

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

Emergency Services and Reporting Abuse and Grievances across NCI States



**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 lives in the same house as a child 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 child and knows them well answers these questions.

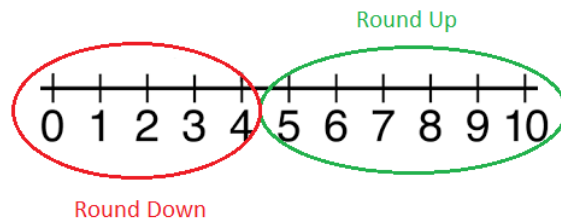
How are data shown in this report?

NCI asks questions about planning services and supports for children who get services from the state. In this report we see how family members of children 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 “**child**” we mean **the child 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?

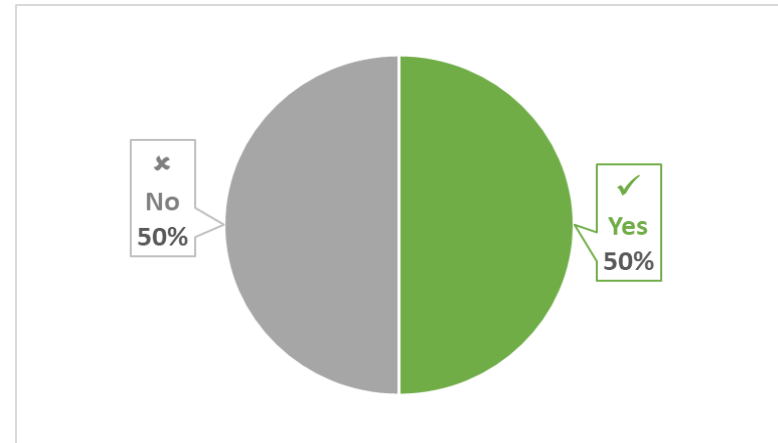
Most of the children with IDD who get services and supports live with their families. The Child Family Survey provides a way for these families to comment on whether they know how to ensure the safety of their families and to prepare for emergencies. It is important to understand if families know how to file complaints about their support staff or their provider agencies. We also want to know if families know how to report abuse if it happens. Keeping their family member safe means planning on what to do if an emergency like a hurricane occurs. Every family needs to plan for emergencies but families with a child with IDD have a greater challenge given the supports their family member may need like equipment and medication as well as behavioral support during times of stress and disruption of routines. Knowing if there are some families whose service plans do not adequately anticipate these needs will help policy makers to improve planning requirements.

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.

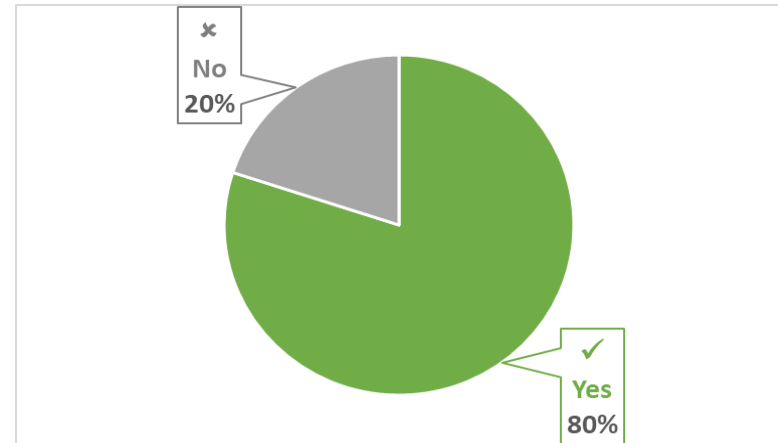
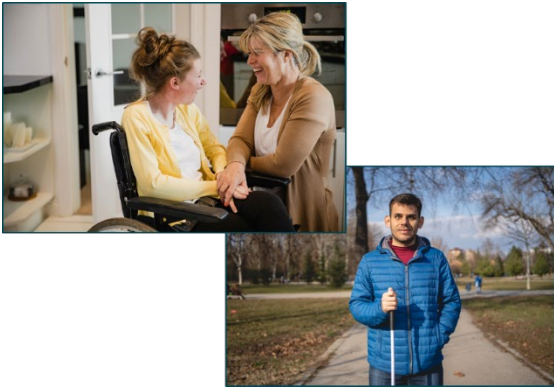


Did you talk about how to handle emergencies at the last service planning meeting?



