

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

NCI Results from Families Across Arizona
User-Friendly Version, 2012-13



**NATIONAL
CORE
INDICATORS**

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.

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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What is the National Core Indicators (NCI) Child Family Survey?

Each year, NCI asks people with intellectual and developmental disabilities and their families about the services they get and how they feel about them. NCI uses surveys so that the exact same questions can be asked to a large group.

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.

What is in this Report?

Once all the surveys are done, NCI tells us how most people felt. Each page of this report shows a different survey question and the answers people gave. Each page also has a pie graph. The numbers in the pie graphs are percentages (like 60% or 90%). Percentages go from 0% to 100%.

Higher percentages mean that more people answered in a certain way. For example, 90% means 9 out of 10 people answered the same way. Lower percentages mean that fewer people answered in a certain way. For example, 20% means 2 of every 10 people answered the same way.

There are also words and figures that show how many **yes** and **no** answers there were for each question.

Some of the survey questions had answer choices like “always,” “usually,” “sometimes,” “seldom,” or “never.” All people who answered “always” or “usually” are counted as **yes** in this report. All other answers are counted as **no**.

This report has information people can use to talk about services and supports. If you want more information, you can look up the full reports at:

<http://www.nationalcoreindicators.org>

Things to know before you start reading this report:

These questions were not answered by the child who receives services. The questions were answered by someone who lives with the child and knows them well. Most of the time, a parent answered the questions.


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

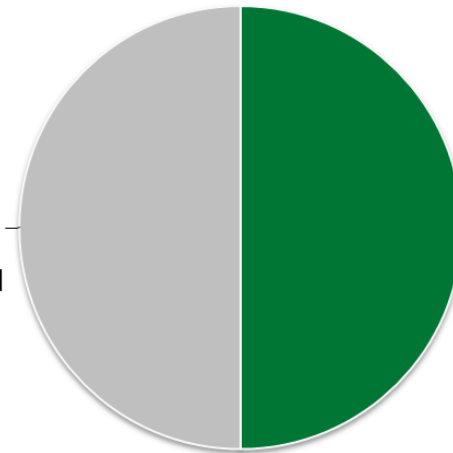
- Case Manager can mean Support Coordinator or Service Coordinator
- Service Plan can mean Individual Service Plan (ISP) or Individualized Program Plan (IPP)


When it's time to plan services, sometimes other people want to help. 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?



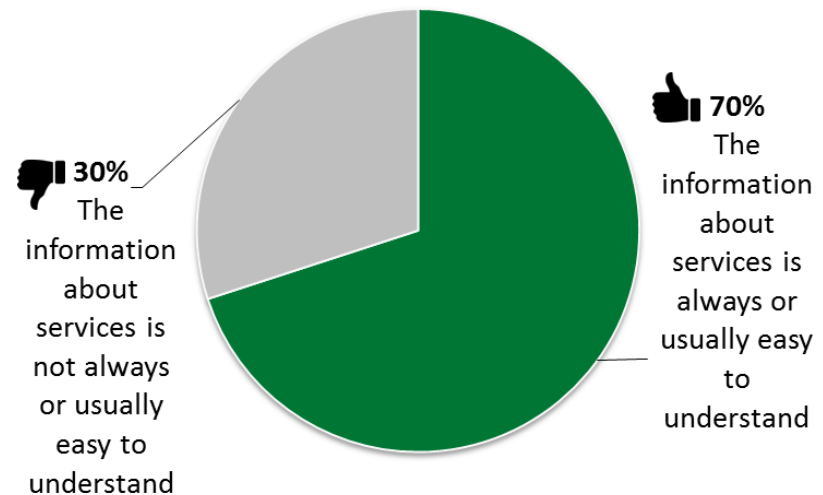
 **50%**
Family does not always or usually get information about services and supports they can get



 **50%**
Family always or usually gets information about services and supports they 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?

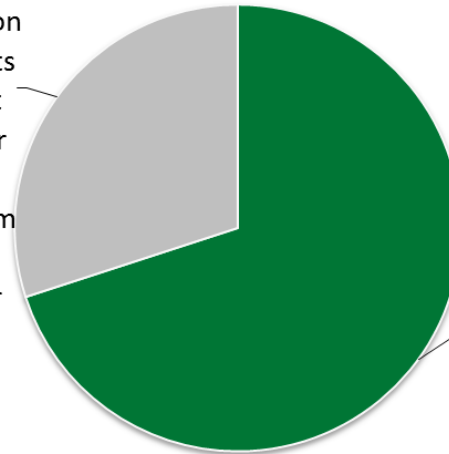



NCI tells us **7** out of every **10** people said **the information they get about services is always or usually easy to understand.**

Does the information you get come from your case manager?



