

# Family/Guardian Survey

## 2021-22 California Statewide Report

Prepared by Human Services Research Institute for the  
CALIFORNIA DEPARTMENT OF DEVELOPMENTAL SERVICES  
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## ***Message from the California Department of Developmental Services***

*Vision: The Department of Developmental Services (DDS) works to ensure Californians with developmental disabilities experience respect for their culture and language preferences, their choices, beliefs, values, needs, and goals, from a person-centered service system made up of a network of community agencies that provide high quality, outcome-based and equitable services.*

The NCI Family/Guardian Survey report was compiled by 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 individual and family satisfaction measures, as well as individual outcome data. More information about the California NCI can be found at <https://www.dds.ca.gov/rc/nci/>.

This is the fourth administration of the Family/Guardian Survey, with data collected from December 2021 through June 2022. During that time, 4,670 mail-out surveys were completed by family members and conservators of an adult with intellectual and developmental disabilities receiving at least one service beyond case management from a regional center who live in a community setting. These findings contribute to our understanding of how California's system for providing services to adults with intellectual and 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 can use the data in a similar fashion at the local level.

This report does not compare California's data to the data of other states, but it does include the NCI average across participating NCI states. This is because California's DDS service system is unique among states. Some of the things that make California's service system unique include:

1. California has a longstanding statute that ensures services and supports are provided for eligible persons with intellectual and developmental disabilities.
2. California's laws mandate intake, evaluation, and assessment within 120 days.
3. California has a broad definition of who is eligible to receive services.
4. California has mandated services, including case management, with statutory limitations on caseload size.
5. California's service obligations to the families needing services are, by law, from pre-conception to death.
6. California's regional centers are, autonomous; each center has a local board of directors to best address the unique needs of individuals served in each of the 21 regions.
7. Individuals served by regional centers or their families can call a team meeting at any time to request a change in service.

Reports like this offer DDS the opportunity to compare the results of the data across the years. System improvements will take time to identify and achieve, but this report provides valuable data and is one more tool in our continuous effort to improve services and supports to individuals with intellectual and developmental disabilities across California.

### ***Acknowledgements***

This report would not be possible if not for the 4,670 families who agreed to offer their time and discuss their lives in order to assist in improving the services of all people with intellectual/developmental disabilities in California.

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### ***List of Abbreviations Used in This Report***

FGS - Family/Guardian 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 of Developmental Disabilities

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***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

National Core Indicators—Intellectual and Developmental Disabilities (NCI-IDD) are standard measures used across states to assess the outcomes of services provided to individuals with intellectual or developmental disabilities and their families. Indicators address key areas of concern such as employment, respect and rights, service planning, community inclusion, choice, and health and safety. The data that result from NCI-IDD 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 National Core Indicators (NCI-IDD) Family/Guardian Survey is administered to families who have an adult family member (18 years or older) with an intellectual or developmental disability who lives outside of the family home and receives at least one service other than case management. Not all states that participate in NCI-IDD administer the Family/Guardian Survey on an annual basis. Of the 48 states, the District of Columbia and 22 sub-state entities that were members of NCI during the 2021-22 data collection cycle, ten states<sup>1</sup> submitted a valid sample of Family/Guardian Survey data. **Please note: the NCI-IDD averages shown throughout this report are weighted.**<sup>2</sup>

In California, the Family/Guardian Survey is administered once every two years and data are collected from all 21 regional centers. The California statewide average is comprised of these data. This report provides a summary of results based on data submitted by June 30, 2022.

***Note:** All Californians with an intellectual or developmental disability as defined by California law have both a civil right and an individual entitlement to receive services from the California Department of Developmental Services. As a result of these requirements, all eligible individuals are enrolled in California's service system, and California establishes no waiting list for services. This impacts comparability between California NCI survey results and the NCI survey results of other states.*

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<sup>1</sup> Arizona (AZ), California (CA), Delaware (DE), Georgia (GA), Indiana (IN), Minnesota (MN), New Hampshire (NH), Pennsylvania (PA), South Dakota (SD), and Washington (WA)

<sup>2</sup> For more information see "Weighting" in the Methodology section.

## *Note on the Impact of COVID-19*

The 2021-22 NCI-IDD Family Survey data collection cycle began July 1, 2021<sup>3</sup> and ended June 30, 2022; California began data collection in December 2021 and ended June 30, 2022. As COVID-19 variants continued to impact communities across the United States, states were impacted in various ways throughout the year. Because the family surveys do not collect information on the date of survey completion, these data cannot fully assess what impact the pandemic had on data collected at different times throughout the year. While these data will serve as an important baseline, and meaningful way for states to understand the overall impact of services on families of individuals being served, these data should be read with caution.

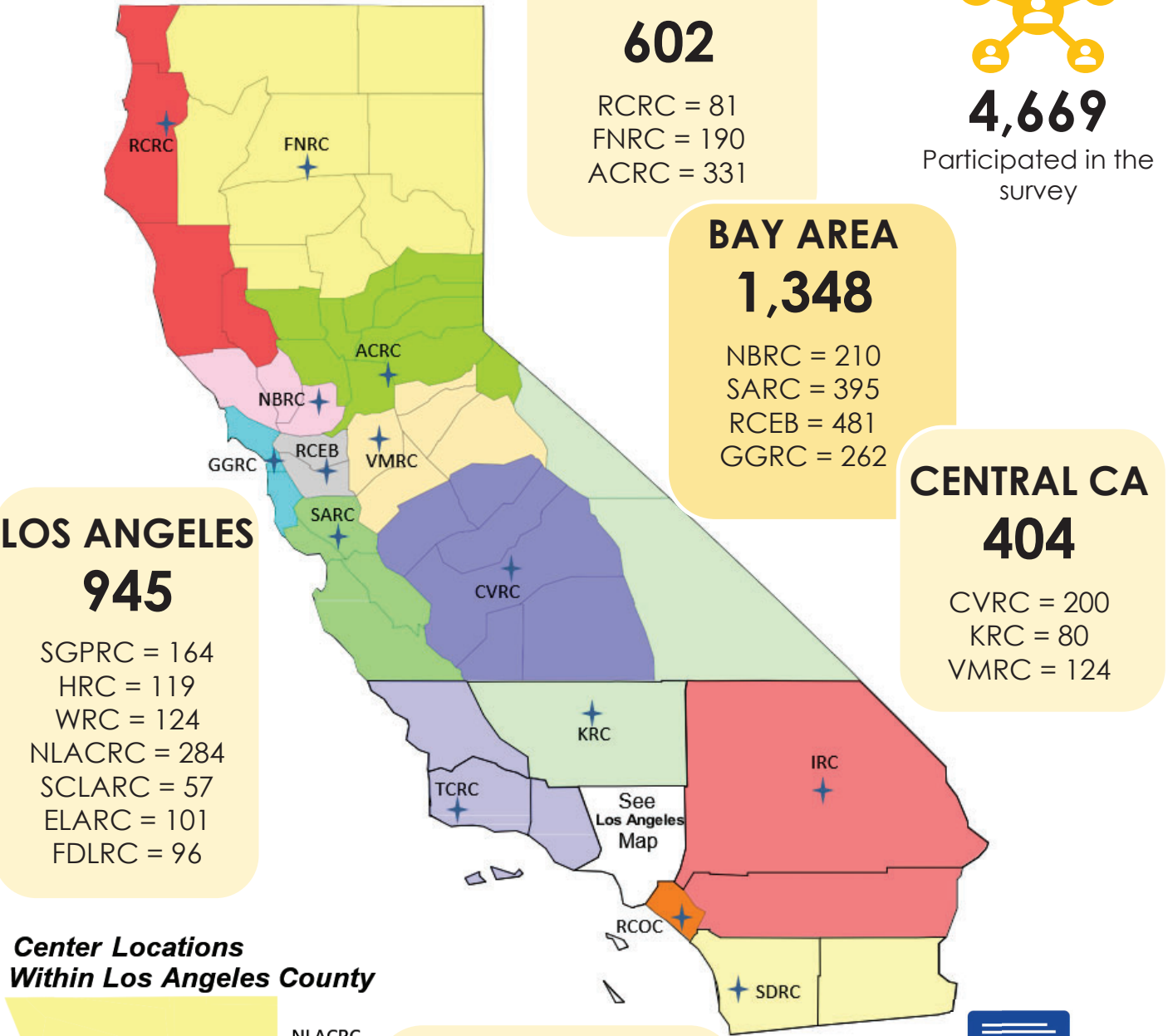
To help better understand the overall impact of COVID-19 on families, NCI-IDD added a state-optional COVID-19 Supplement to all NCI-IDD Surveys. The COVID-19 Supplement is intended to support the understanding of the experience of people with disabilities and their families at the beginning of the COVID-19 pandemic, and their interactions with services during that time. Last year's Family Survey COVID-19 Supplement can be found [here](#).

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<sup>3</sup> CA began data collection December 2021

**Respondents** of this survey are family members and conservators of individuals (18 and over) who live in a community placement setting and receive at least one service in addition to case management from the state DD service system. More NCI data findings are available at [National Core Indicators - CA Department of Developmental Services](#)

**Respondents....**



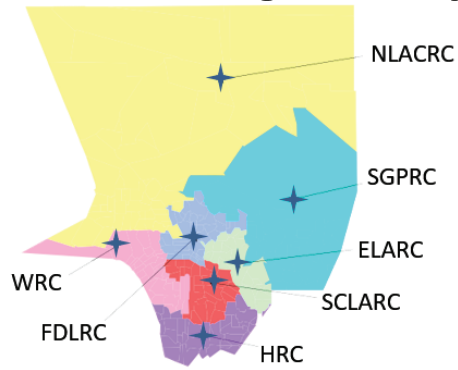
**4,669**

Participated in the survey

**CENTRAL CA**  
**404**  
CVRC = 200  
KRC = 80  
VMRC = 124

**LOS ANGELES**  
**945**  
SGPRC = 164  
HRC = 119  
WRC = 124  
NLACRC = 284  
SCLARC = 57  
ELARC = 101  
FDLRC = 96

**Center Locations Within Los Angeles County**



**SOUTHERN CA**  
**1,370**  
SDRC = 401  
TCRC = 307  
RCOC = 383  
IRC = 279

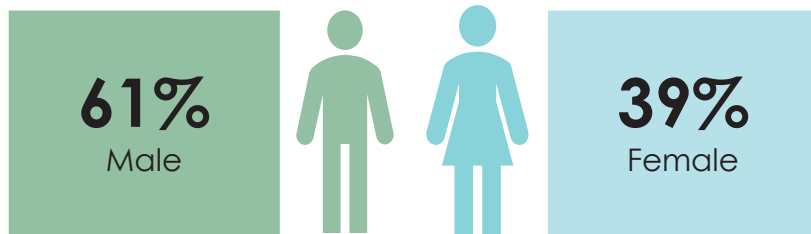


**2%** under the age of 35  
**8%** ages of 35-54  
**55%** ages of 55-74  
**35%** 75 or older

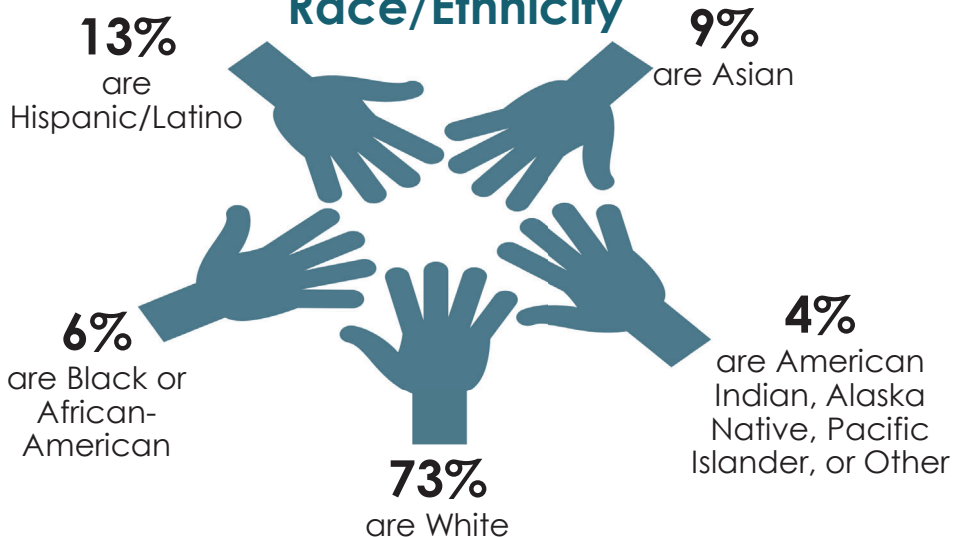
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### Individual with IDD...

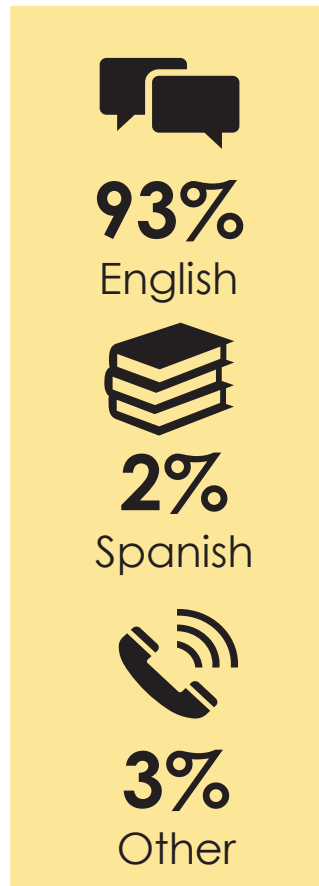
#### Gender





#### Race/Ethnicity



### Preferred Language



## Consumer and Family Member Characteristics

<b>Preferred Means of Communication</b>  	80% Spoken	<b>Relationship To Guardian</b>  	52% Family
	13% Gestures or body language		44% Not applicable – doesn't have legal/court appointed guardian
	2% Sign language or finger spelling		3% Employee or state guardianship agency
	1% Communication aid or device		
	4% Other		

Results are reported by survey respondents. Some questions allow multiple responses, so data depicted may exceed or be under 100%.

# I. Results

*This section provides regional center, California, and NCI-IDD results for demographic and survey outcomes data.*

# Presentation of Data

In addition to basic demographic questions and questions on services 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.

Demographic results are shown in table form with regional centers listed alphabetically. Outcomes are shown first with a chart depicting the CA average. The charts are followed by accessible tables showing regional center outcomes listed alphabetically.

Regional centers with fewer than 20 respondents to a question **are not** included in outcome tables; however, their data **are** included in the CA average. Twenty (20) surveys were received from unknown regional centers. Data from those surveys are included in the CA average.

**Note on NCI Averages:** The NCI-IDD averages contained in this report are “weighted” means; their calculations reflect the relative population sizes of participating states and the states’ sample sizes. See more about weighting in the Methodology section.

**Note on language used in this report:** “**You**” and “**Respondent**” refers to the person (usually a parent or guardian) filling out the survey. “**Family Member**” 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 their family member’s demographics, diagnoses, and personal characteristics.

# Demographics

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

## *Family Member*

*This section provides demographic information about the family member receiving services.*

Table 1. Residence

Regional Center	Specialized Facility for People with Intellectual Disabilities	Group Home or Agency-Operated Apartment	Independent Home or Apartment	Adult Foster Care or Host Family Home	Nursing Home	Homeless	Other	N
ACRC	11%	30%	56%	2%	1%	0%	0%	330
CVRC	20%	38%	35%	4%	2%	0%	1%	196
ELARC	30%	34%	30%	4%	2%	1%	0%	101
FDLRC	20%	45%	28%	2%	2%	1%	1%	93
FNRC	17%	34%	41%	4%	1%	1%	3%	187
GGRC	17%	49%	29%	3%	1%	0%	1%	258
HRC	19%	43%	33%	2%	2%	0%	2%	117
IRC	31%	46%	18%	3%	1%	0%	0%	275
KRC	9%	38%	42%	10%	0%	0%	1%	77
NBRC	14%	30%	50%	3%	1%	0%	1%	207
NLACRC	16%	44%	36%	3%	1%	0%	0%	276
RCEB	16%	39%	41%	2%	1%	0%	1%	473
RCOC	19%	43%	35%	1%	0%	0%	1%	381
RCRC	6%	14%	73%	1%	1%	1%	3%	79
SARC	15%	43%	39%	2%	0%	0%	1%	386
SCLARC	24%	36%	25%	7%	4%	0%	4%	55
SDRC	16%	46%	34%	2%	2%	0%	1%	393
SGPRC	30%	45%	18%	1%	3%	0%	2%	161
TCRC	13%	38%	45%	2%	2%	0%	1%	304
VMRC	16%	43%	34%	2%	2%	0%	2%	122
WRC	11%	34%	52%	2%	0%	0%	2%	120
<b>CA Average</b>	<b>17%</b>	<b>40%</b>	<b>38%</b>	<b>2%</b>	<b>1%</b>	<b>0%</b>	<b>1%</b>	<b>4,592</b>
<b>Weighted NCI Average</b>	<b>14%</b>	<b>52%</b>	<b>27%</b>	<b>4%</b>	<b>1%</b>	<b>0%</b>	<b>1%</b>	<b>7,916</b>

Table 2. Family Member’s Time Living in Current Residence

Regional Center	Less Than One Year	One to Three Years	Four to Five Years	Over Five Years	N
ACRC	7%	22%	14%	57%	326
CVRC	10%	29%	13%	48%	190
ELARC	7%	21%	11%	61%	99
FDLRC	9%	14%	7%	70%	94
FNRC	14%	24%	15%	47%	185
GGRC	6%	14%	12%	67%	258
HRC	9%	16%	11%	63%	116
IRC	9%	20%	12%	59%	273
KRC	4%	28%	10%	58%	78
NBRC	9%	24%	12%	55%	205
NLACRC	7%	16%	13%	64%	276
RCEB	5%	25%	10%	60%	461
RCOC	4%	20%	11%	65%	376
RCRC	12%	25%	14%	49%	77
SARC	6%	19%	12%	63%	389
SCLARC	13%	16%	9%	62%	55
SDRC	9%	19%	13%	59%	391
SGPRC	8%	15%	12%	65%	157
TCRC	8%	23%	13%	57%	301
VMRC	8%	18%	12%	62%	117
WRC	6%	21%	8%	65%	121
<b>CA Average</b>	<b>8%</b>	<b>21%</b>	<b>12%</b>	<b>60%</b>	<b>4,546</b>
<b>Weighted NCI Average</b>	<b>7%</b>	<b>21%</b>	<b>11%</b>	<b>61%</b>	<b>7,820</b>

Table 3. Family Member’s Residential Designation

Regional Center	Urban or Suburban	Rural (Outside of a City or Town)	N
ACRC	92%	8%	323
CVRC	90%	10%	191
ELARC	100%	0%	94
FDLRC	99%	1%	91
FNRC	82%	18%	185
GGRC	99%	1%	253
HRC	99%	1%	115
IRC	93%	7%	260
KRC	91%	9%	74
NBRC	96%	4%	203
NLACRC	99%	1%	270
RCEB	97%	3%	468
RCOC	99%	1%	364
RCRC	57%	43%	77
SARC	97%	3%	390
SCLARC	100%	0%	49
SDRC	93%	7%	386
SGPRC	98%	2%	154
TCRC	92%	8%	293
VMRC	74%	26%	115
WRC	100%	0%	117
<b>CA Average</b>	<b>94%</b>	<b>6%</b>	<b>4,473</b>
<b>Weighted NCI Average</b>	<b>87%</b>	<b>13%</b>	<b>7,755</b>

Table 4. Family Member's Age

Regional Center	Average Age	N
ACRC	43.9	323
CVRC	41.3	187
ELARC	44.1	94
FDLRC	44.9	94
FNRC	42.9	183
GGRC	43.3	250
HRC	46.0	115
IRC	45.0	266
KRC	41.5	75
NBRC	43.4	204
NLACRC	43.9	274
RCEB	42.1	458
RCOC	43.7	368
RCRC	42.1	78
SARC	41.5	384
SCLARC	44.1	54
SDRC	43.2	383
SGPRC	51.0	162
TCRC	43.9	299
VMRC	43.5	121
WRC	44.4	119
<b>CA Average</b>	<b>43.6</b>	<b>4,492</b>
<b>Weighted NCI Average</b>	<b>44.8</b>	<b>7,813</b>

Table 5. Family Member's Gender

Regional Center	Male	Female	Other	N
ACRC	61%	39%	0%	323
CVRC	63%	37%	1%	195
ELARC	64%	36%	0%	100
FDLRC	68%	32%	0%	94
FNRC	59%	40%	1%	189
GGRC	60%	40%	0%	258
HRC	54%	46%	0%	118
IRC	64%	36%	0%	271
KRC	55%	45%	0%	74
NBRC	65%	35%	0%	202
NLACRC	60%	39%	0%	279
RCEB	60%	40%	0%	469
RCOC	62%	38%	0%	372
RCRC	58%	42%	0%	79
SARC	65%	34%	0%	383
SCLARC	61%	39%	0%	56
SDRC	57%	43%	0%	391
SGPRC	58%	42%	0%	163
TCRC	61%	38%	1%	298
VMRC	61%	39%	0%	122
WRC	59%	40%	1%	122
<b>CA Average</b>	<b>61%</b>	<b>39%</b>	<b>0%</b>	<b>4,559</b>
<b>Weighted NCI Average</b>	<b>60%</b>	<b>40%</b>	<b>0%</b>	<b>7,911</b>

**Table 6. Family Member’s Race and Ethnicity**

All data are reported by the respondent based on their understanding of their family member’s demographics, diagnoses, and personal characteristics.

Regional Center	American Indian or Alaska Native	Asian	Black or African American	Pacific Islander	White	Hispanic or Latino	Other	Prefer Not to Say	N
ACRC	2%	6%	6%	0%	77%	5%	4%	3%	324
CVRC	4%	3%	5%	0%	66%	25%	3%	1%	194
ELARC	4%	20%	2%	0%	39%	41%	1%	1%	96
FDLRC	1%	13%	12%	1%	62%	18%	2%	2%	93
FNRC	3%	1%	3%	1%	89%	4%	3%	3%	185
GGRC	1%	16%	4%	0%	75%	7%	2%	1%	253
HRC	4%	17%	8%	0%	54%	20%	3%	4%	113
IRC	2%	5%	8%	1%	68%	18%	3%	1%	274
KRC	3%	8%	5%	0%	67%	19%	1%	1%	75
NBRC	1%	5%	7%	1%	81%	5%	3%	5%	199
NLACRC	1%	9%	6%	0%	70%	14%	2%	4%	278
RCEB	2%	13%	9%	0%	70%	8%	2%	3%	460
RCOC	2%	13%	1%	0%	78%	8%	2%	1%	367
RCRC	9%	1%	1%	0%	91%	5%	1%	0%	79
SARC	3%	12%	4%	0%	75%	13%	2%	2%	383
SCLARC	0%	4%	29%	0%	22%	51%	4%	0%	51
SDRC	2%	4%	4%	0%	80%	14%	2%	2%	392
SGPRC	2%	10%	9%	0%	60%	21%	1%	2%	161
TCRC	2%	5%	1%	0%	80%	14%	3%	2%	296
VMRC	3%	11%	4%	0%	75%	10%	1%	4%	119
WRC	2%	6%	16%	0%	65%	14%	3%	1%	118
<b>CA Average</b>	<b>2%</b>	<b>9%</b>	<b>6%</b>	<b>0%</b>	<b>73%</b>	<b>13%</b>	<b>2%</b>	<b>2%</b>	<b>4,511</b>
<b>Weighted NCI-IDD Average</b>	<b>2%</b>	<b>5%</b>	<b>6%</b>	<b>0%</b>	<b>80%</b>	<b>8%</b>	<b>2%</b>	<b>2%</b>	<b>2%</b>

**Table 7a. Family Member’s Disabilities**

All data are reported by the respondent based on their understanding of their family member’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	68%	26%	35%	14%	7%	7%
CVRC	73%	29%	26%	16%	6%	3%
ELARC	58%	24%	44%	15%	5%	5%
FDLRC	57%	36%	43%	12%	5%	3%
FNRC	72%	29%	32%	20%	12%	6%
GGRC	73%	20%	36%	16%	6%	2%
HRC	66%	31%	33%	14%	3%	7%
IRC	71%	28%	30%	22%	8%	6%
KRC	64%	25%	41%	11%	5%	8%
NBRC	72%	34%	41%	16%	10%	5%
NLACRC	65%	33%	38%	17%	10%	6%
RCEB	70%	26%	43%	18%	9%	5%
RCOC	71%	25%	35%	16%	7%	6%
RCRC	59%	40%	36%	13%	9%	5%
SARC	70%	24%	39%	13%	7%	5%
SCLARC	60%	35%	33%	13%	7%	4%
SDRC	67%	29%	34%	22%	8%	6%
SGPRC	71%	25%	29%	22%	11%	4%
TCRC	70%	30%	38%	16%	6%	5%
VMRC	60%	29%	32%	11%	12%	4%
WRC	62%	25%	48%	17%	3%	2%
<b>CA Average</b>	<b>68%</b>	<b>28%</b>	<b>36%</b>	<b>17%</b>	<b>8%</b>	<b>5%</b>
<b>Weighted NCI-IDD Average</b>	<b>74%</b>	<b>33%</b>	<b>34%</b>	<b>16%</b>	<b>8%</b>	<b>6%</b>

**Table 7b. Family Member’s Disabilities (continued)**

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

Regional Center	Brain Injury	Seizure Disorder or Neurological Disorder	Chemical Dependency	Down Syndrome	Prader-Willi Syndrome	Fetal Alcohol Spectrum Disorder	Other
ACRC	9%	25%	0%	9%	2%	1%	13%
CVRC	6%	25%	0%	8%	1%	1%	12%
ELARC	4%	24%	0%	7%	1%	1%	15%
FDLRC	10%	23%	0%	7%	0%	1%	8%
FNRC	11%	24%	1%	5%	3%	2%	17%
GGRC	9%	27%	0%	10%	0%	1%	10%
HRC	6%	16%	0%	7%	3%	1%	9%
IRC	9%	27%	0%	7%	1%	2%	9%
KRC	11%	21%	0%	4%	0%	1%	8%
NBRC	8%	28%	0%	8%	0%	1%	9%
NLACRC	8%	25%	0%	9%	1%	1%	11%
RCEB	6%	24%	0%	10%	0%	1%	8%
RCOC	11%	26%	0%	9%	1%	0%	10%
RCRC	18%	24%	0%	10%	1%	1%	8%
SARC	9%	30%	1%	10%	1%	1%	8%
SCLARC	2%	29%	0%	5%	0%	0%	16%
SDRC	11%	24%	0%	9%	1%	1%	14%
SGPRC	6%	25%	2%	7%	1%	0%	7%
TCRC	10%	17%	2%	8%	0%	1%	9%
VMRC	12%	24%	2%	8%	0%	1%	14%
WRC	6%	18%	0%	3%	1%	0%	11%
<b>CA Average</b>	<b>9%</b>	<b>25%</b>	<b>0%</b>	<b>8%</b>	<b>1%</b>	<b>1%</b>	<b>10%</b>
<b>Weighted NCI-IDD Average</b>	<b>9%</b>	<b>26%</b>	<b>1%</b>	<b>9%</b>	<b>1%</b>	<b>2%</b>	<b>11%</b>

**Table 8a. Family Member’s Health Conditions**

All data are reported by the respondent based on their understanding of their family member’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	5%	13%	3%	32%	19%
CVRC	9%	13%	2%	30%	26%
ELARC	4%	21%	2%	29%	20%
FDLRC	0%	15%	2%	26%	22%
FNRC	7%	17%	4%	20%	27%
GGRC	8%	13%	8%	27%	23%
HRC	5%	20%	5%	33%	28%
IRC	9%	14%	5%	23%	26%
KRC	9%	14%	7%	36%	36%
NBRC	9%	19%	4%	29%	18%
NLACRC	9%	16%	4%	24%	33%
RCEB	7%	18%	4%	30%	20%
RCOC	8%	16%	5%	25%	33%
RCRC	9%	22%	16%	38%	20%
SARC	7%	19%	5%	23%	24%
SCLARC	3%	32%	3%	32%	39%
SDRC	8%	17%	6%	26%	26%
SGPRC	9%	21%	6%	32%	28%
TCRC	8%	14%	6%	31%	36%
VMRC	13%	25%	6%	25%	32%
WRC	7%	20%	5%	25%	25%
<b>CA Average</b>	<b>8%</b>	<b>17%</b>	<b>5%</b>	<b>28%</b>	<b>26%</b>
<b>Weighted NCI-IDD Average</b>	<b>8%</b>	<b>18%</b>	<b>5%</b>	<b>28%</b>	<b>27%</b>

**Table 8b. Family Member’s Health Conditions (continued)**

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

Regional Center	Dysphagia	Pressure Ulcers	Alzheimer's Disease or Other Dementia	Oral Health or Dental Problems	Sleep Apnea
ACRC	7%	2%	1%	17%	18%
CVRC	7%	0%	2%	10%	16%
ELARC	16%	4%	2%	13%	5%
FDLRC	9%	4%	2%	9%	15%
FNRC	11%	1%	0%	23%	19%
GGRC	8%	3%	3%	9%	21%
HRC	2%	0%	0%	13%	10%
IRC	9%	3%	1%	12%	12%
KRC	5%	5%	5%	11%	11%
NBRC	14%	6%	3%	11%	21%
NLACRC	9%	3%	1%	7%	8%
RCEB	8%	2%	4%	13%	16%
RCOC	5%	1%	2%	12%	13%
RCRC	4%	2%	7%	18%	29%
SARC	6%	0%	2%	11%	23%
SCLARC	3%	3%	3%	10%	10%
SDRC	11%	4%	1%	17%	19%
SGPRC	8%	2%	0%	25%	6%
TCRC	7%	2%	2%	19%	15%
VMRC	14%	3%	4%	13%	12%
WRC	10%	0%	0%	12%	14%
<b>CA Average</b>	<b>8%</b>	<b>2%</b>	<b>2%</b>	<b>14%</b>	<b>15%</b>
<b>Weighted NCI-IDD Average</b>	<b>12%</b>	<b>2%</b>	<b>4%</b>	<b>13%</b>	<b>17%</b>

**Table 8c. Family Member’s Health Conditions (continued)**

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

Regional Center	Asthma*	Other Pulmonary Diagnosis (e.g., COPD, bronchitis, emphysema)*	Chronic Kidney Disease*	Long-term Health Problems Associated with COVID-19 (also known as Long COVID)*	Other
ACRC	16%	5%	2%	0%	25%
CVRC	16%	2%	2%	0%	30%
ELARC	5%	4%	2%	2%	16%
FDLRC	7%	6%	2%	4%	35%
FNRC	10%	6%	1%	0%	23%
GGRC	10%	1%	2%	0%	27%
HRC	10%	2%	5%	0%	33%
IRC	11%	4%	4%	2%	26%
KRC	11%	0%	0%	0%	25%
NBRC	12%	4%	4%	1%	24%
NLACRC	14%	3%	3%	1%	26%
RCEB	17%	4%	3%	1%	21%
RCOC	4%	6%	3%	2%	26%
RCRC	20%	2%	4%	0%	24%
SARC	9%	3%	4%	1%	23%
SCLARC	23%	0%	10%	3%	19%
SDRC	9%	6%	4%	1%	22%
SGPRC	8%	4%	2%	1%	18%
TCRC	6%	4%	6%	0%	30%
VMRC	17%	6%	1%	0%	22%
WRC	10%	8%	7%	0%	20%
<b>CA Average</b>	<b>11%</b>	<b>4%</b>	<b>3%</b>	<b>1%</b>	<b>25%</b>
<b>Weighted NCI-IDD Average</b>	<b>10%</b>	<b>4%</b>	<b>4%</b>	<b>1%</b>	<b>24%</b>

\*Added conditions in 2021-22

Table 9. Family Member’s Preferred Means of Communication

Regional Center	Spoken	Gestures or Body Language	Sign Language or Finger Spelling	Communication Aid or Device	Other	N
ACRC	83%	10%	2%	2%	2%	323
CVRC	83%	14%	1%	1%	1%	193
ELARC	65%	20%	2%	4%	9%	91
FDLRC	86%	9%	2%	0%	3%	92
FNRC	81%	12%	1%	2%	4%	186
GGRC	78%	15%	1%	0%	6%	248
HRC	86%	11%	1%	0%	3%	114
IRC	77%	15%	1%	1%	5%	272
KRC	74%	19%	3%	0%	4%	74
NBRC	82%	11%	1%	1%	5%	197
NLACRC	83%	9%	2%	1%	5%	277
RCEB	79%	14%	3%	1%	4%	449
RCOC	79%	15%	1%	2%	3%	365
RCRC	77%	13%	3%	4%	4%	79
SARC	83%	14%	0%	1%	2%	375
SCLARC	79%	8%	4%	0%	9%	53
SDRC	77%	12%	3%	2%	7%	390
SGPRC	77%	15%	2%	1%	6%	157
TCRC	84%	11%	2%	1%	2%	298
VMRC	82%	10%	3%	0%	6%	119
WRC	81%	11%	3%	0%	5%	114
<b>CA Average</b>	<b>80%</b>	<b>13%</b>	<b>2%</b>	<b>1%</b>	<b>4%</b>	<b>4,467</b>
<b>Weighted NCI-IDD Average</b>	<b>80%</b>	<b>13%</b>	<b>2%</b>	<b>1%</b>	<b>4%</b>	<b>7,738</b>

**Table 10a. Family Member’s Preferred Language**

The standard NCI-IDD Family/Guardian Survey responses are limited to: English, Spanish, Chinese (including Mandarin, Cantonese, and Hokkien) Tagalog (including Filipino), Vietnamese, American Sign Language (ASL), and other. California adds additional language responses to their survey tool; the NCI-IDD Average for “Other” captures the additional languages in the standard tool.

Regional Center	English	Spanish	Chinese (Including Mandarin, Cantonese, and Hokkien)	Tagalog	Vietnamese	American Sign Language (ASL)	N
ACRC	96%	0%	0%	0%	0%	2%	326
CVRC	94%	4%	0%	0%	0%	0%	193
ELARC	70%	12%	3%	2%	0%	1%	97
FDLRC	85%	4%	0%	0%	0%	0%	91
FNRC	99%	0%	0%	0%	0%	0%	185
GGRC	91%	1%	2%	0%	0%	0%	252
HRC	89%	4%	0%	1%	0%	0%	114
IRC	94%	3%	0%	0%	0%	1%	272
KRC	93%	1%	0%	0%	0%	1%	75
NBRC	99%	0%	0%	0%	0%	0%	201
NLACRC	91%	4%	0%	0%	0%	1%	279
RCEB	94%	2%	1%	0%	0%	2%	455
RCOC	94%	1%	0%	0%	1%	0%	363
RCRC	99%	0%	0%	0%	0%	0%	80
SARC	95%	2%	0%	0%	1%	0%	379
SCLARC	61%	27%	2%	0%	0%	0%	51
SDRC	92%	3%	1%	0%	0%	1%	391
SGPRC	89%	3%	2%	1%	0%	0%	157
TCRC	95%	2%	0%	0%	0%	1%	296
VMRC	95%	1%	0%	0%	0%	2%	120
WRC	92%	3%	1%	1%	0%	0%	119
<b>CA Average</b>	<b>93%</b>	<b>2%</b>	<b>1%</b>	<b>0%</b>	<b>0%</b>	<b>1%</b>	<b>4,497</b>
<b>Weighted NCI-IDD Average</b>	<b>95%</b>	<b>1%</b>	<b>0%</b>	<b>0%</b>	<b>0%</b>	<b>1%</b>	<b>7,796</b>

**Table 10b. Family Member’s Preferred Language (Continued)**

The standard NCI-IDD Family/Guardian Survey responses are limited to: English, Spanish, Chinese (including Mandarin, Cantonese, and Hokkien) Tagalog (including Filipino), Vietnamese, American Sign Language (ASL), and Other. California adds additional language responses to their survey tool; the NCI-IDD Average for “Other” captures the additional languages in the standard tool.

Regional Center	Arabic	Armenian	Farsi	Hindi	Hmong	N
ACRC	0%	0%	0%	0%	0%	326
CVRC	0%	0%	0%	0%	0%	193
ELARC	1%	0%	0%	0%	0%	97
FDLRC	0%	1%	0%	0%	0%	91
FNRC	0%	0%	0%	0%	0%	185
GGRC	0%	0%	0%	0%	0%	252
HRC	0%	0%	0%	0%	0%	114
IRC	0%	0%	0%	0%	0%	272
KRC	0%	0%	0%	0%	0%	75
NBRC	0%	0%	0%	0%	0%	201
NLACRC	0%	0%	0%	0%	0%	279
RCEB	0%	0%	0%	0%	0%	455
RCOC	0%	0%	0%	0%	0%	363
RCRC	0%	0%	0%	0%	0%	80
SARC	0%	0%	0%	0%	0%	379
SCLARC	0%	0%	0%	0%	0%	51
SDRC	0%	0%	0%	0%	0%	391
SGPRC	0%	0%	0%	0%	0%	157
TCRC	0%	0%	0%	0%	0%	296
VMRC	0%	0%	0%	0%	0%	120
WRC	0%	0%	2%	0%	0%	119
<b>CA Average</b>	<b>0%</b>	<b>0%</b>	<b>0%</b>	<b>0%</b>	<b>0%</b>	<b>4,497</b>
<b>Weighted NCI-IDD Average</b>	<b>n/a</b>	<b>n/a</b>	<b>n/a</b>	<b>n/a</b>	<b>n/a</b>	<b>7,796</b>

**Table 10c. Family Member’s Preferred Language (Continued)**

The standard NCI-IDD Family/Guardian Survey responses are limited to: English, Spanish, Chinese (including Mandarin, Cantonese, and Hokkien) Tagalog (including Filipino), Vietnamese, American Sign Language (ASL), and other. California adds additional language responses to their survey tool; the NCI-IDD Average for “Other” captures the additional languages in the standard tool.

Regional Center	Japanese	Khmer	Korean	Laotian	Russian	Other	N
ACRC	1%	0%	0%	0%	0%	1%	326
CVRC	0%	0%	0%	0%	0%	2%	193
ELARC	0%	0%	0%	0%	0%	10%	97
FDLRC	0%	0%	3%	0%	0%	7%	91
FNRC	0%	0%	0%	0%	0%	1%	185
GGRC	0%	0%	0%	0%	0%	4%	252
HRC	0%	0%	1%	0%	0%	6%	114
IRC	0%	0%	0%	0%	0%	2%	272
KRC	0%	0%	0%	0%	0%	4%	75
NBRC	0%	0%	0%	0%	0%	0%	201
NLACRC	0%	0%	0%	0%	0%	4%	279
RCEB	0%	0%	0%	0%	0%	1%	455
RCOC	0%	0%	0%	0%	0%	4%	363
RCRC	0%	0%	0%	0%	0%	1%	80
SARC	0%	0%	0%	0%	0%	1%	379
SCLARC	0%	0%	0%	0%	0%	10%	51
SDRC	0%	0%	0%	0%	0%	3%	391
SGPRC	1%	0%	0%	0%	0%	6%	157
TCRC	0%	0%	0%	0%	0%	2%	296
VMRC	0%	0%	0%	0%	0%	3%	120
WRC	0%	0%	0%	0%	0%	3%	119
<b>CA Average</b>	<b>0%</b>	<b>0%</b>	<b>0%</b>	<b>0%</b>	<b>0%</b>	<b>3%</b>	<b>4,497</b>
<b>Weighted NCI-IDD Average</b>	<b>n/a</b>	<b>n/a</b>	<b>n/a</b>	<b>n/a</b>	<b>n/a</b>	<b>2%</b>	<b>7,796</b>

**Table 11. Family Member Has Legal Court Appointed Guardian or Conservator**

All data are reported by the respondent based on their understanding of their family member’s demographics, diagnoses, and personal characteristics.

