

# NATIONAL CORE INDICATIONS (NCI) IN PERSON SURVEY FY 2017/2018

KERN REGIONAL CENTER  
BOARD OF DIRECTORS  
PRESENTATION JANUARY  
2021

1

# What is National Core Indicators?

2

- ▶ The 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).
- ▶ The National Core Indicators (NCI) is a tool that has been used in California since 2010. It is a requirement by law (Welfare and Institutions Code, Section 4571) that the State implement a nation-wide quality assessment survey.
- ▶ This is an important effort to collect accurate, reliable, and valid consumer and family satisfaction measures, as well as consumer outcome data.

## Trailer Bill Language (TBL) Affecting Statutes of 2019

- ▶ Welfare and Institutions Code 4571 was amended to require regional centers to annually present data collected from the findings
- ▶ Required public meeting & 30 day notice to individuals and families

# DDS Website Information

The screenshot shows the top navigation bar of the DDS website. On the left is the DDS logo and the text "Department of Developmental Services". To the right are three icons with labels: a stethoscope for "Coronavirus", a group of people for "Consumers", and a hand with a lightbulb for "Services". Below the navigation is a large blue banner with the heading "National Core Indicators". The banner text explains that the NCI Survey is used by the California Department of Developmental Services to assess performance in services and supports provided to people with intellectual/developmental disabilities (I/DD). It notes that the survey has been used in California since 2010 as a requirement by the Welfare and Institutions Code, Section 4571 to implement a nation-wide quality assessment survey. Below the banner are three buttons: "Survey Results/Reports", "Self Advocates", and "Individuals Transitioning". At the bottom of the page, there is a paragraph of text starting with "National Core Indicators (NCI) is a way the state and regional centers learn about the California service system. The State Council on Developmental Disabilities may ask to interview you for NCI. The interview is voluntary, that means you can choose to be interviewed or not. If you do answer the NCI questions, your information will be confidential and will not affect your services. During the interview".

DDS Department of Developmental Services

Coronavirus Consumers Services

## National Core Indicators

The National Core Indicators (NCI) Survey is used by the California Department of Developmental Services 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, Section 4571 to implement a nation-wide quality assessment survey.

Survey Results/Reports Self Advocates Individuals Transitioning

National Core Indicators (NCI) is a way the state and regional centers learn about the California service system. The State Council on Developmental Disabilities may ask to interview you for NCI. The interview is voluntary, that means you can choose to be interviewed or not. If you do answer the NCI questions, your information will be confidential and will not affect your services. During the interview



# Resources and Surveys

## Resources

- [\(Video\) Why is NCI Important?](#)
- [\(Video\) What to Expect During an NCI Interview](#)
- [\(Video\) Adult In Person Survey 2015](#)
- [\(Video\) Self-Advocacy Conference 2015](#)
- [Consumer Corner](#)
- [Frequently Asked Questions](#)
- [Reports](#)
- [User-Friendly: Adult Family Survey 3, FY 16/17](#) PDF
- [User-Friendly: Child Family Survey 2, FY 15/16](#) PDF
- [User-Friendly: Family Guardian Survey 3, FY 16/17](#) PDF
- [User-Friendly Regional Center reports](#)

## Data Briefs

- [NCI Adult Consumer Survey FY 14/15 Data Brief](#) PDF
- [NCI Adult Consumer Survey FY 11/12 Data Brief](#) PDF
- **Statewide Reports**
  - **Adult In-Person Survey**
    - [Adult In-Person Survey 4, FY 17/18](#) PDF
    - [Adult In-Person Survey 3, FY 14/15](#) PDF
    - [Adult In-Person Survey 2, FY 11/12](#) PDF
    - [Adult In-Person Survey 1, FY 10/11](#) PDF
  - **Adult Family Survey Reports**
    - [Adult Family Survey 2, FY 13/14](#) PDF
    - [Adult Family/Family Guardian Surveys 1, FY 10/11](#) PDF
  - **Family Guardian Survey Reports**
    - [Family Guardian Survey 2, FY 13/14](#) PDF
  - **Child Family Survey Reports**
    - [Child Family Survey 2, FY 15/16](#) PDF
    - [Child Family Survey 1, FY 12/13](#) PDF
  - **Regional Center Reports**

# Information Comes from Three (3) Distinct Survey Sections

- Background information
- Section I – Satisfaction
- Section II Answered by the direct meeting

# Demographic Results

## Age Group

18-22	23-54	35-54	55-74	75+
10%	38%	31%	18%	1%

## Race

American Indian or Alaskan Native	Asian	Black or African American	Hispanic or Latino	White	Other or 2 or more
1%	2%	8%	39%	47%	2%

# Demographic Results Continues...

## Preferred Language

English	Spanish
70%	20%

## Residence Type

Parent's or Relatives Home	Own Home or Apartment (ILS/SLS)	Foster Care (FHA) 2 or more people with disability	Foster Care (FHA) 1 person with disability	Residential Facility (I CF) 4-6 Residence with disabilities	Residential Facility (CCF) 2-3 Residence with disabilities
48%	19%	5%	1%	7%	2%



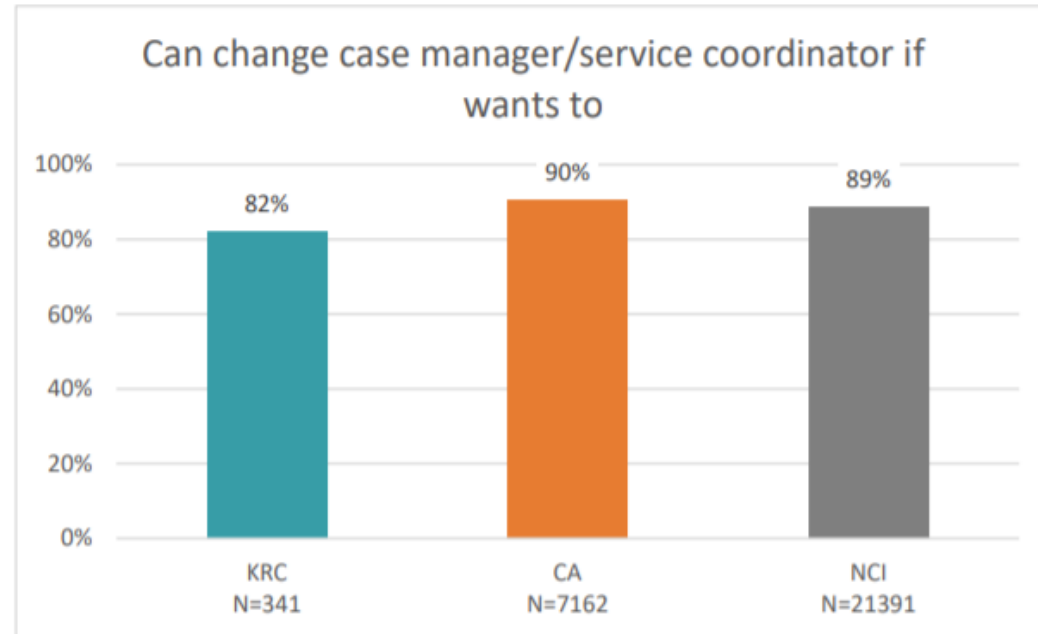
# Demographic Results Continues...

## Residence Type

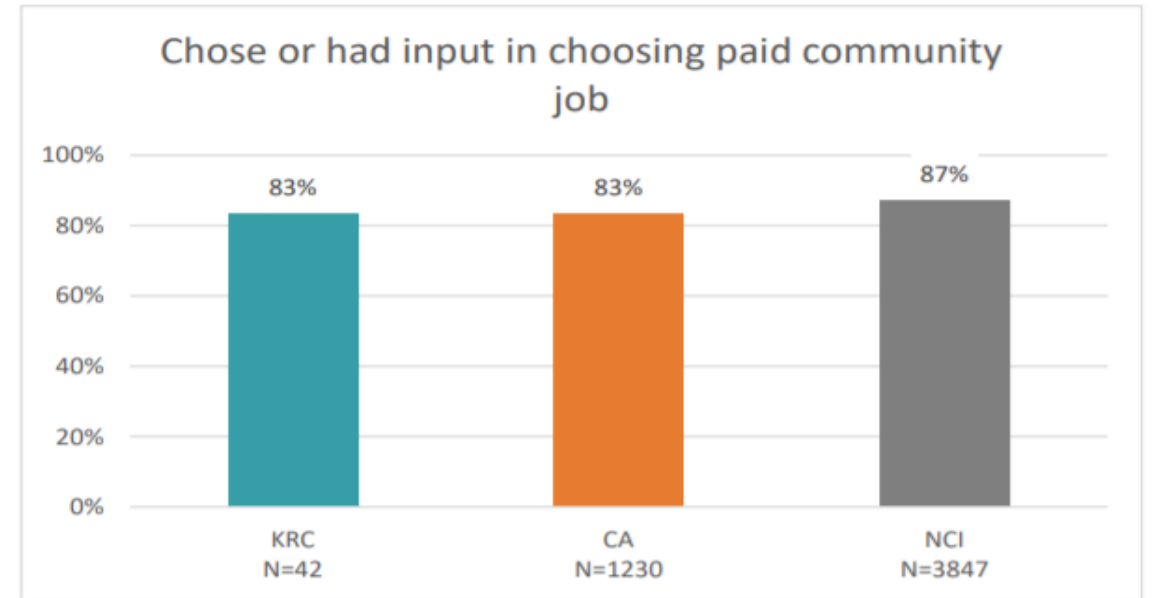
Residential Facility (CCF) 4-6 Residence with disabilities	Other Specialized Institutional Facility
18%	1%

# Choice

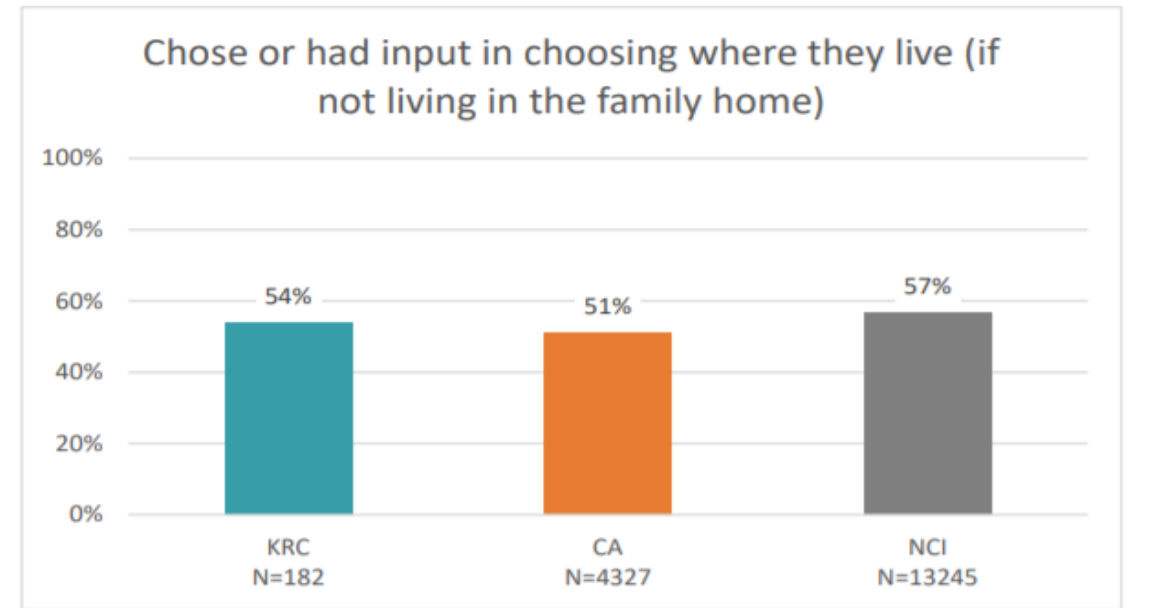
**Chart 9.** Can change case manager/service coordinator if wants to (proxy respondents were allowed for this question)



