

# NCI Family/Guardian Survey State Outcomes

Pennsylvania Report

2015-16 Data



## Table of Contents

What is the NCI Family/Guardian Survey?.....	1
How were people selected to participate? .....	2
Limitations of the data .....	3
What is contained in this report?.....	3
<b>Results: Demographics of the Family Member .....</b>	<b>4</b>
GRAPH 1. FAMILY MEMBER'S RESIDENCE.....	5
GRAPH 2. FAMILY MEMBER'S RESIDENTIAL DESIGNATION (URBAN/SUBURBAN OR RURAL) .....	5
GRAPH 3. FAMILY MEMBER'S AGE .....	5
GRAPH 4. FAMILY MEMBER'S GENDER .....	5
GRAPH 5. FAMILY MEMBER'S RACE AND ETHNICITY.....	6
GRAPH 6. FAMILY MEMBER'S PREFERRED MEANS OF COMMUNICATION .....	6
GRAPH 7. FAMILY MEMBER'S TYPES OF DISABILITIES .....	6
GRAPH 8. FAMILY MEMBER'S TYPES OF DISABILITIES (CONTINUED).....	6
GRAPH 9. FAMILY MEMBER'S HEALTH CONDITIONS .....	7
GRAPH 10. FAMILY MEMBER'S HEALTH CONDITIONS (CONTINUED).....	7
GRAPH 11. FAMILY MEMBER HAS LEGAL COURT APPOINTED GUARDIAN OR CONSERVATOR .....	7
GRAPH 12. GUARDIAN OR CONSERVATOR RELATIONSHIP TO FAMILY MEMBER .....	7
GRAPH 13. FAMILY MEMBER'S HIGHEST LEVEL OF EDUCATION .....	8
GRAPH 14. FAMILY MEMBER'S TYPICAL DAY ACTIVITIES: PAID INDIVIDUAL JOB.....	8
GRAPH 15. FAMILY MEMBER'S TYPICAL DAY ACTIVITIES: PAID SMALL GROUP JOB.....	8
GRAPH 16. FAMILY MEMBER'S TYPICAL DAY ACTIVITY: UNPAID ACTIVITY IN THE COMMUNITY .....	8
GRAPH 17. FAMILY MEMBER'S TYPICAL DAY ACTIVITIES: PAID FACILITY BASED SETTING.....	9
GRAPH 18. FAMILY MEMBER'S TYPICAL DAY ACTIVITIES: UNPAID ACTIVITY IN A FACILITY BASED SETTING.....	9
GRAPH 19. FAMILY MEMBER'S TYPICAL DAY ACTIVITIES: SCHOOL.....	9
GRAPH 20. FAMILY MEMBER'S TYPICAL DAY ACTIVITIES: STAYS AT HOME.....	9
GRAPH 21. FAMILY MEMBER'S TYPICAL DAY ACTIVITIES: OTHER.....	10
GRAPH 22. FAMILY MEMBER'S SUPPORT NEEDS FOR SELF-INJURIOUS, DISRUPTIVE, AND/OR DESTRUCTIVE BEHAVIORS .....	10
GRAPH 23. FAMILY MEMBER'S LEVEL OF HELP NEEDED WITH PERSONAL CARE ACTIVITIES.....	10

GRAPH 24. FAMILY MEMBER'S NEED FOR HELP WITH OTHER DAILY ACTIVITIES .....	10
<b>Results: Demographics of Respondent.....</b>	<b>11</b>
GRAPH 25. RESPONDENT'S AGE.....	12
GRAPH 26. RESPONDENT'S HEALTH .....	12
GRAPH 27. RESPONDENT'S RELATIONSHIP TO FAMILY MEMBER.....	12
GRAPH 28. RESPONDENT'S FREQUENCY OF VISITS WITH FAMILY MEMBER .....	12
GRAPH 29. RESPONDENT'S HIGHEST LEVEL OF EDUCATION .....	13
GRAPH 30. TOTAL TAXABLE HOUSEHOLD INCOME OF WAGE EARNERS IN THE PAST YEAR .....	13
<b>Services and Supports Received .....</b>	<b>14</b>
GRAPH 31. SERVICES AND SUPPORTS RECEIVED FROM ID/DD AGENCY.....	15
GRAPH 32. ADDITIONAL SERVICES AND SUPPORTS RECEIVED .....	15
<b>Information and Planning.....</b>	<b>16</b>
GRAPH 33. DO YOU GET ENOUGH INFORMATION TO HELP YOU PARTICIPATE IN PLANNING SERVICES FOR YOUR FAMILY? .....	17
GRAPH 34. IS THE INFORMATION YOU RECEIVE EASY TO UNDERSTAND? .....	17
GRAPH 35. DO STAFF OR THE RESIDENTIAL AGENCY KEEP YOU INFORMED ABOUT HOW YOUR FAMILY MEMBER IS DOING?.....	17
GRAPH 36. DOES THE CASE MANAGER/SERVICE COORDINATOR RESPECT YOUR FAMILY'S CHOICES AND OPINIONS? .....	17
GRAPH 37. DO YOU NEED HELP PLANNING FOR YOUR FAMILY MEMBER'S FUTURE WITH RESPECT TO ANY OF THE FOLLOWING?.....	18
GRAPH 38. DO YOU NEED HELP PLANNING FOR YOUR FAMILY MEMBER'S FUTURE WITH RESPECT TO ANY OF THE FOLLOWING? (CONTINUED).....	18
GRAPH 39. IN THE PAST YEAR, DID YOUR FAMILY MEMBER MOVE OUT OF THE FAMILY HOME FOR THE FIRST TIME?.....	18
GRAPH 40. DOES YOUR FAMILY MEMBER HAVE A SERVICE PLAN?.....	18
GRAPH 41. DOES THE SERVICE PLAN INCLUDE ALL THE SERVICES AND SUPPORTS YOUR FAMILY MEMBER NEEDS? .....	19
GRAPH 42. DOES YOUR FAMILY MEMBER RECEIVE ALL OF THE SERVICES LISTED IN THE SERVICE PLAN? .....	19
GRAPH 43. DID YOU OR ANOTHER FAMILY MEMBER HELP DEVELOP THE PLAN? .....	19
GRAPH 44. DID YOUR FAMILY MEMBER HELP DEVELOP THE PLAN?.....	19
GRAPH 45. DID YOU DISCUSS HOW TO HANDLE EMERGENCIES (SUCH AS A MEDICAL EMERGENCY OR A NATURAL DISASTER) AT YOUR FAMILY MEMBER'S LAST SERVICE PLANNING MEETING? .....	20
GRAPH 46 DO YOU FEEL PREPARED TO HANDLE THE NEEDS OF YOUR FAMILY MEMBER IN AN EMERGENCY SUCH AS A MEDICAL EMERGENCY OR A NATURAL DISASTER? .....	20
GRAPH 47. DOES YOUR FAMILY MEMBER HAVE ENOUGH SUPPORTS (FOR EXAMPLE, SUPPORT WORKERS, COMMUNITY RESOURCES) TO WORK OR VOLUNTEER IN THE COMMUNITY? .....	20
<b>Access and Delivery .....</b>	<b>21</b>
GRAPH 48. ARE YOU OR YOUR FAMILY MEMBER ABLE TO CONTACT HIS/HER SUPPORT WORKERS WHEN YOU WANT TO? .....	22

GRAPH 49. ARE YOU OR YOUR FAMILY MEMBER ABLE TO CONTACT YOUR FAMILY MEMBER'S CASE MANAGER/SERVICE COORDINATOR WHEN YOU WANT TO? .....	22
GRAPH 50. DO SUPPORT WORKERS COME AND LEAVE WHEN THEY ARE SUPPOSED TO? .....	22
GRAPH 51. DO SERVICES AND SUPPORTS CHANGE WHEN YOUR FAMILY MEMBER'S NEEDS CHANGE? .....	22
GRAPH 52. DO SUPPORT WORKERS SPEAK TO YOU IN A WAY THAT YOU UNDERSTAND? .....	23
GRAPH 53. ARE SERVICES DELIVERED IN A WAY THAT IS RESPECTFUL OF YOUR FAMILY'S CULTURE? .....	23
GRAPH 54. IF YOUR FAMILY MEMBER DOES NOT COMMUNICATE VERBALLY (FOR EXAMPLE, USES GESTURES OR SIGN LANGUAGE), ARE THERE SUPPORT WORKERS WHO CAN COMMUNICATE WITH HIM/HER? .....	23
GRAPH 55. DO SUPPORT WORKERS HAVE THE RIGHT INFORMATION AND SKILLS TO MEET YOUR FAMILY'S NEEDS?.....	23
GRAPH 56. DOES YOUR FAMILY MEMBER HAVE ACCESS TO THE SPECIAL EQUIPMENT OR ACCOMMODATIONS THAT S/HE NEEDS (FOR EXAMPLE, WHEELCHAIR, RAMP, COMMUNICATION BOARD)? .....	24
GRAPH 57. CAN YOUR FAMILY MEMBER SEE HEALTH PROFESSIONALS WHEN NEEDED (FOR EXAMPLE, DOCTOR, DENTIST, PSYCHOLOGIST)? .....	24
GRAPH 58. DOES YOUR FAMILY MEMBER'S PRIMARY CARE DOCTOR UNDERSTAND HIS/HER NEEDS RELATED TO HIS/HER DISABILITY? .....	24
GRAPH 59. DO YOU HAVE ACCESS TO DENTAL SERVICES FOR YOUR FAMILY MEMBER? .....	24
GRAPH 60. DOES YOUR FAMILY MEMBER'S DENTIST UNDERSTAND HIS/HER NEEDS RELATED TO HIS/HER DISABILITY? .....	25
GRAPH 61. IF YOUR FAMILY MEMBER TAKES MEDICATIONS, DO YOU KNOW WHAT THEY'RE FOR? .....	25
GRAPH 62. IF YOUR FAMILY MEMBER TAKES MEDICATIONS, DO YOU, YOUR FAMILY MEMBER OR SOMEONE ELSE IN YOUR FAMILY KNOW WHAT IS NEEDED TO SAFELY TAKE THE MEDICATIONS (WHEN IT SHOULD BE TAKEN, HOW MUCH TO TAKE, POTENTIAL SIDE EFFECTS)? .....	25
GRAPH 63. IF YOUR FAMILY MEMBER USES MENTAL HEALTH SERVICES, DOES THE MENTAL HEALTH PROFESSIONAL (FOR EXAMPLE, PSYCHOLOGIST, PSYCHIATRIST, COUNSELOR) UNDERSTAND YOUR FAMILY MEMBER'S NEEDS RELATED TO HIS/HER DISABILITY? .....	25
GRAPH 64. DOES YOUR FAMILY GET THE SUPPORT NEEDED?.....	26
GRAPH 65. WHAT ADDITIONAL SERVICES ARE NEEDED? .....	26

## **Choice, Decision Making and Control ..... 27**

GRAPH 66. DOES THE AGENCY PROVIDING RESIDENTIAL SERVICES TO YOUR FAMILY MEMBER INVOLVE HIM/HER IN IMPORTANT DECISIONS? .....	28
GRAPH 67. CAN YOUR FAMILY CHOOSE OR CHANGE THE AGENCY THAT PROVIDES YOUR FAMILY MEMBER'S SERVICES? .....	28
GRAPH 68. CAN YOUR FAMILY CHOOSE OR CHANGE YOUR FAMILY MEMBER'S SUPPORT WORKERS?.....	28
GRAPH 69. DOES YOUR FAMILY DIRECTLY MANAGE SUPPORT WORKERS (FOR EXAMPLE, HIRING AND DECIDING SCHEDULE)? .....	28
GRAPH 70. DO SERVICE PROVIDERS FOR YOUR FAMILY MEMBER WORK TOGETHER TO PROVIDE SUPPORT? .....	29
GRAPH 71. DID YOU, YOUR FAMILY MEMBER, OR SOMEONE ELSE IN YOUR FAMILY CHOOSE YOUR FAMILY MEMBER'S CASE MANAGER/SERVICE COORDINATOR? .....	29

## **Involvement in the Community ..... 30**

GRAPH 72. DOES YOUR FAMILY MEMBER TAKE PART IN ACTIVITIES IN THE COMMUNITY (FOR EXAMPLE, GOING OUT TO A RESTAURANT, MOVIE, OR SPORTING EVENT)?.....	31
GRAPH 73. IF FAMILY MEMBER DOES NOT TAKE PART IN COMMUNITY ACTIVITIES, WHY NOT?.....	31
GRAPH 74. DOES YOUR FAMILY MEMBER HAVE FRIENDS OTHER THAN PAID SUPPORT WORKERS OR FAMILY? .....	31
GRAPH 75. IN YOUR COMMUNITY, ARE THERE RESOURCES THAT YOUR FAMILY CAN USE THAT ARE NOT PROVIDED BY THE IDD AGENCY?.....	31

GRAPH 76. DOES YOUR FAMILY TAKE PART IN ANY FAMILY-TO-FAMILY NETWORKS IN YOUR COMMUNITY? .....	32
<b>Satisfaction</b> .....	<b>33</b>
GRAPH 77. OVERALL, ARE YOU SATISFIED WITH THE SERVICES AND SUPPORTS YOUR FAMILY MEMBER CURRENTLY RECEIVES? .....	34
GRAPH 78. DO YOU KNOW THE PROCESS FOR FILING A COMPLAINT OR GRIEVANCE AGAINST PROVIDER AGENCIES OR STAFF? .....	34
GRAPH 79. IF A COMPLAINT OR GRIEVANCE WAS FILED OR RESOLVED IN THE PAST YEAR, ARE YOU SATISFIED WITH THE WAY IT WAS HANDLED AND RESOLVED? .....	34
GRAPH 80. DO YOU KNOW HOW TO REPORT ABUSE OR NEGLECT RELATED TO YOUR FAMILY MEMBER? .....	34
GRAPH 81. WITHIN THE PAST YEAR, WAS A REPORT OF ABUSE OR NEGLECT FILED ON BEHALF OF YOUR FAMILY MEMBER? .....	35
GRAPH 82. IF ABUSE OR NEGLECT WAS REPORTED ON BEHALF OF YOUR FAMILY MEMBER IN THE PAST YEAR, DID THE APPROPRIATE PEOPLE RESPOND TO THE REPORT? .....	35
<b>Outcomes</b> .....	<b>36</b>
GRAPH 83. DO YOU FEEL THAT SERVICES AND SUPPORTS HAVE MADE A POSITIVE DIFFERENCE IN THE LIFE OF YOUR FAMILY MEMBER? .....	37
GRAPH 84. HAVE THE SERVICES OR SUPPORTS THAT YOUR FAMILY MEMBER RECEIVED DURING THE PAST YEAR BEEN REDUCED, SUSPENDED, OR TERMINATED? .....	37
GRAPH 85. IF SERVICES OR SUPPORTS RECEIVED BY THE FAMILY MEMBER WERE REDUCED, SUSPENDED OR TERMINATED DURING THE PAST YEAR, DID THE REDUCTION, SUSPENSION, OR TERMINATION OF THESE SERVICES OR SUPPORTS AFFECT YOUR FAMILY OR YOUR FAMILY MEMBER NEGATIVELY? .....	37
GRAPH 86. HAVE THE SERVICES OR SUPPORTS THAT YOUR FAMILY MEMBER RECEIVED BEEN INCREASED IN THE PAST YEAR? .....	37
GRAPH 87. ARE SERVICES AND SUPPORTS HELPING YOUR FAMILY MEMBER TO LIVE A GOOD LIFE? .....	38

## What is NCI?

The National Core Indicators™ program is a voluntary effort by state developmental disability agencies to track their performance using a standardized set of consumer and family/guardian surveys with nationally validated measures. The effort is coordinated by the National Association of State Directors of Developmental Disabilities Services (NASDDDS) and the Human Services Research Institute (HSRI).

NCI has developed more than 100 standard performance measures (or ‘indicators’) that states use to assess the outcomes of services for individuals and families, including outcomes in the areas of employment, rights, service planning, community inclusion, choice, health, and safety. In 2015-16 a total of 45 states, the District of Columbia, and 22 sub-state entities were participating in NCI.

## What is the NCI Family/Guardian Survey?

The NCI Family/Guardian Survey is used to gather data on family outcomes. It is mailed to families who have an adult family member who lives outside of the family home and receives services from the State Developmental Disabilities (DD) Agency. (That is, the survey respondent does not live with the person receiving supports.) The survey collects demographic information on the individual receiving services and the person who fills out the survey (the ‘respondent’; usually a parent) as well as information on services and supports received. The survey is continually refined and tested to ensure that it is valid and reliable.

In 2015-16, a total of 6,173 Family/Guardian Surveys were completed across 14 states<sup>1</sup>. The survey contained six groupings of questions (“sub-domains”) that probe specific areas of quality service provision: information and planning, access and delivery of services, choice and control, community connections, satisfaction, and outcomes (see Table 1 on the following page). Respondents also had the option of writing open-ended comments concerning their family’s participation in the service system.

---

<sup>1</sup> States that conducted the Family/Guardian Survey in 2015-16 were: AK, FL, GA, LA, MD, MI, MN, NC, NH, PA, SD, UT, VA, and WA.

Table 1. NCI Family Surveys – Sub-Domains and concern statements

Sub-Domain	Concern
<b>Information and Planning</b>	Families/family members with disabilities have the information and support necessary to plan for their services and supports.
<b>Access &amp; Support Delivery</b>	Families/family members with disabilities get the services and supports they need.
<b>Choice, Decision Making &amp; Control</b>	Families/family members with disabilities determine the services and supports they receive and the individuals or agencies who provide them.
<b>Involvement in the Community</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 were people selected to participate?

States were asked to administer the survey to a random sample of at least 1,200 families, all of whom have an adult family member with a developmental disability who lives outside of the family home and receives 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 1,200 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 1,200 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 standards for reviewing results, regardless of population size. States with fewer than 1,200 potential respondent families were instructed to send surveys to all eligible families. With response rates lower than expected, we also 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 the data**

The NCI Family/Guardian Survey is a tool for assessing system-wide performance. It is not intended to be used to monitor individuals or providers. The NCI Statewide Average should not be interpreted as defining or providing a benchmark for “acceptable” levels of performance or satisfaction. Instead, it describes average levels of performance or satisfaction across the State; it is up to public managers, policy-makers, and other stakeholders to use the data to determine programmatic and policy-related priorities.

