

# Adult Family Survey

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Final Report– March 2011  
2009-2010 Data



A Collaboration of  
National Association of State Directors of Developmental Disabilities Services and  
Human Services Research Institute

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# Organization of Report

Nine states and the District of Columbia conducted the National Core Indicators (NCI) Adult Family Survey during the 2009-2010 project year and submitted their data. The Adult Family Survey was administered to individuals having an adult family member with disabilities living at the family's home. This Final Report provides a summary of results, based on the data submitted by June 30, 2010.

This report is organized as follows:

## **I. INTRODUCTION**

This section provides an overview of the National Core Indicators, and a brief history of the development, administration, and participation of states in the NCI Adult Family Survey.

## **II. ADULT FAMILY SURVEY**

This section briefly describes the structure of the survey instrument.

## **III. METHODS**

This section illustrates the protocol used by states to select families to participate in the survey, administer the survey, and convey the resulting data for analysis. It also includes information on the statistical methods used by Human Services Research Institute staff to aggregate and analyze the data.

## **IV. RESULTS**

This section provides aggregate and state-by-state results for demographic, service utilization, service planning, access and delivery, satisfaction and outcome data.

# I. Introduction

## Overview of National Core Indicators

In 1996, the NASDDDS Board of Directors launched the Core Indicators Project (CIP). The project's aim is to support state developmental disabilities authorities (SDDAs) in developing and implementing performance/outcome indicators and related data collection strategies that will enable them to measure service delivery system performance. The project strives to provide SDDAs with sound tools in support of their efforts to improve system performance and thereby to better serve people with developmental disabilities and their families. NASDDDS' active sponsorship facilitates states pooling their knowledge, expertise and resources in this endeavor.

Phase I of CIP began in 1997 when the CIP Steering Committee selected a "candidate" set of 61 performance/outcome indicators (focusing on the adult service system), in order to test their utility/feasibility. Seven states conducted a field test of these indicators, including administering the project's consumer and family surveys and compiling other data. The results were compiled, analyzed and reported back to participating states.

During Phase II (1999-2000), the original indicators were revised and data collection tools and methods were improved. The new (Version 2.0) indicator set consisted of 60 performance and outcome indicators. Twelve states (see below) participated in Phase II, and this data is considered baseline project data. In Phase III (2000-2001), additional states joined the effort and the project expanded its scope to include services for children with developmental disabilities and their families.

In 2002, the Core Indicators Project changed its name to the National Core Indicators (NCI) to reflect its growing participation and ongoing status. From 2002 to the present, the NCI effort has continued to expand. The following figure summarizes state participation in the National Core Indicators since its inception through the 2009-10 data collection cycle. States are listed if they collect data from one or more of the NCI survey tools (e.g., consumer survey, family surveys, etc.) during the data collection cycle.

**TABLE 1: NCI State Participation**

Phase I Field Test	Phase II 1999-2000	Phase III 2000-2001	Phase IV 2001-2002	Phase V 2002-2003	Phase VI 2003-2004	Phase VII 2004-2005	Phase VIII 2005-2006	Phase IX 2006-07	Phase X 2007-2008	Phase XI 2008-2009	Phase XII 2009-10
AZ	AZ	AZ	AL	AL	AL	AL	AL	AL	AL	AL	AL
CT	CT	CT	AZ	AZ	AZ	AZ	AR	AR	AR	AR	AR
MO	KY	DE	CA-RCOC	CA_RCOC	CA_RCOC	CA_RCOC	AZ	AZ	AZ	AZ	AZ
NE	MA	IA	CT	CT	CT	CT	CA-RCOC	CA-RCOC	CA-RCOC	CT	CA-RCOC
PA	MN	KY	DE	DE	DE	DE	CT	CT	CT	DE	DC
VT	NE	MA	HI	HI	DC	DC	DE	DE	DE	GA	FL
VA	NC	MN	IL	IN	HI	HI	DC	GA	GA	HI	GA
	PA	MT	IN	IA	IN	KY	GA	HI	HI	IL	IL
	RI	NE	IA	KY	KY	MA	HI	IN	IN	IN	KY
	VT	NC	KY	MA	MA	ME	KY	KY	KY	KY	LA
	VA	PA	MA	ME	ME	NC	MA	MA	LA	LA	ME
	WA	RI	NE	NE	NE	OK	ME	ME	MA	MA	MO
		UT	NC	NC	NC	PA	NC	NM	ME	ME	NC
		VT	OK	OK	ND	RI	OK	NC	MO	MO	NH
		WA	PA	PA	OK	SC	PA	OK	NC	NC	NJ
			RI	RI	PA	VT	RI	PA	NJ	NJ	NY
			UT	SC	RI	WA	SC	RI	NM	NM	OH
			VT	SD	SC	WV	SD	SC	NY	NY	OH-HC
			WA	VT	SD	WY	TX	TX	OK	OH	OH-MC
			WV	WA	VT		VT	VT	PA	OH- HC	DH-MEORC
			WY	WV	WA		WA	WA	RI	OH- MC	OK
				WY	WV		WV	WV	SC	DH-MEORC	PA
					WY		WY	WY	TX	OK	TX
									VT	PA	WA
									WA	SC	WY
									WV	TX	
									WY	WA	
									WY	WY	

Denotes first year participation in NCI

## Family Indicators

Getting direct feedback from families is an important way for states to gauge service and support satisfaction, as well as pinpoint areas for quality improvement. The results garnered from family surveys enable a state to establish a baseline against which to compare changes in performance over time, as well as compare its own performance against that of other states.

The original Family Indicators were developed and approved by the NCI Steering Committee in 2002. The table below details the Family Sub-Domains, Concerns, and Indicators, and identifies the surveys in which the indicators are explored. The Sub-Domains include: **Information and Planning, Choice and Control, Access and Support Delivery, Community Connections, Family Involvement, Satisfaction and Outcomes.** The structure of each family survey follows this framework.

Table 2 Family Indicators			
DOMAIN	FAMILY INDICATORS The project's family indicators concern how well the public system assists children and adults with developmental disabilities, and their families, to exercise choice and control in their decision-making, participate in their communities, and maintain family relationships. Additional indicators probe how satisfied families are with services and supports they receive, and how supports have affected their lives.		
SUB-DOMAIN	CONCERN	INDICATOR	DATA SOURCE
Information & Planning	Families/family members with disabilities have the information and support necessary to plan for their services and supports.	The proportion of families who report they are informed about the array of existing and potential resources (including information about their family member's disability, services and supports, and public benefits), in a way that is easy to understand.	All Surveys
		The proportion of families who report they have the information needed to skillfully plan for their services and supports.	All Surveys
		The proportion of families reporting that their support plan includes or reflects things that are important to them.	All Surveys
		The proportion of families who report that staff who assist with planning are knowledgeable and respectful.	All Surveys
Choice & Control	Families/family members with disabilities determine the services and supports they receive, and the individuals or agencies who provide them.	The proportion of families reporting that they control their own budgets/supports (i.e. they choose what supports/goods to purchase).	Children & Adult Family Surveys
		The proportion of families who report they choose, hire and manage their service/support providers.	All Surveys
		The proportion of families who report that staff are respectful of their choices and decisions.	All Surveys
Access & Support Delivery	Families/family members with disabilities get the services and supports they need.	The proportion of eligible families who report having access to an adequate array of services and supports.	All Surveys
		The proportion of families who report that services/supports are available when needed, even in a crisis.	All Surveys
		The proportion of families reporting that staff or translators are available to provide information, services and supports in the family/family member's primary language/method of communication .	All Surveys
		The proportion of families who report that service and support staff/providers are available and capable of meeting family needs.	All Surveys
		The proportion of families who report that services/supports are flexible to meet their changing needs.	All Surveys
		The proportion of families who indicate that services/supports provided outside of the home (e.g., day/employment, residential services) are done so in a safe and healthy environment.	Both Adult Surveys
Community Connections	Families/family members use integrated community services and participate in everyday community activities.	The proportion of families/family members who participate in integrated activities in their communities.	All Surveys
		The proportion of families who report they are supported in utilizing natural supports in their communities (e.g., family, friends, neighbors, churches, colleges, recreational services).	All Surveys
Family Involvement	Families maintain connections with family members not living at home.	The proportion of families/guardians of individuals not living at home who report the extent to which the system supports continuing family involvement.	Family/Guardian Survey
Satisfaction	Families/family members with disabilities receive adequate and satisfactory supports.	The proportion of families who report satisfaction with the information and supports received, and with the planning, decision-making, and grievance processes.	All Surveys
Family Outcomes	Individual and family supports make a positive difference in the lives of families.	The proportion of families who feel that services and supports have helped them to better care for their family member living at home.	Children & Adult Family Surveys

## II. Adult Family Survey

### Background

This report focuses on the Adult Family Survey.

During Phase I, all seven field test states conducted this survey. States were instructed to mail the survey to 1,000 randomly-selected families who met two criteria: (1) an adult family member with a developmental disability lived in the household and (2) either the individual or the family received at least one service or support besides case management. If fewer than 1,000 families met these



criteria, the state was instructed to mail the questionnaire to all qualified families. The instruction that questionnaires be mailed to 1,000 families was based on an expected return rate of 40%, which in turn would yield 400 completed questionnaires in hand for each state. Phase I demonstrated that the survey was relatively straightforward to administer, yielded good response rates, and provided sound feedback to SDDAs. Based on feedback from the states, the Phase I instrument was slightly modified and reissued for administration during Phase II.

During Phase II, twelve states administered the revised survey. Only minor changes were made following Phase II. Some graphics were added to make the survey more visually interesting, easier to follow, and more appealing to answer; and some of the demographic questions were reworded and clarified based on feedback from participating states. In addition, a few questions were added to gauge the level of interest in self-management of supports and services.

Between 2001 and 2010, eight to fifteen states have participated each year. Response rates within states have varied greatly, between 13% - 80%, yet each year, NCI has had between 4,000 – 6,500 completed surveys available for analysis.

## State Participation

Below is a figure indicating state participation in the Adult Family Survey since its inception.

Table 3 State Participation in NCI Adult Family Survey (Adults Living at Home with Family)											
Phase I Field Test	Phase II 1999-2000	Phase III 2000-2001	Phase IV 2001-2002	Phase V 2002-2003	Phase VI 2003-2004	Phase VII 2004-2005	Phase VIII 2005-2006	Phase IX 2006-2007	Phase X 2007-2008	Phase XI 2008-2009	Phase XII 2009-2010
AZ	AZ	CT	AZ	CA - RCOC	AZ	CA-RCOC	AZ	CT	AZ	GA	AZ
CT	CT	DE	CA-RCOC	CT	CA-RCOC	CT	CA-RCOC	DE	CA-RCOC	HI	DC
MO	KY	IA	HI	DE	CT	HI	CT	GA	CT	IL	GA
NE	NE	KY	IL	HI	ME	OK	GA	HI	GA	LA	LA
PA	NC	MA	IA	IN	NC	PA	KY	ME	LA	ME	ME
VT	PA	MN	NE	IA	ND	SC	ME	NM	ME	MO	NH
VA	VT	MT	NC	ME	OK	WV	NC	OK	MO	NM	NY
	WA	NE	OK	MA	PA	WY	OK	PA	NC	OH	OK
		NC	PA	NC	SC		PA	VT	NJ	OK	PA
		PA	UT	OK	WA		SC	WV	OK	PA	WA
		RI	VT	PA	WV		SD	WY	PA	SC	
		UT	WA	SC	WY		WA		SC		
			WV	SD			WV		WA		
			WY	WV			WY		WV		
				WY					WY		

## Survey Instrument

States that administer the Adult Family Survey agree to employ NCI's base instrument and questions. If it wishes, a state may include additional questions to address topics not dealt with in the base instrument. Since all states use the standard questionnaire, the results are comparable state-to-state. Here, we describe the Adult Family Survey developed by the project. Later, we discuss how the surveys were administered and how the results were analyzed.

The Adult Family Survey used in 2009-2010 not only asks families to express their overall level of satisfaction with services and supports, it also probes specific aspects of the service system's capabilities and effectiveness. Along with demographic information, the survey includes questions related to: the exchange of information between individuals/families and the service system; the planning for services and supports; access and delivery of services and supports; connections with the community; and outcomes. Combined, this information provides an overall picture of the services that family members and families receive within and across states.

In order to better align the NCI indicators with CMS waiver assurances, the 2009-10 survey included 11 questions that were added or revised from the 2008-09 version.

**Demographics** – The survey instrument begins with a series of questions tied to characteristics of the family member with disabilities (e.g., individual's age, race, type of disability). It is then followed by a series of demographic questions pertaining to the respondent (e.g., respondent's age, health status, relationship to individual).

**Services Received** – A brief section of the survey asks respondents to identify the services and supports that they and/or their family member with a disability receive.

**Service Planning, Delivery & Outcomes** – The survey contains several groupings of questions that probe specific areas of quality service provision (e.g., information and planning, access and delivery of services, choice and control, community connections). Each question is constructed so that the respondent can select from three possible responses ("always or usually", "sometimes", and "seldom or never"). Respondents also have the option to indicate that they don't know the answer to a question, or that the question is not applicable.

**Additional Comments** – Finally, the survey provides an opportunity for respondents to make additional open-ended comments concerning their family's participation in the service system.

## III. Methods

### Sampling & Administration

States were asked to administer the Adult Family Survey by selecting a random sample of 1,000 families who: a) have an adult family member with developmental disabilities living at home, and b) receive service coordination and at least one additional "direct" service or support. Adults were defined as individuals with disabilities age 18 or older. A sample size of 1,000 was selected in anticipation that states would obtain at least a 40% return rate, yielding 400 or more usable responses per state. A final sample size of 400 would guarantee a 5% margin of error and a 95% confidence level when interpreting the results (see the "Results" section for more information on

margin of error). In states where there were fewer than 1,000 potential respondent families, states were asked that surveys be sent to all eligible families.

Each state entered survey responses into a standard file format and sent the data file to HSRI for analysis. As necessary, HSRI personnel “cleaned” (i.e., excluded invalid responses) based on three criteria:

- ◆ The question "Does your family member live at home with you?" was used to screen out respondents who received a survey by mistake. For instance, if a respondent indicated that their family member with disabilities lived outside of the family home, yet received the Adult Family Survey, their responses were dropped.
- ◆ If the respondent indicated that their family member with disabilities was under the age of 18, their responses were dropped.
- ◆ If demographic information was entered into the file, but no survey questions were answered, these responses were also dropped.

### Response Rates

During 2009-2010, nine states and the District of Columbia administered the Adult Family Survey and have their data included in this report. Table 4 shows the number of surveys each state mailed out, the number and percent returned, and the number of valid surveys accepted for inclusion in data analysis.

<b>Table 4</b>				
<b>Adult Family Survey - State Response Rates</b>				
<b>State</b>	<b>Surveys Mailed</b>	<b>Surveys Returned</b>	<b>Response Rate (%)</b>	<b>Usable Surveys</b>
Arizona	1,000	223	22%	195
Dist. of Columbia	515	171	33%	155
Georgia	1,500	371	25%	342
Louisiana	1,500	443	30%	438
Maine	721	374	52%	372
New Hampshire	1,468	531	36%	473
New York	1,200	402	34%	378
Oklahoma	1,623	512	32%	493
Pennsylvania	3,600	1,195	33%	1,127
Washington	1,250	489	39%	448
<b>Overall</b>	<b>14,377</b>	<b>4,711</b>	<b>33%</b>	<b>4,421</b>

The desired response rate (the percentage of surveys returned versus the number mailed) to these surveys is 40%. Table 4 shows the response rates by state, based on the number of returned surveys entered into the database and submitted for analysis, compared to the total number mailed out.

## Data Analysis

NCI data management and analysis is coordinated by Human Services Research Institute (HSRI). Data is entered by each state, and files are submitted to HSRI for analysis. All data is reviewed for completeness and compliance with standard NCI formats. The data files are cleaned and merged, and invalid responses are eliminated. HSRI utilizes SPSS (v. 18) software for statistical analysis.

## IV. Results

The figures below provide the findings from the Adult Family Survey. Findings are presented in aggregate, as well as by state.

The TABLES provide individual state results and result averages that are calculated through two separate methods:

1. **Total Percentages** indicate the average percentage across all individual respondents.
2. **State Averages** indicate the average percentage across the fifteen states that conducted this survey.

### Important note about how the results are displayed:

Response rates varied by state, and some states were more successful than others in obtaining the recommended sample size of 400 returned surveys. In order to include as many states as possible but still maintain acceptable research standards, we made the decision to exclude states with a final sample where the margin of error was greater than 7%. States that submitted a final sample that resulted in a margin of error of between 5% and 7% were included in the analysis, but are listed separately in the tables because they do not meet the accepted minimum standard. States that met the minimum standard of a 5% margin of error are grouped together at the top of the tables.

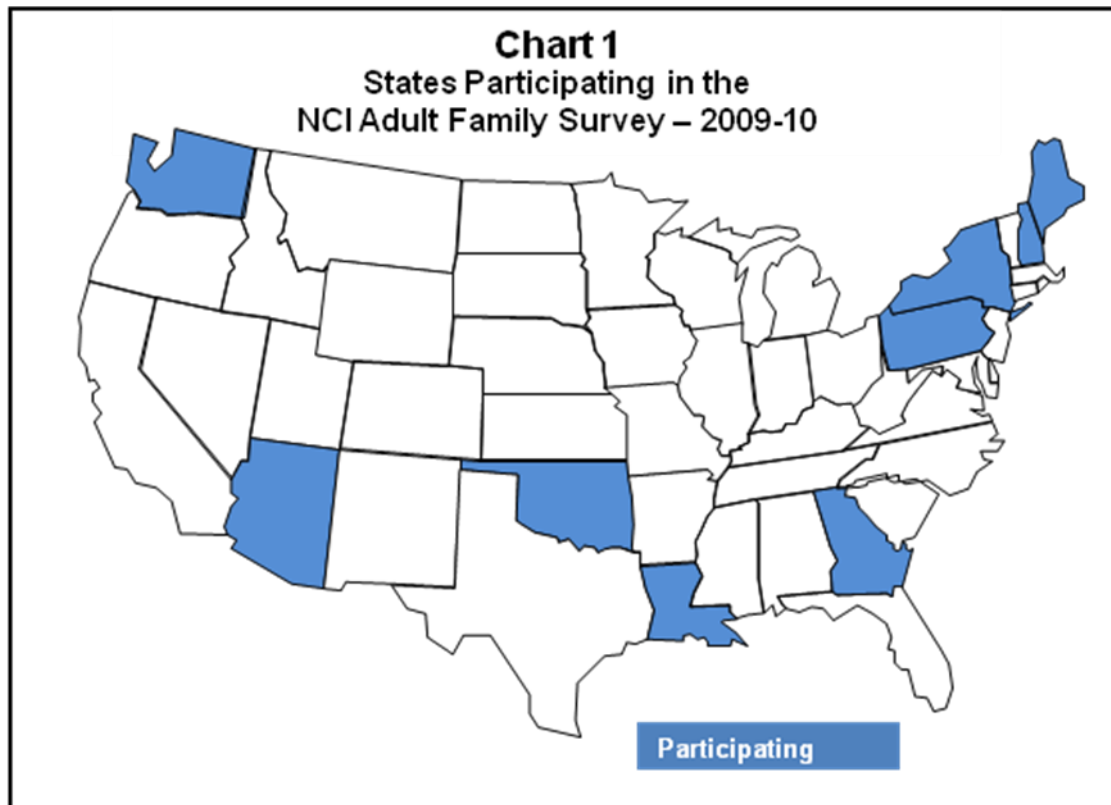
The term “margin of error” is also known as the “confidence interval.” A margin of error of 5% means we can be confident that the true percentage for the population is within plus or minus 5% of the estimate from the sample. A higher margin of error indicates a less precise estimate of the population, and these results should be interpreted with greater caution. A confidence *level* of 95% combined with margin of error of 5% means that we can be 95% certain that the true percentage for the population is within 5% of the estimate.

All of the states listed in the tables are included in the total percentage and state average displayed at the bottom of each table.

The CHARTS and text in this section illustrate the **state average** results.

## Participating States

- ◆ Nine states and the District of Columbia provided data for this Report. The states include: Arizona, Georgia, Louisiana, Maine, New Hampshire, New York, Oklahoma, Pennsylvania, and Washington. The District of Columbia could not be highlighted on this map.



## Characteristics of Family Members with Disabilities

This section provides information about the individual with disabilities living in the household.

- ◆ On average, across participating sites, 55% of family members with disabilities were male, 45% were female.
- ◆ The average age of family members with disabilities was 34, with a range in age from 18 to 93.
- ◆ Seventy-one percent (71%) of the family members were White, 20% were Black/African-American, 4% were Hispanic/Latino, 2% were Asian-American, and 3% were American Indian/Alaska Native.
- ◆ Thirteen percent (13%) of households include more than one individual with a developmental disability.
- ◆ Over one-third (35%) of the family members with disabilities had a diagnosis of moderate intellectual disability. Additionally, 22% were individuals with severe/profound intellectual disability, 21% had mild intellectual disability, and 7% had no intellectual disability diagnosis. Sixteen percent (16%) of respondents were unsure of their family member's diagnosis.
- ◆ Many family members experience disabilities in addition to mental retardation. The most prevalent "other" disabilities include: seizure disorders/neurological problems (27%), physical disabilities (27%), vision/hearing impairments (23%), and communication disorders (21%).

