



# NCI: The National Core Indicators Survey



Since 2010, the Lanterman Act (California Welfare & Institutions Code, Section 4571) has required that the Department of Developmental Services(DDS) use a nation-wide quality assessment survey to assess the performance of services and supports provided to individuals with intellectual/developmental disabilities (IDD).

# What Are the National Core Indicators?

- National Core Indicators (NCI) is a collaboration between the National Association of State Directors of Developmental Disabilities Services (NASDDDS) and the Human Services Research Institute (HSRI) that began in 1997 in order to gather a standard set of performance and outcome measures that can track participating states' performance over time, compare to one another, and establish national benchmarks.
- From 15 states in 1997 to 39 states for FY 21-22, NCI is an integral part of DDS's quality management system as well as a crucial source of data for the Centers for Medicare and Medicaid Services (CMS), the Administration on Intellectual and Developmental Disabilities (AIDD), and the National Institute on Disability and Rehabilitation Research (NIDRR).

# How and Why

Originally for individuals transitioning from Developmental Centers to the community; these people are now followed by the Mover Longitudinal Study (a modified NCI survey designed by the University of California, Davis).

The State Council on Developmental Disabilities will ask to interview individuals and families served by the regional centers until they have 400 from each regional center.

Each Fiscal Year there is at least one of four surveys: Adult In-Person, Adult Family, Child Family, and Family Guardian.

They ask a series of questions about the person's life, their services, and the community they live in.

Answers allow for California to compare itself to other states and for regional centers to compare themselves to the state average and other regional centers.

# Results

- Results are tabulated by regional center and are made available by DDS at [dds.ca.gov/rc/nci](https://dds.ca.gov/rc/nci)
- You can use Interactive Dashboards to look at the raw data, including Domain for areas of interest and Comprehensive for detailed answers to all survey questions by respondents.
- Reports can be found in a State/Regional Center format or in a User-Friendly format.
- All reports are compiled and written by the HSRI on behalf of DDS.