## **What is contained in this report?**

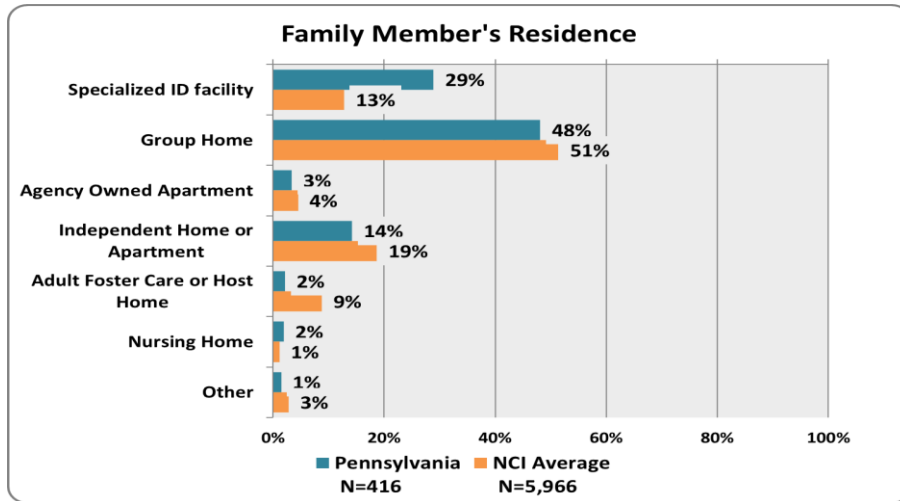
This report illustrates 2015-16 NCI Family/Guardian Survey demographic and outcome results from Pennsylvania compared to the NCI Average (the average of all state averages). All results are shown in chart form. Some questions may have a low response rate, particularly questions about reporting grievances and abuse or neglect. States with fewer than 20 responses to a particular question were excluded from analysis for that question. The number of responses per each question by state and across NCI states are included in each chart. All state and national data results for this survey can be found online at <http://www.nationalcoreindicators.org/resources/reports/>.



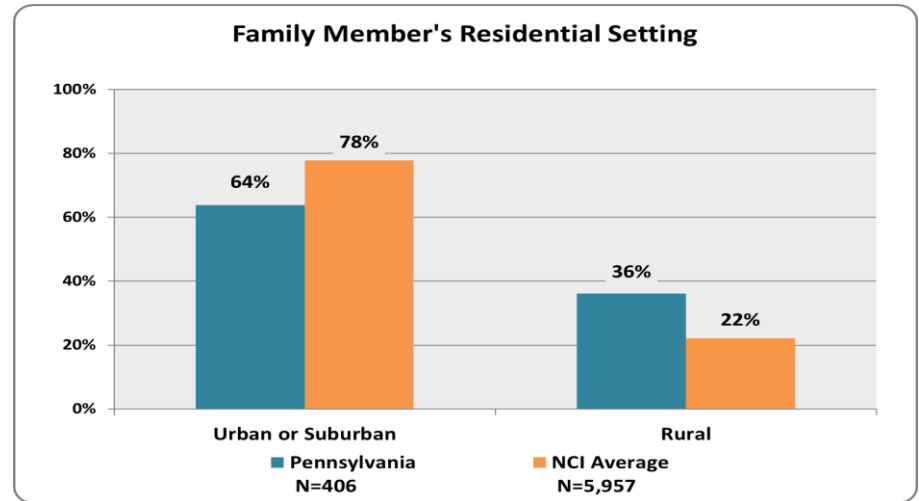
## **Results: Demographics of the Family Member**

*ILLUSTRATES THE DEMOGRAPHIC PROFILE OF THE ADULT FAMILY MEMBER WITH AN INTELLECTUAL OR DEVELOPMENTAL DISABILITY*

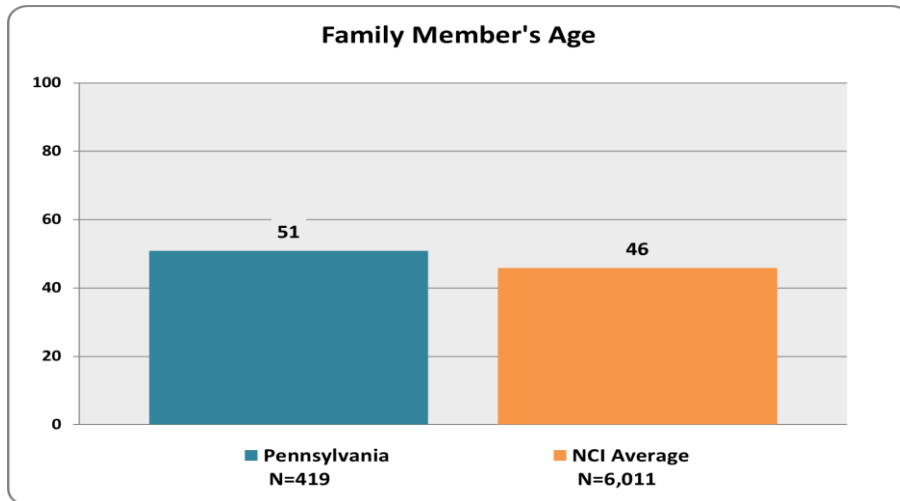
GRAPH 1.



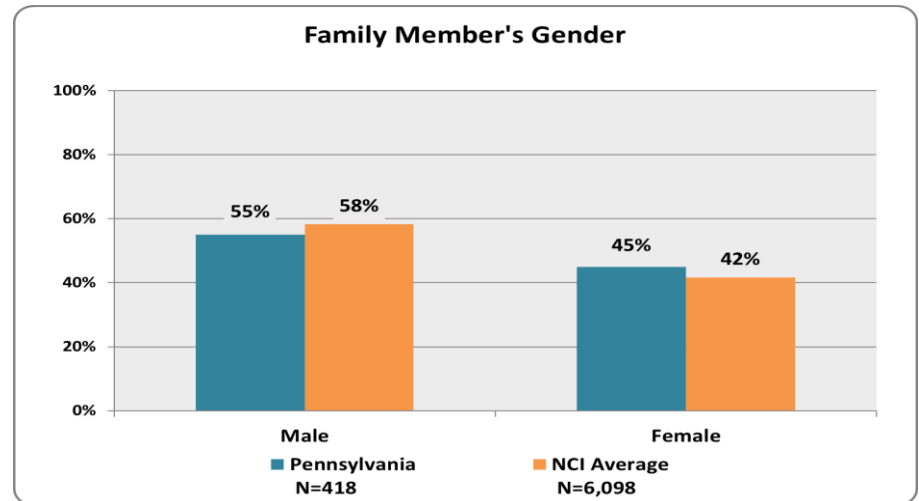
GRAPH 2.



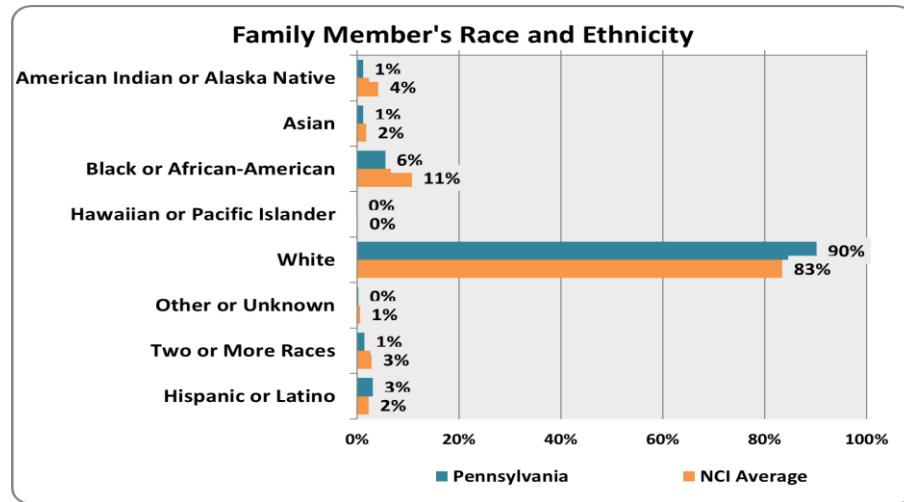
GRAPH 3.



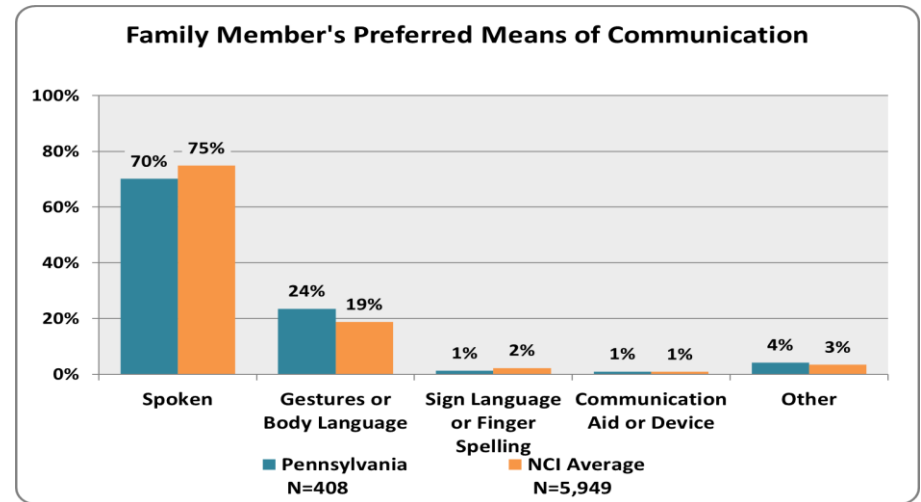
GRAPH 4.



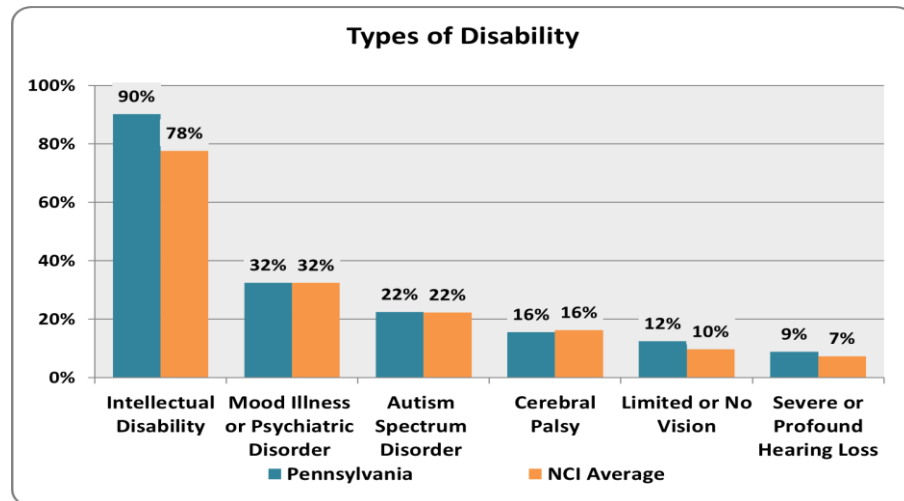
GRAPH 5.\*



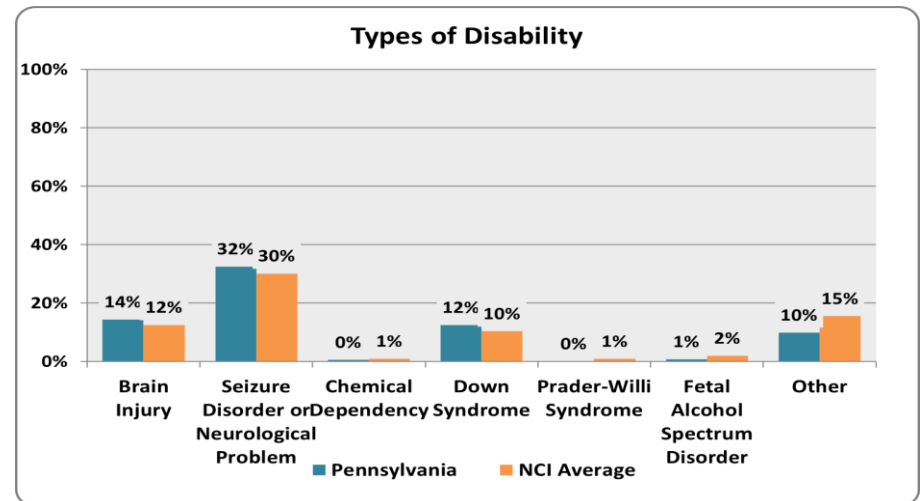
GRAPH 6.



GRAPH 7.\*\*



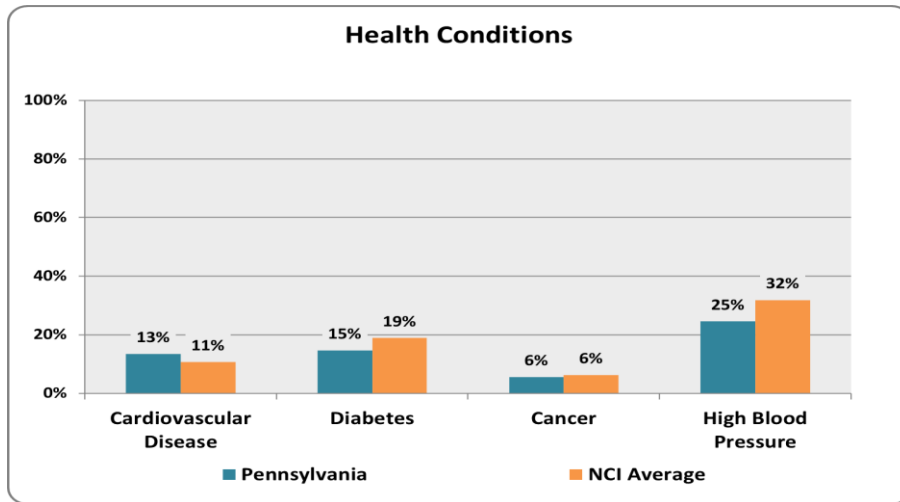
GRAPH 8.\*\*



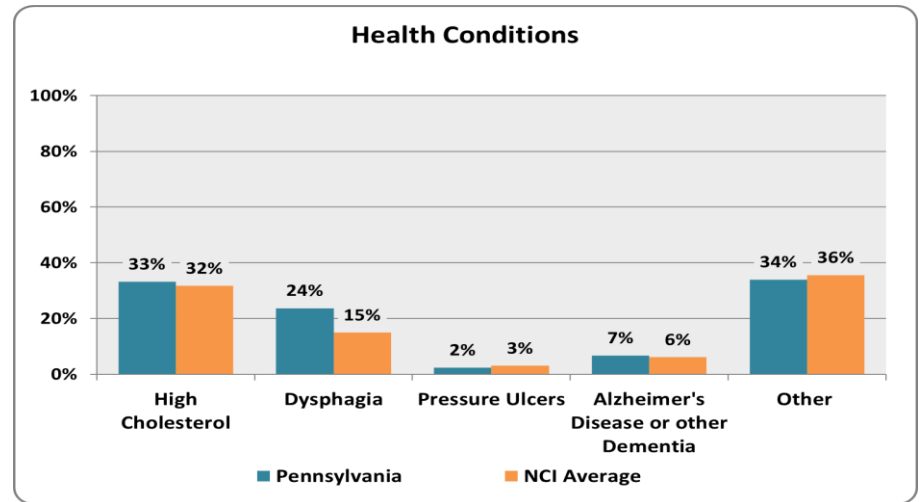
\*Race and Ethnicity groups are not mutually exclusive; two or more races category indicates the percentage of cases in which the respondent selected two or more races/ethnicities. The results from this column are not excluded from the results on specific race/ethnicities

\*\*Disability categories from Chart 7 and Chart 8 are not mutually exclusive; N's are not displayed as they may vary by disability type

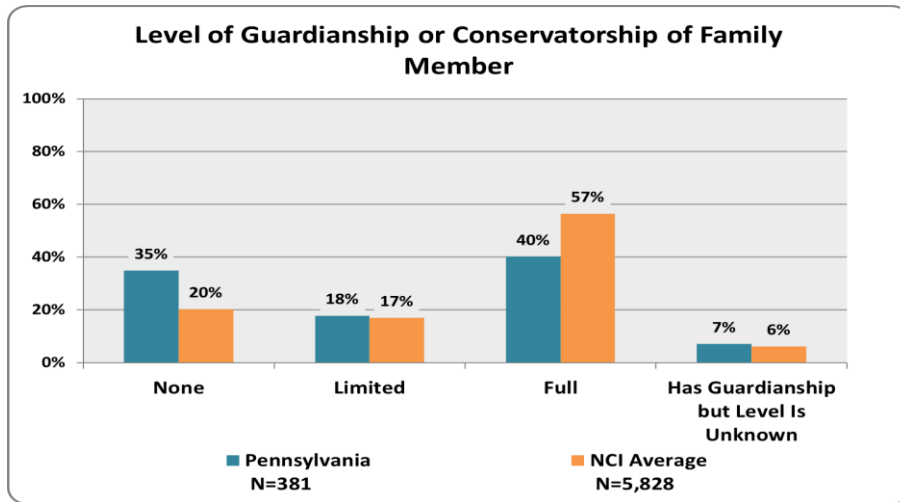
GRAPH 9.\*



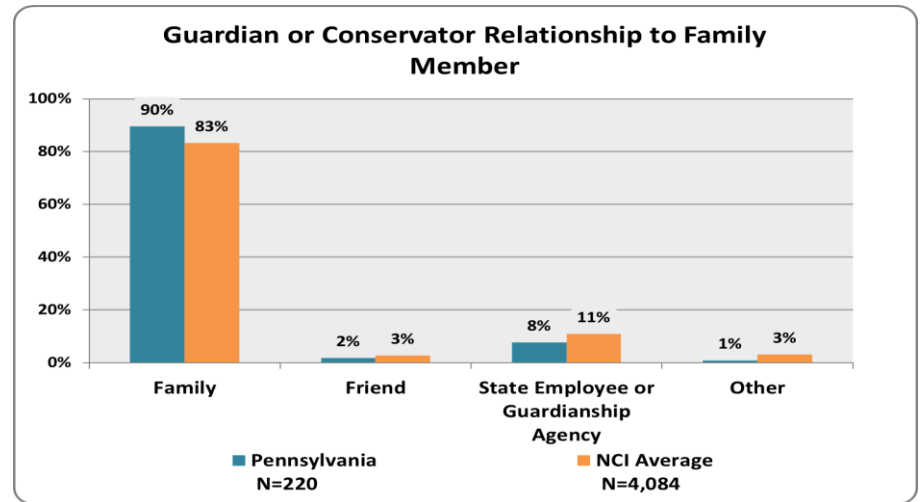
GRAPH 10.\*



GRAPH 11.

