

Child Family Survey

Final Report – July 2012
2010-2011 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

Six states and one sub-state entity (the Mid East Ohio Regional Council- MEORC) conducted the National Core Indicators (NCI) Child Family Survey during 2010-2011. The Child Family Survey was administered to families who have a child with disabilities living in the family's home. This Final Report provides a summary of results based on data submitted by June 30, 2011.

This report is organized as follows:

I. Introduction

This section gives a brief overview of NCI history and activities, and presents the core indicators measured with the Family Surveys.

II. Child Family Survey

This section briefly describes the structure of the survey instrument.

III. Methodology

This section describes 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 NCI Program staff to aggregate and analyze the data.

IV. Results

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

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List of Abbreviations

AFS – Adult Family Survey

CFS – Child Family Survey

CM/SC – Case Manager/Service Coordinator

CMS – Centers for Medicare and Medicaid Services

FGS – Family Guardian Survey

HCBS – Home and Community Based Services

HSRI – Human Services Research Institute

NASDDDS – National Association of State Directors of Developmental Disabilities Services

NCI – National Core Indicators

I. Introduction

This section gives a brief overview of the history of NCI, its current activities, and the core indicators.

Overview of National Core Indicators¹

The National Core Indicators (NCI) program was established through a collaborative effort between the National Association of State Directors of Developmental Disabilities Services (NASDDDS) and the Human Services Research Institute (HSRI) in order to create a standard set of performance measures and outcomes for developmental disabilities (DD) service and support systems. Originally, 15 states formed the National Core Indicators steering committee to collaborate on the development of valid and reliable data collection protocols. As of 2010-2011, NCI included 24 of the 50 states.

In this multi-state effort, NCI states use their resources and knowledge to create performance monitoring systems, identify common performance indicators, work out comparable data collection strategies, and share results. The indicators, which were developed through a consensus process with the original 15 states, are intended to provide a system-level “snapshot” of how well each state is performing. The states were guided by a set of criteria designed to select indicators that were:

- measurable,
- related to issues the states had some ability to influence, and
- important to all individuals they served, regardless of level of disability or residential setting.

NCI filled a critical information gap for public DD system managers. While other health and human services systems had developed benchmarking capabilities (e.g., within the fields of health care, long-term care, and mental health services), NCI was the first of its kind in the DD field.

NCI data are collected using several protocols. The primary data collection tools include a face-to-face interview with individuals receiving services (the Adult Consumer Survey) and

¹ For a complete history of NCI visit: <http://www.nationalcoreindicators.org>

three surveys of families – one aimed at families of adults living at home (the Adult Family Survey), one for families or guardians/conservators of adults living outside the home (the Family Guardian Survey), and one for families of children living at home (the Child Family Survey).

The Core Indicators

The core indicators are the foundation of the effort. The current set of performance indicators includes approximately 100 consumer, family, system, and health and safety outcomes – outcomes that are important to understanding the overall health of public developmental disabilities agencies. Each indicator is associated with one of the four main data sources from which the data are collected. The four main data sources provide information for the various areas of concern: an adult consumer survey (e.g., rights and choice issues), family surveys (e.g., satisfaction with supports), a provider survey (e.g., staff turnover), and system data from state administrative records (e.g., incidents and mortality rates).

The core indicators provide one source of information for quality management and are intended to be used in conjunction with other state data sources, such as risk management information, regional level performance data, results of provider monitoring processes, and administrative information gathered at the individual service coordination level. States typically use the indicator data to inform strategic planning, produce legislative reports, and prioritize quality improvement initiatives. Some states use NCI as a data source for supplemental performance measures in their HCBS waiver quality management systems and include the information in support of evidentiary reports to CMS. Many states share the indicator data with stakeholder groups such as Quality Councils and use the stakeholder feedback to help set priorities and establish policy direction. It is also important to note that states do not use the information in a punitive way to sanction service providers, nor do they use the results to remediate individual issues (unless specifically requested by the participant or required by law as in the case of suspected abuse, neglect, or mistreatment).

The indicators have remained generally consistent over the last several years and thus can be used to analyze system-level trends over time. However, the NCI program is a dynamic effort

that allows for measures to be added, dropped, or changed with direction from the participating states in order to reflect current and future priorities.²

The data collection tools used to gather indicator data are regularly refined and tested to ensure they remain valid, reliable, and applicable to current issues within the field. This report includes only those data collected using the Child Family Survey. Details on the design and testing of this tool are provided in the next section.

Family Indicators

The original Family Indicators were developed and approved by the NCI Steering Committee in 2002. All three family surveys were revised for the 2009-2010 data collection cycle to better align the NCI indicators with CMS waiver assurances. The Family Surveys used in 2010-2011 not only ask families to express their overall level of satisfaction with services and supports, they also probe specific aspects of the service system's capabilities and effectiveness. The information gathered provides an understanding of the experiences of individuals and families with the supports and services they receive. Along with demographic information, the surveys include questions related to:

1. Communication between individuals and families and the service system
2. Information and planning for services and supports
3. Access and delivery of services and supports
4. Choice and control
5. Connections with the community
6. Satisfaction
7. Outcomes

² For a complete list of Core Indicators, visit the NCI program website at <http://www.nationalcoreindicators.org>.

Table 1 below details the Family Sub-Domains and the concern statement associated with each. This report illustrates outcomes for all indicators within each sub-domain.

TABLE 1. FAMILY SURVEY SUB-DOMAINS AND CONCERN STATEMENTS

Sub-Domain	Concern
Information and Planning	Families with children with disabilities have the information and support necessary to plan for their services and supports.
Choice & Control	Families with children with disabilities determine the services and supports they receive and the individuals or agencies who provide them.
Access & Support Delivery	Families with children with disabilities get the services and supports they need.
Community Connections	Children with disabilities use integrated community services and participate in everyday community activities.
Satisfaction	Families with children with disabilities receive adequate and satisfactory supports.
Family Outcomes	Child and family supports make a positive difference in the lives of families.

II. Child Family Survey

This section briefly describes the development and organization of the survey instrument.

Survey Development

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 are instructed to mail the Child Family Survey to a randomly selected sample of families who meet two criteria:

1. A child with a developmental disability lives in the household.
2. Either the child or the family received at least one service or support besides case management.

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

TABLE 2. STATE PARTICIPATION IN NCI CHILD FAMILY SURVEY (CHILDREN LIVING AT HOME WITH FAMILY)

2000-2001	2001-2002	2002-2003	2003-2004	2004-2005	2005-2006	2006-2007	2007-2008	2008-2009	2009-2010	2010-2011
AZ	CA-RCOC	AZ	CA-RCOC	AZ	CA-RCOC	AZ	CA-RCOC	AZ	LA	AZ
MN	NE	CA-RCOC	CT	CA-RCOC	CT	CT	HI	LA	MO	HI
NC	NC	MA	HI	CT	HI	OK	LA	MO	NC	LA
UT	UT	SC	ND	WA	SC	TX	NJ	SC	NH	OH-MEORC
WA	VT	SD	SC	WY	SD	WA	OK	TX	OH-MEORC	NC
		WA	WY		TX	WV	SC	WA	TX	OH
		WY			WY	WY	WV			WA
							WY			

Organization of the Family Surveys

The Child Family Survey is composed of three main sections (demographics; the type of services and supports received; and questions regarding those services and supports). There is also an opportunity for families to write open-ended comments concerning their family's experience with the service system.

Demographics

The survey instrument begins with a series of questions tied to characteristics of the Child with a developmental disability (e.g., individual's age, race, type of disability). It is then followed by a series of demographic questions that pertain to the respondent (e.g., respondent's age, health status, relationship to the individual with the disability).

Services and Supports Received

A brief section of the survey asks respondents to identify the services and supports that they and/or their child with a disability receive.

Questions Regarding Services and Supports

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, satisfaction). Each question is constructed so that the respondent can select from either five possible responses ("always", "usually", "sometimes", "seldom", or "never") or two responses ("yes", "no") depending on the question. 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

The survey also provides an opportunity for respondents to make additional open-ended comments concerning their family's experience with the service system.

III. Methodology

This section describes 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 NCI Program staff to aggregate and analyze the data.

Sampling & Administration

States were asked to administer the Child Family Survey by selecting a random sample of at least 1,000 families who:

1. Have an child with developmental disabilities living at home; and
2. Receive at least one direct service or support besides service coordination.

Children were defined as individuals with disabilities age 18 or younger; however, a Child Family Survey could be completed for an individual up to 22 years 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. However, most states decided to sample more than 1,000 expecting a lower response rate than 40%. A final sample size of 400 would guarantee a +/-5% margin of error and a 95% confidence level when interpreting the results. States with fewer than 1,000 potential respondent families were instructed to send surveys to all eligible families.

All states mailed out a paper survey to families selected in their sample. The only exception was Ohio, which conducted all of the surveys over the telephone. Thus, Ohio’s results should be treated with caution when comparing their results to other states.

Only two states met the sample size goal, Ohio and Washington State. The others included in this report (Arizona, Hawaii, Louisiana, North Carolina, and MEORC) did not meet the target for a +/-5% margin of error but did obtain samples large enough to report a +/-7% margin of error and a 95% confidence level.

Data Entry and Analysis

Each state entered their survey responses into the ODESA (Online Data Entry Survey Application) or a standard file format and submitted the data to HSRI for analysis. All raw data files were reviewed for completeness, invalid responses were eliminated, and quality checks were performed. The data files were then cleaned and merged to create the national dataset.

Data were considered invalid, and therefore excluded, based on the following three criteria:

1. The respondent indicated that their child with disabilities lived outside the family home.
2. The respondent indicated their child with disabilities was over the age of 22.
3. If demographic information was entered into the file, but no survey questions were answered.

Statistical significance testing was conducted on each state's "yes" or "always" response compared to the NCI average³; significance is shown at the $p < .01$ level and cited in tables. Demographics data and data on services received were not tested for statistically significant differences.

³ The "NCI Average" is the average of the state averages.

Response Rates

During 2010-2011, six states and the MEORC administered the Child Family Survey; their data are included in this report. The desired response rate (the percentage of surveys returned versus the number mailed) is 40%. Table 3 shows the number of surveys each state mailed, surveys returned, response rates, and the number of valid surveys accepted for inclusion in data analysis.

TABLE 3. ADULT FAMILY SURVEY - STATE RESPONSE RATES				
State	Surveys Mailed	Surveys Returned	Response Rate (%)	Usable Surveys
AZ	1,000	278	28%	273
HI ⁴	379	128	34%	128
LA	1,500	275	18%	266
MEORC	875	233	27%	230
NC	1,250	256	20%	247
OH ⁵	890	400	45%	400
WA	1,250	347	28%	342
Overall	7,144	1,917	27%	1,886

⁴ Hawaii only sent surveys to families whose individual was receiving waiver services.

⁵ All surveys were conducted via phone interview.

IV. Results

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

Note:

“Respondent” refers to the person (usually a parent or guardian) filling out the survey.

Presentation of Data

Direct feedback from families is an important means for states to gauge service and support satisfaction and to pinpoint areas for quality improvement. All demographic and individual outcome results are presented in this report. Outcome results are presented in six subsections corresponding with the sections of the Child Family Survey. The beginning of each subsection provides an overall synopsis of findings across states, displaying the NCI Average for “yes” or “always” responses for all questions within that section. The NCI Average is the average of all individual state averages.

For each question, outcomes are first shown in a graph with the NCI Average for response categories, followed by a table which shows a breakdown of each state’s averages.

Tables are formatted whereby all states⁶ are listed in descending order and are categorized as statistically significantly above the NCI Average, within the range of the NCI Average, and significantly below the NCI Average. Statistical significance is taken to be at or below the $p < .01$ level. For those states that fall within the NCI Average Range, their “always” or “yes” response was not statistically different from the average NCI Average.

It should be noted that the survey was slightly revised in 2010-2011 based upon feedback from participating states. The revisions included some changes in wording and in some cases, broadening of response options. Questions that remained the same may be compared to previous results; however, items that changed may not be directly comparable.

⁶ For some items, state averages are not shown due to an insufficient number of survey responses to report (fewer than 20).

Demographics: Children

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

On average, across the states, the vast majority of children were male (64%) compared to female (36%); the average age of children across states was 9.7 years old. Nearly two-thirds of respondents (65%) identified their child as white; 15% were black/African American, 9% were Asian, 9% were two or more races, and 3% were American Indian or Alaska Native. An additional 8% of respondents indicated the child was Hispanic.

A majority of respondents (65%) reported there were two adults living in the home while 21% indicated there was only one, 9% had three adults in the home, and 5% had four or more adults living in the household; 22% had more than one person living in the house who had a disability.

The most common disabilities among children included:

- 37% Intellectual Disability
- 37% Autism
- 27% Physical Disability
- 27% Communication Disorder
- 25% Seizure Disorder

A slight majority of respondents indicated the child did not need any behavioral supports (48%); however, 34% needed some support and 18% needed extensive supports.

Gender of Child

TABLE 4. GENDER		
State	Male	Female
AZ	62%	38%
HI	61%	39%
LA	61%	39%
MEORC	61%	39%
NC	72%	28%
OH	68%	32%
WA	63%	37%
Total N	1,182	656
NCI Average	64%	36%

Age of Child

TABLE 5. AGE OF CHILD		
State	Average Age	Range
AZ	8.2	1-18
HI	12.2	4-18
LA	8.1	0-21
MEORC	7.9	0-21
NC	12.7	3-19
OH	6.4	1-22
WA	12.4	3-21
Total N		1,849
NCI Average	9.7	0-22

Race/Ethnicity of Child

TABLE 6. RACE/ETHNICITY OF CHILD								
State	White	Black/ African American	Asian	American Indian/ Alaska Native	Hawaiian/ Pacific Islander	Two or More Races	Other/ Unknown	Hispanic/ Latino
AZ	58%	3%	3%	5%	1%	8%	0%	30%
HI	30%	10%	51%	6%	32%	25%	4%	8%
LA	50%	44%	1%	1%	0%	6%	0%	1%
MEORC	92%	3%	0%	1%	0%	6%	0%	3%
NC	67%	28%	0%	2%	0%	3%	0%	2%
OH	82%	13%	2%	2%	0%	8%	2%	4%
WA	76%	6%	8%	5%	2%	8%	1%	9%
Total N	1,278	280	112	53	50	145	17	153
NCI Average	65%	15%	9%	3%	5%	9%	1%	8%

Primary Language

TABLE 7. PRIMARY LANGUAGE OF CHILD			
State	English	Spanish	Other
AZ	85%	14%	2%
HI	89%	2%	9%
LA	97%	0%	3%
MEORC	96%	0%	3%
NC	98%	0%	2%
OH	96%	1%	4%
WA	91%	3%	7%
Total N	1,728	54	73
NCI Average	93%	3%	4%

Number of Adults in the Household

TABLE 8. NUMBER OF ADULTS AT HOME				
State	One	Two	Three	Four or More
AZ	16%	71%	9%	4%
HI	29%	50%	10%	11%
LA	30%	60%	6%	4%
MEORC	14%	71%	9%	7%
NC	24%	62%	10%	4%
OH	15%	72%	8%	5%
WA	23%	62%	10%	4%
Total N	387	1,222	162	96
NCI Average	21%	65%	9%	5%

More Than One Child with Disabilities Living in Household

TABLE 9. MORE THAN ONE CHILD IN HOUSEHOLD WITH A DEVELOPMENTAL DISABILITY		
State	Yes	No
AZ	19%	81%
HI	28%	72%
LA	18%	82%
MEORC	21%	79%
NC	22%	78%
OH	23%	77%
WA	21%	79%
Total N	390	1,445
NCI Average	22%	78%

TABLE 10A. DISABILITIES OF CHILD							
State	Intellectual Disability	Mental Illness	Autism Spectrum Disorder	Cerebral Palsy	Brain Injury	Seizure Disorder/ Neurological Problem	Chemical Dependency
AZ	37%	15%	41%	17%	8%	19%	0%
HI	49%	16%	50%	14%	9%	26%	2%
LA	22%	15%	31%	25%	6%	26%	0%
MEORC	26%	16%	23%	18%	6%	21%	0%
NC	49%	10%	54%	17%	9%	28%	0%
OH	22%	4%	22%	13%	10%	21%	3%
WA	53%	22%	40%	19%	11%	32%	1%
Total N	647	240	641	316	157	447	18
NCI Average	37%	14%	37%	18%	8%	25%	1%

TABLE 10B. DISABILITIES OF CHILD

State	Vision/ Hearing Impairments	Physical Disability	Commun- ication Disorder	Down Syndrome	Prader-Willi Syndrome	Other Disability	No Other Disability	Don't Know
AZ	11%	19%	26%	14%	0%	20%	6%	4%
HI	20%	31%	26%	16%	0%	20%	5%	2%
LA	20%	30%	24%	9%	0%	29%	6%	9%
MEORC	15%	23%	21%	11%	0%	28%	4%	7%
NC	13%	29%	27%	7%	0%	27%	1%	2%
OH	20%	29%	41%	6%	0%	26%	31%	0%
WA	16%	33%	28%	10%	1%	27%	2%	2%
Total N	295	500	521	175	5	467	178	66
NCI Average	16%	27%	27%	10%	0%	25%	8%	4%

Level of Help with Daily Activities

TABLE 11. LEVEL OF HELP WITH DAILY ACTIVITIES				
State	None	Little	Moderate	Complete
AZ	4%	17%	39%	40%
HI	3%	21%	28%	48%
LA	7%	16%	32%	45%
MEORC	9%	29%	36%	26%
NC	11%	19%	37%	33%
OH	35%	17%	18%	31%
WA	4%	13%	40%	44%
Total N	228	340	603	699
NCI Average	10%	19%	33%	38%

Behavioral Supports Needed

TABLE 12. NEEDS SUPPORT FOR: SELF-INJURIOUS, DISRUPTIVE, OR DESTRUCTIVE BEHAVIOR			
State	No Support Needed	Some Support Needed	Extensive Support Needed
AZ	42%	40%	18%
HI	34%	43%	23%
LA	57%	26%	17%
MEORC	60%	31%	9%
NC	43%	36%	20%
OH	76%	15%	9%
WA	24%	44%	32%
Total N	923	595	336
NCI Average	48%	34%	18%

Child's Frequency of Medical Care

TABLE 13. FREQUENCY OF MEDICAL CARE FOR CHILD			
State	Less than once a month	More than once a month, less than once a week	At least once a week
AZ	67%	25%	8%
HI	61%	24%	15%
LA	49%	31%	20%
MEORC	75%	17%	8%
NC	68%	23%	9%
OH	66%	23%	10%
WA	68%	21%	11%
Total N	1,194	430	203
NCI Average	65%	24%	11%

Demographics: Respondents

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

Across all states, most respondents (61%) reported they were between 35 and 54 years old; 29% were under 35 years old, and 10% were 55-74 years old. Nearly all respondents were the parent of the child with disabilities (94%) – the remaining respondents were grandparents (3%) or had another relationship to the individual (2%) – and most (98%) were the primary care giver. The majority of respondents considered themselves to be in either good (53%) or excellent (26%) health.

The majority of respondents across states had either graduated college (39%) or completed some college coursework (24%). The remaining respondents had: a high school diploma or GED (22%), less than a high school diploma or GED (10%), or vocational school training (4%). Household incomes were recorded as: below \$15,000 (24%), \$15,001-\$25,000 (15%), \$25,001-\$50,000 (24%), \$50,001-\$75,000 (18%), and over \$75,000 (18%) in the previous year. Across states, respondents reported spending the following amounts in out-of-pocket expenses for their family member in the past year: nothing (23%), \$1-\$100 (13%), \$101-\$1,000 (30%), \$1,001-\$10,000 (30%), and over \$10,000 (4%).

