

# NCI Family/Guardian Survey State Outcomes

North Carolina Report

2015-16 Data



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## What is NCI?

The National Core Indicators™ 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).

NCI has developed more than 100 standard performance measures (or ‘indicators’) that states use to assess the outcomes of services for individuals and families, including outcomes in the areas of employment, rights, service planning, community inclusion, choice, health, and safety. In 2015-16 a total of 45 states, the District of Columbia, and 22 sub-state entities were participating in NCI.

## 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 lives outside of the family home and receives services from the State Developmental Disabilities (DD) Agency. (That is, the survey respondent does not live with the person receiving supports.) The survey collects demographic information on the individual receiving services and the person who fills out the survey (the ‘respondent’; usually a parent) as well as information on services and supports received. The survey is continually refined and tested to ensure that it is valid and reliable.

In 2015-16, a total of 6,173 Family/Guardian Surveys were completed across 14 states<sup>1</sup>. The survey contained six groupings of questions (“sub-domains”) that probe specific areas of quality service provision: information and planning, access and delivery of services, choice and control, community connections, satisfaction, and outcomes (see Table 1 on the following page). Respondents also had the option of writing open-ended comments concerning their family’s participation in the service system.

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<sup>1</sup> States that conducted the Family/Guardian Survey in 2015-16 were: AK, FL, GA, LA, MD, MI, MN, NC, NH, PA, SD, UT, VA, and WA.

Table 1. NCI Family Surveys – Sub-Domains and concern statements

Sub-Domain	Concern
<b>Information and Planning</b>	Families/family members with disabilities have the information and support necessary to plan for their services and supports.
<b>Access &amp; Support Delivery</b>	Families/family members with disabilities get the services and supports they need.
<b>Choice, Decision Making &amp; Control</b>	Families/family members with disabilities determine the services and supports they receive and the individuals or agencies who provide them.
<b>Involvement in the Community</b>	Family members with disabilities use integrated community services and participate in everyday community activities.
<b>Satisfaction</b>	Families/family members with disabilities receive adequate and satisfactory supports.
<b>Family Outcomes</b>	Individual and family supports make a positive difference in the lives of families.

## How were people selected to participate?

States were asked to administer the survey to a random sample of at least 1,200 families, all of whom have an adult family member with a developmental disability who lives outside of the family home and receives at least one direct service or support other than service coordination.

All states mailed out a paper survey to families selected in their sample. A sample size of 1,200 was recommended with the expectation of a 40% return rate or greater (yielding 400 or more usable responses per state). However, most states decided to sample more than 1,200 families, expecting a lower response rate than 40%. A final sample size of 400 would guarantee a +/- 5% margin of error and a

95% confidence level when interpreting the results. Both the confidence interval and margin of error used are widely acceptable standards for reviewing results, regardless of population size. States with fewer than 1,200 potential respondent families were instructed to send surveys to all eligible families. With response rates lower than expected, we also included in our national reports those states that submitted fewer than 400 surveys up to a margin of error of no greater than +/- 7%.

## **Limitations of the data**

The NCI Family/Guardian Survey is a tool for assessing system-wide performance. It is not intended to be used to monitor individuals or providers. The NCI Statewide Average should not be interpreted as defining or providing a benchmark for “acceptable” levels of performance or satisfaction. Instead, it describes average levels of performance or satisfaction across the State; it is up to public managers, policy-makers, and other stakeholders to use the data to determine programmatic and policy-related priorities.

## **What is contained in this report?**

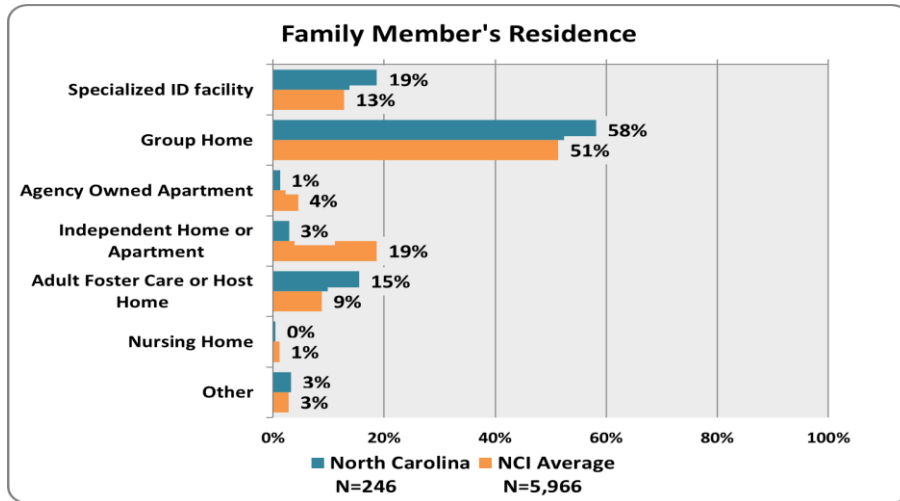
This report illustrates 2015-16 NCI Family/Guardian Survey demographic and outcome results from North Carolina compared to the NCI Average (the average of all state averages). All results are shown in chart form. Some questions may have a low response rate, particularly questions about reporting grievances and abuse or neglect. States with fewer than 20 responses to a particular question were excluded from analysis for that question. The number of responses per each question by state and across NCI states are included in each chart. All state and national data results for this survey can be found online at <http://www.nationalcoreindicators.org/resources/reports/>.