### Gender of Family Member

Table 5		
Gender of Family Member (%)		
State	Male	Female
<b>Margin of Error ≤ 5%</b>		
GA	53.4	46.6
LA	53.7	46.3
ME	54.3	45.7
NH	55.8	44.2
NY	59.1	40.9
OK	56.6	43.4
PA	55.8	44.2
WA	53.8	46.2
<b>Margin of Error &gt; 5%</b>		
AZ	51.0	49.0
DC	58.9	41.1
<b>Total N</b>	<b>2,383</b>	<b>1,922</b>
<b>Total %</b>	<b>55.4</b>	<b>44.6</b>
<b>State Avg %</b>	<b>55.2</b>	<b>44.8</b>

### Age of Family Member

Table 6		
Age of Family Member (%)		
State	Average Age	Range
<b>Margin of Error ≤ 5%</b>		
GA	35.5	18-82
LA	34.7	18-89
ME	33.3	18-80
NH	33.9	20-82
NY	39.1	19-93
OK	31.8	18-75
PA	34.6	18-87
WA	30.6	18-72
<b>Margin of Error &gt; 5%</b>		
AZ	32.5	18-69
DC	36.9	19-82
<b>Total N</b>	<b>4,384</b>	
<b>Total %</b>	<b>34.1</b>	
<b>State Avg %</b>	<b>34.3</b>	<b>18-93</b>

## Race/Ethnicity of Family Member

In this category, respondents could indicate one or more races/ethnicities. For this reason, the percentages may not total 100%.

Table 7								
Race/Ethnicity of Family Member (%)								
State	White	Black/African American	Asian	American Indian/ Alaska Native	Hawaiian/ Pacific Islander	Two or More Races	Other/ Unknown	Hispanic/ Latino
<b>Margin of Error &lt; 5%</b>								
<b>GA</b>	57.6	39.7	1.2	1.8	0.0	0.9	0.0	0.9
<b>LA</b>	63.7	34.2	0.2	0.5	0.7	0.9	0.0	0.7
<b>ME</b>	95.9	0.5	0.5	1.4	0.0	1.1	0.3	0.8
<b>NH</b>	96.1	0.9	1.9	1.5	0.0	0.6	0.2	0.6
<b>NY</b>	74.1	15.6	3.0	1.5	0.0	1.5	1.5	5.9
<b>OK</b>	80.9	8.6	1.9	13.0	0.0	3.2	0.0	2.5
<b>PA</b>	91.7	4.8	0.8	1.2	0.2	1.1	0.2	1.2
<b>WA</b>	78.7	3.6	6.1	4.5	0.9	5.8	2.0	7.0
<b>Margin of Error &gt; 5%</b>								
<b>AZ</b>	67.2	2.6	2.1	5.3	0.5	5.3	1.6	21.2
<b>DC</b>	2.6	91.5	0.7	0.7	0.0	1.3	1.3	3.3
<b>Total N</b>	<b>3,230</b>	<b>560</b>	<b>70</b>	<b>128</b>	<b>10</b>	<b>81</b>	<b>20</b>	<b>121</b>
<b>Total %</b>	<b>79.1</b>	<b>13.7</b>	<b>1.7</b>	<b>3.1</b>	<b>0.2</b>	<b>2.0</b>	<b>0.5</b>	<b>3.0</b>
<b>State Avg %</b>	<b>70.9</b>	<b>20.2</b>	<b>1.8</b>	<b>3.1</b>	<b>0.2</b>	<b>2.2</b>	<b>0.7</b>	<b>4.4</b>



## More Than One Person with a Developmental Disability Living in Household

<b>Table 8</b>		
<b>More Than One Person in Household with a Developmental Disability (%)</b>		
<b>State</b>	<b>Yes</b>	<b>No</b>
<b>Margin of Error <math>\leq</math> 5%</b>		
<b>GA</b>	13.7	86.3
<b>LA</b>	13.0	87.0
<b>ME</b>	9.7	90.3
<b>NH</b>	8.3	91.7
<b>NY</b>	24.0	76.0
<b>OK</b>	9.6	90.4
<b>PA</b>	13.0	87.0
<b>WA</b>	11.1	88.9
<b>Margin of Error &gt; 5%</b>		
<b>AZ</b>	10.4	89.6
<b>DC</b>	19.5	80.5
<b>Total N</b>	<b>553</b>	<b>3,793</b>
<b>Total %</b>	<b>12.7</b>	<b>87.3</b>
<b>State Avg %</b>	<b>13.2</b>	<b>86.8</b>

## Level of Intellectual Disability of Family Member

### CHART 2: Level of ID of Family Member

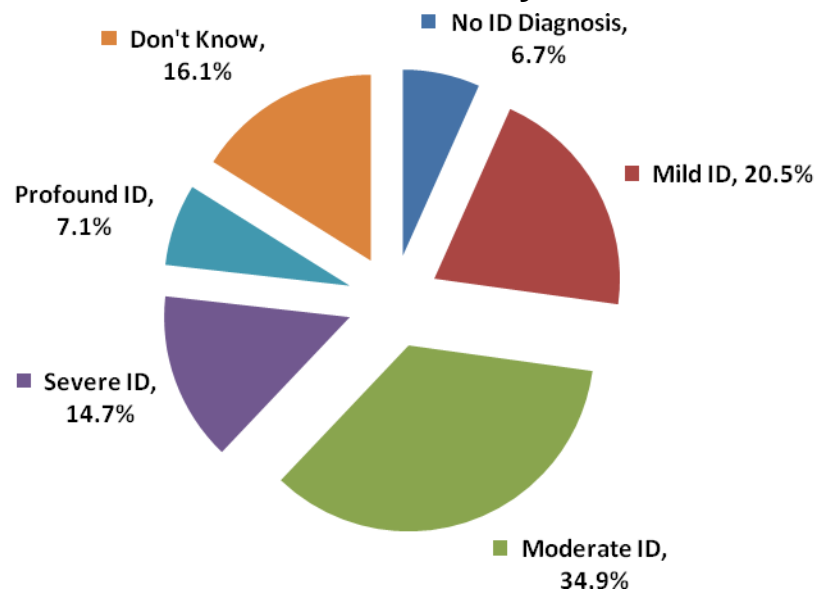


Table 9						
Level of Intellectual Disability of Family Member (%)						
State	No ID Diagnosis	Mild ID	Moderate ID	Severe ID	Profound ID	Don't Know
<b>Margin of Error ≤ 5%</b>						
GA	2.4	19.6	35.5	17.4	7.6	17.4
LA	10.3	15.8	32.9	17.5	13.2	10.3
ME	7.0	26.3	37.8	9.5	3.1	16.2
NH	12.5	22.0	30.3	12.2	3.6	19.4
NY	8.1	25.6	32.5	14.2	5.8	13.9
OK	2.3	20.8	35.5	18.6	12.2	10.7
PA	2.6	23.2	36.6	13.3	5.3	18.9
WA	8.2	12.4	37.9	15.9	5.6	20.1
<b>Margin of Error &gt; 5%</b>						
AZ	9.5	13.8	40.2	14.3	5.8	16.4
DC	3.9	25.5	30.1	14.4	8.5	17.6
<b>Total N</b>	<b>259</b>	<b>883</b>	<b>1,489</b>	<b>620</b>	<b>292</b>	<b>694</b>
<b>Total %</b>	<b>6.1</b>	<b>20.8</b>	<b>35.1</b>	<b>14.6</b>	<b>6.9</b>	<b>16.4</b>
<b>State Avg %</b>	<b>6.7</b>	<b>20.5</b>	<b>34.9</b>	<b>14.7</b>	<b>7.1</b>	<b>16.1</b>

**Family Member's Disabilities – Other than Intellectual Disability**

<b>Table 10A</b>						
<b>Other Disabilities of Family Member (%)</b>						
<b>State</b>	<b>Mental Illness</b>	<b>Autism</b>	<b>Cerebral Palsy</b>	<b>Brain Injury</b>	<b>Seizure Disorder</b>	<b>Chemical Dependency</b>
<b>Margin of Error &lt; 5%</b>						
<b>GA</b>	20.5	14.8	18.0	6.6	24.9	0.6
<b>LA</b>	18.1	13.5	24.2	9.3	33.5	0.7
<b>ME</b>	17.0	20.2	13.4	7.7	23.0	0.3
<b>NH</b>	13.2	14.2	16.0	12.8	29.7	0.7
<b>NY</b>	8.1	13.8	13.7	3.1	14.3	0.0
<b>OK</b>	15.8	16.4	30.4	12.7	38.5	0.4
<b>PA</b>	14.8	11.7	16.9	7.8	27.8	0.3
<b>WA</b>	17.1	18.0	17.1	10.5	30.2	0.7
<b>Margin of Error &gt; 5%</b>						
<b>AZ</b>	16.1	17.2	26.3	11.3	33.9	0.5
<b>DC</b>	15.3	18.1	13.7	7.5	18.5	0.0
<b>Total N</b>	<b>625</b>	<b>593</b>	<b>758</b>	<b>366</b>	<b>1,143</b>	<b>18</b>
<b>Total %</b>	<b>15.8</b>	<b>15.0</b>	<b>19.1</b>	<b>9.2</b>	<b>28.9</b>	<b>0.5</b>
<b>State Avg %</b>	<b>15.6</b>	<b>15.8</b>	<b>19.0</b>	<b>8.9</b>	<b>27.4</b>	<b>0.4</b>

<b>Table 10B</b>						
<b>Other Disabilities of Family Member (%)</b>						
<b>State</b>	<b>Vision/Hearing Impairment</b>	<b>Physical Disability</b>	<b>Communication Disorder</b>	<b>Alzheimer's Disease</b>	<b>Down Syndrome</b>	<b>Other Disability</b>
<b>Margin of Error &lt; 5%</b>						
<b>GA</b>	19.2	26.5	19.9	0.3	16.4	14.5
<b>LA</b>	28.0	32.3	26.8	0.2	17.3	21.9
<b>ME</b>	22.7	19.9	19.0	1.7	21.6	20.2
<b>NH</b>	26.7	26.7	24.9	0.7	21.2	22.1
<b>NY</b>	10.6	34.6	10.6	1.2	19.3	10.6
<b>OK</b>	31.8	39.4	29.2	0.4	16.8	20.0
<b>PA</b>	21.5	22.5	18.3	0.4	20.5	15.0
<b>WA</b>	27.6	32.1	24.1	0.5	19.4	25.5
<b>Margin of Error &gt; 5%</b>						
<b>AZ</b>	23.7	26.3	23.7	0.5	21.5	14.5
<b>DC</b>	15.4	13.1	13.7	0.7	12.3	12.4
<b>Total N</b>	<b>950</b>	<b>1,087</b>	<b>864</b>	<b>23</b>	<b>759</b>	<b>727</b>
<b>Total %</b>	<b>24.0</b>	<b>27.4</b>	<b>21.8</b>	<b>0.6</b>	<b>19.2</b>	<b>18.4</b>
<b>State Avg %</b>	<b>22.7</b>	<b>27.3</b>	<b>21.0</b>	<b>0.7</b>	<b>18.6</b>	<b>17.7</b>

## Characteristics of Respondents

This section provides information about survey respondents. Respondents are the individuals who completed the survey forms, not the individual with disabilities living in the household.

- ◆ Across all states, 53% of respondents (individuals who completed the surveys) fell into the age category of 55 to 74 years old. Ten (10%) percent of respondents were over age 75, and the remaining 37% were under 55.
- ◆ The vast majority of respondents were parents of adult children with disabilities (83%). The remaining respondents included siblings (8%), spouses (1%), and others (9%).
- ◆ Ninety-six (96%) percent of all respondents considered themselves to be the primary caregiver for their family member with disabilities. This high percentage was consistent across all of the states.
- ◆ Almost two-thirds (64%) of respondents indicated that they were their family member's legal guardian or conservator. Across the states, results varied from 51% in New York to 80% in Maine.
- ◆ Most respondents (77%) indicated that they were in good or excellent health. However, almost one-quarter of respondents (23%) categorized their health as being fair or poor.
- ◆ Almost half (45%) of respondents had an annual household income (including all wage earners within the household) of \$25,000 or less. Twenty-eight percent (28%) had a household income between \$25,001 and \$50,000, and 26% had an income over \$50,000.

## Age of Respondent

<b>Table 11</b>				
<b>Age of Respondent (%)</b>				
<b>State</b>	<b>Under 35</b>	<b>35-54</b>	<b>55-74</b>	<b>75 or Older</b>
<b>Margin of Error ≤ 5%</b>				
<b>GA</b>	7.4	28.3	54.3	10.0
<b>LA</b>	6.9	28.6	52.3	12.2
<b>ME</b>	3.8	38.3	47.6	10.3
<b>NH</b>	3.0	35.3	51.5	10.2
<b>NY</b>	4.4	29.2	52.6	13.8
<b>OK</b>	3.5	30.8	56.8	9.0
<b>PA</b>	3.3	31.9	51.0	13.8
<b>WA</b>	4.0	30.6	59.6	5.8
<b>Margin of Error &gt; 5%</b>				
<b>AZ</b>	2.6	34.4	53.6	9.4
<b>DC</b>	7.7	30.3	52.3	9.7
<b>Total N</b>	<b>187</b>	<b>1,385</b>	<b>2,311</b>	<b>479</b>
<b>Total %</b>	<b>4.3</b>	<b>31.8</b>	<b>53.0</b>	<b>11.0</b>
<b>State Avg %</b>	<b>4.7</b>	<b>31.8</b>	<b>53.2</b>	<b>10.4</b>

## Relationship of Respondent to Individual with Disabilities

Table 12 Relationship to Individual with Disabilities (%)				
State	Parent	Sibling	Spouse	Other
<b>Margin of Error ≤ 5%</b>				
GA	81.7	9.5	0.6	8.3
LA	81.3	7.4	1.4	9.9
ME	88.7	6.7	0.0	4.6
NH	85.8	7.9	0.8	5.5
NY	73.9	8.0	1.1	17.0
OK	87.6	3.9	0.0	8.5
PA	87.3	8.2	0.5	4.0
WA	87.8	6.3	0.0	5.9
<b>Margin of Error &gt; 5%</b>				
AZ	81.2	7.3	0.0	11.5
DC	75.3	10.4	1.3	13.0
<b>Total N</b>	<b>3,693</b>	<b>323</b>	<b>24</b>	<b>330</b>
<b>Total %</b>	<b>84.5</b>	<b>7.4</b>	<b>0.5</b>	<b>7.6</b>
<b>State Avg %</b>	<b>83.1</b>	<b>7.6</b>	<b>0.6</b>	<b>8.8</b>

## Respondent's Role as Primary Caregiver

Table 13 Respondent is Primary Caregiver (%)		
State	Yes	No
<b>Margin of Error ≤ 5%</b>		
GA	95.0	5.0
LA	93.8	6.3
ME	96.4	3.6
NH	96.4	3.6
NY	97.0	3.0
OK	98.2	1.8
PA	96.8	3.2
WA	95.0	5.0
<b>Margin of Error &gt; 5%</b>		
AZ	95.8	4.2
DC	96.1	3.9
<b>Total N</b>	<b>4,186</b>	<b>166</b>
<b>Total %</b>	<b>96.2</b>	<b>3.8</b>
<b>State Avg %</b>	<b>96.1</b>	<b>4.0</b>

## Respondent's Role as Guardian or Conservator

<b>Table 14</b>		
<b>Respondent is Legal Guardian or Conservator (%)</b>		
<b>State</b>	<b>Yes</b>	<b>No</b>
<b>Margin of Error ≤ 5%</b>		
<b>GA</b>	57.0	43.0
<b>LA</b>	67.5	32.5
<b>ME</b>	79.7	20.3
<b>NH</b>	75.4	24.6
<b>NY</b>	51.3	48.7
<b>OK</b>	70.5	29.5
<b>PA</b>	54.4	45.6
<b>WA</b>	60.4	39.6
<b>Margin of Error &gt; 5%</b>		
<b>AZ</b>	63.2	36.8
<b>DC</b>	56.9	43.1
<b>Total N</b>	<b>2,648</b>	<b>1,548</b>
<b>Total %</b>	<b>63.1</b>	<b>36.9</b>
<b>State Avg %</b>	<b>63.6</b>	<b>36.4</b>

## Health of Respondent

<b>Table 15</b>				
<b>Health of Respondent (%)</b>				
<b>State</b>	<b>Excellent</b>	<b>Good</b>	<b>Fair</b>	<b>Poor</b>
<b>Margin of Error ≤ 5%</b>				
<b>GA</b>	21.4	46.3	28.5	3.9
<b>LA</b>	13.2	45.3	33.0	8.5
<b>ME</b>	23.1	60.3	15.2	1.4
<b>NH</b>	26.3	57.4	14.3	1.9
<b>NY</b>	27.3	57.3	13.5	1.9
<b>OK</b>	21.8	55.0	19.5	3.7
<b>PA</b>	18.1	58.0	21.2	2.7
<b>WA</b>	22.3	59.7	16.2	1.8
<b>Margin of Error &gt; 5%</b>				
<b>AZ</b>	24.0	55.2	14.1	6.8
<b>DC</b>	22.4	59.9	16.4	1.3
<b>Total N</b>	<b>919</b>	<b>2,416</b>	<b>863</b>	<b>142</b>
<b>Total %</b>	<b>21.2</b>	<b>55.7</b>	<b>19.9</b>	<b>3.3</b>
<b>State Avg %</b>	<b>22.0</b>	<b>55.4</b>	<b>19.2</b>	<b>3.4</b>

## Household Income

<b>Table 16</b>					
<b>Household Income (%)</b>					
<b>State</b>	<b>Below \$15,000</b>	<b>\$15,001- \$25,000</b>	<b>\$25,001- \$50,000</b>	<b>\$50,001 - \$75,000</b>	<b>Over \$75,000</b>
<b>Margin of Error ≤ 5%</b>					
<b>GA</b>	30.9	25.4	24.1	8.9	10.7
<b>LA</b>	34.3	22.6	21.0	10.1	12.0
<b>ME</b>	22.4	19.9	30.8	15.7	11.2
<b>NH</b>	18.0	15.9	33.9	15.2	17.0
<b>NY</b>	29.2	16.0	26.6	13.8	14.4
<b>OK</b>	21.8	18.5	32.6	14.8	12.2
<b>PA</b>	23.3	20.3	28.9	15.2	12.3
<b>WA</b>	13.4	22.4	30.9	15.1	18.2
<b>Margin of Error &gt; 5%</b>					
<b>AZ</b>	24.4	21.4	33.3	9.5	11.3
<b>DC</b>	29.9	23.8	21.8	10.9	13.6
<b>Total N</b>	<b>905</b>	<b>769</b>	<b>1,091</b>	<b>518</b>	<b>506</b>
<b>Total %</b>	<b>23.9</b>	<b>20.3</b>	<b>28.8</b>	<b>13.7</b>	<b>13.4</b>
<b>State Avg %</b>	<b>24.8</b>	<b>20.6</b>	<b>28.4</b>	<b>12.9</b>	<b>13.3</b>



## Services and Supports Received

- ◆ Across participating states, on average, day/employment and transportation services were the supports most often provided (64% and 60% respectively) to the family member with disabilities.
- ◆ Additionally, 35% received financial support, 38% obtained in-home supports, 28% utilized out-of-home respite care obtained in-home supports, and 29% received other needed supports.

<b>Table 17</b>						
<b>Services and Supports Received (%)</b>						
<b>State</b>	<b>Financial support</b>	<b>In-home support</b>	<b>Out-of-home respite care</b>	<b>Day / employment supports</b>	<b>Transportation</b>	<b>Other</b>
<b>Margin of Error ≤ 5%</b>						
<b>GA</b>	27.6	24.1	13.1	74.9	67.0	21.6
<b>LA</b>	21.5	70.5	23.3	44.6	52.0	14.6
<b>ME</b>	34.0	19.2	19.3	84.6	81.0	21.8
<b>NH</b>	45.9	23.9	33.5	66.9	64.9	23.2
<b>NY</b>	49.0	36.3	29.4	82.3	72.8	48.4
<b>OK</b>	31.6	65.6	15.3	42.2	45.0	36.7
<b>PA</b>	29.7	25.3	23.6	60.9	52.5	19.5
<b>WA</b>	43.9	26.8	45.7	42.4	32.6	24.5
<b>Margin of Error &gt; 5%</b>						
<b>AZ</b>	24.4	43.9	53.0	61.2	48.4	34.8
<b>DC</b>	43.9	42.6	23.5	80.0	80.6	44.8
<b>Total N</b>	<b>1,443</b>	<b>1,551</b>	<b>1,128</b>	<b>2,657</b>	<b>2,459</b>	<b>1,125</b>
<b>Total %</b>	<b>34.5</b>	<b>36.0</b>	<b>26.5</b>	<b>61.6</b>	<b>57.1</b>	<b>26.2</b>
<b>State Avg %</b>	<b>35.2</b>	<b>37.8</b>	<b>28.0</b>	<b>64.0</b>	<b>59.7</b>	<b>29.0</b>

## National Core Indicators

In the next several sections, the questions and results are discussed that tie directly to the National Core Indicator domains for assessing service and support quality. These questions are grouped as they pertain to 1) information and planning; 2) access and delivery of services and supports; 3) choice and control; 4) community connections; and 5) overall satisfaction and outcomes.

For each question, a Figure and Table is provided.

