



National Core Indicators (NCI) Surveys Board Of Directors Meeting

March 26, 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):

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.

An adult who receives regional center services (Adult In-Person Survey):

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.

Family of an adult living outside the family home (Family Guardian Survey):

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.



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 State Council of Disability recruits interviewers independently from Area Boards.
- 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.
- SCLARC does not identify who will be surveyed. SCLARC ensures up to date information is provided to DDS.
- The surveys are conducted in person, when possible.
- Participation requires receiving one service (this does not include service coordination) paid for by the regional center.





Total # of SCLARC Individuals Surveyed for 2021/2022 cycle

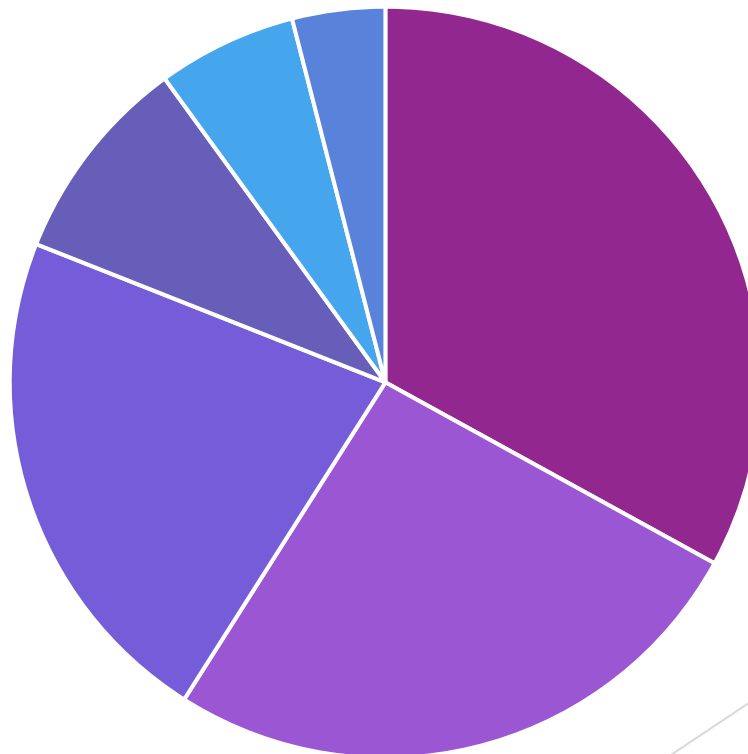
- **Child Family Survey: 281**
- **Family Guardian Survey: 57**
- **Adult Family Survey: 398**

Full NCI Survey Report can be found on DDS Website:

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

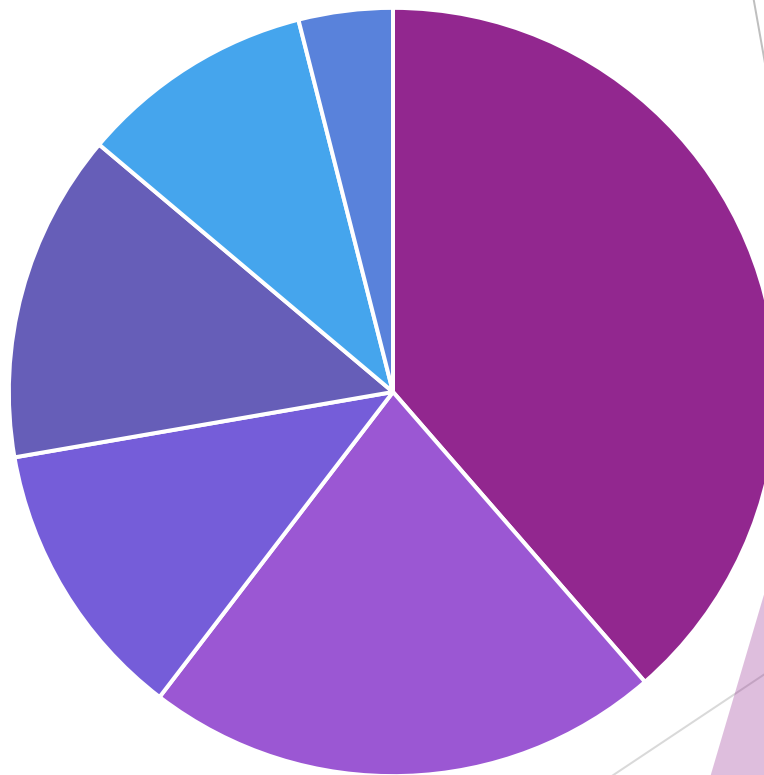
Are you able to contact the case manager/service coordinator when you want?

