

IRC NCI FY 21/22 Data Listening Session September 11, 2023

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Engagement


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W&I Code

W&I Code §4571(h)(1) requires that each regional center annually present data collected from 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 Clients, including, but not limited to, case management services.



Quality Assessment Project and NCI

- Data collected in FY 21/22 was in accordance with WIC, Section 4571
- This law directs DDS to collect accurate, reliable, and valid Client and family satisfaction measures as well as individual outcome data
- Data from this project is used to review developmental disability service system performance, statewide and by regional center
- The NCI helps guide strategic planning and monitor systemic changes
- IRC does not manage the survey or interviews
- SCDD is the agency who contacts, schedules and performs the interviews and administers the surveys
- Participants are picked using the pre-established NCI criteria and a lottery

National Core Indicators

- NCI gives individuals with I/DD and their families the opportunity to voluntarily and confidentially participate in surveys/interviews
- This process allows the participants to share their lived experiences on access to and use of regional center and community services

This Presentation will Cover
FY 2021/22

Child Family
Survey

Adult Family
Survey

Family Guardian
Survey



Where is the data?

<https://www.dds.ca.gov/rc/nci/>

<https://www.inlandrc.org/accountability/>

Limitations of Data

- NCI is a **tool** for assessing system-wide performance
- It is **not intended** to be used to **monitor individuals or providers**
- The NCI average **should not** be interpreted as defining **“acceptable”** levels of **performance or satisfaction**
- Instead, it describes **average levels** of performance or satisfaction across the state and regional center; it is up to public managers, policy-makers, and other stakeholders to use the data to determine programmatic and policy-related priorities

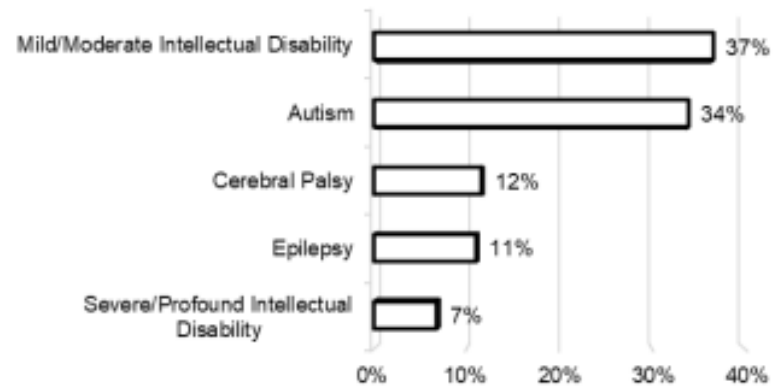
Data Review

- This is a presentation on IRC's interpretation of the data
- All data reported by the respondent is based on their understanding (or lived experience) of their own demographics, diagnoses, and personal characteristics.

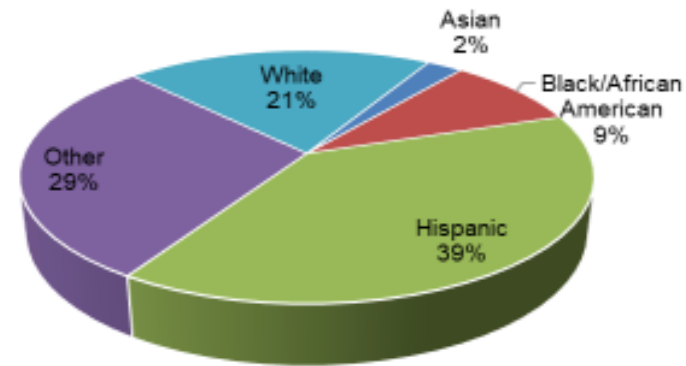


Who IRC Serves as of Spring 2023

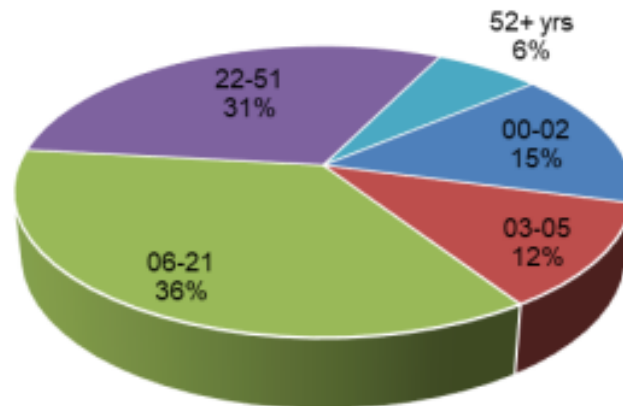
DIAGNOSIS OF IRC CONSUMERS



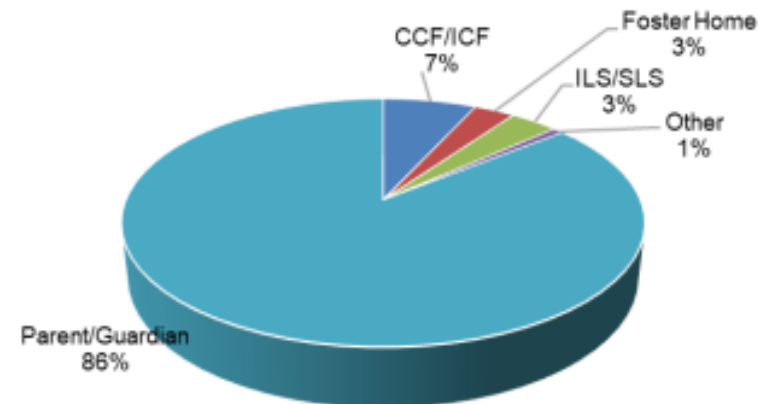
ETHNICITY OF IRC CONSUMERS



AGE OF IRC CONSUMERS



WHERE IRC CONSUMERS LIVE



NCI Adult Family Survey 2019-2020

Access



Choice



Community Participation



Information & Planning



Satisfaction



NCI Adult Family Survey

- The NCI Adult Family Survey is administered to families who have an adult family member (18 years or older) with an intellectual or developmental disability who lives in the family home and receives at least one service other than case management.

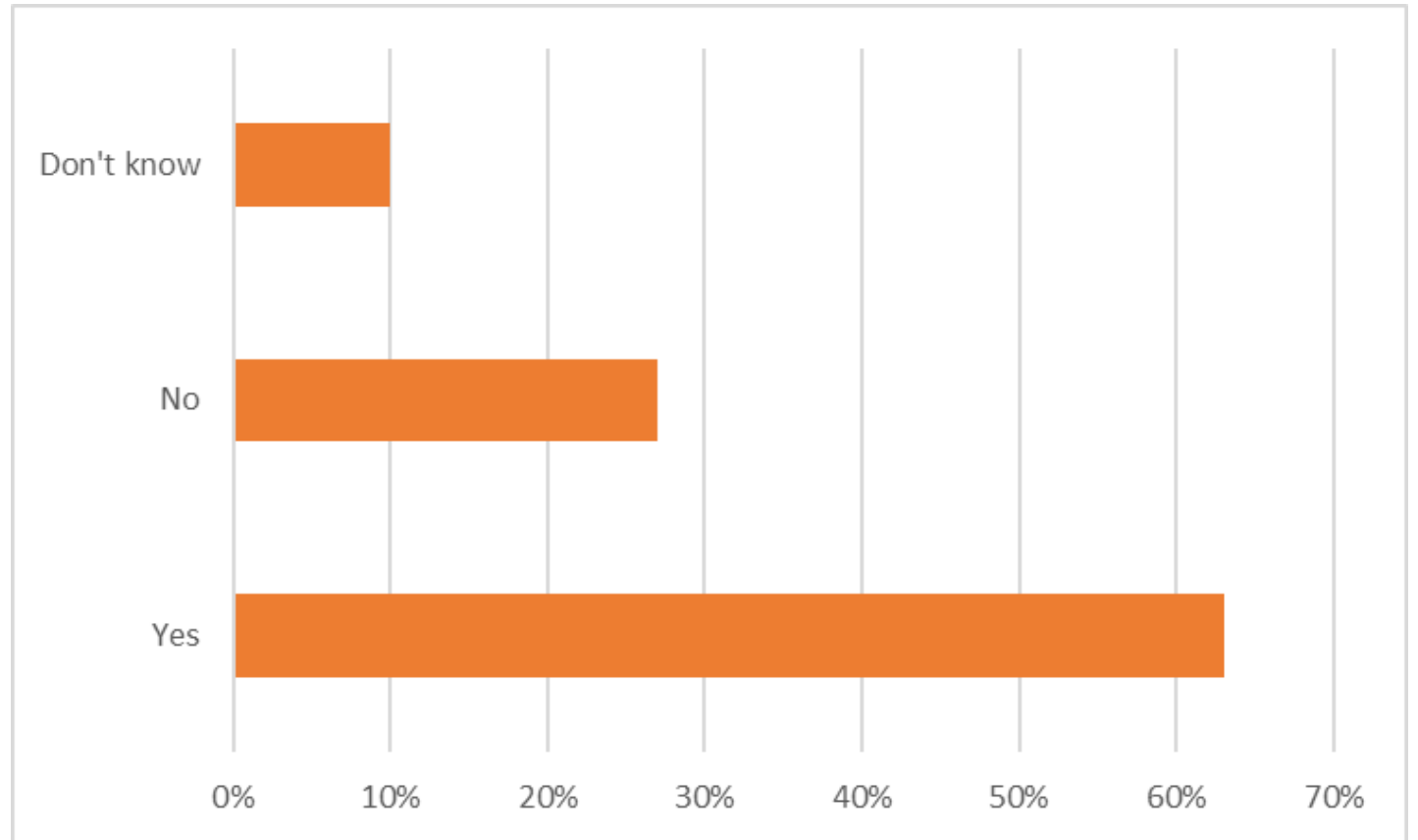
Family Member's Preferred Language

English							71%
Spanish							18%
Chinese (including Mandarin, Cantonese, and Hokkien)							0%
Tagalog (including Filipino)							0%
Vietnamese							0%
American Sign Language							0%
Arabic							0%
other							9%