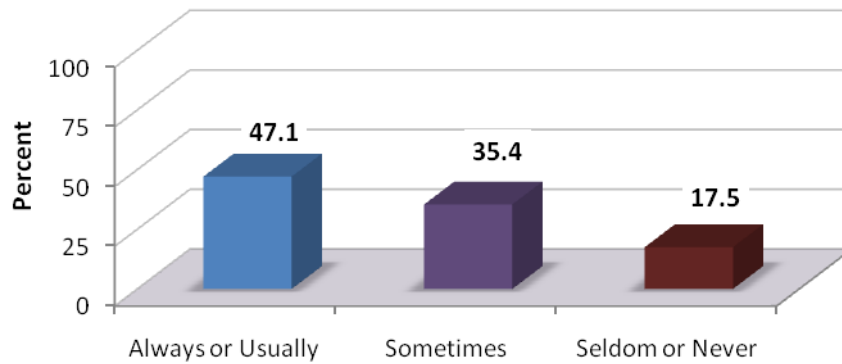
- ◆ The Figure illustrates the State Average results (i.e., the average percentage across the ten states that conducted this survey).
- ◆ The Table details individual state results, total percentage (i.e., the percentage of all respondents) and state average (i.e., the average percentage of the state-by-state results).
- ◆ In the Tables, a (↑) next to a state name indicates, that its results are **5% or more ABOVE** the state average among respondents who answered “Always or Usually” to each question.
- ◆ In the Tables, a (↑↑) next to a state name indicates, that its results are **10% or more ABOVE** the state average among respondents who answered “Always or Usually” to each question.
- ◆ A (↓) next to a state name indicates that its results are **5% or more BELOW** the state average among respondents who answered “Always or Usually” to each question.
- ◆ A (↓↓) next to a state name indicates that its results are **10% or more BELOW** the state average among respondents who answered “Always or Usually” to each question.
- ◆ In general, when a Table has many arrows (up and down), it indicates that there is considerable variance in results among states. When there are few arrows, responses across states are more uniform.
- ◆ A “\*” next to the table number denotes questions added to the 2009-10 survey, asked by only five states.

Following all of the individual question results, an overview of results by topic grouping (e.g., information and planning, choice and control) is offered, providing a crude overview of how states measured up, overall, against the state averages.

## Information and Planning

- Across all participating states, fewer than half (47%) of respondents indicated they always or usually receive information about the services and supports available to them. Individual state results varied, ranging from 36% in Georgia to 62% in New Hampshire.
- Among those who receive information, over half (57%) found the information easy to understand, while the remaining 43% found the information, at least sometimes, difficult to understand.
- Just over half of the respondents (53%) stated that they got enough information to help them participate in planning, while 47% indicated they only sometimes, seldom, or never received enough information.
- Almost three quarters (73%) of respondents indicated that their family member helped in developing their own service plan on some level.
- Over ninety percent (93%) of respondents stated that they helped develop their family member's service plan in some way.
- Of those families with a service plan, 74% stated that the plan included things important to the respondent. Twenty-six percent (26%) of respondents indicated that the plan only sometimes, seldom or never included things important to them.
- Eighty-two (82%) percent of respondents felt that their case manager/ service coordinator told them about public services at least some of the time.
- Over half (58%) of respondents indicated that planning staff would help them figure out the supports they needed. However, (42%) stated that this was only sometimes, seldom, or never the case.
- Just over four-fifths (81%) of respondents felt that staff respect their choices and opinions.
- Just over nine of ten (91%) respondents felt that agency staff were generally respectful and courteous.
- Seventy-one percent (71%) of all respondents felt that agency staff were generally effective.
- Eighty percent (80%) of respondents indicated they could typically contact staff when desired.

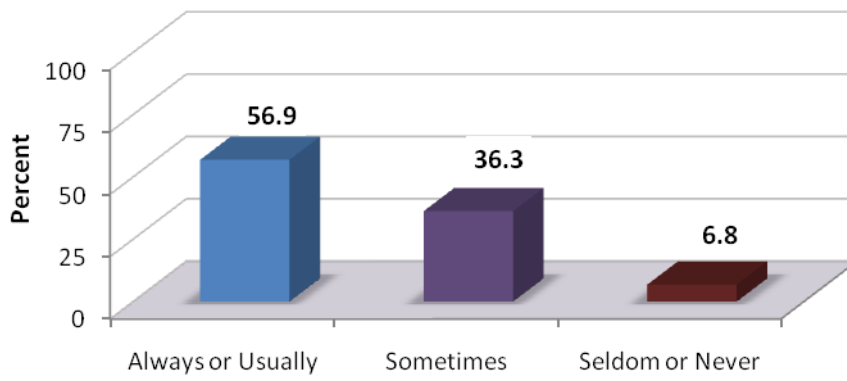
**Chart Q1** Do you receive information about the services and supports that are available to your family?



2009-10 Average for 10 States

Table Q1					
Do you receive information about the services and supports that are available to your family? (%)					
State		Always or Usually	Sometimes	Seldom or Never	N
<b>Margin of Error ≤ 5%</b>					
GA	↓↓	35.5	38.4	26.1	318
LA		52.0	34.6	13.4	410
ME	↓	41.3	36.6	22.1	358
NH	↑↑	62.0	28.6	9.5	455
NY	↑	55.5	30.2	14.4	348
OK		48.9	38.0	13.2	479
PA		47.3	37.3	15.3	1,069
WA		44.4	38.5	17.0	423
<b>Margin of Error &gt; 5%</b>					
AZ		43.5	37.1	19.4	186
DC	↓	40.6	35.0	24.5	143
<b>Total %</b>		<b>48.1</b>	<b>35.6</b>	<b>16.2</b>	<b>4,189</b>
<b>State Avg %</b>		<b>47.1</b>	<b>35.4</b>	<b>17.5</b>	

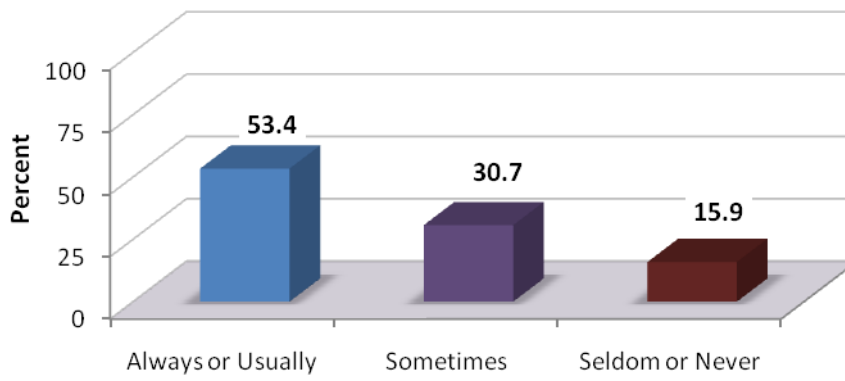
**Chart Q2** If you receive information, is it easy to understand?



**2009-10 Average for 10 States**

Table Q2					
If you receive information, is it easy to understand? (%)					
State		Always or Usually	Sometimes	Seldom or Never	N
<b>Margin of Error ≤ 5%</b>					
GA	↓↓↓	44.3	41.8	13.8	282
LA		56.1	37.3	6.5	383
ME	↓↓↓	46.8	43.4	9.8	316
NH	↑↑↑	69.4	28.0	2.5	435
NY	↑	66.6	28.8	4.7	320
OK		55.6	39.4	5.0	457
PA		57.8	36.2	6.1	973
WA		55.1	38.4	6.5	385
<b>Margin of Error &gt; 5%</b>					
AZ		60.0	34.7	5.3	170
DC		56.9	35.4	7.7	130
<b>Total %</b>		<b>57.3</b>	<b>36.3</b>	<b>6.4</b>	<b>3,851</b>
<b>State Avg %</b>		<b>56.9</b>	<b>36.3</b>	<b>6.8</b>	

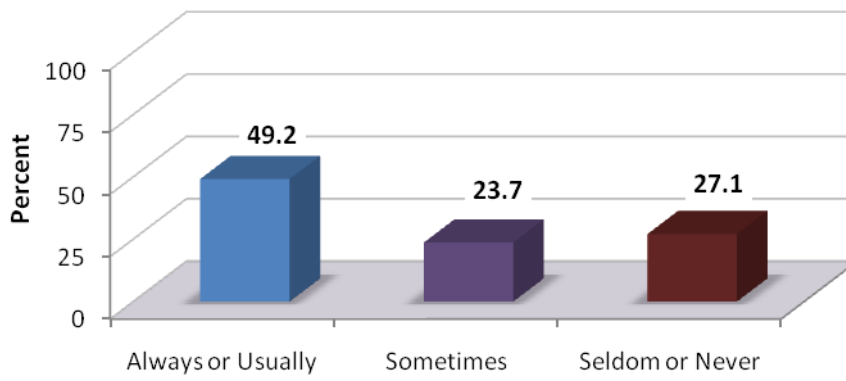
**Chart Q3 Do you get enough information to help you participate in planning services for your family?**



**2009-10 Average for 10 States**

<b>Table Q3</b>					
<b>Do you get enough information to help you participate in planning services for your family? (%)</b>					
State		Always or Usually	Sometimes	Seldom or Never	N
<b>Margin of Error ≤ 5%</b>					
GA	↓↓	40.2	34.6	25.2	306
LA		53.8	30.4	15.8	398
ME		52.4	35.0	12.6	334
NH	↑↑	66.1	23.7	10.2	443
NY	↑	58.7	27.7	13.7	329
OK		57.1	29.7	13.2	462
PA		55.4	30.1	14.4	1,005
WA		49.7	32.1	18.1	386
<b>Margin of Error &gt; 5%</b>					
AZ		55.5	32.4	12.1	173
DC	↓	45.4	31.2	23.4	141
<b>Total %</b>		<b>54.6</b>	<b>30.3</b>	<b>15.1</b>	<b>3,977</b>
<b>State Avg %</b>		<b>53.4</b>	<b>30.7</b>	<b>15.9</b>	

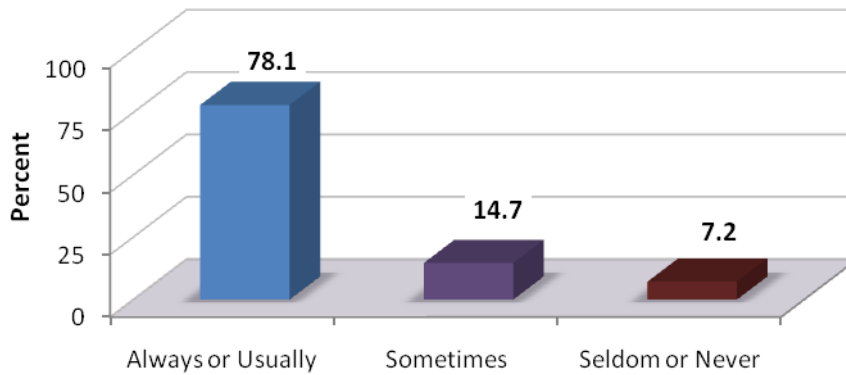
**Chart Q4** If your family member has a service plan, did s/he help develop the plan?



**2009-10 Average for 5 States**

Table Q4*					
If your family member has a service plan, did s/he help develop the plan? (%)					
State		Always or Usually	Sometimes	Seldom or Never	N
Margin of Error ≤ 5%					
GA		-	-	-	-
LA	↓	40.2	22.0	37.8	328
ME	↑↑	61.4	22.1	16.5	321
NH		52.4	22.6	25.0	376
NY		-	-	-	-
OK	↓	42.3	21.6	36.1	402
PA		-	-	-	-
WA		-	-	-	-
Margin of Error > 5%					
AZ		-	-	-	-
DC		49.5	30.3	20.2	109
<b>Total %</b>		<b>48.8</b>	<b>22.7</b>	<b>28.5</b>	<b>1,536</b>
<b>State Avg %</b>		<b>49.2</b>	<b>23.7</b>	<b>27.1</b>	

**Chart Q5** If your family member has a service plan, did you help develop the plan?

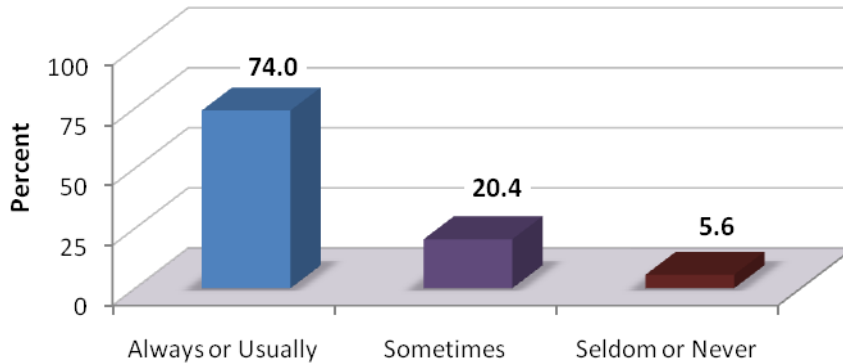


**2009-10 Average for 10 States**

<b>Table Q5</b>					
<b>If your family member has a service plan, did you help develop the plan? (%)</b>					
<b>State</b>		<b>Always or Usually</b>	<b>Sometimes</b>	<b>Seldom or Never</b>	<b>N</b>
<b>Margin of Error ≤ 5%</b>					
<b>GA</b>	↓↓	66.7	22.7	10.6	282
<b>LA</b>		76.0	16.4	7.5	371
<b>ME</b>		81.9	13.1	5.0	337
<b>NH</b>	↑	87.4	8.1	4.4	406
<b>NY</b>		74.9	14.0	11.0	299
<b>OK</b>	↑	86.5	8.8	4.7	443
<b>PA</b>		74.1	15.1	10.8	865
<b>WA</b>		77.2	17.2	5.6	320
<b>Margin of Error &gt; 5%</b>					
<b>AZ</b>		78.8	17.0	4.2	165
<b>DC</b>		77.1	14.4	8.5	118
<b>Total %</b>		<b>78.1</b>	<b>14.3</b>	<b>7.6</b>	<b>3,606</b>
<b>State Avg %</b>		<b>78.1</b>	<b>14.7</b>	<b>7.2</b>	



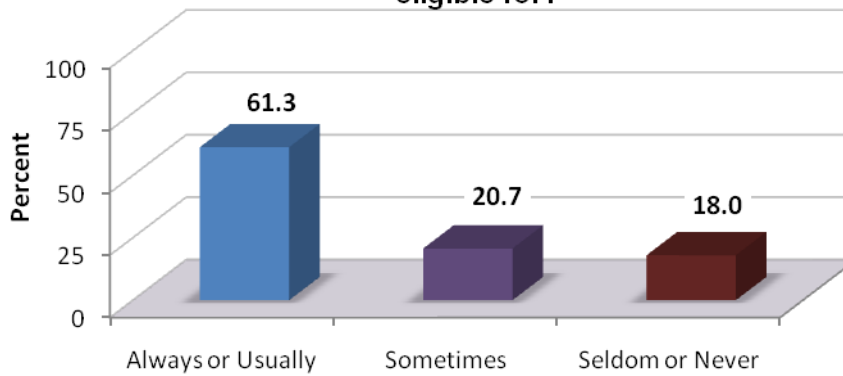
**Chart Q6** If your family member has a service plan, does the plan include things that are important to you?



**2009-10 Average for 10 States**

<b>Table Q6</b>					
<b>If your family member has a service plan, does the plan include things that are important to you? (%)</b>					
State		Always or Usually	Sometimes	Seldom or Never	N
<b>Margin of Error ≤ 5%</b>					
GA	↓↓	62.2	29.0	8.7	286
LA		77.8	17.7	4.5	379
ME	↑	79.5	17.8	2.7	337
NH	↑	81.2	15.3	3.5	398
NY		76.2	18.1	5.7	298
OK		76.7	20.2	3.1	446
PA		72.7	20.0	7.4	867
WA	↓	67.9	24.4	7.7	324
<b>Margin of Error &gt; 5%</b>					
AZ		76.0	16.8	7.2	167
DC		70.2	24.8	5.0	121
<b>Total %</b>		<b>74.4</b>	<b>20.0</b>	<b>5.6</b>	<b>3,623</b>
<b>State Avg %</b>		<b>74.0</b>	<b>20.4</b>	<b>5.6</b>	

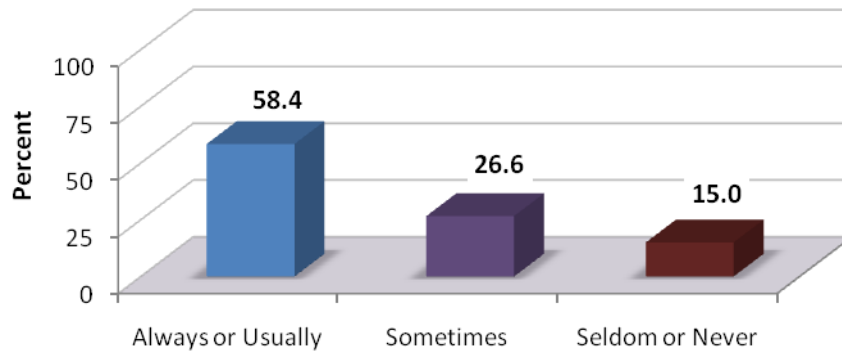
**Chart Q7** Did your Case Manager/Service Coordinator tell you about public services you were eligible for?



2009-10 Average for 5 States

Table Q7*					
Did your Case Manager/Service Coordinator tell you about public services that you were eligible for? (%)					
State		Always or Usually	Sometimes	Seldom or Never	N
<b>Margin of Error ≤ 5%</b>					
GA		-	-	-	-
LA	↓	55.3	21.9	22.7	374
ME	↑	66.9	19.6	13.5	341
NH		61.8	18.6	19.6	382
NY		-	-	-	-
OK	↑	66.9	18.1	15.0	459
PA		-	-	-	-
WA		-	-	-	-
<b>Margin of Error &gt; 5%</b>					
AZ		-	-	-	-
DC	↓	55.4	25.4	19.2	130
<b>Total %</b>		<b>62.3</b>	<b>19.9</b>	<b>17.8</b>	<b>1,686</b>
<b>State Avg %</b>		<b>61.3</b>	<b>20.7</b>	<b>18.0</b>	

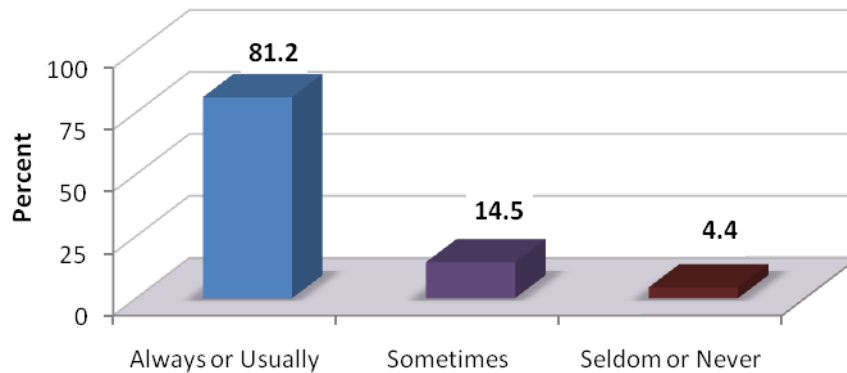
**Chart Q8** Do the staff who assist you with planning help you figure out what you need as a family to support your family member?



**2009-10 Average for 10 States**

<b>Table Q8</b>					
<b>Do the staff who assist you with planning help you figure out what you need as a family to support your family member? (%)</b>					
<b>State</b>		<b>Always or Usually</b>	<b>Sometimes</b>	<b>Seldom or Never</b>	<b>N</b>
<b>Margin of Error ≤ 5%</b>					
<b>GA</b>		54.2	25.1	20.7	295
<b>LA</b>		57.6	28.8	13.6	382
<b>ME</b>		57.3	29.1	13.6	337
<b>NH</b>	↓	52.2	31.9	15.8	404
<b>NY</b>	↑	67.3	21.7	11.0	300
<b>OK</b>		63.3	24.3	12.4	452
<b>PA</b>		54.5	29.4	16.0	917
<b>WA</b>		60.2	26.1	13.8	349
<b>Margin of Error &gt; 5%</b>					
<b>AZ</b>		63.0	23.1	13.9	173
<b>DC</b>		54.1	26.7	19.3	135
<b>Total %</b>		<b>57.8</b>	<b>27.3</b>	<b>14.9</b>	<b>3,744</b>
<b>State Avg %</b>		<b>58.4</b>	<b>26.6</b>	<b>15.0</b>	

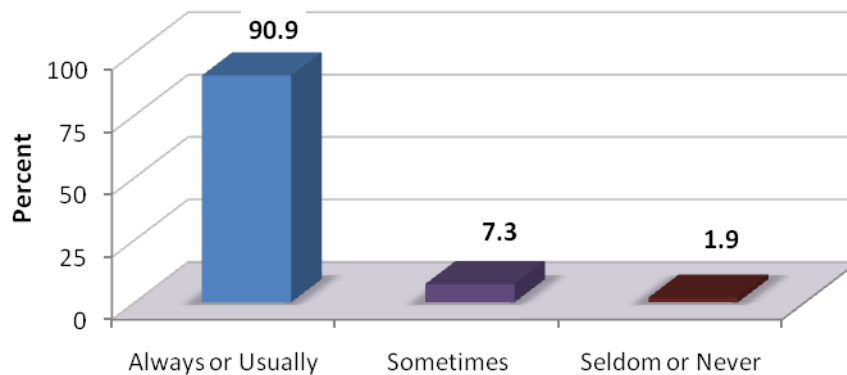
**Chart Q9** Do the staff who assist you with planning respect your choices and opinions?