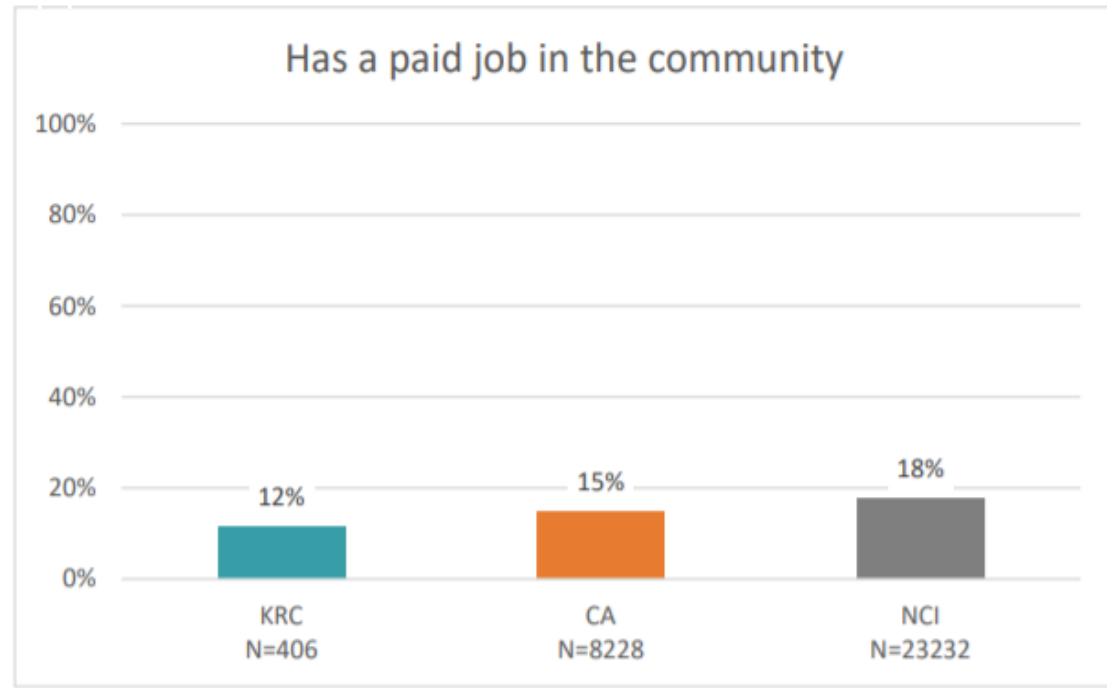
**Chart 3.** Chose or had input in choosing paid community job (proxy respondents were allowed for this question)



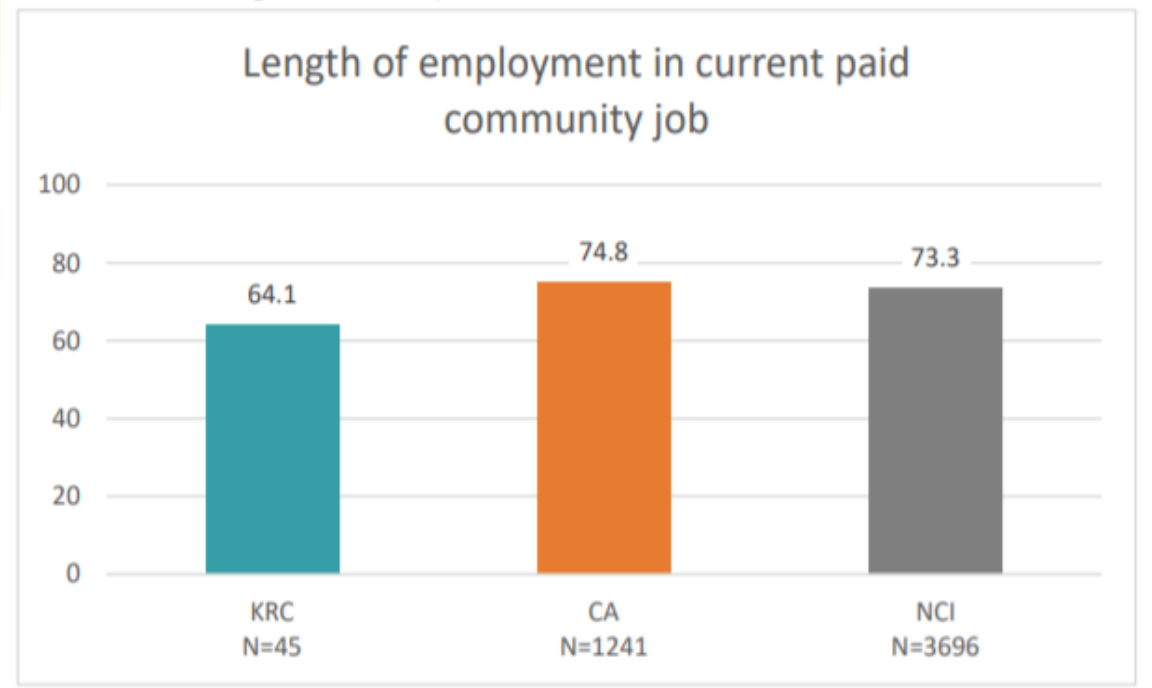
**Chart 1.** Chose or had input in choosing where they live (if not living in the family home; proxy respondents were allowed for this question)



[Chart 10](#). Has a paid job in the community (information may have been obtained through state records) \*\* 9



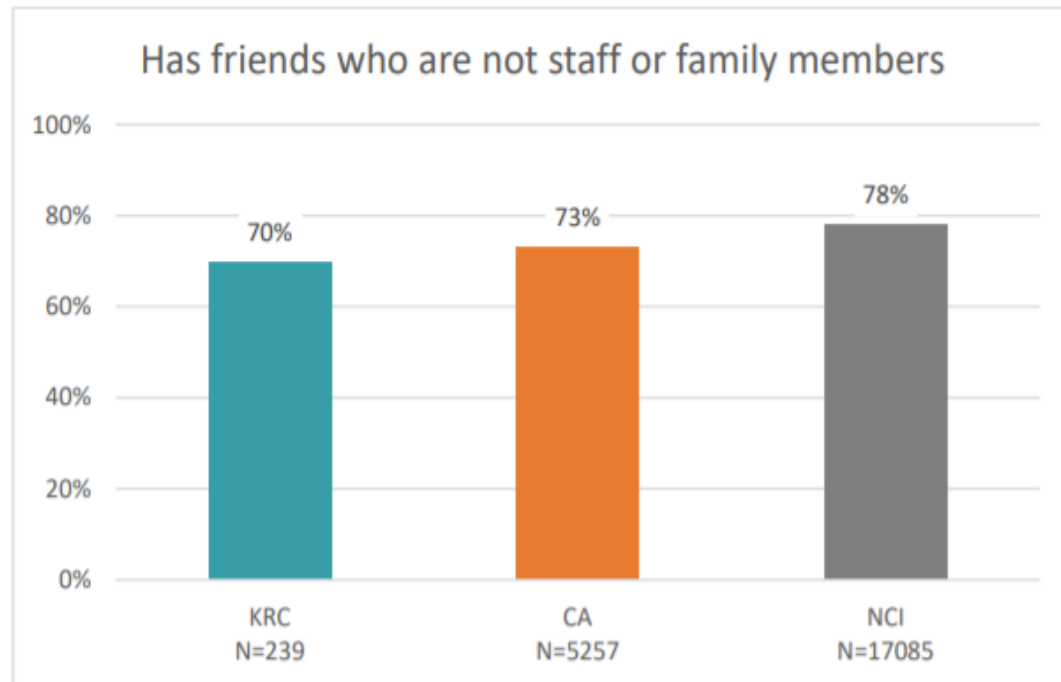
[Chart 14](#). Length of employment in current paid community job (in months; information may have been obtained through state records) \*\* 9



