



INLAND REGIONAL CENTER

...valuing independence, inclusion, and empowerment

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Mr. Cruz:

Inland Regional Center (IRC) is submitting this correspondence in response to the Department of Developmental Services (DDS). As directed, IRC was to conduct a public input meeting regarding the National Core Indicators (NCI) In-Person Survey results for the Fiscal Year 2020-21. As well, IRC was directed to submit a report regarding the public input meeting to the department within sixty days of said meeting. This directive was in accordance with Welfare and Institutions (W&I) Code Section 4571(h)(1), which requires each regional center annually to present data collected from the NCI surveys at a public meeting of its governing board to assess the comparative performance of the regional center and identify needed improvements in services for consumers, including, but not limited to, case management services.

On July 5, 2022, IRC posted a notice informing clients, families, staff, and community members of the September 12, 2022, public input meeting. The public input meeting was posted on IRC's social media platforms on July 13, 2022, August 2, 10, and 22, 2022, and again on September 12, 2022. The meeting also appeared in the IRC newsletter sent to over 7,500 subscribers in English and Spanish on August 16, 2022.

The National Core Indicators (NCI) In-Person Survey for Fiscal Year 2020-21 complete report was made available for review on our social media platforms and on the inlandrc.org/accountability page.

On September 12, 2022, at 6:00 pm, a public input meeting was held using Zoom. The meeting was attended by one parent of an IRC client and the Department of Developmental Services (DDS). The panel consisted of Manager Community Engagement, IT Manager, Consumer Service Tech III Community Engagement, IRC's Deaf and Hard of Hearing (D/HH) Cultural Specialist, Director of Community Services, Chief Financial Officer, and 1:40 Caseload Program Manager.

IRC provided Spanish and American Sign Language (ASL) interpretation services for attendees using the Language Access and Cultural Competency (LACC) funding. The meeting was not attended by members of the D/HH community or Spanish speakers.

The attendees watched a thirty-minute PowerPoint presentation on IRC's evaluation of the data collected from the NCI In-Person Survey for Fiscal Year 2020-21. After the presentation, the attendees were asked to provide input. None was provided.

The next NCI meeting was announced after public input and will be held on November 14, 2022, at 6:30 pm on Zoom. That meeting will provide an evaluation of the NCI Family Guardian Survey 2019-2020 and allow for public input.

While speaking to IRC staff, it was expressed that the sample size of 401 for the NCI In-Person Survey for Fiscal Year 2020-21 was small. Another concern is the lack of clients who utilize ASL as their primary language in the

survey process. No clients who speak ASL or identify as D/HH were surveyed. It was also noted by IRC's D/HH Cultural Specialist that a lack of culturally competent ASL marketing materials is not present to engage the D/HH community to participate adequately.

Finally, the results are too general. For example, "Families/family members with disabilities receive adequate and satisfactory support." This leaves IRC wondering who the clients are satisfied with. The NCI survey doesn't always ask the right questions to the right population. For example, in California, where a large population still lives in the family home, they ask, "do you have a key" or "can you use the internet."

IRC did identify some positive trends in the data. The clients surveyed know their Consumer Service Coordinator (CSC) and can get in touch with them. Additionally, 65% of the clients surveyed also have lived in a stable environment for over 5 years. Furthermore, 98% of clients surveyed do not use nicotine or tobacco products.

IRC will continue to engage the clients and encourage them to participate in the NCI Survey process when the opportunity is presented by utilizing inlandrc.org and social media. IRC's Client Advisory Committee (CAC) will continue to host weekly virtual meetings. As well, the IRC CAC will host, in person, their annual voter's registration, annual election, and client's rights class in 2023.

Sincerely,

Lavinia Johnson
Executive Director

Copy: Nancy Bargeman, DDS
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