



NATIONAL CORE  
INDICATORS

# Adult Family Survey

Condensed Report

2012-2013

# 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>	610	36%	4,698	35%	1%	Within Average Range	79%
<i>Information About Services and Supports is Easy to Understand:</i>	608	28%	4,641	34%	-6%	Significantly Below Average	79%
<i>Information About Services and Supports Comes from Support Coordinator:</i>	602	43%	4,583	41%	2%	Within Average Range	83%
<i>Support Coordinator Respects Family's Choices and Opinions:</i>	615	79%	4,595	69%	10%	Significantly Above Average	97%
<i>Support Coordinator Tells Family About Other Eligible Public Services:</i>	563	40%	4,412	39%	1%	Within Average Range	69%
<i>Family Member Has a Service Plan:</i>	535	90%	4,010	87%	3%	Significantly Above Average	N/A
<i>Service Plan Includes All the Services and Supports Family Member Wants:</i>	431	90%	3,164	86%	4%	Significantly Above Average	N/A
<i>Family Member Receives All Services Listed in the Service Plan:</i>	438	92%	3,290	87%	5%	Significantly Above Average	N/A
<i>Family Member Helped Develop Service Plan:</i>	443	63%	3,404	68%	-5%	Within Average Range	N/A
<i>Respondent or Another Family Member Helped Develop Service Plan:</i>	464	96%	3,524	92%	4%	Significantly Above Average	N/A
<i>Service Plan Includes All the Services and Supports Family Member Needs:</i>	429	86%	3,281	79%	7%	Significantly Above Average	N/A
<i>Respondent Discussed How to Handle Emergencies Related to Family Member at the Last Service Planning Meeting:</i>	413	73%	3,303	76%	-3%	Within Average Range	N/A
<i>Respondent or Family Member Received Information on Family Member's Rights:</i>	551	96%	4,394	93%	3%	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 or Family Member is Able to Contact Support Workers When Needed:</i>	622	62%	4,645	58%	4%	Within Average Range	97%
<i>Respondent or Family Member is Able to Contact Support Coordinator When Needed:</i>	622	63%	4,690	56%	7%	Significantly Above Average	95%
<i>Services and Supports Are Available When Family Member Needs Them:</i>	608	43%	4,512	43%	0%	Within Average Range	89%
<i>Services and Supports Are Available Reasonably Close to Home:</i>	582	48%	4,327	48%	0%	Within Average Range	88%
<i>Services and Supports Change When Family Member's Needs Change:</i>	541	43%	3,916	42%	1%	Within Average Range	87%
<i>Support Workers or Translators Are Available Who Can Speak to Respondent in His/Her Preferred Language (If Not English):</i>	N/A	N/A	21	71%	N/A	N/A	N/A
<i>Support Workers Communicate Effectively in Primary Language (If English):</i>	551	73%	4,138	72%	1%	Within Average Range	96%
<i>Support Workers Can Communicate With Family Member (If Non-Verbal):</i>	172	31%	1,066	38%	-7%	Within Average Range	72%
<i>Services Are Delivered in a Manner That is Respectful to Family's Culture:</i>	575	77%	4,252	74%	3%	Within Average Range	99%
<i>Family Member Has Access to Special Equipment or Accommodations Needed:</i>	328	47%	2,266	53%	-6%	Within Average Range	83%
<i>Family Member's Day/Employment Setting is Healthy and Safe:</i>	533	57%	3,870	65%	-8%	Significantly Below Average	94%
<i>Support Workers Have the Right Training to Meet Family's Needs:</i>	593	53%	4,235	57%	-4%	Within Average Range	91%
<i>Support Workers Who Come to the Home Arrive on Time and When Scheduled:</i>	536	58%	3,637	60%	-2%	Within Average Range	96%
<i>Happy With Transition From School Services to State Funded Services (In Past Year):</i>	68	69%	373	65%	4%	Within Average Range	N/A
<i>Crisis or Emergency Services Were Provided When Needed (If Required):</i>	102	78%	940	70%	8%	Within Average Range	N/A
<i>Respondent Has Access to Health Services for Family Member:</i>	618	98%	4,557	97%	1%	Within Average Range	N/A
<i>Respondent Is Satisfied With Family Member's Health Providers:</i>	587	97%	4,225	94%	3%	Significantly Above Average	N/A
<i>Respondent Has Access to Dental Services for Family Member:</i>	601	82%	4,503	80%	2%	Within Average Range	N/A
<i>Respondent Is Satisfied With Family Member's Dental Providers:</i>	461	96%	3,391	95%	1%	Within Average Range	N/A
<i>Respondent Has Access to Medications Needed for Family Member:</i>	613	99%	4,580	98%	1%	Significantly Above Average	N/A
<i>Respondent Is Satisfied With How Family Member's Medication Needs Are Monitored:</i>	569	98%	4,161	97%	1%	Within Average Range	N/A
