

# National Core Indicators Survey Adult In-Person Survey

FY 2022-2023

Presented to the SG/PRC Board of  
Directors on April 23, 2025



**San Gabriel / Pomona  
Regional Center**

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# What is National Core Indicators?

- ▶ The National Core Indicators (NCI) is a tool that has been used in California since 2010, when the State implemented a nation-wide quality assessment survey (Welfare and Institutions Code -section 4571).
- ▶ The NCI tool:
  - (1) Provided nationally validated, benchmarked, consistent, reliable, and measurable data for DDS' Quality Management System, and
  - (2) Enabled DDS and all regional centers to compare the performance of California's developmental services system against other states' developmental services systems -- and to assess quality and performance among all of the regional centers.





# Trailer Bill Language (TBL) Affecting Statutes of FY 2022-2023

Welfare and institutions code 4571 was amended in 2019 to require regional centers to annually present data collected from the NCI findings.

- Required presentation at a public meeting of the governing board
- Required notice to be posted on regional center's internet website and to be sent to individuals served, families and stakeholders
- Required a report to be sent to DDS 60 days following the meeting regarding implementation of these requirements

# National Core Indicators FY 2022-2023

- ▶ 403 Adult In-Person Surveys were completed.
- ▶ The Adult In-Person Survey is conducted face-to-face with an individual who is 18 years or older and receives at least one service from the regional center, in addition to case management.





# Demographics 1/3



<b>FY 22/23 NATIONAL CORE INDICATORS</b>	<b>FY 22-23 CA Average</b>	<b>SGPRC</b>
<b>AGE</b>		
Mean	39.5	38.6
<b>AGE RANGE</b>		
18 thru 22	14%	13%
23 thru 34	34%	38%
35 thru 54	30%	30%
55 thru 74	19%	18%
75 and above	3%	1%
<b>GENDER</b>		
Male	59%	60%
Female	41%	40%
Other	0%	0%

# Demographics 2/3

SG/PRC



FY 22/23 NATIONAL CORE INDICATORS	FY 22-23 CA Average	SGPRC
<b>Family Member's Disabilities</b>		
<i>Intellectual Disability</i>	74%	82%
<i>Mood disorder</i>	2%	0%
<i>Anxiety disorder</i>	3%	0%
<i>Behavior challenges</i>	2%	0%
<i>Psychotic disorder</i>	1%	1%
<i>Other mental illness/psychiatric diagnosis</i>	0%	0%
<i>Autism spectrum disorder</i>	43%	39%
<i>Cerebral palsy (spastic quadriplegia/diplegia)</i>	28%	27%
<i>Brain injury</i>	0%	0%
<i>Seizure disorder and/or neurological problem</i>	33%	38%
<i>Chemical dependency</i>	0%	0%
<i>Down syndrome</i>	2%	4%
<i>Prader-Willi syndrome</i>	0%	0%
<i>Fetal alcohol spectrum disorder (FASD)</i>	0%	0%
<i>Limited or no vision – legally blind</i>	13%	16%
<i>Hearing loss – severe or profound</i>	10%	8%
<i>Other disabilities not listed (not including items listed in BI-13)</i>	0%	0%
<i>No other disabilities other than ID</i>	0%	0%

# Demographics 3/3



FY 22/23 NATIONAL CORE INDICATORS	FY 22-23 CA Average	SGPRC
<b>Family Member's Preferred Means of Communication</b>		
Spoken	84%	83%
Gestures/body language	15%	17%
Sign language or finger spelling	0%	0%
Communication aid/device	0%	0%
Other	0%	0%



# Ethnicity



FY 22/23 NATIONAL CORE INDICATORS	FY 22-23 CA Average	SGPRC
<b>RACE</b>		
American Indian or Alaska Native	1%	0%
Asian	9%	12%
Black or African American	11%	8%
Pacific Islander	0%	0%
White	41%	25%
Hispanic/Latino	34%	51%
Other race not listed	2%	3%
Two or more races	1%	0%
Don't' Know	1%	1%



