

NCI Child Family Survey Outcomes

Arizona Report

2012-2013 Data



**NATIONAL CORE
INDICATORS**

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

What is NCI?	6
What is the NCI Child Family Survey?	6
What topics are covered by the survey?	6
TABLE 1. NCI FAMILY SURVEY INDICATORS – SUB-DOMAINS AND CONCERN STATEMENTS.....	7
How were people selected to participate?	7
Limitations of Data	8
What is contained in this report?	8
Results: Demographics of Child	9
GRAPH 1. CHILD’S AVERAGE AGE.....	10
GRAPH 2. CHILD’S GENDER.....	10
GRAPH 3. CHILD’S RACE.....	10
GRAPH 4. CHILD’S TYPE OF DISABILITIES	10
GRAPH 5. CHILD’S TYPE OF DISABILITIES, CONTINUED	11
GRAPH 6. CHILD’S PRIMARY MEANS OF EXPRESSION.....	11
GRAPH 7. CHILD’S PRIMARY LANGUAGE	11
GRAPH 8. FREQUENCY OF MEDICAL CARE NEEDED FOR CHILD	11
GRAPH 9. AMOUNT OF BEHAVIORAL SUPPORT NEEDED FOR CHILD.....	12
GRAPH 10. AMOUNT OF HELP NEEDED FOR CHILD’S DAILY ACTIVITIES.....	12
Results: Demographics of Respondent.....	13
GRAPH 11. RESPONDENT’S AGE.....	14
GRAPH 12. RESPONDENT’S HEALTH	14
GRAPH 13. RELATIONSHIP TO CHILD.....	14
GRAPH 14. RESPONDENT IS PRIMARY CAREGIVER.....	14
GRAPH 15. NUMBER OF ADULTS IN HOUSEHOLD	15
GRAPH 16. RESPONDENT’S HIGHEST LEVEL OF EDUCATION	15
GRAPH 17. TOTAL TAXABLE FAMILY INCOME OF WAGE EARNERS IN THE PAST YEAR.....	15

GRAPH 18. OUT-OF-POCKET EXPENSES FOR FAMILY IN THE PAST YEAR	15
Services and Supports Received	16
GRAPH 19. SERVICES AND SUPPORTS RECEIVED FROM ID/DD AGENCY.....	17
Information and Planning.....	18
GRAPH 20. DO YOU RECEIVE INFORMATION ABOUT THE SERVICES AND SUPPORTS THAT ARE AVAILABLE TO YOUR CHILD AND FAMILY?	19
GRAPH 21. IS THE INFORMATION YOU RECEIVE EASY TO UNDERSTAND?	19
GRAPH 22. DOES THE INFORMATION YOU RECEIVE COME FROM YOUR CASE MANAGER/SERVICE COORDINATOR?.....	20
GRAPH 23. DOES THE CASE MANAGER/SERVICE COORDINATOR RESPECT YOUR FAMILY'S CHOICES AND OPINIONS?	20
GRAPH 24. DOES THE CASE MANAGER/SERVICE COORDINATOR TELL YOU ABOUT OTHER PUBLIC SERVICES THAT YOU ARE ELIGIBLE FOR (E.G., FOOD STAMPS, SUPPLEMENTAL SECURITY INCOME [SSI], HOUSING SUBSIDIES, ETC.)?	21
GRAPH 25. DOES YOUR CHILD HAVE A SERVICE PLAN?.....	21
GRAPH 26. DID YOU HELP DEVELOP THE PLAN?.....	22
GRAPH 27. DOES THE PLAN INCLUDE ALL THE SERVICES AND SUPPORTS YOUR FAMILY WANTS?.....	22
GRAPH 28. DOES THE PLAN INCLUDE ALL THE SERVICES AND SUPPORTS YOUR FAMILY NEEDS?	23
GRAPH 29. DOES YOUR FAMILY RECEIVE ALL THE SERVICES LISTED IN THE PLAN?	23
GRAPH 30. DID YOU DISCUSS HOW TO HANDLE EMERGENCIES RELATED TO YOUR CHILD AT THE LAST SERVICE PLANNING MEETING?.....	24
GRAPH 31. HAVE YOU RECEIVED INFORMATION ABOUT YOUR FAMILY'S RIGHTS?	24
Access and Delivery	25
GRAPH 32. ARE YOU ABLE TO CONTACT YOUR SUPPORT WORKERS WHEN YOU NEED TO?.....	26
GRAPH 33. ARE YOU ABLE TO CONTACT YOUR CASE MANAGER/SERVICE COORDINATOR WHEN YOU NEED TO?.....	26
GRAPH 34. ARE SERVICES AND SUPPORTS AVAILABLE WHEN YOU NEED THEM?	27
GRAPH 35. ARE SERVICES AND SUPPORTS AVAILABLE WITHIN A REASONABLE DISTANCE FROM YOUR HOME?.....	27
GRAPH 36. DO THE SERVICES AND SUPPORTS CHANGE WHEN YOUR CHILD'S NEEDS CHANGE?	28
GRAPH 37. IF ENGLISH IS NOT YOUR PRIMARY LANGUAGE, ARE THERE SUPPORT WORKERS OR TRANSLATORS WHO CAN SPEAK WITH YOU IN YOUR PREFERRED LANGUAGE?	28
GRAPH 38. IF ENGLISH IS YOUR FIRST LANGUAGE, DO THE SUPPORT WORKERS SPEAK TO YOU EFFECTIVELY?.....	29
GRAPH 39. IF YOUR CHILD DOES NOT COMMUNICATE VERBALLY (FOR EXAMPLE, USES GESTURES OR SIGN LANGUAGE), ARE THERE SUPPORT WORKERS WHO CAN COMMUNICATE WITH HIM/HER?	29
GRAPH 40. ARE SERVICES DELIVERED IN A WAY THAT IS RESPECTFUL TO YOUR FAMILY'S CULTURE?.....	30

GRAPH 41. DOES YOUR CHILD HAVE ACCESS TO THE SPECIAL EQUIPMENT OR ACCOMMODATIONS THAT S/HE NEEDS (E.G., WHEELCHAIR, RAMP, COMMUNICATION BOARD)?	30
GRAPH 42. DO THE SUPPORT WORKERS HAVE THE RIGHT TRAINING TO MEET YOUR CHILD'S NEEDS?.....	31
GRAPH 43. DO THE SUPPORT WORKERS WHO COME TO YOUR HOME ARRIVE ON TIME AND WHEN SCHEDULED?.....	31
GRAPH 44. IF YOU ASKED FOR CRISIS/EMERGENCY SERVICES DURING THE PAST YEAR, WERE SERVICES PROVIDED WHEN NEEDED?	32
GRAPH 45. DO YOU HAVE ACCESS TO HEALTH SERVICES FOR YOUR CHILD?.....	32
GRAPH 46. IF YOU HAVE ACCESS TO HEALTH SERVICES FOR YOUR CHILD, ARE YOU SATISFIED WITH THE QUALITY OF THOSE PROVIDERS?	33
GRAPH 47. DO YOU HAVE ACCESS TO DENTAL SERVICES FOR YOUR CHILD?.....	33
GRAPH 48. IF YOU HAVE ACCESS TO DENTAL SERVICES FOR YOUR CHILD, ARE YOU SATISFIED WITH THE QUALITY OF THOSE PROVIDERS?.....	34
GRAPH 49. ARE YOU ABLE TO GET MEDICATIONS NEEDED FOR YOUR CHILD?	34
GRAPH 50. IF YOU HAVE ACCESS TO NEEDED MEDICATIONS FOR YOUR CHILD, ARE YOU SATISFIED WITH HOW YOUR CHILD'S MEDICATION NEEDS ARE MONITORED?	35
GRAPH 51. IF NEEDED, DO YOU HAVE ACCESS TO MENTAL HEALTH SERVICES FOR YOUR CHILD?	35
GRAPH 52. IF YOU HAVE ACCESS TO MENTAL HEALTH SERVICES FOR YOUR CHILD, ARE YOU SATISFIED WITH THE QUALITY OF THOSE PROVIDERS?	36
GRAPH 53. IF YOU NEED RESPITE SERVICES, DO YOU HAVE ACCESS TO THEM?	36
GRAPH 54. IF YOU HAVE ACCESS TO NEEDED RESPITE SERVICES, ARE YOU SATISFIED WITH THE QUALITY OF THOSE PROVIDERS?	37
GRAPH 55. ARE THERE SERVICES THAT YOUR FAMILY NEEDS THAT ARE NOT CURRENTLY OFFERED OR AVAILABLE?	37

Choice and Control 38

GRAPH 56. DO YOU CHOOSE THE PROVIDER AGENCIES WHO WORK WITH YOUR FAMILY?.....	39
GRAPH 57. CAN YOU CHOOSE A DIFFERENT PROVIDER AGENCY IF YOU WANT TO?	39
GRAPH 58. DO YOU CHOOSE THE INDIVIDUAL SUPPORT WORKERS WHO WORK DIRECTLY WITH YOUR FAMILY?.....	40
GRAPH 59. CAN YOU CHOOSE DIFFERENT SUPPORT WORKERS IF YOU WANT TO?.....	40
GRAPH 60. DID YOU CHOOSE YOUR CASE MANAGER/SERVICE COORDINATOR?.....	41
GRAPH 61. DO YOU HAVE CONTROL AND/OR INPUT OVER THE HIRING AND MANAGEMENT OF YOUR FAMILY'S SUPPORT WORKERS?.....	41
GRAPH 62. DO YOU KNOW HOW MUCH MONEY IS SPENT BY THE ID/DD AGENCY ON BEHALF OF YOUR CHILD?*	42
GRAPH 63. DO YOU HAVE A SAY IN HOW ID/DD AGENCY MONEY IS SPENT ON BEHALF OF YOUR CHILD?	42
GRAPH 64. IF YOU HAVE A SAY IN HOW ID/DD AGENCY MONEY IS SPENT, DO YOU HAVE ALL THE INFORMATION YOU NEED TO MAKE DECISIONS ABOUT HOW TO SPEND THIS MONEY?.....	43

Community Connections 44

GRAPH 65. DOES YOUR CHILD PARTICIPATE IN COMMUNITY ACTIVITIES (SUCH AS GOING OUT TO A RESTAURANT, MOVIE, OR SPORTING EVENT)?.....	45
GRAPH 66. IF YOUR CHILD DOESN'T PARTICIPATE IN COMMUNITY ACTIVITIES, WHY NOT?	45

GRAPH 67. DOES YOUR CHILD SPEND TIME WITH CHILDREN WHO DO NOT HAVE DEVELOPMENTAL DISABILITIES?	46
Satisfaction.....	47
GRAPH 68. OVERALL, ARE YOU SATISFIED WITH THE SERVICES AND SUPPORTS YOUR FAMILY CURRENTLY RECEIVES?	48
GRAPH 69. DO YOU KNOW THE PROCESS FOR FILING A COMPLAINT OR GRIEVANCE AGAINST PROVIDER AGENCIES OR STAFF?*	48
GRAPH 70. ARE YOU SATISFIED WITH THE WAY COMPLAINTS OR GRIEVANCES AGAINST PROVIDER AGENCIES OR STAFF ARE HANDLED AND RESOLVED?	49
GRAPH 71. DO YOU KNOW HOW TO REPORT ABUSE OR NEGLECT?*	49
GRAPH 72. WITHIN THE PAST YEAR, IF ABUSE OR NEGLECT OCCURRED, DID YOU REPORT IT?.....	50
Family Outcomes.....	51
GRAPH 73. DO YOU FEEL THAT FAMILY SUPPORTS HAVE MADE A POSITIVE DIFFERENCE IN THE LIFE OF YOUR FAMILY?	52
GRAPH 74. DO YOU FEEL THAT SERVICES AND SUPPORTS HAVE REDUCED YOUR FAMILY'S OUT-OF-POCKET EXPENSES FOR YOUR CHILD'S CARE?	52
GRAPH 75. DO YOU FEEL THAT FAMILY SUPPORTS HAVE IMPROVED YOUR ABILITY TO CARE FOR YOUR CHILD?	53
GRAPH 76. HAVE THE SERVICES OR SUPPORTS THAT YOUR CHILD/FAMILY RECEIVES BEEN REDUCED, SUSPENDED, OR TERMINATED IN THE PAST YEAR?	53
GRAPH 77. IF SERVICES OR SUPPORTS RECEIVED BY FAMILY WERE REDUCED, SUSPENDED, OR TERMINATED IN THE PAST YEAR, DID THIS CHANGE AFFECT YOUR FAMILY NEGATIVELY?	54

What is NCI?

The National Core Indicators (NCI) program is a voluntary effort by state developmental disability agencies to gauge and track their own performance using a common and nationally validated set of performance measures. The effort is coordinated by the National Association of State Directors of Developmental Disabilities Services (NASDDDS) in collaboration with the Human Services Research Institute (HSRI). NCI has developed a set of more than 100 standard performance measures (or “indicators”) that states use to assess the outcomes of services provided to individuals and their families. These indicators focus on areas such as: employment, rights, service planning, community inclusion, choice, health, and safety. During the 2012-13 data collection cycle, 33 states and 22 sub-state entities participated in NCI.

What is the NCI Child Family Survey?

The NCI Child Family Survey is a mail-in survey sent to families with children who live in the family home and receive services from the State DD Agency. The NCI Child Family Survey is used to gather data on family outcomes and it is refined and tested to ensure that it is valid and reliable. The survey collects information on the child and respondent’s demographics, services and supports received, and contains six groupings of questions that probe specific areas of quality service provision: information and planning, access and delivery of services, choice and control, community connections, satisfaction, and outcomes. Respondents also have the option of writing open-ended comments concerning their family’s participation in the service system.

What topics are covered by the survey?

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

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

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

How were people selected to participate?

States were asked to administer the Child Family Survey by selecting a random sample of at least 1,000 families who had a child¹ with a developmental disability living at home and 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

¹ Some states include child up to age 22 who are receiving services as a child.

families, expecting a lower response rate than 40%. A final sample size of 400 would guarantee a +/- 5% margin of error and a 95% confidence level when interpreting the results. Both the confidence interval and margin of error used are widely acceptable for reviewing results, regardless of population size. States with fewer than 1,000 potential respondent families were instructed to send surveys to all eligible families. With response rates lower than expected, we included in our national reports those states that submitted fewer than 400 surveys up to a margin of error of no greater than +/- 7%.

Limitations of Data

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

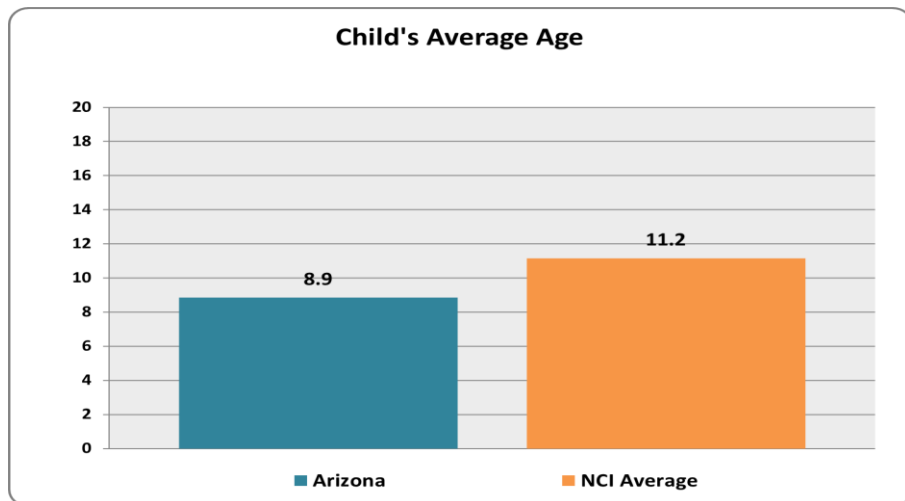
What is contained in this report?

This report illustrates 2012-2013 NCI Child Family Survey demographic and outcome results from Arizona compared to the NCI Average (the average of all state averages). In 2012-13, seven states conducted to the Child Family Survey. All results are shown in chart form along with descriptive text to the right of each outcome chart. Charts do not display the number of respondents to each question. Some questions may have a low response rate, particularly questions about knowledge and use of ID/DD money, reporting grievances, and abuse or neglect. States with less than 20 responses to a particular question were excluded from analysis for that question. The number of responses per each question are included in the national reports. All state and national data results for this survey can be found online at <http://www.nationalcoreindicators.org/resources/reports/>.