Regional Center	No Guardianship/ Conservatorship	Limited	Full	Has No Guardianship/ Conservatorship but Level Is Unknown	N
ACRC	46%	23%	27%	4%	312
CVRC	51%	17%	27%	6%	179
ELARC	34%	34%	21%	11%	85
FDLRC	38%	29%	28%	5%	82
FNRC	39%	33%	24%	3%	172
GGRC	47%	22%	26%	5%	236
HRC	45%	29%	22%	4%	106
IRC	39%	24%	30%	7%	233
KRC	41%	33%	20%	6%	66
NBRC	44%	27%	22%	7%	188
NLACRC	38%	32%	25%	5%	254
RCEB	44%	28%	23%	6%	423
RCOC	41%	33%	20%	6%	343
RCRC	61%	17%	21%	1%	76
SARC	33%	35%	25%	7%	373
SCLARC	41%	17%	30%	11%	46
SDRC	38%	31%	26%	5%	364
SGPRC	38%	30%	24%	8%	135
TCRC	47%	23%	26%	3%	273
VMRC	44%	25%	25%	6%	104
WRC	41%	34%	20%	5%	108
<b>CA Average</b>	<b>42%</b>	<b>28%</b>	<b>24%</b>	<b>6%</b>	<b>4,159</b>
<b>Weighted NCI-IDD Average</b>	<b>29%</b>	<b>21%</b>	<b>44%</b>	<b>6%</b>	<b>7,312</b>

Table 12. Guardian or Conservator Relationship to Family Member

Regional Center	Family	Friend	Regional Center Employee or Guardianship Agency	Other	N
ACRC	89%	1%	7%	4%	151
CVRC	78%	0%	16%	7%	76
ELARC	92%	0%	2%	6%	52
FDLRC	93%	0%	4%	2%	45
FNRC	96%	0%	3%	1%	98
GGRC	95%	2%	1%	3%	114
HRC	96%	0%	2%	2%	53
IRC	87%	4%	7%	2%	127
KRC	81%	0%	19%	0%	36
NBRC	92%	1%	4%	3%	97
NLACRC	97%	0%	3%	0%	150
RCEB	97%	0%	3%	1%	231
RCOC	95%	0%	5%	0%	187
RCRC	88%	0%	4%	8%	24
SARC	94%	0%	5%	1%	247
SCLARC	77%	8%	15%	0%	26
SDRC	91%	1%	4%	3%	211
SGPRC	81%	4%	11%	4%	79
TCRC	92%	1%	4%	2%	136
VMRC	88%	0%	12%	0%	52
WRC	92%	0%	5%	3%	62
<b>CA Average</b>	<b>92%</b>	<b>1%</b>	<b>5%</b>	<b>2%</b>	<b>2,255</b>
<b>Weighted NCI-IDD Average</b>	<b>88%</b>	<b>2%</b>	<b>6%</b>	<b>3%</b>	<b>4,676</b>

Table 13. Family Member’s Highest level of Education

Regional Center	Did Not Complete High School (and Not Currently Enrolled)	Currently Enrolled in High School	High School Certification	High School Diploma or GED	Vocational School or Certificate Program	Some College	College Degree or Higher	N
ACRC	29%	1%	31%	21%	3%	9%	8%	317
CVRC	37%	0%	29%	22%	3%	7%	2%	185
ELARC	50%	0%	18%	20%	3%	3%	6%	90
FDLRC	31%	0%	25%	26%	1%	5%	11%	91
FNRC	22%	0%	29%	30%	2%	10%	6%	178
GGRC	39%	1%	28%	15%	3%	11%	4%	242
HRC	31%	1%	29%	23%	5%	5%	7%	104
IRC	39%	0%	30%	22%	2%	4%	3%	249
KRC	23%	0%	21%	42%	1%	4%	8%	73
NBRC	30%	0%	30%	22%	2%	8%	6%	187
NLACRC	28%	1%	34%	20%	4%	9%	5%	266
RCEB	26%	1%	34%	22%	3%	7%	7%	430
RCOC	24%	1%	35%	21%	5%	9%	4%	350
RCRC	17%	0%	24%	40%	1%	12%	5%	75
SARC	28%	1%	36%	18%	3%	9%	6%	369
SCLARC	43%	0%	11%	30%	6%	6%	4%	47
SDRC	27%	1%	37%	22%	2%	6%	4%	364
SGPRC	52%	0%	20%	15%	3%	6%	3%	143
TCRC	27%	0%	31%	25%	2%	11%	4%	285
VMRC	30%	1%	30%	25%	3%	7%	4%	117
WRC	25%	1%	36%	17%	3%	13%	5%	110
<b>CA Average</b>	<b>30%</b>	<b>1%</b>	<b>31%</b>	<b>22%</b>	<b>3%</b>	<b>8%</b>	<b>5%</b>	<b>4,273</b>
<b>Weighted NCI-IDD Average</b>	<b>29%</b>	<b>1%</b>	<b>32%</b>	<b>27%</b>	<b>2%</b>	<b>5%</b>	<b>4%</b>	<b>7,415</b>

**Table 14. Family Member’s Support Needs for Self-Injurious, Disruptive, and/or Destructive Behaviors**

All data are reported by the respondent based on their understanding of their family member’s demographics, diagnoses, and personal characteristics.

Regional Center	No Support Needed	Some Support Needed	Extensive Support Needed	N
ACRC	42%	35%	23%	321
CVRC	44%	30%	26%	187
ELARC	23%	37%	41%	93
FDLRC	38%	33%	29%	92
FNRC	37%	34%	29%	174
GGRC	47%	35%	18%	247
HRC	41%	35%	24%	110
IRC	36%	34%	31%	258
KRC	31%	35%	34%	74
NBRC	43%	37%	20%	192
NLACRC	36%	35%	29%	269
RCEB	47%	34%	20%	441
RCOC	40%	36%	24%	355
RCRC	39%	45%	16%	75
SARC	40%	33%	27%	366
SCLARC	26%	40%	34%	50
SDRC	43%	32%	25%	373
SGPRC	36%	34%	30%	154
TCRC	39%	36%	25%	284
VMRC	43%	37%	19%	118
WRC	40%	37%	23%	114
<b>CA Average</b>	<b>40%</b>	<b>35%</b>	<b>25%</b>	<b>4,348</b>
<b>Weighted NCI-IDD Average</b>	<b>36%</b>	<b>38%</b>	<b>26%</b>	<b>7,564</b>

**Table 15. Family Member’s Level of Help Needed with Personal Care Activities (for example, bathing, dressing, eating)**

All data are reported by the respondent based on their understanding of their family member’s demographics, diagnoses, and personal characteristics.

Regional Center	No Support Needed	Some Support Needed	Extensive Support Needed	N
ACRC	37%	35%	28%	324
CVRC	31%	36%	33%	189
ELARC	22%	33%	45%	95
FDLRC	29%	36%	35%	94
FNRC	37%	34%	28%	180
GGRC	34%	31%	34%	248
HRC	32%	38%	30%	111
IRC	29%	35%	36%	266
KRC	39%	31%	31%	75
NBRC	35%	33%	32%	196
NLACRC	29%	38%	33%	273
RCEB	35%	36%	29%	448
RCOC	27%	39%	34%	362
RCRC	32%	35%	32%	77
SARC	27%	37%	36%	381
SCLARC	18%	39%	43%	51
SDRC	31%	36%	33%	384
SGPRC	22%	39%	40%	153
TCRC	35%	38%	28%	290
VMRC	41%	32%	26%	121
WRC	38%	29%	33%	116
<b>CA Average</b>	<b>32%</b>	<b>36%</b>	<b>33%</b>	<b>4,435</b>
<b>Weighted NCI-IDD Average</b>	<b>26%</b>	<b>38%</b>	<b>36%</b>	<b>7,708</b>

**Table 16. Family Member’s Need for Help with Other Daily Activities (for example, scheduling, managing money, or shopping)**

All data are reported by the respondent based on their understanding of their family member’s demographics, diagnoses, and personal characteristics.

Regional Center	No Support Needed	Some Support Needed	Extensive Support Needed	N
ACRC	4%	33%	63%	326
CVRC	6%	28%	66%	192
ELARC	3%	26%	71%	97
FDLRC	4%	36%	60%	92
FNRC	8%	31%	61%	186
GGRC	6%	34%	60%	247
HRC	10%	27%	63%	113
IRC	6%	23%	71%	269
KRC	5%	38%	57%	74
NBRC	3%	30%	67%	201
NLACRC	4%	30%	66%	280
RCEB	4%	34%	62%	456
RCOC	3%	27%	69%	365
RCRC	6%	40%	53%	77
SARC	3%	28%	70%	382
SCLARC	6%	27%	67%	52
SDRC	6%	27%	67%	386
SGPRC	4%	24%	73%	157
TCRC	4%	31%	65%	294
VMRC	5%	37%	58%	121
WRC	8%	35%	58%	118
<b>CA Average</b>	<b>5%</b>	<b>30%</b>	<b>65%</b>	<b>4,486</b>
<b>Weighted NCI-IDD Average</b>	<b>3%</b>	<b>25%</b>	<b>72%</b>	<b>7,765</b>

# Respondents

*This section provides demographic information about the respondent.*

**Table 17a. Language Usually Spoken at Home**

The standard NCI-IDD Family/Guardian Survey tool includes: English, Spanish, Chinese (including Mandarin, Cantonese, and Hokkien) Tagalog (including Filipino), Vietnamese, American Sign Language (ASL), and Other. California adds additional language categories to their survey tool; the NCI-IDD Average for “Other” captures the additional languages in the standard tool.

Regional Center	English	Spanish	Chinese (Including Mandarin, Cantonese, and Hokkien)	Tagalog	Vietnamese	American Sign Language (ASL)	N
ACRC	97%	0%	0%	0%	0%	0%	325
CVRC	90%	6%	0%	0%	0%	0%	194
ELARC	69%	14%	7%	1%	0%	1%	98
FDLRC	86%	6%	0%	1%	0%	0%	94
FNRC	99%	0%	0%	0%	0%	0%	185
GGRC	87%	2%	4%	2%	0%	0%	253
HRC	89%	4%	1%	1%	0%	0%	113
IRC	93%	4%	0%	0%	0%	0%	270
KRC	88%	5%	0%	0%	1%	3%	78
NBRC	99%	0%	0%	1%	0%	0%	198
NLACRC	87%	8%	1%	0%	0%	0%	280
RCEB	92%	3%	3%	1%	0%	0%	457
RCOC	93%	2%	1%	0%	1%	0%	367
RCRC	100%	0%	0%	0%	0%	0%	78
SARC	93%	3%	1%	0%	2%	0%	380
SCLARC	55%	30%	2%	0%	0%	0%	53
SDRC	93%	4%	1%	0%	0%	0%	388
SGPRC	86%	8%	3%	0%	0%	0%	160
TCRC	95%	2%	1%	0%	0%	0%	301
VMRC	95%	2%	0%	0%	0%	0%	121
WRC	89%	4%	0%	2%	0%	0%	119
<b>CA Average</b>	<b>92%</b>	<b>4%</b>	<b>1%</b>	<b>0%</b>	<b>0%</b>	<b>0%</b>	<b>4,513</b>
<b>Weighted NCI-IDD Average</b>	<b>95%</b>	<b>2%</b>	<b>0%</b>	<b>1%</b>	<b>0%</b>	<b>0%</b>	<b>7,803</b>

**Table 17b. Language Usually Spoken at Home (continued)**

The standard NCI-IDD Family/Guardian Survey tool includes: English, Spanish, Chinese (including Mandarin, Cantonese, and Hokkien) Tagalog (including Filipino), Vietnamese, American Sign Language (ASL), and Other. California adds additional language categories to their survey tool; the NCI-IDD Average for “Other” captures the additional languages in the standard tool.

Regional Center	Arabic	Armenian	Farsi	Hindi	Hmong	N
ACRC	0%	0%	0%	0%	0%	325
CVRC	0%	0%	0%	0%	0%	194
ELARC	0%	0%	0%	0%	0%	98
FDLRC	0%	1%	0%	0%	0%	94
FNRC	0%	0%	0%	0%	0%	185
GGRC	0%	0%	0%	0%	0%	253
HRC	0%	0%	0%	0%	0%	113
IRC	0%	0%	0%	0%	0%	270
KRC	0%	0%	0%	0%	0%	78
NBRC	0%	0%	0%	0%	0%	198
NLACRC	0%	0%	0%	0%	0%	280
RCEB	0%	0%	0%	0%	0%	457
RCOC	0%	0%	0%	0%	0%	367
RCRC	0%	0%	0%	0%	0%	78
SARC	0%	0%	0%	0%	0%	380
SCLARC	0%	0%	0%	0%	0%	53
SDRC	0%	0%	0%	0%	0%	388
SGPRC	0%	0%	0%	0%	0%	160
TCRC	0%	0%	0%	0%	0%	301
VMRC	0%	0%	0%	0%	1%	121
WRC	0%	0%	2%	0%	0%	119
<b>CA Average</b>	<b>0%</b>	<b>0%</b>	<b>0%</b>	<b>0%</b>	<b>0%</b>	<b>4,513</b>
<b>Weighted NCI-IDD Average</b>	<b>n/a</b>	<b>n/a</b>	<b>n/a</b>	<b>n/a</b>	<b>n/a</b>	<b>7,803</b>

**Table 17c. Language Usually Spoken at Home (continued)**

The standard NCI-IDD Family/Guardian Survey tool includes: English, Spanish, Chinese (including Mandarin, Cantonese, and Hokkien) Tagalog (including Filipino), Vietnamese, American Sign Language (ASL), and Other. California adds additional language categories to their survey tool; the NCI-IDD Average for “Other” captures the additional languages in the standard tool.

Regional Center	Japanese	Khmer	Korean	Laotian	Russian	Other	N
ACRC	0%	0%	0%	0%	0%	2%	325
CVRC	0%	0%	0%	0%	0%	4%	194
ELARC	0%	0%	0%	0%	0%	7%	98
FDLRC	0%	0%	2%	0%	0%	3%	94
FNRC	0%	0%	0%	0%	0%	1%	185
GGRC	0%	0%	1%	0%	1%	2%	253
HRC	1%	0%	2%	0%	0%	2%	113
IRC	0%	0%	0%	0%	0%	2%	270
KRC	1%	0%	0%	0%	0%	1%	78
NBRC	0%	0%	0%	0%	0%	0%	198
NLACRC	0%	0%	0%	0%	0%	3%	280
RCEB	0%	0%	0%	0%	0%	1%	457
RCOC	0%	0%	0%	0%	0%	4%	367
RCRC	0%	0%	0%	0%	0%	0%	78
SARC	1%	0%	0%	0%	0%	0%	380
SCLARC	0%	0%	0%	0%	0%	13%	53
SDRC	0%	0%	0%	0%	0%	2%	388
SGPRC	1%	0%	0%	0%	0%	3%	160
TCRC	0%	0%	0%	0%	0%	1%	301
VMRC	0%	0%	0%	0%	0%	2%	121
WRC	0%	0%	0%	0%	0%	3%	119
<b>CA Average</b>	<b>0%</b>	<b>0%</b>	<b>0%</b>	<b>0%</b>	<b>0%</b>	<b>2%</b>	<b>4,513</b>
<b>Weighted NCI-IDD Average</b>	<b>n/a</b>	<b>n/a</b>	<b>n/a</b>	<b>n/a</b>	<b>n/a</b>	<b>2%</b>	<b>7,803</b>

Table 18. Respondent's Age

Regional Center	Under 35	35-54	55-74	75 and Older	N
ACRC	1%	7%	60%	32%	322
CVRC	4%	12%	58%	26%	194
ELARC	4%	14%	44%	38%	98
FDLRC	1%	11%	52%	37%	93
FNRC	1%	7%	57%	35%	184
GGRC	1%	6%	55%	38%	248
HRC	5%	17%	43%	35%	113
IRC	2%	10%	50%	38%	270
KRC	3%	14%	57%	26%	77
NBRC	2%	5%	66%	28%	199
NLACRC	3%	6%	51%	40%	280
RCEB	0%	6%	57%	37%	460
RCOC	2%	7%	54%	37%	366
RCRC	4%	6%	59%	31%	78
SARC	1%	6%	58%	35%	386
SCLARC	6%	22%	53%	20%	51
SDRC	1%	10%	54%	36%	387
SGPRC	1%	9%	48%	42%	160
TCRC	1%	7%	55%	36%	297
VMRC	1%	9%	50%	40%	121
WRC	1%	10%	55%	34%	120
<b>CA Average</b>	<b>2%</b>	<b>8%</b>	<b>55%</b>	<b>35%</b>	<b>4,505</b>
<b>Weighted NCI-IDD Average</b>	<b>1%</b>	<b>11%</b>	<b>60%</b>	<b>28%</b>	<b>7,797</b>

Table 19. Respondent's Health

Regional Center	Excellent	Very Good	Good	Fair	Poor	N
ACRC	14%	40%	31%	12%	2%	321
CVRC	16%	32%	32%	14%	5%	191
ELARC	6%	28%	39%	25%	2%	96
FDLRC	16%	32%	28%	17%	6%	93
FNRC	14%	33%	36%	16%	2%	183
GGRC	17%	34%	30%	16%	3%	249
HRC	15%	34%	32%	15%	5%	110
IRC	13%	32%	31%	21%	3%	264
KRC	7%	38%	33%	18%	4%	73
NBRC	18%	31%	33%	16%	2%	197
NLACRC	12%	33%	32%	17%	6%	276
RCEB	17%	33%	33%	15%	2%	455
RCOC	17%	34%	32%	14%	4%	367
RCRC	12%	33%	36%	18%	1%	78
SARC	16%	38%	31%	12%	4%	380
SCLARC	15%	23%	40%	21%	2%	53
SDRC	17%	36%	29%	15%	3%	388
SGPRC	15%	26%	33%	21%	4%	159
TCRC	n/a	n/a	n/a	n/a	n/a	n/a
VMRC	9%	30%	36%	22%	3%	118
WRC	17%	32%	29%	20%	2%	117
<b>CA Average</b>	<b>15%</b>	<b>34%</b>	<b>32%</b>	<b>16%</b>	<b>3%</b>	<b>4463</b>
<b>Weighted NCI-IDD Average</b>	<b>15%</b>	<b>36%</b>	<b>33%</b>	<b>14%</b>	<b>3%</b>	<b>7,744</b>

Table 20. Respondent's Relationship to Family Member

Regional Center	Parent	Sibling	Spouse	Grandparent	Public Guardian	Private Guardian	Other	N
ACRC	89%	6%	0%	0%	1%	0%	4%	322
CVRC	88%	4%	0%	0%	1%	1%	6%	190
ELARC	80%	11%	0%	0%	0%	0%	10%	94
FDLRC	80%	10%	0%	0%	1%	0%	9%	92
FNRC	92%	4%	0%	1%	0%	0%	4%	184
GGRC	87%	8%	0%	0%	0%	0%	5%	251
HRC	68%	14%	0%	0%	1%	0%	17%	111
IRC	86%	7%	1%	1%	1%	0%	3%	263
KRC	88%	5%	0%	0%	0%	0%	7%	73
NBRC	87%	8%	0%	1%	1%	1%	3%	196
NLACRC	90%	5%	0%	1%	0%	1%	3%	278
RCEB	94%	4%	0%	1%	0%	0%	1%	456
RCOC	90%	5%	0%	0%	0%	0%	5%	364
RCRC	82%	4%	0%	4%	0%	0%	10%	77
SARC	93%	4%	0%	1%	0%	0%	2%	380
SCLARC	64%	21%	0%	4%	0%	0%	11%	53
SDRC	92%	4%	0%	0%	0%	2%	2%	384
SGPRC	72%	27%	0%	0%	1%	0%	1%	158
TCRC	87%	10%	0%	0%	0%	0%	3%	292
VMRC	93%	3%	0%	0%	1%	0%	3%	120
WRC	85%	11%	0%	0%	0%	0%	3%	117
<b>CA Average</b>	<b>88%</b>	<b>7%</b>	<b>0%</b>	<b>0%</b>	<b>0%</b>	<b>0%</b>	<b>4%</b>	<b>4,456</b>
<b>Weighted NCI-IDD Average</b>	<b>73%</b>	<b>16%</b>	<b>0%</b>	<b>1%</b>	<b>2%</b>	<b>1%</b>	<b>7%</b>	<b>7,745</b>

Table 21. Respondent’s Frequency of Visits with Family Member

Regional Center	Did Not Visit	1 to 3 Times	4 to 6 Times	7 to 12 Times	More Than 12 Times	N
ACRC	5%	8%	9%	12%	65%	322
CVRC	8%	12%	8%	8%	63%	189
ELARC	9%	16%	12%	8%	56%	93
FDLRC	5%	10%	12%	9%	65%	93
FNRC	9%	14%	14%	9%	54%	183
GGRC	6%	8%	7%	7%	72%	251
HRC	5%	7%	5%	8%	75%	111
IRC	14%	16%	13%	13%	45%	264
KRC	11%	14%	7%	9%	59%	76
NBRC	6%	12%	12%	9%	61%	197
NLACRC	5%	8%	11%	10%	66%	275
RCEB	6%	8%	8%	10%	67%	456
RCOC	7%	9%	7%	7%	70%	361
RCRC	4%	13%	9%	6%	68%	77
SARC	5%	10%	11%	9%	65%	380
SCLARC	13%	15%	17%	6%	49%	53
SDRC	7%	10%	7%	14%	62%	383
SGPRC	16%	16%	13%	10%	44%	158
TCRC	8%	9%	12%	11%	61%	294
VMRC	7%	18%	8%	13%	55%	120
WRC	6%	12%	4%	7%	71%	118
<b>CA Average</b>	<b>7%</b>	<b>11%</b>	<b>9%</b>	<b>10%</b>	<b>63%</b>	<b>4,455</b>
<b>Weighted NCI-IDD Average</b>	<b>6%</b>	<b>11%</b>	<b>11%</b>	<b>12%</b>	<b>61%</b>	<b>7,736</b>

Table 22. 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	2%	13%	5%	25%	55%	319
CVRC	11%	14%	3%	24%	48%	188
ELARC	20%	11%	4%	21%	43%	90
FDLRC	12%	11%	1%	20%	56%	93
FNRC	3%	17%	4%	29%	47%	180
GGRC	3%	7%	2%	17%	70%	248
HRC	5%	16%	3%	21%	56%	107
IRC	6%	18%	6%	32%	38%	261
KRC	7%	12%	7%	29%	45%	73
NBRC	2%	17%	5%	17%	60%	193
NLACRC	7%	15%	5%	20%	53%	273
RCEB	3%	9%	4%	19%	65%	452
RCOC	4%	9%	1%	23%	62%	362
RCRC	0%	19%	5%	31%	44%	77
SARC	5%	8%	3%	21%	63%	380
SCLARC	18%	16%	8%	16%	43%	51
SDRC	5%	13%	4%	24%	54%	385
SGPRC	8%	13%	5%	30%	43%	156
TCRC	2%	10%	3%	29%	56%	291
VMRC	6%	20%	3%	28%	43%	119
WRC	8%	10%	6%	17%	58%	118
<b>CA Average</b>	<b>5%</b>	<b>12%</b>	<b>4%</b>	<b>23%</b>	<b>55%</b>	<b>4,417</b>
<b>Weighted NCI-IDD Average</b>	<b>4%</b>	<b>17%</b>	<b>6%</b>	<b>22%</b>	<b>51%</b>	<b>7,669</b>

**Table 23. Total Taxable Household Income of Wage Earners in the Past Year**

Please note: Respondents did not respond if they were a public guardian/administrator, or if they represent a financial institution or guardianship agency. Does not include state/federal benefits such as SSI, SSDI etc.

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	11%	3%	5%	9%	15%	28%	29%	310
CVRC	16%	4%	4%	11%	14%	14%	36%	180
ELARC	24%	11%	8%	12%	6%	16%	24%	93
FDLRC	16%	3%	7%	6%	8%	20%	40%	89
FNRC	15%	2%	9%	17%	12%	18%	26%	173
GGRC	12%	2%	3%	8%	11%	38%	26%	238
HRC	10%	8%	6%	10%	9%	26%	31%	105
IRC	13%	6%	8%	16%	9%	19%	28%	253
KRC	11%	4%	11%	7%	14%	7%	46%	72
NBRC	10%	7%	9%	9%	15%	20%	31%	193
NLACRC	11%	3%	4%	14%	11%	24%	34%	265
RCEB	13%	4%	6%	9%	10%	26%	31%	441
RCOC	12%	4%	6%	12%	6%	23%	37%	337
RCRC	13%	11%	3%	11%	11%	20%	33%	76
SARC	11%	6%	5%	12%	10%	30%	26%	372
SCLARC	22%	6%	8%	8%	6%	8%	43%	51
SDRC	14%	6%	6%	10%	10%	21%	33%	376
SGPRC	15%	4%	4%	11%	9%	16%	41%	148
TCRC	10%	4%	6%	10%	15%	23%	31%	289
VMRC	12%	10%	6%	17%	12%	15%	28%	113
WRC	14%	2%	3%	14%	9%	23%	37%	115
<b>CA Average</b>	<b>13%</b>	<b>5%</b>	<b>6%</b>	<b>11%</b>	<b>11%</b>	<b>23%</b>	<b>32%</b>	<b>4,290</b>
<b>Weighted NCI-IDD Average</b>	<b>5%</b>	<b>6%</b>	<b>12%</b>	<b>12%</b>	<b>22%</b>	<b>11%</b>	<b>32%</b>	<b>7,386</b>

## *Services and Supports Received*

*This section provides information about the services and supports received by the family from the regional center.<sup>4</sup>*

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<sup>4</sup> Some NCI states provide services through a statewide ID/DD agency

**Table 24. Services and Supports Received from Regional Center<sup>5</sup>**

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

Regional Center	Financial Support	In-Home Support	Residential Supports	Day or Employment Supports	Transportation	Mental/behavioral health care or other treatments or therapies
ACRC	50%	57%	48%	56%	68%	39%
CVRC	61%	41%	70%	66%	71%	50%
ELARC	71%	56%	68%	61%	67%	68%
FDLRC	50%	54%	67%	44%	46%	48%
FNRC	53%	51%	54%	52%	61%	41%
GGRC	52%	44%	75%	68%	57%	43%
HRC	53%	41%	63%	70%	46%	45%
IRC	40%	34%	80%	60%	77%	52%
KRC	49%	36%	64%	50%	73%	34%
NBRC	55%	53%	57%	54%	51%	49%
NLACRC	55%	47%	66%	60%	51%	52%
RCEB	45%	47%	60%	61%	51%	36%
RCOC	52%	45%	68%	59%	63%	38%
RCRC	50%	67%	28%	51%	55%	54%
SARC	52%	50%	68%	68%	60%	43%
SCLARC	57%	37%	71%	53%	68%	51%
SDRC	53%	40%	69%	61%	56%	44%
SGPRC	53%	36%	78%	50%	71%	53%
TCRC	47%	56%	58%	61%	58%	47%
VMRC	47%	28%	70%	58%	60%	42%
WRC	51%	61%	52%	55%	42%	52%
<b>CA Average</b>	<b>51%</b>	<b>47%</b>	<b>64%</b>	<b>60%</b>	<b>60%</b>	<b>45%</b>
<b>Weighted NCI-IDD Average</b>	<b>40%</b>	<b>45%</b>	<b>59%</b>	<b>76%</b>	<b>52%</b>	<b>19%</b>

<sup>5</sup> Some NCI-IDD states provide services through a statewide ID/DD agency

**Table 25. Additional Services and Supports Received**

All data are reported by the respondent based on their understanding of their family member's demographics, diagnoses, and personal characteristics; 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	89%	23%
CVRC	90%	27%
ELARC	85%	27%
FDLRC	88%	20%
FNRC	94%	15%
GGRC	92%	33%
HRC	88%	29%
IRC	90%	18%
KRC	91%	21%
NBRC	93%	26%
NLACRC	88%	18%
RCEB	88%	24%
RCOC	94%	25%
RCRC	96%	22%
SARC	87%	27%
SCLARC	79%	21%
SDRC	91%	23%
SGPRC	87%	14%
TCRC	91%	33%
VMRC	90%	27%
WRC	84%	29%
<b>CA Average</b>	<b>90%</b>	<b>24%</b>
<b>Weighted NCI-IDD Average</b>	<b>93%</b>	<b>27%</b>

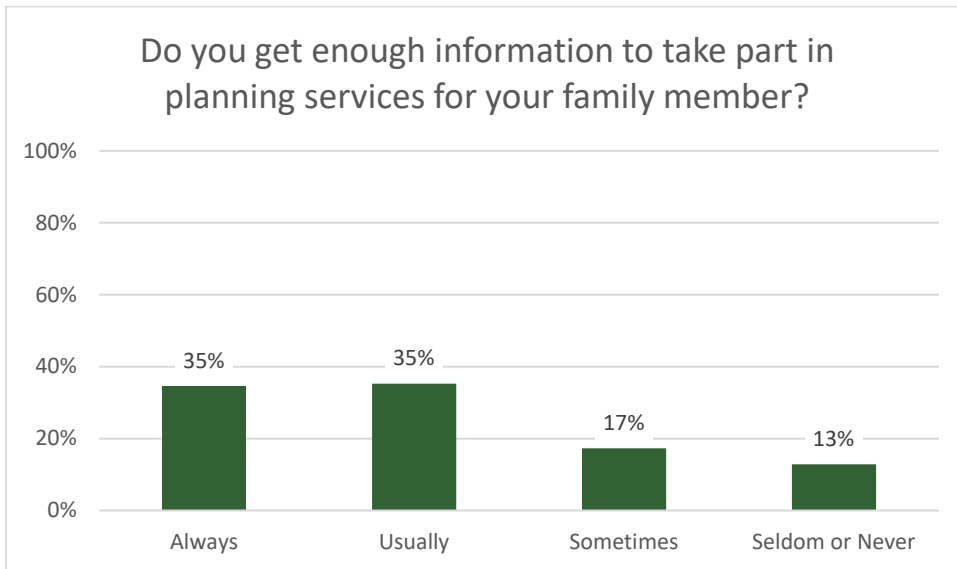
# Family/Guardian Survey Results

## *Information and Planning*

*Families have the information and support needed to take part in planning supports and services for their family member receiving services and supports from the state developmental disabilities system.*

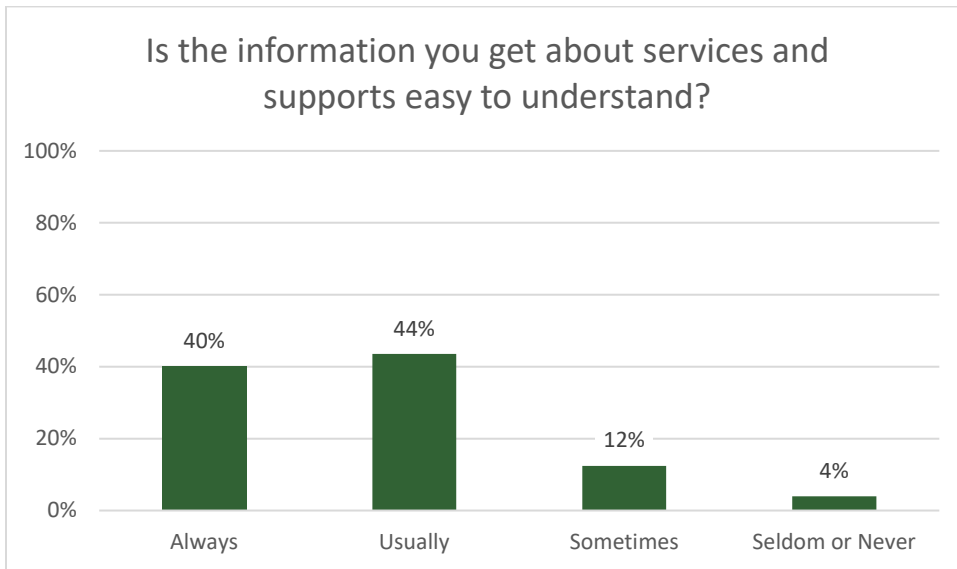
**“You”** and **“Respondent”** refers to the person (usually a parent or guardian) filling out the survey.

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



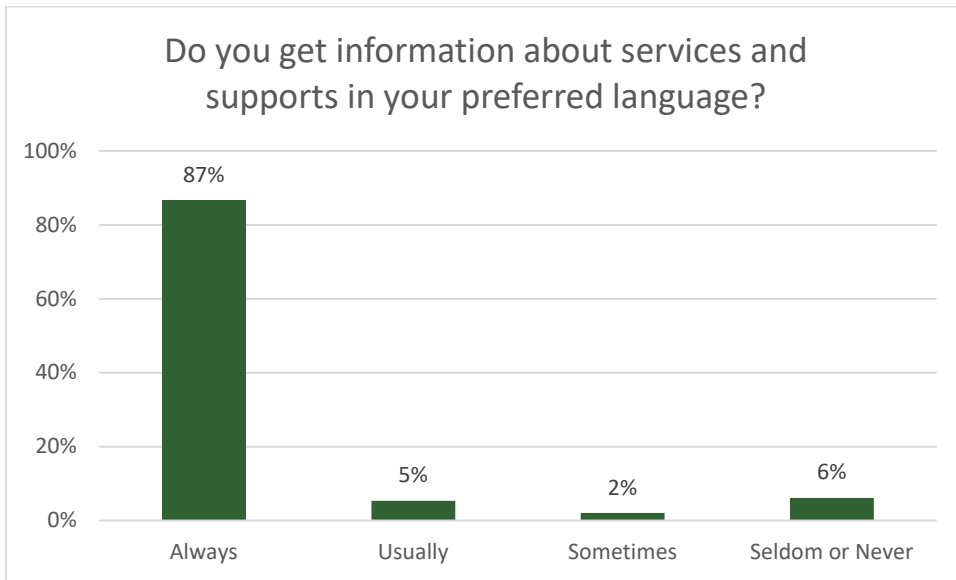
**Table 26. Do you get enough information to take part in planning services for your family member?**

Regional Center	Always	Usually	Sometimes	Seldom or Never	N
ACRC	33%	38%	17%	13%	285
CVRC	41%	29%	16%	14%	157
ELARC	48%	24%	14%	13%	91
FDLRC	30%	26%	24%	20%	76
FNRC	34%	28%	20%	18%	161
GGRC	32%	46%	10%	11%	213
HRC	48%	23%	20%	10%	92
IRC	31%	31%	18%	20%	211
KRC	27%	23%	18%	32%	62
NBRC	36%	39%	17%	8%	180
NLACRC	36%	35%	18%	11%	230
RCEB	28%	42%	20%	10%	400
RCOC	36%	37%	19%	8%	324
RCRC	27%	41%	14%	19%	64
SARC	36%	37%	15%	11%	340
SCLARC	29%	31%	24%	17%	42
SDRC	37%	34%	17%	13%	333
SGPRC	31%	25%	25%	19%	121
TCRC	37%	35%	16%	12%	264
VMRC	34%	36%	13%	16%	99
WRC	37%	39%	15%	9%	98
<b>CA Average</b>	<b>35%</b>	<b>35%</b>	<b>17%</b>	<b>13%</b>	<b>3,844</b>
<b>Weighted NCI-IDD Average</b>	<b>38%</b>	<b>37%</b>	<b>15%</b>	<b>9%</b>	<b>6,940</b>



**Table 27. Is the information you get about services and supports easy to understand?**

Regional Center	Always	Usually	Sometimes	Seldom or Never	N
ACRC	40%	45%	12%	3%	269
CVRC	50%	37%	10%	3%	149
ELARC	49%	33%	16%	2%	89
FDLRC	36%	41%	21%	3%	73
FNRC	38%	46%	11%	5%	147
GGRC	43%	46%	7%	4%	214
HRC	49%	36%	11%	4%	92
IRC	44%	39%	13%	4%	206
KRC	34%	41%	10%	14%	58
NBRC	38%	51%	9%	2%	174
NLACRC	36%	46%	15%	3%	224
RCEB	35%	49%	11%	4%	392
RCOC	40%	46%	9%	5%	322
RCRC	32%	55%	8%	6%	66
SARC	38%	42%	16%	4%	339
SCLARC	36%	30%	27%	7%	44
SDRC	43%	40%	13%	3%	329
SGPRC	40%	35%	15%	10%	131
TCRC	41%	42%	14%	3%	264
VMRC	43%	47%	8%	1%	95
WRC	38%	43%	17%	3%	101
<b>CA Average</b>	<b>40%</b>	<b>44%</b>	<b>12%</b>	<b>4%</b>	<b>3,779</b>
<b>Weighted NCI-IDD Average</b>	<b>39%</b>	<b>46%</b>	<b>11%</b>	<b>3%</b>	<b>6,868</b>



**Table 28. Do you get information about services and supports in your preferred language?**

New question in 2021-22

Regional Center	Always	Usually	Sometimes	Seldom or Never	N
ACRC	87%	4%	0%	9%	300
CVRC	91%	5%	1%	3%	157
ELARC	80%	9%	5%	5%	91
FDLRC	89%	5%	0%	6%	80
FNRC	86%	3%	2%	8%	172
GGRC	88%	6%	4%	2%	225
HRC	87%	4%	0%	9%	102
IRC	79%	6%	4%	11%	236
KRC	72%	6%	1%	21%	68
NBRC	90%	4%	2%	4%	187
NLACRC	87%	8%	1%	5%	247
RCEB	88%	5%	2%	5%	421
RCOC	91%	5%	1%	3%	334
RCRC	93%	3%	0%	4%	68
SARC	88%	5%	4%	4%	352
SCLARC	57%	20%	8%	14%	49
SDRC	87%	5%	1%	6%	348
SGPRC	79%	7%	4%	9%	141
TCRC	91%	5%	0%	4%	263
VMRC	82%	3%	2%	13%	107
WRC	87%	4%	4%	5%	112
<b>CA Average</b>	<b>87%</b>	<b>5%</b>	<b>2%</b>	<b>6%</b>	<b>4,061</b>
<b>Weighted NCI-IDD Average</b>	<b>90%</b>	<b>4%</b>	<b>1%</b>	<b>4%</b>	<b>7,256</b>

Do staff or the residential agency keep you informed about how your family member is doing?

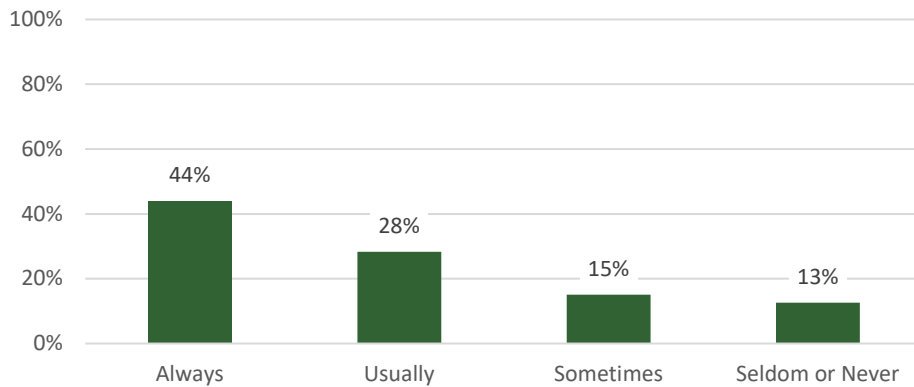
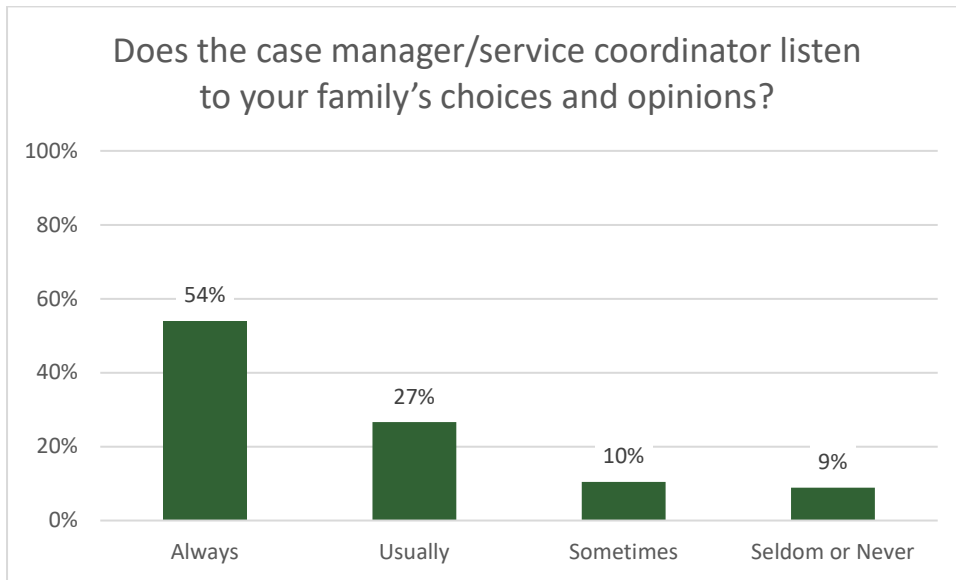


Table 29. Do staff or the residential agency keep you informed about how your family member is doing?

