

# What We Learned From the National Core Indicators

## (NCI) Adult Family Survey

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NCI Results From Families Across New  
Hampshire

User-Friendly Version, 2015-16



**NATIONAL  
CORE  
INDICATORS™**

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## A Collaborative Effort of:



## 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.

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## 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.

Michael Cornejo

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Cindy White

Lisa Krueger

Eduardo A. Zapata

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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.

## Who answers the questions on the Adult Family Survey?

The person who answers lives in the same household as an adult who's getting services from the state. Usually it's a parent who answers. But sometimes it's another family member or someone not related who lives with the person and knows them well.

## How do we show their answers?

This year, 453 families answered our Adult Family Survey. Each page of this report shows their answers to a different question.

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](http://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.

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## Before you start reading...

The questions in this report were answered by someone who lives with the person with a disability who is receiving services and knows them well. Usually the person's parent answers the question.

In this report, "family member," means the person with a disability 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.

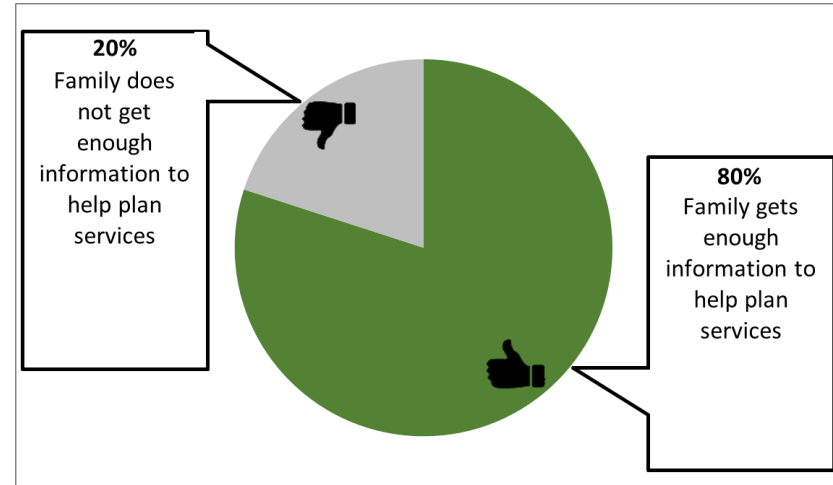
There are also a few words in this report that can mean different things:

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

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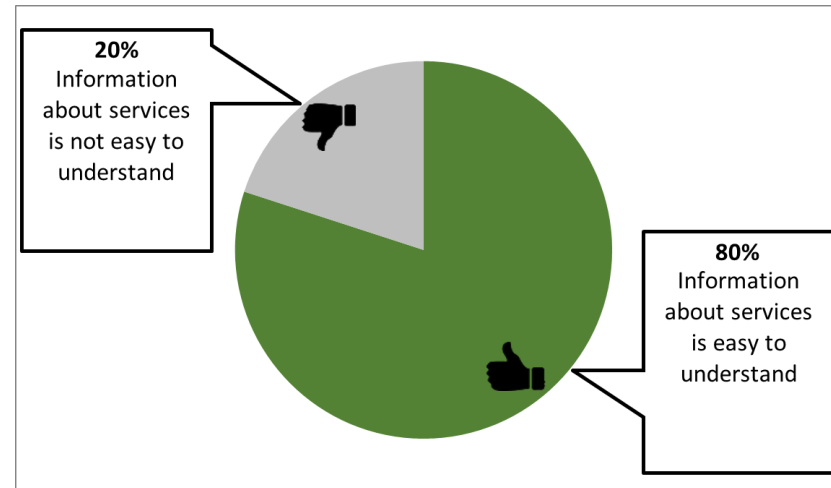
**NCI asked families about the information they get to help plan services.**

# Do you get enough information to help plan services for your family member?



NCI tells us **8** out of every **10** people said they **always** or **usually** get enough information to help plan services for their family member.

