



FRANK D. LANTERMAN
REGIONAL CENTER



2020-2021 National Core Indicators

In-Person
Survey

National Core Indicators

What are the National Core Indicators (NCI)

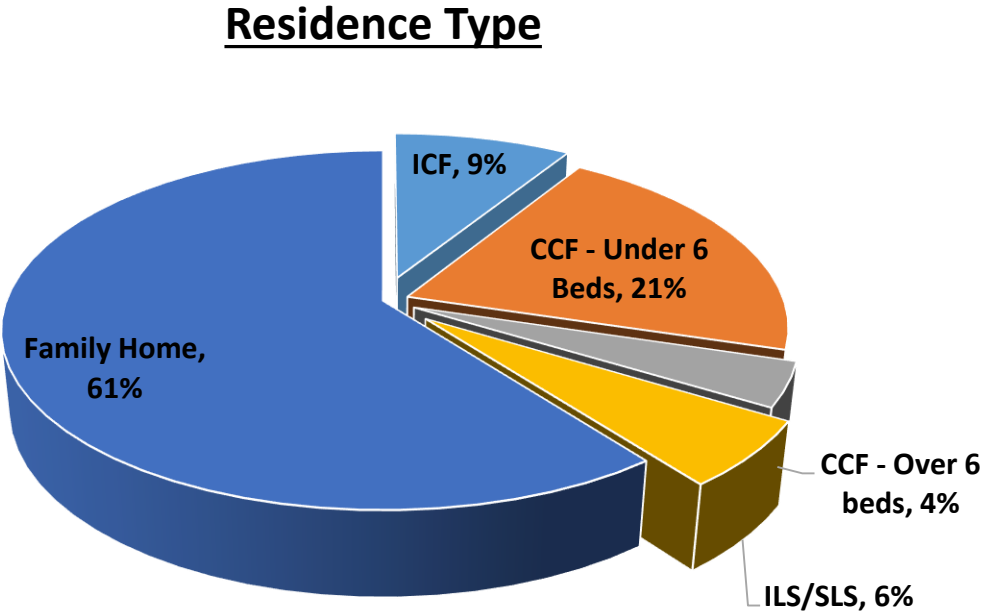
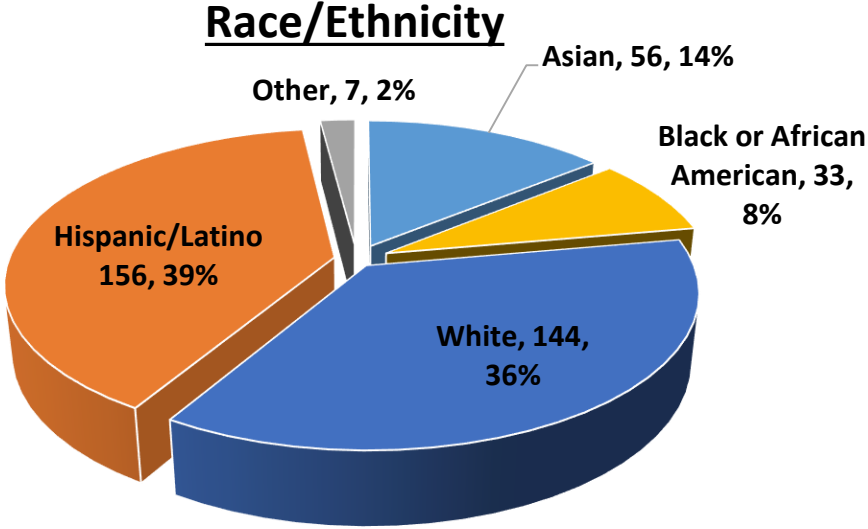
- The NCI Survey(s) is used by the California Department of Developmental Services (DDS) to assess performance in services and supports provided to people with intellectual/developmental disabilities (I/DD).
- The NCI Survey has been used in California since 2010 as a requirement by the Welfare and Institutions Code (WIC), Section 4571 to implement a nation-wide quality assessment survey.
- The NCI Surveys are used to gather data on family outcomes that is often used to inform strategic planning, producing legislative reports, and to prioritize quality improvement initiatives.
- There are four versions of the survey: Adult In-Person Survey, Child Family Survey, Adult Family Survey and Family Guardian Survey.

