NCI Family/Guardian Survey Outcomes

New Hampshire Report

2013-14 Data

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What is NCI?

The National Core Indicators© (NCI) program is a voluntary effort by state developmental disability agencies to gauge and track their own performance using a common and nationally validated set of performance measures. The effort is coordinated by the National Association of State Directors of Developmental Disabilities Services (NASDDDS) in collaboration with the Human Services Research Institute (HSRI). NCI has developed a set of more than 100 standard performance measures (or "indicators") that states use to assess the outcomes of services provided to individuals and their families. These indicators focus on areas such as: employment, rights, service planning, community inclusion, choice, health, and safety. During the 2013-14 data collection cycle, 39 states, the District of Columbia and 22 sub-state entities participated in NCI.

What is the NCI Family/Guardian Survey?

The NCI Family/Guardian Survey is a mail-in survey sent to families who have a family member living outside of the home who receives services from the State DD Agency. The survey is used to gather data on family outcomes, and it is refined and tested to ensure that it is valid and reliable. The survey collects demographic information on the individual receiving services and the survey respondent (usually a parent) as well as information on services and supports received. It contains six groupings of questions that probe specific areas of quality service provision: information and planning, access and delivery of services, choice and control, community connections, satisfaction, and outcomes. Respondents also have the option of writing open-ended comments concerning their family's participation in the service system.

What topics are covered by the survey?

The National Core Indicators are organized by topic or "domain." Each domain consists of sub-domains, and each sub-domain is associated with a particular area of concern. The NCI Family/Guardian Survey includes items to measure the Family Outcomes domain.   The table on the following page lists the NCI Family Surveys sub-domains and concerns.

TABLE 1. NCI FAMILY SURVEY – SUB-DOMAINS AND CONCERN STATEMENTS

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

How were people selected to participate?

States were asked to administer the Family/Guardian Survey by selecting a random sample of at least 1,000 families of an adult with a developmental disability living outside of the respondent's home and who received at least one direct service or support other than service coordination.

All states mailed out a paper survey to families selected in their sample. A sample size of 1,000 was recommended with the expectation of a 40% return rate or greater (yielding 400 or more usable responses per state). However, most states decided to sample more than 1,000 families, 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. Both the confidence interval and margin of error used are widely acceptable for reviewing results, regardless of population size. States with fewer than 1,000 potential respondent families were instructed to send surveys to all eligible families. With response rates lower than expected, we included in our national reports those states that submitted fewer than 400 surveys up to a margin of error of no greater than +/- 7%.

Limitations of Data

The NCI Family/Guardian Survey tool is not intended to be used for monitoring individuals or providers, but rather for assessing system-wide performance. The NCI Statewide Average should not be interpreted as necessarily defining "acceptable" levels of performance or satisfaction, nor does it provide benchmarks for acceptable or unacceptable levels of performance for each indicator. Instead, it describes average levels of performance or satisfaction across the State. It is up to public managers, policy-makers, and other stakeholders to decide what is an acceptable or unacceptable result (i.e., percentage of individuals achieving the indicated outcome).

What is contained in this report?

This report illustrates 2013-14 NCI Family/Guardian Survey demographic and outcome results from New Hampshire compared to the NCI Average (the average of all state averages). In 2013-14, 12 states conducted the Family/Guardian Survey. All results are shown in chart form. Some questions may have a low response rate, particularly questions about knowledge and use of ID/DD money, reporting grievances, and abuse or neglect. States with less than 20 responses to a particular

question were excluded from analysis for that question. The number of responses per each question by state and across NCI states are included in each chart. All state and national data results for this survey can be found online at http://www.nationalcoreindicators.org/resources/reports/.

Results: Demographics of Family Member

ILLUSTRATES THE DEMOGRAPHIC PROFILE OF FAMILY MEMBER FOR WHOM THE SURVEY WAS COMPLETED

GRAPH 1. FAMILY MEMBER'S RESIDENCE

Family Member's Residence

Specialized Facility for Individuals with ID: New Hampshire 3%, NCI Average 10%
Group Home: New Hampshire 21%, NCI Average 54%
Agency-Owned Apartment: New Hampshire 3%, NCI Average 5%
Independent Home or Apartment: New Hampshire 31%, NCI Average 17%
Adult Foster Care or Host Home: New Hampshire 33%, NCI Average 8%
Nursing Home: New Hampshire 0%, NCI Average 1%
Other: New Hampshire 9%, NCI Average 5%

■ New Hampshire N = 307   ■ NCI Average N = 6,603

GRAPH 2. FAMILY MEMBER'S AVERAGE AGE

Family Member's Age

New Hampshire: 46
NCI Average: 47

■ New Hampshire N = 299   ■ NCI Average N = 6,537

GRAPH 3. GENDER

Family Member's Gender

Male: New Hampshire 62%, NCI Average 58%
Female: New Hampshire 38%, NCI Average 42%

■ New Hampshire N = 305   ■ NCI Average N = 6,666

GRAPH 4. RACE AND ETHNICITY

Family Member's Race and Ethnicity

American Indian or Alaska Native: NCI Average 1%, New Hampshire 1%
Asian: NCI Average 1%, New Hampshire 0%
Black or African-American: NCI Average 13%, New Hampshire 1%
Hawaiian or Pacific Islander: NCI Average 0%, New Hampshire 0%
White: NCI Average 81%, New Hampshire 96%
Other or Unknown: NCI Average 0%, New Hampshire 0%
Two or More Races: NCI Average 2%, New Hampshire 2%
Hispanic or Latino: NCI Average 2%, New Hampshire 0%

■ NCI Average N = 6,749   ■ New Hampshire N = 307

GRAPH 5. PRIMARY MEANS OF EXPRESSION

Family Member's Primary Means of Expression

Category	NCI Average	New Hampshire
Spoken	72%	75%
Gestures or Body Language	22%	17%
Sign Language or Finger Spelling	2%	3%
Communication Aid or Device	0%	1%
Other	3%	3%

■ NCI Average N = 6,667   ■ New Hampshire N = 306
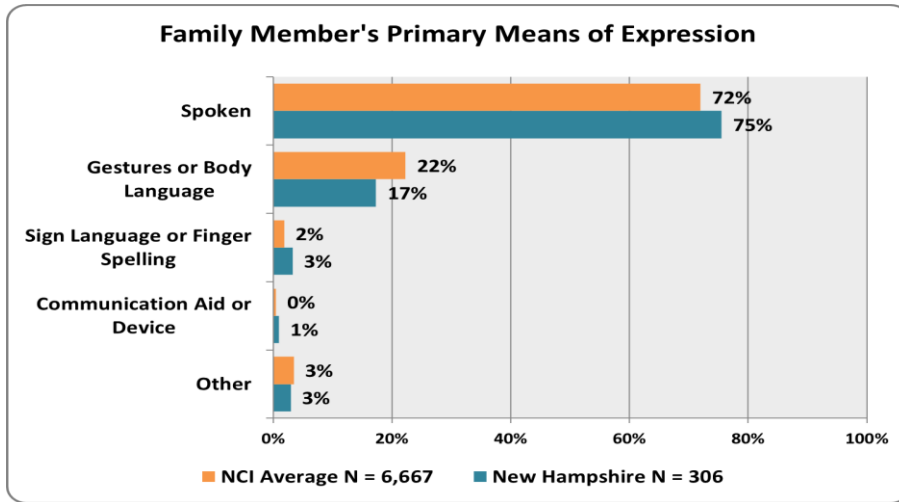
GRAPH 6. PRIMARY LANGUAGE

Family Member's Primary Language

Language	New Hampshire	NCI Average
English	100%	96%
Spanish	0%	1%
Other	0%	3%

■ New Hampshire N = 292   ■ NCI Average N = 6,684
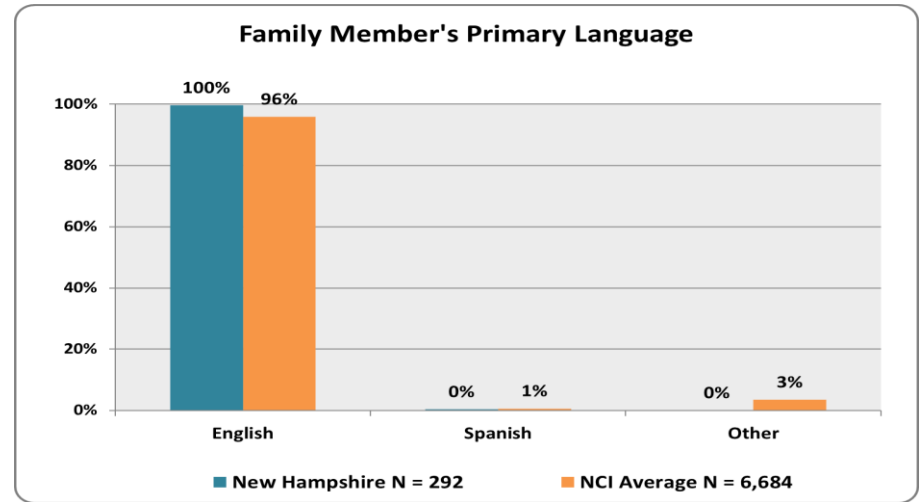
GRAPH 7. TYPICAL DAY ACTIVITIES

Family Member's Typical Day Activities

Activity	NCI Average	New Hampshire
Out of Home Day Program (Unpaid)	36%	37%
Out of Home Day Program (Paid)	13%	10%
Vocational Training	10%	4%
Community Employment (Unpaid)	6%	13%
Community Employment (Paid)	11%	13%

■ NCI Average N = 6,481   ■ New Hampshire N = 310
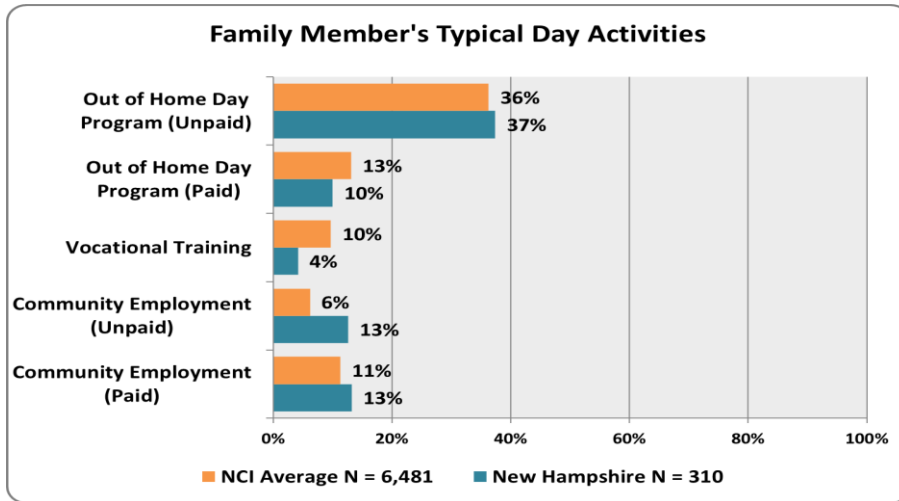
GRAPH 8. TYPICAL DAY ACTIVITIES, CONTINUED

Family Member's Typical Day Activities

Activity	NCI Average	New Hampshire
In-home Day Supports	15%	24%
At Home (by Choice)	7%	7%
At Home (No Services)	2%	3%
At Home (Other)	5%	4%
Other	21%	20%

■ NCI Average N = 6,481   ■ New Hampshire N = 310

GRAPH 9. FAMILY MEMBER'S HIGHEST LEVEL OF EDUCATION

Family Member's Highest Level of Education

	No High School Diploma or GED	High School Diploma or GED	Vocational School	Some College	College Degree
New Hampshire N = 280	57%	34%	2%	5%	3%
NCI Average N = 6,219	67%	28%	2%	2%	1%

GRAPH 10. FREQUENCY OF MEDICAL CARE NEEDED FOR FAMILY MEMBER

Frequency of Medical Care Needed for Family Member

	Less Frequently Than Once/Month	At Least Once/Month, but Not Once/Week	At Least Once/Week, or More Frequently
New Hampshire N = 292	67%	22%	10%
NCI Average N = 6,318	64%	25%	11%

GRAPH 11. AMOUNT OF BEHAVIORAL SUPPORT NEEDED FOR FAMILY MEMBER

Amount of Behavioral Support Needed for Family Member

	No Support Needed	Some Support Needed	Extensive Support Needed
New Hampshire N = 295	43%	40%	17%
NCI Average N = 6,578	37%	41%	22%

GRAPH 12. HELP NEEDED WITH DAILY ACTIVITIES

Amount of Help Needed for Family Member's Daily Activities

	None	Little	Moderate	Complete
New Hampshire N = 305	20%	26%	30%	24%
NCI Average N = 6,672	21%	21%	32%	26%

Results: Demographics of Respondent

ILLUSTRATES THE DEMOGRAPHIC PROFILE OF THE SURVEY RESPONDENTS

GRAPH 13. RESPONDENT'S AGE

Respondent's Age

- Under 35: New Hampshire 1%, NCI Average 2%
- 35-54: New Hampshire 18%, NCI Average 16%
- 55-74: New Hampshire 62%, NCI Average 61%
- 75 or Older: New Hampshire 19%, NCI Average 21%

