

What the 2019-20 NCI® Family/Guardian Survey data tells us about

# Emergency Services and Reporting Abuse and Grievances across NCI States

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**NATIONAL CORE  
INDICATORS®**  
NASDDDS & HSRI

## This report tells us about:

- What NCI tells us about family access to emergency services, if they know how to report abuse and file a complaint
- Why this is important
- Where to find out more about getting emergency services and reporting across NCI States

## What is NCI?

Each year, NCI asks people with intellectual and developmental disabilities (IDD) and their families how they feel about their lives and the services they get. NCI uses surveys so that the same questions can be asked to people in all NCI states.

## Who answered questions to this survey?

Questions for this survey are answered by a person who does not live in the same house as an adult who is getting services from the state. Most of the time, a parent answers these questions. Sometimes a guardian who is not related to the person getting services will answer questions.

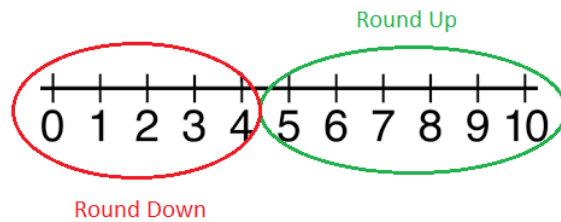
# How are data shown in this report?

NCI asks questions about planning services and supports for people who get services from the state. In this report we see how family members of people getting services answered questions about planning services and supports.

- In this report, when we say “**you**” we mean **the person who is answering the question** (most of the time, a parent).
- In this report, when we say “**family member**” we mean **the person who is getting services from the state**.

We use words and figures to show the number of **yes** and **no** answers we got. Some of our survey questions have more than a **yes** or **no** answer. They ask people to pick: “always,” “usually,” “sometimes,” or “seldom/never.” For this report, we count all “always” answers as **yes**. All others we count as **no**.

We round percentages to the nearest ten percent. To round, we look at the last digit in a number. If the digit is 5 or more, we “round up” to the next highest number with a zero. If the digit is 4 or less, we “round down” to the next lowest number with a zero.



For example:

If 87% of people say they know how to report abuse, we “round up” to 90%.

If 12% of people say they know how to file a complaint or grievance about provider agencies, we “round down” to 10%.

This report can help people talk about services and supports. If you want more information, you can look up the full report at:

<https://www.nationalcoreindicators.org>



## Making Connections -- Why Is This Important?

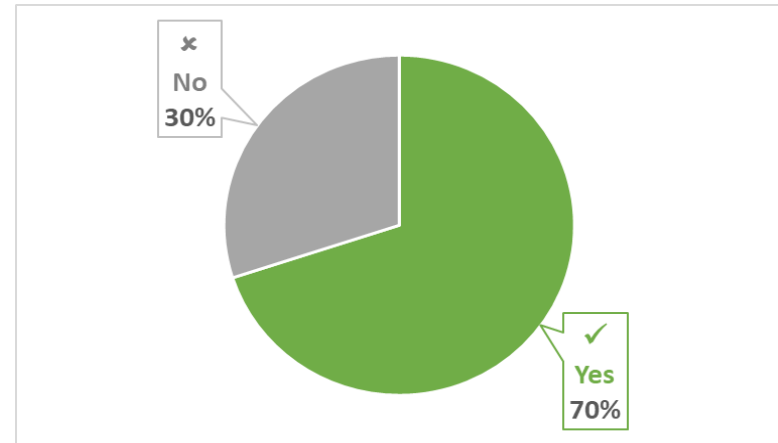
When family members with IDD move out of their family homes, parents and other family members continue to be concerned about their well-being and whether their needs are being met. The Family Guardian Survey provides a way for these families to comment on whether their family member is safe. Families need to know how to report abuse if it happens. Families should also know how to file complaints about staff or their provider agencies. It is also important to know whether families are satisfied with emergency preparations that are in place for their family member in case of such things as hurricanes. This is especially important for people who use a wheelchair, need medications or have a hard time changing their routines. Information from families can be shared with state officials (like a governor or mayor) in order to inform policy making and quality improvement to expand preparedness.

# Crisis and Emergency Services

Sometimes emergencies happen like a medical emergency or natural disaster. It is important that families have the information they need to handle emergencies if they happen. NCI asks questions about emergency planning.

