



FRANK D. LANTERMAN
REGIONAL CENTER



2019-2020
National Core Indicators

Adult Family, Family Guardian and
Lanterman Satisfaction Survey
Results

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 Family and Family Guardian Surveys

- The two surveys collect demographic information on both the individual receiving services as well as the person who fills out the survey and information on services and supports received.
- The AFS survey is mailed to families who have an adult member [who lives with the family](#) and receives at least one POS service, while the FGS survey is mailed to families and guardians who have an adult family member [who does not live in the family home](#) and receives at least one POS service.
- Both surveys were previously administered on a 3 year cycle. This recently changed to a 2 year cycle.
- 1,499 AFS Surveys were mailed out to Lanterman families; 381 (25%) responses were received
- 527 FGS Surveys were mailed to Lanterman families; 90 (17%) responses were received

National Core Indicators

Lanterman Regional Center Satisfaction Survey 2020

- Survey contained 11 questions to gauge client level of satisfaction with the service and supports that the Frank D. Lanterman Regional Center (FDLRC) provides, and satisfaction within 10 different aspects of service and supports.
- A total of 10,976 surveys were mailed to clients in four different languages, including English, Spanish, Korean and Chinese.
- 2,227 (20%) of surveys were completed and returned.

Questions Across The Three Surveys

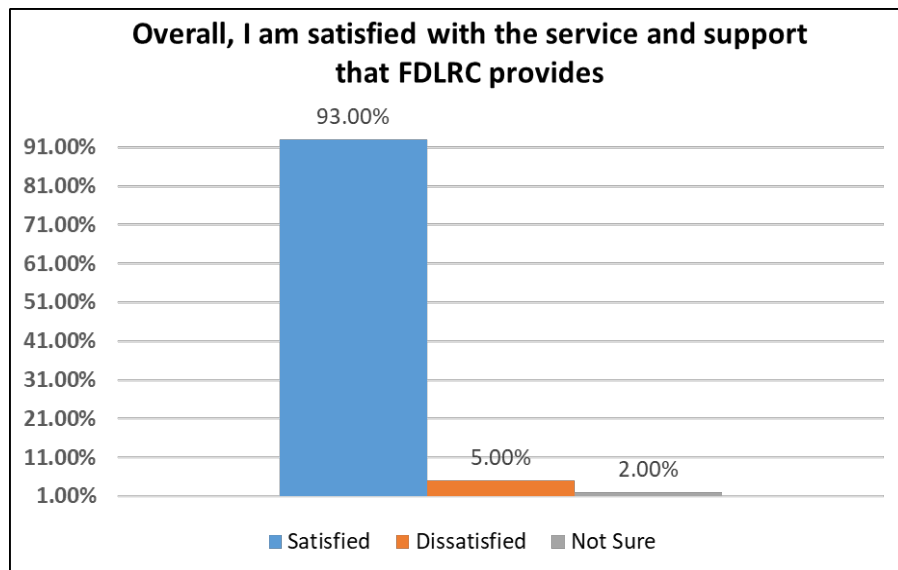
Lanterman Satisfaction Survey		Adult Family & Family Guardian NCI Surveys
1.	Overall I am satisfied with the service and supports that FDLRC provides	Overall, are you satisfied with the services and supports your family member currently receives?
2.	When contacting FDLRC by telephone, I am able to reach the person I am calling easily	Are you or your family member able to contact his/her Service Coordinator when you want?
3.	FDLRC Staff communicate in a respectful and professional manner.	Does your family member's Service Coordinator speak your preferred language?
4.	I feel listened to and understood by FDLRC staff	Does the Service Coordinator respect your family's choices and opinions?
5.	I feel FDLRC staff respect and honor my racial and ethnic culture	Does your family member's Service Coordinator speak to you in a way that is respectful to your culture?
6.	My SC is knowledgeable and informs me about relevant services and supports	Do you get enough information to take part in planning services for your family member?
7.	I feel comfortable as an active participant during the IPP/IFSP	Did you or someone else in your family (besides your family member with a disability) help make the Individual Program Plan (IPP)?
8.	My IPP includes the services and supports I need	Does the IPP include all the supports your family needs?
9.	The Services and supports provided have made a difference	Do you feel that the services and supports have made a positive difference in the life of your family member?

ADULT FAMILY & FAMILY GUARDIAN SURVEYS (AFS & FGS) FY 19/20 NATIONAL CORE INDICATORS	CA Average	FDLRC AFS Average	CA Average	FDRLC FGS Average
Information and Planning				
Does their family member have an Individual Program Plan (IPP)?				
Yes	80%	73%	91%	87%
Did family get a copy of the IPP in their preferred language?				
Yes	94%	88%	91%	94%
Does family get information in their preferred language?				
Yes	96%	95%	98%	100%
Does family think information is easy to understand?				
Always/Usually	85%	78%	89%	86%
Access				
Does the family get the supports and services they need?				
Yes	77%	73%	86%	87%
Do services/supports change when family's needs change?				
Yes	74%	70%	80%	68%
Does their family member have the special equipment/accommodations that they need?				
Always/Usually	82%	81%	89%	95%