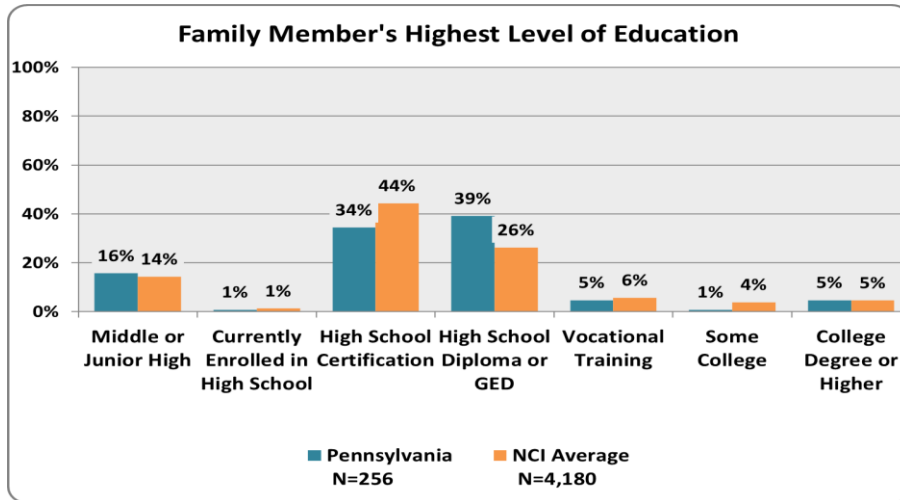


GRAPH 12.

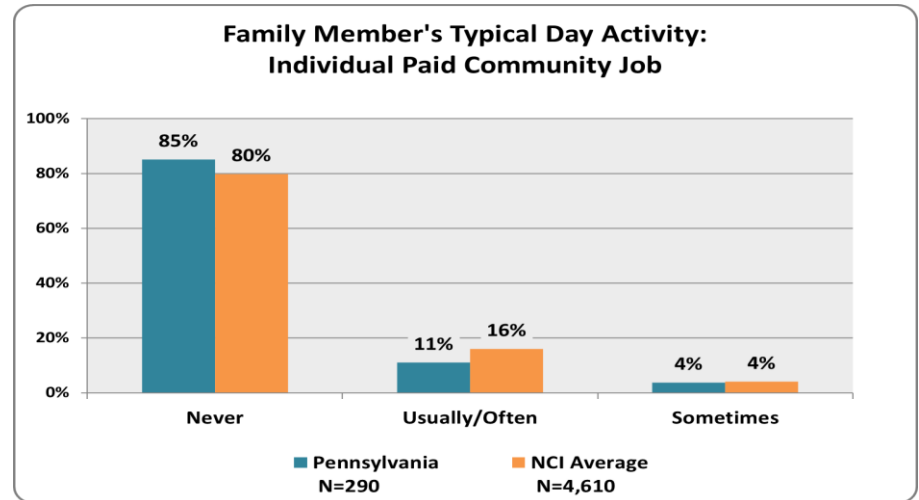


\*Health Conditions from Chart 9 and Chart 10 are not mutually exclusive

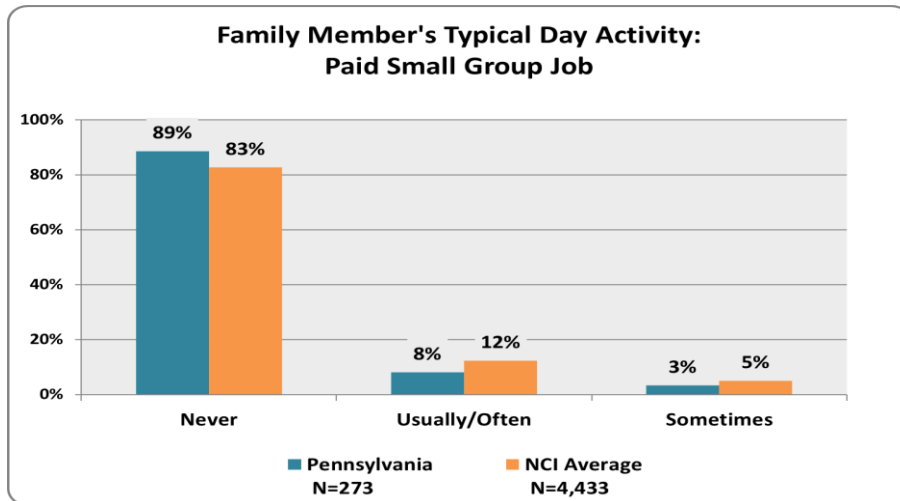
GRAPH 13.



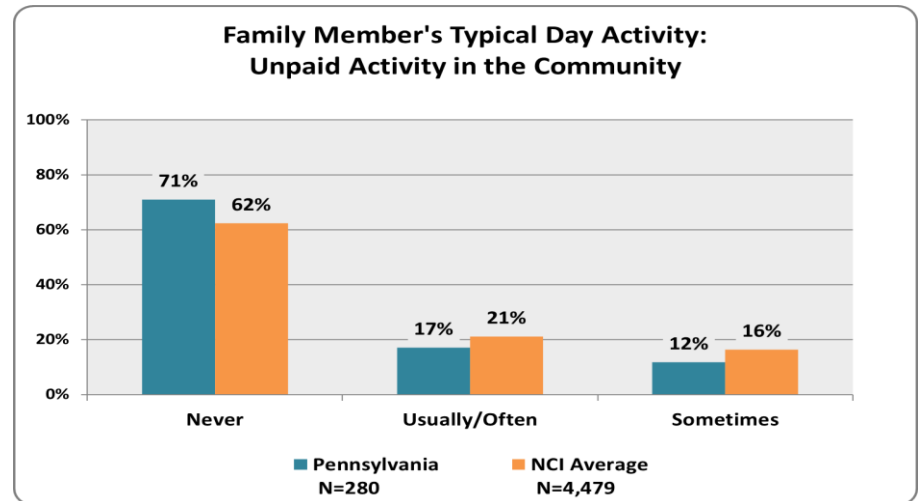
GRAPH 14.



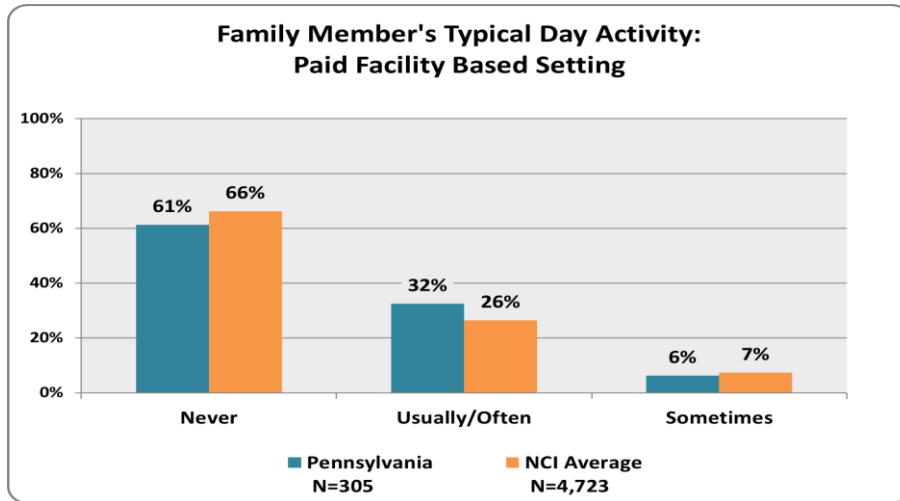
GRAPH 15.



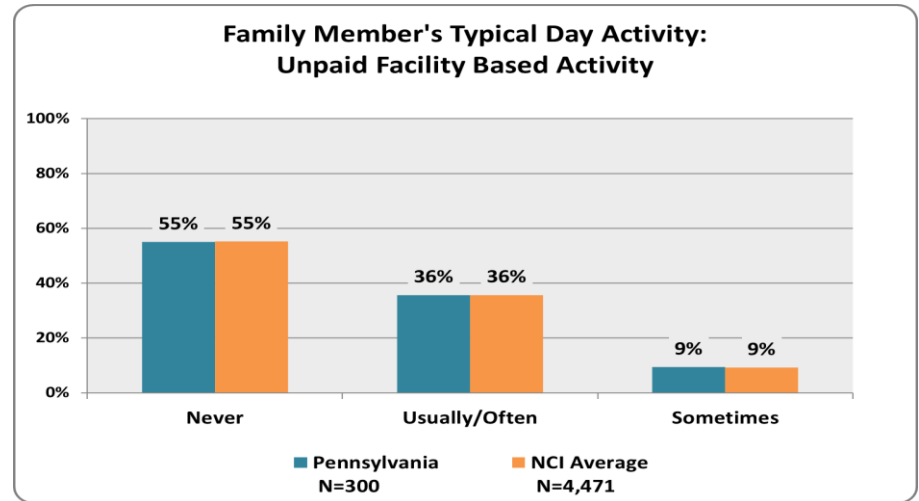
GRAPH 16.



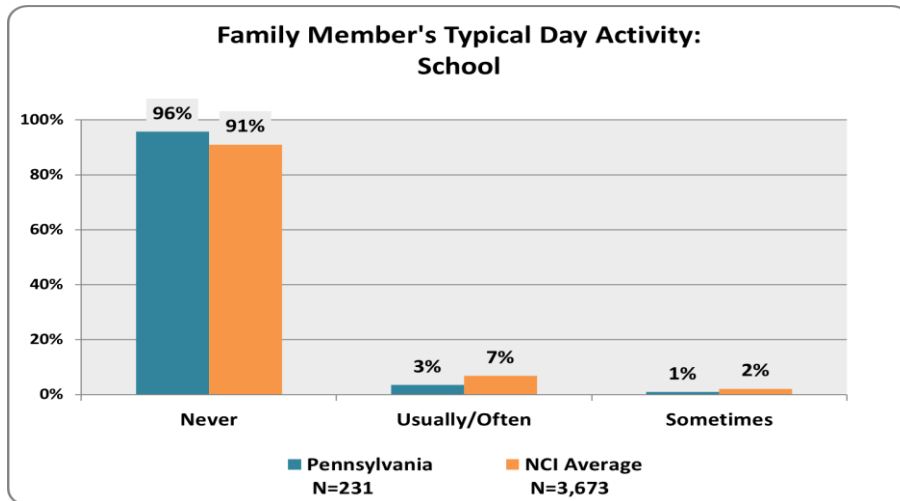
GRAPH 17.



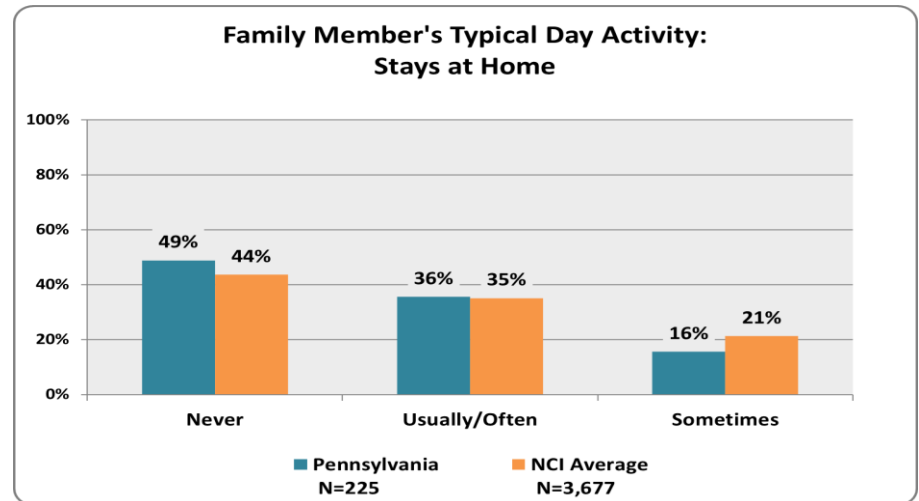
GRAPH 18.



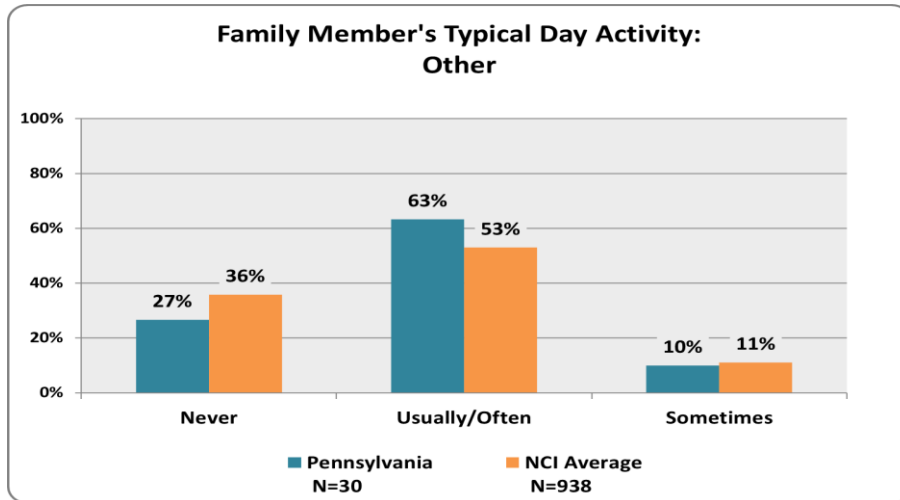
GRAPH 19.



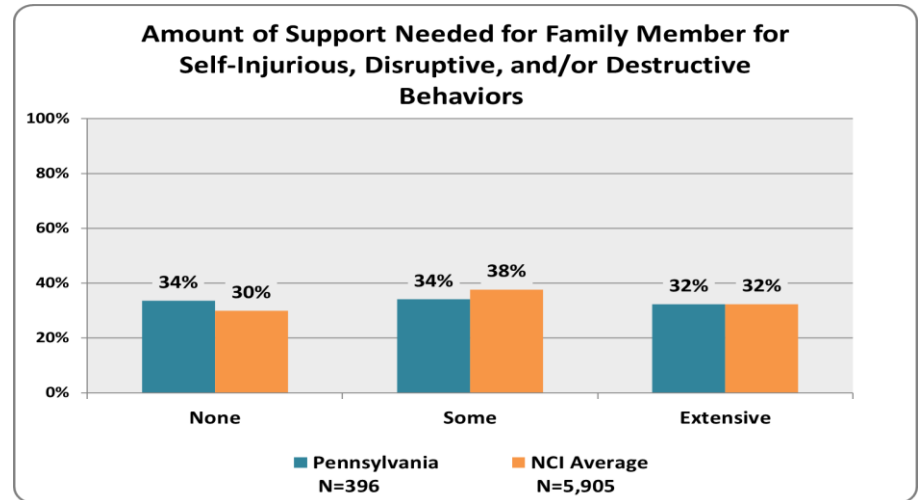
GRAPH 20.



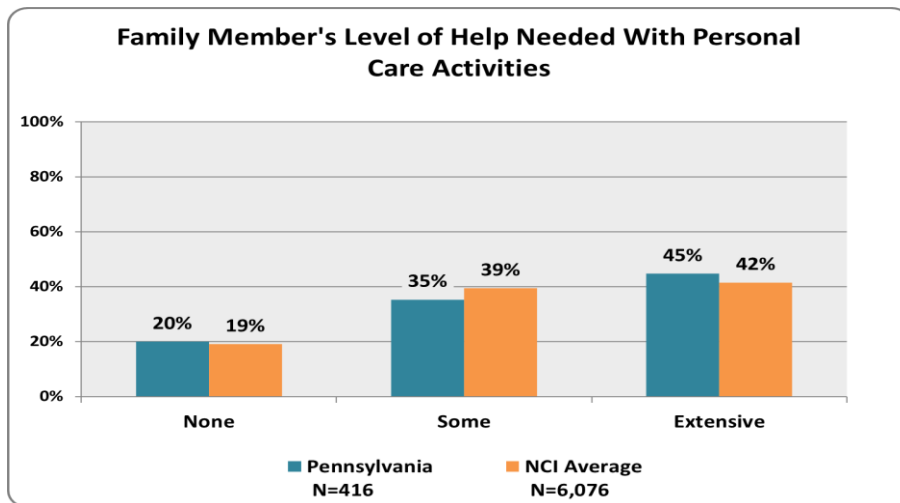
GRAPH 21.



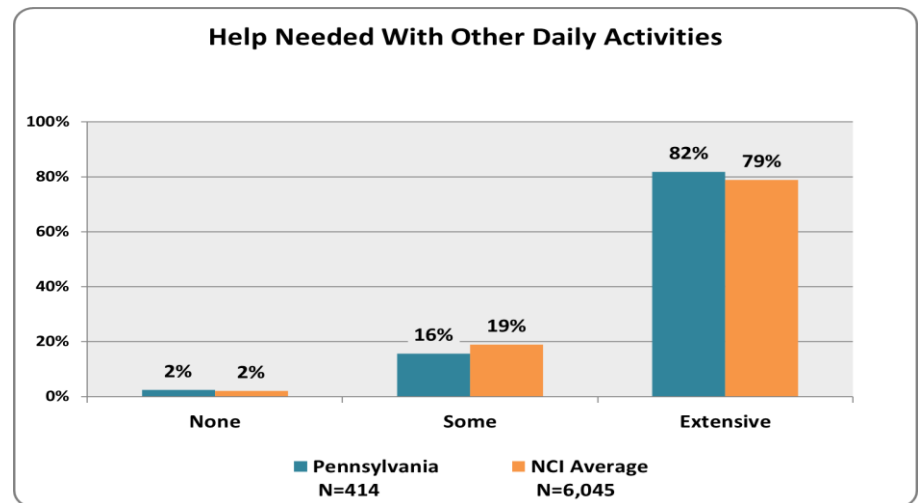
GRAPH 22.



GRAPH 23.



GRAPH 24.

