

# Child Family Survey

2014-15 Final Report



**NATIONAL CORE  
INDICATORS**

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



Human Services  
Research Institute

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## **List of Abbreviations Used in This Report**

AFS – Adult Family Survey

CIP – Core Indicators Project

CFS – Child Family Survey

CMS – Centers for Medicare & 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

# Contents

**Executive Summary ..... ix**

Demographics and Characteristics of Children for Whom the Survey Was Completedix

Demographics and Characteristics of Respondents ..... x

Services and Supports Received ..... x

Information and Planning ..... x

Access and Delivery of Services and Supports..... x

Choice and Control.....xi

Community Connections.....xi

Satisfaction With Services and Supports .....xi

Family Outcomes .....xii

**I. Results ..... 13**

**Survey Development ..... 14**

Organization of the Family Surveys ..... 14

Presentation of Data ..... 15

**Demographics ..... 16**

Child..... 17

    Table 1. Child’s Age.....18

    Table 2. Child’s Gender .....18

    Table 3. Child’s Race.....19

    Table 4. More Than One Child in the Home Has a Disability .....19

    Table 5. Child’s Primary Means of Expression .....20

    Table 6. Child’s Primary Language.....20

Table 7. Frequency of Medical Care Needed for Child .....	21
Table 8. Amount of Behavioral Support Needed for Child .....	21
Table 9. Amount of Help Needed for Child’s Daily Activities.....	22
<b>Respondents .....</b>	<b>23</b>
Table 10. Respondent’s Age.....	24
Table 11. Respondent’s Health .....	24
Table 12. Respondent’s Relationship to Child.....	25
Table 13. Respondent Is Child’s Primary Caregiver .....	25
Table 14. Number of Adults in the Household .....	26
Table 15. Respondent’s Highest Level of Education.....	26
Table 16. Total Taxable Family Income of Wage Earners in the Household in the Past Year .....	27
Table 17. Out-of-Pocket Expenses for Child in the Past Year .....	27
<b>Services and Supports Received .....</b>	<b>28</b>
Table 21. Services and Supports Received From ID/DD Agency .....	28
 <b>Child Family Survey Results.....</b>	 <b>29</b>
<b>Information and Planning .....</b>	<b>30</b>
Table Q1. Do you receive information about the services and supports that are available to your child and family?.....	31
Table Q2. Is the information you receive easy to understand?.....	32
Table Q3. Does the information you receive primarily come from your case manager/service coordinator (as opposed to family, friends, and others outside of state services)?.....	33
Table Q4. Does the case manager/service coordinator respect your family’s choices and opinions? .....	34
Table Q5. Does your case manager/service coordinator tell you about other 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.)?.....	35
Table Q6. Does your child have a service plan? .....	36
Table Q7. Did you help develop the plan?.....	37
Table Q8. Does the plan include all the services and supports your family wants? .....	38
Table Q9. Does the plan include all the services and supports your family needs?.....	39

Table Q10. Does your family receive all of the services listed in the plan? .....	40
Table Q11. Did you discuss how to handle emergencies related to your child at the last service planning meeting? .....	41
Table Q12. Have you received information about your family’s rights? .....	42
<b>Access and Delivery of Services and Supports.....</b>	<b>43</b>
Table Q13. Are you able to contact your support workers when you need to? .....	44
Table Q14. Are you able to contact your case manager/service coordinator when you need to? .....	45
Table Q15. Are services and supports available when you need them? .....	46
Table Q16. Are services and supports available within a reasonable distance from your home?.....	47
Table Q17. Do the services and supports change when your child’s needs change? .....	48
Table Q18. If English is not your primary language, are there support workers or translators who can speak with you in your language? .....	49
Table Q19. If English is your first language, do the support workers speak to you effectively? .....	50
Table 20. If your child does not communicate verbally (for example, uses gestures or sign language), are there support workers who can communicate with him/her? .....	51
Table Q21. Are services delivered in a way that is respectful to your family’s culture?.....	52
Table Q22. Does your child have access to the special equipment or accommodations that s/he needs (for example, wheelchair, ramp, communication board)?.....	53
Table Q23. Do the support workers have the right training to meet your child’s needs? .....	54
Table Q24. Do the support workers who come to your home arrive on time and when scheduled?.....	55
Table Q25. If you asked for crisis/emergency services during the past year, were services provided when needed?.....	56
Table Q26. Do you have access to health services for your child?.....	57
Table 26a. If you have access to health services for your child, are you satisfied with the quality of these providers? .....	58
Table Q27. Do you have access to dental services for your child?.....	59
Table 27a. If you have access to dental services for your child, are you satisfied with the quality of these providers? .....	60
Table Q28. Are you able to get medications needed for your child?.....	61
Table 28a. If you have access to needed medications for your child, are you satisfied with how your child's medication needs are monitored? .....	62
Table Q29. If needed, do you have access to mental health services for your child?.....	63

Table 29a. If you have access to mental health services for your child, are you satisfied with the quality of these providers? .....64

Table Q30. If you need respite services, do you have access to them? .....65

Table 30a. If you have access to needed respite services, are you satisfied with the quality of these providers? .....66

Table Q31. Are there other services that your family needs that are not currently offered or available? .....67

**Choice and Control..... 68**

Table Q32. Do you choose the provider agencies who work with your family? .....69

Table Q33. Can you choose a different provider agency if you want to?.....70

Table Q34. Do you choose the individual support workers who work directly with your family? .....71

Table Q35. Can you choose different support workers if you want to?.....72

Table Q36. Did you choose your case manager/service coordinator?.....73

Table Q37. Do you have control and/or input over the hiring and management of your family’s support workers?.....74

Table Q38. Do you know how much money is spent by the ID/DD agency on behalf of your child? .....75

Table Q39. Do you have a say in how this money is spent? .....76

Table 39a. If you have a say in how this money is spent, do you have all the information you need to make decisions about how to spend this money? .....77

**Community Connections..... 78**

Table Q40. Does your child participate in community activities (such as going out to a restaurant, movie, or sporting event)? .....79

Table 40a. If your child doesn't participate in community activities, why not? .....80

Table Q41. Does your child spend time with children who do not have developmental disabilities? .....81

**Satisfaction With Services and Supports ..... 82**

Table Q42. Overall, are you satisfied with the services and supports your family currently receives? .....83

Table Q43. Do you know the process for filing a complaint or grievance against provider agencies or staff? ....84

Table Q44. Are you satisfied with the way complaints or grievances against provider agencies or staff are handled and resolved? .....85

Table Q45. Do you know how to report abuse or neglect? .....86

Table Q46. Within the past year, if abuse or neglect occurred, did you report it? .....87

Table 46a. If you reported abuse or neglect within the past year, were the appropriate people responsive to your report? .....88

**Family Outcomes ..... 89**

Table Q47. Do you feel that family supports have made a positive difference in the life of your family? .....90

Table Q48. Do you feel that services and supports have reduced your family’s out-of-pocket expenses for your child’s care? .....91

Table Q49. Do you feel that family supports have improved your ability to care for your child? .....92

Table Q50. Have the services or supports that your child/family received during the past year been reduced, suspended, or terminated? .....93

Table 50a. If services or supports received by your family were reduced, suspended, or terminated during the past year, did the reduction, suspension, or termination of these services or supports affect your family negatively? .....94

**II. NCI History and Activities ..... 95**

**Overview of National Core Indicators ..... 96**

State Participation ..... 97

    Chart 1. NCI State Participation 2014-15 .....97

The Core Indicators ..... 97

    Sub-Domains and Concern Statements .....98

    Family Survey Sub-Domains and Concern Statements .....99

How NCI Data Are Used ..... 99

    Caution and Limitations .....99

**III. Methodology ..... 101**

**Sampling & Administration ..... 102**

Data Entry and Analysis .....102

Response Rates .....103

    Table R1. Child Family Survey: State Response Rates ..... 103

## Executive Summary

Direct feedback from families is an important means for states to gauge service and support satisfaction and to pinpoint areas for quality improvement. The National Core Indicators (NCI) project uses standard measures (or indicators) collected across states to assess the outcomes of services provided to individuals with intellectual/developmental disabilities and their families. Indicators address key areas of concern such as employment, respect/rights, service planning, community inclusion, choice, and health and safety. The data that result from NCI surveys are often used to inform strategic planning, produce legislative reports, and prioritize quality improvement initiatives. Many states also share the data with stakeholder groups such as Quality Councils and use the stakeholder feedback to help set priorities and establish policy direction.

The NCI Child Family Survey is administered to families who have a child with a developmental disability<sup>1</sup> who lives in the family's home and receives at least one service other than case management. Not all states that participate in NCI administer the Child Family Survey on an annual basis. Of the 41 states, District of Columbia and 22 sub-state entities who participated in NCI during the 2014-15 data collection cycle, nine (9) states submitted a valid sample of Child Family Survey data to be included in this report. This Final Report provides a summary of results.

The following are NCI national averages for a selection of survey items. Complete breakouts by state for each item in the Child Family Survey can be found in the Results section of this report.

## Demographics and Characteristics of Children for Whom the Survey Was Completed

The average age of the child receiving services in the household was 12 years old, and males accounted for a higher percentage than females (67% versus 33%). Two-thirds of children were identified as white (66%) and 13% were black/African American; 10% were Hispanic. Most children were reported to communicate using spoken language (58%), while 28% used gestures or body language, 3% sign language or finger spelling, 5% used a communication aid or device and 6% communicated in another way. Most children required complete or moderate support for daily

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<sup>1</sup> Some states include individuals up to 22 years old, if they are continuing to receive "child" services.

activities (40% and 39% respectively) while 17% needed little help and 5% did not need help to complete daily activities.

## Demographics and Characteristics of Respondents

The majority of respondents were under 55 years old (68% were 35-54 and 17% were under 35); nearly all were the child's parent (93%). Most families surveyed had one (23%) or two (63%) adults in the home. Nearly half of respondents had a college degree (46%). Household incomes were reported as: 20% below \$15,000; 14% between \$15,001 and \$25,000; 24% at \$25,001 to \$50,000; 19% earned \$50,001 to \$75,000; and 23% over \$75,000. Nationally, out of pocket expenses spent on the child's care were: 22% nothing; 13% spent \$1 to \$100; 31% from \$101 to \$1,000; 30% between \$1,001 and \$10,000; and 4% over \$10,000.

## Services and Supports Received

Among the services and supports specified in the survey, 60% of respondents used in-home support, 41% received social security benefits were the most commonly utilized; 66% utilized services not specified in the survey.

## Information and Planning

One-quarter (25%) of respondents reported they always receive information about available services and supports available to the family and that the information they received was always easy to understand; about one-third indicated the information they get always comes from their case manager/service coordinator (34%). The majority of respondents, 69%, felt the case manager/service coordinator always respected the family's choices and opinions.

Across states, the majority of respondents reported they helped develop the child's service plan (97%). Most felt the plan includes all services and supports the family wants (79%) and needs (73%). Eighty-five percent (85%) reported the family receives all services listed in the plan.

## Access and Delivery of Services and Supports

Slightly more than half of all respondents reported that they can always contact support workers and case managers/service coordinators when needed (both 57%); slightly more than one-third reported that services and supports are always available when needed (34%).

Just over half of respondents whose primary language is not English reported that there are always support workers or translators available to speak in their preferred language (53%) and three-quarters of all respondents whose primary language is English reported similarly. Fewer than one-third of respondents who completed the survey about a child who is non-verbal indicated that support workers could always communicate with the child (29%). Seventy-percent (72%) reported that services are always delivered in a manner that is respectful to their family's culture.

The majority of respondents reported having access to various healthcare services for the child including: health services (98%), dental services (95%), needed medications (98%), and mental health services (89%); slightly fewer had access to respite services (80%).

## Choice and Control

The majority of respondents always determined the provider agencies and support workers who work with their family (60% and 53% respectively).

Fifteen percent (15%) of respondents reported they chose the case manager/service coordinator. Most reported they have control or input over hiring and managing the family's support workers (63%). Thirty percent (30%) reported that they know how much money the ID/DD agency spends on behalf of the child. Of the 44% of respondents indicated that they have a say in how ID/DD agency money is spent, 88% had all the information needed to decide how to spend ID/DD money.

## Community Connections

More than four-fifths of respondents reported that the child participates in community activities (81%) and that the child spends time with children who do not have DD (86%).

## Satisfaction With Services and Supports

More than one-third of all respondents indicated they are always satisfied with the services and supports their family receives (37%).

About half indicated they know how to file a complaint or grievance against provider agencies or staff (52%) and nearly three-quarters reported they know how to report abuse or neglect (73%).

## Family Outcomes

Nearly all respondents reported that services and supports have made a positive difference in their family's life (94%). Most also indicated that services and supports have: reduced the family's out-of-pocket expenses for the child's care (88%) and improved the family's ability to care for the child (91%).

Of the 23% of respondents who reported that services or supports were reduced, suspended or terminated in the past year, 80% felt that this change impacted their family negatively.

# I. Results

*This section provides state-by-state and national results for demographic and survey outcomes data.*

# Survey Development

The Child Family Survey was developed and first utilized during Phase III of CIP (2000-2001) in response to state interest in determining the level of satisfaction with services and supports among families of children with developmental disabilities living at home.

Many questions were drawn from survey instruments already in use in the field; others were developed specifically for NCI. NCI staff routinely refine the instrument based on feedback from families and state staff.

Most participating states use the basic survey tool developed by the project. However, some states opt to incorporate additional survey questions to look more deeply at specific issues. The addition of supplementary questions is typically done after a state participates in NCI for at least a year and establishes baseline results.

## Organization of the Family Surveys

The Child Family Survey is composed of three sections described below. There is also an opportunity for families to write open-ended comments concerning their family's participation in the service system.

### **Demographics**

The survey instrument begins with a series of questions relating to characteristics of the child with a developmental disability (e.g., age, race, type of disability) followed by a series of demographic questions pertaining to the survey respondent (e.g., age, health status, relationship to the child with the developmental disability).

### **Services and Supports Received**

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

### **Questions Regarding Services and Supports**

The survey 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.

Each question is constructed so the respondent selects from either five possible responses ("always," "usually," "sometimes," "seldom," or "never") or two responses ("yes" or "no"). 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 end of each section provides an opportunity for the respondent to make additional open-ended comments concerning their family's participation in the service system.

## **Presentation of Data**

All demographic and individual outcome results from the Adult Family Survey are presented in this report. Outcome results are presented in six subsections that correspond with the sections of the Child Family Survey.

For each question, outcome results are first shown in a graph with the NCI Average and then in a table that shows a breakout of each state's percentage.

For all outcome data, tables are formatted so that all states are listed in descending order of percentage 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 .01 level. For those states that fall within the NCI Average Range, their 'always' or 'yes' response was not statistically different from the NCI Average.

States receive an 'N/A' designation for a survey item if fewer than 20 people responded. The NCI Average is the average of all individual state percentages.

**Note on Significance:** in some cases, a state (let's call it state A) with a lower (or higher) proportion than another state (let's call it state B) may be significantly above (or below) NCI Average even though the other state that is further away from the NCI Average is not. This may happen because statistical significance depends on both the difference between the average and the state's proportion and the sample size of the state. So, for example, when state A has a larger valid sample for the indicator than state B, state A may be significantly different from the average when state B is not, even though state B's difference from that average is larger than state A's. The larger the sample size of a state, the smaller the difference needs to be to be statistically significant.

# Demographics

## Child

*This section provides demographic information about the child receiving services.*

**Table 1. Child's Age**

State	Age	N
AZ	9.4	212
HI	11.7	121
LA	11.4	508
MN	11.4	455
NC	12.5	190
SD	11.9	246
VA	15.0	145
WA	11.4	373
WI	11.2	1,030
<b>NCI Average</b>	<b>11.8</b>	<b>3,280</b>

**Table 2. Child's Gender**

State	Male	Female	N
AZ	70%	30%	211
HI	60%	40%	121
LA	63%	37%	504
MN	67%	33%	454
NC	69%	31%	191
SD	68%	32%	246
VA	67%	33%	144
WA	65%	35%	371
WI	70%	30%	1,030
<b>NCI Average</b>	<b>67%</b>	<b>33%</b>	<b>3,272</b>

**Table 3. Child's Race**

State	American Indian or Alaska Native	Asian	Black or African American	Hawaiian or Pacific Islander	White	Other or Unknown	Two or More Races	Hispanic or Latino
AZ	5%	4%	4%	0%	51%	1%	12%	38%
HI	6%	54%	5%	34%	45%	5%	28%	8%
LA	2%	1%	35%	0%	57%	0%	5%	2%
MN	4%	7%	8%	0%	76%	1%	4%	7%
NC	6%	3%	27%	1%	58%	1%	9%	8%
SD	6%	0%	3%	0%	89%	0%	2%	2%
VA	1%	3%	21%	1%	71%	1%	6%	2%
WA	6%	8%	7%	1%	66%	1%	7%	15%
WI	2%	3%	6%	0%	85%	1%	5%	6%
<b>NCI Average</b>	<b>4%</b>	<b>9%</b>	<b>13%</b>	<b>4%</b>	<b>66%</b>	<b>1%</b>	<b>9%</b>	<b>10%</b>

**Table 4. More Than One Child in the Home Has a Disability**

State	Yes	No	N
AZ	19%	81%	208
HI	18%	82%	123
LA	15%	85%	498
MN	28%	72%	450
NC	28%	72%	189
SD	16%	84%	244
VA	19%	81%	144
WA	21%	79%	375
WI	18%	82%	1,020
<b>NCI Average</b>	<b>20%</b>	<b>80%</b>	<b>3,251</b>

**Table 5. Child's Primary Means of Expression**

State	Spoken	Gestures or Body Language	Sign Language or Finger Spelling	Communication Aid or Device	Other	N
AZ	59%	23%	5%	10%	3%	212
HI	43%	40%	6%	2%	9%	100
LA	57%	32%	2%	3%	6%	500
MN	67%	20%	1%	6%	5%	416
NC	63%	27%	4%	4%	3%	193
SD	69%	22%	4%	3%	2%	228
VA	52%	30%	3%	7%	7%	145
WA	50%	32%	4%	5%	9%	371
WI	57%	27%	1%	8%	7%	1,024
<b>NCI Average</b>	<b>58%</b>	<b>28%</b>	<b>3%</b>	<b>5%</b>	<b>6%</b>	<b>3,189</b>

**Table 6. Child's Primary Language**

State	English	Spanish	Other	N
AZ	74%	23%	4%	213
HI	82%	0%	18%	108
LA	95%	0%	5%	503
MN	92%	2%	6%	454
NC	95%	3%	3%	195
SD	97%	1%	2%	246
VA	95%	0%	5%	145
WA	80%	8%	12%	373
WI	94%	1%	5%	1,027
<b>NCI Average</b>	<b>89%</b>	<b>4%</b>	<b>7%</b>	<b>3,264</b>

**Table 7. Frequency of Medical Care Needed for Child**

State	Less Frequently Than Once a Month	At Least Once a Month, Less Than Once a Week	At Least Once a Week	N
AZ	69%	19%	12%	206
HI	68%	20%	12%	105
LA	61%	23%	16%	493
MN	72%	19%	9%	451
NC	71%	22%	7%	188
SD	80%	15%	5%	246
VA	63%	20%	16%	142
WA	65%	21%	14%	369
WI	74%	19%	7%	1,012
<b>NCI Average</b>	<b>69%</b>	<b>20%</b>	<b>11%</b>	<b>3,212</b>

**Table 8. Amount of Behavioral Support Needed for Child**

State	None	Some	Extensive	N
AZ	43%	42%	15%	211
HI	35%	43%	22%	111
LA	42%	38%	20%	499
MN	26%	43%	31%	454
NC	31%	46%	24%	195
SD	56%	34%	10%	247
VA	30%	44%	27%	147
WA	30%	43%	26%	371
WI	36%	44%	21%	1,025
<b>NCI Average</b>	<b>37%</b>	<b>42%</b>	<b>22%</b>	<b>3,260</b>

**Table 9. Amount of Help Needed for Child's Daily Activities**

State	None	Little	Moderate	Complete	N
AZ	2%	19%	45%	34%	215
HI	5%	9%	33%	52%	111
LA	3%	17%	40%	40%	507
MN	2%	14%	44%	40%	455
NC	10%	16%	40%	34%	194
SD	9%	29%	32%	30%	245
VA	3%	14%	39%	45%	146
WA	5%	15%	35%	45%	375
WI	5%	20%	39%	36%	1,027
<b>NCI Average</b>	<b>5%</b>	<b>17%</b>	<b>39%</b>	<b>40%</b>	<b>3,275</b>

## **Respondents**

*This section provides demographic information about the respondent.*

**Table 10. Respondent's Age**

State	Under 35	35-54	55-74	75 or Older	N
AZ	29%	48%	22%	0%	214
HI	20%	65%	14%	1%	108
LA	19%	66%	14%	1%	508
MN	17%	74%	9%	0%	456
NC	8%	80%	10%	2%	195
SD	22%	66%	13%	0%	247
VA	9%	65%	22%	4%	148
WA	13%	72%	15%	0%	377
WI	17%	75%	8%	0%	1,024
<b>NCI Average</b>	<b>17%</b>	<b>68%</b>	<b>14%</b>	<b>1%</b>	<b>3,277</b>

