

NATIONAL CORE INDICATORS SURVEYS

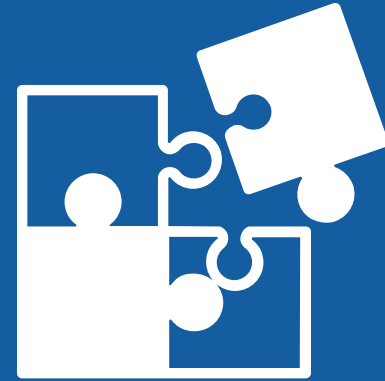
ADULT IN-PERSON
FY 2022-2023

BOARD OF DIRECTORS MEETING

May 27, 2025



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.



BACKGROUND

Nation-wide Quality Assessment

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).

25 Years in Existence

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

Gives Individuals and Families a Voice

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

Improvement of 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.



1

CHILD FAMILY SURVEY:

- Family of a child living in the family home.

2

ADULT IN-PERSON SURVEY:

Survey is conducted face-to-face with individual.

4 SURVEY

3

ADULT FAMILY SURVEY:

- Family of an adult living in the family home.

4

FAMILY GUARDIAN SURVEY:

- Family of an adult living outside the family home.

CHILD FAMILY SURVEY: PARENTS OR GUARDIANS of a child 3–17 years of age, living in the family home.

ADULT In-Person Survey:
IN-PERSON Survey is conducted face-to-face
with individuals who are adults 18 years of age
or older.

**ADULT FAMILY SURVEY:
PARENTS OR GUARDIANS THAT HAVE AN
INDIVIDUAL LIVING WITH THEM WHO IS AN ADULT,
18 YEARS OF AGE OR OLDER.**

FAMILY GUARDIAN SURVEY:

**Parents or guardians of an adult who is 18
years of age or older living outside the
family home.**

SURVEY INFORMATION 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

SURVEY CYCLE

Fiscal Year	Adult In-Person Survey	Adult Family Survey	Adult 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 DATA IS 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.

data collected

HOW DATA IS COLLECTED

- SCLARC does not identify who will be surveyed. SCLARC ensures up to date information is provided to DDS.
- The surveys are conducted in person for adults only in the 2022 – 2023 fiscal year.
- In order to be surveyed the participant must have one service (this does not include service coordination) paid for by the regional center.



2022-2023 SURVEY CYCLE
ADULT IN-PERSON

2,300 SCLARC Individuals

419

Survey Participants





2022-2023 SURVEY CYCLE

ADULT IN-PERSON

419 Participants

18 thru 22: 18%

23 thru 34: 40%

35 thru 54: 28%

55 thru 74: 13%

75 and older: 1%

Full NCI Survey Report can be found on DDS Website:

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

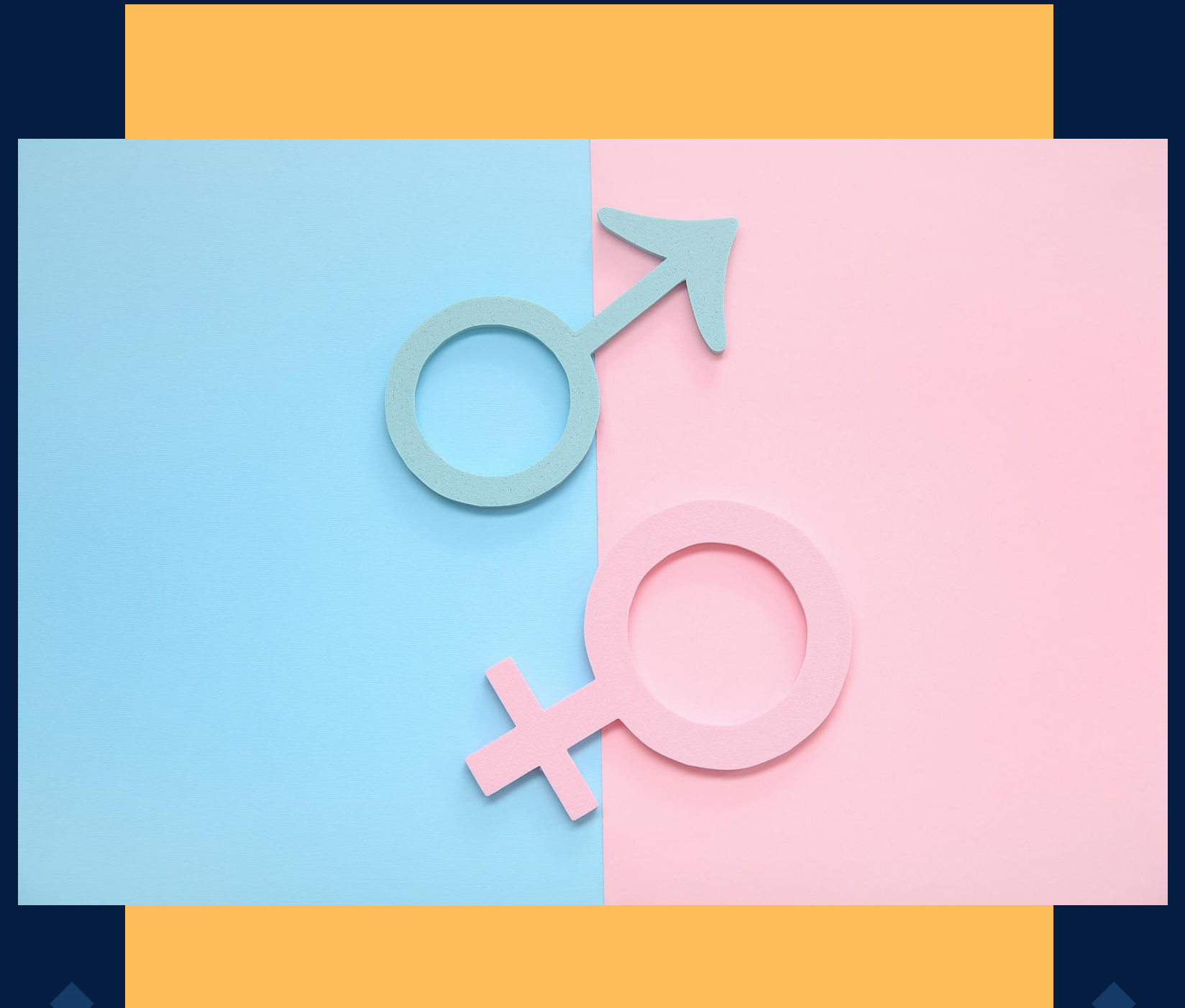


GENDER

57% Male



43% Female



MARITAL STATUS

99%



Single, never married

1%



Married



RACE & ETHNICITY

Hispanic/Latino 59%

Black or
African American 34%

White 4%

Asian 2%

Other 1%



RESIDENCE TYPE



- Lives in own home or apartment; may be owned or rented, or may be sharing with roommate(s) or spouse-- ILS/SLS
- ICF: Intermediate Care Facilities for Individuals with Intellectual Disabilities
- CCF: Community care facilities Group living setting
- Parent/relative's host home (may include paid services to family for residential supports)

4%

6%

17%

73%

77%

... of SCLARC adult individuals that were surveyed live at home and participate in growth and development programs such as:

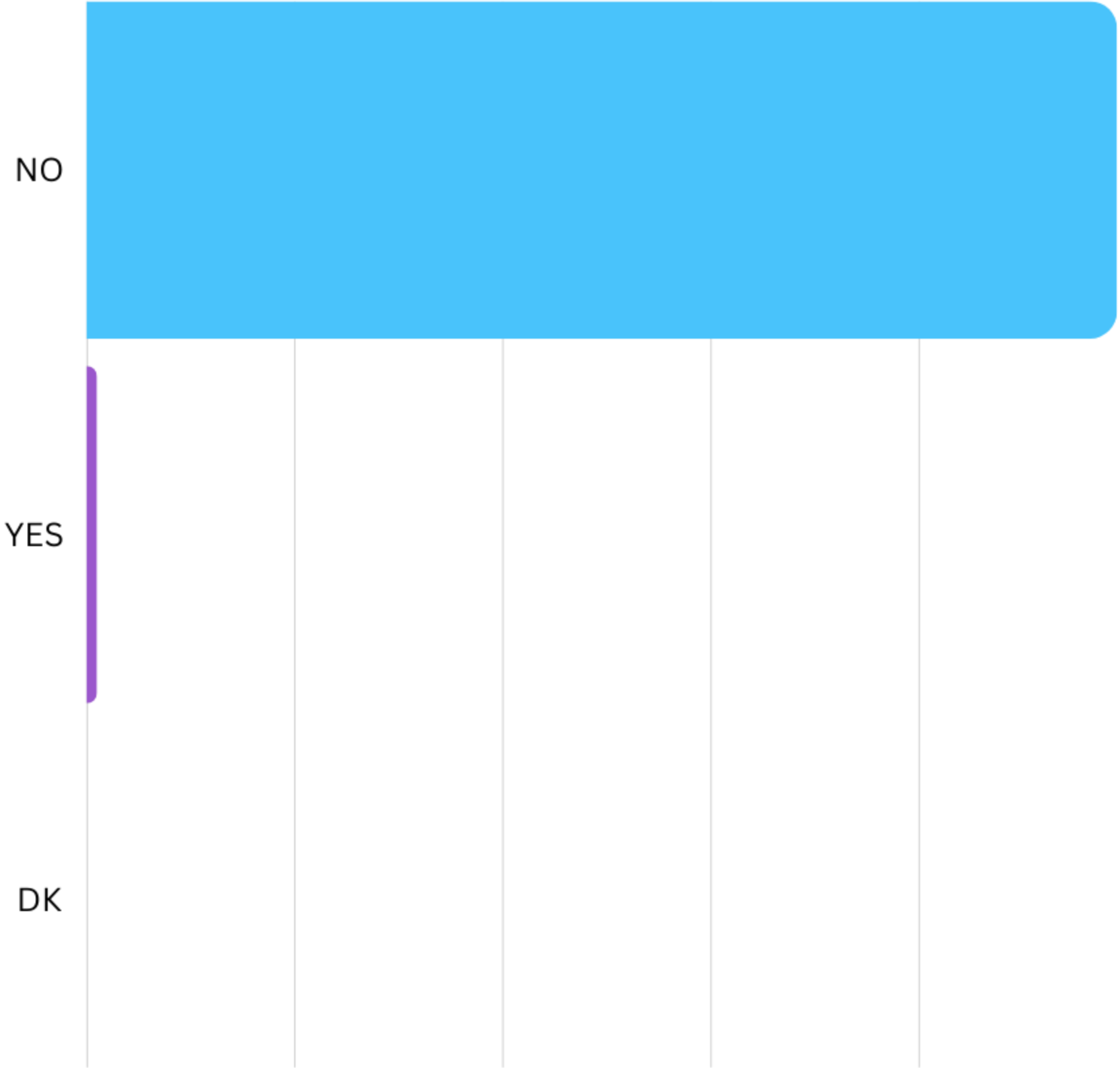
- Social Recreation
- ILS- Independent Living Skills
- SLS- Supportive Living Services
- Day Programs
- Work Programs/Internships



Self Direction

Is this person currently using a self-directed supports option?

