



# **N C | NATIONAL CORE INDICATORS SURVEYS**

**FY 2023-2024**

**BOARD OF DIRECTORS MEETING**

*March 24, 2026*

**Child Family Survey (CFS) | Adult Family Survey  
Family/Guardian Survey (AFS)  
(FGS)**

## BACKGROUND

### **Nation-wide Quality Assessment**

The National Core Indicators (NCI) is a nationwide quality assessment survey used by the California Department of Developmental Services (DDS) and Regional Centers to evaluate the effectiveness of services and supports provided to individuals with intellectual and 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 the information is collected, the Human Services Research Institute (HSRI) analyzes the data and shares the results with DDS and regional centers in a comprehensive report. These findings are then used to inform policy decisions and improve services.

## 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.**



1

**ADULT IN-PERSON SURVEY:**  
Survey is conducted face-to-face with individual (18+).

2

**ADULT FAMILY SURVEY:**  
• Family of an adult living in the family home (18+).

# 4 SURVEY

3

**FAMILY/GUARDIAN SURVEY:**  
• Family of an adult living outside the family home (18+).

4

**CHILD FAMILY SURVEY:**  
• Family of a child living in the family home (3-17).

# SURVEY CYCLE

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

# Adult Family Survey Report (AFS)

**The National Core Indicators (NCI) Adult Family Survey gathers feedback from families who live with an adult receiving services from regional centers. The survey helps evaluate service quality and identify areas for improvement.**

**For the 2023–2024 survey cycle, **more than 500 SCLARC families participated**, providing feedback about services, planning, and overall outcomes for their family members receiving supports.**

Full NCI Survey Report can be found on DDS Website:

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



### Age

- Average Adult age: 32.5 years

### Gender

- Male: (62%)
- Female: (38%)
- Other: (0%)

### Race / Ethnicity

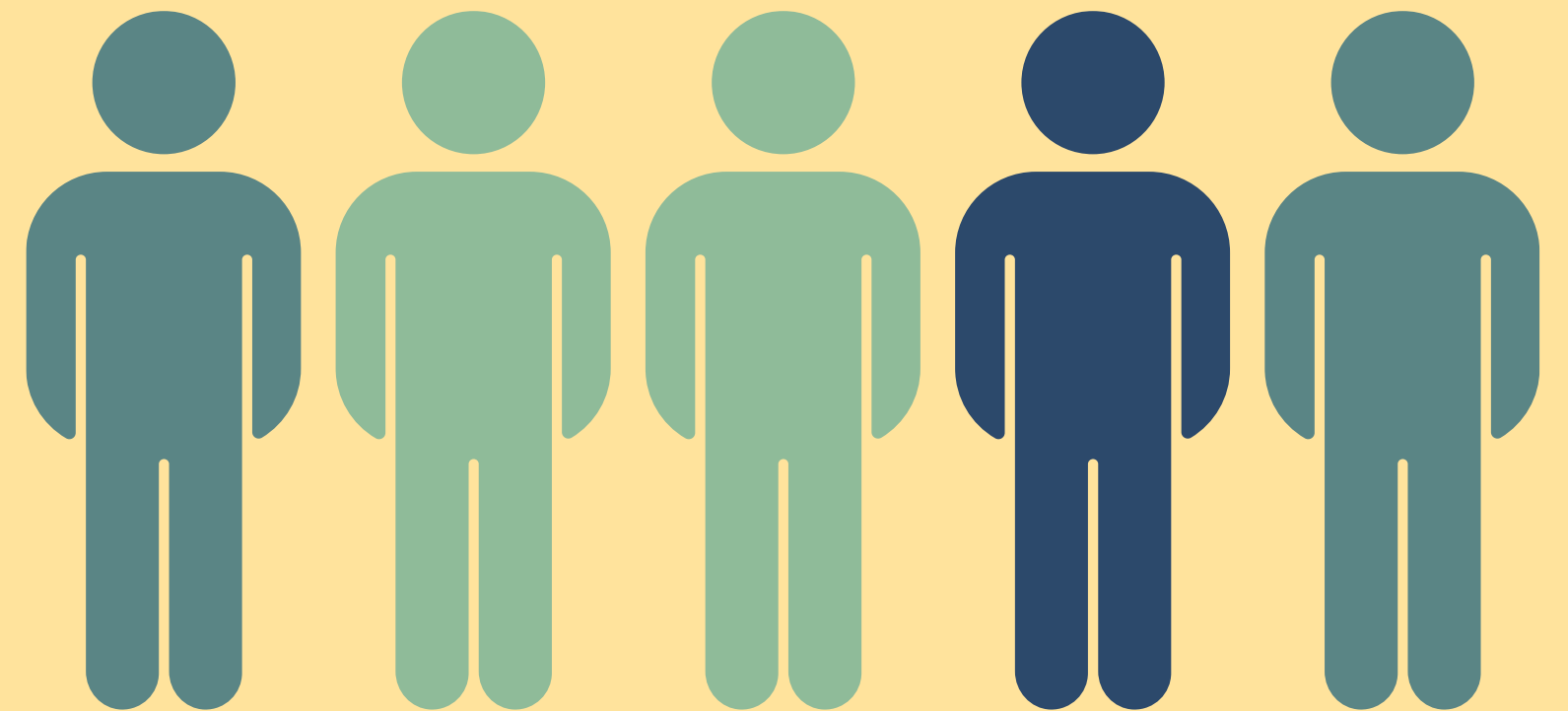
- Hispanic / Latino: (69%)
- Black / African American: (24%)
- White: (6%)
- Asian: (1%)
- American Indian / Alaska Native: (1%)
- Other: 1%)
- Prefer not to say: (2%)