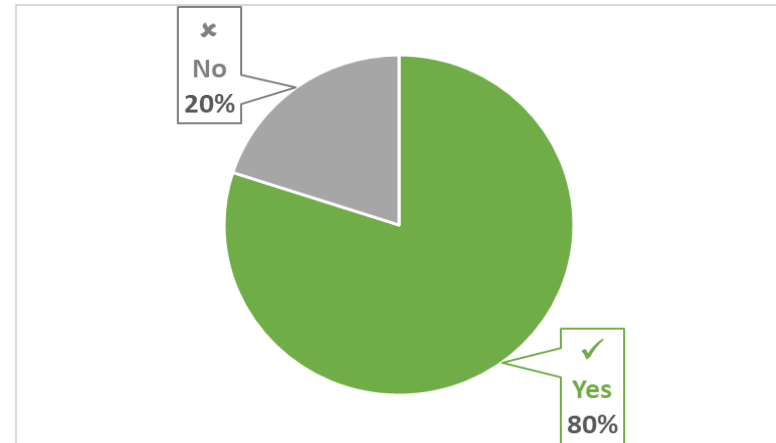
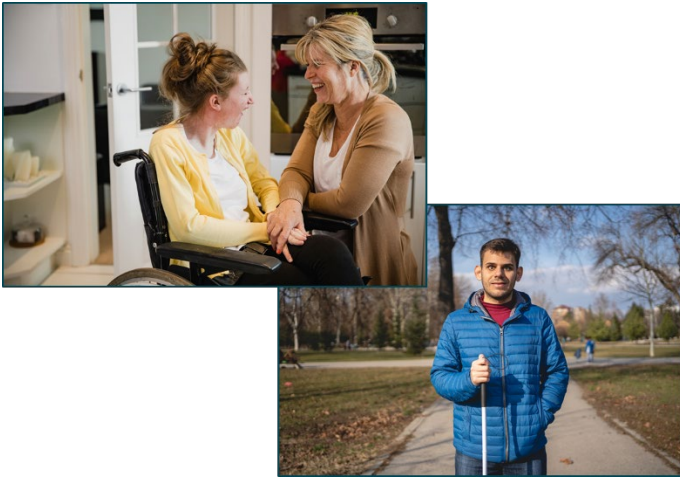


# Did you talk about how to handle emergencies at the last service planning meeting?



NCI tells us **7** out of every **10** people said **they talked about how to handle emergencies at the last service planning meeting.**

# Do you feel prepared to handle the needs of your family member in an emergency?



NCI tells us **8** out of every **10** people said **they feel prepared to handle the needs of their family member in an emergency.**



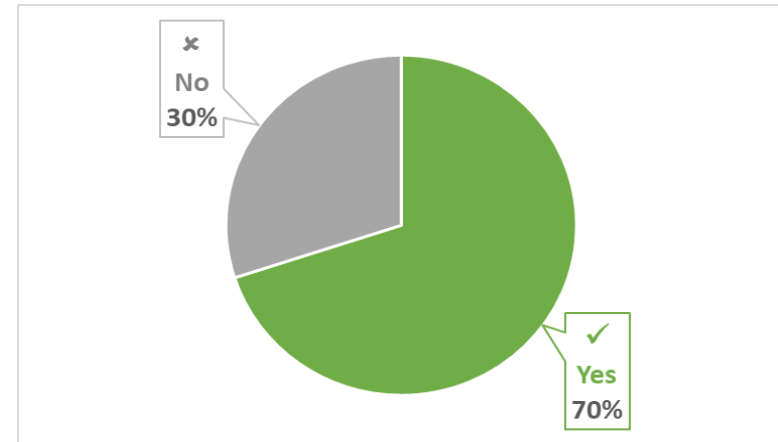
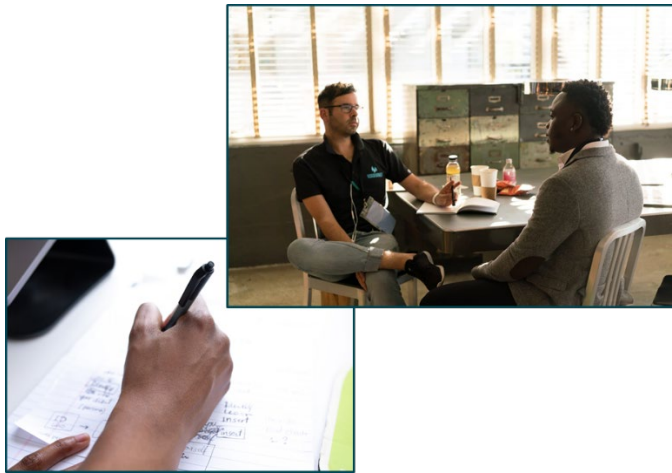
# Complaint filing

