

Child Family Survey (CFS) State Report

South Dakota (SD) Report

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What is NCI?

The National Core Indicators (NCI) 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).

In 2018-19 a total of 46 states, the District of Columbia and 22 sub-state entities participated in NCI.

Where are the statistics in this report from?

This report includes findings from the National Core Indicators[™] 2018-19 Child Family Survey (CFS). The data shown are weighted NCI averages. These data are comprised of 14,816 valid surveys collected across 12 states: AZ, CA, CO, LA, MN, MO, NC, OH, OR, SD, WA and WI.

What is the NCI Child Family Survey?

The NCI Child Family Survey is used to gather data on family outcomes. It is mailed to families who have a child¹ who <u>lives with</u> the respondent and receives at least one service other than case management from the state DD agency. The survey collects demographic information on both the child receiving services ('child') as well as the person who fills out the survey (the 'respondent') and information on services and supports received. The survey is continually refined and tested to ensure it is valid and reliable.

Important note on responses: All data are reported by the respondent based on their understanding of their child's demographics, diagnoses and personal characteristics.

What is included in this report?

This report includes this state's Child Family Survey data compared to the NCI Average. State outcomes that are significantly higher or lower than the NCI Average are indicated with an arrow:

- 1. Outcomes where the state is significantly above the NCI average are denoted with an up arrow \blacktriangle ;
- 2. Outcomes where the state is significantly below the NCI average are denoted with a down arrow ▼.

Significance is based on "Always" or "Yes" response.

The charts in this document, grouped by subdomain, display the state results alongside the average across states (NCI average). The charts are followed by accessible tables containing the same information.

To find out more about the development of the Child Family Survey, data analysis and state samples, check out the National Child Family Report: https://www.nationalcoreindicators.org/resources/reports/#reports-family-survey-final-reports.

¹ A Child Family Survey could be completed for an individual up to 22 years if still receiving "child" services.

Demographics

Demographics of Child Receiving Services

This section provides demographic profiles of the child about whom the survey was completed.

Important note on responses: All data are reported by the respondent based on their understanding of their child's demographics, diagnoses and personal characteristics.

Table 1. More Than One Person Living in the Home Has IDD

All data are reported by the respondent based on their understanding of their child's demographics, diagnoses and personal characteristics.

State v NCI	Yes	No	N
SD	16%	84%	281
NCI	26%	74%	14,300

Table 2. Child's Age

State v NCI	Mean	N
SD	12.1	283
NCI	10.9	14,374

Table 3. Child's Gender

State v NCI	Male	Female	N
SD	66%	34%	283
NCI	69%	31%	14,329

Table 4. Child's Race and Ethnicity

All data are reported by the respondent based on their understanding of their child's demographics, diagnoses and personal characteristics. Categories are not mutually exclusive, therefore N is not shown.

State v NCI	American Indian or Alaska Native	Asian	Black or African- American	Hawaiian or Pacific Islander	White	Hispanic or Latino	Other
SD	9%	2%	4%	0%	89%	4%	0%
NCI	3%	13%	9%	1%	57%	30%	2%

Table 5a. Child's Disabilities (not mutually exclusive)

All data are reported by the respondent based on their understanding of their child's demographics, diagnoses and personal characteristics. Categories are not mutually exclusive, therefore N is not shown.

State v NCI	Intellectual Disability	Mood Illness or Psychiatric Disorder	Autism Spectrum Disorder	Cerebral Palsy	Limited or No Vision	Severe or Profound Hearing Loss
SD	46%	13%	38%	14%	8%	3%
NCI	38%	16%	61%	11%	6%	4%

Table 5b. Child's Disabilities (continued)

All data are reported by the respondent based on their understanding of their child's demographics, diagnoses and personal characteristics. Categories are not mutually exclusive, therefore N is not shown.

State v NCI	Brain Injury	Seizure Disorder or Neurological Problem	Chemical Dependency	Down Syndrome	Prader- Willi Syndrome	Fetal Alcohol Spectrum Disorder	Other
SD	10%	26%	0%	24%	1%	2%	31%
NCI	6%	18%	1%	10%	1%	2%	24%

Table 6a. Child's Health Conditions

All data are reported by the respondent based on their understanding of their child's demographics, diagnoses and personal characteristics. Categories are not mutually exclusive, therefore N is not shown.

State v NCI	Cardiovascular Disease	Diabetes	Cancer	High Blood Pressure	High Cholesterol
SD	16%	5%	5%	7%	3%
NCI	13%	4%	2%	4%	5%

Table 6b. Child's Health Conditions (continued)

All data are reported by the respondent based on their understanding of their child's demographics, diagnoses and personal characteristics. Categories are not mutually exclusive, therefore N is not shown.

State v NCI	Dysphagia	Pressure Ulcers	Oral Health or Dental Problems	Sleep Apnea	Other
SD	16%	0%	6%	38%	41%
NCI	17%	1%	14%	24%	45%

Table 7. Child's Preferred Means of Communication

State v NCI	Spoken	Gestures or Body Language	Sign Language or Finger Spelling	Communication Aid or Device	Other	N
SD	68%	23%	2%	5%	2%	264
NCI	69%	18%	3%	5%	5%	14,263

Table 8. Child's Support Needs for Self-Injurious, Disruptive, and/or Destructive Behaviors

All data are reported by the respondent based on their understanding of their child's demographics, diagnoses and personal characteristics.

State v NCI	Extensive	Some	None	N
SD	13%	49%	38%	281
NCI	26%	42%	31%	14,259

Table 9. Child's Level of Help Needed With Personal Care Activities (e.g., bathing, dressing, eating)

All data are reported by the respondent based on their understanding of their child's demographics, diagnoses and personal characteristics.

State v NCI	Extensive	Some	None	N
SD	47%	48%	6%	282
NCI	49%	43%	8%	14,535

Demographics of Respondent

This section provides demographic information about the respondent.

