

Child Family Survey

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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March 2011

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Organization of Report

Five states and a group of 18 counties in Ohio (MEORC- Mid East Ohio Regional Council) conducted the National Core Indicators (NCI) Child Family Survey during the 2009-2010 project year and submitted data. The Child Family Survey was administered to families having a child with disabilities living in 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 Child Family Survey.

II. CHILD FAMILY SURVEY

This section briefly describes the structure of the survey instrument.

III. METHODS

This section illustrates the protocol used by states to sample participating families, 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 (Child Family Survey).

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	OH-MEORC
			WY	WV	WA		WA	WA	RI	OH-MC	OK
				WY	WV		WV	WV	SC	OH-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. Child Family Survey

Background

This report focuses on the Child Family Survey.

The Child Family Survey was developed and first utilized during Phase III of the Core Indicators Project (2000-2001), in response to state interest in determining the level of satisfaction with services and supports among families of children with disabilities living at home. In this effort, five states administered the Child Family Survey.

States were instructed to mail the survey to 1,000 randomly-selected families who met two criteria: (1) a child family member with a developmental disability living in the household and (2) either the child 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.

Between 2001 and 2010, five to eight states have participated each year. Response rates within states have varied greatly, between 11% - 65%, yet each year, NCI has had between 1,800 – 2,700 completed surveys available for analysis.

State Participation

Below is a figure indicating state participation in the Child Family Survey since the first year of data collection in 2001.

Phase III 2000-01 Data	Phase IV 2001-02 Data	Phase V 2002-03 Data	Phase VI 2003-04 Data	Phase VII 2004-05 Data	Phase VIII 2005-06 Data	Phase IX 2006-07 Data	Phase X 2007-08 Data	Phase XI 2008-09 Data	Phase XII 2009-10 Data
AZ	CA-RCOC	AZ	CA-RCOC	AZ	CA-RCOC	AZ	CA-RCOC	AZ	LA
MN	NE	CA-RCOC	CT	CA-RCOC	CT	CT	HI	LA	MO
NC	NC	MA	HI	CT	HI	OK	LA	MO	NC
UT	UT	SC	ND	WA	SC	TX	NJ	SC	NH
WA	VT	SD	SC	WY	SD	WA	OK	TX	OH-MEORC
		WA	WY		TX	WV	SC	WA	TX
		WY			WY	WY	WV		
							WY		

Survey Instrument

States that administer the Child Family Survey agree to employ the 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 Child Family Survey development. Further on in the report, we discuss how the surveys were administered and how the results were analyzed.

The Child 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 families receive within and across states.

In order to better align the NCI indicators with CMS waiver assurances, the 2009-10 survey included 10 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 child with disabilities (e.g., child'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 their family/child receives.

Service Planning, Delivery & Outcomes – The survey then contains several categories of questions that probe to specific areas of quality service provision (e.g., information and planning, access and delivery of services, 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 for their family/family member.

Additional Comments – Lastly, 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 Child Family Survey by selecting a random sample of 1,000 families who: a) have an child family member with developmental disabilities living at home, and b) receive service coordination and at least one additional "direct" service or support. Children were defined as individuals with disabilities age 18 or younger, but could be up to 22 years old if still receiving "child" services. 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 child 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 child with disabilities lived outside of the family home, yet received the Child Family Survey, their responses were dropped.
- ◆ If the respondent indicated that their family member was over the age of 22, 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 the 2009-2010 data year, five states and a sub-state entity in Ohio administered the Child 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.

Table 4 Child Family Survey - State Response Rates				
State	Surveys Mailed	Surveys Returned	Response Rate	Usable Surveys
Louisiana	1,500	250	17%	244
Missouri	1,000	434	43%	432
North Carolina	1,136	276	24%	270
New Hampshire	2,984	697	23%	648
MEORC (Ohio)	1,418	424	30%	408
Texas	1,553	637	41%	626
Overall	9,591	2,718	28%	2,628

The desired response rate (the percentage of surveys returned versus the number mailed) to these surveys is 40%. Table 4 indicates 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 are 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 Child 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 five states and one sub-state entity 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.

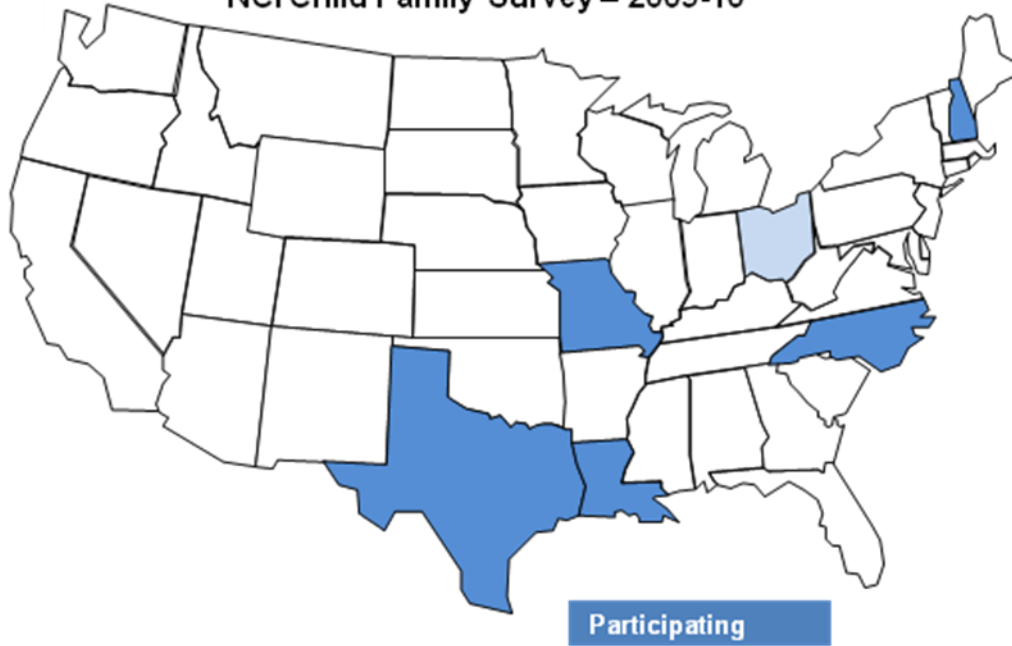
All of the states listed in the tables are included in the total percentage and state average displayed at the bottom of each table.

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

Participating States

- ♦ Five states (Louisiana, Missouri, North Carolina, New Hampshire, and Texas) and a sub-state entity in Ohio (MEORC) provided data for this Report.

Chart 1
States Participating in the
NCI Child Family Survey – 2009-10



Characteristics of Children with Disabilities

This section provides information about the children with disabilities living in the household (using the State Average percentages).

- On average, across the states, 63% of children with disabilities were male and 37% were female.
- Across all participating states, the average age of children with disabilities was 12 years old, with a range in age from 1 to 22.
- Across all states, 73% of the children with disabilities were White, 15% were Black/African-American, 7% were Hispanic/Latino, 3% were of Two or More Races, 2% were American Indian/Alaska Native, 2% were Asian-American, and less than 1% were Native Hawaiian/Pacific Islander. In this category, respondents could indicate one or more races/ethnicities. For this reason, the percentages may not total 100%.
- On average, 19% of households include more than one individual with a developmental disability.
- On average, 71% of children with disabilities required moderate to complete levels of assistance with activities of daily living. Twenty-nine percent (29%) of children required little or no assistance with these activities.
- Many families indicated that their children have a diagnosis of intellectual disability (34%) and/or other developmental disabilities (29%). Additionally, many children experience other disabilities, such as physical disabilities (23%), autism (35%), seizure disorders/neurological problems (27%), communication disorders (26%), vision or hearing impairments (22%), and/or cerebral palsy (18%).

Gender of Family Member

Table 5 Gender (%)		
State	Male	Female
Margin of error \leq 5%		
MO	65.9	34.1
NH	66.7	33.3
OH-MEORC	60.7	39.3
TX	62.2	37.8
Margin of error $>$ 5%		
LA	60.9	39.1
NC	60.4	39.6
Total N	1,645	950
Total %	63.4	36.6
State Avg %	62.8	37.2

Age of Family Member

Table 6 Age of Child		
State	Average Age	Range
Margin of error \leq 5%		
MO	13.4	1-18
NH	12.1	2-22
OH-MEORC	8.8	1-22
TX	13.1	2-22
Margin of error $>$ 5%		
LA	7.7	1-18
NC	14.3	5-21
Total N	2,597	
Total Avg	11.9	
State Avg %	11.6	1-22

Race/Ethnicity of Family Member

Table 7 Race/Ethnicity of Child (%)								
State	White	Black/ African- American	Asian	Am. Indian/ Alaska Native	Hawaiian / Pac. Islander	Two or More Races	Other/ Unknown	Hispanic/ Latino
Margin of error ≤ 5%								
MO	82.8	13.2	0.9	1.4	0.2	2.8	0.9	3.3
NH	90.2	2.5	2.0	4.1	0.2	2.0	0.3	2.7
OH-MEORC	88.7	2.9	0.5	1.2	0.0	4.9	0.2	0.5
TX	59.6	7.2	3.7	1.4	0.3	0.3	0.6	31.5
Margin of error > 5%								
LA	59.3	35.0	1.2	2.1	0.0	3.3	0.0	3.7
NC	58.1	31.5	1.9	3.3	0.0	5.6	0.0	1.5
Total N	1,960	299	50	60	4	70	11	243
Total %	75.2	11.5	1.9	2.3	0.2	2.7	0.4	9.3
State Avg %	73.1	15.4	1.7	2.3	0.1	3.2	0.3	7.2

More Than One Person with Disabilities Living in Household

Table 8 More Than One Person in Household with a Dev. Disability (%)		
State	Yes	No
Margin of error ≤ 5%		
MO	26.1	73.9
NH	17.2	82.8
OH-MEORC	17.7	82.3
TX	11.5	88.5
Margin of error > 5%		
LA	18.9	81.1
NC	21.2	78.8
Total N	465	2,129
Total %	17.9	82.1
State Avg %	18.8	81.2

Level of Help with Daily Activities

Table 9
Level of Help with Daily Activities (%)

State	None	Little	Moderate	Complete
Margin of error \leq 5%				
MO	15.5	28.2	34.4	21.9
NH	13.1	28.4	37.3	21.2
OH-MEORC	8.8	23.1	42.1	26.1
TX	1.3	11.9	35.0	51.7
Margin of error > 5%				
LA	5.9	16.7	32.6	44.8
NC	6.0	16.5	38.7	38.7
Total N	219	543	937	853
Total %	8.6	21.3	36.7	33.4
State Avg %	8.4	20.8	36.7	34.1

Family Member's Disabilities

Table 10A
Disabilities of Child (%)

State	Intellectual Disability	Other Dev. Disability	Mental Illness	Autism	Cerebral Palsy	Brain Injury
Margin of error ≤ 5%						
MO	30.4	29.9	11.5	40.0	14.4	6.4
NH	23.9	28.8	7.7	48.2	9.3	4.6
OH-MEORC	21.8	28.2	3.7	23.3	13.7	7.8
TX	51.9	31.2	5.0	32.4	26.7	12.1
Margin of error > 5%						
LA	21.7	30.4	2.2	25.7	19.6	9.1
NC	51.1	25.4	5.3	37.5	23.9	7.2
Total N	880	757	163	932	451	204
Total %	34.0	29.3	6.3	36.0	17.4	7.9
State Avg %	33.5	29.0	5.9	34.5	17.9	7.9

Table 10B
Disabilities of Child (%)

State	Seizure Disorder/ Neurological Problem	Chemical Dependency	Vision/Hearing Impairments	Physical Disability	Commun. Disorder	Down Syndrome	Other
Margin of error ≤ 5%							
MO	19.5	0.7	17.6	15.8	18.4	12.7	27.3
NH	19.7	0.3	18.3	14.0	20.8	10.4	26.8
OH-MEORC	20.6	0.5	18.1	17.9	20.3	10.0	26.0
TX	35.5	0.2	30.8	37.9	37.5	10.9	27.8
Margin of error > 5%							
LA	30.9	0.4	25.2	26.5	29.1	7.4	26.5
NC	32.6	0.0	22.1	25.7	26.9	9.2	24.2
Total N	671	9	574	594	666	270	691
Total %	25.9	0.3	22.2	23.0	25.7	10.4	26.7
State Avg %	26.5	0.4	22.0	23.0	25.5	10.1	26.4

Characteristics of Respondents

This section provides information about survey respondents (using the State Average percentages). Respondents are the individuals who completed the survey forms, not the individual with disabilities living in the household.

- ◆ Across all states, almost all (90%) of respondents were under 55 years old, with most respondents (71%) falling in the 35 to 54 year old age category.
- ◆ The vast majority of respondents were parents of children with disabilities (94%). The remaining respondents were grandparents (3%), siblings (less than 1%), or “other” (3%).
- ◆ In total, 99% of all respondents were the primary caregiver for their child with disabilities. This was consistent across all of the states.
- ◆ Most respondents indicated that they were in good (52%) or excellent (25%) health. Twenty-three percent (23%), however, categorized their health as being fair or poor.

Age of Respondent

Table 11 Age of Respondent (%)				
State	Under 35	35-54	55-74	75 or Older
Margin of error ≤ 5%				
MO	8.9	80.7	9.8	0.7
NH	12.8	77.1	9.7	0.3
OH-MEORC	35.0	60.1	4.9	0.0
TX	12.2	77.5	10.3	0.0
Margin of error > 5%				
LA	38.4	61.6	0.0	0.0
NC	9.7	67.0	22.1	1.1
Total N	458	1,900	248	8
Total %	17.5	72.7	9.5	0.3
State Avg %	19.5	70.7	9.5	0.4

Relationship of Respondent to Child with Disabilities

Table 12 Relationship to Child with Disabilities (%)				
State	Parent	Sibling	Grandparent	Other
Margin of error ≤ 5%				
MO	94.2	0.2	4.4	1.2
NH	95.7	0.6	2.5	1.2
OH-MEORC	96.5	0.5	2.2	0.7
TX	95.2	0.0	3.9	1.0
Margin of error > 5%				
LA	93.4	0.8	3.3	2.5
NC	90.0	0.0	0.0	10.0
Total N	2,468	9	76	54
Total %	94.7	0.3	2.9	2.1
State Avg %	94.2	0.4	2.7	2.8

Respondent's Role as Primary Caregiver

Table 13 Respondent is Primary Caregiver (%)		
State	Yes	No
Margin of error ≤ 5%		
MO	97.4	2.6
NH	99.1	0.9
OH-MEORC	99.0	1.0
TX	98.7	1.3
Margin of error > 5%		
LA	99.2	0.8
NC	97.3	2.7
Total N	2,568	38
Total %	98.5	1.5
State Avg %	98.5	1.6

Health of Respondent

Table 14 Health of Respondent (%)				
State	Excellent	Good	Fair	Poor
Margin of error ≤ 5%				
MO	19.6	51.7	22.8	5.8
NH	31.0	51.2	15.7	2.2
OH-MEORC	29.0	54.2	15.6	1.2
TX	23.0	57.0	17.1	2.9
Margin of error > 5%				
LA	27.8	48.1	19.9	4.1
NC	19.7	50.0	26.1	4.2
Total N	663	1,373	485	83
Total %	25.5	52.7	18.6	3.2
State Avg %	25.0	52.0	19.5	3.4

Services and Supports Received

- ◆ For homes that have a child with disabilities and received supports and services 48% obtained in-home supports, 27% used out-of-home respite, 43% received SSI financial support, and 23% received other types of financial support.

