



San Gabriel/Pomona  
Regional Center

FISCAL YEAR 2023-2024

NATIONAL CORE  
INDICATORS  
SURVEY REVIEW

Adult Family Survey  
Child Family Survey  
Family/Guardian Survey

# WHAT IS NATIONAL CORE INDICATORS?



The National Core Indicators (NCI) Survey gives individuals with intellectual/developmental disabilities (I/DD) and their families the opportunity to voluntarily and confidentially participate in surveys to share their experiences on access to and use of regional center and community services.

The NCI Surveys:

- (1) Survey responses help California learn how it is doing compared to other states.
- (2) Survey responses help the regional centers see what they are doing well and what they can improve.



# BACKGROUND

## WELFARE AND INSTITUTIONS CODE 4571 AMENDMENT

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



# NCI SURVEYS

284

Child Family Surveys (CFS)  
were completed

Gather feedback from parents or guardians of **children ages 3–17** with intellectual/developmental disabilities who live at home and receive at least one regional center service (in addition to case management) to evaluate and improve service quality.

471

Adult Family Surveys (AFS)  
were completed

Collect input from parents or guardians living with an **adult family member age 18 or older** with intellectual/developmental disabilities who receives at least one regional center service (in addition to case management) to assess the effectiveness of services.

205

Family/Guardian Surveys (FGS)  
were completed

Obtain perspectives from families or guardians of **adults age 18 or older** with intellectual/developmental disabilities who **do not live with their family or guardian** and receive at least one regional center service (in addition to case management) to evaluate the quality and impact of services.



# HEALTH AND SAFETY

| FY23-24 National Core Indicators                                                                 | CFS |       | AFS |       | FGS |       |
|--------------------------------------------------------------------------------------------------|-----|-------|-----|-------|-----|-------|
| Can your family member see a primary care provider (doctor, registered nurse, etc.) when needed? | CA  | SGPRC | CA  | SGPRC | CA  | SGPRC |
| Always                                                                                           | 69% | 69%   | 67% | 65%   | 67% | 57%   |
| Usually                                                                                          | 18% | 20%   | 19% | 19%   | 21% | 18%   |
| Sometimes                                                                                        | 5%  | 4%    | 5%  | 5%    | 4%  | 4%    |
| Seldom/never                                                                                     | 4%  | 4%    | 6%  | 7%    | 3%  | 5%    |
| Don't know                                                                                       | 3%  | 2%    | 3%  | 4%    | 6%  | 17%   |



# Health and Safety

| FY23-24 National Core Indicators                                                                                   | CFS |       | AFS |       | FGS |       |
|--------------------------------------------------------------------------------------------------------------------|-----|-------|-----|-------|-----|-------|
| Does your family member's primary care provider understand your family member's needs related to their disability? | CA  | SGPRC | CA  | SGPRC | CA  | SGPRC |
| Always                                                                                                             | 53% | 46%   | 52% | 51%   | 49% | 44%   |
| Usually                                                                                                            | 27% | 28%   | 29% | 30%   | 30% | 27%   |
| Sometimes                                                                                                          | 12% | 18%   | 10% | 9%    | 7%  | 5%    |
| Seldom/never                                                                                                       | 4%  | 3%    | 3%  | 3%    | 2%  | 3%    |
| Don't know                                                                                                         | 3%  | 5%    | 4%  | 4%    | 12% | 20%   |
| Does not apply – No primary care provider                                                                          | 1%  | 0%    | 2%  | 3%    | 1%  | 2%    |