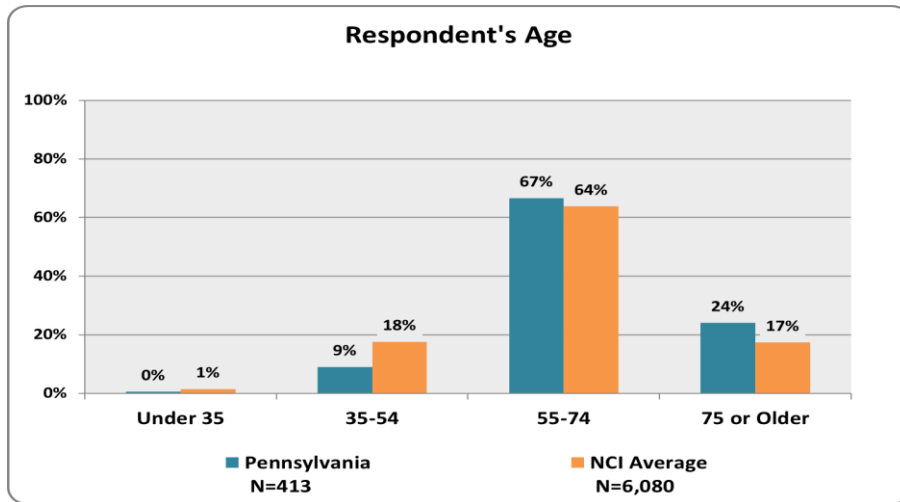


## **Results: Demographics of Respondent**

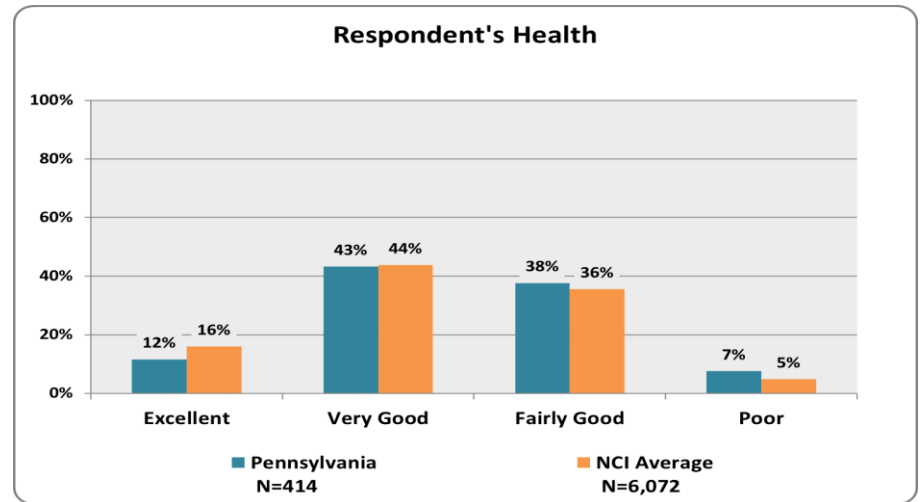
*ILLUSTRATES THE DEMOGRAPHIC PROFILE OF THE SURVEY RESPONDENTS*



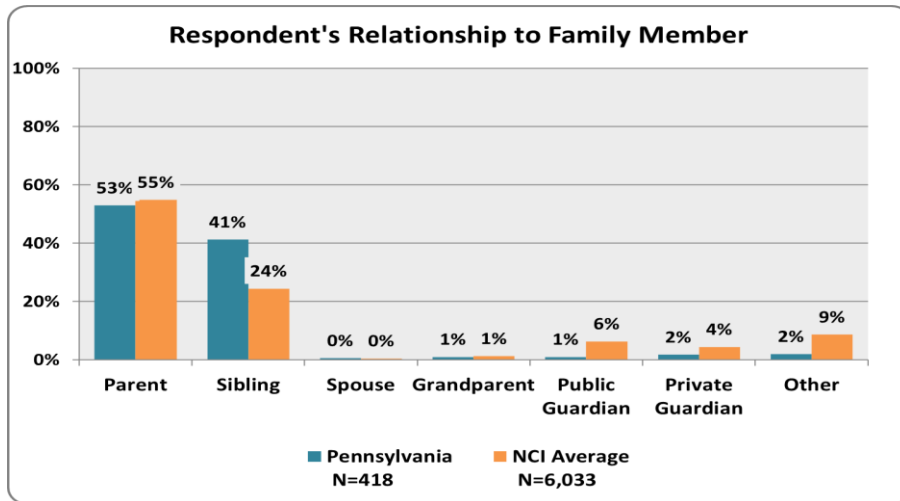
GRAPH 25.



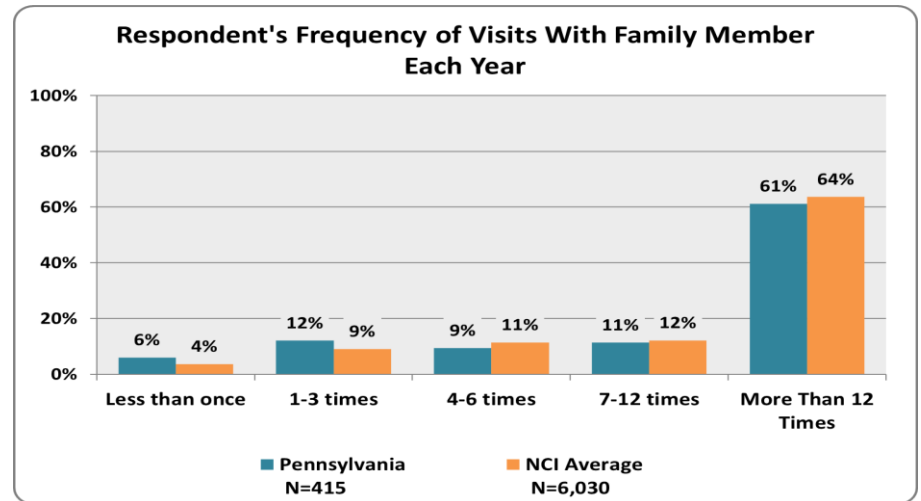
GRAPH 26.



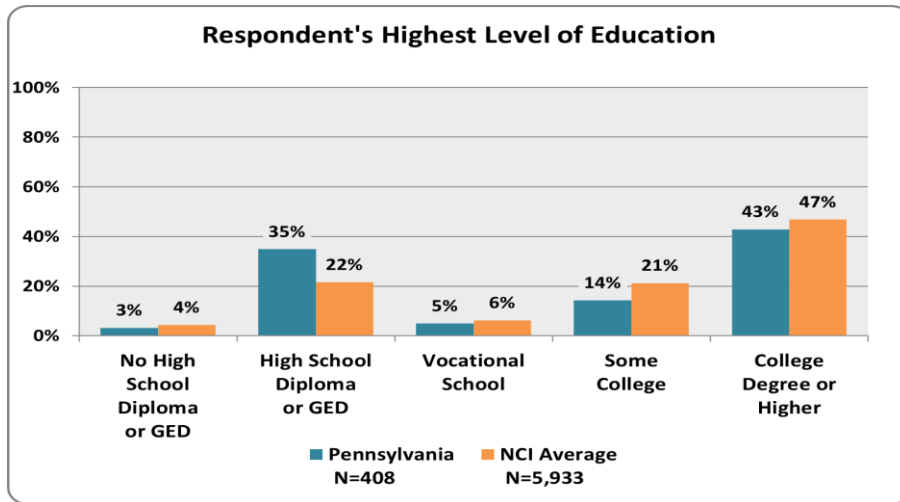
GRAPH 27.



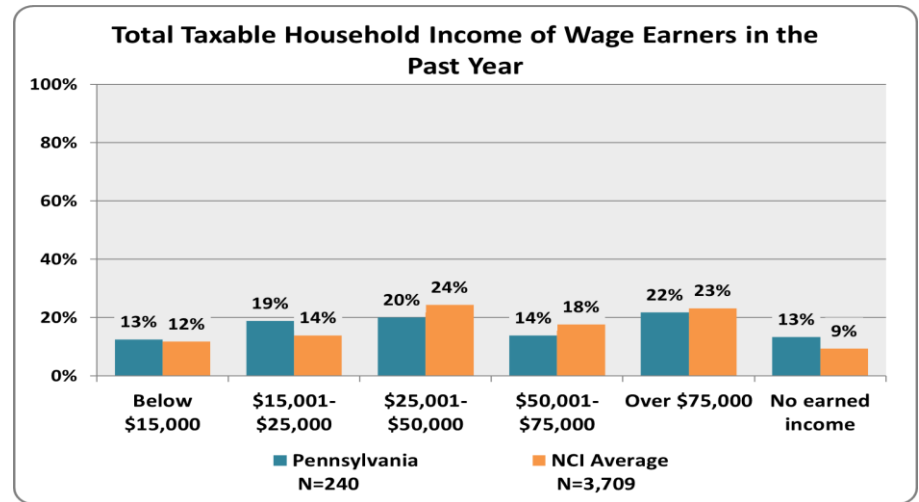
GRAPH 28.



GRAPH 29.



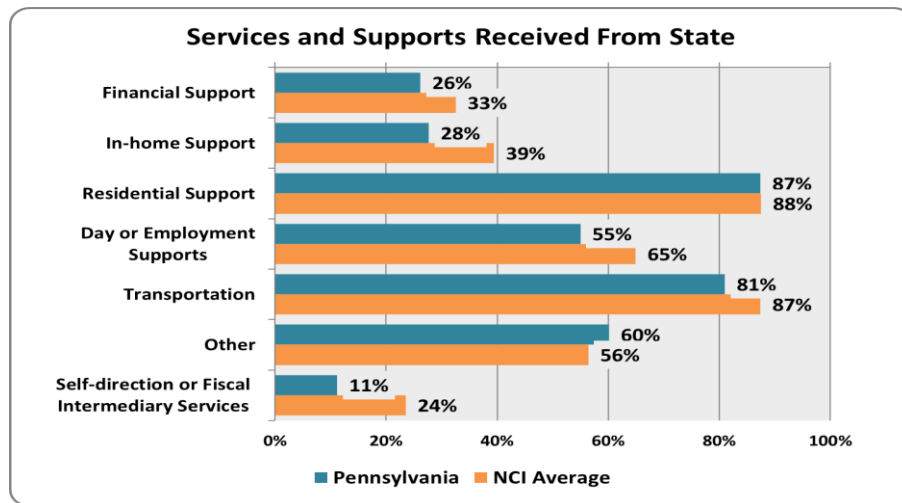
GRAPH 30.



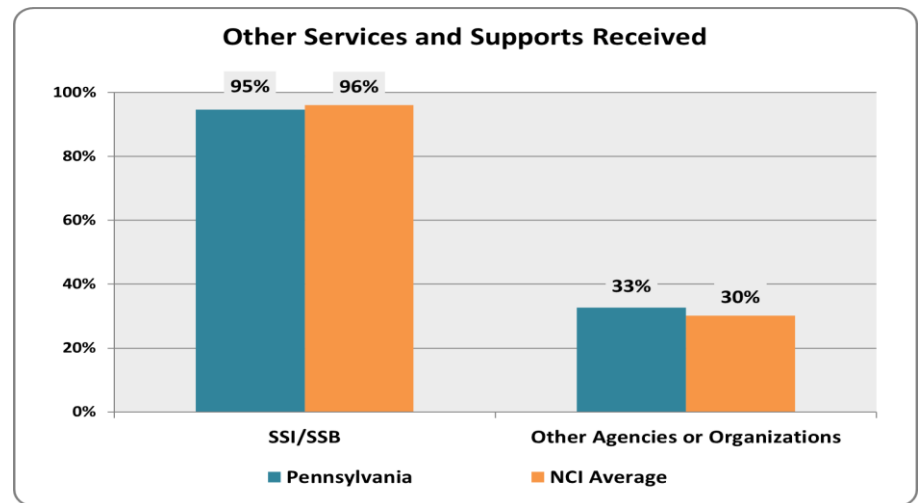
## Services and Supports Received

*ILLUSTRATES THE SERVICES AND SUPPORTS RECEIVED BY ADULTS WITH DISABILITIES*

GRAPH 31.\*



GRAPH 32.\*

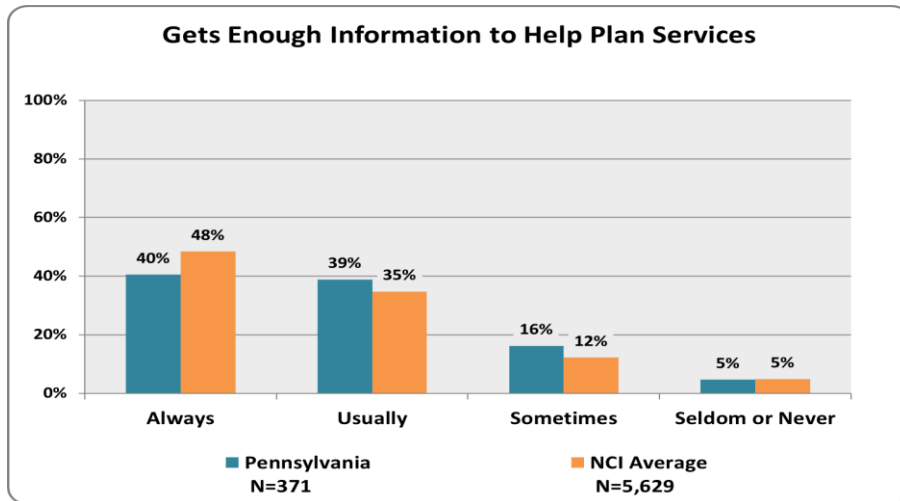


\*Categories are not mutually exclusive

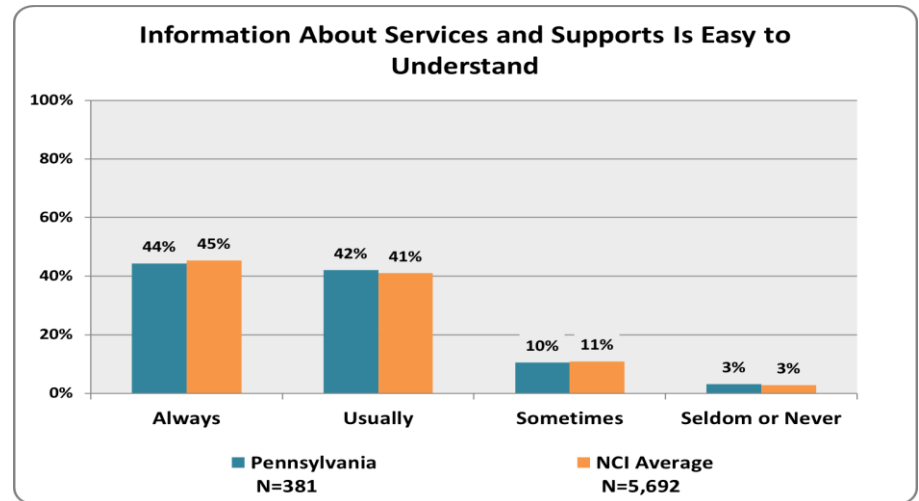
## Information and Planning

*FAMILIES AND ADULTS WITH DISABILITIES HAVE THE INFORMATION AND SUPPORT NECESSARY TO PLAN THEIR SERVICES AND SUPPORTS*

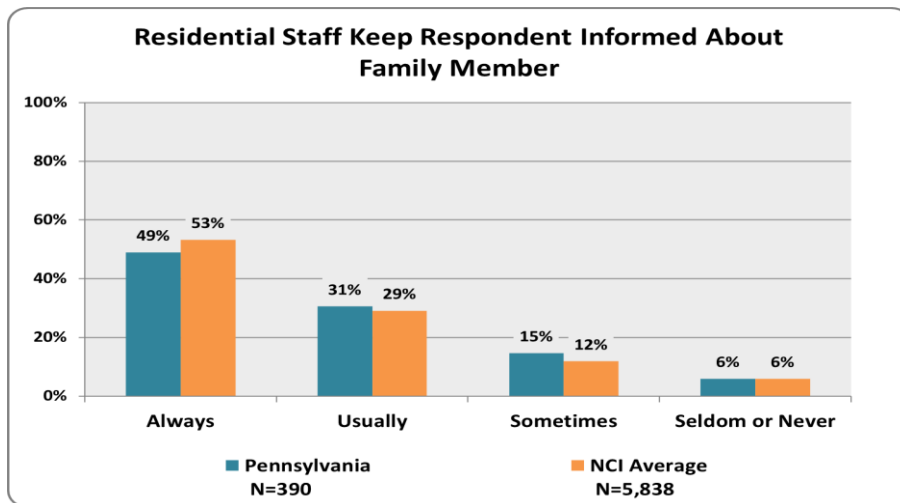
GRAPH 33.



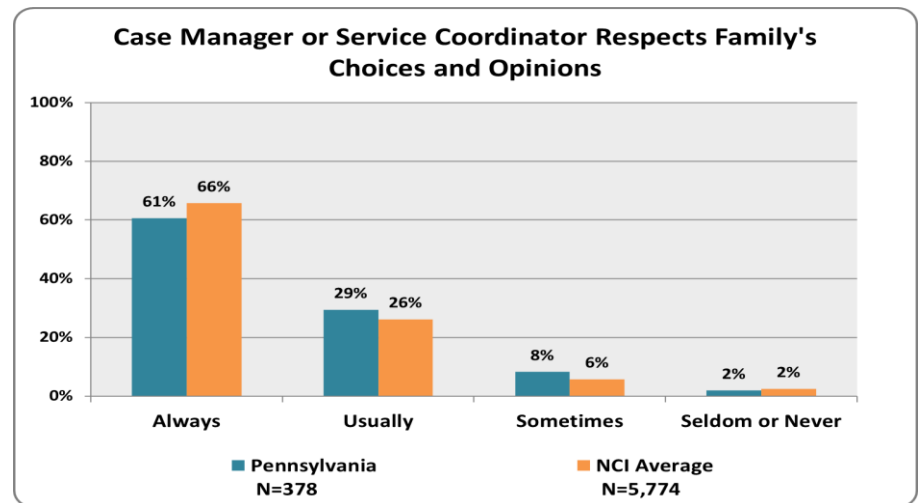
GRAPH 34.