**2009-10 Average for 10 States**

Table Q9					
Do the staff who assist you with planning respect your choices and opinions? (%)					
State		Always or Usually	Sometimes	Seldom or Never	N
<b>Margin of Error ≤ 5%</b>					
GA	↓	74.5	19.1	6.4	298
LA		81.5	14.2	4.3	395
ME		83.9	12.6	3.5	342
NH	↑	86.4	11.1	2.6	425
NY		81.1	15.6	3.3	307
OK		82.1	14.0	3.9	464
PA		81.0	15.0	4.0	953
WA		82.9	10.9	6.3	350
<b>Margin of Error &gt; 5%</b>					
AZ		84.6	11.8	3.6	169
DC	↓	73.9	20.3	5.8	138
<b>Total %</b>		<b>81.6</b>	<b>14.2</b>	<b>4.2</b>	<b>3,841</b>
<b>State Avg %</b>		<b>81.2</b>	<b>14.5</b>	<b>4.4</b>	

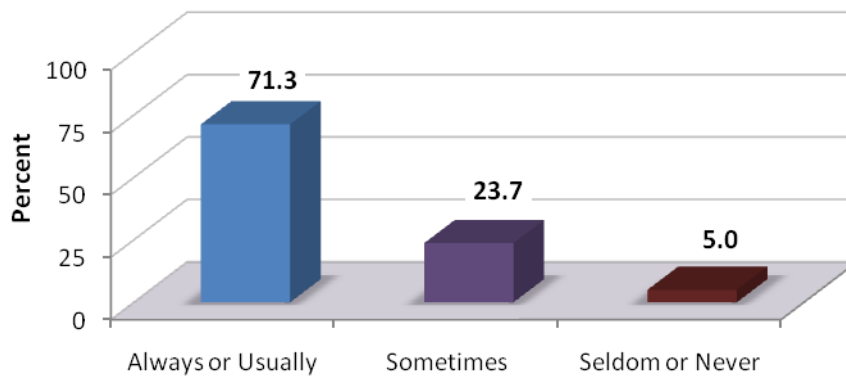
**Chart Q10** Are the staff who assist you with planning generally respectful and courteous?



**2009-10 Average for 10 States**

<b>Table Q10</b>					
<b>Are the staff who assist you with planning generally respectful and courteous? (%)</b>					
<b>State</b>		<b>Always or Usually</b>	<b>Sometimes</b>	<b>Seldom or Never</b>	<b>N</b>
<b>Margin of Error ≤ 5%</b>					
<b>GA</b>		88.3	8.7	3.0	298
<b>LA</b>		91.9	7.2	1.0	405
<b>ME</b>		91.7	6.8	1.4	351
<b>NH</b>		95.4	4.3	0.2	438
<b>NY</b>		89.4	8.1	2.5	320
<b>OK</b>		91.7	6.4	1.9	472
<b>PA</b>		91.8	6.8	1.4	989
<b>WA</b>		90.7	5.8	3.6	365
<b>Margin of Error &gt; 5%</b>					
<b>AZ</b>		89.7	9.2	1.1	174
<b>DC</b>		87.9	9.3	2.9	140
<b>Total %</b>		<b>91.4</b>	<b>6.9</b>	<b>1.7</b>	<b>3,952</b>
<b>State Avg %</b>		<b>90.9</b>	<b>7.3</b>	<b>1.9</b>	

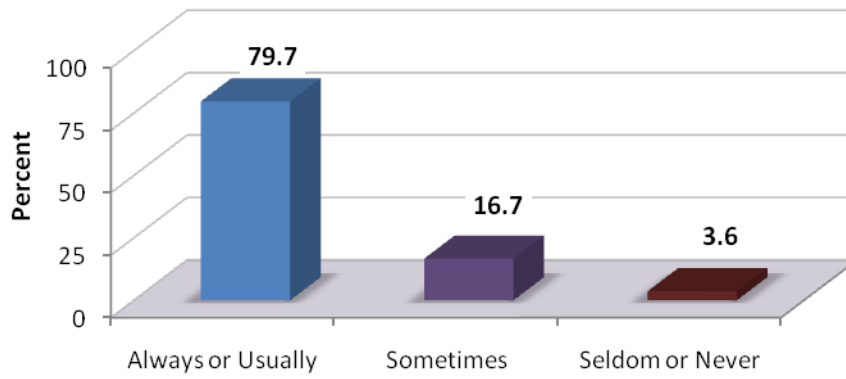
**Chart Q11** Are the staff who assist you with planning generally effective?



2009-10 Average for 10 States

Table Q11					
Are the staff who assist you with planning generally effective? (%)					
State		Always or Usually	Sometimes	Seldom or Never	N
<b>Margin of Error ≤ 5%</b>					
GA	↓	63.5	30.4	6.1	293
LA		75.1	20.6	4.4	389
ME		71.9	24.1	4.0	349
NH		73.8	22.9	3.2	432
NY		73.1	21.0	5.8	309
OK		72.4	23.3	4.3	467
PA		72.1	22.9	5.0	954
WA		72.2	19.9	7.9	356
<b>Margin of Error &gt; 5%</b>					
AZ		71.8	22.9	5.3	170
DC		66.9	29.4	3.7	136
<b>Total %</b>		<b>71.9</b>	<b>23.2</b>	<b>5.0</b>	<b>3,855</b>
<b>State Avg %</b>		<b>71.3</b>	<b>23.7</b>	<b>5.0</b>	

**Chart Q12** Can you contact the staff who assist you with planning whenever you want to?



**2009-10 Average for 10 States**

<b>Table Q12</b>					
<b>Can you contact the staff who assist you with planning whenever you want to? (%)</b>					
State		Always or Usually	Sometimes	Seldom or Never	N
<b>Margin of Error ≤ 5%</b>					
GA		77.3	17.7	5.0	299
LA		82.5	15.5	2.0	400
ME		81.6	16.1	2.3	354
NH		84.0	13.9	2.1	438
NY		81.3	15.8	2.9	310
OK		80.9	16.3	2.8	471
PA		80.3	16.4	3.3	979
WA		80.0	14.7	5.3	360
<b>Margin of Error &gt; 5%</b>					
AZ		75.3	21.3	3.4	174
DC	↓	74.1	19.4	6.5	139
<b>Total %</b>		<b>80.5</b>	<b>16.2</b>	<b>3.3</b>	<b>3,924</b>
<b>State Avg %</b>		<b>79.7</b>	<b>16.7</b>	<b>3.6</b>	

## Access and Delivery of Supports

- A majority of respondents (74%) felt that their family member receives all the supports in their plan. Only six percent (6%) felt that this was seldom or never the case.
- Overall, 73% of families indicated their service coordinator helped them get needed supports. Twenty-two percent (22%) said this happened sometimes, and the remaining 5% indicated their service coordinator was rarely or never helpful in getting the assistance needed.
- Sixty-nine percent (69%) of respondents indicated that their family members always or usually received the services/supports needed. Twenty-six percent (26%) got them sometimes, while 5% seldom or never received needed supports.
- The majority of respondents (92%) felt that their family received the services and supports it needs, at least some of the time. Eight percent (8%) felt that they seldom or never received the needed services and supports.
- The majority (60%) said the supports received met their families' needs. Thirty-two percent (32%) stated that supports sometimes met their needs, while 8% felt supports seldom/never met their needs.
- For fifty-eight percent (58%) of families, supports were always or usually available when needed.
- Three-fifths (60%) of respondents stated their supports changed as their family member's needs changed. Thirty-one percent (31%) felt that this change only happened some of the time, and 9% felt that their supports seldom or never changed to meet their family member's needs.
- Forty-four percent (44%) of respondents stated that families in their area asked for different types of supports than the ones that were currently being offered.
- On the occasions when families did request different types of supports, 43% indicated that the state agency or provider agency was usually or always responsive to these requests.
- Slightly more than half (56%) of families who in the past year asked for assistance in an emergency or crisis always or usually received services.
- Among respondents whose first language was not English, sixty-eight percent (68%) indicated that staff or translators were available to speak with them in their preferred languages. Thirteen percent (13%) indicated that staff/translators were sometimes available, and 19% stated that staff/translators who spoke in the families' preferred languages were seldom or not available.
- Among respondents with family members who did not speak English, or used a different means to communicate (e.g., sign language), just over half (54%) of families said there were enough support staff regularly available who could communicate with their family member.
- Sixty-five percent (65%) of respondents felt their family member had access to the special equipment or accommodations needed.
- Most respondents (91%) felt they had access to health services for their family member.



- Compared to access to health care, fewer families (76%) felt they had access to dental services for their family member. Fifteen percent (15%) had seldom or no access to dental services.
- Nearly all respondents (94%) felt they had access to necessary medications for their family member with a disability.
- Over half of respondents (56%) indicated that frequent changes in support staff were a problem for their family at least some of the time.
- When the family member with a disability received day/employment supports, the majority of respondents (86%) felt that day/employment setting was a safe and healthy environment.
- Over nine out of ten families (91%) felt that support staff were respectful and courteous.
- The majority of respondents (80%) felt that support staff had the right training to meet their family member's needs.

**Chart Q13 Family member receives all services in the service plan?**

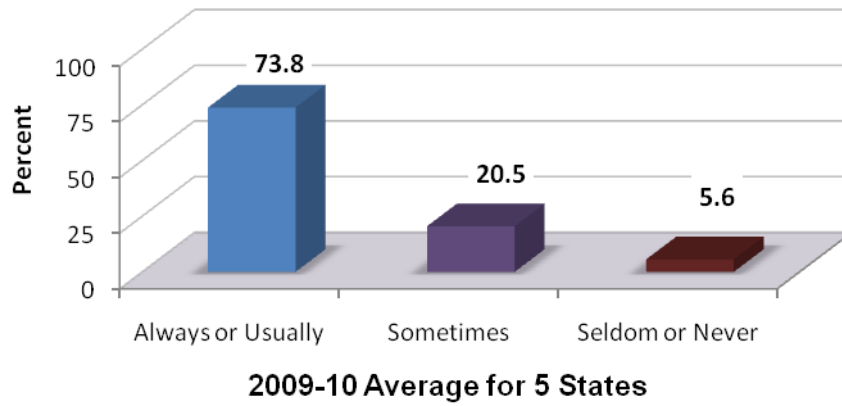
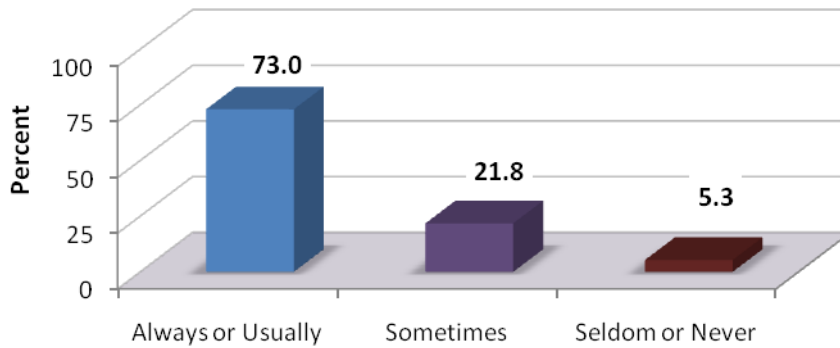


Table Q13*					
Family member receives all services in the service plan (%)					
State		Always or Usually	Sometimes	Seldom or Never	N
Margin of Error ≤ 5%					
GA		-	-	-	-
LA		75.6	17.9	6.5	340
ME		77.0	21.0	2.0	300
NH	↑	79.0	18.7	2.3	390
NY		-	-	-	-
OK		77.8	17.4	4.8	437
PA		-	-	-	-
WA		-	-	-	-
Margin of Error > 5%					
AZ		-	-	-	-
DC	↓↓	59.7	27.7	12.6	119
<b>Total %</b>		<b>76.1</b>	<b>19.3</b>	<b>4.6</b>	<b>1,586</b>
<b>State Avg %</b>		<b>73.8</b>	<b>20.5</b>	<b>5.6</b>	

**Chart Q14** When you ask the service/support coordinator for assistance, does he/she help you get what you need?



**2009-10 Average for 10 States**

<b>Table Q14</b>					
<b>When you ask the service/support coordinator for assistance, does he/she help you get what you need? (%)</b>					
State		Always or Usually	Sometimes	Seldom or Never	N
<b>Margin of Error ≤ 5%</b>					
GA	↓	65.3	26.9	7.7	297
LA		72.6	23.5	3.9	383
ME		76.5	18.5	5.0	340
NH	↑	78.7	17.9	3.5	431
NY		74.3	20.7	5.1	334
OK		71.6	24.5	3.9	465
PA		74.7	20.3	5.0	960
WA		75.9	18.4	5.7	423
<b>Margin of Error &gt; 5%</b>					
AZ		71.2	22.3	6.5	184
DC		68.8	24.6	6.5	138
<b>Total %</b>		<b>73.7</b>	<b>21.3</b>	<b>5.0</b>	<b>3,955</b>
<b>State Avg %</b>		<b>73.0</b>	<b>21.8</b>	<b>5.3</b>	

**Chart Q15** Does your family member get the services and supports s/he needs?

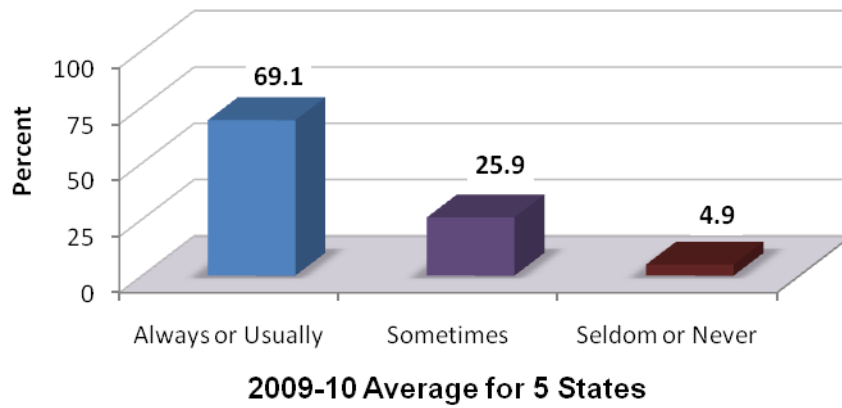
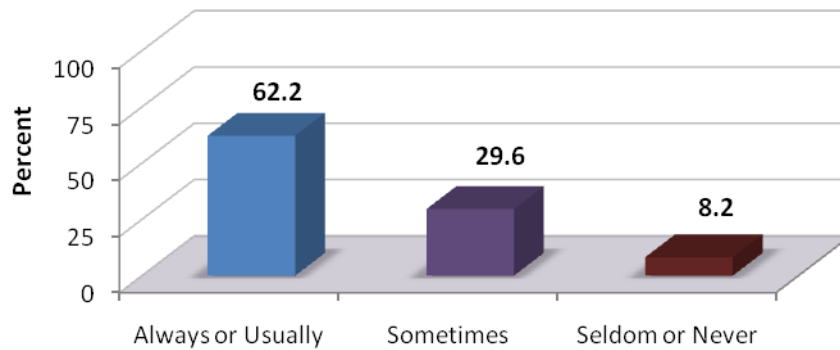


Table Q15*					
Does your family member get the services and supports s/he needs? (%)					
State		Always or Usually	Sometimes	Seldom or Never	N
Margin of Error ≤ 5%					
GA		-	-	-	-
LA		69.6	25.6	4.8	398
ME		69.3	25.8	4.9	349
NH	↑	74.9	21.6	3.4	439
NY		-	-	-	-
OK		70.6	25.8	3.6	466
PA		-	-	-	-
WA		-	-	-	-
Margin of Error > 5%					
AZ		-	-	-	-
DC	↓	61.3	30.7	8.0	137
<b>Total %</b>		<b>70.5</b>	<b>25.1</b>	<b>4.4</b>	<b>1,789</b>
<b>State Avg %</b>		<b>69.1</b>	<b>25.9</b>	<b>4.9</b>	

**Chart Q16** Does your family get the services and supports you need?



**2009-10 Average for 10 States**

<b>Table Q16</b>					
<b>Does your family get the services and supports you need? (%)</b>					
<b>State</b>		<b>Always or Usually</b>	<b>Sometimes</b>	<b>Seldom or Never</b>	<b>N</b>
<b>Margin of Error ≤ 5%</b>					
<b>GA</b>		57.6	30.3	12.2	304
<b>LA</b>		62.7	30.3	6.9	389
<b>ME</b>		58.4	31.6	9.9	332
<b>NH</b>		64.7	29.9	5.5	422
<b>NY</b>	↑	68.9	23.7	7.4	325
<b>OK</b>		64.3	29.3	6.3	457
<b>PA</b>		62.9	28.4	8.6	950
<b>WA</b>		60.3	31.8	7.9	406
<b>Margin of Error &gt; 5%</b>					
<b>AZ</b>		61.6	29.2	9.2	185
<b>DC</b>		60.9	31.3	7.8	128
<b>Total %</b>		<b>62.6</b>	<b>29.4</b>	<b>8.1</b>	<b>3,898</b>
<b>State Avg %</b>		<b>62.2</b>	<b>29.6</b>	<b>8.2</b>	

**Chart Q17** Do the services and supports offered meet your family's needs?

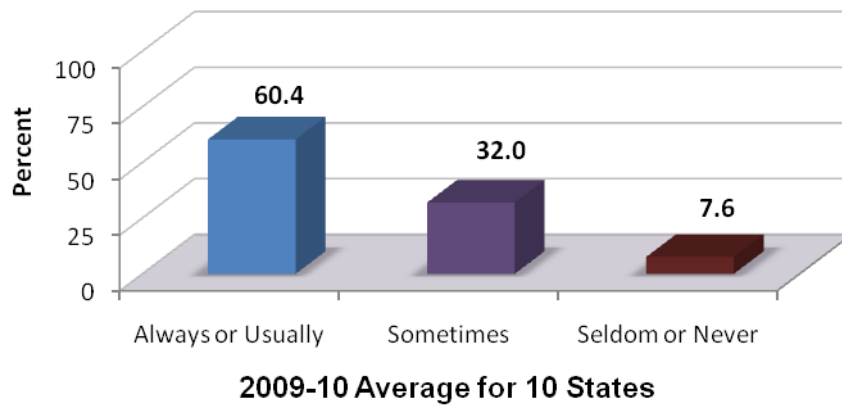


Table Q17					
Do the services and supports offered meet your family's needs? (%)					
State		Always or Usually	Sometimes	Seldom or Never	N
<b>Margin of Error ≤ 5%</b>					
GA	↓	52.9	35.9	11.1	306
LA		63.3	30.3	6.5	400
ME		59.5	32.5	8.0	338
NH	↑	66.7	27.8	5.4	424
NY		62.3	30.4	7.3	342
OK		64.2	31.5	4.3	466
PA		62.0	29.4	8.6	955
WA		56.4	35.0	8.6	406
<b>Margin of Error &gt; 5%</b>					
AZ		61.5	31.9	6.6	182
DC	↓	55.3	34.8	9.8	132
<b>Total %</b>		<b>61.2</b>	<b>31.3</b>	<b>7.5</b>	<b>3,951</b>
<b>State Avg %</b>		<b>60.4</b>	<b>32.0</b>	<b>7.6</b>	

**Chart Q18** Are supports available when your family needs them?

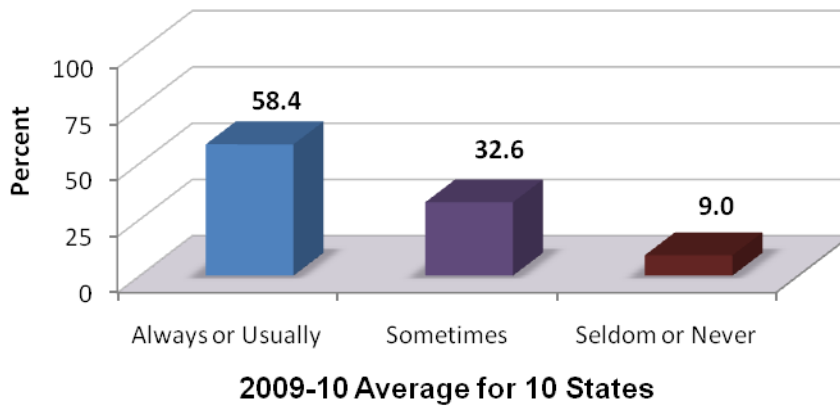
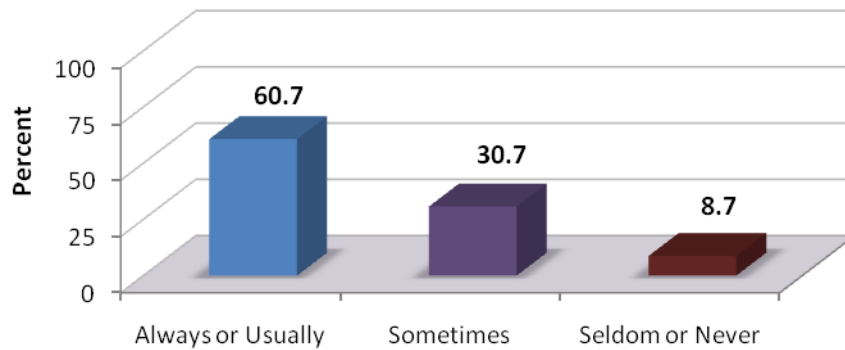


Table Q18					
Are supports available when your family needs them? (%)					
State		Always or Usually	Sometimes	Seldom or Never	N
<b>Margin of Error ≤ 5%</b>					
GA	↓↓	45.6	41.5	12.9	294
LA	↑	64.9	28.0	7.1	382
ME		54.7	32.8	12.5	320
NH	↑	65.5	28.2	6.3	412
NY		61.3	30.1	8.6	326
OK		61.0	32.8	6.2	454
PA		60.8	30.1	9.1	931
WA	↓	52.2	35.8	12.0	383
<b>Margin of Error &gt; 5%</b>					
AZ		60.3	32.4	7.3	179
DC		57.8	34.4	7.8	128
<b>Total %</b>		<b>59.1</b>	<b>31.9</b>	<b>9.0</b>	<b>3,809</b>
<b>State Avg %</b>		<b>58.4</b>	<b>32.6</b>	<b>9.0</b>	

**Chart Q19** Do the services and supports change when your family member's needs change?

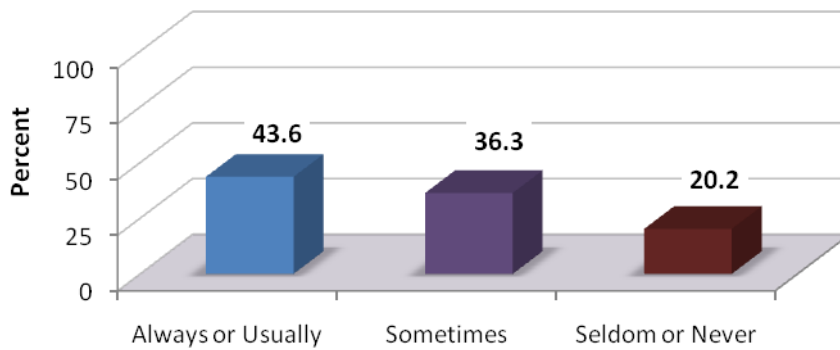


2009-10 Average for 5 States

Table Q19*					
Do the services and supports change when your family member's needs change? (%)					
State		Always or Usually	Sometimes	Seldom or Never	N
Margin of Error ≤ 5%					
GA		-	-	-	-
LA	↑	66.2	25.9	7.9	343
ME	↓	54.2	33.6	12.3	277
NH	↑	70.6	21.8	7.6	354
NY		-	-	-	-
OK		61.1	31.5	7.5	416
PA		-	-	-	-
WA		-	-	-	-
Margin of Error > 5%					
AZ		-	-	-	-
DC	↓	51.4	40.5	8.1	111
<b>Total %</b>		<b>62.5</b>	<b>29.0</b>	<b>8.5</b>	<b>1,501</b>
<b>State Avg %</b>		<b>60.7</b>	<b>30.7</b>	<b>8.7</b>	



**Chart Q20** Do families in your area request that different types of services and supports be made available in your area?



