



NATIONAL CORE INDICATORS (NCI) SURVEYS BOARD OF DIRECTORS MEETING

JANUARY 23, 2024



SCLARC'S MISSION

SCLARC believes special needs deserve special attention. We are committed to the provision of culturally sensitive services which enhance the inherent strengths of the family and enable the individuals we serve to lead independent and productive lives.



NATIONAL CORE INDICATORS (NCI) BACKGROUND

The NCI is a nation-wide quality assessment survey used by the California Department of Developmental Services (DDS) and Regional Centers to assess performance in services and supports provided to people with intellectual/ developmental disabilities (I/DD).

The NCI Survey has been used since 2010 as a requirement by the Welfare and Institutions Code, Section 4571.

The NCI Survey provides individuals with intellectual/ developmental disabilities and their families the opportunity to participate in surveys about regional center and community services.

Once information is collected, the Human Services Research Institute (HSRI) will analyze the data and share the results in a report with DDS and regional centers. Results are used to make policy decisions in order to improve services.



THERE ARE FOUR SURVEYS COMPLETED UNDER NCI

- **FAMILY OF A CHILD LIVING IN THE FAMILY HOME (CHILD FAMILY SURVEY)**: THE CHILD FAMILY SURVEY IS A WRITTEN SURVEY THAT IS COMPLETED BY FAMILIES OF A CHILD (AGES 3-17 YEARS OLD) WHO LIVES WITH THEM AND RECEIVES AT LEAST ONE SERVICE FROM A REGIONAL CENTER, IN ADDITION TO CASE MANAGEMENT.
- **FAMILY OF AN ADULT LIVING IN THE FAMILY HOME (ADULT FAMILY SURVEY)**
- **FAMILY OF AN ADULT LIVING OUTSIDE THE FAMILY HOME (FAMILY GUARDIAN SURVEY)**
- **AN ADULT WHO RECEIVES REGIONAL CENTER SERVICES (ADULT IN-PERSON SURVEY)**



THE TYPE OF INFORMATION GATHERED DURING THE SURVEY IS RELATED TO:

Access and delivery of services

Choice and decision making

Community involvement
(includes employment and relationships)

Satisfaction with services

Information and planning

Health and welfare

Respect and rights



NCI SURVEY CYCLE

Fiscal Year	Adult In-Person Survey	Adult Family Survey	Family Guardian Survey	Child Family Survey
2020/21	x			
2021/22		x	x	x
2022/23	x			
2023/24		x	x	x
2024/25	x			
2025/26		x	x	x



HOW IS DATA COLLECTED?

- NCI SURVEYS ARE ADMINISTERED BY THE STATE COUNCIL ON DEVELOPMENTAL DISABILITIES.
- THE SURVEY IS CONFIDENTIAL. THE ANSWERS ARE COLLECTED ANONYMOUSLY, SO NO ONE CAN IDENTIFY A SINGLE PERSON WITH THE SURVEY ANSWERS.
- THERE IS ALSO A MAIL IN SURVEY FOR FAMILIES OR CONSERVATORS OF PEOPLE WHO ARE RECEIVING AT LEAST ONE SERVICE FROM A REGIONAL CENTER.
- THE SURVEYS ARE CONDUCTED IN PERSON, WHEN POSSIBLE.





OVER THE YEARS CHALLENGES WITH COLLECTING DATA AND SCLARC'S RESPONSE

- SCLARC FAMILIES DID NOT TRUST WHO WAS CONTACTING THEM AND WERE NOT SURE THEY SHOULD SHARE INFORMATION.
- NUMBERS WERE DISCONNECTED OR INDIVIDUALS MOVED OUT OF CATCHMENT AREA AND STATE COUNCIL HAD ISSUES CONTACTING FAMILIES.
- SCLARC WORKED WITH STATE COUNCIL TO OBTAIN UPDATED INFORMATION TO ENSURE THEY WERE ABLE TO CONTACT FAMILIES.
- SCLARC AND STATE COUNCIL TRAIN REGIONAL STAFF YEARLY REGARDING SURVEYS AND STAFF ASSIST WITH EDUCATING FAMILIES OF THE SURVEYS AND THE IMPORTANCE OF RESPONDING AND ANSWERING QUESTIONS.



What We Learned from the National Core Indicators (NCI) In Person Survey

NCI Results from People Across South Central Los Angeles Regional Center (SCLARC)

2017-18

User-Friendly Version



ADULT IN-PERSON SURVEY 2017/2018

The Adult In-Person Survey is conducted face-to-face with an individual who is 18 years or older and receives at least one service from the regional center, in addition to case management.

Full NCI Survey Report can be found on DDS Website:

<https://www.dds.ca.gov/rc/nci/>

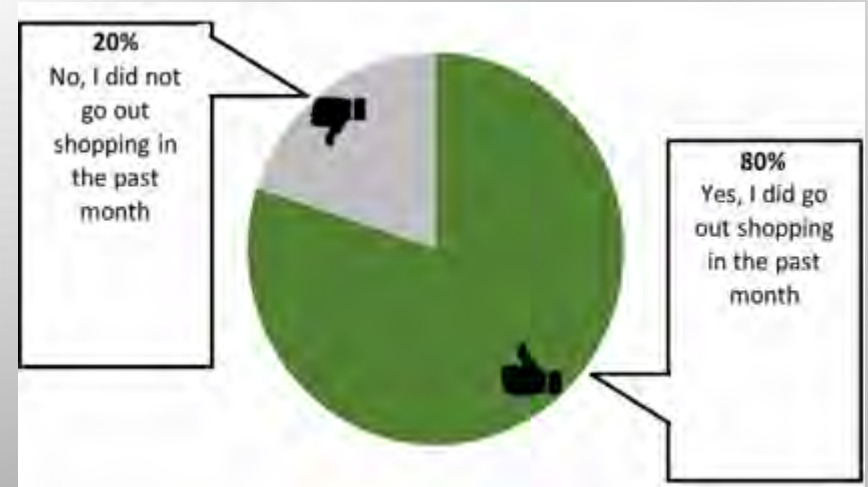
DO YOU LIKE WHERE YOU WORK?



NCI tells us **9 out of every 10 people who have a paid job in the community said they like where they work.**



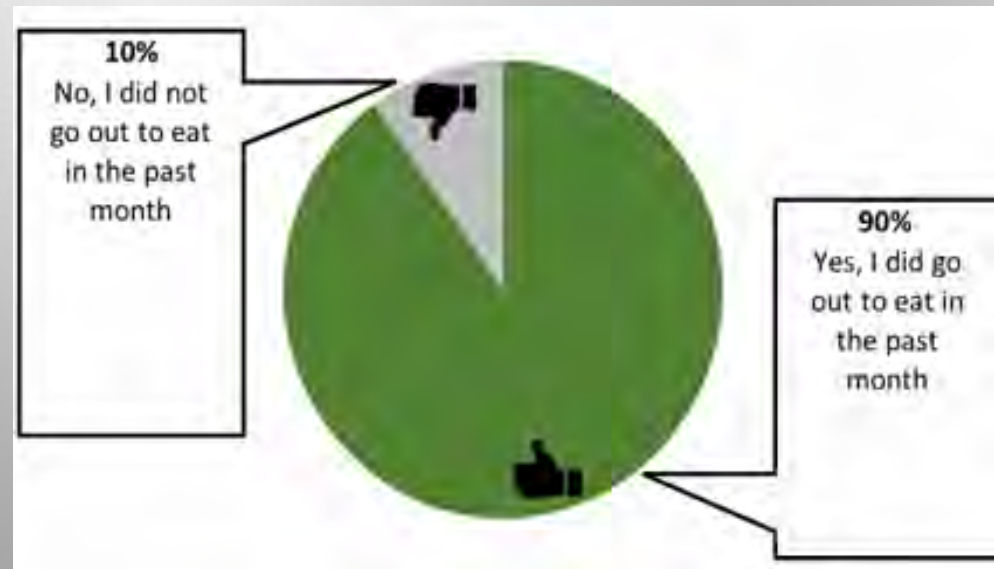
DID YOU GO OUT SHOPPING?



NCI tells us **8 out of every 10 people** said **they went out shopping in the past month.**



DID YOU GO OUT TO EAT IN THE PAST MONTH?