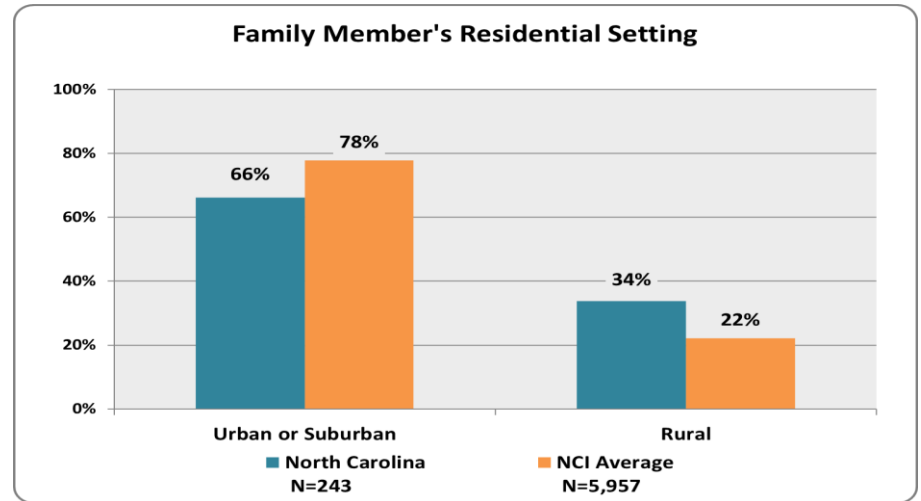
## **Results: Demographics of the Family Member**

