



NATIONAL CORE
INDICATORS

Child Family Survey

Condensed Report
2013-2014

Information and Planning

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

Condensed Measures

Information and Planning	UTAH		NCI		Difference	Classification	UTAH
	N	%	N	%			Always/Usually
<i>Receives information about available services and supports:</i>	273	21%	2,121	24%	-3%	Within Average Range	55%
<i>Information about services and supports is easy to understand:</i>	251	26%	1,934	28%	-2%	Within Average Range	69%
<i>Information about services and supports comes from support coordinator:</i>	262	39%	1,984	36%	3%	Within Average Range	74%
<i>Support coordinator respects family's choices and opinions:</i>	271	85%	2,016	72%	13%	Significantly Above Average	98%
<i>Support coordinator tells family about other public services for which family is eligible:</i>	248	27%	1,966	32%	-5%	Within Average Range	53%
<i>Child has a service plan:</i>	244	91%	1,838	88%	3%	Within Average Range	N/A
<i>Respondent helped develop child's service plan:</i>	219	96%	1,567	97%	-1%	Within Average Range	N/A
<i>Service plan includes all the services and supports the family wants:</i>	205	82%	1,435	78%	4%	Within Average Range	N/A
<i>Service plan includes all the services and supports the family needs:</i>	196	78%	1,421	70%	8%	Significantly Above Average	N/A
<i>Family receives all services listed in the service plan:</i>	201	92%	1,438	85%	7%	Significantly Above Average	N/A
<i>Respondent discussed how to handle emergencies related to child at last service planning meeting:</i>	182	73%	1,402	70%	3%	Within Average Range	N/A
<i>Respondent received information about family's rights:</i>	215	96%	1,835	92%	4%	Significantly Above Average	N/A

Access and Delivery of Services

Families and family members with disabilities get the services and supports they need

Condensed Measures

Access and Delivery of Services and Supports	UTAH		NCI		Difference	Classification	UTAH
	N	%	N	%			Always/Usually
<i>Respondent is able to contact support workers when needed:</i>	278	64%	1,994	56%	8%	Significantly Above Average	95%
<i>Respondent is able to contact support coordinator when needed:</i>	283	65%	2,089	55%	10%	Significantly Above Average	93%
<i>Services and supports are available when they are needed:</i>	276	38%	2,006	35%	3%	Within Average Range	80%
<i>Services and supports are available within a reasonable distance from the family home:</i>	262	51%	1,898	40%	11%	Significantly Above Average	83%
<i>Services and supports change when child's needs change:</i>	246	40%	1,779	38%	2%	Within Average Range	81%
<i>Support workers communicate effectively in primary language (if English):</i>	240	78%	1,760	76%	2%	Within Average Range	97%
<i>Support workers can communicate with the child (if non-verbal):</i>	117	32%	732	33%	-1%	Within Average Range	74%
<i>Services are delivered in a manner that is respectful to family's culture:</i>	265	83%	1,912	74%	9%	Significantly Above Average	98%
<i>Child has access to special equipment or accommodations needed:</i>	174	40%	1,238	44%	-4%	Within Average Range	80%
<i>Support workers have the right training to meet the child's needs:</i>	261	52%	1,838	49%	3%	Within Average Range	90%
<i>Support workers who come to the home arrive on time and when scheduled:</i>	268	54%	1,826	56%	-2%	Within Average Range	92%
<i>Crisis or emergency services were provided when needed (if requested in past year):</i>	61	87%	558	69%	18%	Significantly Above Average	N/A
<i>Respondent has access to health services for the child:</i>	271	100%	2,068	98%	2%	Significantly Above Average	N/A
<i>Respondent is satisfied with the quality of the child's health providers:</i>	263	97%	1,944	95%	2%	Within Average Range	N/A
<i>Respondent has access to dental services for the child:</i>	277	97%	2,086	95%	2%	Significantly Above Average	N/A
<i>Respondent is satisfied with the quality of the child's dental providers:</i>	259	97%	1,897	95%	2%	Within Average Range	N/A
<i>Respondent can get needed medications for the child:</i>	261	99%	2,027	98%	1%	Significantly Above Average	N/A
<i>Respondent is satisfied with how the child's medication needs are monitored:</i>	246	97%	1,884	95%	2%	Within Average Range	N/A
<i>Respondent has access to mental health services for the child:</i>	185	89%	1,404	90%	-1%	Within Average Range	N/A
<i>Respondent is satisfied with the quality of the child's mental health providers:</i>	126	93%	1,019	93%	0%	Within Average Range	N/A
<i>Respondent has access to respite services:</i>	262	96%	1,666	81%	15%	Significantly Above Average	N/A
<i>Respondent is satisfied with the quality of the child's respite providers:</i>	224	97%	1,222	96%	1%	Within Average Range	N/A
<i>Services are needed that are not currently offered or available:</i>	175	32%	1,412	48%	-16%	Significantly Below Average	N/A

