

National Core  
Indicators Survey  
Adult In-Person Survey

FY 2020-21

Presented to the SG/PRC Board of  
Directors on March 22, 2023



San Gabriel / Pomona  
Regional Center

By: **Salvador Gonzalez**

Director of Service Access and Equity



# What is National Core Indicators?

- ▶ The National Core Indicators (NCI) is a tool that has been used in California since 2010, when the State implemented a nation-wide quality assessment survey (Welfare and Institutions Code -section 4571). The NCI tool:
  - ▶ (1) Provided nationally validated, benchmarked, consistent, reliable, and measurable data for DDS' Quality Management System, and
  - ▶ (2) Enabled DDS and all regional centers to compare the performance of California's developmental services system against other states' developmental services systems — and to assess quality and performance among all of the regional centers.





# Trailer Bill Language (TBL) Affecting Statutes of FY 2020-2021

Welfare and institutions code 4571 was amended in 2019 to require regional centers to annually present data collected from the NCI findings.

- Required presentation at a public meeting of the governing board
- Required notice to be posted on regional center's internet website and to be sent to individuals served, families and stakeholders
- Required a report to be sent to DDS 60 days following the meeting regarding implementation of these requirements



# National Core Indicators FY 2020-2021

- ▶ 412 Adult In-Person Surveys were completed.
- ▶ The Adult In-Person Survey is conducted face-to-face with an individual who is 18 years or older and receives at least one service from the regional center, in addition to case management.
- ▶ Questions include how individuals feel about where they live and work, the kinds of choices they make, the activities they participate within their community, their relationships, and their health and well-being.
- ▶ In the next slide, we will feature some of the survey questions answered by the individuals served, family members, or guardians.



# National Core Indicators FY2020-2021

## San Gabriel/Pomona Regional Center

<b>Access:</b> Do you feel that your staff have the right training to meet your needs?	<b>Employment and Day Program:</b> Do you go to a day program or sheltered workshop (program or center where other people with disabilities work/spend their days)?
<b>Family and Friends:</b> Do you have friends that you like to talk to or do things with?	<b>Employment and Day Program:</b> Do you take classes, training or do something to help you get a job, a better job or do better at the job you have now?
<b>Rights and Respect:</b> Can you use the phone or internet when you want to?	<b>Satisfaction:</b> Do you like where you live?
<b>Rights and Respect:</b> Do your staff treat you with respect?	<b>Satisfaction:</b> Are services and supports helping you live a good life?
<b>Wellness:</b> How many times per week do you do physical activity or exercise that makes the muscles in your arms, legs, back, and/or chest work hard – like lifting weights, pushups, sit-ups, manual labor, physical therapy, etc.?	<b>CA Questions:</b> Are there staff (or a family member) at your home where you live who speak your preferred language?
<b>Health:</b> Does this person have a primary care doctor?	<b>CA Questions:</b> Are there staff at your day program or work program who speak your preferred language?
<b>Community Participation:</b> How many times did you go out to eat in the past month?	<b>CA Questions:</b> Do your staff support you in a way that is respectful to your culture?
<b>Community Participation:</b> In the past year, did you go on vacation?	<b>CA Questions:</b> Did you get a copy of your IPP in your preferred language?
<b>Employment and Day Program:</b> Do you go to a day program or sheltered workshop (program or center where other people with disabilities work/spend their days)?	<b>COVID Questions</b>

# Demographics



FY 20/21 NATIONAL CORE INDICATORS	FY 17-18 CA Average	FY 20-21 CA Average	SGPRC
<b>AGE</b>			
Mean	41	40.57	40.87
<b>AGE RANGE</b>			
18 thru 22	9%	10%	8%
23 thru 34	33%	34%	35%
35 thru 54	34%	33%	35%
55 thru 74	21%	20%	21%
75 and above	2%	2%	2%
<b>GENDER</b>			
Male	59%	60%	56%
Female	41%	40%	44%
Other	0%	0%	0%

# Ethnicity



FY 20/21 NATIONAL CORE INDICATORS	FY 17-18 CA Average	FY 20-21 CA Average	SGPRC
<b>RACE</b>			
American Indian or Alaska Native	0%	1%	0%
Asian	7%	9%	11%
Black or African American	11%	11%	10%
Pacific Islander	0%	0%	0%
White	47%	44%	28%
Hispanic/Latino	31%	32%	47%
Other race not listed	2%	2%	4%
Two or more races	2%	0%	0%

# Access and Friends & Family



FY 20/21 NATIONAL CORE INDICATORS	FY 17-18 CA Average	FY 20-21 CA Average	SGPRC
<b>Access: Do you feel that your staff have the right training to meet your needs?</b>			
No*		3%	3%
Yes	87%	91%	87%
Maybe, not sure*		6%	10%
<b>Friends and Family: Do you have friends that you like to talk to or do things with?</b>			
No, does not have friends*		14%	14%
Yes	73%	74%	75%
Yes, all friends are staff or family or cannot determine		11%	11%