■ New Hampshire N = 300   ■ NCI Average N = 6,645
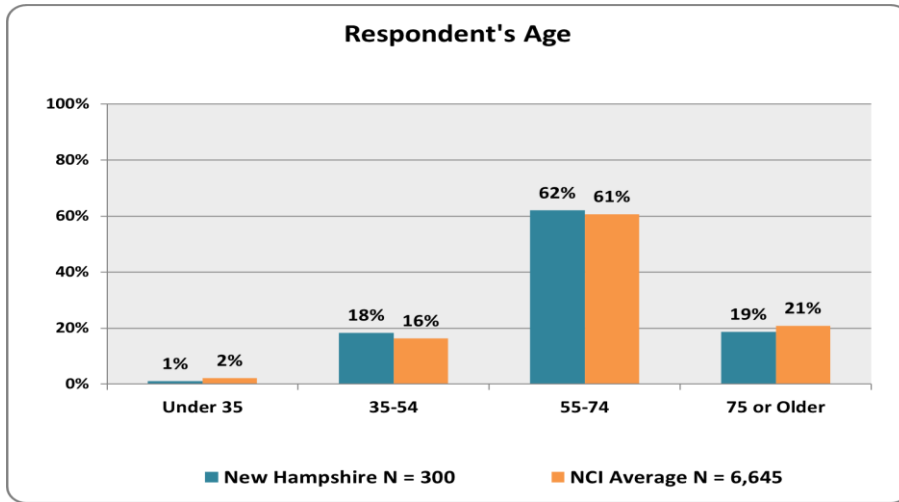
GRAPH 14. RELATIONSHIP TO FAMILY MEMBER

Relationship to Family Member Receiving Services

- Parent: New Hampshire 57%, NCI Average 57%
- Sibling: New Hampshire 30%, NCI Average 24%
- Spouse: New Hampshire 0%, NCI Average 0%
- Public Guardian: New Hampshire 2%, NCI Average 6%
- Private Guardian: New Hampshire 7%, NCI Average 4%
- Other: New Hampshire 4%, NCI Average 9%

■ New Hampshire N = 307   ■ NCI Average N = 6,643
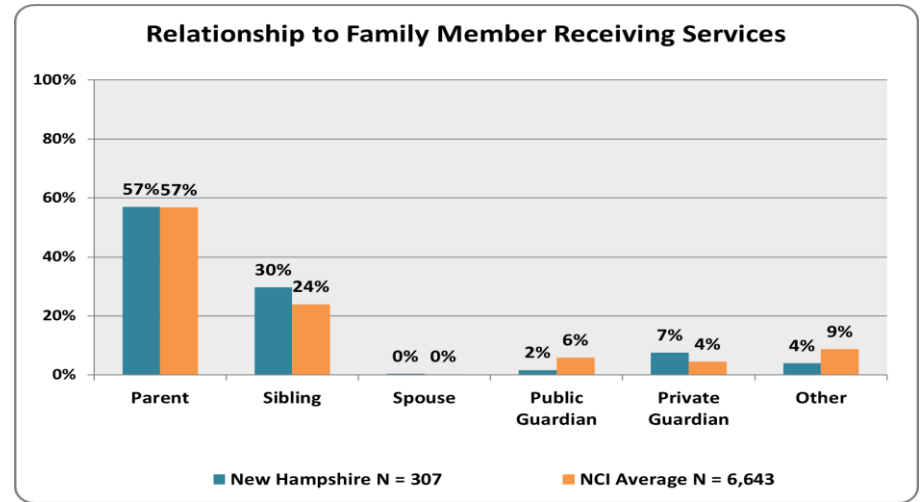
GRAPH 15. LEGAL GUARDIAN OR CONSERVATOR

Respondent Is Legal Guardian or Conservator

- Yes, Full: New Hampshire 80%, NCI Average 51%
- Yes, Limited: New Hampshire 8%, NCI Average 13%
- No: New Hampshire 12%, NCI Average 37%

■ New Hampshire N = 305   ■ NCI Average N = 6,536
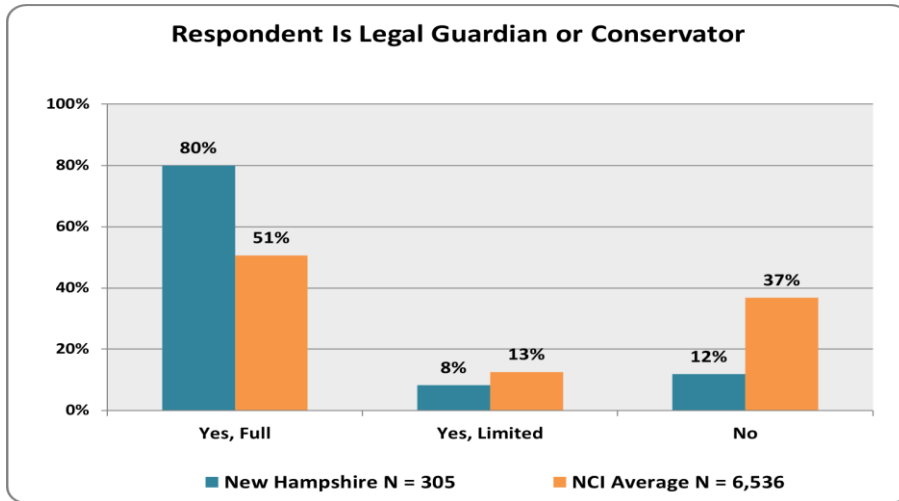
GRAPH 16. FREQUENCY OF VISITS EACH YEAR

Number of Times Respondent Sees Family Member in a Year

- Less Than Once: New Hampshire 3%, NCI Average 4%
- 1-3 Times: New Hampshire 11%, NCI Average 10%
- 4-6 Times: New Hampshire 15%, NCI Average 13%
- 7-12 Times: New Hampshire 11%, NCI Average 14%
- More Than 12 Times: New Hampshire 61%, NCI Average 59%

■ New Hampshire N = 308   ■ NCI Average N = 6,676
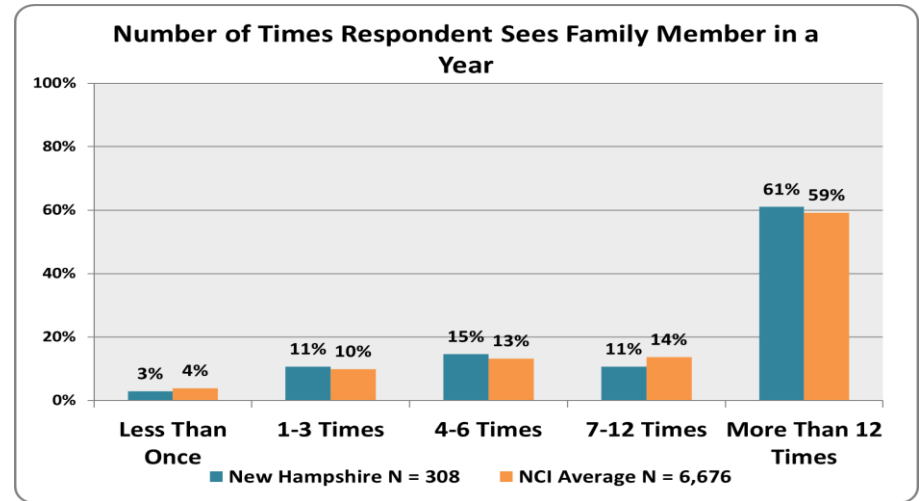
GRAPH 17. RESPONDENT'S HIGHEST LEVEL OF EDUCATION

Respondent's Highest Education Level

- New Hampshire N = 298
- NCI Average N = 6,624

	No High School Diploma or GED	High School Diploma or GED	Vocational School	Some College	College Degree
New Hampshire	4%	20%	5%	22%	50%
NCI Average	7%	23%	5%	23%	42%
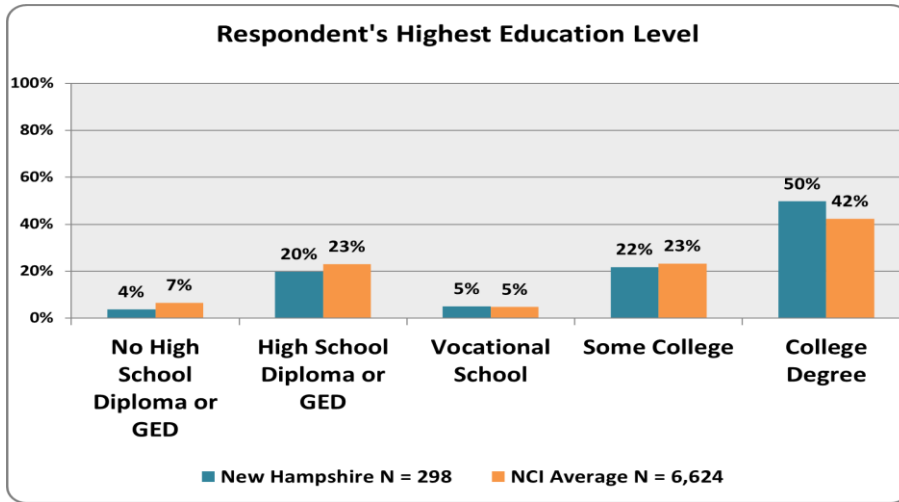
GRAPH 18. TOTAL TAXABLE HOUSEHOLD INCOME OF WAGE EARNERS IN THE PAST YEAR

Total Taxable Household Income of Wage Earners in the Past Year

- New Hampshire N = 214
- NCI Average N = 5,214

	Below $15,000	$15,001-$25,000	$25,001-$50,000	$50,001-$75,000	Over $75,000
New Hampshire	15%	15%	30%	14%	24%
NCI Average	17%	18%	26%	17%	21%
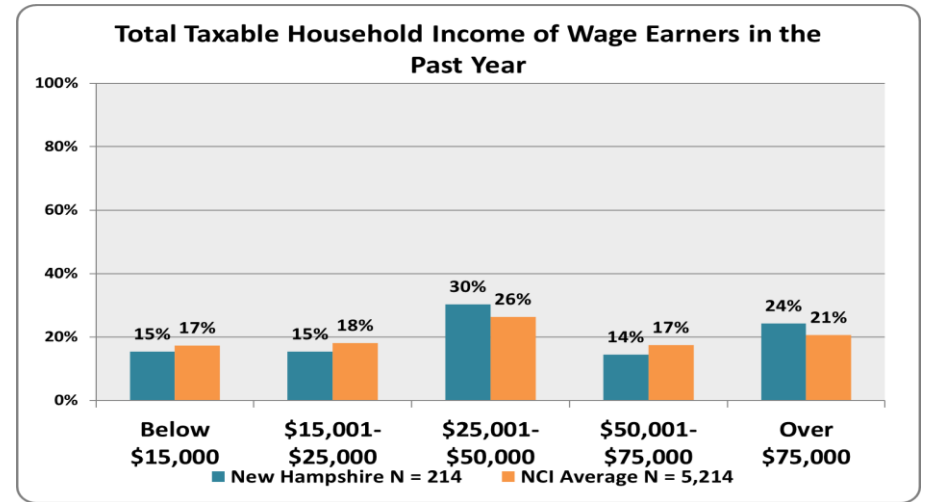
GRAPH 19. OUT-OF-POCKET EXPENSES

Out-of-Pocket Expenses for Family in the Past Year

- New Hampshire N = 280
- NCI Average N = 6,250

	Nothing	$1-$100	$101-$1,000	$1,001-$10,000	Over $10,000
New Hampshire	45%	9%	25%	20%	2%
NCI Average	53%	11%	22%	12%	1%
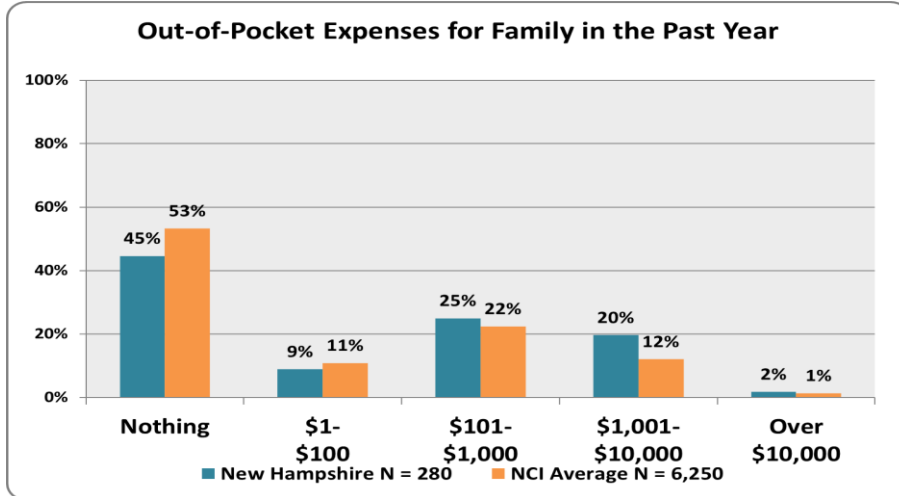
Services and Supports Received

ILLUSTRATES THE SERVICES AND SUPPORTS RECEIVED BY FAMILY MEMBERS

GRAPH 20. SERVICES AND SUPPORTS RECEIVED[1]

Services and Supports Received

	NCI Average N = 6,442	New Hampshire N = 296
Residential Supports	93%	95%
Day or Employment Supports	73%	64%
Transportation	91%	88%
Other	65%	54%
Social Security Benefits	95%	95%

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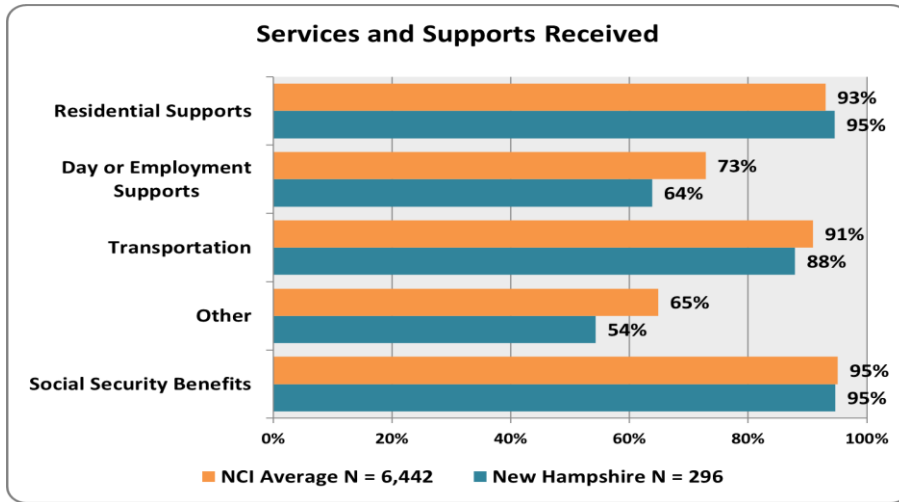
[1] All services and supports are received from the ID/DD Agency **except** social security benefits.