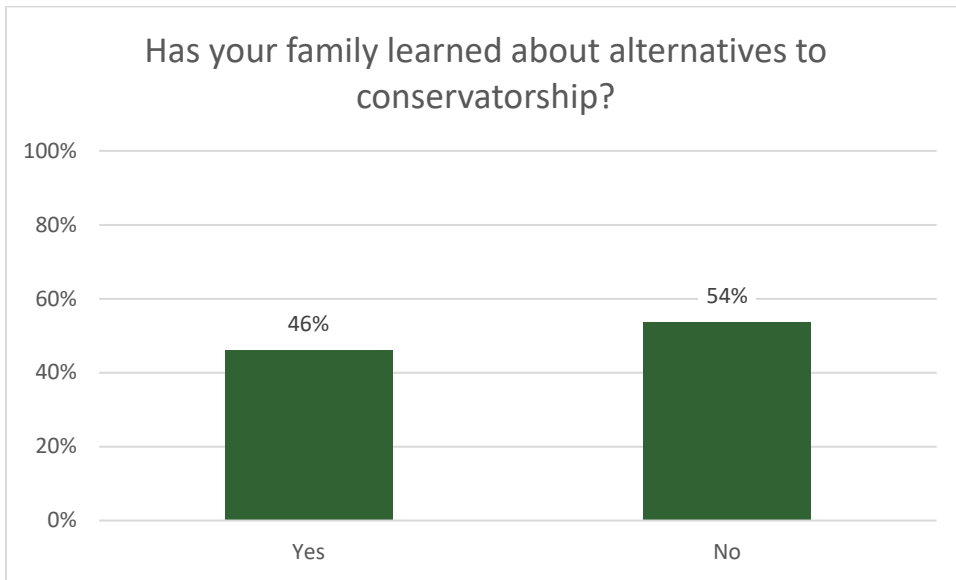
Regional Center	Always	Usually	Sometimes	Seldom or Never	N
ACRC	41%	29%	16%	14%	276
CVRC	46%	25%	17%	12%	162
ELARC	57%	19%	17%	7%	89
FDLRC	40%	25%	17%	18%	77
FNRC	37%	32%	14%	17%	156
GGRC	45%	32%	12%	11%	222
HRC	57%	18%	17%	7%	94
IRC	41%	27%	18%	14%	243
KRC	31%	25%	13%	30%	67
NBRC	43%	26%	20%	11%	185
NLACRC	46%	25%	16%	14%	256
RCEB	42%	35%	14%	9%	389
RCOC	51%	31%	10%	7%	324
RCRC	48%	24%	9%	19%	58
SARC	42%	29%	17%	13%	339
SCLARC	39%	26%	20%	15%	46
SDRC	43%	30%	13%	14%	355
SGPRC	45%	25%	17%	13%	150
TCRC	45%	25%	18%	12%	249
VMRC	42%	29%	11%	18%	103
WRC	45%	28%	14%	14%	96
<b>CA Average</b>	<b>44%</b>	<b>28%</b>	<b>15%</b>	<b>13%</b>	<b>3,937</b>
<b>Weighted NCI-IDD Average</b>	<b>46%</b>	<b>30%</b>	<b>14%</b>	<b>9%</b>	<b>7,056</b>



**Table 30. Does the case manager/service coordinator listen to your family's choices and opinions?**

Question changed in 2021-22

Regional Center	Always	Usually	Sometimes	Seldom or Never	N
ACRC	53%	28%	11%	8%	283
CVRC	58%	22%	10%	10%	158
ELARC	64%	24%	8%	4%	89
FDLRC	44%	30%	17%	9%	77
FNRC	52%	24%	11%	13%	161
GGRC	57%	29%	9%	6%	228
HRC	65%	18%	10%	7%	99
IRC	47%	28%	12%	13%	223
KRC	46%	25%	10%	19%	63
NBRC	58%	23%	10%	9%	182
NLACRC	50%	28%	12%	10%	254
RCEB	53%	30%	10%	8%	412
RCOC	58%	26%	11%	5%	333
RCRC	51%	25%	14%	11%	65
SARC	53%	30%	9%	9%	350
SCLARC	54%	24%	10%	12%	41
SDRC	55%	26%	10%	9%	345
SGPRC	47%	24%	14%	16%	140
TCRC	56%	28%	11%	6%	263
VMRC	63%	17%	8%	13%	102
WRC	57%	30%	7%	6%	102
<b>CA Average</b>	<b>54%</b>	<b>27%</b>	<b>10%</b>	<b>9%</b>	<b>3,971</b>
<b>Weighted NCI-IDD Average</b>	<b>58%</b>	<b>27%</b>	<b>9%</b>	<b>6%</b>	<b>7,104</b>



**Table 31. Has your family learned about alternatives to conservatorship?**

Regional Center	Yes	No	N
ACRC	49%	51%	256
CVRC	46%	54%	140
ELARC	66%	34%	67
FDLRC	44%	56%	63
FNRC	45%	55%	152
GGRC	51%	49%	196
HRC	49%	51%	81
IRC	45%	55%	199
KRC	49%	51%	59
NBRC	45%	55%	154
NLACRC	46%	54%	218
RCEB	37%	63%	377
RCOC	53%	47%	281
RCRC	47%	53%	55
SARC	42%	58%	300
SCLARC	55%	45%	33
SDRC	49%	51%	305
SGPRC	40%	60%	112
TCRC	41%	59%	223
VMRC	63%	37%	81
WRC	45%	55%	94
<b>CA Average</b>	<b>46%</b>	<b>54%</b>	<b>3,447</b>
<b>Weighted NCI-IDD Average</b>	<b>52%</b>	<b>48%</b>	<b>6,106</b>

Do you need help planning for your family member's future with respect to any of the following?

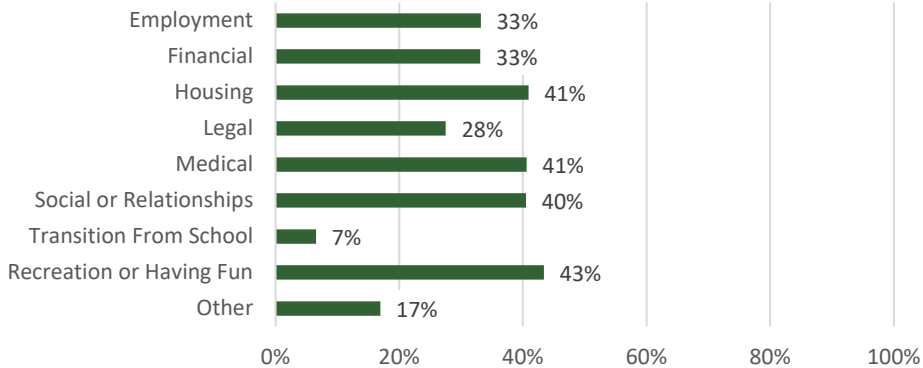
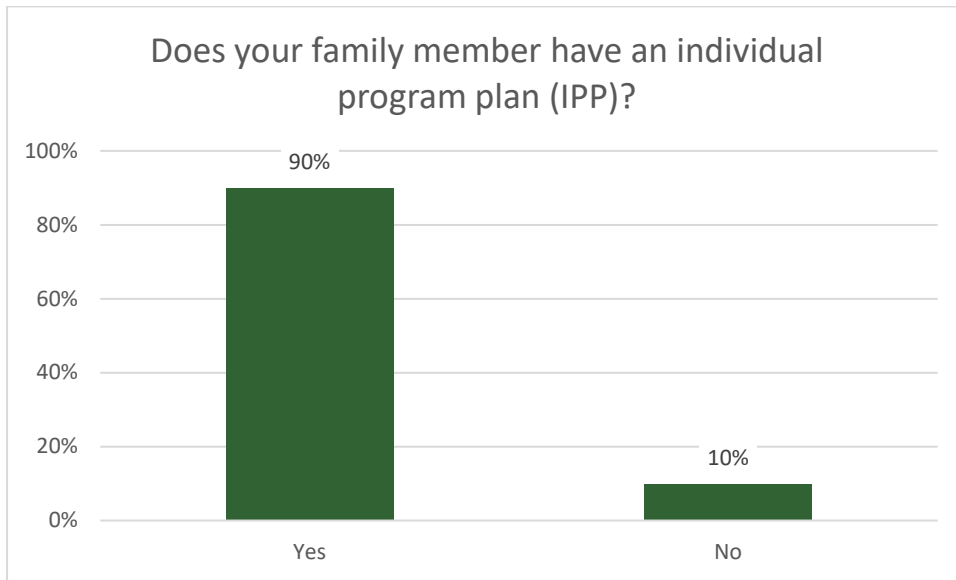


Table 32. Do you need help planning for your family member's future with respect to any of the following?

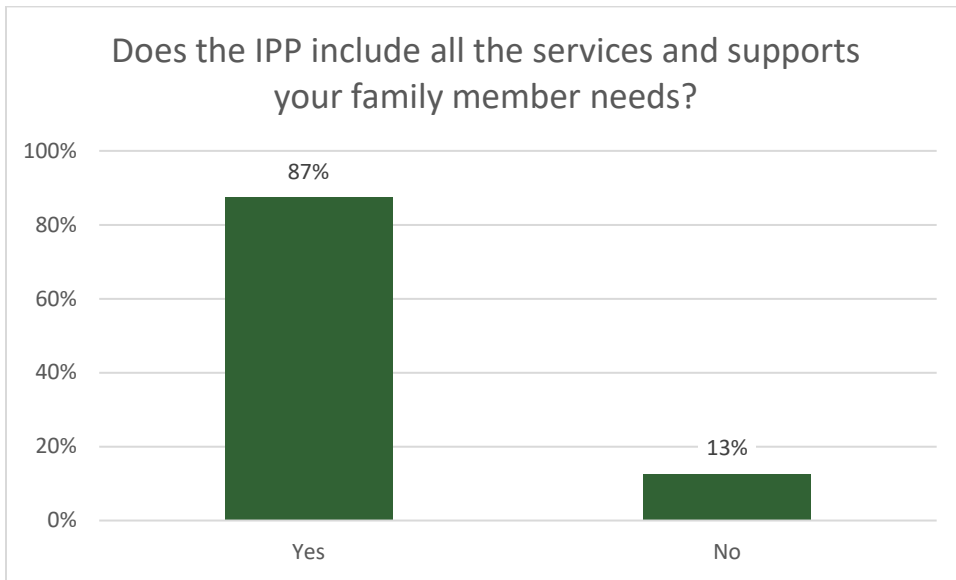
Categories are not mutually exclusive, therefore N is not shown

Regional Center	Employment	Financial	Housing	Legal	Medical	Social or Relationships	Transition From School	Recreation or Having Fun	Other
ACRC	38%	29%	41%	23%	32%	44%	6%	42%	22%
CVRC	32%	31%	38%	28%	44%	37%	7%	31%	21%
ELARC	32%	40%	45%	34%	57%	49%	8%	37%	18%
FDLRC	43%	38%	41%	29%	43%	40%	10%	41%	16%
FNRC	28%	29%	45%	28%	32%	44%	4%	43%	19%
GGRC	32%	35%	38%	31%	43%	46%	6%	49%	17%
HRC	25%	33%	46%	32%	50%	38%	11%	47%	11%
IRC	25%	36%	43%	22%	43%	38%	9%	42%	18%
KRC	22%	30%	34%	32%	42%	32%	8%	40%	18%
NBRC	33%	33%	38%	23%	35%	39%	5%	41%	15%
NLACRC	36%	35%	38%	33%	41%	36%	4%	43%	15%
RCEB	38%	32%	41%	27%	39%	43%	7%	50%	10%
RCOC	37%	31%	35%	30%	37%	37%	5%	44%	15%
RCRC	30%	40%	50%	30%	52%	48%	4%	40%	12%
SARC	34%	36%	50%	30%	45%	47%	8%	48%	16%
SCLARC	35%	26%	32%	35%	44%	41%	15%	56%	21%
SDRC	33%	30%	38%	23%	34%	39%	7%	44%	18%
SGPRC	22%	27%	34%	23%	43%	26%	4%	34%	23%
TCRC	34%	36%	40%	24%	45%	39%	4%	43%	20%
VMRC	20%	30%	42%	21%	41%	29%	5%	33%	23%
WRC	39%	43%	49%	34%	42%	50%	12%	45%	14%
<b>CA Average</b>	<b>33%</b>	<b>33%</b>	<b>41%</b>	<b>28%</b>	<b>41%</b>	<b>40%</b>	<b>7%</b>	<b>43%</b>	<b>17%</b>
<b>Weighted NCI-IDD Average</b>	<b>31%</b>	<b>32%</b>	<b>39%</b>	<b>28%</b>	<b>40%</b>	<b>38%</b>	<b>5%</b>	<b>43%</b>	<b>17%</b>



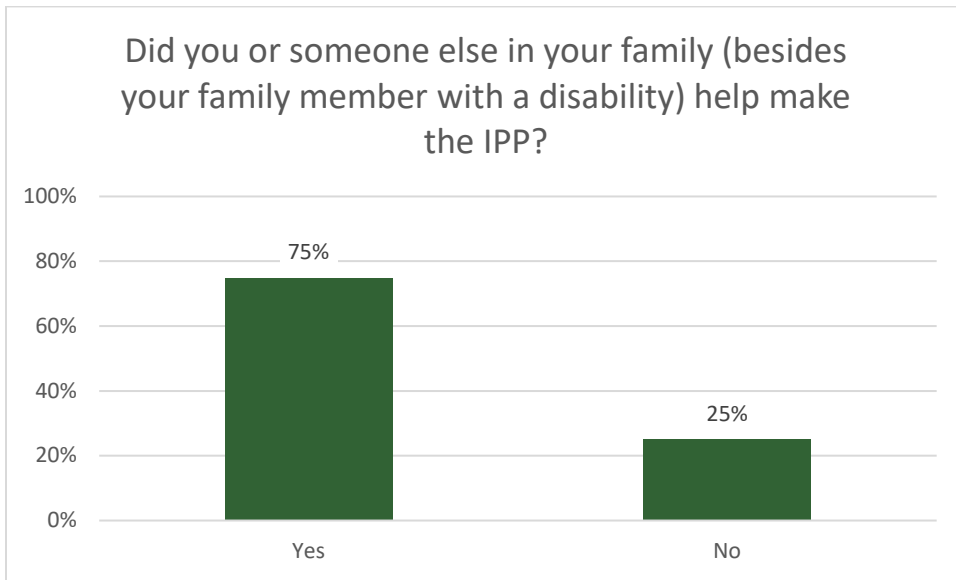
**Table 33. Does your family member have an individual program plan (IPP)?**

Regional Center	Yes	No	N
ACRC	93%	7%	261
CVRC	90%	10%	139
ELARC	96%	4%	74
FDLRC	86%	14%	69
FNRC	92%	8%	140
GGRC	94%	6%	210
HRC	79%	21%	90
IRC	84%	16%	174
KRC	78%	22%	58
NBRC	89%	11%	160
NLACRC	89%	11%	222
RCEB	89%	11%	361
RCOC	93%	7%	292
RCRC	90%	10%	60
SARC	95%	5%	317
SCLARC	77%	23%	31
SDRC	92%	8%	318
SGPRC	77%	23%	109
TCRC	90%	10%	240
VMRC	94%	6%	100
WRC	86%	14%	92
<b>CA Average</b>	<b>90%</b>	<b>10%</b>	<b>3,517</b>
<b>Weighted NCI-IDD Average</b>	<b>90%</b>	<b>10%</b>	<b>6,197</b>



**Table 34. Does the IPP include all the services and supports your family member needs?**

Regional Center	Yes	No	N
ACRC	89%	11%	201
CVRC	92%	8%	106
ELARC	93%	7%	59
FDLRC	90%	10%	52
FNRC	86%	14%	111
GGRC	85%	15%	175
HRC	83%	17%	60
IRC	90%	10%	124
KRC	89%	11%	38
NBRC	88%	12%	124
NLACRC	87%	13%	171
RCEB	83%	17%	278
RCOC	91%	9%	238
RCRC	84%	16%	45
SARC	82%	18%	257
SCLARC	86%	14%	22
SDRC	88%	12%	251
SGPRC	84%	16%	74
TCRC	89%	11%	180
VMRC	96%	4%	82
WRC	92%	8%	64
<b>CA Average</b>	<b>87%</b>	<b>13%</b>	<b>2,712</b>
<b>Weighted NCI-IDD Average</b>	<b>90%</b>	<b>10%</b>	<b>4,896</b>



**Table 35. Did you or someone else in your family (besides your family member with a disability) help make the IPP?**

Regional Center	Yes	No	N
ACRC	73%	27%	223
CVRC	78%	22%	117
ELARC	77%	23%	62
FDLRC	75%	25%	55
FNRC	68%	32%	118
GGRC	75%	25%	188
HRC	74%	26%	62
IRC	68%	32%	131
KRC	66%	34%	41
NBRC	82%	18%	128
NLACRC	79%	21%	185
RCEB	77%	23%	309
RCOC	74%	26%	250
RCRC	67%	33%	52
SARC	79%	21%	287
SCLARC	77%	23%	22
SDRC	75%	25%	279
SGPRC	58%	43%	80
TCRC	79%	21%	194
VMRC	69%	31%	90
WRC	79%	21%	71
<b>CA Average</b>	<b>75%</b>	<b>25%</b>	<b>2,944</b>
<b>Weighted NCI-IDD Average</b>	<b>78%</b>	<b>22%</b>	<b>5,204</b>

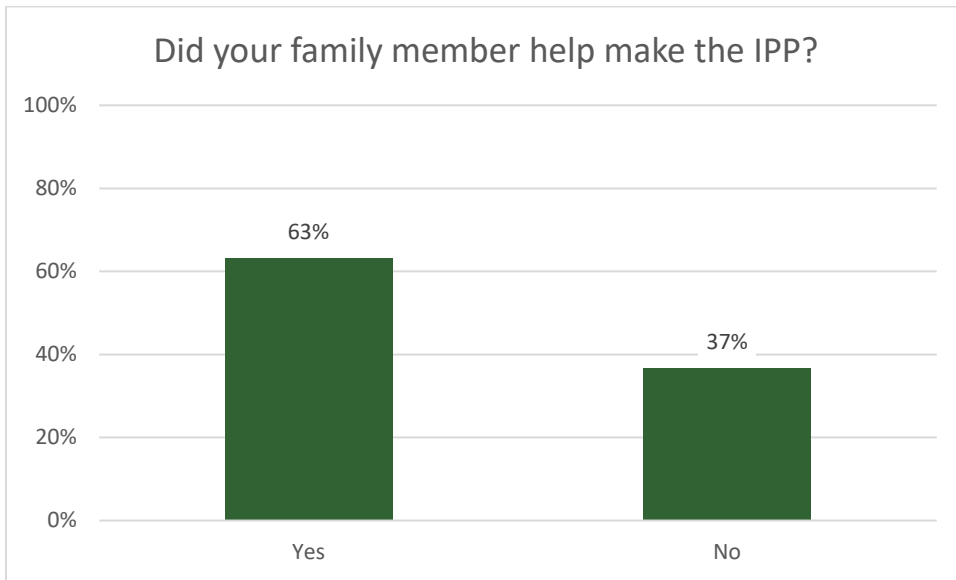
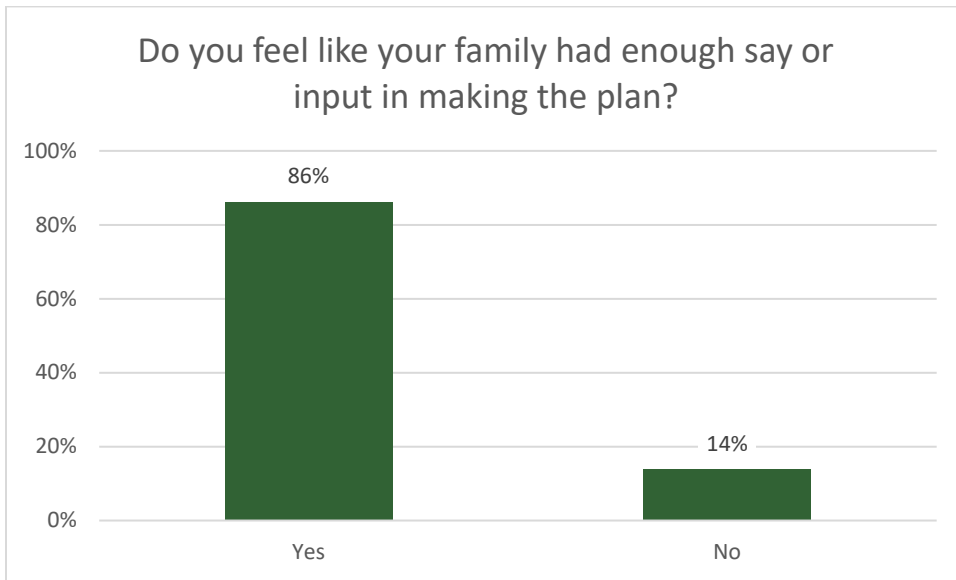


Table 36. Did your family member help make the IPP?

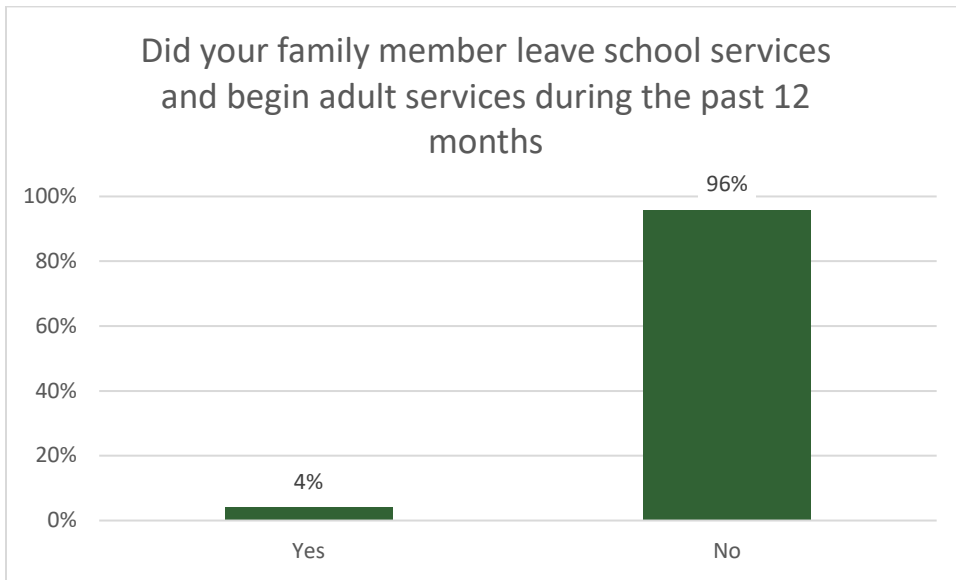
Regional Center	Yes	No	N
ACRC	74%	26%	213
CVRC	66%	34%	109
ELARC	57%	43%	63
FDLRC	58%	42%	57
FNRC	68%	32%	106
GGRC	63%	37%	178
HRC	67%	33%	63
IRC	53%	47%	127
KRC	55%	45%	40
NBRC	68%	32%	125
NLACRC	65%	35%	181
RCEB	64%	36%	293
RCOC	61%	39%	247
RCRC	73%	27%	44
SARC	57%	43%	273
SCLARC	41%	59%	22
SDRC	61%	39%	268
SGPRC	42%	58%	74
TCRC	73%	27%	194
VMRC	67%	33%	82
WRC	67%	33%	70
<b>CA Average</b>	<b>63%</b>	<b>37%</b>	<b>2,829</b>
<b>Weighted NCI-IDD Average</b>	<b>63%</b>	<b>37%</b>	<b>5,030</b>



**Table 37. Do you feel like your family had enough say or input in making the plan?**

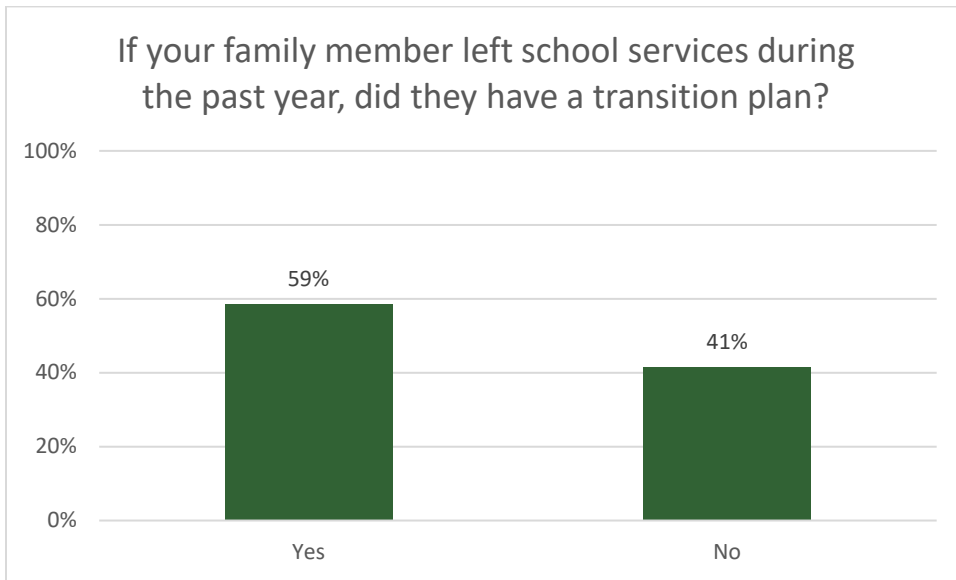
New question in 2021-22

Regional Center	Yes	No	N
ACRC	87%	13%	208
CVRC	85%	15%	109
ELARC	86%	14%	59
FDLRC	83%	17%	52
FNRC	83%	17%	108
GGRC	88%	12%	176
HRC	88%	12%	59
IRC	78%	22%	115
KRC	84%	16%	43
NBRC	89%	11%	122
NLACRC	86%	14%	181
RCEB	86%	14%	278
RCOC	90%	10%	237
RCRC	86%	14%	49
SARC	86%	14%	255
SCLARC	n/a	n/a	n/a
SDRC	84%	16%	256
SGPRC	79%	21%	68
TCRC	88%	12%	186
VMRC	90%	10%	78
WRC	89%	11%	70
<b>CA Average</b>	<b>86%</b>	<b>14%</b>	<b>2,728</b>
<b>Weighted NCI-IDD Average</b>	<b>89%</b>	<b>11%</b>	<b>4,900</b>



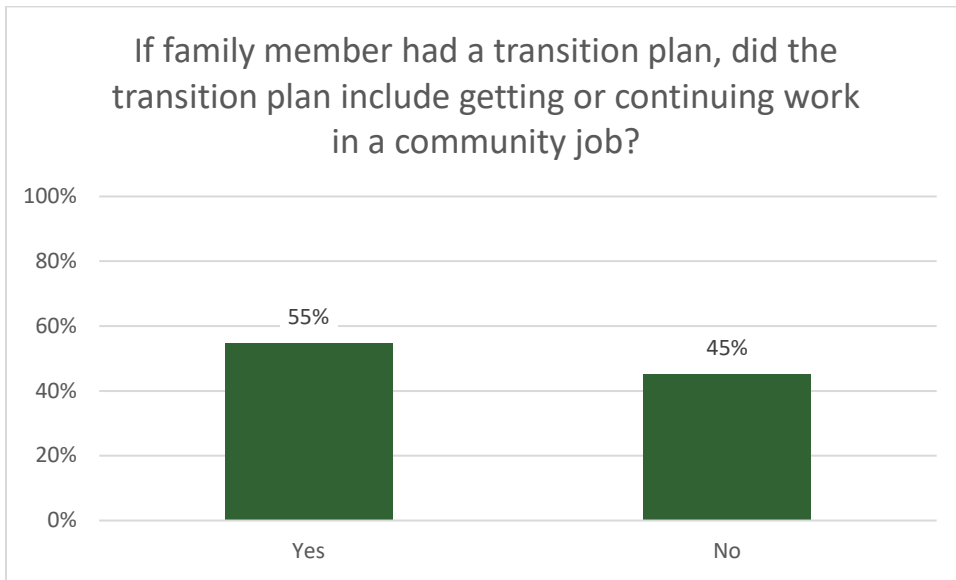
**Table 38. Did your family member leave school services and begin adult services during the past 12 months?**

Regional Center	Yes	No	N
ACRC	3%	97%	301
CVRC	6%	94%	181
ELARC	8%	93%	80
FDLRC	4%	96%	79
FNRC	1%	99%	165
GGRC	3%	97%	228
HRC	7%	93%	97
IRC	5%	95%	214
KRC	1%	99%	67
NBRC	3%	97%	187
NLACRC	6%	94%	251
RCEB	5%	95%	431
RCOC	4%	96%	332
RCRC	0%	100%	71
SARC	3%	97%	350
SCLARC	7%	93%	43
SDRC	4%	96%	344
SGPRC	4%	96%	140
TCRC	4%	96%	271
VMRC	7%	93%	102
WRC	3%	97%	105
<b>CA Average</b>	<b>4%</b>	<b>96%</b>	<b>4,040</b>
<b>Weighted NCI-IDD Average</b>	<b>3%</b>	<b>97%</b>	<b>7,142</b>



**Table 39. If your family member left school services during the past year, did they have a transition plan?**

Regional Center	Yes	No	N
ACRC	n/a	n/a	n/a
CVRC	n/a	n/a	n/a
ELARC	n/a	n/a	n/a
FDLRC	n/a	n/a	n/a
FNRC	n/a	n/a	n/a
GGRC	n/a	n/a	n/a
HRC	n/a	n/a	n/a
IRC	n/a	n/a	n/a
KRC	n/a	n/a	n/a
NBRC	n/a	n/a	n/a
NLACRC	n/a	n/a	n/a
RCEB	n/a	n/a	n/a
RCOC	n/a	n/a	n/a
RCRC	n/a	n/a	n/a
SARC	n/a	n/a	n/a
SCLARC	n/a	n/a	n/a
SDRC	n/a	n/a	n/a
SGPRC	n/a	n/a	n/a
TCRC	n/a	n/a	n/a
VMRC	n/a	n/a	n/a
WRC	n/a	n/a	n/a
<b>CA Average</b>	<b>59%</b>	<b>41%</b>	<b>94</b>
<b>Weighted NCI-IDD Average</b>	<b>63%</b>	<b>37%</b>	<b>112</b>



**Table 40. If family member had a transition plan, did the transition plan include getting or continuing work in a community job?**

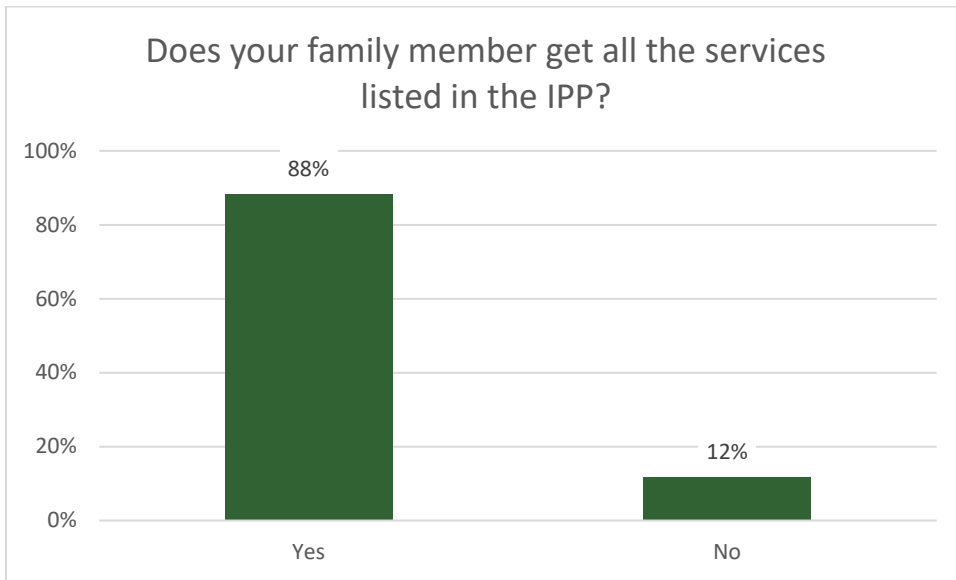
Regional Center	Yes	No	N
ACRC	n/a	n/a	n/a
CVRC	n/a	n/a	n/a
ELARC	n/a	n/a	n/a
FDLRC	n/a	n/a	n/a
FNRC	n/a	n/a	n/a
GGRC	n/a	n/a	n/a
HRC	n/a	n/a	n/a
IRC	n/a	n/a	n/a
KRC	n/a	n/a	n/a
NBRC	n/a	n/a	n/a
NLACRC	n/a	n/a	n/a
RCEB	n/a	n/a	n/a
RCOC	n/a	n/a	n/a
RCRC	n/a	n/a	n/a
SARC	n/a	n/a	n/a
SCLARC	n/a	n/a	n/a
SDRC	n/a	n/a	n/a
SGPRC	n/a	n/a	n/a
TCRC	n/a	n/a	n/a
VMRC	n/a	n/a	n/a
WRC	n/a	n/a	n/a
<b>CA Average</b>	<b>55%</b>	<b>45%</b>	<b>42</b>
<b>Weighted NCI-IDD Average</b>	<b>58%</b>	<b>42%</b>	<b>54</b>

## *Access and Delivery of Services and Supports*

*Families receive services and supports that are appropriate to the needs of the family and the family member receiving services and supports from the state developmental disabilities system.*

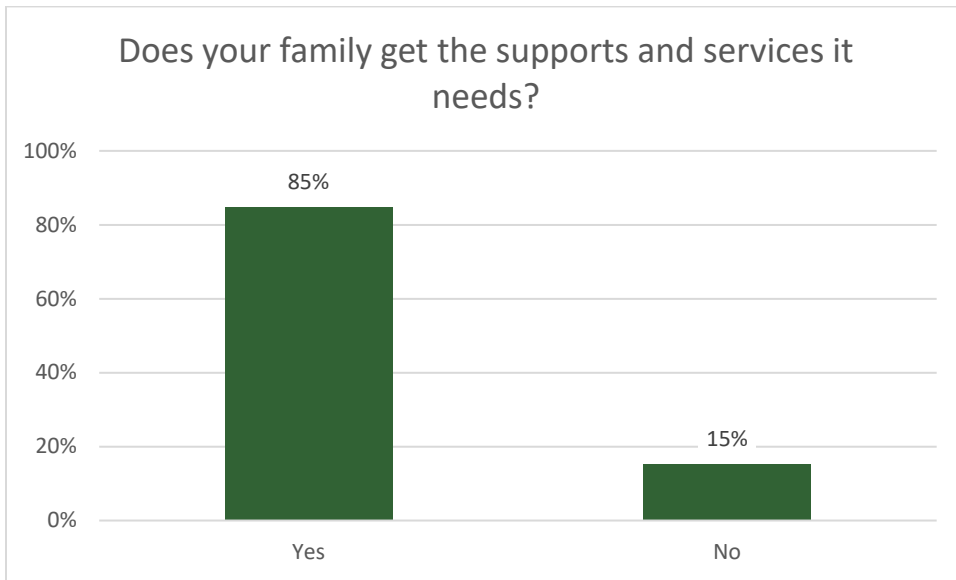
**“You”** and **“Respondent”** refers to the person (usually a parent or guardian) filling out the survey.

