



San Gabriel/Pomona
Regional Center

**NATIONAL CORE
INDICATORS
SURVEY REVIEW
FISCAL YEAR 2024-2025
Adult In-Person Survey**



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.

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



417

In-Person
Surveys were
completed

18+

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.

National Core Indicators



Employment

IN-PERSON SURVEY (IPS) FY 2024/25 NATIONAL CORE INDICATORS	IPS FY 22-23 CA Average	IPS FY 24-25 CA Average	SGPRC
Do you have a paid job in the community?			
<i>No</i>	74%	74.9%	79%
<i>Yes</i>	21%	21.4%	17%
<i>Don't know</i>	5%	3.8%	4%
<i>N</i>		5694	248

Employment

IN-PERSON SURVEY (IPS) FY 2024/25 NATIONAL CORE INDICATORS	IPS FY 22-23 CA Average	IPS FY 24-25 CA Average	SGPRC
If no job, Do you want a paid job in the community?			
<i>No</i>	37%	28%	27%
<i>Yes</i>	41%	37%	38%
<i>In-between</i>	10%	8%	10%
<i>Not applicable</i>	3%	22%	18%

Community Inclusion and Belonging

IN-PERSON SURVEY (IPS) FY 2024/25 NATIONAL CORE INDICATORS	IPS FY 22-23 CA Average	IPS FY 24-25 CA Average	SGPRC
Do you do things you like to do outside home as much as you want to?			
<i>No</i>	7%	6%	3%
<i>Yes</i>	64%	65%	42%
<i>Some activities or sometimes</i>	20%	21%	42%
<i>Not applicable</i>	3%	2%	4%

Community Participation

IN-PERSON SURVEY (IPS) FY 2024/25 NATIONAL CORE INDICATORS	IPS FY 22-23 CA Average	IPS FY 24-25 CA Average	SGPRC
How many times did you go shopping in the past month?			
<i>Did not go shopping</i>	15%	11%	11%
<i>1-2 times</i>	25%	25%	27%
<i>3-4 times</i>	26%	25%	30%
<i>5 or more times</i>	33%	38%	32%
<i>Don't know</i>	1%	1%	0%
<i>N</i>		8595	417

Community Participation

IN-PERSON SURVEY (IPS) FY 2024/25 NATIONAL CORE INDICATORS	IPS FY 22-23 CA Average	IPS FY 24-25 CA Average	SGPRC
How many times did you go out for entertainment in the past month?			
<i>Did not go out for entertainment</i>	36%	28%	33%
<i>1-2 times</i>	33%	33%	39%
<i>3-4 times</i>	15%	19%	20%
<i>5 or more times</i>	15%	19%	7%
<i>Don't know</i>	1%	1%	1%
<i>N</i>		8588	415

Relationships

IN-PERSON SURVEY (IPS) FY 2024/25 NATIONAL CORE INDICATORS	IPS FY 22-23 CA Average	IPS FY 24-25 CA Average	SGPRC
Do you have friends that you like to talk to or do things with?			
No, does not have friends	16%	16%	15%
Has friends who are not staff or family	69%	70%	77%
All friends are staff or family, or cannot determine	11%	10%	4%
Don't know	4%	4%	5%
N		5597	243

Satisfaction

IN-PERSON SURVEY (IPS) FY 2024/25 NATIONAL CORE INDICATORS	IPS FY 22-23 CA Average	IPS FY 24-25 CA Average	SGPRC
Do you like your home or where you live?			
No	4%	4%	2%
Yes	89%	89%	93%
In between	6%	7%	5%
Don't know	1%	1%	0%
N		8071	404

Satisfaction

IN-PERSON SURVEY (IPS) FY 2024/25 NATIONAL CORE INDICATORS	IPS FY 22-23 CA Average	IPS FY 24-25 CA Average	SGPRC
Would you like to live somewhere else?			
No	54%	54%	67%
Yes	29%	28%	18%
In between	12%	13%	13%
Don't know	6%	6%	3%
N		8019	404