Table 15							
Services and Supports Received (%)							
State	SSI financial support	Other financial support	In-home support	Out-of-home respite care	Early intervention	Transportation	Specialized services/ supports
Margin of error ≤ 5%							
MO	42.8	17.2	21.9	18.9	4.2	10.6	62.4
NH	30.2	24.2	23.2	32.0	9.2	7.7	71.8
OH-MEORC	43.0	39.3	23.4	12.7	32.4	8.4	72.9
TX	41.6	14.6	82.7	36.3	6.1	15.7	74.5
Margin of error > 5%							
LA	40.3	32.1	58.8	14.1	26.1	8.3	66.7
NC	57.3	12.3	77.7	47.0	6.3	12.8	67.0
Total N	1,033	550	1,169	695	298	273	1,787
Total %	41.0	22.6	46.2	27.7	12.8	10.8	70.1
State Avg %	42.5	23.3	48.0	26.8	14.1	10.6	69.2

National Core Indicators

In these 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 seven 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.
- ◆ *Denotes questions added to the 2009-10 survey, asked by only three states and OH-MEORC.

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 states, 41% of respondents indicated they regularly receive information about the services and supports available to them.
- Among those who receive information, 56% found the information easy to understand, while 36% found the information, at least sometimes, difficult to understand.
- Across states, less than half (47%) of respondents indicated they regularly receive information about their child's disability or development.
- Among those who receive this information, 63% found it easy to understand.
- Forty-eight percent (48%) of respondents stated they got enough information to help them participate in planning. A larger percentage (53%) indicated they only sometimes, seldom, or never had enough information.
- Seventy-seven (77%) of respondents, on average across states, indicated that they typically help in developing their family member's service plan. Twenty-three percent (23%) of respondents reported sometimes, seldom or never helping with the development of the plan. These results varied from 84% in Ohio-MEORC to 65% in Louisiana.
- Of those families with a service plan, 75% stated that the plan included things important to the respondent. Twenty-five percent (25%) of respondents indicated that the plan only sometimes, seldom or never included things important to them.
- Across states, over half (60%) indicated that planning staff would help them figure out the supports they needed. However, 40% stated that this was only sometimes, seldom, or never the case.
- Across states, over three-quarters (79%) of respondents felt that their choices and opinions were respected by staff.
- Only 51% of respondents indicated that planning staff discussed with them the public benefits that may or may not be available to them. Another 21% sometimes received this information, while 27% indicated that planning staff seldom or never relayed this information to them.
- Among all respondents, 88% felt that agency staff were generally respectful and courteous.
- Among all respondents, 65% felt that agency staff were generally effective.
- Across all states, 77% 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 child and family?

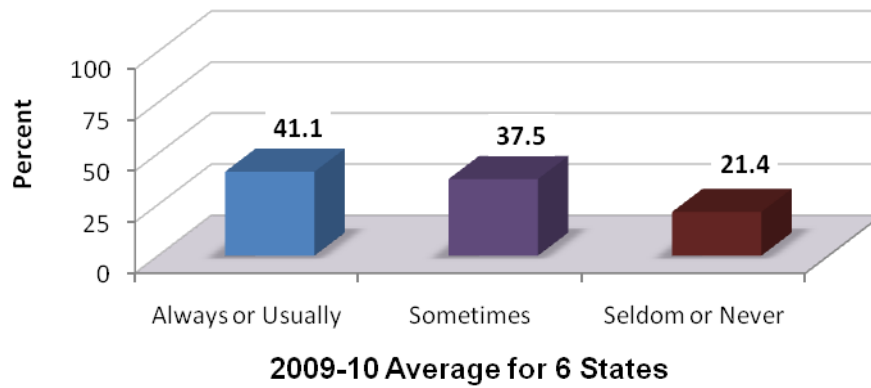


Table Q1					
Do you receive information about the services and supports that are available to your child and family? (%)					
State		Always or Usually	Sometimes	Seldom or Never	N
Margin of error ≤ 5%					
MO		40.0	35.6	24.5	413
NH	↑	46.5	38.6	14.9	609
OH-MEORC	↑	50.4	34.8	14.8	399
TX		40.8	40.0	19.1	612
Margin of error > 5%					
LA		36.7	37.6	25.7	226
NC	↓	32.1	38.5	29.4	262
Total %		42.3	37.8	20.0	2,521
State Avg %		41.1	37.5	21.4	

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

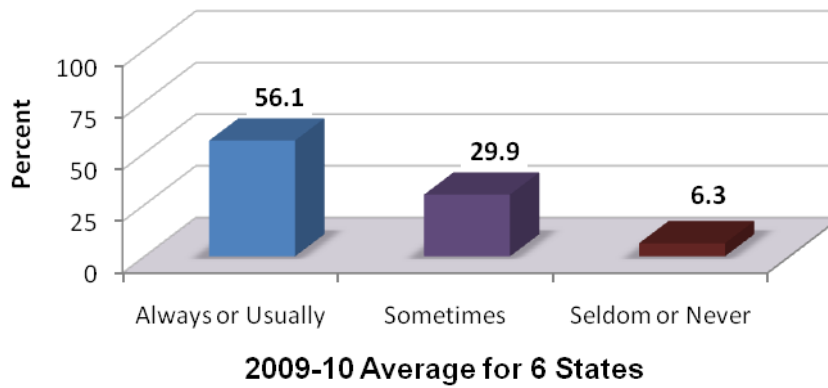


Table Q2 If you receive information, is it easy to understand? (%)					
State		Always or Usually	Sometimes	Seldom or Never	N
Margin of error ≤ 5%					
MO	↑	65.9	27.8	6.2	370
NH	↑	65.7	30.8	3.4	581
OH-MEORC	↑↑	70.0	26.4	3.7	383
TX	↓	48.5	45.6	5.9	561
Margin of error > 5%					
LA	↓	46.8	43.3	9.9	203
NC	↓↓	39.7	51.5	8.8	239
Total %		58.0	36.4	5.6	2,337
State Avg %		56.1	29.9	6.3	

Chart Q3 Do you receive information about the status of your child's development?

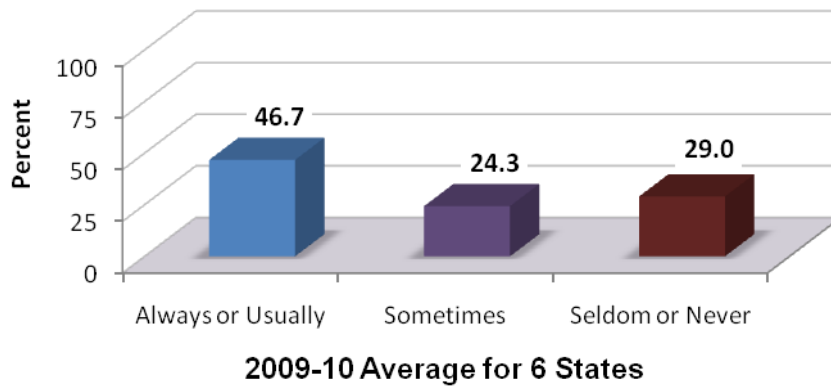


Table Q3 Do you receive information about the status of your child's development? (%)					
State		Always or Usually	Sometimes	Seldom or Never	N
Margin of error ≤ 5%					
MO		43.0	23.1	33.9	381
NH	↓	37.5	23.7	38.8	469
OH-MEORC	↑↑	62.9	21.4	15.7	369
TX	↓↓	36.5	26.6	36.9	556
Margin of error > 5%					
LA	↑	52.5	24.0	23.5	221
NC		47.6	27.2	25.2	254
Total %		45.0	24.4	30.7	2,250
State Avg %		46.7	24.3	29.0	

Chart Q4 If yes, is this information easy to understand?

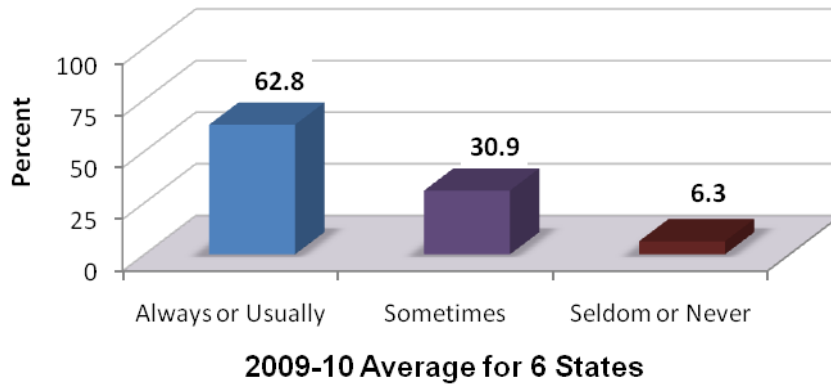


Table Q4 If yes, is this information easy to understand? (%)					
State		Always or Usually	Sometimes	Seldom or Never	N
Margin of error ≤ 5%					
MO		62.8	28.7	8.4	296
NH		60.4	34.0	5.6	321
OH-MEORC	↑↑	75.8	21.5	2.8	326
TX		58.3	35.1	6.6	396
Margin of error > 5%					
LA		63.2	30.0	6.8	190
NC	↓	56.5	36.0	7.5	214
Total %		63.1	30.8	6.1	1,743
State Avg %		62.8	30.9	6.3	

Chart Q5 Do you get enough information to help you participate in planning services for your family?

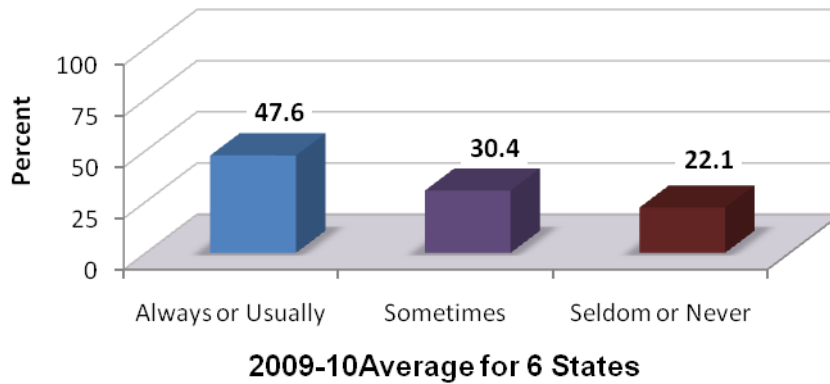


Table Q5					
Do you get enough information to help you participate in planning services for your family? (%)					
State		Always or Usually	Sometimes	Seldom or Never	N
Margin of error ≤ 5%					
MO		47.9	25.7	26.4	397
NH	↓	40.4	37.3	22.3	574
OH-MEORC	↑↑	59.6	24.9	15.5	374
TX	↓	42.0	36.4	21.6	588
Margin of error > 5%					
LA		46.0	29.0	25.0	224
NC		49.4	28.8	21.8	257
Total %		46.5	31.6	22.0	2,414
State Avg %		47.6	30.4	22.1	

Chart Q6 If your child/family has a service plan, did you help develop the plan?

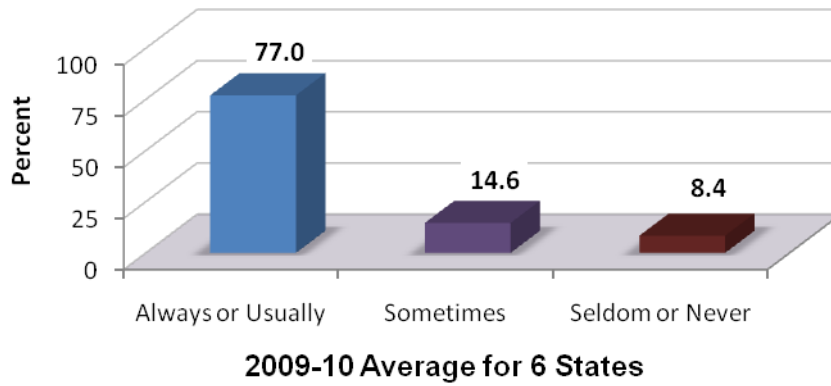


Table Q6					
If your child/family has a service plan, did you help develop the plan? (%)					
State		Always or Usually	Sometimes	Seldom or Never	N
Margin of error ≤ 5%					
MO		79.1	12.4	8.5	378
NH		74.4	13.9	11.7	332
OH-MEORC	↑	84.0	12.2	3.8	319
TX		78.4	15.2	6.4	501
Margin of error > 5%					
LA	↓↓	64.5	22.5	13.0	200
NC		81.6	11.5	7.0	244
Total %		77.8	14.2	8.0	1,974
State Avg %		77.0	14.6	8.4	

Chart Q7 If your family has a service plan, does the plan include things that are important to you?