# The Latest Data for SARC: FY 18/19 Child Family Survey

**Today we are highlighting a few positive and negative results.**

**Comprehensive results can be obtained directly from SARC's NCI Coordinator or from the DDS website.**

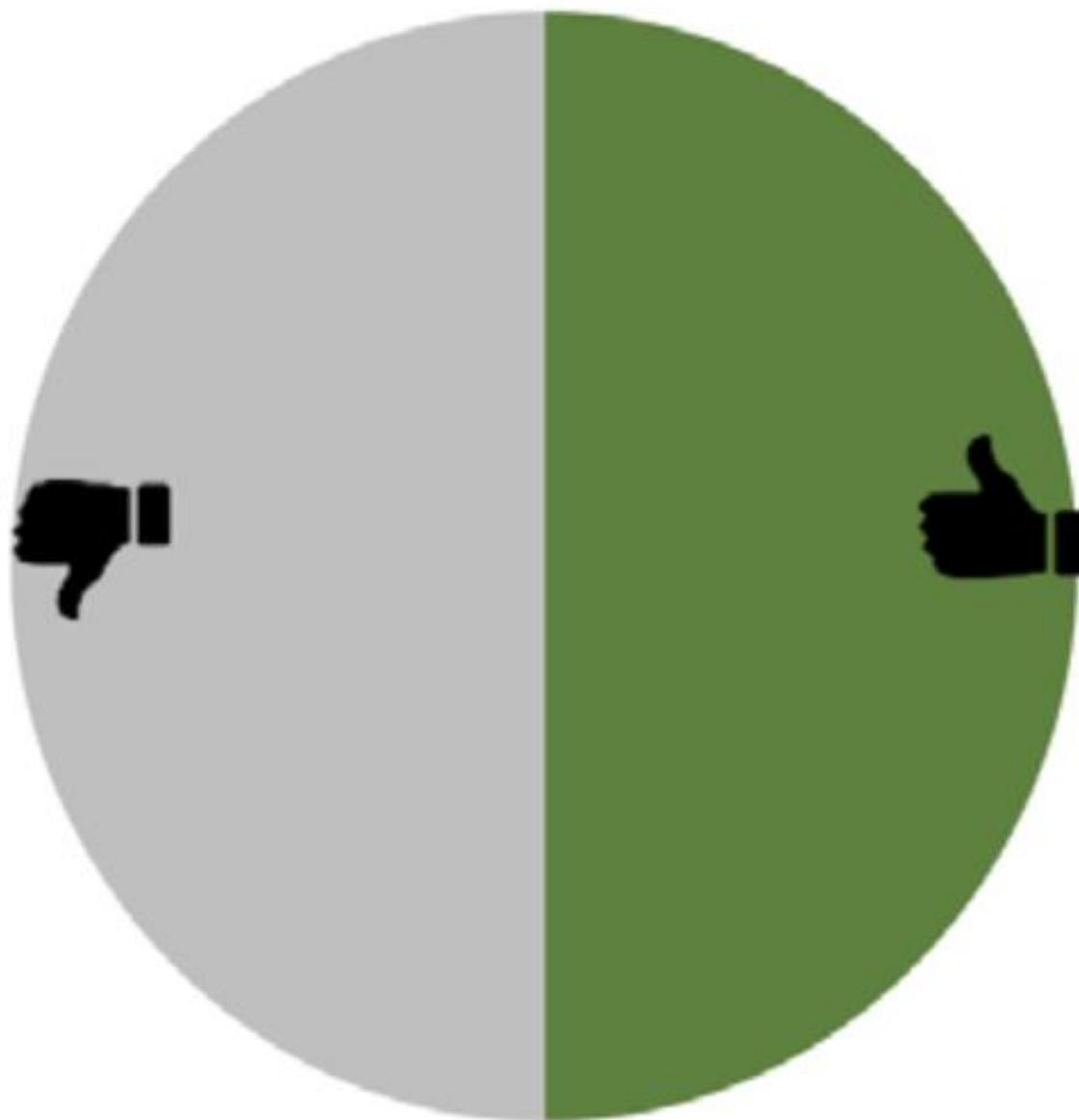
**Data and graphs presented here were produced by HSRI on behalf of DDS.**

**Remember: This is an interview of *family*; the person answering the question is not the person served, but a person who knows them well and is active in their care.**

These results give a broad overview – a detailed, question-by-question report is available as well.

**50%**

Family does not get enough information to take part in planning services for their child