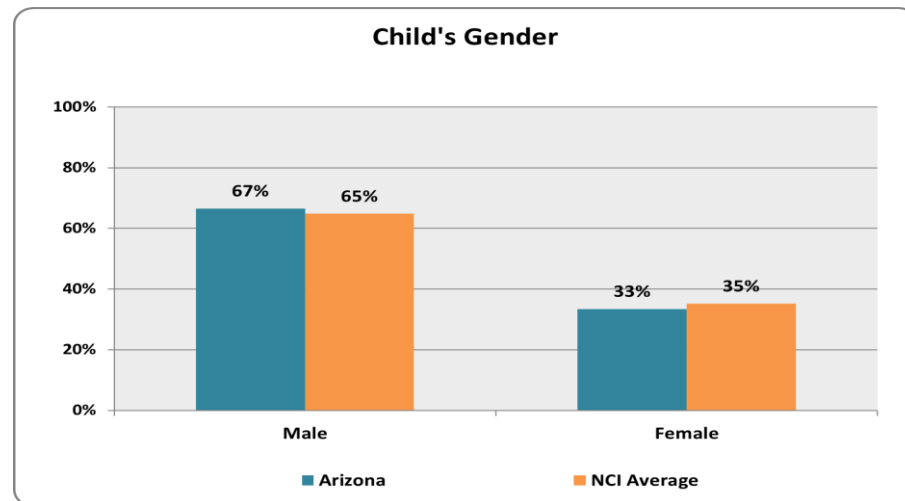
Results: Demographics of Child

ILLUSTRATES THE DEMOGRAPHIC PROFILE OF THE CHILD FOR WHOM THE SURVEY WAS COMPLETED

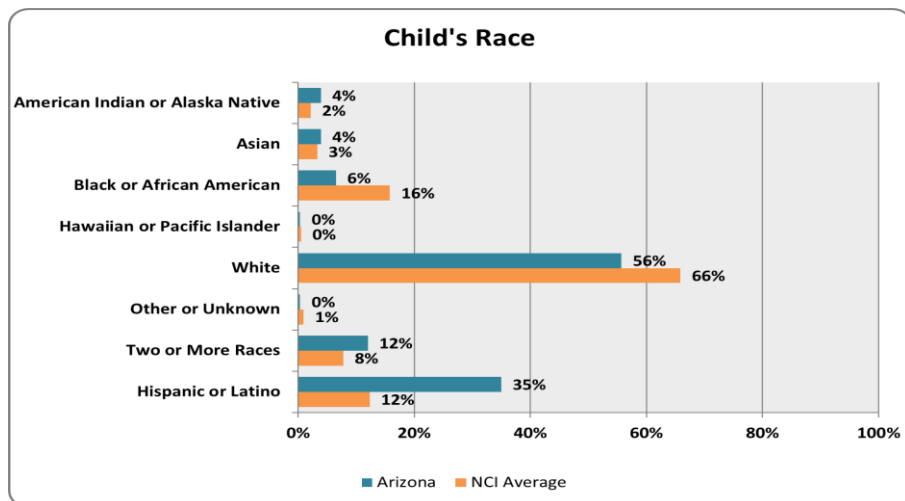
GRAPH 1. CHILD'S AVERAGE AGE



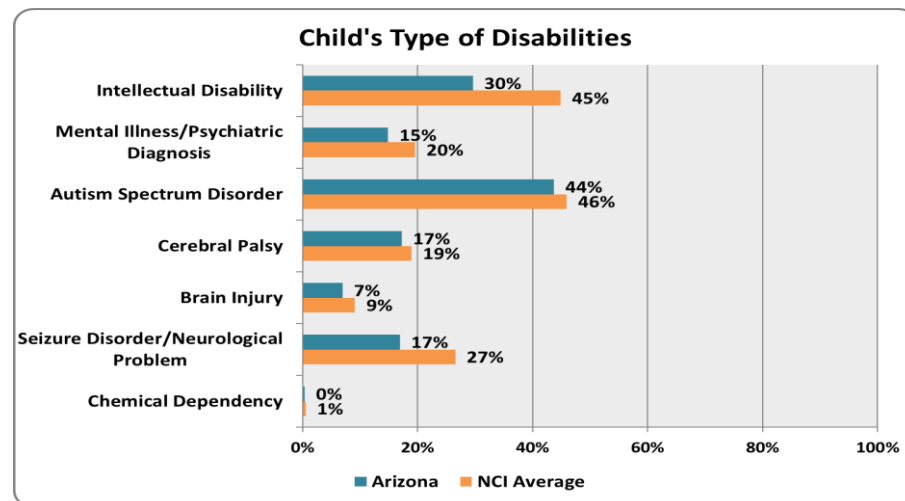
GRAPH 2. CHILD'S GENDER



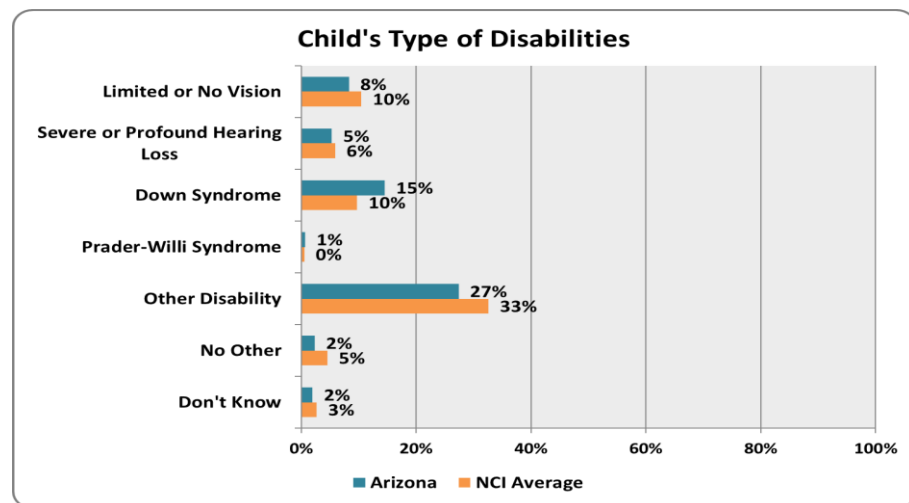
GRAPH 3. CHILD'S RACE



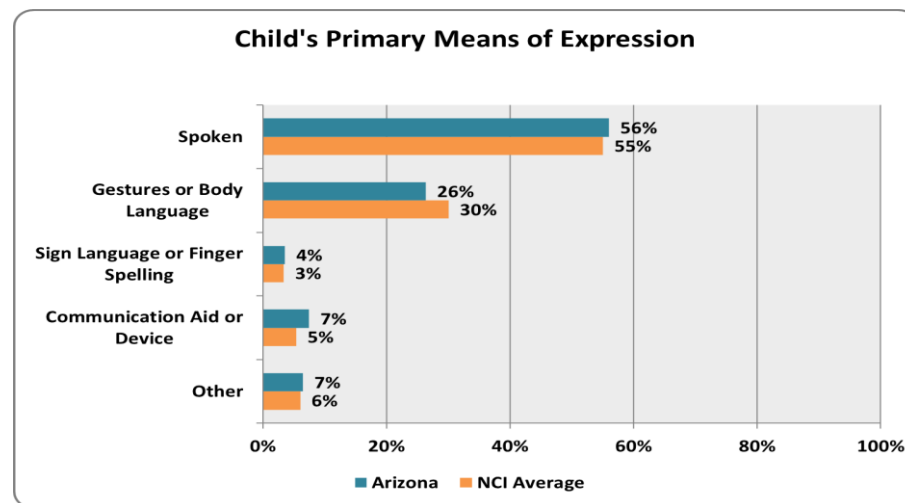
GRAPH 4. CHILD'S TYPE OF DISABILITIES



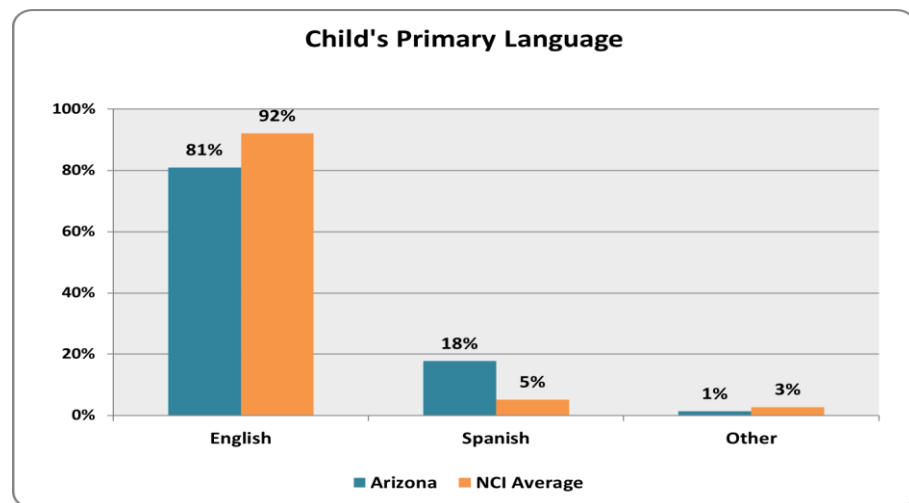
GRAPH 5. CHILD'S TYPE OF DISABILITIES, CONTINUED



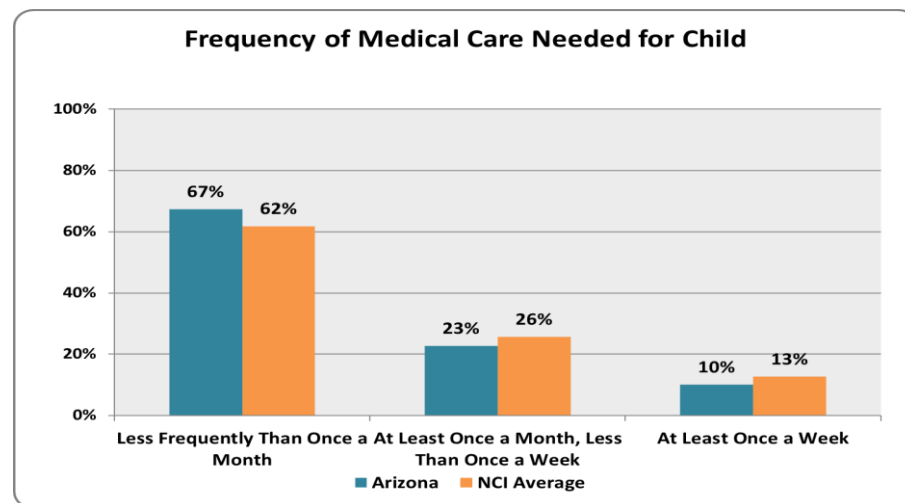
GRAPH 6. CHILD'S PRIMARY MEANS OF EXPRESSION



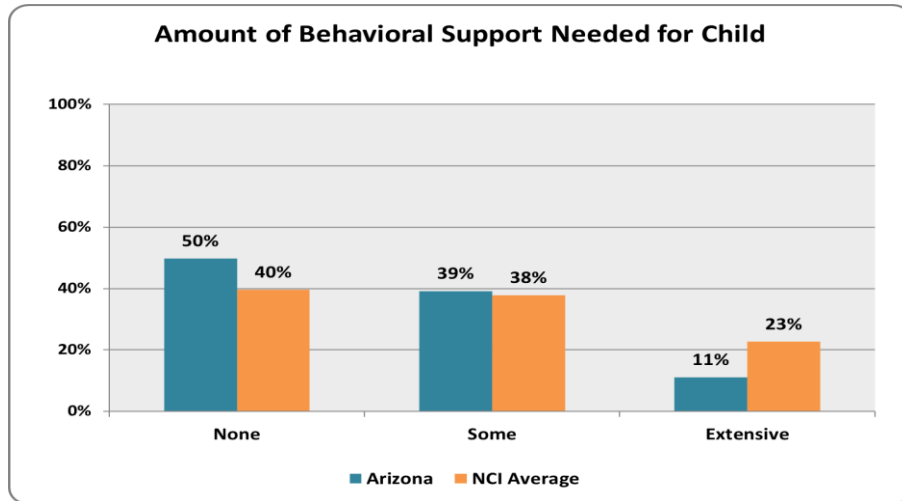
GRAPH 7. CHILD'S PRIMARY LANGUAGE



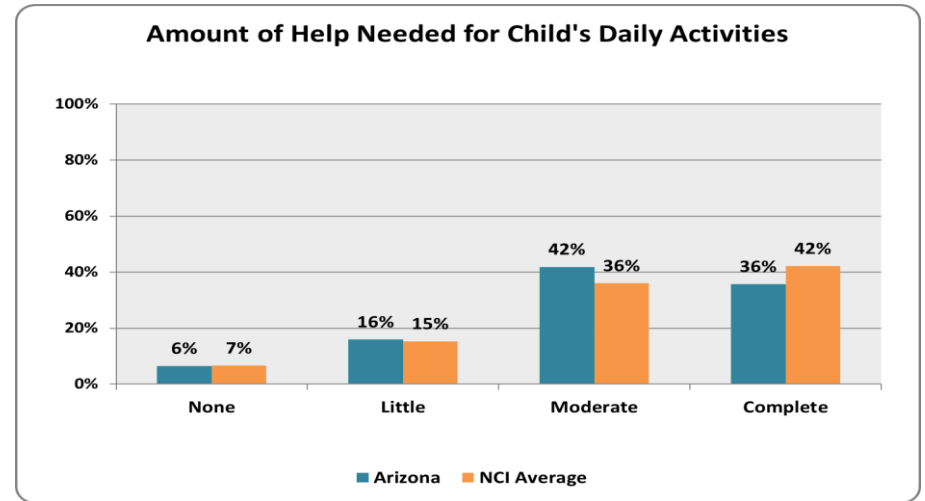
GRAPH 8. FREQUENCY OF MEDICAL CARE NEEDED FOR CHILD



GRAPH 9. AMOUNT OF BEHAVIORAL SUPPORT NEEDED FOR CHILD



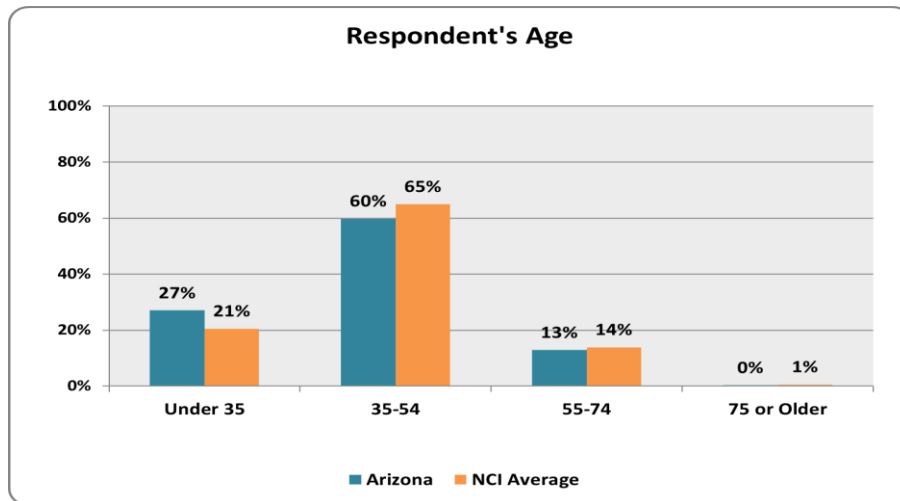
GRAPH 10. AMOUNT OF HELP NEEDED FOR CHILD'S DAILY ACTIVITIES



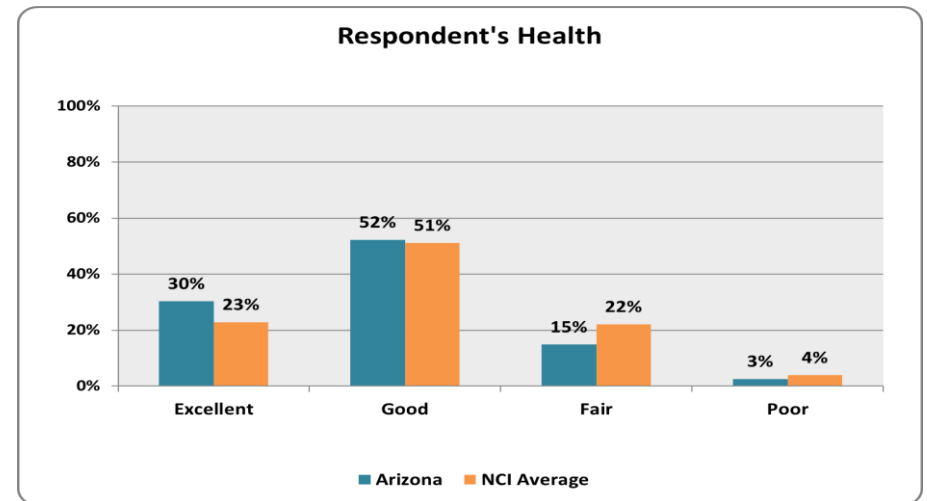
Results: Demographics of Respondent

ILLUSTRATES THE DEMOGRAPHIC PROFILE OF THE SURVEY RESPONDENTS

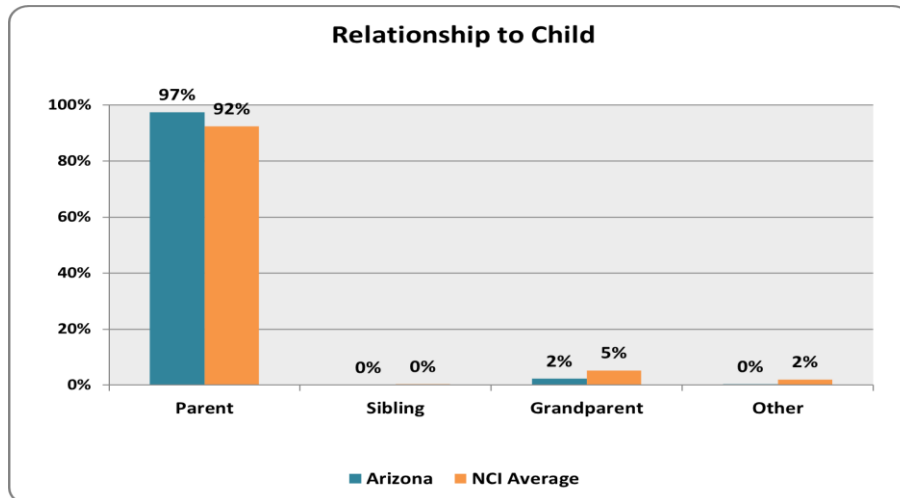
GRAPH 11. RESPONDENT'S AGE



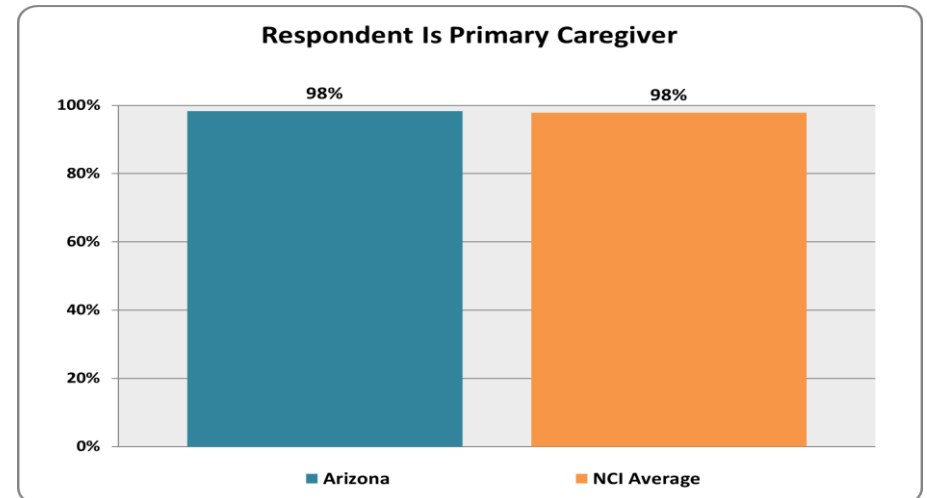
GRAPH 12. RESPONDENT'S HEALTH



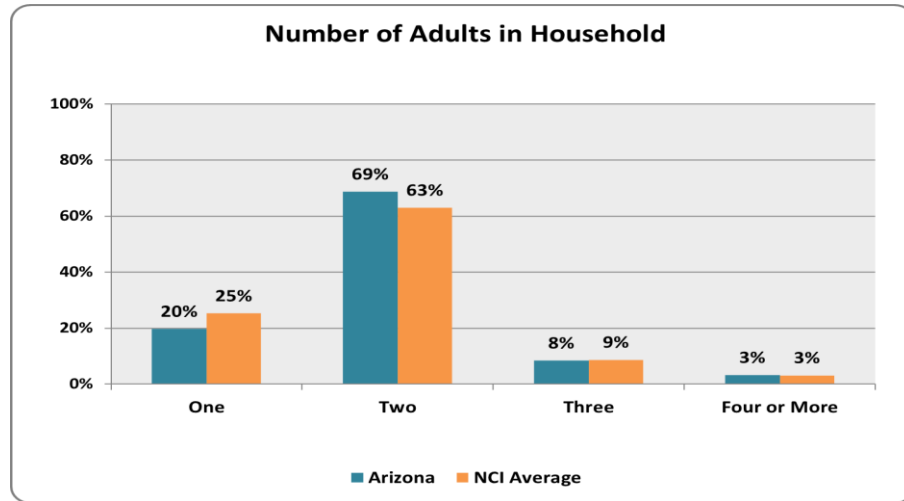
GRAPH 13. RELATIONSHIP TO CHILD



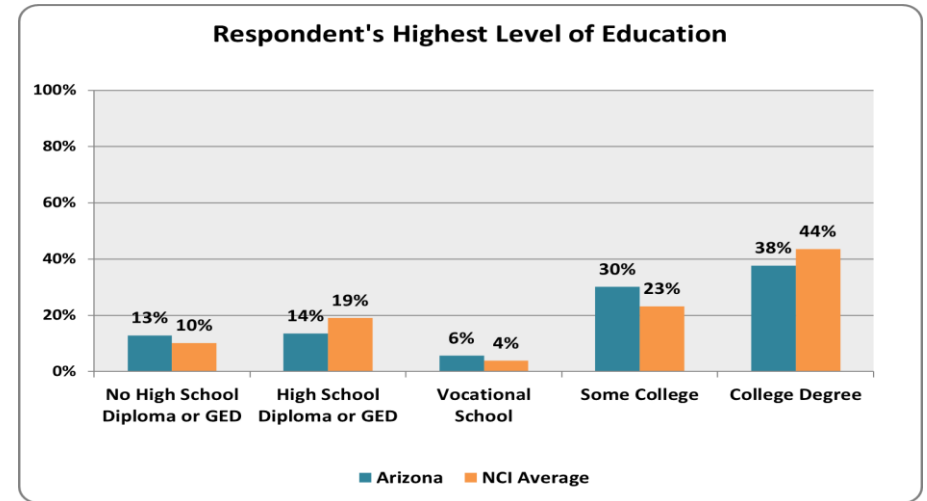
GRAPH 14. RESPONDENT IS PRIMARY CAREGIVER