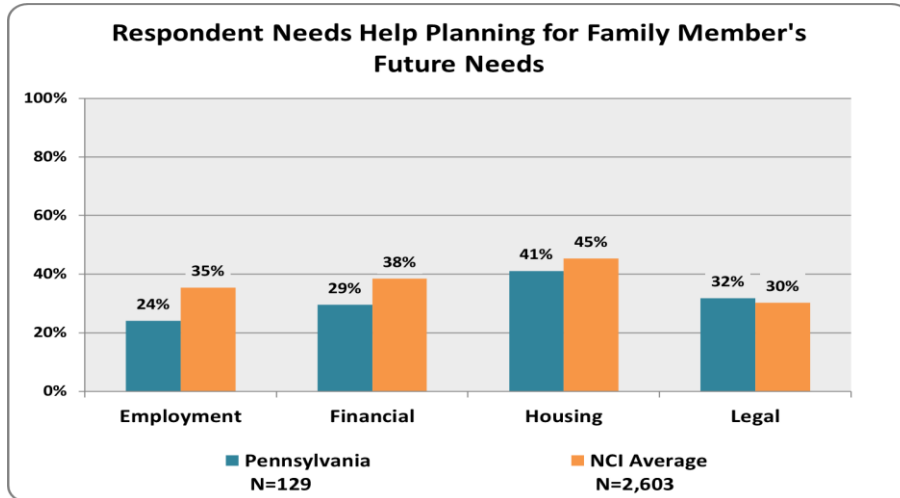
GRAPH 35.



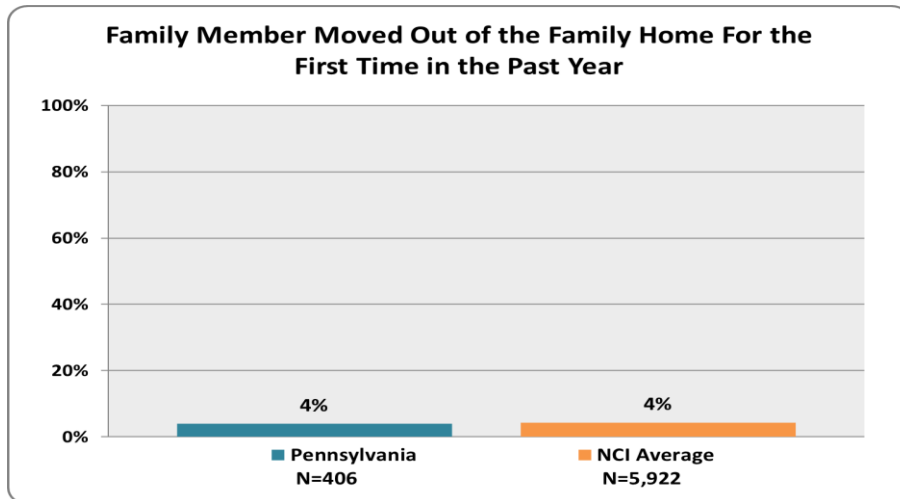
GRAPH 36.



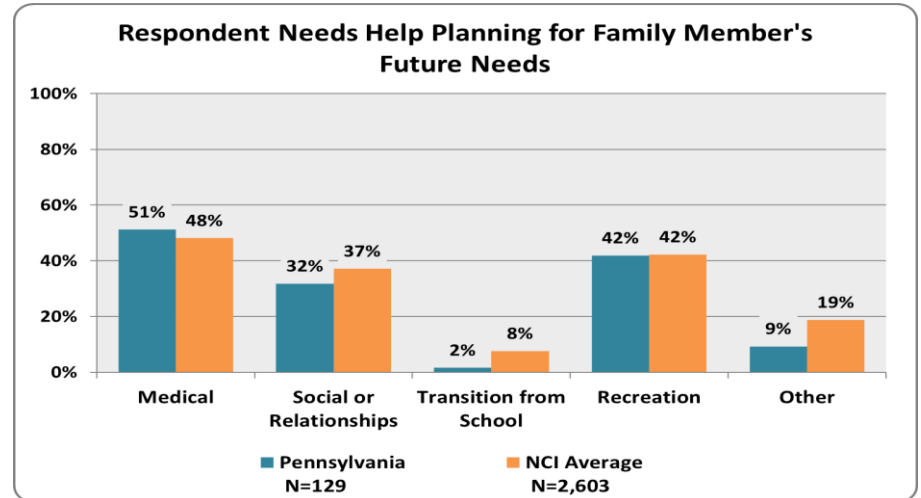
GRAPH 37.\*



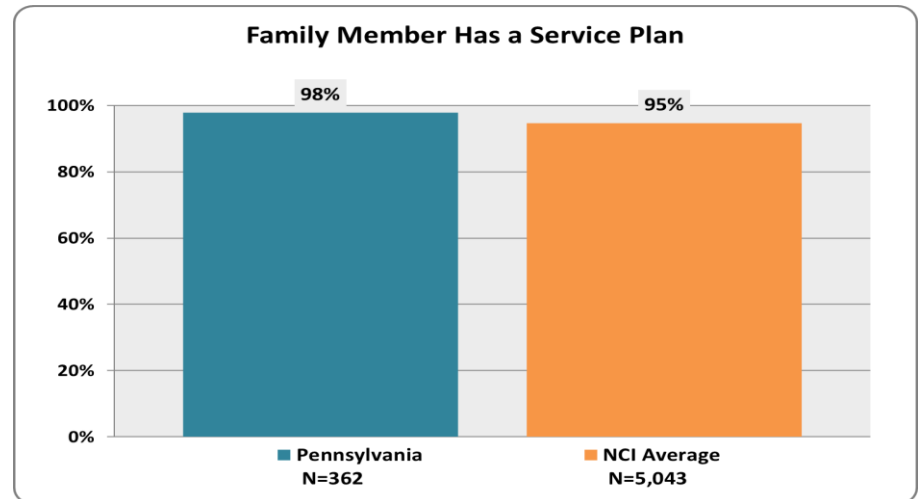
GRAPH 39.



GRAPH 38.\*

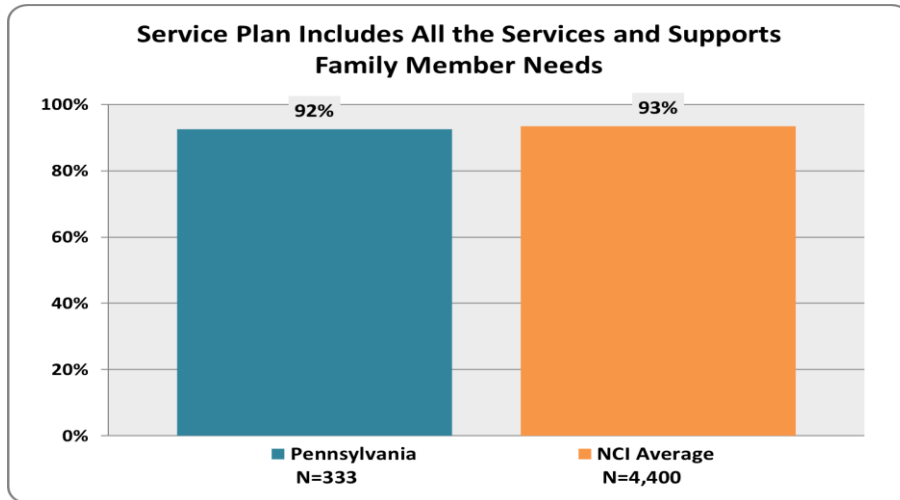


GRAPH 40.

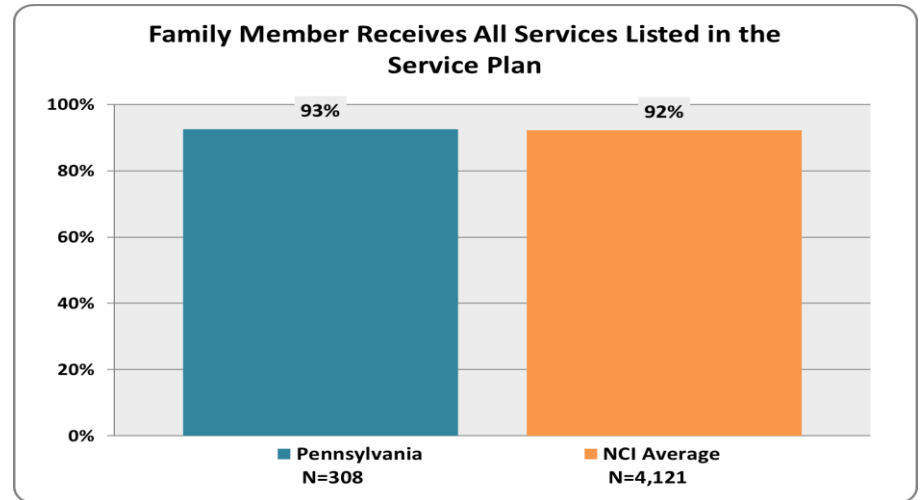


\*Categories from Chart 37 and Chart 38 are not mutually exclusive

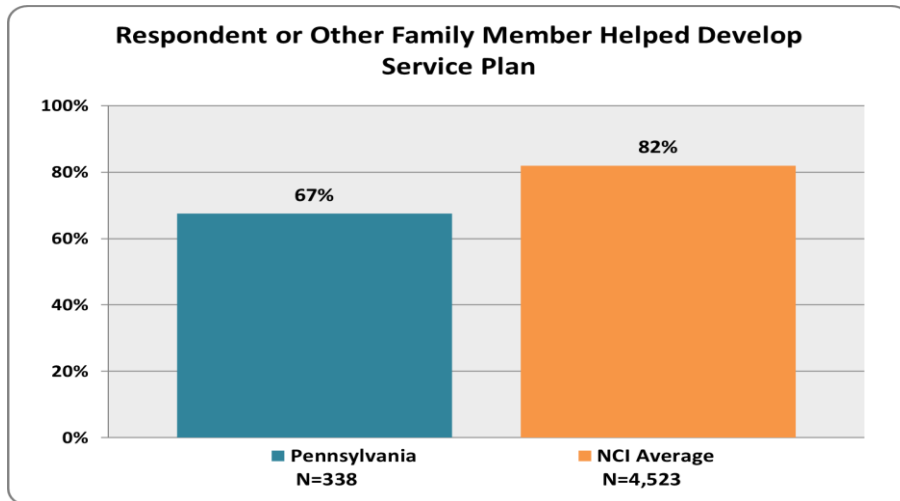
GRAPH 41.



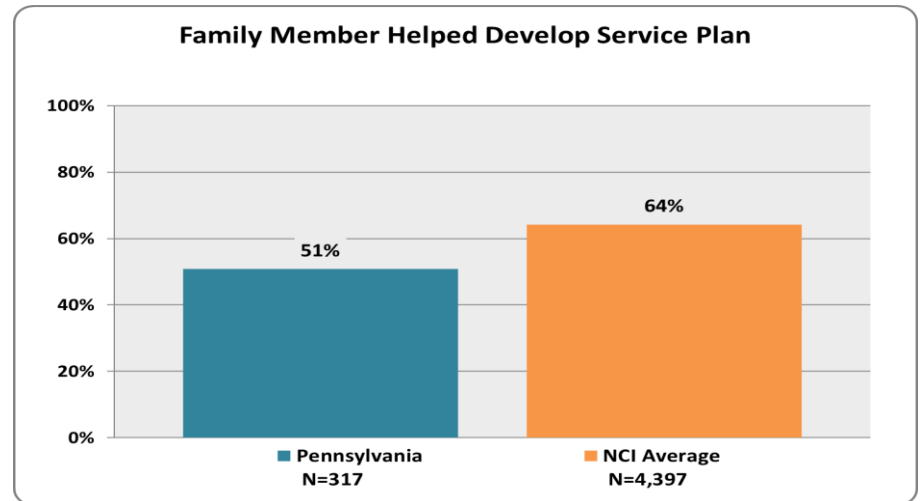
GRAPH 42.



GRAPH 43.

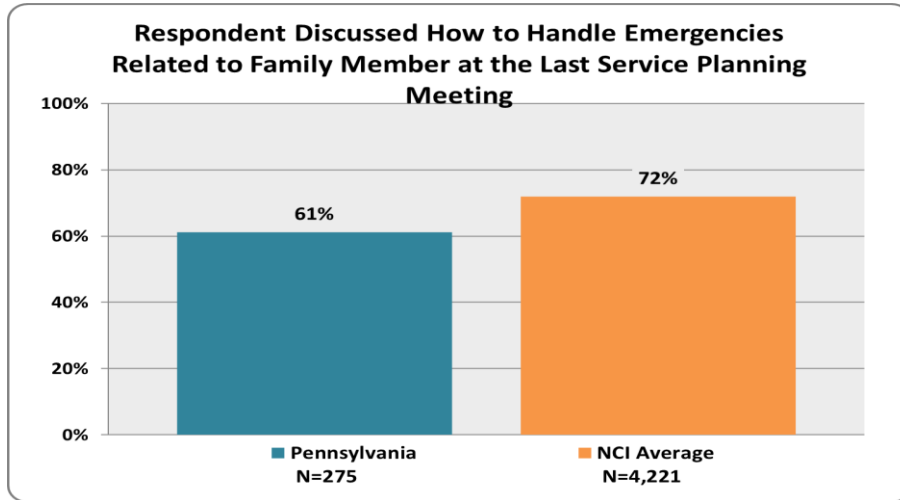


GRAPH 44.

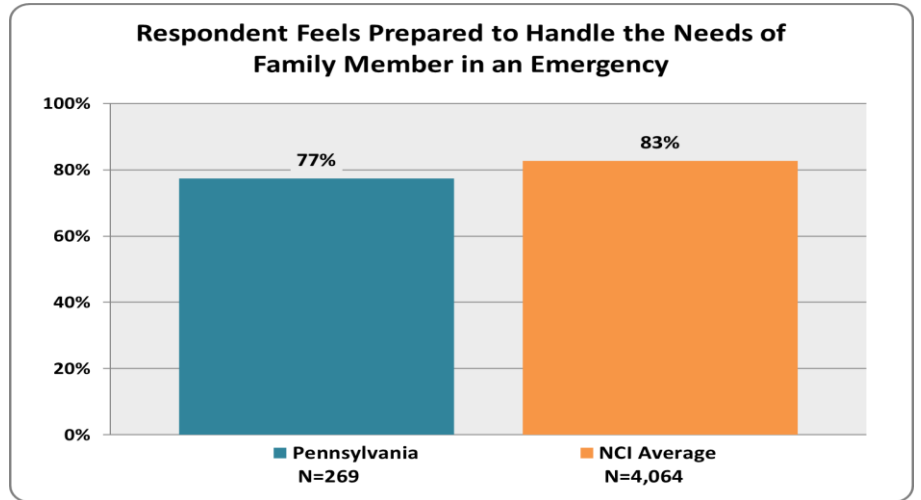




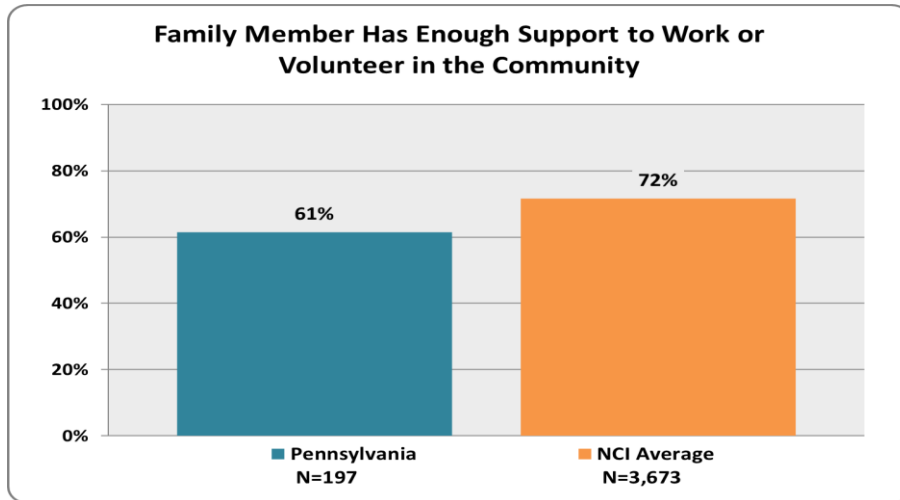
GRAPH 45.



GRAPH 46



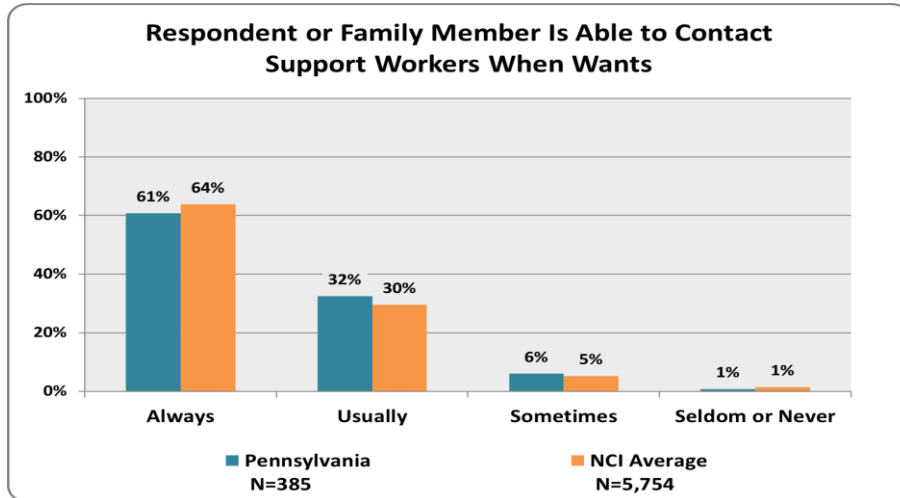
GRAPH 47.