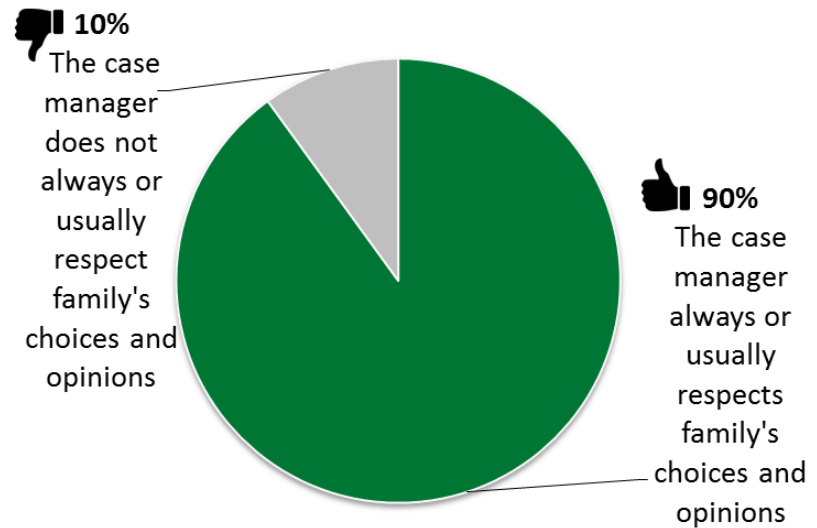
 **40%**
The information family gets does not always or usually come from the case manager



 **60%**
The information family gets always or usually comes from the 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?

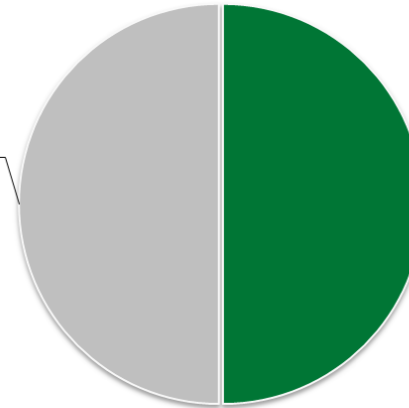



NCI tells us **9** out of every **10** people said the **case manager always or usually respects the family's choices and opinions.**

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



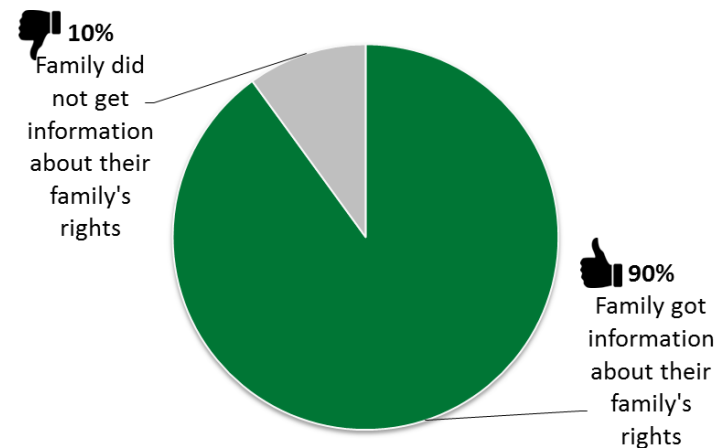
 50%
The case manager does not always or usually tell family about other public services they can get



 50%
The case manager always or usually tells family about other public services they can get

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.




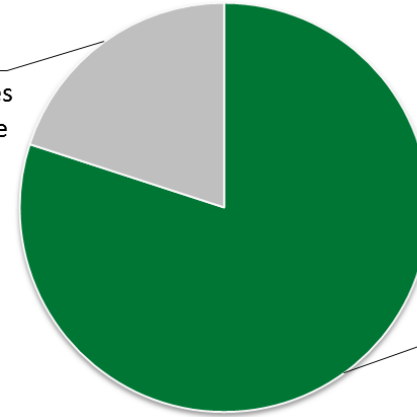
NCI tells us **9** out of every **10** people said **they got information about their family's rights.**


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

Does the service plan include things your family wants?