Information and Planning

FAMILIES AND FAMILY MEMBERS WITH DISABILITIES HAVE THE INFORMATION AND SUPPORT NECESSARY TO PLAN

FOR THEIR SERVICES AND SUPPORTS

GRAPH 21. DO YOU GET ENOUGH INFORMATION TO HELP YOU PARTICIPATE IN PLANNING SERVICES FOR YOUR FAMILY MEMBER?

Gets Enough Information to Help Plan Services

	Always	Usually	Sometimes	Seldom	Never
New Hampshire N = 299	44%	45%	9%	2%	1%
NCI Average N = 6,278	46%	36%	11%	4%	3%
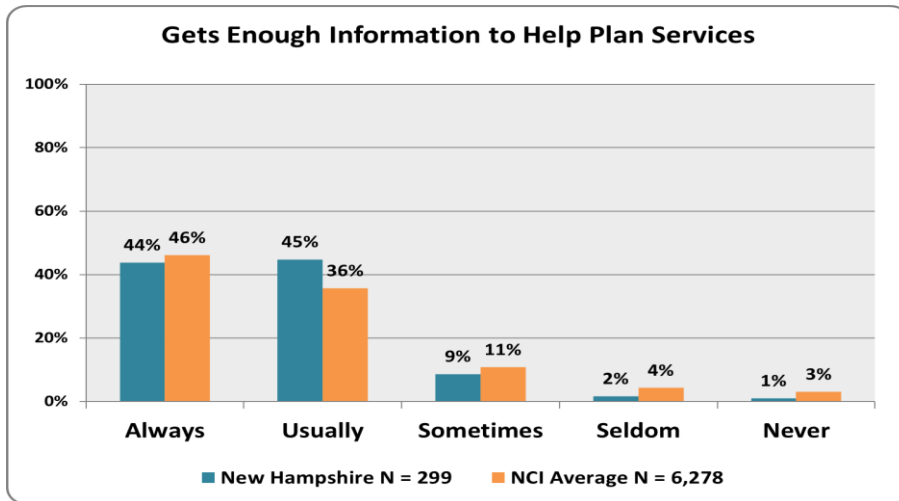
GRAPH 22. IS THE INFORMATION YOU RECEIVE EASY TO UNDERSTAND?

Information About Services and Supports Is Easy to Understand

	Always	Usually	Sometimes	Seldom	Never
New Hampshire N = 300	47%	47%	5%	1%	0%
NCI Average N = 6,141	50%	39%	8%	2%	1%
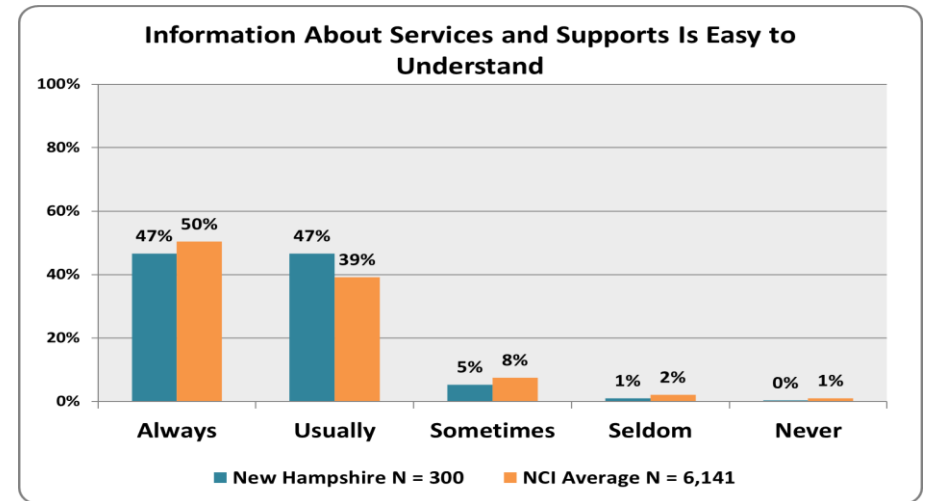
GRAPH 23. ARE YOU KEPT INFORMED ABOUT HOW YOUR FAMILY MEMBER IS DOING?

Kept Informed About How Family Member Is Doing

	Always	Usually	Sometimes	Seldom	Never
New Hampshire N = 300	53%	36%	7%	2%	2%
NCI Average N = 6,449	54%	28%	11%	5%	3%
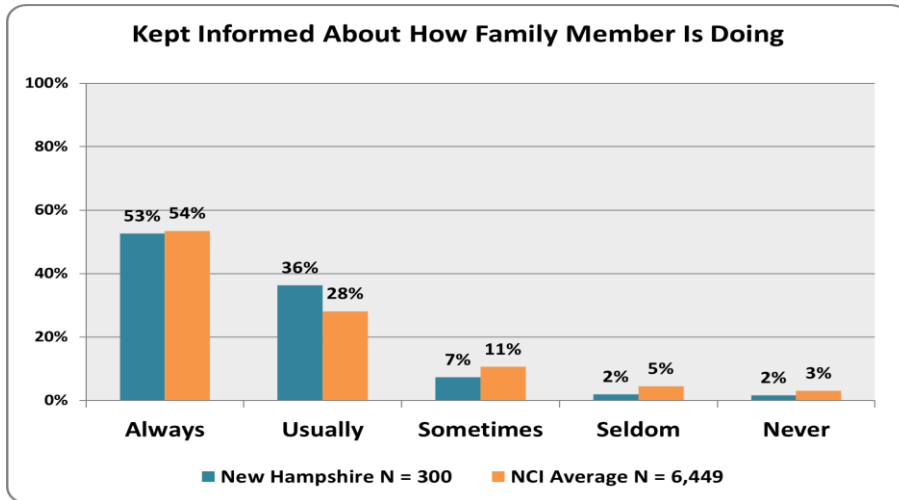
GRAPH 24. DOES YOUR FAMILY MEMBER HAVE A SERVICE PLAN?

Family Member Has a Service Plan

New Hampshire N = 275	NCI Average N = 5,329
98%	95%
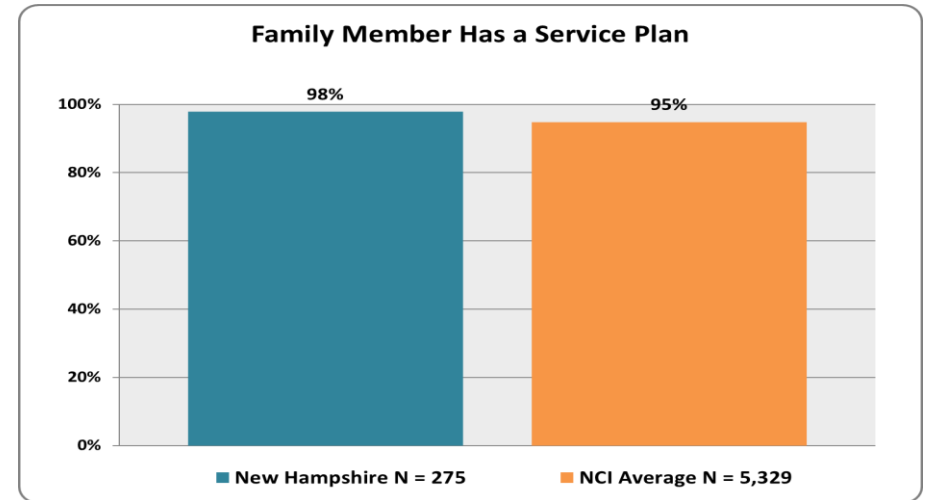
GRAPH 25. DID YOUR FAMILY MEMBER HELP DEVELOP THE SERVICE PLAN?

Family Member Helped Develop Service Plan

	New Hampshire N = 234	NCI Average N = 4,266
	68%	66%
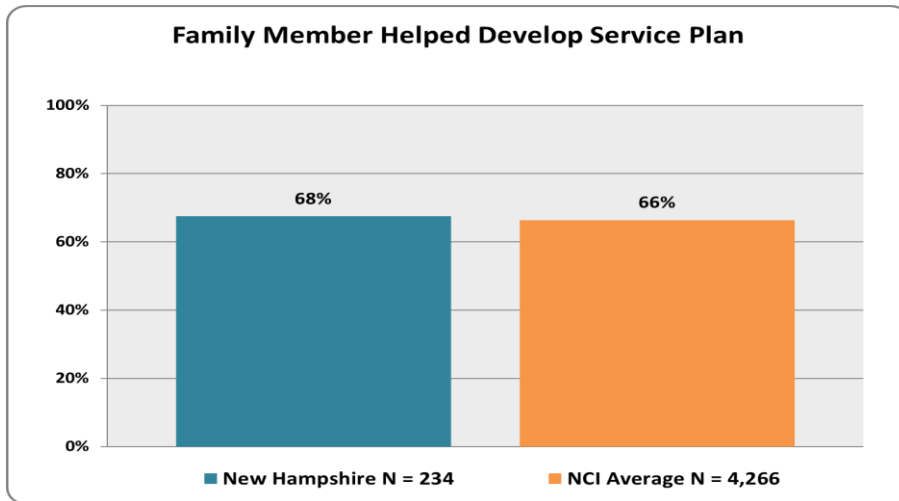
GRAPH 26. DID YOU OR ANOTHER FAMILY MEMBER HELP DEVELOP THE SERVICE PLAN?

Respondent or Another Family Member Helped Develop Service Plan

	New Hampshire N = 257	NCI Average N = 4,621
	93%	82%
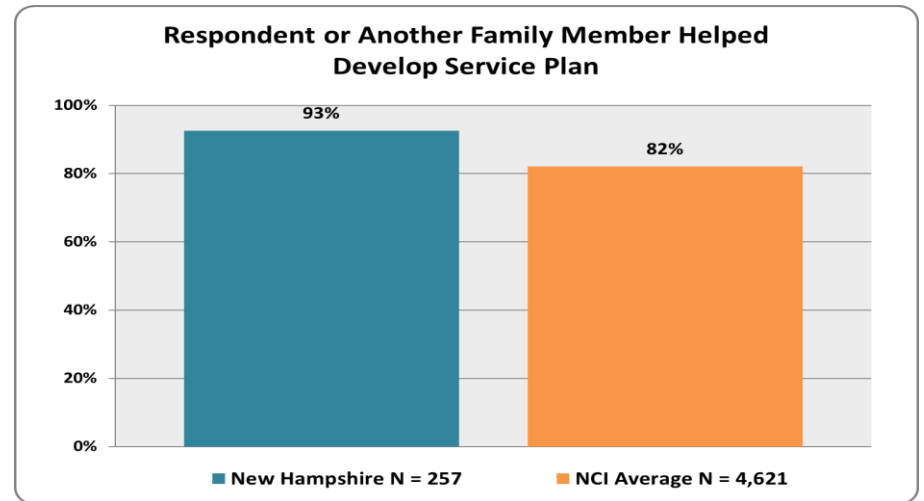
GRAPH 27. DOES THE SERVICE PLAN INCLUDE ALL THE SERVICES AND SUPPORTS YOUR FAMILY MEMBER WANTS?

Service Plan Includes All the Services and Supports Family Member Wants

	New Hampshire N = 238	NCI Average N = 4,092
	87%	88%
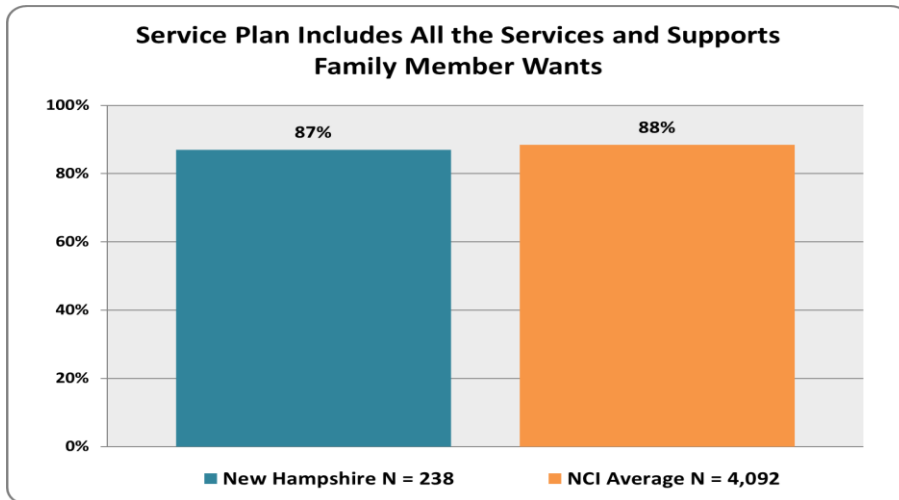
GRAPH 28. DOES THE SERVICE PLAN INCLUDE ALL THE SERVICES AND SUPPORTS YOUR FAMILY MEMBER NEEDS?