*ILLUSTRATES THE DEMOGRAPHIC PROFILE OF THE ADULT FAMILY MEMBER WITH AN INTELLECTUAL OR DEVELOPMENTAL DISABILITY*

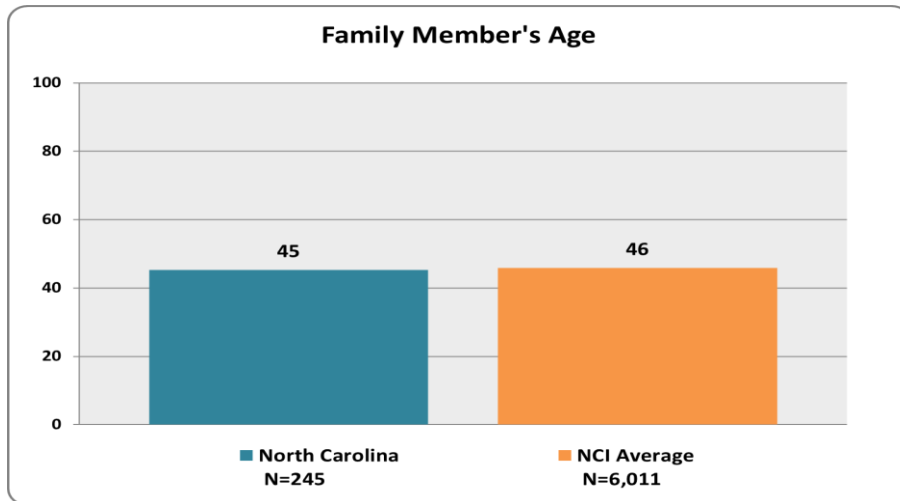
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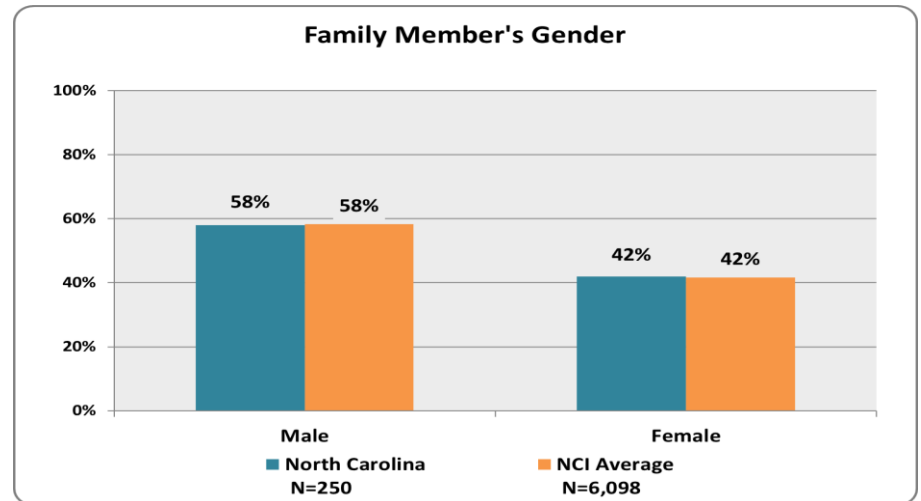
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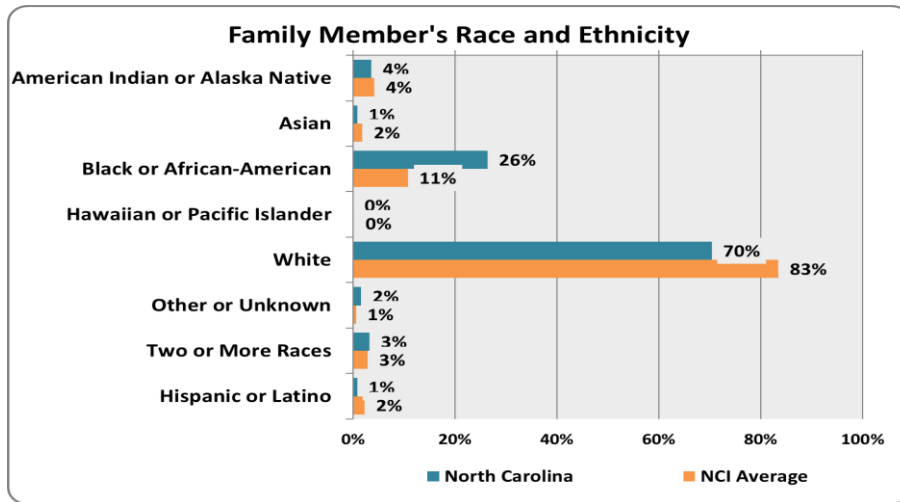
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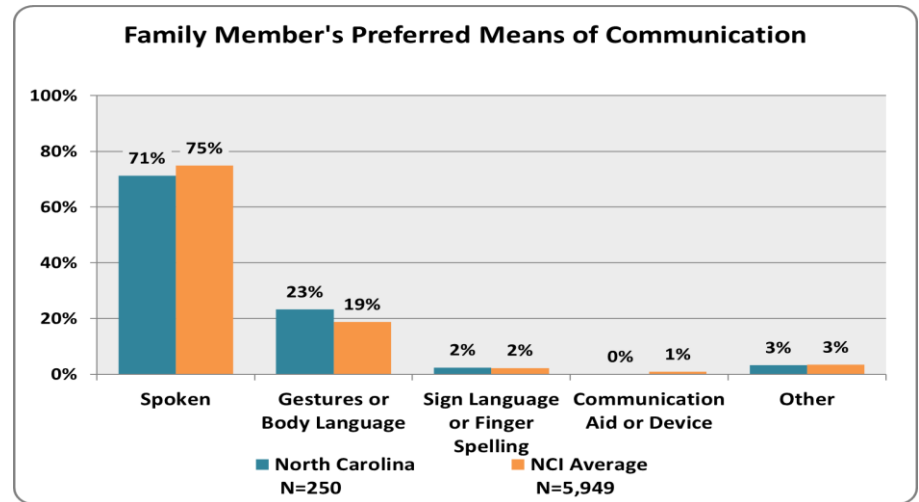
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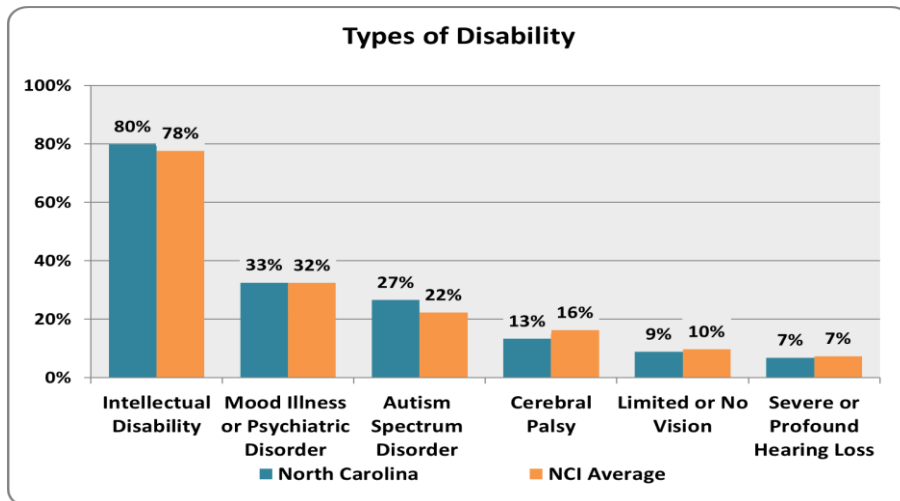
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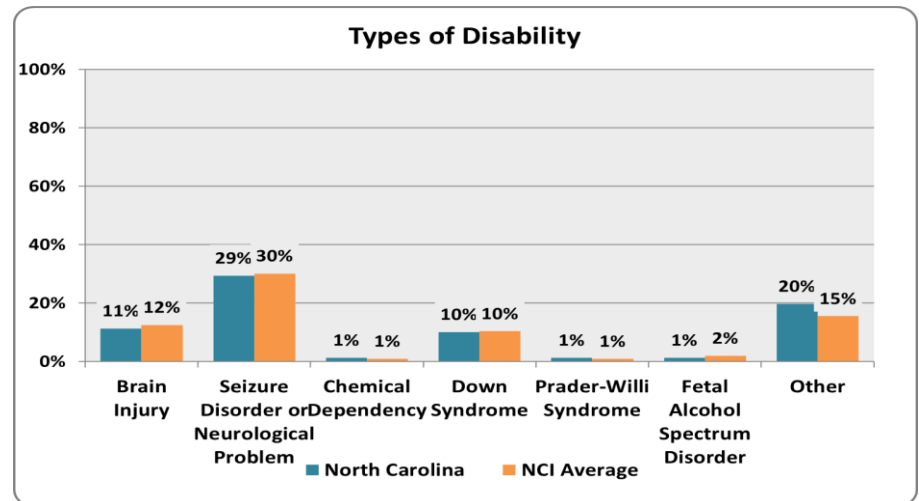
GRAPH 6.



