



# 2019-20 Adult Family Survey (AFS)

## Regional Center Report

Harbor Regional Center



## Contents

Quality Assessment Project and National Core Indicators™ .....	7
What is NCI?.....	7
What is the NCI Adult Family Survey?.....	7
What is included in this report?.....	7
Important Note on COVID-19 .....	8
Demographics .....	9
Demographics of Family Member Receiving Services .....	10
Table 1. More Than One Person Living in the Home Has IDD.....	11
Table 2. Family Member’s Age.....	11
Table 3. Family Member’s Gender .....	11
Table 4. Family Member’s Race and Ethnicity .....	12
Table 5. Family Member’s Disabilities (not mutually exclusive) .....	12
Table 6. Family Member’s Disabilities (continued).....	12
Table 7. Family Member’s Health Conditions.....	13
Table 8. Family Member’s Health Conditions (continued) .....	13
Table 9. Family Member’s Preferred Means of Communication.....	13
Table 10. Family Member’s Preferred Language .....	14
Table 11. Family Member’s Preferred Language (Continued) .....	14
Table 12. Family Member’s Preferred Language (Continued) .....	14
Table 13. Family Member Has Legal Court Appointed Guardian or Conservator .....	15
Table 14. Guardian or Conservator Relationship to Family Member .....	15
Table 15. Family Member’s Highest level of Education.....	15
Table 16. Family Member’s Activities in the Past Two Weeks Included <i>Individual Paid Job in the Community</i> .....	16
Table 17. Family Member’s Activities in the Past Two Weeks Included <i>Paid Small Group Job in a Community-based Setting</i> .....	16

Table 18. Family Member’s Activities in the Past Two Weeks Included <i>Paid Work in a Community Job That Primarily Hires People With Disabilities</i> .....	16
Table 19. Family Member’s Activities in the Past Two Weeks Included <i>Unpaid Activity in the Community</i> .....	17
Table 20. Family Member’s Activities in the Past Two Weeks Included <i>Paid Activity in a Facility-based Setting</i> .....	17
Table 21. Family Member’s Activities in the Past Two Weeks Included <i>Unpaid Activity in a Facility-based Setting</i> .....	17
Table 22. Family Member’s Activities in the Past Two Weeks Included <i>School</i> .....	17
Table 23. Family Member’s Activities in the Past Two Weeks Included <i>Stays at Home</i> .....	18
Table 24. Family Member’s Activities in the Past Two Weeks Included <i>Other Activities</i> .....	18
Table 25. Family Member’s Support Needs for Self-Injurious, Disruptive, and/or Destructive Behaviors .....	18
Table 26. Family Member’s Level of Help Needed With Personal Care Activities (e.g., bathing, dressing, eating) .....	19
Table 27. Family Member’s Need for Help With Other Daily Activities (e.g., scheduling, managing money, or shopping) .....	19
Respondents .....	20
Table 28. Language Usually Spoken at Home .....	21
Table 29. Language Usually Spoken at Home (Continued) .....	21
Table 30. Language Usually Spoken at Home (Continued) .....	21
Table 31. Respondent’s Age .....	21
Table 32. Respondent’s Health .....	22
Table 33. Respondent’s Relationship to Family Member .....	22
Table 34. Respondent or Other Family Member Provides Paid Support to Family Member Receiving Services.....	22
Table 35. Number of Adults in Household (Not Including Family Member Receiving Services) .....	23
Table 36. Number of Children (Under 18 Years Old) in Household .....	23
Table 37. Respondent’s Highest Level of Education .....	23
Table 38. Total Taxable Household Income of Wage Earners in the Past Year .....	23
Table 39. Total Out-of-pocket Expenses Related to Family Member’s Care in the Past Year .....	24
Table 40. Services Paid for Out-Of-Pocket in The Past Year .....	24
Table 41. Services Paid for Out-Of-Pocket in The Past Year (Continued) .....	24
Table 42. Residential Designation (Urban, Suburban, or Rural) .....	25

Services and Supports Received .....	26
Table 43. Services and Supports Received From Regional Center.....	27
Table 44. Additional Services and Supports Received (Not From the Regional Center) .....	27
Adult Family Survey Results.....	28
Information and Planning Charts.....	29
Information and Planning Tables.....	35
Table Q1. Do you get enough information to take part in planning services for your family member? .....	36
Table Q2. Is information from the regional center offered in your preferred language?.....	36
Table Q3. Is the information you get about services and supports easy to understand?.....	36
Table Q4. Does the case manager/service coordinator respect your family’s choices and opinions? .....	36
Table Q5. Do you have enough information about other public services for which your family is eligible (for example, food stamps, SSI, housing subsidies, etc.)? .....	37
Table Q6. Do you need help planning for your family member’s future with respect to any of the following? .....	37
Table Q7. If you asked for crisis or emergency services during the past year, were services provided when needed?.....	37
Table Q8. Does your family member have an individual program plan (IPP)?.....	38
Table Q9. Does the IPP include all the services and supports your family member needs?.....	38
Table Q10. Does your family member get all the services listed in the IPP?.....	38
Table Q11. Did you or someone else in your family (besides your family member with a disability) help make the IPP? .....	38
Table Q12. Did your family member help make the IPP?.....	38
Table Q13. Did you or your family member get a copy of the IPP in your or your family member’s preferred language?.....	39
Table Q14. Did you discuss how to handle emergencies (such as a medical emergency or a natural disaster) at your family member’s last IPP meeting? .....	39
Table Q15. If your family member left school services during the past year, did s/he have a transition plan? .....	39
Table Q16. If your family member had a transition plan, did the transition plan include getting or continuing work in a community job? ....	39
Table Q17. Does your family member have enough supports (for example, support workers, community resources) to work or volunteer in the community? .....	40

Table Q18. Do you feel prepared to handle the needs of your family member in an emergency such as a medical emergency or a natural disaster? ..... 40

Access and Delivery of Services and Supports Charts..... 41

Access and Delivery of Services and Supports Tables..... 49

Table Q19. Are you or your family member able to contact his/her support workers when you want? ..... 50

Table Q20. Are you or your family member able to contact his/her case manager/service coordinator when you want? ..... 50

Table Q21. Do support workers come and go when they are supposed to? ..... 50

Table Q22. Do services and supports change when your family’s needs change?..... 50

Table Q23. Do support workers speak to you in a way you understand? ..... 51

Table Q24. Are there support workers available who can speak to you in your preferred language? ..... 51

Table Q25. Does your family member’s case manager/service coordinator speak your preferred language? ..... 51

Table Q26. If your family member's case manager/service coordinator does not speak in your preferred language, is a translator provided when you speak with the case manager/service coordinator? ..... 51

Table Q27. Are services delivered in a way that is respectful of your family’s culture? ..... 52

Table Q28. Does your family member’s case manager/service coordinator support you in a way that is respectful to your culture? ..... 52

Table Q29. If your family member does not communicate verbally (for example, uses gestures or sign language, or a communication aid), are there support workers who can communicate with him/her? ..... 52

Table Q30. Do support workers have the right information and skills to meet your family’s needs? ..... 52

Table Q31. Does your family member have the special equipment or accommodations that s/he needs (for example, wheelchair, ramp, communication board)?..... 53

Table Q32. Can your family member see health professionals when needed (for example, doctor, dentist, psychologist)? ..... 53

Table Q33. Does your family member’s primary care doctor understand your family member’s needs related to his/her disability? ..... 53

Table Q34. Can your family member go to the dentist when needed? ..... 53

Table Q35. Does your family member’s dentist understand your family member’s needs related to his/her disability? ..... 54

Table Q36. If your family member takes medications, do you know what they’re for? ..... 54

Table Q37. Do you, your family member, or someone else in your family know what is needed to safely take the medications (when it should be taken, how much to take, and the potential side effects)? ..... 54

Table Q38. If your family member uses mental health services, does the mental health professional understand your family member’s needs related to his/her disability? ..... 54

Table Q39. If you need respite services, how often are you able to use them? ..... 55

Table Q40. If you have used respite services in the past year, were you satisfied with the quality of the respite services?..... 55

Table Q41. Does your family get the supports and services it needs? ..... 55

Table Q42. If your family does not get the support and services needed, what additional services does your family need? ..... 56

Choice, Decision Making and Control Charts..... 57

Choice, Decision Making and Control Tables..... 60

Table Q43. Can your family choose or change the agency that provides your family member’s services? ..... 61

Table Q44. Can your family choose or change your family member’s support workers?..... 61

Table Q45. Does your family directly manage support staff? ..... 61

Table Q46. Do service providers for your family member work together to provide support?..... 61

Table Q47. Did you, your family member, or someone else in your family choose your family member’s case manager/service coordinator? ..... 62

Involvement in the Community Charts ..... 63

Involvement in the Community Tables ..... 66

Table Q48. Does your family member take part in activities in the community? ..... 67

Table Q49. For your family member, what makes it hard to take part in activities in the community?..... 67

Table Q50. Does your family member have friends other than paid support workers or family?..... 67

Table Q51. In your community, are there resources that your family can use that are not provided by the regional center (for example, recreational programs, community housing, library programs, religious groups, etc.)? ..... 68

Table Q52. Does your family take part in any family-to-family networks in your community (for example, Parent to Parent, sibling networks, etc.)? ..... 68

Satisfaction With Services and Supports Charts ..... 69

Satisfaction With Services and Supports Tables ..... 74

Table Q53. Overall, are you satisfied with the services and supports your family member currently receives? ..... 75

Table Q54. Do you know how to file a complaint or grievance about provider agencies or staff? ..... 75

Table Q55. If a complaint or grievance was filed or resolved in the past year, are you satisfied with the way it was handled? .....	75
Table Q56. Do you know how to report abuse or neglect related to your family member? .....	75
Table Q57. Within the past year, was a report of abuse or neglect filed on behalf of your family member? .....	76
Table Q58. If a report of abuse or neglect was filed within the past year, did the appropriate people respond to the report? .....	76
Table Q59. If a report of abuse or neglect was filed on behalf of family member by someone outside of your family, were you notified of the report in a timely manner? .....	76
Table Q60. Do you feel that services and supports have made a positive difference in the life of your family member? .....	76
Table Q61. Have services helped keep your family member in your home? .....	77
Table Q62. Have services and supports reduced your family's out-of-pocket expenses for your family member's care? .....	77
Table Q63. Have the services or supports that your family member received during the past year been reduced, suspended, or terminated? .....	77
Table Q64. 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? .....	78
Table Q65. Have the services or supports that your family member received been increased in the past year? .....	78
Table Q66. Are services and supports helping your family member to live a good life? .....	78
Table Q67. Has your family member moved form a Developmental Center (DC) to the community in the past 5 years? .....	79
Table Q68. How long has your family member lived in the community? .....	79

## Quality Assessment Project and National Core Indicators™

This report contains regional center level results from California’s statewide National Core Indicators Adult Family Survey data collection from fiscal year 2019-20 in accordance with Welfare and Institutions Code (WIC), Section 4571. WIC, Section 4571 directs the Department of Developmental Services (DDS) to collect accurate, reliable, and valid consumer and family satisfaction measures as well as individual outcome data. In California, data from this project will be used to review and benchmark statewide and regional center developmental disability service system performance.<sup>1</sup> This report shows Adult Family Survey findings from Harbor Regional Center (HRC) compared to the California statewide and NCI averages. Regional centers can use this report to help guide strategic planning and monitor systemic changes.

### What is NCI?

The National Core Indicators (NCI) program is a voluntary effort by state developmental disability agencies to track their performance using a standardized set of consumer and family/guardian surveys with nationally validated measures. The effort is coordinated by the National Association of State Directors of Developmental Disabilities Services (NASDDDS) and the Human Services Research Institute (HSRI).

In 2019-20 a total of 46 states, the District of Columbia and 22 sub-state entities participated in NCI.

### What is the NCI Adult Family Survey?

The NCI Adult Family Survey is used to gather data on family outcomes. It is mailed to families who have an adult family member who *lives with* the respondent and receives at least one service other than case management from the state DD agency. The survey collects demographic information on both the individual receiving services (‘family member’) as well as the person who fills out the survey (the ‘respondent’) and information on services and supports received. The survey is continually refined and tested to ensure it is valid and reliable.

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

### What is included in this report?

This report includes findings from the National Core Indicators™ 2019-20 Adult Family Survey (AFS). All NCI averages are weighted.<sup>2</sup> This report includes this regional center’s Adult Family Survey data compared to California and NCI averages.

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<sup>1</sup> Refer to the 2019-20 California Adult Family Survey Report for information about Quality Assessment Project implementation, NCI and California’s statewide results.

<sup>2</sup> NCI averages are comprised of 19,183 valid surveys collected across 14 states: AZ, CA, DE, DC, FL, GA, MD, MO, NH, NC, OK, PA, SD and WA.



The charts in this document, grouped by subdomain, display the state results alongside the average across states (NCI average). The charts are followed by accessible tables containing the same information.

To find out more about the development of the Adult Family Survey, data analysis and state samples, check out the National Adult Family Report: <https://www.nationalcoreindicators.org/resources/reports/#reports-family-survey-final-reports>.

## Important Note on COVID-19

The 2019-20 NCI Family Survey data collection cycle began July 1, 2019 and ended June 30, 2020. Midway through data collection, in February 2020, COVID-19 began to spread across the United States. Data collection for the NCI Family Surveys continued throughout the pandemic. States begin data collection at various times throughout the year – some before the pandemic started and some after. Because the family surveys do not collect information on the date of survey completion, we cannot fully assess what impact the pandemic had on data collected at different times throughout the year. Additionally, we cannot determine whether the onset of COVID-19 impacted state samples. For instance, we do not know if certain populations were more or less likely to respond to the survey after February and we do not know whether or how responses were affected for specific questions for those who completed the survey after the pandemic began. While these data will serve as an important baseline, and meaningful way for states to understand the overall impact of services on families of individuals being served, these data should be read with caution.

## Demographics

## *Demographics of Family Member Receiving Services*

*This section provides demographic profiles of the family member about whom the survey was completed.*

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

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

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

RC v CA v NCI	Yes	No	N
HRC	15%	85%	571
CA Average	16%	84%	14,132
Weighted NCI Average	15%	85%	18,537

**Table 2. Family Member’s Age**

RC v CA v NCI	Average Age	N
HRC	32.6	588
CA Average	33.4	14,378
Weighted NCI Average	34.4	18,904

**Table 3. Family Member’s Gender**

Standard NCI response options include “Male” and “Female”

RC v CA v NCI	Male	Female	Other	N
HRC	62%	38%	0%	589
CA Average	62%	38%	0%	14,442
Weighted NCI Average	61%	39%	n/a	18,947

**Table 4. Family Member’s Race and Ethnicity**

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.

RC v CA v NCI	American Indian or Alaska Native	Asian	Black or African American	Pacific Islander	White	Hispanic or Latino	Other
HRC	2%	25%	10%	1%	37%	37%	2%
CA Average	2%	16%	9%	1%	43%	37%	2%
Weighted NCI Average	2%	9%	13%	1%	59%	22%	1%

**Table 5. Family Member’s Disabilities (not mutually exclusive)**

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.

RC v CA v NCI	Intellectual Disability	Mood Illness or Psychiatric Disorder	Autism Spectrum Disorder	Cerebral Palsy	Limited or No Vision	Severe or Profound Hearing Loss
HRC	58%	17%	42%	15%	6%	6%
CA Average	59%	20%	38%	17%	9%	6%
Weighted NCI Average	65%	23%	36%	18%	9%	7%

**Table 6. Family Member’s Disabilities (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.

RC v CA v NCI	Brain Injury	Seizure Disorder or Neurological Problem	Chemical Dependency	Down Syndrome	Prader-Willi Syndrome	Fetal Alcohol Spectrum Disorder	Other
HRC	9%	18%	1%	13%	0%	1%	12%
CA Average	10%	22%	1%	15%	1%	1%	14%
Weighted NCI Average	10%	26%	1%	16%	1%	1%	17%

**Table 7. Family Member’s Health Conditions**

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.

RC v CA v NCI	Cardiovascular disease	Diabetes	Cancer	High blood pressure	High cholesterol
HRC	6%	16%	6%	31%	34%
CA Average	10%	18%	5%	28%	29%
Weighted NCI Average	10%	18%	5%	30%	30%

**Table 8. Family Member’s Health Conditions (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.

RC v CA v NCI	Dysphagia	Alzheimer’s Disease or Other Dementia	Pressure Ulcers	Oral Health or Dental Problems	Sleep Apnea	Other
<b>HRC</b>	6%	4%	2%	12%	14%	23%
CA Average	8%	3%	2%	14%	18%	24%
Weighted NCI Average	10%	2%	2%	13%	19%	25%

**Table 9. Family Member’s Preferred Means of Communication**

RC v CA v NCI	Spoken	Gestures or Body Language	Sign Language or Finger Spelling	Communication Aid or Device	Other	N
HRC	80%	13%	2%	2%	3%	586
CA Average	81%	11%	2%	1%	5%	14,241
Weighted NCI Average	78%	14%	2%	2%	4%	18,721

**Table 10. Family Member's Preferred Language**

CA specific question

RC v CA v NCI	English	Spanish	Mandarin	Tagalog	Vietnamese	N
HRC	72%	12%	0%	2%	1%	589
CA Average	74%	14%	1%	1%	1%	14,464
Weighted NCI Average	n/a	n/a	n/a	n/a	n/a	n/a

**Table 11. Family Member's Preferred Language (Continued)**

CA specific question

RC v CA v NCI	Korean	Arabic	Armenian	Farsi	Hmong	N
HRC	2%	0%	0%	0%	0%	589
CA Average	1%	0%	0%	0%	0%	14,464
Weighted NCI Average	n/a	n/a	n/a	n/a	n/a	n/a

**Table 12. Family Member's Preferred Language (Continued)**

CA specific question

RC v CA v NCI	Khmer	Laos	Russian	ASL	Other	N
HRC	1%	0%	0%	1%	8%	589
CA Average	0%	0%	0%	1%	8%	14,464
Weighted NCI Average	n/a	n/a	n/a	n/a	n/a	n/a

**Table 13. Family Member Has Legal Court Appointed Guardian or Conservator**

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

RC v CA v NCI	No Guardianship	Limited	Full	Has Guardianship but Level Is Unknown	N
HRC	41%	59%	n/a	n/a	562
CA Average	42%	58%	n/a	n/a	13,477
Weighted NCI Average	37%	33%	28%	2%	17,813

**Table 14. Guardian or Conservator Relationship to Family Member**

RC v CA v NCI	Family	Friend	State Employee or Guardianship Agency	Other	N
HRC	98%	0%	0%	1%	547
CA Average	98%	1%	0%	1%	7,433
Weighted NCI Average	96%	1%	1%	3%	10,330

**Table 15. Family Member’s Highest level of Education**

RC v CA v NCI	Did Not Complete High School (and Not Currently Enrolled)	Currently Enrolled in High School	High School Certification	High School Diploma or GED	Vocational School or Certificate Program	Some College	College Degree or Higher	N
HRC	15%	4%	35%	21%	7%	12%	7%	554
CA Average	19%	3%	35%	23%	5%	9%	6%	13,541
Weighted NCI Average	16%	3%	35%	29%	4%	7%	5%	17,923



**Table 16. Family Member’s Activities in the Past Two Weeks Included *Individual Paid Job in the Community***

An individual job is defined as work at an individual job in a local business alongside peers who do not have disabilities, and the job is part of the typical labor market (for example, competitive employment).

