

AGENDA
INLAND COUNTIES REGIONAL CENTER, INC.
SPECIAL BOARD MEETING
Monday, July 13, 2026
Immediately following the regular board meeting

[Hybrid Meeting Via Live Stream at Inlandrc.org/live](https://inlandrc.org/live)

Public Input: Comments limited to 3 minutes per person. Action may not be taken on any item that is not on the Agenda. **In order to protect the rights of our consumers, comments should not include personal consumer information. If you have a specific issue or comment, contact your CSC or email your comments to Btrustees@inlandrc.org.** You may also submit Public Input Comments electronically via inlandrc.org/live.

Call to Order:

Public Input:

1. National Core Indicator Report/Mr. Toms Action

Adult Family Survey

2023-24 California Statewide Report

Prepared by Human Services Research Institute for the
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August 2025

Message from the California Department of Developmental Services

Mission: The Department of Developmental Services (DDS) is committed to providing leadership that results in quality services to the people of California and assures the opportunity for individuals with intellectual/developmental disabilities to exercise their right to make choices.

All Californians with an intellectual or developmental disability (IDD) as defined by California law have both a civil right and an individual entitlement to receive services from the California Department of Developmental Services. These statutory requirements make California's service system unique and could impact comparisons between its survey results and the results of other states.

The NCI Adult Family Survey report was compiled by Human Services Research Institute (HSRI) in accordance with Welfare and Institutions Code (WIC), Section 4571. It is an important effort to collect accurate, reliable, and valid individual and family satisfaction measures, as well as individual outcome data. More information about the California NCI can be found at <https://www.dds.ca.gov/rc/nci/>.

This is the fifth administration of the Adult Family Survey, with data collected from December 2023 through June 2024. During that time, 14,131 mail-out surveys were completed by family members who live in the same residence with an adult with intellectual and developmental disabilities receiving at least one service beyond case management from a regional center. The data findings in this report contribute to our understanding of how California's system is performing. California uses these reports to monitor changes in the system and to guide strategic planning and quality improvement activities. Regional centers can use the data in a similar fashion at the local level.

This report does not compare California's data to the data of other states, but it does include the NCI average across participating NCI states. This is because California's DDS service system is unique among states. Some of the things that make California's service system unique include:

1. California has longstanding statute that ensures services and supports are provided for eligible persons with intellectual and developmental disabilities.
2. California's laws mandate intake, evaluation, and assessment within 120 days.
3. California has a broad eligibility definition for receiving services.
4. California has mandated services, including case management, with statutory limitations on caseload size.
5. California's service obligations to the families needing services are, by law, from pre-conception to death.
6. California's regional centers are, by design, autonomous in that each center has a local board of directors to best address the unique needs of each of the 21 regions.
7. Consumers or their families can call a team meeting at any time to request a change in service.

Reports like this offer DDS the opportunity to compare the results of the data across the years. System improvements will take time to identify and achieve, but this report provides valuable data and is one more tool in our continuous effort to improve services and supports to individuals with intellectual and developmental disabilities across California.

Acknowledgements

This report would not be possible if not for the 14,131 families who agreed to offer their time and discuss their lives in order to assist in improving the services of all people with intellectual and developmental disabilities in California.

List of Abbreviations Used in This Report

AFS - Adult Family Survey

ARCA - Association of Regional Center Agencies

CAC - Consumer Advisory Committee

CA-ODESA - California Online Data Entry Survey Administration

CCF - Community Care Facility

CIP - Core Indicators Project

CFS - Child Family Survey

CMS - Centers for Medicare & Medicaid Services

DDS - Department of Developmental Services

FGS - Family/Guardian Survey

FHA - Family Home Agency

HCBS – Home and Community-Based Services

HSRI - Human Services Research Institute

ICF - Intermediate Care Facility

ILS/SLS - Independent Living Services/Supported Living Services

NASDDDS - National Association of State Directors of Developmental Disabilities Services

NCI - National Core Indicators

QAC - Quality Assessment Coordinator

RC - Regional Center

SCDD - State Council of Developmental Disabilities

List of Regional Center Abbreviations

ACRC- Alta California Regional Center
CVRC- Central Valley Regional Center
ELARC- Eastern Los Angeles Regional Center
FDLRC- Frank D. Lanterman Regional Center
FNRC- Far Northern Regional Center
GGRC- Golden Gate Regional Center
HRC- Harbor Regional Center
IRC- Inland Regional Center
KRC- Kern Regional Center
NBRC- North Bay Regional Center
NLACRC- North Los Angeles County Regional Center
RCEB- Regional Center of the East Bay
RCOC- Regional Center of Orange County
RCRC- Redwood Coast Regional Center
SARC- San Andreas Regional Center
SCLARC- South Central Los Angeles Regional Center
SDRC- San Diego Regional Center
SG/PRC- San Gabriel/Pomona Regional Center
TCRC- Tri-Counties Regional Center Regional Center
VMRC- Valley Mountain Regional Center
WRC- Westside Regional Center

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Executive Summary

National Core Indicators—Intellectual and Developmental Disabilities (NCI-IDD) are standard measures used across states to assess the outcomes of services provided to individuals with intellectual and developmental disabilities and their families. Indicators address key areas of concern such as employment, respect/rights, service planning, community inclusion, choice, and health and safety. The data that result from NCI-IDD surveys are often used to inform strategic planning, produce legislative reports, and prioritize quality improvement initiatives. Many states also share the data with stakeholder groups such as Quality Councils and use the stakeholder feedback to help set priorities and establish policy direction.

The National Core Indicators (NCI-IDD) 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. Not all states that participate in NCI-IDD administer the Adult Family Survey on an annual basis. Of the 48 states, the District of Columbia and 22 sub-state entities that were members of NCI during the 2023-24 data collection cycle, 13 states¹ submitted a valid sample of Adult Family Survey data. **Please note: the NCI-IDD averages shown throughout this report are weighted².**

In California, the Adult Family Survey is administered once every two years and data are collected from all 21 regional centers. The California statewide average is comprised of this data. This report provides a summary of results based on data submitted by June 30, 2024.

Note:

All Californians with an intellectual or developmental disability as defined by California law have both a civil right and an individual entitlement to receive services from the California Department of Developmental Services. These statutory requirements make California's service system unique and could impact comparisons between its survey results and the results of other states.

¹ Arizona (AZ), California (CA), District of Columbia (DC), Georgia (GA), Indiana (IN), Maryland (MD), Missouri (MO), Montana (MT), New Jersey (NJ), New Hampshire (NH), Oklahoma (OK), Pennsylvania (PA), and Virginia (VA)

² For more information see "Weighting" in the Methodology section.

Respondents of this survey are families of adults who have IDD and who live at home and receive at least one service in addition to case management from the state DD service system. More NCI data findings are available at [National Core Indicators - CA](#)

[Department of Developmental Services](#)

Respondents....



14,131

Participated in the survey

NORTHERN CA

1,563

RCRC = 159
FNRC = 330
ACRC = 1,074

BAY AREA

2,672

NBRC = 508
SARC = 826
RCEB = 765
GGRC = 573

CENTRAL CA

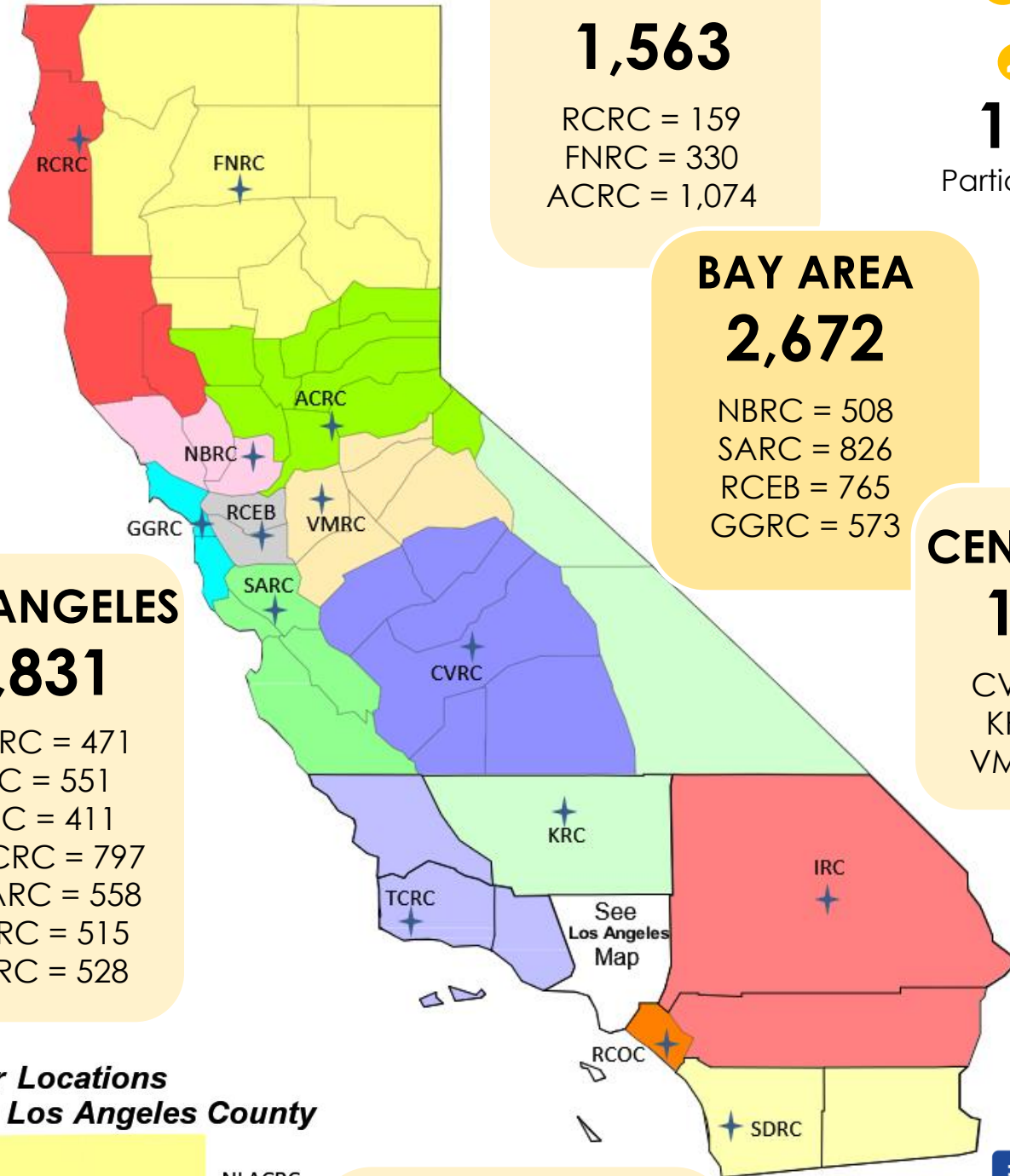
1,630

CVRC = 672
KRC = 399
VMRC = 559

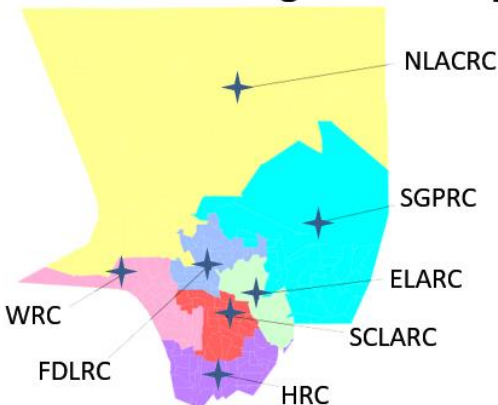
LOS ANGELES

3,831

SGPRC = 471
HRC = 551
WRC = 411
NLACRC = 797
SCLARC = 558
ELARC = 515
FDLRC = 528



Center Locations Within Los Angeles County



SOUTHERN CA

4,435

SDRC = 1,235
TCRC = 666
RCOC = 1,096
IRC = 1,438

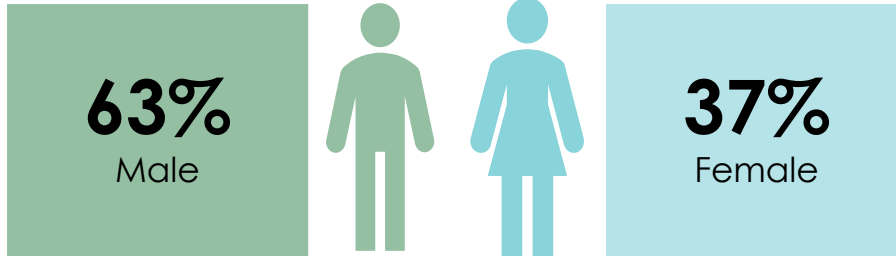


6% under the age of 35
21% ages of 35-54
61% ages of 55-74
11% 75 or older

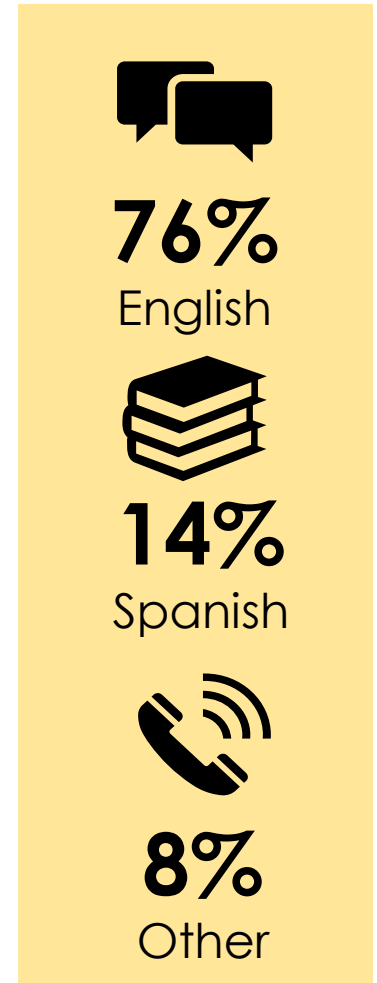
Respondents of this survey are families of adults who have IDD and who live at home and receive at least one service in addition to case management from the state DD service system. More NCI data findings are available at [National Core Indicators - CA Department of Developmental Services](#)

Individual with IDD....

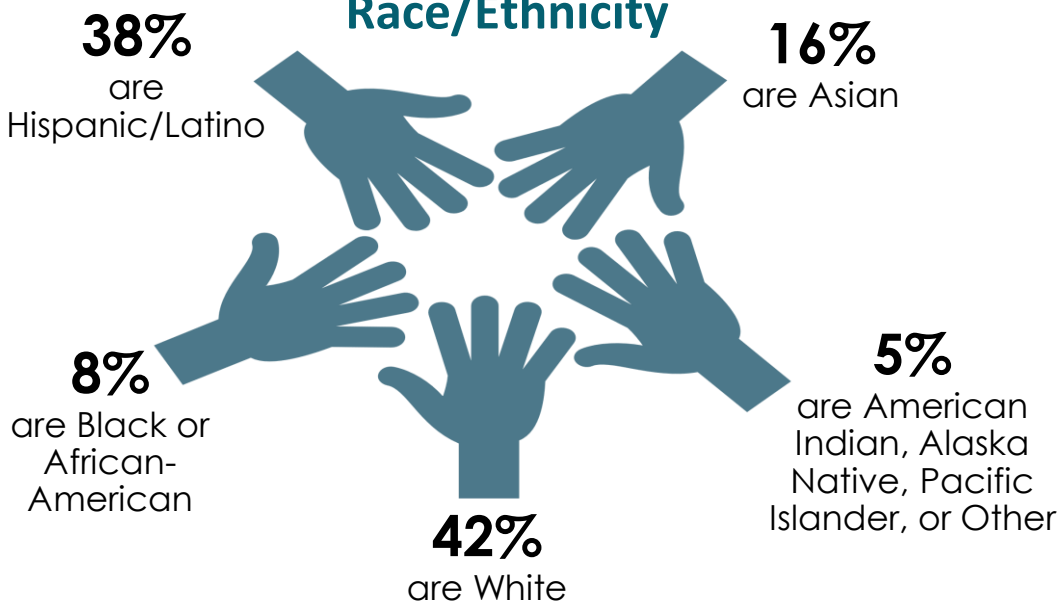
Gender



Preferred Language



Race/Ethnicity



Consumer and Family Member Characteristics

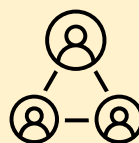
Preferred Means of Communication

- 83% Spoken
- 10% Gestures or body language
- 2% Sign language or finger spelling
- 2% Communication aid or device
- 4% Other



Respondent's relationship to family member

- 88% Parent
- 6% Sibling
- 0% Spouse
- 2% Grandparent
- 4% Other



Results

This section provides regional center, California, and NCI-IDD results for demographic and survey outcomes data.

Presentation of the Data

In addition to basic demographic questions and questions on services received, the survey contains six groupings of questions that probe specific areas of quality service provision: information and planning, access and delivery of services, choice and control, community connections, satisfaction, and outcomes.

Each question is constructed so the respondent selects from either four possible responses (“always,” “usually,” “sometimes,” “seldom/never”) or two responses (“yes” or “no”). Respondents also have the option to indicate that they don’t know the answer to a question or that the question is not applicable.

Demographic results are shown in table form with regional centers listed alphabetically. Outcomes are shown first with a chart depicting the CA Average. The charts are followed by accessible tables showing regional center outcomes listed alphabetically.

Regional centers with fewer than 20 respondents to a question **are not** included in outcome tables; however, their data **are** included in the CA Average.

Note on NCI Averages: The NCI-IDD averages contained in this report are “weighted” means; their calculations reflect the relative population sizes of participating states and the states’ sample sizes. See more about weighting in the Methodology section.

Note on language used in this report: “You” and “Respondent” refers to the person (usually a parent or conservator) filling out the survey. “Family Member” refers to the person receiving services whom the respondent is answering questions about in this survey.

Note on responses: All data are reported by the respondent based on their understanding of their family member’s demographics, diagnoses and personal characteristics.

“N” demonstrates the number of valid responses for each question. “N” can vary between questions. The N does not include missing responses, “don’t know” responses or “not applicable” responses. For information on the total sample from each regional center see Figure 2.

Demographic

Note on responses: All data are reported by the respondent based on their understanding of their family member's demographics, diagnoses and personal characteristics.

Family Member

This section provides demographic information about the family member receiving services.

Table 1. More Than One Person Living in the Home Has IDD

Please note: All data in this section are reported by the respondent based on their understanding of their family member's demographics, diagnoses and personal characteristics.

Regional Center	Yes	No	N
ACRC	15%	85%	1038
CVRC	18%	82%	643
ELARC	22%	78%	482
FDLRC	18%	82%	510
FNRC	14%	86%	317
GGRC	13%	87%	560
HRC	15%	85%	536
IRC	21%	79%	1378
KRC	17%	83%	380
NBRC	13%	87%	484
NLACRC	16%	84%	771
RCEB	16%	84%	736
RCOC	17%	83%	1052
RCRC	22%	78%	152
SARC	17%	83%	802
SCLARC	17%	83%	523
SDRC	16%	84%	1188
SGPRC	16%	84%	458
TCRC	15%	85%	647
VMRC	22%	78%	543
WRC	13%	87%	393
CA Average	17%	83%	13593
Weighted NCI-IDD Average	15%	85%	18027

Table 2. Family Member’s Residential Designation

Please note: All data in this section are reported by the respondent based on their understanding of their family member’s demographics, diagnoses and personal characteristics.

Regional Center	Urban or Suburban (In or Near a City or Large Town)	Rural (Outside of a City or Town)	N
ACRC	81%	19%	1028
CVRC	76%	24%	613
ELARC	99%	1%	452
FDLRC	99%	1%	475
FNRC	53%	47%	317
GGRC	96%	4%	542
HRC	98%	2%	517
IRC	89%	11%	1325
KRC	80%	20%	355
NBRC	87%	13%	482
NLACRC	94%	6%	753
RCEB	98%	2%	711
RCOC	98%	2%	1026
RCRC	34%	66%	152
SARC	91%	9%	787
SCLARC	99%	1%	472
SDRC	92%	8%	1167
SGPRC	98%	2%	442
TCRC	87%	13%	620
VMRC	82%	18%	509
WRC	99%	1%	370
CA Average	90%	10%	13115
Weighted NCI-IDD Average	79%	21%	17493

Table 3. Family Member's Age

Please note: All data in this section are reported by the respondent based on their understanding of their family member's demographics, diagnoses and personal characteristics.

Regional Center	Age	N
ACRC	33.5	1,074
CVRC	34.3	672
ELARC	33.9	514
FDLRC	32.2	528
FNRC	33.9	329
GGRC	35.5	571
HRC	32.5	551
IRC	33.6	1,438
KRC	32.8	399
NBRC	35.0	507
NLACRC	32.3	797
RCEB	34.0	765
RCOC	33.0	1,096
RCRC	33.9	159
SARC	32.6	826
SCLARC	32.5	558
SDRC	33.2	1,235
SGPRC	35.3	471
TCRC	33.1	666
VMRC	34.1	559
WRC	33.7	411
CA Average	33.5	14,126
Weighted NCI-IDD Average	34.1	18,654

Table 4. Family Member's Gender

Please note: All data in this section are reported by the respondent based on their understanding of their family member's demographics, diagnoses and personal characteristics.

Regional Center	Male	Female	Other	N
ACRC	65%	35%	0%	1036
CVRC	61%	39%	0%	640
ELARC	67%	33%	0%	488
FDLRC	64%	35%	0%	500
FNRC	61%	39%	0%	316
GGRC	62%	38%	0%	554
HRC	63%	37%	0%	531
IRC	61%	39%	0%	1369
KRC	61%	39%	0%	378
NBRC	64%	36%	0%	481
NLACRC	64%	36%	0%	763
RCEB	66%	34%	0%	733
RCOC	61%	39%	0%	1059
RCRC	65%	34%	1%	150
SARC	66%	34%	0%	788
SCLARC	62%	38%	0%	519
SDRC	65%	35%	0%	1167
SGPRC	62%	38%	0%	455
TCRC	58%	42%	0%	643
VMRC	64%	36%	0%	533
WRC	65%	35%	0%	382
CA Average	63%	37%	0%	13485
Weighted NCI-IDD Average	62%	38%	0%	17861

Table 5. Family Member's Race/Ethnicity

Please note: All data in this section are reported by the respondent based on their understanding of their family member's demographics, diagnoses and personal characteristics. Categories are not mutually exclusive; therefore N is not shown.

Regional Center	American Indian or Alaska Native	Asian	Black or African American	Pacific Islander	White	Hispanic or Latino	Other	Prefer Not to Say
ACRC	3%	13%	11%	2%	61%	18%	3%	4%
CVRC	3%	7%	6%	0%	37%	52%	4%	2%
ELARC	1%	21%	2%	0%	18%	65%	1%	2%
FDLRC	1%	20%	7%	0%	29%	46%	3%	3%
FNRC	7%	5%	3%	1%	81%	14%	1%	3%
GGRC	2%	43%	6%	1%	38%	19%	2%	1%
HRC	1%	24%	7%	1%	39%	37%	1%	3%
IRC	2%	8%	13%	1%	39%	45%	3%	3%
KRC	3%	5%	8%	0%	40%	50%	1%	2%
NBRC	3%	12%	9%	1%	55%	28%	2%	4%
NLACRC	2%	10%	8%	0%	42%	44%	2%	3%
RCEB	1%	25%	15%	1%	41%	22%	2%	3%
RCOC	2%	25%	2%	1%	46%	32%	2%	2%
RCRC	9%	8%	1%	3%	74%	11%	5%	5%
SARC	1%	31%	2%	1%	40%	32%	1%	3%
SCLARC	1%	1%	24%	0%	6%	69%	1%	2%
SDRC	2%	14%	6%	1%	47%	39%	2%	2%
SGPRC	2%	18%	7%	0%	27%	54%	1%	2%
TCRC	2%	8%	3%	1%	51%	43%	3%	3%
VMRC	3%	14%	10%	1%	47%	34%	3%	2%
WRC	1%	11%	26%	1%	34%	30%	1%	4%
CA Average	2%	16%	8%	1%	42%	38%	2%	3%
Weighted NCI-IDD Average	2%	10%	12%	1%	57%	22%	2%	3%

Table 6a. Family Member's Conditions

Please note: All data in this section are reported by the respondent based on their understanding of their family member's demographics, diagnoses and personal characteristics. Categories are not mutually exclusive; therefore N is not shown.

Regional Center	Intellectual Disability	Mood Illness/ Psychiatric Diagnosis	Autism Spectrum Disorder	Cerebral Palsy
ACRC	66%	23%	46%	15%
CVRC	63%	20%	33%	11%
ELARC	56%	21%	53%	11%
FDLRC	52%	24%	55%	12%
FNRC	61%	20%	46%	12%
GGRC	57%	16%	45%	12%
HRC	58%	19%	52%	13%
IRC	63%	23%	44%	18%
KRC	56%	22%	44%	13%
NBRC	61%	20%	44%	13%
NLACRC	55%	21%	51%	14%
RCEB	60%	20%	49%	17%
RCOC	62%	19%	48%	15%
RCRC	64%	27%	42%	17%
SARC	59%	19%	48%	15%
SCLARC	53%	22%	48%	12%
SDRC	61%	24%	47%	17%
SGPRC	59%	20%	40%	14%
TCRC	61%	21%	42%	15%
VMRC	61%	20%	41%	16%
WRC	58%	17%	52%	15%
CA Average	60%	21%	46%	15%
Weighted NCI-IDD Average	65%	22%	44%	16%

Table 6b. Family Member's Conditions (continued)

Please note: All data in this section are reported by the respondent based on their understanding of their family member's demographics, diagnoses and personal characteristics. Categories are not mutually exclusive; therefore N is not shown.

Regional Center	Limited or No Vision – Legally Blind	Hearing Loss – Severe or Profound	Brain Injury	Seizure or Neurological Disorder
ACRC	7%	6%	7%	22%
CVRC	8%	6%	7%	22%
ELARC	7%	5%	5%	20%
FDLRC	7%	5%	6%	19%
FNRC	6%	5%	8%	21%
GGRC	6%	5%	6%	22%
HRC	5%	4%	5%	19%
IRC	9%	6%	8%	23%
KRC	8%	4%	7%	19%
NBRC	7%	5%	7%	23%
NLACRC	8%	4%	7%	20%
RCEB	7%	5%	8%	21%
RCOC	6%	5%	7%	24%
RCRC	8%	7%	8%	21%
SARC	8%	5%	7%	23%
SCLARC	12%	4%	8%	19%
SDRC	8%	6%	8%	24%
SGPRC	11%	4%	7%	19%
TCRC	8%	4%	8%	21%
VMRC	9%	5%	10%	21%
WRC	6%	4%	7%	18%
CA Average	8%	5%	7%	21%
Weighted NCI-IDD Average	7%	5%	7%	24%

Table 6c. Family Member's Conditions (continued)

Please note: All data in this section are reported by the respondent based on their understanding of their family member's demographics, diagnoses and personal characteristics. Categories are not mutually exclusive; therefore N is not shown.

Regional Center	Chemical Dependency	Down Syndrome	Prader-Willi Syndrome	Fetal Alcohol Spectrum Disorder (FASD)	Other
ACRC	0%	11%	0%	1%	16%
CVRC	1%	17%	1%	1%	16%
ELARC	1%	11%	0%	1%	12%
FDLRC	1%	8%	1%	1%	9%
FNRC	0%	14%	1%	1%	18%
GGRC	0%	11%	0%	0%	12%
HRC	1%	13%	1%	1%	11%
IRC	1%	15%	0%	1%	15%
KRC	0%	13%	0%	1%	13%
NBRC	1%	13%	1%	0%	19%
NLACRC	0%	12%	0%	1%	11%
RCEB	0%	12%	0%	1%	10%
RCOC	1%	14%	0%	0%	15%
RCRC	1%	18%	0%	1%	21%
SARC	1%	13%	0%	1%	11%
SCLARC	1%	12%	0%	1%	9%
SDRC	1%	12%	1%	1%	16%
SGPRC	1%	15%	1%	0%	16%
TCRC	1%	17%	1%	1%	10%
VMRC	1%	12%	1%	1%	18%
WRC	1%	8%	0%	0%	13%
CA Average	1%	13%	0%	1%	14%
Weighted NCI-IDD Average	0%	14%	0%	1%	16%

Table 7a. Family Member's Health Conditions

Please note: All data in this section are reported by the respondent based on their understanding of their family member's demographics, diagnoses and personal characteristics. Categories are not mutually exclusive; therefore N is not shown.

Regional Center	Cardiovascular Disease	Diabetes	Cancer	High Blood Pressure	High Cholesterol
ACRC	8%	16%	5%	27%	22%
CVRC	7%	18%	3%	27%	33%
ELARC	10%	20%	5%	26%	34%
FDLRC	5%	15%	4%	27%	30%
FNRC	10%	16%	4%	15%	30%
GGRC	7%	17%	5%	27%	24%
HRC	7%	18%	4%	27%	36%
IRC	8%	16%	4%	25%	33%
KRC	8%	15%	3%	29%	27%
NBRC	7%	16%	6%	21%	24%
NLACRC	8%	19%	2%	23%	33%
RCEB	7%	20%	6%	25%	27%
RCOC	9%	15%	4%	26%	32%
RCRC	10%	17%	3%	29%	25%
SARC	9%	13%	4%	20%	27%
SCLARC	8%	16%	3%	25%	34%
SDRC	9%	16%	4%	22%	30%
SGPRC	7%	20%	2%	28%	37%
TCRC	12%	14%	6%	21%	22%
VMRC	5%	18%	5%	28%	31%
WRC	8%	15%	3%	20%	27%
CA Average	8%	17%	4%	25%	30%
Weighted NCI-IDD Average	9%	16%	4%	25%	29%

Table 7b. Family Member's Health Conditions (continued)

Please note: All data in this section are reported by the respondent based on their understanding of their family member's demographics, diagnoses and personal characteristics. Categories are not mutually exclusive; therefore N is not shown.

Regional Center	Dysphagia	Pressure Ulcers	Alzheimer's Disease or Dementia	Oral Health Problems	Sleep Apnea
ACRC	7%	1%	2%	12%	19%
CVRC	6%	2%	4%	15%	21%
ELARC	6%	1%	3%	12%	14%
FDLRC	8%	1%	3%	10%	10%
FNRC	6%	1%	3%	15%	22%
GGRC	8%	1%	2%	11%	15%
HRC	8%	1%	2%	10%	20%
IRC	6%	1%	2%	11%	19%
KRC	4%	3%	0%	7%	17%
NBRC	5%	2%	2%	13%	21%
NLACRC	6%	1%	1%	12%	14%
RCEB	7%	2%	2%	11%	18%
RCOC	9%	2%	2%	11%	18%
RCRC	11%	3%	2%	20%	28%
SARC	10%	1%	3%	10%	26%
SCLARC	5%	1%	1%	13%	15%
SDRC	8%	2%	1%	11%	18%
SGPRC	7%	2%	1%	12%	14%
TCRC	5%	2%	1%	12%	17%
VMRC	7%	2%	2%	12%	21%
WRC	9%	2%	1%	12%	17%
CA Average	7%	1%	2%	12%	18%
Weighted NCI-IDD Average	9%	2%	2%	11%	19%

Table 7c. Family Member’s Health Conditions (continued)

Please note: All data in this section are reported by the respondent based on their understanding of their family member’s demographics, diagnoses and personal characteristics. Categories are not mutually exclusive; therefore N is not shown.

Regional Center	Asthma	Other Pulmonary Diagnosis (e.g., COPD, Bronchitis, Emphysema)	Chronic Kidney Disease	Long-Term Health Problems Associated With COVID-19 (Also Known as Long COVID)	Other
ACRC	22%	4%	3%	0%	26%
CVRC	23%	5%	3%	2%	20%
ELARC	21%	7%	4%	1%	17%
FDLRC	19%	4%	2%	1%	22%
FNRC	17%	6%	5%	1%	28%
GGRC	17%	3%	3%	1%	29%
HRC	19%	7%	2%	0%	23%
IRC	19%	5%	4%	2%	24%
KRC	26%	3%	2%	1%	24%
NBRC	19%	3%	3%	1%	26%
NLACRC	21%	3%	4%	1%	19%
RCEB	23%	4%	3%	1%	21%
RCOC	14%	6%	4%	1%	20%
RCRC	16%	3%	6%	0%	29%
SARC	14%	5%	2%	1%	22%
SCLARC	19%	4%	1%	2%	17%
SDRC	19%	6%	4%	1%	28%
SGPRC	18%	4%	3%	1%	25%
TCRC	17%	5%	3%	1%	25%
VMRC	22%	6%	2%	1%	22%
WRC	21%	4%	1%	2%	18%
CA Average	19%	5%	3%	1%	23%
Weighted NCI-IDD Average	19%	5%	3%	1%	26%

Table 8. Family Member’s Preferred Means of Communication

Please note: All data in this section are reported by the respondent based on their understanding of their family member’s demographics, diagnoses and personal characteristics.

Regional Center	Spoken	Gestures or Body Language	Sign Language or Finger Spelling	Communication Aid or Device	Other	N
ACRC	84%	9%	1%	2%	4%	1049
CVRC	80%	11%	2%	1%	5%	646
ELARC	83%	8%	1%	2%	5%	498
FDLRC	83%	7%	2%	2%	6%	515
FNRC	81%	13%	2%	1%	4%	319
GGRC	80%	13%	1%	1%	5%	555
HRC	83%	8%	1%	2%	6%	540
IRC	84%	11%	1%	2%	2%	1339
KRC	86%	10%	1%	1%	3%	386
NBRC	84%	8%	3%	1%	4%	476
NLACRC	84%	9%	2%	2%	3%	772
RCEB	85%	8%	3%	2%	2%	751
RCOC	81%	12%	3%	2%	3%	1052
RCRC	79%	8%	3%	3%	6%	153
SARC	82%	11%	2%	3%	2%	809
SCLARC	83%	11%	1%	1%	5%	531
SDRC	82%	10%	2%	2%	4%	1176
SGPRC	86%	8%	1%	2%	3%	461
TCRC	85%	10%	1%	2%	2%	614
VMRC	80%	9%	2%	1%	8%	551
WRC	82%	9%	1%	2%	5%	399
CA Average	83%	10%	2%	2%	4%	13592
Weighted NCI-IDD Average	81%	11%	2%	2%	4%	18082

Table 9a. Family Member's Preferred Language

Please note: The standard NCI-IDD Survey tool includes: English, Spanish, Chinese (including Mandarin, Cantonese, and Hokkien) Tagalog (including Filipino), Vietnamese, American Sign Language (ASL), and Other. California adds additional language categories to their survey tool. In the standard NCI-IDD report, the CA data under "Other" capture the data on the additional CA language categories. Therefore, the data for CA and the Weighted NCI-IDD Average for the "Other" category in this report will not match the standard NCI-IDD report. All data in this section are reported by the respondent based on their understanding of their family member's demographics, diagnoses and personal characteristics.

Regional Center	English	Spanish	Chinese	Tagalog	Vietnamese	N
ACRC	87%	5%	1%	1%	1%	1059
CVRC	72%	23%	0%	0%	0%	661
ELARC	62%	15%	5%	0%	0%	510
FDLRC	59%	19%	1%	1%	0%	524
FNRC	93%	5%	0%	0%	0%	327
GGRC	75%	8%	7%	1%	1%	558
HRC	76%	9%	1%	1%	0%	545
IRC	84%	13%	0%	0%	0%	1359
KRC	80%	17%	0%	1%	0%	388
NBRC	83%	14%	0%	1%	0%	493
NLACRC	76%	13%	0%	1%	0%	785
RCEB	77%	11%	4%	1%	1%	754
RCOC	72%	15%	0%	0%	5%	1073
RCRC	93%	4%	0%	0%	0%	157
SARC	71%	16%	1%	1%	5%	813
SCLARC	55%	30%	0%	0%	0%	553
SDRC	72%	21%	0%	1%	0%	1189
SGPRC	76%	17%	3%	0%	0%	468
TCRC	86%	13%	0%	0%	0%	594
VMRC	81%	11%	0%	1%	1%	553
WRC	81%	7%	0%	0%	1%	404
CA Average	76%	14%	1%	1%	1%	13767
Weighted NCI-IDD Average	86%	8%	1%	0%	1%	18273

Table 9b. Family Member’s Preferred Language (continued)

Please note: The standard NCI-IDD Survey tool includes: English, Spanish, Chinese (including Mandarin, Cantonese, and Hokkien) Tagalog (including Filipino), Vietnamese, American Sign Language (ASL), and Other. California adds additional language categories to their survey tool. In the standard NCI-IDD report, the CA data under “Other” capture the data on the additional CA language categories. Therefore, the data for CA and the Weighted NCI-IDD Average for the “Other” category in this report will not match the standard NCI-IDD report. All data in this section are reported by the respondent based on their understanding of their family member’s demographics, diagnoses and personal characteristics.

Regional Center	American Sign Language	Arabic	Armenian	Farsi	Hindi	Hmong	N
ACRC	1%	0%	0%	0%	0%	0%	1059
CVRC	0%	0%	0%	0%	0%	1%	661
ELARC	0%	0%	0%	0%	0%	0%	510
FDLRC	0%	0%	3%	0%	0%	0%	524
FNRC	1%	0%	0%	0%	0%	0%	327
GGRC	0%	1%	0%	0%	0%	0%	558
HRC	1%	0%	0%	0%	0%	0%	545
IRC	0%	0%	0%	0%	0%	0%	1359
KRC	1%	0%	0%	0%	0%	0%	388
NBRC	1%	0%	0%	0%	0%	0%	493
NLACRC	0%	0%	0%	1%	0%	0%	785
RCEB	1%	0%	0%	0%	0%	0%	754
RCOC	0%	0%	0%	0%	0%	0%	1073
RCRC	1%	0%	0%	0%	0%	0%	157
SARC	0%	0%	0%	0%	0%	0%	813
SCLARC	0%	0%	0%	0%	0%	0%	553
SDRC	0%	1%	0%	0%	0%	0%	1189
SGPRC	0%	0%	0%	0%	0%	0%	468
TCRC	0%	0%	0%	0%	0%	0%	594
VMRC	1%	0%	0%	0%	0%	0%	553
WRC	0%	0%	0%	0%	0%	0%	404
CA Average	0%	0%	0%	0%	0%	0%	13767
Weighted NCI-IDD Average	1%	n/a	n/a	n/a	n/a	n/a	18273

Table 9c. Family Member's Preferred Language (continued)

Please note: The standard NCI-IDD Survey tool includes: English, Spanish, Chinese (including Mandarin, Cantonese, and Hokkien) Tagalog (including Filipino), Vietnamese, American Sign Language (ASL), and Other. California adds additional language categories to their survey tool. In the standard NCI-IDD report, the CA data under "Other" capture the data on the additional CA language categories. Therefore, the data for CA and the Weighted NCI-IDD Average for the "Other" category in this report will not match the standard NCI-IDD report. All data in this section are reported by the respondent based on their understanding of their family member's demographics, diagnoses and personal characteristics.

Regional Center	Japanese	Khmer	Korean	Laotian	Russian	Other	N
ACRC	0%	0%	0%	0%	1%	3%	1059
CVRC	0%	0%	0%	0%	0%	3%	661
ELARC	0%	0%	1%	0%	0%	16%	510
FDLRC	0%	0%	2%	0%	1%	15%	524
FNRC	0%	0%	0%	0%	0%	2%	327
GGRC	1%	0%	0%	0%	0%	6%	558
HRC	1%	0%	2%	0%	0%	10%	545
IRC	0%	0%	0%	0%	0%	1%	1359
KRC	0%	0%	0%	0%	0%	1%	388
NBRC	0%	0%	0%	0%	0%	1%	493
NLACRC	0%	0%	0%	0%	0%	9%	785
RCEB	0%	0%	0%	0%	0%	3%	754
RCOC	0%	0%	1%	0%	0%	4%	1073
RCRC	0%	0%	0%	0%	0%	1%	157
SARC	1%	0%	1%	0%	0%	4%	813
SCLARC	0%	0%	1%	0%	0%	14%	553
SDRC	0%	0%	0%	0%	0%	4%	1189
SGPRC	0%	0%	1%	0%	0%	2%	468
TCRC	0%	0%	0%	0%	0%	1%	594
VMRC	0%	1%	0%	0%	0%	3%	553
WRC	0%	0%	0%	0%	0%	10%	404
CA Average	0%	0%	0%	0%	0%	5%	13767
Weighted NCI-IDD Average	n/a	n/a	n/a	n/a	n/a	3%	18273

Table 10. Family Member Has Legal Court Appointed Guardian or Conservator

Please note: All data in this section are reported by the respondent based on their understanding of their family member's demographics, diagnoses and personal characteristics.

Regional Center	No Guardianship or Conservatorship	Limited Guardianship or Conservatorship	Full Guardianship or Conservatorship	Has Guardianship or Conservatorship but Level Is Unknown	N
ACRC	44%	24%	28%	4%	1000
CVRC	48%	17%	30%	5%	589
ELARC	36%	32%	25%	6%	475
FDLRC	37%	30%	27%	6%	494
FNRC	49%	26%	22%	3%	305
GGRC	43%	28%	21%	7%	534
HRC	42%	27%	27%	4%	519
IRC	44%	29%	23%	5%	1296
KRC	49%	22%	24%	5%	357
NBRC	48%	28%	20%	4%	469
NLACRC	42%	25%	29%	4%	740
RCEB	46%	25%	25%	4%	707
RCOC	33%	39%	22%	6%	1030
RCRC	62%	13%	22%	3%	141
SARC	31%	40%	23%	6%	767
SCLARC	35%	32%	27%	5%	510
SDRC	35%	35%	25%	5%	1151
SGPRC	35%	28%	32%	5%	439
TCRC	46%	24%	27%	2%	601
VMRC	47%	28%	20%	6%	507
WRC	39%	28%	29%	5%	375
CA Average	41%	29%	25%	5%	13006
Weighted NCI-IDD Average	35%	19%	42%	4%	17332

Table 11. Guardian or Conservator Relationship to Family Member

Please note: All data in this section are reported by the respondent based on their understanding of their family member's demographics, diagnoses and personal characteristics.

Regional Center	Family	Friend	Regional Center Employee or Guardianship or Conservatorship Agency	Other	N
ACRC	96%	1%	0%	3%	497
CVRC	97%	0%	1%	1%	267
ELARC	97%	1%	0%	1%	282
FDLRC	97%	1%	0%	2%	288
FNRC	93%	2%	1%	3%	143
GGRC	97%	1%	1%	1%	269
HRC	99%	1%	0%	0%	279
IRC	95%	1%	1%	3%	648
KRC	93%	1%	1%	5%	149
NBRC	95%	0%	0%	4%	213
NLACRC	99%	0%	0%	1%	394
RCEB	99%	0%	0%	0%	359
RCOC	97%	1%	0%	2%	633
RCRC	85%	2%	2%	11%	46
SARC	98%	1%	0%	1%	505
SCLARC	97%	1%	0%	2%	311
SDRC	97%	0%	0%	2%	697
SGPRC	97%	1%	0%	2%	258
TCRC	97%	0%	0%	3%	297
VMRC	95%	2%	0%	3%	230
WRC	99%	0%	0%	1%	207
CA Average	97%	1%	0%	2%	6972
Weighted NCI-IDD Average	96%	1%	0%	3%	9876

Table 12a. Family Member’s Highest Level of Education

Please note: All data in this section are reported by the respondent based on their understanding of their family member’s demographics, diagnoses and personal characteristics.

Regional Center	Did Not Complete High School, Not Currently in School	Currently Enrolled in High School	High School Certificate (NOT a High School Diploma or GED)	N
ACRC	15%	3%	37%	1017
CVRC	17%	1%	38%	609
ELARC	15%	2%	31%	479
FDLRC	18%	3%	28%	485
FNRC	13%	1%	36%	309
GGRC	22%	2%	33%	530
HRC	11%	2%	39%	510
IRC	15%	2%	42%	1323
KRC	14%	3%	35%	359
NBRC	16%	2%	40%	465
NLACRC	13%	4%	36%	752
RCEB	16%	2%	35%	720
RCOC	17%	2%	41%	1010
RCRC	11%	3%	39%	147
SARC	23%	2%	40%	762
SCLARC	16%	4%	31%	509
SDRC	16%	3%	40%	1153
SGPRC	16%	1%	35%	436
TCRC	15%	2%	39%	609
VMRC	16%	2%	38%	519
WRC	15%	3%	34%	392
CA Average	16%	2%	37%	13095
Weighted NCI-IDD Average	14%	2%	37%	17525

Table 12b. Family Member's Highest Level of Education (continued)

Please note: All data in this section are reported by the respondent based on their understanding of their family member's demographics, diagnoses and personal characteristics.

Regional Center	High School Diploma/GED	Vocational School or Certificate Program	Some College	College Degree or Higher	N
ACRC	24%	4%	9%	7%	1017
CVRC	24%	8%	8%	3%	609
ELARC	28%	5%	11%	8%	479
FDLRC	26%	5%	11%	8%	485
FNRC	28%	2%	11%	8%	309
GGRC	19%	6%	9%	8%	530
HRC	21%	6%	10%	10%	510
IRC	27%	4%	6%	4%	1323
KRC	33%	2%	8%	6%	359
NBRC	25%	2%	11%	5%	465
NLACRC	24%	6%	10%	8%	752
RCEB	24%	5%	10%	9%	720
RCOC	21%	5%	7%	6%	1010
RCRC	31%	1%	8%	7%	147
SARC	18%	3%	7%	7%	762
SCLARC	35%	5%	8%	2%	509
SDRC	21%	3%	10%	8%	1153
SGPRC	26%	5%	10%	7%	436
TCRC	25%	4%	10%	5%	609
VMRC	27%	3%	9%	5%	519
WRC	23%	6%	12%	7%	392
CA Average	24%	4%	9%	7%	13095
Weighted NCI-IDD Average	31%	4%	7%	6%	17525

Table 13. Family Member’s Support Needs for Self-Injurious, Disruptive, and/or Destructive Behaviors

Please note: All data in this section are reported by the respondent based on their understanding of their family member’s demographics, diagnoses and personal characteristics.

Regional Center	No Support Needed; No Issues with Managing Behavior	Some Support Needed; Requires Only Occasional Assistance or Monitoring	Extensive Support Needed; Frequent or Severe Enough to Require Regular Assistance	N
ACRC	49%	32%	19%	1028
CVRC	48%	31%	22%	622
ELARC	45%	32%	23%	479
FDLRC	38%	34%	27%	493
FNRC	51%	31%	18%	312
GGRC	52%	28%	20%	540
HRC	48%	30%	22%	525
IRC	45%	31%	24%	1356
KRC	53%	26%	21%	375
NBRC	51%	30%	19%	474
NLACRC	45%	32%	23%	747
RCEB	51%	30%	19%	728
RCOC	44%	29%	27%	1039
RCRC	49%	33%	18%	153
SARC	45%	31%	24%	773
SCLARC	41%	33%	26%	519
SDRC	48%	29%	23%	1168
SGPRC	46%	33%	20%	451
TCRC	48%	29%	23%	622
VMRC	53%	33%	14%	536
WRC	45%	32%	23%	384
CA Average	47%	31%	22%	13324
Weighted NCI-IDD Average	51%	30%	18%	17749

Table 14. Family Member’s Level of Help Needed with Personal Care Activities (for example, bathing, dressing, eating)

Please note: All data in this section are reported by the respondent based on their understanding of their family member’s demographics, diagnoses and personal characteristics.

Regional Center	No Support Needed; No Issues with Personal Care Activities	Some Support Needed; Requires Only Occasional Assistance or Monitoring	Extensive Support Needed; Frequent or Severe Enough to Require Regular Assistance	N
ACRC	28%	36%	36%	1051
CVRC	23%	39%	38%	640
ELARC	29%	37%	34%	495
FDLRC	27%	35%	37%	510
FNRC	25%	40%	35%	321
GGRC	26%	38%	36%	557
HRC	30%	35%	35%	526
IRC	23%	36%	41%	1395
KRC	31%	38%	31%	384
NBRC	30%	39%	31%	495
NLACRC	27%	37%	36%	769
RCEB	32%	35%	33%	746
RCOC	24%	35%	41%	1070
RCRC	25%	43%	32%	158
SARC	20%	39%	40%	804
SCLARC	24%	36%	40%	538
SDRC	29%	32%	39%	1200
SGPRC	26%	34%	40%	461
TCRC	28%	35%	37%	641
VMRC	29%	38%	33%	546
WRC	29%	39%	32%	397
CA Average	27%	36%	37%	13704
Weighted NCI-IDD Average	25%	38%	37%	18212

Table 15. Family Member’s Need for Help with Other Daily Activities (for example, scheduling, managing money, or shopping)

Please note: All data in this section are reported by the respondent based on their understanding of their family member’s demographics, diagnoses and personal characteristics.

Regional Center	No Support Needed; No Issues with Other Daily Activities	Some Support Needed; Requires Only Occasional Assistance or Monitoring	Extensive Support Needed; Frequent or Severe Enough to Require Regular Assistance	N
ACRC	6%	24%	71%	1046
CVRC	5%	27%	68%	649
ELARC	5%	32%	63%	498
FDLRC	7%	26%	67%	510
FNRC	8%	25%	67%	326
GGRC	7%	27%	66%	560
HRC	8%	28%	64%	532
IRC	6%	20%	73%	1398
KRC	9%	33%	58%	386
NBRC	7%	29%	64%	494
NLACRC	7%	27%	67%	782
RCEB	6%	28%	67%	744
RCOC	5%	23%	71%	1073
RCRC	6%	27%	67%	157
SARC	4%	23%	73%	808
SCLARC	7%	27%	66%	544
SDRC	7%	26%	67%	1197
SGPRC	7%	24%	69%	461
TCRC	6%	25%	68%	647
VMRC	8%	26%	67%	544
WRC	8%	26%	66%	400
CA Average	6%	26%	68%	13756
Weighted NCI-IDD Average	5%	22%	73%	18248

Respondents

This section provides information about the survey respondent.

Table 16a. Language Usually Spoken at Home

Please note: The standard NCI-IDD Survey tool includes: English, Spanish, Chinese (including Mandarin, Cantonese, and Hokkien) Tagalog (including Filipino), Vietnamese, American Sign Language (ASL), and Other. California adds additional language categories to their survey tool. In the standard NCI-IDD report, the CA data under "Other" capture the data on the additional CA language categories. Therefore, the data for CA and the Weighted NCI-IDD Average for the "Other" category in this report will not match the standard NCI-IDD report.

Regional Center	English	Spanish	Chinese	Tagalog	Vietnamese	N
ACRC	85%	6%	1%	1%	1%	1056
CVRC	68%	27%	0%	0%	0%	656
ELARC	53%	28%	8%	0%	0%	504
FDLRC	45%	31%	1%	2%	0%	515
FNRC	93%	6%	0%	0%	0%	318
GGRC	69%	10%	10%	2%	1%	557
HRC	69%	18%	1%	1%	0%	540
IRC	75%	22%	1%	1%	0%	1366
KRC	70%	27%	0%	2%	0%	389
NBRC	80%	17%	0%	2%	0%	497
NLACRC	66%	25%	0%	1%	0%	789
RCEB	73%	13%	5%	3%	1%	755
RCOC	64%	21%	1%	1%	6%	1066
RCRC	94%	5%	0%	0%	0%	158
SARC	61%	19%	5%	2%	7%	819
SCLARC	39%	53%	0%	0%	0%	552
SDRC	67%	25%	0%	1%	1%	1196
SGPRC	61%	28%	5%	1%	1%	465
TCRC	76%	21%	0%	1%	0%	613
VMRC	78%	14%	1%	2%	1%	555
WRC	73%	17%	0%	0%	1%	405
CA Average	69%	21%	2%	1%	1%	13771
Weighted NCI-IDD Average	83%	11%	1%	1%	1%	18260

Table 16b. Language Usually Spoken at Home (continued)

Please note: The standard NCI-IDD Survey tool includes: English, Spanish, Chinese (including Mandarin, Cantonese, and Hokkien) Tagalog (including Filipino), Vietnamese, American Sign Language (ASL), and Other. California adds additional language categories to their survey tool. In the standard NCI-IDD report, the CA data under "Other" capture the data on the additional CA language categories. Therefore, the data for CA and the Weighted NCI-IDD Average for the "Other" category in this report will not match the standard NCI-IDD report.

Regional Center	American Sign Language	Arabic	Armenian	Farsi	Hindi	Hmong	N
ACRC	0%	0%	0%	0%	1%	0%	1056
CVRC	0%	0%	0%	0%	0%	1%	656
ELARC	0%	0%	0%	0%	0%	0%	504
FDLRC	0%	0%	4%	0%	0%	0%	515
FNRC	0%	0%	0%	0%	0%	0%	318
GGRC	0%	0%	0%	0%	0%	0%	557
HRC	0%	0%	0%	0%	0%	0%	540
IRC	0%	0%	0%	0%	0%	0%	1366
KRC	0%	0%	0%	0%	0%	0%	389
NBRC	0%	0%	0%	0%	0%	0%	497
NLACRC	0%	0%	1%	1%	0%	0%	789
RCEB	1%	0%	0%	1%	0%	0%	755
RCOC	0%	0%	0%	1%	0%	0%	1066
RCRC	0%	0%	0%	0%	0%	0%	158
SARC	0%	0%	0%	0%	0%	0%	819
SCLARC	0%	0%	0%	0%	0%	0%	552
SDRC	0%	1%	0%	0%	0%	0%	1196
SGPRC	0%	0%	0%	0%	0%	0%	465
TCRC	0%	0%	0%	0%	0%	0%	613
VMRC	0%	0%	0%	0%	0%	0%	555
WRC	0%	0%	0%	0%	0%	0%	405
CA Average	0%	0%	0%	0%	0%	0%	13771
Weighted NCI-IDD Average	0%	n/a	n/a	n/a	n/a	n/a	18260

Table 16c. Language Usually Spoken at Home (continued)

Please note: The standard NCI-IDD Survey tool includes: English, Spanish, Chinese (including Mandarin, Cantonese, and Hokkien) Tagalog (including Filipino), Vietnamese, American Sign Language (ASL), and Other. California adds additional language categories to their survey tool. In the standard NCI-IDD report, the CA data under "Other" capture the data on the additional CA language categories. Therefore, the data for CA and the Weighted NCI-IDD Average for the "Other" category in this report will not match the standard NCI-IDD report.

Regional Center	Japanese	Khmer	Korean	Laotian	Russian	Other	N
ACRC	0%	0%	0%	0%	1%	3%	1056
CVRC	0%	0%	0%	0%	0%	3%	656
ELARC	0%	0%	1%	0%	0%	10%	504
FDLRC	1%	0%	5%	0%	1%	10%	515
FNRC	0%	0%	0%	0%	0%	0%	318
GGRC	1%	0%	0%	0%	1%	6%	557
HRC	1%	0%	2%	0%	0%	7%	540
IRC	0%	0%	0%	0%	0%	1%	1366
KRC	0%	0%	1%	0%	0%	0%	389
NBRC	0%	0%	0%	0%	0%	1%	497
NLACRC	0%	0%	0%	0%	0%	6%	789
RCEB	0%	0%	0%	0%	0%	3%	755
RCOC	0%	0%	2%	0%	0%	3%	1066
RCRC	0%	0%	0%	1%	0%	1%	158
SARC	1%	0%	1%	0%	0%	3%	819
SCLARC	0%	0%	1%	0%	0%	7%	552
SDRC	0%	0%	1%	0%	0%	3%	1196
SGPRC	0%	0%	1%	0%	0%	2%	465
TCRC	0%	0%	0%	0%	0%	0%	613
VMRC	0%	1%	0%	0%	0%	3%	555
WRC	0%	0%	1%	0%	0%	7%	405
CA Average	0%	0%	1%	0%	0%	4%	13771
Weighted NCI-IDD Average	n/a	n/a	n/a	n/a	n/a	3%	18260

Table 17. Respondent's Age

Regional Center	18 - 34	35 – 54	55 – 74	75 or Older	N
ACRC	5%	22%	62%	11%	1058
CVRC	7%	25%	58%	10%	657
ELARC	8%	23%	58%	10%	505
FDLRC	9%	23%	58%	10%	515
FNRC	3%	21%	60%	16%	326
GGRC	7%	17%	62%	15%	565
HRC	8%	23%	60%	10%	536
IRC	6%	23%	61%	10%	1410
KRC	6%	28%	55%	11%	388
NBRC	3%	21%	64%	12%	500
NLACRC	8%	22%	61%	9%	786
RCEB	4%	19%	63%	13%	750
RCOC	7%	19%	61%	13%	1075
RCRC	1%	24%	63%	12%	154
SARC	5%	16%	68%	11%	811
SCLARC	13%	28%	52%	8%	546
SDRC	5%	20%	64%	10%	1215
SGPRC	7%	19%	59%	15%	460
TCRC	5%	18%	62%	15%	650
VMRC	7%	25%	58%	10%	551
WRC	8%	21%	56%	15%	402
CA Average	6%	21%	61%	11%	13860
Weighted NCI-IDD Average	5%	19%	64%	12%	18384

Table 18. Respondent's Health

Regional Center	Excellent	Very Good	Good	Fair	Poor	N
ACRC	12%	35%	37%	15%	1%	1056
CVRC	11%	28%	39%	20%	2%	643
ELARC	6%	27%	43%	23%	2%	505
FDLRC	11%	25%	38%	22%	4%	518
FNRC	11%	38%	37%	12%	1%	326
GGRC	11%	30%	38%	18%	3%	565
HRC	11%	29%	42%	17%	1%	536
IRC	11%	31%	41%	16%	2%	1410
KRC	11%	31%	38%	18%	3%	386
NBRC	14%	34%	39%	11%	2%	502
NLACRC	12%	30%	39%	17%	2%	790
RCEB	10%	33%	39%	16%	3%	754
RCOC	13%	31%	38%	16%	2%	1081
RCRC	7%	37%	47%	8%	1%	156
SARC	10%	32%	35%	21%	2%	817
SCLARC	10%	20%	43%	24%	3%	548
SDRC	12%	34%	38%	14%	2%	1219
SGPRC	10%	29%	40%	19%	2%	463
TCRC	12%	31%	39%	16%	1%	650
VMRC	9%	30%	42%	16%	3%	553
WRC	12%	33%	36%	17%	1%	406
CA Average	11%	31%	39%	17%	2%	13884
Weighted NCI-IDD Average	12%	32%	39%	15%	2%	18409

Table 19. Respondent's Relationship to Family Member

Regional Center	Parent (Biological, Adoptive, or Foster)	Sibling	Spouse	Grandparent	Other	N
ACRC	87%	6%	0%	2%	4%	1064
CVRC	85%	8%	0%	4%	3%	662
ELARC	85%	8%	0%	1%	5%	508
FDLRC	91%	5%	0%	2%	2%	522
FNRC	87%	4%	0%	4%	5%	327
GGRC	87%	8%	0%	1%	4%	564
HRC	88%	7%	0%	2%	3%	542
IRC	88%	6%	0%	2%	5%	1423
KRC	88%	6%	0%	1%	5%	392
NBRC	90%	5%	0%	2%	3%	498
NLACRC	89%	5%	0%	2%	4%	790
RCEB	90%	6%	0%	1%	3%	753
RCOC	90%	6%	0%	1%	2%	1090
RCRC	87%	7%	0%	3%	3%	157
SARC	89%	7%	0%	1%	2%	818
SCLARC	88%	5%	0%	2%	5%	549
SDRC	89%	5%	1%	2%	4%	1226
SGPRC	89%	6%	0%	2%	3%	466
TCRC	90%	5%	0%	2%	3%	655
VMRC	84%	9%	0%	3%	4%	546
WRC	87%	8%	0%	2%	3%	410
CA Average	88%	6%	0%	2%	4%	13962
Weighted NCI-IDD Average	88%	6%	0%	2%	3%	18498

Table 20. Respondent or Other Family Member Provides Paid Support to Family Member Receiving Services

Categories are not mutually exclusive; therefore N is not shown.

Regional Center	No	Yes, Respondent Does	Yes, Another Family Member Does
ACRC	46%	44%	14%
CVRC	48%	41%	15%
ELARC	45%	40%	18%
FDLRC	45%	39%	19%
FNRC	48%	44%	13%
GGRC	51%	35%	18%
HRC	50%	39%	13%
IRC	39%	48%	16%
KRC	57%	33%	12%
NBRC	50%	40%	13%
NLACRC	48%	42%	13%
RCEB	56%	35%	14%
RCOC	42%	47%	15%
RCRC	47%	45%	14%
SARC	40%	46%	20%
SCLARC	37%	45%	21%
SDRC	49%	41%	12%
SGPRC	48%	44%	11%
TCRC	45%	37%	22%
VMRC	56%	32%	15%
WRC	44%	41%	19%
CA Average	46%	42%	16%
Weighted NCI-IDD Average	51%	37%	16%

Data combined from “select all that apply” questions and therefore might sum over 100%.

Table 21. Number of Adults in Household (Not Including Family Member Receiving Supports)

Regional Center	One	Two	Three	Four or More	N
ACRC	7%	28%	42%	24%	1057
CVRC	7%	26%	43%	23%	658
ELARC	8%	25%	37%	30%	505
FDLRC	8%	26%	40%	26%	516
FNRC	7%	30%	44%	19%	323
GGRC	8%	26%	44%	22%	567
HRC	8%	22%	45%	25%	542
IRC	7%	22%	43%	28%	1405
KRC	8%	27%	39%	26%	386
NBRC	6%	28%	43%	23%	489
NLACRC	6%	26%	41%	27%	785
RCEB	5%	28%	46%	21%	750
RCOC	6%	22%	43%	29%	1077
RCRC	8%	26%	46%	21%	156
SARC	6%	22%	43%	28%	815
SCLARC	9%	28%	34%	29%	547
SDRC	7%	25%	44%	25%	1218
SGPRC	5%	24%	41%	30%	461
TCRC	7%	23%	43%	27%	642
VMRC	7%	22%	40%	31%	549
WRC	11%	33%	38%	19%	402
CA Average	7%	25%	42%	26%	13850
Weighted NCI-IDD Average	7%	27%	44%	22%	18353

Table 22. Number of Children (Under 18 Years Old) in Household

Regional Center	One	Two	Three	Four or More	None	N
ACRC	8%	4%	1%	1%	86%	1066
CVRC	9%	4%	3%	1%	82%	660
ELARC	11%	4%	1%	1%	83%	502
FDLRC	10%	3%	0%	0%	87%	518
FNRC	10%	2%	1%	0%	86%	325
GGRC	10%	3%	1%	1%	87%	567
HRC	10%	4%	2%	1%	84%	542
IRC	11%	4%	2%	1%	82%	1420
KRC	11%	6%	2%	0%	82%	390
NBRC	9%	4%	1%	1%	85%	497
NLACRC	10%	3%	1%	0%	85%	790
RCEB	8%	4%	0%	1%	87%	754
RCOC	10%	4%	1%	1%	85%	1077
RCRC	6%	4%	2%	1%	88%	157
SARC	9%	2%	1%	1%	87%	815
SCLARC	13%	5%	2%	1%	79%	541
SDRC	10%	3%	1%	0%	86%	1221
SGPRC	6%	5%	1%	2%	86%	463
TCRC	9%	4%	1%	2%	85%	654
VMRC	11%	6%	2%	1%	79%	553
WRC	9%	4%	0%	1%	85%	406
CA Average	10%	4%	1%	1%	84%	13918
Weighted NCI-IDD Average	8%	3%	1%	1%	88%	18444

Table 23. Respondent's Highest Level of Education

Regional Center	No High School Diploma or GED	High School Diploma or GED	Vocational School or Certificate Program	Some College	College Degree or Higher	N
ACRC	6%	14%	7%	26%	47%	1047
CVRC	26%	19%	6%	20%	29%	652
ELARC	24%	24%	9%	17%	27%	496
FDLRC	24%	19%	5%	14%	37%	514
FNRC	7%	16%	7%	28%	42%	316
GGRC	11%	15%	5%	17%	53%	554
HRC	12%	17%	6%	21%	44%	541
IRC	15%	21%	9%	21%	34%	1348
KRC	23%	23%	5%	21%	28%	382
NBRC	11%	18%	4%	27%	39%	492
NLACRC	16%	19%	6%	21%	38%	778
RCEB	10%	15%	5%	21%	48%	747
RCOC	15%	16%	5%	20%	45%	1055
RCRC	6%	23%	3%	34%	34%	152
SARC	14%	15%	4%	19%	48%	808
SCLARC	32%	29%	8%	14%	16%	531
SDRC	12%	15%	7%	23%	44%	1199
SGPRC	20%	22%	6%	20%	32%	465
TCRC	17%	14%	5%	22%	42%	630
VMRC	14%	26%	7%	26%	27%	545
WRC	13%	17%	6%	20%	44%	401
CA Average	15%	18%	6%	21%	39%	13653
Weighted NCI-IDD Average	10%	20%	6%	20%	44%	18130

Table 24. Total Taxable Household Income of Wage Earners in the Past Year

Please note: Respondents did not respond if they were a public conservator/administrator, or if they represent a financial institution or conservatorship agency. Does not include state/federal benefits such as SSI, SSDI etc.

Regional Center	No Earned Income	Up to \$15,000	\$15,001–\$25,000	\$25,001–\$50,000	\$50,001–\$75,000	Over \$75,000	Prefer Not to Say	N
ACRC	8%	5%	6%	17%	15%	29%	20%	1026
CVRC	12%	7%	12%	21%	12%	17%	19%	636
ELARC	9%	10%	12%	18%	10%	16%	24%	487
FDLRC	9%	9%	15%	16%	13%	19%	18%	497
FNRC	7%	7%	11%	16%	14%	23%	22%	321
GGRC	7%	6%	6%	13%	14%	27%	26%	547
HRC	6%	7%	7%	18%	16%	23%	23%	525
IRC	8%	6%	10%	18%	16%	19%	22%	1381
KRC	13%	8%	11%	22%	11%	15%	21%	384
NBRC	7%	5%	7%	12%	14%	31%	25%	491
NLACRC	9%	8%	10%	17%	12%	22%	21%	763
RCEB	8%	6%	6%	14%	12%	30%	23%	741
RCOC	7%	4%	9%	19%	13%	26%	22%	1044
RCRC	5%	9%	10%	20%	17%	15%	23%	155
SARC	7%	5%	8%	14%	12%	33%	22%	792
SCLARC	12%	11%	16%	24%	10%	6%	21%	529
SDRC	8%	6%	8%	18%	13%	25%	22%	1185
SGPRC	9%	7%	14%	16%	15%	17%	22%	447
TCRC	5%	5%	8%	21%	15%	24%	22%	630
VMRC	12%	6%	8%	18%	14%	19%	23%	534
WRC	9%	8%	9%	17%	12%	21%	23%	393
CA Average	8%	6%	9%	18%	13%	23%	22%	13508
Weighted NCI-IDD Average	9%	6%	8%	16%	13%	25%	23%	17958

Services and Supports Received

This section provides information about the services and supports received by the family from the regional center³.

³ Some NCI States provide services through a statewide ID/IDD agency.

Table 25a. Services and Supports Received from Regional Center⁴

Please note: All data in this section are reported by the respondent based on their understanding of their family member's demographics, diagnoses and personal characteristics. Categories are not mutually exclusive; therefore N is not shown.

Regional Center	Financial Support	In Home Support	Out-of-Home Respite Care	Day or Employment Supports
ACRC	19%	37%	19%	51%
CVRC	20%	35%	22%	53%
ELARC	18%	45%	26%	38%
FDLRC	15%	47%	24%	36%
FNRC	22%	40%	27%	52%
GGRC	23%	38%	24%	61%
HRC	21%	36%	20%	56%
IRC	16%	40%	27%	48%
KRC	21%	28%	19%	45%
NBRC	23%	37%	21%	60%
NLACRC	15%	43%	23%	44%
RCEB	26%	36%	22%	57%
RCOC	22%	39%	27%	51%
RCRC	22%	36%	21%	59%
SARC	23%	43%	28%	50%
SCLARC	15%	41%	33%	40%
SDRC	21%	34%	26%	51%
SGPRC	17%	34%	24%	49%
TCRC	20%	42%	33%	52%
VMRC	19%	29%	18%	50%
WRC	24%	48%	34%	44%
CA Average	20%	38%	25%	50%
Weighted NCI-IDD Average	18%	39%	24%	50%

⁴ Some NCI-IDD states provide services through a statewide ID/DD agency

Table 25b. Services and Supports Received from Regional Center⁵ (continued)

Please note: All data in this section are reported by the respondent based on their understanding of their family member's demographics, diagnoses and personal characteristics. Categories are not mutually exclusive; therefore N is not shown.

Regional Center	Transportation	Mental/Behavioral Health Care or Other Treatments or Therapies	Self-Direction/Fiscal Intermediary Services
ACRC	45%	10%	26%
CVRC	49%	14%	25%
ELARC	32%	20%	18%
FDLRC	23%	15%	18%
FNRC	35%	11%	32%
GGRC	39%	12%	26%
HRC	38%	12%	21%
IRC	42%	11%	22%
KRC	46%	14%	28%
NBRC	50%	17%	25%
NLACRC	28%	15%	21%
RCEB	37%	8%	22%
RCOC	42%	10%	23%
RCRC	42%	19%	27%
SARC	38%	13%	22%
SCLARC	43%	14%	18%
SDRC	37%	9%	21%
SGPRC	42%	15%	18%
TCRC	40%	13%	25%
VMRC	41%	12%	23%
WRC	31%	20%	27%
CA Average	39%	13%	23%
Weighted NCI-IDD Average	47%	24%	34%

⁵ Some NCI-IDD states provide services through a statewide ID/DD agency

Table 26. Additional Services and Supports Received (not from the regional centers)⁶

Please note: All data in this section are reported by the respondent based on their understanding of their family member's demographics, diagnoses and personal characteristics. Categories are not mutually exclusive; therefore N is not shown.

Regional Center	Social Security SSI/SSB	Services or Supports from Other Agencies or Organizations
ACRC	83%	28%
CVRC	87%	26%
ELARC	80%	26%
FDLRC	74%	25%
FNRC	84%	23%
GGRC	82%	33%
HRC	82%	28%
IRC	83%	20%
KRC	82%	21%
NBRC	83%	21%
NLACRC	76%	19%
RCEB	81%	25%
RCOC	81%	22%
RCRC	82%	21%
SARC	82%	30%
SCLARC	79%	17%
SDRC	77%	25%
SGPRC	84%	20%
TCRC	82%	26%
VMRC	83%	22%
WRC	77%	21%
CA Average	81%	24%
Weighted NCI-IDD Average	88%	28%

⁶ Some NCI-IDD states provide services through a statewide ID/DD agency

Main Survey Results

Information and Planning

Families have the information and support needed to take part in planning supports and services for their family member receiving services and supports from the regional center.

“You” and **“Respondent”** refers to the person (usually a parent or conservator) filling out the survey.

“Family Member” refers to the person receiving services whom the respondent is answering questions about in this survey.

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

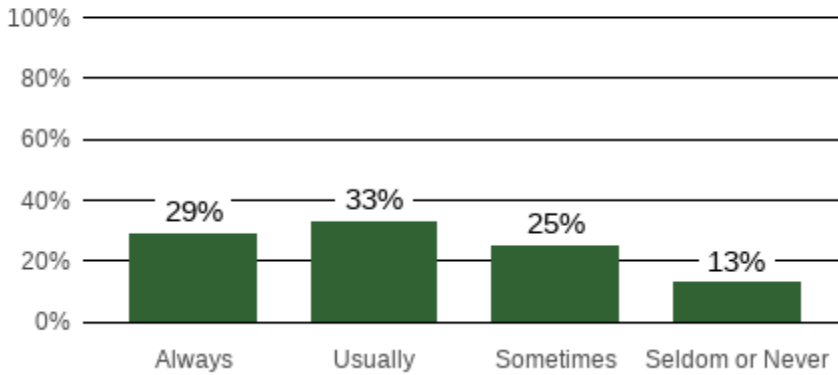


Table 27. Do you get enough information to take part in planning services for your family member?

Regional Center	Always	Usually	Sometimes	Seldom or Never	N
ACRC	28%	36%	23%	13%	960
CVRC	37%	34%	19%	10%	589
ELARC	32%	33%	25%	11%	442
FDLRC	26%	28%	30%	15%	446
FNRC	28%	40%	22%	10%	306
GGRC	26%	36%	26%	13%	491
HRC	29%	35%	26%	10%	486
IRC	30%	31%	23%	16%	1259
KRC	31%	28%	25%	16%	347
NBRC	30%	34%	22%	13%	450
NLACRC	27%	29%	28%	17%	712
RCEB	19%	34%	30%	17%	662
RCOC	35%	35%	23%	7%	983
RCRC	28%	38%	21%	13%	141
SARC	27%	36%	25%	11%	715
SCLARC	33%	21%	27%	19%	459
SDRC	27%	32%	25%	16%	1124
SGPRC	31%	33%	28%	9%	413
TCRC	32%	34%	23%	11%	618
VMRC	34%	31%	22%	13%	494
WRC	27%	33%	26%	14%	350
CA Average	29%	33%	25%	13%	12447
Weighted NCI-IDD Average	33%	36%	21%	9%	16742

Is the information you get about services and supports easy to understand?

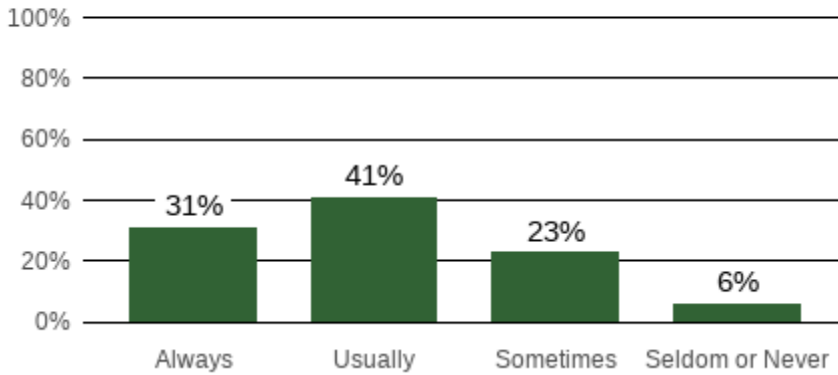


Table 28. Is the information you get about services and supports easy to understand?

Regional Center	Always	Usually	Sometimes	Seldom or Never	N
ACRC	28%	44%	21%	7%	964
CVRC	37%	39%	20%	4%	595
ELARC	32%	39%	25%	4%	455
FDLRC	31%	37%	25%	7%	458
FNRC	29%	49%	17%	5%	299
GGRC	26%	42%	26%	6%	499
HRC	31%	43%	20%	6%	494
IRC	30%	42%	21%	7%	1244
KRC	31%	38%	24%	6%	339
NBRC	34%	40%	21%	6%	444
NLACRC	28%	37%	28%	8%	716
RCEB	23%	44%	24%	8%	657
RCOC	34%	40%	23%	4%	1005
RCRC	31%	46%	18%	4%	142
SARC	28%	43%	23%	6%	717
SCLARC	37%	29%	27%	7%	468
SDRC	27%	42%	24%	7%	1121
SGPRC	32%	41%	23%	4%	428
TCRC	34%	40%	22%	4%	617
VMRC	33%	40%	21%	6%	496
WRC	34%	40%	19%	7%	359
CA Average	31%	41%	23%	6%	12517
Weighted NCI-IDD Average	29%	44%	21%	5%	16807

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

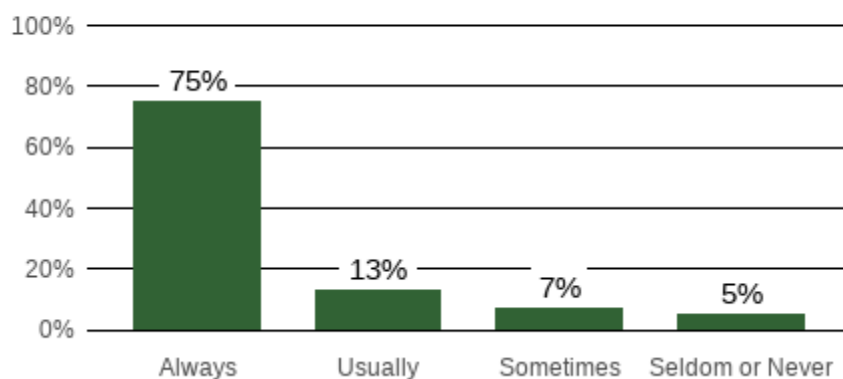


Table 29. Do you get information about services and supports in your preferred language?

Regional Center	Always	Usually	Sometimes	Seldom or Never	N
ACRC	83%	9%	4%	5%	1010
CVRC	80%	10%	6%	4%	633
ELARC	67%	18%	9%	5%	482
FDLRC	67%	16%	12%	5%	486
FNRC	90%	6%	2%	2%	314
GGRC	69%	15%	9%	7%	537
HRC	79%	11%	6%	4%	518
IRC	76%	12%	6%	6%	1351
KRC	69%	15%	10%	6%	371
NBRC	80%	10%	4%	6%	480
NLACRC	73%	14%	7%	6%	755
RCEB	74%	12%	7%	7%	713
RCOC	77%	14%	6%	3%	1038
RCRC	86%	7%	2%	5%	150
SARC	73%	14%	8%	6%	775
SCLARC	66%	15%	11%	8%	518
SDRC	76%	13%	6%	5%	1175
SGPRC	72%	15%	10%	3%	445
TCRC	79%	12%	6%	4%	646
VMRC	79%	11%	5%	5%	530
WRC	75%	10%	6%	8%	390
CA Average	75%	13%	7%	5%	13317
Weighted NCI-IDD Average	82%	10%	4%	4%	17701

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

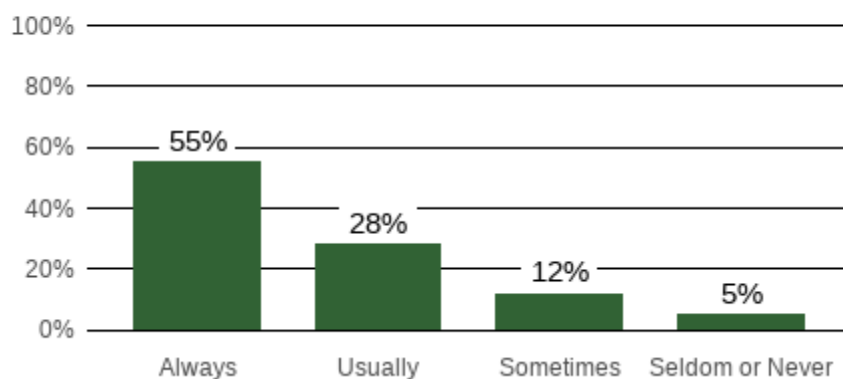


Table 30. Does the case manager/service coordinator listen to your family's choices and opinions?

Regional Center	Always	Usually	Sometimes	Seldom or Never	N
ACRC	51%	33%	11%	5%	987
CVRC	65%	23%	10%	3%	612
ELARC	57%	29%	10%	4%	469
FDLRC	50%	26%	16%	7%	476
FNRC	57%	29%	10%	4%	299
GGRC	49%	33%	12%	5%	502
HRC	56%	25%	14%	4%	514
IRC	57%	28%	9%	6%	1328
KRC	54%	26%	13%	7%	356
NBRC	56%	27%	11%	6%	459
NLACRC	48%	31%	13%	8%	695
RCEB	46%	33%	13%	8%	685
RCOC	64%	25%	9%	2%	1030
RCRC	54%	29%	11%	6%	145
SARC	53%	32%	12%	3%	743
SCLARC	53%	26%	15%	6%	505
SDRC	54%	27%	13%	5%	1133
SGPRC	54%	32%	12%	2%	440
TCRC	58%	27%	11%	4%	627
VMRC	60%	23%	13%	4%	518
WRC	59%	25%	10%	5%	375
CA Average	55%	28%	12%	5%	12898
Weighted NCI-IDD Average	63%	25%	9%	3%	17230

Do you have enough information about other public services for which your family is eligible?

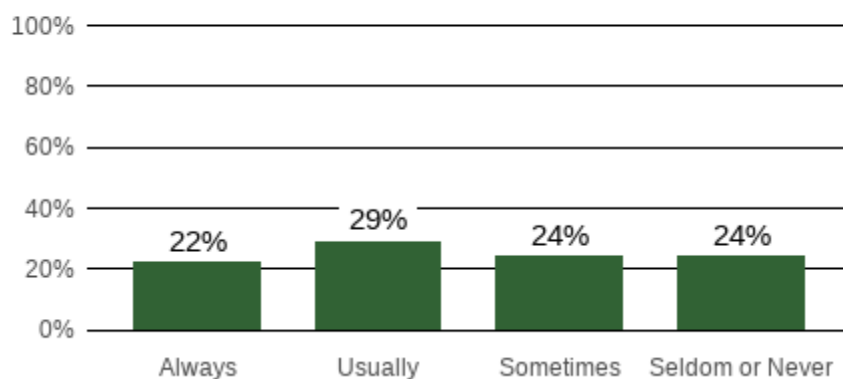


Table 31. Do you have enough information about other public services for which your family is eligible (for example, food stamps, SSI, housing subsidies, etc.)?

Regional Center	Always	Usually	Sometimes	Seldom or Never	N
ACRC	24%	30%	24%	23%	867
CVRC	26%	32%	19%	23%	527
ELARC	25%	30%	27%	18%	420
FDLRC	17%	30%	26%	27%	408
FNRC	24%	32%	23%	22%	259
GGRC	17%	30%	29%	24%	451
HRC	24%	33%	23%	20%	460
IRC	22%	27%	23%	28%	1124
KRC	26%	27%	19%	29%	295
NBRC	22%	29%	23%	26%	400
NLACRC	19%	28%	25%	28%	631
RCEB	14%	25%	27%	34%	621
RCOC	25%	34%	24%	17%	902
RCRC	21%	33%	24%	22%	135
SARC	19%	30%	28%	23%	659
SCLARC	30%	22%	22%	26%	409
SDRC	23%	28%	23%	26%	995
SGPRC	21%	33%	25%	21%	392
TCRC	20%	32%	26%	22%	535
VMRC	29%	26%	23%	23%	447
WRC	25%	28%	20%	27%	335
CA Average	22%	29%	24%	24%	11272
Weighted NCI-IDD Average	25%	30%	23%	22%	15055

Do you need help planning for your family member's future in any of the following areas?

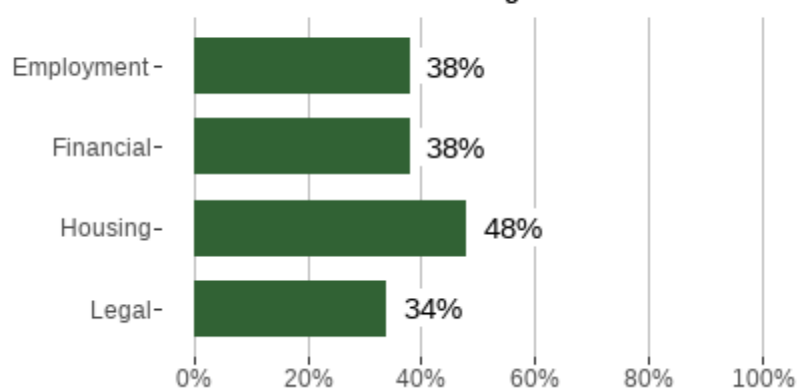


Table 32a. Do you need help planning for your family member's future in any of the following areas?

Categories are not mutually exclusive; therefore N is not shown.

Regional Center	Employment	Financial	Housing	Legal
ACRC	41%	41%	50%	33%
CVRC	28%	28%	39%	36%
ELARC	46%	41%	43%	35%
FDLRC	43%	40%	57%	33%
FNRC	36%	44%	48%	38%
GGRC	40%	42%	59%	31%
HRC	41%	41%	47%	36%
IRC	31%	35%	37%	35%
KRC	40%	35%	35%	34%
NBRC	38%	38%	55%	34%
NLACRC	39%	42%	46%	37%
RCEB	42%	46%	61%	36%
RCOC	37%	37%	50%	34%
RCRC	34%	41%	49%	45%
SARC	37%	43%	57%	33%
SCLARC	36%	27%	37%	31%
SDRC	40%	38%	51%	34%
SGPRC	32%	35%	36%	35%
TCRC	37%	38%	50%	35%
VMRC	34%	30%	34%	30%
WRC	47%	43%	52%	34%
CA Average	38%	38%	48%	34%
Weighted NCI-IDD Average	34%	38%	51%	35%

Do you need help planning for your family member's future in any of the following areas? (continued)

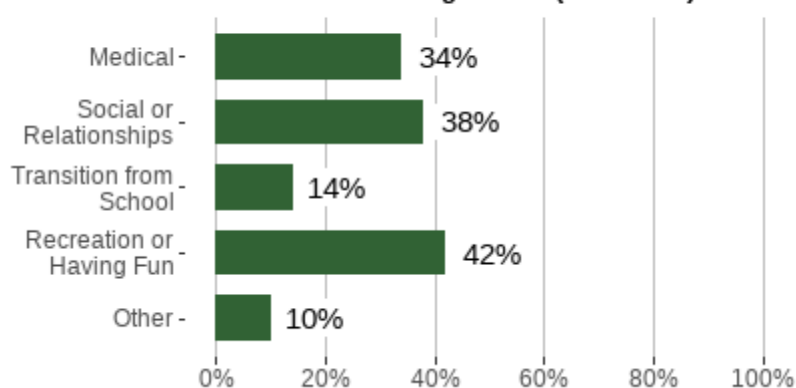


Table 32b. Do you need help planning for your family member's future in any of the following areas? (continued)

Categories are not mutually exclusive; therefore N is not shown.

Regional Center	Medical	Social or Relationships	Transition from School	Recreation or Having Fun	Other
ACRC	36%	42%	18%	47%	12%
CVRC	34%	30%	12%	34%	16%
ELARC	42%	42%	17%	42%	6%
FDLRC	37%	42%	18%	44%	7%
FNRC	35%	39%	14%	41%	16%
GGRC	37%	35%	13%	39%	9%
HRC	34%	41%	15%	49%	7%
IRC	29%	35%	13%	42%	14%
KRC	31%	29%	13%	40%	10%
NBRC	32%	38%	11%	45%	12%
NLACRC	31%	40%	16%	42%	7%
RCEB	38%	45%	15%	44%	8%
RCOC	34%	38%	13%	41%	10%
RCRC	36%	40%	7%	41%	21%
SARC	36%	36%	16%	42%	8%
SCLARC	32%	31%	13%	42%	5%
SDRC	35%	40%	15%	45%	9%
SGPRC	33%	32%	10%	41%	13%
TCRC	32%	39%	11%	40%	8%
VMRC	32%	29%	15%	39%	17%
WRC	30%	43%	15%	41%	8%
CA Average	34%	38%	14%	42%	10%
Weighted NCI-IDD Average	32%	37%	11%	41%	11%

Has your family learned about alternatives to guardianship/conservatorship?

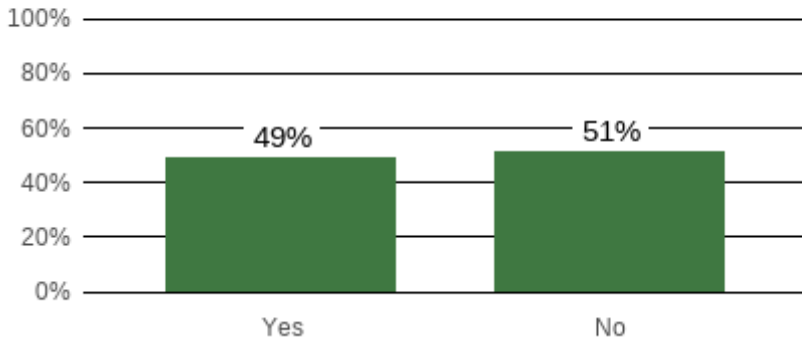


Table 33. Has your family learned about alternatives to guardianship/conservatorship?

Regional Center	Yes	No	N
ACRC	49%	51%	867
CVRC	50%	50%	517
ELARC	59%	41%	398
FDLRC	51%	49%	402
FNRC	49%	51%	267
GGRC	46%	54%	449
HRC	51%	49%	445
IRC	47%	53%	1132
KRC	43%	57%	315
NBRC	43%	57%	406
NLACRC	45%	55%	648
RCEB	41%	59%	593
RCOC	53%	47%	862
RCRC	44%	56%	126
SARC	48%	52%	653
SCLARC	58%	42%	408
SDRC	49%	51%	1012
SGPRC	49%	51%	358
TCRC	50%	50%	533
VMRC	53%	47%	436
WRC	49%	51%	327
CA Average	49%	51%	11154
Weighted NCI-IDD Average	51%	49%	14984

Alternatives to guardianship/conservatorship let a family member make more decisions for themselves, with or without the help of others. This might include: “**Supported Decision Making (SDM)**” allows a person with an intellectual/developmental disability to make their own decisions with the help of people they trust. “**Other decision-making supports**” like health-care proxies, advance directives, powers of attorney, notarized statements, representation agreements, etc.

Does your family member have an individual program plan (IPP)?

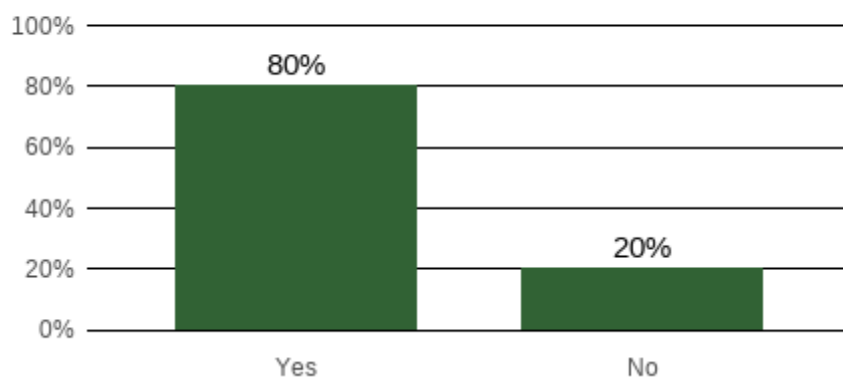


Table 34. Does your family member have an individual program plan (IPP)?

Regional Center	Yes	No	N
ACRC	87%	13%	948
CVRC	80%	20%	539
ELARC	85%	15%	442
FDLRC	74%	26%	422
FNRC	90%	10%	283
GGRC	77%	23%	475
HRC	71%	29%	450
IRC	73%	27%	1177
KRC	74%	26%	307
NBRC	85%	15%	439
NLACRC	83%	17%	687
RCEB	78%	22%	637
RCOC	79%	21%	931
RCRC	89%	11%	146
SARC	79%	21%	682
SCLARC	66%	34%	435
SDRC	84%	16%	1054
SGPRC	83%	17%	398
TCRC	85%	15%	574
VMRC	83%	17%	464
WRC	76%	24%	329
CA Average	80%	20%	11819
Weighted NCI-IDD Average	83%	17%	15776

Does the IPP include all the services and supports your family member needs?

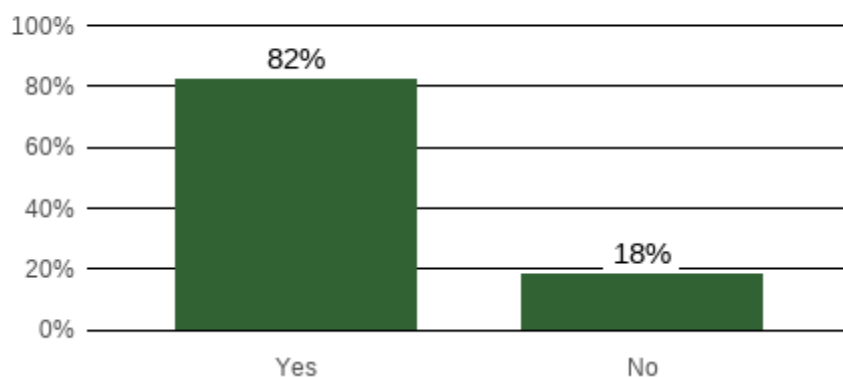


Table 35. Does the IPP include all the services and supports your family member needs?

Regional Center	Yes	No	N
ACRC	80%	20%	686
CVRC	88%	12%	353
ELARC	88%	12%	331
FDLRC	84%	16%	257
FNRC	83%	17%	205
GGRC	77%	23%	296
HRC	82%	18%	265
IRC	84%	16%	698
KRC	86%	14%	177
NBRC	81%	19%	306
NLACRC	79%	21%	466
RCEB	78%	22%	394
RCOC	87%	13%	634
RCRC	85%	15%	104
SARC	79%	21%	445
SCLARC	83%	17%	236
SDRC	80%	20%	730
SGPRC	86%	14%	285
TCRC	81%	19%	410
VMRC	84%	16%	323
WRC	80%	20%	204
CA Average	82%	18%	7805
Weighted NCI-IDD Average	85%	15%	10865

**Did you or someone else in your family
(besides your family member with an
intellectual/developmental disability) help make
the IPP?**

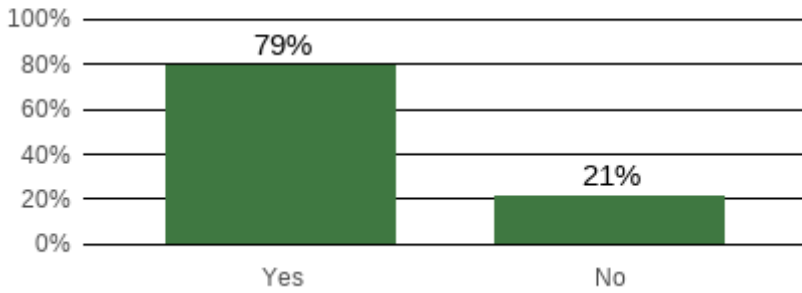


Table 36. Did you or someone else in your family (besides your family member with an intellectual/developmental disability) help make the IPP?

Regional Center	Yes	No	N
ACRC	82%	18%	778
CVRC	80%	20%	399
ELARC	75%	25%	348
FDLRC	76%	24%	289
FNRC	81%	19%	237
GGRC	82%	18%	339
HRC	81%	19%	288
IRC	80%	20%	781
KRC	77%	23%	196
NBRC	80%	20%	349
NLACRC	76%	24%	532
RCEB	79%	21%	462
RCOC	77%	23%	690
RCRC	80%	20%	118
SARC	79%	21%	512
SCLARC	72%	28%	253
SDRC	81%	19%	830
SGPRC	78%	22%	310
TCRC	84%	16%	448
VMRC	80%	20%	356
WRC	78%	22%	230
CA Average	79%	21%	8745
Weighted NCI-IDD Average	83%	17%	12060

Did your family member help make the IPP?

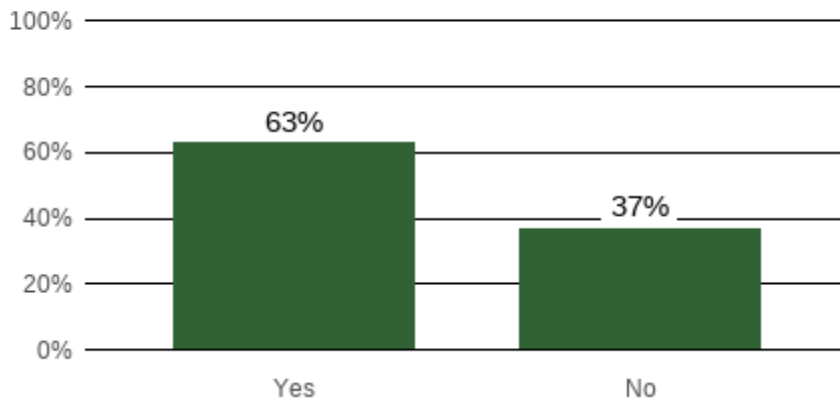


Table 37. Did your family member help make the IPP?

Regional Center	Yes	No	N
ACRC	68%	32%	774
CVRC	66%	34%	397
ELARC	64%	36%	350
FDLRC	56%	44%	289
FNRC	69%	31%	229
GGRC	68%	32%	333
HRC	61%	39%	289
IRC	59%	41%	786
KRC	60%	40%	198
NBRC	67%	33%	346
NLACRC	57%	43%	526
RCEB	69%	31%	465
RCOC	58%	42%	692
RCRC	79%	21%	120
SARC	54%	46%	504
SCLARC	58%	42%	253
SDRC	63%	37%	820
SGPRC	62%	38%	311
TCRC	66%	34%	444
VMRC	67%	33%	353
WRC	66%	34%	228
CA Average	63%	37%	8707
Weighted NCI-IDD Average	65%	35%	11996

Do you feel like your family had enough say or input in making the IPP?

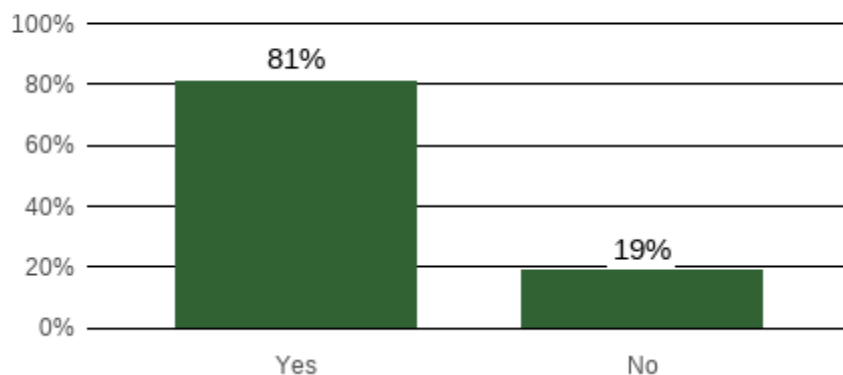


Table 38. Do you feel like your family had enough say or input in making the IPP?

