What We Learned from the National Core Indicators Family/Guardian Survey

NCI Results from Families in Utah
User-Friendly Version, 2012-13

Who helped with this report?

We'd like to thank the 2010 members of the California Developmental Disabilities Consumer Advisory Committee. Their ideas helped make this report easy to understand! We'd also like to thank everyone who let us take and use their pictures. They helped make this report interesting.

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A Collaborative Effort of:

NASDDDS
National Association of State Directors of Developmental Disabilities Services

HSRI Human Services Research Institute

Cover art by Donald Roberts (1962 -2009)

Donald was a former member of the statewide Consumer Advisory Committee in California, Valley Mountain Regional Center Board of Directors, Olmstead Advisory Committee, California Memorial Project, and Self-Advocacy Council 6. Donald was dedicated to the empowerment of people with disabilities and expressed his experiences and dreams through his artwork.

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

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

The NCI Family/Guardian Surveys are mailed to families in many states. States use the surveys to find out if families are happy with the services their family member gets.

Who answers the questions on a Family/Guardian Survey?

The questions on the Family/Guardian survey are answered by a family member or guardian of an adult who gets services from the state (like a parent or other family member). The person who answered the survey *does not* live with the person getting services from the state. The person who answered the question *is not* the person who gets the services. Each time the state surveys families, a new group of families is asked to participate.

What is in this Report?

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

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

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

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

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

Things to know before you start reading this report:

These questions were not asked to the person who gets the services. The questions were answered by someone who *does not* live with the person but knows the person well. Most of the time, a parent or guardian answered the questions.

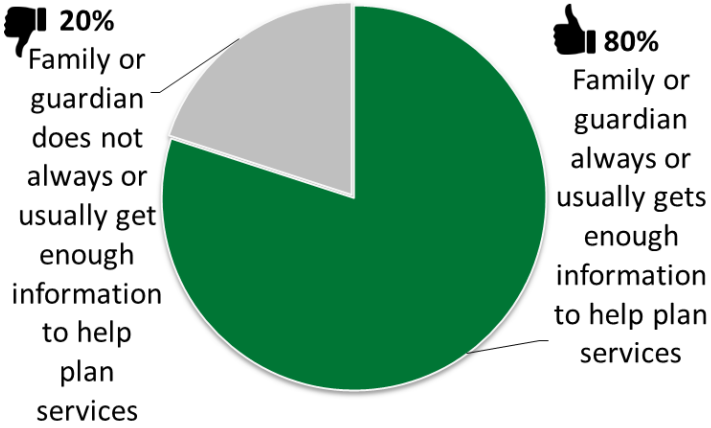
When questions say “family member,” it means the person getting services from the state.

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

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

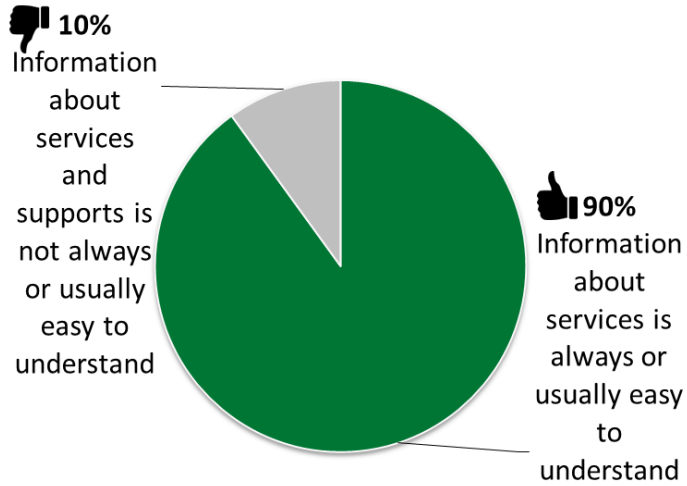
When it's time to plan services, sometimes other people want to help. NCI asked families about the information they get to help plan services.

Do you get enough information to help plan services for your family member?