- Always 33%
- Usually 26%
- Sometimes 22%
- Seldom/never 9%
- Don't know 6%
- Does not apply -- No case manager/service coordinator 4%



Are you able to contact the case manager/service coordinator when you want?

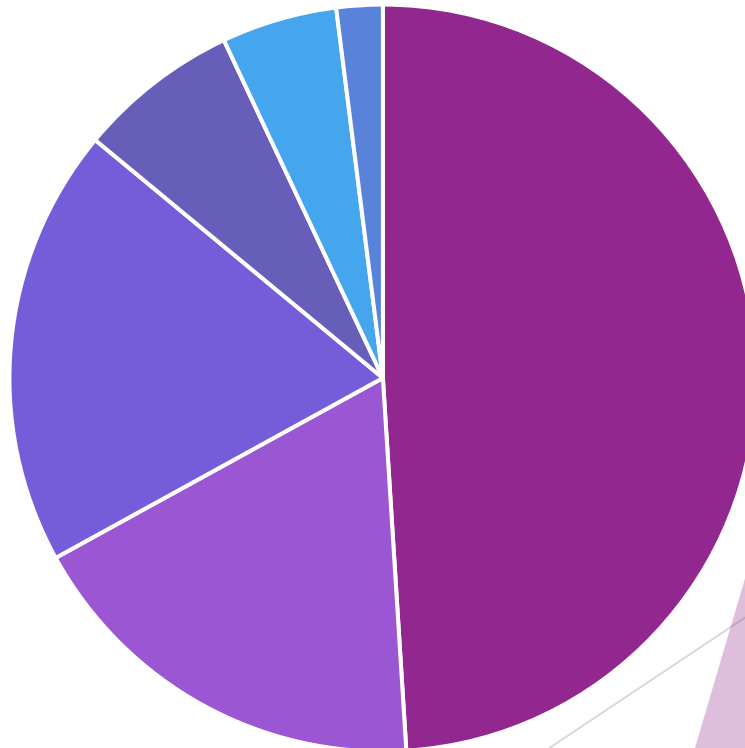
- Always 39%
- Usually 22%
- Sometimes 12%
- Seldom/never 14%
- Don't know 10%
- Does not apply - No support workers 4%



Family Guardian Survey

Are you able to contact the case manager/service coordinator when you want?

- Always 49%
- Usually 18%
- Sometimes 19%
- Seldom/never 7%
- Don't know 5%
- Does not apply - No case manager/service coordinator 2%