Regional Center	Yes	No	N
ACRC	88%	12%	715
CVRC	85%	15%	380
ELARC	77%	23%	328
FDLRC	74%	26%	262
FNRC	86%	14%	224
GGRC	85%	15%	309
HRC	80%	20%	269
IRC	83%	17%	736
KRC	77%	23%	193
NBRC	82%	18%	316
NLACRC	74%	26%	492
RCEB	84%	16%	427
RCOC	82%	18%	657
RCRC	88%	12%	109
SARC	83%	17%	459
SCLARC	62%	38%	236
SDRC	79%	21%	776
SGPRC	80%	20%	286
TCRC	82%	18%	425
VMRC	85%	15%	327
WRC	82%	18%	210
CA Average	81%	19%	8136
Weighted NCI-IDD Average	89%	11%	11308

Did your family member leave school services and begin adult services during the past 12 months?

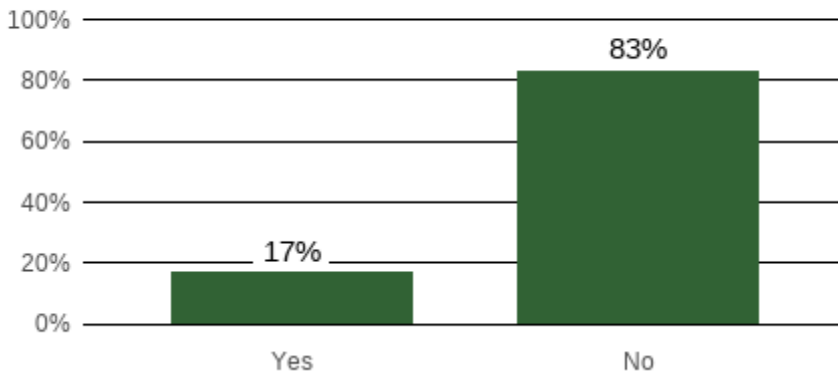


Table 39. Did your family member leave school services and begin adult services during the past 12 months?

Regional Center	Yes	No	N
ACRC	11%	89%	992
CVRC	19%	81%	570
ELARC	24%	76%	453
FDLRC	25%	75%	449
FNRC	8%	92%	306
GGRC	16%	84%	496
HRC	19%	81%	485
IRC	17%	83%	1295
KRC	20%	80%	327
NBRC	13%	88%	456
NLACRC	18%	82%	711
RCEB	15%	85%	683
RCOC	22%	78%	979
RCRC	5%	95%	148
SARC	17%	83%	723
SCLARC	28%	72%	462
SDRC	17%	83%	1109
SGPRC	19%	81%	417
TCRC	15%	85%	591
VMRC	14%	86%	490
WRC	17%	83%	358
CA Average	17%	83%	12500
Weighted NCI-IDD Average	11%	89%	16820

If your family member left school services during the past 12 months, did they have a transition plan?

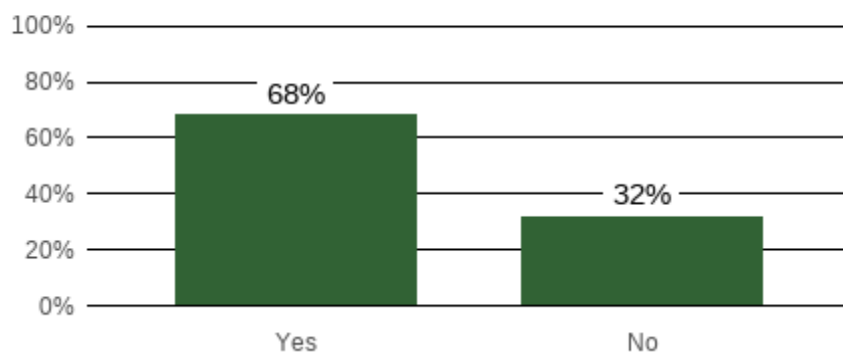


Table 40. If your family member left school services during the past 12 months, did they have a transition plan?

Regional Center	Yes	No	N
ACRC	73%	27%	74
CVRC	61%	39%	82
ELARC	68%	32%	68
FDLRC	64%	36%	76
FNRC	n/a	n/a	n/a
GGRC	67%	33%	57
HRC	64%	36%	78
IRC	63%	37%	156
KRC	69%	31%	48
NBRC	63%	37%	46
NLACRC	76%	24%	87
RCEB	63%	37%	84
RCOC	75%	25%	166
RCRC	n/a	n/a	n/a
SARC	75%	25%	95
SCLARC	66%	34%	79
SDRC	73%	27%	139
SGPRC	63%	37%	57
TCRC	68%	32%	63
VMRC	57%	43%	53
WRC	75%	25%	40
CA Average	68%	32%	1569
Weighted NCI-IDD Average	71%	29%	1724

The following Regional Centers had an N of less than 20 and were not shown. They are still included in the overall CA Average and weighted NCI average: FNRC, RCRC

If your family member had a transition plan, did the plan include getting or continuing work in a community job?

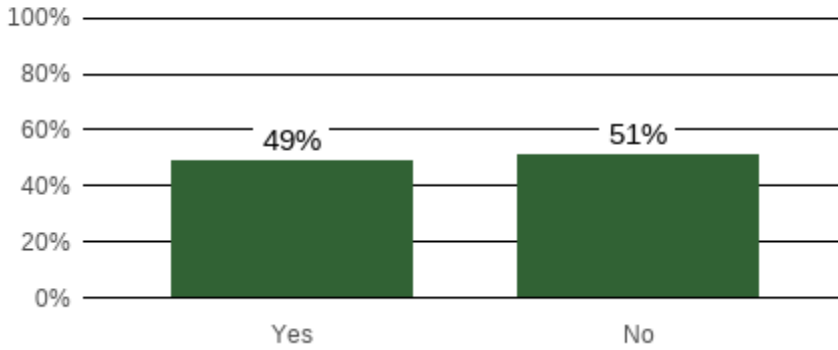


Table 41. If your family member had a transition plan, did the plan include getting or continuing work in a community job?

Regional Center	Yes	No	N
ACRC	42%	58%	45
CVRC	43%	57%	46
ELARC	36%	64%	39
FDLRC	46%	54%	41
FNRC	n/a	n/a	n/a
GGRC	52%	48%	33
HRC	50%	50%	40
IRC	52%	48%	89
KRC	22%	78%	27
NBRC	67%	33%	27
NLACRC	53%	47%	58
RCEB	38%	62%	50
RCOC	58%	42%	107
RCRC	n/a	n/a	n/a
SARC	41%	59%	64
SCLARC	33%	67%	42
SDRC	57%	43%	87
SGPRC	69%	31%	32
TCRC	50%	50%	32
VMRC	45%	55%	22
WRC	46%	54%	28
CA Average	49%	51%	925
Weighted NCI-IDD Average	48%	52%	1037

The following Regional Centers had an N of less than 20 and were not shown. They are still included in the overall CA Average and weighted NCI average: FNRC, RCRC

Access and Delivery of Services and Supports

Families receive services and supports that are appropriate to the needs of the family and the family member receiving services and supports from the regional center.

“You” and **“Respondent”** refers to the person (usually a parent or conservator) filling out the survey.

“Family Member” refers to the person receiving services whom the respondent is answering questions about in this survey.

Does your family member get all the services listed in the IPP?

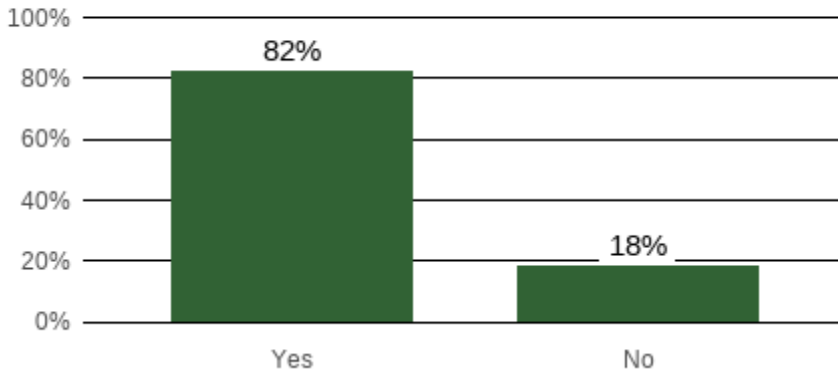


Table 42. Does your family member get all the services listed in the IPP?

Regional Center	Yes	No	N
ACRC	83%	17%	697
CVRC	88%	12%	355
ELARC	82%	18%	323
FDLRC	80%	20%	256
FNRC	79%	21%	213
GGRC	80%	20%	291
HRC	80%	20%	262
IRC	85%	15%	717
KRC	79%	21%	182
NBRC	86%	14%	303
NLACRC	79%	21%	473
RCEB	78%	22%	395
RCOC	83%	17%	652
RCRC	79%	21%	108
SARC	82%	18%	468
SCLARC	80%	20%	228
SDRC	80%	20%	739
SGPRC	82%	18%	276
TCRC	83%	17%	407
VMRC	78%	22%	316
WRC	81%	19%	199
CA Average	82%	18%	7860
Weighted NCI-IDD Average	83%	17%	10970

Does your family get the supports and services it needs?

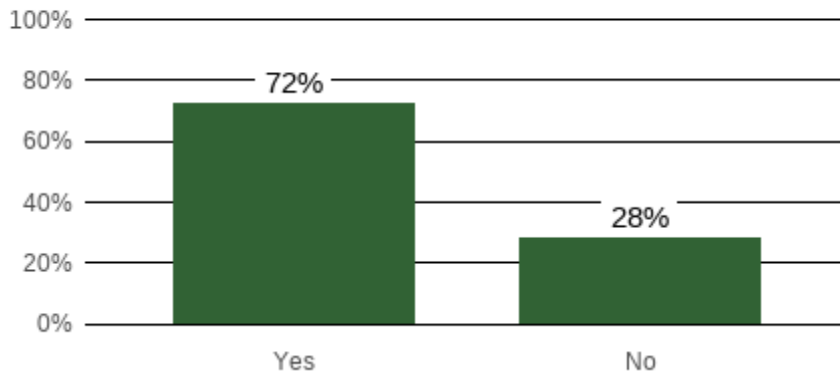


Table 43. Does your family get the supports and services it needs?

Regional Center	Yes	No	N
ACRC	72%	28%	842
CVRC	78%	22%	530
ELARC	76%	24%	404
FDLRC	72%	28%	397
FNRC	73%	27%	268
GGRC	65%	35%	437
HRC	71%	29%	408
IRC	74%	26%	1118
KRC	71%	29%	303
NBRC	69%	31%	379
NLACRC	70%	30%	590
RCEB	64%	36%	578
RCOC	74%	26%	866
RCRC	72%	28%	132
SARC	68%	32%	636
SCLARC	73%	27%	396
SDRC	69%	31%	1003
SGPRC	74%	26%	375
TCRC	76%	24%	529
VMRC	74%	26%	425
WRC	75%	25%	307
CA Average	72%	28%	10923
Weighted NCI-IDD Average	73%	27%	14789

If your family does not get the support and services needed, what additional services does your family need?

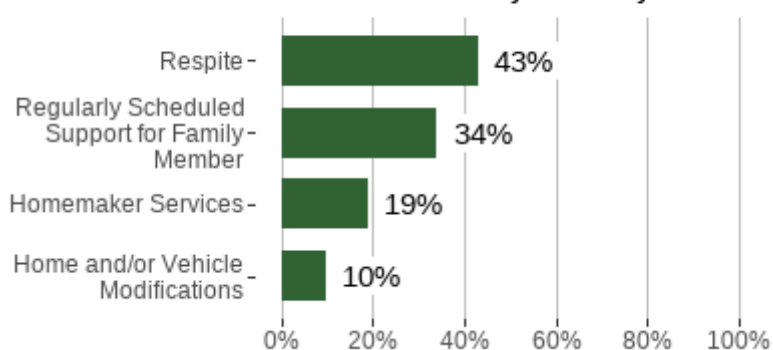


Table 44a. If your family does not get the support and services needed, what additional services does your family need?

Categories are not mutually exclusive; therefore N is not shown.

Regional Center	Respite	Regularly Scheduled Support for Family Member	Homemaker Services	Home and/or Vehicle Modifications
ACRC	45%	28%	14%	7%
CVRC	52%	37%	14%	11%
ELARC	31%	38%	23%	13%
FDLRC	31%	40%	21%	9%
FNRC	54%	24%	19%	6%
GGRC	52%	34%	19%	8%
HRC	46%	40%	23%	14%
IRC	35%	31%	17%	11%
KRC	43%	29%	33%	11%
NBRC	48%	40%	21%	13%
NLACRC	44%	33%	19%	15%
RCEB	43%	39%	18%	11%
RCOC	47%	34%	18%	10%
RCRC	48%	39%	9%	3%
SARC	50%	38%	23%	8%
SCLARC	23%	37%	22%	13%
SDRC	44%	33%	15%	10%
SGPRC	34%	27%	18%	8%
TCRC	47%	39%	24%	8%
VMRC	42%	22%	16%	9%
WRC	41%	42%	25%	18%
CA Average	43%	34%	19%	10%
Weighted NCI-IDD Average	52%	34%	18%	12%

**If your family does not get the support and services needed, what additional services does your family need?
(continued)**

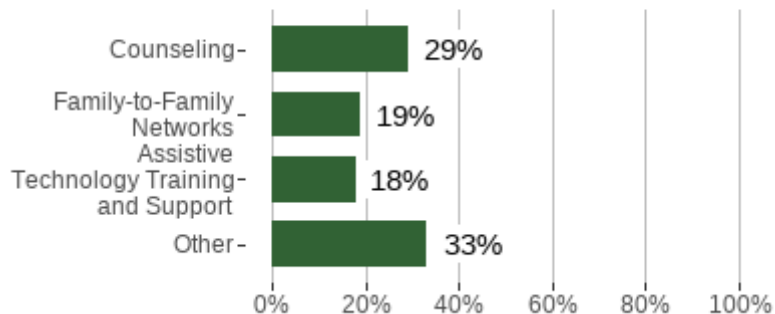


Table 44b. If your family does not get the support and services needed, what additional services does your family need? (continued)

Categories are not mutually exclusive; therefore N is not shown.

Regional Center	Counseling	Family-to-Family Networks	Assistive Technology Training and Support	Other
ACRC	25%	15%	10%	45%
CVRC	21%	14%	13%	23%
ELARC	38%	22%	29%	20%
FDLRC	43%	21%	19%	33%
FNRC	21%	11%	14%	46%
GGRC	24%	24%	19%	33%
HRC	42%	23%	20%	37%
IRC	34%	20%	20%	41%
KRC	21%	21%	24%	37%
NBRC	25%	24%	21%	31%
NLACRC	40%	21%	23%	32%
RCEB	28%	23%	19%	32%
RCOC	27%	17%	14%	25%
RCRC	15%	18%	6%	48%
SARC	22%	15%	15%	29%
SCLARC	33%	26%	28%	18%
SDRC	25%	18%	14%	35%
SGPRC	28%	16%	17%	30%
TCRC	28%	15%	13%	32%
VMRC	24%	14%	18%	41%
WRC	36%	14%	22%	30%
CA Average	29%	19%	18%	33%
Weighted NCI-IDD Average	23%	17%	14%	33%

Do services and supports change when your family's needs change?

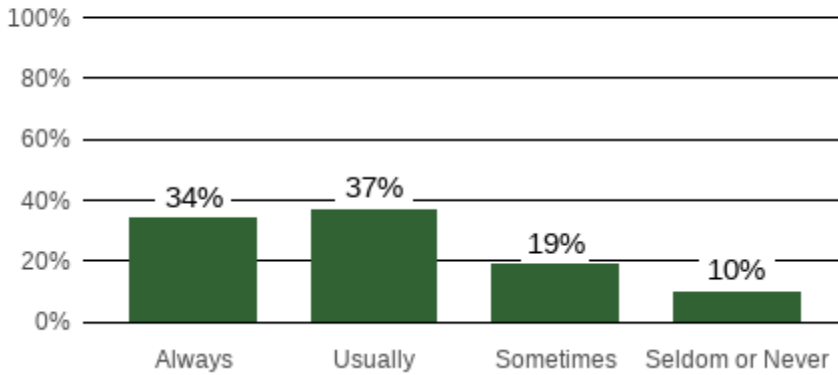


Table 45. Do services and supports change when your family's needs change?

Regional Center	Always	Usually	Sometimes	Seldom or Never	N
ACRC	30%	39%	20%	12%	683
CVRC	42%	34%	17%	7%	445
ELARC	38%	40%	16%	7%	359
FDLRC	35%	33%	21%	10%	361
FNRC	32%	41%	18%	9%	192
GGRC	29%	41%	19%	12%	341
HRC	32%	40%	18%	10%	325
IRC	36%	36%	20%	9%	950
KRC	36%	32%	24%	8%	243
NBRC	33%	35%	18%	13%	322
NLACRC	28%	39%	20%	13%	542
RCEB	25%	33%	23%	18%	451
RCOC	38%	40%	16%	6%	722
RCRC	34%	42%	15%	9%	123
SARC	30%	40%	22%	8%	525
SCLARC	44%	28%	16%	12%	355
SDRC	33%	40%	17%	9%	852
SGPRC	39%	36%	13%	12%	319
TCRC	37%	34%	20%	9%	472
VMRC	39%	33%	16%	12%	331
WRC	37%	37%	16%	10%	272
CA Average	34%	37%	19%	10%	9185
Weighted NCI-IDD Average	39%	38%	16%	7%	12442

Does your family member have enough supports to work or volunteer in the community?

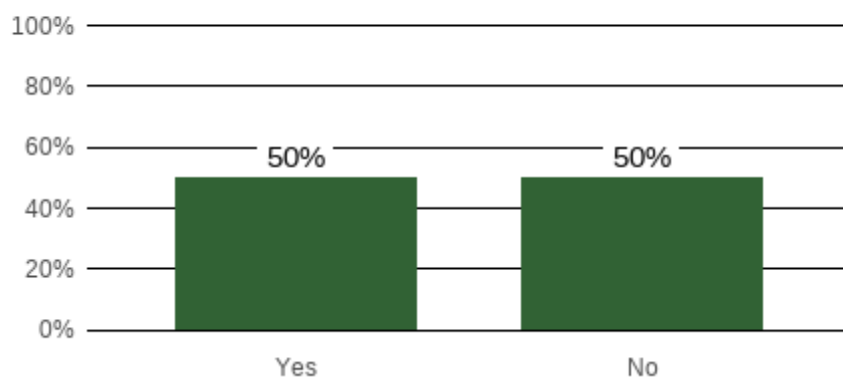


Table 46. Does your family member have enough supports to work or volunteer in the community?

Regional Center	Yes	No	N
ACRC	51%	49%	686
CVRC	52%	48%	401
ELARC	44%	56%	334
FDLRC	39%	61%	326
FNRC	57%	43%	219
GGRC	51%	49%	362
HRC	51%	49%	349
IRC	50%	50%	887
KRC	52%	48%	215
NBRC	60%	40%	329
NLACRC	49%	51%	533
RCEB	42%	58%	467
RCOC	55%	45%	714
RCRC	65%	35%	111
SARC	45%	55%	511
SCLARC	37%	63%	365
SDRC	56%	44%	832
SGPRC	52%	48%	297
TCRC	53%	47%	433
VMRC	50%	50%	339
WRC	42%	58%	249
CA Average	50%	50%	8959
Weighted NCI-IDD Average	55%	45%	12095

Does your family member have the special equipment or accommodations they need?

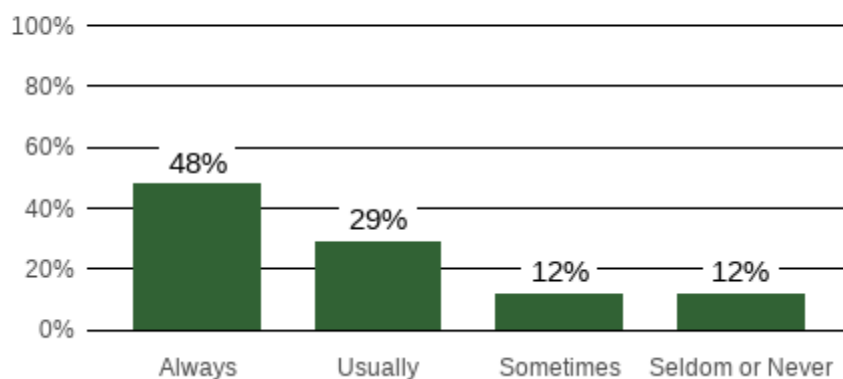


Table 47. Does your family member have the special equipment or accommodations they need?

Regional Center	Always	Usually	Sometimes	Seldom or Never	N
ACRC	47%	30%	12%	11%	365
CVRC	49%	31%	10%	10%	259
ELARC	43%	29%	12%	16%	150
FDLRC	48%	24%	14%	15%	160
FNRC	55%	32%	6%	7%	124
GGRC	47%	26%	10%	18%	188
HRC	47%	30%	10%	13%	171
IRC	48%	28%	11%	13%	516
KRC	50%	30%	12%	8%	125
NBRC	47%	29%	15%	9%	172
NLACRC	38%	29%	16%	16%	250
RCEB	44%	29%	15%	11%	245
RCOC	54%	24%	11%	11%	346
RCRC	47%	38%	5%	10%	60
SARC	48%	31%	8%	13%	299
SCLARC	45%	22%	14%	18%	179
SDRC	49%	31%	13%	7%	429
SGPRC	38%	35%	16%	12%	165
TCRC	52%	30%	11%	7%	254
VMRC	51%	30%	12%	7%	211
WRC	44%	29%	10%	17%	142
CA Average	48%	29%	12%	12%	4810
Weighted NCI-IDD Average	49%	29%	11%	10%	6704

If you need respite services, how often are you able to get them when needed?

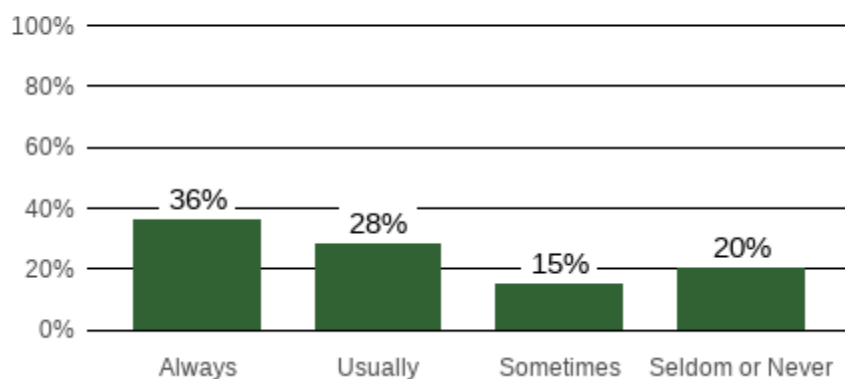


Table 48. If you need respite services, how often are you able to get them when needed?

Regional Center	Always	Usually	Sometimes	Seldom or Never	N
ACRC	28%	31%	17%	25%	594
CVRC	39%	23%	14%	24%	353
ELARC	43%	30%	11%	16%	294
FDLRC	40%	26%	14%	21%	294
FNRC	32%	27%	17%	24%	192
GGRC	30%	28%	18%	24%	326
HRC	37%	27%	18%	19%	279
IRC	46%	28%	12%	14%	898
KRC	37%	22%	18%	23%	209
NBRC	31%	26%	16%	27%	249
NLACRC	36%	30%	14%	21%	447
RCEB	23%	32%	15%	30%	402
RCOC	33%	33%	15%	19%	647
RCRC	30%	33%	16%	21%	89
SARC	32%	34%	14%	21%	530
SCLARC	54%	22%	11%	13%	326
SDRC	32%	29%	20%	20%	732
SGPRC	42%	25%	13%	20%	259
TCRC	40%	27%	21%	13%	440
VMRC	40%	28%	12%	21%	323
WRC	42%	27%	15%	16%	238
CA Average	36%	28%	15%	20%	8121
Weighted NCI-IDD Average	32%	28%	15%	25%	10692

If you have used respite services in the past 12 months, were you satisfied with the quality of the respite services?

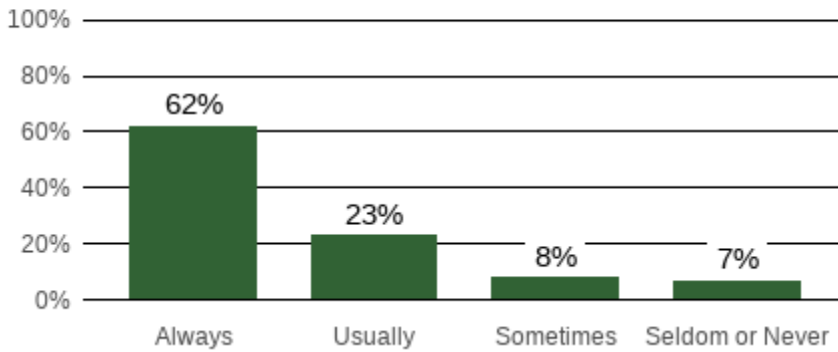


Table 49. If you have used respite services in the past 12 months, were you satisfied with the quality of the respite services?

Regional Center	Always	Usually	Sometimes	Seldom or Never	N
ACRC	57%	26%	9%	7%	371
CVRC	66%	17%	11%	7%	226
ELARC	64%	21%	7%	8%	224
FDLRC	59%	27%	6%	8%	215
FNRC	66%	20%	9%	6%	125
GGRC	54%	26%	11%	9%	216
HRC	57%	22%	12%	10%	198
IRC	68%	21%	5%	5%	692
KRC	62%	18%	8%	11%	132
NBRC	61%	23%	8%	8%	158
NLACRC	57%	23%	12%	9%	315
RCEB	57%	24%	8%	11%	251
RCOC	58%	23%	9%	10%	470
RCRC	69%	22%	5%	3%	59
SARC	62%	27%	6%	5%	381
SCLARC	66%	21%	6%	6%	252
SDRC	58%	24%	9%	8%	518
SGPRC	61%	22%	10%	7%	178
TCRC	68%	20%	8%	4%	332
VMRC	64%	20%	7%	9%	202
WRC	60%	28%	6%	7%	178
CA Average	62%	23%	8%	7%	5693
Weighted NCI-IDD Average	61%	23%	8%	8%	7042

Are you or your family member able to contact their support workers when you want?

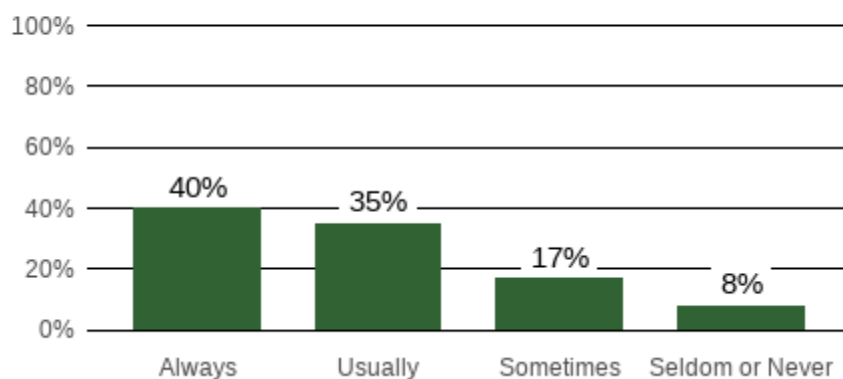


Table 50. Are you or your family member able to contact their support workers when you want?

Regional Center	Always	Usually	Sometimes	Seldom or Never	N
ACRC	37%	40%	18%	6%	836
CVRC	50%	34%	10%	6%	544
ELARC	42%	36%	15%	7%	394
FDLRC	39%	28%	21%	12%	409
FNRC	38%	41%	15%	6%	265
GGRC	35%	39%	17%	10%	457
HRC	38%	35%	18%	9%	426
IRC	43%	34%	16%	7%	1113
KRC	43%	32%	19%	6%	288
NBRC	36%	37%	19%	8%	408
NLACRC	35%	32%	20%	13%	631
RCEB	30%	37%	20%	13%	576
RCOC	46%	33%	16%	6%	853
RCRC	37%	43%	13%	7%	136
SARC	35%	39%	21%	6%	619
SCLARC	41%	28%	20%	11%	422
SDRC	39%	39%	15%	7%	1034
SGPRC	42%	35%	17%	6%	373
TCRC	43%	37%	14%	6%	555
VMRC	44%	34%	14%	7%	437
WRC	43%	31%	19%	7%	316
CA Average	40%	35%	17%	8%	11092
Weighted NCI-IDD Average	47%	35%	12%	5%	15009

Are you or your family member able to contact their case manager/service coordinator when you want?

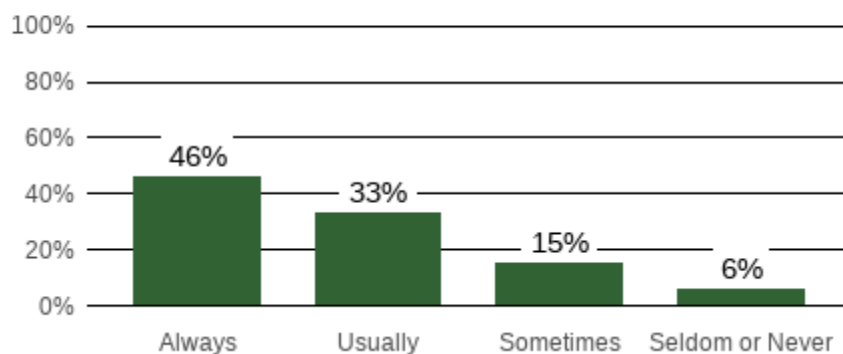


Table 51. Are you or your family member able to contact their case manager/service coordinator when you want?

Regional Center	Always	Usually	Sometimes	Seldom or Never	N
ACRC	47%	33%	15%	5%	1004
CVRC	53%	31%	13%	4%	613
ELARC	50%	31%	15%	5%	470
FDLRC	43%	27%	22%	9%	479
FNRC	42%	40%	13%	5%	311
GGRC	42%	37%	14%	7%	516
HRC	48%	33%	14%	5%	493
IRC	47%	33%	14%	6%	1295
KRC	45%	33%	17%	6%	351
NBRC	43%	36%	15%	5%	450
NLACRC	37%	32%	19%	12%	707
RCEB	35%	36%	19%	11%	707
RCOC	54%	32%	10%	4%	1016
RCRC	41%	37%	16%	7%	148
SARC	42%	37%	16%	5%	738
SCLARC	43%	27%	20%	10%	494
SDRC	45%	36%	14%	5%	1140
SGPRC	45%	38%	13%	4%	440
TCRC	50%	33%	12%	5%	624
VMRC	52%	30%	14%	4%	512
WRC	50%	33%	13%	5%	363
CA Average	46%	33%	15%	6%	12871
Weighted NCI-IDD Average	55%	31%	10%	4%	17199

Do service providers for your family member work together to provide support?

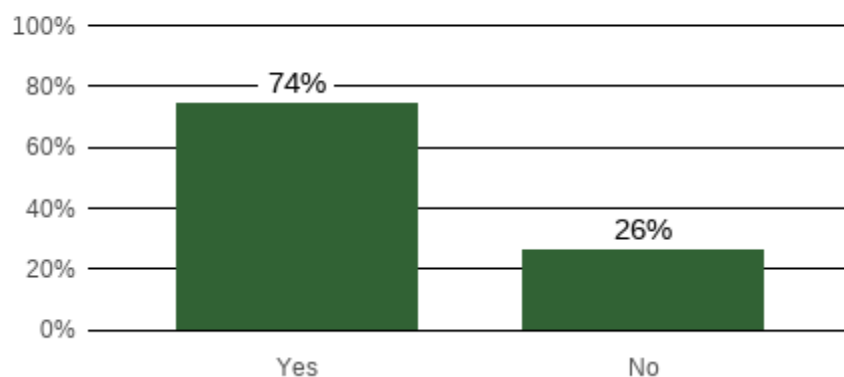


Table 52. Do service providers for your family member work together to provide support?

Regional Center	Yes	No	N
ACRC	77%	23%	489
CVRC	81%	19%	338
ELARC	74%	26%	270
FDLRC	65%	35%	256
FNRC	80%	20%	138
GGRC	74%	26%	266
HRC	67%	33%	239
IRC	77%	23%	712
KRC	80%	20%	181
NBRC	77%	23%	226
NLACRC	69%	31%	377
RCEB	68%	32%	325
RCOC	76%	24%	489
RCRC	84%	16%	69
SARC	74%	26%	359
SCLARC	70%	30%	287
SDRC	72%	28%	584
SGPRC	76%	24%	220
TCRC	79%	21%	319
VMRC	76%	24%	257
WRC	72%	28%	208
CA Average	74%	26%	6609
Weighted NCI-IDD Average	81%	19%	8992

Are services delivered in a way that is respectful of your family's culture?

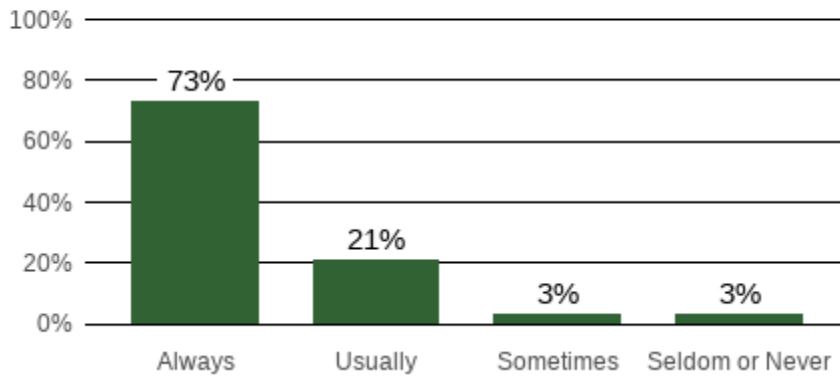


Table 53. Are services delivered in a way that is respectful of your family's culture?

Regional Center	Always	Usually	Sometimes	Seldom or Never	N
ACRC	75%	20%	3%	3%	889
CVRC	78%	18%	3%	1%	548
ELARC	69%	26%	2%	2%	426
FDLRC	67%	25%	4%	3%	435
FNRC	76%	19%	3%	3%	268
GGRC	66%	27%	3%	4%	447
HRC	70%	21%	3%	6%	418
IRC	74%	22%	3%	1%	1173
KRC	72%	23%	1%	4%	319
NBRC	77%	19%	3%	2%	410
NLACRC	71%	22%	3%	4%	643
RCEB	67%	26%	4%	4%	583
RCOC	75%	20%	3%	2%	877
RCRC	75%	18%	3%	4%	134
SARC	71%	24%	3%	1%	636
SCLARC	71%	20%	4%	5%	439
SDRC	77%	20%	2%	2%	1020
SGPRC	70%	25%	3%	2%	394
TCRC	77%	18%	2%	3%	559
VMRC	73%	20%	4%	3%	441
WRC	73%	21%	3%	3%	334
CA Average	73%	21%	3%	3%	11393
Weighted NCI-IDD Average	78%	18%	2%	2%	15443

Does your family member use technology in their everyday life to help them do things on their own?

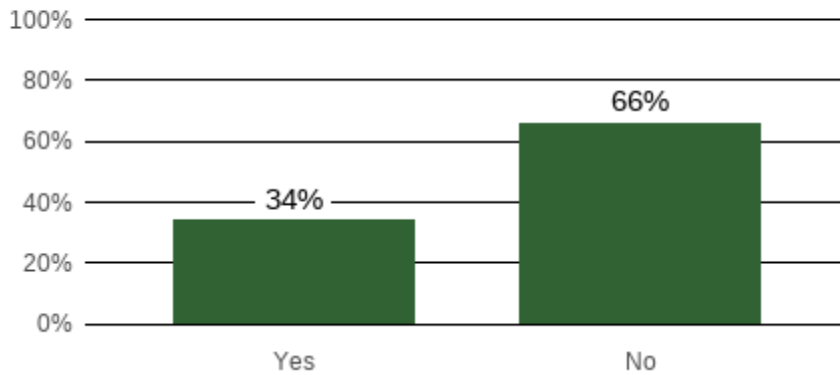


Table 54. Does your family member use technology in their everyday life to help them do things on their own?

Regional Center	Yes	No	N
ACRC	37%	63%	1002
CVRC	32%	68%	615
ELARC	32%	68%	463
FDLRC	39%	61%	478
FNRC	28%	72%	306
GGRC	34%	66%	514
HRC	35%	65%	510
IRC	30%	70%	1336
KRC	33%	67%	370
NBRC	35%	65%	475
NLACRC	37%	63%	738
RCEB	36%	64%	707
RCOC	32%	68%	1005
RCRC	43%	57%	148
SARC	32%	68%	757
SCLARC	33%	67%	503
SDRC	36%	64%	1169
SGPRC	30%	70%	444
TCRC	35%	65%	618
VMRC	32%	68%	504
WRC	39%	61%	380
CA Average	34%	66%	13042
Weighted NCI-IDD Average	32%	68%	17341

Is there a computer, tablet (for example an iPad), or smartphone that your family can use in your home?

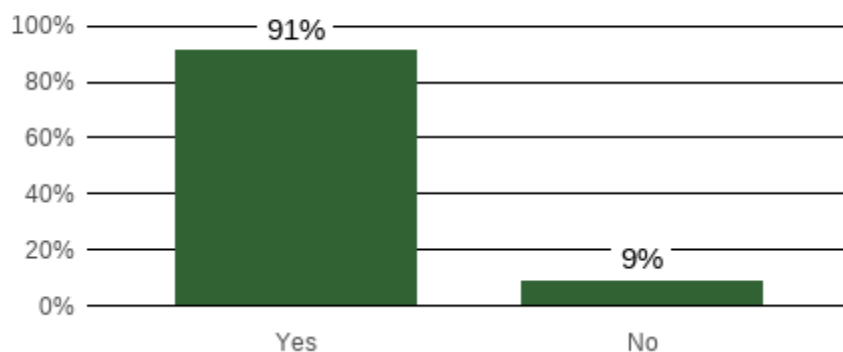


Table 55. Is there a computer, tablet (for example an iPad), or smartphone that your family can use in your home?

Regional Center	Yes	No	N
ACRC	94%	6%	1037
CVRC	88%	12%	649
ELARC	89%	11%	497
FDLRC	90%	10%	512
FNRC	93%	7%	318
GGRC	91%	9%	560
HRC	92%	8%	542
IRC	93%	7%	1397
KRC	89%	11%	378
NBRC	93%	7%	495
NLACRC	92%	8%	771
RCEB	90%	10%	749
RCOC	93%	7%	1070
RCRC	94%	6%	156
SARC	92%	8%	789
SCLARC	88%	12%	538
SDRC	92%	8%	1209
SGPRC	90%	10%	463
TCRC	91%	9%	647
VMRC	88%	12%	549
WRC	91%	9%	399
CA Average	91%	9%	13725
Weighted NCI-IDD Average	91%	9%	18136

How well does internet work in your home?

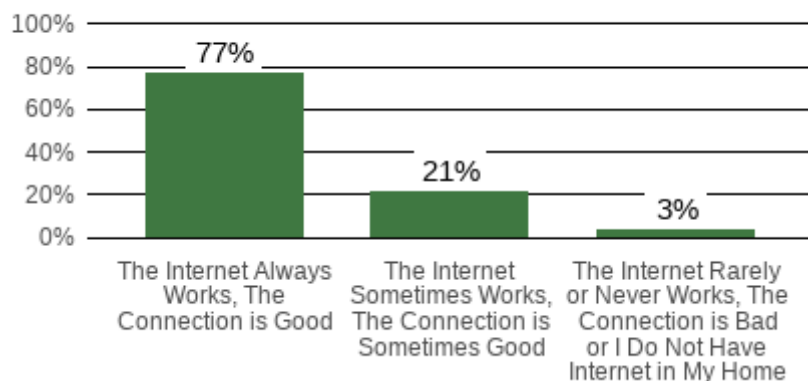


Table 56. How well does the internet work in your home?

Regional Center	The Internet Always Works, The Connection is Good	The Internet Sometimes Works, The Connection is Sometimes Good	The Internet Rarely or Never Works, The Connection is Bad or I Do Not Have Internet in My Home	N
ACRC	78%	20%	2%	1030
CVRC	71%	24%	5%	647
ELARC	73%	23%	4%	491
FDLRC	69%	28%	3%	490
FNRC	74%	23%	3%	315
GGRC	79%	19%	1%	548
HRC	78%	20%	1%	528
IRC	77%	21%	2%	1379
KRC	70%	26%	4%	372
NBRC	76%	21%	3%	489
NLACRC	78%	20%	2%	766
RCEB	81%	17%	2%	736
RCOC	82%	16%	2%	1057
RCRC	74%	25%	1%	158
SARC	81%	17%	1%	782
SCLARC	66%	29%	5%	520
SDRC	79%	18%	3%	1194
SGPRC	77%	20%	3%	450
TCRC	81%	17%	2%	644
VMRC	72%	25%	3%	530
WRC	80%	18%	3%	390
CA Average	77%	21%	3%	13516
Weighted NCI-IDD Average	79%	19%	3%	17869

Workforce

There is stable and sufficient workforce to meet demand. People are supported by staff who demonstrate respect for what is important to the person in their day-to-day life. Staff have the right skills to support people.

“**You**” and “**Respondent**” refers to the person (usually a parent or conservator) filling out the survey.

“**Family Member**” refers to the person receiving services whom the respondent is answering questions about in this survey.

Do support workers come and go when they are supposed to?

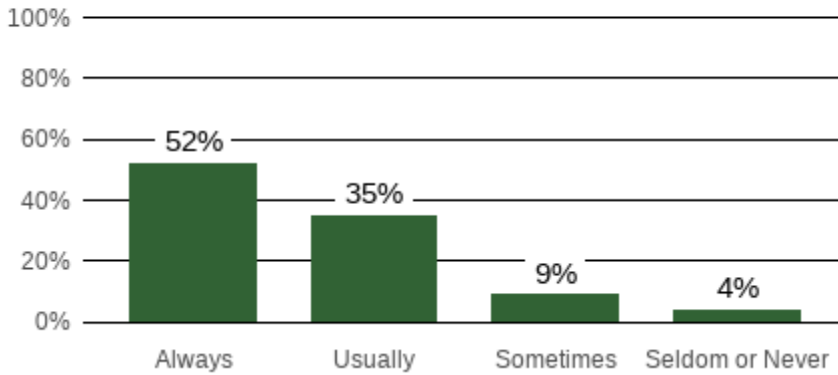


Table 57. Do support workers come and go when they are supposed to?

Regional Center	Always	Usually	Sometimes	Seldom or Never	N
ACRC	49%	39%	9%	4%	709
CVRC	58%	31%	8%	3%	467
ELARC	52%	38%	6%	3%	367
FDLRC	50%	33%	11%	6%	386
FNRC	55%	35%	7%	3%	204
GGRC	46%	39%	9%	6%	340
HRC	50%	37%	8%	5%	328
IRC	52%	38%	6%	3%	1009
KRC	54%	32%	10%	3%	263
NBRC	48%	37%	10%	4%	342
NLACRC	49%	36%	9%	5%	548
RCEB	40%	39%	13%	8%	456
RCOC	56%	34%	8%	2%	750
RCRC	52%	38%	6%	4%	112
SARC	48%	40%	9%	3%	511
SCLARC	59%	28%	8%	5%	397
SDRC	54%	34%	8%	4%	905
SGPRC	57%	33%	6%	4%	336
TCRC	52%	33%	10%	5%	463
VMRC	53%	34%	9%	4%	337
WRC	54%	33%	8%	4%	281
CA Average	52%	35%	9%	4%	9511
Weighted NCI-IDD Average	58%	32%	8%	3%	13056

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

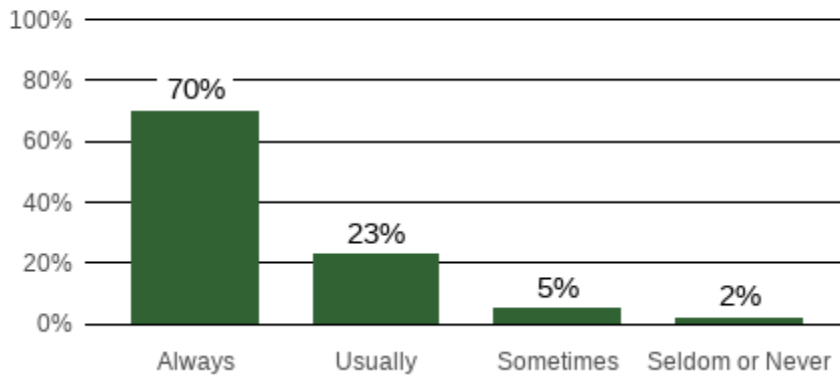


Table 58. Do support workers speak to you in a way you understand?

Regional Center	Always	Usually	Sometimes	Seldom or Never	N
ACRC	70%	24%	4%	2%	798
CVRC	76%	19%	5%	1%	530
ELARC	71%	23%	4%	1%	408
FDLRC	67%	22%	6%	4%	418
FNRC	73%	23%	3%	0%	239
GGRC	64%	28%	5%	3%	418
HRC	67%	27%	3%	3%	381
IRC	73%	21%	4%	2%	1115
KRC	73%	21%	4%	2%	297
NBRC	73%	19%	5%	2%	387
NLACRC	69%	24%	5%	2%	614
RCEB	64%	26%	7%	3%	521
RCOC	71%	23%	6%	1%	835
RCRC	73%	20%	6%	2%	121
SARC	67%	28%	4%	2%	598
SCLARC	71%	21%	5%	3%	431
SDRC	72%	21%	5%	2%	968
SGPRC	66%	29%	4%	1%	375
TCRC	72%	21%	4%	2%	537
VMRC	72%	20%	6%	2%	398
WRC	75%	19%	4%	2%	320
CA Average	70%	23%	5%	2%	10709
Weighted NCI-IDD Average	74%	21%	4%	1%	14474

If your family member does not communicate verbally, are there support workers who can communicate with them?

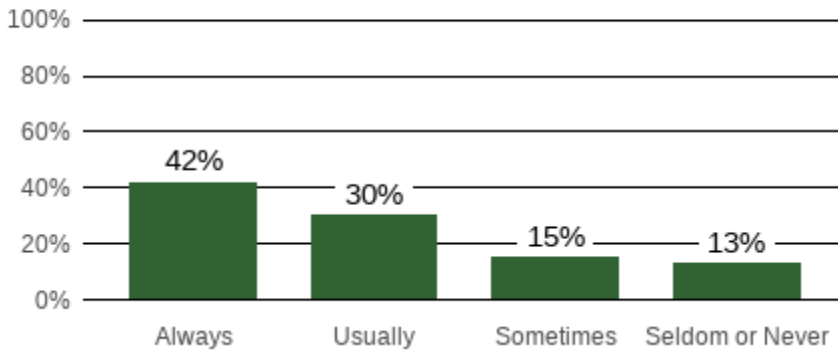


Table 59. If your family member does not communicate verbally (for example, uses gestures, sign language, or a communication aid), are there support workers who can communicate with them?

Regional Center	Always	Usually	Sometimes	Seldom or Never	N
ACRC	37%	33%	16%	13%	341
CVRC	52%	25%	11%	12%	266
ELARC	39%	30%	18%	12%	217
FDLRC	43%	27%	17%	13%	205
FNRC	35%	31%	13%	21%	102
GGRC	36%	31%	16%	17%	210
HRC	43%	28%	16%	13%	204
IRC	45%	31%	12%	12%	567
KRC	46%	23%	18%	14%	146
NBRC	39%	29%	18%	15%	168
NLACRC	41%	33%	13%	13%	295
RCEB	37%	32%	15%	16%	239
RCOC	43%	30%	16%	12%	409
RCRC	40%	28%	17%	16%	58
SARC	38%	31%	17%	14%	288
SCLARC	51%	24%	11%	14%	252
SDRC	38%	31%	15%	15%	437
SGPRC	40%	29%	18%	14%	181
TCRC	43%	27%	16%	13%	253
VMRC	44%	32%	13%	11%	221
WRC	51%	28%	12%	9%	152
CA Average	42%	30%	15%	13%	5211
Weighted NCI-IDD Average	45%	32%	13%	10%	6942

Do support workers have the right information and skills to meet your family's needs?

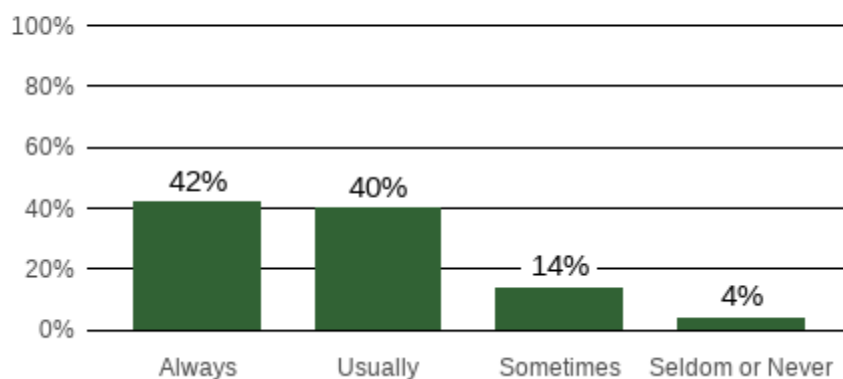


Table 60. Do support workers have the right information and skills to meet your family's needs?

Regional Center	Always	Usually	Sometimes	Seldom or Never	N
ACRC	39%	40%	17%	4%	752
CVRC	49%	37%	11%	3%	507
ELARC	44%	39%	14%	3%	385
FDLRC	42%	36%	16%	7%	398
FNRC	38%	47%	14%	1%	214
GGRC	38%	40%	17%	5%	393
HRC	42%	37%	15%	5%	359
IRC	44%	40%	13%	3%	1062
KRC	41%	37%	17%	5%	276
NBRC	38%	39%	18%	5%	360
NLACRC	37%	42%	16%	5%	581
RCEB	32%	43%	17%	8%	499
RCOC	44%	41%	13%	2%	795
RCRC	38%	47%	9%	6%	118
SARC	39%	44%	14%	4%	568
SCLARC	47%	34%	15%	4%	408
SDRC	42%	40%	14%	4%	931
SGPRC	47%	38%	10%	4%	356
TCRC	44%	38%	15%	3%	508
VMRC	47%	35%	15%	3%	381
WRC	44%	41%	12%	3%	304
CA Average	42%	40%	14%	4%	10155
Weighted NCI-IDD Average	48%	37%	12%	3%	13801

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

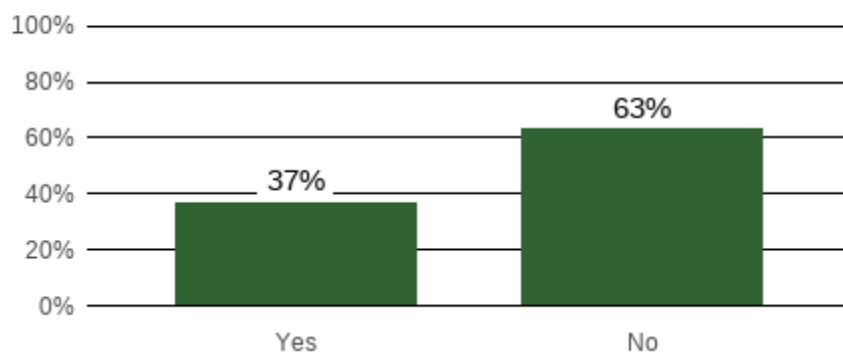


Table 61. Do your family member's support workers change too often? Is there too much "turnover" of support workers?

Regional Center	Yes	No	N
ACRC	39%	61%	714
CVRC	27%	73%	454
ELARC	31%	69%	355
FDLRC	37%	63%	375
FNRC	37%	63%	209
GGRC	36%	64%	346
HRC	36%	64%	336
IRC	36%	64%	963
KRC	45%	55%	238
NBRC	43%	57%	334
NLACRC	38%	62%	539
RCEB	44%	56%	452
RCOC	27%	73%	720
RCRC	53%	47%	105
SARC	41%	59%	522
SCLARC	30%	70%	368
SDRC	42%	58%	871
SGPRC	39%	61%	324
TCRC	38%	62%	465
VMRC	34%	66%	357
WRC	23%	77%	282
CA Average	37%	63%	9329
Weighted NCI-IDD Average	35%	65%	12750

Is there always a staff person available to support your family member when support is needed?

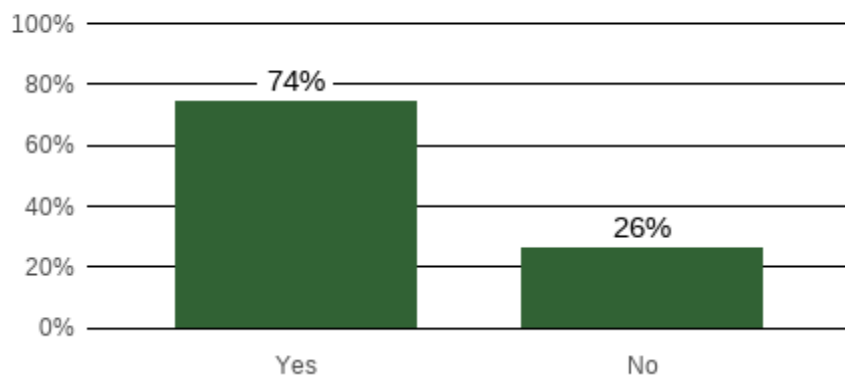


Table 62. Is there always a staff person available to support your family member when support is needed?

Regional Center	Yes	No	N
ACRC	70%	30%	673
CVRC	86%	14%	481
ELARC	78%	22%	353
FDLRC	71%	29%	369
FNRC	66%	34%	190
GGRC	74%	26%	351
HRC	78%	22%	326
IRC	77%	23%	914
KRC	78%	23%	240
NBRC	71%	29%	322
NLACRC	66%	34%	543
RCEB	64%	36%	454
RCOC	77%	23%	697
RCRC	65%	35%	105
SARC	69%	31%	525
SCLARC	82%	18%	369
SDRC	74%	26%	873
SGPRC	81%	19%	324
TCRC	77%	23%	453
VMRC	78%	22%	363
WRC	74%	26%	294
CA Average	74%	26%	9219
Weighted NCI-IDD Average	75%	25%	12645

Choice, Decision Making and Control

Families and family members with disabilities determine the services and supports they receive and the individuals or agencies who provide them.

“You” and **“Respondent”** refers to the person (usually a parent or conservator) filling out the survey.

“Family Member” refers to the person receiving services whom the respondent is answering questions about in this survey.

Can someone in your family choose or change the agency that provides your family member's services?

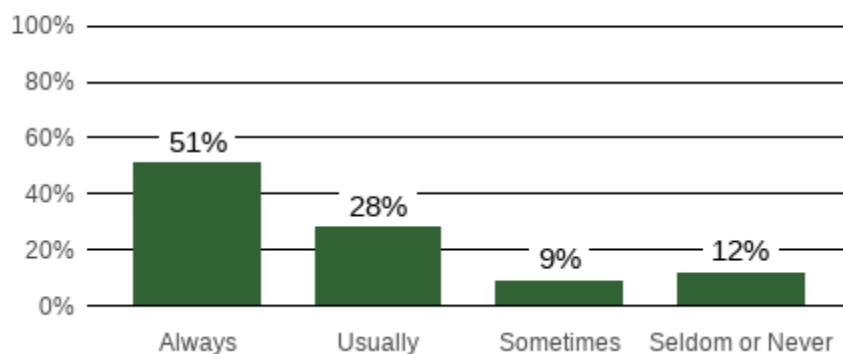


Table 63. Can someone in your family choose or change the agency that provides your family member's services?

Regional Center	Always	Usually	Sometimes	Seldom or Never	N
ACRC	50%	31%	8%	11%	517
CVRC	56%	28%	5%	11%	323
ELARC	50%	31%	8%	10%	308
FDLRC	41%	31%	14%	14%	271
FNRC	52%	26%	9%	13%	143
GGRC	45%	26%	11%	17%	276
HRC	49%	29%	8%	15%	255
IRC	58%	26%	8%	9%	772
KRC	54%	25%	9%	12%	178
NBRC	49%	24%	13%	14%	233
NLACRC	47%	33%	11%	9%	444
RCEB	44%	27%	11%	18%	339
RCOC	53%	27%	11%	9%	572
RCRC	53%	24%	9%	14%	87
SARC	42%	34%	12%	12%	386
SCLARC	54%	24%	7%	14%	284
SDRC	54%	27%	9%	10%	724
SGPRC	49%	33%	7%	12%	246
TCRC	51%	32%	8%	10%	339
VMRC	56%	23%	7%	13%	241
WRC	52%	26%	9%	13%	220
CA Average	51%	28%	9%	12%	7158
Weighted NCI-IDD Average	62%	24%	7%	8%	10234

Can someone in your family choose or change your family member's support workers?

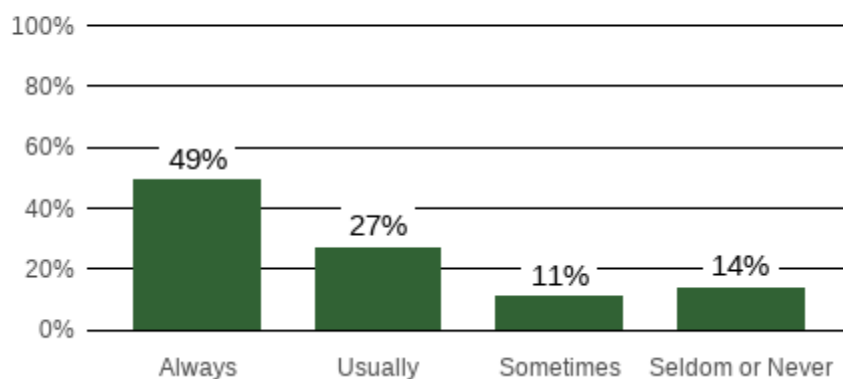


Table 64. Can someone in your family choose or change your family member's support workers?

Regional Center	Always	Usually	Sometimes	Seldom or Never	N
ACRC	49%	30%	9%	13%	511
CVRC	54%	24%	8%	13%	303
ELARC	52%	26%	11%	11%	297
FDLRC	42%	25%	13%	20%	284
FNRC	52%	26%	9%	13%	150
GGRC	47%	23%	12%	18%	273
HRC	53%	26%	8%	14%	236
IRC	54%	26%	10%	10%	754
KRC	51%	26%	9%	13%	175
NBRC	45%	26%	16%	13%	231
NLACRC	48%	29%	12%	11%	429
RCEB	41%	27%	13%	19%	305
RCOC	46%	30%	10%	13%	549
RCRC	57%	21%	13%	8%	89
SARC	42%	27%	15%	16%	397
SCLARC	55%	25%	7%	13%	282
SDRC	51%	25%	11%	12%	684
SGPRC	39%	35%	10%	16%	239
TCRC	50%	30%	8%	12%	357
VMRC	51%	24%	9%	17%	231
WRC	57%	19%	11%	12%	236
CA Average	49%	27%	11%	14%	7012
Weighted NCI-IDD Average	57%	24%	9%	10%	9896

Can someone in your family directly manage support staff?

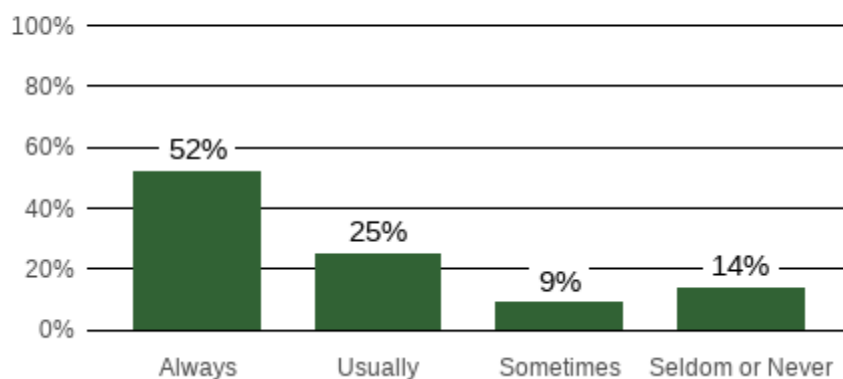


Table 65. Can someone in your family directly manage support staff?

Regional Center	Always	Usually	Sometimes	Seldom or Never	N
ACRC	52%	28%	6%	14%	480
CVRC	60%	19%	9%	13%	294
ELARC	49%	23%	11%	16%	273
FDLRC	42%	26%	16%	17%	277
FNRC	67%	19%	7%	7%	144
GGRC	46%	28%	9%	17%	273
HRC	50%	27%	8%	15%	228
IRC	55%	25%	7%	12%	726
KRC	57%	18%	11%	14%	150
NBRC	52%	24%	9%	15%	236
NLACRC	49%	26%	10%	15%	408
RCEB	47%	25%	11%	16%	305
RCOC	51%	24%	9%	16%	510
RCRC	63%	18%	9%	9%	76
SARC	47%	27%	8%	17%	382
SCLARC	51%	25%	10%	14%	265
SDRC	53%	26%	8%	13%	650
SGPRC	46%	26%	10%	18%	230
TCRC	55%	23%	11%	10%	347
VMRC	55%	26%	9%	10%	222
WRC	55%	23%	8%	14%	235
CA Average	52%	25%	9%	14%	6711
Weighted NCI-IDD Average	59%	21%	7%	13%	9417

Did you, your family member, or someone else in your family choose your family member's case manager/service coordinator?

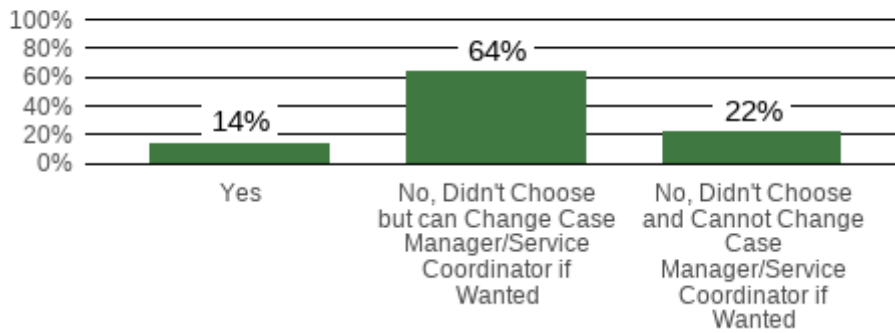


Table 66. Did you, your family member, or someone else in your family choose your family member's case manager/service coordinator?

Regional Center	Yes	No, Didn't Choose but Can Change Case Manager/Service Coordinator if Wanted	No, Didn't Choose and Cannot Change Case Manager/Service Coordinator if Wanted	N
ACRC	10%	72%	18%	825
CVRC	17%	65%	18%	447
ELARC	19%	68%	13%	378
FDLRC	12%	65%	23%	393
FNRC	11%	66%	23%	240
GGRC	22%	53%	25%	367
HRC	17%	62%	21%	394
IRC	14%	63%	22%	981
KRC	16%	61%	23%	271
NBRC	11%	65%	24%	348
NLACRC	17%	65%	18%	561
RCEB	12%	57%	32%	530
RCOC	15%	68%	16%	770
RCRC	13%	67%	21%	112
SARC	13%	56%	31%	560
SCLARC	18%	62%	20%	381
SDRC	14%	62%	24%	892
SGPRC	12%	67%	21%	331
TCRC	10%	69%	21%	495
VMRC	12%	66%	22%	400
WRC	15%	69%	16%	294
CA Average	14%	64%	22%	9970
Weighted NCI-IDD Average	26%	59%	16%	13687

Community Connections

Family members receiving services and supports from the regional center are meaningfully engaged as members of their communities and have strong relationships. Families can use supports in their community.

“**You**” and “**Respondent**” refers to the person (usually a parent or conservator) filling out the survey.

“**Family Member**” refers to the person receiving services whom the respondent is answering questions about in this survey.

Does your family member do things in the community?

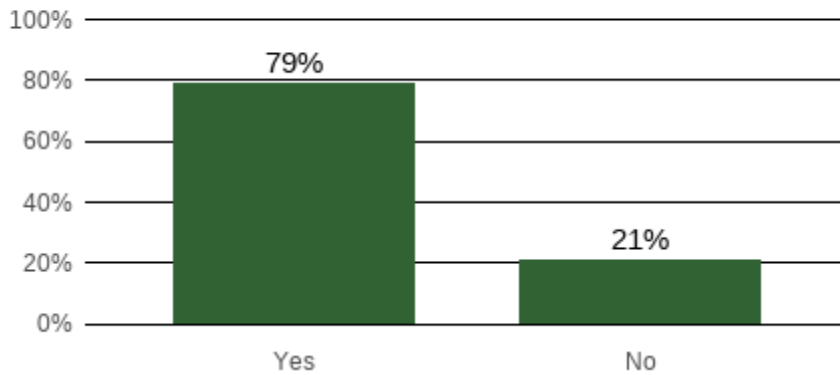


Table 67. Does your family member do things in the community?

Regional Center	Yes	No	N
ACRC	80%	20%	1033
CVRC	76%	24%	642
ELARC	80%	20%	493
FDLRC	76%	24%	497
FNRC	85%	15%	326
GGRC	75%	25%	544
HRC	78%	22%	519
IRC	80%	20%	1384
KRC	79%	21%	380
NBRC	84%	16%	486
NLACRC	77%	23%	767
RCEB	81%	19%	732
RCOC	80%	20%	1050
RCRC	86%	14%	154
SARC	77%	23%	790
SCLARC	73%	27%	542
SDRC	80%	20%	1189
SGPRC	77%	23%	459
TCRC	83%	17%	639
VMRC	79%	21%	538
WRC	78%	22%	391
CA Average	79%	21%	13555
Weighted NCI-IDD Average	83%	17%	17917

For your family member, what makes it hard to do things in the community?

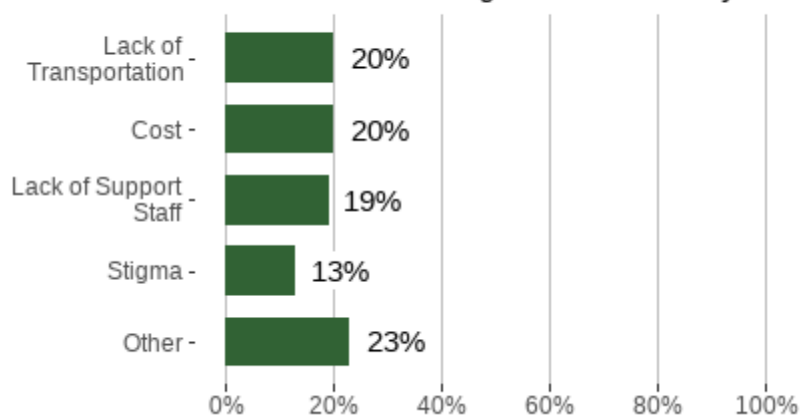


Table 68. For your family member, what makes it hard to do things in the community?

Categories are not mutually exclusive; therefore N is not shown.

Regional Center	Lack of Transportation	Cost	Lack of Support Staff	Stigma	Other
ACRC	23%	19%	19%	14%	27%
CVRC	18%	17%	13%	12%	24%
ELARC	21%	23%	21%	15%	23%
FDLRC	22%	26%	18%	17%	20%
FNRC	20%	20%	17%	16%	23%
GGRC	23%	19%	24%	16%	23%
HRC	20%	23%	19%	12%	23%
IRC	18%	20%	17%	15%	23%
KRC	18%	20%	12%	11%	19%
NBRC	23%	20%	21%	14%	22%
NLACRC	21%	25%	16%	14%	21%
RCEB	23%	20%	24%	17%	23%
RCOC	18%	17%	18%	12%	22%
RCRC	22%	21%	26%	7%	32%
SARC	21%	15%	24%	13%	23%
SCLARC	18%	22%	16%	14%	19%
SDRC	21%	20%	21%	12%	26%
SGPRC	18%	18%	16%	13%	22%
TCRC	22%	19%	19%	11%	22%
VMRC	14%	23%	12%	12%	23%
WRC	21%	22%	18%	13%	22%
CA Average	20%	20%	19%	13%	23%
Weighted NCI-IDD Average	20%	19%	19%	12%	24%

Does your family member have friends other than paid support workers or family?

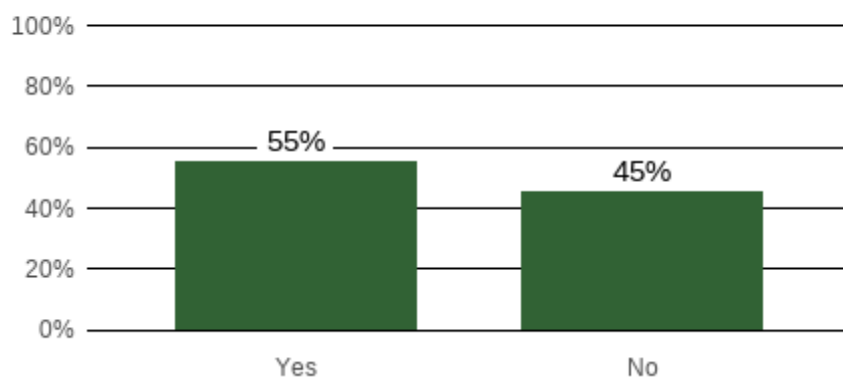


Table 69. Does your family member have friends other than paid support workers or family?

Regional Center	Yes	No	N
ACRC	58%	42%	1004
CVRC	58%	42%	616
ELARC	52%	48%	461
FDLRC	45%	55%	493
FNRC	67%	33%	319
GGRC	55%	45%	517
HRC	56%	44%	510
IRC	55%	45%	1362
KRC	59%	41%	370
NBRC	59%	41%	473
NLACRC	54%	46%	754
RCEB	55%	45%	706
RCOC	53%	47%	1016
RCRC	65%	35%	149
SARC	49%	51%	766
SCLARC	52%	48%	502
SDRC	53%	47%	1161
SGPRC	52%	48%	438
TCRC	58%	42%	624
VMRC	63%	37%	518
WRC	57%	43%	379
CA Average	55%	45%	13138
Weighted NCI-IDD Average	59%	41%	17419

In your community, are there resources that your family can use that are not provided by the regional center?

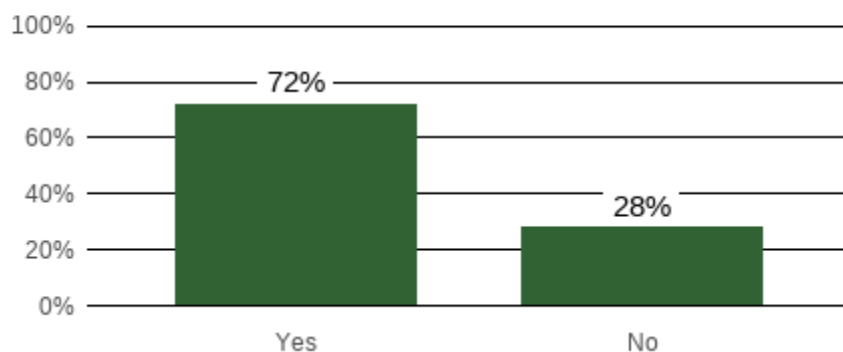


Table 70. In your community, are there resources that your family can use that are not provided by the regional center⁷ (for example, recreational programs, community housing, library programs, religious groups, etc.)?

Regional Center	Yes	No	N
ACRC	76%	24%	716
CVRC	72%	28%	450
ELARC	75%	25%	340
FDLRC	65%	35%	353
FNRC	70%	30%	210
GGRC	66%	34%	367
HRC	77%	23%	351
IRC	75%	25%	958
KRC	69%	31%	257
NBRC	74%	26%	314
NLACRC	67%	33%	496
RCEB	69%	31%	487
RCOC	71%	29%	750
RCRC	76%	24%	111
SARC	67%	33%	552
SCLARC	67%	33%	373
SDRC	75%	25%	816
SGPRC	68%	32%	314
TCRC	76%	24%	470
VMRC	76%	24%	341
WRC	71%	29%	254
CA Average	72%	28%	9280
Weighted NCI-IDD Average	74%	26%	12548

⁷ Some NCI states provide services through a statewide ID/DD agency

Does your family take part in any family-to-family networks in your community?

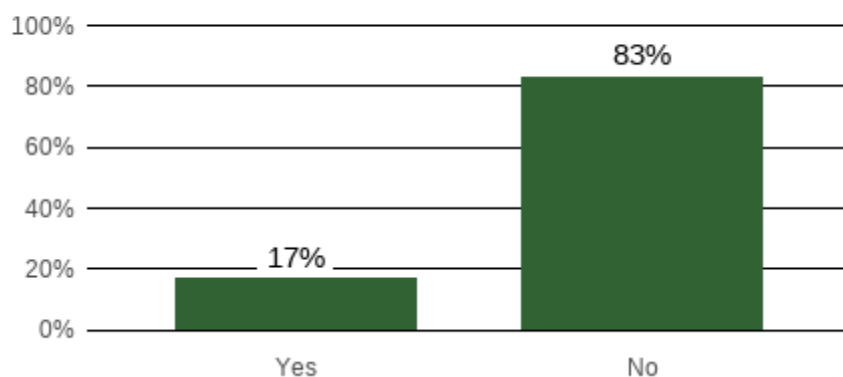


Table 71. Does your family take part in any family-to-family networks in your community?

Regional Center	Yes	No	N
ACRC	16%	84%	931
CVRC	13%	88%	544
ELARC	17%	83%	419
FDLRC	23%	77%	440
FNRC	11%	89%	278
GGRC	21%	79%	469
HRC	15%	85%	459
IRC	18%	82%	1205
KRC	15%	85%	321
NBRC	14%	86%	435
NLACRC	16%	84%	665
RCEB	19%	81%	644
RCOC	17%	83%	917
RCRC	11%	89%	130
SARC	21%	79%	713
SCLARC	17%	83%	453
SDRC	16%	84%	1049
SGPRC	15%	85%	390
TCRC	17%	83%	589
VMRC	14%	86%	459
WRC	19%	81%	334
CA Average	17%	83%	11844
Weighted NCI-IDD Average	18%	82%	15563

Health, Welfare, and Safety

Families are supported to ensure the health, welfare, and safety of their family member receiving services and supports from the regional center.

“You” and **“Respondent”** refers to the person (usually a parent or conservator) filling out the survey.

“Family Member” refers to the person receiving services whom the respondent is answering questions about in this survey.

Can your family member see a primary care provider (doctor, registered nurse, etc.) when needed?

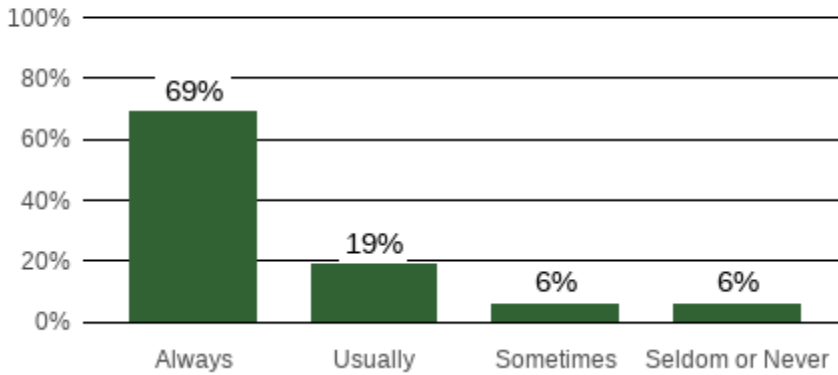


Table 72. Can your family member see a primary care provider (doctor, registered nurse, etc.) when needed?

Regional Center	Always	Usually	Sometimes	Seldom or Never	N
ACRC	74%	18%	4%	3%	1021
CVRC	72%	18%	5%	6%	622
ELARC	64%	18%	9%	10%	485
FDLRC	63%	19%	7%	11%	478
FNRC	64%	26%	6%	4%	320
GGRC	67%	22%	7%	3%	537
HRC	67%	21%	6%	6%	516
IRC	72%	17%	6%	6%	1370
KRC	71%	17%	7%	5%	360
NBRC	72%	20%	4%	5%	483
NLACRC	68%	20%	5%	7%	739
RCEB	70%	21%	4%	4%	730
RCOC	70%	20%	5%	6%	1032
RCRC	66%	25%	6%	3%	154
SARC	65%	24%	6%	5%	771
SCLARC	65%	14%	11%	11%	493
SDRC	69%	20%	6%	5%	1167
SGPRC	67%	20%	5%	8%	439
TCRC	71%	20%	4%	5%	632
VMRC	70%	19%	7%	5%	529
WRC	70%	17%	6%	7%	389
CA Average	69%	19%	6%	6%	13267
Weighted NCI-IDD Average	74%	18%	4%	4%	17615

Does your family member's primary care doctor understand your family member's needs related to their intellectual/developmental disability?

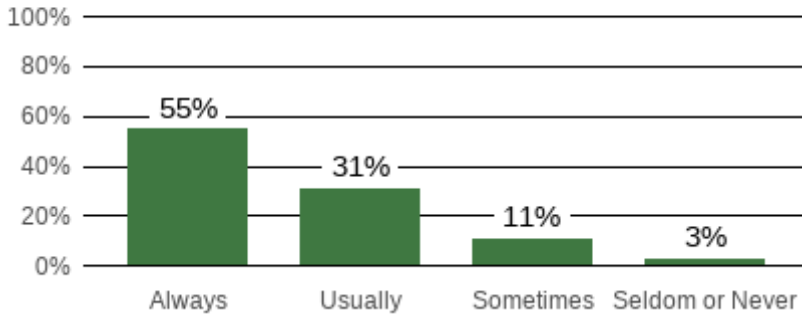


Table 73. Does your family member's primary care doctor understand your family member's needs related to their intellectual/developmental disability?

Regional Center	Always	Usually	Sometimes	Seldom or Never	N
ACRC	52%	33%	12%	4%	981
CVRC	56%	28%	12%	4%	622
ELARC	57%	29%	11%	3%	469
FDLRC	54%	31%	11%	4%	479
FNRC	49%	37%	11%	2%	298
GGRC	54%	33%	9%	3%	512
HRC	56%	30%	11%	2%	506
IRC	57%	31%	10%	3%	1356
KRC	56%	32%	9%	4%	365
NBRC	55%	28%	14%	3%	477
NLACRC	55%	31%	10%	4%	730
RCEB	50%	34%	13%	3%	701
RCOC	59%	28%	10%	3%	1021
RCRC	52%	32%	14%	2%	148
SARC	53%	34%	10%	2%	763
SCLARC	61%	23%	13%	4%	496
SDRC	55%	31%	10%	4%	1136
SGPRC	55%	32%	10%	3%	425
TCRC	56%	31%	10%	3%	617
VMRC	56%	31%	10%	3%	508
WRC	56%	30%	8%	5%	377
CA Average	55%	31%	11%	3%	12987
Weighted NCI-IDD Average	59%	30%	9%	2%	17304

Can your family member go to the dentist when needed?

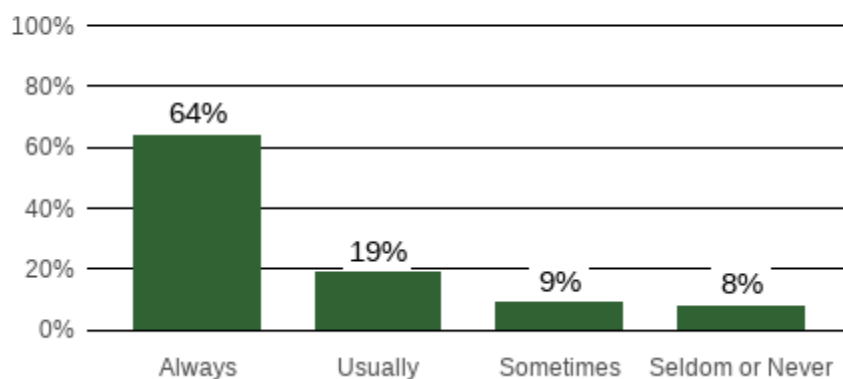


Table 74. Can your family member go to the dentist when needed?

Regional Center	Always	Usually	Sometimes	Seldom or Never	N
ACRC	67%	19%	7%	8%	1012
CVRC	64%	20%	8%	8%	644
ELARC	61%	21%	8%	10%	485
FDLRC	61%	18%	12%	9%	497
FNRC	61%	22%	7%	11%	317
GGRC	61%	20%	8%	11%	543
HRC	63%	20%	8%	9%	531
IRC	66%	19%	8%	7%	1391
KRC	64%	21%	9%	6%	373
NBRC	61%	19%	11%	9%	489
NLACRC	65%	20%	8%	6%	769
RCEB	64%	17%	7%	11%	735
RCOC	68%	19%	8%	5%	1058
RCRC	65%	19%	8%	8%	153
SARC	61%	20%	10%	9%	789
SCLARC	62%	18%	11%	9%	520
SDRC	63%	20%	9%	8%	1183
SGPRC	62%	21%	11%	6%	453
TCRC	67%	20%	7%	5%	643
VMRC	62%	16%	11%	11%	529
WRC	63%	20%	10%	7%	395
CA Average	64%	19%	9%	8%	13509
Weighted NCI-IDD Average	67%	18%	7%	8%	17852

Does your family member's dentist understand your family member's needs related to their intellectual/developmental disability?

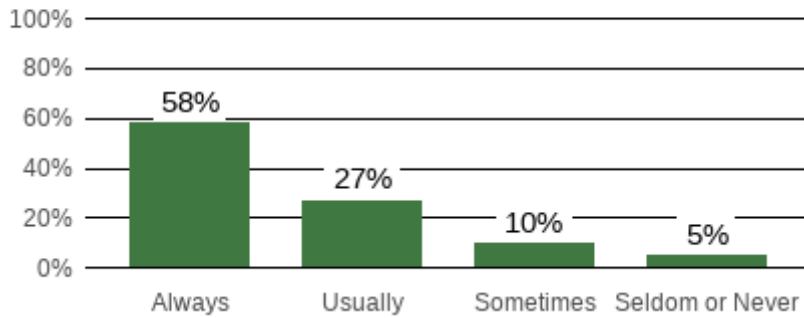


Table 75. Does your family member's dentist understand your family member's needs related to their intellectual/developmental disability?

Regional Center	Always	Usually	Sometimes	Seldom or Never	N
ACRC	56%	30%	9%	5%	905
CVRC	57%	26%	11%	6%	572
ELARC	59%	27%	7%	7%	453
FDLRC	55%	25%	13%	7%	469
FNRC	55%	33%	7%	4%	275
GGRC	56%	28%	10%	5%	464
HRC	54%	31%	9%	6%	469
IRC	60%	25%	11%	4%	1257
KRC	54%	28%	15%	3%	328
NBRC	58%	25%	11%	7%	428
NLACRC	59%	27%	10%	4%	702
RCEB	53%	29%	11%	7%	646
RCOC	62%	25%	9%	4%	982
RCRC	61%	26%	10%	3%	136
SARC	58%	28%	10%	4%	718
SCLARC	60%	22%	12%	6%	494
SDRC	60%	26%	9%	4%	1060
SGPRC	59%	25%	11%	5%	410
TCRC	60%	28%	9%	3%	582
VMRC	59%	26%	9%	6%	458
WRC	61%	24%	10%	5%	356
CA Average	58%	27%	10%	5%	12164
Weighted NCI-IDD Average	62%	26%	8%	4%	16129

If your family member takes prescription medications, do you know what they're for?

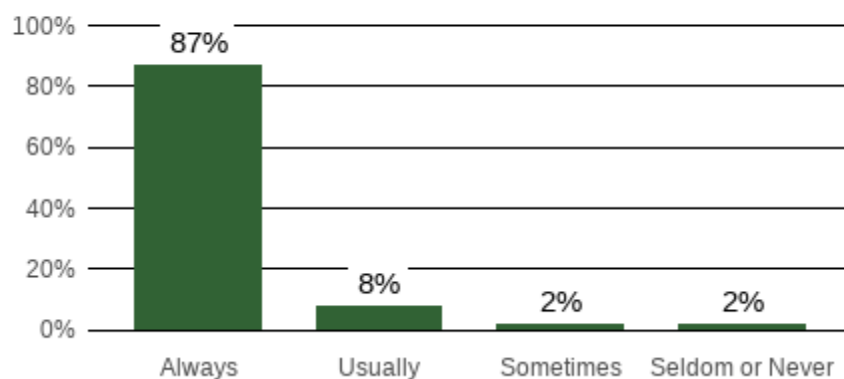


Table 76. If your family member takes prescription medications, do you know what they're for?

Regional Center	Always	Usually	Sometimes	Seldom or Never	N
ACRC	90%	7%	1%	2%	839
CVRC	86%	8%	3%	3%	550
ELARC	82%	12%	3%	3%	394
FDLRC	83%	9%	4%	4%	399
FNRC	90%	6%	1%	3%	236
GGRC	83%	11%	3%	3%	445
HRC	86%	9%	3%	2%	423
IRC	89%	7%	2%	2%	1151
KRC	87%	10%	2%	1%	299
NBRC	85%	8%	4%	2%	403
NLACRC	85%	9%	4%	2%	593
RCEB	87%	8%	2%	2%	599
RCOC	87%	8%	3%	2%	885
RCRC	93%	4%	2%	2%	120
SARC	86%	10%	2%	1%	625
SCLARC	84%	10%	3%	3%	429
SDRC	87%	8%	2%	2%	955
SGPRC	86%	10%	2%	1%	365
TCRC	90%	6%	2%	2%	522
VMRC	88%	7%	3%	3%	423
WRC	87%	7%	2%	3%	302
CA Average	87%	8%	2%	2%	10957
Weighted NCI-IDD Average	89%	7%	2%	2%	14760

Do you, your family member, or someone else in your family know what is needed to safely take the prescription medications?

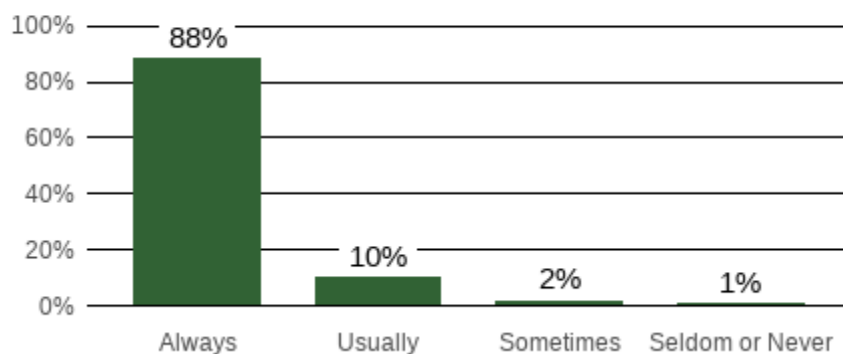


Table 77. Do you, your family member, or someone else in your family know what is needed to safely take the prescription medications (when it should be taken, how much to take, and the potential side effects)?

Regional Center	Always	Usually	Sometimes	Seldom or Never	N
ACRC	91%	8%	1%	0%	828
CVRC	89%	9%	1%	1%	544
ELARC	84%	13%	3%	1%	389
FDLRC	84%	11%	3%	2%	393
FNRC	94%	5%	1%	0%	236
GGRC	85%	12%	2%	2%	433
HRC	85%	12%	2%	1%	410
IRC	90%	8%	1%	1%	1135
KRC	89%	8%	2%	1%	292
NBRC	90%	7%	2%	1%	391
NLACRC	86%	11%	2%	1%	578
RCEB	86%	10%	3%	1%	594
RCOC	86%	11%	2%	1%	872
RCRC	92%	7%	1%	0%	118
SARC	85%	13%	2%	1%	622
SCLARC	85%	11%	2%	1%	416
SDRC	90%	8%	1%	1%	956
SGPRC	88%	9%	2%	1%	366
TCRC	91%	7%	1%	1%	522
VMRC	90%	7%	2%	1%	415
WRC	84%	13%	1%	1%	296
CA Average	88%	10%	2%	1%	10806
Weighted NCI-IDD Average	90%	8%	1%	1%	14623

Can your family member get mental or behavioral health supports when needed? (Like see a therapist, go to group counseling)

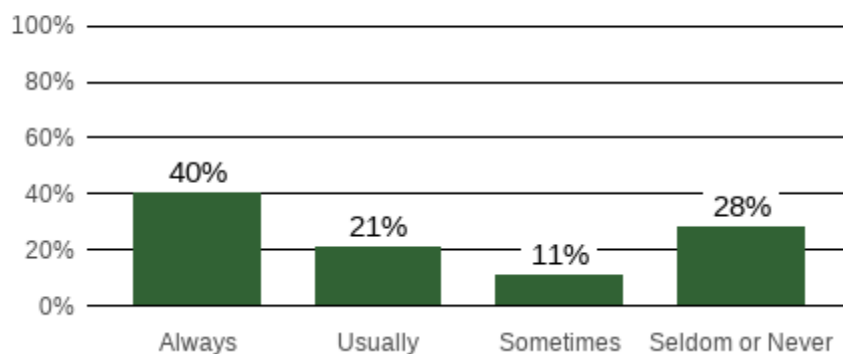


Table 78. Can your family member get mental or behavioral health supports when needed? (Like see a therapist, go to group counseling)

Regional Center	Always	Usually	Sometimes	Seldom or Never	N
ACRC	42%	22%	11%	25%	724
CVRC	41%	19%	12%	27%	435
ELARC	39%	23%	11%	28%	397
FDLRC	33%	19%	13%	34%	383
FNRC	38%	26%	7%	28%	214
GGRC	35%	20%	13%	32%	399
HRC	40%	21%	10%	30%	400
IRC	44%	21%	9%	27%	1047
KRC	44%	23%	7%	25%	286
NBRC	38%	24%	10%	28%	345
NLACRC	40%	25%	11%	24%	580
RCEB	34%	19%	15%	32%	548
RCOC	43%	18%	12%	27%	743
RCRC	44%	15%	11%	30%	113
SARC	32%	22%	14%	32%	579
SCLARC	42%	22%	10%	27%	415
SDRC	42%	19%	12%	27%	864
SGPRC	38%	23%	10%	29%	342
TCRC	40%	23%	10%	27%	449
VMRC	42%	22%	11%	25%	379
WRC	39%	23%	14%	24%	295
CA Average	40%	21%	11%	28%	9937
Weighted NCI-IDD Average	46%	21%	9%	24%	13080

If your family member uses mental health services, does the mental health professional understand your family member's needs related to their intellectual/developmental disability?

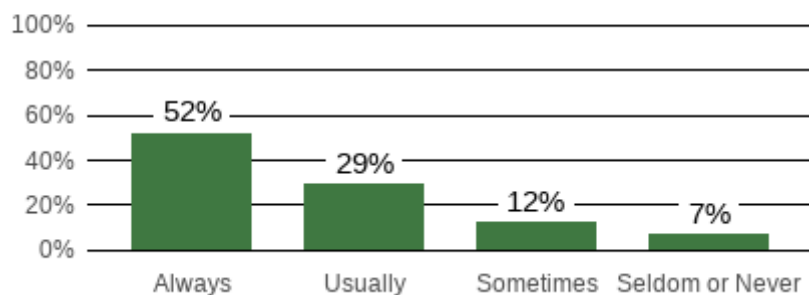


Table 79. If your family member uses mental health services, does the mental health professional understand your family member's needs related to their intellectual/developmental disability?

Regional Center	Always	Usually	Sometimes	Seldom or Never	N
ACRC	49%	30%	13%	8%	506
CVRC	54%	26%	13%	7%	342
ELARC	53%	25%	14%	8%	306
FDLRC	54%	29%	11%	6%	299
FNRC	47%	35%	13%	5%	142
GGRC	48%	29%	13%	10%	285
HRC	57%	24%	12%	7%	306
IRC	55%	29%	11%	5%	772
KRC	58%	24%	12%	6%	214
NBRC	47%	29%	14%	10%	259
NLACRC	49%	32%	11%	8%	433
RCEB	43%	33%	15%	9%	397
RCOC	53%	30%	11%	5%	567
RCRC	61%	31%	7%	1%	74
SARC	48%	34%	12%	6%	406
SCLARC	54%	27%	10%	9%	348
SDRC	52%	28%	13%	7%	644
SGPRC	48%	30%	13%	9%	247
TCRC	52%	32%	12%	5%	354
VMRC	54%	30%	12%	4%	261
WRC	52%	29%	12%	7%	237
CA Average	52%	29%	12%	7%	7399
Weighted NCI-IDD Average	55%	29%	10%	6%	9624

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

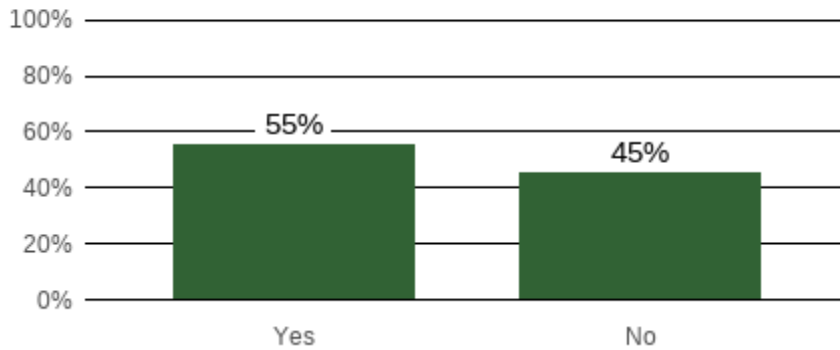


Table 80. If you asked for crisis or emergency services during the past 12 months, were services provided when needed?

Regional Center	Yes	No	N
ACRC	60%	40%	220
CVRC	53%	47%	198
ELARC	58%	42%	152
FDLRC	48%	52%	164
FNRC	62%	38%	63
GGRC	61%	39%	152
HRC	59%	41%	139
IRC	58%	42%	375
KRC	46%	54%	105
NBRC	49%	51%	101
NLACRC	50%	50%	234
RCEB	58%	42%	154
RCOC	55%	45%	267
RCRC	63%	38%	32
SARC	56%	44%	202
SCLARC	45%	55%	186
SDRC	61%	39%	314
SGPRC	51%	49%	127
TCRC	61%	39%	155
VMRC	54%	46%	142
WRC	55%	45%	110
CA Average	55%	45%	3592
Weighted NCI-IDD Average	57%	43%	4376

Do you feel prepared to handle the needs of your family member in an emergency such as a medical emergency or natural disaster?

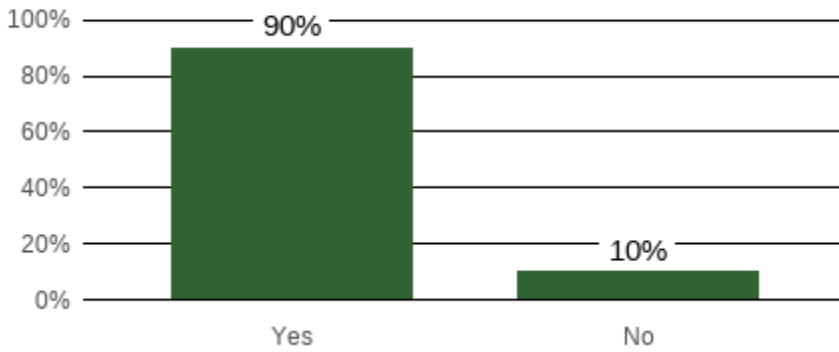


Table 81. Do you feel prepared to handle the needs of your family member in an emergency such as a medical emergency or natural disaster?

Regional Center	Yes	No	N
ACRC	94%	6%	959
CVRC	89%	11%	608
ELARC	87%	13%	428
FDLRC	84%	16%	450
FNRC	92%	8%	301
GGRC	86%	14%	475
HRC	88%	12%	471
IRC	91%	9%	1304
KRC	90%	10%	343
NBRC	90%	10%	453
NLACRC	89%	11%	709
RCEB	88%	12%	651
RCOC	91%	9%	966
RCRC	94%	6%	142
SARC	89%	11%	715
SCLARC	87%	13%	491
SDRC	91%	9%	1101
SGPRC	88%	12%	417
TCRC	91%	9%	602
VMRC	92%	8%	504
WRC	88%	12%	355
CA Average	90%	10%	12445
Weighted NCI-IDD Average	92%	8%	16533

Have you talked about how to handle emergencies with your family member's case manager/service coordinator?

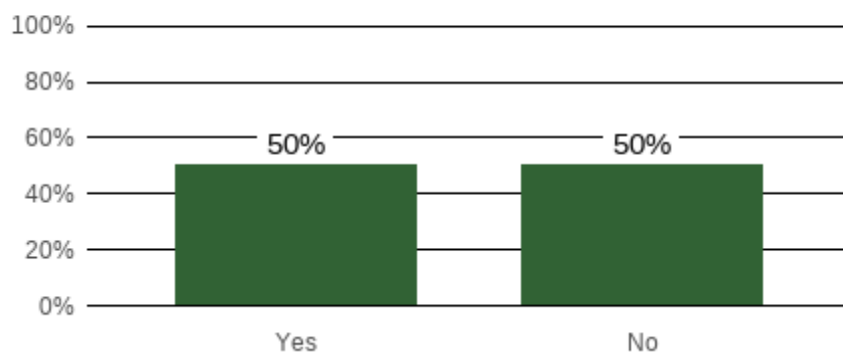


Table 82. Have you talked about how to handle emergencies (such as a medical emergency, pandemic or natural disaster) with your family member's case manager/service coordinator?

