

## What We Learned from the National Core Indicators (NCI) Child Family Survey

NCI Results from Families Across North Carolina  
User-Friendly Version, 2013-14



**NATIONAL  
CORE  
INDICATORS**

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## A Collaborative Effort of:



## Cover art by Donald Roberts (1962 - 2009)



Donald was a former member of the statewide Consumer Advisory Committee in California, Valley Mountain Regional Center Board of Directors, Olmstead Advisory Committee, California Memorial Project, and Self-Advocacy Council 6. Donald was dedicated to the empowerment of people with disabilities and expressed his experiences and dreams through his artwork

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## Who helped with this report?

We'd like to thank the 2010 members of the California Developmental Disabilities Consumer Advisory Committee. Their ideas helped make this report easy to understand! We'd also like to thank everyone who let us take and use their pictures. They helped make this report interesting.

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# Are people getting the right services, and are they happy with them?

Each year, we try to find out how people with intellectual and developmental disabilities and their families feel about the services they get. We use surveys to ask people all around the country, and each year we ask different people. States can use the answers to find out if people like their services. They can also compare across years to see if this is changing over time.

The NCI Child Family Surveys are mailed to families in many states. States use the surveys to find out if families are happy with the services their children receive.

## Who answers the questions on a Child Family Survey?

The questions on the Child Family Survey are answered by someone who lives with a child who gets services from the state (like a parent or other family member). Each time the state surveys families, a new group of families is asked to take the survey.

## How do we show their answers?

This year, 198 families answered our Child Family Survey. Each page of this report shows their answers to a different question.

We use words and figures to show the number of **yes** and **no** answers we got. Some of our survey questions have more than a **yes** or **no** answer. In fact, some ask people to pick: “always,” “usually,” “sometimes,” “seldom,” or “never.” For this report, we count all “always” or “usually” answers as **yes**. All others we count as **no**. (If you want to see the full range of answers separately, you can find those here: [www.nationalcoreindicators.org](http://www.nationalcoreindicators.org).)

We also use graphs to show the answers in percentages. Percentages go from 0% to 100%. Higher percentages mean that more people answered a certain way. For example, 90% means 9 out of 10 people answered the same way. Lower

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percentages mean that fewer people answered in a certain way. For example, 20% means 2 out of every 10 people answered the same way.

## Before you start reading...

Remember, these questions were answered by someone who lives with the person receiving services and knows them well—usually a parent. So when we say “family member,” that means the adult in the household who’s receiving services from the state.

There are also a few words in this report that can mean different things:

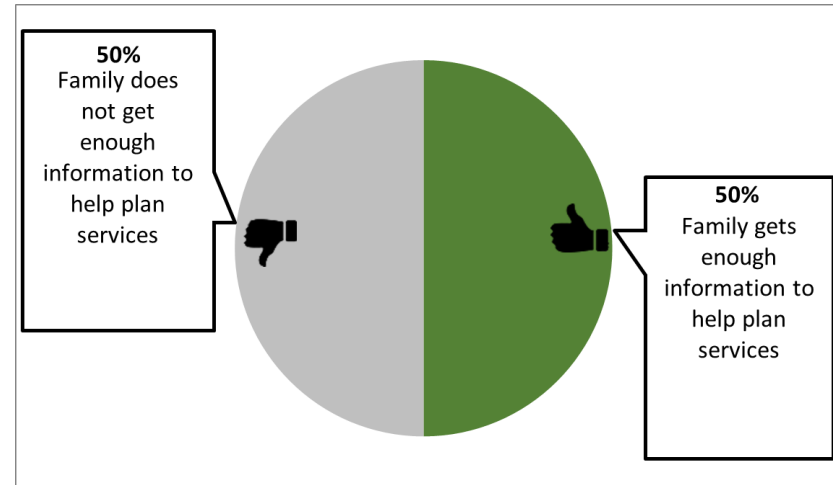
- Case Manager can mean Support Coordinator or Service Coordinator
- Service Plan can mean Individual Service Plan (ISP) or Individualized Program Plan (IPP)

