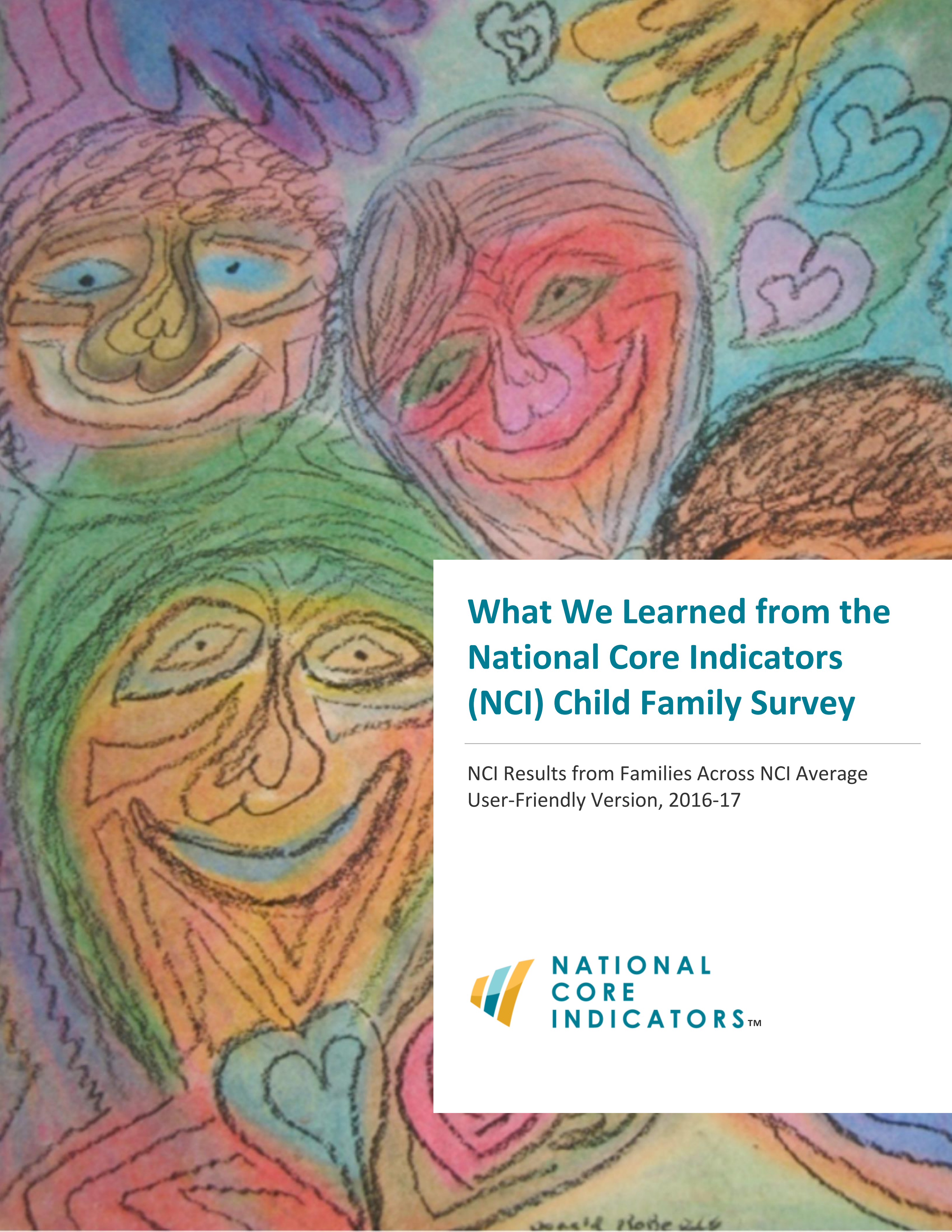

What We Learned from the National Core Indicators (NCI) Child Family Survey

NCI Results from Families Across NCI Average
User-Friendly Version, 2016-17

NATIONAL
CORE
INDICATORS™

A Collaborative Effort of:

NASDDDS
National Association of State Directors of Developmental Disabilities Services

HSRI Human Services Research Institute

Cover art by Donald Roberts (1962 - 2009)

Donald was a former member of the statewide Consumer Advisory Committee in California, Valley Mountain Regional Center Board of Directors, Olmstead Advisory Committee, California Memorial Project, and Self-Advocacy Council 6. Donald was dedicated to the empowerment of people with disabilities and expressed his experiences and dreams through his artwork

Who helped with this report?

