



NATIONAL CORE INDICATORS-INTELLECTUAL AND DEVELOPMENTAL DISABILITIES (NCI-IDD)

NCI-IDD IN-PERSON SURVEY

NORTH LOS ANGELES COUNTY REGIONAL CENTER REPORT FISCAL YEAR 2022-23

Purpose of the Report

- Evaluates consumer satisfaction and individual outcomes for adults with intellectual and developmental disabilities (IDD) receiving services in California.
- Supports statewide and regional center performance benchmarking and strategic planning.

About NCI-IDD

- Uses standardized surveys to assess service quality across states.
- California is one of 33 participating states.
- In California, the In-Person Survey is administered once every other year, and data are collected from all 21 regional centers.

Survey Details

Conducted once every other year, the In-Person Survey (IPS) targets adults (18+) with IDD receiving at least one paid service (excluding case management).

Includes:

- Background Information from agency records.
- Face-to-face interviews (in-person or virtual).
- Section I: Subjective questions answered only by the individual.
- Section II: Objective questions, may be answered by proxies.



Data Collection

- 33 states contributed 25,424 surveys.
- California's 21 regional centers contributed 8,830 surveys.
- Data are weighted to reflect population sizes and sample proportions.
- Responses are collapsed to group similar positive outcomes.

Data Presentation

- Results are shown by regional center, alongside CA and NCI-IDD averages.
- 'n/a' is used when fewer than 20 responses were collected for an item.
- Missing or unavailable data from agency records are excluded.

Use of Results

- Helps monitor systemic changes, guide improvements, and enhance service quality.
- More findings and reports are available at:
 - California DDS NCI page
 - [National Core Indicators \(NCI\) : CA Department of Developmental Services](#)
 - NCI-IDD National Report Library
 - <https://idd.nationalcoreindicators.org/survey-reports-insights/report-library/>



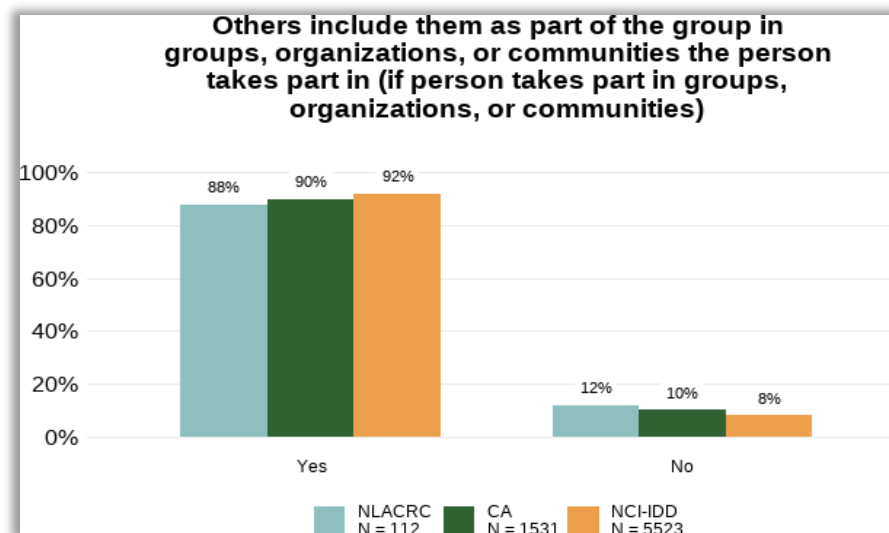
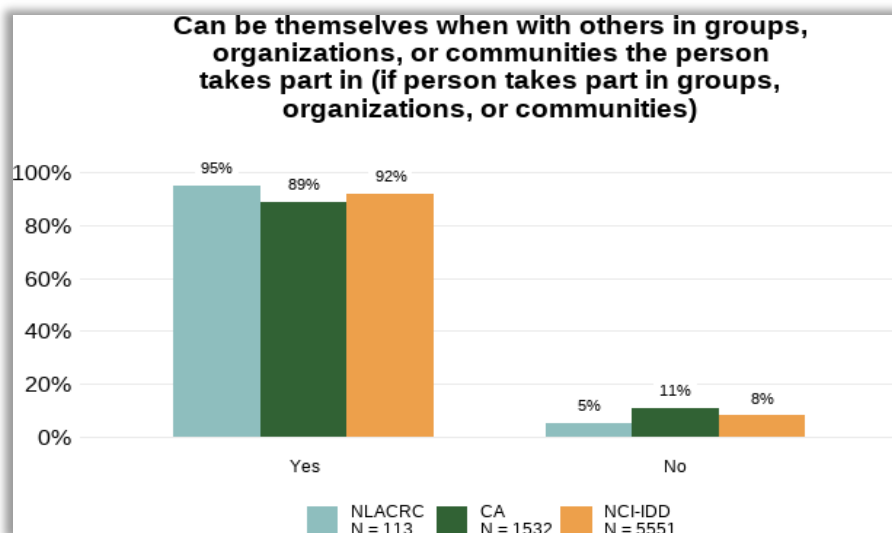
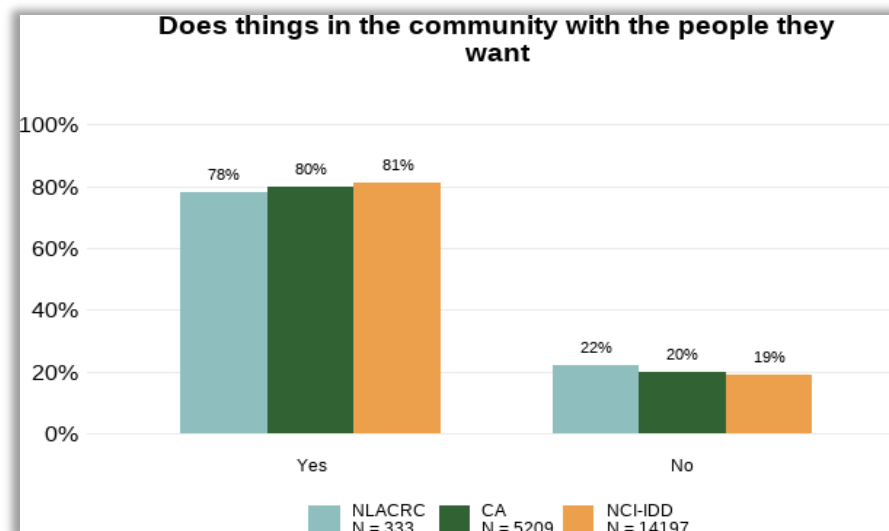
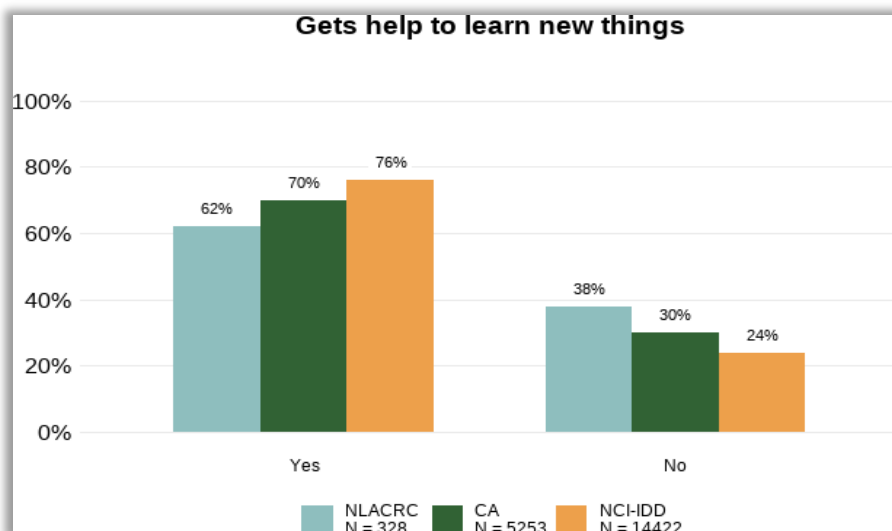


TOPICS COVERED

1. Community Inclusion and Belonging (Pg. 4)
2. Choice and Decision Making (Pg. 5)
3. Community Participation (Pg. 6)
4. Relationships (Pg. 7)
5. Satisfaction (Pg. 8)
6. Service Coordination (Pg. 10)
7. Workforce (Pg. 12)
8. Access (Pg. 13)
9. Safety & Health (Pg. 15)
10. Medications (Pg. 16)
11. Wellness (Pg. 17)
12. Rights and Respect (Pg. 18)
13. California Specific Questions (Pg. 20)

COMMUNITY INCLUSION AND BELONGING

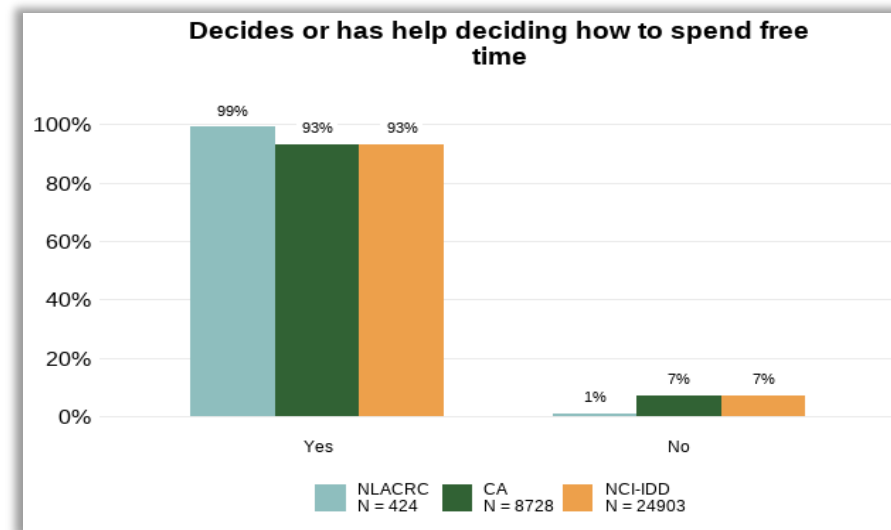
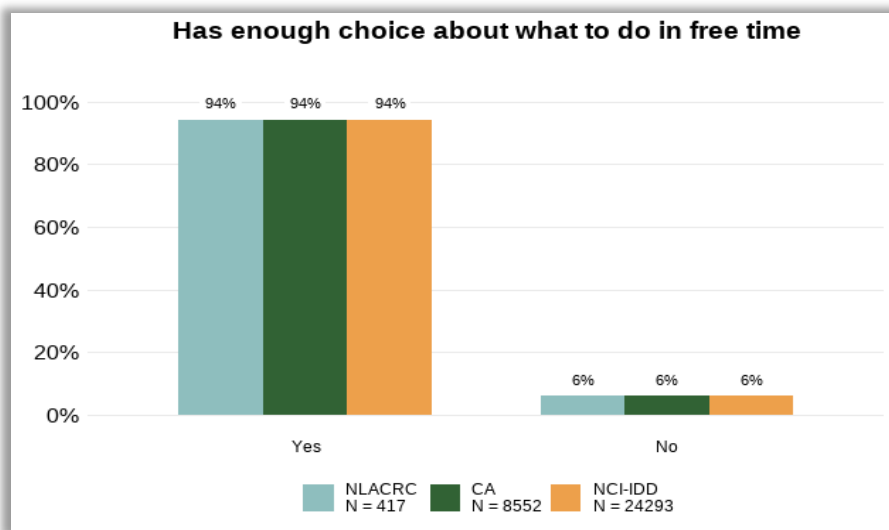
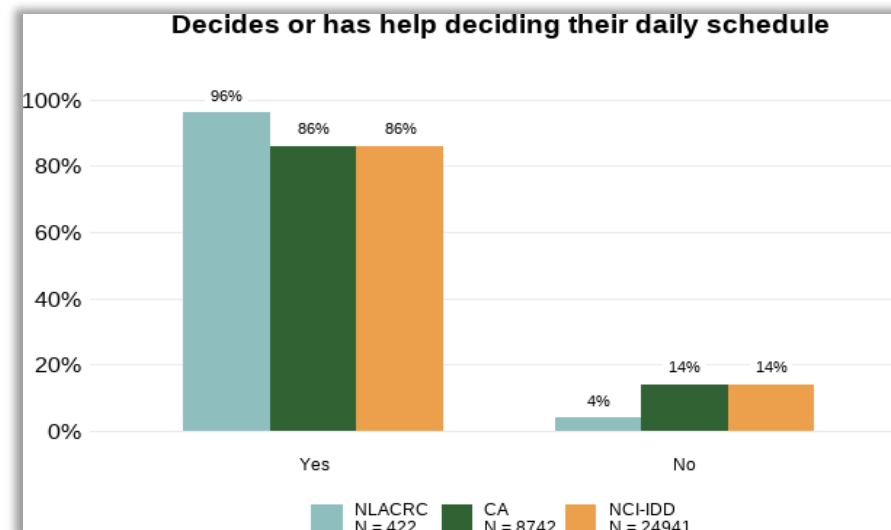
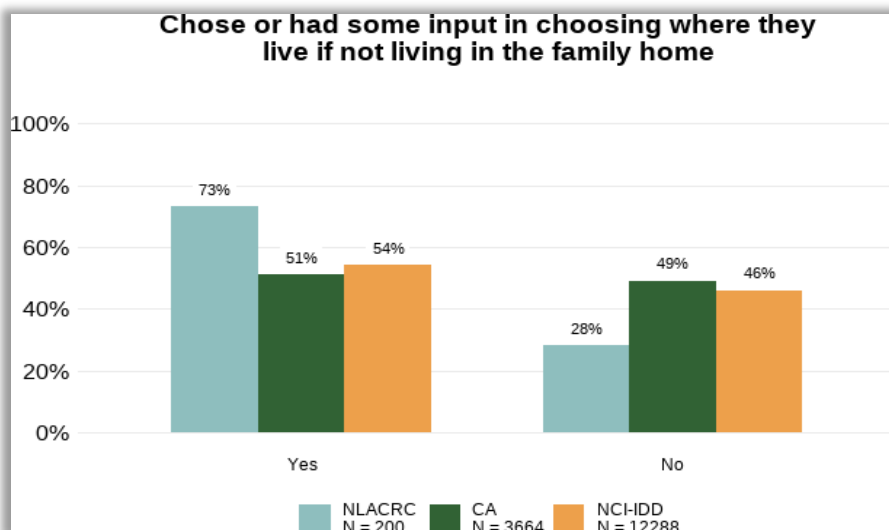
Value statement: People do things in their community they want to do. People feel like they belong to the communities/groups of their choosing.