 20%
The service plan does not have all the things family wants

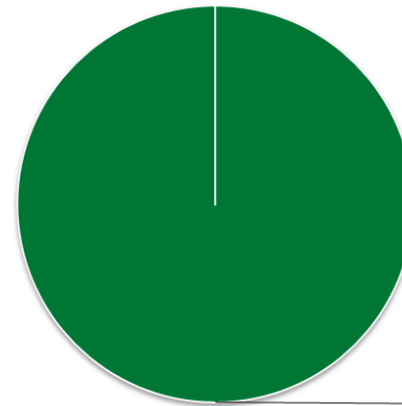



 80%
The service plan has all the things family wants



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

Did you help make the service plan?



 **100%**
Family
helped
make
the
service
plan




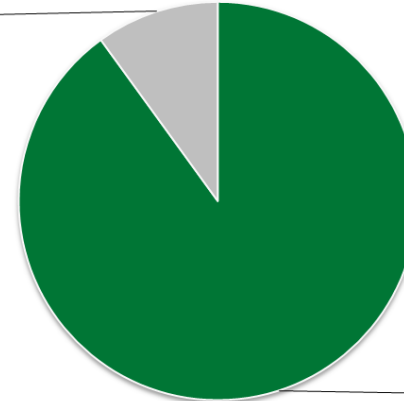
NCI tells us **10** out of every **10** people
said **they helped make the service plan.**


It is important to be able to contact support workers and service coordinators. NCI asked if families could contact support workers when they were needed.

Can you contact support workers when needed?



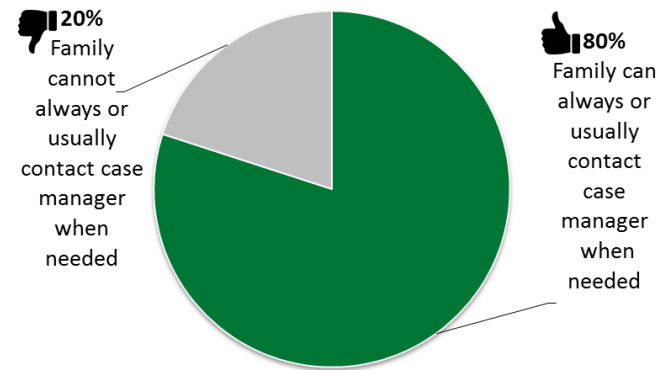
 **10%**
Family cannot
always or
usually
contact
support
workers
when
needed



 **90%**
Family can
always or
usually
contact
support
workers
when
needed

NCI tells us **9** out of every **10** people said **they can always or usually contact support workers when needed.**

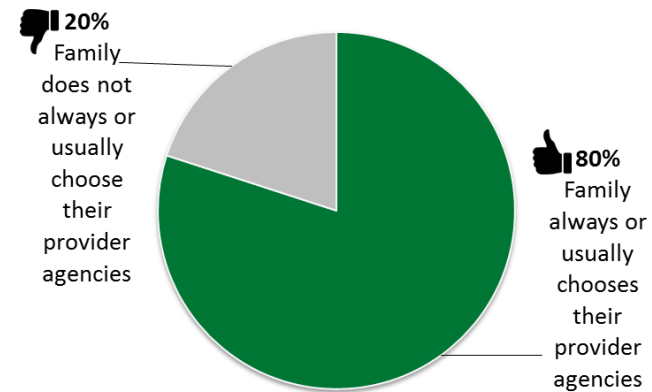
Can you contact your case manager when needed?



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

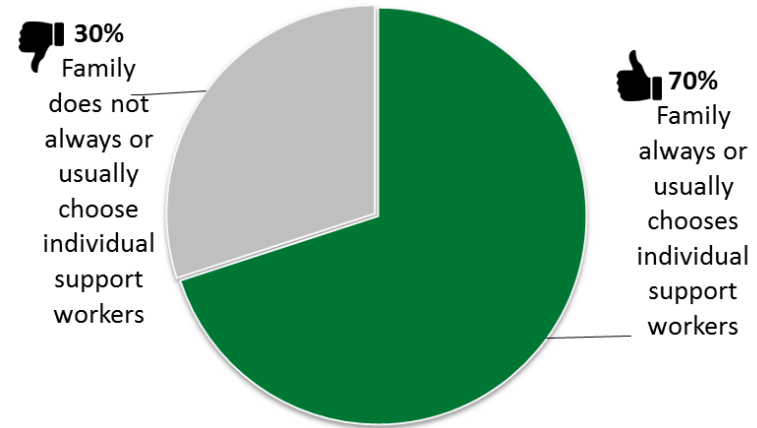
NCI asked families if they chose the support workers and case manager who work with their child.