RC v CA v NCI	Yes	No	N
HRC	13%	87%	569
CA Average	13%	87%	13,877
Weighted NCI Average	14%	86%	18,302

**Table 17. Family Member’s Activities in the Past Two Weeks Included *Paid Small Group Job in a Community-based Setting***

A small group job is defined as work in an integrated setting, as part of a group of not more than 8 people with disabilities (for example, enclave, work crew).

RC v CA v NCI	Yes	No	N
HRC	13%	87%	563
CA Average	13%	87%	13,640
Weighted NCI Average	10%	90%	17,962

**Table 18. Family Member’s Activities in the Past Two Weeks Included *Paid Work in a Community Job That Primarily Hires People With Disabilities***

Paid work in a community job that primarily hires people with disabilities is defined as work in a setting where the person interacts with the non-disabled population; this is NOT in a traditional sheltered workshop and NOT enclave.

RC v CA v NCI	Yes	No	N
HRC	9%	91%	569
CA Average	8%	92%	13,538
Weighted NCI Average	7%	93%	17,895

**Table 19. Family Member’s Activities in the Past Two Weeks Included *Unpaid Activity in the Community***

Unpaid work in the community includes: volunteering, skills training, and staff-supported community connections.

RC v CA v NCI	Yes	No	N
HRC	27%	73%	555
CA Average	27%	73%	13,697
Weighted NCI Average	28%	72%	18,038

**Table 20. Family Member’s Activities in the Past Two Weeks Included *Paid Activity in a Facility-based Setting***

Paid work performed in a facility-based setting is defined as work at a location developed specifically to provide work activity exclusively for people with disabilities; may be paid sub-minimum wage. Examples include traditional sheltered workshops or work activity centers.

RC v CA v NCI	Yes	No	N
HRC	8%	92%	558
CA Average	12%	88%	13,642
Weighted NCI Average	13%	87%	17,991

**Table 21. Family Member’s Activities in the Past Two Weeks Included *Unpaid Activity in a Facility-based Setting***

An unpaid activity in a facility-based setting includes day habilitation, senior programs, or drop-in centers.

RC v CA v NCI	Yes	No	N
HRC	25%	75%	557
CA Average	21%	79%	13,451
Weighted NCI Average	21%	79%	17,765

**Table 22. Family Member’s Activities in the Past Two Weeks Included *School***

RC v CA v NCI	Yes	No	N
HRC	20%	80%	554
CA Average	21%	79%	13,476
Weighted NCI Average	14%	86%	17,811

**Table 23. Family Member’s Activities in the Past Two Weeks Included *Stays at Home***

RC v CA v NCI	Yes	No	N
HRC	47%	53%	544
CA Average	47%	53%	13,205
Weighted NCI Average	53%	47%	17,418

**Table 24. Family Member’s Activities in the Past Two Weeks Included *Other Activities***

RC v CA v NCI	Yes	No	N
HRC	56%	44%	220
CA Average	46%	54%	4,949
Weighted NCI Average	44%	56%	6,499

**Table 25. Family Member’s Support Needs for Self-Injurious, Disruptive, and/or Destructive Behaviors**

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

RC v CA v NCI	No support needed	Some support needed	Extensive support needed	N
HRC	52%	29%	20%	576
CA Average	51%	30%	19%	14,151
Weighted NCI Average	52%	31%	18%	18,570

**Table 26. Family Member's Level of Help Needed With Personal Care Activities (e.g., bathing, dressing, eating)**

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

RC v CA v NCI	No support needed	Some support needed	Extensive support needed	N
HRC	31%	33%	37%	585
CA Average	29%	35%	36%	14,380
Weighted NCI Average	26%	36%	38%	18,893

**Table 27. Family Member's Need for Help With Other Daily Activities (e.g., scheduling, managing money, or shopping)**

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

RC v CA v NCI	No support needed	Some support needed	Extensive support needed	N
HRC	10%	28%	62%	581
CA Average	9%	26%	65%	14,241
Weighted NCI Average	7%	21%	72%	18,740

## *Respondents*

*This section provides demographic information about the respondent.*

**Table 28. Language Usually Spoken at Home**

Standard NCI response options include “English”, “Spanish”, and “Other”

RC v CA v NCI	English	Spanish	Mandarin	Tagalog	Vietnamese	N
HRC	67%	19%	1%	2%	2%	589
CA Average	68%	19%	1%	1%	1%	14,428
Weighted NCI Average	83%	11%	n/a	n/a	n/a	18,919

**Table 29. Language Usually Spoken at Home (Continued)**

Standard NCI response options include “English”, “Spanish”, and “Other”

RC v CA v NCI	Korean	Arabic	Armenian	Farsi	Hmong	N
HRC	3%	0%	0%	0%	0%	589
CA Average	1%	0%	0%	0%	0%	14,428
Weighted NCI Average	n/a	n/a	n/a	n/a	n/a	18,919

**Table 30. Language Usually Spoken at Home (Continued)**

Standard NCI response options include “English”, “Spanish”, and “Other”

RC v CA v NCI	Khmer	Laos	Russian	ASL	Other	N
HRC	1%	0%	0%	0%	6%	589
CA Average	0%	0%	0%	0%	7%	14,428
Weighted NCI Average	n/a	n/a	n/a	n/a	7%	18,919

**Table 31. Respondent's Age**

RC v CA v NCI	Under 35	35-54	55-74	75+	N
HRC	5%	25%	60%	11%	590
CA Average	6%	24%	60%	10%	14,371
Weighted NCI Average	4%	22%	62%	11%	18,882

**Table 32. Respondent's Health**

RC v CA v NCI	Excellent	Very Good	Fairly Good	Poor	N
HRC	17%	46%	31%	6%	583
CA Average	17%	45%	32%	6%	14,336
Weighted NCI Average	16%	45%	34%	5%	18,859

**Table 33. Respondent's Relationship to Family Member**

RC v CA v NCI	Parent	Sibling	Spouse	Grandparents	Other	N
HRC	87%	8%	0%	1%	3%	586
CA Average	86%	8%	0%	2%	4%	14,365
Weighted NCI Average	86%	7%	0%	2%	4%	18,876

**Table 34. Respondent or Other Family Member Provides Paid Support to Family Member Receiving Services**

Responses are not mutually exclusive, therefore N is not shown. Responses to this question might have been impacted by the COVID-19 pandemic.

RC v CA v NCI	No One in Family Provides Paid Support	Respondent Provides Paid Support	Other Family Member Provides Paid Support
HRC	50%	42%	9%
CA Average	49%	40%	13%
Weighted NCI Average	58%	32%	13%

**Table 35. Number of Adults in Household (Not Including Family Member Receiving Services)**

RC v CA v NCI	One	Two	Three	Four or More	N
HRC	7%	26%	43%	24%	583
CA Average	8%	27%	42%	24%	14,286
Weighted NCI Average	8%	29%	43%	20%	18,771

**Table 36. Number of Children (Under 18 Years Old) in Household**

RC v CA v NCI	None	One	Two	Three	Four or More	N
HRC	82%	12%	3%	2%	2%	585
CA Average	82%	11%	5%	2%	1%	14,309
Weighted NCI Average	85%	9%	4%	1%	1%	18,807

**Table 37. Respondent's Highest Level of Education**

RC v CA v NCI	No High School Diploma or GED	High School Diploma or GED	Vocational School or Certificate Program	Some College	College Degree or Higher	N
HRC	15%	16%	7%	23%	40%	577
CA Average	16%	19%	6%	23%	35%	14,224
Weighted NCI Average	11%	22%	7%	23%	38%	18,714

**Table 38. Total Taxable Household Income of Wage Earners in the Past Year**

RC v CA v NCI	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
HRC	8%	7%	9%	19%	10%	23%	24%	542
CA Average	10%	8%	11%	19%	11%	19%	22%	13,362
Weighted NCI Average	10%	7%	10%	19%	12%	20%	22%	17,697



**Table 39. Total Out-of-pocket Expenses Related to Family Member’s Care in the Past Year**

CA specific question

RC v CA v NCI	Nothing	\$1-\$100	\$101-\$1,000	\$1,001-\$10,000	Over \$10,000	N
HRC	29%	7%	29%	29%	6%	541
CA Average	35%	8%	28%	24%	4%	13,271
Weighted NCI Average	n/a	n/a	n/a	n/a	n/a	n/a

**Table 40. Services Paid for Out-Of-Pocket in The Past Year**

CA specific question. Categories are not mutually exclusive, therefore N is not shown.

RC v CA v NCI	Respite Services	Behavior Therapy	Speech Therapy	Additional Therapies	Social Skills Training	Recreational Activities and Programs
HRC	11%	5%	3%	13%	8%	40%
CA Average	13%	4%	3%	11%	6%	39%
Weighted NCI Average	n/a	n/a	n/a	n/a	n/a	n/a

**Table 41. Services Paid for Out-Of-Pocket in The Past Year (Continued)**

CA specific question. Categories are not mutually exclusive, therefore N is not shown.

RC v CA v NCI	Afterschool Care	Educational Expenses	Medical and/or dental expenses	Parent Training	Transportation Support	Other
HRC	7%	15%	71%	4%	42%	12%
CA Average	5%	11%	62%	2%	40%	14%
Weighted NCI Average	n/a	n/a	n/a	n/a	n/a	n/a

**Table 42. Residential Designation (Urban, Suburban, or Rural)**

RC v CA v NCI	Urban or suburban (in or near a city or large town)	Rural (outside of a city or town)	N
HRC	99%	1%	548
CA Average	90%	10%	13,188
Weighted NCI Average	78%	22%	17,567

## *Services and Supports Received*

*This section provides information about the services and supports received by the family from the regional center.<sup>3</sup>*

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<sup>3</sup> Some NCI states provide services through a statewide ID/DD agency

**Table 43. Services and Supports Received From Regional Center<sup>4</sup>**

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. Responses to this question might have been impacted by the COVID-19 pandemic.

RC v CA v NCI	Financial Support	Out-of-home Respite Care	Day/Employment Supports	Transportation	Other Services/Supports	Direction/Fiscal Intermediary Services	Self
HRC	11%	20%	57%	41%	21%		12%
CA Average	12%	25%	54%	49%	20%		20%
Weighted NCI Average	15%	29%	53%	55%	25%		33%

**Table 44. Additional Services and Supports Received (Not From the Regional Center<sup>5</sup>)**

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. Responses to this question might have been impacted by the COVID-19 pandemic.

RC v CA v NCI	Social Security Payments (SSI/SSB)	Services or Supports From Other Agencies or Organizations
HRC	83%	29%
CA Average	85%	27%
Weighted NCI Average	90%	29%

<sup>4</sup> Some NCI states provide services through a statewide ID/DD agency

<sup>5</sup> Some NCI states provide services through a statewide ID/DD agency

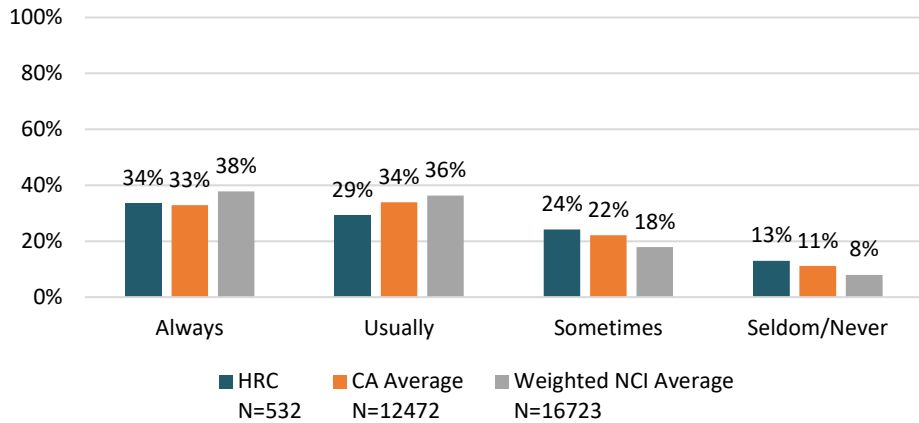
## Adult Family Survey Results

## *Information and Planning Charts*

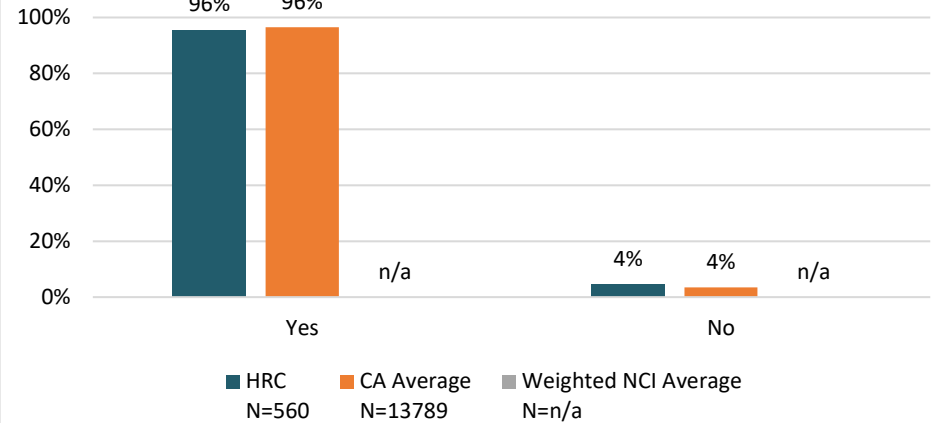
*Families and family members with disabilities have the information and support necessary to plan for their services and supports.*

The following pages contain charts depicting the results. The same data are repeated in the accessible tables that follow.

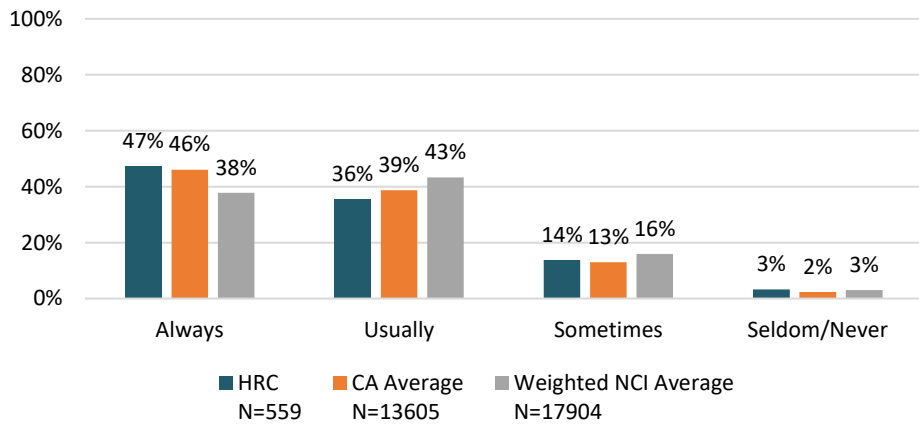
### Do you get enough information to take part in planning services for your family member?



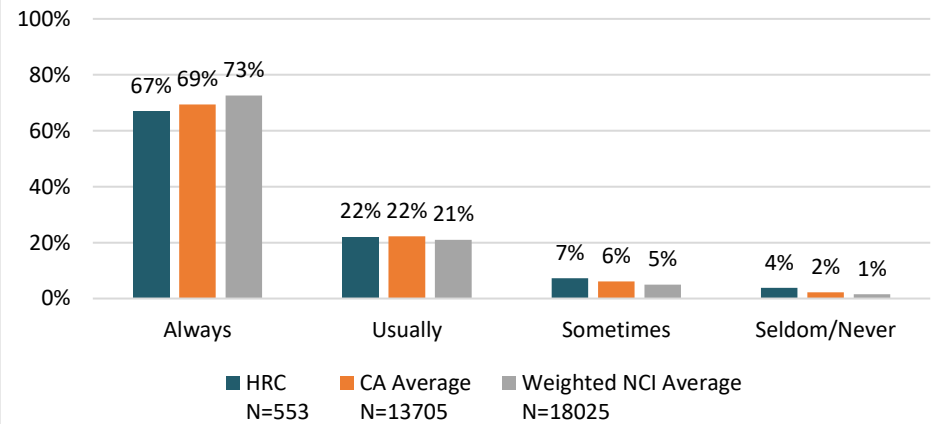
### Is information from the regional center offered in your preferred language?



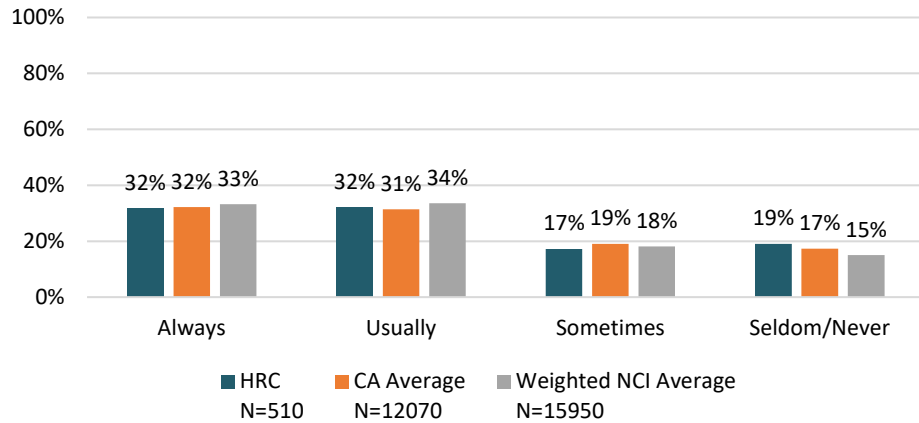
### Is the information you get about services and supports easy to understand?