Service Coordination

IN-PERSON SURVEY (IPS) FY 2024/25 NATIONAL CORE INDICATORS	IPS FY 22-23 CA Average	IPS FY 24-25 CA Average	SGPRC
Have you met or spoken with your case manager/service coordinator?			
No	11%	7%	8%
Yes	76%	82%	73%
Maybe, not sure	4%	4%	8%
Not applicable	1%	0%	0%
Don't know	8%	7%	10%
N		5514	236

Service Coordination

IN-PERSON SURVEY (IPS) FY 2024/25 NATIONAL CORE INDICATORS	IPS FY 22-23 CA Average	IPS FY 24-25 CA Average	SGPRC
Does your case manager/service coordinator know what is important to you?			
No	3%	3%	2%
Yes	67%	71%	60%
Maybe, knows some things that are important	9%	9%	12%
Not applicable	16%	12%	19%
Don't know	5%	5%	7%
N		5089	213

Service Coordination

IN-PERSON SURVEY (IPS) FY 2024/25 NATIONAL CORE INDICATORS	IPS FY 22-23 CA Average	IPS FY 24-25 CA Average	SGPRC
Has your case manager/service coordinator talked to you about technology that might help you in your everyday life to do more things on your own?			
No	66%	67%	69%
Yes	25%	24%	19%
Don't know	9%	9%	12%
N		8582	417

Service Coordination

IN-PERSON SURVEY (IPS) FY 2024/25 NATIONAL CORE INDICATORS	IPS FY 22-23 CA Average	IPS FY 24-25 CA Average	SGPRC
Were you at the last Individual Program Plan (IPP) meeting?			
No	4%	3%	0%
Yes	76%	82%	77%
Sometimes	0%	0%	0%
Not applicable	2%	1%	0%
Don't know	18%	14%	22%
N		5504	235

Service Coordination

IN-PERSON SURVEY (IPS) FY 2024/25 NATIONAL CORE INDICATORS	IPS FY 22-23 CA Average	IPS FY 24-25 CA Average	SGPRC
At your IPP meeting, did you know what was being talked about?			
No	6%	6%	2%
Yes	69%	71%	76%
In-between	12%	13%	15%
Not applicable	8%	4%	2%
Don't know	6%	4.4%	6%
N		4663	183

Workforce

IN-PERSON SURVEY (IPS) FY 2024/25 NATIONAL CORE INDICATORS	IPS FY 22-23 CA Average	IPS FY 24-25 CA Average	SGPRC
Do you have staff who help you?			
No	33%	34%	35%
Yes	63%	62%	62%
Don't know	4%	3%	3%
N		5523	236

Workforce

IN-PERSON SURVEY (IPS) FY 2024/25 NATIONAL CORE INDICATORS	IPS FY 22-23 CA Average	IPS FY 24-25 CA Average	SGPRC
Can you talk or communicate with your staff in your preferred language?			
No	0%	0%	0%
Yes, all staff, always	47%	48%	48%
Sometimes or some staff	1%	2%	0%
Not applicable	51%	49%	50%
Don't know	1%	1%	1%
N		5122	224

Access

IN-PERSON SURVEY (IPS) FY 2024/25 NATIONAL CORE INDICATORS	IPS FY 22-23 CA Average	IPS FY 24-25 CA Average	SGPRC
Are you able to get places when you want to do something outside your home, like going out to see friends, for entertainment, or to do something fun?			
<i>No, almost never</i>	3%	3%	1%
<i>Yes, almost always</i>	75%	79%	83%
<i>Sometimes</i>	16%	13%	11%
<i>Don't know</i>	6%	5%	5%
<i>N</i>		5535	239

