



NATIONAL CORE
INDICATORS

Family Guardian 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>Gets Enough Information to Help Plan Services:</i>	356	43%	6,278	46%	-3%	Within Average Range	77%
<i>Information About Services and Supports is Easy to Understand:</i>	348	49%	6,141	50%	-1%	Within Average Range	88%
<i>Kept Informed About How Family Member is Doing:</i>	354	46%	6,449	54%	-8%	Significantly Below Average	79%
<i>Family Member Has a Service Plan:</i>	296	94%	5,329	95%	-1%	Within Average Range	N/A
<i>Family Member Helped Develop Service Plan:</i>	252	75%	4,266	66%	9%	Significantly Above Average	N/A
<i>Respondent or Another Family Member Helped Develop Service Plan:</i>	263	91%	4,621	82%	9%	Significantly Above Average	N/A
<i>Service Plan Includes All the Services and Supports Family Member Wants:</i>	239	91%	4,092	88%	3%	Within Average Range	N/A
<i>Service Plan Includes All the Services and Supports Family Member Needs:</i>	246	86%	4,258	86%	0%	Within Average Range	N/A
<i>Family Member Receives All Services Listed in Service Plan:</i>	235	92%	3,866	93%	-1%	Within Average Range	N/A
<i>Respondent Discussed How to Handle Emergencies Related to Family Member at Last Service Planning Meeting:</i>	246	80%	4,036	76%	4%	Within Average Range	N/A
<i>Respondent or Family Member Has Received Information About Family Member's Rights:</i>	309	93%	5,560	93%	0%	Within Average Range	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>	361	58%	6,478	63%	-5%	Within Average Range	93%
<i>Respondent Is Able to Contact Support Coordinator When Needed:</i>	353	60%	6,358	58%	2%	Within Average Range	91%
<i>Services and Supports Are Available Reasonably Close to Family Member's Home:</i>	330	68%	5,926	67%	1%	Within Average Range	96%
<i>Services and Supports Change When Family Member's Needs Change:</i>	321	53%	5,374	56%	-3%	Within Average Range	89%
<i>Support Workers Can Communicate with Family Member (If Non-Verbal):</i>	84	51%	1,617	55%	-4%	Within Average Range	87%
<i>Support Workers Communicate Effectively with Family Member in Primary Language (If English):</i>	335	71%	5,641	72%	-1%	Within Average Range	96%
<i>Services Are Delivered in a Manner That is Respectful to Family Member's Culture:</i>	324	68%	5,592	75%	-7%	Within Average Range	95%
<i>Family Member Has Access to Special Equipment or Accommodations Needed:</i>	193	69%	3,382	68%	1%	Within Average Range	93%
<i>Support Workers Have the Right Training to Meet Family Member's Needs:</i>	331	45%	5,643	53%	-8%	Significantly Below Average	86%
<i>Family Member's Residential Setting is Healthy and Safe:</i>	358	64%	6,418	73%	-9%	Significantly Below Average	94%
<i>Family Member's Day/Employment Setting is Healthy and Safe:</i>	312	65%	5,183	70%	-5%	Within Average Range	94%

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>Residential Service Agency Involves Family Member in Important Decisions:</i>	285	48%	4,562	52%	-4%	Within Average Range	83%
<i>Family Member Chooses Provider Agencies:</i>	226	50%	3,684	37%	13%	Significantly Above Average	64%
<i>Family Member Can Choose a Different Provider Agency If Desired:</i>	204	52%	3,016	45%	7%	Within Average Range	67%
<i>Family Member Chooses Individual Support Workers That Work Directly With Him/Her:</i>	220	25%	3,756	19%	6%	Within Average Range	37%
<i>Family Member Can Choose Different Support Workers If Desired:</i>	203	38%	3,191	31%	7%	Within Average Range	51%
<i>Family Member Chose Support Coordinator:</i>	247	36%	4,734	16%	20%	Significantly Above Average	N/A
<i>Family Member Has Control or Input Over Hiring and Management of Support Workers:</i>	231	26%	4,447	19%	7%	Significantly Above Average	N/A
<i>Family Member Knows How Much Money Is Spent by DSPD on His/Her Behalf:</i>	311	13%	5,727	14%	-1%	Within Average Range	N/A
<i>Family Member Has a Say in How DSPD Money Is Spent:</i>	248	40%	4,293	31%	9%	Significantly Above Average	N/A
<i>Family Member Has All Information Needed to Decide How to Spend DSPD Money:</i>	72	88%	1,070	90%	-2%	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>Family Member Participates in Community Activities:</i>	349	95%	6,120	93%	 2%	Within Average Range
<i>Family Member Has Friends or Relationships With People Other Than Paid Staff or Family:</i>	331	78%	5,813	77%	 1%	Within Average Range
<i>Family Member Has Enough Support to Work or Volunteer in the Community:</i>	258	79%	4,551	77%	 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 Overall Satisfied With Services and Supports Family Member Receives:</i>	354	45%	6,445	49%	-4%	Within Average Range	87%
<i>Respondent Knows How to File a Complaint or Grievance Against Provider Agencies or Staff:</i>	359	62%	6,467	65%	-3%	Within Average Range	N/A
<i>Respondent Is Satisfied With How Complaints or Grievances Against Provider Agencies or Staff Are Handled and Resolved:</i>	207	86%	3,280	86%	0%	Within Average Range	N/A
<i>Respondent Knows How to Report Abuse or Neglect:</i>	353	76%	6,286	78%	-2%	Within Average Range	N/A
<i>Respondent Reported Abuse or Neglect If it Occured in the Past Year:</i>	83	64%	1,168	52%	12%	Within Average Range	N/A
<i>Appropriate People Were Responsive to Abuse/Neglect Report (Past Year):</i>	46	78%	427	86%	-8%	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>Services and Supports Have Made a Positive Difference in Family Member's Life:</i>	350	98%	6,146	97%	 1%	Within Average Range
<i>Services and Supports Have Reduced Out-of-Pocket Expenses:</i>	294	95%	5,106	90%	 5%	Significantly Above Average
<i>Services or Supports Have Been Reduced, Suspended, or Terminated in the Past Year:</i>	280	10%	4,923	18%	 -8%	Significantly Below Average
<i>Service Reduction, Suspension, or Termination Affected the Family Member Negatively:</i>	23	87%	706	67%	 20%	Significantly Above Average