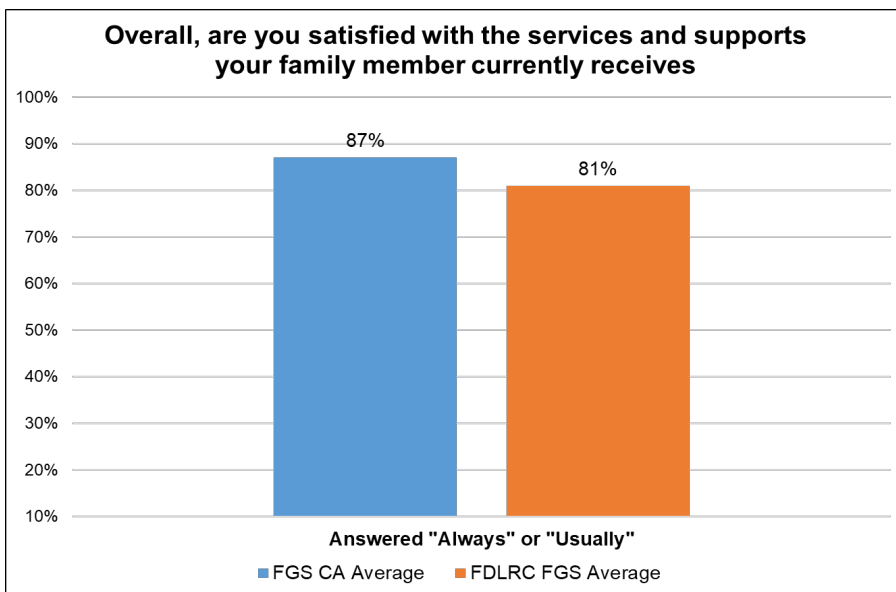
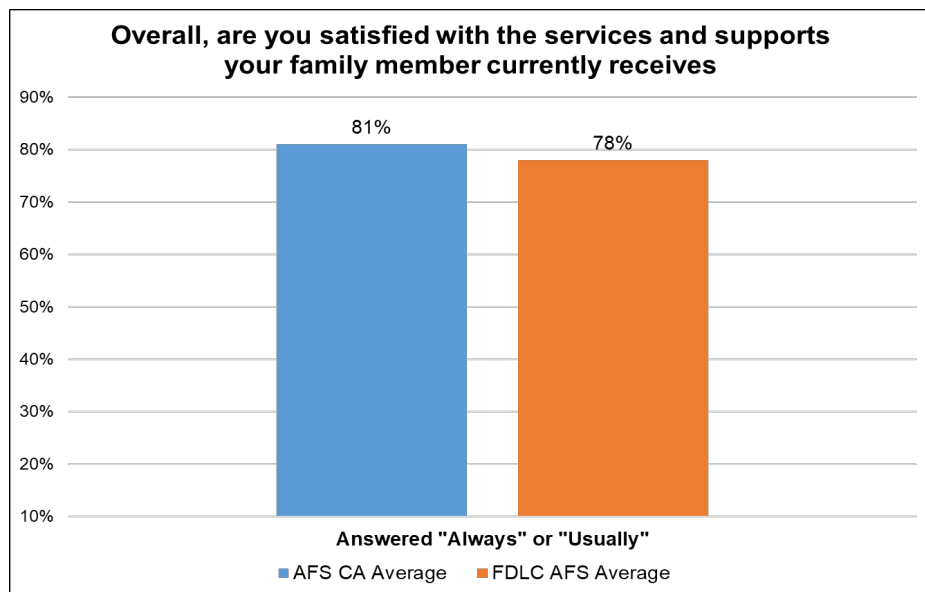
ADULT FAMILY & FAMILY GUARDIAN SURVEYS (AFS & FGS) FY 19/20 NATIONAL CORE INDICATORS	CA Average	FDLRC AFS Average	CA Average	FDLRC FGS Average
Choice				
Can family choose or change the agency that provides family member's services				
Always/Usually	78%	76%	76%	57%
Did you, your family member, or someone else in your family choose your family member's Service Coordinator				
No, didn't choose but can change if wanted	67%	62%	65%	50%
Yes, chose Service Coordinator	17%	19%	9%	11%
No, didn't choose and cannot change if wanted	16%	19%	25%	39%
Community Participation				
Does your family member participate in community activities				
Yes	79%	74%	85%	79%
Are there community resources that family can use outside of the Regional Center				
Yes	75%	68%	82%	70%
Does family participate in Family-to-Family Networks in their community				
Yes	19%	21%	14%	7%
Satisfaction				
Do services and supports help their family member live a good life				
Yes	92%	86%	96%	96%
Do services and supports reduce family's out-of-pocket expenses to care for their family member				
Yes	72%	61%	-	-
Have Regional Center services helped keep their family member at home				
Yes	85%	80%	-	-