**Table 11. Respondent's Health**

State	Excellent	Good	Fair	Poor	N
AZ	26%	52%	20%	2%	212
HI	20%	57%	22%	1%	122
LA	25%	49%	22%	4%	508
MN	23%	58%	17%	2%	451
NC	17%	53%	27%	3%	192
SD	34%	49%	16%	1%	241
VA	16%	53%	27%	4%	146
WA	22%	55%	20%	3%	381
WI	25%	59%	14%	2%	1,033
<b>NCI Average</b>	<b>23%</b>	<b>54%</b>	<b>21%</b>	<b>3%</b>	<b>3,286</b>

**Table 12. Respondent's Relationship to Child**

State	Parent	Sibling	Grandparent	Other	N
AZ	96%	1%	2%	1%	214
HI	92%	1%	3%	4%	123
LA	88%	0%	10%	2%	506
MN	96%	0%	3%	1%	457
NC	90%	0%	6%	4%	194
SD	97%	0%	2%	0%	244
VA	90%	0%	7%	3%	148
WA	93%	0%	6%	1%	379
WI	97%	0%	2%	0%	1,034
<b>NCI Average</b>	<b>93%</b>	<b>0%</b>	<b>5%</b>	<b>2%</b>	<b>3,299</b>

**Table 13. Respondent Is Child's Primary Caregiver**

State	Yes	No	N
AZ	98%	2%	213
HI	98%	2%	121
LA	98%	2%	504
MN	99%	1%	454
NC	99%	1%	193
SD	100%	0%	243
VA	97%	3%	146
WA	93%	7%	379
WI	99%	1%	1,028
<b>NCI Average</b>	<b>98%</b>	<b>2%</b>	<b>3,281</b>

**Table 14. Number of Adults in the Household**

State	One	Two	Three	Four or More	N
AZ	14%	65%	14%	7%	213
HI	20%	54%	13%	13%	123
LA	35%	55%	7%	3%	506
MN	21%	69%	7%	3%	456
NC	30%	59%	5%	5%	192
SD	19%	72%	8%	2%	245
VA	28%	57%	9%	5%	148
WA	19%	63%	10%	7%	378
WI	20%	71%	7%	3%	1,030
<b>NCI Average</b>	<b>23%</b>	<b>63%</b>	<b>9%</b>	<b>5%</b>	<b>3,291</b>

**Table 15. Respondent's Highest Level of Education**

State	No High School Diploma or GED	High School Diploma or GED	Vocational School	Some College	College Degree	N
AZ	19%	12%	5%	25%	39%	210
HI	4%	23%	3%	29%	42%	120
LA	11%	22%	8%	21%	38%	503
MN	6%	18%	7%	19%	50%	453
NC	9%	13%	5%	22%	50%	193
SD	4%	21%	12%	17%	47%	241
VA	5%	23%	2%	16%	54%	147
WA	11%	16%	6%	23%	44%	374
WI	4%	19%	9%	19%	48%	1,032
<b>NCI Average</b>	<b>8%</b>	<b>19%</b>	<b>6%</b>	<b>21%</b>	<b>46%</b>	<b>3,273</b>

**Table 16. Total Taxable Family Income of Wage Earners in the Household in the Past Year**

State	Below \$15,000	\$15,001-\$25,000	\$25,001-\$50,000	\$50,001-\$75,000	Over \$75,000	N
AZ	23%	16%	22%	19%	20%	198
HI	16%	16%	26%	22%	19%	117
LA	30%	16%	18%	14%	21%	478
MN	15%	13%	24%	24%	24%	445
NC	27%	18%	22%	14%	19%	173
SD	13%	10%	32%	21%	24%	238
VA	20%	10%	18%	20%	31%	127
WA	16%	16%	28%	18%	21%	368
WI	17%	11%	23%	19%	30%	997
<b>NCI Average</b>	<b>20%</b>	<b>14%</b>	<b>24%</b>	<b>19%</b>	<b>23%</b>	<b>3,141</b>

**Table 17. Out-of-Pocket Expenses for Child in the Past Year**

State	Nothing	\$1-\$100	\$101-\$1,000	\$1,001-\$10,000	Over \$10,000	N
AZ	30%	10%	35%	25%	0%	208
HI	16%	11%	35%	32%	6%	118
LA	23%	11%	28%	35%	4%	492
MN	19%	13%	29%	33%	6%	447
NC	23%	20%	28%	26%	3%	187
SD	27%	17%	32%	20%	3%	235
VA	26%	7%	33%	28%	7%	141
WA	17%	11%	28%	37%	6%	372
WI	15%	14%	34%	32%	5%	1,019
<b>NCI Average</b>	<b>22%</b>	<b>13%</b>	<b>31%</b>	<b>30%</b>	<b>4%</b>	<b>3,219</b>

## Services and Supports Received

*This section provides information about the services and supports received by the family from the state ID/DD agency (social security benefits being the exception).*

**Table 21. Services and Supports Received From ID/DD Agency<sup>2</sup>**

State	Financial Support	In-Home Support	Out-of-Home Respite Care	Early Intervention	Transportation	Other	Social Security Benefits
AZ	6%	69%	46%	22%	25%	85%	44%
HI	18%	44%	38%	9%	40%	58%	32%
LA	43%	61%	19%	15%	14%	54%	50%
MN	51%	64%	26%	12%	27%	72%	35%
NC	13%	65%	42%	1%	18%	62%	49%
SD	63%	29%	43%	14%	20%	69%	42%
VA	26%	86%	45%	4%	34%	71%	45%
WA	42%	52%	19%	8%	16%	53%	42%
WI	37%	67%	38%	9%	17%	68%	33%
<b>NCI Average</b>	<b>33%</b>	<b>60%</b>	<b>35%</b>	<b>10%</b>	<b>23%</b>	<b>66%</b>	<b>41%</b>

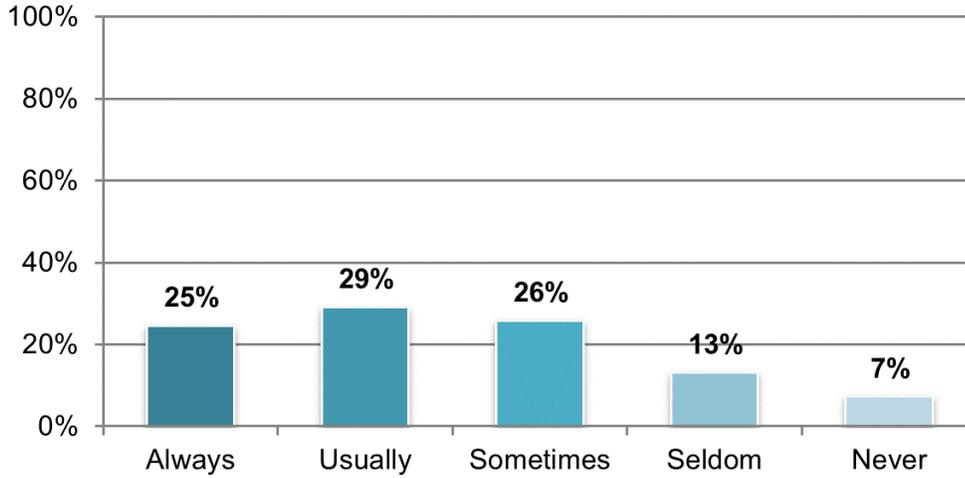
<sup>2</sup> All services and supports are provided by the state with the exception of social security benefits.

# Child Family Survey Results

## **Information and Planning**

*Families and family members with disabilities have the information and support necessary to plan for their services and supports.*

### Receives Information About Available Services and Supports



**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
<b>Significantly Above Average</b>						
SD	46%	33%	14%	6%	2%	246
<b>Within Average Range</b>						
AZ	31%	38%	19%	11%	2%	208
LA	26%	26%	27%	13%	9%	488
VA	26%	29%	27%	12%	6%	146
WI	21%	33%	30%	11%	5%	1,016
WA	20%	23%	31%	17%	8%	372
NC	18%	24%	31%	15%	13%	190
HI	17%	25%	28%	17%	13%	118
<b>Significantly Below Average</b>						
MN	16%	31%	28%	17%	8%	442
<b>NCI Average</b>	<b>25%</b>	<b>29%</b>	<b>26%</b>	<b>13%</b>	<b>7%</b>	<b>3,226</b>

### Information About Services and Supports Is Easy to Understand

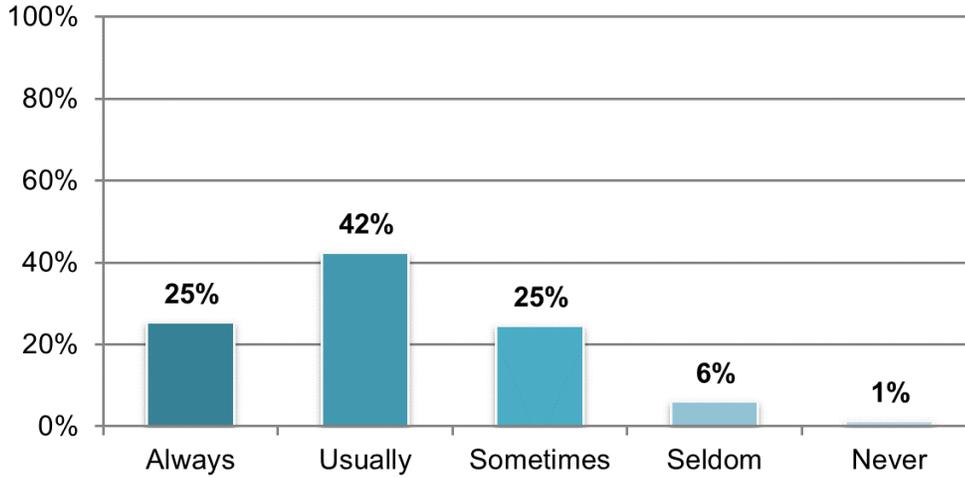
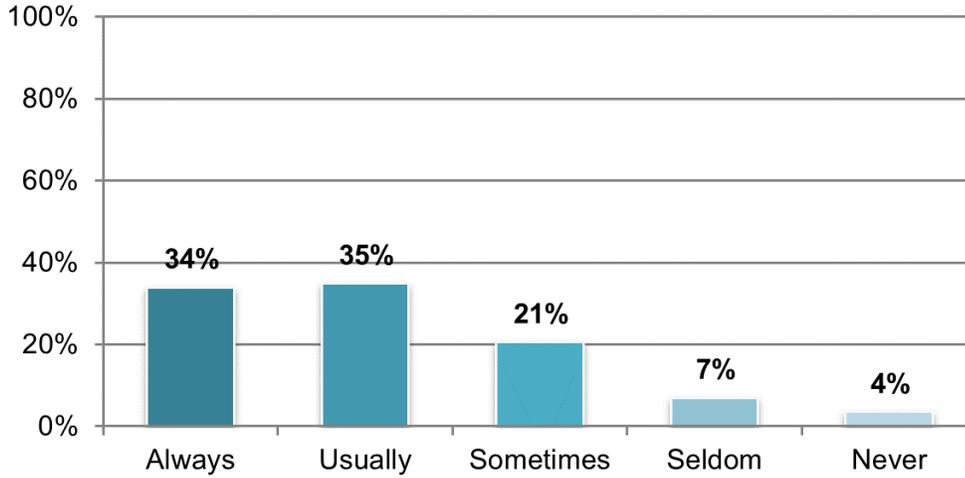


Table Q2. Is the information you receive easy to understand?

State	Always	Usually	Sometimes	Seldom	Never	N
<b>Significantly Above Average</b>						
SD	40%	43%	15%	3%	0%	240
<b>Within Average Range</b>						
AZ	33%	43%	19%	5%	0%	206
VA	31%	41%	23%	4%	1%	135
LA	28%	38%	28%	5%	1%	440
WI	23%	45%	26%	6%	1%	956
HI	22%	45%	22%	8%	2%	99
NC	18%	46%	27%	7%	1%	163
<b>Significantly Below Average</b>						
WA	19%	38%	31%	9%	3%	333
MN	15%	44%	31%	9%	2%	409
<b>NCI Average</b>	<b>25%</b>	<b>42%</b>	<b>25%</b>	<b>6%</b>	<b>1%</b>	<b>2,981</b>

### Information About Services and Supports Comes from 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 of state services)?**

State	Always	Usually	Sometimes	Seldom	Never	N
<b>Significantly Above Average</b>						
SD	53%	32%	10%	3%	1%	229
<b>Within Average Range</b>						
AZ	40%	32%	22%	5%	3%	200
LA	39%	34%	18%	7%	2%	407
WI	35%	38%	21%	5%	1%	948
HI	32%	32%	24%	5%	7%	97
VA	31%	38%	23%	7%	1%	137
WA	30%	34%	21%	10%	6%	319
NC	27%	36%	20%	12%	5%	152
<b>Significantly Below Average</b>						
MN	20%	38%	27%	10%	5%	383
<b>NCI Average</b>	<b>34%</b>	<b>35%</b>	<b>21%</b>	<b>7%</b>	<b>4%</b>	<b>2,872</b>

### Case Manager/Service Coordinator Respects Family's Choices and Opinions

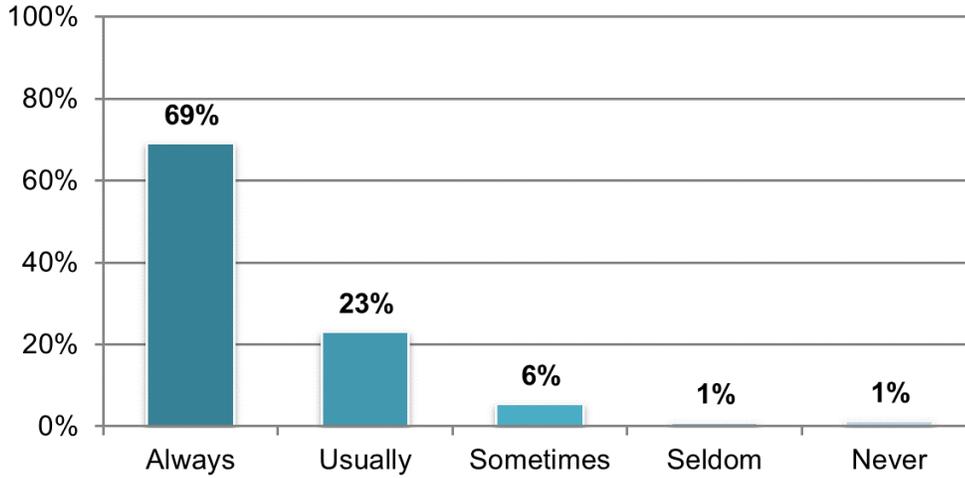


Table Q4. Does the case manager/service coordinator respect your family’s choices and opinions?

State	Always	Usually	Sometimes	Seldom	Never	N
<b>Significantly Above Average</b>						
AZ	79%	15%	5%	0%	0%	207
<b>Within Average Range</b>						
SD	76%	18%	5%	0%	0%	235
LA	72%	21%	4%	1%	2%	440
WI	72%	22%	4%	1%	1%	1,001
WA	69%	22%	6%	2%	1%	351
VA	69%	24%	7%	0%	0%	144
NC	66%	23%	6%	1%	4%	163
MN	63%	27%	6%	1%	3%	390
HI	57%	34%	6%	2%	1%	109
<b>NCI Average</b>	<b>69%</b>	<b>23%</b>	<b>6%</b>	<b>1%</b>	<b>1%</b>	<b>3,040</b>

### Case Manager/Service Coordinator Tells Family About Other Public Services for Which Family Is Eligible

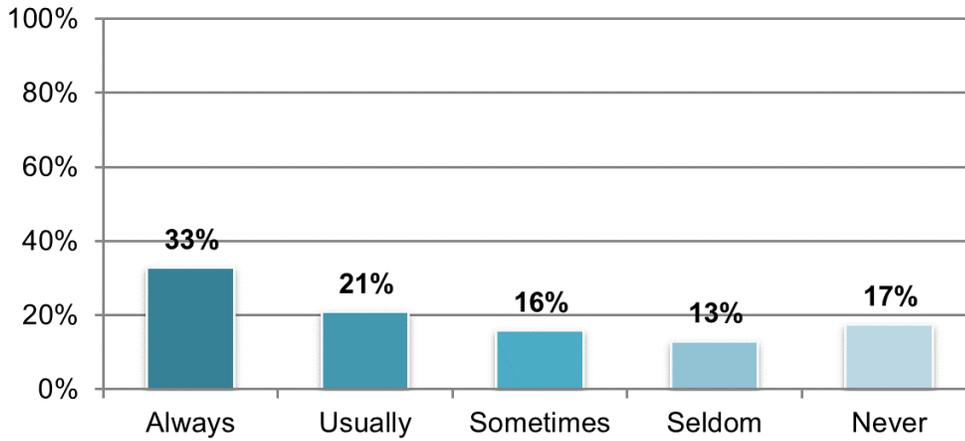


Table Q5. Does your case manager/service coordinator tell you about other public services that you are eligible for (e.g., food stamps, Early Period Screening Diagnosis and Treatment [EPSDT], Supplemental Security Income [SSI], housing subsidies, etc.)?

State	Always	Usually	Sometimes	Seldom	Never	N
<b>Significantly Above Average</b>						
SD	59%	22%	11%	5%	3%	217
<b>Within Average Range</b>						
LA	35%	19%	14%	12%	20%	443
AZ	34%	14%	17%	11%	24%	194
VA	32%	21%	19%	16%	12%	134
WI	31%	27%	17%	13%	13%	920
WA	29%	23%	15%	13%	19%	326
HI	27%	19%	13%	17%	24%	104
<b>Significantly Below Average</b>						
MN	24%	26%	16%	17%	17%	397
NC	24%	17%	22%	13%	24%	164
<b>NCI Average</b>	<b>33%</b>	<b>21%</b>	<b>16%</b>	<b>13%</b>	<b>17%</b>	<b>2,899</b>

### Child Has a Service Plan

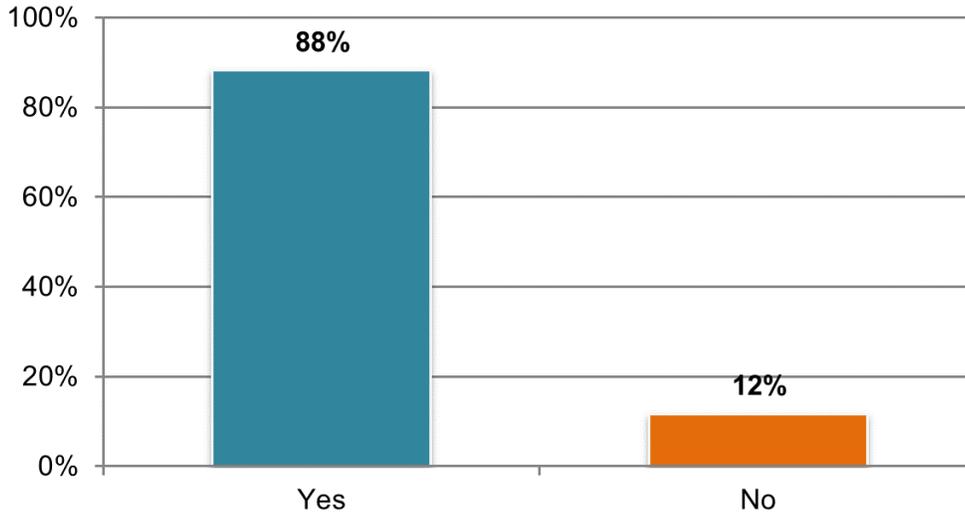


Table Q6. Does your child have a service plan?

State	Yes	No	N
<b>Significantly Above Average</b>			
SD	97%	3%	216
AZ	94%	6%	194
WI	93%	7%	868
<b>Within Average Range</b>			
VA	92%	8%	130
HI	90%	10%	105
MN	88%	12%	351
NC	84%	16%	177
<b>Significantly Below Average</b>			
LA	83%	17%	362
WA	73%	27%	253
<b>NCI Average</b>	<b>88%</b>	<b>12%</b>	<b>2,656</b>

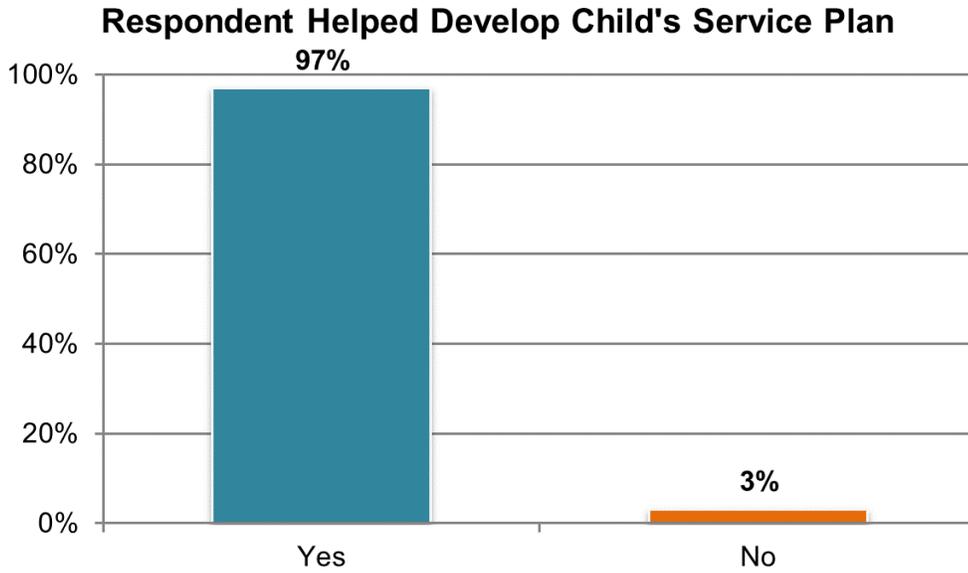


Table Q7. Did you help develop the plan?