### Residence Type

- Urban / Suburban: (99%)
- Rural: (1%)

### More Than One Person with IDD in the Home

- Yes: (17%)
- No: (83%)



**Families reported the following about receiving enough information to participate in planning services:**

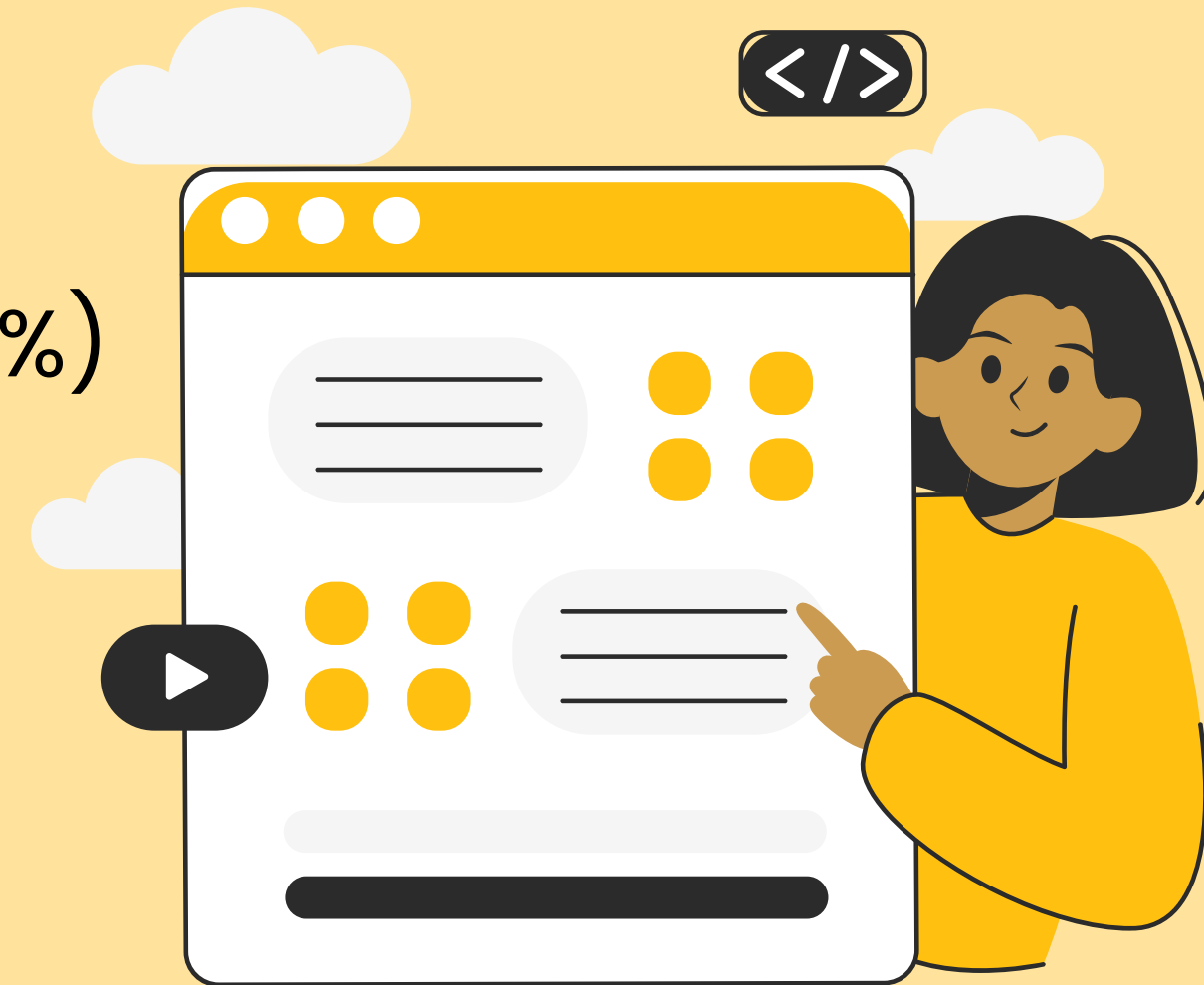
- Always: (33%)
- Usually: (21%)
- Sometimes: (27%)
- Seldom or Never: (19%)