GRAPH 7.\*\*



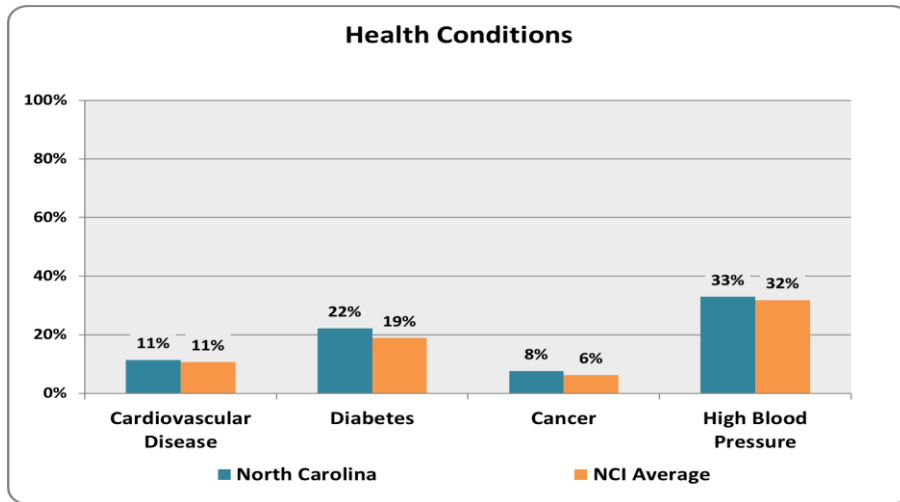
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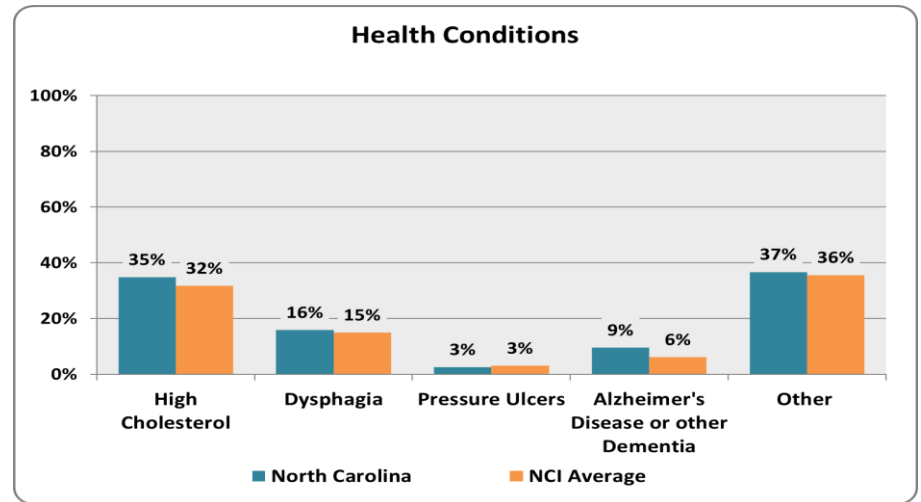
\*Race and Ethnicity groups are not mutually exclusive; two or more races category indicates the percentage of cases in which the respondent selected two or more races/ethnicities. The results from this column are not excluded from the results on specific race/ethnicities