OVERALL SATISFACTION

Lanterman Satisfaction Survey



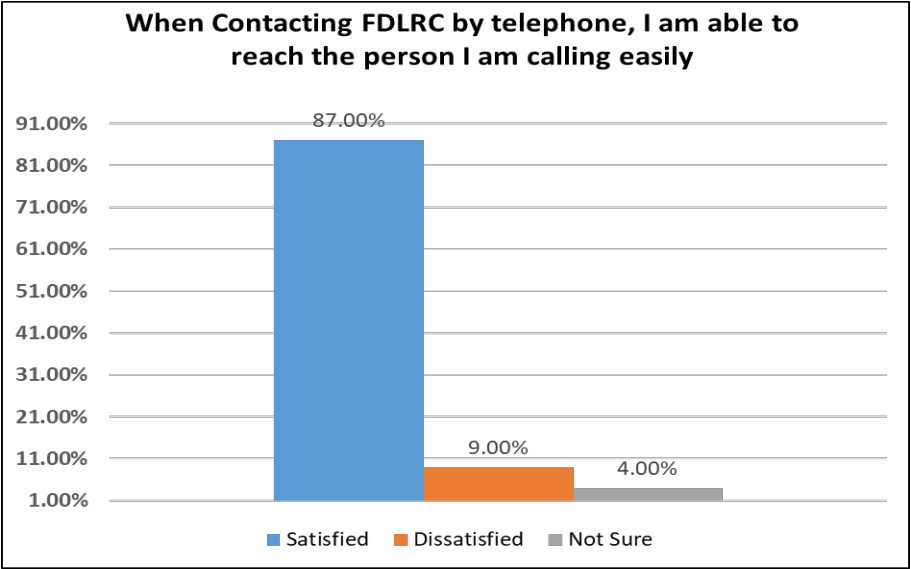
Adult Family Survey



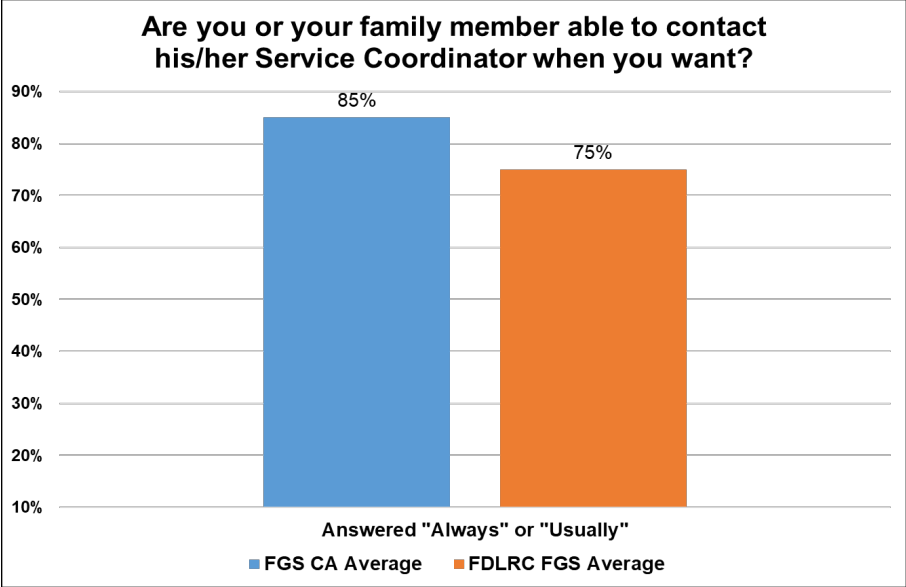
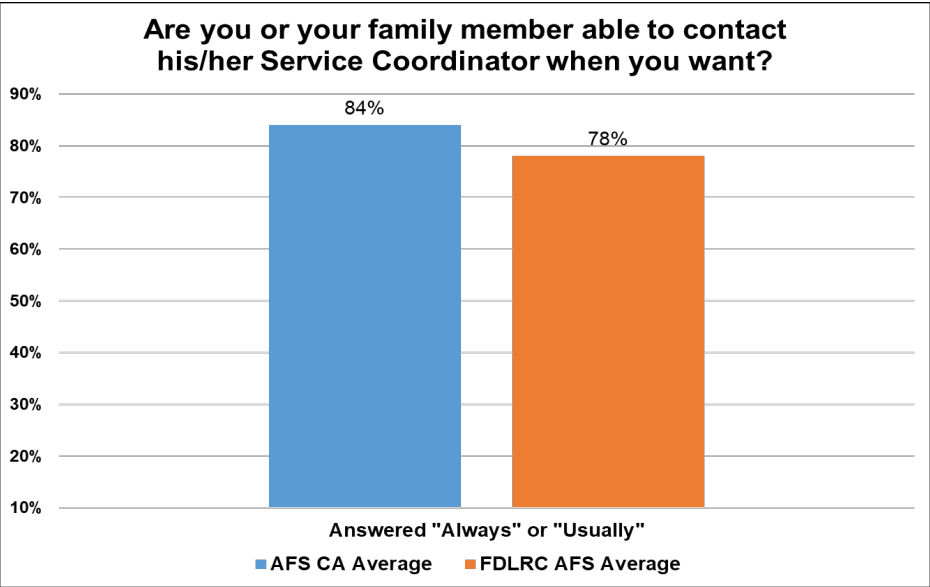
Family Guardian Survey

CONTACTING YOUR SERVICE COORDINATOR

Lanterman Satisfaction Survey



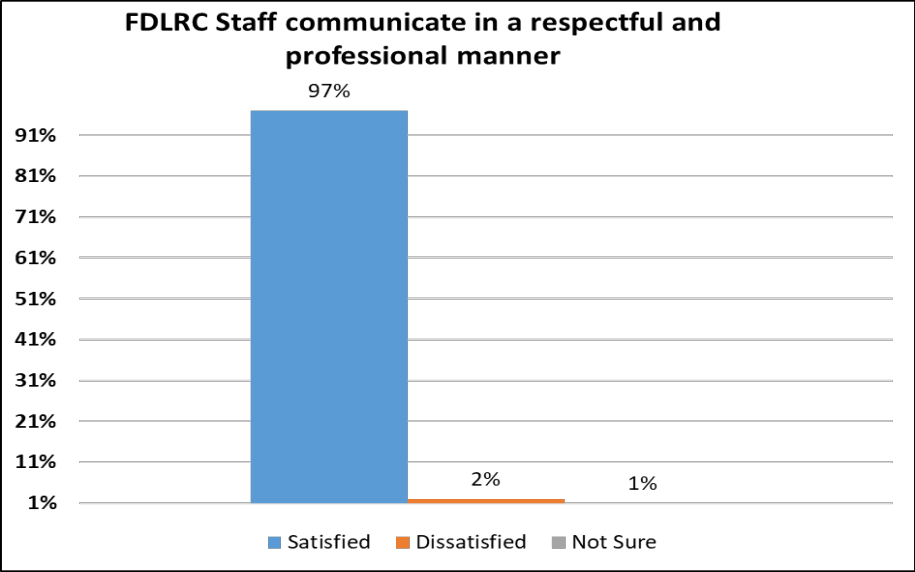
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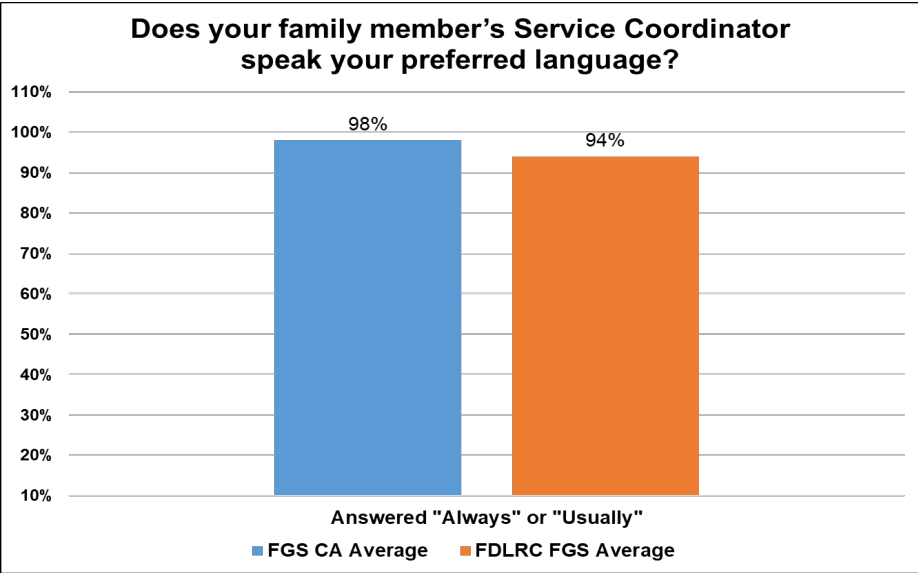
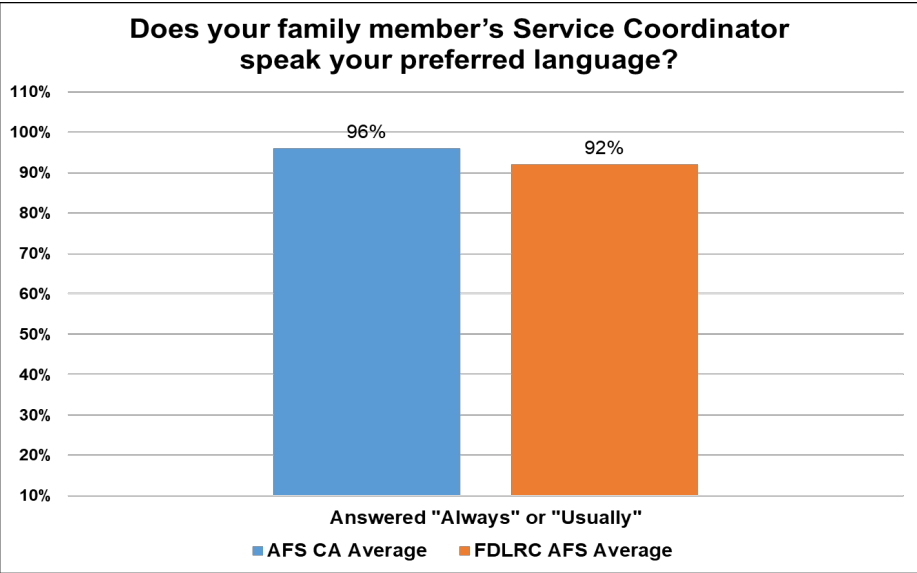
Family Guardian Survey