National Core Indicators

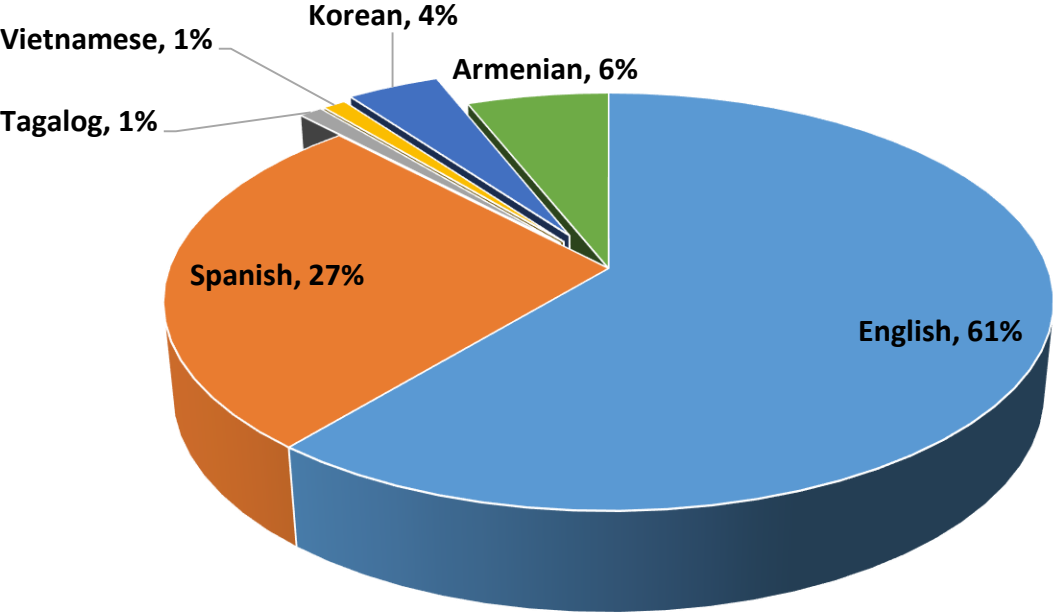
Adult In-Person Survey

- The survey typically collects demographic information about the individual via a face-to-face meeting with the person receiving services from the Regional Center. However, due to the COVID-19 pandemic, the majority of the meetings were conducted via Zoom through a confidential account.
- Surveyors meet with individuals to ask questions about where they live and work, the kinds of choices they make, the activities they participate in within their communities, their relationships with friends and family, and their health and well-being.
- This survey contained an added section with questions related to the COVID-19 pandemic.
- Surveyors were able to interview 399 FDLRC clients.

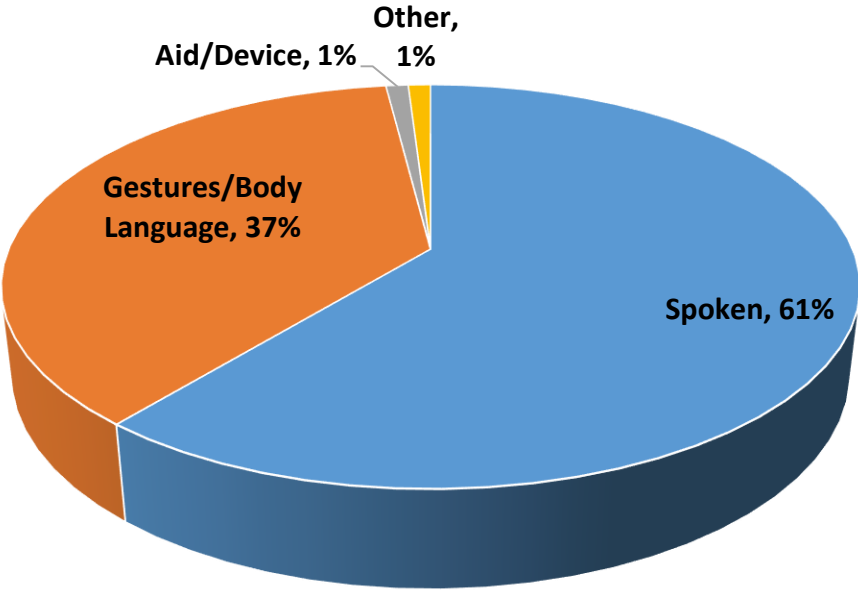
National Core Indicators – Client Demographics



National Core Indicators – Client Demographics



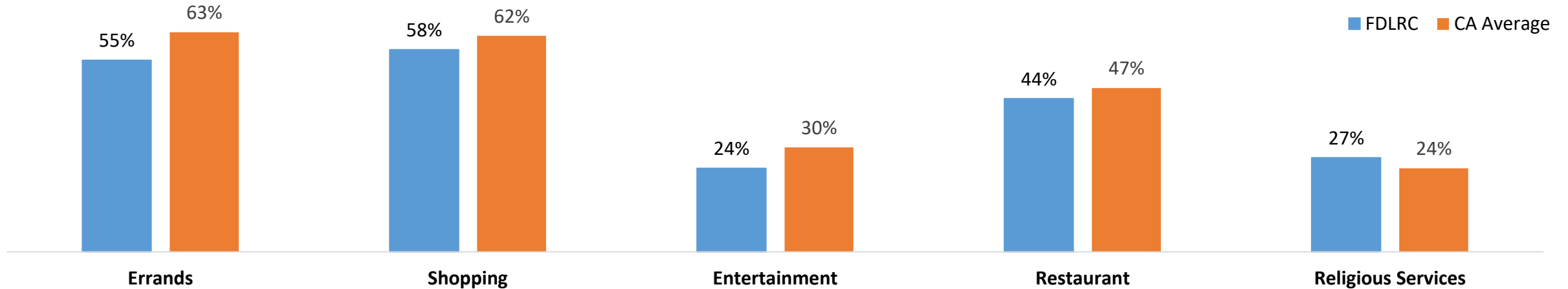
Preferred Language



Preferred Communication

Activities Outside The Home

What Activities or Which Places Did Clients Go to Outside of Their Home At Least Once in Past Month



Can Clients Get To Places They Need To Go?