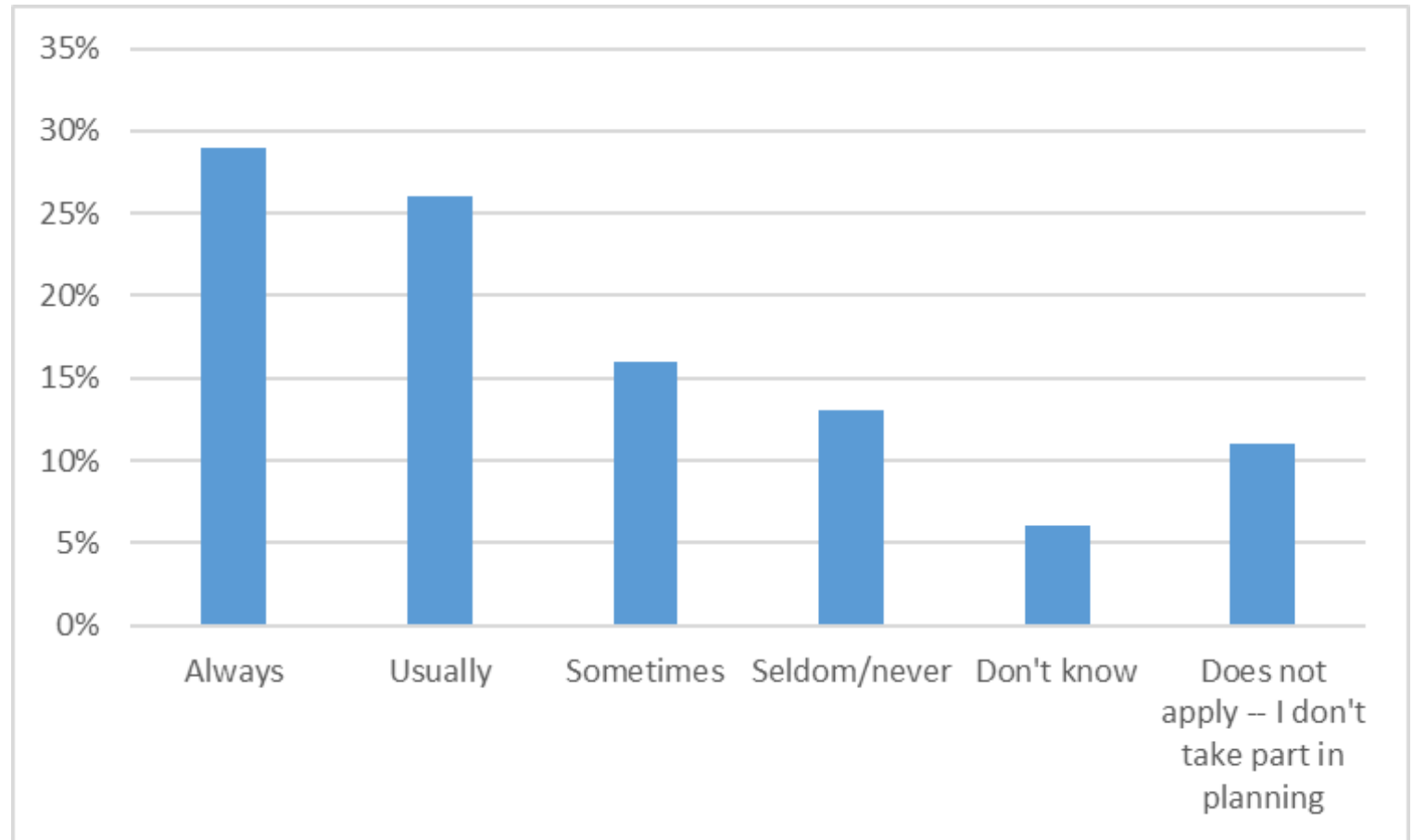
Family Member's Race and Ethnicity

American Indian or Alaska Native					2%
Asian					8%
Black or African-American					9%
Pacific Islander					1%
White					36%
Hispanic/Latino					51%
Other					2%
Prefer not to say					2%

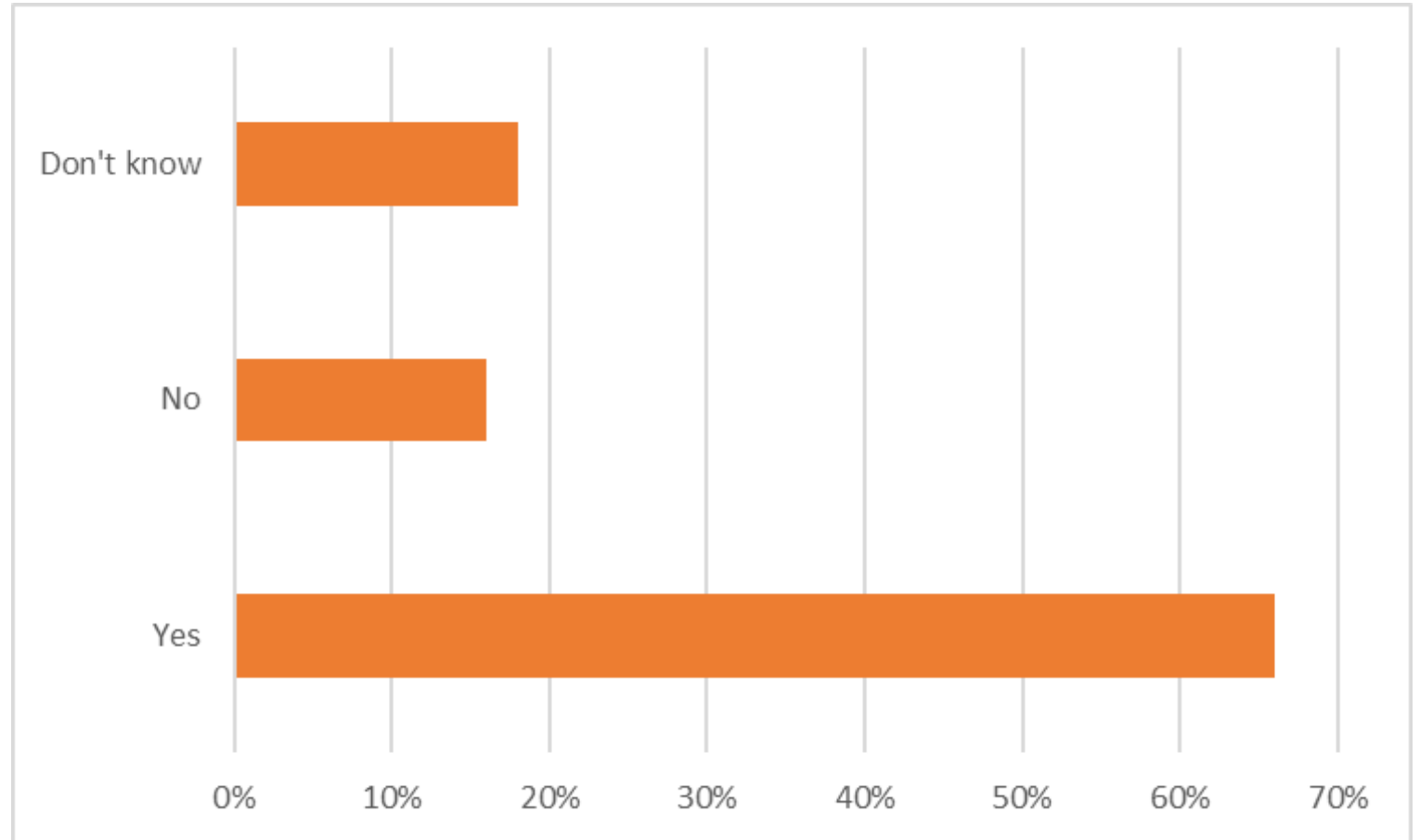
Does your regional center keep you informed, in your preferred language, about programs or services it offers?



Do you get enough
information to take
part in planning
services for your
family member?



Does your family
member have an
Individual
Program Plan
(IPP)?