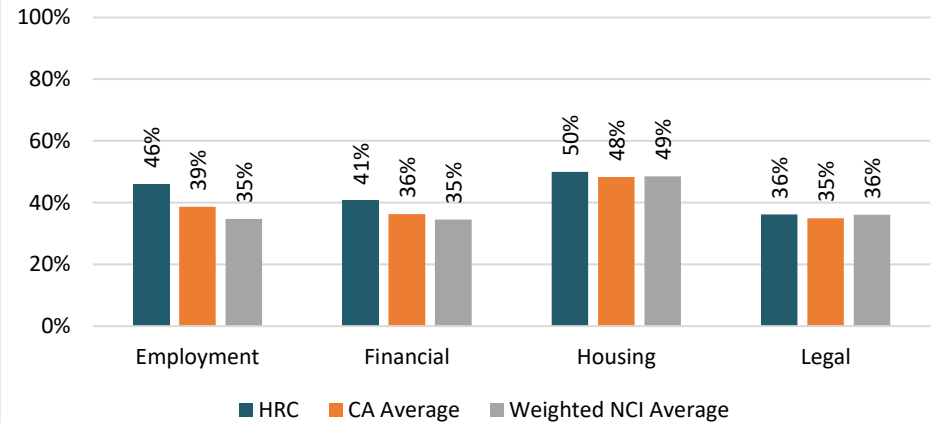
### Does the case manager/service coordinator respect your family's choices and opinions?



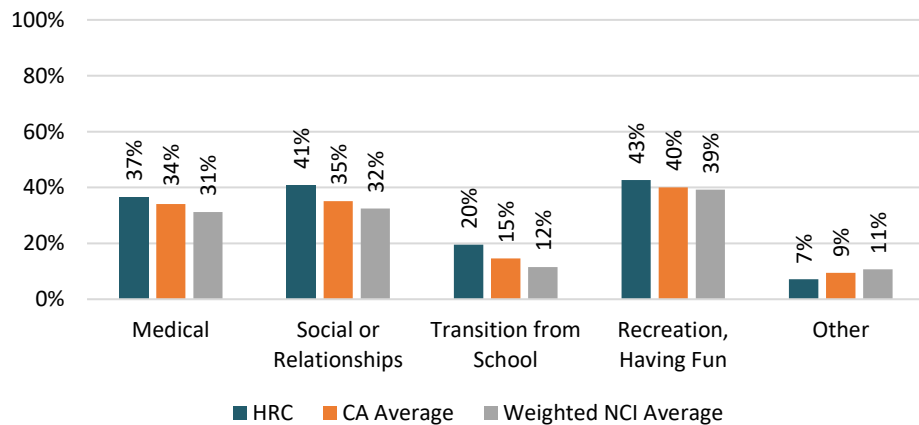
### Do you have enough information about other public services for which your family is eligible?



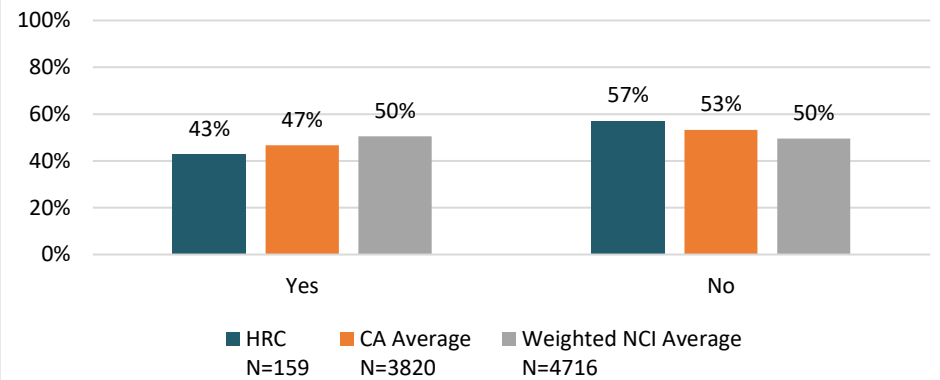
### Do you need help planning for your family member's future?



### Do you need help planning for your family member's future?

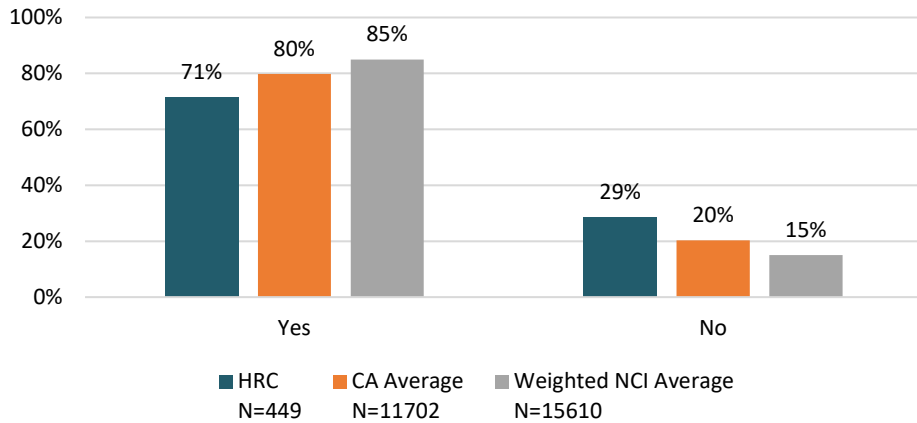


### If you asked for crisis or emergency services during the past year, were services provided when needed?

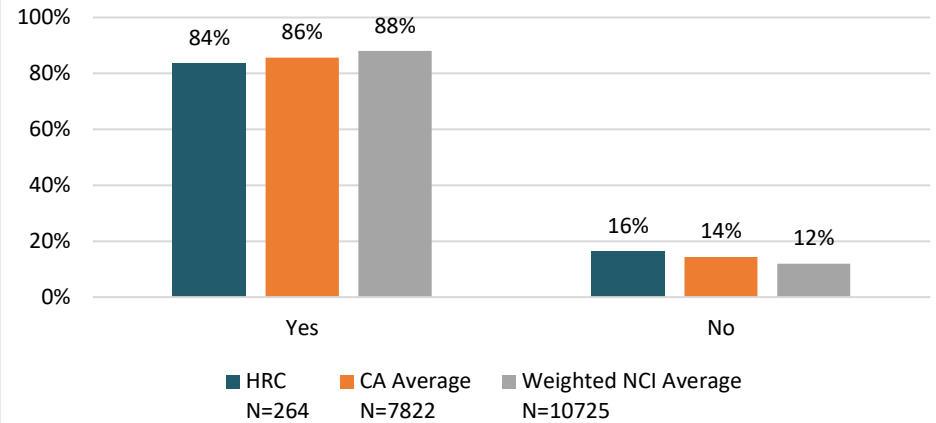




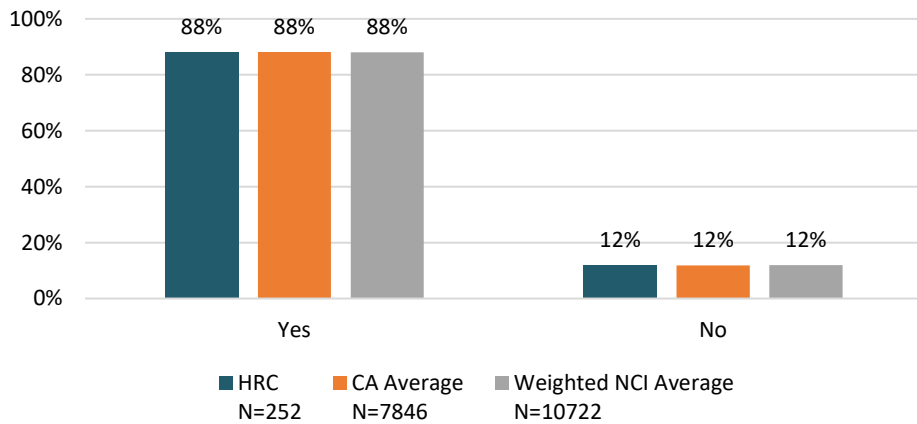
### Does your family member have an individual program plan (IPP)?



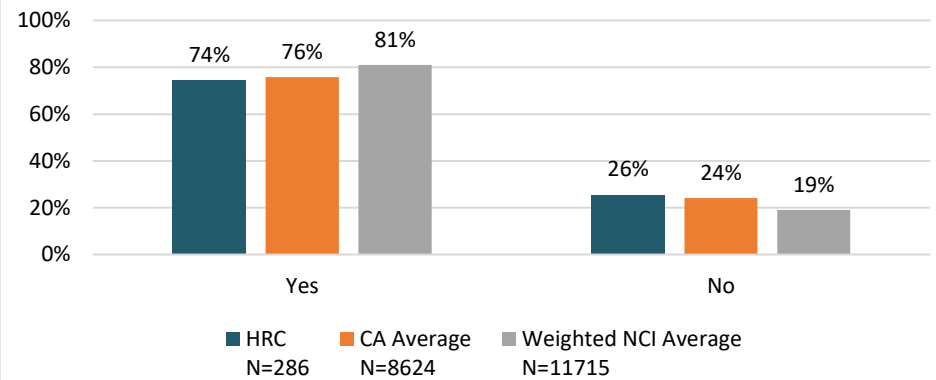
### Does the IPP include all the services and supports your family member needs?

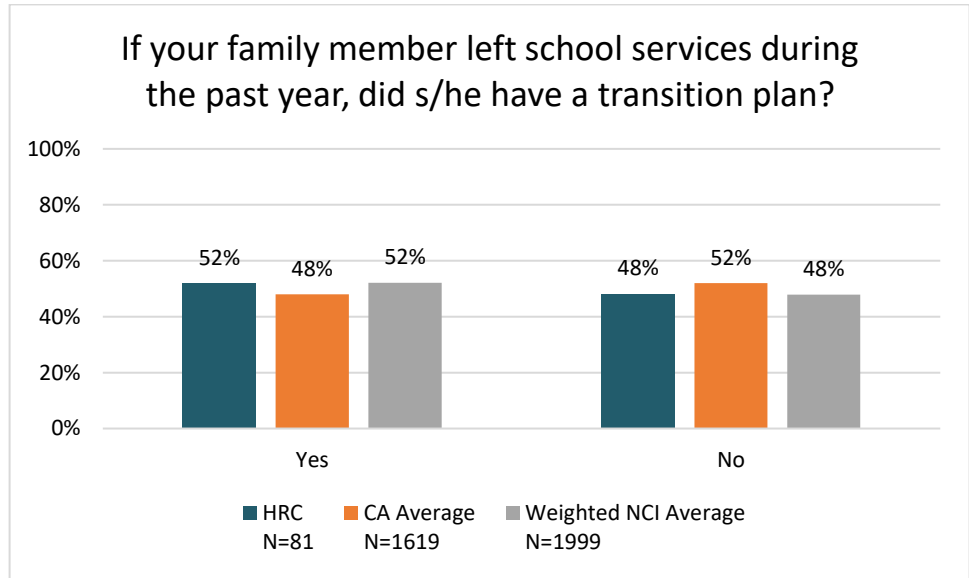
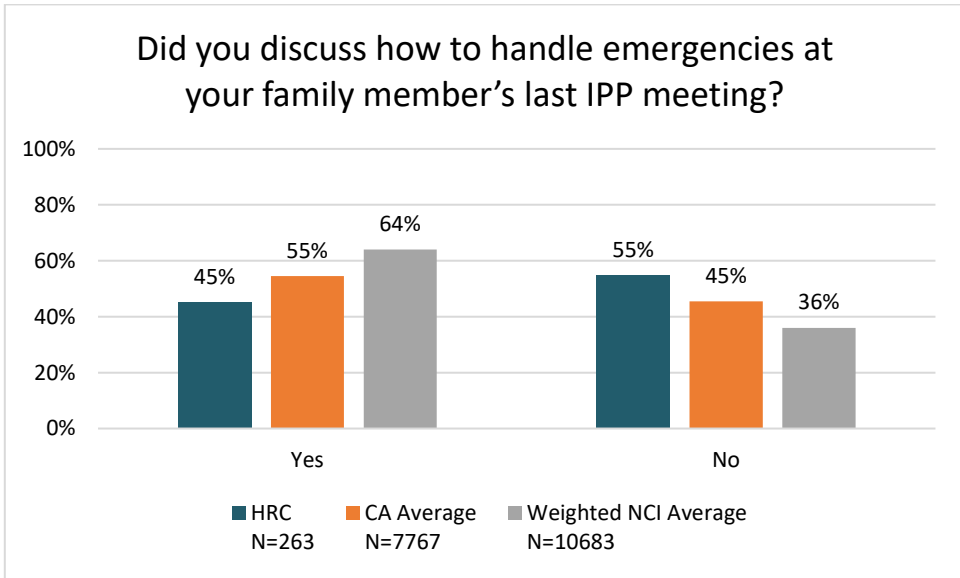
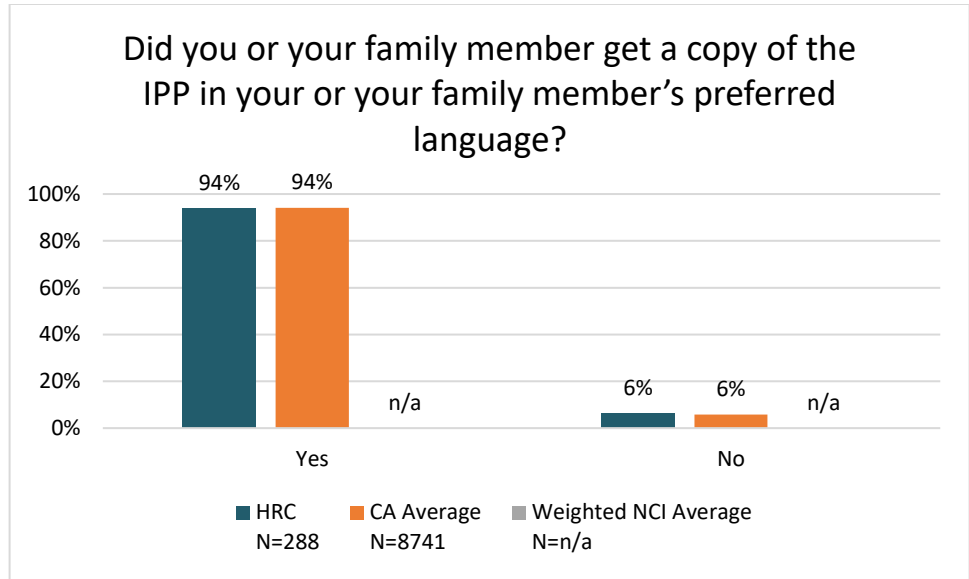
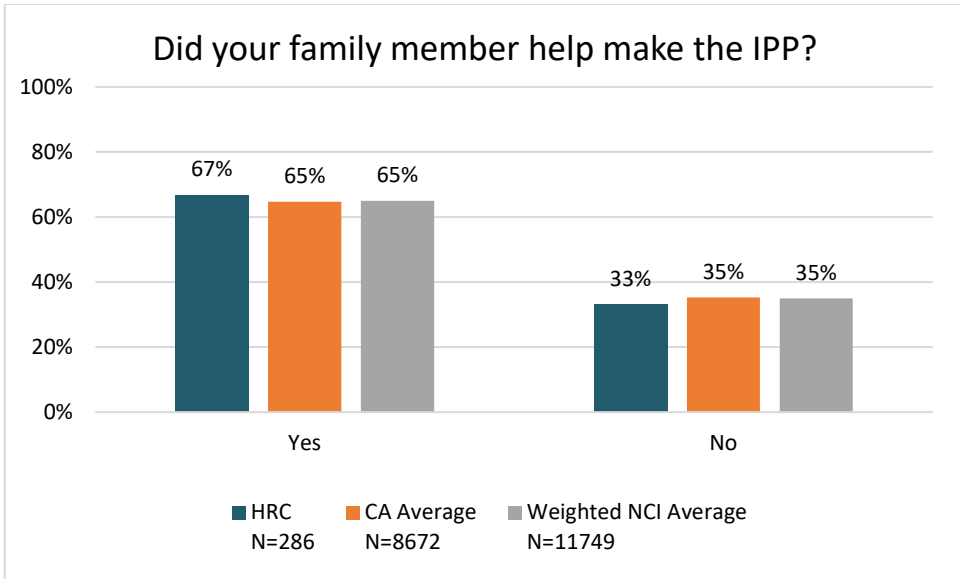


### Does your family member get all the services listed in the IPP?

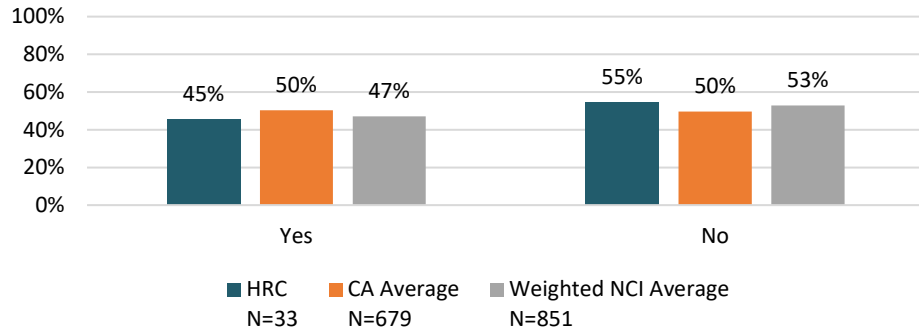


### Did you or someone else in your family (besides your family member with a disability) help make the IPP?

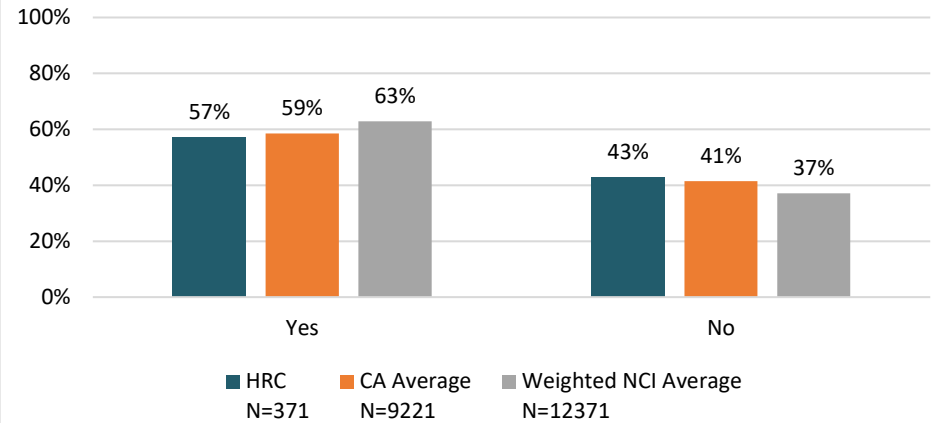




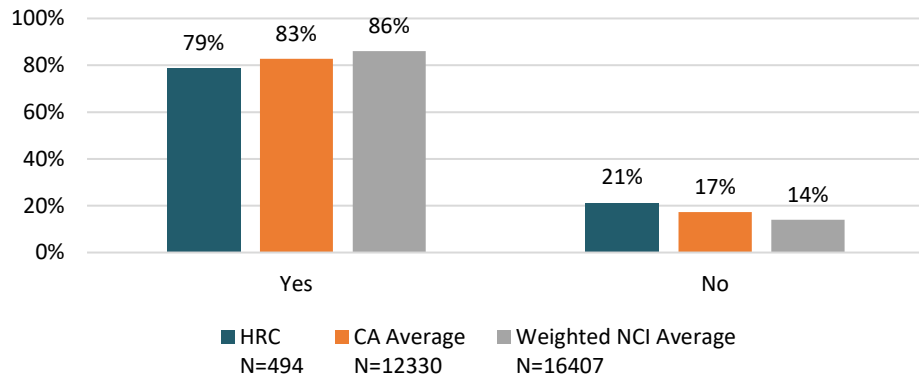
If your family member left school services during the past year and had a transition plan, did the transition plan include getting or continuing work in a community job?