RESPECTFUL COMMUNICATION

Lanterman Satisfaction Survey



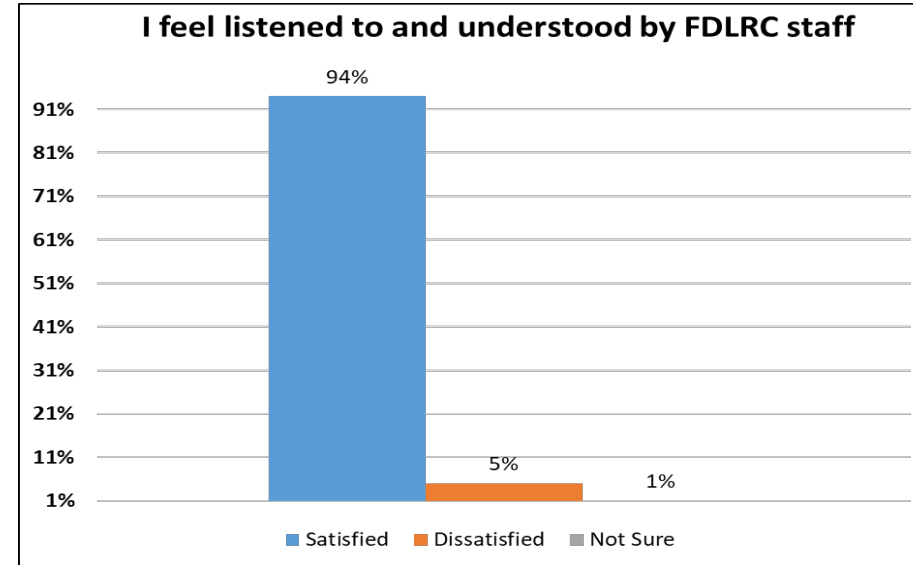
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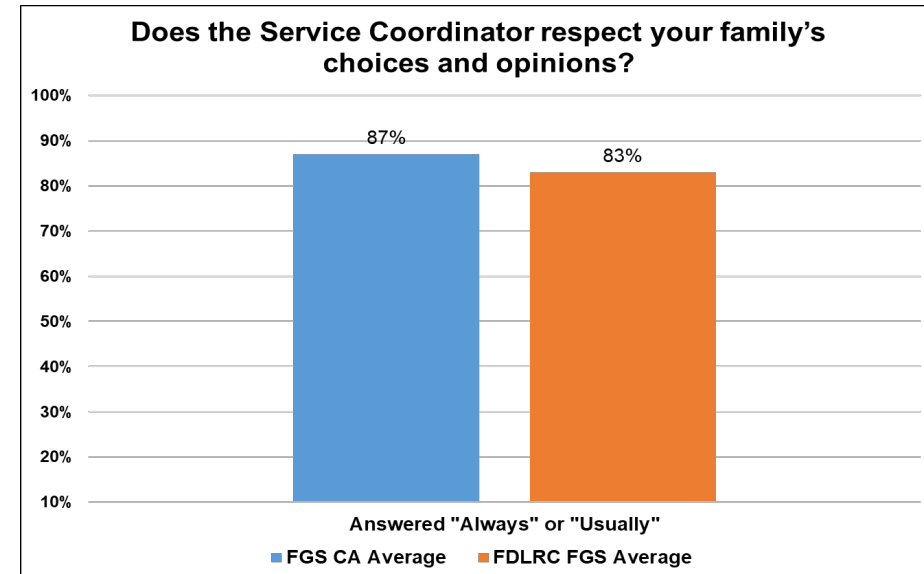
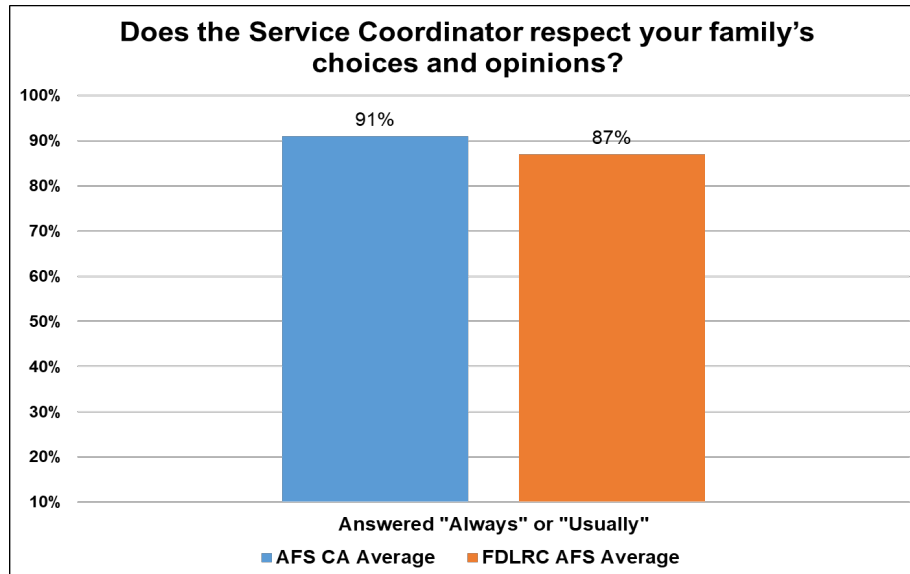
Family Guardian Survey