Age of Respondent

TABLE 14. AGE OF RESPONDENT				
State	Under 35	35-54	55-74	75 or Older
AZ	31%	62%	7%	0%
HI	16%	67%	17%	0%
LA	39%	50%	10%	1%
MEORC	36%	57%	7%	0%
NC	13%	67%	18%	1%
OH	41%	53%	6%	0%
WA	15%	74%	11%	0%
Total N	535	1,142	185	7
NCI Average	29%	61%	10%	0%

Relationship of Respondent to Child with Disabilities

TABLE 15. RELATIONSHIP TO CHILD WITH DISABILITIES				
State	Parent	Sibling	Grandparent	Other
AZ	97%	0%	2%	1%
HI	90%	2%	2%	6%
LA	91%	0%	8%	1%
MEORC	97%	0%	1%	2%
NC	91%	0%	6%	3%
OH	95%	1%	0%	4%
WA	96%	0%	3%	1%
Total N	1,766	7	57	44
NCI Average	94%	0%	3%	2%

Respondent's Role as Primary Caregiver

TABLE 16. RESPONDENT IS PRIMARY CAREGIVER		
State	Yes	No
AZ	99%	1%
HI	98%	2%
LA	99%	1%
MEORC	100%	0%
NC	99%	1%
OH	98%	2%
WA	95%	5%
Total N	1,826	37
NCI Average	98%	2%

Health of Respondent

TABLE 17. HEALTH OF RESPONDENT				
State	Excellent	Good	Fair	Poor
AZ	27%	54%	17%	1%
HI	20%	55%	19%	6%
LA	25%	51%	20%	4%
MEORC	25%	62%	11%	1%
NC	20%	58%	19%	4%
OH	37%	48%	15%	1%
WA	19%	51%	26%	4%
Total N	484	997	343	52
NCI Average	26%	53%	18%	3%

Respondent's Highest Level of Education

TABLE 18. RESPONDENT'S HIGHEST LEVEL OF EDUCATION					
State	Less than High School Diploma or GED	High School Diploma or GED	Vocational School	Some College	College Degree
AZ	16%	20%	2%	24%	38%
HI	9%	17%	3%	39%	33%
LA	13%	28%	7%	18%	35%
MEORC	17%	23%	7%	23%	31%
NC	8%	20%	2%	23%	48%
OH	6%	24%	4%	23%	43%
WA	8%	19%	6%	27%	41%
Total N	195	407	83	449	729
NCI Average	10%	22%	4%	24%	39%

Household Income

TABLE 19. HOUSEHOLD INCOME					
State	Below \$15,000	\$15,001 - \$25,000	\$25,001 - \$50,000	\$50,001 - \$75,000	Over \$75,000
AZ	23%	14%	27%	16%	19%
HI	24%	12%	31%	21%	12%
LA	40%	14%	16%	14%	16%
MEORC	24%	17%	28%	19%	12%
NC	18%	20%	25%	15%	22%
OH	18%	17%	21%	23%	21%
WA	22%	17%	24%	16%	21%
Total N	415	286	417	311	324
NCI Average	24%	16%	24%	18%	18%

Out-of-Pocket Expenses for Child Last Year

TABLE 20. OUT-OF-POCKET MONEY SPENT IN THE PAST YEAR FOR SERVICES/SUPPORTS FOR CHILD					
State	Nothing	\$1-\$100	\$101- \$1000	\$1001- \$10,000	Over \$10,000
AZ	24%	11%	30%	31%	3%
HI	22%	11%	37%	27%	3%
LA	31%	15%	25%	23%	5%
MEORC	22%	17%	33%	26%	2%
NC	26%	12%	33%	25%	3%
OH	19%	11%	27%	40%	3%
WA	17%	12%	33%	33%	4%
Total N	417	234	561	561	68
NCI Average	23%	13%	30%	30%	4%

Services and Supports Received

This section, which consists of just one table, provides information about the services and supports received by the family from the state ID/DD agency (social security benefits being the exception). A larger percentage of respondents indicated that their family received other services and supports (54%) and in-home supports (50%). Forty percent (40%) of respondents reported that their family receives social security benefits.

Services and Supports Received

TABLE 21. SERVICES AND SUPPORTS RECEIVED (%)							
State	Financial Support	In-Home Support	Out-of-Home Respite Care	Early Intervention	Transportation	Other Services/ Supports	Social Security Benefits
AZ	6%	56%	37%	30%	23%	12%	40%
HI	15%	62%	40%	6%	37%	55%	40%
LA	31%	54%	11%	39%	12%	69%	49%
MEORC	39%	15%	19%	38%	21%	55%	31%
NC	15%	74%	51%	6%	23%	68%	50%
OH	23%	24%	14%	68%	31%	70%	28%
WA	19%	65%	25%	5%	18%	52%	41%
Total N	393	895	478	561	421	1,202	720
NCI Average	21%	50%	28%	27%	24%	54%	40%

Child Family Survey Results

This section of the report presents outcomes at the state and national level for all questions. It is divided into six subsections:

- Information and Planning
- Access and Delivery of Services and Supports
- Choice and Control
- Community Connections
- Satisfaction with Services and Supports
- Outcomes

Results are presented first in graph form and then in table form showing each state's average for all response options. Within the tables, states are listed in descending order: significantly above the NCI Average, within the NCI Average, and significantly below the NCI Average. Significance is determined at the $p < .01$ level, and is based on the "always" or "yes" responses.

The beginning of each section provides a brief observation of outcomes in that area as well as a condensed graph showing the NCI Average for the "always" or "yes" responses for each question.

Information and Planning

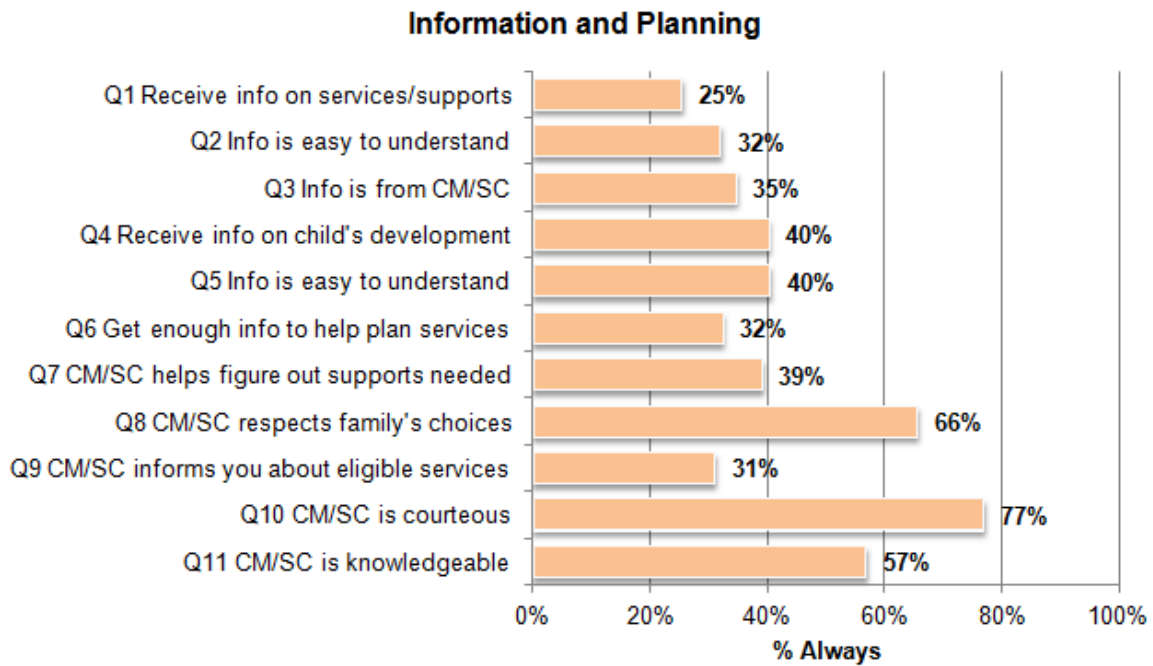
Overall, results for the Information and Planning section were relatively positive. The majority of states fell within the NCI Average on most of the 15 questions; however, Ohio rated significantly above the NCI Average in 11 questions. The majority of respondents in each state reported:

- They help develop their child's service plan, 93%; state averages ranged between 85% and 97%.
- The service plan includes things that are important to them, 92%; states ranged between 87% and 99%.
- They received information on the family's rights, 89%; states ranged between 79% and 97%.
- The case manager/service coordinator who assists you with planning is always courteous, 77%; state averages ranged between 63% and 88%.

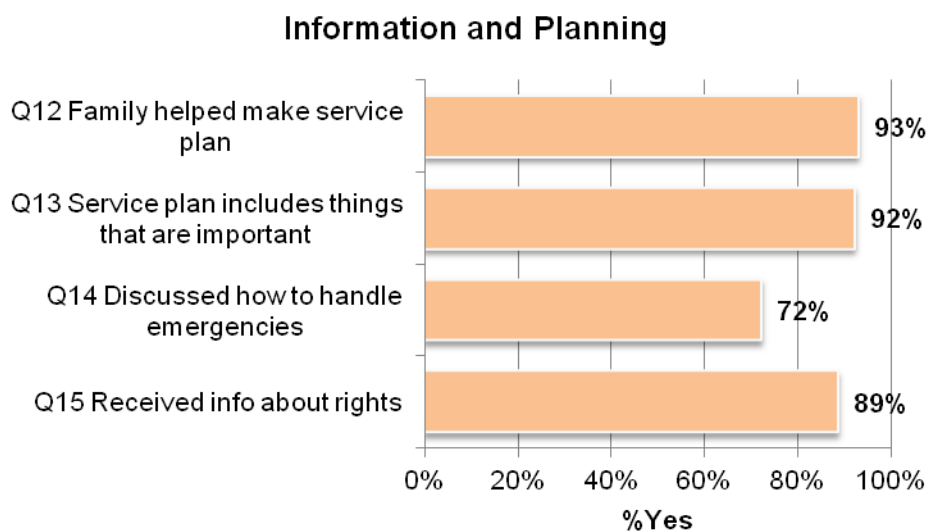
Though the results above suggest that respondents worked closely to develop the service plan and maintained direct involvement with planning, other results were somewhat less positive. Less than one-third of respondents reported:

- They always receive information about services and supports available to the child and family, 25%; state averages ranged between 15% and 37%.
- Their case manager/service coordinator always tells them about public services they are eligible for, 31%; state averages ranged between 20% and 42%.
- The planning information is always easy to understand, 32%; state averages ranged between 16% and 53%.
- They always get enough information to help planning services, 32%; state averages ranged between 20%-48%.

The graph below shows the NCI Average for questions with “always” responses.



The graph below shows the NCI Average for questions with “yes” responses.



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

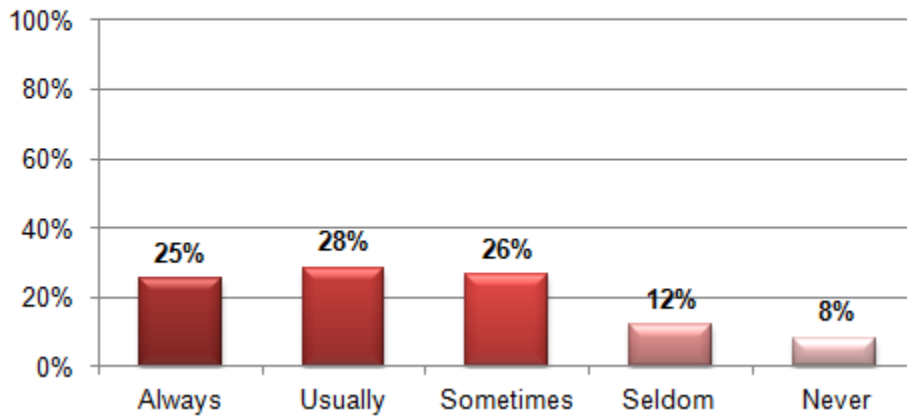


TABLE Q1.

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

State	Always	Usually	Sometimes	Seldom	Never	N
Significantly Above NCI Average						
MEORC	37%	33%	19%	8%	4%	223
Within NCI Average Range						
LA	32%	24%	24%	11%	9%	257
AZ	30%	33%	21%	8%	9%	267
HI	23%	27%	28%	15%	7%	126
OH	23%	22%	29%	12%	14%	392
Significantly Below NCI Average						
WA	18%	29%	33%	13%	8%	330
NC	15%	31%	30%	17%	7%	241
NCI Average	25%	28%	26%	12%	8%	1,836

Q2. Is the information you receive easy to understand?

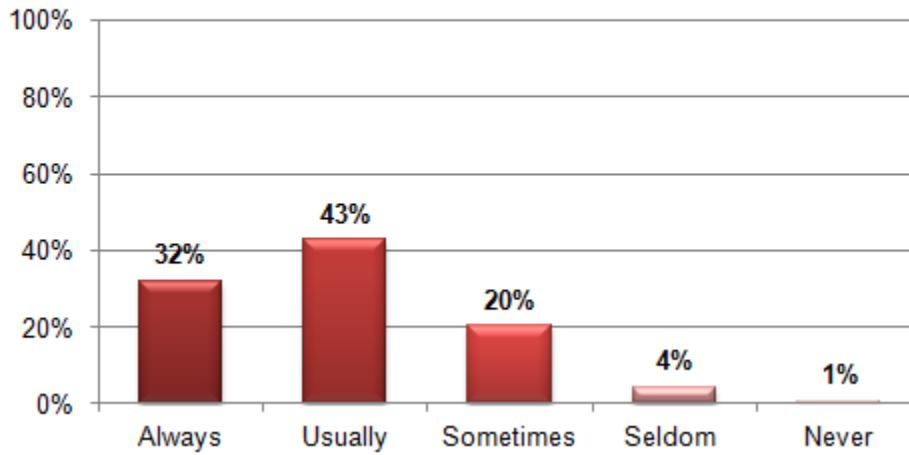


TABLE Q2.

If you receive information, is it easy to understand?

State	Always	Usually	Sometimes	Seldom	Never	N
Significantly Above NCI Average						
OH	53%	27%	17%	3%	0%	334
Within NCI Average Range						
LA	38%	35%	23%	4%	1%	226
MEORC	37%	47%	15%	1%	0%	213
AZ	32%	46%	19%	3%	0%	232
HI	25%	48%	18%	7%	2%	114
Significantly Below NCI Average						
WA	23%	49%	20%	7%	1%	294
NC	16%	48%	29%	5%	1%	217
NCI Average	32%	43%	20%	4%	1%	1,630

Q3. Does the information you receive primarily come from your case manager/service coordinator?

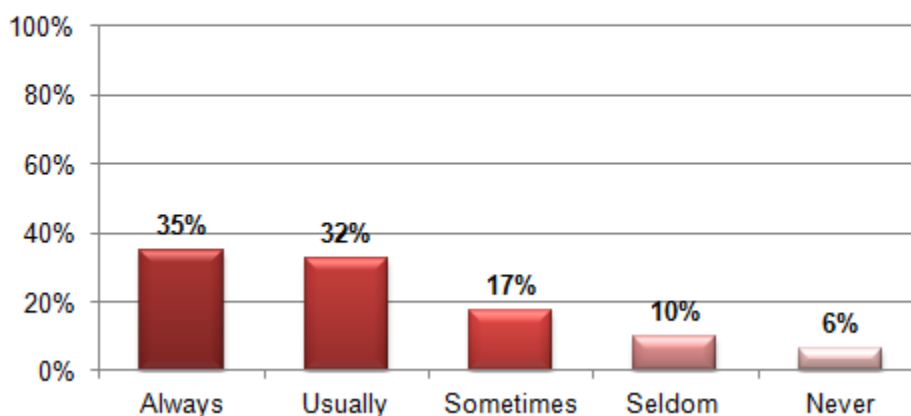


TABLE Q3.

Does the information you receive primarily come from your case manager/service coordinator (as opposed to family, friends, and others outside State services)?

State	Always	Usually	Sometimes	Seldom	Never	N
Within NCI Average Range						
AZ	39%	31%	16%	8%	6%	260
MEORC	39%	39%	14%	6%	2%	206
OH	38%	27%	14%	9%	12%	359
LA	38%	29%	17%	10%	6%	241
HI	30%	28%	21%	17%	5%	126
WA	30%	33%	21%	12%	5%	316
NC	29%	39%	18%	7%	7%	234
NCI Average	35%	32%	17%	10%	6%	1,742

Q4. Do you receive information about the status of your child's development?

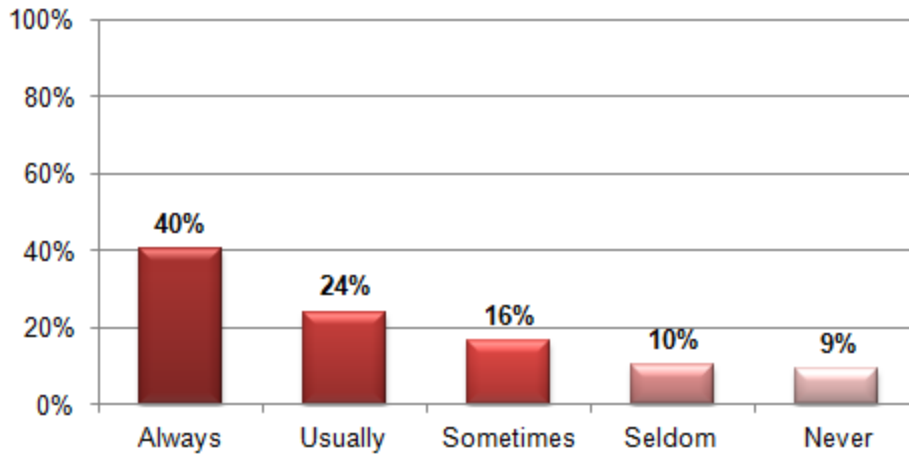


TABLE Q4.						
Do you receive information about the status of your child's development?						
State	Always	Usually	Sometimes	Seldom	Never	N
Significantly Above NCI Average						
OH	61%	18%	10%	4%	8%	390
Within NCI Average Range						
MEORC	48%	26%	13%	7%	6%	207
LA	45%	25%	14%	5%	10%	243
AZ	40%	25%	16%	11%	8%	261
HI	33%	24%	23%	15%	5%	115
Significantly Below NCI Average						
NC	31%	26%	24%	11%	8%	232
WA	24%	24%	15%	18%	20%	301
NCI Average	40%	24%	16%	10%	9%	1,749

Q5. Is information about your child's development easy to understand?

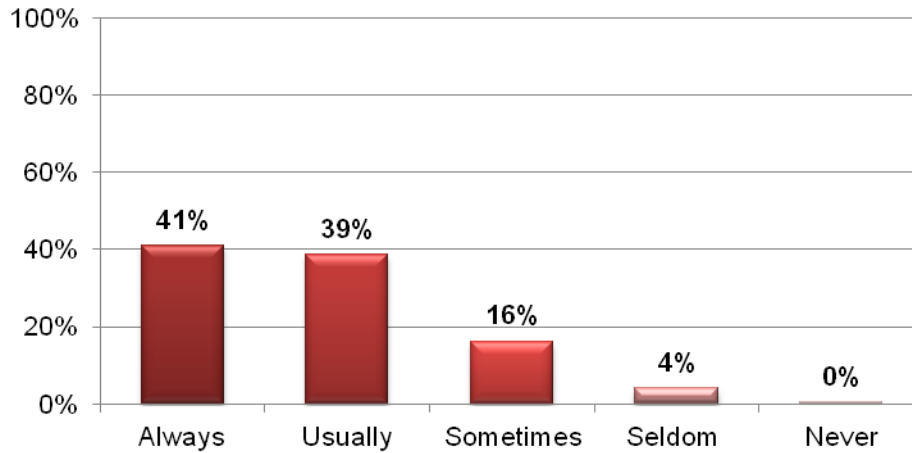


TABLE Q5.						
If yes, is this information easy to understand?						
State	Always	Usually	Sometimes	Seldom	Never	N
Significantly Above NCI Average						
OH	68%	22%	8%	3%	0%	358
Within NCI Average Range						
MEORC	49%	38%	10%	2%	0%	193
LA	44%	35%	17%	3%	0%	219
AZ	39%	39%	17%	4%	0%	236
Significantly Below NCI Average						
WA	29%	44%	20%	7%	0%	226
HI	28%	45%	20%	5%	2%	109
NC	26%	47%	21%	4%	1%	209
NCI Average	41%	39%	16%	4%	0%	1,550

Q6. Do you get enough information to help you participate in planning services for your family?