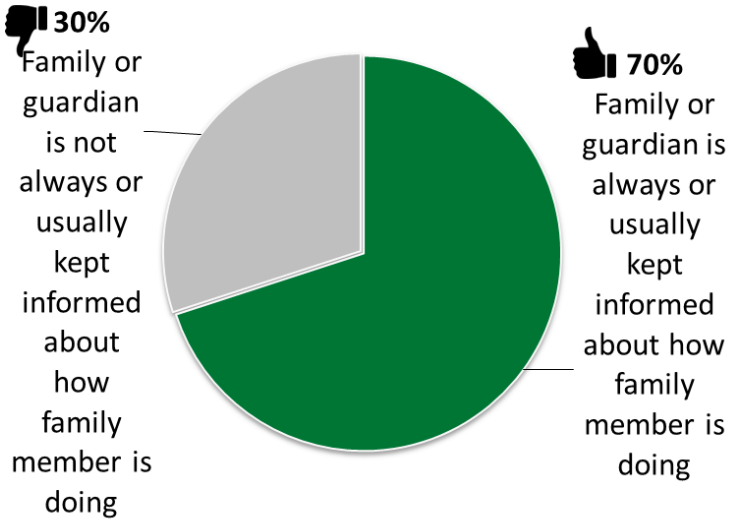
NCI tells us **8** out of every **10** people said they **always or usually get enough information to help plan services for their family member**.

Is the information you get about services easy to understand?



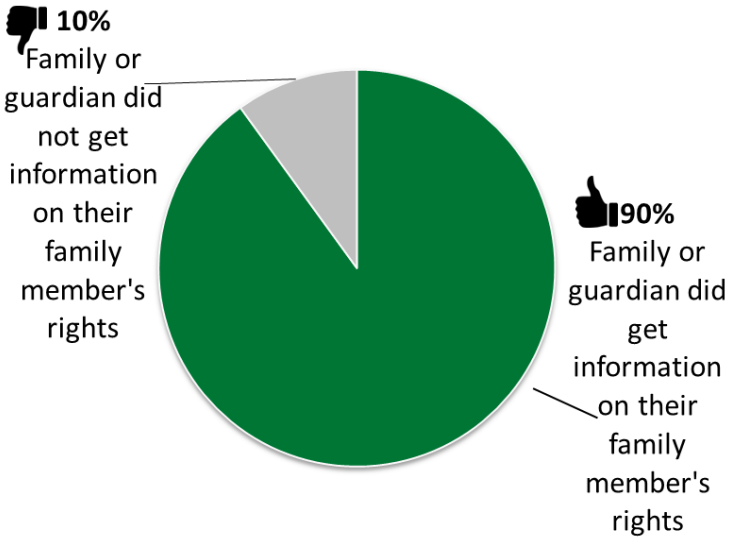
NCI tells us **9** out of every **10** people said **the information they get about services is always or usually easy to understand**.

Are you kept informed about how your family member is doing?



NCI tells us **7** out of every **10** people said **they are always or usually kept informed about how their family member is doing**.

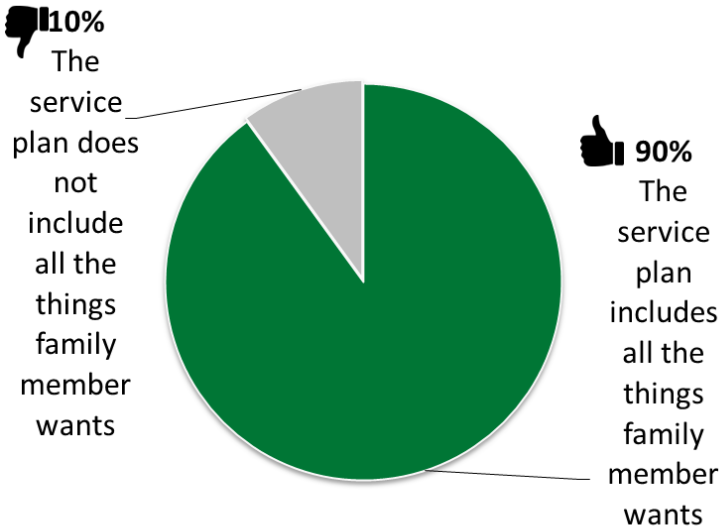
Did your family get information about your family member's rights? Like the right to privacy, the right to dignity and respect, and the right to be free from abuse.