**2009-10 Average for 10 States**

Table Q20					
Do families in your area request that different types of services and supports be made available in your area? (%)					
State		Always or Usually	Sometimes	Seldom or Never	N
<b>Margin of Error ≤ 5%</b>					
GA		39.4	39.4	21.2	137
LA	↑	52.0	34.1	14.0	179
ME	↓	36.6	39.3	24.1	112
NH		39.8	39.0	21.1	123
NY		43.5	38.2	18.3	131
OK		46.4	28.7	24.9	181
PA		46.1	36.0	18.0	356
WA		46.5	38.6	15.0	127
<b>Margin of Error &gt; 5%</b>					
AZ		46.4	40.6	13.0	69
DC		38.8	28.6	32.7	49
<b>Total %</b>		<b>44.5</b>	<b>36.1</b>	<b>19.4</b>	<b>1,464</b>
<b>State Avg %</b>		<b>43.6</b>	<b>36.3</b>	<b>20.2</b>	

**Chart Q21** If yes, does either the state agency or provider agency respond to their requests?

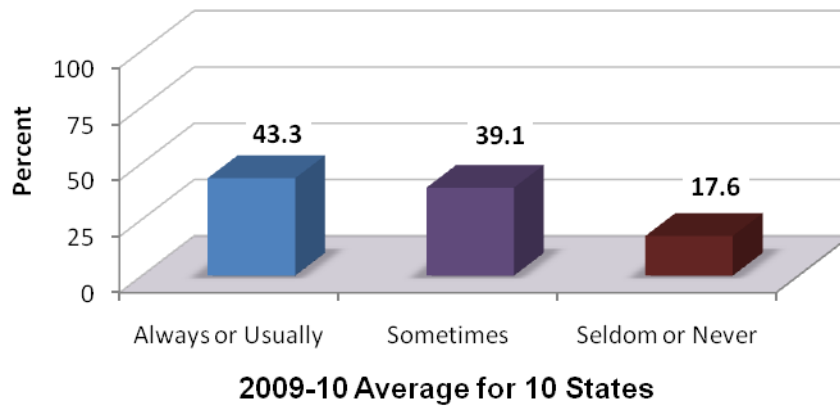


Table Q21					
If yes, does either the state agency or provider agency respond to their requests? (%)					
State		Always or Usually	Sometimes	Seldom or Never	N
<b>Margin of Error ≤ 5%</b>					
GA	↓	37.4	33.6	29.0	107
LA	↑↑	60.0	29.1	10.9	175
ME		46.5	32.3	21.2	99
NH		42.2	44.0	13.8	116
NY	↓	38.0	42.6	19.4	108
OK		45.2	37.3	17.5	166
PA		40.8	39.9	19.3	326
WA		39.6	42.6	17.8	101
<b>Margin of Error &gt; 5%</b>					
AZ		40.9	42.4	16.7	66
DC		42.5	47.5	10.0	40
<b>Total %</b>		<b>43.9</b>	<b>38.2</b>	<b>17.9</b>	<b>1,304</b>
<b>State Avg %</b>		<b>43.3</b>	<b>39.1</b>	<b>17.6</b>	

**Chart Q22** If you asked for crisis services during the past year, were services provided?

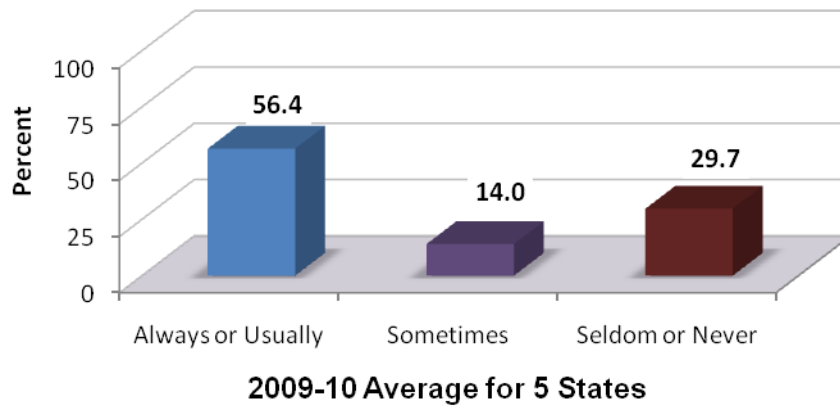
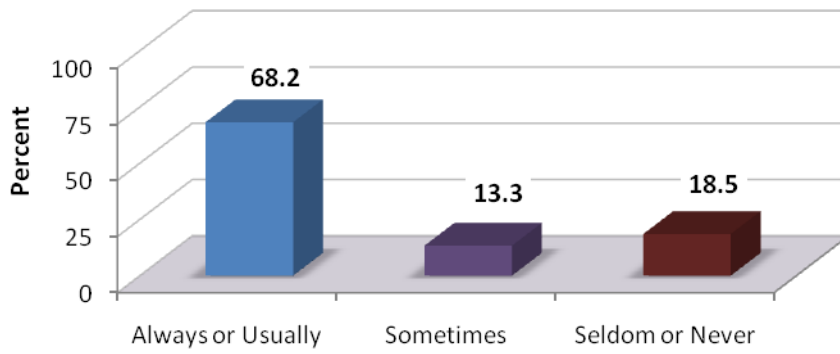


Table Q22*					
If you asked for crisis services during the past year, were services provided? (%)					
State		Always or Usually	Sometimes	Seldom or Never	N
<b>Margin of Error ≤ 5%</b>					
GA		-	-	-	-
LA	↑	64.2	10.6	25.2	151
ME		55.6	7.4	37.0	54
NH		59.5	13.9	26.6	79
NY		-	-	-	-
OK	↓↓	46.4	20.9	32.7	110
PA		-	-	-	-
WA		-	-	-	-
<b>Margin of Error &gt; 5%</b>					
AZ		-	-	-	-
DC		56.1	17.1	26.8	41
<b>Total %</b>		<b>57.0</b>	<b>14.0</b>	<b>29.0</b>	<b>435</b>
<b>State Avg %</b>		<b>56.4</b>	<b>14.0</b>	<b>29.7</b>	

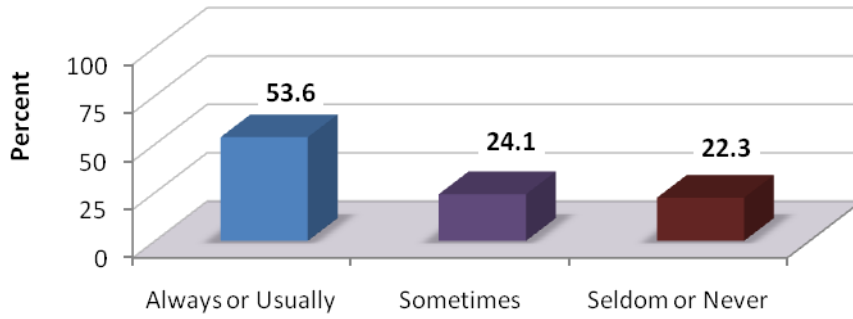
**Chart Q23** If English is not your first language, are there support workers or translators available to speak with you in your preferred language?



**2009-10 Average for 10 States**

<b>Table Q23</b>					
<b>If English is not your first language, are there support workers or translators available to speak with you in your preferred language? (%)</b>					
State		Always or Usually	Sometimes	Seldom or Never	N
<b>Margin of Error ≤ 5%</b>					
GA	↓	58.5	19.5	22.0	41
LA		72.9	10.4	16.7	48
ME		68.4	10.5	21.1	19
NH		64.0	20.0	16.0	25
NY		65.3	14.3	20.4	49
OK	↓	61.5	12.8	25.6	39
PA		67.1	11.8	21.2	85
WA	↓	61.4	18.2	20.5	44
<b>Margin of Error &gt; 5%</b>					
AZ	↑↑↑	80.6	11.1	8.3	36
DC	↑↑↑	81.8	4.5	13.6	22
<b>Total %</b>		<b>67.4</b>	<b>13.5</b>	<b>19.1</b>	<b>408</b>
<b>State Avg %</b>		<b>68.2</b>	<b>13.3</b>	<b>18.5</b>	

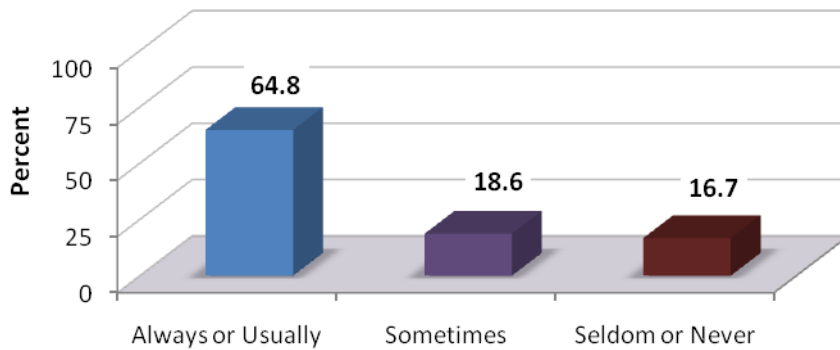
**Chart Q24** If your family member does not speak English or uses a different way to communicate are there enough support workers available who can communicate with him/her?



**2009-10 Average for 10 States**

<b>Table Q24</b>					
<b>If your family member does not speak English or uses a different way to communicate, are there enough support workers available who can communicate with him/her? (%)</b>					
<b>State</b>		<b>Always or Usually</b>	<b>Sometimes</b>	<b>Seldom or Never</b>	<b>N</b>
<b>Margin of Error ≤ 5%</b>					
<b>GA</b>		49.2	25.4	25.4	59
<b>LA</b>	↑	62.0	19.7	18.3	71
<b>ME</b>		50.0	23.8	26.2	42
<b>NH</b>	↓	48.3	36.2	15.5	58
<b>NY</b>		58.2	20.9	20.9	67
<b>OK</b>		52.1	26.0	21.9	73
<b>PA</b>		54.8	24.0	21.2	146
<b>WA</b>	↓↓	42.6	18.0	39.3	61
<b>Margin of Error &gt; 5%</b>					
<b>AZ</b>		57.1	26.2	16.7	42
<b>DC</b>	↑	62.1	20.7	17.2	29
<b>Total %</b>		<b>53.5</b>	<b>24.1</b>	<b>22.4</b>	<b>648</b>
<b>State Avg %</b>		<b>53.6</b>	<b>24.1</b>	<b>22.3</b>	

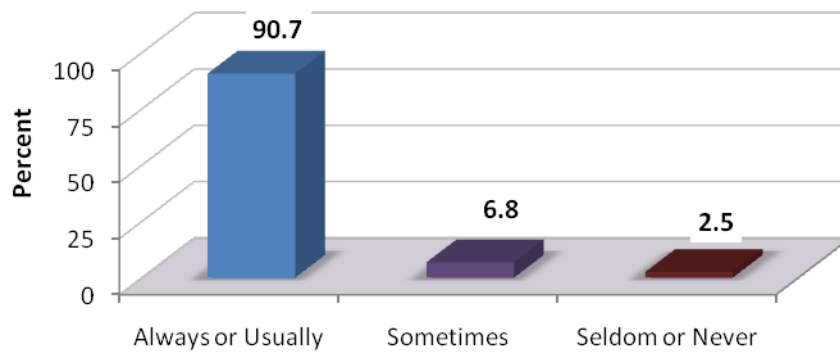
**Chart Q25** Does your family member have access to the special equipment or accommodations that he/she needs?



**2009-10 Average for 10 States**

Table Q25					
Does your family member have access to the special equipment or accommodations that he/she needs? (%)					
State		Always or Usually	Sometimes	Seldom or Never	N
<b>Margin of Error ≤ 5%</b>					
GA	↓	59.5	18.2	22.3	148
LA		65.5	17.7	16.8	220
ME	↓↓	52.5	28.3	19.2	99
NH	↑	72.1	18.4	9.5	147
NY	↑↑	75.4	18.1	6.5	138
OK		67.1	19.9	13.0	246
PA		67.5	20.1	12.5	329
WA		61.0	17.7	21.3	141
<b>Margin of Error &gt; 5%</b>					
AZ	↑↑↑	76.9	16.5	6.6	91
DC	↓↓↓	50.0	11.1	38.9	36
<b>Total %</b>		<b>66.1</b>	<b>19.1</b>	<b>14.7</b>	<b>1,595</b>
<b>State Avg %</b>		<b>64.8</b>	<b>18.6</b>	<b>16.7</b>	

**Chart Q26** Do you have access to health services for your family member?



**2009-10 Average for 10 States**

<b>Table Q26</b>					
<b>Do you have access to health services for your family member? (%)</b>					
<b>State</b>		<b>Always or Usually</b>	<b>Sometimes</b>	<b>Seldom or Never</b>	<b>N</b>
<b>Margin of Error ≤ 5%</b>					
<b>GA</b>	↓	84.0	9.6	6.4	312
<b>LA</b>		89.7	6.8	3.5	399
<b>ME</b>		91.0	8.4	0.6	345
<b>NH</b>		92.9	5.4	1.7	424
<b>NY</b>		92.1	7.1	0.8	353
<b>OK</b>		91.0	7.3	1.7	478
<b>PA</b>		93.3	4.6	2.1	1,021
<b>WA</b>		90.7	5.9	3.4	407
<b>Margin of Error &gt; 5%</b>					
<b>AZ</b>		94.1	5.4	0.5	185
<b>DC</b>		88.1	7.4	4.4	135
<b>Total %</b>		<b>91.2</b>	<b>6.4</b>	<b>2.4</b>	<b>4,059</b>
<b>State Avg %</b>		<b>90.7</b>	<b>6.8</b>	<b>2.5</b>	

**Chart Q27** Do you have access to dental services for your family member?

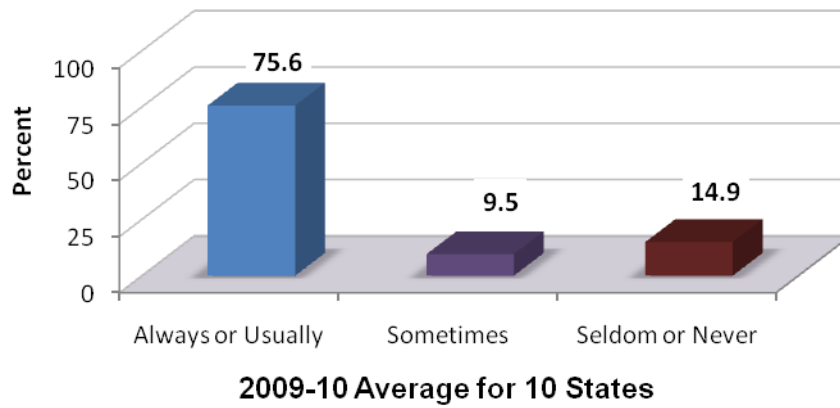
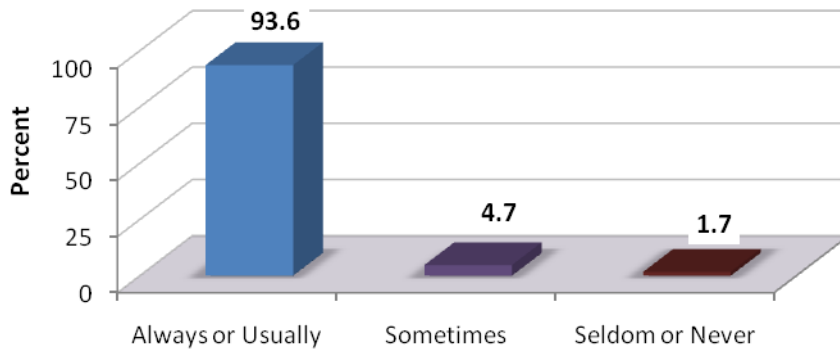


Table Q27					
Do you have access to dental services for your family member? (%)					
State		Always or Usually	Sometimes	Seldom or Never	N
<b>Margin of Error ≤ 5%</b>					
GA	↓	68.2	11.1	20.6	296
LA	↓↓	64.4	10.0	25.6	360
ME	↑	81.0	7.6	11.4	343
NH		78.7	7.2	14.1	417
NY	↑↑	89.3	8.4	2.2	356
OK		75.9	10.6	13.5	436
PA	↑	82.7	6.5	10.8	994
WA		78.3	13.5	8.2	401
<b>Margin of Error &gt; 5%</b>					
AZ	↓↓	63.2	7.6	29.2	171
DC		74.1	12.2	13.7	139
<b>Total %</b>		<b>77.6</b>	<b>8.9</b>	<b>13.5</b>	<b>3,913</b>
<b>State Avg %</b>		<b>75.6</b>	<b>9.5</b>	<b>14.9</b>	



**Chart Q28** Do you have access to necessary medications for your family member?



**2009-10 Average for 10 States**

<b>Table Q28</b>					
<b>Do you have access to necessary medications for your family member? (%)</b>					
<b>State</b>		<b>Always or Usually</b>	<b>Sometimes</b>	<b>Seldom or Never</b>	<b>N</b>
<b>Margin of Error ≤ 5%</b>					
<b>GA</b>		88.7	6.6	4.7	318
<b>LA</b>		93.5	5.5	1.0	400
<b>ME</b>		96.3	3.2	0.6	347
<b>NH</b>		95.7	3.3	1.0	394
<b>NY</b>		94.3	4.6	1.1	350
<b>OK</b>		94.2	4.9	0.9	467
<b>PA</b>		95.7	3.3	1.0	1,019
<b>WA</b>		93.9	4.2	2.0	407
<b>Margin of Error &gt; 5%</b>					
<b>AZ</b>		93.7	5.2	1.1	174
<b>DC</b>		90.4	5.9	3.7	135
<b>Total %</b>		<b>94.2</b>	<b>4.3</b>	<b>1.4</b>	<b>4,011</b>
<b>State Avg %</b>		<b>93.6</b>	<b>4.7</b>	<b>1.7</b>	

**Chart Q29** Are frequent changes in support staff a problem for you/your family member?

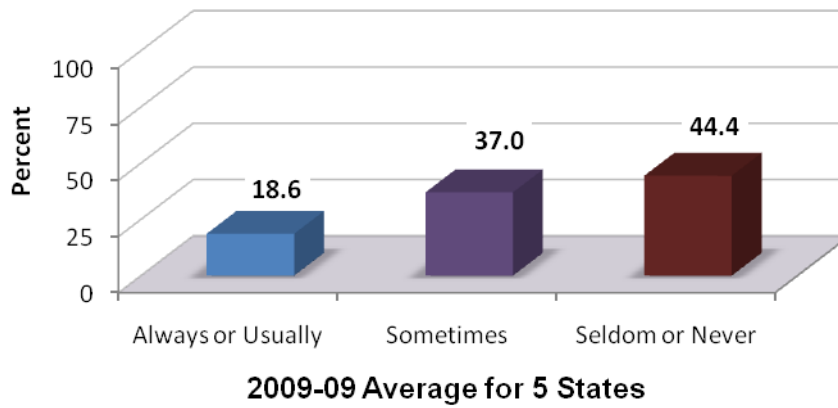
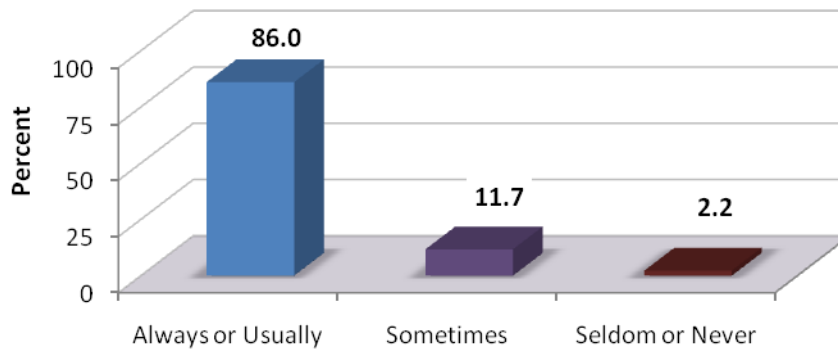