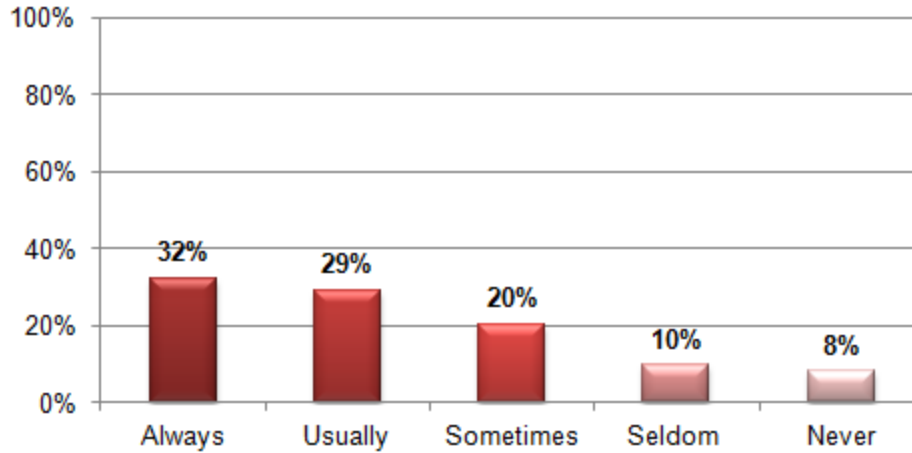


TABLE Q6.

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

State	Always	Usually	Sometimes	Seldom	Never	N
Significantly Above NCI Average						
OH	48%	22%	17%	5%	8%	382
MEORC	44%	28%	19%	6%	3%	211
Within NCI Average Range						
LA	34%	25%	19%	10%	12%	242
AZ	31%	32%	23%	8%	6%	260
HI	26%	35%	17%	14%	8%	120
NC	24%	34%	22%	11%	9%	233
Significantly Below NCI Average						
WA	20%	29%	26%	14%	11%	319
NCI Average	32%	29%	20%	10%	8%	1,767

Q7. Does the case manager/service coordinator help you figure out what the family needs to support your child?

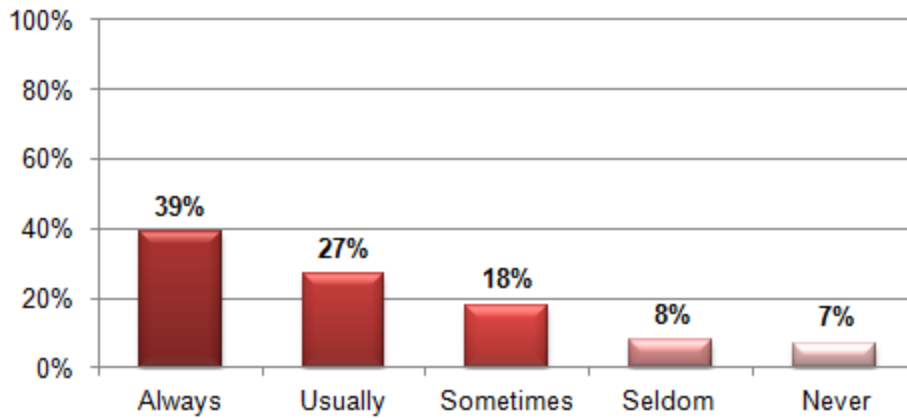


TABLE Q7.

Does the case manager/service coordinator who assists you with planning help you figure out what you need as a family to support your child?

State	Always	Usually	Sometimes	Seldom	Never	N
Significantly Above NCI Average						
OH	51%	19%	15%	4%	11%	357
Within NCI Average Range						
MEORC	44%	28%	16%	9%	3%	206
LA	41%	24%	17%	8%	9%	242
AZ	41%	26%	19%	8%	5%	264
HI	36%	34%	14%	9%	7%	127
NC	33%	33%	18%	9%	5%	239
Significantly Below NCI Average						
WA	28%	26%	23%	12%	11%	323
NCI Average	39%	27%	18%	8%	7%	1,758

Q8. Does the case manager/service coordinator who assists you with planning respect your choices and opinions?

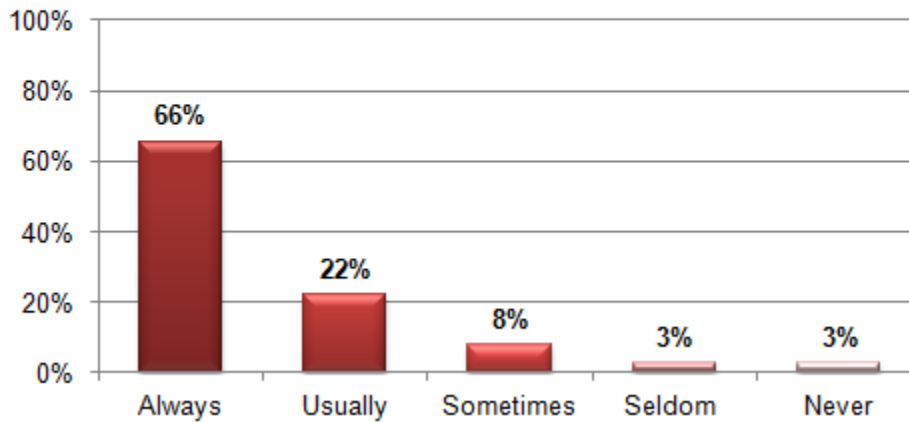


TABLE Q8.

Does the case manager/service coordinator who assists you with planning respect your choices and opinions?

State	Always	Usually	Sometimes	Seldom	Never	N
Significantly Above NCI Average						
OH	78%	12%	5%	1%	4%	350
Within NCI Average Range						
MEORC	69%	21%	6%	2%	2%	208
NC	66%	22%	9%	2%	2%	235
LA	65%	20%	8%	4%	4%	231
AZ	62%	24%	11%	2%	2%	266
WA	61%	25%	8%	2%	4%	311
HI	58%	30%	7%	5%	1%	122
NCI Average	66%	22%	8%	3%	3%	1,723

Q9. Does your case manager/service coordinator tell you about public services you are eligible for?

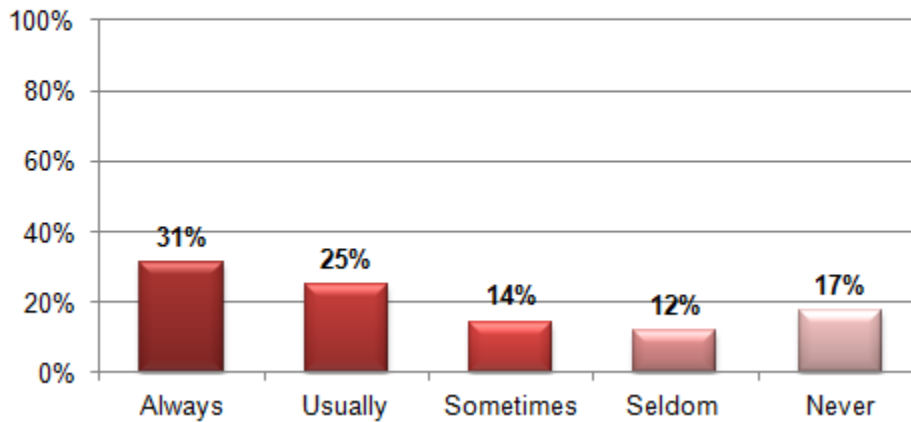


TABLE Q9.

Does your case manager/service coordinator tell you about public services that you are eligible for? (e.g., food stamps, Early Period Screening Diagnosis and Treatment [EPSDT], Supplemental Security Income [SSI], housing subsidies, etc.)

State	Always	Usually	Sometimes	Seldom	Never	N
Significantly Above NCI Average						
OH	42%	18%	14%	8%	19%	340
Within NCI Average Range						
MEORC	40%	34%	10%	8%	7%	192
LA	36%	20%	12%	9%	22%	221
WA	28%	25%	16%	15%	16%	301
AZ	27%	22%	18%	13%	20%	257
NC	24%	28%	13%	13%	21%	228
Significantly Below NCI Average						
HI	20%	28%	17%	18%	17%	120
NCI Average	31%	25%	14%	12%	17%	1,659

Q10. Is the case manager/service coordinator who assists you with planning generally courteous?

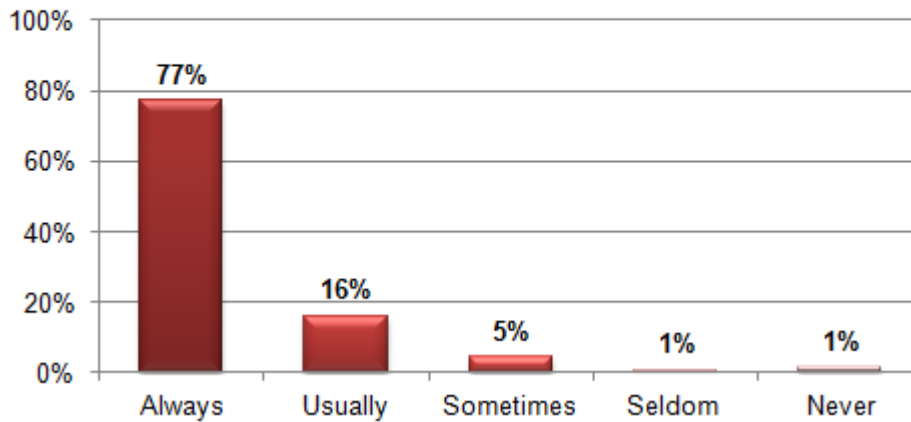


TABLE Q10.

Is the case manager/service coordinator who assists you with planning generally courteous?

State	Always	Usually	Sometimes	Seldom	Never	N
Significantly Above NCI Average						
OH	88%	7%	3%	0%	1%	349
MEORC	85%	13%	1%	0%	0%	209
Within NCI Average Range						
WA	79%	15%	3%	1%	2%	318
NC	77%	18%	2%	1%	2%	238
AZ	74%	19%	6%	0%	1%	264
LA	73%	17%	5%	1%	4%	224
Significantly Below NCI Average						
HI	63%	23%	12%	2%	0%	124
NCI Average	77%	16%	5%	1%	1%	1,726

Q11. Is the case manager/service coordinator who assists you with planning generally knowledgeable?

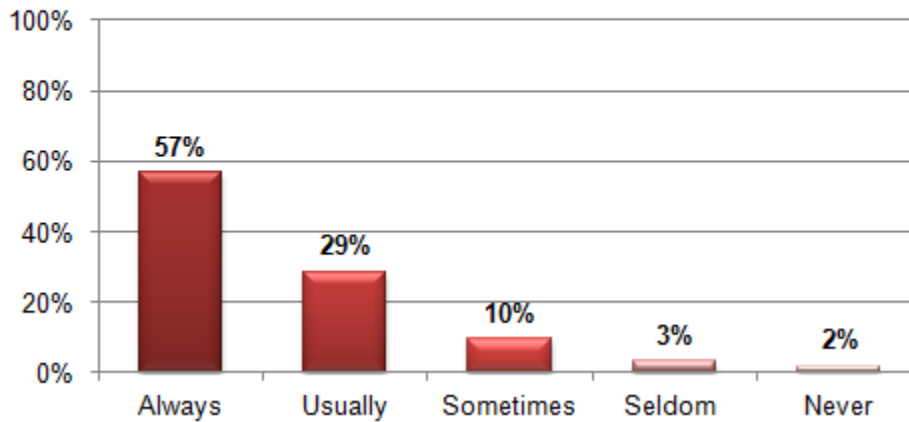


TABLE Q11.

Is the case manager/service coordinator who assists you with planning generally knowledgeable?

State	Always	Usually	Sometimes	Seldom	Never	N
Significantly Above NCI Average						
OH	72%	16%	10%	1%	2%	347
MEORC	68%	24%	7%	1%	0%	209
Within NCI Average Range						
WA	56%	31%	8%	3%	2%	307
LA	54%	27%	12%	3%	4%	224
AZ	54%	29%	11%	4%	2%	261
HI	47%	36%	7%	9%	0%	121
Significantly Below NCI Average						
NC	47%	37%	12%	2%	3%	235
NCI Average	57%	29%	10%	3%	2%	1,704

Q12. Did you help develop your child's service plan?

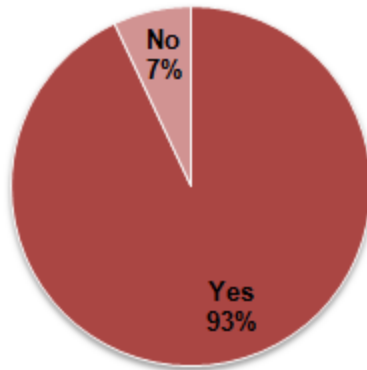


TABLE Q12.			
If your child has a service plan, did you help develop the plan?			
State	Yes	No	N
Significantly Above NCI Average			
OH	97%	3%	272
Within NCI Average Range			
MEORC	96%	4%	178
NC	96%	4%	232
AZ	94%	6%	241
WA	92%	8%	222
HI	91%	9%	120
Significantly Below NCI Average			
LA	85%	15%	184
NCI Average	93%	7%	1,449

Q13. Does the service plan include services and supports that are important to you?

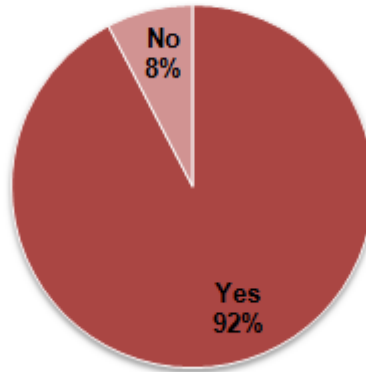


TABLE Q13.
If your child has a service plan, does the plan include services and supports that are important to you?

State	Yes	No	N
Significantly Above NCI Average			
OH	99%	1%	268
NC	96%	4%	228
Within NCI Average Range			
MEORC	93%	7%	173
AZ	92%	8%	238
WA	91%	9%	215
HI	88%	12%	121
Significantly Below NCI Average			
LA	87%	13%	181
NCI Average	92%	8%	1,424

Q14. Did you discuss how to handle emergencies related to your child at the last service planning meeting?

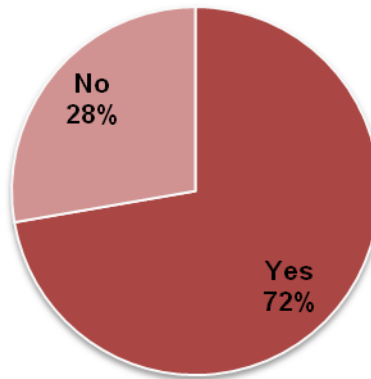


TABLE Q14.
 If your child has a service plan, did you discuss how to handle emergencies related to your child at the last service planning meeting?

State	Yes	No	N
Significantly Above NCI Average			
NC	85%	15%	220
Within NCI Average Range			
HI	78%	22%	113
AZ	76%	24%	211
MEORC	72%	28%	141
WA	70%	30%	210
LA	69%	31%	170
Significantly Below NCI Average			
OH	56%	44%	256
NCI Average	72%	28%	1,321

Q15. Have you received information about your family's rights?

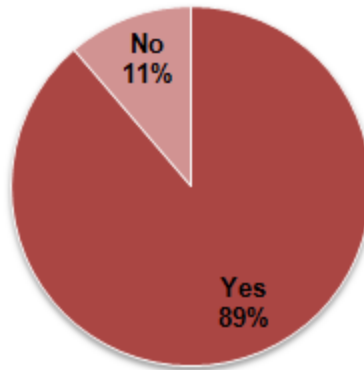


TABLE Q15.			
Have you received information about your family's rights?			
State	Yes	No	N
Significantly Above NCI Average			
MEORC	97%	3%	198
Within NCI Average Range			
NC	93%	7%	220
AZ	91%	9%	247
WA	88%	12%	265
OH	88%	12%	392
LA	85%	15%	224
HI	79%	21%	111
NCI Average	89%	11%	1,657

Access to and Delivery of Services and Supports

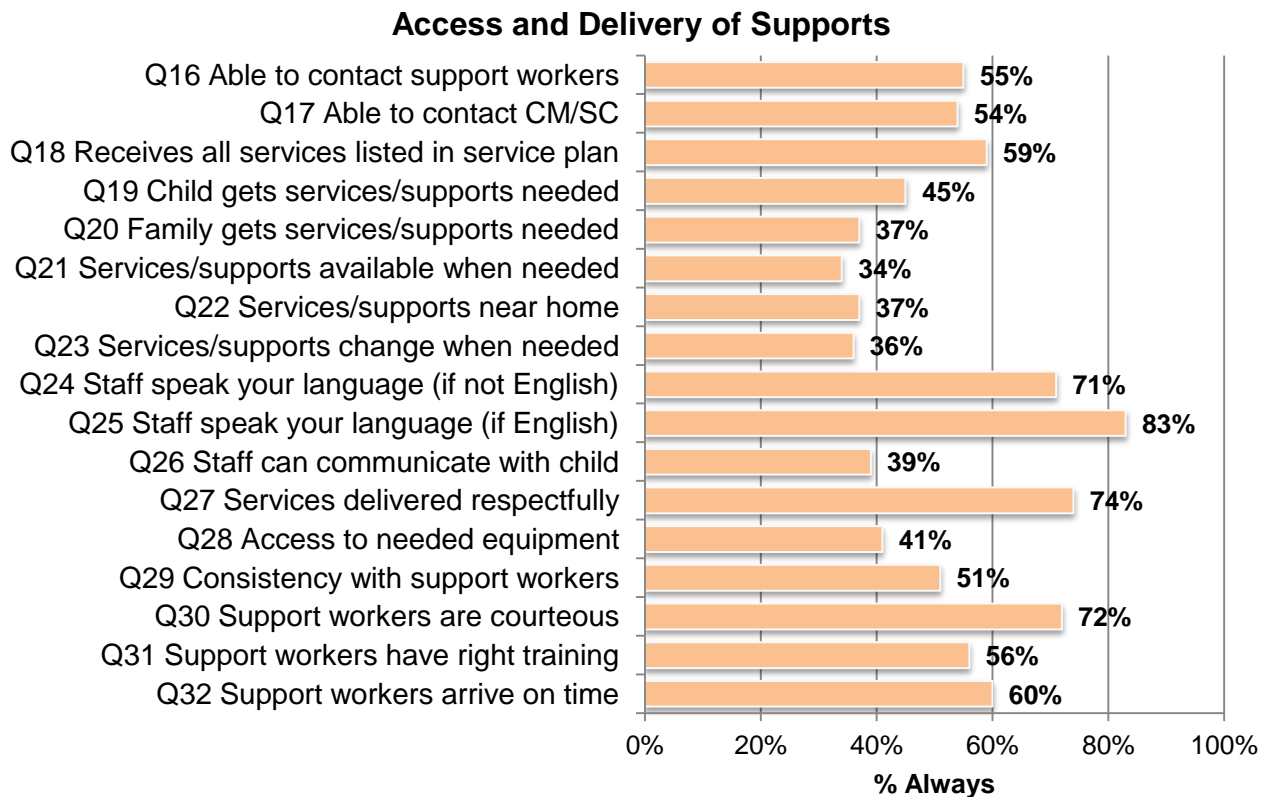
Among the 29 Access and Delivery questions there was relatively little variance among state averages; most states fell well within the NCI Average. Ohio and MEORC consistently rated significantly above the NCI Average on several questions in this section. Both also scored significantly below the NCI Average percent of respondents who reported that they needed other services not provided. This question showed a wide range of results, with the NCI Average at 44% and state scores ranging from 19% to 61%.