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

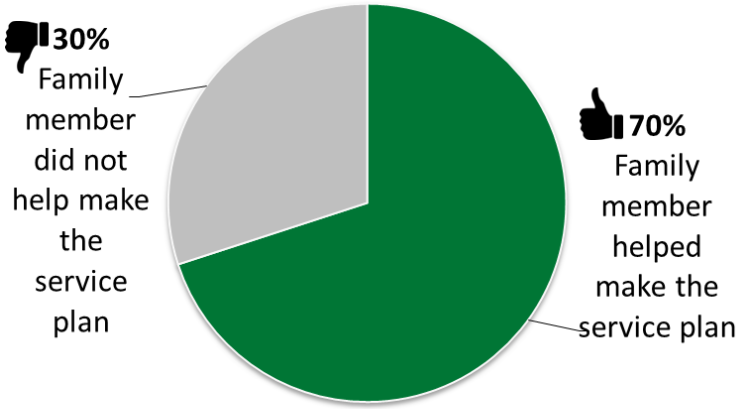
People receiving services have a service plan. The service plan should include things the person wants and needs.

Does the service plan have all the things your family member wants?



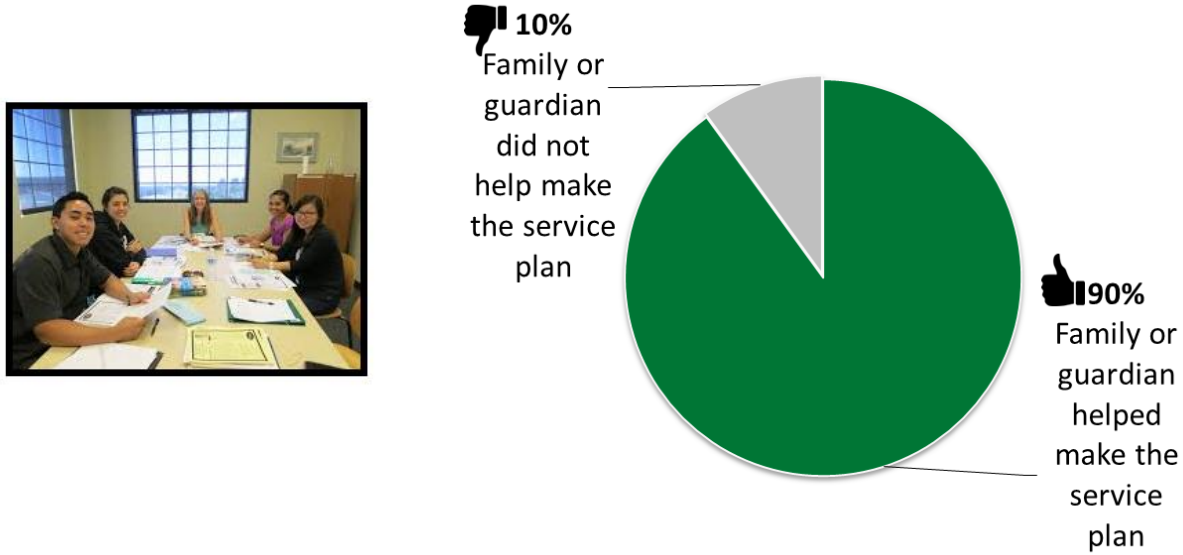
NCI tells us **9** out of every **10** people said **the service plan has all the things their family member wants**.

Did your family member help make the service plan?



NCI tells us **7** out of every **10** people said **their family member helped make the service plan**.