Table 10. Language Usually Spoken at Home

New question in 2018-19

State v NCI	English	Spanish	Other	N
SD	99%	1%	1%	285
NCI	78%	15%	8%	14,603

Table 11. Respondent's Age

State v NCI	Under 35	35-54	55-74	75+	N
SD	19%	69%	12%	0%	288
NCI	14%	73%	13%	0%	14,649

Table 12. Respondent's Health

State v NCI	Excellent	Very good	Fairly good	Poor	Ν
SD	19%	51%	29%	1%	286
NCI	20%	49%	28%	3%	14,633

Table 13. Respondent's Relationship to Child

State v NCI	Parent	Sibling	Grandparent	Other	N
SD	97%	0%	2%	0%	288
NCI	95%	0%	4%	1%	14,687

Table 14. Respondent or Other Family Member Provides Paid Support to Child Receiving Services

Family Provides Paid Support to Child	SD	SD N	NCI	NCI N
No Family Member Provides Paid Support	84%	285	68%	14,459
Respondent Provides Paid Support	4%	285	20%	14,459
Other Family Member Provides Paid Support	13%	285	13%	14,459

Table 15. Number of Adults in Household

State v NCI	One	Two	Three	Four or More	N
SD	12%	64%	19%	5%	286
NCI	17%	60%	16%	7%	14,579

Table 16. Number of Children in Household (including child receiving services about whom survey is being completed)

State v NCI	One	Two	Three	Four or More	N
SD	36%	32%	21%	12%	270
NCI	34%	38%	18%	10%	14,297

Table 17. Respondent's Highest Level of Education

State v NCI	No High School Diploma or GED	High School Diploma or GED	Vocational School or Certificate Program	Some College	College Degree or Higher	N
SD	4%	17%	16%	14%	48%	286
NCI	11%	17%	7%	19%	46%	14,565

Table 18. Total Taxable Household Income of Wage Earners in the Past Year

State v NCI	No Earned Income	Up to \$15,000	\$15,001- \$25,000	\$25,001- \$50,000	\$50,001- \$75,000	Over \$75,000	Prefer Not to Say	N
SD	6%	11%	21%	18%	29%	5%	10%	284
NCI	9%	12%	19%	14%	28%	6%	13%	14,389

Table 19. Residential Designation (Urban, Suburban, or Rural)

State v NCI	Urban or suburban (in or near a city or large town)	Rural (outside of a city or town)	N
SD	66%	34%	280
NCI	81%	19%	13,560

Services and Supports Received

This section provides information about the services and supports received by the family from the state ID/DD agency.

Table 20. Services and Supports Received From ID/DD Agency

All data are reported by the respondent based on their understanding of their child's demographics, diagnoses and personal characteristics. Categories are not mutually exclusive, therefore N is not shown

Services and Supports Received From State	SD	NCI
Financial Support	67%	22%
In-home Support	13%	39%
Out-of-home Respite	43%	31%
Early Intervention	14%	12%
Transportation	31%	14%
Other	77%	54%
Self-direction or Fiscal Intermediary Services	45%	24%

Table 21. Additional Services and Supports Received (Not From the I/DD Agency)

All data are reported by the respondent based on their understanding of their child's demographics, diagnoses and personal characteristics. Categories are not mutually exclusive, therefore N is not shown

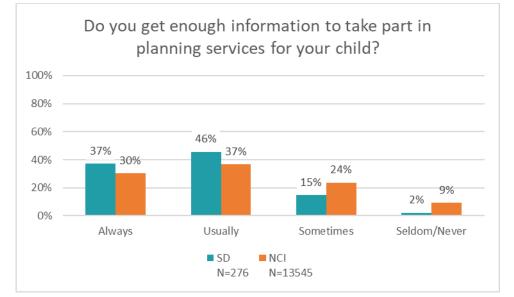
Additional Services and Supports Received	SD	NCI
Social Security Payments (SSI/SSB)	39%	36%
Services or Supports From Other Agencies or Organizations	80%	69%

Child Family Survey Results

Information and Planning Charts

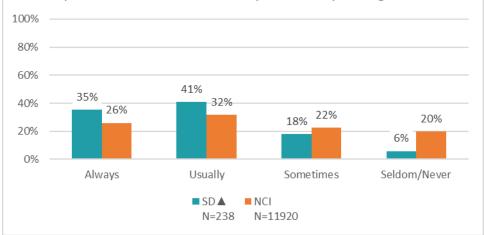
Families and children with disabilities have the information and support necessary to plan for their services and supports.

The following pages contain charts depicting the results. The same data are repeated in the accessible tables that follow.

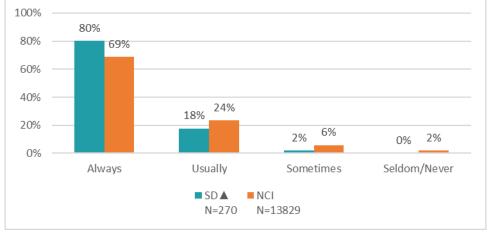


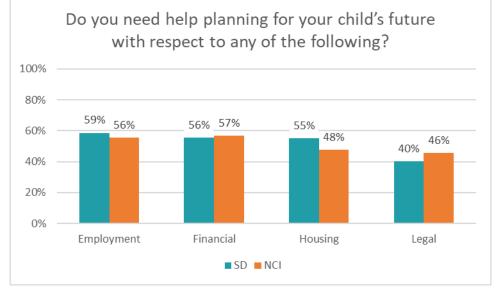
Is the information you get about services and supports easy to understand? 100% 80% 53% 60% 44% 40% 30% 26% 24% 15% 20% 6% 3% 0% Always Usually Sometimes Seldom/Never SD NCI N=280 N=13765

Do you have enough information about other public services for which your family is eligible?

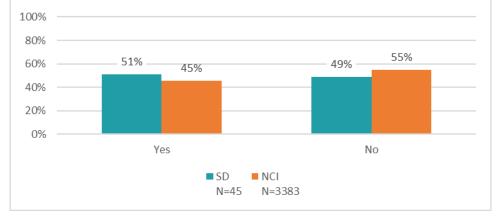


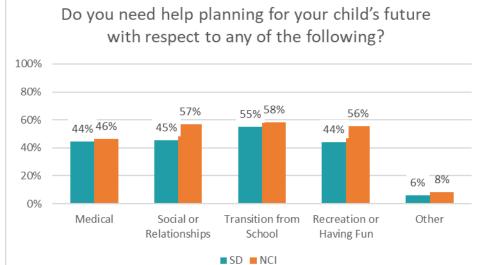
Does the case manager/service coordinator respect your family's choices and opinions?