Several questions addressed the quality of interactions with support workers and the manner in which services were delivered. For these questions, the majority of respondents in each state answered in the affirmative:

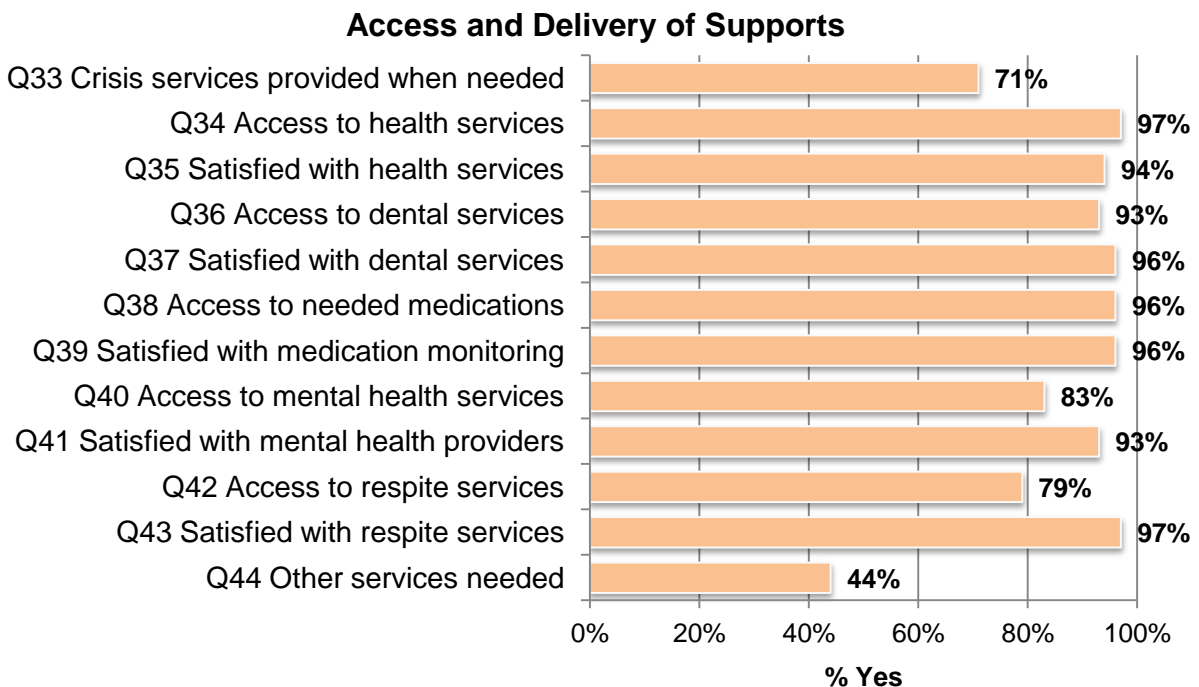
- Across states, 83% reported that support workers always communicate effectively in their primary language of English; state averages ranged between 74% and 94%.
- Across states, 74% indicated that services were always delivered in a manner respectful to the family's culture; state averages ranged between 63% and 87%.
- Across states, 72% reported that support workers were always courteous; state averages ranged between 62% and 86%.

The majority of respondents reported that their child has access to: health services (97%), dental services (93%), needed medications (96%), mental health services (83%), and respite services (79%).

The graph below shows the NCI Average for questions with “always” responses.



The graph below shows the NCI Average for questions with “yes” responses.



Q16. Are you able to contact your support workers when you need to?

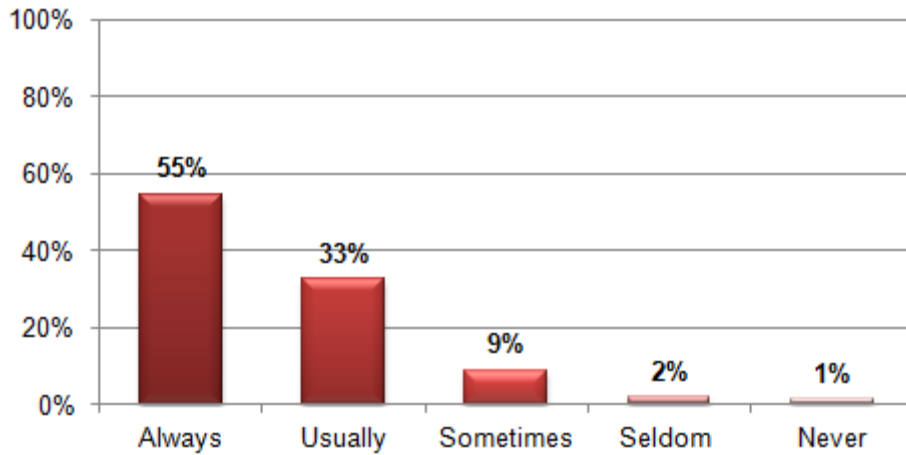


TABLE Q16.

Are you able to contact your support workers when you need to?

State	Always	Usually	Sometimes	Seldom	Never	N
Significantly Above NCI Average						
OH	69%	21%	7%	2%	2%	380
Within NCI Average Range						
LA	58%	30%	7%	3%	2%	231
AZ	55%	31%	12%	1%	1%	260
MEORC	55%	38%	6%	1%	1%	199
NC	53%	34%	8%	3%	2%	236
WA	48%	36%	14%	2%	1%	301
HI	45%	39%	13%	2%	1%	126
NCI Average	55%	33%	9%	2%	1%	1,733

Q17. Are you able to contact your case manager/service coordinator when you need to?

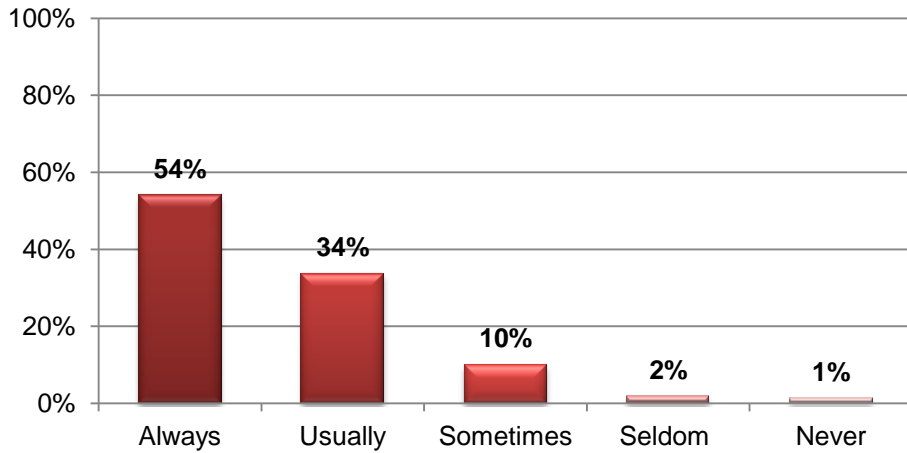


TABLE Q17.

Are you able to contact your case manager/service coordinator when you need to?

State	Always	Usually	Sometimes	Seldom	Never	N
Significantly Above NCI Average						
OH	68%	20%	8%	1%	3%	346
Within NCI Average Range						
MEORC	58%	37%	4%	0%	0%	203
LA	55%	30%	9%	3%	2%	233
NC	51%	35%	11%	2%	1%	239
AZ	51%	35%	10%	2%	2%	269
WA	47%	37%	13%	3%	1%	330
HI	44%	42%	11%	2%	0%	123
NCI Average	54%	34%	10%	2%	1%	1,743

Q18. Does your child receive all of the services listed in the service plan?

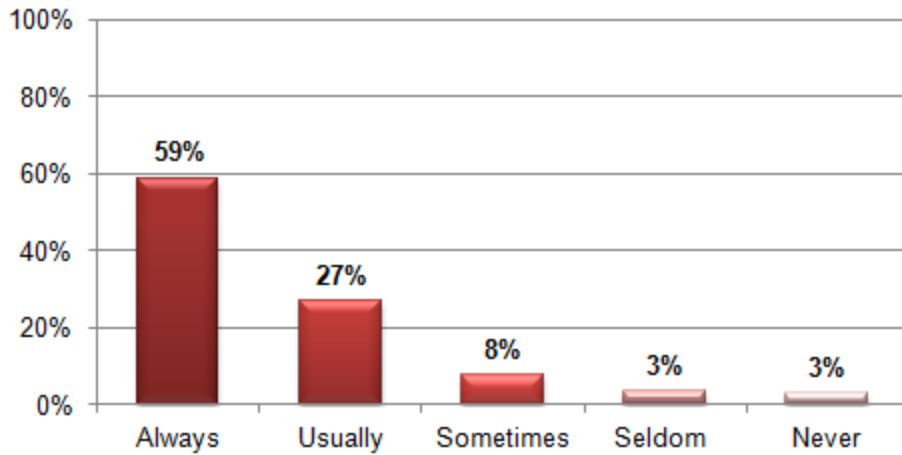


TABLE Q18.

Does your child receive all of the services listed in the service plan?

State	Always	Usually	Sometimes	Seldom	Never	N
Significantly Above NCI Average						
OH	74%	18%	5%	2%	1%	263
Within NCI Average Range						
MEORC	64%	29%	4%	2%	1%	171
LA	59%	24%	6%	6%	4%	185
NC	56%	31%	7%	2%	4%	231
WA	53%	26%	11%	4%	5%	242
AZ	53%	27%	12%	5%	3%	241
HI	53%	34%	9%	3%	2%	117
NCI Average	59%	27%	8%	3%	3%	1,450

Q19. Does your child get the services and supports that s/he needs?

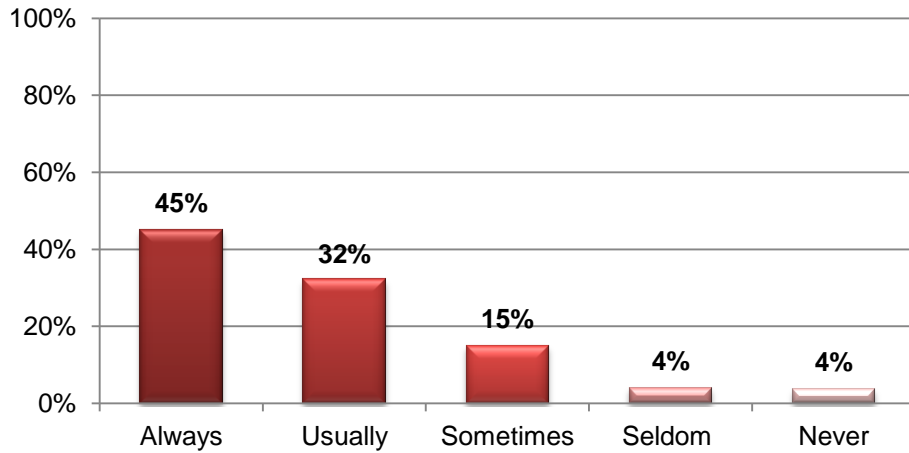


TABLE Q19.

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

State	Always	Usually	Sometimes	Seldom	Never	N
Significantly Above NCI Average						
OH	64%	19%	12%	1%	4%	389
Within NCI Average Range						
MEORC	55%	33%	6%	4%	2%	206
LA	50%	21%	15%	7%	6%	234
HI	40%	40%	16%	2%	3%	120
AZ	40%	37%	16%	4%	3%	256
Significantly Below NCI Average						
NC	35%	41%	16%	4%	3%	237
WA	32%	33%	20%	10%	5%	300
NCI Average	45%	32%	15%	4%	4%	1,742

Q20. Does your family get the services and supports you need?

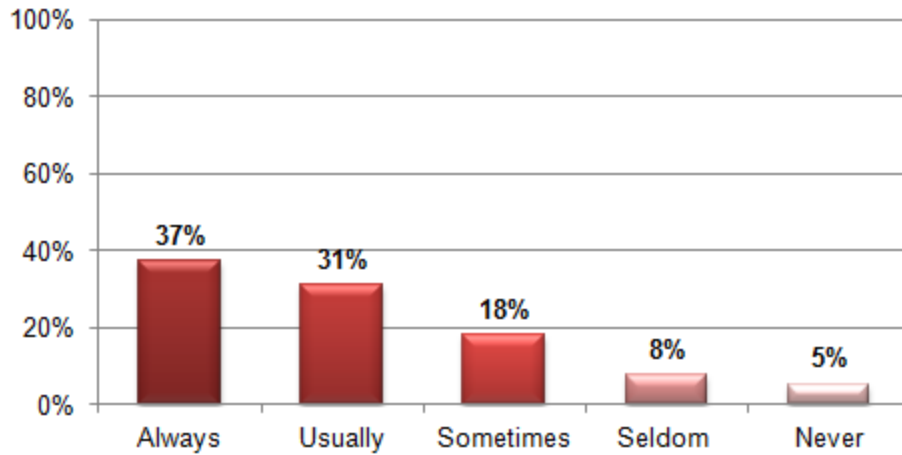


TABLE Q20.

Does your family get the services and supports you need?

State	Always	Usually	Sometimes	Seldom	Never	N
Significantly Above NCI Average						
OH	51%	21%	16%	6%	7%	382
MEORC	47%	38%	8%	4%	3%	194
Within NCI Average Range						
LA	43%	21%	16%	11%	8%	230
AZ	36%	36%	19%	7%	2%	247
HI	33%	39%	18%	6%	5%	119
Significantly Below NCI Average						
NC	26%	39%	24%	8%	3%	234
WA	25%	27%	26%	13%	9%	301
NCI Average	37%	31%	18%	8%	5%	1,707

Q21. Are services and supports available at the times that you need them?

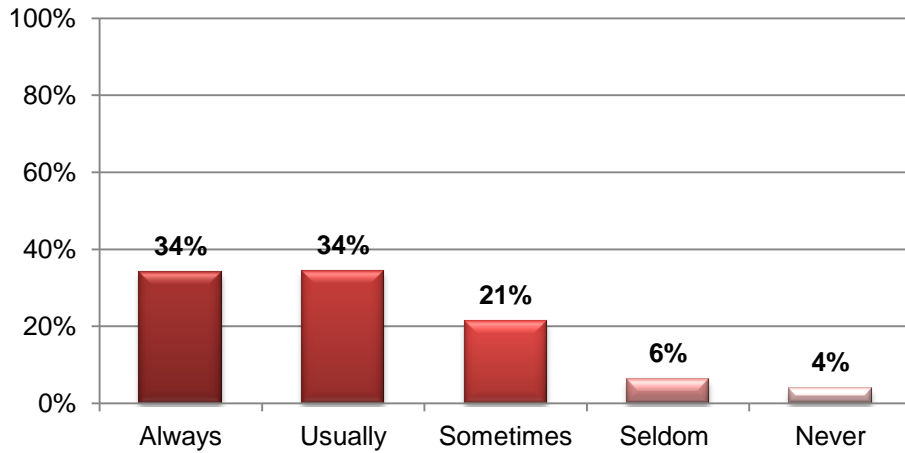


TABLE Q21.

Are services and supports available at the times that you need them?

State	Always	Usually	Sometimes	Seldom	Never	N
Significantly Above NCI Average						
OH	47%	26%	18%	5%	4%	386
MEORC	46%	36%	13%	3%	3%	199
Within NCI Average Range						
LA	40%	24%	22%	8%	6%	225
AZ	32%	37%	22%	6%	3%	263
HI	30%	42%	22%	3%	3%	122
Significantly Below NCI Average						
WA	25%	30%	27%	12%	6%	305
NC	22%	45%	25%	6%	2%	235
NCI Average	34%	34%	21%	6%	4%	1,735

Q22. Are service and supports available within a reasonable distance from your family home?

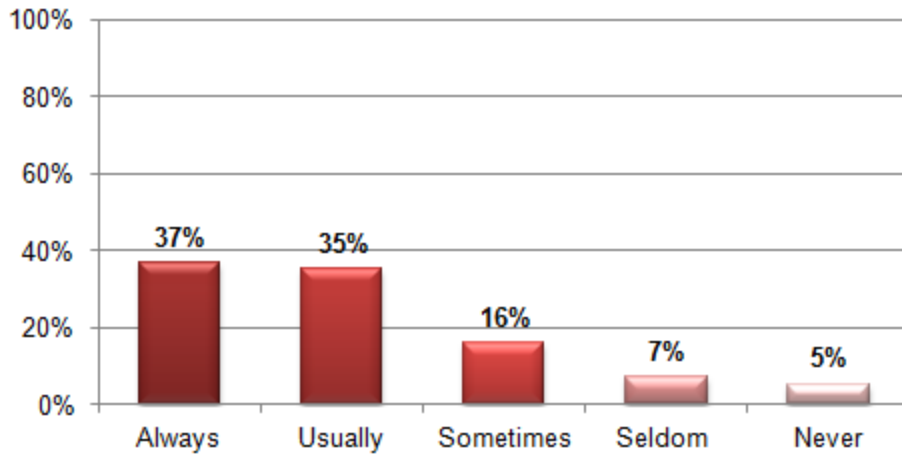


TABLE Q22.

Are service and supports, received outside the family home, available within a reasonable distance from your family home?

State	Always	Usually	Sometimes	Seldom	Never	N
Significantly Above NCI Average						
OH	51%	26%	14%	4%	5%	367
Within NCI Average Range						
MEORC	42%	39%	11%	6%	2%	173
LA	39%	27%	16%	10%	8%	180
HI	37%	38%	15%	5%	6%	108
NC	32%	45%	14%	6%	4%	209
AZ	30%	38%	20%	7%	5%	231
Significantly Below NCI Average						
WA	26%	34%	21%	12%	7%	256
NCI Average	37%	35%	16%	7%	5%	1,524

Q23. Do the services and supports change when your child's needs change?

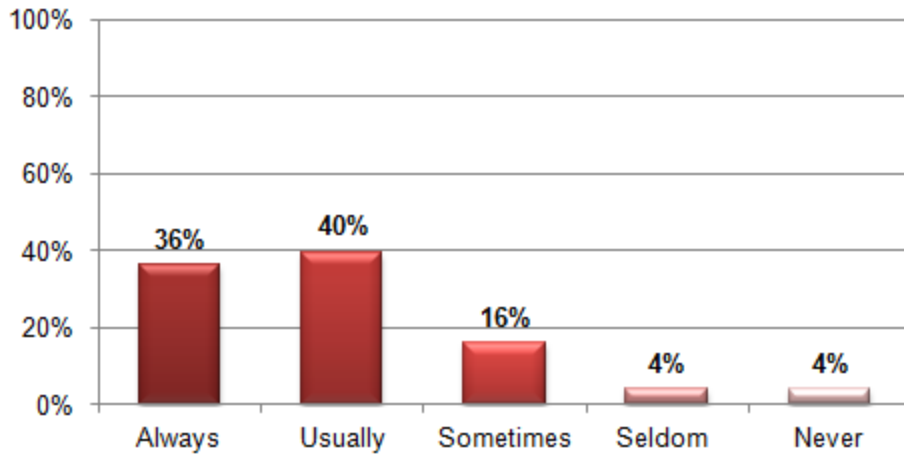


TABLE Q23.

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

State	Always	Usually	Sometimes	Seldom	Never	N
Significantly Above NCI Average						
OH	55%	22%	14%	4%	5%	370
MEORC	48%	37%	11%	3%	1%	177
Within NCI Average Range						
LA	39%	37%	13%	4%	8%	200
AZ	31%	45%	16%	6%	2%	239
NC	29%	47%	20%	2%	2%	229
HI	29%	49%	15%	4%	3%	113
Significantly Below NCI Average						
WA	24%	40%	22%	6%	7%	265
NCI Average	36%	40%	16%	4%	4%	1,593

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

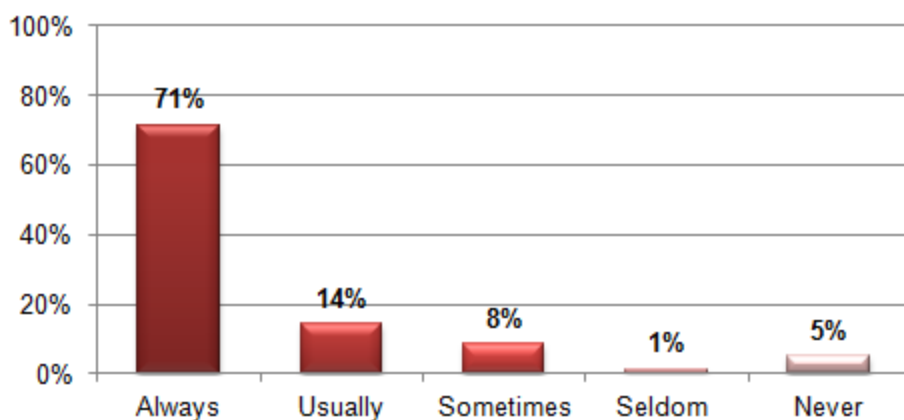


TABLE Q24.