We'd like to thank the 2010 members of the California Developmental Disabilities Consumer Advisory Committee. Their ideas helped make this report easy to understand! We'd also like to thank everyone who let us take and use their pictures. They helped make this report interesting.

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Are people getting the right services, and are they happy with them?

Each year, we try to find out how people with intellectual and developmental disabilities and their families feel about the services they get. We use surveys to ask people all around the country, and each year we ask different people. States can use the answers to find out if people like their services. They can also compare across years to see if this is changing over time.

The NCI Child Family Surveys are mailed to families in many states. States use the surveys to find out if families are happy with the services their children receive.

Who answers the questions on a Child Family Survey?

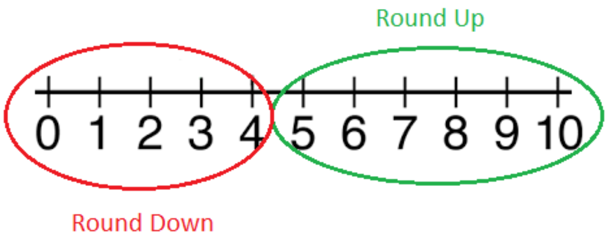
The questions on the Child Family Survey are answered by someone who lives with a child who gets services from the state (like a parent or other family member). Each time the state surveys families, a new group of families is asked to take the survey.

How do we show their answers?

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. In fact, some ask people to pick: “always,” “usually,” “sometimes,” or “seldom/never.” For this report, we count all “always” or “usually” answers as **yes**. All others we count as **no**. (If you want to see the full range of answers separately, you can find those here: www.nationalcoreindicators.org.)

We also use graphs to show the answers in percentages. Percentages go from 0% to 100%. Higher percentages mean that more people answered a certain way. For example, 90% means 9 out of 10 people answered the same way. Lower percentages mean that fewer people answered in a certain way. For example, 20% means 2 out of every 10 people answered the same way.

For this report 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 feel safe at home, we "round up" 90%.

If 12% of people say they have a paid job, we "round down" to 10%.

Before you start reading…

Remember, these questions were answered by someone who lives with the child receiving services and knows them well—usually a parent.

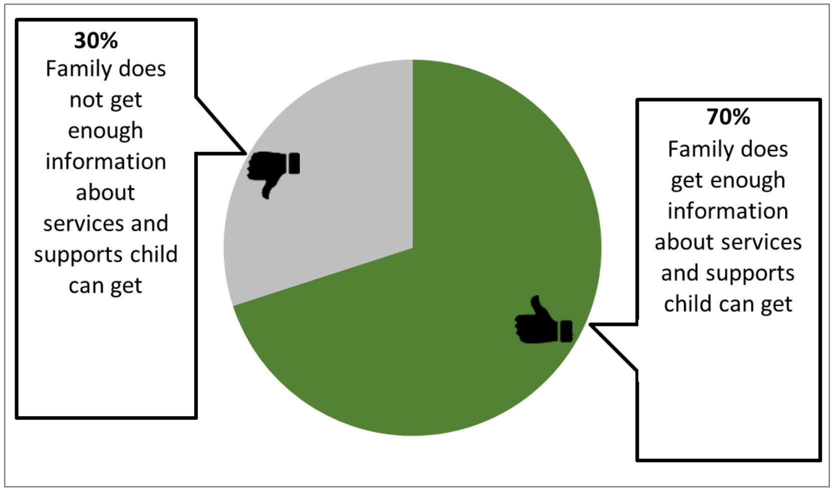
In this report, "child" means the child in the household who's receiving services from the state. "You" is the person who answered the question. The person who answers questions **is not** the person with a disability.