# Rights and Respect



FY 20/21 NATIONAL CORE INDICATORS	FY 17-18 CA Average	FY 20-21 CA Average	SGPRC
<b>Rights and Respect: Can you use the phone or internet when you want to?</b>			
No*		5%	5%
Yes	91%	95%	95%
<b>Rights and Respect: Do your staff treat you with respect?</b>			
No*		0%	1%
Yes	94%	96%	97%
Sometimes or some staff*		4%	3%

# Community Participation



FY 20/21 NATIONAL CORE INDICATORS	FY 17-18 CA Average	FY 20-21 CA Average	SGPRC
<b>Community Participation: How many times did you go out to eat in the past month?</b>			
0 times*		53%	57%
1-2 times	85%	21%	24%
3-4 times		14%	12%
5 or more times		12%	8%
<b>Community Participation: In the past year, did you go on vacation?</b>			
No*		76%	78%
Yes	43%	24%	22%

# Employment and Day Program



FY 20/21 NATIONAL CORE INDICATORS	FY 17-18 CA Average	FY 20-21 CA Average	SGPRC
<b>Employment and Day Program: Do you go to a day program or sheltered workshop (program or center where other people with disabilities work/spend their days)?</b>			
No*		58%	57%
Yes	54%	42%	43%
<b>Employment and Day Program: Do you take classes, training or do something to help you get a job, a better job or do better at the job you have now?</b>			
No*		75%	76%
Yes	20%	25%	24%

# Satisfaction



FY 20/21 NATIONAL CORE INDICATORS	FY 17-18 CA Average	FY 20-21 CA Average	SGPRC
<b>Satisfaction: Do you like where you live?</b>			
No*		3%	4%
Yes	89%	92%	91%
In between*		5%	5%
<b>Satisfaction: Are services and supports helping you to live a good life?</b>			
No*		2%	3%
Yes	87%	91%	88%
In between*		7%	9%



# CA Questions



FY 20/21 NATIONAL CORE INDICATORS	FY 17-18 CA Average	FY 20-21 CA Average	SGPRC
<b>CA Questions: Are there staff (or a family member) at your home where you live who speak your preferred language?</b>			
No*		7%	6%
Yes	92%	92%	93%
Sometimes*		1%	1%
<b>CA Questions: Are there staff at your day program or work program who speak your preferred language?</b>			
No*		1%	2%
Yes	96%	96%	98%
Sometimes*		2%	0%

# CA Questions continued



FY 20/21 NATIONAL CORE INDICATORS	FY 17-18 CA Average	FY 20-21 CA Average	SGPRC
<b>CA Questions: Do your staff support you in a way that is respectful to your culture?</b>			
No*		1%	0%
Yes	96%	97%	99%
Sometimes or some staff*		2%	1%
<b>CA Questions: Did you get a copy of your IPP in your preferred language?</b>			
No*		9%	9%
Yes	92%	91%	91%

# Service Coordination



FY 20/21 NATIONAL CORE INDICATORS	FY 17-18 CA Average	FY 20-21 CA Average	SGPRC
<b>Have you met your case manager/service coordinator (CM/SC)?</b>			
No*		7%	10%
Yes	93%	89%	84%
Maybe*		3%	6%
<b>Does your CM/SC ask what you want?</b>			
No*		6%	5%
Yes	84%	86%	79%
Sometimes*		8%	16%
<b>Did you take part in your last service planning meeting?</b>			
No*		5%	7%
Yes	99%	94%	93%
Had option but chose not to		0%	0%
<b>At the service planning meeting, did you know what was being talked about?</b>			
No*		8%	8%
Yes	84%	78%	78%
In-between*		14%	15%
<b>Did the service planning meeting include the people you wanted to be there?</b>			
No*		4%	7%
Yes	93%	93%	88%
In-between*		3%	4%