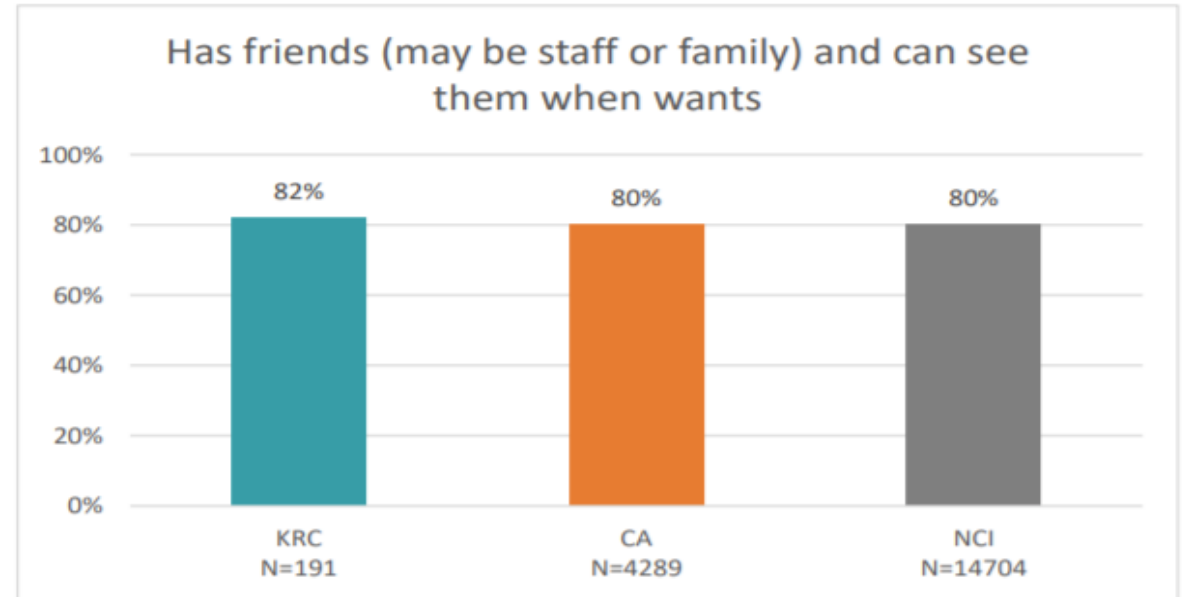
# Employment

# Relationship

**Chart 35.** Has friends who are not staff or family members



**Chart 38.** Has friends (may be staff or family) and can see them when wants



**Chart 36.** Has best friend (may be staff or family)

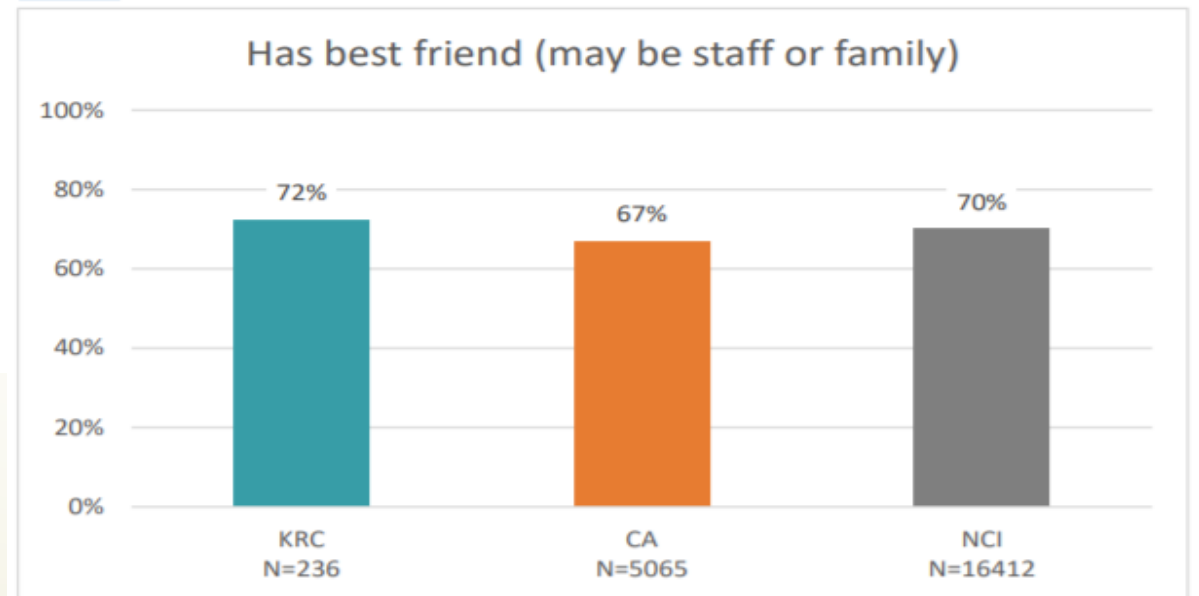


Chart 45. Likes home or where lives

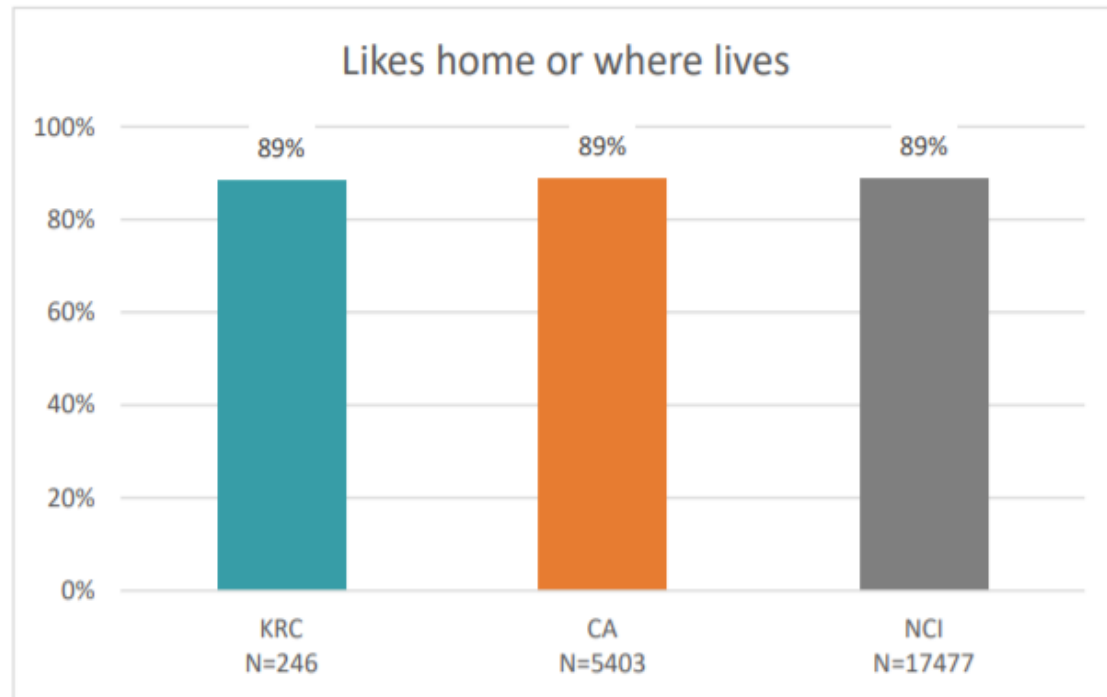
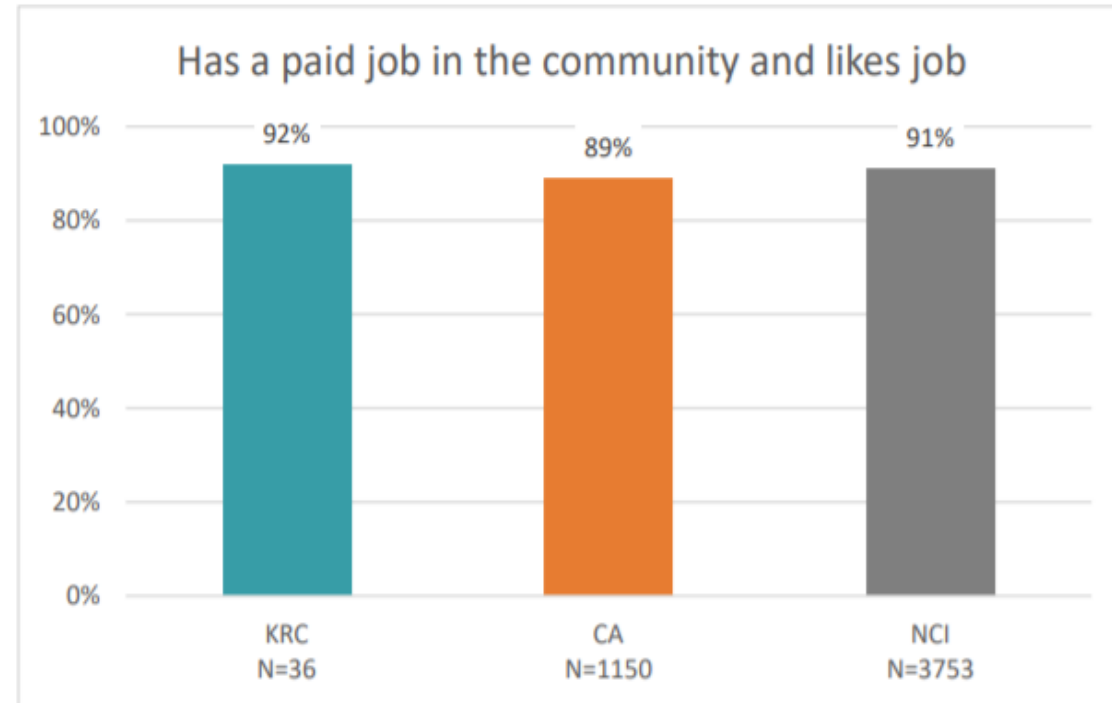


Chart 47. Has a paid job in the community and likes job

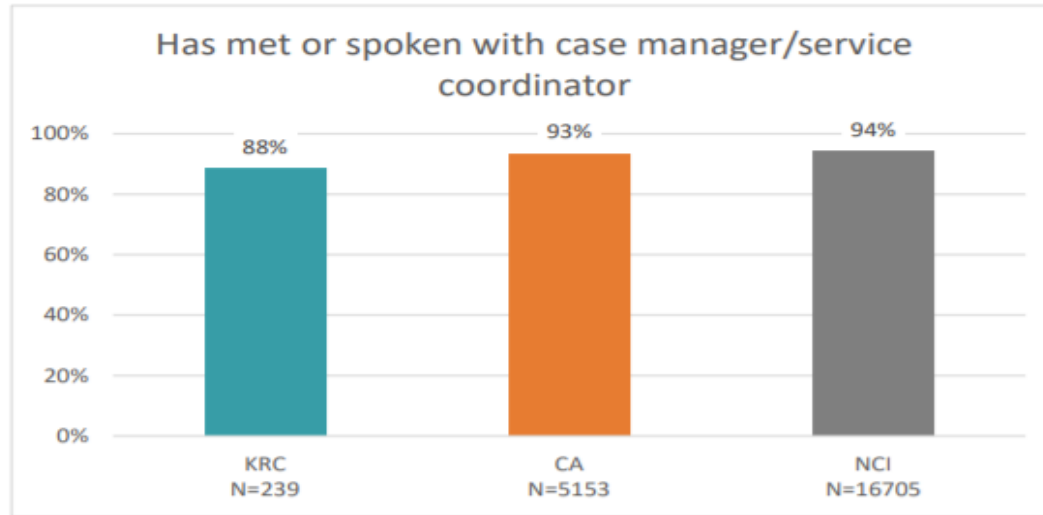


# Satisfaction



# Service Coordinators

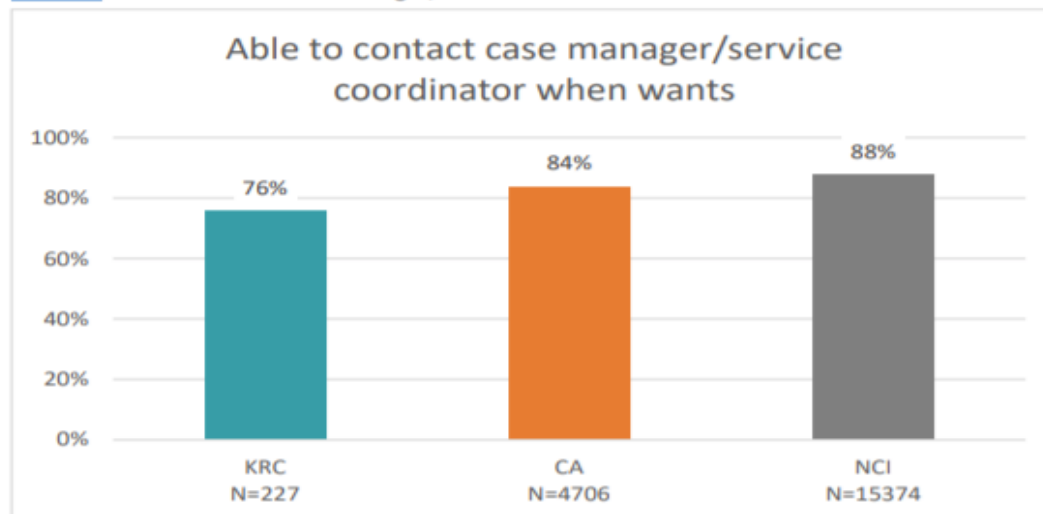
**Chart 51.** Has met or spoken with case manager/service coordinator



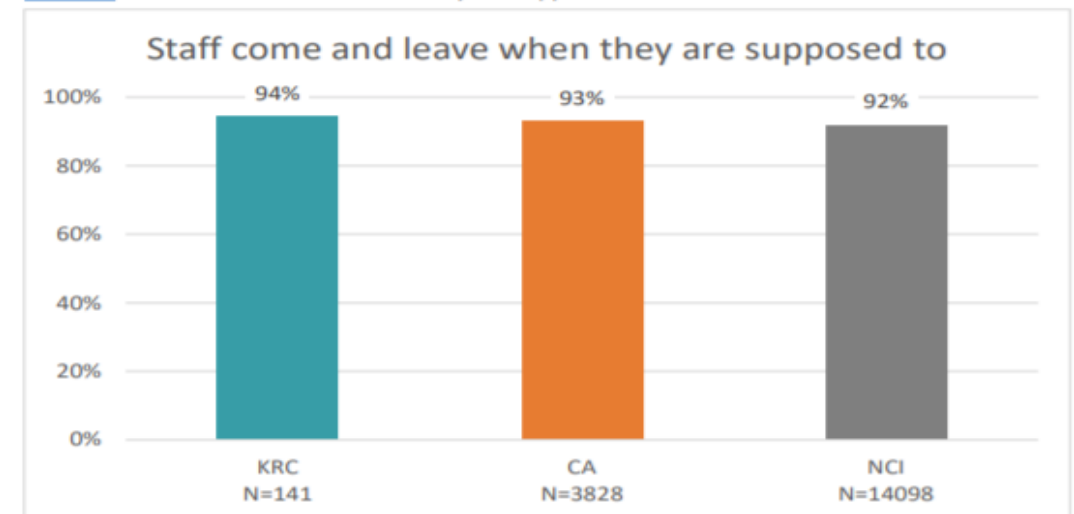
**Chart 52.** Case manager/service coordinator asks person what s/he wants