State	Yes	No	N
<b>Significantly Above Average</b>			
VA	100%	0%	117
<b>Within Average Range</b>			
SD	99%	1%	203
AZ	98%	2%	174
WI	98%	2%	784
HI	97%	3%	89
NC	96%	4%	141
MN	96%	4%	300
LA	96%	4%	284
WA	93%	7%	170
<b>NCI Average</b>	<b>97%</b>	<b>3%</b>	<b>2,262</b>

### Service Plan Includes All the Services and Supports the Family Wants

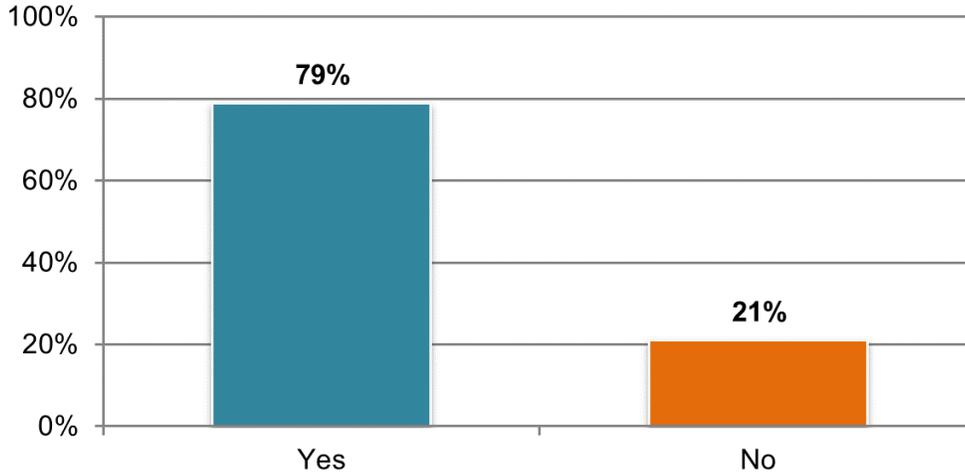


Table Q8. Does the plan include all the services and supports your family wants?

State	Yes	No	N
<b>Significantly Above Average</b>			
SD	91%	9%	191
AZ	88%	12%	162
LA	85%	15%	268
<b>Within Average Range</b>			
VA	87%	13%	107
MN	79%	21%	273
HI	75%	25%	67
NC	72%	28%	141
<b>Significantly Below Average</b>			
WI	71%	29%	710
WA	62%	38%	156
<b>NCI Average</b>	<b>79%</b>	<b>21%</b>	<b>2,075</b>

### Service Plan Includes All the Services and Supports the Family Needs

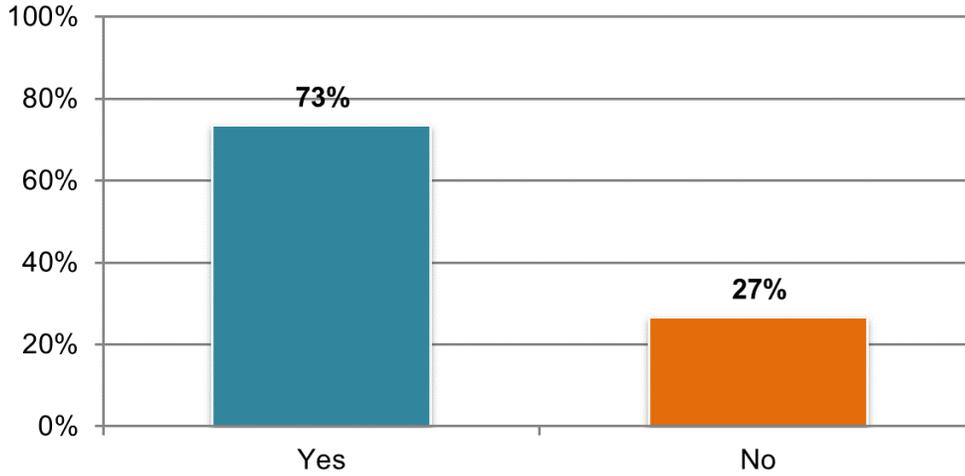


Table Q9. Does the plan include all the services and supports your family needs?

State	Yes	No	N
<b>Significantly Above Average</b>			
SD	87%	13%	186
AZ	82%	18%	153
<b>Within Average Range</b>			
VA	81%	19%	108
LA	77%	23%	260
MN	71%	29%	266
WI	69%	31%	703
NC	69%	31%	132
HI	64%	36%	66
<b>Significantly Below Average</b>			
WA	61%	39%	150
<b>NCI Average</b>	<b>73%</b>	<b>27%</b>	<b>2,024</b>

### Family Receives All Services Listed in the Service Plan

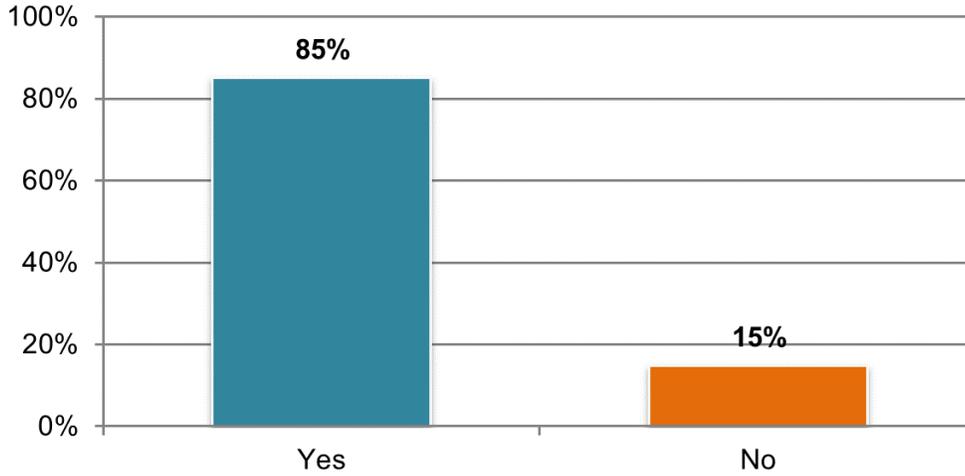


Table Q10. Does your family receive all of the services listed in the plan?

State	Yes	No	N
<b>Significantly Above Average</b>			
SD	94%	6%	195
WI	91%	9%	742
<b>Within Average Range</b>			
VA	92%	8%	107
MN	88%	12%	282
LA	86%	14%	263
NC	86%	14%	138
HI	84%	16%	67
WA	78%	22%	155
<b>Significantly Below Average</b>			
AZ	68%	32%	163
<b>NCI Average</b>	<b>85%</b>	<b>15%</b>	<b>2,112</b>

### Respondent Discussed How to Handle Emergencies Related to Child at Last Service Planning Meeting

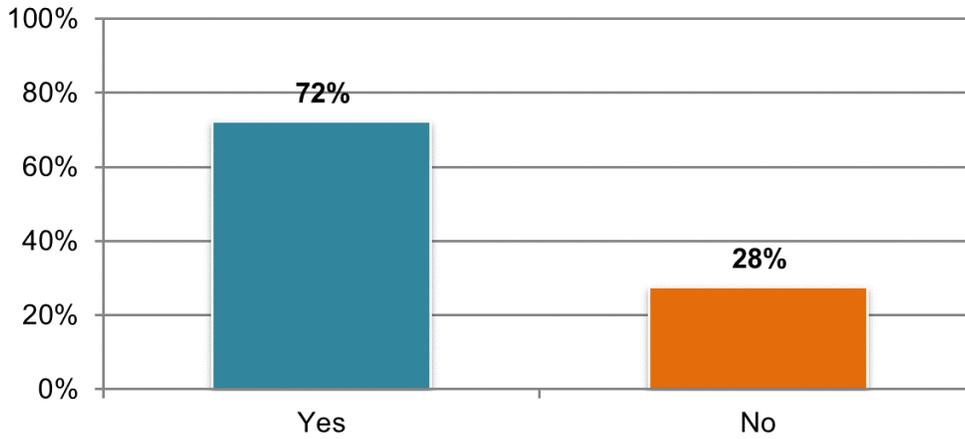


Table Q11. Did you discuss how to handle emergencies related to your child at the last service planning meeting?

State	Yes	No	N
<b>Significantly Above Average</b>			
LA	86%	14%	277
<b>Within Average Range</b>			
HI	83%	17%	77
SD	79%	21%	182
AZ	77%	23%	158
NC	77%	23%	131
WA	68%	32%	161
MN	66%	34%	268
VA	63%	38%	104
<b>Significantly Below Average</b>			
WI	52%	48%	696
<b>NCI Average</b>	<b>72%</b>	<b>28%</b>	<b>2,054</b>

### Respondent Received Information About Family's Rights

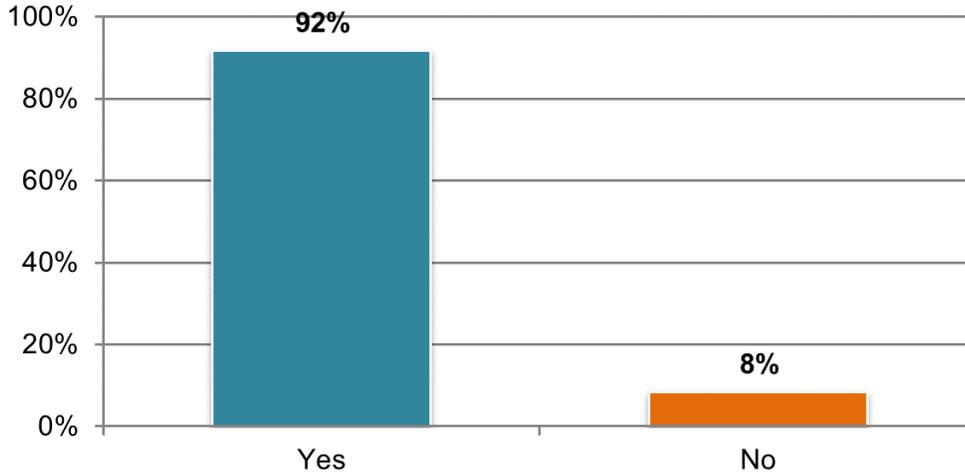


Table Q12. Have you received information about your family's rights?

State	Yes	No	N
<b>Significantly Above Average</b>			
SD	99%	1%	227
WI	96%	4%	912
AZ	96%	4%	193
<b>Within Average Range</b>			
HI	95%	5%	92
VA	92%	8%	125
MN	91%	9%	364
LA	88%	12%	405
WA	87%	13%	252
<b>Significantly Below Average</b>			
NC	82%	18%	160
<b>NCI Average</b>	<b>92%</b>	<b>8%</b>	<b>2,730</b>

## **Access and Delivery of Services and Supports**

*Families and children with disabilities get the services and supports they need.*

### Respondent Is Able to Contact Support Workers When Needed

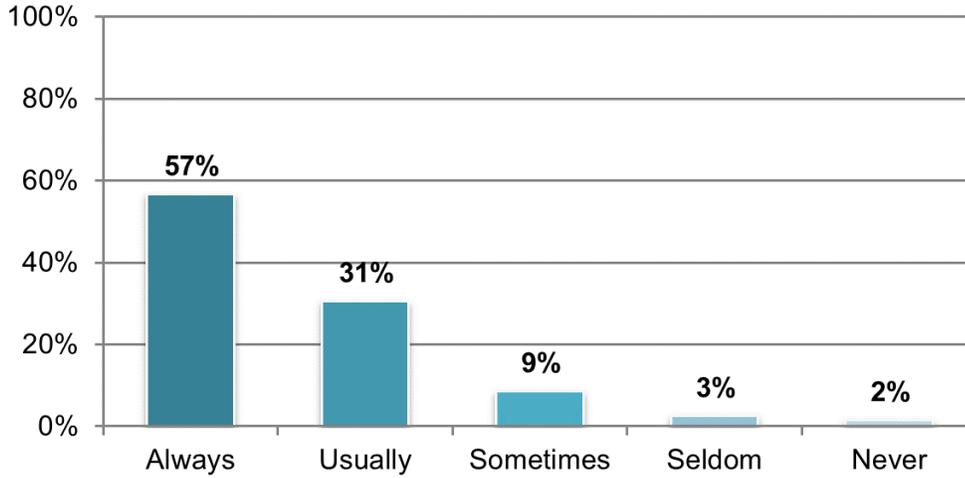


Table Q13. Are you able to contact your support workers when you need to?

State	Always	Usually	Sometimes	Seldom	Never	N
<b>Significantly Above Average</b>						
SD	76%	20%	4%	0%	0%	225
WI	63%	30%	6%	1%	0%	984
<b>Within Average Range</b>						
AZ	63%	27%	7%	2%	0%	209
LA	62%	28%	7%	1%	2%	455
VA	61%	31%	6%	1%	1%	145
NC	50%	35%	8%	2%	4%	165
HI	48%	34%	9%	6%	2%	97
<b>Significantly Below Average</b>						
WA	47%	33%	15%	3%	1%	317
MN	40%	36%	15%	6%	3%	417
<b>NCI Average</b>	<b>57%</b>	<b>31%</b>	<b>9%</b>	<b>3%</b>	<b>2%</b>	<b>3,014</b>

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

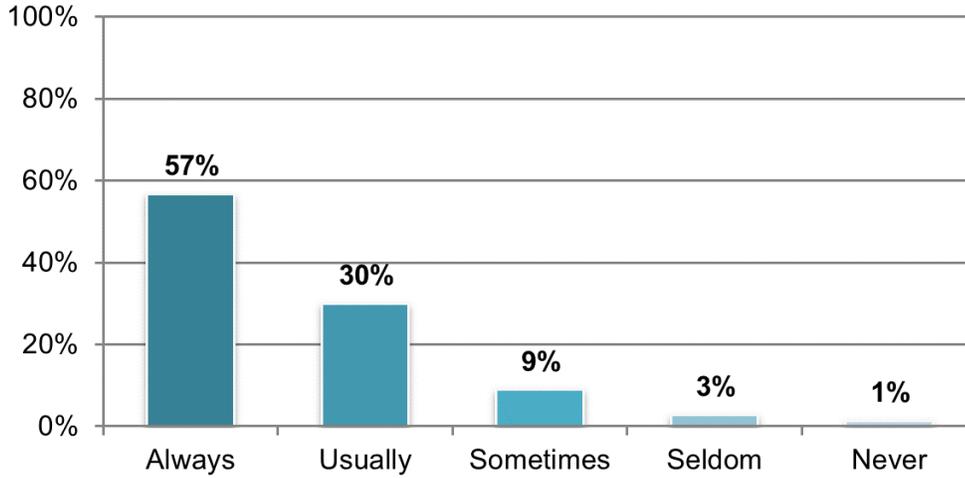


Table Q14. Are you able to contact your case manager/service coordinator when you need to?

State	Always	Usually	Sometimes	Seldom	Never	N
<b>Significantly Above Average</b>						
SD	76%	18%	6%	0%	0%	236
WI	63%	29%	6%	1%	0%	1,015
<b>Within Average Range</b>						
LA	60%	31%	6%	1%	2%	453
VA	58%	32%	6%	3%	1%	148
AZ	57%	28%	10%	3%	1%	211
WA	52%	32%	12%	2%	2%	359
HI	50%	35%	8%	6%	1%	103
NC	48%	32%	13%	4%	3%	160
<b>Significantly Below Average</b>						
MN	46%	32%	13%	5%	3%	427
<b>NCI Average</b>	<b>57%</b>	<b>30%</b>	<b>9%</b>	<b>3%</b>	<b>1%</b>	<b>3,112</b>

### Service and Supports Are Available When They Are Needed

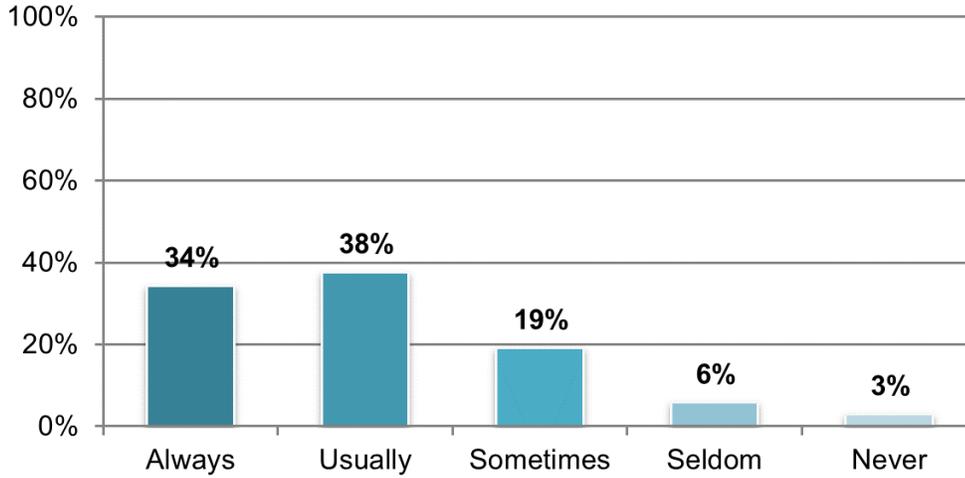


Table Q15. Are services and supports available when you need them?

State	Always	Usually	Sometimes	Seldom	Never	N
<b>Significantly Above Average</b>						
SD	58%	32%	8%	1%	0%	233
LA	43%	32%	16%	6%	3%	444
<b>Within Average Range</b>						
AZ	40%	35%	17%	7%	1%	211
WI	33%	40%	22%	4%	1%	987
VA	28%	50%	17%	4%	1%	145
HI	28%	36%	23%	5%	8%	97
NC	26%	45%	16%	7%	6%	171
<b>Significantly Below Average</b>						
WA	27%	36%	23%	10%	4%	331
MN	25%	34%	30%	7%	4%	417
<b>NCI Average</b>	<b>34%</b>	<b>38%</b>	<b>19%</b>	<b>6%</b>	<b>3%</b>	<b>3,036</b>

### Services and Supports Are Available a Reasonable Distance From Family Home

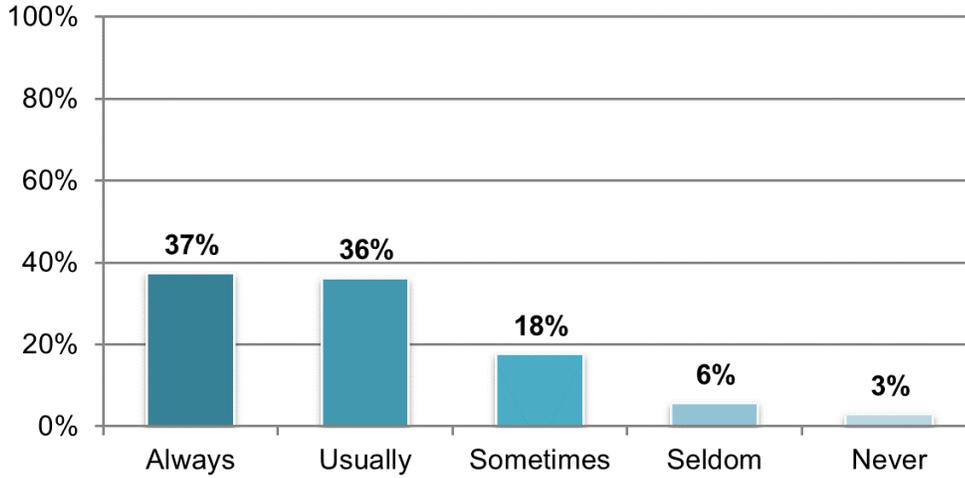


Table Q16. Are services and supports available within a reasonable distance from your home?