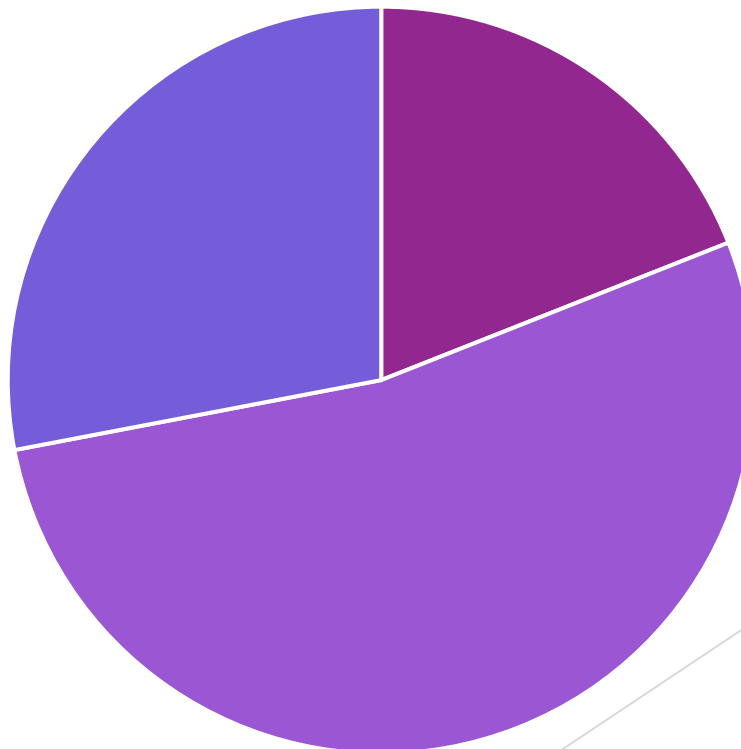


How is SCLARC addressing SURVEY FINDINGS?

- Unit Support Staff mail Service Coordinator introductory letter to individual and/or Family once a case is assigned.
- Service Coordinators voicemails provide their unit Program Managers number if unable to contact Service Coordinator after 48 hours.
- The Family Portal allows access to contact their Service Coordinator and the Program Manager including their names, phone number and email.
- Individual and/or Family can contact Case Management Help Team via (833) SCLARC.1/(833) 725.2721 or cmhelp@sclarc.org

Do you know what to do if you disagree with your regional center about services and/or eligibility? (For example, how to request a Fair Hearing)

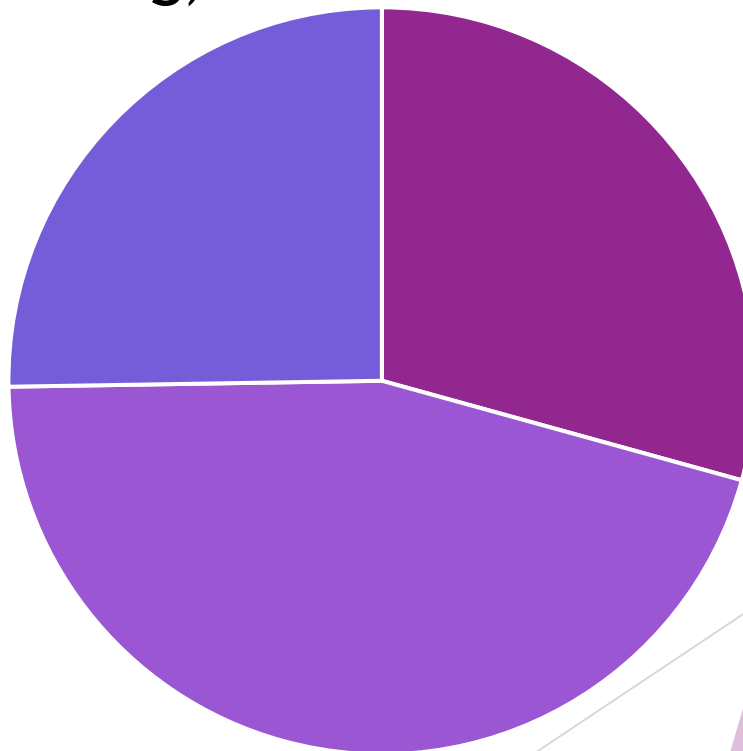
- Yes 19%
- No 53%
- Don't Know



Child Family Survey

Do you know what to do if you disagree with your regional center about services and/or eligibility? (For example, how to request a Fair Hearing)