If something bad happens, it is important to know who to talk to. NCI asks if families know how to make a report if they have a complaint or if they think someone getting services is being hurt.

Reminder:

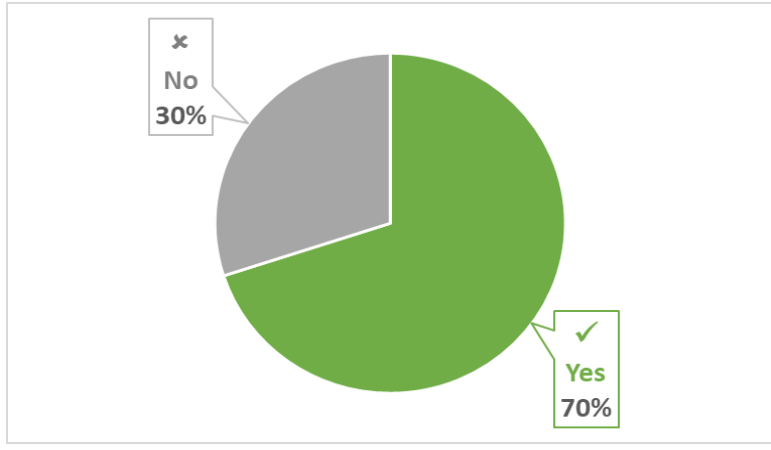
- When we say “**you**” we mean **the person who is answering the question** (most of the time, a parent).
- When we say “**family member**” we mean **the person who is getting services from the state**.

# Do you know how to file a complaint or grievance about provider agencies or staff?



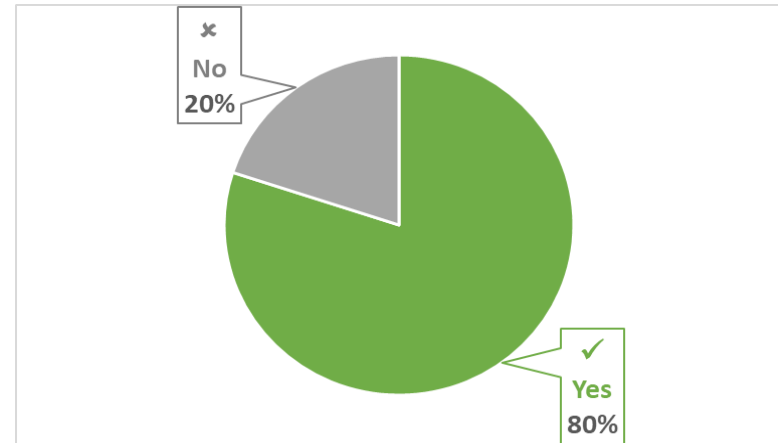
NCI tells us **7** out of every **10** people said **they know how to file a complaint or grievance about provider agencies or staff.**

If a complaint or grievance was filed or resolved in the past year, are you happy with how it was handled?



NCI tells us **7** out of every **10** people **who** filed a complaint or grievance in the past year said they are happy with the way it was handled.

# Do you know how to report abuse or neglect related to your family member?



NCI tells us **8** out of every **10** people said **they know how to report abuse or neglect related to their family member.**



## What Did Family of People With Disabilities across NCI States Say?

**70%** Talked about how to handle emergencies at the last service planning meeting

**80%** Feel prepared to handle the needs of their family member in an emergency

**70%** Know how to file a complaint or grievance about provider agencies or staff

**70%** Are happy with how a complaint or grievance was handled and resolved, if one was filed in the last year

**80%** Know how to report abuse or neglect related to their family member