Regional Center	Yes	No	N
ACRC	54%	46%	966
CVRC	51%	49%	588
ELARC	52%	48%	433
FDLRC	44%	56%	450
FNRC	54%	46%	303
GGRC	35%	65%	505
HRC	44%	56%	487
IRC	64%	36%	1274
KRC	48%	52%	345
NBRC	47%	53%	442
NLACRC	45%	55%	696
RCEB	35%	65%	657
RCOC	63%	37%	980
RCRC	61%	39%	142
SARC	43%	57%	708
SCLARC	54%	46%	467
SDRC	47%	53%	1082
SGPRC	50%	50%	410
TCRC	47%	53%	587
VMRC	47%	53%	466
WRC	47%	53%	361
CA Average	50%	50%	12349
Weighted NCI-IDD Average	54%	46%	16420

Do you know how to file a complaint or grievance about provider agencies or staff?

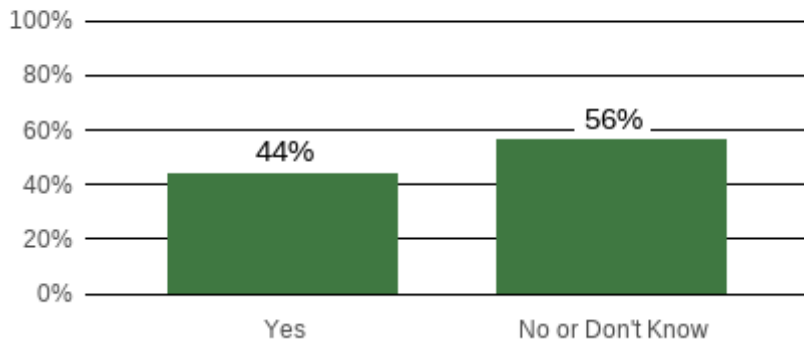


Table 83. Do you know how to file a complaint or grievance about provider agencies or staff?

Regional Center	Yes	No or Don't Know	N
ACRC	50%	50%	1039
CVRC	44%	56%	651
ELARC	48%	52%	496
FDLRC	35%	65%	508
FNRC	49%	51%	324
GGRC	36%	64%	555
HRC	49%	51%	535
IRC	45%	55%	1395
KRC	39%	61%	388
NBRC	41%	59%	490
NLACRC	45%	55%	774
RCEB	36%	64%	756
RCOC	48%	52%	1061
RCRC	63%	37%	158
SARC	37%	63%	795
SCLARC	41%	59%	539
SDRC	39%	61%	1195
SGPRC	45%	55%	459
TCRC	45%	55%	658
VMRC	52%	48%	544
WRC	44%	56%	398
CA Average	44%	56%	13718
Weighted NCI-IDD Average	50%	50%	18077

If a complaint or grievance was filed or resolved in the past 12 months, are you satisfied with the way it was handled?

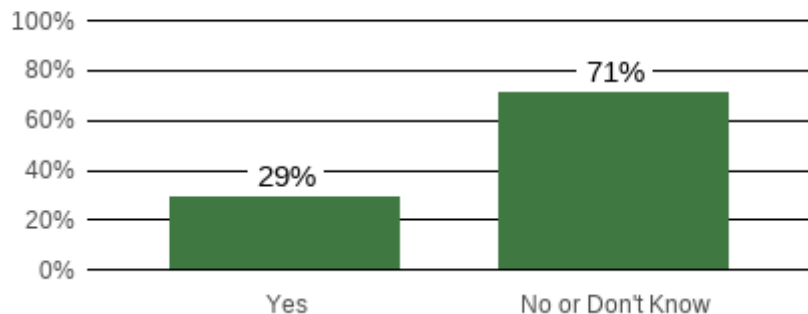


Table 84. If a complaint or grievance was filed or resolved in the past 12 months, are you satisfied with the way it was handled?

Regional Center	Yes	No or Don't Know	N
ACRC	27%	73%	109
CVRC	33%	67%	116
ELARC	32%	68%	103
FDLRC	26%	74%	116
FNRC	25%	75%	24
GGRC	22%	78%	88
HRC	32%	68%	81
IRC	32%	68%	193
KRC	21%	79%	61
NBRC	25%	75%	51
NLACRC	29%	71%	147
RCEB	29%	71%	114
RCOC	28%	72%	149
RCRC	n/a	n/a	n/a
SARC	30%	70%	117
SCLARC	26%	74%	140
SDRC	26%	74%	168
SGPRC	29%	71%	82
TCRC	31%	69%	88
VMRC	25%	75%	68
WRC	37%	63%	59
CA Average	29%	71%	2089
Weighted NCI-IDD Average	35%	65%	2508

The following Regional Centers had an N of less than 20 and were not shown. They are still included in the overall CA Average and weighted NCI average: RCRC

Do you know how to report abuse or neglect related to your family member?

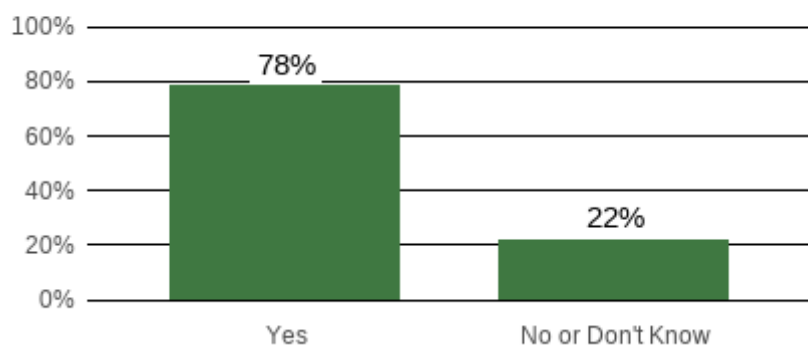


Table 85. Do you know how to report abuse or neglect related to your family member?

Regional Center	Yes	No or Don't Know	N
ACRC	86%	14%	917
CVRC	81%	19%	589
ELARC	78%	22%	437
FDLRC	69%	31%	442
FNRC	88%	12%	290
GGRC	72%	28%	448
HRC	76%	24%	466
IRC	82%	18%	1282
KRC	75%	25%	346
NBRC	76%	24%	432
NLACRC	74%	26%	704
RCEB	72%	28%	624
RCOC	78%	22%	910
RCRC	86%	14%	148
SARC	70%	30%	676
SCLARC	77%	23%	480
SDRC	77%	23%	1052
SGPRC	79%	21%	412
TCRC	77%	23%	597
VMRC	83%	17%	497
WRC	77%	23%	347
CA Average	78%	22%	12096
Weighted NCI-IDD Average	82%	18%	16134

Within the past 12 months, was a report of abuse or neglect filed on behalf of your family member?

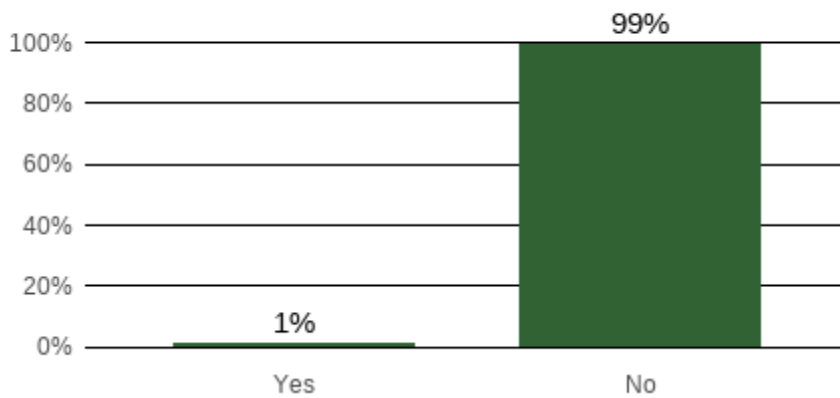


Table 86. Within the past 12 months, was a report of abuse or neglect filed on behalf of your family member?

Regional Center	Yes	No	N
ACRC	2%	98%	1016
CVRC	1%	99%	631
ELARC	2%	98%	476
FDLRC	1%	99%	478
FNRC	1%	99%	312
GGRC	1%	99%	527
HRC	1%	99%	506
IRC	1%	99%	1351
KRC	2%	98%	372
NBRC	2%	98%	475
NLACRC	2%	98%	754
RCEB	1%	99%	713
RCOC	1%	99%	1028
RCRC	3%	97%	146
SARC	1%	99%	749
SCLARC	1%	99%	515
SDRC	1%	99%	1167
SGPRC	2%	98%	450
TCRC	1%	99%	621
VMRC	2%	98%	524
WRC	1%	99%	373
CA Average	1%	99%	13184
Weighted NCI-IDD Average	2%	98%	17445

If a report of abuse or neglect was filed on behalf of your family member, or if someone other than you or another family member reported abuse or neglect in the past 12 months, were you notified of the report in a timely manner?

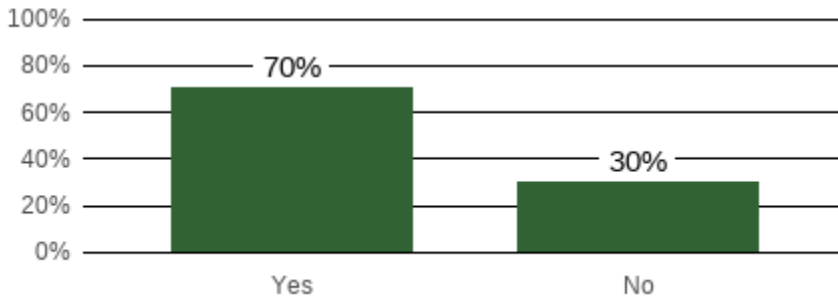


Table 87. If a report of abuse or neglect was filed on behalf of your family member, or if someone other than you or another family member reported abuse or neglect in the past 12 months, were you notified of the report in a timely manner?

Regional Center	Yes	No	N
ACRC	n/a	n/a	n/a
CVRC	n/a	n/a	n/a
ELARC	n/a	n/a	n/a
FDLRC	n/a	n/a	n/a
FNRC	n/a	n/a	n/a
GGRC	n/a	n/a	n/a
HRC	n/a	n/a	n/a
IRC	n/a	n/a	n/a
KRC	n/a	n/a	n/a
NBRC	n/a	n/a	n/a
NLACRC	n/a	n/a	n/a
RCEB	n/a	n/a	n/a
RCOC	n/a	n/a	n/a
RCRC	n/a	n/a	n/a
SARC	n/a	n/a	n/a
SCLARC	n/a	n/a	n/a
SDRC	n/a	n/a	n/a
SGPRC	n/a	n/a	n/a
TCRC	n/a	n/a	n/a
VMRC	n/a	n/a	n/a
WRC	n/a	n/a	n/a
CA Average	70%	30%	115
Weighted NCI-IDD Average	70%	30%	160

The following Regional Centers had an N of less than 20 and were not shown. They are still included in the overall CA Average and weighted NCI average: ACRC, CVRC, ELARC, FDLRC, FNRC, GGRC, HRC, IRC, KRC, NBRC, NLACRC, RCEB, RCOC, RCRC, SARC, SCLARC, SDRC, SGPRC, TCRC, VMRC, WRC

Family Satisfaction

Services and supports lead to better lives for people with disabilities and their families.

“**You**” and “**Respondent**” refers to the person (usually a parent or conservator) filling out the survey.

“**Family Member**” refers to the person receiving services whom the respondent is answering questions about in this survey.

Overall, are you satisfied with the services and supports your family member currently receives?

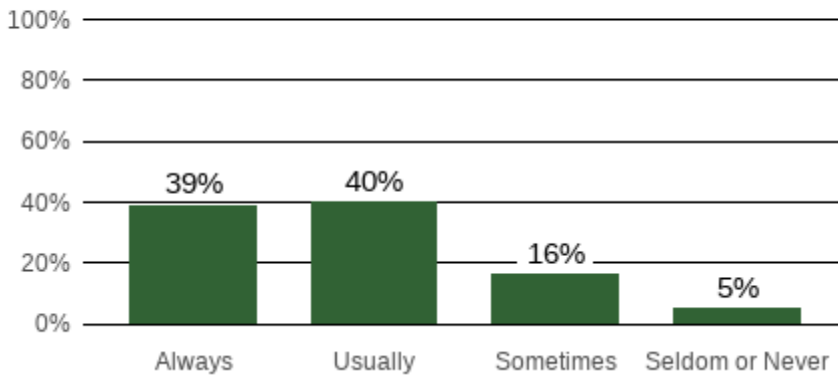


Table 88. Overall, are you satisfied with the services and supports your family member currently receives?

Regional Center	Always	Usually	Sometimes	Seldom or Never	N
ACRC	36%	41%	18%	5%	1024
CVRC	46%	38%	14%	3%	640
ELARC	42%	40%	15%	4%	487
FDLRC	37%	38%	18%	7%	495
FNRC	31%	50%	14%	6%	322
GGRC	38%	39%	17%	6%	540
HRC	39%	38%	15%	8%	524
IRC	41%	38%	17%	4%	1373
KRC	40%	34%	19%	7%	363
NBRC	34%	42%	17%	7%	482
NLACRC	33%	42%	18%	7%	764
RCEB	28%	44%	19%	9%	725
RCOC	43%	42%	12%	3%	1052
RCRC	40%	37%	18%	5%	155
SARC	34%	44%	17%	5%	779
SCLARC	45%	29%	21%	6%	525
SDRC	36%	42%	16%	6%	1177
SGPRC	45%	37%	14%	5%	452
TCRC	41%	40%	15%	5%	642
VMRC	43%	37%	16%	4%	528
WRC	43%	38%	15%	4%	387
CA Average	39%	40%	16%	5%	13436
Weighted NCI-IDD Average	41%	40%	14%	4%	17756

Do you feel that services and supports have made a positive difference in the life of your family member?

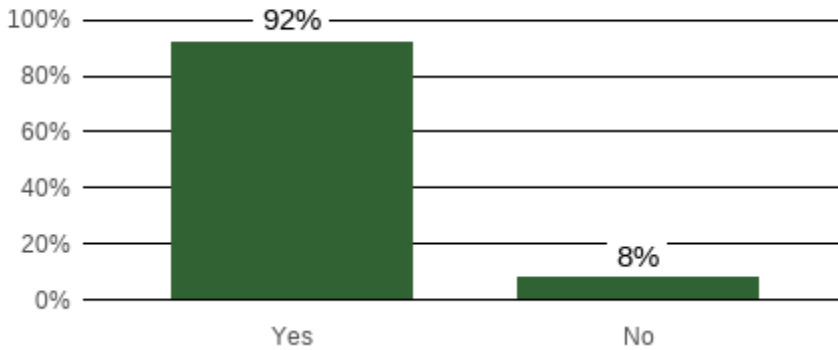


Table 89. Do you feel that services and supports have made a positive difference in the life of your family member?

Regional Center	Yes	No	N
ACRC	91%	9%	946
CVRC	93%	7%	596
ELARC	93%	7%	449
FDLRC	90%	10%	468
FNRC	91%	9%	306
GGRC	92%	8%	505
HRC	91%	9%	488
IRC	93%	7%	1280
KRC	89%	11%	341
NBRC	90%	10%	448
NLACRC	90%	10%	716
RCEB	92%	8%	669
RCOC	94%	6%	985
RCRC	92%	8%	146
SARC	92%	8%	718
SCLARC	90%	10%	475
SDRC	91%	9%	1120
SGPRC	93%	7%	413
TCRC	93%	7%	601
VMRC	91%	9%	506
WRC	93%	7%	365
CA Average	92%	8%	12541
Weighted NCI-IDD Average	93%	7%	16655

Have services and supports reduced your family's out-of-pocket expenses for your family member's care?

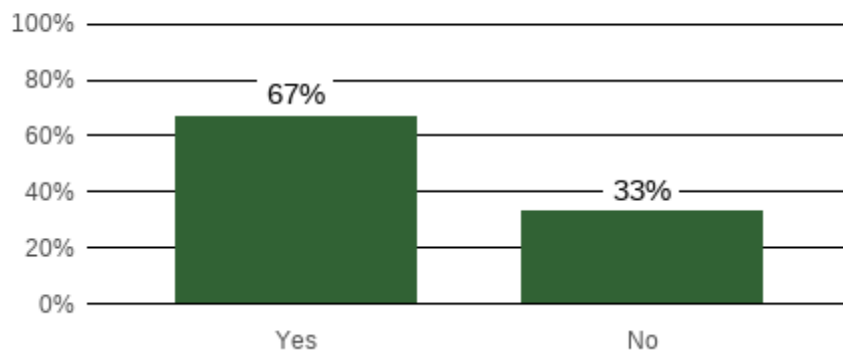


Table 90. Have services and supports reduced your family's out-of-pocket expenses for your family member's care?

Regional Center	Yes	No	N
ACRC	68%	32%	913
CVRC	64%	36%	536
ELARC	66%	34%	429
FDLRC	67%	33%	418
FNRC	69%	31%	289
GGRC	76%	24%	478
HRC	66%	34%	450
IRC	67%	33%	1193
KRC	60%	40%	312
NBRC	69%	31%	426
NLACRC	63%	37%	669
RCEB	68%	32%	632
RCOC	70%	30%	939
RCRC	68%	32%	143
SARC	72%	28%	675
SCLARC	58%	42%	421
SDRC	67%	33%	1049
SGPRC	66%	34%	377
TCRC	67%	33%	585
VMRC	65%	35%	457
WRC	72%	28%	332
CA Average	67%	33%	11723
Weighted NCI-IDD Average	69%	31%	15649

Have the services or supports that your family member received during the past 12 months been reduced, suspended, or terminated?

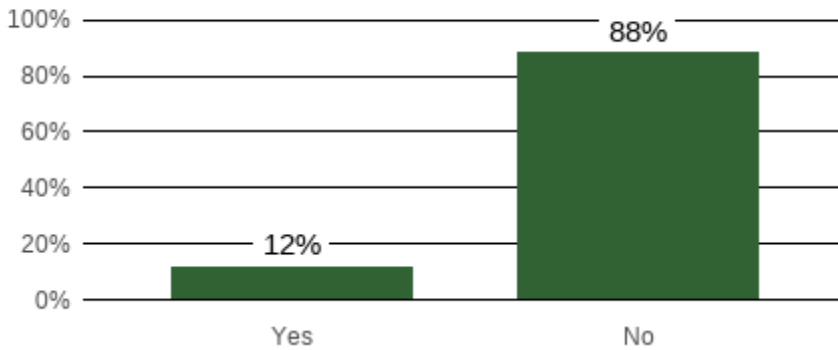


Table 91. Have the services or supports that your family member received during the past 12 months been reduced, suspended, or terminated?

Regional Center	Yes	No	N
ACRC	13%	87%	948
CVRC	7%	93%	571
ELARC	13%	87%	451
FDLRC	13%	87%	455
FNRC	13%	88%	304
GGRC	13%	87%	497
HRC	10%	90%	471
IRC	12%	88%	1274
KRC	10%	90%	330
NBRC	15%	85%	441
NLACRC	16%	84%	692
RCEB	17%	83%	661
RCOC	10%	90%	964
RCRC	18%	82%	146
SARC	11%	89%	723
SCLARC	10%	90%	475
SDRC	13%	87%	1103
SGPRC	12%	88%	420
TCRC	14%	86%	585
VMRC	11%	89%	478
WRC	10%	90%	361
CA Average	12%	88%	12350
Weighted NCI-IDD Average	12%	88%	16464

If services or supports received by the family were reduced, suspended or terminated during the past 12 months, did the change in services affect your family member negatively?

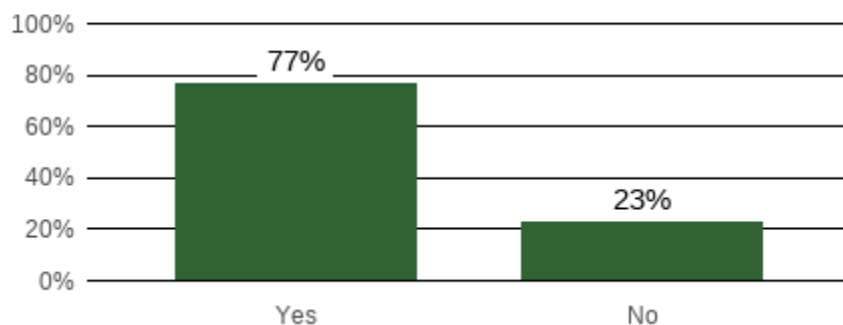


Table 92. If services or supports received by the family were reduced, suspended or terminated during the past 12 months, did the change in services affect your family member negatively?

Regional Center	Yes	No	N
ACRC	81%	19%	108
CVRC	77%	23%	35
ELARC	74%	26%	46
FDLRC	81%	19%	48
FNRC	86%	14%	36
GGRC	82%	18%	51
HRC	77%	23%	44
IRC	71%	29%	131
KRC	68%	32%	25
NBRC	73%	27%	56
NLACRC	73%	27%	96
RCEB	84%	16%	99
RCOC	77%	23%	90
RCRC	95%	5%	20
SARC	75%	25%	69
SCLARC	73%	27%	37
SDRC	76%	24%	120
SGPRC	76%	24%	42
TCRC	75%	25%	63
VMRC	84%	16%	45
WRC	81%	19%	31
CA Average	77%	23%	1292
Weighted NCI-IDD Average	78%	22%	1756

Have the services or supports that your family member received been increased in the past 12 months?

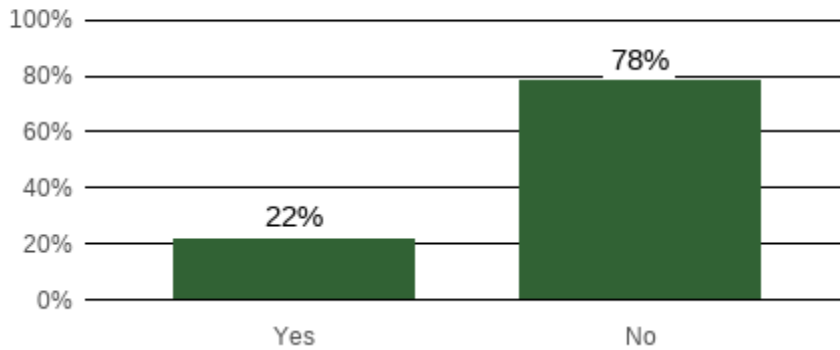


Table 93. Have the services or supports that your family member received been increased in the past 12 months?

Regional Center	Yes	No	N
ACRC	21%	79%	936
CVRC	23%	77%	546
ELARC	23%	77%	431
FDLRC	23%	77%	463
FNRC	15%	85%	289
GGRC	23%	77%	466
HRC	25%	75%	474
IRC	23%	77%	1265
KRC	19%	81%	336
NBRC	23%	77%	438
NLACRC	17%	83%	707
RCEB	20%	80%	660
RCOC	27%	73%	951
RCRC	24%	76%	140
SARC	24%	76%	710
SCLARC	20%	80%	471
SDRC	23%	77%	1066
SGPRC	22%	78%	407
TCRC	22%	78%	583
VMRC	23%	77%	453
WRC	21%	79%	357
CA Average	22%	78%	12149
Weighted NCI-IDD Average	22%	78%	16050

Are services and supports helping your family member to live a good life?

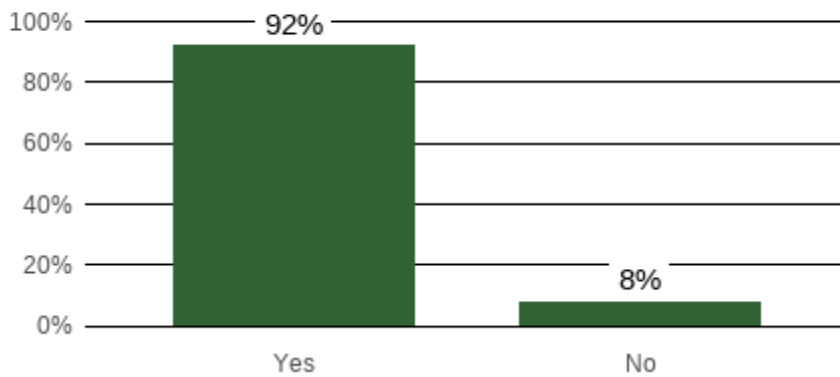


Table 94. Are services and supports helping your family member to live a good life?

Regional Center	Yes	No	N
ACRC	90%	10%	918
CVRC	92%	8%	578
ELARC	91%	9%	433
FDLRC	91%	9%	443
FNRC	91%	9%	285
GGRC	92%	8%	475
HRC	91%	9%	462
IRC	93%	7%	1258
KRC	90%	10%	330
NBRC	91%	9%	410
NLACRC	91%	9%	672
RCEB	88%	12%	640
RCOC	94%	6%	960
RCRC	93%	7%	141
SARC	93%	7%	702
SCLARC	90%	10%	469
SDRC	91%	9%	1060
SGPRC	93%	7%	391
TCRC	92%	8%	587
VMRC	92%	8%	462
WRC	94%	6%	349
CA Average	92%	8%	12025
Weighted NCI-IDD Average	93%	7%	16043

California Specific Questions

“You” and **“Respondent”** refers to the person (usually a parent or conservator) filling out the survey.

“Family Member” refers to the person receiving services whom the respondent is answering questions about in this survey.

Services Paid for Out-Of-Pocket in the Past Year

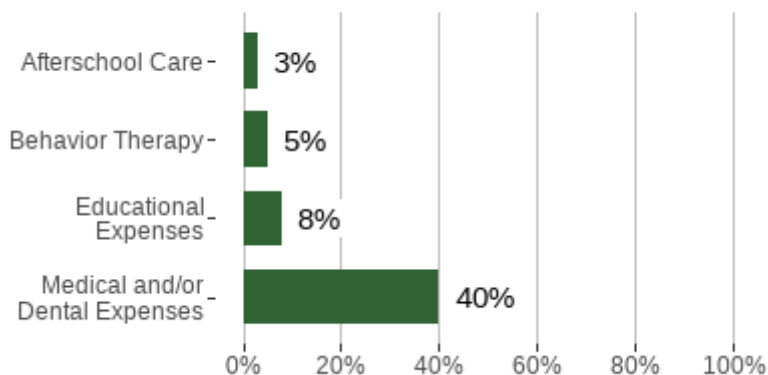


Table 95a. Services Paid for Out-Of-Pocket in The Past Year

Categories are not mutually exclusive; therefore N is not shown.

Regional Center	Afterschool Care	Behavior Therapy	Educational Expenses	Medical and/or Dental Expenses
ACRC	2%	5%	8%	45%
CVRC	1%	4%	5%	34%
ELARC	2%	4%	7%	33%
FDLRC	4%	6%	11%	33%
FNRC	1%	5%	5%	41%
GGRC	3%	6%	10%	46%
HRC	3%	6%	8%	44%
IRC	2%	4%	6%	31%
KRC	3%	3%	7%	30%
NBRC	1%	4%	5%	44%
NLACRC	2%	6%	8%	38%
RCEB	3%	7%	9%	50%
RCOC	3%	4%	8%	43%
RCRC	1%	2%	8%	40%
SARC	4%	6%	10%	46%
SCLARC	2%	1%	4%	23%
SDRC	4%	7%	9%	41%
SGPRC	3%	4%	8%	42%
TCRC	2%	6%	8%	48%
VMRC	3%	3%	6%	38%
WRC	4%	7%	12%	42%
CA Average	3%	5%	8%	40%

Services Paid for Out-Of-Pocket in the Past Year (continued)

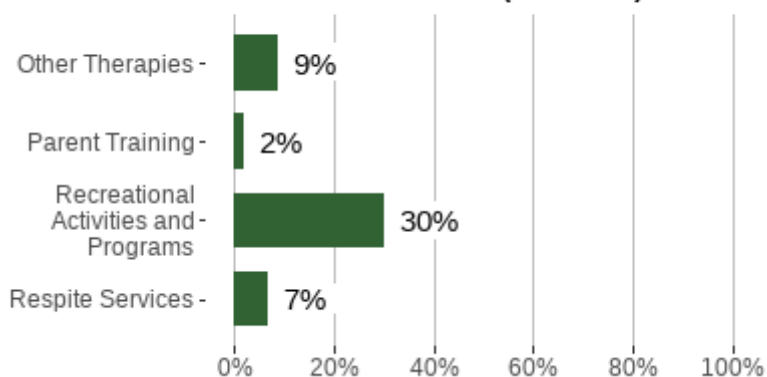


Table 95b. Services Paid for Out-Of-Pocket in the Past Year (continued)

Categories are not mutually exclusive; therefore N is not shown.

Regional Center	Other Therapies	Parent Training	Recreational Activities and Programs	Respite Services
ACRC	8%	2%	35%	10%
CVRC	5%	1%	25%	8%
ELARC	8%	2%	24%	5%
FDLRC	7%	2%	24%	7%
FNRC	6%	1%	34%	6%
GGRC	12%	2%	31%	8%
HRC	10%	1%	30%	6%
IRC	7%	2%	29%	6%
KRC	5%	2%	26%	6%
NBRC	10%	1%	33%	9%
NLACRC	10%	1%	29%	5%
RCEB	14%	3%	36%	9%
RCOC	10%	2%	31%	9%
RCRC	6%	2%	35%	10%
SARC	10%	3%	35%	7%
SCLARC	3%	1%	17%	3%
SDRC	10%	2%	34%	6%
SGPRC	8%	2%	27%	6%
TCRC	10%	1%	35%	5%
VMRC	6%	2%	27%	6%
WRC	13%	2%	30%	8%
CA Average	9%	2%	30%	7%

Services Paid for Out-Of-Pocket in the Past Year (continued)

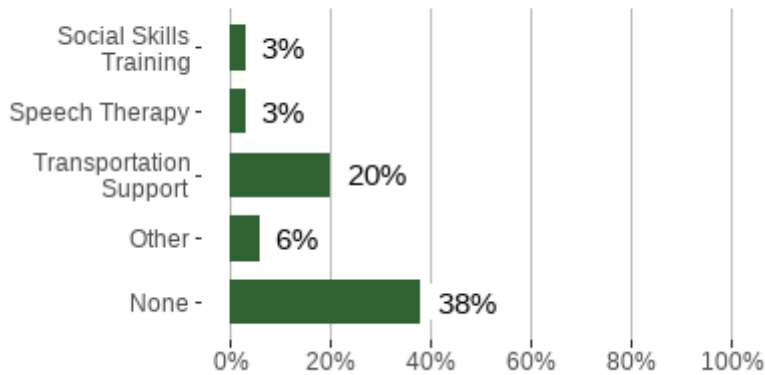


Table 95c. Services Paid for Out-Of-Pocket in the Past Year (continued)

Categories are not mutually exclusive; therefore N is not shown.

Regional Center	Social Skills Training	Speech Therapy	Transportation Support	Other	None
ACRC	4%	3%	22%	8%	31%
CVRC	2%	2%	18%	8%	42%
ELARC	5%	4%	20%	5%	43%
FDLRC	3%	4%	21%	6%	43%
FNRC	1%	1%	23%	8%	33%
GGRC	6%	5%	21%	7%	36%
HRC	4%	5%	19%	6%	36%
IRC	3%	2%	18%	6%	45%
KRC	2%	3%	16%	7%	47%
NBRC	2%	2%	21%	7%	34%
NLACRC	3%	3%	21%	5%	40%
RCEB	6%	3%	26%	4%	28%
RCOC	4%	4%	20%	6%	37%
RCRC	2%	1%	26%	10%	30%
SARC	4%	4%	23%	4%	34%
SCLARC	2%	1%	10%	3%	60%
SDRC	4%	4%	22%	9%	37%
SGPRC	2%	1%	17%	5%	38%
TCRC	5%	3%	25%	5%	30%
VMRC	2%	2%	14%	4%	42%
WRC	4%	5%	24%	5%	40%
CA Average	3%	3%	20%	6%	38%

Total Out-of-Pocket Expenses Related to Family Member's Care in the Past Year

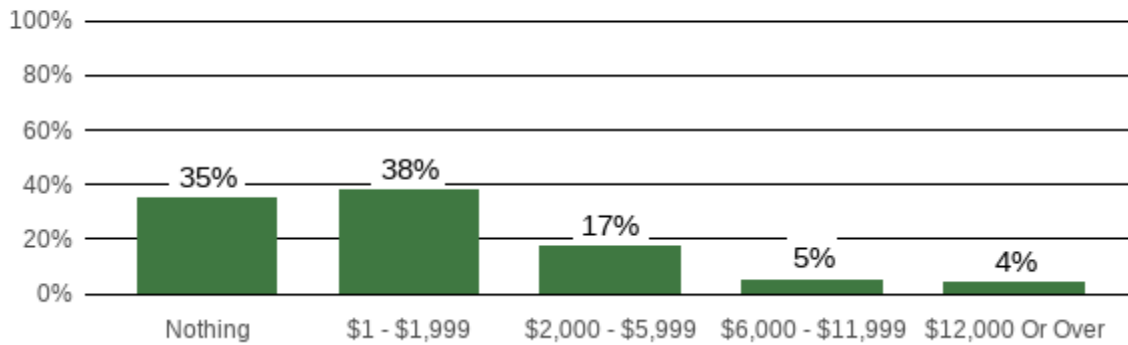


Table 96. Total Out-of-Pocket Expenses Related to Family Member's Care in the Past Year

Regional Center	Nothing	\$1 - \$1,999	\$2,000 - \$5,999	\$6,000 - \$11,999	\$12,000 Or Over	N
ACRC	29%	44%	19%	4%	3%	998
CVRC	39%	40%	16%	4%	2%	615
ELARC	46%	32%	15%	3%	3%	453
FDLRC	42%	29%	17%	5%	6%	486
FNRC	30%	47%	15%	6%	3%	298
GGRC	28%	39%	17%	6%	9%	521
HRC	32%	34%	24%	7%	3%	512
IRC	40%	38%	14%	5%	2%	1327
KRC	46%	34%	15%	3%	3%	356
NBRC	33%	39%	18%	6%	3%	463
NLACRC	37%	35%	18%	6%	5%	735
RCEB	27%	43%	17%	7%	6%	697
RCOC	33%	38%	18%	5%	6%	997
RCRC	28%	44%	17%	5%	6%	149
SARC	32%	37%	19%	6%	7%	749
SCLARC	59%	29%	9%	2%	1%	486
SDRC	34%	38%	18%	6%	4%	1142
SGPRC	35%	43%	16%	3%	2%	429
TCRC	29%	42%	20%	6%	4%	614
VMRC	37%	42%	15%	4%	1%	506
WRC	34%	31%	21%	4%	10%	378
CA Average	35%	38%	17%	5%	4%	12911

**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)**

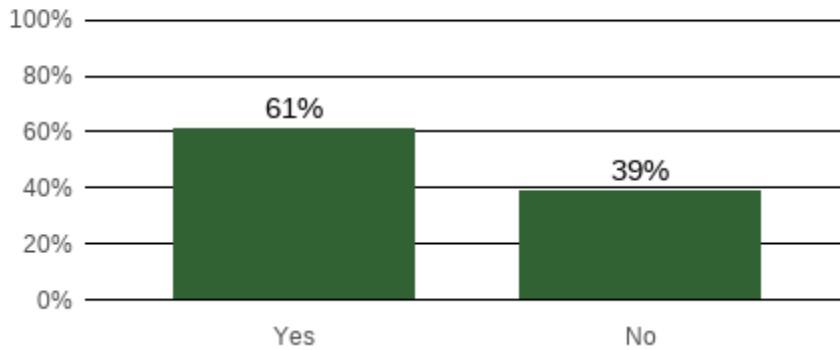


Table 97. Do you know what to do if you disagree with your regional center about services and/or eligibility? (For example, how to request a Fair Hearing)

Regional Center	Yes	No	N
ACRC	70%	30%	857
CVRC	64%	36%	522
ELARC	63%	37%	409
FDLRC	54%	46%	408
FNRC	71%	29%	269
GGRC	55%	45%	427
HRC	62%	38%	443
IRC	63%	37%	1153
KRC	55%	45%	322
NBRC	60%	40%	398
NLACRC	59%	41%	643
RCEB	52%	48%	588
RCOC	67%	33%	863
RCRC	74%	26%	139
SARC	55%	45%	621
SCLARC	54%	46%	439
SDRC	57%	43%	961
SGPRC	62%	38%	381
TCRC	65%	35%	546
VMRC	67%	33%	443
WRC	63%	37%	323
CA Average	61%	39%	11155

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

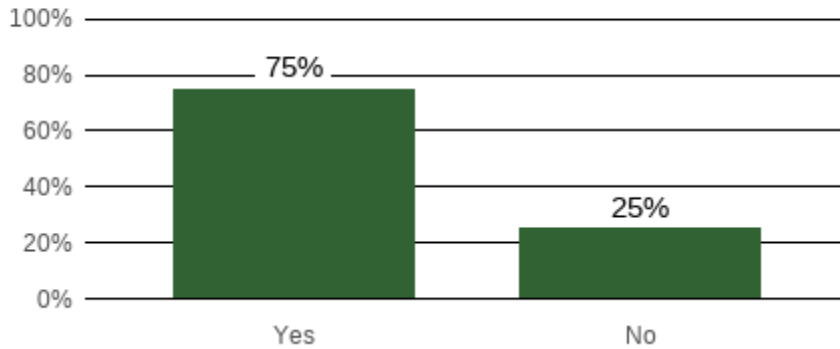


Table 98. Does your regional center keep you informed, in your preferred language, about programs or services it offers?

Regional Center	Yes	No	N
ACRC	72%	28%	912
CVRC	79%	21%	589
ELARC	80%	20%	441
FDLRC	74%	26%	471
FNRC	73%	27%	277
GGRC	73%	27%	470
HRC	86%	14%	504
IRC	70%	30%	1249
KRC	68%	32%	332
NBRC	69%	31%	441
NLACRC	76%	24%	689
RCEB	61%	39%	628
RCOC	86%	14%	1002
RCRC	65%	35%	136
SARC	73%	27%	690
SCLARC	72%	28%	498
SDRC	73%	27%	1079
SGPRC	84%	16%	412
TCRC	78%	22%	570
VMRC	79%	21%	481
WRC	77%	23%	365
CA Average	75%	25%	12236

Did you get a copy of your family member's individual program plan (IPP) in your preferred language?

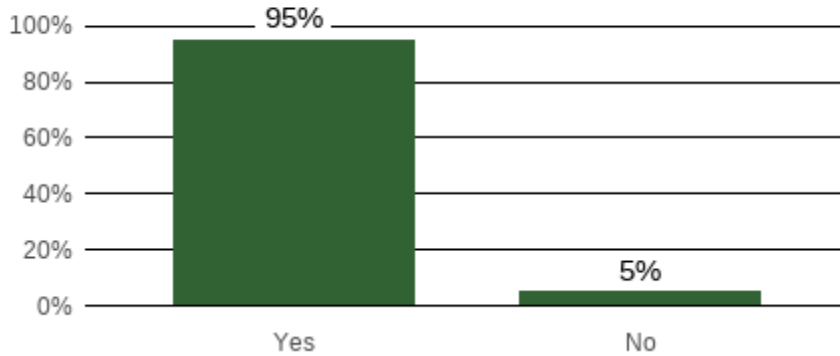


Table 99. Did you get a copy of your family member's individual program plan (IPP) in your preferred language?

Regional Center	Yes	No	N
ACRC	99%	1%	777
CVRC	99%	1%	418
ELARC	96%	4%	354
FDLRC	89%	11%	300
FNRC	99%	1%	233
GGRC	93%	7%	343
HRC	93%	7%	305
IRC	95%	5%	816
KRC	96%	4%	207
NBRC	96%	4%	349
NLACRC	93%	7%	536
RCEB	93%	7%	459
RCOC	95%	5%	713
RCRC	93%	7%	124
SARC	93%	7%	515
SCLARC	90%	10%	262
SDRC	96%	4%	839
SGPRC	94%	6%	317
TCRC	96%	4%	461
VMRC	97%	3%	358
WRC	84%	16%	231
CA Average	95%	5%	8917

Do the support workers speak to you in your preferred language?

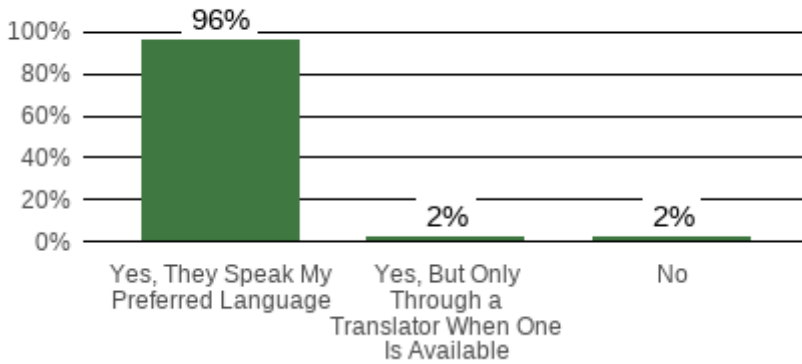


Table 100. Do the support workers speak to you in your preferred language?

Regional Center	Yes, They Speak My Preferred Language	Yes, But Only Through a Translator When One Is Available	No	N
ACRC	97%	2%	1%	869
CVRC	97%	2%	1%	593
ELARC	96%	1%	3%	437
FDLRC	95%	2%	3%	460
FNRC	100%	0%	0%	267
GGRC	93%	4%	3%	477
HRC	95%	3%	2%	446
IRC	97%	1%	2%	1250
KRC	97%	1%	2%	326
NBRC	96%	2%	2%	430
NLACRC	97%	1%	2%	675
RCEB	95%	3%	2%	608
RCOC	97%	1%	2%	936
RCRC	96%	3%	1%	135
SARC	93%	2%	5%	694
SCLARC	97%	1%	2%	483
SDRC	96%	2%	2%	1074
SGPRC	95%	2%	2%	413
TCRC	97%	1%	2%	584
VMRC	93%	5%	2%	451
WRC	97%	1%	2%	355
CA Average	96%	2%	2%	11963

Does your family member's case manager/service coordinator speak to you in your preferred language?

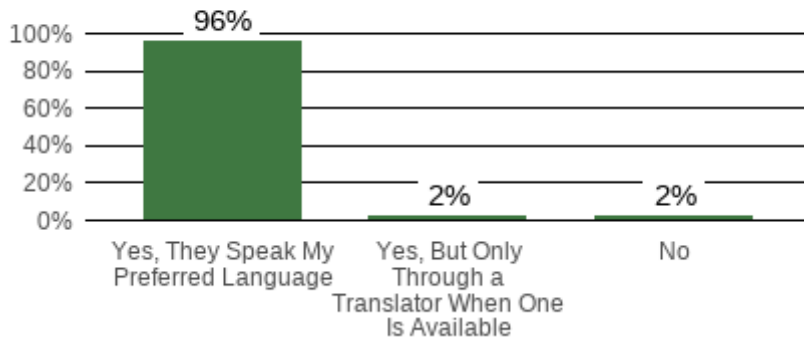


Table 101. Does your family member's case manager/service coordinator speak to you in your preferred language?

Regional Center	Yes, They Speak My Preferred Language	Yes, But Only Through a Translator When One Is Available	No	N
ACRC	97%	2%	1%	979
CVRC	97%	2%	1%	629
ELARC	97%	1%	2%	465
FDLRC	94%	3%	3%	494
FNRC	100%	0%	0%	302
GGRC	93%	3%	4%	516
HRC	95%	3%	2%	510
IRC	97%	1%	1%	1334
KRC	98%	1%	1%	358
NBRC	98%	1%	2%	467
NLACRC	97%	1%	2%	717
RCEB	96%	2%	2%	679
RCOC	97%	1%	2%	1037
RCRC	97%	3%	1%	148
SARC	93%	2%	5%	748
SCLARC	96%	2%	2%	519
SDRC	96%	2%	2%	1150
SGPRC	96%	2%	2%	445
TCRC	97%	2%	1%	633
VMRC	94%	4%	2%	503
WRC	97%	1%	2%	381
CA Average	96%	2%	2%	13014

If your support workers and/or case manager/service coordinator do not speak to you in your preferred language, is a translator provided when needed?

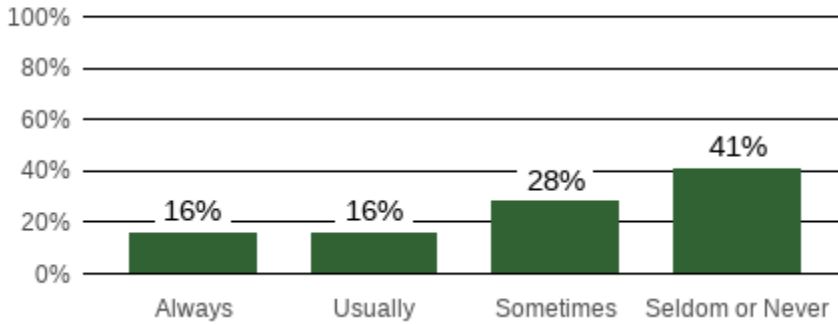


Table 102. If your support workers and/or case manager/service coordinator do not speak to you in your preferred language, is a translator provided when needed?

Regional Center	Always	Usually	Sometimes	Seldom or Never	N
ACRC	n/a	n/a	n/a	n/a	n/a
CVRC	n/a	n/a	n/a	n/a	n/a
ELARC	n/a	n/a	n/a	n/a	n/a
FDLRC	n/a	n/a	n/a	n/a	n/a
FNRC	n/a	n/a	n/a	n/a	n/a
GGRC	n/a	n/a	n/a	n/a	n/a
HRC	n/a	n/a	n/a	n/a	n/a
IRC	n/a	n/a	n/a	n/a	n/a
KRC	n/a	n/a	n/a	n/a	n/a
NBRC	n/a	n/a	n/a	n/a	n/a
NLACRC	n/a	n/a	n/a	n/a	n/a
RCEB	n/a	n/a	n/a	n/a	n/a
RCOC	n/a	n/a	n/a	n/a	n/a
RCRC	n/a	n/a	n/a	n/a	n/a
SARC	8%	13%	33%	46%	24
SCLARC	n/a	n/a	n/a	n/a	n/a
SDRC	n/a	n/a	n/a	n/a	n/a
SGPRC	n/a	n/a	n/a	n/a	n/a
TCRC	n/a	n/a	n/a	n/a	n/a
VMRC	n/a	n/a	n/a	n/a	n/a
WRC	n/a	n/a	n/a	n/a	n/a
CA Average	16%	16%	28%	41%	202

The following Regional Centers had an N of less than 20 and were not shown. They are still included in the overall CA Average: ACRC, CVRC, ELARC, FDLRC, FNRC, GGRC, HRC, IRC, KRC, NBRC, NLACRC, RCEB, RCOC, RCRC, SCLARC, SDRC, SGPRC, TCRC, VMRC, WRC

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

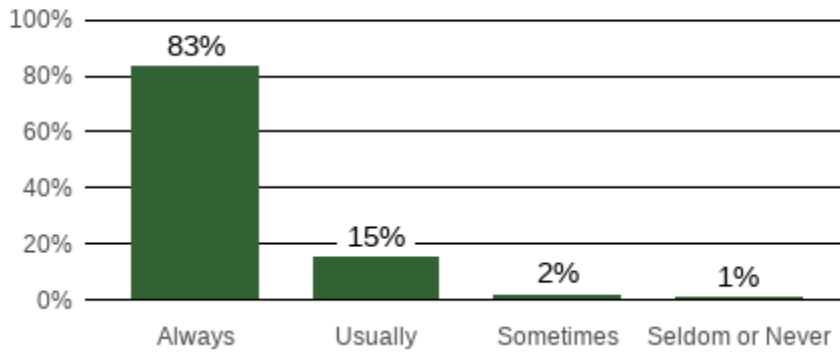


Table 103. Does your family member's case manager/service coordinator support you in a way that is respectful to your culture?

Regional Center	Always	Usually	Sometimes	Seldom or Never	N
ACRC	83%	15%	2%	1%	914
CVRC	86%	12%	2%	0%	591
ELARC	80%	17%	3%	1%	453
FDLRC	77%	17%	4%	2%	471
FNRC	89%	9%	1%	1%	277
GGRC	77%	19%	3%	1%	481
HRC	82%	16%	2%	1%	487
IRC	83%	14%	3%	1%	1274
KRC	80%	18%	1%	1%	347
NBRC	85%	11%	2%	1%	447
NLACRC	81%	16%	2%	1%	692
RCEB	76%	20%	3%	1%	635
RCOC	85%	13%	1%	0%	995
RCRC	84%	15%	1%	0%	139
SARC	79%	18%	2%	0%	689
SCLARC	82%	15%	2%	2%	496
SDRC	86%	12%	1%	1%	1090
SGPRC	83%	14%	1%	1%	425
TCRC	85%	14%	1%	0%	592
VMRC	84%	14%	2%	0%	483
WRC	84%	14%	1%	1%	359
CA Average	83%	15%	2%	1%	12337

Do support workers for your family members provide services in a way that is respectful of your culture?

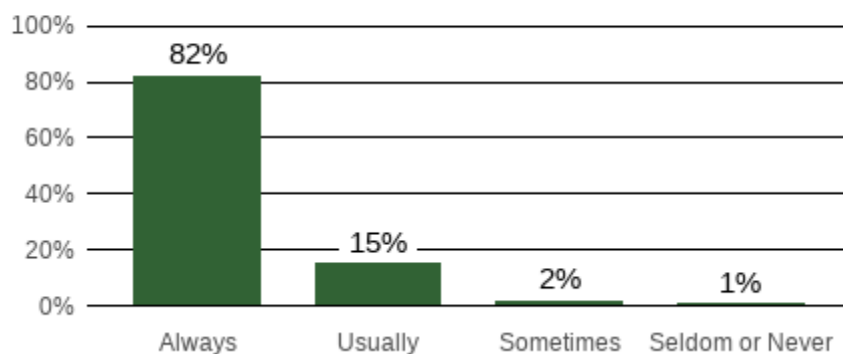


Table 104. Do support workers for your family members provide services in a way that is respectful of your culture?

Regional Center	Always	Usually	Sometimes	Seldom or Never	N
ACRC	82%	16%	2%	0%	802
CVRC	86%	12%	2%	0%	553
ELARC	79%	17%	3%	1%	425
FDLRC	76%	19%	3%	2%	436
FNRC	85%	13%	1%	0%	235
GGRC	76%	20%	3%	1%	434
HRC	79%	17%	3%	1%	404
IRC	84%	13%	2%	1%	1175
KRC	82%	17%	0%	1%	309
NBRC	84%	13%	1%	2%	388
NLACRC	81%	16%	2%	1%	641
RCEB	76%	21%	2%	1%	540
RCOC	83%	15%	1%	0%	886
RCRC	85%	15%	0%	0%	122
SARC	79%	17%	3%	1%	624
SCLARC	82%	14%	3%	1%	460
SDRC	86%	13%	1%	0%	1014
SGPRC	83%	15%	2%	1%	385
TCRC	84%	14%	1%	0%	541
VMRC	86%	12%	2%	0%	430
WRC	83%	15%	1%	1%	333
CA Average	82%	15%	2%	1%	11137

Do you believe your plans for how to handle your family member's needs during a natural disaster (such as a wildfire or earthquake) will be effective?

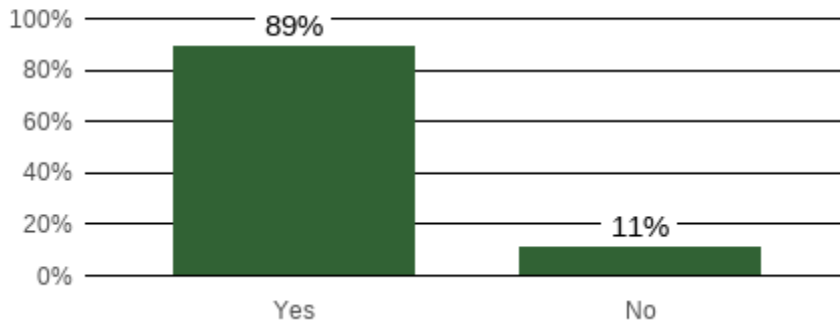


Table 105. Do you believe your plans for how to handle your family member's needs during a natural disaster (such as a wildfire or earthquake) will be effective?

Regional Center	Yes	No	N
ACRC	92%	8%	701
CVRC	90%	10%	403
ELARC	89%	11%	298
FDLRC	81%	19%	298
FNRC	94%	6%	249
GGRC	89%	11%	311
HRC	83%	17%	322
IRC	91%	9%	999
KRC	88%	12%	261
NBRC	91%	9%	349
NLACRC	87%	13%	507
RCEB	85%	15%	409
RCOC	91%	9%	712
RCRC	95%	5%	127
SARC	86%	14%	457
SCLARC	84%	16%	362
SDRC	90%	10%	763
SGPRC	89%	11%	300
TCRC	89%	11%	454
VMRC	91%	9%	331
WRC	93%	7%	254
CA Average	89%	11%	8867

What else do you need to make effective plans for emergencies?

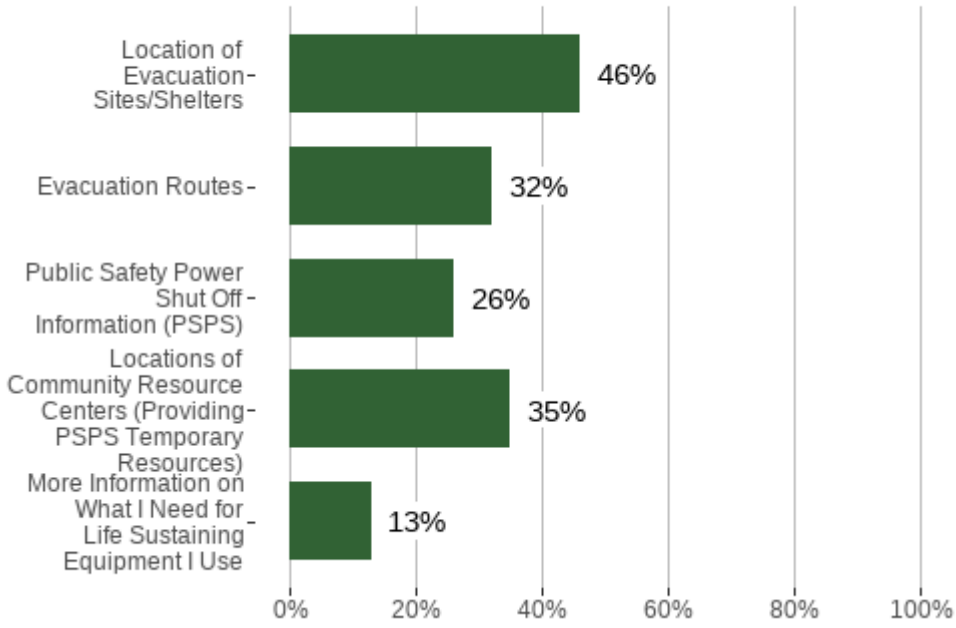


Table 106a. What else do you need to make effective plans for emergencies?

Categories are not mutually exclusive; therefore N is not shown.

Regional Center	Location of Evacuation Sites/Shelters	Evacuation Routes	Public Safety Power Shut Off Information (PSPS)	Locations of Community Resource Centers (Providing PSPS Temporary Resources)	More Information on What I Need for Life Sustaining Equipment I Use
ACRC	38%	28%	19%	28%	10%
CVRC	42%	31%	26%	31%	15%
ELARC	52%	31%	25%	40%	16%
FDLRC	55%	37%	31%	47%	18%
FNRC	29%	23%	17%	22%	5%
GGRC	48%	34%	29%	35%	15%
HRC	50%	35%	32%	39%	16%
IRC	46%	29%	25%	35%	13%
KRC	46%	31%	24%	33%	12%
NBRC	34%	26%	21%	28%	8%
NLACRC	49%	31%	26%	38%	15%
RCEB	55%	41%	33%	43%	16%
RCOC	49%	31%	25%	35%	13%
RCRC	26%	20%	15%	19%	7%
SARC	48%	35%	29%	36%	14%
SCLARC	57%	36%	32%	43%	20%
SDRC	49%	32%	26%	36%	11%
SGPRC	50%	32%	27%	38%	12%
TCRC	40%	32%	23%	29%	10%
VMRC	40%	28%	22%	27%	11%
WRC	52%	36%	31%	41%	13%
CA Average	46%	32%	26%	35%	13%

What else do you need to make effective plans for emergencies? (continued)

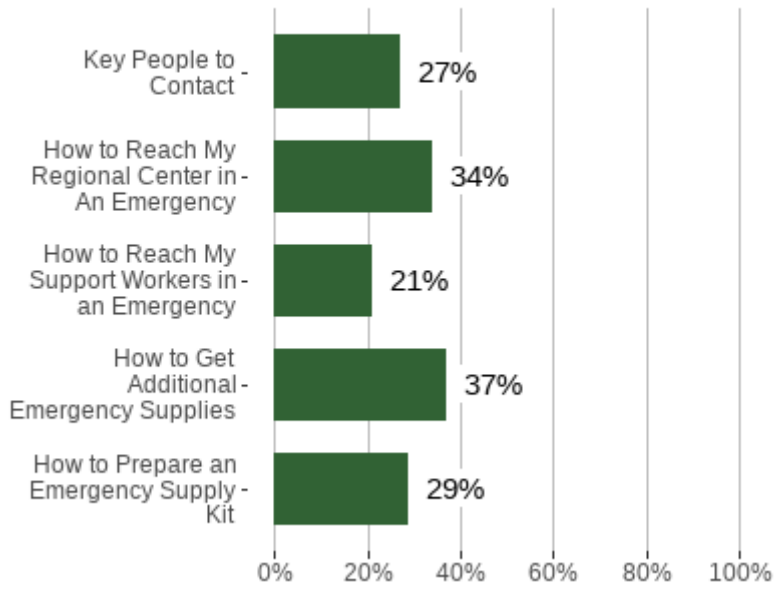


Table 106b. What else do you need to make effective plans for emergencies? (continued)

Categories are not mutually exclusive; therefore N is not shown.

Regional Center	Key People to Contact	How to Reach My Regional Center in An Emergency	How to Reach My Support Workers in an Emergency	How to Get Additional Emergency Supplies	How to Prepare an Emergency Supply Kit
ACRC	20%	26%	15%	30%	24%
CVRC	26%	31%	21%	34%	32%
ELARC	27%	33%	23%	39%	33%
FDLRC	33%	40%	26%	42%	35%
FNRC	20%	20%	13%	24%	19%
GGRC	30%	38%	27%	40%	31%
HRC	30%	35%	22%	41%	33%
IRC	24%	32%	20%	39%	27%
KRC	26%	29%	18%	33%	28%
NBRC	23%	30%	18%	29%	25%
NLACRC	30%	35%	21%	39%	30%
RCEB	35%	44%	25%	45%	38%
RCOC	27%	30%	20%	34%	27%
RCRC	14%	21%	13%	24%	14%
SARC	33%	39%	25%	38%	29%
SCLARC	33%	41%	26%	47%	38%
SDRC	28%	36%	22%	36%	27%
SGPRC	27%	37%	22%	39%	28%
TCRC	24%	30%	17%	34%	27%
VMRC	24%	26%	17%	31%	25%
WRC	31%	33%	23%	38%	30%
CA Average	27%	34%	21%	37%	29%

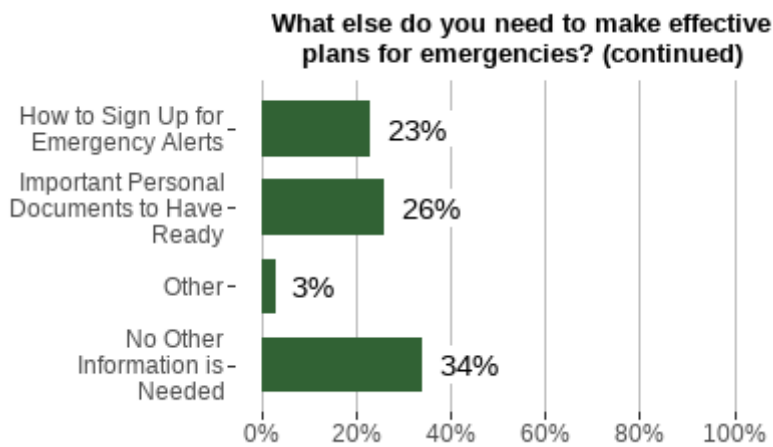


Table 106c. What else do you need to make effective plans for emergencies? (continued)

Categories are not mutually exclusive; therefore N is not shown.

Regional Center	How to Sign Up for Emergency Alerts	Important Personal Documents to Have Ready	Other	No Other Information is Needed
ACRC	17%	20%	3%	44%
CVRC	25%	28%	3%	40%
ELARC	22%	27%	2%	29%
FDLRC	30%	32%	3%	24%
FNRC	15%	16%	3%	50%
GGRC	24%	29%	3%	31%
HRC	25%	30%	2%	29%
IRC	23%	23%	3%	35%
KRC	25%	25%	3%	39%
NBRC	17%	20%	4%	40%
NLACRC	22%	26%	2%	30%
RCEB	29%	34%	2%	25%
RCOC	22%	26%	3%	33%
RCRC	12%	16%	4%	51%
SARC	25%	29%	2%	29%
SCLARC	32%	30%	1%	23%
SDRC	20%	24%	3%	33%
SGPRC	22%	27%	2%	28%
TCRC	17%	21%	4%	38%
VMRC	23%	23%	4%	41%
WRC	22%	27%	4%	30%
CA Average	23%	26%	3%	34%

NCI History and Activities

This section briefly describes the history of the National Core Indicators and NCI surveys.

Overview of National Core Indicators—Intellectual and Developmental Disabilities

In December 1996, the National Association of State Directors of Developmental Disabilities Services (NASDDDS), in collaboration with the Human Services Research Institute (HSRI), launched the Core Indicators Project (CIP). The aim of the project was to support state developmental disabilities and regional center authorities in the development and implementation of performance and outcome indicators—and related data collection strategies—so that they could measure service delivery system performance. This effort, now called National Core Indicators-Intellectual and Developmental Disabilities (NCI-IDD), strives to provide states with valid and reliable tools to help improve system performance and better serve people with intellectual and developmental disabilities and their families. Moreover, NASDDDS' active sponsorship of NCI-IDD facilitates pooled knowledge, expertise, and resources among the states.

In 1997, 15 states convened to discuss the scope and content of a potential performance measurement framework. Directors and staff from these 15 states worked to identify the major domains and sub-domains of performance, indicators, measures, and data sources. The original 61 indicators, developed through a consensus process, were intended to provide a system-level “snapshot” of how well each state was performing. The states were guided by a set of criteria that was designed to select indicators that were:

1. Measurable
2. Related to issues the states had some ability to influence
3. Important to all individuals they served, regardless of level of intellectual/developmental disability or residential setting

During this initial phase, data collection protocols were developed and field-tested, including a face-to-face In-Person Survey⁸ (for individuals age 18 and older who were receiving services) and a mail-out Adult Family Survey (for families who have an adult family member living at home). Seven states volunteered to pilot test the indicators. Eight additional states served on the Steering Committee.

Since the initial field test, NCI-IDD has expanded its scope to include outcomes of services for children with intellectual and developmental disabilities and their families. In addition, NCI-IDD continues to develop and refine the indicators and expand state participation. For more information about NCI-IDD states, technical reports, and other resources please visit the [NCI-IDD website](#).

State Participation

In recent years, 48 states, the District of Columbia and 22 sub-state entities participated in NCI-IDD. State participation is entirely voluntary. Not all states participate in all surveys each year.

The Core Indicators

The Core Indicators are the standard measures used across states to assess the outcomes of services provided to individuals and families. Indicators address key areas of concern, including employment, respect/rights, service planning, community inclusion, choice, and health and safety. An

⁸ Formerly named 'Adult Consumer Survey'

example of a Core Indicator would be, “The proportion of people who have a paid job in the community.” To see the entire list of Core Indicators, please visit the [Indicators page](#) on the [NCI-IDD website](#).

Each survey instrument is designed to measure certain Core Indicators. While most indicators correspond to a single survey question, a few refer to clusters of related questions. For example, the indicator that measures Community Inclusion (the proportion of people who regularly participate in everyday integrated activities in their communities) is measured by several survey questions that ask about several separate community activities.

The current set of performance indicators includes approximately 100 individual, family, system, and health and safety outcomes—outcomes that are important to understanding the overall health of public developmental disabilities agencies. Indicators are organized across four broad domains: Individual Outcomes; System Performance, Health, Wellness and Rights, and Family Experience. Each domain is broken down into sub-domains, as shown in the following table. Four data sources are used to assess outcomes: the In-Person Survey, three Family Surveys, and a State of the Workforce Survey (e.g., staff turnover).

The indicators have remained generally consistent over the last several years and thus can be used to analyze system-level trends over time. However, the NCI-IDD program is a dynamic effort that allows for measures to be added, dropped, or changed to reflect current and future priorities of participating states.

The data collection tools used to gather indicator data are regularly refined and tested to ensure they remain valid, reliable, and applicable to current issues within the field.

Sub-Domains and Concern Statements

The following table lists the sub-domains under the “Family Experience” domain.

Figure 1. Family Survey Sub-Domains and Concern Statements

Sub-Domain	Concern Statement
Information and Planning	Families have the information and support needed to take part in planning supports and services for their family member receiving services and supports from the state DD system.
Access & Support Delivery	Families receive services and supports that are appropriate to the needs of the family and the family member receiving services and supports from the state DD system.
Workforce	There is stable and sufficient workforce to meet demand. People are supported by staff who demonstrate respect for what is important to the person in their day-to-day life. Staff have the right skills to support people.
Choice & Decision-making	Families and their family members receiving services and supports from the state DD system are involved in making choices about supports, services, and providers.
Community Connections	Family members receiving services and supports from the state DD system are meaningfully engaged as members of their communities and have strong relationships. Families can use supports in their community.
Health, Welfare, And Safety	Families are supported to ensure the health, welfare, and safety of their family member receiving services and supports from the state DD system.
Satisfaction	Services and supports lead to better lives for people with disabilities and their families.

How NCI-IDD Data Are Used

The Core Indicators provide information for quality management and are intended to be used in conjunction with other state data sources, such as risk management information, regional level performance data, results of provider monitoring processes, and administrative information gathered at the individual service coordination level. States typically use the indicator data to inform strategic planning, produce legislative reports, and prioritize quality improvement initiatives. Some states use NCI-IDD as a data source for supplemental performance measures in their home and community-based services (HCBS) waiver quality management systems and include the information in support of evidentiary reports to the Centers for Medicare & Medicaid Services (CMS). Many states share the indicator data with stakeholder groups such as Quality Councils and use the stakeholder feedback to help set priorities and establish policy direction. It is also important to note that states do not use the information in a punitive way to sanction service providers, nor do they use the results to remediate individual issues (unless specifically requested by the participant or required by law as in the case of suspected abuse, neglect, or mistreatment).

For more information on how to use these data for quality improvement, please see this handbook: [Using National Core Indicators for Quality Improvement Initiatives](#).⁹

Caution and Limitations

This report does not provide benchmarks for acceptable or unacceptable levels of performance. Rather, it is up to each state to decide whether its score or percentage is an acceptable performance level. Moreover, the NCI-IDD Average should not be interpreted as defining “acceptable” levels of performance or satisfaction. Instead, it represents a multi-state “norm” that describes average levels of performance or satisfaction across the participating states.

In some instances, there are few significant differences among regional centers; this denotes that the majority of states and regional centers are performing similarly. Instances in which several regional center results are especially high (considerably above the average level) indicate the levels of performance or satisfaction achieved in those regional centers might define a level of performance that may serve as a guidepost for other states.

Data from previous years are not presented in this report. Comparisons of results from year to year should be made with caution: even slight changes in wording or response options of certain questions may affect comparability of results from one year to the next; the mix of participating states differs slightly each year and may affect the NCI-IDD Averages; and states and regional centers draw new samples each year rather than following the same group of individuals.

⁹ Located on the National Core Indicators website: <https://www.nationalcoreindicators.org>

Methodology

This section describes the protocol used by states to select families to participate in the survey, administer the survey, and convey the resulting data for analysis. It also includes information on the statistical methods used by NCI staff to aggregate and analyze the data.

Sampling & Administration

States were asked to administer the Adult Family Survey who:

1. Had an adult individual (aged 18 or over) with an intellectual or developmental disability living in the home; and
2. The adult individual with an intellectual or developmental disability living in the home received at least one direct service or support in addition to service coordination.

California has chosen to enhance data collection by focusing on obtaining a sample from each RC that has proportionate representation from five ethno-racial groups (i.e., African American/Black, Asian, Hispanic, White and Other).¹⁰

Beginning in 2016-17, states had a choice of mailing paper surveys to families selected in their sample, sending a URL link for families to complete surveys online (referred to as “direct entry”), or a combination of both modes. Prior to that, states only had the option to mail paper surveys. A total of 9 states (AZ, CA, DC, IN, MD, MO, MT, NJ, PA) had at least a portion of surveys completed via direct entry for the 2023-24 data collection cycle.

Weighting

Statistically, the term “average” refers to a calculated central or middle value of a set of numbers. In NCI-IDD reports, we use the “NCI-IDD average” to demonstrate the typical performance of all the states that conducted the survey. Prior to the 2016-17 survey cycle, the NCI average was calculated as the simple arithmetic mean of all state means (an approach known as “average of averages”). The approach has since been enhanced to consider the relative numbers of people receiving services through participating states’ systems. The NCI-IDD averages contained in this report are “weighted” means; their calculations reflect the relative population sizes of participating states and the sample sizes.

Applying statistical weights allows a state that provides services to a larger number of people (but is represented in the data by a sample of the same size as other states) to have a higher influence on the overall NCI-IDD average—that is, the state’s contribution to the NCI-IDD average is proportional to its service population. The weights used in calculations for this report were developed using each participating state’s number of survey respondents and its total survey-eligible population.

¹⁰ See “Response Rates” for information on total surveys mailed and received by regional centers as well as each regional center’s margin of error.

Data Entry and Analysis

Each state entered its survey responses into the Online Data Entry Survey Application (ODESA). All raw data files were reviewed for completeness, invalid responses were eliminated, and quality checks were performed. The data files were then cleaned and merged to create the national dataset.

Data were considered invalid, and therefore excluded, based on the following two criteria:

1. The respondent indicated the individual with an intellectual or developmental disability receiving services lived outside of the family home.
2. Demographic information was entered into the file, but no survey questions were answered.

Response Rates

During 2023-24, 13 states, including California administered the Adult Family Survey and submitted a valid sample size for comparison—a sample that would yield a 95% confidence level with +/- 7% (7.49% or less) margin of error; their data are included in this report. The following table shows the number of individuals receiving services who were eligible to be drawn into the sample (“total population”), the number of surveys each regional center sent, complete surveys, response rates, margins of error, and survey submission modes.

Please note: The family surveys are mail surveys or completed online by respondents who choose to take part in the survey. As such, the final sample is a sample of convenience and cannot be considered representative of the entire service.

Figure 2. Adult Family Surveys Regional Center Response Rates^{11 12}

Regional Center	Total Population	Surveys Sent	Usable Surveys	Response Rate	Margin of Error	Paper Submission	Direct Entry Submission
ACRC	7,198	7,198	1,074	15%	2.7%	79%	21%
CVRC	5,362	5,362	672	13%	3.5%	89%	11%
ELARC	4,280	4,280	515	12%	4.0%	83%	17%
FDLRC	2,891	2,891	528	18%	3.9%	84%	16%
FNRC	1,653	1,653	330	20%	4.9%	86%	14%
GGRC	2,705	2,705	573	21%	3.8%	79%	21%
HRC	4,197	4,197	551	13%	3.8%	79%	21%
IRC	11,998	11,998	1,438	12%	2.4%	85%	15%
KRC	2,637	2,637	399	15%	4.5%	87%	13%
NBRC	2,389	2,389	508	21%	4.0%	83%	17%
NLACRC	7,046	7,046	797	11%	3.2%	82%	18%
RCEB	4,893	4,893	765	16%	3.2%	77%	23%
RCOC	6,454	6,454	1,096	17%	2.7%	84%	16%
RCRC	927	927	159	17%	7.1%	84%	16%
SARC	5,559	5,559	826	15%	3.1%	81%	19%
SCLARC	5,584	5,584	558	10%	3.8%	88%	12%
SDRC	7,899	7,899	1,235	16%	2.6%	82%	18%
SGPRC	3,669	3,669	471	13%	4.1%	85%	15%
TCRC	4,085	4,085	666	16%	3.5%	81%	19%
VMRC	3,857	3,857	559	14%	3.8%	86%	14%
WRC	2,940	2,940	411	14%	4.4%	80%	20%
CA Average	98,223	98,223	14,131	14%	0.8%	83%	17%
Weighted NCI-IDD Average	204,619	121,084	18,724	15%	0.7%	80%	20%

¹¹ State response rates are calculated as following: the number of complete surveys divided by total surveys sent in that state (type “RR1” as defined by the American Association for Public Opinion Research). For more details on the definition, please see the AAPOR report: <https://aapor.org/wp-content/uploads/2022/11/Standard-Definitions20169theditionfinal.pdf>

¹² The NCI Average includes California; consistent with past years, the overall response rate and margin of error were calculated as the average of state averages, and the overall paper submission and direct entry submission rates were calculated as averages weighted by state total service population sizes (column 2 of this table).

Child Family Survey

2023-24 California Statewide Report

Prepared by Human Services Research Institute for the
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August 2025

Message from the California Department of Developmental Services

Mission: The Department of Developmental Services (DDS) is committed to providing leadership that results in quality services to the people of California and assures the opportunity for individuals with intellectual/developmental disabilities to exercise their right to make choices.

All Californians with an intellectual or developmental disability as defined by California law have both a civil right and an individual entitlement to receive services from the California Department of Developmental Services. These statutory requirements make California's service system unique and could impact comparisons between its survey results and the results of other states.

The NCI Child Family Survey report was compiled by Human Services Research Institute (HSRI) in accordance with Welfare and Institutions Code (WIC), Section 4571. It is an important effort to collect accurate, reliable, and valid individual and family satisfaction measures, as well as individual outcome data. More information about the California NCI can be found at <https://www.dds.ca.gov/rc/nci/>.

This is the fifth administration of the Child Family Survey, with data collected from December 2023 through June 2024. During that time, 8,277 mail-out surveys were completed by family members who live in the same residence with a child with intellectual and developmental disabilities receiving at least one service beyond case management from a regional center. The data findings in this report contribute to our understanding of how California's system is performing. California uses these reports to monitor changes in the system and to guide strategic planning and quality improvement activities. Regional centers can use the data in a similar fashion at the local level. Regional centers can use the data in a similar fashion at the local level.

This report does not compare California's data to the data of other states, but it does include the NCI average across participating NCI states. This is because California's DDS service system is unique among states. Some of the things that make California's service system unique include:

1. California has longstanding statute that ensures services and supports are provided for eligible persons with intellectual and developmental disabilities.
2. California's laws mandate intake, evaluation and assessment within 120 days.
3. California has a broad eligibility definition for receiving services.
4. California has mandated services, including case management, with statutory limitations on caseload size.
5. California's service obligations to the families needing services are, by law, from pre-conception to death.
6. California's regional centers are, by design, autonomous in that each center has a local board of directors to best address the unique needs of each of the 21 regions.
7. Consumers or their families can call a team meeting at any time to request a change in service.

Reports like this offer DDS the opportunity to compare the results of the data across the years. System improvements will take time to identify and achieve, but this report provides valuable data and is one more tool in our continuous effort to improve services and supports to individuals with intellectual and developmental disabilities across California.

Acknowledgements

This report would not be possible if not for the 8,277 families who agreed to offer their time and discuss their lives in order to assist in improving the services of all people with intellectual and developmental disabilities in California.

List of Abbreviations Used in This Report

AFS - Adult Family Survey

ARCA - Association of Regional Center Agencies

CAC - Consumer Advisory Committee

CA-ODESA - California Online Data Entry Survey Administration

CCF - Community Care Facility

CIP - Core Indicators Project

CFS - Child Family Survey

CMS - Centers for Medicare & Medicaid Services

DDS - Department of Developmental Services

FGS - Family/Guardian Survey

FHA - Family Home Agency

HCBS – Home and Community-Based Services

HSRI - Human Services Research Institute

ICF - Intermediate Care Facility

ILS/SLS - Independent Living Services/Supported Living Services

NASDDDS - National Association of State Directors of Developmental Disabilities Services

NCI - National Core Indicators

QAC - Quality Assessment Coordinator

RC - Regional Center

SCDD - State Council of Developmental Disabilities

List of Regional Center Abbreviations

ACRC- Alta California Regional Center
CVRC- Central Valley Regional Center
ELARC- Eastern Los Angeles Regional Center
FDLRC- Frank D. Lanterman Regional Center
FNRC- Far Northern Regional Center
GGRC- Golden Gate Regional Center
HRC- Harbor Regional Center
IRC- Inland Regional Center
KRC- Kern Regional Center
NBRC- North Bay Regional Center
NLACRC- North Los Angeles County Regional Center
RCEB- Regional Center of the East Bay
RCOC- Regional Center of Orange County
RCRC- Redwood Coast Regional Center
SARC- San Andreas Regional Center
SDRC- San Diego Regional Center
SCLARC- South Central Los Angeles Regional Center
SG/PRC- San Gabriel/Pomona Regional Center
TCRC- Tri-Counties Regional Center Regional Center
VMRC- Valley Mountain Regional Center
WRC- Westside Regional Center

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Executive Summary

National Core Indicators—Intellectual and Developmental Disabilities (NCI-IDD) are standard measures used across states to assess the outcomes of services provided to individuals with intellectual and developmental disabilities and their families. Indicators address key areas of concern such as respect and rights, service planning, community inclusion, choice, and health and safety. The data that result from NCI-IDD surveys are often used to inform strategic planning, produce legislative reports, and prioritize quality improvement initiatives. Many states also share the data with stakeholder groups such as Quality Councils and use the stakeholder feedback to help set priorities and establish policy direction.

The National Core Indicators (NCI-IDD) Child Family Survey is administered to families who have a child¹ with an intellectual or developmental disability who lives in the family home and receives at least one service other than case management. Not all states that participate in NCI-IDD administer the Child Family Survey on an annual basis. Of the 48 states, the District of Columbia and 22 sub-state entities that were members of NCI during the 2023-24 data collection cycle, five states² submitted a valid sample of Child Family Survey data. **Please note: the NCI-IDD averages shown throughout this report are weighted.**³

In California, the Child Family Survey is administered once every two years and data are collected from all 21 regional centers. The California statewide average is comprised of these data. This report provides a summary of results based on data submitted by June 30, 2024.

Note: *All Californians with an intellectual or developmental disability as defined by California law have both a civil right and an individual entitlement to receive services from the California Department of Developmental Services. These statutory requirements make California's service system unique and could impact comparisons between its survey results and the results of other states.*

¹ Some states include people up to 21 years old receiving child services

² California (CA), Louisiana (LA), Missouri (MO), Oregon (OR), and Wisconsin (WI)

³ For more information see "Weighting" in the Methodology section

Respondents of this survey are families of children (3-17 years old) who have IDD and who live with them and receive at least one service in addition to case management from the state DD service system. More NCI data findings are available at [National Core Indicators - CA Department of Developmental Services](#)

Respondents....



8,277

Participated in the survey

NORTHERN CA

986

RCRC = 123
FNRC = 183
ACRC = 680

BAY AREA

1,207

NBRC = 252
SARC = 394
RCEB = 373
GGRC = 188

CENTRAL CA

1,047

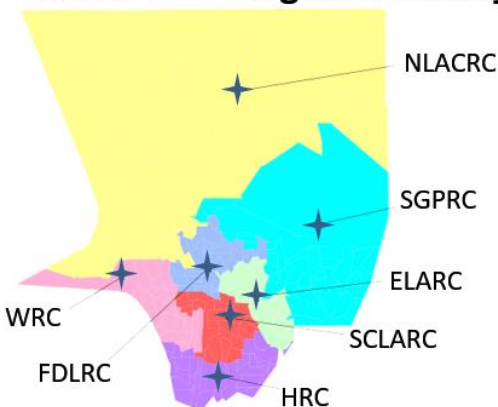
CVRC = 450
KRC = 238
VMRC = 359

LOS ANGELES

2,684

SGPRC = 284
HRC = 467
WRC = 211
NLACRC = 567
SCLARC = 481
ELARC = 359
FDLRC = 315

Center Locations Within Los Angeles County



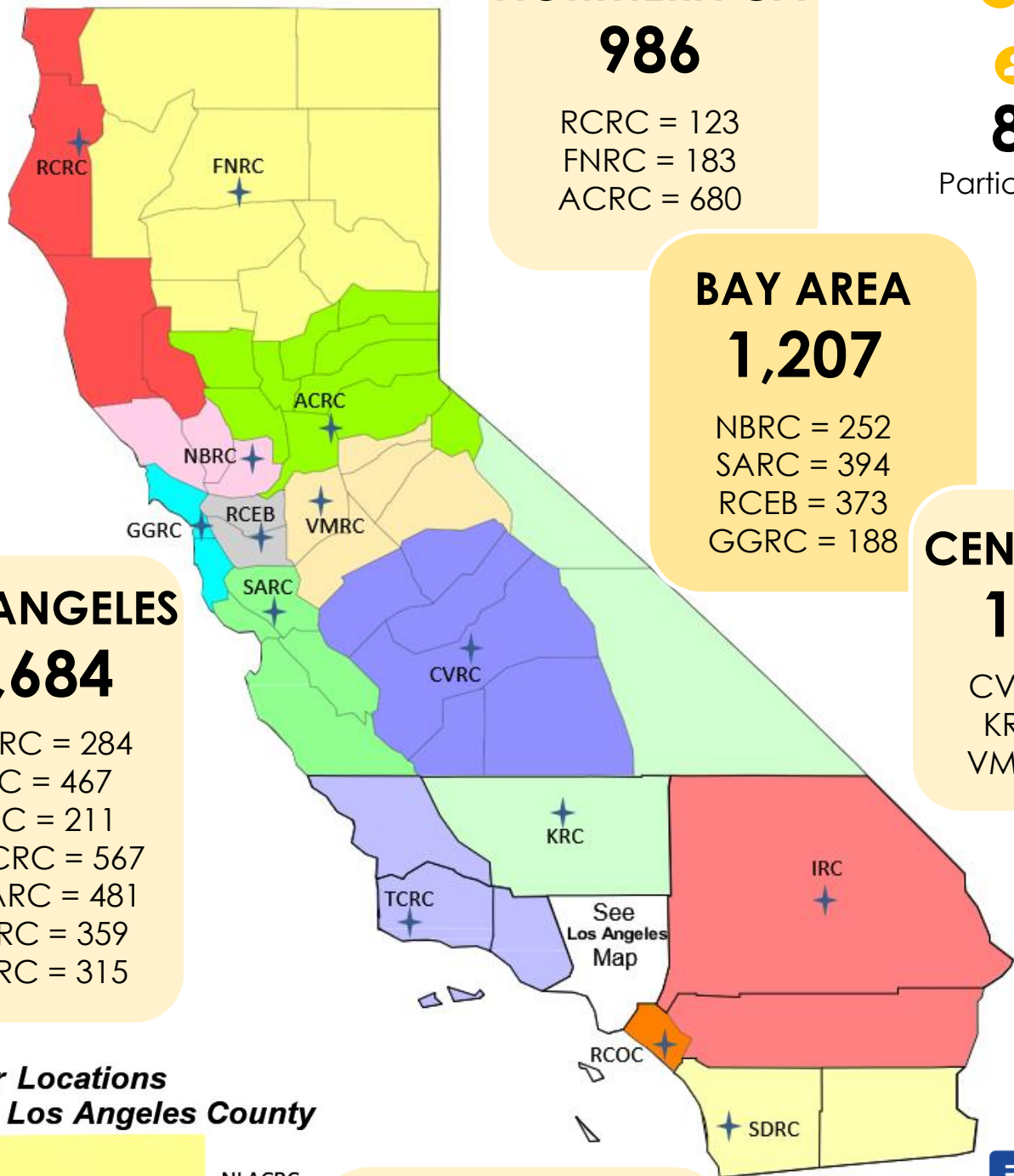
SOUTHERN CA

2,353

SDRC = 741
TCRC = 421
RCOC = 526
IRC = 665



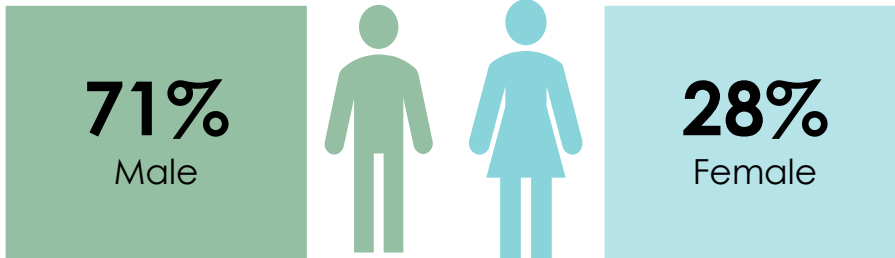
9% under the age of 35
76% ages of 35-54
14% ages of 55-74
1% 75 or older¹⁷⁷



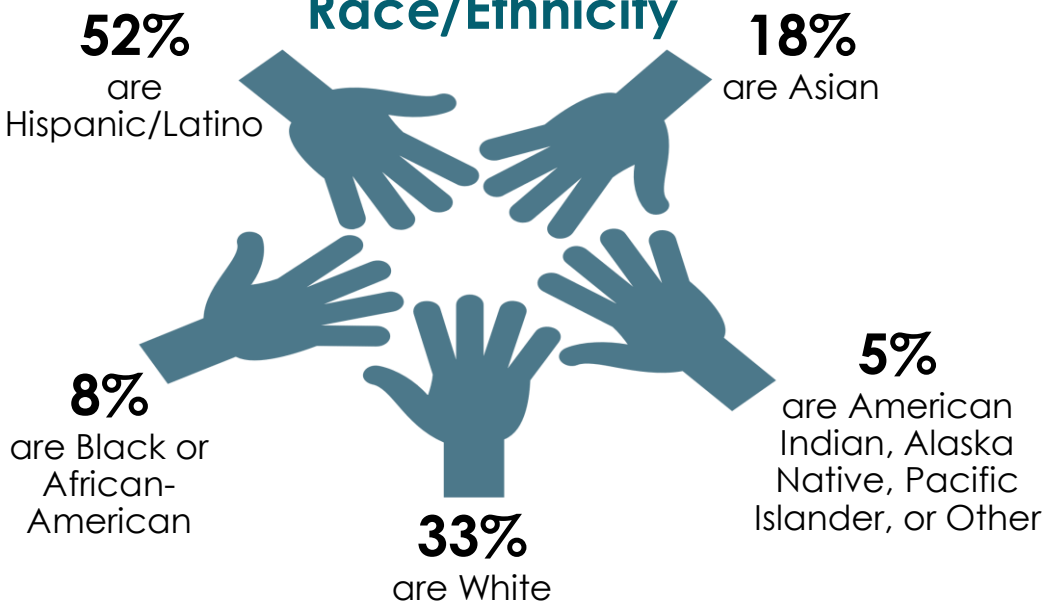
Respondents of this survey are families of children (3-17 years old) who have IDD and who live with them and receive at least one service in addition to case management from the state DD service system. More NCI data findings are available at [National Core Indicators - CA Department of Developmental Services](#)

Children with IDD....

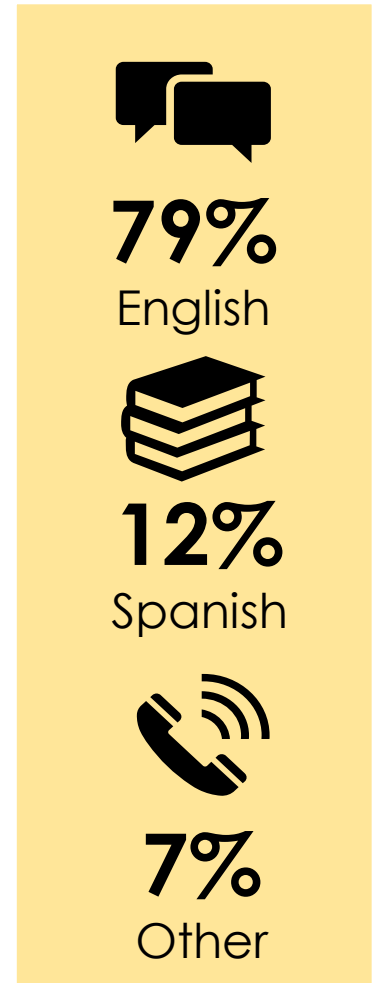
Gender



Race/Ethnicity



Preferred Language



Consumer and Family Member Characteristics

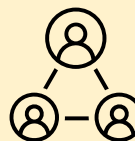
Preferred Means of Communication

- 71% Spoken
- 17% Gestures or body language
- 2% Sign language or finger spelling
- 5% Communication aid or device
- 5% Other



Respondent's relationship to child

- 96% Parent
- 0% Sibling
- 3% Grandparent
- 1% Other



Results

This section provides regional center, California, and NCI-IDD results for demographic and survey outcomes data.

Presentation of the Data

In addition to basic demographic questions and questions on services received, the survey contains six groupings of questions that probe specific areas of quality service provision: information and planning, access and delivery of services, choice and control, community connections, satisfaction, and outcomes.

Each question is constructed so the respondent selects from either four possible responses (“always,” “usually,” “sometimes,” “seldom/never”) or two responses (“yes” or “no”). Respondents also have the option to indicate that they don’t know the answer to a question or that the question is not applicable.

Demographic results are shown in table form with regional centers listed alphabetically. Outcomes are shown first with a chart depicting the CA average. The charts are followed by accessible tables showing regional center outcomes listed alphabetically.

Regional centers with fewer than 20 respondents to a question **are not** included in outcome tables; however, their data **are** included in the CA average.

Note on NCI Averages: The NCI-IDD averages contained in this report are “weighted” means; their calculations reflect the relative population sizes of participating states and the states’ sample sizes. See more about weighting in the Methodology section.

Note on language used in this report: “You” and “Respondent” refers to the person (usually a parent or conservator) filling out the survey. “Child” refers to the person receiving services whom the respondent is answering questions about in this survey.

Note on responses: All data are reported by the respondent based on their understanding of their family member’s demographics, diagnoses, and personal characteristics.

“N” demonstrates the number of valid responses for each question. “N” can vary between questions. The N does not include missing responses, “don’t know” responses or “not applicable” responses. For information on the total sample from each regional center see Figure 2.

Demographic

Note on responses: All data are reported by the respondent based on their understanding of their child's demographics, diagnoses and personal characteristics.

Child

This section provides demographic information about the child receiving services.

Table 1. More Than One Child Living in the Home Has IDD

Please note: All data in this section are reported by the respondent based on their understanding of their child's demographics, diagnoses and personal characteristics.

Regional Center	No	Yes	N
ACRC	68%	32%	664
CVRC	73%	27%	442
ELARC	59%	41%	348
FDLRC	60%	40%	310
FNRC	66%	34%	175
GGRC	57%	43%	183
HRC	65%	35%	449
IRC	68%	32%	654
KRC	69%	31%	234
NBRC	62%	38%	242
NLACRC	68%	32%	553
RCEB	65%	35%	359
RCOC	64%	36%	514
RCRC	61%	39%	114
SARC	63%	37%	382
SCLARC	63%	37%	473
SDRC	64%	36%	727
SGPRC	63%	37%	280
TCRC	63%	37%	412
VMRC	75%	25%	355
WRC	60%	40%	204
CA Average	65%	35%	8074
Weighted NCI-IDD Average	65%	35%	9778

Table 2. Child's Age

Please note: All data in this section are reported by the respondent based on their understanding of their child's demographics, diagnoses and personal characteristics.

Regional Center	Age	N
ACRC	10.8	680
CVRC	10.0	450
ELARC	10.7	359
FDLRC	10.8	315
FNRC	10.4	183
GGRC	11.2	188
HRC	11.2	467
IRC	11.5	665
KRC	10.2	238
NBRC	10.4	252
NLACRC	10.8	567
RCEB	10.8	373
RCOC	11.3	526
RCRC	10.8	123
SARC	12.2	394
SCLARC	11.3	480
SDRC	10.6	741
SGPRC	11.0	284
TCRC	10.9	421
VMRC	10.2	359
WRC	11.5	211
CA Average	10.9	8,276
Weighted NCI-IDD Average	10.6	10,031

Table 3. Child's Gender

Please note: All data in this section are reported by the respondent based on their understanding of their child's demographics, diagnoses and personal characteristics.

Regional Center	Male	Female	Other	N
ACRC	71%	29%	0%	680
CVRC	72%	28%	0%	450
ELARC	75%	24%	1%	359
FDLRC	72%	28%	0%	315
FNRC	68%	31%	1%	183
GGRC	69%	31%	1%	188
HRC	74%	26%	0%	467
IRC	70%	30%	0%	665
KRC	66%	34%	0%	238
NBRC	74%	26%	0%	252
NLACRC	71%	29%	0%	567
RCEB	75%	24%	1%	373
RCOC	71%	29%	0%	526
RCRC	74%	26%	0%	123
SARC	71%	29%	0%	394
SCLARC	70%	30%	0%	480
SDRC	72%	27%	0%	741
SGPRC	73%	27%	0%	284
TCRC	70%	29%	0%	421
VMRC	70%	30%	0%	359
WRC	70%	30%	0%	211
CA Average	71%	28%	0%	8276
Weighted NCI-IDD Average	70%	30%	0%	10031

Table 4. Child's Race and Ethnicity

Please note: All data in this section are reported by the respondent based on their understanding of their child's demographics, diagnoses and personal characteristics. Categories are not mutually exclusive; therefore N is not shown.

Regional Center	American Indian or Alaska Native	Asian	Black or African American	Pacific Islander	White	Hispanic or Latino	Other	Prefer Not to Say
ACRC	4%	19%	11%	2%	54%	32%	3%	2%
CVRC	2%	10%	5%	1%	24%	72%	1%	1%
ELARC	1%	22%	2%	0%	16%	69%	1%	2%
FDLRC	2%	23%	6%	0%	34%	47%	4%	2%
FNRC	9%	3%	3%	2%	69%	33%	1%	2%
GGRC	1%	46%	5%	2%	34%	29%	2%	2%
HRC	1%	23%	11%	1%	25%	55%	1%	2%
IRC	2%	10%	11%	1%	32%	57%	2%	3%
KRC	4%	4%	9%	0%	33%	66%	2%	1%
NBRC	2%	12%	9%	1%	40%	48%	1%	3%
NLACRC	2%	10%	7%	0%	33%	57%	2%	4%
RCEB	2%	34%	12%	1%	39%	39%	2%	2%
RCOC	2%	32%	3%	2%	35%	39%	2%	2%
RCRC	13%	4%	3%	1%	76%	25%	2%	2%
SARC	1%	36%	3%	1%	25%	46%	1%	2%
SCLARC	0%	2%	14%	0%	5%	82%	1%	2%
SDRC	2%	20%	6%	1%	37%	51%	3%	2%
SGPRC	2%	33%	4%	2%	17%	58%	1%	3%
TCRC	2%	8%	2%	0%	39%	60%	1%	2%
VMRC	2%	16%	7%	1%	26%	60%	2%	3%
WRC	3%	13%	28%	0%	34%	41%	1%	2%
CA Average	2%	18%	8%	1%	33%	52%	2%	2%
Weighted NCI-IDD Average	2%	15%	9%	1%	42%	43%	2%	2%

Table 5a. Child's Conditions

Please note: All data in this section are reported by the respondent based on their understanding of their child's demographics, diagnoses and personal characteristics. Categories are not mutually exclusive; therefore N is not shown.

Regional Center	Intellectual Disability	Mood Illness / Psychiatric Diagnosis	Autism Spectrum Disorder	Cerebral Palsy
ACRC	33%	15%	77%	9%
CVRC	40%	10%	74%	5%
ELARC	26%	9%	81%	6%
FDLRC	27%	12%	84%	5%
FNRC	29%	17%	79%	6%
GGRC	48%	16%	72%	8%
HRC	31%	15%	81%	4%
IRC	39%	14%	76%	11%
KRC	41%	12%	74%	8%
NBRC	36%	13%	75%	8%
NLACRC	30%	13%	81%	5%
RCEB	37%	14%	79%	8%
RCOC	43%	12%	74%	7%
RCRC	28%	13%	78%	3%
SARC	40%	15%	74%	7%
SCLARC	32%	12%	79%	3%
SDRC	34%	14%	83%	7%
SGPRC	43%	10%	79%	6%
TCRC	36%	12%	72%	9%
VMRC	33%	10%	77%	5%
WRC	31%	11%	80%	5%
CA Average	35%	13%	78%	7%
Weighted NCI-IDD Average	36%	15%	74%	7%

Table 5b. Child's Conditions (continued)

Please note: All data in this section are reported by the respondent based on their understanding of their child's demographics, diagnoses and personal characteristics. Categories are not mutually exclusive; therefore N is not shown.