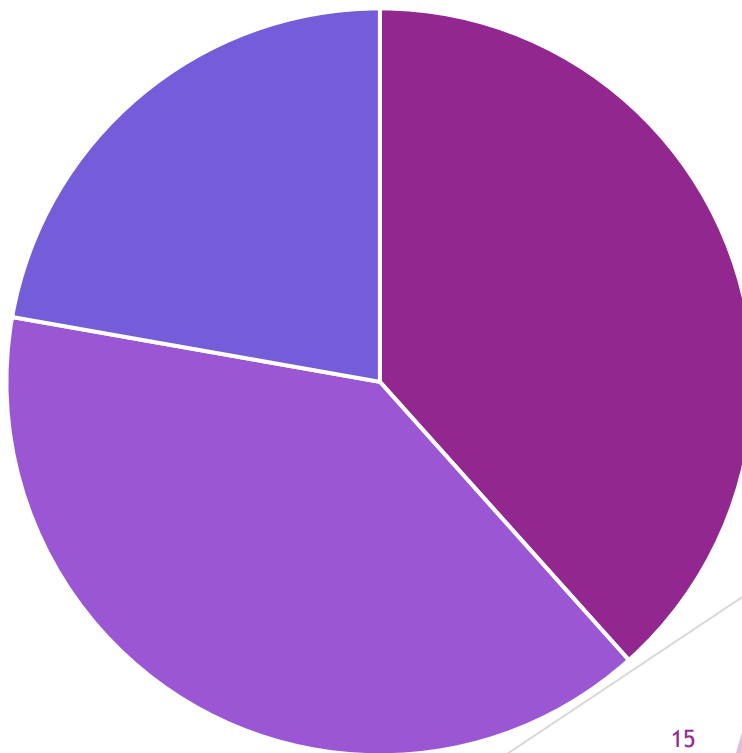
- Yes 29%
- No 45%
- Don't Know 25%



Family Guardian Survey

Do you know what to do if you disagree with your regional center about services and/or eligibility? (For example, how to request a Fair Hearing)

- Yes 38%
- No 39%
- Don't Know 22%



Adult Family Survey

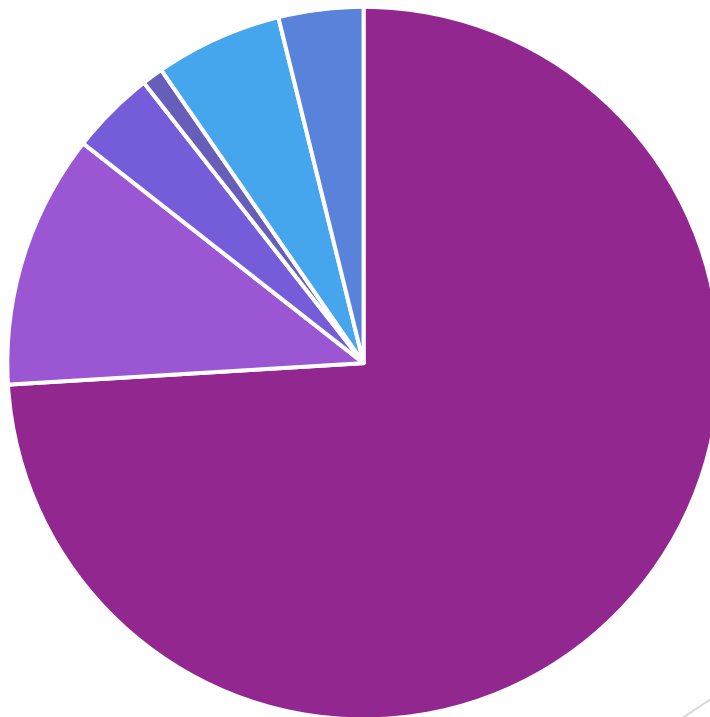


How is SCLARC addressing SURVEY FINDINGS?