RESPECTFUL COMMUNICATION

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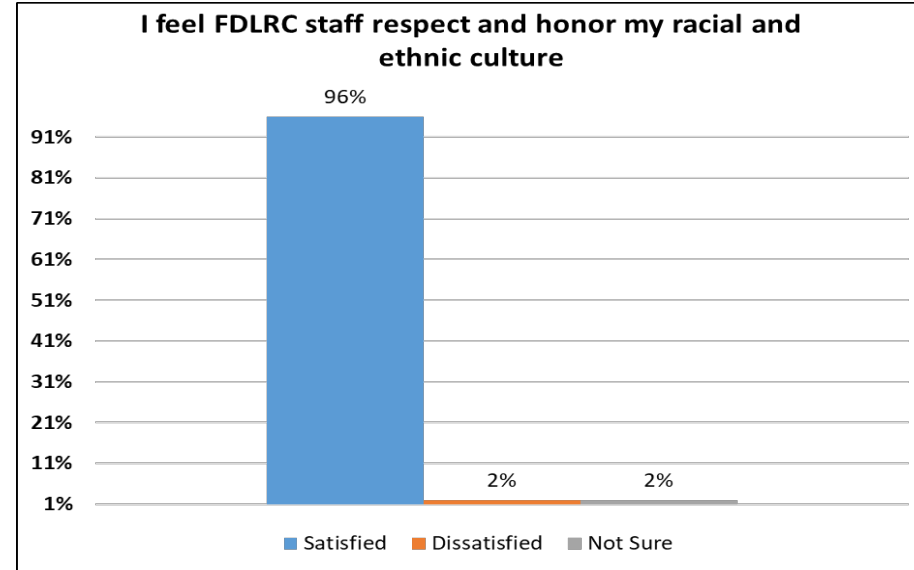
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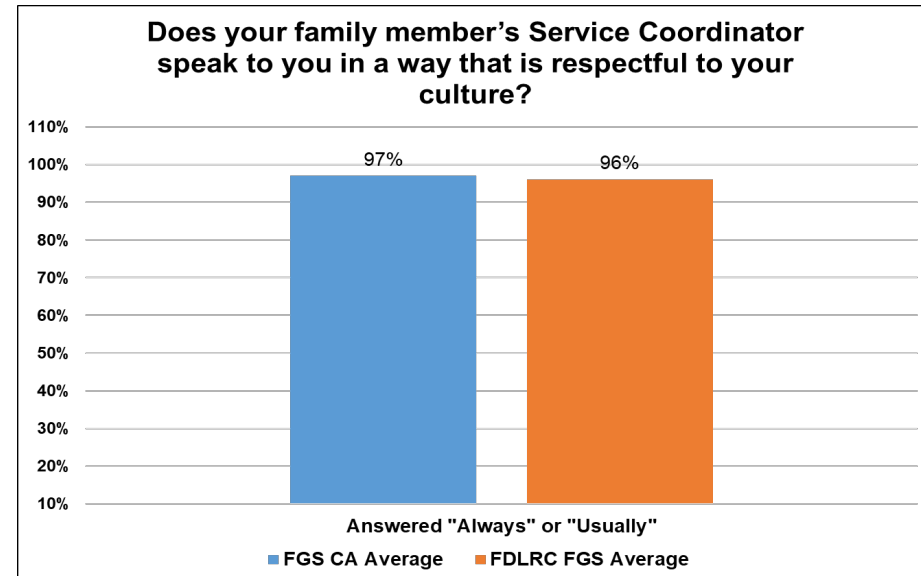
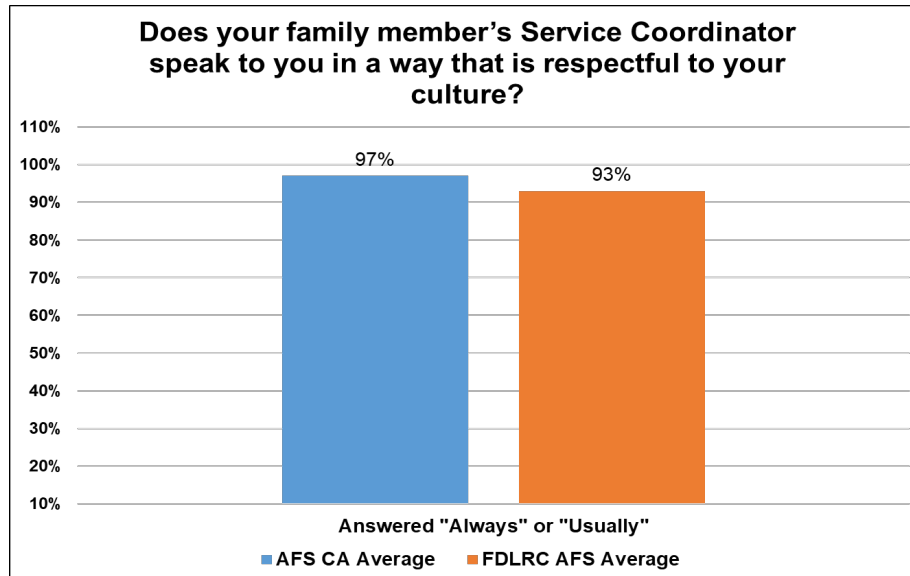
Family Guardian Survey