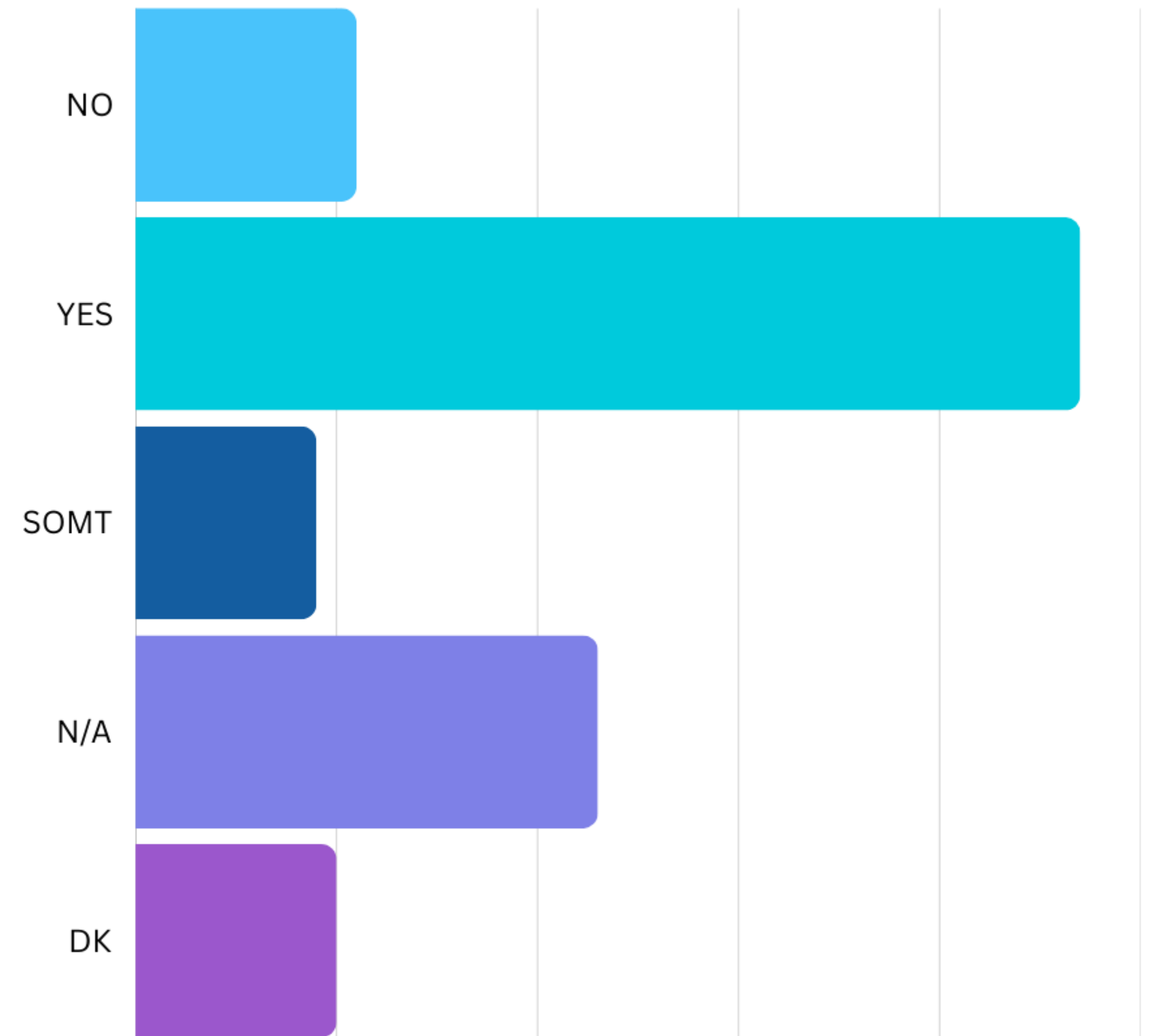
- NO 99%
- YES 1%
- DON'T KNOW 0%



Service Coordination

Do you talk with your case
manager/service coordinator
when you want?