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



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



## *Information and Planning Tables*

*Families and family members with disabilities have the information and support necessary to plan for their services and supports.*

**Table Q1. Do you get enough information to take part in planning services for your family member?**

RC v CA v NCI	Always	Usually	Sometimes	Seldom/Never	N
HRC	34%	29%	24%	13%	532
CA Average	33%	34%	22%	11%	12,472
Weighted NCI Average	38%	36%	18%	8%	16,723

**Table Q2. Is information from the regional center offered in your preferred language?**

CA specific question

RC v CA v NCI	Yes	No	N
HRC	96%	4%	560
CA Average	96%	4%	13,789
Weighted NCI Average	n/a	n/a	n/a

**Table Q3. Is the information you get about services and supports easy to understand?**

RC v CA v NCI	Always	Usually	Sometimes	Seldom/Never	N
HRC	47%	36%	14%	3%	559
CA Average	46%	39%	13%	2%	13,605
Weighted NCI Average	38%	43%	16%	3%	17,904

**Table Q4. Does the case manager/service coordinator respect your family's choices and opinions?**

RC v CA v NCI	Always	Usually	Sometimes	Seldom/Never	N
HRC	67%	22%	7%	4%	553
CA Average	69%	22%	6%	2%	13,705
Weighted NCI Average	73%	21%	5%	1%	18,025

**Table Q5. Do you have enough information about other public services for which your family is eligible (for example, food stamps, SSI, housing subsidies, etc.)?**

RC v CA v NCI	Always	Usually	Sometimes	Seldom/Never	N
HRC	32%	32%	17%	19%	510
CA Average	32%	31%	19%	17%	12,070
Weighted NCI Average	33%	34%	18%	15%	15,950

**Table Q6. Do you need help planning for your family member's future with respect to any of the following?**

Categories are not mutually exclusive, therefore N is not shown

Need future planning help with...	HRC	CA Average	Weighted NCI Average
Employment	46%	39%	35%
Financial	41%	36%	35%
Housing	50%	48%	49%
Legal	36%	35%	36%
Medical	37%	34%	31%
Social or Relationships	41%	35%	32%
Transition from School	20%	15%	12%
Recreation, Having Fun	43%	40%	39%
Other	7%	9%	11%

**Table Q7. If you asked for crisis or emergency services during the past year, were services provided when needed?**

Responses to this question might have been impacted by the COVID-19 pandemic.

RC v CA v NCI	Yes	No	N
HRC	43%	57%	159
CA Average	47%	53%	3,820
Weighted NCI Average	50%	50%	4,716

**Table Q8. Does your family member have an individual program plan (IPP)?**

RC v CA v NCI	Yes	No	N
HRC	71%	29%	449
CA Average	80%	20%	11,702
Weighted NCI Average	85%	15%	15,610

**Table Q9. Does the IPP include all the services and supports your family member needs?**

RC v CA v NCI	Yes	No	N
HRC	84%	16%	264
CA Average	86%	14%	7,822
Weighted NCI Average	88%	12%	10,725

**Table Q10. Does your family member get all the services listed in the IPP?**

RC v CA v NCI	Yes	No	N
HRC	88%	12%	252
CA Average	88%	12%	7,846
Weighted NCI Average	88%	12%	10,722

**Table Q11. Did you or someone else in your family (besides your family member with a disability) help make the IPP?**

RC v CA v NCI	Yes	No	N
HRC	74%	26%	286
CA Average	76%	24%	8,624
Weighted NCI Average	81%	19%	11,715

**Table Q12. Did your family member help make the IPP?**

RC v CA v NCI	Yes	No	N
HRC	67%	33%	286
CA Average	65%	35%	8,672
Weighted NCI Average	65%	35%	11,749

**Table Q13. Did you or your family member get a copy of the IPP in your or your family member’s preferred language?**

CA specific question

RC v CA v NCI	Yes	No	N
HRC	94%	6%	288
CA Average	94%	6%	8,741
Weighted NCI Average	n/a	n/a	n/a

**Table Q14. Did you discuss how to handle emergencies (such as a medical emergency or a natural disaster) at your family member’s last IPP meeting?**

Responses to this question might have been impacted by the COVID-19 pandemic.

RC v CA v NCI	Yes	No	N
HRC	45%	55%	263
CA Average	55%	45%	7,767
Weighted NCI Average	64%	36%	10,683

**Table Q15. If your family member left school services during the past year, did s/he have a transition plan?**

Responses to this question might have been impacted by the COVID-19 pandemic.

RC v CA v NCI	Yes	No	N
HRC	52%	48%	81
CA Average	48%	52%	1,619
Weighted NCI Average	52%	48%	1,999

**Table Q16. If your family member had a transition plan, did the transition plan include getting or continuing work in a community job?**

RC v CA v NCI	Yes	No	N
HRC	45%	55%	33
CA Average	50%	50%	679
Weighted NCI Average	47%	53%	851



**Table Q17. Does your family member have enough supports (for example, support workers, community resources) to work or volunteer in the community?**

Responses to this question might have been impacted by the COVID-19 pandemic.

RC v CA v NCI	Yes	No	N
HRC	57%	43%	371
CA Average	59%	41%	9,221
Weighted NCI Average	63%	37%	12,371

**Table Q18. Do you feel prepared to handle the needs of your family member in an emergency such as a medical emergency or a natural disaster?**

Responses to this question might have been impacted by the COVID-19 pandemic.

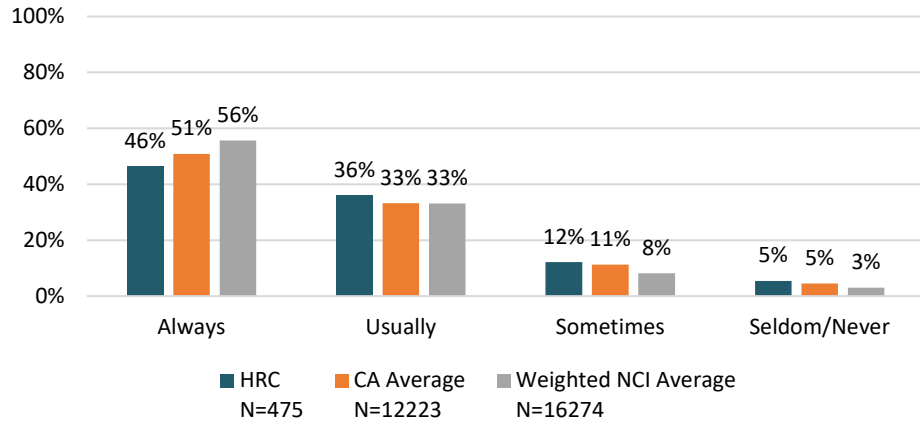
RC v CA v NCI	Yes	No	N
HRC	79%	21%	494
CA Average	83%	17%	12,330
Weighted NCI Average	86%	14%	16,407

## *Access and Delivery of Services and Supports Charts*

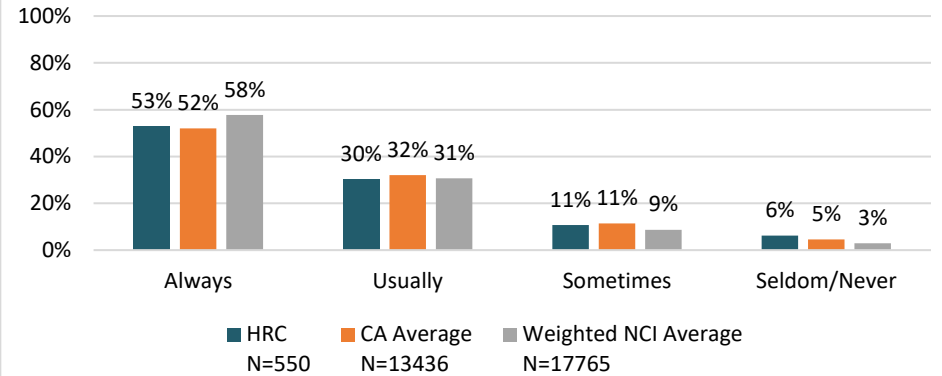
*Families and family members with disabilities get the services and supports they need.*

The following pages contain charts depicting the results. The same data are repeated in the accessible tables that follow.

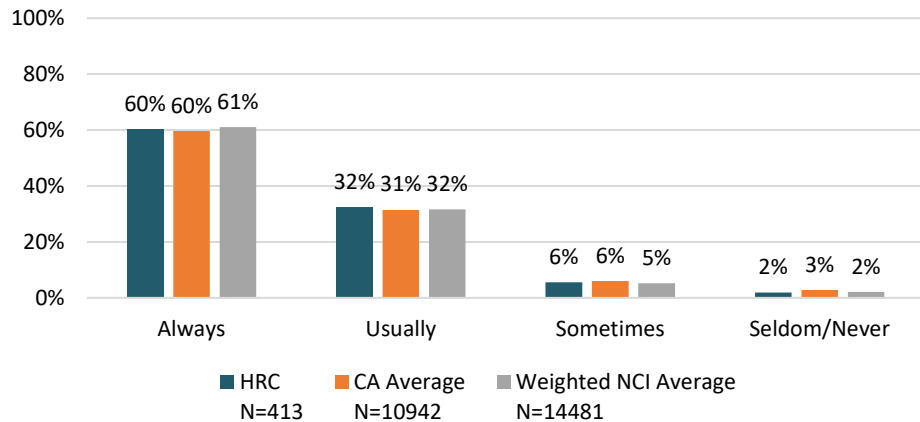
### Are you or your family member able to contact his/her support workers when you want?



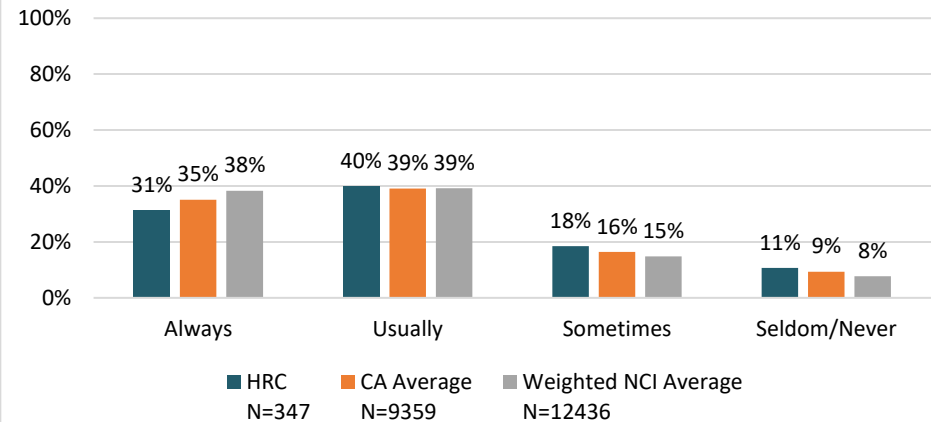
### Are you or your family member able to contact his/her case manager/service coordinator when you want?



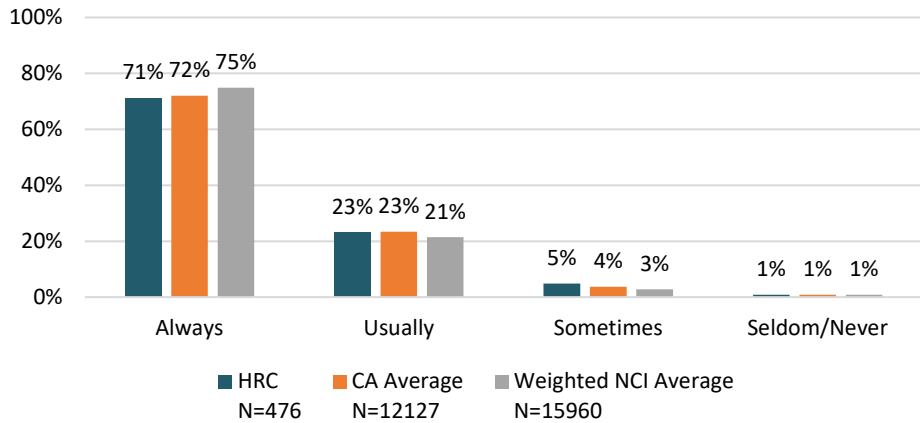
### Do support workers come and go when they are supposed to?



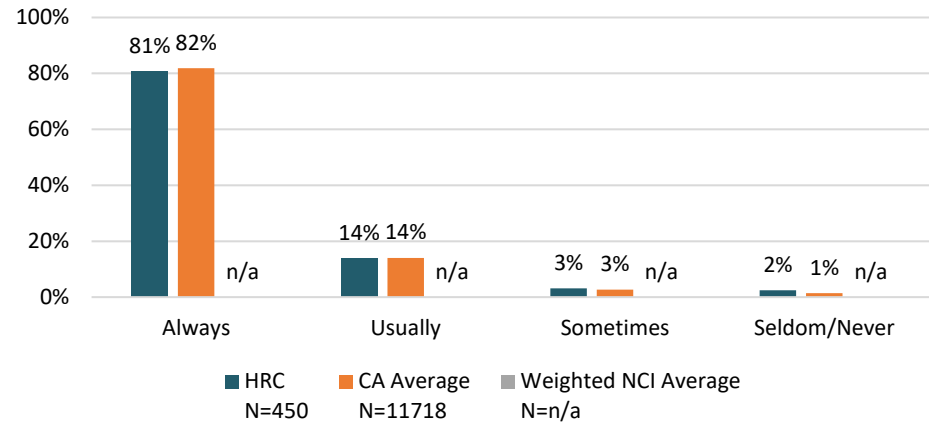
### Do services and supports change when your family's needs change?



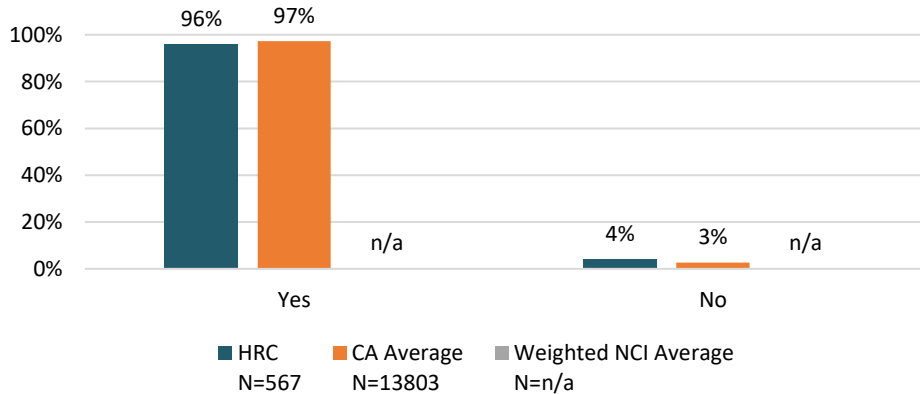
### Do support workers speak to you in a way you understand?



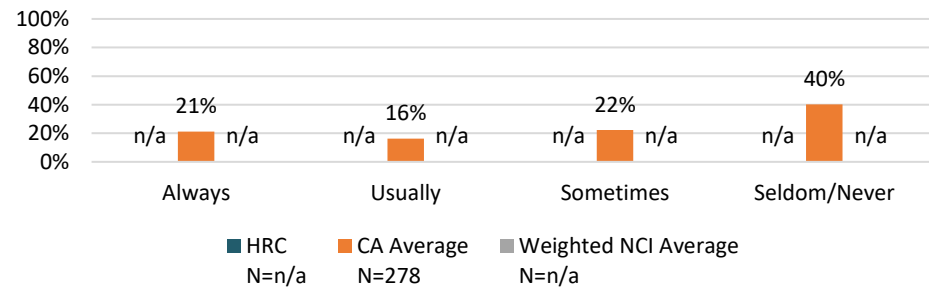
### Are there support workers available who can speak to you in your preferred language?



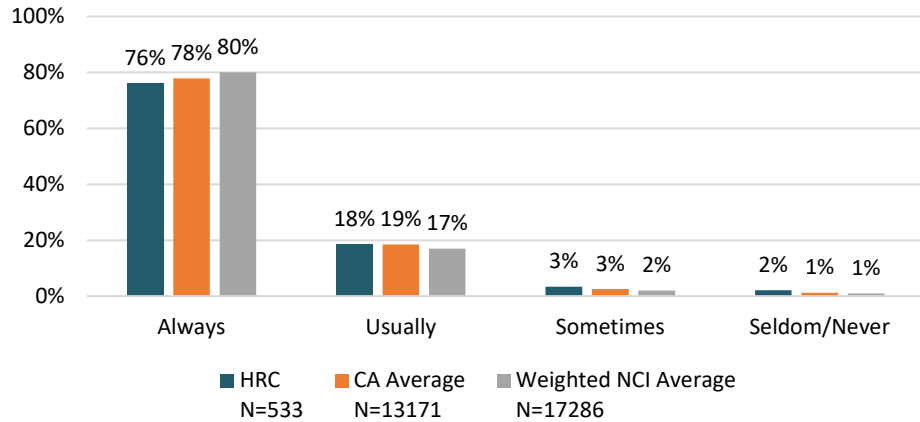
### Does your family member's case manager/service coordinator speak your preferred language?



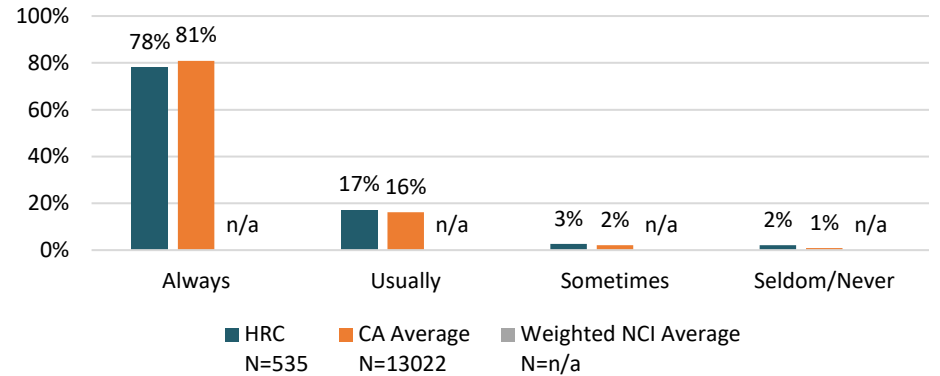
### If your family member's case manager/service coordinator does not speak in your preferred language, is a translator provided when you speak with the case manager/service coordinator?



