

What the 2018-19 NCI® Adult Family 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

## 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 lives 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 sibling or someone who lives with the person and knows them well answers these questions.

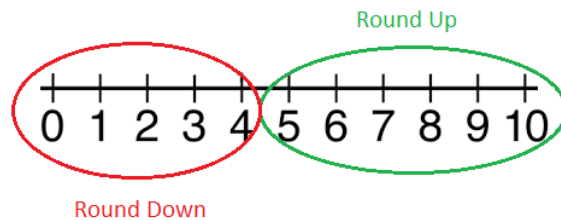
# How are data shown in this report?

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?

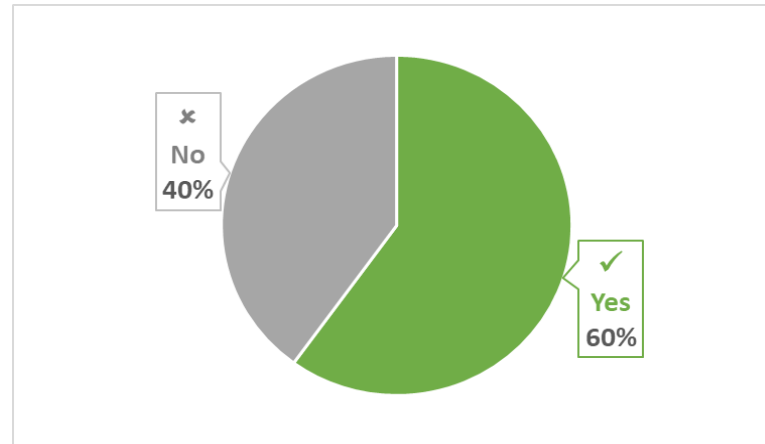
Many adults with IDD who get services and supports live with their families. NCI data tell us that across states 39% of people with IDD live their family. That's 2 out of every 5 people. In some states more people live with their family. The Adult Family Survey helps to understand if families know how to keep their family member safe and how to prepare for emergencies. Families need to know how to file complaints about staff or their provider agencies if they are not satisfied. Further, families need to know how to report abuse if it happens. Another aspect of safety is preparing for emergencies such as a hurricane. Every family needs to plan for emergencies but families with a family member with IDD can more challenges given their family member's need for equipment to support mobility and/or communication, the need for medication and the importance of behavior support when the family members routine is disrupted. Information from families can help policy makers to improve their planning processes and the information provided.

# 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.

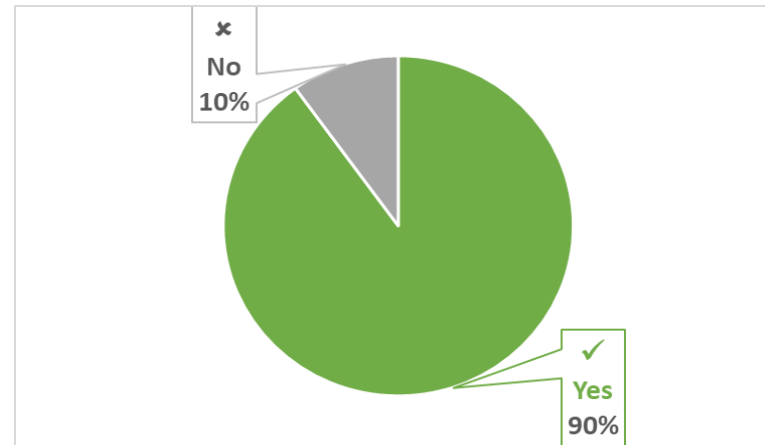
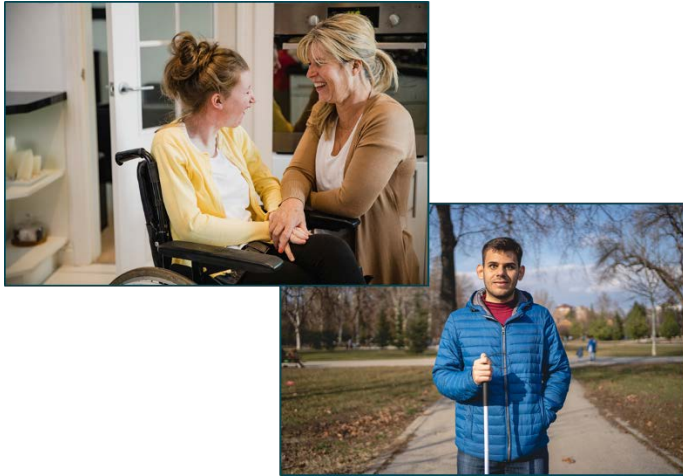


# Did you talk about how to handle emergencies at the last service planning meeting?



NCI tells us **6** 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 **9** out of every **10** people said **they feel prepared to handle the needs of their family member in an emergency.**