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



**Table 41. Does your family member get all the services listed in the IPP?**

Regional Center	Yes	No	N
ACRC	86%	14%	188
CVRC	96%	4%	102
ELARC	90%	10%	60
FDLRC	94%	6%	48
FNRC	89%	11%	104
GGRC	88%	12%	165
HRC	91%	9%	55
IRC	87%	13%	110
KRC	84%	16%	38
NBRC	83%	17%	113
NLACRC	88%	12%	158
RCEB	86%	14%	258
RCOC	89%	11%	219
RCRC	84%	16%	45
SARC	87%	13%	248
SCLARC	94%	6%	17
SDRC	91%	9%	233
SGPRC	83%	17%	66
TCRC	86%	14%	180
VMRC	96%	4%	78
WRC	95%	5%	62
<b>CA Average</b>	<b>88%</b>	<b>12%</b>	<b>2,547</b>
<b>Weighted NCI-IDD Average</b>	<b>88%</b>	<b>12%</b>	<b>4,623</b>



**Table 42. Does your family get the supports and services it needs?**

Regional Center	Yes	No	N
ACRC	84%	16%	267
CVRC	91%	9%	154
ELARC	90%	10%	80
FDLRC	85%	15%	74
FNRC	83%	17%	145
GGRC	87%	13%	205
HRC	87%	13%	99
IRC	86%	14%	191
KRC	82%	18%	61
NBRC	79%	21%	165
NLACRC	85%	15%	232
RCEB	83%	17%	379
RCOC	88%	12%	305
RCRC	80%	20%	70
SARC	80%	20%	318
SCLARC	87%	13%	39
SDRC	88%	12%	323
SGPRC	84%	16%	123
TCRC	83%	17%	248
VMRC	84%	16%	91
WRC	87%	13%	105
<b>CA Average</b>	<b>85%</b>	<b>15%</b>	<b>3,675</b>
<b>Weighted NCI-IDD Average</b>	<b>86%</b>	<b>14%</b>	<b>6,592</b>

### What additional services does your family need?

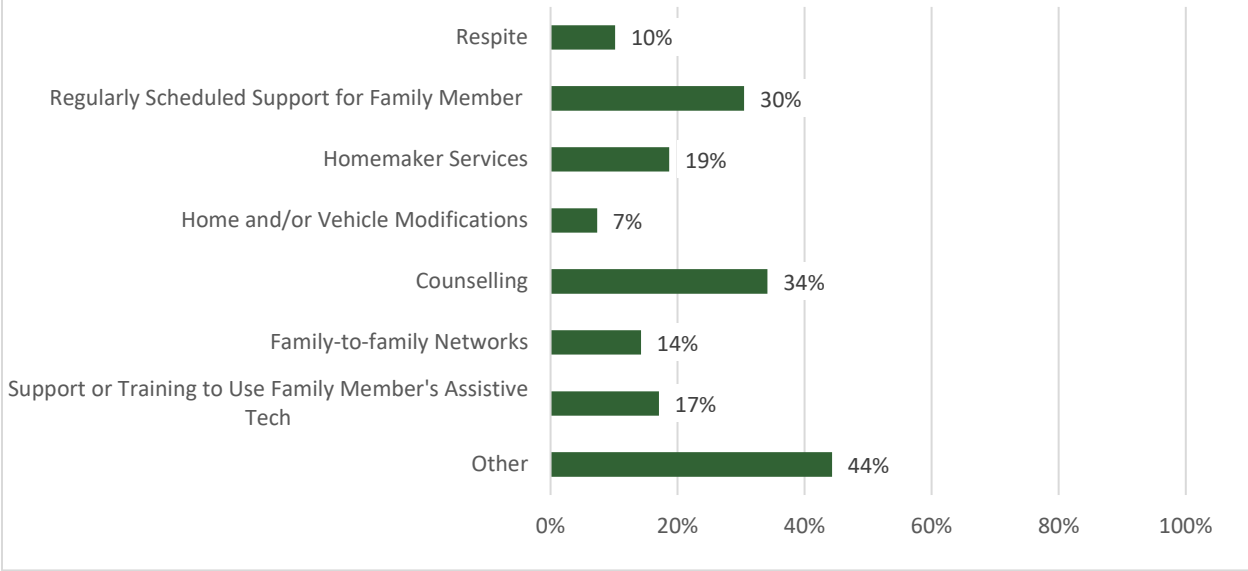
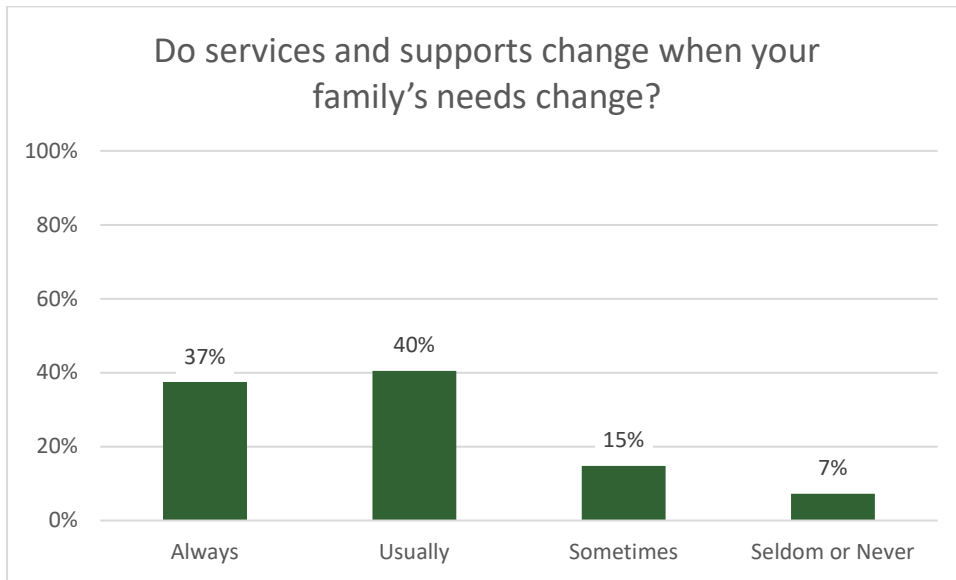


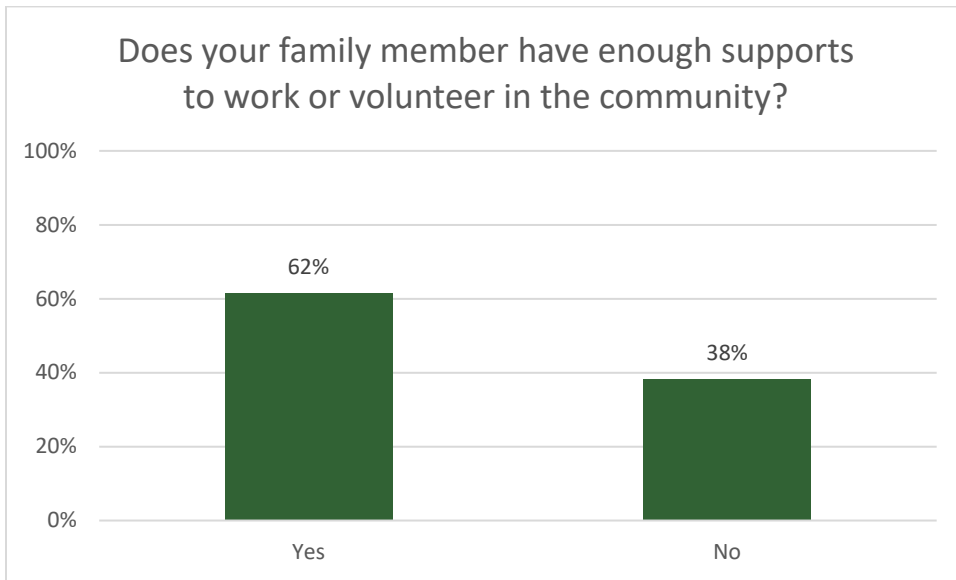
Table 43. What additional services does your family need?

Regional Center	Respite	Regularly Scheduled Support for Family Member	Homemaker Services	Home and/or Vehicle Modifications	Counseling	Family-to-family Networks	Support or Training to Use Family Member's Assistive Tech	Other
ACRC	13%	40%	23%	3%	23%	8%	13%	43%
CVRC	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a
ELARC	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a
FDLRC	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a
FNRC	22%	35%	30%	4%	39%	26%	17%	43%
GGRC	8%	33%	33%	17%	42%	8%	21%	46%
HRC	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a
IRC	0%	30%	10%	20%	5%	5%	25%	45%
KRC	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a
NBRC	9%	28%	31%	13%	44%	9%	13%	41%
NLACRC	4%	25%	0%	7%	32%	25%	18%	50%
RCEB	18%	25%	20%	5%	33%	15%	16%	53%
RCOC	11%	23%	14%	3%	37%	17%	9%	40%
RCRC	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a
SARC	11%	36%	20%	9%	38%	11%	20%	35%
SCLARC	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a
SDRC	5%	18%	8%	3%	23%	10%	18%	59%
SGPRC	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a
TCRC	5%	27%	19%	3%	38%	14%	14%	51%
VMRC	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a
WRC	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a
<b>CA Average</b>	<b>10%</b>	<b>30%</b>	<b>19%</b>	<b>7%</b>	<b>34%</b>	<b>14%</b>	<b>17%</b>	<b>44%</b>
<b>Weighted NCI-IDD Average</b>	<b>15%</b>	<b>35%</b>	<b>19%</b>	<b>8%</b>	<b>27%</b>	<b>17%</b>	<b>17%</b>	<b>44%</b>



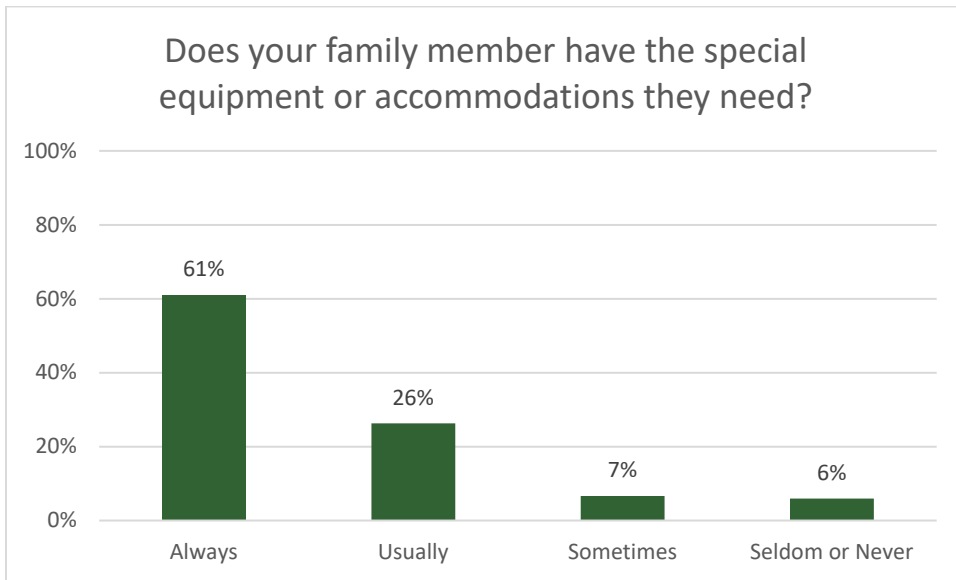
**Table 44. Do services and supports change when your family's needs change?**

Regional Center	Always	Usually	Sometimes	Seldom or Never	N
ACRC	30%	38%	22%	11%	199
CVRC	55%	29%	9%	8%	105
ELARC	47%	41%	11%	2%	64
FDLRC	35%	40%	15%	10%	52
FNRC	44%	30%	16%	11%	114
GGRC	40%	43%	12%	5%	150
HRC	51%	35%	6%	8%	63
IRC	36%	39%	14%	10%	125
KRC	32%	43%	20%	5%	44
NBRC	33%	47%	14%	6%	126
NLACRC	37%	42%	14%	7%	175
RCEB	31%	43%	18%	7%	282
RCOC	41%	42%	15%	3%	229
RCRC	31%	40%	13%	17%	48
SARC	34%	41%	16%	8%	229
SCLARC	42%	36%	12%	9%	33
SDRC	37%	42%	15%	6%	241
SGPRC	36%	36%	17%	10%	77
TCRC	36%	44%	14%	5%	188
VMRC	43%	43%	5%	10%	61
WRC	40%	38%	13%	9%	78
<b>CA Average</b>	<b>37%</b>	<b>40%</b>	<b>15%</b>	<b>7%</b>	<b>2,684</b>
<b>Weighted NCI-IDD Average</b>	<b>37%</b>	<b>42%</b>	<b>14%</b>	<b>7%</b>	<b>4,954</b>



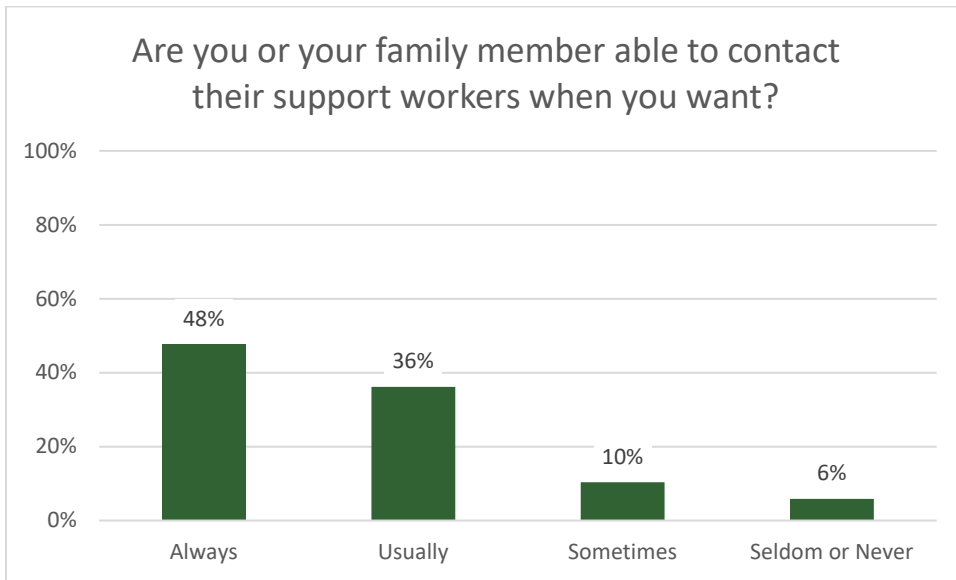
**Table 45. Does your family member have enough supports to work or volunteer in the community?**

Regional Center	Yes	No	N
ACRC	59%	41%	196
CVRC	56%	44%	110
ELARC	64%	36%	56
FDLRC	60%	40%	48
FNRC	61%	39%	110
GGRC	65%	35%	139
HRC	69%	31%	58
IRC	59%	41%	141
KRC	45%	55%	53
NBRC	60%	40%	117
NLACRC	64%	36%	173
RCEB	61%	39%	274
RCOC	66%	34%	223
RCRC	71%	29%	51
SARC	60%	40%	233
SCLARC	63%	38%	24
SDRC	64%	36%	244
SGPRC	58%	43%	80
TCRC	56%	44%	187
VMRC	68%	32%	59
WRC	70%	30%	77
<b>CA Average</b>	<b>62%</b>	<b>38%</b>	<b>2,653</b>
<b>Weighted NCI-IDD Average</b>	<b>64%</b>	<b>36%</b>	<b>4,713</b>



**Table 46. Does your family member have the special equipment or accommodations they need?**

Regional Center	Always	Usually	Sometimes	Seldom or Never	N
ACRC	64%	27%	4%	5%	147
CVRC	66%	27%	4%	3%	77
ELARC	60%	30%	6%	4%	50
FDLRC	49%	40%	6%	6%	35
FNRC	56%	33%	6%	5%	79
GGRC	59%	28%	8%	6%	104
HRC	64%	24%	8%	4%	50
IRC	64%	23%	9%	5%	128
KRC	60%	20%	7%	13%	30
NBRC	64%	30%	3%	2%	86
NLACRC	63%	25%	3%	8%	130
RCEB	56%	27%	11%	6%	178
RCOC	56%	32%	6%	6%	176
RCRC	69%	17%	8%	6%	36
SARC	63%	25%	7%	5%	161
SCLARC	71%	17%	8%	4%	24
SDRC	60%	24%	7%	10%	198
SGPRC	59%	21%	9%	12%	78
TCRC	62%	27%	7%	3%	122
VMRC	69%	24%	7%	0%	42
WRC	70%	19%	4%	7%	54
<b>CA Average</b>	<b>61%</b>	<b>26%</b>	<b>7%</b>	<b>6%</b>	<b>1,986</b>
<b>Weighted NCI-IDD Average</b>	<b>61%</b>	<b>28%</b>	<b>7%</b>	<b>5%</b>	<b>3,781</b>



**Table 47. Are you or your family member able to contact their support workers when you want?**

Regional Center	Always	Usually	Sometimes	Seldom or Never	N
ACRC	44%	38%	12%	6%	278
CVRC	51%	38%	7%	4%	160
ELARC	57%	25%	13%	4%	89
FDLRC	40%	42%	11%	7%	73
FNRC	42%	43%	6%	9%	149
GGRC	56%	30%	9%	4%	211
HRC	60%	28%	8%	3%	95
IRC	46%	35%	14%	6%	202
KRC	44%	26%	18%	11%	61
NBRC	45%	40%	10%	5%	176
NLACRC	45%	33%	15%	7%	229
RCEB	45%	42%	8%	4%	377
RCOC	47%	41%	7%	5%	314
RCRC	50%	30%	12%	8%	66
SARC	43%	40%	12%	6%	325
SCLARC	44%	28%	10%	18%	39
SDRC	50%	34%	10%	6%	325
SGPRC	55%	26%	12%	7%	125
TCRC	45%	39%	12%	4%	252
VMRC	53%	23%	13%	12%	95
WRC	60%	34%	2%	4%	102
<b>CA Average</b>	<b>48%</b>	<b>36%</b>	<b>10%</b>	<b>6%</b>	<b>3,744</b>
<b>Weighted NCI-IDD Average</b>	<b>51%</b>	<b>36%</b>	<b>9%</b>	<b>4%</b>	<b>6,755</b>

Are you or your family member able to contact their case manager/service coordinator when you want?

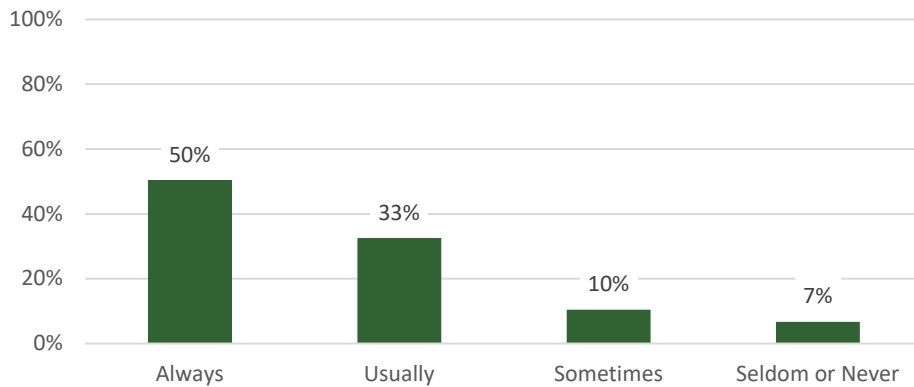
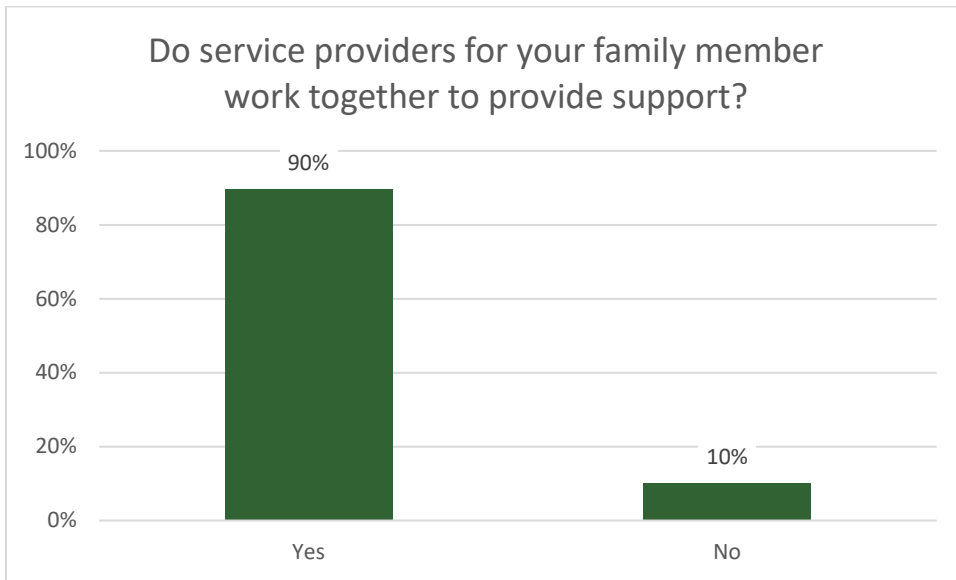


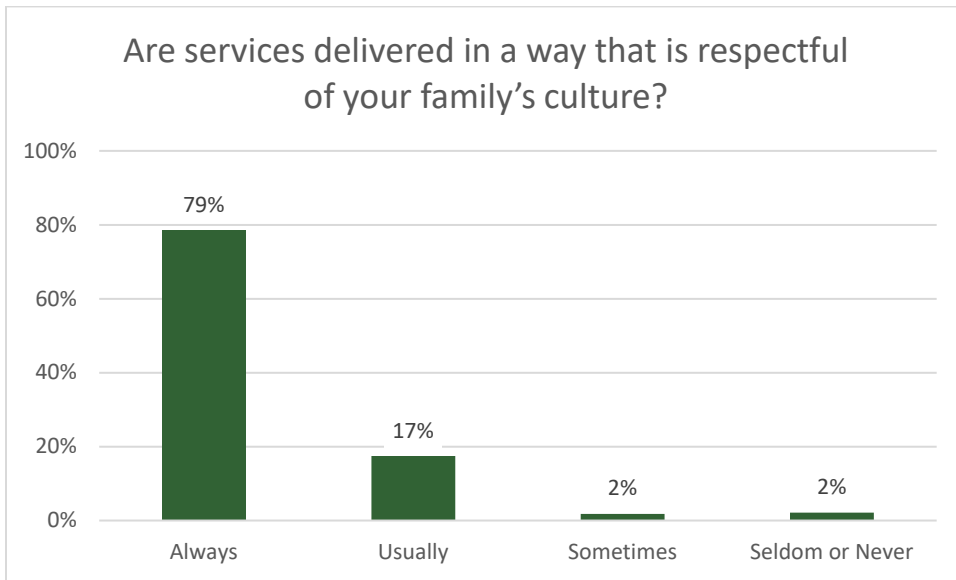
Table 48. Are you or your family member able to contact their case manager/service coordinator when you want?

Regional Center	Always	Usually	Sometimes	Seldom or Never	N
ACRC	47%	33%	14%	6%	298
CVRC	56%	29%	6%	9%	167
ELARC	64%	24%	6%	6%	90
FDLRC	38%	32%	14%	16%	77
FNRC	42%	43%	7%	7%	161
GGRC	57%	29%	8%	7%	228
HRC	63%	26%	7%	4%	103
IRC	49%	28%	12%	11%	220
KRC	34%	34%	18%	15%	68
NBRC	51%	32%	9%	8%	184
NLACRC	44%	34%	13%	8%	245
RCEB	49%	35%	11%	6%	412
RCOC	55%	34%	8%	3%	334
RCRC	43%	33%	16%	7%	67
SARC	46%	33%	14%	7%	348
SCLARC	45%	25%	14%	16%	44
SDRC	55%	30%	9%	6%	346
SGPRC	46%	36%	13%	4%	136
TCRC	53%	33%	10%	4%	264
VMRC	48%	35%	8%	9%	102
WRC	60%	30%	4%	6%	106
<b>CA Average</b>	<b>50%</b>	<b>33%</b>	<b>10%</b>	<b>7%</b>	<b>4,001</b>
<b>Weighted NCI-IDD Average</b>	<b>56%</b>	<b>32%</b>	<b>8%</b>	<b>5%</b>	<b>7,142</b>



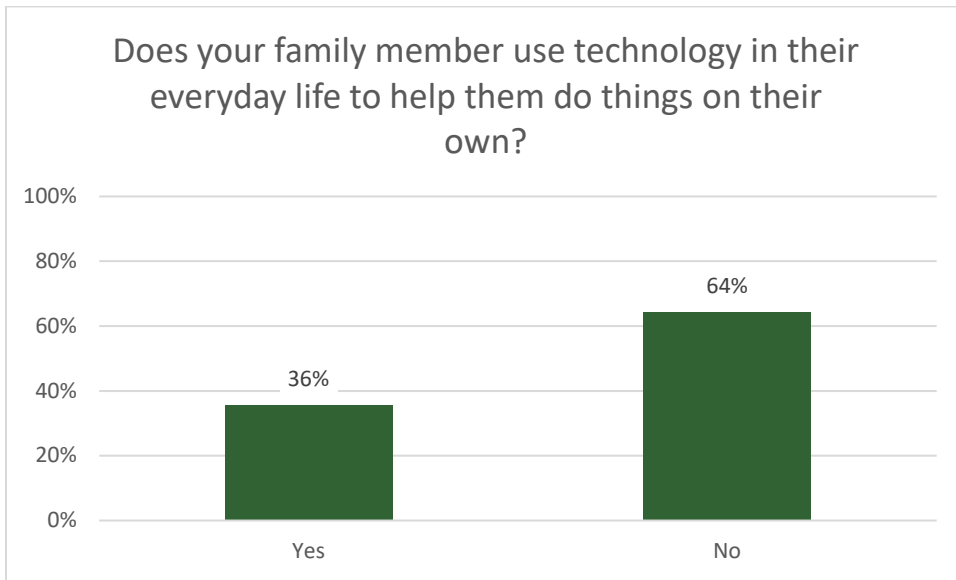
**Table 49. Do service providers for your family member work together to provide support?**

Regional Center	Yes	No	N
ACRC	90%	10%	184
CVRC	92%	8%	108
ELARC	96%	4%	69
FDLRC	83%	17%	46
FNRC	94%	6%	101
GGRC	88%	12%	164
HRC	80%	20%	70
IRC	94%	6%	147
KRC	91%	9%	45
NBRC	92%	8%	125
NLACRC	90%	10%	188
RCEB	89%	11%	261
RCOC	90%	10%	249
RCRC	90%	10%	50
SARC	89%	11%	244
SCLARC	81%	19%	27
SDRC	92%	8%	246
SGPRC	90%	10%	91
TCRC	86%	14%	178
VMRC	88%	12%	66
WRC	90%	10%	62
<b>CA Average</b>	<b>90%</b>	<b>10%</b>	<b>2,721</b>
<b>Weighted NCI-IDD Average</b>	<b>91%</b>	<b>9%</b>	<b>4,951</b>



**Table 50. Are services delivered in a way that is respectful of your family's culture?**

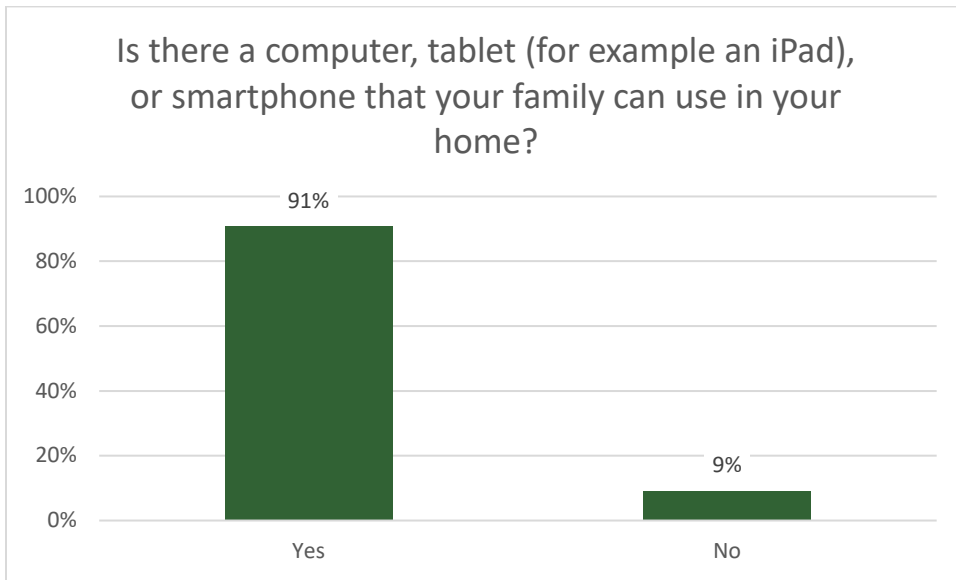
Regional Center	Always	Usually	Sometimes	Seldom or Never	N
ACRC	82%	15%	2%	1%	272
CVRC	76%	20%	1%	3%	157
ELARC	77%	17%	2%	3%	87
FDLRC	72%	24%	1%	3%	75
FNRC	78%	17%	2%	2%	143
GGRC	83%	12%	3%	1%	218
HRC	76%	20%	1%	3%	102
IRC	76%	20%	1%	2%	201
KRC	75%	21%	3%	2%	63
NBRC	79%	18%	2%	1%	173
NLACRC	71%	24%	2%	3%	237
RCEB	77%	19%	2%	2%	390
RCOC	80%	17%	1%	2%	321
RCRC	83%	16%	0%	2%	64
SARC	80%	16%	1%	3%	327
SCLARC	64%	32%	2%	2%	44
SDRC	84%	11%	3%	2%	331
SGPRC	73%	20%	4%	3%	129
TCRC	82%	15%	1%	2%	253
VMRC	80%	16%	1%	2%	92
WRC	76%	21%	0%	3%	105
<b>CA Average</b>	<b>79%</b>	<b>17%</b>	<b>2%</b>	<b>2%</b>	<b>3,785</b>
<b>Weighted NCI-IDD Average</b>	<b>77%</b>	<b>19%</b>	<b>3%</b>	<b>1%</b>	<b>6,836</b>



**Table 51. Does your family member use technology in their everyday life to help them do things on their own?**

New question in 2021-22

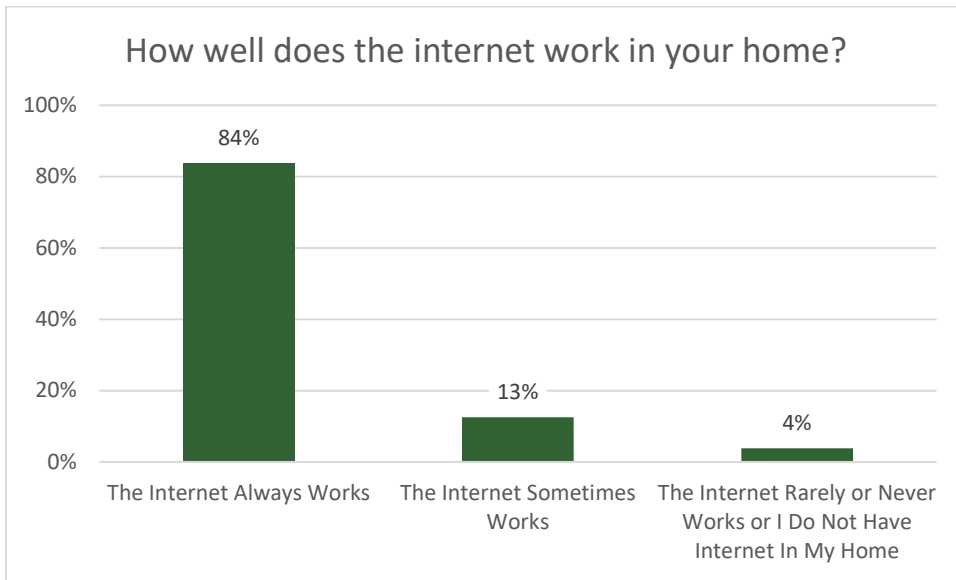
Regional Center	Yes	No	N
ACRC	39%	61%	290
CVRC	29%	71%	166
ELARC	29%	71%	80
FDLRC	40%	60%	72
FNRC	35%	65%	160
GGRC	37%	63%	205
HRC	43%	57%	93
IRC	32%	68%	215
KRC	38%	63%	64
NBRC	37%	63%	174
NLACRC	32%	68%	244
RCEB	35%	65%	410
RCOC	41%	59%	324
RCRC	38%	62%	66
SARC	39%	61%	335
SCLARC	26%	74%	46
SDRC	35%	65%	337
SGPRC	21%	79%	133
TCRC	34%	66%	253
VMRC	35%	65%	99
WRC	50%	50%	107
<b>CA Average</b>	<b>36%</b>	<b>64%</b>	<b>3,874</b>
<b>Weighted NCI-IDD Average</b>	<b>29%</b>	<b>71%</b>	<b>6,875</b>



**Table 52. Is there a computer, tablet (for example an iPad), or smartphone that your family can use in your home?**

New question in 2021-22

Regional Center	Yes	No	N
ACRC	94%	6%	312
CVRC	89%	11%	178
ELARC	80%	20%	93
FDLRC	94%	6%	82
FNRC	89%	11%	178
GGRC	93%	7%	232
HRC	85%	15%	104
IRC	87%	13%	241
KRC	86%	14%	73
NBRC	93%	7%	194
NLACRC	94%	6%	265
RCEB	92%	8%	439
RCOC	89%	11%	356
RCRC	93%	7%	70
SARC	95%	5%	365
SCLARC	80%	20%	50
SDRC	93%	7%	367
SGPRC	84%	16%	148
TCRC	91%	9%	279
VMRC	89%	11%	111
WRC	88%	12%	113
<b>CA Average</b>	<b>91%</b>	<b>9%</b>	<b>4,251</b>
<b>Weighted NCI-IDD Average</b>	<b>91%</b>	<b>9%</b>	<b>7,421</b>



**Table 53. How well does the internet work in your home?**

New question in 2021-22

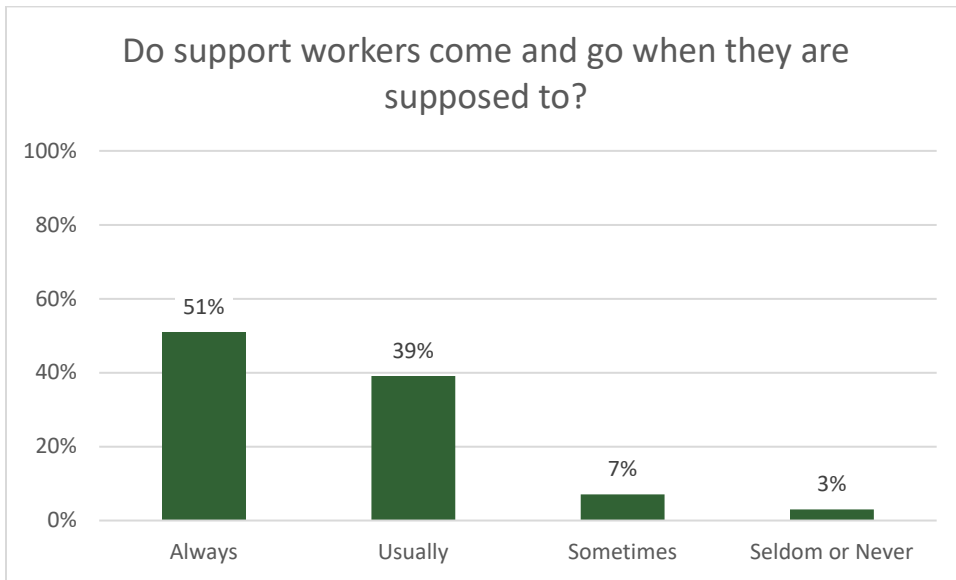
Regional Center	The Internet Always Works	The Internet Sometimes Works	The Internet Rarely or Never Works or I Do Not Have Internet In My Home	N
ACRC	86%	9%	5%	300
CVRC	83%	14%	2%	168
ELARC	84%	13%	4%	80
FDLRC	86%	11%	3%	73
FNRC	77%	18%	4%	168
GGRC	89%	10%	1%	220
HRC	84%	12%	4%	100
IRC	82%	13%	5%	218
KRC	86%	7%	7%	72
NBRC	79%	17%	4%	184
NLACRC	81%	15%	4%	257
RCEB	87%	9%	4%	414
RCOC	86%	10%	4%	334
RCRC	74%	23%	3%	74
SARC	83%	15%	2%	354
SCLARC	66%	20%	14%	44
SDRC	85%	11%	4%	353
SGPRC	82%	14%	4%	136
TCRC	85%	12%	4%	272
VMRC	80%	13%	7%	106
WRC	86%	12%	3%	104
<b>CA Average</b>	<b>84%</b>	<b>13%</b>	<b>4%</b>	<b>4,032</b>
<b>Weighted NCI-IDD Average</b>	<b>82%</b>	<b>13%</b>	<b>4%</b>	<b>7,080</b>

## *Workforce (New in 2021-22)*

*There is stable and sufficient workforce to meet demand. People are supported by staff who demonstrate respect for what is important to the person in their day-to-day life. Staff have the right skills to support people.*

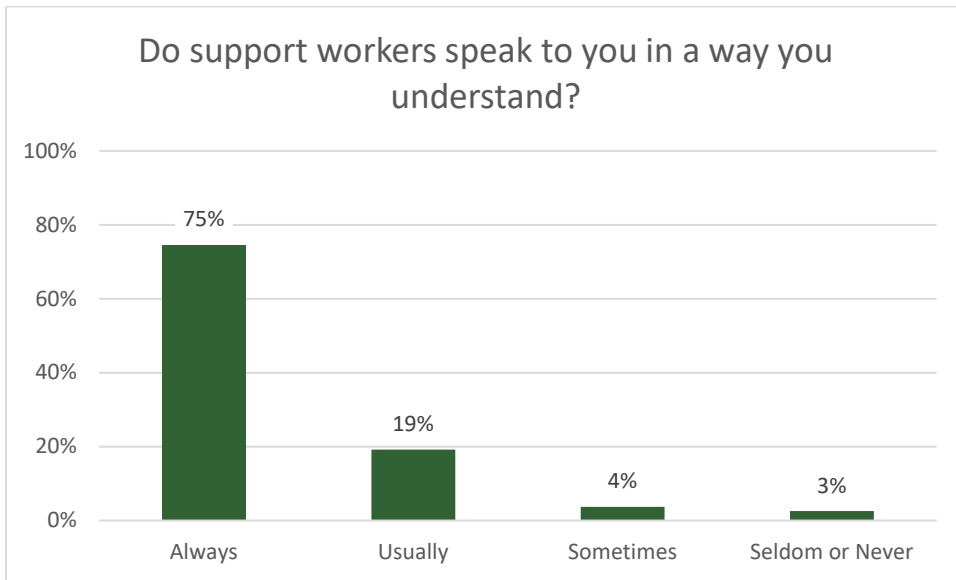
**“You”** and **“Respondent”** refers to the person (usually a parent or guardian) filling out the survey.

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



**Table 54. Do support workers come and go when they are supposed to?**

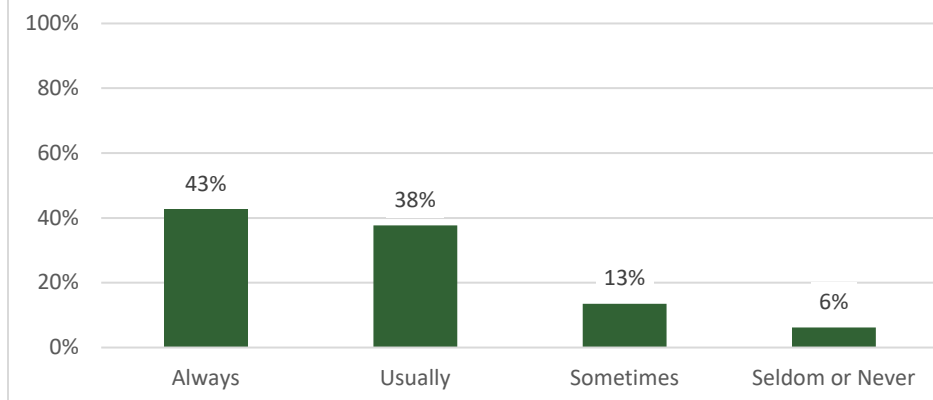
Regional Center	Always	Usually	Sometimes	Seldom or Never	N
ACRC	47%	41%	10%	3%	196
CVRC	55%	36%	7%	2%	99
ELARC	54%	38%	6%	2%	63
FDLRC	44%	44%	4%	7%	54
FNRC	46%	48%	5%	2%	107
GGRC	48%	41%	8%	3%	151
HRC	62%	25%	10%	3%	63
IRC	52%	37%	6%	5%	128
KRC	42%	42%	11%	6%	36
NBRC	47%	46%	4%	3%	127
NLACRC	50%	41%	5%	4%	169
RCEB	49%	42%	8%	1%	270
RCOC	59%	34%	5%	2%	232
RCRC	48%	42%	10%	0%	52
SARC	48%	39%	10%	4%	225
SCLARC	64%	25%	4%	7%	28
SDRC	53%	40%	4%	3%	212
SGPRC	53%	29%	10%	8%	73
TCRC	45%	41%	11%	3%	185
VMRC	64%	28%	3%	5%	58
WRC	55%	41%	3%	1%	74
<b>CA Average</b>	<b>51%</b>	<b>39%</b>	<b>7%</b>	<b>3%</b>	<b>2,603</b>
<b>Weighted NCI-IDD Average</b>	<b>51%</b>	<b>40%</b>	<b>7%</b>	<b>2%</b>	<b>4,689</b>



**Table 55. Do support workers speak to you in a way you understand?**

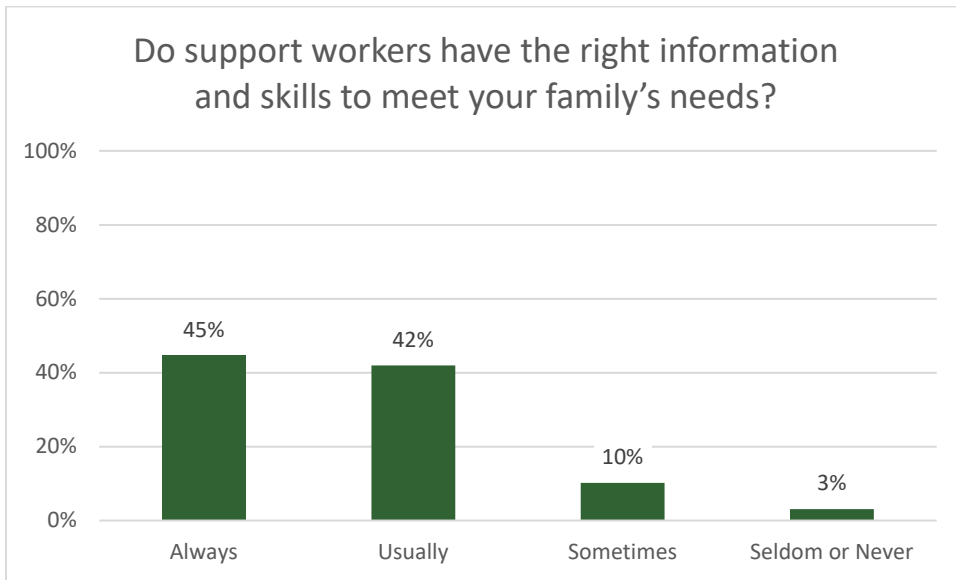
Regional Center	Always	Usually	Sometimes	Seldom or Never	N
ACRC	74%	20%	3%	3%	272
CVRC	81%	15%	2%	3%	155
ELARC	69%	25%	4%	2%	89
FDLRC	71%	21%	7%	1%	72
FNRC	77%	19%	1%	3%	152
GGRC	80%	16%	2%	2%	216
HRC	77%	16%	4%	2%	93
IRC	75%	18%	3%	5%	200
KRC	67%	27%	5%	2%	60
NBRC	74%	21%	3%	2%	174
NLACRC	74%	18%	4%	3%	239
RCEB	73%	22%	4%	2%	369
RCOC	76%	20%	3%	2%	320
RCRC	82%	12%	5%	2%	66
SARC	73%	20%	6%	2%	325
SCLARC	61%	22%	7%	11%	46
SDRC	72%	20%	4%	4%	325
SGPRC	70%	20%	6%	4%	125
TCRC	79%	15%	4%	2%	257
VMRC	77%	18%	1%	4%	91
WRC	78%	18%	3%	1%	103
<b>CA Average</b>	<b>75%</b>	<b>19%</b>	<b>4%</b>	<b>3%</b>	<b>3,750</b>
<b>Weighted NCI-IDD Average</b>	<b>74%</b>	<b>20%</b>	<b>4%</b>	<b>2%</b>	<b>6,763</b>

If your family member does not communicate verbally, are there support workers who can communicate with them?