NCI Family Guardian Survey 2019-2020

Access



Choice



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Information & Planning



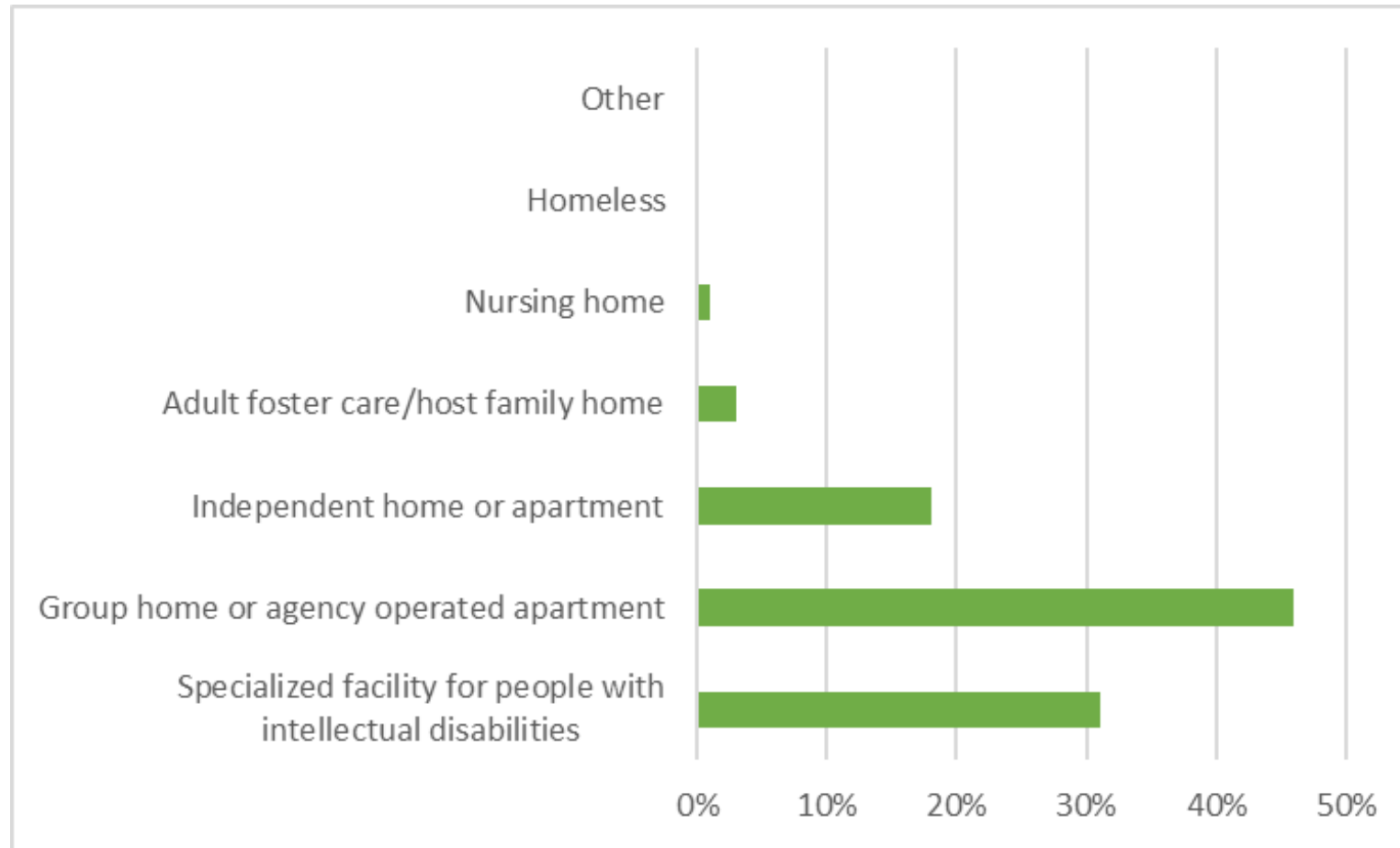
Satisfaction



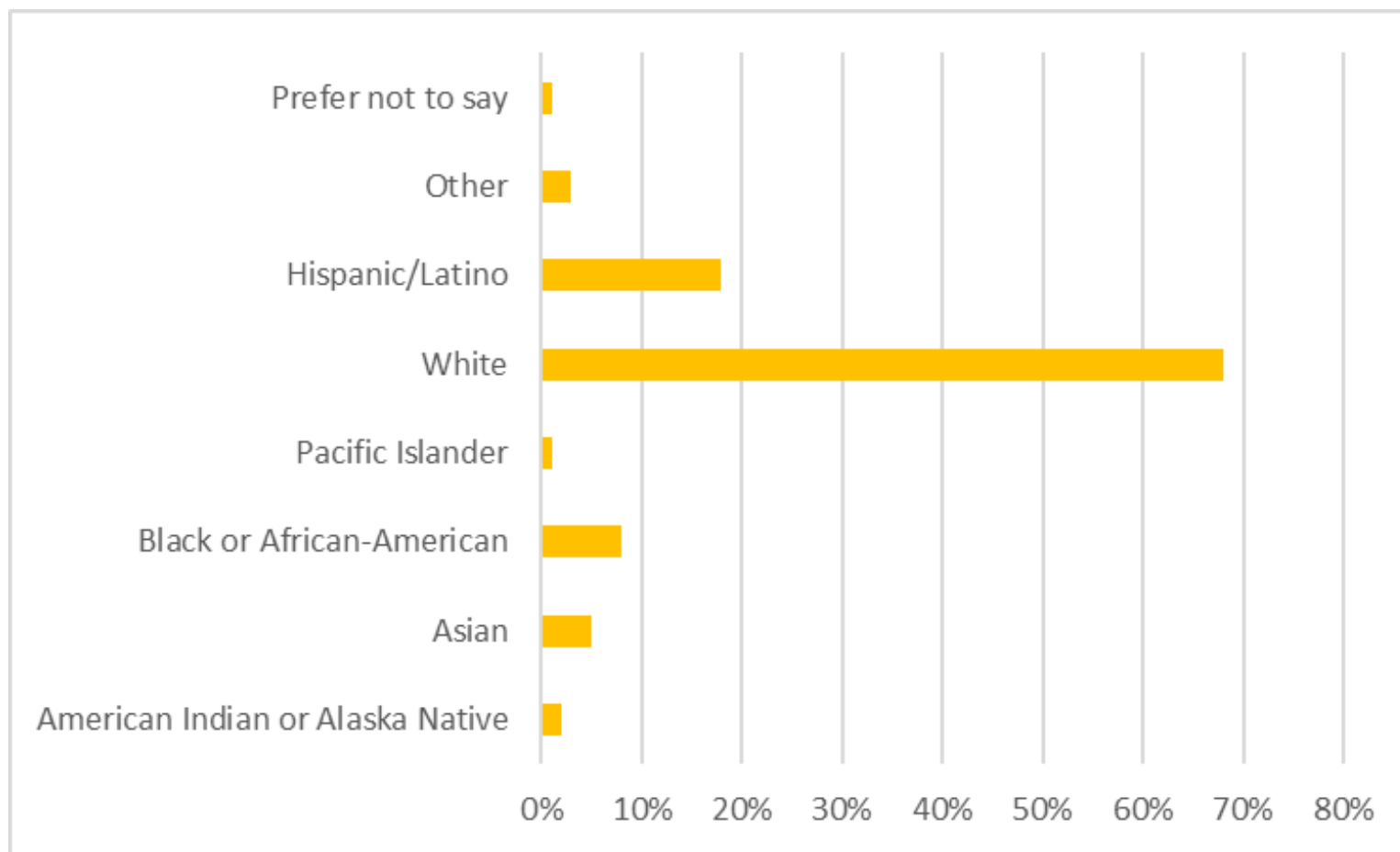
NCI Family Guardian Survey

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- The NCI Family/Guardian Survey is administered to families who have an adult (18 years or older) with a developmental disability who does not live in the family home and receives at least one service other than case management.