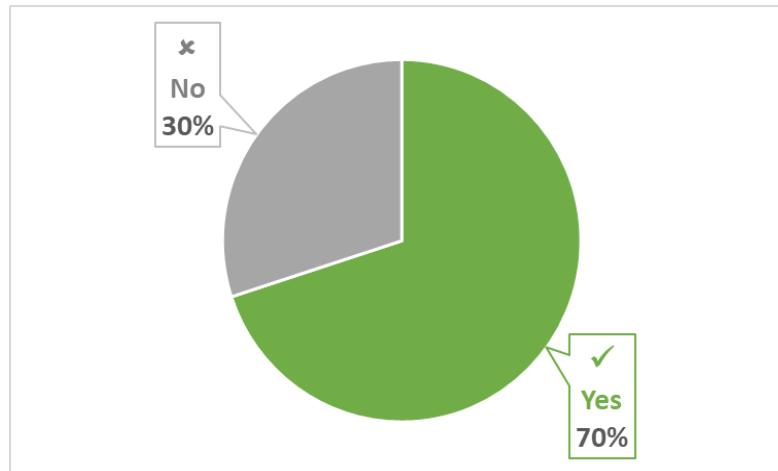
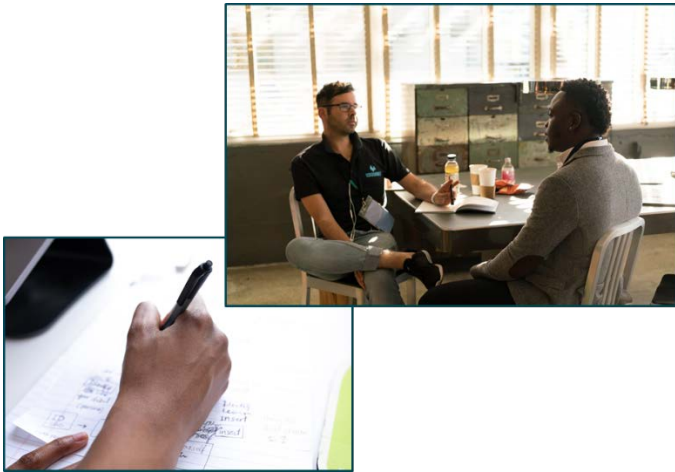
# Complaint filing

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:

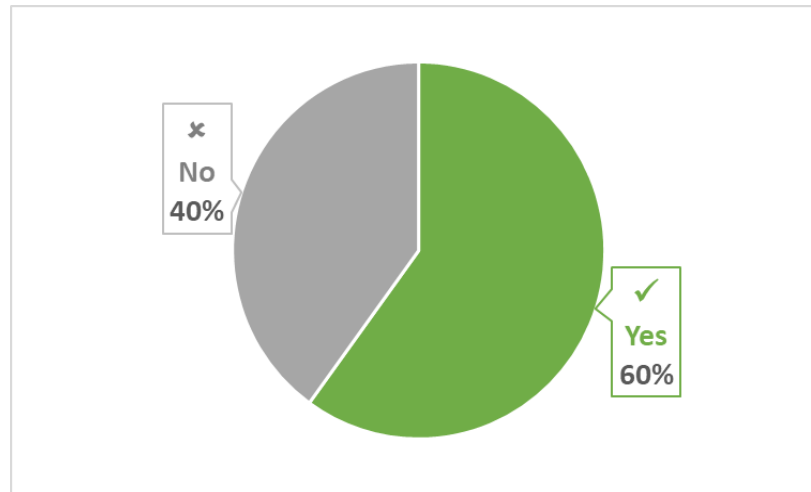
- When we say “**you**” we mean **the person who is answering the question** (most of the time, a parent).
- When we say “**family member**” we mean **the person who is getting services from the state**.

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



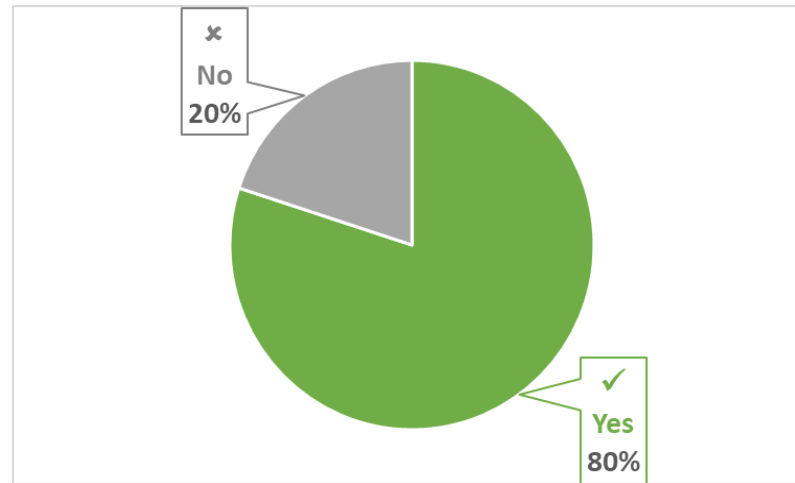
NCI tells us **7** out of every **10** people said **they know how to file a complaint or grievance about provider agencies or staff.**

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



NCI tells us **6** 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 and resolved.

# 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?

**60%** Talked about how to handle emergencies at the last service planning meeting

**90%** 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

**60%** 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 your family member