



# Family/Guardian Survey (FGS) State Report

Arizona (AZ) Report

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## What is NCI?

The National Core Indicators (NCI) program is a voluntary effort by state developmental disability agencies to track their performance using a standardized set of consumer and family/guardian surveys with nationally validated measures. The effort is coordinated by the National Association of State Directors of Developmental Disabilities Services (NASDDDS) and the Human Services Research Institute (HSRI).

In 2018-19 a total of 46 states, the District of Columbia and 22 sub-state entities participated in NCI.

## Where are the statistics in this report from?

This report includes findings from the National Core Indicators™ 2018-19 Family/Guardian Survey (FGS). The data shown are weighted NCI averages. These data are comprised of 2,664 valid surveys collected across nine states: AZ, GA, KY, LA, MD, NC, OH, PA and VA.

## What is the NCI Family/Guardian Survey?

The NCI Family/Guardian Survey is used to gather data on family outcomes. It is mailed to families who have an adult family member who *does not live with* the respondent and receives at least one service other than case management from the state DD agency. The survey collects demographic information on both the individual receiving services (“family member”) as well as the person who fills out the survey (the ‘respondent’) and information on services and supports received. The survey is continually refined and tested to ensure it is valid and reliable.

**Important note on responses:** All data are reported by the respondent based on their understanding of their family member’s demographics, diagnoses and personal characteristics.

## What is included in this report?

This report includes this state’s Family/Guardian Survey data compared to the NCI Average. State outcomes that are significantly higher or lower than the NCI Average are indicated with an arrow:

- Outcomes where the state is significantly above the NCI average are denoted with an up arrow ▲;
- Outcomes where the state is significantly below the NCI average are denoted with a down arrow ▼.

Significance is based on “Always” or “Yes” response.

The charts in this document, grouped by subdomain, display the state results alongside the average across states (NCI average). The charts are followed by accessible tables containing the same information.

To find out more about the development of the Family/Guardian Survey, data analysis and state samples, check out the National Family/Guardian Report: <https://www.nationalcoreindicators.org/resources/reports/#reports-family-survey-final-reports>.

## Demographics



## *Demographics of Family Member Receiving Services*

*This section provides demographic profiles of the family member about whom the survey was completed.*

**Important note on responses:** All data are reported by the respondent based on their understanding of their family member's demographics, diagnoses and personal characteristics.

**Table 1. Family Member's Residence**

All data are reported by the respondent based on their understanding of their family member's demographics, diagnoses and personal characteristics.

State v. NCI	Specialized facility for people with intellectual disabilities	Group home or agency-operated apartment	Independent home or apartment	Adult foster care/host family home	Nursing home	Homeless	Other	N
AZ	9%	71%	2%	12%	0%	0%	5%	244
NCI	14%	65%	11%	7%	1%	0%	2%	2,657

**Table 2. Family Member's Residential Designation**

State v. NCI	Urban or Suburban	Rural	N
AZ	90%	10%	241
NCI	76%	24%	2,618

**Table 3. Family Member's Age**

State v. NCI	Average Age	N
AZ	44.1	240
NCI	47.5	2,664

**Table 4. Family Member's Gender**

State v. NCI	Male	Female	N
AZ	60%	40%	247
NCI	60%	40%	2,693

**Table 5. Family Member's Race and Ethnicity**

All data are reported by the respondent based on their understanding of their family member's demographics, diagnoses and personal characteristics. Categories are not mutually exclusive, therefore N is not shown.

State v. NCI	American Indian or Alaska Native	Asian	Black or African-American	Hawaiian or Pacific Islander	White	Hispanic or Latino	Other
AZ	11%	2%	4%	0%	76%	13%	2%
NCI	2%	2%	13%	0%	81%	2%	2%

**Table 6a. Family Member's Disabilities (not mutually exclusive)**

All data are reported by the respondent based on their understanding of their family member's demographics, diagnoses and personal characteristics. Categories are not mutually exclusive, therefore N is not shown.

State v. NCI	Intellectual Disability	Mood Illness or Psychiatric Disorder	Autism Spectrum Disorder	Cerebral Palsy	Limited or No Vision	Severe or Profound Hearing Loss	Brain Injury
AZ	71%	38%	31%	21%	9%	7%	13%
NCI	79%	40%	26%	17%	11%	7%	10%

**Table 6b. Family Member's Disabilities (continued)**

All data are reported by the respondent based on their understanding of their family member's demographics, diagnoses and personal characteristics. Categories are not mutually exclusive, therefore N is not shown.

State v. NCI	Seizure Disorder or Neurological Problem	Chemical Dependency	Down Syndrome	Prader-Willi Syndrome	Fetal Alcohol Spectrum Disorder	Other
AZ	35%	0%	11%	0%	3%	16%
NCI	30%	0%	9%	1%	1%	12%

**Table 7a. Family Member's Health Conditions**

All data are reported by the respondent based on their understanding of their family member's demographics, diagnoses and personal characteristics. Categories are not mutually exclusive, therefore N is not shown.

State v. NCI	Cardiovascular Disease	Diabetes	Cancer	High Blood Pressure	High Cholesterol
AZ	9%	23%	5%	28%	34%
NCI	9%	21%	6%	33%	30%

**Table 7b. Family Member's Health Conditions (continued)**

All data are reported by the respondent based on their understanding of their family member's demographics, diagnoses and personal characteristics. Categories are not mutually exclusive, therefore N is not shown.

State v. NCI	Dysphagia	Pressure Ulcers	Alzheimer's Disease or Other Dementia	Oral Health or Dental Problems	Sleep Apnea	Other
AZ	10%	2%	7%	24%	9%	24%
NCI	14%	2%	7%	15%	13%	24%

**Table 8. Family Member's Preferred Means of Communication**

State v. NCI	Spoken	Gestures or Body Language	Sign Language or Finger Spelling	Communication Aid or Device	Other	N
AZ	71%	17%	3%	2%	7%	244
NCI	71%	22%	3%	1%	3%	2,658

**Table 9. Family Member Has Legal Court Appointed Guardian or Conservator**

All data are reported by the respondent based on their understanding of their family member's demographics, diagnoses and personal characteristics. Categories are not mutually exclusive, therefore N is not shown.

State v. NCI	None	Limited	Full	Has Guardianship but Level Is Unknown	N
AZ	12%	6%	79%	4%	243
NCI	19%	16%	60%	5%	2,533

**Table 10. Guardian or Conservator Relationship to Family Member**

State v. NCI	Family	Friend	State Employee or Guardianship Agency	Other	N
AZ	88%	4%	6%	2%	209
NCI	74%	2%	20%	5%	1,928

**Table 11. Family Member's Highest level of Education**

State v. NCI	Did Not Complete High School (and Not Currently Enrolled)	Currently Enrolled in High School	High School Certification	High School Diploma or GED	Vocational School or Certificate Program	Some College	College Degree or Higher	N
AZ	31%	2%	29%	25%	3%	3%	7%	229
NCI	42%	0%	29%	19%	3%	2%	4%	2,460

**Table 12. Family Member's Activities in the Past Two Weeks Included *Individual Paid Job in the Community*<sup>1</sup>**

Response options changed from previous years

State v. NCI	No	Yes	N
AZ	92%	8%	239
NCI	89%	11%	2,530

**Table 13. Family Member's Activities in the Past Two Weeks Included *Paid Small Group Job in a Community-based Setting*<sup>2</sup>**

Response options changed from previous years

State v. NCI	No	Yes	N
AZ	88%	13%	232
NCI	89%	11%	2,459

**Table 14. Family Member's Activities in the Past Two Weeks Included *Paid Work in a Community Job That Primarily Hires People With Disabilities*<sup>3</sup>**

Response options changed from previous years

State v. NCI	No	Yes	N
AZ	94%	6%	228
NCI	95%	5%	2,494

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<sup>1</sup> An individual job is defined as work at an individual job in a local business alongside peers who do not have disabilities. Job is part of the typical labor market (for example, competitive employment).

<sup>2</sup> A small group job is defined as work in an integrated setting, as part of a group of not more than 8 people with disabilities (for example, enclave, work crew).

<sup>3</sup> Paid work in a community job that primarily hires people with disabilities is defined as work in a setting where the person interacts with the non-disabled population; this is NOT in a traditional sheltered workshop and NOT enclave.

**Table 15. Family Member's Activities in the Past Two Weeks Included *Unpaid Activity in the Community*<sup>4</sup>**

Response options changed from previous years

State v. NCI	No	Yes	N
AZ	88%	12%	235
NCI	72%	28%	2,406

**Table 16. Family Member's Activities in the Past Two Weeks Included *Paid Activity in a Facility-based Setting*<sup>5</sup>**

Response options changed from previous years

State v. NCI	No	Yes	N
AZ	78%	22%	237
NCI	77%	23%	2,491

**Table 17. Family Member's Activities in the Past Two Weeks Included *Unpaid Activity in a Facility-based Setting*<sup>6</sup>**

Response options changed from previous years

State v. NCI	No	Yes	N
AZ	54%	46%	230
NCI	54%	46%	2,414

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<sup>4</sup> Unpaid work in the community includes: volunteering, skills training, and staff-supported community connections.

<sup>5</sup> Paid work performed in a facility-based setting is defined as work at a location developed specifically to provide work activity exclusively for people with disabilities; may be paid sub-minimum wage. Examples include traditional sheltered workshops or work activity centers.

<sup>6</sup> An unpaid activity in a facility-based setting includes day habilitation, senior programs, or drop-in centers.

**Table 18. Family Member's Activities in the Past Two Weeks Included *School***

Response options changed from previous years

State v. NCI	No	Yes	N
AZ	95%	5%	227
NCI	97%	3%	2,469

**Table 19. Family Member's Activities in the Past Two Weeks Included *Stays at Home***

Response options changed from previous years

State v. NCI	No	Yes	N
AZ	81%	19%	225
NCI	78%	22%	2,434

**Table 20. Family Member's Activities in the Past Two Weeks Included *Other Activities***

Response options changed from previous years

State v. NCI	No	Yes	N
AZ	62%	38%	73
NCI	59%	41%	998

**Table 21. Family Member's Support Needs for Self-Injurious, Disruptive, and/or Destructive Behaviors**

All data are reported by the respondent based on their understanding of their family member's demographics, diagnoses and personal characteristics.

State v. NCI	None	Some	Extensive	N
AZ	32%	41%	27%	241
NCI	30%	42%	29%	2,654



**Table 22. Family Member's Level of Help Needed With Personal Care Activities (e.g., bathing, dressing, eating)**

All data are reported by the respondent based on their understanding of their family member's demographics, diagnoses and personal characteristics.

State v. NCI	None	Some	Extensive	N
AZ	13%	42%	45%	242
NCI	17%	39%	44%	2,666

**Table 23. Family Member's Need for Help With Other Daily Activities (e.g., scheduling, managing money, or shopping)**

All data are reported by the respondent based on their understanding of their family member's demographics, diagnoses and personal characteristics.

State v. NCI	None	Some	Extensive	N
AZ	2%	16%	82%	241
NCI	2%	17%	81%	2,659

## *Demographics of Family Member Receiving Services*

*This section provides demographic information about the respondent.*

**Table 24. Language Spoken at Home**

New question in 2018-19

State v. NCI	English	Spanish	Other	N
AZ	96%	2%	2%	245
NCI	98%	0%	1%	2,664

**Table 25. Respondent's Age**

State v. NCI	Under 35	35-54	55-74	75 and Older	N
AZ	2%	17%	61%	19%	244
NCI	4%	16%	62%	19%	2,665

**Table 26. Respondent's Health**

State v. NCI	Excellent	Very Good	Fairly Good	Poor	N
AZ	22%	47%	28%	3%	242
NCI	16%	45%	34%	4%	2,657

**Table 27. Respondent's Relationship to Family Member**

State v. NCI	Parent	Sibling	Spouse	Grandparent	Public Guardian	Private Guardian	Other	N
AZ	57%	22%	0%	2%	6%	6%	7%	245
NCI	51%	24%	0%	1%	11%	4%	8%	2,660

**Table 28. Respondent's Frequency of Visits With Family Member Last Year**

State v. NCI	Did Not Visit	1-3 Times	4-6 Times	7-12 Times	12 or More Times	N
AZ	2%	9%	8%	11%	70%	247
NCI	3%	8%	21%	11%	57%	2,657

**Table 29. Respondent's Highest Level of Education**

State v. NCI	No High School Diploma or GED	High School Diploma or GED	Vocational School or Certificate Program	Some College	College Degree or Higher	N
AZ	1%	14%	7%	38%	40%	242
NCI	3%	19%	5%	20%	52%	2,664

**Table 30. Total Taxable Household Income of Wage Earners in the Past Year**

State v. NCI	No Earned Income	Up to \$15,000	\$15,001-\$25,000	\$25,001-\$50,000	\$50,001-\$75,000	Over \$75,000	Prefer Not to Say	N
AZ	9%	3%	10%	14%	15%	17%	32%	202
NCI	9%	5%	7%	17%	13%	18%	31%	2,171

## *Services and Supports Received*

*This section provides information about the services and supports received by the family from the state ID/DD agency.*

**Table 30. Services and Supports Received From ID/DD Agency**

All data are reported by the respondent based on their understanding of their family member's demographics, diagnoses and personal characteristics. Categories are not mutually exclusive, therefore N is not shown

Services and Supports Received From State	AZ	NCI
Financial Support	21%	31%
In-home Support	24%	44%
Residential Supports	92%	92%
Day or Employment Supports	75%	73%
Transportation	92%	94%
Other	64%	61%
Self-direction or Fiscal Intermediary Services	19%	24%

**Table 31. Additional Services and Supports Received (Not From the I/DD Agency)**

All data are reported by the respondent based on their understanding of their family member's demographics, diagnoses and personal characteristics. Categories are not mutually exclusive, therefore N is not shown

Additional Services and Supports Received	AZ	NCI
Social Security Payments (SSI/SSB)	95%	96%
Services or Supports From Other Agencies or Organizations	23%	32%