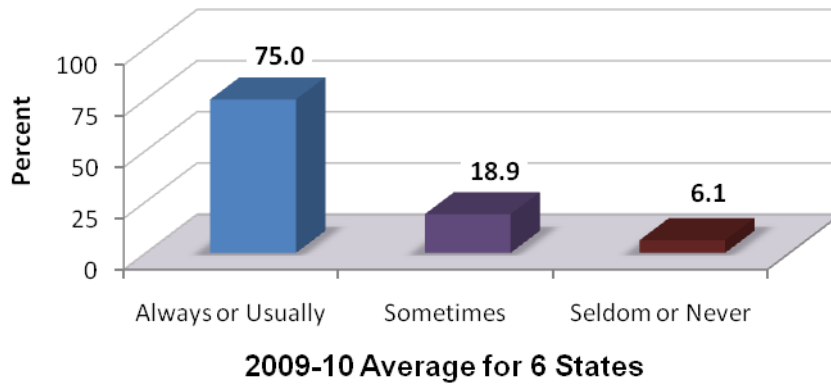


Table Q7					
If your family has a service plan, does the plan include things that are important to you? (%)					
State		Always or Usually	Sometimes	Seldom or Never	N
Margin of error ≤ 5%					
MO		72.3	17.8	9.8	376
NH		71.1	20.6	8.4	311
OH-MEORC	↑	81.3	14.1	4.7	320
TX		74.1	22.1	3.8	502
Margin of error > 5%					
LA		71.4	23.8	4.8	189
NC		79.9	14.8	5.3	244
Total %		74.9	18.9	6.1	1,942
State Avg %		75.0	18.9	6.1	

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

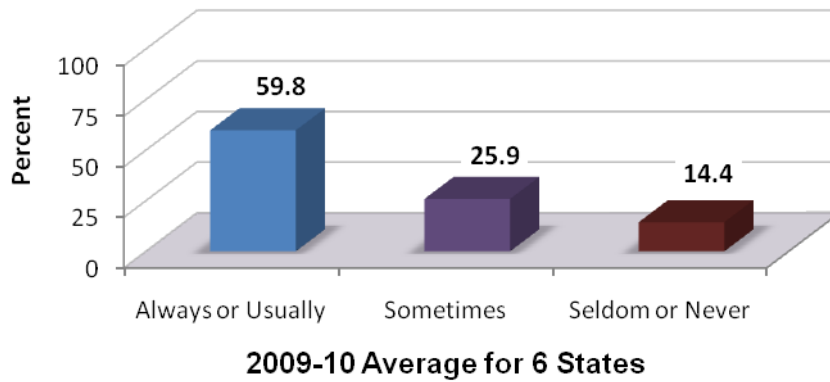


Table Q8					
Do the staff who assist you with planning help you figure out what you need as a family to support your child? (%)					
State		Always or Usually	Sometimes	Seldom or Never	N
Margin of error ≤ 5%					
MO		57.2	26.0	16.8	381
NH	↓	52.4	25.5	22.1	416
OH-MEORC	↑↑	70.5	19.9	9.6	342
TX		57.5	32.1	10.4	558
Margin of error > 5%					
LA		57.8	25.5	16.7	204
NC		63.3	26.1	10.6	245
Total %		59.2	26.5	14.3	2,146
State Avg %		59.8	25.9	14.4	

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

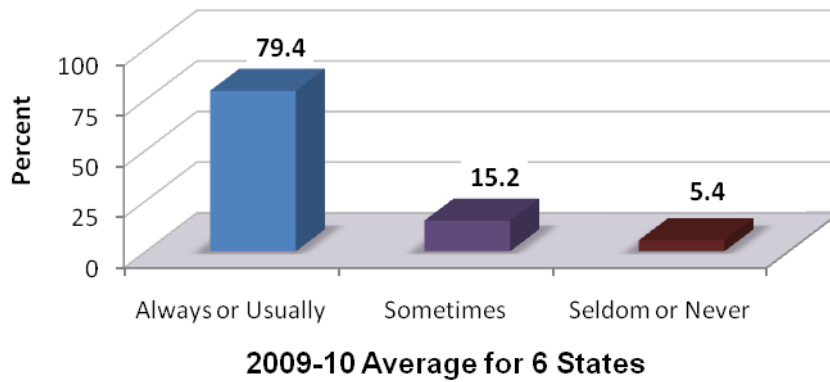


Table Q9					
Do the staff who assist you with planning respect your choices and opinions? (%)					
State		Always or Usually	Sometimes	Seldom or Never	N
Margin of error ≤ 5%					
MO		75.7	17.2	7.1	379
NH		77.1	16.2	6.7	402
OH-MEORC	↑	84.8	11.1	4.1	342
TX		78.2	17.5	4.3	555
Margin of error > 5%					
LA		77.9	16.7	5.4	204
NC		82.8	12.3	4.9	244
Total %		79.1	15.5	5.4	2,126
State Avg %		79.4	15.2	5.4	

Chart Q10 Does your case manager/service coordinator tell you about public services you are eligible for (e.g., food stamps, EPSDT, SSI, etc.)?

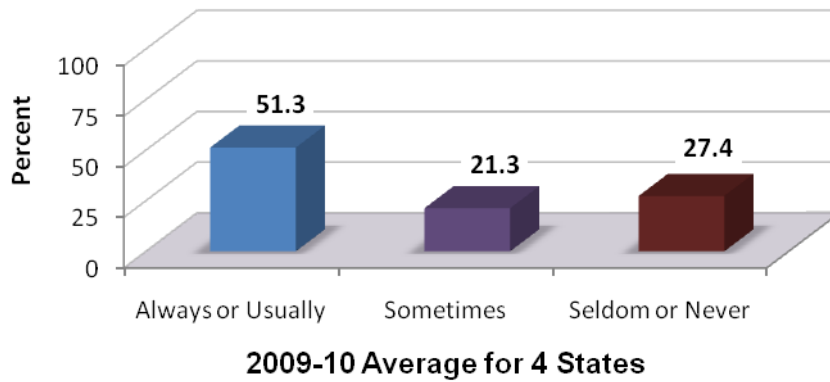


Table Q10*					
Does your case manager/service coordinator tell you about public services that you are eligible for (e.g., food stamps, EPSDT, SSI, etc.)? (%)					
State		Always or Usually	Sometimes	Seldom or Never	N
Margin of error ≤ 5%					
MO		46.5	22.8	30.7	381
NH		47.4	20.2	32.3	470
OH-MEORC	↑	60.0	19.4	20.6	330
TX		-	-	-	-
Margin of error > 5%					
LA		51.2	22.9	25.9	205
NC		-	-	-	-
Total %		50.7	21.1	28.1	1,386
State Avg %		51.3	21.3	27.4	

Chart Q11 Are the staff who assist you with planning generally respectful and courteous?

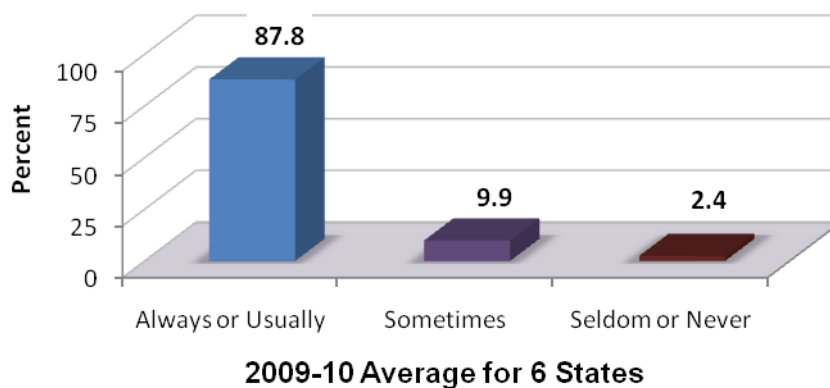


Table Q11 Are the staff who assist you with planning generally respectful and courteous? (%)					
State		Always or Usually	Sometimes	Seldom or Never	N
Margin of error ≤ 5%					
MO		88.2	9.8	2.0	398
NH		88.7	7.0	4.3	531
OH-MEORC		91.9	7.0	1.1	371
TX		85.3	12.5	2.2	586
Margin of error > 5%					
LA		86.4	10.9	2.7	221
NC		86.0	12.0	2.0	250
Total %		87.8	9.7	2.5	2,357
State Avg %		87.8	9.9	2.4	

Chart Q12 Are the staff who assist you with planning generally effective?

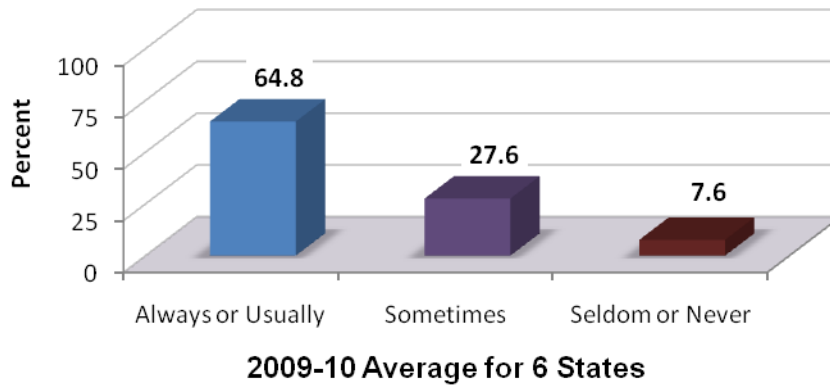


Table Q12 Are the staff who assist you with planning generally effective? (%)					
State		Always or Usually	Sometimes	Seldom or Never	N
Margin of error ≤ 5%					
MO	↓	56.5	29.7	13.8	391
NH		64.8	25.9	9.3	494
OH-MEORC	↑↑	76.3	20.4	3.3	363
TX		62.7	31.3	6.0	579
Margin of error > 5%					
LA		63.3	28.0	8.7	218
NC		65.2	30.4	4.5	247
Total %		64.6	27.7	7.7	2,292
State Avg %		64.8	27.6	7.6	

Chart Q13 Can you contact the staff who assist you with planning whenever you want to?

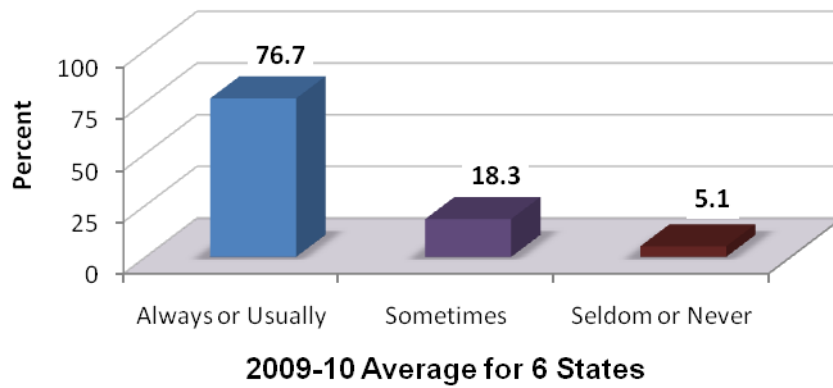


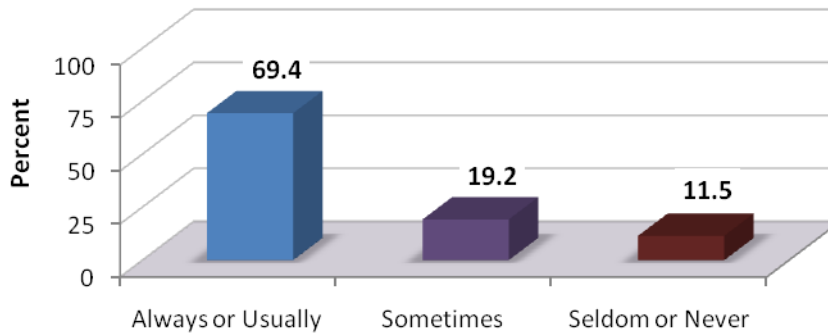
Table Q13 Can you contact the staff who assist you with planning whenever you want to? (%)					
State		Always or Usually	Sometimes	Seldom or Never	N
Margin of error ≤ 5%					
MO		74.9	16.6	8.5	398
NH		74.2	18.5	7.3	504
OH-MEORC	↑	83.6	14.2	2.2	359
TX		75.2	21.5	3.3	581
Margin of error > 5%					
LA		77.3	18.1	4.6	216
NC		74.8	20.8	4.4	250
Total %		76.4	18.5	5.2	2,308
State Avg %		76.7	18.3	5.1	

Access to and Delivery of Services and Supports

- Sixty-nine percent (69%) of respondents felt that their child received all the services in their plan.
- Overall, 69% of families stated their service coordinator helped them get needed supports when asked. Twenty-four percent (24%) said this happened sometimes, and 7% indicated that their service coordinator was rarely helpful in getting the assistance needed.
- Just over half of families (54%) said their child always or usually got the services and supports needed. Thirty-three percent (33%) said their child received needed supports some of the time, and the remaining 14% said seldom or never.
- Fifty-three percent (53%) of respondents said that their family got the services and supports in needs, although this varied from state to state. Another 35% said that they sometimes got the services and supports needed, while the remaining 12% seldom or never received these needed supports.
- Just over half of respondents (52%) felt that the supports offered always or usually met their families needs, while the remaining 49% of respondents felt the supports offered only met their needs sometimes, seldom or never.
- For half of families (50%), supports were always or usually available when needed. Other respondents indicated that supports were only sometimes available (36%), or seldom/never available (14%) when needed.
- Over half of respondents (56%) found that their services and supports changed as their child's needs changed. Twenty-eight percent (28%) of families indicated that this change only happened some of the time, while 16% felt that their child's services and supports seldom or never changed to meet his/her needs.
- Forty-two percent (42%) of respondents stated that families in their area asked for different types of supports than the ones that were currently being offered. Forty percent (40%) stated that families sometimes ask.
- On the occasions when families did request different types of supports, only 39*% indicated that the state agency or provider agency was usually or always responsive to these requests.
- Over half (55%) of families who asked for assistance in an emergency or crisis in the past year did not consistently receive services.
- Among respondents whose first language was not English, two-thirds (67%) 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 the remaining 20% stated that staff/translators who spoke in the families' preferred languages were seldom or never available.
- Among respondents who had children who did not speak English, or who used a different means to communicate (e.g., sign language, communication board), 46% said there were enough support staff regularly available who could communicate with their child. The remaining 55%, however, said staff were only sometimes, seldom or never available.

- Fifty-seven percent (57%) of respondents felt their child had access to special equipment or accommodations, if needed.
- The vast majority of respondents (91%) felt that they had access to health services for their child.
- Slightly fewer families (86%) felt they had access to dental services for their child.
- Nearly all respondents (94%) felt they had access to necessary medications for their child.
- Just over half of respondents (51%) indicated that frequent changes in support staff were a problem for their family at least some of the time.
- A large majority of families (87%) felt that support staff were respectful and courteous.
- A majority of respondents (69%) felt that staff had the right training to meet their child's needs.

Chart Q14 Does your child receive all the services in the service plan?



2009-10 Average for 4 States

Table Q14*					
Does your child receives all the services in the service plan? (%)					
State		Always or Usually	Sometimes	Seldom or Never	N
Margin of error ≤ 5%					
MO	↓	61.8	18.4	19.8	348
NH		66.7	23.6	9.7	330
OH-MEORC	↑↑	80.7	13.7	5.7	300
TX		-	-	-	-
Margin of error > 5%					
LA		68.4	20.9	10.7	187
NC		-	-	-	-
Total %		69.1	19.1	11.8	1,165
State Avg %		69.4	19.2	11.5	

Chart Q15 When you ask the service/support coordinator for assistance, does he/she help you get what you need?