# Health and Safety

| FY23-24 National Core Indicators                      | CFS |       | AFS |       | FGS |       |
|-------------------------------------------------------|-----|-------|-----|-------|-----|-------|
| Can your family member go to the dentist when needed? | CA  | SGPRC | CA  | SGPRC | CA  | SGPRC |
| Always                                                | 68% | 65%   | 63% | 62%   | 60% | 59%   |
| Usually                                               | 18% | 18%   | 19% | 21%   | 22% | 23%   |
| Sometimes                                             | 7%  | 8%    | 8%  | 10%   | 7%  | 5%    |
| Seldom/never                                          | 5%  | 6%    | 8%  | 6%    | 5%  | 4%    |
| Don't know                                            | 1%  | 3%    | 2%  | 1%    | 6%  | 9%    |



# Health and Safety

| FY23-24 National Core Indicators                                                                     | CFS |       | AFS |       | FGS |       |
|------------------------------------------------------------------------------------------------------|-----|-------|-----|-------|-----|-------|
| Does your family member's dentist understand your family member's needs related to their disability? | CA  | SGPRC | CA  | SGPRC | CA  | SGPRC |
| Always                                                                                               | 52% | 50%   | 51% | 53%   | 49% | 44%   |
| Usually                                                                                              | 24% | 21%   | 24% | 22%   | 22% | 22%   |
| Sometimes                                                                                            | 13% | 16%   | 9%  | 10%   | 5%  | 5%    |
| Seldom/never                                                                                         | 4%  | 5%    | 4%  | 5%    | 2%  | 1%    |
| Don't know                                                                                           | 4%  | 5%    | 6%  | 7%    | 18% | 29%   |
| Does not apply – No dentist                                                                          | 3%  | 4%    | 6%  | 4%    | 4%  | 1%    |



# Health and Safety

| FY23-24 National Core Indicators                                             | CFS |       | AFS |       | FGS |       |
|------------------------------------------------------------------------------|-----|-------|-----|-------|-----|-------|
| Can your family member get mental or behavioral health supports when needed? | CA  | SGPRC | CA  | SGPRC | CA  | SGPRC |
| Always                                                                       | 30% | 28%   | 29% | 29%   | 35% | 30%   |
| Usually                                                                      | 20% | 23%   | 16% | 17%   | 18% | 15%   |
| Sometimes                                                                    | 12% | 9%    | 8%  | 8%    | 7%  | 5%    |
| Seldom/never                                                                 | 16% | 17%   | 20% | 22%   | 13% | 15%   |
| Don't know                                                                   | 23% | 23%   | 26% | 25%   | 27% | 36%   |



# Health and Safety

| FY23-24 National Core Indicators                                                                                                      | CFS |       | AFS |       | FGS |       |
|---------------------------------------------------------------------------------------------------------------------------------------|-----|-------|-----|-------|-----|-------|
| Does your family member's mental or behavioral health professional understand your family member's needs related to their disability? | CA  | SGPRC | CA  | SGPRC | CA  | SGPRC |
| Always                                                                                                                                | 31% | 30%   | 28% | 26%   | 34% | 31%   |
| Usually                                                                                                                               | 19% | 22%   | 16% | 16%   | 19% | 20%   |
| Sometimes                                                                                                                             | 8%  | 7%    | 7%  | 7%    | 5%  | 3%    |
| Seldom/never                                                                                                                          | 4%  | 4%    | 4%  | 5%    | 2%  | 1%    |
| Don't know                                                                                                                            | 7%  | 9%    | 7%  | 8%    | 16% | 26%   |
| Does not apply – No mental or behavioral health professional                                                                          | 31% | 29%   | 39% | 38%   | 24% | 20%   |



# Satisfaction

| FY23-24 National Core Indicators                                                                 | CFS |       | AFS |       | FGS |       |
|--------------------------------------------------------------------------------------------------|-----|-------|-----|-------|-----|-------|
| Overall, are you satisfied with the services and supports your family member currently receives? | CA  | SGPRC | CA  | SGPRC | CA  | SGPRC |
| Always                                                                                           | 31% | 30%   | 38% | 44%   | 45% | 49%   |
| Usually                                                                                          | 37% | 39%   | 39% | 36%   | 40% | 39%   |
| Sometimes                                                                                        | 23% | 24%   | 16% | 14%   | 9%  | 10%   |
| Seldom/never                                                                                     | 7%  | 6%    | 5%  | 5%    | 3%  | 1%    |
| Don't know                                                                                       | 3%  | 1%    | 2%  | 2%    | 3%  | 2%    |