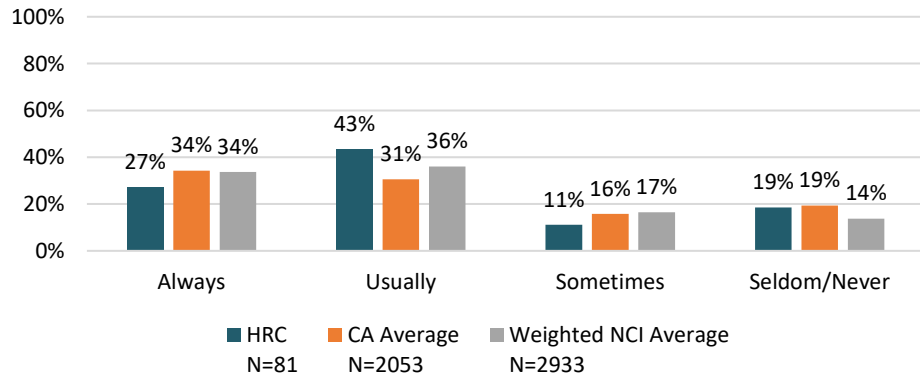
### Are services delivered in a way that is respectful of your family's culture?



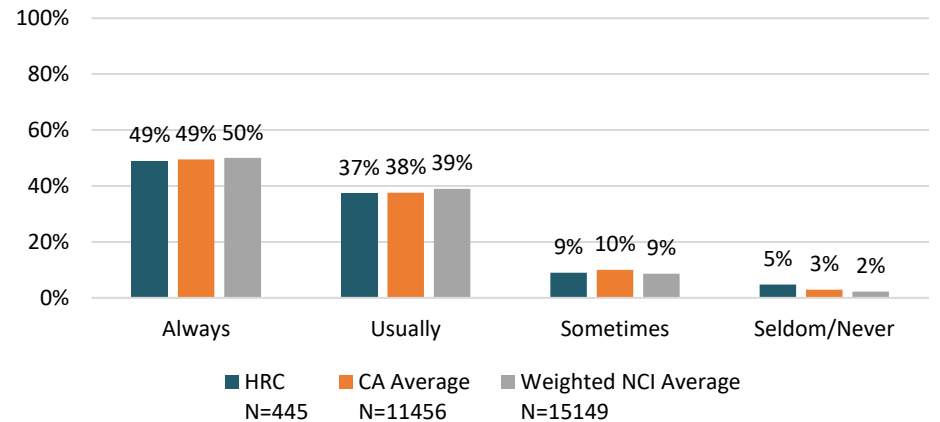
### Does your family member's case manager/service coordinator support you in a way that is respectful to your culture?



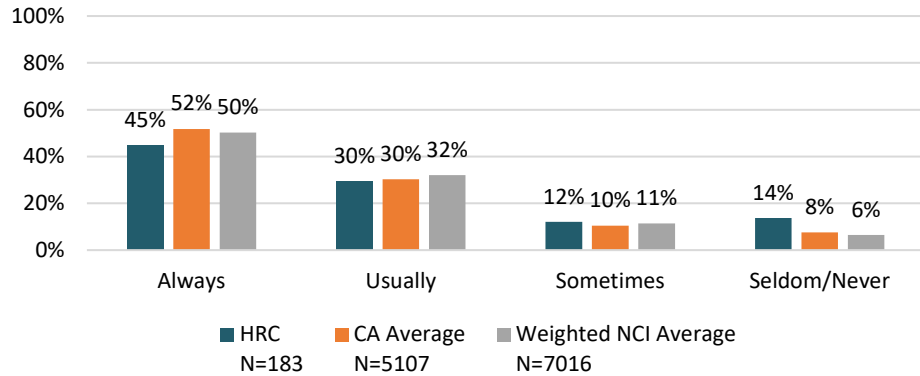
### If your family member does not communicate verbally, are there support workers who can communicate with him/her?



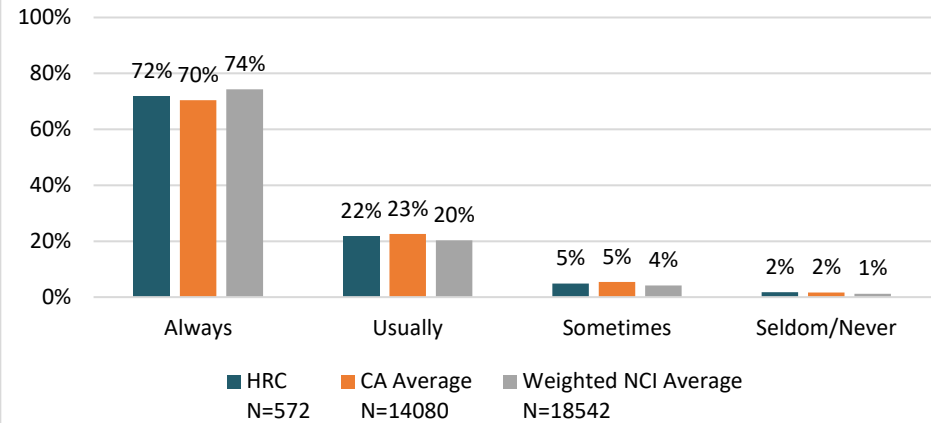
### Do support workers have the right information and skills to meet your family's needs?



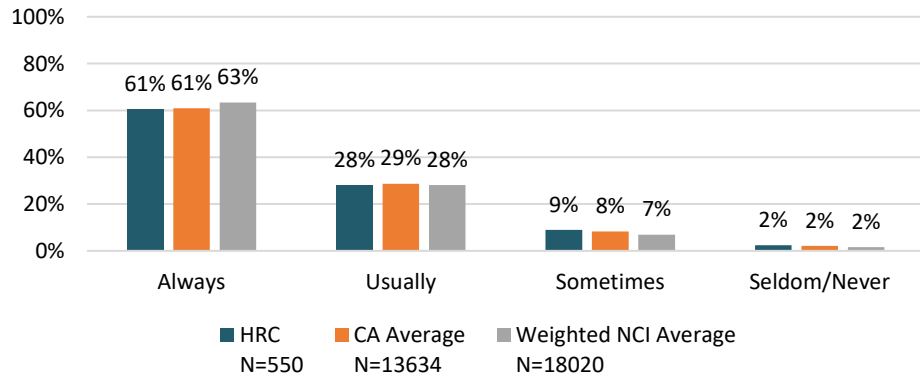
### Does your family member have the special equipment or accommodations that s/he needs?



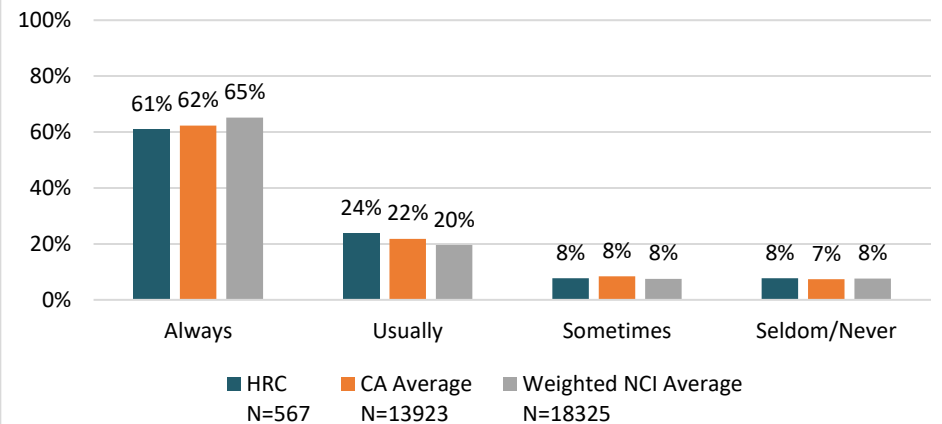
### Can your family member see health professionals when needed?



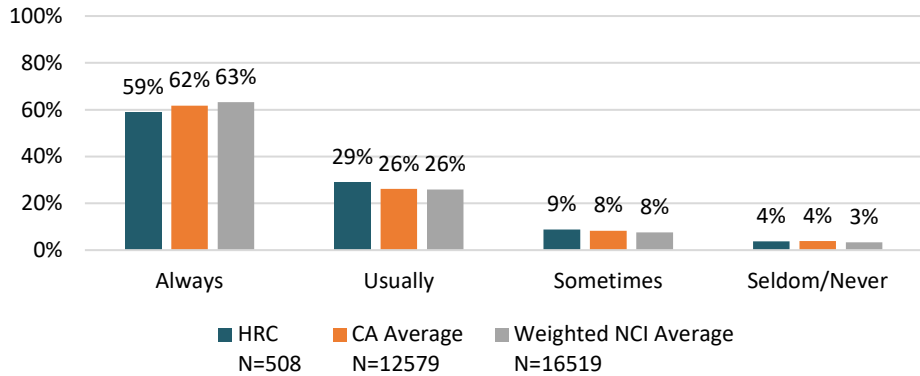
### Does your family member's primary care doctor understand your family member's needs related to his/her disability?



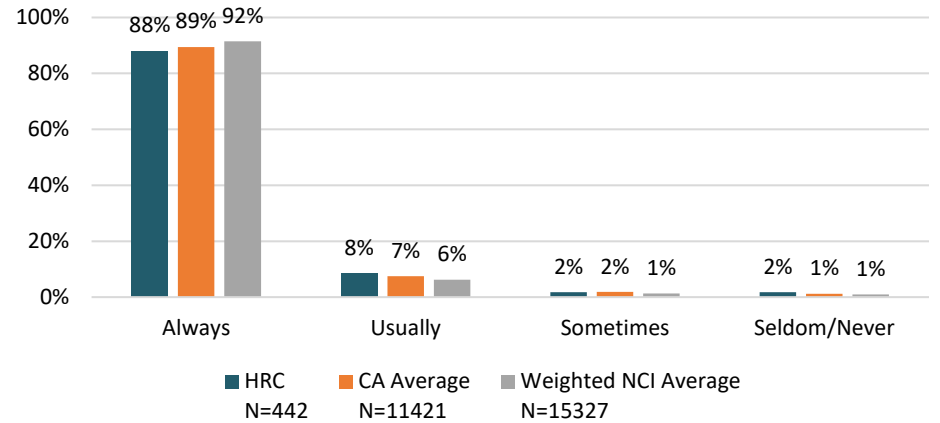
### Can your family member go to the dentist when needed?



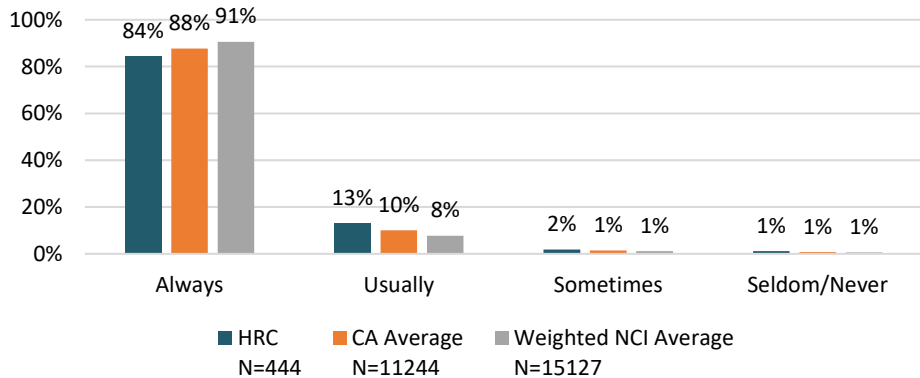
### Does your family member's dentist understand your family member's needs related to his/her disability?



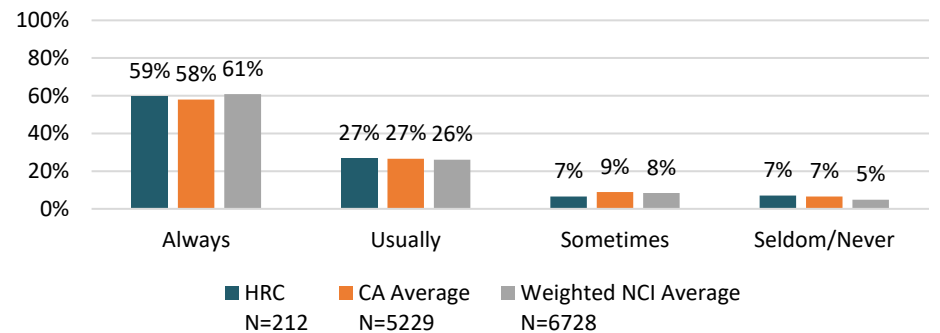
### If your family member takes medications, do you know what they're for?



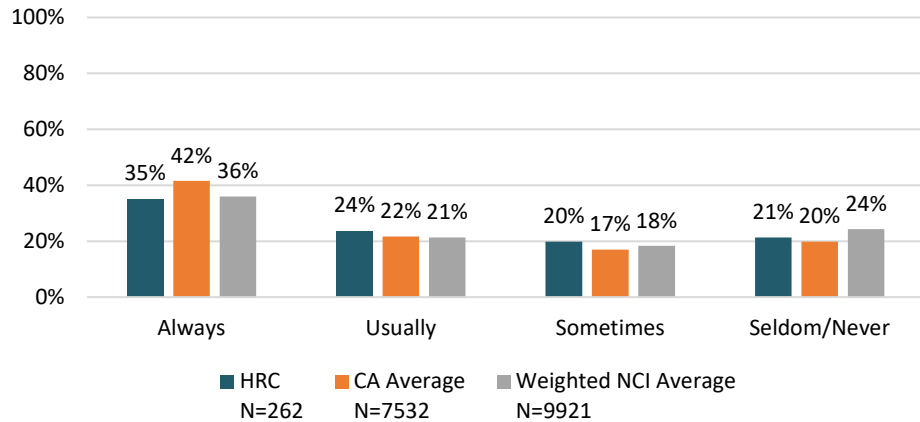
### Do you, your family member, or someone else in your family know what is needed to safely take the medications?



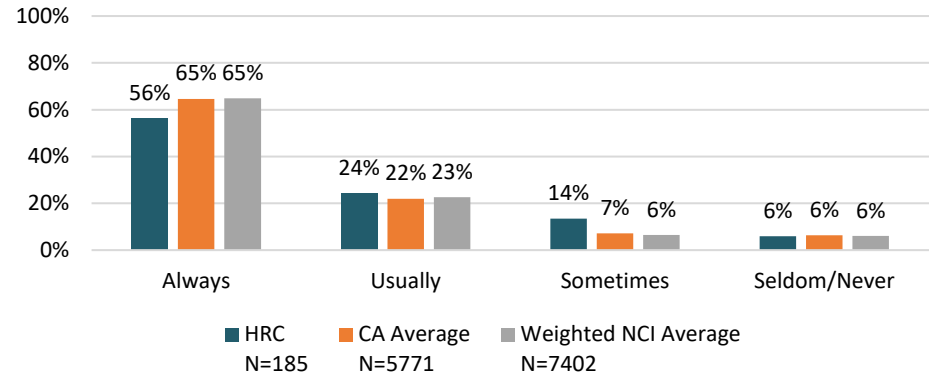
### If your family member uses mental health services, does the mental health professional understand your family member's needs related to his/her disability?



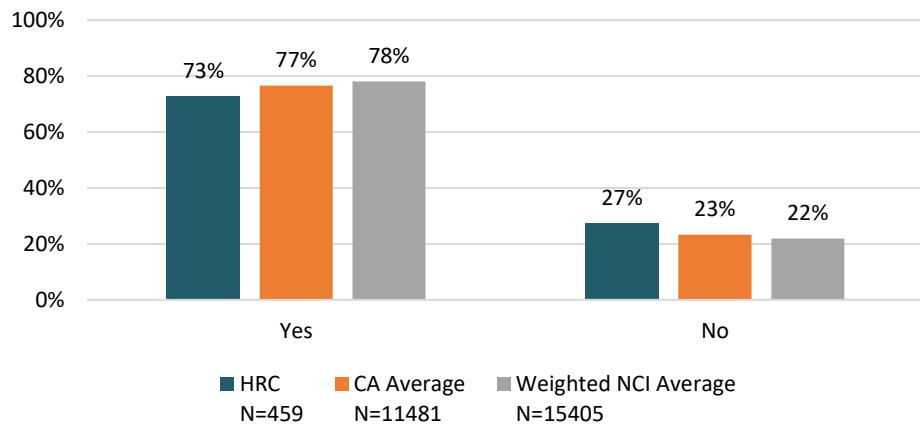
### If you need respite services, how often are you able to use them?



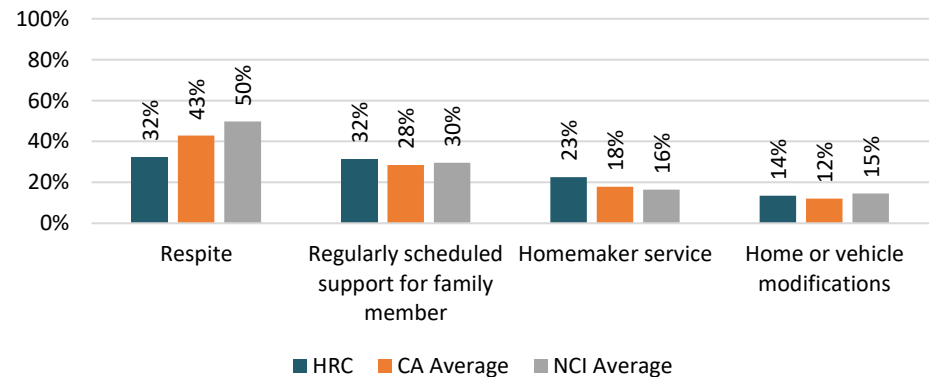
### If you have used respite services in the past year, were you satisfied with the quality of the respite services?