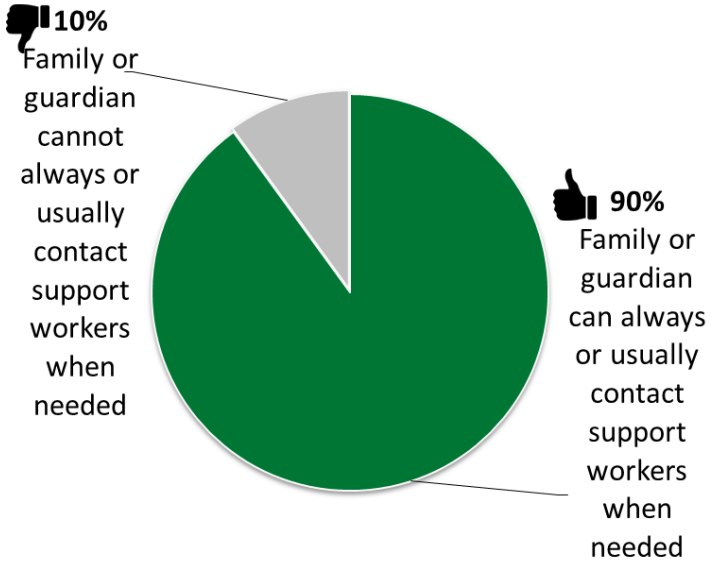
Did you help make the service plan?



NCI tells us **9** out of every **10** people said **they helped make the service plan**.

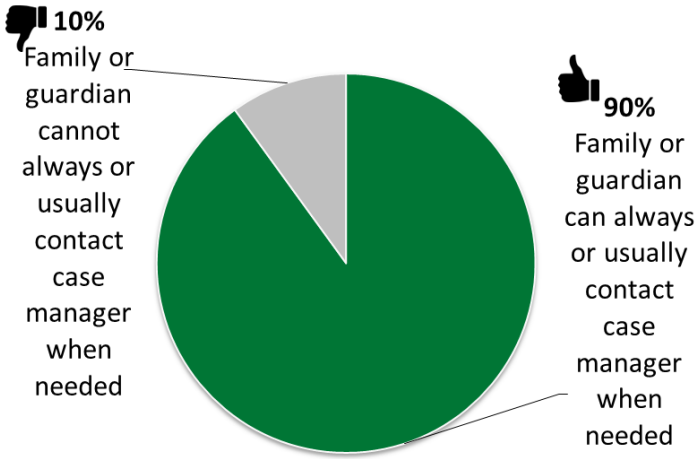
It is important to be able to contact support workers and case managers. NCI asked if families could contact support workers and case managers when they were needed.

Can you contact support workers when needed?



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

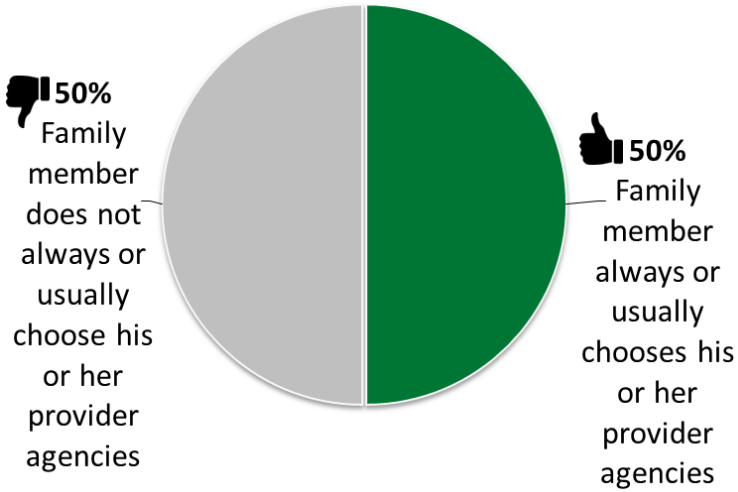
Can you contact your family member's case manager when needed?



NCI tells us **9** out of every **10** people said **they can always or usually contact their family member's case manager when needed**.

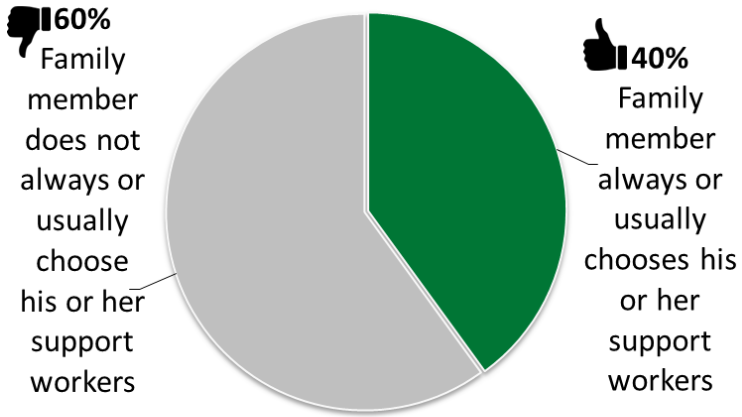
NCI asked families if they chose the support workers and case manager who work with the person receiving services.