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

State	Always	Usually	Sometimes	Seldom	Never	N
Within NCI Average Range						
OH	82%	11%	0%	2%	6%	65
AZ	68%	23%	9%	0%	0%	22
LA	64%	9%	16%	2%	9%	44
NCI Average	71%	14%	8%	1%	5%	131

Q25. If English is your first language, do the support workers communicate with you effectively in your primary language?

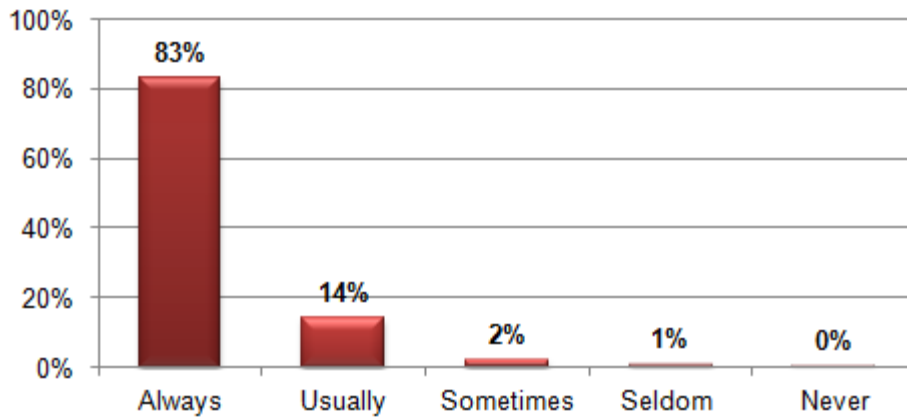


TABLE Q25.

If English is your first language, do the support workers communicate with you effectively in your primary language?

State	Always	Usually	Sometimes	Seldom	Never	N
Significantly Above NCI Average						
OH	94%	3%	1%	0%	1%	327
Within NCI Average Range						
MEORC	86%	13%	2%	0%	0%	176
AZ	85%	11%	3%	1%	0%	176
NC	85%	15%	0%	0%	0%	201
LA	80%	17%	1%	1%	1%	212
HI	76%	18%	4%	2%	0%	85
Significantly Below NCI Average						
WA	74%	22%	3%	1%	0%	235
NCI Average	83%	14%	2%	1%	0%	1,412

Q26. If your child does not speak English or uses another way to communicate can support workers to communicate with him/her?

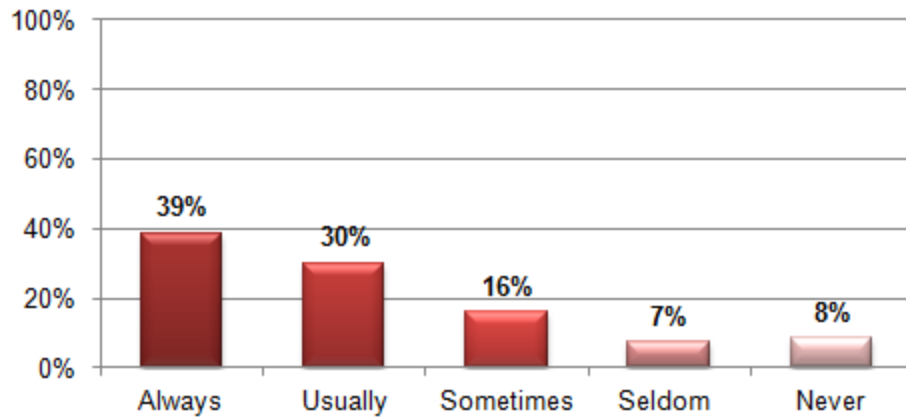


TABLE Q26.

If your child does not speak English or uses a different way to communicate (for example, sign language), are there enough support workers available who can communicate with him/her?

State	Always	Usually	Sometimes	Seldom	Never	N
Significantly Above NCI Average						
OH	67%	16%	11%	5%	2%	133
Within NCI Average Range						
MEORC	45%	41%	9%	0%	5%	44
LA	35%	34%	16%	2%	13%	62
AZ	29%	29%	20%	13%	8%	75
HI	29%	29%	20%	12%	10%	41
WA	27%	31%	20%	11%	12%	75
NCI Average	39%	30%	16%	7%	8%	430

Q27. Are services delivered to your family in a manner that is respectful to your family's culture(s)?

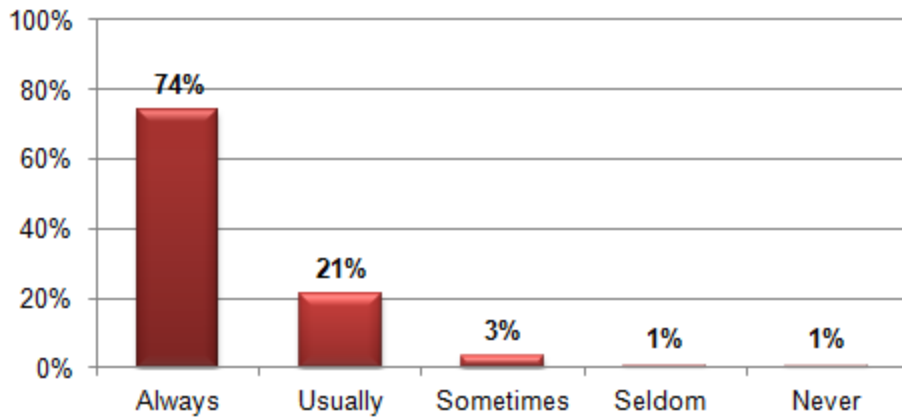


TABLE Q27.

Are services delivered to your family in a manner that is respectful to your family's culture(s)?

State	Always	Usually	Sometimes	Seldom	Never	N
Significantly Above NCI Average						
OH	87%	7%	4%	1%	2%	392
MEORC	84%	16%	1%	0%	0%	184
Within NCI Average Range						
LA	74%	19%	5%	1%	1%	219
NC	73%	23%	3%	0%	0%	231
WA	69%	24%	5%	0%	1%	276
AZ	68%	28%	2%	1%	1%	254
HI	63%	32%	3%	2%	0%	117
NCI Average	74%	21%	3%	1%	1%	1,673

Q28. Does your child have access to the special equipment or accommodations needed?

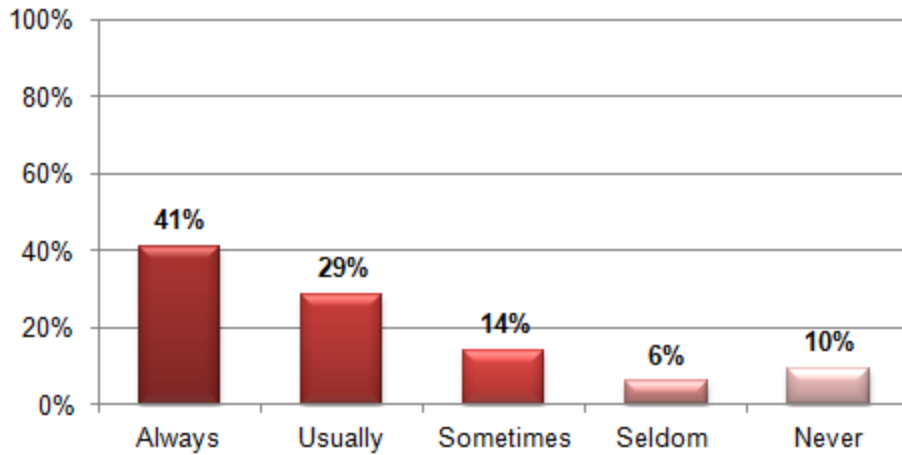


TABLE Q28.

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

State	Always	Usually	Sometimes	Seldom	Never	N
Significantly Above NCI Average						
OH	63%	13%	12%	4%	8%	226
MEORC	52%	34%	8%	4%	3%	104
Within NCI Average Range						
AZ	44%	27%	16%	5%	8%	141
LA	41%	23%	12%	6%	18%	133
NC	36%	39%	12%	7%	6%	142
HI	29%	35%	19%	7%	10%	72
Significantly Below NCI Average						
WA	23%	30%	20%	13%	14%	198
NCI Average	41%	29%	14%	6%	10%	1,016

Q29. Do you feel there is consistency with the support workers who provide services to your child?

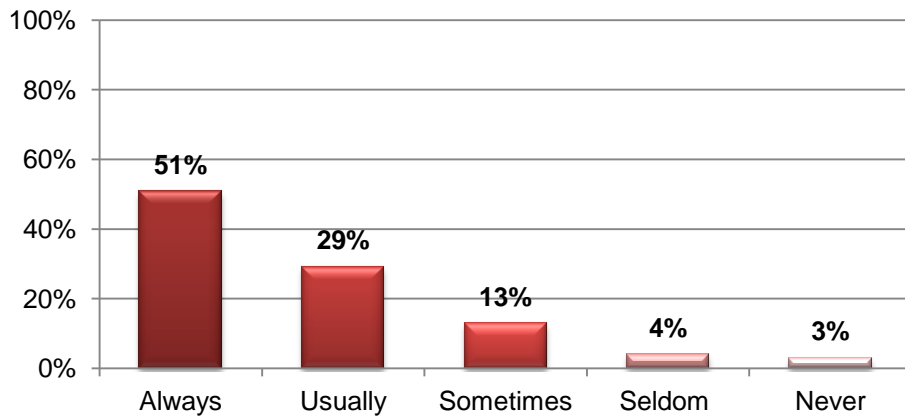


TABLE Q29.

Do you feel there is consistency with the support workers who provide services to your child?

State	Always	Usually	Sometimes	Seldom	Never	N
Significantly Above NCI Average						
OH	66%	20%	9%	3%	2%	389
Within NCI Average Range						
MEORC	61%	29%	6%	3%	1%	190
LA	54%	23%	16%	1%	5%	222
AZ	47%	34%	12%	4%	3%	253
HI	46%	28%	18%	7%	3%	120
WA	44%	32%	13%	7%	3%	287
Significantly Below NCI Average						
NC	38%	38%	17%	3%	4%	238
NCI Average	51%	29%	13%	4%	3%	1,699

Q30. Are support workers generally courteous?

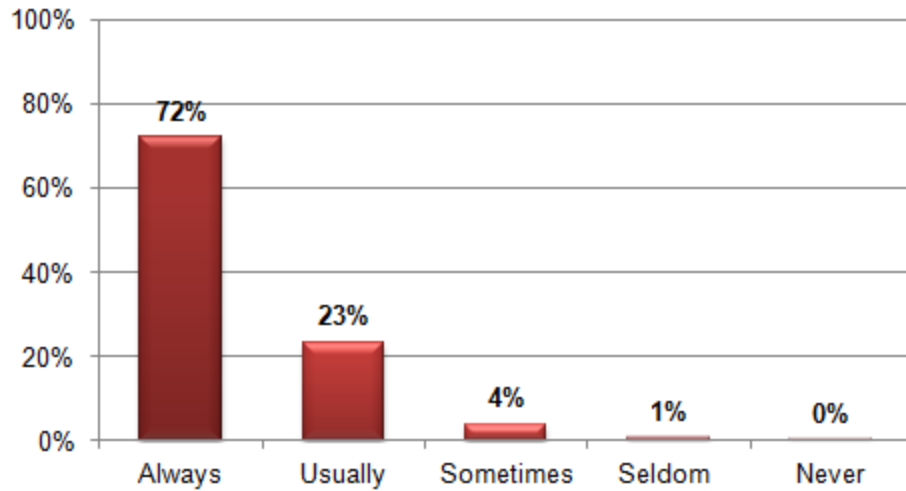


TABLE Q30.

Are support workers generally courteous?

State	Always	Usually	Sometimes	Seldom	Never	N
Significantly Above NCI Average						
OH	86%	11%	3%	1%	0%	389
Within NCI Average Range						
MEORC	80%	19%	2%	0%	0%	199
AZ	72%	24%	3%	0%	0%	258
LA	70%	22%	4%	2%	1%	237
NC	70%	27%	3%	0%	0%	237
WA	64%	29%	4%	1%	1%	295
HI	62%	32%	5%	1%	0%	124
NCI Average	72%	23%	4%	1%	0%	1,739

Q31. Do the support workers have the right training to meet your child's needs?

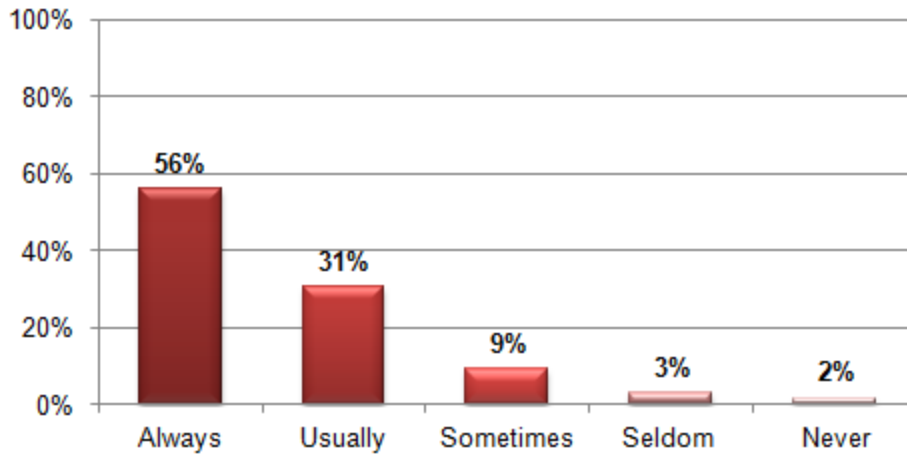


TABLE Q31.

Do the support workers have the right training to meet your child's needs?

State	Always	Usually	Sometimes	Seldom	Never	N
Significantly Above NCI Average						
OH	67%	21%	10%	2%	1%	383
Within NCI Average Range						
MEORC	65%	30%	4%	2%	0%	181
LA	63%	25%	7%	4%	2%	219
AZ	50%	37%	10%	0%	2%	250
HI	49%	33%	9%	5%	3%	120
WA	49%	36%	10%	4%	2%	280
NC	48%	32%	14%	4%	2%	228
NCI Average	56%	31%	9%	3%	2%	1,661

Q32. Do the support workers who come to your home arrive on time and when scheduled?

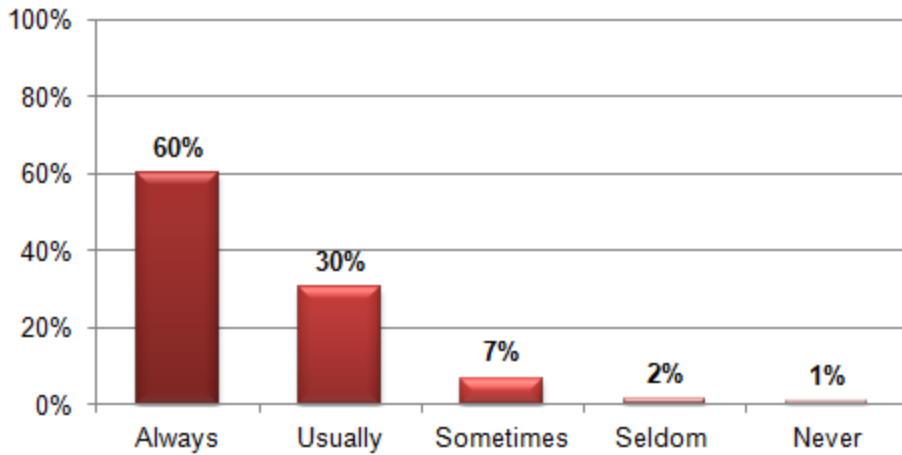


TABLE Q32.

Do the support workers who come to your home arrive on time and when scheduled?

State	Always	Usually	Sometimes	Seldom	Never	N
Within NCI Average Range						
MEORC	68%	27%	5%	1%	0%	150
OH	67%	20%	9%	2%	2%	305
LA	62%	26%	8%	2%	1%	220
WA	61%	31%	7%	0%	0%	272
AZ	60%	32%	6%	3%	0%	253
HI	60%	32%	5%	0%	3%	119
Significantly Below NCI Average						
NC	43%	45%	8%	3%	1%	229
NCI Average	60%	30%	7%	2%	1%	1,548

Q33. If you asked for crisis/emergency services during the past year, were services provided when needed?

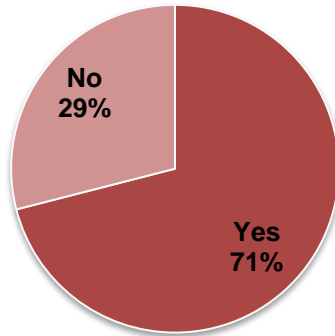


TABLE Q33.

If you asked for crisis/emergency services during the past year, were services provided when needed?

State	Yes	No	N
Within NCI Average Range			
MEORC	84%	16%	32
AZ	81%	19%	77
NC	75%	25%	76
HI	73%	27%	44
LA	66%	34%	76
WA	64%	36%	89
OH	54%	46%	56
NCI Average	71%	29%	450

Q34. Do you have access to health services for your child?

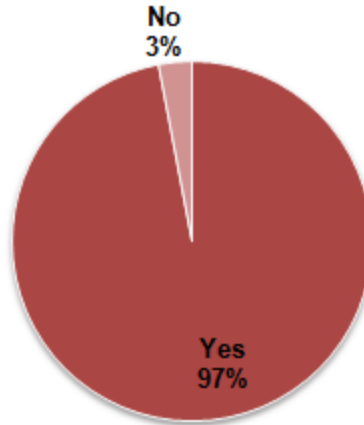


TABLE Q34.
Do you have access to health services for your child?

State	Yes	No	N
Significantly Above NCI Average			
HI	100%	0%	118
AZ	100%	0%	265
NC	99%	1%	235
Within NCI Average Range			
MEORC	99%	1%	201
LA	98%	2%	245
WA	97%	3%	323
Significantly Below NCI Average			
OH	91%	9%	393
NCI Average	97%	3%	1,780

Q35. Are you satisfied with the quality of health service providers?

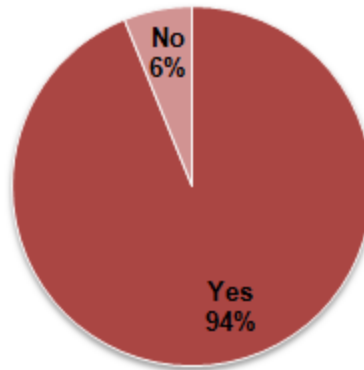


TABLE Q35.
If “yes” (Q34), are you satisfied with the quality of these providers?

State	Yes	No	N
Significantly Above NCI Average			
MEORC	98%	2%	192
Within NCI Average Range			
OH	97%	3%	355
NC	95%	5%	230
AZ	95%	5%	255
WA	94%	6%	302
LA	92%	8%	225
HI	86%	14%	111
NCI Average	94%	6%	1,670

Q36. Do you have access to dental services for your child?

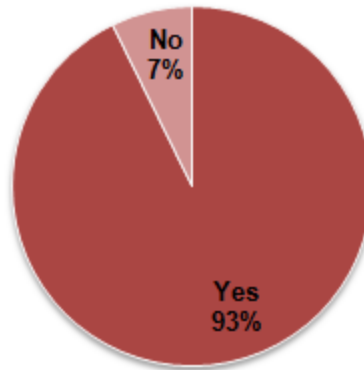


TABLE Q36.
Do you have access to dental services for your child?

