



# **National Core Indicators: FY23-24**

Adult Family, Family Guardian, and Child Family Surveys

# National Core Indicators (NCI)

The NCI is a series of standardized surveys administered every two years and compiled nationally by Human Services Research Institute (HSRI) which are used to collect accurate, reliable, and valid satisfaction and outcome measures from individuals and families. As required by California Welfare & Institutions Code Section 4571, the Department of Developmental Services (DDS) contracts with the State Council on Developmental Disabilities (SCDD) to conduct the surveys, which are then analyzed by HSRI.

The survey reports do not compare regional centers, or California, to other states, given the unique nature of California's regional center system. DDS uses these results to better understand how the system is performing, to monitor changes, and to guide strategic planning and quality improvement. Regional centers are provided the results of the surveys for the same purposes at the local level.

These reports are for surveys delivered between December 2023 and June 2024. HSRI provided the reports to DDS in November to 2025, and DDS to the regional centers in March 2026.

# Survey Reports

- ▶ The reports are available through DDS at their NCI Dashboard site:  
<https://dds.ca.gov/rc/nci>
- ▶ This presentation and these reports will also be made available at our website:  
<https://sanandreasregional.org/reports-policies/#transparency-public-access>
- ▶ The reports each encompass over 100 responses, covering demographics and survey questions, and are administered to families who have at least one family member with an intellectual or developmental disability who receives a service in addition to case management. The current survey reports for Fiscal Year 2023-2024 are
  - ▶ Child Family: The child family member (under 18 years of age) lives in the family home.
  - ▶ Adult Family: The adult family member (18+ years of age) lives in the family home.
  - ▶ Family/Guardian: The adult family member lives outside the home.

# People Served

1. SARC had more adults than the state average living independently.
2. More SARC adults are subject to conservatorship than the state average.
3. Fewer respondents found that the person served was included in the IPP planning process than the state average.
4. Fewer people served than the state average reported being included in making important decisions.
5. Fewer than one in five adult respondents live with a sibling with an intellectual or developmental disability, whereas two out of every three children live with a sibling who also has IDD.

# Health

- ▶ SARC's adults were overall healthier than the state average, except for sleep apnea and dysphagia.
- ▶ Dental health was reported as below average, with fewer than the state average being able to find care.
- ▶ Fewer than average respondents were able to receive crisis or emergency care.
- ▶ More families than the state average reported paying out-of-pocket for behavioral, medical or dental, speech, or other clinical therapies. Fewer than 1 in 5 reported spending more than \$2,000 for expenses related to care.

# Services and Supports

1. Nearly nine out of every ten respondents stated that the person was receiving the services specified in the IPP and that they were receiving the supports they need.
2. More SARC families need help planning for future housing than the state average.
3. Fewer SARC families reported frequent staff changes than the state average.
4. However, fewer families than the state average reported that there is “always” a staff member available for support.
5. More families than the state average stated that a lack of support staff made community inclusion possible.
6. 17 out of every 20 respondents reported that they were satisfied with services and supports received (though less so for families of children), and over 9 out of every 10 reported that they made a positive difference.

# Service Coordination

- ▶ More than four out of every five respondents reported they are always or usually able to contact their service coordinator.
- ▶ 19 out of every 20 respondents found their service coordinator respectful of their culture.
- ▶ Nearly four out of every five respondents felt listened to during the IPP process.
- ▶ Fewer respondents found that the person served was included in the IPP than the state average.
- ▶ More than 9 out of 10 respondents reported receiving their IPP in their preferred language, higher than the state average.

# Questions or Comments

Please contact our Compliance and Special Projects Manager with any questions, ideas, or comments:

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