Does your family member choose his or her provider agencies?



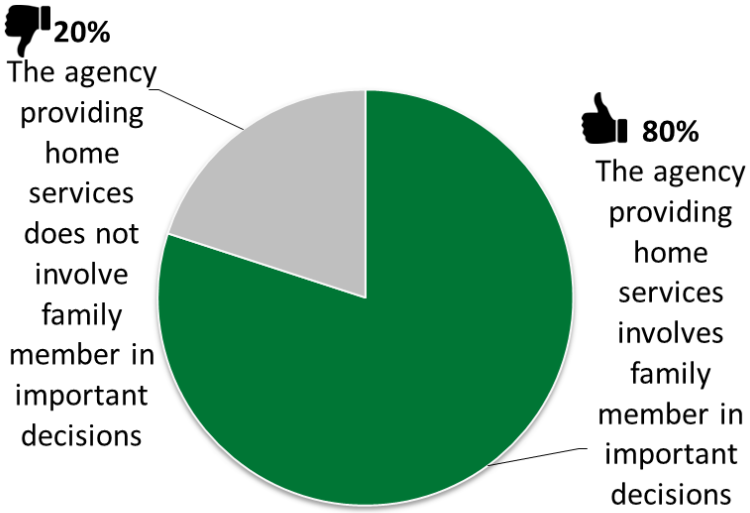
NCI tells us **5** out of every **10** people said **their family member always or usually chooses his or her provider agencies.**

Does your family member choose his or her support workers?



NCI tells us **4** out of every **10** people said **their family member always or usually chooses his or her support workers.**

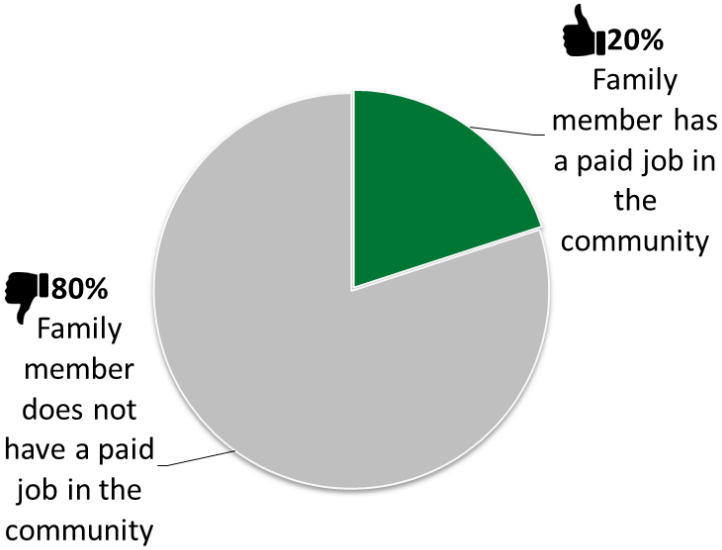
Does the agency providing home services involve your family member in important decisions?



NCI tells us **8** out of every **10** people said **the agency providing home services involves their family member in important decisions.**

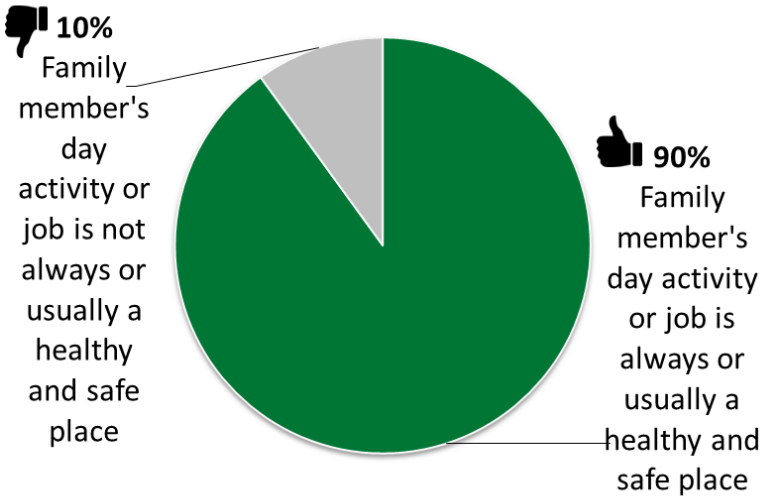
NCI asked questions about what the person did during the day.

