

NATIONAL CORE INDICATOR (NCI) MEETING AND REPORTING GUIDELINES MAY 2023

Pursuant to Welfare and Institutions (W&I) Code section 4571 the Department of Developmental Services (Department) contracts with state council to collect data for the NCI Survey. Following survey responses, the Department's Office of Quality Assurance (OQA) provides preliminary data and full reports to regional centers (RC) for the purpose of presenting the results at a public meeting in accordance with W&I Code section 4571(h)(1). Subsequent to the public meetings, each RC must submit a report to the Department that includes information specified in W&I Code section 4571(h)(3).

Reports generated by the Department must be posted on the RC's website in a machine-readable format as indicated in W&I Code section 4571(h)(2). Lastly, all generated reports must be made publicly available pursuant to W&I Code section 4571(i). RCs will be notified by OQA when the full RC specific reports generated by the Department are available.

Requirements for Public Meetings: W&I Code section 4571(h)(1) requires RCs to annually present data collected from NCI surveys at a public meeting of its governing board in order to assess the comparative performance of the RC and identify needed improvements in services for consumers, including, but not limited to, case management services. Notice of the public meeting must be posted on the RC's website and sent to consumers, families, and individual stakeholders at least 30 days prior to the meeting. Each RC must ensure the presentation and associated materials are language accessible to the community. The meeting must have sufficient public comment period for the governing board.

OQA releases preliminary data during the Spring of each calendar year pending release of final report. RCs may use the preliminary data or final report data to hold the required annual presentations at a board meeting.

NCI Reports: Within 60 days of the RC's annual presentation of NCI data, RCs must submit a report to the Department regarding its implementation of the requirements specified in W&I Code section 4571(h)(3). The report must include, but not be limited to both of the following:

- (A) Copies of the presentation, minutes from the meeting, and attendee comments.
- (B) The RC's recommendations and plans to use the information obtained from the NCI data to address RC priorities, strategic directions to improve specific areas of performance, or both.

NCI reports must be submitted to:

oco@dds.ca.gov

If you have any questions regarding this correspondence, please contact the Department's primary regional center liaison associated with your RC.