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**NCI asked families about the information they get to help plan services.**

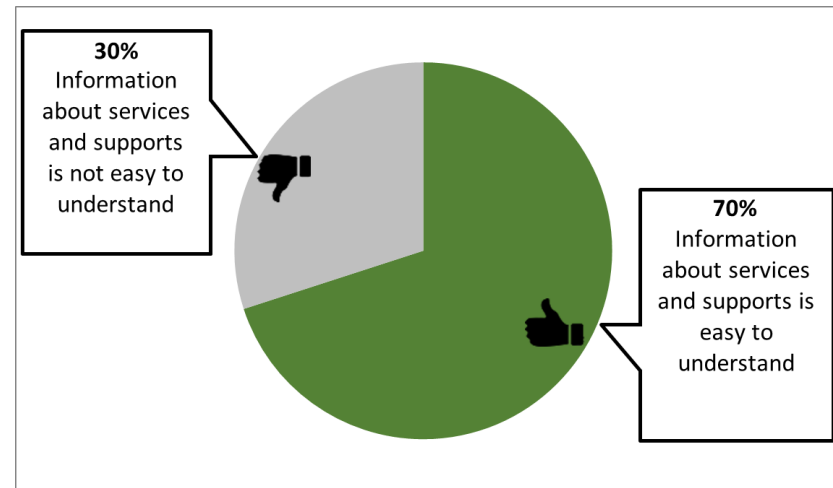


# Do you get enough information about the services and supports that your child and family can get?



NCI tells us **5** out of every **10** people said they **always** or **usually** get enough information to help plan services.

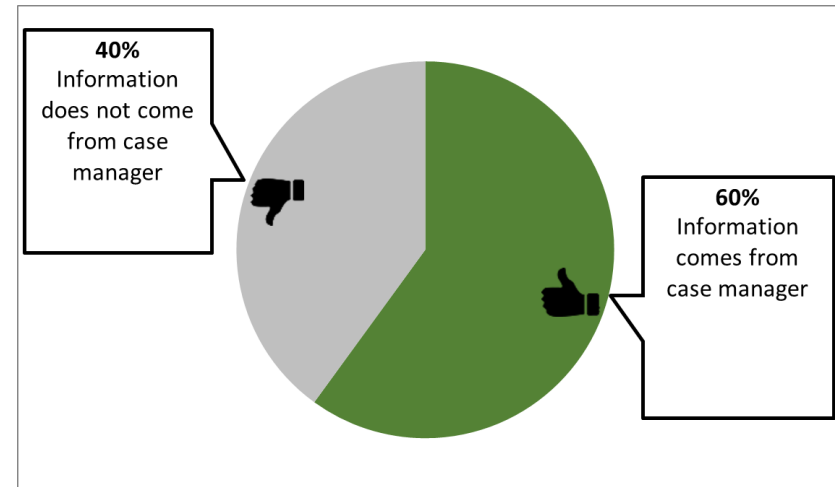
# Is the information you get about services easy to understand?



NCI tells us **7** out of every **10** people said the information they get about services is always or usually easy to understand.