\*\*Disability categories from Chart 7 and Chart 8 are not mutually exclusive; N's are not displayed as they may vary by disability type

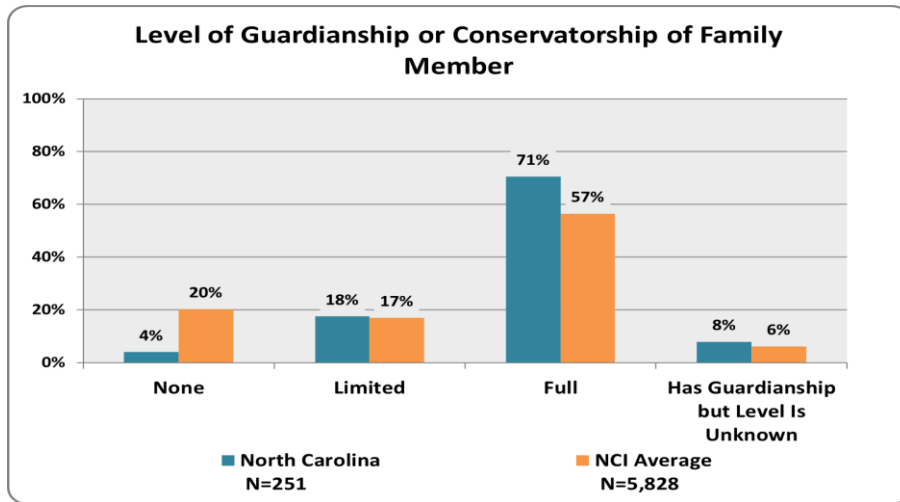
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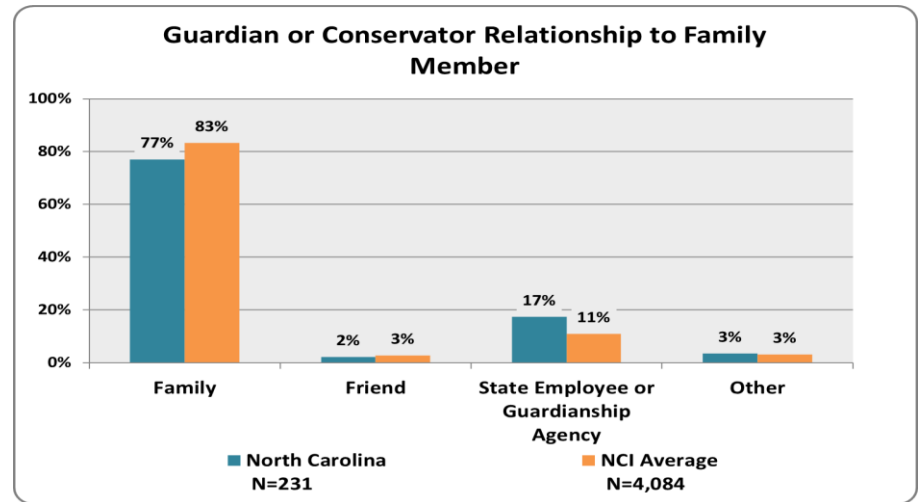
GRAPH 10.\*



GRAPH 11.