Regional Center	Limited or No Vision – Legally Blind	Hearing Loss – Severe or Profound	Brain Injury	Seizure Disorder and/or Neurological Problem	Chemical Dependency
ACRC	3%	4%	5%	12%	0%
CVRC	6%	3%	5%	9%	0%
ELARC	3%	2%	2%	9%	0%
FDLRC	4%	3%	2%	9%	0%
FNRC	3%	2%	2%	11%	1%
GGRC	4%	5%	3%	19%	1%
HRC	3%	2%	3%	8%	0%
IRC	7%	6%	4%	13%	2%
KRC	6%	3%	3%	12%	0%
NBRC	4%	4%	2%	11%	1%
NLACRC	4%	2%	1%	9%	0%
RCEB	6%	3%	6%	17%	0%
RCOC	5%	3%	4%	15%	0%
RCRC	3%	0%	3%	11%	1%
SARC	6%	4%	4%	15%	0%
SCLARC	5%	3%	3%	9%	1%
SDRC	4%	4%	3%	12%	0%
SGPRC	4%	2%	4%	10%	0%
TCRC	5%	3%	4%	12%	0%
VMRC	6%	5%	2%	11%	0%
WRC	4%	2%	2%	11%	0%
CA Average	5%	3%	3%	12%	0%
Weighted NCI-IDD Average	5%	4%	4%	13%	0%

Table 5c. Child's Conditions (continued)

Please note: All data in this section are reported by the respondent based on their understanding of their child's demographics, diagnoses and personal characteristics. Categories are not mutually exclusive; therefore N is not shown.

Regional Center	Down Syndrome	Prader-Willi Syndrome	Fetal Alcohol Spectrum Disorder (FASD)	Other Disabilities
ACRC	7%	1%	1%	19%
CVRC	9%	0%	1%	16%
ELARC	7%	0%	0%	13%
FDLRC	5%	0%	0%	17%
FNRC	7%	1%	2%	21%
GGRC	11%	1%	0%	22%
HRC	7%	0%	1%	16%
IRC	11%	0%	1%	19%
KRC	8%	1%	2%	14%
NBRC	11%	0%	1%	16%
NLACRC	6%	0%	2%	15%
RCEB	7%	0%	1%	17%
RCOC	12%	1%	0%	22%
RCRC	3%	1%	6%	18%
SARC	10%	0%	0%	18%
SCLARC	7%	1%	2%	9%
SDRC	6%	1%	1%	23%
SGPRC	6%	0%	1%	16%
TCRC	9%	1%	0%	20%
VMRC	8%	0%	0%	17%
WRC	6%	0%	0%	17%
CA Average	8%	0%	1%	18%
Weighted NCI-IDD Average	8%	0%	1%	21%

Table 6a. Child's Health Conditions

Please note: All data in this section are reported by the respondent based on their understanding of their child's demographics, diagnoses and personal characteristics. Categories are not mutually exclusive; therefore N is not shown.

Regional Center	Cardiovascular Disease	Diabetes	Cancer	High Blood Pressure	High Cholesterol
ACRC	9%	3%	2%	3%	5%
CVRC	8%	5%	3%	2%	4%
ELARC	9%	3%	2%	2%	9%
FDLRC	3%	1%	1%	3%	8%
FNRC	16%	4%	4%	7%	13%
GGRC	10%	1%	0%	8%	4%
HRC	8%	0%	1%	1%	10%
IRC	8%	4%	3%	2%	10%
KRC	5%	1%	3%	4%	8%
NBRC	3%	1%	3%	1%	2%
NLACRC	6%	3%	3%	3%	8%
RCEB	8%	2%	0%	2%	7%
RCOC	12%	4%	3%	5%	9%
RCRC	2%	4%	2%	0%	4%
SARC	9%	3%	1%	6%	7%
SCLARC	6%	7%	2%	2%	7%
SDRC	6%	2%	1%	4%	5%
SGPRC	8%	5%	2%	4%	6%
TCRC	10%	4%	3%	3%	8%
VMRC	8%	2%	1%	4%	7%
WRC	7%	1%	1%	0%	6%
CA Average	8%	3%	2%	3%	7%
Weighted NCI-IDD Average	9%	3%	2%	3%	6%

Table 6b. Child's Health Conditions (continued)

Please note: All data in this section are reported by the respondent based on their understanding of their child's demographics, diagnoses and personal characteristics. Categories are not mutually exclusive; therefore N is not shown.

Regional Center	Dysphagia	Pressure Ulcers	Oral Health or Dental Problems	Sleep Apnea	Other Pulmonary Diagnosis (e.g., COPD, Bronchitis, Emphysema)
ACRC	6%	2%	8%	18%	8%
CVRC	8%	1%	10%	23%	8%
ELARC	14%	0%	5%	12%	8%
FDLRC	8%	0%	8%	16%	5%
FNRC	13%	2%	11%	25%	4%
GGRC	12%	3%	8%	34%	8%
HRC	5%	0%	6%	13%	7%
IRC	10%	0%	10%	19%	8%
KRC	8%	0%	10%	22%	13%
NBRC	13%	0%	5%	19%	2%
NLACRC	6%	0%	5%	18%	6%
RCEB	15%	0%	10%	23%	10%
RCOC	10%	3%	13%	33%	9%
RCRC	9%	2%	11%	26%	13%
SARC	7%	0%	11%	29%	8%
SCLARC	4%	0%	7%	17%	8%
SDRC	9%	1%	7%	19%	5%
SGPRC	6%	1%	7%	21%	5%
TCRC	14%	1%	11%	18%	7%
VMRC	5%	0%	13%	23%	6%
WRC	6%	0%	11%	6%	4%
CA Average	9%	1%	9%	20%	7%
Weighted NCI-IDD Average	11%	1%	9%	21%	8%

Table 6c. Child's Health Conditions (continued)

Please note: All data in this section are reported by the respondent based on their understanding of their child's demographics, diagnoses and personal characteristics. Categories are not mutually exclusive; therefore N is not shown.

Regional Center	Asthma	Chronic Kidney Disease	Long-term Health Problems Associated with COVID-19	Other
ACRC	41%	2%	2%	39%
CVRC	44%	5%	2%	32%
ELARC	44%	4%	1%	26%
FDLRC	31%	0%	1%	49%
FNRC	44%	4%	4%	27%
GGRC	26%	4%	1%	27%
HRC	47%	1%	1%	27%
IRC	41%	1%	1%	32%
KRC	62%	3%	0%	20%
NBRC	38%	1%	1%	31%
NLACRC	45%	2%	3%	31%
RCEB	41%	1%	1%	22%
RCOC	29%	4%	3%	42%
RCRC	39%	0%	0%	30%
SARC	28%	2%	1%	36%
SCLARC	41%	1%	1%	30%
SDRC	37%	2%	2%	39%
SGPRC	40%	3%	2%	32%
TCRC	39%	3%	1%	37%
VMRC	37%	1%	0%	32%
WRC	46%	1%	1%	34%
CA Average	40%	2%	1%	33%
Weighted NCI-IDD Average	36%	2%	1%	35%

Table 7a. Child's Preferred Language

Please note: The standard NCI-IDD Survey tool includes: English, Spanish, Chinese (including Mandarin, Cantonese, and Hokkien) Tagalog (including Filipino), Vietnamese, American Sign Language (ASL), and Other. California adds additional language categories to their survey tool. In the standard NCI-IDD report, the CA data under "Other" capture the data on the additional CA language categories. Therefore, the data for CA and the Weighted NCI-IDD Average for the "Other" category in this report will not match the standard NCI-IDD report. All data in this section are reported by the respondent based on their understanding of their family member's demographics, diagnoses and personal characteristics.

Regional Center	English	Spanish	Chinese	Tagalog	Vietnamese	N
ACRC	87%	9%	0%	0%	0%	677
CVRC	67%	27%	0%	0%	0%	448
ELARC	76%	8%	2%	0%	0%	354
FDLRC	78%	9%	0%	0%	0%	312
FNRC	90%	9%	0%	0%	0%	181
GGRC	72%	14%	4%	0%	0%	183
HRC	76%	6%	0%	0%	0%	464
IRC	91%	6%	0%	0%	0%	634
KRC	85%	13%	0%	0%	0%	207
NBRC	73%	25%	0%	0%	0%	247
NLACRC	81%	7%	0%	0%	0%	566
RCEB	84%	10%	2%	1%	0%	370
RCOC	78%	15%	0%	0%	1%	520
RCRC	89%	8%	0%	0%	0%	120
SARC	70%	20%	2%	1%	1%	391
SCLARC	65%	16%	0%	0%	0%	476
SDRC	81%	14%	0%	0%	0%	726
SGPRC	81%	7%	4%	0%	0%	284
TCRC	86%	12%	0%	0%	0%	358
VMRC	70%	24%	0%	0%	0%	357
WRC	88%	4%	0%	0%	0%	210
CA Average	79%	12%	1%	0%	0%	8085
Weighted NCI-IDD Average	83%	10%	0%	0%	0%	9800

Table 7b. Child’s Preferred Language (continued)

Please note: The standard NCI-IDD Survey tool includes: English, Spanish, Chinese (including Mandarin, Cantonese, and Hokkien) Tagalog (including Filipino), Vietnamese, American Sign Language (ASL), and Other. California adds additional language categories to their survey tool. In the standard NCI-IDD report, the CA data under “Other” capture the data on the additional CA language categories. Therefore, the data for CA and the Weighted NCI-IDD Average for the “Other” category in this report will not match the standard NCI-IDD report. All data in this section are reported by the respondent based on their understanding of their family member’s demographics, diagnoses and personal characteristics.

Regional Center	American Sign Language	Arabic	Armenian	Farsi	Hindi	Hmong	N
ACRC	0%	0%	0%	0%	0%	0%	677
CVRC	1%	0%	0%	0%	0%	0%	448
ELARC	0%	0%	0%	0%	0%	0%	354
FDLRC	1%	0%	1%	0%	0%	0%	312
FNRC	1%	0%	0%	0%	0%	0%	181
GGRC	0%	0%	0%	0%	0%	0%	183
HRC	0%	0%	0%	0%	0%	0%	464
IRC	1%	0%	0%	0%	0%	0%	634
KRC	0%	1%	0%	0%	0%	0%	207
NBRC	0%	0%	0%	0%	0%	0%	247
NLACRC	0%	0%	0%	0%	0%	0%	566
RCEB	1%	0%	0%	0%	0%	0%	370
RCOC	0%	0%	0%	0%	0%	0%	520
RCRC	2%	0%	0%	0%	0%	0%	120
SARC	1%	0%	0%	0%	0%	0%	391
SCLARC	0%	0%	0%	0%	0%	0%	476
SDRC	1%	0%	0%	0%	0%	0%	726
SGPRC	0%	0%	0%	0%	0%	0%	284
TCRC	0%	0%	0%	0%	0%	0%	358
VMRC	0%	0%	0%	0%	0%	0%	357
WRC	0%	0%	0%	0%	0%	0%	210
CA Average	0%	0%	0%	0%	0%	0%	8085
Weighted NCI-IDD Average	0%	n/a	n/a	n/a	n/a	n/a	9800

Table 7c. Child's Preferred Language (continued)

Please note: The standard NCI-IDD Survey tool includes: English, Spanish, Chinese (including Mandarin, Cantonese, and Hokkien) Tagalog (including Filipino), Vietnamese, American Sign Language (ASL), and Other. California adds additional language categories to their survey tool. In the standard NCI-IDD report, the CA data under "Other" capture the data on the additional CA language categories. Therefore, the data for CA and the Weighted NCI-IDD Average for the "Other" category in this report will not match the standard NCI-IDD report. All data in this section are reported by the respondent based on their understanding of their family member's demographics, diagnoses and personal characteristics.

Regional Center	Japanese	Khmer	Korean	Laotian	Russian	Other	N
ACRC	0%	0%	0%	0%	0%	3%	677
CVRC	0%	0%	0%	0%	0%	3%	448
ELARC	0%	0%	0%	0%	0%	14%	354
FDLRC	0%	0%	2%	0%	0%	9%	312
FNRC	0%	0%	0%	0%	0%	1%	181
GGRC	0%	0%	0%	0%	1%	10%	183
HRC	0%	0%	0%	0%	0%	16%	464
IRC	0%	0%	0%	0%	0%	1%	634
KRC	0%	0%	0%	0%	0%	1%	207
NBRC	0%	0%	0%	0%	0%	1%	247
NLACRC	0%	0%	0%	0%	1%	11%	566
RCEB	0%	0%	0%	0%	0%	3%	370
RCOC	0%	0%	1%	0%	0%	4%	520
RCRC	0%	0%	0%	0%	0%	1%	120
SARC	1%	0%	0%	0%	1%	4%	391
SCLARC	0%	0%	0%	0%	0%	19%	476
SDRC	0%	0%	0%	0%	0%	4%	726
SGPRC	0%	0%	1%	0%	0%	6%	284
TCRC	0%	0%	0%	0%	0%	1%	358
VMRC	0%	0%	0%	0%	0%	6%	357
WRC	0%	0%	0%	0%	0%	7%	210
CA Average	0%	0%	0%	0%	0%	6%	8085
Weighted NCI-IDD Average	n/a	n/a	n/a	n/a	n/a	5%	9800

Table 8. Child's Preferred Means of Communication

Please note: All data in this section are reported by the respondent based on their understanding of their child's demographics, diagnoses and personal characteristics.

Regional Center	Spoken	Gestures or Body Language	Sign Language or Finger Spelling	Communication Aid or Device	Other	N
ACRC	74%	15%	1%	5%	5%	673
CVRC	58%	24%	4%	8%	6%	441
ELARC	70%	18%	3%	4%	6%	351
FDLRC	76%	14%	2%	4%	4%	313
FNRC	76%	16%	3%	3%	2%	177
GGRC	67%	22%	2%	7%	3%	181
HRC	74%	11%	2%	5%	8%	456
IRC	71%	18%	3%	5%	3%	652
KRC	77%	17%	2%	1%	3%	224
NBRC	63%	20%	3%	7%	7%	238
NLACRC	75%	11%	1%	3%	9%	561
RCEB	71%	18%	2%	6%	3%	366
RCOC	65%	20%	2%	11%	2%	517
RCRC	80%	11%	3%	3%	3%	118
SARC	67%	19%	3%	9%	3%	387
SCLARC	69%	15%	2%	5%	9%	464
SDRC	73%	16%	2%	5%	4%	724
SGPRC	69%	19%	4%	5%	3%	280
TCRC	76%	16%	2%	5%	1%	391
VMRC	71%	18%	3%	3%	6%	357
WRC	79%	11%	2%	1%	6%	208
CA Average	71%	17%	2%	5%	5%	8079
Weighted NCI-IDD Average	70%	17%	2%	6%	5%	9807

Table 9. Child's Support Needs for Self-Injurious, Disruptive, and/or Destructive Behaviors

Please note: All data in this section are reported by the respondent based on their understanding of their child's demographics, diagnoses and personal characteristics.

Regional Center	No Support Needed; No Issues with Managing Behavior	Some Support Needed; Requires Only Occasional Assistance or Monitoring	Extensive Support Needed; Frequent or Severe Enough to Require Regular Assistance	N
ACRC	29%	41%	30%	660
CVRC	23%	46%	31%	432
ELARC	30%	45%	25%	351
FDLRC	27%	49%	24%	307
FNRC	27%	42%	30%	179
GGRC	27%	45%	28%	178
HRC	32%	40%	28%	454
IRC	24%	38%	38%	649
KRC	28%	48%	24%	231
NBRC	22%	42%	37%	240
NLACRC	25%	45%	30%	547
RCEB	28%	43%	29%	358
RCOC	19%	40%	40%	512
RCRC	31%	50%	19%	115
SARC	26%	43%	31%	384
SCLARC	26%	44%	29%	456
SDRC	25%	45%	30%	730
SGPRC	28%	42%	30%	276
TCRC	27%	44%	29%	396
VMRC	28%	45%	28%	346
WRC	34%	39%	27%	210
CA Average	26%	43%	30%	8011
Weighted NCI-IDD Average	28%	43%	29%	9745

Table 10. Child’s Level of Help Needed with Personal Care Activities (for example, bathing, dressing, eating)

Please note: All data in this section are reported by the respondent based on their understanding of their child’s demographics, diagnoses and personal characteristics.

Regional Center	No Support Needed; No Issues with Personal Care Activities	Some Support Needed; Requires Only Occasional Assistance or Monitoring	Extensive Support Needed; Frequent or Severe Enough to Require Regular Assistance	N
ACRC	10%	44%	46%	676
CVRC	7%	35%	58%	446
ELARC	13%	46%	41%	354
FDLRC	9%	46%	45%	309
FNRC	9%	46%	45%	181
GGRC	9%	36%	56%	187
HRC	13%	43%	44%	459
IRC	6%	38%	56%	662
KRC	11%	38%	50%	235
NBRC	7%	40%	53%	245
NLACRC	13%	44%	43%	564
RCEB	10%	39%	50%	371
RCOC	4%	37%	59%	520
RCRC	17%	50%	34%	121
SARC	6%	39%	55%	390
SCLARC	9%	41%	50%	469
SDRC	9%	42%	49%	738
SGPRC	9%	44%	47%	282
TCRC	8%	42%	50%	413
VMRC	11%	46%	43%	357
WRC	15%	49%	37%	210
CA Average	9%	42%	49%	8189
Weighted NCI-IDD Average	9%	42%	49%	9940

Respondents

This section provides information about the survey respondent.

Table 11a. Language Usually Spoken at Home

Please note: The standard NCI-IDD Survey tool includes: English, Spanish, Chinese (including Mandarin, Cantonese, and Hokkien) Tagalog (including Filipino), Vietnamese, American Sign Language (ASL), and Other. California adds additional language categories to their survey tool. In the standard NCI-IDD report, the CA data under "Other" capture the data on the additional CA language categories. Therefore, the data for CA and the Weighted NCI-IDD Average for the "Other" category in this report will not match the standard NCI-IDD report.

Regional Center	English	Spanish	Chinese	Tagalog	Vietnamese	N
ACRC	78%	13%	1%	1%	0%	675
CVRC	51%	42%	0%	1%	0%	438
ELARC	57%	24%	8%	1%	1%	357
FDLRC	57%	26%	1%	4%	0%	312
FNRC	86%	14%	0%	0%	0%	176
GGRC	55%	22%	12%	2%	2%	186
HRC	57%	26%	1%	1%	0%	463
IRC	68%	27%	1%	1%	0%	648
KRC	63%	36%	0%	0%	0%	227
NBRC	62%	34%	0%	0%	1%	247
NLACRC	58%	30%	0%	1%	0%	563
RCEB	66%	19%	7%	2%	1%	363
RCOC	64%	23%	2%	1%	3%	512
RCRC	84%	14%	0%	0%	0%	121
SARC	48%	32%	5%	2%	6%	390
SCLARC	39%	51%	0%	0%	0%	474
SDRC	65%	27%	1%	1%	1%	718
SGPRC	59%	24%	11%	1%	1%	283
TCRC	61%	35%	0%	1%	1%	399
VMRC	54%	38%	1%	0%	0%	356
WRC	78%	13%	0%	0%	0%	206
CA Average	61%	28%	2%	1%	1%	8114
Weighted NCI-IDD Average	69%	23%	2%	1%	1%	9845

Table 11b. Language Usually Spoken at Home (continued)

Please note: The standard NCI-IDD Survey tool includes: English, Spanish, Chinese (including Mandarin, Cantonese, and Hokkien) Tagalog (including Filipino), Vietnamese, American Sign Language (ASL), and Other. California adds additional language categories to their survey tool. In the standard NCI-IDD report, the CA data under "Other" capture the data on the additional CA language categories. Therefore, the data for CA and the Weighted NCI-IDD Average for the "Other" category in this report will not match the standard NCI-IDD report.

Regional Center	American Sign Language	Arabic	Armenian	Farsi	Hindi	Hmong	N
ACRC	0%	0%	0%	1%	0%	0%	675
CVRC	0%	0%	0%	0%	0%	0%	438
ELARC	0%	1%	0%	0%	0%	0%	357
FDLRC	0%	0%	1%	0%	0%	0%	312
FNRC	0%	0%	0%	0%	0%	0%	176
GGRC	0%	0%	0%	0%	0%	0%	186
HRC	0%	0%	0%	0%	0%	0%	463
IRC	0%	0%	0%	0%	0%	0%	648
KRC	0%	0%	0%	0%	0%	0%	227
NBRC	0%	0%	0%	0%	0%	0%	247
NLACRC	0%	0%	1%	1%	0%	0%	563
RCEB	0%	1%	0%	1%	0%	0%	363
RCOC	0%	1%	0%	1%	0%	0%	512
RCRC	2%	0%	0%	0%	0%	0%	121
SARC	1%	0%	0%	0%	0%	0%	390
SCLARC	0%	0%	0%	0%	0%	0%	474
SDRC	0%	0%	0%	0%	0%	0%	718
SGPRC	0%	0%	0%	0%	0%	0%	283
TCRC	0%	0%	0%	0%	0%	0%	399
VMRC	0%	0%	0%	0%	0%	0%	356
WRC	0%	0%	0%	0%	0%	0%	206
CA Average	0%	0%	0%	0%	0%	0%	8114
Weighted NCI-IDD Average	0%	n/a	n/a	n/a	n/a	n/a	9845

Table 11c. Language Usually Spoken at Home (continued)

Please note: The standard NCI-IDD Survey tool includes: English, Spanish, Chinese (including Mandarin, Cantonese, and Hokkien) Tagalog (including Filipino), Vietnamese, American Sign Language (ASL), and Other. California adds additional language categories to their survey tool. In the standard NCI-IDD report, the CA data under "Other" capture the data on the additional CA language categories. Therefore, the data for CA and the Weighted NCI-IDD Average for the "Other" category in this report will not match the standard NCI-IDD report.

Regional Center	Japanese	Khmer	Korean	Laotian	Russian	Other	N
ACRC	0%	0%	0%	0%	0%	5%	675
CVRC	0%	0%	0%	0%	0%	4%	438
ELARC	0%	0%	1%	0%	0%	8%	357
FDLRC	0%	0%	4%	0%	0%	6%	312
FNRC	0%	0%	0%	0%	0%	0%	176
GGRC	0%	0%	1%	0%	1%	5%	186
HRC	1%	0%	1%	0%	0%	12%	463
IRC	0%	0%	0%	0%	0%	2%	648
KRC	0%	0%	0%	0%	0%	1%	227
NBRC	0%	0%	0%	0%	0%	2%	247
NLACRC	0%	0%	0%	0%	1%	7%	563
RCEB	0%	0%	0%	0%	0%	3%	363
RCOC	0%	0%	2%	0%	0%	4%	512
RCRC	0%	0%	0%	0%	0%	0%	121
SARC	1%	0%	0%	0%	1%	4%	390
SCLARC	0%	0%	0%	0%	0%	8%	474
SDRC	0%	0%	0%	0%	0%	3%	718
SGPRC	0%	0%	1%	0%	0%	2%	283
TCRC	0%	0%	0%	0%	0%	2%	399
VMRC	0%	0%	0%	0%	0%	7%	356
WRC	0%	0%	0%	0%	0%	8%	206
CA Average	0%	0%	1%	0%	0%	5%	8114
Weighted NCI-IDD Average	n/a	n/a	n/a	n/a	n/a	4%	9845

Table 12. Respondent's Age

Regional Center	Under 35	35 – 54	55 – 74	75 or Older	N
ACRC	10%	75%	14%	1%	675
CVRC	17%	71%	13%	0%	440
ELARC	11%	76%	12%	0%	356
FDLRC	5%	79%	15%	1%	314
FNRC	13%	70%	16%	1%	178
GGRC	5%	78%	16%	1%	187
HRC	9%	76%	14%	0%	465
IRC	7%	78%	15%	0%	660
KRC	16%	71%	13%	1%	235
NBRC	9%	76%	14%	1%	249
NLACRC	7%	78%	14%	1%	562
RCEB	7%	82%	10%	2%	366
RCOC	6%	81%	13%	0%	519
RCRC	10%	69%	19%	2%	121
SARC	7%	77%	15%	1%	389
SCLARC	12%	74%	13%	0%	469
SDRC	8%	78%	13%	1%	734
SGPRC	9%	76%	15%	0%	282
TCRC	12%	75%	13%	0%	418
VMRC	12%	77%	11%	0%	355
WRC	7%	76%	17%	0%	207
CA Average	9%	76%	14%	1%	8181
Weighted NCI-IDD Average	11%	74%	14%	1%	9943

Table 13. Respondent's Health

Regional Center	Excellent	Very Good	Good	Fair	Poor	N
ACRC	15%	34%	36%	13%	1%	676
CVRC	12%	26%	42%	19%	0%	439
ELARC	10%	27%	43%	17%	3%	357
FDLRC	14%	31%	38%	16%	1%	312
FNRC	11%	36%	39%	12%	2%	179
GGRC	16%	26%	39%	17%	2%	184
HRC	17%	28%	39%	15%	2%	464
IRC	13%	28%	43%	15%	1%	659
KRC	9%	27%	45%	18%	2%	232
NBRC	14%	31%	45%	10%	0%	248
NLACRC	15%	29%	39%	15%	2%	564
RCEB	14%	36%	36%	13%	1%	366
RCOC	13%	32%	37%	15%	3%	522
RCRC	7%	37%	49%	7%	1%	122
SARC	12%	29%	37%	21%	1%	392
SCLARC	7%	24%	46%	20%	3%	471
SDRC	15%	33%	40%	11%	1%	733
SGPRC	8%	30%	38%	22%	2%	283
TCRC	12%	29%	41%	15%	2%	417
VMRC	12%	25%	43%	18%	2%	356
WRC	14%	38%	36%	10%	1%	208
CA Average	13%	30%	40%	15%	2%	8184
Weighted NCI-IDD Average	13%	31%	40%	15%	2%	9944

Table 14. Respondent's Relationship to Child

Regional Center	Parent (Biological, Adoptive, or Foster)	Sibling	Grandparent	Other	N
ACRC	96%	0%	3%	1%	675
CVRC	95%	1%	3%	1%	440
ELARC	96%	1%	4%	0%	356
FDLRC	98%	0%	1%	0%	314
FNRC	93%	0%	6%	1%	179
GGRC	98%	1%	1%	1%	186
HRC	97%	0%	3%	0%	465
IRC	95%	0%	3%	2%	660
KRC	94%	0%	4%	1%	235
NBRC	95%	0%	3%	2%	249
NLACRC	95%	0%	4%	0%	565
RCEB	97%	0%	2%	1%	366
RCOC	98%	1%	1%	0%	518
RCRC	94%	0%	4%	2%	120
SARC	98%	0%	1%	1%	393
SCLARC	95%	0%	3%	1%	474
SDRC	96%	0%	3%	1%	732
SGPRC	98%	0%	1%	1%	284
TCRC	97%	0%	2%	0%	416
VMRC	96%	0%	2%	2%	354
WRC	97%	0%	1%	1%	209
CA Average	96%	0%	3%	1%	8190
Weighted NCI-IDD Average	96%	0%	3%	1%	9948

Table 15. Respondent or Other Family Member Provides Paid Support to Child

Categories are not mutually exclusive; therefore N is not shown.

Regional Center	No	Yes, I Am	Yes, Another Family Member Is
ACRC	56%	33%	12%
CVRC	58%	32%	13%
ELARC	52%	29%	20%
FDLRC	55%	26%	20%
FNRC	56%	29%	16%
GGRC	46%	30%	26%
HRC	53%	35%	14%
IRC	40%	41%	22%
KRC	59%	21%	24%
NBRC	52%	32%	17%
NLACRC	59%	28%	14%
RCEB	62%	28%	12%
RCOC	41%	43%	17%
RCRC	61%	30%	10%
SARC	39%	38%	24%
SCLARC	49%	26%	26%
SDRC	56%	34%	11%
SGPRC	50%	33%	19%
TCRC	47%	33%	23%
VMRC	64%	18%	19%
WRC	56%	28%	17%
CA Average	52%	32%	18%
Weighted NCI-IDD Average	58%	26%	17%

Table 16. Number of Adults in Household

Regional Center	One	Two	Three	Four or More	N
ACRC	17%	58%	19%	6%	666
CVRC	17%	50%	23%	10%	438
ELARC	13%	51%	24%	13%	351
FDLRC	16%	57%	17%	9%	309
FNRC	22%	59%	14%	5%	179
GGRC	12%	61%	19%	9%	186
HRC	17%	56%	17%	10%	453
IRC	15%	50%	21%	15%	652
KRC	14%	54%	21%	11%	228
NBRC	20%	53%	19%	8%	246
NLACRC	17%	55%	19%	9%	558
RCEB	16%	61%	18%	5%	357
RCOC	11%	59%	21%	10%	511
RCRC	26%	50%	18%	7%	120
SARC	15%	51%	23%	11%	385
SCLARC	16%	46%	25%	14%	471
SDRC	16%	60%	15%	9%	726
SGPRC	12%	54%	20%	15%	281
TCRC	16%	53%	21%	10%	404
VMRC	12%	47%	24%	16%	353
WRC	23%	53%	17%	7%	208
CA Average	16%	54%	20%	10%	8082
Weighted NCI-IDD Average	17%	56%	18%	9%	9814

Table 17. Number of Children (Under 18 years old) in Household (Including the Child Receiving Services)

Regional Center	One	Two	Three	Four or More	N
ACRC	34%	40%	18%	7%	665
CVRC	28%	35%	24%	12%	438
ELARC	43%	38%	15%	4%	347
FDLRC	46%	40%	12%	2%	298
FNRC	38%	36%	19%	8%	176
GGRC	48%	38%	12%	2%	184
HRC	38%	43%	14%	6%	453
IRC	37%	39%	15%	9%	645
KRC	33%	36%	20%	11%	227
NBRC	43%	36%	16%	5%	244
NLACRC	35%	45%	12%	8%	548
RCEB	40%	41%	15%	4%	358
RCOC	38%	40%	17%	6%	504
RCRC	44%	39%	15%	3%	119
SARC	43%	42%	11%	5%	380
SCLARC	39%	38%	15%	8%	449
SDRC	39%	39%	14%	8%	719
SGPRC	38%	44%	11%	7%	274
TCRC	38%	36%	19%	7%	409
VMRC	29%	35%	21%	16%	345
WRC	46%	36%	12%	6%	202
CA Average	38%	39%	16%	7%	7984
Weighted NCI-IDD Average	37%	39%	16%	8%	9700

Table 18. Respondent's Highest Level of Education

Regional Center	No High School Diploma or GED	High School Diploma or GED	Vocational School or Certificate Program	Some College	College Degree or Higher	N
ACRC	8%	17%	8%	17%	50%	671
CVRC	24%	24%	9%	16%	28%	437
ELARC	16%	21%	8%	15%	40%	354
FDLRC	16%	15%	5%	13%	51%	312
FNRC	7%	16%	9%	25%	42%	179
GGRC	15%	15%	4%	10%	56%	185
HRC	14%	18%	9%	15%	44%	460
IRC	12%	19%	11%	18%	40%	656
KRC	22%	23%	10%	18%	28%	232
NBRC	17%	23%	2%	16%	41%	246
NLACRC	14%	22%	8%	16%	40%	565
RCEB	9%	13%	6%	14%	58%	363
RCOC	11%	13%	7%	12%	57%	511
RCRC	10%	18%	6%	26%	40%	118
SARC	18%	16%	7%	12%	48%	388
SCLARC	31%	29%	10%	14%	16%	467
SDRC	10%	15%	8%	15%	52%	724
SGPRC	17%	15%	8%	16%	44%	283
TCRC	23%	18%	5%	14%	40%	410
VMRC	19%	25%	8%	20%	28%	355
WRC	9%	11%	7%	13%	60%	208
CA Average	15%	18%	8%	16%	43%	8124
Weighted NCI-IDD Average	13%	18%	8%	16%	46%	9867

Table 19. Total Taxable Household Income of Wage Earners in the Past 12 Months

Please note: Respondents did not respond if they were a public conservator/administrator, or if they represent a financial institution or conservatorship agency. Does not include state/federal benefits such as SSI, SSDI etc.

Regional Center	No Earned Income	Up to \$15,000	\$15,001–\$25,000	\$25,001–\$50,000	\$50,001–\$75,000	Over \$75,000	Prefer Not to Say	N
ACRC	4%	6%	6%	17%	14%	39%	13%	670
CVRC	9%	11%	10%	29%	9%	21%	12%	437
ELARC	6%	10%	11%	19%	14%	26%	14%	345
FDLRC	4%	10%	10%	19%	12%	32%	13%	308
FNRC	9%	6%	10%	21%	18%	25%	10%	179
GGRC	4%	5%	7%	14%	13%	41%	16%	184
HRC	4%	10%	10%	19%	12%	31%	15%	449
IRC	4%	7%	12%	20%	15%	31%	12%	642
KRC	5%	13%	14%	26%	10%	19%	14%	227
NBRC	4%	8%	7%	19%	17%	30%	15%	248
NLACRC	6%	8%	13%	19%	12%	26%	18%	554
RCEB	5%	4%	8%	11%	13%	46%	14%	363
RCOC	2%	4%	8%	14%	13%	44%	15%	513
RCRC	3%	6%	9%	23%	21%	22%	15%	118
SARC	3%	5%	9%	17%	13%	38%	15%	386
SCLARC	9%	11%	20%	27%	11%	7%	16%	466
SDRC	2%	6%	8%	19%	14%	35%	16%	725
SGPRC	4%	9%	12%	19%	14%	29%	14%	278
TCRC	5%	6%	12%	22%	15%	29%	11%	407
VMRC	6%	10%	12%	23%	14%	21%	14%	347
WRC	5%	8%	10%	13%	12%	37%	14%	203
CA Average	5%	8%	10%	19%	13%	30%	14%	8049
Weighted NCI-IDD Average	5%	7%	10%	19%	13%	32%	13%	9793

Table 20 Residential Designation

Regional Center	Urban or Suburban (in or Near a City or Large Town)	Rural (Outside of a City or Town)	N
ACRC	85%	15%	637
CVRC	79%	21%	414
ELARC	98%	2%	326
FDLRC	99%	1%	300
FNRC	53%	47%	174
GGRC	94%	6%	174
HRC	98%	2%	422
IRC	92%	8%	598
KRC	78%	22%	211
NBRC	87%	13%	230
NLACRC	95%	5%	490
RCEB	95%	5%	348
RCOC	98%	2%	498
RCRC	45%	55%	112
SARC	93%	7%	374
SCLARC	99%	1%	403
SDRC	93%	7%	700
SGPRC	96%	4%	264
TCRC	89%	11%	382
VMRC	83%	17%	323
WRC	100%	0%	199
CA Average	91%	9%	7579
Weighted NCI-IDD Average	86%	14%	9261

Services and Supports Received

This section provides information about the services and supports received by the child from the regional center⁴.

⁴ Some NCI-IDD states provide services through a statewide ID/DD agency

Table 21a. Services and Supports Received from Regional Center⁵

Categories are not mutually exclusive; therefore N is not shown.

Regional Center	Financial Support	In Home Support	Out-of-Home Respite Care	Early Intervention
ACRC	18%	34%	22%	1%
CVRC	15%	21%	26%	1%
ELARC	16%	38%	28%	2%
FDLRC	23%	37%	26%	0%
FNRC	13%	29%	39%	0%
GGRC	18%	42%	45%	2%
HRC	19%	32%	29%	1%
IRC	19%	40%	38%	0%
KRC	9%	28%	26%	1%
NBRC	29%	32%	23%	1%
NLACRC	16%	43%	27%	1%
RCEB	26%	31%	33%	3%
RCOC	23%	44%	32%	1%
RCRC	15%	30%	28%	0%
SARC	24%	41%	37%	0%
SCLARC	13%	31%	33%	1%
SDRC	15%	32%	31%	1%
SGPRC	20%	38%	31%	1%
TCRC	23%	30%	38%	1%
VMRC	16%	25%	23%	0%
WRC	20%	46%	45%	2%
CA Average	19%	35%	31%	1%
Weighted NCI-IDD Average	20%	36%	30%	11%

⁵ Some NCI-IDD states provide services through a statewide ID/DD agency

Table 21b. Services and Supports Received from Regional Center⁶ (continued)

Categories are not mutually exclusive; therefore N is not shown.

Regional Center	Transportation	Mental or Behavioral Health Care or Other Treatments or Therapies	Self-Direction or Fiscal Intermediary Services
ACRC	2%	22%	24%
CVRC	2%	23%	16%
ELARC	5%	40%	17%
FDLRC	1%	34%	20%
FNRC	3%	23%	22%
GGRC	2%	23%	21%
HRC	5%	17%	17%
IRC	2%	20%	22%
KRC	6%	21%	22%
NBRC	4%	27%	22%
NLACRC	2%	27%	18%
RCEB	4%	20%	21%
RCOC	2%	20%	17%
RCRC	4%	55%	29%
SARC	3%	21%	21%
SCLARC	3%	17%	12%
SDRC	3%	21%	22%
SGPRC	2%	25%	17%
TCRC	5%	24%	20%
VMRC	5%	19%	16%
WRC	2%	29%	24%
CA Average	3%	23%	19%
Weighted NCI-IDD Average	7%	35%	26%

⁶ Some NCI-IDD states provide services through a statewide ID/DD agency

Table 22. Additional Services and Supports Received (not from the regional center) ⁷

Categories are not mutually exclusive; therefore N is not shown.

Regional Center	Social Security (SSI/SSB)	Services or Supports from Other Agencies or Organizations
ACRC	28%	69%
CVRC	44%	64%
ELARC	35%	69%
FDLRC	23%	65%
FNRC	30%	64%
GGRC	20%	75%
HRC	28%	64%
IRC	34%	64%
KRC	44%	60%
NBRC	25%	63%
NLACRC	31%	59%
RCEB	18%	71%
RCOC	26%	65%
RCRC	39%	68%
SARC	21%	63%
SCLARC	44%	50%
SDRC	25%	68%
SGPRC	27%	65%
TCRC	32%	66%
VMRC	29%	52%
WRC	21%	68%
CA Average	30%	64%
Weighted NCI-IDD Average	30%	65%

⁷ Some NCI-IDD states provide services through a statewide ID/DD agency

Main Survey Results

Information and Planning

Families have the information and support needed to take part in planning supports and services for their child receiving services and supports from the regional center.

“You” and **“Respondent”** refers to the person (usually a parent or conservator) filling out the survey.

“Child” refers to the person receiving services whom the respondent is answering questions about in this survey.

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

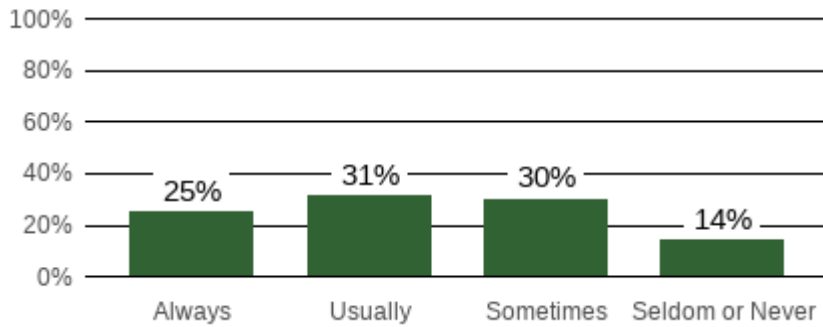


Table 23. Do you have enough information to take part in planning services for your child?

Regional Center	Always	Usually	Sometimes	Seldom or Never	N
ACRC	26%	34%	27%	13%	629
CVRC	27%	31%	27%	15%	405
ELARC	35%	26%	30%	10%	324
FDLRC	27%	34%	28%	11%	297
FNRC	23%	33%	27%	18%	172
GGRC	16%	29%	40%	16%	161
HRC	27%	33%	29%	11%	434
IRC	24%	30%	31%	16%	616
KRC	24%	25%	32%	19%	219
NBRC	22%	31%	30%	17%	237
NLACRC	22%	28%	30%	21%	520
RCEB	16%	30%	36%	18%	335
RCOC	26%	33%	31%	10%	486
RCRC	30%	44%	17%	10%	114
SARC	21%	30%	33%	16%	362
SCLARC	25%	24%	33%	18%	422
SDRC	26%	32%	28%	14%	687
SGPRC	23%	36%	30%	10%	261
TCRC	32%	31%	25%	12%	385
VMRC	28%	28%	34%	10%	325
WRC	24%	35%	29%	12%	199
CA Average	25%	31%	30%	14%	7590
Weighted NCI-IDD Average	27%	33%	28%	12%	9262

Is the information you get about services and supports easy to understand?

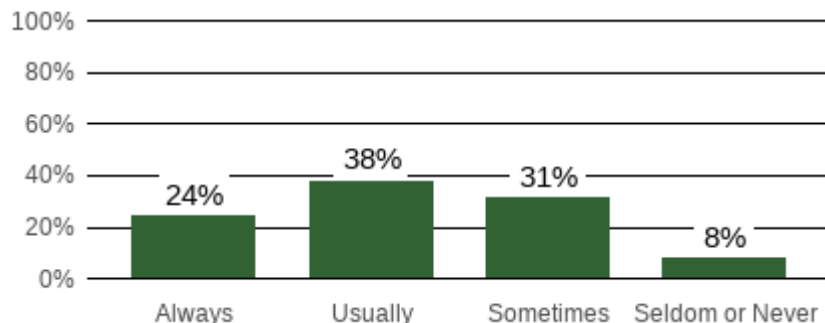


Table 24. Is the information you get about services and supports easy to understand?

Regional Center	Always	Usually	Sometimes	Seldom or Never	N
ACRC	25%	42%	26%	7%	638
CVRC	29%	34%	31%	6%	416
ELARC	30%	34%	30%	6%	331
FDLRC	26%	39%	27%	8%	300
FNRC	22%	45%	28%	5%	169
GGRC	19%	32%	43%	6%	161
HRC	26%	38%	32%	5%	437
IRC	26%	37%	28%	9%	609
KRC	21%	32%	39%	9%	210
NBRC	24%	36%	30%	10%	234
NLACRC	23%	34%	34%	9%	517
RCEB	15%	39%	34%	12%	335
RCOC	22%	39%	32%	7%	504
RCRC	30%	45%	22%	3%	116
SARC	21%	37%	32%	10%	363
SCLARC	28%	28%	35%	10%	420
SDRC	23%	40%	28%	8%	685
SGPRC	21%	41%	33%	5%	264
TCRC	27%	38%	29%	6%	392
VMRC	25%	40%	30%	5%	335
WRC	23%	39%	33%	5%	198
CA Average	24%	38%	31%	8%	7634
Weighted NCI-IDD Average	25%	39%	29%	7%	9332

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

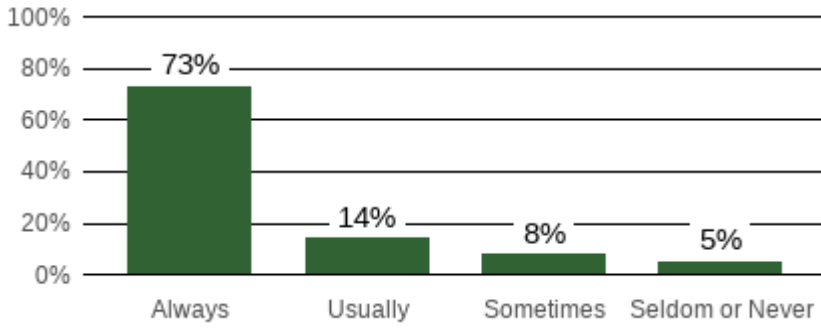


Table 25. Do you get information about services and supports in your preferred language?

Regional Center	Always	Usually	Sometimes	Seldom or Never	N
ACRC	80%	11%	5%	4%	661
CVRC	73%	14%	9%	4%	434
ELARC	72%	16%	8%	4%	344
FDLRC	75%	15%	5%	5%	310
FNRC	84%	8%	3%	5%	178
GGRC	67%	18%	11%	4%	181
HRC	67%	20%	9%	4%	458
IRC	71%	15%	7%	7%	636
KRC	70%	13%	10%	7%	227
NBRC	76%	14%	5%	4%	242
NLACRC	71%	13%	10%	6%	536
RCEB	73%	11%	10%	6%	356
RCOC	73%	14%	9%	3%	516
RCRC	88%	7%	2%	3%	122
SARC	66%	15%	12%	7%	381
SCLARC	64%	20%	11%	6%	459
SDRC	73%	14%	9%	4%	713
SGPRC	71%	15%	12%	3%	268
TCRC	77%	12%	8%	3%	407
VMRC	71%	15%	8%	6%	348
WRC	74%	16%	8%	3%	200
CA Average	73%	14%	8%	5%	7977
Weighted NCI-IDD Average	77%	12%	7%	4%	9705

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

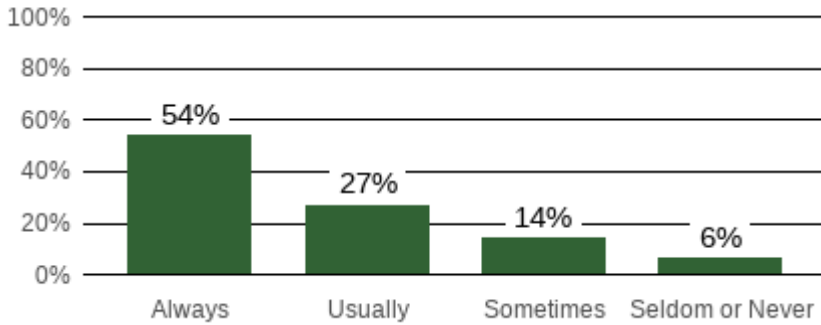


Table 26. Does the case manager/service coordinator listen to your family's choices and opinions?

Regional Center	Always	Usually	Sometimes	Seldom or Never	N
ACRC	56%	27%	14%	3%	643
CVRC	58%	25%	13%	5%	422
ELARC	55%	28%	12%	4%	337
FDLRC	61%	23%	12%	4%	296
FNRC	46%	30%	14%	10%	173
GGRC	45%	30%	17%	8%	170
HRC	58%	27%	11%	4%	434
IRC	53%	29%	11%	7%	606
KRC	51%	24%	19%	7%	216
NBRC	51%	30%	15%	3%	234
NLACRC	46%	28%	17%	10%	519
RCEB	44%	30%	20%	7%	343
RCOC	53%	30%	14%	3%	509
RCRC	67%	21%	8%	5%	117
SARC	51%	28%	14%	7%	367
SCLARC	50%	26%	18%	7%	435
SDRC	59%	23%	14%	4%	697
SGPRC	53%	29%	12%	5%	265
TCRC	56%	23%	14%	8%	398
VMRC	59%	27%	9%	4%	335
WRC	55%	29%	11%	645%	197
CA Average	54%	27%	14%	6%	7713
Weighted NCI-IDD Average	57%	26%	12%	5%	9350

Do you have enough information about other public services for which your family is eligible (for example, food stamps, SSI, housing subsidies, etc.)?

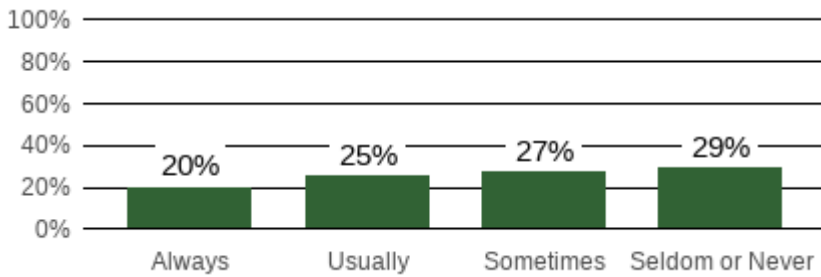


Table 27. Do you have enough information about other public services for which your family is eligible (for example, food stamps, SSI, housing subsidies, etc.)?

Regional Center	Always	Usually	Sometimes	Seldom or Never	N
ACRC	24%	28%	23%	26%	509
CVRC	24%	24%	29%	23%	327
ELARC	23%	27%	29%	21%	281
FDLRC	20%	26%	27%	27%	252
FNRC	22%	22%	24%	32%	139
GGRC	17%	24%	31%	28%	139
HRC	27%	27%	23%	23%	367
IRC	20%	23%	24%	32%	508
KRC	18%	17%	27%	39%	179
NBRC	17%	26%	27%	31%	192
NLACRC	14%	23%	29%	34%	442
RCEB	10%	17%	30%	43%	273
RCOC	23%	26%	27%	25%	415
RCRC	23%	38%	26%	14%	96
SARC	19%	25%	27%	30%	308
SCLARC	17%	23%	30%	29%	351
SDRC	19%	28%	28%	26%	580
SGPRC	21%	24%	30%	26%	222
TCRC	21%	24%	24%	31%	320
VMRC	21%	23%	26%	31%	262
WRC	18%	24%	24%	34%	169
CA Average	20%	25%	27%	29%	6331
Weighted NCI-IDD Average	21%	26%	26%	27%	7762

Do you need help planning for your child's future in any of these areas?

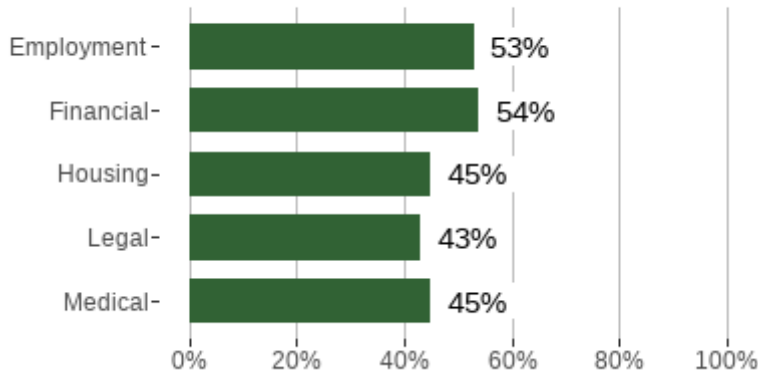


Table 28a. Do you need help planning for your child's future in any of these areas?

Categories are not mutually exclusive; therefore N is not shown.

Regional Center	Employment	Financial	Housing	Legal	Medical
ACRC	53%	55%	45%	42%	43%
CVRC	51%	49%	38%	38%	44%
ELARC	59%	59%	45%	41%	52%
FDLRC	56%	52%	46%	41%	44%
FNRC	60%	50%	46%	39%	33%
GGRC	57%	60%	58%	47%	54%
HRC	49%	48%	41%	39%	41%
IRC	50%	54%	40%	46%	47%
KRC	50%	53%	43%	40%	44%
NBRC	48%	58%	46%	46%	44%
NLACRC	52%	52%	42%	38%	41%
RCEB	50%	57%	52%	41%	47%
RCOC	55%	62%	51%	53%	47%
RCRC	58%	59%	50%	37%	42%
SARC	58%	58%	53%	50%	49%
SCLARC	46%	40%	39%	36%	36%
SDRC	51%	56%	46%	44%	45%
SGPRC	61%	58%	47%	49%	54%
TCRC	54%	48%	45%	39%	39%
VMRC	52%	52%	42%	34%	49%
WRC	60%	63%	53%	49%	45%
CA Average	53%	54%	45%	43%	45%
Weighted NCI-IDD Average	53%	55%	45%	43%	45%

Do you need help planning for your child's future in any of these areas?
(continued)

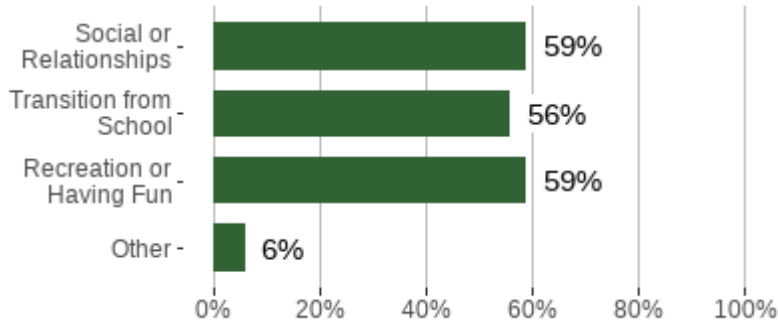


Table 28b. Do you need help planning for your child's future in any of these areas?
(continued)

Categories are not mutually exclusive; therefore N is not shown.

Regional Center	Social or Relationships	Transition from School	Recreation or Having Fun	Other
ACRC	59%	54%	60%	7%
CVRC	54%	52%	54%	7%
ELARC	66%	60%	57%	5%
FDLRC	64%	53%	58%	5%
FNRC	61%	51%	52%	5%
GGRC	60%	61%	57%	2%
HRC	61%	55%	62%	6%
IRC	55%	53%	57%	9%
KRC	59%	47%	59%	8%
NBRC	55%	55%	53%	9%
NLACRC	60%	55%	59%	4%
RCEB	62%	64%	66%	4%
RCOC	60%	59%	61%	4%
RCRC	60%	53%	52%	9%
SARC	60%	63%	61%	6%
SCLARC	46%	47%	51%	7%
SDRC	62%	58%	66%	5%
SGPRC	65%	63%	60%	4%
TCRC	54%	50%	55%	7%
VMRC	51%	51%	57%	10%
WRC	62%	65%	64%	5%
CA Average	59%	56%	59%	6%
Weighted NCI-IDD Average	58%	55%	58%	7%

Has your family learned about alternatives to guardianship/conservatorship?

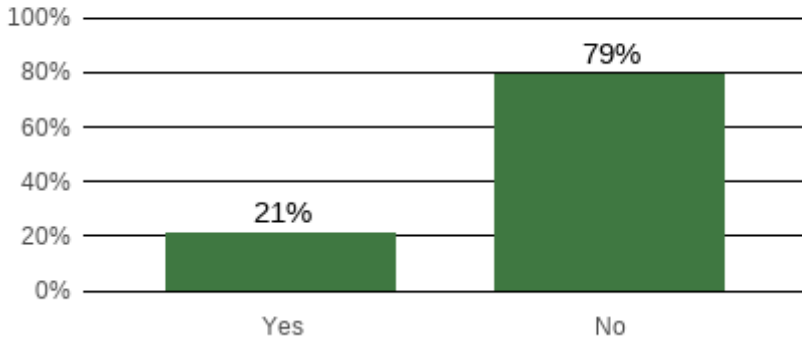


Table 29. Has your family learned about alternatives to guardianship/conservatorship?

Regional Center	Yes	No	N
ACRC	20%	80%	557
CVRC	21%	79%	340
ELARC	24%	76%	279
FDLRC	20%	80%	245
FNRC	18%	82%	146
GGRC	18%	82%	157
HRC	22%	78%	357
IRC	21%	79%	549
KRC	17%	83%	180
NBRC	18%	82%	199
NLACRC	18%	82%	452
RCEB	18%	82%	312
RCOC	24%	76%	437
RCRC	30%	70%	101
SARC	24%	76%	311
SCLARC	27%	73%	362
SDRC	22%	78%	607
SGPRC	21%	79%	231
TCRC	22%	78%	320
VMRC	24%	76%	257
WRC	15%	85%	169
CA Average	21%	79%	6568
Weighted NCI-IDD Average	22%	78%	8078

Alternatives to guardianship/conservatorship let a family member make more decisions for themselves, with or without the help of others. This might include: **Supported Decision Making (SDM)**, allows a person with an intellectual/developmental disability to make their own decisions with the help of people they trust. **Other decision-making supports**, like health-care proxies, advance directives, powers of attorney, notarized statements, representation agreements, etc.

Does your child have an individual program plan/individual family service plan (IPP/IFSP)?

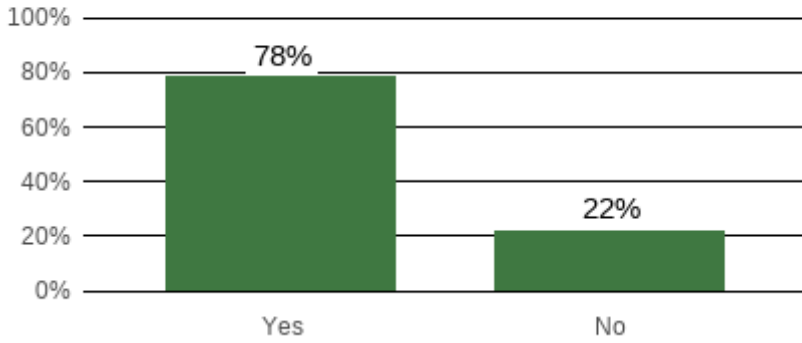


Table 30. Does your child have an individual program plan/individual family service plan (IPP/IFSP)?

Regional Center	Yes	No	N
ACRC	82%	18%	587
CVRC	73%	27%	379
ELARC	85%	15%	308
FDLRC	75%	25%	265
FNRC	78%	22%	152
GGRC	67%	33%	147
HRC	82%	18%	391
IRC	71%	29%	561
KRC	70%	30%	197
NBRC	84%	16%	208
NLACRC	82%	18%	505
RCEB	68%	32%	320
RCOC	81%	19%	456
RCRC	76%	24%	106
SARC	75%	25%	321
SCLARC	75%	25%	402
SDRC	84%	16%	660
SGPRC	78%	22%	238
TCRC	75%	25%	326
VMRC	80%	20%	298
WRC	64%	36%	174
CA Average	78%	22%	7001
Weighted NCI-IDD Average	77%	23%	8498

Does the IPP/IFSP include all the services and supports your child needs?

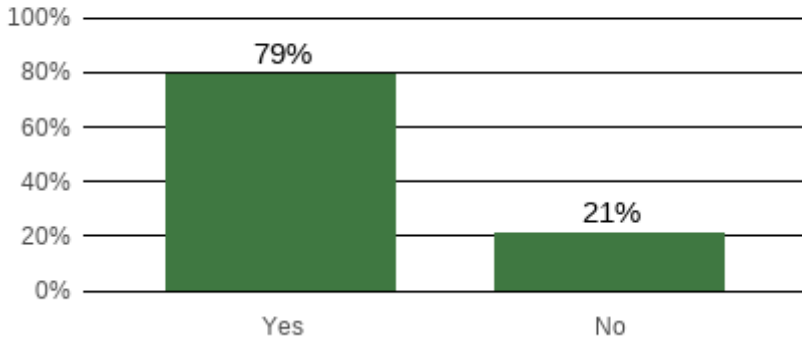


Table 31. Does the IPP/IFSP include all the services and supports your child needs?

Regional Center	Yes	No	N
ACRC	80%	20%	386
CVRC	84%	16%	207
ELARC	77%	23%	204
FDLRC	74%	26%	159
FNRC	71%	29%	97
GGRC	69%	31%	67
HRC	83%	17%	248
IRC	83%	17%	295
KRC	78%	22%	94
NBRC	82%	18%	136
NLACRC	75%	25%	313
RCEB	74%	26%	169
RCOC	74%	26%	297
RCRC	82%	18%	65
SARC	76%	24%	182
SCLARC	77%	23%	217
SDRC	81%	19%	453
SGPRC	80%	20%	153
TCRC	81%	19%	192
VMRC	83%	17%	197
WRC	70%	30%	89
CA Average	79%	21%	4220
Weighted NCI-IDD Average	80%	20%	5228

Did you or another family member help make the IPP/IFSP?

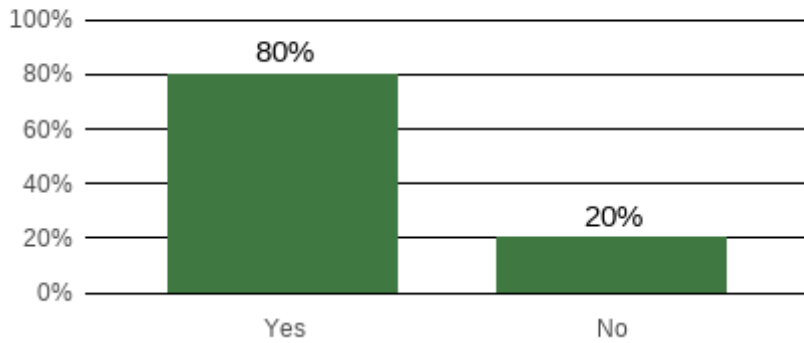


Table 32. Did you or another family member help make the IPP/IFSP?

Regional Center	Yes	No	N
ACRC	83%	17%	443
CVRC	77%	23%	227
ELARC	77%	23%	228
FDLRC	74%	26%	166
FNRC	86%	14%	110
GGRC	78%	22%	76
HRC	78%	22%	267
IRC	77%	23%	342
KRC	74%	26%	111
NBRC	88%	13%	152
NLACRC	80%	20%	349
RCEB	79%	21%	187
RCOC	78%	22%	333
RCRC	86%	14%	74
SARC	82%	18%	212
SCLARC	78%	22%	231
SDRC	85%	15%	513
SGPRC	81%	19%	161
TCRC	78%	22%	214
VMRC	78%	22%	202
WRC	79%	21%	98
CA Average	80%	20%	4696
Weighted NCI-IDD Average	83%	17%	5808

Did your child help make the IPP/IFSP?

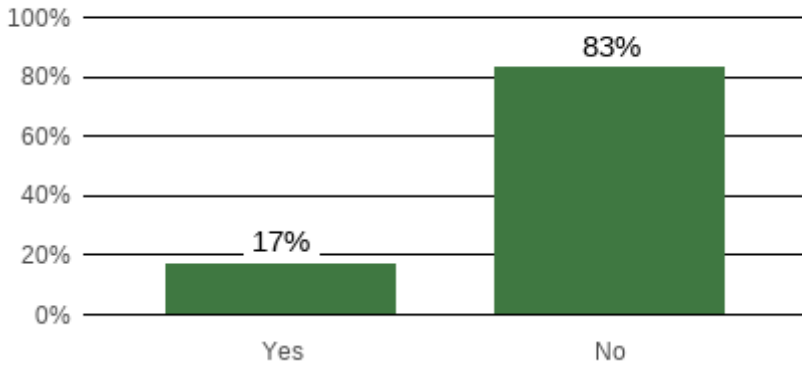


Table 33. Did your child help make the IPP/IFSP?

Regional Center	Yes	No	N
ACRC	15%	85%	438
CVRC	21%	79%	233
ELARC	20%	80%	225
FDLRC	14%	86%	175
FNRC	17%	83%	111
GGRC	24%	76%	83
HRC	22%	78%	270
IRC	19%	81%	347
KRC	20%	80%	110
NBRC	12%	88%	154
NLACRC	19%	81%	353
RCEB	9%	91%	190
RCOC	14%	86%	327
RCRC	20%	80%	74
SARC	11%	89%	213
SCLARC	20%	80%	231
SDRC	15%	85%	499
SGPRC	16%	84%	160
TCRC	22%	78%	213
VMRC	18%	82%	207
WRC	17%	83%	103
CA Average	17%	83%	4716
Weighted NCI-IDD Average	18%	82%	5838

Do you feel like your family had enough say or input in making the IPP/IFSP?

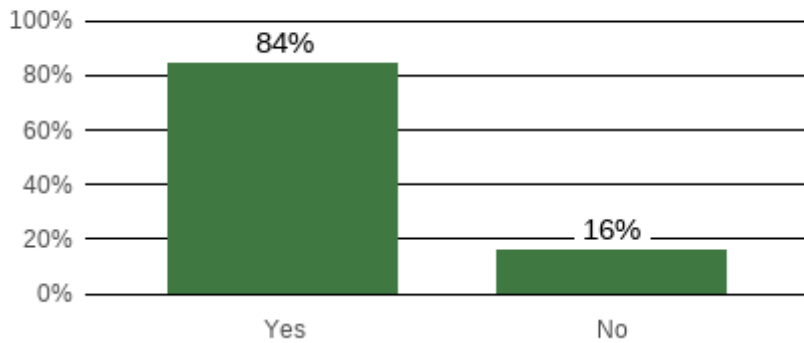


Table 34. Do you feel like your family had enough say or input in making the IPP/IFSP?

Regional Center	Yes	No	N
ACRC	88%	12%	391
CVRC	86%	14%	222
ELARC	88%	12%	213
FDLRC	74%	26%	165
FNRC	87%	13%	99
GGRC	82%	18%	66
HRC	83%	17%	253
IRC	82%	18%	326
KRC	80%	20%	100
NBRC	89%	11%	140
NLACRC	81%	19%	322
RCEB	79%	21%	167
RCOC	85%	15%	310
RCRC	88%	12%	68
SARC	77%	23%	190
SCLARC	82%	18%	222
SDRC	87%	13%	476
SGPRC	89%	11%	150
TCRC	83%	17%	197
VMRC	87%	13%	193
WRC	76%	24%	97
CA Average	84%	16%	4367
Weighted NCI-IDD Average	86%	14%	5425

Does your child have a transition plan (as part of an IEP or Section 504 plan through their high school, usually starting at age 14)?

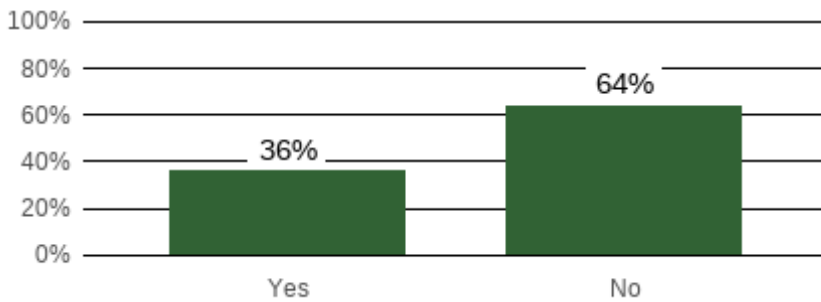


Table 35. Does your child have a transition plan (as part of an IEP or Section 504 plan through their high school, usually starting at age 14)?

Regional Center	Yes	No	N
ACRC	31%	69%	533
CVRC	41%	59%	344
ELARC	40%	60%	282
FDLRC	32%	68%	245
FNRC	19%	81%	147
GGRC	27%	73%	150
HRC	41%	59%	382
IRC	40%	60%	532
KRC	31%	69%	177
NBRC	37%	63%	194
NLACRC	39%	61%	442
RCEB	29%	71%	282
RCOC	36%	64%	426
RCRC	34%	66%	102
SARC	44%	56%	310
SCLARC	48%	52%	365
SDRC	33%	67%	602
SGPRC	38%	62%	221
TCRC	42%	58%	314
VMRC	33%	67%	257
WRC	29%	71%	165
CA Average	36%	64%	6472
Weighted NCI-IDD Average	33%	67%	7978

If your child has a transition plan, did you or another family member help make the plan?

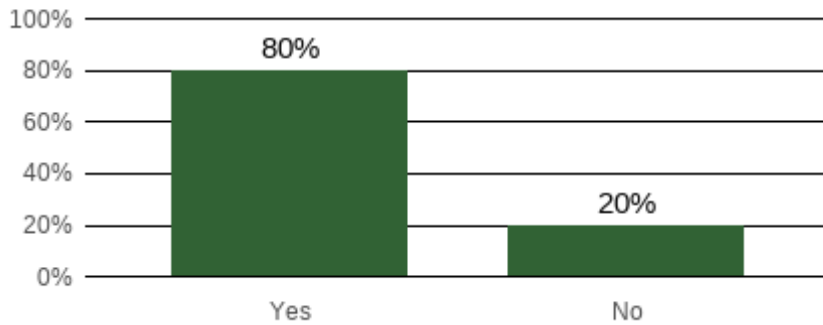


Table 36. If your child has a transition plan, did you or another family member help make the plan?

Regional Center	Yes	No	N
ACRC	80%	20%	147
CVRC	85%	15%	119
ELARC	75%	25%	95
FDLRC	70%	30%	66
FNRC	83%	17%	24
GGRC	76%	24%	34
HRC	78%	22%	132
IRC	82%	18%	177
KRC	86%	14%	44
NBRC	90%	10%	61
NLACRC	77%	23%	143
RCEB	75%	25%	79
RCOC	82%	18%	124
RCRC	93%	7%	30
SARC	79%	21%	119
SCLARC	81%	19%	145
SDRC	79%	21%	177
SGPRC	85%	15%	78
TCRC	80%	20%	112
VMRC	79%	21%	75
WRC	87%	13%	38
CA Average	80%	20%	2019
Weighted NCI-IDD Average	81%	19%	2325

If your child has a transition plan, did your child help make the plan?

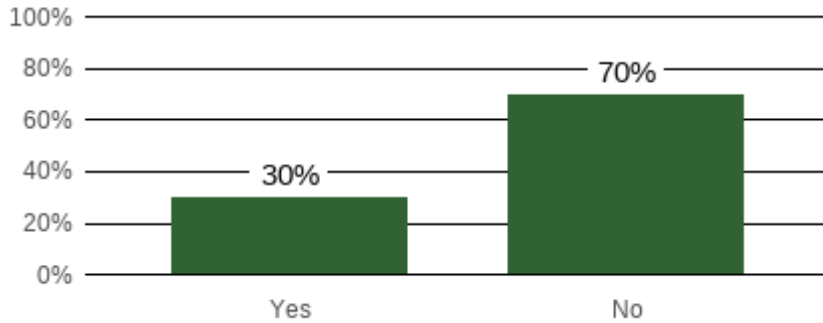


Table 37. If your child has a transition plan, did your child help make the plan?

Regional Center	Yes	No	N
ACRC	38%	62%	137
CVRC	36%	64%	118
ELARC	32%	68%	87
FDLRC	30%	70%	56
FNRC	45%	55%	22
GGRC	38%	62%	29
HRC	35%	65%	125
IRC	20%	80%	172
KRC	30%	70%	46
NBRC	21%	79%	57
NLACRC	31%	69%	139
RCEB	17%	83%	76
RCOC	32%	68%	120
RCRC	50%	50%	30
SARC	30%	70%	113
SCLARC	33%	67%	141
SDRC	24%	76%	176
SGPRC	26%	74%	76
TCRC	33%	67%	110
VMRC	34%	66%	76
WRC	18%	83%	40
CA Average	30%	70%	1946
Weighted NCI-IDD Average	31%	69%	2243

Access and Delivery of Services and Supports

Families receive services and supports that are appropriate to the needs of the family and the child receiving services and supports from the regional center.

“You” and **“Respondent”** refers to the person (usually a parent or conservator) filling out the survey.

“Child” refers to the person receiving services whom the respondent is answering questions about in this survey.

Does your child get all the services listed in the IPP/IFSP?

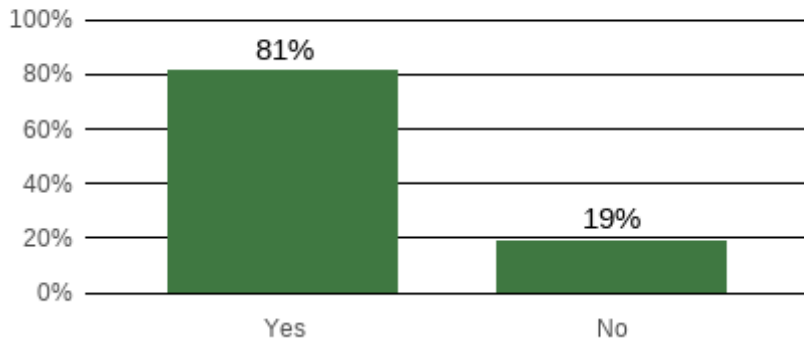


Table 38. Does your child get all the services listed in the IPP/IFSP?

Regional Center	Yes	No	N
ACRC	82%	18%	381
CVRC	84%	16%	208
ELARC	77%	23%	209
FDLRC	83%	18%	160
FNRC	81%	19%	96
GGRC	77%	23%	66
HRC	79%	21%	246
IRC	80%	20%	308
KRC	74%	26%	97
NBRC	83%	17%	128
NLACRC	80%	20%	332
RCEB	77%	23%	171
RCOC	84%	16%	310
RCRC	79%	21%	67
SARC	81%	19%	193
SCLARC	80%	20%	202
SDRC	84%	16%	439
SGPRC	81%	19%	156
TCRC	84%	16%	187
VMRC	85%	15%	181
WRC	73%	27%	90
CA Average	81%	19%	4227
Weighted NCI-IDD Average	81%	19%	5259

Does your family get the supports and services it needs?

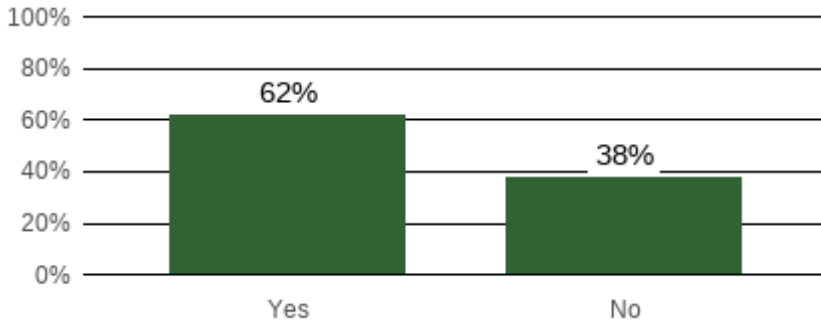


Table 39. Does your family get the supports and services it needs?

Regional Center	Yes	No	N
ACRC	62%	38%	539
CVRC	65%	35%	349
ELARC	69%	31%	280
FDLRC	60%	40%	254
FNRC	57%	43%	148
GGRC	59%	41%	142
HRC	66%	34%	362
IRC	65%	35%	536
KRC	55%	45%	174
NBRC	59%	41%	196
NLACRC	61%	39%	437
RCEB	48%	52%	287
RCOC	67%	33%	409
RCRC	61%	39%	106
SARC	62%	38%	316
SCLARC	58%	42%	348
SDRC	63%	37%	598
SGPRC	65%	35%	226
TCRC	67%	33%	328
VMRC	65%	35%	266
WRC	66%	34%	170
CA Average	62%	38%	6471
Weighted NCI-IDD Average	64%	36%	7988

If your child does not get the support and services needed, what additional services does your family need?

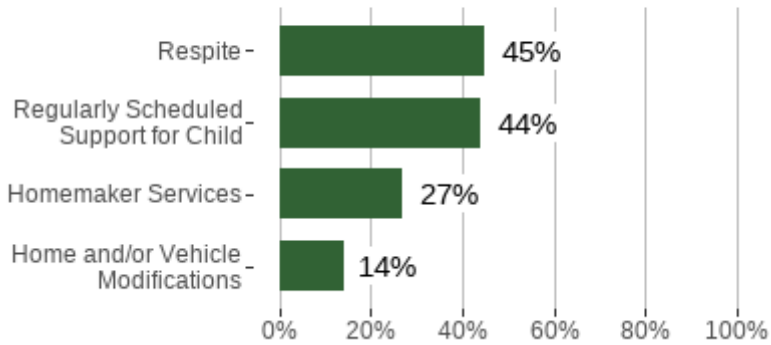


Table 40a. If your child does not get the support and services needed, what additional services does your family need?

Categories are not mutually exclusive; therefore N is not shown.

Regional Center	Respite	Regularly Scheduled Support for Child	Homemaker Services	Home and/or Vehicle Modifications
ACRC	47%	40%	26%	9%
CVRC	41%	46%	17%	11%
ELARC	43%	42%	32%	22%
FDLRC	38%	45%	24%	9%
FNRC	47%	34%	23%	15%
GGRC	51%	51%	29%	15%
HRC	39%	42%	27%	12%
IRC	38%	38%	30%	20%
KRC	38%	42%	28%	21%
NBRC	54%	38%	25%	14%
NLACRC	44%	48%	19%	12%
RCEB	56%	47%	28%	11%
RCOC	50%	48%	27%	13%
RCRC	63%	45%	21%	13%
SARC	53%	54%	36%	12%
SCLARC	45%	46%	24%	16%
SDRC	50%	43%	27%	21%
SGPRC	43%	47%	31%	14%
TCRC	29%	41%	25%	16%
VMRC	39%	42%	35%	14%
WRC	40%	48%	38%	15%
CA Average	45%	44%	27%	14%
Weighted NCI-IDD Average	48%	43%	27%	16%

If your child does not get the support and services needed, what additional services does your family need?
(continued)

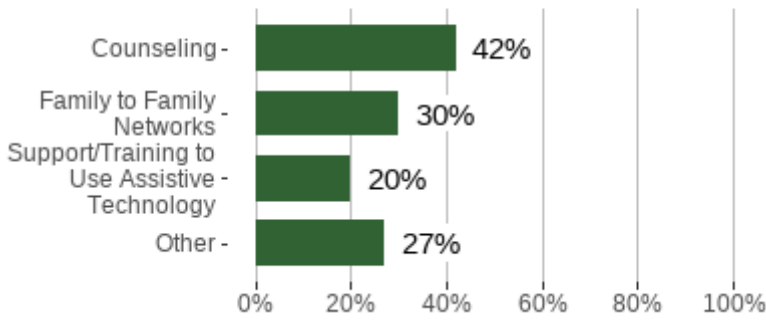


Table 40b. If your child does not get the support and services needed, what additional services does your family need? (continued)

Categories are not mutually exclusive; therefore N is not shown.

Regional Center	Counseling	Family to Family Networks	Support/Training to Use Assistive Technology	Other
ACRC	40%	34%	16%	34%
CVRC	49%	32%	15%	28%
ELARC	44%	30%	20%	29%
FDLRC	35%	23%	14%	33%
FNRC	26%	31%	15%	45%
GGRC	47%	25%	15%	29%
HRC	44%	25%	19%	25%
IRC	42%	37%	27%	27%
KRC	35%	26%	22%	15%
NBRC	42%	25%	22%	29%
NLACRC	51%	20%	15%	26%
RCEB	46%	36%	20%	26%
RCOC	42%	30%	19%	25%
RCRC	24%	21%	16%	21%
SARC	40%	33%	27%	18%
SCLARC	46%	30%	27%	23%
SDRC	47%	33%	15%	25%
SGPRC	32%	31%	21%	19%
TCRC	45%	33%	16%	29%
VMRC	36%	23%	30%	31%
WRC	44%	46%	25%	23%
CA Average	42%	30%	20%	27%
Weighted NCI-IDD Average	40%	30%	19%	27%

Do services and supports change when your family's needs change?

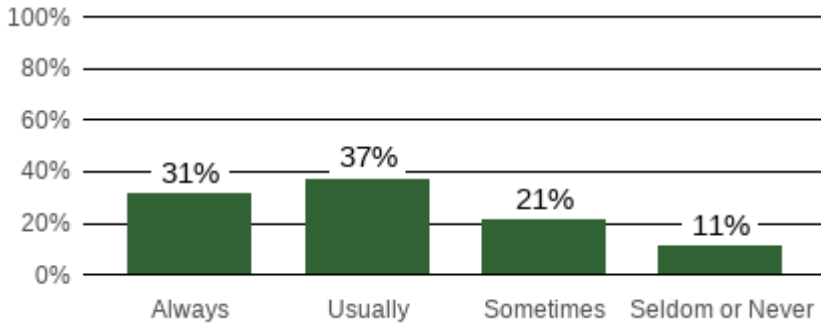


Table 41. Do services and supports change when your family's needs change?

Regional Center	Always	Usually	Sometimes	Seldom or Never	N
ACRC	31%	40%	20%	9%	467
CVRC	35%	35%	20%	10%	333
ELARC	34%	38%	20%	8%	268
FDLRC	31%	31%	28%	9%	236
FNRC	25%	37%	28%	9%	131
GGRC	23%	36%	28%	14%	118
HRC	36%	37%	19%	8%	326
IRC	30%	39%	19%	12%	484
KRC	26%	38%	26%	10%	172
NBRC	33%	35%	22%	11%	170
NLACRC	29%	34%	23%	14%	402
RCEB	24%	34%	24%	19%	244
RCOC	33%	35%	22%	10%	385
RCRC	31%	42%	16%	11%	100
SARC	30%	34%	23%	13%	277
SCLARC	31%	32%	23%	13%	350
SDRC	33%	37%	21%	9%	558
SGPRC	30%	40%	21%	10%	209
TCRC	35%	42%	14%	9%	309
VMRC	34%	40%	17%	10%	244
WRC	23%	37%	26%	14%	146
CA Average	31%	37%	21%	11%	5929
Weighted NCI-IDD Average	33%	37%	20%	10%	7318

Does your child have the special equipment or accommodations they need?

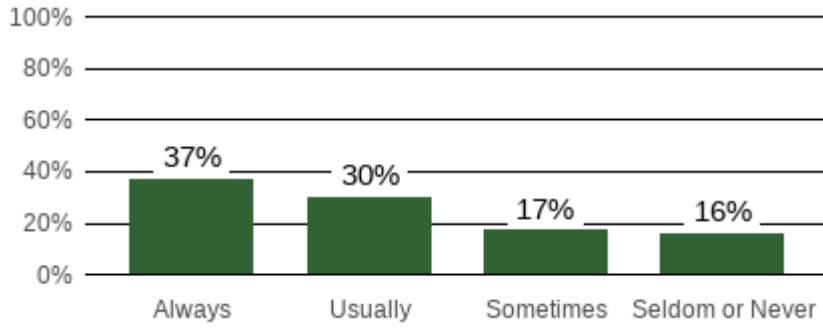


Table 42. Does your child have the special equipment or accommodations they need?

Regional Center	Always	Usually	Sometimes	Seldom or Never	N
ACRC	36%	34%	16%	15%	241
CVRC	41%	24%	16%	18%	176
ELARC	31%	34%	23%	12%	113
FDLRC	33%	26%	19%	22%	105
FNRC	29%	37%	18%	15%	78
GGRC	33%	38%	15%	13%	78
HRC	38%	33%	14%	16%	152
IRC	39%	30%	15%	16%	293
KRC	42%	29%	18%	11%	79
NBRC	37%	31%	21%	10%	105
NLACRC	42%	29%	14%	15%	191
RCEB	35%	27%	21%	17%	143
RCOC	35%	31%	14%	21%	228
RCRC	46%	28%	15%	11%	46
SARC	35%	32%	15%	18%	154
SCLARC	39%	21%	20%	19%	165
SDRC	43%	30%	12%	15%	273
SGPRC	28%	32%	17%	23%	107
TCRC	44%	30%	18%	9%	175
VMRC	32%	34%	15%	19%	137
WRC	27%	24%	31%	18%	67
CA Average	37%	30%	17%	16%	3106
Weighted NCI-IDD Average	37%	32%	17%	14%	4102

If you need respite services, how often are you able to get them when needed?

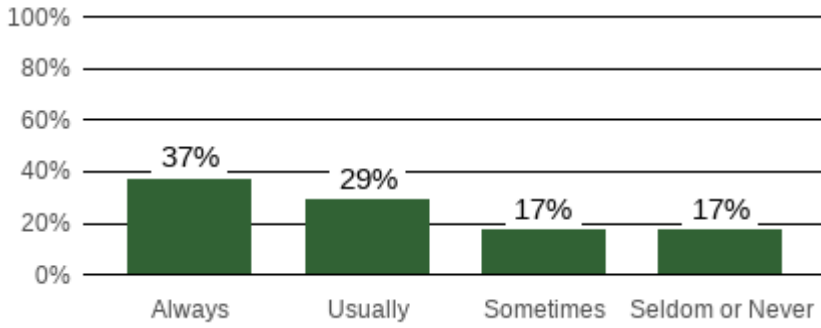


Table 43. If you need respite services, how often are you able to get them when needed?

Regional Center	Always	Usually	Sometimes	Seldom or Never	N
ACRC	33%	29%	17%	21%	467
CVRC	37%	28%	15%	21%	253
ELARC	43%	28%	16%	13%	258
FDLRC	41%	28%	16%	15%	220
FNRC	28%	24%	23%	24%	137
GGRC	27%	32%	19%	21%	151
HRC	38%	26%	19%	17%	339
IRC	47%	29%	13%	11%	549
KRC	34%	30%	18%	19%	155
NBRC	26%	30%	16%	29%	161
NLACRC	40%	28%	17%	15%	397
RCEB	29%	25%	18%	28%	264
RCOC	29%	33%	25%	13%	421
RCRC	22%	32%	10%	37%	82
SARC	34%	28%	19%	20%	309
SCLARC	49%	22%	12%	17%	310
SDRC	31%	31%	22%	17%	557
SGPRC	39%	34%	17%	11%	202
TCRC	40%	32%	17%	11%	321
VMRC	49%	23%	15%	13%	222
WRC	38%	31%	19%	12%	165
CA Average	37%	29%	17%	17%	5940
Weighted NCI-IDD Average	34%	28%	18%	20%	7070

If you have used respite services in the past 12 months, were you satisfied with the quality of the respite services?

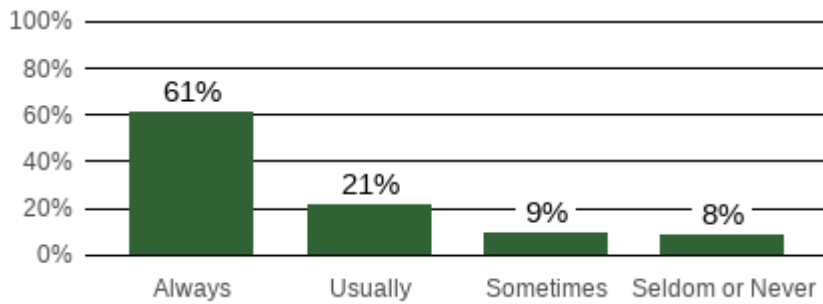


Table 44. If you have used respite services in the past 12 months, were you satisfied with the quality of the respite services?

Regional Center	Always	Usually	Sometimes	Seldom or Never	N
ACRC	62%	20%	8%	9%	322
CVRC	60%	21%	8%	11%	176
ELARC	63%	19%	10%	9%	208
FDLRC	66%	18%	11%	6%	180
FNRC	60%	20%	10%	10%	101
GGRC	55%	31%	10%	3%	115
HRC	53%	23%	11%	13%	262
IRC	71%	19%	5%	5%	448
KRC	61%	16%	12%	11%	122
NBRC	49%	25%	12%	14%	112
NLACRC	63%	21%	7%	8%	334
RCEB	55%	23%	11%	12%	198
RCOC	51%	27%	14%	8%	353
RCRC	61%	24%	4%	11%	54
SARC	57%	23%	11%	9%	248
SCLARC	68%	15%	7%	9%	241
SDRC	60%	25%	10%	6%	458
SGPRC	62%	19%	12%	6%	170
TCRC	70%	20%	5%	5%	264
VMRC	64%	18%	8%	10%	179
WRC	63%	21%	9%	7%	132
CA Average	61%	21%	9%	8%	4677
Weighted NCI-IDD Average	61%	22%	9%	8%	5396

Are you able to contact your child's support workers when you want?

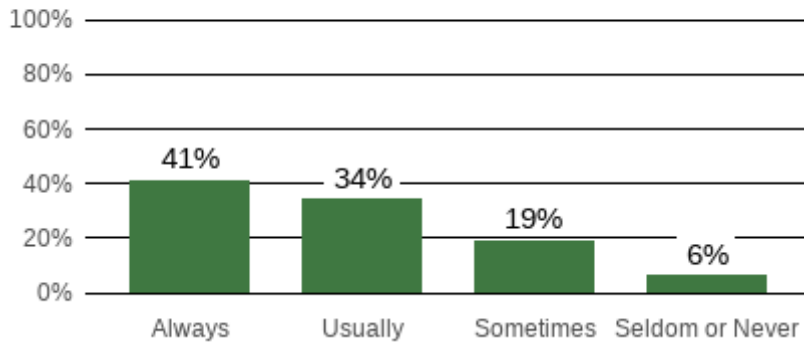


Table 45. Are you able to contact your child's support workers when you want?

Regional Center	Always	Usually	Sometimes	Seldom or Never	N
ACRC	44%	34%	17%	5%	566
CVRC	47%	28%	18%	7%	388
ELARC	45%	33%	18%	5%	297
FDLRC	45%	34%	17%	4%	256
FNRC	35%	36%	19%	9%	159
GGRC	32%	35%	23%	10%	149
HRC	43%	35%	19%	4%	402
IRC	40%	34%	20%	7%	587
KRC	36%	27%	29%	8%	198
NBRC	39%	39%	19%	4%	210
NLACRC	36%	29%	23%	12%	476
RCEB	33%	34%	24%	9%	285
RCOC	41%	35%	17%	7%	463
RCRC	46%	39%	12%	3%	106
SARC	42%	34%	19%	5%	332
SCLARC	37%	29%	25%	9%	414
SDRC	44%	35%	16%	4%	644
SGPRC	45%	37%	13%	5%	241
TCRC	39%	34%	22%	5%	370
VMRC	42%	36%	15%	7%	302
WRC	35%	40%	19%	6%	175
CA Average	41%	34%	19%	6%	7020
Weighted NCI-IDD Average	44%	34%	17%	5%	8536

**Are you able to contact your child's case manager/
service coordinator when you want?**

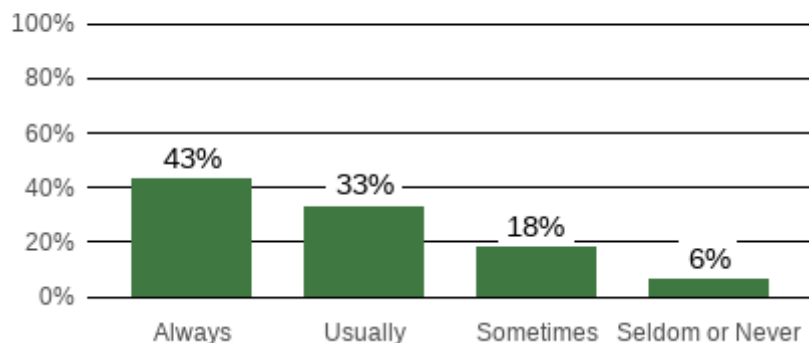


Table 46. Are you able to contact your child's case manager/service coordinator when you want?

Regional Center	Always	Usually	Sometimes	Seldom or Never	N
ACRC	46%	34%	15%	5%	623
CVRC	49%	27%	19%	5%	415
ELARC	48%	30%	15%	6%	335
FDLRC	48%	30%	18%	4%	295
FNRC	34%	34%	21%	11%	172
GGRC	35%	34%	22%	9%	171
HRC	49%	32%	16%	3%	437
IRC	41%	35%	16%	8%	614
KRC	34%	32%	25%	9%	212
NBRC	38%	39%	19%	4%	233
NLACRC	38%	27%	22%	13%	519
RCEB	34%	33%	22%	11%	331
RCOC	44%	37%	15%	5%	504
RCRC	50%	34%	12%	4%	116
SARC	45%	35%	15%	5%	360
SCLARC	38%	32%	23%	8%	436
SDRC	48%	33%	15%	4%	688
SGPRC	42%	40%	16%	3%	264
TCRC	45%	32%	18%	4%	398
VMRC	47%	33%	14%	7%	331
WRC	44%	29%	22%	5%	200
CA Average	43%	33%	18%	6%	7654
Weighted NCI-IDD Average	47%	32%	15%	5%	9272

Do service providers for your child work together to provide support?

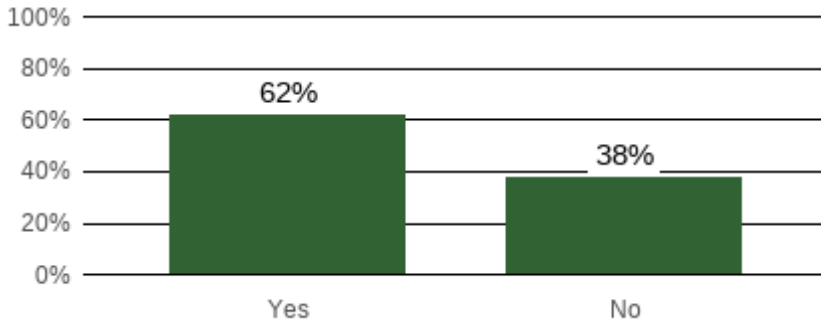


Table 47. Do service providers for your child work together to provide support?

Regional Center	Yes	No	N
ACRC	68%	32%	242
CVRC	63%	37%	182
ELARC	67%	33%	159
FDLRC	61%	39%	139
FNRC	56%	44%	57
GGRC	57%	43%	77
HRC	66%	34%	190
IRC	60%	40%	273
KRC	56%	44%	88
NBRC	52%	48%	91
NLACRC	66%	34%	237
RCEB	49%	51%	148
RCOC	63%	37%	220
RCRC	73%	27%	49
SARC	54%	46%	149
SCLARC	56%	44%	199
SDRC	64%	36%	276
SGPRC	62%	38%	120
TCRC	68%	32%	158
VMRC	61%	39%	135
WRC	62%	38%	71
CA Average	62%	38%	3260
Weighted NCI-IDD Average	65%	35%	4047

Are services delivered in a way that is respectful of your family's culture?

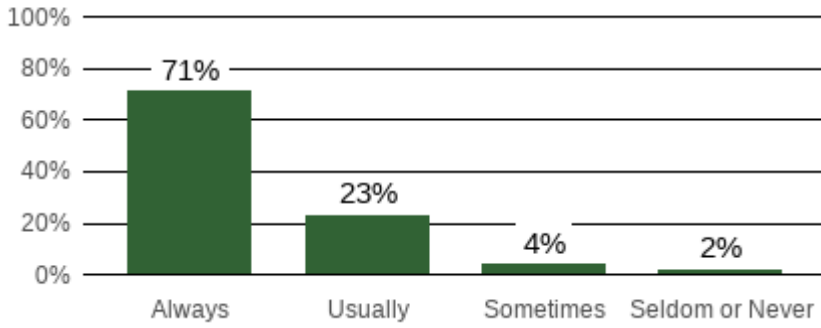


Table 48. Are services delivered in a way that is respectful of your family's culture?

Regional Center	Always	Usually	Sometimes	Seldom or Never	N
ACRC	76%	20%	3%	1%	571
CVRC	73%	22%	4%	1%	386
ELARC	72%	23%	3%	2%	310
FDLRC	69%	23%	4%	3%	262
FNRC	76%	16%	4%	3%	164
GGRC	60%	33%	5%	3%	146
HRC	70%	26%	2%	2%	403
IRC	72%	23%	3%	2%	580
KRC	65%	25%	7%	3%	198
NBRC	66%	29%	2%	3%	218
NLACRC	70%	24%	3%	3%	486
RCEB	66%	27%	3%	4%	288
RCOC	70%	24%	5%	2%	446
RCRC	73%	21%	4%	2%	114
SARC	68%	25%	4%	2%	327
SCLARC	67%	24%	7%	2%	396
SDRC	77%	17%	5%	1%	651
SGPRC	71%	22%	6%	1%	240
TCRC	77%	20%	2%	1%	359
VMRC	74%	20%	4%	2%	304
WRC	62%	30%	7%	2%	172
CA Average	71%	23%	4%	2%	7021
Weighted NCI-IDD Average	74%	21%	3%	2%	8622

Does your child use technology in their everyday life to help them do things on their own?

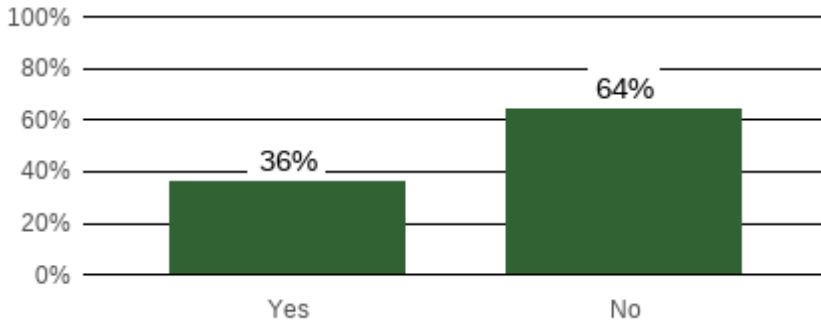


Table 49. Does your child use technology in their everyday life to help them do things on their own?

Regional Center	Yes	No	N
ACRC	36%	64%	625
CVRC	34%	66%	405
ELARC	30%	70%	314
FDLRC	34%	66%	285
FNRC	40%	60%	168
GGRC	41%	59%	174
HRC	39%	61%	421
IRC	40%	60%	616
KRC	24%	76%	215
NBRC	34%	66%	230
NLACRC	34%	66%	519
RCEB	35%	65%	335
RCOC	42%	58%	481
RCRC	30%	70%	117
SARC	38%	62%	365
SCLARC	33%	67%	423
SDRC	39%	61%	695
SGPRC	36%	64%	257
TCRC	37%	63%	379
VMRC	26%	74%	325
WRC	36%	64%	196
CA Average	36%	64%	7545
Weighted NCI-IDD Average	37%	63%	9211

Is there a computer, tablet (for example an iPad), or smartphone that your child can use in your home?

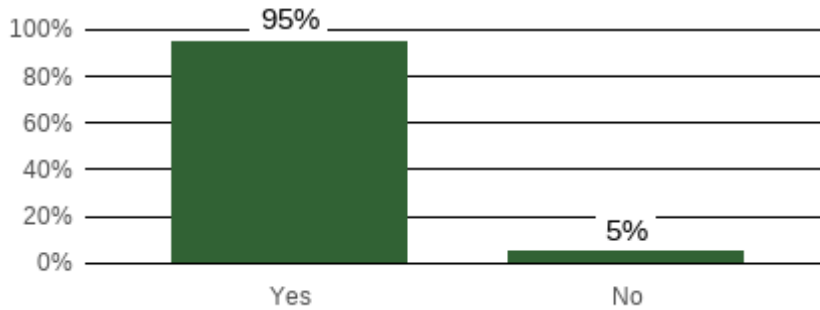


Table 50. Is there a computer, tablet (for example an iPad), or smartphone that your child can use in your home?

Regional Center	Yes	No	N
ACRC	95%	5%	651
CVRC	93%	7%	429
ELARC	96%	4%	341
FDLRC	92%	8%	302
FNRC	93%	7%	176
GGRC	96%	4%	184
HRC	96%	4%	446
IRC	95%	5%	641
KRC	93%	7%	229
NBRC	95%	5%	240
NLACRC	96%	4%	551
RCEB	95%	5%	358
RCOC	97%	3%	500
RCRC	95%	5%	122
SARC	95%	5%	382
SCLARC	93%	7%	452
SDRC	96%	4%	717
SGPRC	97%	3%	272
TCRC	93%	7%	399
VMRC	91%	9%	348
WRC	96%	4%	204
CA Average	95%	5%	7944
Weighted NCI-IDD Average	95%	5%	9643

How well does internet work in your home?