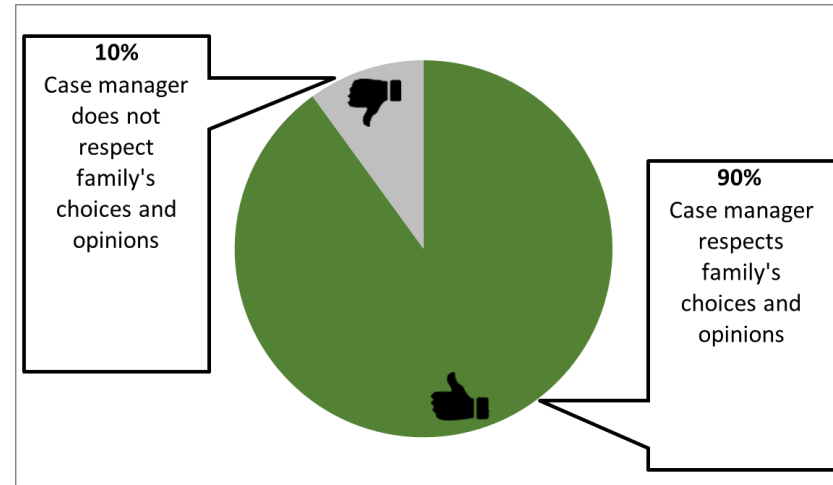
# Is the information you get about services easy to understand?



NCI tells us **8** out of every **10** people said the information they get about services is always or usually easy to understand.

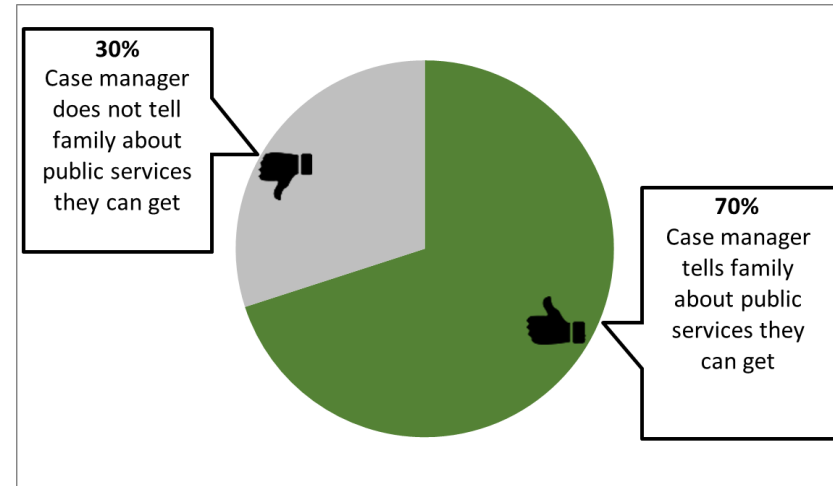


# Does the case manager respect your family's choices and opinions?



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

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

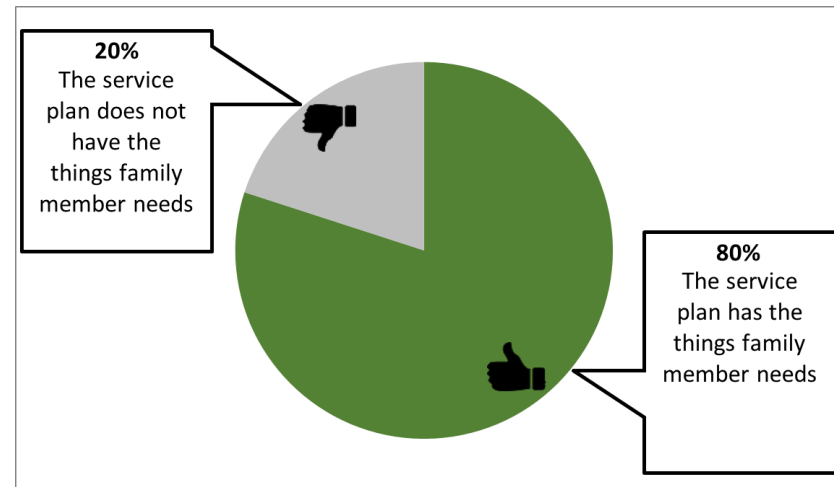


NCI tells us **7** out of every **10** people said the case manager always or usually tells them about public services the family can get.

