

October 16, 2025

Fiscal Year 2023-24 National Core Indicators (NCI) Family Surveys Public Meeting Report

Westside Regional Center (WRC) presented findings from Fiscal Year 2023-24 NCI Family Surveys at the Governing Board's September 10, 2025, public meeting. The presentation (included in the [Board Packet](#)) was delivered in English with simultaneous Spanish interpretation. Attendees included board members, service providers, individuals supported by the regional center, family members, and staff. Public notice of the meeting was provided on the WRC [website](#) and during the July 9, 2025 Board meeting (see page 7 of the [Board Packet](#)). Minutes documenting the NCI presentation and community comments can be found in the October 8, 2025 [Board Packet](#) (see page 6).

Community Feedback

One public comment urged: "Pay attention to all the things WRC is not doing well. This board needs to be more attentive to issues."

Survey Overview

From December 2023 to June 2024, three statewide NCI family surveys were conducted with strong WRC participation:

- Adult Family Survey (AFS): 14,131 statewide | 411 WRC
- Family/Guardian Survey (FGS): 5,274 statewide | 132 WRC
- Child Family Survey (CFS): 8,277 statewide | 211 WRC

Surveys measure family experiences across five domains: Access, Choice, Community Participation, Information & Planning, and Satisfaction.

Key Strengths

- Access: Families of adults in the community reported better-than-average responsiveness from service coordinators (+9%) and stronger access to dental care (+7%).
- Choice: WRC outperformed the state in giving families more control, such as choosing/changing providers (+6%), choosing support staff (+7%), and directly managing staff (+10%).
- Community Participation: Families of children reported higher engagement in community activities (+10%) and greater use of community resources outside of WRC (+7%).
- Information & Planning: Families appreciated being informed in their preferred language (+5%), and many felt respected in decision-making (+6%).
- Satisfaction: Families expressed strong satisfaction with services (+7%) and reported that supports help their loved one live a good life (+6%) and make a positive difference (+5%).

Opportunities for Growth

- Responsiveness to Changing Needs: Families of children reported services adapting less effectively to evolving needs compared to the state average (–7%).
- Service Collaboration: Families of adults in the community reported weaker provider collaboration (–6%).
- Information & Planning:
 - Fewer families reported having an IPP or IFSP (–6% AFS; –12% CFS).
 - Families were less likely to receive IPPs/IFSPs in their preferred language (–9% to –12%).
 - Families of youth were less likely to have a transition plan in place (–6%).

Strategic Directions

1. Strengthen Information & Planning
 - Improve family engagement in the IPP/IFSP and ensure families receive copies in their preferred language; expand translation supports.
 - Expand transition planning supports for youth entering adulthood.
2. Advance Language Equity & Communication
 - Continue recruiting multilingual staff and leveraging translation services.
 - Monitor and improve consistency of communication in families' preferred languages.
3. Promote Collaboration Across Providers
 - Enhance coordination among vendors supporting individuals living outside the family home.
4. Build on Strengths in Satisfaction, Choice, and Participation
 - Continue promoting self-determination and community inclusion as key WRC priorities.
 - Celebrate and communicate the positive impact families are reporting.

Conclusion

Overall, the 2023–24 NCI survey results affirm WRC's strengths in satisfaction, choice, and community participation while highlighting information and planning as the most pressing opportunity for improvement. Current initiatives in language access, person-centered training, and community engagement are aligned with these findings. Moving forward, WRC will continue to leverage NCI data to guide improvements, ensure equity, and strengthen partnerships that support individuals with developmental disabilities and their families.