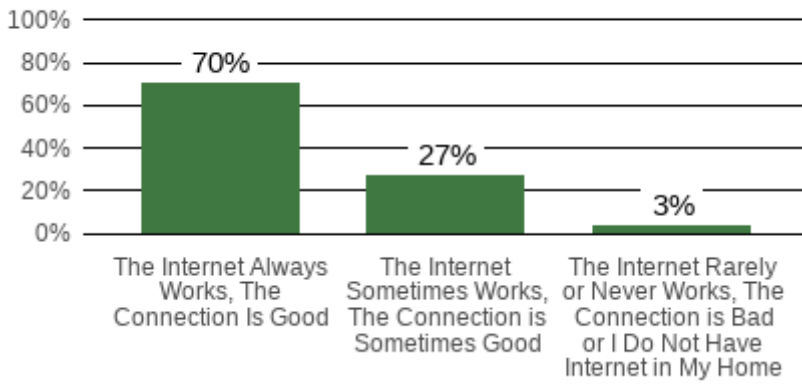


Table 51. How well does the internet work in your home?

Regional Center	The Internet Always Works, The Connection is Good	The Internet Sometimes Works, The Connection is Sometimes Good	The Internet Rarely or Never Works, The Connection is Bad or I do Not Have Internet in My Home	N
ACRC	77%	22%	1%	659
CVRC	65%	32%	3%	431
ELARC	74%	25%	1%	344
FDLRC	73%	24%	2%	301
FNRC	69%	29%	2%	177
GGRC	74%	24%	2%	182
HRC	73%	25%	2%	448
IRC	68%	29%	3%	643
KRC	60%	35%	4%	232
NBRC	67%	30%	3%	244
NLACRC	69%	28%	3%	545
RCEB	78%	20%	2%	357
RCOC	77%	21%	2%	504
RCRC	74%	21%	4%	121
SARC	74%	24%	2%	383
SCLARC	56%	38%	6%	453
SDRC	73%	24%	3%	721
SGPRC	75%	23%	2%	272
TCRC	67%	29%	4%	399
VMRC	63%	33%	4%	347
WRC	65%	32%	3%	206
CA Average	70%	27%	3%	7969
Weighted NCI-IDD Average	72%	26%	2%	9670

Workforce

There is stable and sufficient workforce to meet demand. Children are supported by staff who demonstrate respect for what is important to the person in their day-to-day life. Staff have the right skills to support the children.

“You” and **“Respondent”** refers to the person (usually a parent or conservator) filling out the survey.

“Child” refers to the person receiving services whom the respondent is answering questions about in this survey.

Do support workers come and go when they are supposed to?

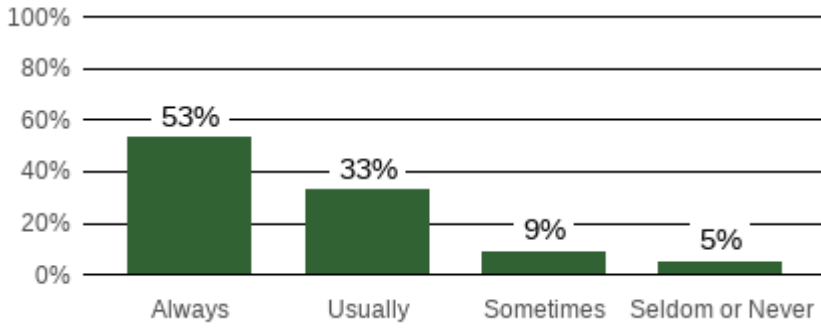


Table 52. Do support workers come and go when they are supposed to?

Regional Center	Always	Usually	Sometimes	Seldom or Never	N
ACRC	58%	30%	8%	3%	431
CVRC	54%	31%	11%	4%	328
ELARC	56%	32%	7%	5%	257
FDLRC	58%	31%	8%	4%	216
FNRC	60%	24%	12%	4%	135
GGRC	46%	39%	8%	7%	111
HRC	53%	36%	8%	3%	326
IRC	54%	33%	6%	7%	519
KRC	48%	33%	13%	7%	167
NBRC	52%	38%	7%	3%	180
NLACRC	48%	32%	12%	7%	394
RCEB	41%	36%	13%	11%	224
RCOC	53%	33%	11%	4%	406
RCRC	57%	28%	13%	2%	90
SARC	56%	32%	10%	2%	268
SCLARC	52%	33%	10%	5%	364
SDRC	59%	31%	7%	3%	547
SGPRC	46%	41%	9%	5%	217
TCRC	61%	31%	6%	3%	303
VMRC	53%	33%	8%	6%	235
WRC	44%	36%	17%	3%	130
CA Average	53%	33%	9%	5%	5848
Weighted NCI-IDD Average	56%	31%	9%	4%	7265

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

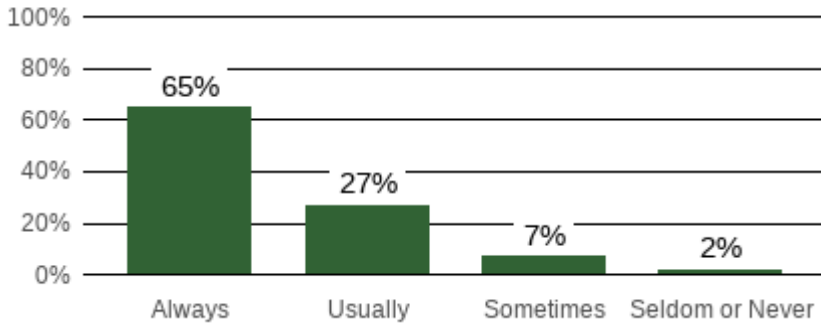


Table 53. Do support workers speak to you in a way you understand?

Regional Center	Always	Usually	Sometimes	Seldom or Never	N
ACRC	68%	25%	5%	1%	502
CVRC	67%	24%	7%	1%	381
ELARC	65%	26%	8%	1%	297
FDLRC	68%	23%	7%	1%	246
FNRC	68%	24%	4%	4%	148
GGRC	55%	36%	7%	2%	141
HRC	69%	24%	6%	1%	383
IRC	62%	29%	7%	2%	570
KRC	65%	24%	8%	3%	195
NBRC	65%	27%	6%	2%	203
NLACRC	63%	30%	6%	2%	445
RCEB	63%	25%	9%	3%	253
RCOC	63%	28%	7%	2%	433
RCRC	62%	34%	5%	0%	104
SARC	61%	33%	4%	2%	317
SCLARC	65%	24%	8%	3%	404
SDRC	68%	25%	6%	1%	614
SGPRC	64%	28%	6%	3%	231
TCRC	66%	28%	4%	1%	354
VMRC	63%	27%	8%	2%	296
WRC	62%	29%	8%	1%	154
CA Average	65%	27%	7%	2%	6671
Weighted NCI-IDD Average	67%	25%	6%	2%	8150

If your child does not communicate verbally, are there support workers who can communicate with your child?

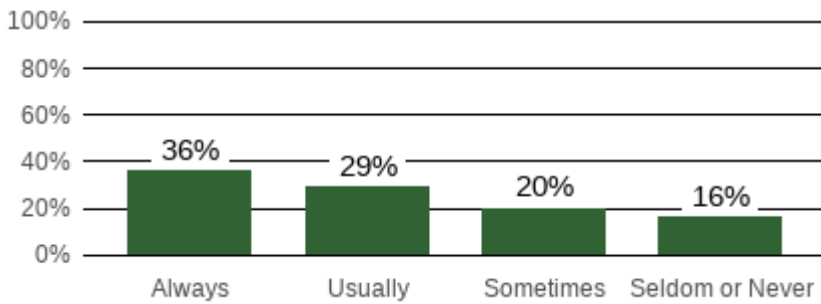


Table 54. If your child does not communicate verbally, are there support workers who can communicate with your child?

Regional Center	Always	Usually	Sometimes	Seldom or Never	N
ACRC	39%	30%	17%	14%	254
CVRC	37%	27%	20%	17%	252
ELARC	34%	36%	20%	11%	166
FDLRC	46%	16%	25%	13%	134
FNRC	31%	25%	21%	23%	71
GGRC	25%	32%	22%	21%	85
HRC	37%	28%	19%	15%	195
IRC	38%	26%	17%	18%	341
KRC	38%	28%	17%	17%	104
NBRC	32%	30%	26%	11%	115
NLACRC	37%	28%	20%	15%	217
RCEB	28%	26%	24%	22%	155
RCOC	28%	34%	21%	16%	256
RCRC	33%	44%	11%	11%	45
SARC	35%	29%	18%	18%	184
SCLARC	34%	29%	21%	16%	232
SDRC	36%	28%	22%	14%	330
SGPRC	29%	29%	22%	21%	125
TCRC	44%	27%	17%	13%	200
VMRC	37%	29%	16%	18%	163
WRC	37%	23%	17%	23%	60
CA Average	36%	29%	20%	16%	3684
Weighted NCI-IDD Average	37%	29%	19%	15%	4509

Do support workers have the right information and skills to meet your family's needs?

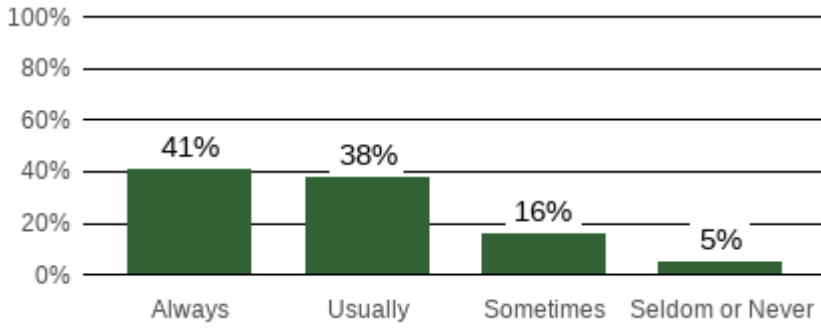


Table 55. Do support workers have the right information and skills to meet your family's needs?

Regional Center	Always	Usually	Sometimes	Seldom or Never	N
ACRC	43%	40%	13%	5%	456
CVRC	45%	34%	16%	5%	345
ELARC	43%	37%	15%	5%	278
FDLRC	44%	37%	14%	4%	241
FNRC	39%	32%	21%	8%	136
GGRC	25%	47%	20%	8%	125
HRC	49%	35%	13%	4%	351
IRC	42%	36%	16%	6%	524
KRC	47%	28%	19%	5%	165
NBRC	40%	39%	16%	4%	184
NLACRC	42%	39%	14%	5%	407
RCEB	34%	37%	21%	8%	227
RCOC	40%	39%	17%	4%	417
RCRC	39%	48%	10%	3%	100
SARC	40%	39%	15%	7%	293
SCLARC	45%	33%	16%	7%	375
SDRC	40%	40%	18%	3%	565
SGPRC	34%	44%	16%	6%	216
TCRC	45%	39%	11%	4%	316
VMRC	41%	40%	13%	5%	262
WRC	35%	39%	22%	4%	149
CA Average	41%	38%	16%	5%	6132
Weighted NCI-IDD Average	43%	37%	15%	5%	7572

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

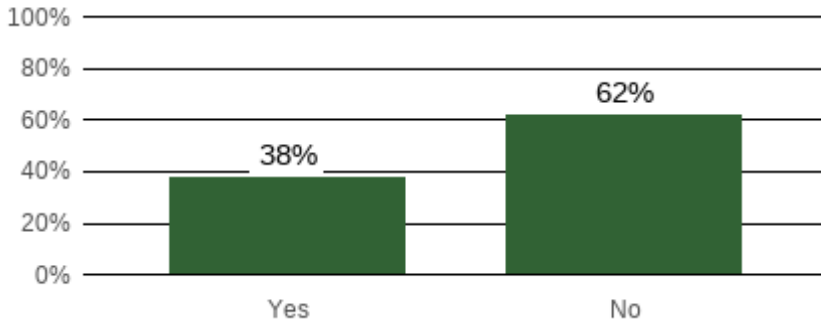


Table 56. Do your child's support workers change too often? Is there too much "turnover" of support workers?

Regional Center	Yes	No	N
ACRC	37%	63%	418
CVRC	32%	68%	300
ELARC	40%	60%	245
FDLRC	28%	72%	215
FNRC	48%	52%	124
GGRC	45%	55%	107
HRC	33%	67%	308
IRC	39%	61%	474
KRC	52%	48%	153
NBRC	54%	46%	175
NLACRC	38%	62%	377
RCEB	50%	50%	210
RCOC	28%	72%	366
RCRC	36%	64%	85
SARC	42%	58%	247
SCLARC	34%	66%	316
SDRC	43%	57%	506
SGPRC	43%	57%	194
TCRC	37%	63%	281
VMRC	35%	65%	224
WRC	27%	73%	124
CA Average	38%	62%	5449
Weighted NCI-IDD Average	36%	64%	6786

Is there always a staff person available to support your child when support is needed?

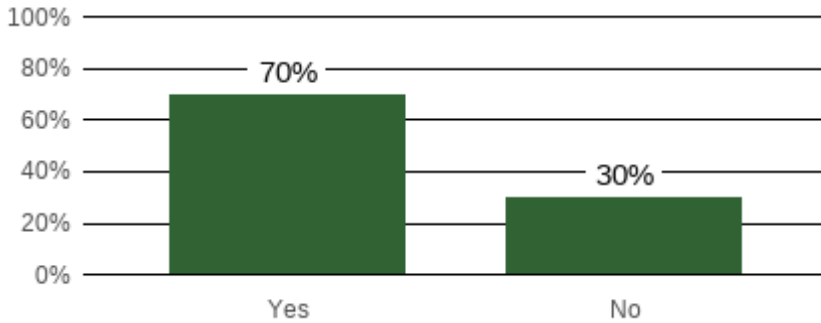


Table 57. Is there always a staff person available to support your child when support is needed?

Regional Center	Yes	No	N
ACRC	72%	28%	398
CVRC	77%	23%	296
ELARC	76%	24%	230
FDLRC	67%	33%	211
FNRC	61%	39%	121
GGRC	59%	41%	113
HRC	76%	24%	296
IRC	74%	26%	434
KRC	62%	38%	149
NBRC	70%	30%	159
NLACRC	63%	37%	372
RCEB	54%	46%	218
RCOC	71%	29%	339
RCRC	68%	32%	77
SARC	68%	32%	257
SCLARC	75%	25%	324
SDRC	69%	31%	491
SGPRC	74%	26%	183
TCRC	77%	23%	275
VMRC	73%	27%	215
WRC	67%	33%	125
CA Average	70%	30%	5283
Weighted NCI-IDD Average	70%	30%	6549

Choice, Decision Making and Control

Families and children with disabilities determine the services and supports they receive and the individuals or agencies who provide them.

“You” and **“Respondent”** refers to the person (usually a parent or conservator) filling out the survey.

“Child” refers to the person receiving services whom the respondent is answering questions about in this survey.

Can someone in your family choose or change the provider agency that provides your child's services?

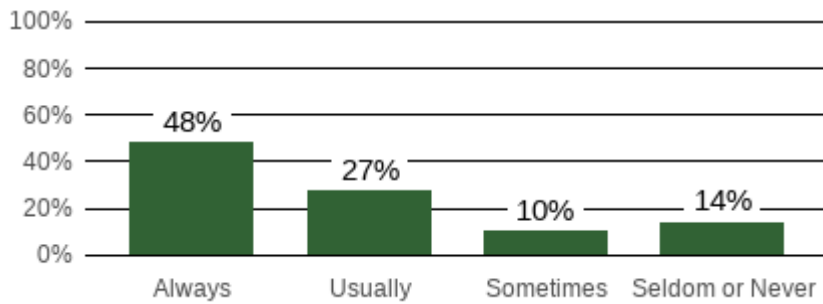


Table 58. Can someone in your family choose or change the provider agency that provides your child's services?

Regional Center	Always	Usually	Sometimes	Seldom or Never	N
ACRC	52%	28%	9%	12%	345
CVRC	46%	24%	11%	20%	199
ELARC	49%	28%	11%	11%	218
FDLRC	40%	25%	17%	18%	167
FNRC	53%	17%	9%	21%	76
GGRC	37%	28%	12%	22%	99
HRC	45%	28%	12%	15%	239
IRC	52%	28%	6%	14%	379
KRC	48%	18%	14%	19%	118
NBRC	46%	27%	8%	19%	118
NLACRC	50%	30%	10%	10%	342
RCEB	42%	27%	16%	15%	201
RCOC	47%	31%	12%	10%	313
RCRC	48%	31%	8%	13%	61
SARC	42%	30%	10%	17%	207
SCLARC	50%	20%	7%	22%	214
SDRC	53%	30%	8%	10%	431
SGPRC	45%	31%	10%	14%	177
TCRC	50%	26%	13%	11%	208
VMRC	46%	26%	8%	20%	168
WRC	45%	28%	15%	12%	121
CA Average	48%	27%	10%	14%	4401
Weighted NCI-IDD Average	51%	26%	9%	14%	5448

Can someone in your family choose or change your child's support workers?

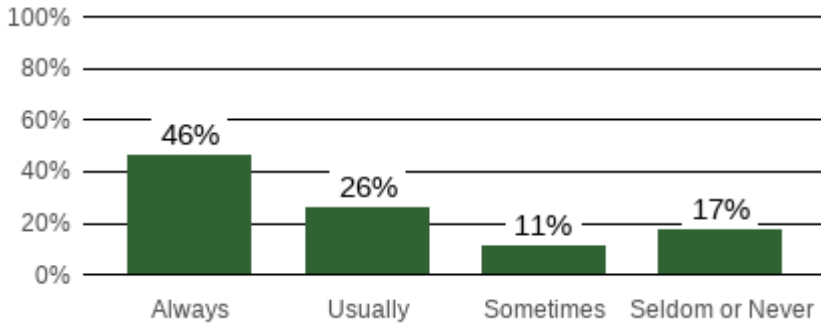


Table 59. Can someone in your family choose or change your child's support workers?

Regional Center	Always	Usually	Sometimes	Seldom or Never	N
ACRC	52%	26%	7%	15%	335
CVRC	49%	23%	6%	22%	198
ELARC	46%	28%	12%	14%	207
FDLRC	41%	24%	14%	21%	155
FNRC	50%	21%	8%	21%	76
GGRC	39%	23%	16%	22%	92
HRC	43%	26%	15%	16%	244
IRC	50%	27%	8%	15%	366
KRC	44%	28%	12%	17%	109
NBRC	41%	28%	13%	18%	119
NLACRC	45%	32%	11%	13%	311
RCEB	43%	25%	17%	14%	190
RCOC	42%	28%	13%	16%	304
RCRC	52%	25%	14%	9%	64
SARC	45%	26%	8%	21%	202
SCLARC	49%	21%	7%	23%	227
SDRC	50%	26%	9%	15%	383
SGPRC	40%	30%	10%	20%	161
TCRC	51%	26%	11%	12%	217
VMRC	45%	26%	10%	18%	163
WRC	45%	25%	9%	21%	111
CA Average	46%	26%	11%	17%	4234
Weighted NCI-IDD Average	50%	25%	10%	15%	5297

Can someone in your family directly manage support staff?

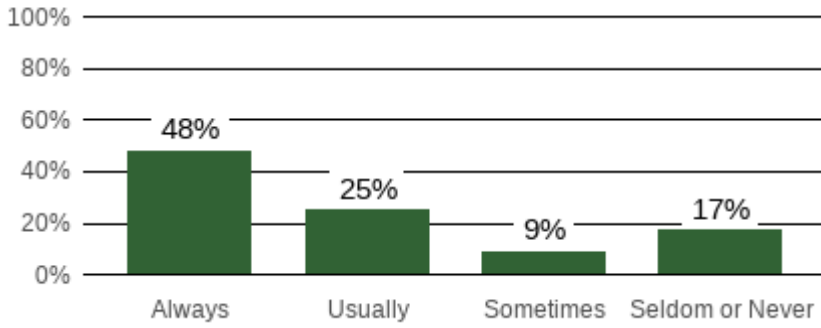


Table 60. Can someone in your family directly manage support staff?

Regional Center	Always	Usually	Sometimes	Seldom or Never	N
ACRC	60%	21%	5%	14%	310
CVRC	47%	25%	11%	17%	171
ELARC	43%	28%	8%	20%	196
FDLRC	44%	26%	11%	20%	151
FNRC	52%	27%	7%	13%	82
GGRC	46%	23%	11%	20%	95
HRC	46%	26%	6%	22%	227
IRC	51%	29%	7%	13%	375
KRC	48%	19%	18%	15%	109
NBRC	49%	27%	6%	18%	121
NLACRC	49%	27%	10%	14%	315
RCEB	46%	27%	10%	17%	192
RCOC	45%	26%	12%	17%	302
RCRC	50%	20%	14%	16%	56
SARC	44%	28%	7%	20%	179
SCLARC	48%	23%	9%	20%	225
SDRC	53%	22%	9%	16%	384
SGPRC	41%	28%	10%	21%	140
TCRC	50%	24%	16%	10%	216
VMRC	46%	27%	6%	21%	165
WRC	38%	30%	13%	19%	109
CA Average	48%	25%	9%	17%	4120
Weighted NCI-IDD Average	52%	24%	9%	15%	5167

Did you, your child, or someone else in your family choose your child's case manager/service coordinator?

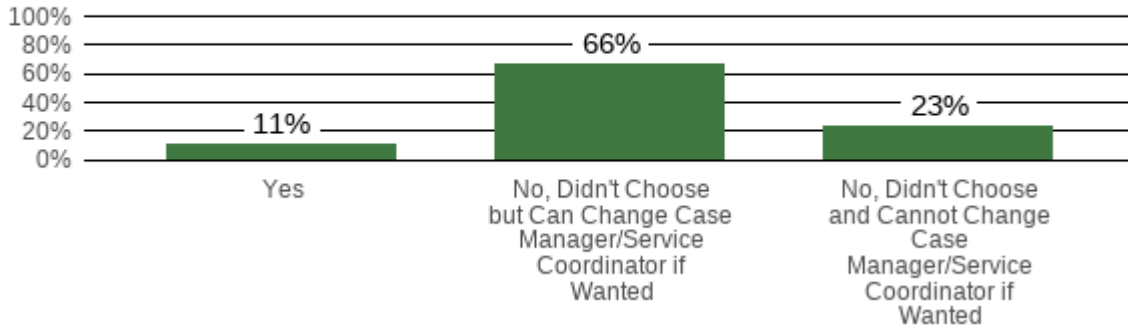


Table 61. Did you, your child, or someone else in your family choose your child's case manager/service coordinator?

Regional Center	Yes	No, Didn't Choose but Can Change Case Manager/Service Coordinator if Wanted	No, Didn't Choose and Cannot Change Case Manager/Service Coordinator if Wanted	N
ACRC	9%	72%	19%	512
CVRC	11%	72%	17%	311
ELARC	15%	68%	16%	268
FDLRC	8%	70%	22%	234
FNRC	7%	58%	36%	135
GGRC	20%	52%	28%	120
HRC	12%	69%	19%	321
IRC	12%	63%	25%	456
KRC	6%	65%	30%	158
NBRC	11%	62%	27%	182
NLACRC	11%	64%	25%	398
RCEB	14%	53%	33%	259
RCOC	13%	67%	21%	395
RCRC	13%	72%	15%	92
SARC	16%	58%	26%	260
SCLARC	12%	68%	20%	316
SDRC	8%	69%	22%	530
SGPRC	10%	68%	22%	202
TCRC	10%	68%	21%	307
VMRC	12%	70%	18%	244
WRC	11%	62%	27%	153
CA Average	11%	66%	23%	5853
Weighted NCI-IDD Average	14%	64%	22%	7141

Community Connections

Children receiving services and supports from the regional center are meaningfully engaged as members of their communities and have strong relationships. Families can use supports in their community.

“You” and **“Respondent”** refers to the person (usually a parent or conservator) filling out the survey.

“Child” refers to the person receiving services whom the respondent is answering questions about in this survey.

Does your child do things in the community?

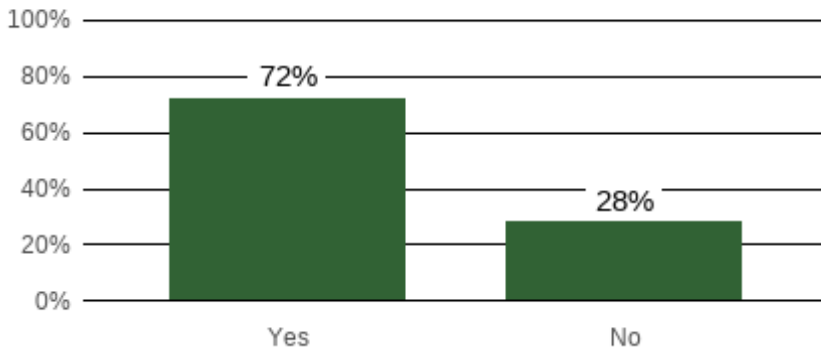


Table 62. Does your child do things in the community?

Regional Center	Yes	No	N
ACRC	73%	27%	661
CVRC	64%	36%	430
ELARC	76%	24%	344
FDLRC	74%	26%	296
FNRC	78%	22%	169
GGRC	71%	29%	178
HRC	73%	27%	444
IRC	75%	25%	643
KRC	72%	28%	224
NBRC	75%	25%	240
NLACRC	74%	26%	545
RCEB	69%	31%	353
RCOC	75%	25%	491
RCRC	80%	20%	122
SARC	70%	30%	381
SCLARC	70%	30%	450
SDRC	74%	26%	713
SGPRC	66%	34%	267
TCRC	70%	30%	399
VMRC	69%	31%	343
WRC	82%	18%	207
CA Average	72%	28%	7900
Weighted NCI-IDD Average	75%	25%	9564

What makes it hard to do things in the community?

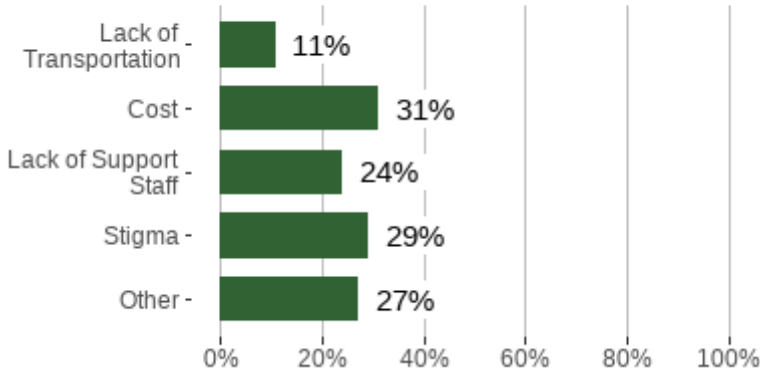


Table 63. What makes it hard to do things in the community?

Categories are not mutually exclusive; therefore N is not shown.

Regional Center	Lack of Transportation	Cost	Lack of Support Staff	Stigma	Other
ACRC	11%	33%	22%	30%	30%
CVRC	8%	25%	20%	29%	26%
ELARC	13%	28%	18%	27%	27%
FDLRC	11%	35%	22%	27%	22%
FNRC	9%	25%	23%	37%	37%
GGRC	17%	34%	41%	25%	34%
HRC	13%	33%	26%	30%	24%
IRC	10%	32%	24%	31%	27%
KRC	16%	33%	19%	28%	27%
NBRC	6%	30%	22%	30%	30%
NLACRC	9%	32%	23%	29%	23%
RCEB	10%	31%	32%	29%	29%
RCOC	9%	27%	29%	34%	30%
RCRC	9%	23%	17%	25%	37%
SARC	12%	26%	25%	31%	27%
SCLARC	15%	38%	17%	21%	18%
SDRC	12%	31%	26%	30%	28%
SGPRC	10%	31%	26%	31%	25%
TCRC	11%	32%	24%	26%	30%
VMRC	12%	38%	21%	25%	29%
WRC	14%	38%	25%	32%	19%
CA Average	11%	31%	24%	29%	27%
Weighted NCI-IDD Average	10%	31%	24%	30%	29%

Does your child spend time with children who do not have developmental disabilities?

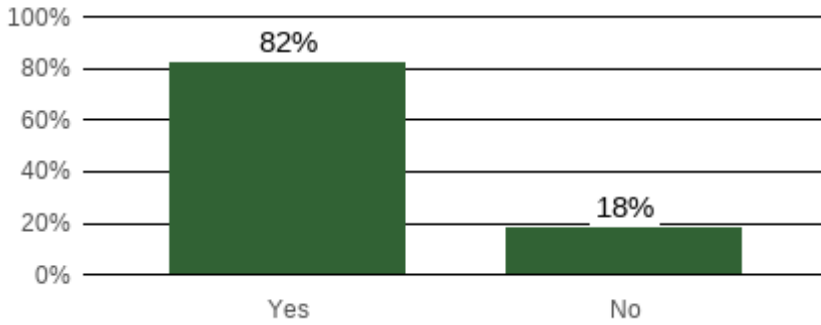


Table 64. Does your child spend time with children who do not have developmental disabilities?

Regional Center	Yes	No	N
ACRC	83%	17%	651
CVRC	86%	14%	436
ELARC	85%	15%	339
FDLRC	83%	17%	295
FNRC	89%	11%	171
GGRC	74%	26%	183
HRC	83%	17%	444
IRC	82%	18%	638
KRC	85%	15%	226
NBRC	80%	20%	242
NLACRC	82%	18%	552
RCEB	78%	22%	359
RCOC	75%	25%	501
RCRC	88%	12%	122
SARC	75%	25%	379
SCLARC	82%	18%	458
SDRC	84%	16%	708
SGPRC	78%	22%	264
TCRC	83%	17%	405
VMRC	87%	13%	346
WRC	86%	14%	205
CA Average	82%	18%	7924
Weighted NCI-IDD Average	83%	17%	9605

In your community, are there resources that your family and child can use that are not provided by the regional center?

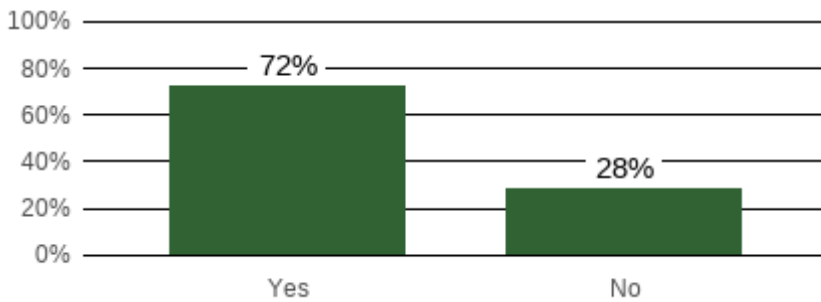


Table 65. In your community, are there resources that your family and child can use that are not provided by the regional center⁸ (for example, recreational programs, community housing, library programs, religious groups, etc.)?

Regional Center	Yes	No	N
ACRC	77%	23%	473
CVRC	70%	30%	310
ELARC	76%	24%	257
FDLRC	73%	27%	226
FNRC	74%	26%	128
GGRC	67%	33%	132
HRC	73%	27%	346
IRC	71%	29%	478
KRC	65%	35%	170
NBRC	75%	25%	167
NLACRC	74%	26%	391
RCEB	66%	34%	259
RCOC	75%	25%	382
RCRC	79%	21%	96
SARC	68%	32%	278
SCLARC	65%	35%	318
SDRC	73%	27%	544
SGPRC	69%	31%	190
TCRC	77%	23%	277
VMRC	73%	27%	243
WRC	80%	20%	153
CA Average	72%	28%	5818
Weighted NCI-IDD Average	74%	26%	7060

⁸ Some NCI states provide services through a statewide ID/DD agency

Does your family take part in any family-to-family networks in your community?

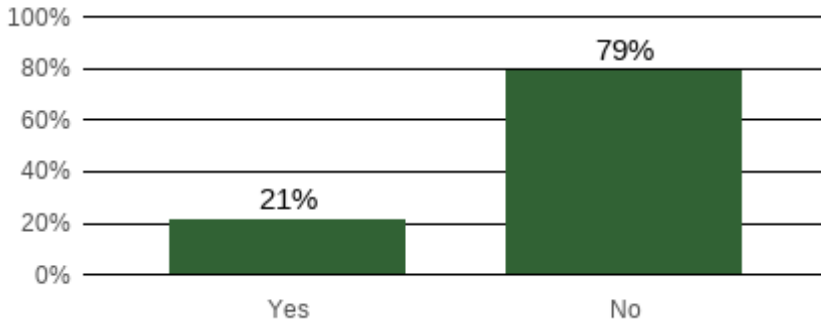


Table 66. Does your family take part in any family-to-family networks in your community?

Regional Center	Yes	No	N
ACRC	20%	80%	583
CVRC	14%	86%	381
ELARC	20%	80%	297
FDLRC	21%	79%	271
FNRC	17%	83%	151
GGRC	27%	73%	163
HRC	25%	75%	396
IRC	22%	78%	564
KRC	17%	83%	182
NBRC	28%	72%	210
NLACRC	20%	80%	481
RCEB	30%	70%	325
RCOC	22%	78%	467
RCRC	19%	81%	109
SARC	33%	67%	340
SCLARC	20%	80%	377
SDRC	16%	84%	626
SGPRC	19%	81%	233
TCRC	19%	81%	369
VMRC	16%	84%	302
WRC	20%	80%	187
CA Average	21%	79%	7014
Weighted NCI-IDD Average	21%	79%	8461

Health, Welfare, and Safety

Families are supported to ensure the health, welfare, and safety of their child receiving services and supports from the regional center.

“You” and **“Respondent”** refers to the person (usually a parent or conservator) filling out the survey.

“Child” refers to the person receiving services whom the respondent is answering questions about in this survey.

**Can your child see a primary care provider
(doctor, registered nurse, etc.) when needed?**

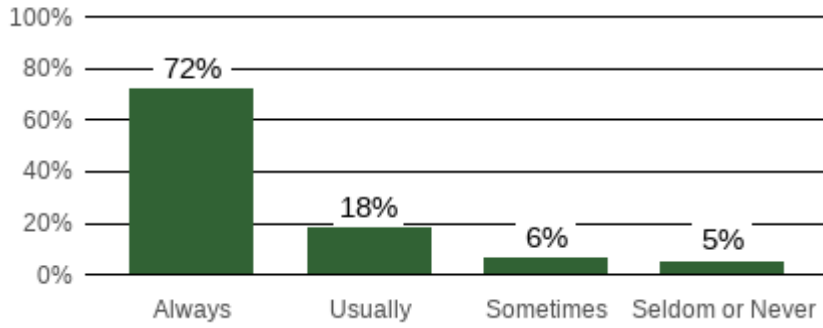


Table 67. Can your child see a primary care provider (doctor, registered nurse, etc.) when needed?

Regional Center	Always	Usually	Sometimes	Seldom or Never	N
ACRC	78%	16%	4%	2%	647
CVRC	68%	17%	7%	8%	406
ELARC	73%	18%	6%	4%	344
FDLRC	70%	17%	8%	5%	294
FNRC	72%	18%	6%	3%	173
GGRC	67%	23%	7%	3%	181
HRC	71%	18%	5%	5%	438
IRC	72%	16%	5%	7%	634
KRC	74%	17%	6%	3%	220
NBRC	70%	21%	6%	3%	240
NLACRC	71%	18%	6%	5%	534
RCEB	75%	16%	5%	4%	353
RCOC	72%	18%	6%	4%	494
RCRC	70%	28%	1%	1%	117
SARC	68%	20%	5%	6%	371
SCLARC	67%	19%	8%	7%	430
SDRC	77%	16%	4%	3%	709
SGPRC	71%	21%	4%	4%	269
TCRC	72%	18%	5%	5%	385
VMRC	68%	20%	6%	6%	336
WRC	71%	19%	7%	2%	206
CA Average	72%	18%	6%	5%	7781
Weighted NCI-IDD Average	73%	18%	5%	4%	9451

Does your child's primary care doctor understand your child's needs related to their intellectual/developmental disability?

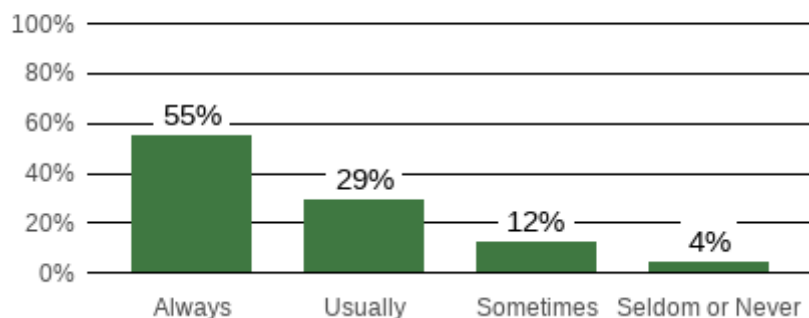


Table 68. Does your child's primary care doctor understand your child's needs related to their intellectual/developmental disability?

Regional Center	Always	Usually	Sometimes	Seldom or Never	N
ACRC	61%	29%	8%	2%	641
CVRC	57%	25%	14%	3%	408
ELARC	55%	27%	15%	3%	339
FDLRC	49%	28%	17%	6%	297
FNRC	51%	31%	14%	4%	169
GGRC	51%	33%	14%	3%	182
HRC	58%	25%	14%	3%	432
IRC	58%	27%	10%	5%	633
KRC	50%	28%	17%	6%	218
NBRC	55%	26%	15%	4%	236
NLACRC	52%	33%	13%	3%	527
RCEB	55%	31%	11%	3%	343
RCOC	54%	32%	11%	3%	502
RCRC	53%	32%	14%	2%	118
SARC	52%	30%	13%	5%	378
SCLARC	59%	25%	11%	5%	430
SDRC	58%	28%	10%	3%	704
SGPRC	49%	29%	19%	3%	261
TCRC	60%	26%	10%	4%	393
VMRC	53%	27%	14%	6%	333
WRC	51%	33%	15%	2%	199
CA Average	55%	29%	12%	4%	7743
Weighted NCI-IDD Average	57%	29%	12%	3%	9420

Can your child go to the dentist when needed?

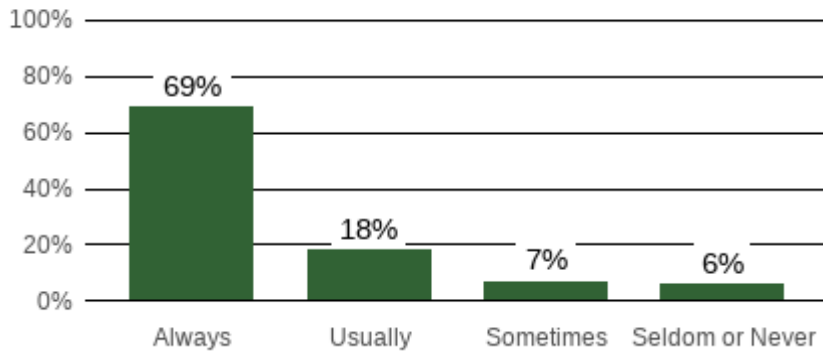


Table 69. Can your child go to the dentist when needed?

Regional Center	Always	Usually	Sometimes	Seldom or Never	N
ACRC	71%	17%	7%	5%	657
CVRC	65%	16%	12%	7%	425
ELARC	69%	18%	6%	7%	345
FDLRC	71%	16%	8%	5%	304
FNRC	65%	24%	5%	6%	174
GGRC	62%	24%	9%	6%	181
HRC	73%	15%	7%	5%	449
IRC	70%	17%	7%	7%	644
KRC	68%	21%	6%	5%	230
NBRC	64%	20%	9%	7%	245
NLACRC	72%	16%	7%	5%	552
RCEB	66%	22%	6%	6%	356
RCOC	72%	18%	6%	4%	505
RCRC	65%	24%	8%	3%	118
SARC	63%	20%	9%	9%	384
SCLARC	72%	16%	6%	5%	455
SDRC	74%	16%	5%	4%	719
SGPRC	67%	19%	9%	6%	268
TCRC	67%	19%	9%	5%	404
VMRC	68%	20%	7%	5%	342
WRC	73%	17%	6%	3%	203
CA Average	69%	18%	7%	6%	7960
Weighted NCI-IDD Average	69%	19%	7%	5%	9617

Does your child's dentist understand your child's needs related to their intellectual/developmental disability?

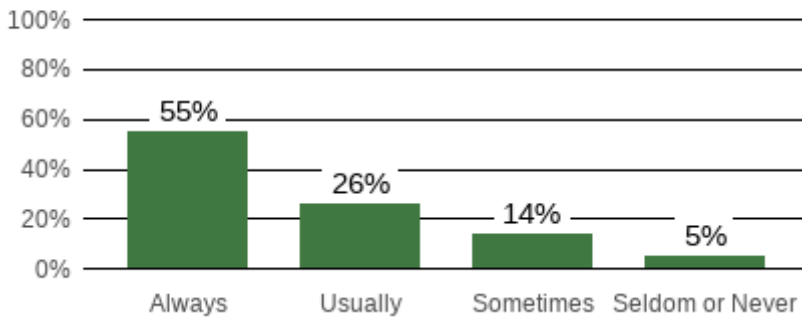


Table 70. Does your child's dentist understand your child's needs related to their intellectual/developmental disability?

Regional Center	Always	Usually	Sometimes	Seldom or Never	N
ACRC	53%	26%	14%	6%	620
CVRC	57%	24%	13%	5%	394
ELARC	52%	32%	13%	3%	326
FDLRC	53%	27%	14%	6%	287
FNRC	46%	31%	15%	7%	163
GGRC	48%	33%	13%	6%	174
HRC	60%	22%	13%	4%	416
IRC	60%	24%	11%	5%	609
KRC	53%	27%	17%	3%	208
NBRC	50%	26%	17%	6%	235
NLACRC	57%	25%	15%	3%	509
RCEB	48%	33%	16%	4%	337
RCOC	55%	29%	13%	4%	497
RCRC	60%	26%	14%	1%	109
SARC	55%	24%	16%	5%	364
SCLARC	59%	26%	11%	5%	418
SDRC	59%	27%	10%	4%	685
SGPRC	55%	23%	17%	6%	253
TCRC	59%	26%	13%	3%	391
VMRC	54%	25%	15%	7%	323
WRC	50%	26%	19%	5%	192
CA Average	55%	26%	14%	5%	7510
Weighted NCI-IDD Average	56%	27%	13%	5%	9038

If your child takes prescription medications, do you know what they're for?

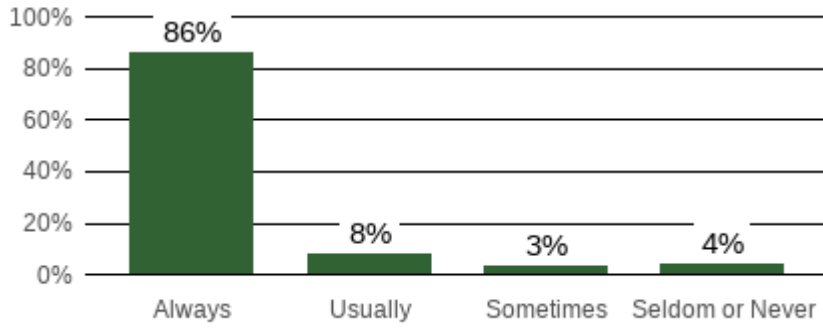


Table 71. If your child takes prescription medications, do you know what they're for?

Regional Center	Always	Usually	Sometimes	Seldom or Never	N
ACRC	87%	6%	4%	3%	373
CVRC	85%	6%	2%	6%	248
ELARC	83%	7%	5%	6%	179
FDLRC	82%	10%	4%	4%	159
FNRC	92%	7%	0%	1%	91
GGRC	85%	11%	0%	4%	119
HRC	86%	10%	1%	3%	228
IRC	87%	8%	1%	3%	414
KRC	84%	6%	3%	6%	124
NBRC	89%	6%	1%	3%	140
NLACRC	85%	7%	3%	5%	305
RCEB	83%	11%	1%	5%	220
RCOC	87%	8%	3%	3%	342
RCRC	95%	5%	0%	0%	65
SARC	83%	9%	5%	3%	263
SCLARC	85%	8%	4%	4%	257
SDRC	86%	7%	3%	3%	431
SGPRC	82%	8%	5%	5%	151
TCRC	91%	5%	2%	2%	247
VMRC	81%	10%	3%	6%	177
WRC	85%	7%	2%	7%	107
CA Average	86%	8%	3%	4%	4640
Weighted NCI-IDD Average	87%	7%	3%	3%	5858

Do you or someone else in your family know what is needed to safely take the prescription medications (when it should be taken, how much to take, and the potential side effects)?

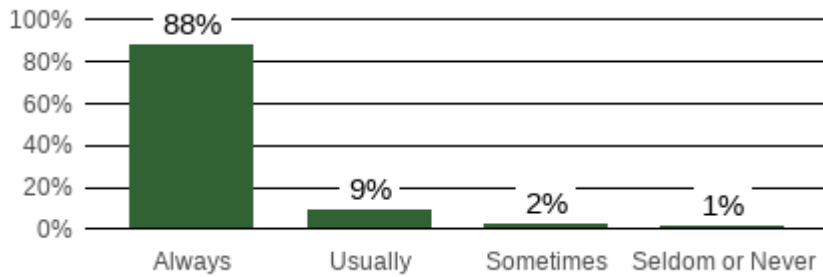


Table 72. Do you or someone else in your family know what is needed to safely take the prescription medications (when it should be taken, how much to take, and the potential side effects)?

Regional Center	Always	Usually	Sometimes	Seldom or Never	N
ACRC	90%	9%	1%	0%	373
CVRC	88%	8%	3%	1%	245
ELARC	89%	5%	3%	3%	174
FDLRC	85%	11%	2%	3%	157
FNRC	90%	9%	0%	1%	89
GGRC	84%	13%	2%	1%	115
HRC	91%	4%	3%	1%	224
IRC	91%	6%	1%	1%	409
KRC	91%	7%	2%	0%	124
NBRC	94%	5%	1%	0%	138
NLACRC	86%	10%	2%	2%	297
RCEB	81%	15%	3%	1%	220
RCOC	84%	14%	1%	1%	338
RCRC	94%	6%	0%	0%	65
SARC	83%	12%	3%	1%	259
SCLARC	85%	10%	3%	2%	253
SDRC	88%	9%	2%	1%	424
SGPRC	84%	12%	1%	3%	149
TCRC	91%	8%	1%	0%	245
VMRC	92%	5%	2%	1%	169
WRC	81%	13%	5%	2%	110
CA Average	88%	9%	2%	1%	4577
Weighted NCI-IDD Average	89%	9%	2%	1%	5792

Can your child get mental or behavioral health supports when needed? (Like see a therapist, go to group counseling)

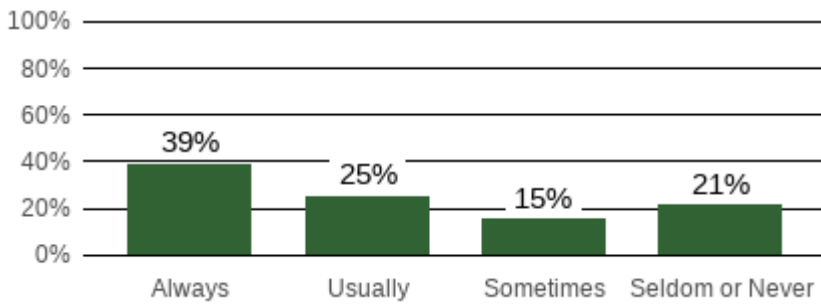


Table 73. Can your child get mental or behavioral health supports when needed? (Like see a therapist, go to group counseling)

Regional Center	Always	Usually	Sometimes	Seldom or Never	N
ACRC	39%	27%	16%	19%	505
CVRC	37%	22%	14%	26%	316
ELARC	41%	28%	11%	20%	265
FDLRC	42%	21%	16%	21%	249
FNRC	31%	28%	16%	25%	127
GGRC	35%	33%	12%	20%	142
HRC	50%	25%	11%	15%	367
IRC	45%	25%	13%	17%	523
KRC	36%	26%	16%	21%	159
NBRC	36%	25%	19%	20%	190
NLACRC	40%	25%	15%	20%	430
RCEB	31%	24%	17%	28%	273
RCOC	38%	25%	15%	21%	380
RCRC	35%	23%	21%	22%	97
SARC	33%	26%	19%	22%	303
SCLARC	42%	25%	12%	22%	339
SDRC	39%	23%	20%	18%	576
SGPRC	36%	30%	11%	23%	211
TCRC	37%	28%	13%	21%	309
VMRC	33%	26%	12%	28%	243
WRC	40%	27%	16%	16%	164
CA Average	39%	25%	15%	21%	6168
Weighted NCI-IDD Average	40%	25%	15%	20%	7401

**If your child uses mental health services,
does the mental health professional
understand your child's needs related to their
intellectual/developmental disability?**

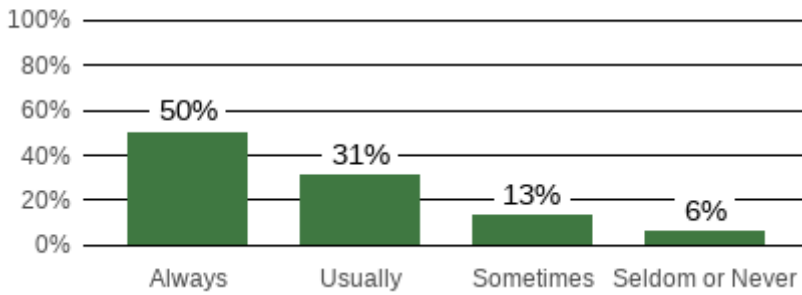


Table 74. If your child uses mental health services, does the mental health professional understand your child's needs related to their intellectual/developmental disability?

Regional Center	Always	Usually	Sometimes	Seldom or Never	N
ACRC	52%	29%	14%	5%	385
CVRC	53%	27%	14%	6%	247
ELARC	51%	32%	12%	5%	225
FDLRC	48%	31%	15%	6%	198
FNRC	47%	35%	11%	7%	88
GGRC	43%	40%	11%	6%	129
HRC	60%	27%	9%	4%	293
IRC	50%	29%	14%	6%	436
KRC	45%	34%	14%	7%	124
NBRC	49%	36%	13%	3%	143
NLACRC	50%	31%	12%	7%	342
RCEB	40%	36%	17%	7%	219
RCOC	46%	33%	13%	8%	335
RCRC	51%	34%	14%	1%	73
SARC	44%	31%	17%	7%	254
SCLARC	56%	27%	10%	7%	290
SDRC	48%	30%	16%	6%	466
SGPRC	47%	35%	12%	6%	173
TCRC	54%	31%	10%	5%	242
VMRC	48%	32%	10%	10%	198
WRC	43%	39%	14%	4%	130
CA Average	50%	31%	13%	6%	4990
Weighted NCI-IDD Average	50%	31%	13%	6%	5926

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

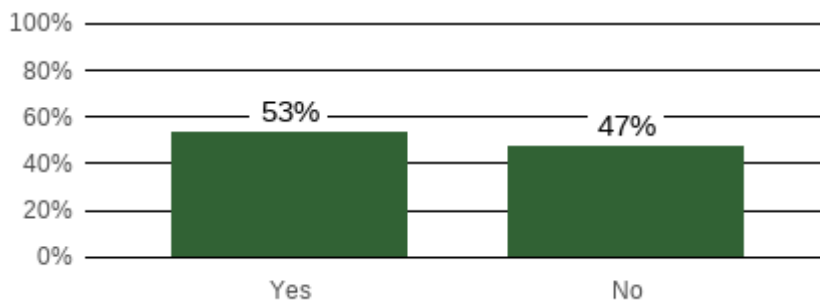


Table 75. If you asked for crisis or emergency services during the past 12 months, were services provided when needed?

Regional Center	Yes	No	N
ACRC	58%	42%	145
CVRC	43%	57%	125
ELARC	62%	38%	87
FDLRC	57%	43%	83
FNRC	50%	50%	30
GGRC	58%	42%	52
HRC	59%	41%	132
IRC	55%	45%	195
KRC	45%	55%	69
NBRC	64%	36%	67
NLACRC	46%	54%	156
RCEB	53%	47%	95
RCOC	58%	42%	123
RCRC	70%	30%	33
SARC	50%	50%	103
SCLARC	44%	56%	168
SDRC	60%	40%	206
SGPRC	55%	45%	60
TCRC	50%	50%	116
VMRC	39%	61%	97
WRC	62%	38%	45
CA Average	53%	47%	2187
Weighted NCI-IDD Average	56%	44%	2597

Do you feel prepared to handle the needs of your child in an emergency such as a medical emergency or natural disaster?

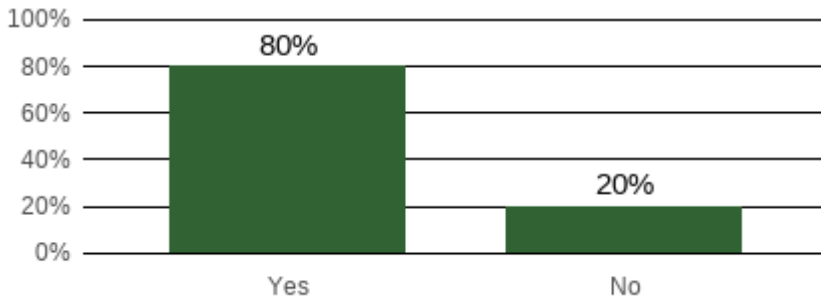


Table 76. Do you feel prepared to handle the needs of your child in an emergency such as a medical emergency or natural disaster?

Regional Center	Yes	No	N
ACRC	87%	13%	588
CVRC	81%	19%	391
ELARC	84%	16%	304
FDLRC	79%	21%	262
FNRC	83%	17%	162
GGRC	66%	34%	146
HRC	80%	20%	397
IRC	82%	18%	591
KRC	80%	20%	201
NBRC	80%	20%	224
NLACRC	80%	20%	492
RCEB	76%	24%	311
RCOC	81%	19%	445
RCRC	91%	9%	113
SARC	76%	24%	336
SCLARC	78%	22%	417
SDRC	80%	20%	638
SGPRC	75%	25%	236
TCRC	80%	20%	360
VMRC	75%	25%	309
WRC	81%	19%	175
CA Average	80%	20%	7098
Weighted NCI-IDD Average	82%	18%	8632

Have you discussed how to handle emergencies (such as a medical emergency, pandemic or natural disaster) with your child's case manager/service coordinator?

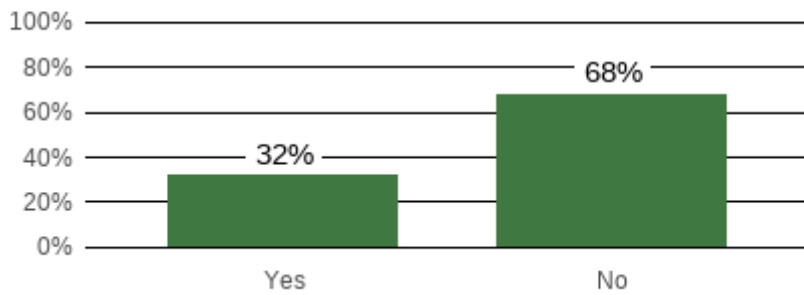


Table 77. Have you discussed how to handle emergencies (such as a medical emergency, pandemic or natural disaster) with your child's case manager/service coordinator?

Regional Center	Yes	No	N
ACRC	37%	63%	595
CVRC	32%	68%	396
ELARC	40%	60%	316
FDLRC	28%	72%	277
FNRC	32%	68%	162
GGRC	20%	80%	169
HRC	30%	70%	413
IRC	46%	54%	588
KRC	19%	81%	205
NBRC	32%	68%	228
NLACRC	28%	72%	513
RCEB	23%	77%	337
RCOC	46%	54%	472
RCRC	45%	55%	106
SARC	26%	74%	344
SCLARC	36%	64%	419
SDRC	30%	70%	661
SGPRC	33%	67%	243
TCRC	25%	75%	377
VMRC	24%	76%	299
WRC	27%	73%	191
CA Average	32%	68%	7311
Weighted NCI-IDD Average	35%	65%	8875

Do you know how to file a complaint or grievance about provider agencies or staff?

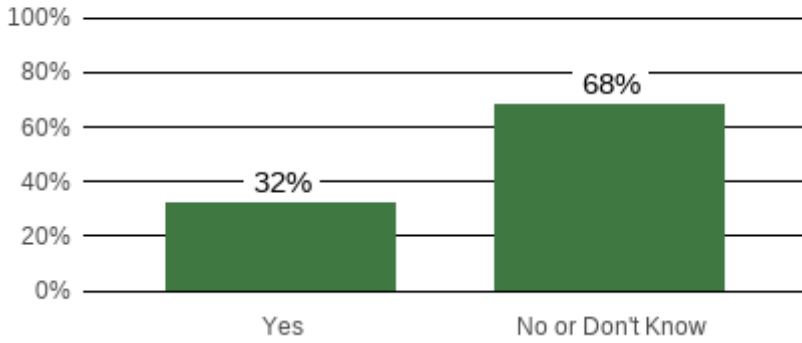


Table 78. Do you know how to file a complaint or grievance about provider agencies or staff?

Regional Center	Yes	No or Don't Know	N
ACRC	40%	60%	661
CVRC	32%	68%	438
ELARC	38%	62%	349
FDLRC	31%	69%	307
FNRC	39%	61%	178
GGRC	20%	80%	183
HRC	36%	64%	450
IRC	32%	68%	652
KRC	30%	70%	230
NBRC	31%	69%	246
NLACRC	29%	71%	557
RCEB	24%	76%	362
RCOC	35%	65%	514
RCRC	43%	58%	120
SARC	26%	74%	385
SCLARC	29%	71%	461
SDRC	29%	71%	725
SGPRC	33%	67%	276
TCRC	29%	71%	411
VMRC	39%	61%	349
WRC	34%	66%	206
CA Average	32%	68%	8060
Weighted NCI-IDD Average	36%	64%	9738

If a complaint or grievance was filed or resolved in the past 12 months, are you satisfied with the way it was handled?

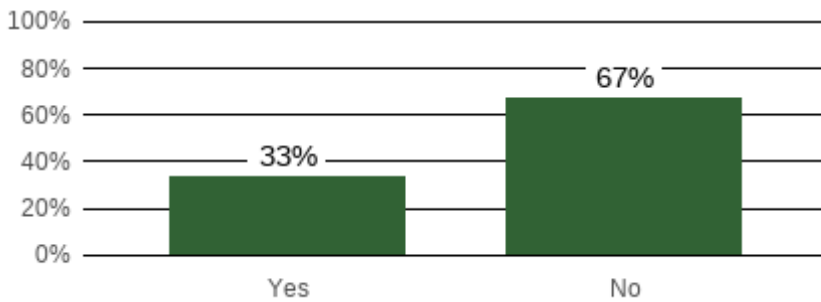


Table 79. If a complaint or grievance was filed or resolved in the past 12 months, are you satisfied with the way it was handled?

Regional Center	Yes	No	N
ACRC	40%	60%	45
CVRC	27%	73%	73
ELARC	26%	74%	35
FDLRC	30%	70%	40
FNRC	n/a	n/a	n/a
GGRC	35%	65%	23
HRC	42%	58%	66
IRC	42%	58%	81
KRC	39%	61%	31
NBRC	41%	59%	29
NLACRC	28%	72%	87
RCEB	28%	72%	43
RCOC	39%	61%	66
RCRC	n/a	n/a	n/a
SARC	21%	79%	38
SCLARC	25%	75%	95
SDRC	32%	68%	69
SGPRC	39%	61%	36
TCRC	33%	67%	49
VMRC	36%	64%	42
WRC	39%	61%	23
CA Average	33%	67%	994
Weighted NCI-IDD Average	35%	65%	1105

The following Regional Centers had an N of less than 20 and were not shown. They are still included in the overall CA Average and weighted NCI average: FNRC, RCRC

Do you know how to report abuse or neglect related to your child?

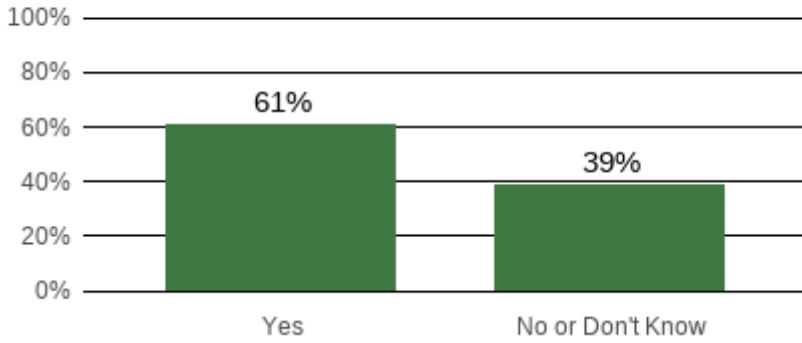


Table 80. Do you know how to report abuse or neglect related to your child?

Regional Center	Yes	No or Don't Know	N
ACRC	70%	30%	657
CVRC	62%	38%	439
ELARC	62%	38%	345
FDLRC	56%	44%	301
FNRC	70%	30%	176
GGRC	48%	52%	181
HRC	59%	41%	443
IRC	64%	36%	652
KRC	61%	39%	227
NBRC	61%	39%	247
NLACRC	58%	42%	554
RCEB	50%	50%	361
RCOC	60%	40%	507
RCRC	80%	20%	121
SARC	51%	49%	388
SCLARC	61%	39%	458
SDRC	63%	37%	721
SGPRC	60%	40%	277
TCRC	62%	38%	408
VMRC	61%	39%	347
WRC	61%	39%	206
CA Average	61%	39%	8016
Weighted NCI-IDD Average	65%	35%	9701

Within the past 12 months, was a report of abuse or neglect filed on behalf of your child?

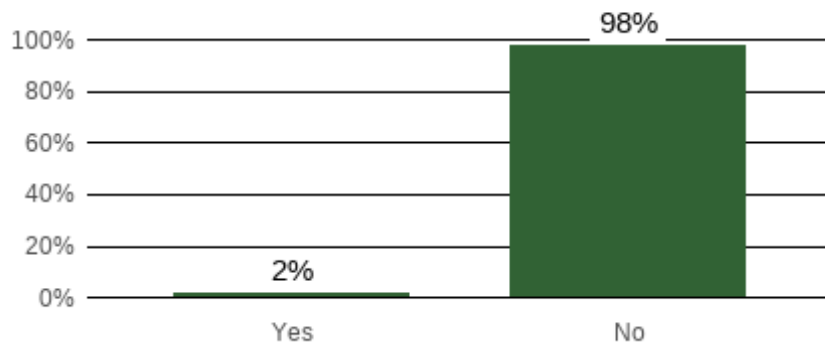


Table 81. Within the past 12 months, was a report of abuse or neglect filed on behalf of your child?

Regional Center	Yes	No	N
ACRC	2%	98%	627
CVRC	2%	98%	397
ELARC	2%	98%	327
FDLRC	2%	98%	297
FNRC	2%	98%	173
GGRC	2%	98%	171
HRC	4%	96%	417
IRC	4%	96%	621
KRC	3%	97%	211
NBRC	4%	96%	228
NLACRC	1%	99%	535
RCEB	2%	98%	343
RCOC	2%	98%	488
RCRC	4%	96%	109
SARC	1%	99%	372
SCLARC	2%	98%	426
SDRC	2%	98%	684
SGPRC	1%	99%	265
TCRC	4%	96%	380
VMRC	5%	95%	323
WRC	1%	99%	198
CA Average	2%	98%	7592
Weighted NCI-IDD Average	3%	97%	9239

If someone outside of your family reported abuse or neglect, were you notified of the report in a timely manner?

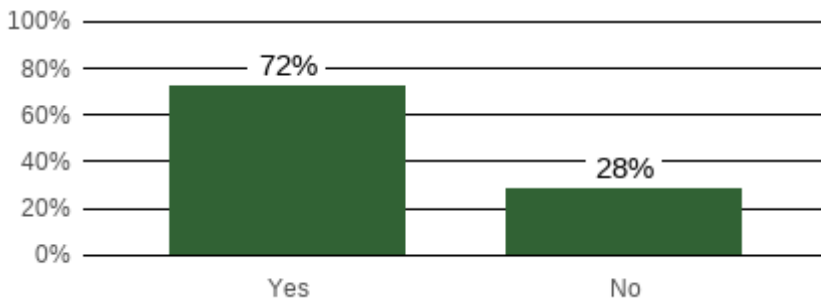


Table 82. If someone outside of your family reported abuse or neglect, were you notified of the report in a timely manner?

Regional Center	Yes	No	N
ACRC	n/a	n/a	n/a
CVRC	n/a	n/a	n/a
ELARC	n/a	n/a	n/a
FDLRC	n/a	n/a	n/a
FNRC	n/a	n/a	n/a
GGRC	n/a	n/a	n/a
HRC	n/a	n/a	n/a
IRC	n/a	n/a	n/a
KRC	n/a	n/a	n/a
NBRC	n/a	n/a	n/a
NLACRC	n/a	n/a	n/a
RCEB	n/a	n/a	n/a
RCOC	n/a	n/a	n/a
RCRC	n/a	n/a	n/a
SARC	n/a	n/a	n/a
SCLARC	n/a	n/a	n/a
SDRC	n/a	n/a	n/a
SGPRC	n/a	n/a	n/a
TCRC	n/a	n/a	n/a
VMRC	n/a	n/a	n/a
WRC	n/a	n/a	n/a
CA Average	72%	28%	123
Weighted NCI-IDD Average	72%	28%	155

The following Regional Centers had an N of less than 20 and were not shown. They are still included in the overall CA Average and weighted NCI average: ACRC, CVRC, ELARC, FDLRC, FNRC, GGRC, HRC, IRC, KRC, NBRC, NLACRC, RCEB, RCOC, RCRC, SARC, SCLARC, SDRC, SGPRC, TCRC, VMRC, WRC

Satisfaction With Services and Supports

Services and supports lead to better lives for children with disabilities and their families.

“You” and **“Respondent”** refers to the person (usually a parent or conservator) filling out the survey.

“Child” refers to the person receiving services whom the respondent is answering questions about in this survey.

Overall, are you satisfied with the services and supports your child currently receives?

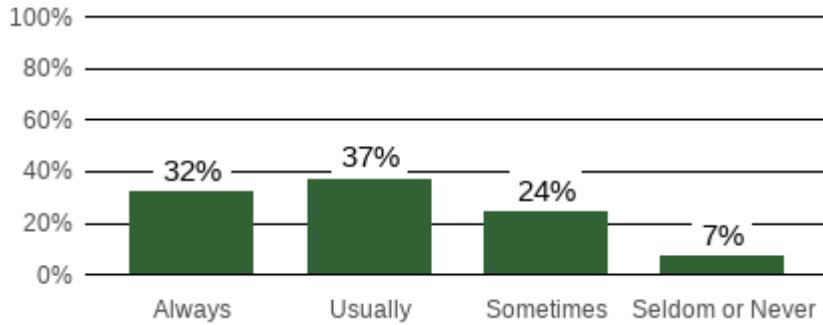


Table 83. Overall, are you satisfied with the services and supports your child currently receives?

Regional Center	Always	Usually	Sometimes	Seldom or Never	N
ACRC	31%	37%	24%	8%	644
CVRC	35%	34%	26%	5%	431
ELARC	41%	34%	20%	5%	339
FDLRC	33%	35%	25%	7%	301
FNRC	26%	38%	25%	12%	171
GGRC	23%	39%	31%	8%	177
HRC	37%	35%	22%	6%	433
IRC	33%	39%	21%	7%	630
KRC	30%	36%	25%	9%	221
NBRC	28%	41%	23%	8%	239
NLACRC	26%	39%	26%	10%	530
RCEB	23%	38%	27%	12%	344
RCOC	30%	42%	23%	6%	500
RCRC	30%	45%	16%	8%	119
SARC	31%	37%	23%	9%	382
SCLARC	36%	30%	24%	11%	445
SDRC	32%	38%	24%	6%	704
SGPRC	30%	40%	24%	6%	274
TCRC	34%	41%	21%	4%	404
VMRC	33%	37%	23%	6%	338
WRC	28%	38%	28%	6%	204
CA Average	32%	37%	24%	7%	7830
Weighted NCI-IDD Average	33%	38%	22%	7%	9494

Do you feel that services and supports have made a positive difference in the life of your child?

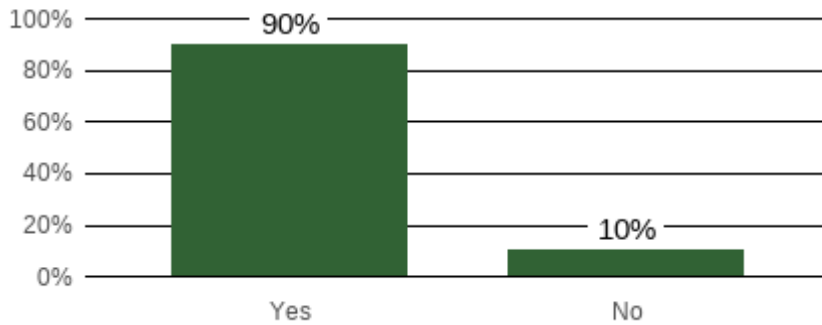


Table 84. Do you feel that services and supports have made a positive difference in the life of your child?

Regional Center	Yes	No	N
ACRC	89%	11%	589
CVRC	89%	11%	389
ELARC	90%	10%	320
FDLRC	92%	8%	280
FNRC	88%	12%	157
GGRC	87%	13%	161
HRC	91%	9%	399
IRC	90%	10%	593
KRC	87%	13%	194
NBRC	92%	8%	220
NLACRC	90%	10%	494
RCEB	88%	12%	312
RCOC	94%	6%	469
RCRC	95%	5%	113
SARC	90%	10%	337
SCLARC	84%	16%	419
SDRC	92%	8%	652
SGPRC	94%	6%	244
TCRC	93%	7%	390
VMRC	89%	11%	317
WRC	93%	7%	189
CA Average	90%	10%	7238
Weighted NCI-IDD Average	91%	9%	8812

Have services and supports reduced your family's out-of-pocket expenses for your child's care?

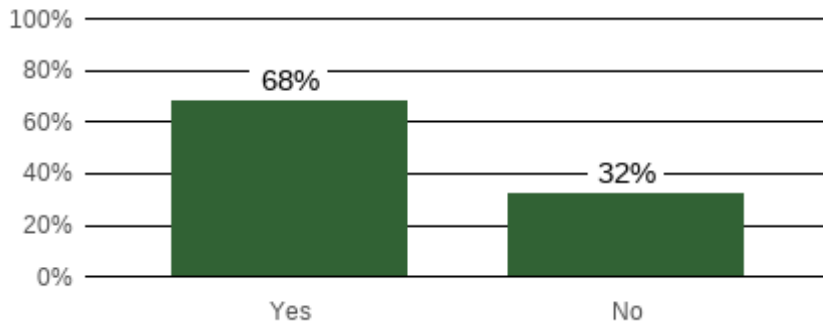


Table 85. Have services and supports reduced your family's out-of-pocket expenses for your child's care?

Regional Center	Yes	No	N
ACRC	66%	34%	585
CVRC	61%	39%	371
ELARC	73%	27%	302
FDLRC	70%	30%	274
FNRC	65%	35%	164
GGRC	70%	30%	162
HRC	67%	33%	387
IRC	69%	31%	564
KRC	63%	38%	192
NBRC	72%	28%	222
NLACRC	62%	38%	472
RCEB	68%	32%	323
RCOC	72%	28%	460
RCRC	68%	32%	112
SARC	74%	26%	342
SCLARC	52%	48%	379
SDRC	74%	26%	640
SGPRC	72%	28%	244
TCRC	76%	24%	363
VMRC	56%	44%	281
WRC	70%	30%	194
CA Average	68%	32%	7033
Weighted NCI-IDD Average	70%	30%	8578

Do you feel that family supports have improved your ability to care for your child?

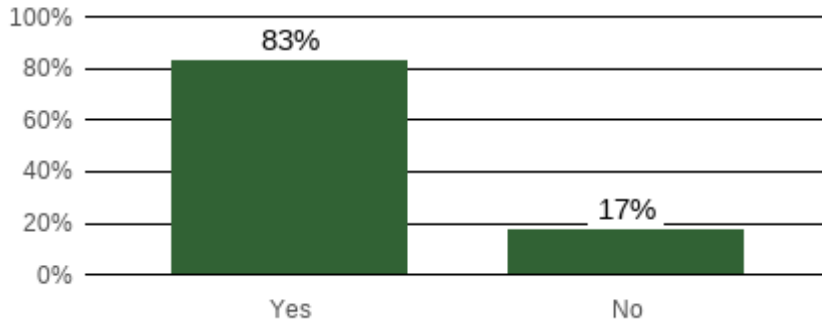


Table 86. Do you feel that family supports have improved your ability to care for your child?

Regional Center	Yes	No	N
ACRC	80%	20%	595
CVRC	81%	19%	393
ELARC	85%	15%	316
FDLRC	87%	13%	267
FNRC	77%	23%	164
GGRC	87%	13%	157
HRC	85%	15%	386
IRC	77%	23%	585
KRC	70%	30%	192
NBRC	84%	16%	207
NLACRC	86%	14%	484
RCEB	82%	18%	311
RCOC	88%	12%	463
RCRC	91%	9%	113
SARC	85%	15%	355
SCLARC	81%	19%	406
SDRC	87%	13%	651
SGPRC	86%	14%	240
TCRC	85%	15%	371
VMRC	79%	21%	300
WRC	86%	14%	186
CA Average	83%	17%	7142
Weighted NCI-IDD Average	85%	15%	8706

Have the services or supports that your child received during the past 12 months been reduced, suspended, or terminated?

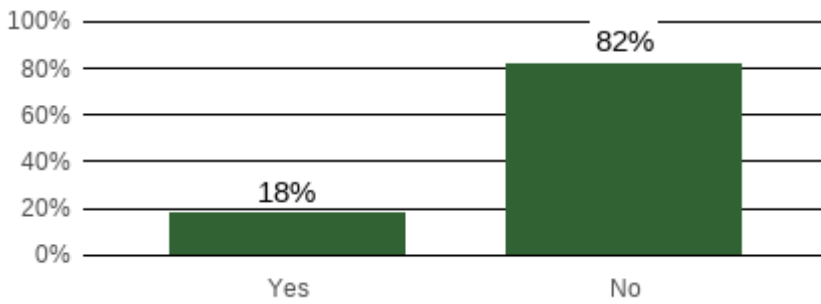


Table 87. Have the services or supports that your child received during the past 12 months been reduced, suspended, or terminated?

Regional Center	Yes	No	N
ACRC	16%	84%	580
CVRC	14%	86%	382
ELARC	19%	81%	315
FDLRC	18%	82%	271
FNRC	15%	85%	161
GGRC	18%	82%	159
HRC	14%	86%	376
IRC	19%	81%	569
KRC	19%	81%	183
NBRC	19%	81%	223
NLACRC	21%	79%	477
RCEB	19%	81%	317
RCOC	17%	83%	462
RCRC	22%	78%	112
SARC	17%	83%	336
SCLARC	20%	80%	385
SDRC	18%	82%	659
SGPRC	17%	83%	236
TCRC	21%	79%	363
VMRC	14%	86%	282
WRC	20%	80%	184
CA Average	18%	82%	7032
Weighted NCI-IDD Average	18%	82%	8624

If services or supports received by the family were reduced, suspended or terminated during the past 12 months, did the change in services affect your family or your child negatively?

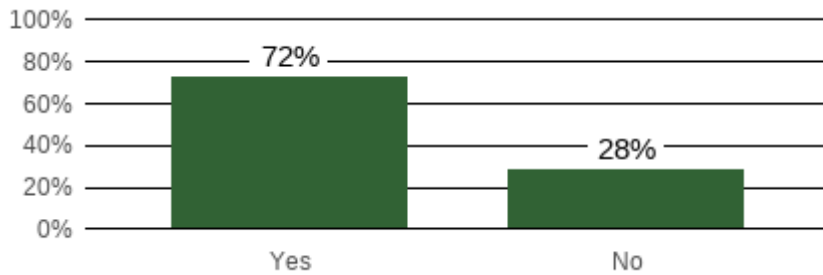


Table 88. If services or supports received by the family were reduced, suspended or terminated during the past 12 months, did the change in services affect your family or your child negatively?

Regional Center	Yes	No	N
ACRC	68%	32%	69
CVRC	77%	23%	43
ELARC	63%	37%	52
FDLRC	73%	27%	44
FNRC	73%	27%	22
GGRC	78%	22%	23
HRC	68%	32%	44
IRC	73%	27%	82
KRC	67%	33%	27
NBRC	76%	24%	34
NLACRC	66%	34%	88
RCEB	72%	28%	53
RCOC	80%	20%	70
RCRC	67%	33%	24
SARC	76%	24%	49
SCLARC	72%	28%	69
SDRC	73%	27%	104
SGPRC	75%	25%	36
TCRC	73%	27%	60
VMRC	71%	29%	35
WRC	74%	26%	35
CA Average	72%	28%	1063
Weighted NCI-IDD Average	73%	27%	1313

Have the services or supports that your child received been increased in the past 12 months?

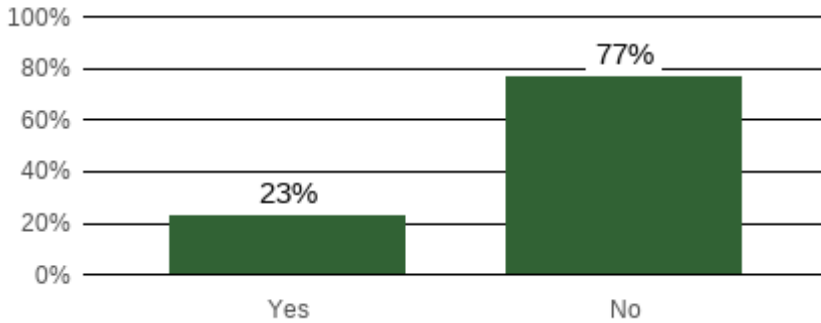


Table 89. Have the services or supports that your child received been increased in the past 12 months?

Regional Center	Yes	No	N
ACRC	19%	81%	587
CVRC	25%	75%	385
ELARC	24%	76%	309
FDLRC	26%	74%	281
FNRC	19%	81%	160
GGRC	24%	76%	169
HRC	24%	76%	383
IRC	26%	74%	591
KRC	15%	85%	196
NBRC	17%	83%	222
NLACRC	19%	81%	490
RCEB	23%	77%	326
RCOC	31%	69%	463
RCRC	27%	73%	108
SARC	24%	76%	338
SCLARC	18%	82%	396
SDRC	25%	75%	652
SGPRC	22%	78%	243
TCRC	22%	78%	380
VMRC	21%	79%	295
WRC	28%	72%	191
CA Average	23%	77%	7165
Weighted NCI-IDD Average	23%	77%	8705

Are services and supports helping your child to live a good life?

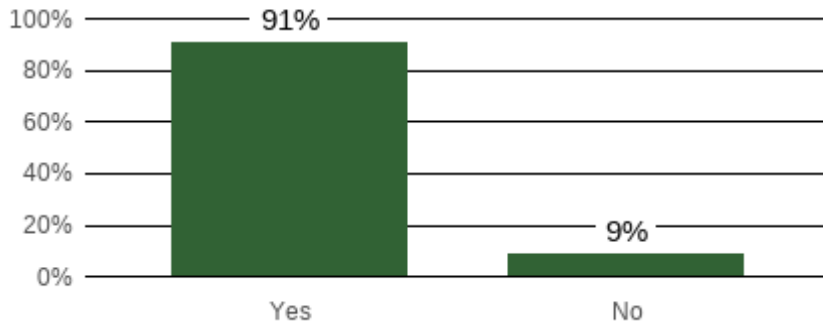


Table 90. Are services and supports helping your child to live a good life?

Regional Center	Yes	No	N
ACRC	90%	10%	554
CVRC	93%	7%	373
ELARC	91%	9%	315
FDLRC	93%	7%	271
FNRC	88%	12%	149
GGRC	93%	7%	150
HRC	92%	8%	376
IRC	92%	8%	564
KRC	86%	14%	189
NBRC	91%	9%	207
NLACRC	91%	9%	477
RCEB	90%	10%	304
RCOC	94%	6%	443
RCRC	92%	8%	106
SARC	90%	10%	329
SCLARC	89%	11%	394
SDRC	93%	7%	627
SGPRC	94%	6%	235
TCRC	96%	4%	360
VMRC	89%	11%	293
WRC	92%	8%	182
CA Average	91%	9%	6898
Weighted NCI-IDD Average	92%	8%	8422

California Specific Questions

“You” and **“Respondent”** refers to the person (usually a parent or conservator) filling out the survey.

“Family Member” refers to the person receiving services whom the respondent is answering questions about in this survey.

Services Paid for Out-Of-Pocket in The Past Year

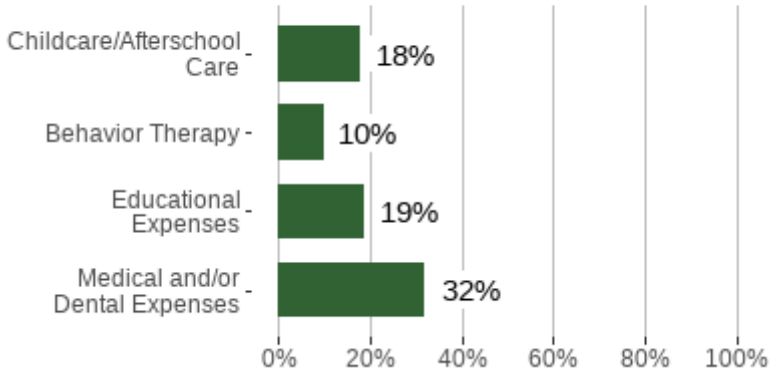


Table 91a. Services Paid for Out-Of-Pocket in The Past Year

Categories are not mutually exclusive; therefore N is not shown.

Regional Center	Childcare/ Afterschool Care	Behavior Therapy	Educational Expenses	Medical and/or Dental Expenses
ACRC	19%	10%	20%	34%
CVRC	14%	5%	11%	19%
ELARC	19%	8%	19%	26%
FDLRC	21%	10%	23%	35%
FNRC	15%	10%	24%	35%
GGRC	21%	17%	23%	41%
HRC	14%	13%	21%	36%
IRC	13%	8%	19%	29%
KRC	15%	6%	15%	24%
NBRC	18%	8%	16%	30%
NLACRC	19%	10%	20%	32%
RCEB	26%	14%	25%	43%
RCOC	17%	13%	20%	39%
RCRC	17%	5%	19%	29%
SARC	22%	16%	24%	38%
SCLARC	13%	5%	10%	17%
SDRC	20%	14%	20%	36%
SGPRC	17%	11%	21%	36%
TCRC	26%	11%	16%	34%
VMRC	12%	6%	10%	29%
WRC	23%	14%	32%	40%
CA Average	18%	10%	19%	32%

Services Paid for Out-Of-Pocket in The Past Year (continued)

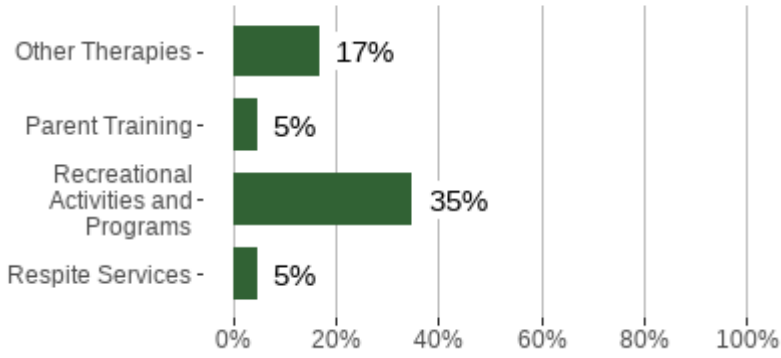


Table 91b. Services Paid for Out-Of-Pocket in The Past Year (continued)

Categories are not mutually exclusive; therefore N is not shown.

Regional Center	Other Therapies	Parent Training	Recreational Activities and Programs	Respite Services
ACRC	14%	5%	39%	6%
CVRC	9%	2%	22%	5%
ELARC	15%	4%	32%	3%
FDLRC	17%	5%	36%	4%
FNRC	17%	9%	51%	8%
GGRC	28%	6%	44%	6%
HRC	16%	4%	31%	5%
IRC	16%	6%	38%	5%
KRC	11%	4%	29%	5%
NBRC	15%	3%	36%	6%
NLACRC	19%	3%	37%	4%
RCEB	24%	6%	43%	8%
RCOC	25%	5%	41%	5%
RCRC	8%	1%	41%	7%
SARC	23%	9%	41%	7%
SCLARC	7%	3%	22%	2%
SDRC	21%	6%	40%	5%
SGPRC	18%	3%	31%	6%
TCRC	18%	5%	34%	4%
VMRC	8%	4%	23%	2%
WRC	22%	4%	39%	7%
CA Average	17%	5%	35%	5%

Services Paid for Out-Of-Pocket in The Past Year (continued)

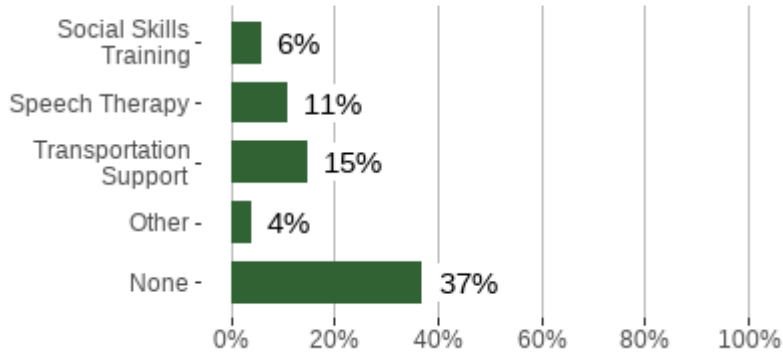


Table 91c. Services Paid for Out-Of-Pocket in The Past Year (continued)

Categories are not mutually exclusive; therefore N is not shown.

Regional Center	Social Skills Training	Speech Therapy	Transportation Support	Other	None
ACRC	4%	7%	17%	4%	34%
CVRC	2%	7%	12%	5%	53%
ELARC	4%	8%	13%	3%	43%
FDLRC	7%	11%	14%	3%	36%
FNRC	3%	8%	19%	8%	26%
GGRC	9%	20%	14%	5%	24%
HRC	6%	14%	13%	5%	38%
IRC	4%	8%	17%	5%	37%
KRC	5%	5%	18%	4%	43%
NBRC	3%	9%	15%	5%	38%
NLACRC	6%	12%	13%	3%	35%
RCEB	9%	17%	15%	4%	24%
RCOC	11%	20%	14%	6%	29%
RCRC	2%	2%	19%	3%	34%
SARC	11%	17%	21%	4%	31%
SCLARC	3%	6%	17%	3%	55%
SDRC	8%	13%	14%	5%	33%
SGPRC	5%	17%	16%	6%	35%
TCRC	3%	10%	11%	3%	34%
VMRC	3%	7%	10%	2%	49%
WRC	7%	14%	19%	6%	28%
CA Average	6%	11%	15%	4%	37%

**Total Out-of-Pocket Expenses Related to Child's
Care in the Past Year**



Table 92. Total Out-of-Pocket Expenses Related to Child's Care in the Past Year

Regional Center	None	\$1 - \$1,999	\$2,000 - \$5,999	\$6,000 - \$11,999	\$12,000 or Over	N
ACRC	31%	38%	21%	7%	3%	639
CVRC	49%	31%	16%	2%	3%	405
ELARC	38%	37%	15%	7%	4%	337
FDLRC	33%	30%	17%	9%	11%	292
FNRC	26%	45%	23%	5%	1%	173
GGRC	24%	30%	24%	10%	11%	178
HRC	36%	33%	18%	7%	6%	424
IRC	35%	36%	21%	6%	2%	609
KRC	43%	34%	18%	4%	1%	222
NBRC	35%	35%	21%	8%	1%	231
NLACRC	33%	33%	21%	8%	5%	525
RCEB	25%	33%	24%	10%	8%	347
RCOC	25%	35%	24%	8%	9%	488
RCRC	34%	34%	22%	6%	4%	114
SARC	28%	27%	24%	9%	12%	361
SCLARC	54%	29%	12%	4%	2%	423
SDRC	29%	36%	21%	8%	6%	703
SGPRC	30%	36%	21%	9%	4%	270
TCRC	36%	31%	24%	6%	2%	381
VMRC	43%	33%	18%	3%	3%	322
WRC	23%	29%	22%	16%	9%	190
CA Average	34%	34%	20%	7%	5%	7634

**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)**

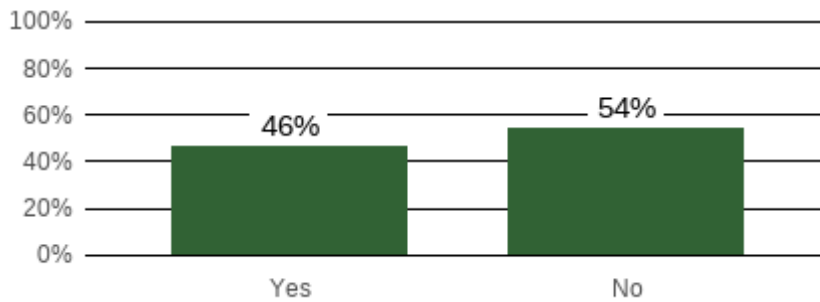


Table 93. Do you know what to do if you disagree with your regional center about services and/or eligibility? (For example, how to request a Fair Hearing)

Regional Center	Yes	No	N
ACRC	51%	49%	546
CVRC	47%	53%	353
ELARC	53%	47%	290
FDLRC	44%	56%	252
FNRC	47%	53%	159
GGRC	35%	65%	130
HRC	52%	48%	375
IRC	47%	53%	540
KRC	44%	56%	190
NBRC	49%	51%	200
NLACRC	44%	56%	445
RCEB	33%	67%	299
RCOC	48%	52%	431
RCRC	62%	38%	108
SARC	41%	59%	308
SCLARC	38%	62%	395
SDRC	40%	60%	601
SGPRC	52%	48%	223
TCRC	40%	60%	351
VMRC	57%	43%	277
WRC	46%	54%	179
CA Average	46%	54%	6652

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

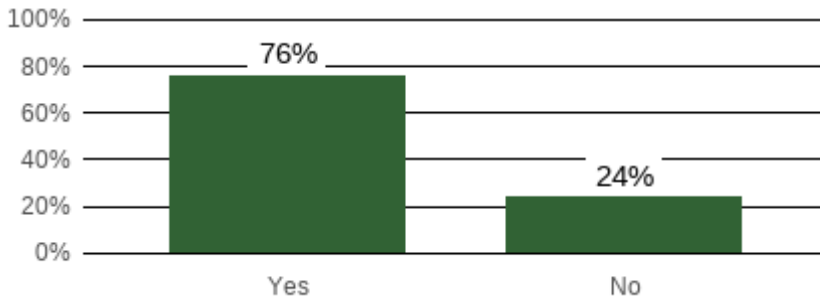


Table 94. Does your regional center keep you informed, in your preferred language, about programs or services it offers?

Regional Center	Yes	No	N
ACRC	77%	23%	584
CVRC	76%	24%	400
ELARC	74%	26%	322
FDLRC	75%	25%	285
FNRC	67%	33%	164
GGRC	67%	33%	159
HRC	87%	13%	408
IRC	73%	27%	604
KRC	66%	34%	204
NBRC	75%	25%	221
NLACRC	76%	24%	501
RCEB	65%	35%	319
RCOC	82%	18%	466
RCRC	84%	16%	111
SARC	75%	25%	340
SCLARC	76%	24%	426
SDRC	74%	26%	663
SGPRC	81%	19%	249
TCRC	78%	22%	376
VMRC	82%	18%	326
WRC	77%	23%	181
CA Average	76%	24%	7309

Did you get a copy of your child's IPP/IFSP in your preferred language?

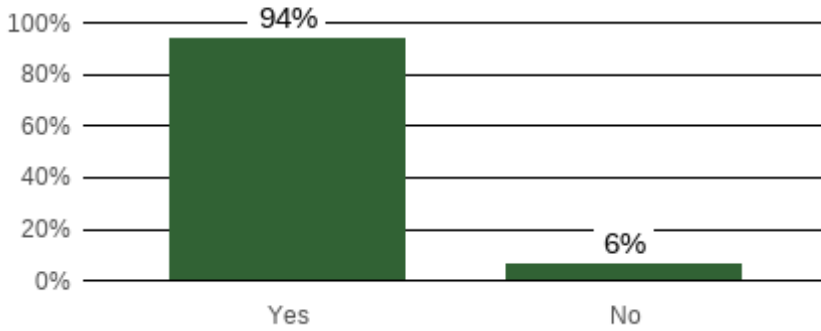


Table 95. Did you get a copy of your child's IPP/IFSP in your preferred language?

Regional Center	Yes	No	N
ACRC	96%	4%	440
CVRC	96%	4%	252
ELARC	96%	4%	246
FDLRC	91%	9%	186
FNRC	94%	6%	112
GGRC	81%	19%	85
HRC	97%	3%	291
IRC	93%	7%	363
KRC	88%	12%	126
NBRC	96%	4%	161
NLACRC	93%	7%	379
RCEB	93%	7%	198
RCOC	91%	9%	343
RCRC	97%	3%	76
SARC	92%	8%	222
SCLARC	88%	12%	267
SDRC	94%	6%	524
SGPRC	97%	3%	171
TCRC	95%	5%	222
VMRC	95%	5%	218
WRC	92%	8%	98
CA Average	94%	6%	4980

Do the support workers for your child speak to you in your preferred language?

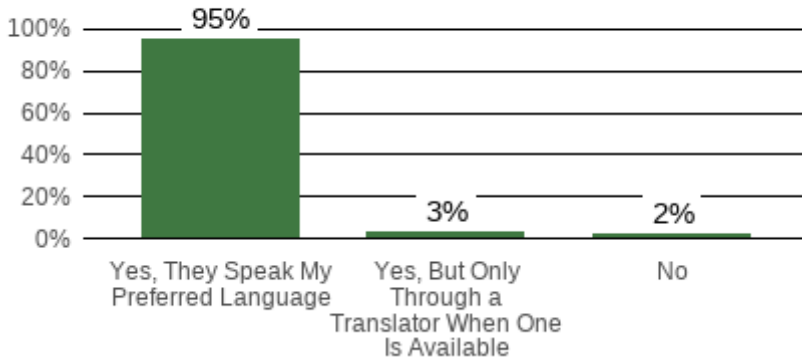


Table 96. Do the support workers for your child speak to you in your preferred language?

Regional Center	Yes, They Speak My Preferred Language	Yes, But Only Through a Translator When One Is Available	No	N
ACRC	95%	4%	1%	534
CVRC	95%	4%	1%	401
ELARC	97%	2%	1%	313
FDLRC	96%	3%	1%	256
FNRC	98%	1%	1%	161
GGRC	90%	9%	1%	151
HRC	95%	2%	3%	389
IRC	96%	2%	2%	587
KRC	96%	2%	2%	199
NBRC	96%	2%	1%	219
NLACRC	96%	3%	2%	476
RCEB	90%	5%	5%	282
RCOC	95%	3%	1%	460
RCRC	98%	2%	0%	109
SARC	90%	6%	4%	328
SCLARC	97%	2%	1%	417
SDRC	96%	3%	1%	645
SGPRC	93%	4%	3%	243
TCRC	95%	3%	2%	371
VMRC	86%	12%	2%	302
WRC	96%	2%	1%	167
CA Average	95%	3%	2%	7010

Does your child's case manager/service coordinator speak your preferred language?

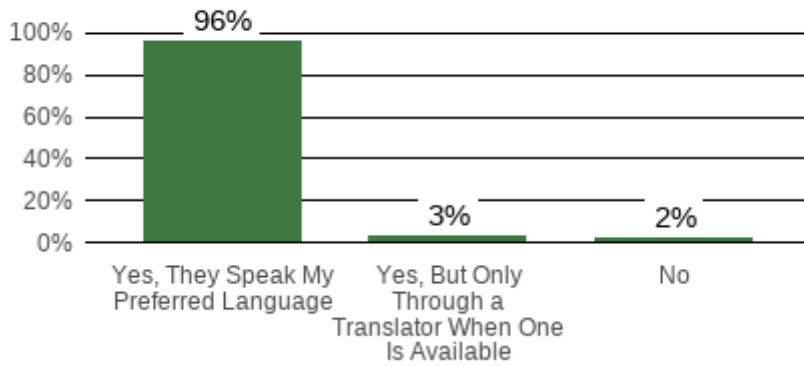


Table 97. Does your child's case manager/service coordinator speak your preferred language?

Regional Center	Yes, They Speak My Preferred Language	Yes, But Only Through a Translator When One Is Available	No	N
ACRC	95%	3%	2%	626
CVRC	95%	4%	1%	418
ELARC	98%	1%	1%	336
FDLRC	97%	3%	1%	286
FNRC	99%	1%	0%	169
GGRC	93%	5%	2%	169
HRC	97%	1%	2%	429
IRC	96%	1%	3%	608
KRC	97%	2%	1%	217
NBRC	98%	1%	1%	239
NLACRC	96%	2%	2%	513
RCEB	95%	4%	2%	334
RCOC	96%	2%	1%	494
RCRC	95%	4%	1%	118
SARC	91%	5%	4%	372
SCLARC	98%	2%	1%	444
SDRC	96%	2%	2%	707
SGPRC	95%	4%	2%	262
TCRC	97%	2%	1%	395
VMRC	86%	12%	2%	331
WRC	97%	1%	2%	193
CA Average	96%	3%	2%	7660

If your support workers and/or case manager/service coordinator do not speak to you in your preferred language, is a translator provided when needed?