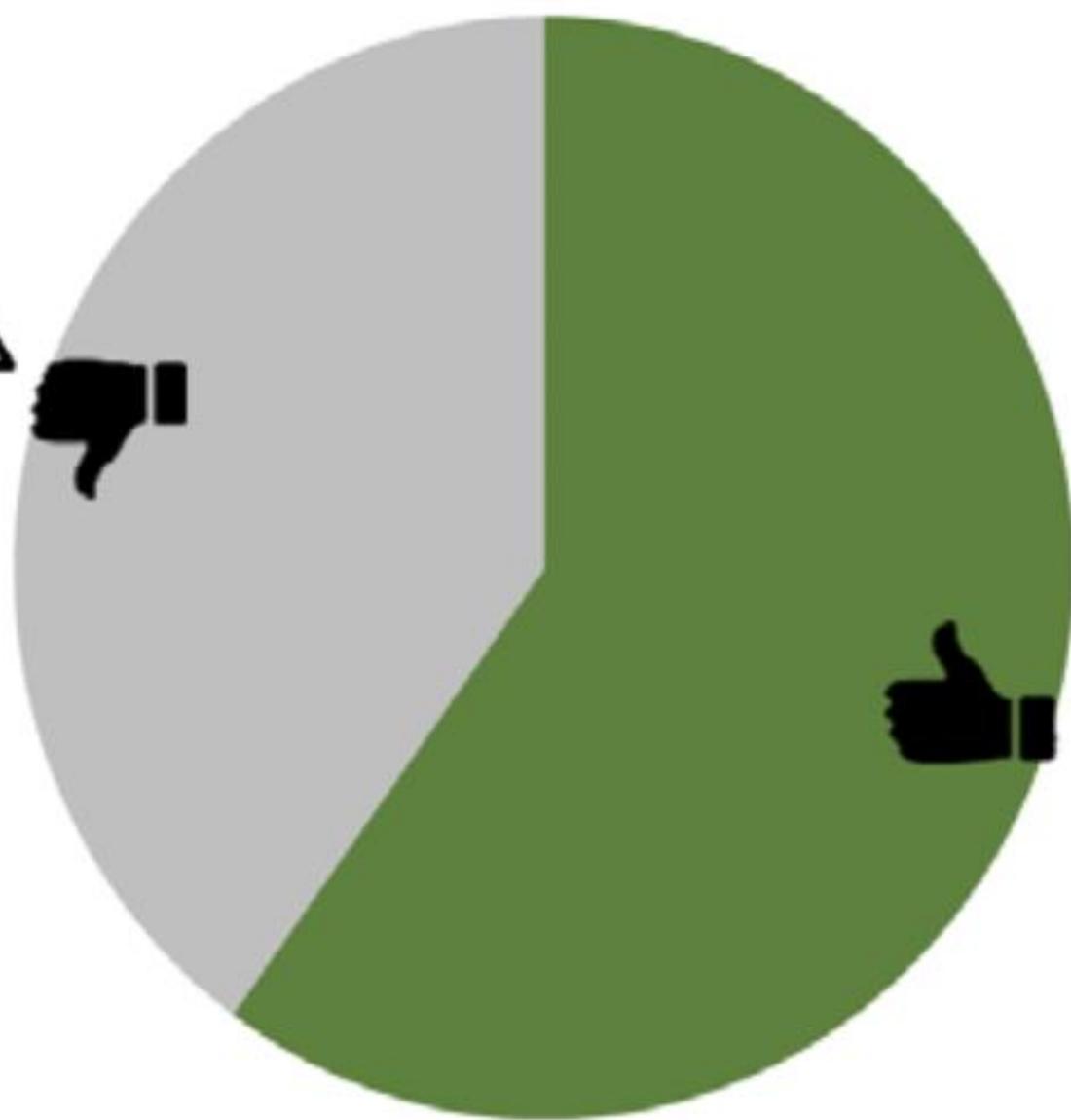


**50%**

Family does get enough information to take part in planning services for their child