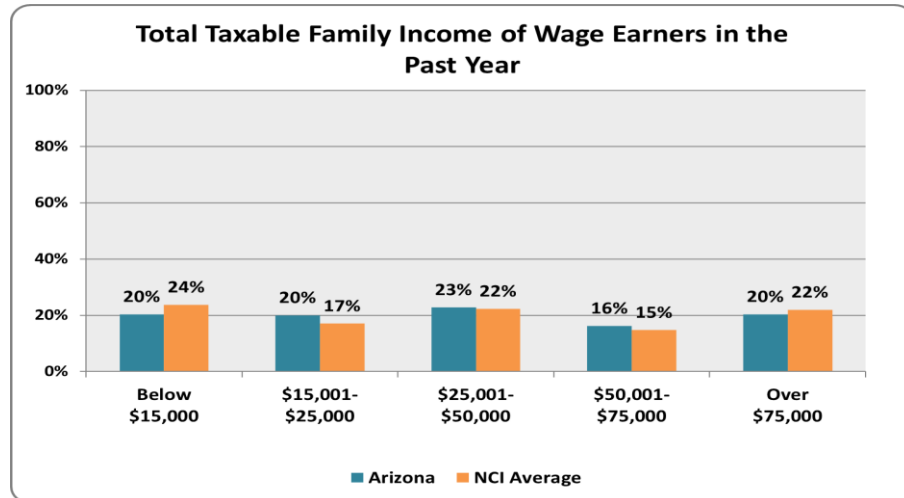
GRAPH 15. NUMBER OF ADULTS IN HOUSEHOLD



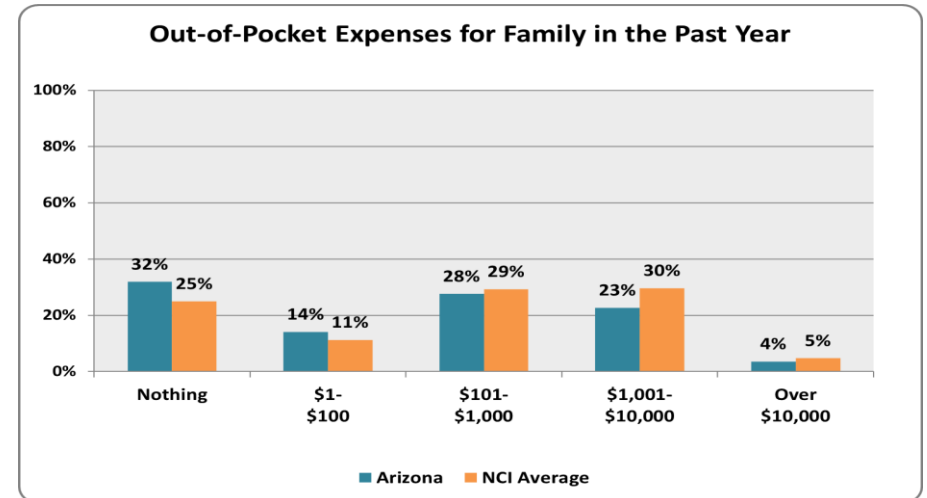
GRAPH 16. RESPONDENT'S HIGHEST LEVEL OF EDUCATION



GRAPH 17. TOTAL TAXABLE FAMILY INCOME OF WAGE EARNERS IN THE PAST YEAR



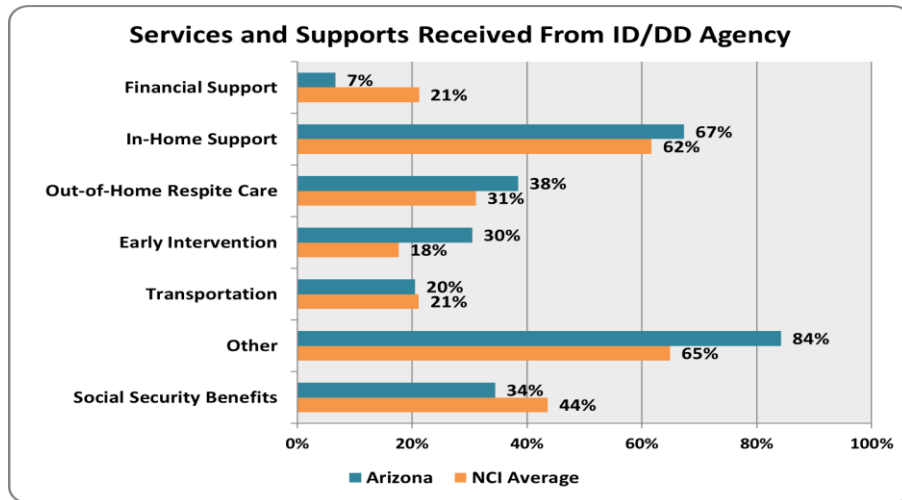
GRAPH 18. OUT-OF-POCKET EXPENSES FOR FAMILY IN THE PAST YEAR



Services and Supports Received

ILLUSTRATES THE SERVICES AND SUPPORTS RECEIVED BY CHILDREN AND FAMILIES

GRAPH 19. SERVICES AND SUPPORTS RECEIVED FROM ID/DD AGENCY²

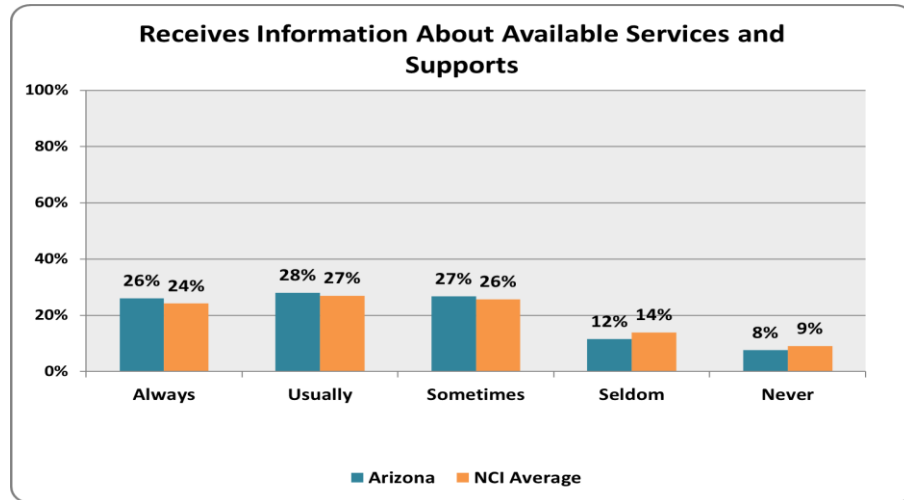


² All services and supports are received from the ID/DD Agency except social security benefits.

Information and Planning

FAMILIES AND CHILDREN WITH DISABILITIES HAVE THE INFORMATION AND SUPPORT NECESSARY TO PLAN FOR THEIR SERVICES AND SUPPORTS

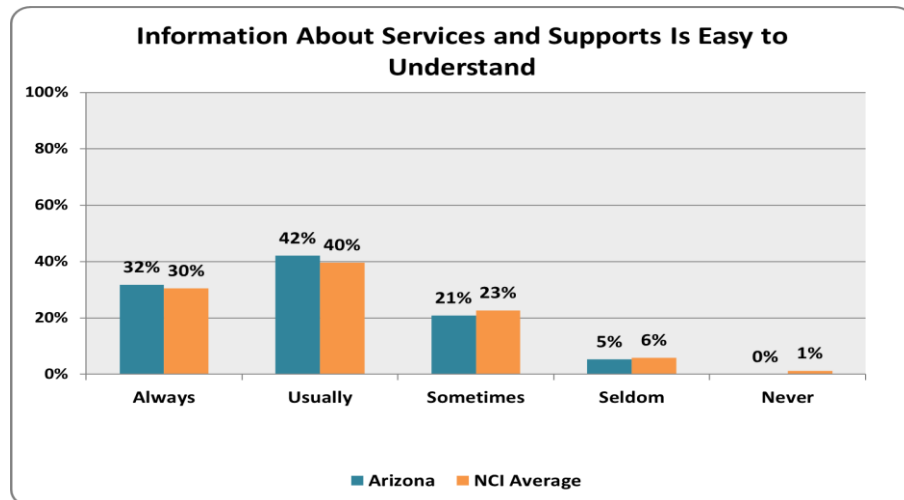
GRAPH 20. DO YOU RECEIVE INFORMATION ABOUT THE SERVICES AND SUPPORTS THAT ARE AVAILABLE TO YOUR CHILD AND FAMILY?



This graph illustrates that respondents from Arizona and across all NCI states received information about services and supports available to the family and child: always 26% and 24%, usually 28% and 27%, sometimes 27% and 26%, seldom 12% and 14%, and never 8% and 9%.

Across NCI States, the percentage of "always" responses ranged between 29% and 20%.

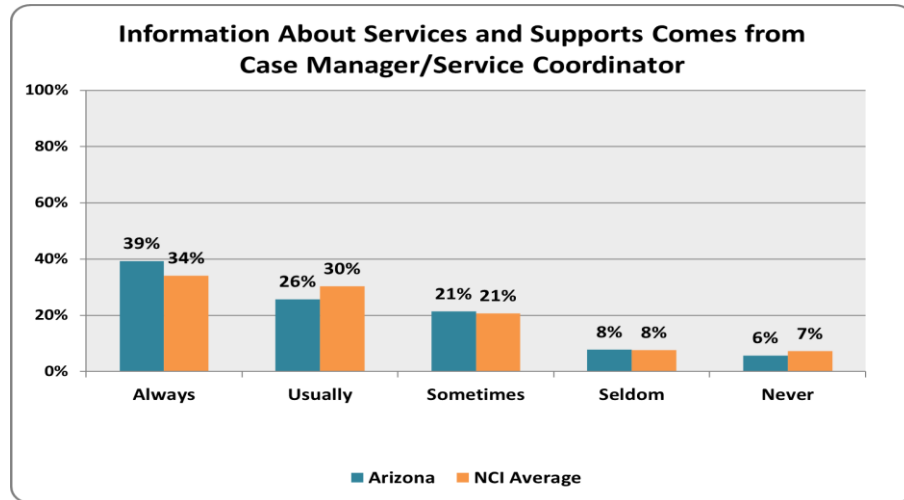
GRAPH 21. IS THE INFORMATION YOU RECEIVE EASY TO UNDERSTAND?



This graph illustrates that respondents from Arizona and across all NCI states say the information they receive is easy to understand: always 32% and 30%, usually 42% and 40%, sometimes 21% and 23%, seldom 5% and 6%, and never 0% and 1%.

Across NCI States, the percentage of "always" responses ranged between 49% and 20%.

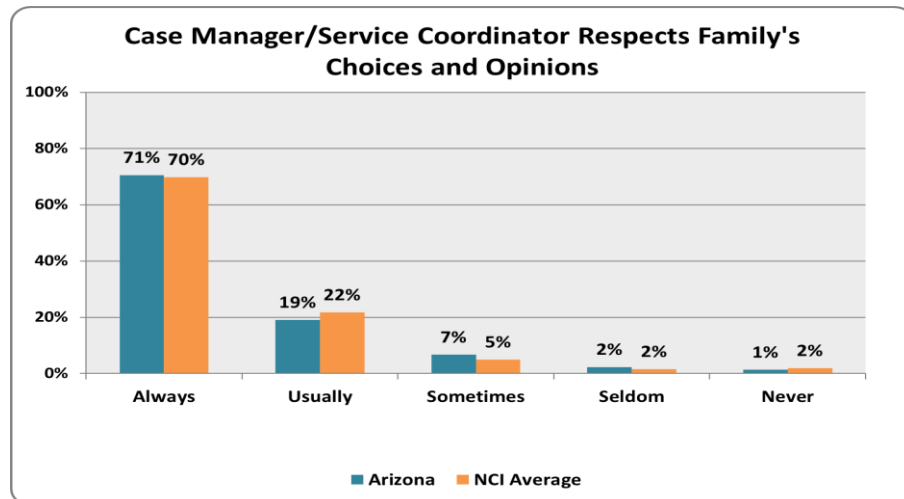
GRAPH 22. DOES THE INFORMATION YOU RECEIVE COME FROM YOUR CASE MANAGER/SERVICE COORDINATOR?



This graph illustrates that respondents from Arizona and across all NCI states say the information they receive about services and supports comes from their case manager/service coordinator: always 39% and 34%, usually 26% and 30%, sometimes 21% and 21%, seldom 8% and 8%, and never 6% and 7%.

Across NCI States, the percentage of "always" responses ranged between 39% and 23%.

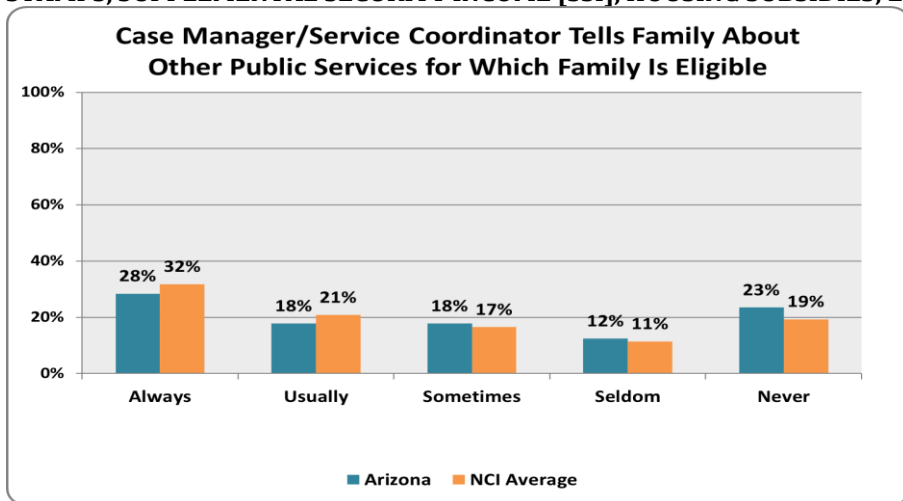
GRAPH 23. DOES THE CASE MANAGER/SERVICE COORDINATOR RESPECT YOUR FAMILY'S CHOICES AND OPINIONS?



This graph illustrates that respondents from Arizona and across all NCI states say their case manager/service coordinator respects the family's choices and opinions: always 71% and 70%, usually 19% and 22%, sometimes 7% and 5%, seldom 2% and 2%, and never 1% and 2%.

Across NCI States, the percentage of "always" responses ranged between 80% and 62%.

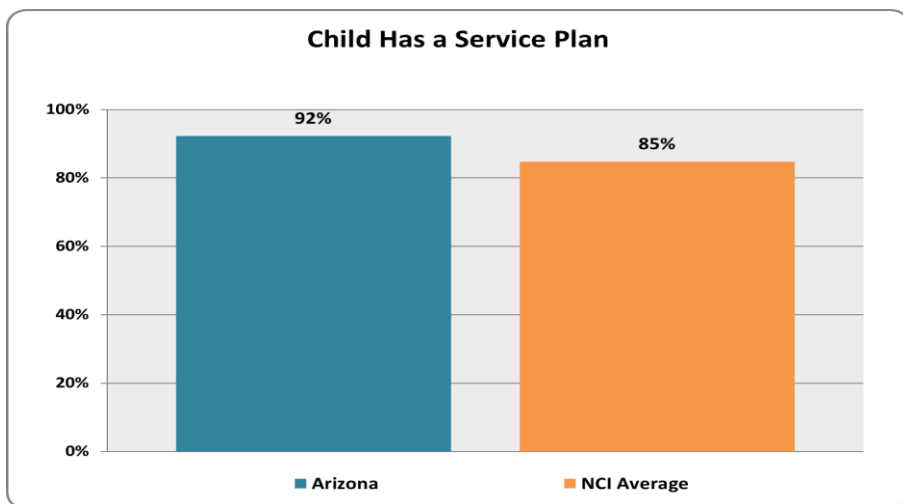
GRAPH 24. DOES THE CASE MANAGER/SERVICE COORDINATOR TELL YOU ABOUT OTHER PUBLIC SERVICES THAT YOU ARE ELIGIBLE FOR (E.G., FOOD STAMPS, SUPPLEMENTAL SECURITY INCOME [SSI], HOUSING SUBSIDIES, ETC.)?



This graph illustrates that respondents from Arizona and across all NCI states say their case manager/service coordinator tells the family about the other public services they are eligible for: always 28% and 32%, usually 18% and 21%, sometimes 18% and 17%, seldom 12% and 11%, and never 23% and 19%.

Across NCI States, the percentage of "always" responses ranged between 41% and 25%.

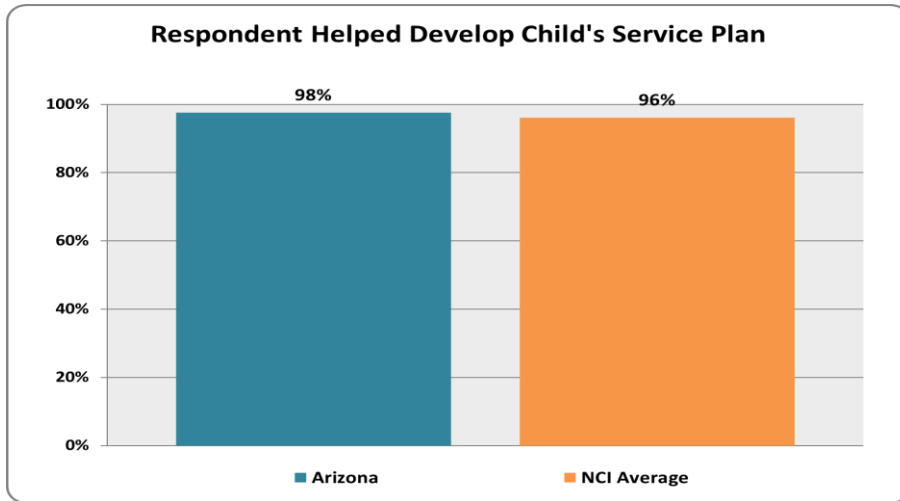
GRAPH 25. DOES YOUR CHILD HAVE A SERVICE PLAN?