Access

IN-PERSON SURVEY (IPS) FY 2024/25 NATIONAL CORE INDICATORS	IPS FY 22-23 CA Average	IPS FY 24-25 CA Average	SGPRC
Do you have a way to get places you need to go?			
No, almost never	1%	1%	2%
Yes, almost always	87%	89%	94%
Sometimes	7%	5%	2%
Don't know	5%	4%	3%
N		5529	238

Access

IN-PERSON SURVEY (IPS) FY 2024/25 NATIONAL CORE INDICATORS	IPS FY 22-23 CA Average	IPS FY 24-25 CA Average	SGPRC
Do you have enough help to use [the technology that you use in your everyday life]?			
<i>No</i>	2%	2%	1%
<i>Yes</i>	33%	36%	25%
<i>Sometimes, or some technology</i>	2%	2%	1%
<i>Not applicable</i>	62%	60%	73%
<i>Don't know</i>	0%	0%	0%
<i>N</i>		8232	406

Health

IN-PERSON SURVEY (IPS) FY 2024/25 NATIONAL CORE INDICATORS	IPS FY 22-23 CA Average	IPS FY 24-25 CA Average	SGPRC
Does this person have a primary care doctor or primary care practitioner?			
No	4%	4%	6%
Yes	95%	96%	94%
Don't know	1%	0%	0%
N		8587	417

Health

IN-PERSON SURVEY (IPS) FY 2024/25 NATIONAL CORE INDICATORS	IPS FY 22-23 CA Average	IPS FY 24-25 CA Average	SGPRC
When was their last dentist exam?			
Within the last six months	51%	57%	53%
Within the past year	22%	21%	30%
One year ago or more	24%	19%	15%
Don't know	3%	2%	2%

Health

IN-PERSON SURVEY (IPS) FY 2024/25 NATIONAL CORE INDICATORS	IPS FY 22-23 CA Average	IPS FY 24-25 CA Average	SGPRC
When was the last time this person had an eye exam/vision screening?			
Within the past year (anytime less than 12 months ago)	48%	53%	53%
Within the past 2 years (more than 1 year ago but less than 2 years ago)	20%	19%	21%
One year ago or more	7%	6%	5%
Within the past 5 years (more than 3 years ago but less than 5 years ago)	4%	3%	3%
5 or more years ago	9%	8%	6%
Has never had a vision screening	7%	7%	8%
<i>Don't know</i>	6%	4%	5%
<i>N</i>		8577	416

Medications

IN-PERSON SURVEY (IPS) FY 2024/25 NATIONAL CORE INDICATORS	IPS FY 22-23 CA Average	IPS FY 24-25 CA Average	SGPRC
Does this person take medications to treat mood disorders, anxiety, and/or psychotic disorders?			
No	71%	63%	72%
Yes	29%	23%	19%
Don't know	0%	13%	9%
N		8581	412

Wellness

IN-PERSON SURVEY (IPS) FY 2024/25 NATIONAL CORE INDICATORS	IPS FY 22-23 CA Average	IPS FY 24-25 CA Average	SGPRC
How many times a week do you do physical activities for at least 10 minutes at a time?			
<i>None</i>	18%	16%	16%
<i>One or two times</i>	19%	19%	24%
<i>Three or four times</i>	18%	20%	23%
<i>Five or more times</i>	44%	45%	37%
<i>Don't know</i>	1%	1%	1%
<i>N</i>		8590	416

Rights and Respect

IN-PERSON SURVEY (IPS) FY 2024/25 NATIONAL CORE INDICATORS	IPS FY 22-23 CA Average	IPS FY 24-25 CA Average	SGPRC
Have you ever gone to a self-advocacy group meeting, conference, or event? Either online or in-person.			
<i>No and did not have opportunity to participate</i>	72%	69%	71%
<i>Yes</i>	14%	17%	7%
<i>Had the opportunity but chose not to participate</i>	7%	9%	6%
<i>Don't know</i>	6%	6%	16%
<i>N</i>		8570	415