# Satisfaction

| FY23-24 National Core Indicators                                                                          | CFS |       | AFS |       | FGS |       |
|-----------------------------------------------------------------------------------------------------------|-----|-------|-----|-------|-----|-------|
| Do you feel that services and supports have made a positive difference in the life of your family member? | CA  | SGPRC | CA  | SGPRC | CA  | SGPRC |
| Yes                                                                                                       | 81% | 83%   | 84% | 84%   | 88% | 87%   |
| No                                                                                                        | 9%  | 5%    | 8%  | 7%    | 5%  | 3%    |
| Don't know                                                                                                | 10% | 12%   | 9%  | 9%    | 7%  | 10%   |



# CA Questions

| FY23-24 National Core Indicators                                                                                                                 | CFS |       | AFS |       | FGS |       |
|--------------------------------------------------------------------------------------------------------------------------------------------------|-----|-------|-----|-------|-----|-------|
| 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) | CA  | SGPRC | CA  | SGPRC | CA  | SGPRC |
| Yes                                                                                                                                              | 38% | 42%   | 51% | 51%   | 51% | 51%   |
| No                                                                                                                                               | 45% | 39%   | 32% | 32%   | 32% | 29%   |
| Don't know                                                                                                                                       | 17% | 19%   | 17% | 17%   | 18% | 20%   |



# CA Questions

| FY23-24 National Core Indicators                                                                               | CFS |       | AFS |       | FGS |       |
|----------------------------------------------------------------------------------------------------------------|-----|-------|-----|-------|-----|-------|
| Does your regional center keep you informed, in your preferred language, about programs or services it offers? | CA  | SGPRC | CA  | SGPRC | CA  | SGPRC |
| Yes                                                                                                            | 69% | 73%   | 67% | 75%   | 57% | 55%   |
| No                                                                                                             | 22% | 17%   | 23% | 15%   | 32% | 31%   |
| Don't know                                                                                                     | 9%  | 9%    | 10% | 10%   | 11% | 14%   |



# CA Questions

| FY23-24 National Core Indicators                                           | CFS |       | AFS |       | FGS |       |
|----------------------------------------------------------------------------|-----|-------|-----|-------|-----|-------|
| Did you get a copy of your family member's IPP in your preferred language? | CA  | SGPRC | CA  | SGPRC | CA  | SGPRC |
| Yes                                                                        | 74% | 80%   | 81% | 83%   | 70% | 61%   |
| No                                                                         | 7%  | 5%    | 7%  | 6%    | 16% | 21%   |
| Don't know                                                                 | 9%  | 7%    | 6%  | 5%    | 9%  | 14%   |
| Does not apply -- person does not have an IPP                              | 10% | 8%    | 6%  | 6%    | 5%  | 5%    |



# CA Questions

| <b>FY23-24 National Core Indicators</b>                                | <b>CFS</b> |              | <b>AFS</b> |              | <b>FGS</b> |              |
|------------------------------------------------------------------------|------------|--------------|------------|--------------|------------|--------------|
| <b>Do the support workers speak to you in your preferred language?</b> | <b>CA</b>  | <b>SGPRC</b> | <b>CA</b>  | <b>SGPRC</b> | <b>CA</b>  | <b>SGPRC</b> |
| Yes, they speak in preferred language                                  | 83%        | 83%          | 84%        | 86%          | 89%        | 88%          |
| Yes, but only through a translator when one is available               | 3%         | 3%           | 2%         | 2%           | 1%         | 2%           |
| No                                                                     | 2%         | 3%           | 2%         | 2%           | 2%         | 4%           |
| Don't know                                                             | 1%         | 1%           | 1%         | 1%           | 3%         | 1%           |
| Does not apply – No support workers                                    | 11%        | 10%          | 11%        | 9%           | 6%         | 5%           |