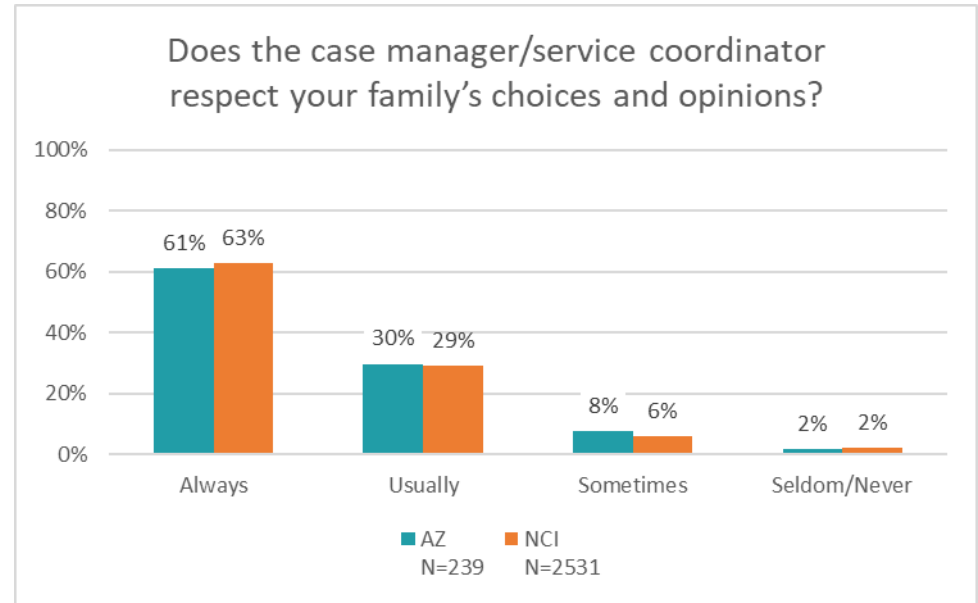
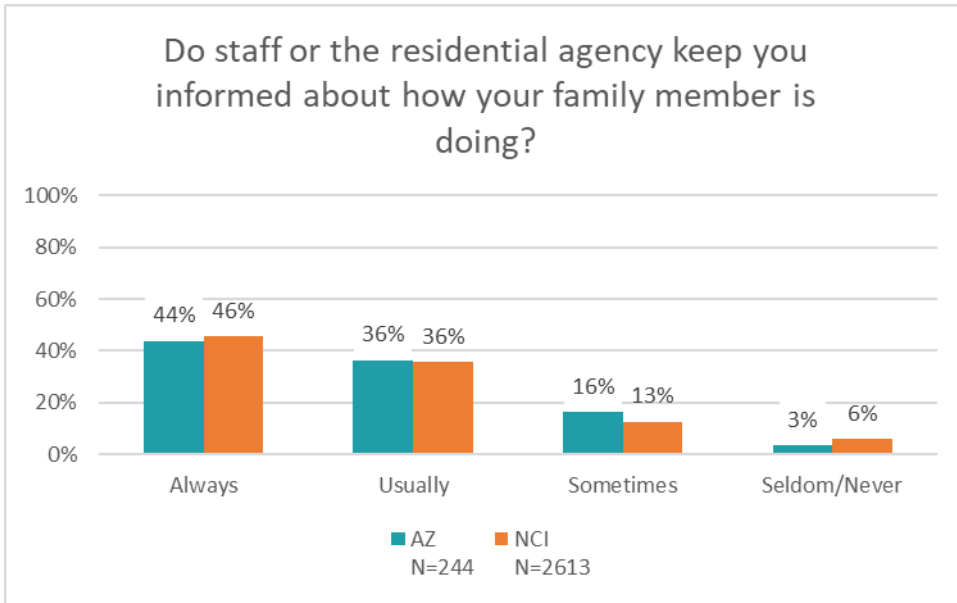
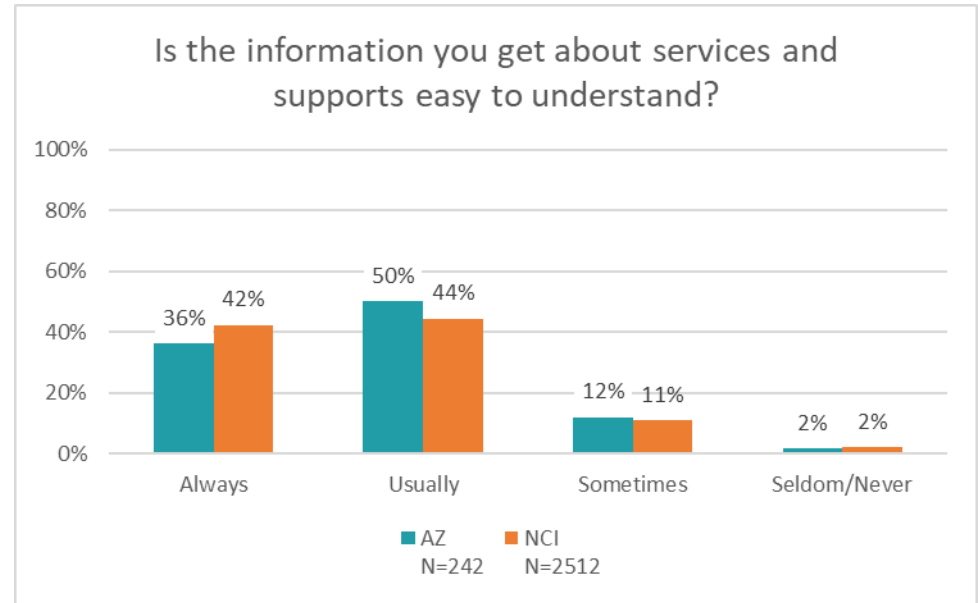
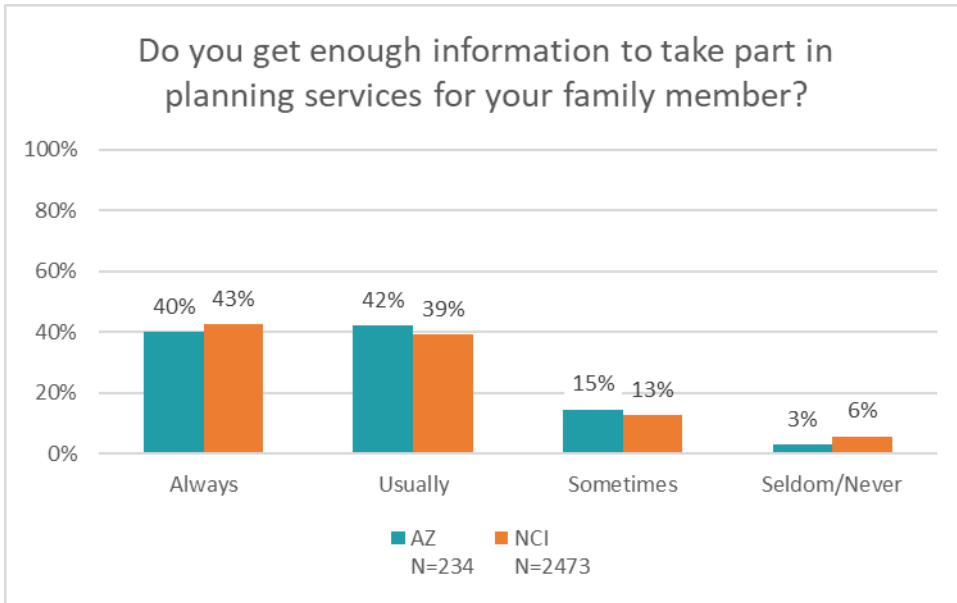
## Family/Guardian Survey Results

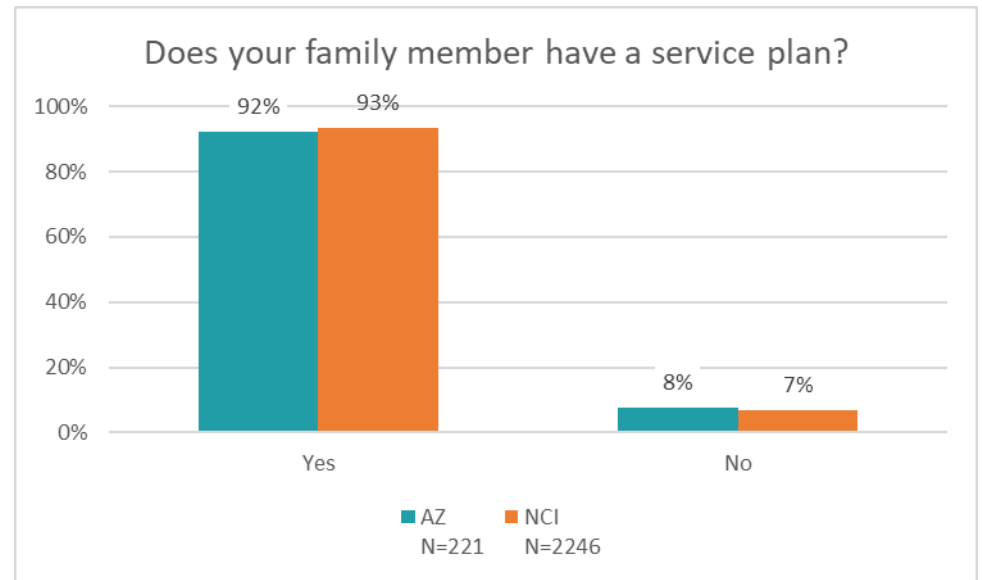
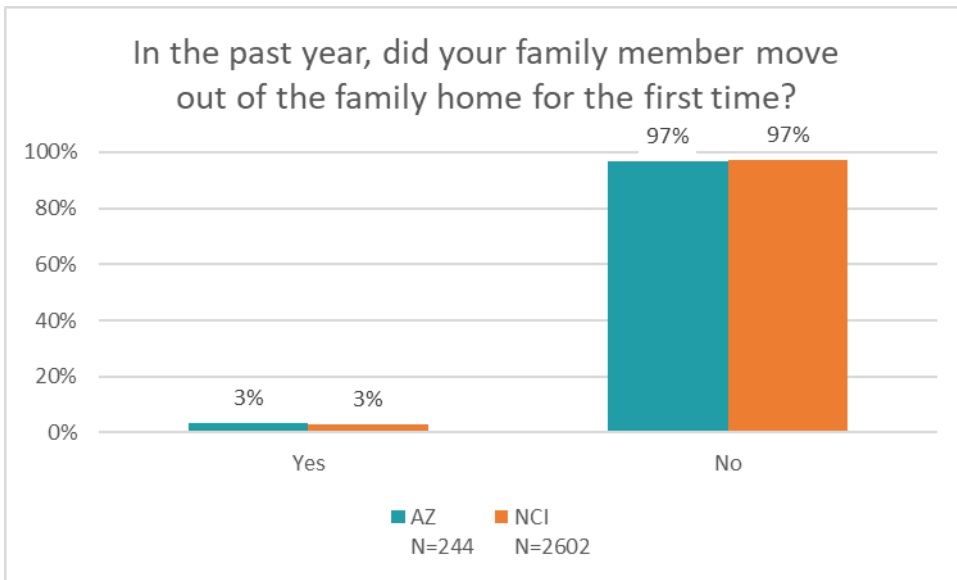
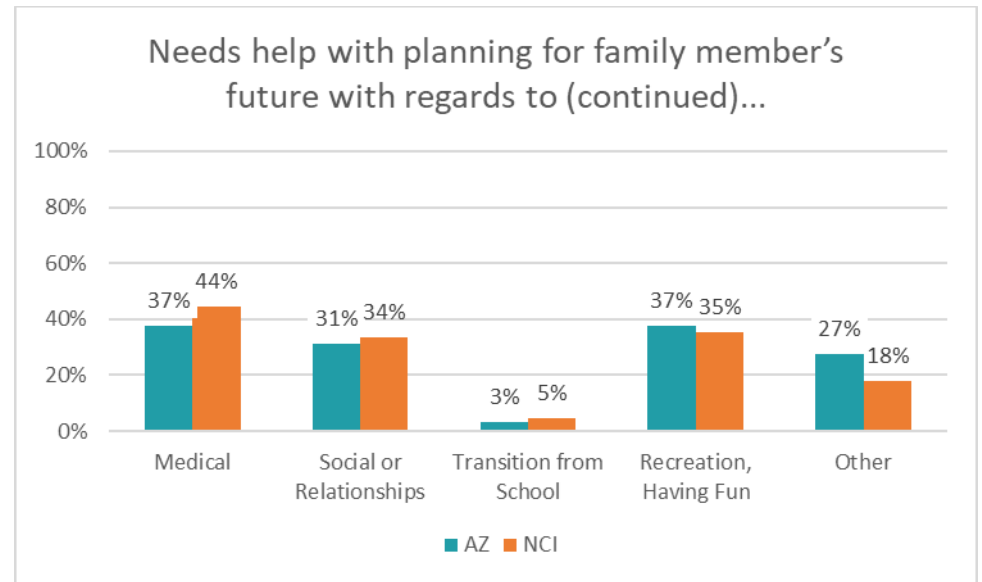
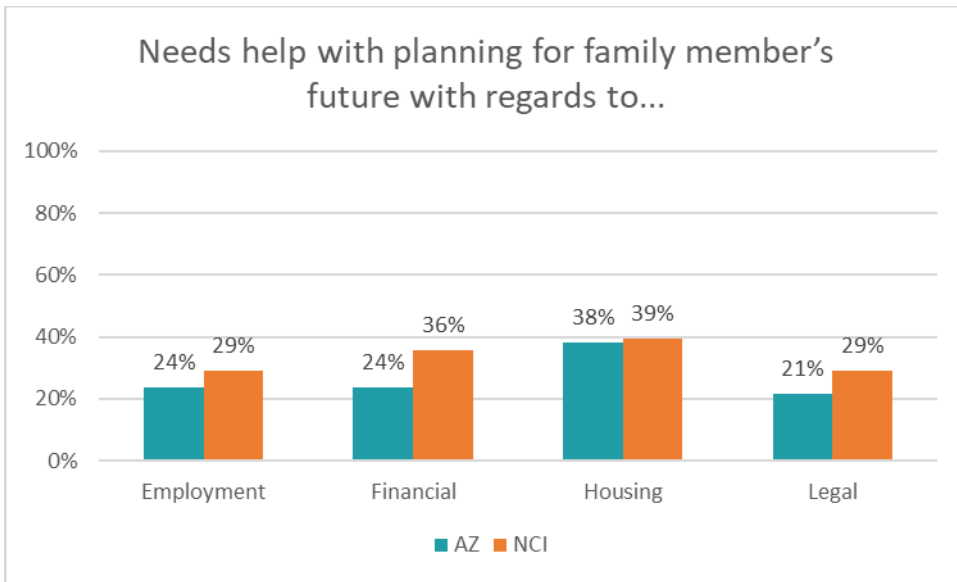
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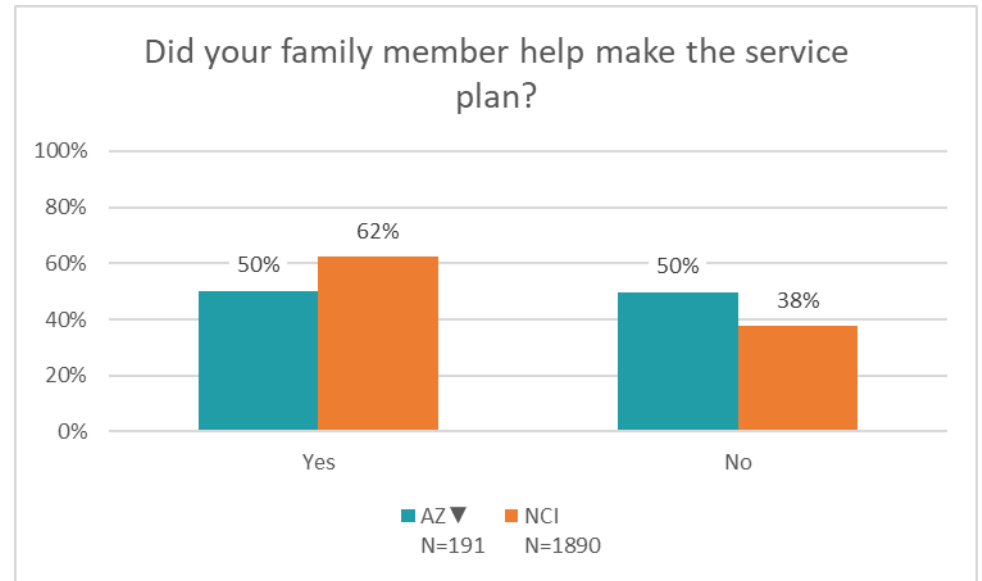
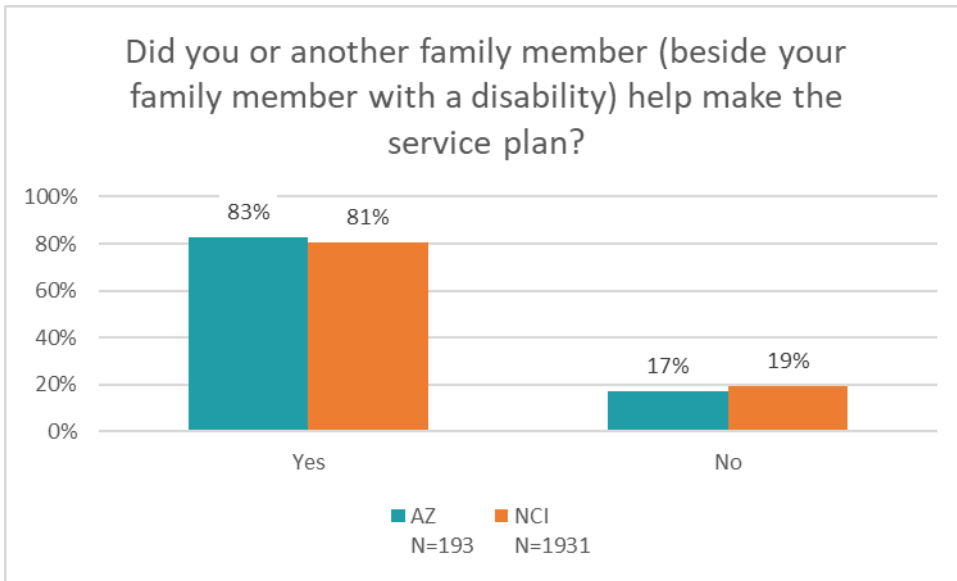
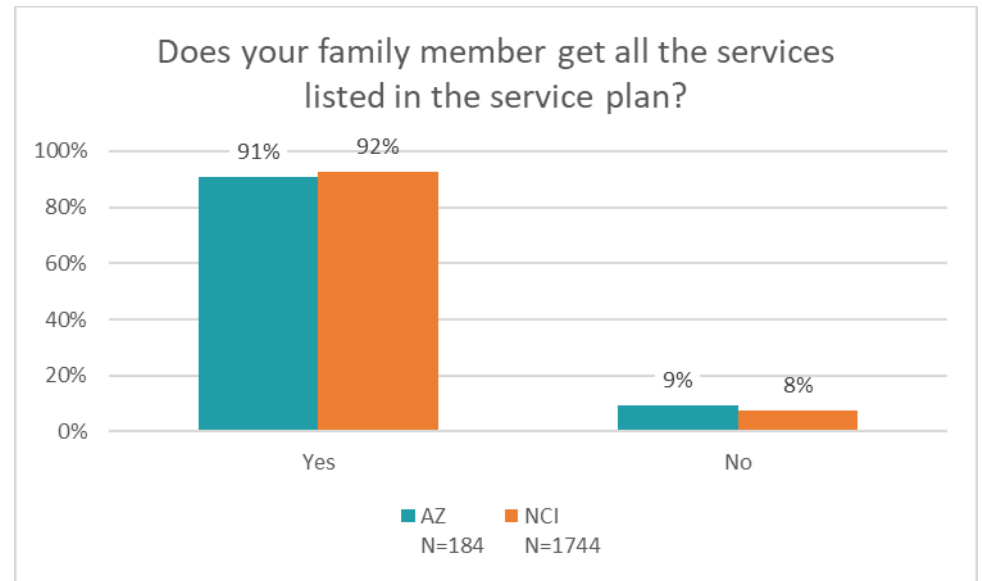
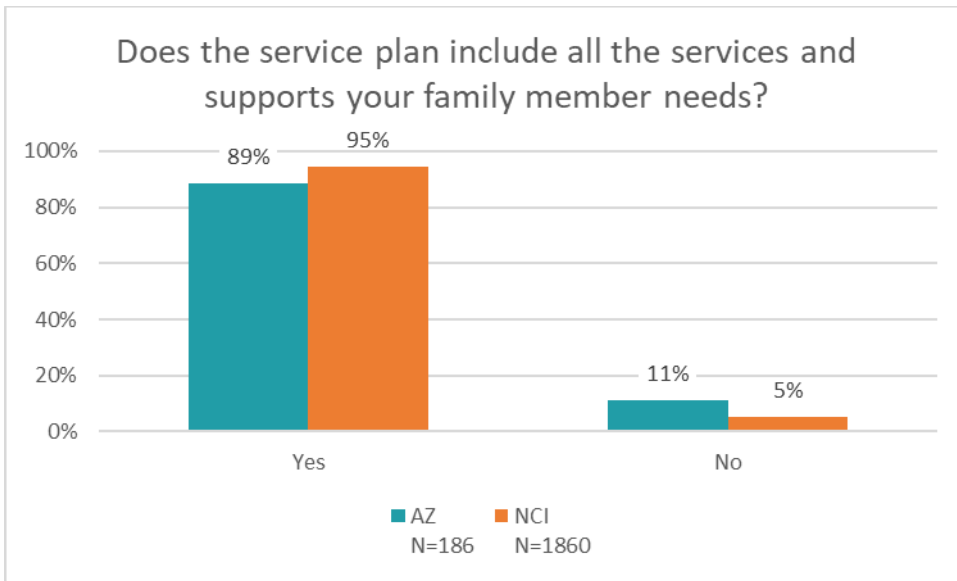
*Families and family members with disabilities have the information and support necessary to plan for their services and supports.*