State	Always	Usually	Sometimes	Seldom	Never	N
<b>Significantly Above Average</b>						
SD	55%	31%	12%	2%	1%	232
LA	45%	31%	18%	4%	2%	409
<b>Within Average Range</b>						
HI	38%	30%	23%	5%	5%	84
WI	37%	39%	16%	7%	1%	951
AZ	35%	33%	22%	8%	1%	203
NC	35%	38%	16%	5%	5%	165
VA	34%	45%	12%	7%	2%	141
<b>Significantly Below Average</b>						
MN	29%	40%	21%	6%	4%	403
WA	29%	40%	18%	8%	5%	304
<b>NCI Average</b>	<b>37%</b>	<b>36%</b>	<b>18%</b>	<b>6%</b>	<b>3%</b>	<b>2,892</b>

### Services and Supports Change When Child's Needs Change

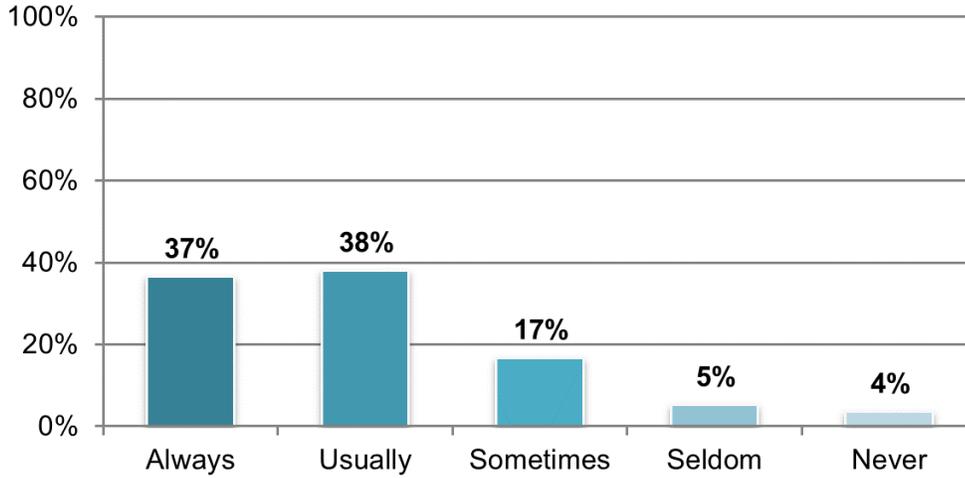


Table Q17. Do the services and supports change when your child’s needs change?

State	Always	Usually	Sometimes	Seldom	Never	N
<b>Significantly Above Average</b>						
SD	57%	33%	6%	2%	2%	229
LA	45%	31%	16%	4%	5%	383
<b>Within Average Range</b>						
AZ	44%	30%	19%	4%	3%	192
WI	36%	40%	18%	5%	2%	881
NC	35%	40%	14%	5%	7%	162
VA	31%	47%	15%	3%	4%	138
HI	27%	46%	18%	8%	1%	74
<b>Significantly Below Average</b>						
MN	28%	37%	24%	6%	5%	379
WA	27%	39%	21%	9%	4%	266
<b>NCI Average</b>	<b>37%</b>	<b>38%</b>	<b>17%</b>	<b>5%</b>	<b>4%</b>	<b>2,704</b>

### Support Workers or Translators Are Available Who Can Speak to Respondent in His/Her Preferred Language (If Not English)

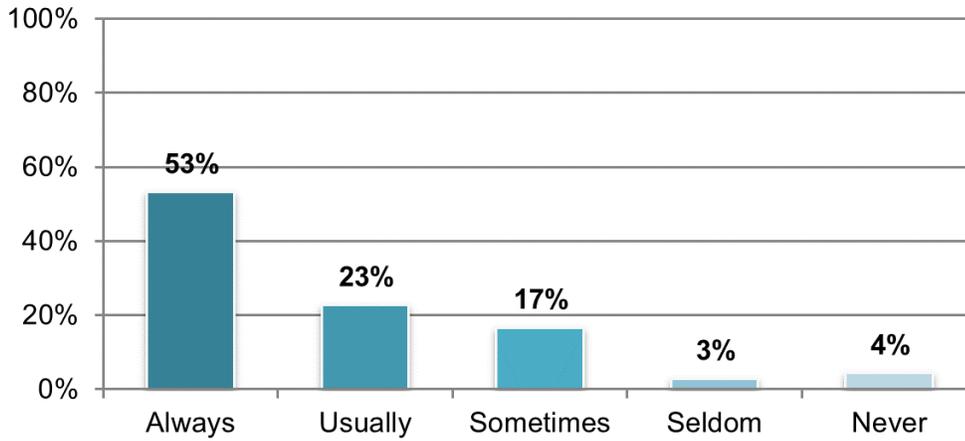


Table Q18. If English is not your primary language, are there support workers or translators who can speak with you in your language?

State	Always	Usually	Sometimes	Seldom	Never	N
<b>Within Average Range</b>						
AZ	63%	18%	12%	6%	0%	49
WA	57%	21%	16%	1%	4%	68
WI	48%	12%	30%	0%	9%	33
MN	44%	40%	8%	4%	4%	25
HI	NA	NA	NA	NA	NA	NA
LA	NA	NA	NA	NA	NA	NA
NC	NA	NA	NA	NA	NA	NA
SD	NA	NA	NA	NA	NA	NA
VA	NA	NA	NA	NA	NA	NA
<b>NCI Average</b>	<b>53%</b>	<b>23%</b>	<b>17%</b>	<b>3%</b>	<b>4%</b>	<b>175</b>

### Support Workers Speak Effectively in Primary Language (If English)

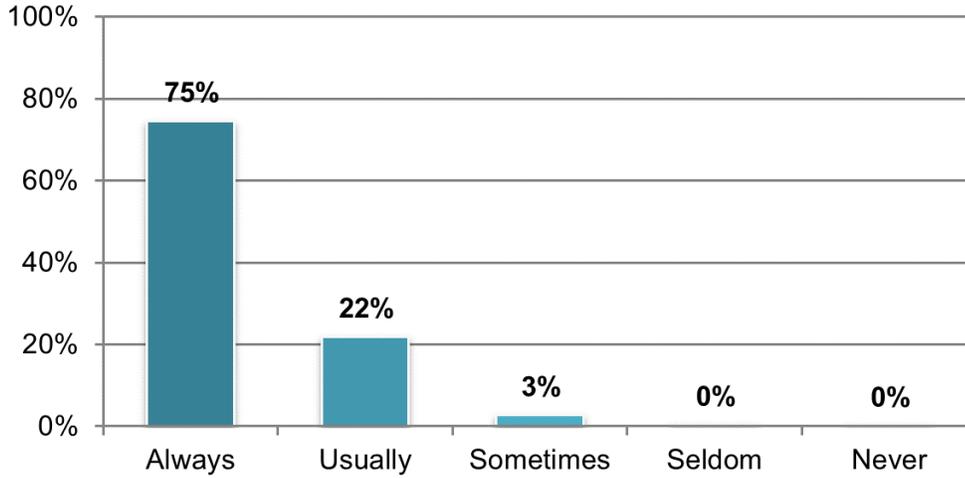
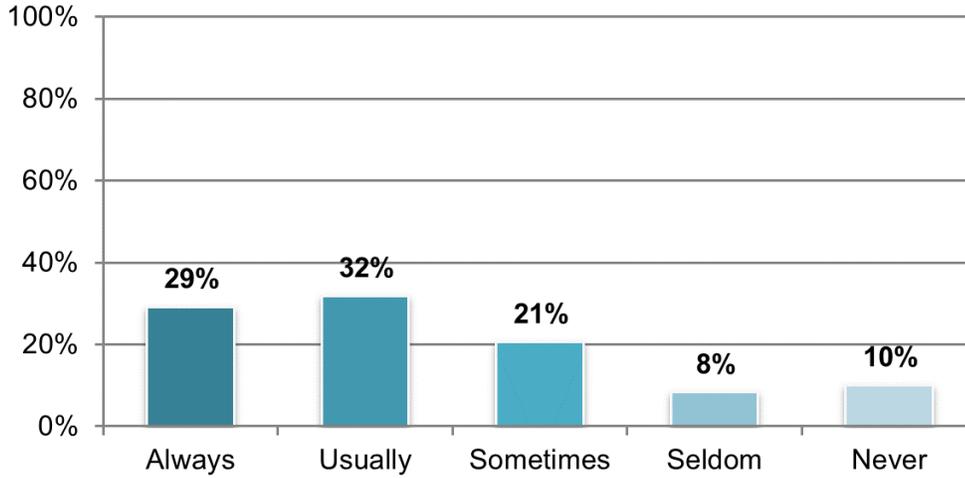


Table Q19. If English is your first language, do the support workers speak to you effectively?

State	Always	Usually	Sometimes	Seldom	Never	N
<b>Significantly Above Average</b>						
SD	90%	9%	1%	0%	0%	209
LA	81%	17%	2%	1%	0%	348
<b>Within Average Range</b>						
AZ	82%	13%	5%	0%	0%	130
WI	77%	21%	1%	0%	0%	847
NC	73%	20%	6%	0%	1%	138
VA	68%	29%	2%	1%	0%	114
HI	68%	30%	0%	2%	0%	60
<b>Significantly Below Average</b>						
MN	68%	26%	5%	0%	1%	351
WA	64%	32%	3%	0%	0%	232
<b>NCI Average</b>	<b>75%</b>	<b>22%</b>	<b>3%</b>	<b>0%</b>	<b>0%</b>	<b>2,429</b>

### Support Workers Can Communicate With the Child (If Non-Verbal)



**Table 20. If your child does not communicate verbally (for example, uses gestures or sign language), are there support workers who can communicate with him/her?**

State	Always	Usually	Sometimes	Seldom	Never	N
<b>Within Average Range</b>						
NC	43%	32%	14%	5%	6%	63
SD	40%	28%	24%	4%	3%	67
LA	35%	27%	20%	5%	12%	164
AZ	29%	36%	17%	9%	9%	76
VA	27%	38%	24%	6%	5%	63
WI	24%	34%	23%	9%	9%	357
HI	24%	36%	12%	14%	14%	50
WA	23%	29%	23%	12%	12%	137
<b>Significantly Below Average</b>						
MN	17%	26%	28%	9%	20%	127
<b>NCI Average</b>	<b>29%</b>	<b>32%</b>	<b>21%</b>	<b>8%</b>	<b>10%</b>	<b>1,104</b>

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

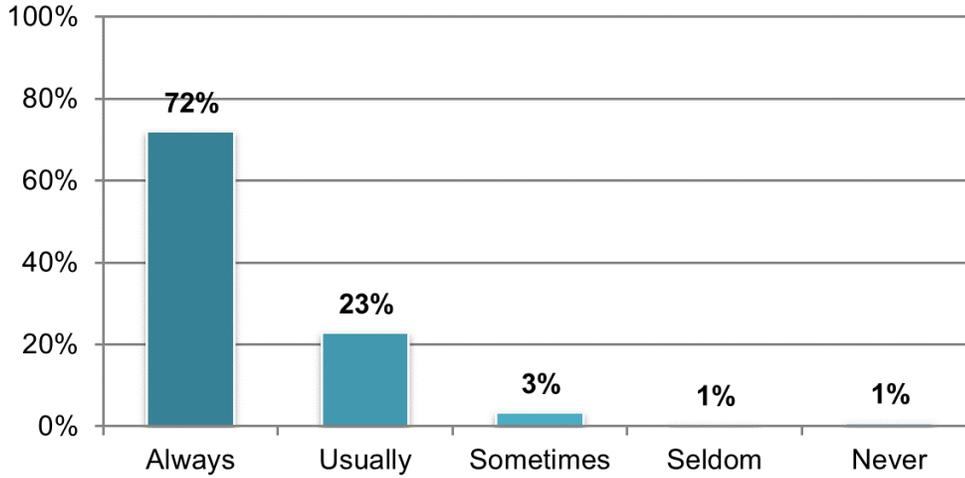


Table Q21. Are services delivered in a way that is respectful to your family's culture?

State	Always	Usually	Sometimes	Seldom	Never	N
<b>Significantly Above Average</b>						
SD	87%	11%	2%	0%	0%	219
<b>Within Average Range</b>						
AZ	79%	15%	5%	0%	0%	203
WI	75%	22%	2%	0%	0%	937
VA	74%	24%	1%	0%	1%	136
NC	73%	20%	5%	1%	1%	157
LA	72%	25%	3%	0%	0%	427
MN	66%	28%	4%	0%	1%	390
<b>Significantly Below Average</b>						
WA	64%	28%	5%	2%	2%	309
HI	58%	34%	4%	1%	3%	99
<b>NCI Average</b>	<b>72%</b>	<b>23%</b>	<b>3%</b>	<b>1%</b>	<b>1%</b>	<b>2,877</b>

### Child Has Access to Special Equipment or Accommodations Needed

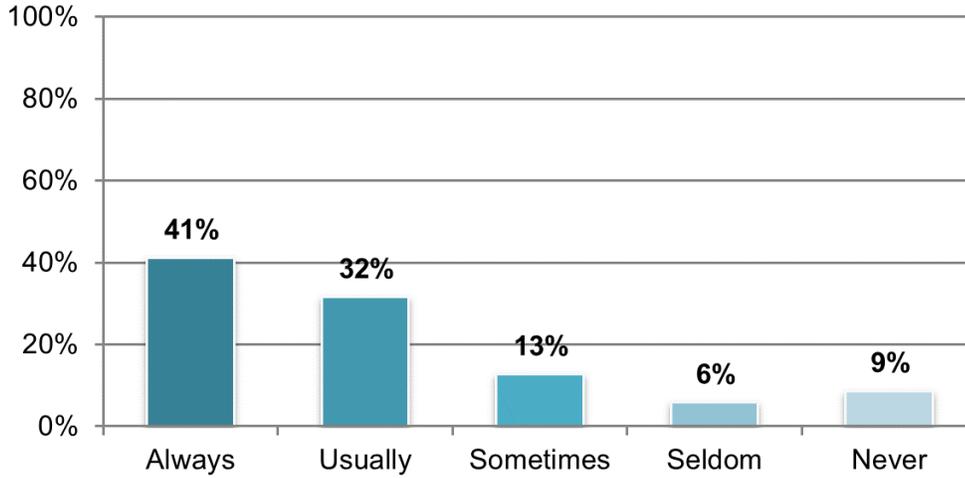


Table Q22. Does your child have access to the special equipment or accommodations that s/he needs (for example, wheelchair, ramp, communication board)?

State	Always	Usually	Sometimes	Seldom	Never	N
<b>Significantly Above Average</b>						
SD	57%	30%	8%	1%	4%	152
<b>Within Average Range</b>						
LA	48%	25%	11%	4%	11%	264
WI	44%	37%	12%	4%	4%	641
AZ	44%	25%	15%	6%	10%	126
VA	42%	37%	8%	8%	6%	90
MN	37%	39%	14%	4%	6%	276
HI	34%	29%	13%	11%	13%	62
NC	32%	35%	15%	7%	11%	98
<b>Significantly Below Average</b>						
WA	33%	29%	18%	7%	13%	230
<b>NCI Average</b>	<b>41%</b>	<b>32%</b>	<b>13%</b>	<b>6%</b>	<b>9%</b>	<b>1,939</b>

### Support Workers Have the Right Training to Meet the Child's Needs

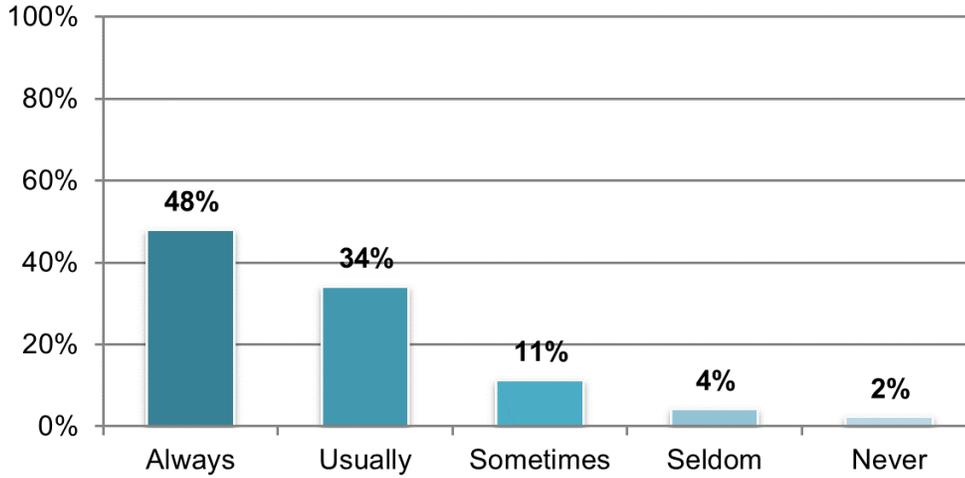


Table Q23. Do the support workers have the right training to meet your child's needs?

State	Always	Usually	Sometimes	Seldom	Never	N
<b>Significantly Above Average</b>						
SD	67%	25%	7%	1%	0%	212
LA	57%	30%	8%	3%	2%	396
<b>Within Average Range</b>						
AZ	53%	34%	7%	6%	1%	200
WI	48%	35%	15%	2%	1%	910
WA	45%	35%	10%	6%	3%	278
VA	44%	35%	17%	4%	0%	141
HI	42%	34%	12%	6%	7%	86
<b>Significantly Below Average</b>						
MN	39%	40%	16%	3%	2%	360
NC	37%	41%	11%	6%	4%	158
<b>NCI Average</b>	<b>48%</b>	<b>34%</b>	<b>11%</b>	<b>4%</b>	<b>2%</b>	<b>2,741</b>

### Support Workers Who Come to the Home Arrive on Time and When Scheduled

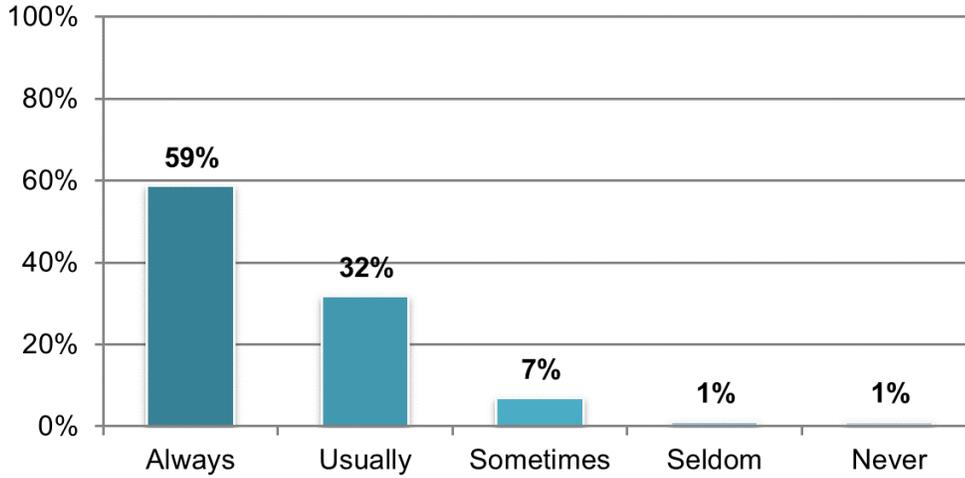


Table Q24. Do the support workers who come to your home arrive on time and when scheduled?

State	Always	Usually	Sometimes	Seldom	Never	N
<b>Significantly Above Average</b>						
SD	84%	14%	2%	0%	0%	174
LA	66%	24%	8%	1%	1%	398
<b>Within Average Range</b>						
AZ	65%	27%	7%	1%	0%	209
WI	62%	31%	6%	1%	0%	901
WA	58%	33%	5%	2%	2%	285
MN	53%	38%	6%	2%	2%	363
HI	52%	36%	6%	2%	3%	88
<b>Significantly Below Average</b>						
VA	46%	42%	9%	1%	1%	142
NC	41%	43%	14%	1%	2%	157
<b>NCI Average</b>	<b>59%</b>	<b>32%</b>	<b>7%</b>	<b>1%</b>	<b>1%</b>	<b>2,717</b>

### Crisis or Emergency Services Were Provided When Needed (If Requested in the Past Year)

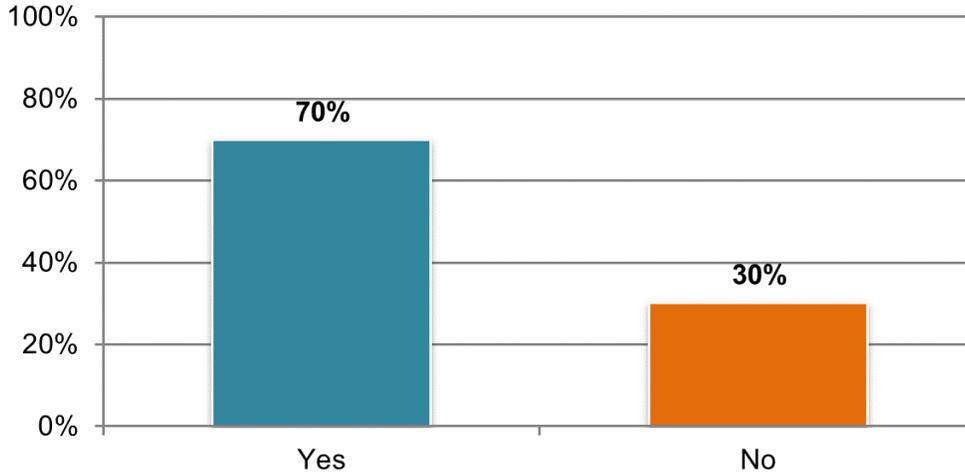


Table Q25. If you asked for crisis/emergency services during the past year, were services provided when needed?