Does your family member have a paid job in the community?



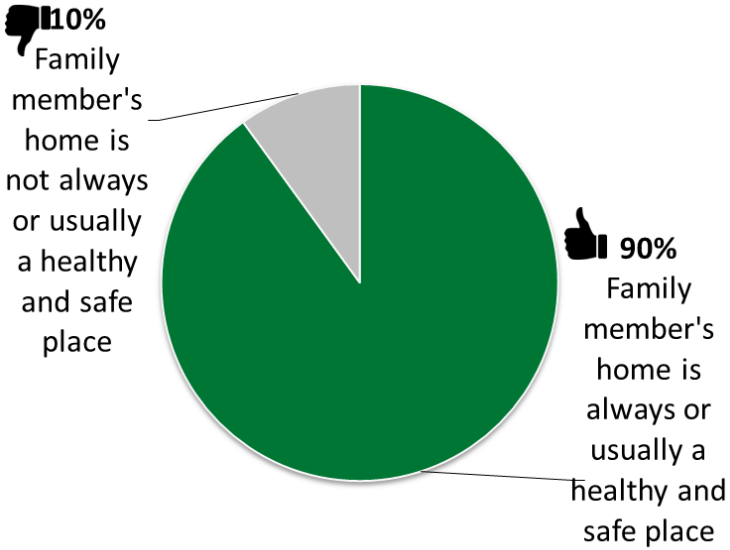
NCI tells us **2** out of every **10** people said **their family member has a paid job in the community**.

Do you feel your family member's day activity or job is a healthy and safe place?



NCI tells us **9** out of every **10** people said their **family member's day activity or job is always or usually a healthy and safe place**.

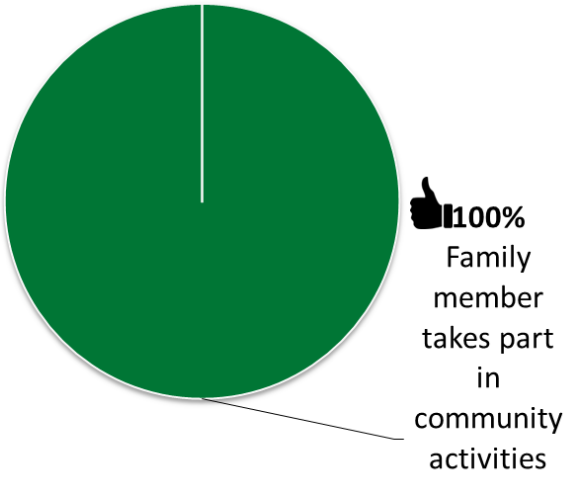
Do you feel that your family member's home is a healthy and safe place?



NCI tells us **9** out of every **10** people said **their family member's home is always or usually a healthy and safe place.**

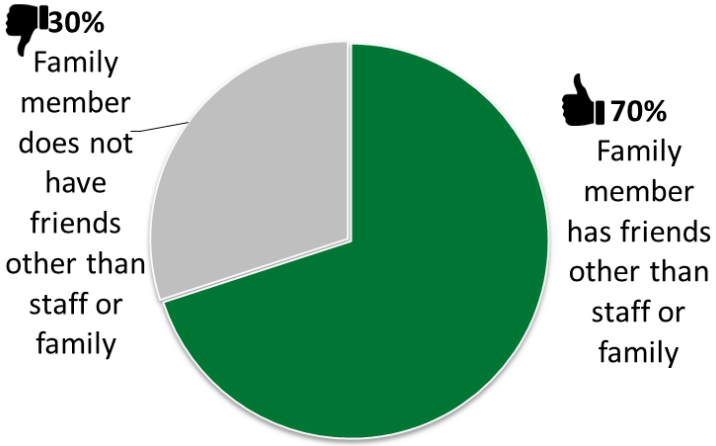
NCI asked whether people joined in community activities (like sports, religious or spiritual services, and entertainment).