**40%**

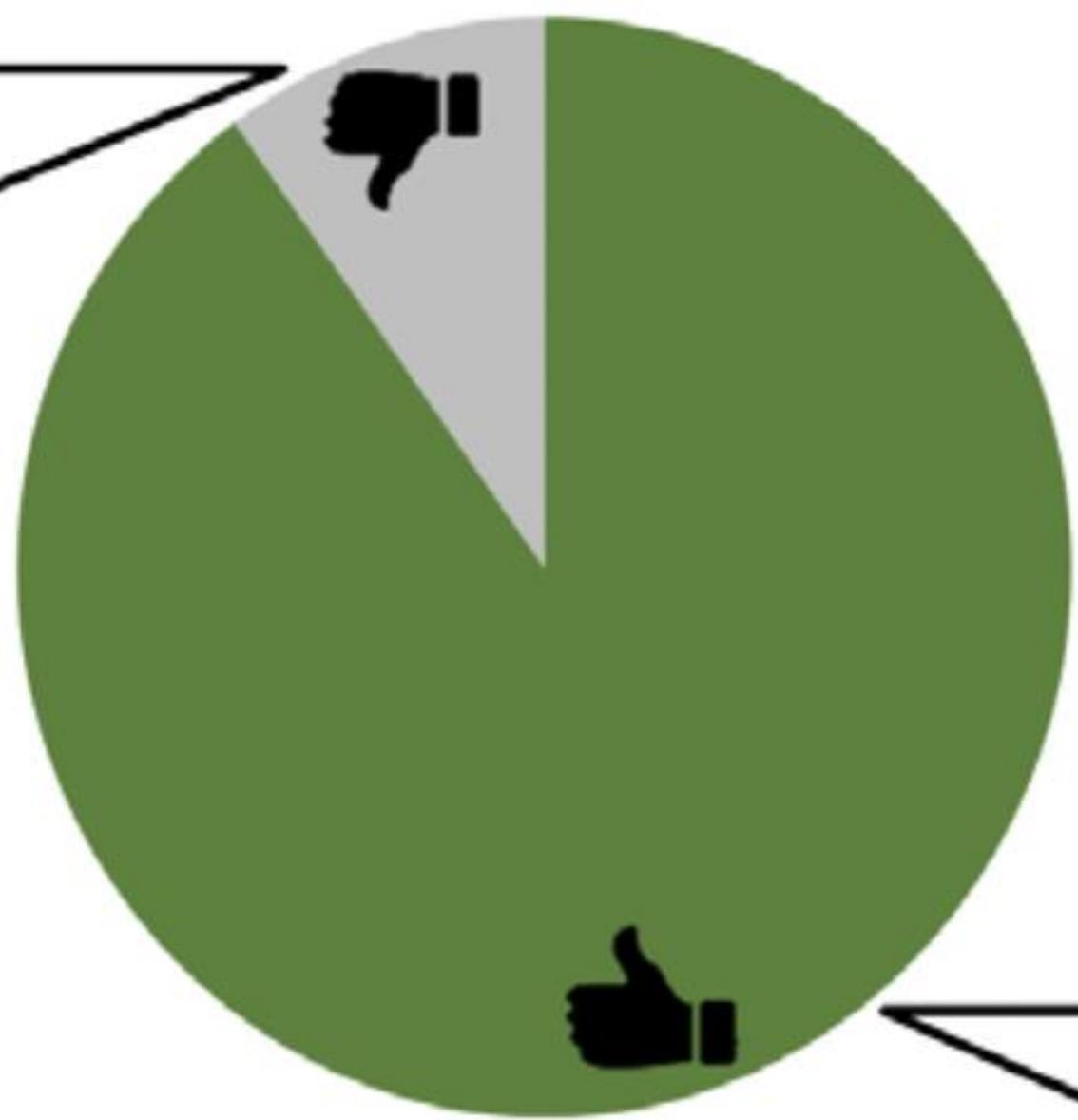
Information  
family gets  
about services  
is not easy to  
understand



