

Child Family Survey

FY18/19 California Statewide Report



Prepared by Human Services Research Institute for the

CALIFORNIA DEPARTMENT OF DEVELOPMENTAL SERVICES

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**NATIONAL CORE
INDICATORS®**

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Message from the California Department of Developmental Services

Mission: The Department of Developmental Services (DDS) works to ensure Californians with developmental disabilities have the opportunity to make choices and lead independent, productive lives as members of their communities in the least restrictive setting possible.

The NCI Child Family report was compiled by the Human Services Research Institute (HSRI) in accordance with Welfare and Institutions Code (WIC), Section 4571. It is an important effort to collect accurate, reliable, and valid consumer and family satisfaction measures, as well as consumer outcome data. More information about the California NCI can be found at <https://www.dds.ca.gov/rc/nci/>.

This is the third administration of the Child Family Survey, with data collected from July 2018 through June 2019. During that time, 10,630 families of a child with intellectual/developmental disabilities receiving services from a regional center provided their input through mail surveys sent by the State Council on Developmental Disabilities (SCDD). These findings contribute to our understanding of how California's system for providing service to youth with intellectual/developmental disabilities is performing. California uses these reports to monitor changes in the system and to guide strategic planning and quality improvement activities. Regional centers use the data in a similar fashion at the local level.

A fourth Child Family Survey will take place in fiscal year (FY) 21/22. DDS will then have the opportunity to compare four sets of data and continue to strategically plan system improvements for the future.

Acknowledgements

This report would not be possible without the 10,630 families who provided their time and input in order to assist in improving the services for all people with intellectual/developmental disabilities in California.

List of Abbreviations Used in This Report

AFS - Adult Family Survey

ARCA - Association of Regional Center Agencies

CAC - Consumer Advisory Committee

CA-ODESA - California Online Data Entry Survey Administration

CCF - Community Care Facility

CIP - Core Indicators Project

CFS - Child Family Survey

CMS - Centers for Medicare & Medicaid Services

DDS - Department of Developmental Services

FGS - Family/Guardian Survey

FHA - Family Home Agency

HCBS – Home and Community-Based Services

HSRI - Human Services Research Institute

ICF - Intermediate Care Facility

ILS/SLS - Independent Living Services/Supported Living Services

NASDDDS - National Association of State Directors of Developmental Disabilities Services

NCI - National Core Indicators

QAC - Quality Assessment Coordinator

RC - Regional Center

SCDD - State Council on Developmental Disabilities

List of Regional Center Abbreviations

ACRC- Alta California Regional Center

CVRC- Central Valley Regional Center

RCEB- Regional Center of the East Bay

ELARC- Eastern Los Angeles Regional Center

FNRC- Far Northern Regional Center

FDLRC- Frank D. Lanterman Regional Center

GGRC- Golden Gate Regional Center

HRC- Harbor Regional Center

IRC- Inland Regional Center

KRC- Kern Regional Center

NBRC- North Bay Regional Center

NLACRC- North Los Angeles County Regional Center

RCOC- Regional Center of Orange County

RCRC- Redwood Coast Regional Center

SARC- San Andreas Regional Center

SDRC- San Diego Regional Center

SG/PRC- San Gabriel/Pomona Regional Center

SCLARC- South Central Los Angeles Regional Center

TCRC- Tri-Counties Regional Center

VMRC- Valley Mountain Regional Center

WRC- Westside Regional Center

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Executive Summary

The National Core Indicators (NCI) are standard measures used across states to assess the outcomes of services provided to individuals with intellectual/developmental disabilities and their families. Indicators address key areas of importance such as employment, respect/rights, service planning, community inclusion, choice, and health and safety. The data that result from NCI surveys are often used to inform strategic planning, produce legislative reports, and prioritize quality improvement initiatives. Many states also share the data with stakeholder groups such as Quality Councils and use the stakeholder feedback to help set priorities and establish policy direction.

The NCI Child Family Survey is administered to families who have a child with an intellectual/developmental disability who lives in the family's home and receives at least one service other than case management.¹ Not all states that participate in NCI administer the Child Family Survey on an annual basis. Of the 46 states, District of Columbia, and 22 sub-state entities who participated in NCI during the 2018-19 data collection cycle, 12 states submitted a valid sample of Child Family Survey data: Arizona (AZ), California (CA), Colorado (CO), Louisiana (LA), Minnesota (MN), Missouri (MO), North Carolina (NC), Ohio (OH), Oregon (OR), South Dakota (SD), Washington (WA) and Wisconsin (WI). This Final Report provides a summary of results based on data submitted by June 30, 2019.

In California, the Child Family Survey is administered once every three years and data are collected from all 21 regional centers. The California statewide average is comprised of these data.

The following are California statewide averages for a selection of survey items. Complete breakdowns by regional center, California statewide, and NCI national averages for each item in the Child Family Survey is found in the Results section of this report.

Note: All qualified Californians with an intellectual/developmental disability have both a civil right and an individual entitlement to receive services from the California Department of Developmental Services. California law mandates that the intake process begin within 15 days of an individual's or family's request for services and that the Department of Developmental Services begin providing services within 120 days after intake. These statutory requirements make

¹ For some states included in the NCI Average a Child Family Survey was completed for an individual up to 22 years if still receiving "child" services. California only conducts the Child Family Survey for individuals aged 3-18.

California's service system unique and could impact comparisons between its survey results and the results of other states.

Respondents

Family members and/or guardians of a child who has an intellectual/developmental disability (I/DD) who lives in their home and receives at least one public service in addition to case management from the regional center.



12%
are under
age 35



45%
say they or a
family
member
provide paid
support



48%
always have
the respite
services they
need



23%
reported an annual
household income of \$25K or
less



72%
reported services and
supports reduced out-of-
pocket expenses related to
care for their family member

2018-19 Child Family Survey

10,630
families
participated
across
21
regional centers

CA
Averages:
•Include all
respondents
across regional
centers

Child with IDD....

72%
male



11
average age



78%
child takes part in
community activities



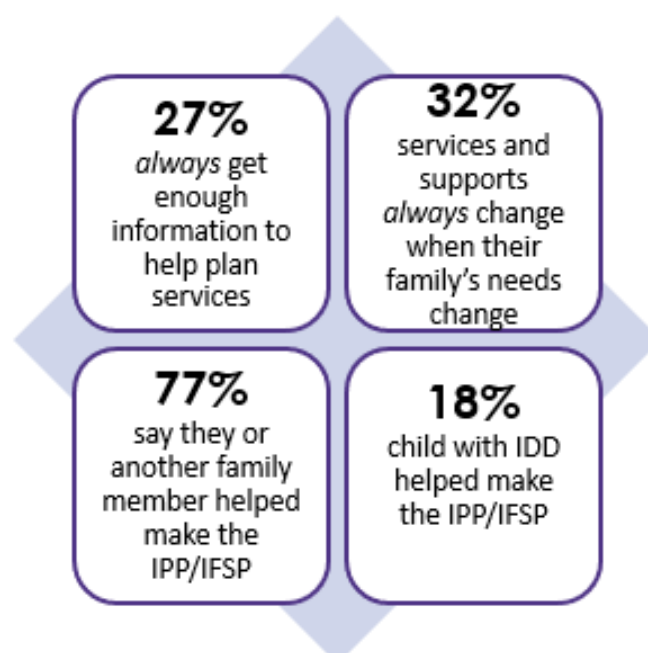
87%
child spends time with
children without DD



80%
have resources in the
community the family can
use

23%
take part in family-to-
family networks





45%
family can *always* choose or change the agency that provides services



44%
family can *always* choose or change their child's support workers



69%
child's service providers work together to provide support

2018-19 Child Family Survey

Results

This section provides regional center, statewide and NCI results for demographic and survey outcomes data.

Presentation of Data

In addition to basic demographic questions and questions on services and supports received, the survey contains six groupings of questions that probe specific areas of quality service provision: information and planning, access and delivery of services, choice and control, community connections, satisfaction, and outcomes. Each question is constructed so the respondent selects from either four possible responses ("always," "usually," "sometimes," "seldom/never") or two responses ("yes" or "no"). Respondents also have the option to indicate that they don't know the answer to a question or that the question is not applicable.

Regional centers with fewer than 20 respondents to a question **are not** included in tables; however, their data **are** included in the CA average.

Please note, data are shown rounded to the nearest whole numbers. Bars in charts showing the same percentage may appear at different heights as those bars demonstrate the un-rounded data points (e.g., data points with decimal numbers of 13.523 and 14.294 will both show in the chart as 14% but the bars will be slightly different heights).

Note on NCI Averages: The NCI averages contained in this report are “weighted means”; their calculations reflect the relative population sizes of participating states, as well as the states’ sample sizes. Prior to 2016-17, NCI averages were calculated as the simple arithmetic mean of all state means (an approach known as “average of averages”), so comparisons to past reports should be made with caution. See more about weighting in the Methodology section.

Important Note on CA Averages: The California dataset included five cases with an unspecified regional center. Those cases are not shown as a separate row in outcome tables but are included in the CA average. Therefore, CA averages has a larger N than the combined Regional Center Ns in tables.

Note on language used in this report: “You” and “Respondent” refers to the person (usually a parent or guardian) filling out the survey. “Child” refers to the person receiving services whom the respondent is answering questions about in this survey.

Note on responses: All data are reported by the respondent based on their understanding of the child’s demographics, diagnoses and personal characteristics.

Demographics

Note on responses: All data are reported by the respondent based on their understanding of the child's demographics, diagnoses and personal characteristics.

Child

This section provides demographic information about the child for whom the survey was completed.

Table 1. More Than One Child Living in the Home Has IDD

Regional Center	Yes	No	N
ACRC	75%	25%	811
CVRC	75%	25%	438
ELARC	73%	27%	536
FDLRC	77%	23%	399
FNRC	73%	27%	214
GGRC	85%	15%	317
HRC	70%	30%	424
IRC	73%	27%	689
KRC	74%	26%	195
NBRC	76%	24%	276
NLACRC	73%	27%	914
RCEB	78%	22%	672
RCOC	75%	25%	674
RCRC	74%	26%	141
SARC	77%	23%	748
SCLARC	68%	32%	457
SDRC	74%	26%	858
SGPRC	72%	28%	365
TCRC	79%	21%	494
VMRC	69%	31%	383
WRC	79%	21%	278
CA Average	75%	25%	10,288
NCI Average	74%	26%	14,300

Table 2. Child's Age

Regional Center	Age	N
ACRC	10.9	807
CVRC	10.4	427
ELARC	11.3	533
FDLRC	11.0	386
FNRC	10.4	219
GGRC	11.9	321
HRC	10.7	425
IRC	11.2	685
KRC	10.8	189
NBRC	10.7	272
NLACRC	10.9	912
RCEB	10.8	679
RCOC	11.3	682
RCRC	10.5	139
SARC	12.0	752
SCLARC	11.0	461
SDRC	11.0	859
SGPRC	11.5	364
TCRC	10.8	488
VMRC	10.1	387
WRC	11.1	276
CA Average	11.0	10,267
NCI Average	10.9	14,374

Table 3. Child's Gender

CA includes additional response option "other"

Regional Center	Male	Female	Other	N
ACRC	71%	29%	0%	805
CVRC	67%	33%	0%	430
ELARC	75%	25%	0%	531
FDLRC	76%	24%	0%	393
FNRC	76%	24%	0%	217
GGRC	75%	25%	0%	322
HRC	73%	27%	0%	426
IRC	68%	32%	0%	693
KRC	68%	32%	0%	192
NBRC	71%	29%	0%	270
NLACRC	75%	25%	0%	915
RCEB	72%	28%	0%	676
RCOC	69%	31%	0%	679
RCRC	70%	30%	0%	138
SARC	70%	30%	0%	751
SCLARC	73%	26%	0%	464
SDRC	73%	27%	0%	856
SGPRC	72%	28%	0%	366
TCRC	73%	27%	0%	493
VMRC	67%	33%	0%	387
WRC	65%	34%	0%	276
CA Average	72%	28%	0%	10,285
NCI Average	69%	31%	n/a	14,329

Table 4a. Child's Disabilities

All data are reported by the respondent based on their understanding of the child's demographics, diagnoses and personal characteristics; categories are not mutually exclusive, therefore N is not shown

Regional Center	Intellectual Disability	Mood Illness or Psychiatric Disorder	Autism Spectrum Disorder	Cerebral Palsy	Limited or No Vision	Severe or Profound Hearing Loss
ACRC	37%	9%	69%	9%	5%	4%
CVRC	43%	11%	56%	10%	9%	3%
ELARC	28%	10%	79%	6%	5%	3%
FDLRC	26%	10%	78%	5%	5%	2%
FNRC	31%	12%	70%	14%	5%	2%
GGRC	41%	8%	62%	16%	8%	5%
HRC	32%	8%	69%	7%	4%	2%
IRC	43%	12%	62%	17%	9%	7%
KRC	46%	10%	59%	13%	5%	6%
NBRC	48%	11%	62%	9%	5%	6%
NLACRC	26%	10%	76%	7%	4%	3%
RCEB	33%	10%	75%	11%	5%	3%
RCOC	40%	9%	68%	11%	6%	5%
RCRC	43%	16%	70%	6%	4%	1%
SARC	36%	13%	69%	10%	7%	4%
SCLARC	31%	9%	73%	7%	6%	2%
SDRC	35%	11%	71%	12%	4%	5%
SGPRC	38%	10%	71%	7%	3%	2%
TCRC	34%	9%	64%	13%	4%	4%
VMRC	33%	8%	68%	10%	8%	3%
WRC	38%	10%	64%	10%	4%	3%
CA Average	35%	10%	69%	10%	6%	4%
NCI Average	38%	16%	61%	11%	6%	4%

Table 4b. Child's Disabilities (continued)

All data are reported by the respondent based on their understanding of the child's demographics, diagnoses and personal characteristics; categories are not mutually exclusive, therefore N is not shown

Regional Center	Brain Injury	Seizure Disorder or Neurological Problem (Epilepsy)	Chemical Dependency	Down Syndrome	Prader-Willi Syndrome	Fetal Alcohol Spectrum Disorder	Other
ACRC	4%	15%	0%	8%	1%	2%	18%
CVRC	5%	15%	1%	14%	1%	0%	18%
ELARC	4%	11%	1%	7%	1%	1%	13%
FDLRC	2%	10%	0%	7%	0%	1%	13%
FNRC	2%	12%	0%	8%	1%	4%	21%
GGRC	7%	19%	1%	9%	0%	0%	15%
HRC	4%	9%	0%	10%	1%	0%	15%
IRC	8%	22%	0%	13%	0%	0%	20%
KRC	6%	18%	1%	12%	0%	1%	18%
NBRC	8%	12%	1%	11%	0%	1%	24%
NLACRC	3%	8%	0%	9%	0%	1%	14%
RCEB	4%	16%	0%	5%	0%	0%	14%
RCOC	6%	18%	1%	14%	0%	0%	18%
RCRC	6%	13%	1%	5%	1%	3%	29%
SARC	5%	13%	0%	9%	1%	0%	16%
SCLARC	3%	9%	0%	10%	1%	1%	16%
SDRC	5%	13%	1%	10%	0%	0%	18%
SGPRC	3%	13%	0%	9%	0%	1%	12%
TCRC	6%	13%	0%	9%	1%	0%	18%
VMRC	4%	13%	0%	10%	0%	1%	16%
WRC	0%	14%	0%	9%	1%	0%	21%
CA Average	5%	14%	0%	9%	0%	1%	17%
NCI Average	6%	18%	1%	10%	1%	2%	24%

Table 5a. Child's Health Conditions

All data are reported by the respondent based on their understanding of the child's demographics, diagnoses and personal characteristics; categories are not mutually exclusive, therefore N is not shown

Regional Center	Cardiovascular Disease	Diabetes	Cancer	High Blood Pressure	High Cholesterol
ACRC	9%	2%	4%	4%	3%
CVRC	15%	1%	2%	6%	4%
ELARC	6%	3%	2%	4%	9%
FDLRC	10%	3%	1%	6%	9%
FNRC	15%	3%	3%	3%	8%
GGRC	12%	4%	1%	6%	4%
HRC	13%	1%	3%	6%	10%
IRC	12%	1%	3%	6%	10%
KRC	12%	6%	0%	4%	12%
NBRC	15%	5%	1%	4%	4%
NLACRC	11%	5%	3%	6%	12%
RCEB	7%	4%	2%	4%	5%
RCOC	15%	2%	3%	2%	8%
RCRC	10%	0%	5%	5%	2%
SARC	14%	4%	2%	4%	6%
SCLARC	14%	6%	0%	2%	13%
SDRC	15%	3%	4%	5%	9%
SGPRC	18%	6%	3%	5%	10%
TCRC	11%	3%	5%	2%	4%
VMRC	11%	7%	3%	3%	3%
WRC	10%	1%	3%	1%	7%
CA Average	12%	3%	3%	4%	7%
NCI Average	13%	4%	2%	4%	5%

Table 5b. Child's Health Conditions (continued)

All data are reported by the respondent based on their understanding of the child's demographics, diagnoses and personal characteristics; categories are not mutually exclusive, therefore N is not shown

Regional Center	Dysphagia	Pressure Ulcers	Oral Health or Dental Problems	Sleep Apnea	Other
ACRC	14%	1%	17%	28%	46%
CVRC	11%	1%	17%	26%	44%
ELARC	13%	1%	11%	26%	46%
FDLRC	13%	1%	14%	11%	57%
FNRC	6%	0%	16%	37%	35%
GGRC	25%	0%	11%	28%	40%
HRC	9%	0%	6%	23%	49%
IRC	15%	0%	12%	25%	41%
KRC	14%	0%	10%	27%	43%
NBRC	19%	0%	16%	28%	45%
NLACRC	8%	0%	9%	21%	43%
RCEB	15%	1%	14%	34%	42%
RCOC	15%	1%	15%	22%	49%
RCRC	15%	0%	17%	37%	39%
SARC	15%	1%	12%	32%	42%
SCLARC	9%	0%	9%	22%	41%
SDRC	10%	1%	11%	16%	46%
SGPRC	9%	1%	12%	22%	38%
TCRC	7%	0%	15%	18%	52%
VMRC	11%	2%	14%	24%	42%
WRC	5%	3%	14%	19%	57%
CA Average	12%	1%	13%	24%	45%
NCI Average	17%	1%	14%	24%	45%

Table 6. Child's Race and Ethnicity

All data are reported by the respondent based on their understanding of the child's demographics, diagnoses and personal characteristics; categories are not mutually exclusive, therefore N is not shown

Regional Center	American Indian or Alaska Native	Asian	Black or African American	Hawaiian or Pacific Islander	White	Hispanic or Latino	Other
ACRC	4%	19%	12%	2%	53%	27%	4%
CVRC	2%	6%	6%	0%	27%	67%	4%
ELARC	1%	21%	2%	1%	14%	71%	2%
FDLRC	1%	21%	6%	1%	32%	48%	4%
FNRC	6%	6%	3%	1%	73%	23%	3%
GGRC	2%	44%	5%	1%	44%	25%	2%
HRC	1%	25%	9%	1%	26%	56%	2%
IRC	1%	10%	9%	1%	33%	61%	2%
KRC	4%	5%	7%	1%	39%	63%	2%
NBRC	4%	16%	11%	1%	50%	41%	1%
NLACRC	3%	10%	10%	1%	36%	53%	2%
RCEB	3%	34%	15%	1%	36%	29%	3%
RCOC	2%	32%	4%	1%	39%	35%	3%
RCRC	11%	7%	3%	1%	73%	29%	1%
SARC	3%	39%	3%	2%	34%	37%	2%
SCLARC	1%	1%	15%	0%	6%	83%	2%
SDRC	2%	19%	6%	1%	42%	48%	3%
SGPRC	3%	21%	3%	0%	21%	66%	2%
TCRC	3%	11%	3%	1%	52%	47%	3%
VMRC	3%	19%	10%	2%	36%	50%	3%
WRC	1%	14%	22%	1%	31%	41%	2%
CA Average	2%	20%	8%	1%	36%	48%	3%
NCI Average	3%	13%	9%	1%	57%	30%	2%

Table 7. Child's Preferred Means of Communication

Regional Center	Spoken	Gestures or Body Language	Sign Language or Finger Spelling	Communication Aid or Device	Other	N
ACRC	73%	16%	3%	3%	6%	804
CVRC	64%	20%	3%	4%	9%	417
ELARC	76%	14%	3%	4%	3%	538
FDLRC	79%	15%	1%	3%	1%	398
FNRC	71%	20%	1%	3%	5%	220
GGRC	60%	24%	3%	8%	5%	320
HRC	71%	17%	4%	5%	3%	432
IRC	67%	19%	4%	4%	7%	651
KRC	70%	21%	2%	3%	4%	188
NBRC	64%	21%	6%	5%	4%	274
NLACRC	79%	12%	3%	3%	3%	924
RCEB	70%	17%	3%	6%	5%	678
RCOC	66%	19%	4%	6%	4%	685
RCRC	80%	12%	2%	3%	3%	138
SARC	63%	23%	2%	5%	6%	755
SCLARC	70%	20%	3%	3%	4%	455
SDRC	73%	17%	2%	4%	4%	871
SGPRC	73%	18%	2%	4%	3%	365
TCRC	78%	14%	2%	3%	3%	475
VMRC	70%	20%	3%	1%	6%	384
WRC	76%	15%	3%	2%	4%	278
CA Average	71%	18%	3%	4%	5%	10,255
NCI Average	69%	18%	3%	5%	5%	14,263

Table 8a. Child's Preferred Language

CA specific question

Regional Center	English	Spanish	Mandarin	Tagalog	Vietnamese	Korean	Arabic	Armenian	N
ACRC	93%	11%	0%	1%	1%	0%	1%	0%	818
CVRC	84%	36%	0%	0%	0%	0%	0%	0%	442
ELARC	89%	25%	3%	0%	1%	0%	0%	0%	547
FDLRC	89%	26%	0%	1%	0%	2%	0%	2%	402
FNRC	91%	8%	0%	0%	0%	0%	0%	0%	220
GGRC	90%	13%	3%	1%	2%	0%	0%	0%	318
HRC	89%	27%	0%	1%	0%	0%	0%	0%	435
IRC	90%	28%	0%	0%	0%	0%	0%	0%	702
KRC	88%	30%	0%	0%	1%	0%	0%	0%	197
NBRC	79%	21%	0%	0%	0%	0%	0%	0%	279
NLACRC	92%	21%	0%	1%	0%	0%	0%	1%	933
RCEB	95%	12%	2%	1%	1%	0%	1%	0%	680
RCOC	93%	16%	1%	0%	5%	0%	1%	0%	692
RCRC	86%	14%	0%	0%	0%	0%	0%	0%	140
SARC	89%	16%	1%	1%	6%	0%	0%	0%	765
SCLARC	84%	48%	0%	0%	0%	0%	0%	0%	466
SDRC	90%	21%	0%	0%	1%	0%	2%	0%	877
SGPRC	86%	29%	3%	1%	2%	0%	0%	0%	370
TCRC	94%	22%	0%	1%	0%	0%	0%	0%	497
VMRC	92%	19%	0%	1%	1%	0%	0%	0%	388
WRC	93%	17%	0%	0%	0%	0%	0%	0%	280
CA Average	90%	22%	1%	1%	1%	0%	0%	0%	10,453
NCI Average	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a

Table 8b. Child's Preferred Language (Continued)

CA specific question

Regional Center	Farsi	Hmong	Khmer	Laos	Russian	American Sign Language (ASL)	Other	N
ACRC	1%	0%	0%	0%	1%	1%	2%	818
CVRC	0%	1%	0%	0%	0%	1%	3%	442
ELARC	0%	0%	0%	0%	0%	1%	2%	547
FDLRC	0%	0%	0%	0%	0%	0%	1%	402
FNRC	0%	1%	0%	0%	0%	1%	0%	220
GGRC	0%	0%	0%	0%	0%	1%	3%	318
HRC	0%	0%	1%	0%	0%	1%	2%	435
IRC	0%	0%	0%	0%	0%	2%	1%	702
KRC	0%	0%	0%	0%	0%	2%	1%	197
NBRC	0%	0%	0%	0%	0%	1%	0%	279
NLACRC	0%	0%	0%	0%	0%	1%	1%	933
RCEB	0%	0%	0%	0%	0%	1%	3%	680
RCOC	0%	0%	0%	0%	0%	2%	1%	692
RCRC	0%	0%	0%	1%	0%	1%	1%	140
SARC	0%	0%	0%	0%	0%	1%	5%	765
SCLARC	0%	0%	0%	0%	0%	1%	1%	466
SDRC	0%	0%	0%	0%	0%	1%	2%	877
SGPRC	0%	0%	0%	0%	0%	2%	3%	370
TCRC	0%	0%	0%	0%	0%	2%	0%	497
VMRC	0%	0%	0%	0%	0%	0%	2%	388
WRC	0%	0%	0%	0%	0%	1%	1%	280
CA Average	0%	0%	0%	0%	0%	1%	2%	10,453
NCI Average	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a

Table 9. Child's Support Needs for Self-Injurious, Disruptive, and/or Destructive Behaviors

All data are reported by the respondent based on their understanding of the child's demographics, diagnoses and personal characteristics

Regional Center	None	Some	Extensive	N
ACRC	28%	46%	26%	795
CVRC	27%	45%	28%	428
ELARC	26%	49%	24%	529
FDLRC	21%	48%	31%	399
FNRC	25%	45%	31%	212
GGRC	31%	42%	27%	317
HRC	23%	45%	32%	428
IRC	23%	40%	37%	682
KRC	26%	53%	20%	189
NBRC	22%	49%	29%	269
NLACRC	23%	48%	28%	909
RCEB	31%	40%	29%	682
RCOC	18%	39%	43%	681
RCRC	19%	47%	33%	139
SARC	29%	41%	30%	749
SCLARC	26%	45%	29%	456
SDRC	28%	44%	28%	852
SGPRC	26%	41%	33%	364
TCRC	29%	46%	25%	482
VMRC	31%	45%	25%	379
WRC	27%	46%	27%	271
CA Average	26%	44%	30%	10,217
NCI Average	31%	42%	26%	14,259

Table 10. Child's Level of Help Needed With Personal Care Activities

All data are reported by the respondent based on their understanding of the child's demographics, diagnoses and personal characteristics

Regional Center	None	Some	Extensive	N
ACRC	9%	42%	49%	814
CVRC	6%	39%	55%	436
ELARC	9%	45%	45%	549
FDLRC	12%	42%	46%	403
FNRC	9%	43%	48%	219
GGRC	7%	36%	57%	322
HRC	10%	44%	46%	429
IRC	4%	36%	59%	697
KRC	10%	43%	47%	195
NBRC	6%	41%	53%	277
NLACRC	10%	47%	44%	919
RCEB	9%	44%	47%	685
RCOC	5%	34%	61%	688
RCRC	7%	52%	41%	141
SARC	6%	40%	53%	764
SCLARC	8%	37%	55%	471
SDRC	10%	42%	48%	877
SGPRC	9%	42%	48%	370
TCRC	11%	44%	45%	497
VMRC	9%	44%	48%	387
WRC	8%	50%	43%	280
CA Average	8%	42%	50%	10,425
NCI Average	8%	43%	49%	14,535

Table 11a. Language Usually Spoken at Home

CA includes additional response options; new question in 2018-19

Regional Center	English	Spanish	Mandarin	Tagalog	Vietnamese	Korean	Arabic	Armenian	N
ACRC	78%	13%	3%	0%	1%	2%	0%	0%	821
CVRC	58%	39%	1%	0%	0%	0%	0%	0%	444
ELARC	50%	35%	8%	4%	1%	1%	0%	0%	547
FDLRC	50%	31%	9%	1%	2%	0%	3%	0%	405
FNRC	89%	9%	0%	0%	0%	0%	0%	0%	220
GGRC	69%	14%	11%	2%	2%	1%	0%	0%	325
HRC	55%	34%	7%	0%	2%	0%	1%	0%	438
IRC	66%	31%	1%	1%	1%	0%	0%	0%	663
KRC	67%	32%	1%	0%	0%	1%	0%	0%	190
NBRC	71%	25%	1%	0%	1%	0%	0%	0%	278
NLACRC	61%	27%	8%	0%	1%	0%	0%	1%	943
RCEB	67%	15%	9%	3%	2%	2%	1%	1%	691
RCOC	69%	19%	1%	1%	0%	7%	1%	1%	698
RCRC	84%	15%	0%	0%	0%	0%	0%	0%	141
SARC	56%	16%	18%	2%	2%	5%	1%	0%	768
SCLARC	36%	57%	6%	0%	0%	0%	0%	0%	477
SDRC	69%	25%	1%	0%	1%	1%	0%	2%	883
SGPRC	50%	33%	12%	2%	0%	2%	0%	0%	371
TCRC	73%	23%	1%	0%	2%	1%	0%	0%	489
VMRC	70%	24%	3%	0%	0%	1%	0%	0%	392
WRC	71%	21%	4%	0%	0%	1%	0%	0%	283
CA Average	64%	25%	6%	1%	1%	2%	0%	0%	10,472
NCI Average	78%	15%	n/a	n/a	n/a	n/a	n/a	n/a	14,056

Table 11b. Language Usually Spoken at Home

CA includes additional response options; new question in 2018-19

Regional Center	Farsi	Hmong	Khmer	Laos	Russian	American Sign Language (ASL)	Other	N
ACRC	0%	0%	0%	0%	0%	1%	0%	821
CVRC	0%	0%	1%	0%	0%	0%	0%	444
ELARC	0%	0%	0%	0%	0%	0%	0%	547
FDLRC	4%	0%	0%	0%	0%	0%	0%	405
FNRC	0%	0%	1%	0%	0%	0%	0%	220
GGRC	0%	0%	0%	0%	0%	1%	0%	325
HRC	0%	0%	0%	1%	0%	0%	1%	438
IRC	0%	0%	0%	0%	0%	0%	0%	663
KRC	0%	0%	0%	0%	0%	0%	0%	190
NBRC	0%	0%	0%	0%	0%	0%	0%	278
NLACRC	1%	0%	0%	0%	0%	0%	0%	943
RCEB	0%	0%	0%	0%	0%	0%	1%	691
RCOC	0%	0%	0%	0%	0%	0%	0%	698
RCRC	0%	0%	0%	0%	1%	0%	0%	141
SARC	0%	0%	0%	0%	0%	0%	0%	768
SCLARC	0%		0%	0%	0%	0%	0%	477
SDRC	0%	0%	0%	0%	0%	0%	0%	883
SGPRC	0%	0%	0%	0%	0%	0%	0%	371
TCRC	0%	0%	0%	0%	0%	0%	0%	489
VMRC	0%	0%	1%	0%	0%	0%	0%	392
WRC	0%	2%	0%	0%	0%	0%	0%	283
CA Average	0%	0%	0%	0%	0%	0%	0%	10,472
NCI Average	n/a	n/a	n/a	n/a	n/a	n/a	8%	14,056

Respondents

This section provides demographic information about the respondent.