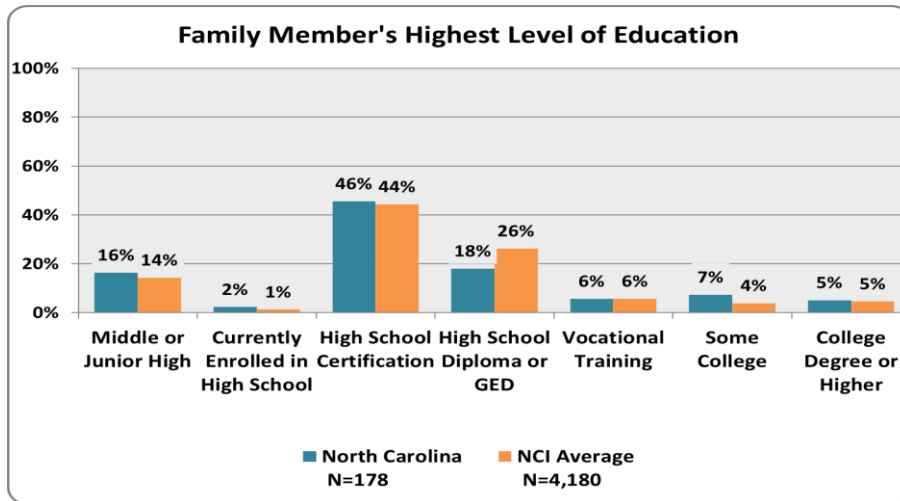


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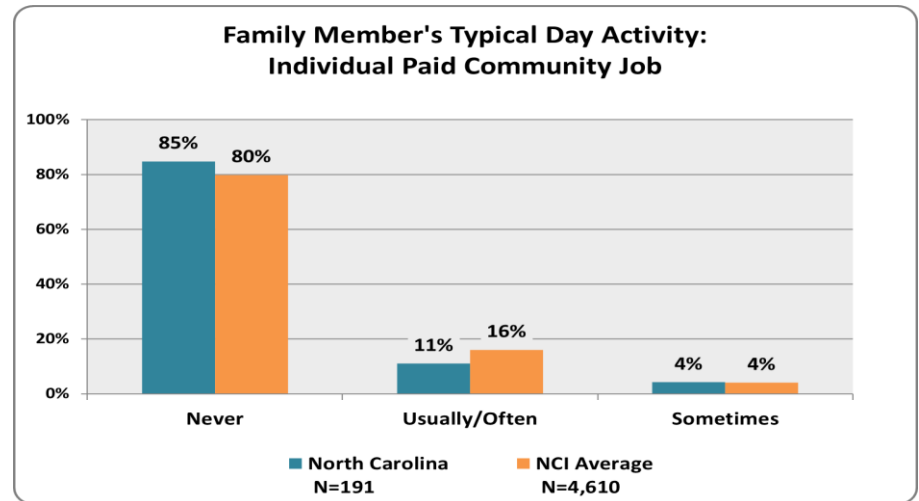