State	Yes	No	N
<b>Significantly Above Average</b>			
SD	88%	12%	49
<b>Within Average Range</b>			
AZ	81%	19%	47
LA	75%	25%	114
VA	70%	30%	37
WI	70%	31%	200
HI	69%	31%	32
WA	66%	34%	87
NC	59%	41%	58
<b>Significantly Below Average</b>			
MN	53%	47%	79
<b>NCI Average</b>	<b>70%</b>	<b>30%</b>	<b>703</b>

### Respondent Has Access to Health Services for the Child

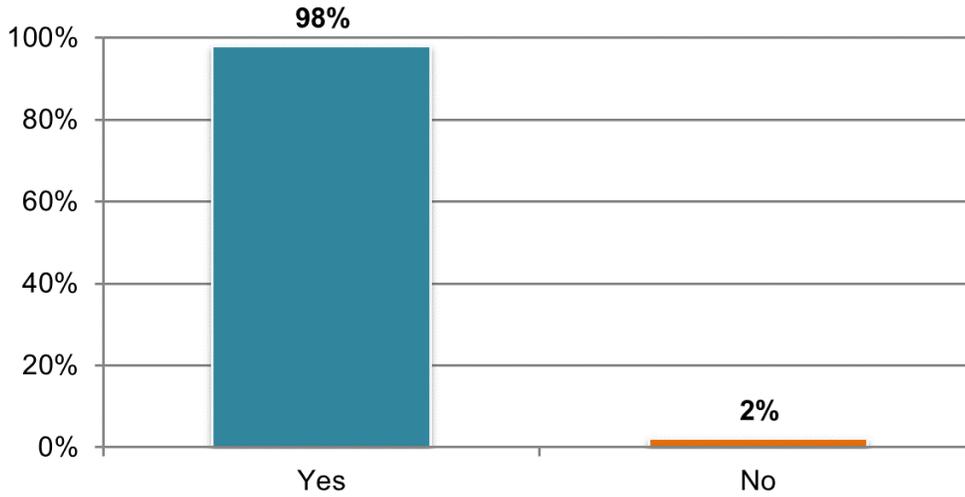


Table Q26. Do you have access to health services for your child?

State	Yes	No	N
<b>Significantly Above Average</b>			
MN	100%	0%	445
WI	100%	0%	1,006
<b>Within Average Range</b>			
NC	98%	2%	185
SD	98%	2%	236
AZ	98%	2%	208
VA	98%	2%	146
LA	97%	3%	462
HI	96%	4%	104
WA	96%	4%	359
<b>NCI Average</b>	<b>98%</b>	<b>2%</b>	<b>3,151</b>

### Respondent Is Satisfied With the Quality of the Child's Health Providers

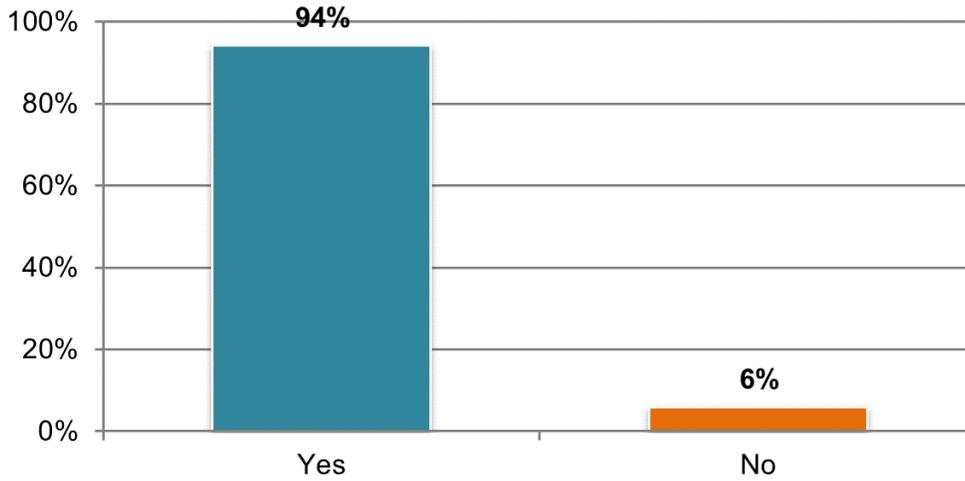


Table 26a. If you have access to health services for your child, are you satisfied with the quality of these providers?

State	Yes	No	N
<b>Significantly Above Average</b>			
WI	96%	4%	975
<b>Within Average Range</b>			
LA	96%	4%	428
SD	96%	4%	227
VA	95%	5%	142
MN	95%	5%	435
AZ	94%	6%	191
NC	94%	6%	172
WA	94%	6%	320
HI	86%	14%	95
<b>NCI Average</b>	<b>94%</b>	<b>6%</b>	<b>2,985</b>

### Respondent Has Access to Dental Services for the Child

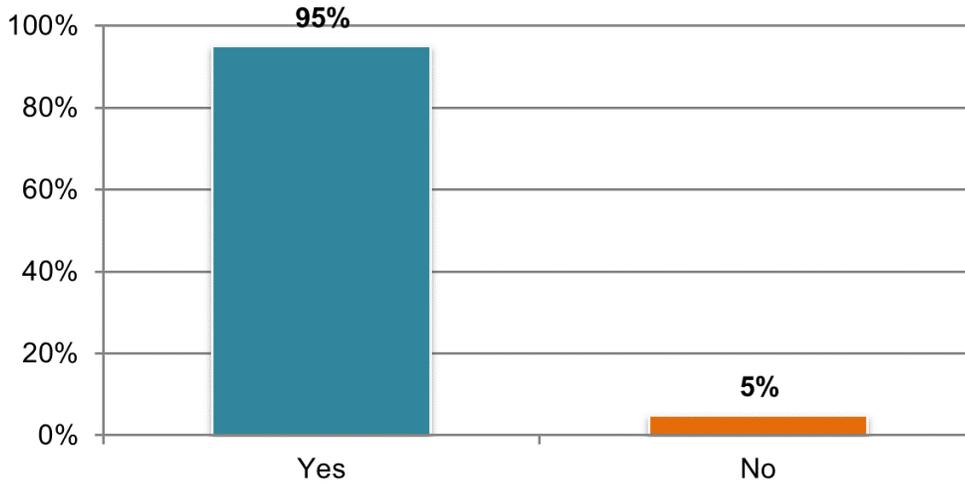


Table Q27. Do you have access to dental services for your child?

State	Yes	No	N
<b>Significantly Above Average</b>			
WA	98%	2%	360
<b>Within Average Range</b>			
SD	97%	3%	239
MN	97%	3%	441
AZ	97%	3%	205
NC	96%	4%	184
WI	94%	6%	1,003
LA	94%	6%	464
HI	93%	7%	108
VA	92%	8%	142
<b>NCI Average</b>	<b>95%</b>	<b>5%</b>	<b>3,146</b>

### Respondent Is Satisfied With the Quality of the Child's Dental Providers

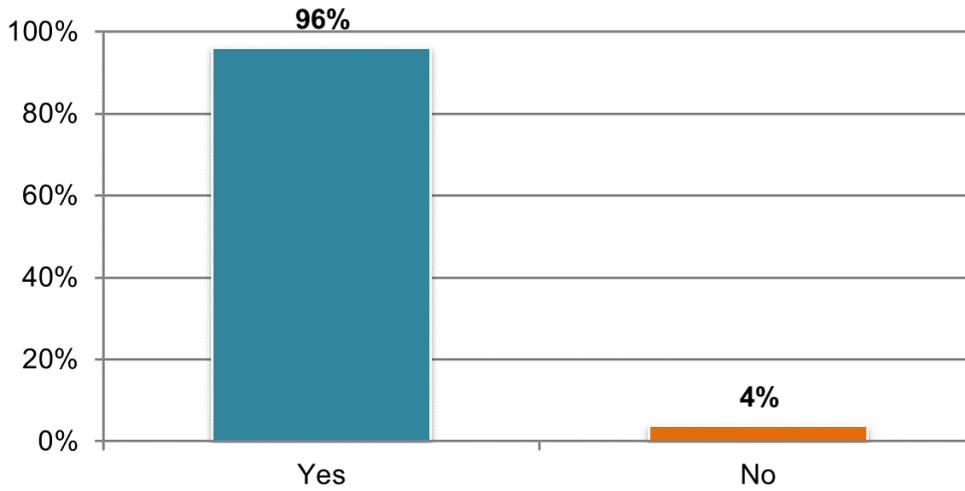


Table 27a. If you have access to dental services for your child, are you satisfied with the quality of these providers?

State	Yes	No	N
<b>Within Average Range</b>			
VA	98%	2%	129
WA	98%	2%	333
LA	97%	3%	400
SD	97%	3%	219
MN	97%	3%	415
WI	96%	4%	913
HI	95%	5%	94
AZ	94%	6%	191
NC	94%	6%	170
<b>NCI Average</b>	<b>96%</b>	<b>4%</b>	<b>2,864</b>

### Respondent Can Get Needed Medications for the Child

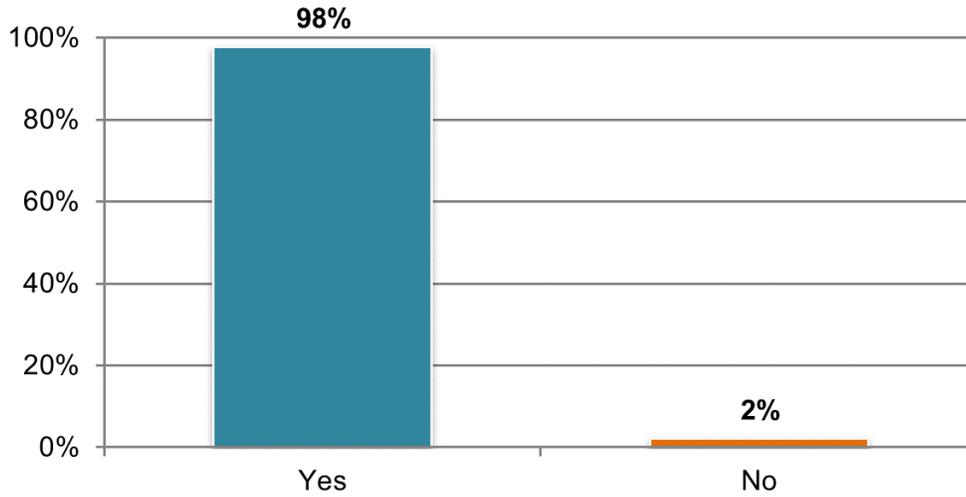
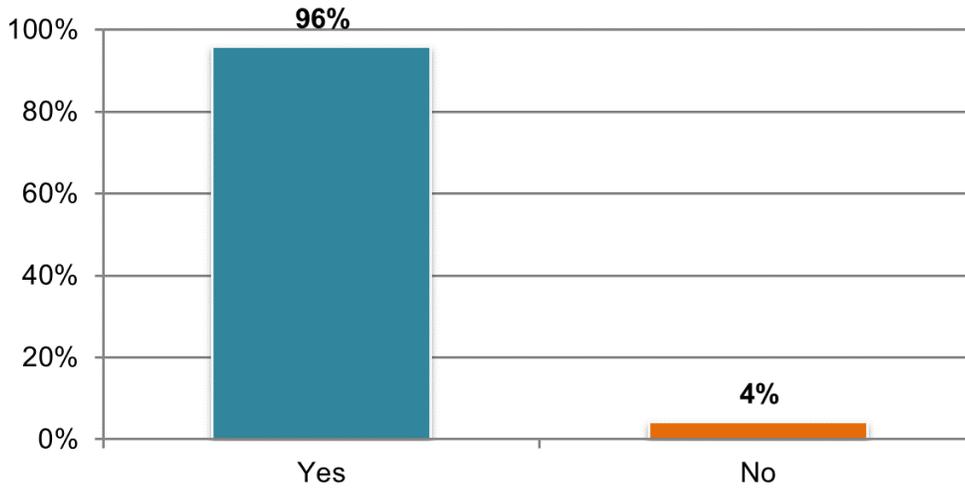


Table Q28. Are you able to get medications needed for your child?

State	Yes	No	N
<b>Significantly Above Average</b>			
WI	99%	1%	962
<b>Within Average Range</b>			
VA	99%	1%	141
NC	98%	2%	182
SD	98%	2%	232
MN	98%	2%	436
AZ	97%	3%	195
LA	97%	3%	467
WA	97%	3%	346
HI	96%	4%	108
<b>NCI Average</b>	<b>98%</b>	<b>2%</b>	<b>3,069</b>

### Respondent Is Satisfied With How the Child's Medication Needs Are Monitored



**Table 28a. If you have access to needed medications for your child, are you satisfied with how your child's medication needs are monitored?**

State	Yes	No	N
<b>Within Average Range</b>			
SD	97%	3%	213
LA	97%	3%	423
VA	96%	4%	136
WI	96%	4%	914
WA	96%	4%	321
AZ	96%	4%	184
MN	95%	5%	413
NC	95%	5%	168
HI	95%	5%	93
<b>NCI Average</b>	<b>96%</b>	<b>4%</b>	<b>2,865</b>

### Respondent Has Access to Mental Health Services for the Child

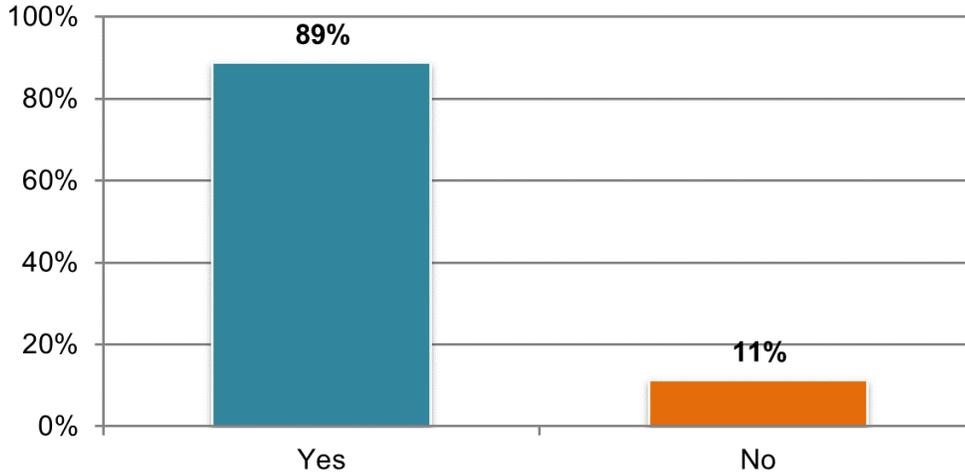
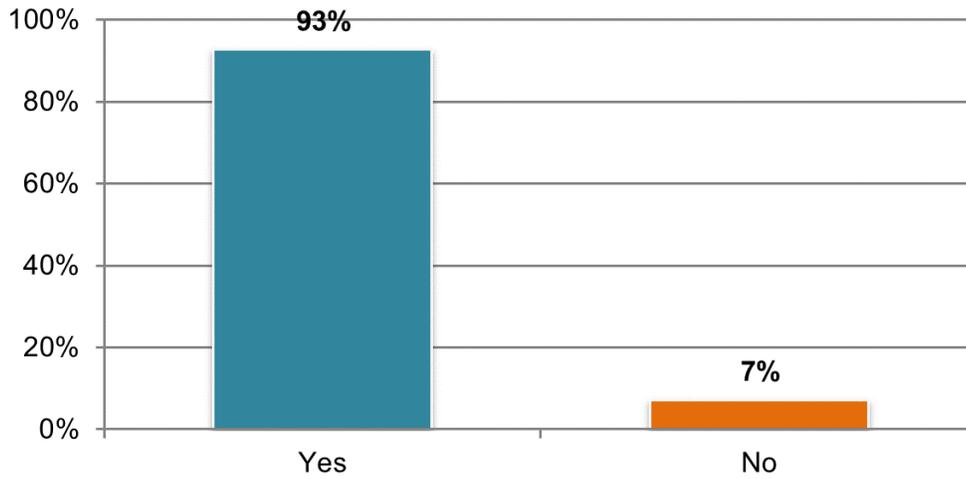


Table Q29. If needed, do you have access to mental health services for your child?

State	Yes	No	N
<b>Significantly Above Average</b>			
MN	94%	6%	301
<b>Within Average Range</b>			
AZ	94%	6%	121
VA	94%	6%	96
SD	93%	7%	135
NC	93%	7%	134
WI	92%	8%	601
LA	86%	14%	295
HI	73%	27%	55
<b>Significantly Below Average</b>			
WA	80%	20%	212
<b>NCI Average</b>	<b>89%</b>	<b>11%</b>	<b>1,950</b>

### Respondent Is Satisfied With the Quality of the Child's Mental Health Providers



**Table 29a.** If you have access to mental health services for your child, are you satisfied with the quality of these providers?

State	Yes	No	N
<b>Within Average Range</b>			
SD	97%	3%	101
VA	96%	4%	75
LA	95%	5%	218
HI	94%	6%	32
MN	93%	7%	243
WA	92%	8%	126
WI	92%	8%	428
NC	90%	10%	100
AZ	87%	13%	99
<b>NCI Average</b>	<b>93%</b>	<b>7%</b>	<b>1,422</b>

### Respondent Has Access to Respite Services

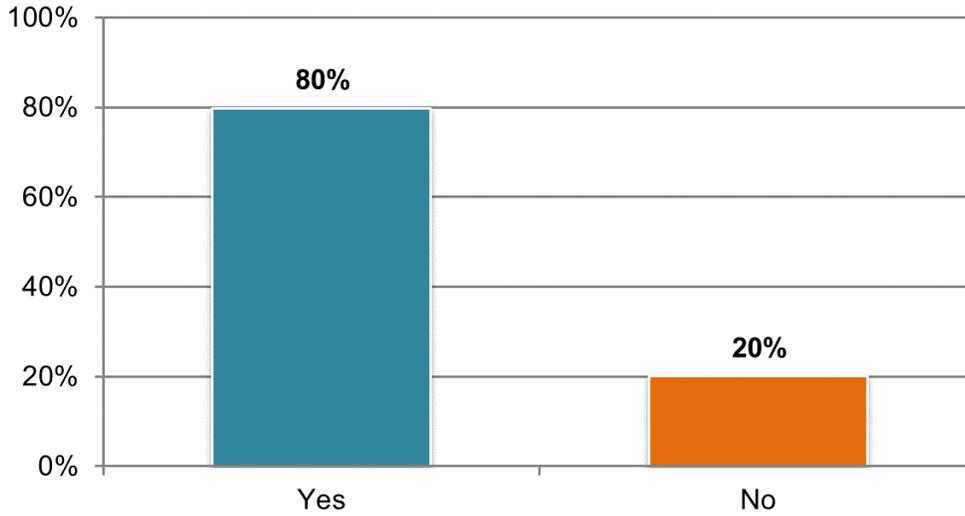


Table Q30. If you need respite services, do you have access to them?

State	Yes	No	N
<b>Significantly Above Average</b>			
AZ	93%	7%	183
SD	89%	11%	206
VA	89%	11%	140
WI	85%	15%	830
<b>Within Average Range</b>			
NC	85%	15%	160
LA	83%	17%	286
<b>Significantly Below Average</b>			
MN	69%	31%	309
WA	65%	35%	240
HI	62%	38%	78
<b>NCI Average</b>	<b>80%</b>	<b>20%</b>	<b>2,432</b>

### Respondent Is Satisfied With the Quality of the Child's Respite Providers

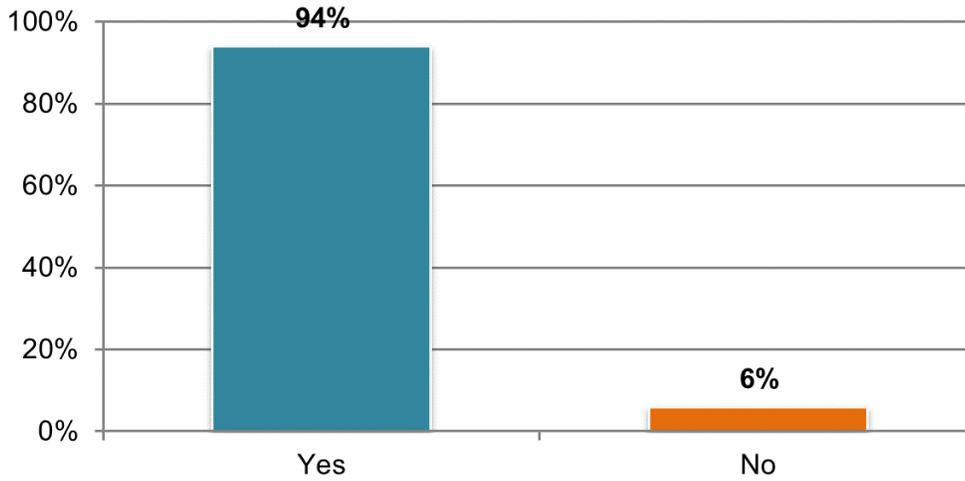


Table 30a. If you have access to needed respite services, are you satisfied with the quality of these providers?