**60%**

Information  
family gets  
about services  
is easy to  
understand

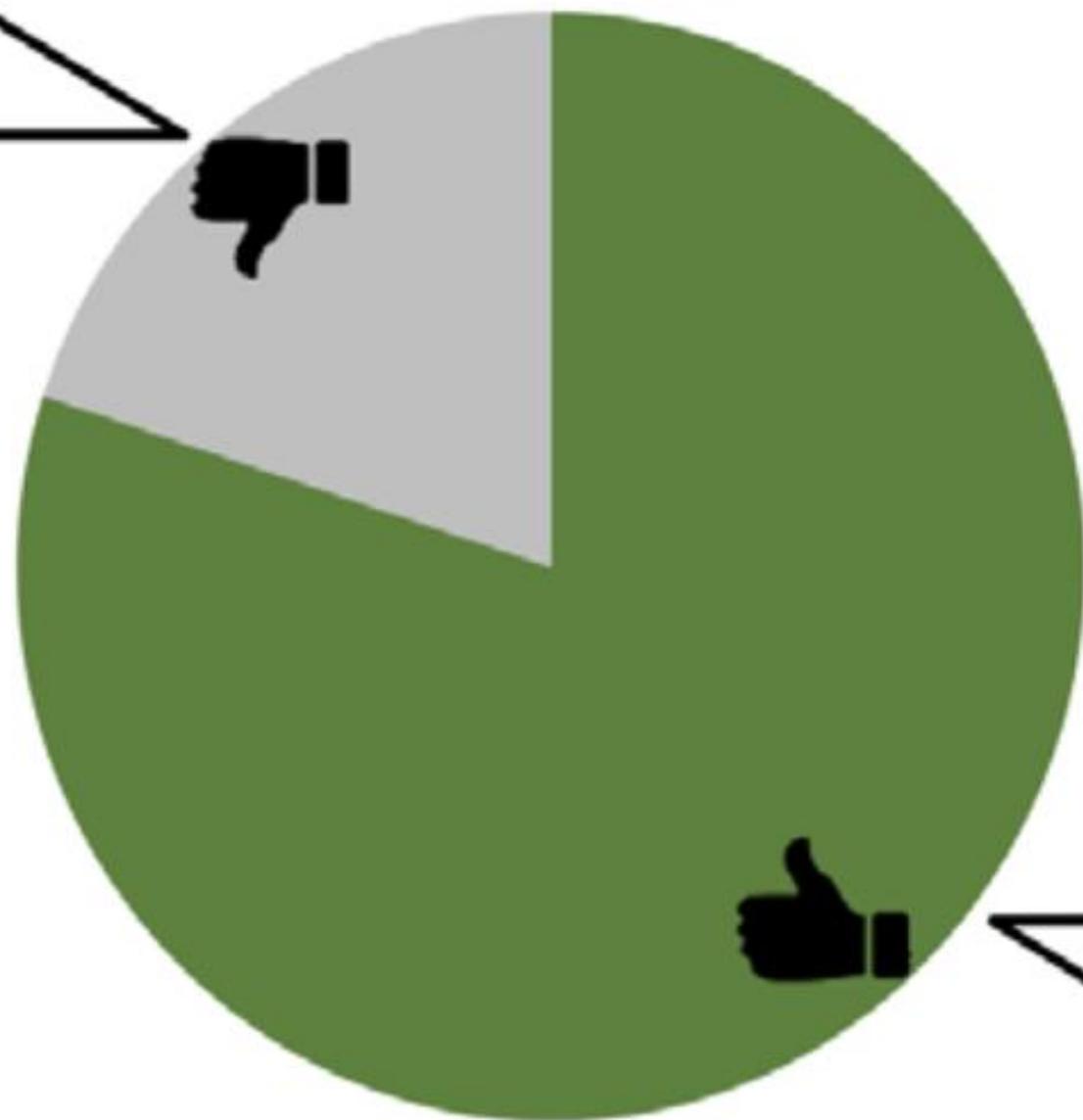
**10%**  
Case manager/  
service coordinator  
does not respect  
family's  
choices and