Choice and Control

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

Condensed Measures

Choice and Control	UTAH		NCI		Difference	Classification	UTAH
	N	%	N	%			Always/Usually
<i>Respondent chooses the provider agencies who work with the family:</i>	265	76%	1,871	65%	11%	Significantly Above Average	88%
<i>Respondent can choose a different provider agency if desired:</i>	245	77%	1,659	71%	6%	Within Average Range	92%
<i>Respondent chooses individual support workers who work with the family:</i>	259	56%	1,818	54%	2%	Within Average Range	73%
<i>Respondent can choose different support workers if desired:</i>	240	72%	1,557	68%	4%	Within Average Range	90%
<i>Respondent chose support coordinator:</i>	274	58%	2,025	28%	30%	Significantly Above Average	N/A
<i>Respondent has control or input over the hiring and management of family's support workers:</i>	238	78%	1,654	63%	15%	Significantly Above Average	N/A
<i>Respondent knows how much money is spent by DSPD on behalf of child:</i>	281	53%	2,078	31%	22%	Significantly Above Average	N/A
<i>Respondent has say in how DSPD money is spent:</i>	224	70%	1,460	42%	28%	Significantly Above Average	N/A
<i>Respondent has all information needed to decide how to spend DSPD money:</i>	136	87%	564	86%	1%	Within Average Range	N/A

Community Connections

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

Condensed Measures

Community Connections	UTAH		NCI		Difference	Classification
	N	%	N	%		
<i>Child participates in community activities:</i>	279	87%	2,139	84%	3%	Within Average Range
<i>Child spends time with children who do not have developmental disabilities:</i>	263	88%	2,083	86%	2%	Within Average Range

Satisfaction with Services and Supports

Families and family members with disabilities receive adequate and satisfactory supports

Condensed Measures

Satisfaction With Services and Supports	UTAH		NCI		Difference	Classification	UTAH
	N	%	N	%			Always/Usually
<i>Respondent is satisfied with services and supports family receives:</i>	278	43%	2,112	38%	5%	Within Average Range	93%
<i>Respondent knows how to file a complaint or grievance against provider agencies or staff:</i>	279	59%	2,122	56%	3%	Within Average Range	N/A
<i>Respondent is satisfied with the way complaints or grievances against provider agencies or staff are handled and resolved:</i>	117	96%	799	81%	15%	Within Average Range	N/A
<i>Respondent knows how to report abuse or neglect:</i>	270	78%	2,094	79%	-1%	Within Average Range	N/A
<i>Respondent reported abuse or neglect if it occurred in the past year:</i>	36	50%	336	40%	10%	Within Average Range	N/A

Family Outcomes

Individual and family supports make a positive difference in the lives of families

Condensed Measures

Family Outcomes	UTAH		NCI		Difference	Classification
	N	%	N	%		
<i>Family supports have made a positive difference in family's life:</i>	269	99%	1,957	93%	 6%	Significantly Above Average
<i>Services and supports have reduced out-of-pocket expenses:</i>	265	95%	1,936	85%	 10%	Significantly Above Average
<i>Family supports have improved respondent's ability to care for the child:</i>	278	98%	1,951	89%	 9%	Significantly Above Average
<i>Services or supports have been reduced, suspended, or terminated in the past year:</i>	255	11%	1,887	25%	 -14%	Significantly Below Average
<i>Reduction, suspension, or termination of services in the past year affected the family negatively:</i>	23	74%	380	79%	 -5%	Within Average Range