State	Yes	No	N
<b>Significantly Above Average</b>			
SD	98%	2%	159
MN	97%	3%	184
WI	96%	4%	639
<b>Within Average Range</b>			
VA	96%	4%	114
HI	95%	5%	42
AZ	95%	5%	151
LA	95%	5%	202
WA	87%	13%	133
NC	87%	13%	113
<b>NCI Average</b>	<b>94%</b>	<b>6%</b>	<b>1,737</b>

### Services Are Needed That Are Not Currently Offered or Available

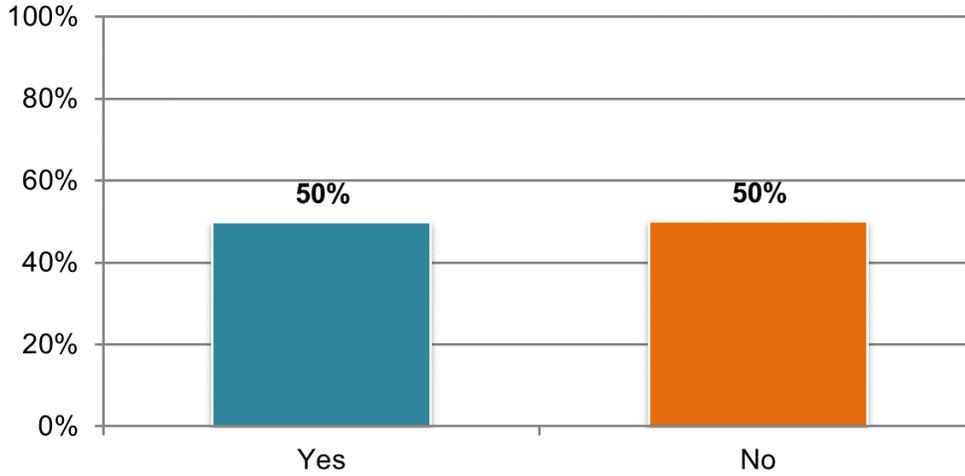


Table Q31. Are there other services that your family needs that are not currently offered or available?

State	Yes	No	N
<b>Significantly Above Average</b>			
WA	67%	33%	198
<b>Within Average Range</b>			
HI	65%	35%	54
NC	55%	45%	123
VA	52%	48%	108
WI	50%	50%	612
MN	47%	53%	285
AZ	44%	56%	144
LA	42%	58%	288
<b>Significantly Below Average</b>			
SD	26%	74%	159
<b>NCI Average</b>	<b>50%</b>	<b>50%</b>	<b>1,971</b>

## **Choice and Control**

*Families and children with disabilities determine the services and supports they receive and the individuals or agencies who provide them.*

### Respondent Chooses the Provider Agencies Who Work With the Family

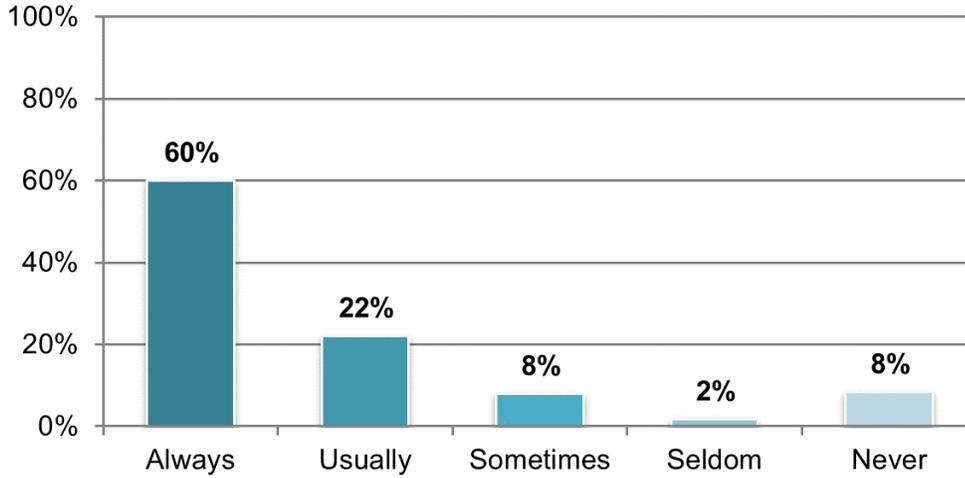


Table Q32. Do you choose the provider agencies who work with your family?

State	Always	Usually	Sometimes	Seldom	Never	N
<b>Significantly Above Average</b>						
LA	75%	15%	4%	1%	5%	411
<b>Within Average Range</b>						
AZ	62%	20%	10%	0%	7%	203
NC	62%	22%	8%	1%	7%	166
VA	61%	25%	6%	1%	6%	141
MN	59%	28%	6%	2%	5%	410
HI	59%	18%	8%	0%	14%	83
WA	57%	20%	10%	3%	9%	294
SD	55%	25%	7%	2%	11%	197
<b>Significantly Below Average</b>						
WI	49%	26%	11%	4%	10%	899
<b>NCI Average</b>	<b>60%</b>	<b>22%</b>	<b>8%</b>	<b>2%</b>	<b>8%</b>	<b>2,804</b>

### Respondent Can Choose a Different Provider Agency If Desired

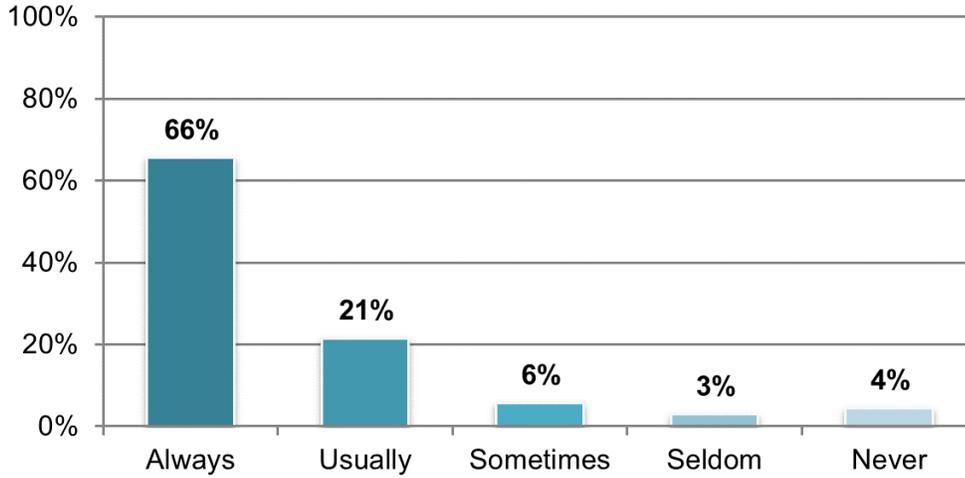


Table Q33. Can you choose a different provider agency if you want to?

State	Always	Usually	Sometimes	Seldom	Never	N
<b>Significantly Above Average</b>						
LA	77%	18%	1%	1%	3%	368
<b>Within Average Range</b>						
VA	73%	18%	3%	3%	3%	118
NC	72%	19%	5%	1%	3%	154
AZ	69%	18%	7%	3%	3%	181
SD	67%	21%	4%	1%	7%	158
MN	62%	28%	5%	3%	2%	356
HI	58%	28%	6%	2%	6%	64
WA	58%	21%	9%	6%	6%	237
<b>Significantly Below Average</b>						
WI	55%	23%	10%	5%	7%	648
<b>NCI Average</b>	<b>66%</b>	<b>21%</b>	<b>6%</b>	<b>3%</b>	<b>4%</b>	<b>2,284</b>

### Respondent Chooses Individual Support Workers Who Work With the Family

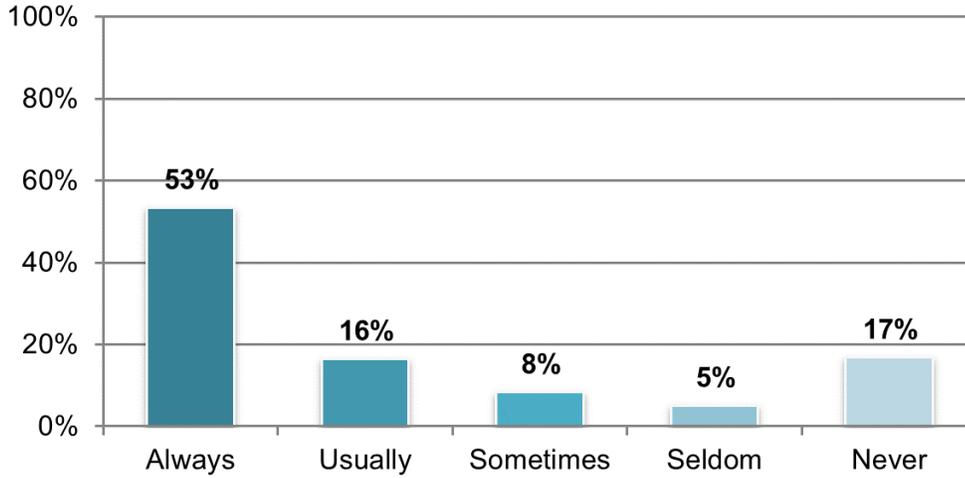


Table Q34. Do you choose the individual support workers who work directly with your family?

State	Always	Usually	Sometimes	Seldom	Never	N
<b>Significantly Above Average</b>						
VA	67%	13%	4%	6%	10%	141
LA	65%	14%	3%	3%	14%	401
<b>Within Average Range</b>						
NC	59%	20%	7%	4%	10%	157
AZ	54%	16%	11%	3%	16%	196
WA	53%	10%	12%	6%	19%	267
MN	51%	17%	10%	6%	16%	381
HI	46%	18%	8%	7%	20%	83
SD	45%	21%	9%	3%	22%	179
<b>Significantly Below Average</b>						
WI	41%	18%	10%	7%	23%	880
<b>NCI Average</b>	<b>53%</b>	<b>16%</b>	<b>8%</b>	<b>5%</b>	<b>17%</b>	<b>2,685</b>

### Respondent Can Choose Different Support Workers If Desired

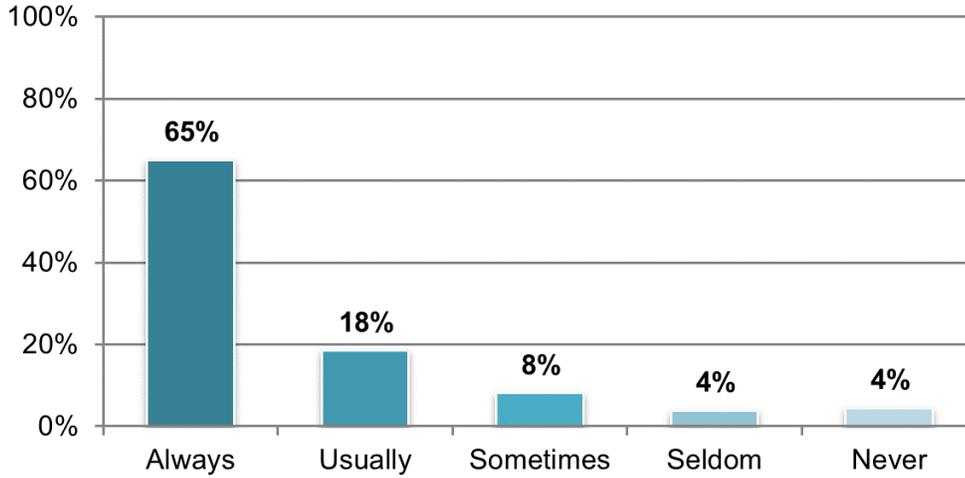


Table Q35. Can you choose different support workers if you want to?

State	Always	Usually	Sometimes	Seldom	Never	N
<b>Significantly Above Average</b>						
LA	76%	17%	3%	1%	3%	356
<b>Within Average Range</b>						
SD	71%	15%	7%	2%	5%	149
VA	71%	17%	5%	5%	2%	126
NC	66%	19%	4%	7%	5%	151
AZ	65%	16%	9%	3%	6%	171
WA	61%	13%	10%	7%	8%	231
MN	61%	22%	10%	3%	5%	313
HI	59%	22%	14%	3%	2%	58
<b>Significantly Below Average</b>						
WI	55%	25%	10%	4%	6%	672
<b>NCI Average</b>	<b>65%</b>	<b>18%</b>	<b>8%</b>	<b>4%</b>	<b>4%</b>	<b>2,227</b>

### Respondent Chose Case Manager/Service Coordinator

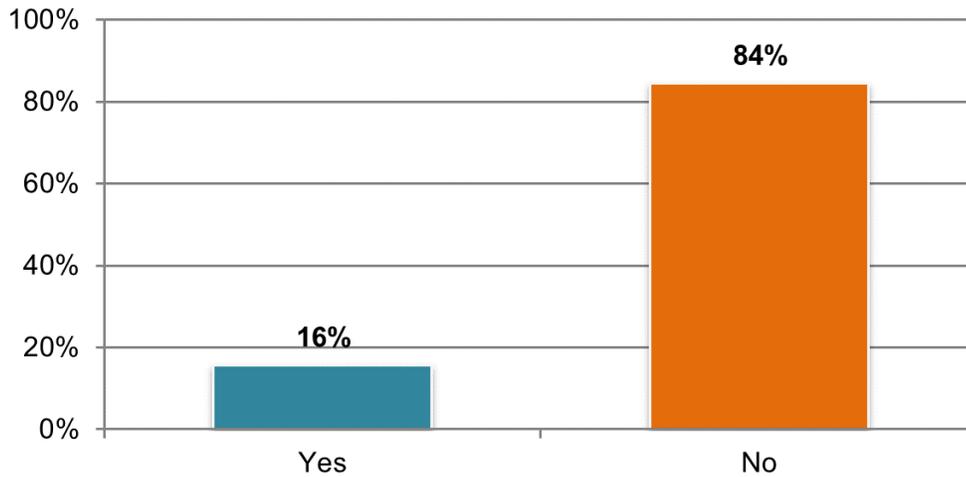


Table Q36. Did you choose your case manager/service coordinator?

State	Yes	No	N
<b>Significantly Above Average</b>			
LA	37%	63%	418
VA	27%	73%	142
NC	26%	74%	155
<b>Within Average Range</b>			
SD	21%	79%	214
<b>Significantly Below Average</b>			
AZ	9%	91%	209
WI	6%	94%	975
MN	5%	95%	424
WA	4%	96%	348
HI	4%	96%	103
<b>NCI Average</b>	<b>16%</b>	<b>84%</b>	<b>2,988</b>

### Respondent Has Control or Input Over the Hiring and Management of Family's Support Workers

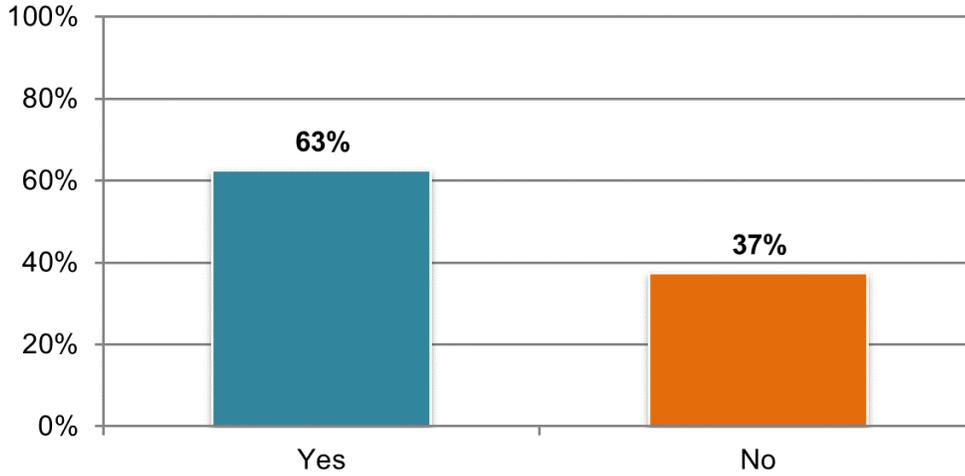


Table Q37. Do you have control and/or input over the hiring and management of your family's support workers?

State	Yes	No	N
<b>Significantly Above Average</b>			
VA	74%	26%	151
<b>Within Average Range</b>			
MN	69%	31%	70
LA	67%	33%	347
NC	66%	34%	328
HI	63%	37%	144
SD	62%	38%	159
AZ	54%	46%	123
<b>Significantly Below Average</b>			
WI	54%	46%	242
WA	54%	46%	761
<b>NCI Average</b>	<b>63%</b>	<b>37%</b>	<b>2,325</b>

### Respondent Knows How Much Money Is Spent by the ID/DD Agency on Behalf of Child

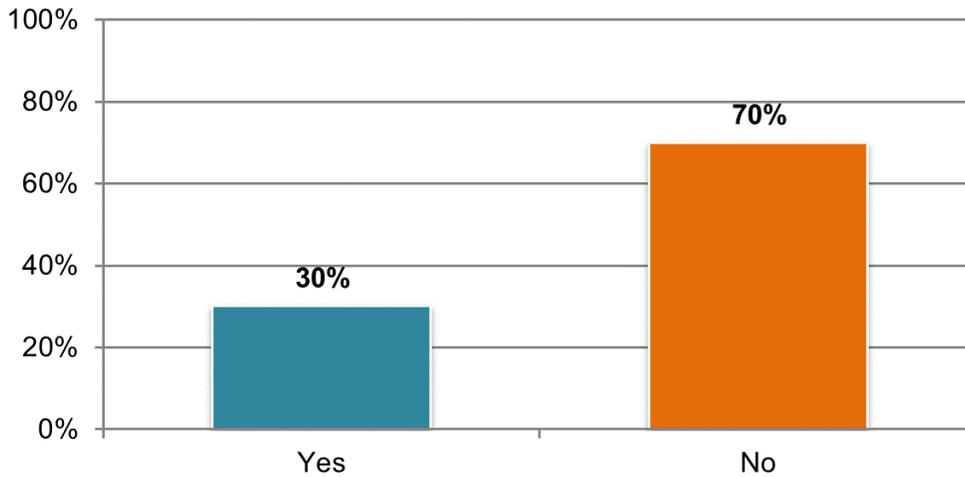


Table Q38. Do you know how much money is spent by the ID/DD agency on behalf of your child?

State	Yes	No	N
<b>Significantly Above Average</b>			
SD	65%	35%	236
MN	50%	50%	444
LA	39%	61%	470
<b>Within Average Range</b>			
WI	33%	67%	1,024
WA	31%	69%	366
NC	23%	77%	172
<b>Significantly Below Average</b>			
VA	16%	84%	141
HI	10%	90%	105
AZ	4%	96%	210
<b>NCI Average</b>	<b>30%</b>	<b>70%</b>	<b>3,168</b>

### Respondent Has Say in How ID/DD Agency Money Is Spent

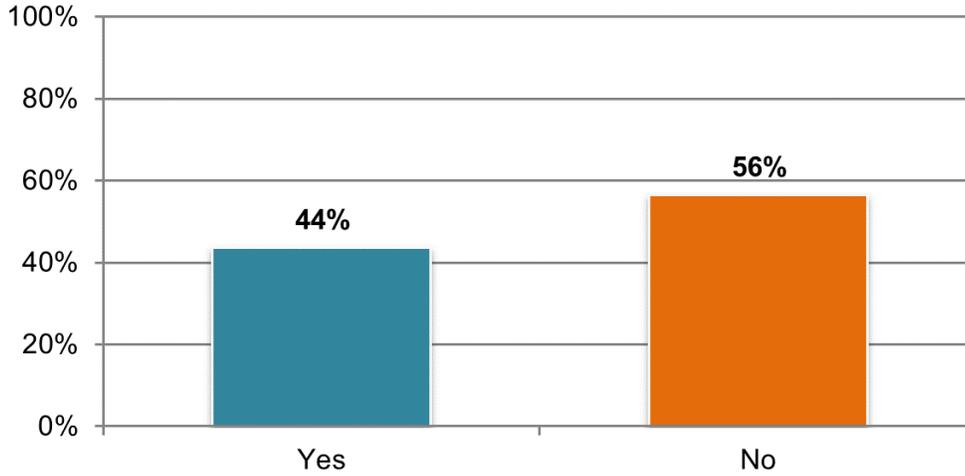


Table Q39. Do you have a say in how this money is spent?