Table 12. Respondent's Age

Regional Center	Under 35	35-54	55-74	75 or Older	N
ACRC	13%	76%	11%	1%	821
CVRC	20%	70%	10%	0%	444
ELARC	11%	78%	11%	0%	546
FDLRC	12%	76%	11%	0%	404
FNRC	16%	66%	17%	0%	220
GGRC	5%	82%	13%	0%	326
HRC	13%	78%	9%	0%	436
IRC	12%	74%	14%	0%	699
KRC	23%	62%	16%	0%	200
NBRC	15%	70%	15%	0%	275
NLACRC	12%	78%	10%	0%	936
RCEB	10%	78%	11%	0%	688
RCOC	7%	81%	11%	0%	696
RCRC	13%	73%	13%	1%	142
SARC	9%	78%	12%	1%	764
SCLARC	19%	73%	8%	0%	466
SDRC	11%	76%	12%	1%	884
SGPRC	10%	79%	10%	1%	369
TCRC	15%	71%	12%	1%	497
VMRC	20%	69%	10%	1%	390
WRC	7%	83%	10%	0%	283
CA Average	12%	76%	11%	0%	10,491
NCI Average	14%	73%	13%	0%	14,649

Table 13. Respondent's Health

Regional Center	Excellent	Very Good	Fairly Good	Poor	N
ACRC	23%	48%	26%	3%	818
CVRC	20%	55%	22%	3%	443
ELARC	22%	42%	31%	4%	548
FDLRC	21%	45%	30%	4%	406
FNRC	19%	47%	30%	5%	220
GGRC	25%	44%	27%	3%	323
HRC	23%	49%	25%	3%	436
IRC	19%	49%	28%	3%	695
KRC	22%	48%	27%	3%	200
NBRC	24%	49%	24%	2%	276
NLACRC	21%	49%	26%	4%	938
RCEB	20%	49%	28%	3%	685
RCOC	22%	51%	25%	2%	696
RCRC	20%	54%	23%	4%	142
SARC	18%	50%	28%	4%	764
SCLARC	21%	51%	26%	3%	470
SDRC	22%	53%	23%	2%	880
SGPRC	16%	50%	32%	3%	372
TCRC	25%	49%	23%	3%	497
VMRC	19%	49%	29%	3%	389
WRC	22%	52%	23%	2%	282
CA Average	21%	49%	27%	3%	10,485
NCI Average	20%	49%	28%	3%	14,633

Table 14. Respondent's Relationship to Child

Regional Center	Parent	Sibling	Grandparent	Other	N
ACRC	95%	1%	4%	1%	822
CVRC	96%	0%	2%	2%	450
ELARC	97%	0%	3%	0%	549
FDLRC	98%	0%	2%	0%	409
FNRC	93%	0%	6%	1%	220
GGRC	99%	0%	1%	0%	327
HRC	97%	1%	2%	0%	440
IRC	95%	0%	4%	1%	702
KRC	94%	0%	5%	2%	200
NBRC	95%	0%	4%	1%	278
NLACRC	97%	0%	2%	1%	934
RCEB	97%	1%	1%	1%	690
RCOC	98%	0%	1%	0%	696
RCRC	93%	1%	6%	1%	141
SARC	98%	0%	2%	0%	763
SCLARC	98%	0%	2%	1%	475
SDRC	97%	0%	2%	1%	883
SGPRC	97%	1%	3%	0%	370
TCRC	96%	0%	3%	1%	501
VMRC	95%	0%	4%	1%	395
WRC	99%	0%	1%	0%	282
CA Average	96%	0%	3%	1%	10,532
NCI Average	95%	0%	4%	1%	14,687

Table 15. Respondent or Other Family Member Provides Paid Support to Child

Regional Center	No	Respondent	Other Family Member	N
ACRC	55%	35%	10%	810
CVRC	61%	27%	12%	441
ELARC	52%	30%	19%	534
FDLRC	57%	29%	15%	397
FNRC	56%	31%	16%	215
GGRC	50%	29%	23%	321
HRC	59%	30%	12%	425
IRC	43%	45%	14%	692
KRC	73%	14%	13%	195
NBRC	45%	43%	15%	275
NLACRC	61%	30%	10%	920
RCEB	67%	25%	11%	683
RCOC	42%	48%	11%	683
RCRC	65%	28%	7%	138
SARC	42%	37%	24%	757
SCLARC	55%	28%	20%	455
SDRC	62%	31%	7%	862
SGPRC	58%	31%	11%	358
TCRC	48%	31%	22%	493
VMRC	62%	20%	18%	389
WRC	59%	25%	17%	278
CA Average	55%	32%	14%	10,326
NCI Average	68%	20%	13%	14,459

Table 16. Number of Adults in Household

Regional Center	One	Two	Three	Four or More	N
ACRC	15%	60%	17%	8%	817
CVRC	19%	55%	15%	11%	441
ELARC	14%	55%	23%	8%	544
FDLRC	18%	58%	18%	6%	406
FNRC	21%	59%	15%	5%	219
GGRC	13%	62%	15%	10%	325
HRC	18%	54%	19%	9%	433
IRC	14%	55%	21%	10%	693
KRC	23%	56%	15%	7%	200
NBRC	16%	62%	16%	7%	277
NLACRC	19%	58%	17%	7%	928
RCEB	17%	62%	13%	8%	686
RCOC	10%	64%	16%	10%	686
RCRC	21%	60%	15%	4%	142
SARC	12%	58%	19%	11%	760
SCLARC	23%	45%	22%	10%	470
SDRC	15%	62%	15%	7%	869
SGPRC	15%	50%	21%	13%	363
TCRC	14%	59%	19%	8%	500
VMRC	17%	52%	20%	11%	393
WRC	21%	59%	13%	6%	279
CA Average	16%	58%	18%	9%	10,436
NCI Average	17%	60%	16%	7%	14,579

Table 17. Number of Children in Household (including child receiving services about whom survey is being completed)

Regional Center	One	Two	Three	Four or More	N
ACRC	34%	40%	18%	7%	810
CVRC	31%	30%	22%	17%	439
ELARC	36%	39%	19%	6%	535
FDLRC	45%	39%	13%	3%	394
FNRC	36%	36%	15%	13%	218
GGRC	39%	42%	16%	3%	311
HRC	32%	42%	17%	8%	429
IRC	31%	38%	20%	10%	681
KRC	28%	36%	23%	13%	197
NBRC	39%	37%	18%	7%	271
NLACRC	35%	39%	19%	7%	914
RCEB	38%	42%	14%	6%	671
RCOC	36%	41%	17%	6%	674
RCRC	33%	33%	19%	15%	139
SARC	35%	45%	15%	6%	742
SCLARC	37%	36%	18%	9%	466
SDRC	37%	42%	16%	5%	860
SGPRC	38%	38%	18%	6%	358
TCRC	33%	42%	16%	8%	483
VMRC	25%	41%	21%	13%	388
WRC	42%	38%	15%	4%	270
CA Average	35%	40%	18%	8%	10,255
NCI Average	34%	38%	18%	10%	14297

Table 18. Respondent's Highest Level of Education

Regional Center	No High School Diploma or GED	High School Diploma or GED	Vocational School or Certificate Program	Some College	College Degree or Higher	N
ACRC	8%	16%	7%	20%	49%	820
CVRC	28%	20%	7%	18%	27%	439
ELARC	21%	20%	8%	17%	34%	547
FDLRC	21%	16%	7%	11%	45%	408
FNRC	8%	20%	7%	28%	36%	220
GGRC	9%	13%	4%	13%	61%	324
HRC	18%	17%	7%	16%	43%	433
IRC	19%	22%	9%	23%	28%	688
KRC	25%	24%	7%	18%	26%	194
NBRC	11%	23%	7%	16%	43%	275
NLACRC	17%	17%	8%	19%	40%	925
RCEB	8%	16%	5%	18%	53%	689
RCOC	10%	15%	5%	17%	53%	693
RCRC	12%	18%	4%	27%	39%	142
SARC	11%	15%	4%	16%	53%	764
SCLARC	29%	32%	10%	17%	12%	462
SDRC	11%	15%	7%	17%	50%	874
SGPRC	19%	18%	9%	20%	34%	368
TCRC	14%	13%	7%	21%	45%	495
VMRC	19%	25%	8%	25%	24%	391
WRC	11%	16%	7%	20%	46%	279
CA Average	15%	18%	7%	18%	42%	10,435
NCI Average	11%	17%	7%	19%	46%	14,565

Table 19. Total Taxable Household Income of Wage Earners in the Past Year

Regional Center	No Earned Income	Up to \$15,000	\$15,001-\$25,000	\$25,001-\$50,000	\$50,001-\$75,000	Over \$75,000	Prefer Not to Say	N
ACRC	4%	5%	9%	20%	15%	34%	13%	801
CVRC	7%	11%	20%	23%	10%	16%	14%	430
ELARC	6%	9%	18%	21%	9%	21%	16%	541
FDLRC	4%	11%	20%	16%	7%	24%	16%	401
FNRC	7%	8%	15%	28%	12%	21%	9%	214
GGRC	1%	3%	7%	17%	13%	40%	19%	320
HRC	6%	8%	16%	19%	11%	28%	13%	426
IRC	7%	9%	15%	23%	14%	19%	14%	683
KRC	5%	13%	20%	18%	12%	17%	15%	198
NBRC	5%	7%	9%	18%	15%	33%	13%	274
NLACRC	6%	12%	13%	20%	10%	23%	15%	916
RCEB	5%	6%	9%	15%	12%	38%	17%	675
RCOC	2%	6%	10%	20%	12%	34%	16%	678
RCRC	10%	10%	10%	30%	13%	16%	13%	136
SARC	3%	5%	10%	18%	13%	37%	15%	744
SCLARC	8%	19%	21%	27%	7%	5%	13%	456
SDRC	4%	8%	12%	20%	12%	30%	14%	867
SGPRC	7%	8%	19%	23%	13%	17%	14%	361
TCRC	2%	7%	10%	25%	11%	32%	13%	492
VMRC	9%	10%	18%	20%	13%	17%	14%	387
WRC	4%	8%	17%	18%	7%	26%	20%	281
CA Average	5%	8%	14%	20%	11%	27%	15%	10,286
NCI Average	6%	9%	12%	19%	14%	28%	13%	14,389

Table 20. Out-of-pocket Expenses Spent on Child's Medical Services, Equipment, Supplies, Therapies and Other Services Last Year

CA specific question

Regional Center	Nothing	\$1-\$100	\$101-\$1,000	\$1,001-\$10,000	Over \$10,000	N
ACRC	34%	8%	27%	27%	4%	787
CVRC	50%	8%	23%	16%	4%	422
ELARC	35%	10%	26%	25%	3%	529
FDLRC	36%	6%	22%	28%	8%	392
FNRC	33%	6%	31%	26%	3%	210
GGRC	20%	5%	21%	36%	18%	313
HRC	35%	5%	25%	29%	7%	420
IRC	40%	9%	28%	21%	2%	665
KRC	43%	9%	22%	24%	2%	194
NBRC	35%	5%	28%	28%	5%	266
NLACRC	37%	8%	24%	26%	6%	904
RCEB	25%	6%	23%	39%	7%	664
RCOC	26%	6%	27%	32%	8%	652
RCRC	34%	8%	27%	29%	3%	133
SARC	25%	4%	24%	37%	9%	739
SCLARC	48%	10%	27%	14%	1%	433
SDRC	27%	9%	26%	32%	7%	843
SGPRC	40%	8%	19%	27%	5%	346
TCRC	32%	6%	24%	32%	5%	477
VMRC	48%	7%	24%	20%	2%	369
WRC	26%	4%	26%	32%	12%	268
CA Average	34%	7%	25%	28%	6%	10,031
NCI Average	n/a	n/a	n/a	n/a	n/a	n/a

Table 21a. Services and Therapies Paid for Out-of-pocket

CA specific question; categories are not mutually exclusive, therefore N is not shown

Regional Center	Respite Services	Behavior Therapy	Speech Therapy	Additional Therapies	Social Skills Training	Recreational Activities and Programs
ACRC	13%	11%	11%	24%	12%	48%
CVRC	10%	9%	18%	15%	5%	36%
ELARC	11%	9%	15%	17%	8%	46%
FDLRC	9%	11%	20%	25%	10%	50%
FNRC	15%	10%	11%	26%	11%	51%
GGRC	24%	12%	22%	36%	11%	52%
HRC	11%	20%	27%	27%	17%	46%
IRC	7%	9%	14%	19%	9%	47%
KRC	15%	9%	9%	19%	8%	40%
NBRC	13%	8%	18%	31%	11%	60%
NLACRC	9%	11%	17%	30%	12%	52%
RCEB	18%	23%	22%	32%	17%	48%
RCOC	11%	12%	24%	32%	13%	53%
RCRC	11%	4%	9%	13%	2%	52%
SARC	17%	19%	26%	29%	18%	46%
SCLARC	4%	5%	9%	15%	8%	35%
SDRC	13%	13%	20%	31%	13%	51%
SGPRC	7%	9%	16%	27%	9%	43%
TCRC	9%	10%	13%	28%	9%	47%
VMRC	9%	9%	11%	16%	6%	40%
WRC	11%	13%	24%	34%	10%	54%
CA Average	12%	13%	18%	27%	12%	48%
NCI Average	n/a	n/a	n/a	n/a	n/a	n/a

Table 21b. Services and Therapies Paid for Out-of-pocket (Continued)

CA specific question; categories are not mutually exclusive, therefore N is not shown

Regional Center	Childcare/ Afterschool Care	Educational Expenses	Medical and/or Dental Expenses	Parent Training	Transportation Support	Other
ACRC	28%	27%	56%	5%	20%	11%
CVRC	28%	18%	44%	4%	29%	13%
ELARC	40%	30%	48%	6%	29%	10%
FDLRC	38%	30%	55%	4%	23%	14%
FNRC	28%	27%	55%	8%	30%	19%
GGRC	43%	29%	60%	7%	20%	6%
HRC	35%	26%	61%	7%	21%	11%
IRC	27%	25%	47%	6%	23%	17%
KRC	33%	24%	66%	4%	28%	16%
NBRC	38%	24%	52%	10%	21%	15%
NLACRC	33%	33%	55%	6%	20%	10%
RCEB	34%	27%	60%	9%	22%	6%
RCOC	29%	26%	59%	5%	16%	9%
RCRC	35%	21%	60%	4%	32%	10%
SARC	35%	29%	54%	10%	24%	7%
SCLARC	29%	21%	40%	4%	35%	14%
SDRC	31%	28%	53%	7%	17%	11%
SGPRC	28%	32%	56%	8%	22%	10%
TCRC	31%	24%	64%	4%	17%	10%
VMRC	26%	20%	55%	5%	23%	12%
WRC	41%	31%	59%	5%	22%	13%
CA Average	33%	27%	55%	6%	22%	11%
NCI Average	n/a	n/a	n/a	n/a	n/a	n/a

Table 22. Residential Designation (Urban, Rural, or Suburban)

Regional Center	Urban or Suburban	Rural	N
ACRC	88%	12%	756
CVRC	78%	22%	397
ELARC	99%	1%	480
FDLRC	99%	1%	370
FNRC	62%	38%	213
GGRC	98%	2%	311
HRC	99%	1%	392
IRC	92%	8%	620
KRC	87%	13%	179
NBRC	89%	11%	263
NLACRC	96%	4%	837
RCEB	96%	4%	646
RCOC	98%	2%	647
RCRC	42%	58%	137
SARC	91%	9%	711
SCLARC	99%	1%	382
SDRC	94%	6%	819
SGPRC	95%	5%	330
TCRC	89%	11%	461
VMRC	80%	20%	350
WRC	100%	0%	251
CA Average	92%	8%	9,557
NCI Average	81%	19%	13,560

Services and Supports Received

This section provides information about the services and supports received by the family from the regional center.²

² NCI Average includes states that provide services through a central IDD Agency

Table 23. Services and Supports Received from Regional Center

All data are reported by the respondent based on their understanding of the child's demographics, diagnoses and personal characteristics; NCI Average includes states that provide services through a central IDD Agency; categories are not mutually exclusive, therefore N is not shown

Regional Center	Financial Support	In-home Support	Out-of-home Respite	Early Intervention	Transportation	Other	Self-direction or Fiscal Intermediary Services
ACRC	13%	40%	26%	1%	6%	20%	13%
CVRC	19%	27%	25%	1%	5%	18%	12%
ELARC	7%	31%	28%	1%	7%	38%	11%
FDLRC	10%	35%	28%	0%	5%	33%	12%
FNRC	11%	38%	33%	8%	2%	27%	15%
GGRC	28%	35%	47%	0%	6%	16%	20%
HRC	7%	33%	23%	1%	4%	17%	10%
IRC	8%	47%	31%	0%	4%	28%	13%
KRC	12%	23%	29%	1%	11%	32%	11%
NBRC	16%	36%	22%	1%	7%	28%	14%
NLACRC	6%	44%	27%	2%	3%	34%	13%
RCEB	19%	35%	36%	1%	4%	14%	11%
RCOC	14%	52%	33%	0%	4%	23%	14%
RCRC	11%	43%	31%	0%	9%	41%	21%
SARC	25%	43%	45%	0%	4%	13%	17%
SCLARC	7%	25%	30%	1%	7%	14%	15%
SDRC	8%	38%	32%	2%	5%	19%	10%
SGPRC	11%	37%	33%	0%	6%	32%	10%
TCRC	18%	37%	47%	1%	5%	23%	17%
VMRC	10%	25%	33%	0%	7%	21%	13%
WRC	14%	41%	41%	1%	5%	38%	16%
CA Average	13%	38%	32%	1%	5%	24%	13%
NCI Average	22%	39%	31%	12%	14%	54%	24%

Table 24. Has Ever Received Early Start/Early Intervention Services

CA specific question

Regional Center	Yes	No	N
ACRC	67%	33%	752
CVRC	69%	31%	388
ELARC	71%	29%	493
FDLRC	68%	32%	365
FNRC	73%	28%	200
GGRC	82%	18%	302
HRC	61%	39%	400
IRC	70%	30%	647
KRC	65%	35%	174
NBRC	77%	23%	256
NLACRC	68%	32%	869
RCEB	69%	31%	635
RCOC	75%	25%	653
RCRC	67%	33%	117
SARC	66%	34%	685
SCLARC	60%	40%	425
SDRC	71%	29%	807
SGPRC	68%	32%	336
TCRC	73%	27%	461
VMRC	72%	28%	346
WRC	74%	26%	250
CA Average	70%	30%	9,564
NCI Average	n/a	n/a	n/a

Table 25. Other Services or Supports Received

All data are reported by the respondent based on their understanding of the child's demographics, diagnoses and personal characteristics; NCI Average includes states that provide services through a central IDD Agency; categories are not mutually exclusive, therefore N is not shown

Regional Center	Social Security Payments (SSI/SSB)	Services or Supports from Other Agencies or Organizations
ACRC	32%	69%
CVRC	55%	60%
ELARC	44%	64%
FDLRC	41%	62%
FNRC	42%	73%
GGRC	17%	69%
HRC	34%	62%
IRC	45%	59%
KRC	50%	61%
NBRC	31%	63%
NLACRC	37%	57%
RCEB	26%	63%
RCOC	29%	64%
RCRC	47%	73%
SARC	26%	64%
SCLARC	64%	51%
SDRC	32%	65%
SGPRC	44%	70%
TCRC	31%	65%
VMRC	45%	60%
WRC	39%	59%
CA Average	37%	63%
NCI Average	36%	69%

Child Family Survey Results

Information and Planning

Families and children with disabilities have the information and support necessary to plan for their services and supports.

“You” and **“Respondent”** refers to the person (usually a parent or guardian) filling out the survey.

“Child” refers to the person receiving services whom the respondent is answering questions about in this survey.

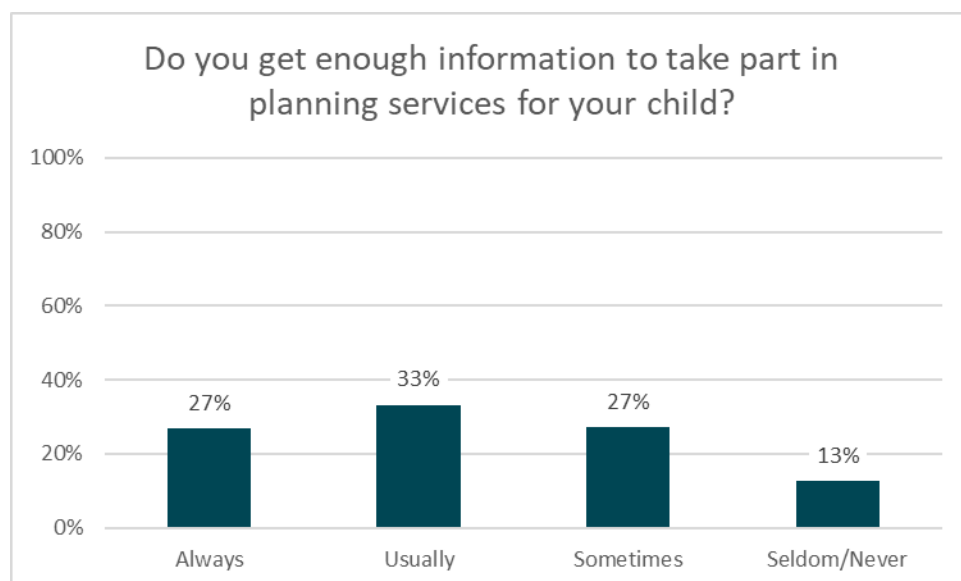


Table Q1. Do you get enough information to take part in planning services for your child?

Regional Center	Always	Usually	Sometimes	Seldom or Never	N
ACRC	29%	39%	22%	10%	758
CVRC	35%	29%	24%	11%	390
ELARC	28%	33%	26%	12%	502
FDLRC	26%	31%	32%	11%	371
FNRC	30%	35%	21%	14%	206
GGRC	20%	35%	34%	11%	296
HRC	30%	31%	26%	13%	397
IRC	24%	33%	29%	14%	639
KRC	23%	27%	30%	20%	175
NBRC	26%	31%	29%	14%	259
NLACRC	30%	31%	25%	14%	864
RCEB	23%	30%	30%	16%	639
RCOC	28%	39%	25%	8%	624
RCRC	37%	31%	18%	14%	131
SARC	22%	33%	31%	15%	687
SCLARC	22%	23%	31%	23%	414
SDRC	26%	35%	27%	12%	816
SGPRC	25%	35%	27%	13%	330
TCRC	30%	36%	26%	8%	466
VMRC	32%	36%	24%	8%	356
WRC	28%	35%	29%	8%	259
CA Average	27%	33%	27%	13%	9,584
NCI Average	30%	37%	24%	9%	13,545

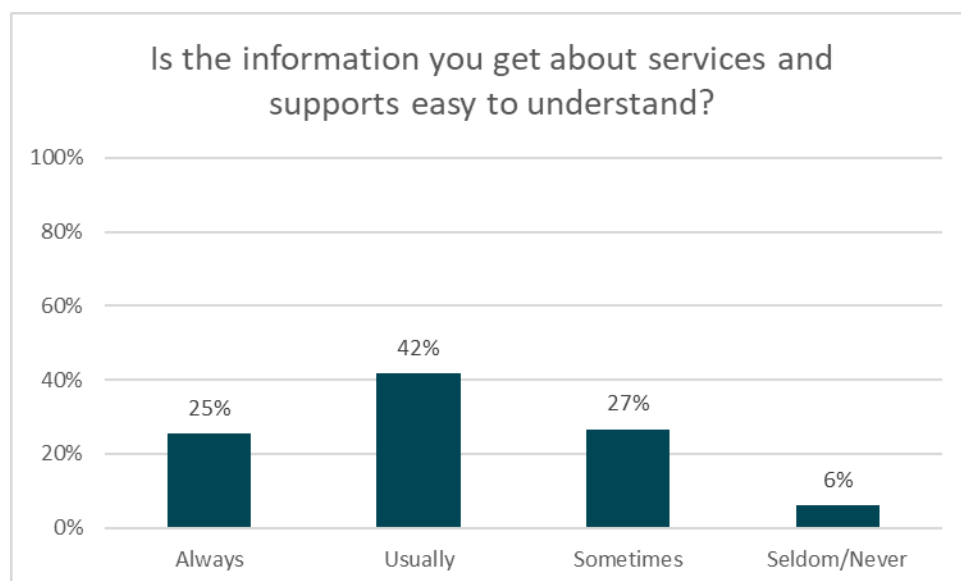


Table Q2. Is the information you get about services and supports easy to understand?

Regional Center	Always	Usually	Sometimes	Seldom or Never	N
ACRC	27%	45%	22%	5%	773
CVRC	30%	40%	24%	7%	398
ELARC	28%	41%	25%	6%	520
FDLRC	29%	39%	27%	4%	391
FNRC	27%	44%	22%	7%	209
GGRC	17%	46%	30%	6%	305
HRC	30%	37%	28%	6%	403
IRC	25%	45%	25%	6%	644
KRC	20%	39%	32%	10%	166
NBRC	23%	40%	32%	5%	262
NLACRC	28%	39%	27%	6%	875
RCEB	21%	40%	30%	8%	628
RCOC	26%	44%	26%	4%	647
RCRC	28%	42%	21%	10%	136
SARC	21%	43%	29%	7%	699
SCLARC	23%	36%	30%	10%	420
SDRC	23%	44%	26%	7%	820
SGPRC	22%	41%	31%	6%	346
TCRC	25%	44%	26%	5%	475
VMRC	32%	40%	25%	3%	361
WRC	27%	43%	25%	5%	266
CA Average	25%	42%	27%	6%	9,749
NCI Average	24%	44%	26%	6%	13,765

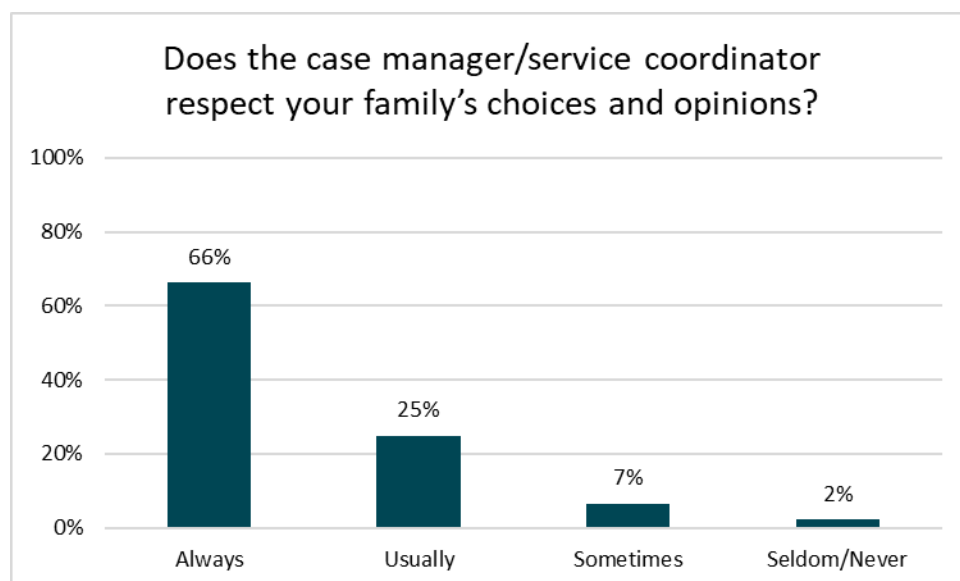


Table Q3. Does the case manager/service coordinator respect your family's choices and opinions?

Regional Center	Always	Usually	Sometimes	Seldom or Never	N
ACRC	71%	23%	3%	2%	778
CVRC	68%	22%	7%	2%	418
ELARC	66%	25%	7%	2%	523
FDLRC	71%	20%	7%	2%	394
FNRC	74%	19%	5%	2%	209
GGRC	56%	34%	6%	4%	307
HRC	67%	22%	8%	2%	409
IRC	70%	24%	5%	1%	668
KRC	57%	30%	11%	3%	186
NBRC	66%	27%	5%	2%	256
NLACRC	65%	23%	8%	3%	885
RCEB	62%	29%	7%	2%	644
RCOC	68%	26%	5%	2%	668
RCRC	67%	19%	9%	4%	135
SARC	63%	27%	7%	3%	710
SCLARC	57%	28%	11%	4%	425
SDRC	66%	25%	7%	2%	838
SGPRC	59%	32%	8%	2%	354
TCRC	69%	23%	7%	1%	477
VMRC	74%	21%	4%	1%	370
WRC	72%	22%	4%	1%	272
CA Average	66%	25%	7%	2%	9,931
NCI Average	69%	24%	6%	2%	13,829

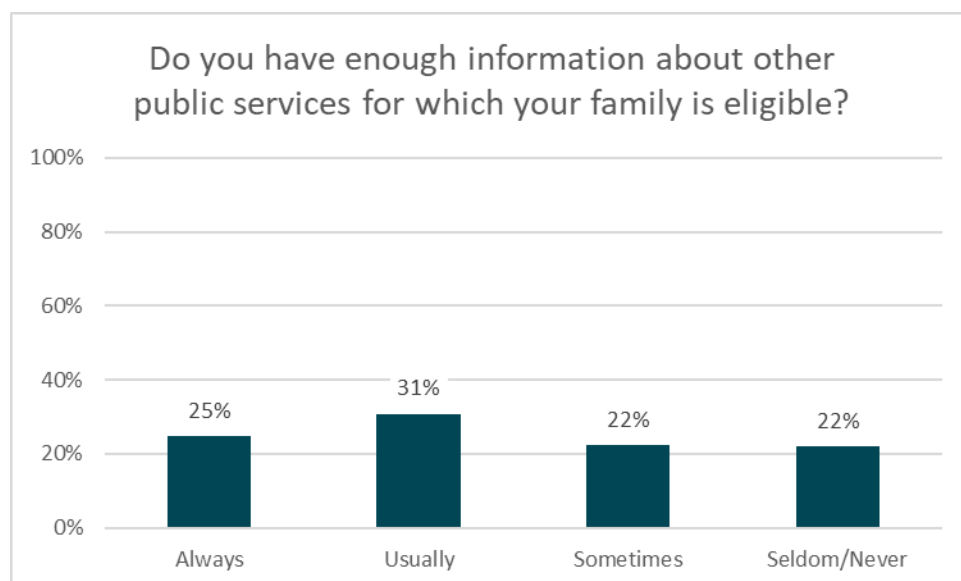


Table Q4. Do you have enough information about other public services for which your family is eligible?