**Families also reported that the information they receive about services is:**

- Always easy to understand: (37%)
- Usually: (29%)
- Sometimes: (27%)
- Seldom or never: (7%)



- Family member has an IPP: (66%)
- Family helped develop the IPP: (72%)
- Individual helped develop the IPP: (58%)
- Families felt they had enough input in the IPP: (62%)



**Families reported their family members receive the following services through the regional center:**

- In-home supports: (41%)
- Day or employment services: (40%)
- Respite services: (33%)
- Transportation: (43%)
- Mental/behavioral health services: (14%)
- Self-directed services: (18%)

**Additional supports include:**

- Social Security benefits: (79%)
- Support from other agencies: (17%)



**Families reported positive outcomes from services:**

- Services help their family member live a good life: (90%)

**Service changes during the past year:**

- Services increased: (20%)
- Services did not increase: (80%)

**If services were reduced or stopped:**

- Negative impact reported: (73%)



**Families reported paying for the following services themselves:**

- Medical or dental expenses: (23%)
- Recreational activities: (17%)
- Transportation support: (10%)

**Total annual out-of-pocket expenses:**

- No expenses: (59%)
- \$1–\$1,999: (29%)
- \$2,000–\$5,999: (9%)
- \$6,000–\$11,999: (2%)
- \$12,000+: (1%)



**Overall Satisfaction**

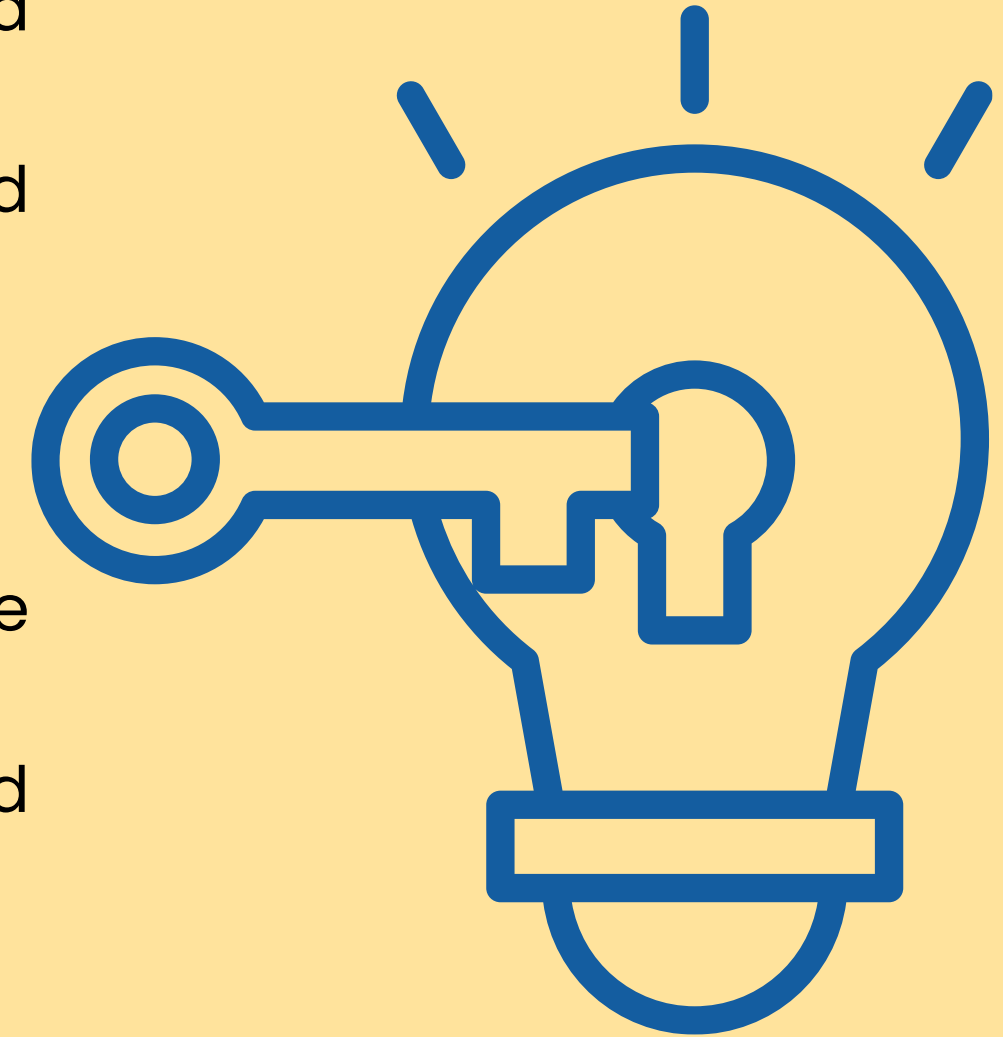
- SCLARC families reported positive experiences with the services and supports provided through SCLARC.
- Families indicated that services help their family member live a better and more independent life.