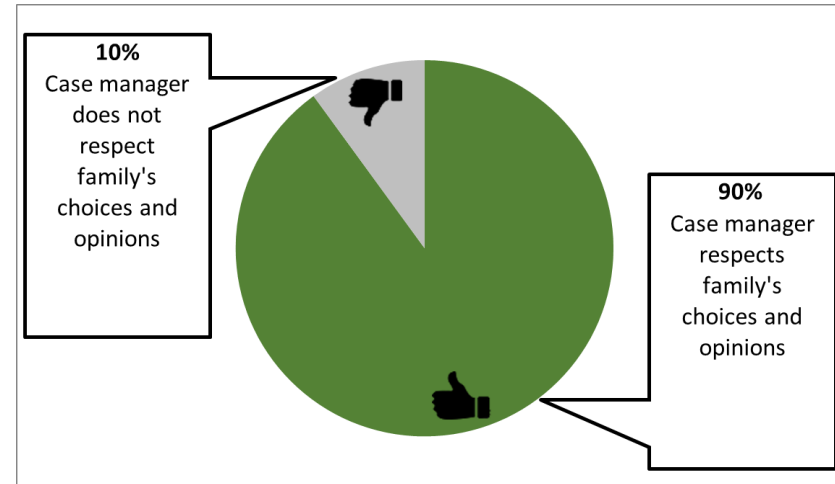


# Does the information you get come from your case manager?



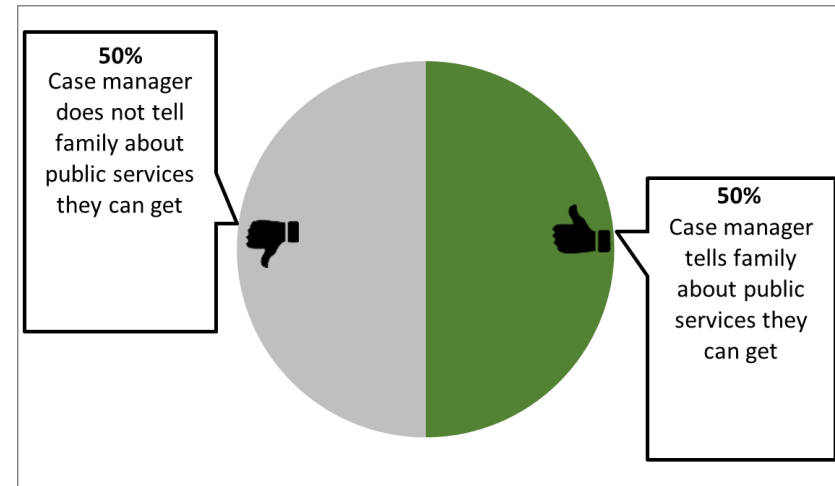
NCI tells us **6** out of every **10** people said **the information they get always or usually comes from their case manager.**

# Does the case manager respect your family's choices and opinions?



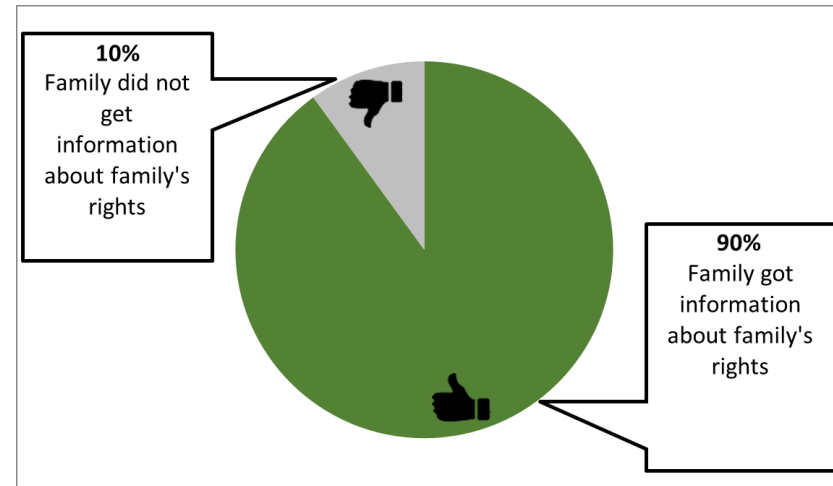
NCI tells us **9** out of every **10** people said **the case manager always or usually respects the family's choices and opinions.**

## Does your case manager tell you about other public services your family can get? Like food stamps or SSI.



NCI tells us 5 out of every 10 people said the case manager always or usually tells them about public services the family can get.