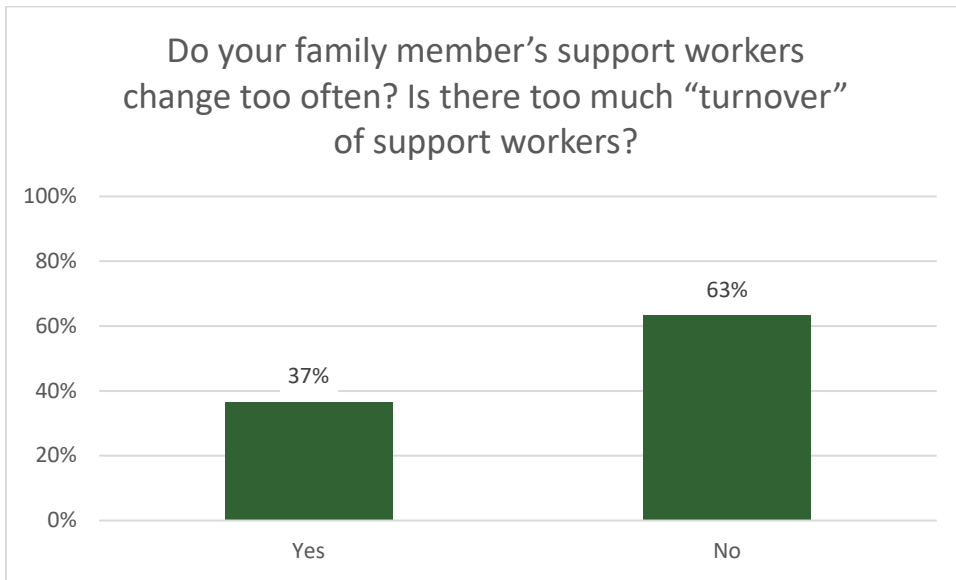
**Table 56. If your family member does not communicate verbally (for example, uses gestures, sign language, or a communication aid), are there support workers who can communicate with them?**

Regional Center	Always	Usually	Sometimes	Seldom or Never	N
ACRC	52%	35%	4%	8%	48
CVRC	36%	52%	12%	0%	25
ELARC	38%	34%	22%	6%	32
FDLRC	n/a	n/a	n/a	n/a	n/a
FNRC	65%	27%	8%	0%	26
GGRC	53%	36%	6%	4%	47
HRC	n/a	n/a	n/a	n/a	n/a
IRC	46%	49%	3%	3%	35
KRC	n/a	n/a	n/a	n/a	n/a
NBRC	47%	43%	7%	3%	30
NLACRC	38%	32%	24%	5%	37
RCEB	34%	41%	16%	9%	80
RCOC	39%	33%	18%	11%	57
RCRC	n/a	n/a	n/a	n/a	n/a
SARC	35%	40%	20%	5%	55
SCLARC	n/a	n/a	n/a	n/a	n/a
SDRC	39%	46%	9%	7%	57
SGPRC	37%	30%	22%	11%	27
TCRC	42%	39%	14%	6%	36
VMRC	n/a	n/a	n/a	n/a	n/a
WRC	68%	27%	5%	0%	22
<b>CA Average</b>	<b>43%</b>	<b>38%</b>	<b>13%</b>	<b>6%</b>	<b>684</b>
<b>Weighted NCI-IDD Average</b>	<b>39%</b>	<b>41%</b>	<b>14%</b>	<b>6%</b>	<b>1,295</b>



**Table 57. Do support workers have the right information and skills to meet your family's needs?**

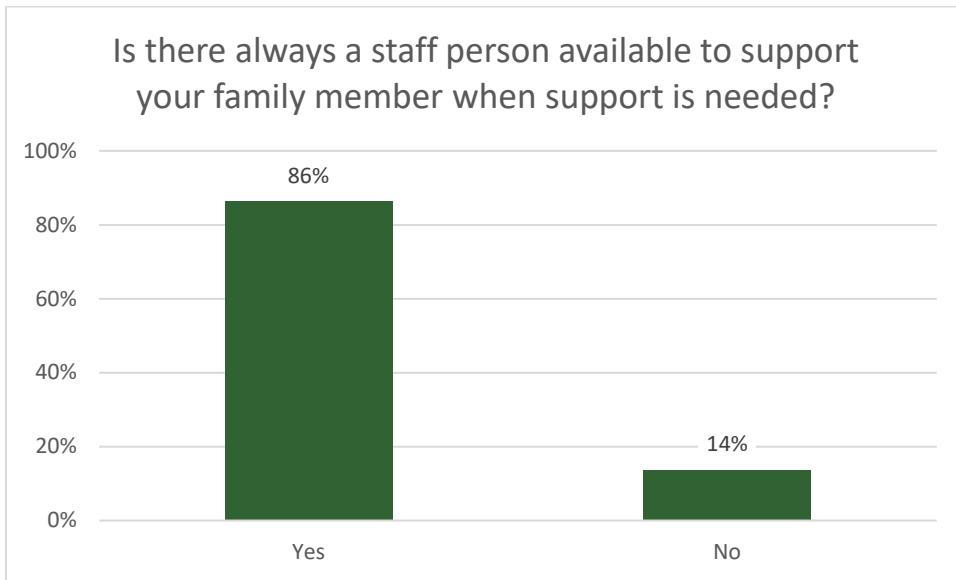
Regional Center	Always	Usually	Sometimes	Seldom or Never	N
ACRC	39%	45%	12%	4%	249
CVRC	53%	37%	9%	1%	142
ELARC	53%	34%	10%	2%	86
FDLRC	44%	38%	13%	4%	68
FNRC	40%	47%	10%	3%	129
GGRC	44%	43%	8%	5%	196
HRC	59%	34%	5%	2%	92
IRC	51%	38%	9%	2%	183
KRC	43%	44%	9%	4%	54
NBRC	40%	43%	14%	4%	162
NLACRC	41%	43%	13%	3%	220
RCEB	42%	44%	11%	3%	359
RCOC	47%	43%	9%	1%	307
RCRC	43%	43%	7%	8%	61
SARC	38%	46%	10%	5%	298
SCLARC	58%	36%	6%	0%	36
SDRC	46%	42%	9%	3%	310
SGPRC	48%	37%	10%	5%	123
TCRC	42%	41%	13%	4%	245
VMRC	59%	33%	6%	2%	83
WRC	48%	43%	6%	2%	95
<b>CA Average</b>	<b>45%</b>	<b>42%</b>	<b>10%</b>	<b>3%</b>	<b>3,499</b>
<b>Weighted NCI-IDD Average</b>	<b>42%</b>	<b>43%</b>	<b>12%</b>	<b>3%</b>	<b>6,382</b>



**Table 58. Do your family member's support workers change too often? Is there too much "turnover" of support workers?**

New question in 2021-22

Regional Center	Yes	No	N
ACRC	45%	55%	240
CVRC	26%	74%	141
ELARC	28%	72%	74
FDLRC	38%	62%	58
FNRC	41%	59%	117
GGRC	33%	67%	193
HRC	28%	72%	87
IRC	37%	63%	162
KRC	45%	55%	49
NBRC	39%	61%	155
NLACRC	52%	48%	203
RCEB	33%	67%	334
RCOC	25%	75%	268
RCRC	32%	68%	59
SARC	39%	61%	273
SCLARC	35%	65%	31
SDRC	39%	61%	282
SGPRC	46%	54%	93
TCRC	37%	63%	218
VMRC	23%	77%	65
WRC	42%	58%	92
<b>CA Average</b>	<b>37%</b>	<b>63%</b>	<b>3,195</b>
<b>Weighted NCI-IDD Average</b>	<b>43%</b>	<b>57%</b>	<b>5,781</b>



**Table 59. Is there always a staff person available to support your family member when support is needed?**

New question in 2021-22

Regional Center	Yes	No	N
ACRC	78%	22%	261
CVRC	91%	9%	152
ELARC	91%	9%	82
FDLRC	87%	13%	70
FNRC	88%	13%	128
GGRC	86%	14%	197
HRC	92%	8%	93
IRC	92%	8%	198
KRC	89%	11%	57
NBRC	83%	17%	165
NLACRC	88%	13%	224
RCEB	83%	17%	362
RCOC	90%	10%	316
RCRC	83%	17%	63
SARC	84%	16%	302
SCLARC	95%	5%	41
SDRC	88%	12%	314
SGPRC	91%	9%	131
TCRC	79%	21%	237
VMRC	90%	10%	82
WRC	90%	10%	101
<b>CA Average</b>	<b>86%</b>	<b>14%</b>	<b>3,577</b>
<b>Weighted NCI-IDD Average</b>	<b>79%</b>	<b>21%</b>	<b>6,418</b>

## *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.

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

Does the agency providing residential services to your family member involve them in important decisions?

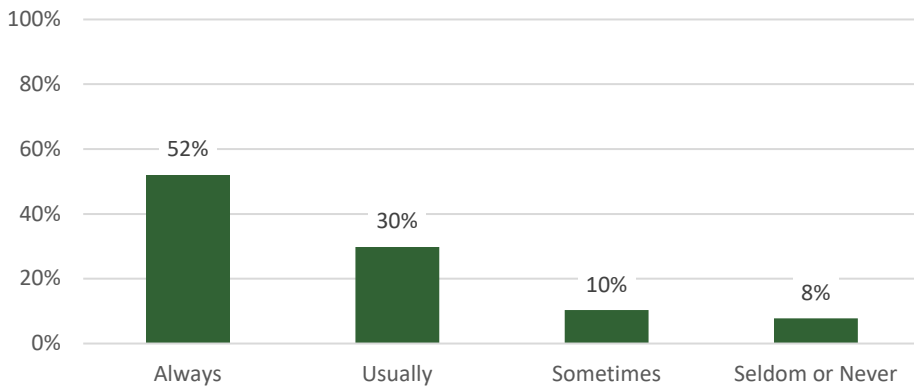


Table 60. Does the agency providing residential services to your family member involve them in important decisions?

Regional Center	Always	Usually	Sometimes	Seldom or Never	N
ACRC	50%	37%	9%	4%	217
CVRC	61%	25%	9%	4%	114
ELARC	58%	30%	11%	2%	64
FDLRC	52%	33%	7%	9%	58
FNRC	47%	33%	12%	8%	116
GGRC	52%	33%	10%	6%	189
HRC	61%	22%	7%	11%	74
IRC	56%	28%	9%	8%	162
KRC	43%	37%	8%	12%	49
NBRC	47%	33%	12%	8%	138
NLACRC	45%	40%	7%	8%	207
RCEB	45%	35%	12%	9%	312
RCOC	54%	26%	10%	9%	272
RCRC	60%	28%	8%	4%	53
SARC	49%	30%	10%	11%	272
SCLARC	59%	15%	12%	15%	34
SDRC	57%	23%	12%	7%	277
SGPRC	52%	22%	13%	14%	102
TCRC	51%	28%	15%	6%	201
VMRC	64%	24%	8%	4%	78
WRC	61%	22%	9%	8%	74
<b>CA Average</b>	<b>52%</b>	<b>30%</b>	<b>10%</b>	<b>8%</b>	<b>3,063</b>
<b>Weighted NCI-IDD Average</b>	<b>50%</b>	<b>32%</b>	<b>11%</b>	<b>7%</b>	<b>5,741</b>

### Can your family choose or change the agency that provides your family member's services?

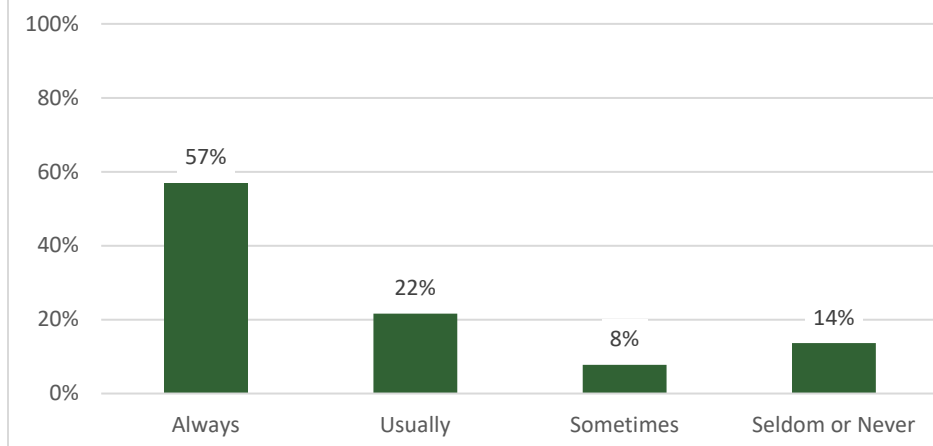
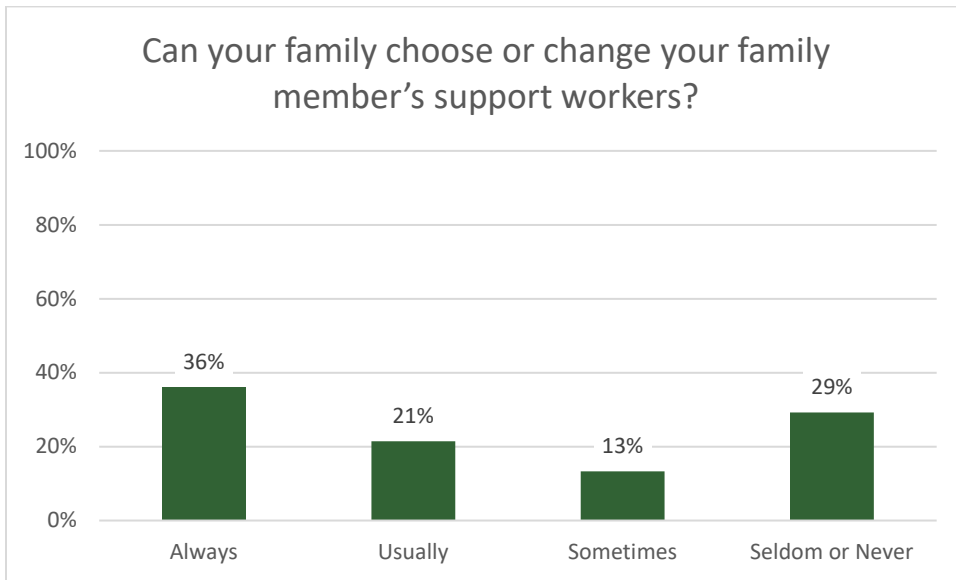


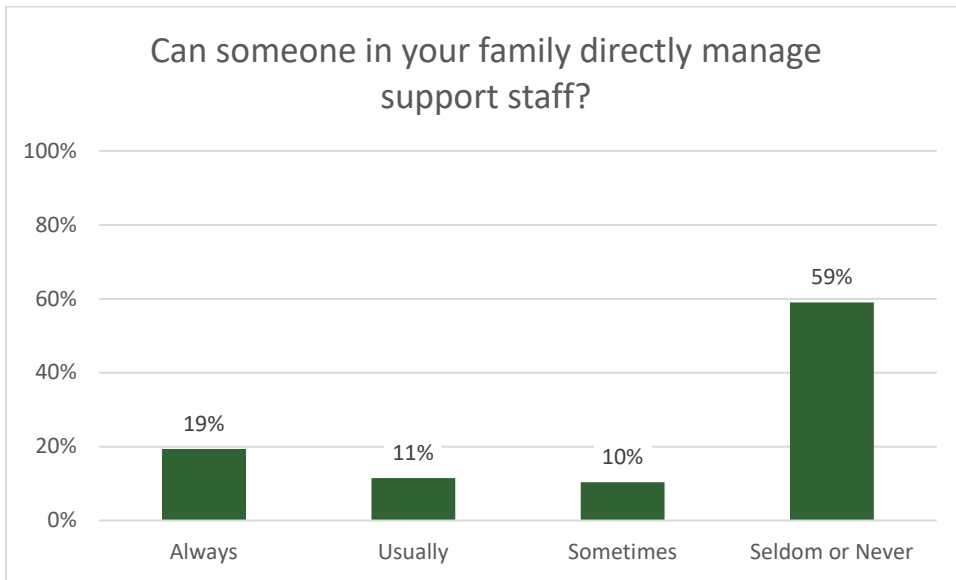
Table 61. Can your family choose or change the agency that provides your family member's services?

Regional Center	Always	Usually	Sometimes	Seldom or Never	N
ACRC	57%	19%	7%	17%	164
CVRC	66%	14%	3%	17%	88
ELARC	61%	17%	14%	8%	59
FDLRC	57%	16%	11%	16%	37
FNRC	57%	23%	7%	13%	75
GGRC	60%	20%	6%	15%	122
HRC	57%	8%	7%	28%	60
IRC	56%	29%	4%	11%	115
KRC	37%	33%	10%	20%	30
NBRC	61%	16%	4%	19%	100
NLACRC	62%	20%	10%	8%	150
RCEB	51%	25%	10%	14%	228
RCOC	60%	23%	9%	8%	196
RCRC	53%	15%	9%	24%	34
SARC	52%	26%	5%	17%	188
SCLARC	62%	19%	4%	15%	26
SDRC	61%	24%	7%	8%	194
SGPRC	52%	17%	13%	17%	69
TCRC	48%	25%	13%	14%	149
VMRC	70%	19%	4%	7%	54
WRC	59%	25%	7%	8%	59
<b>CA Average</b>	<b>57%</b>	<b>22%</b>	<b>8%</b>	<b>14%</b>	<b>2,198</b>
<b>Weighted NCI-IDD Average</b>	<b>61%</b>	<b>21%</b>	<b>6%</b>	<b>11%</b>	<b>4,348</b>



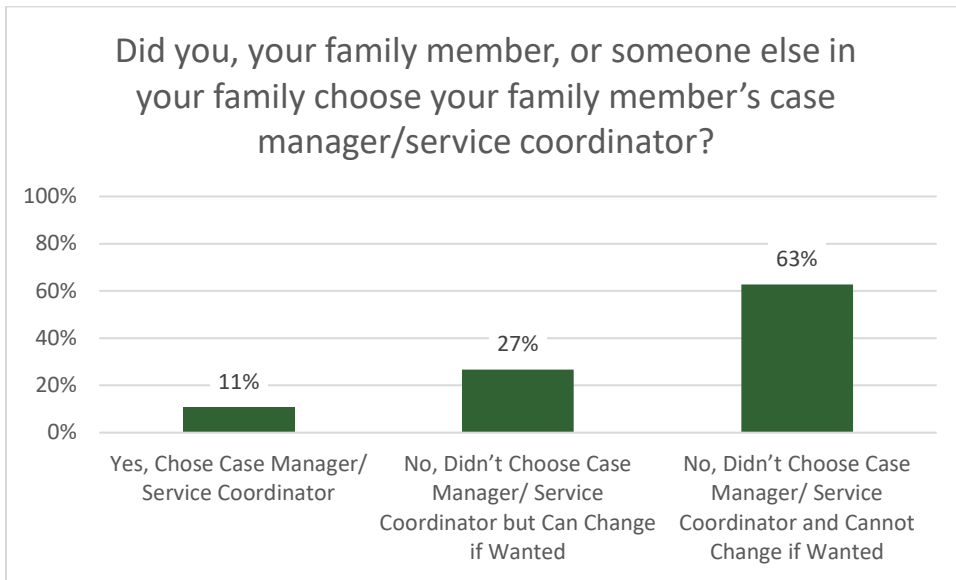
**Table 62. Can your family choose or change your family member's support workers?**

Regional Center	Always	Usually	Sometimes	Seldom or Never	N
ACRC	35%	20%	17%	29%	161
CVRC	50%	17%	5%	28%	76
ELARC	47%	24%	9%	20%	55
FDLRC	39%	25%	11%	25%	36
FNRC	32%	21%	13%	35%	78
GGRC	33%	24%	12%	32%	126
HRC	38%	8%	15%	39%	61
IRC	38%	27%	5%	30%	96
KRC	32%	26%	10%	32%	31
NBRC	30%	22%	14%	34%	102
NLACRC	46%	17%	17%	20%	145
RCEB	29%	23%	13%	35%	213
RCOC	42%	23%	10%	25%	194
RCRC	35%	28%	18%	20%	40
SARC	29%	24%	16%	32%	187
SCLARC	52%	10%	14%	24%	21
SDRC	36%	22%	12%	31%	191
SGPRC	33%	14%	14%	38%	63
TCRC	30%	22%	20%	29%	153
VMRC	46%	32%	5%	16%	37
WRC	42%	19%	19%	20%	59
<b>CA Average</b>	<b>36%</b>	<b>21%</b>	<b>13%</b>	<b>29%</b>	<b>2,126</b>
<b>Weighted NCI-IDD Average</b>	<b>32%</b>	<b>19%</b>	<b>13%</b>	<b>36%</b>	<b>3,972</b>



**Table 63. Can someone in your family directly manage support staff?**

Regional Center	Always	Usually	Sometimes	Seldom or Never	N
ACRC	15%	15%	13%	57%	159
CVRC	27%	11%	11%	51%	73
ELARC	22%	18%	14%	45%	49
FDLRC	28%	11%	19%	42%	36
FNRC	22%	9%	10%	59%	79
GGRC	16%	12%	12%	60%	129
HRC	25%	4%	13%	59%	56
IRC	25%	11%	5%	59%	92
KRC	22%	15%	15%	48%	27
NBRC	18%	7%	9%	66%	99
NLACRC	26%	5%	14%	55%	137
RCEB	12%	13%	10%	65%	220
RCOC	19%	15%	6%	61%	194
RCRC	19%	19%	10%	52%	42
SARC	18%	11%	9%	62%	190
SCLARC	30%	22%	0%	48%	23
SDRC	20%	11%	8%	61%	194
SGPRC	16%	5%	13%	67%	64
TCRC	15%	10%	17%	59%	157
VMRC	27%	6%	9%	58%	33
WRC	25%	17%	5%	53%	59
<b>CA Average</b>	<b>19%</b>	<b>11%</b>	<b>10%</b>	<b>59%</b>	<b>2,113</b>
<b>Weighted NCI-IDD Average</b>	<b>16%</b>	<b>9%</b>	<b>8%</b>	<b>68%</b>	<b>3,911</b>



**Table 64. Did you, your family member, or someone else in your family choose your family member's case manager/service coordinator?**

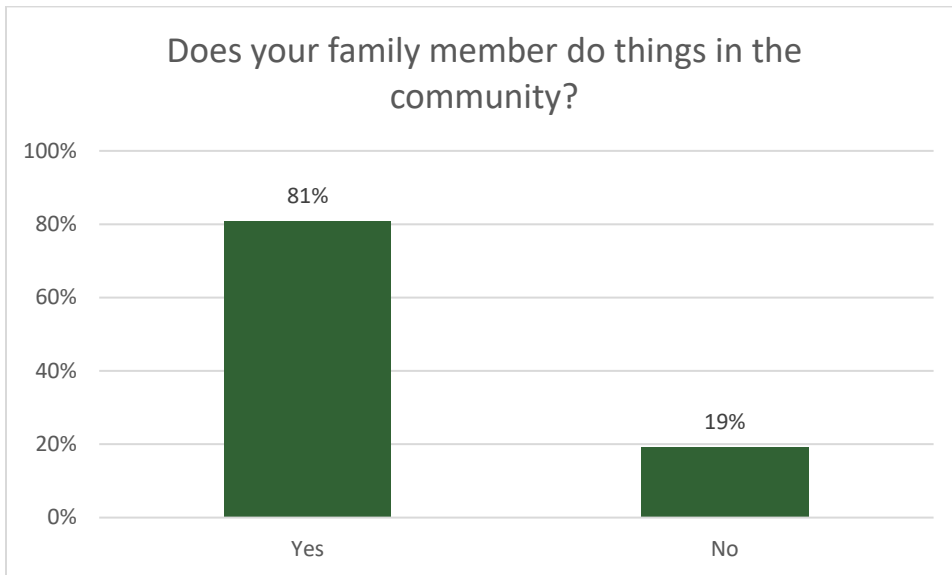
Regional Center	Yes, Chose Case Manager/ Service Coordinator	No, Didn't Choose Case Manager/ Service Coordinator but Can Change if Wanted	No, Didn't Choose Case Manager/ Service Coordinator and Cannot Change if Wanted	N
ACRC	7%	64%	29%	242
CVRC	20%	60%	20%	123
ELARC	11%	75%	14%	65
FDLRC	7%	53%	40%	57
FNRC	7%	66%	27%	122
GGRC	12%	69%	19%	182
HRC	10%	67%	23%	87
IRC	9%	62%	30%	159
KRC	4%	61%	36%	56
NBRC	15%	61%	24%	146
NLACRC	16%	60%	24%	205
RCEB	9%	61%	29%	355
RCOC	15%	68%	17%	273
RCRC	14%	50%	36%	56
SARC	11%	59%	31%	285
SCLARC	19%	55%	26%	31
SDRC	9%	61%	30%	282
SGPRC	7%	55%	38%	100
TCRC	7%	67%	25%	212
VMRC	6%	65%	28%	81
WRC	11%	63%	26%	76
<b>CA Average</b>	<b>11%</b>	<b>63%</b>	<b>27%</b>	<b>3,195</b>
<b>Weighted NCI-IDD Average</b>	<b>16%</b>	<b>57%</b>	<b>27%</b>	<b>5,788</b>

## Community Connections

*Family members receiving services and supports from the state Developmental disabilities system are meaningfully engaged as members of their communities and have strong relationships. Families can use supports in their community.*

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

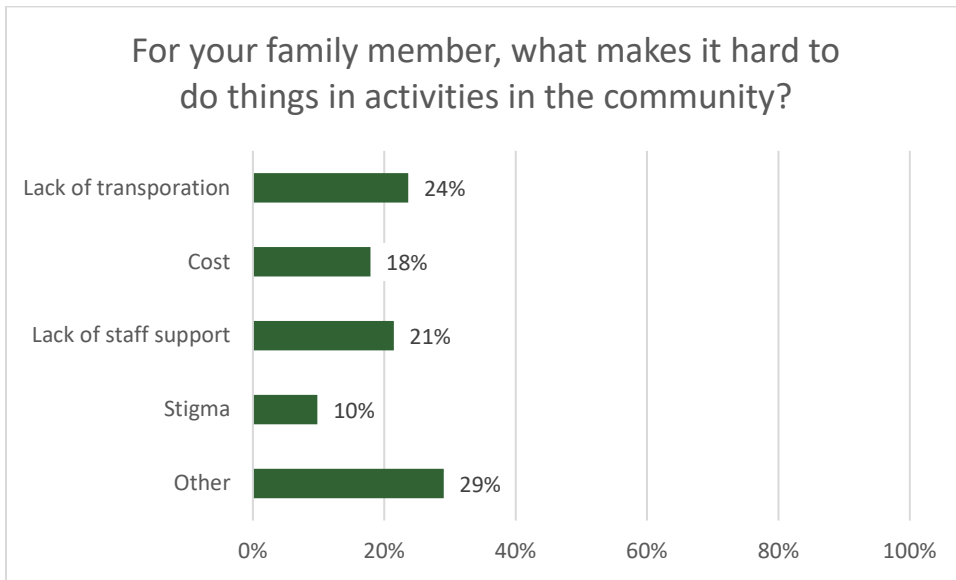
**“Family Member”** refers to the person receiving services whom the respondent is answering questions about in this survey.



**Table 65. Does your family member do things in the community?**

Question changed in 2021-22

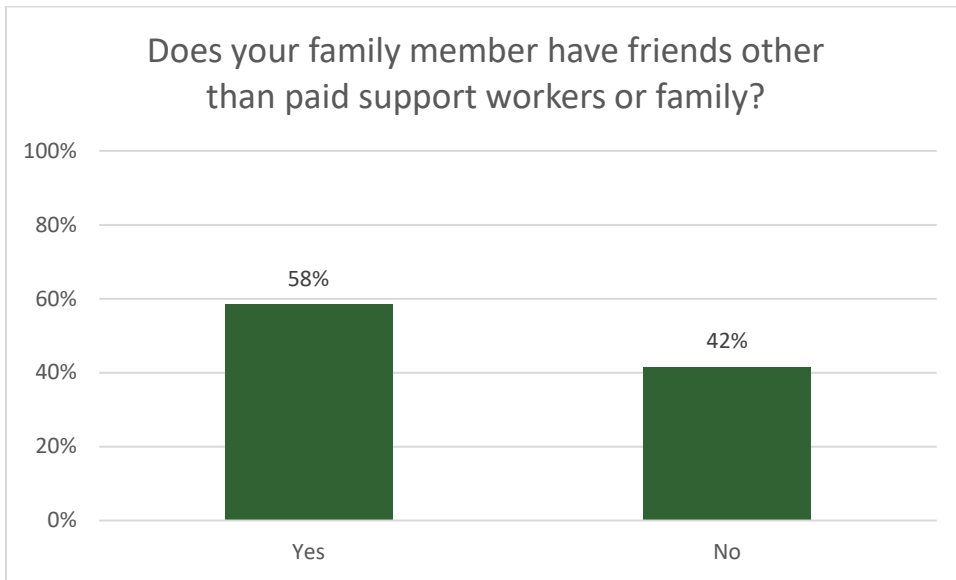
Regional Center	Yes	No	N
ACRC	86%	14%	293
CVRC	86%	14%	160
ELARC	88%	12%	82
FDLRC	73%	27%	84
FNRC	79%	21%	165
GGRC	81%	19%	221
HRC	81%	19%	98
IRC	76%	24%	211
KRC	79%	21%	62
NBRC	80%	20%	182
NLACRC	84%	16%	245
RCEB	78%	22%	406
RCOC	80%	20%	331
RCRC	89%	11%	72
SARC	82%	18%	353
SCLARC	63%	37%	41
SDRC	83%	17%	356
SGPRC	69%	31%	131
TCRC	84%	16%	256
VMRC	71%	29%	101
WRC	83%	17%	109
<b>CA Average</b>	<b>81%</b>	<b>19%</b>	<b>3,960</b>
<b>Weighted NCI-IDD Average</b>	<b>84%</b>	<b>16%</b>	<b>7,037</b>



**Table 66. For your family member, what makes it hard to do things in activities in the community?**

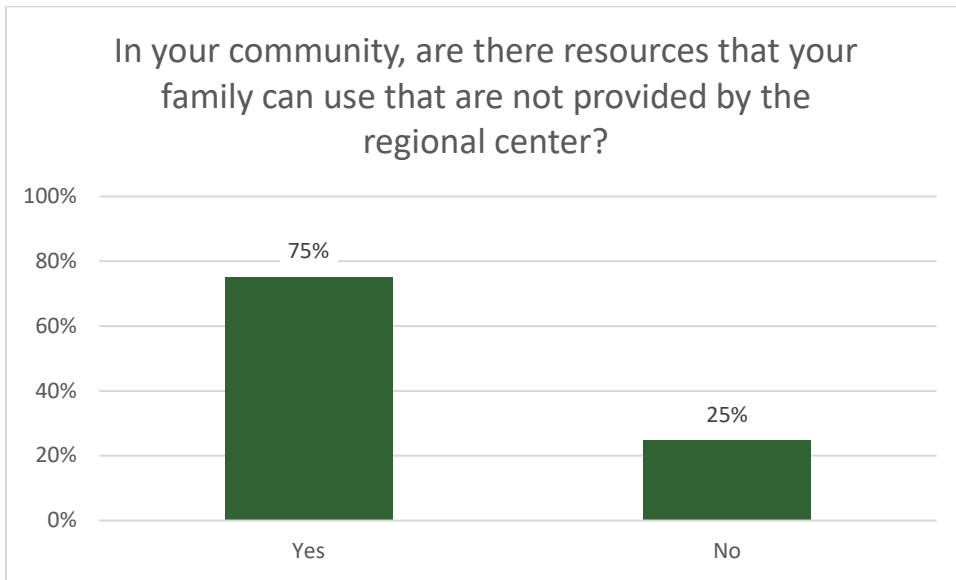
Categories are not mutually exclusive, therefore N is not shown.

Regional Center	Lack of Transportation	Cost	Lack of Support Staff	Stigma	Other
ACRC	30%	21%	22%	11%	29%
CVRC	21%	17%	16%	9%	27%
ELARC	15%	20%	15%	15%	20%
FDLRC	20%	11%	18%	10%	34%
FNRC	30%	21%	21%	10%	30%
GGRC	22%	17%	27%	8%	27%
HRC	20%	17%	20%	7%	24%
IRC	21%	13%	22%	9%	30%
KRC	24%	17%	19%	6%	24%
NBRC	27%	16%	24%	11%	35%
NLACRC	22%	20%	22%	13%	31%
RCEB	27%	21%	21%	7%	27%
RCOC	23%	20%	20%	11%	28%
RCRC	36%	30%	16%	7%	29%
SARC	20%	16%	27%	11%	31%
SCLARC	18%	20%	27%	18%	24%
SDRC	22%	17%	19%	8%	32%
SGPRC	16%	13%	17%	11%	32%
TCRC	30%	20%	26%	11%	28%
VMRC	16%	9%	18%	8%	32%
WRC	17%	12%	18%	9%	25%
<b>CA Average</b>	<b>24%</b>	<b>18%</b>	<b>21%</b>	<b>10%</b>	<b>29%</b>
<b>Weighted NCI-IDD Average</b>	<b>21%</b>	<b>17%</b>	<b>29%</b>	<b>8%</b>	<b>32%</b>



**Table 67. Does your family member have friends other than paid support workers or family?**

Regional Center	Yes	No	N
ACRC	61%	39%	282
CVRC	61%	39%	151
ELARC	51%	49%	79
FDLRC	49%	51%	69
FNRC	62%	38%	165
GGRC	60%	40%	213
HRC	53%	47%	90
IRC	52%	48%	211
KRC	43%	57%	61
NBRC	57%	43%	171
NLACRC	57%	43%	234
RCEB	58%	42%	398
RCOC	62%	38%	323
RCRC	70%	30%	67
SARC	58%	42%	333
SCLARC	39%	61%	36
SDRC	60%	40%	337
SGPRC	51%	49%	131
TCRC	63%	37%	251
VMRC	65%	35%	93
WRC	63%	37%	106
<b>CA Average</b>	<b>58%</b>	<b>42%</b>	<b>3,802</b>
<b>Weighted NCI-IDD Average</b>	<b>61%</b>	<b>39%</b>	<b>6,762</b>

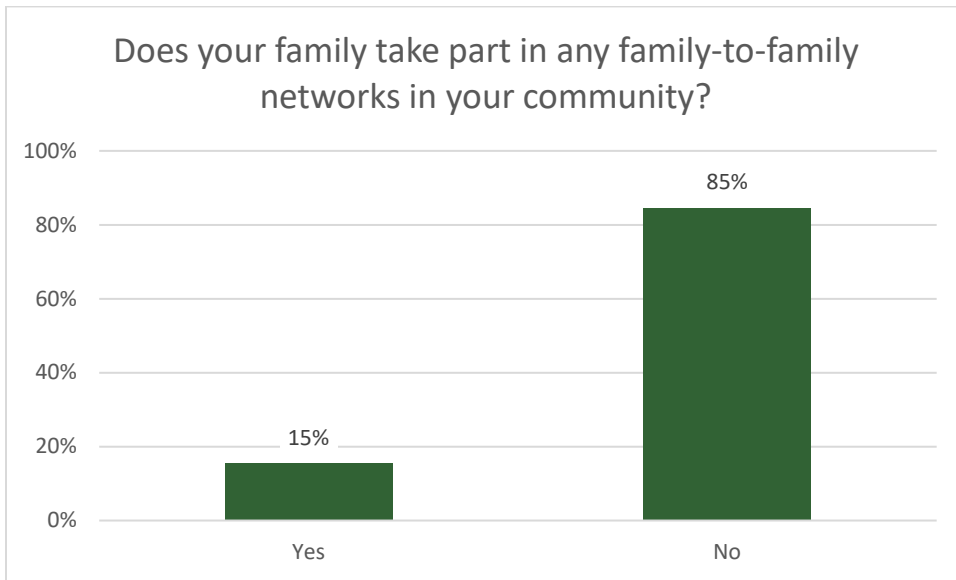


**Table 68. In your community, are there resources that your family can use that are not provided by the regional center<sup>6</sup> (for example, recreational programs, community housing, library programs, religious groups, etc.)?<sup>7</sup>**

Regional Center	Yes	No	N
ACRC	77%	23%	189
CVRC	71%	29%	98
ELARC	75%	25%	56
FDLRC	57%	43%	54
FNRC	73%	27%	124
GGRC	84%	16%	158
HRC	77%	23%	65
IRC	63%	38%	136
KRC	67%	33%	43
NBRC	78%	22%	120
NLACRC	75%	25%	160
RCEB	79%	21%	278
RCOC	75%	25%	227
RCRC	80%	20%	49
SARC	77%	23%	252
SCLARC	80%	20%	25
SDRC	77%	23%	230
SGPRC	59%	41%	79
TCRC	78%	22%	199
VMRC	68%	32%	66
WRC	79%	21%	81
<b>CA Average</b>	<b>75%</b>	<b>25%</b>	<b>2,689</b>
<b>Weighted NCI-IDD Average</b>	<b>78%</b>	<b>22%</b>	<b>4,805</b>

<sup>6</sup> Some NCI states provide services through a statewide ID/DD agency

<sup>7</sup> Those who used direct entry saw the question “In the community, are there resources or support that your family can use that are not provided by the I/DD agency?” Those who used the paper tool saw the question “In the community, are there resources or support that your family **member** can use that are not provided by the I/DD agency?”