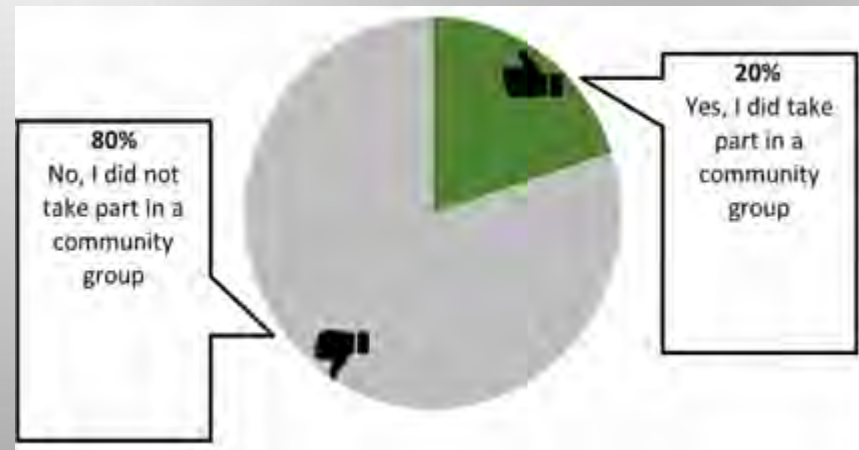


NCI tells us 9 out of every 10 people said they went out to eat in the past month.





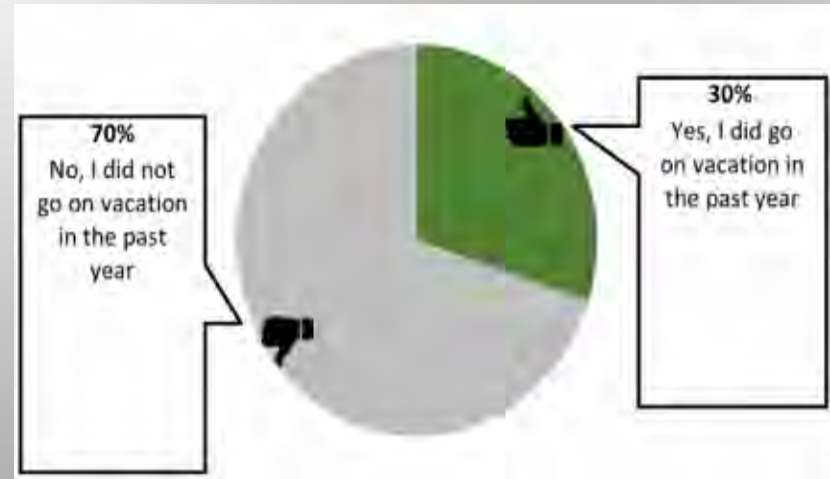
DID YOU TAKE PART IN A COMMUNITY GROUP?



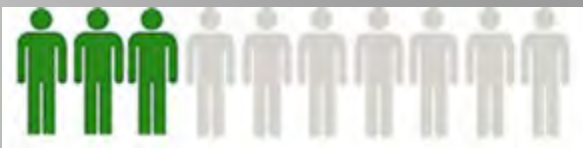
NCI tells us **2** out of every **10** people said they took part in a community group.



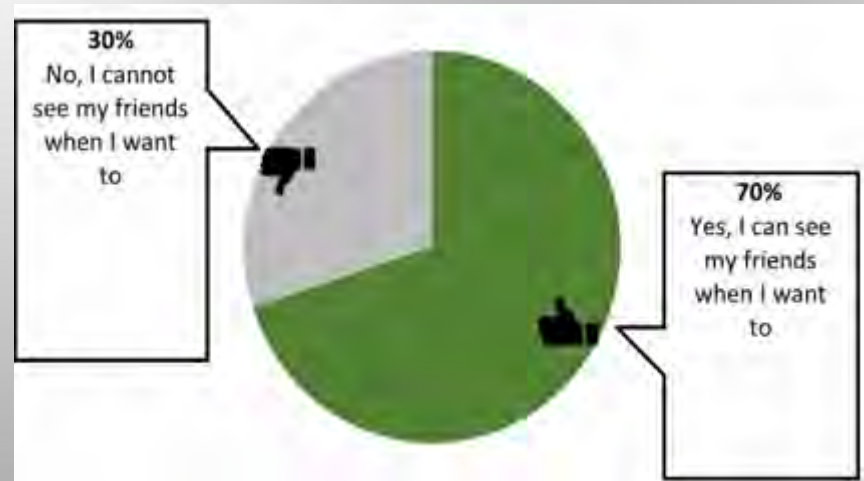
DID YOU GO ON VACATION IN THE PAST YEAR?



NCI tells us 3 out of every 10 people said they went on vacation in the past year.



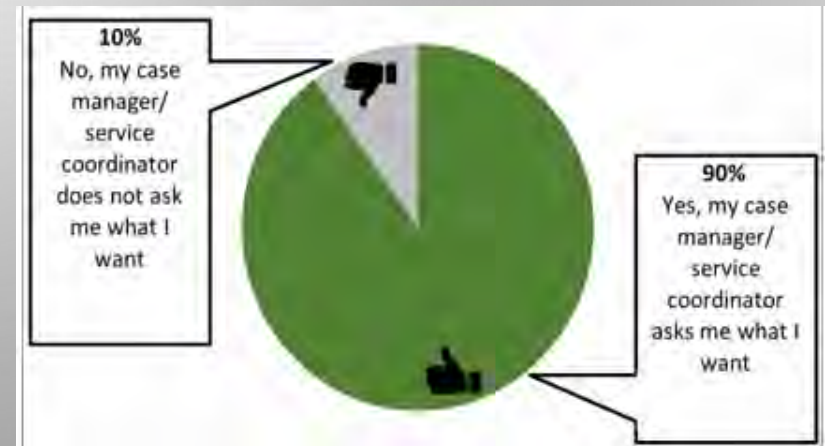
CAN YOU SEE YOUR FRIENDS WHEN YOU WANT TO?



NCI tells us that **7** out of every **10** people said **they can see their friends when they want to.**



DOES YOUR CASE MANAGER/SERVICE COORDINATOR ASK WHAT YOU WANT?



NCI tells us 9 out of every 10 people said their case manager/service coordinator asks them what they want.



NCI SURVEY DATA FOR SCLARC ADULT FAMILY SURVEY FY 2019-2020



The Adult Family Survey is a written survey that is completed by families of an adult (age 18 and over) who lives with them and receives at least one service from a regional center, in addition to case management.



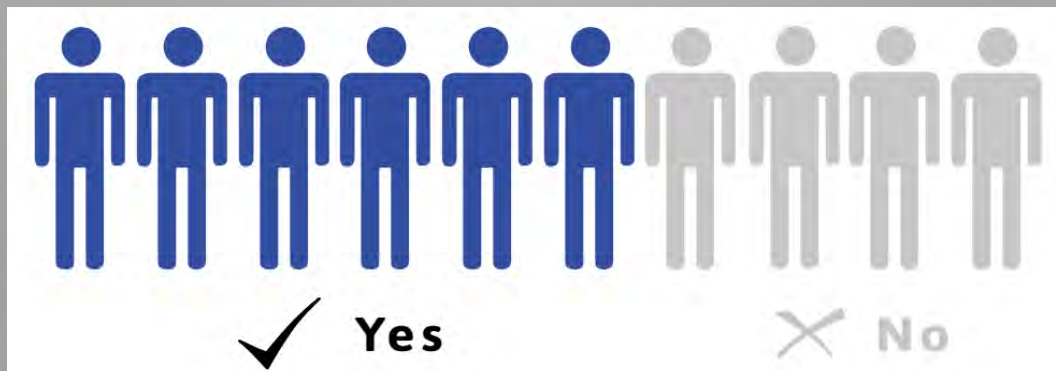
Full NCI Survey Report can be found on DDS Website:

<https://www.dds.ca.gov/rc/nci/>



DID YOU GET ENOUGH INFORMATION TO TAKE PART IN PLANNING SERVICES AND SUPPORTS FOR YOUR INDIVIDUAL ?

NCI tells us 6 out of every 10 people said they got enough information to take part in planning services for their individual.



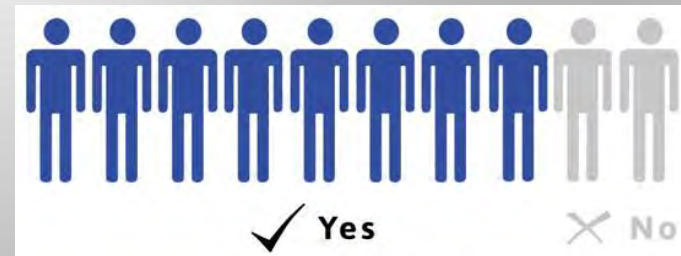


NCI tells us 8 out of every 10 people said the information they got about services was easy to understand.

**WAS THE INFORMATION YOU GOT
ABOUT SERVICES EASY TO
UNDERSTAND?**



DOES THE IPP INCLUDE ALL THE SERVICES AND SUPPORTS NEEDED?



NCI tells us 8 out of every 10 people said the IPP includes all the services and supports needed.



