

March 8, 2023

## **National Core Indicators (NCI) Report on Adult In-Person Survey (AIPS) FY 2020-21**

In accordance with Welfare and Institutions (W&I) Code Section 4571(h)(1), Harbor Regional Center (HRC) provided a presentation during the January 17, 2023 Board of Trustees virtual public meeting to share information on the NCI Adult In-Person Survey (AIPS) with Fiscal Year (FY) 2020-21 results. The presentation reviewed data as it pertained to the HRC community and assessed HRC's performance to comparable data from state responses. The presentation was given in English with simultaneous Spanish Language and American Sign Language interpretation, while the visual in both English and Spanish were projected on screen. There were 39 participants of this meeting which included members of HRC's Board of Trustees and Board Advisors, HRC staff, service providers, community members, language interpreters, and a team member from the Department of Developmental Services (DDS).

### **Public Notice and Access to Information**

Information regarding the results of the NCI AIPS FY 2020-21 and the scheduled presentation and public meeting was announced and projected on screen during the November 15, 2022 Board of Trustees virtual meeting. The HRC NCI AIPS FY 2020-21 Full Report was posted to HRC's website on January 11, 2023.

Additional notices were shared through HRC's social media platforms of Facebook (2.1K Followers), Instagram (1122 Followers), and Twitter (502 followers) on January 12, 2023. Notices included the date, time, and link to meeting registration.

On January 12, 2023, the presentation was posted to HRC's website:

<https://www.harborrc.org/post/national-core-indicators-study>.

### **Draft Minutes of Public Meeting**

Draft meeting minutes related to NCI AIPS presentation were:

#### **“NATIONAL CORE INDICATORS presentation:**

Mr. Ruppe introduced Ms. Thao Mailloux, Director of Information and Development, who made a presentation to the Board on the National Core Indicators (NCI) Adult In-Person Survey 2020-2021. The presentation was given in English, with simultaneous Spanish Language and American Sign Language interpretation. The presentation and data shown on screen was in English and Spanish. Meeting attendees were asked to comment or ask questions through the chat feature and were provided with time to ask questions or comment at the conclusion of the presentation. There were no questions or comments from the public. Several members of the Board commented on the presentation and posed questions about the data, or provided suggestions on future strategies.”

### **Attendee Comments from Public Meeting**

Chat Comments related to NCI Adult In-Person Survey presentation were as follows:

- Comment: “how was the survey disseminated?” Response addressed verbally, “This particular survey is administered face to face with the adult client, however, during this survey cycle, and it was done through video conferencing due to COVID and safety precautions that were in place.”

Additional Discussion/Questions:

- At the conclusion of the presentation, a member of the Board commented and asked, “Great report, great to see areas where there was improvement. On slide seven—the data, was the data on HRC residents?” Response: “Yes, the data provided was on HRC participants.”
- The same board member commented and asked, “Since this is always a few years behind, were there any efforts made around that time that you think that were related to the improvements or the areas where there was improvement? With maybe the job area?” Response: “I will open it up to our team to share about the strategies we employed during that time. We can follow up through email after the meeting.”
- Another board member commented, “I love the work and the great presentation. As we move forward, we now have a good baseline, it would be nice to see how the new strategies are effective in using this baseline data.” Response: “Yes, this is exactly where we are headed with looking at this data for strategic planning.”
- Board member commented, “It would be helpful to see, pinpointing where things can improve, but for future, to see what was in place to combat the areas for improvement. For health and wellness, this goes hand in hand with socialization, hopefully in future we can have social events that can be sponsored or have things set aside to help our folks network, expand their circle of friends and network, even help them meet someone they might want to date.” Response: “Thank you for your input and suggestion. We are looking forward to putting on in-person events.”
- A question posed by a board member, “Do you know when the survey questions were asked in 2021? Do the questions change? It would be nice to see the comparison.” Response: “The data responses were collected between Summer 2020 to Summer 2021. The full report with all the questions that were asked in the survey can be found on HRC’s website, and DDS has an interactive dashboard on their website that allows users to compare data year to year. The questions are typically standardized. However, there is variation between states and some variations to the questions each cycle.”

### **Recommendations and HRC’s Priorities and Plans**

Harbor Regional Center strives to provide quality services and supports in order to meet the needs of clients with developmental disabilities, which includes increasing and improving access to resources and information in culturally and linguistically respectful methods, quality service provision, increased choices, and overall satisfaction. The following areas of improvement were identified when assessing the results of the NCI AIPS survey, which continues to align with HRC’s priorities and current plans:

1. Improving Choice and Decision-Making for Adults

- HRC will continue to conduct internal procedural reviews to further incorporate opportunities where choice can be embedded within HRC's best practices and processes for adults, regardless of the individual's residential setting. There is specific focus on how service coordinators (SCs) can continue to empower adult persons served to exercise choice in choosing their service providers, employment, and programs.
- The emphasis on resource development is in the forefront of HRC's strategic plan development. HRC's Community Services Department remains diligent in expanding resources and working to identify appropriate service providers in order to increase capacity for individuals served by HRC to exercise more choice when choosing a service provider, program, or support services.

2. Improving Customer Experience

- Ensuring that services and supports help individuals served by HRC to live a good life remains a top priority. HRC is committed to the ongoing improvement of training employees and service providers so that, as a collaborative partnership, the individuals served are supported consistently, with a knowledgeable team who understands the individuals' needs and preferences.
- HRC will build upon training initiatives to ensure enhanced service coordination so that individuals are informed of opportunities that support a meaningful life, including participating in things they enjoy as often as they would like or registering to vote or voting in elections.

3. Social Relationships

- HRC continues to regularly promote and share information, as well as upcoming events that are hosted by HRC or community partners, which promote social opportunities for individuals with developmental disabilities. HRC will continue to leverage social media platforms such as Facebook, Instagram, and Twitter, as well as utilize regular electronic newsletters to share current events in a timely manner. Resources and flyers will also continue to be made available in print at each Harbor Family Resource Center site in Torrance, Long Beach, and Norwalk.
- HRC hopes to recruit and hire a Peer Advocate, who can be an ambassador for individuals served by HRC. Once the position is filled, HRC plans to develop new opportunities for individuals served by HRC to participate in order to build upon social connections.
- HRC's Community Services Department will continue to work with service providers to maintain person-centered program designs and improve visitor policies so that individuals served by HRC are able to spend time with friends and loved ones in the least restrictive manner, while ensuring the health and safety of the individuals served.

4. Health & Wellness

- HRC SCs will continue to support individuals served to ensure the individual is receiving regular, recommended health screenings or vaccinations. HRC supports every individual's ability to remain independent and to make decisions related to their timely medical care. HRC SCs will continue to encourage supported decision making

related to health care, as well as communicate with members of the individuals' circles of support and medical professionals, when necessary and appropriate to ensure the health and safety of individuals served by HRC.

- To further improve access to medical and wellness services and supports that can benefit individuals served by HRC, SCs and support staff will continue to utilize parent support/mentoring/navigator programs to assist individuals with applying for generic services and navigating any challenges or barriers that may be present.

A copy of the presentation can be found [here](#). If there are any questions or concerns regarding the content within this report, please contact Thao Mailloux at (310) 543-0154.