# Ethnicity



<b>FY 22/23 NATIONAL CORE INDICATORS</b>	<b>FY 22-23 CA Average</b>	<b>SGPRC</b>
<b>RACE</b>		
American Indian or Alaska Native	1%	0%
Asian	9%	12%
Black or African American	11%	8%
Pacific Islander	0%	0%
White	41%	25%
Hispanic/Latino	34%	51%
Other race not listed	2%	3%
Two or more races	1%	0%
Don't' Know	1%	1%

# Employment



<b>FY 22/23 NATIONAL CORE INDICATORS</b>	<b>FY 22-23 CA Average</b>	<b>SGPRC</b>
<b>Do you have a paid job in the community?</b>		
<i>No</i>	74%	76%
<i>Yes</i>	21%	19%
<i>Don't know</i>	5%	5%
<b>Are there staff at your job who speak your preferred language?</b>		
<i>No</i>	1%	0%
<i>Yes</i>	20%	18%
<i>Sometimes</i>	0%	0%
<i>Not applicable</i>	78%	80%
<i>Don't know</i>	0%	1%



# Choice and Decision-Making



FY 22/23 NATIONAL CORE INDICATORS	FY 22-23 CA Average	SGPRC
<b>Who chose the place where you live?</b>		
<i>Someone else chose</i>	43%	54%
<i>Person made the choice</i>	24%	11%
<i>Person had some input</i>	24%	26%
<i>Not applicable</i>	6%	5%
<i>Don't know</i>	4%	3%
<b>Did you choose the people you live with?</b>		
<i>Someone else chose</i>	51%	80%
<i>Person made the choice</i>	26%	8%
<i>Person had some input</i>	14%	4%
<i>Not applicable</i>	6%	5%
<i>Don't know</i>	3%	3%

# Satisfaction



FY 22/23 NATIONAL CORE INDICATORS	FY 22-23 CA Average	SGPRC
<b>Do you like your home or where you live?</b>		
No	4%	1%
Yes	89%	93%
In between	6%	5%
Don't know	1%	1%
<b>Would you like to live somewhere else?</b>		
No	54%	64%
Yes	29%	17%
In between	12%	11%
Don't know	6%	8%
<b>When you are at home, do you have enough things you like to do?</b>		
Not enough	5%	4%
Yes, always	78%	79%
Sometimes	12%	13%
Don't know	5%	3%



# Satisfaction



FY 22/23 NATIONAL CORE INDICATORS	FY 22-23 CA Average	SGPRC
<b>Do you like your home or where you live?</b>		
No	4%	1%
Yes	89%	93%
In between	6%	5%
Don't know	1%	1%
<b>Would you like to live somewhere else?</b>		
No	54%	64%
Yes	29%	17%
In between	12%	11%
Don't know	6%	8%
<b>When you are at home, do you have enough things you like to do?</b>		
Not enough	5%	4%
Yes, always	78%	79%
Sometimes	12%	13%
Don't know	5%	3%

# Service Coordination

SG/PRC



<b>FY 22/23 NATIONAL CORE INDICATORS</b>	<b>FY 22-23 CA Average</b>	<b>SGPRC</b>
<b>Have you met or spoken with your case manager/service coordinator?</b>		
No	11%	8%
Yes	76%	70%
Maybe	4%	9%
Not applicable	1%	1%
Don't know	8%	12%
<b>Does your case manager/service coordinator know what is important to you?</b>		
No	3%	1%
Yes	67%	57%
Maybe	9%	16%
Not applicable	16%	20%
Don't know	5%	6%



# Service Coordination



FY 22/23 NATIONAL CORE INDICATORS	FY 22-23 CA Average	SGPRC
<b>Do you talk with your case manager/service coordinator when you want to?</b>		
No	8%	5%
Yes	61%	48%
Sometimes	9%	15%
Not applicable	16%	20%
Don't know	5%	11%
<b>Did you get a copy of your IPP in your preferred language?</b>		
<i>No</i>	6%	9%
<i>Yes</i>	66%	65%
Not applicable	20%	9%
Don't know	8%	17%