**Chart 53.** Able to contact case manager/service coordinator when wants

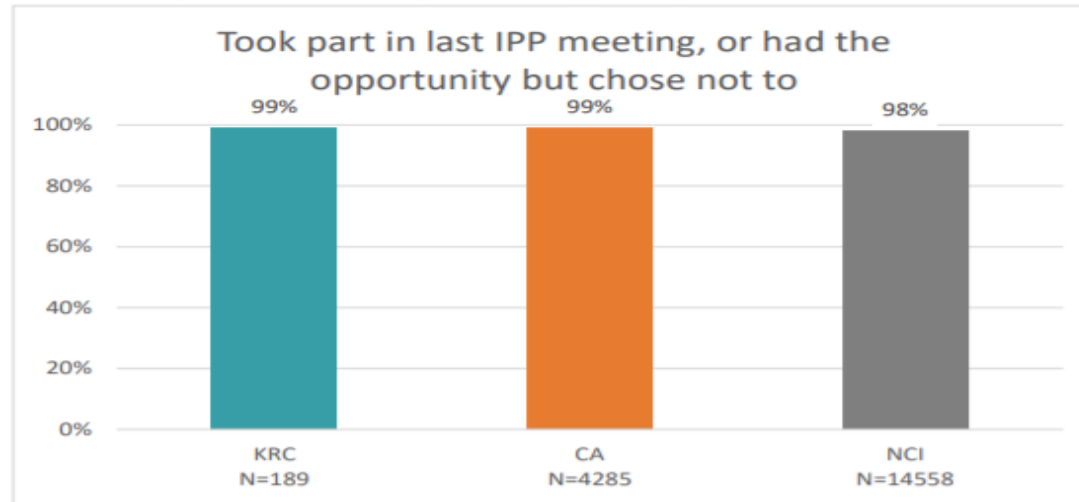


**Chart 54.** Staff come and leave when they are supposed to

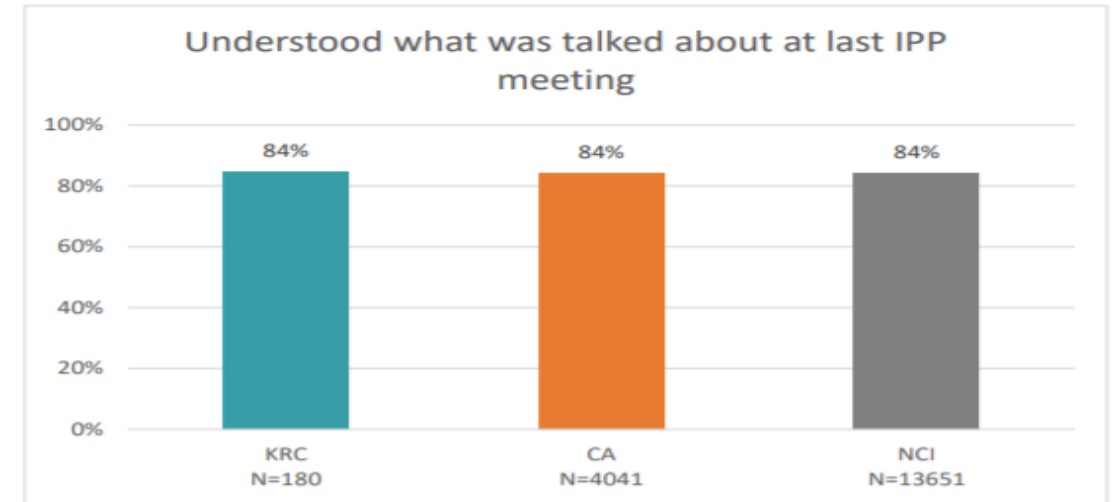


# Service Coordinators Continues ....

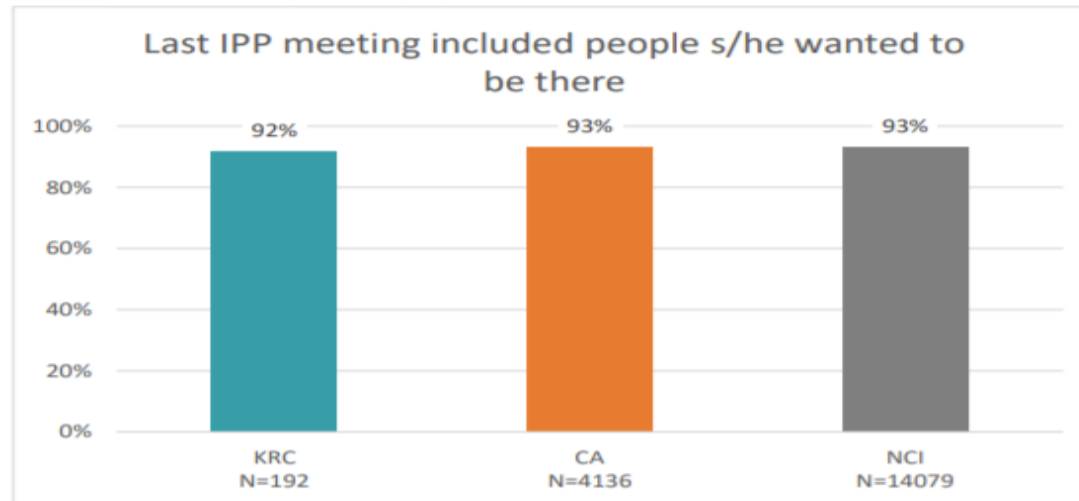
**Chart 55.** Took part in last IPP meeting, or had the opportunity but chose not to



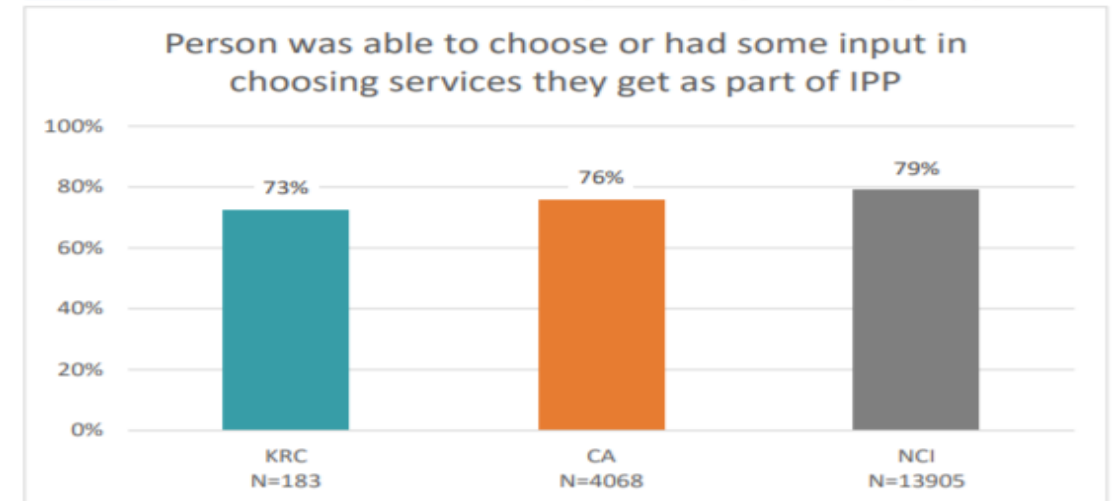
**Chart 56.** Understood what was talked about at last IPP meeting



**Chart 57.** Last IPP meeting included people s/he wanted to be there



**Chart 58.** Person was able to choose or had some input in choosing services they get as part of IPP

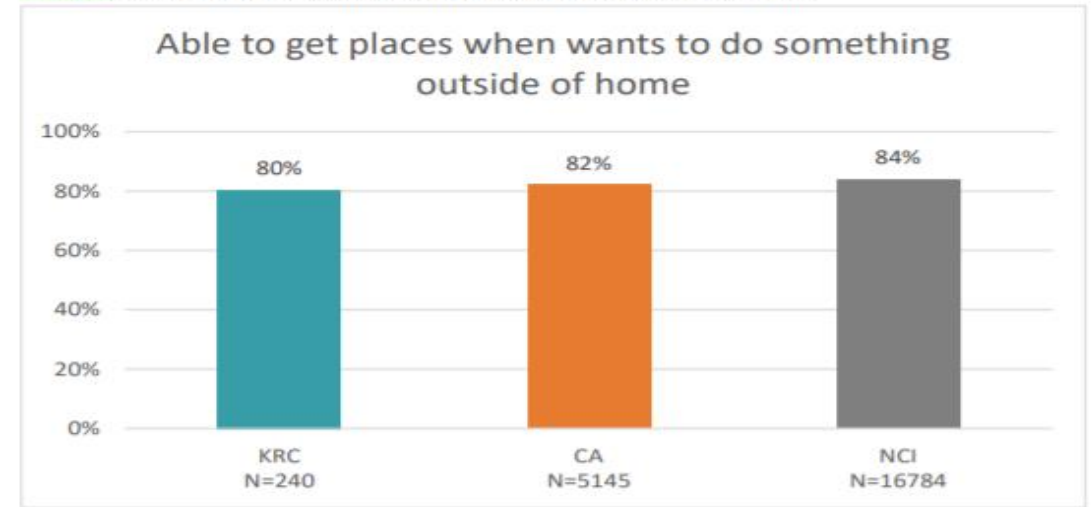


# Access

**Chart 59.** Has a way to get places needs to go



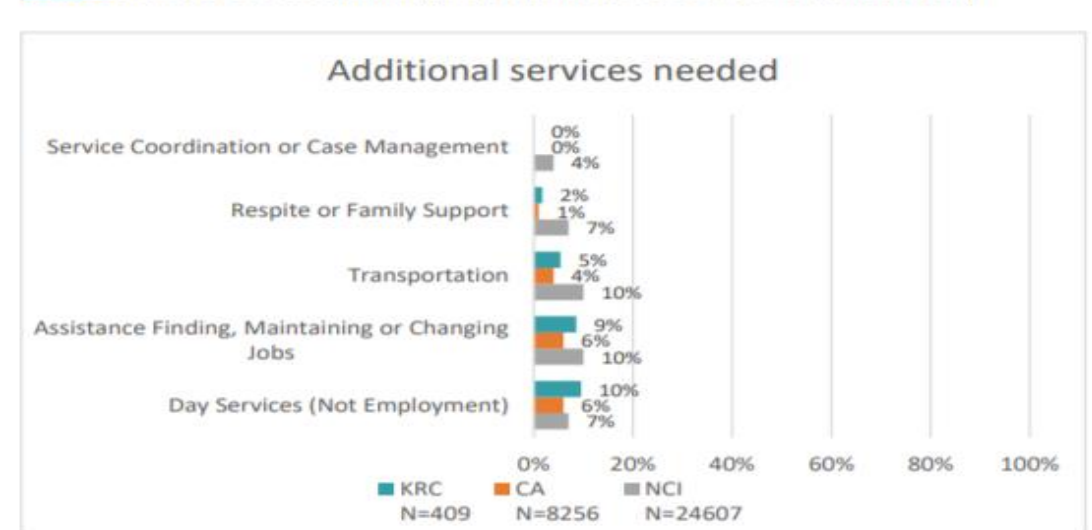
**Chart 60.** Able to get places when wants to do something outside of home



**Chart 61.** Staff have right training to meet person's needs (proxy respondents who were not staff were allowed for this question)



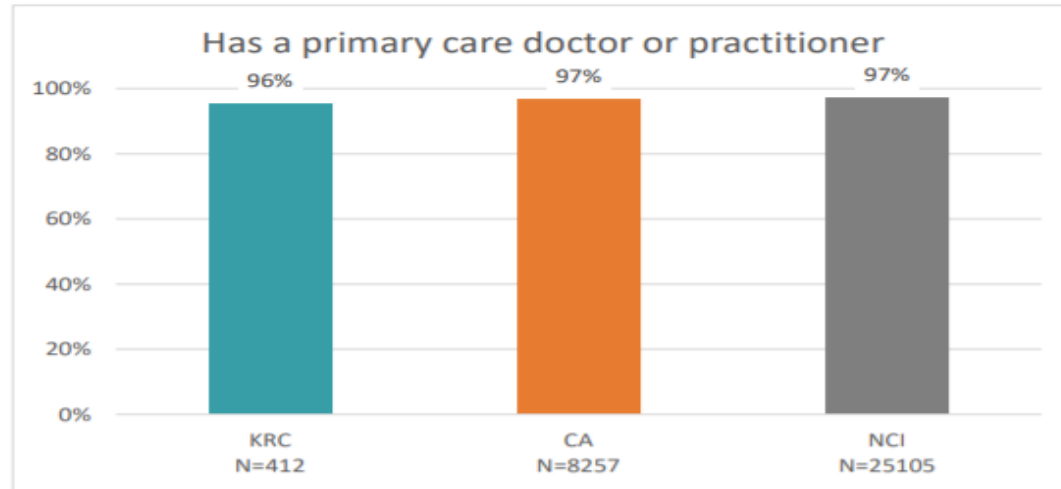
**Chart 62.** Additional services needed (proxy respondents were allowed for this question) ∞



