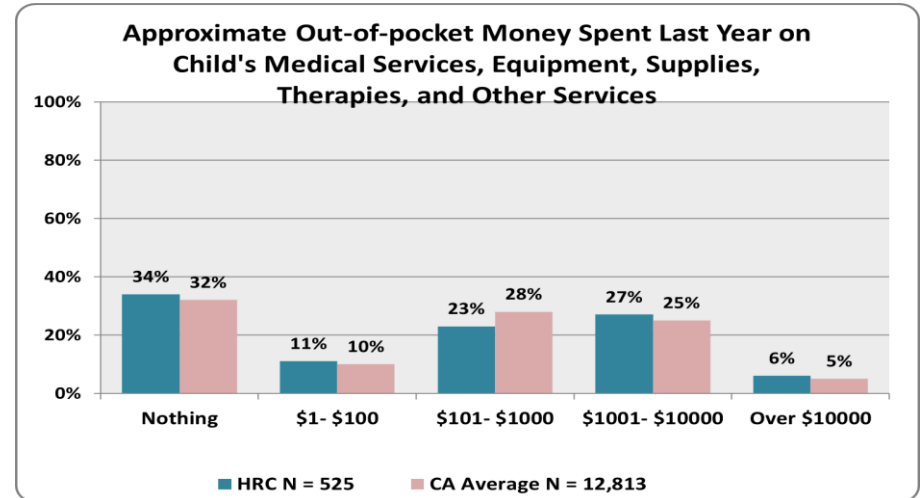
GRAPH 21.



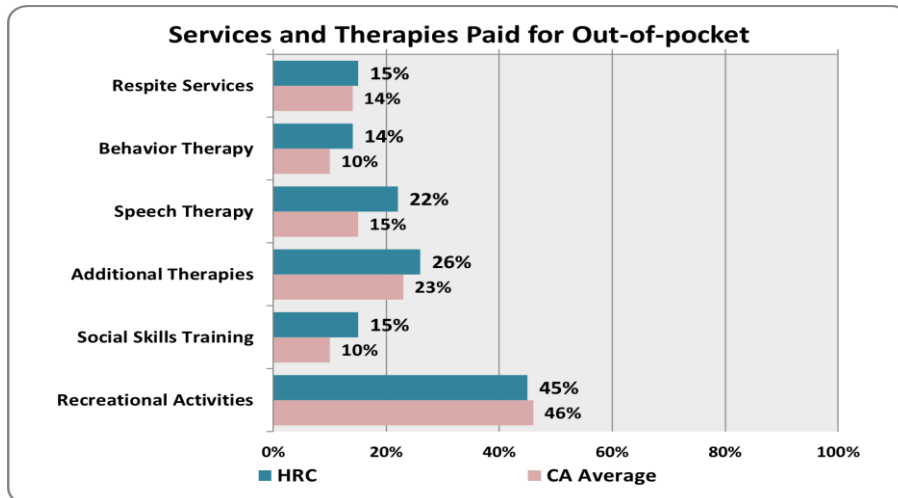
GRAPH 22.



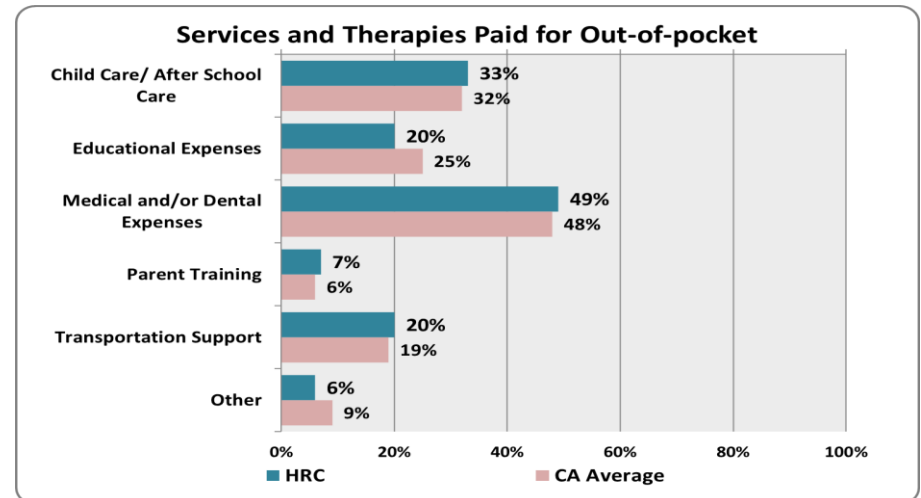
GRAPH 23.\*



GRAPH 24.\* \*\*



GRAPH 25.\* \*\*



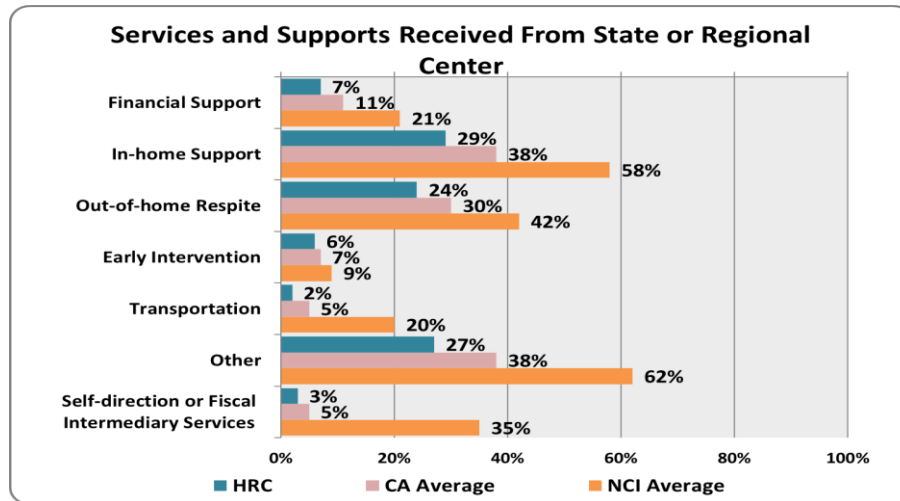
\*CA specific question

\*\*Categories are not mutually exclusive

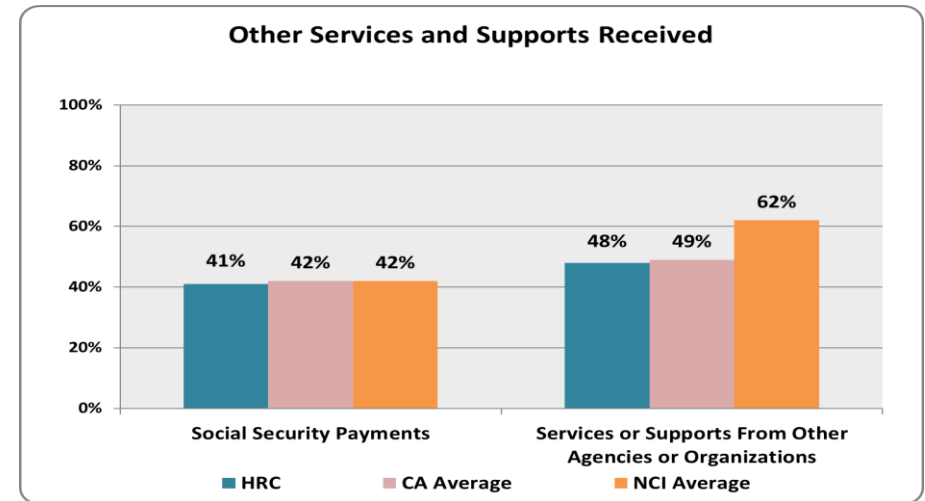
## **Services and Supports Received**

*ILLUSTRATES THE SERVICES AND SUPPORTS RECEIVED BY CHILDREN AND THEIR FAMILIES*

GRAPH 26.\*



GRAPH 27.\*

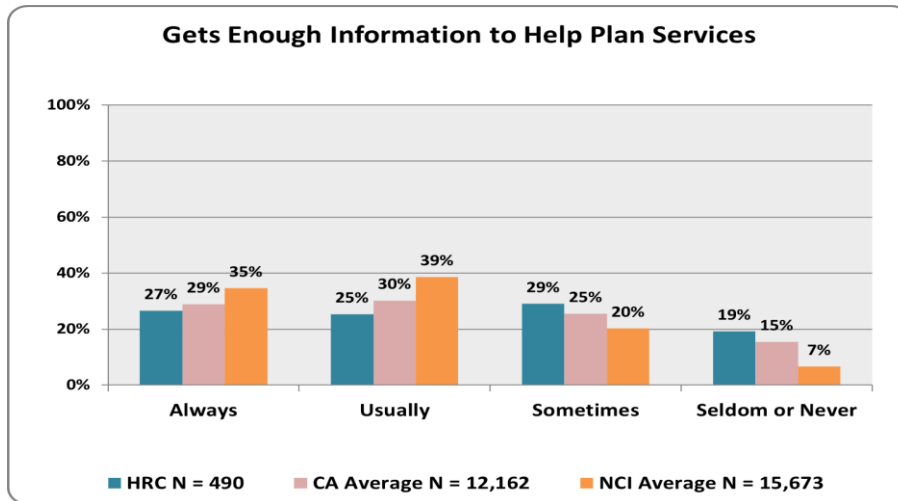


\*Categories are not mutually exclusive; N's are not displayed as they may vary by service type.

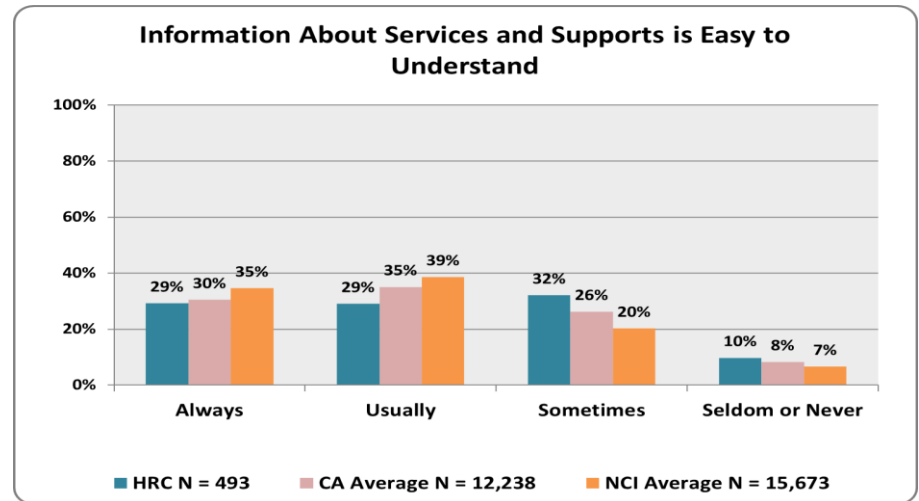
## **Information and Planning**

*FAMILIES HAVE THE INFORMATION AND SUPPORT NECESSARY TO PLAN FOR THEIR CHILD'S SERVICES AND SUPPORTS*

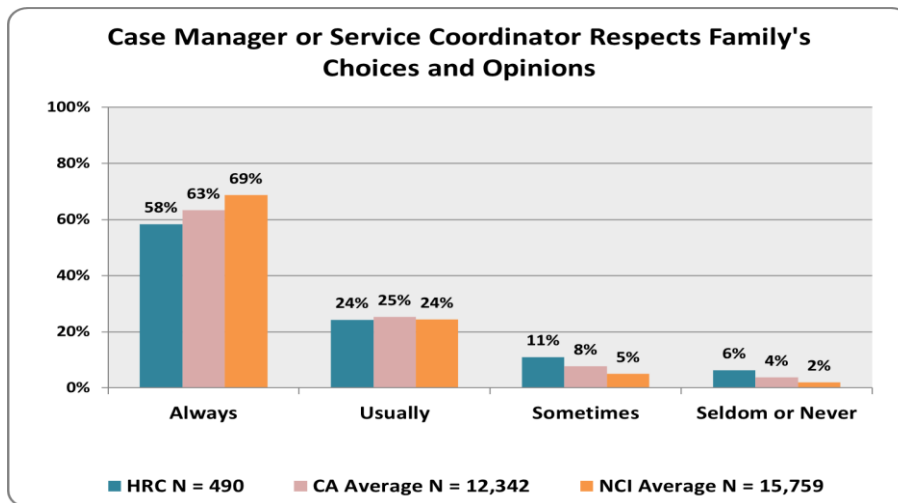
GRAPH 28.