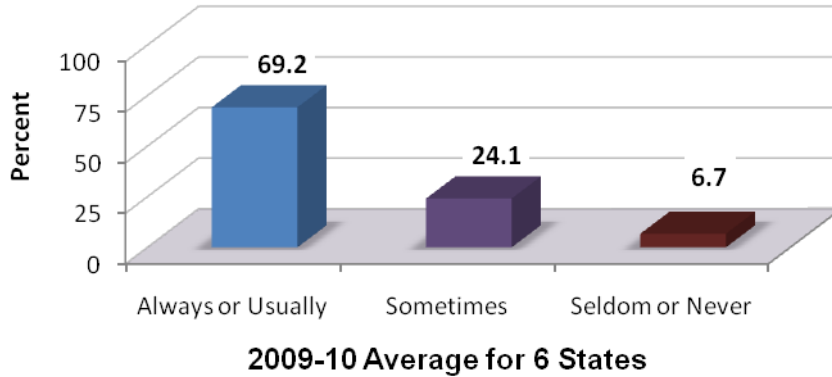
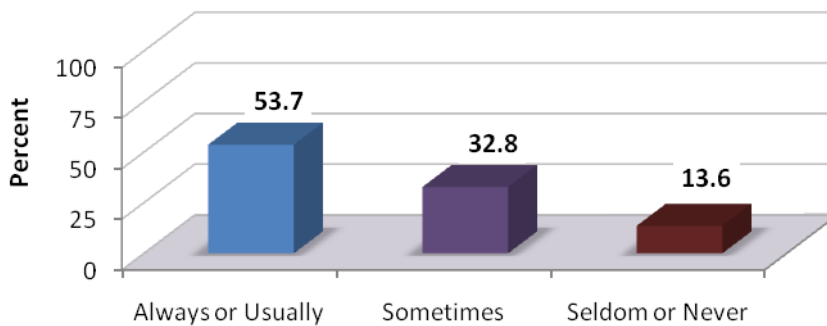


Table Q15					
When you ask your case manager/service coordinator for assistance, does s/he help you get what you need? (%)					
State		Always or Usually	Sometimes	Seldom or Never	N
Margin of error ≤ 5%					
MO	↓	60.6	25.4	14.0	401
NH		67.9	26.0	6.1	508
OH-MEORC	↑↑	79.3	17.6	3.1	358
TX		69.4	25.5	5.1	604
Margin of error > 5%					
LA		67.3	25.2	7.5	214
NC		70.5	25.1	4.4	251
Total %		69.0	24.3	6.7	2,336
State Avg %		69.2	24.1	6.7	

Chart Q16 Does your child get the services and supports s/he needs?



2009-10 Average for 4 States

Table Q16*					
Does your child get the services and supports s/he needs? (%)					
State		Always or Usually	Sometimes	Seldom or Never	N
Margin of error ≤ 5%					
MO	↓↓	43.0	34.6	22.4	407
NH		50.8	38.2	11.0	537
OH-MEORC	↑↑	70.4	23.7	5.8	379
TX		-	-	-	-
Margin of error > 5%					
LA		50.5	34.6	15.0	214
NC		-	-	-	-
Total %		53.5	33.2	13.3	1,537
State Avg %		53.7	32.8	13.6	

Chart Q17 Does your family get the services and supports you need?

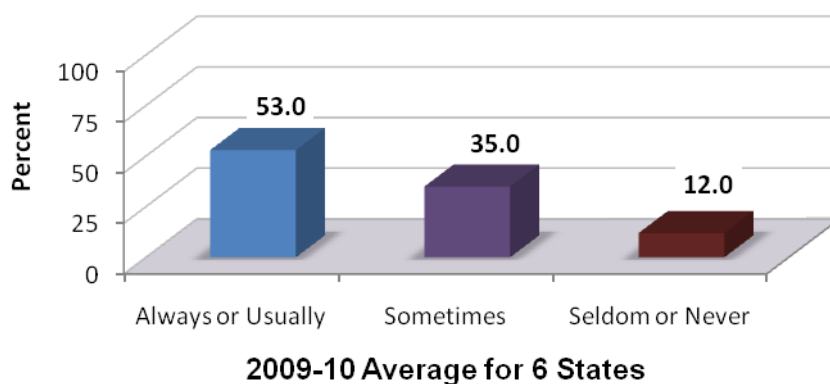


Table Q17 Does your family get the services and supports you need? (%)					
State		Always or Usually	Sometimes	Seldom or Never	N
Margin of error ≤ 5%					
MO	↓↓	41.6	36.1	22.3	404
NH	↓	44.0	39.2	16.8	523
OH-MEORC	↑	62.1	27.2	10.6	367
TX		57.4	37.3	5.3	608
Margin of error > 5%					
LA	↑	59.3	31.7	9.0	221
NC		53.7	38.6	7.7	259
Total %		52.3	35.6	12.1	2,382
State Avg %		53.0	35.0	12.0	

Chart Q18 Do the services and supports offered meet your family's needs?

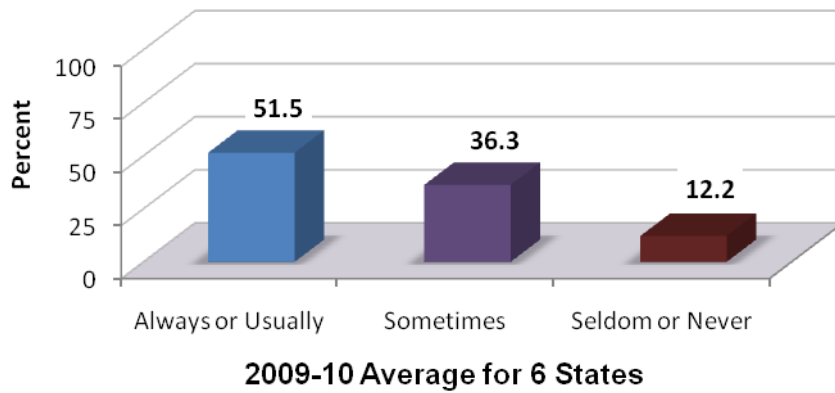


Table Q18					
Do the services and supports offered meet your family's needs? (%)					
State		Always or Usually	Sometimes	Seldom or Never	N
Margin of error ≤ 5%					
MO	↓	42.1	37.8	20.1	394
NH	↓	44.5	38.5	17.0	530
OH-MEORC	↑↑	63.2	27.2	9.6	364
TX		54.0	40.6	5.4	606
Margin of error > 5%					
LA		52.3	34.1	13.6	220
NC		52.8	39.8	7.5	254
Total %		51.0	36.9	12.1	2,368
State Avg %		51.5	36.3	12.2	

Chart Q19 Are supports available when your family needs them?

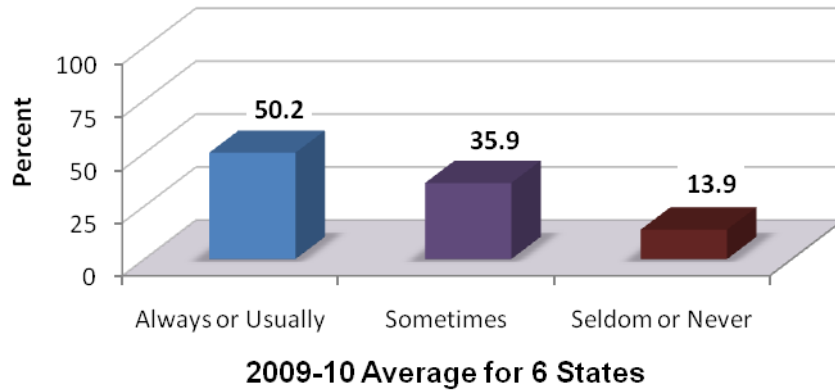


Table Q19 Are supports available when your family needs them? (%)					
State		Always or Usually	Sometimes	Seldom or Never	N
Margin of error ≤ 5%					
MO	↓↓	36.1	37.7	26.2	382
NH		46.2	37.6	16.2	500
OH-MEORC	↑↑	60.2	30.7	9.1	362
TX	↑	55.5	38.0	6.5	589
Margin of error > 5%					
LA		53.6	31.1	15.3	209
NC		49.6	40.1	10.3	252
Total %		50.2	36.3	13.5	2,294
State Avg %		50.2	35.9	13.9	

Chart Q20 Do the services and supports change when your child's needs change?

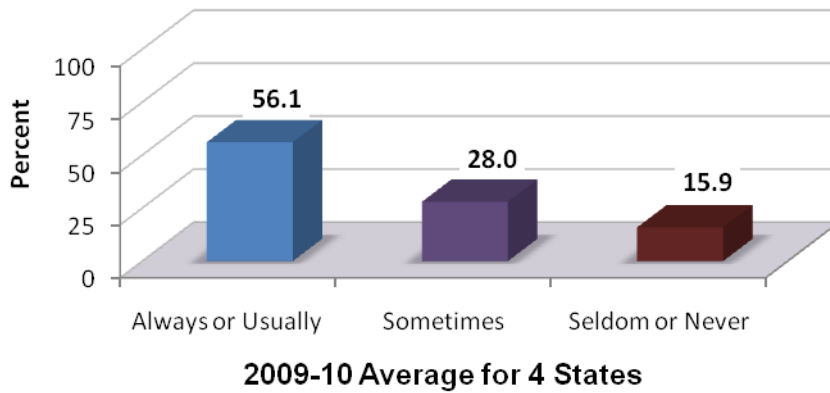
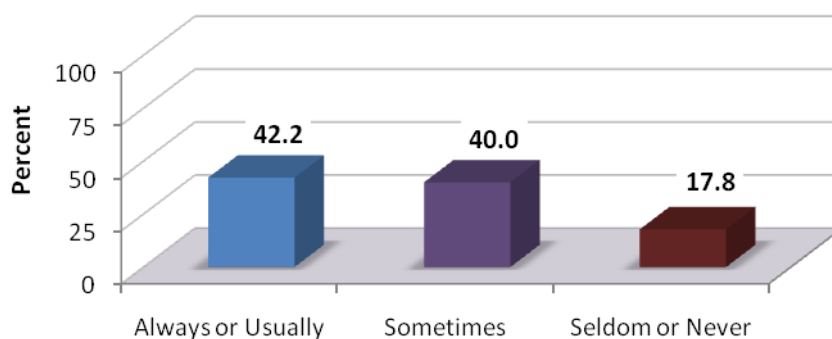


Table Q20*					
Do the services and supports change when your child's needs change?					
(%)					
State		Always or Usually	Sometimes	Seldom or Never	N
Margin of error ≤ 5%					
MO	↓↓	44.7	32.5	22.8	338
NH		52.0	30.3	17.7	419
OH-MEORC	↑↑	67.3	24.4	8.3	324
TX		-	-	-	-
Margin of error > 5%					
LA		60.3	24.7	14.9	194
NC		-	-	-	-
Total %		55.2	28.5	16.2	1,275
State Avg %		56.1	28.0	15.9	

Chart Q21 Do families in your area request that different types of services and supports be made available in your area?



2009-10 Average for 6 States

Table Q21					
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
Margin of error ≤ 5%					
MO		46.4	24.8	28.8	153
NH		44.2	43.6	12.2	172
OH-MEORC		39.7	46.8	13.5	156
TX		39.3	43.0	17.8	242
Margin of error > 5%					
LA		46.8	35.1	18.1	94
NC	↓	36.8	46.6	16.5	133
Total %		41.8	40.5	17.7	950
State Avg %		42.2	40.0	17.8	

Chart Q22 If yes, does either the state agency or provider agency respond to their requests?

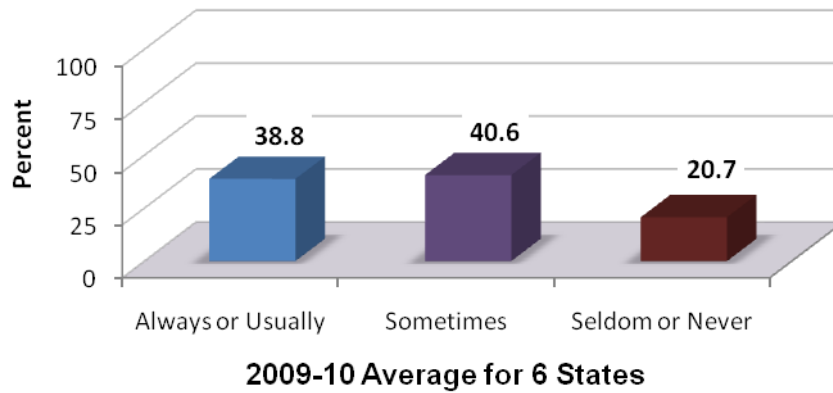


Table Q22					
If yes, does either the state agency or provider agency respond to their requests? (%)					
State		Always or Usually	Sometimes	Seldom or Never	N
Margin of error ≤ 5%					
MO		35.7	29.6	34.8	115
NH		40.4	43.4	16.2	136
OH-MEORC		43.0	43.9	13.2	114
TX		38.9	44.3	16.8	185
Margin of error > 5%					
LA		40.0	38.7	21.3	75
NC		34.5	43.6	21.8	110
Total %		38.8	41.1	20.1	735
State Avg %		38.8	40.6	20.7	

Chart Q23 If you asked for crisis services during the past year, were services provided?

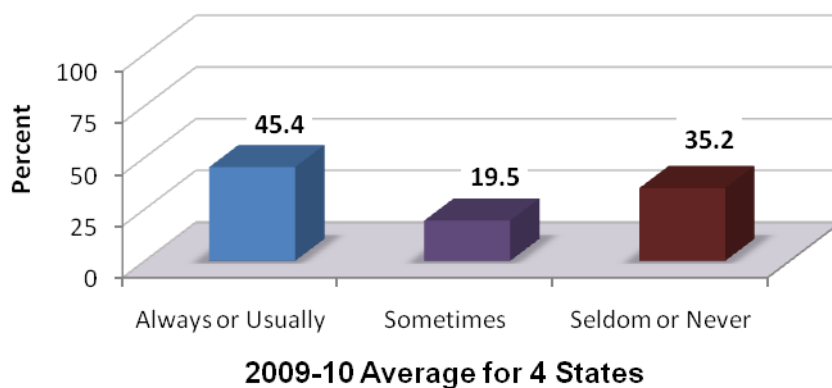


Table Q23*
If you asked for crisis services during the past year, were services provided? (%)

State	Always or Usually	Sometimes	Seldom or Never	N
Margin of error ≤ 5%				
MO	41.2	16.7	42.2	102
NH	50.0	16.7	33.3	108
OH-MEORC	42.7	23.2	34.1	82
TX	-	-	-	-
Margin of error > 5%				
LA	47.5	21.3	31.1	61
NC	-	-	-	-
Total %	45.3	19.0	35.7	353
State Avg %	45.4	19.5	35.2	

Chart Q24 If English is not your first language, are there support workers or translators available to speak with you in your preferred language?