DID YOU RECEIVE A COPY OF THE IPP IN YOUR FAMILY'S PREFERRED LANGUAGE?



NCI tells us 9 out of every 10 people said they received a copy of the IPP in their family's preferred language.



NCI tells us 10 out of every 10 people said there were support workers available who could speak their preferred language.

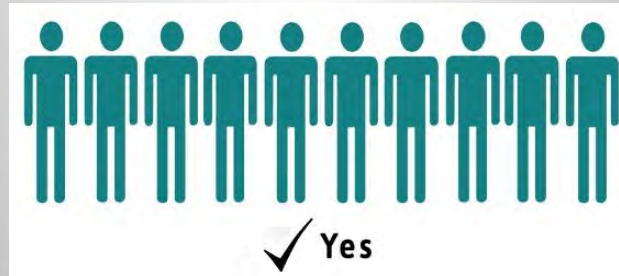
**CAN YOU SPEAK TO SUPPORT
WORKERS IN YOUR PREFERRED
LANGUAGE?**



DOES YOUR SERVICE COORDINATOR SPEAK YOUR PREFERRED LANGUAGE?

NCI tells us 10 out of every 10 people said their service coordinator spoke their preferred language.





NCI tells us 10 out of every 10 people said their service coordinator supported them in a way that was respectful to their culture.

**DOES YOUR SERVICE COORDINATOR
SUPPORT YOU IN A WAY THAT IS
RESPECTFUL TO YOUR CULTURE?**



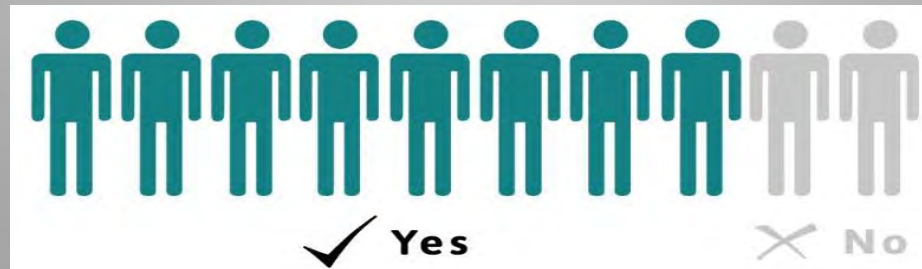
DID YOU NEED AND WERE YOU ABLE TO USE RESPITE SERVICES?



NCI tells us 5 out of every 10 people who needed respite services were able to use them.



ARE YOU HAPPY WITH THE SERVICES AND SUPPORTS YOUR INDIVIDUAL GETS?



NCI tells us 8 out of every 10 people said that overall, they happy with their individual's services and supports.



NCI tells us 8 out of every 10 people said services and supports have made a positive difference for their family.

HAVE
SERVICES
AND
SUPPORTS
MADE A
POSITIVE
DIFFERENCE
FOR YOUR
FAMILY?



NCI SURVEY DATA FOR SCLARC FAMILY GUARDIAN SURVEY FY 2019-2020

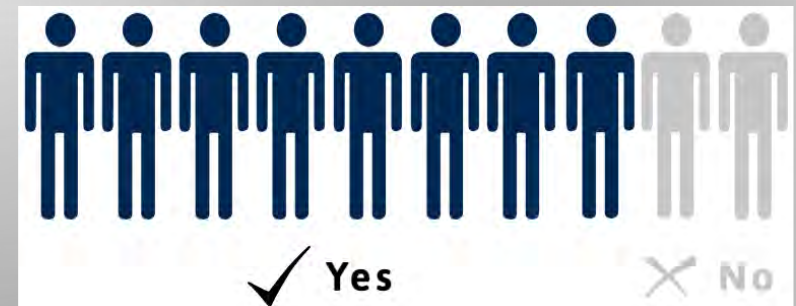
The Family Guardian Survey is a written survey that is completed by families and conservators of individuals (age 18 and over) who live in a community placement setting, and receive at least one service from a regional center, in addition to case management.

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FAMILY INVOLVEMENT IN SERVICE PLANNING

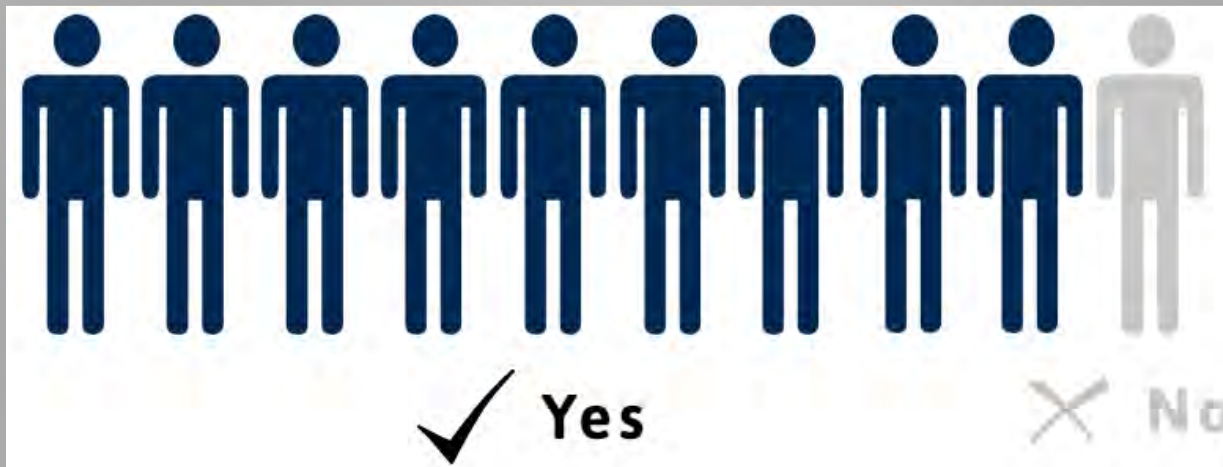
- **DID YOU GET INFORMATION ABOUT SERVICES THAT WAS EASY TO UNDERSTAND?**



- **8 OUT OF 10 FAMILIES SAID THE INFORMATION THEY GOT ABOUT SERVICES WAS EASY TO UNDERSTAND.**

FAMILY INVOLVEMENT IN SERVICE PLANNING:

- Did the IPP include all the information about services and supports that are needed?
- **9 OUT OF 10 FAMILIES SAID THE IPP INCLUDED ALL THE SERVICES AND SUPPORTS NEEDED.**

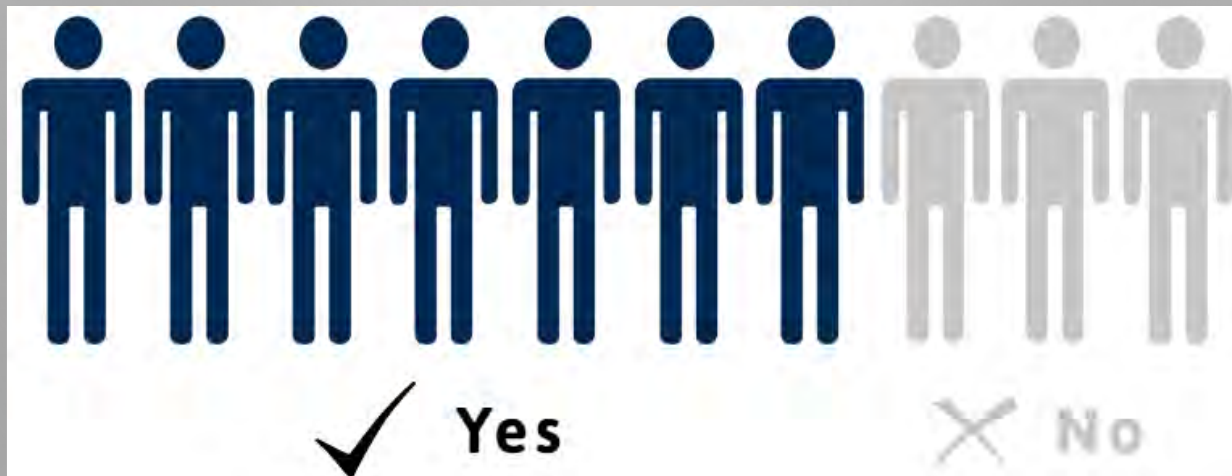




FAMILY INVOLVEMENT IN SERVICE PLANNING:

WERE THE ALL THE SERVICES LISTED IN THE IPP?
UTILIZED.

**7 OUT OF 10 FAMILIES SAID ALL THE SERVICES LISTED IN THE IPP
WERE RECEIVED.**



FAMILY INVOLVEMENT IN SERVICE PLANNING:

WAS THE INFORMATION FROM REGIONAL CENTER OFFERED IN THE FAMILIES PREFERRED LANGUAGE?