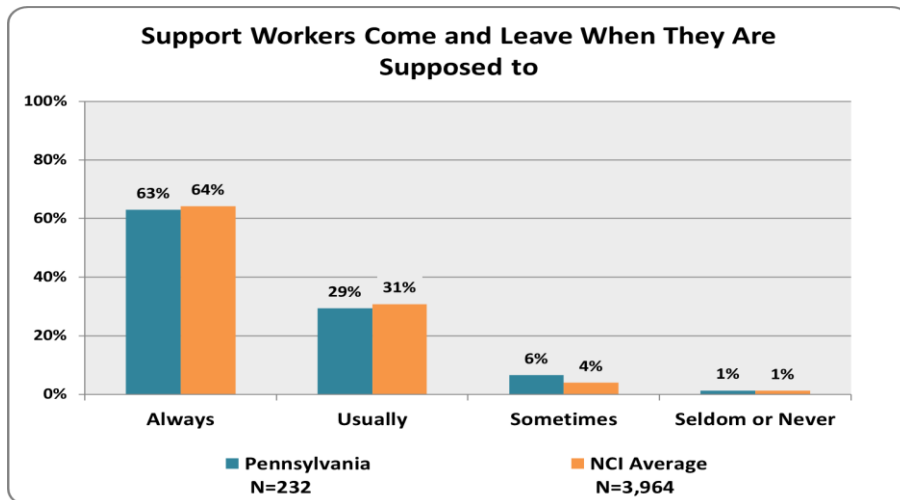
## Access and Delivery

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

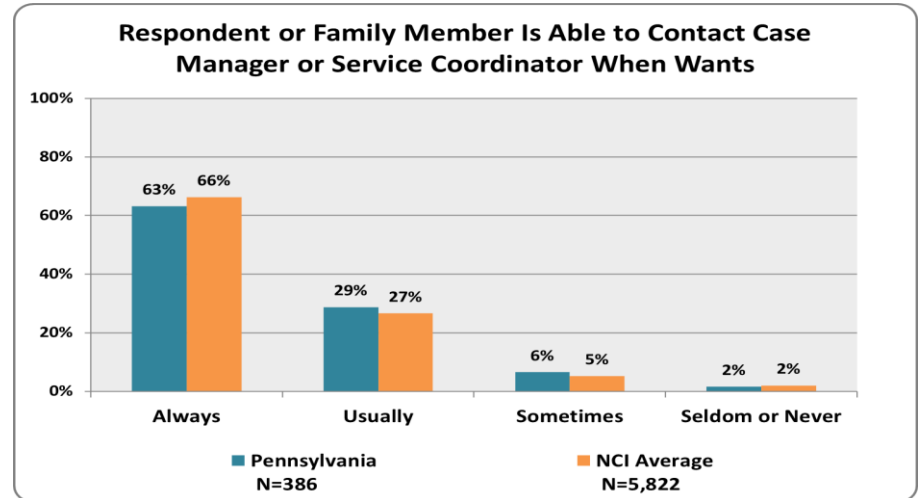
GRAPH 48.



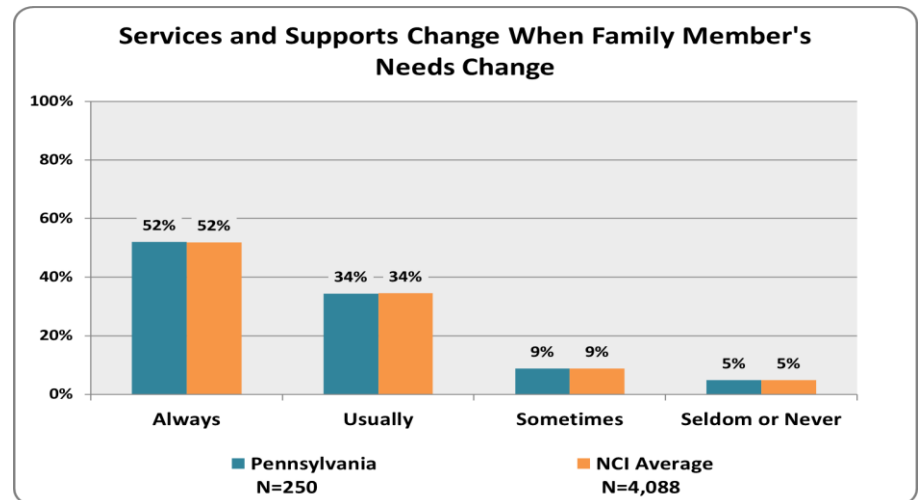
GRAPH 50.



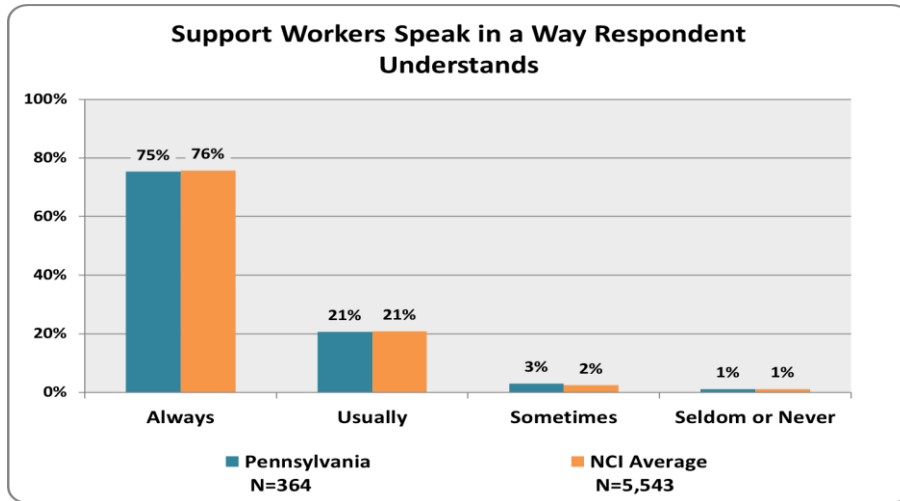
GRAPH 49.



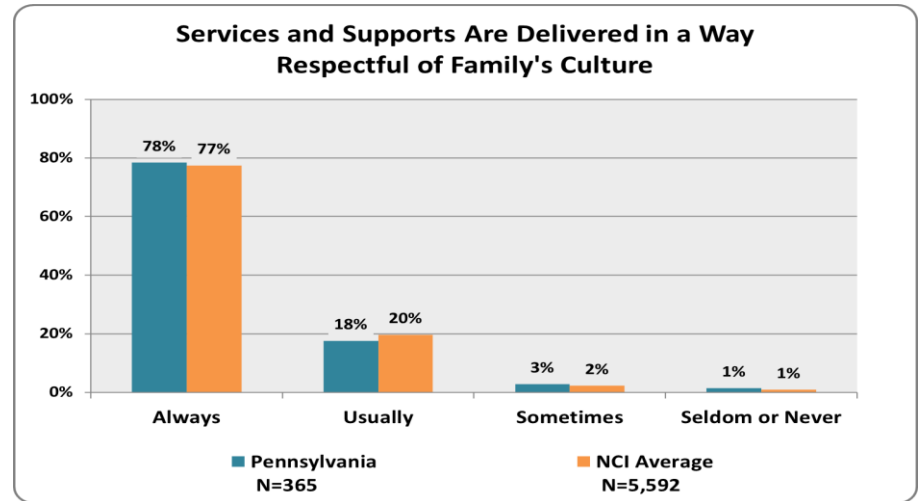
GRAPH 51.



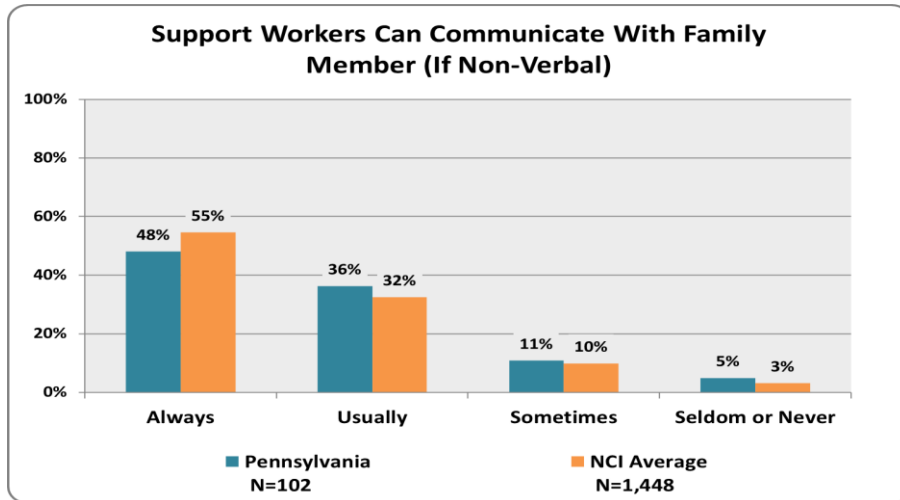
GRAPH 52.



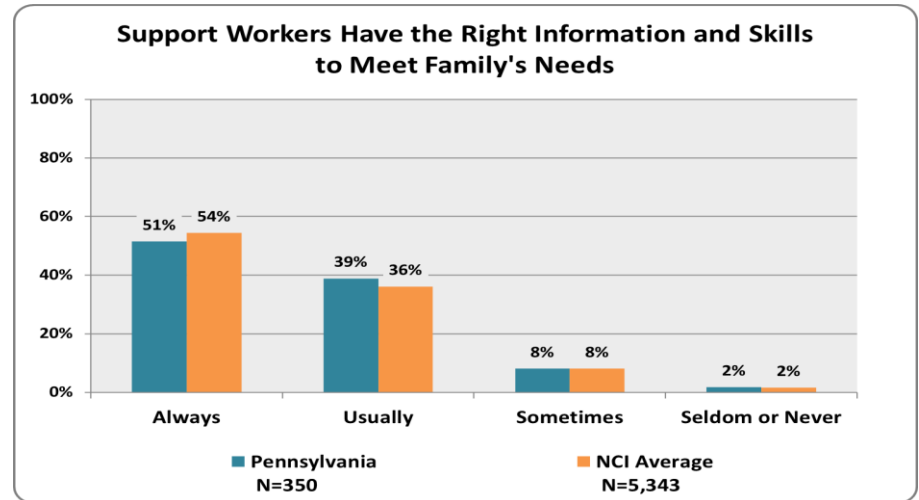
GRAPH 53.



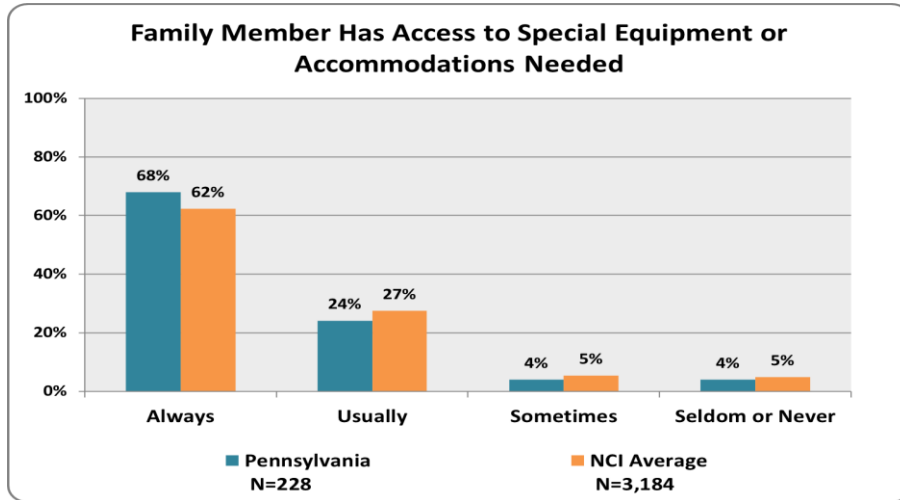
GRAPH 54.



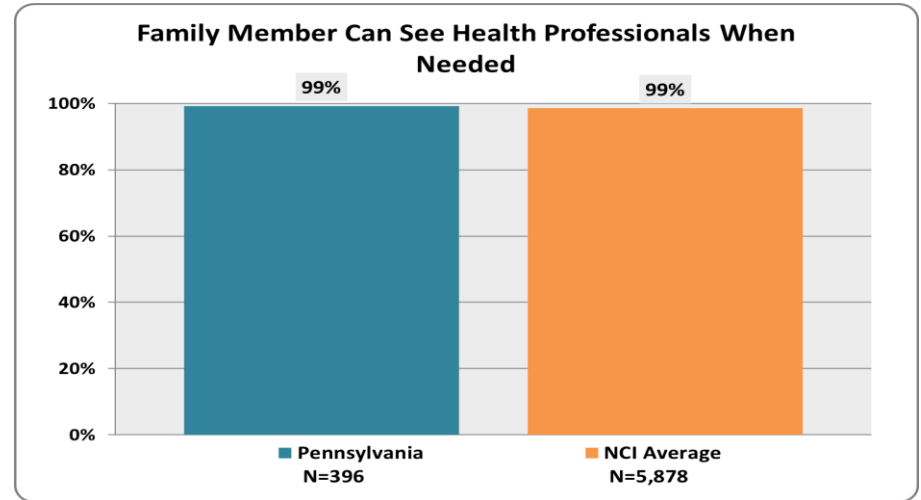
GRAPH 55.



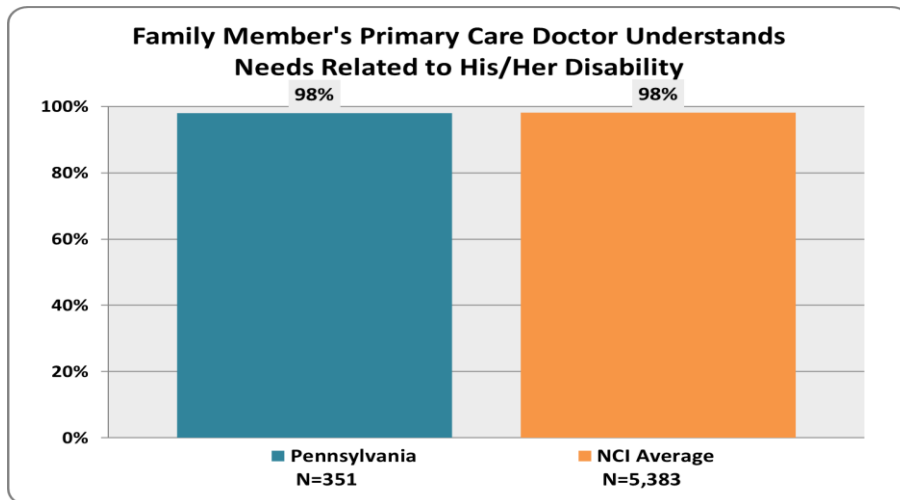
GRAPH 56.



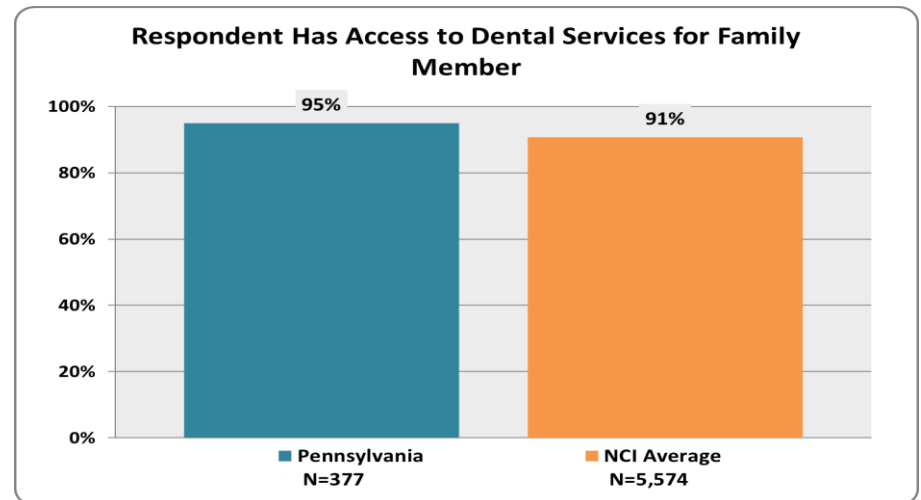
GRAPH 57.



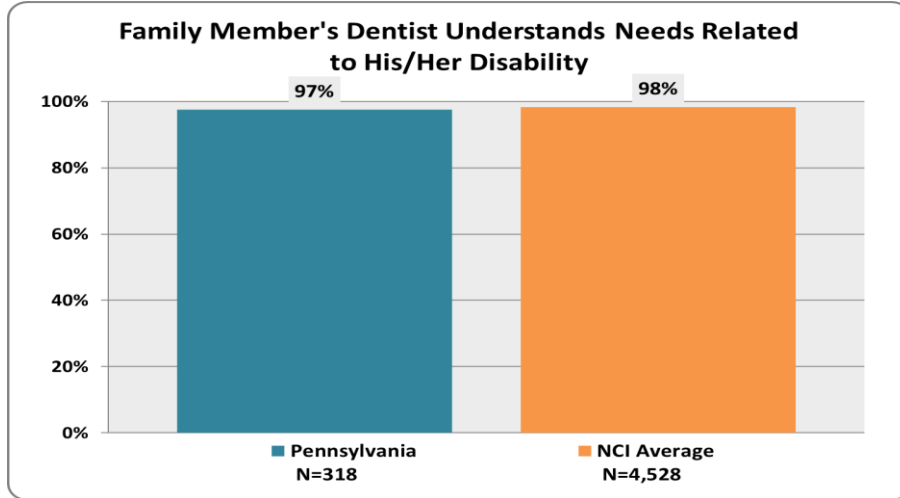
GRAPH 58.



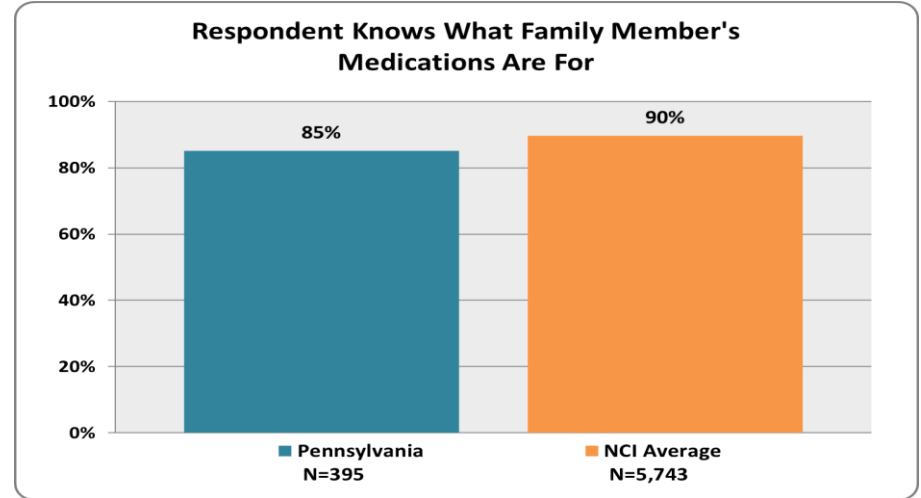
GRAPH 59.