Regional Center	Always	Usually	Sometimes	Seldom or Never	N
ACRC	31%	30%	21%	18%	672
CVRC	34%	32%	16%	18%	355
ELARC	28%	29%	24%	19%	460
FDLRC	24%	30%	24%	21%	348
FNRC	29%	35%	20%	16%	178
GGRC	14%	33%	25%	27%	255
HRC	29%	30%	20%	22%	359
IRC	25%	34%	19%	22%	565
KRC	25%	26%	21%	28%	166
NBRC	20%	34%	19%	26%	232
NLACRC	23%	29%	20%	28%	756
RCEB	19%	25%	27%	29%	551
RCOC	21%	32%	27%	20%	582
RCRC	34%	27%	19%	20%	120
SARC	21%	35%	24%	20%	629
SCLARC	23%	32%	20%	24%	388
SDRC	24%	29%	23%	23%	715
SGPRC	21%	34%	19%	26%	316
TCRC	25%	29%	25%	21%	420
VMRC	35%	32%	19%	14%	317
WRC	22%	35%	26%	17%	230
CA Average	25%	31%	22%	22%	8,618
NCI Average	26%	32%	22%	20%	11,920



Table Q5. Do you need help planning for your child's future with respect to any of the following?

Categories are not mutually exclusive, therefore N is not shown

Regional Center	Employment	Financial	Housing	Legal	Medical	Social or Relationships	Transition from School	Recreation or Having Fun	Other
ACRC	57%	57%	50%	47%	47%	60%	58%	56%	8%
CVRC	45%	39%	33%	34%	46%	50%	47%	50%	11%
ELARC	55%	51%	48%	42%	46%	64%	58%	59%	8%
FDLRC	53%	57%	49%	44%	46%	58%	53%	56%	10%
FNRC	52%	54%	39%	44%	44%	63%	56%	54%	10%
GGRC	61%	66%	64%	51%	57%	59%	69%	65%	6%
HRC	54%	52%	44%	43%	47%	62%	52%	61%	11%
IRC	51%	49%	41%	46%	42%	54%	54%	57%	11%
KRC	53%	53%	37%	39%	47%	54%	48%	57%	15%
NBRC	57%	56%	47%	43%	45%	61%	60%	61%	11%
NLACRC	54%	52%	45%	39%	42%	63%	56%	57%	9%
RCEB	57%	61%	54%	47%	53%	63%	62%	67%	5%
RCOC	55%	57%	51%	49%	53%	60%	58%	63%	6%
RCRC	50%	51%	48%	42%	46%	57%	59%	53%	13%
SARC	56%	57%	58%	51%	52%	58%	58%	60%	8%
SCLARC	51%	47%	47%	40%	41%	53%	52%	56%	10%
SDRC	53%	51%	47%	40%	41%	57%	57%	58%	7%
SGPRC	53%	54%	44%	48%	44%	61%	58%	55%	9%
TCRC	50%	52%	48%	37%	42%	56%	52%	56%	9%
VMRC	51%	52%	43%	37%	46%	52%	49%	52%	14%
WRC	61%	55%	59%	46%	42%	65%	58%	64%	11%
CA Average	54%	54%	48%	44%	46%	59%	56%	58%	9%
NCI Average	56%	57%	48%	46%	46%	57%	58%	56%	8%

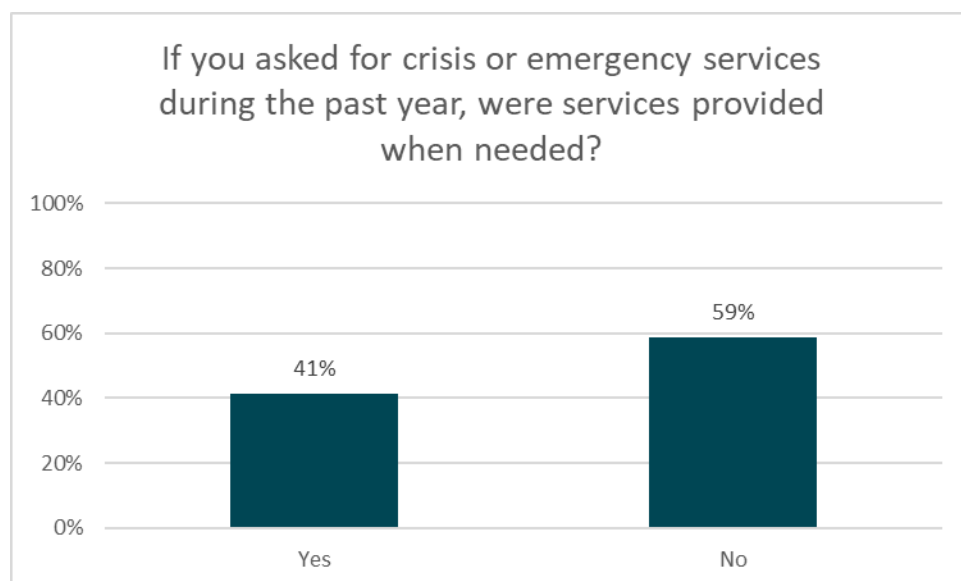


Table Q6. If you asked for crisis or emergency services during the past year, were services provided when needed?

Regional Center	Yes	No	N
ACRC	51%	49%	162
CVRC	41%	59%	118
ELARC	44%	56%	149
FDLRC	35%	65%	117
FNRC	50%	50%	42
GGRC	34%	66%	67
HRC	44%	56%	124
IRC	46%	54%	184
KRC	33%	67%	66
NBRC	42%	58%	59
NLACRC	39%	61%	229
RCEB	39%	61%	147
RCOC	43%	57%	162
RCRC	50%	50%	38
SARC	37%	63%	184
SCLARC	32%	68%	152
SDRC	42%	58%	212
SGPRC	30%	70%	100
TCRC	52%	48%	115
VMRC	44%	56%	103
WRC	46%	54%	61
CA Average	41%	59%	2,592
NCI Average	45%	55%	3,383

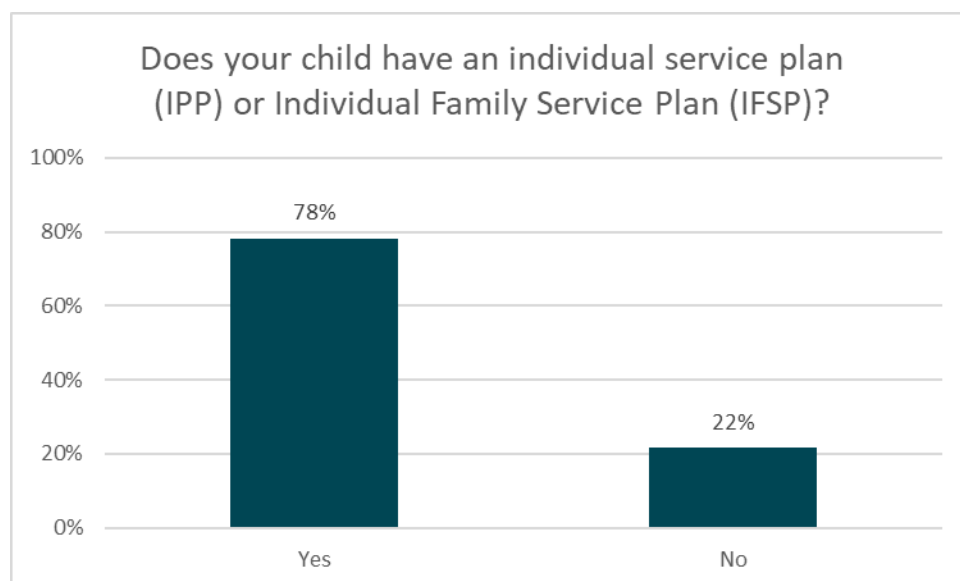


Table Q7. Does your child have an individual service plan (IPP) or Individual Family Service Plan (IFSP)?

Regional Center	Yes	No	N
ACRC	81%	19%	705
CVRC	79%	21%	364
ELARC	86%	14%	460
FDLRC	77%	23%	356
FNRC	84%	16%	178
GGRC	70%	30%	267
HRC	71%	29%	344
IRC	74%	26%	541
KRC	75%	25%	158
NBRC	80%	20%	228
NLACRC	84%	16%	804
RCEB	71%	29%	582
RCOC	77%	23%	564
RCRC	86%	14%	118
SARC	79%	21%	649
SCLARC	71%	29%	390
SDRC	80%	20%	764
SGPRC	82%	18%	314
TCRC	80%	20%	412
VMRC	83%	17%	326
WRC	73%	27%	228
CA Average	78%	22%	8,757
NCI Average	71%	29%	12,219

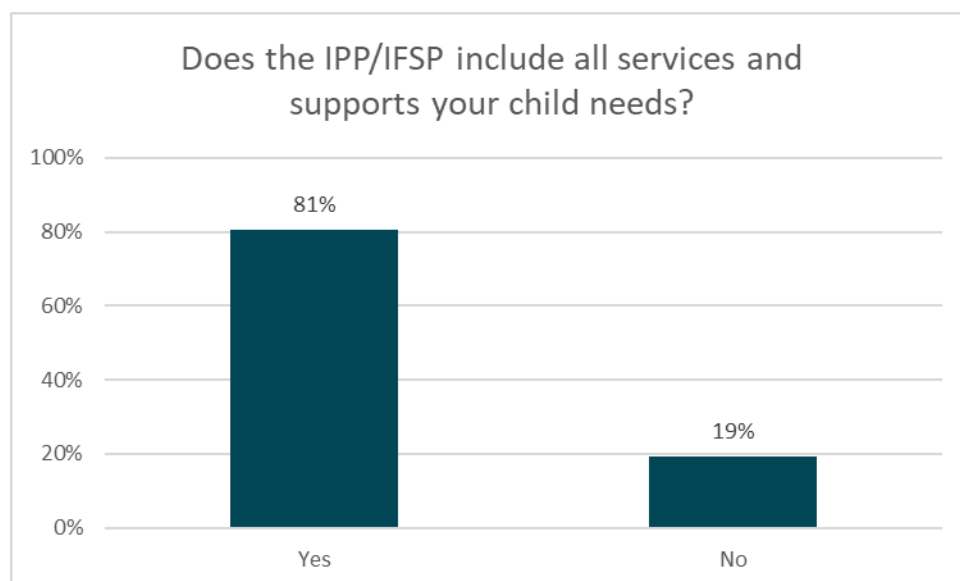


Table Q8. Does the IPP/IFSP include all the services and supports your child needs?

Regional Center	Yes	No	N
ACRC	84%	16%	477
CVRC	87%	13%	227
ELARC	82%	18%	332
FDLRC	77%	23%	213
FNRC	84%	16%	120
GGRC	73%	27%	143
HRC	77%	23%	177
IRC	78%	22%	286
KRC	78%	22%	88
NBRC	81%	19%	134
NLACRC	80%	20%	521
RCEB	73%	27%	314
RCOC	83%	17%	342
RCRC	84%	16%	81
SARC	81%	19%	409
SCLARC	73%	27%	192
SDRC	81%	19%	466
SGPRC	80%	20%	197
TCRC	84%	16%	249
VMRC	89%	11%	215
WRC	79%	21%	132
CA Average	81%	19%	5,317
NCI Average	83%	17%	7,494

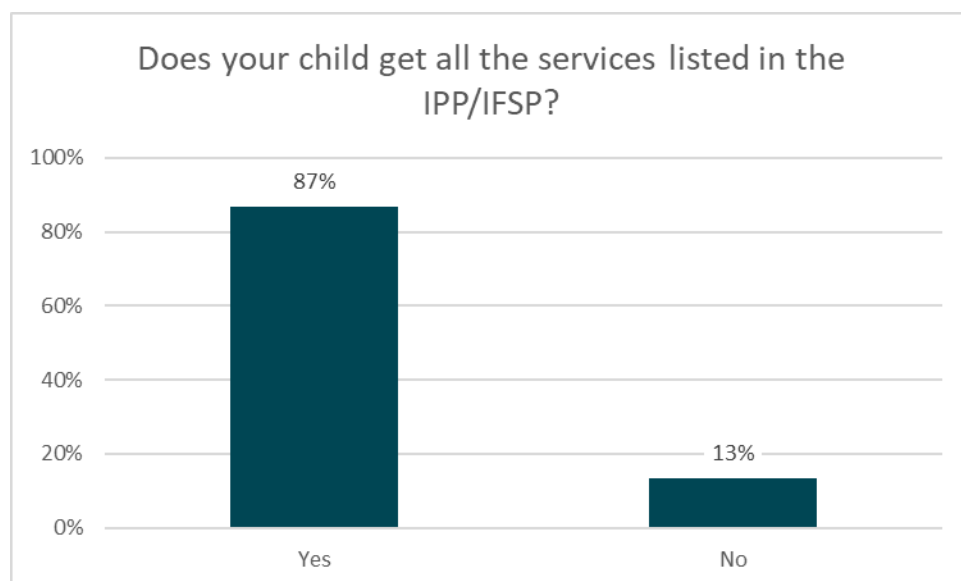


Table Q9. Does your child get all of the services listed in the IPP/IFSP?

Regional Center	Yes	No	N
ACRC	92%	8%	467
CVRC	96%	4%	217
ELARC	87%	13%	337
FDLRC	86%	14%	219
FNRC	89%	11%	124
GGRC	84%	16%	156
HRC	87%	13%	175
IRC	82%	18%	295
KRC	84%	16%	83
NBRC	86%	14%	132
NLACRC	88%	12%	523
RCEB	82%	18%	337
RCOC	89%	11%	335
RCRC	78%	22%	85
SARC	88%	12%	429
SCLARC	72%	28%	186
SDRC	87%	13%	472
SGPRC	79%	21%	200
TCRC	92%	8%	257
VMRC	91%	9%	199
WRC	85%	15%	133
CA Average	87%	13%	5,364
NCI Average	84%	16%	7,547

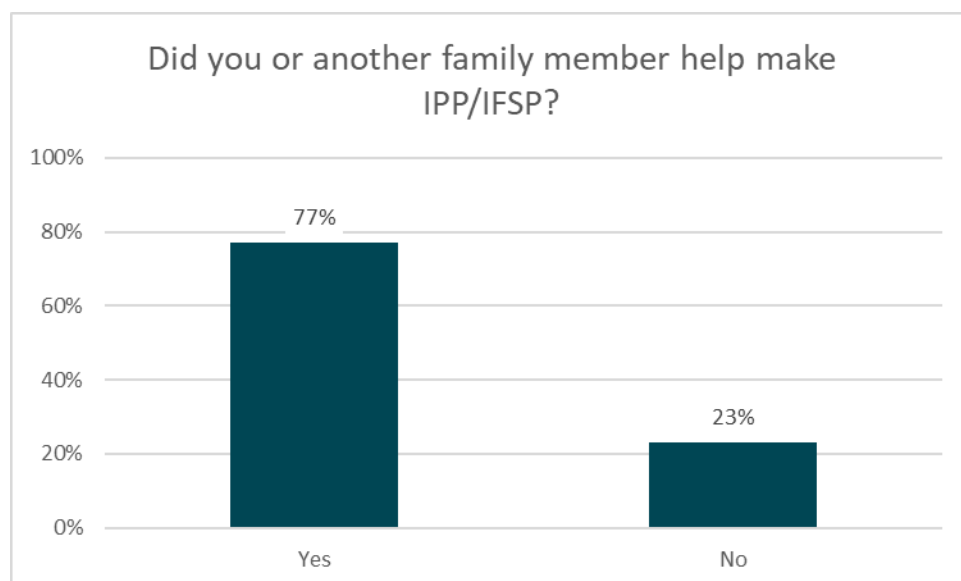


Table Q10. Did you or another family member help make the IPP/IFSP?

Regional Center	Yes	No	N
ACRC	80%	20%	506
CVRC	77%	23%	241
ELARC	73%	27%	342
FDLRC	69%	31%	231
FNRC	88%	12%	138
GGRC	85%	15%	162
HRC	73%	27%	197
IRC	75%	25%	330
KRC	74%	26%	96
NBRC	85%	15%	149
NLACRC	74%	26%	579
RCEB	79%	21%	364
RCOC	75%	25%	370
RCRC	84%	16%	92
SARC	82%	18%	456
SCLARC	50%	50%	210
SDRC	80%	20%	534
SGPRC	73%	27%	221
TCRC	84%	16%	289
VMRC	79%	21%	214
WRC	83%	17%	138
CA Average	77%	23%	5,863
NCI Average	83%	17%	8,207

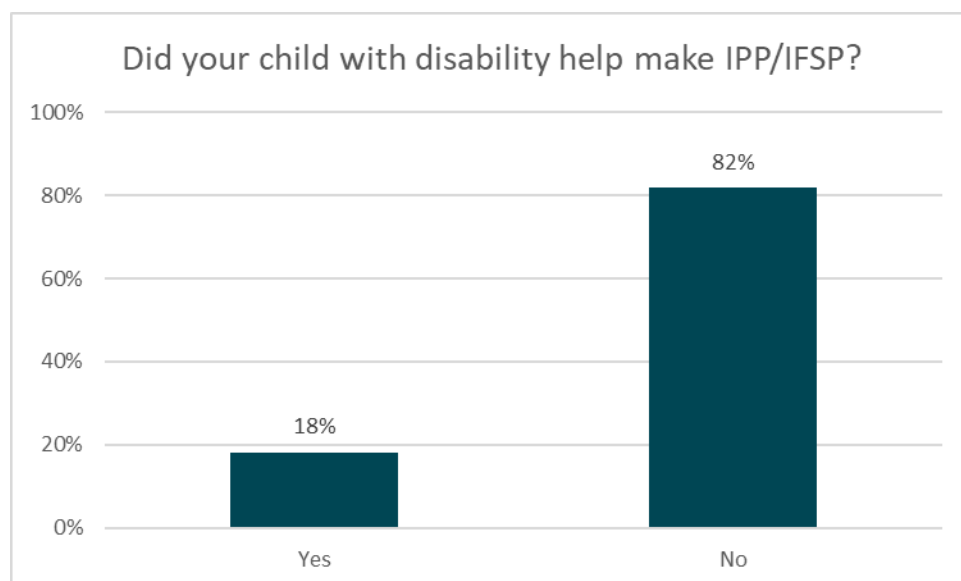


Table Q11. Did your child help make the IPP/IFSP?

Regional Center	Yes	No	N
ACRC	18%	82%	505
CVRC	24%	76%	235
ELARC	21%	79%	346
FDLRC	21%	79%	229
FNRC	22%	78%	136
GGRC	14%	86%	168
HRC	21%	79%	193
IRC	14%	86%	321
KRC	20%	80%	103
NBRC	15%	85%	154
NLACRC	21%	79%	592
RCEB	11%	89%	371
RCOC	15%	85%	367
RCRC	19%	81%	89
SARC	14%	86%	455
SCLARC	22%	78%	199
SDRC	16%	84%	525
SGPRC	19%	81%	223
TCRC	20%	80%	285
VMRC	23%	77%	207
WRC	23%	77%	140
CA Average	18%	82%	5,847
NCI Average	18%	82%	8,224

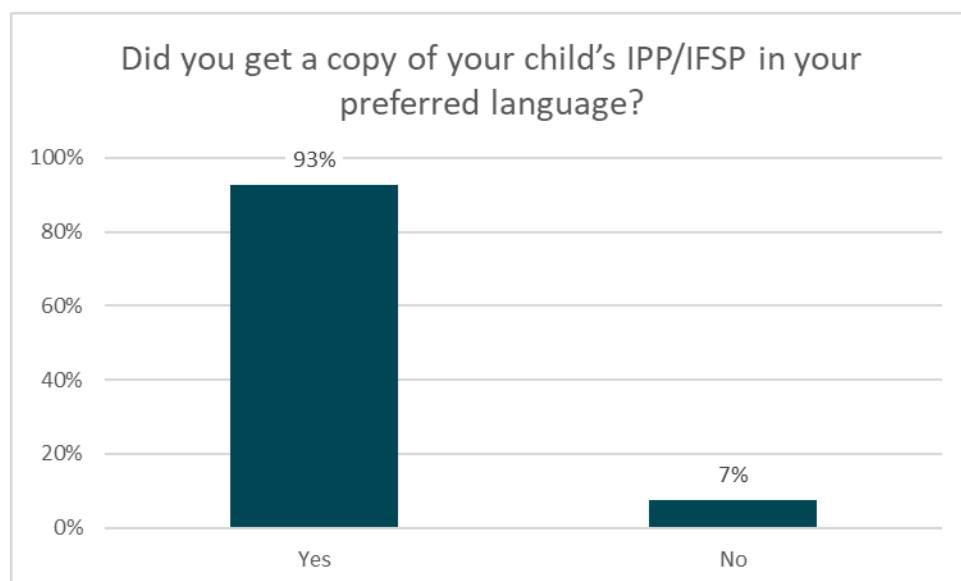


Table Q12. Did you get a copy of your child's IPP/IFSP in your preferred language?

CA specific question

Regional Center	Yes	No	N
ACRC	94%	6%	522
CVRC	94%	6%	252
ELARC	95%	5%	370
FDLRC	91%	9%	238
FNRC	94%	6%	135
GGRC	90%	10%	166
HRC	91%	9%	207
IRC	90%	10%	336
KRC	89%	11%	106
NBRC	96%	4%	155
NLACRC	94%	6%	612
RCEB	96%	4%	374
RCOC	88%	12%	385
RCRC	93%	7%	92
SARC	94%	6%	469
SCLARC	83%	17%	219
SDRC	91%	9%	543
SGPRC	94%	6%	227
TCRC	95%	5%	291
VMRC	95%	5%	227
WRC	90%	10%	143
CA Average	93%	7%	6,072
NCI Average	n/a	n/a	n/a

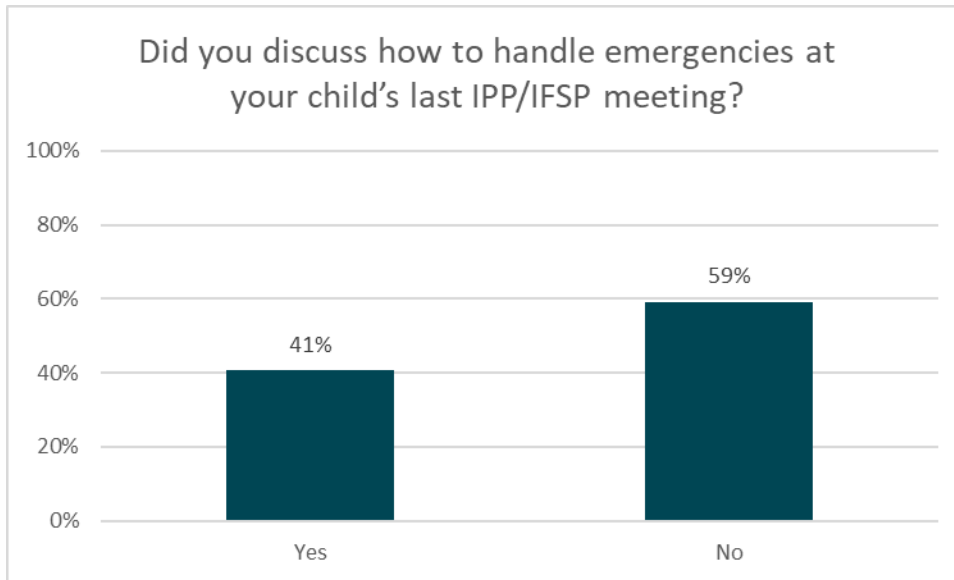


Table Q13. Did you discuss how to handle emergencies (such as a medical emergency or a natural disaster) at your child's last IPP/IFSP meeting?

Regional Center	Yes	No	N
ACRC	52%	48%	466
CVRC	38%	62%	211
ELARC	45%	55%	321
FDLRC	24%	76%	210
FNRC	64%	36%	129
GGRC	25%	75%	158
HRC	28%	72%	190
IRC	68%	32%	320
KRC	32%	68%	93
NBRC	34%	66%	147
NLACRC	32%	68%	537
RCEB	25%	75%	340
RCOC	70%	30%	362
RCRC	56%	44%	84
SARC	32%	68%	407
SCLARC	35%	65%	204
SDRC	35%	65%	491
SGPRC	44%	56%	212
TCRC	37%	63%	267
VMRC	40%	60%	206
WRC	33%	67%	141
CA Average	41%	59%	5,499
NCI Average	42%	58%	7,672

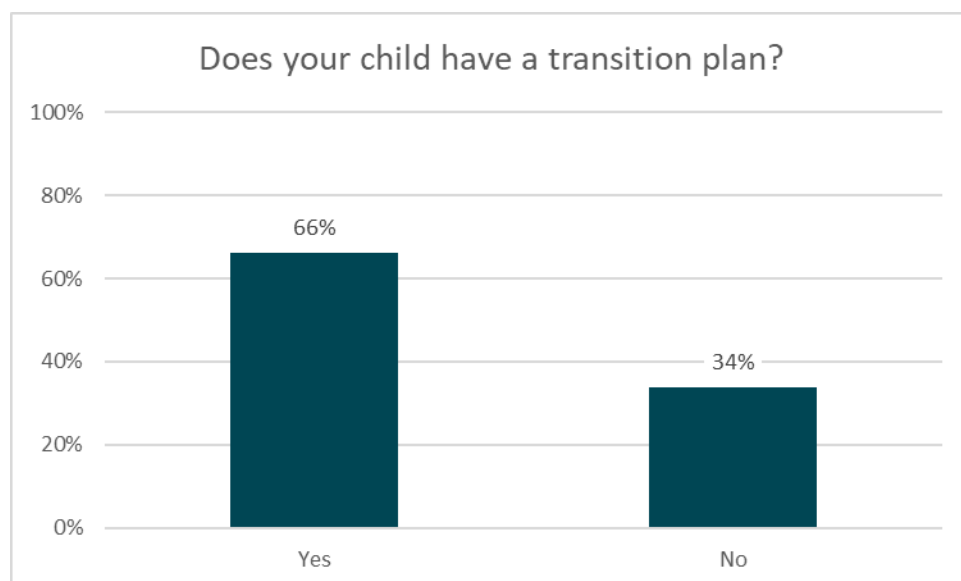


Table Q14. Does your child have a transition plan (as part of an IEP or Section 504 plan through his/her high school, usually starting at age 14)?

Regional Center	Yes	No	N
ACRC	58%	42%	218
CVRC	70%	30%	119
ELARC	61%	39%	158
FDLRC	72%	28%	112
FNRC	76%	24%	55
GGRC	55%	45%	114
HRC	66%	34%	115
IRC	70%	30%	203
KRC	66%	34%	58
NBRC	74%	26%	74
NLACRC	69%	31%	198
RCEB	54%	46%	183
RCOC	71%	29%	196
RCRC	71%	29%	34
SARC	64%	36%	248
SCLARC	74%	26%	143
SDRC	65%	35%	258
SGPRC	69%	31%	119
TCRC	70%	30%	123
VMRC	70%	30%	76
WRC	64%	36%	69
CA Average	66%	34%	2,874
NCI Average	68%	32%	4,165

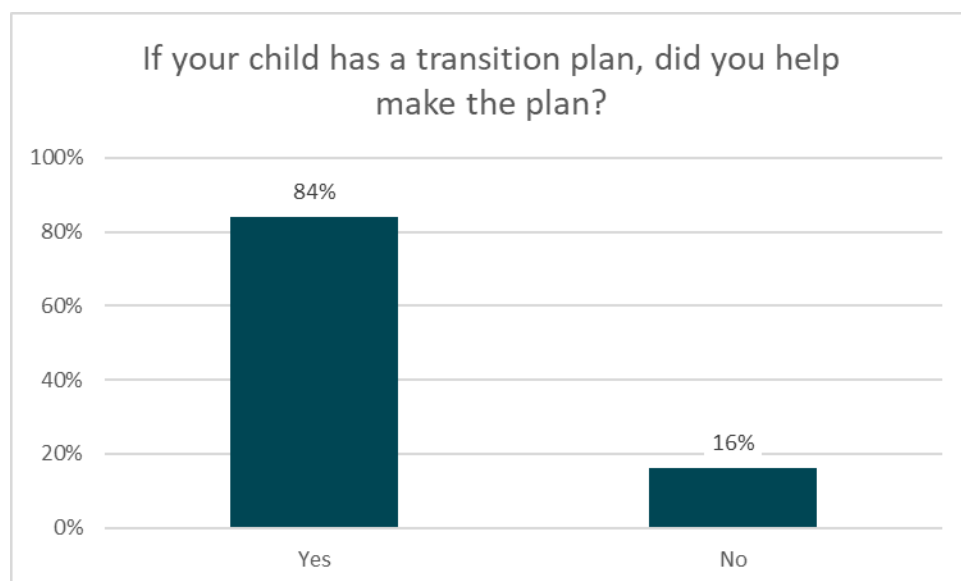


Table Q15. If your child has a transition plan, did you help make the plan?