# Service Coordination



FY 22/23 NATIONAL CORE INDICATORS	FY 22-23 CA Average	SGPRC
<b>What is the best way for you to receive information from the regional center?</b>		
<i>Phone landline</i>	27%	24%
<i>Phone call (cell phone)</i>	49%	40%
<i>Text Message</i>	18%	18%
<i>Email</i>	30%	18%
<i>Information posted on the regional center website</i>	1%	0%
<i>Facebook post</i>	0%	0%
<i>Instagram post</i>	0%	0%
<i>Twitter post</i>	0%	0%
<i>WhatsApp message</i>	0%	0%
<i>Direct mail</i>	42%	27%
<i>Other</i>	15%	24%



# Health



FY 22/23 NATIONAL CORE INDICATORS	FY 22-23 CA Average	SGPRC
<b>When was their last dental exam?</b>		
<i>Within the last six months</i>	51%	54%
<i>Within the past year</i>	22%	24%
<i>One year ago or more</i>	24%	19%
<i>Don't know</i>	3%	2%
<b>Overall, how would you describe your health?</b>		
<i>Excellent</i>	17%	22%
<i>Very Good</i>	30%	31%
<i>Good (Fairly Good in FY20-21)</i>	38%	37%
<i>Fair</i>	13%	9%
<i>Poor</i>	2%	1%
<i>Don't know</i>	1%	0%
<b>Does this person have a primary care doctor?</b>		
<i>No</i>	4%	5%
<i>Yes</i>	95%	95%
<i>Don't know</i>	1%	0%
<b>When was his/her last complete annual physical exam?</b>		
<i>In the past year</i>	80%	82%
<i>One year ago or more</i>	17%	15%
<i>Don't know</i>	3%	2%

# Rights and Respect

SG/PRC



FY 22/23 NATIONAL CORE INDICATORS	FY 22-23 CA Average	SGPRC
<b>Have you ever gone to a self-advocacy group meeting, conference, or event? Either online or in-person.</b>		
No	72%	73%
Yes	14%	10%
Had the opportunity but chose not to participate	7%	4%
Don't know	6%	13%
<b>Have you voted in a local, state or federal election?</b>		
No	56%	69%
Yes	30%	24%
Had the opportunity to register to vote, but chose not to	11%	5%
Don't know	3%	2%
<b>Do you have a place to be alone in your home?</b>		
No	5%	2%
Yes	88%	90%
Don't know	7%	9%
<b>Do you have a key to your home?</b>		
No	47%	62%
Yes	52%	37%
Maybe, not sure	0%	0%
Don't know	0%	0%

# Community Participation



FY 22/23 NATIONAL CORE INDICATORS	FY 22-23 CA Average	SGPRC
<b>How many times did you go shopping in the past month?</b>		
<i>0 times</i>	15%	16%
<i>1-2 times</i>	25%	24%
<i>3-4 times</i>	26%	28%
<i>5 or more times</i>	33%	32%
<i>Don't know</i>	1%	0%
<b>How many times did you go out on errands in the past month?</b>		
<i>0 times</i>	25%	24%
<i>1-2 times</i>	40%	43%
<i>3-4 times</i>	18%	20%
<i>5 or more times</i>	15%	12%
<i>Don't know</i>	2%	1%
<b>How many times did you go out to entertainment in the past month?</b>		
<i>0 times</i>	36%	38%
<i>1-2 times</i>	33%	38%
<i>3-4 times</i>	15%	15%
<i>5 or more times</i>	15%	9%
<i>Don't know</i>	1%	0%



# Next Steps

- ▶ Report to be submitted to DDS within 60 days that includes:
  - ▶ Copies of presentation
  - ▶ Minutes from the meeting
  - ▶ Attendees' comments
- ▶ Regional Center recommendations and plans to use the information to address regional center priorities and/or strategic directions to improve specific areas of performance, or both.



# Implementing Recommendations



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Areas of your greatest concern.

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What needs to be prioritized?

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How should SG/PRC make the necessary changes?





# **Thank you** for joining us for this National Core Indicator Survey Findings

If you have additional comments you want to  
share, please contact me through email at  
[sgonzalez@sgprc.org](mailto:sgonzalez@sgprc.org)