This graph illustrates that 92% of respondents from Arizona and 85% across all NCI states say the child has a service plan.

Across NCI States, the percentage of "yes" responses ranged between 95% and 69%.

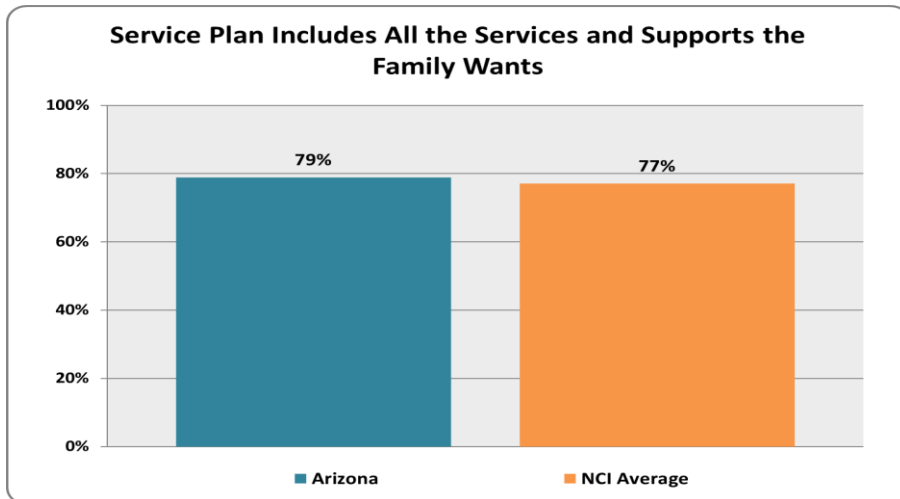
GRAPH 26. DID YOU HELP DEVELOP THE PLAN?



This graph illustrates that among respondents whose child has a service plan, 98% from Arizona and 96% across all NCI states say they helped develop the plan.

Across NCI States, the percentage of "yes" responses ranged between 98% and 91%.

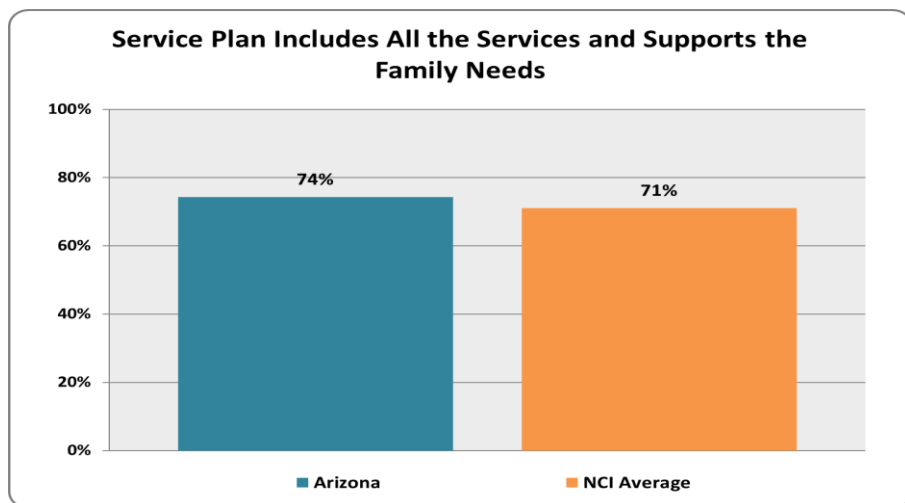
GRAPH 27. DOES THE PLAN INCLUDE ALL THE SERVICES AND SUPPORTS YOUR FAMILY WANTS?



This graph illustrates that among respondents whose child has a service plan, 79% from Arizona and 77% across all NCI states say the plan includes all the services and supports their family wants.

Across NCI States, the percentage of "yes" responses ranged between 88% and 68%.

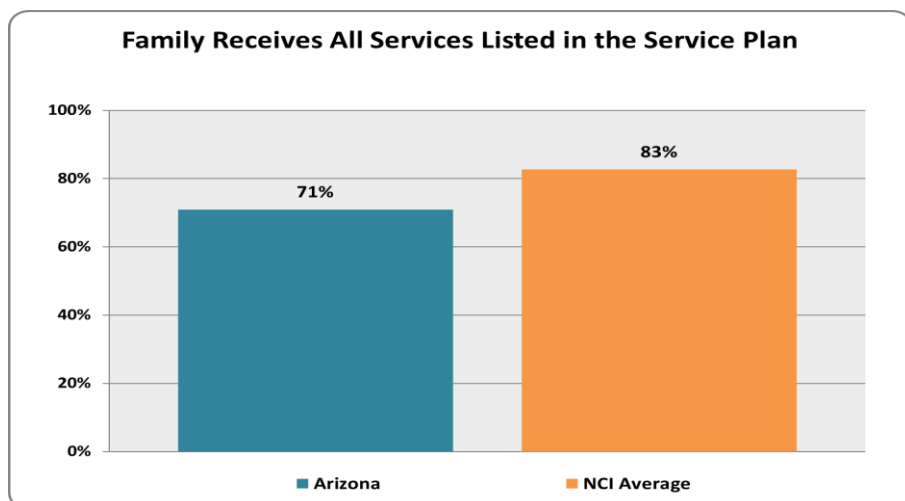
GRAPH 28. DOES THE PLAN INCLUDE ALL THE SERVICES AND SUPPORTS YOUR FAMILY NEEDS?



This graph illustrates that among respondents whose child has a service plan, 74% from Arizona and 71% across all NCI states say the plan includes all the services and supports the family needs.

Across NCI States, the percentage of "yes" responses ranged between 84% and 59%.

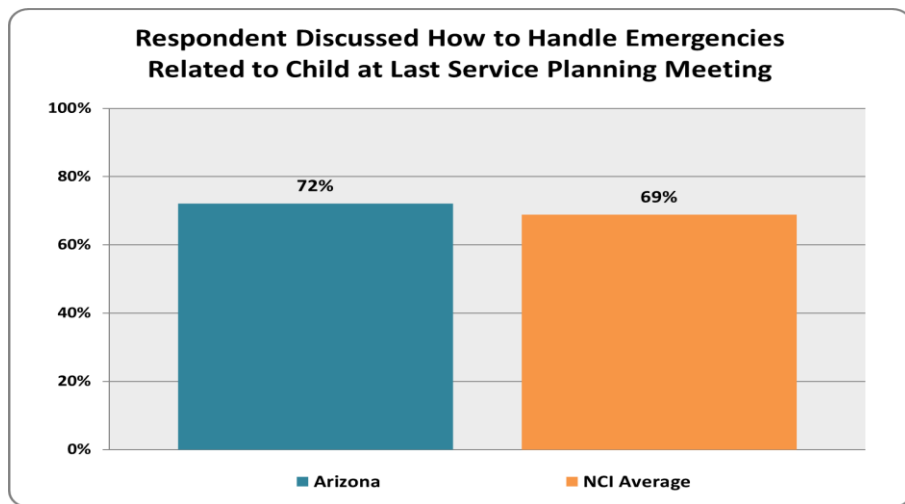
GRAPH 29. DOES YOUR FAMILY RECEIVE ALL THE SERVICES LISTED IN THE PLAN?



This graph illustrates that among respondents whose child has a service plan, 71% from Arizona and 83% across all NCI states say the family receives all the services listed in the plan.

Across NCI States, the percentage of "yes" responses ranged between 89% and 71%.

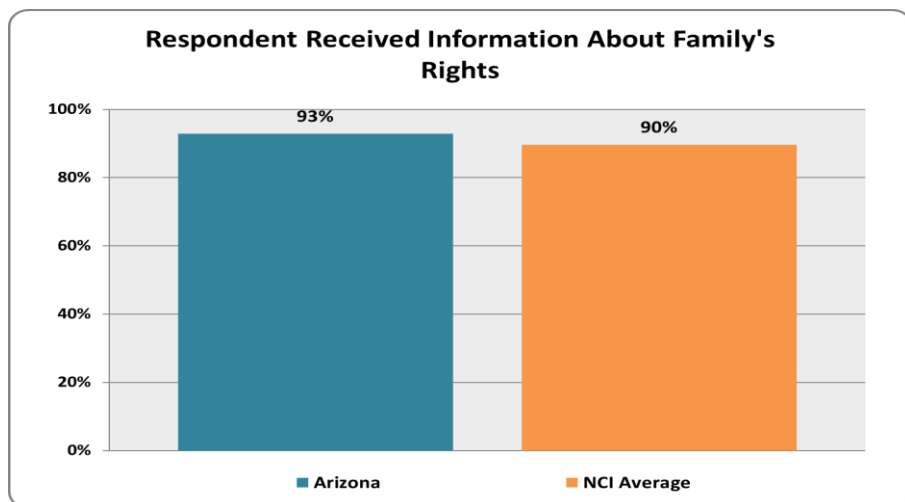
GRAPH 30. DID YOU DISCUSS HOW TO HANDLE EMERGENCIES RELATED TO YOUR CHILD AT THE LAST SERVICE PLANNING MEETING?



This graph illustrates that among respondents whose child has a service plan, 72% from Arizona and 69% across all NCI states discussed how to handle emergencies related to the child at the last planning meeting.

Across NCI States, the percentage of "yes" responses ranged between 87% and 48%.

GRAPH 31. HAVE YOU RECEIVED INFORMATION ABOUT YOUR FAMILY'S RIGHTS?



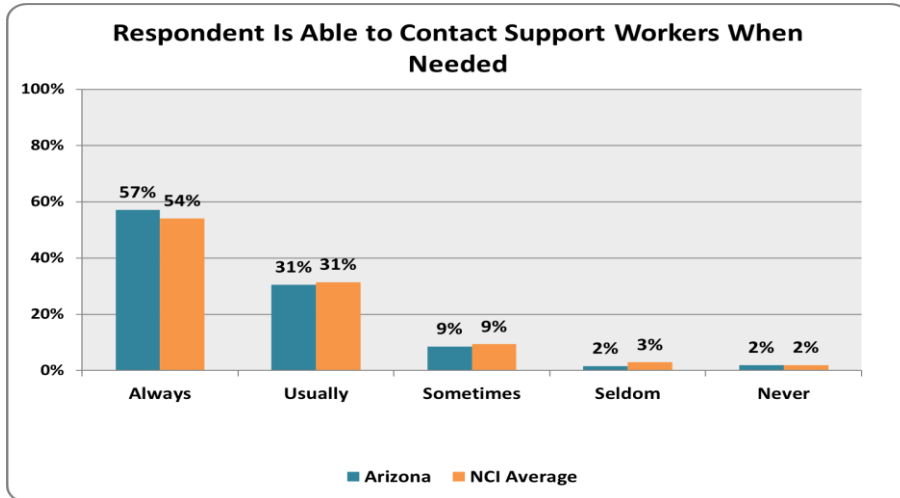
This graph illustrates that 93% of respondents from Arizona and 90% across all NCI states say they received information about their family's rights.

Across NCI States, the percentage of "yes" responses ranged between 94% and 83%.

Access and Delivery

FAMILIES AND CHILDREN WITH DISABILITIES GET THE SERVICES AND SUPPORTS THEY NEED

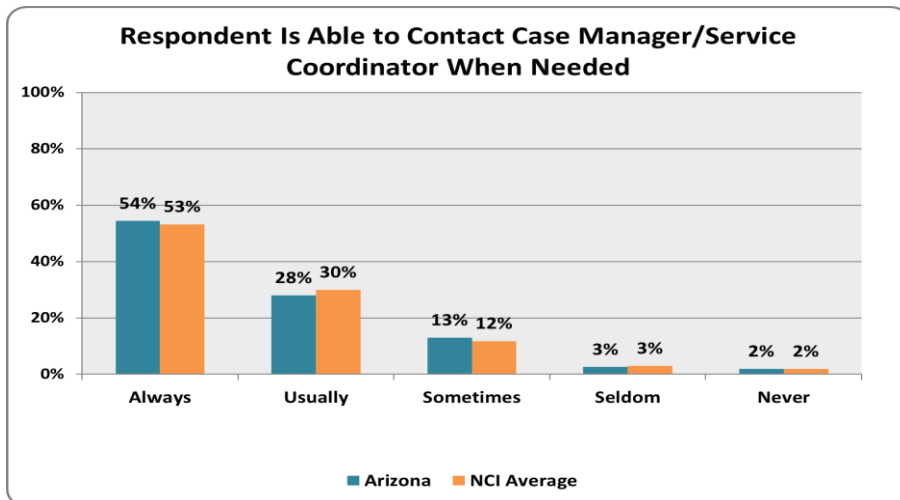
GRAPH 32. ARE YOU ABLE TO CONTACT YOUR SUPPORT WORKERS WHEN YOU NEED TO?



This graph illustrates that respondents from Arizona and across all NCI states are able to contact their support workers when needed: always 57% and 54%, usually 31% and 31%, sometimes 9% and 9%, seldom 2% and 3%, and never 2% and 2%.

Across NCI States, the percentage of "always" responses ranged between 66% and 42%.

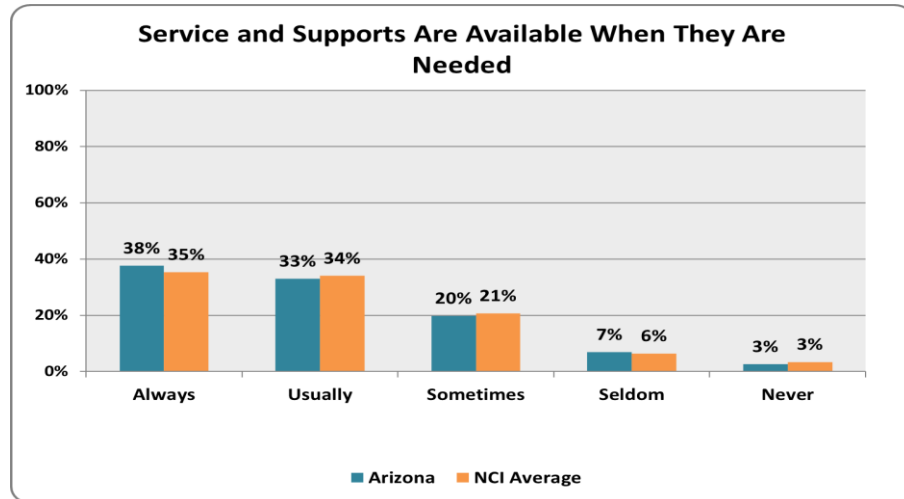
GRAPH 33. ARE YOU ABLE TO CONTACT YOUR CASE MANAGER/SERVICE COORDINATOR WHEN YOU NEED TO?



This graph illustrates that respondents from Arizona and across all NCI states are able to contact their case manager/service coordinator when needed: always 54% and 53%, usually 28% and 30%, sometimes 13% and 12%, seldom 3% and 3%, and never 2% and 2%.

Across NCI States, the percentage of "always" responses ranged between 67% and 38%.

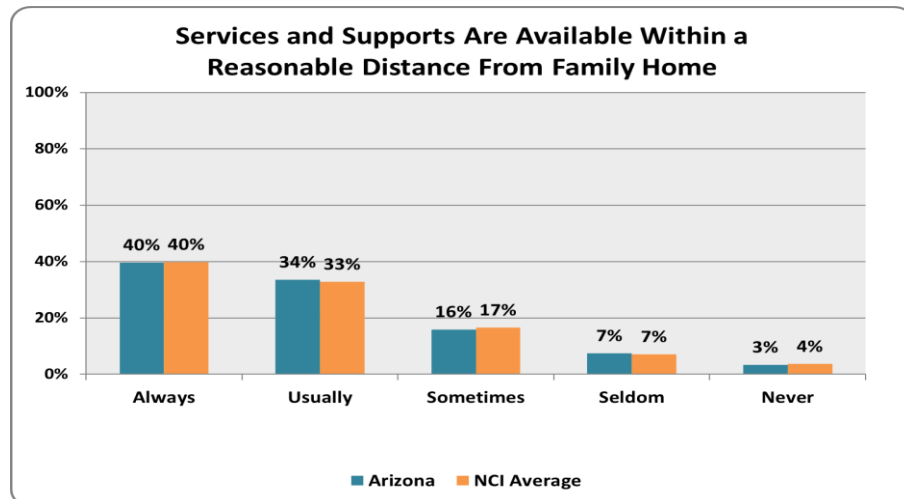
GRAPH 34. ARE SERVICES AND SUPPORTS AVAILABLE WHEN YOU NEED THEM?



This graph illustrates that respondents from Arizona and across all NCI states say that services and supports are available when they need them: always 38% and 35%, usually 33% and 34%, sometimes 20% and 21%, seldom 7% and 6%, and never 3% and 3%.

Across NCI States, the percentage of "always" responses ranged between 51% and 19%.

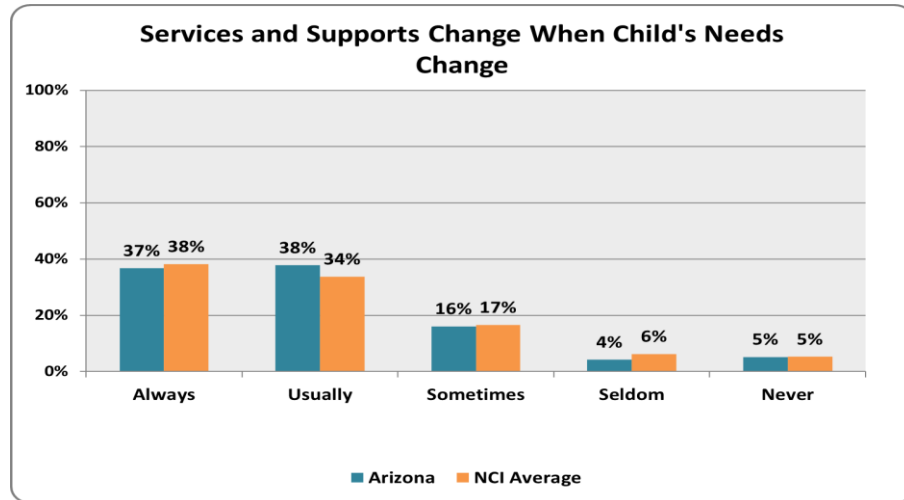
GRAPH 35. ARE SERVICES AND SUPPORTS AVAILABLE WITHIN A REASONABLE DISTANCE FROM YOUR HOME?



This graph illustrates that respondents from Arizona and across all NCI states say that services and supports are available within a reasonable distance from home: always 40% and 40%, usually 34% and 33%, sometimes 16% and 17%, seldom 7% and 7%, and never 3% and 4%.

Across NCI States, the percentage of "always" responses ranged between 64% and 24%.