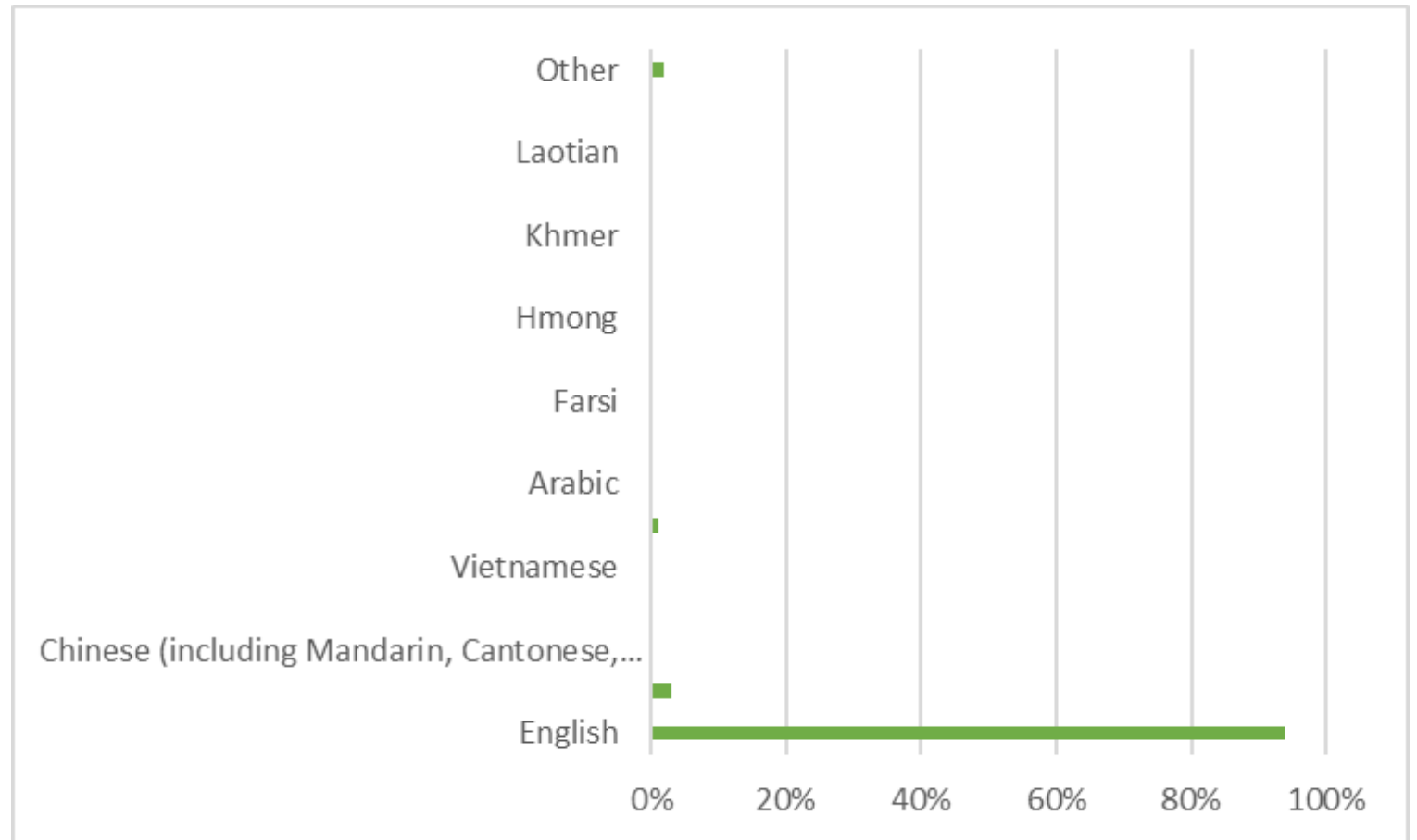
Client's Residence



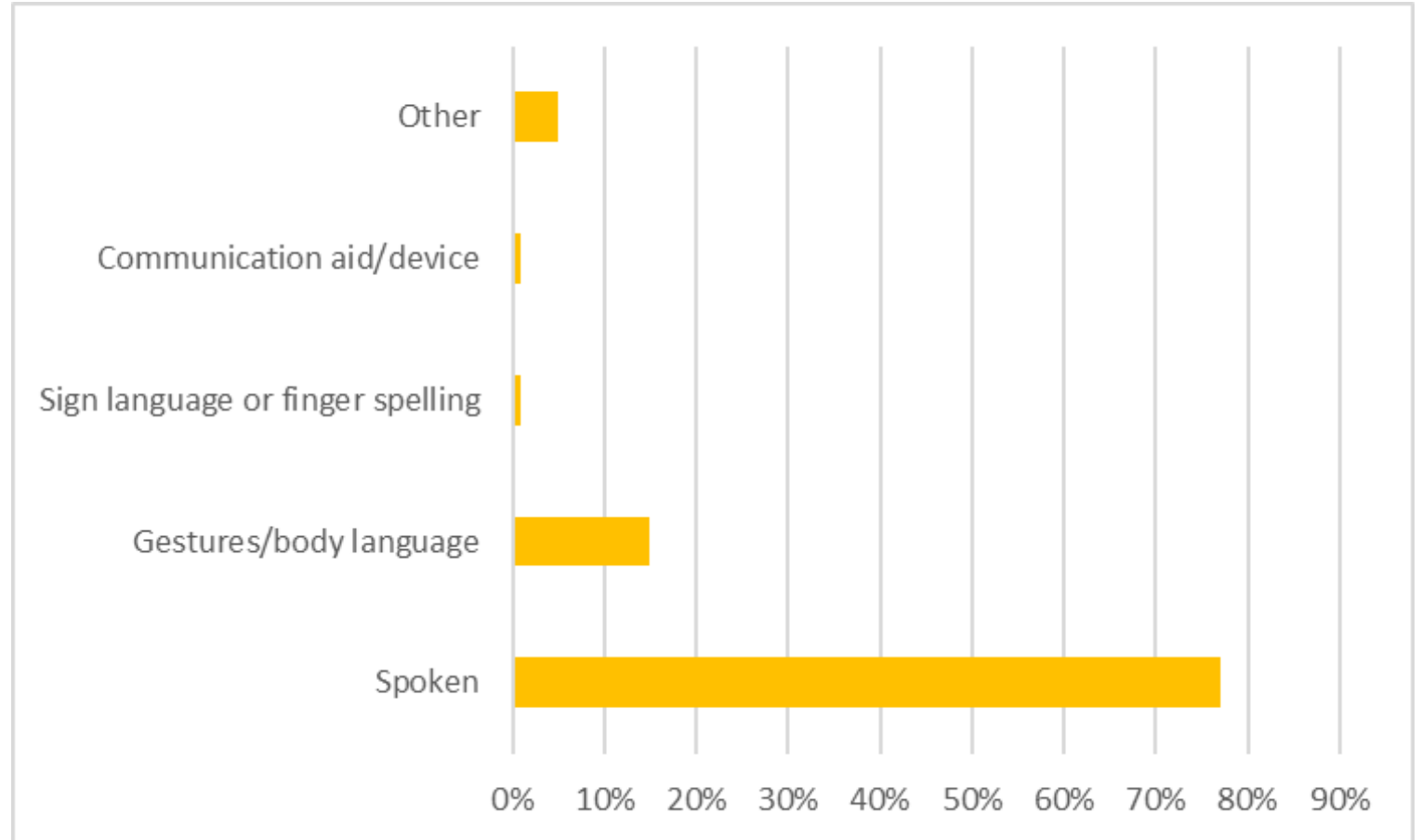
Clients Race and Ethnicity



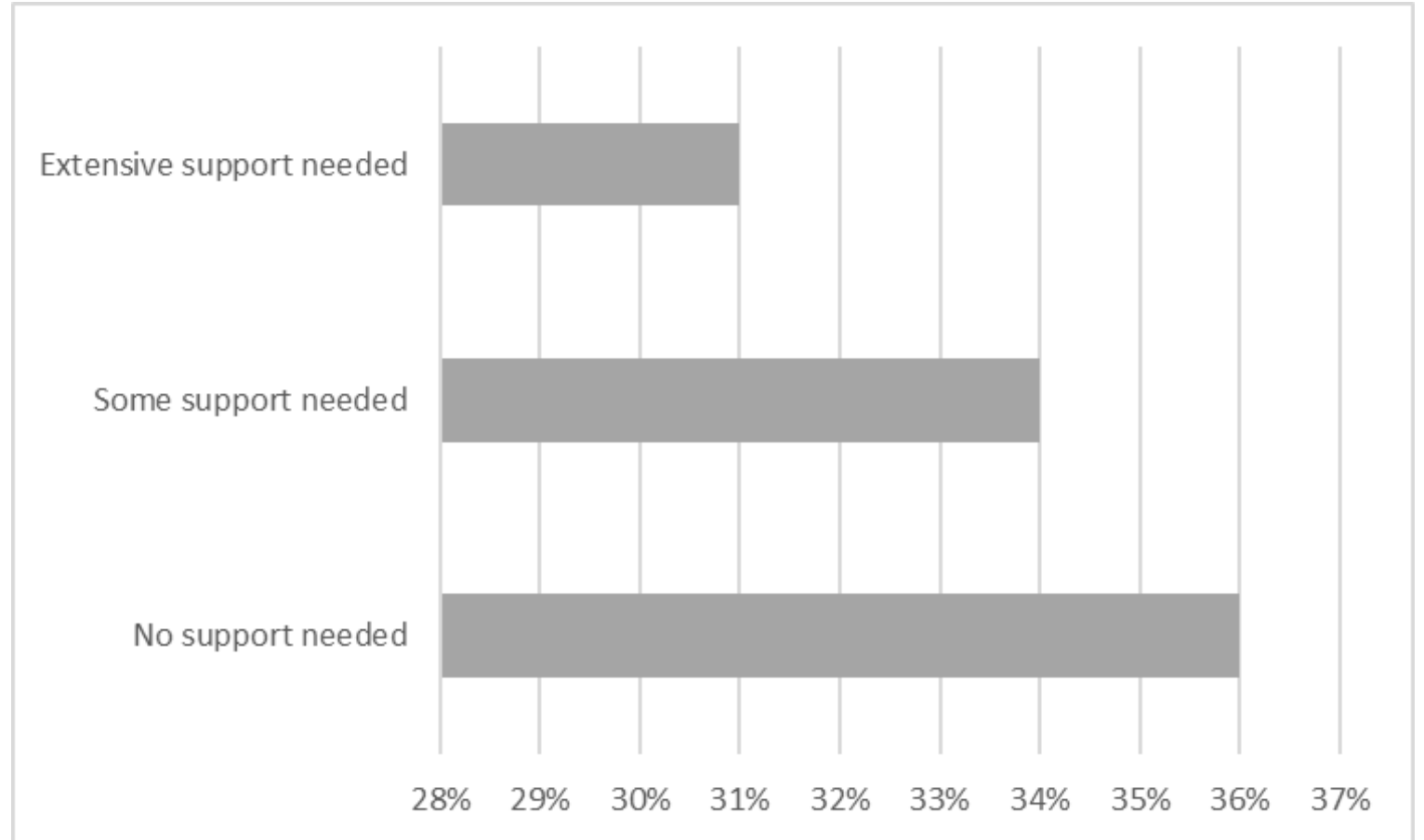
Clients Preferred Language



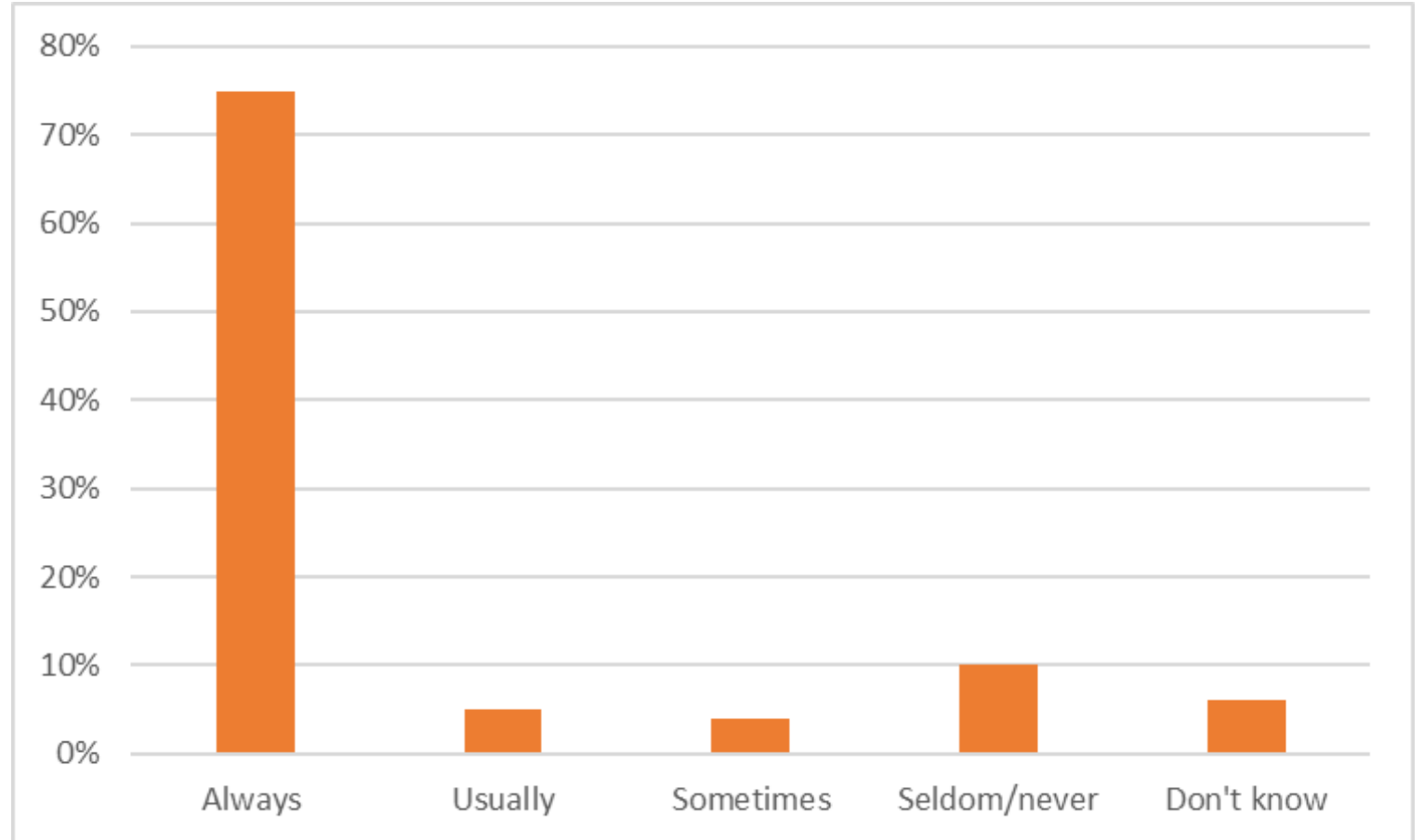
Client's Preferred
Means of
Communication



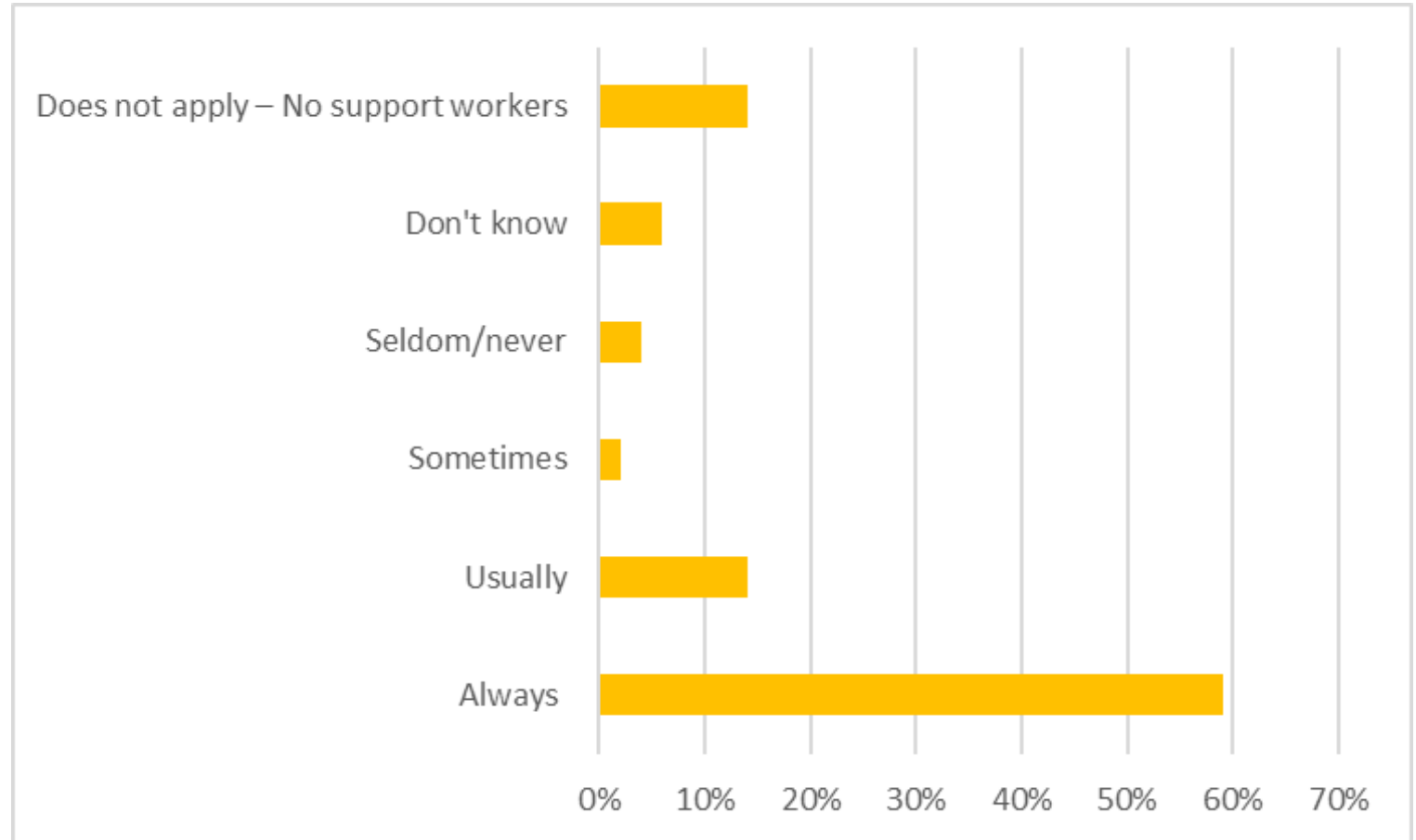
Level of Support
Needed for
Self-Injurious,
Disruptive, or
Destructive
Behavior



Do you get
information about
services and
supports in your
preferred
language?



Do support
workers speak
to you in a way
you
understand?



Do your family member's support workers change too often? Is there too much "turnover" of support workers?