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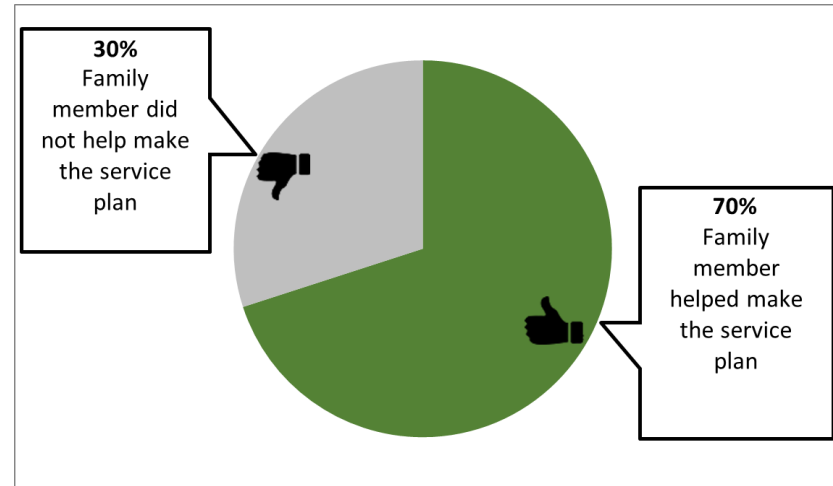
**People receiving services have a service plan. The service plan should include things the person wants and needs.**

# Does the service plan have all the things your family member needs?



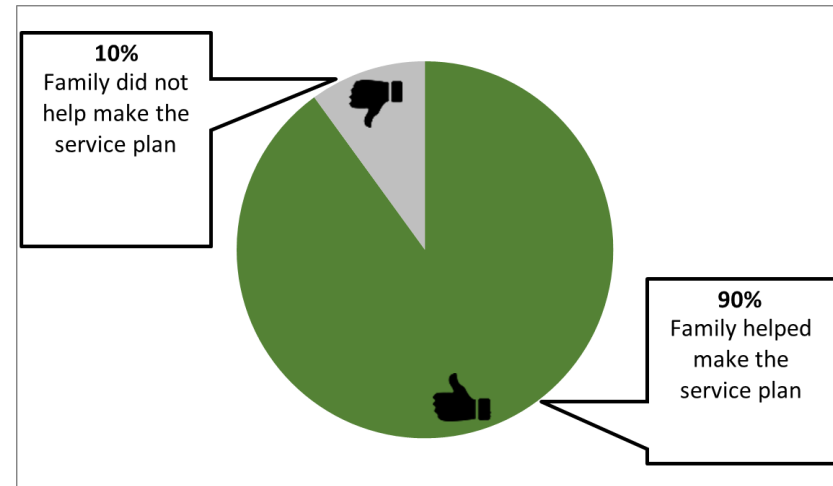
NCI tells us **8** out of every **10** people said **the service plan has all the things their family member needs.**

# Did your family member help make the service plan?



NCI tells us **7** out of every **10** people said **their family member helped make the service plan.**

# Did someone in your family help make the service plan?

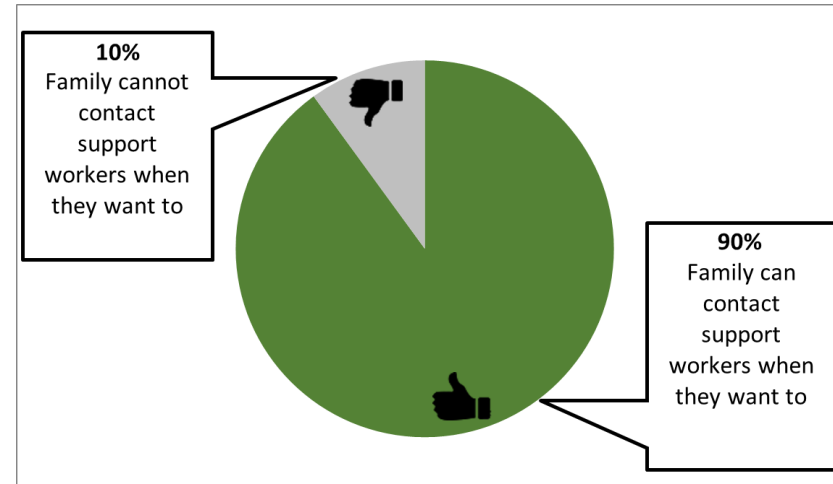


NCI tells us **9** out of every **10** people said they or another family member helped make the service plan.

