



NATIONAL CORE
INDICATORS

Family Guardian 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>	361	37%	3,012	48%	-11%	Significantly Below Average	76%
<i>Information About Services and Supports is Easy to Understand:</i>	345	51%	2,955	54%	-3%	Within Average Range	88%
<i>Kept Informed About How Family Member is Doing:</i>	358	42%	2,861	55%	-13%	Significantly Below Average	74%
<i>Family Member Has a Service Plan:</i>	306	97%	2,661	96%	1%	Within Average Range	N/A
<i>Family Member Helped Develop Service Plan:</i>	252	71%	2,218	65%	6%	Within Average Range	N/A
<i>Respondent or Another Family Member Helped Develop Service Plan:</i>	280	88%	2,431	83%	5%	Significantly Above Average	N/A
<i>Service Plan Includes All the Services and Supports Family Member Wants:</i>	241	88%	2,199	87%	1%	Within Average Range	N/A
<i>Service Plan Includes All the Services and Supports Family Member Needs:</i>	264	89%	2,317	85%	4%	Within Average Range	N/A
<i>Family Member Receives All Services Listed in Service Plan:</i>	242	93%	2,182	92%	1%	Within Average Range	N/A
<i>Respondent Discussed How to Handle Emergencies Related to Family Member at Last Service Planning Meeting:</i>	267	72%	2,299	78%	-6%	Within Average Range	N/A
<i>Respondent or Family Member Has Received Information About Family Member's Rights:</i>	321	94%	2,781	94%	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>	358	53%	3,039	64%	-11%	Significantly Below Average	92%
<i>Respondent is Able to Contact Support Coordinator When Needed:</i>	351	55%	2,991	61%	-6%	Within Average Range	91%
<i>Services and Supports Are Available Reasonably Close to Family Member's Home:</i>	335	67%	2,895	67%	0%	Within Average Range	94%
<i>Services and Supports Change When Family Member's Needs Change:</i>	311	52%	2,684	56%	-4%	Within Average Range	96%
<i>Support Workers Can Communicate with Family Member (If Non-Verbal):</i>	91	52%	864	55%	-3%	Within Average Range	87%
<i>Support Workers Communicate Effectively with Family Member in Primary Language (If English):</i>	342	75%	2,821	73%	2%	Within Average Range	98%
<i>Services Are Delivered in a Manner That is Respectful to Family Member's Culture:</i>	328	75%	2,777	76%	-1%	Within Average Range	98%
<i>Family Member Has Access to Special Equipment or Accommodations Needed:</i>	207	68%	1,738	72%	-4%	Within Average Range	92%
<i>Support Workers Have the Right Training to Meet Family Member's Needs:</i>	326	43%	2,791	52%	-9%	Significantly Below Average	89%
<i>Family Member's Residential Setting is Healthy and Safe:</i>	363	65%	3,056	72%	-7%	Significantly Below Average	92%
<i>Family Member's Day/Employment Setting is Healthy and Safe:</i>	319	66%	2,594	72%	-6%	Within Average Range	93%
<i>Happy with Transition from School Services to State-Funded Services (In Past Year):</i>	N/A	N/A	24	71%		N/A	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>Residential Service Agency Involves Family Member in Important Decisions:</i>	279	45%	2,304	51%	-6%	Within Average Range	84%
<i>Family Member Chooses Provider Agencies:</i>	218	30%	1,972	29%	1%	Within Average Range	50%
<i>Family Member Can Choose a Different Provider Agency If Desired:</i>	191	41%	1,680	41%	0%	Within Average Range	57%
<i>Family Member Chooses Individual Support Workers That Work Directly With Him/Her:</i>	222	20%	2,025	17%	3%	Within Average Range	38%
<i>Family Member Can Choose Different Support Workers If Desired:</i>	187	27%	1,709	27%	0%	Within Average Range	46%
<i>Family Member Chose Support Coordinator:</i>	242	34%	2,343	15%	19%	Significantly Above Average	N/A
<i>Family Member Has Control or Input Over Hiring and Management of Support Workers:</i>	229	26%	2,236	15%	11%	Significantly Above Average	N/A
<i>Family Member Knows How Much Money Is Spent by DSPD on His/Her Behalf:</i>	320	8%	2,711	13%	-5%	Significantly Below Average	N/A
<i>Family Member Has a Say in How DSPD Money Is Spent:</i>	224	42%	2,193	31%	11%	Significantly Above Average	N/A
<i>Family Member Has All Information Needed to Decide How to Spend DSPD Money:</i>	68	87%	555	87%	0%	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>	355	95%	2,959	93%	 2%	Within Average Range
<i>Family Member Has Friends or Relationships With People Other Than Paid Staff or Family:</i>	326	73%	2,736	77%	 -4%	Within Average Range
<i>Family Member Has Enough Support to Work or Volunteer in the Community:</i>	259	80%	2,109	74%	 6%	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	40%	3,013	48%	-8%	Significantly Below Average	93%
<i>Respondent Knows How to File a Complaint or Grievance Against Provider Agencies or Staff:</i>	358	64%	3,012	66%	-2%	Within Average Range	N/A
<i>Respondent Is Satisfied With How Complaints or Grievances Against Provider Agencies or Staff Are Handled and Resolved:</i>	213	90%	1,719	85%	5%	Within Average Range	N/A
<i>Respondent Knows How to Report Abuse or Neglect:</i>	358	76%	2,989	79%	-3%	Within Average Range	N/A
<i>Respondent Reported Abuse or Neglect in the Past Year:</i>	79	52%	615	60%	-8%	Within Average Range	N/A
<i>Appropriate People Were Responsive to Abuse/Neglect Report (Past Year):</i>	26	92%	248	83%	9%	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>	349	98%	2,843	97%	 1%	Within Average Range
<i>Services and Supports Have Reduced Out-of-Pocket Expenses:</i>	280	90%	2,367	88%	 2%	Within Average Range
<i>Services or Supports Have Been Reduced, Suspended, or Terminated in the Past Year:</i>	248	14%	2,298	21%	 -7%	Significantly Below Average
<i>Service Reduction, Suspension, or Termination Affected the Family Member Negatively:</i>	25	80%	377	67%	 13%	Within Average Range