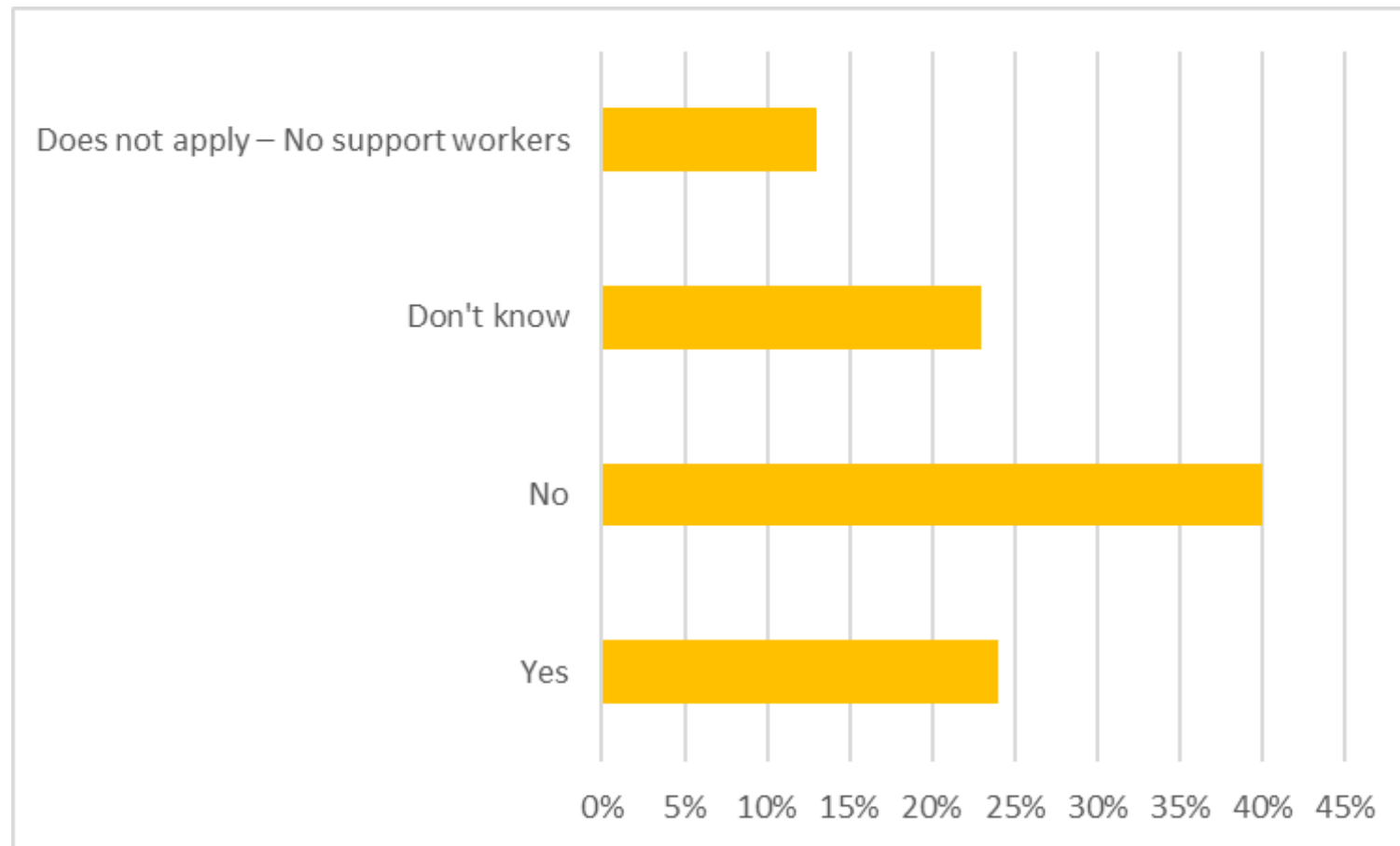
Does not apply – No support workers

Don't know

No

Yes

0% 5% 10% 15% 20% 25% 30% 35% 40% 45%



NCI Child Family Survey 2018-2019

Access



Choice



Community Participation



Information & Planning



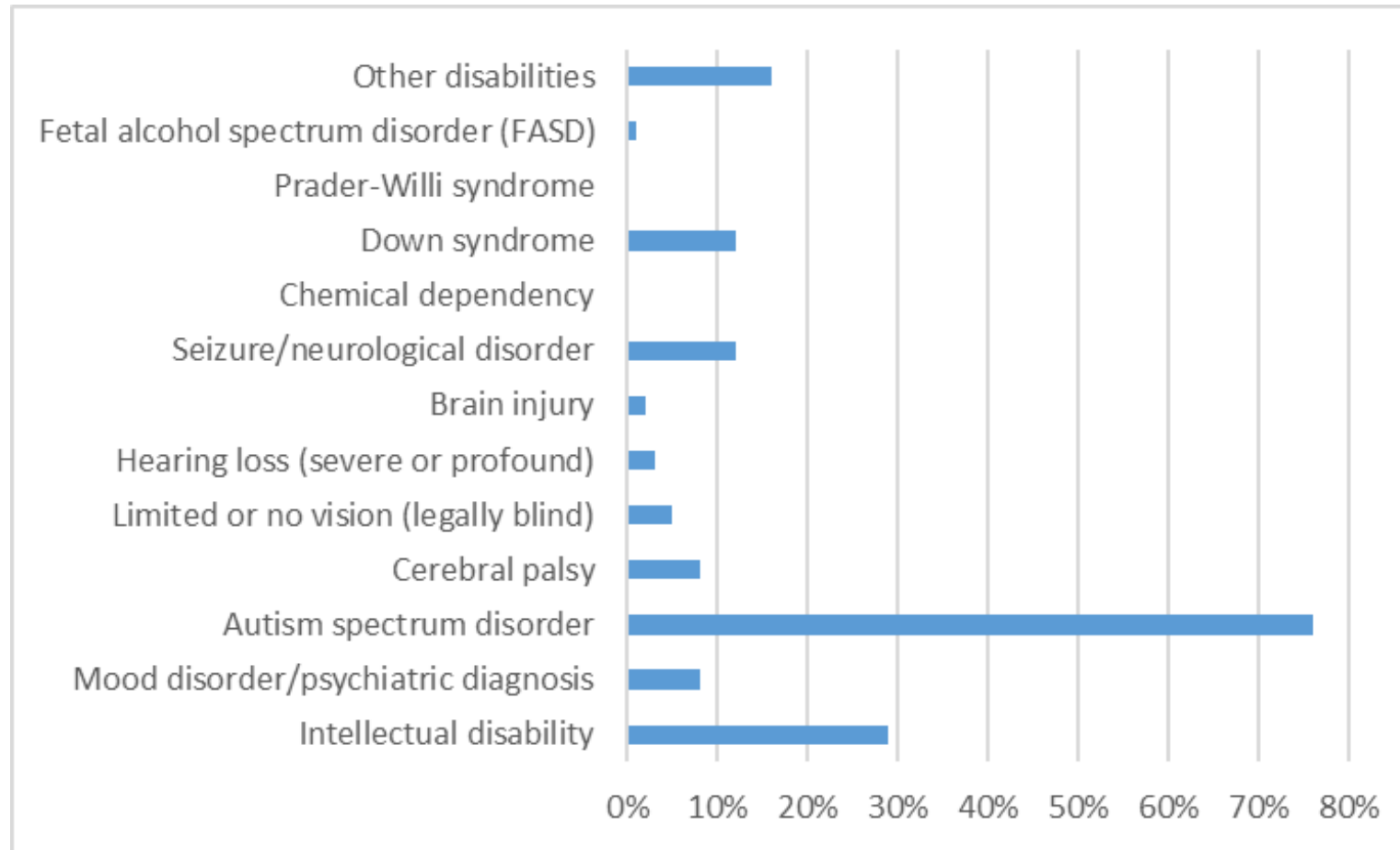
Satisfaction



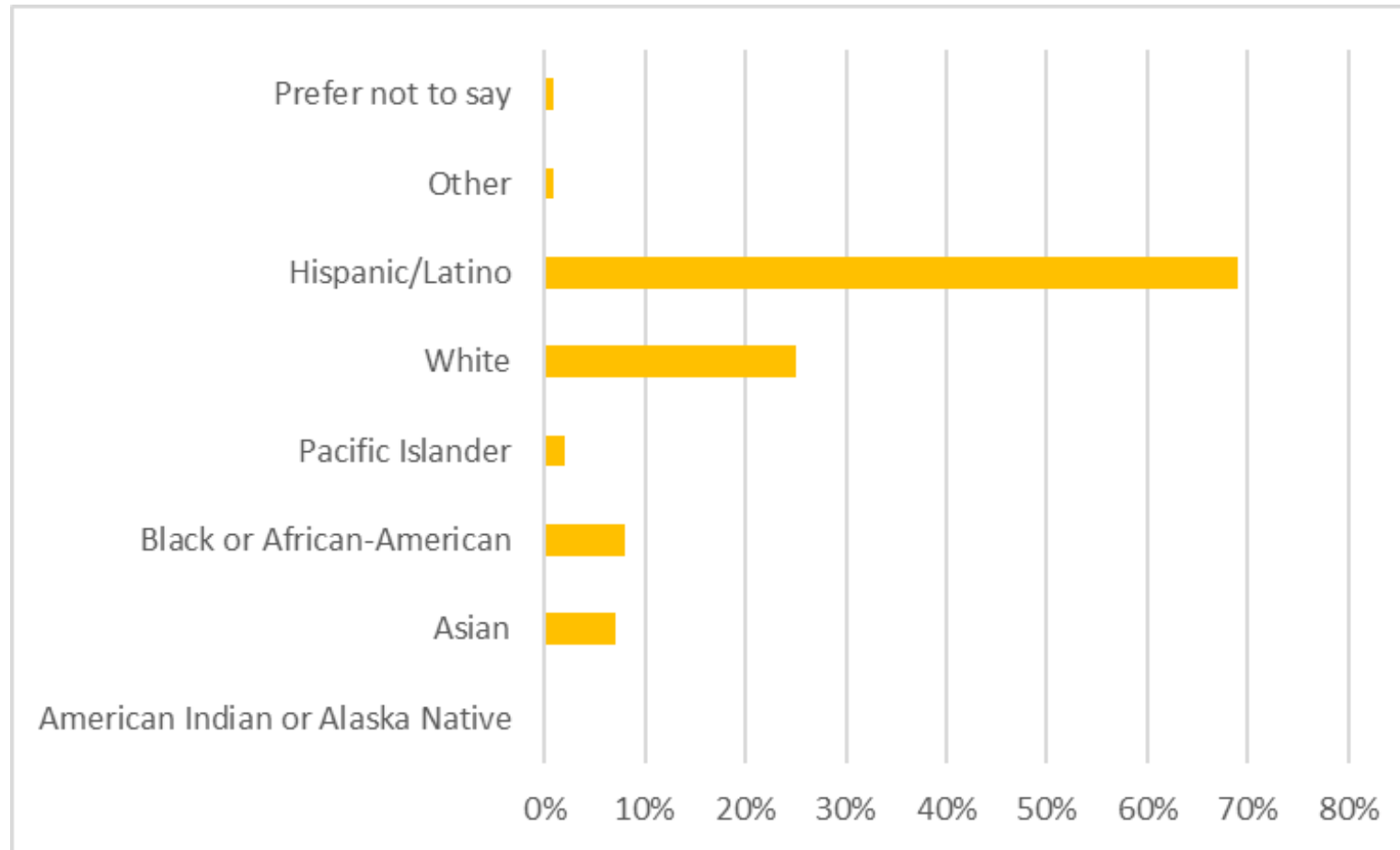
NCI Child Family Survey

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- The NCI Child Family Survey is administered to families who have a child with a developmental disability who lives in the family's home and receives at least one service other than case management.