\*Health Conditions from Chart 9 and Chart 10 are not mutually exclusive

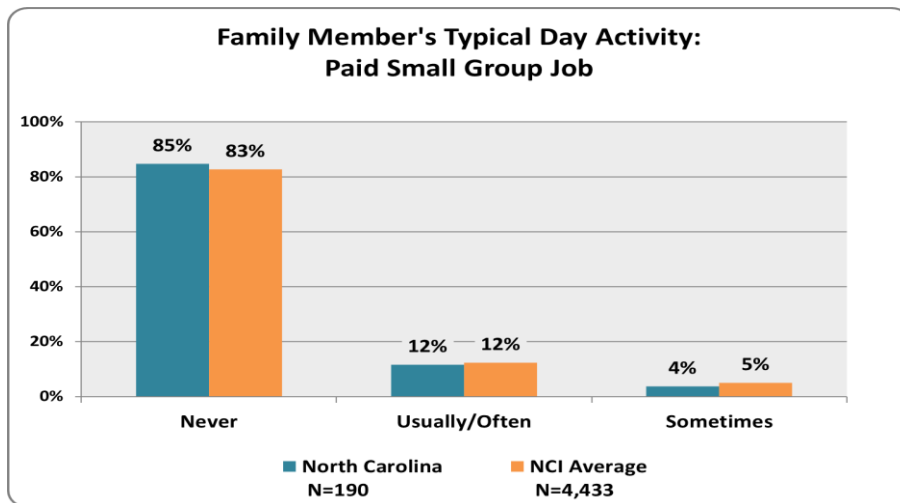
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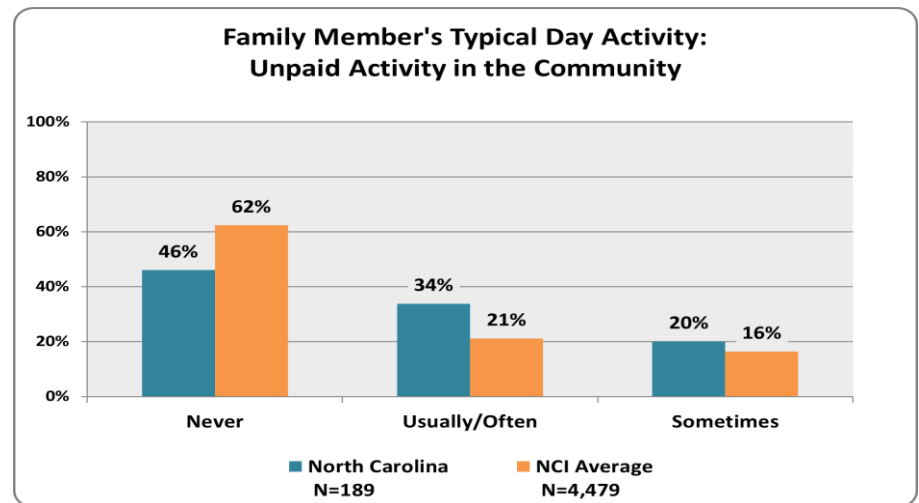
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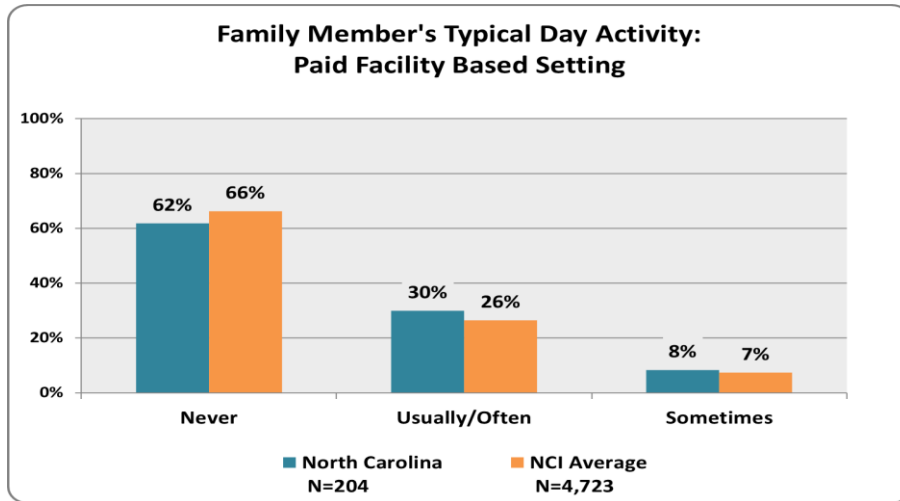
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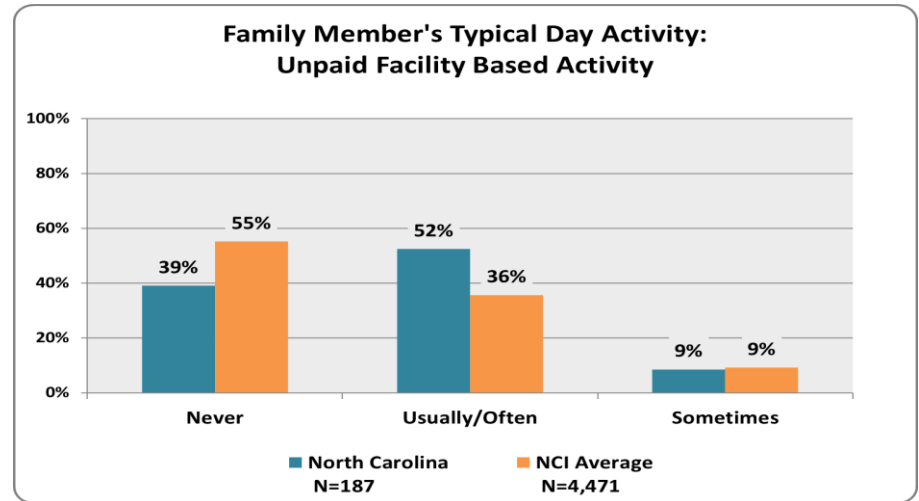