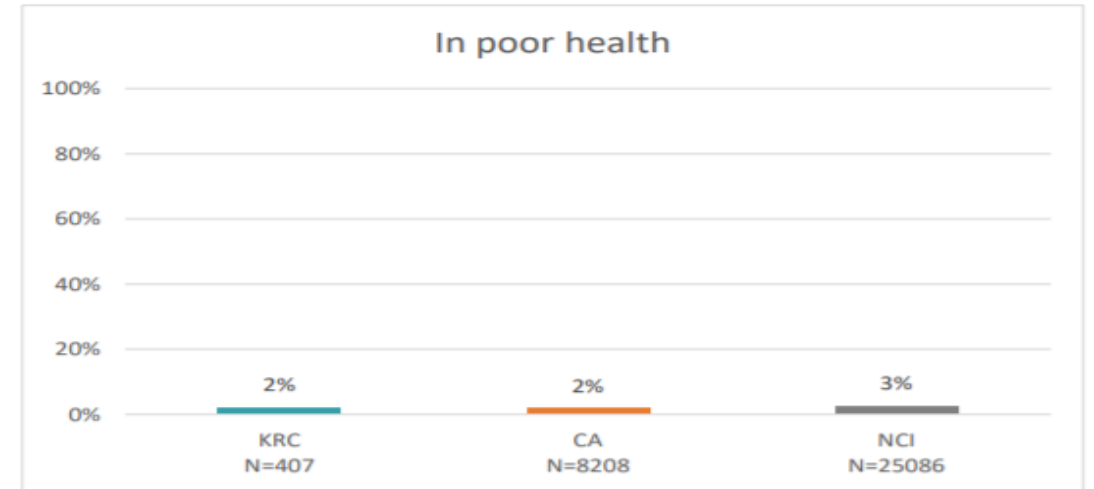
# Health

17

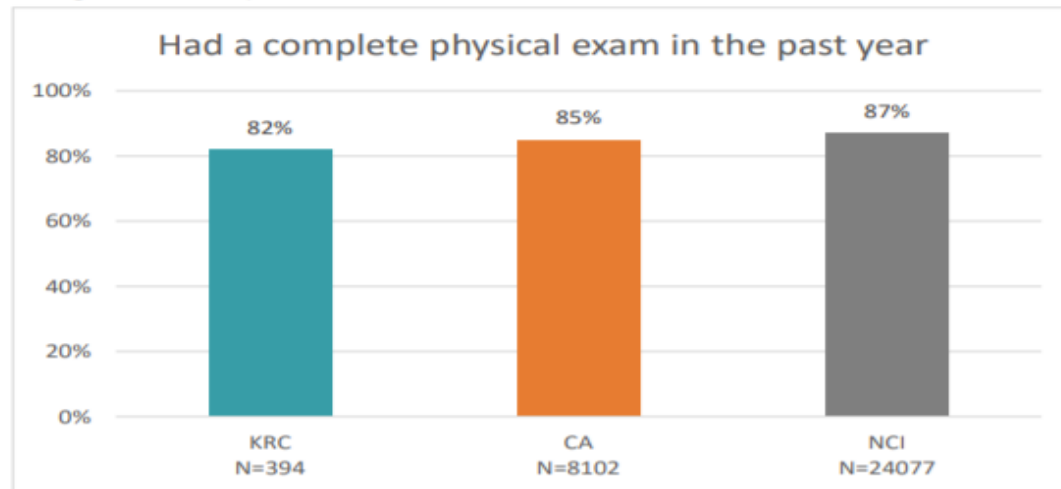
**Chart 65.** Has a primary care doctor or practitioner (information may have been obtained through state records)\*\*



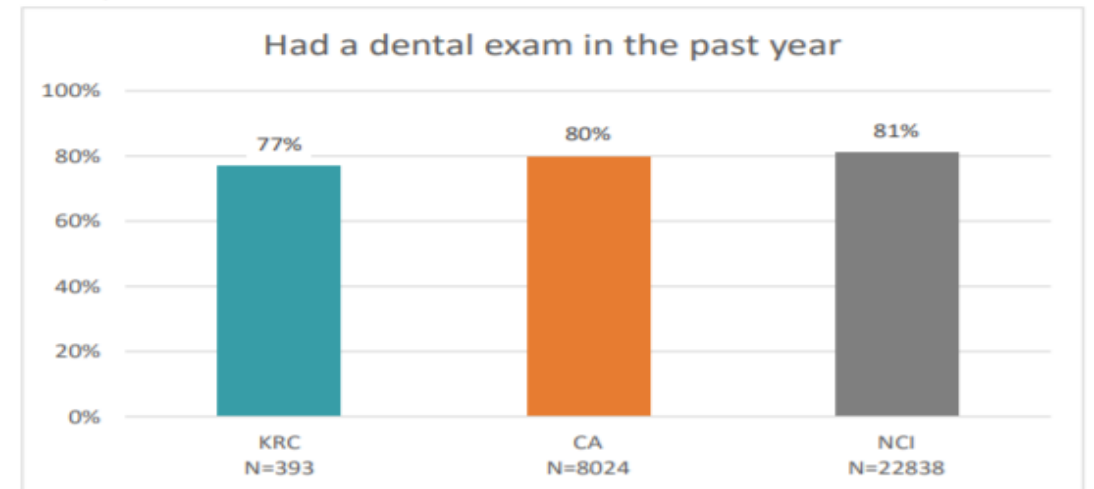
**Chart 66.** In poor health (proxy respondents were allowed for this question) ~



**Chart 67.** Had a complete physical exam in the past year (information may have been obtained through state records)\*\*

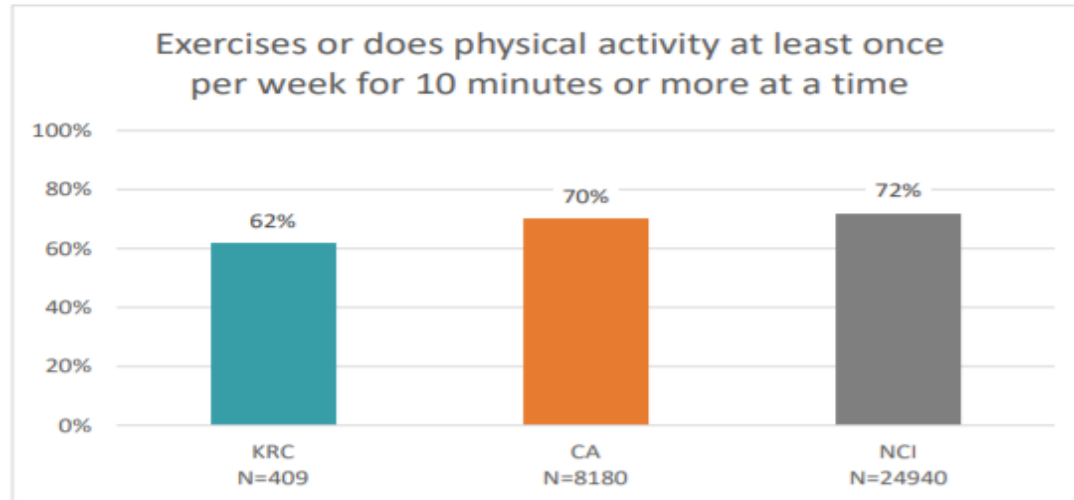


**Chart 68.** Had a dental exam in the past year (information may have been obtained through state records)\*\*

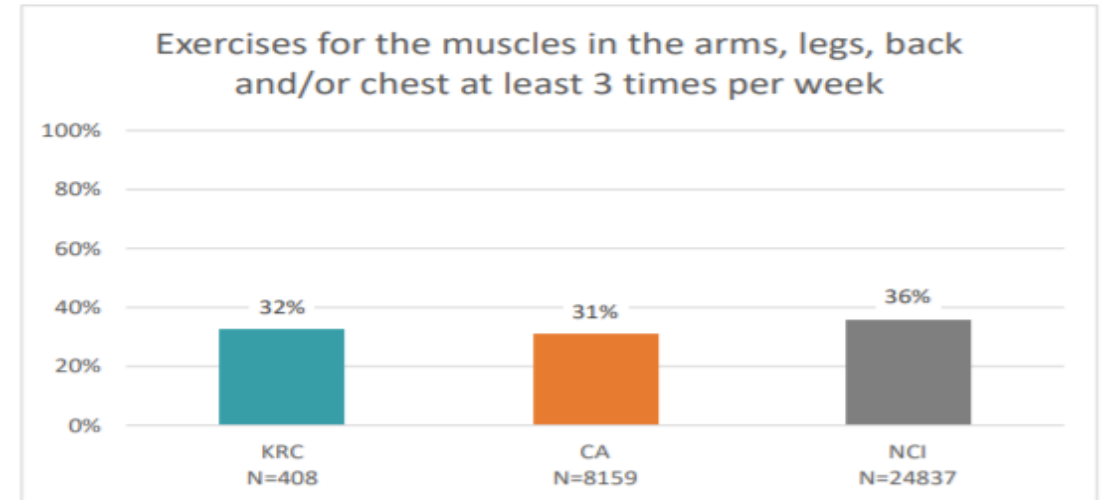


# Wellness

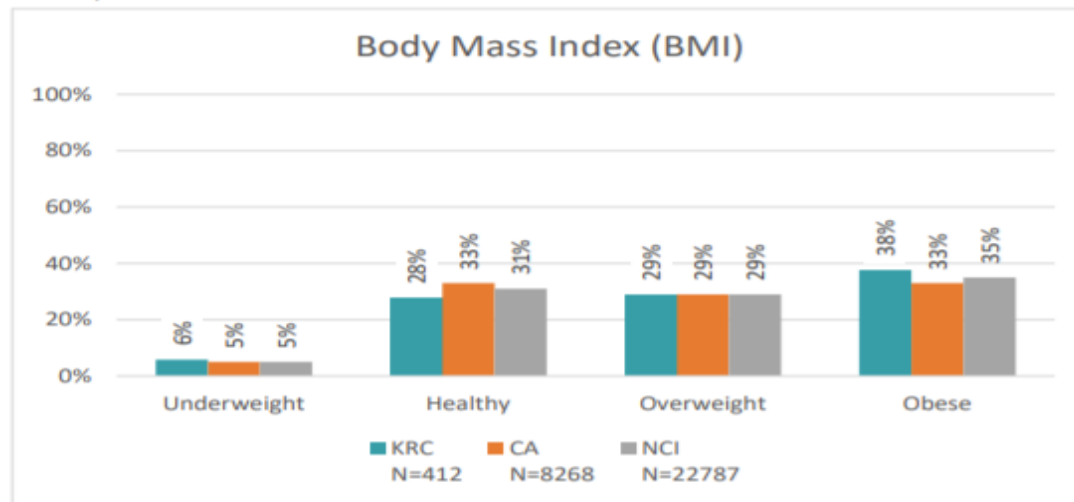
**Chart 83.** Exercises or does physical activity at least once per week for 10 minutes or more at a time (proxy respondents were allowed for this question)