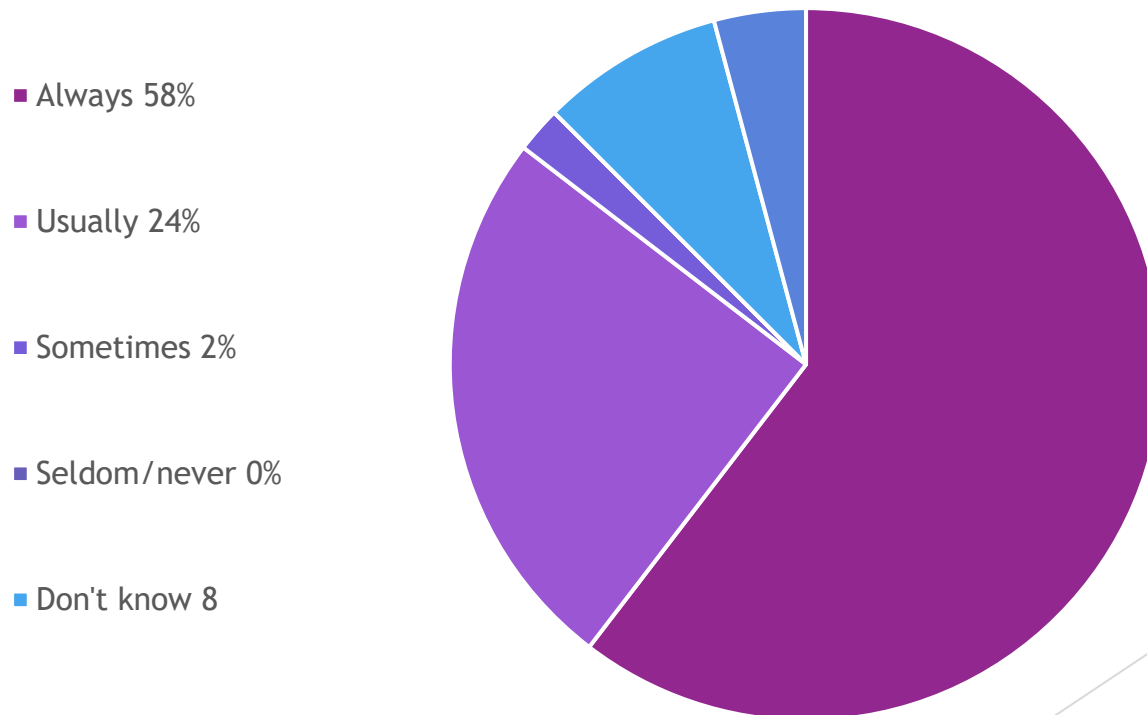
- Service Coordinators provide a copy of the DDS 4731 complaint form and Appeals Rights Brochure during annual face to face meetings.
- 4731 complaint can be filed online on DDS website or via the cmhelp@sclarc.org.
- Individual and/or Family can visit SCLARC website transparency portal to obtain information regarding fair hearings.
 - SCLARC.org → Transparency → Policies → Appeals
 - <https://sclarc.org/your-rights/appeals-process.php>

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

- Always 77%
- Usually 12%
- Sometimes 4%
- Seldom/never 1%
- Don't know 3%

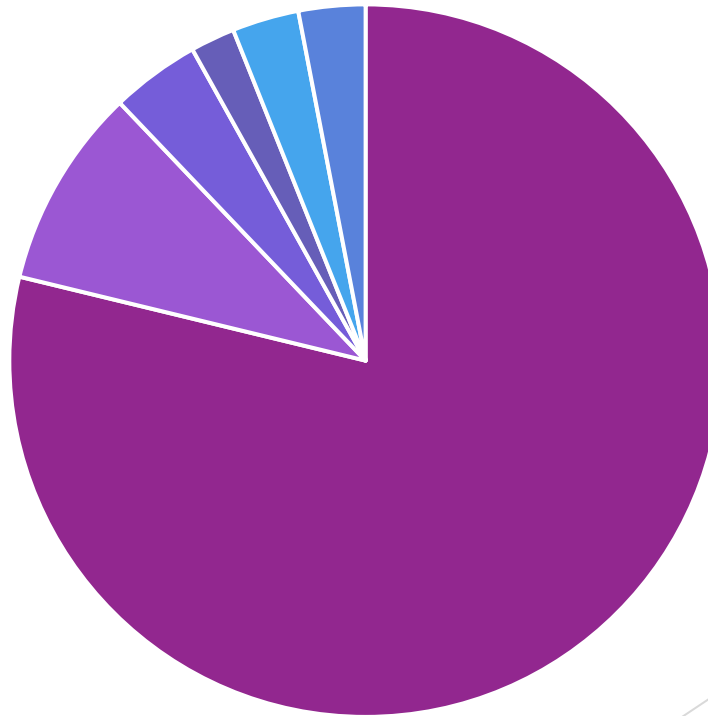


Does your family member's case manager/service coordinator support you in a way that is respectful to your culture?