Regional Center	Yes	No	N
ACRC	90%	10%	117
CVRC	77%	23%	73
ELARC	81%	19%	84
FDLRC	83%	17%	70
FNRC	90%	10%	39
GGRC	84%	16%	57
HRC	80%	20%	65
IRC	84%	16%	128
KRC	81%	19%	32
NBRC	85%	15%	46
NLACRC	86%	14%	123
RCEB	87%	13%	91
RCOC	81%	19%	123
RCRC	74%	26%	23
SARC	89%	11%	139
SCLARC	84%	16%	95
SDRC	84%	16%	156
SGPRC	79%	21%	71
TCRC	83%	18%	80
VMRC	78%	22%	46
WRC	89%	11%	36
CA Average	84%	16%	1,695
NCI Average	88%	12%	2,518

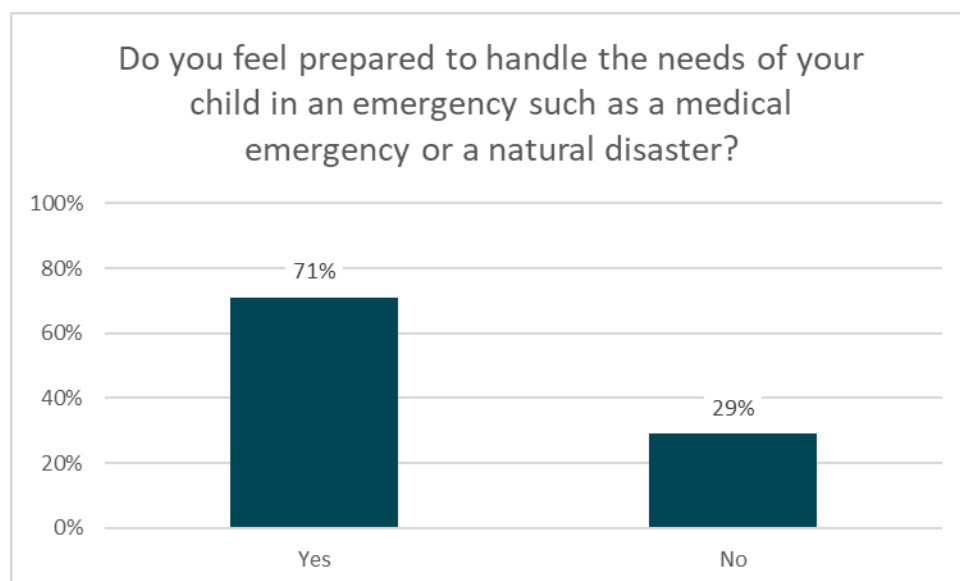


Table Q16. Do you feel prepared to handle the needs of your child in an emergency such as a medical emergency or a natural disaster?

Regional Center	Yes	No	N
ACRC	82%	18%	700
CVRC	77%	23%	380
ELARC	65%	35%	453
FDLRC	62%	38%	325
FNRC	87%	13%	192
GGRC	61%	39%	272
HRC	65%	35%	348
IRC	76%	24%	608
KRC	74%	26%	167
NBRC	74%	26%	231
NLACRC	71%	29%	771
RCEB	64%	36%	561
RCOC	78%	22%	581
RCRC	83%	17%	127
SARC	63%	37%	634
SCLARC	62%	38%	399
SDRC	71%	29%	759
SGPRC	62%	38%	317
TCRC	75%	25%	428
VMRC	74%	26%	326
WRC	77%	23%	227
CA Average	71%	29%	8,810
NCI Average	77%	23%	12,450

Access and Delivery of Services and Supports

Families and family members with disabilities get the services and supports they need.

“You” and **“Respondent”** refers to the person (usually a parent or guardian) filling out the survey.

“Child” refers to the person receiving services whom the respondent is answering questions about in this survey.

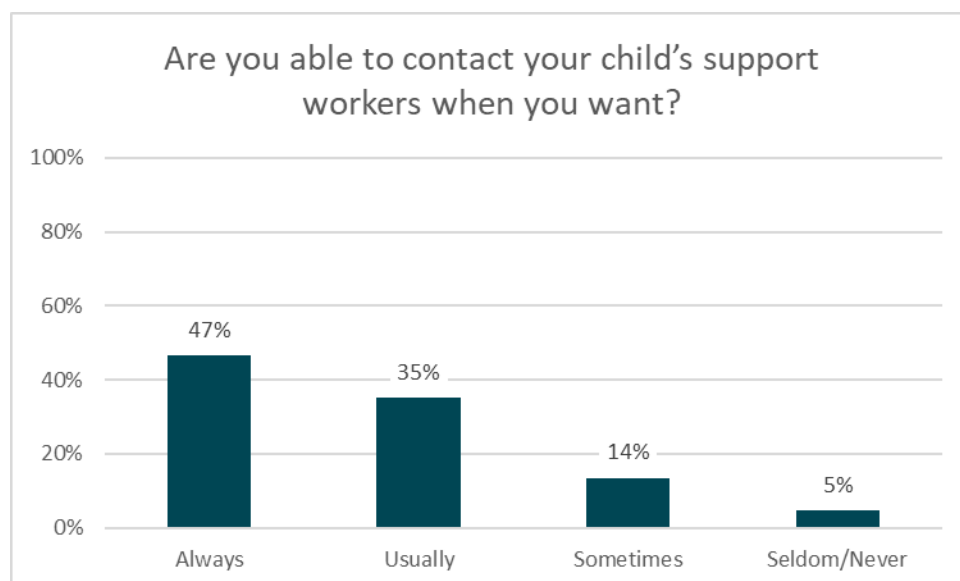


Table Q17. Are you able to contact your child's support workers when you want?

Regional Center	Always	Usually	Sometimes	Seldom or Never	N
ACRC	54%	33%	11%	2%	719
CVRC	52%	32%	13%	2%	386
ELARC	43%	37%	15%	4%	500
FDLRC	46%	34%	16%	3%	362
FNRC	47%	39%	10%	5%	199
GGRC	41%	42%	10%	7%	281
HRC	48%	32%	15%	5%	372
IRC	48%	35%	13%	5%	648
KRC	36%	37%	21%	6%	175
NBRC	43%	39%	12%	5%	238
NLACRC	49%	32%	13%	5%	845
RCEB	43%	38%	13%	6%	543
RCOC	48%	38%	12%	2%	636
RCRC	49%	25%	16%	10%	130
SARC	40%	39%	15%	6%	670
SCLARC	37%	26%	24%	14%	407
SDRC	47%	37%	13%	3%	800
SGPRC	43%	38%	14%	6%	344
TCRC	51%	36%	10%	3%	450
VMRC	51%	32%	13%	5%	349
WRC	51%	34%	11%	3%	245
CA Average	47%	35%	14%	5%	9,304
NCI Average	46%	38%	12%	4%	12,994

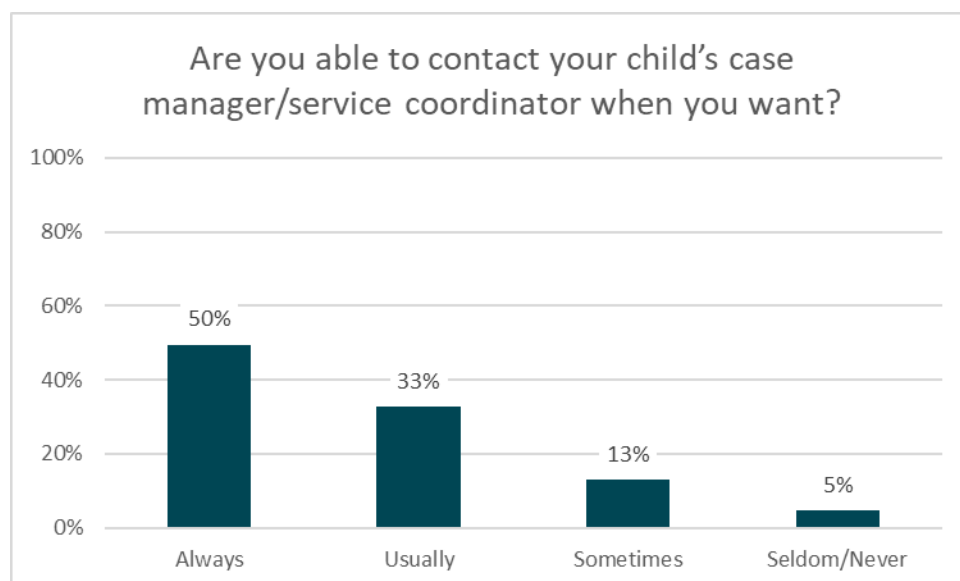


Table Q18. Are you able to contact your child's case manager/service coordinator when you want?

Regional Center	Always	Usually	Sometimes	Seldom or Never	N
ACRC	57%	32%	8%	2%	784
CVRC	52%	32%	12%	4%	412
ELARC	46%	32%	18%	4%	536
FDLRC	53%	30%	14%	3%	388
FNRC	47%	36%	12%	5%	208
GGRC	42%	38%	14%	6%	301
HRC	50%	31%	14%	5%	416
IRC	49%	34%	12%	6%	668
KRC	36%	34%	23%	8%	185
NBRC	48%	33%	13%	6%	268
NLACRC	49%	30%	14%	7%	899
RCEB	50%	33%	11%	6%	651
RCOC	55%	34%	9%	2%	669
RCRC	46%	26%	17%	12%	137
SARC	47%	34%	14%	5%	723
SCLARC	38%	28%	23%	11%	439
SDRC	51%	34%	11%	3%	837
SGPRC	44%	37%	15%	5%	350
TCRC	52%	33%	13%	3%	480
VMRC	55%	31%	11%	4%	363
WRC	54%	32%	10%	3%	273
CA Average	50%	33%	13%	5%	9,991
NCI Average	50%	35%	11%	4%	13,911

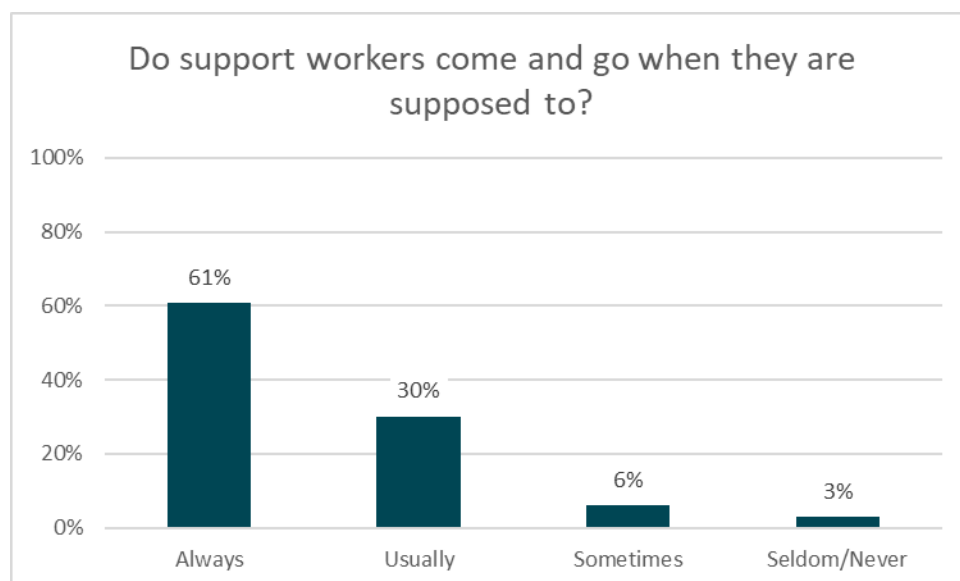


Table Q19. Do support workers come and go when they are supposed to?

Regional Center	Always	Usually	Sometimes	Seldom or Never	N
ACRC	69%	26%	3%	2%	693
CVRC	62%	29%	6%	2%	373
ELARC	62%	29%	7%	2%	473
FDLRC	61%	29%	7%	3%	340
FNRC	65%	25%	8%	3%	186
GGRC	52%	37%	7%	5%	258
HRC	61%	27%	9%	3%	348
IRC	67%	26%	5%	2%	643
KRC	56%	33%	7%	3%	165
NBRC	54%	37%	6%	4%	222
NLACRC	61%	30%	6%	4%	796
RCEB	56%	35%	6%	3%	523
RCOC	61%	32%	6%	1%	639
RCRC	58%	29%	6%	7%	126
SARC	54%	35%	7%	3%	613
SCLARC	51%	32%	8%	9%	388
SDRC	65%	28%	5%	2%	764
SGPRC	59%	32%	6%	3%	334
TCRC	62%	29%	6%	3%	409
VMRC	66%	27%	5%	2%	341
WRC	61%	31%	6%	2%	227
CA Average	61%	30%	6%	3%	8,866
NCI Average	60%	30%	7%	3%	12,254

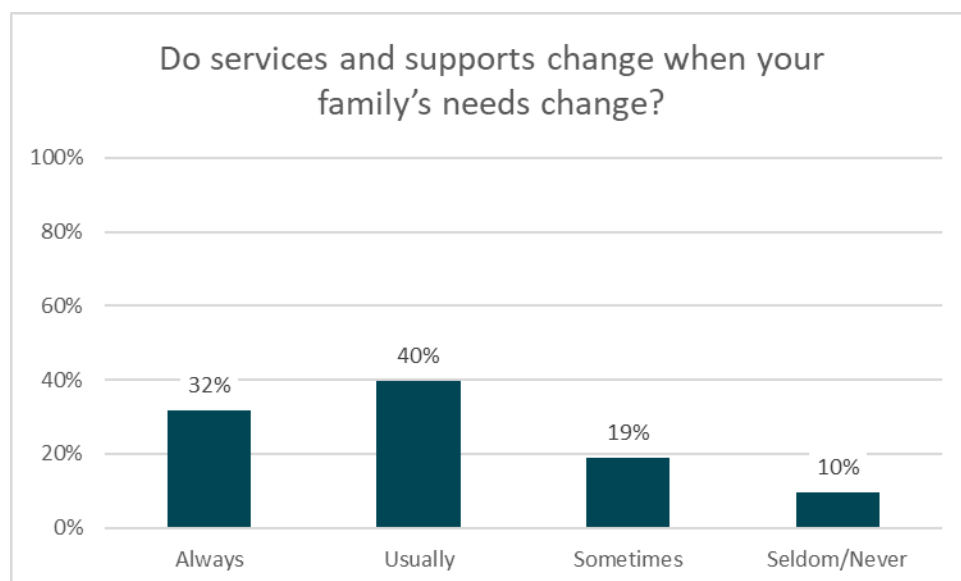


Table Q20. Do services and supports change when your family's needs change?

Regional Center	Always	Usually	Sometimes	Seldom or Never	N
ACRC	36%	41%	15%	9%	600
CVRC	37%	37%	17%	9%	298
ELARC	32%	41%	23%	5%	430
FDLRC	29%	40%	20%	11%	290
FNRC	37%	35%	16%	12%	172
GGRC	19%	51%	22%	8%	227
HRC	34%	36%	17%	14%	301
IRC	33%	45%	15%	7%	520
KRC	29%	36%	21%	14%	136
NBRC	30%	36%	25%	9%	206
NLACRC	34%	36%	21%	9%	716
RCEB	29%	36%	23%	12%	464
RCOC	30%	43%	16%	10%	511
RCRC	39%	37%	16%	8%	114
SARC	29%	40%	21%	11%	530
SCLARC	27%	31%	22%	20%	308
SDRC	30%	41%	20%	9%	670
SGPRC	29%	43%	19%	8%	286
TCRC	33%	44%	15%	9%	386
VMRC	41%	36%	17%	6%	275
WRC	35%	43%	16%	6%	210
CA Average	32%	40%	19%	10%	7,652
NCI Average	31%	41%	19%	9%	10,823

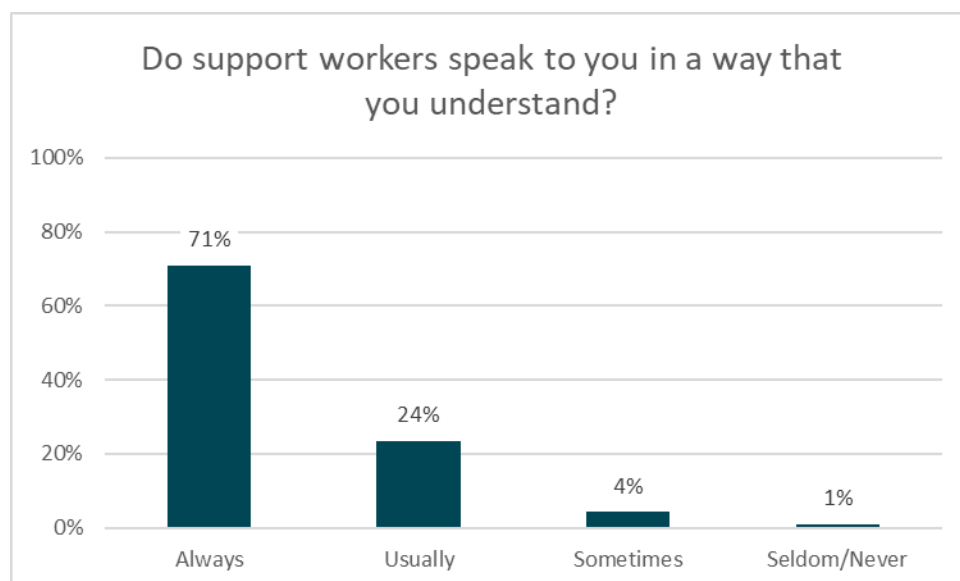


Table Q21. Do support workers speak to you in a way that you understand?

Regional Center	Always	Usually	Sometimes	Seldom or Never	N
ACRC	73%	24%	2%	1%	744
CVRC	73%	21%	4%	1%	401
ELARC	71%	23%	5%	1%	517
FDLRC	72%	23%	5%	1%	366
FNRC	77%	19%	4%	1%	200
GGRC	66%	27%	5%	1%	294
HRC	73%	21%	5%	2%	387
IRC	73%	21%	5%	1%	675
KRC	69%	24%	7%	1%	181
NBRC	73%	24%	4%	0%	242
NLACRC	72%	22%	4%	2%	851
RCEB	69%	24%	5%	1%	572
RCOC	69%	25%	4%	1%	665
RCRC	65%	29%	2%	5%	133
SARC	64%	28%	7%	1%	686
SCLARC	67%	25%	7%	2%	432
SDRC	74%	22%	3%	0%	813
SGPRC	66%	30%	3%	1%	349
TCRC	72%	23%	4%	0%	463
VMRC	73%	22%	4%	0%	369
WRC	78%	18%	4%	0%	257
CA Average	71%	24%	4%	1%	9,602
NCI Average	70%	25%	4%	1%	13,171

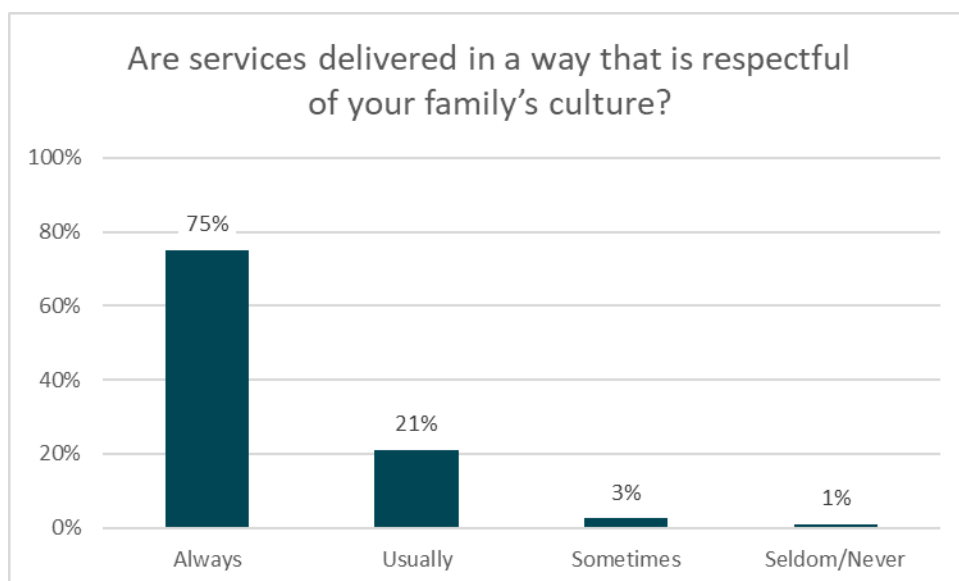


Table Q22. Are services delivered in a way that is respectful of your family's culture?

Regional Center	Always	Usually	Sometimes	Seldom or Never	N
ACRC	80%	17%	1%	2%	762
CVRC	78%	19%	2%	0%	411
ELARC	73%	23%	3%	1%	518
FDLRC	73%	24%	2%	1%	382
FNRC	80%	16%	2%	1%	205
GGRC	71%	26%	3%	0%	299
HRC	74%	21%	4%	1%	406
IRC	78%	19%	2%	1%	674
KRC	71%	24%	5%	0%	185
NBRC	76%	20%	4%	0%	261
NLACRC	76%	20%	3%	1%	872
RCEB	73%	23%	3%	1%	614
RCOC	76%	21%	2%	1%	673
RCRC	72%	23%	4%	1%	137
SARC	70%	26%	3%	1%	700
SCLARC	65%	28%	6%	2%	436
SDRC	79%	19%	2%	1%	837
SGPRC	72%	25%	3%	1%	351
TCRC	80%	17%	2%	0%	474
VMRC	78%	19%	2%	1%	372
WRC	76%	21%	2%	1%	268
CA Average	75%	21%	3%	1%	9,842
NCI Average	76%	20%	3%	1%	13,738

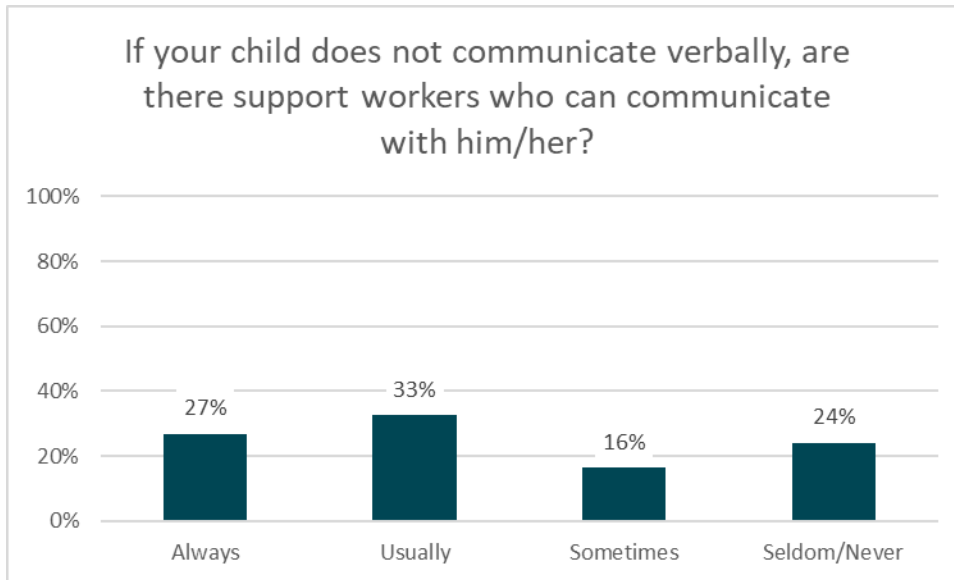


Table Q23. If your child does not communicate verbally (for example, uses gestures or sign language), are there support workers who can communicate with him/her?

Regional Center	Always	Usually	Sometimes	Seldom or Never	N
ACRC	15%	32%	19%	34%	47
CVRC	32%	34%	14%	20%	44
ELARC	19%	48%	7%	26%	27
FDLRC	35%	35%	13%	17%	23
FNRC	n/a	n/a	n/a	n/a	n/a
GGRC	24%	36%	13%	27%	45
HRC	26%	44%	12%	18%	34
IRC	41%	19%	8%	32%	74
KRC	n/a	n/a	n/a	n/a	n/a
NBRC	20%	40%	20%	20%	25
NLACRC	22%	35%	24%	20%	51
RCEB	27%	40%	10%	23%	52
RCOC	25%	38%	16%	21%	68
RCRC	n/a	n/a	n/a	n/a	n/a
SARC	16%	31%	22%	31%	85
SCLARC	41%	14%	34%	10%	29
SDRC	25%	32%	21%	22%	68
SGPRC	38%	29%	21%	13%	24
TCRC	33%	33%	17%	17%	24
VMRC	36%	32%	14%	18%	22
WRC	n/a	n/a	n/a	n/a	n/a
CA Average	27%	33%	16%	24%	796
NCI Average	26%	35%	21%	18%	1,232

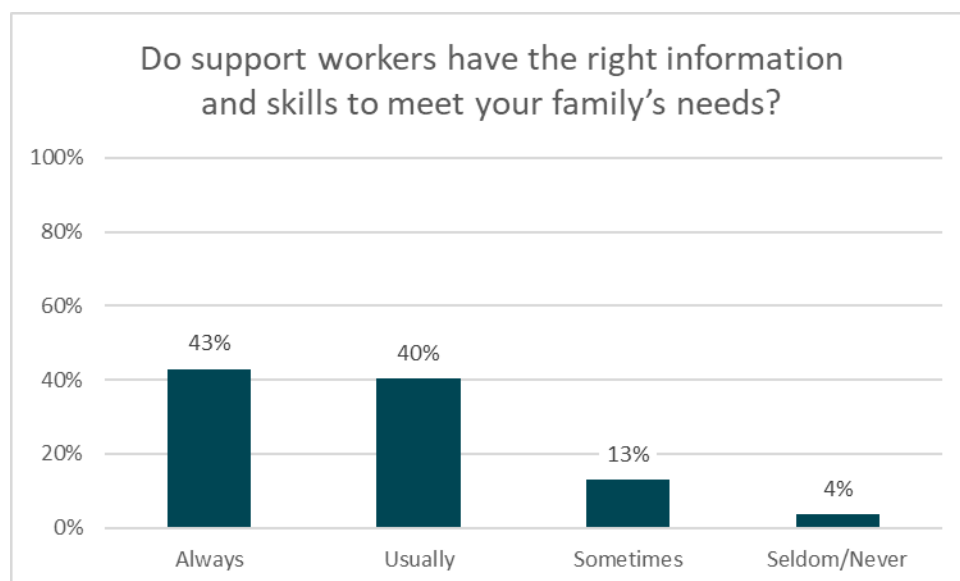


Table Q24. Do support workers have the right information and skills to meet your family's needs?

Regional Center	Always	Usually	Sometimes	Seldom or Never	N
ACRC	49%	39%	10%	2%	689
CVRC	46%	40%	11%	3%	358
ELARC	43%	41%	13%	3%	483
FDLRC	43%	40%	13%	4%	344
FNRC	44%	37%	13%	5%	187
GGRC	29%	49%	19%	3%	270
HRC	45%	38%	13%	4%	357
IRC	44%	41%	12%	3%	621
KRC	39%	43%	12%	6%	173
NBRC	42%	39%	16%	3%	224
NLACRC	46%	39%	12%	3%	790
RCEB	38%	39%	17%	6%	536
RCOC	43%	42%	13%	2%	628
RCRC	38%	48%	10%	3%	125
SARC	37%	43%	14%	6%	643
SCLARC	41%	33%	16%	10%	377
SDRC	45%	39%	14%	2%	755
SGPRC	40%	42%	15%	2%	319
TCRC	39%	46%	11%	3%	431
VMRC	53%	35%	9%	3%	344
WRC	46%	39%	11%	3%	244
CA Average	43%	40%	13%	4%	8,902
NCI Average	43%	41%	13%	3%	12,390

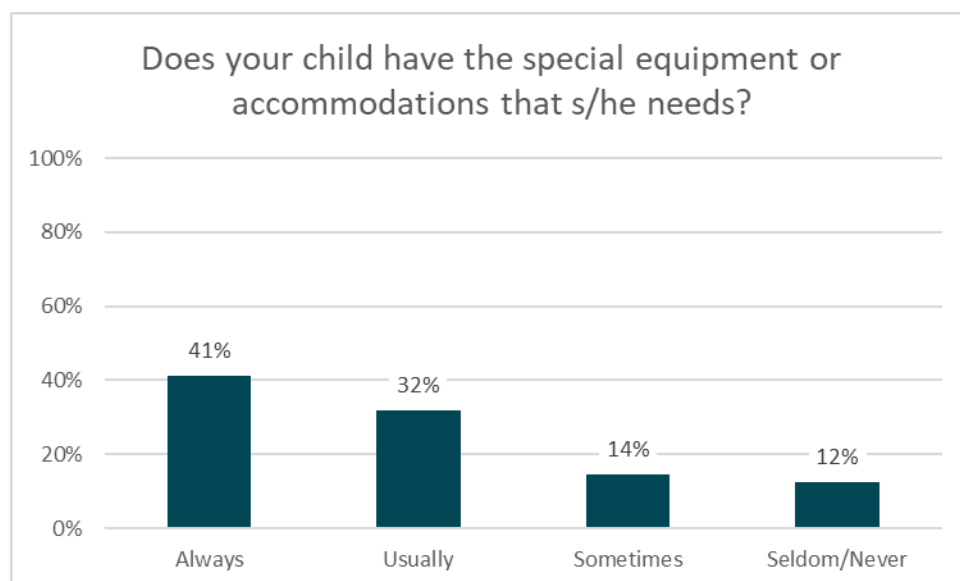


Table Q25. Does your child have the special equipment or accommodations that s/he needs?