Service Plan Includes All the Services and Supports Family Member Needs

	New Hampshire N = 245	NCI Average N = 4,258
	84%	86%
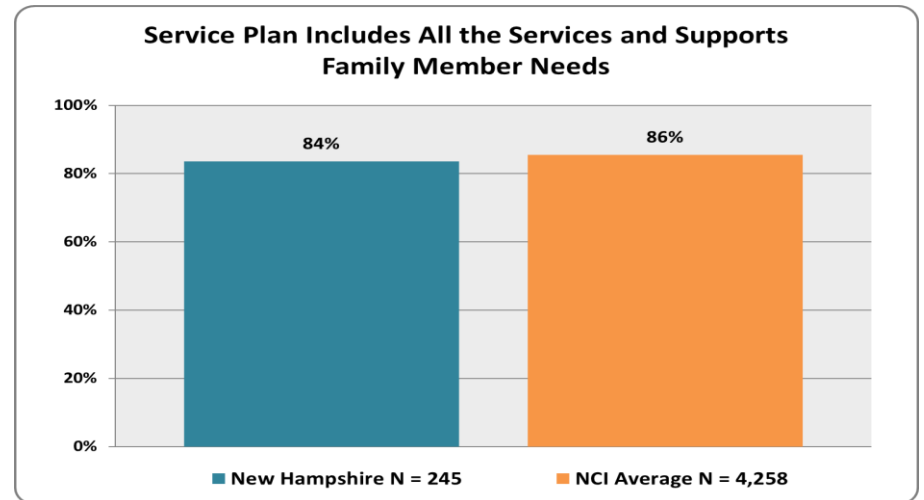
GRAPH 29. DOES YOUR FAMILY MEMBER RECEIVE ALL OF THE SERVICES LISTED IN THE SERVICE PLAN?

Family Member Receives All Services Listed in Service Plan

- New Hampshire N = 240: 92%
- NCI Average N = 3,866: 93%
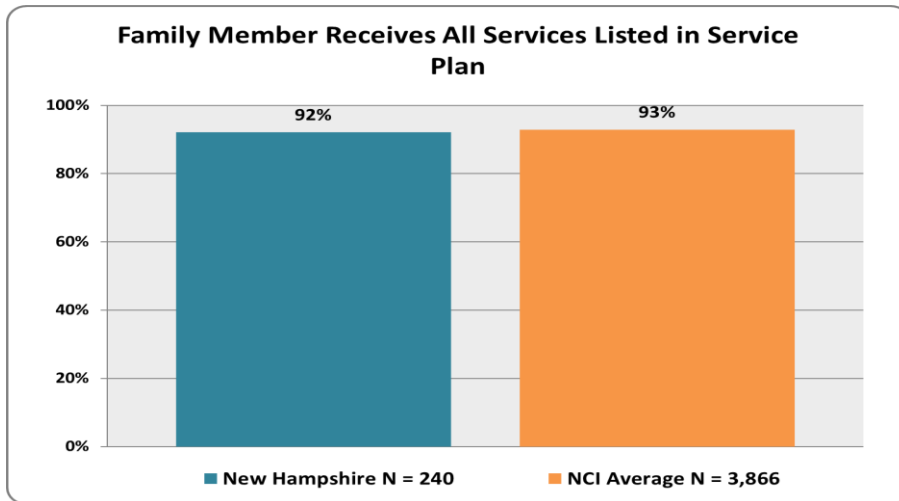
GRAPH 30. DID YOU DISCUSS HOW TO HANDLE EMERGENCIES RELATED TO YOUR FAMILY MEMBER AT THE LAST SERVICE PLANNING MEETING?

Respondent Discussed How to Handle Emergencies Related to Family Member at Last Service Planning Meeting

- New Hampshire N = 225: 74%
- NCI Average N = 4,036: 76%
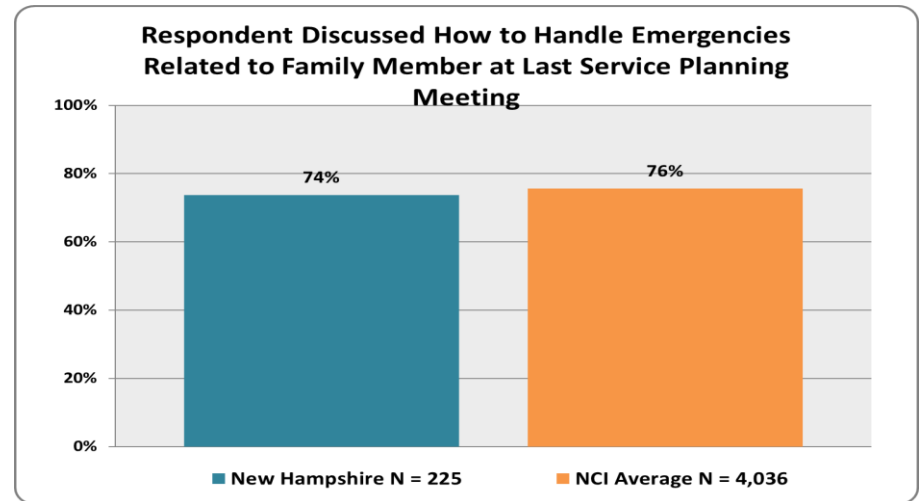
GRAPH 31. HAVE YOU OR YOUR FAMILY MEMBER RECEIVED INFORMATION ABOUT HIS/HER RIGHTS?

Respondent or Family Member Has Received Information About His or Her Rights

- New Hampshire N = 257: 98%
- NCI Average N = 5,560: 93%
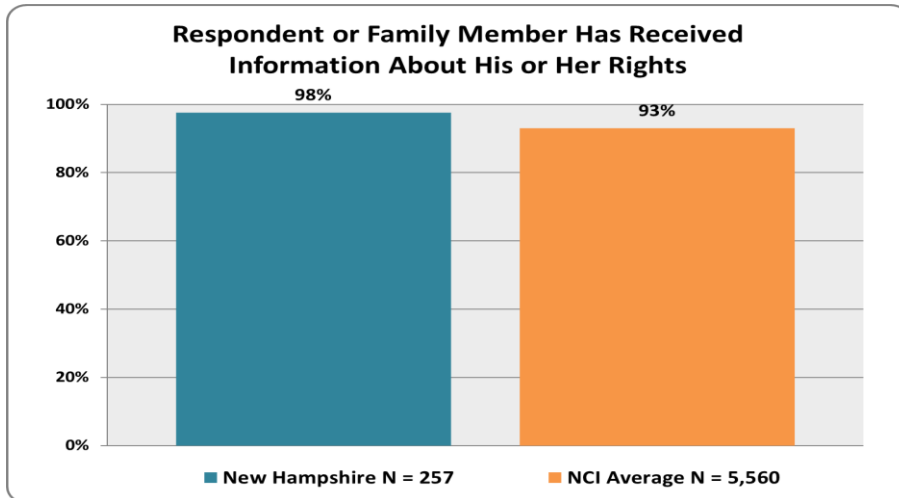
Access and Delivery

FAMILIES AND FAMILY MEMBERS WITH DISABILITIES GET THE SERVICES AND SUPPORTS THEY NEED

GRAPH 32. ARE YOU ABLE TO CONTACT YOUR FAMILY MEMBER'S SUPPORT WORKERS WHEN YOU NEED TO?

Respondent Is Able to Contact Support Workers When Needed

	Always	Usually	Sometimes	Seldom	Never
New Hampshire N = 301	61%	34%	4%	1%	0%
NCI Average N = 6,478	63%	30%	5%	1%	1%
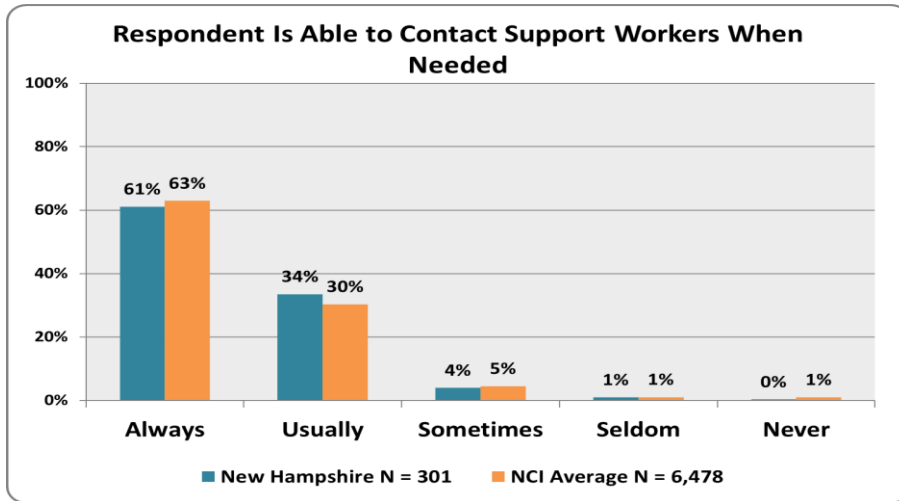
GRAPH 33. ARE YOU ABLE TO CONTACT YOUR FAMILY MEMBER'S CASE MANAGER/SERVICE COORDINATOR WHEN YOU NEED TO?

Respondent Is Able to Contact Case Manager/Service Coordinator When Needed

	Always	Usually	Sometimes	Seldom	Never
New Hampshire N = 301	57%	35%	6%	1%	0%
NCI Average N = 6,358	58%	32%	6%	2%	1%
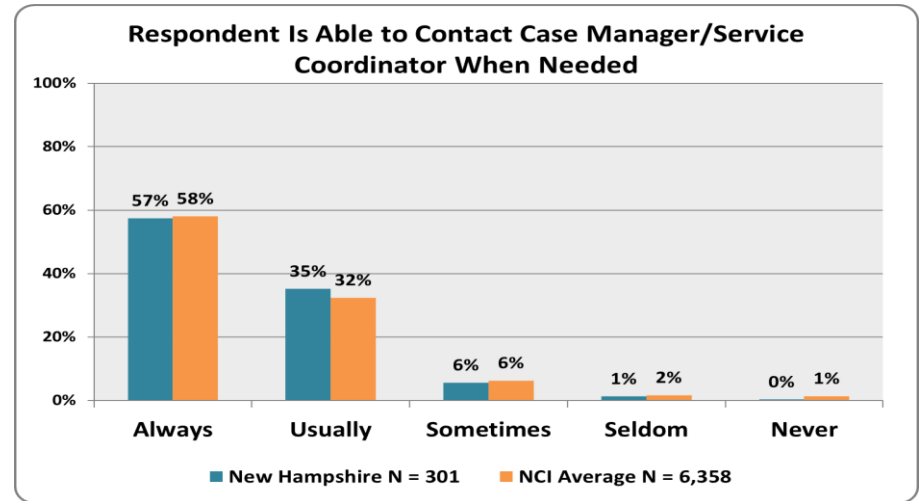
GRAPH 34. ARE SERVICES AND SUPPORTS AVAILABLE WITHIN A REASONABLE DISTANCE FROM YOUR FAMILY MEMBER'S HOME?

Services and Supports Are Available a Reasonable Distance from Family Member's Home

	Always	Usually	Sometimes	Seldom	Never
New Hampshire N = 289	71%	26%	1%	1%	0%
NCI Average N = 5,926	67%	28%	3%	1%	1%
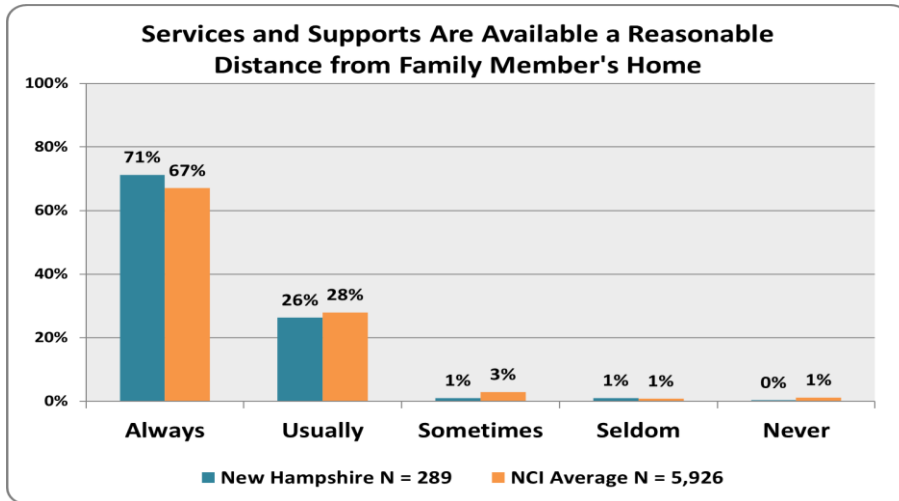
GRAPH 35. DO THE SERVICES AND SUPPORTS CHANGE WHEN YOUR FAMILY MEMBER'S NEEDS CHANGE?