### Does your family get the supports and services it needs?

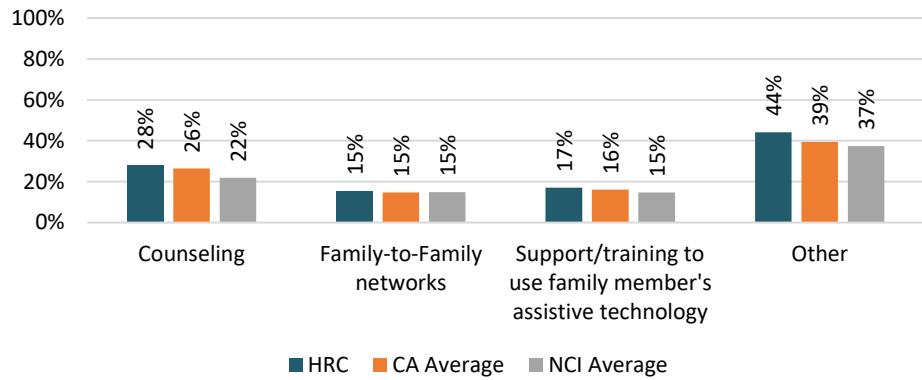


### If your family does not get the support and services needed, what additional services does your family need?





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



## *Access and Delivery of Services and Supports Tables*

*Families and family members with disabilities get the services and supports they need.*

**Table Q19. Are you or your family member able to contact his/her support workers when you want?**

RC v CA v NCI	Always	Usually	Sometimes	Seldom/Never	N
HRC	46%	36%	12%	5%	475
CA Average	51%	33%	11%	5%	12,223
Weighted NCI Average	56%	33%	8%	3%	16,274

**Table Q20. Are you or your family member able to contact his/her case manager/service coordinator when you want?**

RC v CA v NCI	Always	Usually	Sometimes	Seldom/Never	N
HRC	53%	30%	11%	6%	550
CA Average	52%	32%	11%	5%	13,436
Weighted NCI Average	58%	31%	9%	3%	17,765

**Table Q21. Do support workers come and go when they are supposed to?**

Responses to this question might have been impacted by the COVID-19 pandemic.

RC v CA v NCI	Always	Usually	Sometimes	Seldom/Never	N
HRC	60%	32%	6%	2%	413
CA Average	60%	31%	6%	3%	10,942
Weighted NCI Average	61%	32%	5%	2%	14,481

**Table Q22. Do services and supports change when your family's needs change?**

Responses to this question might have been impacted by the COVID-19 pandemic.

RC v CA v NCI	Always	Usually	Sometimes	Seldom/Never	N
HRC	31%	40%	18%	11%	347
CA Average	35%	39%	16%	9%	9,359
Weighted NCI Average	38%	39%	15%	8%	12,436

**Table Q23. Do support workers speak to you in a way you understand?**

RC v CA v NCI	Always	Usually	Sometimes	Seldom/Never	N
HRC	71%	23%	5%	1%	476
CA Average	72%	23%	4%	1%	12,127
Weighted NCI Average	75%	21%	3%	1%	15,960

**Table Q24. Are there support workers available who can speak to you in your preferred language?**

CA specific question

RC v CA v NCI	Always	Usually	Sometimes	Seldom/Never	N
HRC	81%	14%	3%	2%	450
CA Average	82%	14%	3%	1%	11,718
Weighted NCI Average	n/a	n/a	n/a	n/a	n/a

**Table Q25. Does your family member's case manager/service coordinator speak your preferred language?**

CA specific question

RC v CA v NCI	Yes	No	N
HRC	96%	4%	567
CA Average	97%	3%	13,803
Weighted NCI Average	n/a	n/a	n/a

**Table Q26. If your family member's case manager/service coordinator does not speak in your preferred language, is a translator provided when you speak with the case manager/service coordinator?**

CA specific question

RC v CA v NCI	Always	Usually	Sometimes	Seldom/Never	N
HRC	n/a	n/a	n/a	n/a	n/a
CA Average	21%	16%	22%	40%	278
Weighted NCI Average	n/a	n/a	n/a	n/a	n/a

**Table Q27. Are services delivered in a way that is respectful of your family’s culture?**

RC v CA v NCI	Always	Usually	Sometimes	Seldom/Never	N
HRC	76%	18%	3%	2%	533
CA Average	78%	19%	3%	1%	13,171
Weighted NCI Average	80%	17%	2%	1%	17,286

**Table Q28. Does your family member’s case manager/service coordinator support you in a way that is respectful to your culture?**

CA specific question

RC v CA v NCI	Always	Usually	Sometimes	Seldom/Never	N
HRC	78%	17%	3%	2%	535
CA Average	81%	16%	2%	1%	13,022
Weighted NCI Average	n/a	n/a	n/a	n/a	n/a

**Table Q29. If your family member does not communicate verbally (for example, uses gestures or sign language, or a communication aid), are there support workers who can communicate with him/her?**

Responses to this question might have been impacted by the COVID-19 pandemic.

RC v CA v NCI	Always	Usually	Sometimes	Seldom/Never	N
HRC	27%	43%	11%	19%	81
CA Average	34%	31%	16%	19%	2,053
Weighted NCI Average	34%	36%	17%	14%	2,933

**Table Q30. Do support workers have the right information and skills to meet your family’s needs?**

Responses to this question might have been impacted by the COVID-19 pandemic.

RC v CA v NCI	Always	Usually	Sometimes	Seldom/Never	N
HRC	49%	37%	9%	5%	445
CA Average	49%	38%	10%	3%	11,456
Weighted NCI Average	50%	39%	9%	2%	15,149

**Table Q31. Does your family member have the special equipment or accommodations that s/he needs (for example, wheelchair, ramp, communication board)?**

Responses to this question might have been impacted by the COVID-19 pandemic.

RC v CA v NCI	Always	Usually	Sometimes	Seldom/Never	N
HRC	45%	30%	12%	14%	183
CA Average	52%	30%	10%	8%	5,107
Weighted NCI Average	50%	32%	11%	6%	7,016

**Table Q32. Can your family member see health professionals when needed (for example, doctor, dentist, psychologist)?**

Responses to this question might have been impacted by the COVID-19 pandemic.

RC v CA v NCI	Always	Usually	Sometimes	Seldom/Never	N
HRC	72%	22%	5%	2%	572
CA Average	70%	23%	5%	2%	14,080
Weighted NCI Average	74%	20%	4%	1%	18,542

**Table Q33. Does your family member’s primary care doctor understand your family member’s needs related to his/her disability?**

Responses to this question might have been impacted by the COVID-19 pandemic.

RC v CA v NCI	Always	Usually	Sometimes	Seldom/Never	N
HRC	61%	28%	9%	2%	550
CA Average	61%	29%	8%	2%	13,634
Weighted NCI Average	63%	28%	7%	2%	18,020

**Table Q34. Can your family member go to the dentist when needed?**

Responses to this question might have been impacted by the COVID-19 pandemic.

RC v CA v NCI	Always	Usually	Sometimes	Seldom/Never	N
HRC	61%	24%	8%	8%	567
CA Average	62%	22%	8%	7%	13,923

RC v CA v NCI	Always	Usually	Sometimes	Seldom/Never	N
Weighted NCI Average	65%	20%	8%	8%	18,325

**Table Q35. Does your family member’s dentist understand your family member’s needs related to his/her disability?**

RC v CA v NCI	Always	Usually	Sometimes	Seldom/Never	N
HRC	59%	29%	9%	4%	508
CA Average	62%	26%	8%	4%	12,579
Weighted NCI Average	63%	26%	8%	3%	16,519

**Table Q36. If your family member takes medications, do you know what they’re for?**

RC v CA v NCI	Always	Usually	Sometimes	Seldom/Never	N
HRC	88%	8%	2%	2%	442
CA Average	89%	7%	2%	1%	11,421
Weighted NCI Average	92%	6%	1%	1%	15,327

**Table Q37. Do you, your family member, or someone else in your family know what is needed to safely take the medications (when it should be taken, how much to take, and the potential side effects)?**

RC v CA v NCI	Always	Usually	Sometimes	Seldom/Never	N
HRC	84%	13%	2%	1%	444
CA Average	88%	10%	1%	1%	11,244
Weighted NCI Average	91%	8%	1%	1%	15,127

**Table Q38. If your family member uses mental health services, does the mental health professional understand your family member’s needs related to his/her disability?**

RC v CA v NCI	Always	Usually	Sometimes	Seldom/Never	N
HRC	59%	27%	7%	7%	212
CA Average	58%	27%	9%	7%	5,229
Weighted NCI Average	61%	26%	8%	5%	6,728

**Table Q39. If you need respite services, how often are you able to use them?**

Responses to this question might have been impacted by the COVID-19 pandemic.

RC v CA v NCI	Always	Usually	Sometimes	Seldom/Never	N
HRC	35%	24%	20%	21%	262
CA Average	42%	22%	17%	20%	7,532
Weighted NCI Average	36%	21%	18%	24%	9,921

**Table Q40. If you have used respite services in the past year, were you satisfied with the quality of the respite services?**

Responses to this question might have been impacted by the COVID-19 pandemic.

RC v CA v NCI	Always	Usually	Sometimes	Seldom/Never	N
HRC	56%	24%	14%	6%	185
CA Average	65%	22%	7%	6%	5,771
Weighted NCI Average	65%	23%	6%	6%	7,402

**Table Q41. Does your family get the supports and services it needs?**

Responses to this question might have been impacted by the COVID-19 pandemic.

RC v CA v NCI	Yes	No	N
HRC	73%	27%	459
CA Average	77%	23%	11,481
Weighted NCI Average	78%	22%	15,405



**Table Q42. 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. Responses to this question might have been impacted by the COVID-19 pandemic.

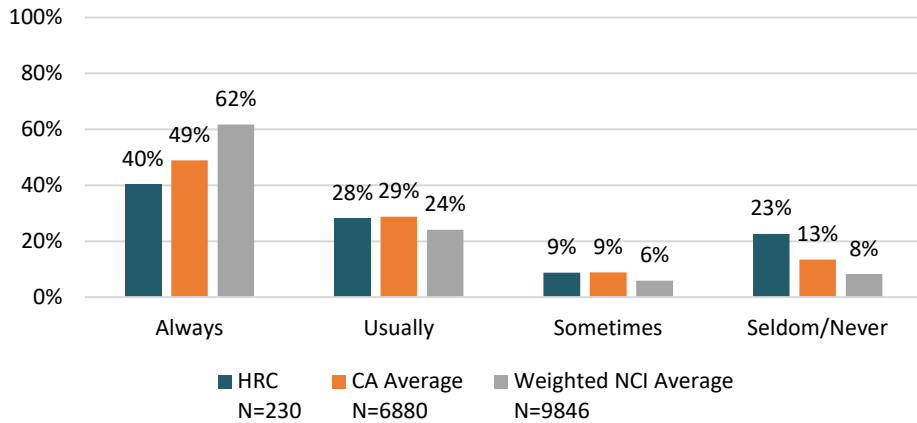
Additional Services Needed	HRC	CA Average	Weighted NCI Average
Respite	32%	43%	50%
Regularly scheduled support for family member	32%	28%	30%
Homemaker service	23%	18%	16%
Home or vehicle modifications	14%	12%	15%
Counseling	28%	26%	22%
Family-to-Family networks	15%	15%	15%
Support/training to use family member's assistive technology	17%	16%	15%
Other	44%	39%	37%

## *Choice, Decision Making and Control Charts*

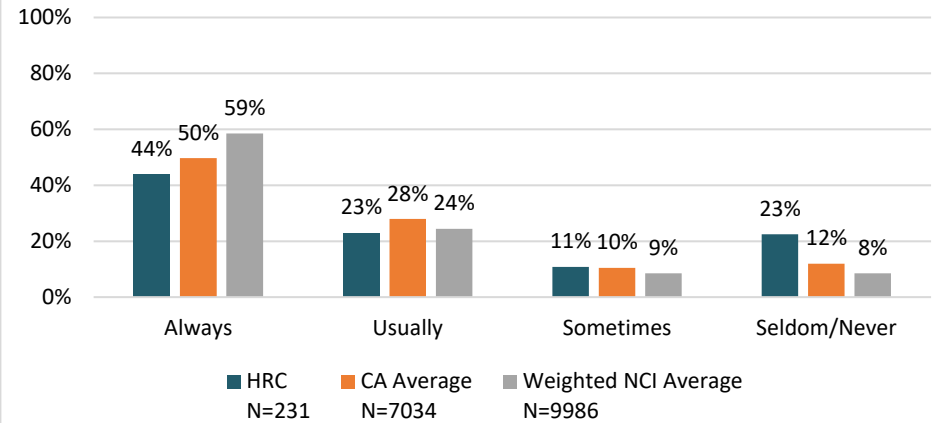
*Families and family members with disabilities determine the services and supports they receive and the individuals or agencies who provide them.*

The following pages contain charts depicting the results. The same data are repeated in the accessible tables that follow.

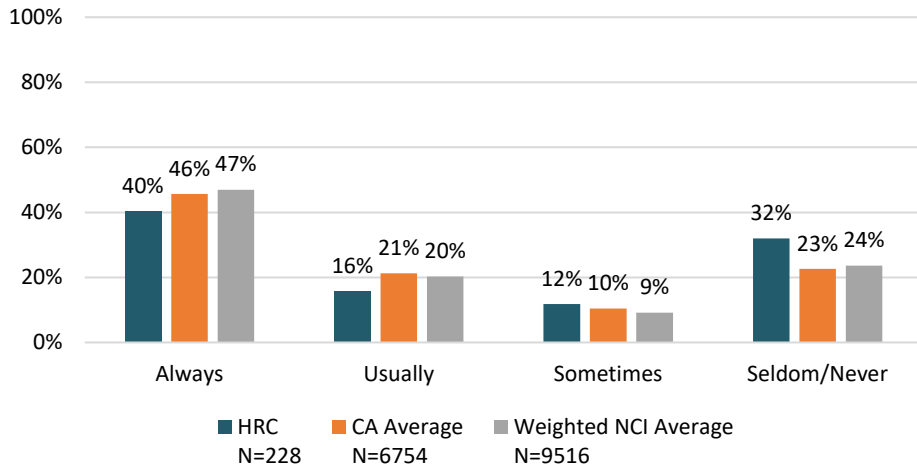
### Can your family choose or change the agency that provides your family member's services?



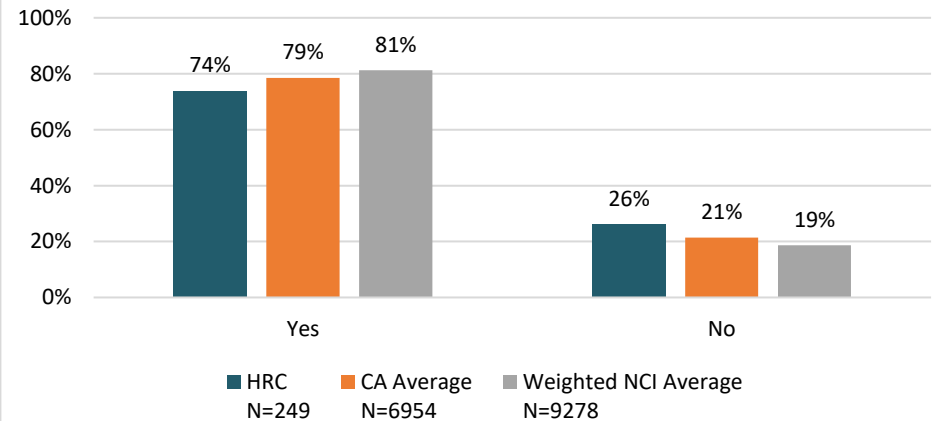
### Can your family choose or change your family member's support workers?



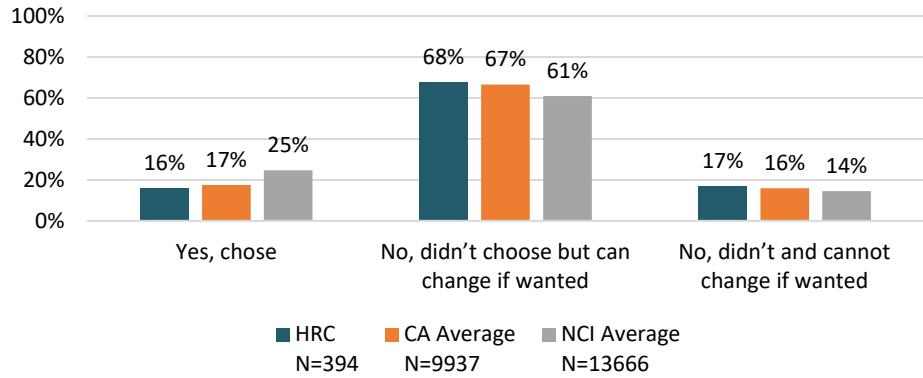
### Does your family directly manage support staff?



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



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



## *Choice, Decision Making and Control Tables*

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

**Table Q43. Can your family choose or change the agency that provides your family member’s services?**

Responses to this question might have been impacted by the COVID-19 pandemic.

RC v CA v NCI	Always	Usually	Sometimes	Seldom/Never	N
HRC	40%	28%	9%	23%	230
CA Average	49%	29%	9%	13%	6,880
Weighted NCI Average	62%	24%	6%	8%	9,846

**Table Q44. Can your family choose or change your family member’s support workers?**

Responses to this question might have been impacted by the COVID-19 pandemic.

RC v CA v NCI	Always	Usually	Sometimes	Seldom/Never	N
HRC	44%	23%	11%	23%	231
CA Average	50%	28%	10%	12%	7,034
Weighted NCI Average	59%	24%	9%	8%	9,986

**Table Q45. Does your family directly manage support staff?**

RC v CA v NCI	Always	Usually	Sometimes	Seldom/Never	N
HRC	40%	16%	12%	32%	228
CA Average	46%	21%	10%	23%	6,754
Weighted NCI Average	47%	20%	9%	24%	9,516

**Table Q46. Do service providers for your family member work together to provide support?**

Responses to this question might have been impacted by the COVID-19 pandemic.