# Did you get information about your family's rights? Like the right to privacy, the right to dignity and respect, and the right to be free from abuse.

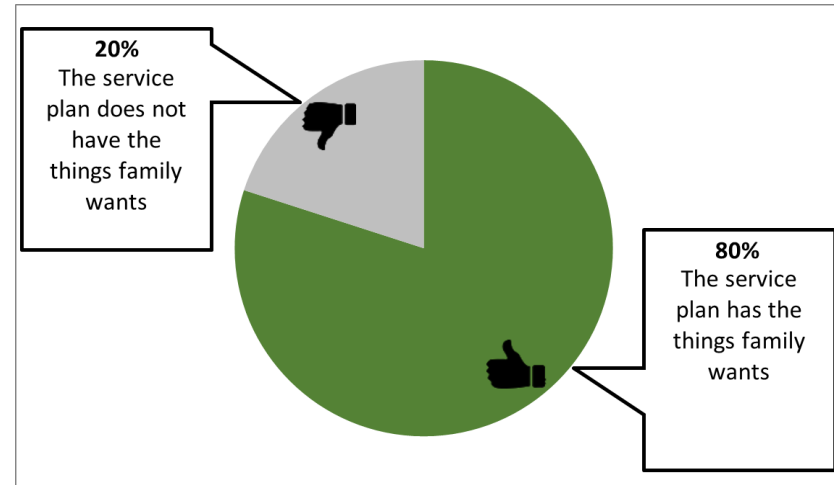


NCI tells us **9 out of every 10** people said they got information about their family's rights.

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**People receiving services have a service plan. The service plan should include things the person wants and needs.**

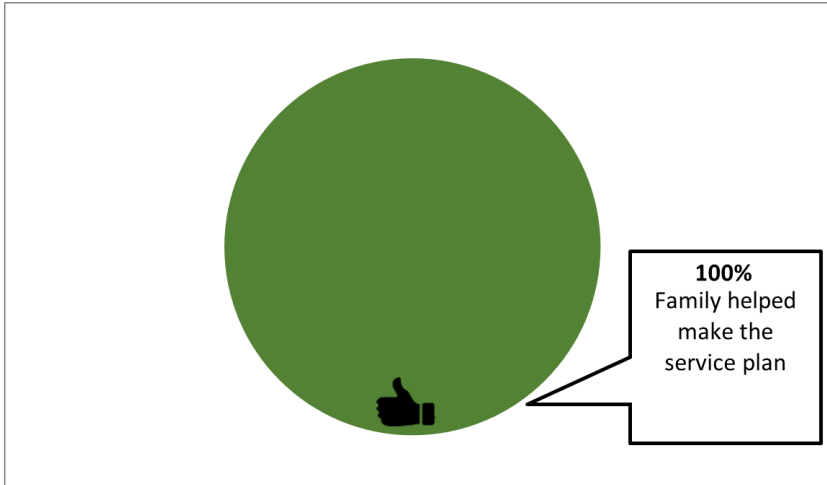
# Does the service plan include all the things your family wants?



NCI tells us **8** out of every **10** people said **the service plan includes all the things their family wants.**