94%

(Yes, Almost Always)

CA Average: **92%**

Are Clients Able to Go Out And Do Things They Like?

72%

(Yes)

CA Average: **70%**

Can Clients Get To Places They Want To Go Outside of Home?

84%

(Yes, Almost Always)

CA Average: **84%**

Choice

Do Clients Say They Make Their Own Choices or Have Input on Choices?

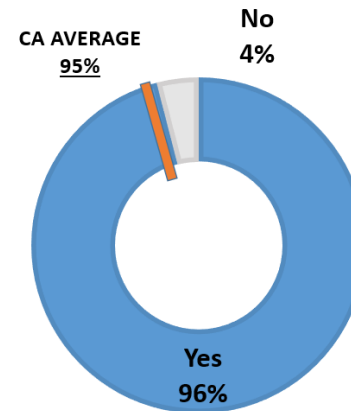
Can You Choose To Change
Your Service Coordinator?

89%

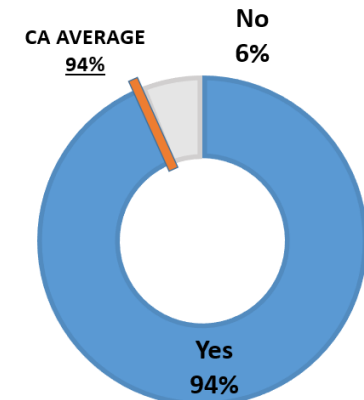
(Yes)

CA Average: 86%

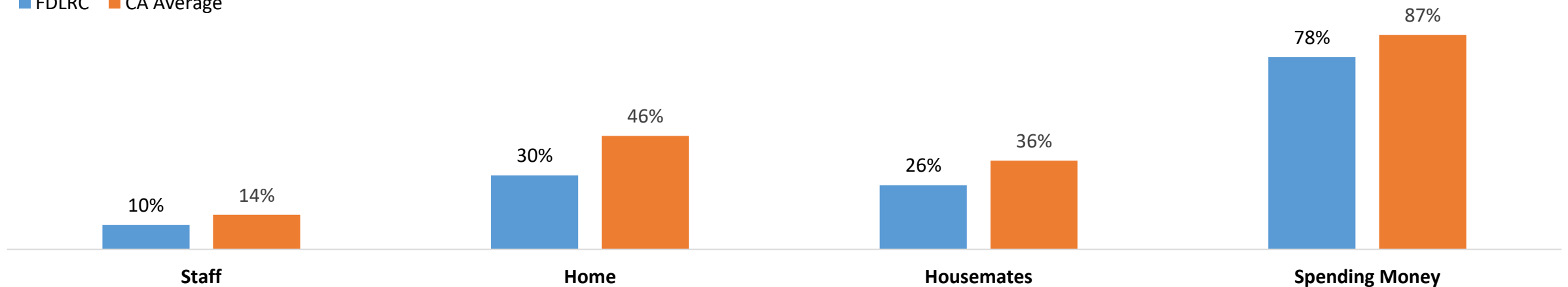
Do you have enough choice about
what to do in your free time?



Do you have enough choice about
Your daily schedule?



■ FDLRC ■ CA Average



Client Experience

Have Clients Ever Voted In A Local, State, Or Federal Election?



Do Services and Supports Help Clients Live a Good Life?

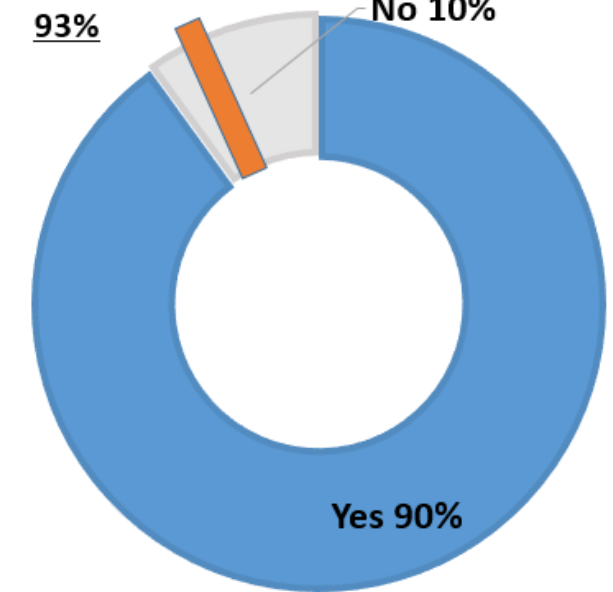
97%

(Yes/In Between)