Does your family member take part in community activities?



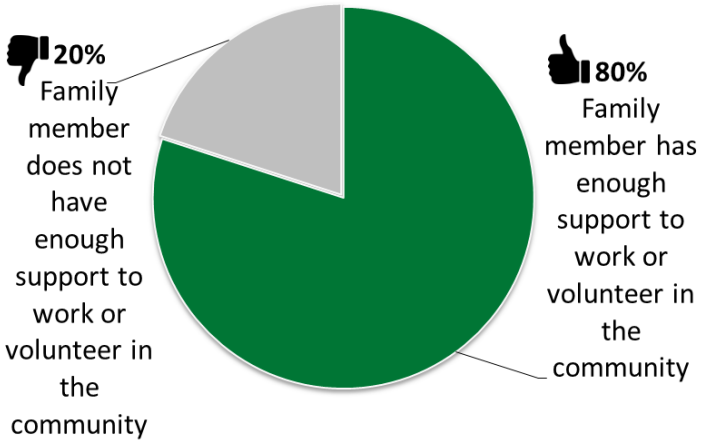
NCI tells us **10** out of every **10** people said **their family member takes part in community activities**.

Does your family member have friends other than staff or family?



NCI tells us **7** out of every **10** people said **their family member has friends other than staff or family**.

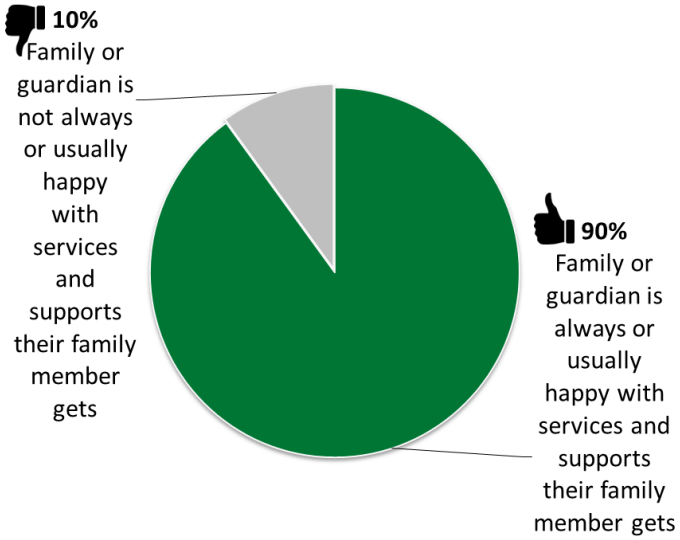
Does your family member have enough support to work or volunteer in the community?



NCI tells us **8** out of every **10** people said **their family member has enough support to work or volunteer in the community.**

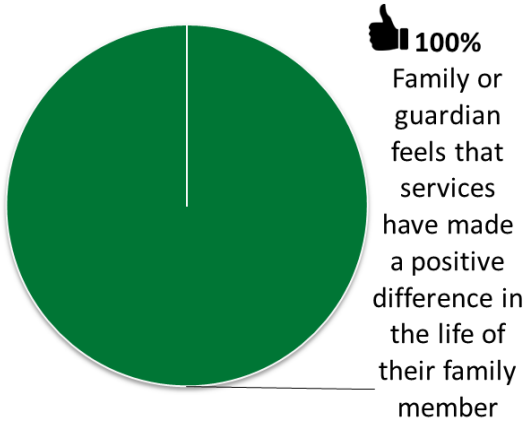
NCI asked how families felt about the services and supports their family member gets.

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



NCI tells us **9** out of every **10** people said **they are always or usually happy with the services and supports their family member gets**.

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



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NATIONAL CORE INDICATORS

http://www.nationalcoreindicators.org/

A Collaborative Effort of

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