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



NCI tells us **8** out of every **10** people said **they always or usually choose the provider agencies that work with their family.**

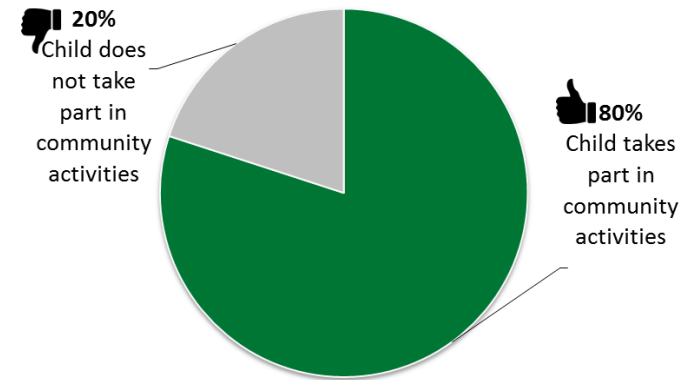
Do you choose the support workers who work with your family?



NCI tells us **7** out of every **10** people said **they always or usually choose the support workers who work with their family.**

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


Does your child take part in community activities?

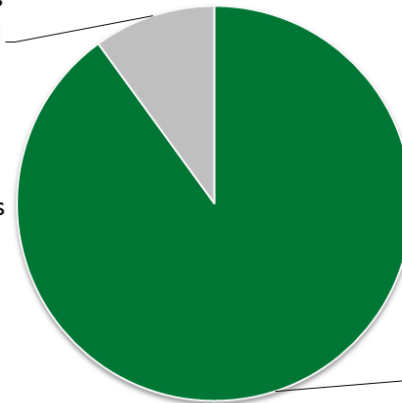



NCI tells us **8** out of every **10** people said **their child takes part in community activities.**

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



 10%
Child does not spend time with children who do not have disabilities



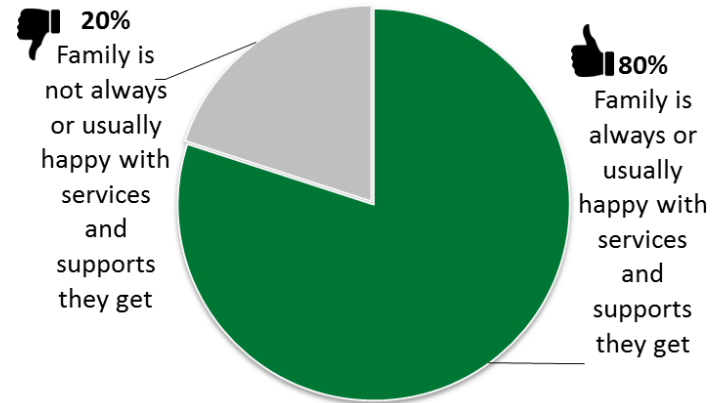
 90%
Child spends time with children who do not have disabilities



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

NCI asked how families felt about the services and supports their family gets.


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

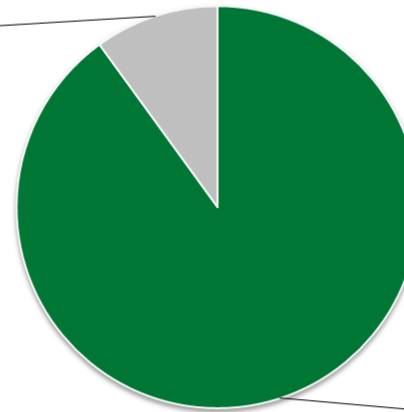



NCI tells us **8** out of every **10** people said **they are always or usually happy with their family's services and supports.**

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



 **10%**
Family does not feel that supports have made a positive difference in the life of their family



 **90%**
Family feels that supports have made a positive difference in the life of their 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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