The NCI-IDD average is weighted. Regional Centers receive an 'n/a' designation within the table if 20 or fewer people responded to the survey item; however, their data are included in the Weighted CA Average.

CHOICE AND DECISION MAKING

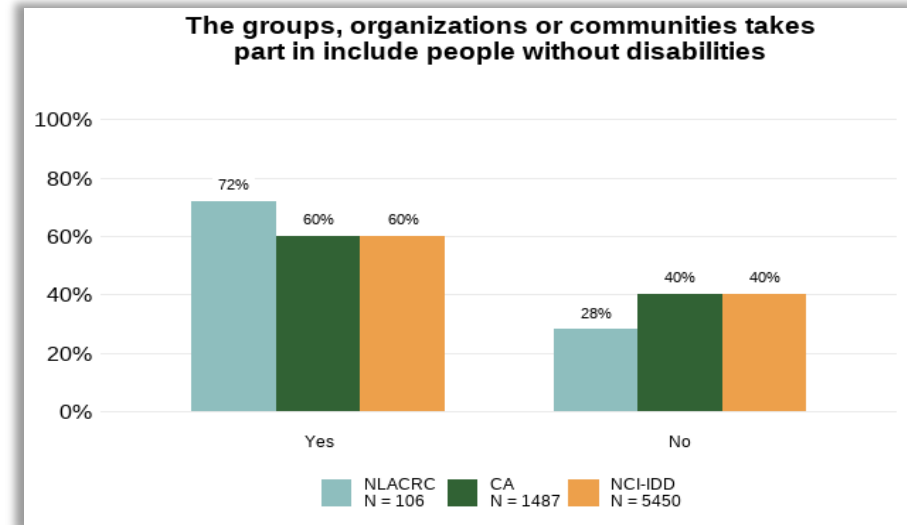
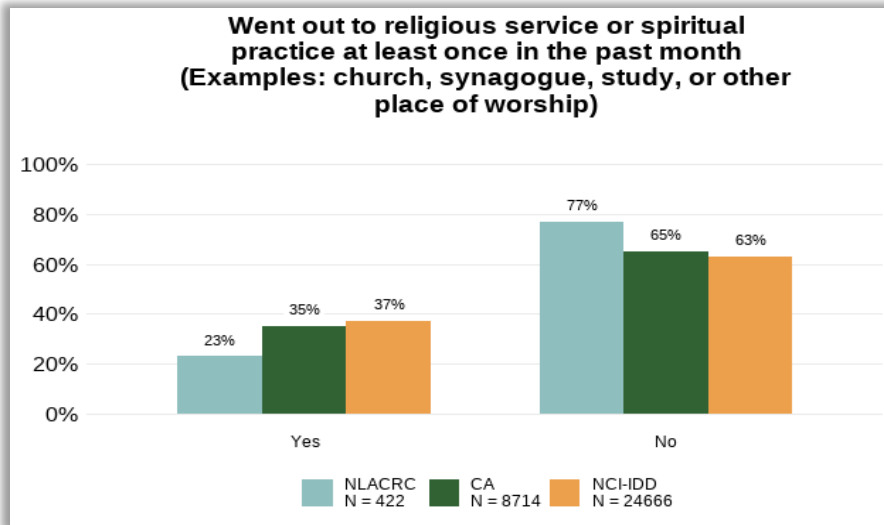
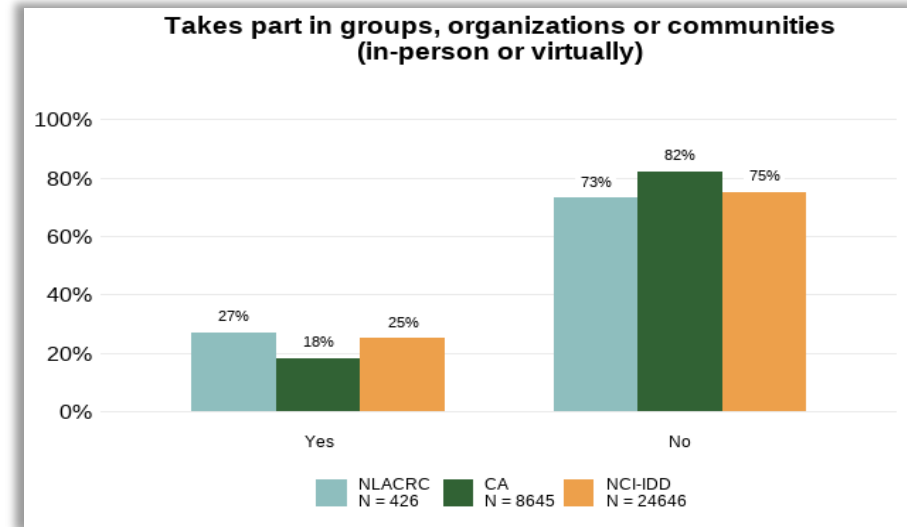
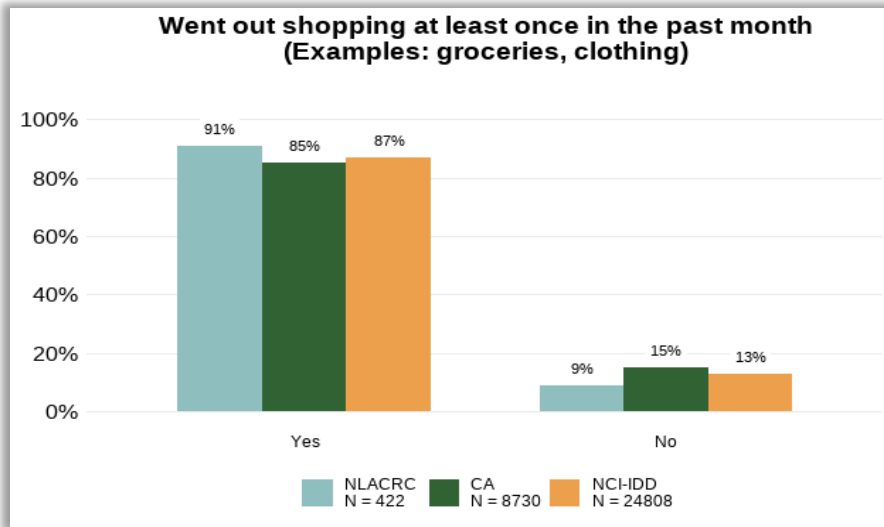
Value Statement: People are supported to make everyday choices and life decisions. Support for decision-making includes necessary information and experiences.



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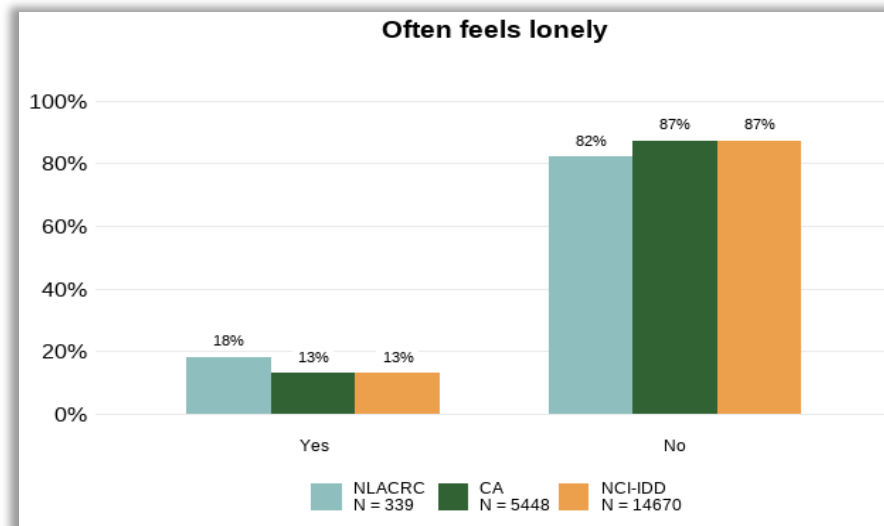
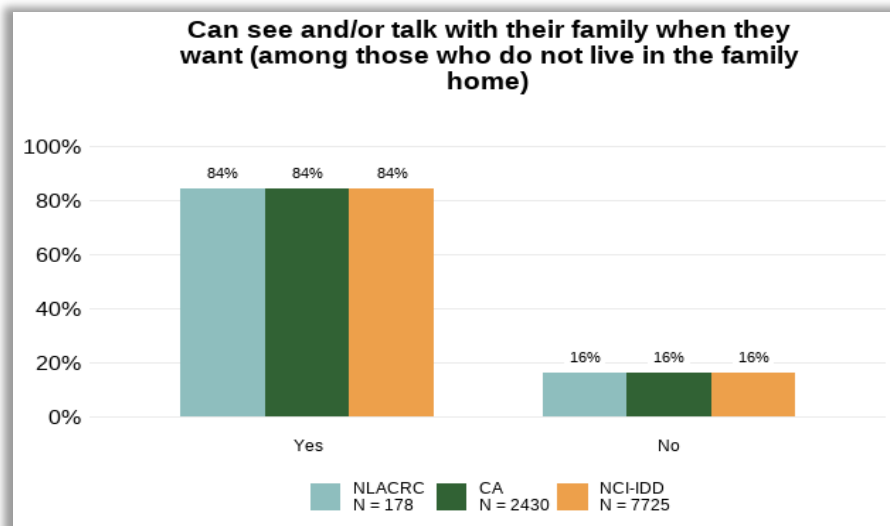
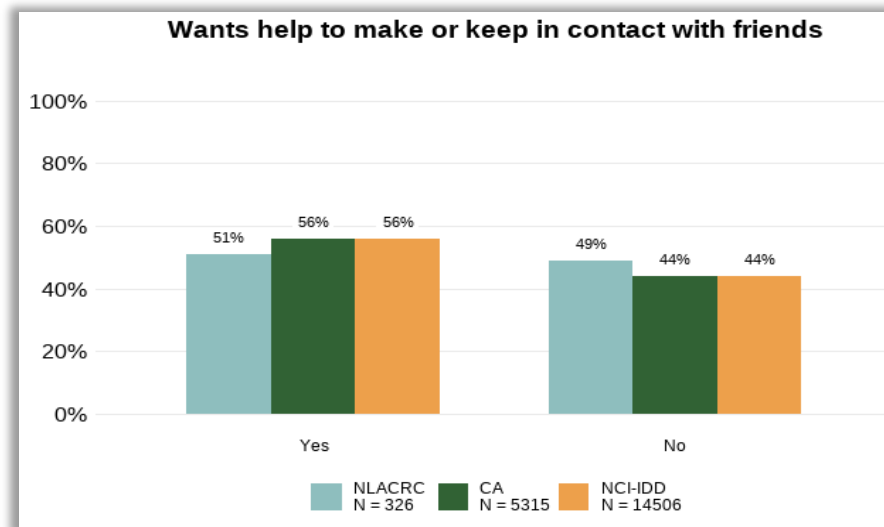
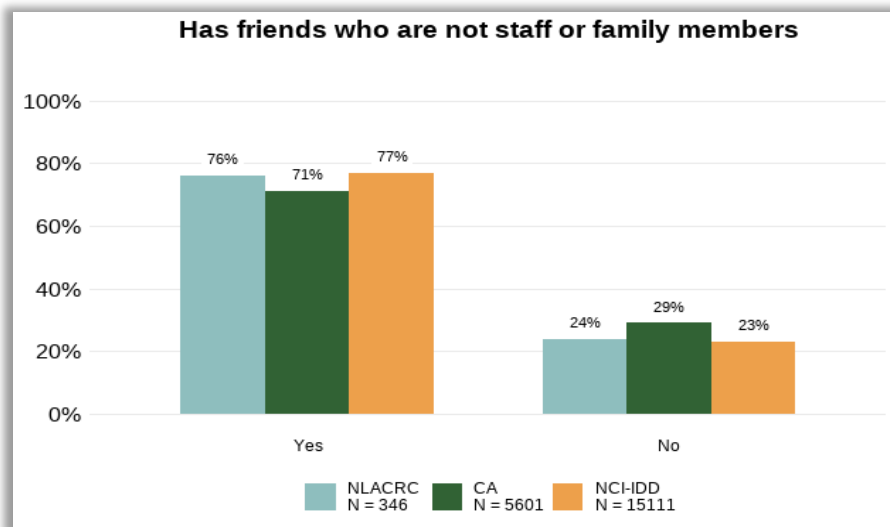
COMMUNITY PARTICIPATION