**90%**  
Case manager/  
service coordinator  
respects  
family's  
choices and

**20%**

The IPP/IFSP  
does not  
include all the  
things child  
needs

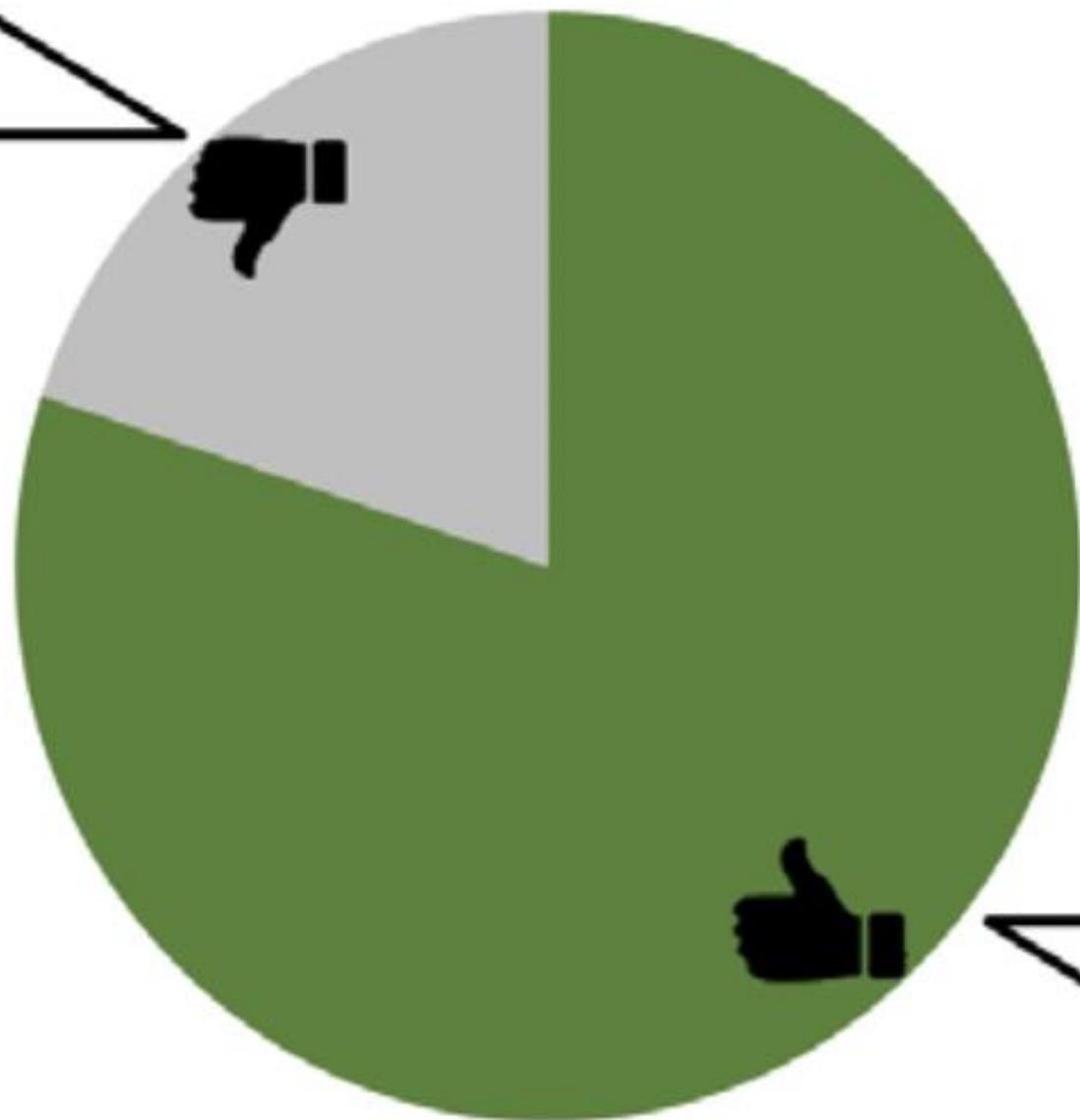


**80%**

The IPP/IFSP  
includes all  
the things  
child needs

**20%**

Family cannot  
contact case  
manager/  
service  
coordinator  
when they  
want to