State	Yes	No	N
Within NCI Average Range			
WA	95%	5%	321
AZ	95%	5%	256
NC	95%	5%	237
HI	94%	6%	119
MEORC	93%	7%	194
LA	90%	10%	236
Significantly Below NCI Average			
OH	87%	13%	389
NCI Average	93%	7%	1,752

Q37. Are you satisfied with the quality of dental service providers?

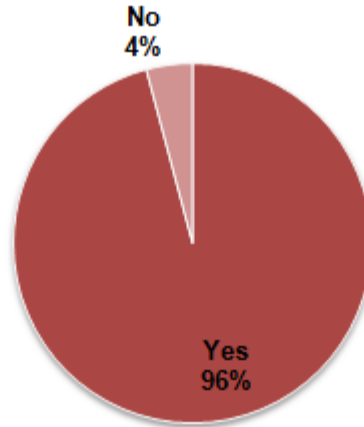


TABLE Q37.

If “yes” (Q36), are you satisfied with the quality of these providers?

State	Yes	No	N
Within NCI Average Range			
MEORC	98%	2%	188
LA	97%	3%	232
NC	97%	3%	225
WA	97%	3%	304
AZ	96%	4%	230
OH	95%	5%	354
HI	91%	9%	109
NCI Average	96%	4%	1,642

Q38. Do you have access to necessary medications for your child?

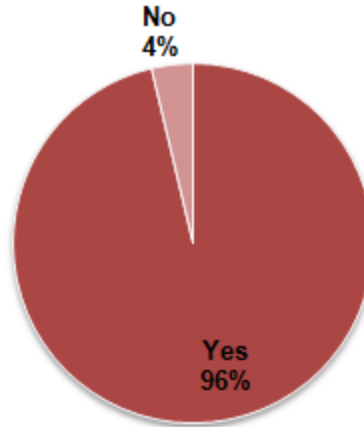


TABLE Q38.

Do you have access to necessary medications for your child?

State	Yes	No	N
Significantly Above NCI Average			
MEORC	99%	1%	174
Within NCI Average Range			
LA	98%	2%	221
NC	97%	3%	213
WA	97%	3%	289
AZ	96%	4%	211
OH	96%	4%	305
HI	91%	9%	90
NCI Average	96%	4%	1,503

Q39. Are you satisfied with how your child's medication needs are monitored?

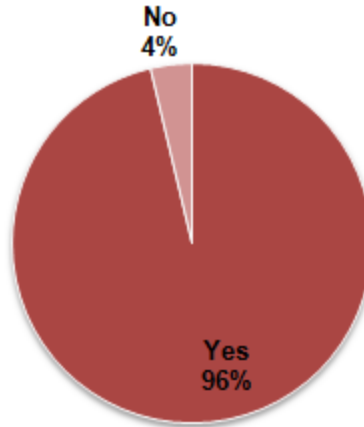


TABLE Q39.
If “yes” (Q38), are you satisfied with how your child’s medication needs are monitored?

State	Yes	No	N
Significantly Above NCI Average			
MEORC	99%	1%	174
Within NCI Average Range			
LA	98%	2%	221
NC	97%	3%	213
WA	97%	3%	289
AZ	96%	4%	211
OH	96%	4%	305
HI	91%	9%	90
NCI Average	96%	4%	1,503

Q40. If applicable, do you have access to mental health services for your child?

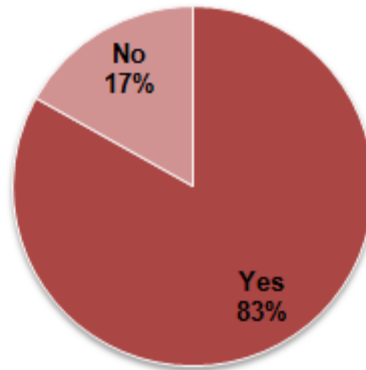


TABLE Q40.
If applicable, do you have access to mental health services for your child?

State	Yes	No	N
Significantly Above NCI Average			
OH	90%	10%	303
Within NCI Average Range			
NC	90%	10%	140
MEORC	84%	16%	83
AZ	83%	17%	124
HI	83%	17%	58
WA	81%	19%	162
LA	71%	29%	98
NCI Average	83%	17%	968

Q41. Are you satisfied with the quality of mental health service providers?

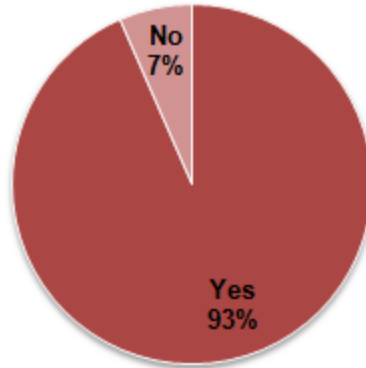


TABLE Q41.
If “yes” (Q40), are you satisfied with the quality of these providers?

State	Yes	No	N
Within NCI Average Range			
AZ	97%	3%	89
OH	96%	4%	213
MEORC	94%	6%	65
NC	94%	6%	111
HI	93%	7%	41
WA	90%	10%	115
LA	90%	10%	60
NCI Average	93%	7%	694

Q42. If applicable, do you have access to quality respite services for your family?

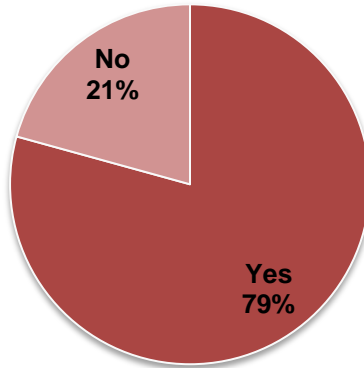


TABLE Q42.			
If applicable, do you have access to quality respite services for your family?			
State	Yes	No	N
Significantly Above NCI Average			
AZ	89%	11%	200
Within NCI Average Range			
NC	84%	16%	205
MEORC	83%	17%	99
HI	79%	21%	82
OH	75%	25%	282
WA	74%	26%	245
LA	71%	29%	121
NCI Average	79%	21%	1,234

Q43. Are you satisfied with the quality of respite providers?

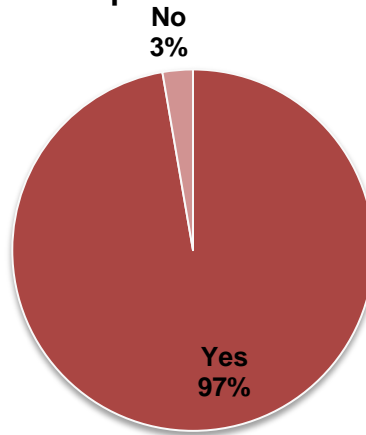


TABLE Q43.
If “yes” (Q42), are you satisfied with the quality of these providers?

State	Yes	No	N
Significantly Above NCI Average			
MEORC	100%	0%	70
Within NCI Average Range			
OH	98%	2%	178
LA	98%	3%	80
WA	97%	3%	172
NC	97%	3%	161
HI	96%	4%	56
AZ	96%	4%	169
NCI Average	97%	3%	886

Q44. Are there other services that your family member needs that are not currently offered or available?

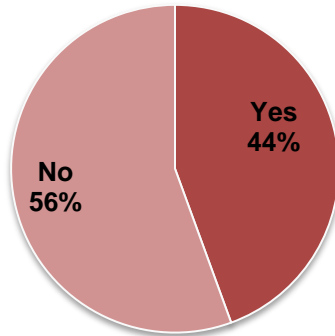


TABLE Q44.
Are there other services that your Child needs that are not currently offered or available?⁷

State	Yes	No	N
Significantly Above NCI Average			
HI	61%	39%	61
WA	58%	42%	214
Within NCI Average Range			
NC	53%	47%	160
LA	47%	53%	163
AZ	42%	58%	190
Significantly Below NCI Average			
MEORC	31%	69%	133
OH	19%	81%	384
NCI Average	44%	56%	1,305

⁷ For this question, states who are “significantly below NCI average” are seen as having the more positive outcomes

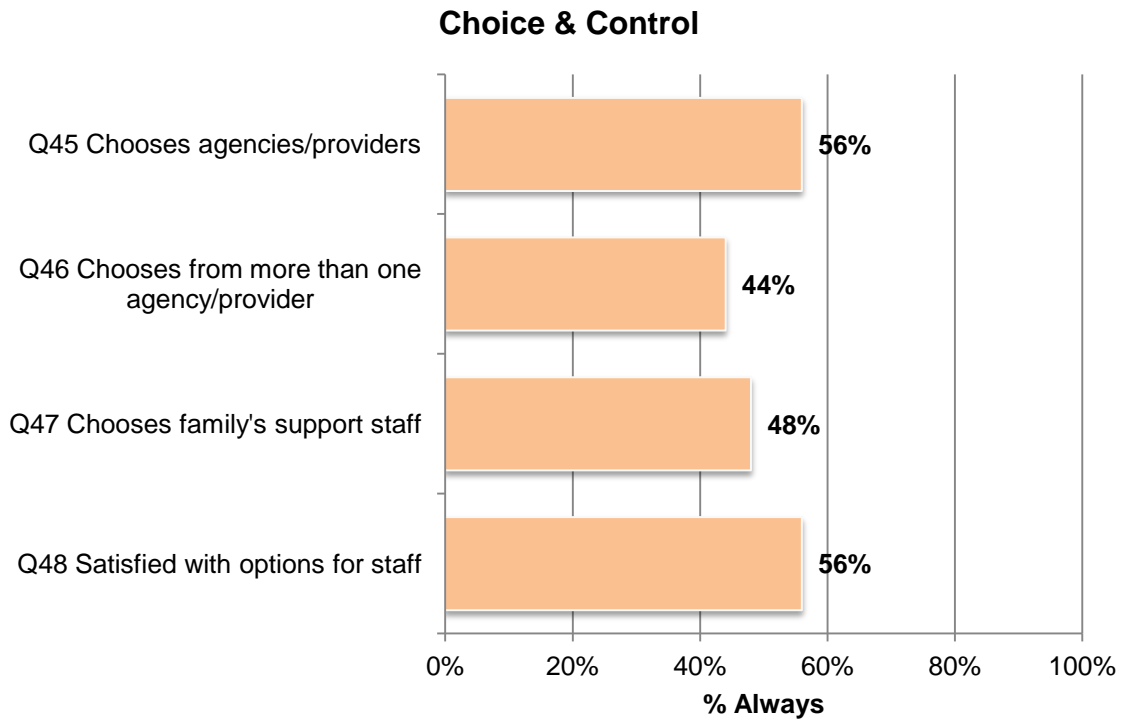
Choice and Control

Across states, results for the 10 Choice questions tended to show lower averages than in other sections. Just 18% of respondents reported choosing their case manager/service coordinator. While 54% of respondents had control over the hiring or management of support workers, 72% reported that they would like to have this control.

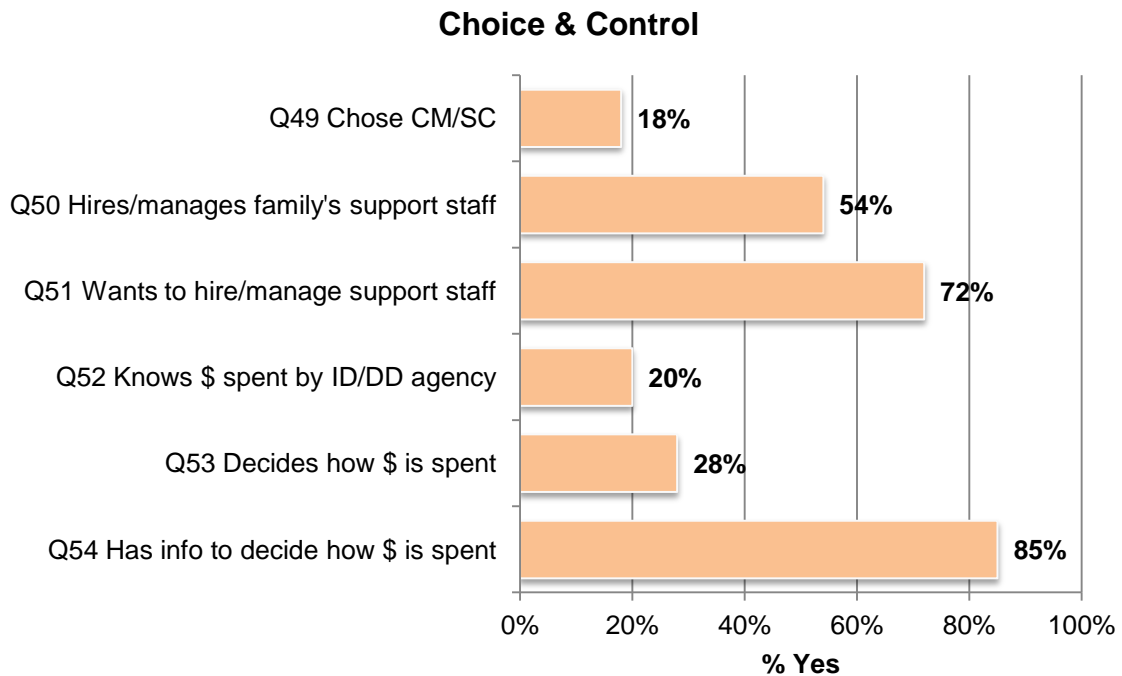
On average across states, 20% of respondents knew how much ID/DD agency money was spent on their services. Of the 28% of respondents who had some input in how to spend this money, 85% reported that they received the information needed to make such decisions.

Louisiana and North Carolina were the states that rated significantly above the NCI Average on the most choice and control questions.

The graph below shows the NCI Average for questions with “always” responses.



The graph below shows the NCI Average for questions with “yes” responses



Q45. Do you choose the agencies or provider organizations who work with your family?

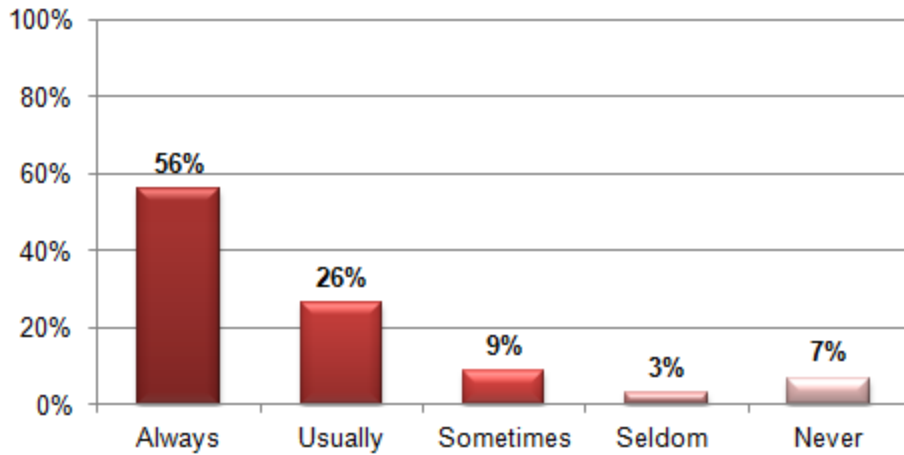


TABLE Q45.

Do you choose the agencies or provider organizations who work with your family?

State	Always	Usually	Sometimes	Seldom	Never	N
Within NCI Average Range						
NC	64%	25%	5%	2%	5%	240
LA	64%	20%	8%	3%	5%	220
WA	59%	27%	8%	1%	4%	293
AZ	57%	22%	12%	2%	7%	257
OH	51%	21%	10%	3%	15%	378
MEORC	48%	33%	10%	4%	6%	166
HI	48%	36%	8%	2%	6%	113
NCI Average	56%	26%	9%	3%	7%	1,667

Q46. Do you choose from more than one agency/provider organization?

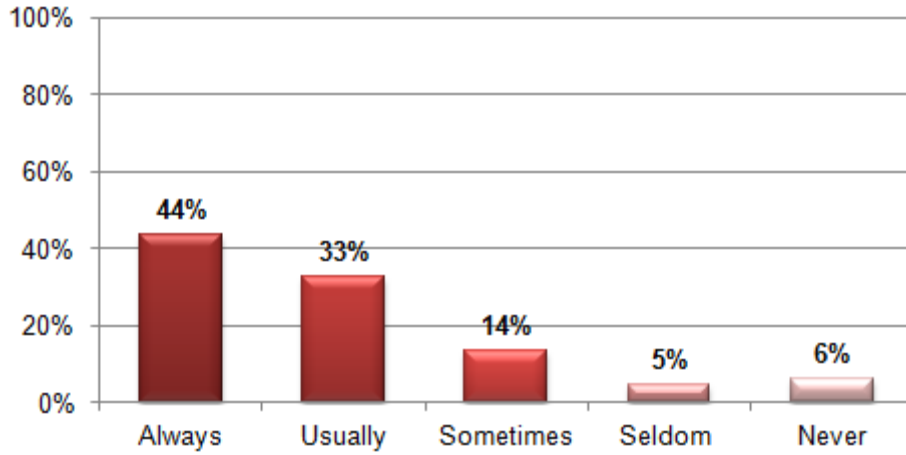


TABLE Q46.

If you at least sometimes choose the agencies or provider organizations, do you have more than one agency/provider organization to choose from?

State	Always	Usually	Sometimes	Seldom	Never	N
Significantly Above NCI Average						
LA	61%	27%	6%	3%	4%	180
NC	57%	30%	8%	3%	2%	208
Within NCI Average Range						
AZ	46%	33%	13%	5%	3%	221
OH	40%	26%	16%	4%	13%	291
HI	36%	35%	19%	4%	6%	80
MEORC	35%	41%	17%	4%	3%	120
Significantly Below NCI Average						
WA	31%	36%	16%	10%	7%	232
NCI Average	44%	33%	14%	5%	6%	1,332

Q47. Do you choose the individual support workers who work directly with your family?

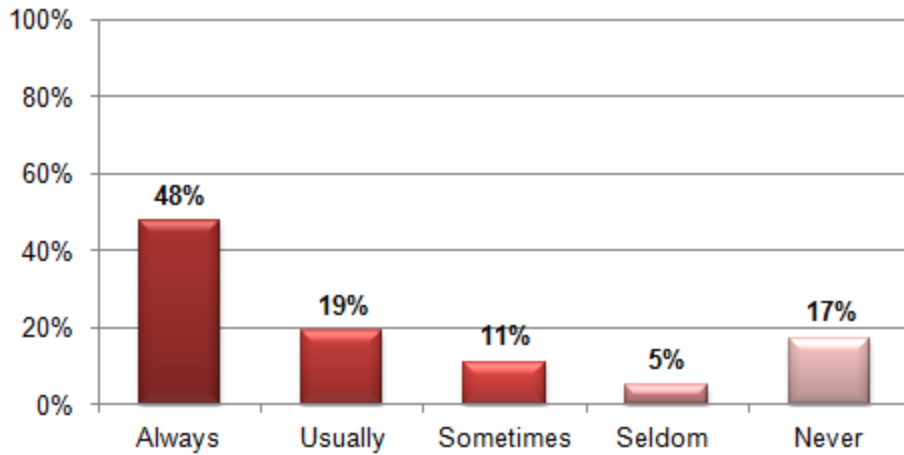


TABLE Q47.

Do you choose the individual support workers who work directly with your family?

State	Always	Usually	Sometimes	Seldom	Never	N
Significantly Above NCI Average						
NC	67%	17%	7%	3%	6%	233
WA	62%	16%	9%	6%	7%	280
Within NCI Average Range						
LA	55%	16%	10%	4%	15%	211
HI	47%	33%	8%	3%	10%	113
AZ	44%	21%	11%	7%	18%	244
Significantly Below NCI Average						
OH	31%	13%	14%	6%	37%	373
MEORC	27%	17%	19%	10%	28%	145
NCI Average	48%	19%	11%	5%	17%	1,599

Q48. Are you satisfied with the choices for individual support workers who work directly with your family?