## Did you help make the service plan?

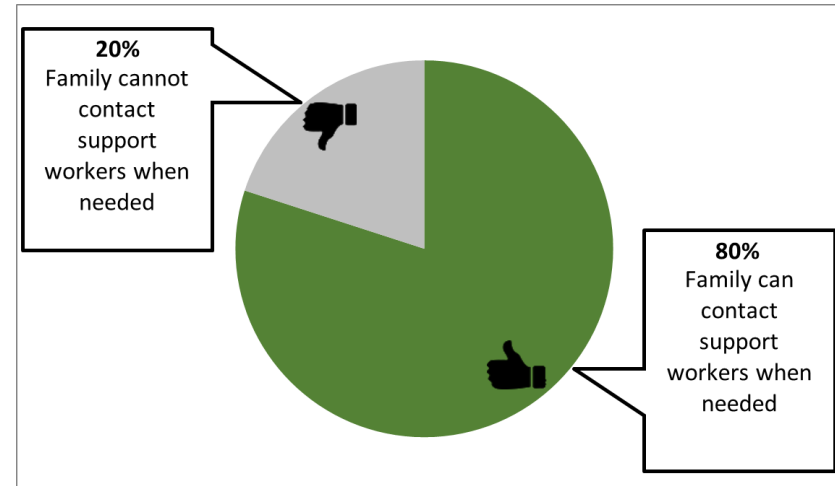


NCI tells us **10** out of every **10** people said they helped make the service plan.

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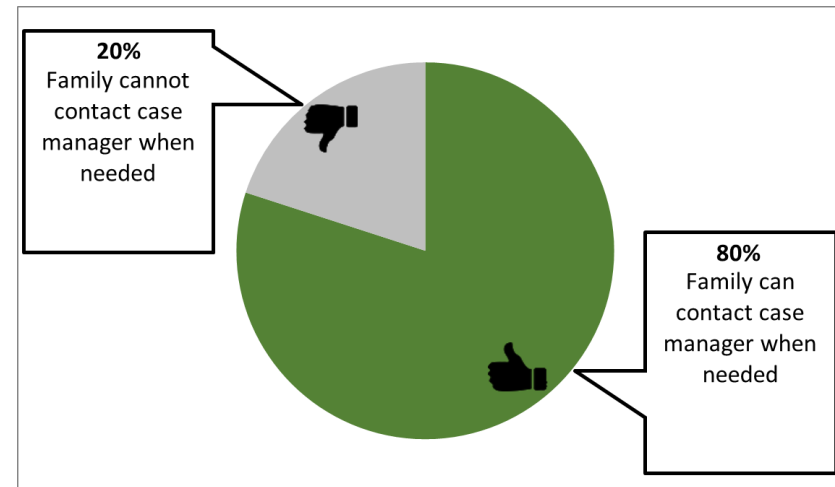
**NCI asked if families could contact support workers when they were needed.**

## Can you contact support workers when needed?



NCI tells us **8** out of every **10** people said **they can always or usually contact support workers when needed.**

## Can you contact your case manager when needed?

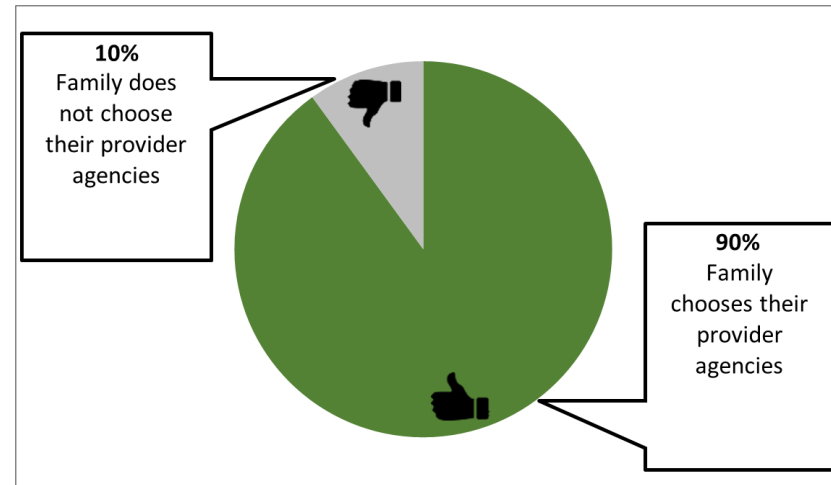


NCI tells us **8** out of every **10** people said **they can always or usually contact their case manager when needed.**

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**NCI asked families if they chose the support workers and case manager who work with their child.**