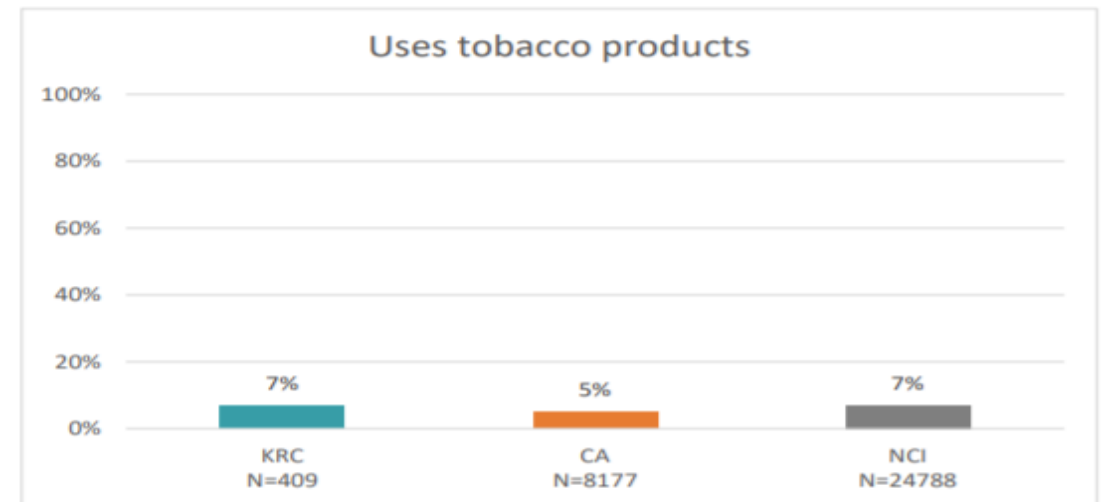
**Chart 84.** Exercises for the muscles in the arms, legs, back and/or chest at least 3 times per week (proxy respondents were allowed for this question) <sup>g</sup>



**Chart 85.** Body Mass Index (BMI) category (information may have been obtained through state records)\*\*



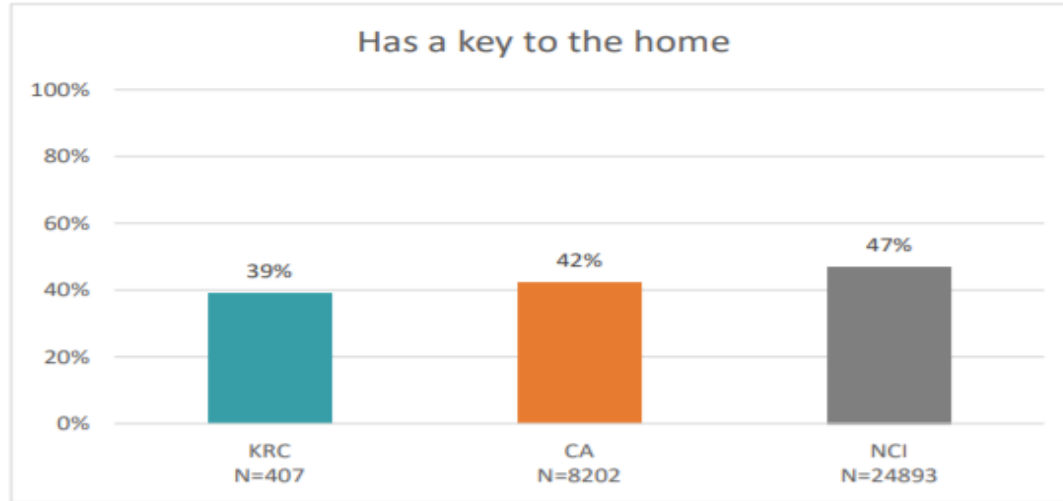
**Chart 86.** Uses tobacco products (information may have been obtained through state records) \*\* <sup>h</sup>



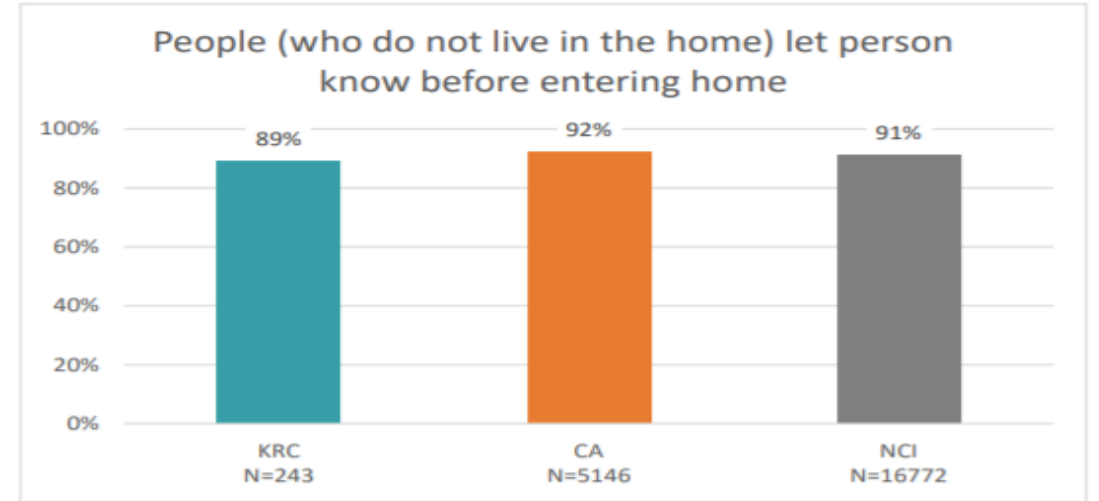


# Rights & Respect

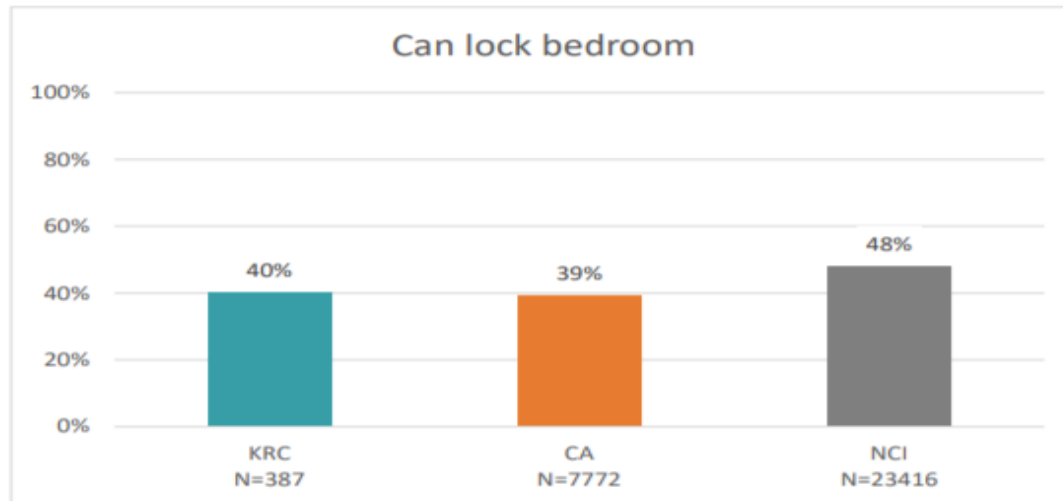
**Chart 87.** Has a key to the home (proxy respondents were allowed for this question)



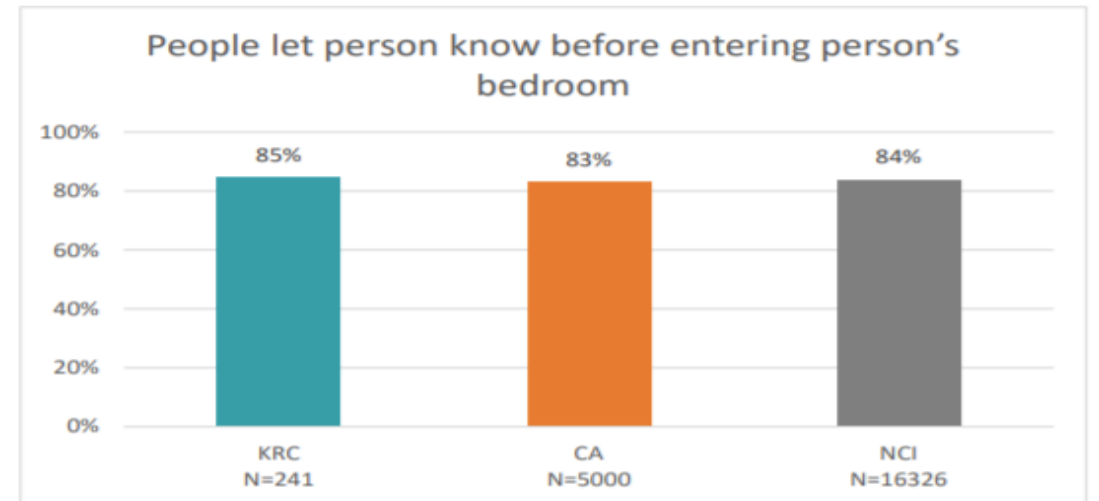
**Chart 88.** People (who do not live in the home) let person know before entering home