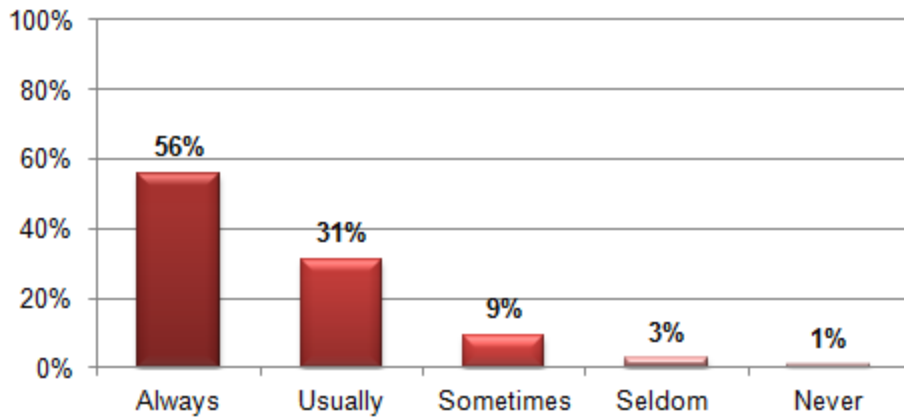


TABLE Q48.

If you at least sometimes choose the individual support workers who work directly with your family, are you satisfied with the options available?

State	Always	Usually	Sometimes	Seldom	Never	N
Significantly Above NCI Average						
LA	71%	16%	10%	2%	1%	165
Within NCI Average Range						
OH	57%	30%	9%	1%	3%	213
AZ	56%	36%	6%	2%	0%	179
HI	56%	33%	9%	2%	0%	93
WA	55%	26%	11%	8%	1%	227
MEORC	52%	38%	9%	1%	0%	87
Significantly Below NCI Average						
NC	44%	39%	12%	4%	1%	209
NCI Average	56%	31%	9%	3%	1%	1,173

Q49. Did you choose your case manager/service coordinator?

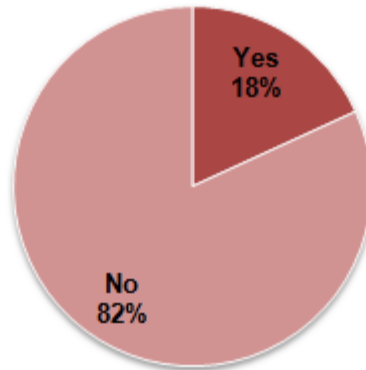


TABLE Q49.
Did you choose your case manager/service coordinator?

State	Yes	No	N
Significantly Above NCI Average			
NC	49%	51%	242
LA	35%	65%	229
Significantly Below NCI Average			
AZ	12%	88%	258
MEORC	10%	90%	187
WA	8%	92%	312
OH	7%	93%	357
HI	6%	94%	119
NCI Average	18%	82%	1,704

Q50. Do you have control and/or input over the hiring and management of your family's support workers?

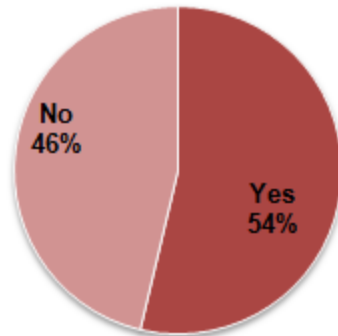


TABLE Q50.			
Do you have control and/or input over the hiring and management of your family's support workers?			
State	Yes	No	N
Significantly Above NCI Average			
NC	81%	19%	223
WA	69%	31%	244
Within NCI Average Range			
HI	67%	33%	100
LA	52%	48%	189
AZ	46%	54%	213
Significantly Below NCI Average			
OH	37%	63%	361
MEORC	24%	76%	131
NCI Average	54%	46%	1,461

Q51. Do you want to have control and/or input over the hiring and management of your family's support workers?

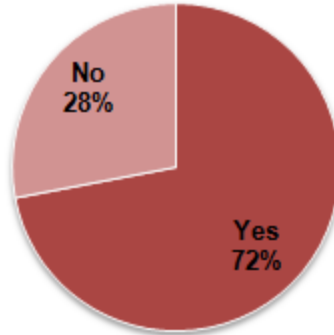


TABLE Q51.
Do you want to have control and/or input over the hiring and management of your family's support workers?

State	Yes	No	N
Significantly Above NCI Average			
NC	92%	8%	219
WA	84%	16%	252
Within NCI Average Range			
HI	83%	17%	89
AZ	76%	24%	192
LA	72%	28%	201
Significantly Below NCI Average			
OH	52%	48%	378
MEORC	45%	55%	127
NCI Average	72%	28%	1,458

Q52. Do you know how much money is spent by the ID/DD agency on behalf of your child ?

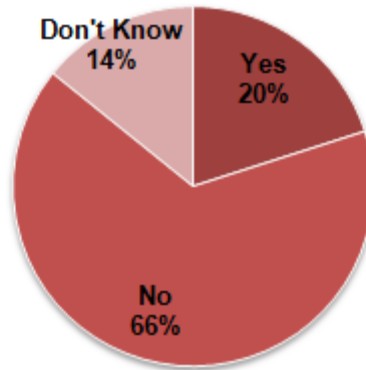


TABLE Q52.				
Do you know how much money is spent by the ID/DD agency on behalf of your child with a developmental disability?				
State	Yes	No	Don't Know	N
Significantly Above NCI Average				
LA	36%	49%	16%	243
Within NCI Average Range				
WA	27%	55%	18%	322
NC	24%	61%	15%	238
HI	22%	57%	21%	116
MEORC	14%	73%	14%	204
Significantly Below NCI Average				
OH	11%	86%	3%	400
AZ	10%	78%	12%	265
NCI Average	20%	66%	14%	1,788

Q53. Do you have a say in how ID/DD agency money is spent?

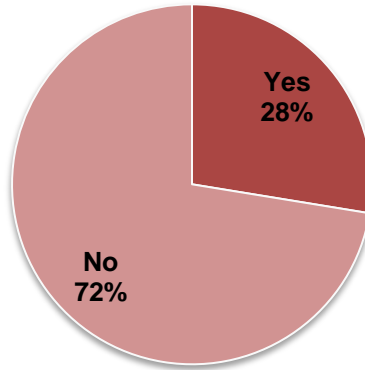


TABLE Q53.			
Do you have a say in how this money is spent?			
State	Yes	No	N
Significantly Above NCI Average			
WA	41%	59%	215
Within NCI Average Range			
MEORC	33%	67%	120
LA	32%	68%	189
OH	27%	73%	368
NC	26%	74%	180
HI	24%	76%	72
Significantly Below NCI Average			
AZ	10%	90%	191
NCI Average	28%	72%	1,335

Q54. Do you have the information needed to decide how to spend ID/DD agency money?

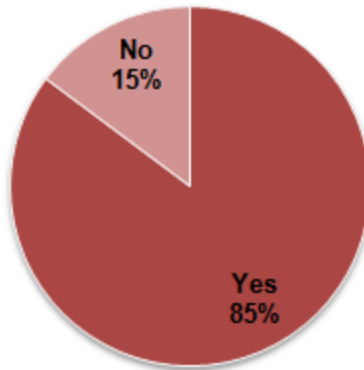


TABLE Q54.
 If “yes” (Q53), do you have all the information you need to make decisions about how to spend this money?

State	Yes	No	N
Within NCI Average Range			
LA	93%	7%	56
MEORC	91%	9%	34
WA	84%	16%	76
NC	82%	18%	34
OH	76%	24%	97
NCI Average	85%	15%	297

Community Connections

Of the four Community Connections questions, overall state results were modest for the two questions regarding the amount of assistance provided by case managers/service coordinators or support workers to connect the family to generic community supports.

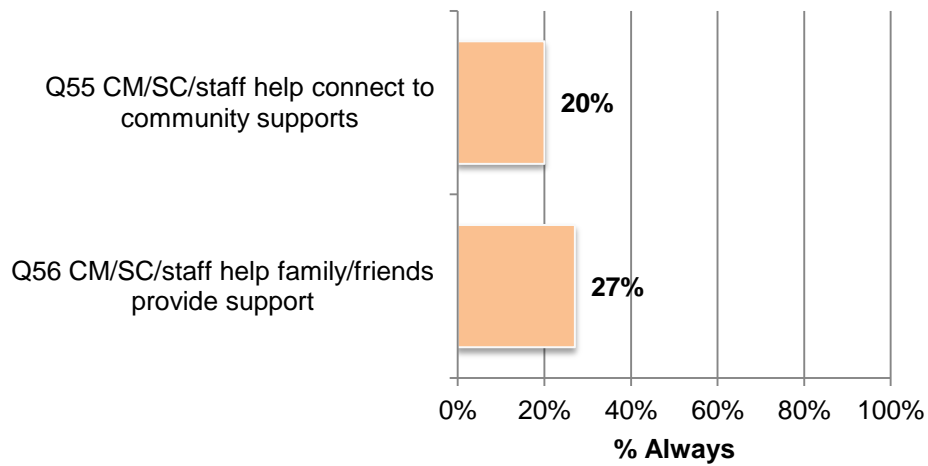
On average across states, just 20% of respondents reported that the case manager/service coordinator or support workers always help to connect them to typical community supports (e.g., recreation departments or churches), while individual state results ranged from 14% to 32% (all states were within the NCI Average). A slightly higher percentage of respondents across all states (27%) indicated that the case manager/service coordinator or support workers always help them use family, friends, or neighbors to provide supports; results ranged from 18% to 35%.

Two questions showed more positive results:

- Across states, 60% of respondents indicated that the child participates in community activities.
- Across states, 88% reported that their child spends time with other children who do not have developmental disabilities.

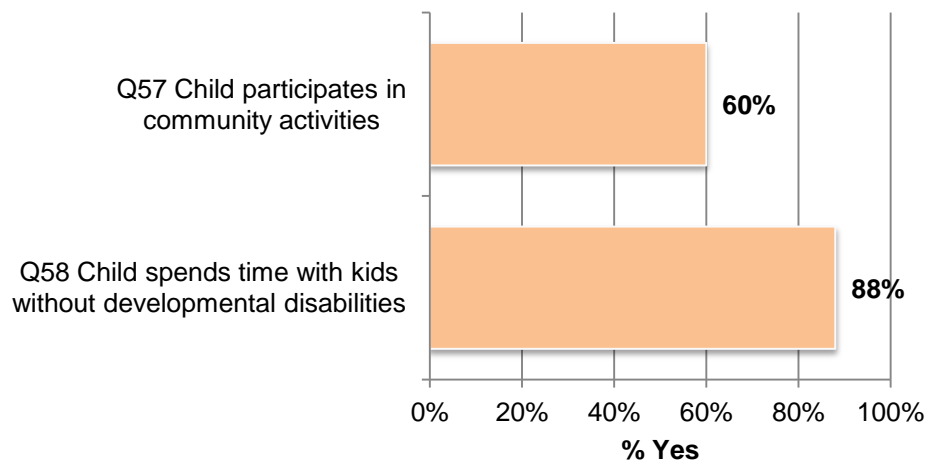
The graph below shows the NCI Average for questions with “always” responses.

Community Connections



The graph below shows the NCI Average for questions with “yes” responses.

Community Connections



Q55. Does the case manager/service coordinator or the support workers help connect you to community supports?

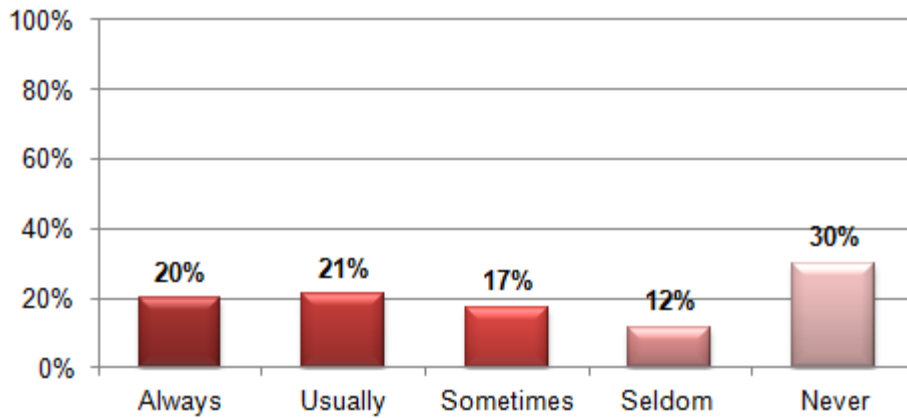


TABLE Q55.

If you want to use typical supports in your community, do either the case manager/service coordinator who helps you plan or the support workers who provide support help connect you to these supports?

State	Always	Usually	Sometimes	Seldom	Never	N
Within NCI Average Range						
MEORC	32%	28%	15%	9%	16%	119
OH	21%	21%	21%	5%	32%	256
LA	20%	11%	14%	9%	46%	130
AZ	19%	16%	16%	17%	33%	181
WA	17%	17%	12%	15%	39%	241
NC	16%	25%	22%	13%	24%	208
HI	14%	31%	22%	14%	20%	87
NCI Average	20%	21%	17%	12%	30%	1,222

Q56. Does the case manager/service coordinator or the support workers help family, friends, and neighbors provide support?

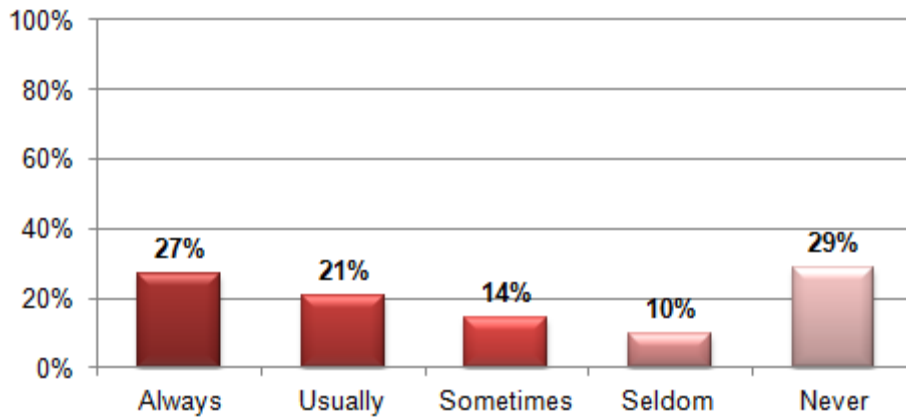


TABLE Q56.

If you would like to use family, friends, or neighbors to provide some of the supports your family needs, do either the case manager/service coordinator who helps you plan or the support workers who provide support help you do this?

State	Always	Usually	Sometimes	Seldom	Never	N
Within NCI Average Range						
WA	35%	20%	14%	9%	21%	251
MEORC	34%	26%	6%	9%	25%	112
HI	29%	24%	15%	12%	20%	86
AZ	26%	17%	18%	14%	26%	167
OH	23%	13%	23%	8%	34%	265
LA	22%	20%	11%	5%	41%	134
Significantly Below NCI Average						
NC	18%	25%	13%	11%	33%	193
NCI Average	27%	21%	14%	10%	29%	1,208

Q57. Does your child participate in community activities?

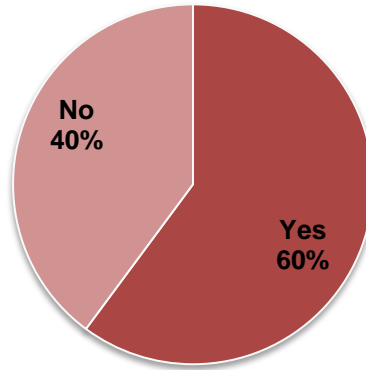


TABLE Q57.			
Does your child participate in community activities?			
State	Yes	No	N
Significantly Above NCI Average			
NC	70%	30%	242
Within NCI Average Range			
OH	64%	36%	393
MEORC	63%	37%	202
HI	62%	38%	112
WA	59%	41%	317
AZ	55%	45%	249
Significantly Below NCI Average			
LA	48%	52%	230
NCI Average	60%	40%	1,745

Q58. Does your child spend time with children who do not have developmental disabilities?

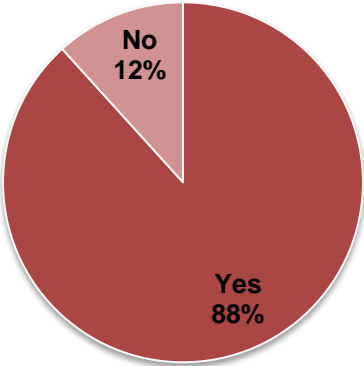


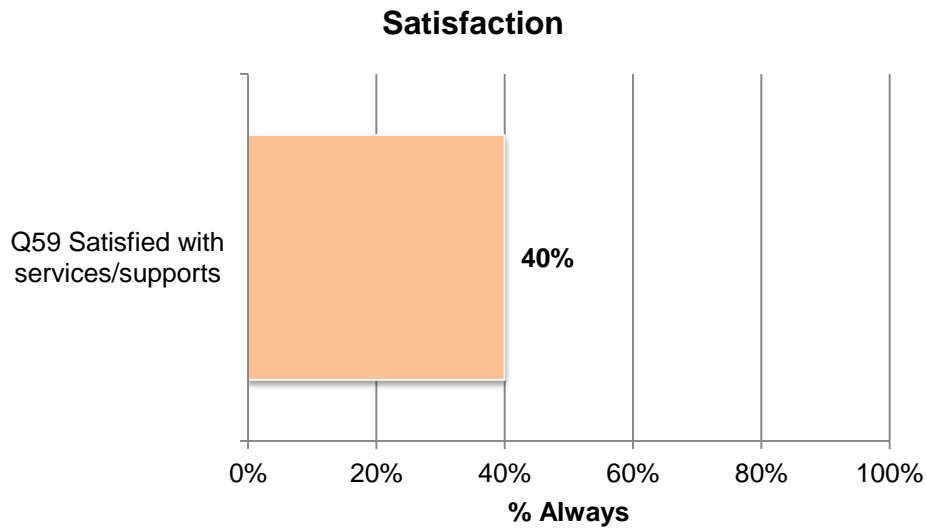
TABLE Q58.			
Does your child spend time with children who do not have developmental disabilities?			
State	Yes	No	N
Significantly Above NCI Average			
OH	94%	6%	399
Within NCI Average Range			
MEORC	93%	7%	199
HI	88%	12%	102
LA	88%	12%	234
AZ	87%	13%	230
NC	86%	14%	242
WA	82%	18%	267
NCI Average	88%	12%	1,673

Satisfaction with Services and Supports

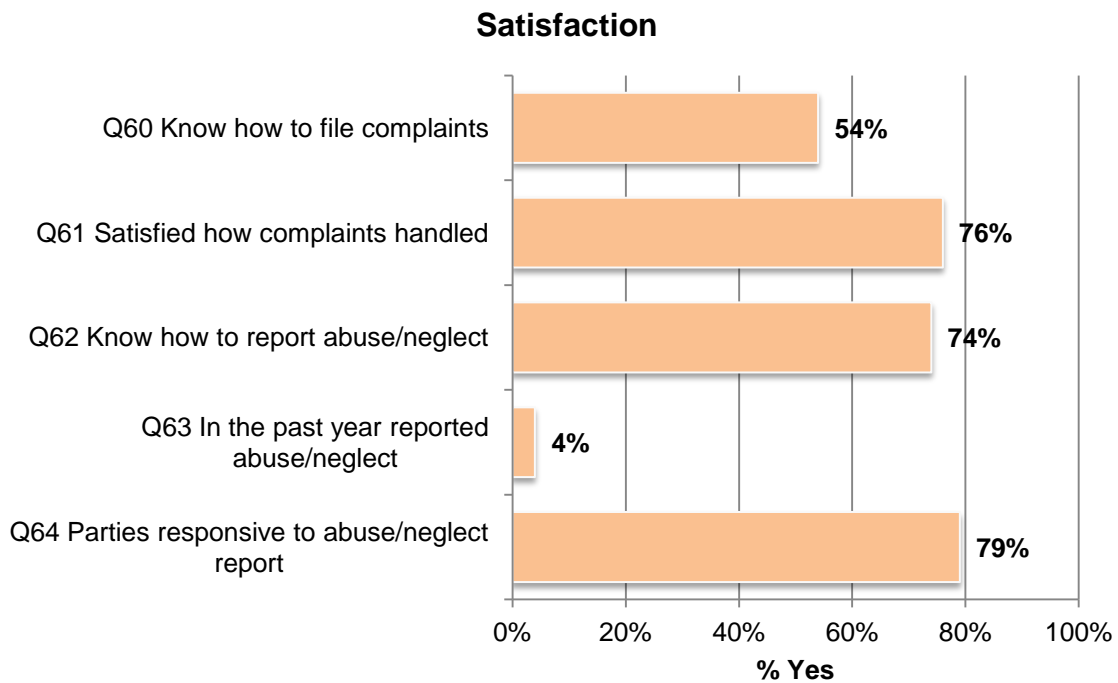
Across states, 40% of the respondents indicated that they were always satisfied with the services and supports they receive for the child or family; results by state ranged from 25% to 55%. Results across all states show that a slight majority of respondents (54%) were aware of how to file a complaint or grievance against a provider agency or staff, while 74% knew how to report abuse and neglect.