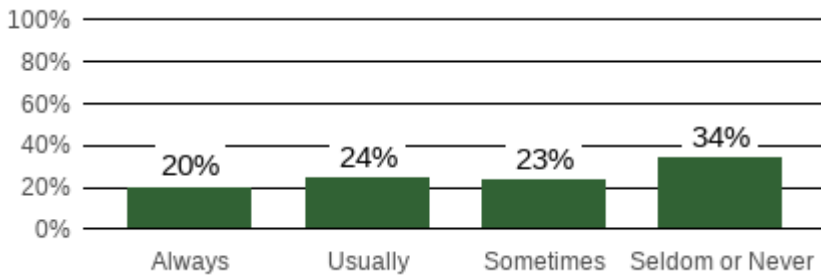


Table 98. If your support workers and/or case manager/service coordinator do not speak to you in your preferred language, is a translator provided when needed?

Regional Center	Always	Usually	Sometimes	Seldom or Never	N
ACRC	n/a	n/a	n/a	n/a	n/a
CVRC	n/a	n/a	n/a	n/a	n/a
ELARC	n/a	n/a	n/a	n/a	n/a
FDLRC	n/a	n/a	n/a	n/a	n/a
FNRC	n/a	n/a	n/a	n/a	n/a
GGRC	n/a	n/a	n/a	n/a	n/a
HRC	n/a	n/a	n/a	n/a	n/a
IRC	n/a	n/a	n/a	n/a	n/a
KRC	n/a	n/a	n/a	n/a	n/a
NBRC	n/a	n/a	n/a	n/a	n/a
NLACRC	n/a	n/a	n/a	n/a	n/a
RCEB	n/a	n/a	n/a	n/a	n/a
RCOC	n/a	n/a	n/a	n/a	n/a
RCRC	n/a	n/a	n/a	n/a	n/a
SARC	n/a	n/a	n/a	n/a	n/a
SCLARC	n/a	n/a	n/a	n/a	n/a
SDRC	n/a	n/a	n/a	n/a	n/a
SGPRC	n/a	n/a	n/a	n/a	n/a
TCRC	n/a	n/a	n/a	n/a	n/a
VMRC	n/a	n/a	n/a	n/a	n/a
WRC	n/a	n/a	n/a	n/a	n/a
CA Average	20%	24%	23%	34%	122

The following Regional Centers had an N of less than 20 and were not shown. They are still included in the overall CA Average: ACRC, CVRC, ELARC, FDLRC, FNRC, GGRC, HRC, IRC, KRC, NBRC, NLACRC, RCEB, RCOC, RCRC, SARC, SCLARC, SDRC, SGPRC, TCRC, VMRC, WRC

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

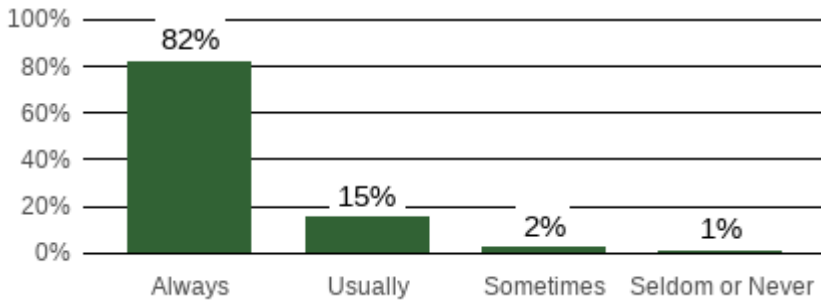


Table 99. Does your child's case manager/service coordinator support you in a way that is respectful to your culture?

Regional Center	Always	Usually	Sometimes	Seldom or Never	N
ACRC	84%	14%	2%	0%	598
CVRC	80%	17%	3%	0%	412
ELARC	84%	13%	3%	1%	323
FDLRC	81%	13%	5%	2%	286
FNRC	87%	11%	3%	0%	156
GGRC	76%	19%	4%	1%	168
HRC	82%	15%	1%	1%	420
IRC	83%	15%	2%	1%	592
KRC	78%	17%	4%	0%	205
NBRC	83%	14%	2%	0%	223
NLACRC	81%	16%	2%	2%	490
RCEB	79%	17%	3%	1%	308
RCOC	80%	17%	3%	1%	485
RCRC	86%	14%	0%	0%	116
SARC	78%	19%	2%	1%	355
SCLARC	81%	15%	3%	1%	427
SDRC	86%	11%	2%	1%	689
SGPRC	81%	15%	3%	1%	259
TCRC	84%	13%	2%	1%	383
VMRC	84%	14%	1%	1%	320
WRC	80%	14%	5%	1%	187
CA Average	82%	15%	2%	1%	7402

Do support workers for your family members provide services in a way that is respectful of your culture?

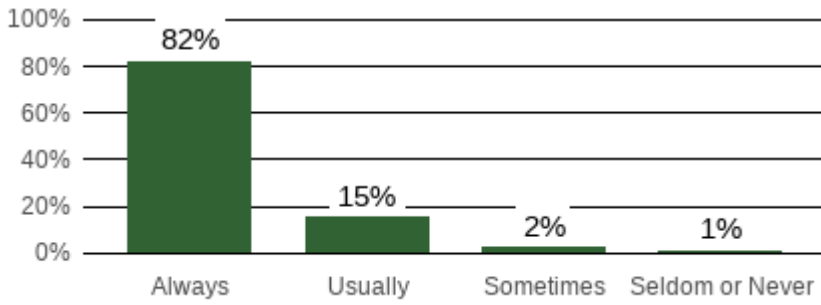


Table 100. Do support workers for your family members provide services in a way that is respectful of your culture?

Regional Center	Always	Usually	Sometimes	Seldom or Never	N
ACRC	86%	12%	2%	0%	499
CVRC	82%	16%	2%	0%	372
ELARC	83%	14%	1%	2%	297
FDLRC	78%	19%	3%	0%	252
FNRC	84%	10%	6%	1%	143
GGRC	70%	27%	3%	1%	142
HRC	81%	16%	2%	1%	378
IRC	83%	15%	2%	1%	554
KRC	75%	20%	4%	1%	189
NBRC	81%	16%	2%	0%	204
NLACRC	83%	15%	2%	0%	452
RCEB	79%	18%	2%	1%	256
RCOC	78%	19%	3%	1%	441
RCRC	80%	18%	2%	0%	105
SARC	79%	18%	3%	1%	319
SCLARC	82%	14%	3%	1%	397
SDRC	85%	11%	3%	1%	621
SGPRC	80%	17%	3%	0%	230
TCRC	86%	12%	2%	0%	349
VMRC	84%	15%	0%	1%	288
WRC	78%	17%	5%	0%	161
CA Average	82%	15%	2%	1%	6649

How often does your child spend time with children who are not siblings and do not have an intellectual/developmental disability?

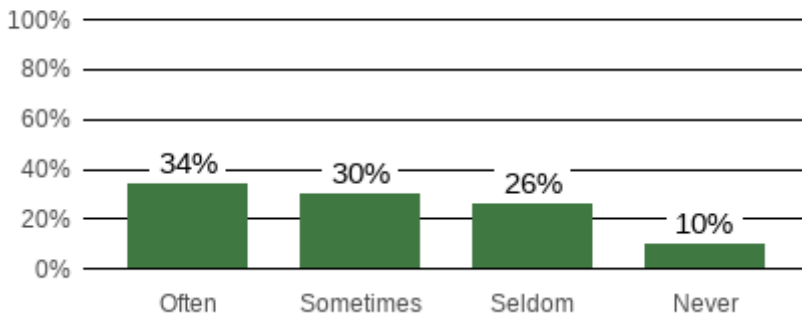


Table 101. How often does your child spend time with children who are not siblings and do not have an intellectual/developmental disability?

Regional Center	Often	Sometimes	Seldom	Never	N
ACRC	34%	30%	27%	9%	624
CVRC	37%	31%	23%	9%	424
ELARC	38%	30%	22%	10%	332
FDLRC	39%	33%	20%	8%	296
FNRC	41%	24%	31%	3%	172
GGRC	31%	29%	30%	10%	173
HRC	38%	28%	25%	9%	427
IRC	29%	32%	29%	11%	626
KRC	34%	33%	26%	7%	221
NBRC	33%	31%	28%	9%	233
NLACRC	38%	29%	24%	9%	538
RCEB	35%	27%	26%	12%	339
RCOC	25%	33%	30%	12%	489
RCRC	48%	29%	17%	6%	118
SARC	25%	30%	32%	13%	365
SCLARC	37%	29%	23%	11%	443
SDRC	35%	30%	26%	9%	696
SGPRC	32%	26%	34%	8%	262
TCRC	35%	30%	26%	10%	395
VMRC	34%	34%	25%	7%	335
WRC	36%	32%	24%	8%	197
CA Average	34%	30%	26%	10%	7705

Do you believe your plans for how to handle your family member's needs during a natural disaster (such as a wildfire or earthquake) will be effective?

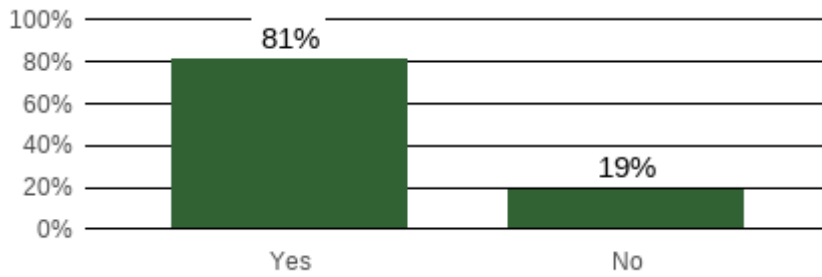


Table 102. Do you believe your plans for how to handle your family member's needs during a natural disaster (such as a wildfire or earthquake) will be effective?

Regional Center	Yes	No	N
ACRC	85%	15%	409
CVRC	79%	21%	228
ELARC	86%	14%	203
FDLRC	78%	22%	172
FNRC	92%	8%	117
GGRC	67%	33%	86
HRC	80%	20%	247
IRC	84%	16%	412
KRC	81%	19%	134
NBRC	81%	19%	165
NLACRC	78%	22%	316
RCEB	74%	26%	195
RCOC	81%	19%	301
RCRC	92%	8%	85
SARC	73%	27%	190
SCLARC	78%	22%	263
SDRC	82%	18%	413
SGPRC	73%	27%	155
TCRC	83%	17%	235
VMRC	77%	23%	183
WRC	81%	19%	112
CA Average	81%	19%	4621

What else do you need to make effective plans for emergencies?

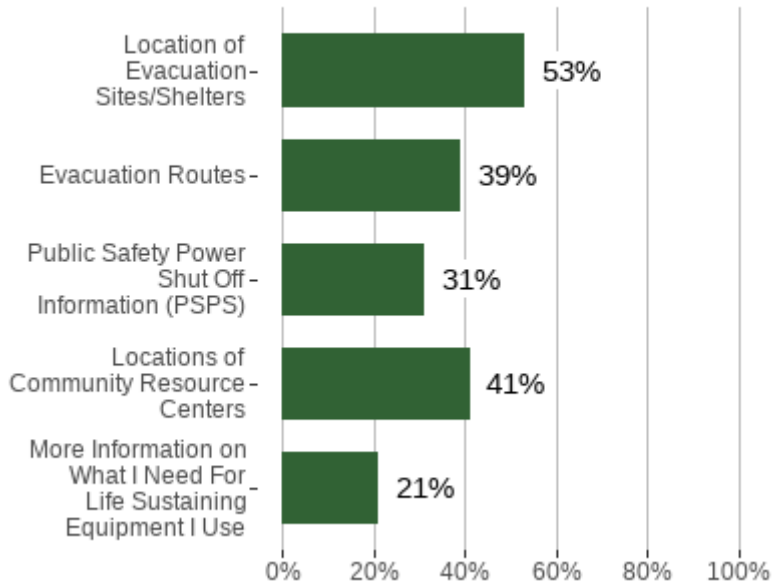


Table 103a. What else do you need to make effective plans for emergencies?

Categories are not mutually exclusive; therefore N is not shown.

Regional Center	Location of Evacuation Sites/Shelters	Evacuation Routes	Public Safety Power Shut Off Information (PSPS)	Locations of Community Resource Centers	More Information on What I Need for Life Sustaining Equipment I Use
ACRC	44%	35%	24%	31%	16%
CVRC	55%	38%	28%	39%	21%
ELARC	54%	36%	34%	38%	21%
FDLRC	57%	40%	31%	39%	23%
FNRC	34%	28%	21%	27%	7%
GGRC	65%	47%	39%	54%	25%
HRC	56%	42%	34%	42%	22%
IRC	50%	36%	31%	44%	22%
KRC	53%	41%	31%	41%	22%
NBRC	44%	37%	24%	38%	15%
NLACRC	56%	40%	33%	46%	25%
RCEB	65%	46%	35%	51%	23%
RCOC	51%	37%	30%	41%	21%
RCRC	32%	30%	19%	31%	9%
SARC	59%	45%	35%	44%	25%
SCLARC	58%	38%	30%	40%	23%
SDRC	51%	41%	33%	41%	18%
SGPRC	63%	46%	35%	49%	25%
TCRC	52%	36%	26%	38%	18%
VMRC	55%	43%	30%	44%	23%
WRC	53%	38%	40%	43%	23%
CA Average	53%	39%	31%	41%	21%

What else do you need to make effective plans for emergencies? (continued)

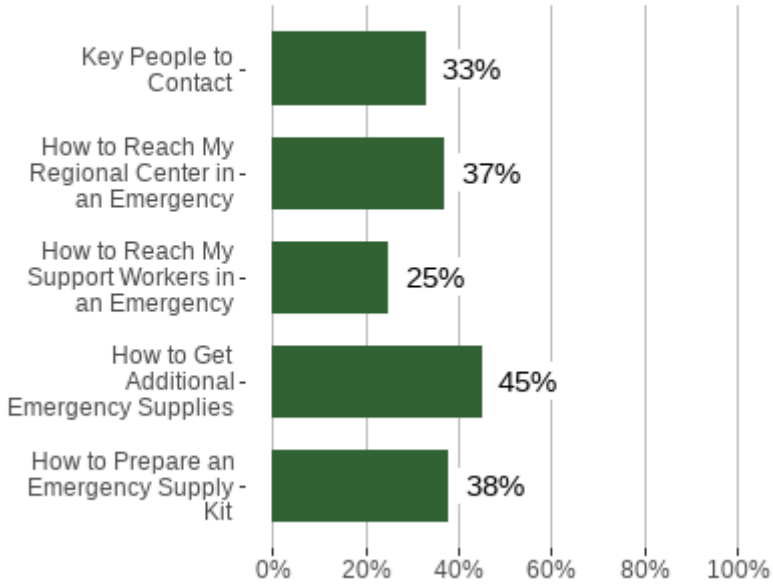


Table 103b. What else do you need to make effective plans for emergencies? (continued)

Categories are not mutually exclusive; therefore N is not shown.

Regional Center	Key People to Contact	How to Reach My Regional Center in an Emergency	How to Reach My Support Workers in an Emergency	How to Get Additional Emergency Supplies	How to Prepare an Emergency Supply Kit
ACRC	30%	28%	21%	41%	32%
CVRC	32%	36%	24%	44%	39%
ELARC	32%	34%	21%	43%	31%
FDLRC	33%	38%	28%	46%	37%
FNRC	26%	28%	17%	37%	27%
GGRC	41%	54%	36%	65%	52%
HRC	34%	40%	27%	47%	42%
IRC	31%	36%	27%	48%	38%
KRC	32%	36%	23%	49%	42%
NBRC	31%	36%	23%	41%	32%
NLACRC	35%	37%	30%	48%	41%
RCEB	36%	45%	27%	51%	46%
RCOC	34%	36%	27%	43%	34%
RCRC	19%	20%	10%	32%	21%
SARC	42%	40%	25%	45%	43%
SCLARC	29%	40%	27%	44%	38%
SDRC	32%	36%	21%	44%	39%
SGPRC	37%	41%	29%	51%	41%
TCRC	29%	34%	22%	42%	37%
VMRC	36%	39%	28%	46%	47%
WRC	35%	34%	23%	42%	38%
CA Average	33%	37%	25%	45%	38%

What else do you need to make effective plans for emergencies? (continued)

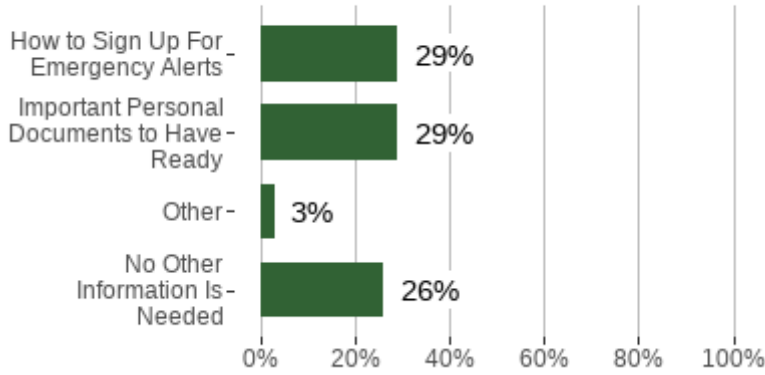


Table 103c. What else do you need to make effective plans for emergencies? (continued)

Categories are not mutually exclusive; therefore N is not shown.

Regional Center	How to Sign Up for Emergency Alerts	Important Personal Documents to Have Ready	Other	No Other Information Is Needed
ACRC	23%	26%	3%	34%
CVRC	32%	27%	3%	30%
ELARC	26%	23%	3%	25%
FDLRC	29%	33%	4%	22%
FNRC	22%	22%	3%	39%
GGRC	37%	39%	4%	13%
HRC	33%	32%	2%	25%
IRC	30%	25%	3%	26%
KRC	30%	32%	2%	27%
NBRC	21%	22%	3%	28%
NLACRC	29%	29%	2%	21%
RCEB	37%	35%	4%	19%
RCOC	27%	28%	2%	26%
RCRC	16%	13%	5%	44%
SARC	33%	35%	2%	24%
SCLARC	32%	30%	0%	24%
SDRC	26%	29%	3%	28%
SGPRC	33%	34%	2%	20%
TCRC	25%	28%	4%	27%
VMRC	33%	35%	3%	24%
WRC	28%	27%	4%	24%
CA Average	29%	29%	3%	26%

NCI History and Activities

This section briefly describes the history of the National Core Indicators and NCI surveys.

Overview of National Core Indicators—Intellectual and Developmental Disabilities

In December 1996, the National Association of State Directors of Developmental Disabilities Services (NASDDDS), in collaboration with the Human Services Research Institute (HSRI), launched the Core Indicators Project (CIP). The aim of the project was to support state developmental disabilities and regional center authorities in the development and implementation of performance and outcome indicators—and related data collection strategies—so that they could measure service delivery system performance. This effort, now called National Core Indicators-Intellectual and Developmental Disabilities (NCI-IDD), strives to provide states with valid and reliable tools to help improve system performance and better serve people with intellectual and developmental disabilities and their families. Moreover, NASDDDS’ active sponsorship of NCI-IDD facilitates pooled knowledge, expertise, and resources among the states.

In 1997, 15 states convened to discuss the scope and content of a potential performance measurement framework. Directors and staff from these 15 states worked to identify the major domains and sub-domains of performance, indicators, measures, and data sources. The original 61 indicators, developed through a consensus process, were intended to provide a system-level “snapshot” of how well each state was performing. The states were guided by a set of criteria that was designed to select indicators that were:

1. Measurable
2. Related to issues the states had some ability to influence
3. Important to all individuals they served, regardless of level of intellectual/developmental disability or residential setting

During this initial phase, data collection protocols were developed and field-tested, including a face-to-face In-Person Survey⁹ (for individuals age 18 and older who were receiving services) and a mail-out Adult Family Survey (for families who have an adult family member living at home). Seven states volunteered to pilot test the indicators. Eight additional states served on the Steering Committee.

Since the initial field test, NCI-IDD has expanded its scope to include outcomes of services for children with intellectual and developmental disabilities and their families. In addition, NCI-IDD continues to develop and refine the indicators and expand state participation. For more information about NCI-IDD states, technical reports, and other resources please visit the [NCI-IDD website](#).

State Participation

In recent years, 48 states, the District of Columbia and 22 sub-state entities have participated in NCI-IDD. State participation is entirely voluntary. Not all states participate in all surveys each year.

The Core Indicators

The Core Indicators are the standard measures used across states to assess the outcomes of services provided to individuals and families. Indicators address key areas of concern, including employment, respect/rights, service planning, community inclusion, choice, and health and safety. An example of a Core Indicator would be, “The proportion of people who have a paid job in the

⁹ Formerly named ‘Adult Consumer Survey’

community.” To see the entire list of Core Indicators, please visit the [Indicators page](#) on the [NCI-IDD website](#).

Each survey instrument is designed to measure certain Core Indicators. While most indicators correspond to a single survey question, a few refer to clusters of related questions. For example, the indicator that measures Community Inclusion (the proportion of people who regularly participate in everyday integrated activities in their communities) is measured by several survey questions that ask about several separate community activities.

The current set of performance indicators includes approximately 100 individual, family, system, and health and safety outcomes—outcomes that are important to understanding the overall health of public developmental disabilities agencies. Indicators are organized across four broad domains: Individual Outcomes; System Performance, Health, Wellness and Rights, and Family Experience. Each domain is broken down into sub-domains, as shown in the following table. Four data sources are used to assess outcomes: the Adult In-Person Survey, three Family Surveys, and a State of the Workforce Survey (e.g., staff turnover).

The indicators have remained generally consistent over the last several years and thus can be used to analyze system-level trends over time. However, the NCI-IDD program is a dynamic effort that allows for measures to be added, dropped, or changed to reflect current and future priorities of participating states.

The data collection tools used to gather indicator data are regularly refined and tested to ensure they remain valid, reliable, and applicable to current issues within the field.

Sub-Domains and Concern Statements

The following table lists the sub-domains under the “Family Experience” domain.

Figure 1. Family Survey Sub-Domains and Concern Statements

Sub-Domain	Concern Statement
Information and Planning	Families have the information and support needed to take part in planning supports and services for their family member receiving services and supports from the state DD system.
Access & Support Delivery	Families receive services and supports that are appropriate to the needs of the family and the family member receiving services and supports from the state DD system.
Workforce	There is stable and sufficient workforce to meet demand. People are supported by staff who demonstrate respect for what is important to the person in their day-to-day life. Staff have the right skills to support people.
Choice & Decision-making	Families and their family members receiving services and supports from the state DD system are involved in making choices about supports, services, and providers.
Community Connections	Family members receiving services and supports from the state DD system are meaningfully engaged as members of their communities and have strong relationships. Families can use supports in their community.
Health, Welfare, And Safety	Families are supported to ensure the health, welfare, and safety of their family member receiving services and supports from the state DD system.
Satisfaction	Services and supports lead to better lives for people with disabilities and their families.

How NCI-IDD Data Are Used

The Core Indicators provide information for quality management and are intended to be used in conjunction with other state data sources, such as risk management information, regional level performance data, results of provider monitoring processes, and administrative information gathered at the individual service coordination level. States typically use the indicator data to inform strategic planning, produce legislative reports, and prioritize quality improvement initiatives. Some states use NCI-IDD as a data source for supplemental performance measures in their home and community-based services (HCBS) waiver quality management systems and include the information in support of evidentiary reports to the Centers for Medicare & Medicaid Services (CMS). Many states share the indicator data with stakeholder groups such as Quality Councils and use the stakeholder feedback to help set priorities and establish policy direction. It is also important to note that states do not use the information in a punitive way to sanction service providers, nor do they use the results to remediate individual issues (unless specifically requested by the participant or required by law as in the case of suspected abuse, neglect, or mistreatment).

For more information on how to use these data for quality improvement, please see this handbook: [Using National Core Indicators for Quality Improvement Initiatives](#).¹⁰

Caution and Limitations

This report does not provide benchmarks for acceptable or unacceptable levels of performance. Rather, it is up to each state to decide whether its score or percentage is an acceptable performance level. Moreover, the NCI-IDD Average should not be interpreted as defining “acceptable” levels of performance or satisfaction. Instead, it represents a multi-state “norm” that describes average levels of performance or satisfaction across the participating states.

In some instances, there are few significant differences among regional centers; this denotes that the majority of states and regional centers are performing similarly. Instances in which several regional center results are especially high (considerably above the average level) indicate the levels of performance or satisfaction achieved in those regional centers might define a level of performance that may serve as a guidepost for other states.

Data from previous years are not presented in this report. Comparisons of results from year to year should be made with caution: even slight changes in wording or response options of certain questions may affect comparability of results from one year to the next; the mix of participating states differs slightly each year and may affect the NCI-IDD Averages; and states and regional centers draw new samples each year rather than following the same group of individuals.

Methodology

This section describes the protocol used by states to select families to participate in the survey, administer the survey, and convey the resulting data for analysis. It also includes information on the statistical methods used by NCI staff to aggregate and analyze the data.

¹⁰ Located on the National Core Indicators website: idd.nationalcoreindicators.org

Sampling & Administration

States were asked to administer the Child Family Survey to families who:

1. Had a child¹¹ with an intellectual or developmental disability living in the home; and
2. The child with an intellectual or developmental disability living in the home received at least one direct service or support in addition to service coordination.

California has chosen to enhance data collection by focusing on obtaining a sample from each RC that has proportionate representation from five ethno-racial groups (i.e., African American/Black, Asian, Hispanic, White and Other).¹²

Beginning in 2016-17, states had a choice of mailing paper surveys to families selected in their sample, sending a URL link for families to complete surveys online (referred to as “direct entry”), or a combination of both modes. Prior to that, states only had the option to mail paper surveys. A total of 5 states (CA, LA, MO, OR, WI) had at least a portion of surveys completed via direct entry for the 2023-24 data collection cycle.

Weighting

Statistically, the term “average” refers to a calculated central or middle value of a set of numbers. In NCI-IDD reports, we use the “NCI-IDD average” to demonstrate the typical performance of all the states that conducted the survey. Prior to the 2016-17 survey cycle, the NCI average was calculated as the simple arithmetic mean of all state means (an approach known as “average of averages”). The approach has since been enhanced to consider the relative numbers of people receiving services through participating states’ systems. The NCI-IDD averages contained in this report are “weighted” means; their calculations reflect the relative population sizes of participating states and the sample sizes.

Applying statistical weights allows a state that provides services to a larger number of people (but is represented in the data by a sample of the same size as other states) to have a higher influence on the overall NCI-IDD average—that is, the state’s contribution to the NCI-IDD average is proportional to its service population. The weights used in calculations for this report were developed using each participating state’s number of survey respondents and its total survey-eligible population.

Data Entry and Analysis

Each state or regional center entered its survey responses into the Online Data Entry Survey Application (ODESA). All raw data files were reviewed for completeness, invalid responses were eliminated, and quality checks were performed. The data files were then cleaned and merged to create the national dataset.

Data were considered invalid, and therefore excluded, based on the following two criteria:

1. The respondent indicated the individual with an intellectual or developmental disability receiving services lived outside of the family home.

¹¹ Some states include people up to age 21 who were receiving child services

¹² See “Response Rates” for information on total surveys mailed and received by regional centers as well as each regional center’s margin of error.

2. Demographic information was entered into the file, but no survey questions were answered.

Response Rates

During 2023-24, 5 states, including California administered the Child Family Survey and submitted a valid sample size for comparison—a sample that would yield a 95% confidence level with +/- 7% (7.49% or less) margin of error; their data are included in this report. The following table shows the number of individuals receiving services who were eligible to be drawn into the sample (“total population”), the number of surveys each regional center sent, complete surveys, response rates, margins of error, and survey submission modes.

Please note: The family surveys are mail surveys or completed online by respondents who choose to take part in the survey. As such, the final sample is a sample of convenience and cannot be considered representative of the entire service.

Figure 2. Child Family Surveys Regional Center Response Rates^{13,14}

Regional Center	Total Population	Surveys Sent	Usable Surveys	Response Rate	Margin of Error	Paper Submission	Direct Entry Submission
ACRC	8,855	8,855	680	8%	3.4%	73%	27%
CVRC	5,461	5,461	450	8%	4.2%	78%	22%
ELARC	3,912	3,912	359	9%	4.7%	68%	32%
FDLRC	3,490	3,490	315	9%	5.1%	63%	37%
FNRC	2,044	2,044	183	9%	6.6%	78%	22%
GGRC	1,561	1,561	188	12%	6.6%	78%	22%
HRC	4,859	4,859	467	10%	4.2%	70%	30%
IRC	10,014	10,014	665	7%	3.5%	74%	26%
KRC	2,951	2,951	238	8%	5.8%	79%	21%
NBRC	1,999	1,999	252	13%	5.7%	80%	20%
NLACRC	8,773	8,773	567	6%	3.8%	72%	28%
RCEB	3,900	3,900	373	10%	4.7%	66%	34%
RCOC	3,947	3,947	526	13%	3.9%	69%	31%
RCRC	1,073	1,073	123	11%	8.1%	86%	14%
SARC	3,691	3,691	394	11%	4.5%	73%	27%
SCLARC	6,003	6,003	481	8%	4.1%	79%	21%
SDRC	9,904	9,904	741	7%	3.3%	69%	31%
SGPRC	3,060	3,060	284	9%	5.3%	67%	33%
TCRC	4,604	4,604	421	9%	4.4%	77%	23%
VMRC	5,419	5,419	359	7%	4.7%	82%	18%
WRC	2,483	2,483	211	8%	6.2%	65%	35%
CA	98,003	98,003	8,277	8%	1.0%	73%	27%
NCI	132,220	109,959	10,050	9%	0.9%	68%	32%

¹³ State or regional center response rates are calculated as following: the number of complete surveys divided by total surveys sent in that state or regional center (type “RR1” as defined by the American Association for Public Opinion Research). For more details on the definition, please see the AAPOR report: <https://aapor.org/wp-content/uploads/2022/11/Standard-Definitions20169theditionfinal.pdf>

¹⁴ The NCI Average includes California; consistent with past years, the overall response rate and margin of error were calculated as the average of state averages, and the overall paper submission and direct entry submission rates were calculated as averages weighted by state total service population sizes (column 2 of this table).

Family/Guardian Survey

2023-24 California Statewide Report

Prepared by Human Services Research Institute for the
CALIFORNIA DEPARTMENT OF DEVELOPMENTAL SERVICES
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August 2025

Message from the California Department of Developmental Services

Mission: The Department of Developmental Services (DDS) is committed to providing leadership that results in quality services to the people of California and assures the opportunity for individuals with intellectual/developmental disabilities to exercise their right to make choices.

All Californians with an intellectual or developmental disability as defined by California law have both a civil right and an individual entitlement to receive services from the California Department of Developmental Services. These statutory requirements make California's service system unique and could impact comparisons between its survey results and the results of other states.

The NCI Family/Guardian Survey report was compiled by Human Services Research Institute (HSRI) in accordance with Welfare and Institutions Code (WIC), Section 4571. It is an important effort to collect accurate, reliable, and valid individual and family satisfaction measures, as well as individual outcome data. More information about the California NCI can be found at <https://www.dds.ca.gov/rc/nci/>.

This is the fifth administration of the Family/Guardian Survey, with data collected from December 2023 through June 2024. During that time, 5,274 mail-out surveys were completed by family members who do not live in the same residence with an adult with intellectual and developmental disabilities receiving at least one service beyond case management from a regional center. The data findings in this report contribute to our understanding of how California's system is performing. California uses these reports to monitor changes in the system and to guide strategic planning and quality improvement activities. Regional centers can use the data in a similar fashion at the local level.

This report does not compare California's data to the data of other states, but it does include the NCI average across participating NCI states. This is because California's DDS service system is unique among states. Some of the things that make California's service system unique include:

1. California has longstanding statute that ensures services and supports are provided for eligible persons with intellectual and developmental disabilities.
2. California's laws mandate intake, evaluation and assessment within 120 days.
3. California has a broad eligibility definition for receiving services.
4. California has mandated services, including case management, with statutory limitations on caseload size.
5. California's service obligations to the families needing services are, by law, from pre-conception to death.
6. California's regional centers are, by design, autonomous in that each center has a local board of directors to best address the unique needs of each of the 21 regions.
7. Consumers or their families can call a team meeting at any time to request a change in service.

Reports like this offer DDS the opportunity to compare the results of the data across the years. System improvements will take time to identify and achieve, but this report provides valuable data and is one more tool in our continuous effort to improve services and supports to individuals with intellectual and developmental disabilities across California.

Acknowledgements

This report would not be possible if not for the 5,274 families who agreed to offer their time and discuss their lives in order to assist in improving the services of all people with intellectual and developmental disabilities in California.

List of Abbreviations Used in This Report

AFS - Adult Family Survey

ARCA - Association of Regional Center Agencies

CAC - Consumer Advisory Committee

CA-ODESA - California Online Data Entry Survey Administration

CCF - Community Care Facility

CIP - Core Indicators Project

CFS - Child Family Survey

CMS - Centers for Medicare & Medicaid Services

DDS - Department of Developmental Services

FGS - Family/Guardian Survey

FHA - Family Home Agency

HCBS – Home and Community-Based Services

HSRI - Human Services Research Institute

ICF - Intermediate Care Facility

ILS/SLS - Independent Living Services/Supported Living Services

NASDDDS - National Association of State Directors of Developmental Disabilities Services

NCI - National Core Indicators

QAC - Quality Assessment Coordinator

RC - Regional Center

SCDD - State Council of Developmental Disabilities

List of Regional Center Abbreviations

ACRC- Alta California Regional Center
CVRC- Central Valley Regional Center
ELARC- Eastern Los Angeles Regional Center
FDLRC- Frank D. Lanterman Regional Center
FNRC- Far Northern Regional Center
GGRC- Golden Gate Regional Center
HRC- Harbor Regional Center
IRC- Inland Regional Center
KRC- Kern Regional Center
NBRC- North Bay Regional Center
NLACRC- North Los Angeles County Regional Center
RCEB- Regional Center of the East Bay
RCOC- Regional Center of Orange County
RCRC- Redwood Coast Regional Center
SARC- San Andreas Regional Center
SCLARC- South Central Los Angeles Regional Center
SDRC- San Diego Regional Center
SG/PRC- San Gabriel/Pomona Regional Center
TCRC- Tri-Counties Regional Center Regional Center
VMRC- Valley Mountain Regional Center
WRC- Westside Regional Center

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Executive Summary

National Core Indicators—Intellectual and Developmental Disabilities (NCI-IDD) are standard measures used across states to assess the outcomes of services provided to individuals with intellectual and developmental disabilities and their families. Indicators address key areas of concern such as employment, respect and rights, service planning, community inclusion, choice, and health and safety. The data that result from NCI-IDD surveys are often used to inform strategic planning, produce legislative reports, and prioritize quality improvement initiatives. Many states also share the data with stakeholder groups such as Quality Councils and use the stakeholder feedback to help set priorities and establish policy direction.

The National Core Indicators (NCI-IDD) Family/Guardian Survey is administered to families who have an adult family member (18 years or older) with an intellectual or developmental disability who lives outside of the family home and receives at least one service other than case management. Not all states that participate in NCI-IDD administer the Family/Guardian Survey on an annual basis. Of the 48 states, the District of Columbia and 22 sub-state entities that were members of NCI during the 2023-24 data collection cycle, eleven states¹ submitted a valid sample of Family/Guardian Survey data. **Please note: the NCI-IDD averages shown throughout this report are weighted.**²

In California, the Family/Guardian Survey is administered once every two years and data are collected from all 21 regional centers. The California statewide average is comprised of these data. This report provides a summary of results based on data submitted by June 30, 2024.

Note:

All Californians with an intellectual or developmental disability as defined by California law have both a civil right and an individual entitlement to receive services from the California Department of Developmental Services. These statutory requirements make California's service system unique and could impact comparisons between its survey results and the results of other states.

¹ Arizona (AZ), California (CA), Delaware (DE), Georgia (GA), Indiana (IN), Maryland (MD), Minnesota (MN), New Hampshire (NH), New Jersey (NJ), North Dakota (ND), and Pennsylvania (PA)

² For more information see "Weighting" in the Methodology section.

Respondents of this survey are family members and conservators of individuals (18 and over) who live in a community placement setting and receive at least one service in addition to case management from the state DD service system. More NCI data findings are available at [National Core Indicators - CA Department of Developmental Services](#)

Respondents....



5,274

Participated in the survey

NORTHERN CA

689

RCRC = 71
FNRC = 212
ACRC = 406

BAY AREA

1,561

NBRC = 300
SARC = 439
RCEB = 465
GGRC = 357

CENTRAL CA

554

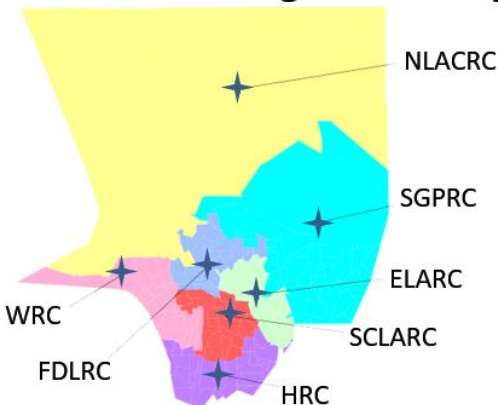
CVRC = 273
KRC = 96
VMRC = 185

LOS ANGELES

951

SGPRC = 205
HRC = 66
WRC = 132
NLACRC = 354
SCLARC = 26
ELARC = 76
FDLRC = 92

Center Locations Within Los Angeles County



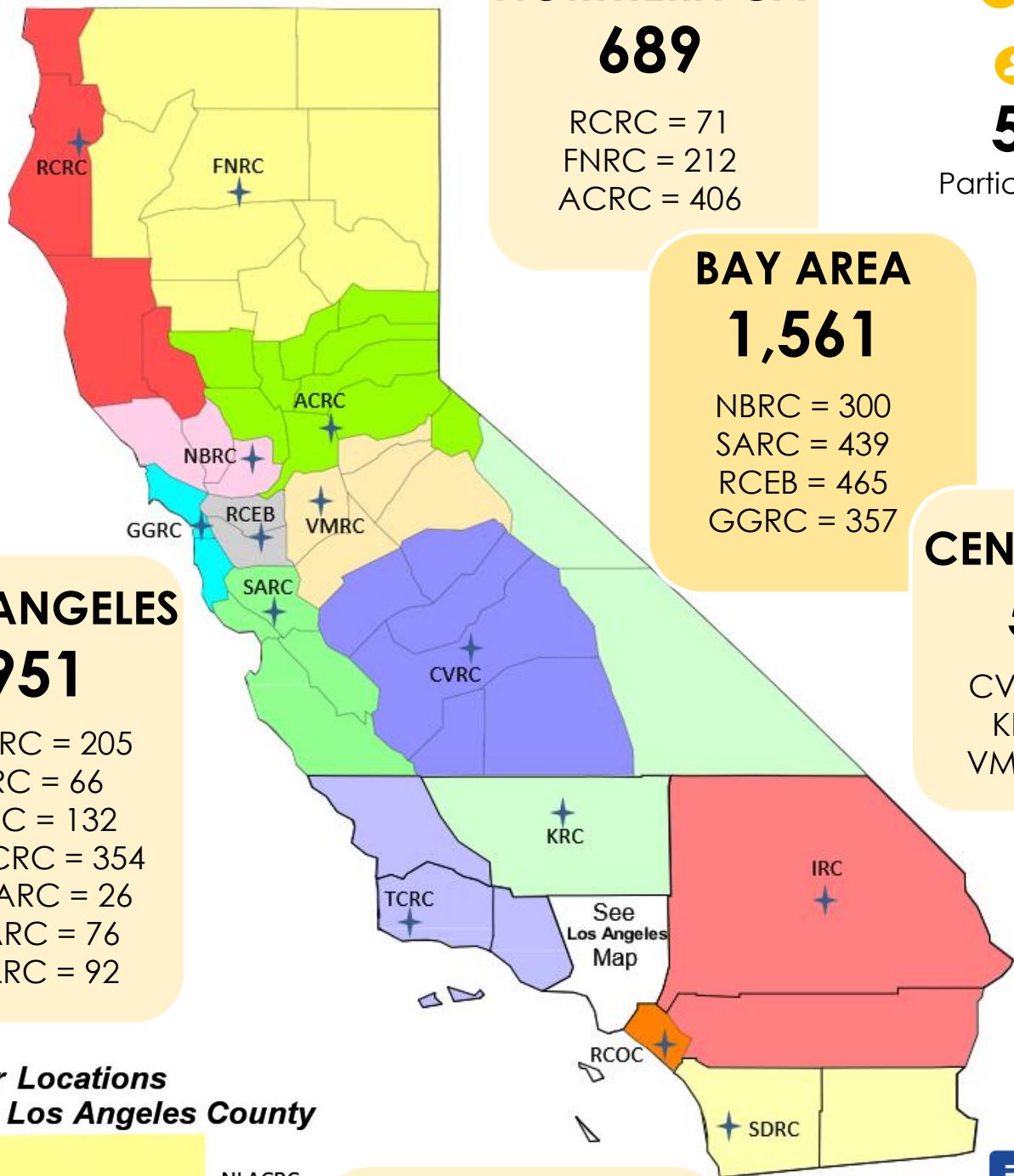
SOUTHERN CA

1,519

SDRC = 468
TCRC = 373
RCOC = 362
IRC = 316



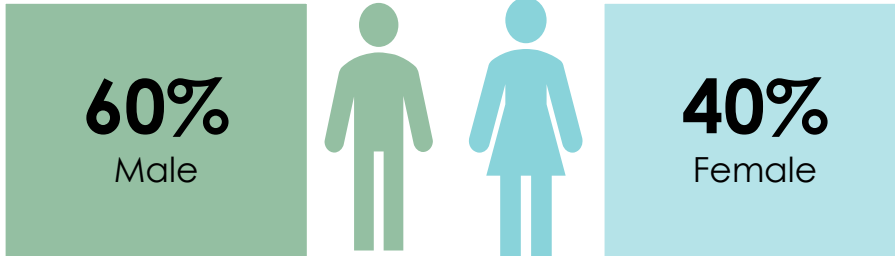
1% under the age of 35
8% ages of 35-54
55% ages of 55-74
35% 75 or older



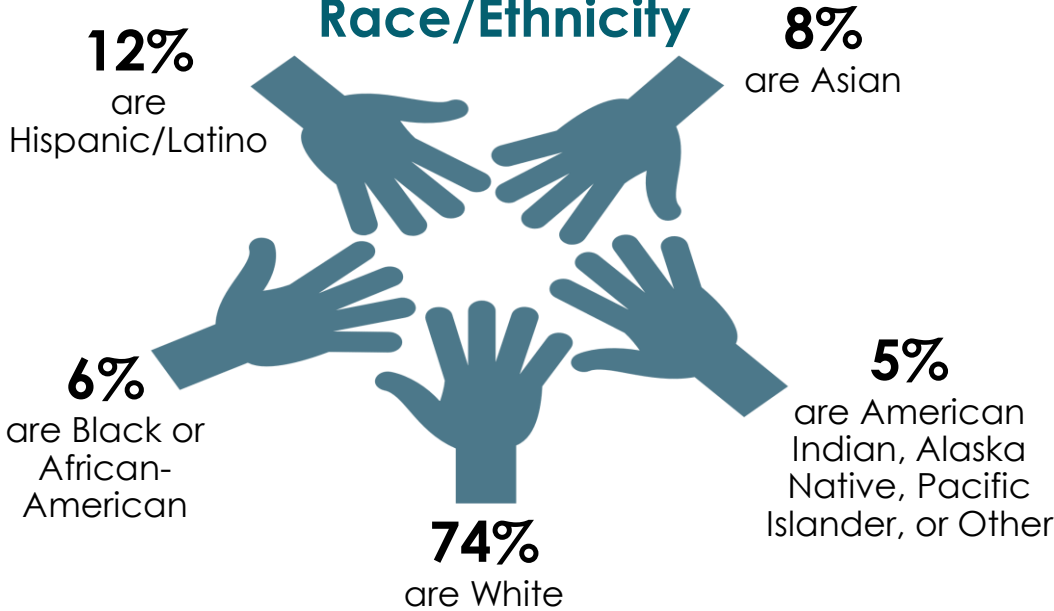
Respondents of this survey are family members and conservators of individuals (18 and over) who live in a community placement setting and receive at least one service in addition to case management from the state DD service system. More NCI data findings are available at [National Core Indicators - CA Department of Developmental Services](#)

Individual with IDD...

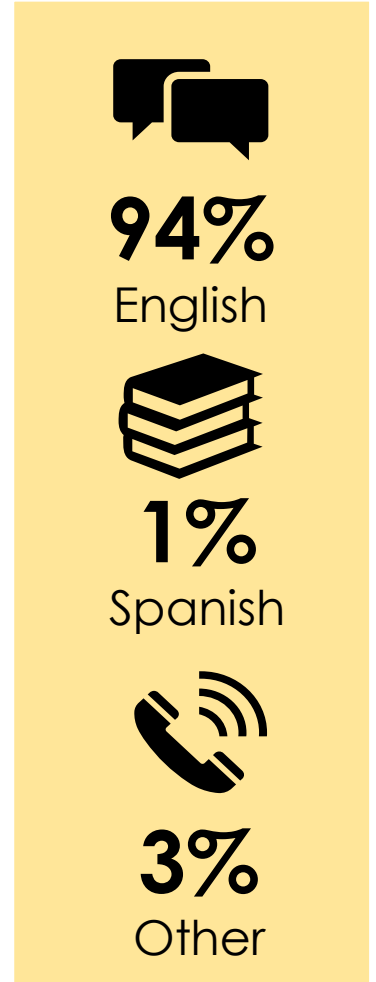
Gender



Race/Ethnicity



Preferred Language



Consumer and Family Member Characteristics

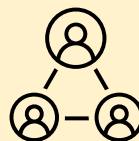
Preferred Means of Communication

- 82% Spoken
- 11% Gestures or body language
- 2% Sign language or finger spelling
- 1% Communication aid or device
- 4% Other



Relationship To Guardian

- 90% Family
- 5% Friend or Other
- 6% Employee or state guardianship agency



Results

This section provides regional center, California, and NCI-IDD results for demographic and survey outcomes data.

Presentation of the Data

In addition to basic demographic questions and questions on services received, the survey contains six groupings of questions that probe specific areas of quality service provision: information and planning, access and delivery of services, choice and control, community connections, satisfaction, and outcomes.

Each question is constructed so the respondent selects from either four possible responses (“always,” “usually,” “sometimes,” “seldom/never”) or two responses (“yes” or “no”). Respondents also have the option to indicate that they don’t know the answer to a question or that the question is not applicable.

Demographic results are shown in table form with regional centers listed alphabetically. Outcomes are shown first with a chart depicting the CA average. The charts are followed by accessible tables showing regional center outcomes listed alphabetically.

Regional centers with fewer than 20 respondents to a question **are not** included in outcome tables; however, their data **are** included in the CA average.

Note on NCI Averages: The NCI-IDD averages contained in this report are “weighted” means; their calculations reflect the relative population sizes of participating states and the states’ sample sizes. See more about weighting in the Methodology section.

Note on language used in this report: “You” and “Respondent” refers to the person (usually a parent or conservator) filling out the survey. “Family Member” refers to the person receiving services whom the respondent is answering questions about in this survey.

Note on responses: All data are reported by the respondent based on their understanding of their family member’s demographics, diagnoses, and personal characteristics.

“N” demonstrates the number of valid responses for each question. “N” can vary between questions. The N does not include missing responses, “don’t know” responses or “not applicable” responses. For information on the total sample from each regional center see Figure 2.

Demographics

Note on responses: All data are reported by the respondent based on their understanding of their family member's demographics, diagnoses, and personal characteristics.

Family Member

This section provides demographic information about the family member receiving services.

Table 1a. Family Member’s Residence

Please note: All data in this section are reported by the respondent based on their understanding of their family member’s demographics, diagnoses and personal characteristics.

Regional Center	Specialized Facility for People With Intellectual Disabilities	Group Home or Agency Operated Apartment	Independent Home or Apartment	N
ACRC	9%	35%	45%	401
CVRC	19%	39%	31%	263
ELARC	21%	40%	33%	73
FDLRC	27%	43%	19%	89
FNRC	13%	33%	39%	206
GGRC	19%	49%	22%	340
HRC	16%	42%	33%	64
IRC	23%	54%	15%	302
KRC	12%	29%	44%	94
NBRC	14%	34%	36%	287
NLACRC	22%	40%	30%	343
RCEB	16%	46%	34%	454
RCOC	39%	36%	19%	354
RCRC	7%	18%	60%	68
SARC	15%	46%	35%	426
SCLARC	32%	24%	28%	25
SDRC	17%	43%	34%	456
SGPRC	30%	48%	16%	202
TCRC	12%	38%	41%	363
VMRC	18%	42%	32%	179
WRC	9%	40%	47%	120
CA Average	18%	41%	32%	5109
Weighted NCI-IDD Average	12%	59%	21%	8419

Table 1b. Family Member’s Residence (continued)

Please note: All data in this section are reported by the respondent based on their understanding of their family member’s demographics, diagnoses and personal characteristics.

Regional Center	Adult Foster Care or Host Family Home	Nursing Home	Homeless	Other	N
ACRC	3%	0%	0%	6%	401
CVRC	3%	3%	0%	6%	263
ELARC	0%	1%	0%	5%	73
FDLRC	3%	3%	0%	4%	89
FNRC	1%	1%	0%	12%	206
GGRC	2%	1%	0%	6%	340
HRC	2%	0%	0%	8%	64
IRC	2%	1%	0%	5%	302
KRC	9%	1%	0%	6%	94
NBRC	2%	1%	1%	12%	287
NLACRC	2%	2%	0%	3%	343
RCEB	2%	1%	0%	2%	454
RCOC	3%	1%	0%	3%	354
RCRC	0%	1%	0%	13%	68
SARC	2%	0%	0%	3%	426
SCLARC	8%	4%	0%	4%	25
SDRC	1%	0%	0%	5%	456
SGPRC	2%	1%	0%	3%	202
TCRC	1%	1%	1%	6%	363
VMRC	1%	2%	0%	6%	179
WRC	2%	0%	0%	3%	120
CA Average	2%	1%	0%	5%	5109
Weighted NCI-IDD Average	4%	1%	0%	4%	8419

Table 2. Family Member’s Time Living in Current Residence

Please note: All data in this section are reported by the respondent based on their understanding of their family member’s demographics, diagnoses and personal characteristics.

Regional Center	Less Than One Year	One to Three Years	Four to Five Years	Over Five Years	N
ACRC	8%	21%	14%	57%	400
CVRC	5%	18%	16%	61%	263
ELARC	7%	8%	14%	71%	72
FDLRC	1%	19%	12%	67%	89
FNRC	11%	23%	14%	51%	201
GGRC	6%	15%	11%	68%	350
HRC	6%	14%	14%	65%	63
IRC	7%	16%	9%	68%	302
KRC	2%	15%	12%	71%	93
NBRC	6%	17%	15%	63%	286
NLACRC	6%	12%	9%	72%	344
RCEB	4%	19%	12%	65%	451
RCOC	4%	17%	11%	68%	356
RCRC	9%	26%	9%	57%	69
SARC	6%	19%	10%	65%	427
SCLARC	4%	8%	4%	83%	24
SDRC	6%	19%	12%	62%	457
SGPRC	5%	16%	9%	70%	204
TCRC	6%	16%	12%	65%	365
VMRC	6%	20%	8%	66%	176
WRC	4%	13%	10%	73%	121
CA Average	6%	18%	12%	65%	5113
Weighted NCI-IDD Average	9%	21%	11%	59%	8397

Table 3. Family Member’s Residential Designation

Please note: All data in this section are reported by the respondent based on their understanding of their family member’s demographics, diagnoses and personal characteristics.

Regional Center	Urban or Suburban (In or Near a City or Large Town)	Rural (Outside of a City or Town)	N
ACRC	91%	9%	394
CVRC	92%	8%	265
ELARC	100%	0%	71
FDLRC	98%	2%	87
FNRC	82%	18%	201
GGRC	97%	3%	343
HRC	100%	0%	61
IRC	96%	4%	298
KRC	92%	8%	91
NBRC	94%	6%	285
NLACRC	99%	1%	330
RCEB	98%	2%	450
RCOC	99%	1%	336
RCRC	71%	29%	69
SARC	96%	4%	425
SCLARC	100%	0%	22
SDRC	95%	5%	450
SGPRC	98%	2%	200
TCRC	95%	5%	359
VMRC	83%	17%	178
WRC	99%	1%	121
CA Average	95%	5%	5036
Weighted NCI-IDD Average	85%	15%	8302

Table 4. Family Member's Age

Please note: All data in this section are reported by the respondent based on their understanding of their family member's demographics, diagnoses and personal characteristics.

Regional Center	Age	N
ACRC	46.8	405
CVRC	49.0	273
ELARC	50.3	76
FDLRC	48.5	92
FNRC	47.2	212
GGRC	50.3	356
HRC	50.1	66
IRC	48.5	316
KRC	44.2	96
NBRC	48.2	300
NLACRC	48.8	354
RCEB	47.0	465
RCOC	42.9	362
RCRC	44.8	71
SARC	47.0	439
SCLARC	51.0	26
SDRC	46.3	468
SGPRC	53.8	205
TCRC	48.1	373
VMRC	49.7	185
WRC	47.4	132
CA Average	47.8	5,272
Weighted NCI-IDD Average	47.4	8,581

Table 5. Family Member's Gender

Please note: All data in this section are reported by the respondent based on their understanding of their family member's demographics, diagnoses and personal characteristics.

Regional Center	Male	Female	Other	N
ACRC	58%	42%	0%	406
CVRC	57%	43%	0%	273
ELARC	62%	38%	0%	76
FDLRC	64%	36%	0%	92
FNRC	59%	41%	0%	212
GGRC	58%	42%	0%	357
HRC	55%	45%	0%	66
IRC	61%	39%	0%	316
KRC	60%	40%	0%	96
NBRC	59%	40%	0%	300
NLACRC	59%	41%	0%	354
RCEB	59%	40%	0%	465
RCOC	62%	37%	1%	362
RCRC	55%	45%	0%	71
SARC	64%	36%	0%	439
SCLARC	65%	35%	0%	26
SDRC	61%	38%	0%	468
SGPRC	58%	42%	0%	205
TCRC	60%	39%	1%	373
VMRC	57%	42%	1%	185
WRC	60%	39%	1%	132
CA Average	60%	40%	0%	5274
Weighted NCI-IDD Average	59%	41%	0%	8587

Table 6. Family Member’s Race and Ethnicity

Please note: All data in this section are reported by the respondent based on their understanding of their family member’s demographics, diagnoses and personal characteristics. Categories are not mutually exclusive; therefore N is not shown.

Regional Center	American Indian or Alaska Native	Asian	Black or African American	Pacific Islander	White	Hispanic or Latino	Other	Prefer Not to Say
ACRC	2%	6%	6%	1%	78%	8%	2%	3%
CVRC	2%	4%	7%	0%	69%	20%	4%	2%
ELARC	1%	11%	1%	0%	62%	32%	5%	1%
FDLRC	2%	15%	11%	1%	67%	13%	0%	0%
FNRC	5%	3%	3%	0%	85%	6%	2%	3%
GGRC	1%	12%	5%	1%	76%	9%	2%	3%
HRC	5%	16%	9%	2%	56%	13%	2%	5%
IRC	2%	4%	7%	1%	74%	16%	2%	2%
KRC	4%	7%	3%	0%	76%	13%	4%	0%
NBRC	3%	4%	6%	1%	82%	6%	2%	3%
NLACRC	1%	7%	4%	1%	77%	11%	3%	3%
RCEB	2%	13%	11%	0%	73%	10%	1%	2%
RCOC	8%	15%	3%	0%	61%	13%	3%	1%
RCRC	6%	0%	1%	1%	90%	7%	1%	1%
SARC	3%	11%	2%	0%	72%	15%	2%	2%
SCLARC	0%	4%	54%	0%	31%	12%	0%	0%
SDRC	3%	5%	5%	1%	80%	13%	2%	2%
SGPRC	1%	11%	8%	1%	65%	18%	3%	4%
TCRC	2%	5%	2%	1%	82%	9%	2%	4%
VMRC	3%	7%	3%	0%	75%	14%	1%	4%
WRC	2%	6%	19%	0%	69%	6%	2%	2%
CA Average	3%	8%	6%	0%	74%	12%	2%	2%
Weighted NCI-IDD Average	2%	4%	7%	0%	81%	6%	1%	2%

Table 7a. Family Member’s Conditions

Please note: All data in this section are reported by the respondent based on their understanding of their family member’s demographics, diagnoses and personal characteristics. Categories are not mutually exclusive; therefore N is not shown.

Regional Center	Intellectual Disability	Mood Illness/ Psychiatric Diagnosis	Autism Spectrum Disorder	Cerebral Palsy	Limited or No Vision – Legally Blind
ACRC	73%	26%	32%	13%	6%
CVRC	76%	26%	21%	18%	8%
ELARC	72%	29%	47%	13%	11%
FDLRC	67%	28%	39%	15%	8%
FNRC	71%	36%	26%	16%	8%
GGRC	73%	25%	32%	13%	5%
HRC	75%	33%	41%	21%	11%
IRC	71%	26%	26%	21%	9%
KRC	63%	32%	39%	10%	2%
NBRC	76%	31%	35%	17%	8%
NLACRC	71%	28%	38%	17%	10%
RCEB	75%	26%	38%	17%	7%
RCOC	82%	26%	39%	13%	6%
RCRC	59%	39%	37%	9%	4%
SARC	74%	26%	37%	15%	7%
SCLARC	84%	8%	36%	8%	16%
SDRC	73%	28%	37%	21%	8%
SGPRC	73%	27%	31%	14%	8%
TCRC	68%	30%	34%	16%	5%
VMRC	75%	30%	25%	9%	7%
WRC	66%	30%	47%	14%	5%
CA Average	73%	28%	34%	16%	7%
Weighted NCI-IDD Average	78%	36%	33%	16%	8%

Table 7b. Family Member's Conditions (continued)

Please note: All data in this section are reported by the respondent based on their understanding of their family member's demographics, diagnoses and personal characteristics. Categories are not mutually exclusive; therefore N is not shown.

Regional Center	Hearing Loss - Severe or Profound	Brain Injury	Seizure or Neurological Disorder	Chemical Dependency
ACRC	11%	8%	21%	0%
CVRC	5%	7%	23%	0%
ELARC	7%	14%	31%	0%
FDLRC	5%	10%	30%	0%
FNRC	6%	8%	20%	1%
GGRC	7%	4%	18%	1%
HRC	5%	6%	21%	2%
IRC	8%	6%	27%	0%
KRC	4%	7%	29%	0%
NBRC	6%	9%	26%	1%
NLACRC	4%	7%	25%	1%
RCEB	7%	7%	24%	0%
RCOC	4%	6%	24%	0%
RCRC	6%	11%	16%	1%
SARC	6%	7%	26%	1%
SCLARC	4%	4%	24%	0%
SDRC	8%	10%	24%	1%
SGPRC	7%	6%	25%	0%
TCRC	4%	8%	22%	1%
VMRC	6%	9%	24%	1%
WRC	3%	5%	20%	0%
CA Average	6%	7%	24%	1%
Weighted NCI-IDD Average	6%	8%	25%	0%

Table 7c. Family Member's Conditions (continued)

Please note: All data in this section are reported by the respondent based on their understanding of their family member's demographics, diagnoses and personal characteristics. Categories are not mutually exclusive; therefore N is not shown.

Regional Center	Down Syndrome	Prader-Willi Syndrome	Fetal Alcohol Spectrum Disorder (FASD)	Other
ACRC	8%	2%	1%	12%
CVRC	8%	0%	1%	15%
ELARC	8%	1%	1%	3%
FDLRC	9%	0%	1%	11%
FNRC	5%	2%	3%	14%
GGRC	12%	0%	1%	12%
HRC	5%	2%	0%	13%
IRC	6%	1%	1%	12%
KRC	4%	1%	0%	17%
NBRC	5%	2%	2%	15%
NLACRC	6%	0%	1%	10%
RCEB	9%	1%	2%	7%
RCOC	9%	0%	0%	9%
RCRC	9%	0%	1%	19%
SARC	8%	0%	1%	7%
SCLARC	4%	0%	0%	16%
SDRC	8%	0%	1%	11%
SGPRC	8%	0%	1%	9%
TCRC	8%	0%	2%	10%
VMRC	8%	1%	1%	15%
WRC	3%	1%	2%	9%
CA Average	8%	1%	1%	11%
Weighted NCI-IDD Average	10%	1%	1%	12%

Table 8a. Family Member’s Health Conditions

Please note: All data in this section are reported by the respondent based on their understanding of their family member’s demographics, diagnoses and personal characteristics. Categories are not mutually exclusive; therefore N is not shown.

Regional Center	Cardiovascular Disease	Diabetes	Cancer	High Blood Pressure	High Cholesterol
ACRC	10%	18%	7%	31%	26%
CVRC	7%	21%	4%	29%	33%
ELARC	2%	25%	6%	41%	35%
FDLRC	8%	19%	4%	32%	45%
FNRC	11%	19%	6%	34%	26%
GGRC	9%	15%	6%	32%	25%
HRC	5%	19%	9%	49%	33%
IRC	9%	13%	5%	33%	34%
KRC	9%	19%	10%	33%	34%
NBRC	11%	25%	5%	25%	22%
NLACRC	4%	24%	3%	32%	37%
RCEB	9%	22%	6%	29%	25%
RCOC	4%	12%	6%	28%	29%
RCRC	5%	20%	12%	37%	27%
SARC	8%	17%	7%	28%	28%
SCLARC	n/a	n/a	n/a	n/a	n/a
SDRC	9%	17%	5%	31%	24%
SGPRC	9%	22%	7%	30%	27%
TCRC	8%	24%	8%	31%	29%
VMRC	15%	26%	7%	37%	38%
WRC	9%	22%	10%	25%	37%
CA Average	8%	20%	6%	31%	29%
Weighted NCI-IDD Average	9%	19%	6%	31%	31%

The following Regional Centers had an N of less than 20 and were not shown. They are still included in the overall CA Average and weighted NCI average: SCLARC

Table 8b. Family Member's Health Conditions (continued)

Please note: All data in this section are reported by the respondent based on their understanding of their family member's demographics, diagnoses and personal characteristics. Categories are not mutually exclusive; therefore N is not shown.

Regional Center	Dysphagia	Pressure Ulcers	Alzheimer's Disease or Dementia	Oral Health Problems	Sleep Apnea
ACRC	7%	2%	3%	19%	16%
CVRC	12%	3%	1%	19%	12%
ELARC	12%	4%	2%	29%	12%
FDLRC	8%	0%	6%	17%	15%
FNRC	6%	2%	5%	24%	18%
GGRC	9%	1%	5%	15%	16%
HRC	9%	0%	5%	5%	7%
IRC	10%	2%	3%	18%	10%
KRC	5%	0%	2%	21%	10%
NBRC	11%	2%	2%	22%	17%
NLACRC	8%	2%	2%	13%	9%
RCEB	5%	1%	4%	15%	15%
RCOC	6%	2%	3%	13%	9%
RCRC	2%	5%	2%	20%	27%
SARC	12%	2%	2%	11%	19%
SCLARC	n/a	n/a	n/a	n/a	n/a
SDRC	10%	2%	2%	20%	15%
SGPRC	6%	3%	3%	22%	8%
TCRC	9%	3%	2%	17%	12%
VMRC	13%	2%	3%	18%	11%
WRC	3%	1%	3%	12%	4%
CA Average	9%	2%	3%	17%	14%
Weighted NCI-IDD Average	11%	2%	4%	16%	16%

The following Regional Centers had an N of less than 20 and were not shown. They are still included in the overall CA Average and weighted NCI average: SCLARC

Table 8c. Family Member’s Health Conditions (continued)

Please note: All data in this section are reported by the respondent based on their understanding of their family member’s demographics, diagnoses and personal characteristics. Categories are not mutually exclusive; therefore N is not shown.

Regional Center	Asthma	Other Pulmonary Diagnosis (e.g., COPD, Bronchitis, Emphysema)	Chronic Kidney Disease	Long-term Health Problems Associated With COVID-19 (Also Known as Long COVID)	Other
ACRC	12%	4%	4%	0%	20%
CVRC	14%	4%	4%	1%	30%
ELARC	12%	4%	4%	0%	12%
FDLRC	8%	0%	0%	4%	17%
FNRC	15%	5%	2%	1%	21%
GGRC	6%	4%	3%	0%	24%
HRC	5%	2%	0%	0%	16%
IRC	8%	8%	3%	1%	22%
KRC	9%	3%	3%	0%	28%
NBRC	17%	7%	3%	1%	28%
NLACRC	10%	2%	3%	0%	21%
RCEB	13%	5%	4%	1%	19%
RCOC	10%	3%	3%	0%	34%
RCRC	5%	2%	2%	0%	34%
SARC	10%	3%	4%	2%	17%
SCLARC	n/a	n/a	n/a	n/a	n/a
SDRC	11%	6%	3%	1%	25%
SGPRC	6%	5%	3%	0%	20%
TCRC	9%	5%	3%	1%	27%
VMRC	14%	7%	3%	2%	21%
WRC	7%	4%	3%	1%	28%
CA Average	11%	5%	3%	1%	23%
Weighted NCI-IDD Average	11%	4%	4%	1%	23%

The following Regional Centers had an N of less than 20 and were not shown. They are still included in the overall CA Average and weighted NCI average: SCLARC

Table 9. Family Member’s Preferred Means of Communication

Please note: All data in this section are reported by the respondent based on their understanding of their family member’s demographics, diagnoses and personal characteristics.

Regional Center	Spoken	Gestures or Body Language	Sign Language or Finger Spelling	Communication Aid or Device	Other	N
ACRC	82%	10%	4%	1%	4%	403
CVRC	79%	9%	2%	1%	9%	269
ELARC	70%	21%	4%	3%	3%	76
FDLRC	75%	18%	1%	0%	5%	92
FNRC	90%	5%	1%	0%	4%	210
GGRC	83%	13%	1%	1%	3%	346
HRC	89%	3%	2%	2%	5%	64
IRC	79%	12%	2%	0%	7%	307
KRC	79%	13%	4%	1%	3%	95
NBRC	83%	10%	2%	1%	3%	288
NLACRC	83%	10%	2%	0%	5%	349
RCEB	81%	13%	3%	1%	2%	454
RCOC	83%	13%	1%	1%	2%	351
RCRC	84%	7%	0%	3%	6%	69
SARC	83%	13%	0%	2%	2%	434
SCLARC	64%	28%	0%	0%	8%	25
SDRC	80%	14%	2%	1%	3%	458
SGPRC	81%	14%	2%	0%	2%	202
TCRC	89%	8%	1%	1%	2%	371
VMRC	82%	7%	4%	0%	6%	182
WRC	81%	15%	0%	0%	4%	128
CA Average	82%	11%	2%	1%	4%	5173
Weighted NCI-IDD Average	82%	12%	1%	1%	4%	8450

Table 10a. Family Member’s Preferred Language

Please note: The standard NCI-IDD Survey tool includes: English, Spanish, Chinese (including Mandarin, Cantonese, and Hokkien) Tagalog (including Filipino), Vietnamese, American Sign Language (ASL), and Other. California adds additional language categories to their survey tool. In the standard NCI-IDD report, the CA data under “Other” capture the data on the additional CA language categories. Therefore, the data for CA and the Weighted NCI-IDD Average for the "Other" category in this report will not match the standard NCI-IDD report. All data in this section are reported by the respondent based on their understanding of their family member’s demographics, diagnoses and personal characteristics.

Regional Center	English	Spanish	Chinese	Tagalog	Vietnamese	N
ACRC	96%	0%	0%	0%	0%	401
CVRC	94%	3%	0%	0%	0%	270
ELARC	83%	5%	0%	0%	1%	76
FDLRC	84%	3%	2%	0%	0%	91
FNRC	98%	0%	0%	0%	0%	210
GGRC	97%	1%	1%	0%	0%	346
HRC	91%	0%	0%	0%	0%	64
IRC	94%	2%	1%	0%	0%	308
KRC	97%	0%	0%	0%	0%	93
NBRC	98%	0%	0%	0%	0%	293
NLACRC	94%	2%	1%	0%	0%	350
RCEB	93%	2%	1%	1%	0%	459
RCOC	89%	1%	1%	0%	1%	356
RCRC	99%	0%	0%	0%	0%	70
SARC	93%	3%	1%	0%	1%	437
SCLARC	84%	8%	0%	0%	0%	25
SDRC	95%	2%	0%	0%	0%	458
SGPRC	93%	2%	1%	0%	0%	203
TCRC	97%	1%	0%	0%	0%	369
VMRC	95%	1%	1%	0%	0%	183
WRC	98%	0%	0%	1%	0%	130
CA Average	94%	1%	0%	0%	0%	5192
Weighted NCI-IDD Average	96%	1%	0%	0%	0%	8489

Table 10b. Family Member’s Preferred Language (continued)

Please note: The standard NCI-IDD Survey tool includes: English, Spanish, Chinese (including Mandarin, Cantonese, and Hokkien) Tagalog (including Filipino), Vietnamese, American Sign Language (ASL), and Other. California adds additional language categories to their survey tool. In the standard NCI-IDD report, the CA data under “Other” capture the data on the additional CA language categories. Therefore, the data for CA and the Weighted NCI-IDD Average for the “Other” category in this report will not match the standard NCI-IDD report. All data in this section are reported by the respondent based on their understanding of their family member’s demographics, diagnoses and personal characteristics.

Regional Center	American Sign Language	Arabic	Armenian	Farsi	Hindi	Hmong	N
ACRC	2%	0%	0%	0%	0%	0%	401
CVRC	0%	0%	0%	0%	0%	0%	270
ELARC	1%	0%	0%	0%	0%	0%	76
FDLRC	0%	0%	1%	0%	1%	0%	91
FNRC	0%	0%	0%	0%	0%	0%	210
GGRC	0%	0%	0%	0%	0%	0%	346
HRC	0%	0%	0%	0%	0%	0%	64
IRC	1%	0%	0%	0%	0%	0%	308
KRC	1%	0%	0%	0%	0%	0%	93
NBRC	0%	0%	0%	0%	0%	0%	293
NLACRC	1%	0%	0%	0%	0%	0%	350
RCEB	2%	0%	0%	0%	0%	0%	459
RCOC	0%	0%	0%	0%	0%	0%	356
RCRC	0%	0%	0%	0%	0%	0%	70
SARC	0%	0%	0%	0%	0%	0%	437
SCLARC	0%	0%	0%	0%	0%	0%	25
SDRC	1%	0%	0%	0%	0%	0%	458
SGPRC	1%	0%	0%	0%	0%	0%	203
TCRC	0%	0%	0%	0%	0%	0%	369
VMRC	1%	0%	0%	0%	0%	0%	183
WRC	0%	0%	0%	0%	0%	0%	130
CA Average	1%	0%	0%	0%	0%	0%	5192
Weighted NCI-IDD Average	1%	n/a	n/a	n/a	n/a	n/a	8489

Table 10c. Family Member’s Preferred Language (continued)

Please note: The standard NCI-IDD Survey tool includes: English, Spanish, Chinese (including Mandarin, Cantonese, and Hokkien) Tagalog (including Filipino), Vietnamese, American Sign Language (ASL), and Other. California adds additional language categories to their survey tool. In the standard NCI-IDD report, the CA data under “Other” capture the data on the additional CA language categories. Therefore, the data for CA and the Weighted NCI-IDD Average for the “Other” category in this report will not match the standard NCI-IDD report. All data in this section are reported by the respondent based on their understanding of their family member’s demographics, diagnoses and personal characteristics.

Regional Center	Japanese	Khmer	Korean	Laotian	Russian	Other	N
ACRC	0%	0%	0%	0%	0%	2%	401
CVRC	0%	0%	0%	0%	0%	2%	270
ELARC	0%	0%	0%	0%	0%	9%	76
FDLRC	0%	0%	3%	0%	0%	5%	91
FNRC	0%	0%	0%	0%	0%	1%	210
GGRC	0%	0%	0%	0%	0%	1%	346
HRC	2%	0%	0%	0%	0%	8%	64
IRC	0%	0%	0%	0%	0%	3%	308
KRC	1%	0%	0%	0%	0%	1%	93
NBRC	0%	0%	0%	0%	0%	1%	293
NLACRC	0%	0%	0%	0%	0%	2%	350
RCEB	0%	0%	0%	0%	0%	1%	459
RCOC	0%	0%	0%	0%	0%	8%	356
RCRC	0%	0%	0%	0%	0%	1%	70
SARC	0%	0%	0%	0%	0%	1%	437
SCLARC	0%	0%	0%	0%	0%	8%	25
SDRC	0%	0%	0%	0%	0%	2%	458
SGPRC	0%	0%	0%	0%	0%	2%	203
TCRC	0%	0%	0%	0%	0%	1%	369
VMRC	0%	0%	0%	0%	0%	3%	183
WRC	0%	0%	0%	0%	0%	1%	130
CA Average	0%	0%	0%	0%	0%	2%	5192
Weighted NCI-IDD Average	n/a	n/a	n/a	n/a	n/a	2%	8489

Table 11. Family Member Has Legal Court Appointed Guardian or Conservator

Please note: All data in this section are reported by the respondent based on their understanding of their family member's demographics, diagnoses and personal characteristics.

Regional Center	No Guardianship or Conservatorship	Limited Guardianship or Conservatorship	Full Guardianship or Conservatorship	Has Guardianship or Conservatorship But Level Is Unknown	N
ACRC	43%	26%	28%	4%	383
CVRC	41%	21%	30%	9%	245
ELARC	31%	43%	21%	4%	70
FDLRC	31%	26%	37%	6%	78
FNRC	47%	30%	19%	4%	201
GGRC	42%	29%	24%	5%	333
HRC	38%	33%	25%	3%	63
IRC	36%	30%	28%	6%	275
KRC	43%	27%	23%	7%	88
NBRC	42%	34%	19%	5%	276
NLACRC	37%	31%	27%	5%	329
RCEB	48%	26%	22%	4%	434
RCOC	38%	29%	20%	13%	334
RCRC	59%	18%	20%	3%	66
SARC	32%	38%	24%	5%	421
SCLARC	40%	5%	25%	30%	20
SDRC	36%	37%	23%	4%	440
SGPRC	38%	32%	21%	8%	177
TCRC	45%	26%	24%	6%	342
VMRC	44%	27%	24%	6%	161
WRC	41%	29%	21%	8%	121
CA Average	40%	30%	24%	6%	4857
Weighted NCI-IDD Average	29%	19%	46%	5%	8065

Table 12. Guardian or Conservator Relationship to Family Member

Please note: All data in this section are reported by the respondent based on their understanding of their family member's demographics, diagnoses and personal characteristics.

Regional Center	Family	Friend	Regional Center Employee or Guardianship or Conservatorship Agency	Other	N
ACRC	89%	2%	6%	2%	205
CVRC	79%	1%	17%	3%	127
ELARC	93%	0%	7%	0%	44
FDLRC	87%	0%	10%	4%	52
FNRC	89%	1%	7%	3%	100
GGRC	89%	1%	5%	5%	177
HRC	89%	3%	9%	0%	35
IRC	88%	2%	6%	4%	160
KRC	84%	2%	9%	4%	45
NBRC	90%	3%	2%	5%	148
NLACRC	92%	4%	3%	1%	191
RCEB	94%	2%	2%	1%	217
RCOC	92%	1%	3%	5%	196
RCRC	76%	8%	8%	8%	25
SARC	93%	1%	6%	1%	283
SCLARC	n/a	n/a	n/a	n/a	n/a
SDRC	91%	1%	5%	2%	269
SGPRC	88%	3%	5%	4%	103
TCRC	93%	0%	5%	2%	170
VMRC	91%	1%	5%	2%	81
WRC	88%	1%	6%	4%	68
CA Average	90%	2%	6%	3%	2706
Weighted NCI-IDD Average	87%	2%	8%	3%	5185

The following Regional Centers had an N of less than 20 and were not shown. They are still included in the overall CA Average and weighted NCI average: SCLARC

Table 13a. Family Member’s Highest Level of Education

Please note: All data in this section are reported by the respondent based on their understanding of their family member’s demographics, diagnoses and personal characteristics.

Regional Center	Did Not Complete High School, Not Currently in School	Currently Enrolled in High School	High School Certificate (NOT a High School Diploma or GED)	N
ACRC	32%	1%	31%	389
CVRC	41%	1%	21%	249
ELARC	45%	1%	16%	67
FDLRC	31%	1%	23%	86
FNRC	27%	0%	25%	201
GGRC	36%	1%	32%	335
HRC	38%	3%	25%	64
IRC	38%	0%	31%	284
KRC	24%	0%	29%	87
NBRC	34%	0%	30%	282
NLACRC	28%	1%	29%	331
RCEB	35%	0%	27%	441
RCOC	31%	1%	39%	335
RCRC	26%	1%	24%	68
SARC	33%	0%	29%	413
SCLARC	62%	0%	19%	21
SDRC	27%	0%	39%	451
SGPRC	47%	0%	24%	184
TCRC	29%	0%	32%	355
VMRC	33%	2%	26%	171
WRC	25%	0%	41%	123
CA Average	33%	1%	30%	4937
Weighted NCI-IDD Average	30%	0%	32%	8127

Table 13b. Family Member’s Highest Level of Education (continued)

Please note: All data in this section are reported by the respondent based on their understanding of their family member’s demographics, diagnoses and personal characteristics.

Regional Center	High School Diploma or GED	Vocational School or Certificate Program	Some College	College Degree or Higher	N
ACRC	24%	3%	7%	4%	389
CVRC	22%	4%	7%	5%	249
ELARC	22%	1%	4%	9%	67
FDLRC	26%	2%	8%	8%	86
FNRC	29%	2%	10%	6%	201
GGRC	18%	3%	7%	3%	335
HRC	14%	2%	14%	5%	64
IRC	20%	3%	3%	5%	284
KRC	30%	5%	8%	5%	87
NBRC	22%	3%	5%	5%	282
NLACRC	24%	3%	7%	8%	331
RCEB	18%	3%	8%	9%	441
RCOC	17%	2%	3%	7%	335
RCRC	35%	0%	9%	4%	68
SARC	19%	4%	8%	6%	413
SCLARC	14%	5%	0%	0%	21
SDRC	20%	2%	5%	6%	451
SGPRC	17%	6%	3%	3%	184
TCRC	22%	2%	11%	3%	355
VMRC	25%	2%	8%	5%	171
WRC	10%	3%	13%	8%	123
CA Average	21%	3%	7%	6%	4937
Weighted NCI-IDD Average	27%	2%	4%	4%	8127

Table 14. Family Member’s Support Needs for Self-Injurious, Disruptive, and/or Destructive Behaviors

Please note: All data in this section are reported by the respondent based on their understanding of their family member’s demographics, diagnoses and personal characteristics.

Regional Center	No Support Needed; No Issues with Managing Behavior	Some Support Needed; Requires Only Occasional Assistance or Monitoring	Extensive Support Needed; Frequent or Severe Enough to Require Regular Assistance	N
ACRC	42%	38%	20%	394
CVRC	43%	31%	26%	265
ELARC	24%	38%	38%	74
FDLRC	42%	31%	27%	89
FNRC	44%	39%	17%	206
GGRC	48%	30%	22%	338
HRC	38%	39%	23%	66
IRC	38%	37%	25%	301
KRC	38%	33%	29%	96
NBRC	36%	38%	26%	294
NLACRC	38%	33%	30%	333
RCEB	45%	37%	19%	442
RCOC	27%	35%	38%	351
RCRC	36%	45%	19%	67
SARC	45%	30%	24%	427
SCLARC	38%	29%	33%	24
SDRC	45%	34%	22%	447
SGPRC	35%	39%	26%	194
TCRC	49%	31%	20%	358
VMRC	37%	40%	23%	178
WRC	41%	27%	31%	124
CA Average	41%	35%	24%	5068
Weighted NCI-IDD Average	37%	38%	25%	8327

Table 15. Family Member’s Level of Help Needed with Personal Care Activities (for example, bathing, dressing, eating)

Please note: All data in this section are reported by the respondent based on their understanding of their family member’s demographics, diagnoses and personal characteristics.

Regional Center	No Support Needed; No Issues with Personal Care Activities	Some Support Needed; Requires Only Occasional Assistance or Monitoring	Extensive Support Needed; Frequent or Severe Enough to Require Regular Assistance	N
ACRC	31%	39%	30%	397
CVRC	31%	34%	35%	270
ELARC	17%	27%	56%	75
FDLRC	29%	32%	40%	91
FNRC	32%	40%	28%	209
GGRC	29%	38%	34%	346
HRC	32%	32%	36%	66
IRC	28%	34%	38%	306
KRC	27%	41%	32%	96
NBRC	27%	34%	39%	294
NLACRC	28%	40%	32%	344
RCEB	32%	36%	32%	454
RCOC	20%	32%	48%	355
RCRC	30%	39%	31%	67
SARC	27%	35%	39%	430
SCLARC	17%	25%	58%	24
SDRC	30%	36%	34%	456
SGPRC	20%	44%	37%	199
TCRC	35%	35%	30%	363
VMRC	37%	32%	31%	183
WRC	35%	29%	36%	129
CA Average	29%	36%	35%	5154
Weighted NCI-IDD Average	24%	39%	37%	8457

Table 16. Family Member’s Need for Help with Other Daily Activities (for example, scheduling, managing money, or shopping)

Please note: All data in this section are reported by the respondent based on their understanding of their family member’s demographics, diagnoses and personal characteristics.

Regional Center	No Support Needed; No Issues with Other Daily Activities	Some Support Needed; Requires Only Occasional Assistance or Monitoring	Extensive Support Needed; Frequent or Severe Enough to Require Regular Assistance	N
ACRC	6%	28%	67%	398
CVRC	6%	28%	67%	267
ELARC	3%	27%	71%	75
FDLRC	7%	31%	63%	91
FNRC	5%	40%	55%	208
GGRC	4%	29%	67%	347
HRC	9%	35%	56%	66
IRC	6%	22%	72%	308
KRC	9%	26%	65%	96
NBRC	3%	27%	70%	296
NLACRC	6%	32%	63%	345
RCEB	4%	27%	69%	455
RCOC	1%	20%	79%	354
RCRC	9%	23%	69%	70
SARC	3%	27%	70%	433
SCLARC	4%	19%	77%	26
SDRC	5%	28%	67%	458
SGPRC	2%	25%	73%	198
TCRC	5%	32%	62%	364
VMRC	4%	31%	65%	179
WRC	5%	32%	63%	129
CA Average	5%	28%	67%	5163
Weighted NCI-IDD Average	3%	21%	76%	8475

Respondents

This section provides information about the survey respondent.

Table 17a. Language Usually Spoken at Home

Please note: The standard NCI-IDD Survey tool includes: English, Spanish, Chinese (including Mandarin, Cantonese, and Hokkien) Tagalog (including Filipino), Vietnamese, American Sign Language (ASL), and Other. California adds additional language categories to their survey tool. In the standard NCI-IDD report, the CA data under "Other" capture the data on the additional CA language categories. Therefore, the data for CA and the Weighted NCI-IDD Average for the "Other" category in this report will not match the standard NCI-IDD report.

Regional Center	English	Spanish	Chinese	Tagalog	Vietnamese	N
ACRC	97%	1%	0%	0%	0%	404
CVRC	95%	2%	0%	0%	0%	269
ELARC	76%	12%	3%	1%	0%	75
FDLRC	80%	5%	2%	1%	1%	92
FNRC	99%	0%	0%	0%	0%	209
GGRC	94%	1%	1%	0%	0%	350
HRC	86%	3%	0%	0%	0%	66
IRC	95%	4%	0%	0%	0%	311
KRC	96%	1%	0%	0%	0%	96
NBRC	98%	1%	0%	0%	0%	294
NLACRC	93%	3%	1%	0%	0%	347
RCEB	92%	2%	2%	1%	0%	457
RCOC	92%	1%	1%	1%	1%	350
RCRC	100%	0%	0%	0%	0%	69
SARC	91%	3%	1%	1%	2%	431
SCLARC	81%	4%	4%	0%	0%	26
SDRC	95%	3%	1%	0%	0%	456
SGPRC	92%	3%	1%	0%	0%	201
TCRC	98%	1%	0%	0%	0%	363
VMRC	96%	1%	0%	0%	0%	185
WRC	95%	1%	0%	0%	0%	126
CA Average	94%	2%	1%	0%	0%	5177
Weighted NCI-IDD Average	97%	1%	0%	0%	0%	8447

Table 17b. Language Usually Spoken at Home (continued)

Please note: The standard NCI-IDD Survey tool includes: English, Spanish, Chinese (including Mandarin, Cantonese, and Hokkien) Tagalog (including Filipino), Vietnamese, American Sign Language (ASL), and Other. California adds additional language categories to their survey tool. In the standard NCI-IDD report, the CA data under "Other" capture the data on the additional CA language categories. Therefore, the data for CA and the Weighted NCI-IDD Average for the "Other" category in this report will not match the standard NCI-IDD report.

Regional Center	American Sign Language	Arabic	Armenian	Farsi	Hindi	Hmong	N
ACRC	0%	0%	0%	0%	0%	0%	404
CVRC	0%	0%	0%	0%	0%	0%	269
ELARC	0%	0%	1%	0%	0%	0%	75
FDLRC	0%	0%	2%	0%	1%	0%	92
FNRC	0%	0%	0%	0%	0%	0%	209
GGRC	0%	0%	0%	0%	0%	0%	350
HRC	0%	0%	0%	2%	0%	0%	66
IRC	0%	1%	0%	0%	0%	0%	311
KRC	0%	0%	0%	0%	0%	0%	96
NBRC	0%	0%	0%	0%	0%	0%	294
NLACRC	0%	0%	0%	1%	0%	0%	347
RCEB	0%	0%	0%	0%	0%	0%	457
RCOC	0%	0%	0%	0%	0%	0%	350
RCRC	0%	0%	0%	0%	0%	0%	69
SARC	0%	0%	0%	0%	0%	0%	431
SCLARC	0%	0%	0%	0%	0%	0%	26
SDRC	0%	0%	0%	0%	0%	0%	456
SGPRC	1%	0%	0%	0%	0%	0%	201
TCRC	0%	0%	0%	0%	0%	0%	363
VMRC	0%	0%	0%	0%	0%	0%	185
WRC	0%	0%	0%	0%	0%	0%	126
CA Average	0%	0%	0%	0%	0%	0%	5177
Weighted NCI-IDD Average	0%	n/a	n/a	n/a	n/a	n/a	8447

Table 17c. Language Usually Spoken at Home (continued)

Please note: The standard NCI-IDD Survey tool includes: English, Spanish, Chinese (including Mandarin, Cantonese, and Hokkien) Tagalog (including Filipino), Vietnamese, American Sign Language (ASL), and Other. California adds additional language categories to their survey tool. In the standard NCI-IDD report, the CA data under "Other" capture the data on the additional CA language categories. Therefore, the data for CA and the Weighted NCI-IDD Average for the "Other" category in this report will not match the standard NCI-IDD report.

Regional Center	Japanese	Khmer	Korean	Laotian	Russian	Other	N
ACRC	0%	0%	0%	0%	0%	1%	404
CVRC	0%	0%	0%	0%	0%	3%	269
ELARC	0%	1%	0%	0%	0%	5%	75
FDLRC	0%	0%	3%	0%	0%	3%	92
FNRC	0%	0%	0%	0%	0%	0%	209
GGRC	0%	0%	0%	0%	1%	3%	350
HRC	2%	0%	0%	0%	0%	8%	66
IRC	0%	0%	0%	0%	0%	0%	311
KRC	3%	0%	0%	0%	0%	0%	96
NBRC	0%	0%	0%	0%	0%	0%	294
NLACRC	0%	0%	0%	0%	0%	1%	347
RCEB	0%	0%	0%	0%	0%	1%	457
RCOC	0%	0%	0%	0%	0%	3%	350
RCRC	0%	0%	0%	0%	0%	0%	69
SARC	0%	0%	0%	0%	0%	2%	431
SCLARC	0%	0%	0%	0%	0%	12%	26
SDRC	0%	0%	0%	0%	0%	1%	456
SGPRC	0%	0%	0%	0%	0%	0%	201
TCRC	0%	0%	0%	0%	0%	0%	363
VMRC	0%	0%	0%	0%	0%	3%	185
WRC	1%	0%	0%	0%	0%	3%	126
CA Average	0%	0%	0%	0%	0%	2%	5177
Weighted NCI-IDD Average	n/a	n/a	n/a	n/a	n/a	1%	8447

Table 18. Respondent's Age

Regional Center	18 - 34	35 - 54	55 - 74	75 or Older	N
ACRC	1%	7%	57%	36%	400
CVRC	1%	11%	57%	32%	269
ELARC	1%	7%	45%	47%	74
FDLRC	0%	3%	52%	44%	90
FNRC	1%	10%	62%	28%	208
GGRC	1%	5%	54%	40%	351
HRC	2%	15%	62%	21%	66
IRC	0%	6%	54%	40%	311
KRC	0%	13%	62%	25%	95
NBRC	1%	6%	58%	35%	293
NLACRC	1%	6%	56%	37%	349
RCEB	0%	6%	53%	41%	458
RCOC	10%	22%	48%	20%	352
RCRC	3%	0%	56%	41%	70
SARC	1%	6%	58%	34%	431
SCLARC	4%	19%	62%	15%	26
SDRC	0%	6%	59%	34%	456
SGPRC	0%	5%	51%	43%	202
TCRC	0%	7%	55%	38%	364
VMRC	1%	9%	56%	34%	185
WRC	0%	2%	53%	45%	129
CA Average	1%	8%	55%	35%	5179
Weighted NCI-IDD Average	1%	9%	61%	28%	8473

Table 19. Respondent's Health

Regional Center	Excellent	Very Good	Good	Fair	Poor	N
ACRC	14%	35%	35%	14%	1%	404
CVRC	17%	27%	34%	17%	4%	270
ELARC	9%	32%	40%	13%	5%	75
FDLRC	16%	25%	39%	16%	4%	89
FNRC	10%	35%	40%	13%	1%	209
GGRC	14%	40%	29%	14%	2%	355
HRC	15%	30%	35%	17%	3%	66
IRC	16%	30%	34%	16%	4%	313
KRC	13%	36%	41%	10%	0%	96
NBRC	14%	34%	34%	14%	4%	295
NLACRC	14%	35%	31%	17%	3%	350
RCEB	15%	35%	32%	16%	2%	464
RCOC	17%	35%	37%	10%	2%	356
RCRC	9%	41%	30%	17%	3%	70
SARC	15%	37%	31%	14%	3%	436
SCLARC	12%	46%	23%	19%	0%	26
SDRC	17%	35%	32%	14%	3%	462
SGPRC	10%	36%	34%	15%	5%	199
TCRC	15%	38%	31%	15%	2%	370
VMRC	13%	35%	33%	16%	3%	184
WRC	18%	36%	31%	14%	2%	131
CA Average	15%	35%	33%	15%	3%	5220
Weighted NCI-IDD Average	15%	36%	34%	14%	2%	8507

Table 20. Respondent's Relationship to Family Member

Regional Center	Parent (Biological, Adoptive, or Foster)	Sibling	Spouse	Grandparent	Public Guardian/ Conservator	Private Guardian/ Conservator	Other	N
ACRC	74%	16%	0%	1%	0%	1%	8%	402
CVRC	65%	25%	0%	2%	0%	0%	8%	266
ELARC	66%	23%	0%	0%	0%	0%	11%	74
FDLRC	69%	24%	0%	0%	1%	0%	6%	90
FNRC	61%	16%	0%	2%	2%	0%	18%	209
GGRC	65%	24%	0%	0%	1%	2%	8%	355
HRC	52%	24%	0%	0%	0%	3%	21%	62
IRC	76%	16%	0%	0%	0%	0%	8%	316
KRC	78%	14%	0%	0%	0%	0%	8%	96
NBRC	70%	22%	0%	1%	0%	1%	6%	293
NLACRC	70%	19%	0%	1%	1%	1%	9%	349
RCEB	76%	17%	0%	1%	0%	1%	5%	461
RCOC	43%	12%	0%	0%	1%	1%	42%	349
RCRC	78%	13%	0%	3%	0%	3%	3%	68
SARC	68%	23%	0%	1%	0%	1%	7%	433
SCLARC	36%	32%	0%	4%	4%	4%	20%	25
SDRC	75%	17%	0%	0%	0%	1%	5%	464
SGPRC	53%	35%	0%	0%	0%	0%	10%	201
TCRC	73%	16%	1%	1%	0%	1%	8%	369
VMRC	65%	22%	0%	0%	1%	1%	11%	182
WRC	76%	16%	1%	0%	0%	0%	8%	129
CA Average	68%	19%	0%	1%	0%	1%	10%	5193
Weighted NCI- IDD Average	64%	23%	0%	1%	2%	3%	7%	8481

Table 21. Respondent’s Frequency of Visits with Family Member in the Past 12 Months

Regional Center	Did Not Visit	1 to 3 Times	4 to 6 Times	7 to 12 Times	More Than 12 Times	N
ACRC	5%	12%	9%	10%	64%	402
CVRC	10%	16%	12%	12%	50%	268
ELARC	9%	11%	11%	14%	55%	74
FDLRC	7%	15%	10%	13%	55%	92
FNRC	6%	12%	13%	11%	58%	206
GGRC	4%	8%	10%	12%	66%	354
HRC	2%	3%	8%	8%	80%	64
IRC	11%	15%	12%	12%	50%	314
KRC	6%	18%	11%	7%	57%	96
NBRC	7%	11%	12%	12%	59%	294
NLACRC	6%	10%	13%	13%	58%	350
RCEB	6%	11%	13%	13%	58%	463
RCOC	4%	4%	5%	5%	82%	356
RCRC	4%	11%	11%	13%	60%	70
SARC	6%	10%	8%	11%	65%	432
SCLARC	15%	27%	12%	4%	42%	26
SDRC	6%	10%	7%	12%	66%	463
SGPRC	12%	22%	9%	12%	46%	200
TCRC	7%	10%	12%	11%	60%	371
VMRC	7%	11%	12%	14%	56%	184
WRC	10%	13%	9%	10%	58%	130
CA Average	7%	11%	10%	11%	61%	5209
Weighted NCI-IDD Average	4%	11%	11%	11%	63%	8508

Table 22. Respondent's Highest Level of Education

Regional Center	No High School Diploma or GED	High School Diploma or GED	Vocational School or Certificate Program	Some College	College Degree or Higher	N
ACRC	2%	10%	4%	23%	61%	401
CVRC	6%	16%	3%	22%	53%	267
ELARC	9%	12%	5%	23%	50%	74
FDLRC	9%	4%	1%	27%	58%	91
FNRC	4%	13%	6%	30%	47%	204
GGRC	3%	7%	2%	20%	69%	349
HRC	5%	9%	5%	29%	53%	66
IRC	8%	17%	6%	28%	42%	305
KRC	2%	20%	4%	25%	48%	93
NBRC	1%	12%	7%	19%	61%	284
NLACRC	4%	12%	3%	22%	59%	348
RCEB	4%	8%	4%	19%	65%	462
RCOC	5%	10%	2%	18%	65%	353
RCRC	0%	12%	4%	28%	57%	69
SARC	3%	9%	5%	22%	61%	435
SCLARC	8%	12%	12%	20%	48%	25
SDRC	4%	9%	3%	23%	61%	457
SGPRC	5%	13%	4%	27%	52%	199
TCRC	3%	11%	3%	23%	60%	362
VMRC	5%	16%	3%	31%	44%	185
WRC	2%	5%	1%	24%	69%	131
CA Average	4%	11%	4%	23%	58%	5160
Weighted NCI-IDD Average	3%	16%	6%	20%	55%	8395

Table 23. Total Taxable Household Income of Wage Earners in the Last Year

Please note: Respondents did not respond if they were a public conservator/administrator, or if they represent a financial institution or conservatorship agency. Does not include state/federal benefits such as SSI, SSDI etc.

Regional Center	No Earned Income	Up to \$15,000	\$15,001 to \$25,000	\$25,001 to \$50,000	\$50,001 to \$75,000	Over \$75,000	Prefer Not to Say	N
ACRC	9%	2%	3%	13%	14%	31%	28%	391
CVRC	12%	6%	5%	12%	15%	17%	33%	257
ELARC	15%	6%	6%	10%	13%	25%	25%	68
FDLRC	7%	5%	7%	20%	9%	26%	27%	86
FNRC	14%	7%	5%	13%	13%	20%	29%	196
GGRC	9%	4%	4%	10%	11%	36%	27%	340
HRC	10%	6%	5%	10%	2%	22%	46%	63
IRC	11%	4%	7%	17%	14%	23%	23%	299
KRC	3%	7%	5%	7%	16%	24%	36%	94
NBRC	10%	3%	4%	12%	13%	25%	34%	283
NLACRC	11%	3%	4%	12%	12%	25%	33%	330
RCEB	8%	4%	2%	13%	10%	30%	33%	450
RCOC	11%	2%	2%	6%	11%	17%	51%	338
RCRC	15%	8%	5%	22%	6%	23%	22%	65
SARC	10%	3%	3%	11%	11%	33%	29%	422
SCLARC	0%	4%	4%	17%	17%	9%	48%	23
SDRC	10%	4%	6%	12%	13%	27%	28%	446
SGPRC	8%	3%	7%	14%	13%	15%	41%	192
TCRC	8%	1%	4%	14%	14%	25%	34%	361
VMRC	6%	2%	7%	15%	14%	20%	36%	178
WRC	11%	4%	6%	10%	9%	38%	23%	124
CA Average	10%	4%	4%	12%	12%	26%	32%	5006
Weighted NCI-IDD Average	9%	4%	5%	12%	12%	24%	34%	8155

Services and Supports Received

This section provides information about the services and supports received by the family from the regional center³.