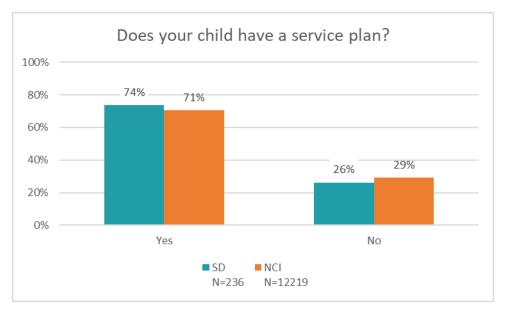


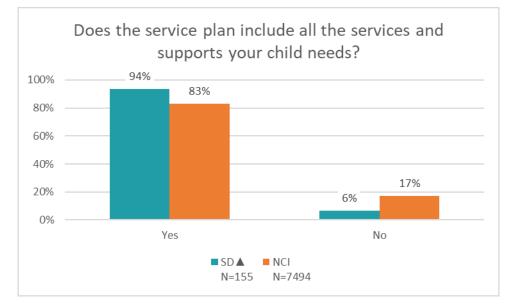


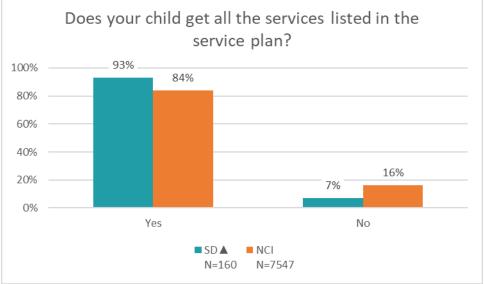
If you asked for crisis or emergency services during the past year, were services provided when needed?

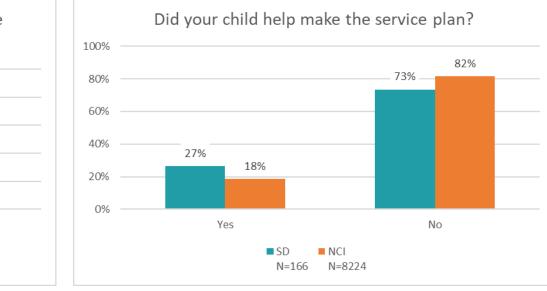






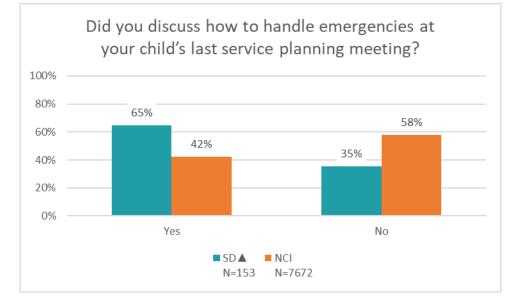


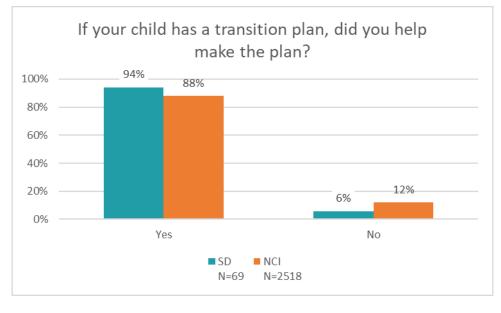


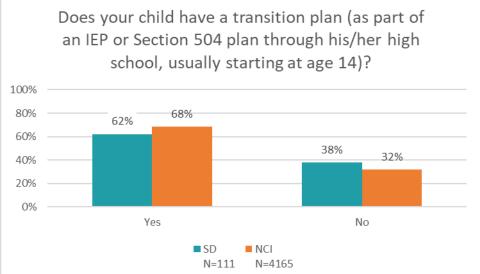


Did you or another family member help make the service plan? 94% 100% 83% 80% 60% 40% 17% 20% 6% 0% Yes No SD 🛦 NCI N=164 N=8207

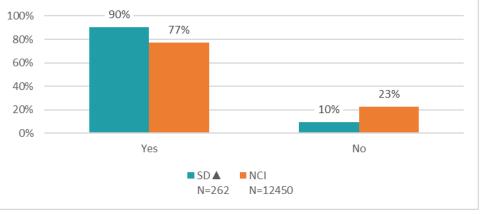
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Do you feel prepared to handle the needs of your child in an emergency such as a medical emergency or a natural disaster?



Information and Planning Tables

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

Table Q1. Do you get enough information to take part in planning services for your child?

State v NCI	Always	Usually	Sometimes	Seldom/Never	N
SD	37%	46%	15%	2%	276
NCI	30%	37%	24%	9%	13,545

Table Q2. Is the information you get about services and supports easy to understand?

State v NCI	Always	Usually	Sometimes	Seldom/Never	N
SD	30%	53%	15%	3%	280
NCI	24%	44%	26%	6%	13,765

Table Q3. Does the case manager/service coordinator respect your family's choices and opinions?

State v NCI	Always	Usually	Sometimes	Seldom/Never	N
SD▲	80%	18%	2%	0%	270
NCI	69%	24%	6%	2%	13,829

Table Q4. Do you have enough information about other public services for which your family is eligible (for example, food stamps, SSI, housing subsidies, etc.)?

State v NCI	Always	Usually	Sometimes	Seldom/Never	N
SD▲	35%	41%	18%	6%	238
NCI	26%	32%	22%	20%	11,920

Table Q5. Do you need help planning for your child's future with respect to any of the following?

Categories are not mutually exclusive, therefore N is not shown

Needs help planning for	SD	NCI
Employment	59%	56%
Financial	56%	57%
Housing	55%	48%
Legal	40%	46%
Medical	44%	46%
Social or Relationships	45%	57%
Transition from School	55%	58%
Recreation, Having Fun	44%	56%
Other	6%	8%

Table Q6. If you asked for crisis or emergency services during the past year, were services provided when needed?

State v NCI	Yes	No	N
SD	51%	49%	45
NCI	45%	55%	3,383

Table Q7. Does your child have a service plan?

State v NCI	Yes	No	N
SD	74%	26%	236
NCI	71%	29%	12,219

Table Q8. Does the service plan include all the services and supports your child needs?

State v NCI	Yes	No	N
SD▲	94%	6%	155
NCI	83%	17%	7,494

Table Q9. Does your child get all of the services listed in the service plan?

State v NCI	Yes	No	N
SD▲	93%	7%	160
NCI	84%	16%	7,547

Table Q10. Did you or someone else in your family help make the service plan?

State v NCI	Yes	No	N
SD▲	94%	6%	164
NCI	83%	17%	8,207

Table Q11. Did your child help make the service plan?

State v NCI	Yes	No	N
SD	27%	73%	166
NCI	18%	82%	8,224

Table Q12. Did you discuss how to handle emergencies (such as a medical emergency or a natural disaster) at your child's last service planning meeting?

State v NCI	Yes	Νο	N
SD▲	65%	35%	153
NCI	42%	58%	7,672

Table Q13. Does your child have a transition plan (as part of an IEP or Section 504 plan through his/her high school, usually starting at age 14)?

State v NCI	Yes	No	N
SD	62%	38%	111
NCI	68%	32%	4,165

Table Q14. If child has a transition plan, did you help make the plan?