9 OUT OF 10 FAMILIES SAID THE INFORMATION FROM THE REGIONAL CENTER WAS OFFERED IN THEIR PREFERRED LANGUAGE.



WAS THE IPP OFFERED IN THE INDIVIDUAL/FAMILIES PREFERRED LANGUAGE?

9 OUT OF 10 FAMILIES SAID THEY RECEIVED A COPY OF THE IPP IN THEIR FAMILY'S PREFERRED LANGUAGE.





FAMILY ACCESS TO SERVICES AND SUPPORTS (HEALTHCARE SERVICES) AND ITS IMPORTANCE TO STAYING HEALTHY

THE SCLARC NCI SURVEY RESULTS REPORTED A FEW THINGS REGARDING THE ACCESS INDIVIDUALS HAVE WITH REGARDS TO PHYSICIANS, AND OTHER SUPPORTIVE MEDICAL EQUIPMENT NEEDED SO THEY CAN CONTINUE LIVING HEALTHY AND INDEPENDENTLY.

- **8 OUT OF 10 FAMILIES** REPORTED SAID THAT INDIVIDUALS COULD SEE HEALTH PROFESSIONALS WHEN THEY NEEDED TO, BUT ALSO REPORTED THAT ONLY 7 OUT OF 10 PRIMARY CARE DOCTORS UNDERSTOOD DISABILITY-RELATED NEEDS FOR THE INDIVIDUAL;
- **7 OUT OF 10 FAMILIES** SAID THEY KNEW WHAT MEDICATIONS WERE FOR IF MEDICATION WAS TAKEN;
- **8 OUT OF 10 FAMILIES** SAID INDIVIDUALS HAD THE SPECIAL EQUIPMENT OR ACCOMMODATIONS THEY NEEDED;
- **8 OUT OF 10 FAMILIES** SAID INDIVIDUALS COULD GO TO THE DENTIST WHEN THEY NEEDED TO;
- **7 OUT OF 10 FAMILIES** SAID DENTISTS UNDERSTOOD DISABILITY-RELATED NEEDS FOR INDIVIDUALS



FAMILY ACCESS TO NEEDED SERVICES AND SUPPORTS

WHEN IT COMES TO SATISFACTION WITH SERVICES AND SUPPORTS THE SCLARC NCI SURVEY REPORTED THE FOLLOWING.

- **8 OUT OF 10 FAMILIES** SAID INDIVIDUALS RECEIVED THE SPECIAL EQUIPMENT OR ACCOMMODATIONS THEY NEEDED;
- **7 OUT OF 10 FAMILIES** FELT THAT THE INDIVIDUAL GOT THE SUPPORTS AND SERVICES THEY NEEDED;
- **8 OUT OF 10 FAMILIES** SAID THAT OVERALL, THEY WERE HAPPY WITH SERVICES AND SUPPORTS INDIVIDUALS RECEIVED AND 9 OUT OF 10 FAMILIES SAID SERVICES AND SUPPORTS HAVE MADE A POSITIVE DIFFERENCE IN THE INDIVIDUALS LIFE;
- **8 OUT OF 10 FAMILIES** SAID SERVICES AND SUPPORTS HELPED INDIVIDUALS LIVE A GOOD LIFE AND 9 OUT OF 10 FAMILIES SAID THERE WERE SUPPORT WORKERS WHERE AVAILABLE AND COULD SPEAK THEIR PREFERRED LANGUAGE;
- **9 OUT OF 10 FAMILIES** SAID THE SERVICE COORDINATOR SPOKE THE PREFERRED LANGUAGE OF THE INDIVIDUAL AND **8 OUT OF 10 FAMILIES** SAID THEIR SERVICE COORDINATOR SUPPORTED THE INDIVIDUAL IN A WAY THAT WAS RESPECTFUL TO THEIR CULTURE.

CRISIS AND EMERGENCY



WE ALL KNOW THAT EMERGENCIES COME UP AND IT IS IMPORTANT THAT INDIVIDUALS THAT LIVE INDEPENDENTLY UNDERSTAND WHAT TO DO. THEIR FAMILY'S RESPONSE WAS INCLUDED IN THE SCLARC NCI SURVEY

- **6 OUT OF 10 FAMILIES** SAID THEY TALKED ABOUT HOW TO HANDLE EMERGENCIES AT THE LAST IPP MEETING.
- **5 OUT OF 10 FAMILIES** SAID THEY FELT PREPARED TO HANDLE THE NEEDS OF THE INDIVIDUAL IN AN EMERGENCY.
- **4 OUT OF 10 FAMILIES** SAID THEY KNEW HOW TO FILE A COMPLAINT OR GRIEVANCE ABOUT PROVIDER AGENCIES OR STAFF.
- **6 OUT OF 10 FAMILIES** SAID THEY KNEW HOW TO REPORT ABUSE OR NEGLECT.



EMERGENCY SERVICES & REPORTING ABUSE & GRIEVANCES

WHEN SOMETHING BAD HAPPENS, IT IS IMPORTANT TO KNOW HOW TO VOICE CONCERNS. INDIVIDUALS AND FAMILIES WANT TO KNOW, SCLARC'S NCI SURVEY REPORTED THAT:

- **4 OUT OF 10 FAMILIES** SAID THEY KNEW HOW TO FILE A COMPLAINT OR GRIEVANCE ABOUT PROVIDER AGENCIES OR STAFF.
- **6 OUT OF 10 FAMILIES** SAID THEY KNEW HOW TO REPORT ABUSE OR NEGLECT.

TAKING PART IN THE COMMUNITY



BEING A PART OF THE COMMUNITY IS IMPORTANT. GOING TO EVENTS SUCH AS MOVIES, PLAYS, MUSIC EVENTS INCREASES SOCIAL SKILLS AND FAMILIARITY WITH THE COMMUNITY YOU LIVE IN. SOMETIMES THERE ARE CHALLENGES AND THE SCLARC NCI SURVEY NOTED THE FOLLOWING:

6 OUT OF 10 FAMILIES SAID THAT INDIVIDUALS TOOK PART IN ACTIVITIES IN THE COMMUNITY.

ALTHOUGH MOST INDIVIDUALS PARTICIPATED IN COMMUNITY ACTIVITIES, SOME STILL FOUND CHALLENGES TO COMMUNITY INVOLVEMENT. SOME CHALLENGES WERE AS FOLLOWS:

STIGMA: 1 OUT OF 10

COST: 1 OUT OF 10

LACK OF TRANSPORTATION: 1 OUT OF 10

LACK OF SUPPORT STAFF: 2 OUT OF 10

OVERALL, CHALLENGES WERE NOT PREVENTING MOST INDIVIDUALS FROM PARTICIPATING IN THE COMMUNITY.



CASE MANAGEMENT AND SUPPORT WORKERS (SERVICE COORDINATORS):

CASE MANAGEMENT PLAYS A VITAL ROLE IN THE INDIVIDUAL'S LIFE. THE SERVICE COORDINATOR IS THERE TO ASSIST WITH IDENTIFYING THE SERVICES AND SUPPORTS THAT ARE NEEDED SO THE INDIVIDUAL CAN HAVE THE BEST QUALITY OF LIFE. THE SCLARC NCI SURVEY NOTED THE FOLLOWING:

- **7 OUT OF 10 FAMILIES** SAID THAT THEY WERE ABLE TO CONTACT THEIR SERVICE COORDINATOR WHEN THEY WANTED.
- **7 OUT OF 10 FAMILIES** SAID THE SERVICE COORDINATOR RESPECTED THE INDIVIDUALS/FAMILY'S CHOICES AND OPINIONS.
- **7 OUT OF 10 FAMILIES** SAID THEY WERE ABLE TO CONTACT SUPPORT WORKERS WHEN THEY WANTED.
- **6 OUT OF 10 FAMILIES** SAID SUPPORT WORKERS CAME AND WENT WHEN THEY WERE SUPPOSED TO.
- **9 OUT OF 10 FAMILIES** SAID SUPPORT WORKERS SPOKE TO THEM IN A WAY THEY UNDERSTOOD.
- **7 OUT OF 10 FAMILIES** SAID SUPPORT WORKERS HAD THE RIGHT INFORMATION AND SKILLS TO MEET THEIR FAMILY'S NEEDS.
- **6 OUT OF 10 FAMILIES** SAID PROVIDERS WORKED TOGETHER TO PROVIDE SUPPORT.
- **8 OUT OF 10 FAMILIES** SAID SERVICES WERE DELIVERED IN A WAY THAT WAS RESPECTFUL OF THE FAMILY'S CULTURE.



The Adult In-Person Survey is conducted face-to-face with an individual who is 18 years or older and receives at least one service from the regional center, in addition to case management.