**Opportunities for Improvement**

- Improve awareness of available services and programs.
- Continue strengthening communication between families and service coordinators.
- Expand supports that promote independence, community inclusion, and long-term planning on the right path.

**Overall Takeaway**

- The survey results show that SCLARC is making a meaningful impact in supporting individuals with intellectual and developmental disabilities and their families. SCLARC is also highlighting opportunities to further strengthen communication, service access, and awareness of available supports.



# Family/ Guardian Survey (FGS)

The National Core Indicators (NCI) Family/Guardian Survey gathers feedback from families who have an adult family member with an intellectual or developmental disability receiving services through regional centers. The survey helps assess the quality of services and supports and identify areas where improvements can be made.

For the 2023–2024 survey cycle, **26 SCLARC families participated**, sharing feedback about communication with service providers, access to information, service planning, and their overall experience with regional center services.

Full NCI Survey Report can be found on DDS Website:

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



## **Families reported out-of-pocket expenses related to supporting their family member receiving services:**

- 63% reported no out-of-pocket expenses related to their family member's care during the past year
- 30% reported spending between \$1 and \$5,999
- 8% reported spending between \$6,000 and \$12,000+ related to their family member's care.



**Families understand of how to advocate for services if disagreements arise with the regional center:**

- 45% reported they know what to do if they disagree with the regional center about services or eligibility decisions.
- 55% reported they do not know the steps to take, such as requesting a fair hearing or appealing a decision.



**Effective communication between regional centers and families is essential to ensure that families understand services, programs, and opportunities available to them:**

- 67% reported that the regional center keeps them informed about programs and services in their preferred language.
- 33% reported they are not consistently informed in their preferred language.



## Can families communicate effectively with service providers in their preferred language?:

- 95% reported that support workers speak their preferred language.
- 5% reported that support workers communicate through a translator when needed.

### Similarly:

- 95% reported that their service coordinator or case manager speaks their preferred language.
- 5% reported that communication occurs through a translator when necessary.



## **Families reported whether they needed information to better prepare for emergencies:**

- 18% reported needing information about how to sign up for emergency alerts
- 18% reported needing information about important personal documents to have ready in an emergency
- 9% indicated other types of emergency planning information
- 41% reported that no additional emergency preparedness information was needed.



## Overall Satisfaction

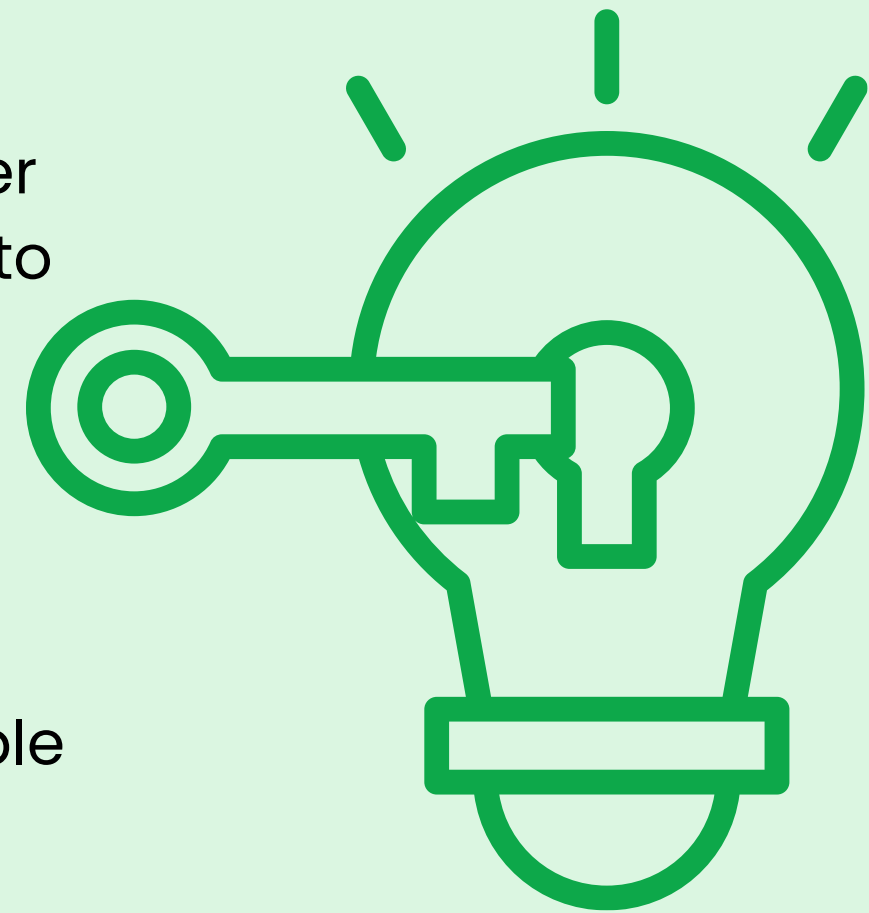
- Survey responses suggest that many SCLARC families experience positive communication with service providers. Most respondents reported that both support workers and service coordinators speak with them in their preferred language, helping families better understand services and participate in planning for their family members.

