



March 1, 2024

**National Core Indicators (NCI)  
Report on Child Family Survey (CFS), Adult Family Survey (AFS), and Family Guardian  
Survey (FGS) FY 2021-22**

In accordance with Welfare and Institutions (W&I) Code Section 4571(h)(1), Harbor Regional Center (HRC) provided a presentation during the January 16, 2024 Board of Trustees virtual public meeting to share information on the NCI Child Family Survey (CFS), Adult Family Survey (AFS), as well as Family Guardian Survey (FGS) with Fiscal Year (FY) 2021-22 results. The presentation reviewed preliminary data across all three surveys, 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 55 participants of this meeting, which included members of HRC's Board of Trustees and Board Advisors, family members of individuals served by Harbor Regional Center, various Harbor Regional Center staff, service providers, community members, language interpreters, a representative from State Council on Developmental Disabilities, and team members from the Department of Developmental Services (DDS).

This report includes information specified in W&I Code section 4571(h)(3).

**Public Notice and Access to Information**

Information regarding the results of the NCI CFS, AFS, and FGS FY 2021-22 and the scheduled presentation and public meeting was announced and projected on screen during the November 21, 2023 Board of Trustees virtual meeting. Additional Public Notice was posted to HRC's website on December 7, 2023.

Additional notices were shared through HRC's social media platforms of Facebook (2.1K Followers), Instagram (1122 Followers), and Twitter (502 followers) beginning on December 11, 2023. Notices included the date, time, and link to meeting registration. These posts remained featured on Harbor Regional Center's Facebook and Instagram profiles until the scheduled meeting occurred on January 16<sup>th</sup>, 2024. Electronic newsletters with the NCI public meeting information were sent on December 18, 2023 to 21,983 recipients and on January 8, 2024 to 21,948 recipients.

On January 9, 2024, the presentation was posted to HRC's website at:  
<https://www.harborrc.org/transparency/governance/nci>.

**Draft Minutes of Public Meeting**

Draft meeting minutes related to NCI CFS, AFS, and FGS presentation:

**“NATIONAL CORE INDICATORS presentation:**

Ms. Mailloux provided a presentation on the National Core Indicators (NCI) Child Family Survey 2021-22, Adult Family Survey 2021-22 and Family Guardian Survey 2021-22. 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. Several questions and comments about the data were asked and responded to.”

**Attendee Comments from Public Meeting**

Chat comments related to NCI presentation were as follows:

- Comment: “Nos gustaría saber ... El porcentaje de clientes que hicieron las encuestas.. sobre todo el porcentaje de latinos, blancos u otras... para saber si les llego a todos las encuestas...”
- Comment: “Is Annual report available in Spanish & other languages?”

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

Harbor Regional Center is dedicated to listening and receiving input from our community, as we work toward our mission of providing innovative and person-centered services, support and information that empower people with developmental disabilities and their circles of support to live their best lives in our culturally diverse communities. With the recent development and implementation of Harbor Regional Center’s Strategic Plan, survey results were reviewed, results were compared to the results of the state of California, and compared to the past survey cycle results, with focus on measures that could help Harbor Regional Center establish baseline data and help set targets for improvement.

Several NCI measures were identified that align with Harbor Regional Center’s strategic direction in three focus areas: 1) Improving Individual and Family Experience and Satisfaction, 2) Enhance Service Coordination, and 3) Increase Resource Development and thus, Harbor Regional Center’s current priorities and plans are:

- Harbor Regional Center will continue to train employees and service providers on Person Centered Thinking (PCT), a philosophy that focuses on people’s strengths and places equal emphasis on people’s quality of life and their health and safety.
- Harbor Regional Center is developing Universal Standards for customer service and will be administering training for all staff before the end of the fiscal year.
- While Harbor Regional Center employs a very diverse team of people who are able to speak 13 different languages, we will continue our recruiting efforts to hire more staff who can speak various languages. We are committed to bringing on more diverse staff, who can understand and serve unique linguistic and cultural needs of our diverse communities.
- Similarly, Harbor Regional Center will continue to refine our resource development process so that we can partner with more service providers who are equally culturally diverse and skilled.
- We understand that the NCI is one tool for evaluating the effectiveness and satisfaction with service provision. We are developing surveys that will allow our community to provide more input on a more frequent basis.

Harbor Regional Center values providing timely, accurate and comprehensive information to our community. In doing so, the preliminary results of the NCI surveys were presented to our community. It is recommended that as the Department provides and publishes full reports on NCI survey results, that such reports are provided in various languages, including, but not limited to Spanish, Korean, Japanese, Traditional Chinese, Simplified Chinese, Cambodian/Khmer, and Tagalog. This would allow participants who completed surveys in various languages to understand the impact of sharing their input and have access to results in their preferred language.

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.