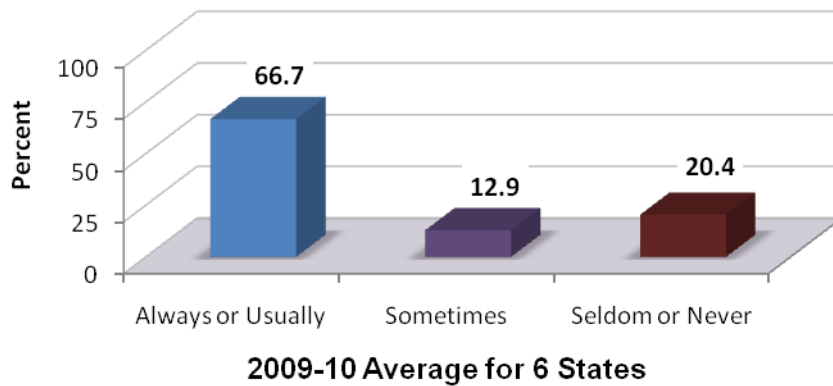
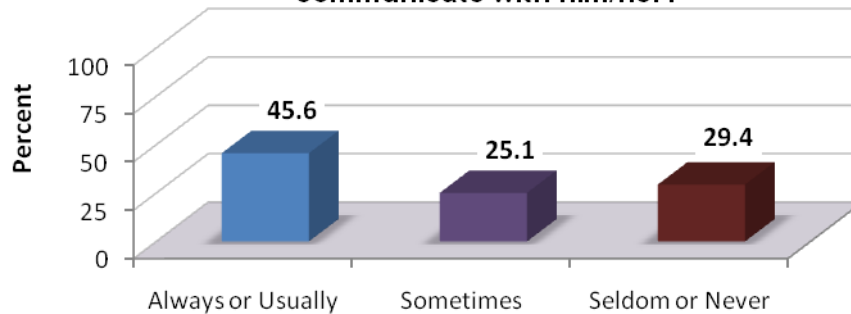


Table Q24					
If English is not your first language, are there support workers or translators available to speak with you in your preferred language?					
(%)					
State		Always or Usually	Sometimes	Seldom or Never	N
Margin of error ≤ 5%					
MO	↑↑	80.6	0.0	19.4	31
NH	↓↓	38.1	23.8	38.1	21
OH-MEORC		69.2	19.2	11.5	26
TX	↑↑	77.9	16.3	5.8	104
Margin of error > 5%					
LA		66.7	7.4	25.9	27
NC		67.9	10.7	21.4	28
Total %		71.3	13.5	15.2	237
State Avg %		66.7	12.9	20.4	

Chart 25 If your child 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 6 States

Table Q25 If your child does not speak English or uses a different way to communicate, are there enough support workers available who can communicate with him/her? (%)					
State		Always or Usually	Sometimes	Seldom or Never	N
Margin of error ≤ 5%					
MO	↑	52.8	15.1	32.1	53
NH	↓	38.1	22.2	39.7	63
OH-MEORC	↑↑	61.8	26.3	11.8	76
TX		41.1	29.8	29.2	168
Margin of error > 5%					
LA		42.6	29.6	27.8	54
NC	↓	37.1	27.4	35.5	62
Total %		45.0	26.3	28.8	476
State Avg %		45.6	25.1	29.4	

Chart Q26 Does your child have access to the special equipment or accommodations that s/he needs (e.g., wheelchair, ramp, communication board)?

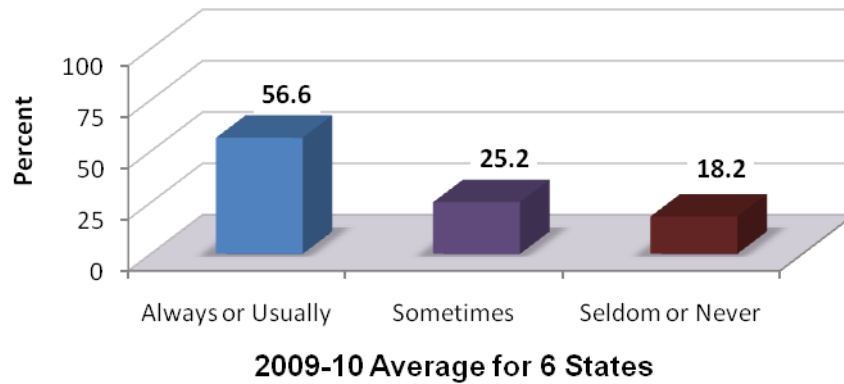


Table Q26					
Does your child have access to the special equipment or accommodations that s/he needs (for example, wheelchairs, ramps, communication board)? (%)					
State		Always or Usually	Sometimes	Seldom or Never	N
Margin of error ≤ 5%					
MO	↓	51.5	21.9	26.5	196
NH		58.2	27.2	14.6	239
OH-MEORC	↑↑	71.8	21.3	6.9	174
TX		56.4	30.4	13.2	408
Margin of error > 5%					
LA	↓	47.7	21.1	31.2	109
NC		53.9	29.3	16.9	154
Total %		57.0	26.3	16.6	1,280
State Avg %		56.6	25.2	18.2	

Chart Q27 Do you have access to health services for your child?

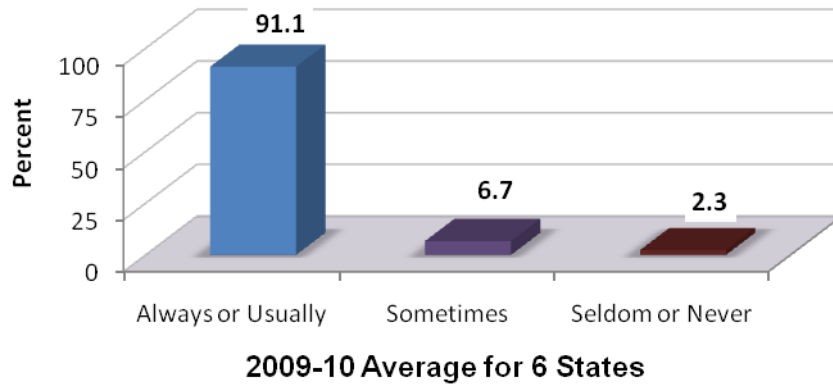


Table Q27
Do you have access to health services for your child? (%)

State		Always or Usually	Sometimes	Seldom or Never	N
Margin of error ≤ 5%					
MO		87.8	9.2	3.1	425
NH		94.9	3.4	1.7	588
OH-MEORC		91.8	5.9	2.3	388
TX		93.0	6.6	0.3	617
Margin of error > 5%					
LA	↓	86.0	8.8	5.3	228
NC		92.8	6.4	0.8	265
Total %		91.7	6.4	1.9	2,511
State Avg %		91.1	6.7	2.3	

Chart Q28 Do you have access to dental services for your child?

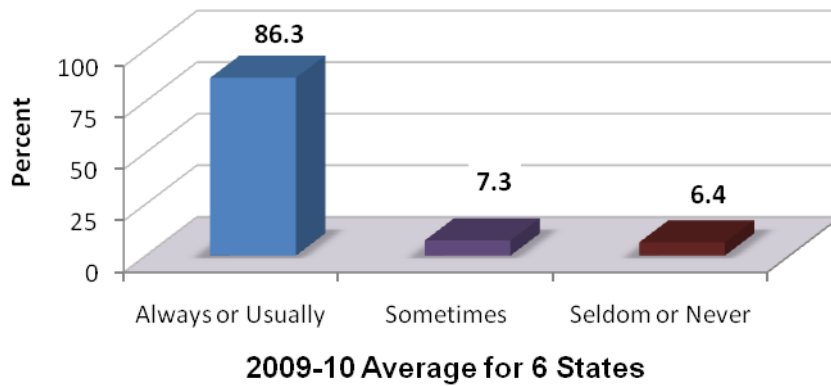


Table Q28					
Do you have access to dental services for your child? (%)					
State		Always or Usually	Sometimes	Seldom or Never	N
Margin of error ≤ 5%					
MO	↓	77.8	11.5	10.8	418
NH	↑	91.5	4.6	3.9	588
OH-MEORC		87.7	6.6	5.8	381
TX		89.6	7.3	3.1	614
Margin of error > 5%					
LA		83.9	6.0	10.1	218
NC		87.5	8.0	4.5	264
Total %		87.0	7.2	5.8	2,483
State Avg %		86.3	7.3	6.4	

Chart Q29 Do you have access to necessary medications for your child?

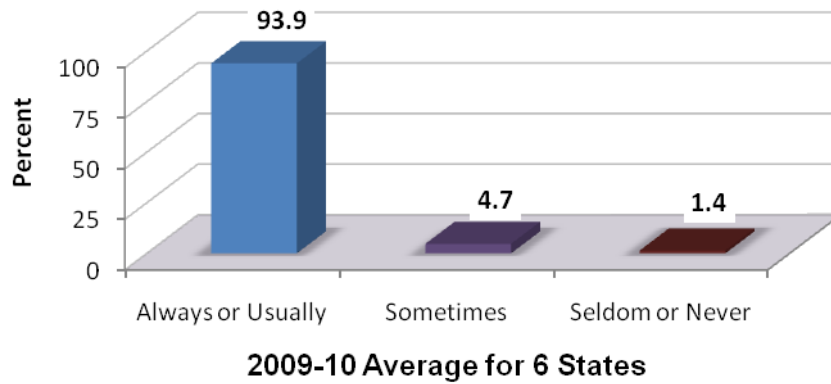


Table Q29					
Do you have access to necessary medications for your child? (%)					
State		Always or Usually	Sometimes	Seldom or Never	N
Margin of error ≤ 5%					
MO		91.8	6.4	1.7	404
NH		95.1	4.0	0.9	531
OH-MEORC		93.7	5.2	1.1	363
TX		95.0	4.6	0.3	605
Margin of error > 5%					
LA		91.2	5.3	3.5	228
NC		96.8	2.4	0.8	253
Total %		94.1	4.7	1.2	2,384
State Avg %		93.9	4.7	1.4	

Chart Q30 Are frequent changes in support staff a problem for you or your child?

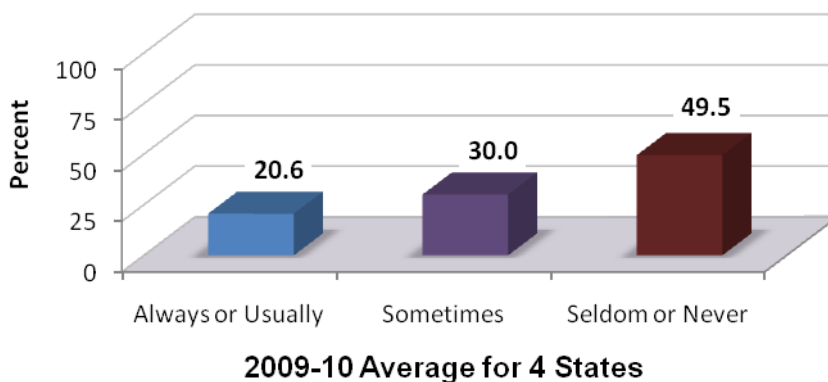


Table Q30*					
Are frequent changes in support staff a problem for you or your child? (%)					
State		Always or Usually	Sometimes	Seldom or Never	N
Margin of error ≤ 5%					
MO		22.2	30.4	47.5	257
NH		21.2	33.3	45.5	411
OH-MEORC		16.9	24.1	59.0	290
TX		-	-	-	-
Margin of error > 5%					
LA		21.9	32.2	45.9	183
NC		-	-	-	-
Total %		20.4	30.1	49.4	1,141
State Avg %		20.6	30.0	49.5	

Chart Q31 Are support staff generally respectful and courteous?

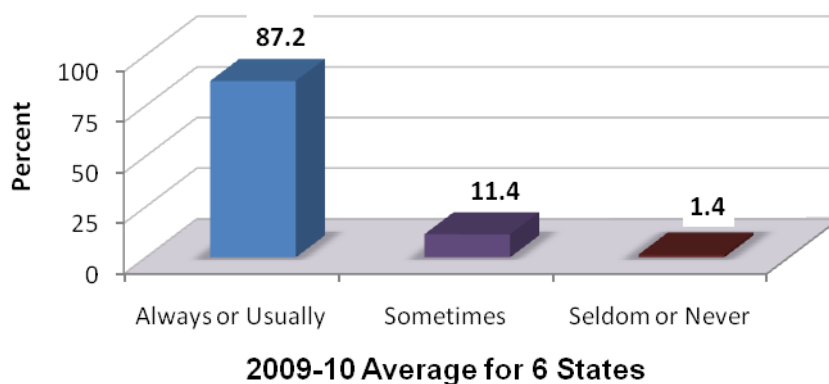
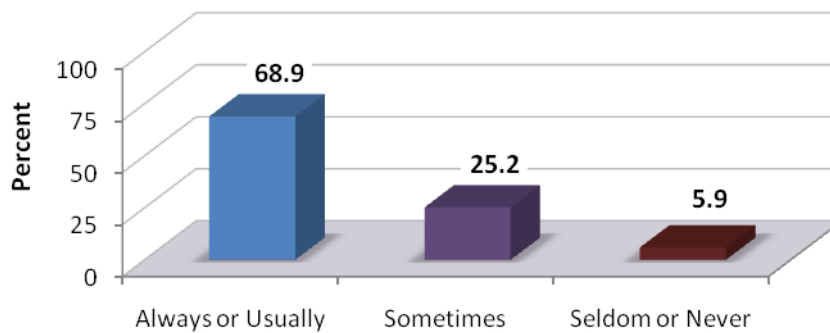


Table Q31 Are support staff generally respectful and courteous? (%)					
State		Always or Usually	Sometimes	Seldom or Never	N
Margin of error ≤ 5%					
MO		83.7	15.0	1.3	301
NH		89.1	9.7	1.2	495
OH-MEORC		91.0	7.9	1.1	365
TX		84.6	13.4	2.0	611
Margin of error > 5%					
LA		86.4	11.8	1.8	221
NC		88.4	10.4	1.2	251
Total %		87.1	11.4	1.5	2,244
State Avg %		87.2	11.4	1.4	

Chart Q32 Do the staff have the right training to meet your child's needs?



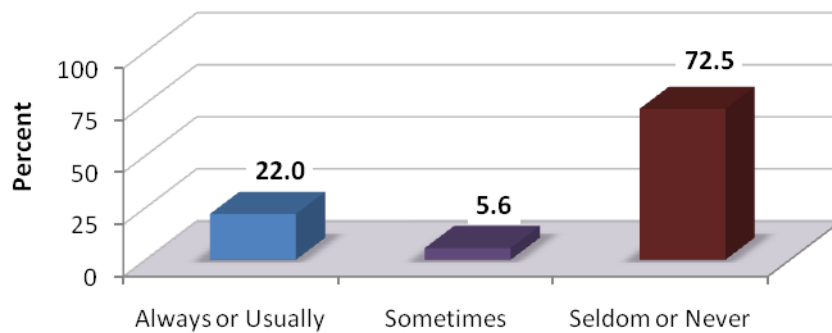
2009-10 Average for 4 States

Table Q32*					
Do the staff have the right training to meet your child's needs? (%)					
State		Always or Usually	Sometimes	Seldom or Never	N
Margin of error ≤ 5%					
MO		64.4	29.9	5.7	264
NH		64.3	29.7	6.0	431
OH-MEORC	↑	77.5	18.7	3.8	289
TX		-	-	-	-
Margin of error > 5%					
LA		69.2	22.6	8.2	208
NC		-	-	-	-
Total %		68.4	25.8	5.8	1,192
State Avg %		68.9	25.2	5.9	

Choice and Control

- Only 22% of respondents stated that they were able to choose their own case manager/ service coordinator while the majority of respondents (78%) found that this was sometimes, seldom or never the case.
- Across the states, on average, 58% of respondents choose the agencies or providers who work with their families. There was great variation between the states.
- While 58% of respondents across states typically choose their family's provider agency, only 50% (on average) typically chose the support workers who worked directly with their family.
- Among all respondents, almost half (45%) had control or input over the hiring and management of their support staff, and an additional 14% indicated they sometimes had this control. Forty-one percent (41%), however, had little or no input/control over the hiring or management of their family's support staff.
- While 59% of respondents had at least some control over the hiring or management of their support workers, 85% wanted this type of control at least some of the time.
- One-quarter (25%) of respondents always or usually knew how much money was spent by the ID/DD agency on behalf of their family member. Seventy-five point one percent (75%) had little or no idea. These results vary significantly from state to state.
- Across states, half of the families surveyed (50%) 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. Once again, results varied considerably from state to state.