Services and Supports Change When Family Member's Needs Change

	Always	Usually	Sometimes	Seldom	Never
New Hampshire N = 275	52%	39%	6%	2%	1%
NCI Average N = 5,374	56%	33%	7%	2%	1%
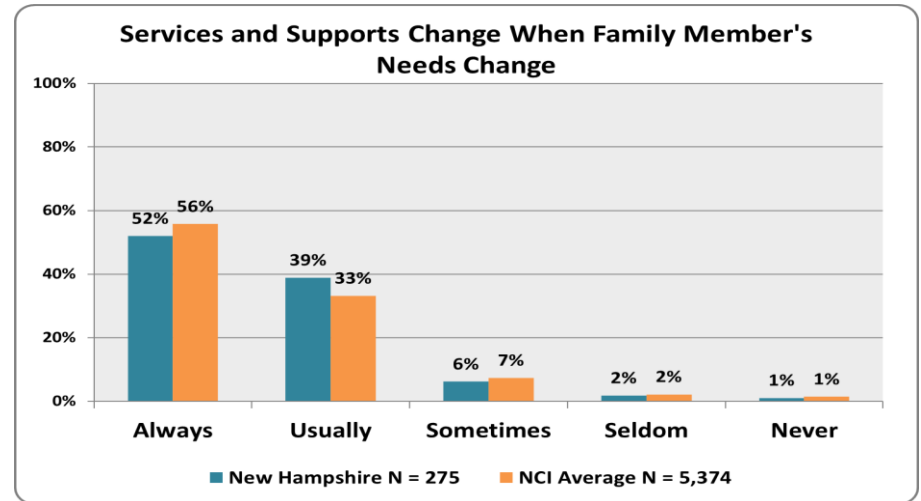
GRAPH 36. IF YOUR FAMILY MEMBER DOES NOT COMMUNICATE VERBALLY (FOR EXAMPLE, USES GESTURES OR SIGN LANGUAGE), ARE THERE SUPPORT WORKERS WHO CAN COMMUNICATE WITH HIM/HER?

Support Workers Can Communicate with Family Member (If Non-Verbal)

	Always	Usually	Sometimes	Seldom	Never
New Hampshire N = 70	51%	37%	10%	1%	0%
NCI Average N = 1,617	55%	33%	8%	2%	1%
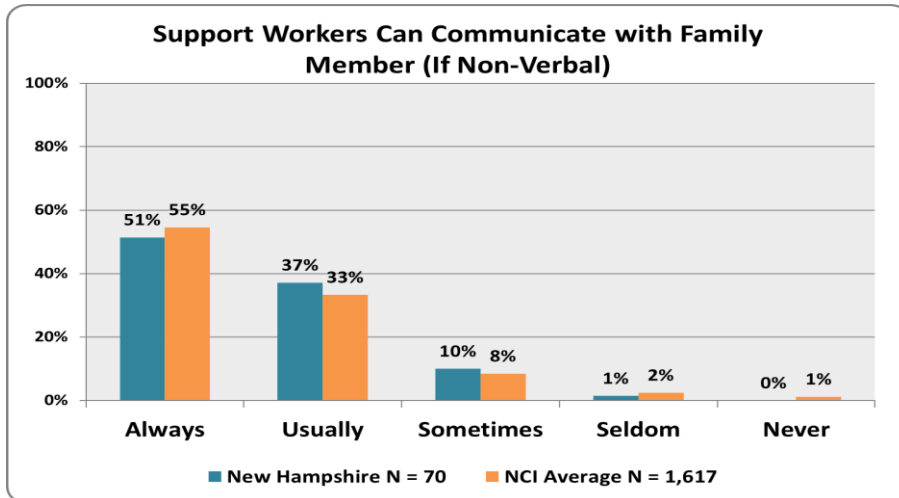
GRAPH 37. IF ENGLISH IS YOUR FAMILY MEMBER'S PRIMARY LANGUAGE, DO THE SUPPORT WORKERS SPEAK TO HIM/HER EFFECTIVELY?

Support Workers Speak Effectively with Family Member in Primary Language (If English)

	Always	Usually	Sometimes	Seldom	Never
New Hampshire N = 276	67%	30%	3%	0%	0%
NCI Average N = 5,641	72%	25%	2%	0%	0%
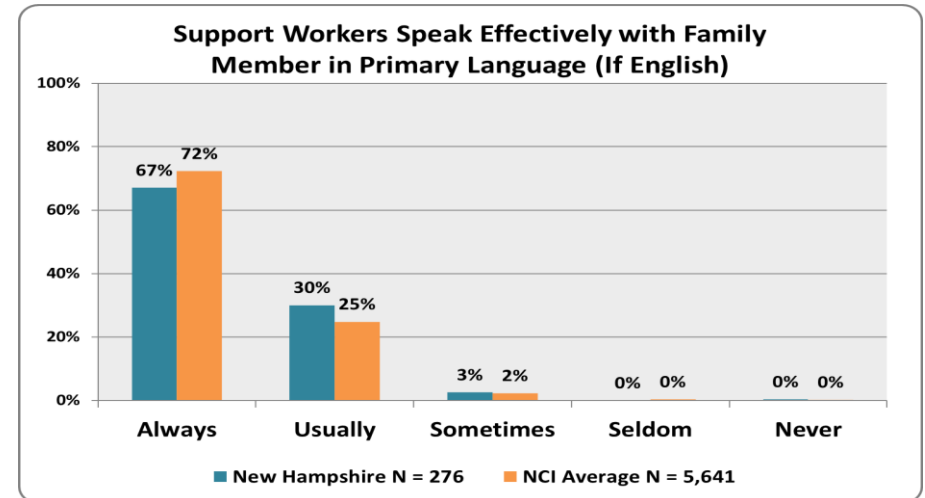
GRAPH 38. ARE SERVICES DELIVERED IN A WAY THAT IS RESPECTFUL TO YOUR FAMILY MEMBER'S CULTURE?

Services Are Delivered in a Manner That Is Respectful to Family Member's Culture

	Always	Usually	Sometimes	Seldom	Never
New Hampshire N = 262	78%	20%	2%	0%	0%
NCI Average N = 5,592	75%	23%	2%	0%	0%
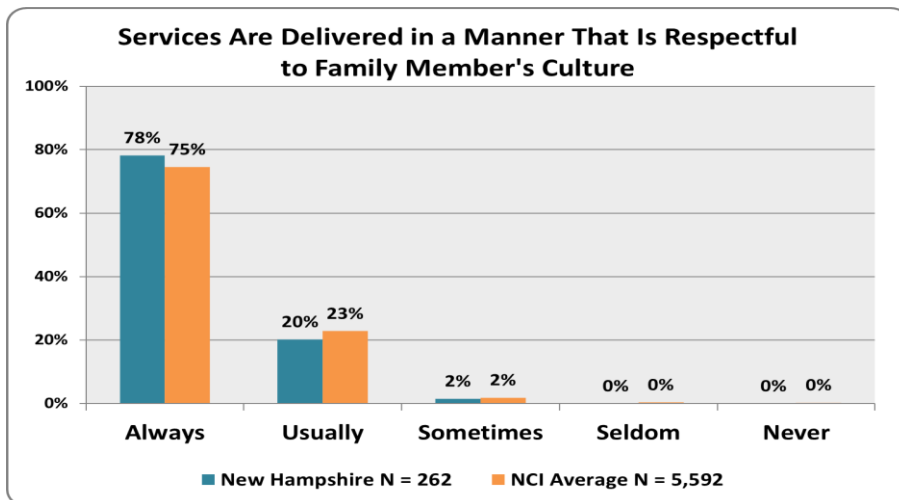
GRAPH 39. DOES YOUR FAMILY MEMBER HAVE ACCESS TO THE SPECIAL EQUIPMENT OR ACCOMMODATIONS THAT HE/SHE NEEDS (FOR EXAMPLE, WHEELCHAIRS, RAMPS, COMMUNICATION BOARDS)?

Family Member Has Access to Special Equipment or Accommodations Needed

	Always	Usually	Sometimes	Seldom	Never
New Hampshire N = 168	65%	30%	5%	0%	1%
NCI Average N = 3,382	68%	24%	5%	1%	2%
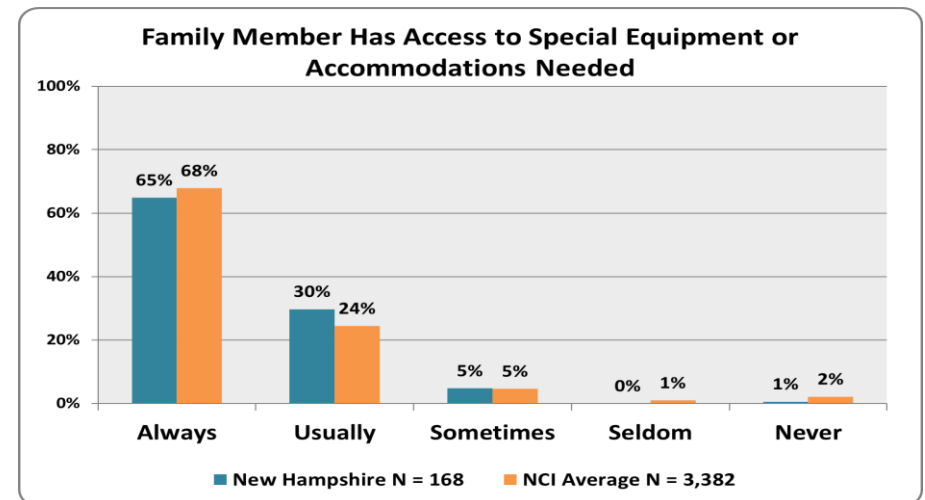
GRAPH 40. DO SUPPORT WORKERS HAVE THE RIGHT TRAINING TO MEET YOUR FAMILY MEMBER'S NEEDS?

Support Workers Have the Right Training to Meet Family Member's Needs

	Always	Usually	Sometimes	Seldom	Never
New Hampshire N = 279	54%	38%	7%	1%	0%
NCI Average N = 5,643	53%	36%	9%	2%	1%
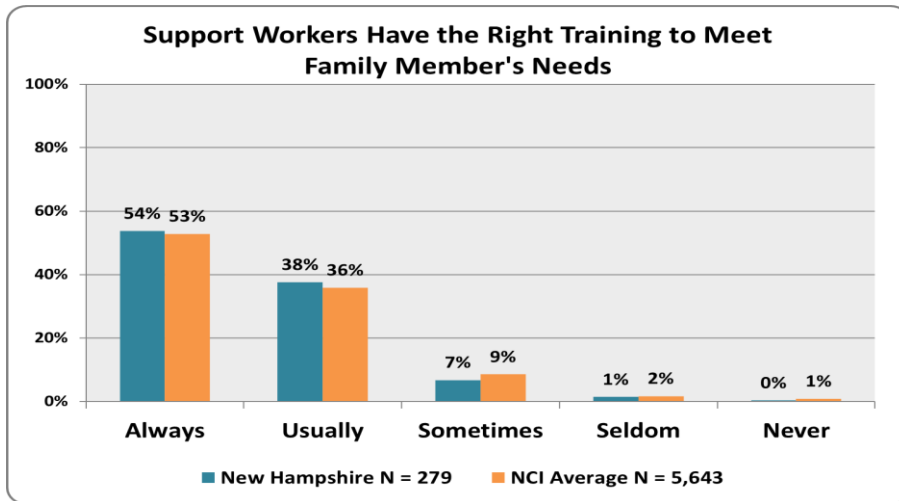
GRAPH 41. DO YOU FEEL THAT YOUR FAMILY MEMBER'S RESIDENTIAL SETTING IS A HEALTHY AND SAFE ENVIRONMENT?

Family Member's Residential Setting Is a Healthy and Safe Environment

	Always	Usually	Sometimes	Seldom	Never
New Hampshire N = 291	76%	18%	4%	0%	1%
NCI Average N = 6,418	72%	23%	4%	1%	1%
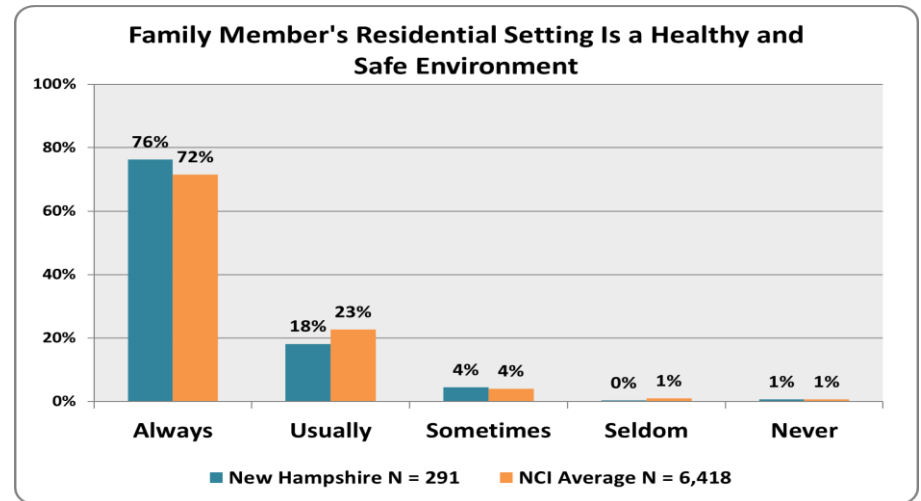
GRAPH 42. DO YOU FEEL THAT YOUR FAMILY MEMBER'S DAY/EMPLOYMENT SETTING IS A HEALTHY AND SAFE ENVIRONMENT?