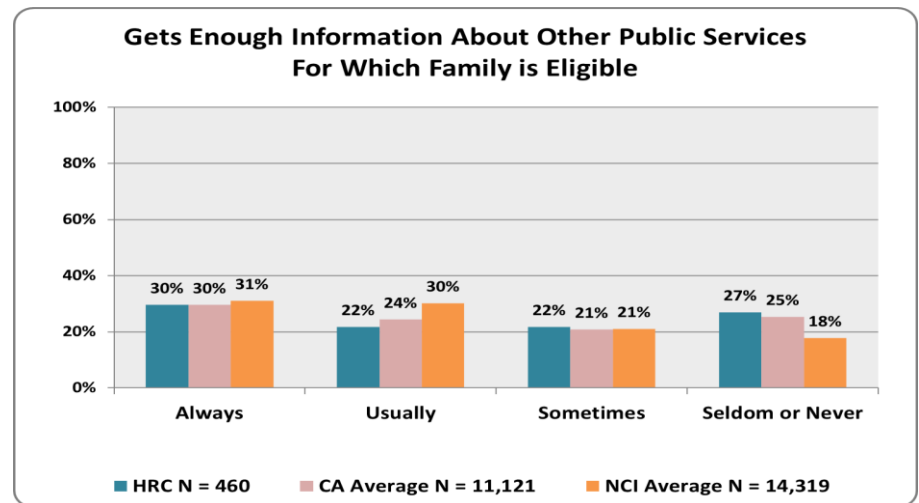
GRAPH 29.



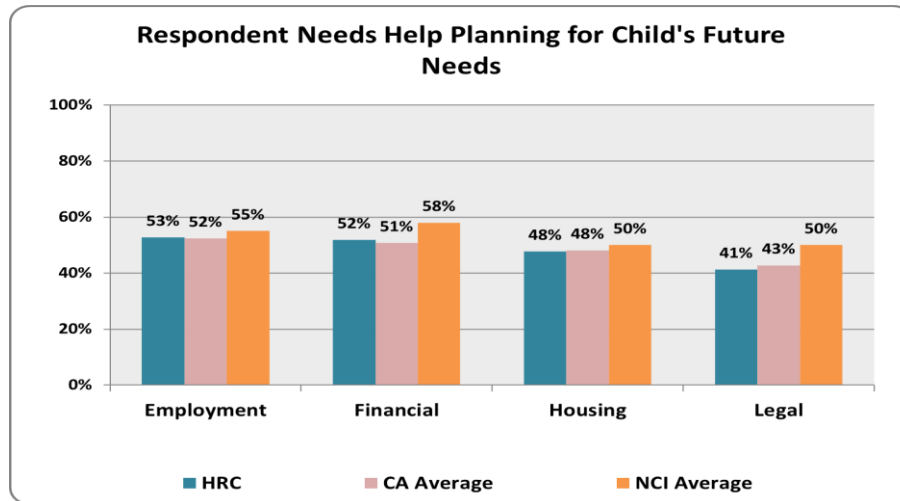
GRAPH 30.



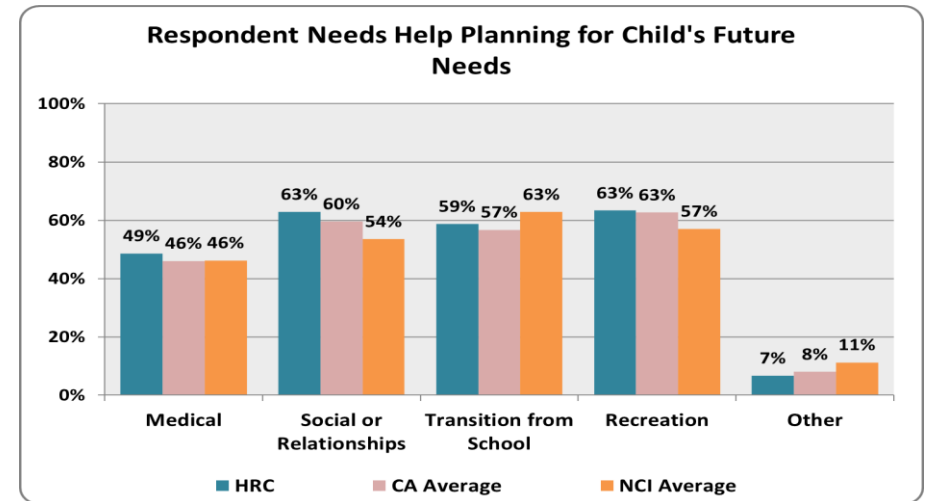
GRAPH 31.



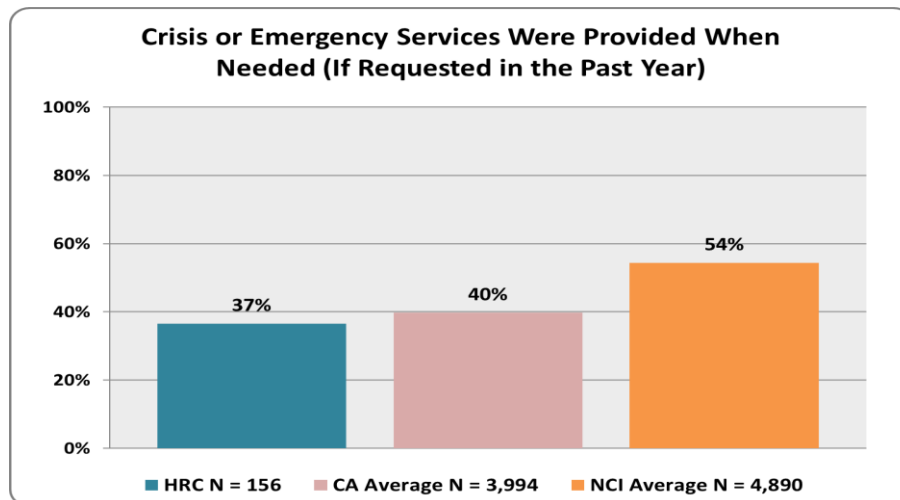
GRAPH 32.\*



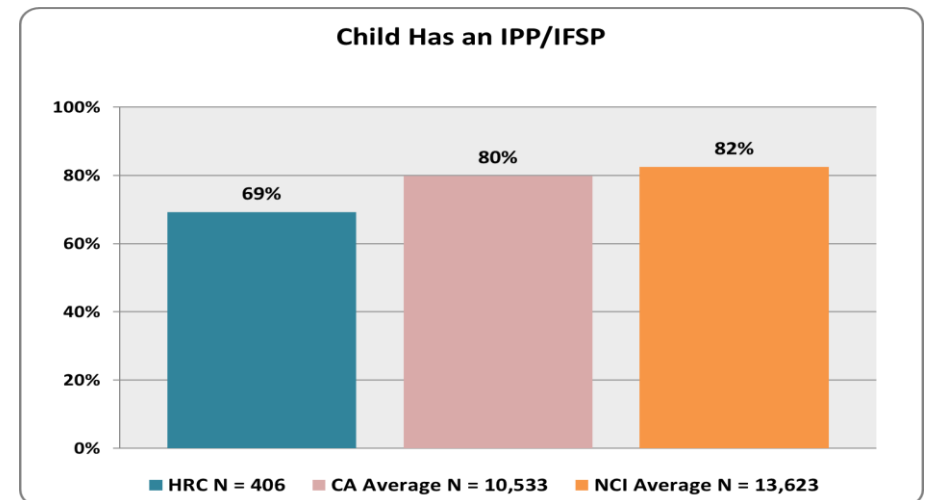
GRAPH 33.\*



GRAPH 34.



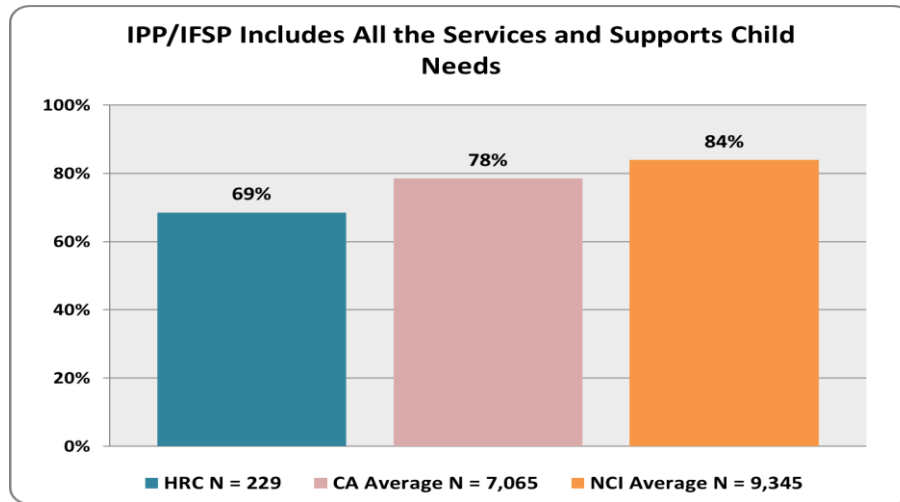
GRAPH 35.



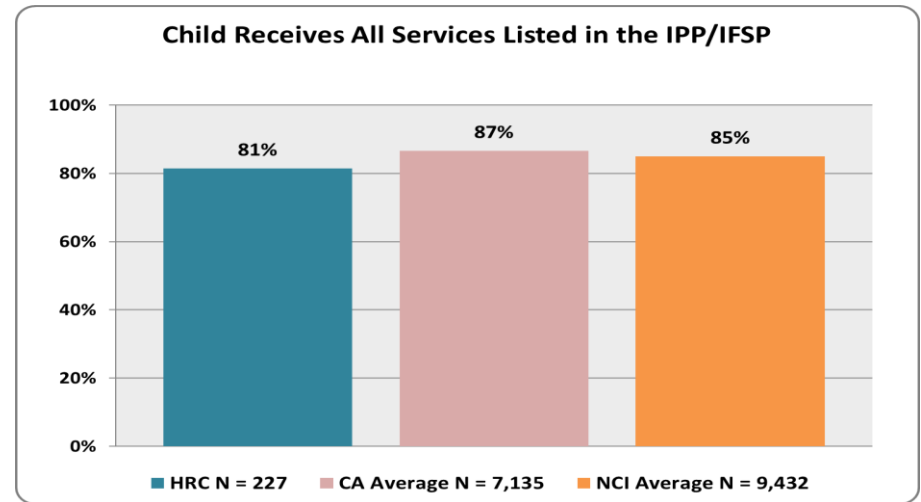
\*Categories are not mutually exclusive



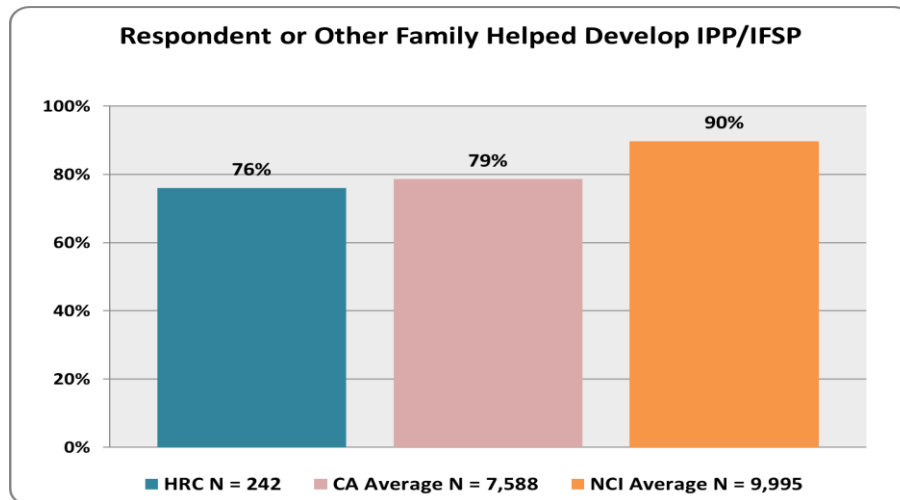
GRAPH 36.