## Opportunities for Improvement

- Families reported needing more information about how to navigate the regional center system. For example, over half of respondents indicated they were unsure what steps to take if they disagree with the regional center regarding services or eligibility decisions. Increasing awareness of advocacy and fair hearing processes may help families feel more informed and supported.

## Overall Takeaway

- Overall, the survey results indicate that SCLARC families generally experience accessible communication and support from staff. At the same time, the findings highlight the importance of continuing to strengthen outreach and education so families fully understand available services, resources, and their rights within the regional center system.



# Child Family Survey (CFS)

The National Core Indicators (NCI) Child Family Survey gathers feedback from families who live with a child receiving services through regional centers. The survey helps assess the quality of services and supports and identify areas where improvements can be made.

For the 2023–2024 survey cycle, **approximately 470 SCLARC families participated**, sharing feedback about service coordination, access to services, planning processes, and the overall impact of supports on their children and families.

Full NCI Survey Report can be found on DDS Website:

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



**Approximately 63%** of respondents reported having more than one child with intellectual or developmental disabilities living in the home.

**Average age of children receiving services in the survey was 11.3 years:**

- Male: (70%)
- Female: (30%)

**Ethnicity:**

- 82% identified the child as Hispanic or Latino
- 14% identified the child as Black or African American
- 5% identified the child as White
- 2% identified the child as Asian

**Diagnoses:**

- Autism Spectrum Disorder: (79%)
- Intellectual Disability: (32%)
- Mood Illness or Psychiatric Diagnoses: (12%)
- Additional health conditions: asthma, sleep apnea, neurological conditions, or other medical needs



**95% of respondents** were parents of the child receiving services, indicating that the survey reflects the perspectives of primary caregivers.

### **Families reported a range of household structures:**

- 46% reported two adults living in the household
- 25% reported three adults
- 14% reported four or more adults

### **Income:**

- \$25,001 and \$50,000: (27%)
- \$15,001 and \$25,000: (20%)
- Some families reported little or no earned income

### **Education:**

- No high school diploma or GED: (31%)
- High school diploma: (29%)
- College degree or higher: (16%)



**Families reported receiving a variety of services through the regional center system:**

- 31% reported receiving in-home support services
- 33% reported receiving out-of-home respite care
- 13% reported receiving financial support
- 17% reported receiving mental or behavioral health services
- 12% reported receiving self-direction or fiscal intermediary services

**In addition to regional center services, many families also reported receiving support from other programs:**

- 44% reported receiving Social Security benefits (SSI/SSB)
- 50% reported receiving services or supports from other agencies or organizations



**Families value clear communication and involvement in service planning:**

- 25% reported always having enough information to participate in planning services
- 24% reported usually having enough information
- 33% reported sometimes having enough information

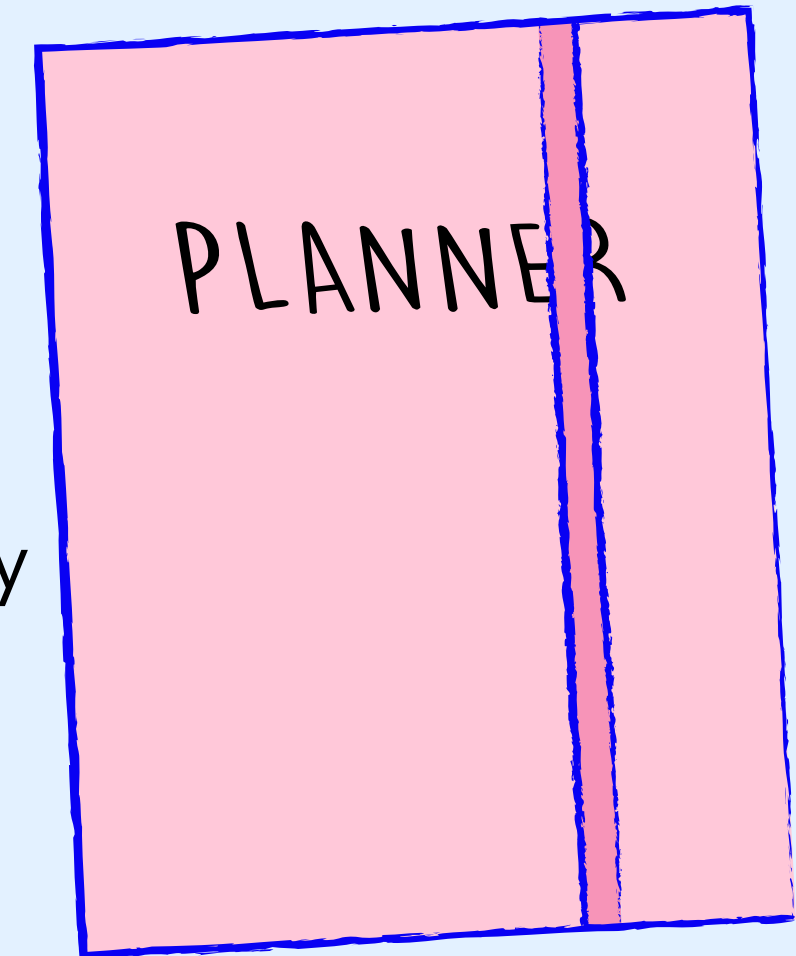
**Families reported that service coordinators listen to their choices and opinions:**