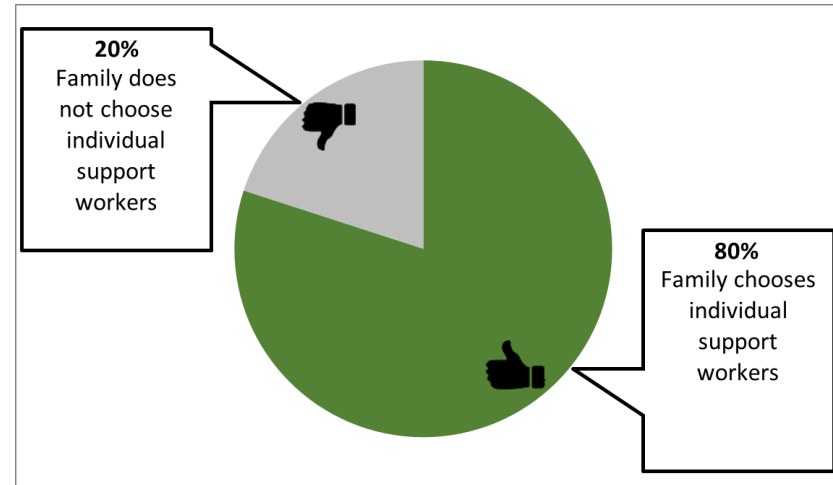
# Do you choose the provider agencies that work with your family?



NCI tells us **9** out of every **10** people said they **always or usually** choose the provider agencies that work with their family.



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

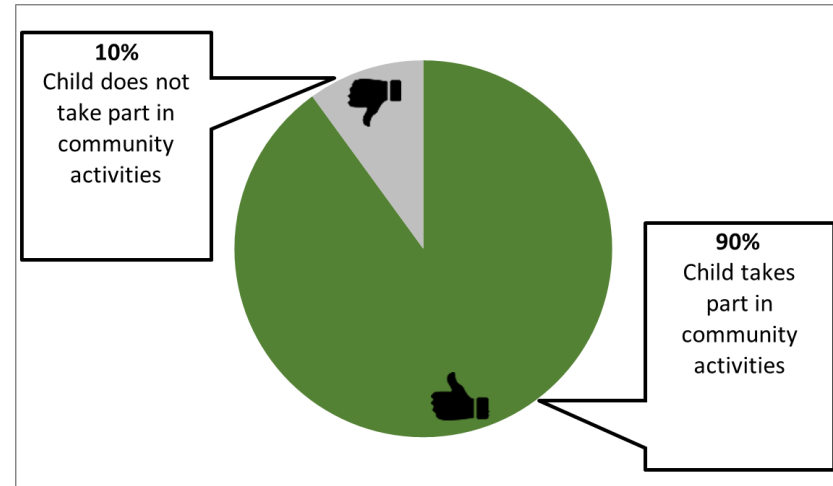


NCI tells us **8** out of every **10** people said they **always** or **usually** choose the support workers who work with their family.

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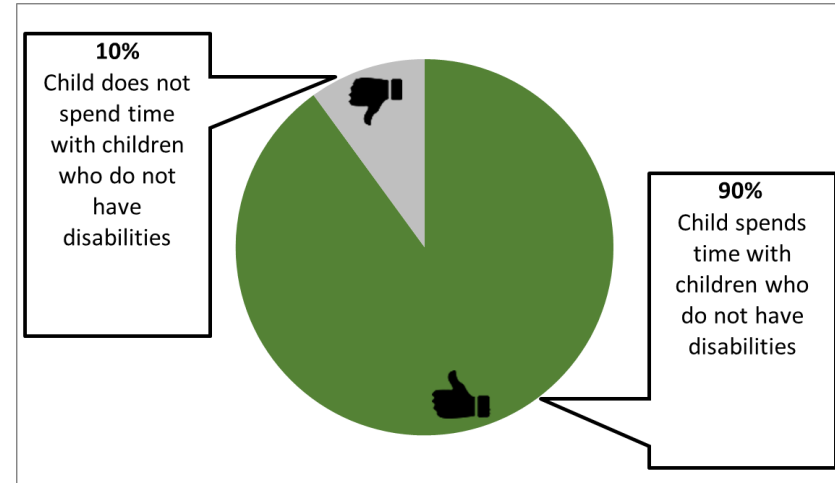
**NCI asked whether people joined in community activities (like sports, religious or spiritual services, or entertainment).**