Table Q29*					
Are frequent changes in support staff a problem for you/your family member? (%)					
State		Always or Usually	Sometimes	Seldom or Never	N
Margin of Error ≤ 5%					
GA		-	-	-	-
LA		22.8	34.2	43.0	342
ME		18.8	39.4	41.8	282
NH	↓	13.6	44.8	41.6	382
NY		-	-	-	-
OK		16.7	34.5	48.8	414
PA		-	-	-	-
WA		-	-	-	-
Margin of Error > 5%					
AZ		-	-	-	-
DC		21.3	32.0	46.7	122
<b>Total %</b>		<b>18.0</b>	<b>37.7</b>	<b>44.3</b>	<b>1,542</b>
<b>State Avg %</b>		<b>18.6</b>	<b>37.0</b>	<b>44.4</b>	

**Chart Q30** Do you feel that your family member's day/employment setting is a healthy and safe environment?



**2009-10 Average for 10 States**

<b>Table Q30</b>					
<b>Do you feel that your family member's day/employment setting is a healthy and safe environment? (%)</b>					
<b>State</b>		<b>Always or Usually</b>	<b>Sometimes</b>	<b>Seldom or Never</b>	<b>N</b>
<b>Margin of Error ≤ 5%</b>					
<b>GA</b>		83.3	13.9	2.8	281
<b>LA</b>		87.9	10.5	1.6	313
<b>ME</b>		89.2	9.8	1.0	287
<b>NH</b>		86.3	12.4	1.3	379
<b>NY</b>		86.2	12.9	0.9	325
<b>OK</b>		84.8	12.8	2.3	343
<b>PA</b>		87.8	9.9	2.4	849
<b>WA</b>		87.7	8.7	3.6	252
<b>Margin of Error &gt; 5%</b>					
<b>AZ</b>		83.4	13.9	2.6	151
<b>DC</b>		83.8	12.3	3.8	130
<b>Total %</b>		<b>86.5</b>	<b>11.4</b>	<b>2.1</b>	<b>3,310</b>
<b>State Avg %</b>		<b>86.0</b>	<b>11.7</b>	<b>2.2</b>	

**Chart Q31** Are support staff generally respectful and courteous?

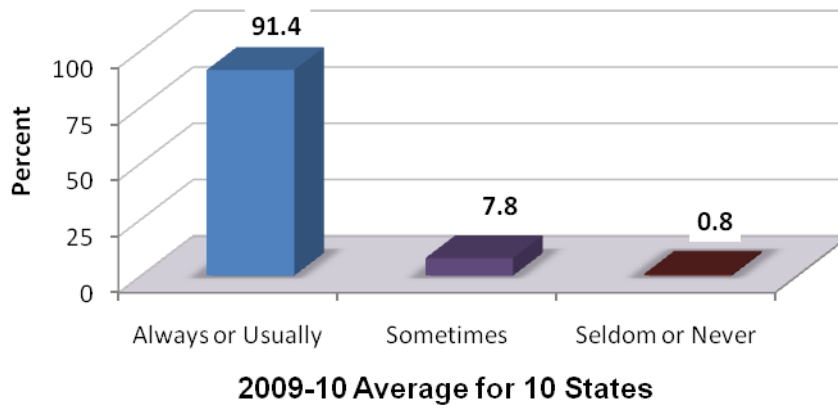
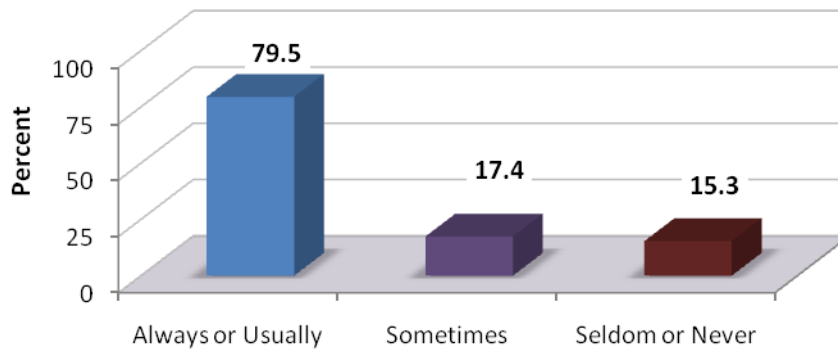


Table Q31					
Are support staff generally respectful and courteous? (%)					
State		Always or Usually	Sometimes	Seldom or Never	N
<b>Margin of Error ≤ 5%</b>					
GA		88.1	10.3	1.6	312
LA		89.5	10.3	0.3	400
ME		92.1	7.3	0.6	354
NH		93.0	6.0	0.9	430
NY		91.2	7.7	1.1	351
OK		91.4	8.2	0.4	465
PA		94.0	4.9	1.1	983
WA		94.7	4.4	0.9	339
<b>Margin of Error &gt; 5%</b>					
AZ		89.4	10.1	0.6	179
DC		90.7	8.6	0.7	140
<b>Total %</b>		<b>92.0</b>	<b>7.2</b>	<b>0.9</b>	<b>3,953</b>
<b>State Avg %</b>		<b>91.4</b>	<b>7.8</b>	<b>0.8</b>	

**Chart Q32 Staff has the right training to meet your/your family member's needs?**



**2009-10 Average for 5 States**

<b>Table Q32*</b>					
<b>Staff has the right training to meet your/your family member's needs? (%)</b>					
<b>State</b>		<b>Always or Usually</b>	<b>Sometimes</b>	<b>Seldom or Never</b>	<b>N</b>
<b>Margin of Error ≤ 5%</b>					
<b>GA</b>		-	-	-	-
<b>LA</b>		80.8	15.5	3.7	380
<b>ME</b>	↓	73.3	22.2	4.5	333
<b>NH</b>		76.8	20.9	2.3	392
<b>NY</b>		-	-	-	-
<b>OK</b>	↑	84.5	13.0	2.5	446
<b>PA</b>		-	-	-	-
<b>WA</b>		-	-	-	-
<b>Margin of Error &gt; 5%</b>					
<b>AZ</b>		-	-	-	-
<b>DC</b>		82.0	15.6	2.3	128
<b>Total %</b>		<b>79.5</b>	<b>17.5</b>	<b>3.1</b>	<b>1,679</b>
<b>State Avg %</b>		<b>79.5</b>	<b>17.4</b>	<b>15.3</b>	

## Choices and Control

- The minority (39%) of respondents felt that they were sometimes or always able to choose their case manager/ service coordinator. Most respondents (61%) felt that they were seldom or never allowed to choose.
- Across the states, on average, 60% of respondents always chose the agencies or providers who work with their families. In Louisiana, this percentage was considerably higher, with 84% of families choosing their service providers.
- While 60% of respondents typically chose their family's provider agency, only 44% always chose the support workers who worked directly with their family. There was much variation between states.
- Across the states, 74% of families who received day/employment supports felt the provider agency regularly involved them in important decisions.
- Among all respondents, 44% had control or input over the hiring and management of their support staff, and 15% indicated they had this control sometimes. Forty-two percent (42%), however, seldom or never had any input or control over the hiring or management of their family's support staff.
- While only 61% of respondents had at least some control over the hiring or management of their support workers, 82% wanted this type of control at least sometimes.
- Forty percent (40%) of respondents or their family members knew how much money was spent by the ID/DD agency on behalf of their family member. Sixty percent (60%), however, had only some or no idea. (Please note, due to this question's wording, "Don't Know" responses were interpreted to be similar in meaning and therefore included with the "Seldom or Never" responses.)
- Overall, only 53% had at least some decision-making authority over how the money available to their family member with disabilities by the ID/DD agency was spent.

**Chart Q33** Did you or your family member choose your case manager/service coordinator?

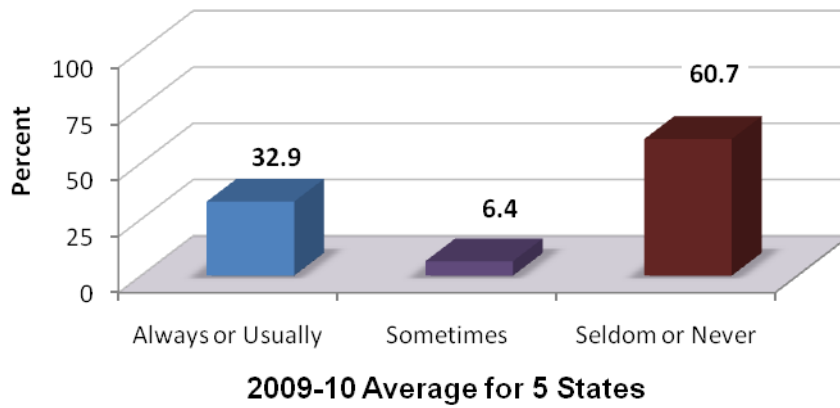


Table Q33*					
Did you or your family member choose your case manager/service coordinator? (%)					
State		Always or Usually	Sometimes	Seldom or Never	N
Margin of Error ≤ 5%					
GA		-	-	-	-
LA	↑↑	66.3	6.0	27.7	350
ME		35.8	10.6	53.6	302
NH	↓↓	18.6	8.0	73.4	349
NY		-	-	-	-
OK	↓	23.4	4.5	72.1	398
PA		-	-	-	-
WA		-	-	-	-
Margin of Error > 5%					
AZ		-	-	-	-
DC	↓↓	20.4	2.9	76.7	103
<b>Total %</b>		<b>34.6</b>	<b>6.8</b>	<b>58.7</b>	<b>1,502</b>
<b>State Avg %</b>		<b>32.9</b>	<b>6.4</b>	<b>60.7</b>	

**Chart Q34** Do you or your family member choose the agencies or providers that work with your family?

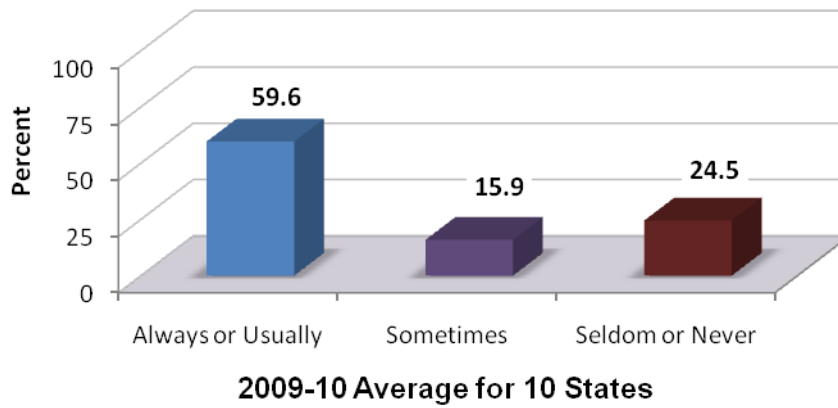


Table Q34					
Do you or your family member choose the agencies or providers that work with your family? (%)					
State		Always or Usually	Sometimes	Seldom or Never	N
<b>Margin of Error ≤ 5%</b>					
GA		58.2	16.0	25.9	282
LA	↑↑	84.2	6.5	9.3	387
ME		59.3	19.3	21.3	305
NH		56.1	14.0	29.8	392
NY		58.7	18.4	23.0	305
OK	↑↑	74.2	14.4	11.3	450
PA	↓↓	40.9	20.0	39.1	826
WA		60.2	16.4	23.5	324
<b>Margin of Error &gt; 5%</b>					
AZ	↑↑↑	72.0	16.1	11.9	168
DC	↓↓↓	31.9	18.1	50.0	116
<b>Total %</b>		<b>58.9</b>	<b>16.1</b>	<b>25.0</b>	<b>3,555</b>
<b>State Avg %</b>		<b>59.6</b>	<b>15.9</b>	<b>24.5</b>	



**Chart Q35** Do you or your family member choose the support workers who work with your family?

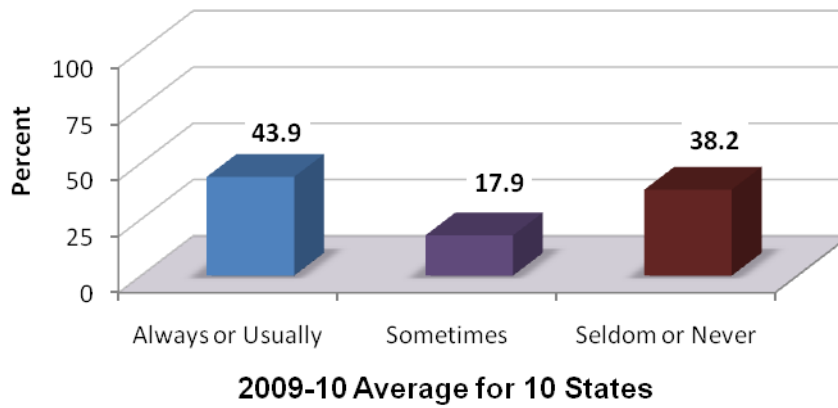
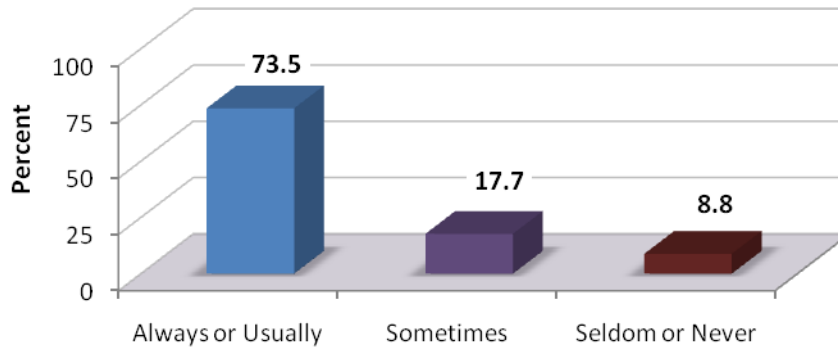


Table Q35					
Do you or your family member choose the support workers who work with your family? (%)					
State		Always or Usually	Sometimes	Seldom or Never	N
<b>Margin of Error ≤ 5%</b>					
GA	↓	36.5	19.0	44.5	274
LA	↑↑	67.0	14.3	18.6	370
ME	↓	36.5	20.2	43.3	277
NH	↓	36.9	21.6	41.5	371
NY	↓	36.4	24.6	39.1	297
OK	↑↑↑	67.1	13.6	19.2	426
PA	↓↓↓	30.7	17.6	51.7	795
WA		44.1	15.4	40.4	272
<b>Margin of Error &gt; 5%</b>					
AZ	↑↑↑	57.0	15.2	27.8	158
DC	↓↓↓	26.7	17.2	56.0	116
<b>Total %</b>		<b>43.7</b>	<b>17.8</b>	<b>38.5</b>	<b>3,356</b>
<b>State Avg %</b>		<b>43.9</b>	<b>17.9</b>	<b>38.2</b>	

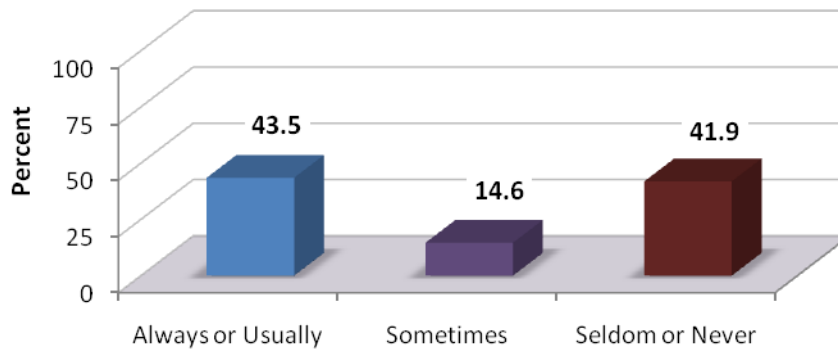
**Chart Q36** If your family member gets day or employment services, does the agency providing these services involve you in important decisions?



**2009-10 Average for 10 States**

<b>Table Q36</b>					
<b>If your family member gets day or employment services, does the agency providing these services involve you in important decisions? (%)</b>					
State		Always or Usually	Sometimes	Seldom or Never	N
<b>Margin of Error ≤ 5%</b>					
GA	↓	66.3	24.9	8.8	261
LA		76.0	15.9	8.1	246
ME	↑	80.4	15.1	4.6	285
NH		76.2	15.5	8.2	328
NY		75.5	15.9	8.7	277
OK		73.2	16.9	9.9	272
PA		72.5	17.5	10.0	699
WA		69.6	21.9	8.5	224
<b>Margin of Error &gt; 5%</b>					
AZ		75.6	15.7	8.7	127
DC		69.8	17.5	12.7	126
<b>Total %</b>		<b>73.6</b>	<b>17.6</b>	<b>8.8</b>	<b>2,845</b>
<b>State Avg %</b>		<b>73.5</b>	<b>17.7</b>	<b>8.8</b>	

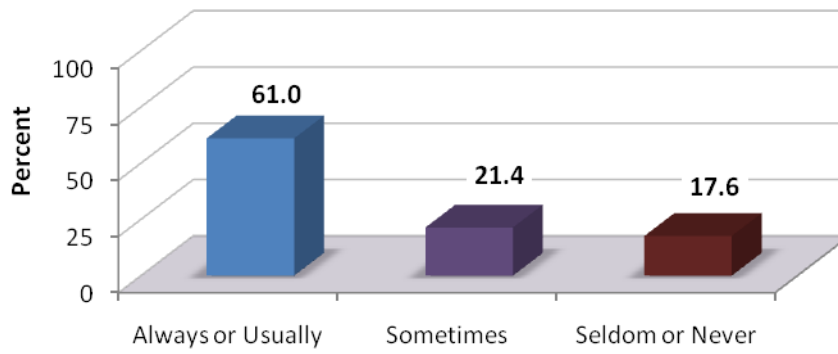
**Chart Q37** Do you or your family member have control and/or input over the hiring and management of your support workers?



**2009-10 Average for 10 States**

Table Q37					
Do you or your family member have control and/or input over the hiring and management of your support workers?					
(%)					
State		Always or Usually	Sometimes	Seldom or Never	N
Margin of Error ≤ 5%					
GA	↓↓	32.9	13.6	53.5	228
LA	↑↑	68.3	11.4	20.3	325
ME	↓↓	26.8	16.0	57.1	231
NH	↓	37.8	17.4	44.8	339
NY	↓↓	28.6	17.3	54.0	248
OK	↑↑	65.2	16.4	18.4	391
PA	↓	34.6	14.1	51.3	661
WA	↑↑	55.0	18.2	26.9	242
Margin of Error > 5%					
AZ	↑	51.8	11.3	36.9	141
DC	↓	34.1	10.2	55.7	88
<b>Total %</b>		<b>44.2</b>	<b>15.0</b>	<b>40.9</b>	<b>2,894</b>
<b>State Avg %</b>		<b>43.5</b>	<b>14.6</b>	<b>41.9</b>	

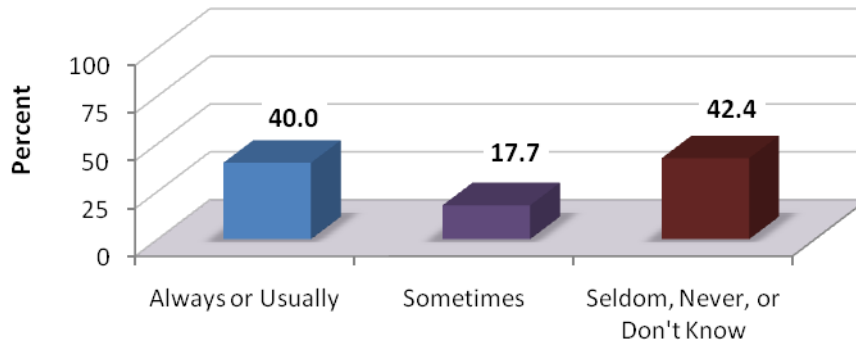
**Chart Q38** Do you or your family member want to have control and/or input over the hiring and management of your support workers?



**2009-10 Average for 10 States**

Table Q38					
Do you or your family member want to have control and/or input over the hiring and management of your support workers? (%)					
State		Always or Usually	Sometimes	Seldom or Never	N
<b>Margin of Error ≤ 5%</b>					
GA		57.2	21.6	21.2	222
LA	↑↑	75.4	13.9	10.7	317
ME	↓↓	48.9	24.7	26.4	231
NH		56.1	27.3	16.6	326
NY	↓	51.5	27.0	21.5	233
OK	↑↑	78.0	15.7	6.3	395
PA	↓↓	48.1	24.6	27.4	672
WA	↑	66.1	19.8	14.1	248
<b>Margin of Error &gt; 5%</b>					
AZ	↑	66.7	18.1	15.2	138
DC		61.8	21.6	16.7	102
<b>Total %</b>		<b>60.1</b>	<b>21.6</b>	<b>18.3</b>	<b>2,884</b>
<b>State Avg %</b>		<b>61.0</b>	<b>21.4</b>	<b>17.6</b>	

**Chart Q39** Do you or your family member know how much money is spent by the ID/DD agency on behalf of your family member with a developmental disability?