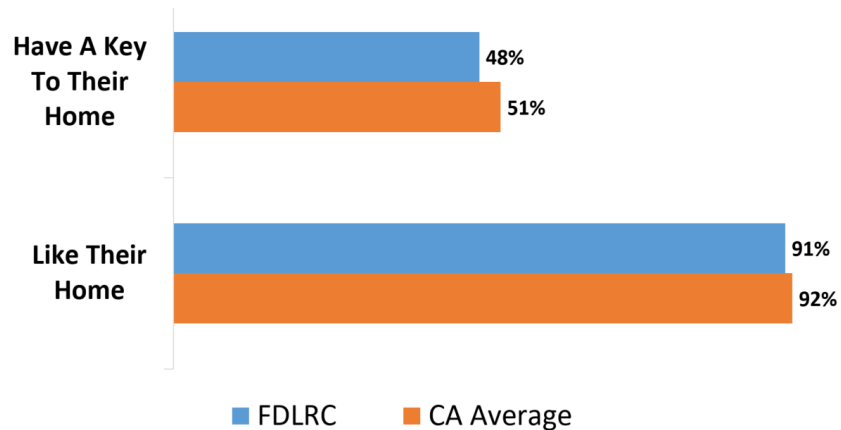
CA Average: 98%

Do Clients Have Someone To Talk To If They Feel Afraid?

CA AVERAGE
93%



Regarding the Home, Do Clients...



Do Clients Have a Time to Themselves or a Place to be Alone at Home?

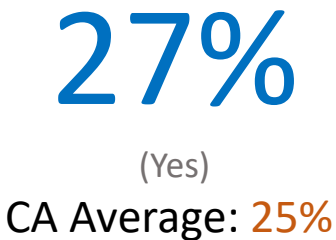
93%

(Yes)

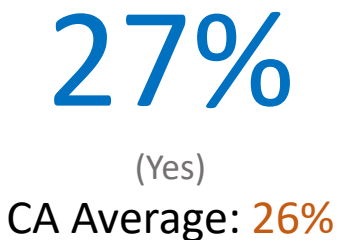
CA Average: 92%

Daily Activities & Employment

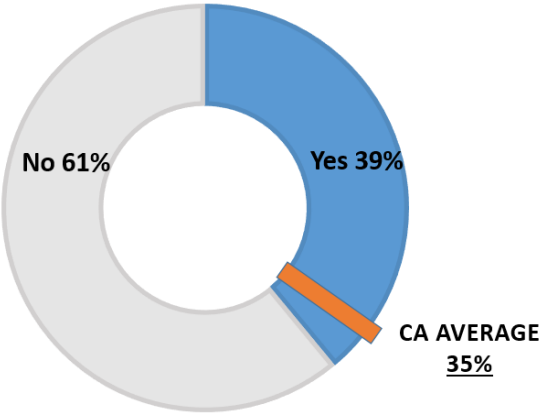
Do Clients Take Job-Related Training or Classes?



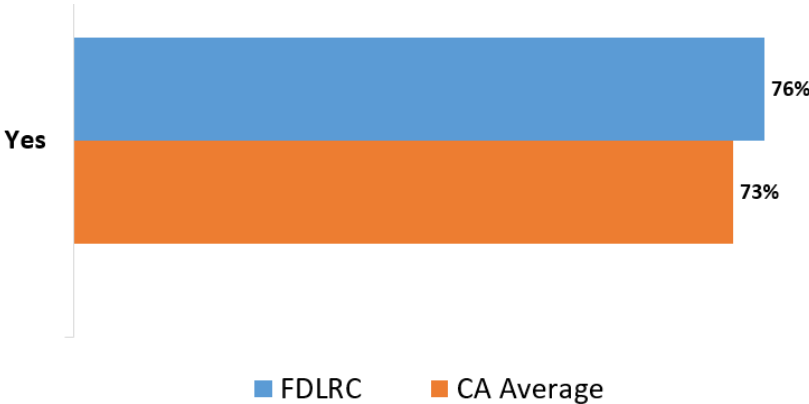
Do Clients Volunteer?



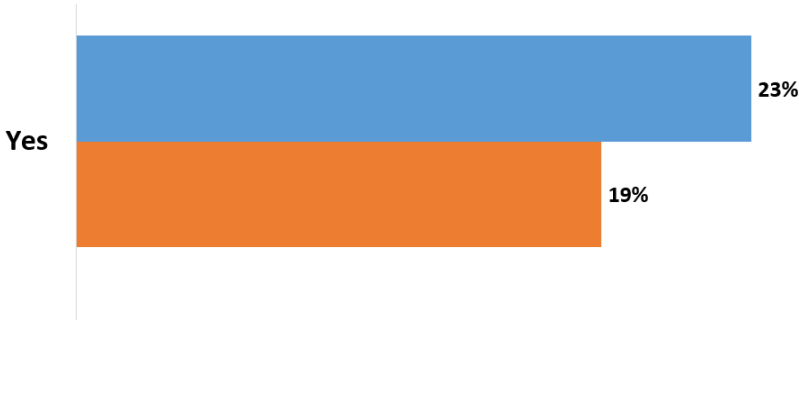
Is Community Employment A Goal In Client’s Service Plan?