State v NCI	Yes	No	N
SD	94%	6%	69
NCI	88%	12%	2,518

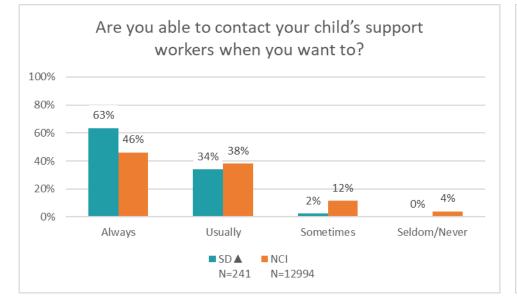
Table Q15. Do you feel prepared to handle the needs of your child in an emergency such as a medical emergency or a natural disaster?

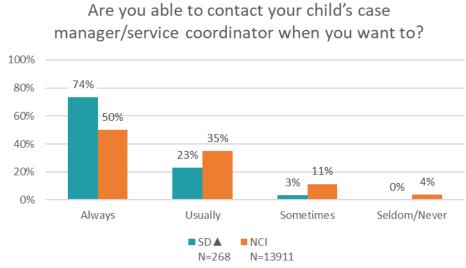
State v NCI	Yes	No	N
SD▲	90%	10%	262
NCI	77%	23%	12,450

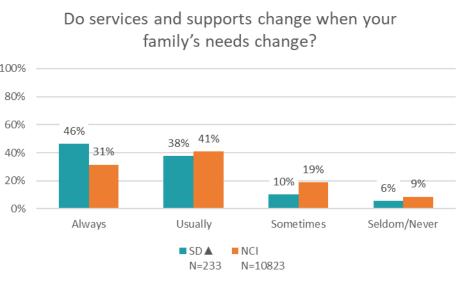
Access and Delivery of Services and Supports Charts

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

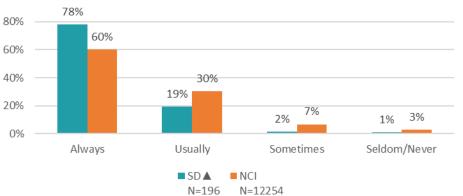
The following pages contain charts depicting the results. The same data are repeated in the accessible tables that follow.





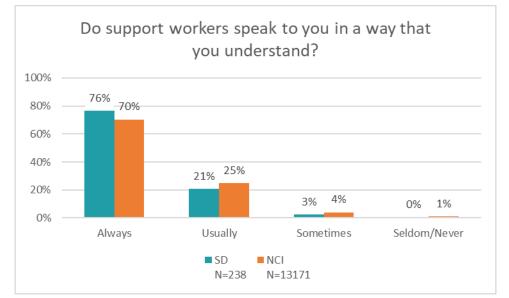




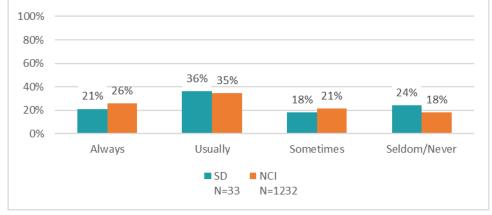


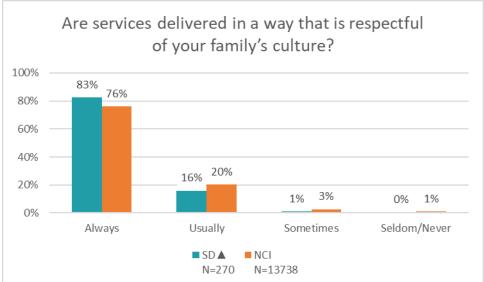
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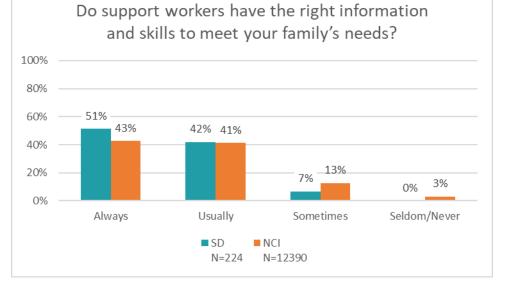
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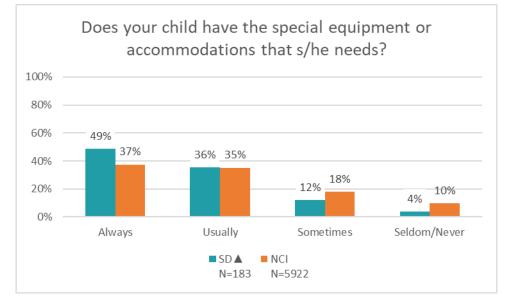


If your child does not communicate verbally, are there support workers who can communicate with him/her?

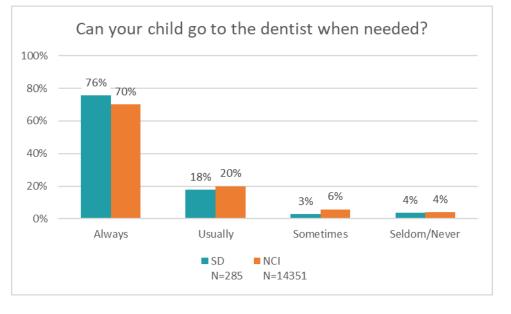




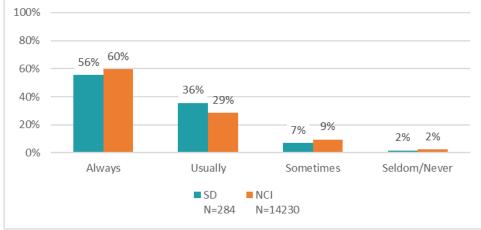


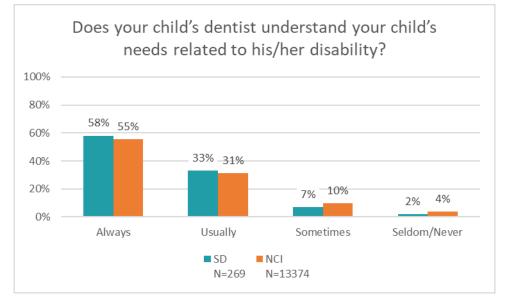


Can your child see health professionals when needed? 100% 80% 80% 71% 60% 40% 23% 17% 20% 4% 5% 0% 1% 0% Always Usually Sometimes Seldom/Never SD 🛦 NCI N=289 N=14457

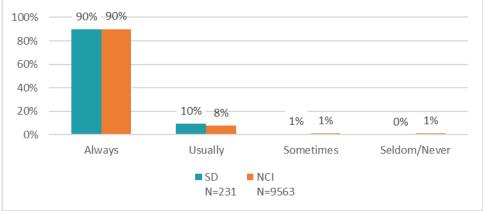


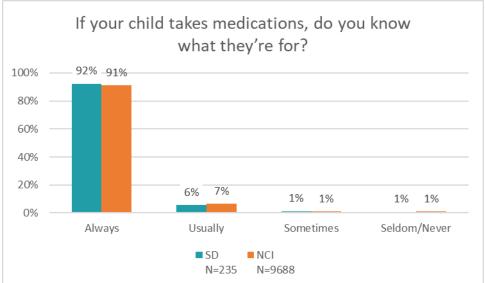
Does your child's primary care doctor understand his/her needs related to his/her disability?