Ohio rated significantly above the NCI Average on all five of the satisfaction questions with a sufficient number of responses to break out the results by state.

The graph below shows the NCI Average for questions with “always” responses.



The graph below shows the NCI Average for questions with “yes” responses.



Q59. Overall, are you satisfied with the services and supports your child and family currently receive?

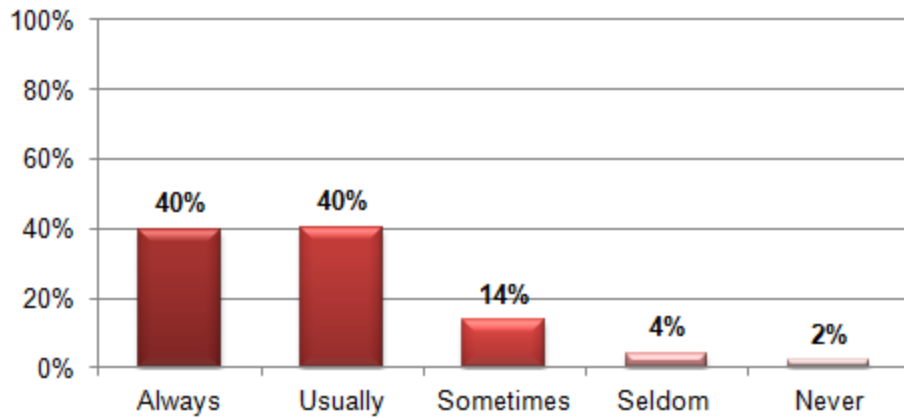


TABLE Q59.

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

State	Always	Usually	Sometimes	Seldom	Never	N
Significantly Above NCI Average						
OH	55%	28%	13%	4%	1%	394
Within NCI Average Range						
MEORC	49%	37%	11%	3%	0%	207
LA	46%	31%	15%	5%	3%	242
AZ	40%	46%	11%	3%	0%	263
HI	36%	45%	12%	6%	1%	121
Significantly Below NCI Average						
NC	28%	51%	14%	2%	5%	239
WA	25%	45%	20%	6%	5%	318
NCI Average	40%	40%	14%	4%	2%	1,784

Q60. Are you familiar with the process for filing a complaint or against your provider agency/agencies or staff that provide services?

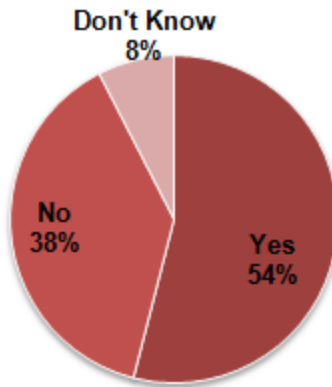


TABLE Q60.

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	Yes	No	Don't Know	N
Significantly Above NCI Average				
OH	63%	37%	0%	400
Within NCI Average Range				
MEORC	62%	32%	6%	192
LA	58%	32%	10%	232
NC	54%	37%	9%	241
HI	48%	45%	7%	112
WA	47%	42%	11%	309
AZ	46%	44%	10%	261
NCI Average	54%	38%	8%	1,747

Q61. Are you satisfied with the way complaints or grievances regarding provider agencies or staff are handled and resolved?

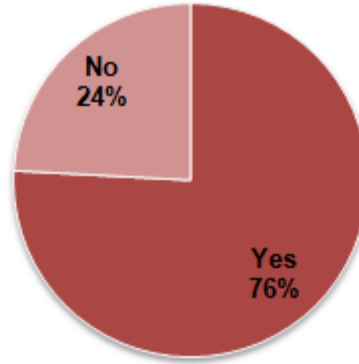


TABLE Q61.
Are you satisfied with the way complaints or grievances regarding provider agencies or staff are handled and resolved?

State	Yes	No	N
Significantly Above NCI Average			
OH	84%	16%	238
Within NCI Average Range			
MEORC	84%	16%	82
LA	79%	21%	119
AZ	75%	25%	103
NC	73%	27%	122
HI	70%	30%	50
WA	66%	34%	110
NCI Average	76%	24%	824

Q62. Do you know how to report abuse and neglect?

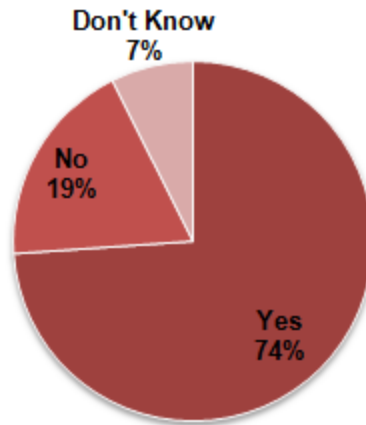


TABLE Q62.

Do you know how to report abuse and neglect?

State	Yes	No	Don't Know	N
Significantly Above NCI Average				
OH	84%	15%	1%	400
Within NCI Average Range				
LA	77%	14%	9%	237
MEORC	77%	16%	8%	200
NC	73%	18%	9%	235
WA	73%	19%	8%	313
HI	67%	24%	9%	116
AZ	67%	25%	8%	255
NCI Average	74%	19%	7%	1,756

Q63. In the past year, did you report abuse and neglect?

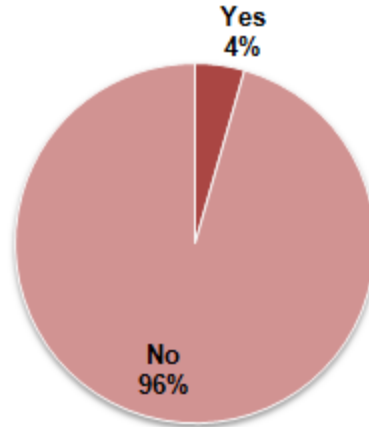


TABLE Q63.
In the past year, did you report abuse and neglect?⁸

State	Yes	No	N
Within NCI Average Range			
LA	7%	93%	213
NC	6%	94%	207
HI	4%	96%	89
AZ	4%	96%	226
WA	4%	96%	277
MEORC	4%	96%	184
Significantly Below NCI Average			
OH	2%	98%	398
NCI Average	4%	96%	1,594

⁸ For this question, states who are “significantly below NCI average” could be seen as having the more positive outcomes

Q64. If you reported abuse or neglect in the past year, were the appropriate parties responsive to your report?

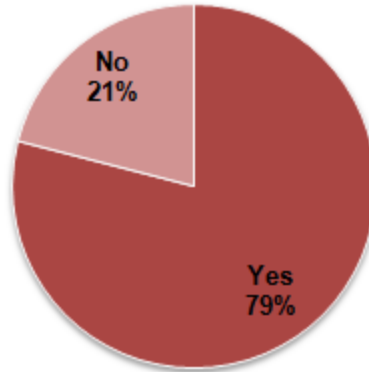


TABLE Q64.
If “yes” (Q63), were the appropriate parties responsive to your report?

State	Yes	No	N
NCI Average	79%	21%	45

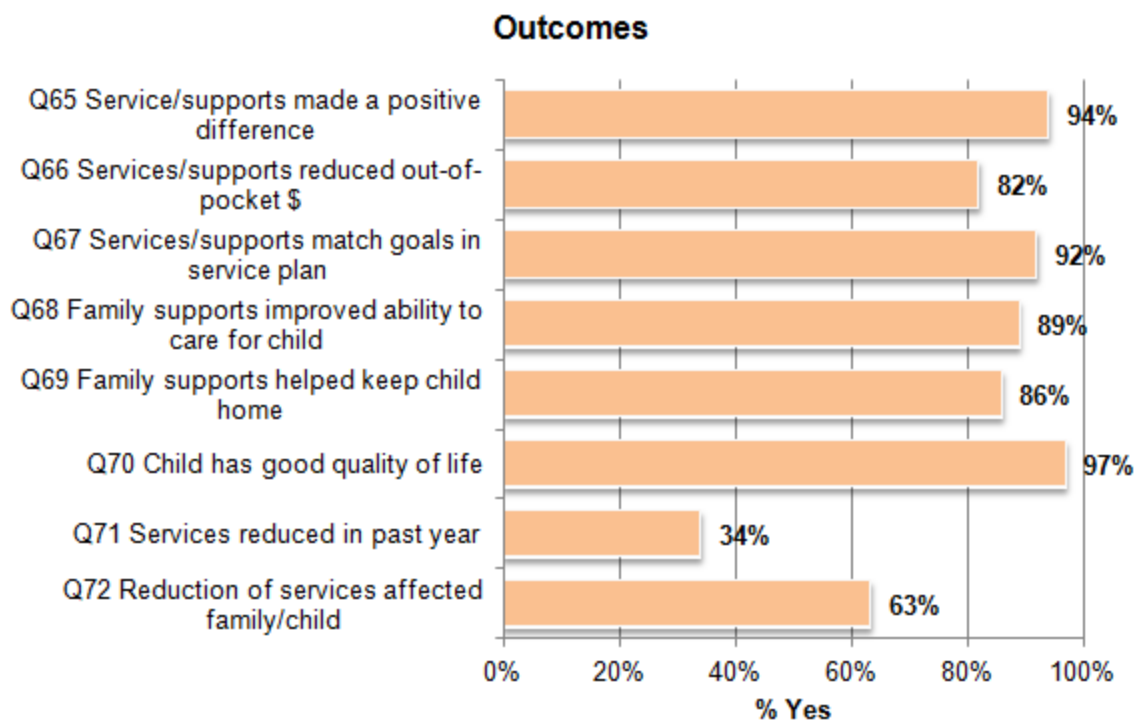
Outcomes

All of the eight questions in the Outcomes section revealed positive results. Nearly all respondents reported:

- The child has a good quality of life (97%); state averages ranged between 95% and 99%.
- Supports make a positive difference in the life their family (94%); state averages ranged between 92% and 96%.
- Services and supports address the goals outlined in the child's service plan (92%); state averages ranged between 87% and 95%.

On average across states, just 34% of respondents reported that their family's services or supports had been reduced, suspended, or terminated in the past year; 63% felt the reduction affected the family's life in some way.

The graph below shows all NCI Averages for the Outcomes section.



Q65. Do you feel that family supports have made a positive difference in the life of your family?

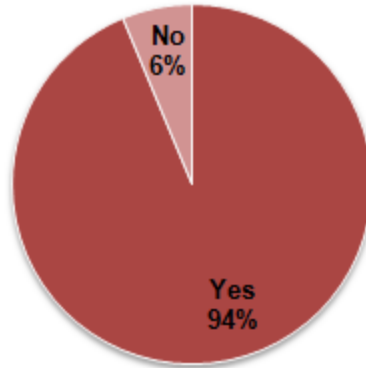


TABLE Q65.
Do you feel that family supports have made a positive difference in the life of your family?

State	Yes	No	N
Within NCI Average Range			
MEORC	96%	4%	172
NC	96%	4%	226
OH	94%	6%	394
WA	93%	7%	286
AZ	93%	7%	240
LA	92%	8%	224
HI	92%	8%	116
NCI Average	94%	6%	1,658

Q66. Do you feel that services and supports have reduced your family's out-of-pocket expenses related to your child's care?

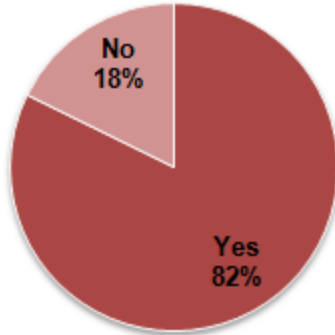


TABLE Q66.

Do you feel that services and supports have reduced your family's out-of-pocket expenses related to your child's care?

State	Yes	No	N
Within NCI Average Range			
AZ	85%	15%	250
WA	85%	15%	299
NC	84%	16%	220
MEORC	83%	17%	179
HI	82%	18%	114
OH	80%	20%	388
LA	77%	23%	227
NCI Average	82%	18%	1,677

Q67. Do you feel that services and supports address the goals outlined in your child's service plan?

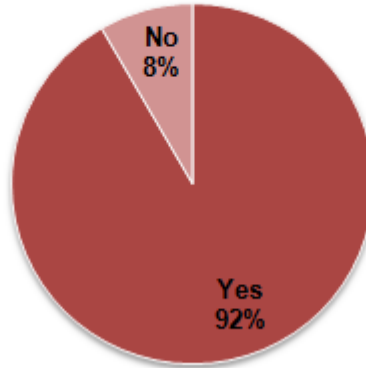


TABLE Q67.
Do you feel that services and supports address the goals outlined in your child's service plan?

State	Yes	No	N
Within NCI Average Range			
OH	95%	5%	281
MEORC	95%	5%	166
AZ	93%	7%	240
NC	93%	7%	227
HI	90%	10%	114
LA	88%	12%	216
WA	87%	13%	243
NCI Average	92%	8%	1,487

Q68. Do you feel that family supports have improved your ability to care for your child?

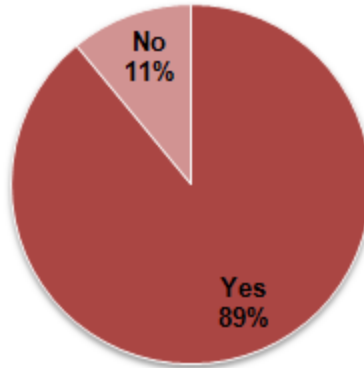


TABLE Q68.
Do you feel that family supports have improved your ability to care for your child?

State	Yes	No	N
Within NCI Average Range			
HI	91%	9%	117
WA	90%	10%	288
AZ	90%	10%	244
OH	89%	11%	384
NC	88%	12%	228
LA	88%	12%	222
MEORC	87%	13%	173
NCI Average	89%	11%	1,656

Q69. Do you feel that family supports have helped you to keep your child at home?

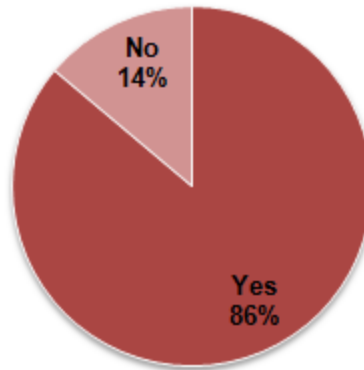


TABLE Q69.
Do you feel that family supports have helped you to keep your child at home?

State	Yes	No	N
Within NCI Average Range			
WA	89%	11%	274
NC	89%	11%	215
AZ	88%	12%	211
HI	88%	12%	105
MEORC	85%	15%	134
LA	82%	18%	194
OH	82%	18%	356
NCI Average	86%	14%	1,489

Q70. Overall, do you feel that your child has a good quality of life?

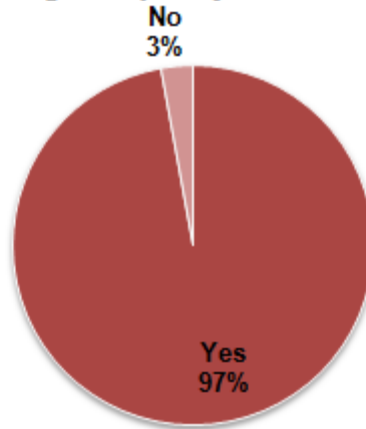


TABLE Q70.
Overall, do you feel that your child has a good quality of life?

State	Yes	No	N
Significantly Above NCI Average			
OH	99%	1%	399
Within NCI Average Range			
NC	98%	2%	231
MEORC	98%	2%	208
AZ	97%	3%	251
HI	97%	3%	118
WA	96%	4%	311
LA	95%	5%	242
NCI Average	97%	3%	1,760

Q71. Have the services or supports received been either reduced, suspended, or terminated in the past year?

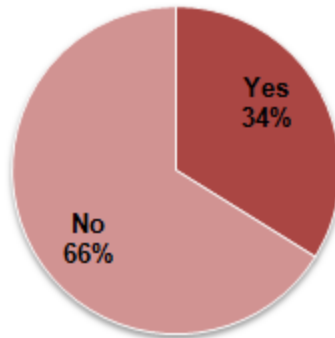


TABLE Q71.

Have the services or supports that your child/family has received during the past year been either reduced, suspended, or terminated?⁹

State	Yes	No	N
Significantly Above NCI Average			
WA	56%	44%	302
Within NCI Average Range			
HI	48%	52%	104
NC	33%	67%	226
AZ	32%	68%	254
Significantly Below NCI Average			
OH	27%	73%	390
LA	25%	75%	212
MEORC	16%	84%	165
NCI Average	34%	66%	1,653

⁹ For this question, states who are “significantly below NCI average” are seen as having the more positive outcomes

Q72. Did the reduction of these services or supports affect your family or your family member's home, job, relationships, etc.?

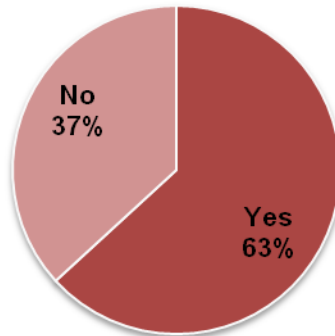


TABLE Q72.
 If “yes” (Q71), did the reduction/ suspension/ termination of these services or supports affect your family or your child’s relationships, health, welfare, etc.?¹⁰

State	Yes	No	N
Significantly Above NCI Average			
WA	81%	19%	147
Within NCI Average Range			
HI	78%	23%	40
NC	77%	23%	70
LA	66%	34%	41
AZ	61%	39%	69
MEORC	42%	58%	24
Significantly Below NCI Average			
OH	38%	62%	106
NCI Average	63%	37%	497

¹⁰ For this question, states who are “significantly below NCI average” are seen as having the more positive outcomes

Overall State Results

To summarize each state's performance, we tabulated the percentage of positive (i.e., above average) results by section and overall for each state. Table 22 below shows the percentage of questions in each section where the state's "always" or "yes" results were significantly above the NCI Average. For questions where "above the NCI Average" is a negative result (e.g., in the past year, respondent reported abuse or neglect), we included those states whose results were significantly below the NCI Average (indicating a more positive result) in the calculation. Two questions were excluded from this analysis: one because there were not enough answers to break out the results by state (Q64), and the other because it was determined that the question did not indicate a positive or negative result (Q51).

TABLE 22.

Overall Percentage of Positive Results, by Section and by State

State	Information/ Planning	Access/ Delivery	Choice/ Control	Community Connections	Satisfaction	Outcomes	Total
AZ	0%	7%	0%	0%	0%	0%	3%
HI	0%	3%	0%	0%	0%	0%	1%
LA	0%	0%	44%	0%	0%	13%	7%
MEORC	33%	34%	0%	0%	0%	13%	23%
NC	13%	3%	44%	25%	0%	0%	11%
OH	73%	59%	0%	25%	100%	38%	53%
WA	0%	0%	33%	0%	0%	0%	4%