Do Clients Get To Do The Things They Like As Much As They Want?

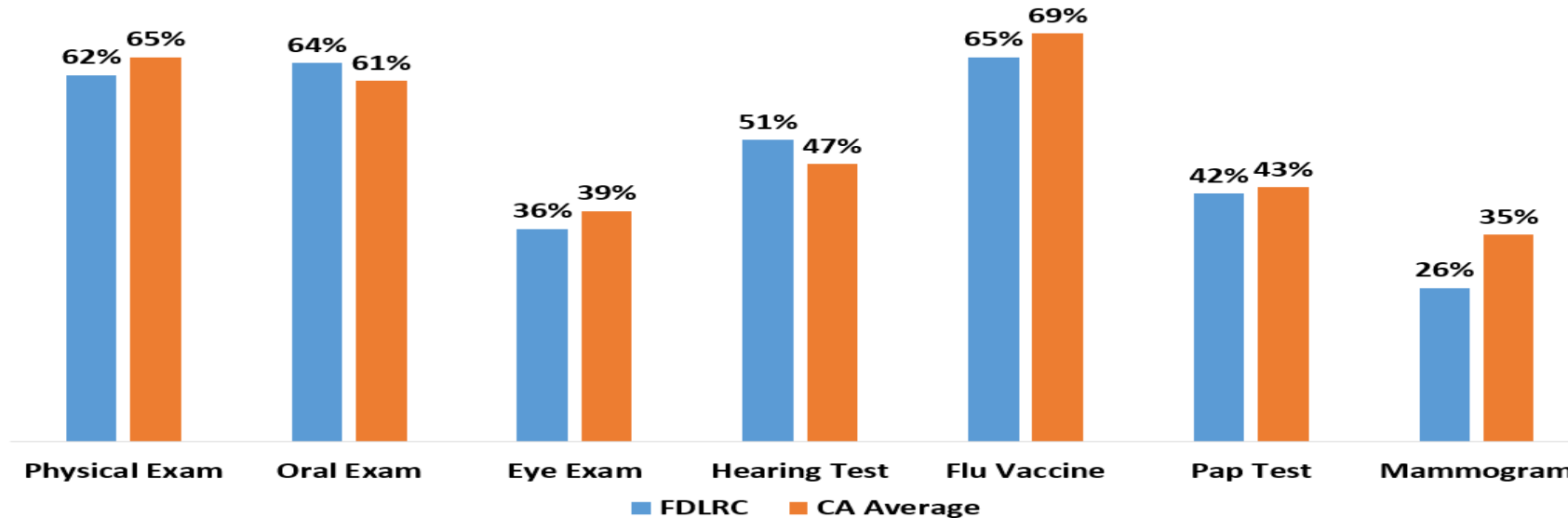


Do Clients Participate as Members of Community Groups in the Community?



Health & Wellness

Do Clients Get Recommended Health Screenings Within The Past Year?



*Hearing test within the past 5 Years

*Pap test within the past 3 Years

Overall, How Do Clients Rate Their Health?

98%

(Excellent, Very Good, or Fairly Good)

CA Average: 98%

Do Clients Engage in Physical Activity or Exercise At Least Once a Week?

26%

(Yes)

CA Average: 29%

Information and Planning

Did Clients Get To Choose Their Services?

94%

(Yes, Had Some Input)

CA Average: 93%

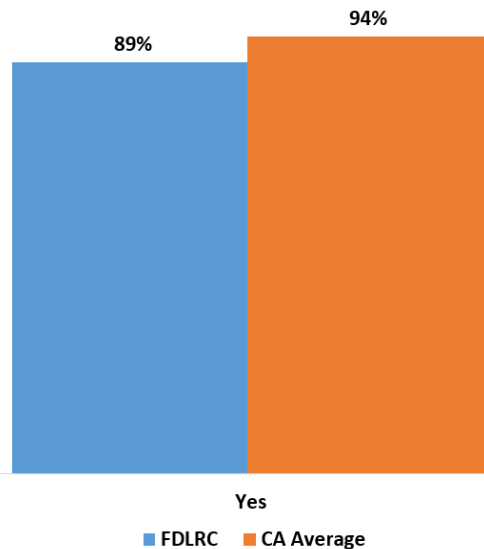
Does The IPP Include Services Important to Client?