# CA Questions

| <b>FY23-24 National Core Indicators</b>                                                                    | <b>CFS</b> |              | <b>AFS</b> |              | <b>FGS</b> |              |
|------------------------------------------------------------------------------------------------------------|------------|--------------|------------|--------------|------------|--------------|
| <b>Does your family member's case manager/service coordinator speak to you in your preferred language?</b> | <b>CA</b>  | <b>SGPRC</b> | <b>CA</b>  | <b>SGPRC</b> | <b>CA</b>  | <b>SGPRC</b> |
| Yes, they speak my preferred language                                                                      | 91%        | 91%          | 92%        | 93%          | 91%        | 87%          |
| Yes, but only through a translator when one is available                                                   | 3%         | 4%           | 2%         | 2%           | 1%         | 2%           |
| No                                                                                                         | 2%         | 1%           | 2%         | 2%           | 2%         | 6%           |
| Don't know                                                                                                 | 2%         | 1%           | 1%         | 2%           | 3%         | 4%           |
| Does not apply – No case manager/service coordinator                                                       | 3%         | 3%           | 3%         | 2%           | 4%         | 2%           |



# CA Questions

| <b>FY23-24 National Core Indicators</b>                                                                                    | <b>CFS</b> |              | <b>AFS</b> |              | <b>FGS</b> |              |
|----------------------------------------------------------------------------------------------------------------------------|------------|--------------|------------|--------------|------------|--------------|
| <b>Does your family member's case manager/service coordinator support you in a way that is respectful to your culture?</b> | <b>CA</b>  | <b>SGPRC</b> | <b>CA</b>  | <b>SGPRC</b> | <b>CA</b>  | <b>SGPRC</b> |
| Always                                                                                                                     | 76%        | 77%          | 75%        | 78%          | 75%        | 69%          |
| Usually                                                                                                                    | 14%        | 14%          | 13%        | 13%          | 10%        | 13%          |
| Sometimes                                                                                                                  | 2%         | 3%           | 2%         | 1%           | 1%         | 2%           |
| Seldom/never                                                                                                               | 1%         | 1%           | 1%         | 1%           | 2%         | 3%           |
| Don't know                                                                                                                 | 3%         | 1%           | 4%         | 4%           | 7%         | 8%           |
| Does not apply – No support workers or case manager/service coordinator                                                    | 4%         | 3%           | 6%         | 3%           | 6%         | 7%           |



# CA Questions

| FY23-24 National Core Indicators                                                                         | CFS |       | AFS |       | FGS |       |
|----------------------------------------------------------------------------------------------------------|-----|-------|-----|-------|-----|-------|
| Do support workers for your family members provide services in a way that is respectful of your culture? | CA  | SGPRC | CA  | SGPRC | CA  | SGPRC |
| Always                                                                                                   | 68% | 68%   | 68% | 70%   | 72% | 67%   |
| Usually                                                                                                  | 13% | 15%   | 13% | 12%   | 11% | 12%   |
| Sometimes                                                                                                | 2%  | 3%    | 2%  | 1%    | 2%  | 3%    |
| Seldom/never                                                                                             | 1%  | 0%    | 1%  | 1%    | 1%  | 2%    |
| Don't know                                                                                               | 2%  | 1%    | 3%  | 3%    | 7%  | 9%    |
| Does not apply – No support workers                                                                      | 14% | 13%   | 15% | 13%   | 8%  | 7%    |



# 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



Areas of your  
greatest concern



Who needs to be  
prioritized?

How should SG/PRC  
make the necessary  
changes?



# Additional Feedback

Please contact: Salvador Gonzalez  
Director of Service Access and Equity

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# THANK YOU

For joining us for this National Core Indicators Survey Findings