ADULT IN-PERSON SURVEY 2020/2021



What We Learned from the National Core Indicators (NCI) In Person Survey

NCI Results from People Across South Central Los
Angeles Regional Center (SCLARC)
20-21

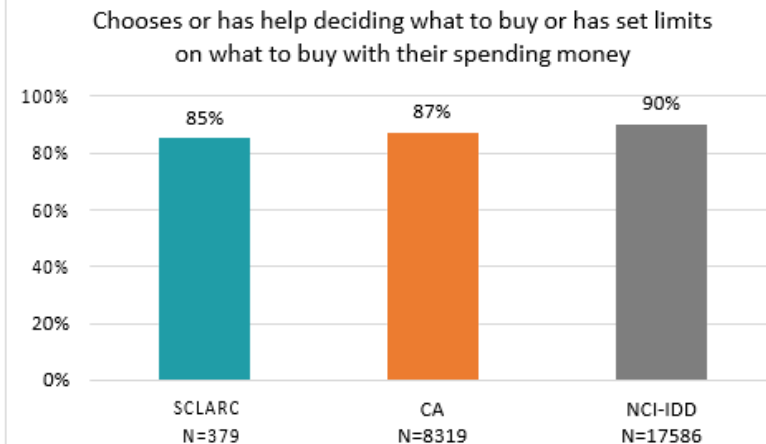
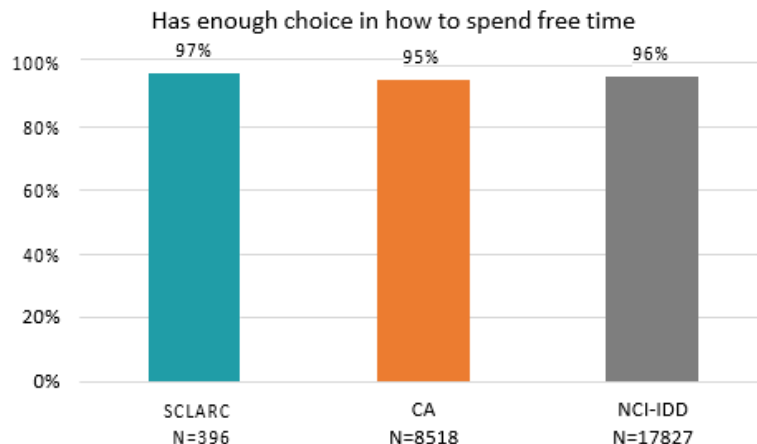
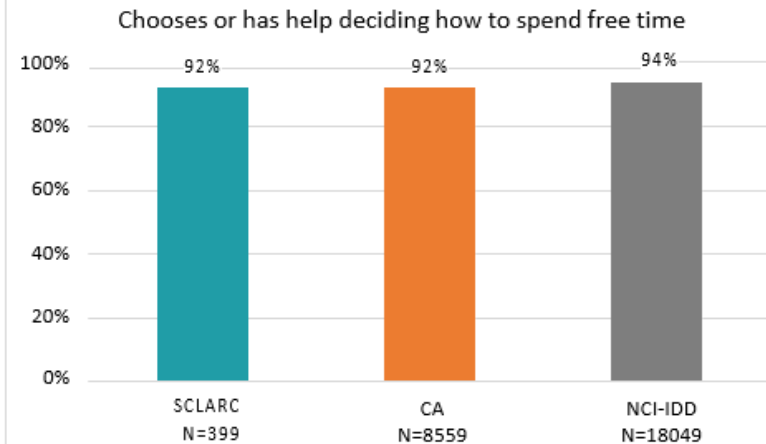
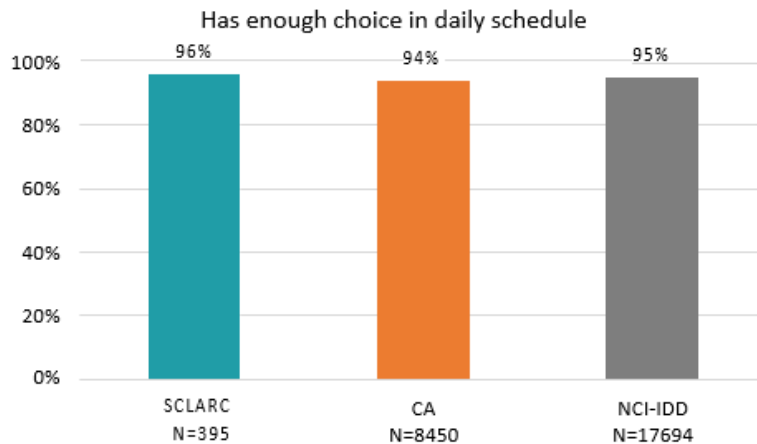
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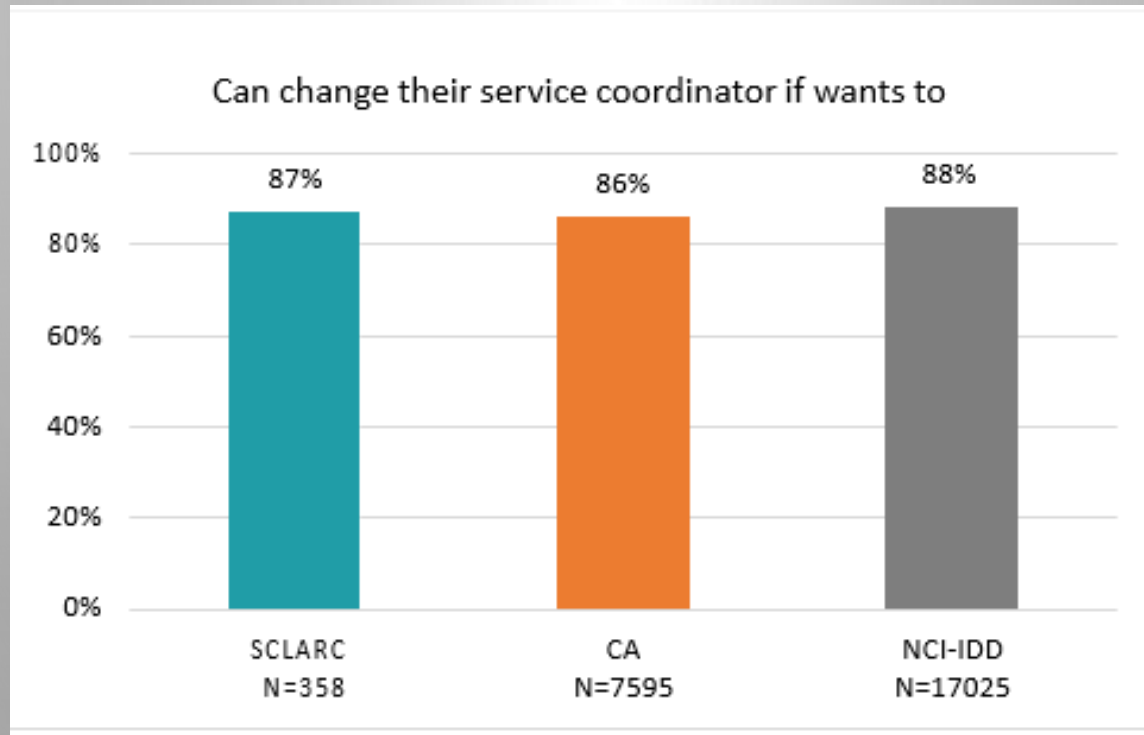