Regional Center	Always	Usually	Sometimes	Seldom or Never	N
ACRC	38%	39%	15%	9%	288
CVRC	42%	34%	14%	10%	173
ELARC	43%	24%	12%	20%	153
FDLRC	45%	28%	11%	16%	113
FNRC	44%	21%	19%	16%	90
GGRC	33%	37%	19%	10%	144
HRC	46%	28%	12%	15%	127
IRC	44%	30%	12%	14%	301
KRC	55%	25%	14%	6%	64
NBRC	44%	33%	17%	6%	110
NLACRC	39%	31%	14%	16%	246
RCEB	41%	34%	16%	10%	216
RCOC	43%	32%	13%	12%	257
RCRC	30%	37%	21%	12%	43
SARC	38%	35%	15%	12%	278
SCLARC	38%	33%	12%	17%	133
SDRC	45%	30%	15%	11%	323
SGPRC	35%	34%	14%	16%	122
TCRC	36%	35%	18%	12%	171
VMRC	44%	28%	15%	13%	151
WRC	46%	34%	13%	7%	71
CA Average	41%	32%	14%	12%	3,576
NCI Average	37%	35%	18%	10%	5,922

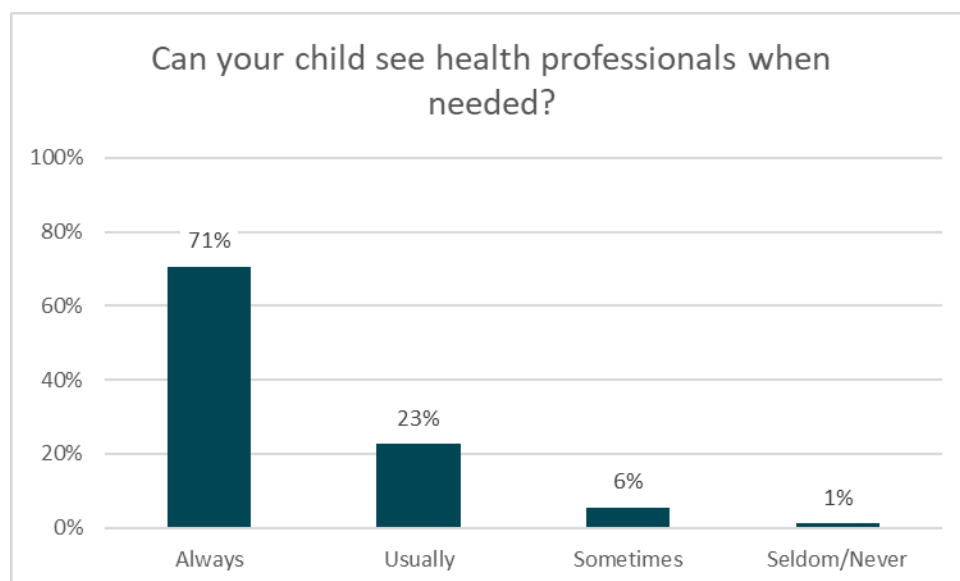


Table Q26. Can your child see health professionals when needed?

Regional Center	Always	Usually	Sometimes	Seldom or Never	N
ACRC	74%	21%	5%	0%	813
CVRC	71%	22%	6%	1%	433
ELARC	68%	24%	7%	2%	538
FDLRC	69%	24%	6%	2%	400
FNRC	69%	25%	6%	1%	215
GGRC	68%	27%	4%	1%	317
HRC	73%	21%	6%	0%	422
IRC	74%	21%	4%	1%	703
KRC	70%	22%	7%	1%	193
NBRC	77%	18%	4%	1%	275
NLACRC	72%	21%	6%	1%	927
RCEB	73%	22%	5%	1%	667
RCOC	68%	26%	5%	1%	687
RCRC	65%	27%	7%	1%	139
SARC	67%	25%	7%	2%	750
SCLARC	69%	22%	8%	1%	459
SDRC	72%	22%	5%	1%	869
SGPRC	65%	26%	6%	2%	365
TCRC	70%	22%	7%	1%	493
VMRC	73%	20%	5%	1%	385
WRC	69%	25%	4%	2%	280
CA Average	71%	23%	6%	1%	10,335
NCI Average	71%	23%	5%	1%	14,457

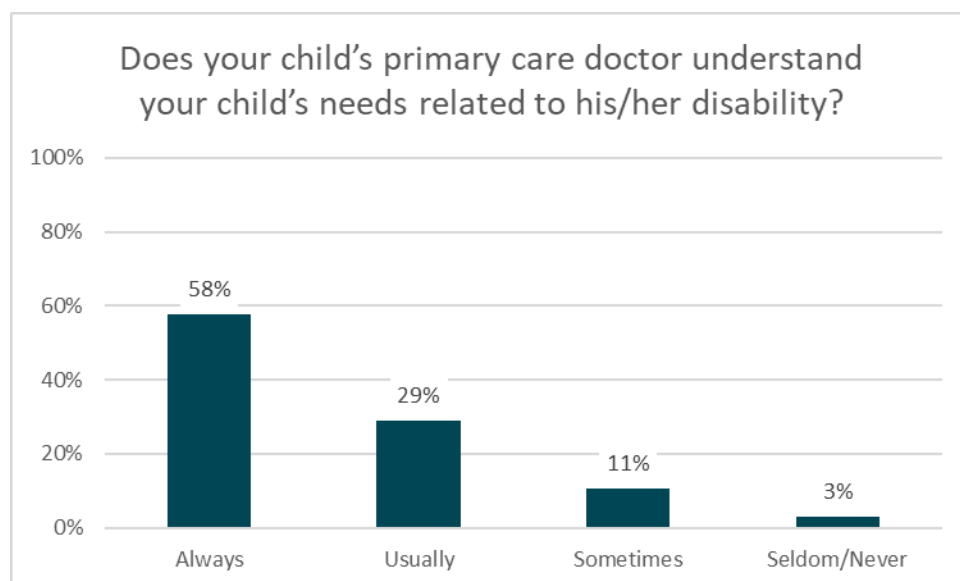


Table Q27. Does your child's primary care doctor understand your child's needs related to his/her disability?

Regional Center	Always	Usually	Sometimes	Seldom or Never	N
ACRC	59%	30%	8%	2%	795
CVRC	60%	27%	9%	4%	425
ELARC	56%	29%	11%	4%	525
FDLRC	54%	32%	11%	3%	389
FNRC	50%	31%	17%	2%	204
GGRC	57%	31%	10%	2%	312
HRC	57%	32%	9%	2%	414
IRC	58%	28%	11%	4%	690
KRC	52%	28%	15%	5%	191
NBRC	57%	27%	13%	3%	278
NLACRC	57%	28%	11%	4%	915
RCEB	59%	30%	9%	2%	658
RCOC	55%	29%	13%	3%	683
RCRC	55%	26%	16%	2%	134
SARC	59%	30%	9%	2%	740
SCLARC	59%	29%	8%	3%	459
SDRC	61%	27%	9%	3%	855
SGPRC	58%	26%	12%	3%	349
TCRC	59%	26%	13%	2%	473
VMRC	60%	28%	9%	3%	373
WRC	55%	33%	7%	4%	273
CA Average	58%	29%	11%	3%	10,140
NCI Average	60%	29%	9%	2%	14,230

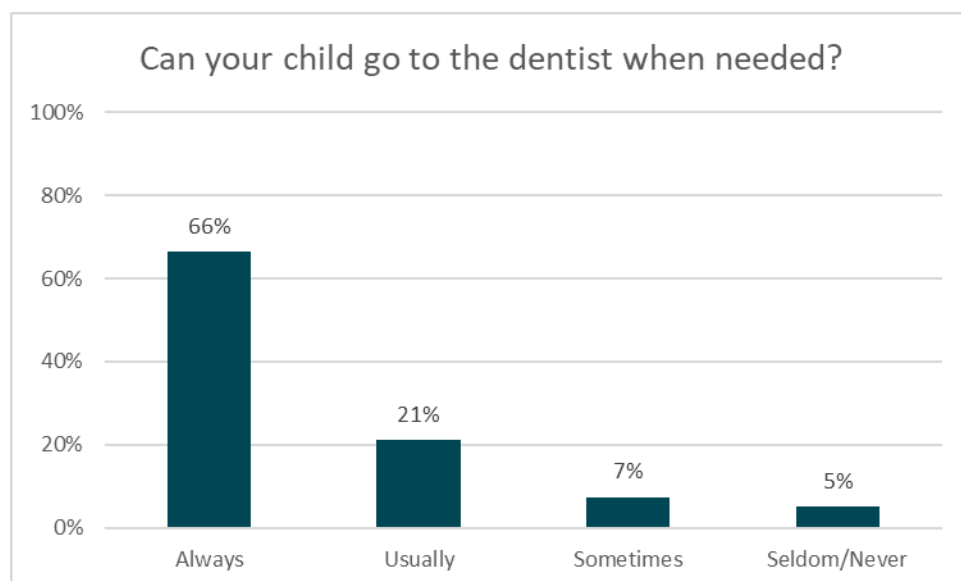


Table Q28. Can your child go to the dentist when needed?

Question is rephrased from previous years

Regional Center	Always	Usually	Sometimes	Seldom or Never	N
ACRC	69%	18%	8%	5%	814
CVRC	67%	21%	8%	4%	430
ELARC	64%	23%	8%	5%	542
FDLRC	64%	25%	5%	5%	401
FNRC	67%	17%	7%	9%	213
GGRC	63%	24%	6%	6%	317
HRC	69%	19%	6%	5%	421
IRC	67%	22%	7%	5%	693
KRC	68%	20%	8%	4%	195
NBRC	72%	16%	7%	5%	273
NLACRC	70%	20%	6%	4%	924
RCEB	69%	20%	7%	4%	664
RCOC	64%	21%	9%	6%	679
RCRC	66%	20%	8%	6%	137
SARC	61%	23%	8%	8%	751
SCLARC	60%	25%	10%	5%	457
SDRC	73%	19%	5%	3%	857
SGPRC	59%	25%	10%	6%	363
TCRC	69%	19%	8%	4%	492
VMRC	62%	20%	11%	7%	381
WRC	64%	24%	8%	4%	276
CA Average	66%	21%	7%	5%	10,285
NCI Average	70%	20%	6%	4%	14,351

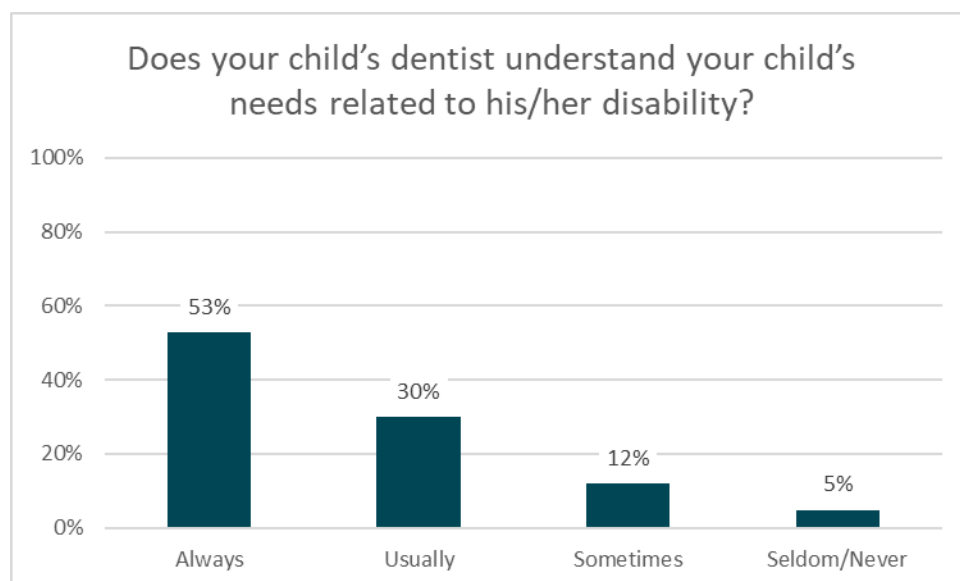


Table Q29. Does your child's dentist understand your child's needs related to his/her disability?

Regional Center	Always	Usually	Sometimes	Seldom or Never	N
ACRC	50%	33%	12%	5%	755
CVRC	54%	27%	12%	6%	402
ELARC	52%	27%	14%	7%	508
FDLRC	54%	33%	10%	4%	360
FNRC	51%	31%	12%	6%	191
GGRC	51%	31%	14%	3%	303
HRC	54%	28%	12%	6%	381
IRC	54%	30%	11%	5%	654
KRC	55%	28%	11%	6%	179
NBRC	53%	31%	12%	4%	250
NLACRC	54%	29%	13%	5%	858
RCEB	54%	31%	12%	4%	608
RCOC	52%	31%	14%	4%	639
RCRC	60%	20%	14%	5%	132
SARC	50%	34%	11%	5%	700
SCLARC	56%	27%	13%	5%	430
SDRC	55%	30%	10%	4%	832
SGPRC	51%	31%	13%	6%	341
TCRC	54%	30%	11%	4%	461
VMRC	53%	27%	15%	6%	353
WRC	51%	36%	11%	2%	257
CA Average	53%	30%	12%	5%	9,599
NCI Average	55%	31%	10%	4%	13,374

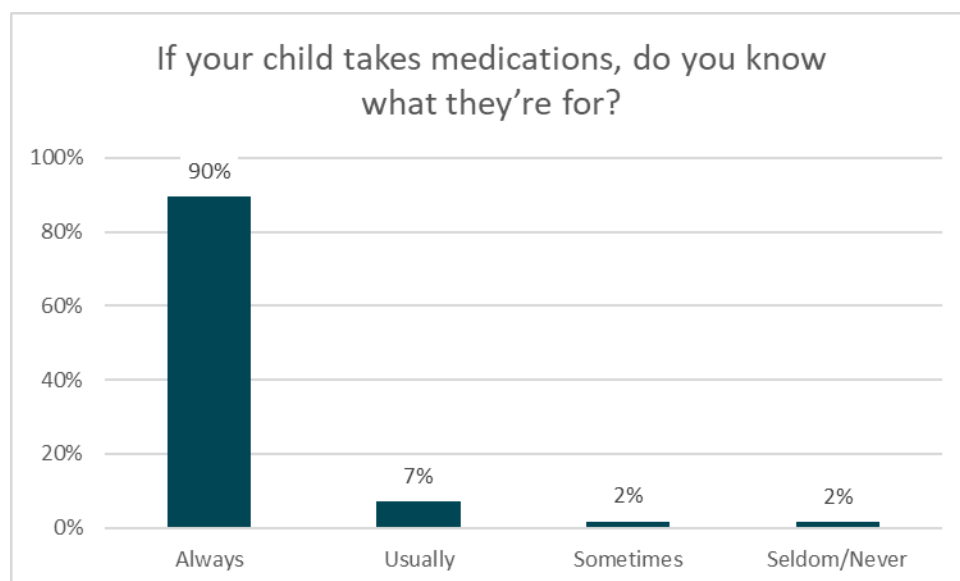


Table Q30. If your child takes medications, do you know what they're for?

Regional Center	Always	Usually	Sometimes	Seldom or Never	N
ACRC	90%	6%	2%	2%	513
CVRC	89%	8%	1%	2%	294
ELARC	89%	8%	1%	2%	299
FDLRC	90%	5%	3%	1%	218
FNRC	94%	2%	1%	3%	127
GGRC	91%	6%	2%	2%	216
HRC	86%	9%	3%	1%	247
IRC	90%	6%	2%	2%	471
KRC	87%	8%	1%	4%	139
NBRC	92%	4%	2%	2%	182
NLACRC	90%	8%	1%	1%	553
RCEB	91%	5%	2%	2%	421
RCOC	88%	8%	2%	2%	470
RCRC	94%	4%	1%	1%	80
SARC	86%	10%	3%	2%	475
SCLARC	89%	7%	2%	2%	255
SDRC	91%	7%	2%	1%	570
SGPRC	87%	8%	2%	2%	212
TCRC	92%	5%	1%	2%	295
VMRC	90%	8%	1%	1%	226
WRC	87%	8%	3%	2%	179
CA Average	90%	7%	2%	2%	6,445
NCI Average	91%	7%	1%	1%	9,688

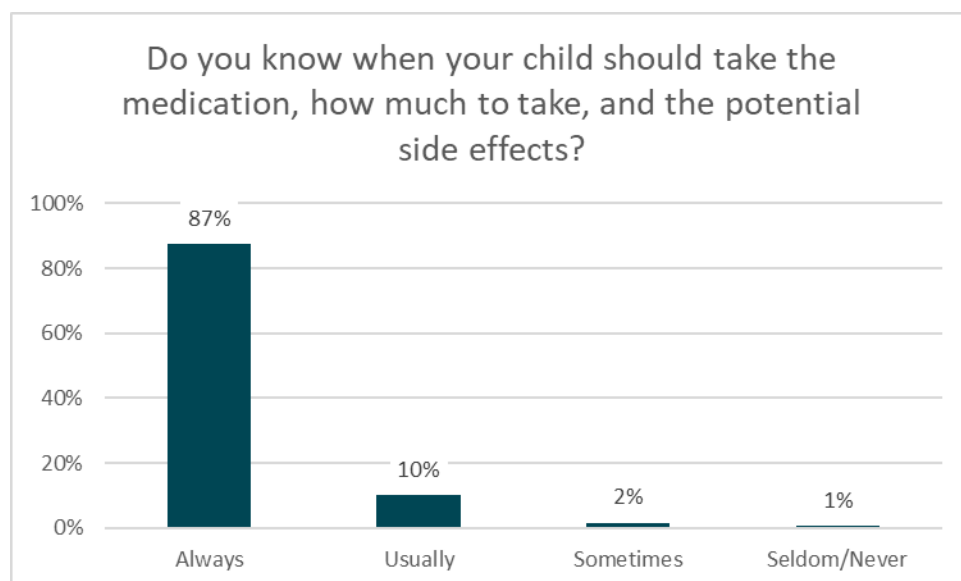


Table Q31. Do you know when your child should take the medication, how much to take, and the potential side effects?

Regional Center	Always	Usually	Sometimes	Seldom or Never	N
ACRC	90%	9%	1%	0%	503
CVRC	89%	8%	2%	0%	285
ELARC	86%	10%	1%	2%	297
FDLRC	89%	9%	1%	1%	214
FNRC	97%	3%	0%	0%	127
GGRC	88%	10%	1%	0%	212
HRC	84%	13%	2%	2%	242
IRC	90%	7%	2%	1%	466
KRC	92%	8%	1%	0%	132
NBRC	90%	8%	1%	2%	182
NLACRC	87%	11%	2%	0%	553
RCEB	88%	10%	1%	0%	419
RCOC	83%	14%	3%	1%	464
RCRC	92%	8%	0%	0%	77
SARC	82%	15%	3%	1%	465
SCLARC	85%	12%	2%	1%	252
SDRC	89%	10%	1%	1%	562
SGPRC	85%	11%	1%	2%	211
TCRC	90%	8%	1%	1%	289
VMRC	88%	10%	1%	0%	219
WRC	84%	12%	3%	1%	176
CA Average	87%	10%	2%	1%	6,351
NCI Average	90%	8%	1%	1%	9,563

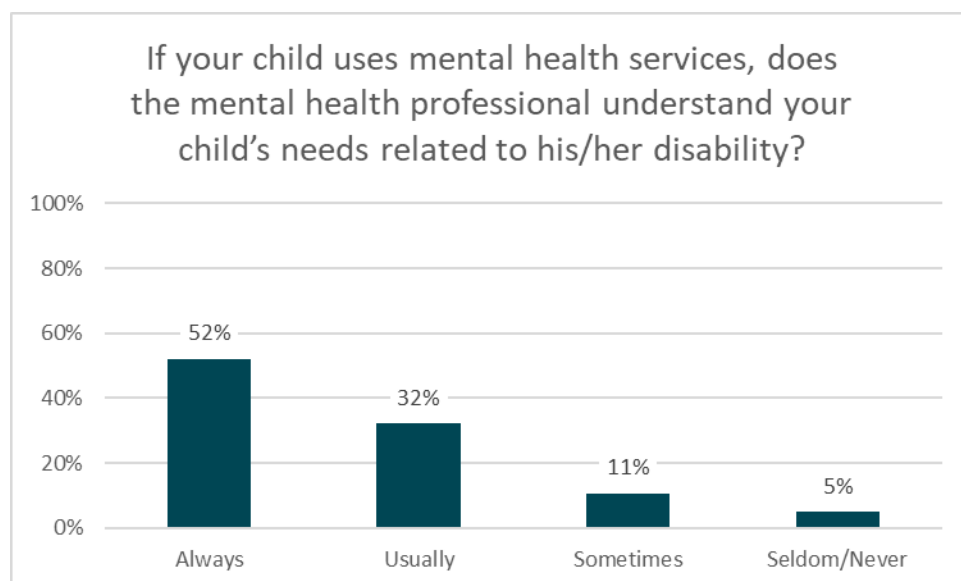


Table Q32. If your child uses mental health services, does the mental health professional understand your child's needs related to his/her disability?

Regional Center	Always	Usually	Sometimes	Seldom or Never	N
ACRC	53%	33%	10%	4%	296
CVRC	56%	26%	11%	7%	151
ELARC	54%	28%	12%	5%	222
FDLRC	48%	41%	6%	5%	160
FNRC	48%	31%	10%	10%	67
GGRC	44%	39%	13%	5%	111
HRC	52%	34%	9%	4%	180
IRC	53%	32%	11%	4%	275
KRC	53%	24%	18%	5%	76
NBRC	56%	31%	9%	4%	105
NLACRC	56%	27%	11%	5%	370
RCEB	50%	33%	14%	3%	236
RCOC	46%	36%	13%	5%	269
RCRC	52%	31%	13%	4%	54
SARC	43%	38%	14%	5%	280
SCLARC	62%	25%	7%	6%	201
SDRC	53%	33%	9%	5%	341
SGPRC	52%	27%	14%	8%	146
TCRC	48%	35%	9%	8%	157
VMRC	60%	31%	5%	5%	121
WRC	57%	35%	6%	1%	110
CA Average	52%	32%	11%	5%	3,929
NCI Average	54%	30%	11%	5%	5,500

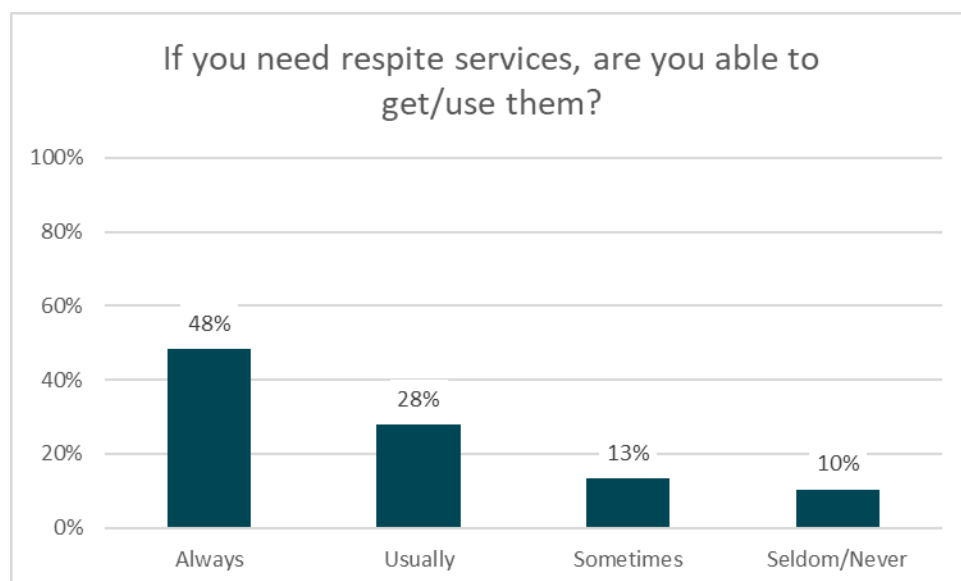


Table Q33. If you need respite services, are you able to get/use them?

Question is rephrased from previous years

Regional Center	Always	Usually	Sometimes	Seldom or Never	N
ACRC	42%	29%	17%	12%	616
CVRC	47%	23%	14%	16%	244
ELARC	58%	23%	10%	9%	393
FDLRC	46%	28%	11%	14%	265
FNRC	46%	25%	15%	15%	164
GGRC	37%	32%	20%	11%	256
HRC	46%	28%	14%	12%	305
IRC	57%	29%	8%	6%	555
KRC	40%	30%	14%	16%	122
NBRC	38%	26%	18%	17%	183
NLACRC	52%	25%	12%	12%	682
RCEB	43%	26%	15%	17%	510
RCOC	40%	37%	16%	7%	581
RCRC	29%	26%	18%	26%	92
SARC	49%	27%	15%	9%	653
SCLARC	58%	23%	10%	9%	300
SDRC	48%	31%	14%	7%	704
SGPRC	50%	26%	14%	10%	264
TCRC	55%	30%	10%	5%	430
VMRC	59%	22%	10%	9%	268
WRC	50%	30%	11%	9%	219
CA Average	48%	28%	13%	10%	7,810
NCI Average	39%	27%	16%	18%	10,647

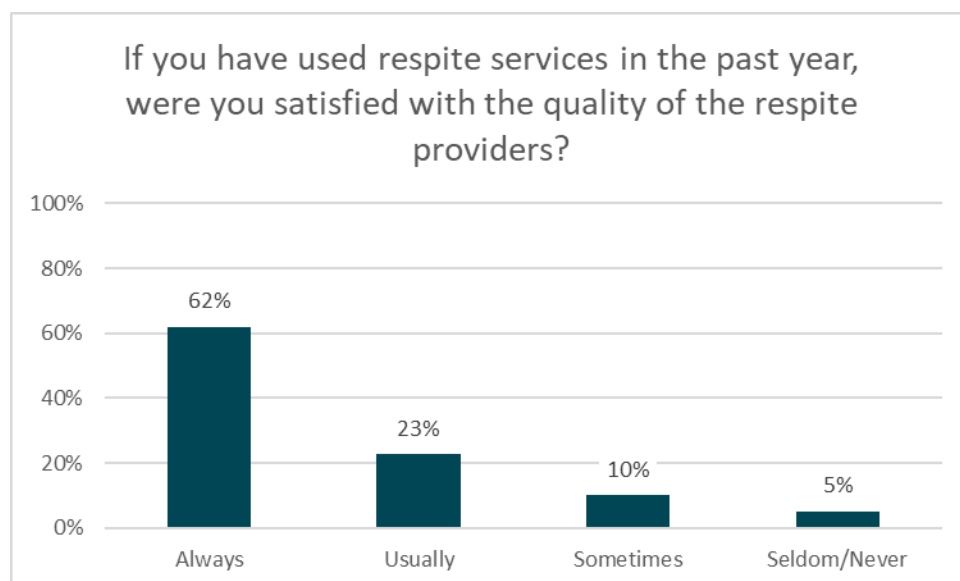


Table Q34. If you have used respite services in the past year, were you satisfied with the quality of the respite providers?

Regional Center	Always	Usually	Sometimes	Seldom or Never	N
ACRC	61%	22%	11%	6%	510
CVRC	67%	17%	8%	7%	178
ELARC	70%	20%	7%	3%	313
FDLRC	57%	28%	7%	7%	211
FNRC	69%	20%	6%	5%	128
GGRC	67%	24%	6%	2%	217
HRC	56%	27%	9%	8%	241
IRC	62%	23%	10%	5%	503
KRC	60%	20%	11%	9%	89
NBRC	61%	20%	13%	5%	135
NLACRC	65%	20%	9%	6%	578
RCEB	58%	24%	12%	6%	420
RCOC	48%	31%	17%	5%	540
RCRC	56%	24%	10%	10%	71
SARC	60%	23%	12%	5%	595
SCLARC	71%	20%	4%	5%	228
SDRC	59%	27%	10%	4%	626
SGPRC	61%	20%	14%	5%	223
TCRC	69%	20%	8%	3%	393
VMRC	71%	15%	8%	5%	226
WRC	72%	14%	10%	4%	184
CA Average	62%	23%	10%	5%	6,611
NCI Average	61%	23%	10%	6%	8,715

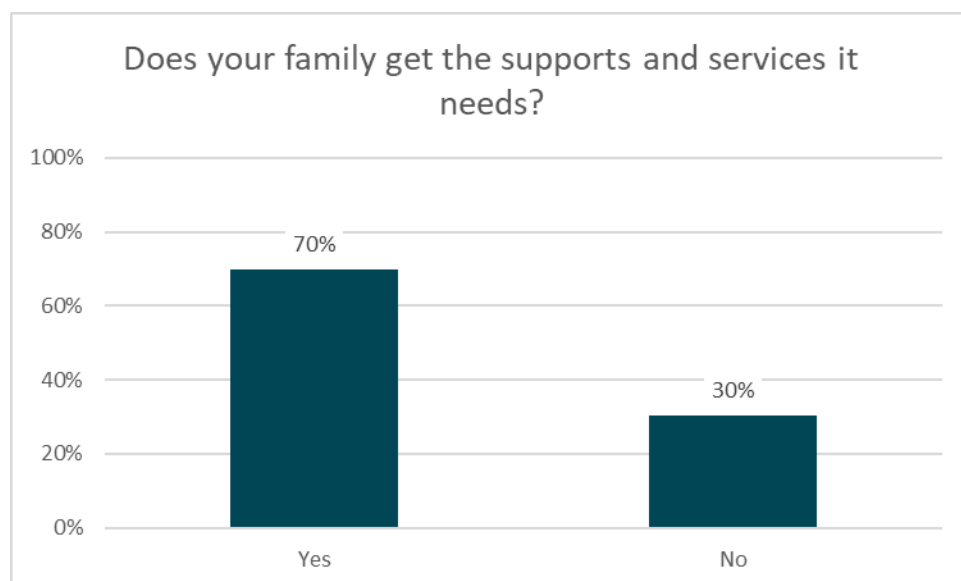


Table Q35. Does your family get the supports and services it needs?