NCI tells us **5** 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.**

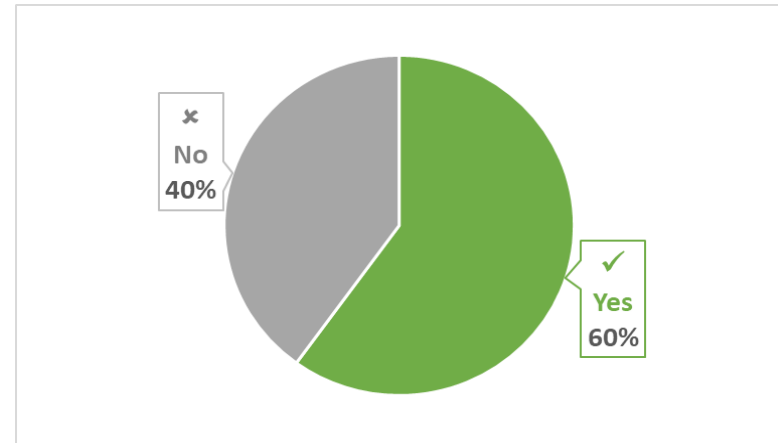
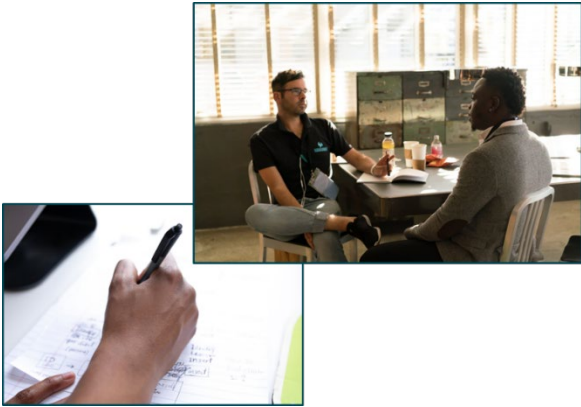
Complaint filing

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:

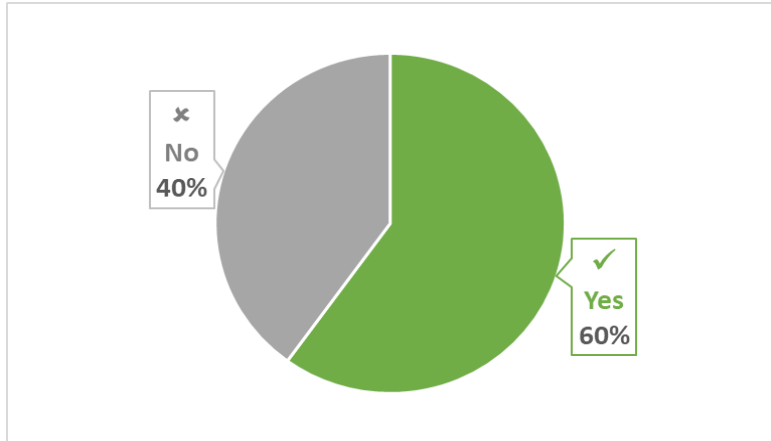
- When we say “**you**” we mean **the person who is answering the question** (most of the time, a parent).
- When we say “**child**” we mean **the child who is getting services from the state.**

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



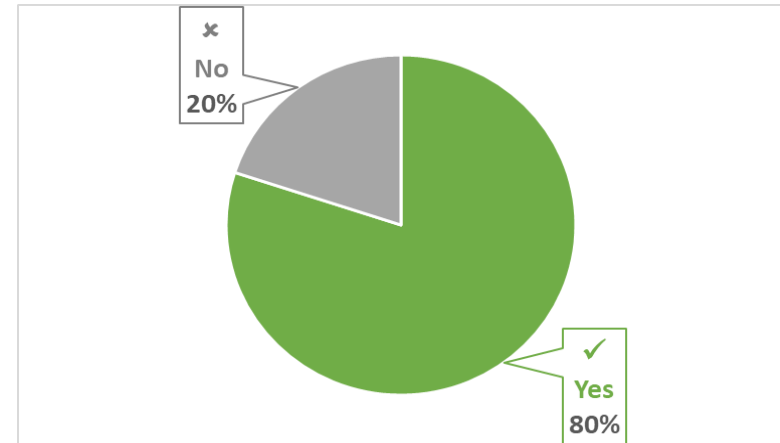
NCI tells us **6** out of every **10** people said **they know how to file a complaint or grievance about provider agencies or staff.**

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



NCI tells us **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.

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 Children With Disabilities across NCI States Say?

50% 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

60% 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