CULTURAL COMPETENCE

Lanterman Satisfaction Survey



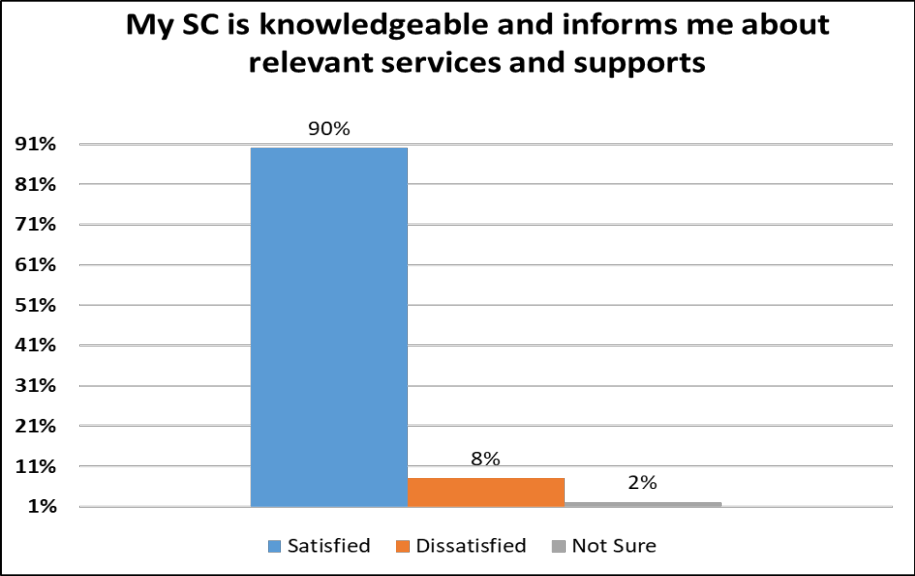
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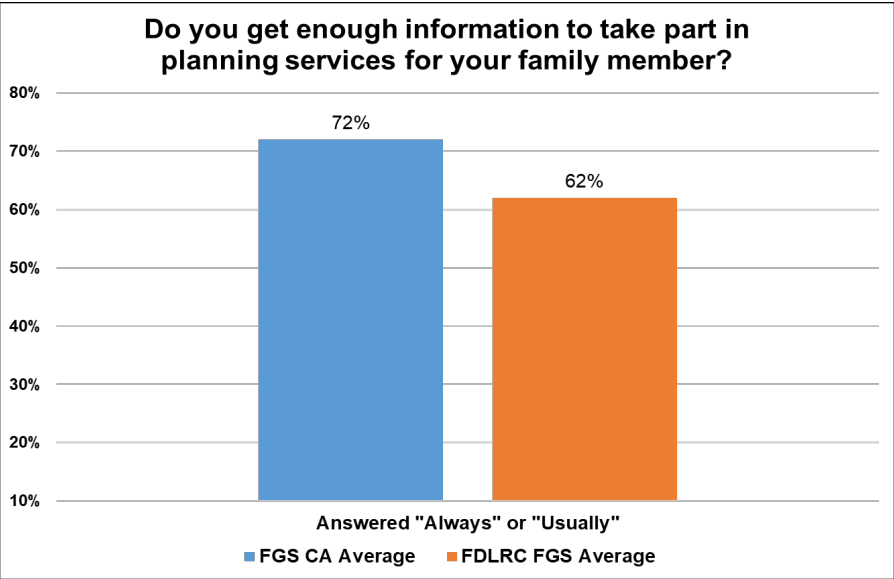
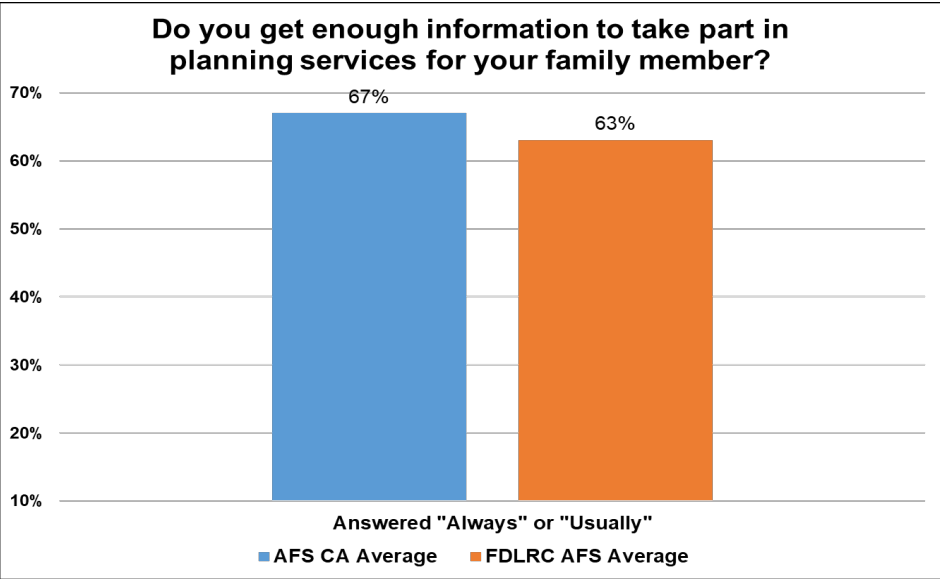
Family Guardian Survey

DISSEMINATION OF INFORMATION

Lanterman Satisfaction Survey



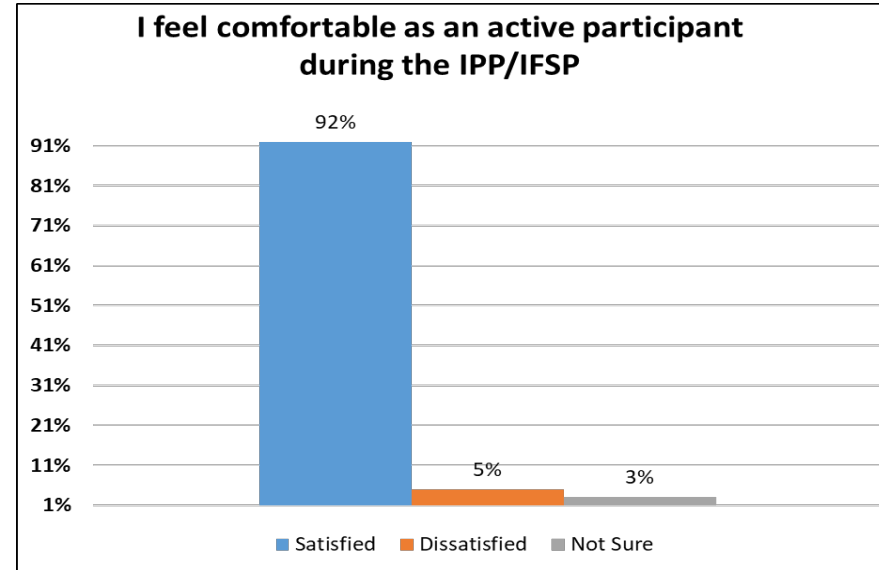
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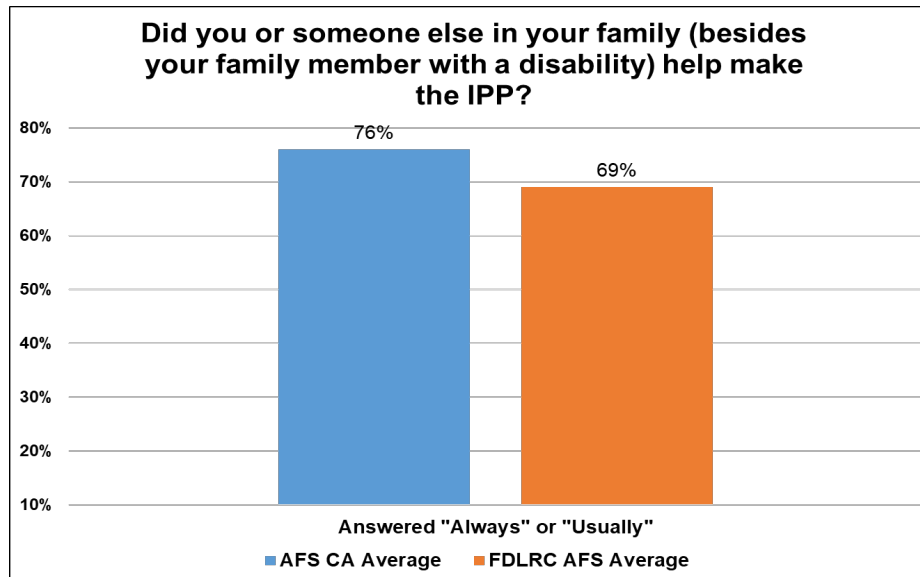
Family Guardian Survey