- 50% reported service coordinators always listen
- 26% reported they usually listen

**Families reported participation in planning their child's services:**

- 75% reported their child has an Individual Program Plan (IPP) or Individual Family Service Plan (IFSP)
- 78% reported that a family member helped create the plan
- 82% reported that their family had enough input in the planning process

Additionally, **48% reported their child has a transition plan** as part of school-based planning for adulthood.



**Families were asked whether the services they receive meet their needs:**

- 80% reported their child receives all services listed in their IPP/IFSP
- 58% reported their family receives the services and supports they need

**Families reported unmet needs:**

- Regularly scheduled support for the child: (46%)
- Counseling services (46%)
- Respite services (45%)
- Support related to assistive technology (27%)

**Families also indicated that services sometimes change when family needs change, with:**

- 31% reporting services always adjust
- 32% reporting services usually adjust



**Families were also asked about their experiences with support workers and service staff.**

- 52% reported support workers always arrive as scheduled
- 33% reported workers usually arrive as scheduled

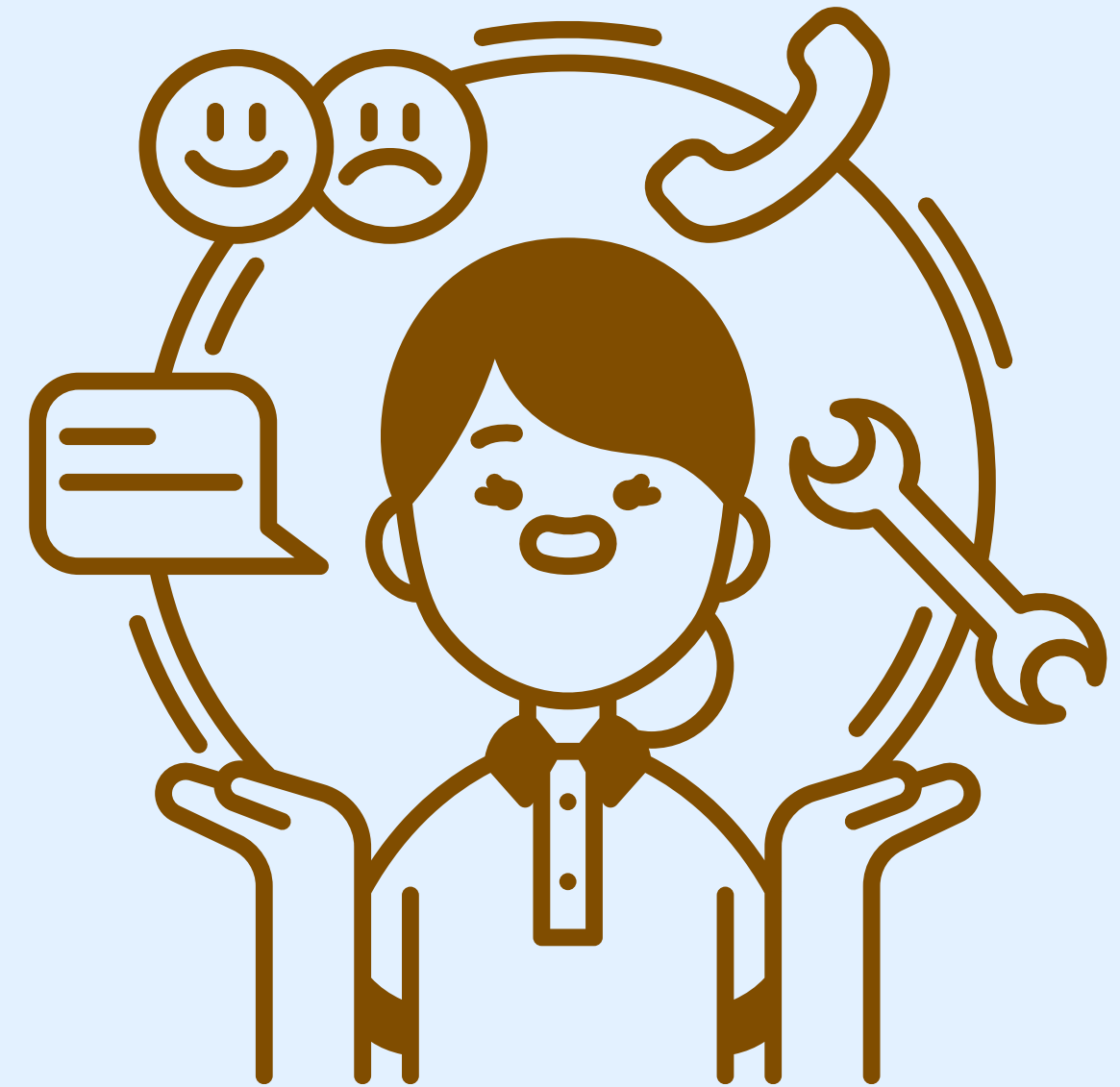
**Communication between staff and families was also generally positive:**