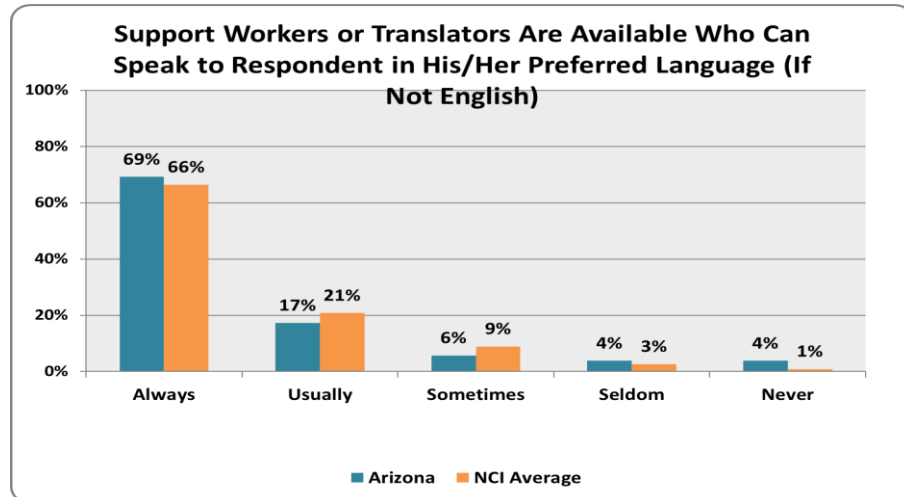
GRAPH 36. DO THE SERVICES AND SUPPORTS CHANGE WHEN YOUR CHILD'S NEEDS CHANGE?



This graph illustrates that respondents from Arizona and across all NCI states say that services and supports change when the child's needs change: always 37% and 38%, usually 38% and 34%, sometimes 16% and 17%, seldom 4% and 6%, and never 5% and 5%.

Across NCI States, the percentage of "always" responses ranged between 58% and 18%.

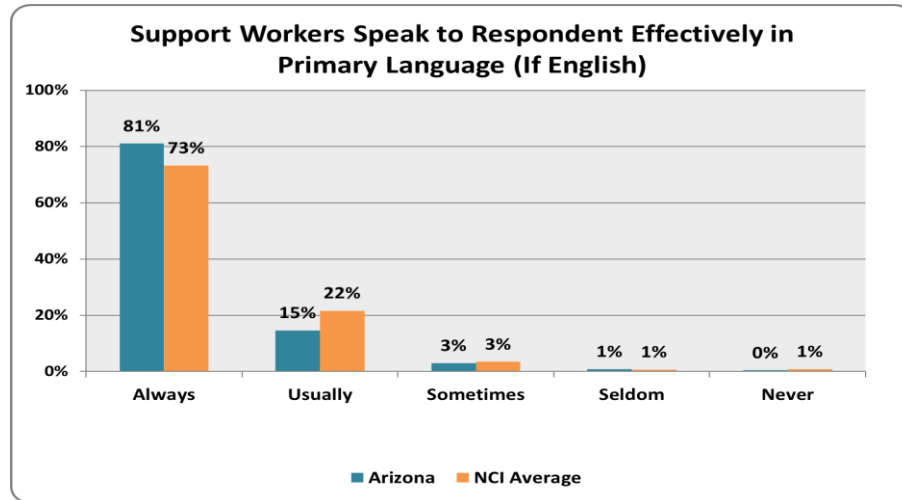
GRAPH 37. IF ENGLISH IS NOT YOUR PRIMARY LANGUAGE, ARE THERE SUPPORT WORKERS OR TRANSLATORS WHO CAN SPEAK WITH YOU IN YOUR PREFERRED LANGUAGE?



This graph illustrates that among respondents from Arizona and across all NCI states whose primary language is not English, support workers or translators are available to speak in their language: always 69% and 66%, usually 17% and 21%, sometimes 6% and 9%, seldom 4% and 3%, and never 4% and 1%.

Across NCI States, the percentage of "always" responses ranged between 72% and 59%.

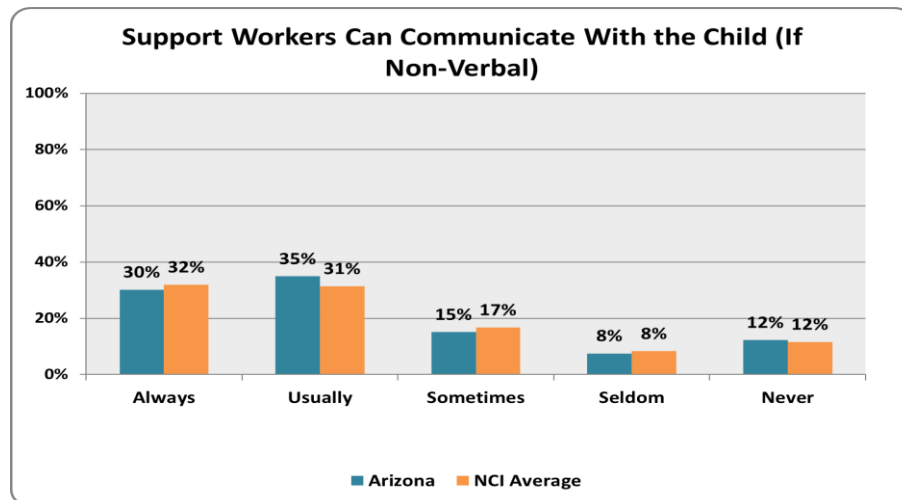
GRAPH 38. IF ENGLISH IS YOUR FIRST LANGUAGE, DO THE SUPPORT WORKERS SPEAK TO YOU EFFECTIVELY?



This graph illustrates that among respondents from Arizona and across all NCI states whose primary language is English, support workers speak with them effectively: always 81% and 73%, usually 15% and 22%, sometimes 3% and 3%, seldom 1% and 1%, and never 0% and 1%.

Across NCI States, the percentage of "always" responses ranged between 82% and 64%.

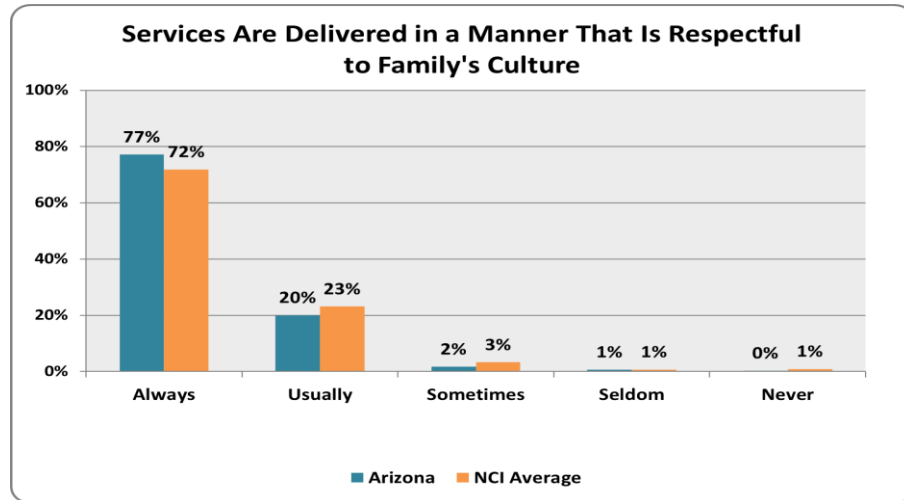
GRAPH 39. IF YOUR CHILD DOES NOT COMMUNICATE VERBALLY (FOR EXAMPLE, USES GESTURES OR SIGN LANGUAGE), ARE THERE SUPPORT WORKERS WHO CAN COMMUNICATE WITH HIM/HER?



This graph illustrates that among respondents from Arizona and across all NCI states whose child does not communicate verbally, there are support workers who can communicate with him/her: always 30% and 32%, usually 35% and 31%, sometimes 15% and 17%, seldom 8% and 8%, and never 12% and 12%.

Across NCI States, the percentage of "always" responses ranged between 53% and 17%.

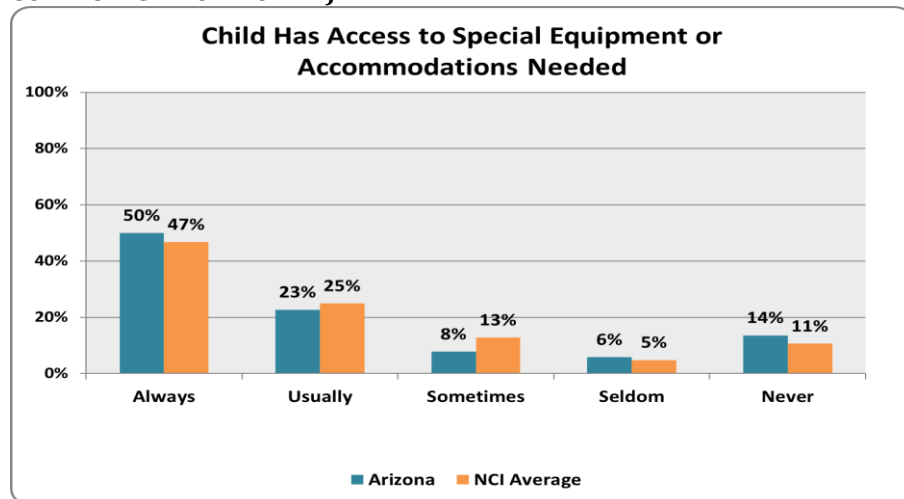
GRAPH 40. ARE SERVICES DELIVERED IN A WAY THAT IS RESPECTFUL TO YOUR FAMILY'S CULTURE?



This graph illustrates that respondents from Arizona and across all NCI states say services are delivered in a manner that is respectful of the family's culture: always 77% and 72%, usually 20% and 23%, sometimes 2% and 3%, seldom 1% and 1%, and never 0% and 1%.

Across NCI States, the percentage of "always" responses ranged between 89% and 63%.

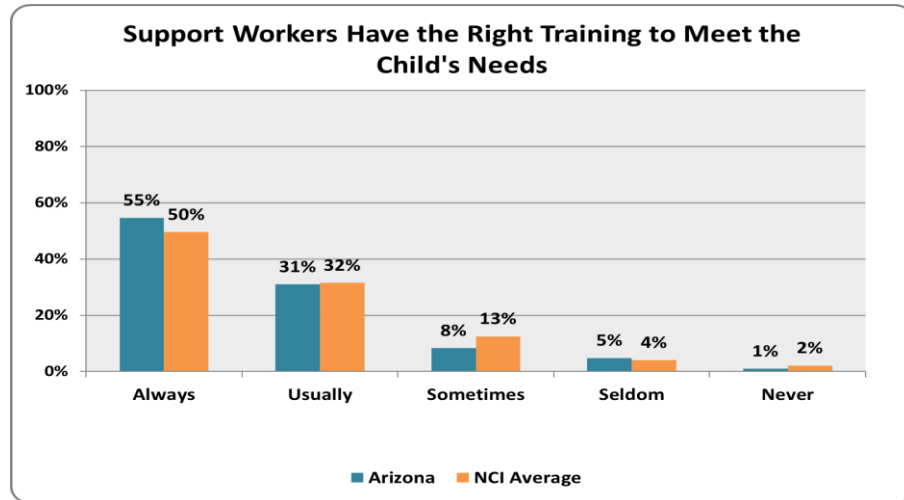
GRAPH 41. DOES YOUR CHILD HAVE ACCESS TO THE SPECIAL EQUIPMENT OR ACCOMMODATIONS THAT S/HE NEEDS (E.G., WHEELCHAIR, RAMP, COMMUNICATION BOARD)?



This graph illustrates that respondents from Arizona and across all NCI states say the child has access to special equipment or accommodations needed: always 50% and 47%, usually 23% and 25%, sometimes 8% and 13%, seldom 6% and 5%, and never 14% and 11%.

Across NCI States, the percentage of "always" responses ranged between 64% and 34%.

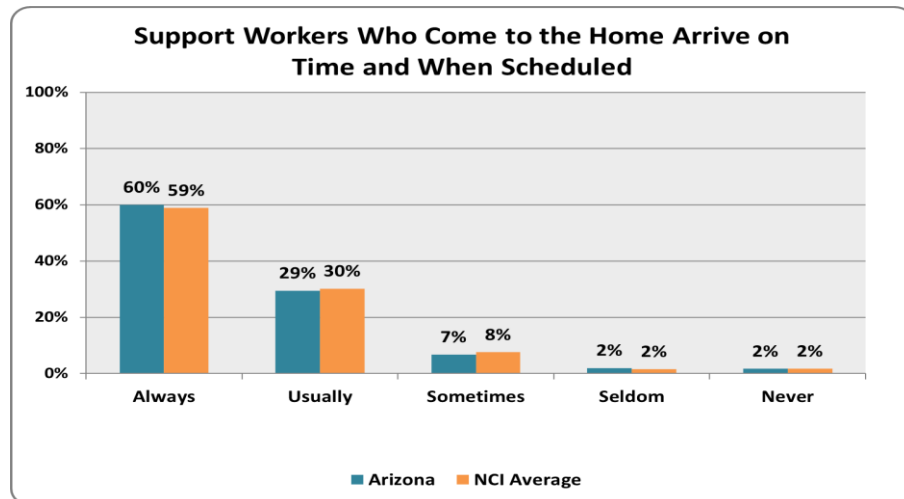
GRAPH 42. DO THE SUPPORT WORKERS HAVE THE RIGHT TRAINING TO MEET YOUR CHILD'S NEEDS?



This graph illustrates that respondents from Arizona and across all NCI states say that support workers have the right training to meet the child's needs: always 55% and 50%, usually 31% and 32%, sometimes 8% and 13%, seldom 5% and 4%, and never 1% and 2%.

Across NCI States, the percentage of "always" responses ranged between 65% and 39%.

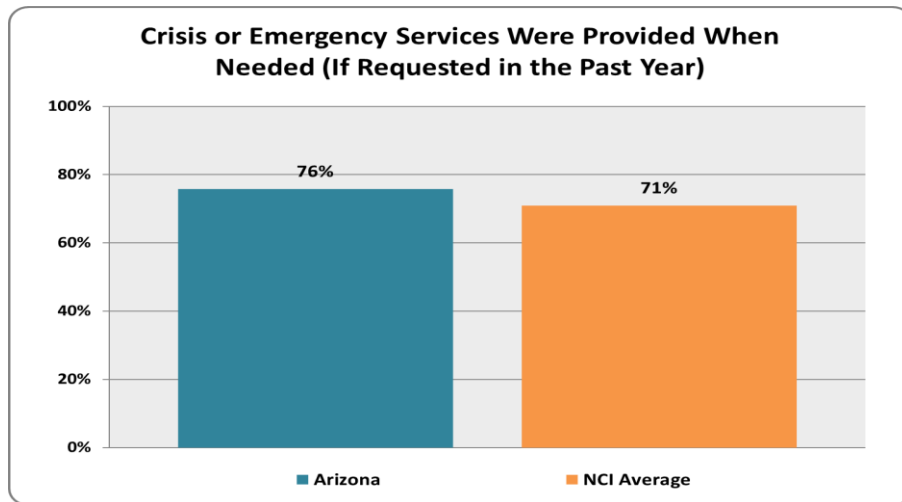
GRAPH 43. DO THE SUPPORT WORKERS WHO COME TO YOUR HOME ARRIVE ON TIME AND WHEN SCHEDULED?



This graph illustrates that respondents from Arizona and across all NCI states say that support workers who come to the home arrive on time and when scheduled: always 60% and 59%, usually 29% and 30%, sometimes 7% and 8%, seldom 2% and 2%, and never 2% and 2%.

Across NCI States, the percentage of "always" responses ranged between 73% and 48%.

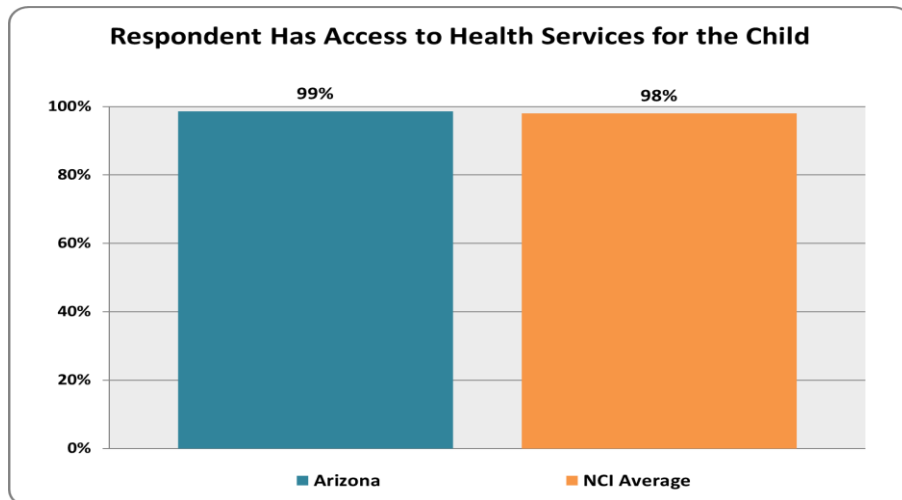
GRAPH 44. IF YOU ASKED FOR CRISIS/EMERGENCY SERVICES DURING THE PAST YEAR, WERE SERVICES PROVIDED WHEN NEEDED?



This graph illustrates that among respondents who asked for crisis or emergency services in the past year, 76% from Arizona and 71% across all NCI states say the services were provided when needed.

Across NCI States, the percentage of "yes" responses ranged between 76% and 59%.

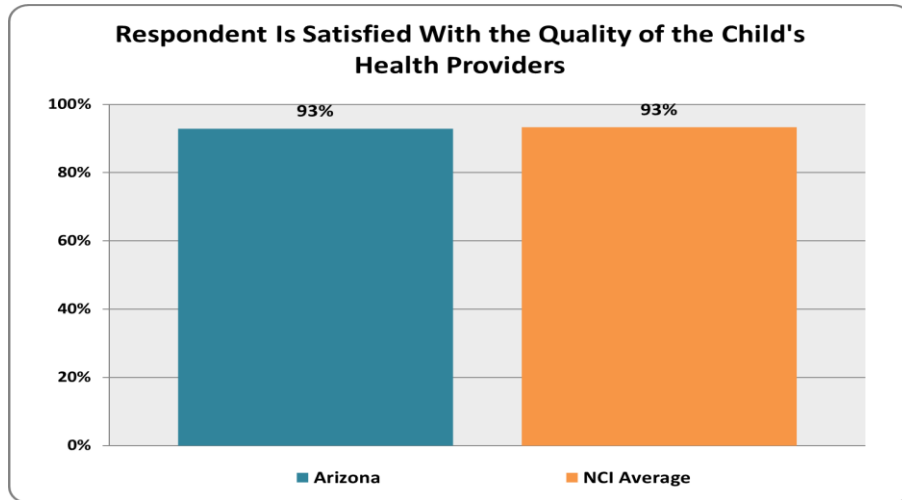
GRAPH 45. DO YOU HAVE ACCESS TO HEALTH SERVICES FOR YOUR CHILD?



This graph illustrates that 99% of respondents from Arizona and 98% across all NCI states have access to health services for the child.

Across NCI States, the percentage of "yes" responses ranged between 99% and 97%.