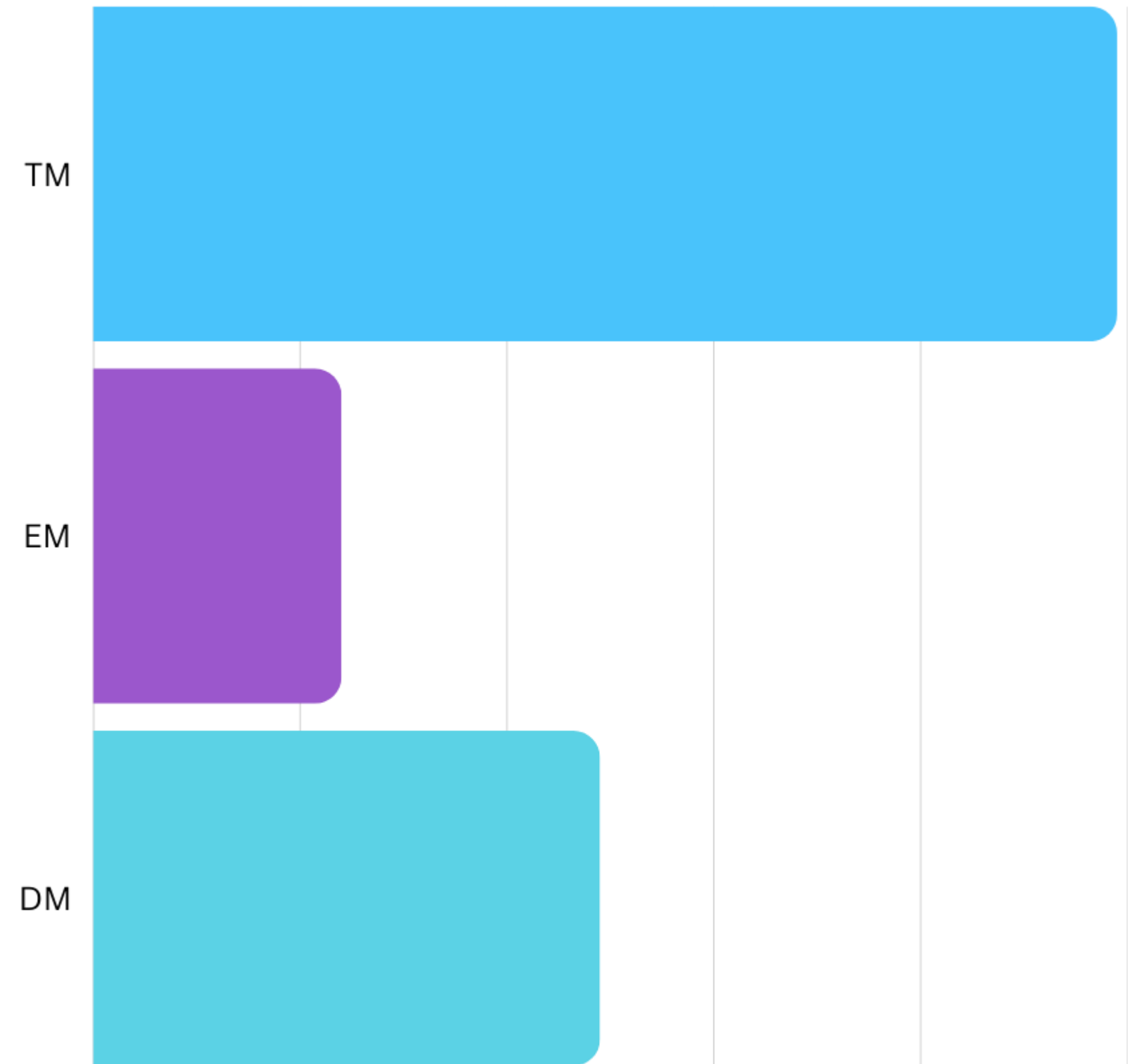
- NO 11%
- YES 47%
- SOMETIMES 9%
- N/A 23%
- DON'T KNOW 10%



Service Coordination

What is the best way for you to
receive information from the
regional center?