Value Statement: People participate in activities in their communities



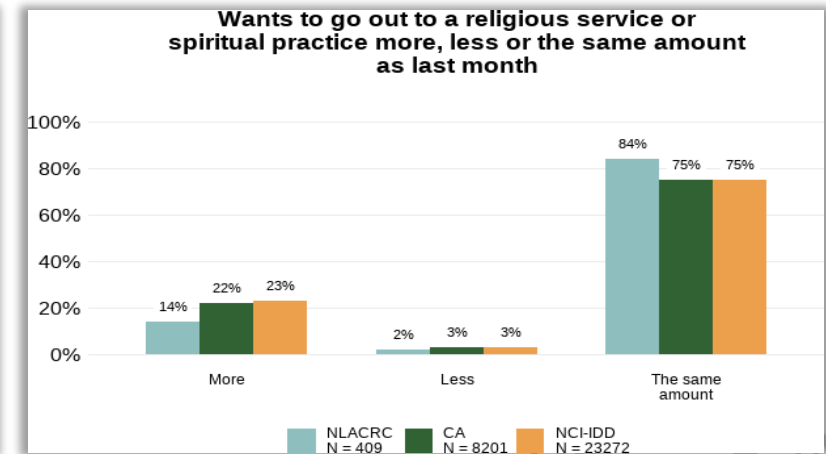
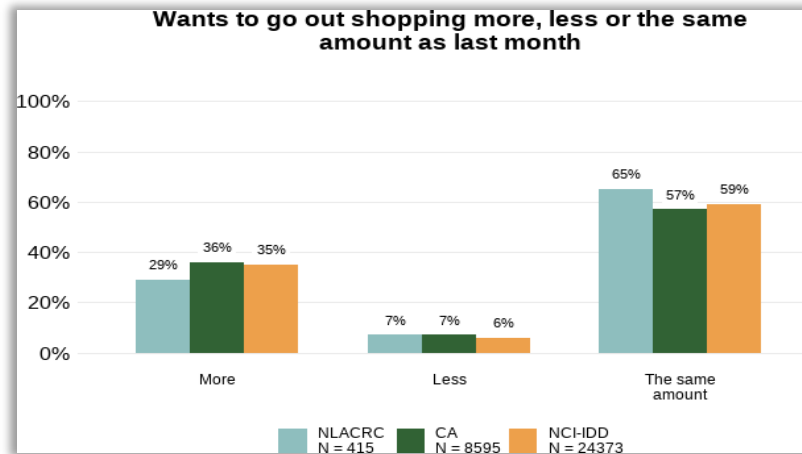
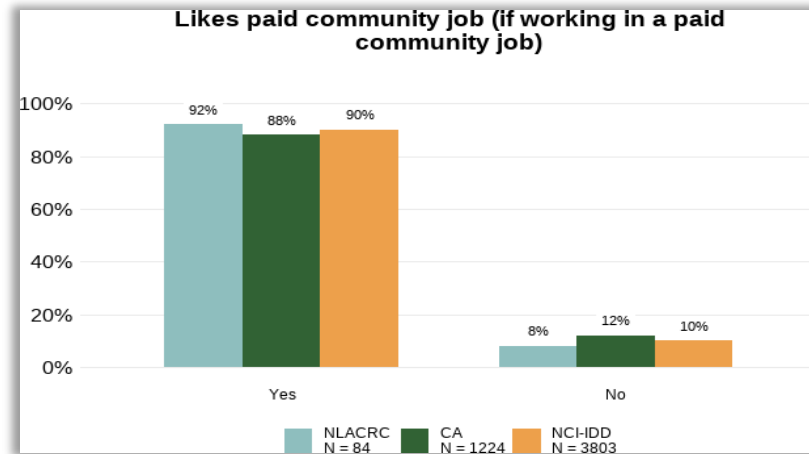
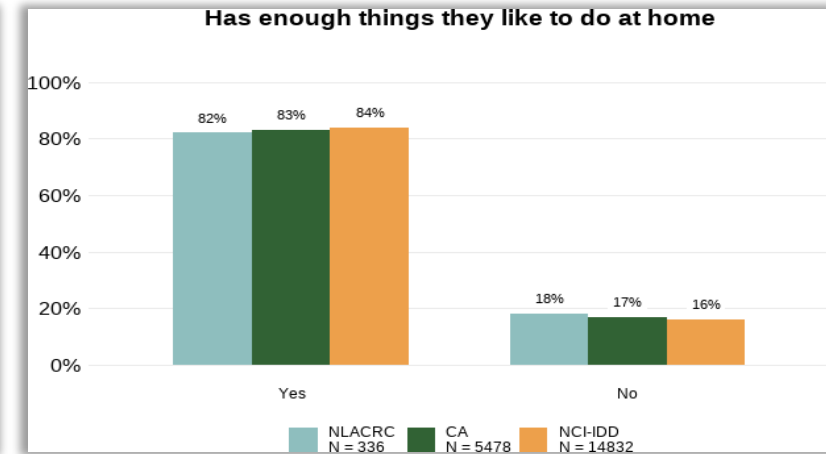
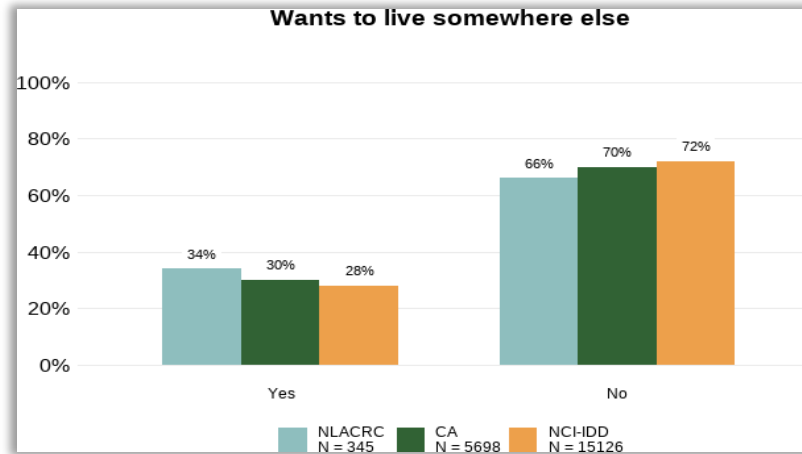
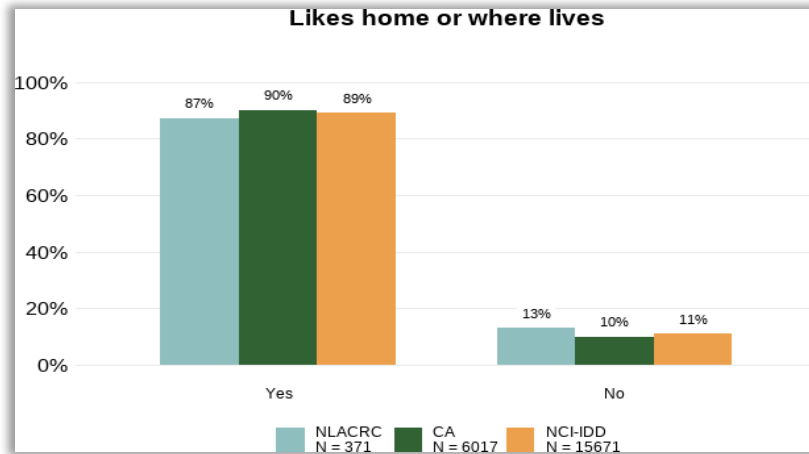
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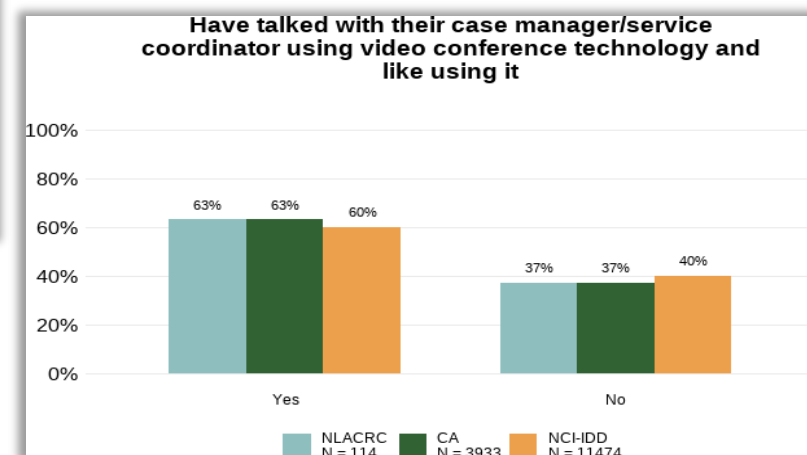
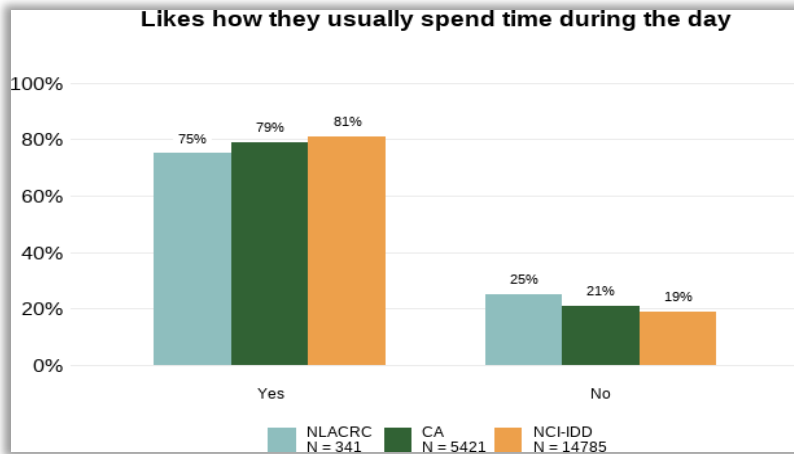
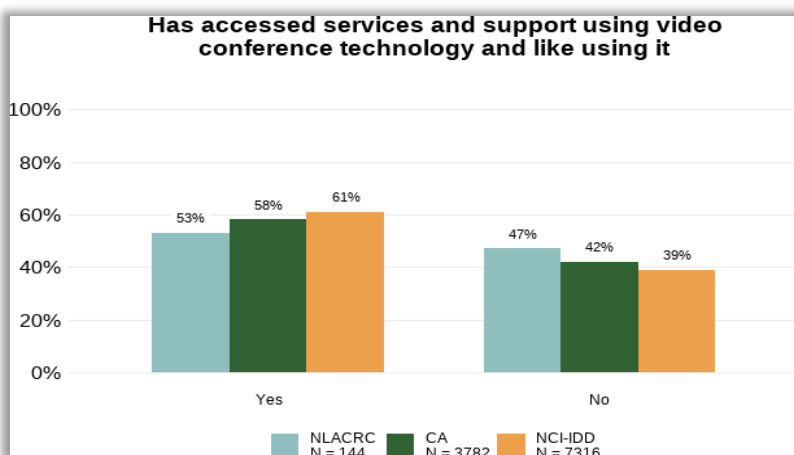
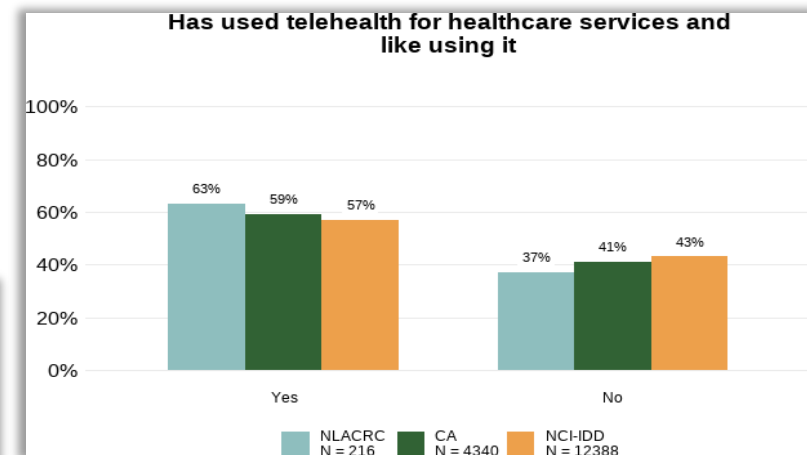
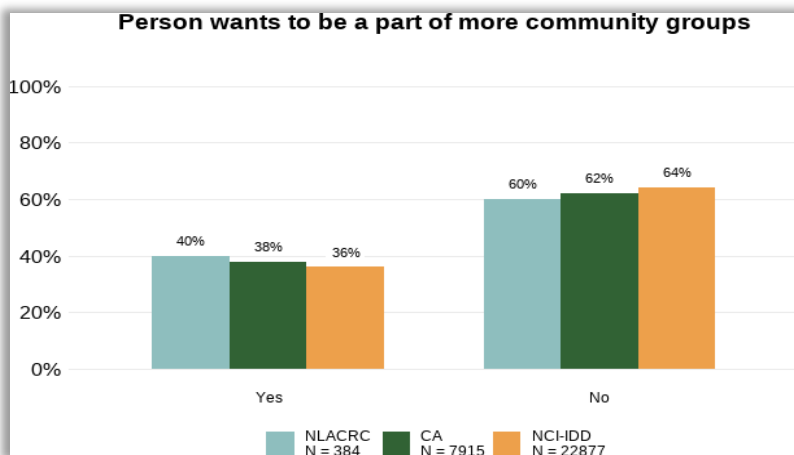
RELATIONSHIPS