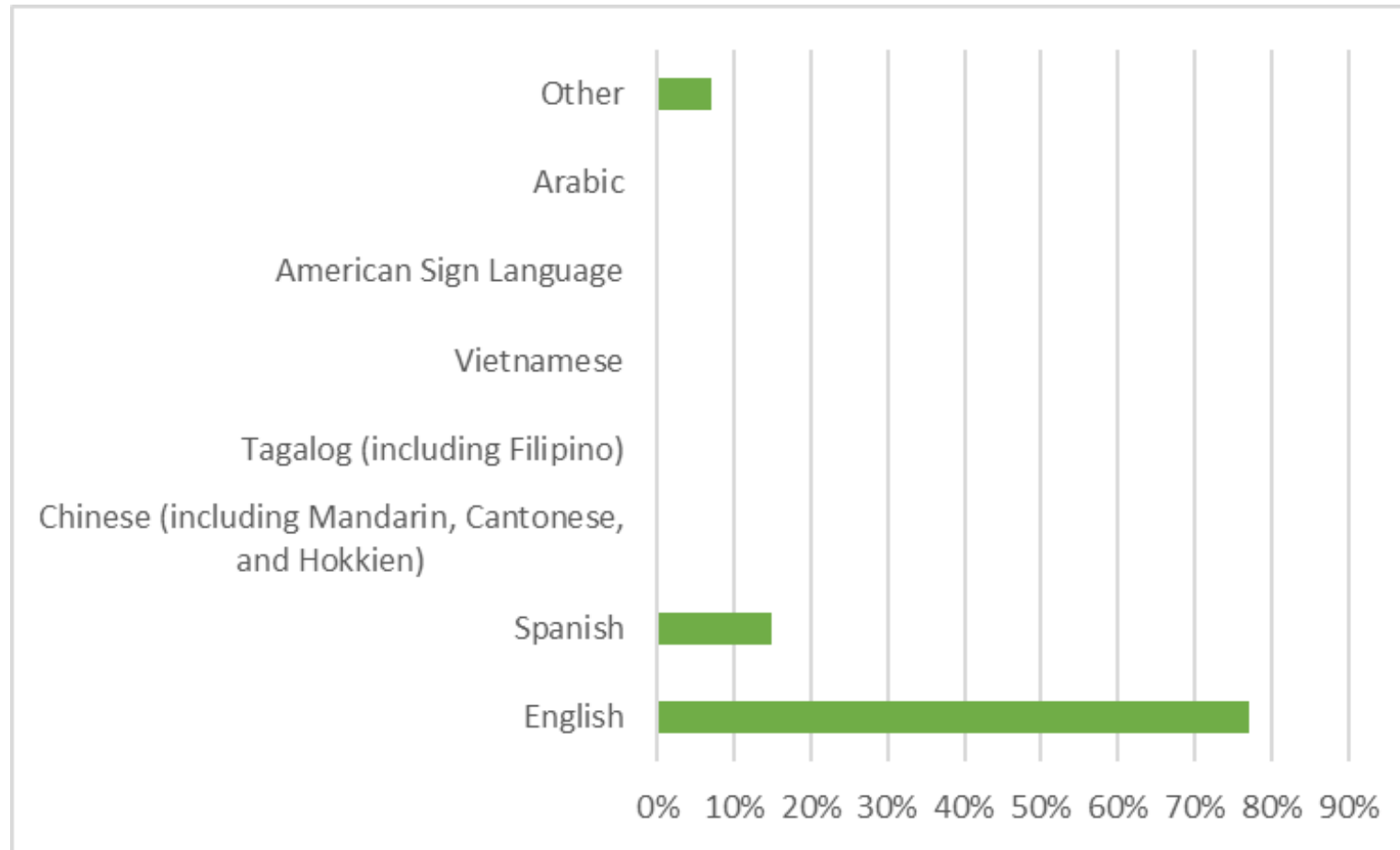
Child's Disabilities



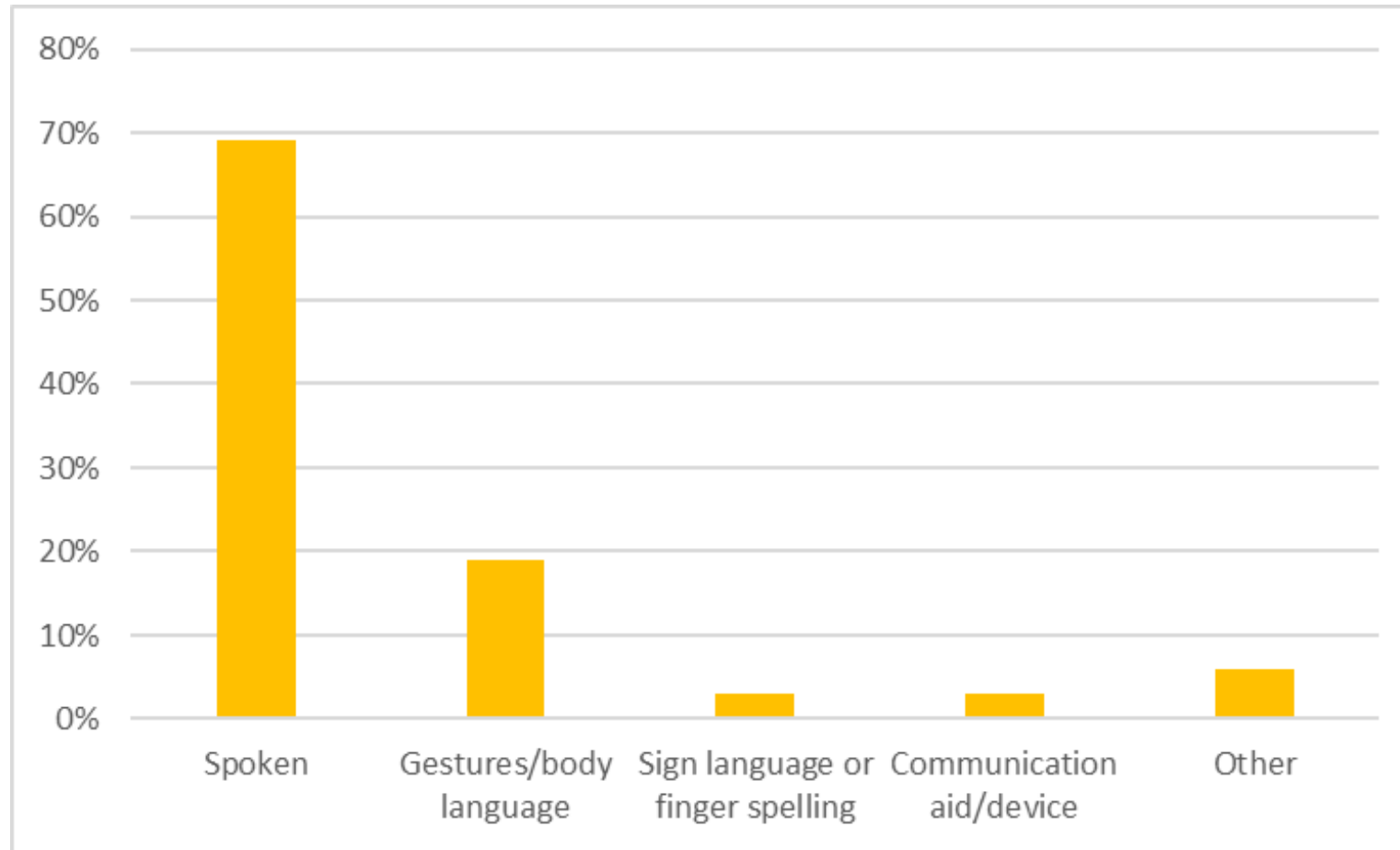
Child's Race and Ethnicity



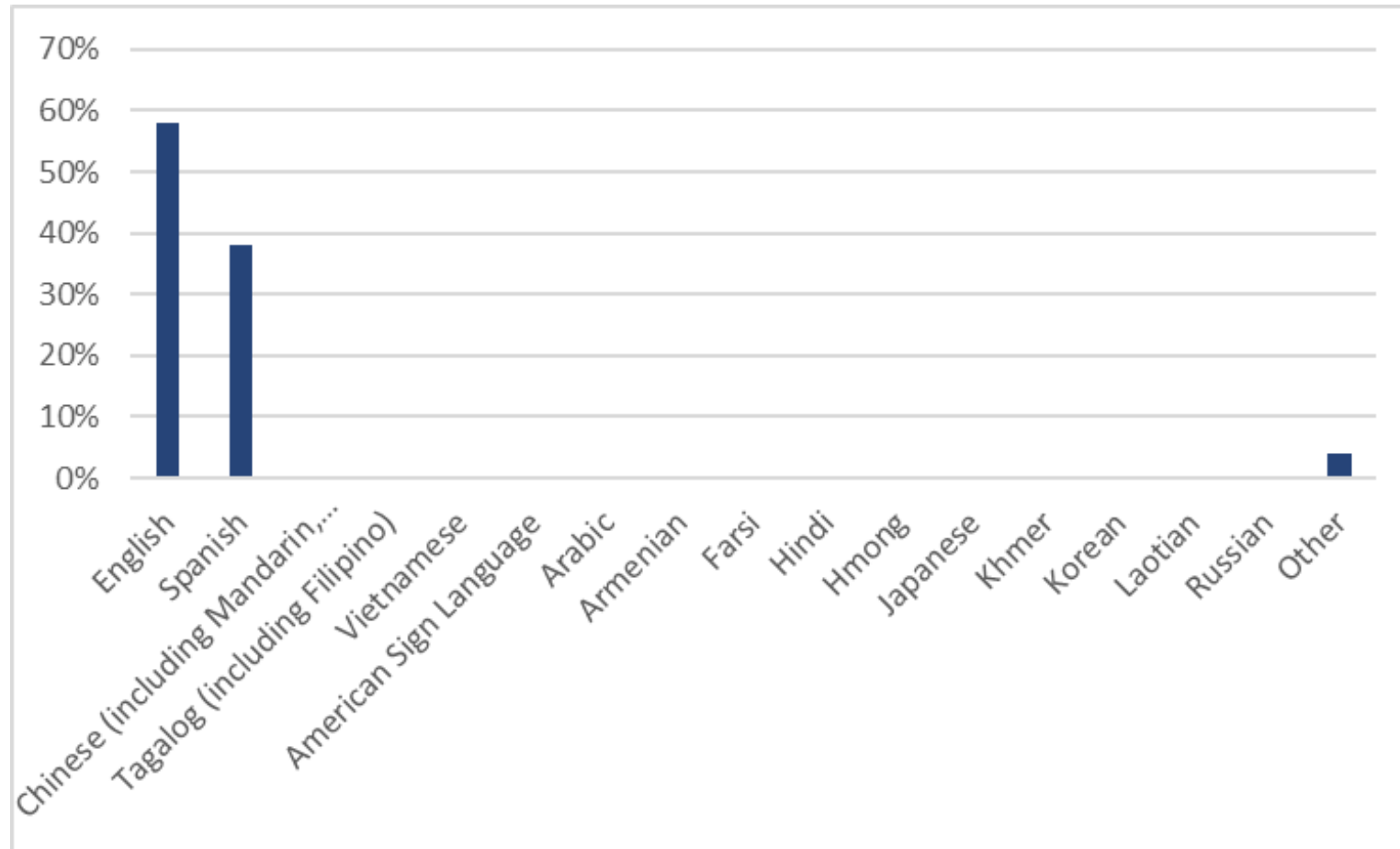
Child's Preferred Language



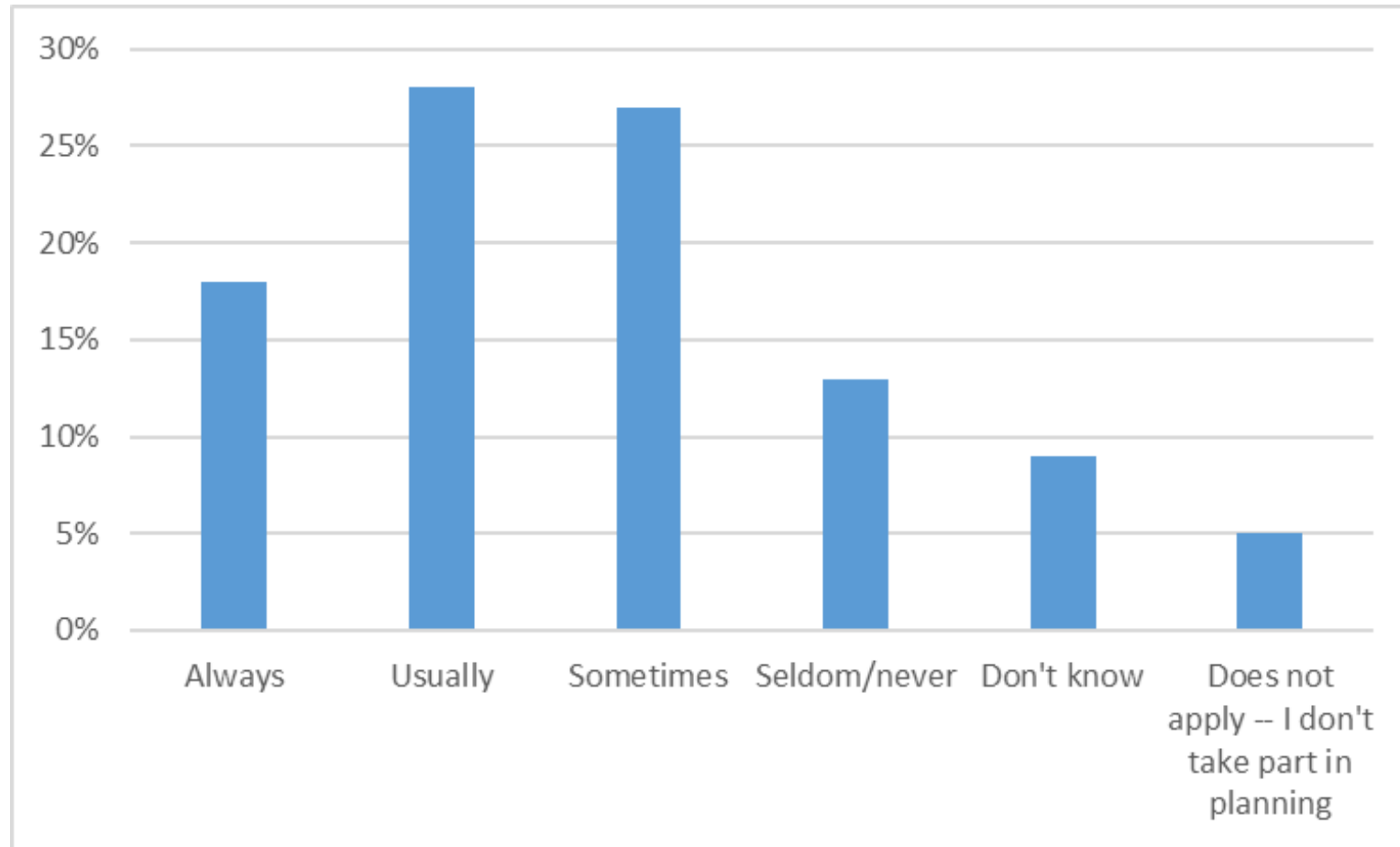