Family Member's Day/Employment Setting Is a Healthy and Safe Environment

	Always	Usually	Sometimes	Seldom	Never
New Hampshire N = 244	66%	29%	5%	0%	0%
NCI Average N = 5,183	70%	26%	3%	0%	0%
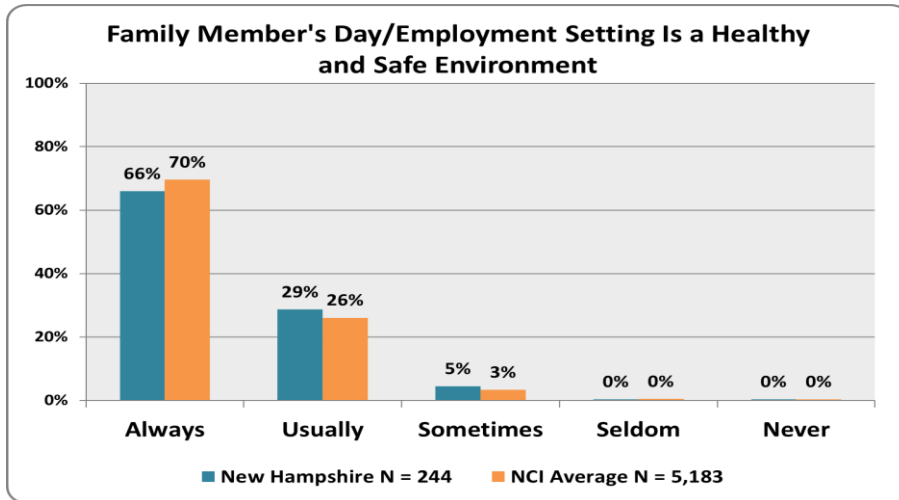
Choice and Control

FAMILIES AND FAMILY MEMBERS WITH DISABILITIES DETERMINE THE SERVICES AND SUPPORTS THEY RECEIVE

AND THE INDIVIDUALS OR AGENCIES WHO PROVIDE THEM

GRAPH 43. DOES THE AGENCY PROVIDING RESIDENTIAL SERVICES TO YOUR FAMILY MEMBER INVOLVE HIM/HER IN IMPORTANT DECISIONS?

Residential Service Agency Involves Family Member in Important Decisions

	Always	Usually	Sometimes	Seldom	Never
New Hampshire N = 235	52%	35%	8%	3%	3%
NCI Average N = 4,562	52%	31%	9%	2%	5%
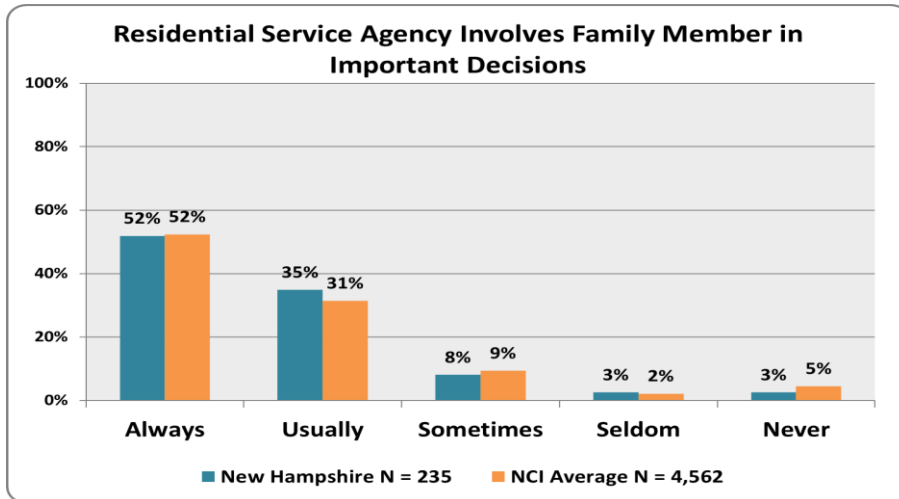
GRAPH 44. DOES YOUR FAMILY MEMBER CHOOSE THE PROVIDER AGENCIES THAT WORK WITH HIM OR HER?

Family Member Chooses Provider Agencies

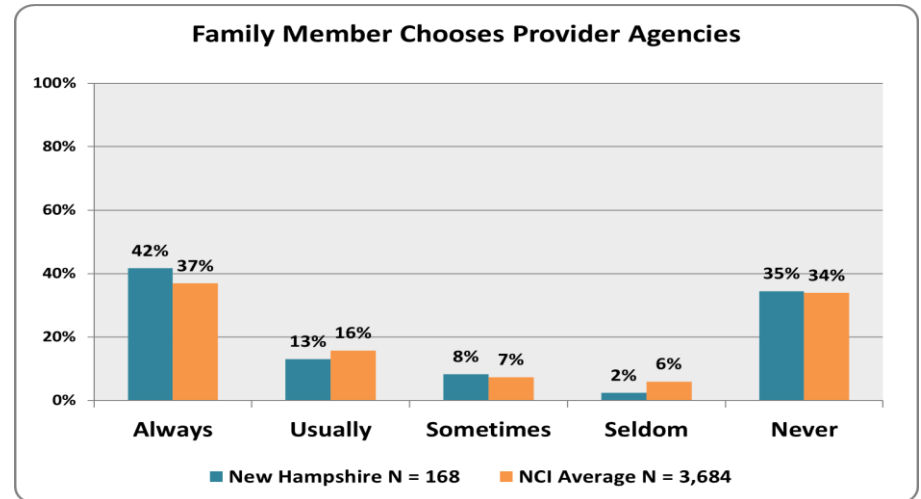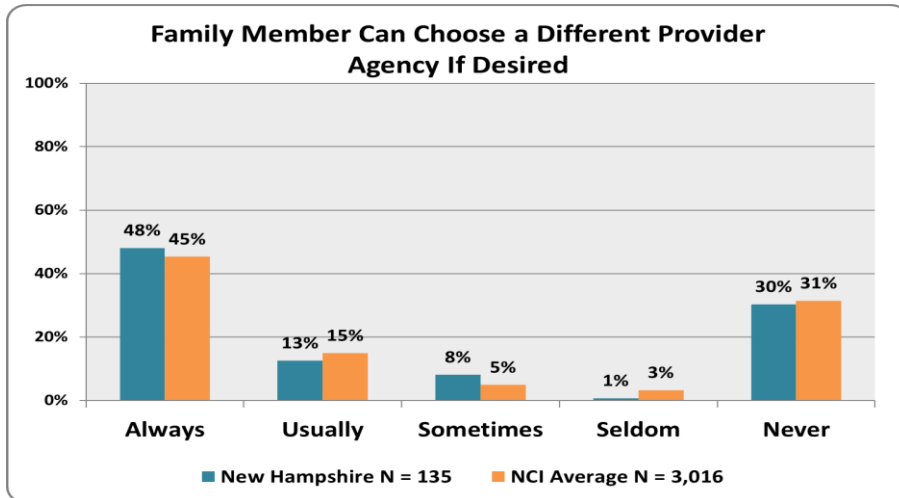|	Always	Usually	Sometimes	Seldom	Never
New Hampshire N = 168	42%	13%	8%	2%	35%
NCI Average N = 3,684	37%	16%	7%	6%	34%

GRAPH 45. CAN YOUR FAMILY MEMBER CHOOSE A DIFFERENT PROVIDER AGENCY IF S/HE WANTS TO?

Family Member Can Choose a Different Provider Agency If Desired

	Always	Usually	Sometimes	Seldom	Never
New Hampshire N = 135	48%	13%	8%	1%	30%
NCI Average N = 3,016	45%	15%	5%	3%	31%

GRAPH 46. DOES YOUR FAMILY MEMBER CHOOSE THE INDIVIDUAL SUPPORT WORKERS WHO WORK DIRECTLY WITH HIM/HER?

Family Member Chooses Individual Support Workers That Work Directly With Him/Her

	Always	Usually	Sometimes	Seldom	Never
New Hampshire N = 177	18%	14%	14%	9%	46%
NCI Average N = 3,756	19%	11%	9%	9%	51%
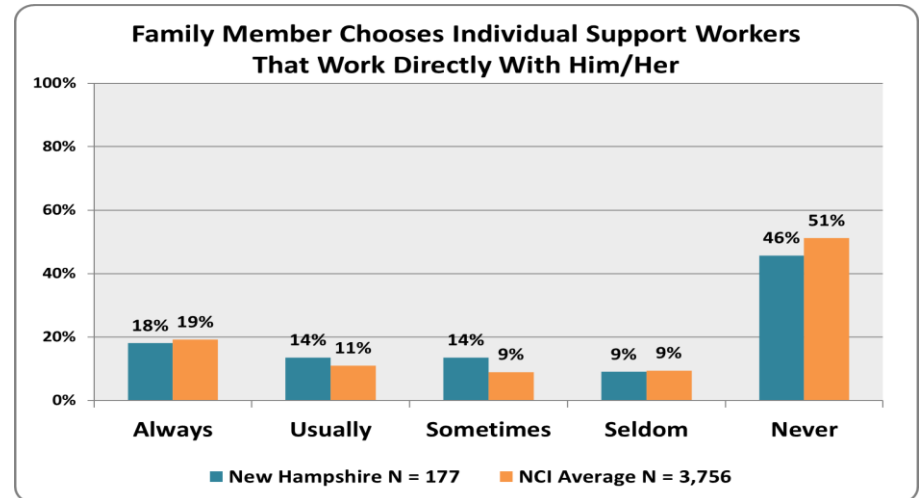
GRAPH 47. CAN YOUR FAMILY MEMBER CHOOSE DIFFERENT SUPPORT WORKERS IF S/HE WANTS TO?
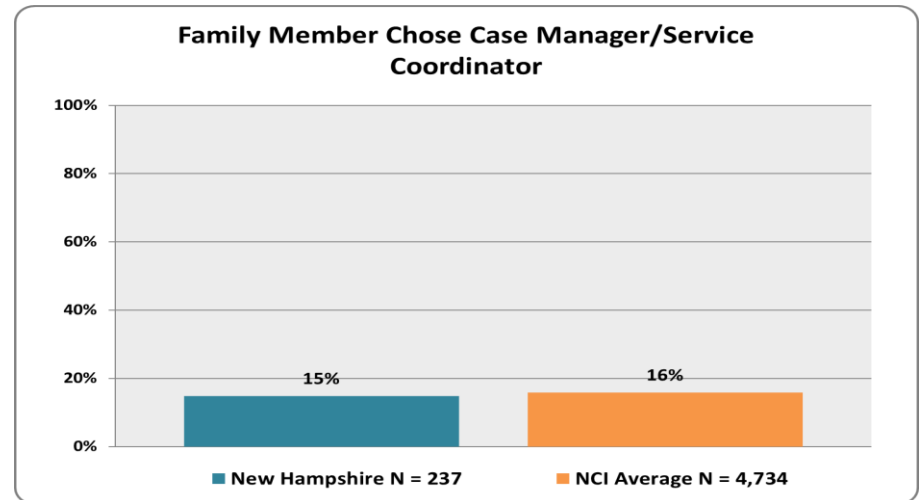
Family Member Can Choose Different Support Workers If Desired

Response	New Hampshire N = 150	NCI Average N = 3,191
Always	29%	31%
Usually	17%	15%
Sometimes	15%	11%
Seldom	10%	7%
Never	29%	36%
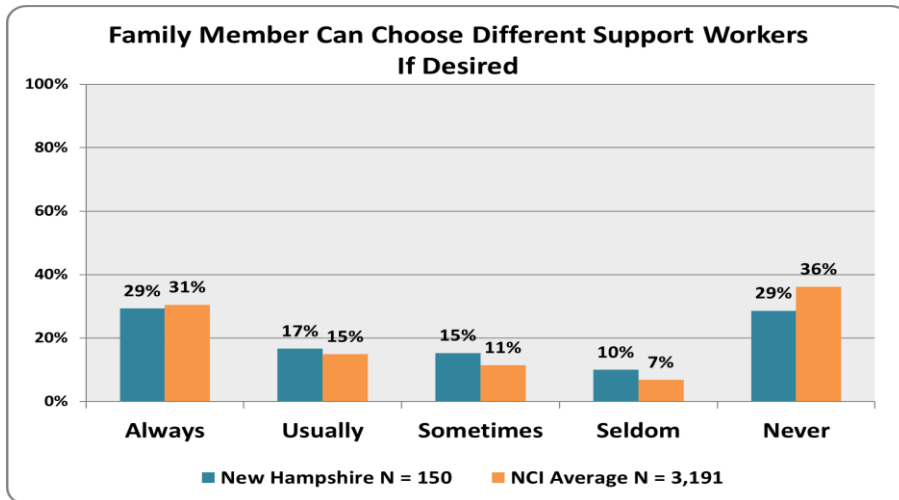
GRAPH 48. DID YOUR FAMILY MEMBER CHOOSE HIS/HER CASE MANAGER/SERVICE COORDINATOR?

Family Member Chose Case Manager/Service Coordinator

New Hampshire N = 237	NCI Average N = 4,734
15%	16%

GRAPH 49. DOES YOUR FAMILY MEMBER HAVE CONTROL AND/OR INPUT OVER THE HIRING AND MANAGEMENT OF HIS/HER SUPPORT WORKERS?