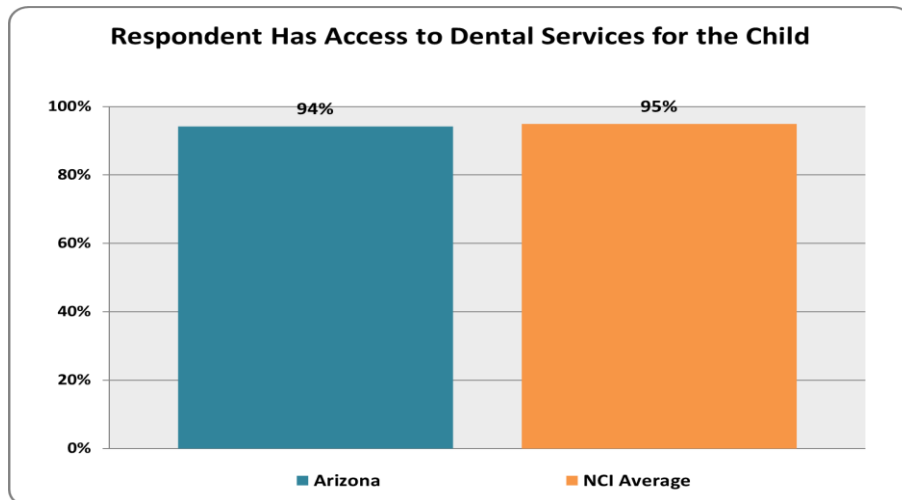
GRAPH 46. IF YOU HAVE ACCESS TO HEALTH SERVICES FOR YOUR CHILD, ARE YOU SATISFIED WITH THE QUALITY OF THOSE PROVIDERS?



This graph illustrates among respondents with access to health services for the child, 93% from Arizona and 93% across all NCI states are satisfied with the quality of those providers.

Across NCI States, the percentage of "yes" responses ranged between 96% and 86%.

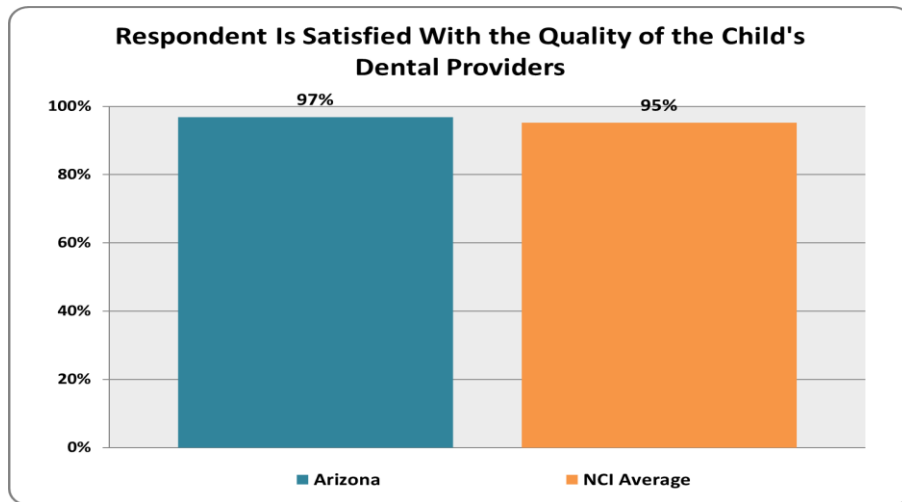
GRAPH 47. DO YOU HAVE ACCESS TO DENTAL SERVICES FOR YOUR CHILD?



This graph illustrates that 94% of respondents from Arizona and 95% across all NCI states have access to dental services for the child.

Across NCI States, the percentage of "yes" responses ranged between 98% and 90%.

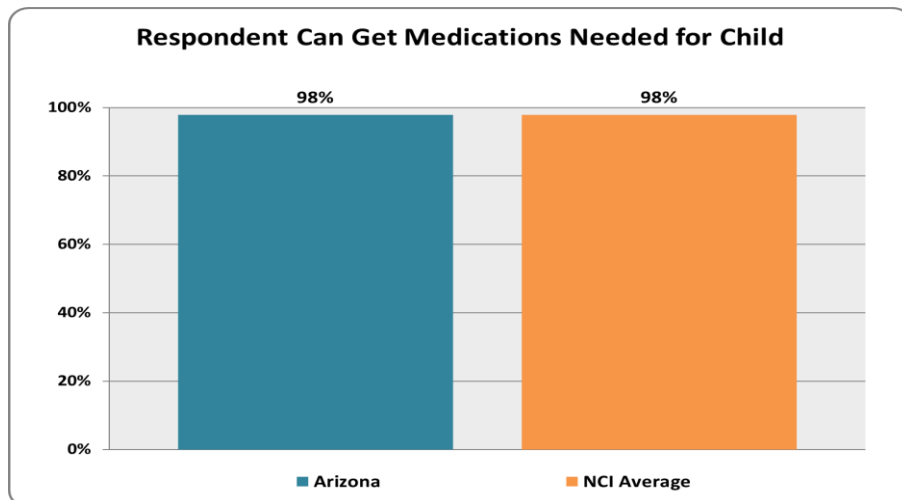
GRAPH 48. IF YOU HAVE ACCESS TO DENTAL SERVICES FOR YOUR CHILD, ARE YOU SATISFIED WITH THE QUALITY OF THOSE PROVIDERS?



This graph illustrates among respondents with access to dental services for the child, 97% from Arizona and 95% across all NCI states are satisfied with the quality of those providers.

Across NCI States, the percentage of "yes" responses ranged between 98% and 91%.

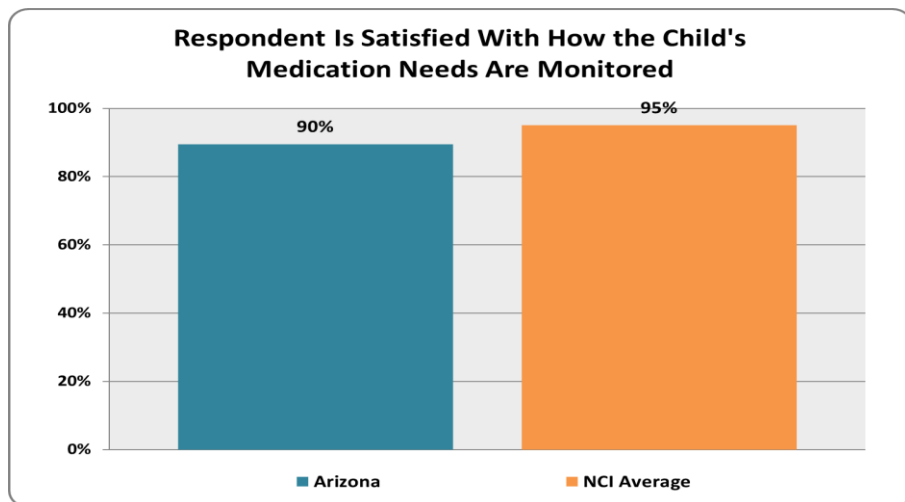
GRAPH 49. ARE YOU ABLE TO GET MEDICATIONS NEEDED FOR YOUR CHILD?



This graph illustrates that 98% of respondents from Arizona and 98% across all NCI states can get medications needed for the child.

Across NCI States, the percentage of "yes" responses ranged between 100% and 96%.

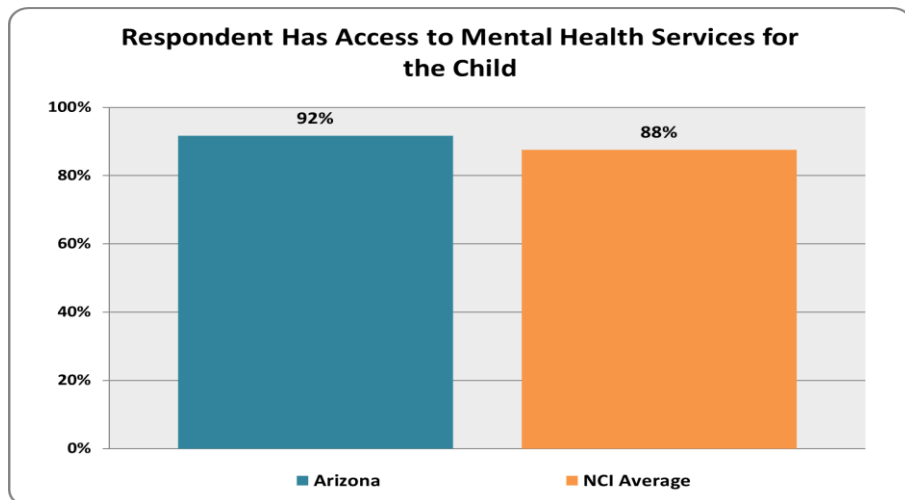
GRAPH 50. IF YOU HAVE ACCESS TO NEEDED MEDICATIONS FOR YOUR CHILD, ARE YOU SATISFIED WITH HOW YOUR CHILD'S MEDICATION NEEDS ARE MONITORED?



This graph illustrates among respondents with access to needed medications for the child, 90% from Arizona and 95% across all NCI states are satisfied with how medications are monitored.

Across NCI States, the percentage of "yes" responses ranged between 97% and 90%.

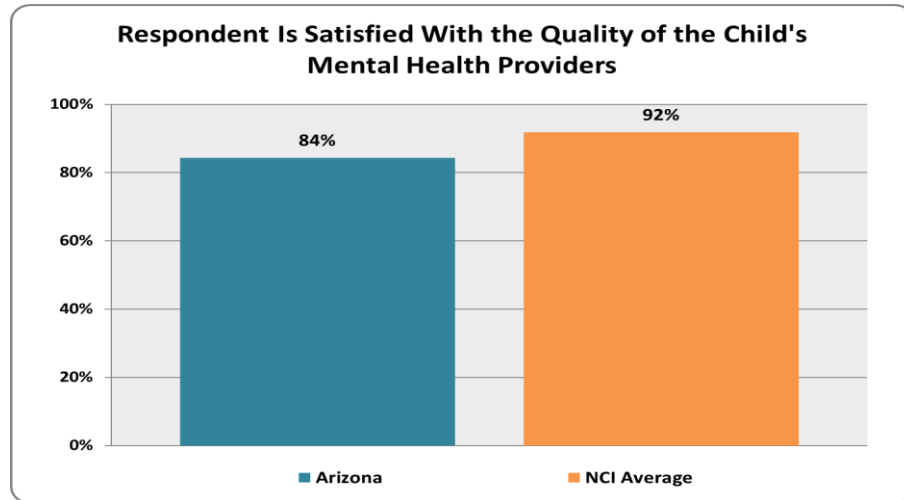
GRAPH 51. IF NEEDED, DO YOU HAVE ACCESS TO MENTAL HEALTH SERVICES FOR YOUR CHILD?



This graph illustrates that 92% of respondents from Arizona and 88% across all NCI states have access to mental health services for the child.

Across NCI States, the percentage of "yes" responses ranged between 93% and 82%.

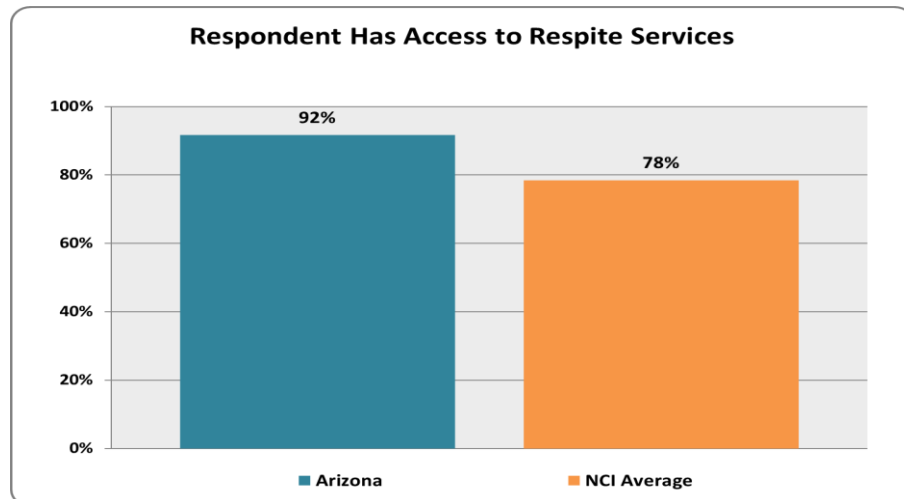
GRAPH 52. IF YOU HAVE ACCESS TO MENTAL HEALTH SERVICES FOR YOUR CHILD, ARE YOU SATISFIED WITH THE QUALITY OF THOSE PROVIDERS?



This graph illustrates among respondents with access to mental health services for the child, 84% from Arizona and 92% across all NCI states are satisfied with the quality of those providers.

Across NCI States, the percentage of "yes" responses ranged between 97% and 84%.

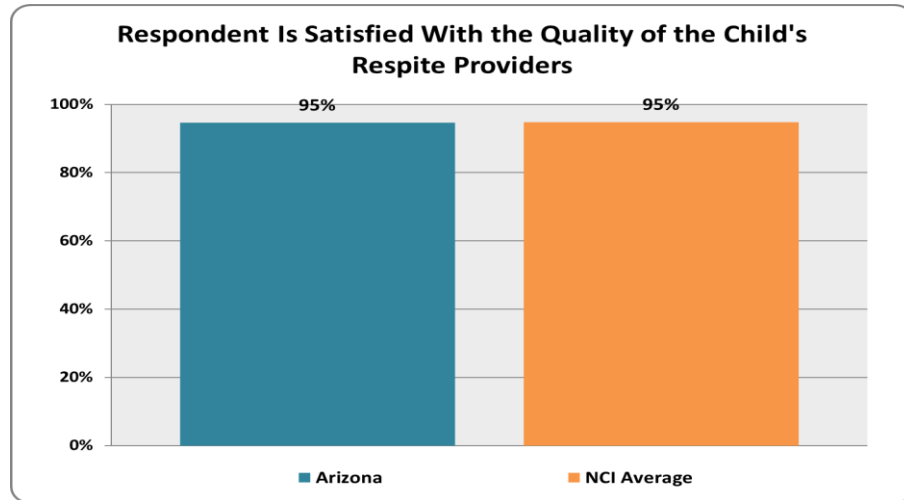
GRAPH 53. IF YOU NEED RESPITE SERVICES, DO YOU HAVE ACCESS TO THEM?



This graph illustrates that 92% of respondents from Arizona and 78% across all NCI states have access to respite services if needed.

Across NCI States, the percentage of "yes" responses ranged between 92% and 64%.

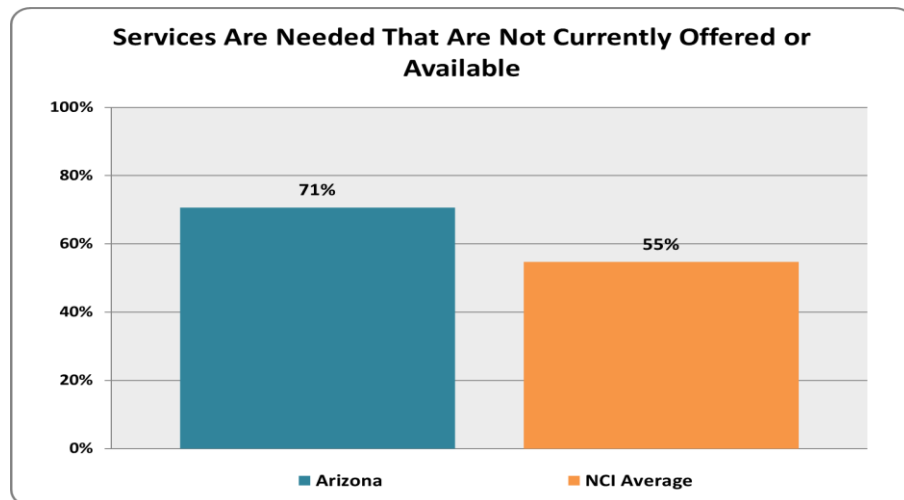
GRAPH 54. IF YOU HAVE ACCESS TO NEEDED RESPITE SERVICES, ARE YOU SATISFIED WITH THE QUALITY OF THOSE PROVIDERS?



This graph illustrates among the respondents with access to respite services for the child, 95% from Arizona and 95% across all NCI states are satisfied with the quality of those providers.

Across NCI States, the percentage of "yes" responses ranged between 98% and 93%.

GRAPH 55. ARE THERE SERVICES THAT YOUR FAMILY NEEDS THAT ARE NOT CURRENTLY OFFERED OR AVAILABLE?



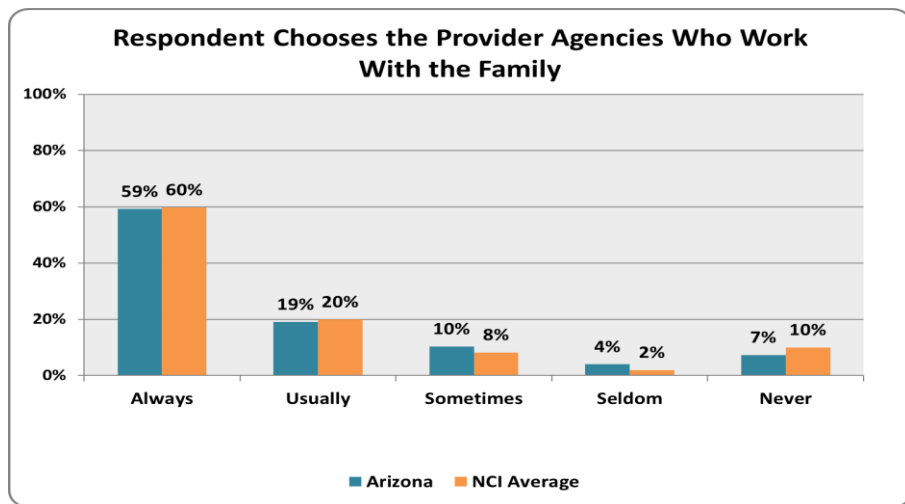
This graph illustrates that 71% of respondents from Arizona and 55% across all NCI states say they need services that are not currently offered or available.

Across NCI States, the percentage of "yes" responses ranged between 71% and 22%.

Choice and Control

FAMILIES DETERMINE THE SERVICES AND SUPPORTS THEY AND THEIR CHILDREN RECEIVE AND THE INDIVIDUALS OR AGENCIES WHO PROVIDE THEM

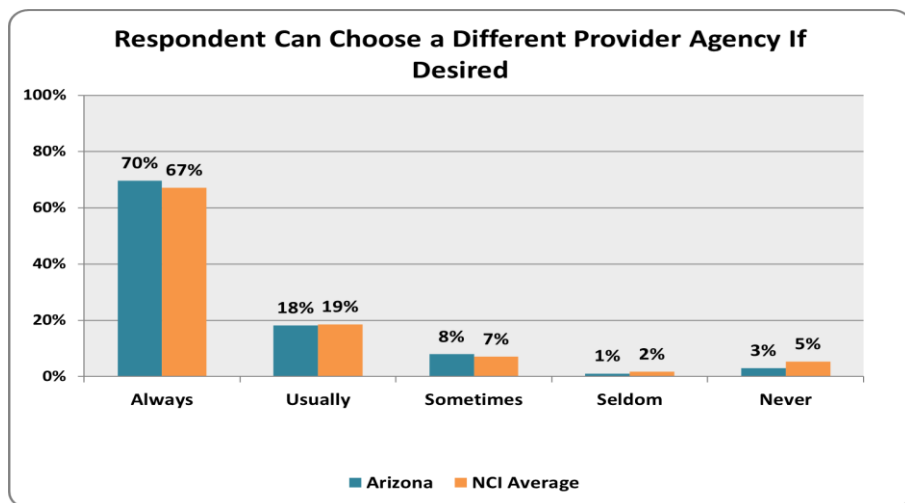
GRAPH 56. DO YOU CHOOSE THE PROVIDER AGENCIES WHO WORK WITH YOUR FAMILY?