<i>Respondent Has Access to Needed Mental Health Services for Family Member:</i>	338	91%	2,847	87%	4%	Within Average Range	N/A
<i>Respondent Is Satisfied With Family Member's Mental Health Providers:</i>	230	95%	1,978	96%	-1%	Within Average Range	N/A
<i>Respondent Has Access to Respite Services Needed for Family Member:</i>	498	91%	3,113	73%	18%	Significantly Above Average	N/A
<i>Respondent Is Satisfied with Family Member's Respite Providers:</i>	415	95%	1,949	95%	0%	Within Average Range	N/A
<i>Services Are Needed That Are Not Currently Offered or Available:</i>	423	33%	3,212	42%	-9%	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 Provider Agencies Who Work With Family:</i>	579	71%	4,217	58%	13%	Significantly Above Average	94%
<i>Family Member Chooses Provider Agencies Who Work With Family:</i>	500	29%	3,816	30%	-1%	Within Average Range	43%
<i>Respondent Can Choose a Different Provider Agency If Desired:</i>	494	74%	3,332	68%	6%	Within Average Range	95%
<i>Respondent Chooses Individual Support Workers Who Work Directly With Family:</i>	566	58%	4,026	43%	15%	Significantly Above Average	75%
<i>Family Member Chooses Individual Support Workers Who Work Directly With Family:</i>	513	29%	3,748	26%	3%	Within Average Range	41%
<i>Respondent Can Choose Different Support Workers If Desired:</i>	484	70%	3,115	61%	9%	Significantly Above Average	89%
<i>Respondent Chose Support Coordinator:</i>	597	67%	4,444	26%	41%	Significantly Above Average	N/A
<i>Family Member Chose Support Coordinator:</i>	556	31%	4,336	16%	15%	Significantly Above Average	N/A
<i>Respondent Has Control or Input Over Hiring and Management of Support Workers:</i>	524	71%	3,783	48%	23%	Significantly Above Average	N/A
<i>Family Member Has Control or Input Over Hiring and Management of Support Workers:</i>	495	36%	3,667	32%	4%	Within Average Range	N/A
<i>Respondent Know How Much Money Is Spent by DSPD on Family Member's Behalf:</i>	627	45%	4,704	30%	15%	Significantly Above Average	N/A
<i>Family Member Knows How Much Money Is Spent by DSPD on His/Her Behalf:</i>	564	12%	4,430	11%	1%	Within Average Range	N/A
<i>Respondent Has a Say in How DSPD Money Is Spent:</i>	507	75%	3,551	44%	31%	Significantly Above Average	N/A
<i>Respondent Has All Information Needed to Decide How to Spend DSPD Money:</i>	329	90%	1,458	84%	6%	Significantly Above Average	N/A
<i>Family Member Has Say in How DSPD Money Is Spent:</i>	448	32%	3,298	26%	6%	Significantly Above Average	N/A
<i>Family Member Has All Information Needed to Decide How to Spend DSPD Money:</i>	114	92%	748	87%	5%	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>	629	90%	4,770	88%	 2%	Within Average Range
<i>Family Member Has Friends or Relationships With People Other Than Paid Support Workers or Family:</i>	629	75%	4,694	79%	 -4%	Within Average Range
<i>Family Member Has Enough Support to Work or Volunteer in the Community:</i>	458	65%	3,692	64%	 1%	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
	N	%	N	%		
<i>Respondent Is Overall Satisfied With Services and Supports Family Receives:</i>	634	40%	4,662	40%	 0%	<b>Significantly Below Average</b>
<i>Respondent Knows How to File a Complaint or Grievance Against Provider Agencies or Staff:</i>	618	63%	4,664	62%	 1%	Within Average Range
<i>Respondent Is Satisfied With the Way Complaints or Grievances Against Provider Agencies or Staff Are Handled and Resolved:</i>	239	89%	1,954	82%	 7%	<b>Significantly Above Average</b>
<i>Respondent Knows How to Report Abuse or Neglect:</i>	612	77%	4,588	80%	 -3%	Within Average Range
<i>Respondent Reported Abuse or Neglect in the Past Year:</i>	81	54%	686	45%	 9%	Within Average Range
<i>Appropriate People Were Responsive to Abuse/Neglect Report (Past Year):</i>	33	88%	160	86%	 2%	Within Average Range

# 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's Life:</i>	611	99%	4,451	94%	 5%	Significantly Above Average
<i>Services and Supports Have Reduced Out-of-Pocket Expenses for Family Member's Care:</i>	590	93%	4,179	81%	 12%	Significantly Above Average
<i>Services or Supports Have Been Reduced, Suspended, or Terminated in the Past Year:</i>	558	10%	4,047	24%	 -14%	Significantly Below Average
<i>Service Reduction, Suspension, or Termination Affected the Family Member Negatively:</i>	41	56%	751	70%	 -14%	Within Average Range