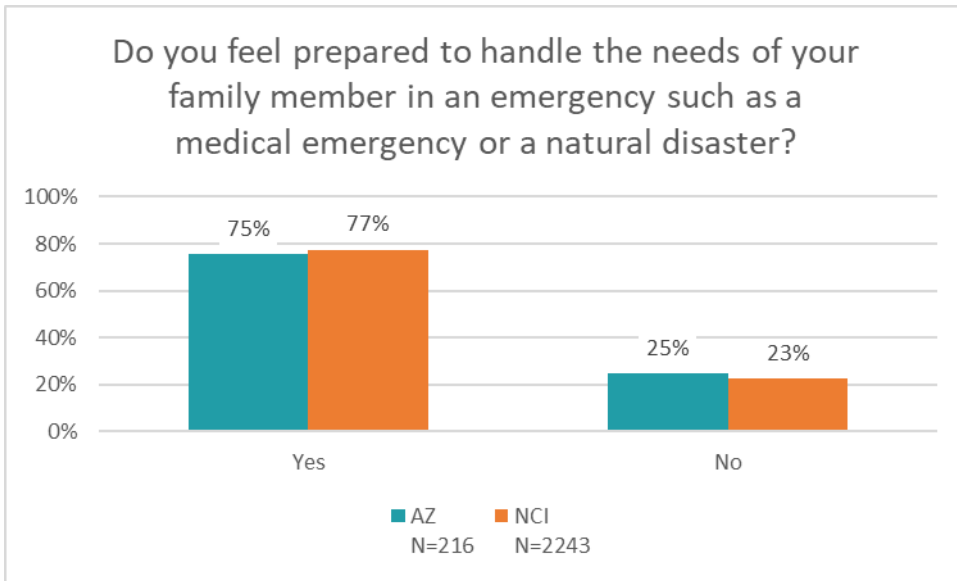
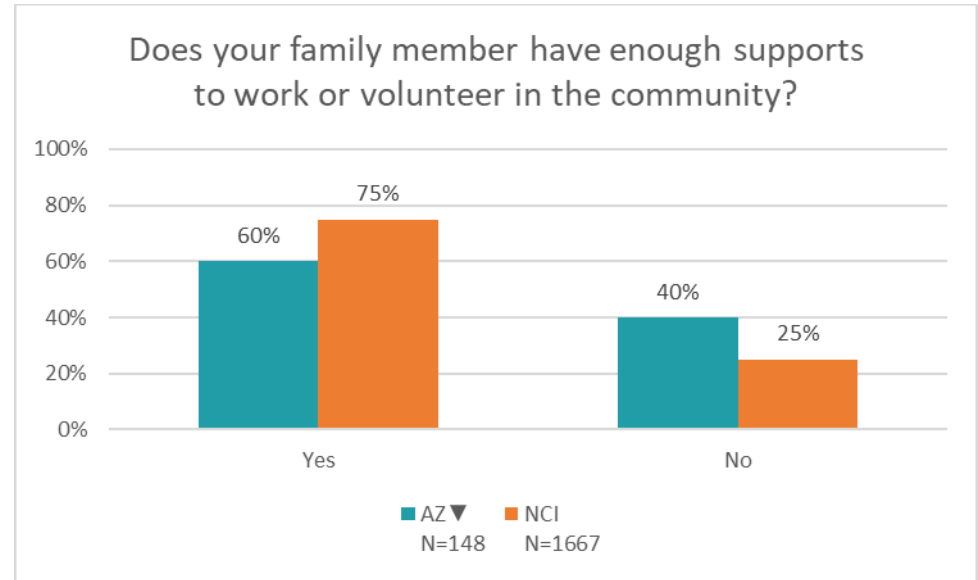
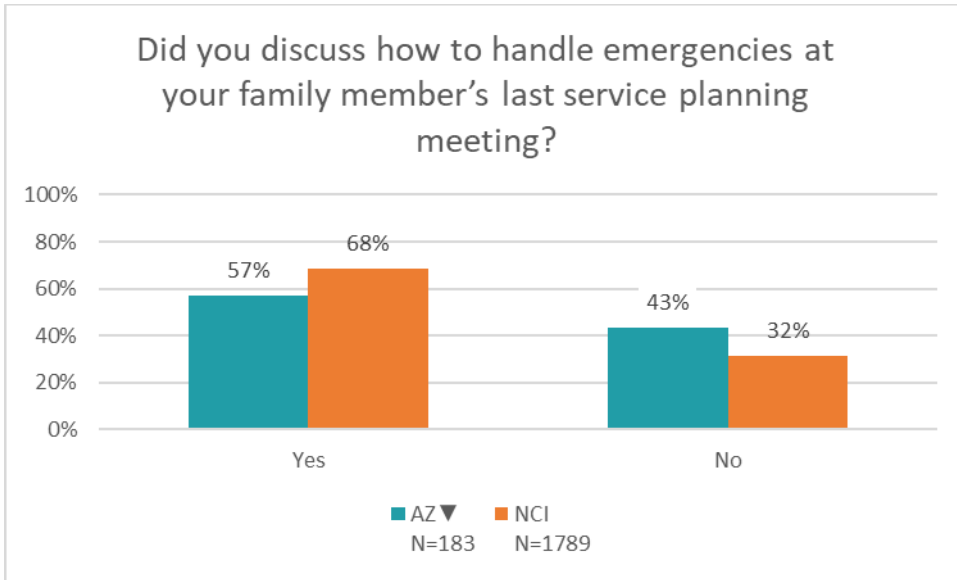
The following pages contain charts depicting the results. The same data is repeated in the tables that follow.











## *Information and Planning Tables*

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

**Table Q1. Do you get enough information to take part in planning services for your family member?**

State v. NCI	Always	Usually	Sometimes	Seldom/Never	N
AZ	40%	42%	15%	3%	234
NCI	43%	39%	13%	6%	2,473

**Table Q2. Is the information you get about services and supports easy to understand?**

State v. NCI	Always	Usually	Sometimes	Seldom/Never	N
AZ	36%	50%	12%	2%	242
NCI	42%	44%	11%	2%	2,512

**Table Q3. Do staff or the residential agency keep you informed about how your family member is doing?**

State v. NCI	Always	Usually	Sometimes	Seldom/Never	N
AZ	44%	36%	16%	3%	244
NCI	46%	36%	13%	6%	2,613

**Table Q4. Does the case manager/service coordinator respect your family's choices and opinions?**

State v. NCI	Always	Usually	Sometimes	Seldom/Never	N
AZ	61%	30%	8%	2%	239
NCI	63%	29%	6%	2%	2,531

**Table Q5. Do you need help planning for your family member's future with respect to any of the following?**

Categories are not mutually exclusive, therefore N is not shown

Needs help planning for...	AZ	NCI
Employment	24%	29%
Financial	24%	36%
Housing	38%	39%
Legal	21%	29%
Medical	37%	44%
Social or Relationships	31%	34%
Transition from School	3%	5%
Recreation, Having Fun	37%	35%
Other	27%	18%

**Table Q6. In the past year, did your family member move out of the family home for the first time?**

State v. NCI	Yes	No	N
AZ	3%	97%	244
NCI	3%	97%	2,602

**Table Q7. Does your family member have a service plan?**

State v. NCI	Yes	No	N
AZ	92%	8%	221
NCI	93%	7%	2,246

**Table Q8. Does the service plan include all the services and supports your family member needs?**

State v. NCI	Yes	No	N
AZ	89%	11%	186
NCI	95%	5%	1,860

**Table Q9. Does your family member get all of the services listed in the service plan?**

State v. NCI	Yes	No	N
AZ	91%	9%	184
NCI	92%	8%	1,744

**Table Q10. Did you or someone else in your family (besides your family member with a disability) help make the service plan?**

State v. NCI	Yes	No	N
AZ	83%	17%	193
NCI	81%	19%	1,931

**Table Q11. Did your family member help make the service plan?**

State v. NCI	Yes	No	N
AZ ▼	50%	50%	191
NCI	62%	38%	1,890

**Table Q12. Did you discuss how to handle emergencies (such as a medical emergency or a natural disaster) at your family member's last service planning meeting?**

State v. NCI	Yes	No	N
AZ ▼	57%	43%	183
NCI	68%	32%	1,789

**Table Q13. Does your family member have enough supports (for example, support workers, community resources) to work or volunteer in the community?**