There are also a few words in this report that can mean different things:

- Case Manager can mean Support Coordinator or Service Coordinator
- Service Plan can mean Individual Service Plan (ISP) or Individualized Program Plan (IPP)
- Support Workers can mean Staff

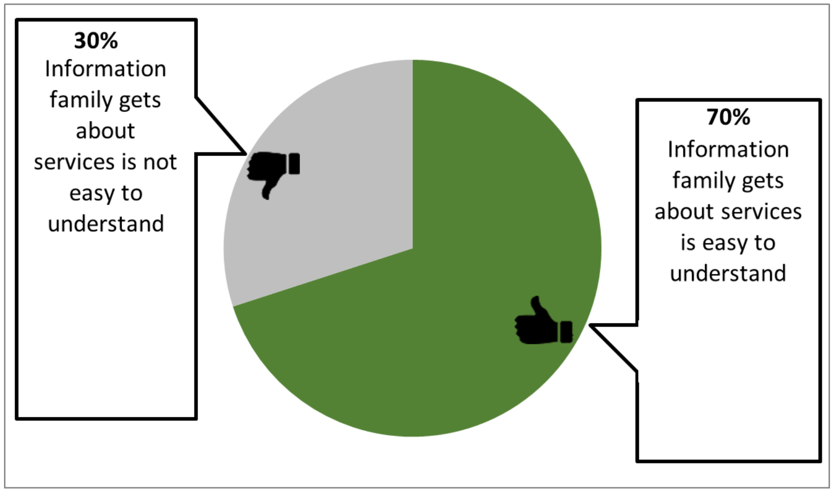
NCI asked families about the information they get to help plan services.

Do you get enough information about the services and supports that your child can get?



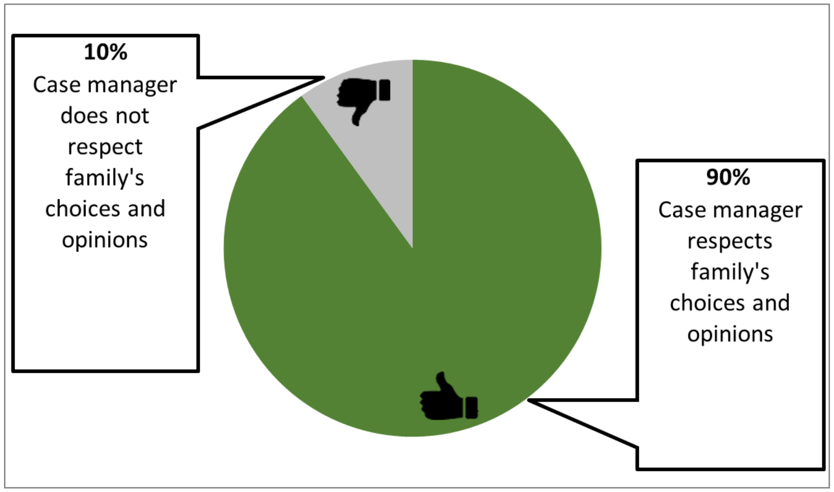
NCI tells us **7** out of every **10** people said **they always or usually get enough information about services and supports their child can get.**

Is the information you get about services easy to understand?



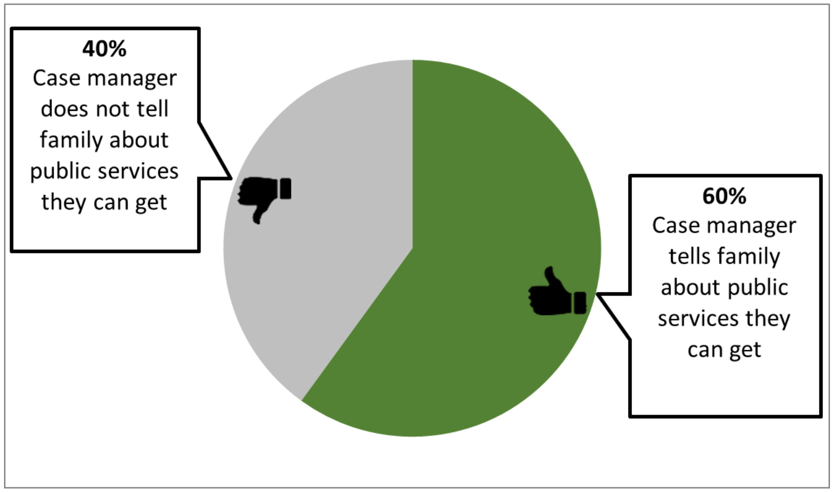
NCI tells us **7** out of every **10** people said **the information they get about services is always or usually easy to understand.**

Does the case manager respect your family’s choices and opinions?