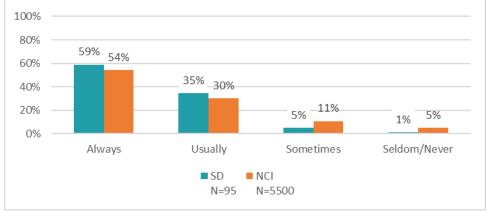


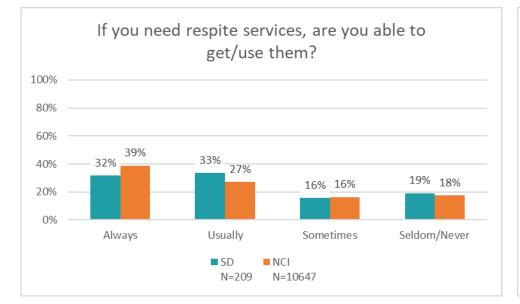
Do you know when your child should take the medication, how much to take, and the potential side effects?

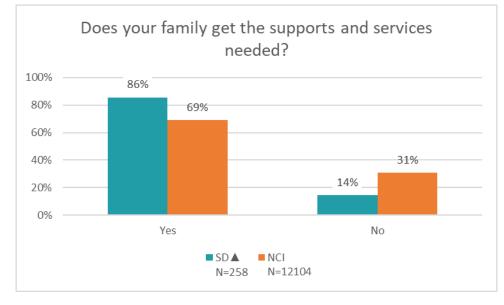


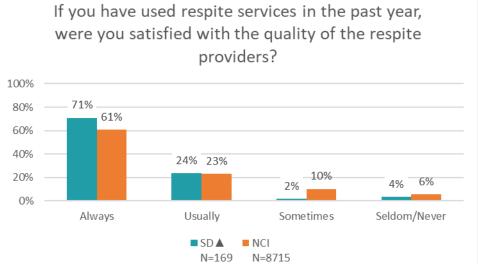


If your child uses mental health services, does the mental health professional understand your child's needs related to his/her disability?

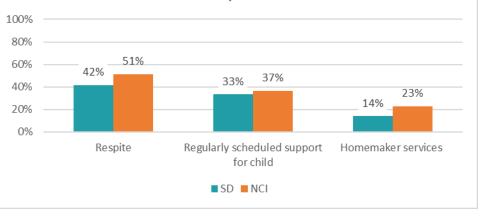


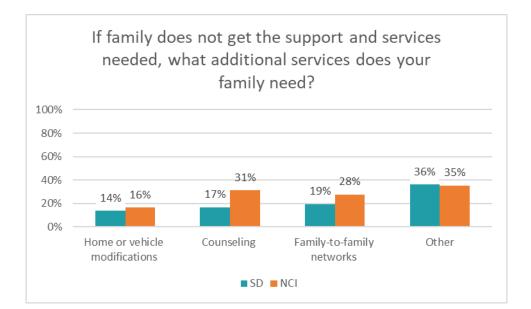






If family does not get the support and services needed, what additional services does your family need?





Access and Delivery of Services and Supports Tables

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

Table Q16. Are you able to contact your child's support workers when you want?

State v NCI	Always	Usually	Sometimes	Seldom/Never	N
SD▲	63%	34%	2%	0%	241
NCI	46%	38%	12%	4%	12,994

Table Q17. Are you able to contact your child's case manager/service coordinator when you want?

State v NCI	Always	Usually	Sometimes	Seldom/Never	N
SD▲	74%	23%	3%	0%	268
NCI	50%	35%	11%	4%	13,911

Table Q18. Do support workers come and go when they are supposed to?

State v NCI	Always	Usually	Sometimes	Seldom/Never	N
SD▲	78%	19%	2%	1%	196
NCI	60%	30%	7%	3%	12,254

Table Q19. Do services and supports change when your family's needs change?

State v NCI	Always	Usually	Sometimes	Seldom/Never	Ν
SD▲	46%	38%	10%	6%	233
NCI	31%	41%	19%	9%	10,823

Table Q20. Do support workers speak to you in a way you understand?

State v NCI	Always	Usually	Sometimes	Seldom/Never	N
SD	76%	21%	3%	0%	238
NCI	70%	25%	4%	1%	13,171

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

State v NCI	Always	Usually	Sometimes	Seldom/Never	Ν
SD▲	83%	16%	1%	0%	270
NCI	76%	20%	3%	1%	13,738

Table Q22. If your child does not communicate verbally (for example, uses gestures or sign language, or a communication aid), are there support workers who can communicate with him/her?

State v NCI	Always	Usually	Sometimes	Seldom/Never	N
SD	21%	36%	18%	24%	33
NCI	26%	35%	21%	18%	1,232

Table Q23. Do support workers have the right information and skills to meet your family's needs?

State v NCI	Always	Usually	Sometimes	Seldom/Never	N
SD	51%	42%	7%	0%	224
NCI	43%	41%	13%	3%	12,390

Table Q24. Does your child have the special equipment or accommodations that s/he needs?

State v NCI	Always	Usually	Sometimes	Seldom/Never	N
SD▲	49%	36%	12%	4%	183
NCI	37%	35%	18%	10%	5,922

Table Q25. Can your child see health professionals when needed (for example, doctor, dentist, psychologist)?

State v NCI	Always	Usually	Sometimes	Seldom/Never	N
SD▲	80%	17%	4%	0%	289
NCI	71%	23%	5%	1%	14,457

Table Q26. Does your child's primary care doctor understand your child's needs related to his/her disability?

State v NCI	Always	Usually	Sometimes	Seldom/Never	N
SD	56%	36%	7%	2%	284
NCI	60%	29%	9%	2%	14,230

Table Q27. Can your child go to the dentist when needed?