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CHOICES AND DECISION MAKING



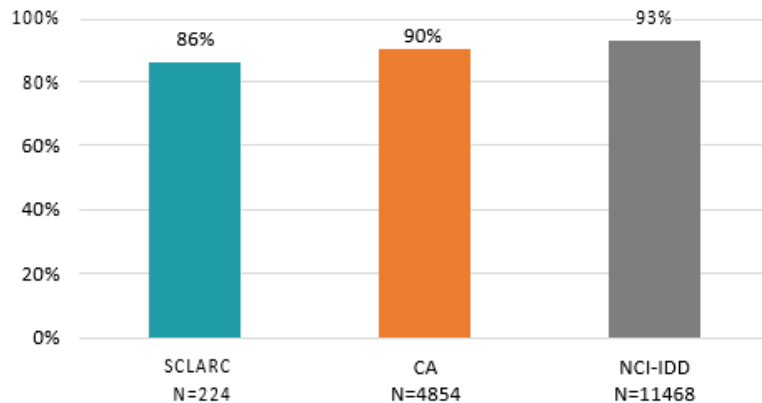


CHOICES AND DECISION MAKING

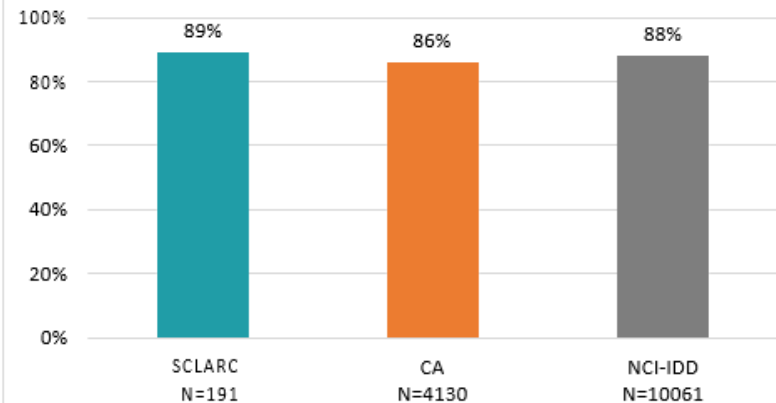


SERVICE COORDINATION

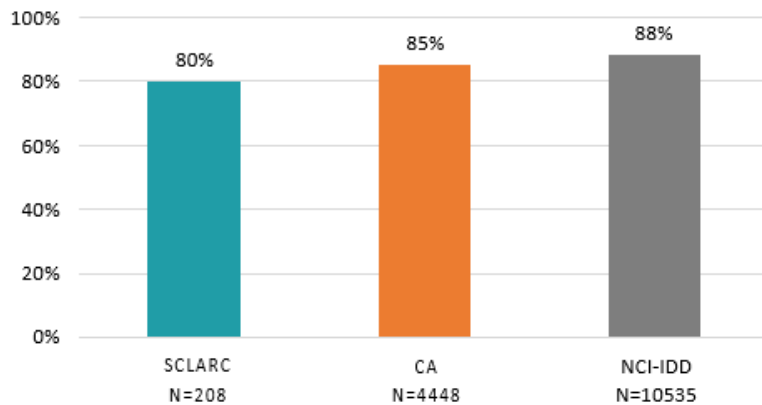
Met service coordinator



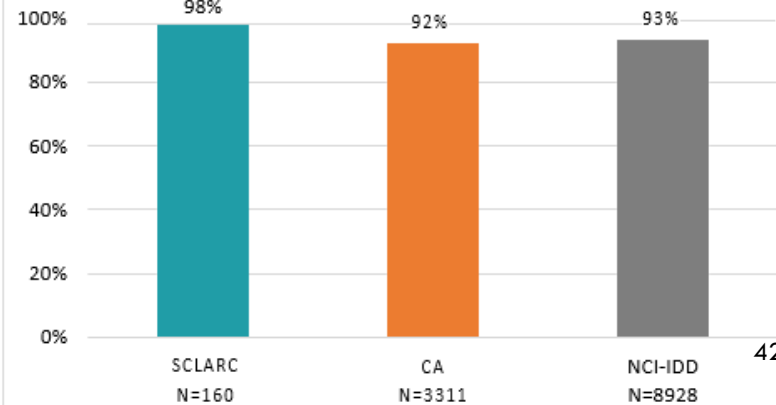
Service coordinator asks person what they want



Able to contact service coordinator when wants

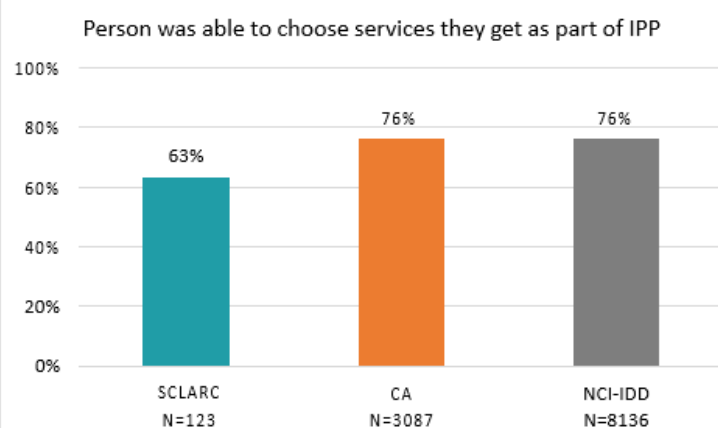
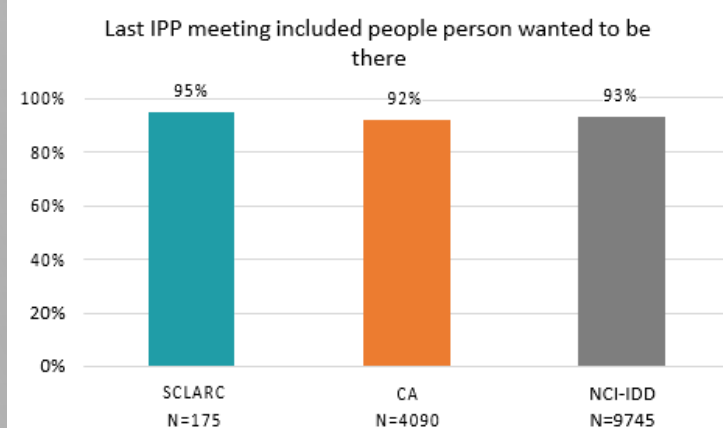
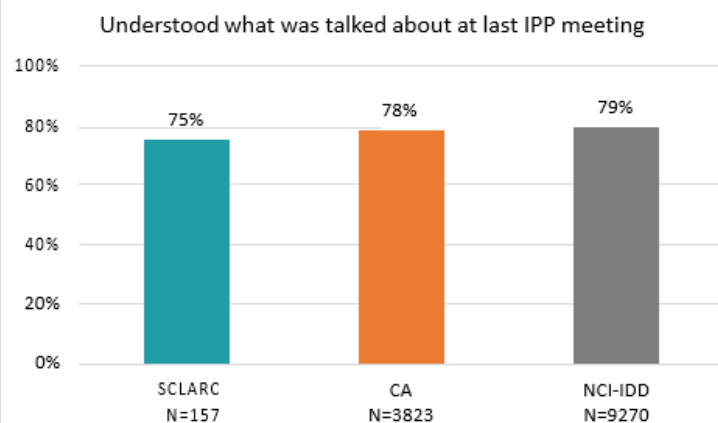
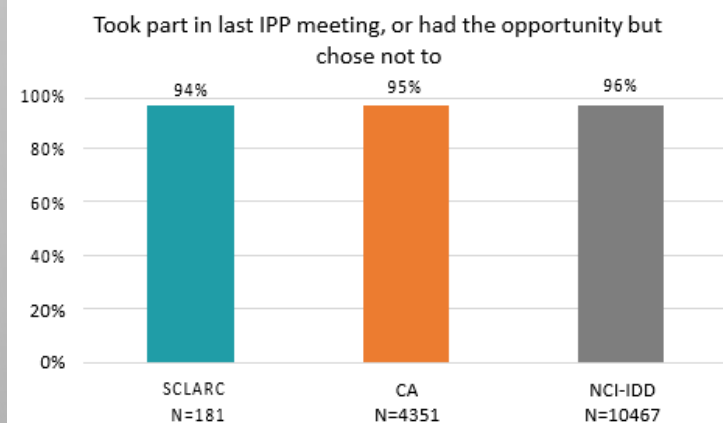