Family Member Has Control or Input Over Hiring and Management of Support Workers

New Hampshire N = 216	NCI Average N = 4,447
21%	19%
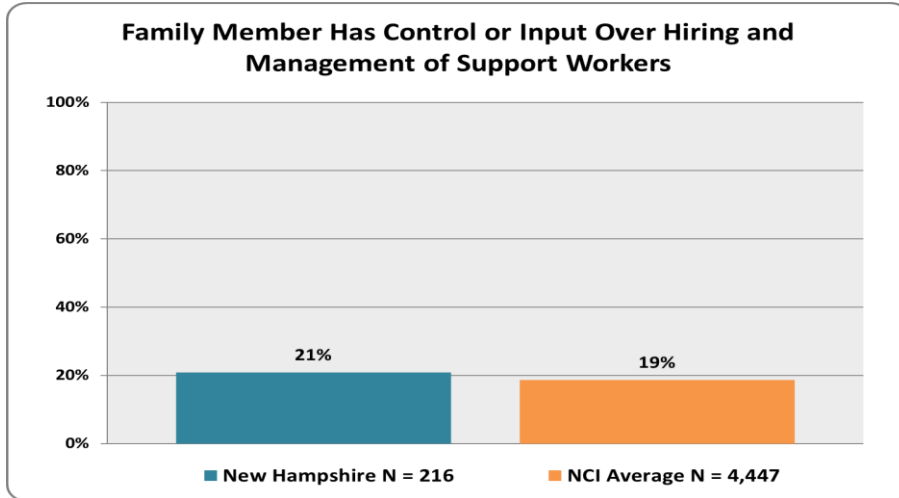
GRAPH 50. DOES YOUR FAMILY MEMBER KNOW HOW MUCH MONEY IS SPENT BY THE ID/DD AGENCY ON HIS/HER BEHALF?*

Family Member Knows How Much Money Is Spent by ID/DD Agency on His/Her Behalf

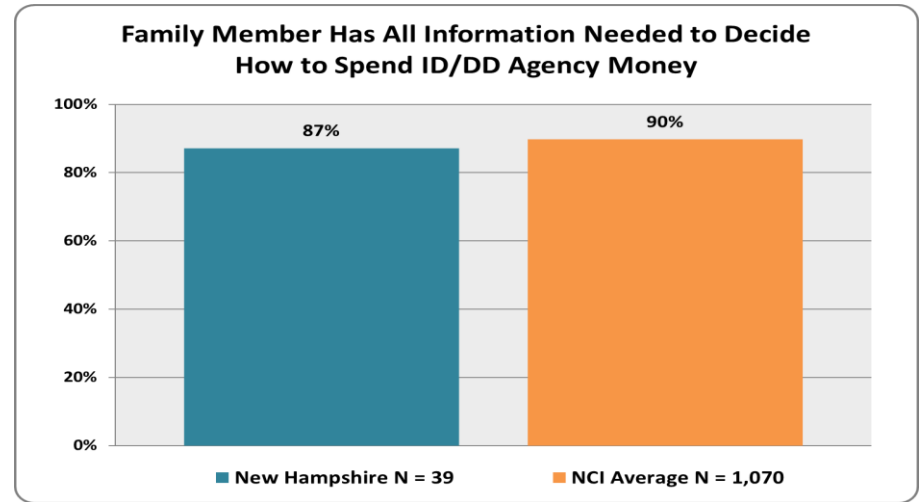| New Hampshire N = 265	NCI Average N = 5,727
11%	14%
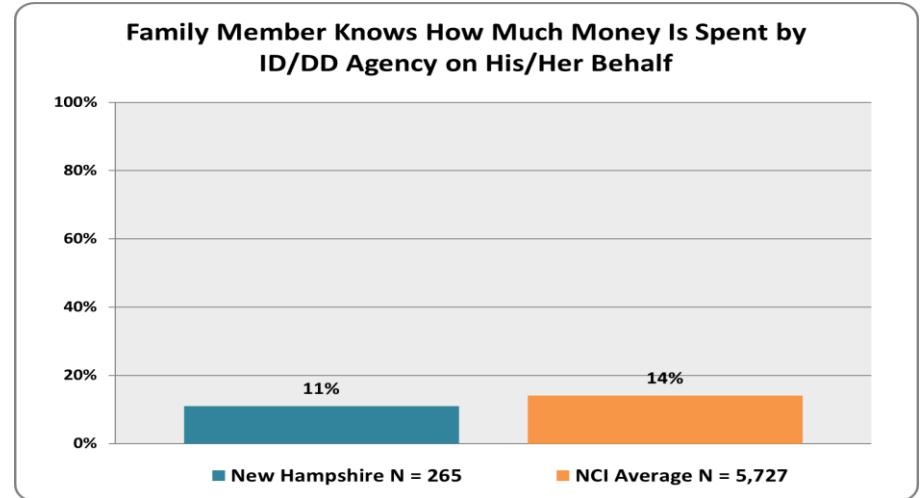
*'Don't Know' responses were included in 'No' responses for this question.

GRAPH 51. DOES YOUR FAMILY MEMBER HAVE A SAY IN HOW ID/DD AGENCY MONEY IS SPENT ON HIS/HER BEHALF?
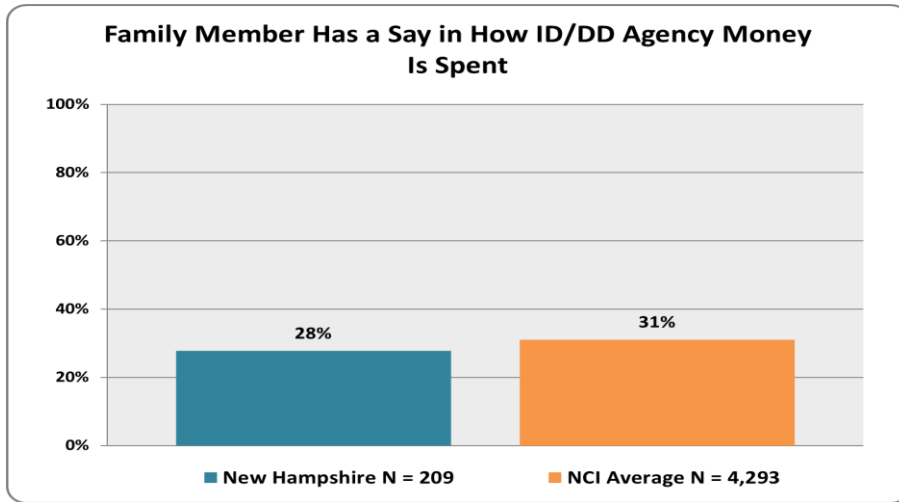
GRAPH 52. IF YOUR FAMILY MEMBER HAS A SAY IN HOW ID/DD AGENCY MONEY IS SPENT, DOES S/HE HAVE ALL THE INFORMATION NEEDED TO MAKE DECISIONS ABOUT HOW TO SPEND THIS MONEY?

Family Member Has a Say in How ID/DD Agency Money Is Spent

- New Hampshire N = 209: 28%
- NCI Average N = 4,293: 31%

Family Member Has All Information Needed to Decide How to Spend ID/DD Agency Money

- New Hampshire N = 39: 87%
- NCI Average N = 1,070: 90%

Community Connections

FAMILY MEMBERS WITH DISABILITIES USE INTEGRATED COMMUNITY SERVICES AND PARTICIPATE IN EVERYDAY

COMMUNITY ACTIVITIES

GRAPH 53. DOES YOUR FAMILY MEMBER PARTICIPATE IN COMMUNITY ACTIVITIES (SUCH AS GOING OUT TO A RESTAURANT, MOVIE, OR SPORTING EVENT)?

Family Member Participates in Community Activities

- 96% — New Hampshire N = 291
- 93% — NCI Average N = 6,120
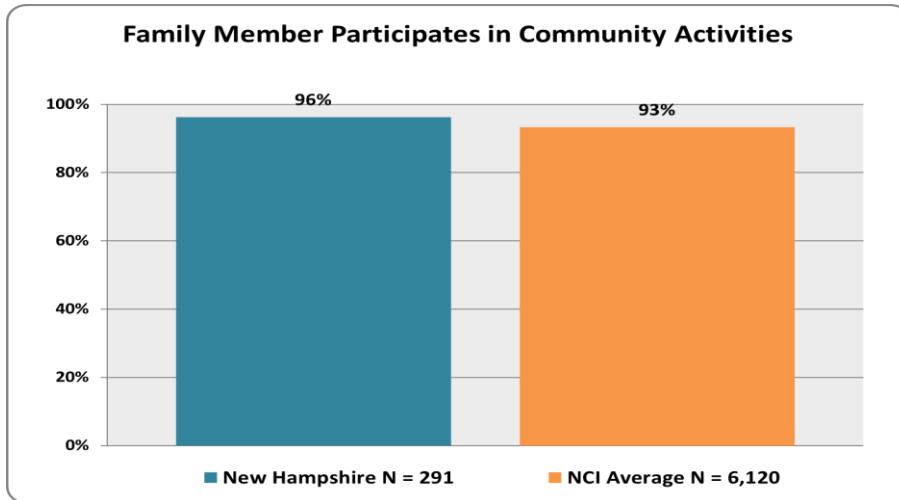
GRAPH 54. DOES YOUR FAMILY MEMBER HAVE FRIENDS OR RELATIONSHIPS WITH PERSONS OTHER THAN PAID STAFF OR FAMILY?

Family Member Has Friends or Relationships With People Other Than Paid Staff or Family

- 85% — New Hampshire N = 273
- 77% — NCI Average N = 5,813
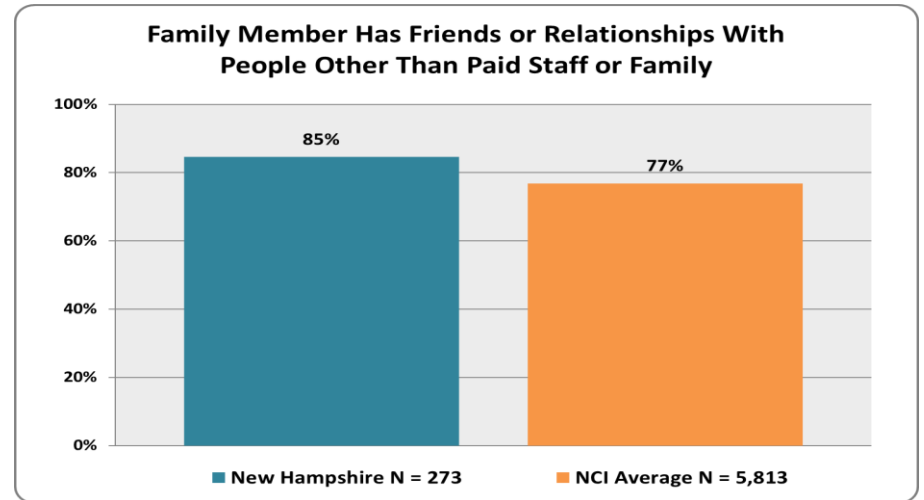
GRAPH 55. DOES YOUR FAMILY MEMBER HAVE ENOUGH SUPPORT (FOR EXAMPLE, SUPPORT WORKERS, COMMUNITY RESOURCES) TO WORK OR VOLUNTEER IN THE COMMUNITY?

Family Member Has Enough Support to Work or Volunteer in the Community

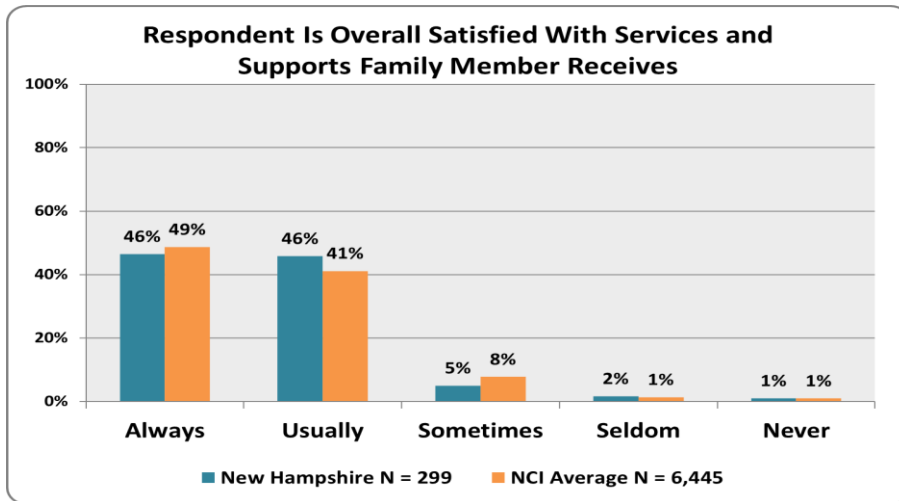- 84% — New Hampshire N = 231
- 77% — NCI Average N = 4,551
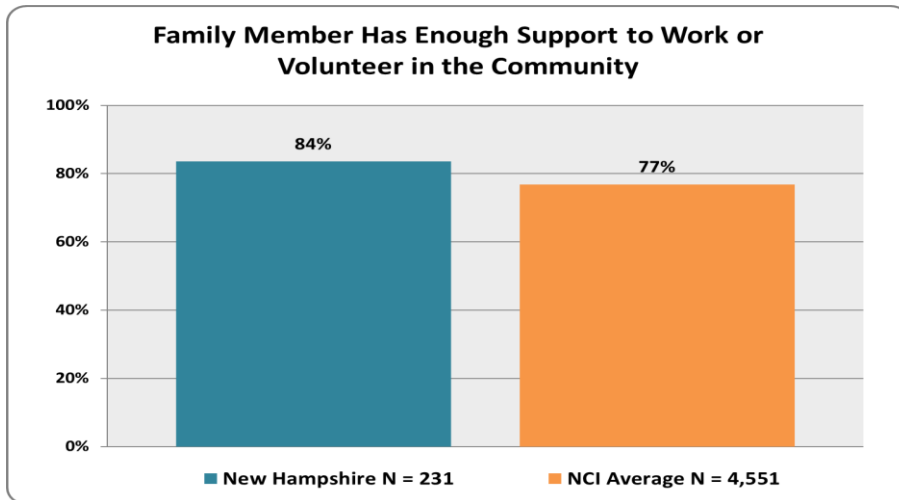
Satisfaction