State v. NCI	Yes	No	N
AZ ▼	60%	40%	148
NCI	75%	25%	1,667



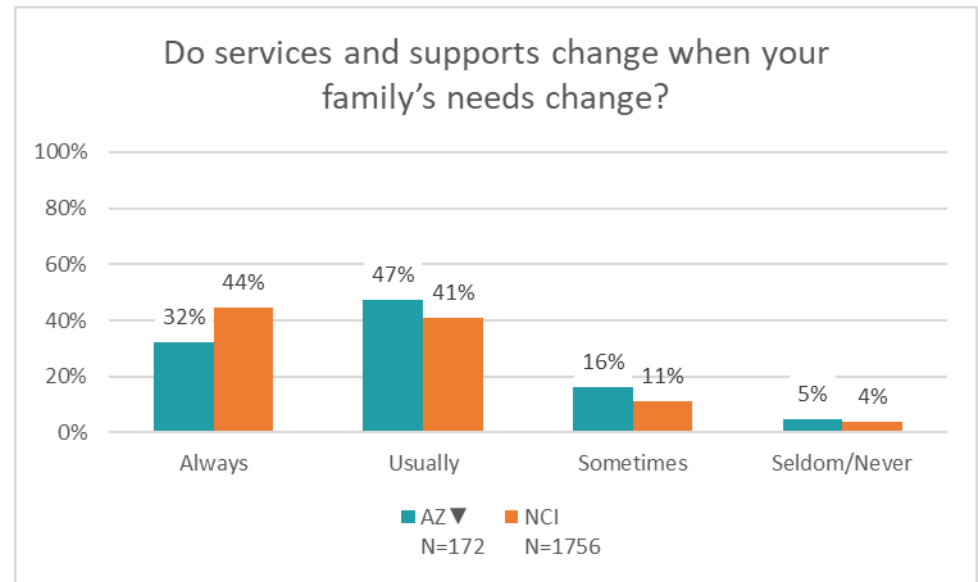
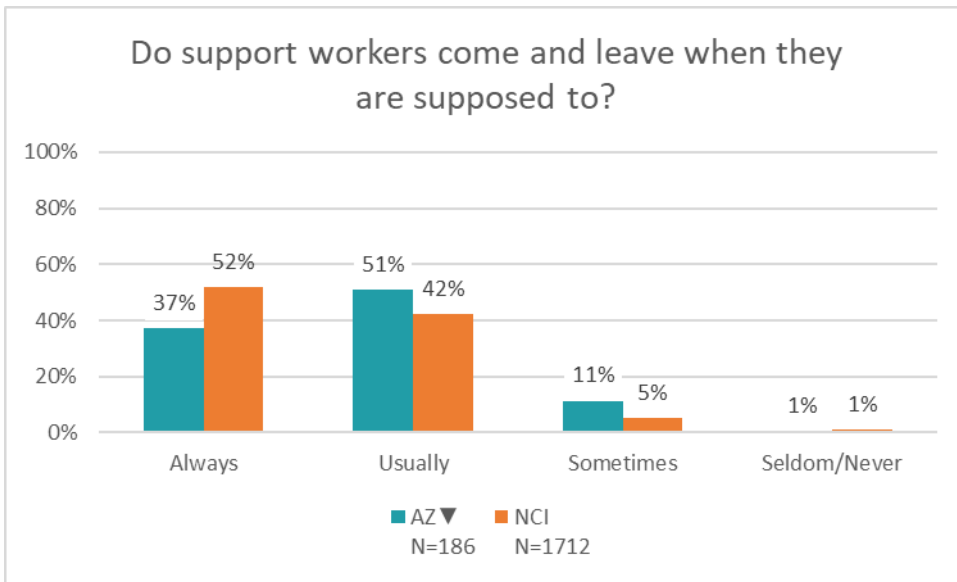
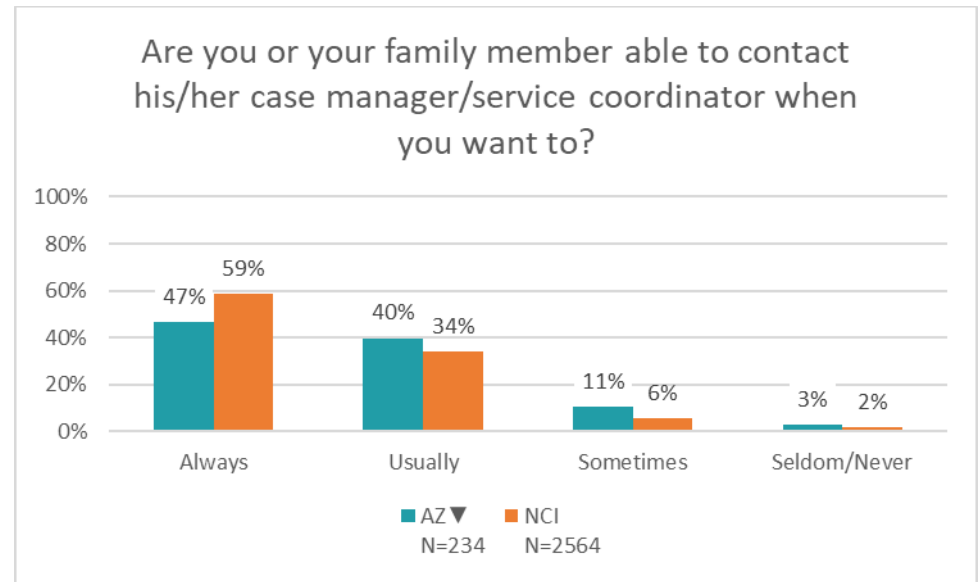
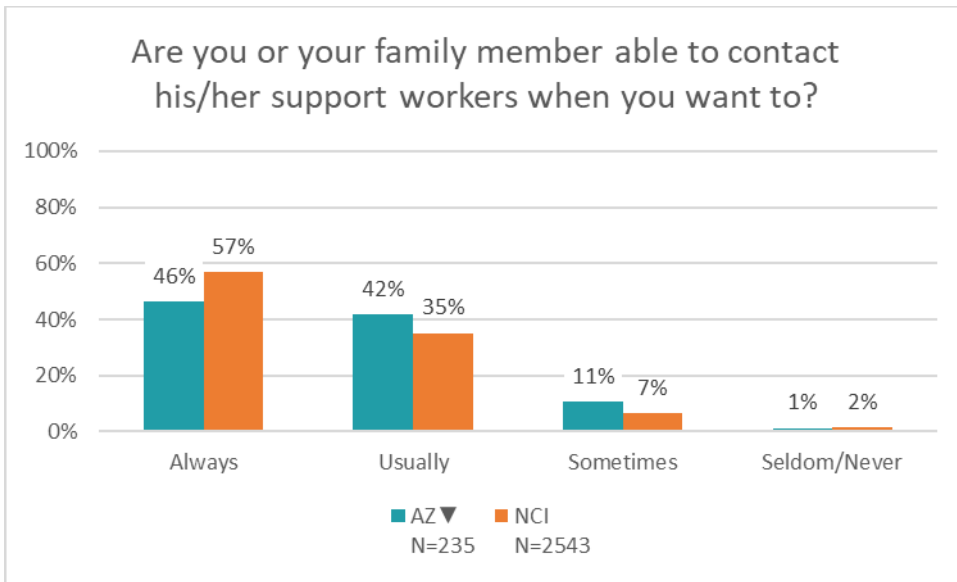
**Table Q14. Do you feel prepared to handle the needs of your family member in an emergency such as a medical emergency or a natural disaster?**

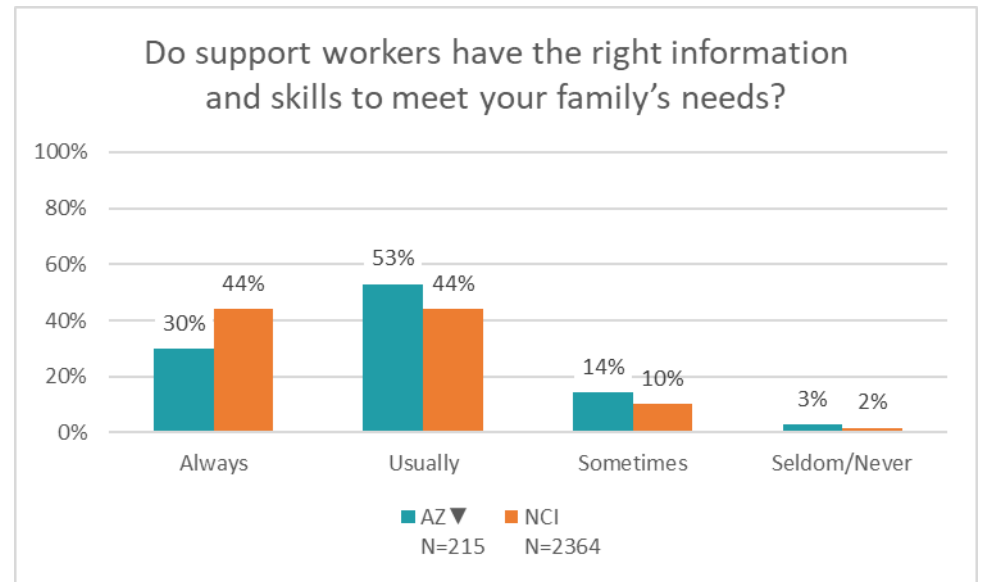
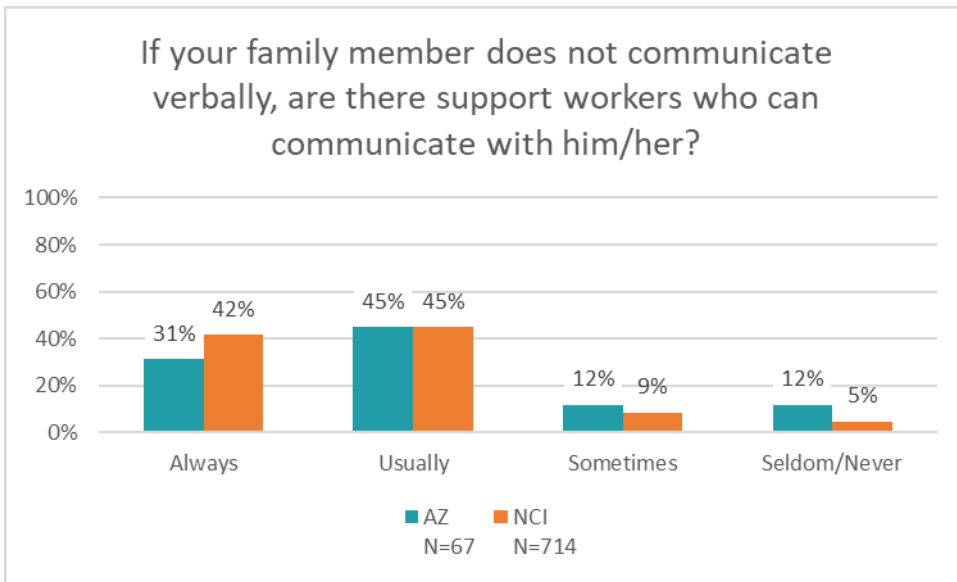
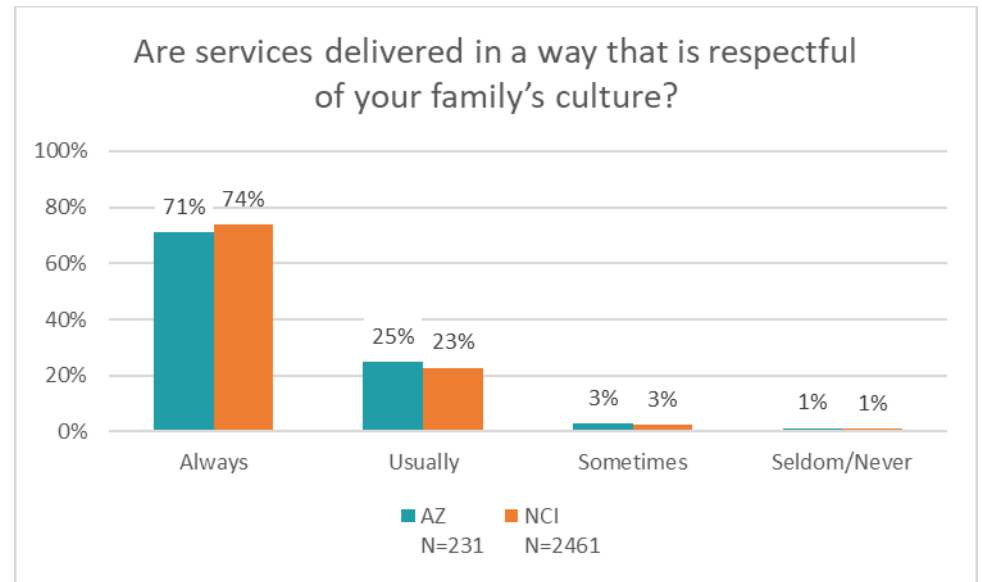
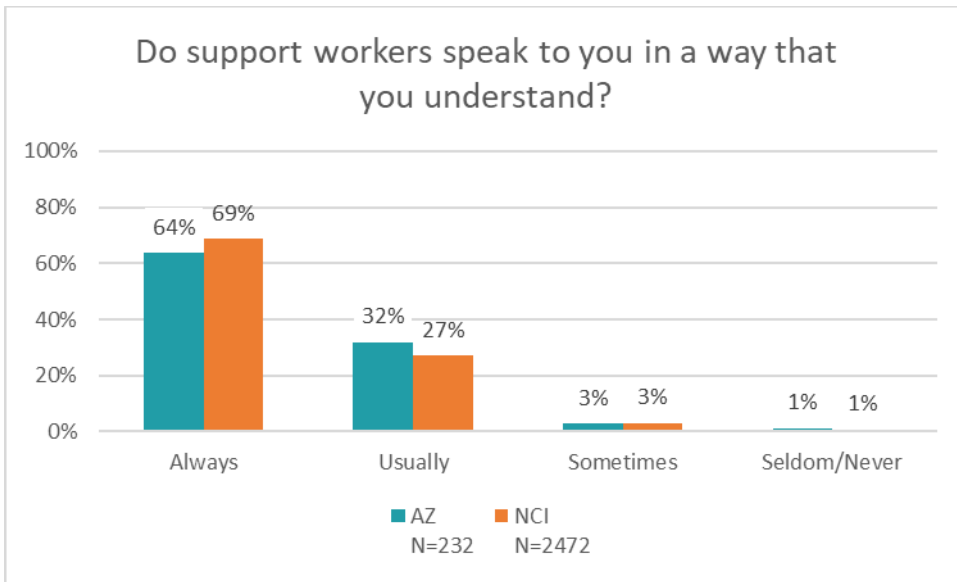
State v. NCI	Yes	No	N
AZ	75%	25%	216
NCI	77%	23%	2,243

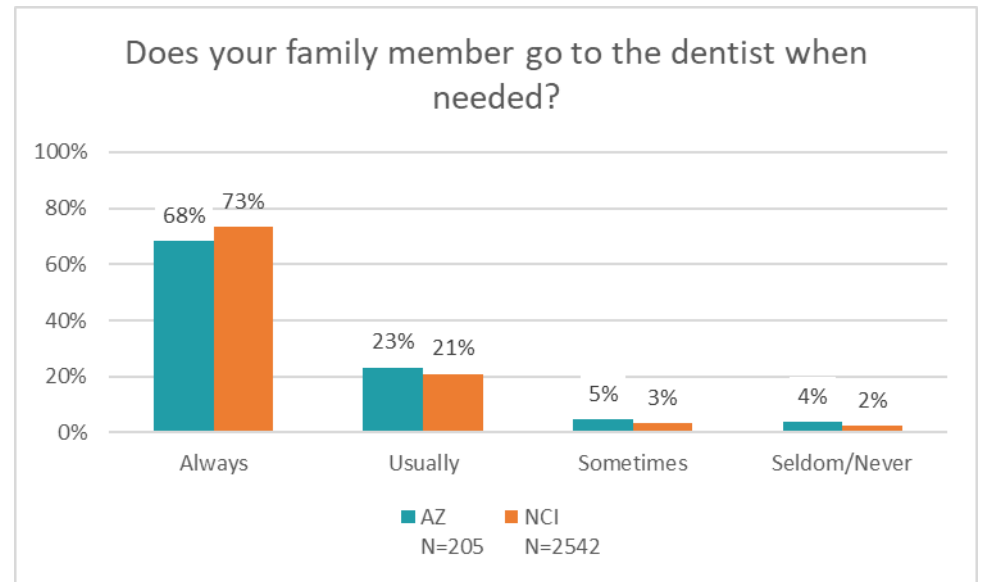
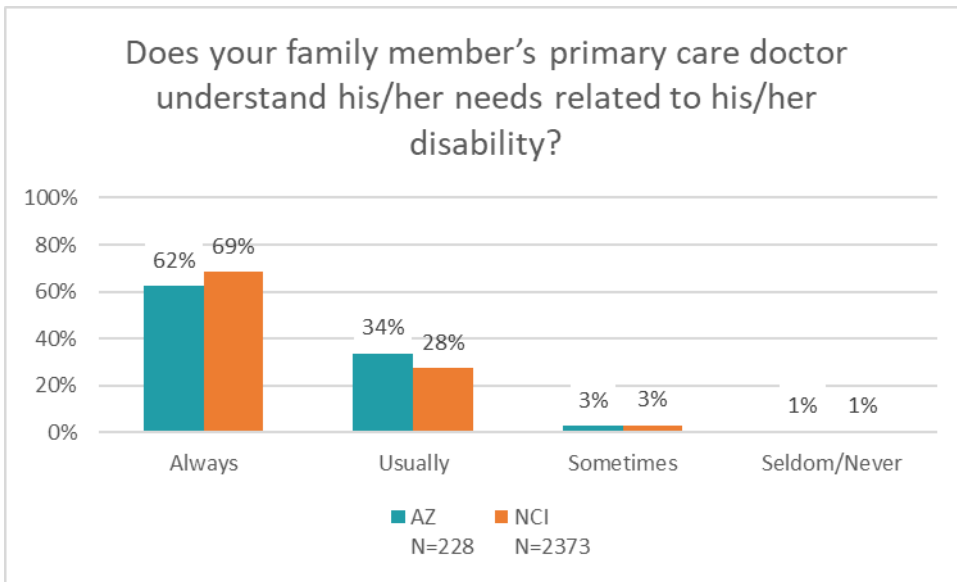
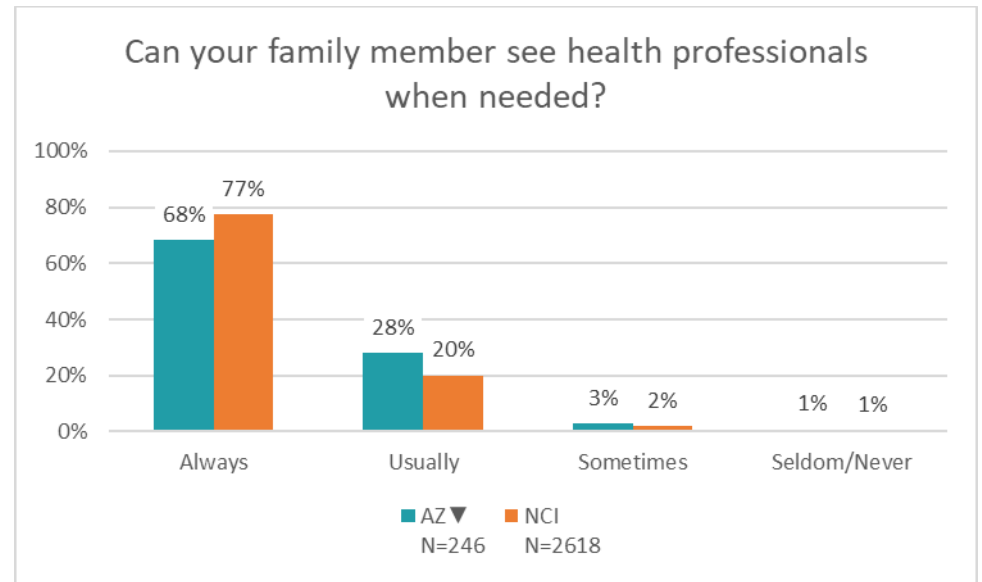
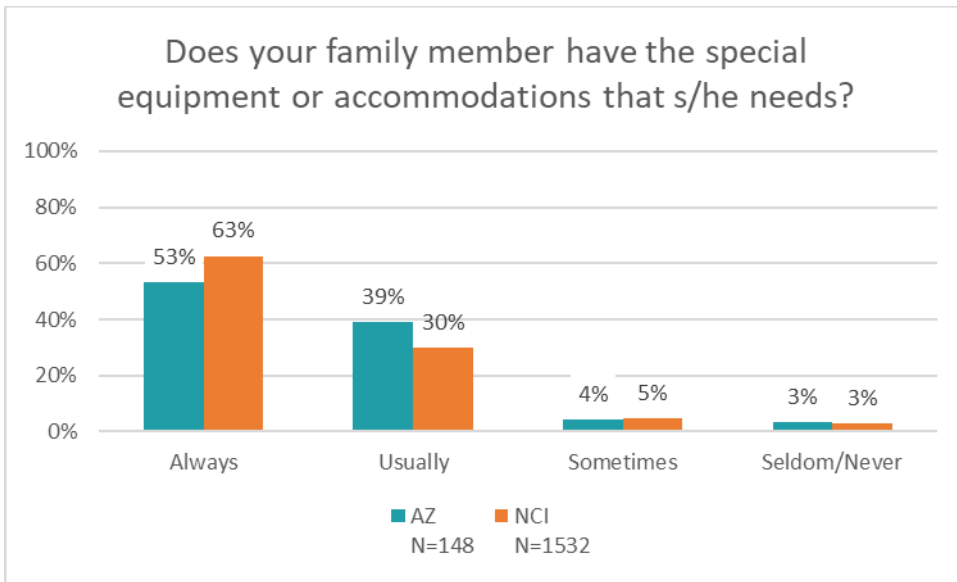
## *Access and Delivery of Services and Supports Charts*