**Table 69. Does your family take part in any family-to-family networks in your community?**

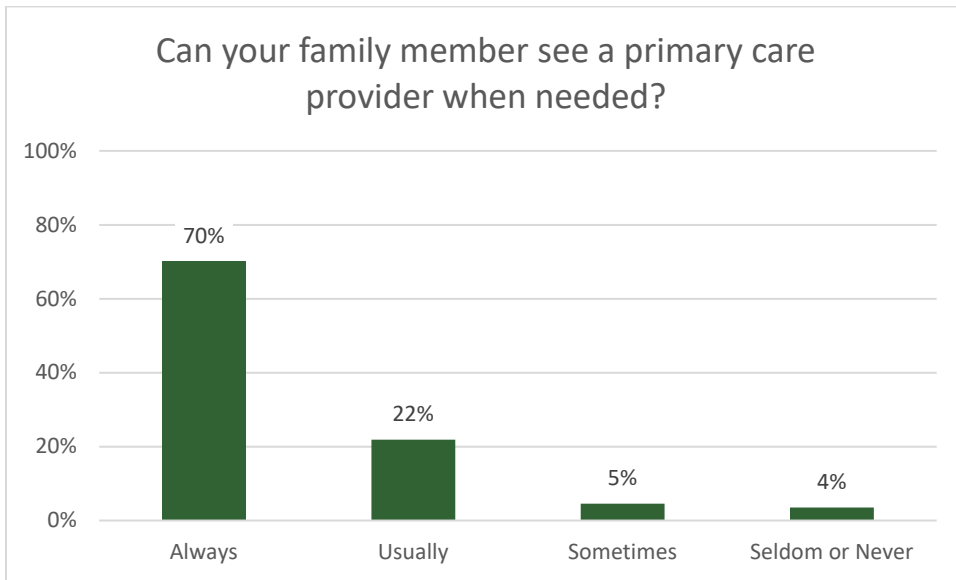
Regional Center	Yes	No	N
ACRC	11%	89%	261
CVRC	13%	87%	143
ELARC	25%	75%	68
FDLRC	14%	86%	71
FNRC	11%	89%	151
GGRC	22%	78%	207
HRC	11%	89%	91
IRC	14%	86%	201
KRC	16%	84%	64
NBRC	15%	85%	166
NLACRC	19%	81%	227
RCEB	15%	85%	385
RCOC	16%	84%	300
RCRC	8%	92%	60
SARC	22%	78%	320
SCLARC	12%	88%	42
SDRC	15%	85%	332
SGPRC	15%	85%	123
TCRC	15%	85%	252
VMRC	7%	93%	96
WRC	15%	85%	98
<b>CA Average</b>	<b>15%</b>	<b>85%</b>	<b>3,659</b>
<b>Weighted NCI-IDD Average</b>	<b>16%</b>	<b>84%</b>	<b>6,278</b>

## *Health, Welfare, and Safety (New in 2021-22)*

*Families are supported to ensure the health, welfare, and safety of their family member receiving services and supports from the state developmental disabilities system.*

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

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



**Table 70. Can your family member see a primary care provider (doctor, registered nurse, etc.) when needed?**

Question changed in 2021-22

Regional Center	Always	Usually	Sometimes	Seldom or Never	N
ACRC	72%	21%	4%	4%	307
CVRC	70%	24%	2%	4%	164
ELARC	74%	17%	4%	4%	89
FDLRC	73%	16%	8%	4%	80
FNRC	61%	31%	4%	4%	163
GGRC	76%	19%	4%	1%	227
HRC	74%	13%	7%	6%	104
IRC	69%	23%	4%	4%	227
KRC	74%	18%	2%	6%	65
NBRC	70%	25%	3%	2%	183
NLACRC	66%	25%	4%	5%	256
RCEB	72%	21%	4%	3%	419
RCOC	69%	22%	5%	4%	341
RCRC	45%	39%	11%	5%	75
SARC	73%	20%	3%	3%	343
SCLARC	66%	27%	5%	2%	44
SDRC	69%	23%	5%	3%	352
SGPRC	62%	27%	7%	4%	133
TCRC	72%	20%	5%	3%	274
VMRC	71%	12%	11%	5%	97
WRC	81%	13%	3%	3%	105
<b>CA Average</b>	<b>70%</b>	<b>22%</b>	<b>5%</b>	<b>4%</b>	<b>4,049</b>
<b>Weighted NCI-IDD Average</b>	<b>73%</b>	<b>21%</b>	<b>3%</b>	<b>3%</b>	<b>7,183</b>

Does your family member's primary care doctor understand your family member's needs related to their disability?

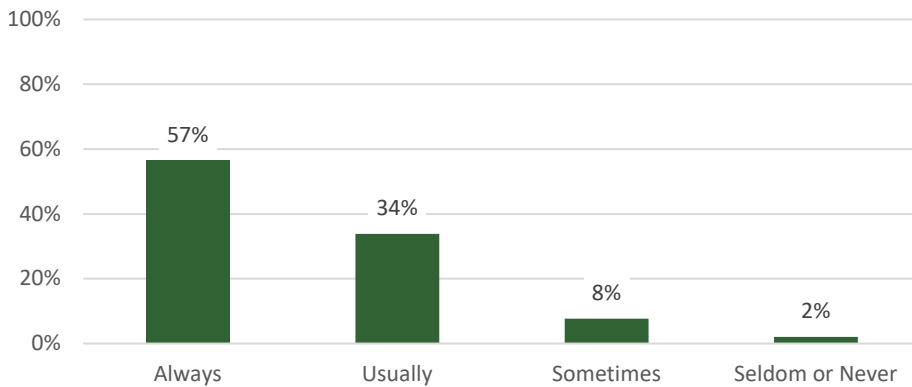
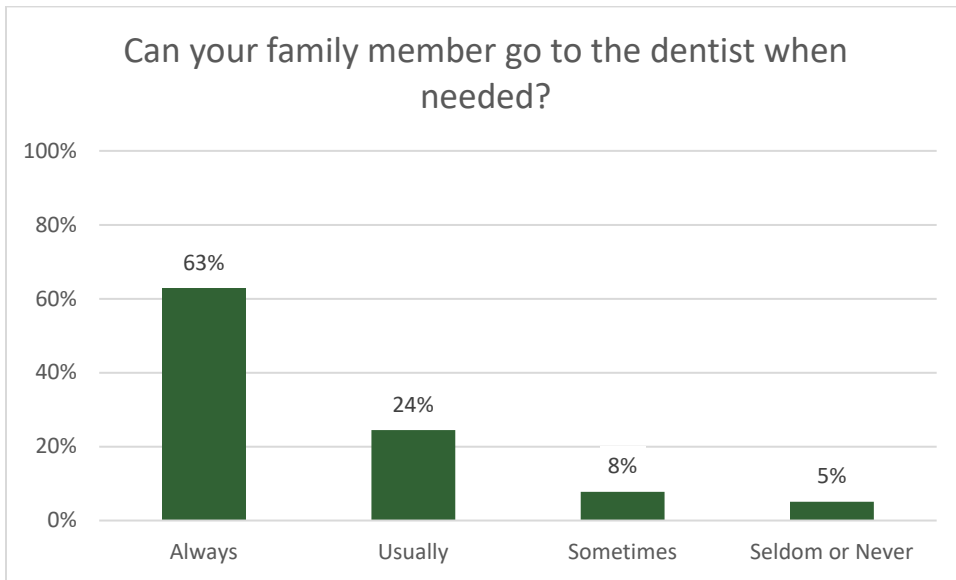


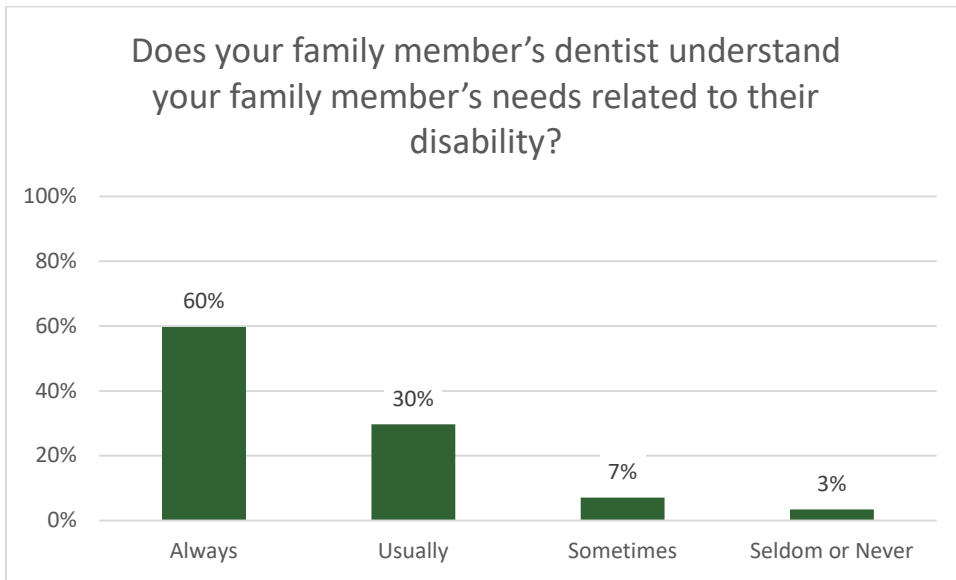
Table 71. Does your family member's primary care doctor understand your family member's needs related to their disability?

Regional Center	Always	Usually	Sometimes	Seldom or Never	N
ACRC	55%	35%	8%	1%	273
CVRC	57%	33%	7%	2%	147
ELARC	66%	26%	7%	1%	86
FDLRC	56%	28%	15%	1%	75
FNRC	48%	39%	9%	4%	149
GGRC	59%	34%	6%	1%	213
HRC	70%	22%	8%	1%	93
IRC	62%	33%	3%	2%	208
KRC	60%	33%	5%	2%	58
NBRC	51%	38%	7%	3%	175
NLACRC	52%	37%	8%	2%	239
RCEB	53%	36%	10%	2%	399
RCOC	60%	32%	7%	1%	328
RCRC	46%	37%	14%	3%	65
SARC	54%	35%	7%	3%	334
SCLARC	63%	27%	10%	0%	41
SDRC	61%	32%	6%	2%	329
SGPRC	51%	38%	9%	2%	128
TCRC	54%	36%	8%	2%	258
VMRC	55%	27%	13%	6%	88
WRC	67%	27%	4%	3%	108
<b>CA Average</b>	<b>57%</b>	<b>34%</b>	<b>8%</b>	<b>2%</b>	<b>3,795</b>
<b>Weighted NCI-IDD Average</b>	<b>59%</b>	<b>34%</b>	<b>6%</b>	<b>1%</b>	<b>6,783</b>



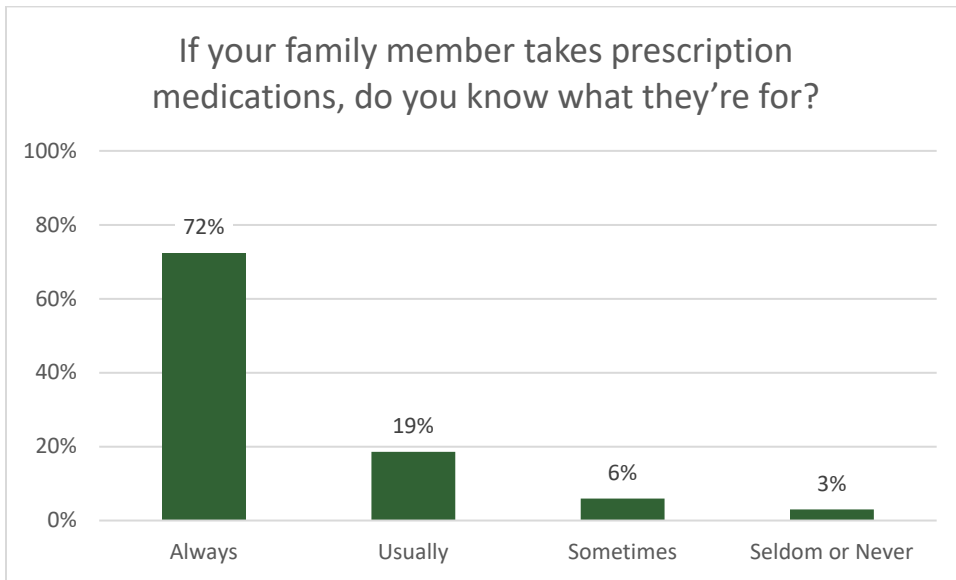
**Table 72. Can your family member go to the dentist when needed?**

Regional Center	Always	Usually	Sometimes	Seldom or Never	N
ACRC	59%	26%	8%	7%	307
CVRC	68%	20%	8%	4%	165
ELARC	66%	24%	5%	4%	91
FDLRC	60%	25%	8%	6%	83
FNRC	51%	30%	13%	7%	160
GGRC	63%	23%	6%	8%	231
HRC	75%	13%	9%	3%	104
IRC	62%	29%	7%	2%	236
KRC	60%	24%	10%	6%	68
NBRC	58%	25%	10%	6%	186
NLACRC	58%	31%	6%	4%	252
RCEB	61%	27%	6%	6%	424
RCOC	70%	21%	6%	4%	349
RCRC	50%	33%	11%	6%	72
SARC	63%	24%	9%	4%	352
SCLARC	52%	26%	13%	9%	46
SDRC	67%	22%	8%	3%	359
SGPRC	54%	26%	12%	8%	138
TCRC	67%	22%	8%	4%	272
VMRC	69%	17%	8%	6%	100
WRC	70%	22%	4%	5%	110
<b>CA Average</b>	<b>63%</b>	<b>24%</b>	<b>8%</b>	<b>5%</b>	<b>4,106</b>
<b>Weighted NCI-IDD Average</b>	<b>66%</b>	<b>23%</b>	<b>7%</b>	<b>4%</b>	<b>7,233</b>



**Table 73. Does your family member's dentist understand your family member's needs related to their disability?**

Regional Center	Always	Usually	Sometimes	Seldom or Never	N
ACRC	57%	30%	8%	5%	246
CVRC	64%	28%	6%	2%	126
ELARC	67%	23%	9%	1%	78
FDLRC	61%	22%	14%	3%	72
FNRC	55%	25%	11%	8%	118
GGRC	57%	35%	4%	4%	194
HRC	74%	21%	5%	1%	87
IRC	59%	33%	7%	1%	190
KRC	53%	35%	5%	7%	55
NBRC	51%	33%	12%	4%	161
NLACRC	64%	27%	7%	2%	213
RCEB	55%	32%	8%	5%	349
RCOC	64%	30%	5%	1%	298
RCRC	55%	30%	9%	5%	56
SARC	60%	29%	7%	4%	305
SCLARC	51%	23%	18%	8%	39
SDRC	62%	31%	4%	3%	299
SGPRC	61%	30%	6%	4%	104
TCRC	63%	28%	7%	3%	232
VMRC	46%	38%	11%	6%	85
WRC	72%	24%	3%	0%	98
<b>CA Average</b>	<b>60%</b>	<b>30%</b>	<b>7%</b>	<b>3%</b>	<b>3,406</b>
<b>Weighted NCI-IDD Average</b>	<b>63%</b>	<b>29%</b>	<b>6%</b>	<b>2%</b>	<b>6,138</b>



**Table 74. If your family member takes prescription medications, do you know what they're for?**

Question changed in 2021-22

Regional Center	Always	Usually	Sometimes	Seldom or Never	N
ACRC	73%	17%	8%	2%	264
CVRC	68%	20%	6%	6%	140
ELARC	68%	23%	6%	2%	81
FDLRC	70%	15%	11%	3%	71
FNRC	67%	22%	4%	6%	147
GGRC	75%	19%	6%	1%	209
HRC	81%	16%	1%	2%	90
IRC	66%	26%	5%	3%	202
KRC	75%	9%	12%	4%	57
NBRC	69%	21%	5%	5%	166
NLACRC	72%	18%	7%	4%	243
RCEB	73%	19%	6%	2%	371
RCOC	78%	15%	4%	3%	310
RCRC	76%	14%	5%	5%	58
SARC	82%	11%	4%	2%	314
SCLARC	68%	15%	18%	0%	40
SDRC	72%	19%	6%	3%	318
SGPRC	58%	26%	8%	9%	116
TCRC	72%	21%	6%	2%	247
VMRC	68%	21%	9%	2%	90
WRC	74%	20%	4%	1%	89
<b>CA Average</b>	<b>72%</b>	<b>19%</b>	<b>6%</b>	<b>3%</b>	<b>3,624</b>
<b>Weighted NCI-IDD Average</b>	<b>72%</b>	<b>20%</b>	<b>6%</b>	<b>3%</b>	<b>6,558</b>

Do you, your family member, or someone else in your family know what is needed to safely take the medications?

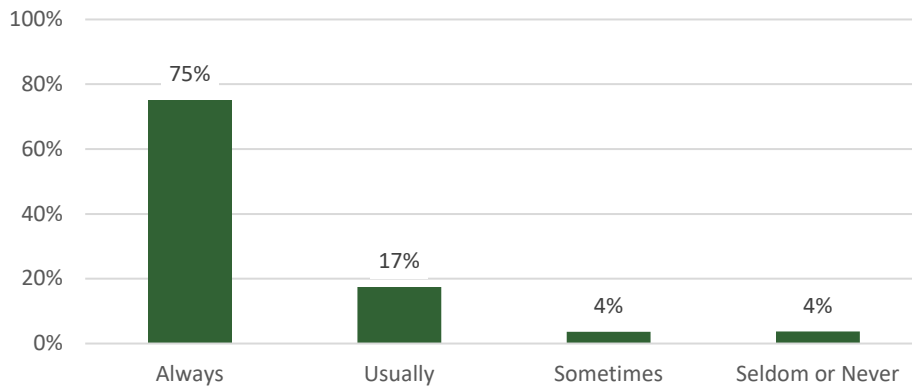
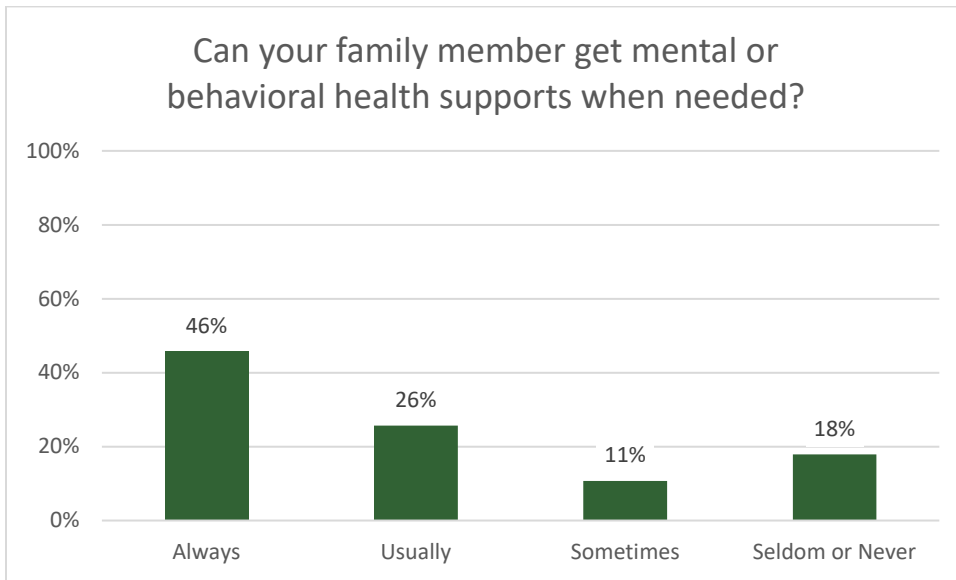


Table 75. Do you, your family member, or someone else in your family know what is needed to safely take the medications (when it should be taken, how much to take, and the potential side effects)?

Regional Center	Always	Usually	Sometimes	Seldom or Never	N
ACRC	73%	21%	2%	4%	256
CVRC	74%	16%	4%	7%	135
ELARC	72%	21%	4%	3%	75
FDLRC	72%	20%	5%	3%	65
FNRC	74%	17%	4%	6%	137
GGRC	78%	16%	4%	3%	198
HRC	81%	13%	1%	5%	84
IRC	76%	17%	3%	4%	191
KRC	71%	18%	0%	11%	56
NBRC	68%	22%	5%	5%	164
NLACRC	73%	22%	3%	1%	223
RCEB	73%	20%	3%	3%	361
RCOC	79%	14%	4%	3%	291
RCRC	79%	16%	4%	2%	56
SARC	79%	14%	5%	2%	298
SCLARC	57%	24%	11%	8%	37
SDRC	75%	18%	5%	3%	295
SGPRC	72%	14%	3%	11%	100
TCRC	78%	14%	5%	3%	238
VMRC	82%	15%	1%	2%	88
WRC	77%	15%	2%	6%	87
<b>CA Average</b>	<b>75%</b>	<b>17%</b>	<b>4%</b>	<b>4%</b>	<b>3,436</b>
<b>Weighted NCI-IDD Average</b>	<b>74%</b>	<b>19%</b>	<b>3%</b>	<b>4%</b>	<b>6,234</b>

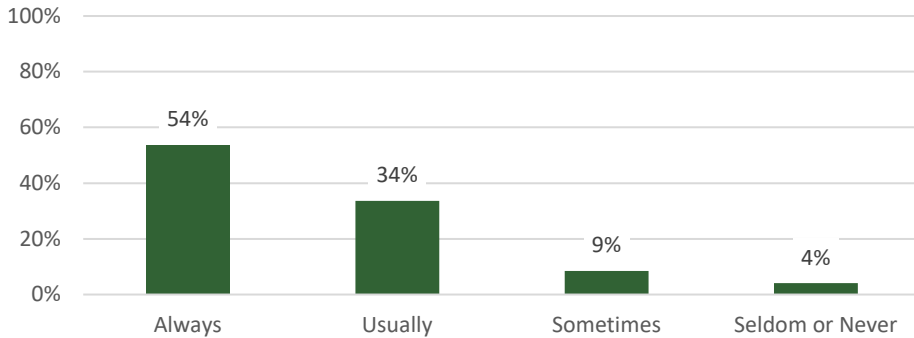


**Table 76. Can your family member get mental or behavioral health supports when needed? (Like see a therapist, go to group counseling)?**

New question in 2021-22

Regional Center	Always	Usually	Sometimes	Seldom or Never	N
ACRC	42%	29%	12%	18%	204
CVRC	58%	27%	5%	10%	108
ELARC	53%	19%	10%	18%	68
FDLRC	37%	30%	9%	24%	67
FNRC	41%	27%	14%	18%	123
GGRC	44%	25%	15%	16%	169
HRC	55%	20%	8%	17%	87
IRC	44%	25%	10%	21%	162
KRC	46%	29%	6%	19%	48
NBRC	42%	30%	12%	15%	139
NLACRC	48%	31%	10%	11%	197
RCEB	42%	25%	13%	20%	316
RCOC	45%	27%	8%	20%	246
RCRC	34%	30%	19%	17%	64
SARC	45%	24%	11%	21%	258
SCLARC	42%	26%	13%	18%	38
SDRC	51%	26%	9%	14%	271
SGPRC	48%	15%	13%	24%	92
TCRC	42%	22%	12%	24%	203
VMRC	48%	25%	10%	17%	77
WRC	63%	23%	3%	10%	87
<b>CA Average</b>	<b>46%</b>	<b>26%</b>	<b>11%</b>	<b>18%</b>	<b>3,025</b>
<b>Weighted NCI-IDD Average</b>	<b>52%</b>	<b>26%</b>	<b>8%</b>	<b>14%</b>	<b>5,599</b>

If your family member uses mental health services, does the mental health professional understand your family member's needs related to their disability?



**Table 77. If your family member uses mental health services, does the mental health professional understand your family member's needs related to their disability?**

Regional Center	Always	Usually	Sometimes	Seldom or Never	N
ACRC	52%	35%	7%	7%	168
CVRC	61%	30%	6%	3%	89
ELARC	64%	21%	11%	4%	75
FDLRC	52%	33%	11%	3%	61
FNRC	49%	37%	9%	6%	90
GGRC	53%	36%	7%	4%	135
HRC	63%	27%	6%	4%	71
IRC	52%	36%	9%	4%	141
KRC	46%	41%	11%	3%	37
NBRC	52%	39%	8%	1%	117
NLACRC	51%	34%	11%	4%	192
RCEB	53%	32%	10%	5%	259
RCOC	54%	32%	9%	5%	219
RCRC	38%	40%	15%	6%	47
SARC	53%	31%	12%	3%	231
SCLARC	48%	42%	3%	6%	31
SDRC	53%	37%	7%	3%	232
SGPRC	56%	34%	6%	4%	89
TCRC	55%	36%	7%	2%	168
VMRC	54%	32%	8%	6%	63
WRC	69%	27%	2%	1%	81
<b>CA Average</b>	<b>54%</b>	<b>34%</b>	<b>9%</b>	<b>4%</b>	<b>2,596</b>
<b>Weighted NCI-IDD Average</b>	<b>56%</b>	<b>34%</b>	<b>7%</b>	<b>3%</b>	<b>4,830</b>

If you asked for crisis or emergency services during the past 12 months, were services provided when needed?

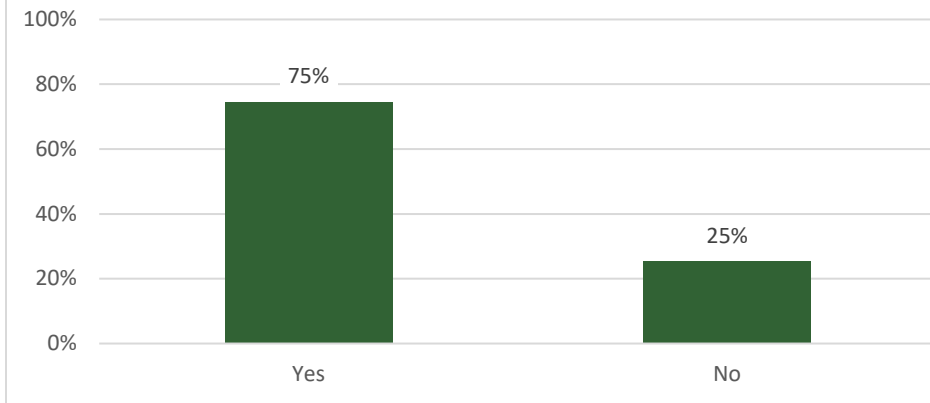
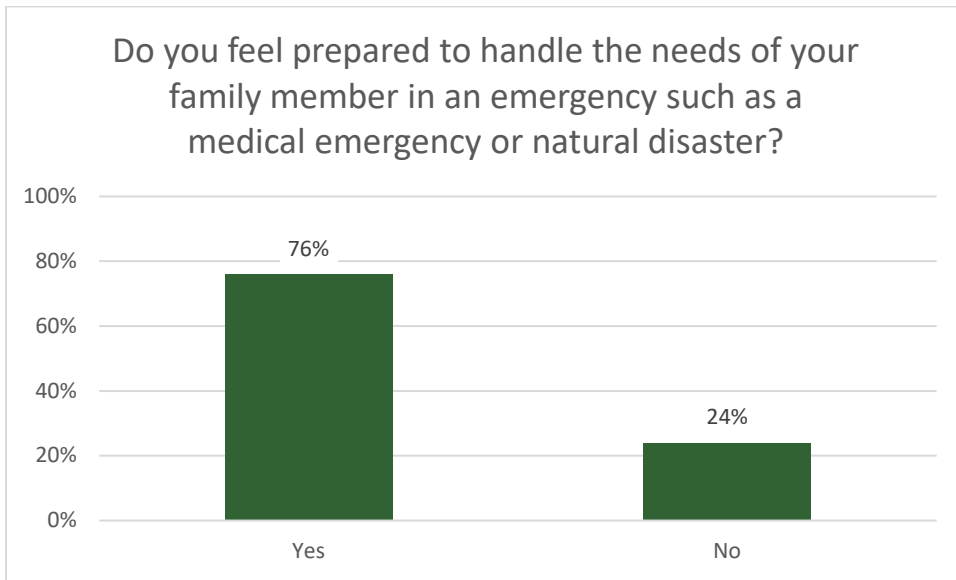


Table 78. If you asked for crisis or emergency services during the past 12 months, were services provided when needed?

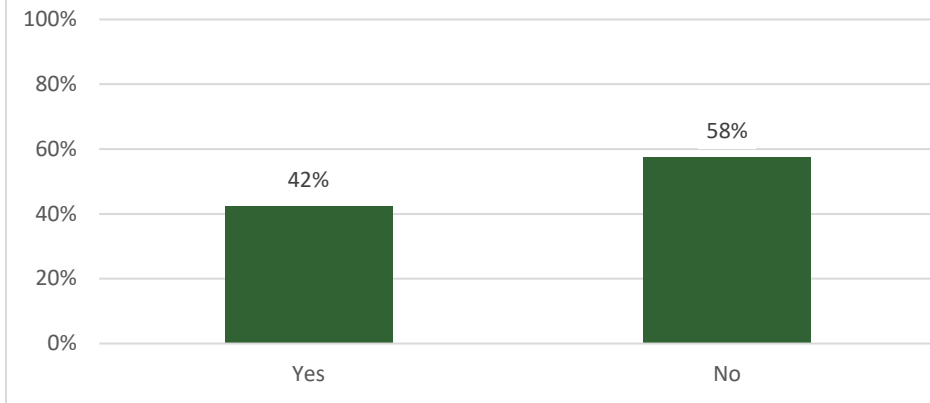
Regional Center	Yes	No	N
ACRC	68%	32%	73
CVRC	74%	26%	42
ELARC	79%	21%	33
FDLRC	83%	17%	23
FNRC	69%	31%	39
GGRC	77%	23%	57
HRC	73%	27%	30
IRC	85%	15%	54
KRC	n/a	n/a	n/a
NBRC	72%	28%	47
NLACRC	73%	27%	77
RCEB	78%	22%	99
RCOC	83%	17%	92
RCRC	72%	28%	29
SARC	64%	36%	94
SCLARC	n/a	n/a	n/a
SDRC	68%	32%	94
SGPRC	79%	21%	38
TCRC	80%	20%	59
VMRC	n/a	n/a	n/a
WRC	78%	23%	40
<b>CA Average</b>	<b>75%</b>	<b>25%</b>	<b>1,067</b>
<b>Weighted NCI-IDD Average</b>	<b>78%</b>	<b>22%</b>	<b>1,872</b>



**Table 79. Do you feel prepared to handle the needs of your family member in an emergency such as a medical emergency or natural disaster?**

Regional Center	Yes	No	N
ACRC	82%	18%	265
CVRC	74%	26%	155
ELARC	69%	31%	72
FDLRC	70%	30%	66
FNRC	86%	14%	152
GGRC	77%	23%	193
HRC	77%	23%	84
IRC	71%	29%	207
KRC	70%	30%	63
NBRC	75%	25%	162
NLACRC	78%	22%	223
RCEB	72%	28%	381
RCOC	82%	18%	314
RCRC	84%	16%	61
SARC	74%	26%	304
SCLARC	49%	51%	39
SDRC	75%	25%	313
SGPRC	69%	31%	118
TCRC	79%	21%	251
VMRC	76%	24%	92
WRC	76%	24%	99
<b>CA Average</b>	<b>76%</b>	<b>24%</b>	<b>3,615</b>
<b>Weighted NCI-IDD Average</b>	<b>79%</b>	<b>21%</b>	<b>6,380</b>

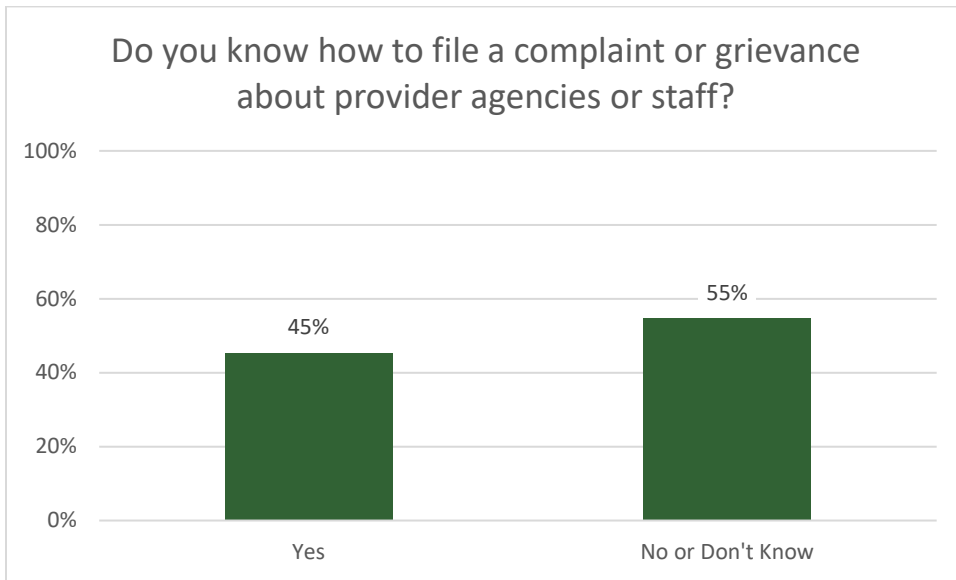
Have you talked about how to handle emergencies with your family member's case manager/service coordinator?



**Table 80. Have you talked about how to handle emergencies (such as a medical emergency, pandemic or natural disaster) with your family member's case manager/service coordinator?**

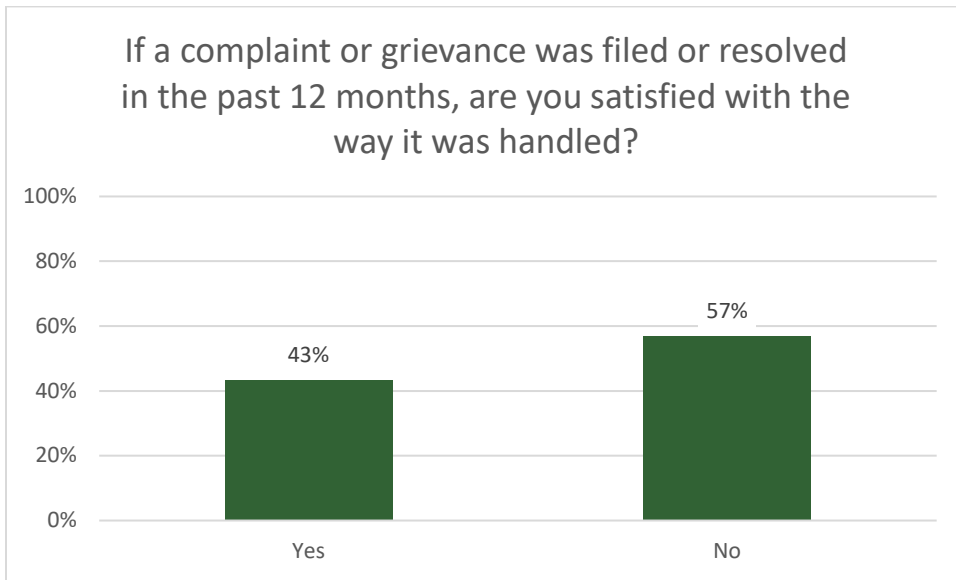
New question in 2021-22

Regional Center	Yes	No	N
ACRC	42%	58%	290
CVRC	36%	64%	168
ELARC	51%	49%	79
FDLRC	30%	70%	83
FNRC	43%	57%	168
GGRC	45%	55%	219
HRC	49%	51%	99
IRC	36%	64%	226
KRC	41%	59%	66
NBRC	44%	56%	178
NLACRC	45%	55%	253
RCEB	38%	62%	413
RCOC	53%	47%	328
RCRC	45%	55%	73
SARC	41%	59%	339
SCLARC	42%	58%	45
SDRC	39%	61%	345
SGPRC	29%	71%	133
TCRC	49%	51%	264
VMRC	44%	56%	103
WRC	45%	55%	108
<b>CA Average</b>	<b>42%</b>	<b>58%</b>	<b>3,981</b>
<b>Weighted NCI-IDD Average</b>	<b>48%</b>	<b>52%</b>	<b>7,023</b>



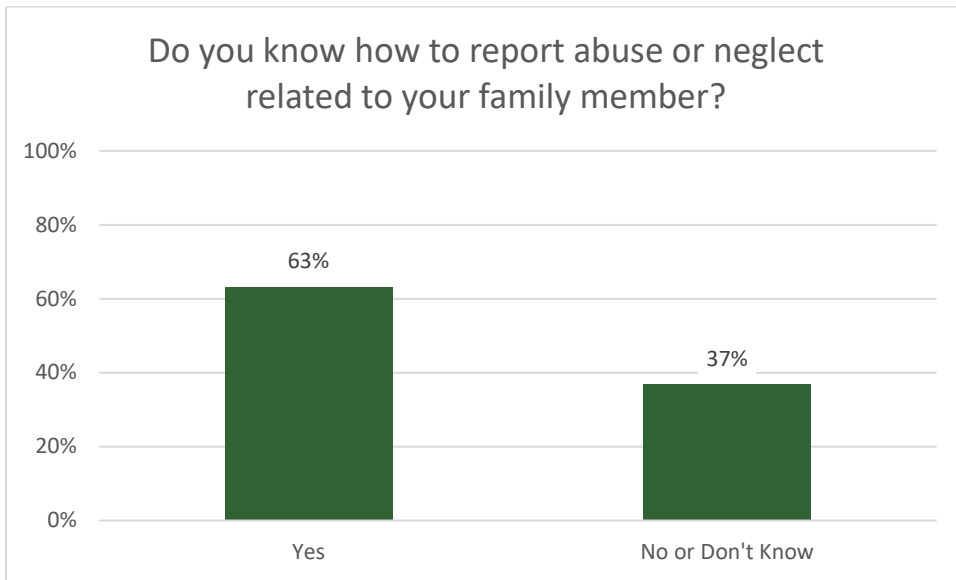
**Table 81. Do you know how to file a complaint or grievance about provider agencies or staff?**

Regional Center	Yes	No or Don't Know	N
ACRC	47%	53%	307
CVRC	46%	54%	176
ELARC	58%	42%	92
FDLRC	43%	57%	88
FNRC	47%	53%	177
GGRC	46%	54%	228
HRC	51%	49%	105
IRC	42%	58%	246
KRC	43%	57%	72
NBRC	43%	57%	189
NLACRC	47%	53%	263
RCEB	40%	60%	434
RCOC	53%	47%	350
RCRC	54%	46%	74
SARC	41%	59%	362
SCLARC	35%	65%	51
SDRC	45%	55%	372
SGPRC	38%	62%	150
TCRC	45%	55%	278
VMRC	50%	50%	110
WRC	47%	53%	112
<b>CA Average</b>	<b>45%</b>	<b>55%</b>	<b>4,237</b>
<b>Weighted NCI-IDD Average</b>	<b>56%</b>	<b>44%</b>	<b>7,438</b>



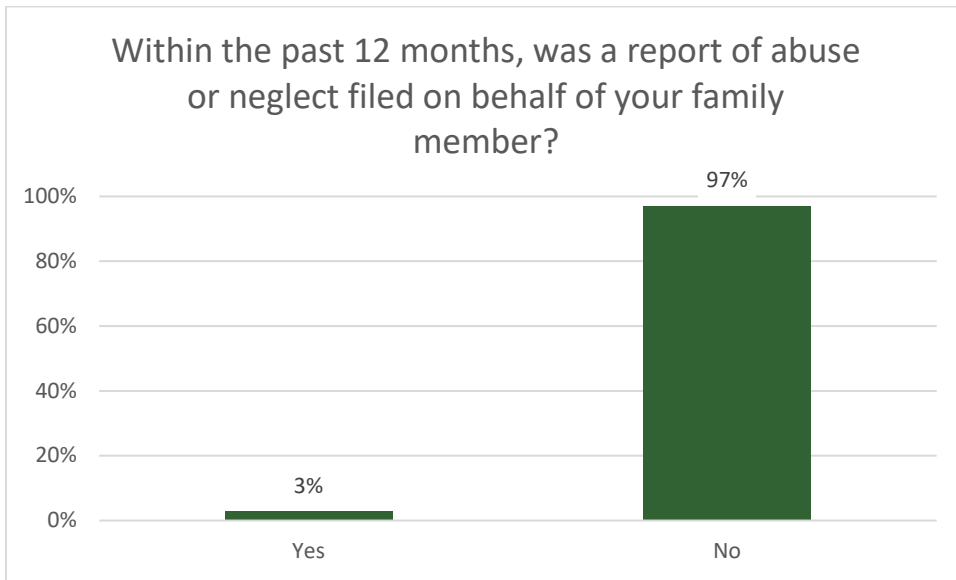
**Table 82. If a complaint or grievance was filed or resolved in the past 12 months, are you satisfied with the way it was handled?**

Regional Center	Yes	No	N
ACRC	n/a	n/a	n/a
CVRC	n/a	n/a	n/a
ELARC	n/a	n/a	n/a
FDLRC	n/a	n/a	n/a
FNRC	n/a	n/a	n/a
GGRC	50%	50%	26
HRC	n/a	n/a	n/a
IRC	n/a	n/a	n/a
KRC	n/a	n/a	n/a
NBRC	n/a	n/a	n/a
NLACRC	48%	52%	27
RCEB	29%	71%	31
RCOC	50%	50%	28
RCRC	n/a	n/a	n/a
SARC	38%	62%	26
SCLARC	n/a	n/a	n/a
SDRC	50%	50%	30
SGPRC	n/a	n/a	n/a
TCRC	48%	52%	23
VMRC	n/a	n/a	n/a
WRC	n/a	n/a	n/a
<b>CA Average</b>	<b>43%</b>	<b>57%</b>	<b>331</b>
<b>Weighted NCI-IDD Average</b>	<b>51%</b>	<b>49%</b>	<b>711</b>



**Table 83. Do you know how to report abuse or neglect related to your family member?**

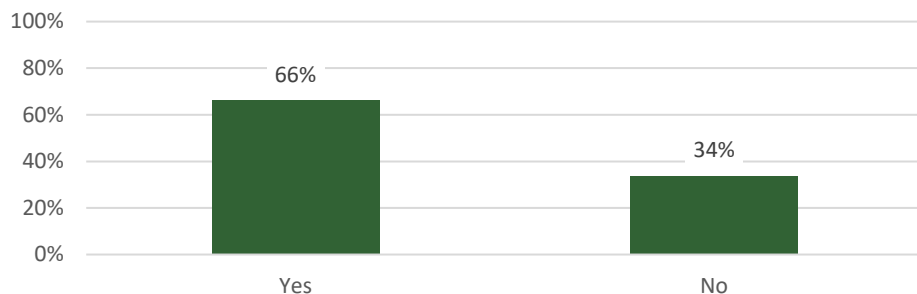
Regional Center	Yes	No or Don't Know	N
ACRC	65%	35%	303
CVRC	64%	36%	172
ELARC	69%	31%	93
FDLRC	55%	45%	86
FNRC	70%	30%	175
GGRC	60%	40%	228
HRC	68%	32%	106
IRC	61%	39%	244
KRC	60%	40%	70
NBRC	67%	33%	189
NLACRC	62%	38%	264
RCEB	59%	41%	429
RCOC	68%	32%	355
RCRC	71%	29%	73
SARC	61%	39%	363
SCLARC	56%	44%	52
SDRC	63%	37%	369
SGPRC	57%	43%	150
TCRC	64%	36%	280
VMRC	68%	32%	113
WRC	60%	40%	112
<b>CA Average</b>	<b>63%</b>	<b>37%</b>	<b>4,227</b>
<b>Weighted NCI-IDD Average</b>	<b>72%</b>	<b>28%</b>	<b>7,433</b>



**Table 84. Within the past 12 months, was a report of abuse or neglect filed on behalf of your family member?**

Regional Center	Yes	No	N
ACRC	1%	99%	302
CVRC	3%	97%	173
ELARC	1%	99%	88
FDLRC	4%	96%	84
FNRC	3%	97%	171
GGRC	3%	97%	230
HRC	3%	97%	102
IRC	5%	95%	237
KRC	4%	96%	72
NBRC	4%	96%	186
NLACRC	3%	97%	266
RCEB	3%	97%	430
RCOC	3%	97%	346
RCRC	6%	94%	70
SARC	3%	97%	349
SCLARC	6%	94%	48
SDRC	2%	98%	347
SGPRC	1%	99%	138
TCRC	3%	97%	278
VMRC	2%	98%	106
WRC	3%	97%	112
<b>CA Average</b>	<b>3%</b>	<b>97%</b>	<b>4,136</b>
<b>Weighted NCI-IDD Average</b>	<b>4%</b>	<b>96%</b>	<b>7,184</b>

If a report of abuse or neglect was filed on behalf of family member, if someone other than you or another family member reported abuse or neglect in the past 12 months, were you notified of the report in a timely manner?