IPP PARTICIPATION

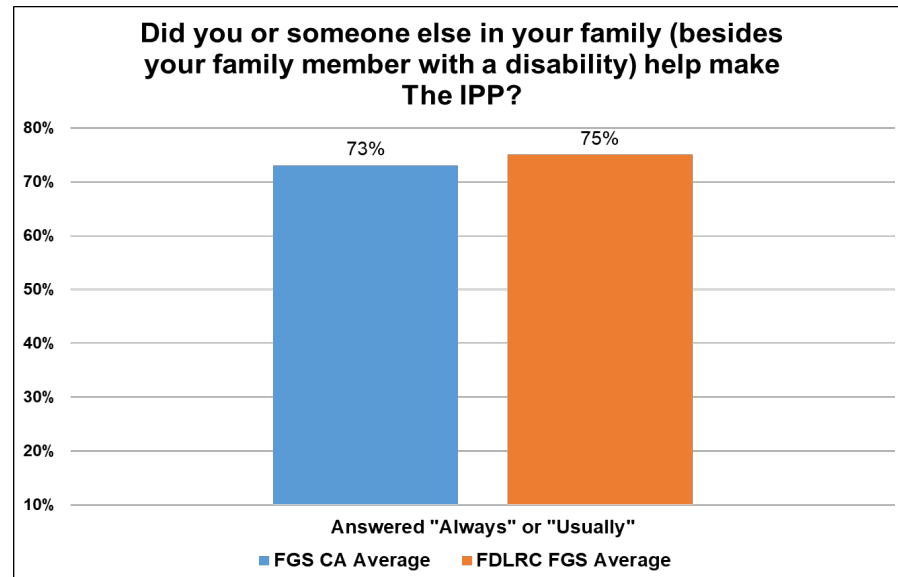
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Adult Family Survey



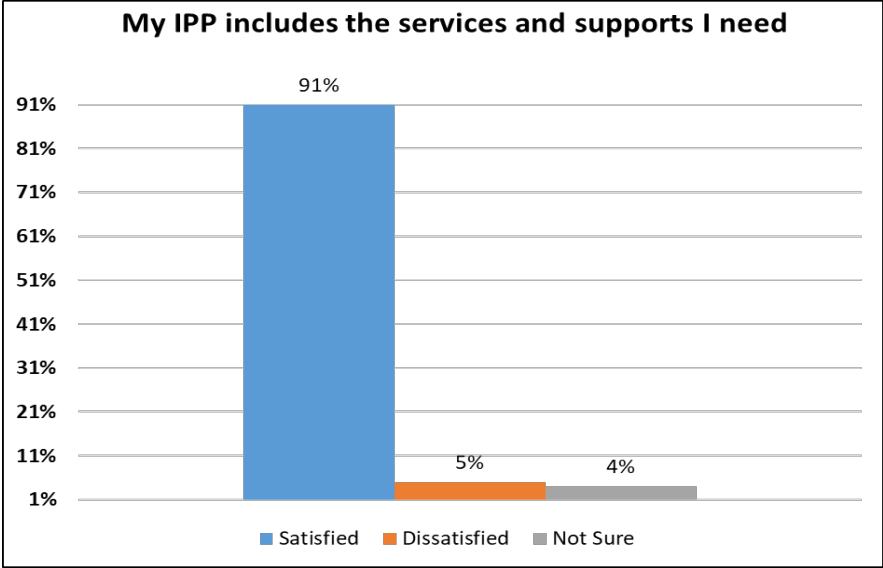
Did you or someone else in your family (besides your family member with a disability) help make The IPP?



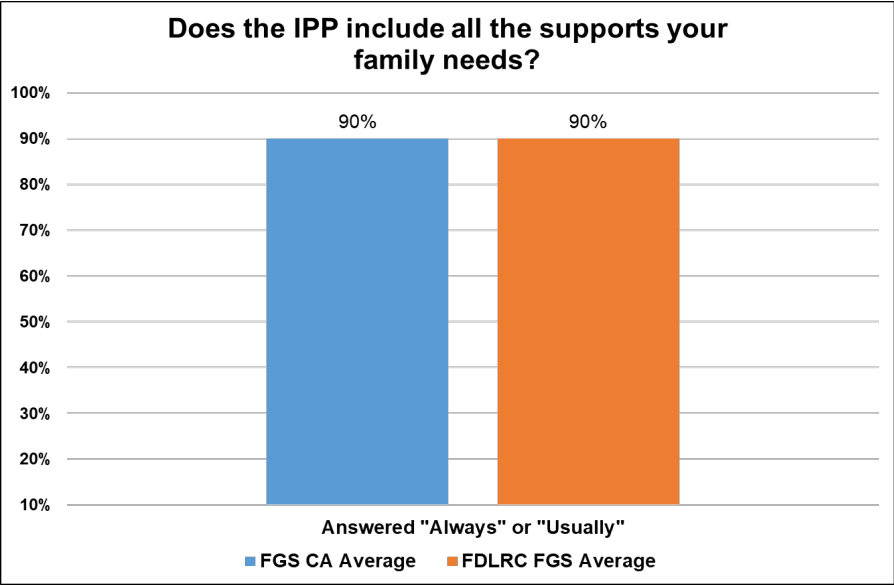
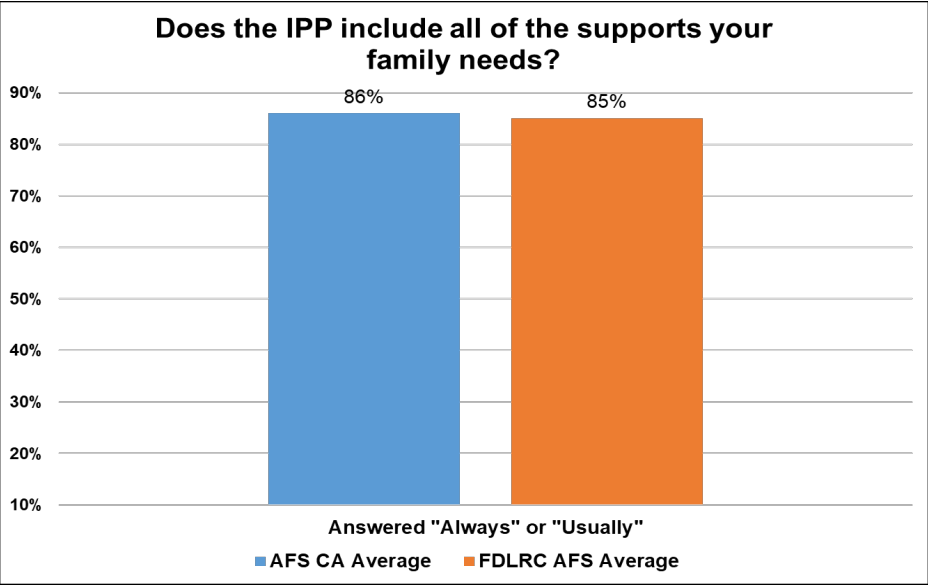
Family Guardian Survey