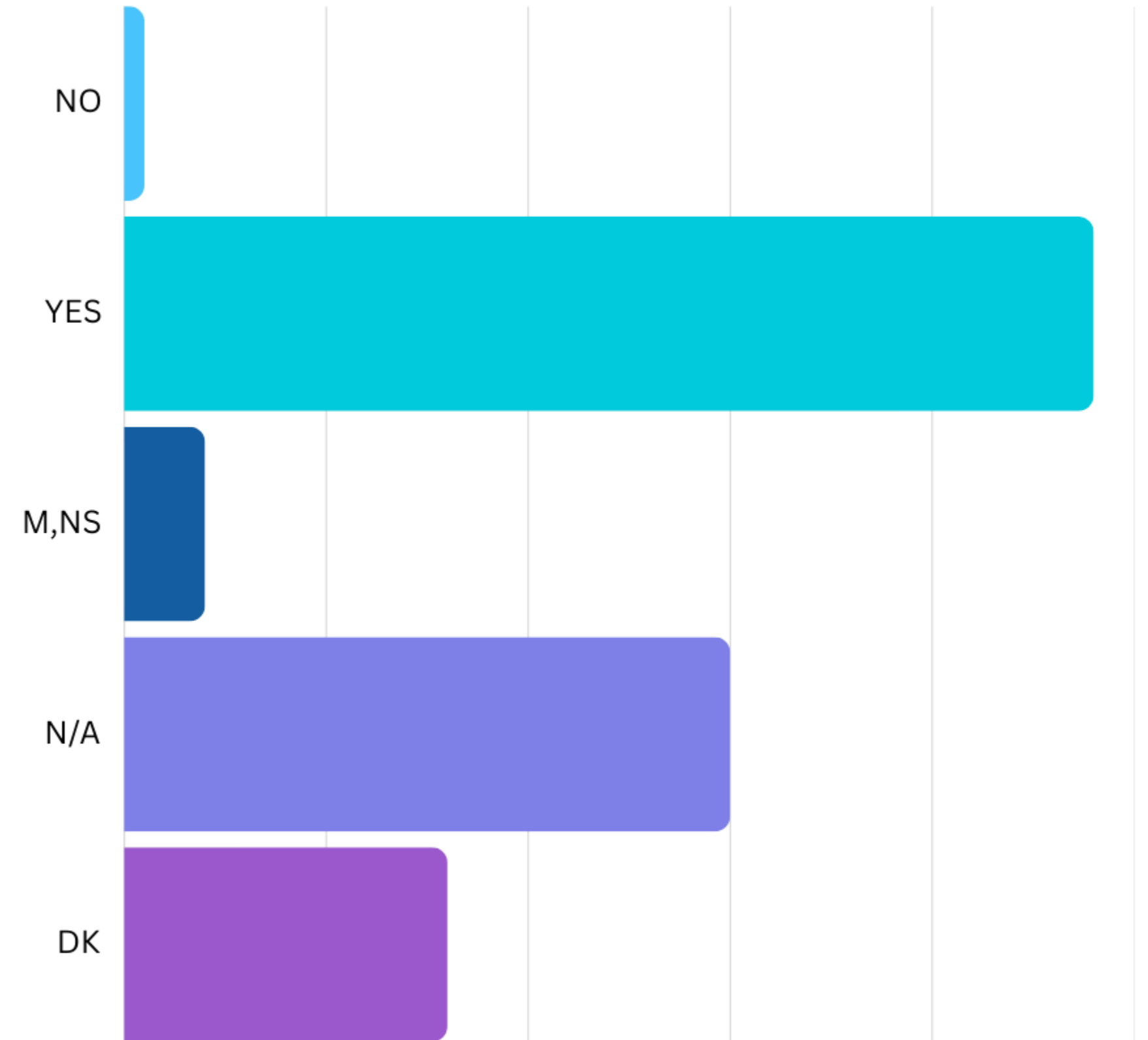
- TEXT MESSAGE 99%
- EMAIL 24%
- DIRECT MAIL 49%



Workforce

Do you feel the staff has the right training to meet your needs?