**Table 85.** If a report of abuse or neglect was filed on behalf of family member, if someone other than you or another family member reported abuse or neglect in the past 12 months, were you notified of the report in a timely manner?

Regional Center	Yes	No	N
ACRC	n/a	n/a	n/a
CVRC	n/a	n/a	n/a
ELARC	n/a	n/a	n/a
FDLRC	n/a	n/a	n/a
FNRC	n/a	n/a	n/a
GGRC	n/a	n/a	n/a
HRC	n/a	n/a	n/a
IRC	n/a	n/a	n/a
KRC	n/a	n/a	n/a
NBRC	n/a	n/a	n/a
NLACRC	n/a	n/a	n/a
RCEB	n/a	n/a	n/a
RCOC	n/a	n/a	n/a
RCRC	n/a	n/a	n/a
SARC	n/a	n/a	n/a
SCLARC	n/a	n/a	n/a
SDRC	n/a	n/a	n/a
SGPRC	n/a	n/a	n/a
TCRC	n/a	n/a	n/a
VMRC	n/a	n/a	n/a
WRC	n/a	n/a	n/a
<b>CA Average</b>	<b>66%</b>	<b>34%</b>	<b>89</b>
<b>Weighted NCI-IDD Average</b>	<b>73%</b>	<b>27%</b>	<b>222</b>

## *Family Satisfaction*

*Services and supports lead to better lives for people with disabilities and their families.*

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

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

Overall, are you satisfied with the services and supports your family member currently receives?

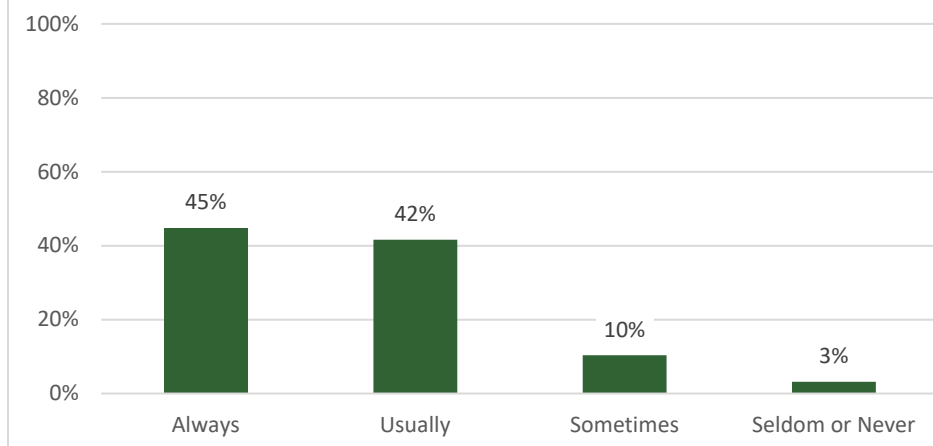


Table 86. Overall, are you satisfied with the services and supports your family member currently receives?

Regional Center	Always	Usually	Sometimes	Seldom or Never	N
ACRC	40%	45%	12%	3%	300
CVRC	49%	36%	12%	4%	171
ELARC	54%	35%	11%	0%	92
FDLRC	54%	33%	7%	6%	85
FNRC	41%	46%	9%	4%	171
GGRC	49%	38%	10%	3%	236
HRC	57%	28%	11%	4%	103
IRC	47%	39%	11%	2%	241
KRC	42%	43%	15%	0%	72
NBRC	42%	42%	14%	1%	189
NLACRC	40%	48%	9%	4%	264
RCEB	39%	46%	11%	4%	438
RCOC	49%	43%	7%	1%	350
RCRC	41%	42%	8%	9%	74
SARC	39%	43%	13%	4%	366
SCLARC	58%	27%	6%	8%	48
SDRC	45%	43%	9%	2%	365
SGPRC	54%	30%	13%	3%	150
TCRC	40%	47%	11%	3%	275
VMRC	50%	38%	8%	4%	109
WRC	53%	36%	9%	3%	114
<b>CA Average</b>	<b>45%</b>	<b>42%</b>	<b>10%</b>	<b>3%</b>	<b>4,214</b>
<b>Weighted NCI-IDD Average</b>	<b>44%</b>	<b>42%</b>	<b>10%</b>	<b>3%</b>	<b>7,411</b>

Do you feel that services and supports have made a positive difference in the life of your family member?

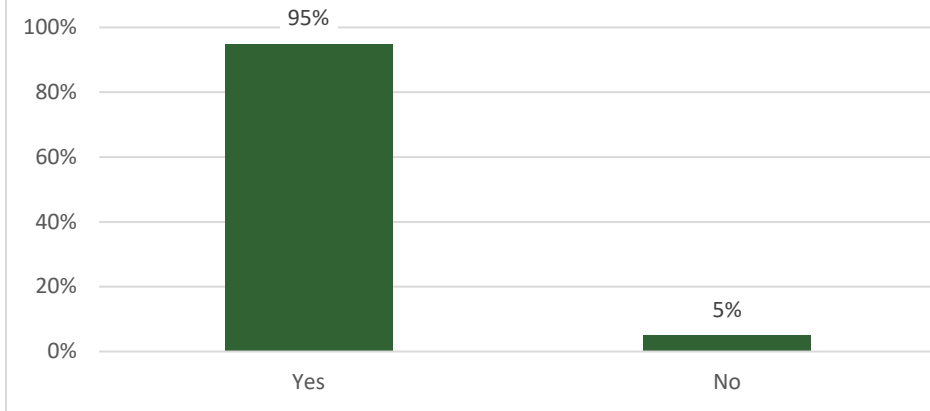
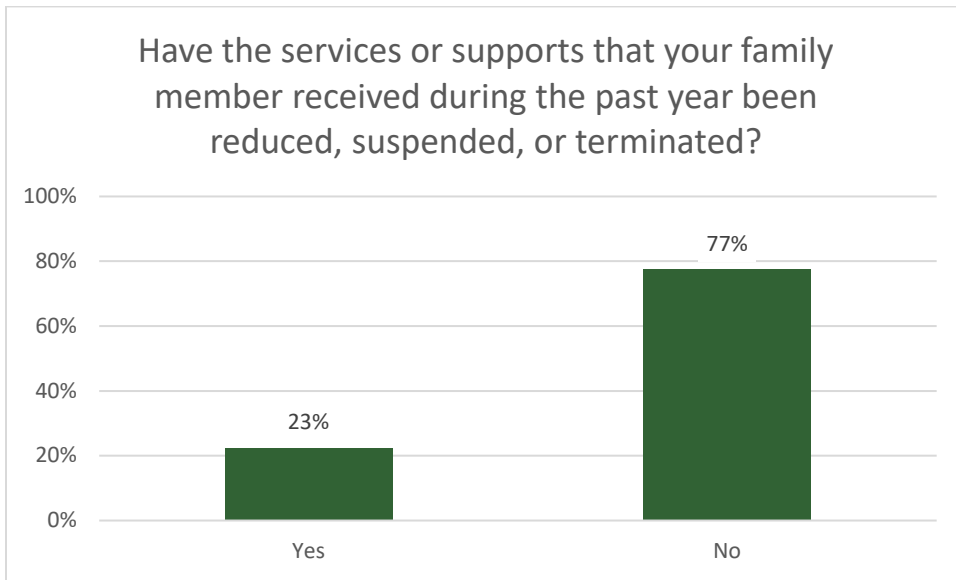


Table 87. Do you feel that services and supports have made a positive difference in the life of your family member?

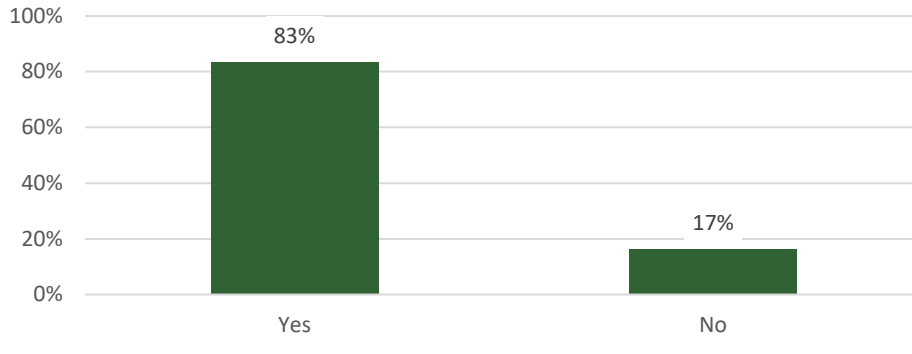
Regional Center	Yes	No	N
ACRC	95%	5%	291
CVRC	94%	6%	162
ELARC	99%	1%	89
FDLRC	94%	6%	78
FNRC	93%	7%	163
GGRC	94%	6%	231
HRC	95%	5%	97
IRC	94%	6%	226
KRC	96%	4%	67
NBRC	97%	3%	181
NLACRC	94%	6%	255
RCEB	95%	5%	406
RCOC	98%	2%	337
RCRC	89%	11%	72
SARC	94%	6%	345
SCLARC	92%	8%	50
SDRC	96%	4%	349
SGPRC	91%	9%	134
TCRC	95%	5%	271
VMRC	93%	7%	103
WRC	97%	3%	106
<b>CA Average</b>	<b>95%</b>	<b>5%</b>	<b>4,014</b>
<b>Weighted NCI-IDD Average</b>	<b>95%</b>	<b>5%</b>	<b>7,045</b>



**Table 88. Have the services or supports that your family member received during the past year been reduced, suspended, or terminated?**

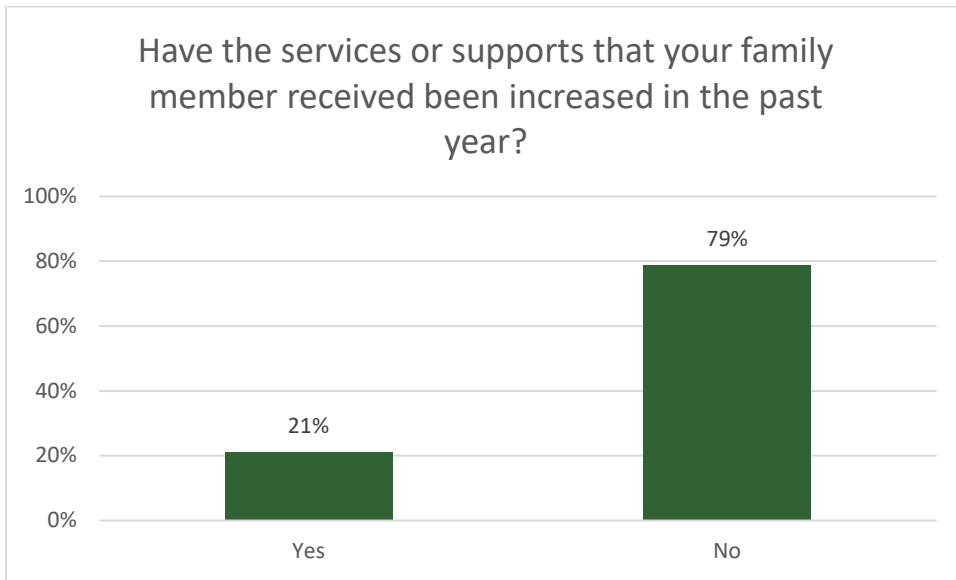
Regional Center	Yes	No	N
ACRC	26%	74%	271
CVRC	20%	80%	146
ELARC	8%	92%	83
FDLRC	21%	79%	72
FNRC	25%	75%	152
GGRC	20%	80%	215
HRC	18%	82%	94
IRC	21%	79%	214
KRC	23%	77%	56
NBRC	25%	75%	173
NLACRC	18%	82%	238
RCEB	26%	74%	390
RCOC	22%	78%	327
RCRC	12%	88%	68
SARC	23%	77%	323
SCLARC	10%	90%	40
SDRC	26%	74%	323
SGPRC	24%	76%	110
TCRC	29%	71%	262
VMRC	18%	82%	90
WRC	17%	83%	103
<b>CA Average</b>	<b>23%</b>	<b>77%</b>	<b>3,750</b>
<b>Weighted NCI-IDD Average</b>	<b>22%</b>	<b>78%</b>	<b>6,660</b>

If services or supports received by the family were reduced, suspended or terminated during the past year, did the change in services affect your family member negatively?



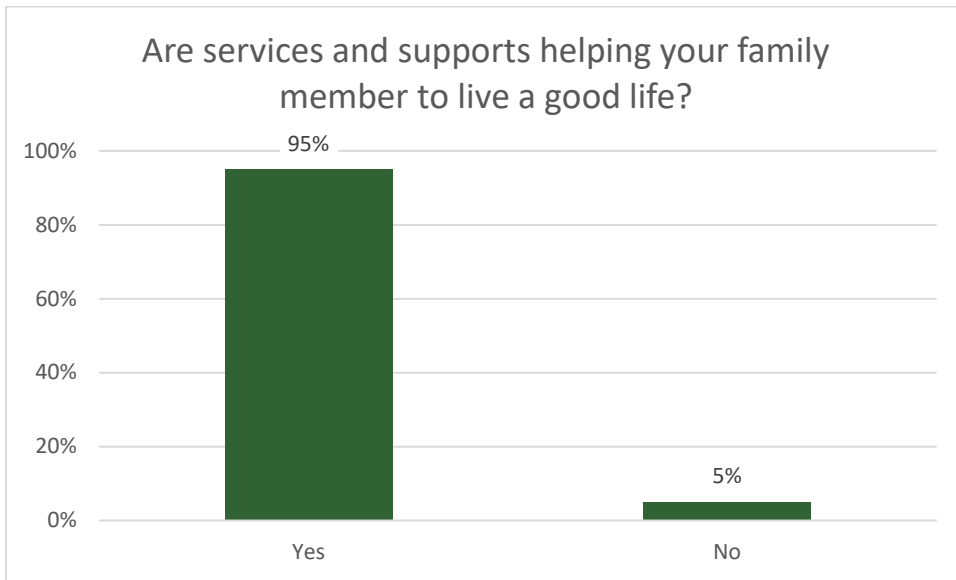
**Table 89. If services or supports received by the family were reduced, suspended or terminated during the past year, did the change in services affect your family member negatively?**

Regional Center	Yes	No	N
ACRC	87%	13%	60
CVRC	80%	20%	20
ELARC	n/a	n/a	n/a
FDLRC	n/a	n/a	n/a
FNRC	78%	22%	36
GGRC	90%	10%	40
HRC	n/a	n/a	n/a
IRC	95%	5%	37
KRC	n/a	n/a	n/a
NBRC	92%	8%	36
NLACRC	92%	8%	39
RCEB	73%	27%	82
RCOC	81%	19%	64
RCRC	n/a	n/a	n/a
SARC	92%	8%	62
SCLARC	n/a	n/a	n/a
SDRC	82%	18%	72
SGPRC	73%	27%	22
TCRC	79%	21%	63
VMRC	n/a	n/a	n/a
WRC	n/a	n/a	n/a
<b>CA Average</b>	<b>83%</b>	<b>17%</b>	<b>714</b>
<b>Weighted NCI-IDD Average</b>	<b>82%</b>	<b>18%</b>	<b>1,218</b>



**Table 90. Have the services or supports that your family member received been increased in the past year?**

Regional Center	Yes	No	N
ACRC	15%	85%	228
CVRC	27%	73%	117
ELARC	22%	78%	64
FDLRC	28%	72%	60
FNRC	18%	82%	115
GGRC	20%	80%	176
HRC	23%	77%	79
IRC	24%	76%	150
KRC	23%	77%	47
NBRC	30%	70%	149
NLACRC	21%	79%	196
RCEB	17%	83%	344
RCOC	21%	79%	269
RCRC	21%	79%	61
SARC	21%	79%	282
SCLARC	33%	67%	33
SDRC	22%	78%	271
SGPRC	19%	81%	91
TCRC	21%	79%	214
VMRC	19%	81%	74
WRC	20%	80%	83
<b>CA Average</b>	<b>21%</b>	<b>79%</b>	<b>3,103</b>
<b>Weighted NCI-IDD Average</b>	<b>21%</b>	<b>79%</b>	<b>5,653</b>



**Table 91. Are services and supports helping your family member to live a good life?**

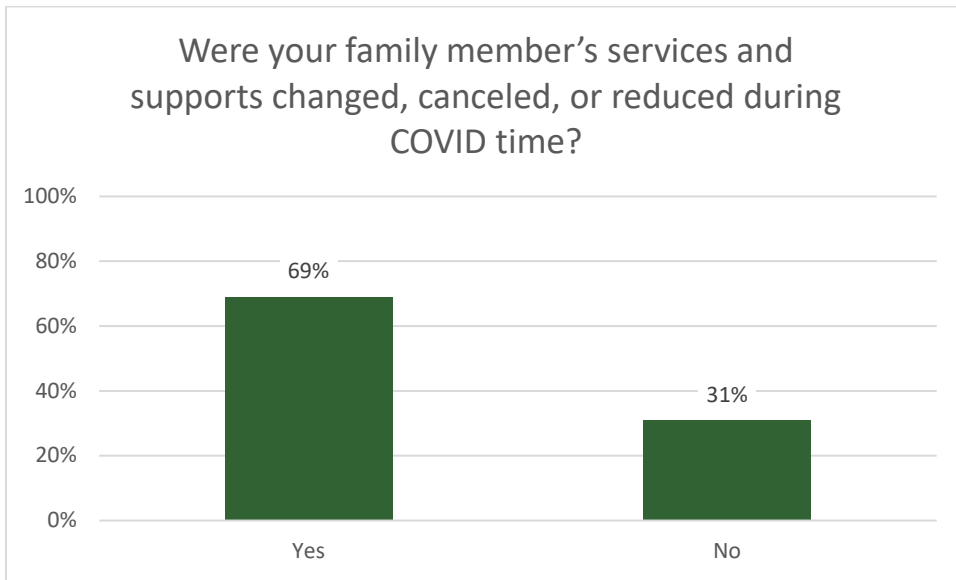
Regional Center	Yes	No	N
ACRC	94%	6%	280
CVRC	93%	7%	164
ELARC	99%	1%	87
FDLRC	94%	6%	78
FNRC	93%	7%	159
GGRC	96%	4%	218
HRC	94%	6%	95
IRC	97%	3%	210
KRC	97%	3%	65
NBRC	97%	3%	172
NLACRC	96%	4%	239
RCEB	94%	6%	381
RCOC	99%	1%	324
RCRC	94%	6%	66
SARC	93%	7%	337
SCLARC	90%	10%	42
SDRC	95%	5%	334
SGPRC	92%	8%	127
TCRC	93%	7%	257
VMRC	94%	6%	90
WRC	95%	5%	107
<b>CA Average</b>	<b>95%</b>	<b>5%</b>	<b>3,833</b>
<b>Weighted NCI-IDD Average</b>	<b>95%</b>	<b>5%</b>	<b>6,851</b>

## *COVID-19 Supplement*

*The COVID-19 Supplement is intended to support an ongoing understanding of the continuing effects of the pandemic on people's lives and services. **Note: the COVID-19 Supplement was state optional, one state chose not to administer the Supplement.***

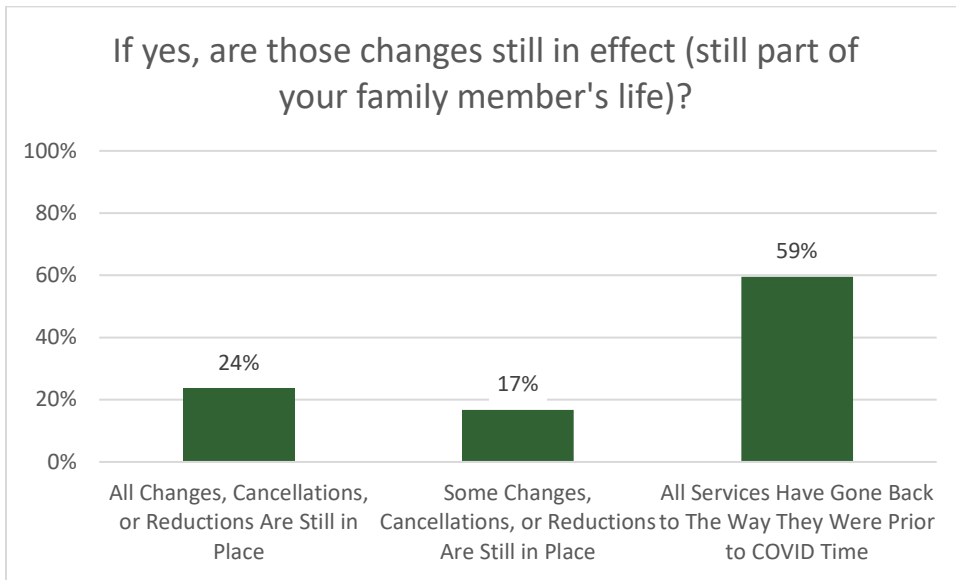
**"You"** and **"Respondent"** refers to the person (usually a parent or guardian) filling out the survey.

**"Family Member"** refers to the person receiving services whom the respondent is answering questions about in this survey.



**Table 92. Were your family member's services and supports changed, canceled, or reduced during COVID time?**

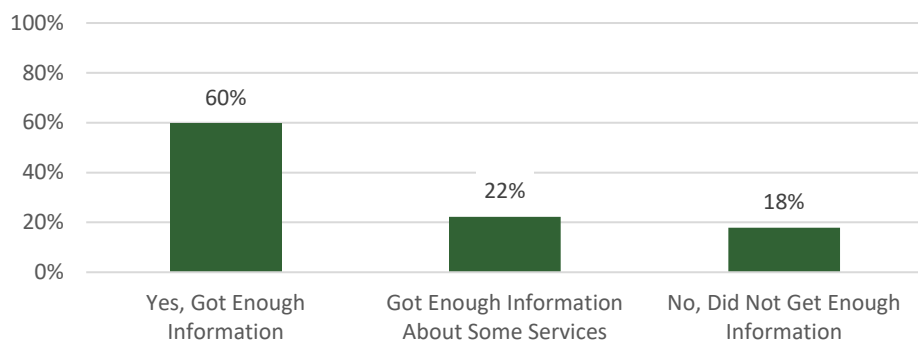
Regional Center	Yes	No	N
ACRC	72%	28%	271
CVRC	69%	31%	141
ELARC	56%	44%	77
FDLRC	61%	39%	72
FNRC	72%	28%	141
GGRC	78%	22%	202
HRC	58%	42%	83
IRC	68%	32%	202
KRC	68%	32%	60
NBRC	68%	32%	167
NLACRC	62%	38%	237
RCEB	69%	31%	368
RCOC	70%	30%	295
RCRC	63%	37%	65
SARC	73%	27%	320
SCLARC	49%	51%	37
SDRC	72%	28%	313
SGPRC	66%	34%	110
TCRC	74%	26%	247
VMRC	76%	24%	91
WRC	57%	43%	100
<b>CA Average</b>	<b>69%</b>	<b>31%</b>	<b>3,599</b>
<b>Weighted NCI-IDD Average</b>	<b>71%</b>	<b>29%</b>	<b>6,116</b>



**Table 93. If yes, are those changes still in effect (still part of your family member's life)?**

Regional Center	All Changes, Cancellations, or Reductions Are Still in Place	Some Changes, Cancellations, or Reductions Are Still in Place	All Services Have Gone Back to The Way They Were Prior to COVID Time	N
ACRC	22%	57%	22%	180
CVRC	8%	61%	30%	83
ELARC	6%	58%	36%	36
FDLRC	20%	55%	25%	40
FNRC	21%	59%	20%	96
GGRC	18%	57%	25%	147
HRC	20%	60%	20%	45
IRC	17%	58%	24%	127
KRC	23%	59%	18%	39
NBRC	13%	68%	20%	102
NLACRC	20%	57%	23%	136
RCEB	20%	63%	17%	239
RCOC	22%	49%	28%	198
RCRC	10%	52%	38%	29
SARC	11%	63%	26%	223
SCLARC	9%	45%	45%	11
SDRC	16%	60%	24%	210
SGPRC	15%	63%	22%	67
TCRC	14%	59%	26%	174
VMRC	15%	69%	15%	59
WRC	11%	65%	24%	55
<b>CA Average</b>	<b>17%</b>	<b>59%</b>	<b>24%</b>	<b>2,296</b>
<b>Weighted NCI-IDD Average</b>	<b>14%</b>	<b>59%</b>	<b>27%</b>	<b>4,003</b>

If some or all of your family member's services have reopened or restarted: Did your family get enough information about the services reopening/restarting?



**Table 94. If some or all of your family member's services have reopened or restarted: Did your family get enough information about the services reopening/restarting?**

Regional Center	Yes, Got Enough Information	Got Enough Information About Some Services	No, Did Not Get Enough Information	N
ACRC	58%	27%	15%	126
CVRC	63%	17%	19%	63
ELARC	65%	19%	16%	31
FDLRC	54%	12%	35%	26
FNRC	62%	24%	14%	58
GGRC	69%	16%	15%	110
HRC	61%	21%	18%	33
IRC	57%	25%	18%	89
KRC	54%	21%	25%	28
NBRC	46%	32%	22%	78
NLACRC	56%	21%	23%	95
RCEB	64%	22%	15%	162
RCOC	67%	18%	15%	140
RCRC	68%	18%	14%	22
SARC	61%	22%	17%	179
SCLARC	n/a	n/a	n/a	n/a
SDRC	56%	25%	19%	149
SGPRC	49%	28%	23%	43
TCRC	59%	20%	20%	133
VMRC	63%	22%	15%	41
WRC	53%	26%	21%	38
<b>CA Average</b>	<b>60%</b>	<b>22%</b>	<b>18%</b>	<b>1,653</b>
<b>Weighted NCI-IDD Average</b>	<b>61%</b>	<b>23%</b>	<b>16%</b>	<b>3,014</b>

If some or all of your family member's services have reopened or restarted: Do you feel that service providers are following COVID-19 safety precautions?

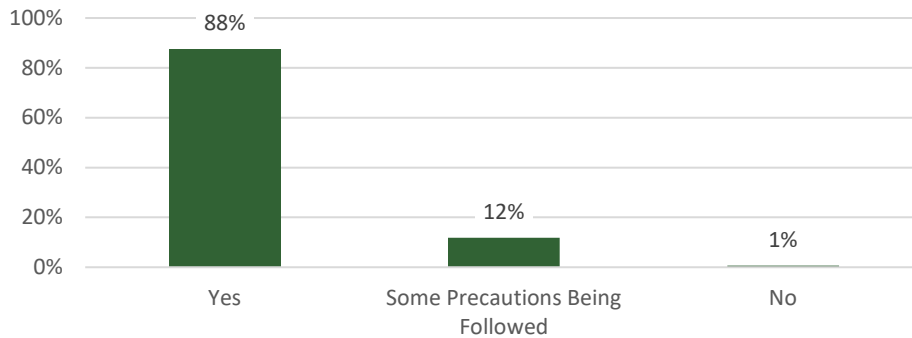


Table 95. If some or all of your family member's services have reopened or restarted: Do you feel that service providers are following COVID-19 safety precautions?

Regional Center	Yes	Some Precautions Being Followed	No	N
ACRC	89%	11%	0%	123
CVRC	90%	10%	0%	62
ELARC	86%	14%	0%	29
FDLRC	84%	16%	0%	25
FNRC	86%	13%	2%	63
GGRC	91%	9%	0%	108
HRC	91%	9%	0%	32
IRC	86%	13%	1%	85
KRC	86%	14%	0%	22
NBRC	76%	21%	3%	72
NLACRC	87%	12%	1%	93
RCEB	86%	14%	0%	161
RCOC	92%	7%	1%	139
RCRC	73%	23%	5%	22
SARC	89%	11%	0%	174
SCLARC	n/a	n/a	n/a	n/a
SDRC	89%	11%	0%	150
SGPRC	89%	11%	0%	45
TCRC	85%	13%	2%	130
VMRC	88%	9%	2%	43
WRC	93%	8%	0%	40
<b>CA Average</b>	<b>88%</b>	<b>12%</b>	<b>1%</b>	<b>1,627</b>
<b>Weighted NCI-IDD Average</b>	<b>85%</b>	<b>13%</b>	<b>1%</b>	<b>2,973</b>

If staff support your family member in your family member's home: Do you feel that the staff follow recommendations to keep the household safe and healthy?

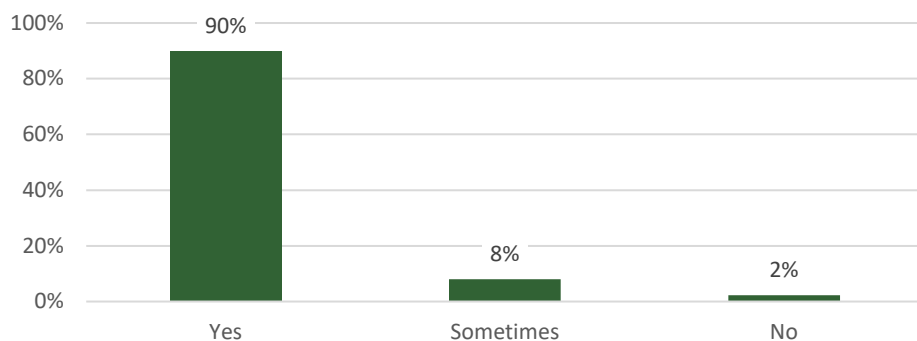
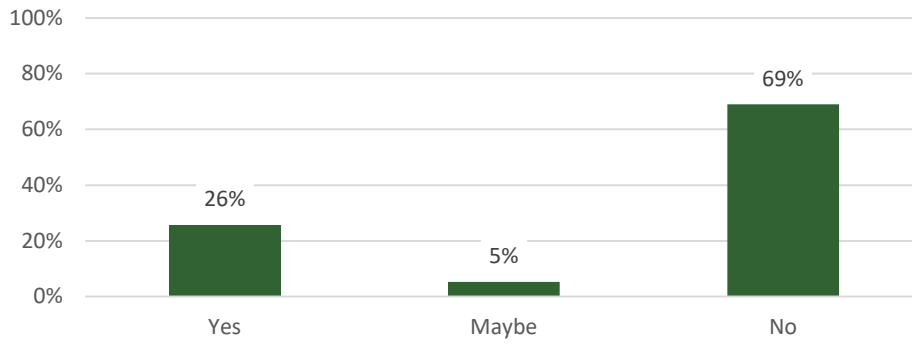


Table 96. If staff support your family member in your family member's home: Do you feel that the staff follow recommendations to keep the household safe and healthy?

Regional Center	Yes	Sometimes	No	N
ACRC	91%	7%	3%	215
CVRC	90%	9%	2%	117
ELARC	89%	10%	1%	72
FDLRC	93%	7%	0%	59
FNRC	93%	5%	3%	107
GGRC	89%	8%	3%	160
HRC	92%	5%	3%	66
IRC	90%	8%	2%	175
KRC	89%	9%	2%	45
NBRC	86%	13%	1%	136
NLACRC	94%	4%	3%	200
RCEB	89%	9%	1%	285
RCOC	93%	6%	1%	246
RCRC	84%	10%	6%	50
SARC	87%	8%	4%	254
SCLARC	82%	12%	6%	33
SDRC	91%	8%	2%	262
SGPRC	84%	12%	4%	101
TCRC	89%	10%	1%	201
VMRC	92%	7%	1%	72
WRC	89%	7%	4%	81
<b>CA Average</b>	<b>90%</b>	<b>8%</b>	<b>2%</b>	<b>2,938</b>
<b>Weighted NCI-IDD Average</b>	<b>88%</b>	<b>9%</b>	<b>3%</b>	<b>4,982</b>

In preparation for the future, have you made or updated an emergency plan with your family member's case manager/service coordinator or with other staff?



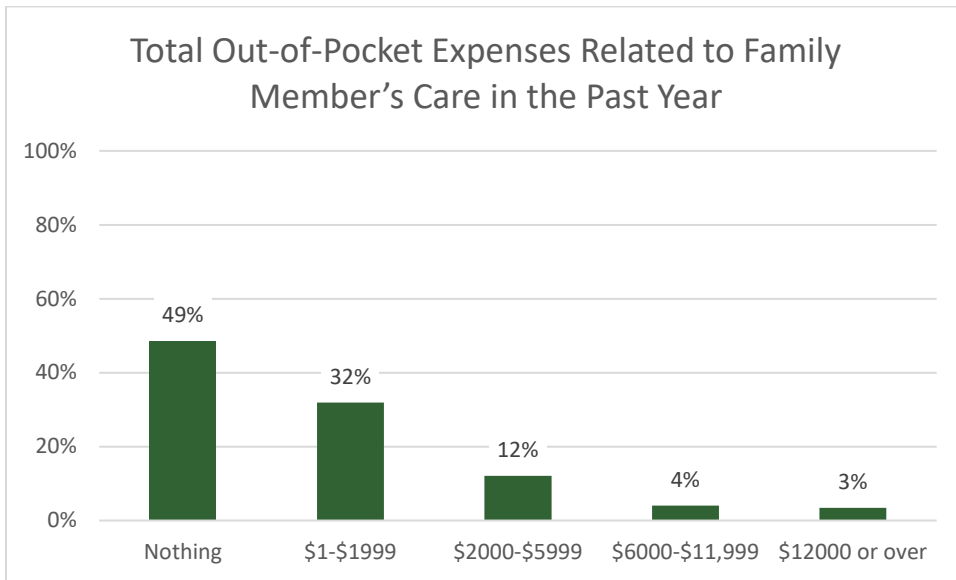
**Table 97. In preparation for the future, have you made or updated an emergency plan with your family member's case manager/service coordinator or with other staff?**

Regional Center	Yes	Maybe	No	N
ACRC	26%	3%	70%	244
CVRC	32%	5%	63%	136
ELARC	44%	3%	53%	66
FDLRC	18%	3%	78%	65
FNRC	24%	8%	68%	131
GGRC	22%	5%	73%	183
HRC	33%	8%	59%	78
IRC	24%	6%	69%	186
KRC	26%	2%	72%	58
NBRC	32%	5%	63%	146
NLACRC	25%	6%	69%	224
RCEB	18%	6%	76%	353
RCOC	33%	7%	60%	275
RCRC	28%	2%	70%	60
SARC	21%	6%	74%	302
SCLARC	40%	3%	58%	40
SDRC	25%	6%	69%	295
SGPRC	29%	4%	67%	112
TCRC	22%	5%	73%	235
VMRC	31%	1%	68%	75
WRC	27%	3%	70%	92
<b>CA Average</b>	<b>26%</b>	<b>5%</b>	<b>69%</b>	<b>3,357</b>
<b>Weighted NCI-IDD Average</b>	<b>31%</b>	<b>5%</b>	<b>64%</b>	<b>5,626</b>

## *California Specific Questions*

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

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

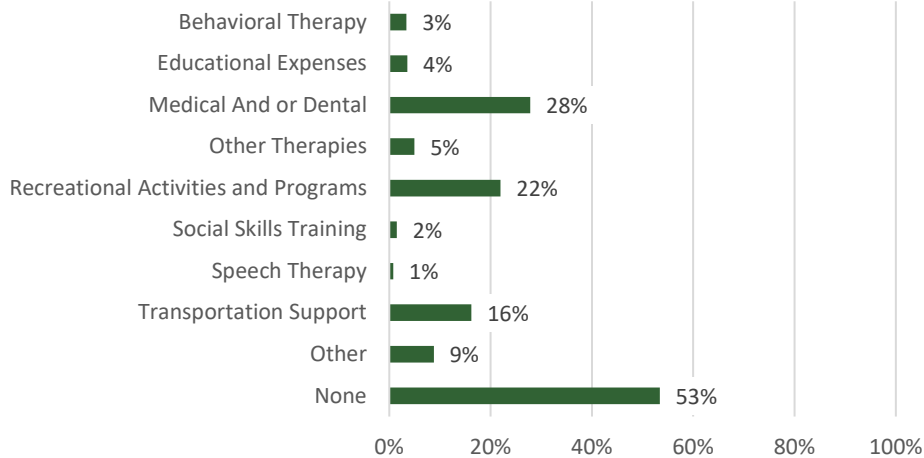


**Table 98. Total Out-of-Pocket Expenses Related to Family Member's Care in the Past Year**

CA specific question

Regional Center	Nothing	\$1-\$1999	\$2000-\$5999	\$6000-\$11,999	\$12000 or over	N
ACRC	49%	35%	9%	3%	4%	319
CVRC	63%	24%	8%	4%	1%	188
ELARC	55%	26%	7%	7%	4%	96
FDLRC	53%	24%	11%	5%	6%	94
FNRC	58%	31%	10%	1%	1%	175
GGRC	39%	36%	14%	7%	5%	244
HRC	48%	35%	12%	3%	3%	110
IRC	58%	27%	12%	2%	2%	263
KRC	52%	37%	7%	1%	3%	75
NBRC	44%	36%	13%	4%	4%	197
NLACRC	47%	27%	16%	4%	6%	269
RCEB	42%	35%	15%	4%	3%	439
RCOC	48%	32%	11%	5%	4%	348
RCRC	46%	34%	13%	5%	1%	76
SARC	41%	35%	16%	4%	4%	380
SCLARC	70%	20%	8%	2%	0%	50
SDRC	49%	31%	13%	5%	2%	381
SGPRC	61%	26%	10%	1%	2%	155
TCRC	44%	36%	13%	4%	4%	294
VMRC	65%	27%	6%	1%	1%	115
WRC	35%	34%	12%	8%	12%	119
<b>CA Average</b>	<b>49%</b>	<b>32%</b>	<b>12%</b>	<b>4%</b>	<b>3%</b>	<b>4,388</b>

## Services Paid for Out-of-Pocket in the Past Year



**Table 99a. Services Paid for Out-of-Pocket in the Past Year**

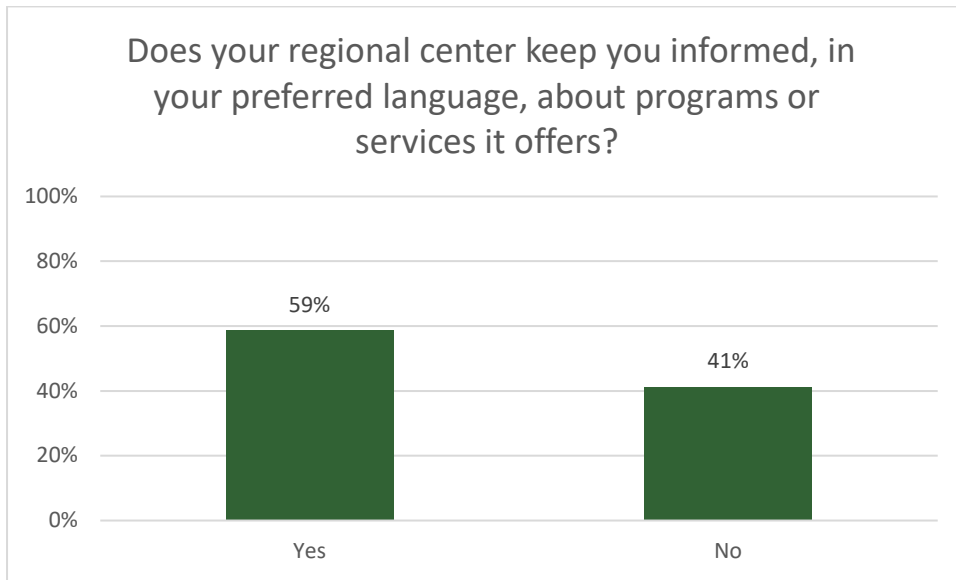
CA specific question. Categories are not mutually exclusive, therefore N is not shown.