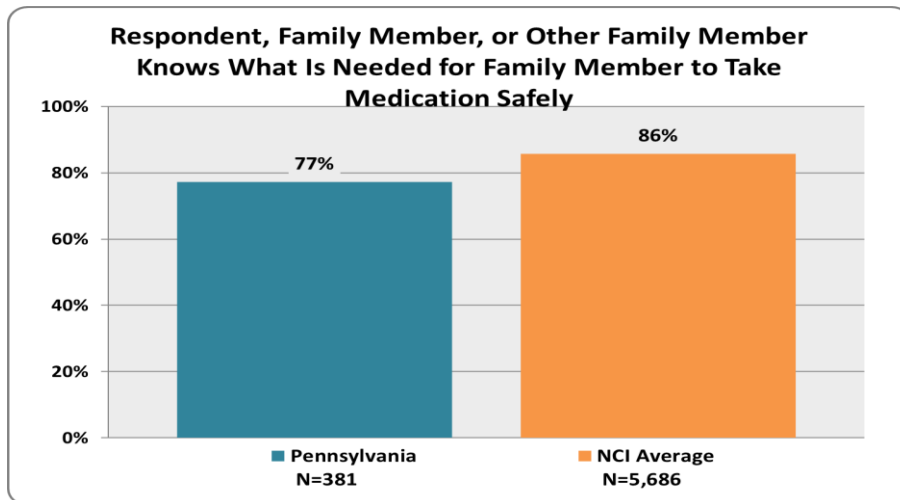
GRAPH 60.



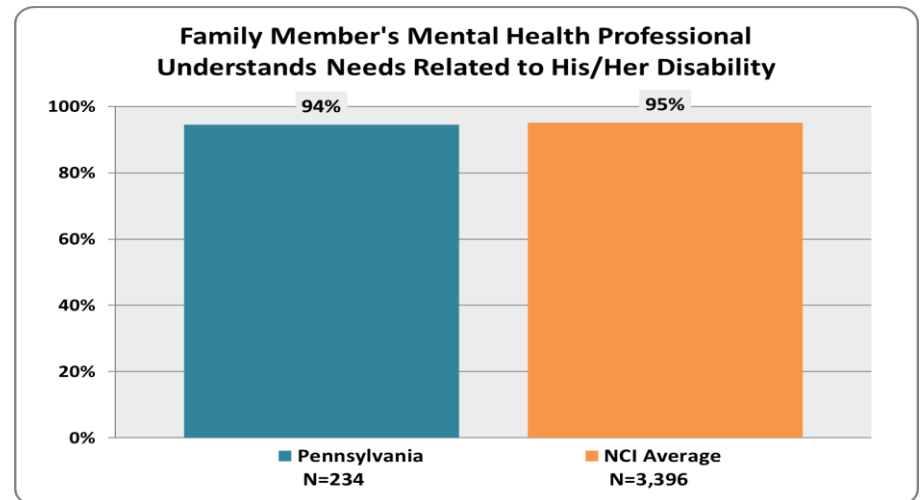
GRAPH 61.



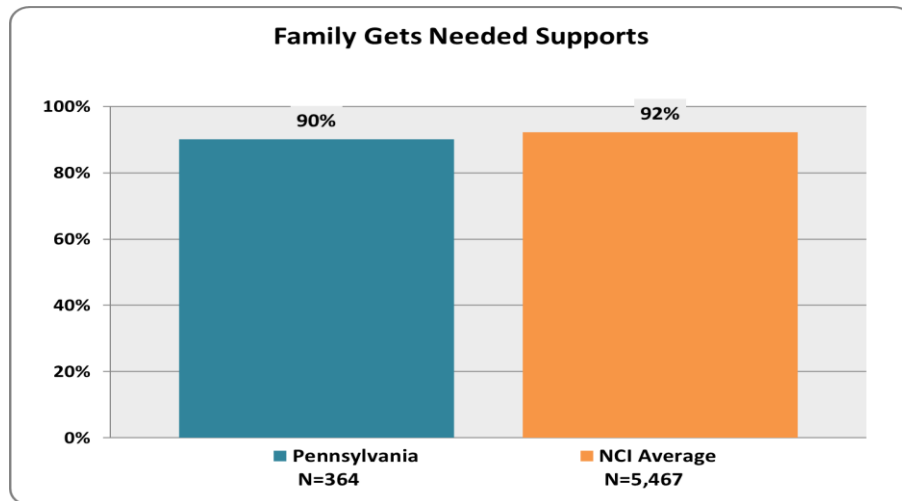
GRAPH 62.



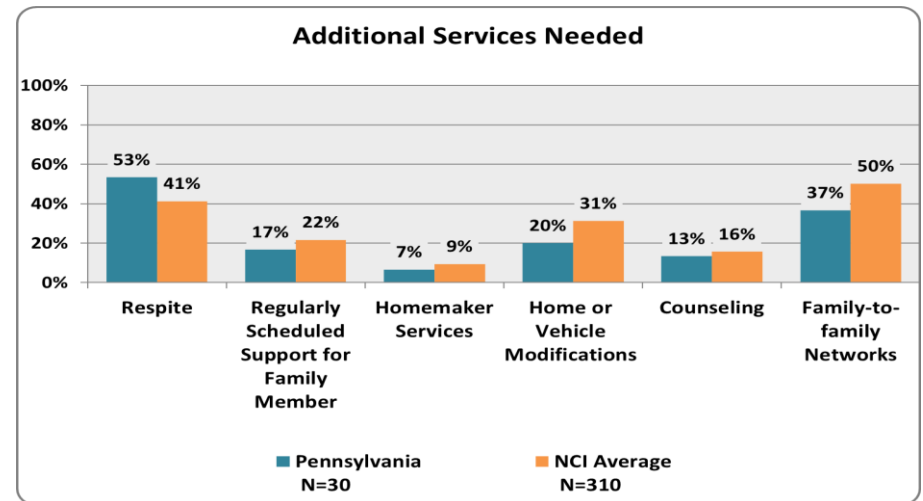
GRAPH 63.



GRAPH 64.



GRAPH 65. \*



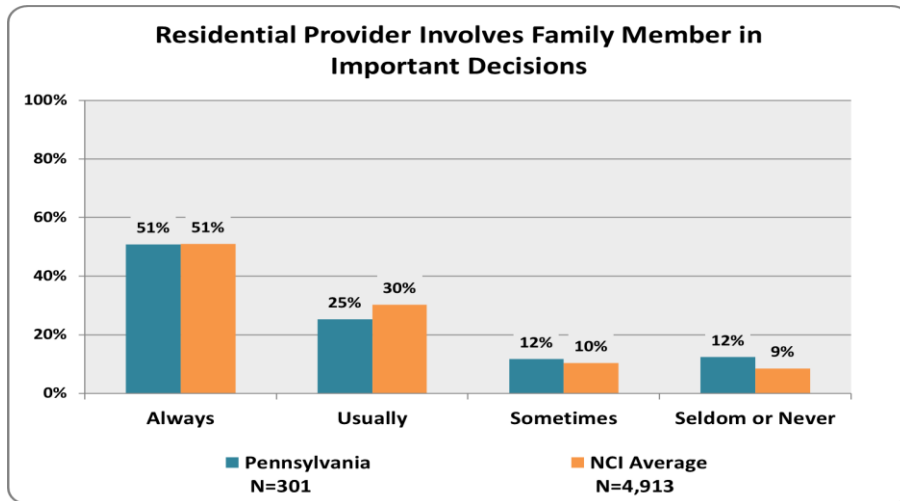
\*Categories are not mutually exclusive

## **Choice, Decision Making and Control**

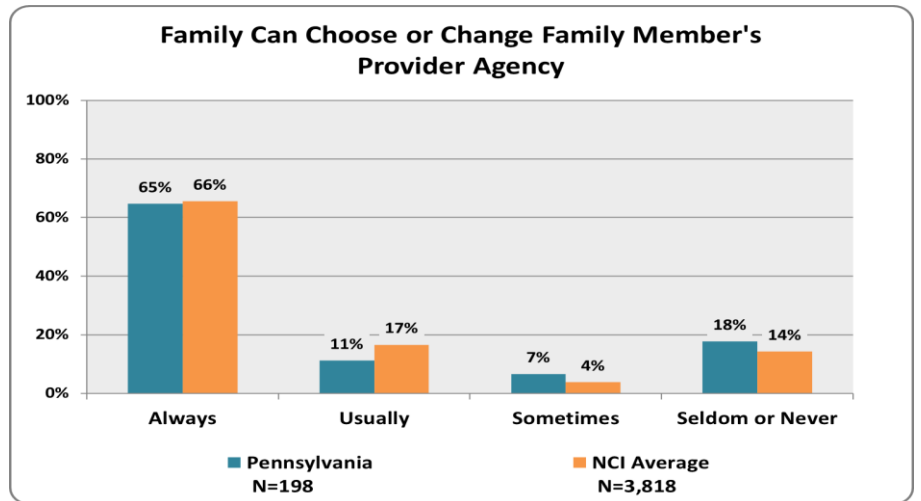
*FAMILIES AND ADULTS WITH DISABILITIES DETERMINE THE SERVICES AND SUPPORTS THEY RECEIVE AND THE INDIVIDUALS OR AGENCIES WHO PROVIDE THEM*



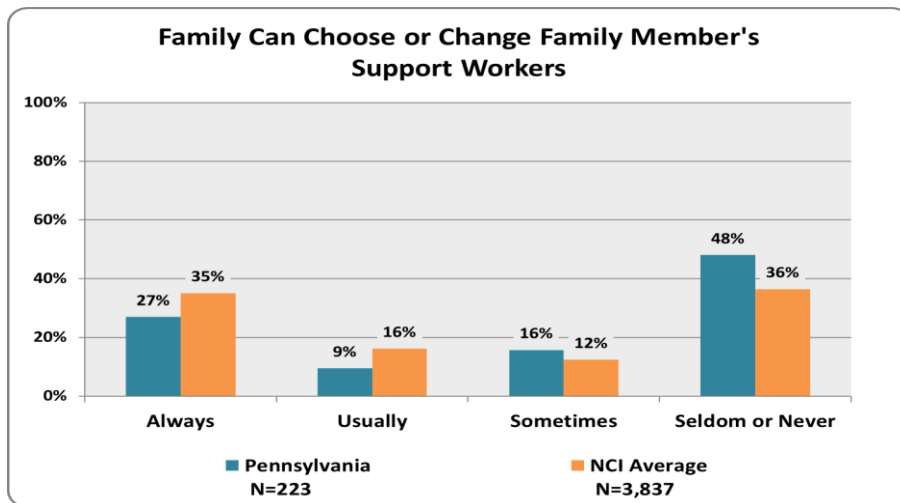
GRAPH 66.



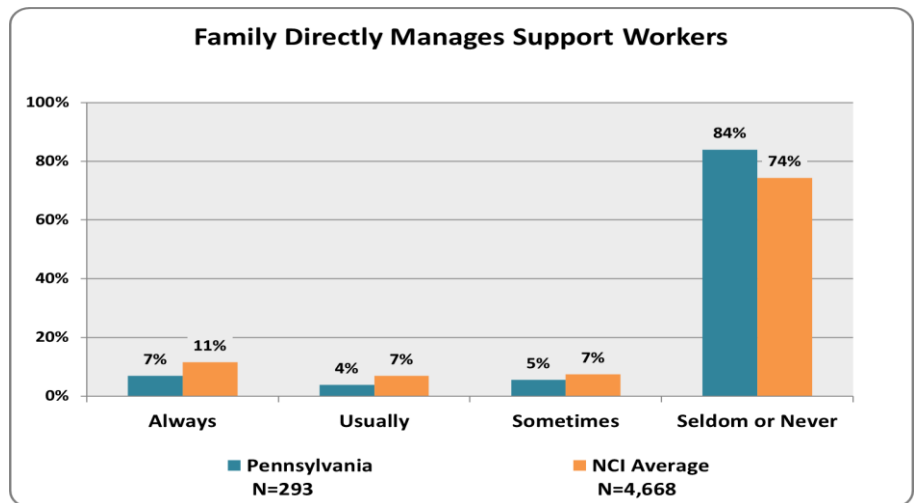
GRAPH 67.



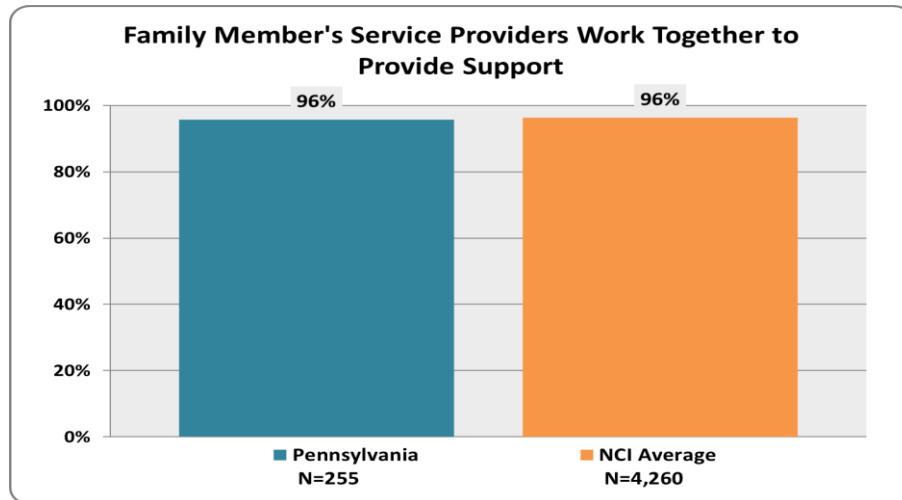
GRAPH 68.



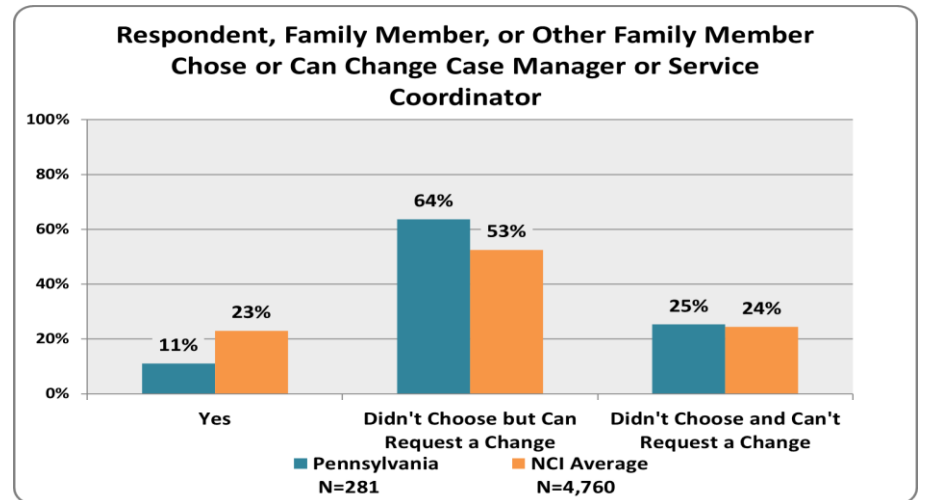
GRAPH 69.



GRAPH 70.



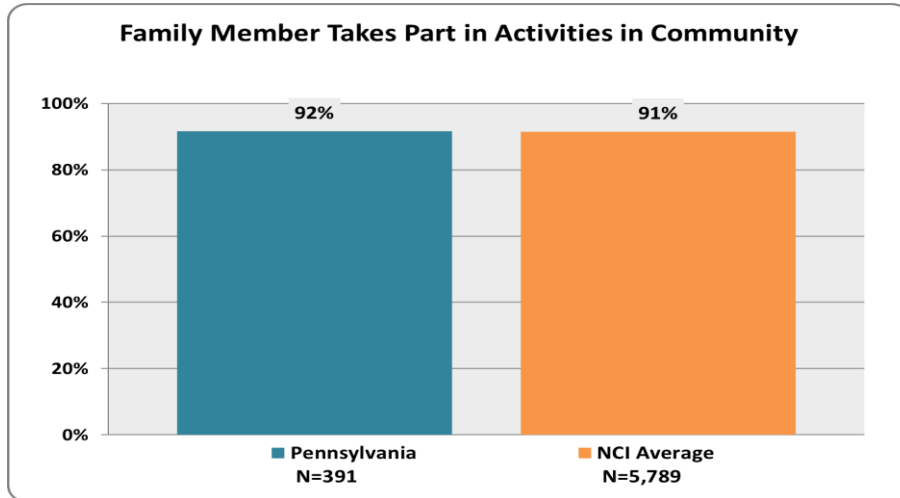
GRAPH 71.



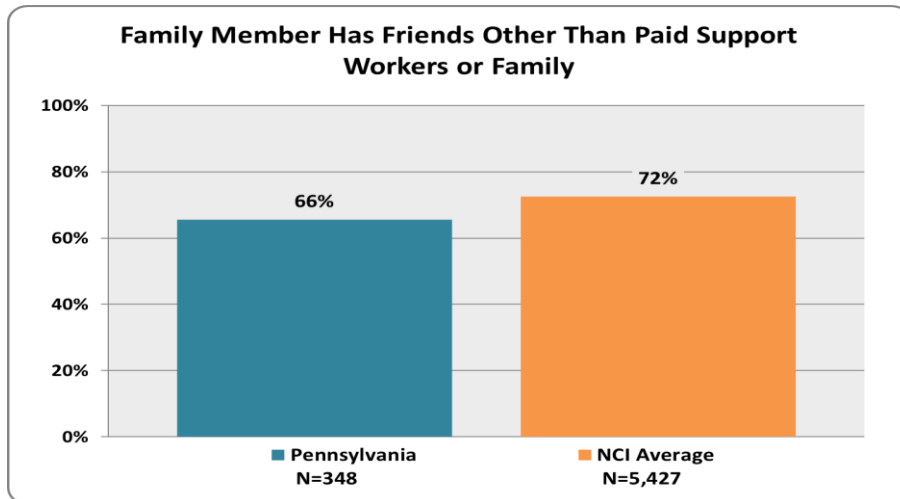
## Involvement in the Community

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

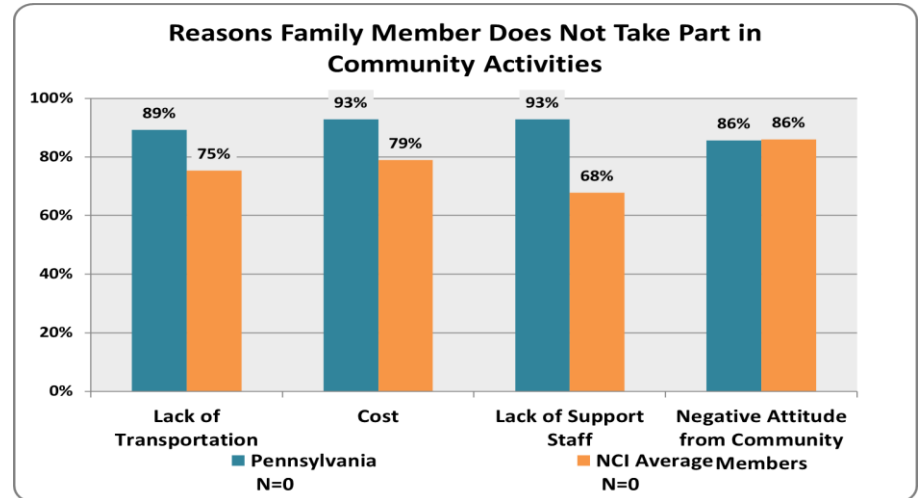
GRAPH 72.