**Chart 89.** Can lock bedroom (proxy respondents were allowed for this question)

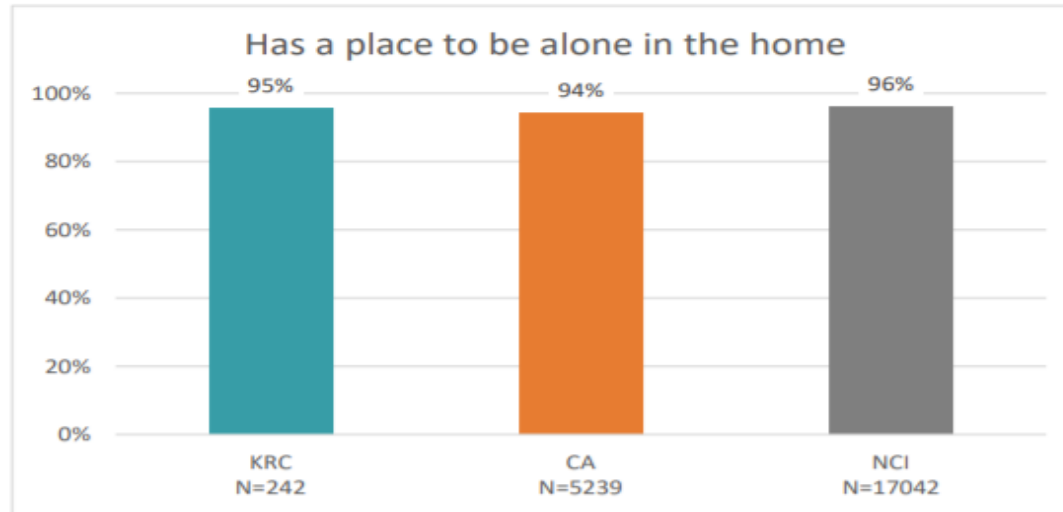


**Chart 90.** People let person know before entering person's bedroom

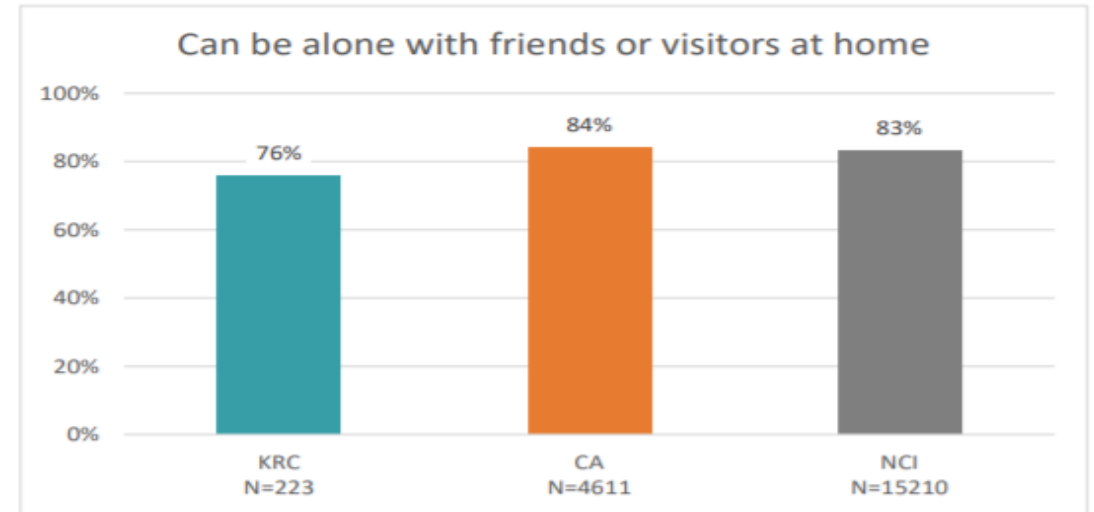


# Rights & Respect Continues.....

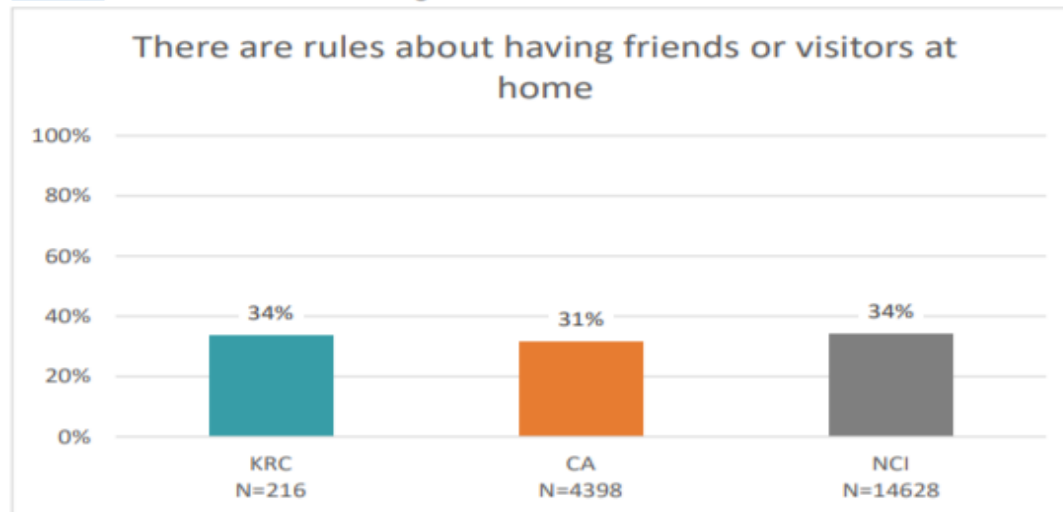
**Chart 91.** Has a place to be alone in the home



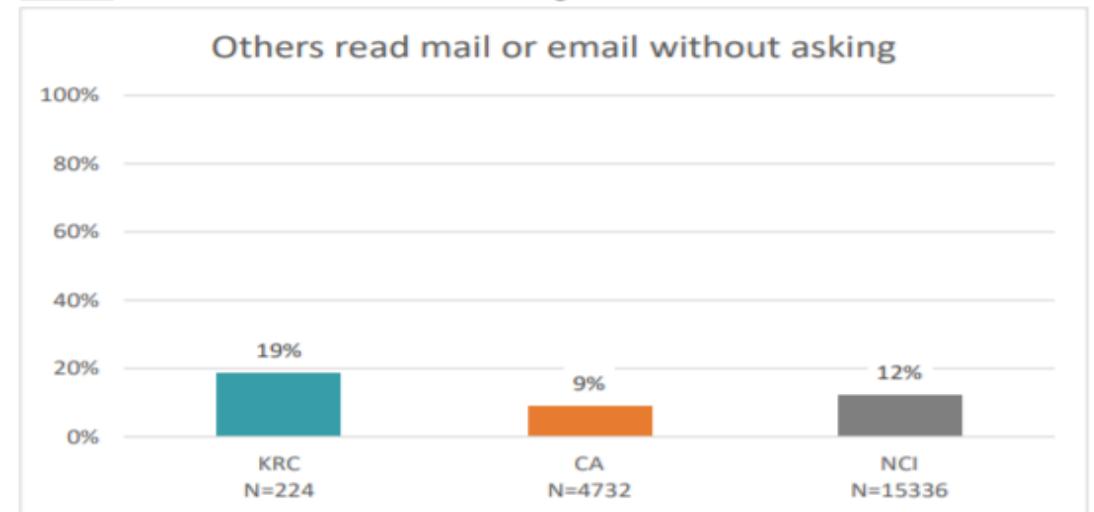
**Chart 92.** Can be alone with friends or visitors at home



**Chart 93.** There are rules about having friends or visitors at home \*

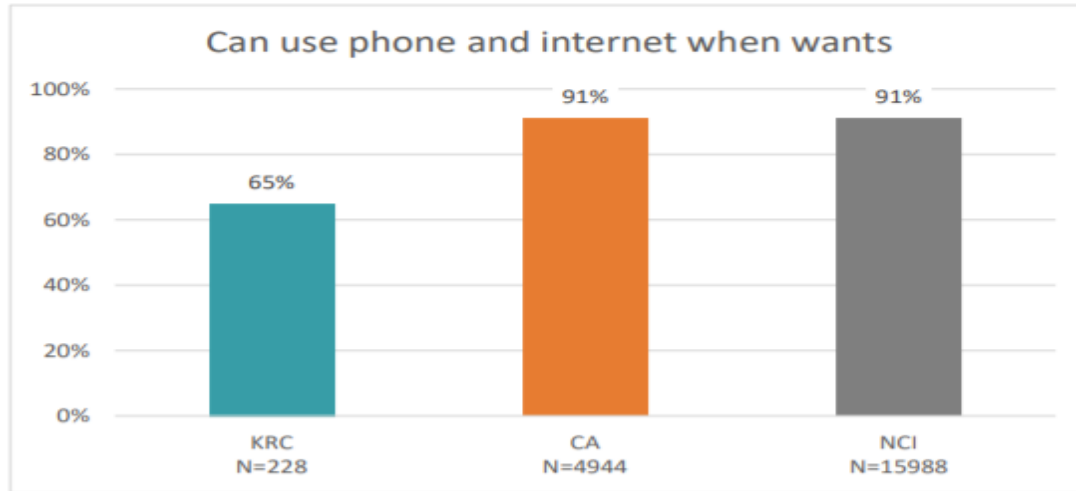


**Chart 94.** Others read mail or email without asking \*\*

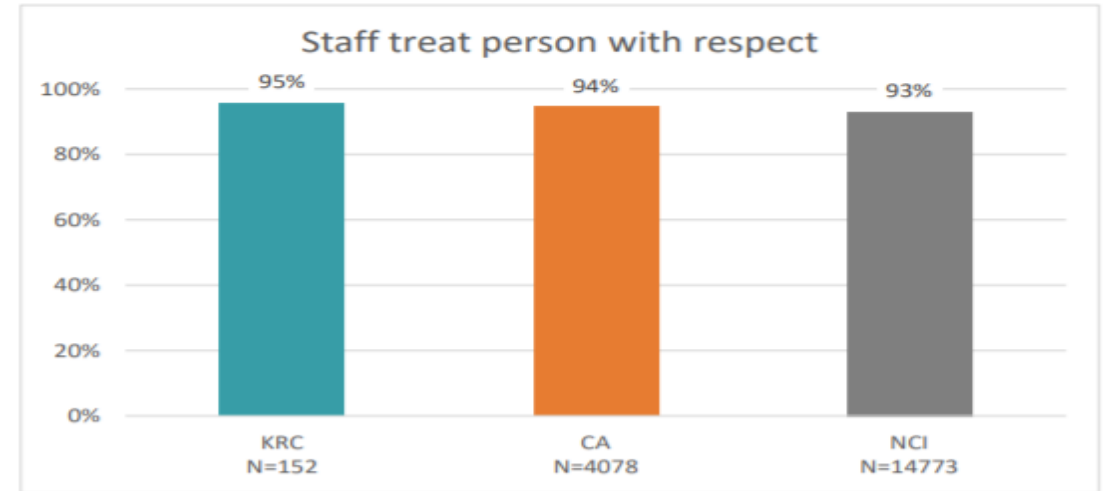


# Rights & Respect Continues.....

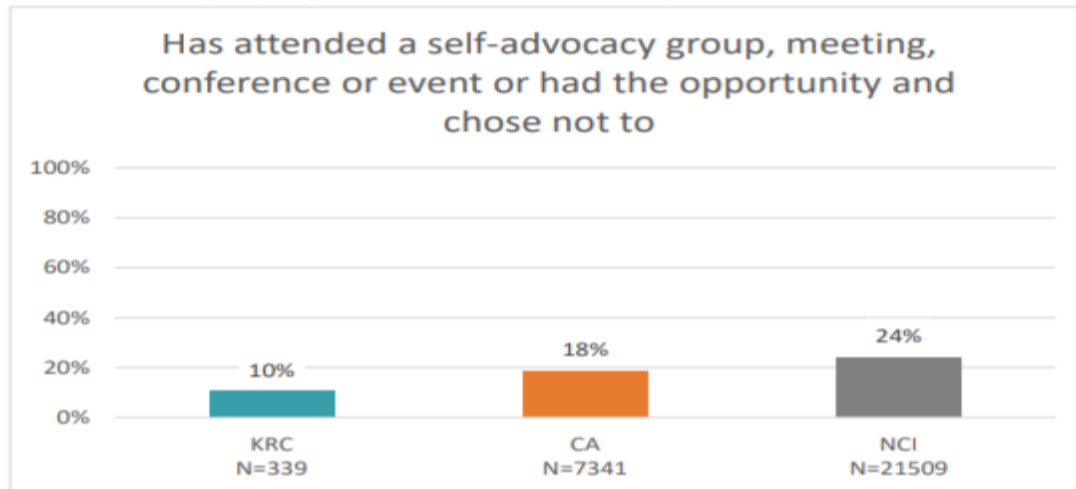
**Chart 95.** Can use phone and internet when wants



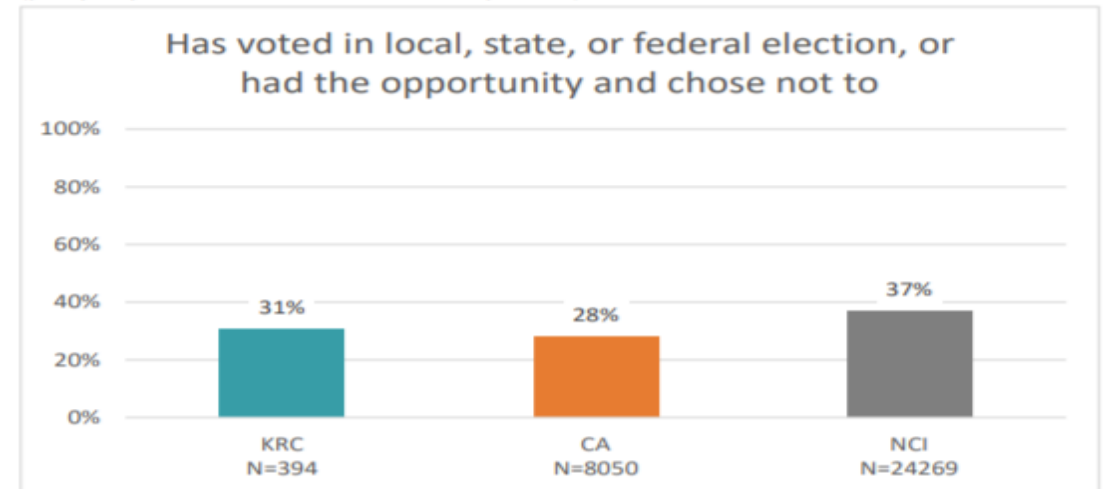
**Chart 96.** Staff treat person with respect