³ Some NCI states provide services through a statewide ID/DD agency

Table 24a. Services and Supports Received from Regional Center⁴

All data are reported by the respondent based on their understanding of their family member's demographics, diagnoses, and personal characteristics; categories are not mutually exclusive; therefore N is not shown.

Regional Center	Financial Support	In Home Support	Residential Supports	Day or Employment Supports
ACRC	38%	54%	52%	59%
CVRC	35%	37%	69%	67%
ELARC	33%	61%	72%	50%
FDLRC	39%	42%	73%	48%
FNRC	44%	47%	58%	58%
GGRC	39%	48%	73%	70%
HRC	49%	41%	67%	59%
IRC	30%	35%	80%	67%
KRC	40%	53%	51%	61%
NBRC	37%	57%	64%	65%
NLACRC	39%	45%	69%	63%
RCEB	35%	48%	64%	66%
RCOC	41%	45%	82%	75%
RCRC	39%	68%	38%	49%
SARC	38%	48%	68%	62%
SCLARC	n/a	n/a	n/a	n/a
SDRC	39%	43%	67%	68%
SGPRC	27%	25%	83%	65%
TCRC	35%	54%	61%	59%
VMRC	38%	41%	68%	66%
WRC	46%	58%	59%	56%
CA Average	38%	47%	67%	64%
Weighted NCI-IDD Average	34%	42%	79%	63%

The following Regional Centers had an N of less than 20 and were not shown. They are still included in the overall CA Average and weighted NCI average: SCLARC

⁴ Some NCI states provide services through a statewide ID/DD agency

Table 24b. Services and Supports Received from Regional Center⁵ (continued)

All data are reported by the respondent based on their understanding of their family member's demographics, diagnoses, and personal characteristics; categories are not mutually exclusive; therefore N is not shown.

Regional Center	Transportation	Mental or Behavioral Health Care or Other Treatments or Therapies	Self-Direction or Fiscal Intermediary Services
ACRC	69%	33%	27%
CVRC	77%	46%	21%
ELARC	72%	37%	13%
FDLRC	51%	38%	13%
FNRC	64%	38%	28%
GGRC	58%	31%	19%
HRC	55%	25%	29%
IRC	76%	37%	14%
KRC	68%	33%	27%
NBRC	65%	38%	23%
NLACRC	61%	42%	20%
RCEB	62%	30%	20%
RCOC	77%	50%	22%
RCRC	60%	45%	28%
SARC	62%	35%	19%
SCLARC	n/a	n/a	n/a
SDRC	61%	30%	20%
SGPRC	81%	53%	11%
TCRC	56%	38%	31%
VMRC	68%	38%	22%
WRC	54%	44%	19%
CA Average	65%	37%	21%
Weighted NCI-IDD Average	82%	52%	20%

The following Regional Centers had an N of less than 20 and were not shown. They are still included in the overall CA Average and weighted NCI average: SCLARC

⁵ Some NCI states provide services through a statewide ID/DD agency

Table 25. Additional Services and Supports Received (not from the regional center)⁶

All data are reported by the respondent based on their understanding of their family member's demographics, diagnoses, and personal characteristics; categories are not mutually exclusive; therefore N is not shown.

Regional Center	Social Security SSI/SSB	Services or Supports from Other Agencies or Organizations
ACRC	91%	22%
CVRC	93%	32%
ELARC	81%	21%
FDLRC	93%	17%
FNRC	90%	21%
GGRC	91%	35%
HRC	89%	31%
IRC	89%	18%
KRC	83%	22%
NBRC	92%	22%
NLACRC	88%	17%
RCEB	89%	25%
RCOC	92%	35%
RCRC	92%	23%
SARC	88%	32%
SCLARC	n/a	n/a
SDRC	88%	27%
SGPRC	89%	25%
TCRC	89%	32%
VMRC	94%	29%
WRC	87%	24%
CA Average	90%	27%
Weighted NCI-IDD Average	94%	28%

The following Regional Centers had an N of less than 20 and were not shown. They are still included in the overall CA Average and weighted NCI average: SCLARC

⁶ Some NCI-IDD states provide services through a statewide ID/DD agency

Main Survey Results

Information and Planning

Families have the information and support needed to take part in planning supports and services for their family member receiving services and supports from the regional center.

“You” and **“Respondent”** refers to the person (usually a parent or conservator) filling out the survey.

“Family Member” refers to the person receiving services whom the respondent is answering questions about in this survey.

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

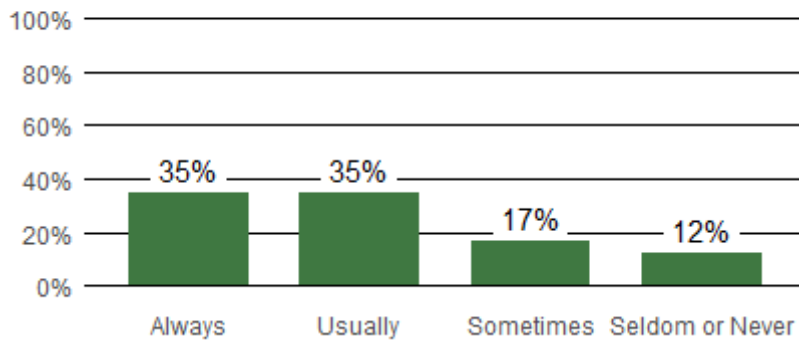


Table 26. Do you get enough information to take part in planning services for your family member?

Regional Center	Always	Usually	Sometimes	Seldom or Never	N
ACRC	32%	37%	19%	12%	355
CVRC	33%	32%	17%	18%	222
ELARC	43%	48%	7%	3%	61
FDLRC	32%	28%	29%	11%	79
FNRC	33%	31%	19%	18%	187
GGRC	35%	41%	15%	9%	319
HRC	39%	32%	17%	12%	59
IRC	27%	32%	21%	20%	268
KRC	27%	32%	21%	20%	81
NBRC	28%	38%	25%	9%	264
NLACRC	38%	28%	19%	15%	314
RCEB	28%	39%	18%	14%	409
RCOC	60%	29%	5%	5%	339
RCRC	29%	31%	23%	17%	65
SARC	38%	35%	16%	11%	397
SCLARC	50%	35%	5%	10%	20
SDRC	34%	37%	18%	11%	431
SGPRC	33%	36%	22%	9%	164
TCRC	39%	38%	16%	8%	322
VMRC	36%	34%	15%	15%	165
WRC	36%	38%	15%	11%	115
CA Average	35%	35%	17%	12%	4636
Weighted NCI-IDD Average	39%	36%	17%	8%	7769

Is the information you get about services and supports easy to understand?

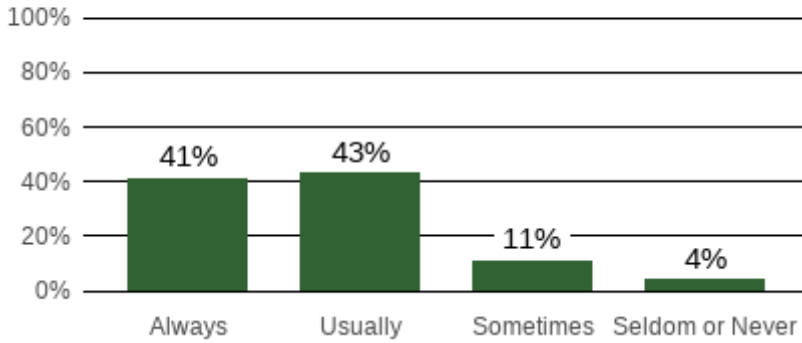


Table 27. Is the information you get about services and supports easy to understand?

Regional Center	Always	Usually	Sometimes	Seldom or Never	N
ACRC	33%	48%	15%	4%	347
CVRC	47%	39%	12%	2%	214
ELARC	46%	40%	11%	3%	63
FDLRC	36%	42%	12%	11%	76
FNRC	42%	45%	9%	5%	170
GGRC	40%	45%	10%	5%	312
HRC	42%	37%	14%	7%	57
IRC	43%	41%	9%	7%	246
KRC	32%	49%	11%	8%	75
NBRC	38%	46%	13%	3%	258
NLACRC	43%	40%	13%	3%	302
RCEB	33%	47%	15%	5%	387
RCOC	58%	33%	6%	3%	339
RCRC	30%	51%	13%	7%	61
SARC	39%	46%	12%	3%	397
SCLARC	65%	25%	10%	0%	20
SDRC	37%	49%	11%	3%	412
SGPRC	43%	42%	13%	2%	165
TCRC	47%	40%	11%	2%	327
VMRC	40%	45%	8%	7%	159
WRC	42%	46%	8%	4%	112
CA Average	41%	43%	11%	4%	4499
Weighted NCI-IDD Average	39%	45%	12%	3%	7636

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

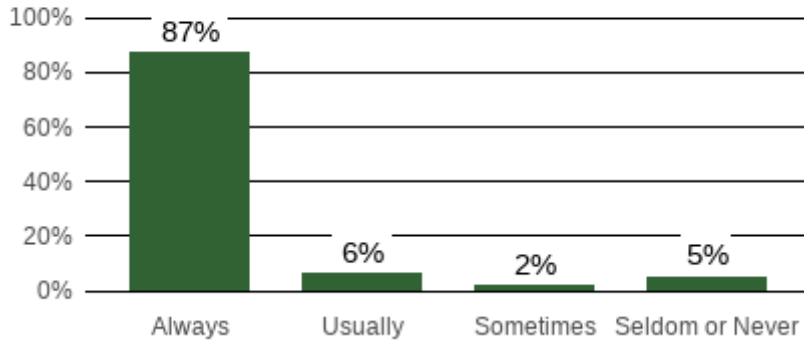


Table 28. Do you get information about services and supports in your preferred language?

Regional Center	Always	Usually	Sometimes	Seldom or Never	N
ACRC	88%	5%	2%	5%	375
CVRC	84%	5%	2%	8%	242
ELARC	84%	6%	6%	4%	69
FDLRC	84%	7%	4%	5%	82
FNRC	87%	4%	2%	7%	193
GGRC	87%	8%	2%	4%	329
HRC	88%	5%	3%	3%	59
IRC	81%	7%	3%	9%	275
KRC	78%	12%	1%	9%	85
NBRC	91%	3%	3%	3%	285
NLACRC	85%	8%	0%	7%	331
RCEB	86%	8%	2%	5%	417
RCOC	91%	5%	1%	3%	345
RCRC	88%	6%	0%	6%	65
SARC	87%	6%	2%	5%	419
SCLARC	82%	9%	5%	5%	22
SDRC	87%	6%	2%	4%	436
SGPRC	84%	8%	3%	5%	181
TCRC	91%	2%	3%	4%	348
VMRC	87%	4%	1%	9%	168
WRC	90%	3%	3%	5%	120
CA Average	87%	6%	2%	5%	4846
Weighted NCI-IDD Average	90%	5%	1%	3%	8086

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

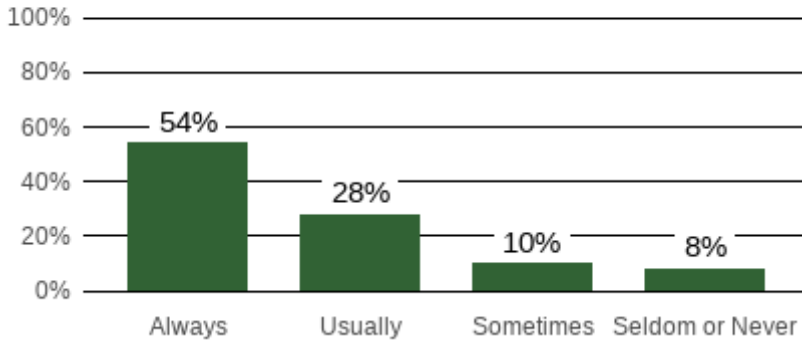


Table 29. Does the case manager or service coordinator listen to your family's choices and opinions?

Regional Center	Always	Usually	Sometimes	Seldom or Never	N
ACRC	49%	32%	10%	8%	347
CVRC	53%	26%	11%	10%	232
ELARC	59%	30%	7%	3%	69
FDLRC	47%	32%	12%	9%	75
FNRC	59%	24%	9%	9%	173
GGRC	54%	30%	9%	7%	309
HRC	67%	19%	12%	2%	57
IRC	44%	32%	10%	14%	254
KRC	44%	30%	16%	10%	77
NBRC	51%	32%	11%	6%	267
NLACRC	55%	29%	7%	8%	296
RCEB	48%	28%	13%	11%	404
RCOC	75%	17%	5%	3%	345
RCRC	38%	33%	16%	13%	61
SARC	56%	28%	10%	6%	395
SCLARC	57%	19%	0%	24%	21
SDRC	52%	30%	10%	8%	420
SGPRC	53%	29%	11%	7%	173
TCRC	60%	28%	7%	5%	325
VMRC	52%	30%	10%	8%	168
WRC	56%	30%	8%	6%	113
CA Average	54%	28%	10%	8%	4581
Weighted NCI-IDD Average	58%	28%	9%	5%	7751

Do staff or the residential agency keep you informed about how your family member is doing?

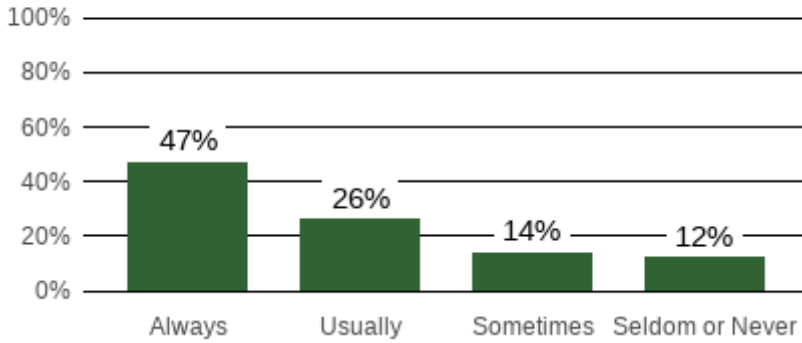


Table 30. Do staff or the residential agency keep you informed about how your family member is doing?

Regional Center	Always	Usually	Sometimes	Seldom or Never	N
ACRC	42%	26%	16%	16%	348
CVRC	43%	24%	15%	18%	246
ELARC	51%	27%	13%	9%	70
FDLRC	54%	24%	10%	12%	78
FNRC	50%	23%	13%	15%	171
GGRC	47%	25%	18%	9%	316
HRC	52%	22%	17%	9%	54
IRC	43%	25%	14%	18%	291
KRC	34%	29%	24%	13%	79
NBRC	42%	27%	19%	12%	265
NLACRC	48%	27%	14%	12%	325
RCEB	41%	29%	17%	13%	424
RCOC	73%	19%	4%	4%	343
RCRC	36%	22%	22%	20%	55
SARC	45%	28%	16%	11%	405
SCLARC	52%	26%	4%	17%	23
SDRC	47%	28%	12%	13%	414
SGPRC	51%	26%	15%	7%	194
TCRC	45%	32%	11%	13%	328
VMRC	44%	29%	13%	14%	158
WRC	45%	29%	13%	13%	114
CA Average	47%	26%	14%	12%	4701
Weighted NCI-IDD Average	46%	30%	15%	9%	7871

Do you need help planning for your family member's future in any of these areas?

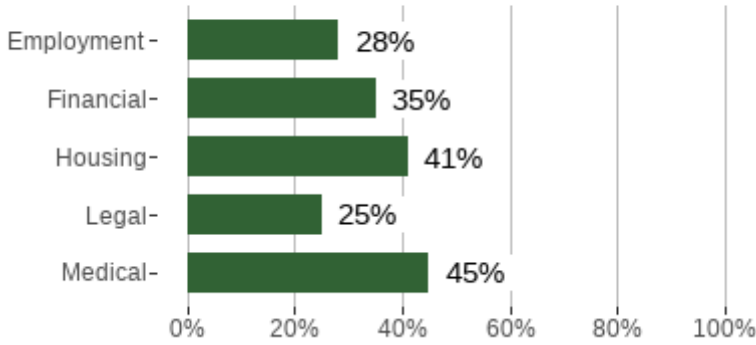


Table 31a. Do you need help planning for your family member's future in any of these areas?

Categories are not mutually exclusive; therefore N is not shown.

Regional Center	Employment	Financial	Housing	Legal	Medical
ACRC	32%	36%	42%	24%	39%
CVRC	25%	24%	33%	19%	39%
ELARC	26%	45%	36%	29%	48%
FDLRC	35%	27%	32%	27%	52%
FNRC	27%	35%	41%	29%	42%
GGRC	27%	40%	45%	22%	50%
HRC	30%	43%	43%	13%	28%
IRC	25%	31%	44%	21%	45%
KRC	18%	32%	34%	32%	37%
NBRC	24%	31%	40%	21%	41%
NLACRC	36%	42%	42%	32%	51%
RCEB	34%	36%	47%	34%	50%
RCOC	28%	32%	28%	16%	40%
RCRC	29%	51%	63%	49%	55%
SARC	28%	37%	49%	25%	43%
SCLARC	n/a	n/a	n/a	n/a	n/a
SDRC	31%	36%	43%	30%	47%
SGPRC	26%	33%	45%	28%	47%
TCRC	24%	37%	37%	25%	48%
VMRC	20%	28%	40%	18%	43%
WRC	29%	29%	35%	26%	39%
CA Average	28%	35%	41%	25%	45%
Weighted NCI-IDD Average	28%	34%	40%	28%	44%

The following Regional Centers had an N of less than 20 and were not shown. They are still included in the overall CA Average and weighted NCI average: SCLARC

Do you need help planning for your family member's future in any of these areas? (continued)

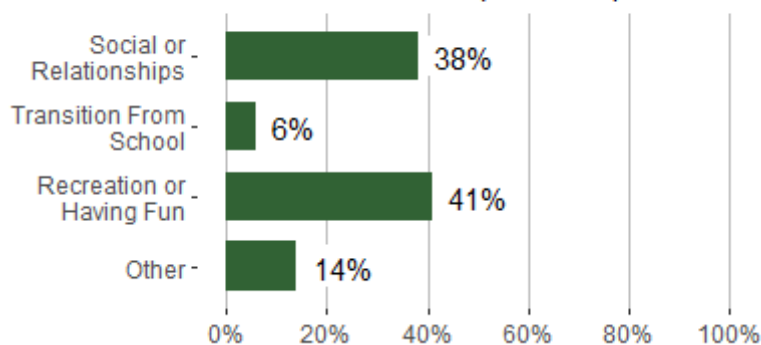


Table 31b. Do you need help planning for your family member's future in any of these areas? (continued)

Categories are not mutually exclusive; therefore N is not shown.

Regional Center	Social or Relationships	Transition From School	Recreation or Having Fun	Other
ACRC	41%	5%	43%	15%
CVRC	28%	5%	35%	17%
ELARC	31%	5%	45%	10%
FDLRC	37%	8%	40%	15%
FNRC	32%	5%	37%	17%
GGRC	36%	4%	40%	15%
HRC	40%	10%	38%	10%
IRC	28%	8%	33%	24%
KRC	35%	3%	35%	15%
NBRC	39%	6%	43%	18%
NLACRC	41%	5%	37%	12%
RCEB	43%	8%	45%	7%
RCOC	41%	10%	45%	13%
RCRC	47%	8%	49%	16%
SARC	39%	6%	42%	9%
SCLARC	n/a	n/a	n/a	n/a
SDRC	41%	6%	48%	12%
SGPRC	33%	11%	31%	9%
TCRC	39%	3%	41%	18%
VMRC	30%	10%	34%	15%
WRC	49%	6%	40%	18%
CA Average	38%	6%	41%	14%
Weighted NCI-IDD Average	36%	4%	42%	16%

The following Regional Centers had an N of less than 20 and were not shown. They are still included in the overall CA Average and weighted NCI average: SCLARC

Has your family learned about alternatives to guardianship/conservatorship?

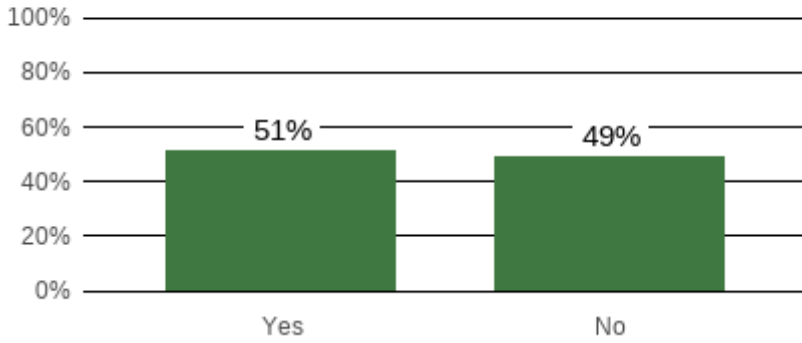


Table 32. Has your family learned about alternatives to guardianship/conservatorship?

Regional Center	Yes	No	N
ACRC	54%	46%	317
CVRC	48%	52%	192
ELARC	60%	40%	60
FDLRC	53%	47%	62
FNRC	56%	44%	144
GGRC	49%	51%	273
HRC	55%	45%	44
IRC	45%	55%	225
KRC	49%	51%	76
NBRC	48%	52%	227
NLACRC	52%	48%	273
RCEB	46%	54%	345
RCOC	66%	34%	275
RCRC	38%	62%	52
SARC	50%	50%	332
SCLARC	35%	65%	20
SDRC	46%	54%	367
SGPRC	43%	57%	122
TCRC	54%	46%	278
VMRC	55%	45%	130
WRC	52%	48%	100
CA Average	51%	49%	3914
Weighted NCI-IDD Average	54%	46%	6560

Alternatives to guardianship/conservatorship let a family member make more decisions for themselves, with or without the help of others. This might include: **Supported Decision Making (SDM)**, allows a person with an intellectual/developmental disability to make their own decisions with the help of people they trust. **Other decision-making support** like health-care proxies, advance directives, powers of attorney, notarized statements, representation agreements, etc.

Does your family member have an individual program plan (IPP)?

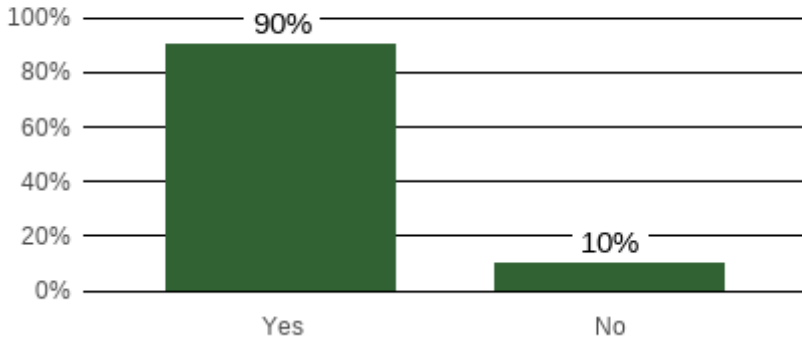


Table 33. Does your family member have an individual program plan (IPP)?

Regional Center	Yes	No	N
ACRC	92%	8%	335
CVRC	91%	9%	190
ELARC	91%	9%	66
FDLRC	87%	13%	67
FNRC	94%	6%	156
GGRC	89%	11%	297
HRC	84%	16%	49
IRC	86%	14%	218
KRC	90%	10%	70
NBRC	91%	9%	248
NLACRC	89%	11%	290
RCEB	87%	13%	366
RCOC	94%	6%	329
RCRC	93%	7%	54
SARC	93%	7%	367
SCLARC	n/a	n/a	n/a
SDRC	92%	8%	389
SGPRC	84%	16%	133
TCRC	91%	9%	281
VMRC	92%	8%	143
WRC	88%	12%	102
CA Average	90%	10%	4165
Weighted NCI-IDD Average	92%	8%	6930

The following Regional Centers had an N of less than 20 and were not shown. They are still included in the overall CA Average and weighted NCI average: SCLARC

Does the IPP include all the services and supports your family member needs?

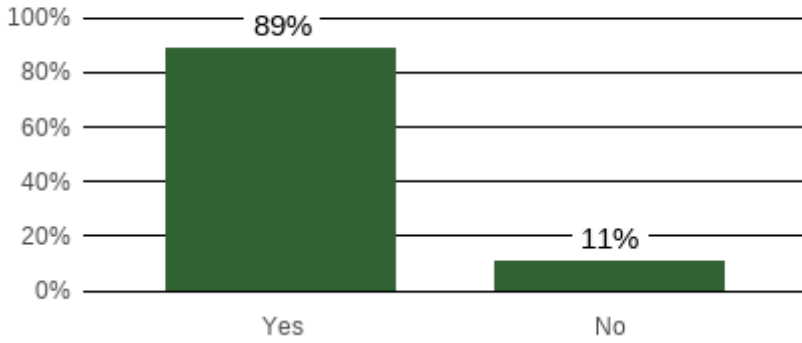


Table 34. Does the IPP include all the services and supports your family member needs?

Regional Center	Yes	No	N
ACRC	88%	12%	261
CVRC	91%	9%	146
ELARC	93%	7%	55
FDLRC	89%	11%	46
FNRC	93%	7%	127
GGRC	86%	14%	228
HRC	80%	20%	35
IRC	91%	9%	159
KRC	98%	2%	53
NBRC	86%	15%	200
NLACRC	88%	12%	224
RCEB	85%	15%	267
RCOC	95%	5%	286
RCRC	78%	23%	40
SARC	87%	13%	303
SCLARC	n/a	n/a	n/a
SDRC	88%	12%	304
SGPRC	95%	5%	97
TCRC	90%	10%	230
VMRC	89%	11%	116
WRC	95%	5%	79
CA Average	89%	11%	3268
Weighted NCI-IDD Average	90%	10%	5633

The following Regional Centers had an N of less than 20 and were not shown. They are still included in the overall CA Average and weighted NCI average: SCLARC

**Did you or someone else in your family
(besides your family member with an
intellectual/developmental disability) help make
the IPP?**

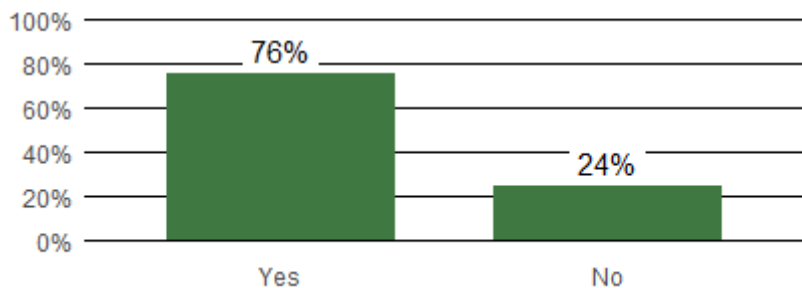


Table 35. Did you or someone else in your family (besides your family member with an intellectual/developmental disability) help make the IPP?

Regional Center	Yes	No	N
ACRC	74%	26%	284
CVRC	71%	29%	159
ELARC	73%	27%	56
FDLRC	75%	25%	52
FNRC	67%	33%	141
GGRC	74%	26%	242
HRC	86%	14%	36
IRC	72%	28%	168
KRC	70%	30%	54
NBRC	71%	29%	214
NLACRC	75%	25%	237
RCEB	80%	20%	299
RCOC	86%	14%	299
RCRC	67%	33%	45
SARC	80%	20%	329
SCLARC	n/a	n/a	n/a
SDRC	79%	21%	330
SGPRC	64%	36%	99
TCRC	83%	17%	239
VMRC	73%	27%	125
WRC	77%	23%	86
CA Average	76%	24%	3506
Weighted NCI-IDD Average	82%	18%	5948

The following Regional Centers had an N of less than 20 and were not shown. They are still included in the overall CA Average and weighted NCI average: SCLARC

Did your family member help make the IPP?

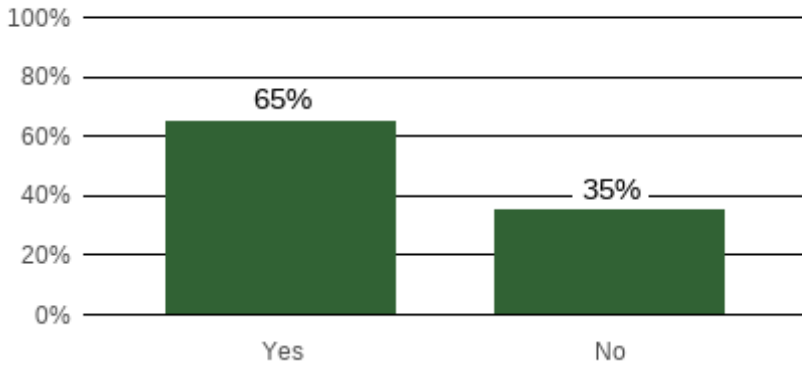


Table 36. Did your family member help make the IPP?

Regional Center	Yes	No	N
ACRC	71%	29%	271
CVRC	63%	37%	159
ELARC	56%	44%	57
FDLRC	61%	39%	49
FNRC	73%	27%	127
GGRC	68%	32%	240
HRC	71%	29%	35
IRC	59%	41%	155
KRC	67%	33%	55
NBRC	62%	38%	212
NLACRC	63%	37%	239
RCEB	67%	33%	279
RCOC	73%	27%	289
RCRC	69%	31%	42
SARC	58%	42%	324
SCLARC	n/a	n/a	n/a
SDRC	62%	38%	326
SGPRC	48%	52%	100
TCRC	75%	25%	234
VMRC	71%	29%	119
WRC	66%	34%	87
CA Average	65%	35%	3409
Weighted NCI-IDD Average	66%	34%	5804

The following Regional Centers had an N of less than 20 and were not shown. They are still included in the overall CA Average and weighted NCI average: SCLARC

Do you feel like your family had enough say or input in making the IPP?

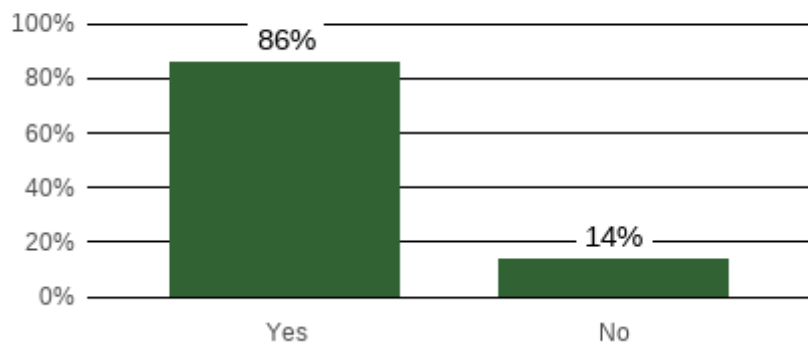


Table 37. Do you feel like your family had enough say or input in making the IPP?

Regional Center	Yes	No	N
ACRC	86%	14%	267
CVRC	88%	12%	143
ELARC	94%	6%	52
FDLRC	86%	14%	49
FNRC	85%	15%	126
GGRC	91%	9%	233
HRC	82%	18%	33
IRC	86%	14%	151
KRC	77%	23%	57
NBRC	82%	18%	198
NLACRC	83%	17%	229
RCEB	89%	11%	272
RCOC	85%	15%	281
RCRC	72%	28%	43
SARC	86%	14%	313
SCLARC	n/a	n/a	n/a
SDRC	82%	18%	319
SGPRC	84%	16%	95
TCRC	90%	10%	231
VMRC	91%	9%	117
WRC	95%	5%	82
CA Average	86%	14%	3301
Weighted NCI-IDD Average	89%	11%	5651

The following Regional Centers had an N of less than 20 and were not shown. They are still included in the overall CA Average and weighted NCI average: SCLARC

Did your family member leave school services and begin adult services during the past 12 months?

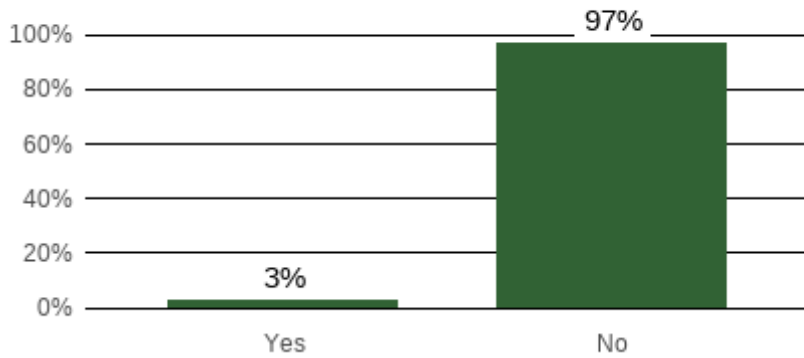


Table 38. Did your family member leave school services and begin adult services during the past 12 months?

Regional Center	Yes	No	N
ACRC	3%	97%	372
CVRC	3%	97%	239
ELARC	10%	90%	67
FDLRC	7%	93%	81
FNRC	3%	97%	194
GGRC	4%	96%	328
HRC	0%	100%	55
IRC	2%	98%	273
KRC	2%	98%	84
NBRC	3%	97%	280
NLACRC	3%	97%	318
RCEB	3%	97%	421
RCOC	5%	95%	327
RCRC	0%	100%	65
SARC	3%	97%	403
SCLARC	5%	95%	22
SDRC	3%	97%	439
SGPRC	4%	96%	174
TCRC	2%	98%	330
VMRC	5%	95%	166
WRC	3%	97%	115
CA Average	3%	97%	4753
Weighted NCI-IDD Average	2%	98%	7915

If your family member left school services during the past 12 months, did your family member have a transition plan?

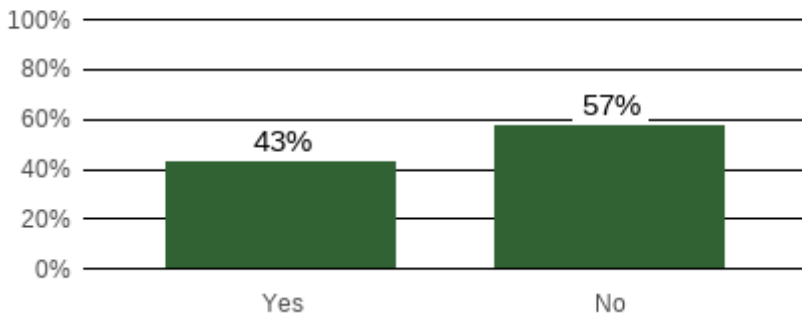


Table 39. If your family member left school services during the past 12 months, did your family member have a transition plan?

Regional Center	Yes	No	N
ACRC	n/a	n/a	n/a
CVRC	n/a	n/a	n/a
ELARC	n/a	n/a	n/a
FDLRC	n/a	n/a	n/a
FNRC	n/a	n/a	n/a
GGRC	n/a	n/a	n/a
HRC	n/a	n/a	n/a
IRC	n/a	n/a	n/a
KRC	n/a	n/a	n/a
NBRC	n/a	n/a	n/a
NLACRC	n/a	n/a	n/a
RCEB	n/a	n/a	n/a
RCOC	n/a	n/a	n/a
RCRC	n/a	n/a	n/a
SARC	n/a	n/a	n/a
SCLARC	n/a	n/a	n/a
SDRC	n/a	n/a	n/a
SGPRC	n/a	n/a	n/a
TCRC	n/a	n/a	n/a
VMRC	n/a	n/a	n/a
WRC	n/a	n/a	n/a
CA Average	43%	57%	101
Weighted NCI-IDD Average	60%	40%	135

The following Regional Centers had an N of less than 20 and were not shown. They are still included in the overall CA Average and weighted NCI average: ACRC, CVRC, ELARC, FDLRC, FNRC, GGRC, HRC, IRC, KRC, NBRC, NLACRC, RCEB, RCOC, RCRC, SARC, SCLARC, SDRC, SGPRC, TCRC, VMRC, WRC

If your family member had a transition plan, did the transition plan include getting or continuing work in a community job?

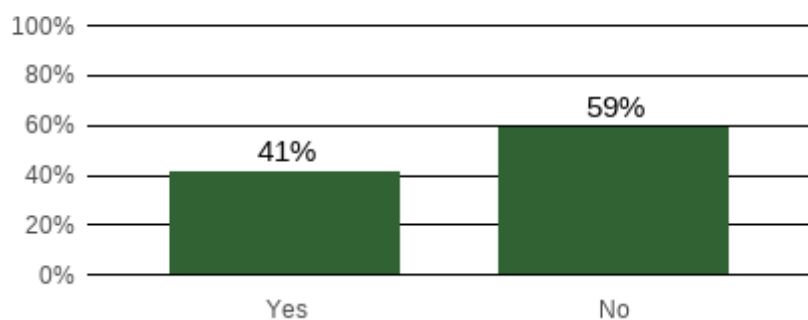


Table 40. If your family member had a transition plan, did the transition plan include getting or continuing work in a community job?

Regional Center	Yes	No	N
ACRC	n/a	n/a	n/a
CVRC	n/a	n/a	n/a
ELARC	n/a	n/a	n/a
FDLRC	n/a	n/a	n/a
FNRC	n/a	n/a	n/a
GGRC	n/a	n/a	n/a
HRC	n/a	n/a	n/a
IRC	n/a	n/a	n/a
KRC	n/a	n/a	n/a
NBRC	n/a	n/a	n/a
NLACRC	n/a	n/a	n/a
RCEB	n/a	n/a	n/a
RCOC	n/a	n/a	n/a
RCRC	n/a	n/a	n/a
SARC	n/a	n/a	n/a
SCLARC	n/a	n/a	n/a
SDRC	n/a	n/a	n/a
SGPRC	n/a	n/a	n/a
TCRC	n/a	n/a	n/a
VMRC	n/a	n/a	n/a
WRC	n/a	n/a	n/a
CA Average	41%	59%	37
Weighted NCI-IDD Average	59%	41%	60

The following Regional Centers had an N of less than 20 and were not shown. They are still included in the overall CA Average and weighted NCI average: ACRC, CVRC, ELARC, FDLRC, FNRC, GGRC, HRC, IRC, KRC, NBRC, NLACRC, RCEB, RCOC, RCRC, SARC, SCLARC, SDRC, SGPRC, TCRC, VMRC, WRC

Access and Delivery of Services and Supports

Families receive services and supports that are appropriate to the needs of the family and the family member receiving services and supports from the regional center.

“You” and **“Respondent”** refers to the person (usually a parent or conservator) filling out the survey.

“Family Member” refers to the person receiving services whom the respondent is answering questions about in this survey.

Does your family member get all the services listed in the IPP?

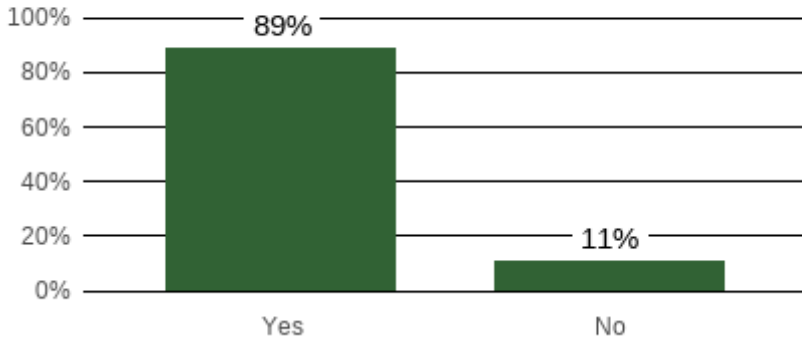


Table 41. Does your family member get all the services listed in the IPP?

Regional Center	Yes	No	N
ACRC	87%	13%	247
CVRC	92%	8%	133
ELARC	90%	10%	51
FDLRC	85%	15%	41
FNRC	92%	8%	124
GGRC	86%	14%	229
HRC	94%	6%	33
IRC	89%	11%	146
KRC	71%	29%	51
NBRC	90%	10%	180
NLACRC	87%	13%	217
RCEB	85%	15%	251
RCOC	95%	5%	282
RCRC	84%	16%	38
SARC	88%	12%	300
SCLARC	n/a	n/a	n/a
SDRC	90%	10%	291
SGPRC	91%	9%	90
TCRC	89%	11%	227
VMRC	91%	9%	111
WRC	89%	11%	76
CA Average	89%	11%	3129
Weighted NCI-IDD Average	88%	12%	5360

The following Regional Centers had an N of less than 20 and were not shown. They are still included in the overall CA Average and weighted NCI average: SCLARC

Does your family get the supports and services it needs?

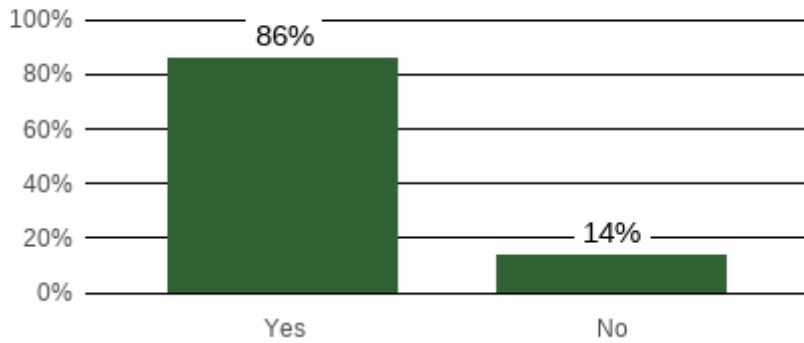


Table 42. Does your family get the supports and services it needs?

Regional Center	Yes	No	N
ACRC	83%	17%	331
CVRC	89%	11%	219
ELARC	88%	12%	58
FDLRC	81%	19%	68
FNRC	84%	16%	175
GGRC	86%	14%	301
HRC	88%	12%	51
IRC	86%	14%	236
KRC	89%	11%	71
NBRC	83%	17%	246
NLACRC	89%	11%	294
RCEB	82%	18%	385
RCOC	92%	8%	326
RCRC	78%	22%	54
SARC	86%	14%	375
SCLARC	95%	5%	20
SDRC	86%	14%	385
SGPRC	92%	8%	158
TCRC	87%	13%	308
VMRC	88%	12%	156
WRC	88%	12%	109
CA Average	86%	14%	4326
Weighted NCI-IDD Average	88%	12%	7254

If your family does not get the support and services needed, what additional services does your family need?

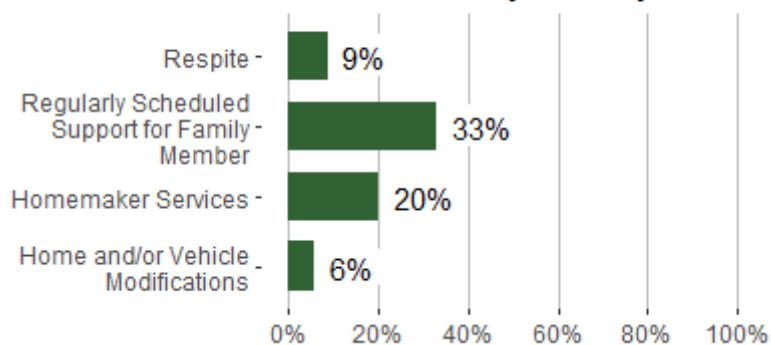


Table 43a. If your family does not get the support and services needed, what additional services does your family need?

Categories are not mutually exclusive; therefore N is not shown.

Regional Center	Respite	Regularly Scheduled Support for Family Member	Homemaker Services	Home and/or Vehicle Modifications
ACRC	12%	44%	34%	12%
CVRC	20%	35%	10%	10%
ELARC	n/a	n/a	n/a	n/a
FDLRC	n/a	n/a	n/a	n/a
FNRC	0%	15%	12%	0%
GGRC	5%	26%	15%	5%
HRC	n/a	n/a	n/a	n/a
IRC	7%	21%	21%	0%
KRC	n/a	n/a	n/a	n/a
NBRC	8%	19%	14%	0%
NLACRC	4%	22%	11%	4%
RCEB	8%	35%	29%	10%
RCOC	9%	30%	13%	4%
RCRC	n/a	n/a	n/a	n/a
SARC	7%	37%	22%	4%
SCLARC	n/a	n/a	n/a	n/a
SDRC	6%	29%	24%	8%
SGPRC	n/a	n/a	n/a	n/a
TCRC	17%	51%	23%	9%
VMRC	n/a	n/a	n/a	n/a
WRC	n/a	n/a	n/a	n/a
CA Average	9%	33%	20%	6%
Weighted NCI-IDD Average	10%	30%	19%	8%

The following Regional Centers had an N of less than 20 and were not shown. They are still included in the overall CA Average and weighted NCI average: ELARC, FDLRC, HRC, KRC, RCRC, SCLARC, SGPRC, VMRC, WRC

If your family does not get the support and services needed, what additional services does your family need?
(continued)

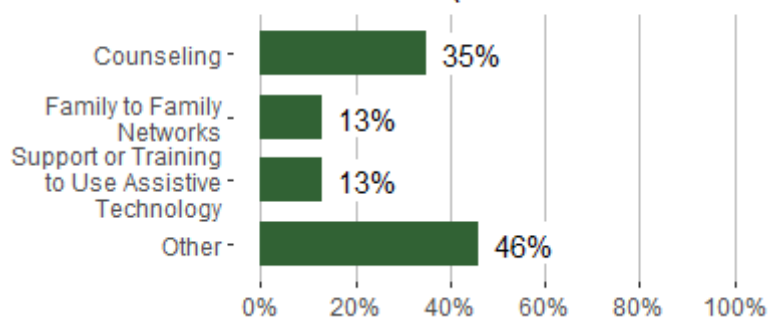


Table 43b. If your family does not get the support and services needed, what additional services does your family need? (continued)

Categories are not mutually exclusive; therefore N is not shown.

Regional Center	Counseling	Family to Family Networks	Support or Training to Use Assistive Technology	Other
ACRC	38%	10%	12%	54%
CVRC	10%	5%	20%	40%
ELARC	n/a	n/a	n/a	n/a
FDLRC	n/a	n/a	n/a	n/a
FNRC	31%	15%	4%	50%
GGRC	33%	13%	21%	49%
HRC	n/a	n/a	n/a	n/a
IRC	32%	18%	7%	43%
KRC	n/a	n/a	n/a	n/a
NBRC	25%	8%	0%	61%
NLACRC	30%	11%	4%	48%
RCEB	48%	19%	21%	31%
RCOC	35%	17%	17%	48%
RCRC	n/a	n/a	n/a	n/a
SARC	37%	15%	13%	41%
SCLARC	n/a	n/a	n/a	n/a
SDRC	29%	6%	10%	53%
SGPRC	n/a	n/a	n/a	n/a
TCRC	46%	14%	23%	37%
VMRC	n/a	n/a	n/a	n/a
WRC	n/a	n/a	n/a	n/a
CA Average	35%	13%	13%	46%
Weighted NCI-IDD Average	26%	14%	16%	46%

The following Regional Centers had an N of less than 20 and were not shown. They are still included in the overall CA Average and weighted NCI average: ELARC, FDLRC, HRC, KRC, RCRC, SCLARC, SGPRC, VMRC, WRC

Do services and supports change when your family's needs change?

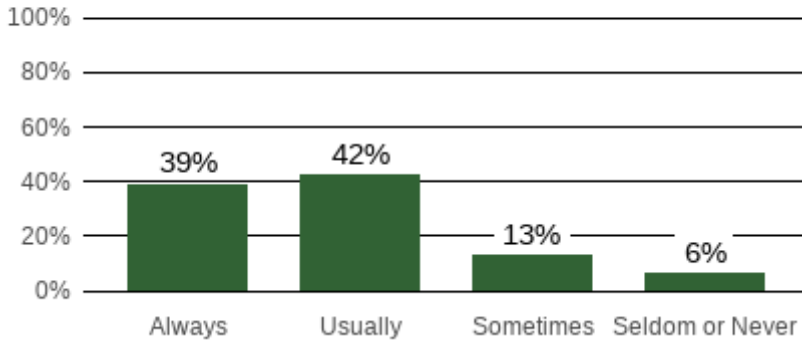


Table 44. Do services and supports change when your family's needs change?

Regional Center	Always	Usually	Sometimes	Seldom or Never	N
ACRC	32%	48%	14%	5%	241
CVRC	41%	38%	15%	6%	163
ELARC	46%	37%	11%	6%	54
FDLRC	31%	42%	16%	11%	55
FNRC	43%	42%	12%	4%	138
GGRC	42%	42%	11%	5%	208
HRC	52%	25%	16%	7%	44
IRC	35%	46%	13%	7%	167
KRC	25%	52%	15%	8%	60
NBRC	30%	48%	16%	5%	194
NLACRC	42%	35%	17%	6%	226
RCEB	32%	43%	15%	10%	261
RCOC	46%	46%	6%	3%	268
RCRC	38%	36%	18%	9%	45
SARC	43%	36%	14%	6%	291
SCLARC	n/a	n/a	n/a	n/a	n/a
SDRC	37%	44%	12%	7%	306
SGPRC	45%	44%	8%	3%	106
TCRC	43%	41%	11%	5%	231
VMRC	45%	39%	10%	7%	103
WRC	40%	39%	16%	5%	82
CA Average	39%	42%	13%	6%	3258
Weighted NCI-IDD Average	39%	41%	14%	6%	5563

The following Regional Centers had an N of less than 20 and were not shown. They are still included in the overall CA Average and weighted NCI average: SCLARC

Does your family member have enough supports to work or volunteer in the community?

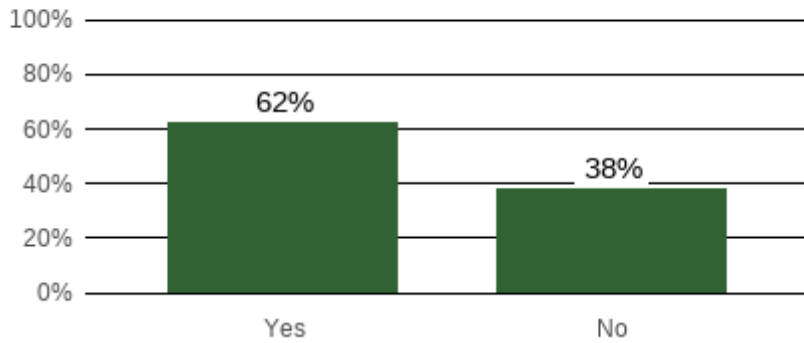


Table 45. Does your family member have enough supports to work or volunteer in the community? (These types of supports might include support workers, community resources, transportation)

Regional Center	Yes	No	N
ACRC	64%	36%	232
CVRC	67%	33%	131
ELARC	73%	27%	30
FDLRC	51%	49%	41
FNRC	73%	27%	127
GGRC	68%	32%	186
HRC	61%	39%	36
IRC	56%	44%	160
KRC	53%	47%	49
NBRC	60%	40%	184
NLACRC	64%	36%	211
RCEB	54%	46%	237
RCOC	59%	41%	243
RCRC	67%	33%	45
SARC	59%	41%	240
SCLARC	n/a	n/a	n/a
SDRC	62%	38%	271
SGPRC	62%	38%	99
TCRC	65%	35%	229
VMRC	62%	38%	90
WRC	77%	23%	78
CA Average	62%	38%	2928
Weighted NCI-IDD Average	66%	34%	4937

The following Regional Centers had an N of less than 20 and were not shown. They are still included in the overall CA Average and weighted NCI average: SCLARC

Does your family member have the special equipment or accommodations that they need?

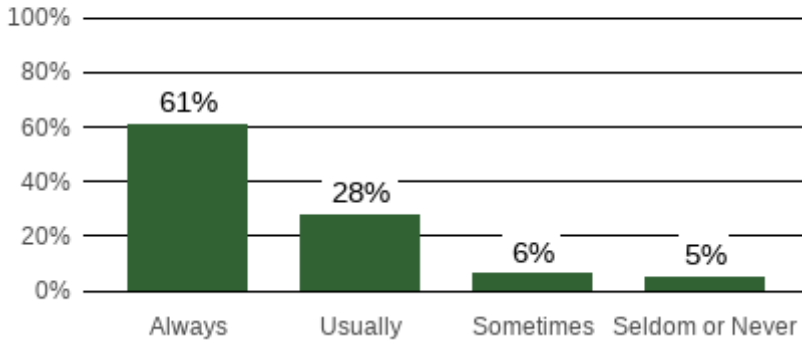


Table 46. Does your family member have the special equipment or accommodations that they need?

Regional Center	Always	Usually	Sometimes	Seldom or Never	N
ACRC	59%	31%	5%	5%	184
CVRC	59%	31%	8%	2%	127
ELARC	66%	25%	5%	5%	44
FDLRC	58%	30%	8%	5%	40
FNRC	69%	26%	2%	3%	90
GGRC	56%	37%	4%	4%	161
HRC	60%	33%	7%	0%	30
IRC	62%	30%	3%	5%	154
KRC	50%	29%	17%	5%	42
NBRC	58%	30%	6%	7%	145
NLACRC	65%	24%	5%	5%	176
RCEB	55%	27%	9%	9%	214
RCOC	69%	26%	2%	3%	149
RCRC	40%	43%	17%	0%	30
SARC	59%	31%	6%	4%	230
SCLARC	n/a	n/a	n/a	n/a	n/a
SDRC	64%	28%	5%	3%	215
SGPRC	67%	26%	2%	6%	108
TCRC	66%	24%	5%	5%	165
VMRC	69%	17%	8%	6%	77
WRC	63%	22%	11%	4%	54
CA Average	61%	28%	6%	5%	2447
Weighted NCI-IDD Average	63%	28%	6%	3%	4261

The following Regional Centers had an N of less than 20 and were not shown. They are still included in the overall CA Average and weighted NCI average: SCLARC

Are you or your family member able to contact support workers when you want?

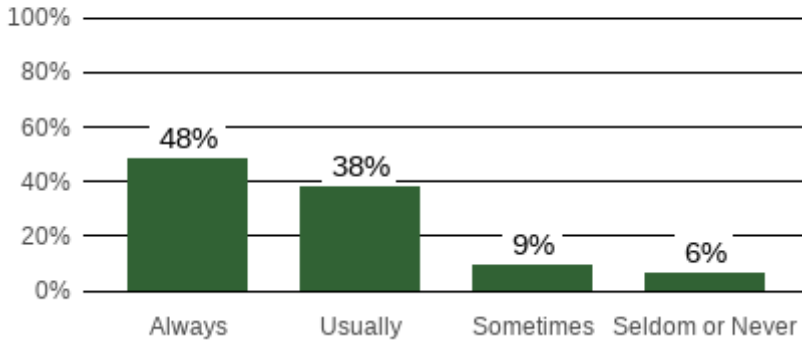


Table 47. Are you or your family member able to contact support workers when you want?

Regional Center	Always	Usually	Sometimes	Seldom or Never	N
ACRC	43%	42%	10%	5%	341
CVRC	50%	36%	9%	5%	228
ELARC	52%	42%	7%	0%	60
FDLRC	45%	38%	9%	8%	77
FNRC	47%	37%	7%	8%	180
GGRC	48%	40%	9%	4%	306
HRC	53%	34%	13%	0%	53
IRC	44%	39%	9%	8%	253
KRC	39%	39%	13%	8%	89
NBRC	42%	42%	10%	6%	258
NLACRC	52%	32%	9%	6%	296
RCEB	40%	42%	11%	7%	395
RCOC	64%	29%	5%	2%	305
RCRC	39%	44%	12%	5%	59
SARC	49%	37%	9%	4%	380
SCLARC	45%	36%	9%	9%	22
SDRC	45%	39%	9%	7%	399
SGPRC	53%	35%	9%	3%	173
TCRC	52%	36%	7%	5%	310
VMRC	54%	32%	5%	9%	152
WRC	50%	40%	5%	5%	115
CA Average	48%	38%	9%	6%	4451
Weighted NCI-IDD Average	50%	37%	9%	4%	7511

Are you or your family member able to contact the case manager/service coordinator when you want?

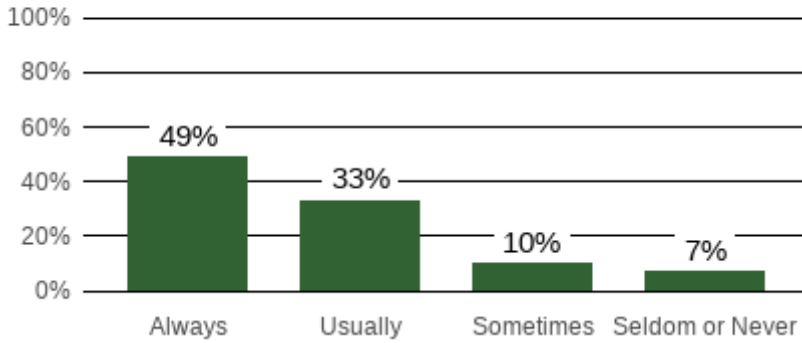


Table 48. Are you or your family member able to contact the case manager/service coordinator when you want?

Regional Center	Always	Usually	Sometimes	Seldom or Never	N
ACRC	45%	36%	12%	7%	359
CVRC	50%	33%	10%	7%	248
ELARC	65%	29%	4%	1%	68
FDLRC	43%	30%	15%	11%	79
FNRC	48%	35%	10%	6%	187
GGRC	51%	33%	12%	4%	315
HRC	53%	32%	13%	2%	62
IRC	47%	30%	11%	12%	271
KRC	34%	41%	15%	9%	87
NBRC	44%	37%	13%	5%	273
NLACRC	49%	32%	9%	9%	300
RCEB	40%	34%	14%	12%	418
RCOC	68%	26%	3%	3%	345
RCRC	38%	35%	19%	8%	63
SARC	47%	34%	13%	5%	407
SCLARC	77%	9%	5%	9%	22
SDRC	47%	37%	10%	7%	422
SGPRC	50%	33%	11%	6%	180
TCRC	54%	32%	9%	5%	337
VMRC	52%	31%	9%	8%	172
WRC	58%	32%	4%	6%	119
CA Average	49%	33%	10%	7%	4734
Weighted NCI-IDD Average	55%	32%	8%	4%	7879

Do service providers for your family member work together to provide support?

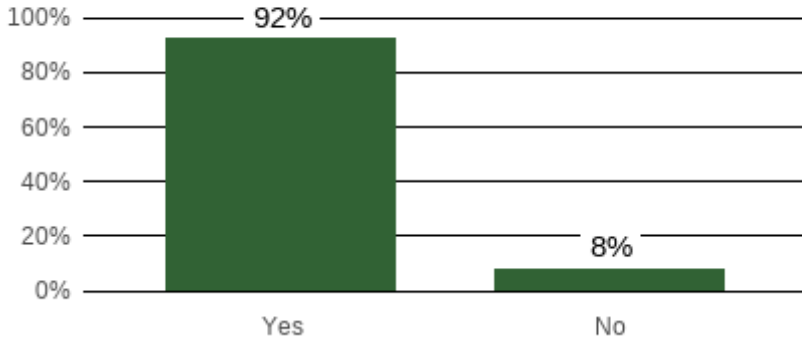


Table 49. Do service providers for your family member work together to provide support?

Regional Center	Yes	No	N
ACRC	92%	8%	237
CVRC	92%	8%	167
ELARC	92%	8%	53
FDLRC	89%	11%	46
FNRC	93%	8%	120
GGRC	91%	9%	208
HRC	93%	7%	43
IRC	93%	7%	184
KRC	95%	5%	59
NBRC	90%	10%	184
NLACRC	91%	9%	211
RCEB	91%	9%	253
RCOC	94%	6%	271
RCRC	91%	9%	45
SARC	89%	11%	286
SCLARC	n/a	n/a	n/a
SDRC	89%	11%	301
SGPRC	93%	7%	118
TCRC	92%	8%	226
VMRC	97%	3%	122
WRC	88%	12%	74
CA Average	92%	8%	3225
Weighted NCI-IDD Average	93%	7%	5546

The following Regional Centers had an N of less than 20 and were not shown. They are still included in the overall CA Average and weighted NCI average: SCLARC

Are services delivered in a way that is respectful of your family's culture?

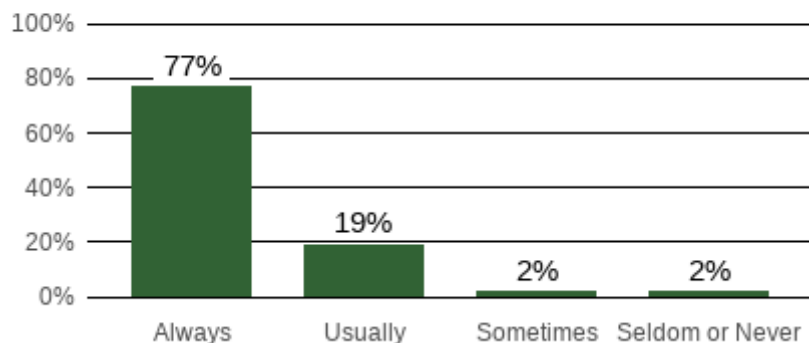


Table 50. Are services delivered in a way that is respectful of your family's culture?

Regional Center	Always	Usually	Sometimes	Seldom or Never	N
ACRC	78%	17%	3%	2%	343
CVRC	74%	22%	2%	1%	227
ELARC	82%	13%	3%	2%	62
FDLRC	76%	20%	1%	3%	75
FNRC	77%	18%	4%	2%	169
GGRC	75%	21%	2%	2%	293
HRC	71%	27%	2%	0%	52
IRC	74%	20%	2%	4%	244
KRC	63%	30%	3%	5%	80
NBRC	77%	20%	2%	1%	249
NLACRC	79%	17%	1%	2%	302
RCEB	74%	21%	2%	3%	393
RCOC	82%	15%	1%	1%	336
RCRC	78%	12%	9%	2%	58
SARC	77%	18%	2%	2%	379
SCLARC	71%	24%	5%	0%	21
SDRC	77%	19%	2%	2%	399
SGPRC	73%	24%	2%	1%	161
TCRC	78%	19%	1%	3%	314
VMRC	78%	18%	3%	1%	158
WRC	71%	27%	0%	2%	108
CA Average	77%	19%	2%	2%	4423
Weighted NCI-IDD Average	75%	21%	3%	1%	7523

Does your family member use technology in their everyday life to help them do things on their own?

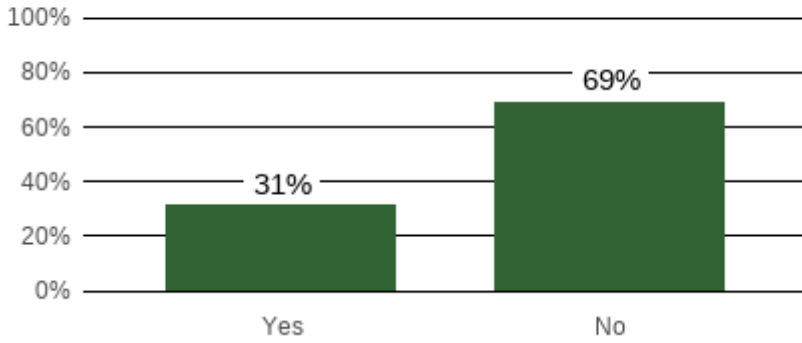


Table 51. Does your family member use technology in their everyday life to help them do things on their own?

Regional Center	Yes	No	N
ACRC	34%	66%	366
CVRC	27%	73%	231
ELARC	25%	75%	61
FDLRC	31%	69%	78
FNRC	41%	59%	181
GGRC	36%	64%	330
HRC	47%	53%	60
IRC	22%	78%	275
KRC	27%	73%	83
NBRC	30%	70%	266
NLACRC	30%	70%	314
RCEB	34%	66%	415
RCOC	35%	65%	334
RCRC	35%	65%	65
SARC	30%	70%	401
SCLARC	13%	87%	23
SDRC	33%	67%	414
SGPRC	16%	84%	176
TCRC	33%	67%	325
VMRC	26%	74%	163
WRC	42%	58%	118
CA Average	31%	69%	4679
Weighted NCI-IDD Average	28%	72%	7724

Is there a computer, tablet (iPad or similar), or smartphone that you can use in your home?

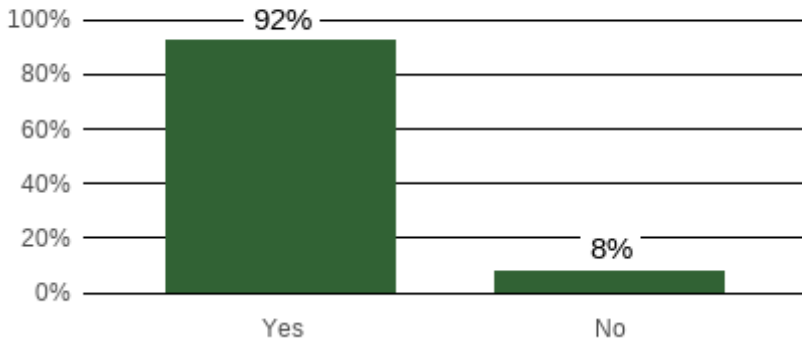


Table 52. Is there a computer, tablet (iPad or similar), or smartphone that you can use in your home?

Regional Center	Yes	No	N
ACRC	94%	6%	385
CVRC	90%	10%	257
ELARC	82%	18%	73
FDLRC	87%	13%	84
FNRC	92%	8%	198
GGRC	94%	6%	338
HRC	95%	5%	63
IRC	90%	10%	287
KRC	93%	7%	90
NBRC	92%	8%	288
NLACRC	91%	9%	339
RCEB	92%	8%	447
RCOC	95%	5%	348
RCRC	93%	7%	69
SARC	95%	5%	421
SCLARC	88%	12%	25
SDRC	92%	8%	444
SGPRC	87%	13%	184
TCRC	92%	8%	358
VMRC	90%	10%	178
WRC	91%	9%	130
CA Average	92%	8%	5006
Weighted NCI-IDD Average	91%	9%	8183

How well does internet work in your home?

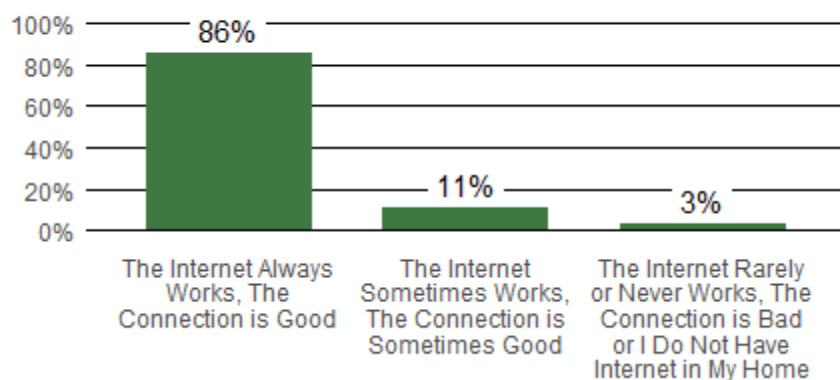


Table 53. How well does internet work in your home?

Regional Center	The Internet Always Works, The Connection is Good	The Internet Sometimes Works, The Connection is Sometimes Good	The Internet Rarely or Never Works, The Connection is Bad or I Do Not Have Internet in My Home	N
ACRC	84%	13%	3%	379
CVRC	83%	14%	3%	253
ELARC	78%	12%	10%	67
FDLRC	76%	13%	11%	82
FNRC	84%	14%	2%	189
GGRC	90%	8%	2%	329
HRC	88%	10%	2%	58
IRC	84%	12%	4%	279
KRC	87%	13%	0%	86
NBRC	90%	10%	1%	277
NLACRC	82%	13%	5%	333
RCEB	85%	11%	3%	434
RCOC	95%	4%	1%	341
RCRC	76%	22%	1%	68
SARC	89%	10%	1%	417
SCLARC	80%	20%	0%	20
SDRC	89%	8%	3%	437
SGPRC	84%	12%	4%	178
TCRC	86%	11%	3%	343
VMRC	81%	15%	4%	169
WRC	89%	7%	4%	124
CA Average	86%	11%	3%	4863
Weighted NCI-IDD Average	86%	11%	3%	7907

Workforce

There is stable and sufficient workforce to meet demand. People are supported by staff who demonstrate respect for what is important to the person in their day-to-day life. Staff have the right skills to support people.

“**You**” and “**Respondent**” refers to the person (usually a parent or conservator) filling out the survey.

“**Family Member**” refers to the person receiving services whom the respondent is answering questions about in this survey.

Do support workers come and go when they are supposed to?

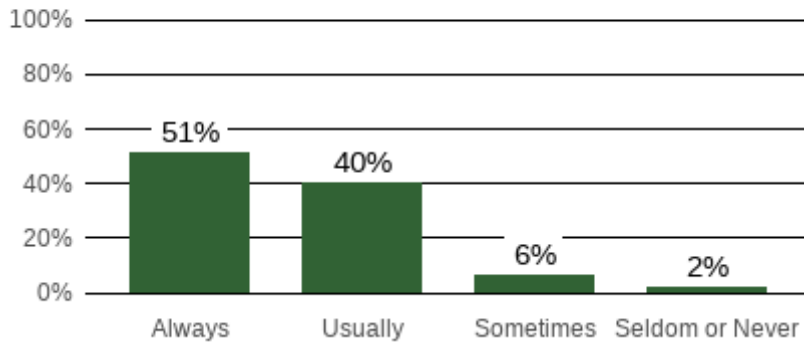


Table 54. Do support workers come and go when they are supposed to?

Regional Center	Always	Usually	Sometimes	Seldom or Never	N
ACRC	44%	47%	7%	2%	232
CVRC	52%	39%	7%	2%	147
ELARC	55%	39%	6%	0%	51
FDLRC	50%	35%	12%	4%	52
FNRC	57%	32%	10%	1%	127
GGRC	50%	40%	9%	2%	207
HRC	59%	35%	4%	2%	46
IRC	54%	34%	7%	5%	149
KRC	44%	41%	15%	0%	61
NBRC	45%	45%	10%	1%	198
NLACRC	61%	33%	2%	3%	206
RCEB	46%	46%	5%	4%	283
RCOC	60%	36%	2%	2%	264
RCRC	45%	45%	6%	4%	47
SARC	51%	41%	6%	3%	289
SCLARC	n/a	n/a	n/a	n/a	n/a
SDRC	53%	39%	6%	2%	282
SGPRC	53%	41%	4%	2%	96
TCRC	47%	47%	2%	4%	223
VMRC	62%	29%	6%	3%	106
WRC	47%	42%	9%	3%	79
CA Average	51%	40%	6%	2%	3160
Weighted NCI-IDD Average	52%	41%	6%	2%	5363

The following Regional Centers had an N of less than 20 and were not shown. They are still included in the overall CA Average and weighted NCI average: SCLARC

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

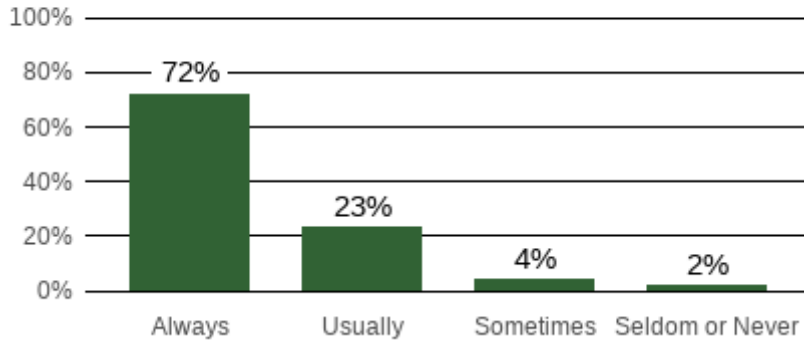


Table 55. Do support workers speak to you in a way you understand?

Regional Center	Always	Usually	Sometimes	Seldom or Never	N
ACRC	70%	26%	2%	1%	341
CVRC	71%	22%	4%	4%	234
ELARC	75%	17%	3%	5%	63
FDLRC	68%	26%	3%	4%	77
FNRC	75%	19%	4%	2%	175
GGRC	71%	22%	5%	2%	287
HRC	72%	26%	2%	0%	50
IRC	70%	20%	6%	4%	245
KRC	63%	32%	4%	1%	82
NBRC	74%	22%	4%	1%	253
NLACRC	73%	21%	3%	3%	292
RCEB	64%	29%	3%	3%	377
RCOC	70%	28%	1%	1%	307
RCRC	76%	21%	3%	0%	58
SARC	71%	23%	5%	2%	382
SCLARC	90%	5%	0%	5%	20
SDRC	73%	21%	3%	3%	389
SGPRC	71%	24%	3%	2%	167
TCRC	78%	15%	4%	2%	302
VMRC	76%	17%	5%	2%	148
WRC	76%	18%	3%	4%	112
CA Average	72%	23%	4%	2%	4361
Weighted NCI-IDD Average	72%	23%	4%	1%	7400

If your family member does not communicate verbally, are there support workers who can communicate with them?

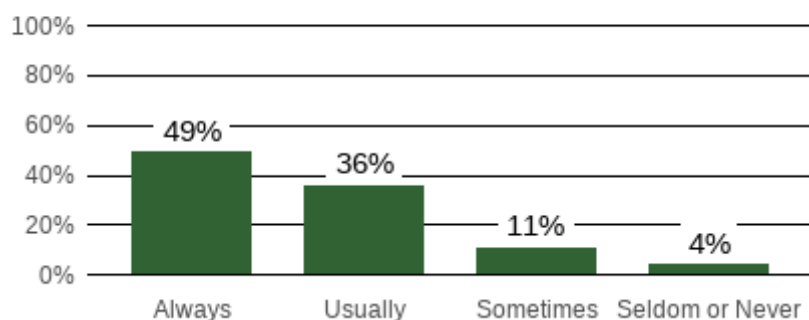


Table 56. If your family member does not communicate verbally (for example, uses gestures, sign language, or a communication aid), are there support workers who can communicate with them?

Regional Center	Always	Usually	Sometimes	Seldom or Never	N
ACRC	48%	41%	9%	3%	101
CVRC	53%	37%	7%	2%	94
ELARC	62%	26%	13%	0%	39
FDLRC	46%	40%	11%	3%	35
FNRC	56%	34%	7%	2%	41
GGRC	40%	39%	14%	7%	117
HRC	60%	30%	10%	0%	20
IRC	40%	41%	11%	7%	107
KRC	39%	39%	18%	3%	33
NBRC	53%	27%	14%	6%	96
NLACRC	49%	35%	13%	3%	106
RCEB	42%	37%	13%	9%	164
RCOC	70%	20%	7%	3%	152
RCRC	32%	56%	12%	0%	25
SARC	40%	42%	12%	5%	149
SCLARC	n/a	n/a	n/a	n/a	n/a
SDRC	44%	40%	9%	6%	158
SGPRC	53%	35%	9%	4%	80
TCRC	47%	42%	8%	3%	102
VMRC	55%	31%	9%	4%	67
WRC	59%	33%	8%	0%	39
CA Average	49%	36%	11%	4%	1737
Weighted NCI-IDD Average	44%	40%	12%	5%	3041

The following Regional Centers had an N of less than 20 and were not shown. They are still included in the overall CA Average and weighted NCI average: SCLARC

Do support workers have the right information and skills to meet your family's needs?

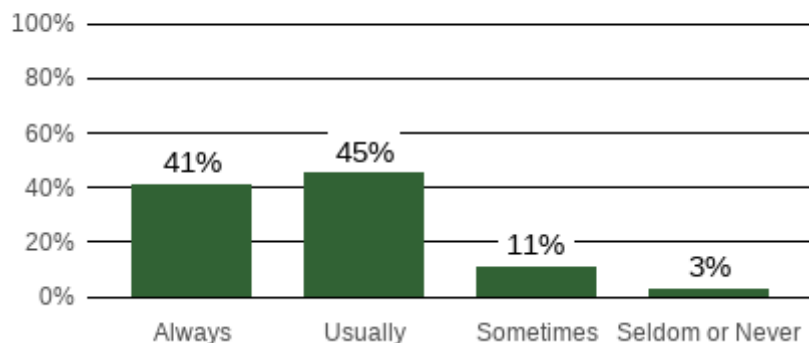


Table 57. Do support workers have the right information and skills to meet your family's needs?

Regional Center	Always	Usually	Sometimes	Seldom or Never	N
ACRC	33%	52%	11%	4%	310
CVRC	45%	44%	9%	2%	216
ELARC	44%	40%	16%	0%	62
FDLRC	41%	46%	9%	4%	69
FNRC	45%	40%	13%	3%	152
GGRC	38%	44%	15%	2%	281
HRC	58%	24%	18%	0%	50
IRC	43%	43%	11%	3%	221
KRC	31%	50%	16%	3%	74
NBRC	34%	48%	16%	2%	243
NLACRC	47%	39%	11%	3%	283
RCEB	34%	50%	12%	4%	356
RCOC	59%	33%	6%	1%	296
RCRC	23%	54%	21%	2%	56
SARC	37%	48%	11%	4%	368
SCLARC	n/a	n/a	n/a	n/a	n/a
SDRC	42%	47%	9%	2%	373
SGPRC	47%	43%	9%	1%	159
TCRC	41%	45%	11%	3%	289
VMRC	48%	39%	11%	3%	140
WRC	39%	51%	6%	4%	107
CA Average	41%	45%	11%	3%	4124
Weighted NCI-IDD Average	40%	45%	13%	3%	7050

The following Regional Centers had an N of less than 20 and were not shown. They are still included in the overall CA Average and weighted NCI average: SCLARC

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

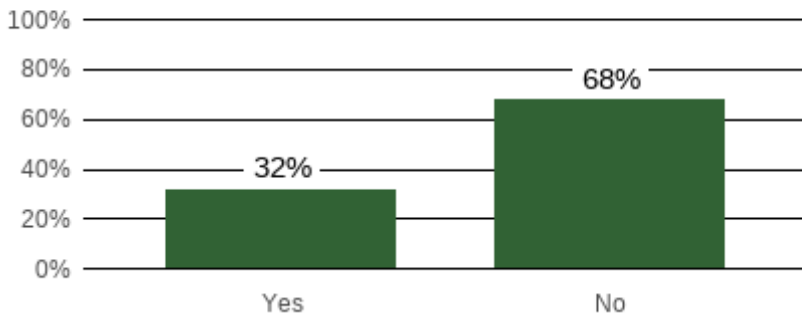


Table 58. Do your family member's support workers change too often? Is there too much "turnover" of support workers?

Regional Center	Yes	No	N
ACRC	40%	60%	285
CVRC	28%	72%	184
ELARC	32%	68%	56
FDLRC	27%	73%	62
FNRC	39%	61%	137
GGRC	29%	71%	254
HRC	23%	77%	48
IRC	36%	64%	197
KRC	52%	48%	61
NBRC	44%	56%	213
NLACRC	32%	68%	259
RCEB	36%	64%	315
RCOC	20%	80%	282
RCRC	33%	67%	54
SARC	27%	73%	332
SCLARC	n/a	n/a	n/a
SDRC	38%	62%	341
SGPRC	28%	72%	126
TCRC	37%	63%	265
VMRC	24%	76%	116
WRC	15%	85%	98
CA Average	32%	68%	3701
Weighted NCI-IDD Average	42%	58%	6372

The following Regional Centers had an N of less than 20 and were not shown. They are still included in the overall CA Average and weighted NCI average: SCLARC

Is there always a staff person available to support your family member when support is needed?

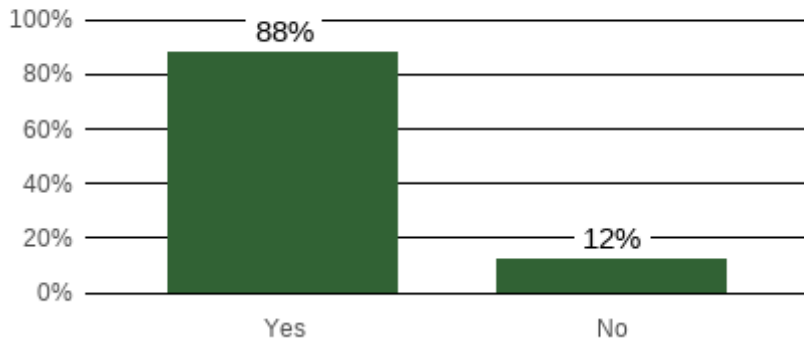


Table 59. Is there always a staff person available to support your family member when support is needed?

Regional Center	Yes	No	N
ACRC	81%	19%	303
CVRC	93%	7%	212
ELARC	92%	8%	61
FDLRC	89%	11%	73
FNRC	88%	12%	150
GGRC	90%	10%	278
HRC	92%	8%	53
IRC	90%	10%	243
KRC	84%	16%	73
NBRC	84%	16%	235
NLACRC	91%	9%	287
RCEB	84%	16%	374
RCOC	95%	5%	319
RCRC	68%	32%	56
SARC	82%	18%	361
SCLARC	100%	0%	21
SDRC	85%	15%	378
SGPRC	96%	4%	164
TCRC	89%	11%	289
VMRC	94%	6%	144
WRC	93%	7%	110
CA Average	88%	12%	4184
Weighted NCI-IDD Average	88%	12%	7079

Choice, Decision Making and Control

Families and family members with disabilities determine the services and supports they receive and the individuals or agencies who provide them.

“You” and **“Respondent”** refers to the person (usually a parent or conservator) filling out the survey.

“Family Member” refers to the person receiving services whom the respondent is answering questions about in this survey.

Can someone in your family choose or change the provider agency that provides your family member's services?

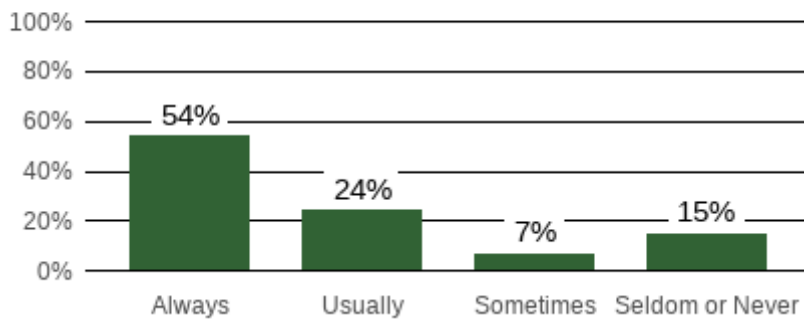


Table 60. Can someone in your family choose or change the provider agency that provides your family member's services?

Regional Center	Always	Usually	Sometimes	Seldom or Never	N
ACRC	48%	30%	6%	16%	188
CVRC	52%	21%	5%	22%	122
ELARC	64%	13%	4%	19%	47
FDLRC	45%	23%	13%	19%	31
FNRC	57%	23%	6%	14%	100
GGRC	55%	19%	10%	16%	154
HRC	67%	7%	3%	23%	30
IRC	42%	29%	11%	18%	139
KRC	45%	23%	13%	19%	47
NBRC	49%	25%	12%	14%	148
NLACRC	58%	22%	3%	17%	191
RCEB	56%	20%	8%	16%	228
RCOC	65%	25%	4%	7%	254
RCRC	37%	32%	5%	27%	41
SARC	55%	24%	7%	15%	238
SCLARC	n/a	n/a	n/a	n/a	n/a
SDRC	53%	27%	7%	14%	251
SGPRC	51%	27%	9%	13%	85
TCRC	54%	23%	7%	16%	187
VMRC	55%	28%	6%	11%	87
WRC	59%	21%	6%	14%	71
CA Average	54%	24%	7%	15%	2648
Weighted NCI-IDD Average	61%	22%	6%	12%	4855

The following Regional Centers had an N of less than 20 and were not shown. They are still included in the overall CA Average and weighted NCI average: SCLARC

Can someone in your family choose or change your family member's support workers?

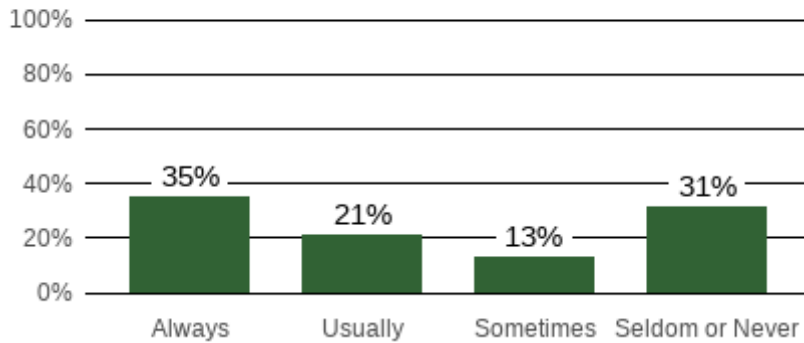


Table 61. Can someone in your family choose or change your family member's support workers?

Regional Center	Always	Usually	Sometimes	Seldom or Never	N
ACRC	30%	23%	16%	32%	200
CVRC	38%	19%	17%	26%	112
ELARC	40%	25%	8%	27%	48
FDLRC	29%	23%	9%	40%	35
FNRC	40%	15%	15%	31%	101
GGRC	28%	18%	15%	39%	160
HRC	48%	11%	11%	30%	27
IRC	26%	17%	16%	41%	125
KRC	29%	19%	13%	40%	48
NBRC	26%	21%	27%	26%	141
NLACRC	34%	20%	12%	34%	185
RCEB	34%	18%	12%	36%	241
RCOC	57%	15%	7%	20%	216
RCRC	39%	27%	11%	23%	44
SARC	32%	26%	12%	30%	242
SCLARC	n/a	n/a	n/a	n/a	n/a
SDRC	31%	23%	12%	34%	211
SGPRC	28%	30%	6%	37%	71
TCRC	36%	19%	15%	30%	201
VMRC	41%	23%	6%	29%	82
WRC	30%	23%	20%	27%	74
CA Average	35%	21%	13%	31%	2573
Weighted NCI-IDD Average	32%	19%	13%	37%	4519

The following Regional Centers had an N of less than 20 and were not shown. They are still included in the overall CA Average and weighted NCI average: SCLARC

Can someone in your family directly manage support staff?

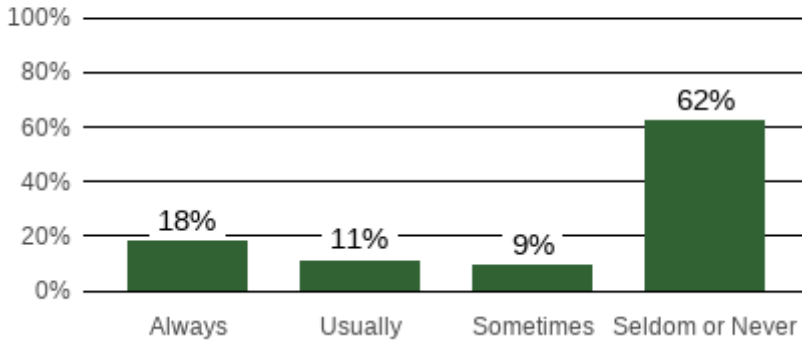


Table 62. Can someone in your family directly manage support staff?

Regional Center	Always	Usually	Sometimes	Seldom or Never	N
ACRC	14%	12%	9%	64%	222
CVRC	21%	10%	3%	66%	115
ELARC	18%	9%	13%	60%	45
FDLRC	18%	10%	8%	65%	40
FNRC	21%	13%	7%	60%	104
GGRC	17%	10%	8%	65%	173
HRC	24%	10%	21%	45%	29
IRC	19%	6%	7%	68%	124
KRC	13%	10%	0%	77%	39
NBRC	11%	11%	11%	68%	157
NLACRC	20%	9%	9%	63%	176
RCEB	13%	10%	11%	66%	234
RCOC	33%	17%	15%	35%	214
RCRC	27%	15%	7%	51%	41
SARC	16%	11%	10%	63%	228
SCLARC	n/a	n/a	n/a	n/a	n/a
SDRC	15%	12%	8%	64%	236
SGPRC	13%	6%	4%	78%	72
TCRC	19%	11%	10%	61%	197
VMRC	22%	10%	13%	56%	79
WRC	12%	22%	4%	62%	76
CA Average	18%	11%	9%	62%	2611
Weighted NCI-IDD Average	15%	9%	7%	70%	4538

The following Regional Centers had an N of less than 20 and were not shown. They are still included in the overall CA Average and weighted NCI average: SCLARC

Did you, your family member, or someone else in your family choose your family member's case manager/service coordinator?

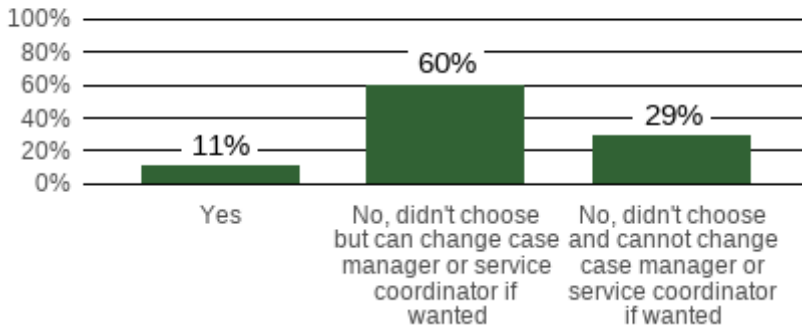


Table 63. Did you, your family member, or someone else in your family choose your family member's case manager/service coordinator?

Regional Center	Yes	No, Didn't Choose But Can Change Case Manager or Service Coordinator if Wanted	No, Didn't Choose And Cannot Change Case Manager or Service Coordinator If Wanted	N
ACRC	10%	60%	30%	310
CVRC	10%	65%	25%	204
ELARC	18%	53%	29%	51
FDLRC	8%	55%	37%	62
FNRC	7%	66%	27%	149
GGRC	9%	60%	31%	244
HRC	4%	73%	24%	55
IRC	8%	56%	36%	210
KRC	7%	48%	45%	73
NBRC	10%	58%	31%	223
NLACRC	13%	56%	31%	253
RCEB	9%	56%	35%	353
RCOC	19%	67%	13%	300
RCRC	19%	54%	28%	54
SARC	11%	59%	30%	347
SCLARC	n/a	n/a	n/a	n/a
SDRC	10%	55%	35%	346
SGPRC	10%	51%	39%	119
TCRC	11%	67%	22%	288
VMRC	10%	67%	23%	144
WRC	11%	60%	29%	97
CA Average	11%	60%	29%	3897
Weighted NCI-IDD Average	20%	55%	25%	6569

The following Regional Centers had an N of less than 20 and were not shown. They are still included in the overall CA Average and weighted NCI average: SCLARC

Community Connections

Family members receiving services and supports from the regional center are meaningfully engaged as members of their communities and have strong relationships. Families can use supports in their community.

“You” and **“Respondent”** refers to the person (usually a parent or conservator) filling out the survey.

“Family Member” refers to the person receiving services whom the respondent is answering questions about in this survey.

Does your family member do things in the community?

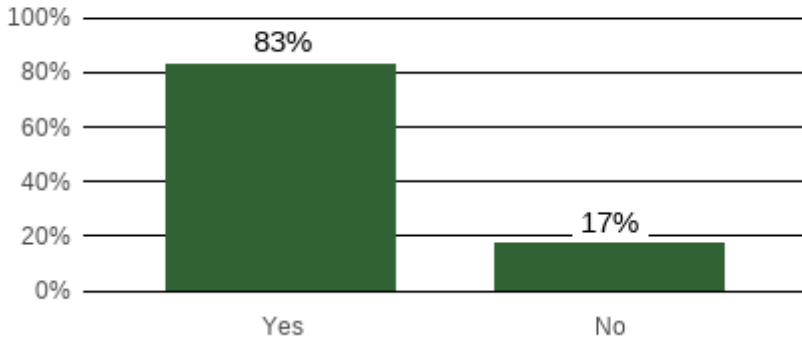


Table 64. Does your family member do things in the community?

Regional Center	Yes	No	N
ACRC	82%	18%	375
CVRC	86%	14%	243
ELARC	87%	13%	69
FDLRC	73%	27%	81
FNRC	88%	12%	190
GGRC	83%	17%	333
HRC	82%	18%	61
IRC	79%	21%	271
KRC	73%	27%	86
NBRC	87%	13%	272
NLACRC	84%	16%	324
RCEB	83%	17%	434
RCOC	88%	12%	345
RCRC	76%	24%	68
SARC	83%	17%	412
SCLARC	68%	32%	22
SDRC	86%	14%	431
SGPRC	74%	26%	171
TCRC	84%	16%	348
VMRC	78%	22%	169
WRC	87%	13%	119
CA Average	83%	17%	4824
Weighted NCI-IDD Average	87%	13%	7943

For your family member, what makes it hard to do things in the community?

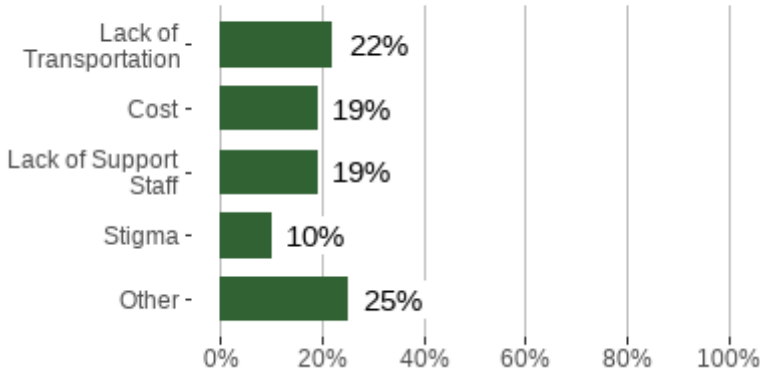


Table 65. For your family member, what makes it hard to do things in the community?

Categories are not mutually exclusive; therefore N is not shown.

Regional Center	Lack of Transportation	Cost	Lack of Support Staff	Stigma	Other
ACRC	27%	21%	21%	9%	27%
CVRC	20%	23%	17%	11%	25%
ELARC	16%	21%	12%	4%	24%
FDLRC	18%	21%	15%	3%	32%
FNRC	22%	30%	15%	7%	27%
GGRC	22%	16%	21%	6%	22%
HRC	22%	16%	20%	13%	17%
IRC	16%	15%	17%	7%	29%
KRC	23%	24%	23%	11%	33%
NBRC	26%	20%	17%	12%	36%
NLACRC	19%	21%	17%	8%	21%
RCEB	30%	24%	23%	9%	21%
RCOC	13%	16%	13%	20%	17%
RCRC	33%	27%	24%	16%	31%
SARC	20%	14%	26%	10%	22%
SCLARC	8%	4%	4%	4%	25%
SDRC	24%	20%	23%	9%	26%
SGPRC	13%	12%	15%	5%	25%
TCRC	28%	19%	18%	7%	26%
VMRC	19%	15%	15%	12%	28%
WRC	23%	20%	7%	8%	33%
CA Average	22%	19%	19%	10%	25%
Weighted NCI-IDD Average	20%	17%	27%	9%	25%

Does your family member have friends other than paid support workers or family?

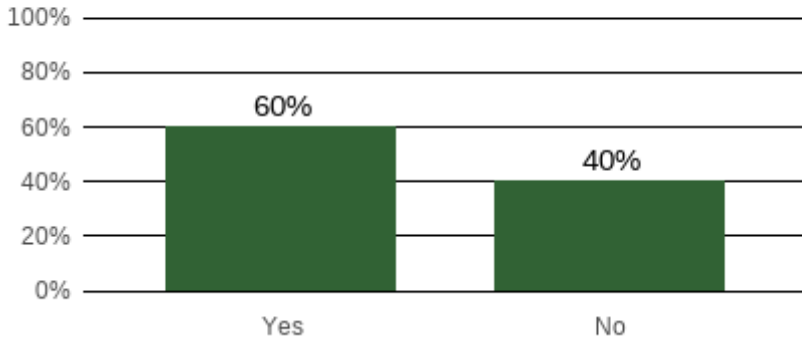


Table 66. Does your family member have friends other than paid support workers or family?

Regional Center	Yes	No	N
ACRC	61%	39%	358
CVRC	64%	36%	226
ELARC	46%	54%	65
FDLRC	48%	52%	79
FNRC	73%	27%	181
GGRC	61%	39%	316
HRC	59%	41%	56
IRC	57%	43%	266
KRC	59%	41%	80
NBRC	56%	44%	267
NLACRC	65%	35%	311
RCEB	62%	38%	404
RCOC	57%	43%	328
RCRC	52%	48%	65
SARC	58%	42%	399
SCLARC	45%	55%	22
SDRC	59%	41%	417
SGPRC	46%	54%	166
TCRC	65%	35%	326
VMRC	64%	36%	158
WRC	65%	35%	110
CA Average	60%	40%	4600
Weighted NCI-IDD Average	63%	37%	7578

In your community, are there resources or support that your family member can use that are not provided by the regional center?