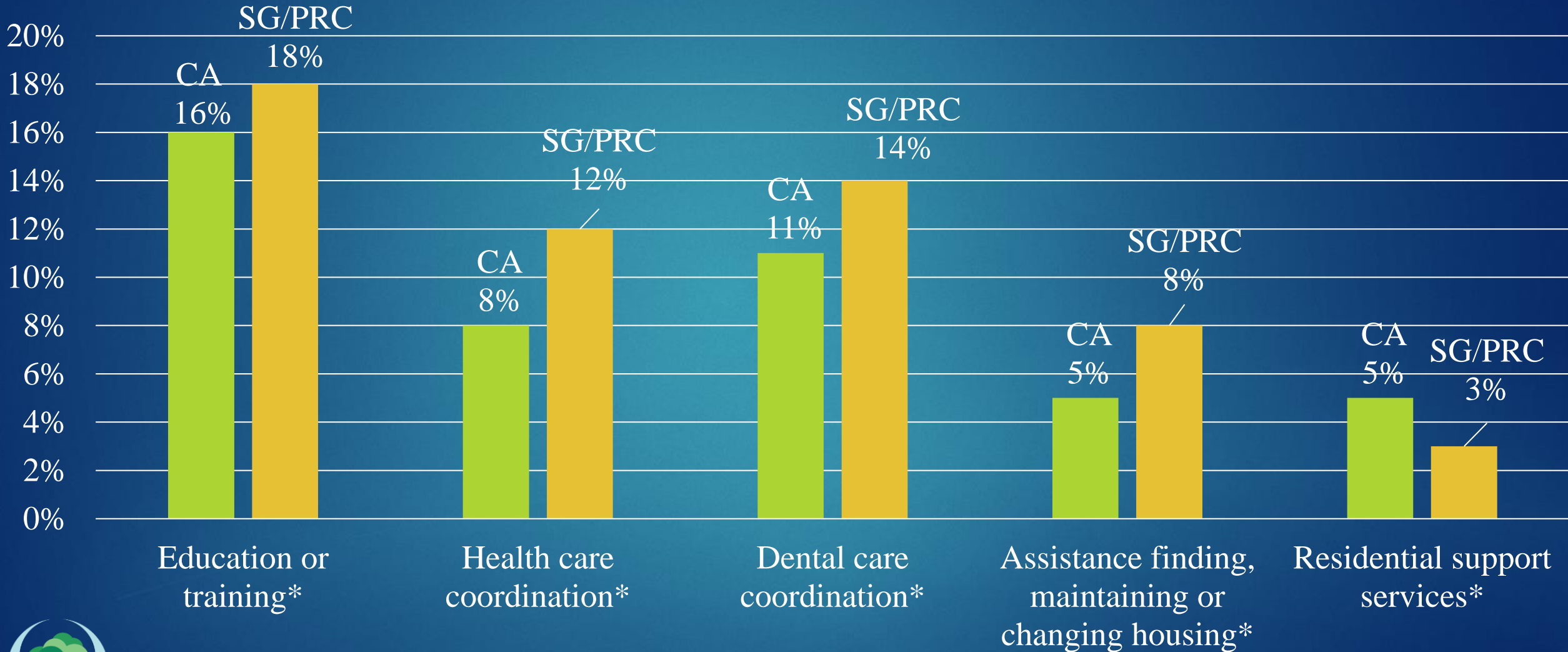
# COVID Questions



FY 20/21 NATIONAL CORE INDICATORS	FY 17-18 CA Average	FY 20-21 CA Average	SGPRC
<b>During COVID time, have there been any changes that you liked?</b>			
I liked talking with friends and family more		28%	46%
I started a new activity that I liked or did activities I enjoy more often		18%	26%
The amount of support I get changed, and I like it		5%	3%
I liked staying home more		35%	38%
I liked the new service(s) I started getting		5%	4%
I liked using technology more		37%	54%
Other		38%	25%
<b>Since COVID time started, have you talked to your case manager/service coordinator enough?</b>			
No*		18%	17%
Yes		76%	79%
Sometimes, there are times I wanted to talk more*		7%	4%
<b>Do you need more help or reminders to wash your hands regularly during the day?</b>			
I don't need more help/reminders to do this		51%	54%
I need more help/reminders to do this*		49%	46%



# Additional Services Needed/Requested



# Some areas we will focus on



Focus Area	CA Average	SGPRC
<b>Have you met your case manager/service coordinator (CM/SC)?</b>		
Yes	89%	84%
<b>Does your CM/SC ask what you want?</b>		
Yes	86%	79%
<b>Did the service planning meeting include the people you wanted to be there?</b>		
Yes	93%	88%
<b>Are you able to contact your CM/SC when you want to?</b>		
Yes	85%	77%
<b>Were you able to choose the services that you get as part of your service plan?</b>		
Yes	76%	65%
<b>Does your service plan include things that are important to you?</b>		
Yes	89%	83%
<b>Do you have access to the technology you need to engage in activities?</b>		
Yes, I have a smart phone	61%	56%
Yes, I have a computer/tablet/other electronic device	68%	62%

# Next Steps

- ▶ Report to be submitted to DDS within 60 days that includes:
  - ▶ Copies of presentation
  - ▶ Minutes from the meeting
  - ▶ Attendees' comments
  - ▶ Regional Center recommendations and plans to use the information to address regional center priorities and/or strategic directions to improve specific areas of performance, or both.



# Implementing Recommendations



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Areas of your greatest concern

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What needs to be prioritized?

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How should SG/PRC make the necessary changes?

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Remember that these results are from 2017-2018. Changes made now will not be reflected in the 2020-2021 Survey, as that is already in progress. Improvements will not be seen in 2023-2024





**Thank you** for joining us for this  
National Core Indicator Survey Finding

If you have additional comments you want to share, please contact me through email at

[sgonzalez@sgprc.org](mailto:sgonzalez@sgprc.org)