## Does your child take part in community activities?



NCI tells us **9** out of every **10** people said **their child takes part in community activities.**

# Does your child spend time with children who do not have disabilities?

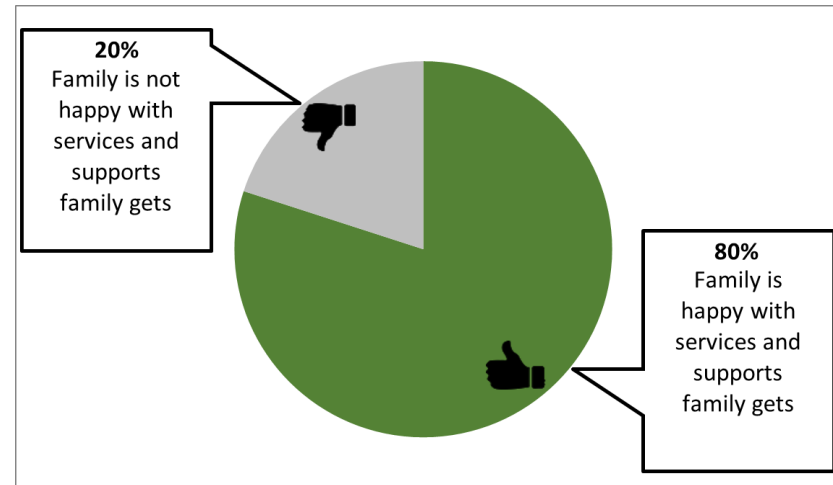


NCI tells us **9** out of every **10** people said **their child spends time with children who do not have disabilities.**

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**NCI asked how families felt about the services and supports they get.**

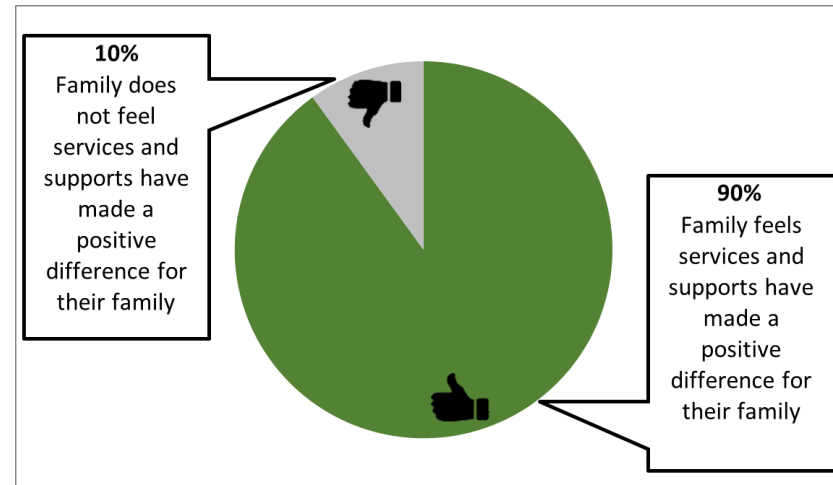
# Are you happy with the services and supports your family gets?



NCI tells us **8** out of every **10** people said **they are always or usually happy with their family's services and supports.**



# Do you feel services and supports have made a positive difference for your family?



NCI tells us **9** out of every **10** people said **services and supports have made a positive difference for their family.**

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INDICATORS**

<http://www.nationalcoreindicators.org/>

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