RC v CA v NCI	Yes	No	N
HRC	74%	26%	249
CA Average	79%	21%	6,954
Weighted NCI Average	81%	19%	9,278

**Table Q47. Did you, your family member, or someone else in your family choose your family member’s case manager/service coordinator?**

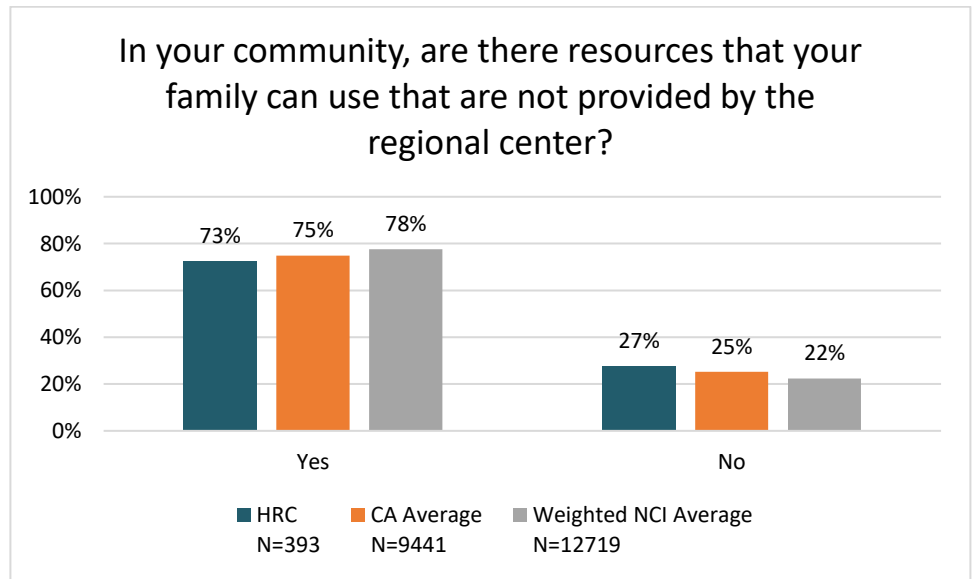
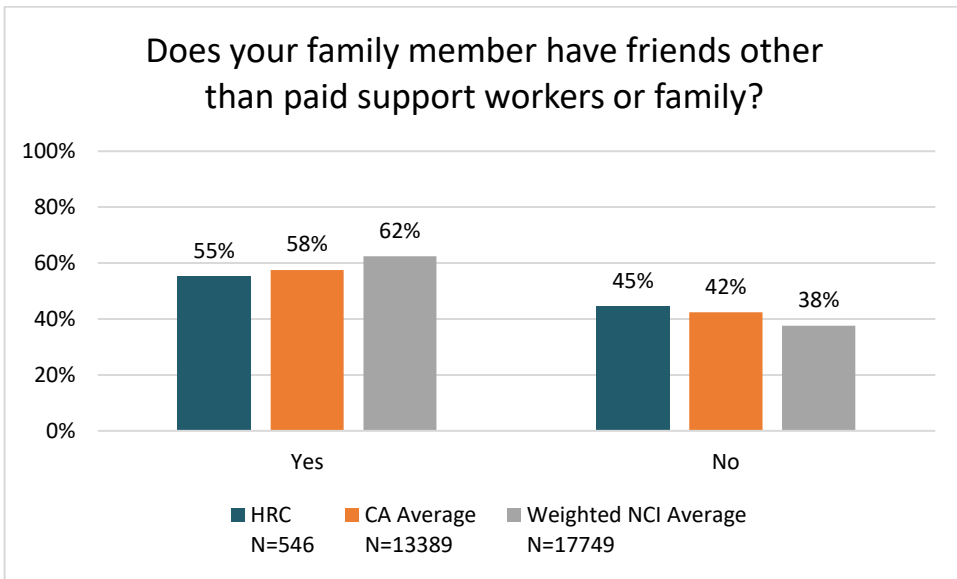
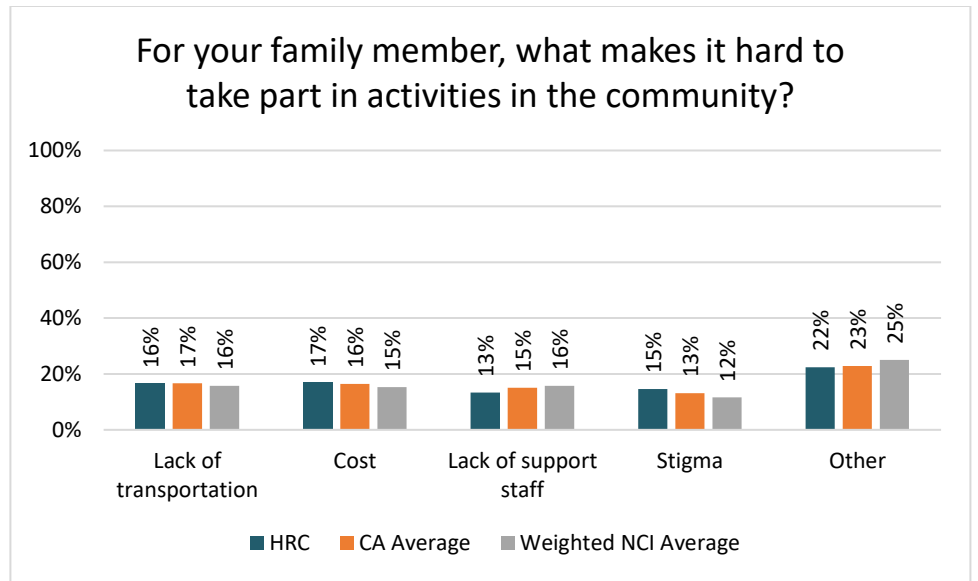
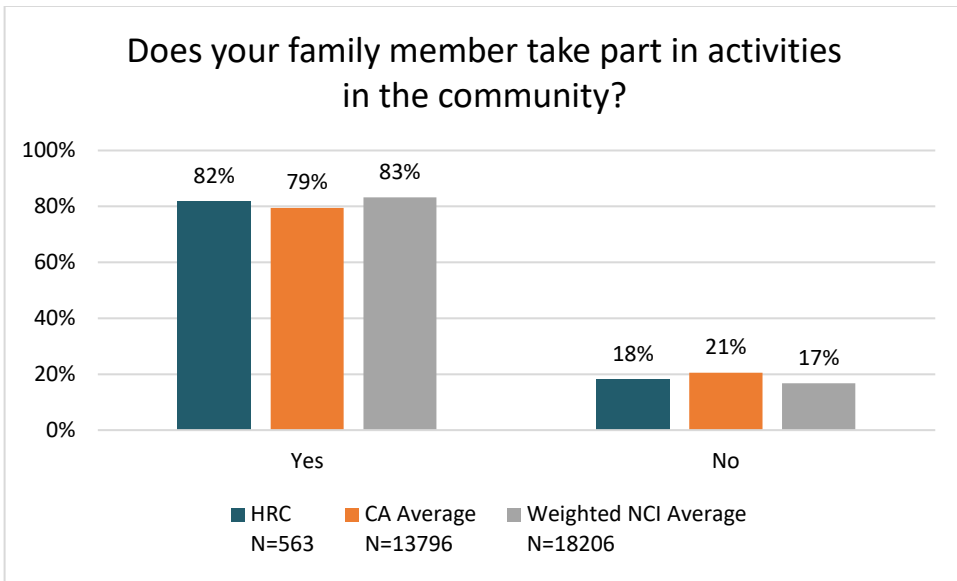
Did you, your family member, or someone else in your family choose your family member’s case manager/service coordinator?	HRC	CA Average	Weighted NCI Average
Yes, chose	16%	17%	25%
No, didn’t choose but can change if wanted	68%	67%	61%
No, didn’t and cannot change if wanted	17%	16%	14%
N	394	9,937	13,666

## *Involvement in the Community Charts*

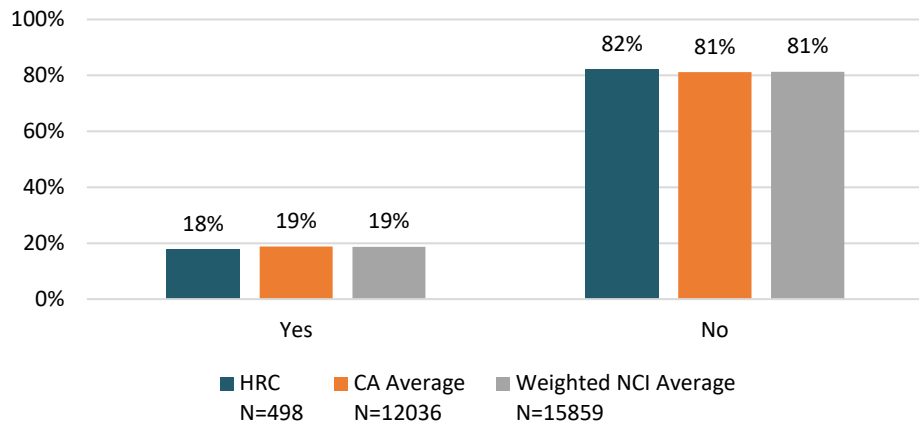
*Family members with disabilities use integrated community services and participate in everyday community activities.*

The following pages contain charts depicting the results. The same data are repeated in the accessible tables that follow.





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



## *Involvement in the Community Tables*

*Family members with disabilities use integrated community services and participate in everyday community activities.*

**Table Q48. Does your family member take part in activities in the community?**

Responses to this question might have been impacted by the COVID-19 pandemic.

RC v CA v NCI	Yes	No	N
HRC	82%	18%	563
CA Average	79%	21%	13,796
Weighted NCI Average	83%	17%	18,206

**Table Q49. For your family member, what makes it hard to take part in activities in the community?**

Question is rephrased from previous years; categories are not mutually exclusive, therefore N is not shown. Responses to this question might have been impacted by the COVID-19 pandemic.

What makes it hard to participate...	HRC	CA Average	Weighted NCI Average
Lack of transportation	16%	17%	16%
Cost	17%	16%	15%
Lack of support staff	13%	15%	16%
Stigma	15%	13%	12%
Other	22%	23%	25%

**Table Q50. Does your family member have friends other than paid support workers or family?**

RC v CA v NCI	Yes	No	N
HRC	55%	45%	546
CA Average	58%	42%	13,389
Weighted NCI Average	62%	38%	17,749

**Table Q51. In your community, are there resources that your family can use that are not provided by the regional center<sup>6</sup> (for example, recreational programs, community housing, library programs, religious groups, etc.)?**

Responses to this question might have been impacted by the COVID-19 pandemic.

RC v CA v NCI	Yes	No	N
HRC	73%	27%	393
CA Average	75%	25%	9,441
Weighted NCI Average	78%	22%	12,719

**Table Q52. Does your family take part in any family-to-family networks in your community (for example, Parent to Parent, sibling networks, etc.)?**

Responses to this question might have been impacted by the COVID-19 pandemic.

RC v CA v NCI	Yes	No	N
HRC	18%	82%	498
CA Average	19%	81%	12,036
Weighted NCI Average	19%	81%	15,859

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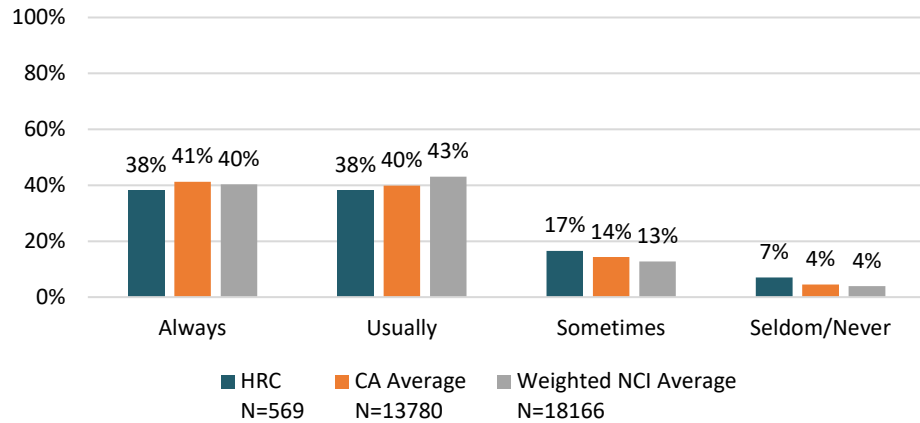
<sup>6</sup> Some NCI states provide services through a statewide ID/DD agency

## *Satisfaction With Services and Supports Charts*

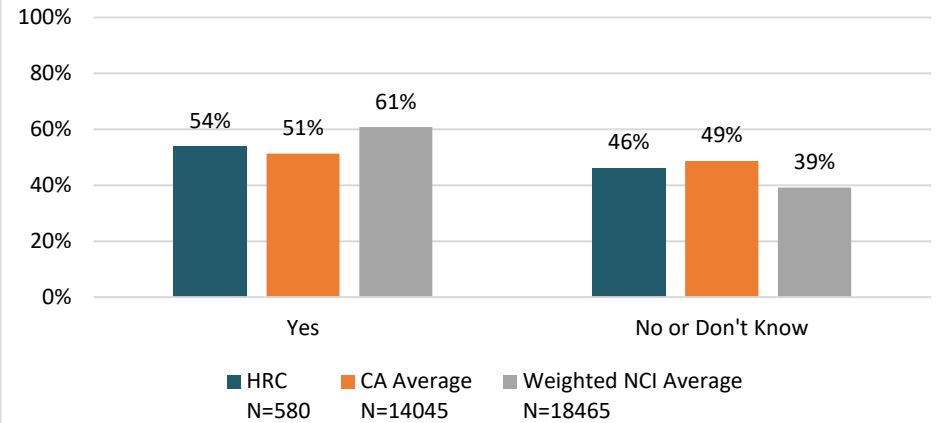
*Families and family members with disabilities receive adequate and satisfactory supports.*

The following pages contain charts depicting the results. The same data are repeated in the accessible tables that follow.

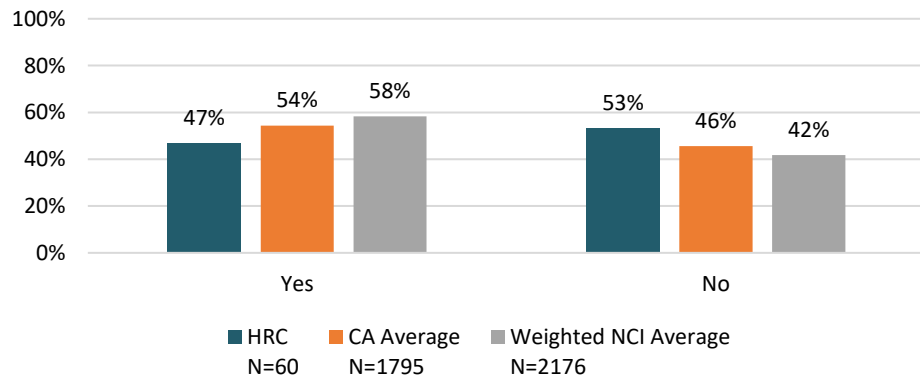
### Overall, are you satisfied with the services and supports your family member currently receives?



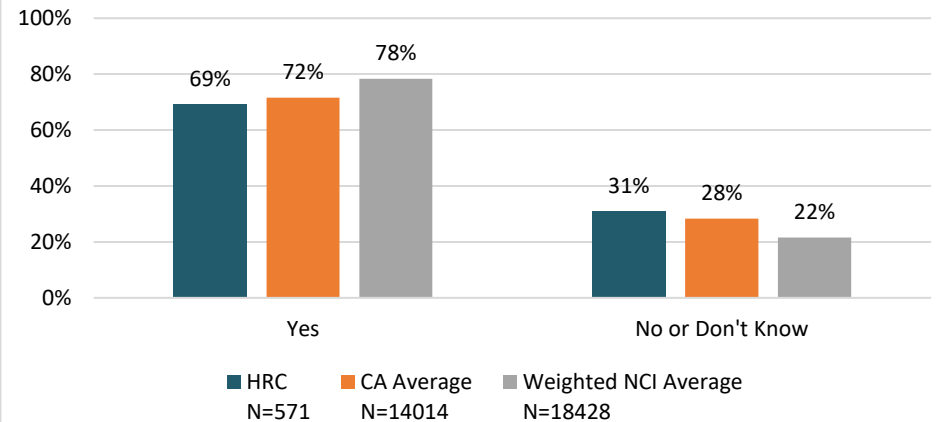
### Do you know how to file a complaint or grievance about provider agencies or staff?