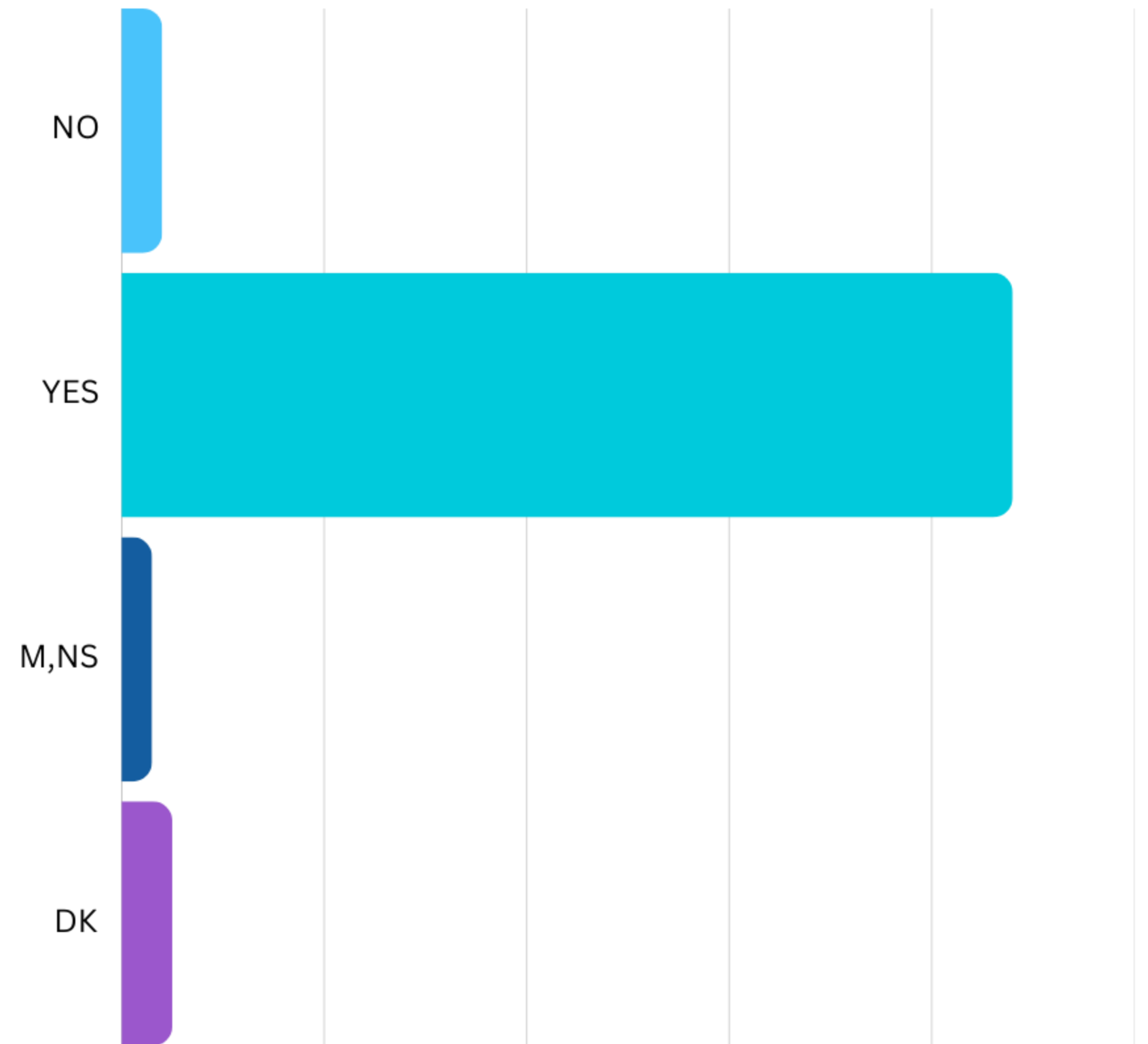
- NO 1%
- YES 48%
- MAYBE, NOT SURE 4%
- N/A 30%
- DON'T KNOW 16%



Safety

If you ever feel afraid, is there
someone you can talk to?

- NO 4%
- YES 88%
- MAYBE, NOT SURE 3%
- DON'T KNOW 5%



HOW SCLARC ADDRESSES THE SURVEY FINDINGS

- ✓ Service Coordinator (SC) reviews services and supports annually for individuals who reside with their families and on a quarterly basis for individuals who reside outside of their family home to ensure that individuals' unique needs are being met.
- ✓ SCLARC offers community events such as the SDP Fair, Vendor Fairs for individuals and families, and ongoing trainings both in person and on zoom.
- ✓ SCLARC's social media platforms and SCLARC's Family Portal App provide information about community events.
- ✓ SC's discuss employment, adult services and Social Recreational opportunities with individuals and families during IPP meetings and provide them with a list of services and generic resources.





ASSISTING 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 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.



ASSISTING INDIVIDUALS LIVING WITH THEIR FAMILIES

-  Communication and information is provided in plain language, as well as, the family's native language.
-  SCLARC implemented the Coordinated Family Services Pilot Program to assist with services and support needs for adults residing in the home with family.