Chart Q33 Did your family choose your case manager/service coordinator?



2009-10 Average for 4 States

Table Q33*					
Did your family choose your case manager/service coordinator? (%)					
State		Always or Usually	Sometimes	Seldom or Never	N
Margin of error ≤ 5%					
MO	↓↓	10.6	6.4	83.0	377
NH	↓↓	10.0	3.8	86.3	400
OH-MEORC	↓	13.3	5.4	81.3	278
TX		-	-	-	-
Margin of error > 5%					
LA	↑↑	54.1	6.6	39.2	181
NC		-	-	-	-
Total %		17.4	5.3	77.3	1,236
State Avg %		22.0	5.6	72.5	

Chart Q34 Do you choose the agencies or providers who work with your family?

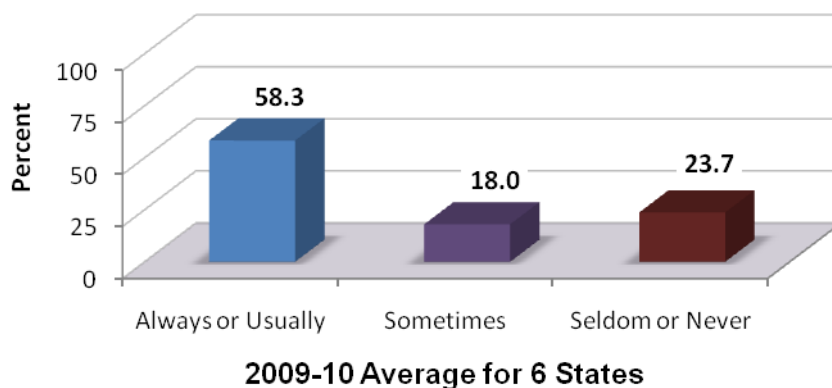


Table Q34 Do you choose the agencies or providers who work with your family? (%)					
State		Always or Usually	Sometimes	Seldom or Never	N
Margin of error \leq 5%					
MO	↓↓	40.4	24.5	35.0	314
NH	↓↓	36.8	20.0	43.2	419
OH-MEORC	↓↓	42.4	19.0	38.6	316
TX	↑↑	83.3	14.3	2.3	600
Margin of error > 5%					
LA	↑	65.7	15.0	19.3	207
NC	↑↑	81.0	15.0	4.0	253
Total %		59.6	17.8	22.6	2,109
State Avg %		58.3	18.0	23.7	

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

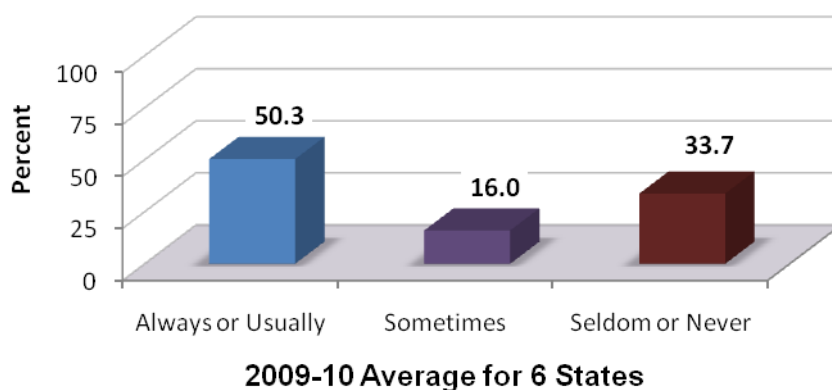


Table Q35 Do you choose the support workers who work with your family? (%)					
State		Always or Usually	Sometimes	Seldom or Never	N
Margin of error ≤ 5%					
MO	↓↓	30.3	14.4	55.3	264
NH	↓↓	35.0	16.3	48.7	429
OH-MEORC	↓↓	29.6	18.0	52.5	284
TX	↑↑	70.4	18.7	10.9	587
Margin of error > 5%					
LA	↑↑	62.0	13.5	24.5	192
NC	↑↑	74.3	15.3	10.4	249
Total %		51.4	16.6	32.0	2,005
State Avg %		50.3	16.0	33.7	

Chart Q36 Do you have control and/or input over the hiring and management of your support workers?

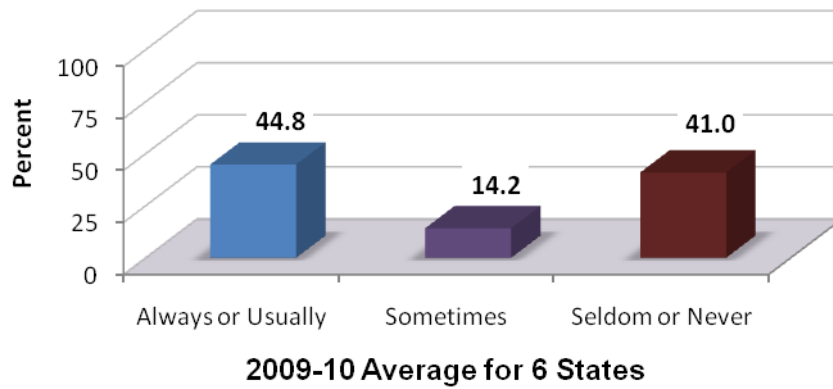


Table Q36 Do you have control and/or input over the hiring and management of your support workers? (%)					
State		Always or Usually	Sometimes	Seldom or Never	N
Margin of error ≤ 5%					
MO	↓↓	23.6	9.6	66.8	229
NH	↓	36.6	12.6	50.9	350
OH-MEORC	↓↓	20.5	14.9	64.7	215
TX	↑↑	71.3	16.9	11.8	544
Margin of error > 5%					
LA	↑	51.2	16.3	32.5	166
NC	↑↑	65.7	15.1	19.2	239
Total %		49.1	14.5	36.4	1,743
State Avg %		44.8	14.2	41.0	

Chart Q37 Do you want to have control and/or input over the hiring and management of your support workers?

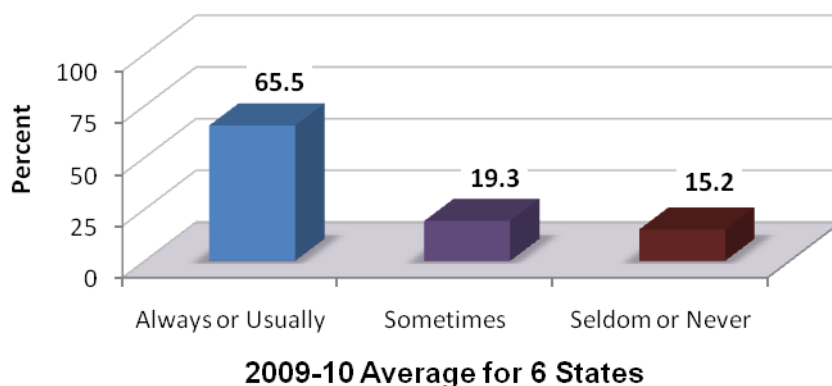
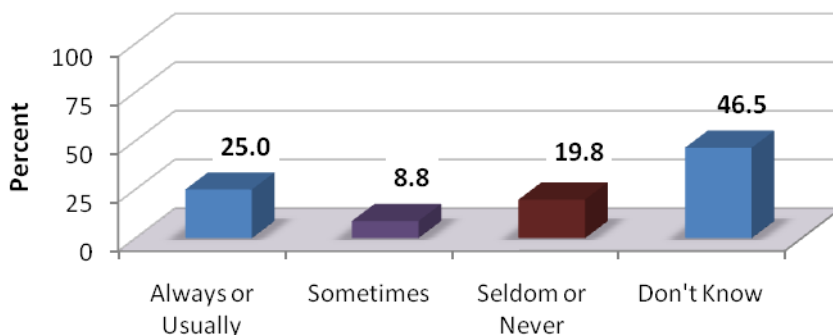


Table Q37					
Do you want to have control and/or input over the hiring and management of your support workers? (%)					
State		Always or Usually	Sometimes	Seldom or Never	N
Margin of error ≤ 5%					
MO	↓	57.4	20.6	22.0	223
NH		63.1	23.9	13.0	393
OH-MEORC	↓↓	40.7	26.6	32.8	241
TX	↑↑	79.1	14.4	6.5	507
Margin of error > 5%					
LA	↑	73.6	16.3	10.1	178
NC	↑↑	79.1	13.9	7.0	230
Total %		67.0	19.1	13.9	1,772
State Avg %		65.5	19.3	15.2	

Chart Q38 Do you know how much money is spent by the ID/DD agency on behalf of your child with a developmental disability?



2009-10 Average for 6 States

Table Q38						
Do you know how much money is spent by the ID/DD agency on behalf of your child with a developmental disability? (%)						
State		Always or Usually	Sometimes	Seldom or Never	Don't Know	N
Margin of error ≤ 5%						
MO	↓↓↓	14.4	4.9	31.3	49.5	368
NH	↓	18.3	4.5	20.5	56.7	552
OH-MEORC	↓↓↓	11.6	5.4	22.7	60.3	370
TX	↑↑↑	51.9	14.0	8.4	25.8	609
Margin of error > 5%						
LA	↑	31.3	11.5	17.1	40.1	217
NC		22.4	12.2	18.8	46.7	255
Total %		26.9	8.6	18.9	45.6	2,371
State Avg %		25.0	8.8	19.8	46.5	

Chart Q39 Do you get to decide how this money is spent?

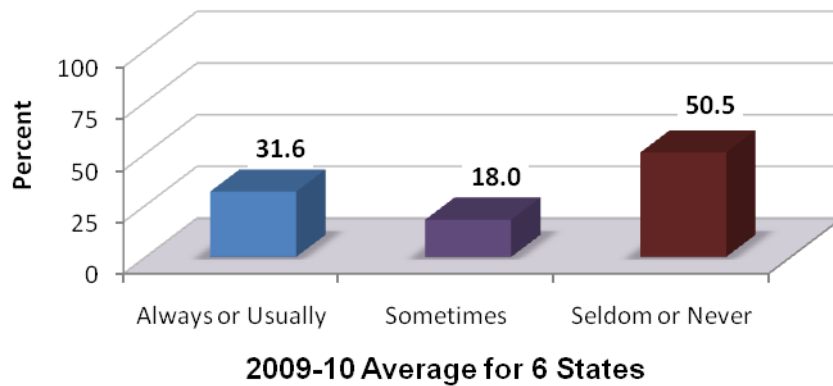


Table Q39 Do you get to decide how this money is spent? (%)					
State		Always or Usually	Sometimes	Seldom or Never	N
Margin of error ≤ 5%					
MO	↓	23.5	15.1	61.4	251
NH		31.4	13.7	54.9	328
OH-MEORC		27.9	21.2	51.0	208
TX	↑↑	52.2	28.2	19.6	485
Margin of error > 5%					
LA		30.6	14.6	54.9	144
NC	↓	23.9	14.9	61.2	188
Total %		35.0	19.5	45.4	1,604
State Avg %		31.6	18.0	50.5	

Community Connections

- On average, only 29% of respondents 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 26% said that staff was sometimes helpful, but 45% stated that planning and support staff was seldom or never helpful in connecting their family members to typical community supports or resources.
- Overall, 38% of respondents indicated that staff helped them figure out how family, friends or neighbors could provide some of the families' needed supports, 23% said they sometimes received help in this area, and the 39% said they seldom or never received this support.
- Only 40% of families felt their family member always or usually had access to community activities. Twenty-four percent (24%) stated their family member seldom or never had access to the community.
- While 40% had regular access to community activities, only 22% of children regularly participated in them. Thirty-nine percent (39%) of respondents said that their child seldom or never participated in community activities or events.
- Just over half (52%) of respondents' children regularly spend time with children who do not have developmental disabilities. This leaves 48% of children that only spend some or little to no time with children without developmental disabilities.

Chart Q40 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?

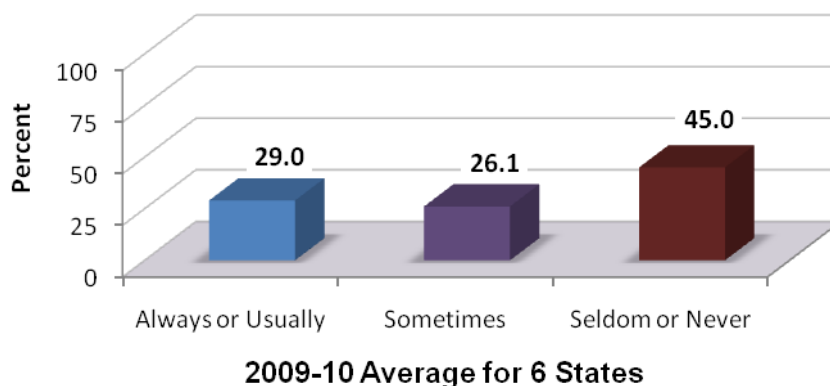
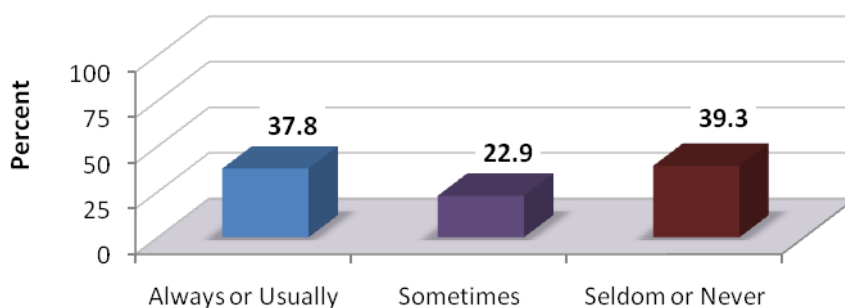


Table Q40					
If you want to use typical supports in your community, do either the staff who help you plan or who provide support help connect you to these supports? (%)					
State		Always or Usually	Sometimes	Seldom or Never	N
Margin of error ≤ 5%					
MO		24.9	27.5	47.5	305
NH		26.0	24.7	49.4	389
OH-MEORC	↑↑	39.4	24.5	36.1	216
TX	↓	22.6	29.7	47.7	390
Margin of error > 5%					
LA		31.3	17.2	51.5	134
NC		29.5	32.7	37.8	217
Total %		27.6	26.8	45.5	1,651
State Avg %		29.0	26.1	45.0	

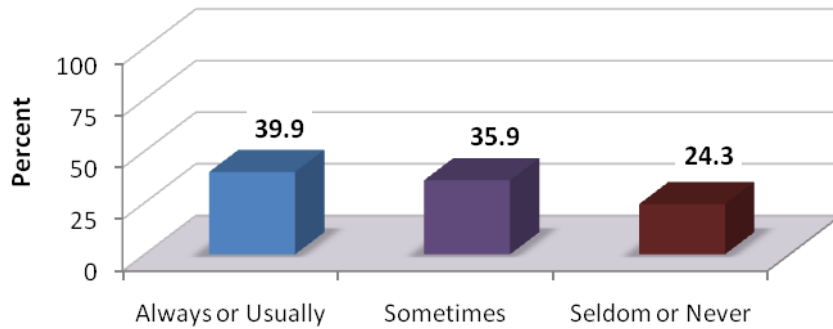
Chart Q41 If you would like to use family, friends, or neighbors to provide some of the supports your family needs, do either the staff who help you plan or who provide support help you do this?