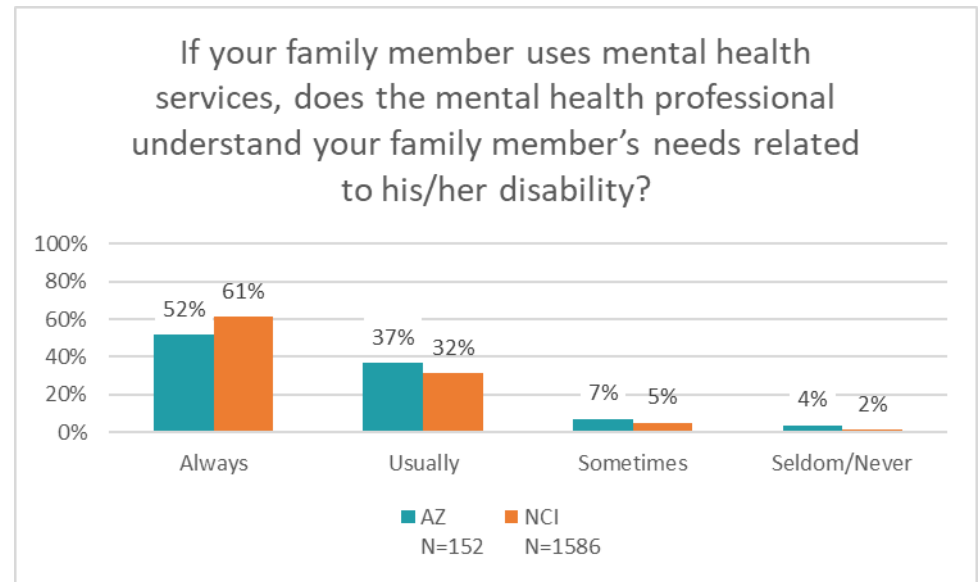
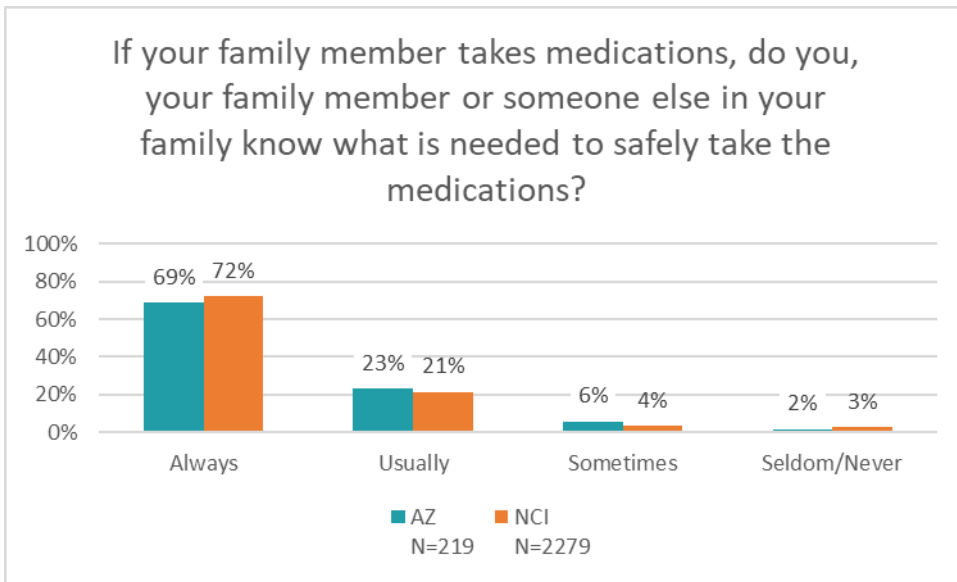
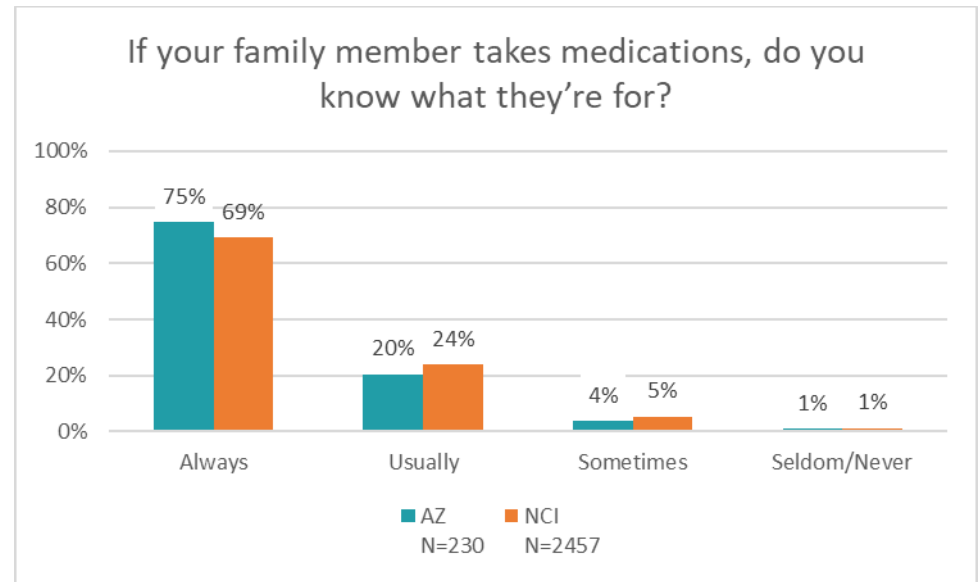
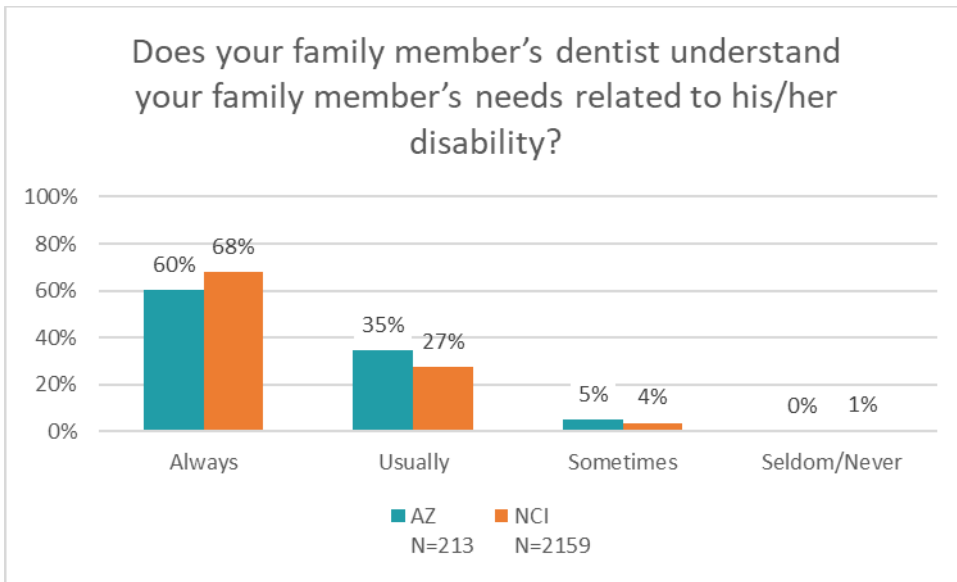
*Families and family members with disabilities get the services and supports they need.*

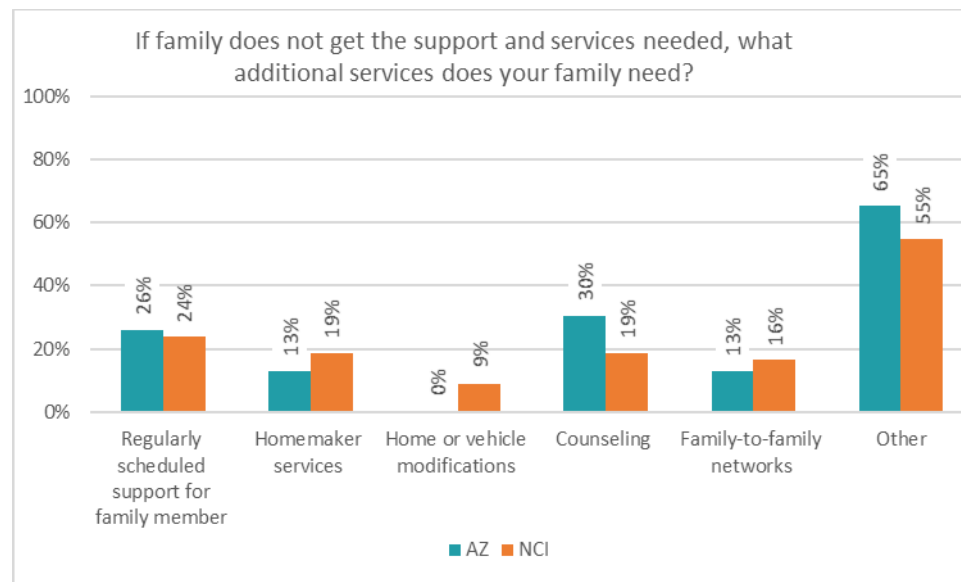
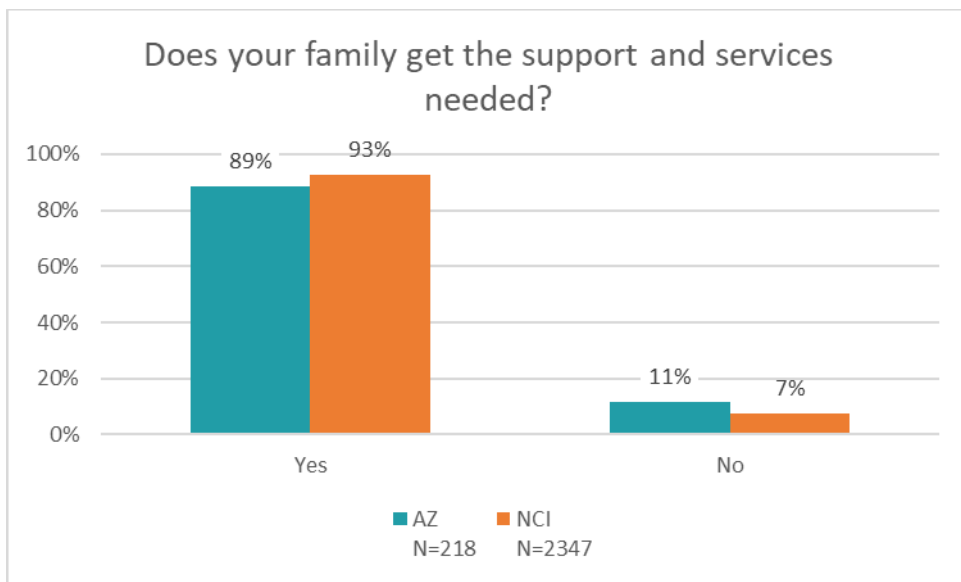
The following pages contain charts depicting the results. The same data is repeated in the tables that follow.











## *Access and Delivery of Services and Supports Tables*

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



**Table Q15. Are you or your family member able to contact his/her support workers when you want to?**

State v. NCI	Always	Usually	Sometimes	Seldom/Never	N
AZ ▼	46%	42%	11%	1%	235
NCI	57%	35%	7%	2%	2,543

**Table Q16. Are you or your family member able to contact his/her case manager/service coordinator when you want to?**

State v. NCI	Always	Usually	Sometimes	Seldom/Never	N
AZ ▼	47%	40%	11%	3%	234
NCI	59%	34%	6%	2%	2,564

**Table Q17. Do support workers come and go when they are supposed to?**

State v. NCI	Always	Usually	Sometimes	Seldom/Never	N
AZ ▼	37%	51%	11%	1%	186
NCI	52%	42%	5%	1%	1,712

**Table Q18. Do services and supports change when your family's needs change?**

State v. NCI	Always	Usually	Sometimes	Seldom/Never	N
AZ ▼	32%	47%	16%	5%	172
NCI	44%	41%	11%	4%	1,756

**Table Q19. Do support workers speak to you in a way you understand?**

State v. NCI	Always	Usually	Sometimes	Seldom/Never	N
AZ	64%	32%	3%	1%	232
NCI	69%	27%	3%	1%	2,472

**Table Q20. Are services delivered in a way that is respectful of your family's culture?**

State v. NCI	Always	Usually	Sometimes	Seldom/Never	N
AZ	71%	25%	3%	1%	231
NCI	74%	23%	3%	1%	2,461

**Table Q21. If your family member does not communicate verbally (for example, uses gestures or sign language, or a communication aid), are there support workers who can communicate with him/her?**

State v. NCI	Always	Usually	Sometimes	Seldom/Never	N
AZ	31%	45%	12%	12%	67
NCI	42%	45%	9%	5%	714

**Table Q22. Do support workers have the right information and skills to meet your family's needs?**

State v. NCI	Always	Usually	Sometimes	Seldom/Never	N
AZ ▼	30%	53%	14%	3%	215
NCI	44%	44%	10%	2%	2,364

**Table Q23. Does your family member have the special equipment or accommodations that s/he needs?**

State v. NCI	Always	Usually	Sometimes	Seldom/Never	N
AZ	53%	39%	4%	3%	148
NCI	63%	30%	5%	3%	1,532

**Table Q24. Can your family member see health professionals when needed (for example, doctor, dentist, psychologist)?**

State v. NCI	Always	Usually	Sometimes	Seldom/Never	N
AZ ▼	68%	28%	3%	1%	246
NCI	77%	20%	2%	1%	2,618