SATISFACTION

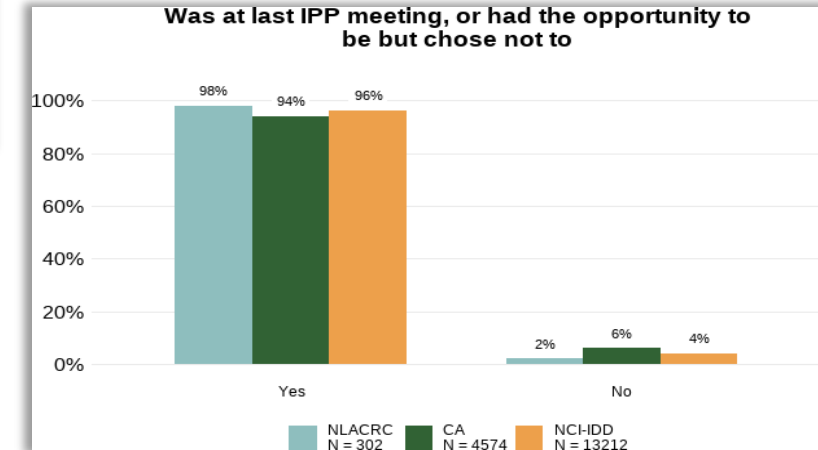
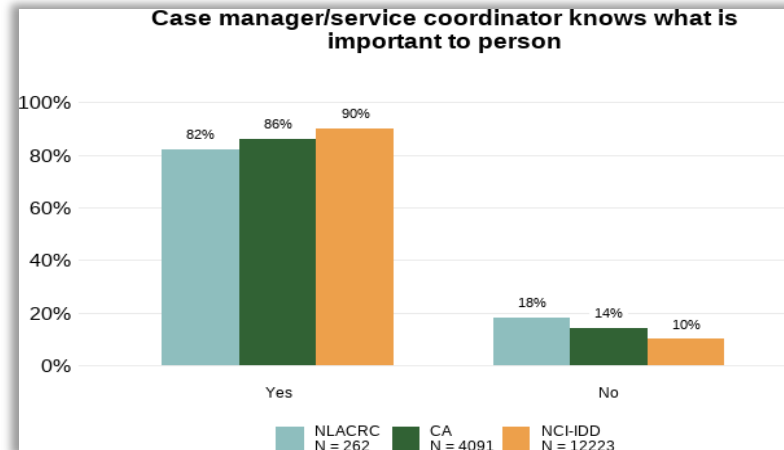
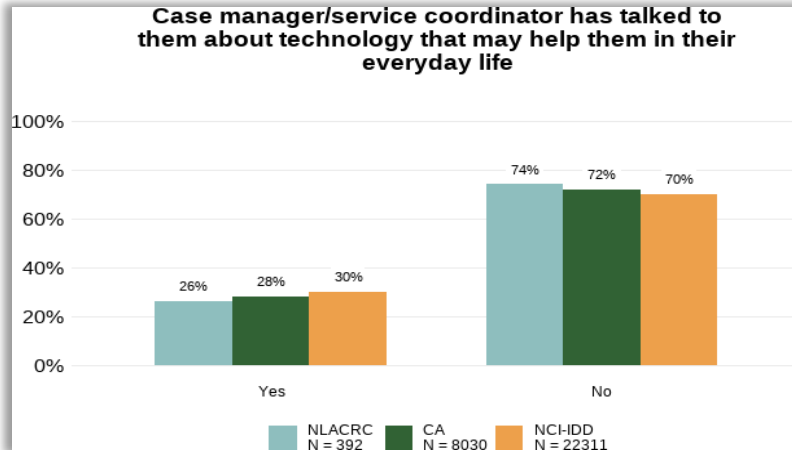
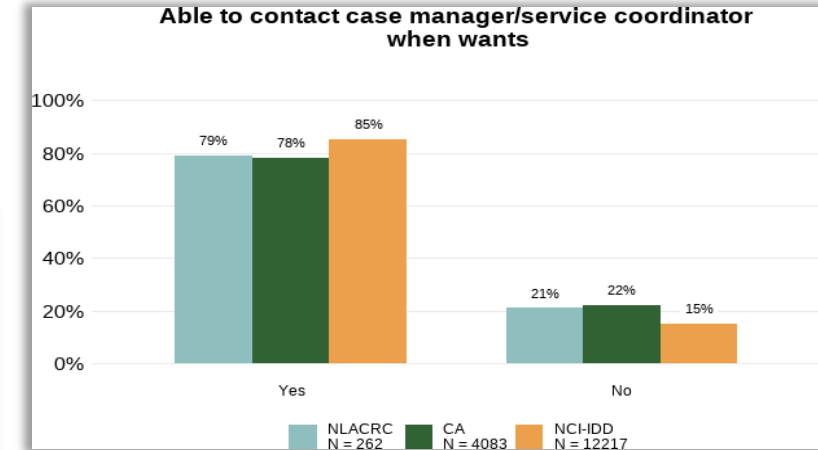
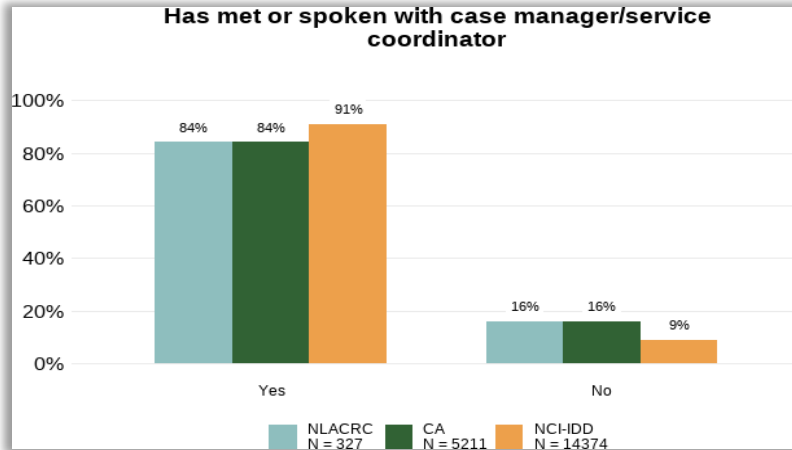
Value Statement: People are satisfied with their everyday lives – where they live, work, the supports they receive, and what they do during the day.

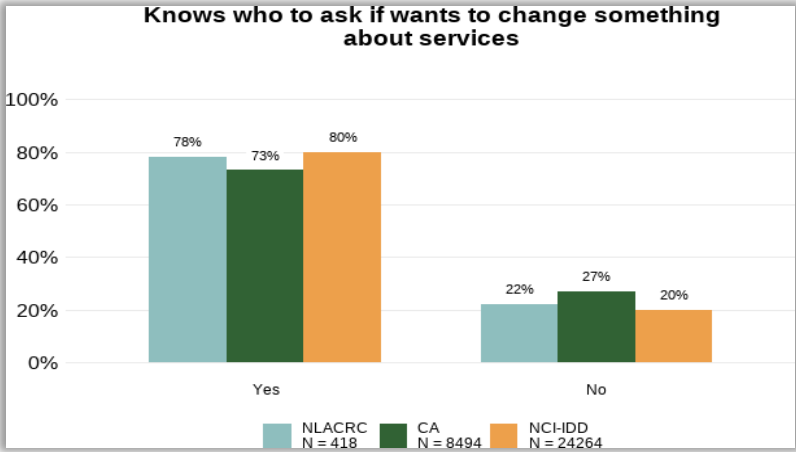
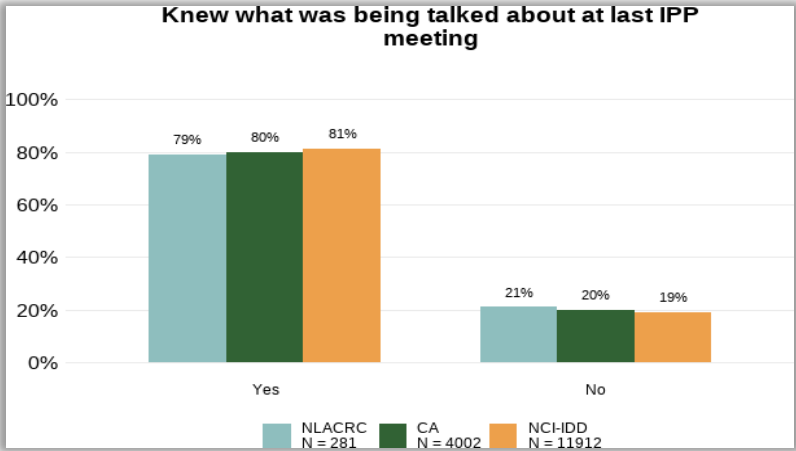
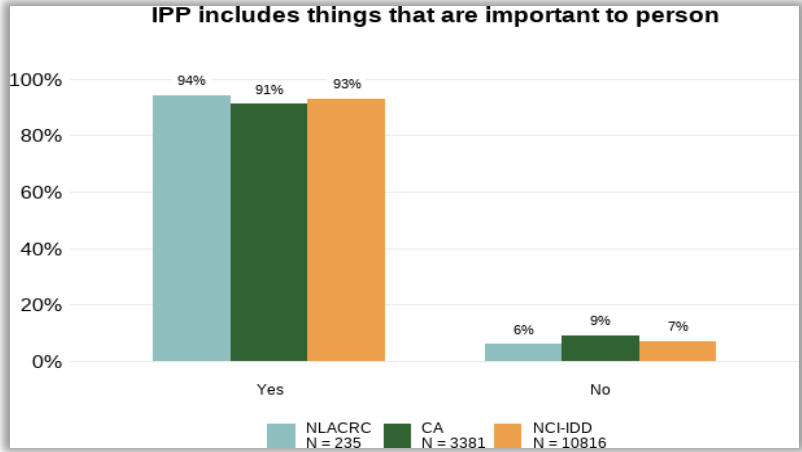
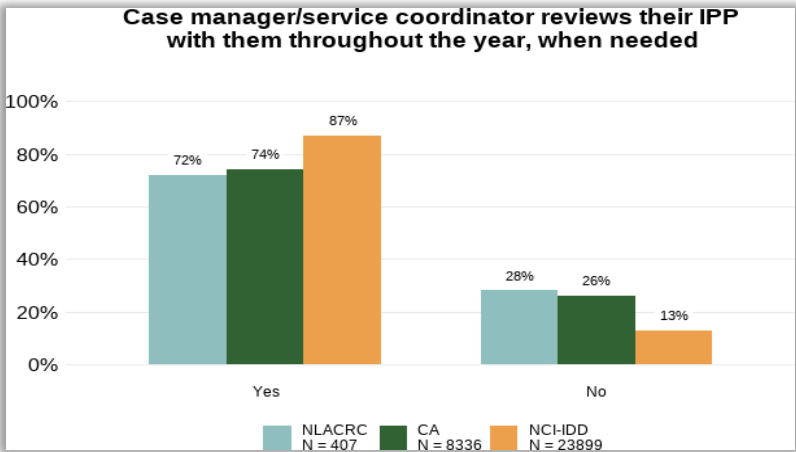
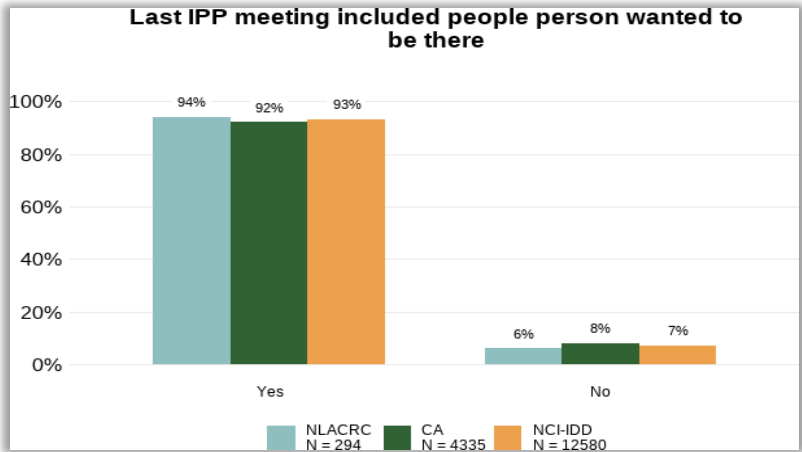




SERVICE COORDINATION

Value Statement: Case managers/service coordinators are accessible and responsive to people. Case managers/service coordinators are knowledgeable about people's needs and the services/supports available to address those needs. Individual Program Plans (IPP) reflect people's goals and needs and are modified as changes occur. People actively engage in the Individual Program Planning process.