2009-10 Average for 10 States

Table Q39					
Do you or your family member know how much money is spent by the ID/DD agency on behalf of your family member with a developmental disability?					
State		Always or Usually	Sometimes	Seldom, Never, or Don't Know	N
<b>Margin of Error ≤ 5%</b>					
GA		38.9	22.3	38.9	157
LA	↑↑	53.4	19.6	27.0	204
ME	↓↓	18.9	10.9	70.3	175
NH	↑	49.6	13.7	36.7	270
NY	↓↓	27.5	14.5	58.0	131
OK	↑↑	65.6	19.0	15.5	401
PA		40.9	21.7	37.4	594
WA		39.6	30.2	30.2	169
<b>Margin of Error &gt; 5%</b>					
AZ	↓↓	27.1	18.8	54.1	85
DC		38.0	6.0	56.0	50
<b>Total %</b>		<b>44.2</b>	<b>19.0</b>	<b>36.8</b>	<b>2,236</b>
<b>State Avg %</b>		<b>40.0</b>	<b>17.7</b>	<b>42.4</b>	

**Chart Q40** Do you or your family member get to decide how this money is spent?

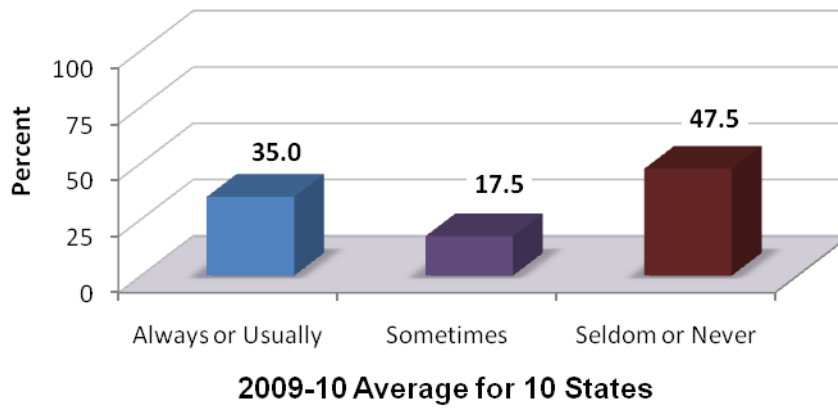
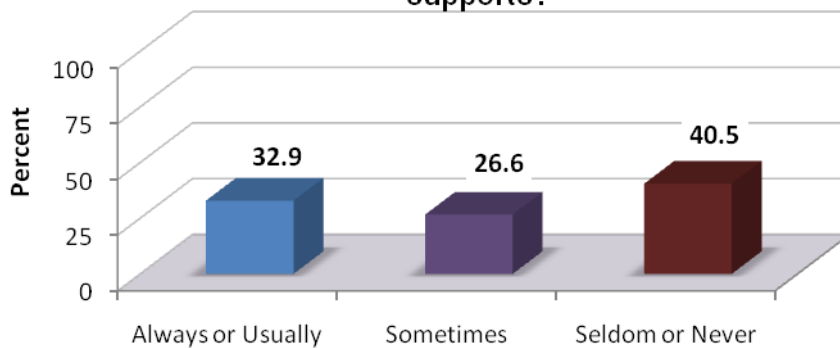


Table Q40					
Do you or your family member get to decide how this money is spent? (%)					
State		Always or Usually	Sometimes	Seldom or Never	N
<b>Margin of Error ≤ 5%</b>					
GA	↓	29.0	23.7	47.3	224
LA		36.6	14.9	48.5	262
ME	↓↓	18.1	12.1	69.8	215
NH		38.5	20.9	40.6	325
NY	↓	29.0	12.4	58.5	193
OK	↑↑	58.2	24.1	17.7	419
PA		38.2	23.2	38.6	691
WA		39.2	18.8	41.9	260
<b>Margin of Error &gt; 5%</b>					
AZ		32.7	17.7	49.6	113
DC		30.1	7.2	62.7	83
<b>Total %</b>		<b>37.8</b>	<b>19.6</b>	<b>42.6</b>	<b>2,785</b>
<b>State Avg %</b>		<b>35.0</b>	<b>17.5</b>	<b>47.5</b>	

## Community Connections

- On average, one-third of respondents (33%) felt that planning or support staff were regularly available to help them use typical community supports (e.g., from a local health club, church or recreation activities) if desired. Another 27% said that staff was sometimes helpful, but 41% stated that planning and support staff was seldom or never helpful in connecting their family members to typical community supports or resources.
- Overall, there was a split between respondents who indicated that staff helped them figure out how family, friends or neighbors could provide some of the families' needed supports (58% say always, usually or sometimes, 42% say seldom or never).
- Only 53% of families felt their family member always or usually had access to community activities. Fifteen percent (15%) stated their family member seldom or never had access to the community.
- While 53% had regular access to community activities, only 36% of family members regularly participated in them. Twenty-seven percent (27%) of respondents said that their family member seldom or never participated in community activities or events.

**Chart Q41** If you want to use typical supports in your community, do either the staff who help you plan or who provide support help connect you to these supports?

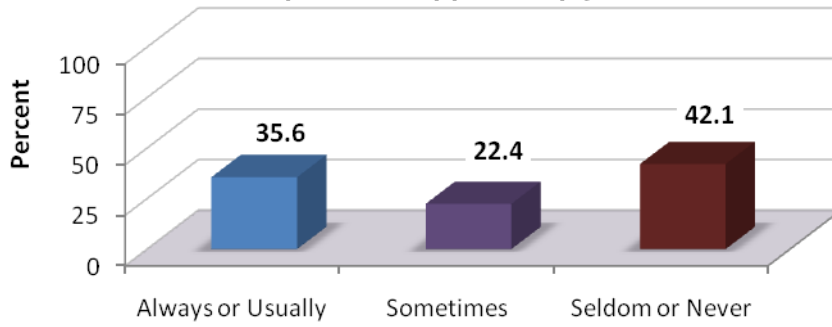


**2009-10 Average for 10 States**

<b>Table Q41</b>					
If you want to use typical supports in your community, do either the staff who help you plan or who provide support help connect you to these supports? (%)					
State		Always or Usually	Sometimes	Seldom or Never	N
<b>Margin of Error ≤ 5%</b>					
GA	↓↓↓	21.4	31.0	47.6	210
LA	↑↑↑	46.5	15.0	38.5	273
ME	↑	39.3	26.4	34.3	239
NH		31.4	32.1	36.6	287
NY		34.3	25.7	40.0	245
OK	↑↑↑	43.8	26.9	29.3	331
PA		30.0	27.4	42.6	624
WA	↓↓↓	22.5	28.9	48.6	253
<b>Margin of Error &gt; 5%</b>					
AZ		36.0	24.0	40.0	125
DC	↓	24.2	28.6	47.3	91
<b>Total %</b>		<b>33.5</b>	<b>26.6</b>	<b>39.9</b>	<b>2,678</b>
<b>State Avg %</b>		<b>32.9</b>	<b>26.6</b>	<b>40.5</b>	



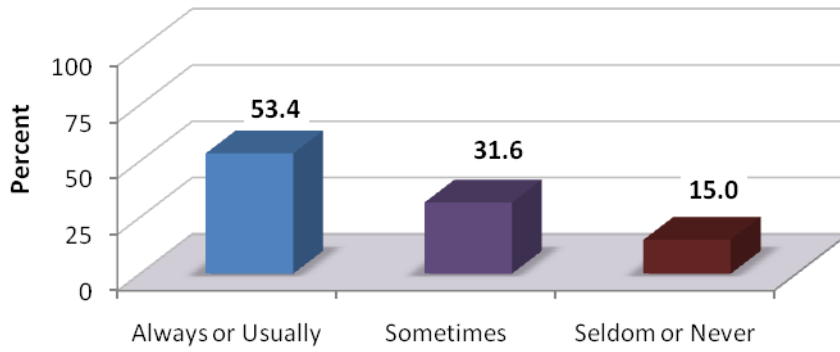
**Chart Q42** If you would like to use family, friends, or neighbors to provide some of the supports your family needs, do either the staff who help you plan or who provide support help you do this?



**2009-10 Average for 10 States**

<b>Table Q42</b>					
If you would like to use family, friends, or neighbors to provide some of the supports your family needs, do either the staff who help you plan or who provide support help you do this? (%)					
State		Always or Usually	Sometimes	Seldom or Never	N
<b>Margin of Error ≤ 5%</b>					
GA	↓↓	21.9	20.9	57.1	196
LA	↑↑	52.0	19.0	29.0	279
ME	↓	26.8	22.4	50.7	205
NH		34.5	29.5	36.0	261
NY	↓	29.0	25.0	46.0	224
OK	↑↑	49.1	23.0	27.9	330
PA		34.8	21.0	44.2	620
WA		33.5	19.1	47.5	257
<b>Margin of Error &gt; 5%</b>					
AZ	↑	42.7	22.9	34.4	131
DC		31.2	20.8	48.1	77
<b>Total %</b>		<b>36.5</b>	<b>22.2</b>	<b>41.2</b>	<b>2,580</b>
<b>State Avg %</b>		<b>35.6</b>	<b>22.4</b>	<b>42.1</b>	

**Chart Q43** Do you feel that your family member has access to community activities?



**2009-10 Average for 10 States**

<b>Table Q43</b>					
<b>Do you feel that your family member has access to community activities? (%)</b>					
State		Always or Usually	Sometimes	Seldom or Never	N
<b>Margin of Error ≤ 5%</b>					
GA	↓↓	42.6	37.0	20.4	284
LA		58.0	27.2	14.7	367
ME		54.1	35.7	10.2	342
NH		57.1	33.9	9.0	431
NY		54.5	29.5	16.0	325
OK	↑↑	63.6	27.1	9.3	442
PA		50.9	34.7	14.4	954
WA	↓	45.5	35.0	19.4	391
<b>Margin of Error &gt; 5%</b>					
AZ		53.3	31.1	15.6	167
DC		54.8	24.3	20.9	115
<b>Total %</b>		<b>53.4</b>	<b>32.4</b>	<b>14.2</b>	<b>3,818</b>
<b>State Avg %</b>		<b>53.4</b>	<b>31.6</b>	<b>15.0</b>	

**Chart Q44** Does your family member participate in community activities?

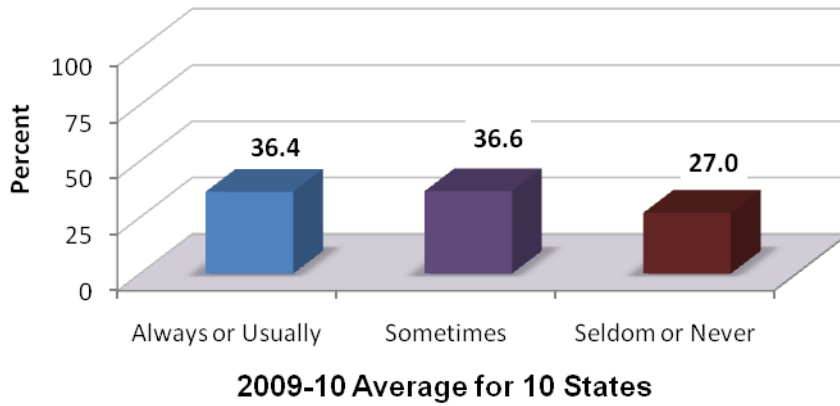
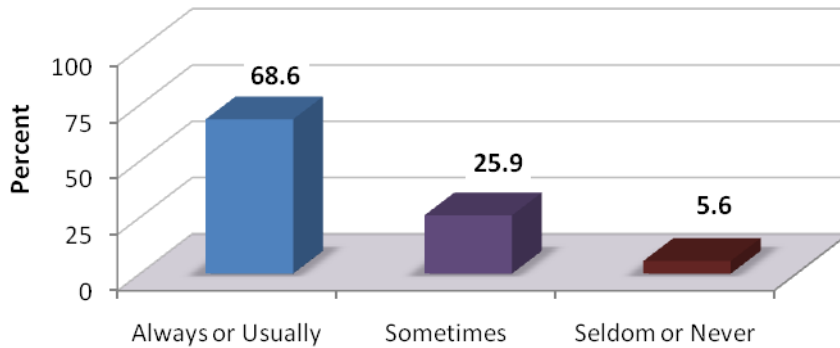


Table Q44					
Does your family member participate in community activities? (%)					
State		Always or Usually	Sometimes	Seldom or Never	N
<b>Margin of Error ≤ 5%</b>					
GA		34.3	36.6	29.0	303
LA		38.3	35.4	26.3	384
ME		40.9	37.5	21.6	347
NH	↑	45.6	33.3	21.2	439
NY		39.0	36.0	24.9	333
OK	↑	41.9	35.4	22.7	449
PA		32.3	36.6	31.1	988
WA	↓	26.6	39.3	34.0	394
<b>Margin of Error &gt; 5%</b>					
AZ	↓	30.8	41.9	27.3	172
DC		34.1	34.1	31.7	123
<b>Total %</b>		<b>36.4</b>	<b>36.4</b>	<b>27.2</b>	<b>3,932</b>
<b>State Avg %</b>		<b>36.4</b>	<b>36.6</b>	<b>27.0</b>	

## Outcomes and Satisfaction with Services and Supports

- Overall, sixty-nine percent (69%) of families were always or usually satisfied with the services and supports they received. Twenty-six percent (26%) were somewhat satisfied, and 6% were seldom or never satisfied.
- On average, 70% of respondents knew about their agency’s grievance process, while 30% had only some or no familiarity with the process for lodging a complaint. (Please note, due to this question’s wording, “Don’t Know” responses were interpreted to be similar in meaning and therefore included with the “Seldom or Never” responses.)
- The majority of respondents (65%) were satisfied with the way complaints or grievances were handled and resolved by their state agency. The remaining 35%, however, were either not satisfied, or only sometimes satisfied with how these matters were resolved.
- Seventy-five percent (75%) of families felt that services and supports always make a positive difference in their lives. Only 4% stated that they seldom or never felt this way.
- Four-fifths (80%) of respondents indicated that services have made a difference in helping them keep their family members at home.
- Most families (83%) indicated that their family member would still be living at home even without receiving services.
- Eighty-six percent (86%) of respondents felt that their family member was usually or always happy.

**Chart Q45** Overall, are you satisfied with the services and supports your family and family member currently receive?



**2009-10 Average for 10 States**

Table Q45					
Overall, are you satisfied with the services and supports your family and family member currently receive? (%)					
State		Always or Usually	Sometimes	Seldom or Never	N
<b>Margin of Error ≤ 5%</b>					
GA	↓	60.4	33.0	6.6	318
LA		72.0	23.2	4.8	414
ME		71.7	22.7	5.6	357
NH	↑	75.6	20.0	4.5	446
NY		72.3	23.5	4.2	357
OK	↑	74.3	21.1	4.6	475
PA		69.8	24.7	5.5	1,039
WA		64.1	30.4	5.5	421
<b>Margin of Error &gt; 5%</b>					
AZ		67.8	27.9	4.4	183
DC	↓↓	57.7	32.4	9.9	142
<b>Total %</b>		<b>69.7</b>	<b>25.0</b>	<b>5.3</b>	<b>4,152</b>
<b>State Avg %</b>		<b>68.6</b>	<b>25.9</b>	<b>5.6</b>	

**Chart Q46** Are you familiar with the process for filing a complaint or grievance regarding problems with your provider agency/agencies or staff who provide services?

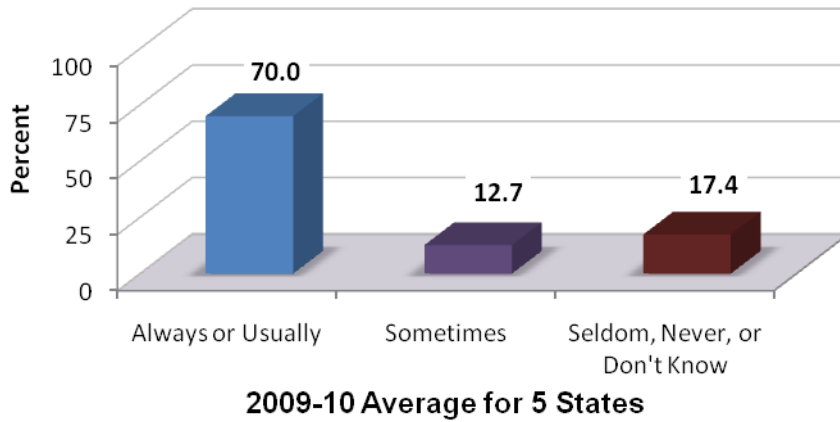
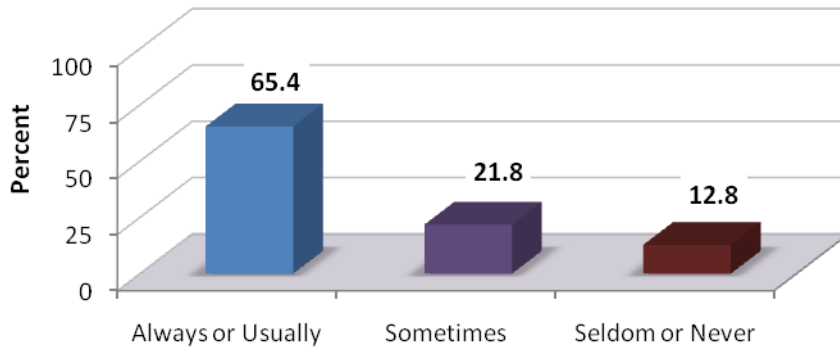


Table Q46*					
Are you familiar with the process for filing a complaint or grievance regarding problems with your provider agency/agencies or staff that provide services? (%)					
State		Always or Usually	Sometimes	Seldom, Never, or Don't Know	N
Margin of Error ≤ 5%					
GA		-	-	-	-
LA	↑	79.8	9.4	10.8	342
ME		67.5	14.1	18.5	249
NH		69.9	13.0	17.1	322
NY		-	-	-	-
OK	↑↑	80.4	9.0	10.7	413
PA		-	-	-	-
WA		-	-	-	-
Margin of Error > 5%					
AZ		-	-	-	-
DC	↓↓	52.4	17.9	29.8	84
<b>Total %</b>		<b>73.9</b>	<b>11.4</b>	<b>14.7</b>	<b>1,410</b>
<b>State Avg %</b>		<b>70.0</b>	<b>12.7</b>	<b>17.4</b>	

**Chart Q47** Are you satisfied with the way complaints/grievances regarding provider agencies are handled and resolved?



**2009-10 Average for 5 States**

<b>Table Q47*</b>					
Are you satisfied with the way complaints/grievances regarding provider agencies are handled and resolved? (%)					
State		Always or Usually	Sometimes	Seldom or Never	N
<b>Margin of Error ≤ 5%</b>					
GA		-	-	-	-
LA	↑	70.9	21.3	7.9	254
ME		67.4	16.3	16.3	141
NH		67.4	22.3	10.3	224
NY		-	-	-	-
OK	↑	71.5	20.1	8.4	274
PA		-	-	-	-
WA		-	-	-	-
<b>Margin of Error &gt; 5%</b>					
AZ		-	-	-	-
DC	↓↓	50.0	28.9	21.1	76
<b>Total %</b>		<b>68.1</b>	<b>21.1</b>	<b>10.8</b>	<b>969</b>
<b>State Avg %</b>		<b>65.4</b>	<b>21.8</b>	<b>12.8</b>	

**Chart Q48** Do you feel that services and supports have made a positive difference in the life of your family?

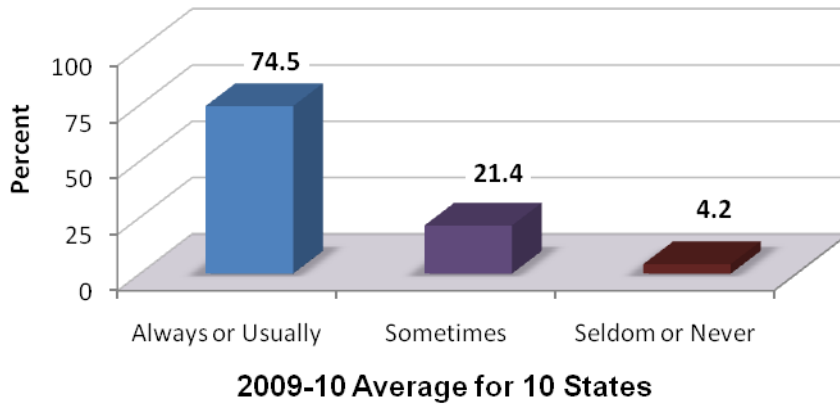


Table Q48					
Do you feel that services and supports have made a positive difference in the life of your family? (%)					
State		Always or Usually	Sometimes	Seldom or Never	N
<b>Margin of Error ≤ 5%</b>					
GA	↓	68.9	26.5	4.5	309
LA		78.2	17.6	4.2	409
ME		76.6	20.8	2.6	346
NH		79.3	17.3	3.4	439
NY		71.6	23.2	5.3	341
OK	↑	82.9	15.8	1.3	474
PA	↓	69.4	23.9	6.7	999
WA		73.1	21.4	5.5	401
<b>Margin of Error &gt; 5%</b>					
AZ		79.0	18.8	2.2	181
DC	↓	65.7	28.4	6.0	134
<b>Total %</b>		<b>74.4</b>	<b>21.2</b>	<b>4.5</b>	<b>4,033</b>
<b>State Avg %</b>		<b>74.5</b>	<b>21.4</b>	<b>4.2</b>	