NCI tells us **9** out of every **10** people said **the case manager always or usually respects the family's choices and opinions.**

Does your case manager tell you about other public services your family can get? Like food stamps or SSI.



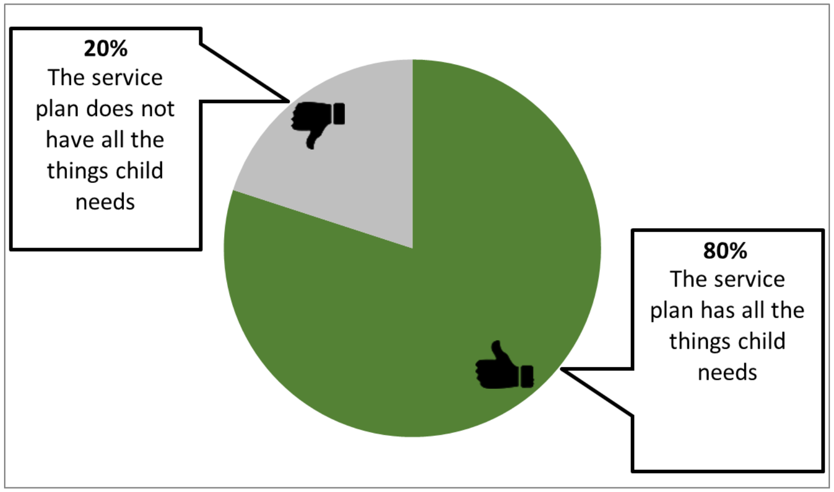
40%
Case manager does not tell family about public services they can get

60%
Case manager tells family about public services they can get

NCI tells us **6** out of every **10** people said **the case manager always or usually tells them about public services the family can get.**

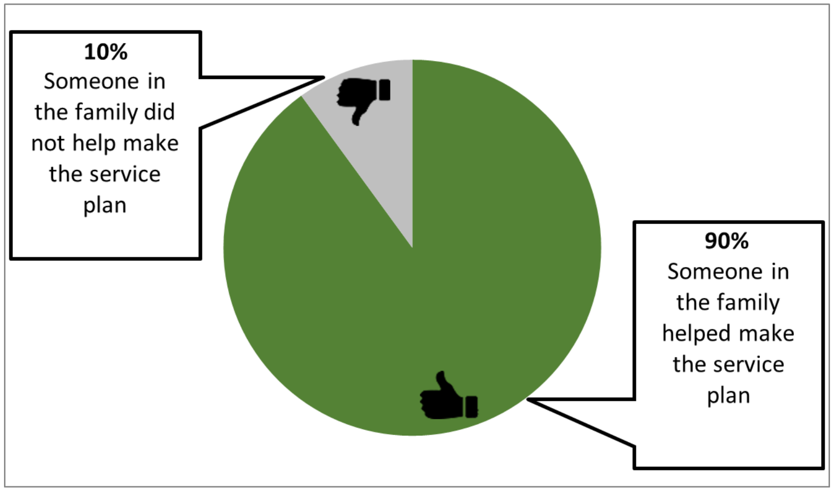
Children receiving services have a service plan. The service plan should include things the child wants and needs. NCI asked families about their child's service plan.

Does the service plan include all the things your child needs?