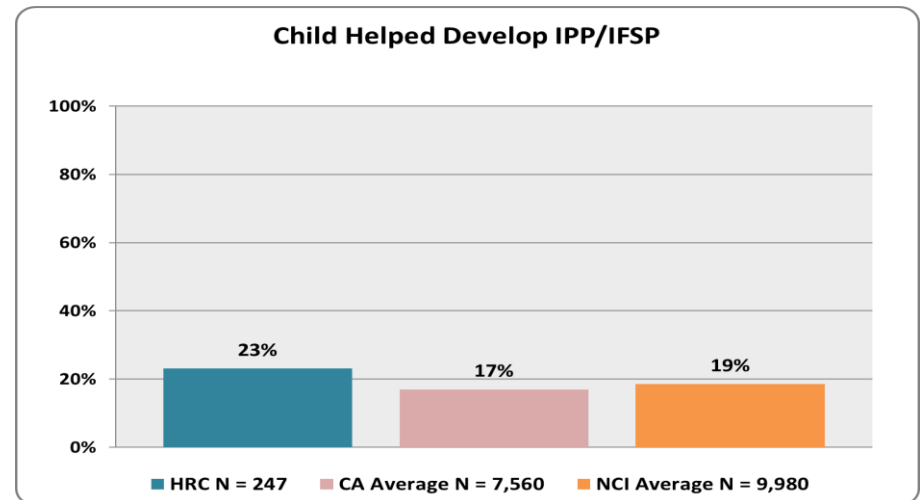
GRAPH 37.



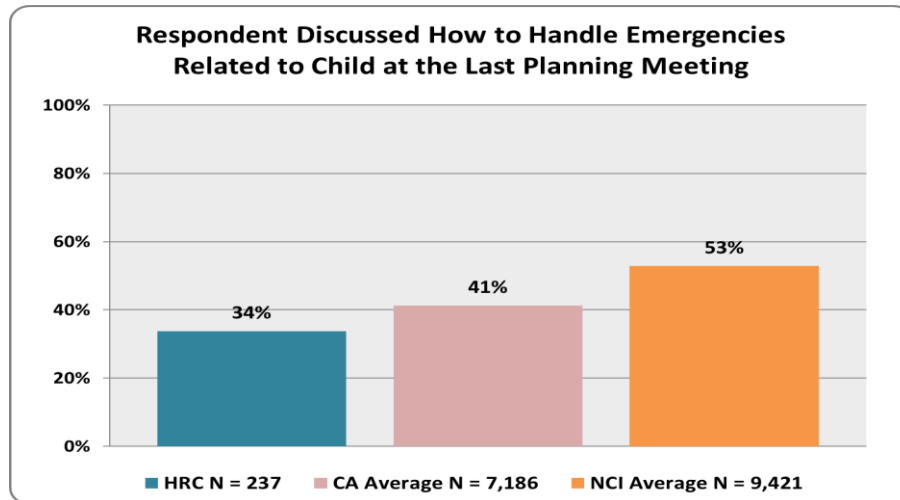
GRAPH 38.



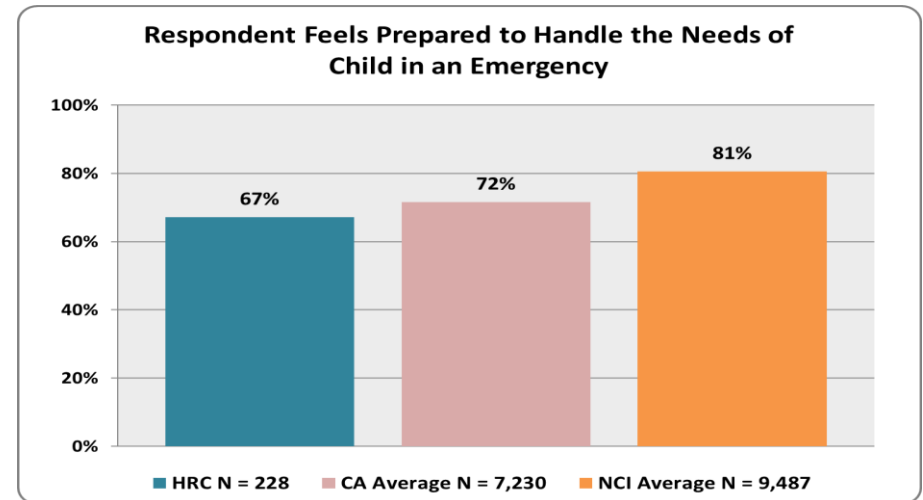
GRAPH 39.



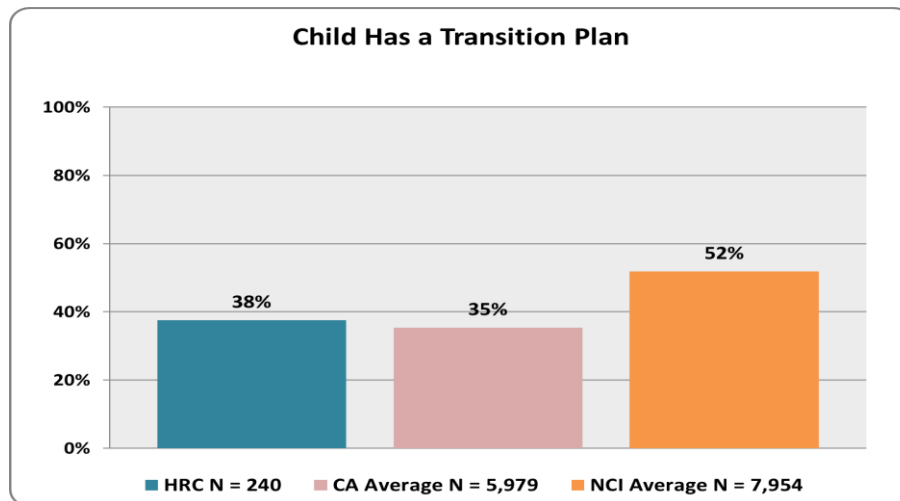
GRAPH 40.



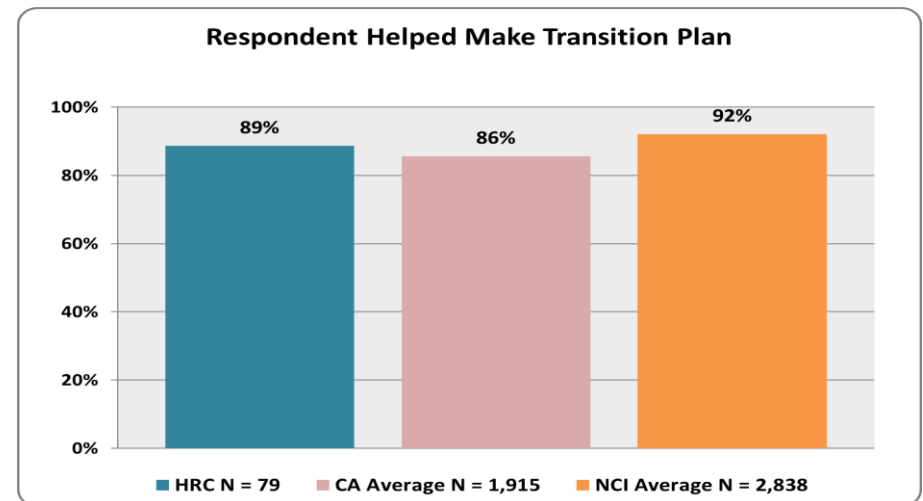
GRAPH 41.



GRAPH 42.



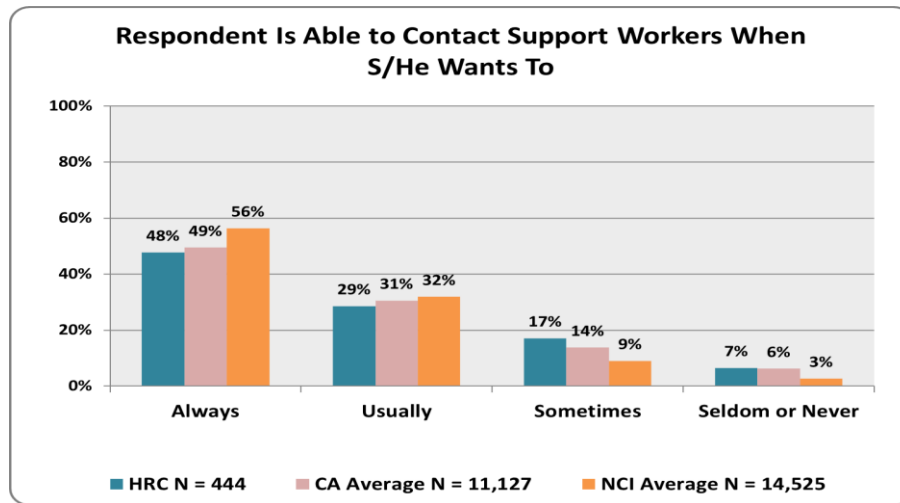
GRAPH 43.



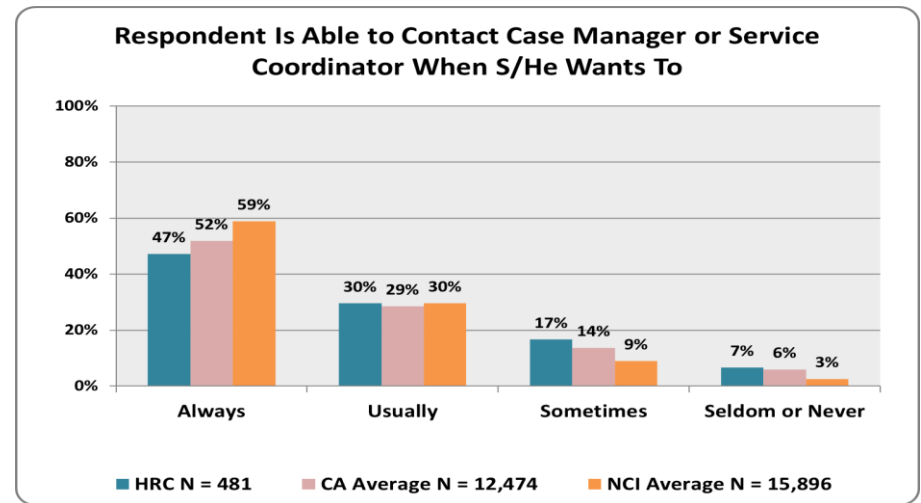
## Access and Delivery

*CHILDREN WITH DISABILITIES AND THEIR FAMILIES GET THE SERVICES AND SUPPORTS THEY NEED*

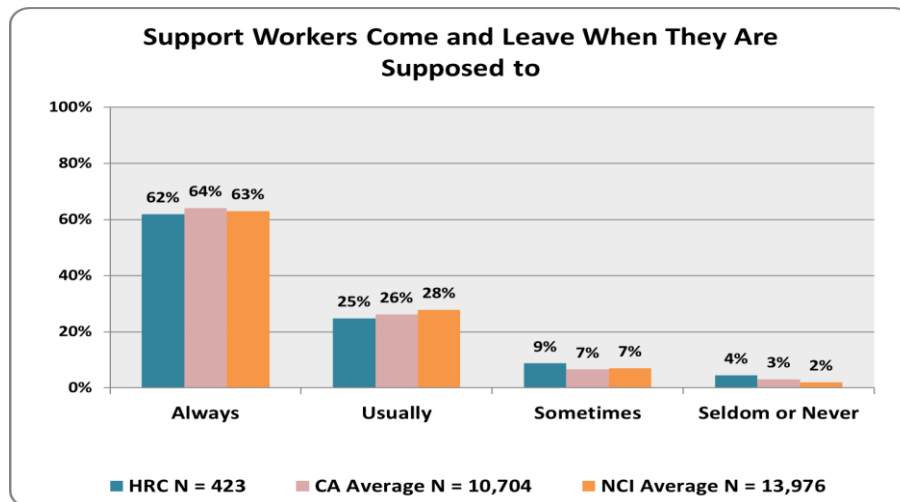
GRAPH 44.