Rights and Respect

IN-PERSON SURVEY (IPS) FY 2024/25 NATIONAL CORE INDICATORS	IPS FY 22-23 CA Average	IPS FY 24-25 CA Average	SGPRC
Do you have a place to be alone in your home?			
No	5%	5%	4%
Yes	88%	90%	90%
Don't know	7%	5%	6%
N		7326	334

CA Questions

IN-PERSON SURVEY (IPS) FY 2024/25 NATIONAL CORE INDICATORS	IPS FY 22-23 CA Average	IPS FY 24-25 CA Average	SGPRC
At your paid job in the community do you work with co-workers who do not have a disability?			
No	3%	3%	1%
Yes	17%	13%	9%
Not applicable	78%	76%	76%
Don't know	2%	9%	14%
N		7302	328

CA Questions

IN-PERSON SURVEY (IPS) FY 2024/25 NATIONAL CORE INDICATORS	IPS FY 22-23 CA Average	IPS FY 24-25 CA Average	SGPRC
Did you get a copy of your IPP in your preferred language?			
<i>No</i>	6%	6%	1%
<i>Yes</i>	66%	53%	47%
<i>Not applicable</i>	20%	1%	1%
<i>Don't know</i>	8%	39%	52%
<i>N</i>		6957	318

CA Questions

IN-PERSON SURVEY (IPS) FY 2024/25 NATIONAL CORE INDICATORS	IPS FY 22-23 CA Average	IPS FY 24-25 CA Average	SGPRC
What is the best way for you to receive information from the regional center?			
<i>Phone landline</i>	27%	14%	22%
<i>Phone call (cell phone)</i>	49%	45%	37%
<i>Text Message</i>	18%	20%	16%
<i>Email</i>	30%	33%	31%
<i>Information posted on the regional center website</i>	1%	0%	0%
<i>Facebook post</i>	0%	0%	0%
<i>Instagram post</i>	0%	0%	0%
<i>Twitter post</i>	0%	0%	0%
<i>WhatsApp message</i>	0%	0%	0%
<i>Direct mail</i>	42%	37%	43%
<i>Other</i>	15%	22%	15%
<i>N</i>		5839	243

CA Questions

IN-PERSON SURVEY (IPS) FY 2024/25 NATIONAL CORE INDICATORS	IPS FY 22-23 CA Average	IPS FY 24-25 CA Average	SGPRC
Do you feel prepared for how to handle a natural disaster emergency (such as a wildfire or earthquake)? Check all that apply.			
<i>No, I do not feel prepared for how to handle a natural disaster</i>	15%	15%	10%
<i>Yes, I have a written emergency plan</i>	15%	7%	3%
<i>Yes, I know what to do but do not have an emergency plan</i>	53%	41%	38%
<i>Yes, I have a 'go bag' of things that I can take with me if I have to leave my home or workplace</i>	17%	14%	11%
<i>Don't know</i>	13%	32%	42%

CA Questions

IN-PERSON SURVEY (IPS) FY 2024/25 NATIONAL CORE INDICATORS	IPS FY 22-23 CA Average	IPS FY 24-25 CA Average	SGPRC
What devices do you have? These devices can be used to see or talk with others, and access the internet. (Check all that apply)			
<i>I have a tablet</i>	57%	51%	50%
<i>I have a smart phone</i>	36%	33%	27%
<i>I have a computer</i>	36%	33%	27%
<i>I have another electronic device</i>	23%	26%	12%
<i>I do not have a computer/tablet/or another electronic device</i>	10%	15%	23%
<i>Don't Know</i>	0%	1%	1%
<i>N</i>		8581	415

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

01

Areas of your greatest concern

02

Who needs to be prioritized?

03

How should SG/PRC make the
necessary changes?

Additional Feedback

Please contact: Salvador Gonzalez
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THANK YOU

For joining us for this National Core Indicators Survey Findings