86%

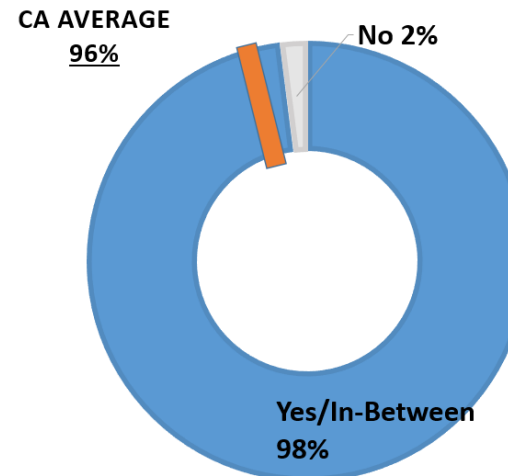
(Yes)

CA Average: 89%

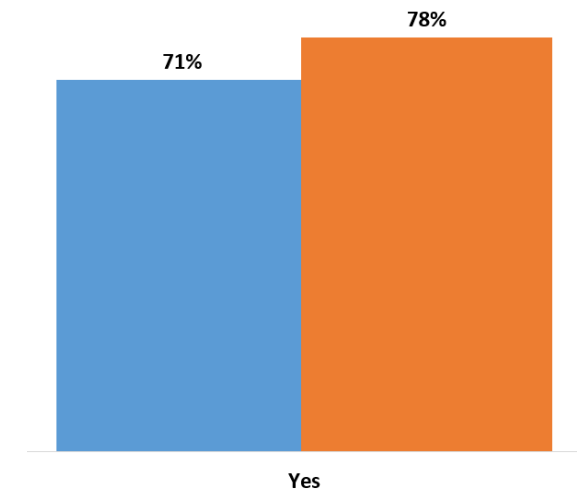
Did Clients Participate In Their Last IPP Meeting



Did the IPP Meeting Include People That Clients Wanted There?

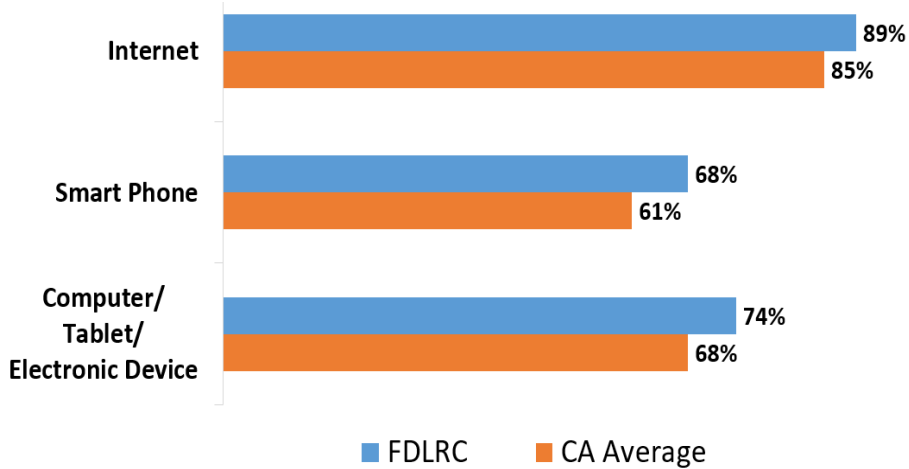


Did Clients Understand What Was Talked About at IPP Meeting?



Language Access

Do Clients Have Access To
Technology Needed To Engage
In Activities?



Do Clients Get a Copy of
IPP In Their Preferred
Language?

87%

(Yes)

CA Average: 91%

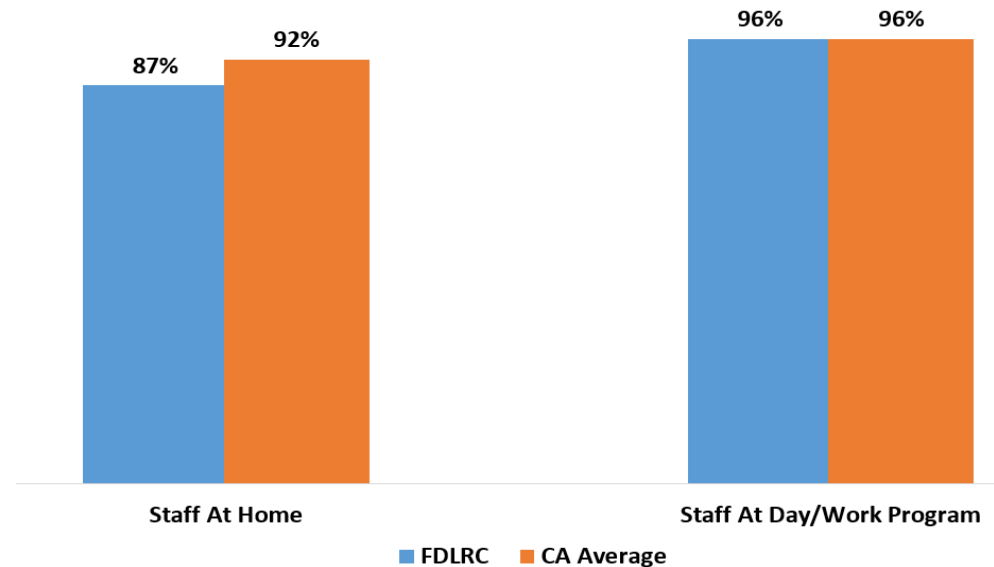
Do Staff Support Clients in
Culturally Respectful Ways?