Question changed from previous years

State v NCI	Always	Usually	Sometimes	Seldom/Never	N
SD	76%	18%	3%	4%	285
NCI	70%	20%	6%	4%	14,351

Table Q28. Does your child's dentist understand your child's needs related to his/her disability?

State v NCI	Always	Usually	Sometimes	Seldom/Never	N
SD	58%	33%	7%	2%	269
NCI	55%	31%	10%	4%	13,374

Table Q29. If your child takes medications, do you know what they're for?

State v NCI	Always	Usually	Sometimes	Seldom/Never	N
SD	92%	6%	1%	1%	235
NCI	91%	7%	1%	1%	9,688

Table Q30. Do you know when your child should take the medication, how much to take, and the potential side effects?

State v NCI	Always	Usually	Sometimes	Seldom/Never	N
SD	90%	10%	1%	0%	231
NCI	90%	8%	1%	1%	9,563

Table Q31. If your child uses mental health services, does the mental health professional understand your child's needs related to his/her disability?

State v NCI	Always	Usually	Sometimes	Seldom/Never	N
SD	59%	35%	5%	1%	95
NCI	54%	30%	11%	5%	5,500

Table Q32. If you need respite services, are you able to get/use them?

State v NCI	Always	Usually	Sometimes	Seldom/Never	N
SD	32%	33%	16%	19%	209
NCI	39%	27%	16%	18%	10,647

Table Q33. If you have used respite services in the past year, were you satisfied with the quality of the respite services?

State v NCI	Always	Usually	Sometimes	Seldom/Never	N
SD▲	71%	24%	2%	4%	169
NCI	61%	23%	10%	6%	8,715

Table Q34. Does your family get the supports and services it needs?

State v NCI	Yes	No	N
SD▲	86%	14%	258
NCI	69%	31%	12,104

Table Q35. If your family does not get the support and services needed, what additional services does your family need?

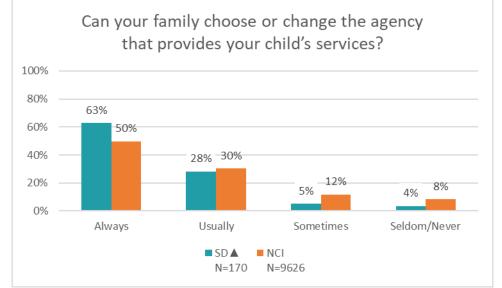
Categories are not mutually exclusive, therefore N is not shown

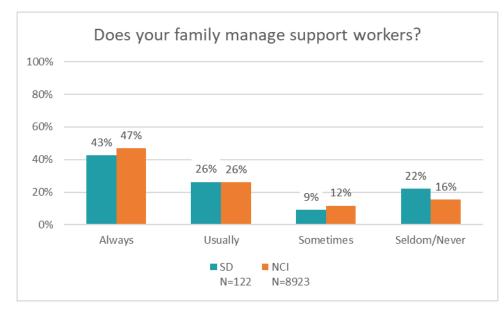
Additional Service Needed	SD	NCI
Respite	42%	51%
Regularly scheduled support for child	33%	37%
Homemaker services	14%	23%
Home or vehicle modifications	14%	16%
Counseling	17%	31%
Family-to-family networks	19%	28%
Other	36%	35%

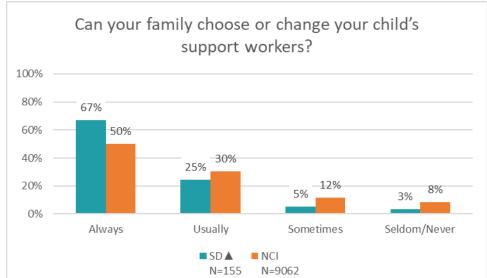
Choice, Decision Making and Control Charts

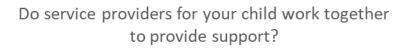
Families and children with disabilities determine the services and supports they receive and the individuals or agencies who provide them.

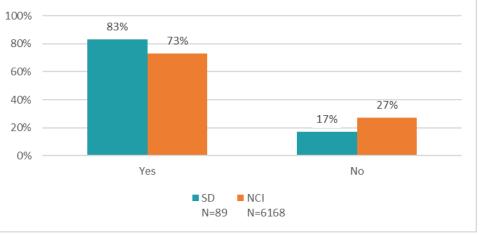
The following pages contain charts depicting the results. The same data are repeated in the accessible tables that follow.

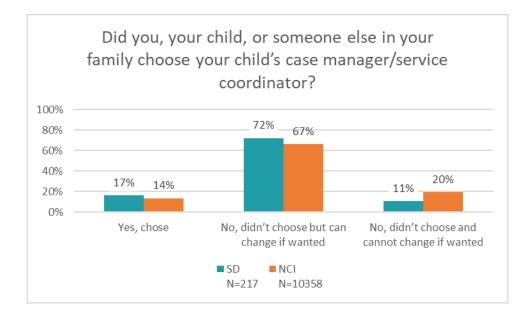












Choice, Decision Making and Control Tables

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

Table Q36. Can your family choose or change the agency that provides your child's services?

State v NCI	Always	Usually	Sometimes	Seldom/Never	N
SD▲	63%	28%	5%	4%	170
NCI	50%	30%	12%	8%	9,626

Table Q37. Can your family choose or change your child's support workers?

State v NCI	Always	Usually	Sometimes	Seldom/Never	N
SD▲	67%	25%	5%	3%	155
NCI	50%	30%	12%	8%	9,062

Table Q38. Does your family manage support staff?

State v NCI	Always	Usually	Sometimes	Seldom/Never	N
SD	43%	26%	9%	22%	122
NCI	47%	26%	12%	16%	8,923

Table Q39. Do service providers for your child work together to provide support?

State v NCI	Yes	No	N
SD	83%	17%	89
NCI	73%	27%	6,168

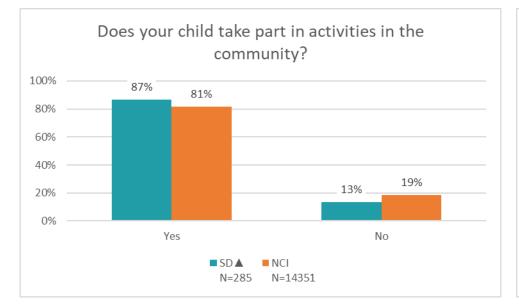
Table Q40. Did you, your child, or someone else in your family choose your child's case manager/service coordinator?