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

- Always 78%
- Usually 9%
- Sometimes 4%
- Seldom/never 2%
- Don't know 3%





How is SCLARC addressing Survey findings?

- All SCLARC staff members participate in Person Centered Thinking training which covers how to respect culture in daily life specially when providing case management supports.
- Service Coordinators receive ongoing cultural awareness training and support at the unit level to address bias that may arise.
- All SCLARC Staff case assignments, meetings and IPP's are provided in the individual/family's preferred language.

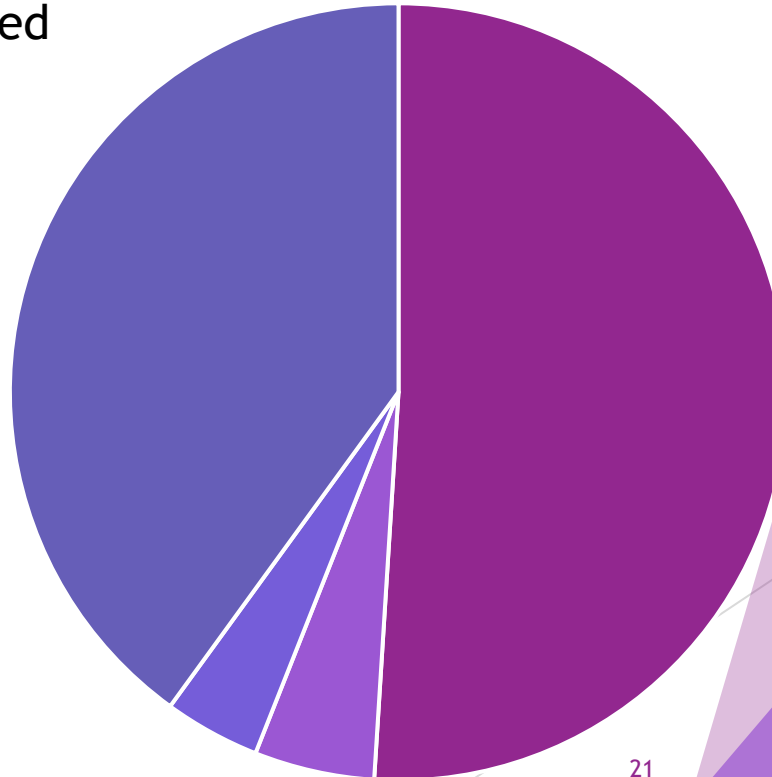


Adult Family Survey Highlights

Did you get a copy of your family member's IPP in your preferred language?

21/22 Survey Data

- Yes 51%
- No 5%
- Don't know 4%
- Does not apply -- person does not have an IPP 40%





How is SCLARC addressing survey findings?

- Family Portal App offers access to the IPP and authorized services
- Service Coordinators are to mail approved IPP to the family annually
- Family can request a copy of the IPP via cmhelp@sclarc.org