*FAMILIES AND FAMILY MEMBERS WITH DISABILITIES RECEIVE ADEQUATE AND SATISFACTORY SUPPORTS*

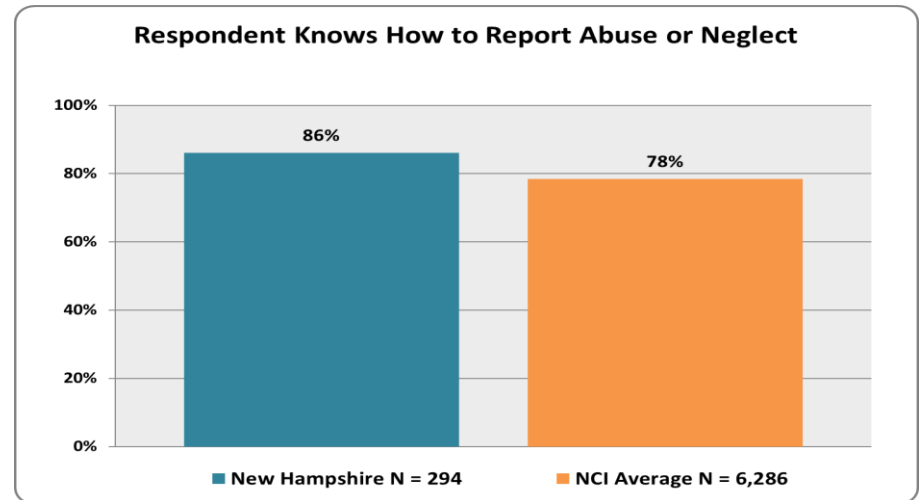**GRAPH 56. OVERALL, ARE YOU SATISFIED WITH THE SERVICES AND SUPPORTS YOUR FAMILY MEMBER CURRENTLY RECEIVES?**

Respondent Is Overall Satisfied With Services and Supports Family Member Receives

	Always	Usually	Sometimes	Seldom	Never
New Hampshire N = 299	46%	46%	5%	2%	1%
NCI Average N = 6,445	49%	41%	8%	1%	1%

GRAPH 57. DO YOU KNOW THE PROCESS FOR FILING A COMPLAINT OR GRIEVANCE AGAINST PROVIDER AGENCIES OR STAFF?*

Respondent Knows How to File a Complaint or Grievance Against Provider Agencies or Staff

New Hampshire N = 297	NCI Average N = 6,467
76%	65%
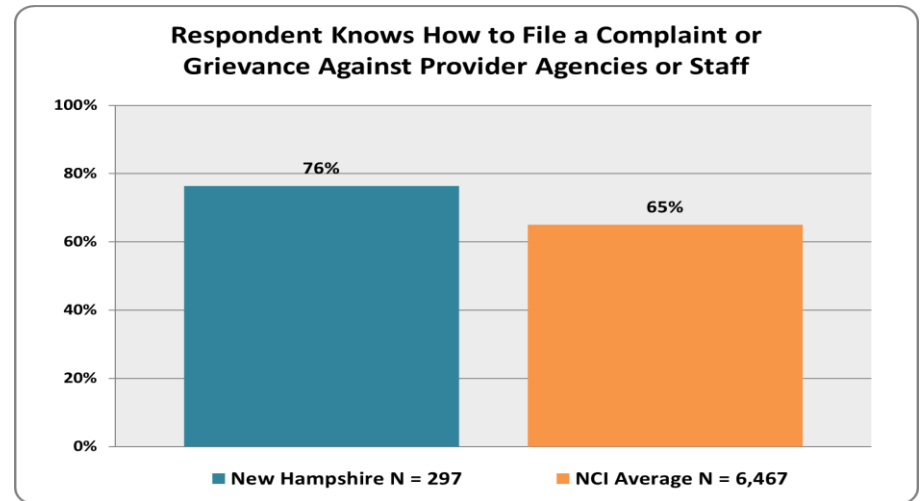
GRAPH 58. ARE YOU SATISFIED WITH THE WAY COMPLAINTS OR GRIEVANCES AGAINST PROVIDER AGENCIES OR STAFF ARE HANDLED AND RESOLVED?
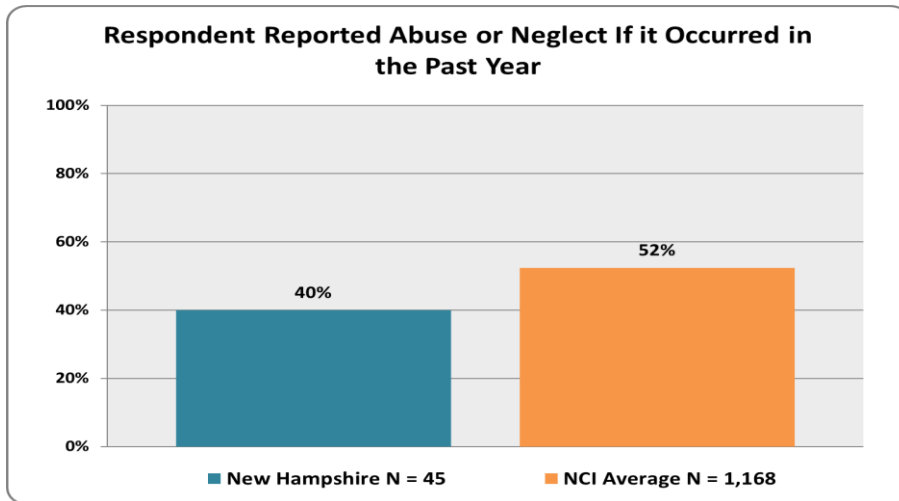
Respondent Is Satisfied With How Complaints or Grievances Against Provider Agencies or Staff Are Handled and Resolved

New Hampshire N = 166	NCI Average N = 3,280
90%	86%
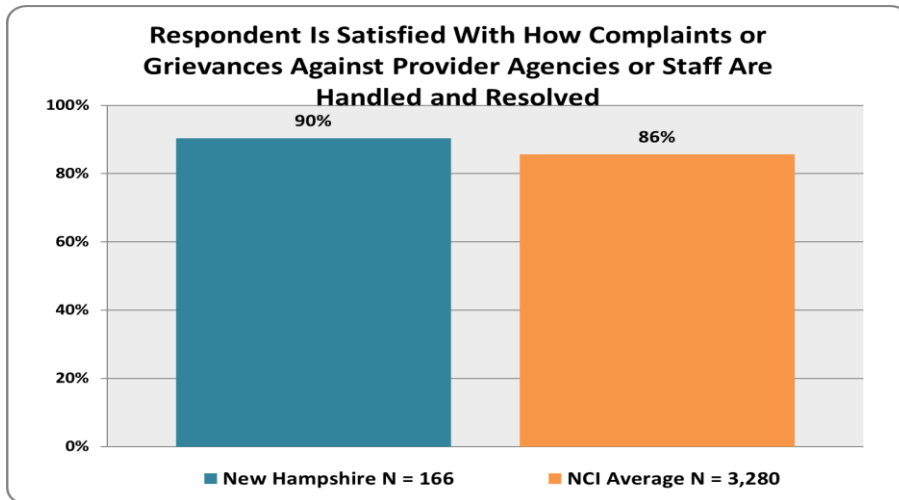
GRAPH 59. DO YOU KNOW HOW TO REPORT ABUSE OR NEGLECT?*

Respondent Knows How to Report Abuse or Neglect

New Hampshire N = 294	NCI Average N = 6,286
86%	78%

*'Don't Know' responses were included in 'No' responses for this question.

GRAPH 60. WITHIN THE PAST YEAR, IF ABUSE OR NEGLECT OCCURRED, DID YOU REPORT IT?

Respondent Reported Abuse or Neglect If it Occurred in the Past Year

- New Hampshire N = 45
- NCI Average N = 1,168

New Hampshire: 40%
NCI Average: 52%

Family Outcomes

*INDIVIDUAL AND FAMILY SUPPORTS MAKE A POSITIVE DIFFERENCE IN THE LIVES OF FAMILIES*

GRAPH 61. DO YOU FEEL THAT SERVICES AND SUPPORTS HAVE MADE A POSITIVE DIFFERENCE IN THE LIFE OF YOUR FAMILY MEMBER?

Services and Supports Have Made a Positive Difference in Family Member's Life

- New Hampshire N = 284: 98%
- NCI Average N = 6,146: 97%
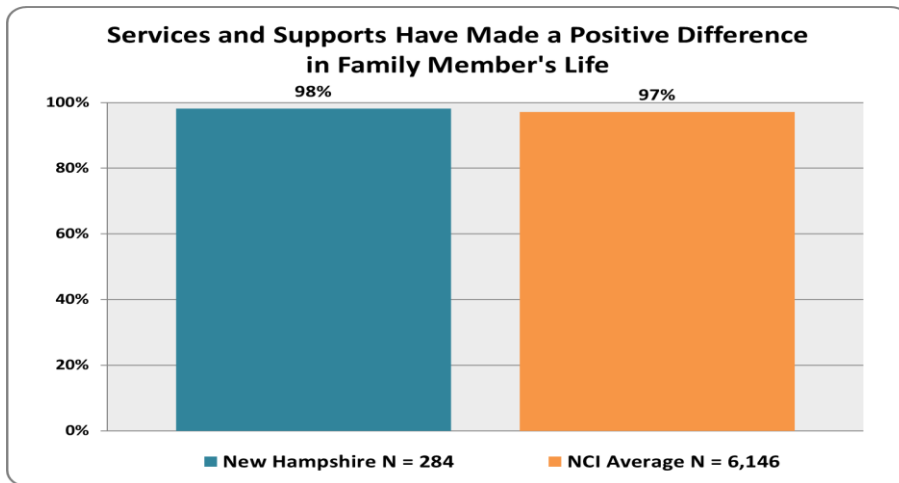
GRAPH 62. DO YOU FEEL THAT SERVICES AND SUPPORTS HAVE REDUCED YOUR FAMILY'S OUT-OF-POCKET EXPENSES FOR YOUR FAMILY MEMBER'S CARE?

Services and Supports Have Reduced Out-of-Pocket Expenses

- New Hampshire N = 231: 90%
- NCI Average N = 5,106: 90%
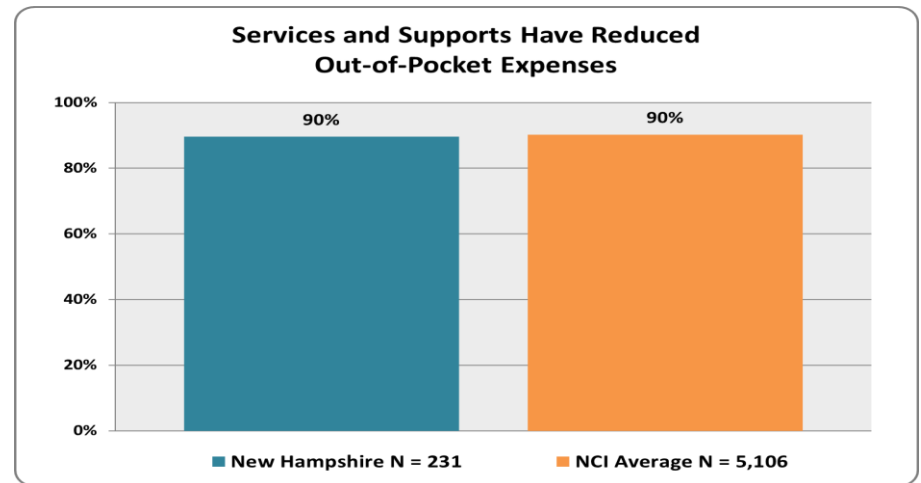
GRAPH 63. HAVE THE SERVICES OR SUPPORTS THAT YOUR FAMILY MEMBER RECEIVED BEEN REDUCED, SUSPENDED, OR TERMINATED IN THE PAST YEAR?

Services or Supports Have Been Reduced, Suspended, or Terminated in the Past Year

- New Hampshire N = 234: 15%
- NCI Average N = 4,923: 18%
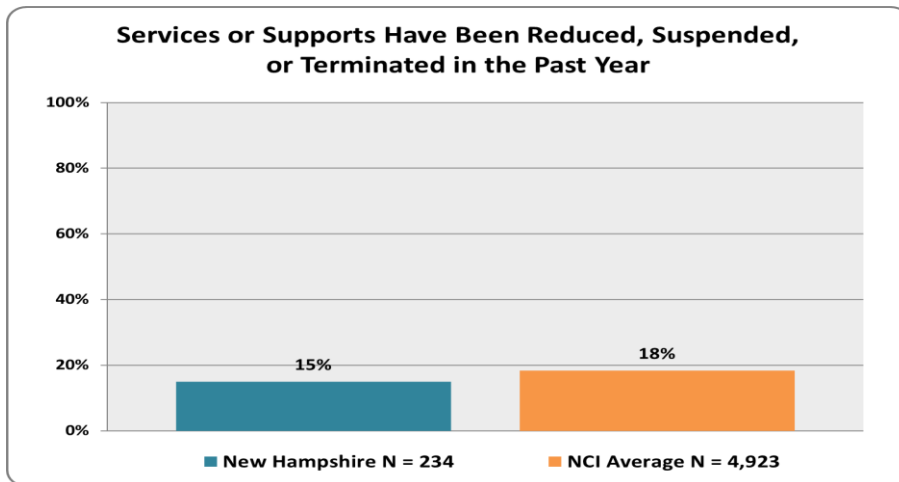
GRAPH 64. IF SERVICES OR SUPPORTS RECEIVED BY YOUR FAMILY MEMBER WERE REDUCED, SUSPENDED, OR TERMINATED IN THE PAST YEAR, DID THE REDUCTION, SUSPENSION, OR TERMINATION OF THESE SERVICES OR SUPPORTS AFFECT YOUR FAMILY MEMBER NEGATIVELY?

Service Reduction, Suspension, or Termination Affected the Family Member Negatively

- New Hampshire N = 26: 42%
- NCI Average N = 706: 67%