State	Yes	No	N
<b>Significantly Above Average</b>			
SD	88%	12%	190
WI	66%	34%	695
MN	63%	37%	325
LA	52%	48%	288
<b>Within Average Range</b>			
WA	48%	52%	246
<b>Significantly Below Average</b>			
NC	29%	71%	123
VA	23%	77%	86
AZ	12%	88%	132
HI	10%	90%	59
<b>NCI Average</b>	<b>44%</b>	<b>56%</b>	<b>2,144</b>

### Respondent Has All Information Needed to Decide How to Spend ID/DD Agency Money

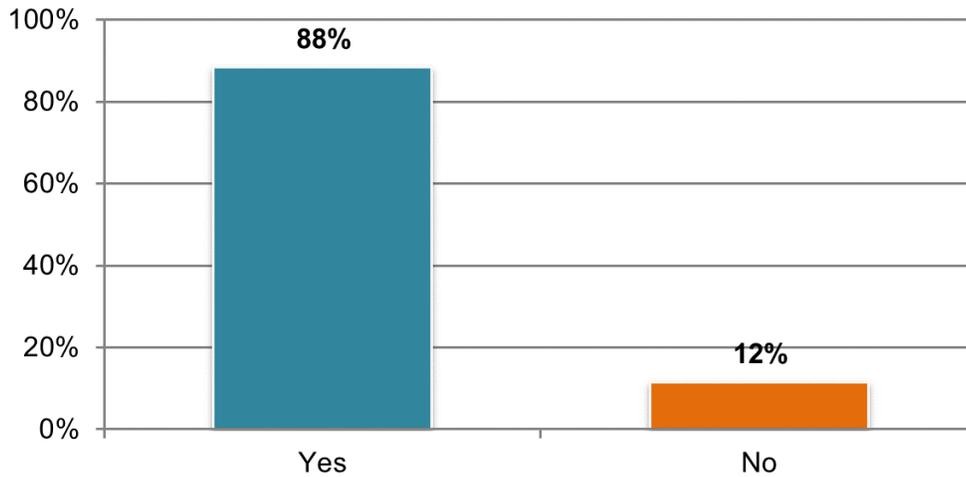


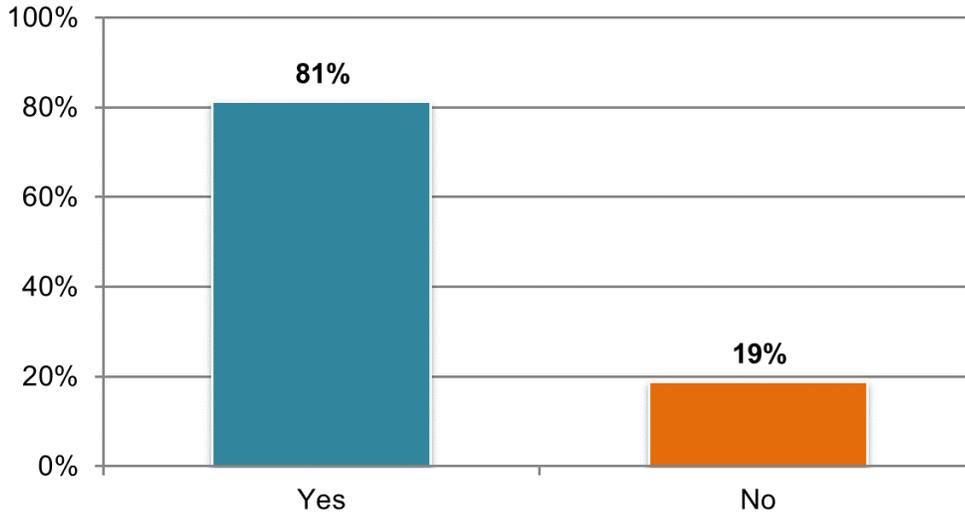
Table 39a. If you have a say in how this money is spent, do you have all the information you need to make decisions about how to spend this money?

State	Yes	No	N
<b>Significantly Above Average</b>			
SD	95%	5%	152
<b>Within Average Range</b>			
LA	90%	10%	132
MN	90%	10%	176
NC	88%	12%	33
WA	85%	15%	95
<b>Significantly Below Average</b>			
WI	83%	17%	371
<b>NCI Average</b>	<b>88%</b>	<b>12%</b>	<b>959</b>
<b>N &lt; 20</b>			
VA	N/A	N/A	N/A
HI	N/A	N/A	N/A
AZ	N/A	N/A	N/A

## **Community Connections**

*Family members with disabilities use integrated community services and participate in everyday community activities.*

### Child Participates in Community Activities



**Table Q40. Does your child participate in community activities (such as going out to a restaurant, movie, or sporting event)?**

State	Yes	No	N
<b>Significantly Above Average</b>			
SD	92%	8%	239
<b>Within Average Range</b>			
LA	85%	15%	493
MN	83%	17%	449
VA	82%	18%	147
NC	81%	19%	187
WI	80%	20%	1,016
AZ	77%	23%	206
HI	75%	25%	117
<b>Significantly Below Average</b>			
WA	75%	25%	372
<b>NCI Average</b>	<b>81%</b>	<b>19%</b>	<b>3,226</b>

### Reasons Child Does Not Participate in Community Activities

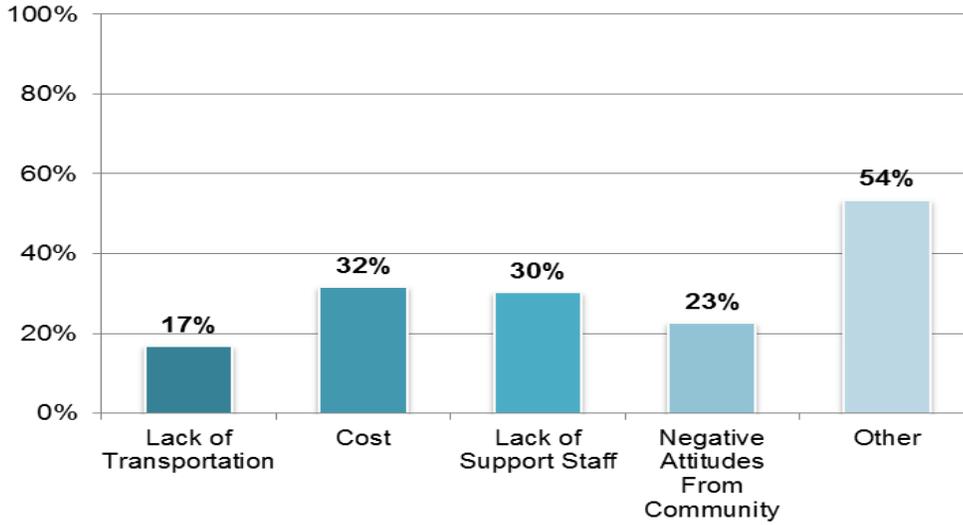


Table 40a. If your child doesn't participate in community activities, why not?

State	Lack of Transportation	Cost	Lack of Support Staff	Negative Attitudes From Community Members	Other
AZ	20%	32%	14%	23%	48%
HI	18%	43%	36%	21%	46%
LA	26%	21%	18%	9%	58%
MN	11%	37%	30%	34%	63%
NC	18%	29%	47%	18%	47%
VA	16%	28%	44%	16%	48%
WA	13%	28%	21%	26%	63%
WI	13%	35%	33%	34%	55%
<b>NCI Average</b>	<b>17%</b>	<b>32%</b>	<b>30%</b>	<b>23%</b>	<b>54%</b>
<b>N &lt; 20</b>					
SD	N/A	N/A	N/A	N/A	N/A

### Child Spends Time With Children Who Do Not Have Developmental Disabilities

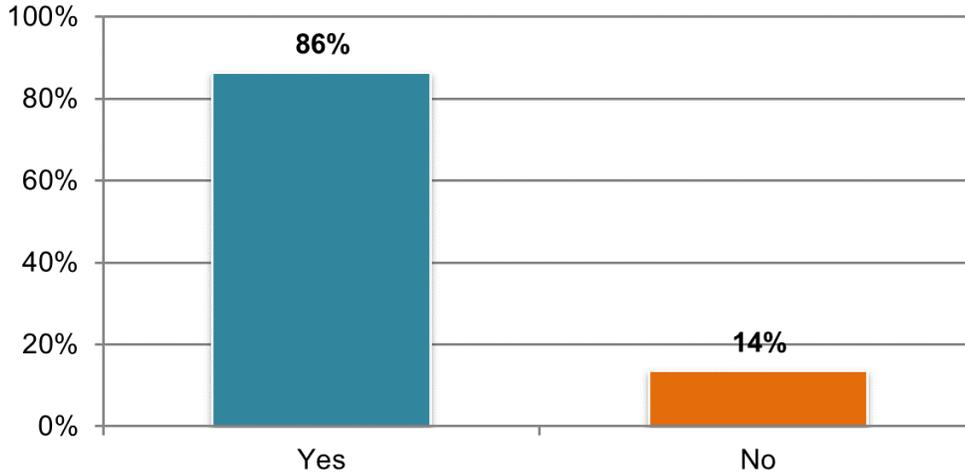


Table Q41. Does your child spend time with children who do not have developmental disabilities?

State	Yes	No	N
<b>Significantly Above Average</b>			
SD	92%	8%	237
LA	91%	9%	487
<b>Within Average Range</b>			
AZ	91%	9%	211
NC	90%	10%	182
WI	86%	14%	995
MN	86%	14%	447
VA	82%	18%	145
HI	79%	21%	116
<b>Significantly Below Average</b>			
WA	80%	20%	364
<b>NCI Average</b>	<b>86%</b>	<b>14%</b>	<b>3,184</b>

## **Satisfaction With Services and Supports**

*Families and family members with disabilities receive adequate and satisfactory supports.*

### Respondent Is Satisfied With Services and Supports Family Receives

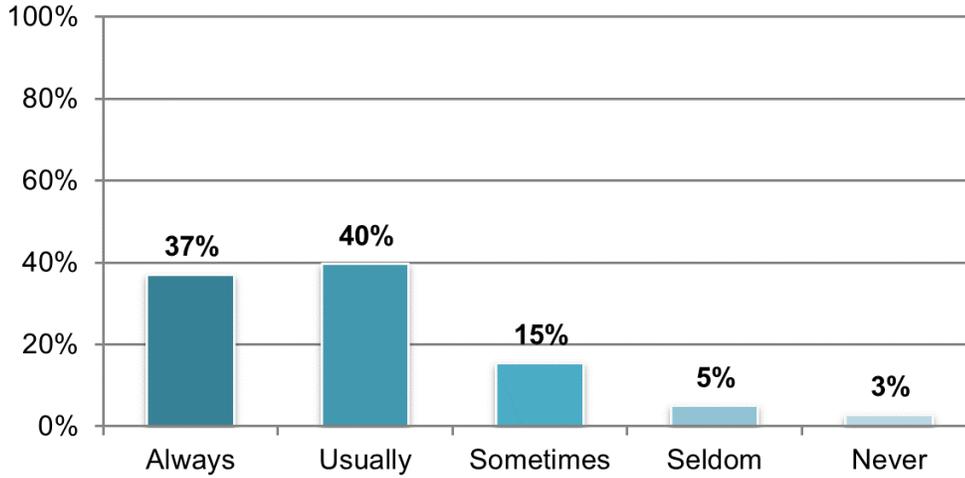


Table Q42. Overall, are you satisfied with the services and supports your family currently receives?

State	Always	Usually	Sometimes	Seldom	Never	N
<b>Significantly Above Average</b>						
SD	60%	32%	7%	1%	0%	239
LA	47%	32%	15%	5%	2%	479
<b>Within Average Range</b>						
AZ	46%	40%	8%	5%	1%	213
WA	39%	30%	19%	8%	3%	355
VA	30%	48%	18%	1%	2%	145
HI	27%	37%	18%	11%	7%	111
<b>Significantly Below Average</b>						
WI	29%	51%	16%	3%	0%	1,014
NC	27%	41%	18%	6%	8%	175
MN	27%	46%	21%	5%	2%	442
<b>NCI Average</b>	<b>37%</b>	<b>40%</b>	<b>15%</b>	<b>5%</b>	<b>3%</b>	<b>3,173</b>

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

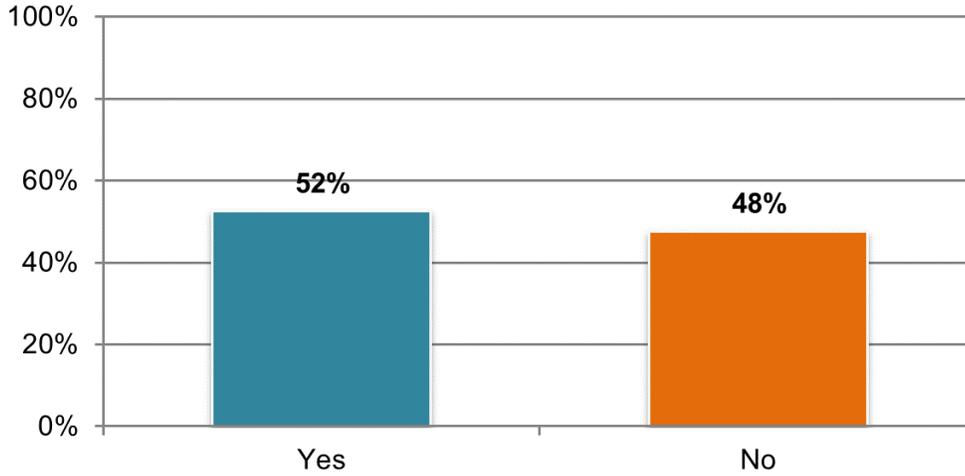
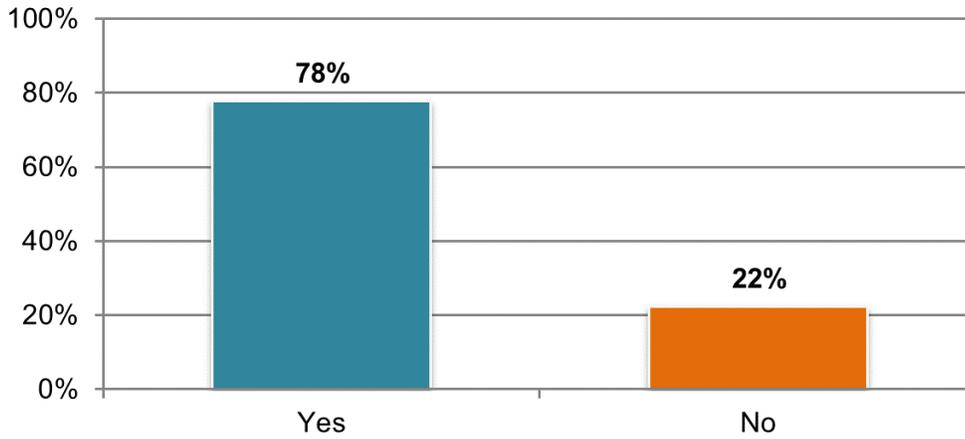


Table Q43. Do you know the process for filing a complaint or grievance against provider agencies or staff?

State	Yes	No	N
<b>Significantly Above Average</b>			
SD	78%	22%	233
WI	61%	39%	1,019
LA	61%	39%	479
<b>Within Average Range</b>			
MN	53%	47%	448
NC	51%	49%	177
VA	49%	51%	142
HI	44%	56%	116
<b>Significantly Below Average</b>			
AZ	38%	62%	209
WA	37%	63%	360
<b>NCI Average</b>	<b>52%</b>	<b>48%</b>	<b>3,183</b>

### Respondent Is Satisfied With the Way Complaints or Grievances Against Provider Agencies or Staff Are Handled and Resolved



**Table Q44.** Are you satisfied with the way complaints or grievances against provider agencies or staff are handled and resolved?

State	Yes	No	N
<b>Significantly Above Average</b>			
SD	92%	8%	76
LA	87%	13%	207
<b>Within Average Range</b>			
WI	82%	18%	295
VA	77%	23%	57
MN	76%	24%	137
WA	73%	27%	96
HI	72%	28%	36
NC	70%	30%	67
AZ	70%	30%	60
<b>NCI Average</b>	<b>78%</b>	<b>22%</b>	<b>1,031</b>

### Respondent Knows How to Report Abuse or Neglect

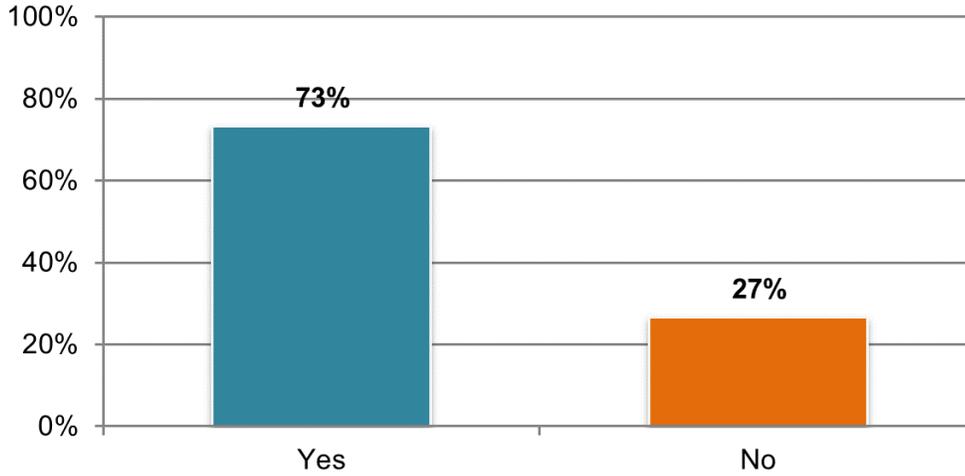


Table Q45. Do you know how to report abuse or neglect?

State	Yes	No	N
<b>Significantly Above Average</b>			
SD	93%	7%	237
LA	80%	20%	467
<b>Within Average Range</b>			
VA	81%	19%	139
MN	78%	22%	441
WI	76%	24%	998
NC	71%	29%	180
HI	63%	37%	109
<b>Significantly Below Average</b>			
WA	63%	37%	344
AZ	54%	46%	205
<b>NCI Average</b>	<b>73%</b>	<b>27%</b>	<b>3,120</b>

### Respondent Reported Abuse or Neglect If it Occured in the Past Year

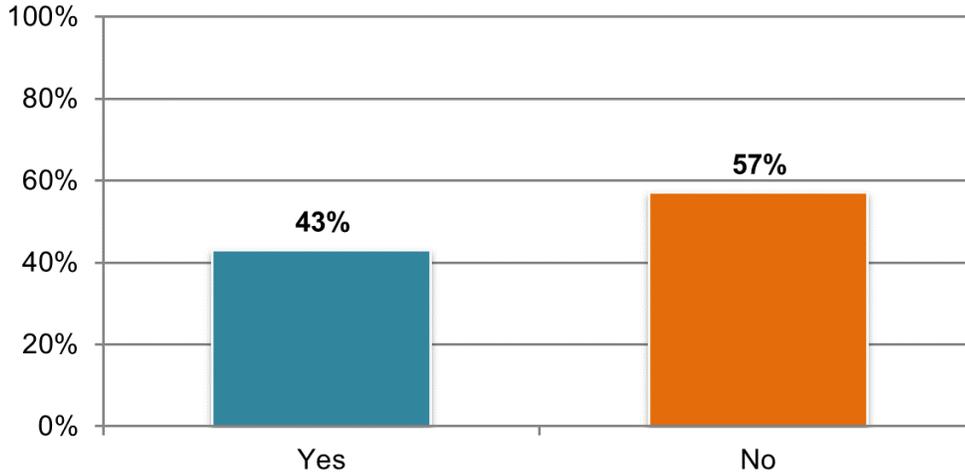


Table Q46. Within the past year, if abuse or neglect occurred, did you report it?

State	Yes	No	N
<b>Within Average Range</b>			
NC	59%	41%	27
VA	56%	44%	25
LA	50%	50%	70
SD	50%	50%	28
MN	44%	56%	63
WI	39%	61%	122
HI	32%	68%	22
AZ	31%	69%	42
<b>Significantly Below Average</b>			
WA	26%	74%	62
<b>NCI Average</b>	<b>43%</b>	<b>57%</b>	<b>461</b>

### Appropriate People Were Responsive to Report of Abuse or Neglect (If Reported in the Past Year)

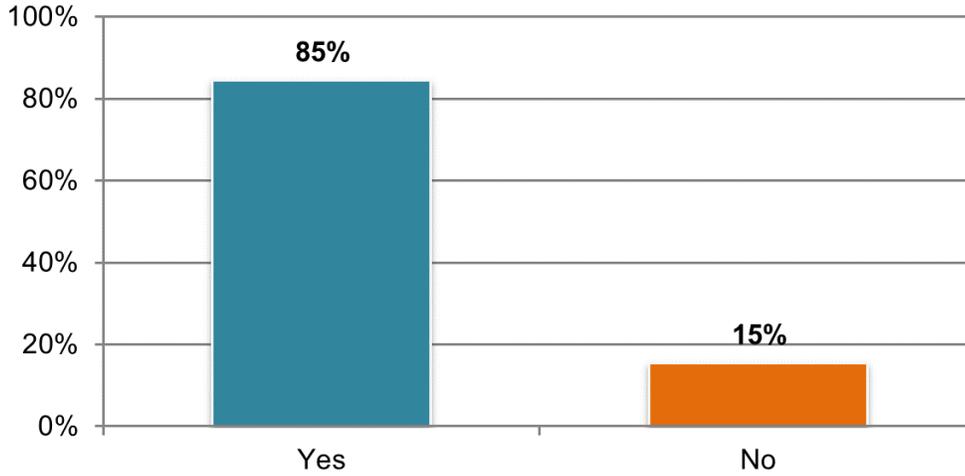


Table 46a. If you reported abuse or neglect within the past year, were the appropriate people responsive to your report?