Staff come and leave when they are supposed to

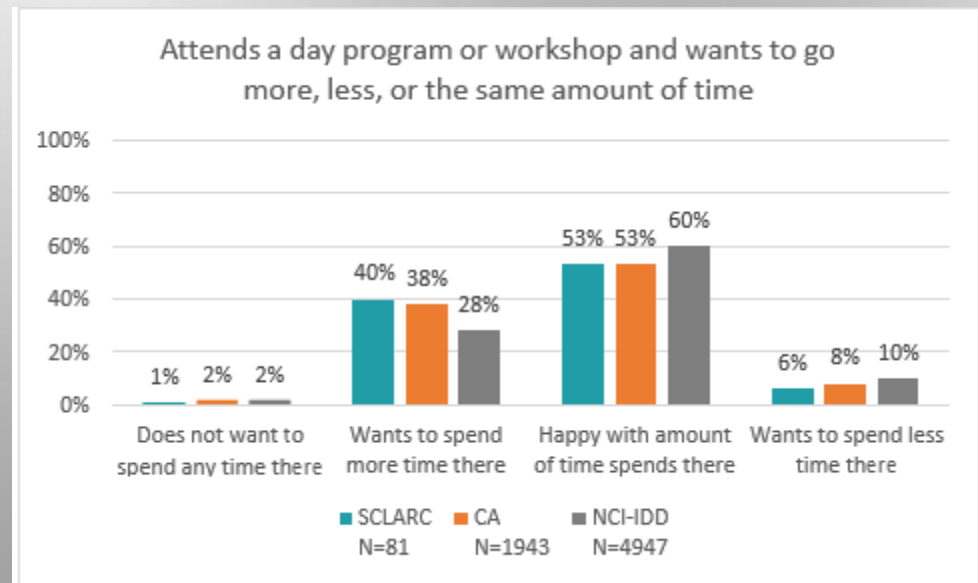
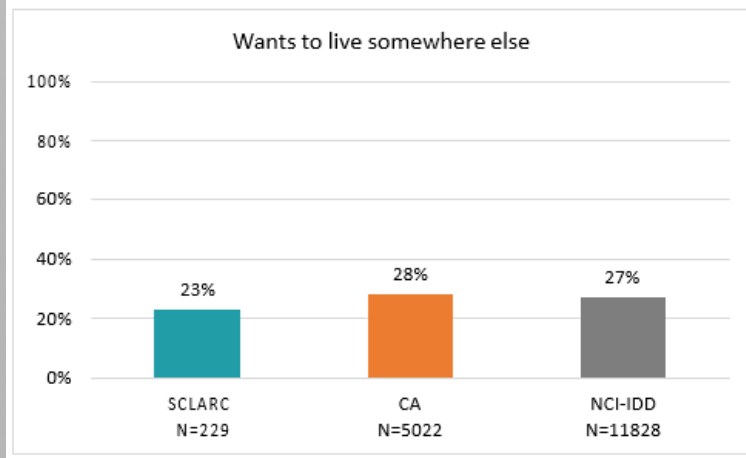
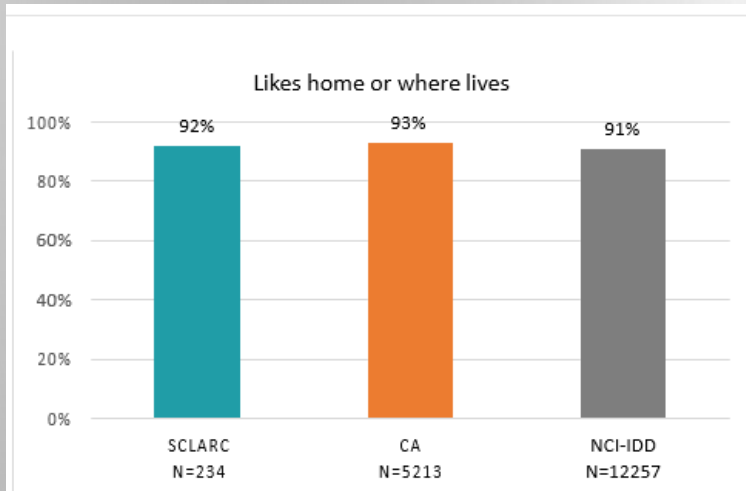




SERVICE COORDINATION



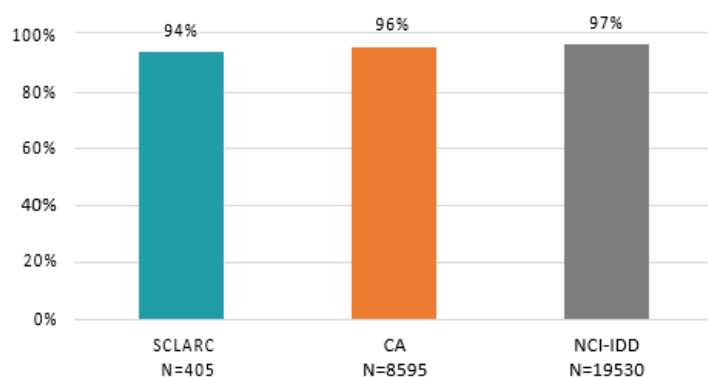
SATISFACTION



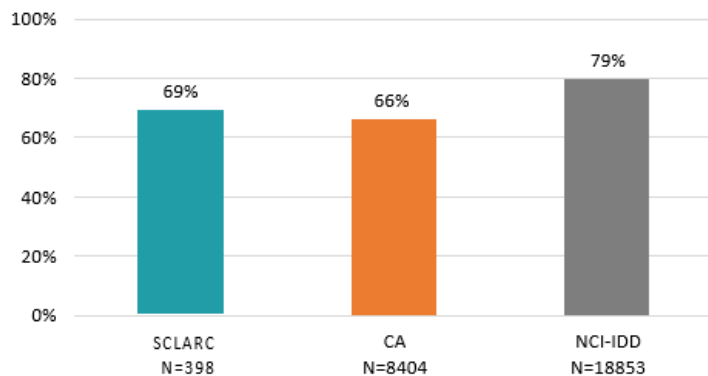


HEALTH

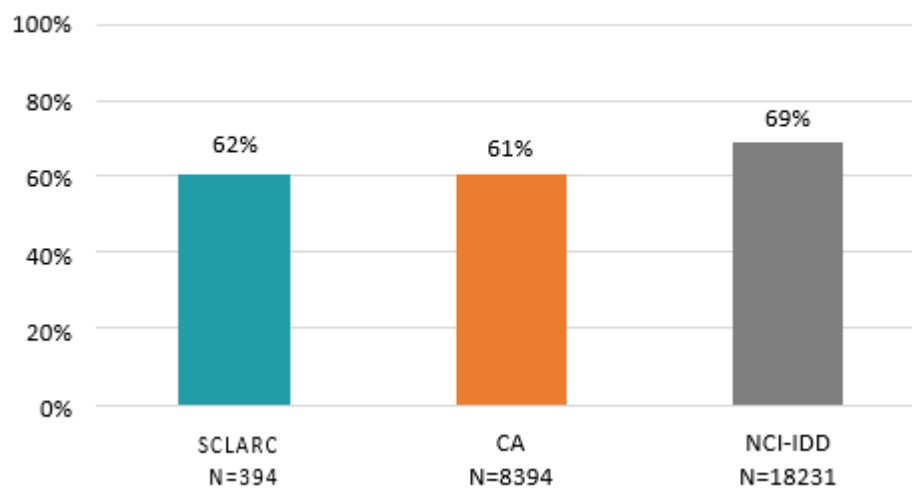
Has a primary care doctor or practitioner



Had a complete physical exam in the past year



Had a dental exam in the past year





SCLARC'S RESPONSE TO NCI SURVEYS



SCLARC IS COMMITTED TO ASSIST INDIVIDUALS LIVING WITH THEIR FAMILIES

- DURING THE ANNUAL IPP, STAFF SHARE **THE 4731 COMPLAINT INFORMATION** AND CAN PROVIDE CONTACT INFORMATION FOR THE OFFICE OF CLIENTS RIGHTS (OCRA).
- STAFF CAN SHARE THE **RIGHTS AND APPEALS PROCESS** WITH INDIVIDUALS AND THEIR FAMILIES AT ANNUAL MEETINGS AND CAN CONTACT THE APPEALS MANAGER DIRECTLY.
- SCLARC CONTINUES TO PROVIDE **ONGOING TRAINING TO NEW STAFF AND EXISTING STAFF** SO THEY ARE INFORMED OF SERVICES AND SUPPORTS INCLUDING GENERIC RESOURCES.
- **COMMUNICATION AND INFORMATION** IS PROVIDED IN PLAIN LANGUAGE AND THE FAMILY'S NATIVE LANGUAGE.
- SCLARC IMPLEMENTED THE **FAMILY COORDINATED SERVICES PILOT PROGRAM** TO ASSIST WITH SERVICES AND SUPPORT NEEDS FOR ADULTS RESIDING IN THE HOME WITH FAMILY.



- SCLARC OFFERS MONTHLY **NEW PARENT ORIENTATIONS** FOR FAMILIES OF ELIGIBLE INDIVIDUALS.
- SCLARC STAFF ATTEND **PAC GROUPS** TO PROVIDE UPDATES ON LEGISLATION AND POLICIES AFFECTING SERVICES AND SUPPORTS.
- SCLARC OFFERS **PERSON CENTERED THINKING (PCT) TRAINING** FOR FAMILIES AND VENDORS.
- THE **SCLARC FAMILY RESOURCE CENTER (FRC)** AND **NAVIGATOR PROGRAM** OFFERS EDUCATION AND TRAINING ON GENERIC RESOURCES SUCH AS IEP PROCESS, IHSS, BEHAVIORAL SERVICES THROUGH THE HEALTH PLAN AND SOCIAL SECURITY.
- SERVICE COORDINATORS REVIEW A **LIST BY AGE OF AVAILABLE REGIONAL CENTER SERVICES** WITH FAMILIES DURING ANNUAL REVIEW MEETINGS AND HAVE A SCLARC SUPPLEMENTAL GUIDE REGARDING SCLARC'S SERVICES AND SUPPORTS IN BOTH ENGLISH AND SPANISH.
- LINK TO GUIDE: [HTTPS://SCLARC.ORG/WP-CONTENT/UPLOADS/2022/04/REDUCED-COMPRESSED.PDF](https://sclarc.org/wp-content/uploads/2022/04/reduced-compressed.pdf)