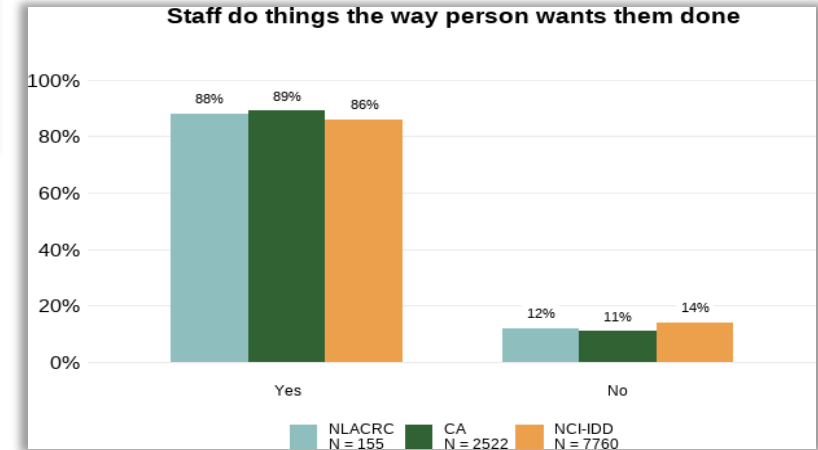
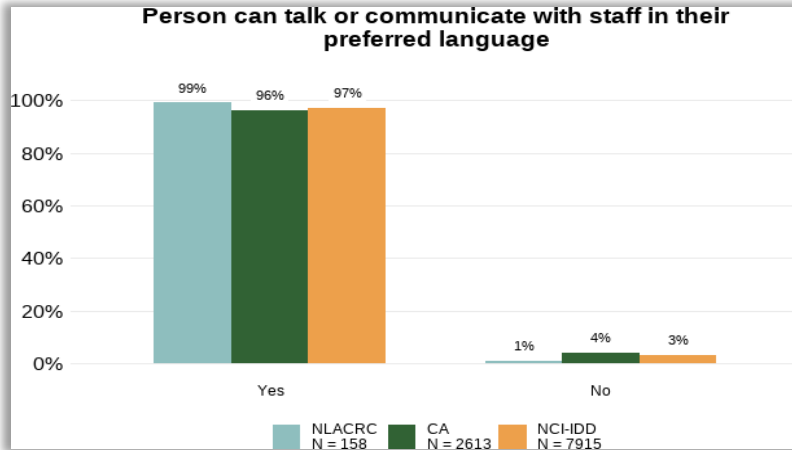
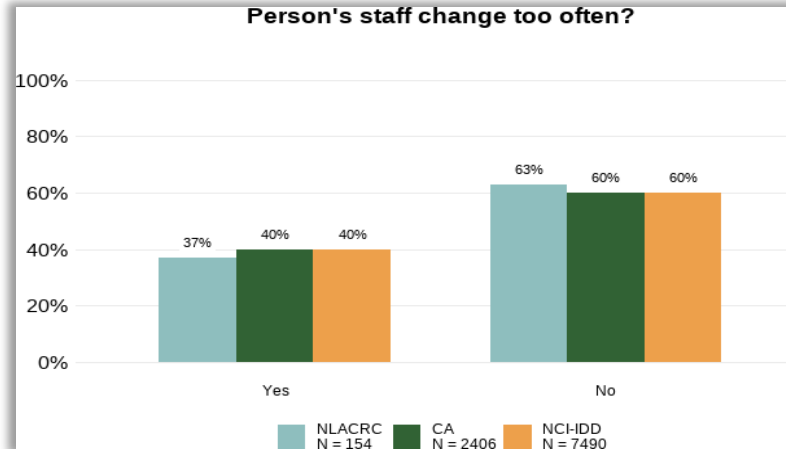
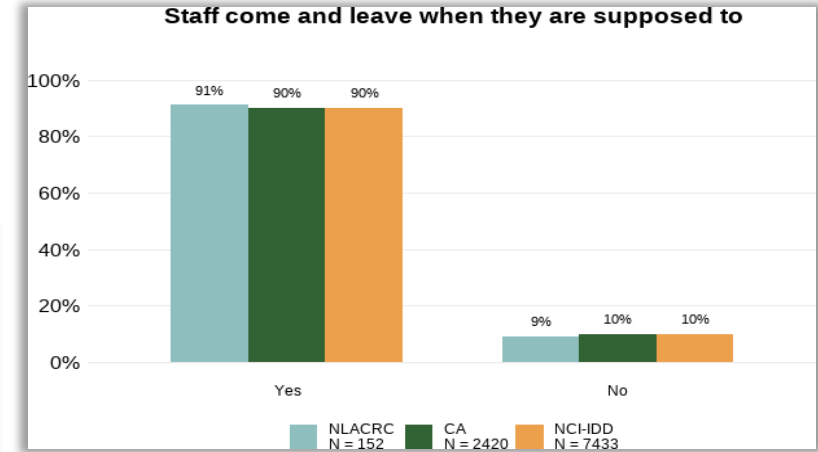
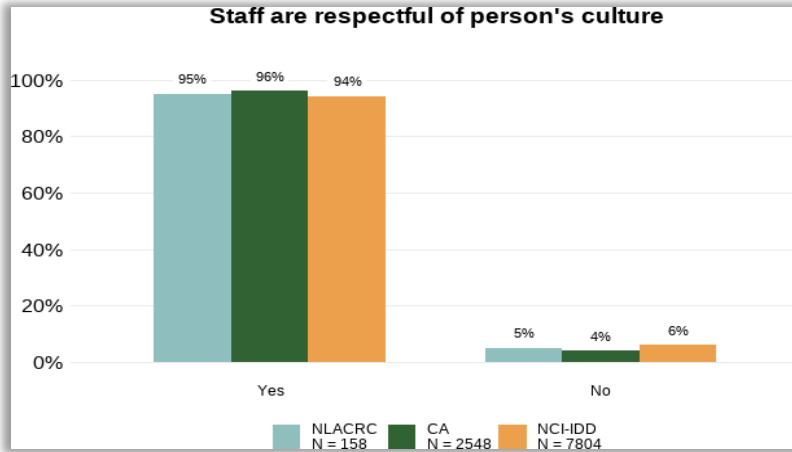




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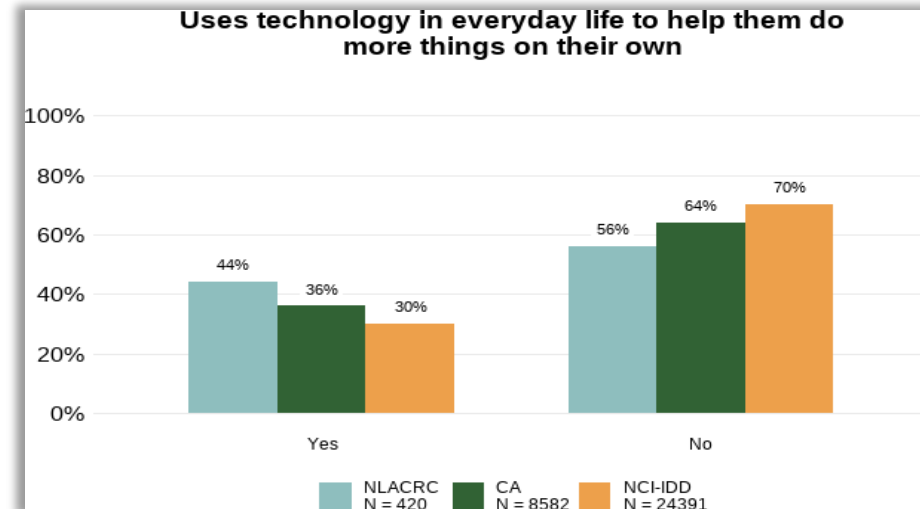
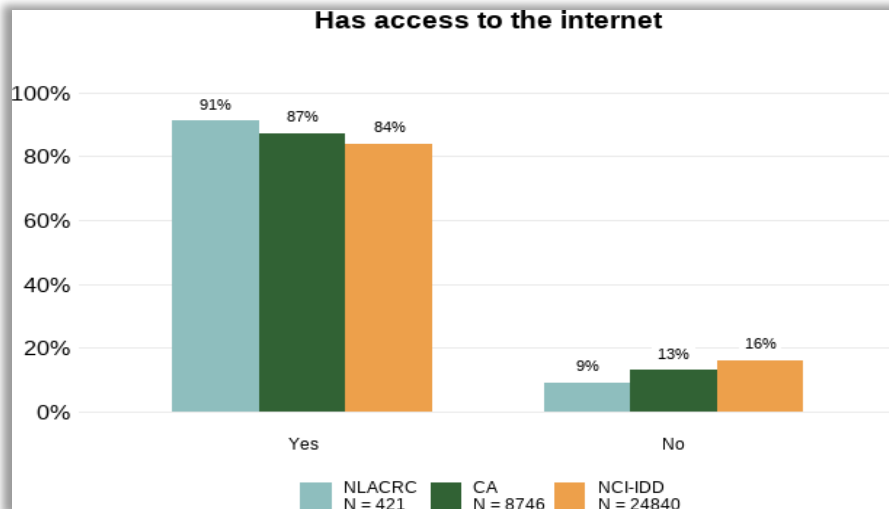
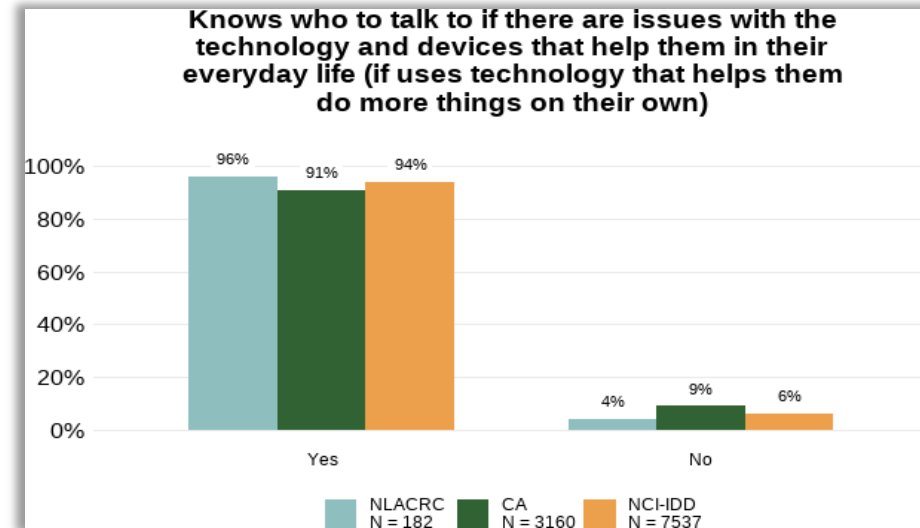
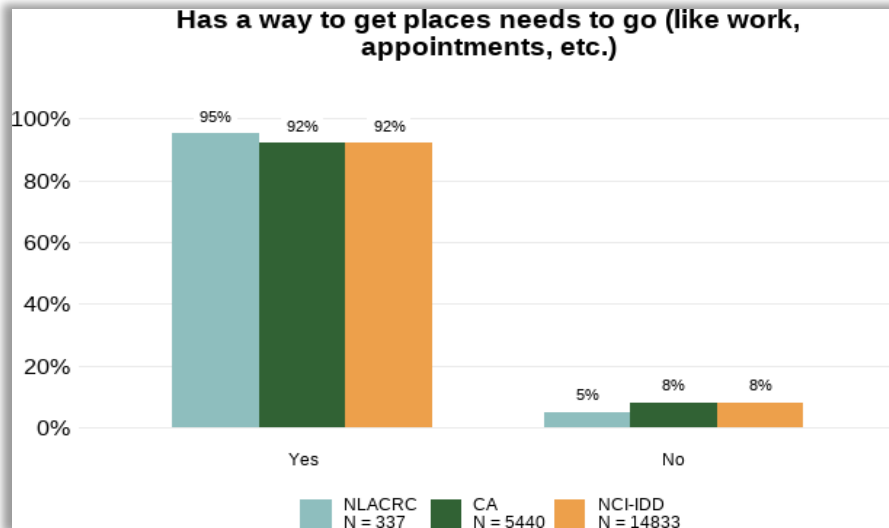
WORKFORCE

Value Statement: There is stable and sufficient direct support workforce to meet demand. People are supported by staff who demonstrate respect for what is important to the person in their day-to-day life. Staff have the right skills to support people.