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**Sometimes people want to talk with their support workers and service coordinators. NCI asked if family could contact support workers when they wanted to.**

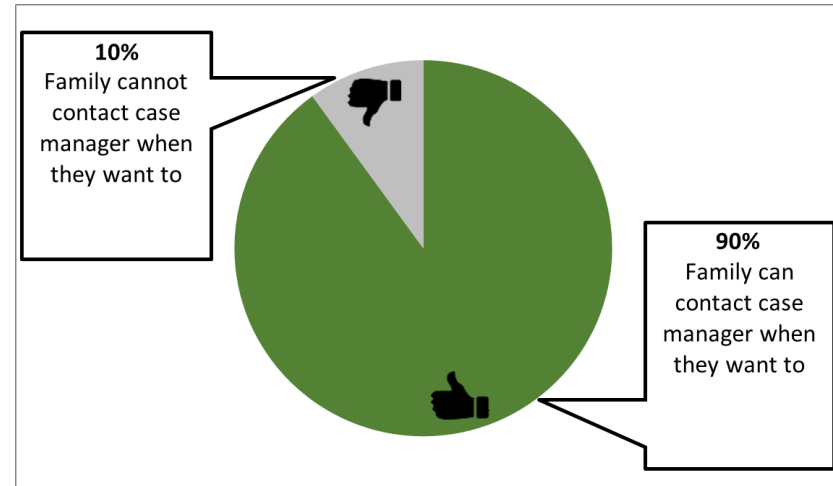
# Can you or your family member contact support workers when you want to?



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



# Can you or your family member contact your family member's case manager when you want to?

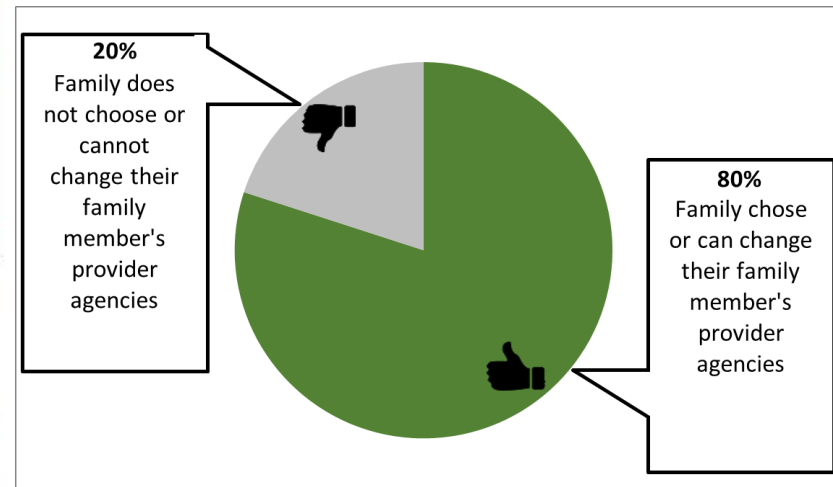


NCI tells us **9** out of every **10** people said **they or their family member can always or usually contact family member's case manager when they want to.**

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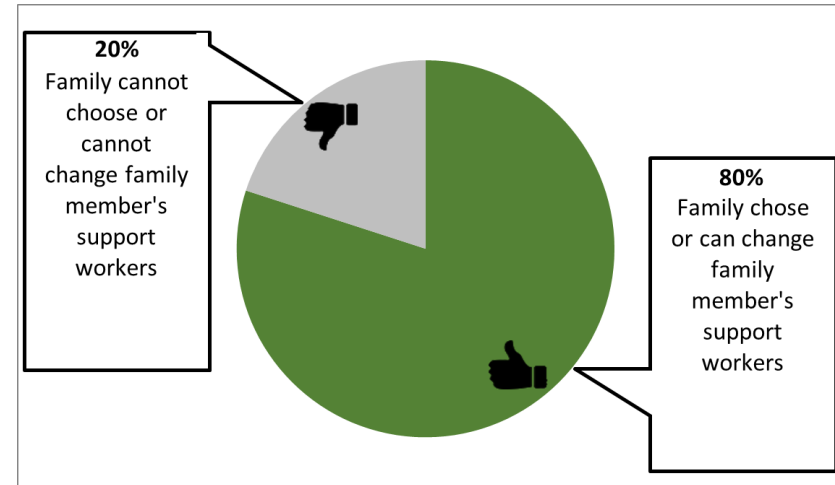
**NCI asked if families can choose the support workers and case manager who work with their family member.**