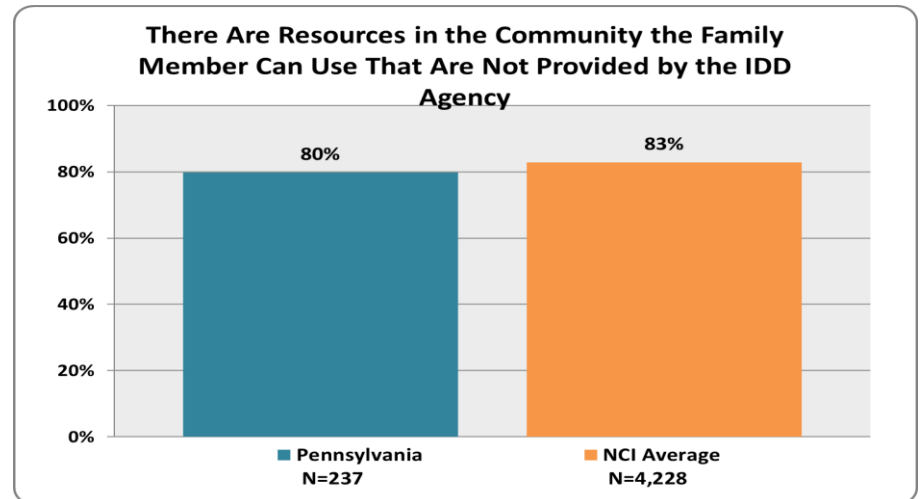
GRAPH 74.



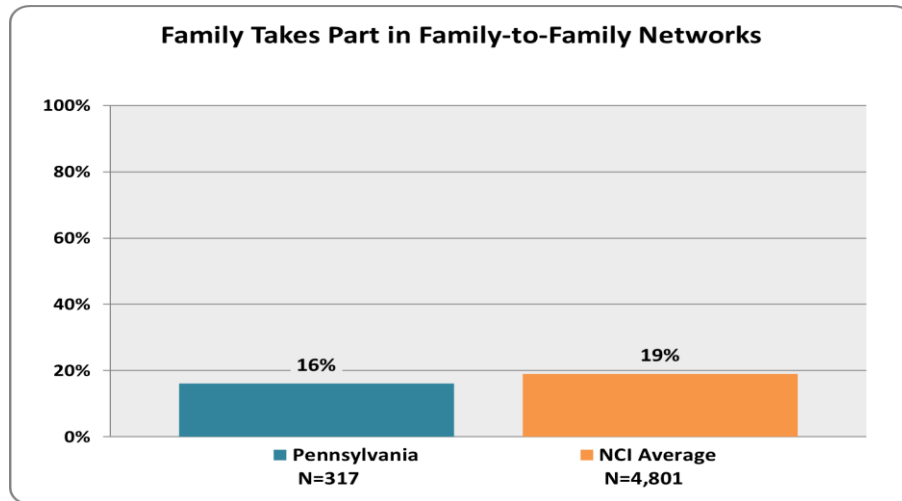
GRAPH 73.



GRAPH 75.



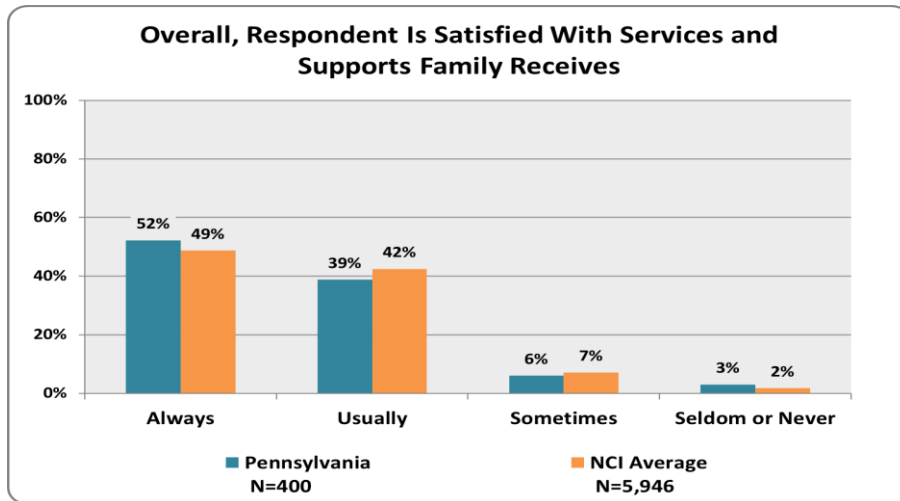
GRAPH 76.



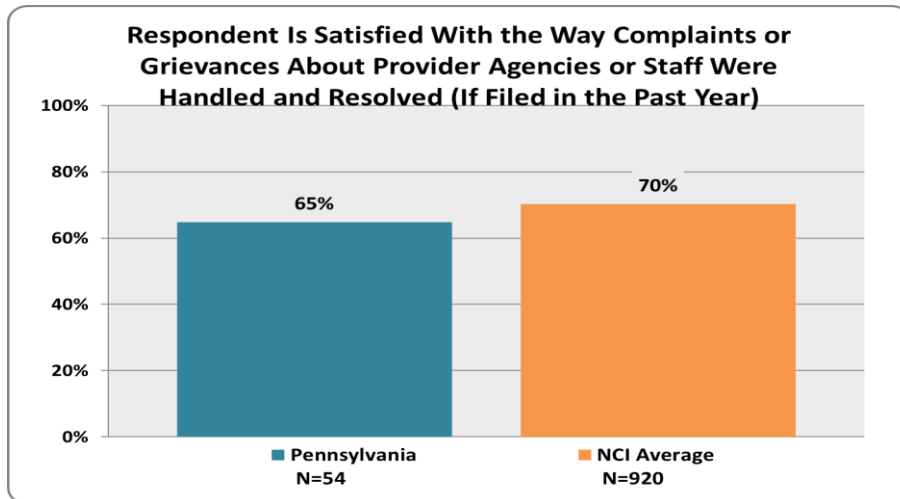
## Satisfaction

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

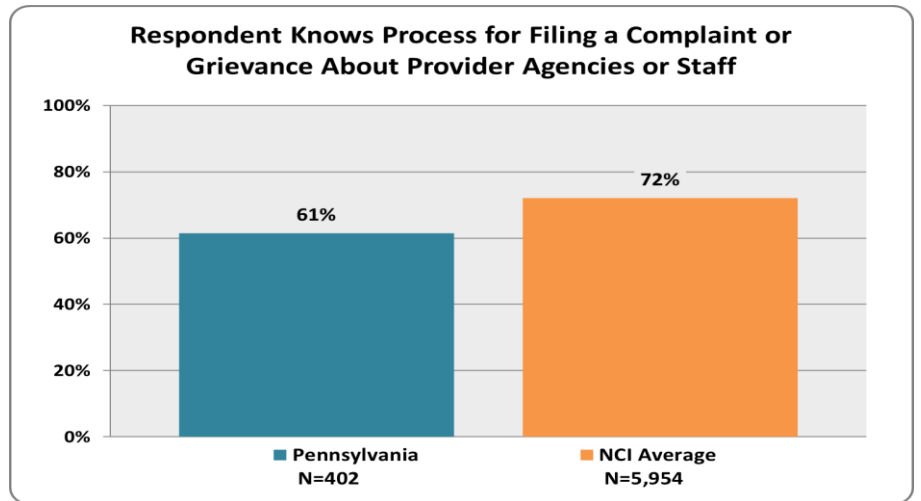
GRAPH 77.



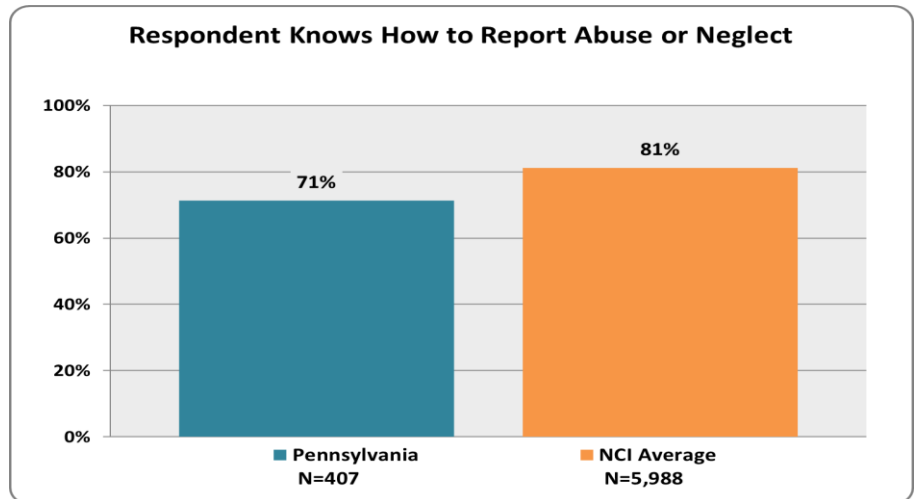
GRAPH 79.



GRAPH 78.\*

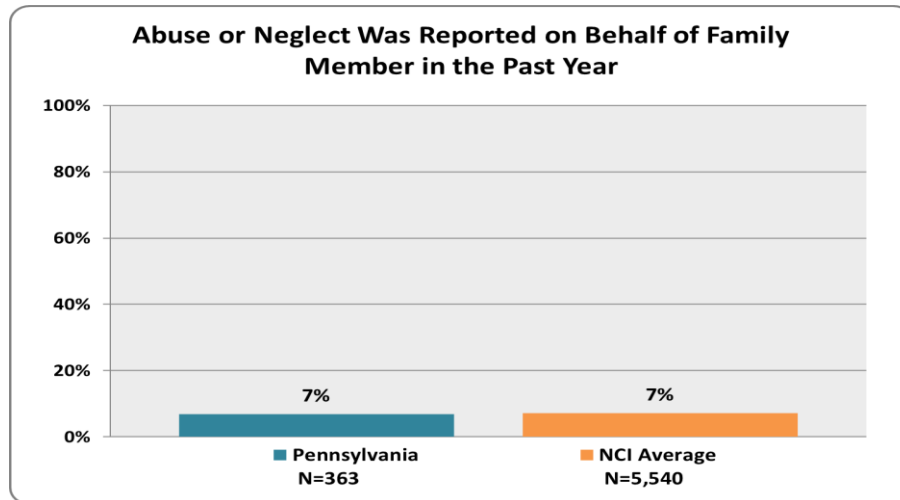


GRAPH 80.\*

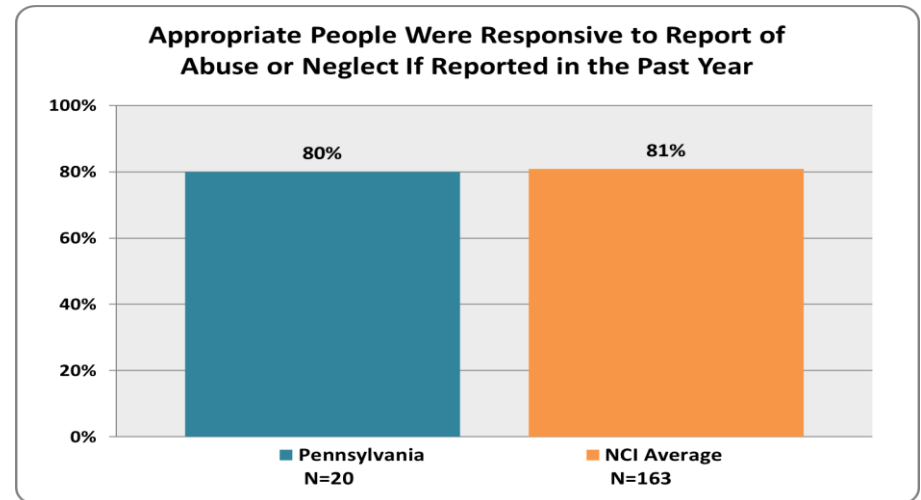


\*For this question, 'No' and Don't Know' responses were combined.

**GRAPH 81.**



**GRAPH 82.**

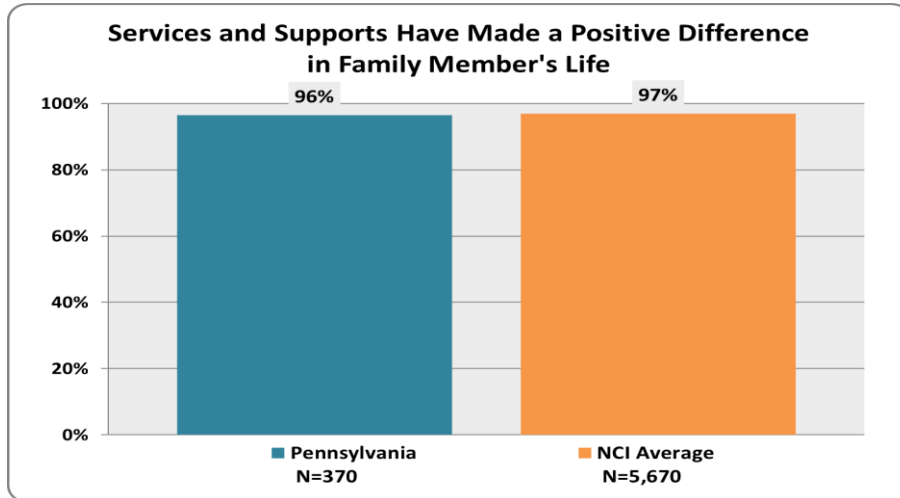




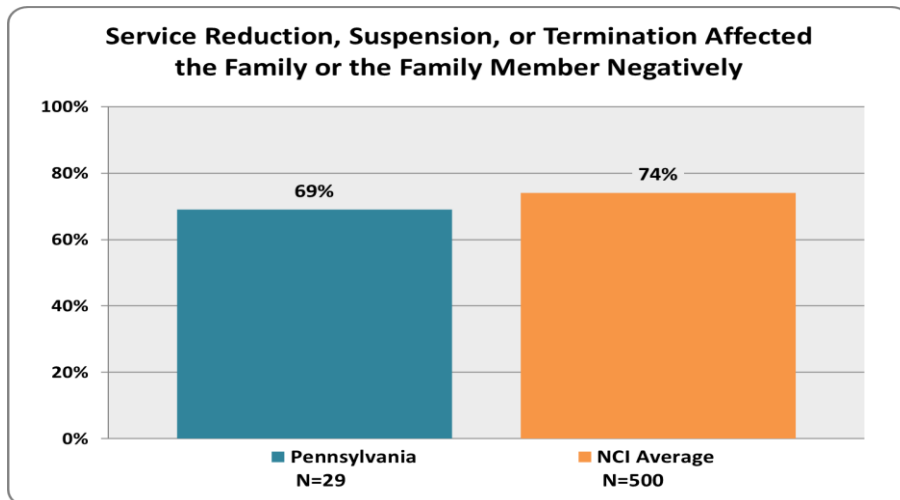
## Outcomes

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

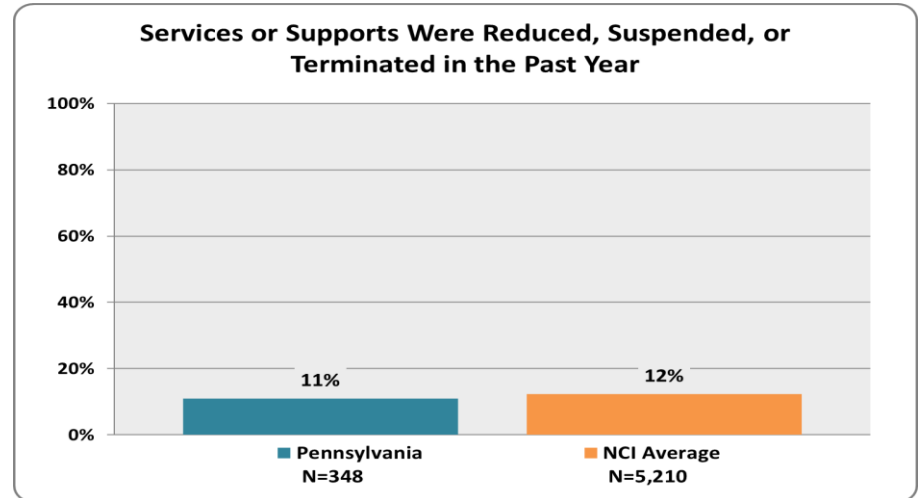
GRAPH 83.



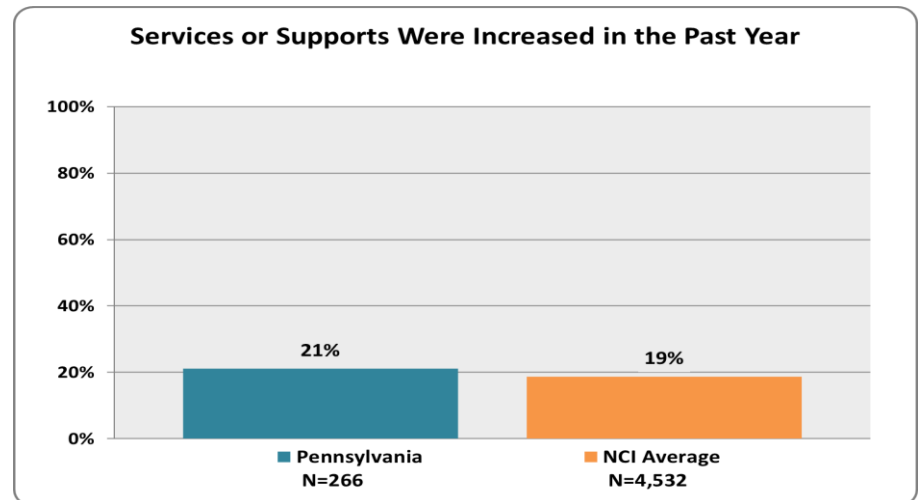
GRAPH 85.



GRAPH 84.



GRAPH 86.



GRAPH 87.