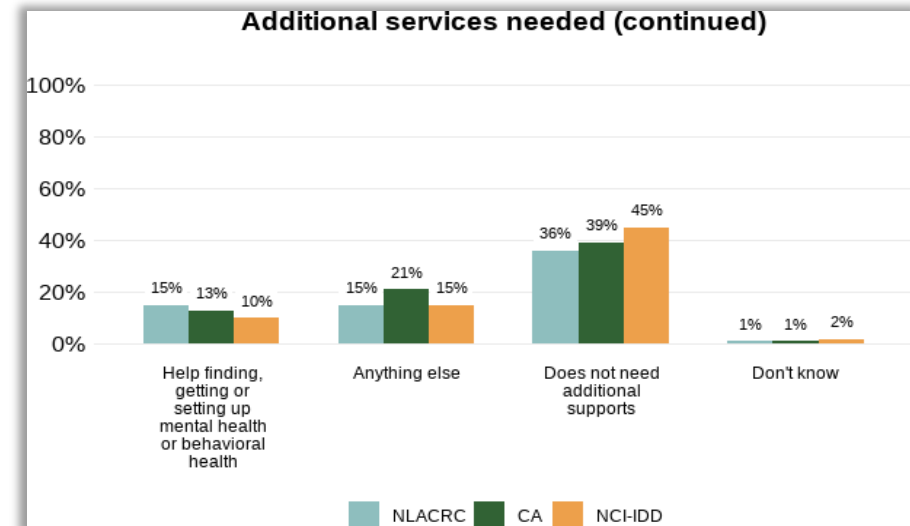
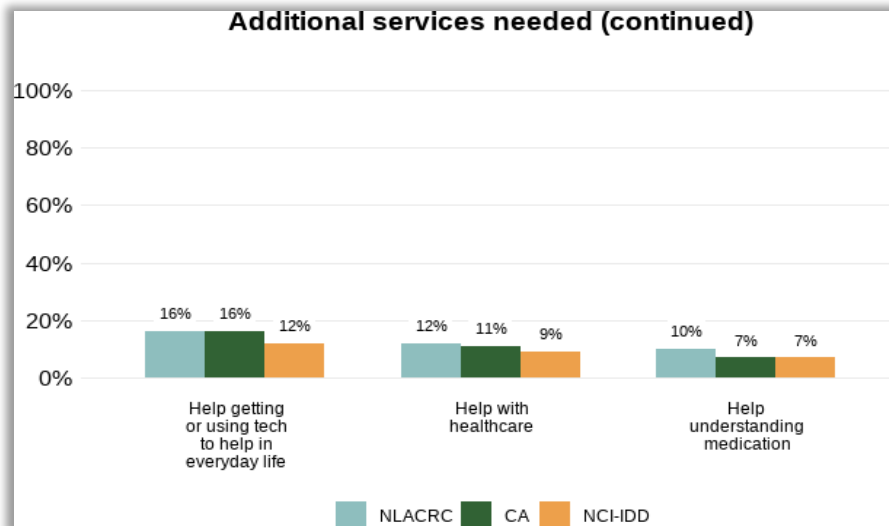
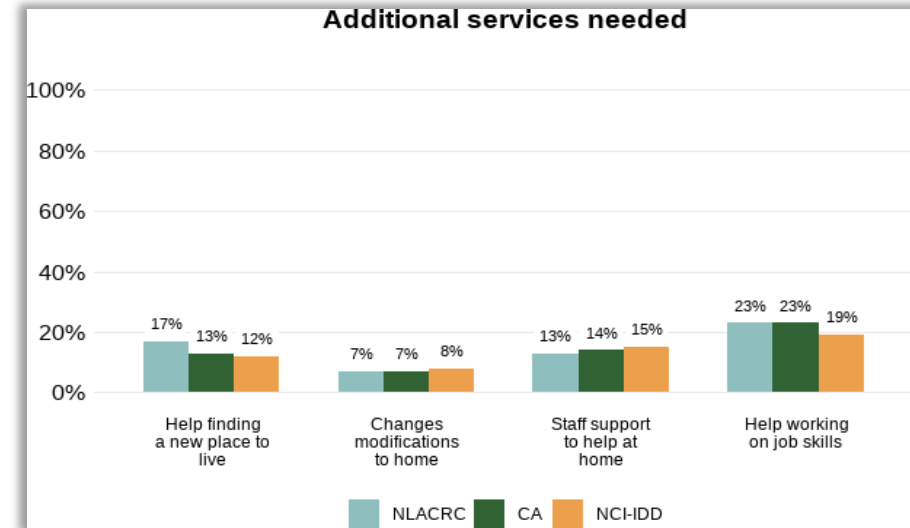
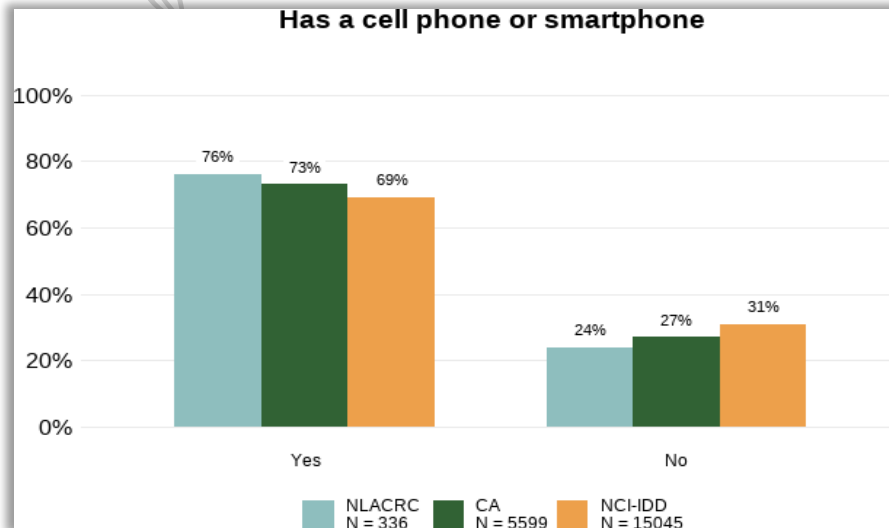


ACCESS

Value Statement: Services and supports are available, accessible, and responsive to people's needs. People know the options available to them for services and supports.

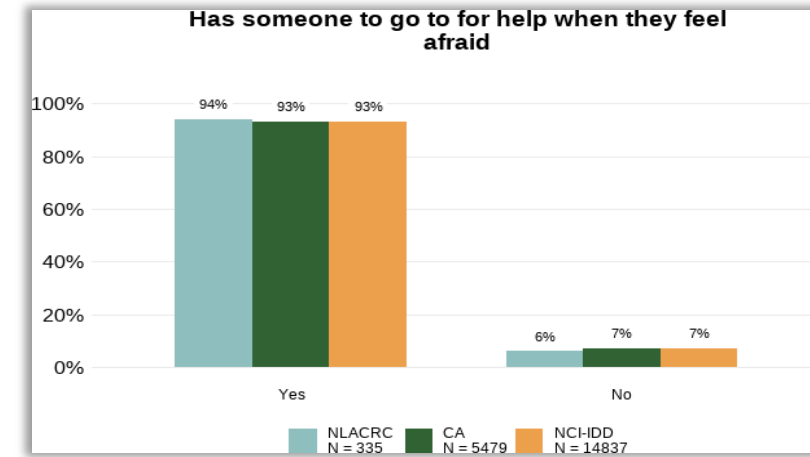
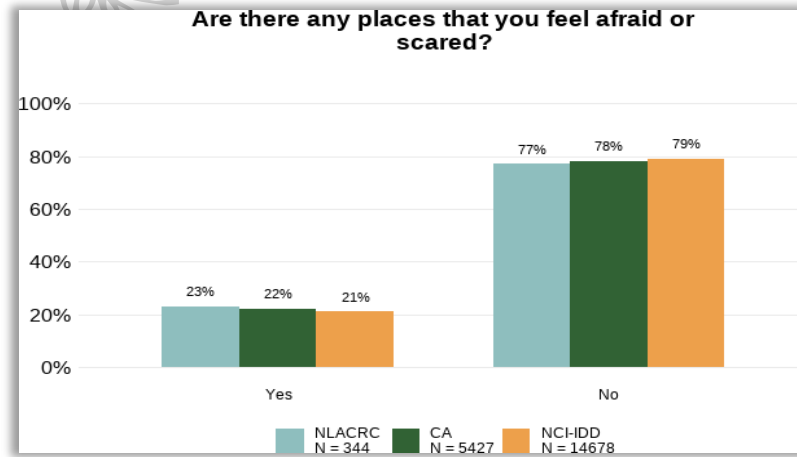


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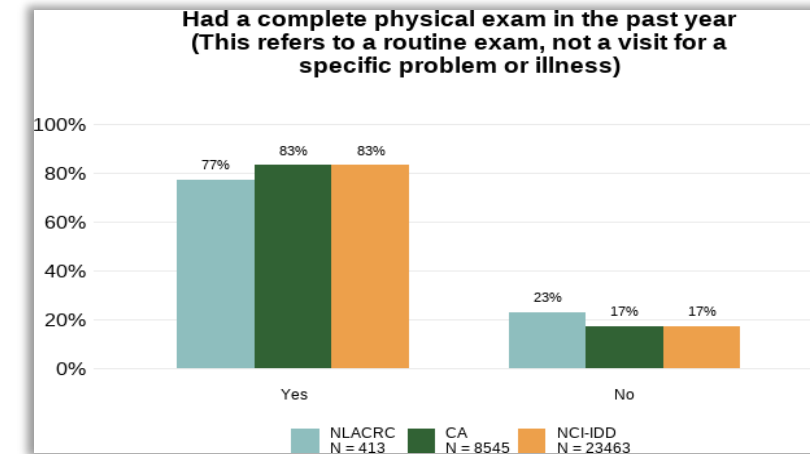
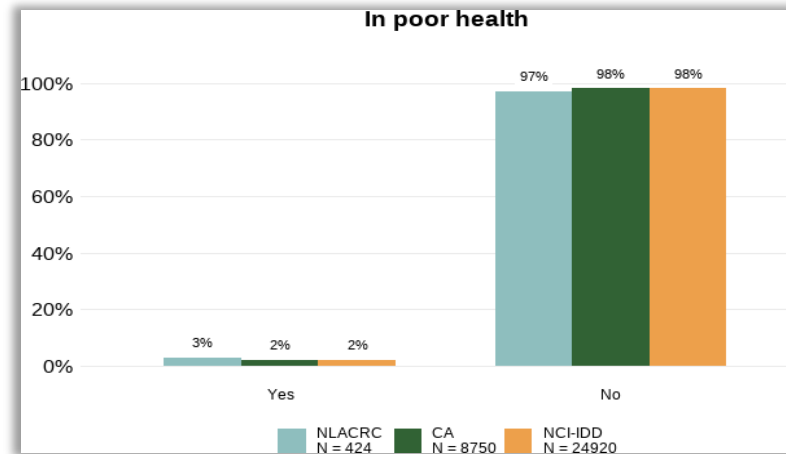
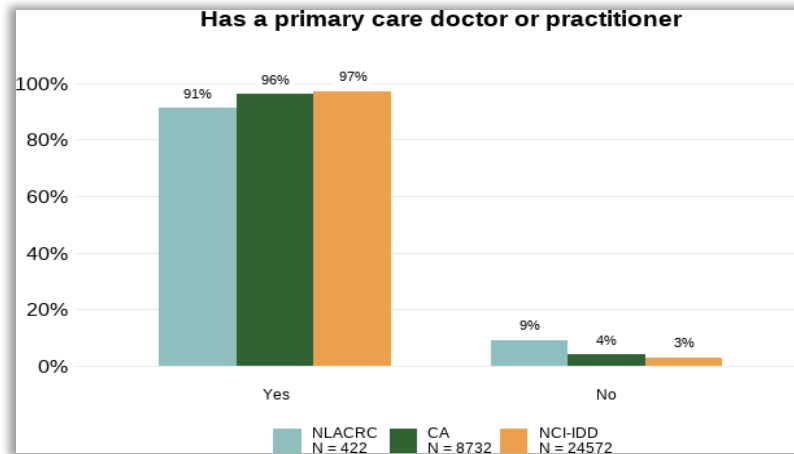
SAFETY