**Table Q25. Does your family member's primary care doctor understand your family member's needs related to his/her disability?**

State v. NCI	Always	Usually	Sometimes	Seldom/Never	N
AZ	62%	34%	3%	1%	228
NCI	69%	28%	3%	1%	2,373

**Table Q26. Does your family member go to the dentist when needed?**

Question changed from previous years

State v. NCI	Always	Usually	Sometimes	Seldom/Never	N
AZ	68%	23%	5%	4%	205
NCI	73%	21%	3%	2%	2,542

**Table Q27. Does your family member's dentist understand your family member's needs related to his/her disability?**

State v. NCI	Always	Usually	Sometimes	Seldom/Never	N
AZ	60%	35%	5%	0%	213
NCI	68%	27%	4%	1%	2,159

**Table Q28. If your family member takes medications, do you know what they're for?**

State v. NCI	Always	Usually	Sometimes	Seldom/Never	N
AZ	75%	20%	4%	1%	230
NCI	69%	24%	5%	1%	2,457

**Table Q29. Do you, your family member, or someone else in your family know what is needed to safely take the medications (when it should be taken, how much to take, and the potential side effects)?**

State v. NCI	Always	Usually	Sometimes	Seldom/Never	N
AZ	69%	23%	6%	2%	219
NCI	72%	21%	4%	3%	2,279

**Table Q30. If your family member uses mental health services, does the mental health professional understand your family member's needs related to his/her disability?**

State v. NCI	Always	Usually	Sometimes	Seldom/Never	N
AZ	52%	37%	7%	4%	152
NCI	61%	32%	5%	2%	1,586

**Table Q31. Does your family get the supports and services it needs?**

State v. NCI	Yes	No	N
AZ	89%	11%	218
NCI	93%	7%	2,347

**Table Q32. If your family does not get the support and services needed, what additional services does your family need?**

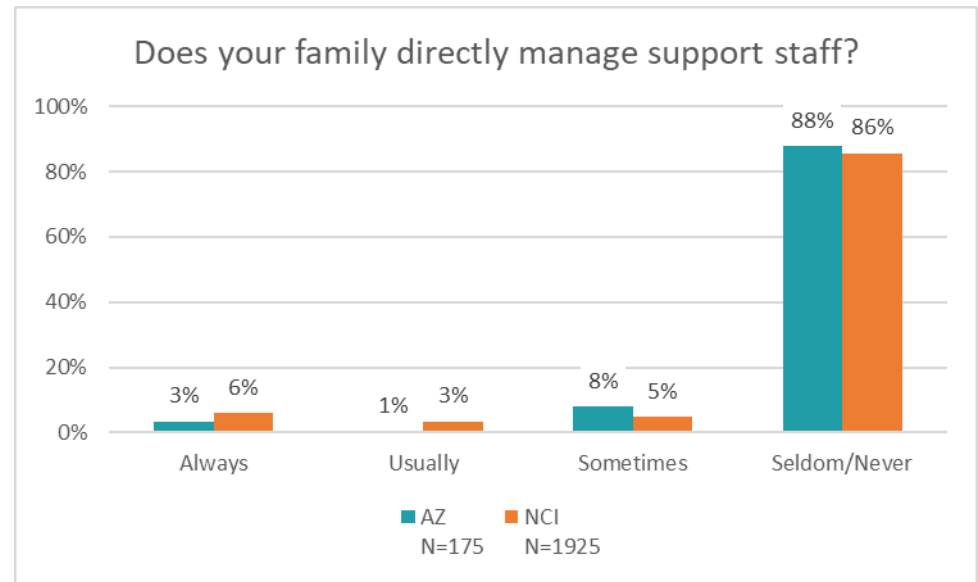
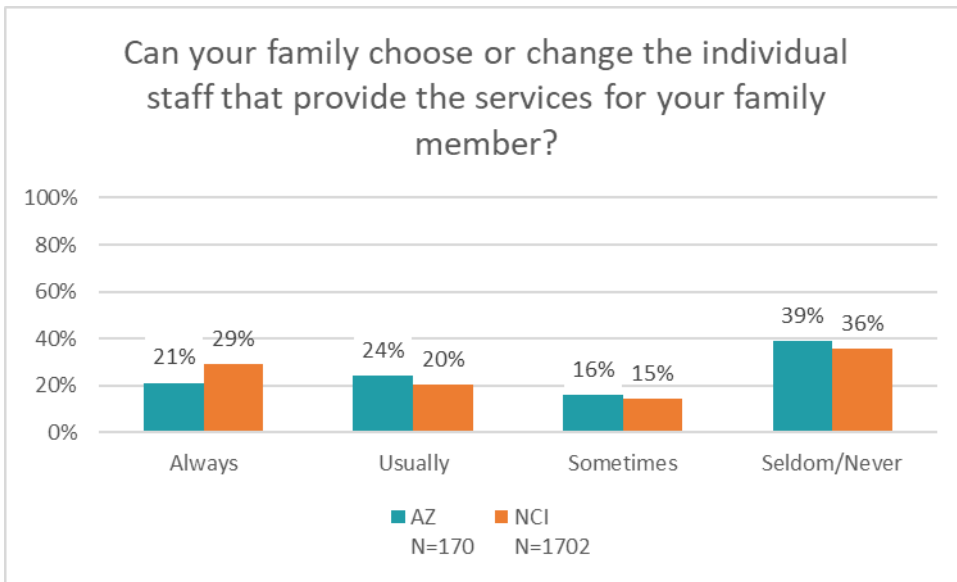
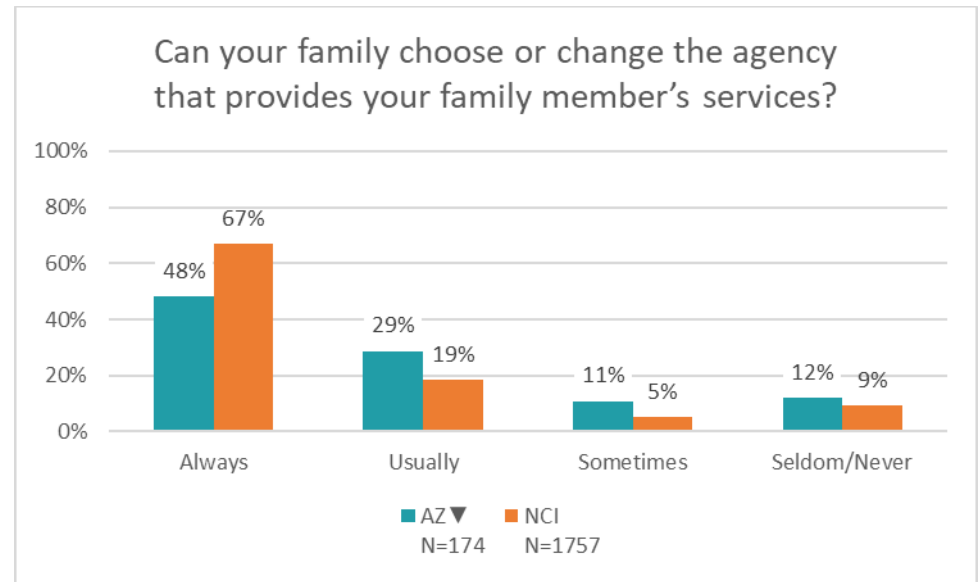
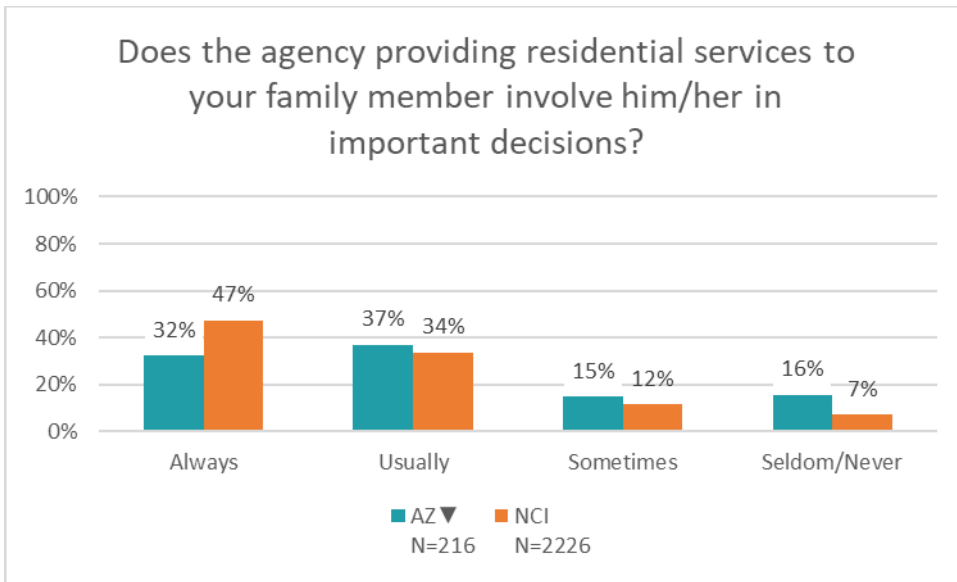
Categories are not mutually exclusive, therefore N is not shown

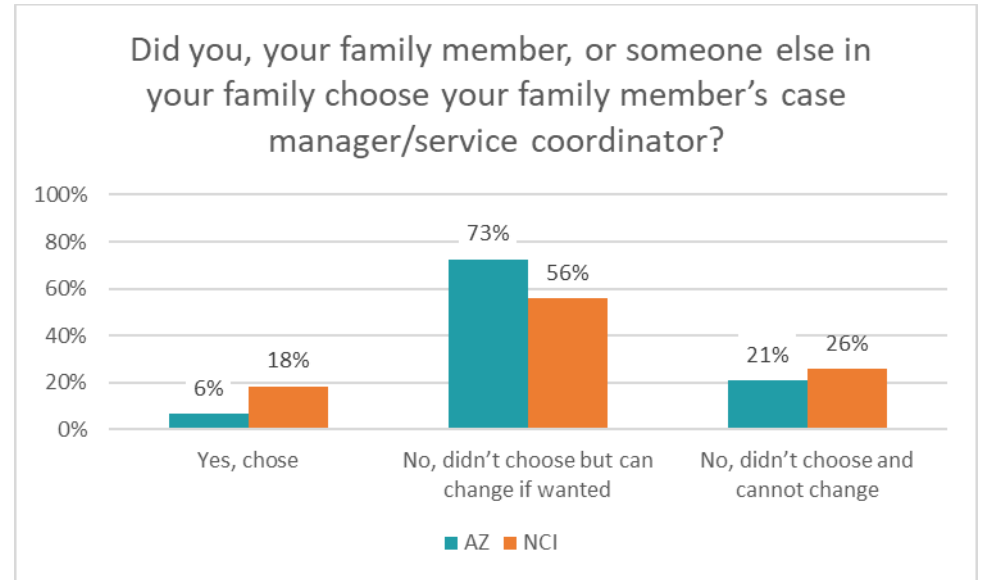
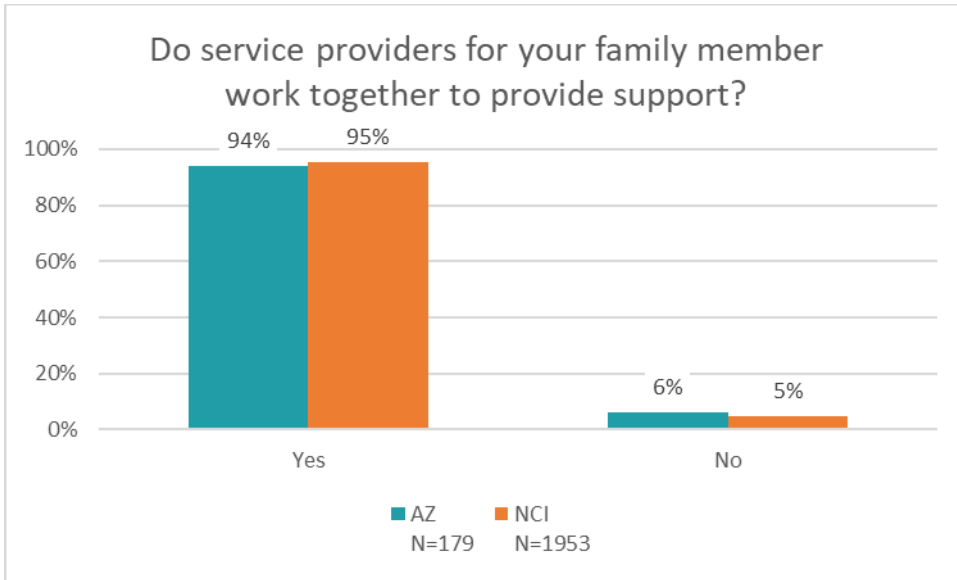
Additional services needed...	AZ	NCI
Regularly scheduled support for family member	26%	24%
Homemaker services	13%	19%
Home or vehicle modifications	0%	9%
Counseling	30%	19%
Family-to-family networks	13%	16%
Other	65%	55%

## *Choice, Decision Making and Control Charts*

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

The following pages contain charts depicting the results. The same data is repeated in the tables that follow.





## *Choice, Decision Making and Control Tables*

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



**Table Q33. Does the agency providing residential services to your family member involve him/her in important decisions?**

State v. NCI	Always	Usually	Sometimes	Seldom/Never	N
AZ ▼	32%	37%	15%	16%	216
NCI	47%	34%	12%	7%	2,226

**Table Q34. Can your family choose or change the agency that provides your family member's services?**

State v. NCI	Always	Usually	Sometimes	Seldom/Never	N
AZ ▼	48%	29%	11%	12%	174
NCI	67%	19%	5%	9%	1,757

**Table Q35. Can your family choose or change the individual staff that provide the services for your family member?**

State v. NCI	Always	Usually	Sometimes	Seldom/Never	N
AZ	21%	24%	16%	39%	170
NCI	29%	20%	15%	36%	1,702

**Table Q36. Does your family directly manage support staff?**

State v. NCI	Always	Usually	Sometimes	Seldom/Never	N
AZ	3%	1%	8%	88%	175
NCI	6%	3%	5%	86%	1,925