96%

(Yes)

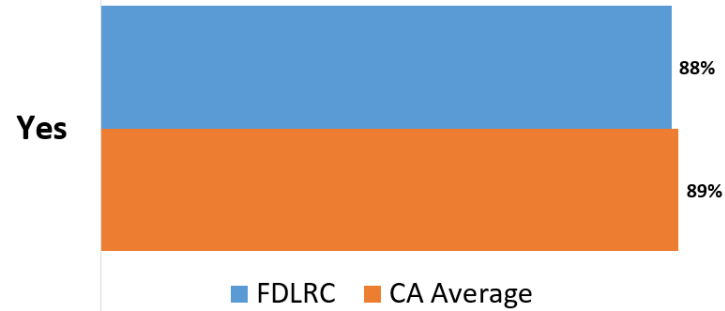
CA Average: 97%

Do Staff Communicate With Clients In Their Preferred Language?

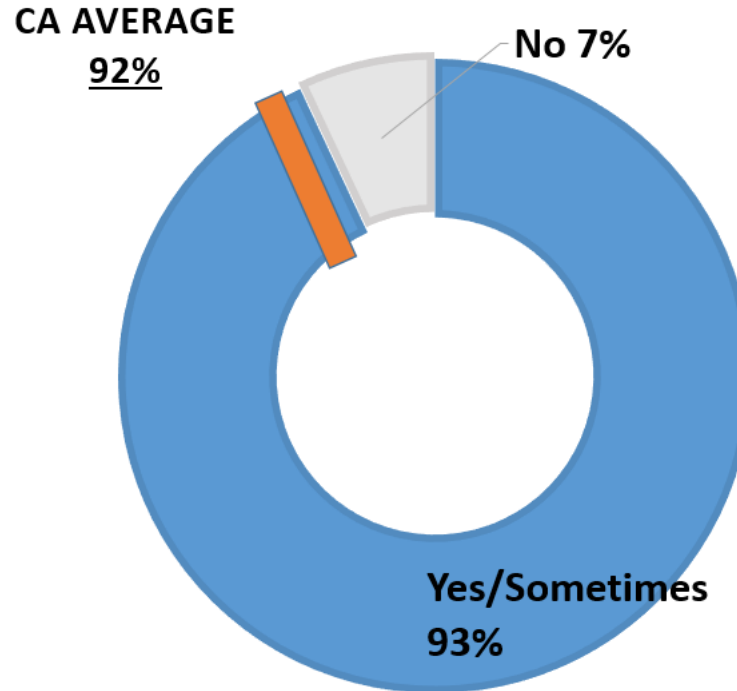


Service Access

Have Clients Met With Their Service Coordinator?



Can Clients Contact Their Service Coordinator When They Want To?



Do Staff Come and Leave When They Are Supposed To?



Do Service Coordinators Ask Clients What They Want?



Social Relationships

Can Clients See Or Communicate With Family When They Want To?

82%

(Yes)

CA Average: 82%

Can Clients See Friends When They Want To?

66%

(Yes)

CA Average: 64%

Do Clients Have Friends They Like To Talk To Or Do Things With?

82%

(Yes)

CA Average: 85%

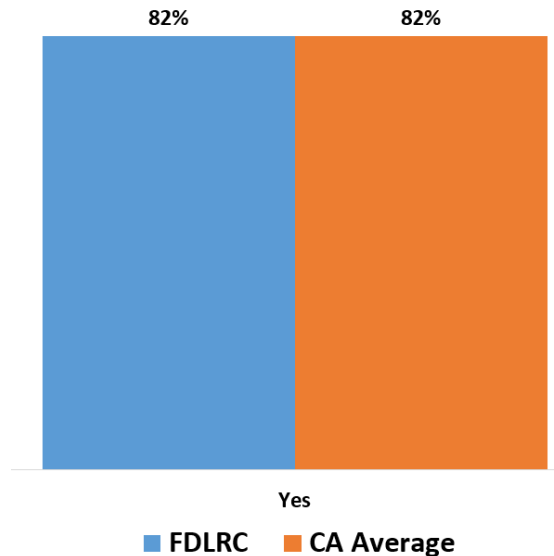
Do Clients Have Other Ways To Communicate With Friends When They Cannot See Them?