State	Yes	No	N
<b>Within Average Range</b>			
WI	88%	12%	43
LA	87%	13%	23
MN	78%	22%	23
<b>NCI Average</b>	<b>85%</b>	<b>15%</b>	<b>89</b>
<b>N &lt; 20</b>			
WA	N/A	N/A	N/A
HI	N/A	N/A	N/A
AZ	N/A	N/A	N/A
SD	N/A	N/A	N/A
NC	N/A	N/A	N/A
VA	N/A	N/A	N/A

## **Family Outcomes**

Individual and family supports make a positive difference in the lives of families.

### Family Supports Have Made a Positive Difference in Family's Life

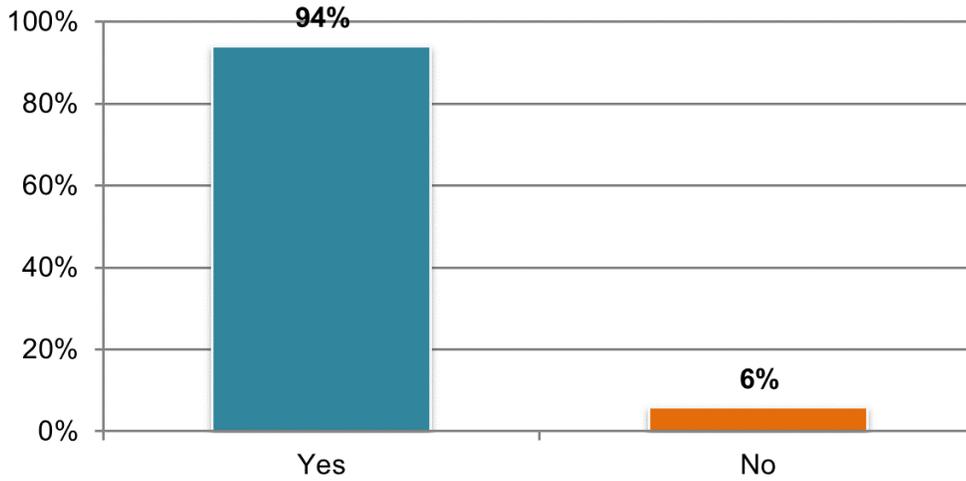


Table Q47. Do you feel that family supports have made a positive difference in the life of your family?

State	Yes	No	N
<b>Significantly Above Average</b>			
SD	99%	1%	238
LA	97%	3%	448
<b>Within Average Range</b>			
VA	97%	3%	137
AZ	96%	4%	197
WI	96%	4%	960
MN	95%	5%	416
NC	92%	8%	159
WA	91%	9%	327
HI	84%	16%	88
<b>NCI Average</b>	<b>94%</b>	<b>6%</b>	<b>2,970</b>

### Services and Supports Have Reduced Out-of-Pocket Expenses

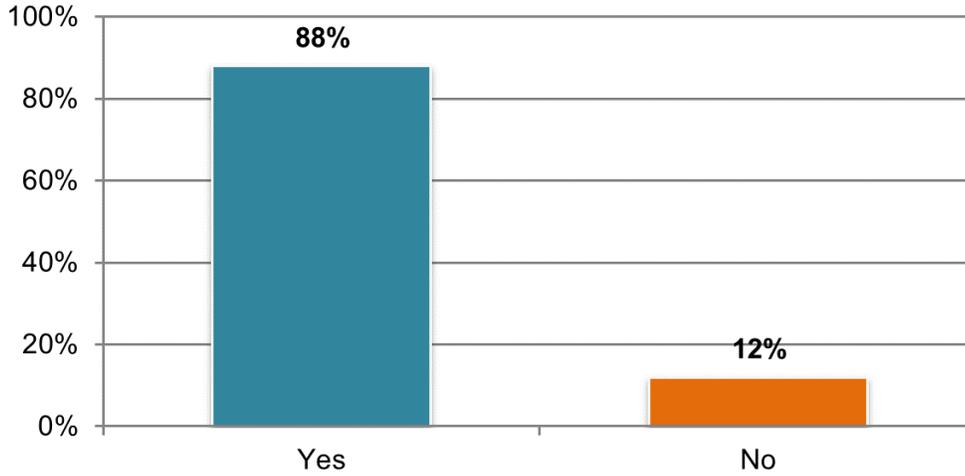


Table Q48. Do you feel that services and supports have reduced your family's out-of-pocket expenses for your child's care?

State	Yes	No	N
<b>Significantly Above Average</b>			
SD	98%	2%	233
WI	91%	9%	955
<b>Within Average Range</b>			
LA	91%	9%	447
VA	90%	10%	138
AZ	89%	11%	195
MN	88%	12%	411
NC	85%	15%	155
WA	84%	16%	340
HI	76%	24%	83
<b>NCI Average</b>	<b>88%</b>	<b>12%</b>	<b>2,957</b>

### Family Supports Have Improved Respondent's Ability to Care for the Child

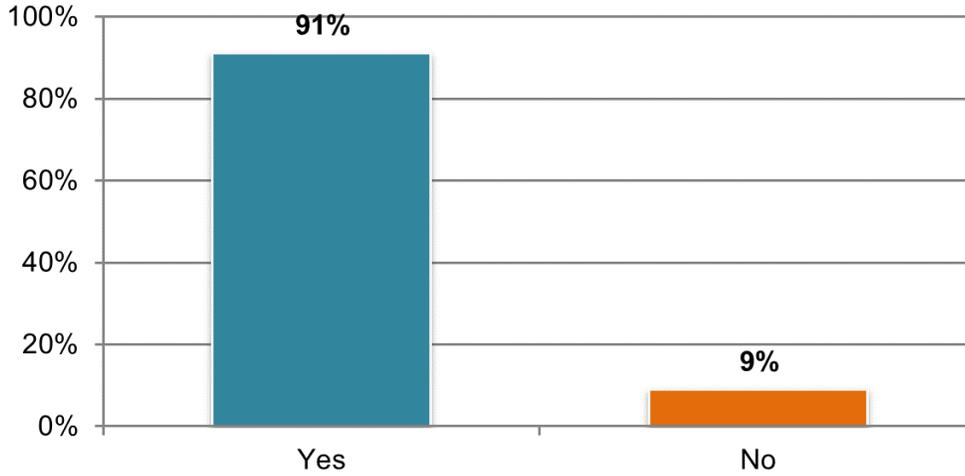
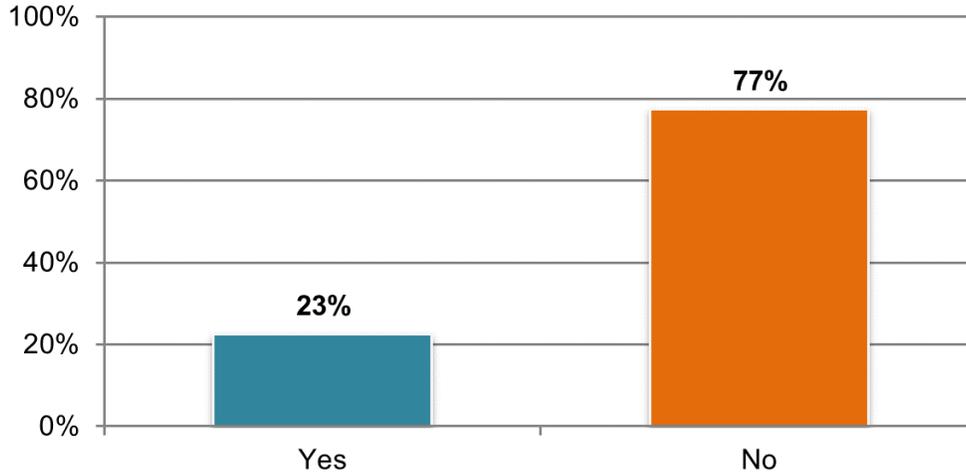


Table Q49. Do you feel that family supports have improved your ability to care for your child?

State	Yes	No	N
<b>Significantly Above Average</b>			
SD	98%	2%	236
LA	94%	6%	448
WI	93%	7%	956
<b>Within Average Range</b>			
AZ	93%	7%	205
VA	93%	7%	139
MN	93%	7%	424
NC	90%	10%	165
WA	87%	13%	332
<b>Significantly Below Average</b>			
HI	79%	21%	89
<b>NCI Average</b>	<b>91%</b>	<b>9%</b>	<b>2,994</b>

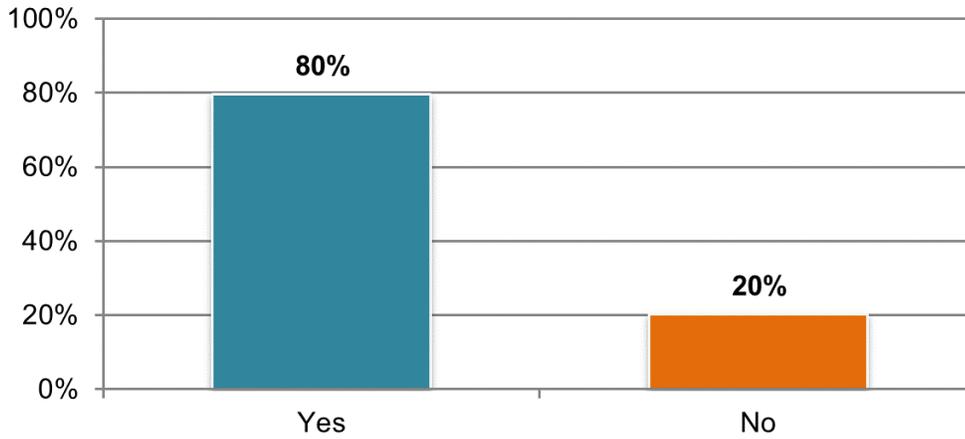
### Services or Supports Have Been Reduced, Suspended, or Terminated in the Past Year



**Table Q50. Have the services or supports that your child/family received during the past year been reduced, suspended, or terminated?**

State	Yes	No	N
<b>Significantly Above Average</b>			
WA	29%	71%	312
<b>Within Average Range</b>			
NC	32%	68%	154
WI	26%	74%	919
VA	23%	77%	132
HI	23%	77%	78
MN	23%	77%	412
AZ	18%	82%	199
<b>Significantly Below Average</b>			
LA	17%	83%	426
SD	12%	88%	210
<b>NCI Average</b>	<b>23%</b>	<b>77%</b>	<b>2,842</b>

### Reduction, Suspension, or Termination of Services in the Past Year Affected the Family Negatively



**Table 50a. If services or supports received by your family were reduced, suspended, or terminated during the past year, did the reduction, suspension, or termination of these services or supports affect your family negatively?**

State	Yes	No	N
<b>Within Average Range</b>			
VA	90%	10%	29
WI	80%	20%	203
WA	80%	20%	81
NC	80%	20%	45
AZ	78%	22%	32
MN	77%	23%	79
LA	72%	28%	65
<b>NCI Average</b>	<b>80%</b>	<b>20%</b>	<b>534</b>
<b>N &lt; 20</b>			
HI	NA	NA	NA
SD	NA	NA	NA

## II. NCI History and Activities

*This section briefly describes the history of the National Core Indicators and NCI surveys.*

## Overview of National Core Indicators

In December 1996, the National Association of State Directors of Developmental Disabilities Services (NASDDDS), in collaboration with Human Services Research Institute (HSRI), launched the Core Indicators Project (CIP). The aim of the project was to support state developmental disabilities authorities in the development and implementation of performance and outcome indicators—and related data collection strategies—so that they could measure service delivery system performance. This effort, now called National Core Indicators (NCI), strives to provide states with valid and reliable tools to help improve system performance and better serve people with intellectual and developmental disabilities and their families. Moreover, NASDDDS' active sponsorship of NCI facilitates pooled knowledge, expertise, and resources among the states.

In 1997, 15 states convened to discuss the scope and content of a potential performance measurement framework. Directors and staff from these 15 states worked to identify the major domains and sub-domains of performance, indicators, measures, and data sources. The original 61 indicators, developed through a consensus process, were intended to provide a system-level “snapshot” of how well each state was performing. The states were guided by a set of criteria that was designed to select indicators that were:

1. Measurable
2. Related to issues the states had some ability to influence
3. Important to all individuals they served, regardless of level of disability or residential setting

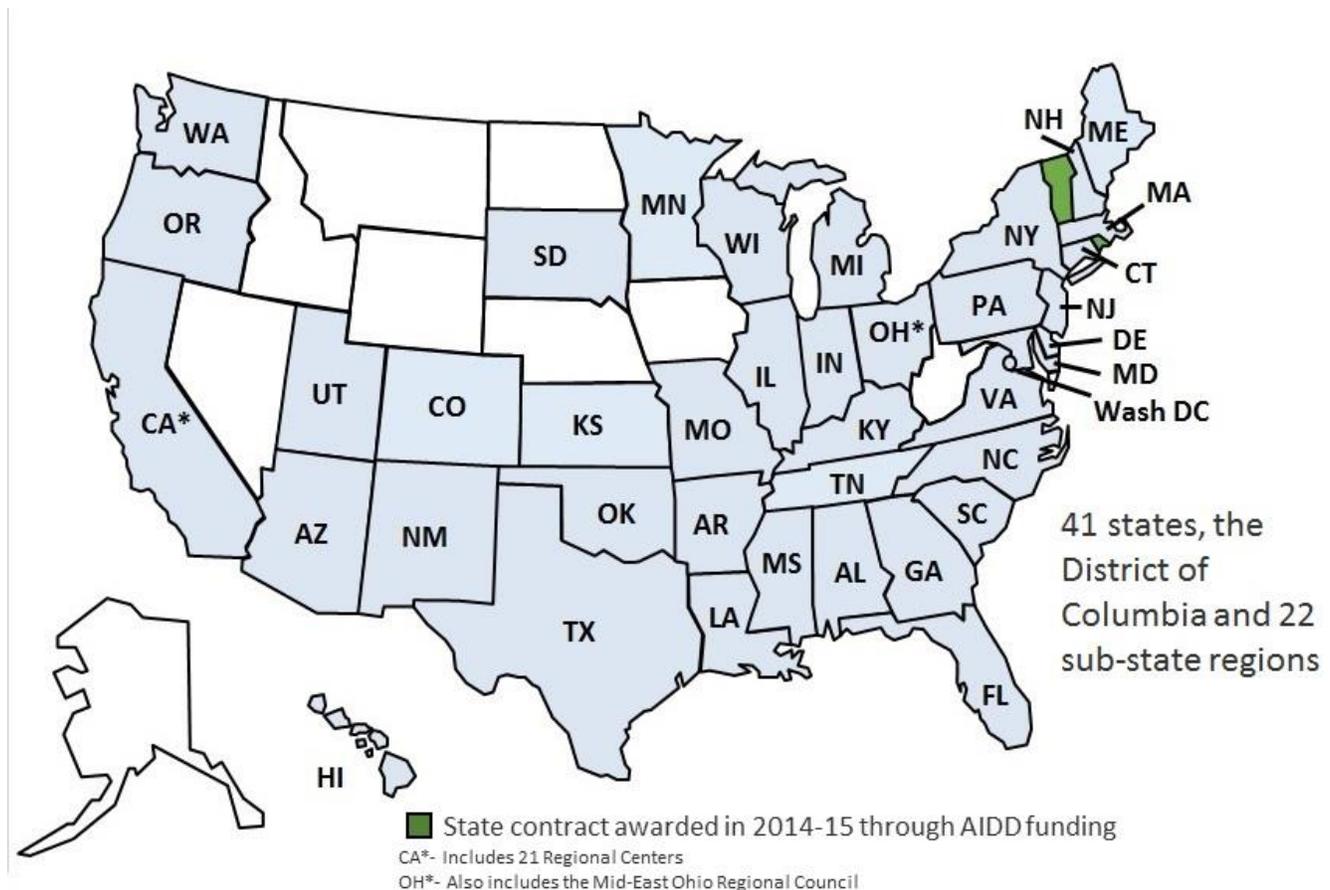
During this initial phase, data collection protocols were developed and field-tested, including a face-to-face Adult Consumer Survey (for individuals age 18 and older who were receiving services) and a mail-out Adult Family Survey (for families who have an adult family member living at home). Seven states volunteered to pilot test the indicators. Eight additional states served on the Steering Committee.

Since the initial field test, NCI has expanded its scope to include outcomes of services for children with intellectual and developmental disabilities and their families. In addition, NCI continues to develop and refine the indicators and expand state participation. For more information about NCI states, technical reports, and other resources, please visit <http://www.nationalcoreindicators.org>.

## State Participation

During the 2014-15 data collection cycle, 41 states, the District of Columbia and 22 sub-state entities participated in NCI. State participation is entirely voluntary, and the participating states are shown in the chart below.

Chart 1. NCI State Participation 2014-15



## The Core Indicators

The Core Indicators are the standard measures used across states to assess the outcomes of services provided to individuals and families. Indicators address key areas of concern, including employment, respect/rights, service planning, community inclusion, choice, and health and safety. An example of a Core Indicator would be, “The proportion of people who have a paid job in the community.” To see the entire list of Core Indicators, please visit

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

Each survey instrument is designed to measure certain Core Indicators. While most indicators correspond to a single survey question, a few refer to clusters of related questions. For example, the indicator that measures Community Inclusion (the proportion of people who regularly participate in everyday integrated activities in their communities) is measured by several survey questions that ask about several separate community activities.

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. Indicators are organized across five broad domains: Individual Outcomes; Health, Welfare and Rights; Staff Stability and Competency; Family Outcomes; and System Performance. Each domain is broken down into sub-domains (please see Table 1 on the following page). Three data sources are used to assess outcomes: the Adult Consumer Survey, three Family Surveys, a Provider Survey (e.g., staff turnover).

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 to reflect current and future priorities of participating states.

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. Details on the design and testing of this tool are provided in the next section of this report.

### **Sub-Domains and Concern Statements**

The following table lists the sub-domains under the “Family Outcomes” domain.

### Family Survey Sub-Domains and Concern Statements

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

## How NCI Data Are Used

The Core Indicators provide 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 home and community-based services (HCBS) waiver quality management systems and include the information in support of evidentiary reports to the Centers for Medicare & Medicaid Services (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.

NCI data are not intended to be used at the provider level. 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).

### Caution and Limitations

This report does not provide benchmarks for acceptable or unacceptable levels of performance. Rather, it is up to each state to decide whether its score or percentage is an acceptable performance level. States that fall into the “below average” tier on any scale or indicator are not necessarily underperforming; instead, this placement indicates only that the state’s scale score or

indicator percentage is significantly lower than the average of all states—where “significantly” means “not due to chance.” The results tables throughout this report display states’ scores relative to one another and show which states tend to have similar results. Notably, the difference between a “below average” state and the average across the other states may be very small, and it is up to public managers, policy-makers, and other stakeholders to decide whether a state’s result relative to the NCI Average suggests that changes or further investigation are necessary.

Moreover, the NCI Average should not be interpreted as defining “acceptable” levels of performance or satisfaction. Instead, it represents a multi-state “norm” that describes average levels of performance or satisfaction across the participating states. In some instances there are few significant differences among states; this denotes that the majority of states are performing similarly. Instances in which several states’ results are especially high (considerably above the average level) indicate the levels of performance or satisfaction achieved in those states might define a level of performance that may serve as a guidepost for other states.

Data from previous years are not presented in this report. Comparisons of results from year to year should be made with caution: even slight changes in wording or response options of certain questions may affect comparability of results from one year to the next; the mix of participating states differs slightly each year and may affect the NCI Averages; and states draw new samples each year rather than following the same group of individuals.

## 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. Had a child<sup>3</sup> with a developmental disability living at home; and
2. 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. 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 also included those states that submitted fewer than 400 surveys up to a margin of error no greater than +/- 7%.<sup>4</sup>

## Data Entry and Analysis

Each state entered its survey responses into the Online Data Entry Survey Application (ODESA). 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.

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<sup>3</sup> “Child” is defined as an individual age 18 or younger with a disability; however, a Child Family Survey could be completed for an individual up to 22 years if still receiving “child” services.

<sup>4</sup> See “Response Rates” section for information on total surveys mailed and received by states as well as each state’s margin of error.

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

1. The respondent indicated the child lived outside the family home; or
2. 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 average<sup>5</sup>; significance is shown at the .01 level and cited in tables. Demographics data and data on services received were not tested for statistically significant differences.

## Response Rates

During 2014-15, nine states administered the Child Family Survey and submitted a valid sample size for comparison—a sample that would yield a 95% confidence level with +/- 7% margin of error; their data are included in this report. Table R1 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 R1. Child Family Survey: State Response Rates**

State	Usable Surveys Returned	Surveys Mailed	Response Rate
AZ	215	1300	16.5%
HI	123	361	34.1%
LA	512	3000	17.1%
MN	458	1919	23.9%
NC	195	1200	16.3%
SD	249	935	26.6%
VA	148	778	19.0%
WA	382	1900	20.1%
WI	1037	1200	86.4%
<b>NCI Average</b>	3319	12593	26.4%

<sup>5</sup> The NCI Average is the sum of all state averages divided by the total number of states.