**Table Q37. Do service providers for your family member work together to provide support?**

State v. NCI	Yes	No	N
AZ	94%	6%	179
NCI	95%	5%	1,953

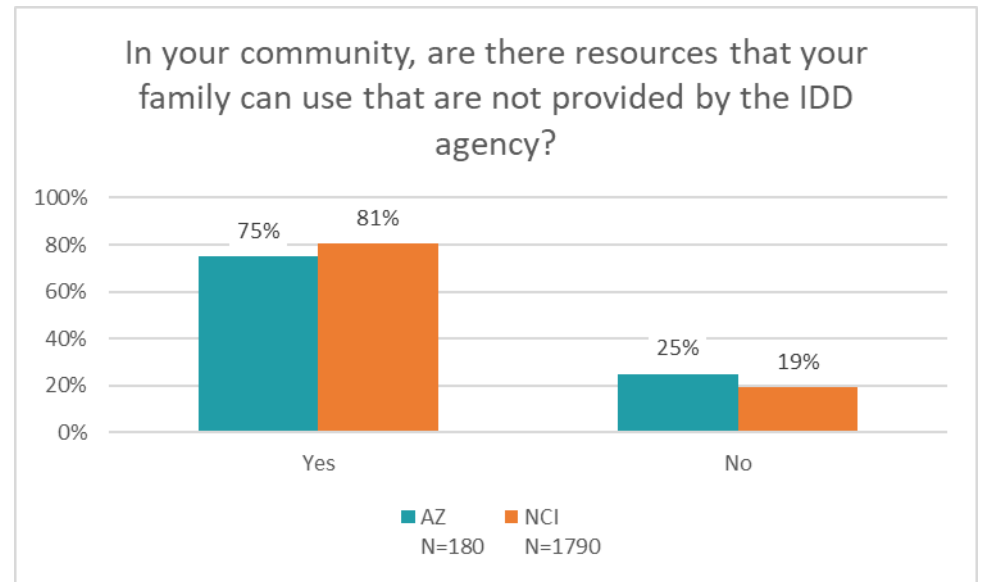
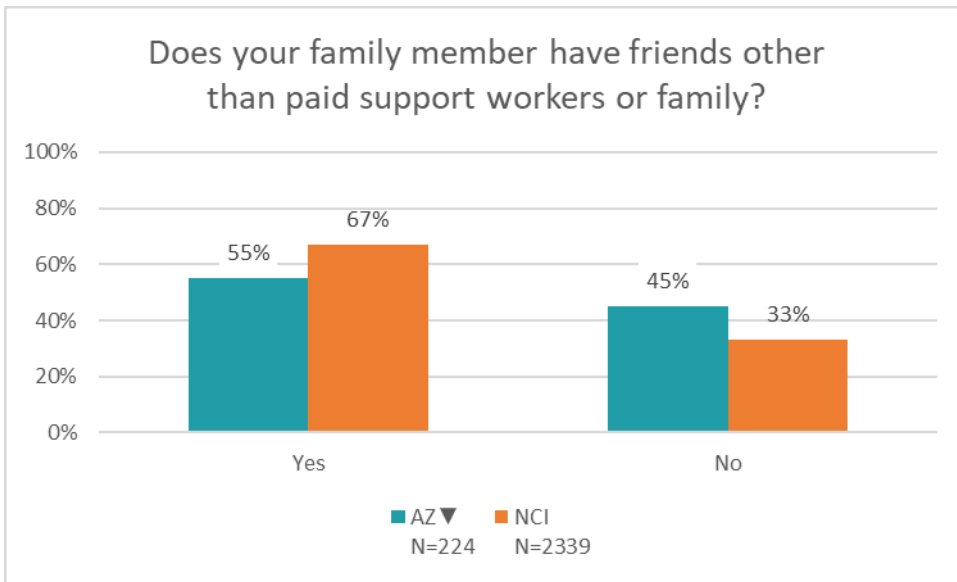
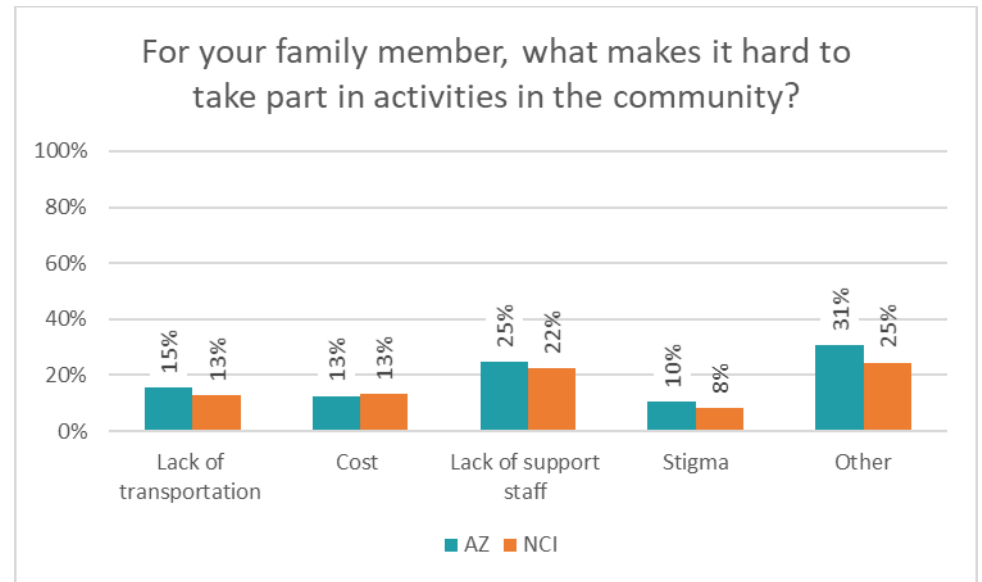
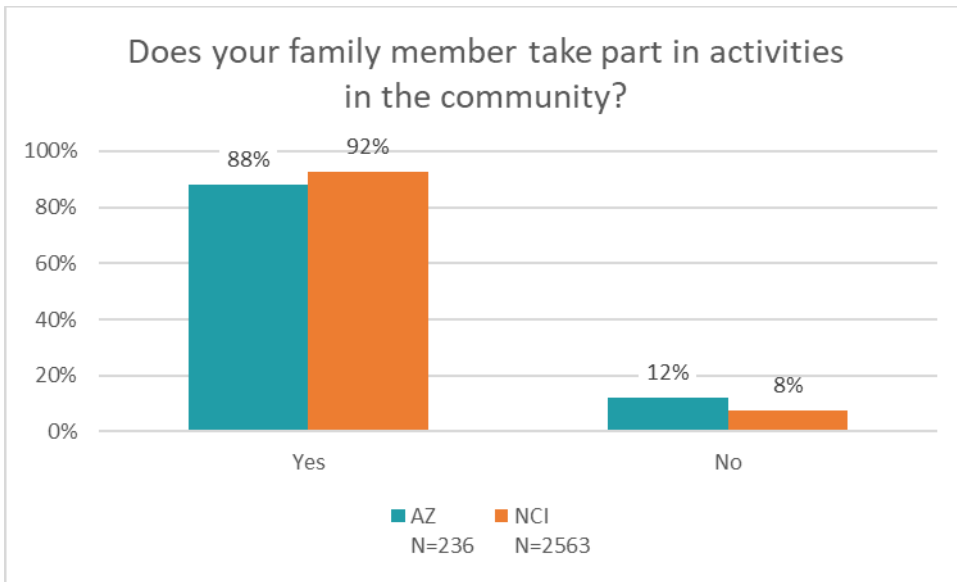
**Table Q38. Did you, your family member, or someone else in your family choose your family member's case manager/service coordinator?**

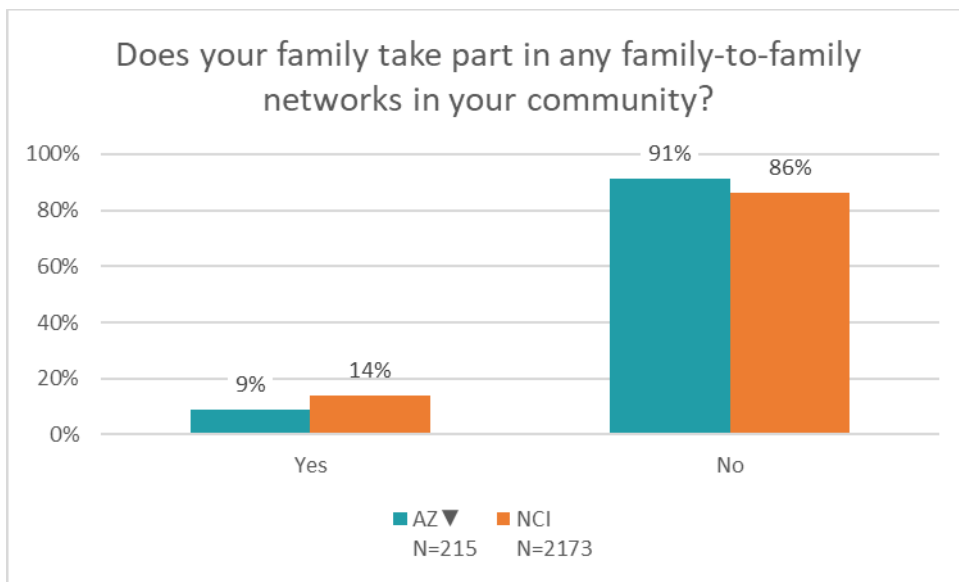
Chose case manager...	AZ ▼	AZ ▼ N	NCI	NCI N
Yes, chose case manager/service coordinator	6%	219	18%	2,187
No, didn't choose case manager/service coordinator but can change case manager/service coordinator if wanted	73%	219	56%	2,187
No, didn't choose case manager/service coordinator and cannot change case manager/service coordinator if wanted	21%	219	26%	2,187

## *Involvement in the Community Charts*

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

The following pages contain charts depicting the results. The same data is repeated in the tables that follow.





## *Involvement in the Community Tables*

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

**Table Q39. Does your family member take part in activities in the community?**

State v. NCI	Yes	No	N
AZ	88%	12%	236
NCI	92%	8%	2,563

**Table Q40. For your family member, what makes it hard to take part in activities in the community?**

Question is rephrased from previous years

Obstacles or barriers...	AZ	NCI
Lack of transportation	15%	13%
Cost	13%	13%
Lack of support staff	25%	22%
Stigma	10%	8%
Other	31%	25%

**Table Q41. Does your family member have friends other than paid support workers or family?**

State v. NCI	Yes	No	N
AZ ▼	55%	45%	224
NCI	67%	33%	2,339

**Table Q42. In your community, are there resources that your family can use that are not provided by the IDD agency (for example, recreational programs, community housing, library programs, religious groups, etc.)?**

State v. NCI	Yes	No	N
AZ	75%	25%	180
NCI	81%	19%	1,790

**Table Q43. Does your family take part in any family-to-family networks in your community (for example, Parent to Parent, sibling networks, etc.)?**

State v. NCI	Yes	No	N
AZ ▼	9%	91%	215
NCI	14%	86%	2,173

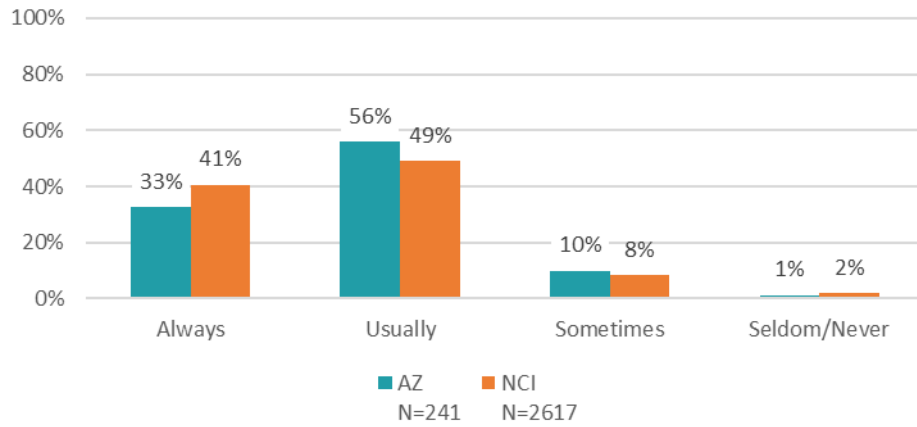


## *Satisfaction With Services and Supports Charts*

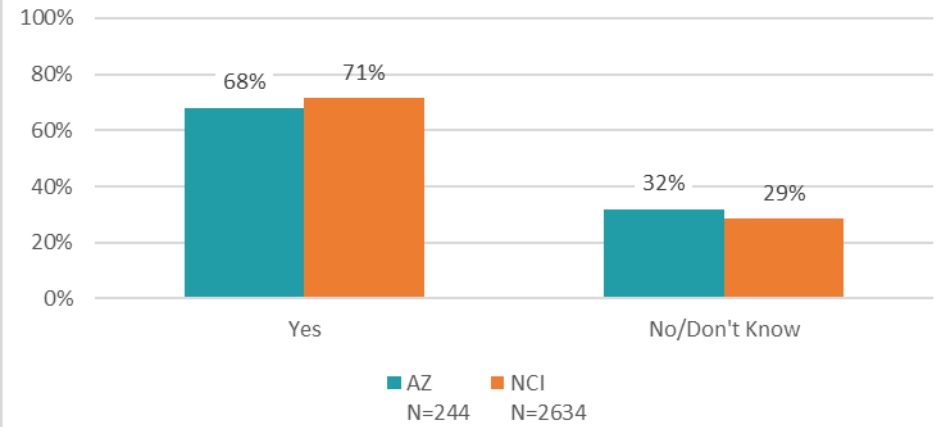
*Families and family members with disabilities receive adequate and satisfactory supports.*

The following pages contain charts depicting the results. The same data is repeated in the tables that follow.

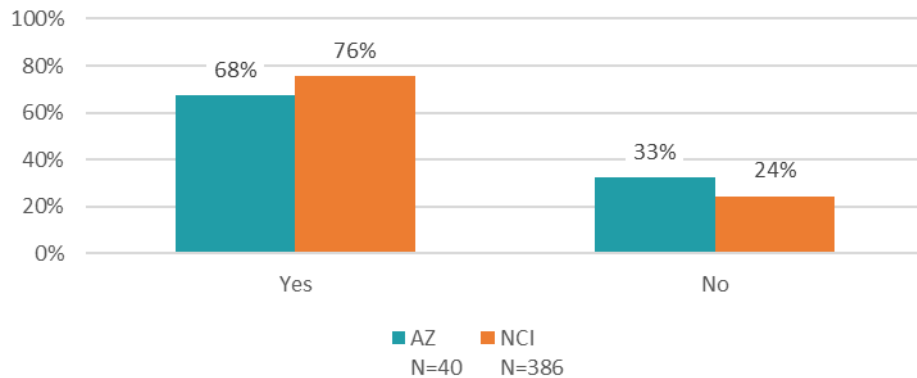
Overall, are you satisfied with the services and supports your family member currently receives?



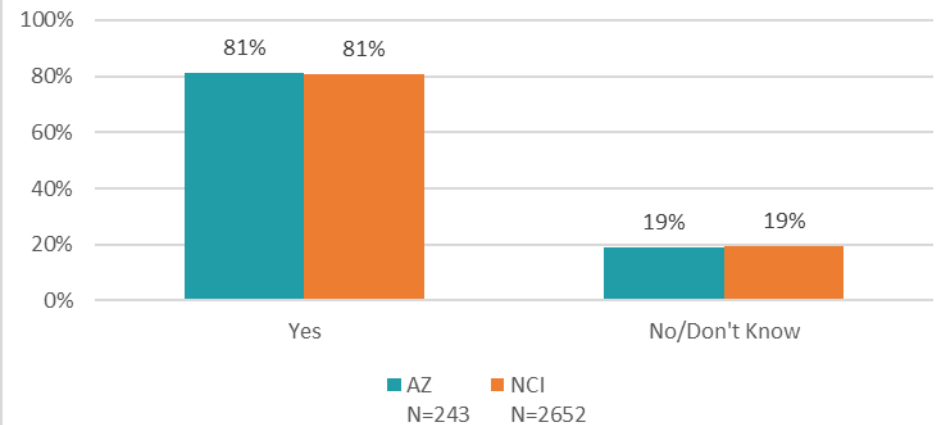
Do you know how to file a complaint or grievance about provider agencies or staff?