**SCLARC IS
COMMITTED TO
ENSURING
FAMILIES RECEIVE
THE SUPPORT
THEY NEED**



- SCLARC ADHERES TO A **PERSON-CENTERED THINKING** APPROACH FOR CONDUCTING IPP/ IFSP MEETINGS.
- SCLARC MOVED FROM CONDUCTING TRIENNIAL IPPS TO **CONDUCTING YEARLY IPPS**.
- FAMILIES ARE ENCOURAGED TO INCLUDE **CIRCLE OF SUPPORT**, TEACHERS, THERAPISTS, AND SERVICE PROVIDERS IN IPP MEETINGS TO OFFER INFORMATION AND INSIGHT ON THE NEEDS OF THE INDIVIDUAL WE SERVE.
- SCLARC HAS AN **ENHANCED CASE MANAGEMENT** UNIT AND **EARLY CHILDHOOD (AGES 3-5) UNIT** WITH CASELOADS OF 1:40 FOR INDIVIDUALS WITH LOW OR NO POS EXPENDITURES.
- FAMILIES ENTERING **SELF DETERMINATION** ARE ENCOURAGED TO COMPLETE A PERSON CENTERED PLAN WITH THEIR CIRCLE OF SUPPORT TO DETERMINE SERVICES AND SUPPORTS THAT WILL HELP THEM REACH THEIR GOALS THROUGH THE IPP. FOR ADDITIONAL INFORMATION CONTACT SELFDETERMINATION@SCLARC.ORG.

***SCLARC IS COMMITTED
TO ENSURING
INDIVIDUALS SERVED BY
SCLARC HAVE AN
INDIVIDUAL PROGRAM
PLAN (IPP) THAT
INCLUDES THEIR WANTS
AND NEEDS***



- As part of the **service request process**, families are provided a list of at least 3 providers who can meet their needs for the service requested. The family then selects a provider for whom they would like to receive services.
- Families are encouraged to **contact the Program Manager at any time** if they are not satisfied with the performance of their assigned Service Coordinator. It is at that time the family can also request a new Service Coordinator.
- In January 2022, SCLARC restructured the Department of Children and Adults Services, where there are now two specialized departments by age group: **Children Services** (ages 3-21) and **Adult Services** (ages 22 and older).

**SCLARC IS COMMITTED
TO ENSURING FAMILIES
HAVE AN
OPPORTUNITY TO
CHANGE THEIR
SERVICE
COORDINATOR
AND
CAN CHOOSE THE
SUPPORT WORKER
FOR SERVICES**



SCLARC IS COMMITTED TO ENSURE FAMILIES HAVE SERVICES TO DEAL WITH EMERGENCIES, CRISIS, AND PROTECTING RIGHTS

- **START SERVICES-** CRISIS TEAM IN PLACE TO ASSIST INDIVIDUALS AND THEIR FAMILIES ACCESS SUPPORTIVE SERVICES THAT ARE NEEDED TO IMPROVE COPING SKILLS, MENTAL HEALTH, AND LINKAGES TO GENERIC RESOURCES IN THE COMMUNITY. ADDITIONALLY, THIS TEAM PROVIDE 1:1 INTERACTION WITH THE INDIVIDUAL AND THE FAMILY WHEN MERITED TO PROVIDE ONGOING IN PERSON SUPPORT FOR CRISIS SITUATIONS.
- SCLARC CONTINUES TO **PARTNER WITH OUTSIDE AGENCIES** DEPARTMENT OF MENTAL HEALTH (DMH), LOCAL HOSPITALS, AND FULL-SERVICE PROVIDERS IN THE COMMUNITY THAT CAN ASSIST WITH CRISIS MATTERS RELATED TO MENTAL HEALTH CONCERNS.
- STAFF ARE MADE AWARE OF THE **AGENCY PROCESS FOR VOICED COMPLAINTS** AND RECEIVING ASSISTANCE FROM THE APPEALS MANAGER.
- STAFF CAN PROVIDE INDIVIDUALS/FAMILIES WITH NUMBERS TO; **ADULT PROTECTIVE SERVICES (APS); OFFICE OF CLIENTS RIGHTS (OCRA)** AS NEEDED.



- SCLARC OFFERS **PERSONAL ASSISTANCE SERVICES** TO SUPPORT FAMILIES WITH INTEGRATING INDIVIDUALS WE SERVE INTO COMMUNITY ACTIVITIES.
- SCLARC HAS A **VENDOR THAT DOES COMMUNITY OUTINGS** WITH INDIVIDUALS AND MANY PROVIDERS SEEK OPPORTUNITIES FOR FREE EVENTS IN THE COMMUNITY.
- SCLARC HAS **REINSTATED SOCIAL RECREATION AND EDUCATION SERVICES** THROUGH BOARD OF DIRECTOR AND DDS APPROVED POLICIES.
- SCLARC HAS **PARENT ADVISORY COMMITTEE (PAC) GROUPS** AVAILABLE TO SUPPORT FAMILIES: LEADER'S OF LOCAL COMMUNITY PARENT GROUPS MEET QUARTERLY TO WORK COLLABORATIVELY WITH SCLARC TO DISCUSS ISSUES IMPORTANT TO OUR STAKEHOLDERS.
- **SCLARC OFFERS A NEWSLETTER** TO KEEP FAMILIES ABREAST OF UPDATES RELATED TO THE REGIONAL CENTER AND COMMUNITY. SIGN UP FOR OUR E-NEWSLETTER : [HTTPS://SCLARC.ORG/NEWS-AND-MEDIA.PHP](https://sclarc.org/news-and-media.php)
- **ADDITIONAL RESOURCES:** STAY UP TO DATE ON OUR ACTIVITIES AND COMMUNITY RESOURCES BY CONNECTING TO SCLARC'S FACEBOOK AND INSTAGRAM PAGES.

**SCLARC IS
COMMITTED TO
ENSURING THAT
SCLARC INDIVIDUALS
TAKE PART IN THE
COMMUNITY**



www.facebook.com/sclarc - Like Us

https://www.instagram.com/south_central_la_rc/ - Follow Us

- **SELF DETERMINATION ORIENTATIONS** ARE OFFERED MONTHLY FOR INDIVIDUALS INTERESTED IN TRANSITIONING INTO SELF DETERMINATION.
- CMHELP@SCLARC.ORG EMAIL AND/OR **1 833-725-2721** NUMBER FOR CASE MANAGEMENT ASSISTANCE IN THEIR PREFERRED LANGUAGE
- **FAMILY APP:** ACCESS ASSIGNED SERVICE COORDINATOR AND PROGRAM MANGER CONTACT INFORMATION, CASE RECORD, DOWNLOAD AND PRINT CURRENT IPP OR IFSP, AND ANNUAL COST STATEMENT, SEE A LIST OF AUTHORIZED SERVICES, OR UPDATE YOUR CONTACT INFORMATION. CONTACT YOUR SERVICE COORDINATOR, OR CALL **1-833-725-2721** TO OPEN YOUR NEW APP PROFILE.
- **“SCLARC AT A GLANCE” GUIDE:** FAMILIES CAN FIND INFORMATION REGARDING PROGRAMS, SERVICES, AND ADVISORY COMMITTEES THROUGH OUR NEW SCLARC INFORMATION BOOKLET.
- FIND A DIGITAL COPY OF **“SCLARC AT A GLANCE”** BY VISITING SCLARC’S WEBSITE AT: WWW.SCLARC.ORG.



**SCLARC IS
COMMITTED TO
ENSURING FAMILIES
ARE ABLE TO
CONTACT THE
REGIONAL CENTER
AND KNOW OF
SERVICES AND
SUPPORTS.**



SCLARC's

Family Portal App

We are excited to announce that beginning May 2021 you can access SCLARC's New Family Portal App!

Things you can do with SCLARC's Family Portal App

- Access your case record
- Download and print your current IPP/IFSP and Annual Cost Statement
- Review authorized services
- Update your address, phone number, and contact information
- Direct message your Service Coordinator
- Receive alerts and messages from the Regional Center
- View your SC and their Manager Contact Information
- Once you set up the app, you will also be able to access your case record through a website on a computer



If you are interested in using SCLARC's new Family Portal App contact your Service Coordinator. You can also email cnhelp@sclarc.org or call 1-833-725-2721.



FAMILY PORTAL APPLICATION

- SCLARC launched the new Family portal app in May 2021. The app allows those individuals served by SCLARC to access their case file, directly message their assigned SC as well as accessing the SC and PM's direct contact information.
- The app was designed to improve communication between SCLARC and those we serve and provide another avenue to review services and request supports.



QUESTIONS