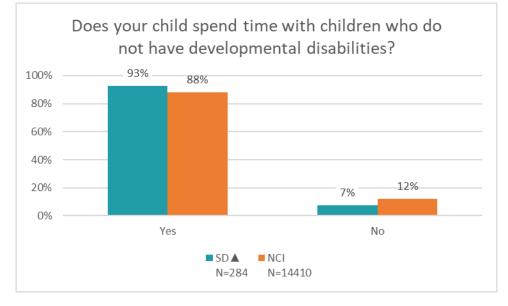
Chose case manager/service coordinator	SD	SD N	NCI	NCI N
Yes, chose	17%	217	14%	10,358
No, didn't choose but can change if wanted	72%	217	67%	10,358
No, didn't choose and cannot change if wanted	11%	217	20%	10,358

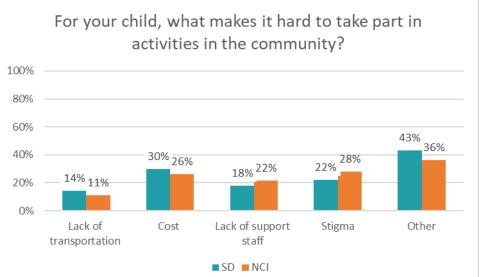
Involvement in the Community Charts

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

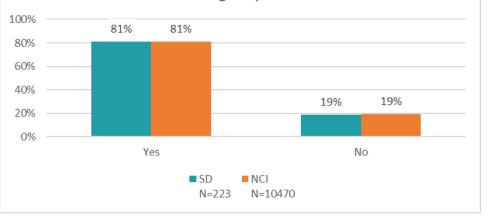
The following pages contain charts depicting the results. The same data are repeated in the accessible tables that follow.



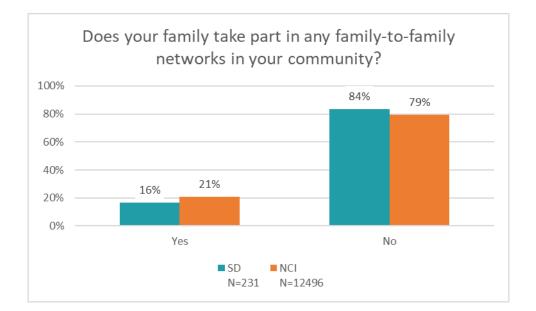




In your community, are there resources that your family can use that are not provided by the IDD agency?



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Involvement in the Community Tables

Children with disabilities use integrated community services and participate in everyday community activities.

Table Q41. Does your child take part in activities in the community?

State v NCI	Yes	No	Ν
SD▲	87%	13%	285
NCI	81%	19%	14,351

Table Q42. For your child, what makes it hard to take part in activities in the community?

Question is rephrased from previous years

Obstacles or barriers	SD	NCI
Lack of transportation	14%	11%
Cost	30%	26%
Lack of support staff	18%	22%
Stigma	22%	28%
Other	43%	36%

Table Q43. Does your child spend time with children who do not have developmental disabilities?

State v NCI	Yes	No	N
SD▲	93%	7%	284
NCI	88%	12%	14,410

Table Q44. In your community, are there resources that your family can use that are not provided by the IDD agency (for example, recreational programs, community housing, library programs, religious groups, etc.)?

State v NCI	Yes	No	N
SD	81%	19%	223
NCI	81%	19%	10,470

Table Q45. Does your family take part in any family-to-family networks in your community (for example, Parent to Parent, sibling networks, etc.)?

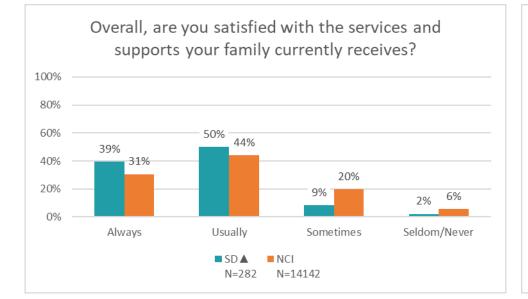
State v NCI	Yes	No	N
SD	16%	84%	231
NCI	21%	79%	12,496

Satisfaction With Services and Supports Charts

Families and children with disabilities receive adequate and satisfactory supports.

The following pages contain charts depicting the results. The same data are repeated in the accessible tables that follow.

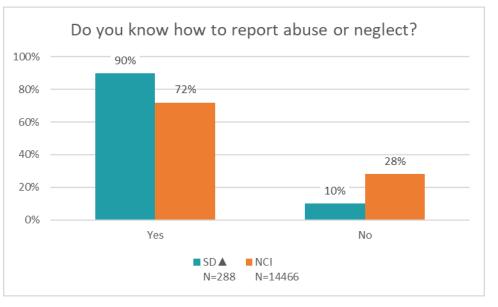
No/Don't Know



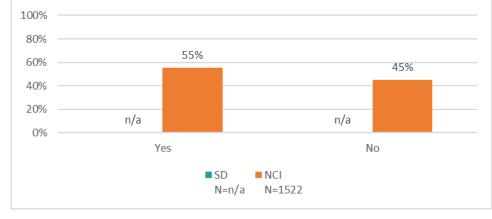
Do you know how to file a complaint or grievance about provider agencies or staff?

Yes

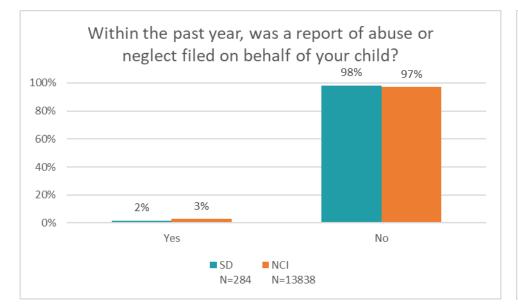
SD A NCI N=288 N=14494



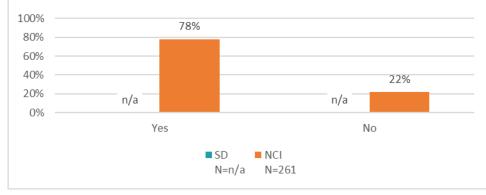
If a complaint or grievance was filed or resolved in the past year, are you satisfied with the way it was handled and resolved?