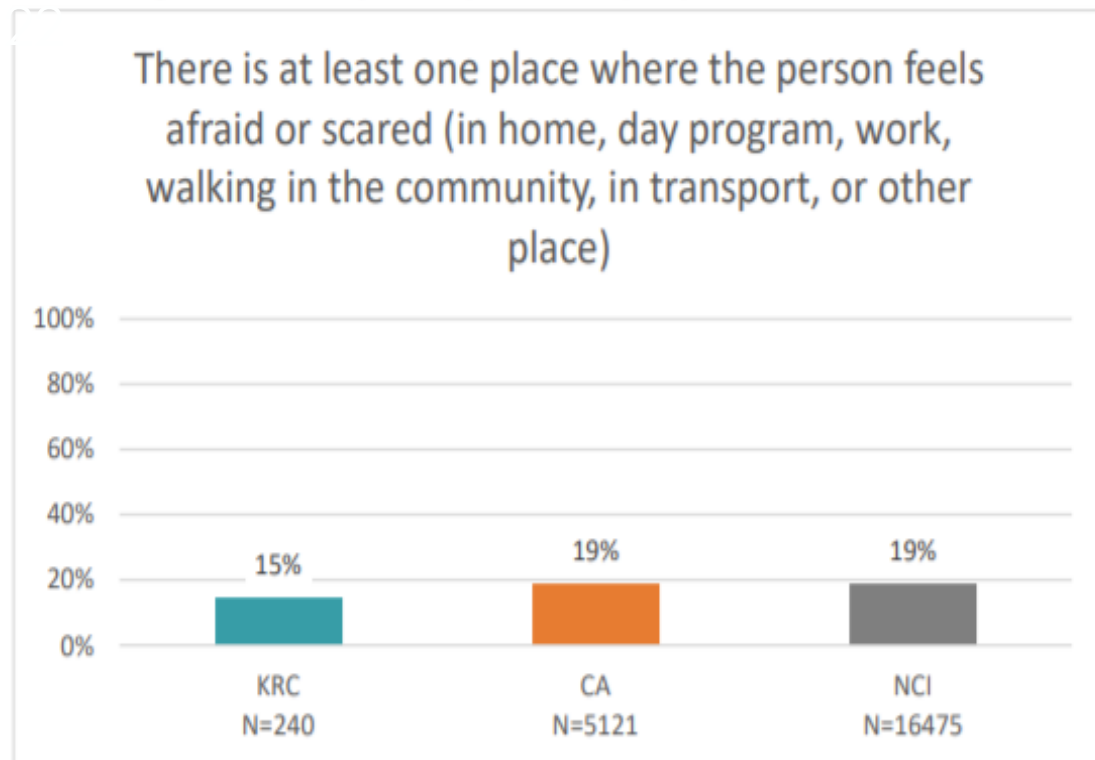
**Chart 97.** Has attended a self-advocacy group, meeting, conference or event or had the opportunity and chose not to (proxy respondents were allowed for this question)



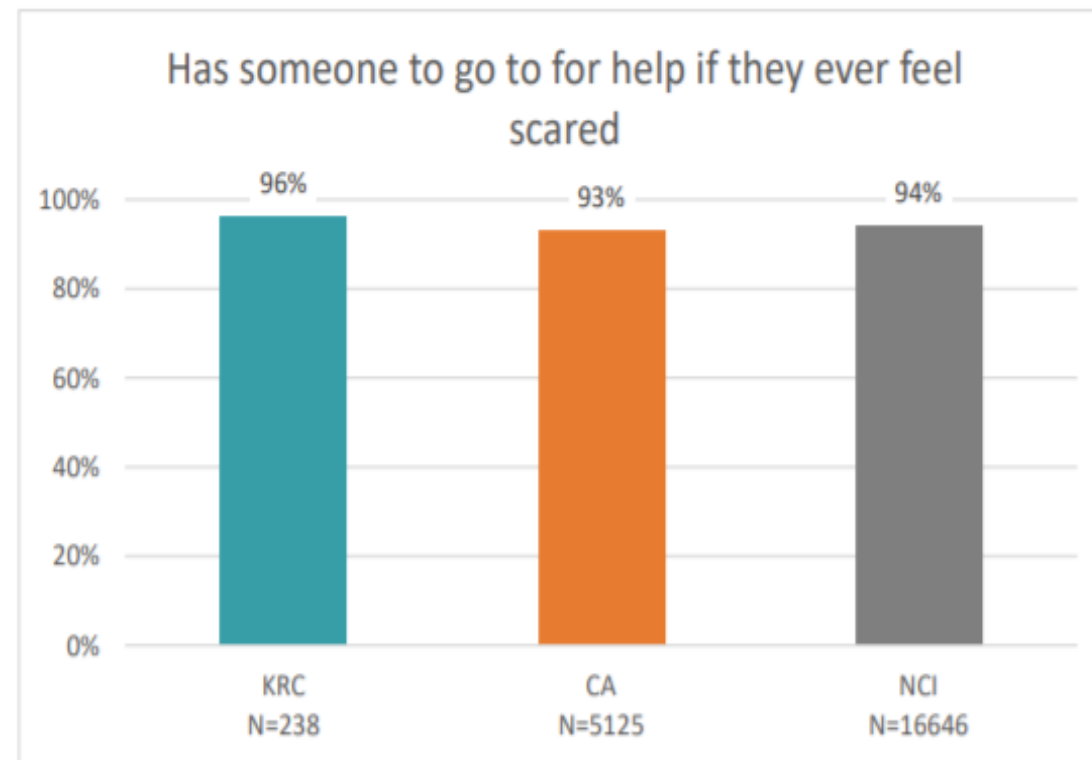
**Chart 98.** Has voted in local, state, or federal election, or had the opportunity and chose not to (proxy respondents were allowed for this question)



[Chart 99](#). There is at least one place where the person feels afraid or scared (in home, day program, work, walking in the community, in transport, or other place) \*



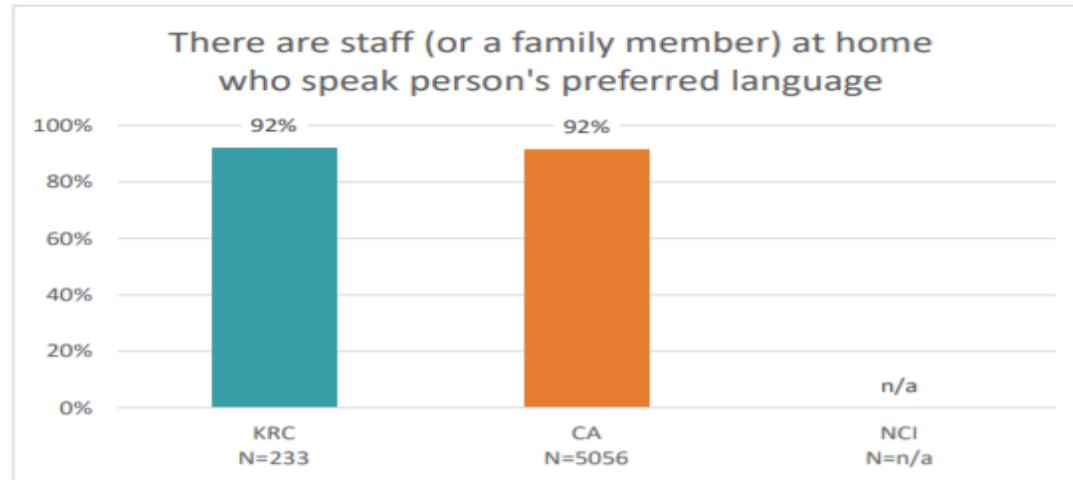
[Chart 100](#). Has someone to go to for help if they ever feel scared



# Safety

# Language & Cultural Competence

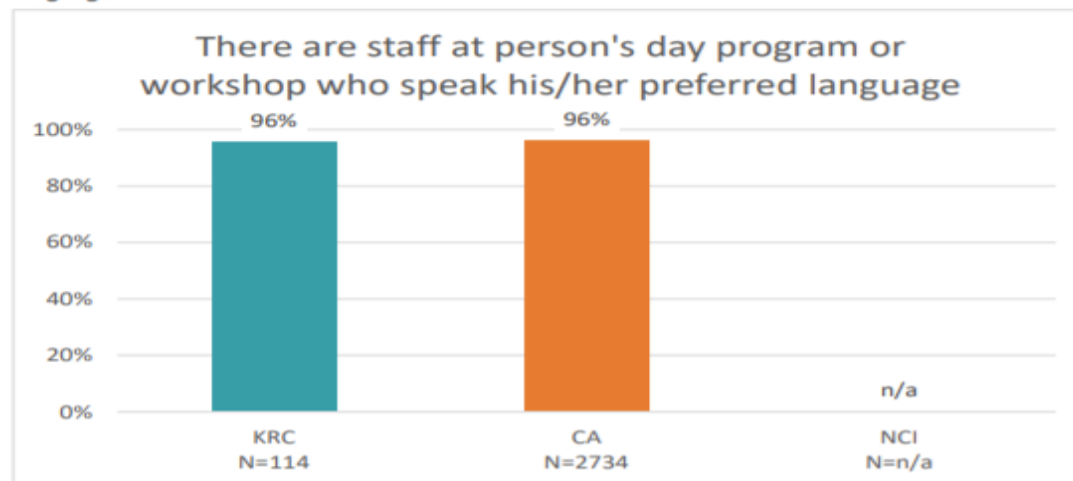
**Chart 101.** There are staff (or a family member) at person's home who speaks his/her preferred language\*



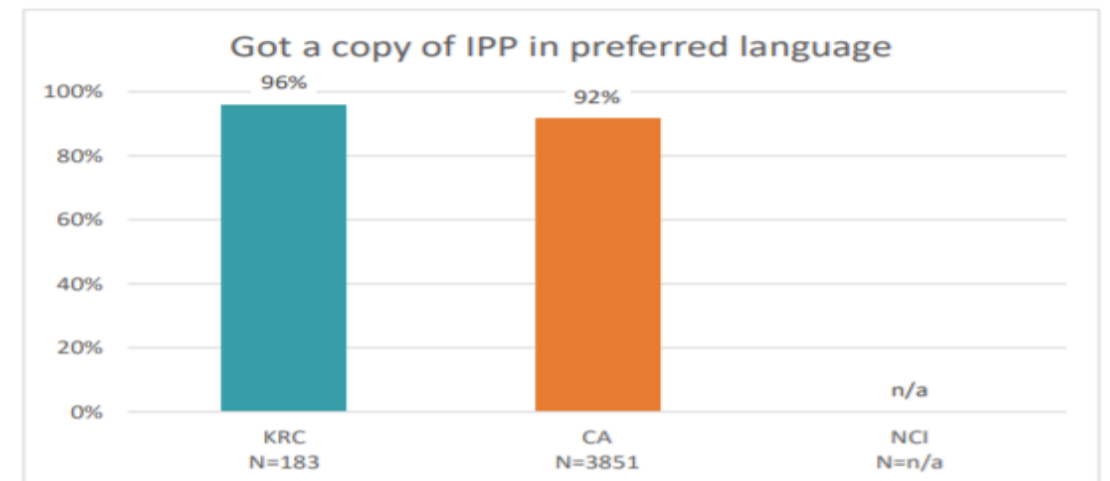
**Chart 102.** There are staff at person's job who speaks his/her preferred language\*



**Chart 103.** There are staff at person's day program or workshop who speak his/her preferred language\*



**Chart 104.** Got a copy of IPP in his/her preferred language\*





# Next Steps

- ▶ Report to be submitted to DDS within 60 days that includes:
  - ▶ Copies of presentation
  - ▶ Minutes from the community meeting
  - ▶ Attendees comments
- ▶ Regional Center recommendations and plans to use the information to address regional center priorities and/or strategic directions to improve specific areas of performance, or both

# Resources

- ▶ Kern Regional Center latest results of the National Core Indicators (NCI) Adult In-Person Survey complete report ([NCI KRC FY1718](#)).
- ▶ Department of Developmental Services National core Indicators website as well, <https://www.dds.ca.gov/rc/nci/>
- ▶ Kern Regional Center Website [www.kernrc.org](http://www.kernrc.org)

26

# QUESTIONS?