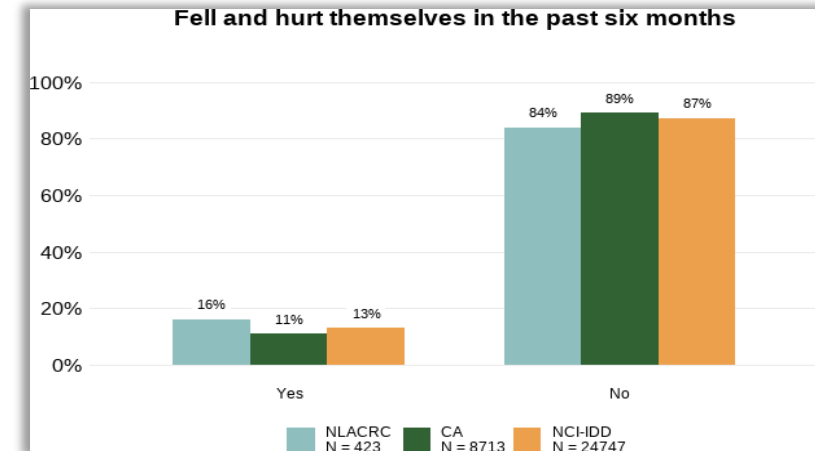
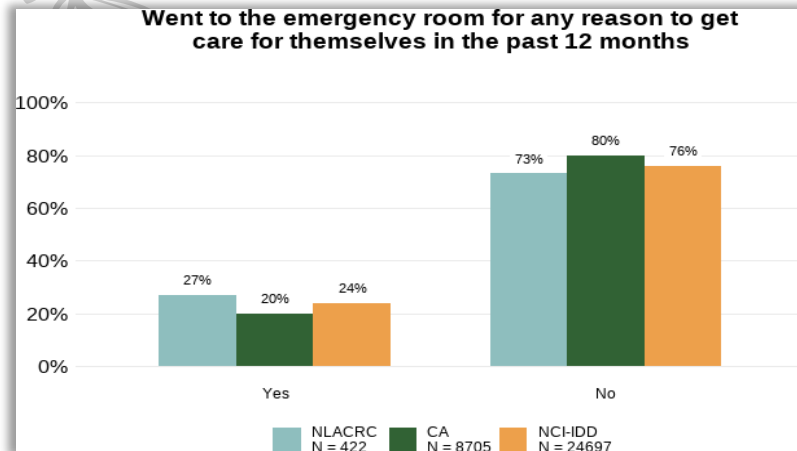
Value Statement: People feel safe at home and outside the home. People know whom to talk to if they don't feel safe.



HEALTH

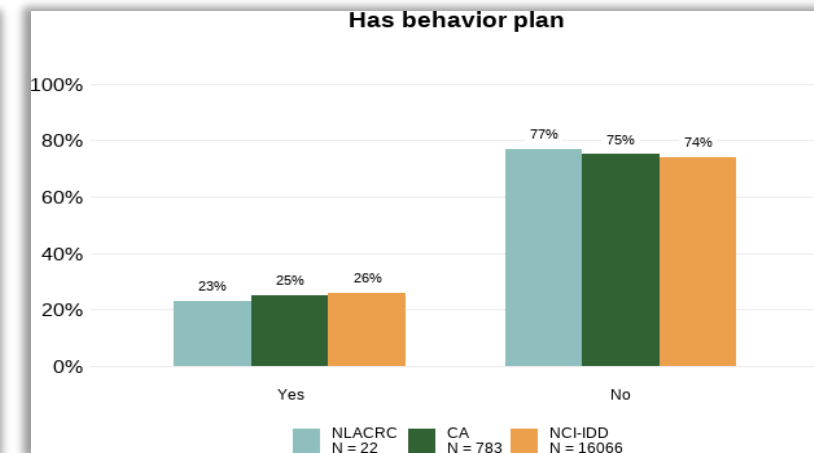
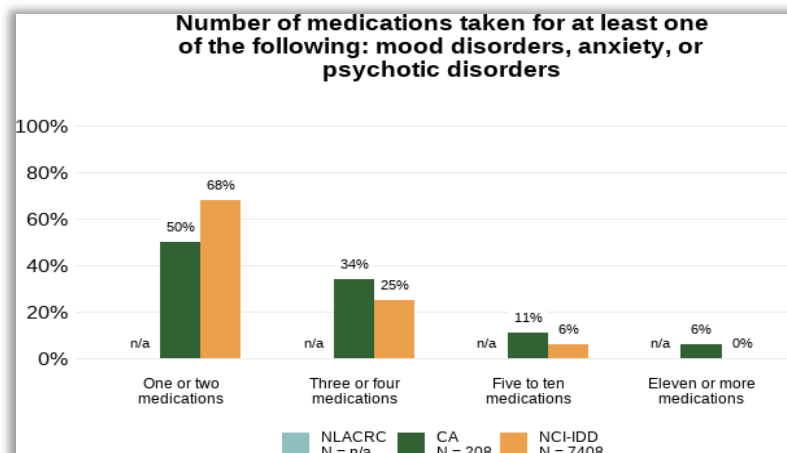
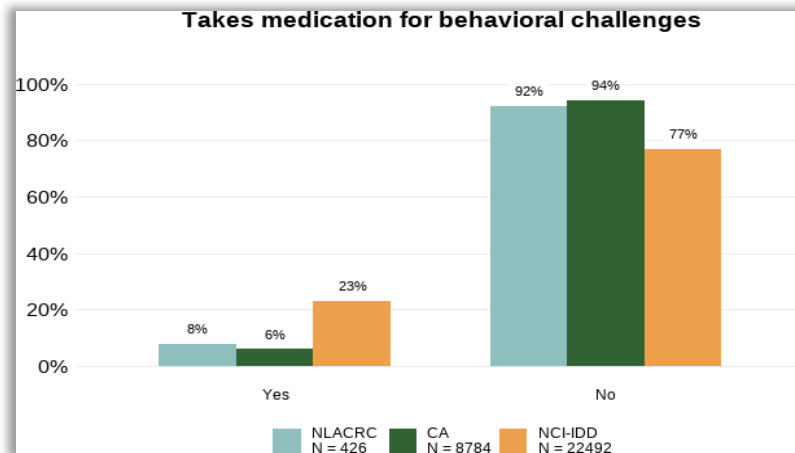
Value Statement: People have access to and get recommended health services at the recommended frequencies.





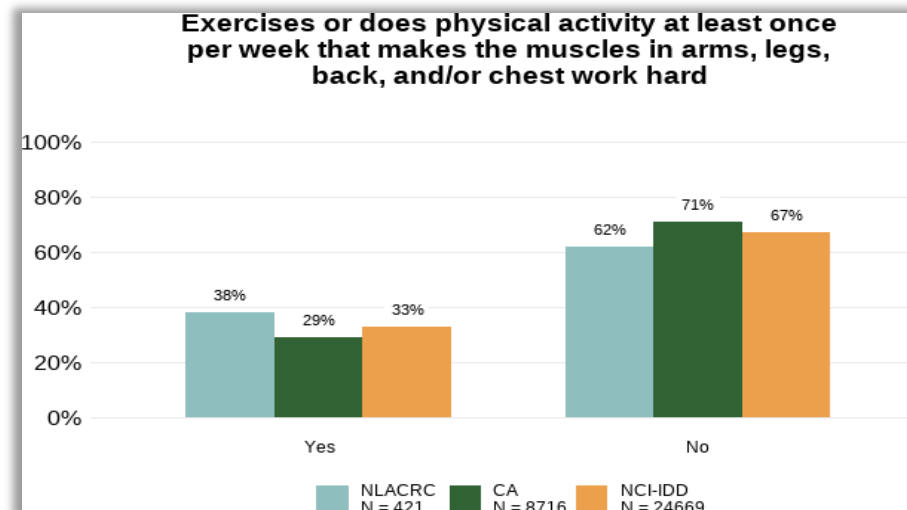
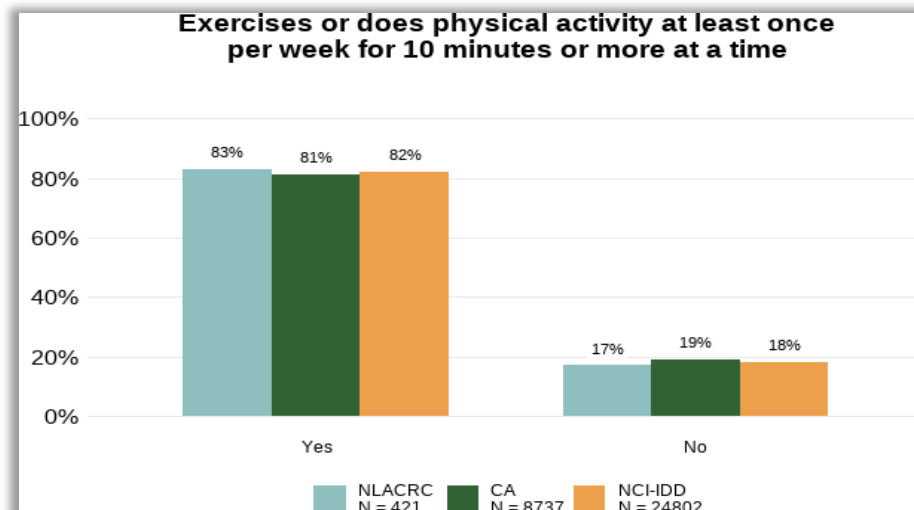
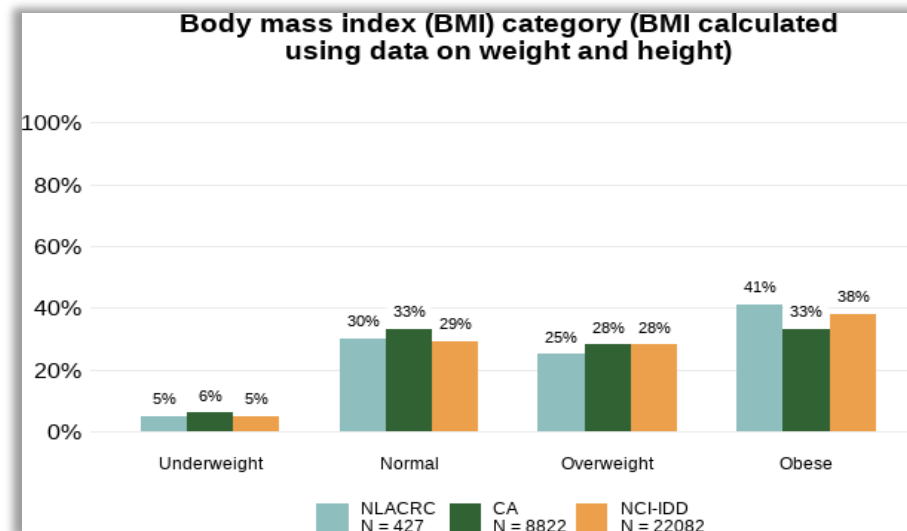
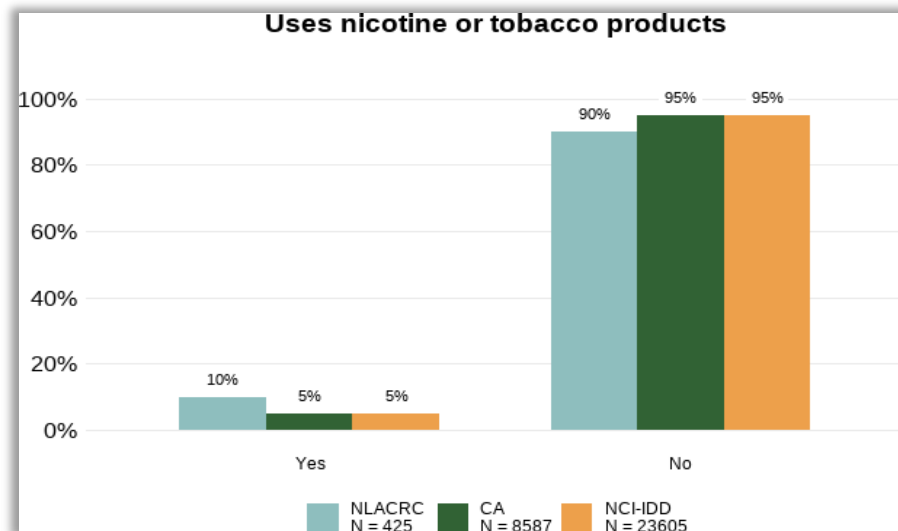
MEDICATIONS

Value Statement: Medications are used effectively and appropriately.