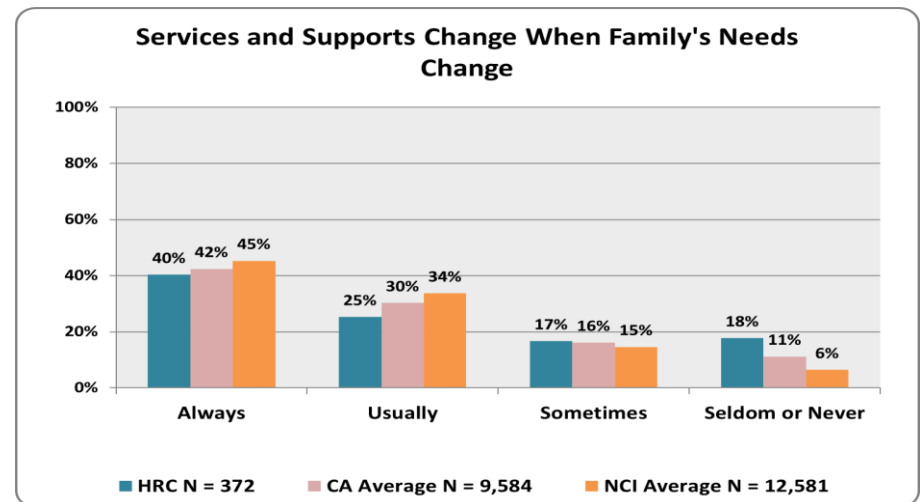
GRAPH 45.



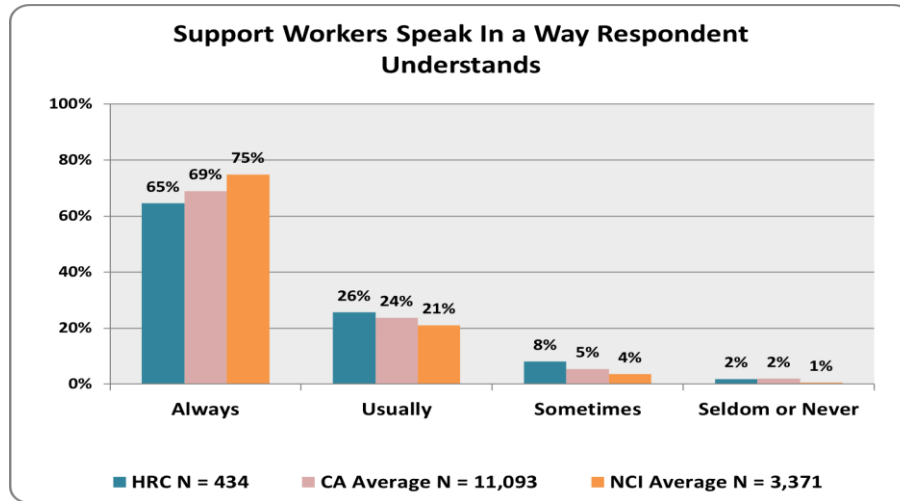
GRAPH 46.



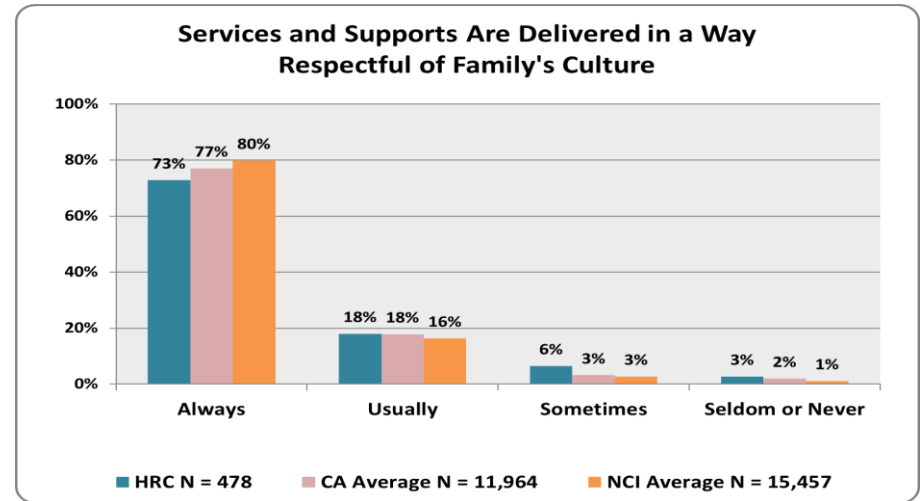
GRAPH 47.



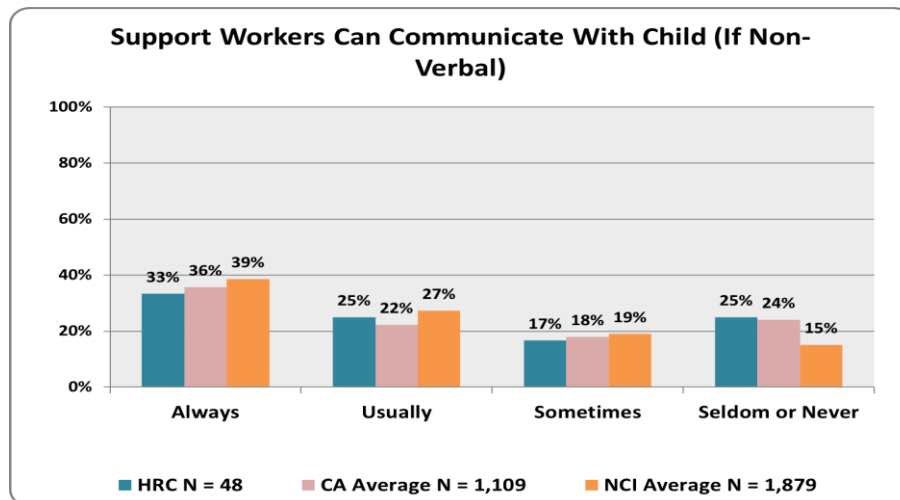
GRAPH 48.



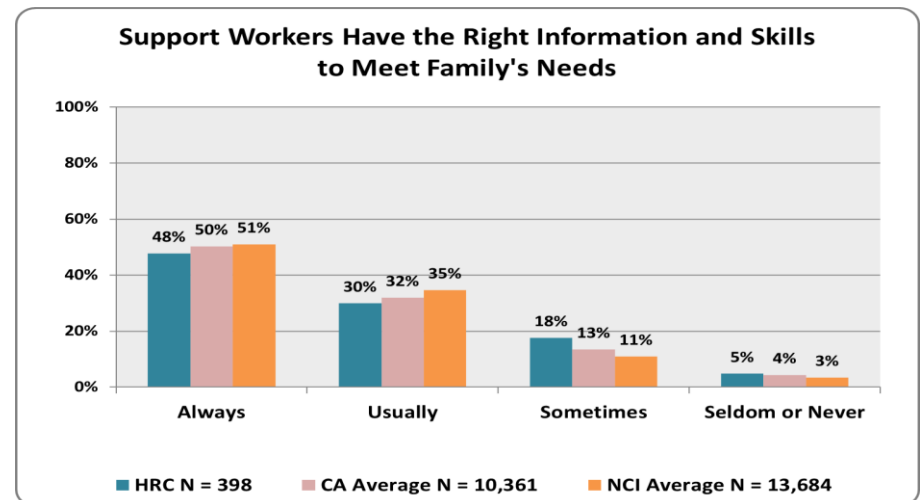
GRAPH 49.



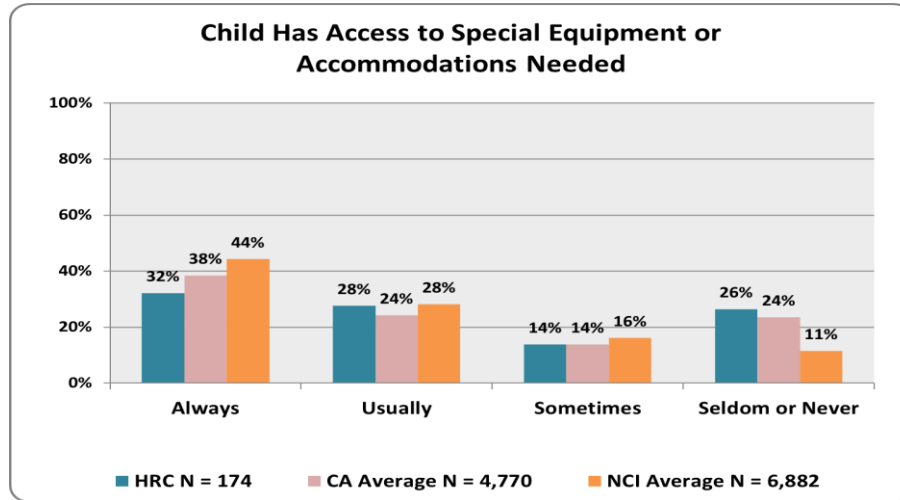
GRAPH 50.



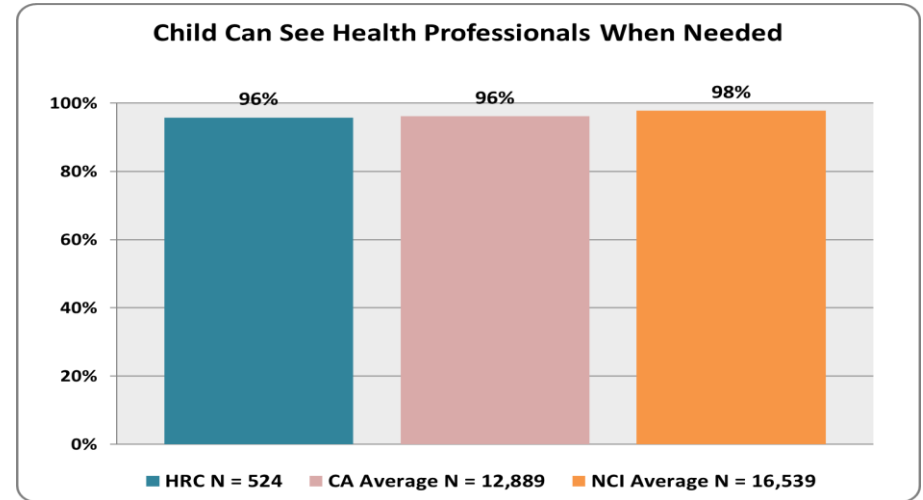
GRAPH 51.



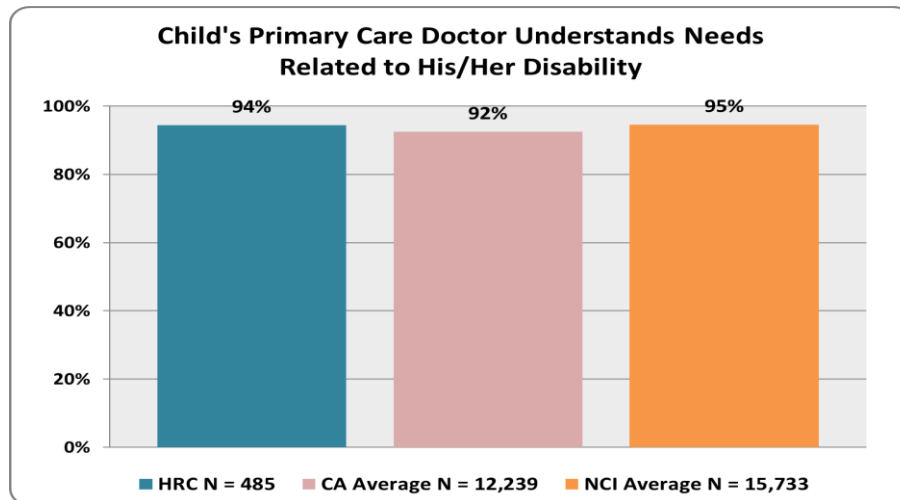
GRAPH 52.



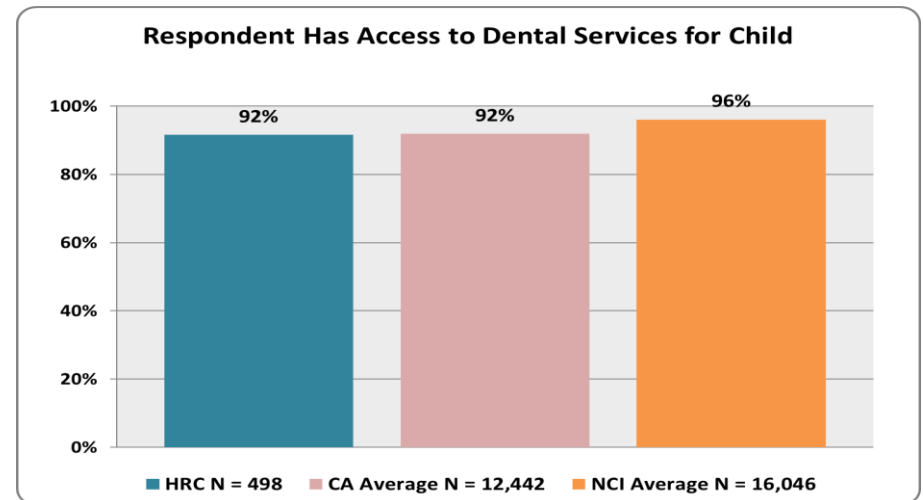
GRAPH 53.