2009-10 Average for 6 States

Table Q41					
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
Margin of error ≤ 5%					
MO	↓↓	27.8	17.3	54.9	284
NH		37.1	19.8	43.1	364
OH-MEORC	↑	45.0	21.6	33.3	222
TX		36.3	29.0	34.8	397
Margin of error > 5%					
LA		41.3	21.7	37.1	143
NC		39.4	28.1	32.5	203
Total %		37.0	23.1	39.9	1,613
State Avg %		37.8	22.9	39.3	

Chart Q42 Do you feel that your child has access to community activities?



2009-10 Average for 6 States

Table Q42
Do you feel that your child has access to community activities? (%)

State		Always or Usually	Sometimes	Seldom or Never	N
Margin of error ≤ 5%					
MO		41.9	33.9	24.2	413
NH		36.7	38.4	24.9	586
OH-MEORC	↑	49.7	30.6	19.7	350
TX	↓	33.0	41.8	25.2	548
Margin of error > 5%					
LA		39.3	29.8	30.9	191
NC		38.7	40.6	20.7	261
Total %		39.1	36.8	24.1	2,349
State Avg %		39.9	35.9	24.3	

Chart Q43 Does your child participate in community activities?

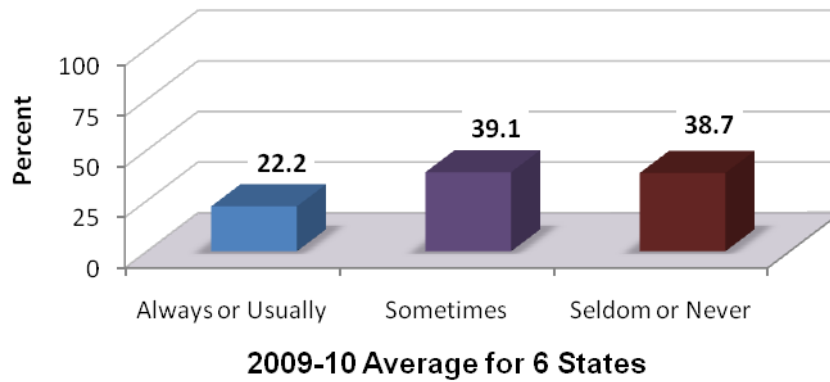


Table Q43 Does your child participate in community activities? (%)					
State		Always or Usually	Sometimes	Seldom or Never	N
Margin of error ≤ 5%					
MO		26.4	33.4	40.1	416
NH		19.8	42.2	38.0	595
OH-MEORC		22.3	38.5	39.1	358
TX		18.5	39.7	41.8	562
Margin of error > 5%					
LA		18.1	34.3	47.5	204
NC	↑	28.2	46.2	25.6	262
Total %		21.8	39.3	38.9	2,397
State Avg %		22.2	39.1	38.7	

Chart Q44 Does your child spend time with children who do not have developmental disabilities?

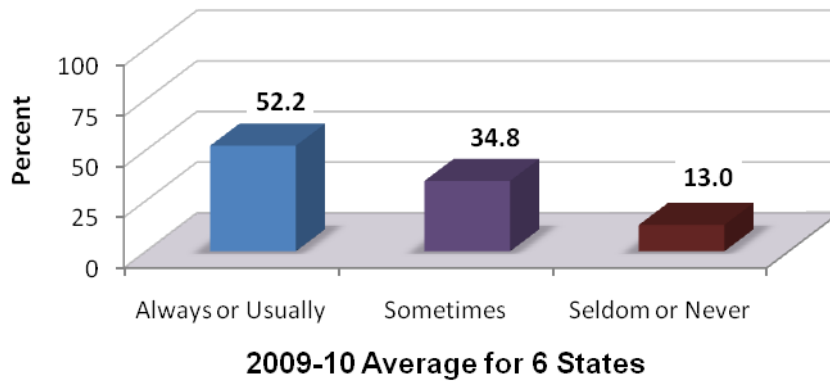


Table Q44 Does your child spend time with children who do not have developmental disabilities? (%)					
State		Always or Usually	Sometimes	Seldom or Never	N
Margin of error ≤ 5%					
MO		52.6	32.6	14.8	426
NH		51.3	32.2	16.5	581
OH-MEORC	↑	60.6	30.5	8.9	393
TX	↓↓	41.8	39.0	19.2	608
Margin of error > 5%					
LA	↑	62.0	29.7	8.3	229
NC	↓	44.9	44.9	10.3	263
Total %		51.0	34.8	14.3	2,500
State Avg %		52.2	34.8	13.0	

Outcomes and Satisfaction with Services and Supports

- Overall, 60% were always or usually satisfied with the services and supports their family received. Thirty-one percent (31%) were somewhat satisfied, and 9% were seldom or never satisfied.
- On average, only 43% of respondents knew about their agency's grievance process, while another 57% had some, little or no familiarity with the process for lodging a complaint.
- Almost two-thirds of respondents (63%) were satisfied with the way complaints or grievances were handled and resolved by their state agency. The remaining 38%, however, were either not satisfied, or only sometimes satisfied with how these matters were resolved.
- Sixty-eight percent (68%) of respondents felt that services and supports have made a positive difference in their life of their family. Seven percent (7%) stated that they seldom or never felt this way.
- Nearly all families (89%) felt that family supports improved, sometimes or more often, their ability to care for their child.
- The majority (71%) of respondents indicated that services have made a difference in helping them keep their child at home.
- Eighty-four percent (84%) of respondents felt that their family member was usually happy.

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

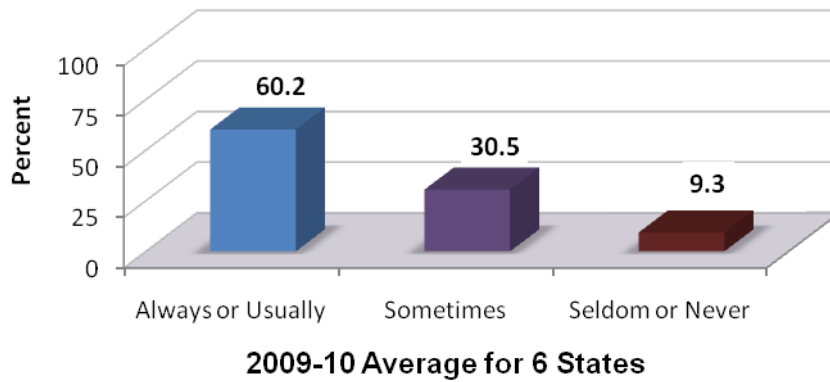


Table Q45					
Overall, are you satisfied with the services and supports your child and family currently receive? (%)					
State		Always or Usually	Sometimes	Seldom or Never	N
Margin of error ≤ 5%					
MO	↓	53.0	29.9	17.0	411
NH	↓	54.9	33.4	11.7	583
OH-MEORC	↑	67.8	24.2	8.0	388
TX		65.1	32.4	2.4	614
Margin of error > 5%					
LA		59.0	30.8	10.1	227
NC		61.2	32.5	6.3	255
Total %		60.2	30.8	9.0	2,478
State Avg %		60.2	30.5	9.3	

Chart 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?

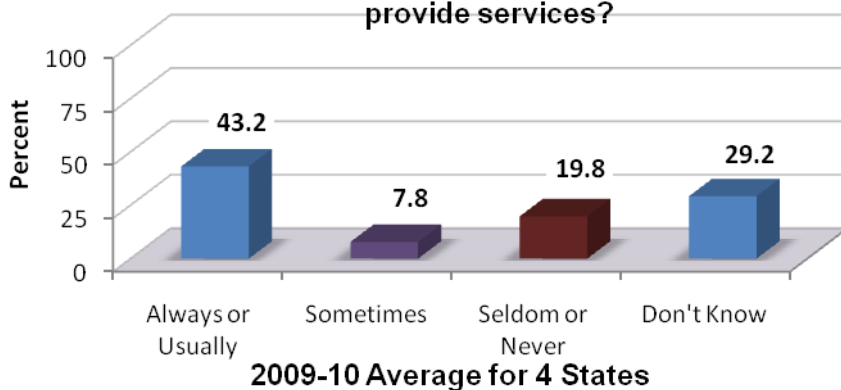


Table Q46						
Are you familiar with the process for filing a complaint or grievance regarding problems with your provider agency/agencies or staff that provide services? (%)						
State		Always or Usually	Sometimes	Seldom or Never	Don't Know	N
Margin of error ≤ 5%						
MO		39.1	4.9	24.3	31.7	391
NH		38.5	6.4	20.8	34.3	548
OH-MEORC	↑	50.0	9.1	15.9	25.0	364
TX		-	-	-	-	-
Margin of error > 5%						
LA		45.2	10.9	18.1	25.8	221
NC		-	-	-	-	-
Total %		42.4	7.3	20.1	30.2	1,524
State Avg %		43.2	7.8	19.8	29.2	

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

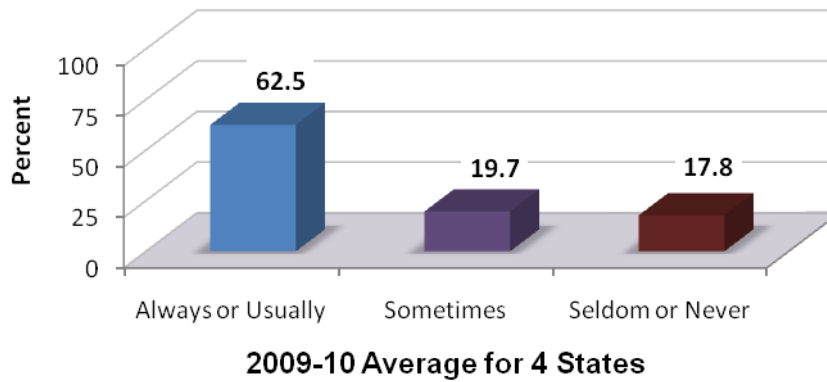


Table Q47*					
Are you satisfied with the way complaints/grievances regarding provider agencies are handled and resolved? (%)					
State		Always or Usually	Sometimes	Seldom or Never	N
Margin of error ≤ 5%					
MO	↓	57.0	17.4	25.6	121
NH		58.9	21.9	19.2	151
OH-MEORC	↑	72.0	18.2	9.8	143
TX		-	-	-	-
Margin of error > 5%					
LA		61.9	21.4	16.7	84
NC		-	-	-	-
Total %		62.7	19.6	17.6	499
State Avg %		62.5	19.7	17.8	

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

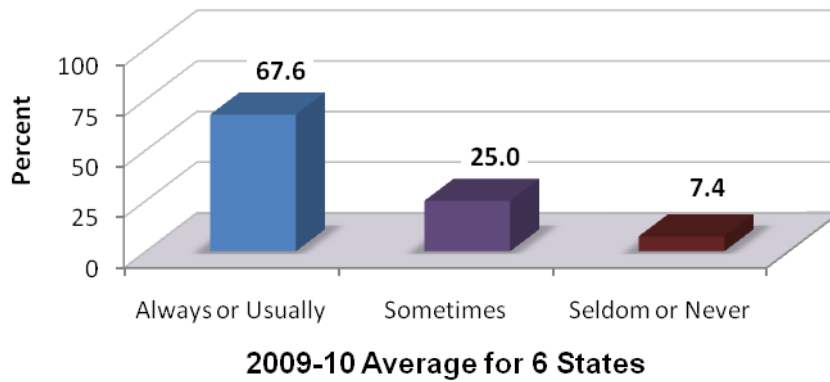
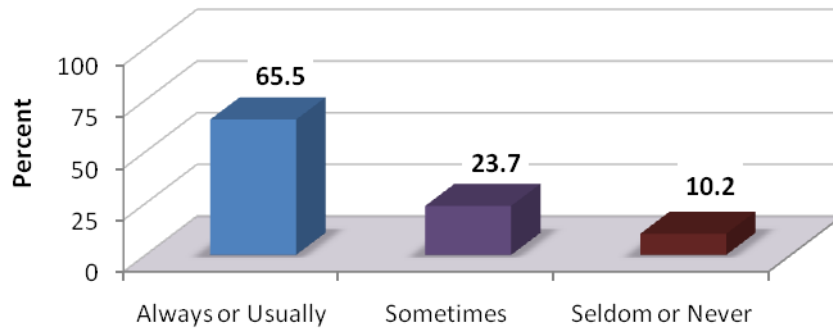


Table Q48 Do you feel that family supports have made a positive difference in the life of your family? (%)					
State		Always or Usually	Sometimes	Seldom or Never	N
Margin of error ≤ 5%					
MO	↓↓	54.8	32.4	12.8	376
NH	↓	58.0	30.3	11.8	552
OH-MEORC		70.1	21.4	8.5	364
TX	↑↑	82.5	15.9	1.6	578
Margin of error > 5%					
LA		67.0	26.0	7.0	215
NC	↑	73.4	23.8	2.9	244
Total %		67.9	24.6	7.5	2,329
State Avg %		67.6	25.0	7.4	

Chart Q49 Do you feel that family supports have improved your ability to care for your child?



2009-10 Average for 6 States

Table Q49					
Do you feel that family supports have improved your ability to care for your child? (%)					
State		Always or Usually	Sometimes	Seldom or Never	N
Margin of error ≤ 5%					
MO	↓↓↓	53.2	31.8	15.0	374
NH	↓↓↓	52.1	31.1	16.8	489
OH-MEORC		67.5	20.2	12.3	357
TX	↑↑↑	80.7	16.0	3.3	581
Margin of error > 5%					
LA		67.0	21.9	11.2	215
NC	↑	72.4	21.1	6.5	246
Total %		65.7	23.7	10.7	2,262
State Avg %		65.5	23.7	10.9	

Chart Q50 Do you feel that family supports have helped you to keep your child at home?