- 65% reported staff always communicate in a way they understand
- 24% reported they usually do

**Families reported that support workers have the necessary skills:**

- 45% reported workers always have the right skills
- 33% reported they usually do

Additionally, **75% of families reported that staff are available when support is needed.**



**Technology access within families' homes:**

- 93% reported that a computer, tablet, or smartphone is available in the home
- 33% reported that their child uses technology to help with daily activities

**However, internet access varied:**

- 56% reported reliable internet access
- 38% reported that internet service works only sometimes



**Overall Satisfaction**

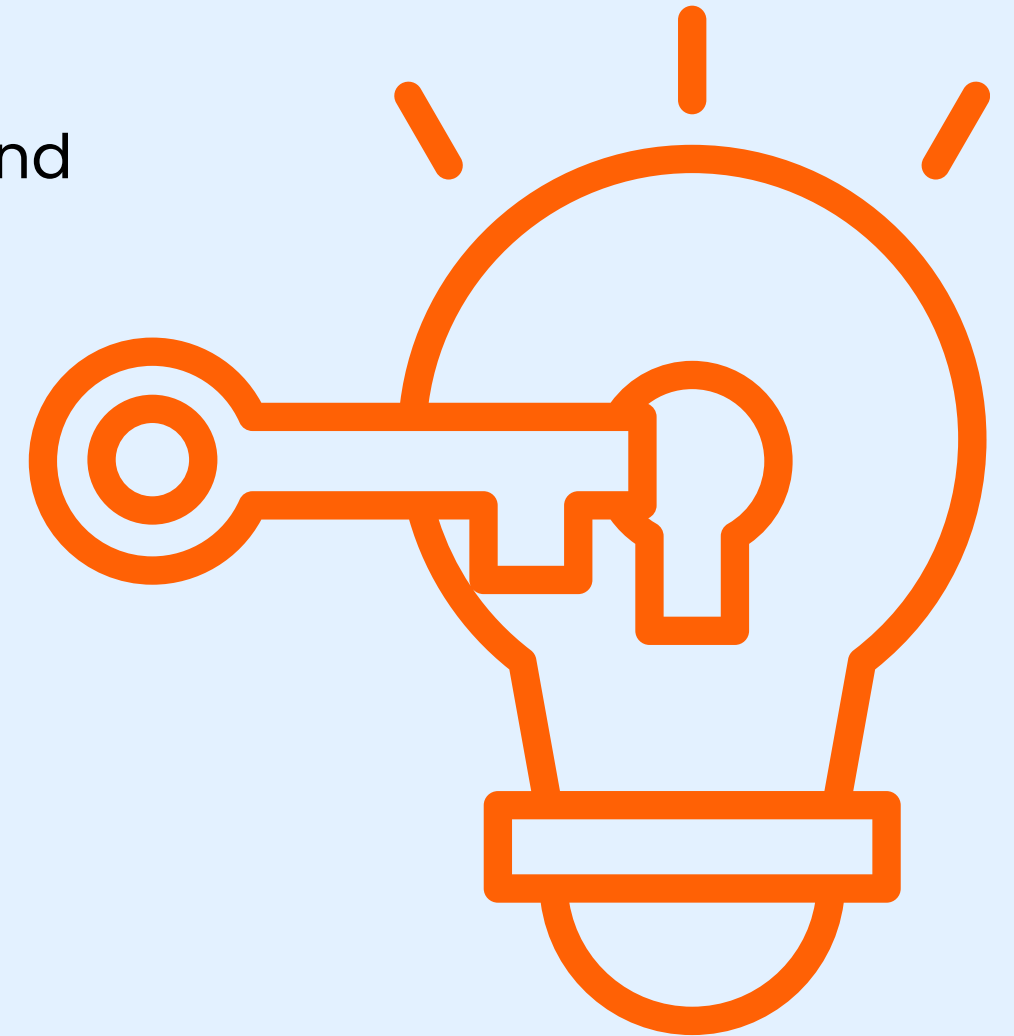
- Families reported positive experiences with services and supports.
- Families indicated they were involved in developing their child’s Individual Program Plan (IPP/IFSP) and felt their input was valued.
- Families reported generally positive communication with service coordinators and support staff.