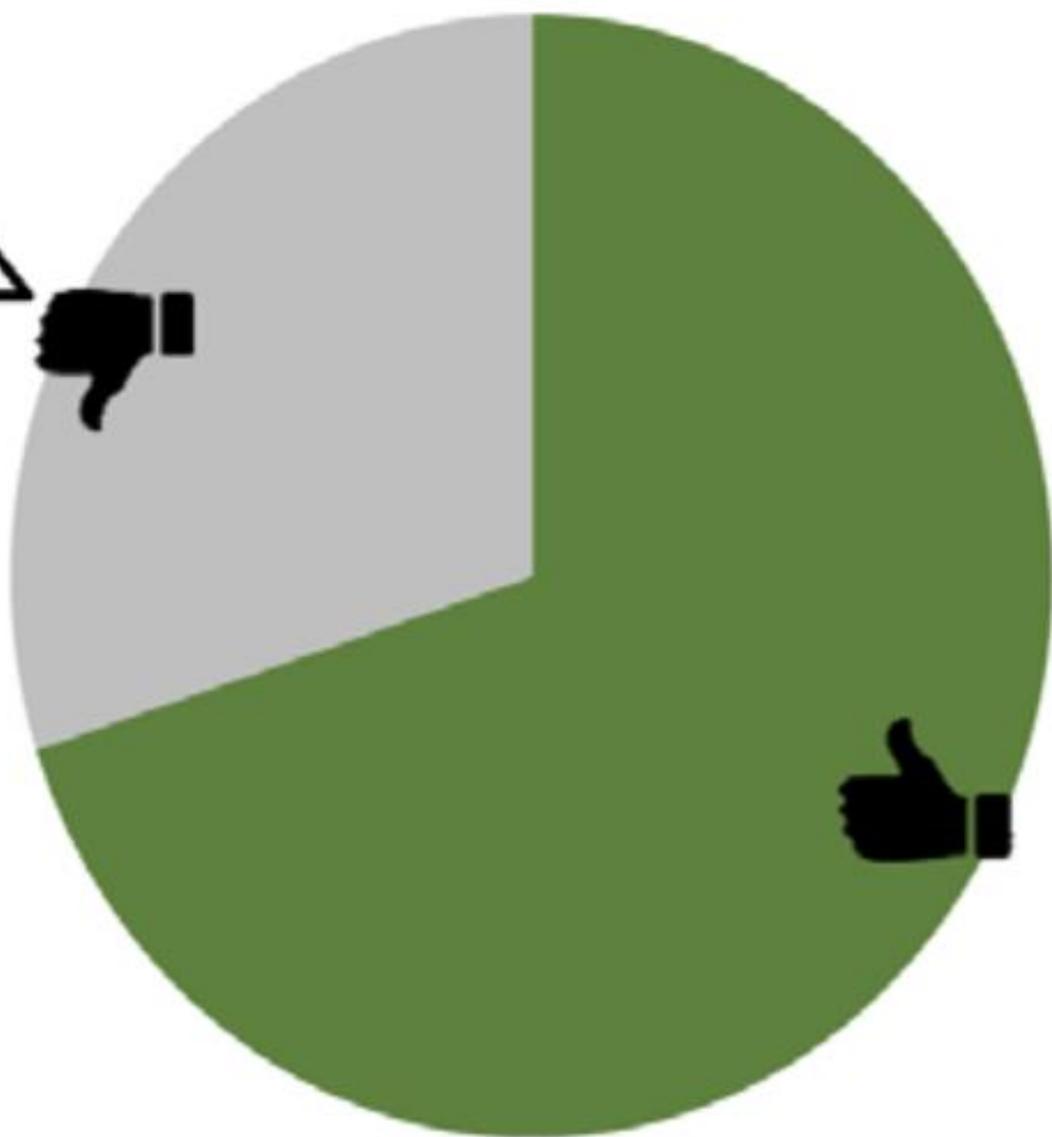


**80%**

Family can  
contact case  
manager/  
service  
coordinator  
when they  
want to