This graph illustrates that respondents from Arizona and across all NCI states say they choose the provider agencies that work with their family: always 59% and 60%, usually 19% and 20%, sometimes 10% and 8%, seldom 4% and 2%, and never 7% and 10%.

Across NCI States, the percentage of "always" responses ranged between 78% and 35%.

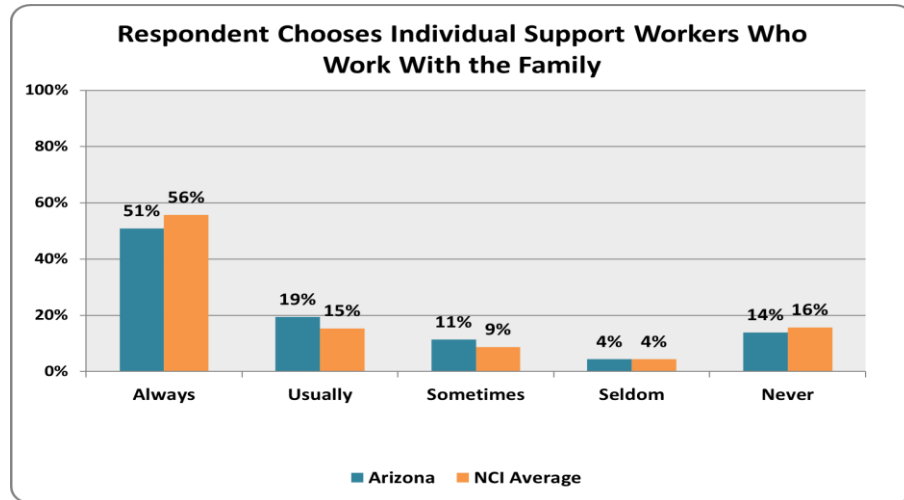
GRAPH 57. CAN YOU CHOOSE A DIFFERENT PROVIDER AGENCY IF YOU WANT TO?



This graph illustrates that respondents from Arizona and across all NCI states say they can choose a different provider agency if they want: always 70% and 67%, usually 18% and 19%, sometimes 8% and 7%, seldom 1% and 2%, and never 3% and 5%.

Across NCI States, the percentage of "always" responses ranged between 83% and 39%.

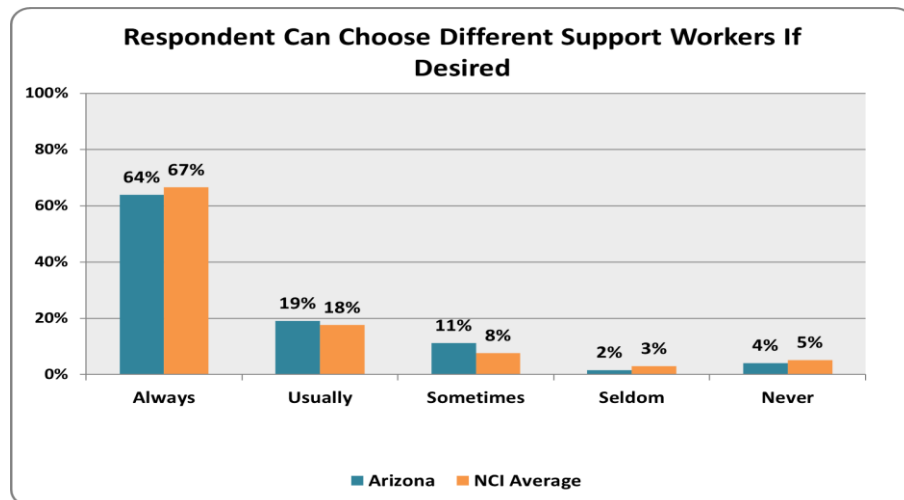
GRAPH 58. DO YOU CHOOSE THE INDIVIDUAL SUPPORT WORKERS WHO WORK DIRECTLY WITH YOUR FAMILY?



This graph illustrates that respondents from Arizona and across all NCI states say they choose the individual support workers who work with their family: always 51% and 56%, usually 19% and 15%, sometimes 11% and 9%, seldom 4% and 4%, and never 14% and 16%.

Across NCI States, the percentage of "always" responses ranged between 68% and 32%.

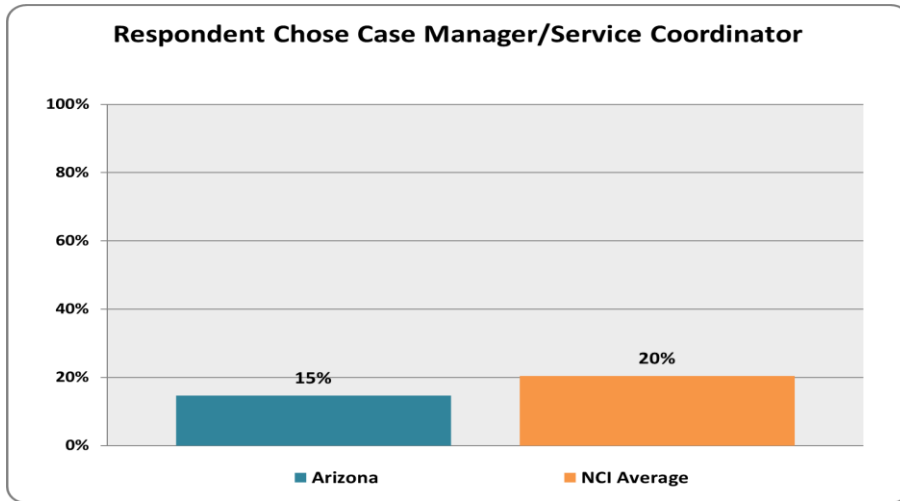
GRAPH 59. CAN YOU CHOOSE DIFFERENT SUPPORT WORKERS IF YOU WANT TO?



This graph illustrates that respondents from Arizona and across all NCI states say they can choose different individual support workers if they want: always 64% and 67%, usually 19% and 18%, sometimes 11% and 8%, seldom 2% and 3%, and never 4% and 5%.

Across NCI States, the percentage of "always" responses ranged between 78% and 57%.

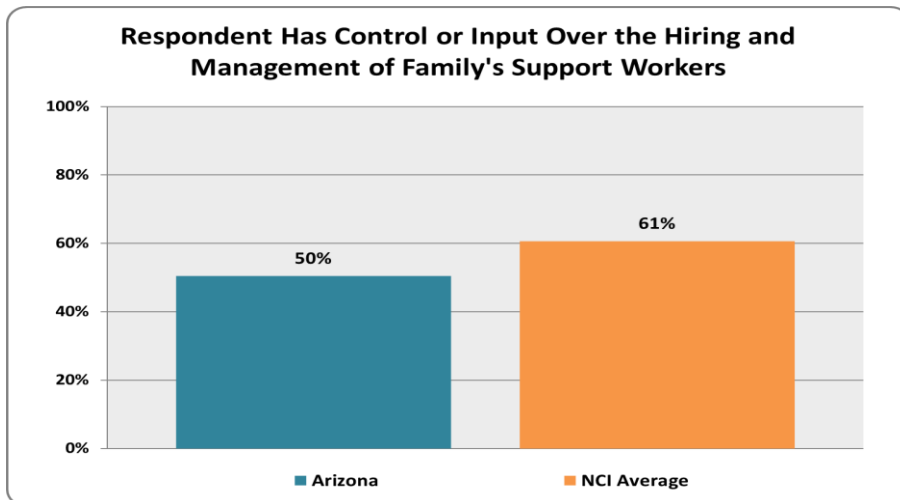
GRAPH 60. DID YOU CHOOSE YOUR CASE MANAGER/SERVICE COORDINATOR?



This graph illustrates that 15% of respondents from Arizona and 20% across all NCI states chose their case manager/service coordinator.

Across NCI States, the percentage of "yes" responses ranged between 43% and 4%.

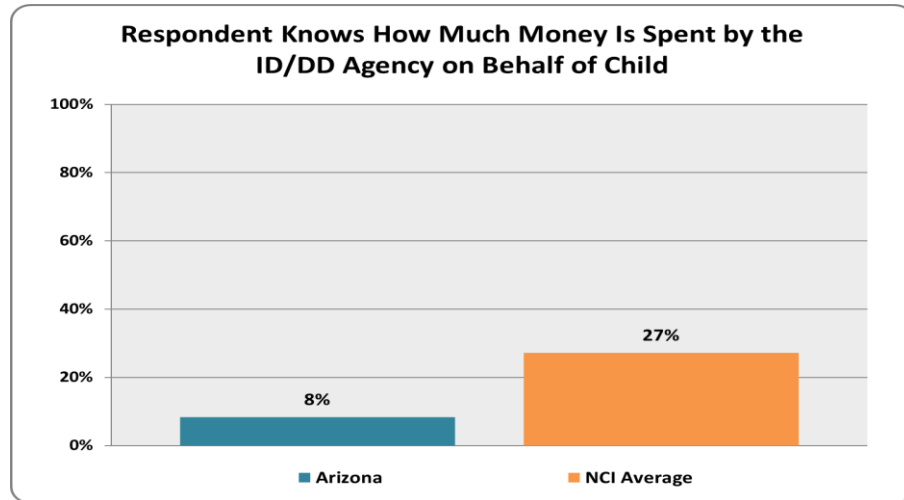
GRAPH 61. DO YOU HAVE CONTROL AND/OR INPUT OVER THE HIRING AND MANAGEMENT OF YOUR FAMILY'S SUPPORT WORKERS?



This graph illustrates that 50% of respondents from Arizona and 61% across all NCI states have control and input over the hiring and management of support workers.

Across NCI States, the percentage of "yes" responses ranged between 81% and 32%.

GRAPH 62. DO YOU KNOW HOW MUCH MONEY IS SPENT BY THE ID/DD AGENCY ON BEHALF OF YOUR CHILD?*

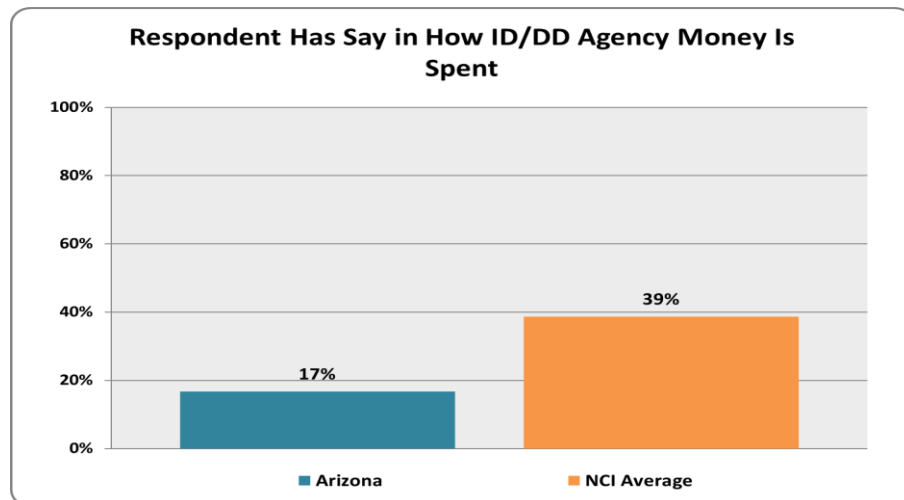


This graph illustrates that 8% of respondents from Arizona and 27% across all NCI states know how much money is spent by the ID/DD agency on the child's behalf.

Across NCI States, the percentage of "yes" responses ranged between 59% and 8%.

*Don't know' responses are included with 'no' responses.

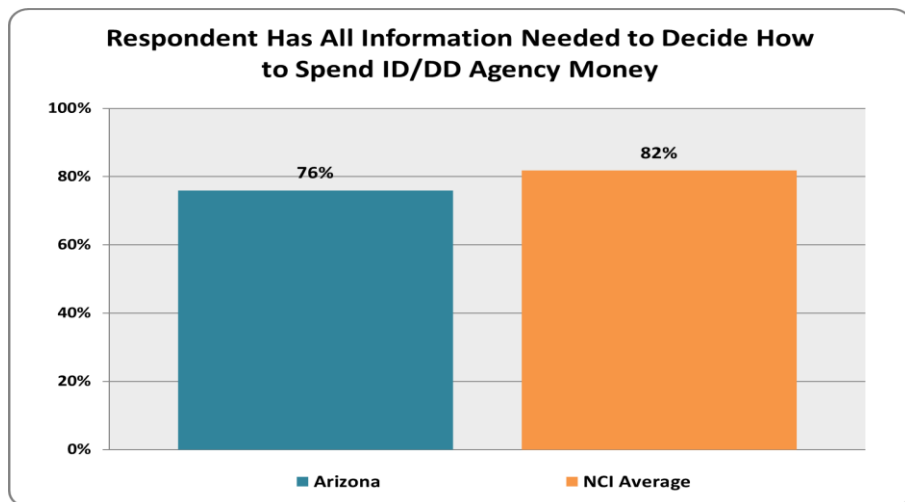
GRAPH 63. DO YOU HAVE A SAY IN HOW ID/DD AGENCY MONEY IS SPENT ON BEHALF OF YOUR CHILD?



This graph illustrates that 17% of respondents from Arizona and 39% across all NCI states have a say in how ID/DD agency money is spent on behalf of the child.

Across NCI States, the percentage of "yes" responses ranged between 67% and 17%.

GRAPH 64. IF YOU HAVE A SAY IN HOW ID/DD AGENCY MONEY IS SPENT, DO YOU HAVE ALL THE INFORMATION YOU NEED TO MAKE DECISIONS ABOUT HOW TO SPEND THIS MONEY?



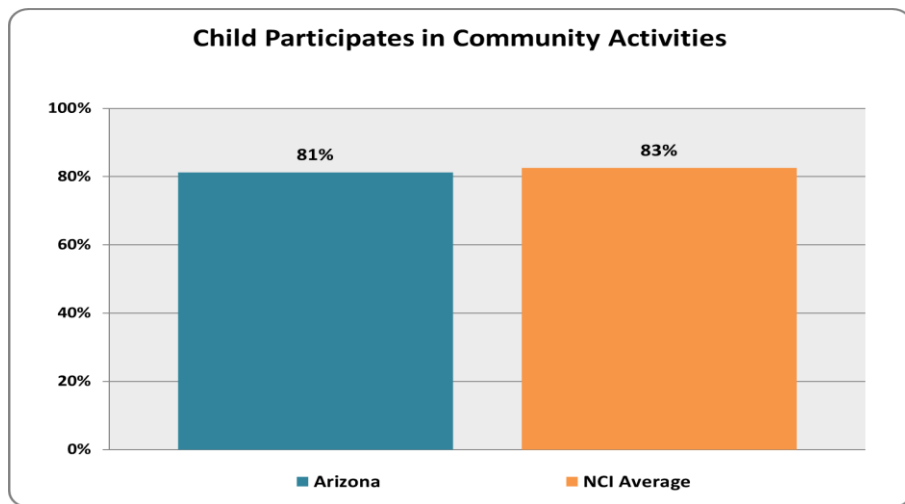
This graph illustrates that among respondents with a say in how ID/DD agency money is spent on behalf of the child, 76% from Arizona and 82% across all NCI states have all the information needed to make these determinations.

Across NCI States, the percentage of "yes" responses ranged between 100% and 64%.

Community Connections

CHILDREN WITH DISABILITIES USE INTEGRATED COMMUNITY SERVICES AND PARTICIPATE IN EVERYDAY COMMUNITY ACTIVITIES

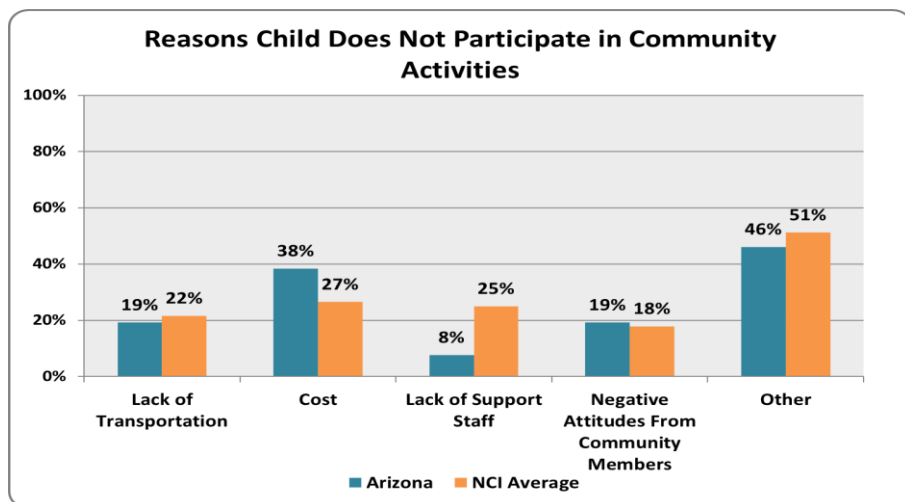
GRAPH 65. DOES YOUR CHILD PARTICIPATE IN COMMUNITY ACTIVITIES (SUCH AS GOING OUT TO A RESTAURANT, MOVIE, OR SPORTING EVENT)?



This graph illustrates that 81% of respondents from Arizona and 83% across all NCI states say the child participates in community activities.

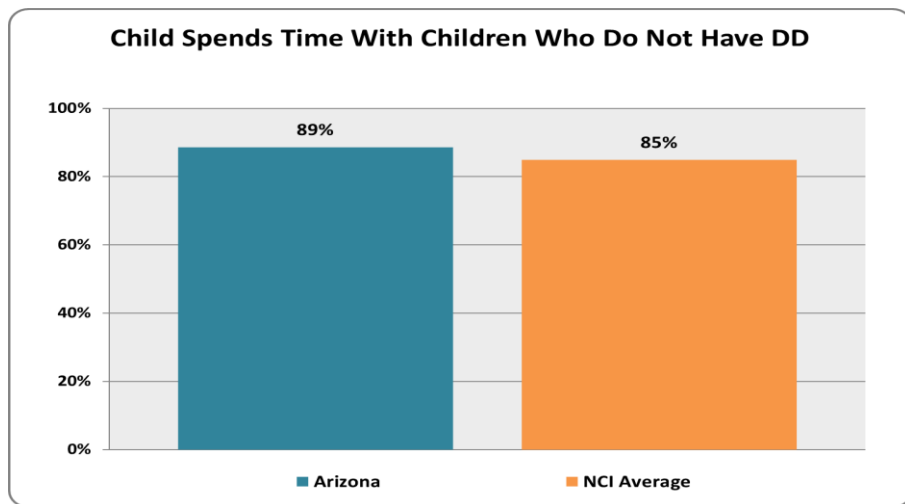
Across NCI States, the percentage of "yes" responses ranged between 89% and 74%.

GRAPH 66. IF YOUR CHILD DOESN'T PARTICIPATE IN COMMUNITY ACTIVITIES, WHY NOT?



This graph illustrates that among respondents from Arizona and across NCI states who say the child does not participate in community activities, the reasons given were: 19% and 22% lack of transportation, 38% and 27% cost, 8% and 25% lack of support staff, 19% and 18% negative attitudes from community members, 46% and 51% other.