# Can your family choose or change your family member's provider agencies?



NCI tells us **8** out of every **10** people said **their family always or usually choose or can change their family member's provider agencies.**

# Can your family choose or change your family member's support workers?

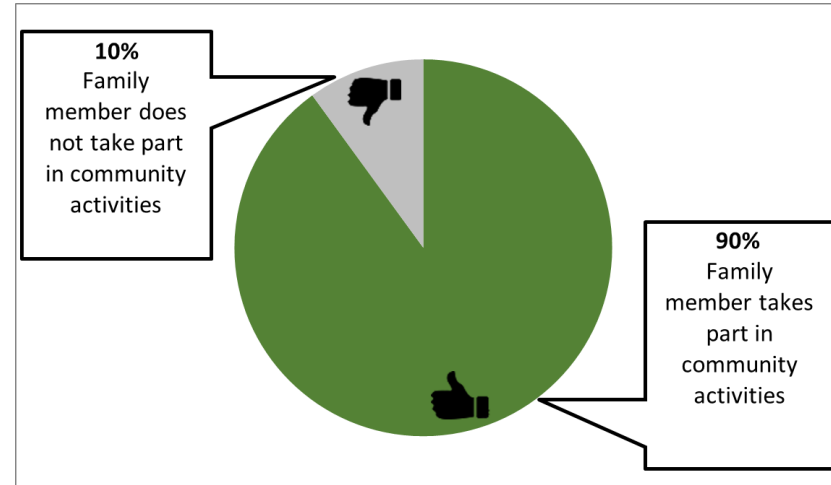


NCI tells us **8** out of every **10** people said **their family always or usually choose or can change their family member's support workers.**

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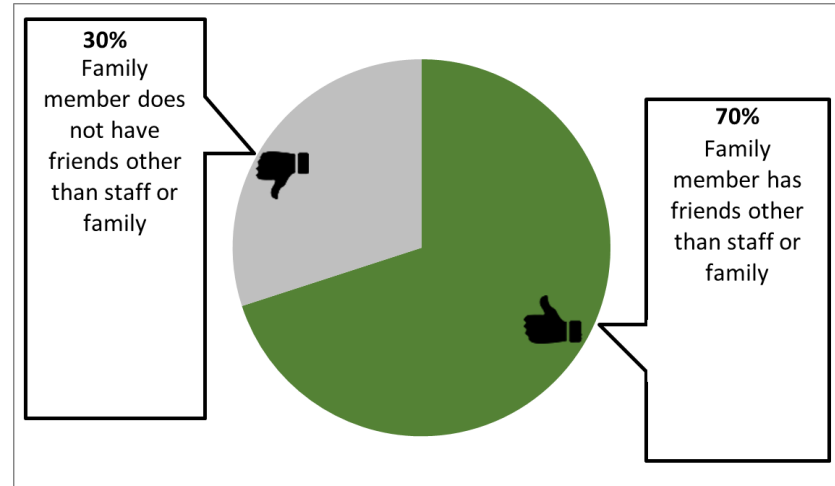
**NCI asked whether family member joined in community activities (like sports, religious or spiritual services, or entertainment).**