NCI tells us **8** out of every **10** people said **the service plan includes all the things their child needs.**

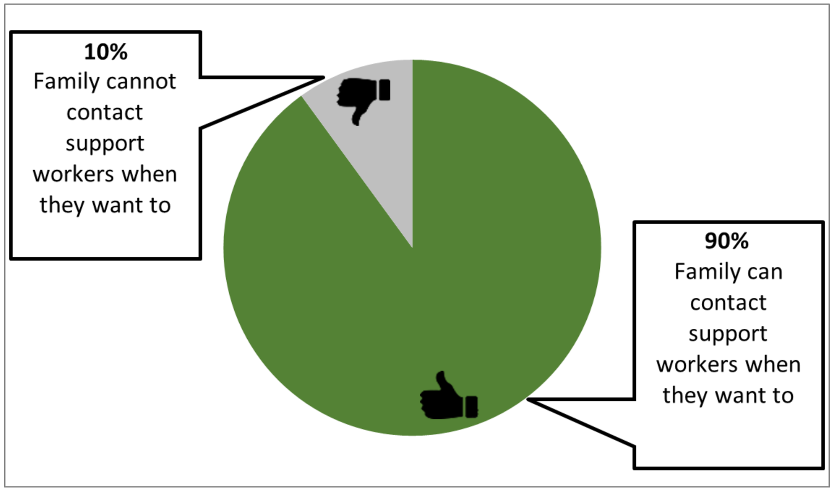
Did someone in your family help make the service plan?



NCI tells us **9** out of every **10** people said **someone in the family helped make the service plan.**

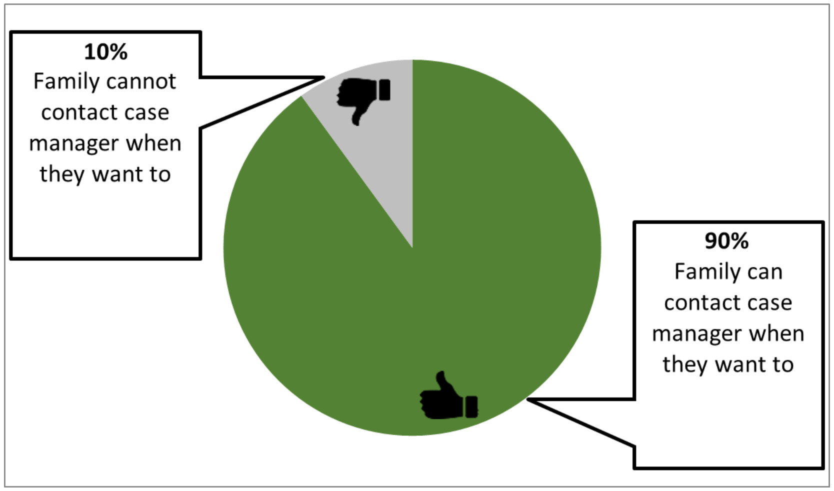
Sometimes people want to talk with their support workers and case managers. NCI asked if families could contact support workers and case managers when they wanted to.

Can you contact support workers when you want to?



NCI tells us **9** out of every **10** people said **they can always or usually contact support workers when they want to.**

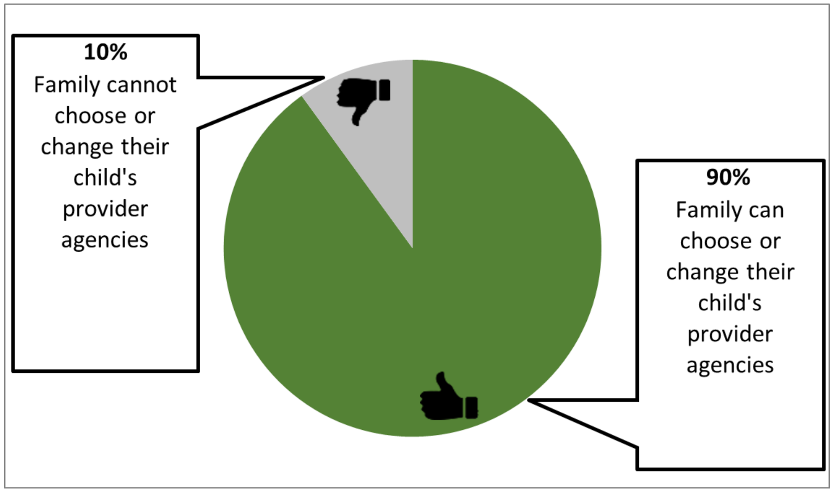
Can you contact your child’s case manager when you want to?