WELLNESS

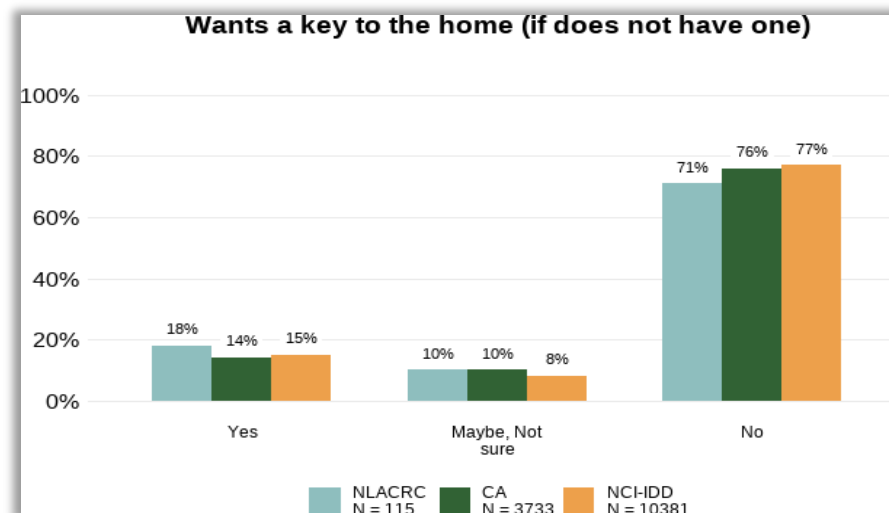
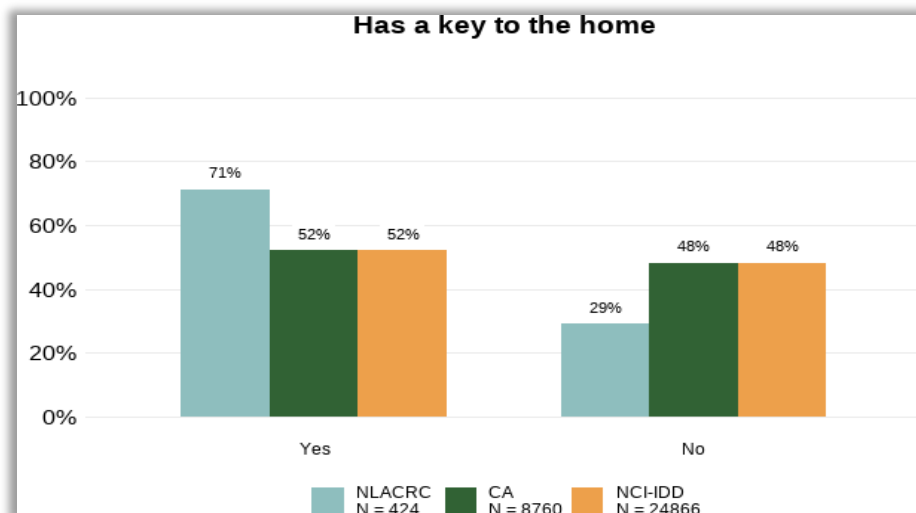
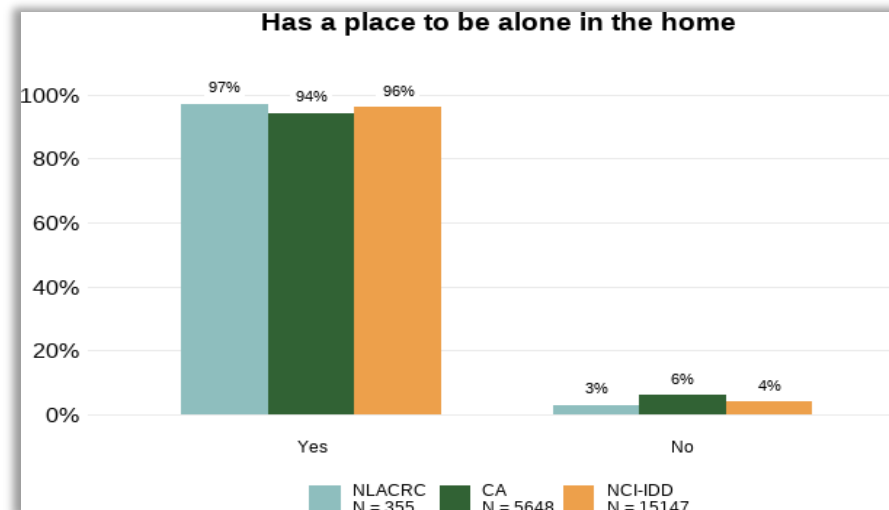
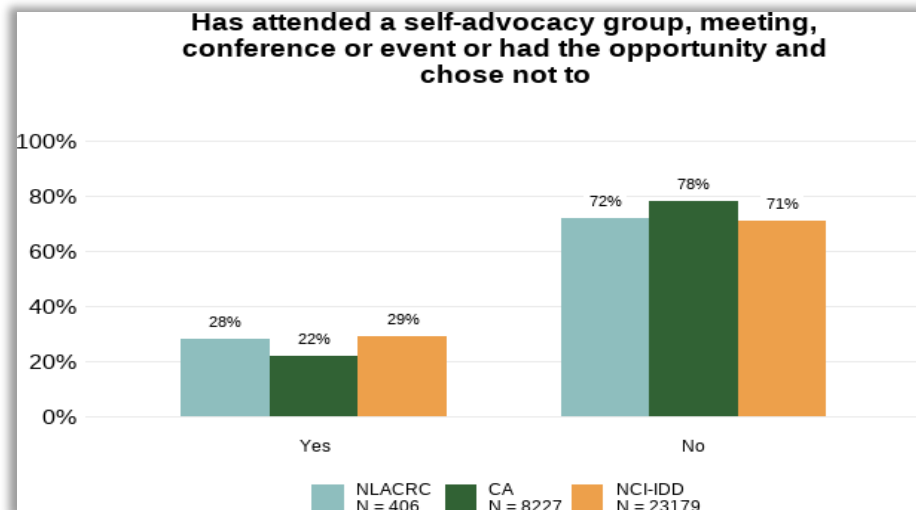
Value Statement: People are supported to engage in and maintain healthy habits and lifestyles.



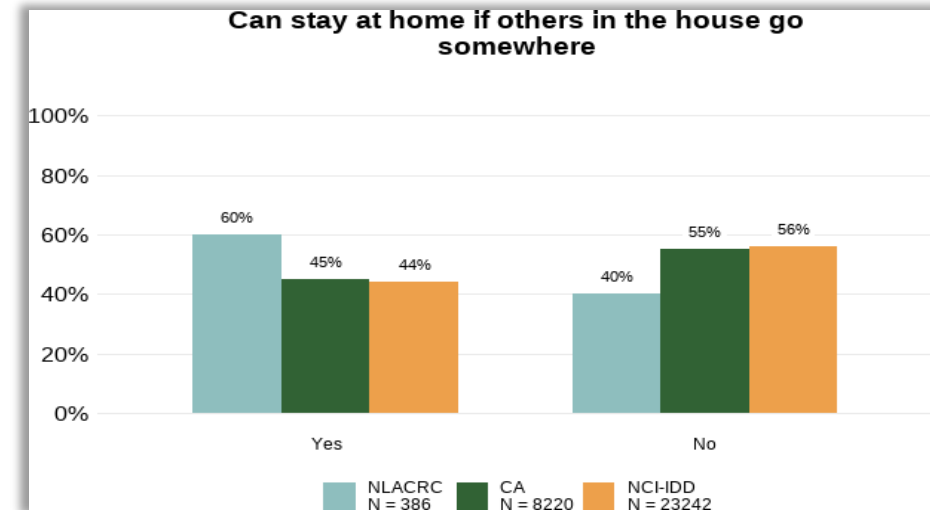
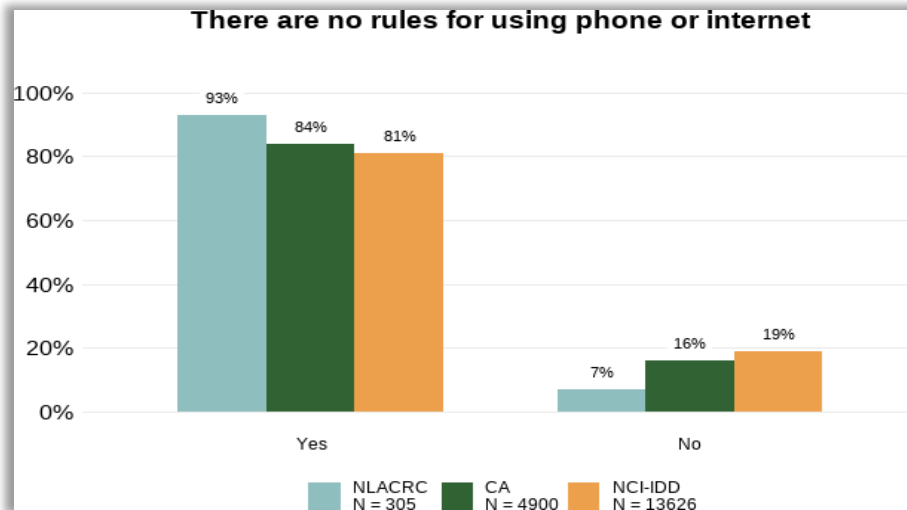
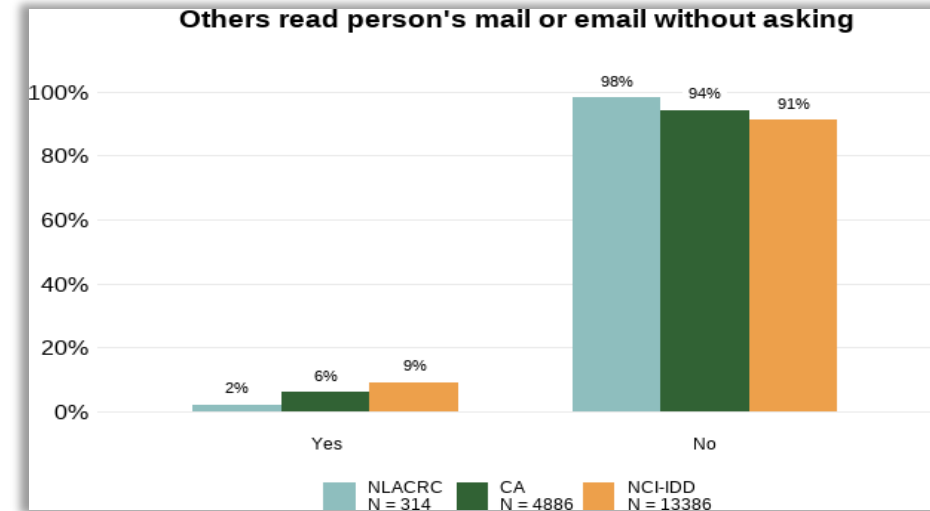
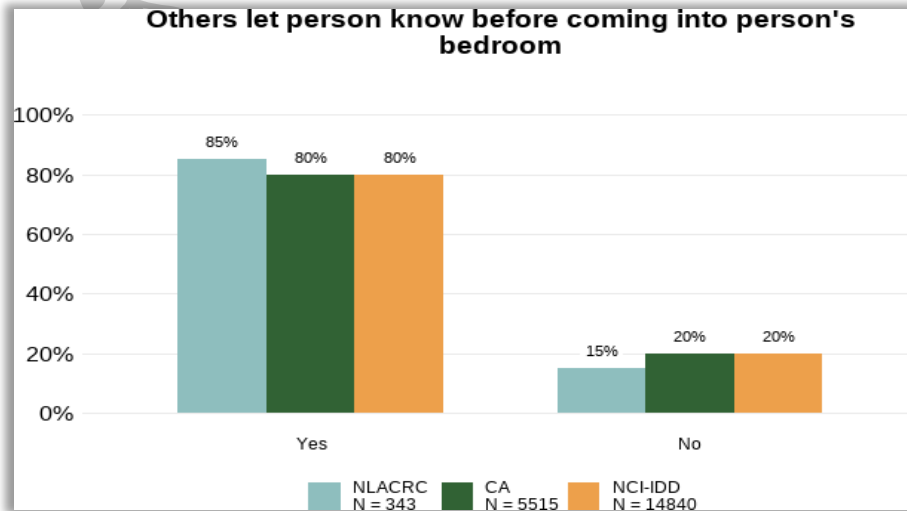
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RIGHTS AND RESPECT

Value Statement: People's rights are respected and people receive the same respect and protections as others in the community



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CALIFORNIA SPECIFIC QUESTIONS

Additional survey questions were added into the California survey tool.