GRAPH 67. DOES YOUR CHILD SPEND TIME WITH CHILDREN WHO DO NOT HAVE DEVELOPMENTAL DISABILITIES?



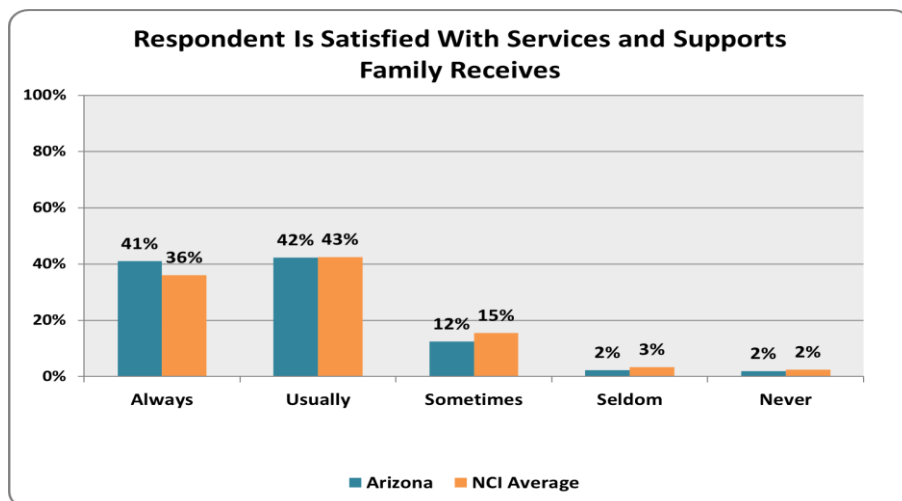
This graph illustrates that 89% of respondents from Arizona and 85% across all NCI states say the child spends time with children who do not have developmental disabilities.

Across NCI States, the percentage of "yes" responses ranged between 92% and 72%.

Satisfaction

FAMILIES AND CHILDREN WITH DISABILITIES RECEIVE ADEQUATE AND SATISFACTORY SUPPORTS

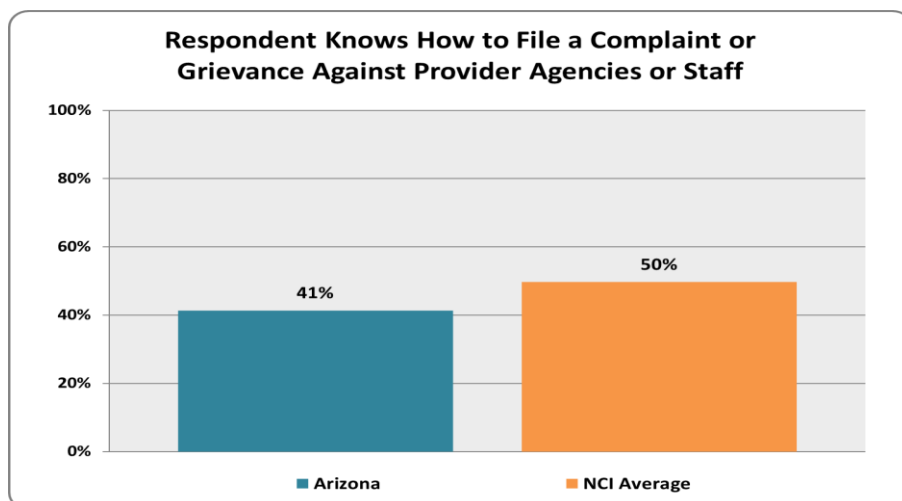
GRAPH 68. OVERALL, ARE YOU SATISFIED WITH THE SERVICES AND SUPPORTS YOUR FAMILY CURRENTLY RECEIVES?



This graph illustrates that respondents from Arizona and across all NCI states are satisfied with the services and supports the family receives: always 41% and 36%, usually 42% and 43%, sometimes 12% and 15%, seldom 2% and 3%, and never 2% and 2%.

Across NCI States, the percentage of "always" responses ranged between 52% and 23%.

GRAPH 69. DO YOU KNOW THE PROCESS FOR FILING A COMPLAINT OR GRIEVANCE AGAINST PROVIDER AGENCIES OR STAFF?*

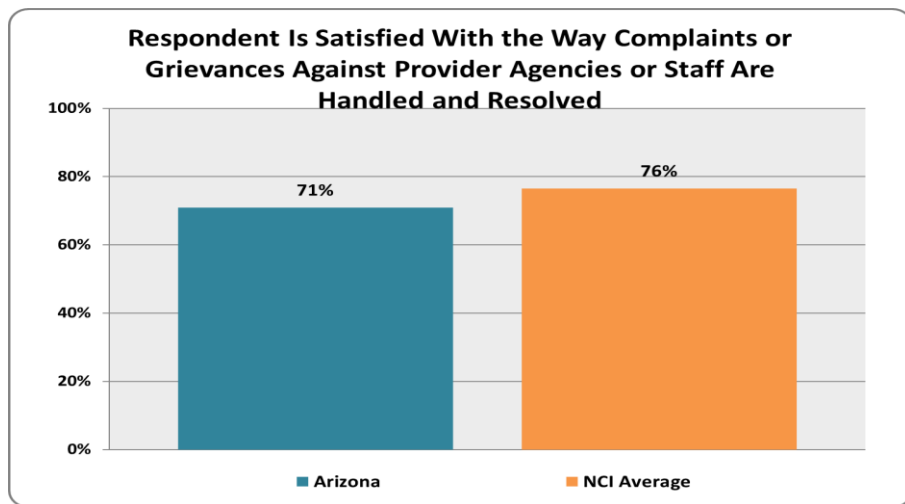


This graph illustrates that 41% of respondents from Arizona and 50% across all NCI states know the process for filing a complaint or grievance against provider agencies or staff.

Across NCI States, the percentage of "yes" responses ranged between 72% and 33%.

*Don't know' responses are included with 'no' responses.

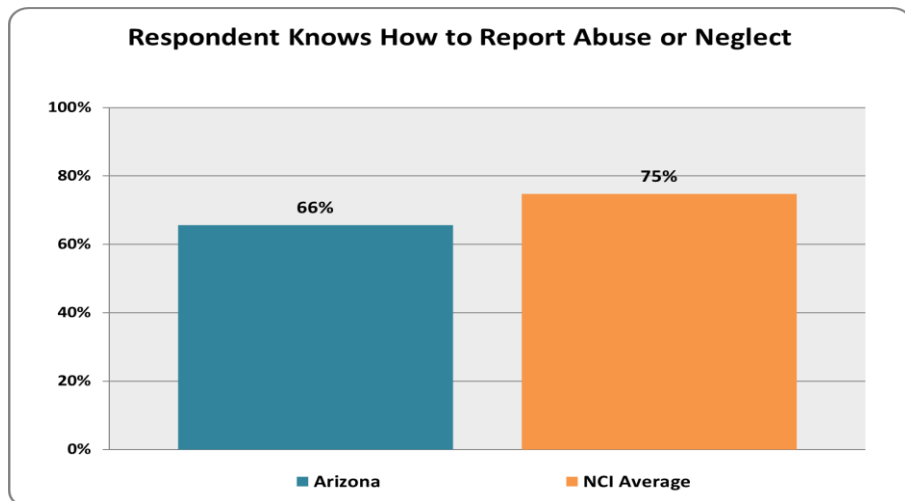
GRAPH 70. ARE YOU SATISFIED WITH THE WAY COMPLAINTS OR GRIEVANCES AGAINST PROVIDER AGENCIES OR STAFF ARE HANDLED AND RESOLVED?



This graph illustrates that 71% of respondents from Arizona and 76% across all NCI states are satisfied with the way complaints or grievances against provider agencies or staff are handled and resolved.

Across NCI States, the percentage of "yes" responses ranged between 86% and 68%.

GRAPH 71. DO YOU KNOW HOW TO REPORT ABUSE OR NEGLECT?*

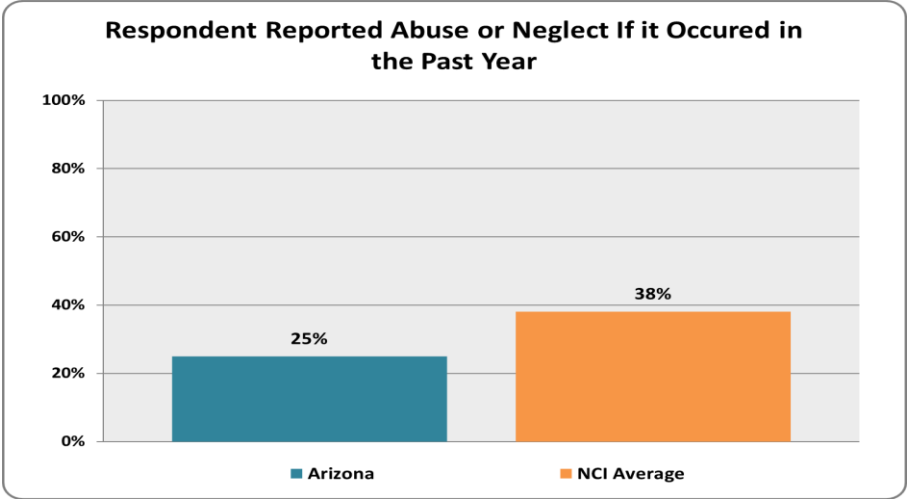


This graph illustrates that 66% of respondents from Arizona and 75% across all NCI states know how to report abuse or neglect.

Across NCI States, the percentage of "yes" responses ranged between 86% and 64%.

*Don't know' responses are included with 'no' responses.

GRAPH 72. WITHIN THE PAST YEAR, IF ABUSE OR NEGLECT OCCURRED, DID YOU REPORT IT?



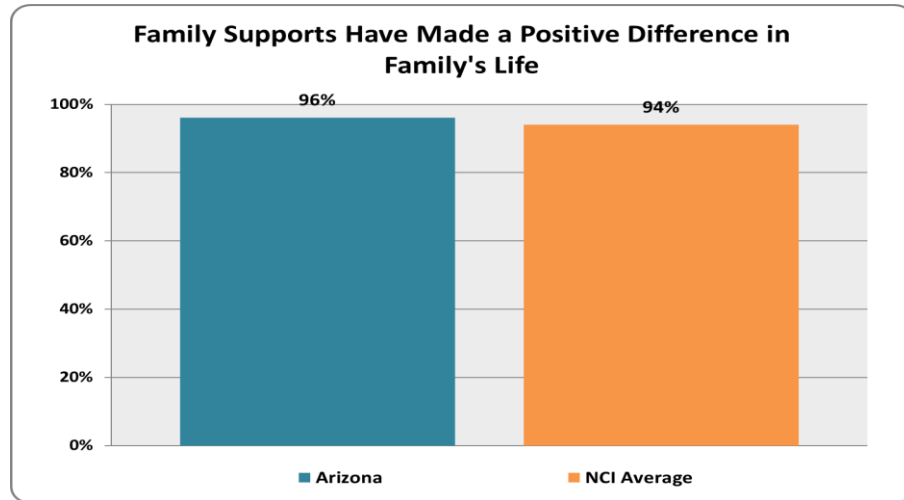
This graph illustrates that 25% of respondents from Arizona and 38% across all NCI states reported abuse or neglect if it occurred in the past year.

Across NCI States, the percentage of "yes" responses ranged between 60% and 5%.

Family Outcomes

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

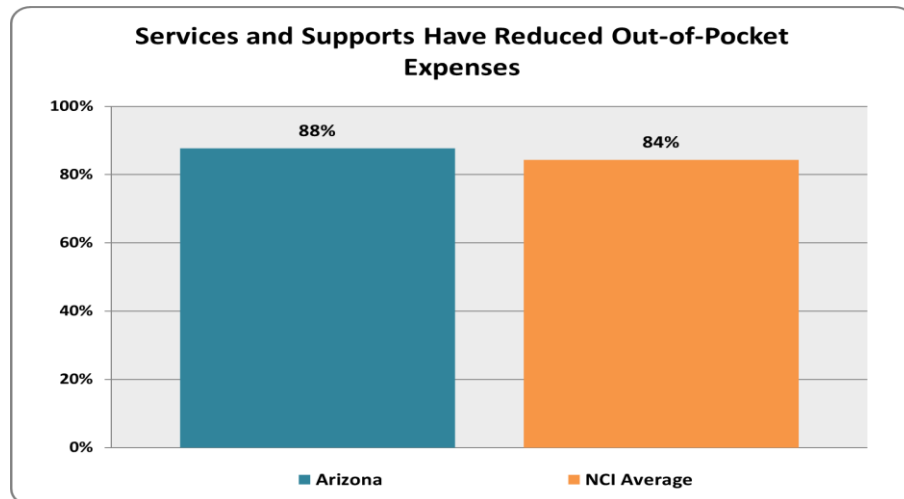
GRAPH 73. DO YOU FEEL THAT FAMILY SUPPORTS HAVE MADE A POSITIVE DIFFERENCE IN THE LIFE OF YOUR FAMILY?



This graph illustrates that 96% of respondents from Arizona and 94% across all NCI states say that services and supports have made a positive difference in the life of their family.

Across NCI States, the percentage of "yes" responses ranged between 96% and 90%.

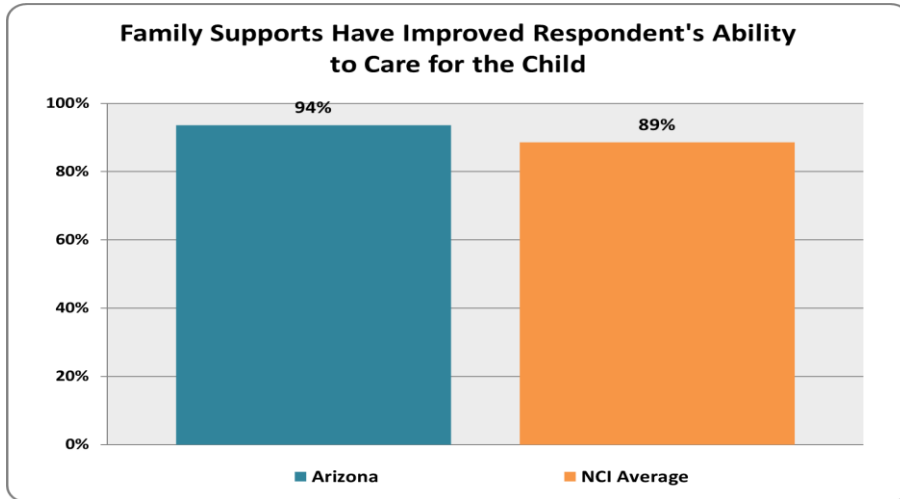
GRAPH 74. DO YOU FEEL THAT SERVICES AND SUPPORTS HAVE REDUCED YOUR FAMILY'S OUT-OF-POCKET EXPENSES FOR YOUR CHILD'S CARE?



This graph illustrates that 88% of respondents from Arizona and 84% across all NCI states say that services and supports reduced the family's out-of-pocket expenses for the child's care.

Across NCI States, the percentage of "yes" responses ranged between 93% and 76%.

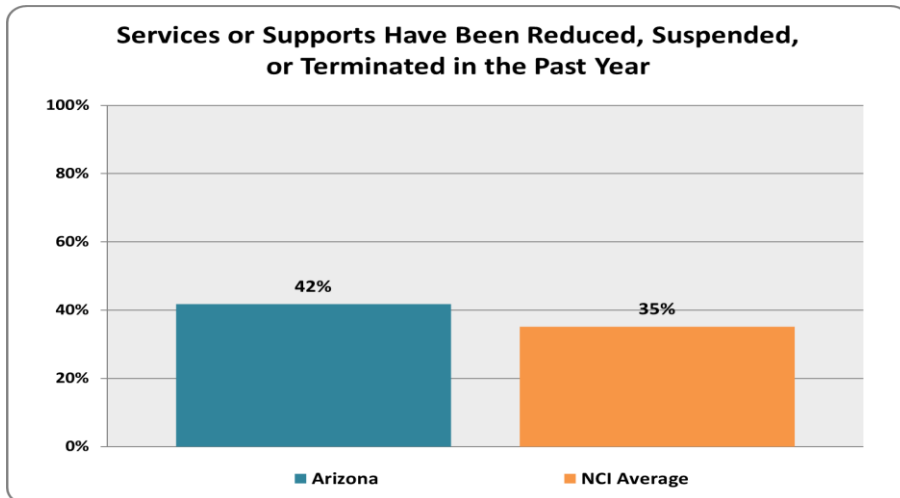
GRAPH 75. DO YOU FEEL THAT FAMILY SUPPORTS HAVE IMPROVED YOUR ABILITY TO CARE FOR YOUR CHILD?



This graph illustrates that 94% of respondents from Arizona and 89% across all NCI states say that family supports have improved their ability to care for the child.

Across NCI States, the percentage of "yes" responses ranged between 95% and 81%.

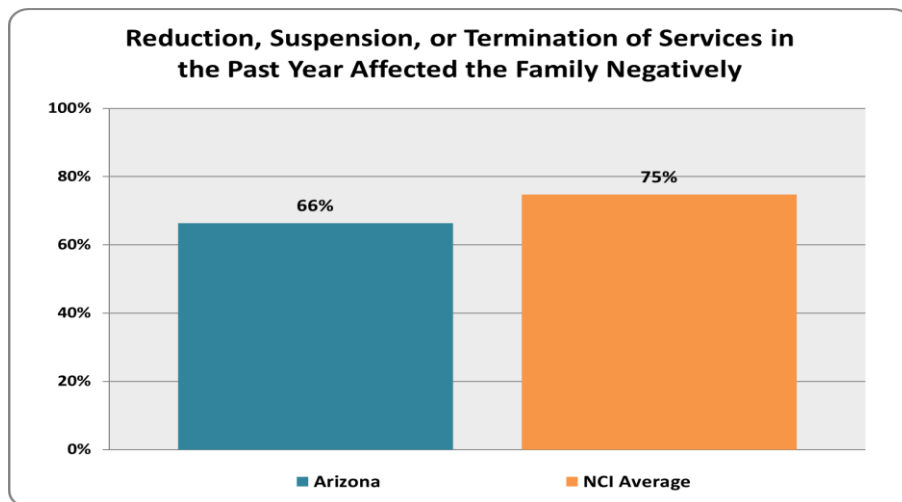
GRAPH 76. HAVE THE SERVICES OR SUPPORTS THAT YOUR CHILD/FAMILY RECEIVES BEEN REDUCED, SUSPENDED, OR TERMINATED IN THE PAST YEAR?



This graph illustrates that 42% of respondents from Arizona and 35% across all NCI states say that services and supports were reduced, suspended, or terminated in the past year.

Across NCI States, the percentage of "yes" responses ranged between 46% and 22%.

GRAPH 77. IF SERVICES OR SUPPORTS RECEIVED BY FAMILY WERE REDUCED, SUSPENDED, OR TERMINATED IN THE PAST YEAR, DID THIS CHANGE AFFECT YOUR FAMILY NEGATIVELY?



This graph illustrates that among respondents whose services were reduced, suspended, or terminated in the past year 66% from Arizona and 75% across all NCI states say this change affected their family negatively.

Across NCI States, the percentage of "yes" responses ranged between 90% and 43%.