**Chart Q49** Have services made a difference in helping keep your family member at home?

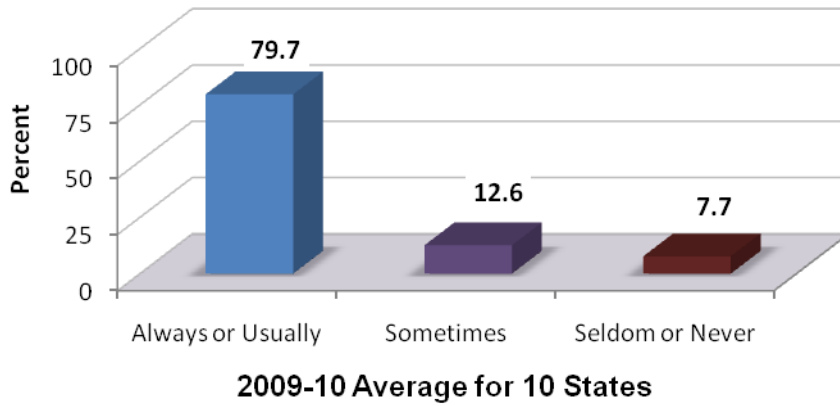


Table Q49					
Have services made a difference in helping keep your family member at home? (%)					
State		Always or Usually	Sometimes	Seldom or Never	N
<b>Margin of Error ≤ 5%</b>					
GA	↓	74.2	17.6	8.2	256
LA	↑	87.4	7.5	5.2	388
ME		79.4	13.6	7.0	316
NH		81.7	9.0	9.3	387
NY		76.8	15.1	8.1	298
OK	↑	88.7	7.9	3.3	453
PA	↓	73.5	12.3	14.1	884
WA		81.1	11.5	7.4	391
<b>Margin of Error &gt; 5%</b>					
AZ		80.8	11.9	7.3	177
DC	↓	73.8	19.2	6.9	130
<b>Total %</b>		<b>79.7</b>	<b>11.8</b>	<b>8.5</b>	<b>3,680</b>
<b>State Avg %</b>		<b>79.7</b>	<b>12.6</b>	<b>7.7</b>	

**Chart Q50** Would your family member still be at home if you did not receive any services?

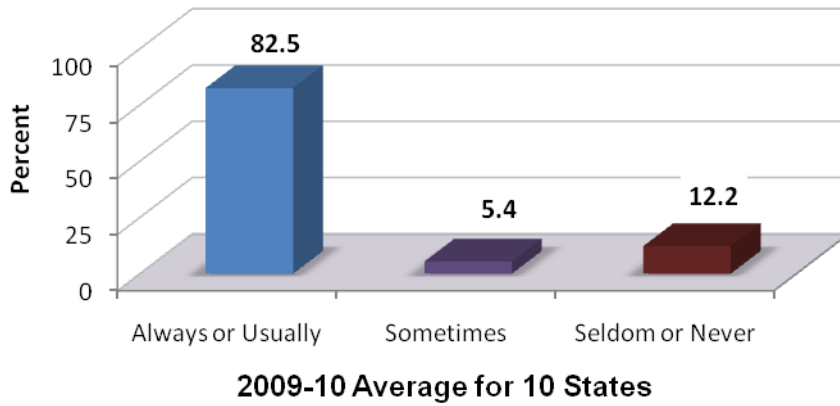


Table Q50					
Would your family member still be at home if you did not receive any services? (%)					
State		Always or Usually	Sometimes	Seldom or Never	N
<b>Margin of Error ≤ 5%</b>					
GA		87.2	5.3	7.5	266
LA		83.3	5.6	11.1	305
ME		82.4	3.5	14.1	255
NH		77.6	6.3	16.0	331
NY		79.3	6.8	13.9	251
OK		83.4	5.3	11.2	356
PA	↑	89.3	3.1	7.6	813
WA	↓	73.6	6.2	20.2	292
<b>Margin of Error &gt; 5%</b>					
AZ		80.0	4.6	15.4	130
DC	↑	88.4	7.1	4.5	112
<b>Total %</b>		<b>83.3</b>	<b>5.0</b>	<b>11.7</b>	<b>3,111</b>
<b>State Avg %</b>		<b>82.5</b>	<b>5.4</b>	<b>12.2</b>	

**Chart Q51** Overall, do you feel that your family member is happy?

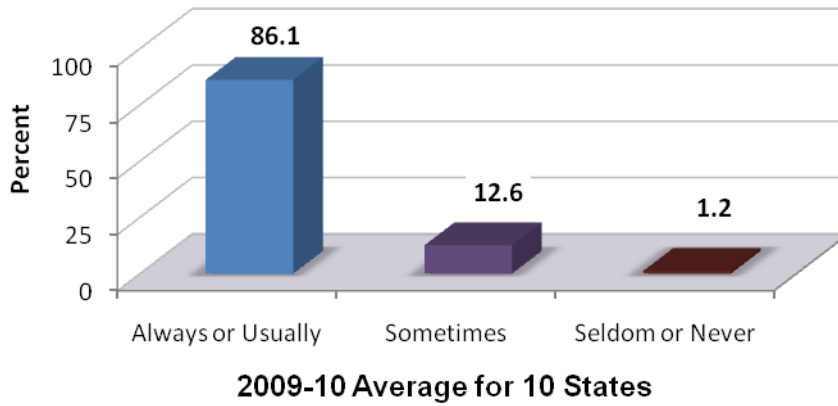


Table Q51					
Overall, do you feel that your family member is happy? (%)					
State		Always or Usually	Sometimes	Seldom or Never	N
<b>Margin of Error ≤ 5%</b>					
GA		81.3	17.8	0.9	326
LA		86.5	12.1	1.4	422
ME		86.9	11.1	1.9	359
NH		86.8	11.9	1.3	454
NY		81.9	16.2	1.9	364
OK	↑	93.2	6.0	0.8	484
PA		87.9	11.3	0.8	1,080
WA		84.5	13.4	2.1	426
<b>Margin of Error &gt; 5%</b>					
AZ	↑	91.3	8.2	0.5	184
DC	↓	81.0	18.3	0.7	142
<b>Total %</b>		<b>86.7</b>	<b>12.0</b>	<b>1.2</b>	<b>4,241</b>
<b>State Avg %</b>		<b>86.1</b>	<b>12.6</b>	<b>1.2</b>	

## Aggregate Results & State Comparisons

In the previous section, the findings are displayed question by question. In this section, we look at survey findings by each categorical area of questioning (i.e., information and planning, access and delivery of services, choice and control, community connections, and overall satisfaction).

For each of these categories, there is a CHART that displays the State Average - indicating the average percentage, across states/sites, of respondents who answered each question with an “always or usually” response. In nearly all cases, the higher this response, the more satisfied the respondents were with their supports.

For each category, there is also a TABLE that looks at the arrows (i.e.,  $\uparrow$  and  $\downarrow$ ) of the Tables displayed earlier in this report, with single arrows representing state results  $\pm 5\%$  from the state average, and double arrows ( $\uparrow\uparrow$  and  $\downarrow\downarrow$ ) representing  $\pm 10\%$  from the state average.

This compilation of results (up arrows minus down arrows) provides a crude overview of deviations, across states and within topic groupings (e.g., information and planning, choice and control), illustrating how states measured up, overall, against the state averages.

As a review, the first chart illustrates state averages, and the table that follows illustrates how states compared to these state averages.

## Information and Planning

- ◆ In New Hampshire, responses to information and planning questions were generally above the overall state average. In Georgia, results generally fell below the state average.

### Chart 4: Information and Planning

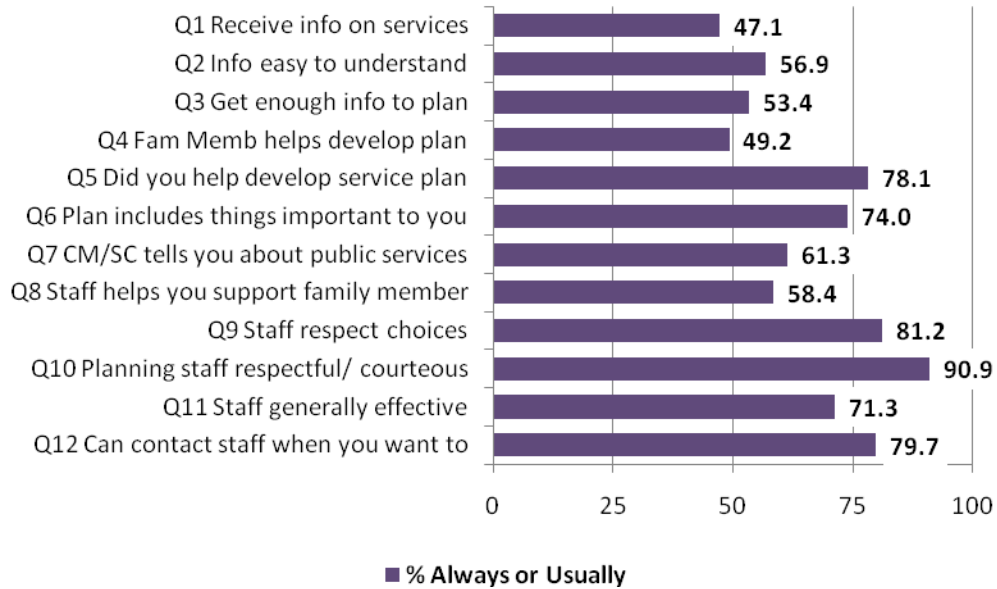
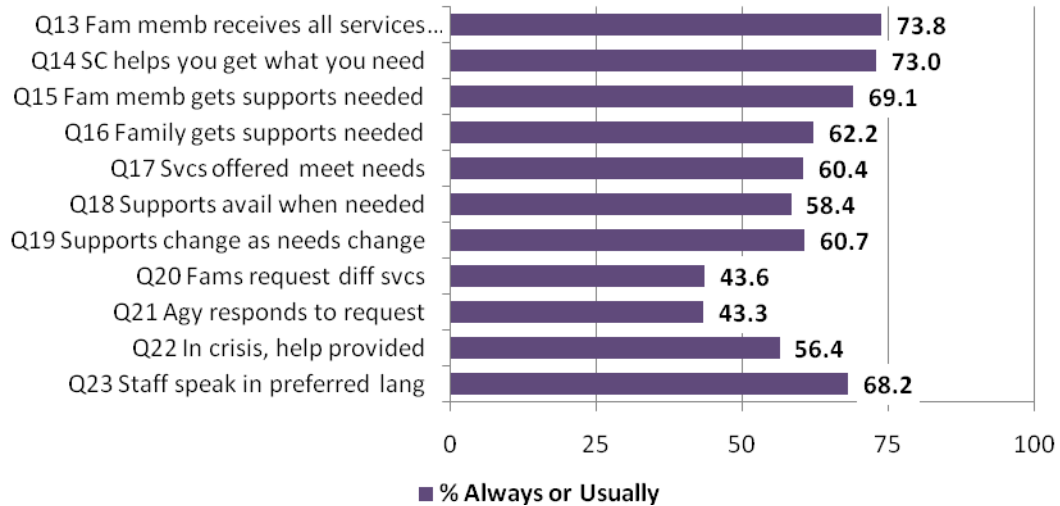


Table 18 Deviation in Responses Above & Below State Average Information & Planning													
State	Q1	Q2	Q3	Q4	Q5	Q6	Q7	Q8	Q9	Q10	Q11	Q12	Net Sum
GA	↓↓	↓↓	↓↓		↓↓	↓↓			↓		↓		-12
LA				↓			↓						-2
ME	↓	↓↓		↑↑		↑	↑						1
NH	↑↑	↑↑	↑↑		↑	↑		↓	↑				8
NY	↑	↑	↑					↑					4
OK				↓	↑		↑						1
PA													0
WA						↓							-1
AZ													0
DC	↓		↓				↓		↓			↓	-5

## Access and Delivery of Supports

- ♦ In Louisiana, New Hampshire, and New York, responses to access and delivery of services questions were generally above the overall state average.

### Chart 5: Access and Delivery of Supports (1)



### Chart 6: Access and Delivery of Supports (2)

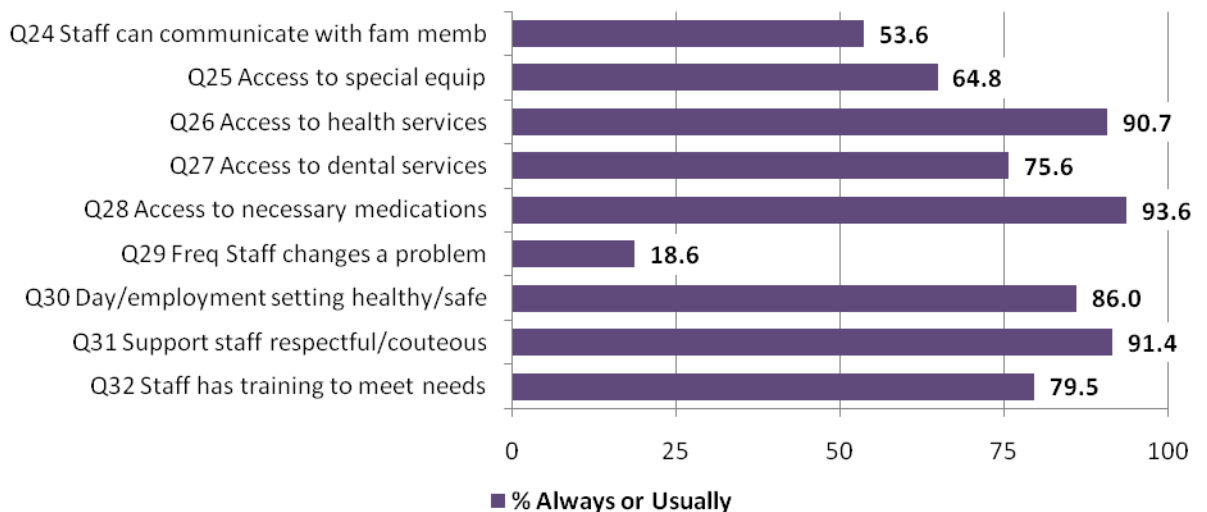


Table 19(1)											
Deviation in Responses Above & Below State Average											
Access and Delivery of Supports											
State	Q13	Q14	Q15	Q16	Q17	Q18	Q19	Q20	Q21	Q22	Q23
GA		↓			↓	↓↓			↓		↓
LA						↑	↑	↑	↑↑	↑	
ME							↓	↓			
NH	↑	↑	↑		↑	↑	↑				
NY				↑					↓		
OK										↓↓	↓
PA											
WA						↓					↓
AZ											↑↑
DC	↓↓		↓		↓		↓				↑↑

Table 19(2)										
Deviation in Responses Above & Below State Average										
Access and Delivery of Supports (cont.)										
State	Q24	Q25	Q26	Q27	Q28	Q29	Q30	Q31	Q32	Net Sum
GA		↓	↓	↓						-9
LA	↑			↓↓						5
ME		↓↓		↑					↓	-4
NH	↓	↑				↓				5
NY		↑↑		↑↑						4
OK									↑	-2
PA				↑						1
WA	↓↓									-4
AZ		↑↑		↓↓						2
DC	↑	↓↓								-4

## Choice and Control

- ◆ In Louisiana and Oklahoma, responses to choice and control questions were generally above the overall state average. In Maine, New York, D.C., and Pennsylvania, responses were generally below the state average.

### Chart 7: Choice & Control

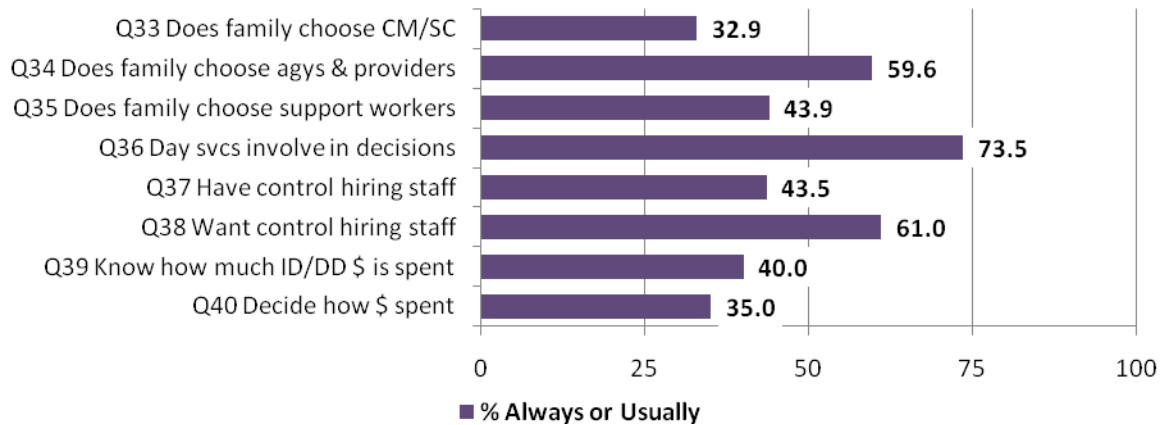


Table 20 Deviation in Responses Above & Below State Average Choice & Control									
State	Q33	Q34	Q35	Q36	Q37	Q38	Q39	Q40	Net Sum
GA			↓	↓	↓↓			↓	-5
LA	↑↑	↑↑	↑↑		↑↑	↑↑	↑↑		12
ME			↓	↑	↓↓	↓↓	↓↓	↓↓	-8
NH	↓↓		↓		↓		↑		-3
NY			↓		↓↓	↓	↓↓	↓	-7
OK	↓	↑↑	↑↑		↑↑	↑↑	↑↑	↑↑	11
PA		↓↓	↓↓		↓	↓↓			-7
WA					↑↑	↑			3
AZ		↑↑	↑↑		↑	↑	↓↓		4
DC	↓↓	↓↓	↓↓		↓				-7



## Community Connections

- ♦ In Oklahoma, responses to community connections questions were generally above the overall state average. In Georgia and Washington State they were generally below the overall state average.

### Chart 8: Community Connections

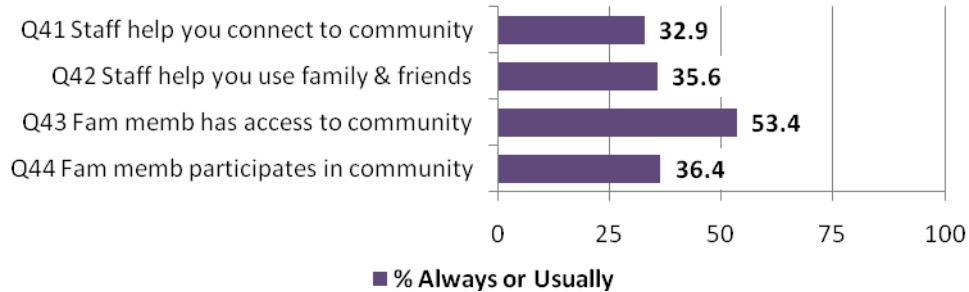


Table 21 Deviation in Responses Above & Below State Average Community Connections					
State	Q41	Q42	Q43	Q44	Net Sum
GA	↓↓↓	↓↓↓	↓↓↓		-6
LA	↑↑↑	↑↑↑			4
ME	↑	↓			0
NH				↑	1
NY		↓			-1
OK	↑↑↑	↑↑↑	↑↑↑	↑	7
PA					0
WA	↓↓↓		↓	↓	-4
AZ		↑		↓	0
DC	↓				-1

## Satisfactions with Services and Supports & Outcomes for Families

- ♦ In Oklahoma responses to satisfaction with services and outcomes were generally above the overall state average. D.C. responses were generally below the overall state average.

### Chart 9: Satisfaction & Outcomes

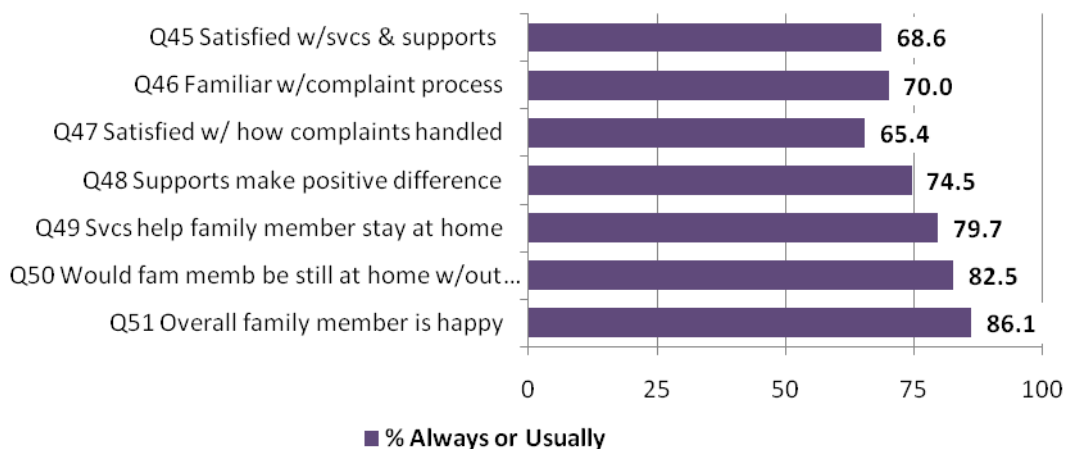


Table 22 Deviation in Responses Above & Below State Average Satisfaction & Outcomes								
State	Q45	Q46	Q47	Q48	Q49	Q50	Q51	Net Sum
GA	↓			↓	↓			-3
LA		↑	↑		↑			3
ME								0
NH	↑							1
NY								0
OK	↑	↑↑	↑	↑	↑		↑	7
PA				↓	↓	↑		-1
WA						↓		-1
AZ							↑	1
DC	↓↓	↓↓	↓↓	↓	↓	↑	↓	-8

## Overall State Results

- ♦ Looking at results across all categories, Oklahoma and Louisiana received results that were generally above the overall state average. In Georgia and D.C., results were generally below the overall state average.

Table 23 Overall Deviation in Responses Above & Below State Average						
State	Information & Planning	Access and Delivery	Choice & Control	Community Connections	Satisfaction & Outcomes	Total Sum
GA	-12	-9	-5	-6	-3	-35
LA	-2	5	12	4	3	22
ME	1	-4	-8	0	0	-11
NH	8	5	-3	1	1	12
NY	4	4	-7	-1	0	0
OK	1	-2	11	7	7	24
PA	0	1	-7	0	-1	-7
WA	-1	-4	3	-4	-1	-7
AZ	0	2	4	0	1	7
DC	-5	-4	-7	-1	-8	-25

[LAST PAGE]