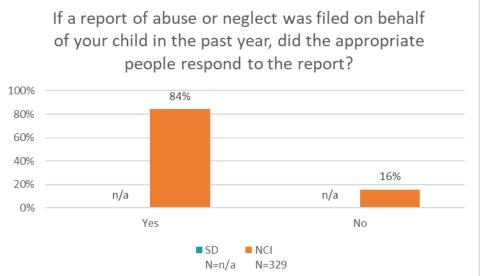


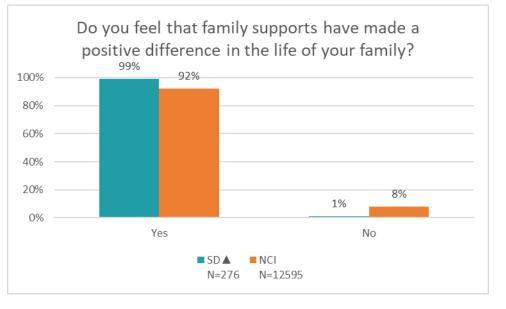
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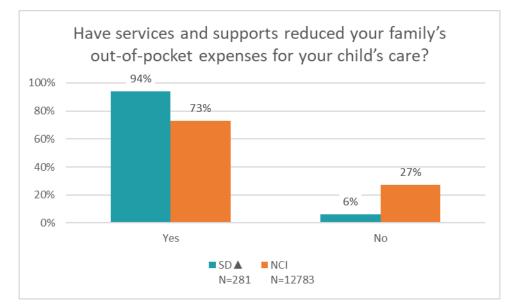


If someone outside of your family reported abuse or neglect on behalf of your child in the past year, were you notified of the report in a timely manner?

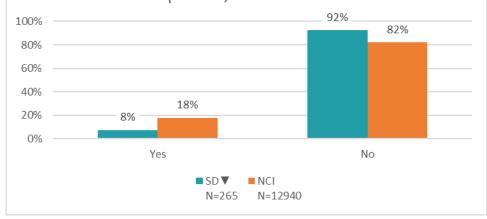


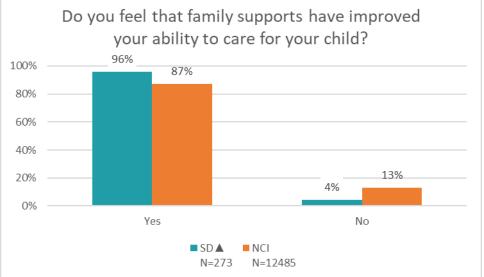




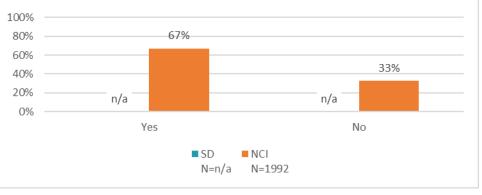


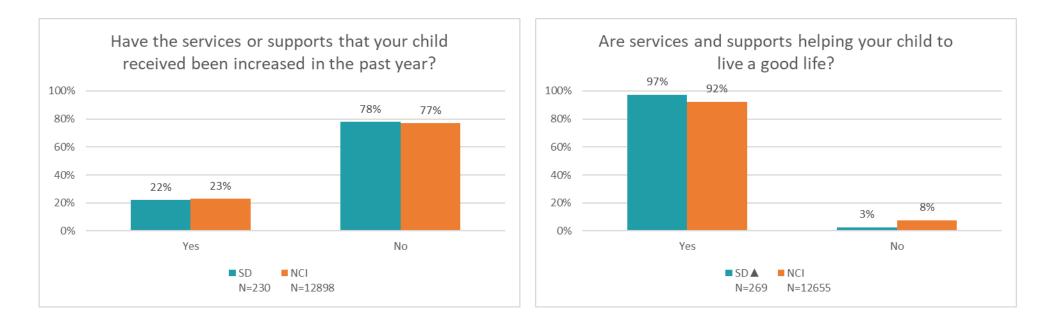
Have the services or supports that your family or child received during the past year been reduced, suspended, or terminated?





If services were reduced in the past year, did the reduction, suspension, or termination of these services or supports affect your family or your child negatively?





Satisfaction With Services and Supports Tables

Families and children with disabilities receive adequate and satisfactory supports.

Table Q46. Overall, are you satisfied with the services and supports your family currently receives?

State v NCI	Always	Usually	Sometimes	Seldom/Never	N
SD▲	39%	50%	9%	2%	282
NCI	31%	44%	20%	6%	14,142

Table Q47. Do you know how to file a complaint or grievance about provider agencies or staff?²

State v NCI	Yes	No	Ν
SD▲	71%	29%	288
NCI	48%	n/a	14,494

Table Q48. If a complaint or grievance was filed or resolved in the past year, are you satisfied with the way it was handled and resolved?

State v NCI	Yes	No	N
SD	n/a	n/a	n/a
NCI	55%	45%	1,522

Table Q49. Do you know how to report abuse or neglect?³

State v NCI	Yes	No	N
SD▲	90%	10%	288
NCI	72%	28%	14,466

Table Q50. Within the past year, was a report of abuse or neglect filed on behalf of your child?

State v NCI	Yes	No	N
SD	2%	98%	284
NCI	3%	97%	13,838

² Don't Know' responses were included in 'No' responses for this question.

³ Don't Know' responses were included in 'No' responses for this question.

Table Q51. If abuse or neglect was reported on behalf of your child in the past year, did the appropriate people respond to the report?

State v NCI	Yes	No	N
SD	n/a	n/a	n/a
NCI	84%	16%	329

Table Q52. If someone outside of your family reported abuse or neglect on behalf of your child in the past year, were you notified of the report in a timely manner?

State v NCI	Yes	No	N
SD	n/a	n/a	n/a
NCI	78%	22%	261

Table Q53. Do you feel that services and supports have made a positive difference in the life of your family?

State v NCI	Yes	No	N
SD▲	99%	1%	276
NCI	92%	8%	12,595

Table Q54. Have services and supports reduced your family's out-of-pocket expenses for your child's care?

State v NCI	Yes	No	N
SD▲	94%	6%	281
NCI	73%	27%	12,783

Table Q55. Do you feel that family supports have improved your ability to care for your child?

State v NCI	Yes	No	N
SD▲	96%	4%	273
NCI	87%	13%	12,485

Table Q56. Have the services or supports that your family or child received during the past year been reduced, suspended, or terminated?

State v NCI	Yes	No	N
SD▼	8%	92%	265
NCI	18%	82%	12,940

Table Q57. If services or supports received by the family were reduced, suspended or terminated during the past year, did the change in services affect your child negatively?

State v NCI	Yes	No	N
SD	n/a	n/a	n/a
NCI	67%	33%	1,992

Table Q58. Have the services or supports that your child received been increased in the past year?

State v NCI	Yes	No	N
SD	22%	78%	230
NCI	23%	77%	12,898

Table Q59. Are services and supports helping your child to live a good life?

State v NCI	Yes	No	N
SD▲	97%	3%	269
NCI	92%	8%	12,655