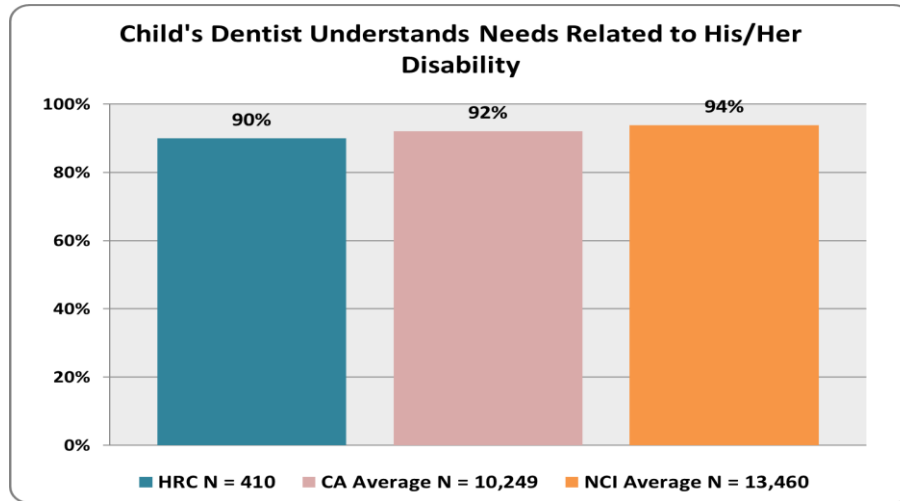
GRAPH 54.



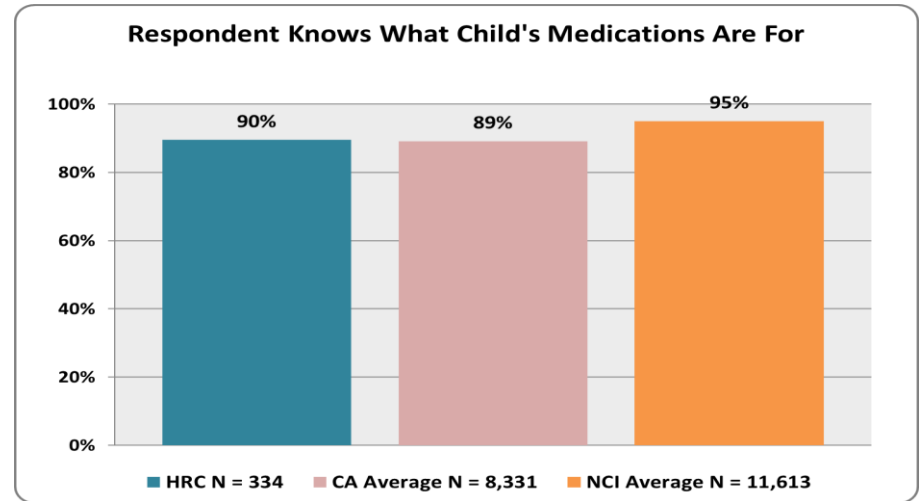
GRAPH 55.



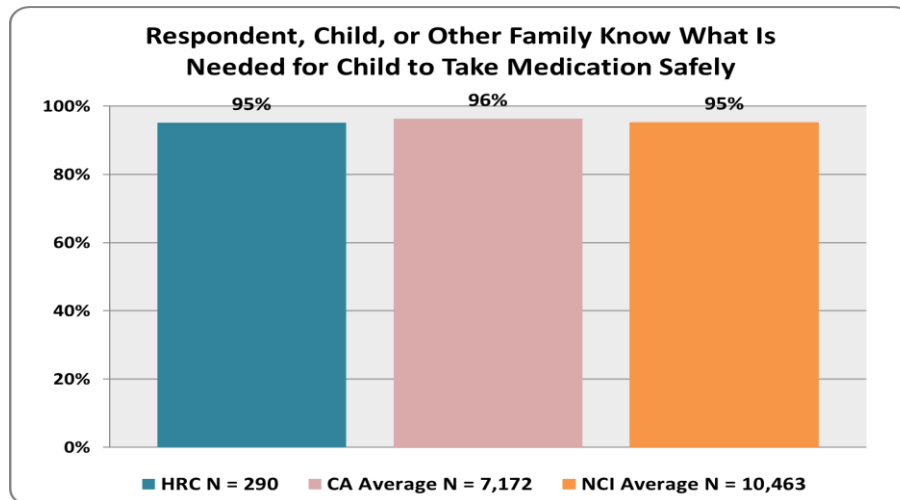
GRAPH 56.



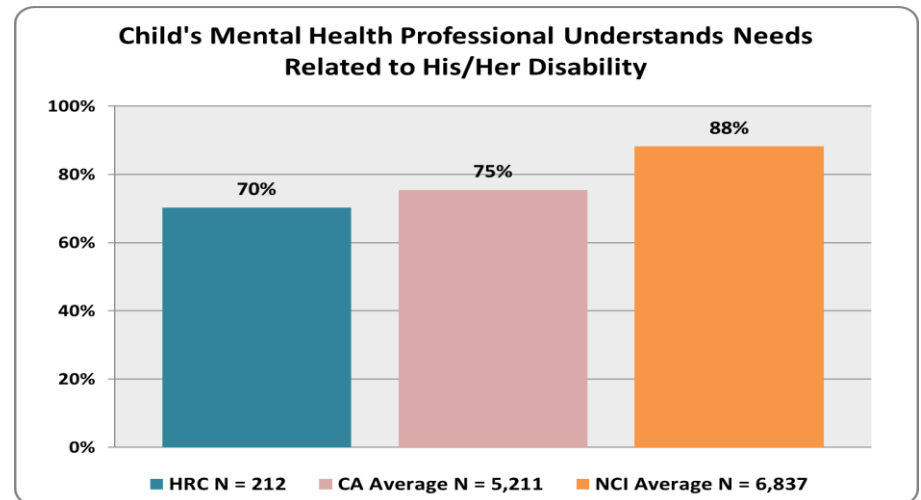
GRAPH 57.\*



GRAPH 58.\*

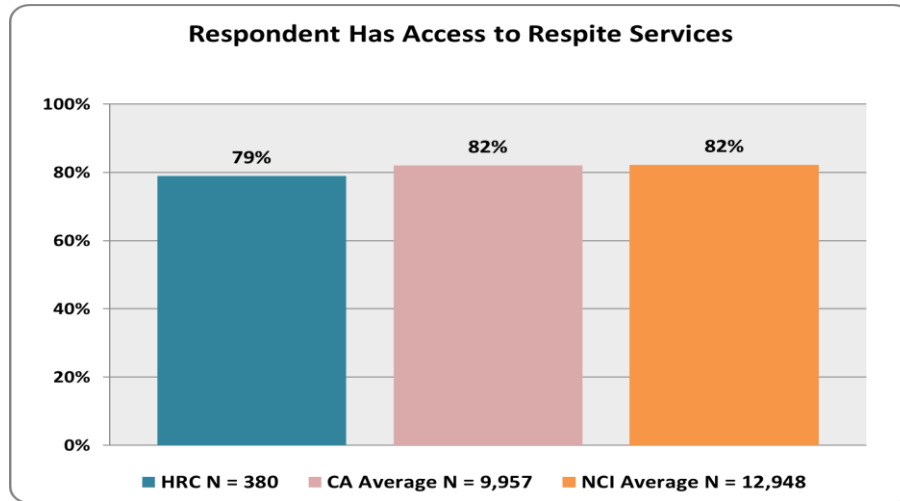


GRAPH 59.

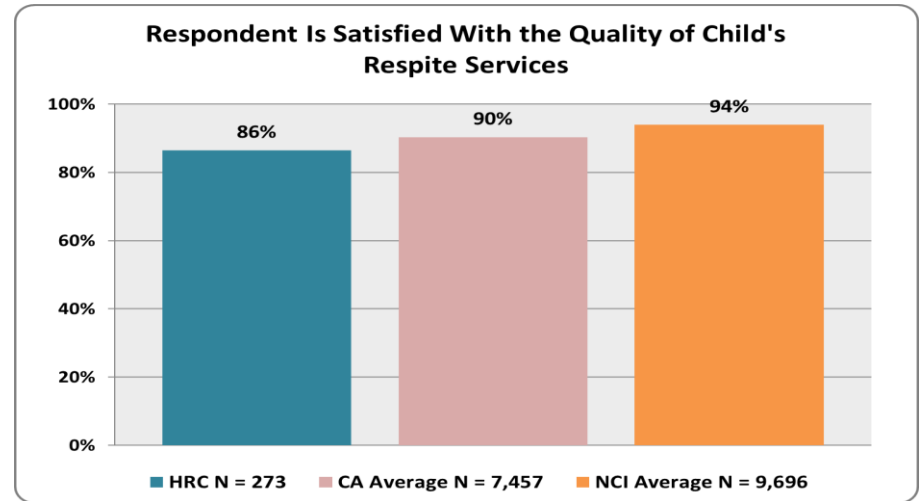


\*For this question, 'no' and 'don't know' responses were combined

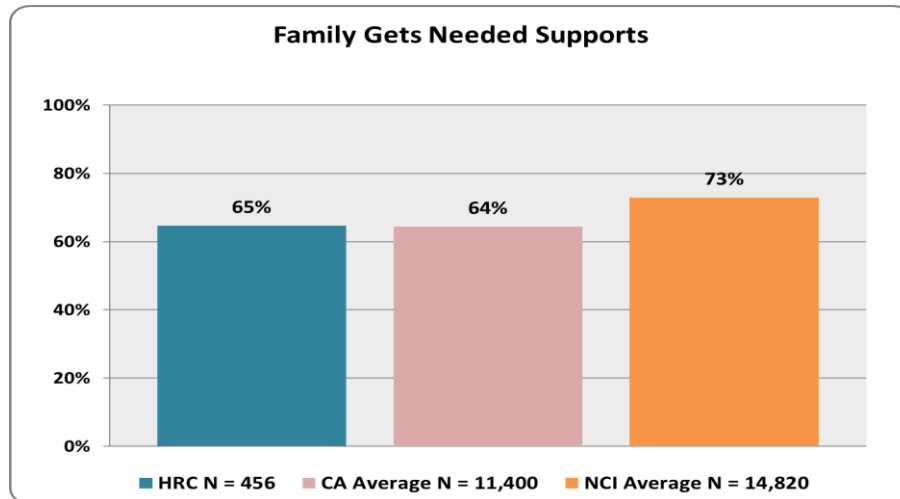
GRAPH 60.



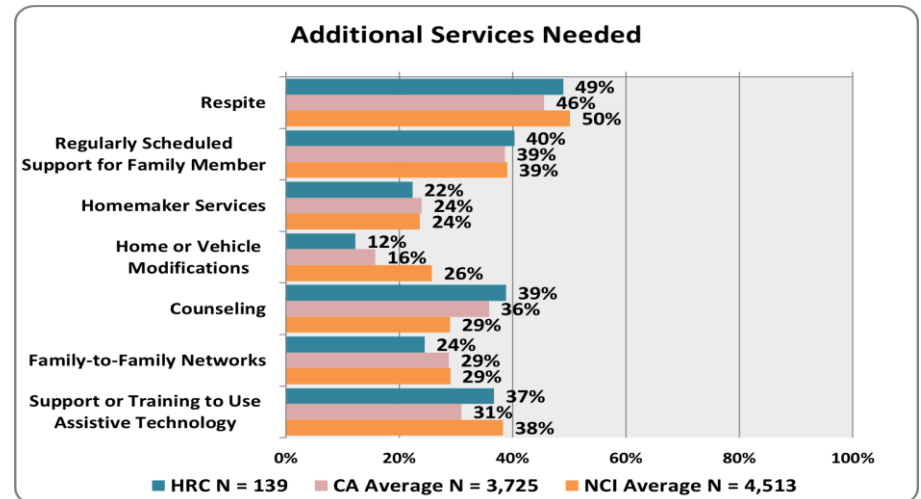
GRAPH 61.