Child's Preferred Means of Communication



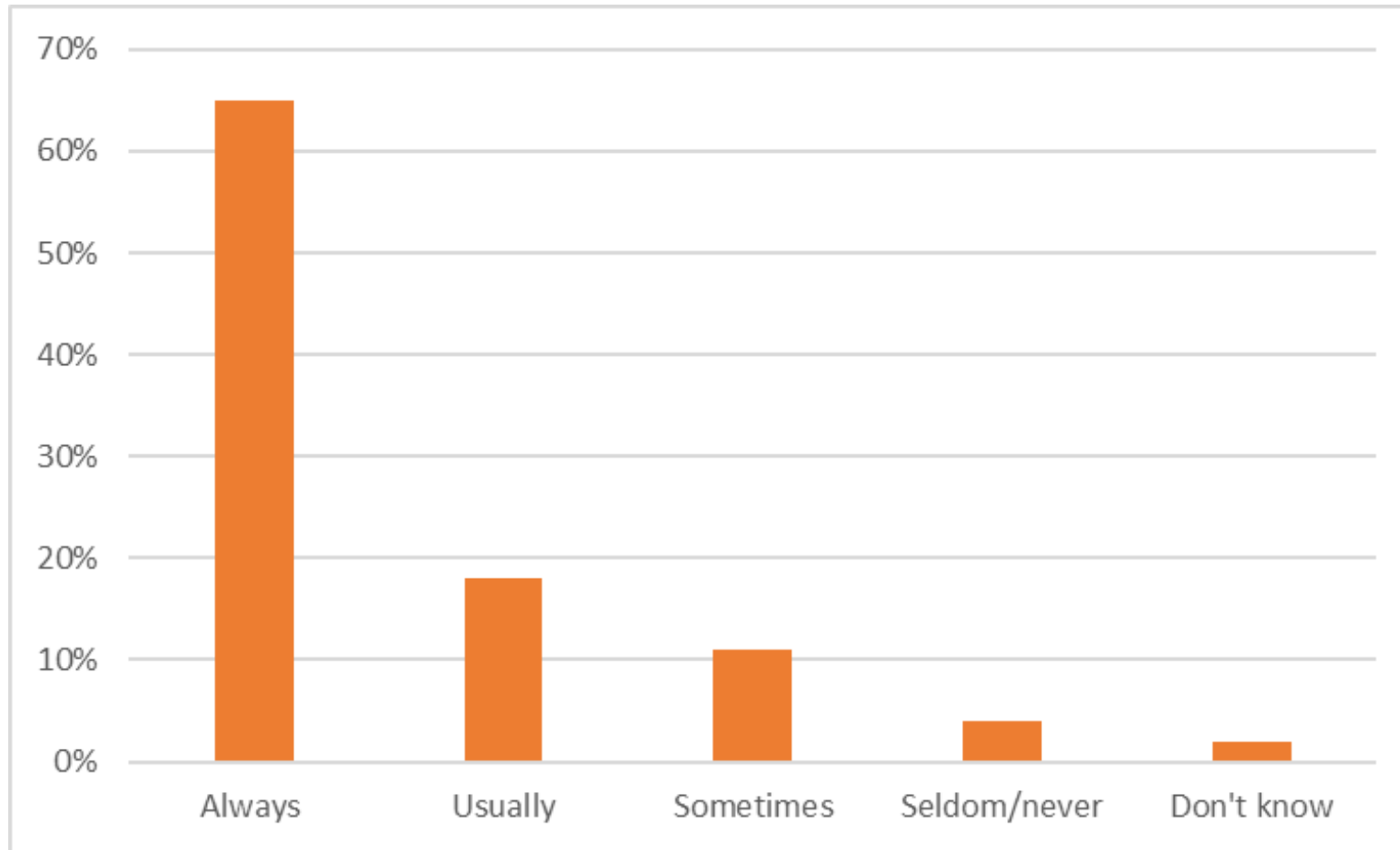
Respondent's Language Spoken At Home



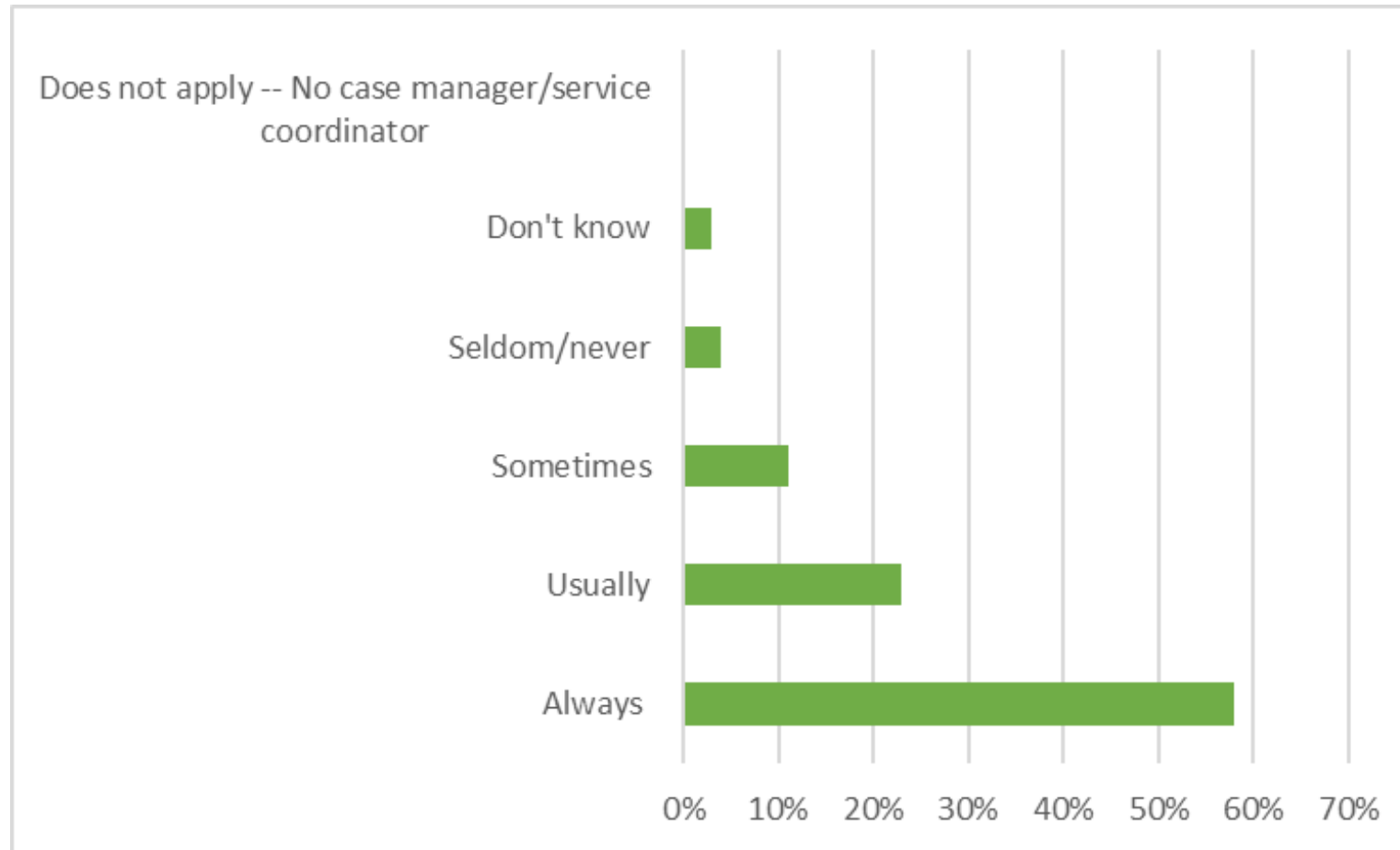
Do you get enough information to take part in planning services for your child?