# Does your family member take part in community activities?



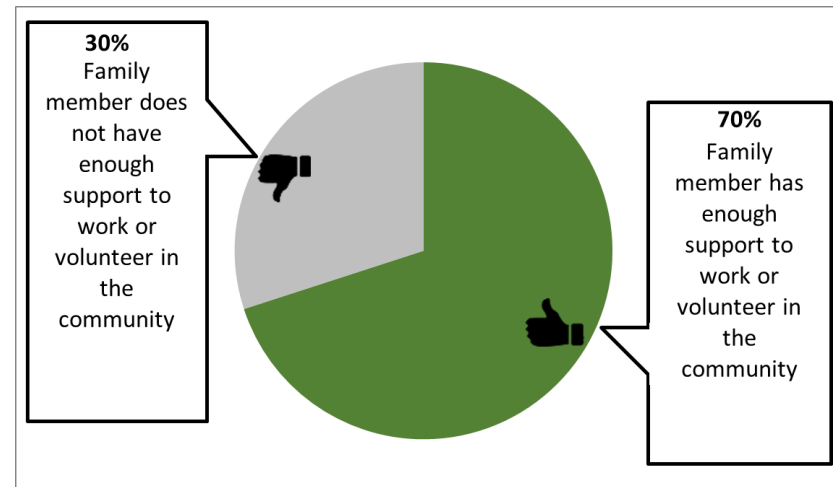
NCI tells us **9** out of every **10** people said **their family member takes part in community activities.**

# Does your family member have friends other than staff or family?



NCI tells us **7** out of every **10** people said **their family member has friends other than staff or family.**

# Does your family member have enough support to work or volunteer in the community?



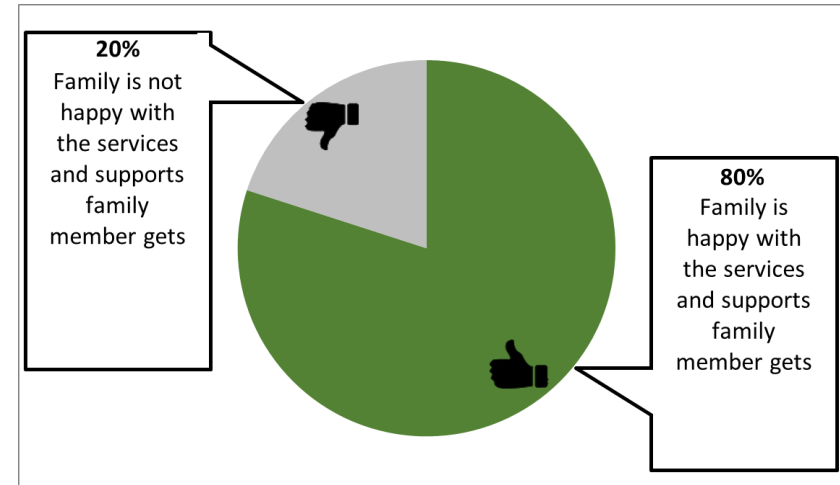
NCI tells us **7** out of every **10** people said **their family member has enough support to work or volunteer in the community.**



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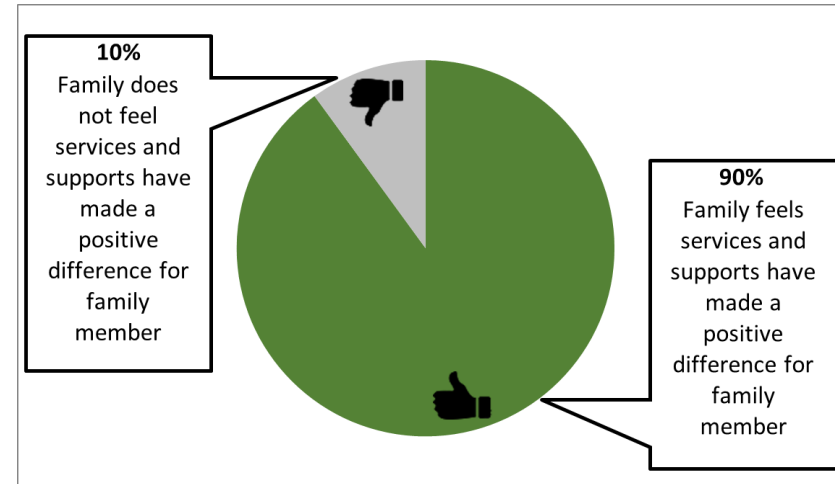
**NCI asked how families feel about the services and supports their family member gets.**

# Are you happy with the services and supports your family gets?



NCI tells us **8** out of every **10** people said they are **always or usually happy** with the services and supports their family gets.

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



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

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**What We Have Learned from the  
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Adult Family Survey**

**Results from Families Across New Hampshire  
User-Friendly Version, 2015-16**



**NATIONAL CORE  
INDICATORS**

<http://www.nationalcoreindicators.org/>

**A Collaborative Effort of**

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