Regional Center	Yes	No	N
ACRC	74%	26%	686
CVRC	75%	25%	335
ELARC	69%	31%	432
FDLRC	68%	32%	317
FNRC	69%	31%	193
GGRC	62%	38%	260
HRC	66%	34%	351
IRC	79%	21%	571
KRC	69%	31%	145
NBRC	67%	33%	223
NLACRC	71%	29%	721
RCEB	61%	39%	560
RCOC	74%	26%	568
RCRC	60%	40%	118
SARC	63%	37%	617
SCLARC	61%	39%	358
SDRC	70%	30%	733
SGPRC	66%	34%	291
TCRC	78%	22%	412
VMRC	77%	23%	309
WRC	70%	30%	228
CA Average	70%	30%	8,430
NCI Average	69%	31%	12,104

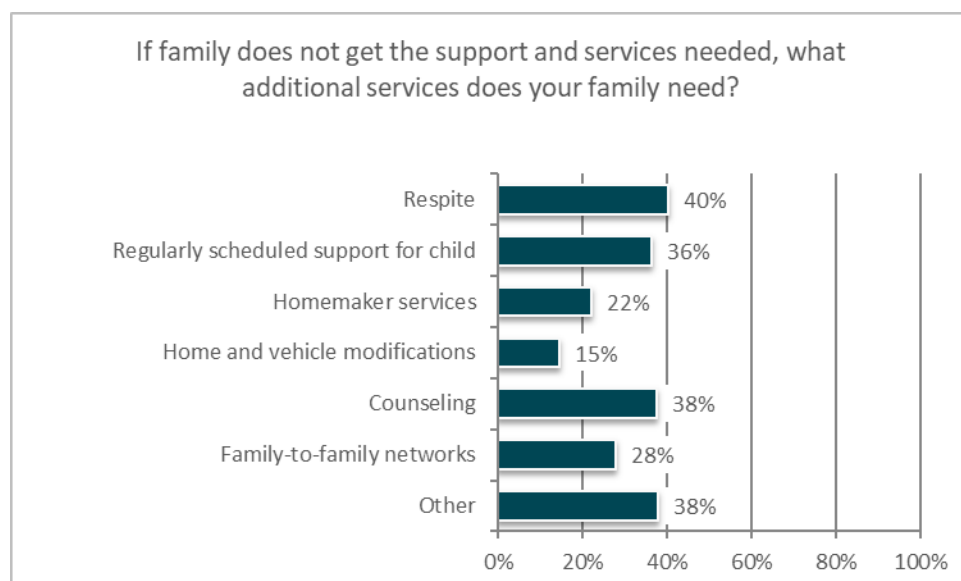


Table Q36. If family does not get the support and services needed, what additional services does your family need?

Categories are not mutually exclusive, therefore N is not shown

Regional Center	Respite	Regularly Scheduled Support for Family Member	Homemaker Services	Home or Vehicle Modifications	Counseling	Family-to-family Networks	Other
ACRC	42%	31%	24%	11%	32%	25%	44%
CVRC	43%	36%	17%	17%	28%	26%	37%
ELARC	32%	39%	21%	18%	39%	34%	38%
FDLRC	43%	44%	23%	16%	42%	19%	41%
FNRC	43%	31%	14%	9%	26%	26%	53%
GGRC	43%	51%	21%	23%	30%	26%	24%
HRC	39%	44%	22%	13%	49%	25%	35%
IRC	38%	40%	23%	18%	36%	31%	39%
KRC	39%	34%	8%	13%	42%	26%	39%
NBRC	48%	28%	17%	16%	36%	39%	41%
NLACRC	41%	37%	23%	9%	42%	28%	37%
RCEB	56%	43%	31%	14%	41%	40%	31%
RCOC	38%	29%	22%	18%	30%	25%	37%
RCRC	47%	33%	13%	13%	40%	22%	49%
SARC	40%	35%	21%	17%	36%	26%	39%
SCLARC	38%	39%	27%	8%	44%	26%	32%
SDRC	38%	32%	22%	15%	38%	27%	37%
SGPRC	35%	39%	23%	17%	43%	32%	38%
TCRC	26%	30%	22%	15%	39%	25%	42%
VMRC	33%	28%	22%	17%	32%	23%	42%
WRC	34%	35%	21%	8%	37%	23%	47%
CA	40%	36%	22%	15%	38%	28%	38%
NCI Average	51%	37%	23%	16%	31%	28%	35%

Choice, Decision Making and Control

Families and family members with disabilities determine the services and supports they receive and the individuals or agencies who provide them.

“You” and **“Respondent”** refers to the person (usually a parent or guardian) filling out the survey.

“Child” refers to the person receiving services whom the respondent is answering questions about in this survey.

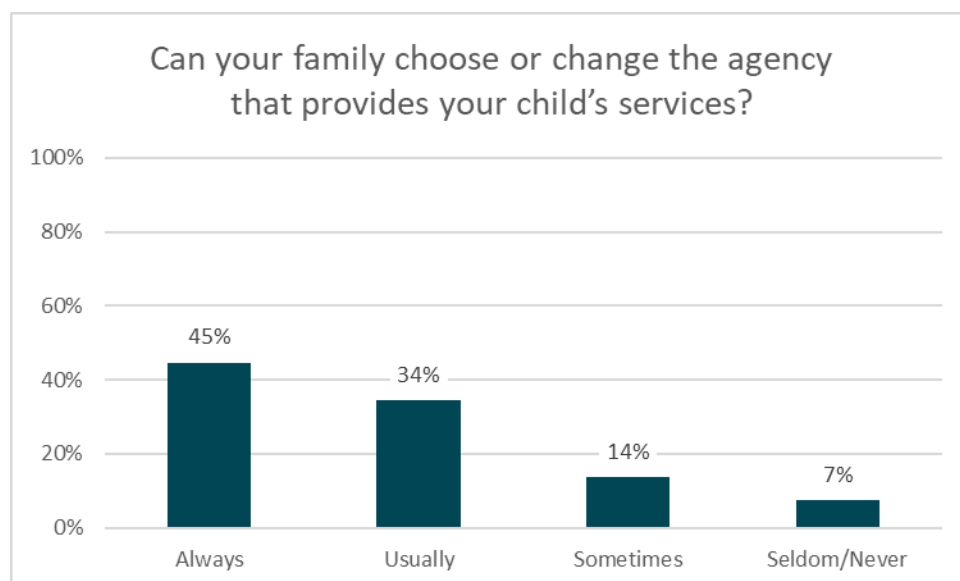


Table Q37. Can your family choose or change the agency that provides your child's services?

Regional Center	Always	Usually	Sometimes	Seldom or Never	N
ACRC	47%	34%	12%	7%	557
CVRC	53%	30%	13%	5%	264
ELARC	44%	35%	15%	6%	392
FDLRC	40%	33%	17%	10%	256
FNRC	48%	25%	10%	16%	143
GGRC	35%	36%	19%	10%	208
HRC	45%	31%	17%	7%	254
IRC	48%	35%	10%	7%	515
KRC	54%	24%	15%	7%	119
NBRC	37%	33%	19%	11%	174
NLACRC	51%	34%	10%	5%	684
RCEB	38%	36%	17%	8%	442
RCOC	36%	37%	18%	9%	519
RCRC	50%	27%	15%	8%	106
SARC	39%	36%	14%	11%	517
SCLARC	47%	32%	12%	10%	288
SDRC	45%	39%	11%	5%	619
SGPRC	42%	32%	19%	7%	259
TCRC	49%	36%	11%	4%	335
VMRC	57%	32%	5%	7%	228
WRC	41%	39%	13%	7%	203
CA Average	45%	34%	14%	7%	7,084
NCI Average	50%	30%	12%	8%	9,626

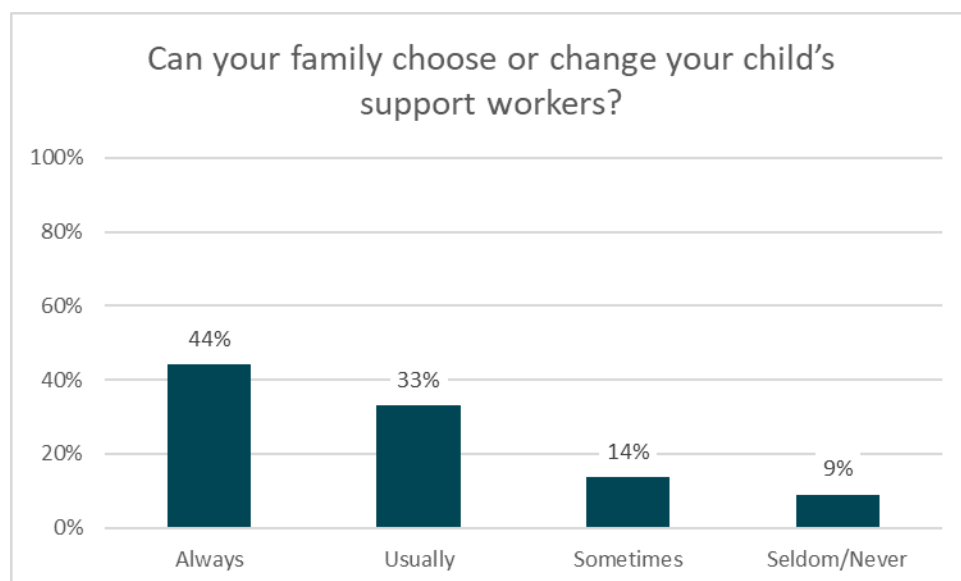


Table Q38. Can your family choose or change your child's support workers?

Regional Center	Always	Usually	Sometimes	Seldom or Never	N
ACRC	48%	33%	11%	7%	494
CVRC	53%	28%	11%	7%	247
ELARC	40%	35%	17%	8%	378
FDLRC	37%	37%	13%	13%	232
FNRC	48%	26%	9%	16%	122
GGRC	33%	35%	16%	16%	204
HRC	47%	33%	15%	5%	228
IRC	48%	35%	11%	6%	479
KRC	51%	25%	17%	7%	106
NBRC	44%	31%	17%	8%	157
NLACRC	49%	34%	11%	6%	649
RCEB	36%	33%	19%	13%	391
RCOC	35%	36%	19%	10%	472
RCRC	51%	20%	14%	15%	94
SARC	40%	29%	17%	15%	472
SCLARC	47%	32%	12%	9%	252
SDRC	46%	36%	11%	7%	552
SGPRC	41%	34%	15%	10%	232
TCRC	48%	32%	13%	7%	301
VMRC	53%	29%	8%	10%	205
WRC	45%	36%	14%	6%	166
CA Average	44%	33%	14%	9%	6,435
NCI Average	50%	30%	12%	8%	9,062

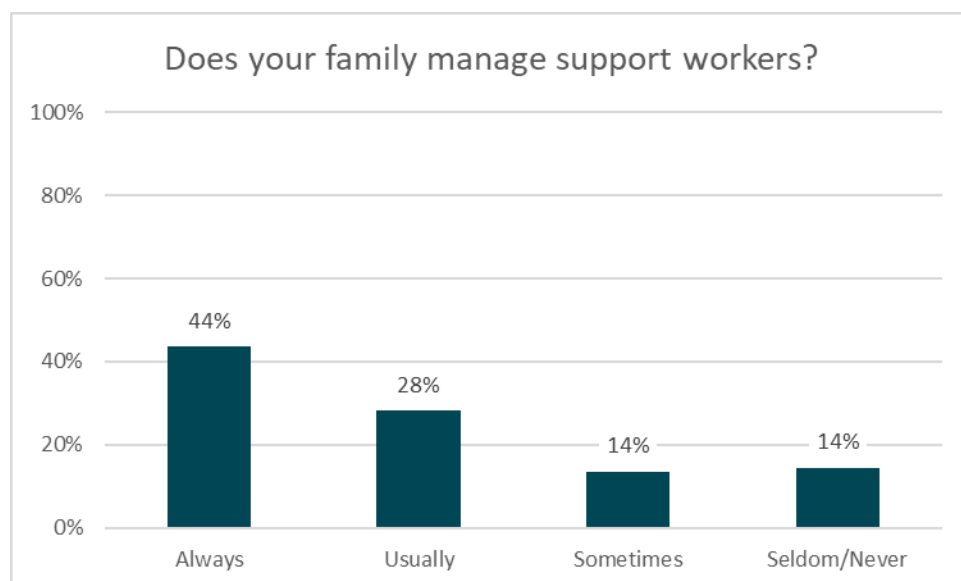


Table Q39. Does your family manage support workers?

Regional Center	Always	Usually	Sometimes	Seldom or Never	N
ACRC	47%	25%	14%	14%	440
CVRC	45%	29%	15%	11%	220
ELARC	41%	31%	14%	14%	341
FDLRC	32%	28%	19%	21%	224
FNRC	51%	21%	14%	15%	102
GGRC	43%	32%	10%	15%	204
HRC	45%	24%	14%	17%	229
IRC	46%	29%	14%	11%	450
KRC	42%	24%	15%	20%	106
NBRC	49%	23%	16%	11%	158
NLACRC	44%	32%	13%	11%	639
RCEB	42%	30%	14%	14%	381
RCOC	36%	28%	16%	20%	460
RCRC	42%	19%	17%	22%	89
SARC	44%	27%	12%	16%	459
SCLARC	51%	24%	10%	14%	250
SDRC	47%	30%	13%	11%	543
SGPRC	39%	27%	15%	18%	233
TCRC	44%	31%	11%	14%	308
VMRC	45%	30%	10%	14%	203
WRC	43%	29%	12%	17%	171
CA Average	44%	28%	14%	14%	6,210
NCI Average	47%	26%	12%	16%	8,923

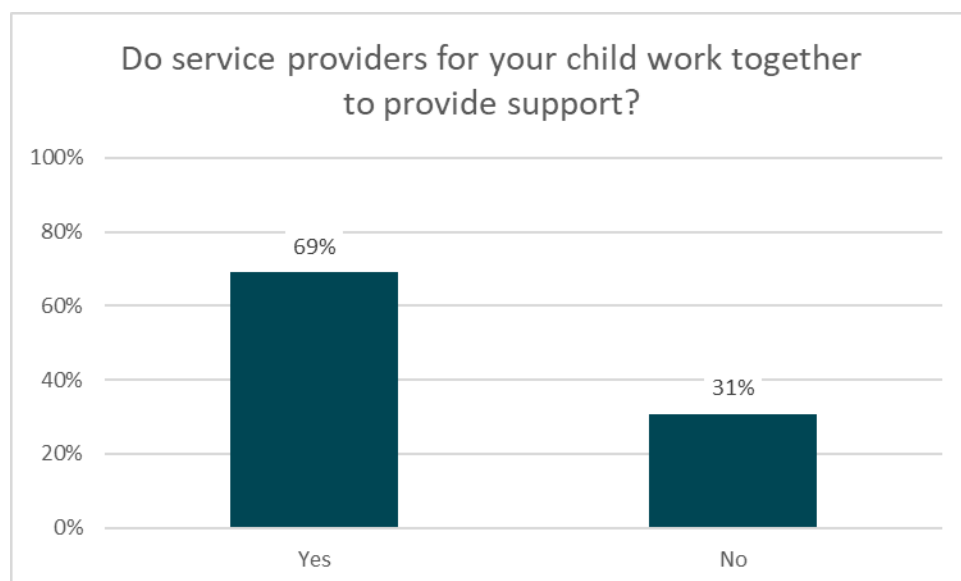


Table Q40. Do service providers for your child work together to provide support?

Regional Center	Yes	No	N
ACRC	69%	31%	300
CVRC	70%	30%	204
ELARC	70%	30%	256
FDLRC	58%	42%	192
FNRC	75%	25%	77
GGRC	68%	32%	135
HRC	65%	35%	179
IRC	72%	28%	337
KRC	70%	30%	91
NBRC	75%	25%	120
NLACRC	71%	29%	432
RCEB	71%	29%	237
RCOC	72%	28%	294
RCRC	69%	31%	67
SARC	71%	29%	305
SCLARC	53%	47%	219
SDRC	71%	29%	328
SGPRC	61%	39%	182
TCRC	71%	29%	213
VMRC	n/a	n/a	n/a
WRC	77%	23%	173
CA Average	69%	31%	4,460
NCI Average	73%	27%	6,168

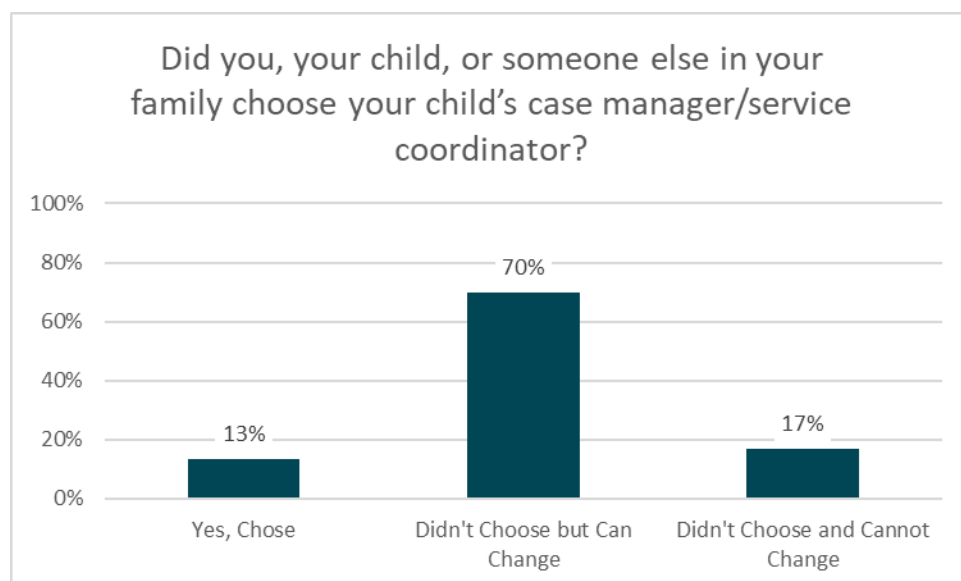


Table Q41. Did you, your child, or someone else in your family choose your child's case manager/service coordinator?

Regional Center	Yes, Chose	Didn't Choose but Can Change	Didn't Choose and Cannot Change	N
ACRC	14%	74%	12%	618
CVRC	17%	68%	15%	260
ELARC	15%	74%	11%	404
FDLRC	11%	73%	16%	305
FNRC	10%	73%	17%	156
GGRC	8%	70%	22%	185
HRC	15%	70%	15%	292
IRC	14%	73%	14%	482
KRC	12%	63%	25%	138
NBRC	15%	61%	24%	192
NLACRC	16%	71%	14%	700
RCEB	11%	65%	24%	477
RCOC	12%	72%	16%	469
RCRC	5%	77%	18%	105
SARC	12%	64%	24%	467
SCLARC	21%	65%	15%	273
SDRC	15%	66%	19%	600
SGPRC	12%	73%	15%	241
TCRC	13%	71%	16%	367
VMRC	11%	73%	16%	256
WRC	13%	76%	12%	199
CA Average	13%	70%	17%	7,189
NCI Average	14%	67%	20%	10,358

Involvement in the Community

Family members with disabilities use integrated community services and participate in everyday community activities.

“You” and **“Respondent”** refers to the person (usually a parent or guardian) filling out the survey.

“Child” refers to the person receiving services whom the respondent is answering questions about in this survey.

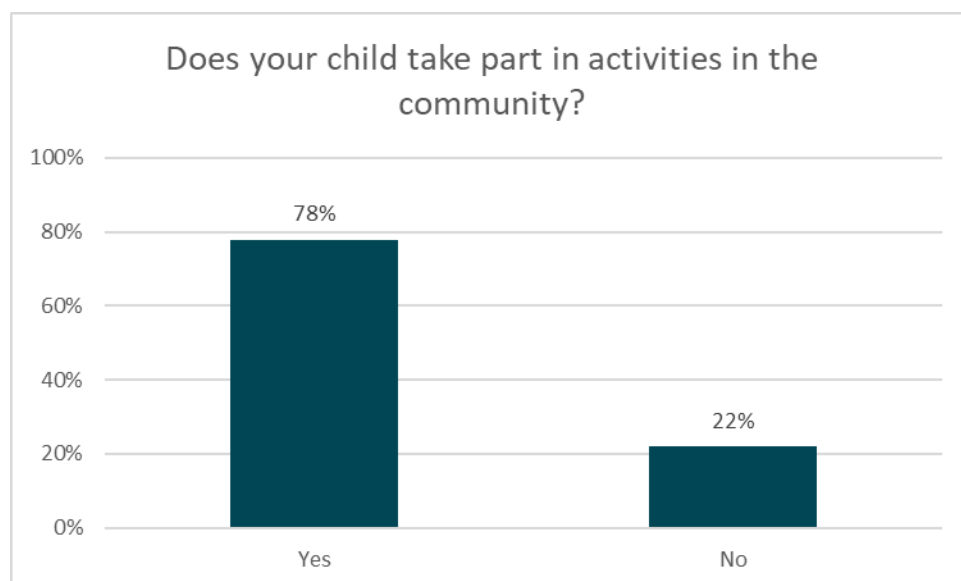


Table Q42. Does your child take part in activities in the community?

Regional Center	Yes	No	N
ACRC	78%	22%	806
CVRC	66%	34%	438
ELARC	77%	23%	533
FDLRC	77%	23%	400
FNRC	78%	22%	213
GGRC	78%	22%	318
HRC	81%	19%	415
IRC	77%	23%	693
KRC	76%	24%	194
NBRC	78%	22%	275
NLACRC	81%	19%	920
RCEB	77%	23%	668
RCOC	80%	20%	673
RCRC	87%	13%	141
SARC	78%	22%	746
SCLARC	70%	30%	458
SDRC	81%	19%	867
SGPRC	74%	26%	363
TCRC	84%	16%	486
VMRC	75%	25%	383
WRC	81%	19%	275
CA Average	78%	22%	10,269
NCI Average	81%	19%	14,351

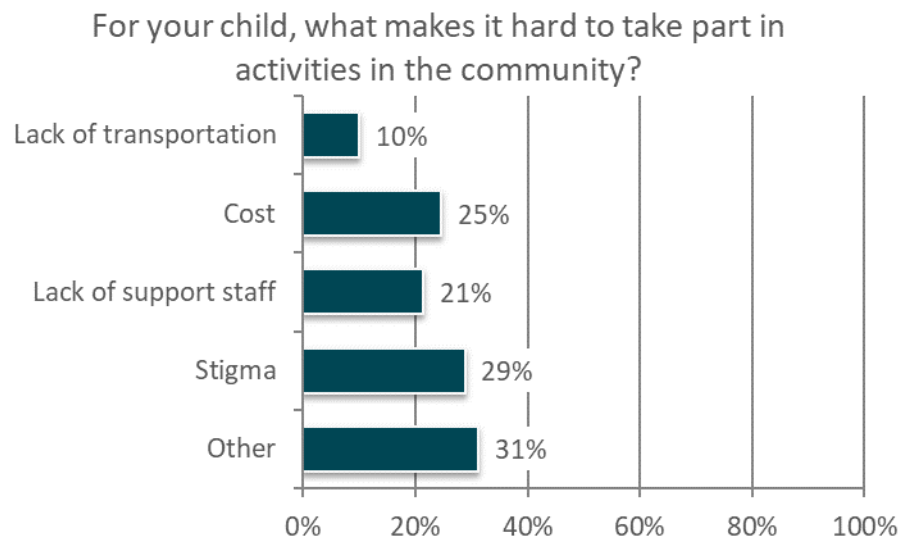


Table Q43. For your child, what makes it hard to take part in activities in the community?

Categories are not mutually exclusive, therefore N is not shown

Regional Center	Lack of Transportation	Cost	Lack of Support Staff	Stigma	Other
ACRC	8%	23%	19%	31%	35%
CVRC	11%	22%	21%	27%	29%
ELARC	12%	24%	23%	27%	25%
FDLRC	16%	29%	21%	31%	28%
FNRC	4%	22%	16%	21%	49%
GGRC	11%	26%	36%	35%	29%
HRC	11%	24%	21%	33%	31%
IRC	7%	27%	18%	28%	31%
KRC	13%	23%	18%	27%	28%
NBRC	9%	23%	25%	29%	36%
NLACRC	8%	28%	19%	28%	28%
RCEB	11%	26%	28%	29%	31%
RCOC	8%	23%	23%	30%	37%
RCRC	7%	22%	23%	32%	36%
SARC	10%	22%	25%	31%	32%
SCLARC	16%	25%	20%	27%	23%
SDRC	9%	25%	23%	28%	32%
SGPRC	14%	26%	21%	30%	26%
TCRC	7%	22%	18%	26%	37%
VMRC	10%	24%	11%	28%	30%
WRC	11%	29%	19%	26%	30%
CA Average	10%	25%	21%	29%	31%
NCI Average	11%	26%	22%	28%	36%

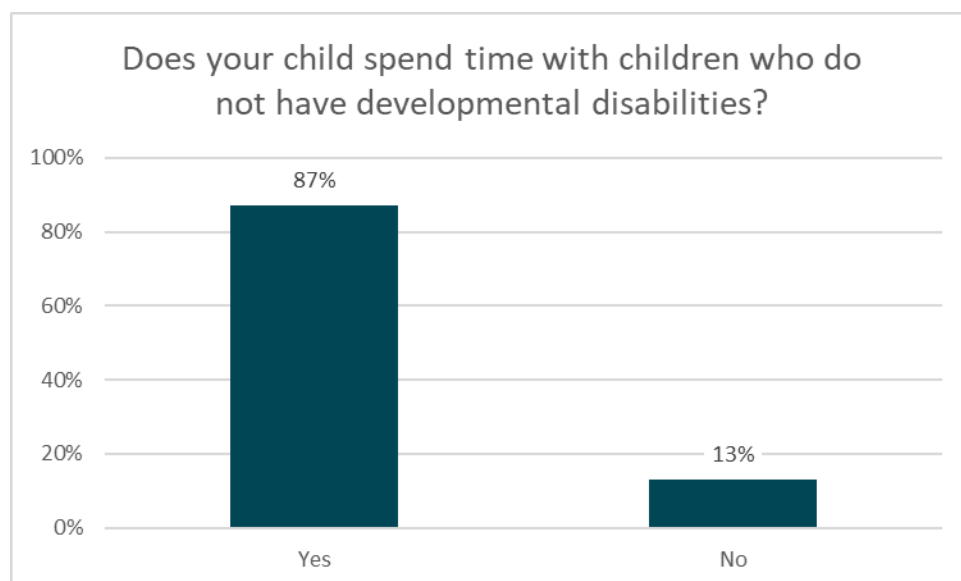


Table Q44. Does your child spend time with children who do not have developmental disabilities?

Regional Center	Yes	No	N
ACRC	89%	11%	809
CVRC	88%	12%	439
ELARC	86%	14%	535
FDLRC	82%	18%	404
FNRC	94%	6%	214
GGRC	81%	19%	318
HRC	85%	15%	420
IRC	85%	15%	698
KRC	90%	10%	193
NBRC	88%	12%	278
NLACRC	89%	11%	925
RCEB	87%	13%	670
RCOC	84%	16%	677
RCRC	93%	7%	142
SARC	87%	13%	755
SCLARC	85%	15%	462
SDRC	90%	10%	874
SGPRC	83%	17%	364
TCRC	90%	10%	491
VMRC	86%	14%	380
WRC	87%	13%	277
CA Average	87%	13%	10,330
NCI Average	88%	12%	14,410

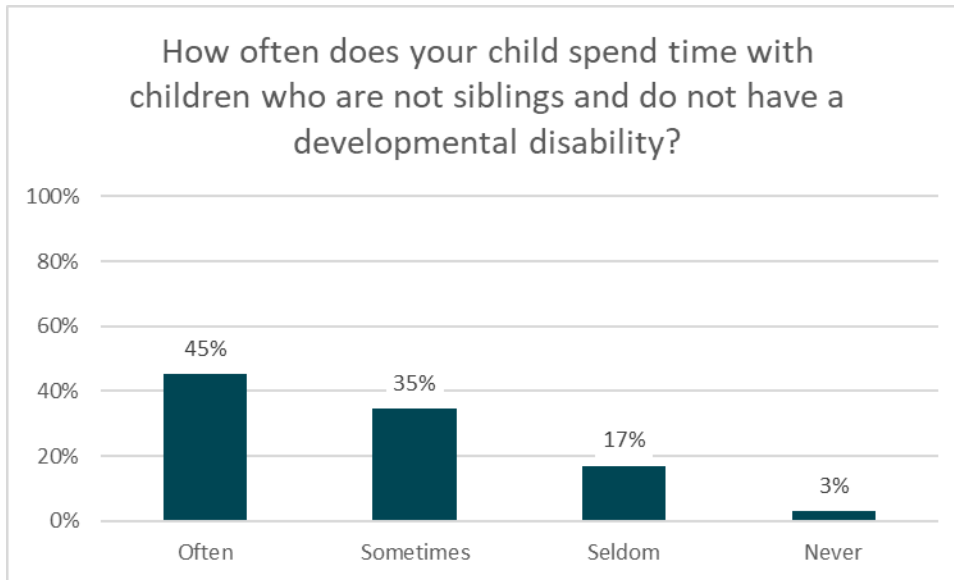


Table Q45. How often does your child spend time with children who are not siblings and do not have a developmental disability?