NCI tells us **9** out of every **10** people said **they can always or usually contact the child's case manager when they want to.**

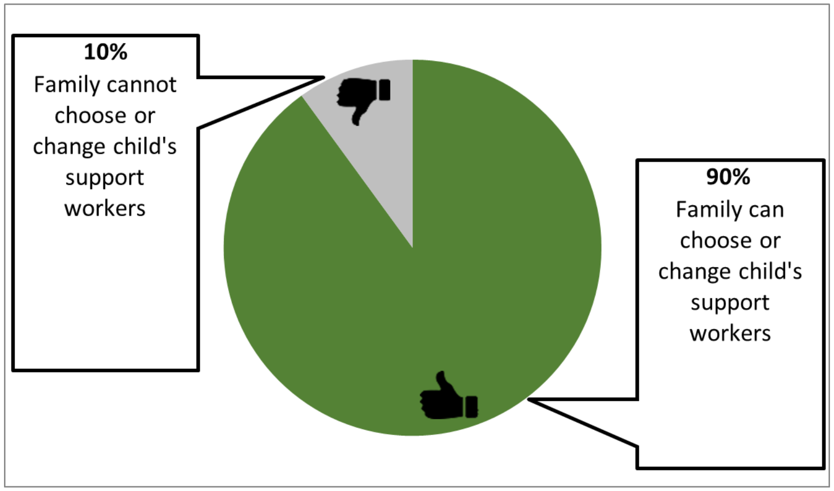
NCI asked if families can choose the support workers and case manager who work with their child.

Can your family choose or change your child’s provider agencies?



NCI tells us **9** out of every **10** people said **they can always or usually choose or can change their child's provider agencies.**

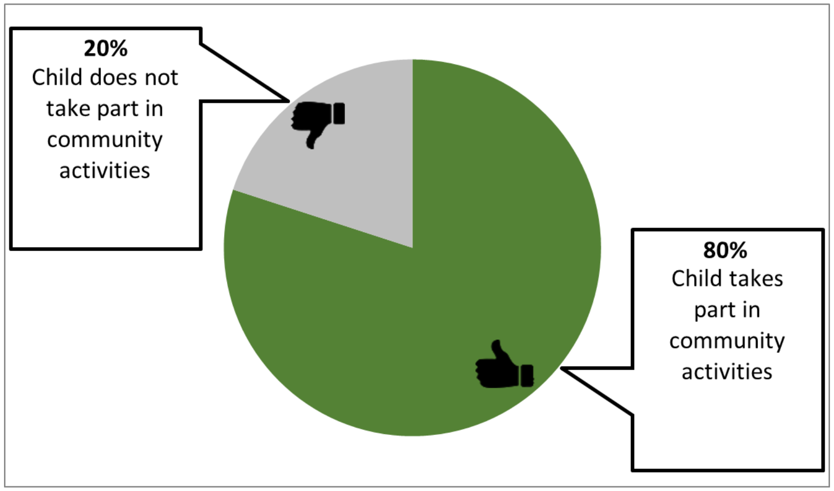
Can your family choose or change your child’s support workers?



NCI tells us **9** out of every **10** people said **they can always or usually choose or can change their child's support workers.**

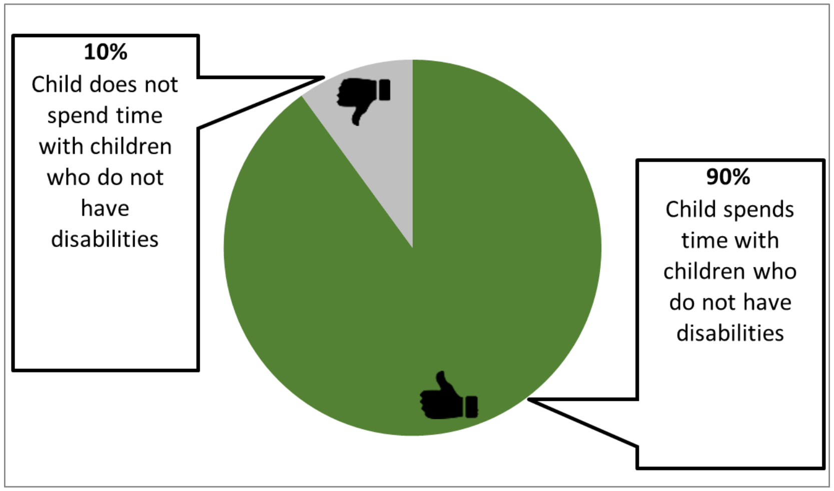
NCI asked whether children take part in community activities (like go out to eat or do something for fun).