**30%**

Family is not  
happy with  
services and  
supports child  
gets

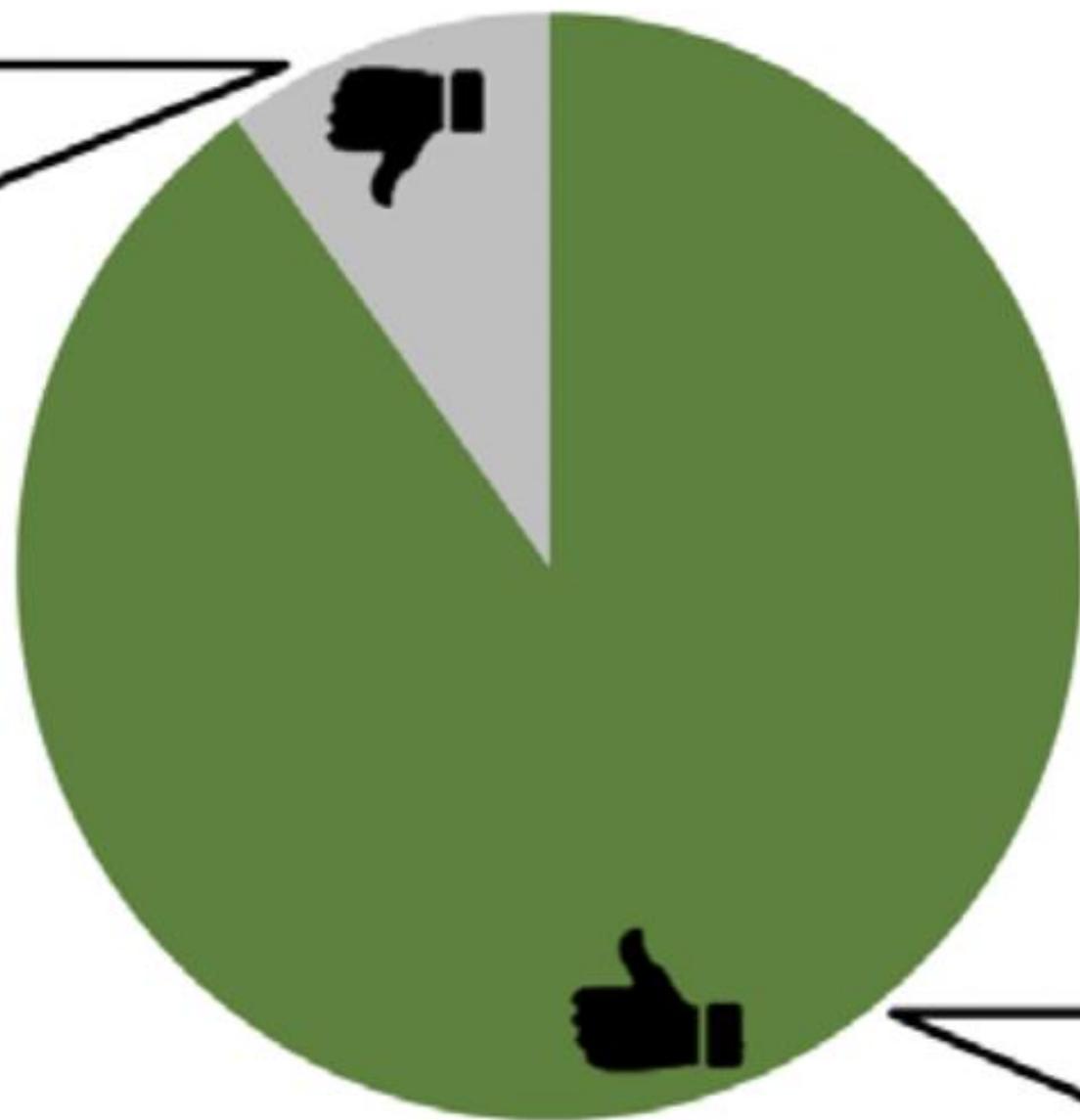


**70%**

Family is happy  
with services  
and supports  
child gets

**10%**

Services and supports have not made a positive difference for family



**90%**

Services and supports have made a positive difference for family

# What's Next?

- For FY 21-22, they are conducting Child Family Survey 4.
  - SCDD has pulled contact information from the regional centers and will soon be reaching out to selected families until they reach their 400-respondent minimum for each regional center.
  - Results are then sent to HSRI for analysis and tabulation.
- Awaiting results from FY 19-20 Adult Family/Family Guardian Survey and 20-21 Adult In-Person Survey.
- Results from the NCI surveys are used to inform state and regional center policy and to monitor the metrics on certain areas of regional center Performance Contracts.

# Further Information & Public Comment

- DDS Dashboards are at [dds.ca.gov/rc/nci/](https://dds.ca.gov/rc/nci/)
  - Questions? Email [ncihelp@dds.ca.gov](mailto:ncihelp@dds.ca.gov)
  - Specific questions or comments about SARC? Email NCI Coordinator Jim Elliott at [jelliott@sarc.org](mailto:jelliott@sarc.org)
    - Public comment is open until Tuesday, November 30th, at 5:00 PM.
- Information regarding the NCI: National Core Indicators can be found at [nationalcoreindicators.org](https://nationalcoreindicators.org)
- The National Association of State Directors of Developmental Disabilities Services can be found at [nasdds.org](https://nasdds.org)
- The Human Services Research Institute can be found at [hsri.org](https://hsri.org)