CA specific question

Regional Center	Often	Sometimes	Seldom	Never	N
ACRC	50%	33%	15%	2%	715
CVRC	46%	37%	16%	2%	386
ELARC	45%	35%	17%	3%	460
FDLRC	46%	36%	15%	4%	329
FNRC	57%	28%	13%	1%	201
GGRC	43%	33%	20%	4%	257
HRC	44%	36%	18%	3%	346
IRC	45%	35%	17%	3%	591
KRC	52%	34%	11%	3%	173
NBRC	48%	34%	17%	2%	240
NLACRC	48%	33%	17%	2%	818
RCEB	42%	36%	19%	3%	580
RCOC	37%	38%	21%	4%	567
RCRC	57%	27%	13%	3%	132
SARC	39%	33%	24%	4%	657
SCLARC	41%	42%	14%	3%	392
SDRC	48%	33%	16%	3%	780
SGPRC	41%	35%	18%	5%	298
TCRC	45%	36%	16%	3%	438
VMRC	48%	37%	12%	4%	322
WRC	51%	34%	14%	1%	240
CA Average	45%	35%	17%	3%	8,926
NCI Average	n/a	n/a	n/a	n/a	n/a

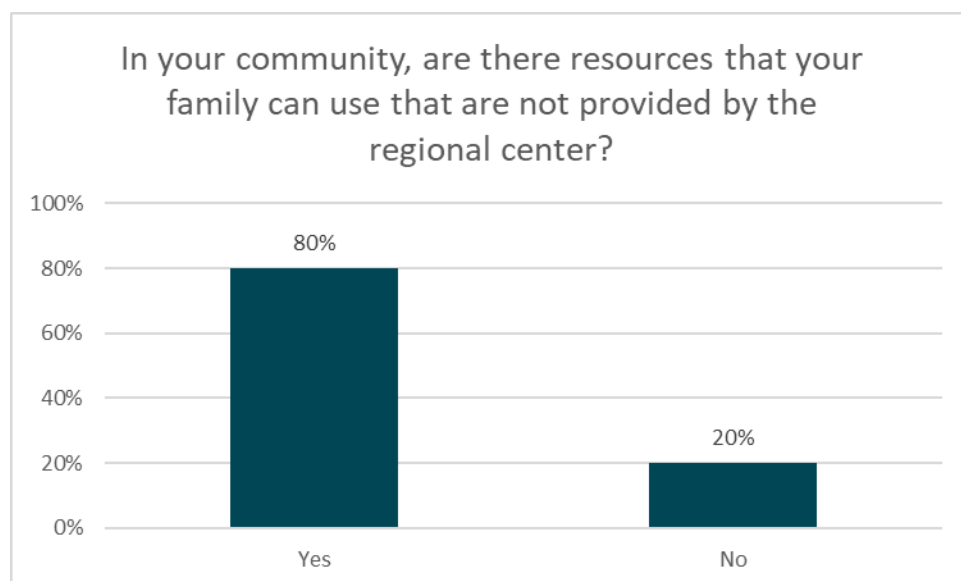


Table Q46. In your community, are there resources that your family can use that are not provided by the regional center (for example, recreational programs, community housing, library programs, religious groups, etc.)?

NCI Average includes states that provide services through a central IDD Agency

Regional Center	Yes	No	N
ACRC	84%	16%	588
CVRC	75%	25%	296
ELARC	81%	19%	408
FDLRC	81%	19%	304
FNRC	81%	19%	145
GGRC	78%	22%	225
HRC	86%	14%	315
IRC	82%	18%	480
KRC	79%	21%	141
NBRC	80%	20%	197
NLACRC	81%	19%	630
RCEB	79%	21%	479
RCOC	79%	21%	465
RCRC	80%	20%	105
SARC	74%	26%	521
SCLARC	76%	24%	345
SDRC	82%	18%	624
SGPRC	75%	25%	233
TCRC	85%	15%	354
VMRC	78%	22%	262
WRC	77%	23%	213
CA Average	80%	20%	7,331
NCI Average	81%	19%	10,470

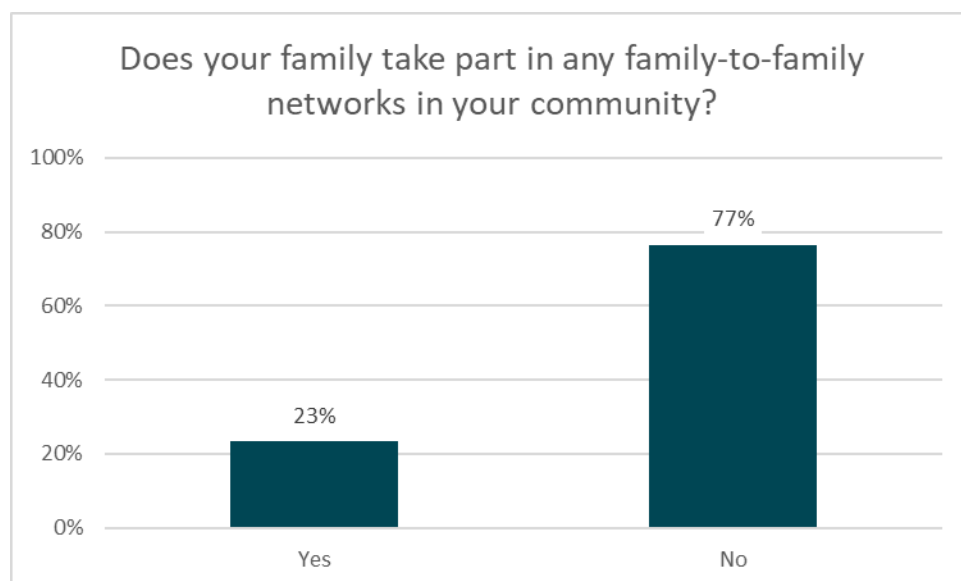


Table Q47. Does your family take part in any family-to-family networks in your community (for example, Parent to Parent, sibling networks, etc.)?

Regional Center	Yes	No	N
ACRC	22%	78%	723
CVRC	18%	82%	366
ELARC	25%	75%	449
FDLRC	22%	78%	348
FNRC	17%	83%	180
GGRC	32%	68%	277
HRC	26%	74%	372
IRC	18%	82%	619
KRC	19%	81%	170
NBRC	28%	72%	253
NLACRC	23%	77%	791
RCEB	28%	72%	585
RCOC	25%	75%	606
RCRC	26%	74%	113
SARC	32%	68%	655
SCLARC	20%	80%	380
SDRC	23%	77%	765
SGPRC	19%	81%	328
TCRC	19%	81%	448
VMRC	21%	79%	331
WRC	26%	74%	235
CA Average	23%	77%	8,996
NCI Average	21%	79%	12,496

Satisfaction with Services and Supports

Families and family members with disabilities receive adequate and satisfactory supports.

“You” and **“Respondent”** refers to the person (usually a parent or guardian) filling out the survey.

“Child” refers to the person receiving services whom the respondent is answering questions about in this survey.

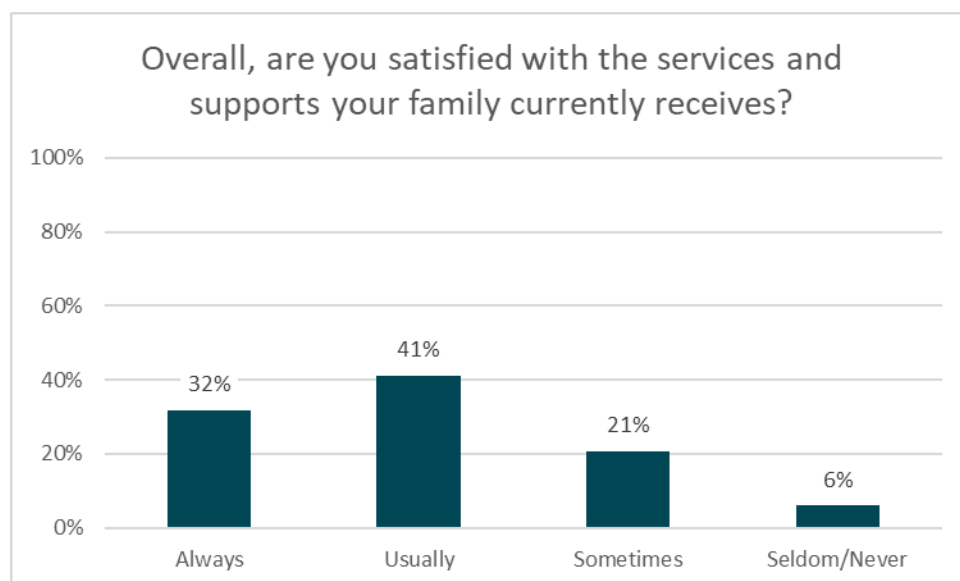


Table Q48. Overall, are you satisfied with the services and supports your family currently receives?

Regional Center	Always	Usually	Sometimes	Seldom or Never	N
ACRC	32%	46%	18%	5%	792
CVRC	37%	39%	20%	4%	419
ELARC	36%	40%	19%	5%	525
FDLRC	33%	40%	22%	6%	400
FNRC	34%	38%	18%	10%	213
GGRC	17%	52%	26%	5%	308
HRC	33%	36%	25%	6%	418
IRC	36%	40%	20%	5%	689
KRC	28%	40%	24%	8%	190
NBRC	32%	40%	24%	4%	265
NLACRC	34%	39%	20%	7%	901
RCEB	25%	39%	26%	10%	646
RCOC	28%	50%	18%	4%	675
RCRC	32%	40%	19%	9%	139
SARC	29%	42%	23%	6%	733
SCLARC	31%	28%	28%	13%	434
SDRC	32%	43%	20%	5%	853
SGPRC	28%	41%	24%	7%	357
TCRC	37%	45%	15%	4%	487
VMRC	42%	38%	16%	4%	375
WRC	33%	42%	20%	5%	276
CA Average	32%	41%	21%	6%	10,100
NCI Average	31%	44%	20%	6%	14,142

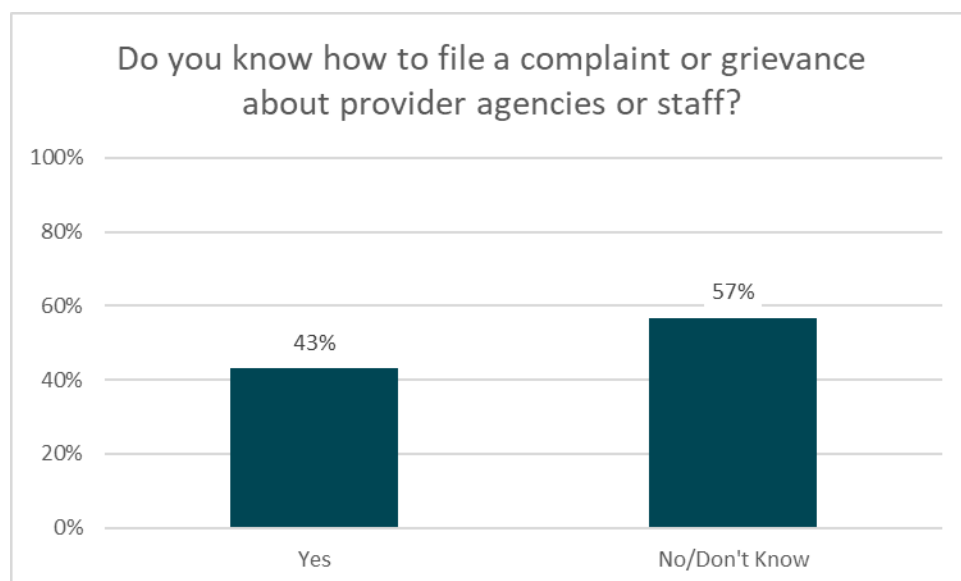


Table Q49. Do you know how to file a complaint or grievance about provider agencies or staff?³

Regional Center	Yes	No/Don't Know	N
ACRC	52%	48%	819
CVRC	46%	54%	443
ELARC	54%	46%	544
FDLRC	38%	62%	409
FNRC	50%	50%	214
GGRC	34%	66%	316
HRC	47%	53%	429
IRC	45%	55%	697
KRC	44%	56%	196
NBRC	38%	62%	274
NLACRC	43%	57%	929
RCEB	33%	67%	669
RCOC	45%	55%	685
RCRC	59%	41%	142
SARC	35%	65%	757
SCLARC	33%	67%	467
SDRC	37%	63%	878
SGPRC	48%	52%	368
TCRC	43%	57%	490
VMRC	60%	40%	387
WRC	44%	56%	282
CA Average	43%	57%	10,400
NCI Average	48%	52%	14,494

³ Don't Know' responses were included in 'No' responses for this question.

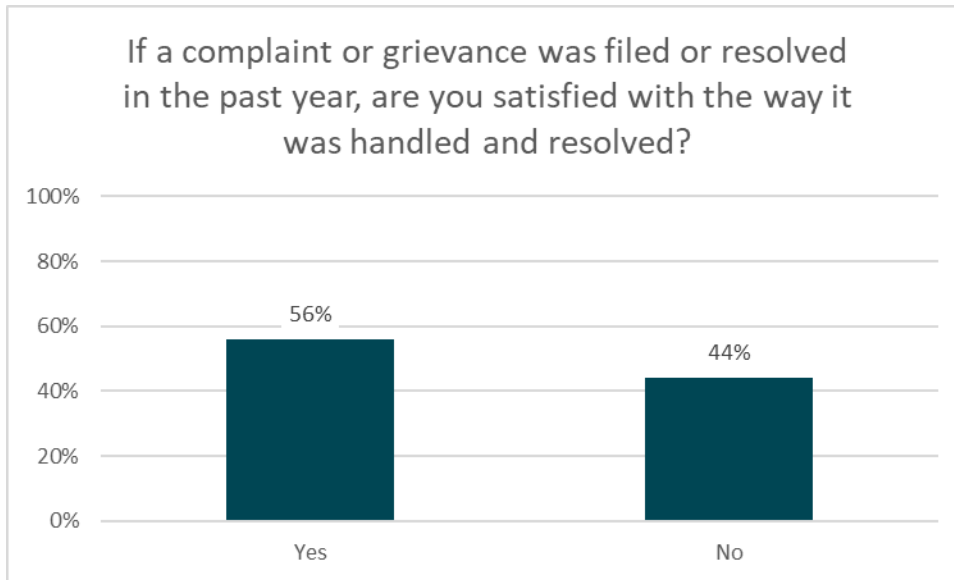
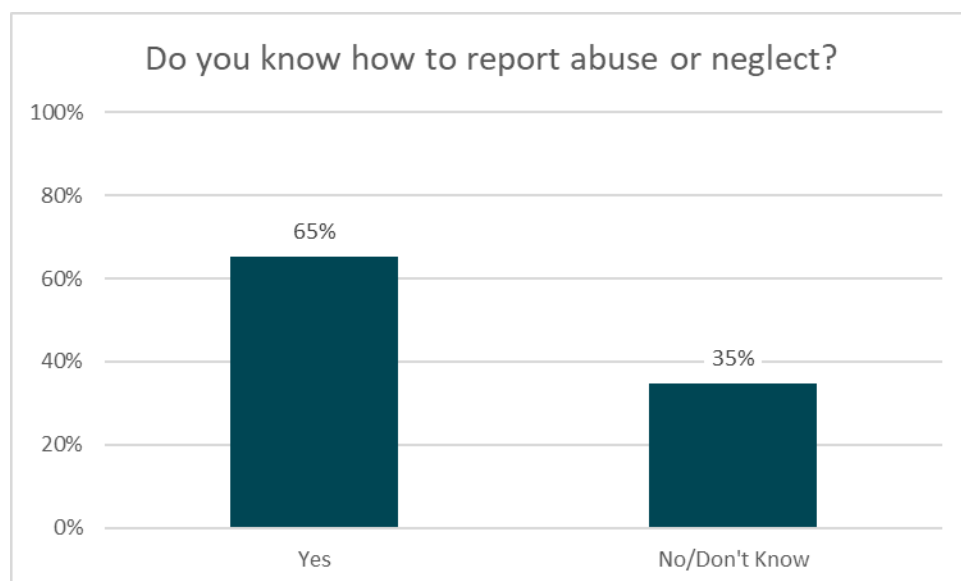


Table Q50. If a complaint or grievance was filed or resolved in the past year, are you satisfied with the way it was handled and resolved?

Regional Center	Yes	No	N
ACRC	70%	30%	79
CVRC	49%	51%	70
ELARC	59%	41%	68
FDLRC	54%	46%	48
FNRC	68%	32%	19
GGRC	33%	67%	33
HRC	60%	40%	57
IRC	58%	42%	85
KRC	66%	34%	35
NBRC	47%	53%	32
NLACRC	53%	47%	109
RCEB	50%	50%	78
RCOC	59%	41%	83
RCRC	38%	62%	21
SARC	44%	56%	84
SCLARC	51%	49%	84
SDRC	65%	35%	81
SGPRC	51%	49%	55
TCRC	53%	47%	38
VMRC	78%	22%	50
WRC	67%	33%	27
CA Average	56%	44%	1,237
NCI Average	55%	45%	1,522

Table Q51. Do you know how to report abuse or neglect?⁴

Regional Center	Yes	No/Don't Know	N
ACRC	74%	26%	817
CVRC	69%	31%	438
ELARC	73%	27%	542
FDLRC	63%	37%	410
FNRC	76%	24%	212
GGRC	55%	45%	311
HRC	63%	37%	427
IRC	71%	29%	696
KRC	72%	28%	197
NBRC	64%	36%	273
NLACRC	63%	37%	924
RCEB	54%	46%	669
RCOC	62%	38%	685
RCRC	77%	23%	142
SARC	59%	41%	753
SCLARC	59%	41%	461
SDRC	62%	38%	875
SGPRC	64%	36%	366
TCRC	68%	32%	492
VMRC	73%	27%	381
WRC	64%	36%	282
CA Average	65%	35%	10,358
NCI Average	72%	28%	14,466

⁴ Don't Know' responses were included in 'No' responses for this question.

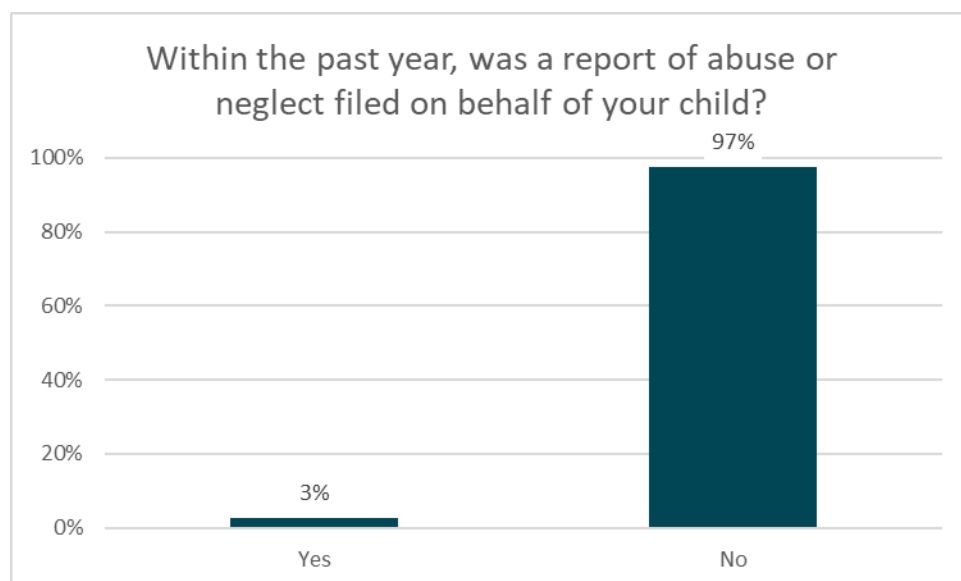


Table Q52. Within the past year, was a report of abuse or neglect filed on behalf of your child?

Regional Center	Yes	No	N
ACRC	2%	98%	787
CVRC	3%	97%	408
ELARC	3%	97%	509
FDLRC	3%	97%	389
FNRC	3%	97%	203
GGRC	2%	98%	294
HRC	2%	98%	412
IRC	2%	98%	666
KRC	4%	96%	180
NBRC	2%	98%	249
NLACRC	3%	97%	887
RCEB	2%	98%	643
RCOC	2%	98%	642
RCRC	6%	94%	137
SARC	3%	97%	704
SCLARC	4%	96%	435
SDRC	2%	98%	840
SGPRC	3%	97%	351
TCRC	2%	98%	465
VMRC	2%	98%	365
WRC	5%	95%	265
CA Average	3%	97%	9,836
NCI Average	3%	97%	13,838

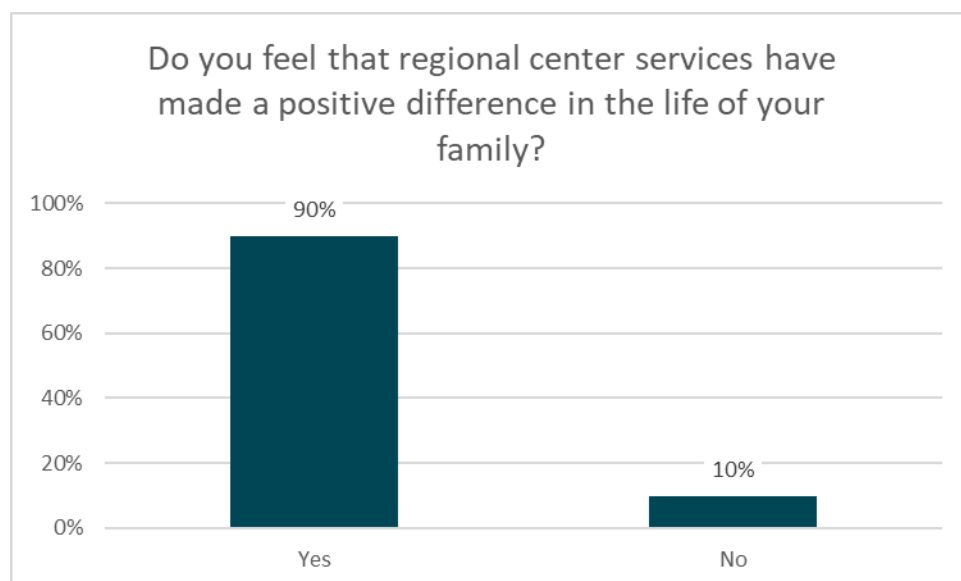


Table Q53. Do you feel that regional center services have made a positive difference in the life of your family?

CA specific question

Regional Center	Yes	No	N
ACRC	89%	11%	351
CVRC	90%	10%	185
ELARC	92%	8%	233
FDLRC	90%	10%	204
FNRC	87%	13%	99
GGRC	90%	10%	166
HRC	87%	13%	190
IRC	94%	6%	299
KRC	79%	21%	86
NBRC	89%	11%	140
NLACRC	89%	11%	409
RCEB	89%	11%	338
RCOC	92%	8%	322
RCRC	92%	8%	60
SARC	90%	10%	365
SCLARC	77%	23%	209
SDRC	93%	7%	391
SGPRC	92%	8%	164
TCRC	95%	5%	232
VMRC	89%	11%	157
WRC	97%	3%	151
CA Average	90%	10%	4,753
NCI Average	n/a	n/a	n/a

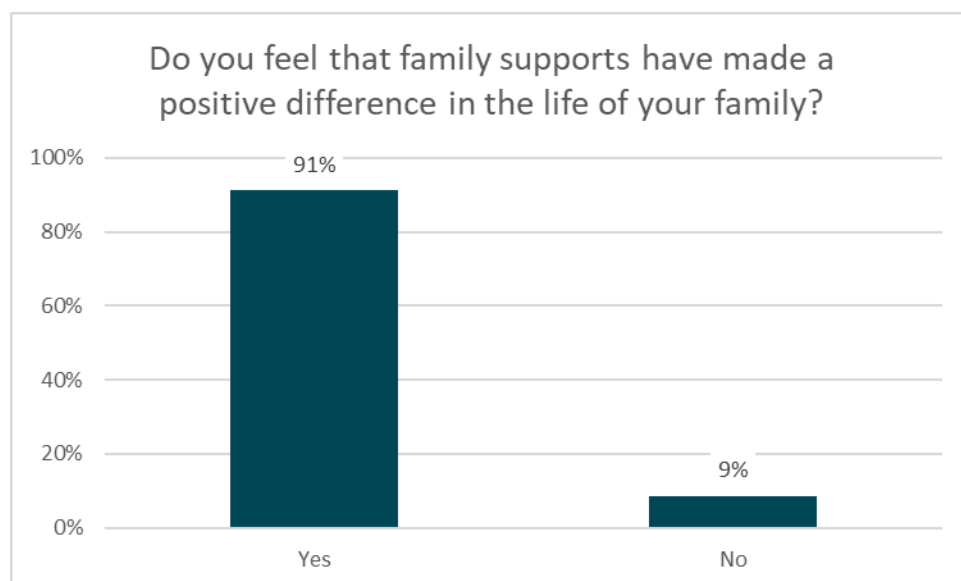


Table Q54. Do you feel that family supports have made a positive difference in the life of your family?

Regional Center	Yes	No	N
ACRC	93%	7%	715
CVRC	92%	8%	375
ELARC	92%	8%	475
FDLRC	93%	7%	338
FNRC	90%	10%	188
GGRC	91%	9%	261
HRC	86%	14%	372
IRC	93%	7%	612
KRC	86%	14%	163
NBRC	91%	9%	234
NLACRC	91%	9%	807
RCEB	90%	10%	537
RCOC	95%	5%	588
RCRC	88%	12%	129
SARC	91%	9%	638
SCLARC	80%	20%	384
SDRC	93%	7%	761
SGPRC	90%	10%	313
TCRC	96%	4%	438
VMRC	91%	9%	324
WRC	94%	6%	253
CA Average	91%	9%	8,908
NCI Average	92%	8%	12,595

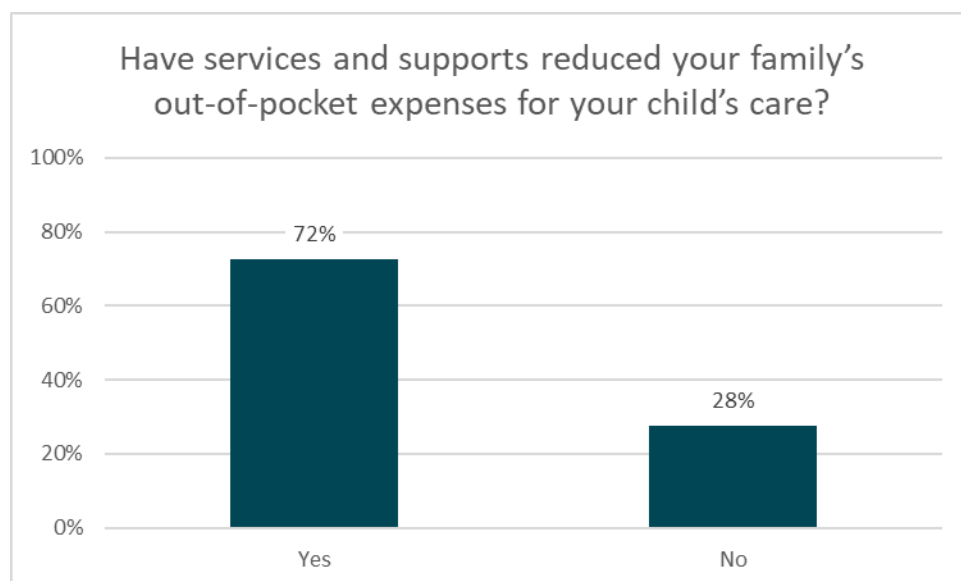


Table Q55. Have services and supports reduced your family's out-of-pocket expenses for your child's care?

Regional Center	Yes	No	N
ACRC	77%	23%	726
CVRC	67%	33%	359
ELARC	72%	28%	454
FDLRC	72%	28%	350
FNRC	71%	29%	184
GGRC	80%	20%	282
HRC	62%	38%	367
IRC	72%	28%	608
KRC	66%	34%	164
NBRC	74%	26%	244
NLACRC	71%	29%	802
RCEB	71%	29%	602
RCOC	77%	23%	608
RCRC	72%	28%	123
SARC	78%	22%	669
SCLARC	51%	49%	369
SDRC	73%	27%	766
SGPRC	74%	26%	309
TCRC	82%	18%	446
VMRC	72%	28%	310
WRC	73%	27%	253
CA Average	72%	28%	8,998
NCI Average	73%	27%	12,783

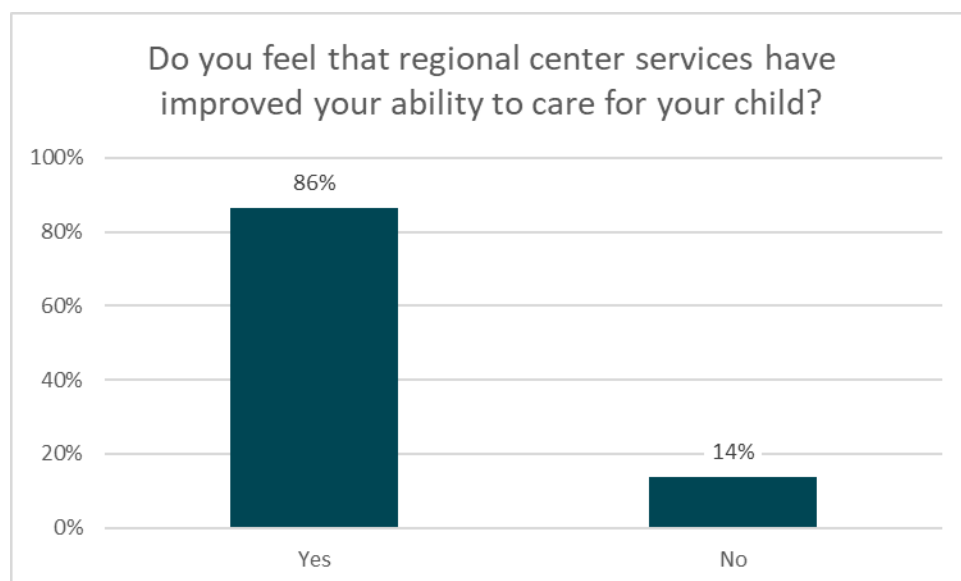


Table Q56. Do you feel that regional center services have improved your ability to care for your child?