Does your child take part in community activities?



NCI tells us **8** out of every **10** people said **their child takes part in community activities.**

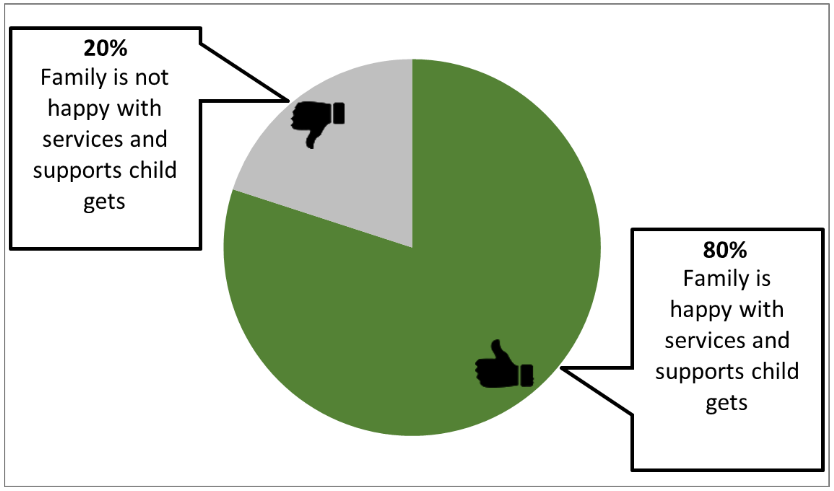
Does your child spend time with children who do not have disabilities?



NCI tells us **9** out of every **10** people said **their child spends time with children who do not have disabilities.**

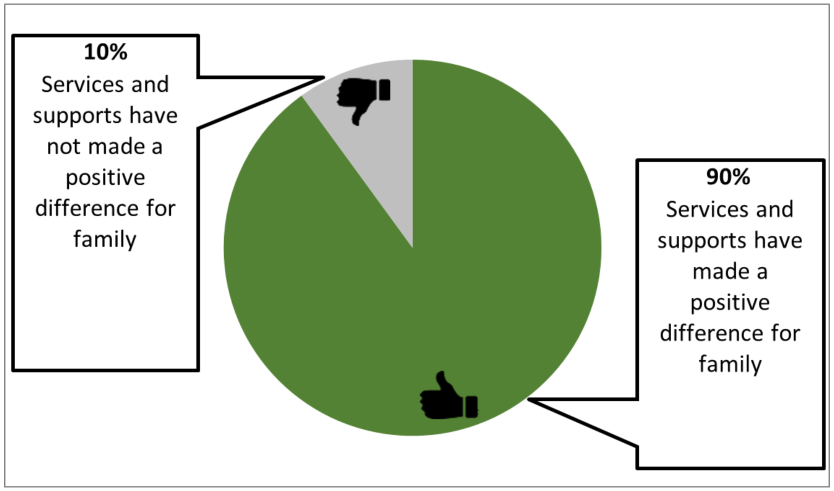
NCI asked how families felt about the services and supports they get.

Are you happy with the services and supports your child gets?



NCI tells us **8** out of every **10** people said **they are always or usually happy with their child's services and supports.**

Have services and supports made a positive difference for your family?



10%
Services and supports have not made a positive difference for family

90%
Services and supports have made a positive difference for family

NCI tells us **9** out of every **10** people said **services and supports have made a positive difference for their family.**

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A Collaborative Effort of

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National Association of State Directors of Developmental Disabilities Services

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