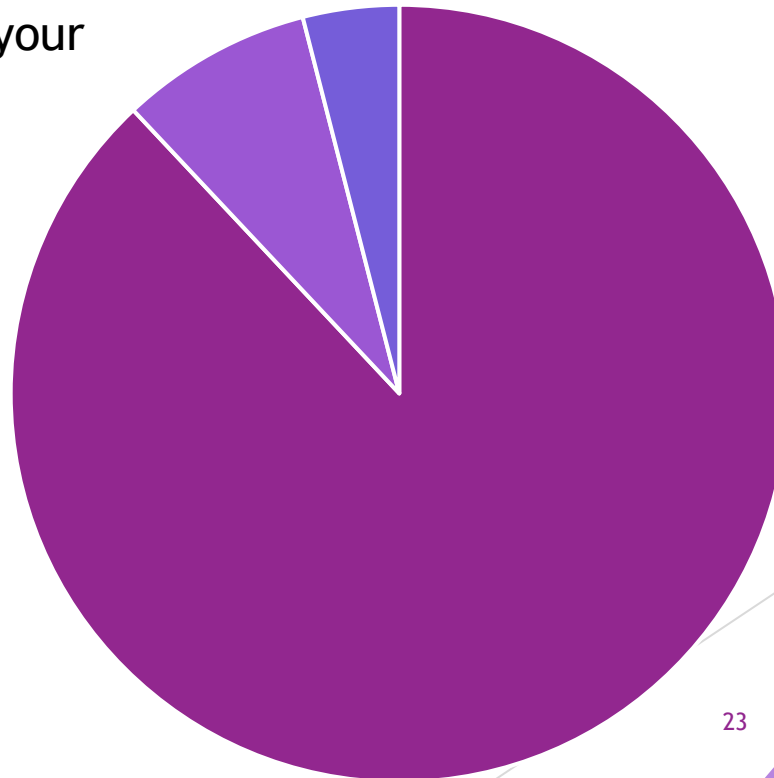


Family Guardian Survey Highlights

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

21/22 Survey Data

- Yes 88%
- No 8%
- Don't know 8%





How is SCLARC addressing survey findings?

- The Service Coordinator reviews of services and supports annually to ensure that individuals unique needs are being met.
- Annually, Service Coordinators conduct a review of services during our “rollover” period.
- The list of services by age group is provided to families during the IPP meeting.
- During the new parent orientation, parents are provided with the list of services that SCLARC offers.

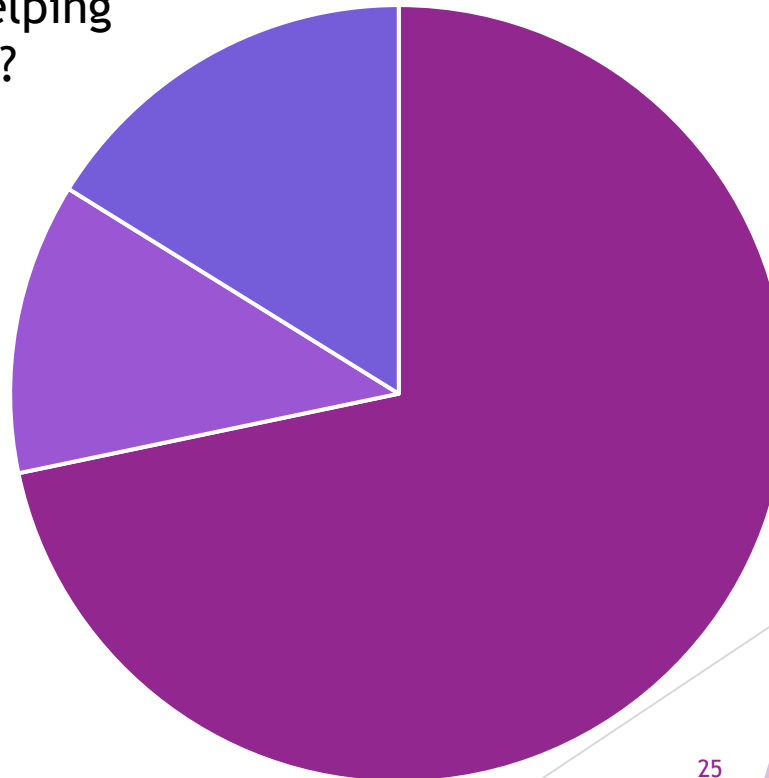


Child Family Survey Highlights

Are services and supports helping your child to live a good life?

21/22 Survey Data

- Yes 71%
- No 12%
- Don't know 16%



How is SCLARC addressing survey findings?

- Service Coordinator reviews services and supports annually to ensure that individuals unique needs are being met
- SCLARC offers community events to children such as back to school events, holiday give-away's, pictures with Santa, Family Resource events etc.
- SCLARC's social media platforms provide information about community events
- Service Coordinators will discuss Social Recreation with families and provide list of social recreation vendor and generic agencies.

- ▶ 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 is
committed
to assist
individuals
living with
their families**



- 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>

**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 Can access services to assist with emergencies, crises, and protecting individual's 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>
- **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 Manager 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 cmhelp@sclarc.org or call 1-833-725-2721.

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

There are currently 4917 registered users.

If you are interested in registering for the app, please contact your Service Coordinator or send an email to cmhelp@sclarc.org or call 1-833-725-2721



Questions