CA specific question

Regional Center	Yes	No	N
ACRC	89%	11%	720
CVRC	85%	15%	378
ELARC	87%	13%	495
FDLRC	90%	10%	364
FNRC	82%	18%	201
GGRC	89%	11%	273
HRC	81%	19%	373
IRC	89%	11%	642
KRC	80%	20%	172
NBRC	83%	17%	259
NLACRC	87%	13%	840
RCEB	79%	21%	599
RCOC	89%	11%	621
RCRC	81%	19%	134
SARC	87%	13%	664
SCLARC	71%	29%	385
SDRC	89%	11%	802
SGPRC	87%	13%	315
TCRC	92%	8%	458
VMRC	89%	11%	346
WRC	92%	8%	261
CA Average	86%	14%	9,305
NCI Average	n/a	n/a	n/a

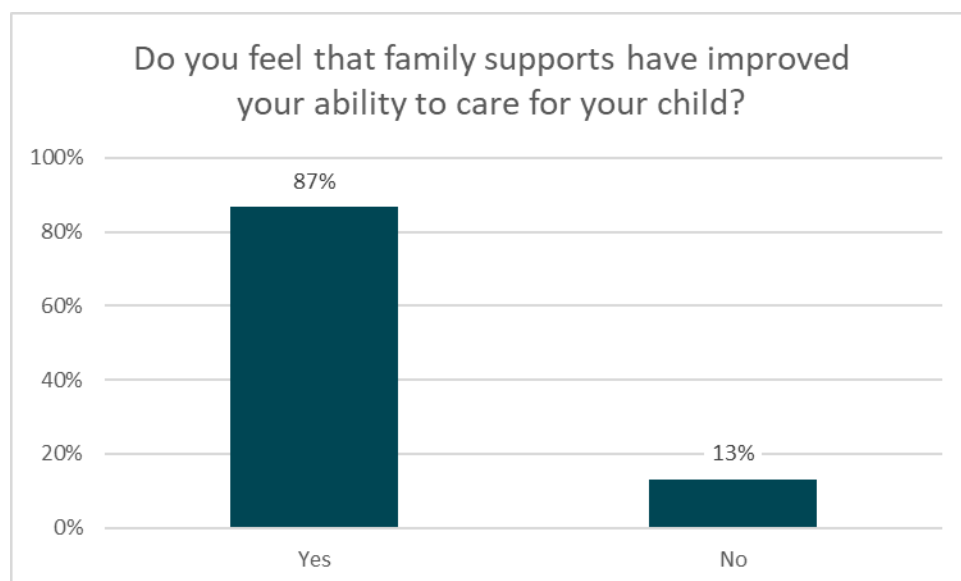


Table Q57. Do you feel that family supports have improved your ability to care for your child?

Regional Center	Yes	No	N
ACRC	88%	12%	702
CVRC	86%	14%	365
ELARC	90%	10%	471
FDLRC	89%	11%	334
FNRC	80%	20%	193
GGRC	87%	13%	264
HRC	82%	18%	353
IRC	89%	11%	592
KRC	81%	19%	159
NBRC	86%	14%	232
NLACRC	87%	13%	792
RCEB	83%	17%	527
RCOC	90%	10%	565
RCRC	82%	18%	122
SARC	87%	13%	621
SCLARC	77%	23%	387
SDRC	89%	11%	752
SGPRC	87%	13%	314
TCRC	92%	8%	425
VMRC	88%	12%	330
WRC	90%	10%	242
CA Average	87%	13%	8,744
NCI Average	87%	13%	12,485

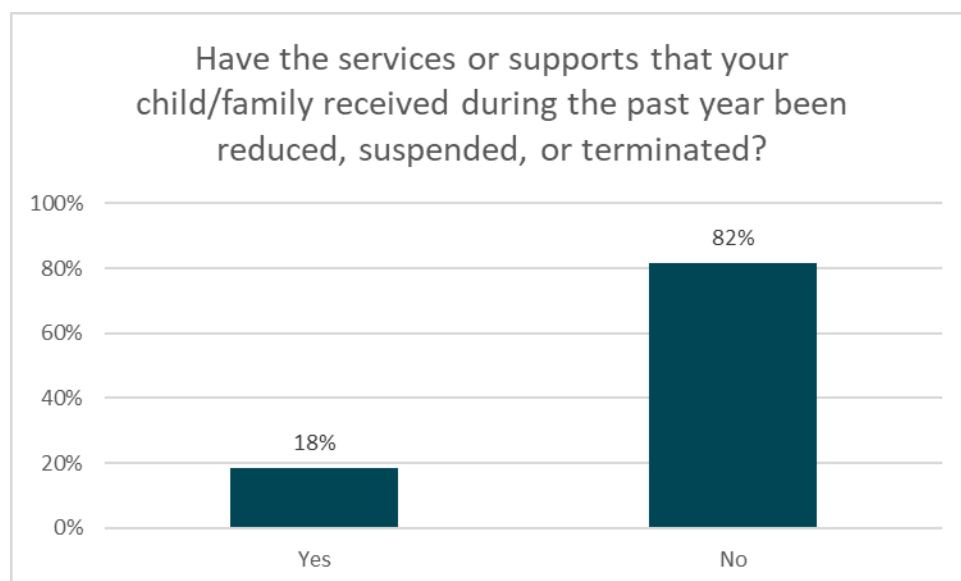


Table Q58. Have the services or supports that your child/family received during the past year been reduced, suspended, or terminated?

Regional Center	Yes	No	N
ACRC	15%	85%	739
CVRC	17%	83%	376
ELARC	27%	73%	493
FDLRC	19%	81%	358
FNRC	21%	79%	188
GGRC	12%	88%	283
HRC	16%	84%	371
IRC	16%	84%	636
KRC	20%	80%	169
NBRC	21%	79%	236
NLACRC	22%	78%	828
RCEB	20%	80%	582
RCOC	21%	79%	611
RCRC	21%	79%	124
SARC	17%	83%	672
SCLARC	17%	83%	377
SDRC	17%	83%	777
SGPRC	20%	80%	307
TCRC	18%	82%	446
VMRC	13%	87%	338
WRC	16%	84%	248
CA Average	18%	82%	9,163
NCI Average	18%	82%	12,940

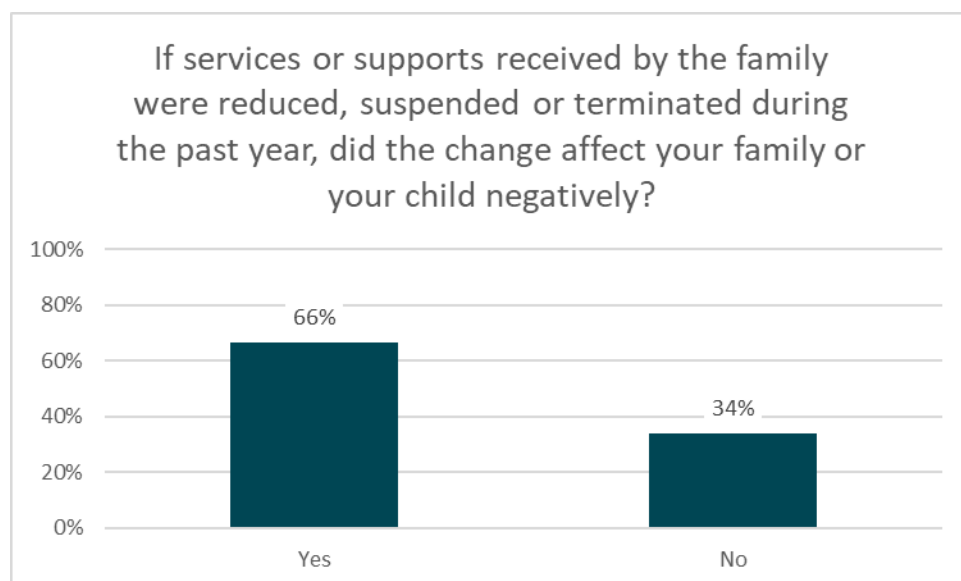


Table Q59. If services or supports received by the family were reduced, suspended or terminated during the past year, did the change affect your family or your child negatively?

Regional Center	Yes	No	N
ACRC	67%	33%	88
CVRC	55%	45%	53
ELARC	68%	32%	107
FDLRC	64%	36%	56
FNRC	53%	47%	36
GGRC	83%	17%	29
HRC	69%	31%	52
IRC	67%	33%	85
KRC	69%	31%	29
NBRC	61%	39%	44
NLACRC	56%	44%	154
RCEB	64%	36%	103
RCOC	72%	28%	116
RCRC	77%	23%	22
SARC	80%	20%	99
SCLARC	78%	22%	58
SDRC	66%	34%	116
SGPRC	63%	37%	52
TCRC	62%	38%	65
VMRC	63%	38%	32
WRC	63%	37%	30
CA Average	66%	34%	1,427
NCI Average	67%	33%	1,992

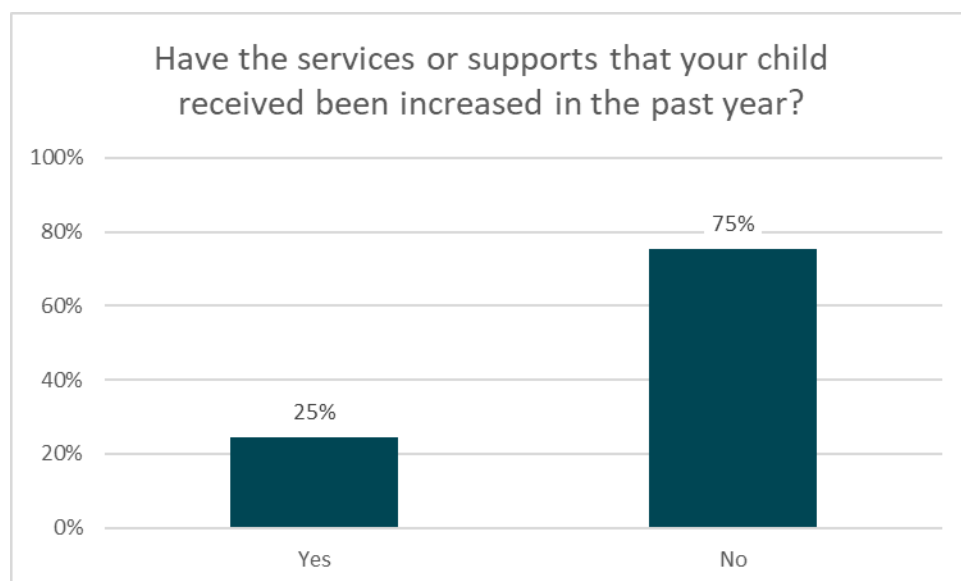


Table Q60. Have the services or supports that your child received been increased in the past year?

Regional Center	Yes	No	N
ACRC	26%	74%	729
CVRC	22%	78%	382
ELARC	25%	75%	478
FDLRC	27%	73%	360
FNRC	22%	78%	192
GGRC	28%	72%	282
HRC	26%	74%	368
IRC	33%	67%	633
KRC	27%	73%	169
NBRC	26%	74%	244
NLACRC	22%	78%	844
RCEB	21%	79%	591
RCOC	19%	81%	622
RCRC	25%	75%	122
SARC	19%	81%	684
SCLARC	30%	70%	406
SDRC	27%	73%	788
SGPRC	21%	79%	321
TCRC	26%	74%	443
VMRC	25%	75%	322
WRC	23%	77%	246
CA Average	25%	75%	9,231
NCI Average	23%	77%	12,898

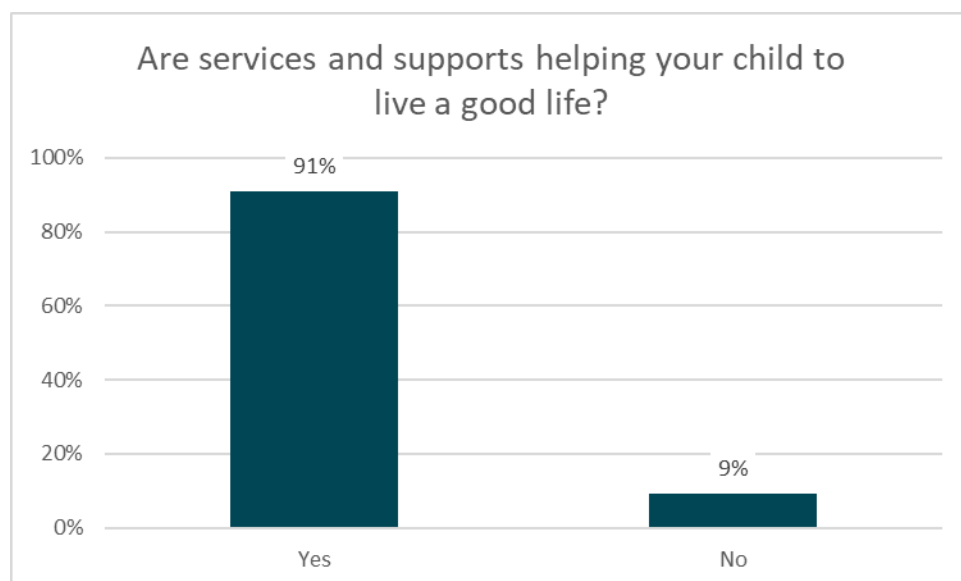


Table Q61. Are services and supports helping your child to live a good life?

Regional Center	Yes	No	N
ACRC	90%	10%	712
CVRC	92%	8%	371
ELARC	92%	8%	465
FDLRC	91%	9%	343
FNRC	87%	13%	182
GGRC	93%	7%	268
HRC	86%	14%	356
IRC	93%	7%	616
KRC	89%	11%	165
NBRC	91%	9%	237
NLACRC	92%	8%	814
RCEB	88%	12%	547
RCOC	93%	7%	618
RCRC	88%	12%	128
SARC	90%	10%	624
SCLARC	80%	20%	383
SDRC	92%	8%	777
SGPRC	92%	8%	316
TCRC	94%	6%	443
VMRC	92%	8%	322
WRC	94%	6%	252
CA Average	91%	9%	8,944
NCI Average	92%	8%	12,655

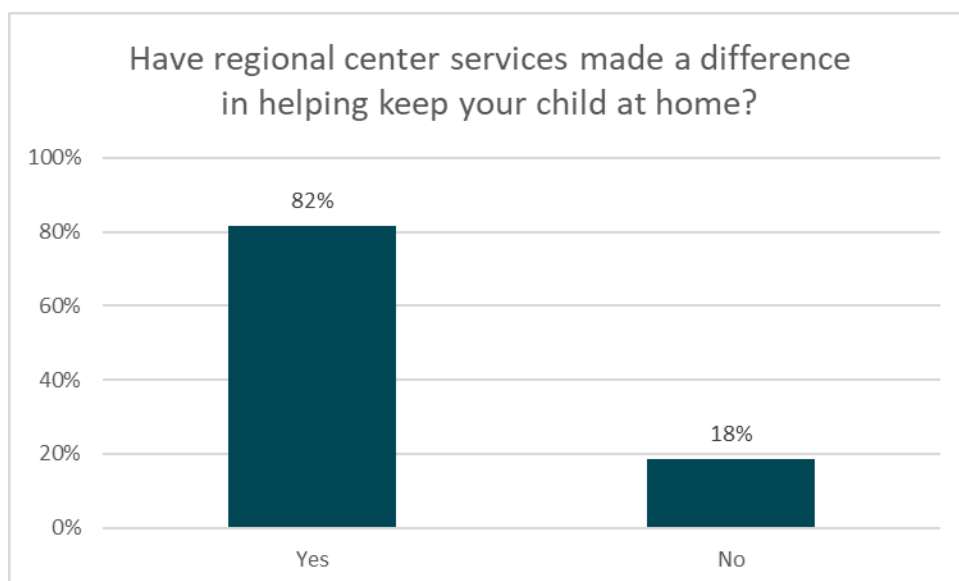


Table Q62. Have regional center services made a difference in helping keep your child at home?

CA specific question

Regional Center	Yes	No	N
ACRC	79%	21%	676
CVRC	81%	19%	368
ELARC	87%	13%	452
FDLRC	85%	15%	339
FNRC	73%	27%	181
GGRC	82%	18%	262
HRC	78%	22%	339
IRC	87%	13%	615
KRC	75%	25%	166
NBRC	81%	19%	235
NLACRC	85%	15%	790
RCEB	75%	25%	566
RCOC	85%	15%	606
RCRC	74%	26%	124
SARC	82%	18%	613
SCLARC	68%	32%	377
SDRC	84%	16%	747
SGPRC	78%	22%	307
TCRC	82%	18%	437
VMRC	82%	18%	311
WRC	85%	15%	234
CA Average	82%	18%	8,746
NCI Average	n/a	n/a	n/a

NCI History and Activities

This section briefly describes the history of the National Core Indicators and NCI surveys.

Overview of National Core Indicators

In December 1996, the National Association of State Directors of Developmental Disabilities Services (NASDDDS), in collaboration with the Human Services Research Institute (HSRI), launched the Core Indicators Project (CIP). The aim of the project was to support state developmental disabilities authorities in the development and implementation of performance and outcome indicators—and related data collection strategies—so that they could measure service delivery system performance. This effort, now called National Core Indicators (NCI), strives to provide states with valid and reliable tools to help improve system performance and better serve people with intellectual and developmental disabilities and their families. Moreover, NASDDDS' active sponsorship of NCI facilitates pooled knowledge, expertise, and resources among the states.

In 1997, 15 states convened to discuss the scope and content of a potential performance measurement framework. Directors and staff from these 15 states worked to identify the major domains and sub-domains of performance, indicators, measures, and data sources. The original 61 indicators, developed through a consensus process, were intended to provide a system-level “snapshot” of how well each state was performing. The states were guided by a set of criteria that was designed to select indicators that were:

1. Measurable
2. Related to issues the states had some ability to influence
3. Important to all individuals they served, regardless of level of disability or residential setting

During this initial phase, data collection protocols were developed and field-tested, including a face-to-face Adult In-Person Survey (for individuals age 18 and older who were receiving services) and a mail-out Adult Family Survey (for families who have an adult family member living at home). Seven states volunteered to pilot test the indicators. Eight additional states served on the Steering Committee.

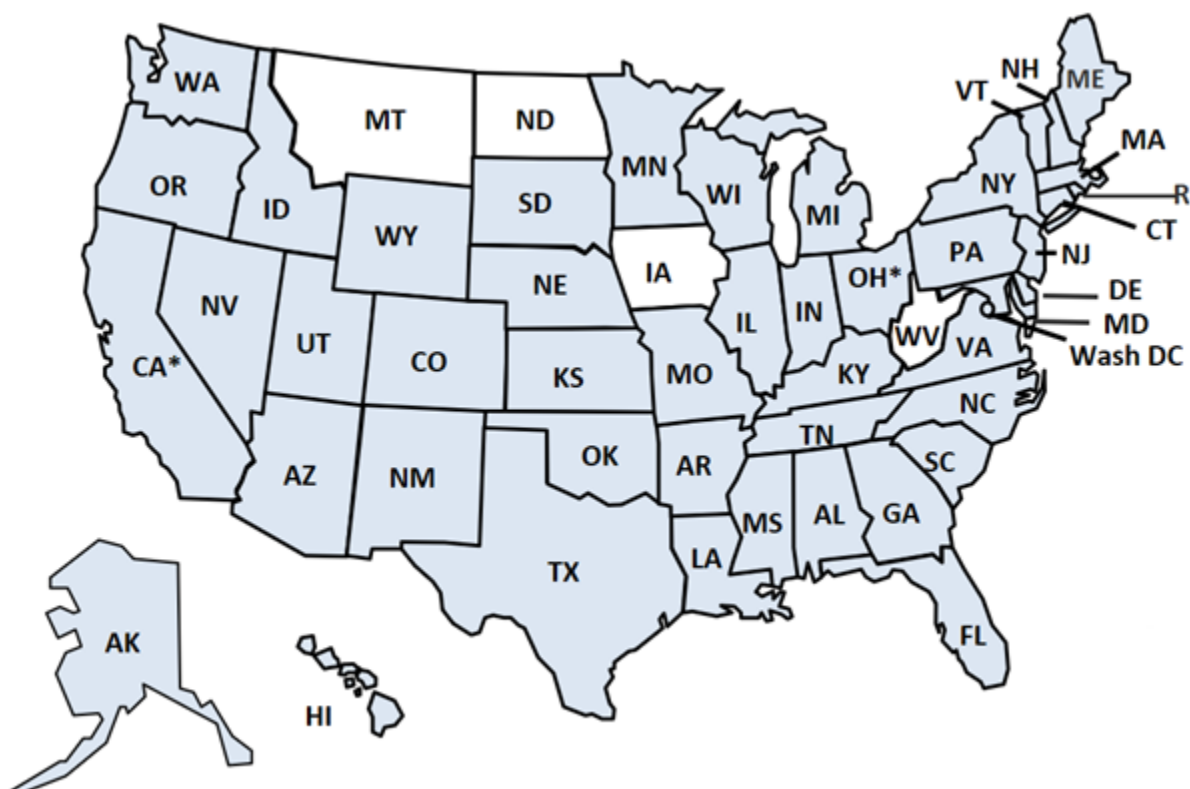
Since the initial field test, NCI has expanded its scope to include outcomes of services for children with intellectual and developmental disabilities and their families. In addition, NCI continues to develop and refine the indicators and expand state participation. For more information about NCI states, technical reports, and other resources, please visit the NCI website at

<https://www.nationalcoreindicators.org/>.

State Participation

During the 2018-19 data collection cycle, 46 states, the District of Columbia, and 22 sub-state entities participated in NCI. State participation is entirely voluntary, and the participating states are shown on the map below.

NCI State Participation 2018-19



The Core Indicators

The Core Indicators are the standard measures used across states to assess the outcomes of services provided to individuals and families. Indicators address key areas of concern, including employment, respect/rights, service planning, community inclusion, choice, and health and safety. An example of a Core Indicator would be, “The proportion of people who have a paid job in the community.” To see the complete list of Core Indicators, please visit the Indicators page on the NCI website at <https://www.nationalcoreindicators.org/indicators>.

Each survey instrument is designed to measure certain Core Indicators. While most indicators correspond to a single survey question, a few refer to clusters of related questions. For example, the indicator that measures Community Inclusion (the proportion of people who regularly

participate in everyday integrated activities in their communities) is measured by several survey questions that ask about several separate community activities.

The current set of performance indicators includes approximately 100 consumer, family, system, and health and safety outcomes—outcomes that are important to understanding the overall health of public developmental disabilities agencies. Indicators are organized across five broad domains: Individual Outcomes; Health, Welfare and Rights; Staff Stability and Competency; Family Outcomes; and System Performance. Each domain is broken down into sub-domains, as shown in the following table. Four data sources are used to assess outcomes: the Adult In-Person Survey, three Family Surveys, a Provider Survey (e.g., staff turnover), and system data from state administrative records (e.g., mortality rates).

The indicators have remained generally consistent over the last several years and thus can be used to analyze system-level trends over time. However, the NCI program is a dynamic effort that allows for measures to be added, dropped, or changed to reflect current and future priorities of participating states. States, like California may add state-specific questions to delve more deeply into specific areas.

The data collection tools used to gather indicator data are regularly refined and tested to ensure they remain valid, reliable, and applicable to current issues within the field. Details on the design and testing of this tool are provided in the next section of this report.

Sub-Domains and Concern Statements

The following table lists the sub-domains under the “Family Outcomes” domain.

Figure 2. Family Survey Sub-Domains and Concern Statements

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

How NCI Data Are Used

The Core Indicators provide information for quality management and are intended to be used in conjunction with other state data sources, such as risk management information, regional level performance data, results of provider monitoring processes, and administrative information gathered at the individual service coordination level. States typically use the indicator data to inform strategic planning, produce legislative reports, and prioritize quality improvement initiatives. Some states use NCI as a data source for supplemental performance measures in their home and community-based services (HCBS) waiver quality management systems and include the information in support of evidentiary reports to the Centers for Medicare & Medicaid Services (CMS). Many states share the indicator data with stakeholder groups such as Quality Councils and use the stakeholder feedback to help set priorities and establish policy direction. It is also important to note that states do not use the information in a punitive way to sanction service providers, nor do they use the results to remediate individual issues (unless specifically requested by the participant or required by law as in the case of suspected abuse, neglect, or mistreatment).

For more information on how to use these data for quality improvement, please see this handbook: [Using National Core Indicators for Quality Improvement Initiatives](#).⁵

⁵ Located on the National Core Indicators website: www.nationalcoreindicators.org → Resources → Technical Reports

Caution and Limitations

This report does not provide benchmarks for acceptable or unacceptable levels of performance. Rather, it is up to each state to decide whether its score or percentage is an acceptable performance level. States that fall into the “below average” tier on any scale or indicator are not necessarily underperforming; instead, this placement indicates only that the state’s scale score or indicator percentage is significantly lower than the average of all states—where “significantly” means “not due to chance.” The results tables throughout this report display regional center scores relative to one another. It is up to public managers, policy-makers, and other stakeholders to decide whether a regional center’s result relative to the CA or NCI averages suggest that changes or further investigation are necessary.

Moreover, the CA and NCI averages should not be interpreted as defining “acceptable” levels of performance or satisfaction. Instead, it represents a multi-state “norm” that describes average levels of performance or satisfaction across the participating states.

Data from previous years are not presented in this report. Comparisons of results from year to year should be made with caution: even slight changes in wording or response options of certain questions may affect comparability of results from one year to the next; regional centers in California and states draw new samples each year rather than following the same group of individuals; the mix of participating states (for the NCI Average) differs slightly each year and may affect the NCI Averages.

Methodology

This section describes the protocol used by states to select families to participate in the survey, administer the survey, and convey the resulting data for analysis. It also includes information on the statistical methods used by NCI Program staff to aggregate and analyze the data.

Sampling & Administration

States were asked to administer the Child Family Survey by selecting a random sample of at least 1,000 families who:

1. Had a child⁶ with a developmental disability living at home; and
2. Received at least one direct service or support other than service coordination.

Beginning in 2016-17, states had a choice of mailing paper surveys to families selected in their sample, sending a URL link for families to complete surveys online (referred to as “direct entry”), or a combination of both modes. Prior to that, states only had the option to mail paper surveys. A total of five states had at least a portion of surveys completed via direct entry for the 2018-19 data collection cycle.⁷

A sample size of 1,000 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 1,000 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. States with fewer than 1,000 potential respondent families were instructed to send surveys to all eligible families. With response rates lower than expected, we also included those states that submitted fewer than 400 surveys up to a margin of error of no greater than +/- 7%.⁸

California sent a Child Family Survey to all eligible participants and received over 10,000 responses.

Weighting

Statistically, the term “average” refers to a calculated central or middle value of a set of numbers. In NCI reports, we use “NCI average” to demonstrate the typical performance of all the states that conducted the survey. Prior to the 2016-17 survey cycle, the NCI average was calculated as the simple arithmetic mean of all state means (an approach known as “average of averages”). The approach has since been enhanced to consider the relative numbers of people receiving services through participating states’ systems. The NCI averages contained in this report are “weighted”

⁶ A Child Family Survey could be completed for an individual up to 22 years if still receiving “child” services.

⁷ States that used the direct entry or mail and direct entry options were: CA, CO, LA, NC, OH, OR, WA and WI.

⁸ See “Response Rates” section for information on total surveys mailed and received by states as well as each state’s margin of error.

means; their calculations reflect the relative population sizes of participating states, as well as the sample sizes.

Applying statistical weights allows a state that provides services to a larger number of people (but is represented in the data by a sample of the same size as other states) to have a higher influence on the overall NCI average—that is, the state’s contribution to the NCI average is proportional to its service population. The weights used in calculations for this report were developed using each participating state’s number of survey respondents and its total survey-eligible population.

Data Entry and Analysis

Each state entered its survey responses into the Online Data Entry Survey Application (ODESA). All raw data files were reviewed for completeness, invalid responses were eliminated, and quality checks were performed. The data files were then cleaned and merged to create the national dataset.

Data were considered invalid, and therefore excluded, based on the following two criteria:

1. The respondent indicated the child with an intellectual or developmental disability receiving services lived outside of the family home.
2. Demographic information was entered into the file but no survey questions were answered.

Statistical significance testing was conducted on each state’s “yes” or “always” response compared to the NCI average⁹; significance is shown at the .01 level and cited in tables. Demographics data and data on services received were not tested for statistically significant differences.

Response Rates

During 2018-19, 12 states administered the Child Family Survey and submitted a valid sample size for comparison—a sample that would yield a 95% confidence level with +/- 7% margin of error; their data are included in this report.¹⁰

The following table shows the number of surveys each regional center mailed, surveys returned, response rates, and the number of valid surveys accepted for inclusion in data analysis.

⁹ The NCI Average is the sum of all state averages divided by the total number of states.

¹⁰ Please refer to the methodology section in the NCI National Child Family Survey report for all states included in the NCI Average

Child Family Survey: State Response Rates ¹¹

State	Total Population	Surveys Sent	Usable Surveys	Response Rate	Margin of Error	Paper Submission	Direct Entry Submission
ACRC	5948	5948	832	14%	3.15%	719	113
CVRC	3277	3277	452	14%	4.28%	403	49
ELARC	3259	3259	554	17%	3.79%	488	66
FDLRC	2691	2691	412	15%	4.44%	348	64
FNRC	1293	1293	221	17%	6.00%	201	20
GGRC	1388	1388	327	24%	4.74%	257	70
HRC	3110	3110	441	14%	4.32%	376	65
IRC	7387	7387	713	10%	3.49%	625	88
KRC	1699	1699	201	12%	6.49%	172	29
NBRC	1437	1437	283	20%	5.22%	241	42
NLACRC	6475	6475	948	15%	2.94%	833	115
RCEB	3766	3766	693	18%	3.36%	537	156
RCOC	4158	4158	702	17%	3.38%	592	110
RCRC	828	828	143	17%	7.46%	132	11
SARC	3758	3758	771	21%	3.15%	640	131
SCLARC	3415	3415	481	14%	4.14%	448	33
SDRC	6011	6011	891	15%	3.03%	738	153
SGPRC	2569	2569	376	15%	4.67%	335	41
TCRC	3341	3341	505	15%	4.02%	411	94
VMRC	3377	3377	395	12%	4.63%	345	50
WRC	2047	2047	284	14%	5.40%	245	39
CA ¹²	71234	71234	10,630	15%	0.88%	9,091	1,539

¹¹ Please note: The family surveys are mail out surveys or completed online by respondents who choose to take part in the survey. As such, the final sample is a sample of convenience and cannot be considered representative of the entire service population in the state.

¹² California totals include five surveys from unknown regional centers