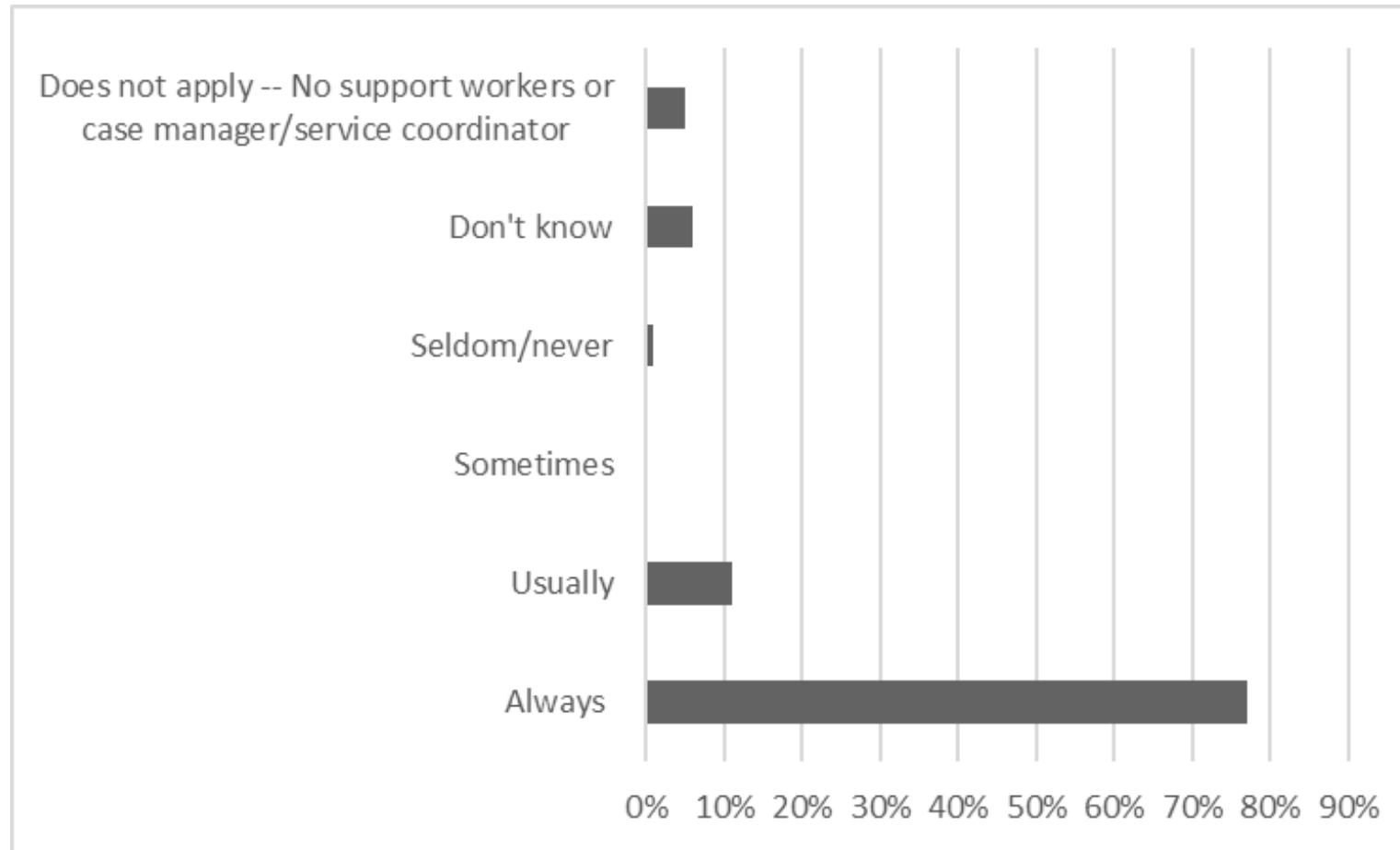
Do you get information about services and supports in your preferred language?



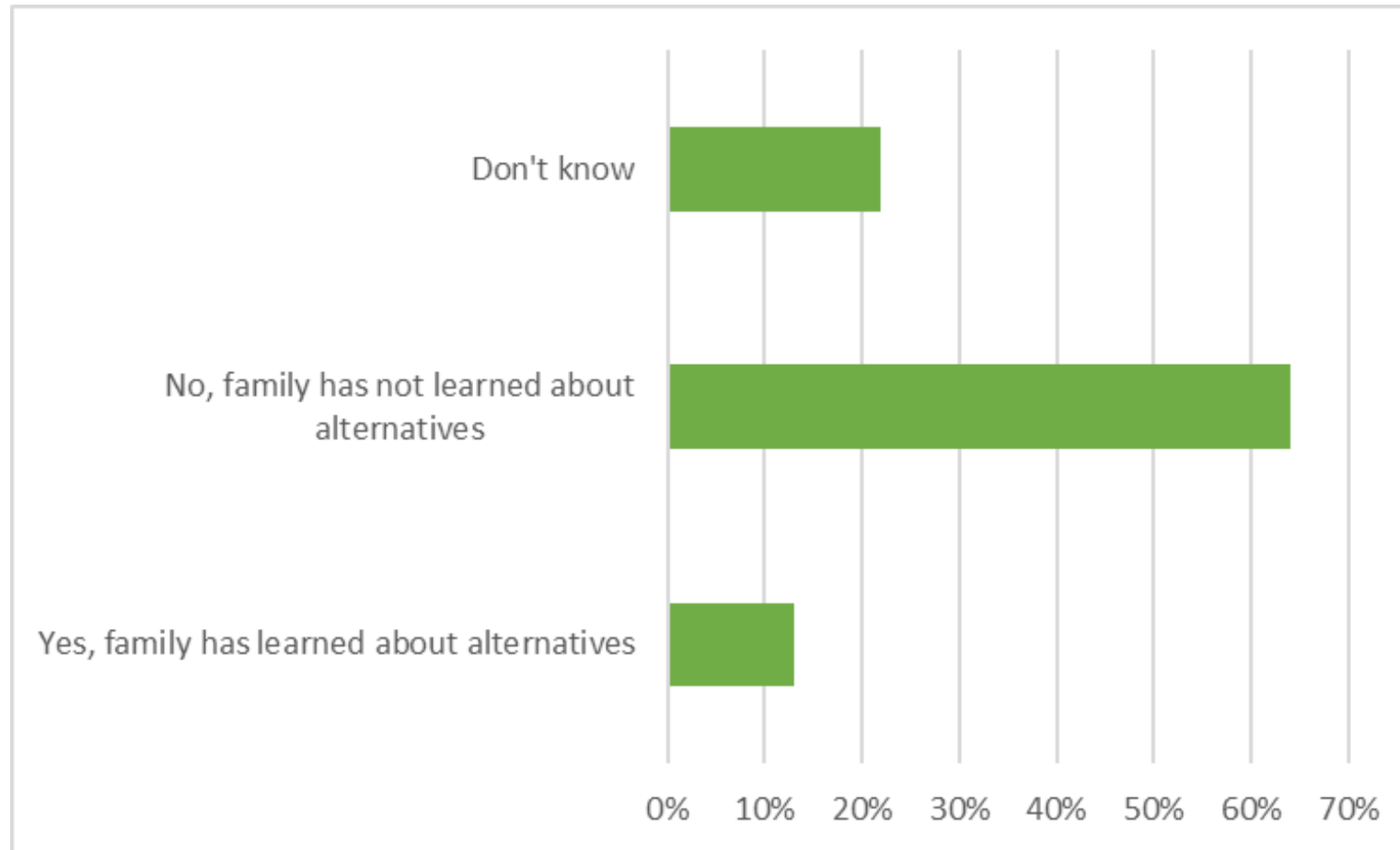
Does the case manager/service coordinator listen to your family's choices and opinions?



Does your child's case manager/service coordinator support you in a way that is respectful to your culture?



Has your family learned about alternatives to guardianship/conservatorship?

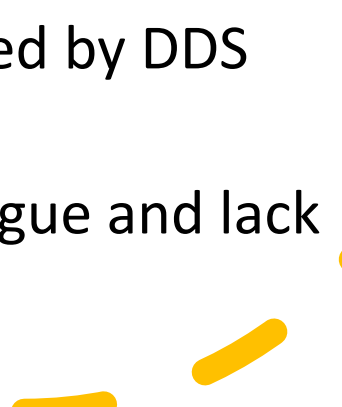




If you asked for crisis or emergency services during the past 12 months, were services provided when needed?

- 11%- Yes
- 13%- No
- 5%- Don't know
- 71%- Does not apply

IRC's Concerns with NCI

- IRC feels the sample size is too small
 - Each Regional Center has unique challenges
 - Linguistic
 - Geographical
 - Vendor availability
 - Cultural differences
 - Too many questions
 - Language may not be easily understood
 - Deaf and Hard of Hearing did not participate
 - Lacks linguistic competency
 - ASL
 - Low Frequency Languages identified by DDS not represented
 - Reports of questions being unclear, vague and lack clarity
 - BIPOC community not represented
- 

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Possible Barriers to DHH Clients and Families

The Deaf community is not aware of the NCI survey or its purpose, possibly due to limited outreach efforts.

Captioned videos about the NCI survey are available on the DDS website, but they may not be culturally and linguistically accessible.

DDS video contains English-only captions, effectively excluding D/HH individuals whose first language is not English or ASL, and who may rely on lip-reading as a tool to enhance access.

The lack of awareness about relay services that provide communication access can be a barrier when it comes to contacting D/HH clients and families to inform them about the NCI survey.

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Possible Barriers to DHH Clients and Families

The surveying process is lengthy, inaccessible, and difficult.

Unclear or vague definitions of “gestures and body languages.”

Selection is based on flawed Criteria.

IRC Action Plan

- Continue to advocate for removal of barriers to inclusion
- Continue to create linguistically competent marketing materials for IRC Clients
- Continue to advise, train and inform CSCs of NCI
- Support SCDD in their efforts each cycle through emails to staff and survey support
- Continue to utilize LACC funding to engage DHH and low-frequency languages and cultures
- Continue to create easy to read marketing materials
 - IRC social media
 - Inlandrc.org
- Maintain Inlandrc.org and all associated pages that empower the client, parent and caregivers with information
- Continue to offer client and parent trainings such as alternatives to conservatorship
- HR will continue to recruit, hire and onboard new staff to limit CSC change over as much as possible

Public Comment

3 Minutes

Related to the NCI Data

Must be on camera for those at home

Public comment is recorded

Names are redacted for the report to DDS