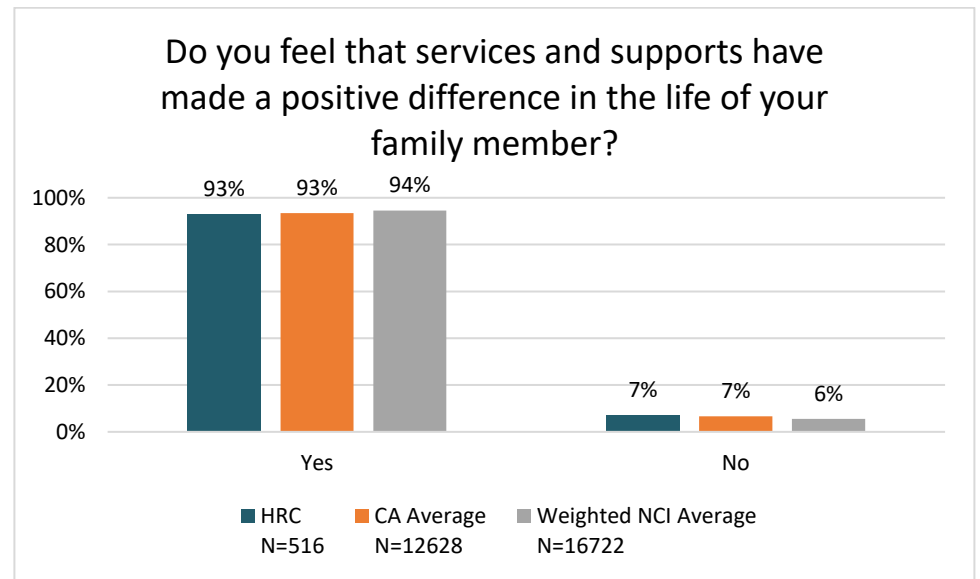
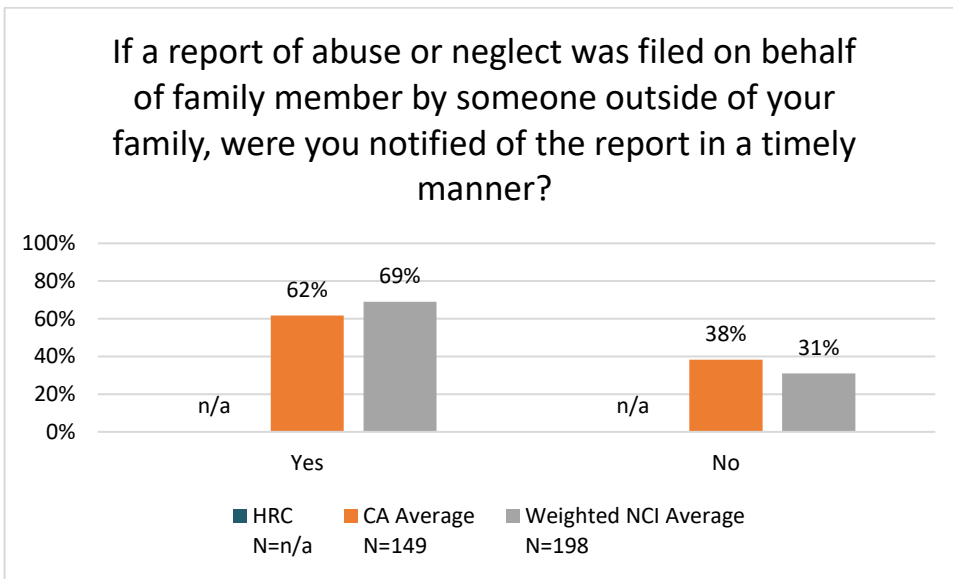
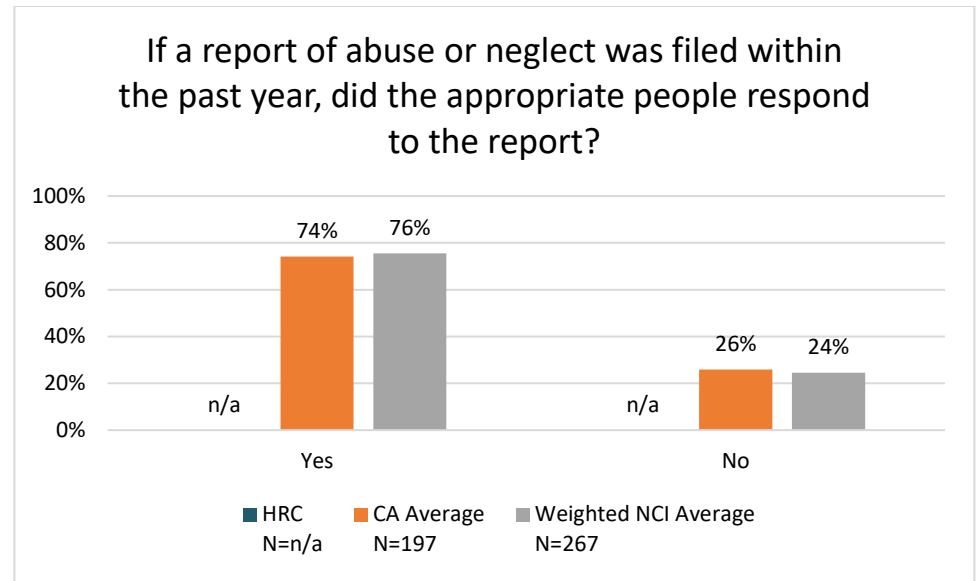
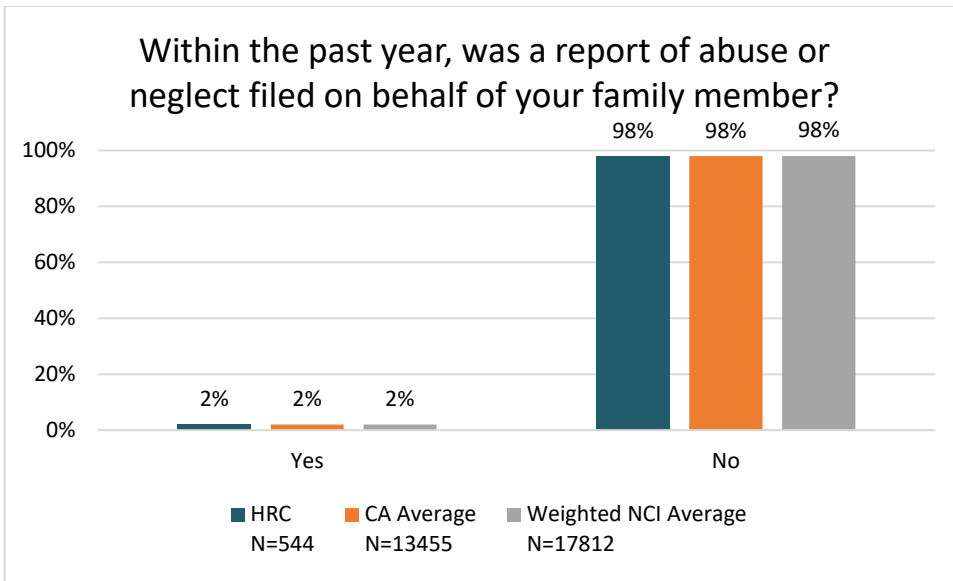


### If a complaint or grievance was filed or resolved in the past year, are you satisfied with the way it was handled?



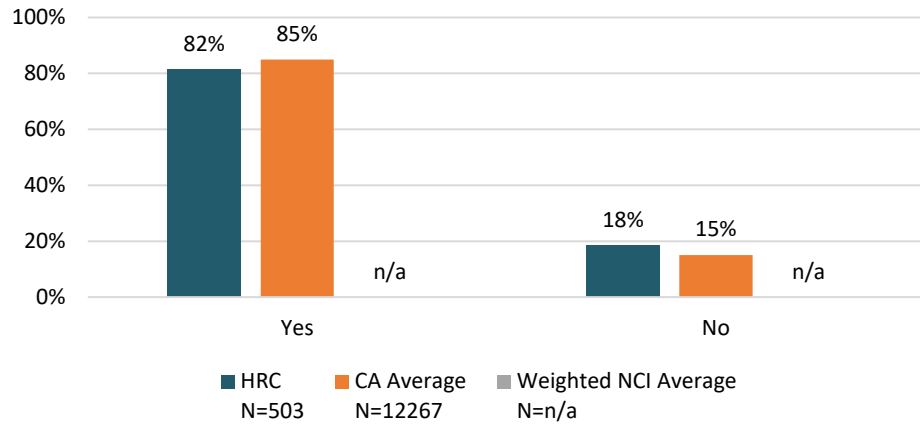
### Do you know how to report abuse or neglect related to your family member?



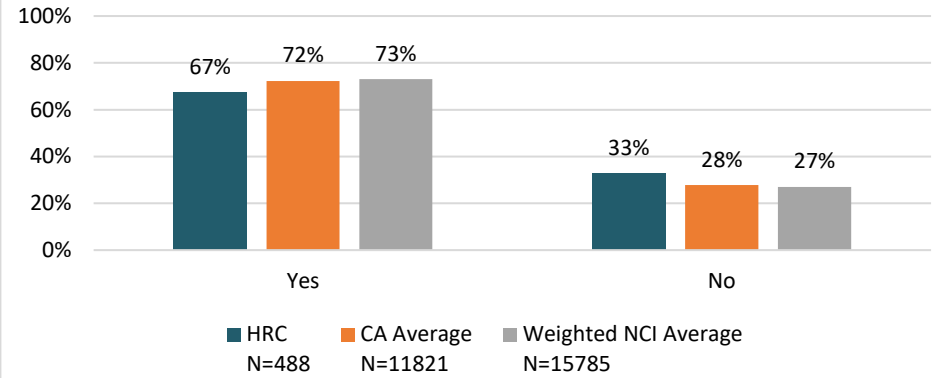




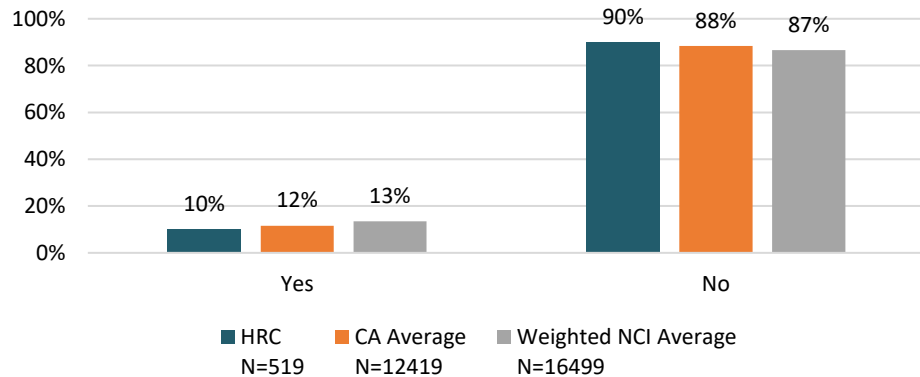
### Have services helped keep your family member in your home?



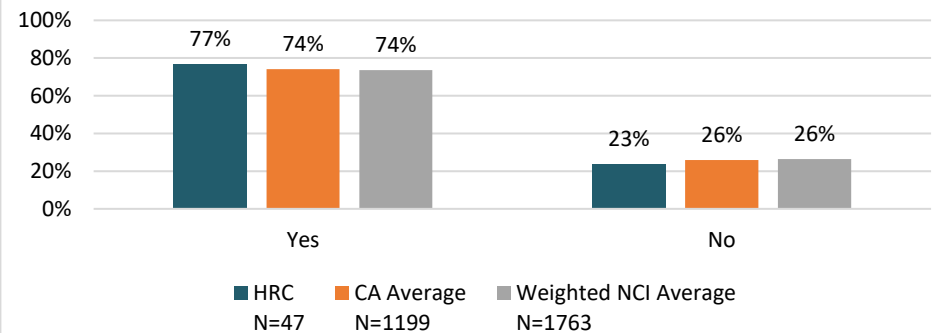
### Have services and supports reduced your family's out-of-pocket expenses for your family member's care?



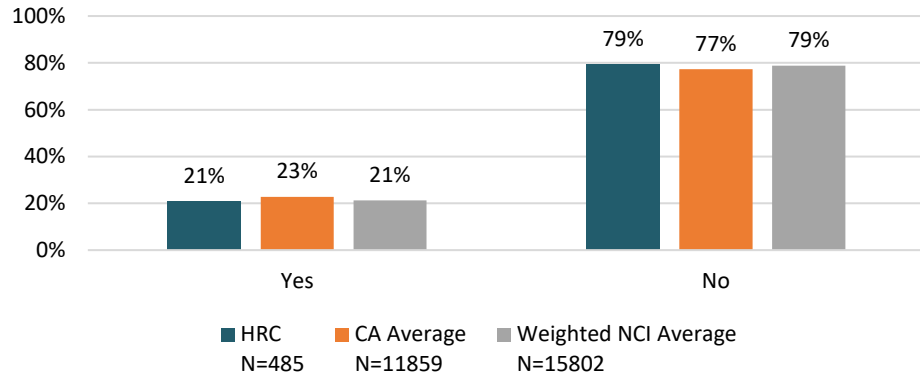
### Have the services or supports that your family member received during the past year been reduced, suspended, or terminated?



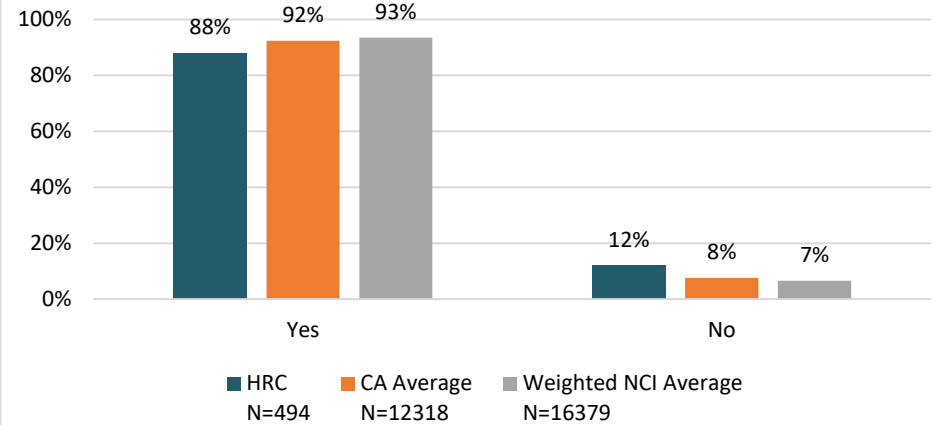
### If services or supports received by the family were reduced, suspended or terminated during the past year, did the change in services affect your family member negatively?



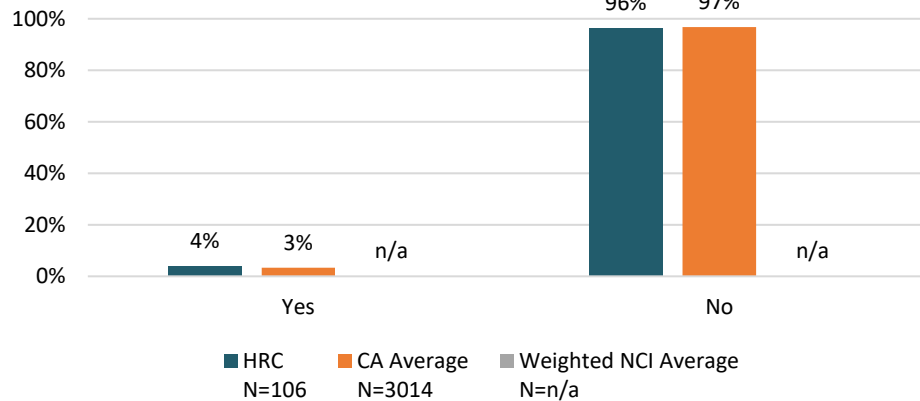
### Have the services or supports that your family member received been increased in the past year?



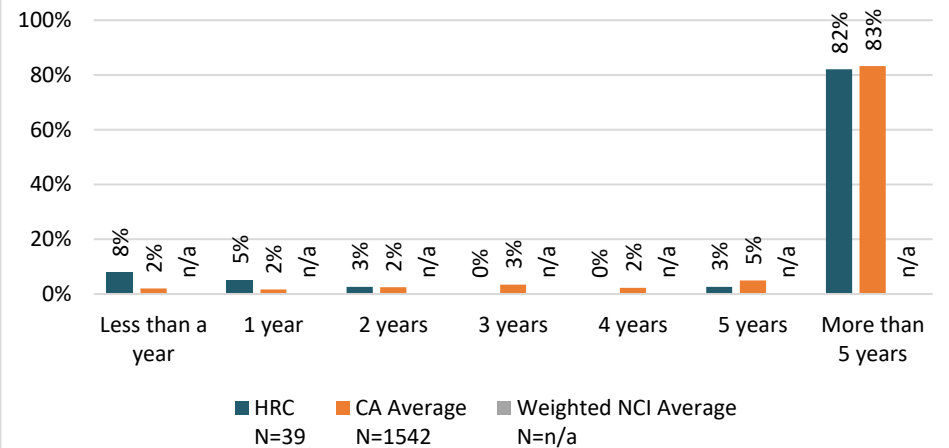
### Are services and supports helping your family member to live a good life?



### Has your family member moved from a Developmental Center (DC) to the community in the past 5 years?



### How long has your family member lived in the community?



## *Satisfaction With Services and Supports Tables*

*Families and family members with disabilities receive adequate and satisfactory supports.*

**Table Q53. Overall, are you satisfied with the services and supports your family member currently receives?**

Responses to this question might have been impacted by the COVID-19 pandemic.

RC v CA v NCI	Always	Usually	Sometimes	Seldom/Never	N
HRC	38%	38%	17%	7%	569
CA Average	41%	40%	14%	4%	13,780
Weighted NCI Average	40%	43%	13%	4%	18,166

**Table Q54. Do you know how to file a complaint or grievance about provider agencies or staff?<sup>7</sup>**

RC v CA v NCI	Yes	No or Don't Know	N
HRC	54%	46%	580
CA Average	51%	49%	14,045
Weighted NCI Average	61%	39%	18,465

**Table Q55. If a complaint or grievance was filed or resolved in the past year, are you satisfied with the way it was handled?**

RC v CA v NCI	Yes	No	N
HRC	47%	53%	60
CA Average	54%	46%	1,795
Weighted NCI Average	58%	42%	2,176

**Table Q56. Do you know how to report abuse or neglect related to your family member?<sup>8</sup>**

RC v CA v NCI	Yes	No or Don't Know	N
HRC	69%	31%	571
CA Average	72%	28%	14,014
Weighted NCI Average	78%	22%	18,428

<sup>7</sup> Don't Know' responses were included in 'No' responses for this question.

<sup>8</sup> Don't Know' responses were included in 'No' responses for this question.

**Table Q57. Within the past year, was a report of abuse or neglect filed on behalf of your family member?**

RC v CA v NCI	Yes	No	N
HRC	2%	98%	544
CA Average	2%	98%	13,455
Weighted NCI Average	2%	98%	17,812

**Table Q58. If a report of abuse or neglect was filed within the past year, did the appropriate people respond to the report?**

RC v CA v NCI	Yes	No	N
HRC	n/a	n/a	n/a
CA Average	74%	26%	197
Weighted NCI Average	76%	24%	267

**Table Q59. If a report of abuse or neglect was filed on behalf of family member by someone outside of your family, were you notified of the report in a timely manner?**

RC v CA v NCI	Yes	No	N
HRC	n/a	n/a	n/a
CA Average	62%	38%	149
Weighted NCI Average	69%	31%	198

**Table Q60. Do you feel that services and supports have made a positive difference in the life of your family member?**

Responses to this question might have been impacted by the COVID-19 pandemic.

RC v CA v NCI	Yes	No	N
HRC	93%	7%	516
CA Average	93%	7%	12,628
Weighted NCI Average	94%	6%	16,722

**Table Q61. Have services helped keep your family member in your home?**

CA specific question

RC v CA v NCI	Yes	No	N
HRC	82%	18%	503
CA Average	85%	15%	12,267
Weighted NCI Average	n/a	n/a	n/a

**Table Q62. Have services and supports reduced your family's out-of-pocket expenses for your family member's care?**

Responses to this question might have been impacted by the COVID-19 pandemic.

RC v CA v NCI	Yes	No	N
HRC	67%	33%	488
CA Average	72%	28%	11,821
Weighted NCI Average	73%	27%	15,785

**Table Q63. Have the services or supports that your family member received during the past year been reduced, suspended, or terminated?**

Responses to this question might have been impacted by the COVID-19 pandemic.

RC v CA v NCI	Yes	No	N
HRC	10%	90%	519
CA Average	12%	88%	12,419
Weighted NCI Average	13%	87%	16,499

**Table Q64. 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?**

Responses to this question might have been impacted by the COVID-19 pandemic.

RC v CA v NCI	Yes	No	N
HRC	77%	23%	47
CA Average	74%	26%	1,199
Weighted NCI Average	74%	26%	1,763

**Table Q65. Have the services or supports that your family member received been increased in the past year?**

Responses to this question might have been impacted by the COVID-19 pandemic.

RC v CA v NCI	Yes	No	N
HRC	21%	79%	485
CA Average	23%	77%	11,859
Weighted NCI Average	21%	79%	15,802

**Table Q66. Are services and supports helping your family member to live a good life?**

Responses to this question might have been impacted by the COVID-19 pandemic.

RC v CA v NCI	Yes	No	N
HRC	88%	12%	494
CA Average	92%	8%	12,318
Weighted NCI Average	93%	7%	16,379

**Table Q67. Has your family member moved form a Developmental Center (DC) to the community in the past 5 years?**

CA specific question

RC v CA v NCI	Yes	No	N
HRC	4%	96%	106
CA Average	3%	97%	3,014
Weighted NCI Average	n/a	n/a	n/a

**Table Q68. How long has your family member lived in the community?**

CA specific question

RC v CA v NCI	Less than a year	1 year	2 years	3 years	4 years	5 years	More than 5 years	N
HRC	8%	5%	3%	0%	0%	3%	82%	39
CA Average	2%	2%	2%	3%	2%	5%	83%	1,542
Weighted NCI Average	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a