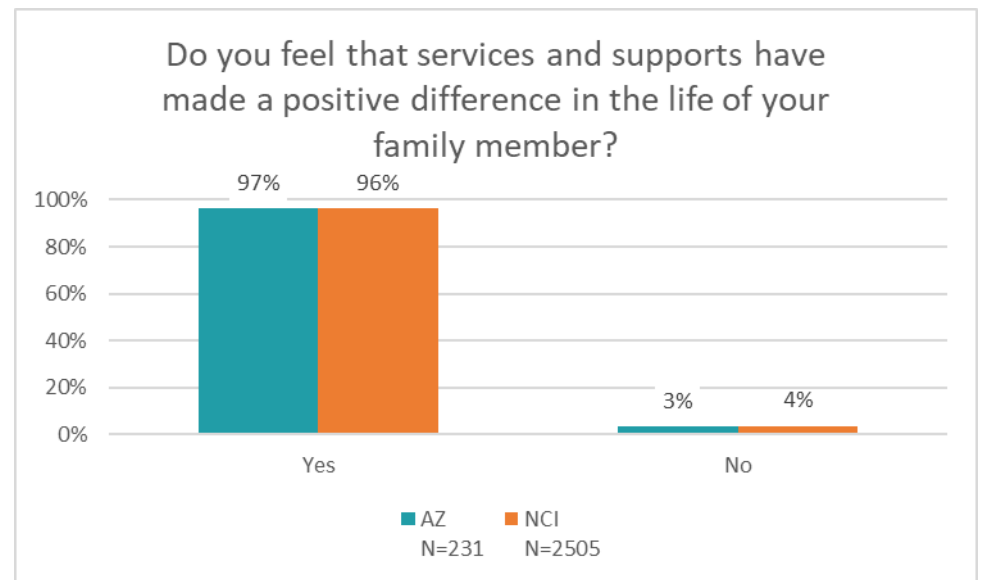
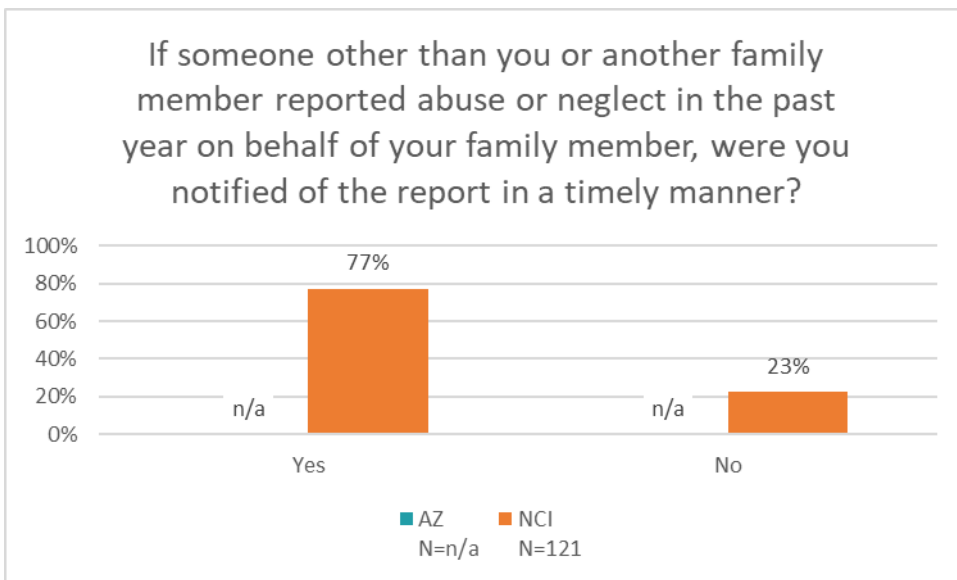
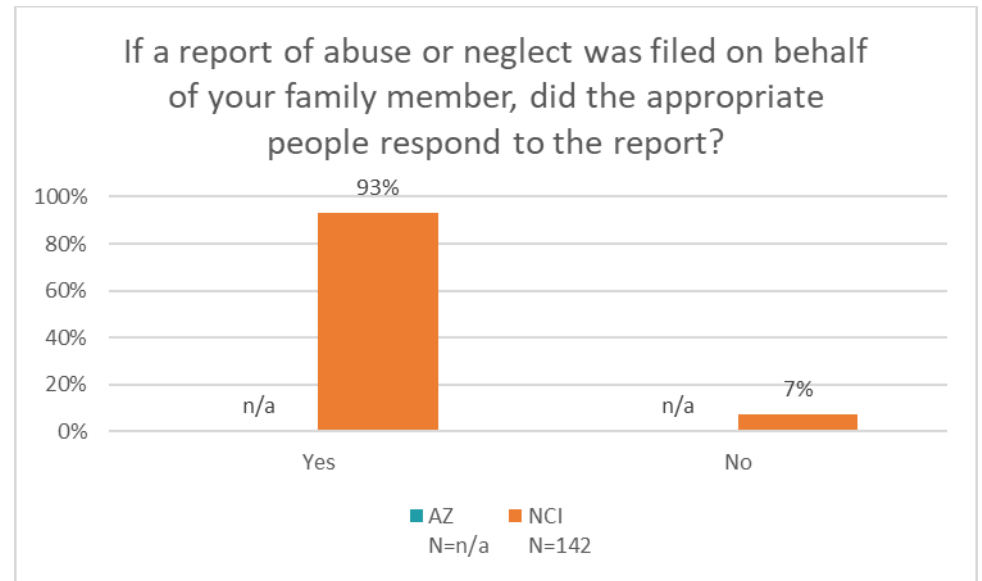
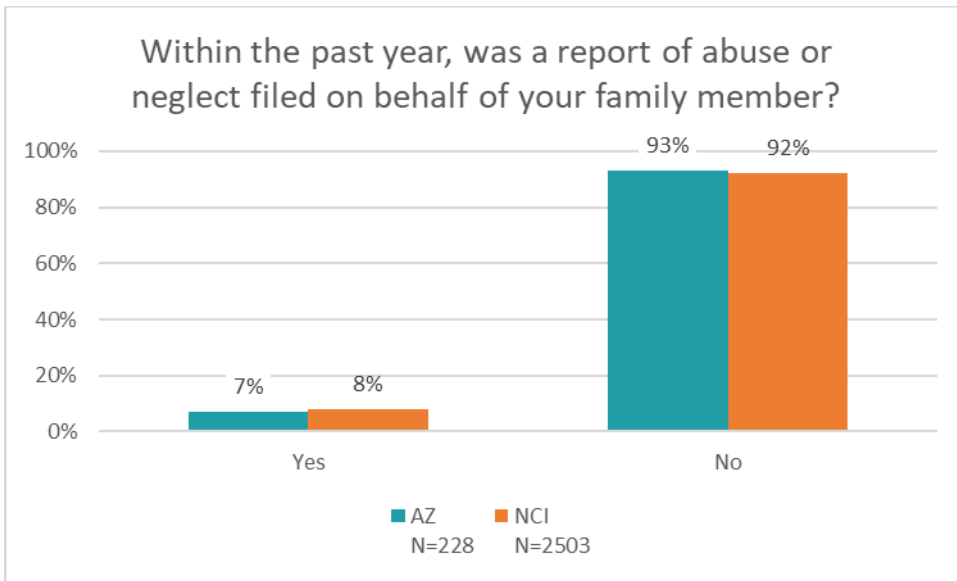


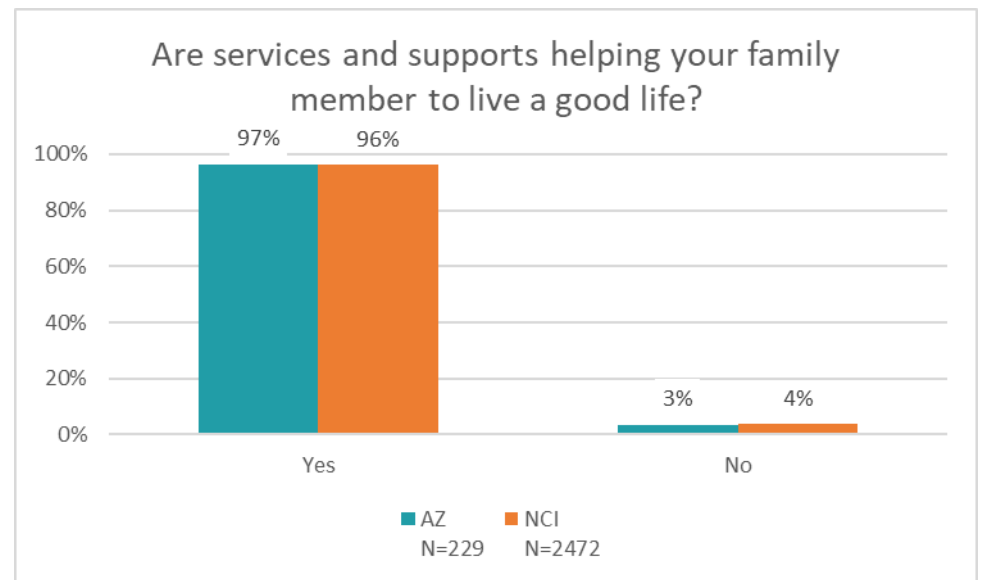
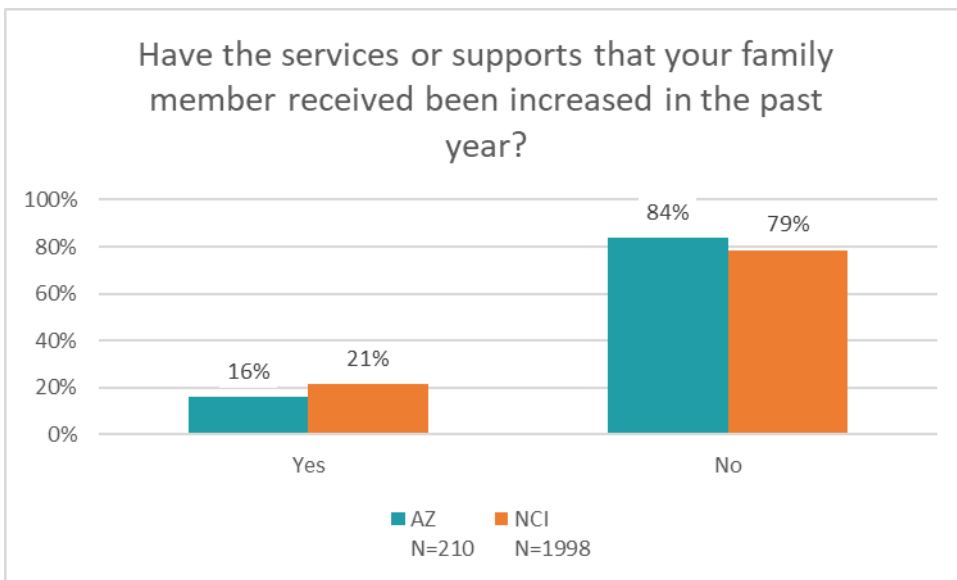
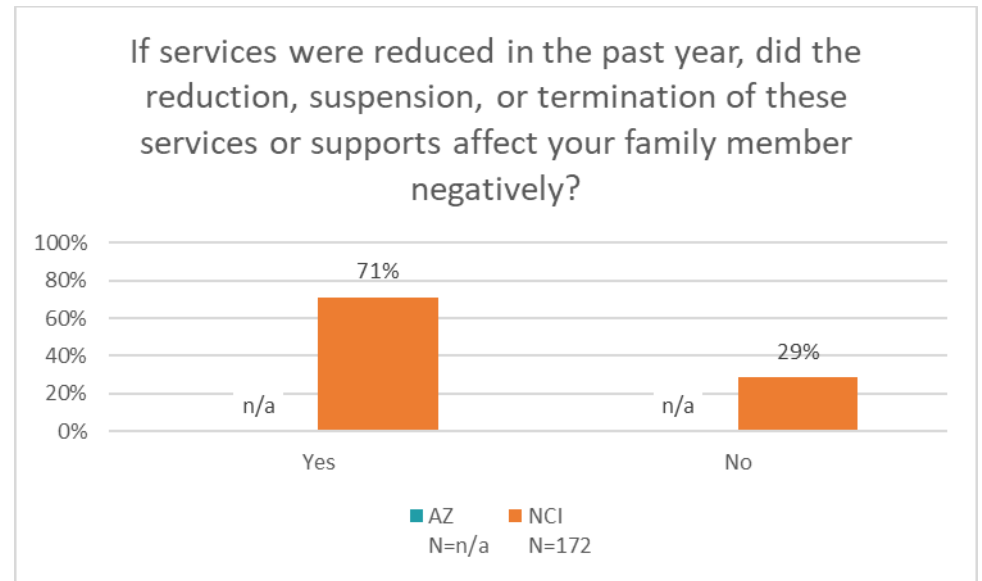
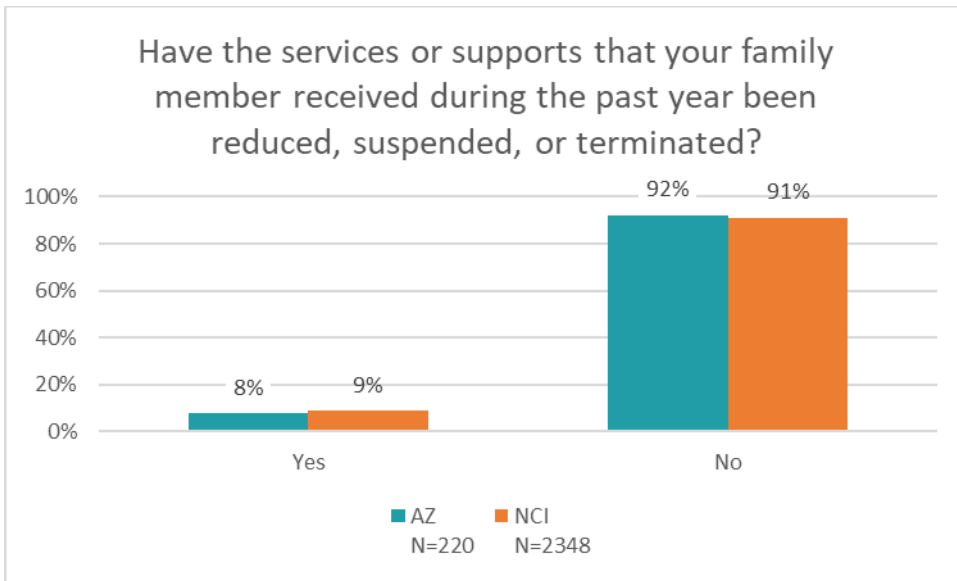
If a complaint or grievance was filed or resolved in the past year, are you satisfied with the way it was handled and resolved?



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







## *Satisfaction With Services and Supports Tables*

*Families and family members with disabilities receive adequate and satisfactory supports.*

**Table Q44. Overall, are you satisfied with the services and supports your family member currently receives?**

State v. NCI	Always	Usually	Sometimes	Seldom/Never	N
AZ	33%	56%	10%	1%	241
NCI	41%	49%	8%	2%	2,617

**Table Q45. Do you know how to file a complaint or grievance about provider agencies or staff?<sup>7</sup>**

State v. NCI	Yes	No	N
AZ	68%	32%	244
NCI	71%	29%	2,634

**Table Q46. If a complaint or grievance was filed or resolved in the past year, are you satisfied with the way it was handled and resolved?**

State v. NCI	Yes	No	N
AZ	68%	33%	40
NCI	76%	24%	386

**Table Q47. Do you know how to report abuse or neglect related to your family member?<sup>8</sup>**

State v. NCI	Yes	No	N
AZ	81%	19%	243
NCI	81%	19%	2,652

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<sup>7</sup> Don't Know' responses were included in 'No' responses for this question.

<sup>8</sup> Don't Know' responses were included in 'No' responses for this question.

**Table Q48. Within the past year, was a report of abuse or neglect filed on behalf of your family member?**

State v. NCI	Yes	No	N
AZ	7%	93%	228
NCI	8%	92%	2,503

**Table Q49. If a report of abuse or neglect was filed on behalf of your family member in the past year, did the appropriate people respond to the report?**

State v. NCI	Yes	No	N
AZ	n/a	n/a	n/a
NCI	93%	7%	142

**Table Q50. If someone outside of your family reported abuse or neglect on behalf of your family member in the past year, were you notified of the report in a timely manner?**

State v. NCI	Yes	No	N
AZ	n/a	n/a	n/a
NCI	77%	23%	121

**Table Q51. Do you feel that services and supports have made a positive difference in the life of your family member?**

State v. NCI	Yes	No	N
AZ	97%	3%	231
NCI	96%	4%	2,505

**Table Q52. Have the services or supports that your family member received during the past year been reduced, suspended, or terminated?**

State v. NCI	Yes	No	N
AZ	8%	92%	220
NCI	9%	91%	2,348

**Table Q53. If services or supports received by the family were reduced, suspended or terminated during the past year, did the change in services affect your family member negatively?**

State v. NCI	Yes	No	N
AZ	n/a	n/a	n/a
NCI	71%	29%	172

**Table Q54. Have the services or supports that your family member received been increased in the past year?**

State v. NCI	Yes	No	N
AZ	16%	84%	210
NCI	21%	79%	1,998

**Table Q55. Are services and supports helping your family member to live a good life?**

State v. NCI	Yes	No	N
AZ	97%	3%	229
NCI	96%	4%	2,472