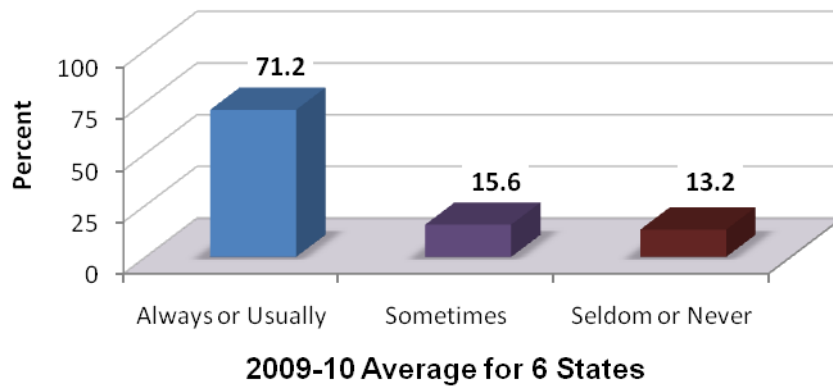
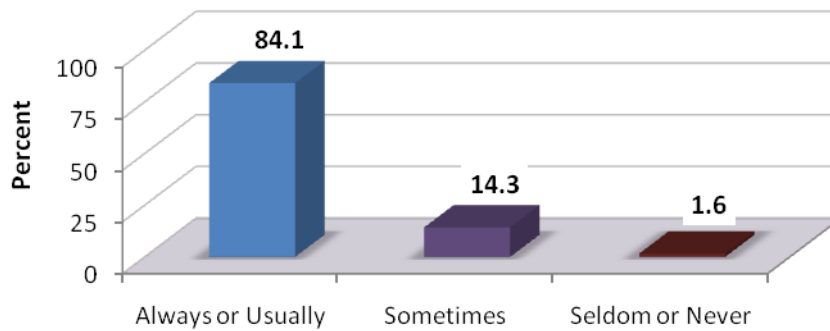


Table Q50 Do you feel that family supports have helped you to keep your child at home? (%)					
State		Always or Usually	Sometimes	Seldom or Never	N
Margin of error ≤ 5%					
MO	↓↓	58.2	21.2	20.6	330
NH	↓	62.8	20.4	16.8	411
OH-MEORC		69.8	15.1	15.1	278
TX	↑↑	86.9	9.4	3.7	564
Margin of error > 5%					
LA		73.3	11.8	15.0	187
NC	↑	76.4	15.6	8.0	237
Total %		72.3	15.3	12.3	2,007
State Avg %		71.2	15.6	13.2	

Chart Q51 Overall, do you feel that your child is happy?



2009-10 Average for 6 States

Table Q51					
Overall, do you feel that your child is happy? (%)					
State		Always or Usually	Sometimes	Seldom or Never	N
Margin of error ≤ 5%					
MO		80.2	16.7	3.1	420
NH	↓	77.2	19.6	3.2	622
OH-MEORC	↑	89.2	10.6	0.3	398
TX		87.0	12.4	0.7	615
Margin of error > 5%					
LA		84.9	13.4	1.7	232
NC		86.1	13.1	0.7	267
Total %		83.6	14.7	1.7	2,554
State Avg %		84.1	14.3	1.6	

Aggregate Results & State Comparisons

Above, 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, 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 previous Tables, 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 results, 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 two charts illustrate state averages, and the table that follows illustrates how states compared to these state averages.

Information and Planning

- In Ohio-MEORC, responses to information and planning questions were generally above the state average.

Chart 4. Information and Planning (I)

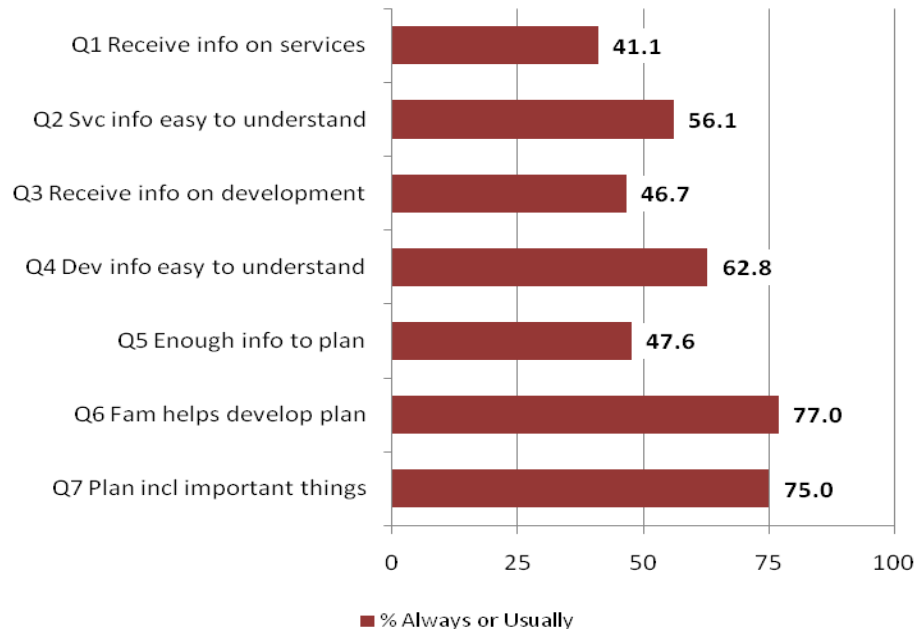


Chart 5. Information and Planning (II)



Table 17
Deviation in Responses Above & Below State Average
Information & Planning

State	Q1	Q2	Q3	Q4	Q5	Q6	Q7	Q8	Q9	Q10	Q11	Q12	Q13	Net Sum
MO		↑										↓		0
NH	↑	↑	↓		↓			↓						-1
OH-MEORC	↑	↑↑	↑↑	↑↑	↑↑	↑	↑	↑↑	↑	↑		↑↑	↑	18
TX		↓	↓↓		↓									-4
LA		↓	↑			↓↓								-2
NC	↓	↓↓		↓										-4

Access and Delivery of Services

- In Ohio- MEORC, responses to access and delivery of services questions were generally above the state average. In Missouri, responses were generally below the state average.

Chart 6. Access and Delivery of Supports (I)

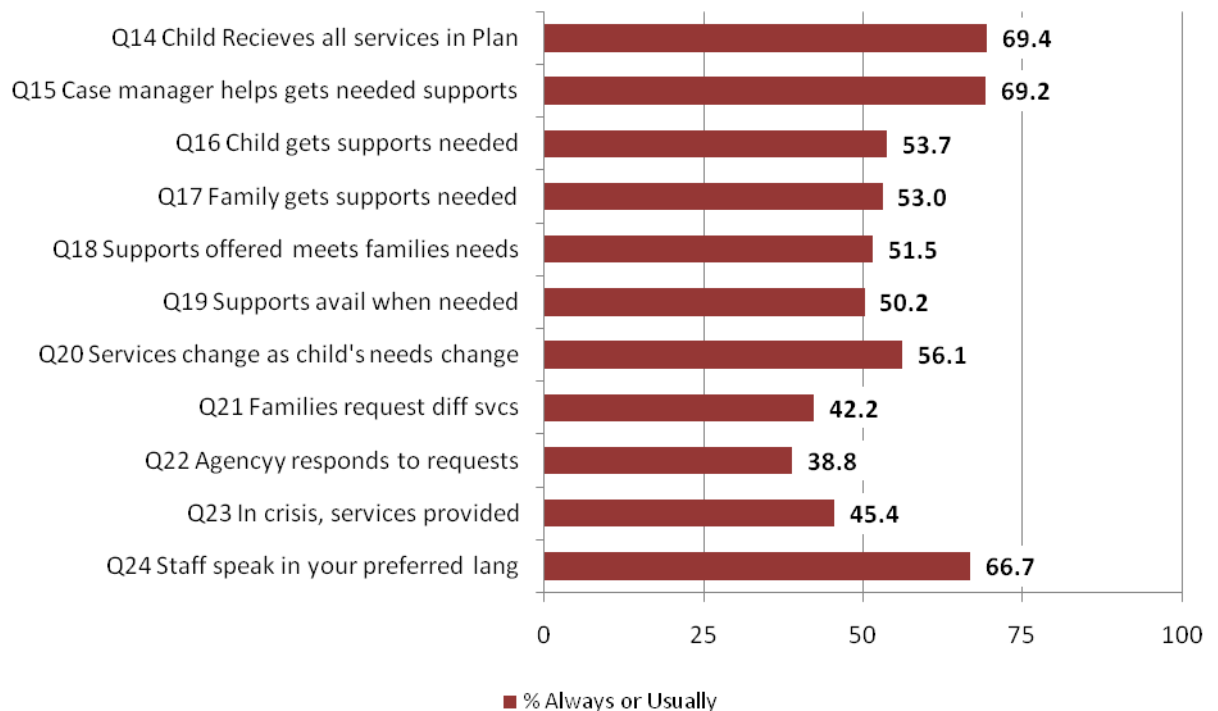


Chart 7. Access and Delivery of Supports (II)



Table 18 Deviation in Responses Above & Below State Average Access and Delivery of Supports															
State	Q14	Q15	Q16	Q17	Q18	Q19	Q20	Q21	Q22	Q23	Q24	Q25	Q26	Q27	Q28
MO	↓	↓	↓↓	↓↓	↓	↓↓	↓↓				↑↑	↑	↓		↓
NH				↓	↓						↓↓	↓			↑
OH-MEORC	↑↑	↑↑	↑↑	↑	↑↑	↑↑	↑↑					↑↑	↑↑		
TX						↑					↑↑				
LA				↑									↓	↓	
NC								↓				↓			

Table 19 Deviation in Responses Above & Below State Average Access and Delivery of Supports (cont.)					
State	Q29	Q30	Q31	Q32	Net Sum
MO					-10
NH					-4
OH-MEORC				↑	18
TX					3
LA					-1
NC					-2

Choice and Control

- In this category, Texas, North Carolina, and Louisiana scored above the state average. In New Hampshire, Missouri, and Ohio-MEORC, results were generally below the state average.

Chart 8. Choice & Control



Table 20 Deviation in Responses Above & Below State Average Choice and Control								
State	Q33	Q34	Q35	Q36	Q37	Q38	Q39	Net Sum
MO	↓↓↓	↓↓↓	↓↓↓	↓↓↓	↓	↓↓↓	↓	-12
NH	↓↓↓	↓↓↓	↓↓↓	↓		↓		-8
OH-MEORC	↓	↓↓↓	↓↓↓	↓↓↓	↓↓↓	↓↓↓		-11
TX		↑↑↑	↑↑↑	↑↑↑	↑↑↑	↑↑↑	↑↑↑	10
LA	↑↑↑	↑	↑↑↑	↑	↑	↑		8
NC		↑↑↑	↑↑↑	↑↑↑	↑↑↑		↓	7

Community Connections

- In Ohio-MEORC, responses to community connections questions were generally above the overall state average.

Chart 9. Community Connections

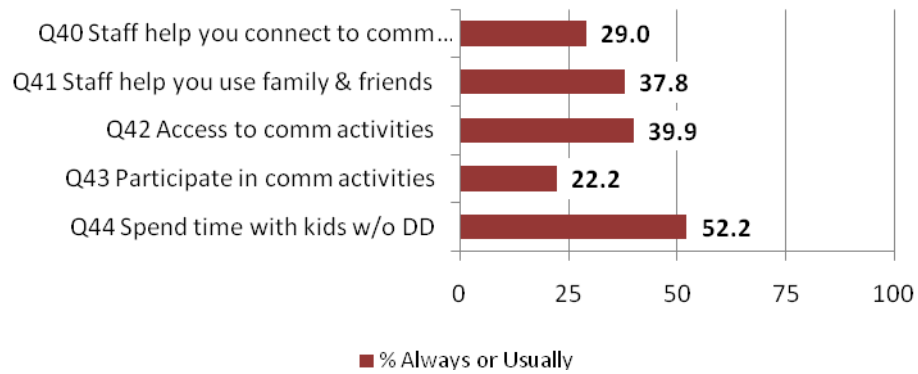


Table 20 Deviation in Responses Above & Below State Average Community Connections						
State	Q40	Q41	Q42	Q43	Q44	Net Sum
MO		↓↓				-2
NH						0
OH-MEORC	↑↑	↑	↑		↑	5
TX	↓		↓		↓↓	-4
LA					↑	1
NC				↑	↓	0

Satisfactions with Services and Supports & Outcomes for Families

- In Texas, Ohio-MEORC, and North Carolina, responses to satisfaction with services and outcomes for families' questions were generally above the overall state average. Missouri and New Hampshire were generally below the state average.

Chart 10. Satisfaction & Outcomes

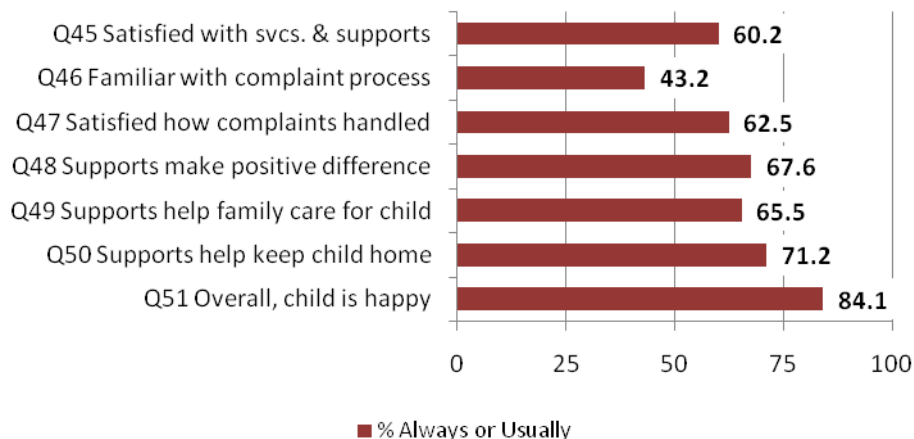


Table 21 Deviation in Responses Above & Below State Average Satisfaction & Outcomes								
State	Q45	Q46	Q47	Q48	Q49	Q50	Q51	Net Sum
MO	↓		↓	↓↓	↓↓	↓↓		-8
NH	↓			↓	↓↓	↓	↓	-6
OH-MEORC	↑	↑	↑				↑	4
TX				↑↑	↑↑	↑↑		6
LA								0
NC				↑	↑	↑		3

Overall State Results

- Looking at results across all categories, Ohio-MEORC and Texas had results that were well above the overall state average. In Missouri and New Hampshire, results were generally below the overall state average.

Table 22 Overall Deviation in Responses Above & Below State Average						
State	Information & Planning	Access & Delivery	Choice & Control	Community Connections	Satisfaction & Outcomes	Total Sum
MO	0	-10	-12	-2	-8	-32
NH	-1	-4	-8	0	-6	-19
OH-MEORC	18	18	-11	5	4	34
TX	-4	3	10	-4	6	11
LA	-2	-1	8	1	0	6
NC	-4	-2	7	0	3	4

[LAST PAGE]