

California Department of Developmental Services

Regional Center Oversight Dashboard

National Core Indicator Survey

In 2010, in accordance with Welfare and Institutions Code, Section 4571, the Department of Developmental Services (DDS) implemented a nationwide quality assessment survey called the National Core Indicators (NCI) produced by the Human Services Research Institute and the National Association of Directors of Developmental Disabilities. NCI is one tool that DDS uses to monitor the performance of the developmental disabilities service system as well as the performance of our twenty-one regional centers in providing services and supports for developmentally disabled adults and children.

The NCI surveys are conducted through in-person interviews with adult consumers every three years and consumers who have moved out of a developmental center to the community every year.

NCI surveys are conducted by the State Council on Developmental Disabilities. Surveys collect data on consumer and family satisfaction, quality of services, and personal results.

The graphs below show the percentage of respondents who answered yes to each of the listed five questions from the 2014-15 Adult Consumer Survey. For additional information on the survey and the complete list of questions and responses, see the full report.

Have you met your case manager/service coordinator?

California	91%
ACRC	95%
CVRC	92%
ELARC	96%
FDLRC	91%
FNRC	99%
GGRC	93%
HRC	85%
IRC	87%
KRC	91%
NBRC	93%
NLACRC	93%

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RCEB	91%
RCOC	98%
RCRC	90%
SARC	88%
SCLARC	90%
SDRC	89%
SG/PRC	87%
TCRC	93%
VMRC	88%
WRC	89%

Note: The full questions asked was "If you call and leave a message, does your case manager/service coordinator take a long time to call you back, or does s/he call back right away?"

Does your case manager/service coordinator ask you what you want?

CA	85%
ACRC	91%
CVRC	88%
ELARC	90%
FDLRC	91%
FNRC	93%
GGRC	92%
HRC	72%
IRC	80%
KRC	75%
NBRC	86%
NLACRC	86%
RCEB	86%
RCOC	88%
RCRC	83%
SARC	85%
SCLARC	84%
SDRC	81%
SG/PRC	82%
TCRC	83%
VMRC	82%
WRC	75%

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If you ask for something, does your case manager/service coordinator help you get what you need?

CA	79%
ACRC	82%
CVRC	79%
ELARC	90%
FDLRC	83%
FNRC	91%
GGRC	93%
HRC	62%
IRC	74%
KRC	69%
NBRC	81%
NLACRC	86%
RCEB	81%
RCOC	91%
RCRC	75%
SARC	81%
SCLARC	68%
SDRC	73%
SG/PRC	69%
TCRC	73%
VMRC	78%
WRC	75%

If you call and leave a message, does your case manager/service coordinator call back right away?

CA	61%
ACRC	66%
CVRC	60%
ELARC	81%
FDLRC	70%
FNRC	63%
GGRC	81%
HRC	44%
IRC	55%
KRC	49%
NBRC	66%
NLACRC	67%
RCEB	62%

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RCOC	77%
RCRC	46%
SARC	59%
SCLARC	50%
SDRC	57%
SG/PRC	60%
TCRC	42%
VMRC	51%
WRC	57%

Did you help make your Individual Program Plan?

CA	85%
ACRC	93%
CVRC	87%
ELARC	95%
FDLRC	88%
FNRC	88%
GGRC	93%
HRC	67%
IRC	88%
KRC	76%
NBRC	82%
NLACRC	82%
RCEB	85%
RCOC	78%
RCRC	81%
SARC	76%
SCLARC	82%
SDRC	81%
SG/PRC	82%
TCRC	84%
VMRC	81%
WRC	68%