SCLARC implemented the Career Pathways Pilot Program to assist with employment opportunities and services that support the need of individuals who are interested in employment.



ENSURING INDIVIDUALS/FAMILIES RECEIVE THE SUPPORT THEY NEED

- SC's review a list by age of available regional center services with individuals/families during annual review meetings and also 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/2022/04Reduced-compressed.pdf>



ENSURING INDIVIDUAL PROGRAM PLANS (IPP) INCLUDE WANTS AND NEEDS

- ✿ SCLARC adheres to a Person-Centered Thinking approach for conducting IPP meetings.
- ✿ Individuals/Families are encouraged to include a circle of support, teachers, therapists, friends and/or service providers in IPP meetings to offer information and insight on the needs of the individual.
- ✿ Individuals/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.



ENSURING INDIVIDUALS/FAMILIES UNDERSTAND THEY HAVE A CHOICE IN SELECTING THEIR SERVICE COORDINATOR and support workers

- As part of the service request process, individuals/families are provided a list of at least 3 providers who can meet their needs for the service requested. The individual/family then selects a provider for whom they would like to receive services.



SCLARC'S COMMITMENT

ENSURING FAMILIES Can access assistance for 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 provides 1:1 interaction with the individual and the family when merited to provide ongoing in person support for crisis situations.



SCLARC HAS PARTNERED WITH 211 LA COUNTY!

211 LA County is available to SCLARC families to provide them with information and referrals on the following:

- Food
- Housing
- Mental health
- Crisis Services
- Legal Services
- Utility services and much more!

For assistance contact our 211 representative:

LA Office 2500 S Western Ave Los Angeles CA 90018 Legacy Room 329 Walk-in hours: Every Monday 8 am - 11:30 am	Satellite Office 12226 Garfield Ave South Gate CA 90280 FRC Office Walk-in hours: Every Monday 1 pm - 4:30 pm
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For assistance over the phone call (626) 618-7016

ENSURING INDIVIDUALS/FAMILIES Can access assistance for emergencies, crises, and protecting individual's rights

- ✓ 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 support for:

- Adult Protective Services (APS)– (877) 477-3646
- Office of Clients Rights (OCRA)– (866) 833-6712



ENSURING INDIVIDUALS TAKE PART IN THE COMMUNITY

- SCLARC has Parent Advisory Committee (PAC) groups available to support families. Leaders 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>



ENSURING INDIVIDUALS TAKE PART IN THE COMMUNITY

- Stay up to date on our activities and community resources by connecting to SCLARC's Facebook and Instagram pages.



@sclarc



@south_central_la_rc



ENSURING INDIVIDUALS/FAMILIES HAVE REGIONAL CENTER CONTACT INFORMATION AND UNDERSTAND SERVICES AND SUPPORTS

- Self Determination Orientations are offered monthly for individuals interested in transitioning into self determination.

Send an email to cmhelp@sclarc.org or call 1-833-725-2721 for case management assistance in preferred language.



ENSURING INDIVIDUALS/FAMILIES HAVE REGIONAL CENTER CONTACT INFORMATION AND UNDERSTAND SERVICES AND SUPPORTS

- “SCLARC At A Glance” provides information regarding programs, services, and advisory committees through our new SCLARC Information booklet.

Visit SCLARC's website, www.sclarc.org to retrieve a digital copy of “SCLARC At A Glance.”



FAMILY PORTAL APP



- Access case records
- Download and print
 - Current IPP/IFSP
 - Annual Cost Statement
- Review authorized services
- Update contact information
- Direct message your Service Coordinator (SC)
- Receive alerts/messages from the Regional Center
- Access SC's/management's contact information

FAMILY PORTAL APP

9452
REGISTERED USERS

- Once you set up the app, you will also be able to access your case record through a website on your computer.
- SCLARC's Family Portal App improves communication between SCLARC and our individuals and provides an alternative to review services and request supports.
- To register for the app, contact your Service Coordinator or send an email to cmhelp@sclarc.org, or call 1-833-725-2721.



QUESTIONS?

Thank
You!