Regional Center	Behavioral Therapy	Educational Expenses	Medical And or Dental	Other Therapies	Recreational Activities and Programs
ACRC	4%	3%	33%	5%	23%
CVRC	1%	2%	16%	2%	16%
ELARC	5%	5%	22%	3%	14%
FDLRC	6%	4%	17%	3%	16%
FNRC	2%	1%	17%	1%	15%
GGRC	4%	5%	33%	6%	30%
HRC	3%	5%	28%	5%	23%
IRC	0%	1%	16%	2%	15%
KRC	4%	4%	23%	3%	15%
NBRC	4%	2%	28%	5%	23%
NLACRC	3%	3%	26%	9%	17%
RCEB	4%	3%	40%	7%	29%
RCOC	6%	6%	27%	4%	24%
RCRC	1%	7%	28%	4%	22%
SARC	5%	4%	31%	5%	29%
SCLARC	4%	4%	2%	2%	14%
SDRC	2%	4%	30%	7%	21%
SGPRC	3%	3%	16%	3%	11%
TCRC	2%	4%	36%	5%	25%
VMRC	2%	0%	26%	3%	10%
WRC	6%	6%	32%	10%	29%
<b>CA Average</b>	<b>3%</b>	<b>4%</b>	<b>28%</b>	<b>5%</b>	<b>22%</b>

**Table 99b. Services Paid for Out-of-Pocket in the Past Year**

CA specific question. Categories are not mutually exclusive, therefore N is not shown.

Regional Center	Social Skills Training	Speech Therapy	Transportation Support	Other	None
ACRC	1%	0%	16%	9%	53%
CVRC	2%	0%	16%	8%	70%
ELARC	1%	0%	10%	3%	64%
FDLRC	1%	0%	16%	10%	59%
FNRC	1%	0%	15%	8%	63%
GGRC	2%	1%	19%	13%	42%
HRC	3%	2%	22%	4%	53%
IRC	0%	0%	7%	3%	69%
KRC	0%	1%	14%	12%	63%
NBRC	2%	2%	16%	9%	54%
NLACRC	1%	1%	14%	7%	56%
RCEB	3%	1%	20%	7%	43%
RCOC	2%	2%	21%	10%	49%
RCRC	0%	0%	21%	9%	51%
SARC	2%	1%	18%	11%	44%
SCLARC	0%	0%	8%	8%	70%
SDRC	1%	1%	14%	11%	52%
SGPRC	1%	1%	6%	7%	71%
TCRC	2%	0%	20%	11%	46%
VMRC	0%	0%	10%	9%	62%
WRC	3%	2%	20%	11%	43%
<b>CA Average</b>	<b>2%</b>	<b>1%</b>	<b>16%</b>	<b>9%</b>	<b>53%</b>



**Table 100. Does your regional center keep you informed, in your preferred language, about programs or services it offers? (For example, updates about new programs or services they offer)**

Regional Center	Yes	No	N
ACRC	53%	47%	281
CVRC	59%	41%	153
ELARC	66%	34%	82
FDLRC	58%	42%	79
FNRC	56%	44%	172
GGRC	67%	33%	211
HRC	74%	26%	105
IRC	55%	45%	217
KRC	38%	63%	64
NBRC	50%	50%	173
NLACRC	51%	49%	244
RCEB	53%	47%	391
RCOC	75%	25%	325
RCRC	52%	48%	65
SARC	56%	44%	327
SCLARC	57%	43%	47
SDRC	55%	45%	330
SGPRC	59%	41%	135
TCRC	66%	34%	239
VMRC	63%	38%	104
WRC	68%	32%	103
<b>CA Average</b>	<b>59%</b>	<b>41%</b>	<b>3,848</b>

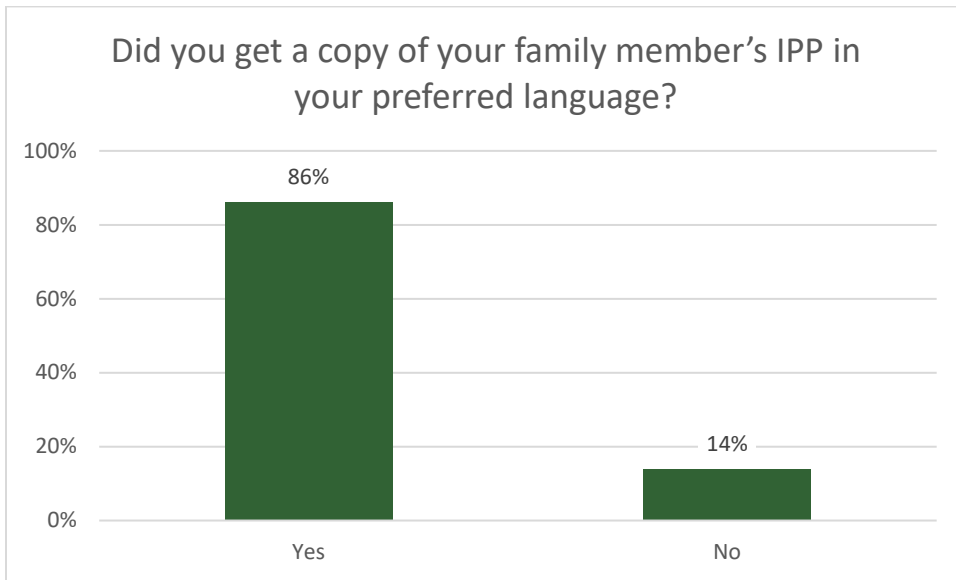
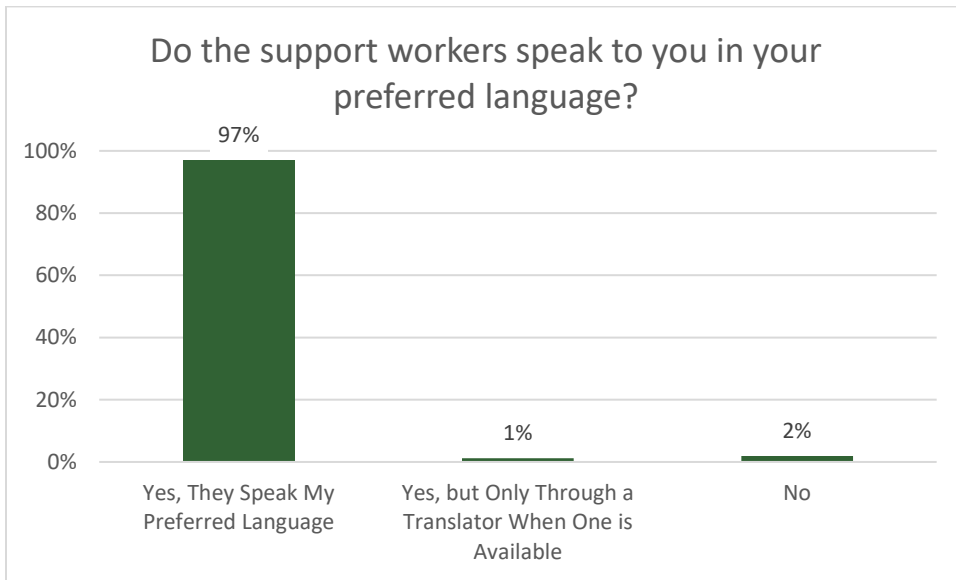


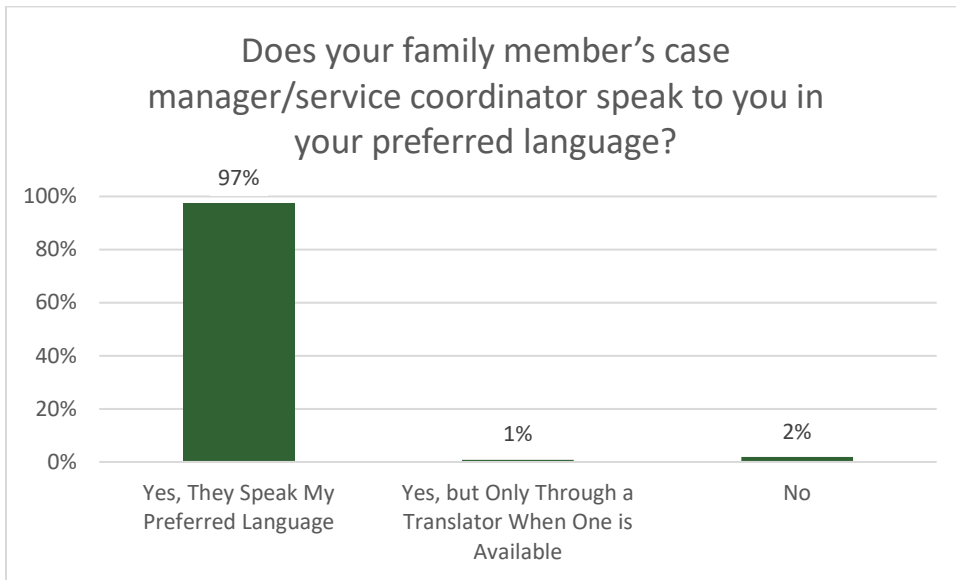
Table 101. Did you get a copy of your family member's IPP in your preferred language?

Regional Center	Yes	No	N
ACRC	84%	16%	234
CVRC	80%	20%	119
ELARC	93%	7%	67
FDLRC	86%	14%	58
FNRC	87%	13%	118
GGRC	91%	9%	190
HRC	82%	18%	67
IRC	76%	24%	134
KRC	68%	32%	44
NBRC	84%	16%	134
NLACRC	89%	11%	185
RCEB	87%	13%	304
RCOC	93%	7%	257
RCRC	75%	25%	48
SARC	88%	12%	284
SCLARC	100%	0%	23
SDRC	85%	15%	272
SGPRC	84%	16%	79
TCRC	90%	10%	194
VMRC	86%	14%	84
WRC	77%	23%	74
<b>CA Average</b>	<b>86%</b>	<b>14%</b>	<b>2,969</b>



**Table 102. Do the support workers speak to you in your preferred language?**

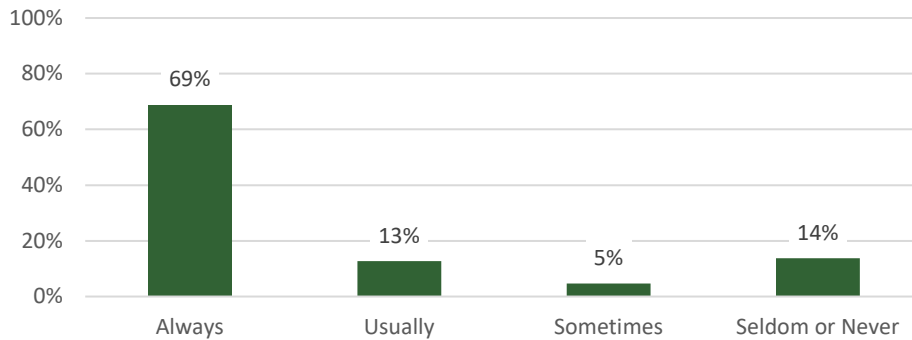
Regional Center	Yes, They Speak My Preferred Language	Yes, but Only Through a Translator When One is Available	No	N
ACRC	98%	1%	1%	273
CVRC	95%	3%	3%	159
ELARC	91%	3%	5%	91
FDLRC	97%	0%	3%	75
FNRC	100%	0%	0%	151
GGRC	96%	1%	3%	215
HRC	98%	1%	1%	94
IRC	96%	2%	1%	203
KRC	93%	2%	5%	60
NBRC	99%	0%	1%	174
NLACRC	98%	0%	2%	242
RCEB	97%	1%	2%	371
RCOC	98%	1%	1%	323
RCRC	100%	0%	0%	64
SARC	97%	1%	2%	328
SCLARC	93%	2%	4%	45
SDRC	96%	1%	3%	330
SGPRC	96%	3%	1%	130
TCRC	95%	3%	2%	256
VMRC	98%	1%	1%	89
WRC	98%	0%	2%	105
<b>CA Average</b>	<b>97%</b>	<b>1%</b>	<b>2%</b>	<b>3,779</b>



**Table 103. Does your family member's case manager/service coordinator speak to you in your preferred language?**

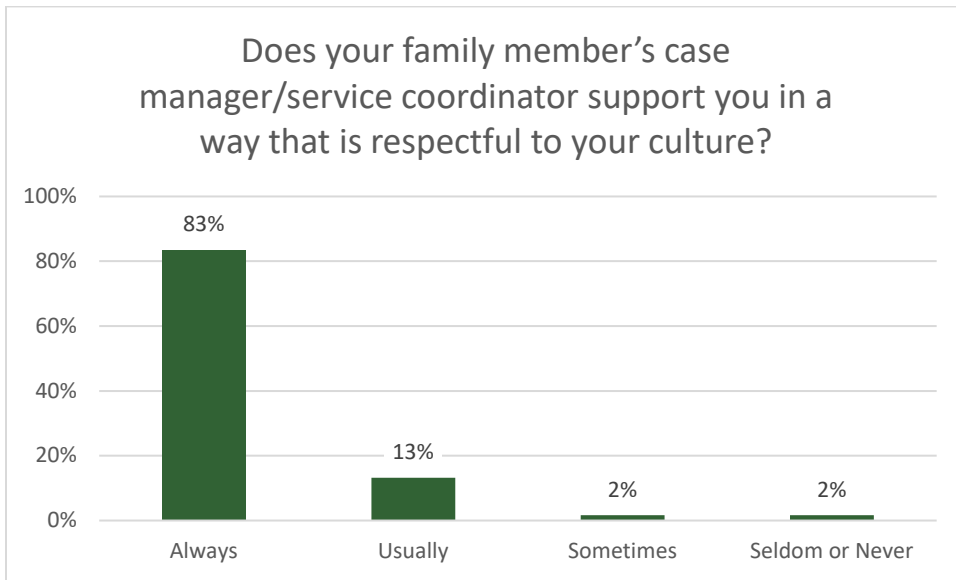
Regional Center	Yes, They Speak My Preferred Language	Yes, but Only Through a Translator When One is Available	No	N
ACRC	99%	1%	1%	289
CVRC	98%	1%	1%	165
ELARC	91%	4%	4%	93
FDLRC	98%	0%	3%	80
FNRC	99%	1%	0%	165
GGRC	97%	0%	3%	233
HRC	98%	0%	2%	100
IRC	96%	1%	3%	217
KRC	95%	0%	5%	65
NBRC	99%	0%	1%	185
NLACRC	98%	0%	2%	254
RCEB	97%	1%	2%	424
RCOC	99%	0%	1%	339
RCRC	100%	0%	0%	68
SARC	97%	1%	2%	352
SCLARC	92%	2%	6%	48
SDRC	97%	1%	3%	349
SGPRC	96%	3%	1%	143
TCRC	99%	0%	1%	271
VMRC	97%	2%	1%	103
WRC	96%	1%	3%	106
<b>CA Average</b>	<b>97%</b>	<b>1%</b>	<b>2%</b>	<b>4,050</b>

If your support workers and/or case manager/service coordinator do not speak to you in your preferred language is a translator provided when needed?



**Table 104. If your support workers and/or case manager/service coordinator do not speak to you in your preferred language is a translator provided when needed?**

Regional Center	Always	Usually	Sometimes	Seldom or Never	N
ACRC	73%	11%	4%	11%	45
CVRC	82%	10%	3%	5%	39
ELARC	51%	30%	8%	11%	37
FDLRC	71%	19%	0%	10%	21
FNRC	75%	7%	0%	18%	28
GGRC	73%	5%	7%	15%	41
HRC	75%	9%	6%	9%	32
IRC	64%	10%	3%	23%	61
KRC	n/a	n/a	n/a	n/a	n/a
NBRC	81%	12%	4%	4%	26
NLACRC	71%	12%	6%	12%	51
RCEB	70%	13%	6%	11%	90
RCOC	66%	11%	5%	18%	62
RCRC	n/a	n/a	n/a	n/a	n/a
SARC	69%	13%	2%	16%	62
SCLARC	64%	23%	9%	5%	22
SDRC	69%	8%	5%	17%	75
SGPRC	54%	19%	8%	19%	37
TCRC	64%	13%	4%	18%	45
VMRC	n/a	n/a	n/a	n/a	n/a
WRC	67%	24%	10%	0%	21
<b>CA Average</b>	<b>69%</b>	<b>13%</b>	<b>5%</b>	<b>14%</b>	<b>837</b>



**Table 105. Does your family member's case manager/service coordinator support you in a way that is respectful to your culture?**

Regional Center	Always	Usually	Sometimes	Seldom or Never	N
ACRC	84%	13%	2%	0%	264
CVRC	84%	12%	1%	3%	153
ELARC	84%	11%	2%	2%	89
FDLRC	82%	16%	0%	3%	76
FNRC	81%	18%	1%	1%	145
GGRC	83%	11%	4%	2%	213
HRC	84%	13%	2%	1%	98
IRC	80%	15%	2%	3%	197
KRC	76%	11%	6%	6%	63
NBRC	87%	11%	2%	1%	167
NLACRC	81%	16%	1%	2%	235
RCEB	85%	13%	1%	2%	392
RCOC	87%	12%	1%	0%	311
RCRC	89%	10%	2%	0%	63
SARC	84%	11%	3%	3%	335
SCLARC	69%	29%	2%	0%	42
SDRC	85%	12%	2%	2%	331
SGPRC	75%	22%	1%	2%	128
TCRC	88%	10%	1%	1%	256
VMRC	86%	12%	1%	1%	92
WRC	77%	20%	0%	3%	104
<b>CA Average</b>	<b>83%</b>	<b>13%</b>	<b>2%</b>	<b>2%</b>	<b>3,755</b>

Do support workers for your family members provide services in a way that is respectful of your culture?

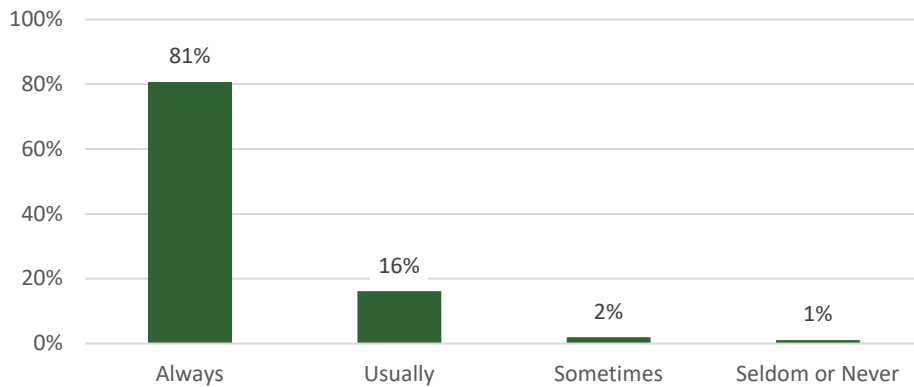


Table 106. Do support workers for your family members provide services in a way that is respectful of your culture?

Regional Center	Always	Usually	Sometimes	Seldom or Never	N
ACRC	84%	14%	2%	0%	243
CVRC	79%	19%	1%	1%	149
ELARC	81%	15%	4%	0%	84
FDLRC	76%	20%	1%	3%	70
FNRC	80%	18%	1%	1%	136
GGRC	79%	16%	3%	1%	203
HRC	85%	13%	1%	0%	89
IRC	79%	17%	2%	3%	187
KRC	71%	21%	5%	2%	56
NBRC	81%	17%	1%	1%	161
NLACRC	79%	19%	1%	1%	226
RCEB	80%	17%	2%	1%	357
RCOC	84%	15%	1%	0%	302
RCRC	88%	10%	2%	0%	58
SARC	80%	15%	3%	2%	308
SCLARC	67%	26%	8%	0%	39
SDRC	83%	14%	2%	1%	302
SGPRC	74%	22%	2%	2%	123
TCRC	87%	12%	1%	0%	246
VMRC	86%	12%	0%	1%	81
WRC	75%	21%	2%	2%	97
<b>CA Average</b>	<b>81%</b>	<b>16%</b>	<b>2%</b>	<b>1%</b>	<b>3,518</b>

Do you believe your plans for how to handle your family members needs during a natural disaster (such as a wildfire or earthquake) will be effective?

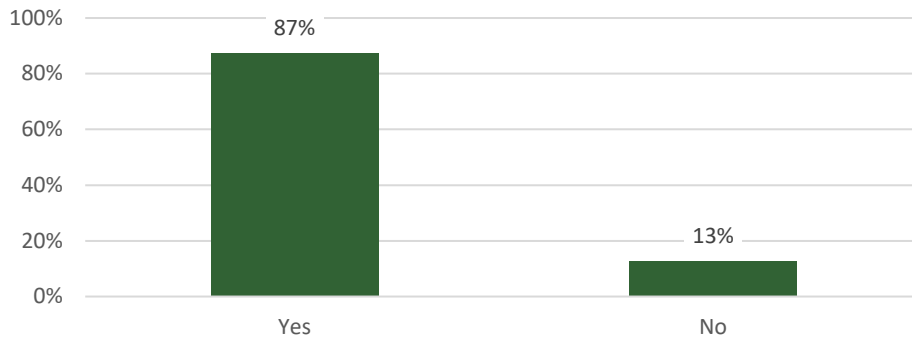


Table 107. Do you believe your plans for how to handle your family members needs during a natural disaster (such as a wildfire or earthquake) will be effective?

Regional Center	Yes	No	N
ACRC	91%	9%	141
CVRC	90%	10%	84
ELARC	81%	19%	47
FDLRC	82%	18%	44
FNRC	95%	5%	96
GGRC	86%	14%	103
HRC	82%	18%	56
IRC	86%	14%	116
KRC	83%	17%	35
NBRC	91%	9%	94
NLACRC	92%	8%	121
RCEB	81%	19%	189
RCOC	90%	10%	189
RCRC	89%	11%	36
SARC	82%	18%	151
SCLARC	77%	23%	22
SDRC	88%	13%	184
SGPRC	78%	22%	68
TCRC	89%	11%	136
VMRC	89%	11%	47
WRC	96%	4%	51
<b>CA Average</b>	<b>87%</b>	<b>13%</b>	<b>2,011</b>

### What else do you need to make an effective plan?

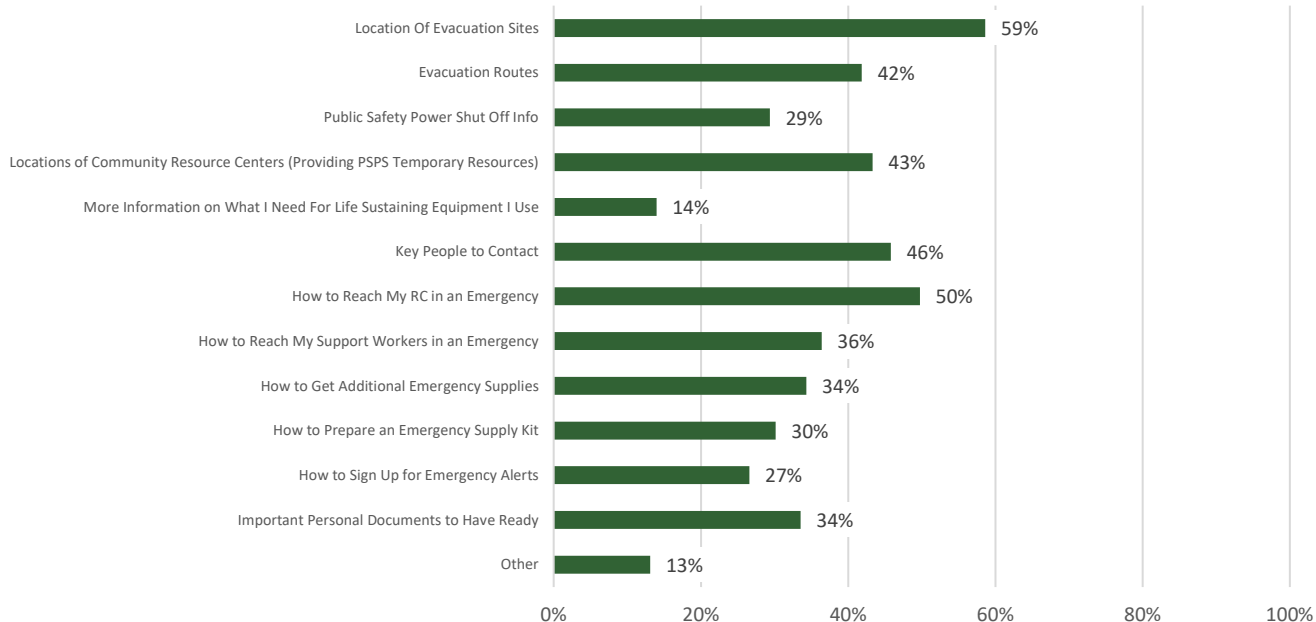


Table 108a. What else do you need to make an effective plan?

Regional Center	Location Of Evacuation Sites	Evacuation Routes	Public Safety Power Shut Off Info	Locations of Community Resource Centers (Providing PSPS Temporary Resources)	More Information on What I Need For Life Sustaining Equipment I Use	Key People to Contact
ACRC	57%	41%	31%	43%	9%	42%
CVRC	55%	45%	25%	45%	10%	33%
ELARC	54%	37%	29%	43%	19%	37%
FDLRC	63%	48%	26%	52%	15%	59%
FNRC	48%	40%	23%	31%	11%	36%
GGRC	61%	45%	35%	50%	16%	51%
HRC	64%	45%	35%	52%	14%	43%
IRC	58%	43%	28%	41%	12%	47%
KRC	55%	39%	34%	41%	14%	57%
NBRC	48%	39%	24%	35%	19%	49%
NLACRC	62%	40%	29%	45%	15%	50%
RCEB	68%	51%	35%	49%	15%	50%
RCOC	54%	38%	27%	41%	18%	43%
RCRC	51%	38%	33%	44%	18%	42%
SARC	67%	48%	35%	53%	13%	51%
SCLARC	60%	36%	31%	33%	21%	36%
SDRC	57%	36%	28%	35%	12%	43%
SGPRC	53%	30%	20%	35%	17%	44%
TCRC	57%	45%	28%	40%	11%	47%
VMRC	48%	33%	12%	35%	9%	42%
WRC	63%	43%	31%	52%	13%	43%
<b>CA Average</b>	<b>59%</b>	<b>42%</b>	<b>29%</b>	<b>43%</b>	<b>14%</b>	<b>46%</b>

Table 108b. What else do you need to make an effective plan? (continued)

Regional Center	How to Reach My RC in an Emergency	How to Reach My Support Workers in an Emergency	How to Get Additional Emergency Supplies	How to Prepare an Emergency Supply Kit	How to Sign Up for Emergency Alerts	Important Personal Documents to Have Ready	Other
ACRC	49%	32%	30%	24%	26%	32%	14%
CVRC	34%	25%	32%	32%	24%	34%	21%
ELARC	35%	25%	28%	28%	29%	26%	10%
FDLRC	61%	52%	39%	30%	33%	44%	15%
FNRC	40%	33%	26%	26%	21%	26%	20%
GGRC	47%	40%	40%	31%	24%	34%	18%
HRC	42%	32%	43%	35%	32%	29%	6%
IRC	49%	34%	35%	29%	25%	40%	10%
KRC	50%	45%	48%	30%	30%	27%	9%
NBRC	46%	40%	38%	30%	24%	35%	13%
NLACRC	55%	41%	33%	29%	29%	31%	14%
RCEB	60%	40%	36%	33%	31%	40%	9%
RCOC	46%	33%	29%	28%	24%	33%	13%
RCRC	62%	47%	40%	36%	27%	36%	13%
SARC	61%	44%	40%	33%	29%	38%	9%
SCLARC	55%	31%	33%	36%	33%	33%	21%
SDRC	45%	32%	26%	31%	24%	30%	19%
SGPRC	45%	35%	29%	27%	19%	30%	12%
TCRC	51%	38%	37%	31%	29%	33%	10%
VMRC	50%	32%	29%	24%	12%	23%	20%
WRC	41%	31%	44%	32%	29%	32%	12%
<b>CA Average</b>	<b>50%</b>	<b>36%</b>	<b>34%</b>	<b>30%</b>	<b>27%</b>	<b>34%</b>	<b>13%</b>

Do you know what to do if you disagree with your regional center about services and/or eligibility?

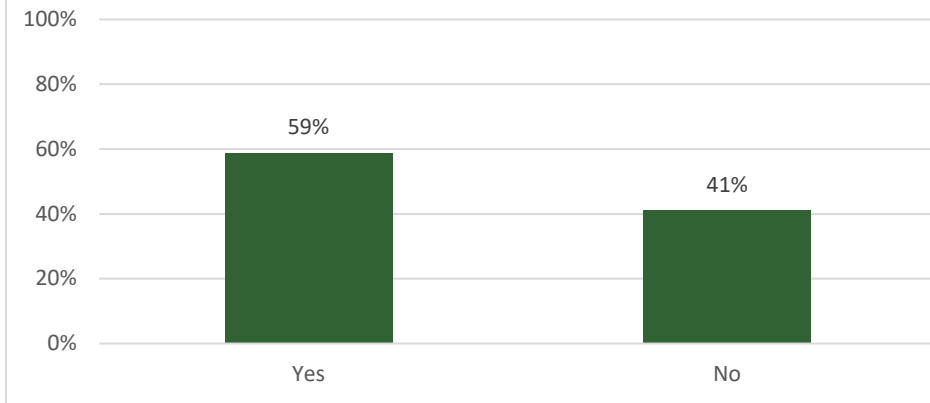


Table 109. Do you know what to do if you disagree with your regional center about services and/or eligibility? (For example, how to request a Fair Hearing)

Regional Center	Yes	No	N
ACRC	59%	41%	240
CVRC	59%	41%	135
ELARC	80%	20%	65
FDLRC	52%	48%	66
FNRC	62%	38%	137
GGRC	61%	39%	183
HRC	59%	41%	81
IRC	57%	43%	189
KRC	60%	40%	55
NBRC	56%	44%	158
NLACRC	59%	41%	207
RCEB	52%	48%	332
RCOC	69%	31%	284
RCRC	68%	32%	56
SARC	57%	43%	290
SCLARC	39%	61%	38
SDRC	58%	42%	284
SGPRC	49%	51%	111
TCRC	58%	42%	222
VMRC	61%	39%	88
WRC	61%	39%	84
<b>CA Average</b>	<b>59%</b>	<b>41%</b>	<b>3,306</b>

## II. NCI-IDD History and Activities

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

# Overview of National Core Indicators—Intellectual and Developmental Disabilities

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-Intellectual and Developmental Disabilities (NCI-IDD), 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-IDD 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-IDD has expanded its scope to include outcomes of services for children with intellectual and developmental disabilities and their families. In addition, NCI-IDD continues to develop and refine the indicators and expand state participation. For more information about NCI-IDD states, technical reports, and other resources please visit the NCI-IDD website at <https://idd.nationalcoreindicators.org/>.



The current set of performance indicators includes approximately 100 individual, 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 Staff Stability 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-IDD program is a dynamic effort that allows for measures to be added, dropped, or changed to reflect current and future priorities of participating states.

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
<b>Information and Planning</b>	Families have the information and support needed to take part in planning supports and services for their family member receiving services and supports from the state DD system.
<b>Access &amp; Support Delivery</b>	Families receive services and supports that are appropriate to the needs of the family and the family member receiving services and supports from the state DD system.
<b>Workforce</b>	There is stable and sufficient workforce to meet demand. People are supported by staff who demonstrate respect for what is important to the person in their day-to-day life. Staff have the right skills to support people.
<b>Choice &amp; Decision-making</b>	Families and their family members receiving services and supports from the state DD system are involved in making choices about supports, services, and providers.
<b>Community Connections</b>	Family members receiving services and supports from the state DD system are meaningfully engaged as members of their communities and have strong relationships. Families can use supports in their community.
<b>Health, Welfare, And Safety</b>	Families are supported to ensure the health, welfare, and safety of their family member receiving services and supports from the state DD system.
<b>Satisfaction</b>	Services and supports lead to better lives for people with disabilities and their families.

### *How NCI-IDD 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-IDD 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](#).<sup>8</sup>

### **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. Moreover, the NCI-IDD Average 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.

In some instances, there are few significant differences among regional centers; this denotes that the majority of states and regional centers are performing similarly. Instances in which several regional center results are especially high (considerably above the average level) indicate the levels of performance or satisfaction achieved in those regional centers might define a level of performance that may serve as a guidepost for other 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; the mix of participating states differs slightly each year and may affect the NCI-IDD Averages; and states and regional centers draw new samples each year rather than following the same group of individuals.

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<sup>8</sup> Located on the National Core Indicators website: <https://www.nationalcoreindicators.org> →Resources →Using the Data

## III. 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 staff to aggregate and analyze the data.*

# Sampling & Administration

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

1. Had an adult individual (aged 18 or over) with an intellectual or developmental disability living somewhere other than in the home; and
2. The adult individual with an intellectual or developmental disability living in the home received at least one direct service or support other than service coordination.

California selected a random sample of at least 2,000 families per regional center. California has chosen to enhance data collection by focusing on obtaining a sample from each RC that has proportionate representation from five ethno-racial groups (i.e., African American/Black, Asian, Hispanic, White and Other).<sup>9</sup>

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 (CA, DE, IN, MN, WA) had at least a portion of surveys completed via direct entry for the 2021-22 data collection cycle.

## Weighting

Statistically, the term “average” refers to a calculated central or middle value of a set of numbers. In NCI-IDD reports, we use the “NCI-IDD average” to demonstrate the typical performance of all the states that conducted the survey. Prior to the 2016-17 survey cycle, the NCI-IDD 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-IDD averages contained in this report are “weighted” means; their calculations reflect the relative population sizes of participating states and 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-IDD average—that is, the state’s contribution to the NCI-IDD average is proportional to its service population. The weights used in calculations for this report were

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<sup>9</sup> See “Response Rates” for information on total surveys mailed and received by regional centers as well as each regional center’s margin of error.

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 individual with an intellectual or developmental disability receiving services lived in the family home.
2. Demographic information was entered into the file, but no survey questions were answered.

## *Response Rates*

During 2021-22, ten states, including California, administered the Family/Guardian Survey and submitted a valid sample size for comparison—a sample that would yield a 95% confidence level with +/- 7% (7.49% or less) margin of error; their data are included in the NCI-IDD Averages in this report.

The following table shows response rates for California regional centers and across NCI-IDD states.

Figure 3. Family/Guardian Survey: Regional Center Response Rates

State	Total Population	Surveys Sent	Usable Surveys	Response Rate <sup>10</sup>	Margin of Error	Paper	Direct Entry
ACRC	4064	2,000	331	17%	5.16%	73.7%	26.3%
CVRC	3049	1,773	200	11%	6.70%	72.0%	28.0%
ELARC	918	539	101	19%	9.20%	76.2%	23.8%
FDLRC	882	609	96	16%	9.45%	68.8%	31.3%
FNRC	1785	960	190	20%	6.72%	78.9%	21.1%
GGRC	1837	1,077	262	24%	5.61%	63.7%	36.3%
HRC	1393	837	119	14%	8.59%	73.1%	26.9%
IRC	2774	2,000	279	14%	5.57%	76.3%	23.7%
KRC	1300	784	80	10%	10.62%	75.0%	25.0%
NBRC	1997	1,239	210	17%	6.40%	63.8%	36.2%
NLACRC	2295	1,529	284	19%	5.44%	79.6%	20.4%
RCEB	3096	1,857	481	26%	4.11%	72.8%	27.2%
RCOC	2757	2,000	383	19%	4.65%	75.7%	24.3%
RCRC	809	475	81	17%	10.34%	79.0%	21.0%
SARC	2492	1,680	395	24%	4.52%	71.9%	28.1%
SCLARC	742	448	57	13%	12.48%	77.2%	22.8%
SDRC	3861	2,000	401	20%	4.63%	72.6%	27.4%
SGPRC	1361	1,155	164	14%	7.18%	78.7%	21.3%
TCRC	2320	1,477	307	21%	5.21%	72.6%	27.4%
VMRC	1875	1,117	124	11%	8.51%	81.5%	18.5%
WRC	979	689	124	18%	8.23%	68.5%	31.5%
CA <sup>11</sup>	4,2586	2,000	<b>4,670</b>	18%	1.35%	73.4%	26.6%
NCI-IDD States <sup>12</sup>	<b>119,763</b>	<b>47,927</b>	<b>8,056</b>	<b>25.2%</b>	-	<b>80%</b>	<b>20%</b>

<sup>10</sup> State response rates are calculated as following: the number of complete surveys divided by total surveys sent in that state (type “RR1” as defined by the American Association for Public Opinion Research). For more details on the definition, please see the AAPOR report: [https://www.aapor.org/AAPOR\\_Main/media/publications/Standard-Definitions20169theditionfinal.pdf](https://www.aapor.org/AAPOR_Main/media/publications/Standard-Definitions20169theditionfinal.pdf)

<sup>11</sup> CA total include 20 surveys from unknown regional centers.

<sup>12</sup> Includes California; consistent with past years, the overall response rate and margin of error were calculated as the average of state averages, and the overall paper submission and direct entry submission rates were calculated as averages weighted by state total service population sizes (column 2 of this table).