GRAPH 62.



GRAPH 63. \*



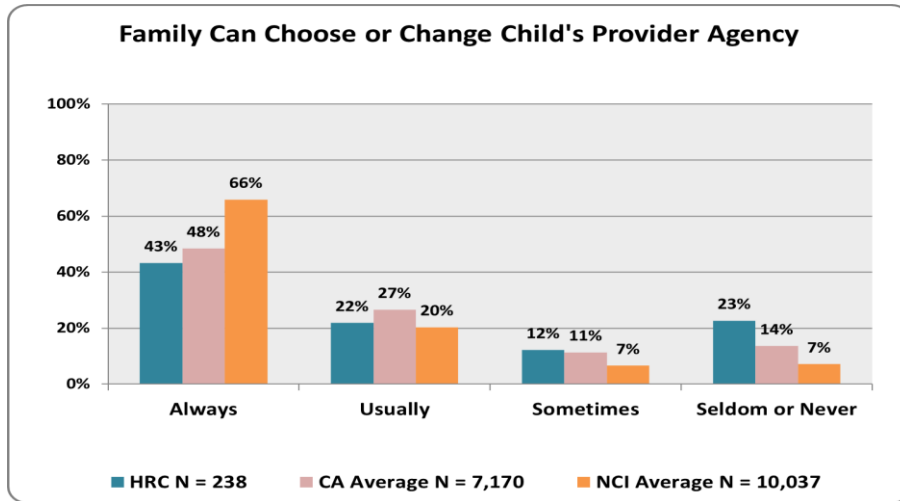
\*Categories are not mutually exclusive



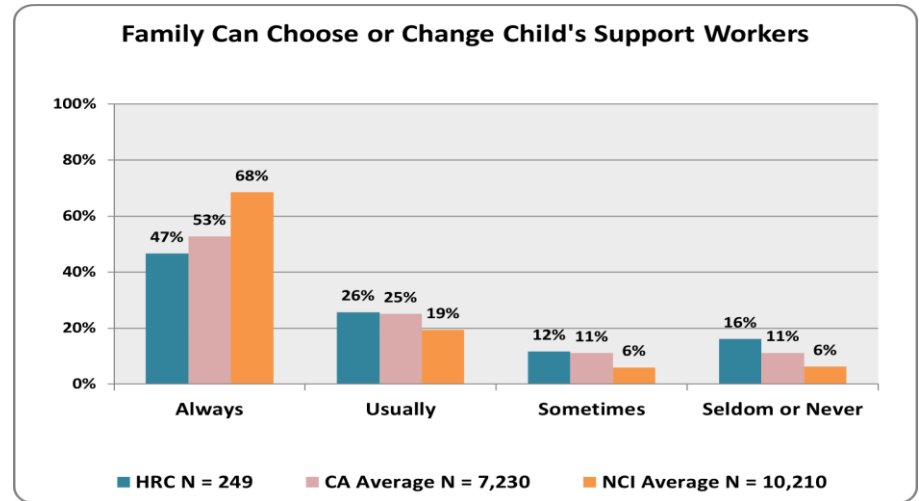
## **Choice, Decision Making and Control**

*FAMILIES AND CHILDREN WITH DISABILITIES DETERMINE THE SERVICES AND SUPPORTS THEY RECEIVE AND THE INDIVIDUALS OR AGENCIES WHO PROVIDE THEM*

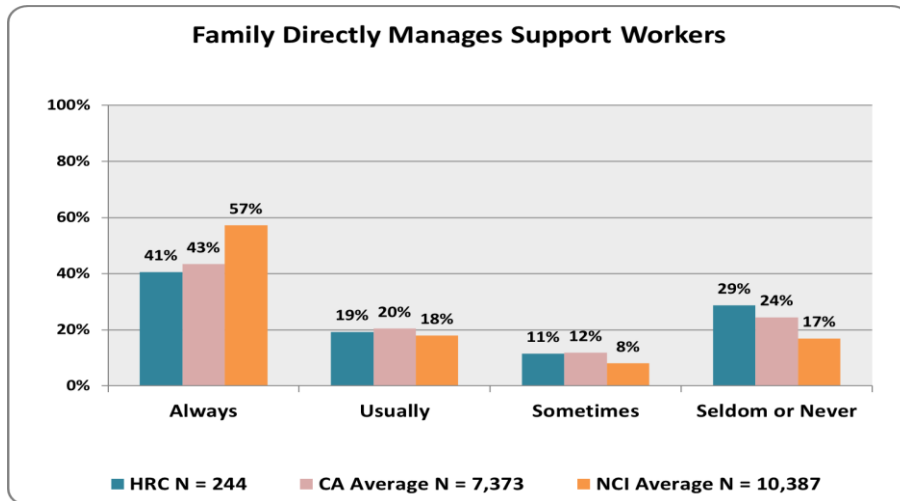
GRAPH 64.



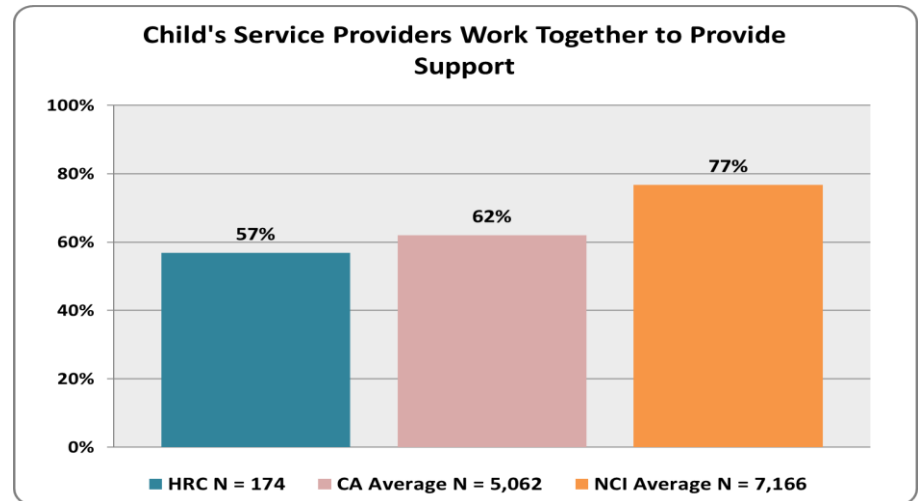
GRAPH 65.



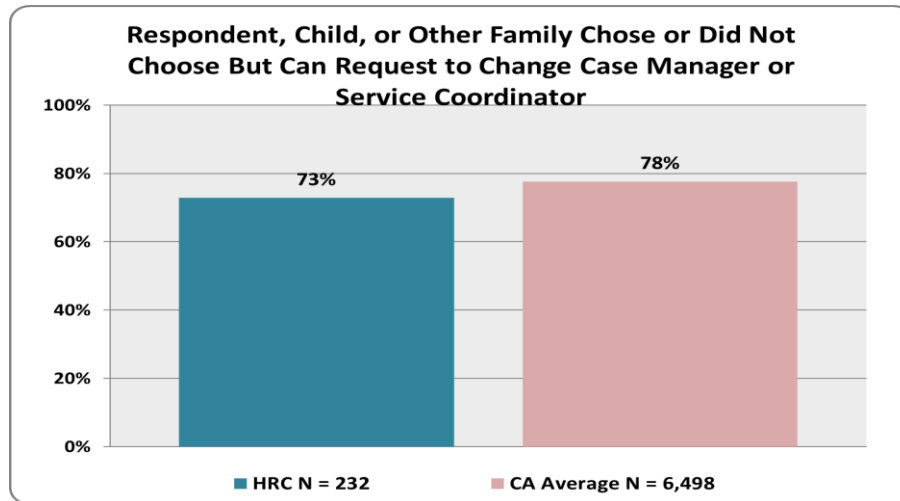
GRAPH 66.



GRAPH 67.



GRAPH 68.\*

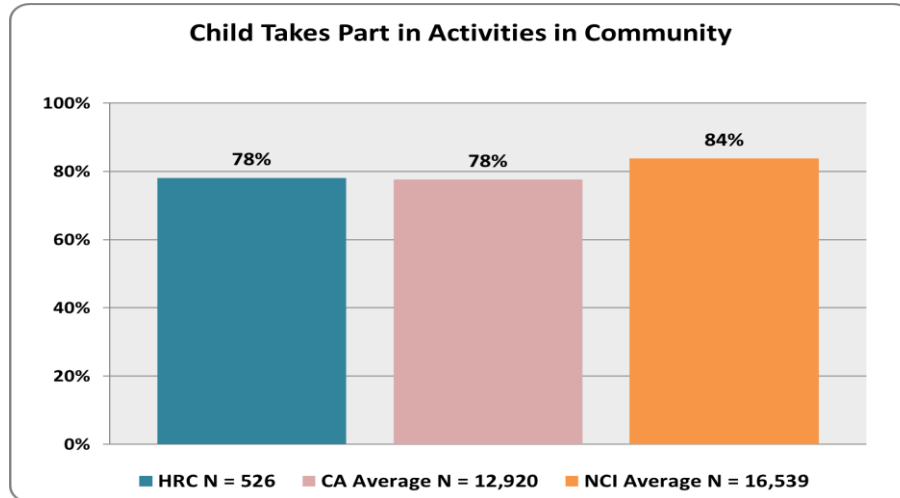


\*Information for this question was captured differently for CA; therefore, comparisons with NCI cannot be made.

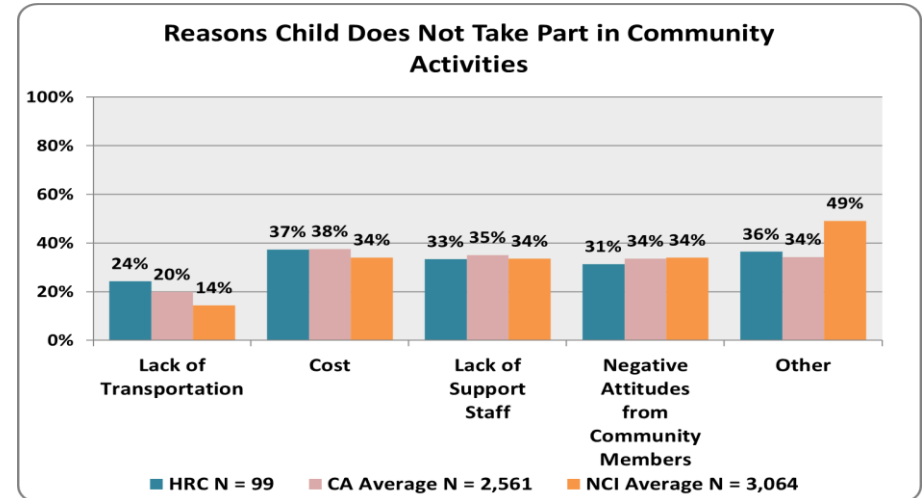
## Involvement in the Community

*CHILDREN WITH DISABILITIES USE INTEGRATED COMMUNITY SERVICES AND PARTICIPATE IN EVERYDAY COMMUNITY ACTIVITIES*

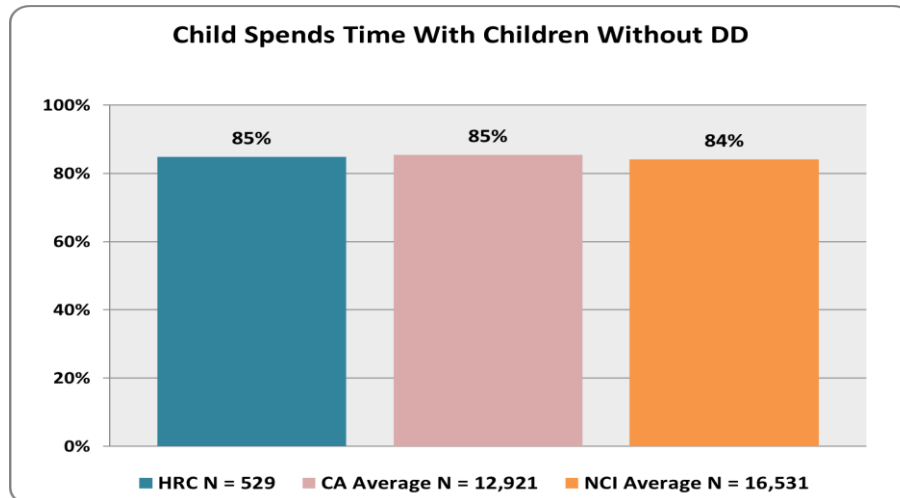
GRAPH 69.