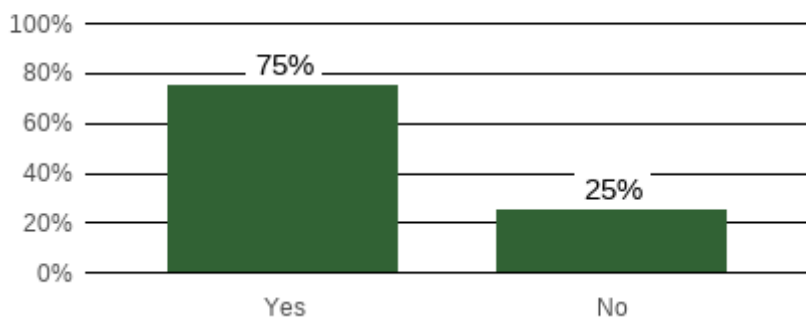


Table 67. In your community, are there resources or support that your family member can use that are not provided by the regional center⁷?

Regional Center	Yes	No	N
ACRC	79%	21%	263
CVRC	75%	25%	163
ELARC	80%	20%	44
FDLRC	68%	32%	50
FNRC	84%	16%	131
GGRC	77%	23%	234
HRC	70%	30%	47
IRC	66%	34%	168
KRC	73%	27%	59
NBRC	75%	25%	172
NLACRC	77%	23%	216
RCEB	72%	28%	300
RCOC	79%	21%	290
RCRC	76%	24%	42
SARC	76%	24%	295
SCLARC	n/a	n/a	n/a
SDRC	75%	25%	296
SGPRC	58%	42%	96
TCRC	78%	22%	233
VMRC	80%	20%	111
WRC	78%	22%	76
CA Average	75%	25%	3299
Weighted NCI-IDD Average	79%	21%	5511

The following Regional Centers had an N of less than 20 and were not shown. They are still included in the overall CA Average and weighted NCI average: SCLARC

⁷ Some NCI states provide services through a statewide ID/DD agency

Does your family take part in any family-to-family networks in your community?

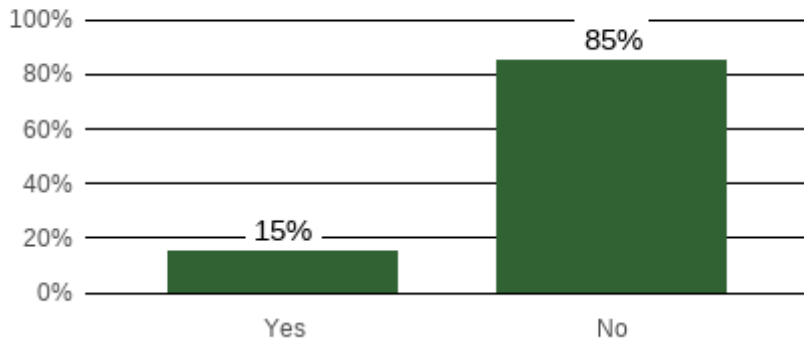


Table 68. Does your family take part in any family-to-family networks in your community?

Regional Center	Yes	No	N
ACRC	14%	86%	331
CVRC	15%	85%	230
ELARC	15%	85%	62
FDLRC	11%	89%	72
FNRC	10%	90%	168
GGRC	17%	83%	296
HRC	26%	74%	53
IRC	13%	87%	241
KRC	10%	90%	73
NBRC	16%	84%	263
NLACRC	16%	84%	296
RCEB	13%	87%	404
RCOC	22%	78%	301
RCRC	22%	78%	51
SARC	19%	81%	382
SCLARC	n/a	n/a	n/a
SDRC	15%	85%	408
SGPRC	10%	90%	154
TCRC	13%	87%	301
VMRC	6%	94%	132
WRC	17%	83%	105
CA Average	15%	85%	4342
Weighted NCI-IDD Average	15%	85%	7009

The following Regional Centers had an N of less than 20 and were not shown. They are still included in the overall CA Average and weighted NCI average: SCLARC

Health, Welfare and Safety

Families are supported to ensure the health, welfare, and safety of their family member receiving services and supports from the regional center.

“You” and **“Respondent”** refers to the person (usually a parent or conservator) filling out the survey.

“Family Member” refers to the person receiving services whom the respondent is answering questions about in this survey.

Can your family member see a primary care provider when needed?

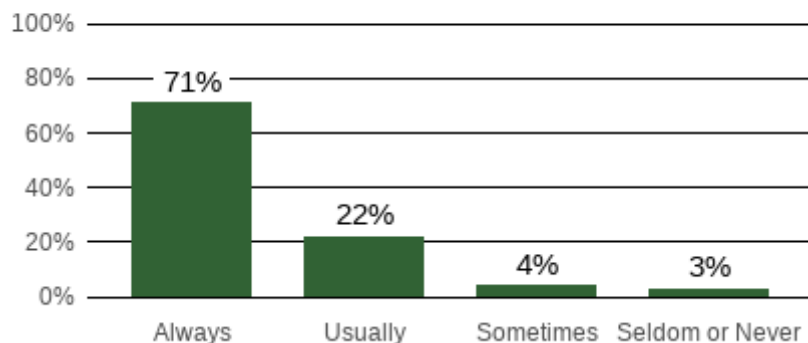


Table 69. Can your family member see a primary care provider (doctor, registered nurse, etc.) when needed?

Regional Center	Always	Usually	Sometimes	Seldom or Never	N
ACRC	70%	25%	3%	3%	381
CVRC	68%	28%	2%	2%	247
ELARC	81%	14%	0%	4%	69
FDLRC	72%	19%	6%	3%	78
FNRC	65%	25%	8%	3%	192
GGRC	72%	21%	3%	4%	333
HRC	80%	14%	6%	0%	64
IRC	68%	24%	4%	4%	272
KRC	60%	32%	3%	5%	88
NBRC	72%	23%	4%	2%	280
NLACRC	73%	18%	5%	5%	322
RCEB	66%	25%	4%	5%	435
RCOC	86%	11%	1%	2%	345
RCRC	56%	32%	9%	3%	66
SARC	71%	20%	4%	5%	416
SCLARC	85%	15%	0%	0%	20
SDRC	71%	23%	4%	3%	429
SGPRC	68%	22%	5%	5%	167
TCRC	71%	23%	4%	2%	351
VMRC	69%	20%	4%	8%	169
WRC	70%	24%	2%	4%	119
CA Average	71%	22%	4%	3%	4843
Weighted NCI-IDD Average	75%	20%	3%	3%	7999

Does your family member's primary care provider understand your family member's needs related to their intellectual/developmental disability?

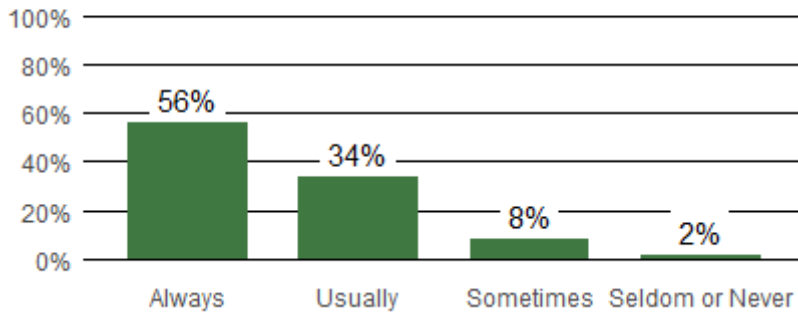


Table 70. Does your family member's primary care provider (doctor, registered nurse, etc.) understand your family member's needs related to their intellectual/developmental disability?

Regional Center	Always	Usually	Sometimes	Seldom or Never	N
ACRC	50%	37%	11%	3%	350
CVRC	56%	36%	6%	2%	220
ELARC	58%	39%	2%	2%	62
FDLRC	51%	35%	11%	4%	75
FNRC	53%	32%	15%	0%	177
GGRC	57%	33%	9%	1%	316
HRC	65%	23%	10%	2%	60
IRC	59%	32%	8%	2%	247
KRC	45%	45%	6%	4%	78
NBRC	53%	37%	10%	0%	263
NLACRC	56%	34%	8%	2%	290
RCEB	50%	39%	9%	2%	405
RCOC	73%	23%	3%	1%	342
RCRC	50%	37%	7%	6%	54
SARC	55%	35%	9%	2%	391
SCLARC	82%	18%	0%	0%	22
SDRC	56%	36%	6%	2%	412
SGPRC	56%	35%	6%	3%	156
TCRC	57%	33%	8%	2%	335
VMRC	56%	35%	7%	2%	159
WRC	48%	43%	6%	3%	112
CA Average	56%	34%	8%	2%	4526
Weighted NCI-IDD Average	60%	33%	6%	1%	7564

Can your family member go to the dentist when needed?

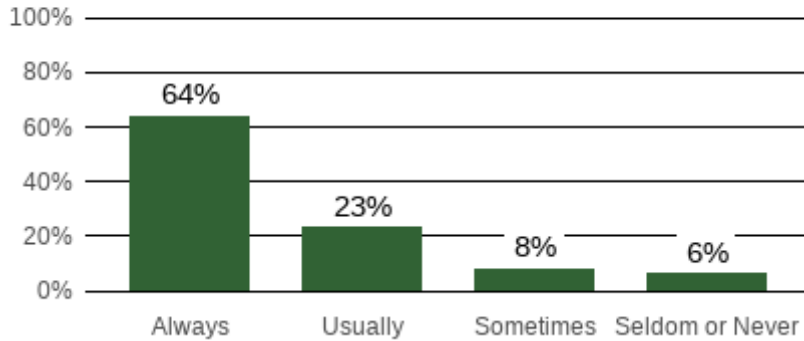


Table 71. Can your family member go to the dentist when needed?

Regional Center	Always	Usually	Sometimes	Seldom or Never	N
ACRC	61%	21%	11%	6%	383
CVRC	65%	25%	5%	4%	240
ELARC	62%	28%	4%	6%	68
FDLRC	62%	19%	10%	9%	78
FNRC	53%	23%	10%	13%	193
GGRC	64%	24%	6%	7%	331
HRC	76%	19%	3%	2%	63
IRC	65%	25%	7%	3%	273
KRC	55%	25%	10%	9%	87
NBRC	59%	23%	12%	6%	279
NLACRC	67%	20%	8%	5%	327
RCEB	59%	25%	8%	8%	422
RCOC	81%	14%	4%	1%	347
RCRC	50%	30%	11%	9%	64
SARC	60%	24%	9%	6%	421
SCLARC	n/a	n/a	n/a	n/a	n/a
SDRC	62%	27%	6%	4%	431
SGPRC	65%	26%	5%	4%	179
TCRC	68%	22%	6%	4%	357
VMRC	62%	21%	9%	8%	169
WRC	65%	28%	3%	3%	124
CA Average	64%	23%	8%	6%	4855
Weighted NCI-IDD Average	68%	22%	6%	4%	8016

The following Regional Centers had an N of less than 20 and were not shown. They are still included in the overall CA Average and weighted NCI average: SCLARC

Does your family member's dentist understand your family member's needs related to their intellectual/developmental disability?

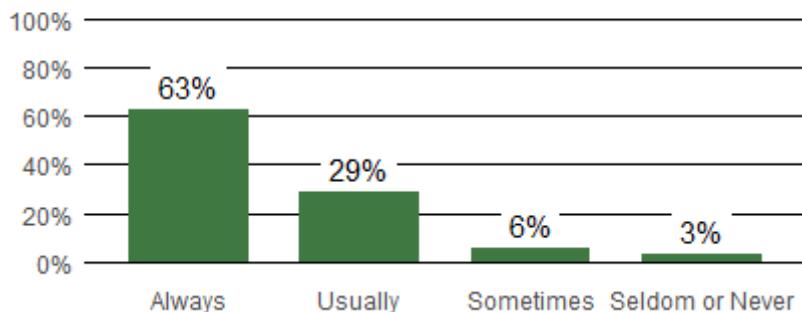


Table 72. Does your family member's dentist understand your family member's needs related to their intellectual/developmental disability?

Regional Center	Always	Usually	Sometimes	Seldom or Never	N
ACRC	57%	30%	8%	5%	305
CVRC	62%	29%	5%	3%	183
ELARC	69%	21%	3%	7%	58
FDLRC	58%	33%	6%	3%	67
FNRC	56%	33%	7%	4%	142
GGRC	62%	30%	5%	3%	281
HRC	64%	29%	5%	2%	56
IRC	65%	30%	4%	1%	217
KRC	54%	31%	9%	6%	68
NBRC	54%	29%	13%	4%	231
NLACRC	69%	24%	4%	2%	268
RCEB	56%	32%	8%	4%	352
RCOC	77%	19%	3%	2%	329
RCRC	53%	38%	9%	0%	45
SARC	62%	29%	5%	4%	359
SCLARC	n/a	n/a	n/a	n/a	n/a
SDRC	62%	32%	5%	2%	361
SGPRC	62%	31%	6%	1%	140
TCRC	65%	28%	5%	3%	295
VMRC	67%	23%	7%	3%	135
WRC	69%	28%	2%	2%	105
CA Average	63%	29%	6%	3%	4015
Weighted NCI-IDD Average	65%	28%	5%	2%	6799

The following Regional Centers had an N of less than 20 and were not shown. They are still included in the overall CA Average and weighted NCI average: SCLARC

If your family member takes prescription medications, do you know what they're for?

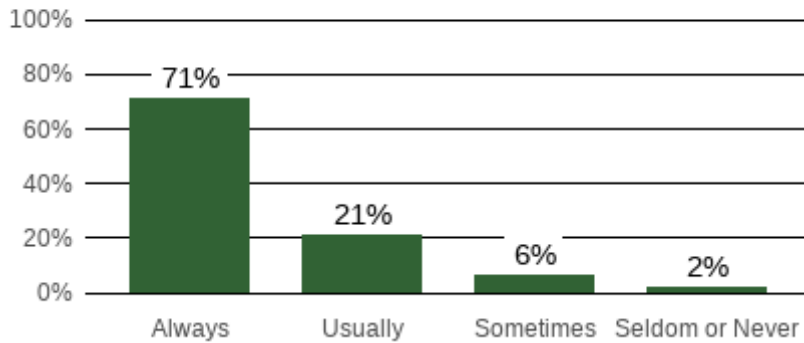


Table 73. If your family member takes prescription medications, do you know what they're for?

Regional Center	Always	Usually	Sometimes	Seldom or Never	N
ACRC	67%	25%	6%	2%	336
CVRC	66%	24%	7%	3%	210
ELARC	62%	28%	9%	2%	58
FDLRC	73%	21%	3%	3%	70
FNRC	69%	24%	5%	2%	170
GGRC	72%	21%	6%	1%	306
HRC	71%	19%	7%	3%	59
IRC	69%	22%	6%	3%	236
KRC	67%	23%	6%	4%	78
NBRC	71%	22%	5%	2%	255
NLACRC	75%	17%	6%	2%	297
RCEB	71%	22%	5%	2%	364
RCOC	86%	8%	5%	1%	330
RCRC	67%	19%	7%	7%	54
SARC	79%	14%	5%	2%	369
SCLARC	68%	14%	18%	0%	22
SDRC	69%	22%	7%	2%	387
SGPRC	64%	23%	11%	2%	147
TCRC	71%	21%	5%	3%	315
VMRC	62%	29%	7%	2%	158
WRC	66%	28%	1%	5%	107
CA Average	71%	21%	6%	2%	4328
Weighted NCI-IDD Average	70%	22%	6%	2%	7335

Do you, your family member, or someone else in your family know what is needed to safely take the prescription medications (when it should be taken, how much to take, and the potential side effects)?

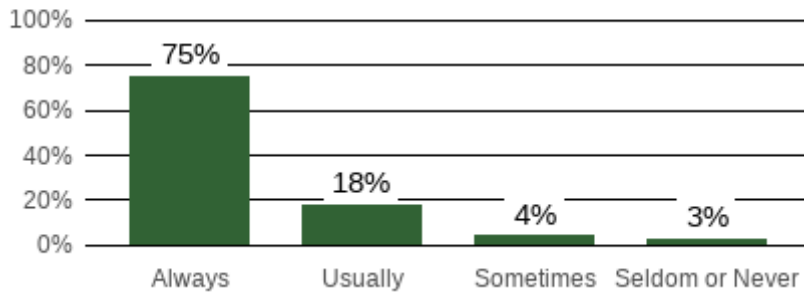


Table 74. Do you, your family member, or someone else in your family know what is needed to safely take the prescription medications (when it should be taken, how much to take, and the potential side effects)?

Regional Center	Always	Usually	Sometimes	Seldom or Never	N
ACRC	74%	19%	3%	3%	320
CVRC	73%	19%	4%	4%	201
ELARC	64%	21%	11%	4%	56
FDLRC	71%	24%	0%	5%	66
FNRC	74%	18%	5%	3%	162
GGRC	71%	21%	4%	4%	290
HRC	82%	14%	2%	2%	56
IRC	74%	19%	4%	3%	226
KRC	71%	24%	3%	3%	76
NBRC	72%	20%	5%	4%	240
NLACRC	77%	18%	2%	2%	283
RCEB	72%	23%	4%	2%	342
RCOC	88%	7%	3%	2%	322
RCRC	68%	16%	2%	14%	50
SARC	77%	17%	3%	3%	354
SCLARC	n/a	n/a	n/a	n/a	n/a
SDRC	76%	17%	4%	4%	367
SGPRC	72%	15%	5%	8%	130
TCRC	77%	16%	4%	3%	298
VMRC	79%	13%	4%	4%	150
WRC	70%	23%	3%	4%	100
CA Average	75%	18%	4%	3%	4107
Weighted NCI-IDD Average	74%	20%	3%	3%	7003

The following Regional Centers had an N of less than 20 and were not shown. They are still included in the overall CA Average and weighted NCI average: SCLARC

Can your family member get mental or behavioral health supports when needed?

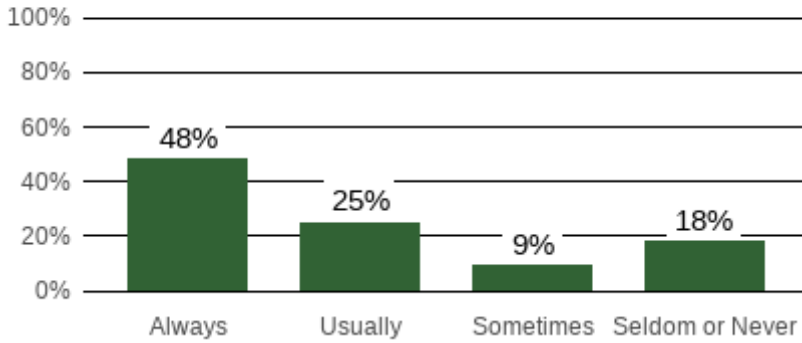


Table 75. Can your family member get mental or behavioral health supports when needed? (Like see a therapist, go to group counseling.)

Regional Center	Always	Usually	Sometimes	Seldom or Never	N
ACRC	43%	28%	12%	17%	281
CVRC	50%	24%	7%	19%	165
ELARC	53%	22%	7%	17%	58
FDLRC	38%	32%	8%	22%	63
FNRC	40%	32%	9%	19%	159
GGRC	47%	21%	9%	23%	253
HRC	60%	22%	4%	14%	50
IRC	48%	26%	11%	16%	204
KRC	51%	34%	5%	11%	65
NBRC	38%	31%	11%	20%	202
NLACRC	52%	22%	10%	16%	259
RCEB	43%	25%	12%	20%	317
RCOC	66%	19%	6%	10%	303
RCRC	35%	26%	18%	21%	57
SARC	47%	26%	8%	20%	315
SCLARC	48%	24%	10%	19%	21
SDRC	50%	27%	9%	14%	313
SGPRC	46%	23%	7%	23%	124
TCRC	49%	21%	10%	19%	249
VMRC	48%	29%	6%	17%	128
WRC	48%	27%	11%	14%	90
CA Average	48%	25%	9%	18%	3676
Weighted NCI-IDD Average	55%	25%	8%	13%	6310

Does your family member's mental or behavioral health professional understand your family member's needs related to their intellectual/developmental disability?

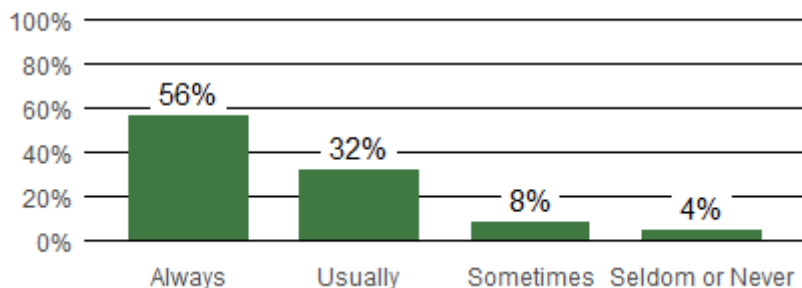


Table 76. Does your family member's mental or behavioral health professional understand your family member's needs related to their intellectual/developmental disability?

Regional Center	Always	Usually	Sometimes	Seldom or Never	N
ACRC	49%	37%	9%	5%	213
CVRC	60%	31%	7%	2%	143
ELARC	55%	35%	6%	4%	51
FDLRC	59%	29%	4%	9%	56
FNRC	54%	35%	6%	5%	117
GGRC	56%	30%	7%	6%	216
HRC	57%	33%	9%	2%	46
IRC	57%	30%	8%	5%	169
KRC	54%	32%	8%	5%	59
NBRC	50%	36%	12%	3%	177
NLACRC	61%	30%	6%	4%	214
RCEB	52%	36%	7%	5%	242
RCOC	68%	25%	4%	2%	279
RCRC	44%	31%	16%	9%	45
SARC	56%	29%	12%	3%	264
SCLARC	n/a	n/a	n/a	n/a	n/a
SDRC	54%	34%	10%	3%	272
SGPRC	56%	36%	6%	2%	108
TCRC	56%	32%	6%	5%	204
VMRC	53%	35%	9%	3%	115
WRC	64%	25%	9%	3%	77
CA Average	56%	32%	8%	4%	3085
Weighted NCI-IDD Average	58%	31%	7%	3%	5363

The following Regional Centers had an N of less than 20 and were not shown. They are still included in the overall CA Average and weighted NCI average: SCLARC

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

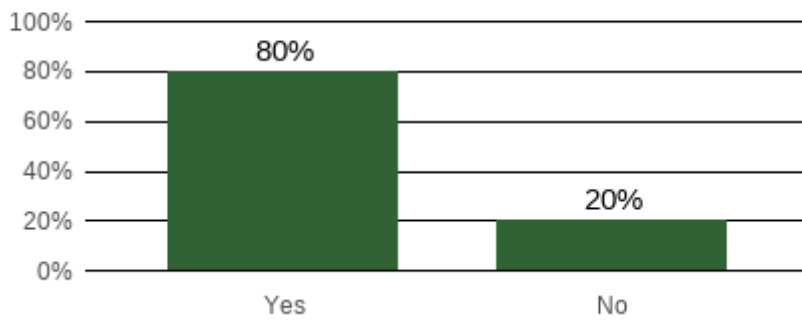


Table 77. If you asked for crisis or emergency services during the past 12 months, were services provided when needed?

Regional Center	Yes	No	N
ACRC	82%	18%	82
CVRC	69%	31%	71
ELARC	83%	17%	23
FDLRC	83%	17%	23
FNRC	79%	21%	42
GGRC	88%	12%	97
HRC	n/a	n/a	n/a
IRC	83%	17%	72
KRC	n/a	n/a	n/a
NBRC	82%	18%	83
NLACRC	83%	17%	95
RCEB	70%	30%	102
RCOC	92%	8%	152
RCRC	n/a	n/a	n/a
SARC	76%	24%	105
SCLARC	n/a	n/a	n/a
SDRC	71%	29%	121
SGPRC	88%	12%	43
TCRC	72%	28%	83
VMRC	83%	17%	42
WRC	79%	21%	28
CA Average	80%	20%	1321
Weighted NCI-IDD Average	79%	21%	2161

The following Regional Centers had an N of less than 20 and were not shown. They are still included in the overall CA Average and weighted NCI average: HRC, KRC, RCRC, SCLARC

Do you feel prepared to handle the needs of your family member in an emergency such as a medical emergency, pandemic or natural disaster?

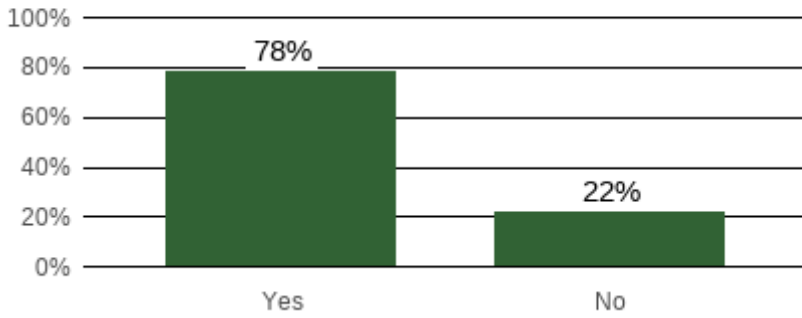


Table 78. Do you feel prepared to handle the needs of your family member in an emergency such as a medical emergency, pandemic or natural disaster?

Regional Center	Yes	No	N
ACRC	80%	20%	340
CVRC	73%	27%	220
ELARC	68%	32%	56
FDLRC	70%	30%	69
FNRC	82%	18%	181
GGRC	80%	20%	298
HRC	79%	21%	53
IRC	75%	25%	235
KRC	75%	25%	80
NBRC	73%	27%	252
NLACRC	75%	25%	289
RCEB	77%	23%	373
RCOC	90%	10%	329
RCRC	75%	25%	57
SARC	82%	18%	353
SCLARC	81%	19%	21
SDRC	76%	24%	383
SGPRC	66%	34%	147
TCRC	78%	22%	312
VMRC	82%	18%	152
WRC	78%	22%	104
CA Average	78%	22%	4304
Weighted NCI-IDD Average	81%	19%	7078

Have you talked about how to handle emergencies with your family member's case manager/service coordinator?

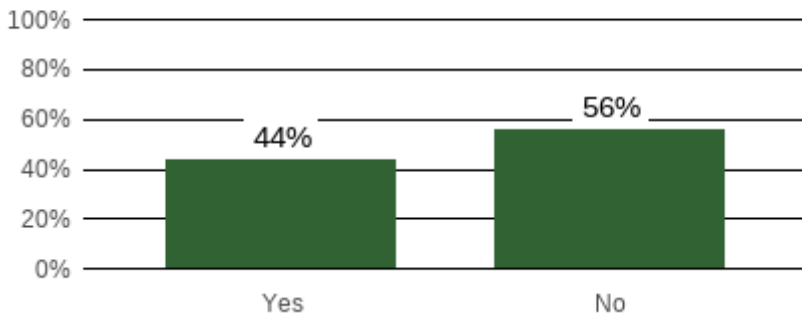


Table 79. Have you talked about how to handle emergencies (such as a medical emergency, pandemic, or natural disaster) with your family member's case manager/service coordinator?

Regional Center	Yes	No	N
ACRC	45%	55%	372
CVRC	35%	65%	246
ELARC	49%	51%	65
FDLRC	35%	65%	79
FNRC	48%	52%	196
GGRC	43%	57%	315
HRC	57%	43%	58
IRC	37%	63%	269
KRC	43%	57%	86
NBRC	43%	57%	276
NLACRC	46%	54%	318
RCEB	36%	64%	410
RCOC	71%	29%	337
RCRC	45%	55%	62
SARC	43%	57%	405
SCLARC	52%	48%	23
SDRC	41%	59%	419
SGPRC	38%	62%	172
TCRC	44%	56%	340
VMRC	45%	55%	168
WRC	44%	56%	116
CA Average	44%	56%	4732
Weighted NCI-IDD Average	48%	52%	7788

Do you know how to file a complaint or grievance about provider agencies or staff?

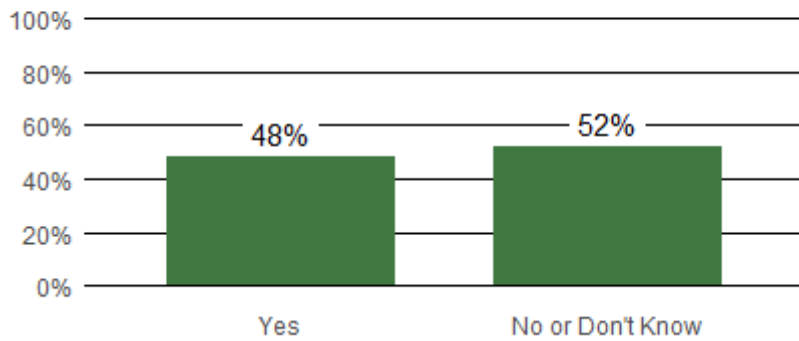


Table 80. Do you know how to file a complaint or grievance about provider agencies or staff?

Regional Center	Yes	No or Don't Know	N
ACRC	50%	51%	400
CVRC	42%	58%	264
ELARC	58%	42%	72
FDLRC	39%	61%	85
FNRC	50%	50%	206
GGRC	45%	55%	346
HRC	58%	42%	65
IRC	44%	56%	302
KRC	46%	54%	94
NBRC	44%	56%	290
NLACRC	47%	53%	339
RCEB	39%	61%	448
RCOC	72%	28%	353
RCRC	58%	42%	69
SARC	43%	57%	431
SCLARC	46%	54%	26
SDRC	47%	53%	457
SGPRC	48%	52%	195
TCRC	48%	52%	365
VMRC	49%	51%	181
WRC	44%	56%	125
CA Average	48%	52%	5113
Weighted NCI-IDD Average	56%	44%	8333

If a complaint or grievance was filed or resolved in the past 12 months, are you satisfied with the way it was handled?

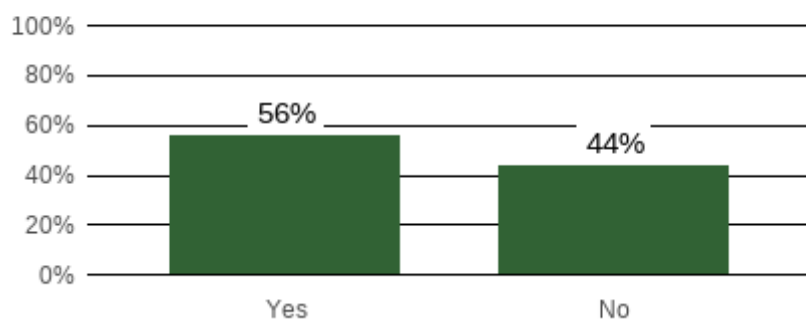


Table 81. If a complaint or grievance was filed or resolved in the past 12 months, are you satisfied with the way it was handled?

Regional Center	Yes	No	N
ACRC	54%	46%	37
CVRC	50%	50%	20
ELARC	n/a	n/a	n/a
FDLRC	n/a	n/a	n/a
FNRC	n/a	n/a	n/a
GGRC	50%	50%	20
HRC	n/a	n/a	n/a
IRC	n/a	n/a	n/a
KRC	n/a	n/a	n/a
NBRC	44%	56%	27
NLACRC	70%	30%	30
RCEB	40%	60%	30
RCOC	85%	15%	52
RCRC	n/a	n/a	n/a
SARC	46%	54%	39
SCLARC	n/a	n/a	n/a
SDRC	45%	55%	33
SGPRC	n/a	n/a	n/a
TCRC	65%	35%	37
VMRC	n/a	n/a	n/a
WRC	n/a	n/a	n/a
CA Average	56%	44%	433
Weighted NCI-IDD Average	57%	43%	883

The following Regional Centers had an N of less than 20 and were not shown. They are still included in the overall CA Average and weighted NCI average: ELARC, FDLRC, FNRC, HRC, IRC, KRC, RCRC, SCLARC, SGPRC, VMRC, WRC

Do you know how to report abuse or neglect related to your family member?

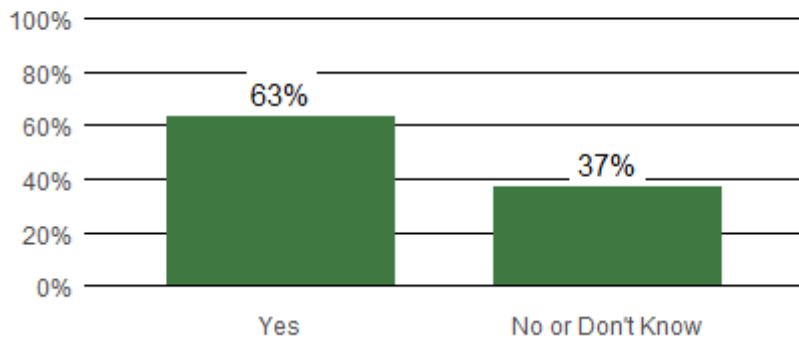


Table 82. Do you know how to report abuse or neglect related to your family member?

Regional Center	Yes	No or Don't Know	N
ACRC	66%	34%	395
CVRC	62%	38%	262
ELARC	63%	38%	72
FDLRC	57%	43%	86
FNRC	74%	26%	201
GGRC	63%	37%	345
HRC	63%	38%	64
IRC	60%	40%	302
KRC	49%	51%	91
NBRC	64%	36%	290
NLACRC	62%	38%	343
RCEB	60%	40%	450
RCOC	78%	22%	352
RCRC	75%	25%	68
SARC	61%	39%	433
SCLARC	58%	42%	26
SDRC	65%	35%	459
SGPRC	60%	40%	192
TCRC	59%	41%	364
VMRC	63%	37%	180
WRC	55%	45%	129
CA Average	63%	37%	5104
Weighted NCI-IDD Average	69%	31%	8325

Within the past 12 months, was a report of abuse or neglect filed on behalf of your family member?

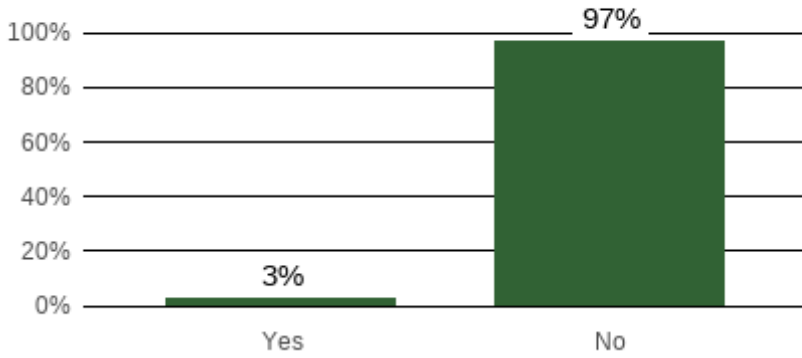


Table 83. Within the past 12 months, was a report of abuse or neglect filed on behalf of your family member?

Regional Center	Yes	No	N
ACRC	4%	96%	370
CVRC	5%	95%	240
ELARC	5%	95%	66
FDLRC	1%	99%	81
FNRC	3%	97%	186
GGRC	3%	97%	325
HRC	0%	100%	59
IRC	2%	98%	271
KRC	1%	99%	81
NBRC	3%	97%	277
NLACRC	3%	97%	317
RCEB	2%	98%	428
RCOC	2%	98%	339
RCRC	3%	97%	61
SARC	2%	98%	403
SCLARC	0%	100%	22
SDRC	3%	97%	438
SGPRC	1%	99%	179
TCRC	4%	96%	339
VMRC	3%	97%	171
WRC	2%	98%	117
CA Average	3%	97%	4770
Weighted NCI-IDD Average	6%	94%	7842

If a report of abuse or neglect was filed on behalf of a family member, or if someone other than you or another family member reported abuse or neglect in the past 12 months, were you notified of the report in a timely manner?

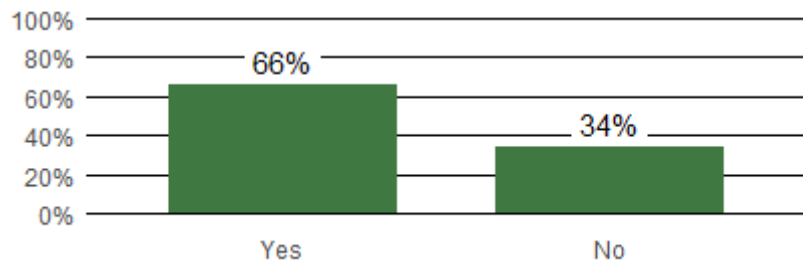


Table 84. If a report of abuse or neglect was filed on behalf of a family member, or if someone other than you or another family member reported abuse or neglect in the past 12 months, were you notified of the report in a timely manner?

Regional Center	Yes	No	N
ACRC	n/a	n/a	n/a
CVRC	n/a	n/a	n/a
ELARC	n/a	n/a	n/a
FDLRC	n/a	n/a	n/a
FNRC	n/a	n/a	n/a
GGRC	n/a	n/a	n/a
HRC	n/a	n/a	n/a
IRC	n/a	n/a	n/a
KRC	n/a	n/a	n/a
NBRC	n/a	n/a	n/a
NLACRC	n/a	n/a	n/a
RCEB	n/a	n/a	n/a
RCOC	n/a	n/a	n/a
RCRC	n/a	n/a	n/a
SARC	n/a	n/a	n/a
SCLARC	n/a	n/a	n/a
SDRC	n/a	n/a	n/a
SGPRC	n/a	n/a	n/a
TCRC	n/a	n/a	n/a
VMRC	n/a	n/a	n/a
WRC	n/a	n/a	n/a
CA Average	66%	34%	88
Weighted NCI-IDD Average	77%	23%	309

The following Regional Centers had an N of less than 20 and were not shown. They are still included in the overall CA Average and weighted NCI average: ACRC, CVRC, ELARC, FDLRC, FNRC, GGRC, HRC, IRC, KRC, NBRC, NLACRC, RCEB, RCOC, RCRC, SARC, SCLARC, SDRC, SGPRC, TCRC, VMRC, WRC

Family Satisfaction

Services and supports lead to better lives for people with disabilities and their families.

“You” and **“Respondent”** refers to the person (usually a parent or conservator) filling out the survey.

“Family Member” refers to the person receiving services whom the respondent is answering questions about in this survey.

Overall, are you satisfied with the services and supports your family member currently receives?

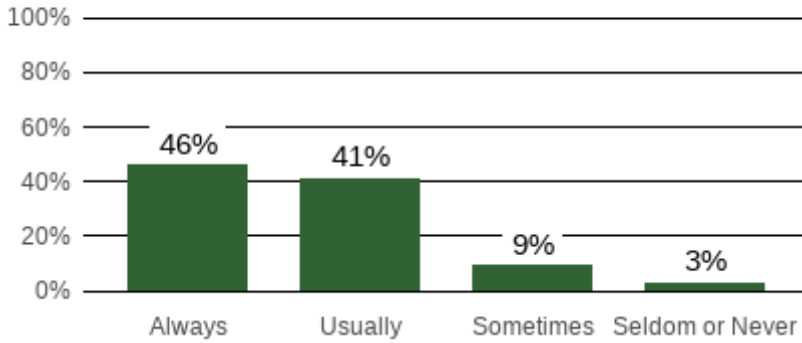


Table 85. Overall, are you satisfied with the services and supports your family member currently receives?

Regional Center	Always	Usually	Sometimes	Seldom or Never	N
ACRC	38%	44%	13%	4%	388
CVRC	51%	37%	9%	3%	256
ELARC	48%	46%	4%	1%	71
FDLRC	46%	37%	13%	4%	84
FNRC	42%	40%	13%	5%	198
GGRC	47%	44%	8%	1%	340
HRC	57%	23%	18%	2%	61
IRC	47%	40%	10%	3%	287
KRC	37%	47%	14%	2%	94
NBRC	42%	45%	9%	4%	287
NLACRC	47%	40%	10%	2%	336
RCEB	38%	45%	11%	6%	434
RCOC	68%	28%	4%	1%	346
RCRC	35%	43%	15%	6%	65
SARC	43%	43%	10%	4%	424
SCLARC	60%	36%	4%	0%	25
SDRC	43%	45%	9%	3%	450
SGPRC	50%	39%	10%	1%	196
TCRC	47%	41%	8%	4%	353
VMRC	51%	37%	8%	4%	177
WRC	43%	51%	2%	4%	124
CA Average	46%	41%	9%	3%	4996
Weighted NCI-IDD Average	44%	43%	11%	3%	8223

Do you feel that services and supports have made a positive difference in the life of your family member?

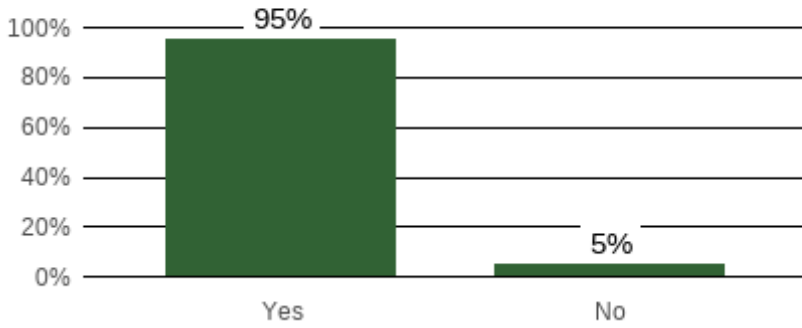


Table 86. Do you feel that services and supports have made a positive difference in the life of your family member?

Regional Center	Yes	No	N
ACRC	92%	8%	369
CVRC	95%	5%	245
ELARC	97%	3%	69
FDLRC	95%	5%	77
FNRC	93%	7%	189
GGRC	94%	6%	321
HRC	97%	3%	58
IRC	95%	5%	263
KRC	95%	5%	83
NBRC	95%	5%	278
NLACRC	96%	4%	323
RCEB	95%	5%	412
RCOC	97%	3%	345
RCRC	88%	12%	66
SARC	94%	6%	409
SCLARC	92%	8%	25
SDRC	94%	6%	431
SGPRC	97%	3%	178
TCRC	96%	4%	338
VMRC	96%	4%	165
WRC	95%	5%	122
CA Average	95%	5%	4766
Weighted NCI-IDD Average	95%	5%	7827

Does the agency providing residential services to your family member involve them in important decisions?

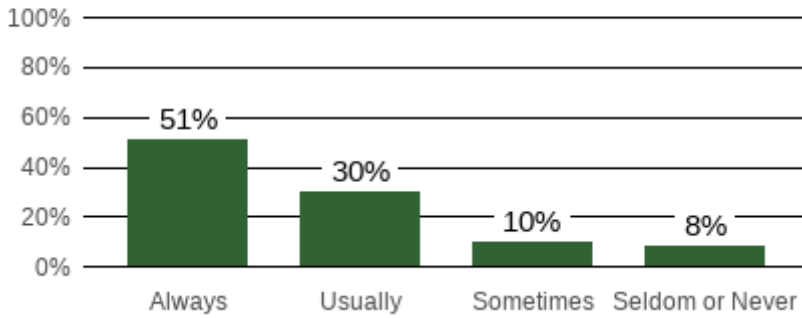


Table 87. Does the agency providing residential services to your family member involve them in important decisions?

Regional Center	Always	Usually	Sometimes	Seldom or Never	N
ACRC	51%	35%	7%	7%	264
CVRC	50%	32%	11%	7%	173
ELARC	48%	35%	7%	9%	54
FDLRC	42%	40%	9%	9%	53
FNRC	59%	24%	10%	7%	147
GGRC	50%	31%	9%	9%	256
HRC	60%	31%	5%	5%	42
IRC	40%	32%	16%	12%	189
KRC	47%	32%	7%	14%	59
NBRC	44%	34%	13%	9%	216
NLACRC	57%	21%	13%	9%	262
RCEB	50%	29%	12%	9%	343
RCOC	70%	21%	6%	3%	294
RCRC	38%	46%	6%	10%	50
SARC	49%	31%	12%	9%	325
SCLARC	n/a	n/a	n/a	n/a	n/a
SDRC	46%	34%	12%	8%	335
SGPRC	46%	35%	13%	6%	126
TCRC	53%	31%	8%	8%	274
VMRC	56%	34%	6%	4%	141
WRC	54%	27%	7%	12%	92
CA Average	51%	30%	10%	8%	3713
Weighted NCI-IDD Average	48%	32%	12%	8%	6437

The following Regional Centers had an N of less than 20 and were not shown. They are still included in the overall CA Average and weighted NCI average: SCLARC

Have the services or supports that your family member received during the past 12 months been reduced, suspended, or terminated?

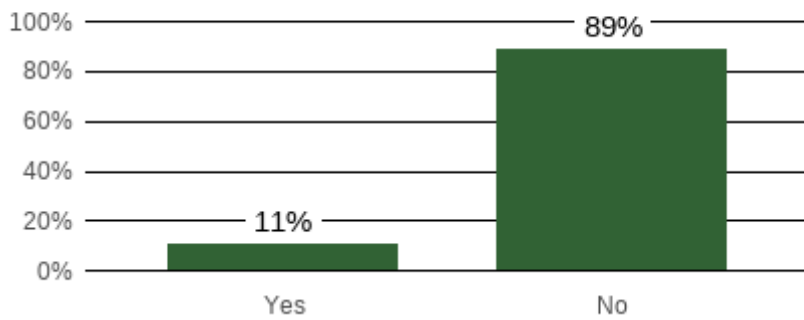


Table 88. Have the services or supports that your family member received during the past 12 months been reduced, suspended, or terminated?

Regional Center	Yes	No	N
ACRC	16%	84%	334
CVRC	8%	93%	200
ELARC	15%	85%	67
FDLRC	10%	90%	78
FNRC	15%	85%	167
GGRC	9%	91%	295
HRC	15%	85%	54
IRC	9%	91%	244
KRC	9%	91%	77
NBRC	12%	88%	257
NLACRC	14%	86%	305
RCEB	12%	88%	388
RCOC	6%	94%	295
RCRC	6%	94%	54
SARC	13%	87%	379
SCLARC	5%	95%	22
SDRC	12%	88%	389
SGPRC	8%	92%	153
TCRC	10%	90%	306
VMRC	8%	92%	141
WRC	7%	93%	109
CA Average	11%	89%	4314
Weighted NCI-IDD Average	10%	90%	7298

If services or supports received by the family were reduced, suspended or terminated during the past year, did the change in services affect your family member negatively?

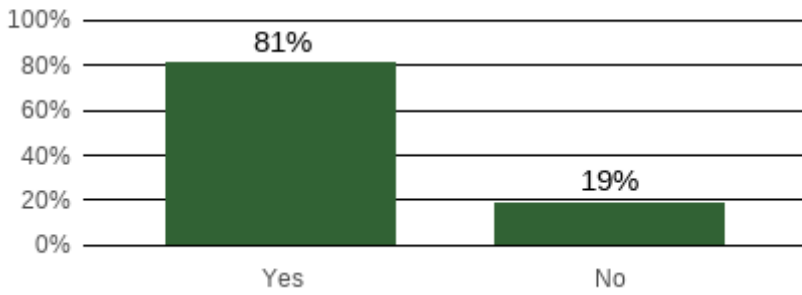


Table 89. If services or supports received by the family were reduced, suspended or terminated during the past 12 months, did the change in services affect your family member negatively?

Regional Center	Yes	No	N
ACRC	79%	21%	43
CVRC	n/a	n/a	n/a
ELARC	n/a	n/a	n/a
FDLRC	n/a	n/a	n/a
FNRC	90%	10%	20
GGRC	90%	10%	21
HRC	n/a	n/a	n/a
IRC	71%	29%	21
KRC	n/a	n/a	n/a
NBRC	72%	28%	25
NLACRC	87%	13%	38
RCEB	74%	26%	34
RCOC	n/a	n/a	n/a
RCRC	n/a	n/a	n/a
SARC	88%	12%	42
SCLARC	n/a	n/a	n/a
SDRC	79%	21%	38
SGPRC	n/a	n/a	n/a
TCRC	70%	30%	20
VMRC	n/a	n/a	n/a
WRC	n/a	n/a	n/a
CA Average	81%	19%	389
Weighted NCI-IDD Average	84%	16%	667

The following Regional Centers had an N of less than 20 and were not shown. They are still included in the overall CA Average and weighted NCI average: CVRC, ELARC, FDLRC, HRC, KRC, RCOC, RCRC, SCLARC, SGPRC, VMRC, WRC

Have the services or supports that your family member received been increased in the past 12 months?

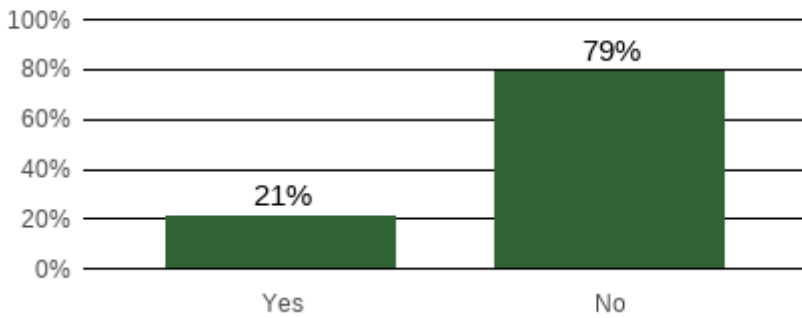


Table 90. Have the services or supports that your family member received been increased in the past 12 months?

Regional Center	Yes	No	N
ACRC	19%	81%	288
CVRC	26%	74%	141
ELARC	19%	81%	52
FDLRC	17%	83%	59
FNRC	24%	76%	147
GGRC	20%	80%	262
HRC	29%	71%	51
IRC	18%	82%	180
KRC	26%	74%	62
NBRC	21%	79%	214
NLACRC	24%	76%	255
RCEB	19%	81%	339
RCOC	26%	74%	249
RCRC	18%	82%	50
SARC	18%	82%	330
SCLARC	n/a	n/a	n/a
SDRC	22%	78%	325
SGPRC	27%	73%	109
TCRC	21%	79%	258
VMRC	20%	80%	119
WRC	14%	86%	94
CA Average	21%	79%	3597
Weighted NCI-IDD Average	21%	79%	6228

The following Regional Centers had an N of less than 20 and were not shown. They are still included in the overall CA Average and weighted NCI average: SCLARC

Are services and supports helping your family member to live a good life?

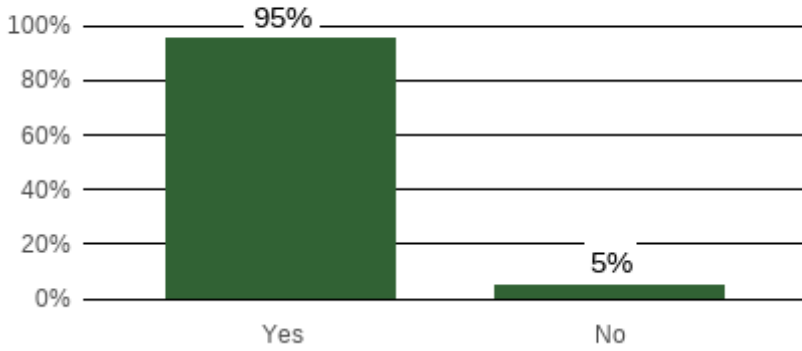


Table 91. Are services and supports helping your family member to live a good life?

Regional Center	Yes	No	N
ACRC	93%	7%	356
CVRC	96%	4%	241
ELARC	97%	3%	73
FDLRC	94%	6%	78
FNRC	95%	5%	172
GGRC	94%	6%	311
HRC	95%	5%	57
IRC	96%	4%	253
KRC	98%	2%	81
NBRC	95%	5%	273
NLACRC	96%	4%	309
RCEB	94%	6%	404
RCOC	99%	1%	334
RCRC	92%	8%	59
SARC	91%	9%	399
SCLARC	95%	5%	21
SDRC	96%	4%	417
SGPRC	98%	2%	171
TCRC	94%	6%	336
VMRC	97%	3%	161
WRC	98%	2%	122
CA Average	95%	5%	4628
Weighted NCI-IDD Average	95%	5%	7617

California Specific Questions

“You” and **“Respondent”** refers to the person (usually a parent or conservator) filling out the survey.

“Family Member” refers to the person receiving services whom the respondent is answering questions about in this survey.

Services Paid for Out-Of-Pocket in the Past Year

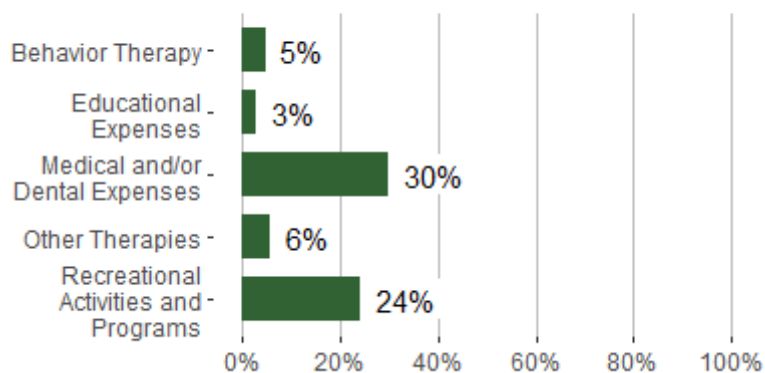


Table 92a. Services Paid for Out-Of-Pocket in the Past Year

Categories are not mutually exclusive; therefore N is not shown.

Regional Center	Behavior Therapy	Educational Expenses	Medical and/or Dental Expenses	Other Therapies	Recreational Activities and Programs
ACRC	5%	2%	34%	6%	28%
CVRC	2%	2%	13%	2%	17%
ELARC	4%	3%	31%	6%	20%
FDLRC	2%	8%	24%	4%	20%
FNRC	3%	4%	24%	3%	24%
GGRC	9%	4%	36%	7%	28%
HRC	0%	5%	34%	8%	27%
IRC	1%	2%	14%	2%	13%
KRC	7%	3%	31%	1%	21%
NBRC	1%	3%	30%	6%	25%
NLACRC	5%	4%	29%	5%	21%
RCEB	6%	5%	45%	7%	31%
RCOC	11%	4%	18%	11%	27%
RCRC	2%	6%	27%	5%	26%
SARC	6%	4%	34%	8%	27%
SCLARC	5%	0%	23%	5%	5%
SDRC	5%	3%	32%	5%	25%
SGPRC	2%	1%	23%	2%	8%
TCRC	6%	5%	33%	6%	24%
VMRC	2%	2%	25%	2%	15%
WRC	7%	6%	36%	12%	23%
CA Average	5%	3%	30%	6%	24%

Services Paid for Out-Of-Pocket in the Past Year (continued)

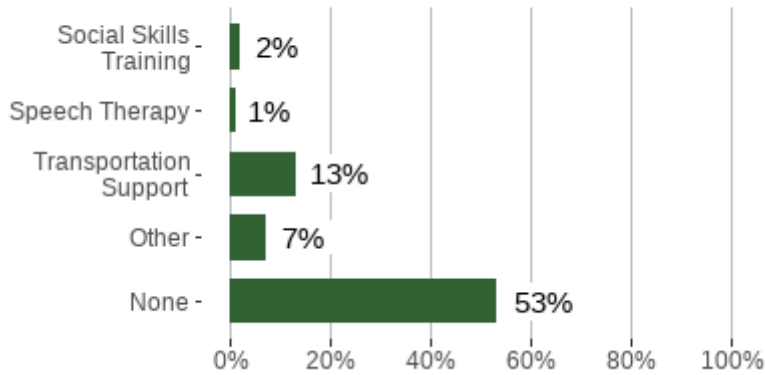


Table 92b. Services Paid for Out-Of-Pocket in the Past Year (continued)

Categories are not mutually exclusive; therefore N is not shown.

Regional Center	Social Skills Training	Speech Therapy	Transportation Support	Other	None
ACRC	1%	1%	12%	9%	48%
CVRC	2%	1%	7%	4%	71%
ELARC	1%	1%	8%	4%	49%
FDLRC	2%	1%	17%	4%	55%
FNRC	1%	1%	14%	7%	57%
GGRC	2%	1%	20%	5%	45%
HRC	0%	2%	10%	5%	50%
IRC	1%	1%	4%	8%	70%
KRC	0%	0%	13%	4%	54%
NBRC	1%	0%	12%	6%	53%
NLACRC	2%	1%	14%	6%	56%
RCEB	2%	1%	21%	5%	42%
RCOC	2%	6%	11%	5%	60%
RCRC	0%	0%	18%	8%	48%
SARC	2%	2%	16%	6%	46%
SCLARC	0%	0%	9%	0%	64%
SDRC	2%	2%	12%	11%	48%
SGPRC	0%	1%	9%	7%	67%
TCRC	2%	1%	15%	7%	48%
VMRC	0%	0%	7%	6%	63%
WRC	2%	1%	18%	10%	48%
CA Average	2%	1%	13%	7%	53%

Total Out-of-Pocket Expenses Related to Family Member's Care in the Past Year

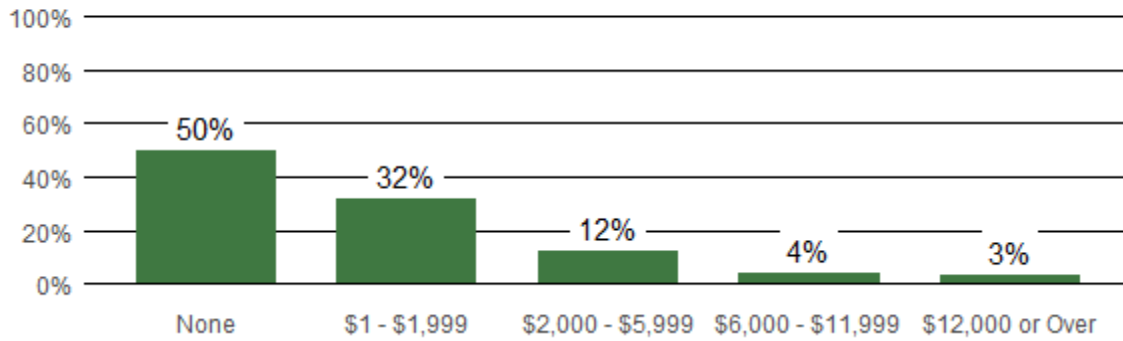


Table 93. Total Out-of-Pocket Expenses Related to Family Member's Care in the Past Year

Regional Center	None	\$1 - \$1,999	\$2,000 - \$5,999	\$6,000 - \$11,999	\$12,000 Or Over	N
ACRC	48%	35%	11%	4%	2%	376
CVRC	65%	25%	7%	2%	1%	261
ELARC	51%	30%	10%	4%	6%	71
FDLRC	46%	34%	14%	2%	4%	83
FNRC	58%	30%	8%	3%	1%	192
GGRC	43%	34%	13%	6%	4%	333
HRC	50%	32%	12%	7%	0%	60
IRC	67%	24%	6%	1%	1%	293
KRC	51%	33%	9%	5%	2%	88
NBRC	49%	30%	15%	4%	2%	282
NLACRC	45%	32%	13%	5%	5%	332
RCEB	43%	35%	16%	4%	2%	435
RCOC	54%	31%	10%	3%	3%	340
RCRC	50%	35%	11%	0%	3%	62
SARC	46%	36%	13%	3%	3%	415
SCLARC	63%	17%	13%	4%	4%	24
SDRC	45%	36%	13%	4%	2%	444
SGPRC	62%	26%	5%	3%	4%	189
TCRC	44%	37%	14%	3%	3%	346
VMRC	61%	25%	8%	4%	2%	173
WRC	40%	26%	20%	5%	10%	124
CA Average	50%	32%	12%	4%	3%	4923

Do you know what to do if you disagree with your regional center about services and/or eligibility?

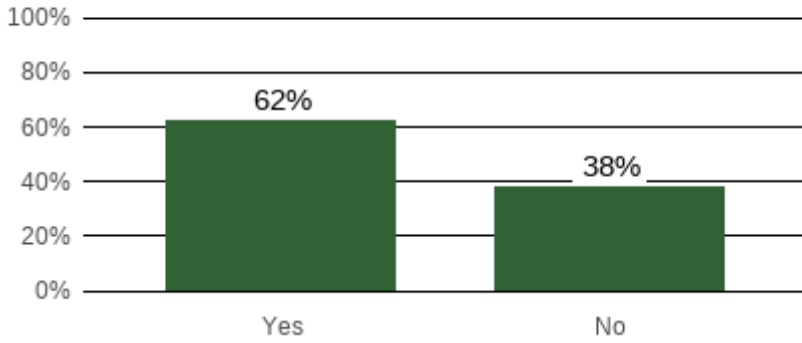


Table 94. Do you know what to do if you disagree with your regional center about services and/or eligibility? (For example, how to request a Fair Hearing)

Regional Center	Yes	No	N
ACRC	63%	37%	320
CVRC	55%	45%	211
ELARC	81%	19%	63
FDLRC	48%	52%	71
FNRC	67%	33%	170
GGRC	64%	36%	271
HRC	69%	31%	51
IRC	60%	40%	250
KRC	61%	39%	77
NBRC	57%	43%	241
NLACRC	59%	41%	282
RCEB	55%	45%	361
RCOC	73%	27%	299
RCRC	74%	26%	58
SARC	59%	41%	352
SCLARC	45%	55%	20
SDRC	58%	42%	379
SGPRC	64%	36%	157
TCRC	61%	39%	296
VMRC	64%	36%	145
WRC	69%	31%	99
CA Average	62%	38%	4173

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

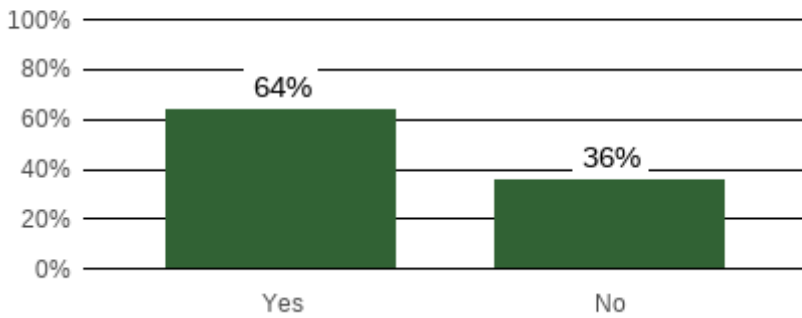


Table 95. Does your regional center keep you informed, in your preferred language, about programs or services it offers? (For example, updates about new programs or services they offer)

Regional Center	Yes	No	N
ACRC	60%	40%	352
CVRC	56%	44%	235
ELARC	74%	26%	70
FDLRC	61%	39%	77
FNRC	71%	29%	174
GGRC	64%	36%	292
HRC	83%	17%	52
IRC	53%	47%	257
KRC	51%	49%	80
NBRC	58%	42%	257
NLACRC	65%	35%	311
RCEB	57%	43%	384
RCOC	89%	11%	339
RCRC	55%	45%	55
SARC	67%	33%	378
SCLARC	67%	33%	21
SDRC	62%	38%	398
SGPRC	64%	36%	169
TCRC	68%	32%	305
VMRC	65%	35%	164
WRC	71%	29%	112
CA Average	64%	36%	4482

Did you get a copy of your family member's IPP in your preferred language?

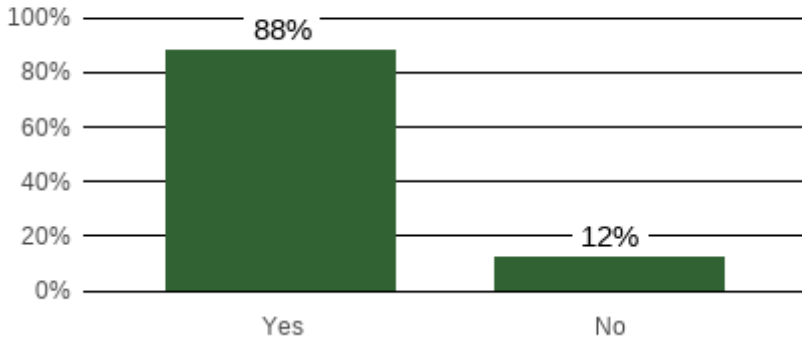


Table 96. Did you get a copy of your family member’s IPP in your preferred language?

Regional Center	Yes	No	N
ACRC	89%	11%	284
CVRC	84%	16%	160
ELARC	95%	5%	58
FDLRC	85%	15%	52
FNRC	92%	8%	131
GGRC	89%	11%	244
HRC	90%	10%	39
IRC	78%	22%	166
KRC	82%	18%	60
NBRC	86%	14%	208
NLACRC	88%	12%	243
RCEB	84%	16%	298
RCOC	96%	4%	295
RCRC	70%	30%	46
SARC	91%	9%	319
SCLARC	n/a	n/a	n/a
SDRC	89%	11%	333
SGPRC	84%	16%	102
TCRC	93%	7%	233
VMRC	93%	7%	122
WRC	86%	14%	80
CA Average	88%	12%	3484

The following Regional Centers had an N of less than 20 and were not shown. They are still included in the overall CA Average: SCLARC

Do the support workers speak to you in your preferred language?

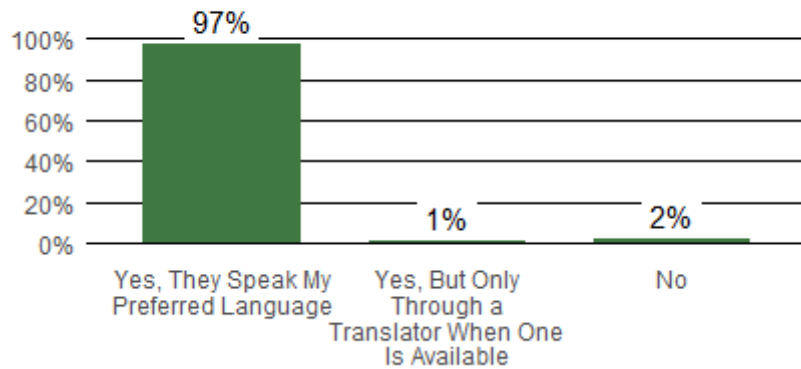


Table 97. Do the support workers speak to you in your preferred language?

Regional Center	Yes, They Speak My Preferred Language	Yes, But Only Through a Translator When One is Available	No	N
ACRC	98%	1%	1%	357
CVRC	95%	2%	3%	243
ELARC	97%	0%	3%	68
FDLRC	99%	1%	0%	80
FNRC	99%	0%	1%	177
GGRC	98%	0%	2%	314
HRC	98%	2%	0%	58
IRC	96%	1%	2%	256
KRC	98%	0%	2%	84
NBRC	97%	0%	2%	268
NLACRC	97%	0%	2%	314
RCEB	96%	3%	2%	400
RCOC	99%	1%	1%	321
RCRC	97%	0%	3%	60
SARC	97%	1%	2%	394
SCLARC	95%	5%	0%	21
SDRC	97%	1%	2%	413
SGPRC	94%	2%	4%	184
TCRC	97%	0%	3%	331
VMRC	98%	0%	2%	162
WRC	98%	1%	1%	111
CA Average	97%	1%	2%	4616

Does your family member's case manager/service coordinator speak your preferred language?

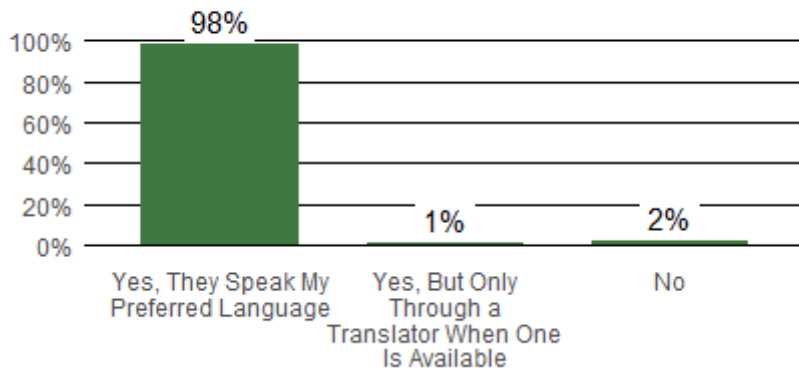


Table 98. Does your family member's case manager/service coordinator speak your preferred language?

Regional Center	Yes, They Speak My Preferred Language	Yes, But Only Through a Translator When One is Available	No	N
ACRC	98%	1%	1%	367
CVRC	97%	0%	2%	244
ELARC	97%	0%	3%	68
FDLRC	99%	0%	1%	78
FNRC	99%	0%	1%	185
GGRC	99%	0%	1%	318
HRC	95%	2%	3%	58
IRC	96%	1%	3%	256
KRC	99%	0%	1%	73
NBRC	98%	0%	2%	270
NLACRC	98%	0%	2%	298
RCEB	97%	1%	1%	404
RCOC	99%	0%	1%	342
RCRC	95%	0%	5%	62
SARC	97%	1%	2%	406
SCLARC	95%	5%	0%	20
SDRC	97%	1%	1%	422
SGPRC	92%	2%	6%	183
TCRC	98%	0%	2%	324
VMRC	96%	0%	4%	169
WRC	100%	0%	0%	116
CA Average	98%	1%	2%	4663

If your support workers and/or case manager/service coordinator do not speak to you in your preferred language, is a translator provided when needed?

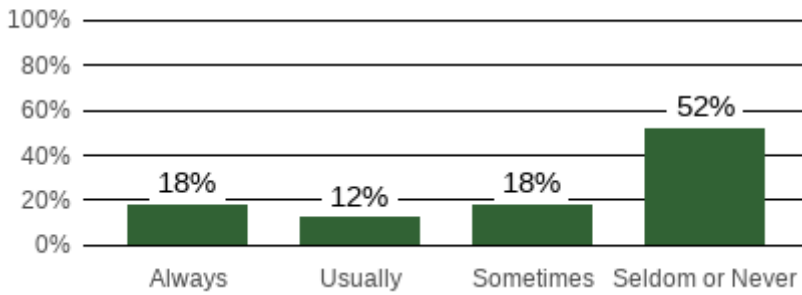


Table 99. If your support workers and/or case manager/service coordinator do not speak to you in your preferred language, is a translator provided when needed?

Regional Center	Always	Usually	Sometimes	Seldom or Never	N
ACRC	n/a	n/a	n/a	n/a	n/a
CVRC	n/a	n/a	n/a	n/a	n/a
ELARC	n/a	n/a	n/a	n/a	n/a
FDLRC	n/a	n/a	n/a	n/a	n/a
FNRC	n/a	n/a	n/a	n/a	n/a
GGRC	n/a	n/a	n/a	n/a	n/a
HRC	n/a	n/a	n/a	n/a	n/a
IRC	n/a	n/a	n/a	n/a	n/a
KRC	n/a	n/a	n/a	n/a	n/a
NBRC	n/a	n/a	n/a	n/a	n/a
NLACRC	n/a	n/a	n/a	n/a	n/a
RCEB	n/a	n/a	n/a	n/a	n/a
RCOC	n/a	n/a	n/a	n/a	n/a
RCRC	n/a	n/a	n/a	n/a	n/a
SARC	n/a	n/a	n/a	n/a	n/a
SCLARC	n/a	n/a	n/a	n/a	n/a
SDRC	n/a	n/a	n/a	n/a	n/a
SGPRC	n/a	n/a	n/a	n/a	n/a
TCRC	n/a	n/a	n/a	n/a	n/a
VMRC	n/a	n/a	n/a	n/a	n/a
WRC	n/a	n/a	n/a	n/a	n/a
CA Average	18%	12%	18%	52%	50

The following Regional Centers had an N of less than 20 and were not shown. They are still included in the overall CA Average: ACRC, CVRC, ELARC, FDLRC, FNRC, GGRC, HRC, IRC, KRC, NBRC, NLACRC, RCEB, RCOC, RCRC, SARC, SCLARC, SDRC, SGPRC, TCRC, VMRC, WRC

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

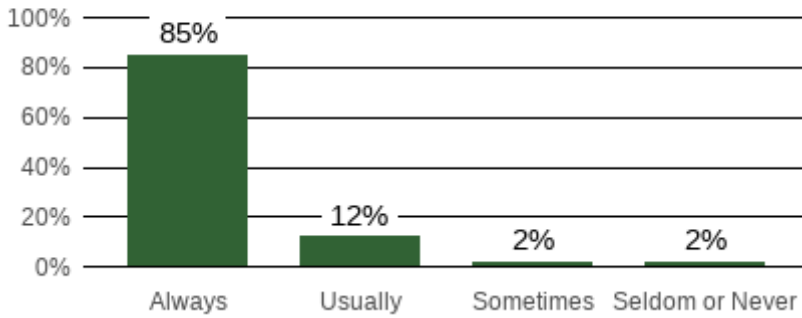


Table 100. Does your family member's case manager/service coordinator support you in a way that is respectful to your culture?

Regional Center	Always	Usually	Sometimes	Seldom or Never	N
ACRC	83%	13%	2%	2%	339
CVRC	82%	16%	1%	1%	229
ELARC	90%	7%	1%	1%	67
FDLRC	81%	13%	5%	1%	79
FNRC	93%	6%	0%	1%	164
GGRC	85%	13%	1%	2%	298
HRC	87%	10%	2%	2%	60
IRC	83%	12%	2%	3%	238
KRC	68%	29%	0%	3%	76
NBRC	86%	11%	2%	2%	257
NLACRC	90%	8%	1%	1%	286
RCEB	79%	16%	3%	3%	382
RCOC	91%	8%	0%	1%	338
RCRC	73%	25%	0%	2%	56
SARC	87%	10%	2%	1%	381
SCLARC	n/a	n/a	n/a	n/a	n/a
SDRC	86%	12%	2%	1%	384
SGPRC	80%	15%	2%	3%	167
TCRC	87%	10%	2%	2%	322
VMRC	87%	8%	2%	3%	154
WRC	83%	12%	3%	3%	113
CA Average	85%	12%	2%	2%	4408

The following Regional Centers had an N of less than 20 and were not shown. They are still included in the overall CA Average: SCLARC

Do support workers for your family members provide services in a way that is respectful of your culture?

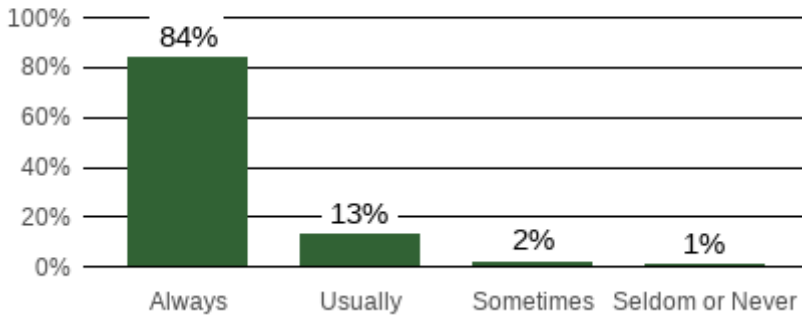


Table 101. Do support workers for your family members provide services in a way that is respectful of your culture?

Regional Center	Always	Usually	Sometimes	Seldom or Never	N
ACRC	83%	14%	2%	1%	331
CVRC	85%	13%	1%	1%	228
ELARC	85%	14%	0%	2%	66
FDLRC	78%	16%	3%	3%	73
FNRC	91%	8%	1%	0%	153
GGRC	82%	16%	1%	1%	291
HRC	79%	16%	3%	2%	58
IRC	81%	14%	2%	3%	228
KRC	66%	29%	3%	3%	79
NBRC	85%	13%	2%	0%	255
NLACRC	89%	8%	2%	1%	290
RCEB	78%	17%	4%	1%	367
RCOC	85%	14%	1%	0%	320
RCRC	75%	21%	2%	2%	56
SARC	88%	9%	2%	1%	368
SCLARC	n/a	n/a	n/a	n/a	n/a
SDRC	86%	13%	1%	1%	384
SGPRC	80%	15%	3%	2%	162
TCRC	85%	12%	1%	2%	302
VMRC	88%	8%	2%	1%	147
WRC	83%	15%	2%	0%	111
CA Average	84%	13%	2%	1%	4288

The following Regional Centers had an N of less than 20 and were not shown. They are still included in the overall CA Average: SCLARC

Do you believe your plans for how to handle your family member's needs during a natural disaster (such as a wildfire or earthquake) will be effective?

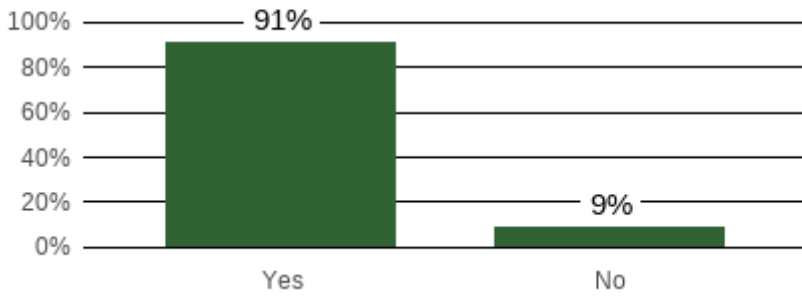


Table 102. Do you believe your plans for how to handle your family member's needs during a natural disaster (such as a wildfire or earthquake) will be effective?

Regional Center	Yes	No	N
ACRC	92%	8%	194
CVRC	87%	13%	115
ELARC	92%	8%	38
FDLRC	92%	8%	36
FNRC	94%	6%	125
GGRC	93%	7%	148
HRC	93%	8%	40
IRC	95%	5%	140
KRC	85%	15%	48
NBRC	88%	13%	144
NLACRC	87%	13%	180
RCEB	90%	10%	192
RCOC	94%	6%	255
RCRC	83%	17%	29
SARC	86%	14%	216
SCLARC	n/a	n/a	n/a
SDRC	90%	10%	221
SGPRC	89%	11%	82
TCRC	90%	10%	177
VMRC	97%	3%	86
WRC	97%	3%	58
CA Average	91%	9%	2535

The following Regional Centers had an N of less than 20 and were not shown. They are still included in the overall CA Average: SCLARC

What else do you need to make effective plans for emergencies?

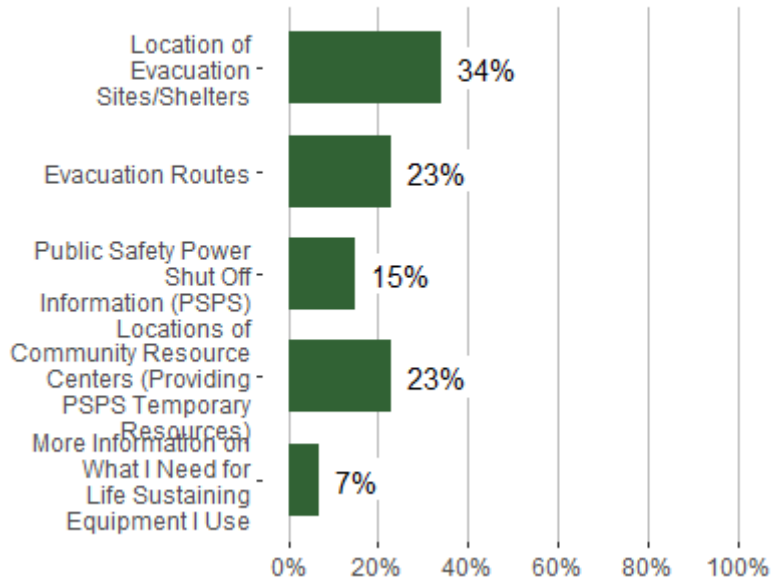


Table 103a. What else do you need to make effective plans for emergencies?

Categories are not mutually exclusive; therefore N is not shown.

Regional Center	Location of Evacuation Sites/Shelters	Evacuation Routes	Public Safety Power Shut Off Information (PSPS)	Locations of Community Resource Centers (Providing PSPS Temporary Resources)	More Information on What I Need for Life Sustaining Equipment I Use
ACRC	33%	24%	16%	25%	7%
CVRC	33%	24%	16%	25%	8%
ELARC	38%	25%	17%	23%	6%
FDLRC	39%	22%	21%	31%	10%
FNRC	29%	24%	13%	17%	4%
GGRC	37%	24%	18%	27%	5%
HRC	26%	21%	24%	33%	14%
IRC	26%	17%	12%	18%	7%
KRC	36%	24%	12%	19%	5%
NBRC	30%	25%	11%	21%	6%
NLACRC	34%	24%	16%	26%	6%
RCEB	44%	27%	18%	26%	8%
RCOC	24%	15%	11%	17%	11%
RCRC	33%	26%	16%	25%	8%
SARC	38%	25%	19%	29%	7%
SCLARC	32%	9%	9%	14%	14%
SDRC	36%	24%	16%	23%	7%
SGPRC	31%	17%	13%	19%	9%
TCRC	34%	22%	14%	21%	6%
VMRC	30%	20%	12%	26%	11%
WRC	35%	22%	16%	24%	2%
CA Average	34%	23%	15%	23%	7%

What else do you need to make effective plans for emergencies? (continued)

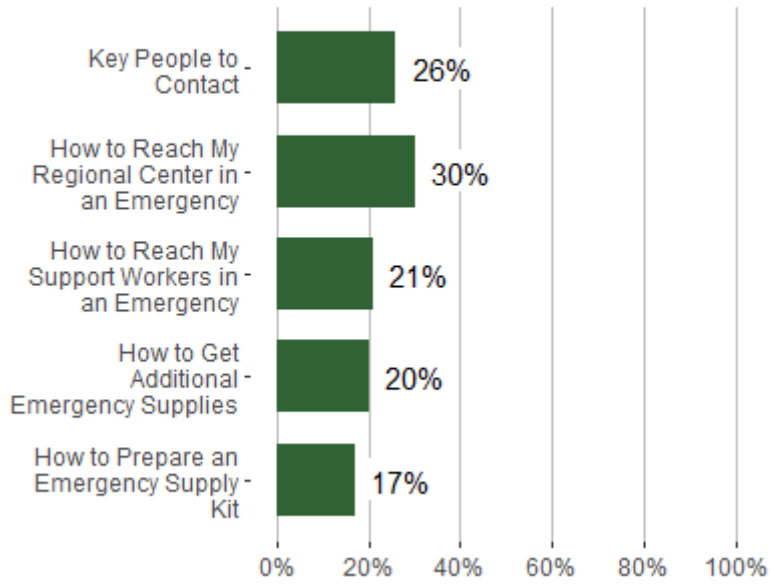


Table 103b. What else do you need to make effective plans for emergencies? (continued)

Categories are not mutually exclusive; therefore N is not shown.

Regional Center	Key People to Contact	How to Reach My Regional Center in an Emergency	How to Reach My Support Workers in an Emergency	How to Get Additional Emergency Supplies	How to Prepare an Emergency Supply Kit
ACRC	27%	30%	20%	18%	18%
CVRC	28%	30%	23%	20%	16%
ELARC	28%	31%	22%	23%	22%
FDLRC	32%	43%	22%	30%	22%
FNRC	23%	29%	22%	21%	16%
GGRC	27%	30%	23%	18%	14%
HRC	34%	36%	24%	34%	28%
IRC	21%	27%	16%	15%	14%
KRC	31%	33%	25%	23%	18%
NBRC	24%	28%	23%	19%	14%
NLACRC	29%	33%	22%	25%	15%
RCEB	32%	34%	26%	22%	19%
RCOC	18%	20%	12%	14%	13%
RCRC	26%	28%	28%	23%	21%
SARC	26%	31%	23%	21%	19%
SCLARC	14%	18%	9%	9%	27%
SDRC	27%	30%	23%	20%	18%
SGPRC	27%	29%	19%	17%	13%
TCRC	27%	30%	21%	20%	18%
VMRC	25%	30%	25%	18%	17%
WRC	29%	34%	20%	23%	16%
CA Average	26%	30%	21%	20%	17%

What else do you need to make effective plans for emergencies? (continued)

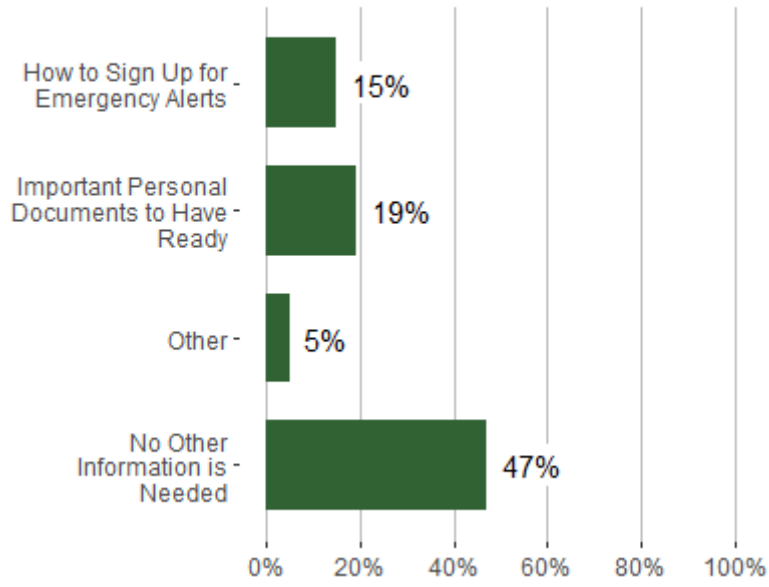


Table 103c. What else do you need to make effective plans for emergencies? (continued)

Categories are not mutually exclusive; therefore N is not shown.

Regional Center	How to Sign Up for Emergency Alerts	Important Personal Documents to Have Ready	Other	No Other Information is Needed
ACRC	17%	22%	6%	46%
CVRC	18%	20%	5%	48%
ELARC	14%	25%	5%	46%
FDLRC	17%	21%	6%	32%
FNRC	17%	14%	3%	55%
GGRC	14%	16%	6%	42%
HRC	24%	29%	2%	45%
IRC	11%	12%	5%	54%
KRC	20%	19%	2%	44%
NBRC	11%	17%	9%	47%
NLACRC	16%	20%	4%	44%
RCEB	18%	21%	2%	40%
RCOC	11%	13%	4%	60%
RCRC	20%	23%	3%	48%
SARC	16%	20%	2%	44%
SCLARC	18%	18%	9%	41%
SDRC	16%	19%	5%	45%
SGPRC	13%	18%	4%	50%
TCRC	14%	22%	6%	45%
VMRC	14%	19%	6%	52%
WRC	13%	16%	7%	39%
CA Average	15%	19%	5%	47%

NCI History and Activities

This section briefly describes the history of the National Core Indicators and NCI surveys.

Overview of National Core Indicators—Intellectual and Developmental Disabilities

In December 1996, the National Association of State Directors of Developmental Disabilities Services (NASDDDS), in collaboration with the Human Services Research Institute (HSRI), launched the Core Indicators Project (CIP). The aim of the project was to support state developmental disabilities and regional center authorities in the development and implementation of performance and outcome indicators—and related data collection strategies—so that they could measure service delivery system performance. This effort, now called National Core Indicators-Intellectual and Developmental Disabilities (NCI-IDD), strives to provide states with valid and reliable tools to help improve system performance and better serve people with intellectual and developmental disabilities and their families. Moreover, NASDDDS’ active sponsorship of NCI-IDD facilitates pooled knowledge, expertise, and resources among the states.

In 1997, 15 states convened to discuss the scope and content of a potential performance measurement framework. Directors and staff from these 15 states worked to identify the major domains and sub-domains of performance, indicators, measures, and data sources. The original 61 indicators, developed through a consensus process, were intended to provide a system-level “snapshot” of how well each state was performing. The states were guided by a set of criteria that was designed to select indicators that were:

1. Measurable
2. Related to issues the states had some ability to influence
3. Important to all individuals they served, regardless of level of intellectual/developmental disability or residential setting

During this initial phase, data collection protocols were developed and field-tested, including a face-to-face In-Person Survey⁸ (for individuals age 18 and older who were receiving services) and a mail-out Adult Family Survey (for families who have an adult family member living at home). Seven states volunteered to pilot test the indicators. Eight additional states served on the Steering Committee.

Since the initial field test, NCI-IDD has expanded its scope to include outcomes of services for children with intellectual and developmental disabilities and their families. In addition, NCI-IDD continues to develop and refine the indicators and expand state participation. For more information about NCI-IDD states, technical reports, and other resources please visit the [NCI-IDD website](#).

State Participation

In recent years 48 states, the District of Columbia and 22 sub-state entities have participated in NCI-IDD. State participation is entirely voluntary. Not all states participate in all surveys each year.

The Core Indicators

The Core Indicators are the standard measures used across states to assess the outcomes of services provided to individuals and families. Indicators address key areas of concern, including employment, respect/rights, service planning, community inclusion, choice, and health and safety. An example of a Core Indicator would be, “The proportion of people who have a paid job in the

⁸ Formerly named ‘Adult Consumer Survey’

community.” To see the entire list of Core Indicators, please visit the [Indicators page](#) on the [NCI-IDD website](#)

Each survey instrument is designed to measure certain Core Indicators. While most indicators correspond to a single survey question, a few refer to clusters of related questions. For example, the indicator that measures Community Inclusion (the proportion of people who regularly participate in everyday integrated activities in their communities) is measured by several survey questions that ask about several separate community activities.

The current set of performance indicators includes approximately 100 individual, family, system, and health and safety outcomes—outcomes that are important to understanding the overall health of public developmental disabilities agencies. Indicators are organized across four broad domains: Individual Outcomes; System Performance, Health, Wellness and Rights, and Family Experience. Each domain is broken down into sub-domains, as shown in the following table. Four data sources are used to assess outcomes: the In-Person Survey, three Family Surveys, and a State of the Workforce Survey (e.g., staff turnover).

The indicators have remained generally consistent over the last several years and thus can be used to analyze system-level trends over time. However, the NCI-IDD program is a dynamic effort that allows for measures to be added, dropped, or changed to reflect current and future priorities of participating states.

The data collection tools used to gather indicator data are regularly refined and tested to ensure they remain valid, reliable, and applicable to current issues within the field.

Sub-Domains and Concern Statements

The following table lists the sub-domains under the “Family Experience” domain.

Figure 1. Family Survey Sub-Domains and Concern Statements

Sub-Domain	Concern Statement
Information and Planning	Families have the information and support needed to take part in planning supports and services for their family member receiving services and supports from the state DD system.
Access & Support Delivery	Families receive services and supports that are appropriate to the needs of the family and the family member receiving services and supports from the state DD system.
Workforce	There is stable and sufficient workforce to meet demand. People are supported by staff who demonstrate respect for what is important to the person in their day-to-day life. Staff have the right skills to support people.
Choice & Decision-making	Families and their family members receiving services and supports from the state DD system are involved in making choices about supports, services, and providers.
Community Connections	Family members receiving services and supports from the state DD system are meaningfully engaged as members of their communities and have strong relationships. Families can use supports in their community.
Health, Welfare, And Safety	Families are supported to ensure the health, welfare, and safety of their family member receiving services and supports from the state DD system.
Satisfaction	Services and supports lead to better lives for people with disabilities and their families.

How NCI-IDD Data Are Used

The Core Indicators provide information for quality management and are intended to be used in conjunction with other state data sources, such as risk management information, regional level performance data, results of provider monitoring processes, and administrative information gathered at the individual service coordination level. States typically use the indicator data to inform strategic planning, produce legislative reports, and prioritize quality improvement initiatives. Some states use NCI-IDD as a data source for supplemental performance measures in their home and community-based services (HCBS) waiver quality management systems and include the information in support of evidentiary reports to the Centers for Medicare & Medicaid Services (CMS). Many states share the indicator data with stakeholder groups such as Quality Councils and use the stakeholder feedback to help set priorities and establish policy direction. It is also important to note that states do not use the information in a punitive way to sanction service providers, nor do they use the results to remediate individual issues (unless specifically requested by the participant or required by law as in the case of suspected abuse, neglect, or mistreatment).

For more information on how to use these data for quality improvement, please see this handbook: [Using National Core Indicators for Quality Improvement Initiatives](#).⁹

Caution and Limitations

This report does not provide benchmarks for acceptable or unacceptable levels of performance. Rather, it is up to each state to decide whether its score or percentage is an acceptable performance level. Moreover, the NCI-IDD Average should not be interpreted as defining “acceptable” levels of performance or satisfaction. Instead, it represents a multi-state “norm” that describes average levels of performance or satisfaction across the participating states.

In some instances, there are few significant differences among regional centers; this denotes that the majority of states and regional centers are performing similarly. Instances in which several regional center results are especially high (considerably above the average level) indicate the levels of performance or satisfaction achieved in those regional centers might define a level of performance that may serve as a guidepost for other states.

Data from previous years are not presented in this report. Comparisons of results from year to year should be made with caution: even slight changes in wording or response options of certain questions may affect comparability of results from one year to the next; the mix of participating states differs slightly each year and may affect the NCI-IDD Averages; and states and regional centers draw new samples each year rather than following the same group of individuals.

⁹ Located on the National Core Indicators website: idd.nationalcoreindicators.org

Methodology

This section describes the protocol used by states to select families to participate in the survey, administer the survey, and convey the resulting data for analysis. It also includes information on the statistical methods used by NCI staff to aggregate and analyze the data.

Sampling & Administration

States were asked to administer the Family/Guardian Survey to families who:

1. Had an adult individual (aged 18 or over) with an intellectual or developmental disability living outside of the family home; and
2. The adult individual with an intellectual or developmental disability living outside of the home received at least one direct service or support in addition to service coordination.

California has chosen to enhance data collection by focusing on obtaining a sample from each RC with proportionate representation from five ethno-racial groups (i.e., African American/Black, Asian, Hispanic, White and Other).¹⁰

Beginning in 2016-17, states had a choice of mailing paper surveys to families selected in their sample, sending a URL link for families to complete surveys online (referred to as “direct entry”), or a combination of both modes. Prior to that, states only had the option to mail paper surveys. A total of 9 states (AZ, CA, DE, IN, MD, MN, ND, NJ, PA) had at least a portion of surveys completed via direct entry for the 2023-24 data collection cycle.

Weighting

Statistically, the term “average” refers to a calculated central or middle value of a set of numbers. In NCI-IDD reports, we use the “NCI-IDD average” to demonstrate the typical performance of all the states that conducted the survey. Prior to the 2016-17 survey cycle, the NCI average was calculated as the simple arithmetic mean of all state means (an approach known as “average of averages”). The approach has since been enhanced to consider the relative numbers of people receiving services through participating states’ systems. The NCI-IDD averages contained in this report are “weighted” means; their calculations reflect the relative population sizes of participating states and the sample sizes.

Applying statistical weights allows a state that provides services to a larger number of people (but is represented in the data by a sample of the same size as other states) to have a higher influence on the overall NCI-IDD average—that is, the state’s contribution to the NCI-IDD average is proportional to its service population. The weights used in calculations for this report were developed using each participating state’s number of survey respondents and its total survey-eligible population.

¹⁰ See “Response Rates” for information on total surveys mailed and received by regional centers as well as each regional center’s margin of error.

Data Entry and Analysis

Each state entered its survey responses into the Online Data Entry Survey Application (ODESA). All raw data files were reviewed for completeness, invalid responses were eliminated, and quality checks were performed. The data files were then cleaned and merged to create the national dataset.

Data were considered invalid, and therefore excluded, based on the following two criteria:

1. The respondent indicated the individual with an intellectual or developmental disability receiving services lived outside of the family home.
2. Demographic information was entered into the file, but no survey questions were answered.

Response Rates

During 2023-24, 11 states, including California administered the Family/Guardian Survey and submitted a valid sample size for comparison—a sample that would yield a 95% confidence level with +/- 7% (7.49% or less) margin of error; their data are included in this report. The following table shows the number of individuals receiving services who were eligible to be drawn into the sample (“total population”), the number of surveys each regional center sent, complete surveys, response rates, margins of error, and survey submission modes.

Please note: The family surveys are mail surveys or completed online by respondents who choose to take part in the survey. As such, the final sample is a sample of convenience and cannot be considered representative of the entire service.

Figure 2. Family/Guardian Surveys Regional Center Response Rates^{11,12}

Regional Center	Total Population	Surveys Sent	Usable Surveys	Response Rate	Margin of Error	Paper Submission	Direct Entry Submission
ACRC	3,373	3,373	406	12%	4.5%	84%	16%
CVRC	2,545	2,545	273	11%	5.4%	85%	15%
ELARC	789	789	76	10%	10.3%	83%	17%
FDLRC	712	712	92	13%	9.4%	77%	23%
FNRC	1,635	1,635	212	13%	6.2%	89%	11%
GGRC	1,635	1,635	357	22%	4.8%	78%	22%
HRC	995	995	66	7%	11.1%	83%	17%
IRC	2,513	2,513	316	13%	5.1%	86%	14%
KRC	1,100	1,100	96	9%	9.2%	83%	17%
NBRC	1,631	1,631	300	18%	5.2%	80%	20%
NLACRC	2,173	2,173	354	16%	4.8%	81%	19%
RCEB	2,890	2,890	465	16%	4.2%	78%	22%
RCOC	2,417	2,417	362	15%	4.7%	80%	20%
RCRC	645	645	71	11%	10.7%	87%	13%
SARC	2,543	2,543	439	17%	4.3%	77%	23%
SCLARC	549	549	26	5%	17.6%	65%	35%
SDRC	3,329	3,329	468	14%	4.2%	80%	20%
SGPRC	1,427	1,427	205	14%	6.3%	85%	15%
TCRC	1,863	1,863	373	20%	4.7%	82%	18%
VMRC	1,605	1,605	185	12%	6.6%	85%	15%
WRC	835	835	132	16%	7.8%	77%	23%
CA	37,204	37,204	5,274	14%	1.2%	81%	19%
NCI	103,302	104,705	8,614	8%	1.0%	76%	24%

¹¹ State or regional center response rates are calculated as following: the number of complete surveys divided by total surveys sent in that state (type “RR1” as defined by the American Association for Public Opinion Research). For more details on the definition, please see the AAPOR report: <https://aapor.org/wp-content/uploads/2022/11/Standard-Definitions20169theditionfinal.pdf>

¹² The NCI Average includes California; consistent with past years, the overall response rate and margin of error were calculated as the average of state averages, and the overall paper submission and direct entry submission rates were calculated as averages weighted by state total service population sizes (column 2 of this table).