**Opportunities for Improvement**

- Families reported needing more information about services and available resources.
- Families indicated challenges accessing certain supports, such as respite care, counseling, or regularly scheduled support for their child.
- Continued improvements in communication and service coordination will help address these needs.

**Overall Takeaway**

- Overall, the survey results show that SCLARC provides meaningful support to children and families while highlighting opportunities to strengthen communication, access to services, and awareness of available resources.



# 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, Home and Community-Based Services trainings (HCBS), New Parent Orientations 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

## SCLARC'S COMMITMENT

- During the annual IPP, staff share the 4731 complaint information and provides 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 how they can contact the Appeals Manager directly.
- Staff provides individuals/families with support for:
  - **Office of Clients Rights (OCRA)- (866) 833-6712**
  - **Adult Protective Services (APS)- (877) 477-3646**
  - **SCLARC Appeals Manager- (213) 744-8899**



# ASSISTING INDIVIDUALS LIVING WITH THEIR FAMILIES

- Communication and information is provided in English, 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.

## SCLARC'S COMMITMENT



# ASSISTING INDIVIDUALS LIVING WITH THEIR FAMILIES

- Ensure Individual Program Plans (IPP) include wants and needs.
- Ensure individuals and families understand their right to choose their Service Coordinator, services, and support workers.
- Ensure families can access assistance for emergencies, crises, and protecting individual's rights.

## SCLARC'S COMMITMENT



**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:**

<b>LA Office</b> 2500 S Western Ave Los Angeles CA 90018 Legacy Room 329 Walk-in hours: Every Monday 8 am - 11:30 am	<b>Satellite Office</b> 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 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 an e-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>

## SCLARC'S COMMITMENT



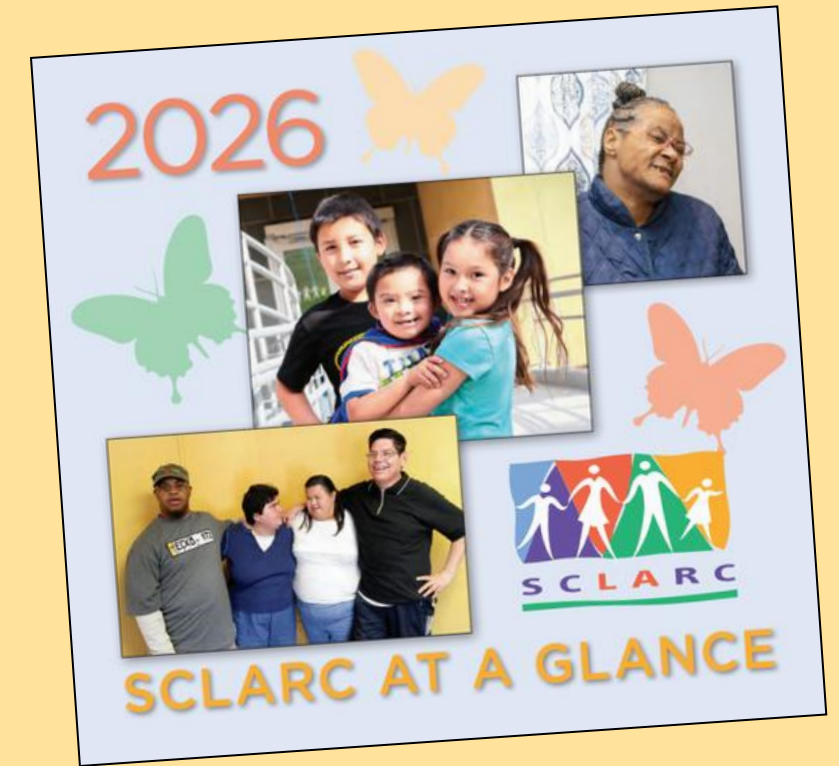
**Stay up to date on our activities and community resources by connecting to SCLARC's Facebook and Instagram pages.**



# 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](http://www.sclarc.org) to retrieve a digital copy of “SCLARC At A Glance.”**
- Self Determination Orientations are offered monthly for individuals interested in transitioning into self determination.
- **Send an email to [cmhelp@sclarc.org](mailto:cmhelp@sclarc.org) or call 1-833-725-2721 for case management assistance in preferred language.**

## SCLARC’S COMMITMENT



# FAMILY PORTAL APP

- Access case records
- Download and print
  - Current IPP/IFSP
  - Annual Cost Statement
- Review authorized services
- Direct message your Service Coordinator (SC)
- Access SC's/management's contact information

**To register for the app, contact your Service Coordinator or send an email to [cmhelp@sclarc.org](mailto:cmhelp@sclarc.org), or call 1-833-725-2721.**

## SCLARC'S COMMITMENT

*Over*  
**11,000**  
**REGISTERED USERS**





**QUESTIONS?**

**THANK  
YOU!**