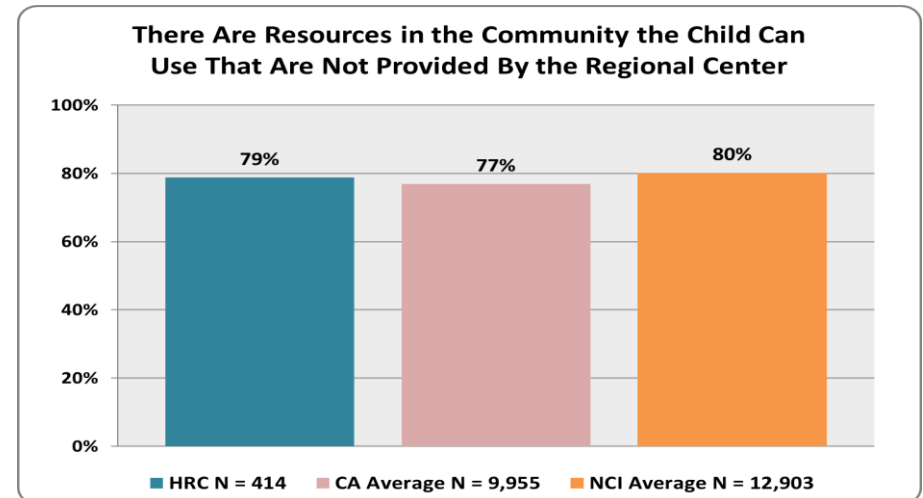
GRAPH 70.



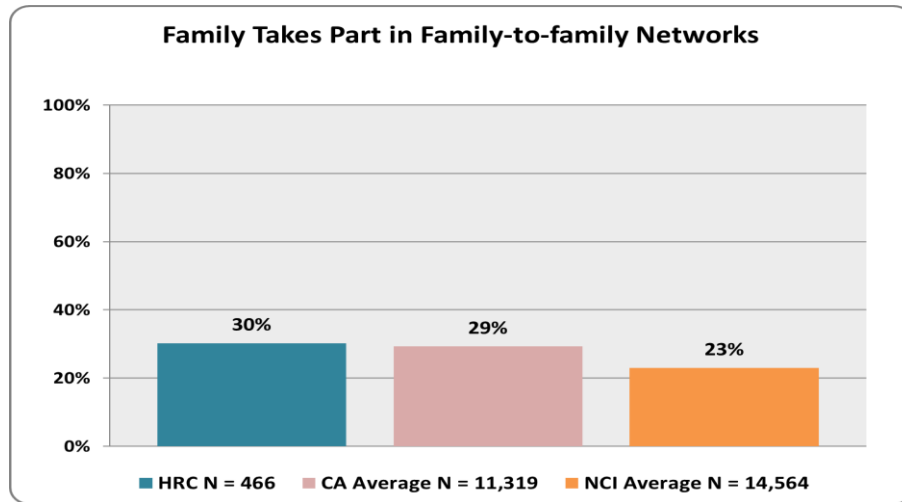
GRAPH 71.



GRAPH 72.



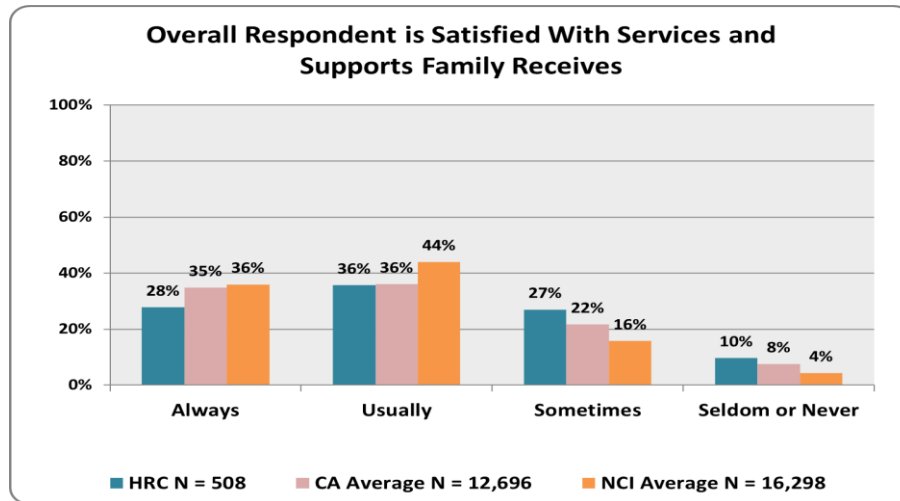
GRAPH 73.



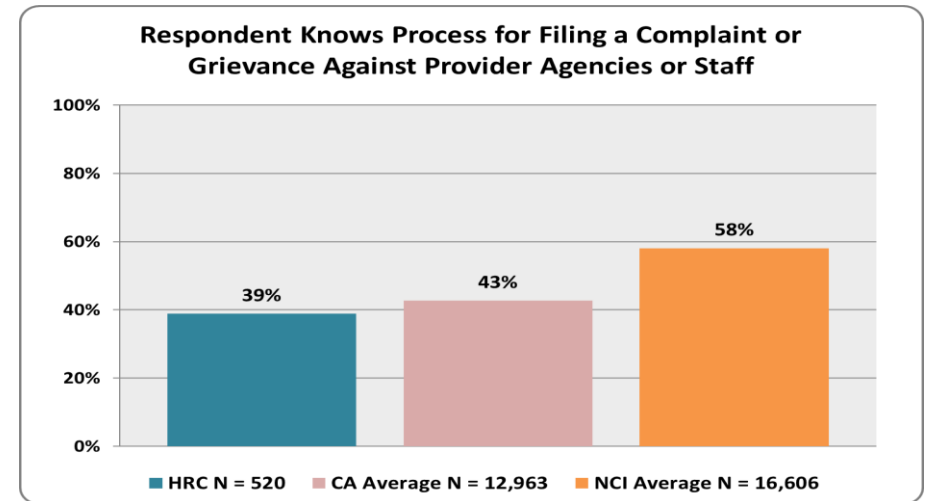
## Satisfaction

*CHILDREN WITH DISABILITIES AND THEIR FAMILIES RECEIVE ADEQUATE AND SATISFACTORY SUPPORTS*

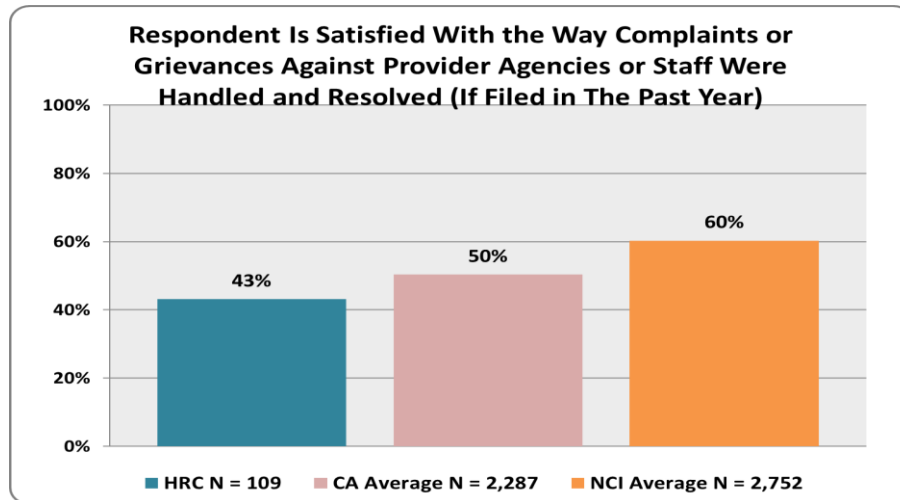
GRAPH 74.



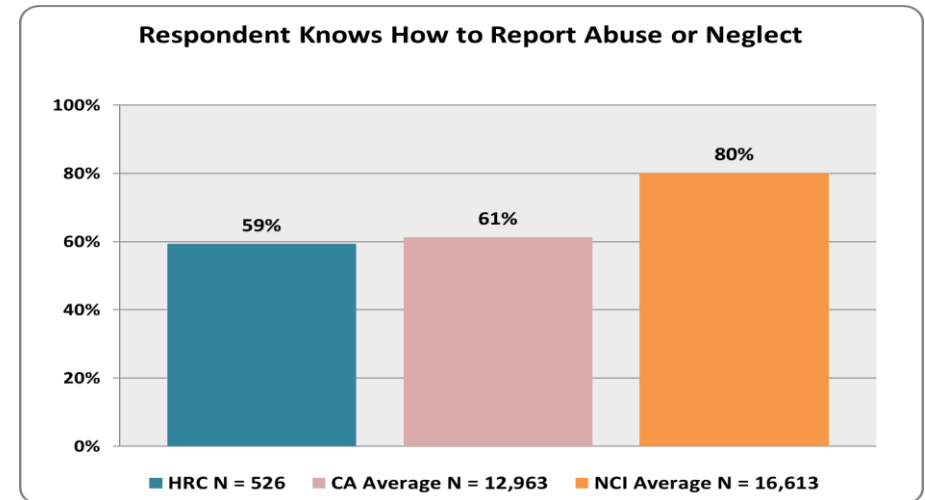
GRAPH 75.\*



GRAPH 76.



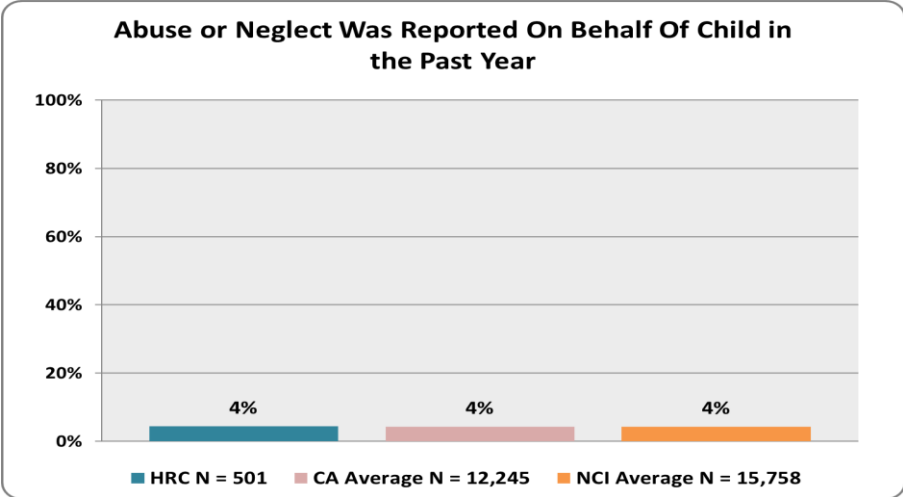
GRAPH 77.\*



\*For this question, 'No' and Don't Know' responses were combined.



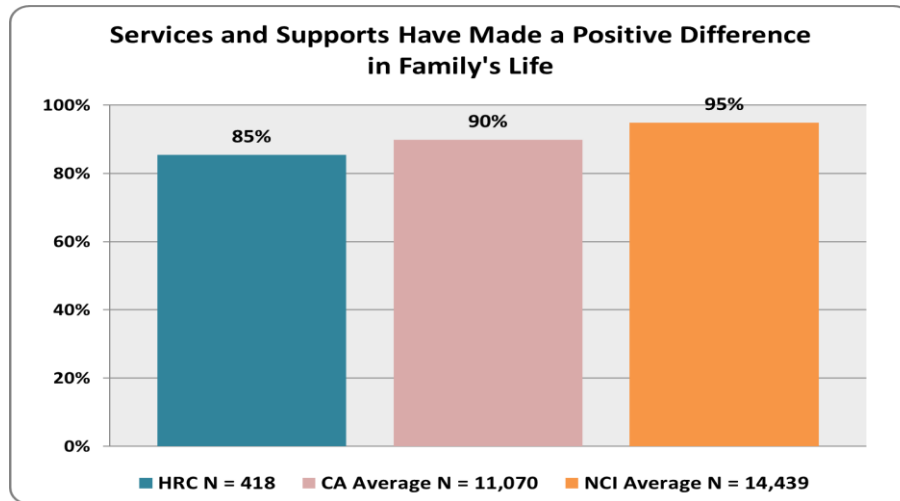
GRAPH 78.