SERVICES AND SUPPORTS

Lanterman Satisfaction Survey



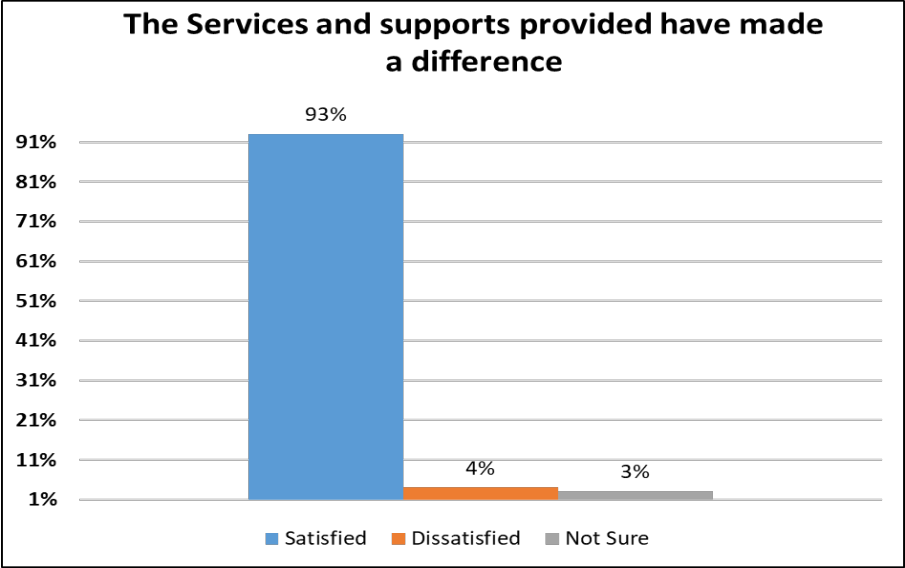
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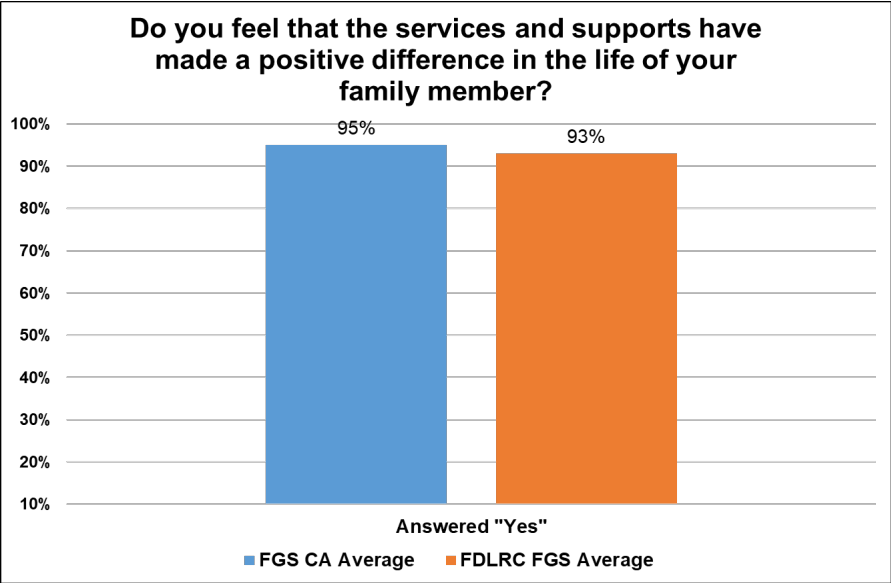
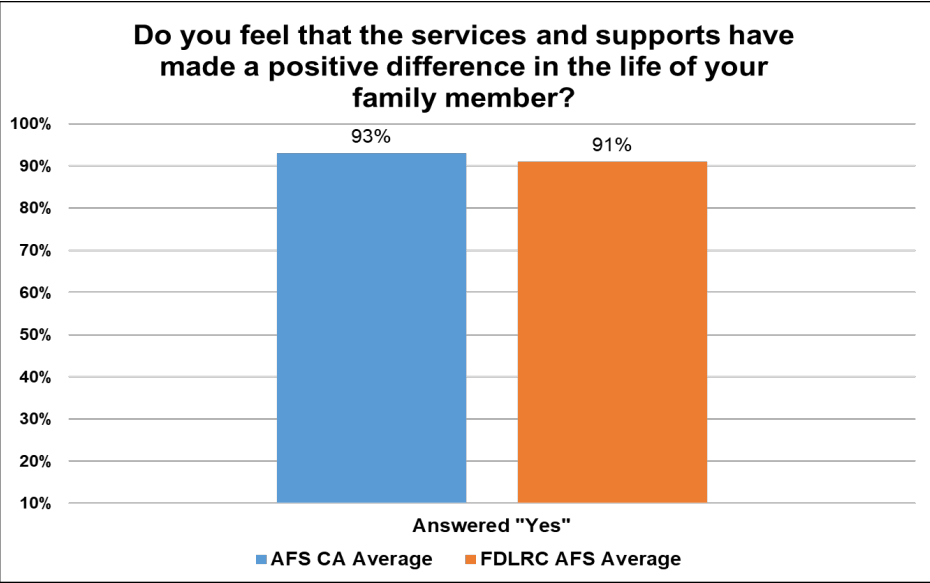
Family Guardian Survey

SERVICES AND SUPPORTS

Lanterman Satisfaction Survey



Adult Family Survey



Family Guardian Survey

MORE INFORMATION

LINKS

- **DDS NCI Adult Family Survey Interactive Dashboard:**
<https://www.dds.ca.gov/rc/nci/nci-interactive-dashboard/families-with-individuals-living-at-home-afs/>
- **DDS NCI Family Guardian Survey Interactive Dashboard:**
<https://www.dds.ca.gov/rc/nci/nci-interactive-dashboard/families-with-individuals-living-away-from-home-fgs/>



Summary

Overall, the input received from Lanterman's Satisfaction Survey was quite positive. While there is a small percentage that is unsure, dissatisfied or extremely dissatisfied, overall it was reaffirming after this extraordinary year to hear back from our community that we're mostly meeting or exceeding your expectations.

The takeaway from the NCI survey is, however, more inconsistent and proves there is always room for improvement. We appreciate your feedback as it will help us deliver an ever-better experience with the regional center to our clients and families.

Contact: Juan Maldonado, Special Projects Coordinator
(213) 252-8622

JMaldonado@Lanterman.org