91%

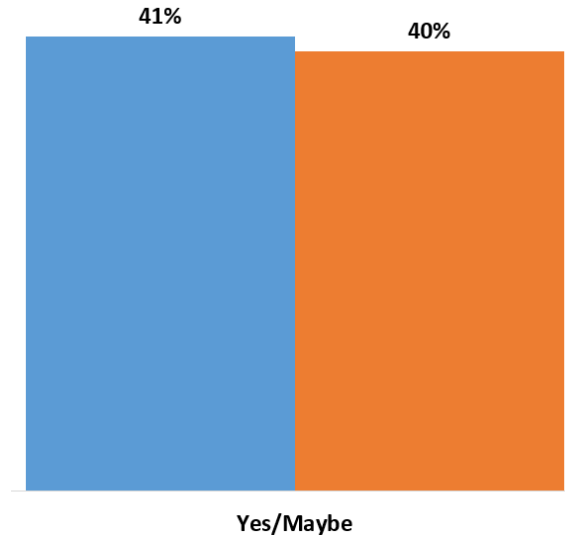
(Yes)

CA Average: 89%

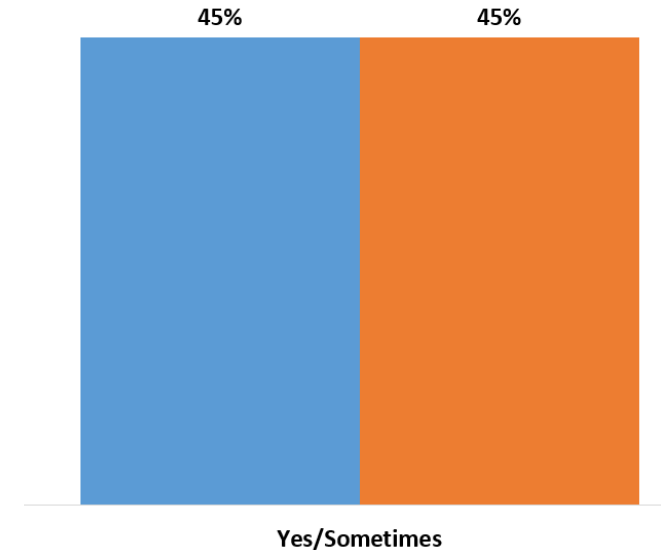
Can Clients Be Alone With Friends or Visitors At Home?



Do Clients Want Help Contacting Friends or Making New Friends?



Do Clients Ever Feel Lonely?



COVID Questions

Since COVID Started, Did Clients Get To Talk To Their SC's Enough?

78%

(Yes)

CA Average: **76%**

Since COVID Started Were There Times Clients Could Not Get Help They Needed?

9%

(Yes)

CA Average: **13%**

Did Clients Utilize Video Conference Software To Communicate With SC?

37%

(Yes)

CA Average: **49%**

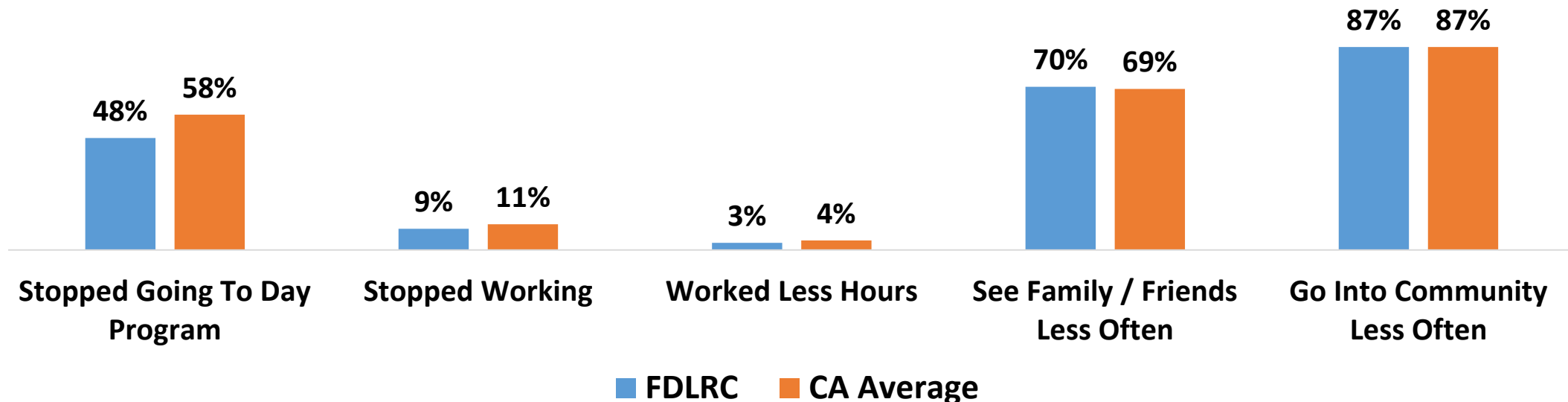
Did Clients Like Using Video Conferencing to Communicate With SC?

77%

(Yes)

CA Average: **71%**

During COVID Time, Did Any Of These Happen?



MORE INFORMATION

LINKS

- **DDS National Core Indicators Website:**
<https://www.dds.ca.gov/rc/nci>
- **DDS NCI In-Person Survey Dashboard:**
<https://www.dds.ca.gov/rc/nci/nci-domain-dashboards/in-person-survey-ips/>