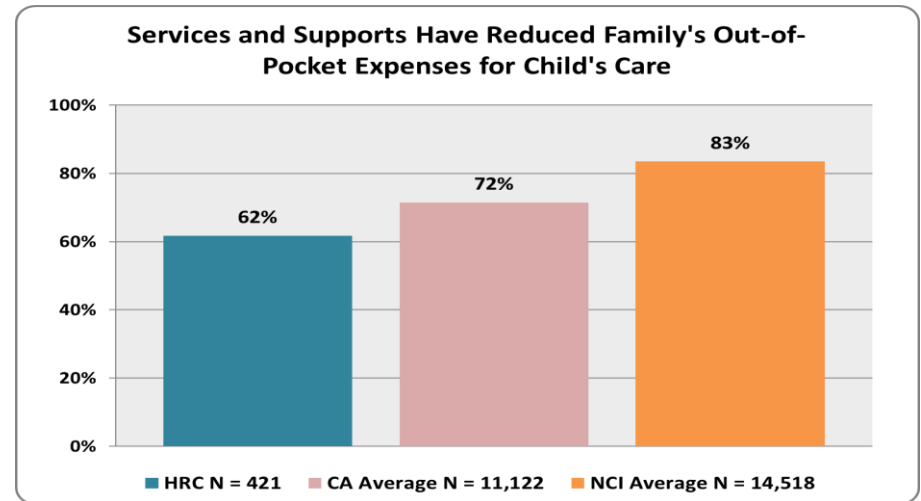
## Outcomes

*INDIVIDUAL AND FAMILY SUPPORTS MAKE A POSITIVE DIFFERENCE IN THE LIVES OF FAMILIES*

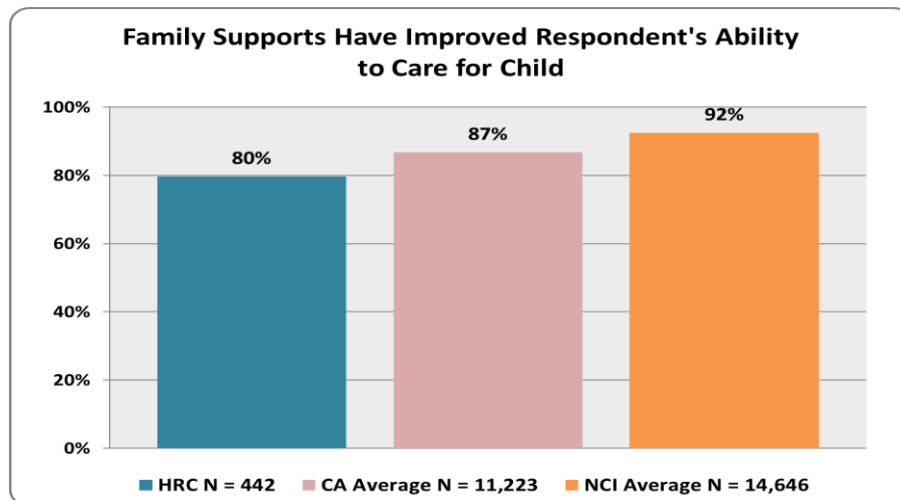
GRAPH 79.



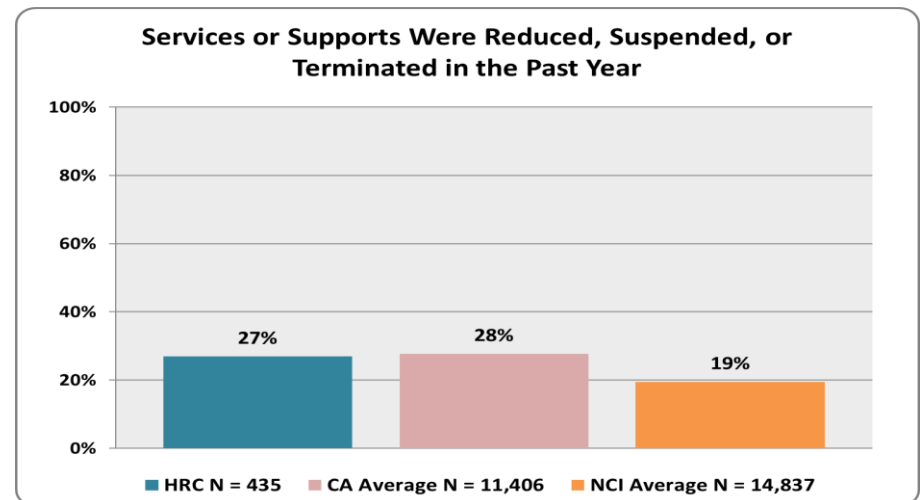
GRAPH 80.



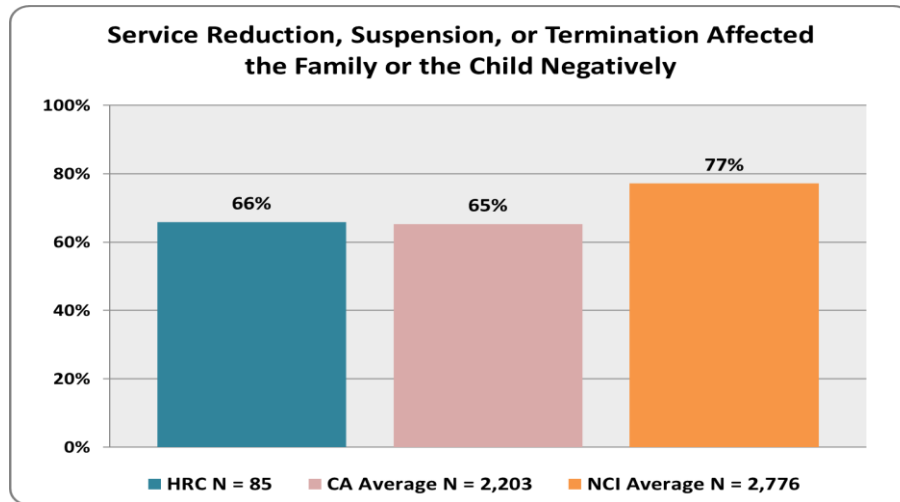
GRAPH 81.



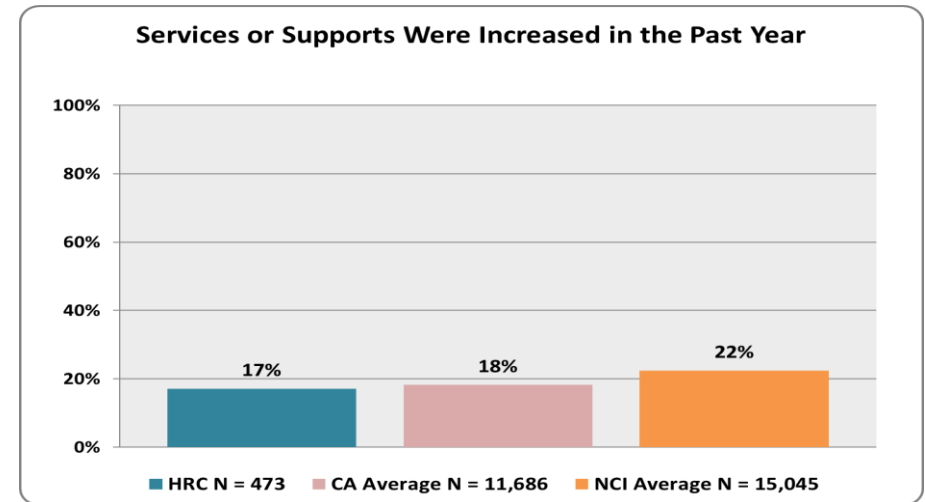
GRAPH 82



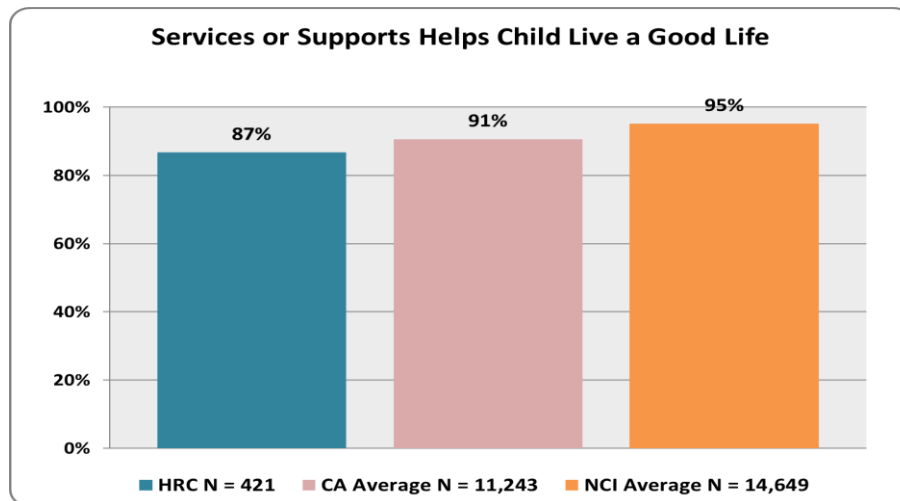
GRAPH 83.



GRAPH 84

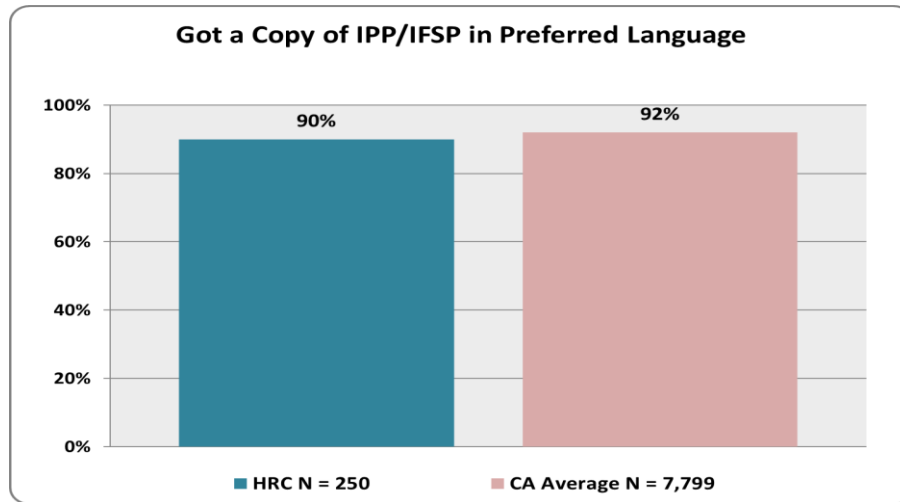


GRAPH 85.

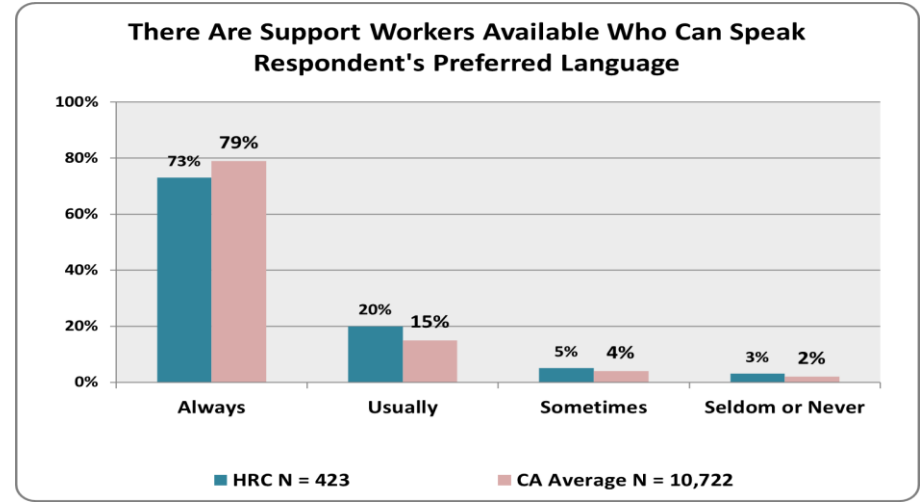


## **CA Specific Questions: Cultural Competency**

GRAPH 86.



GRAPH 87.



GRAPH 88.