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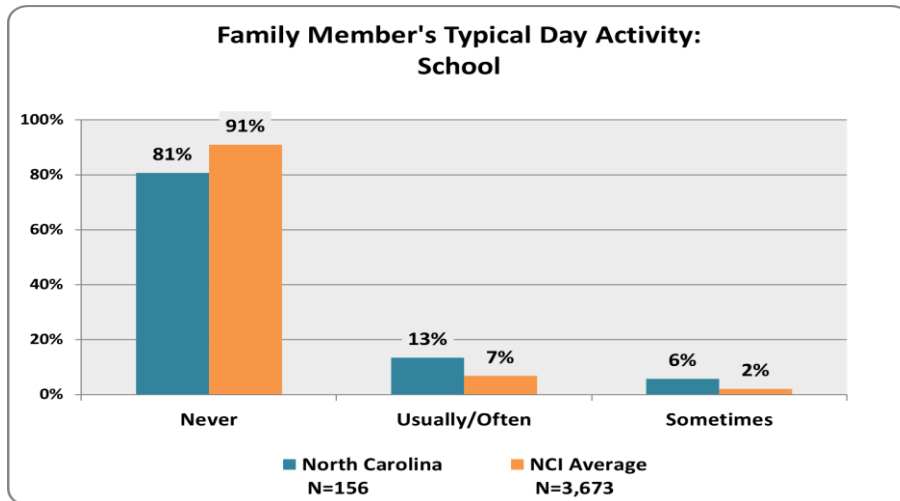
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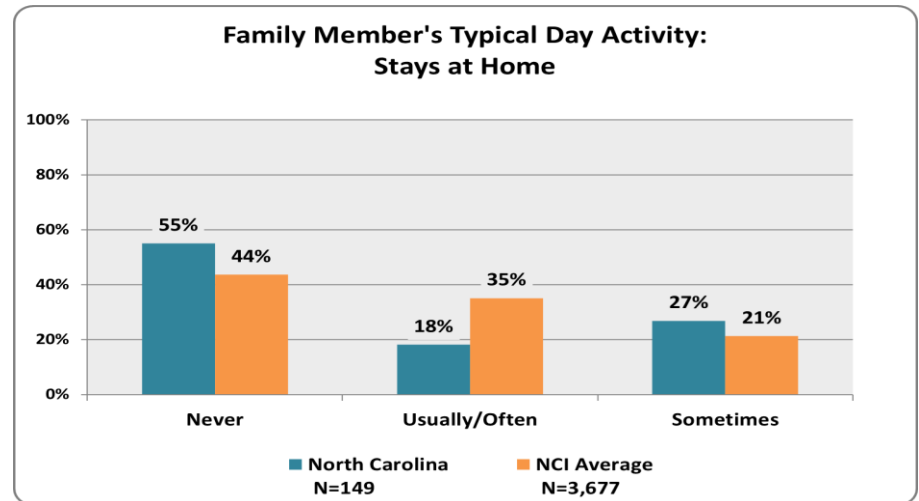
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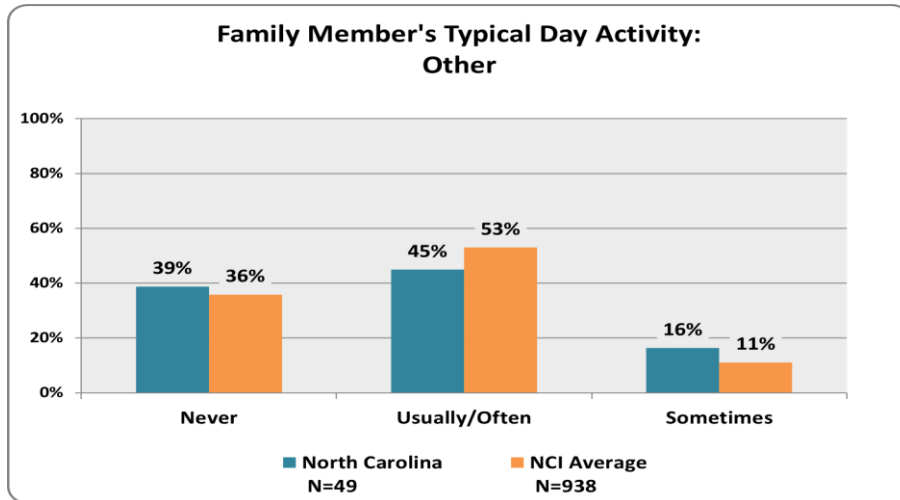
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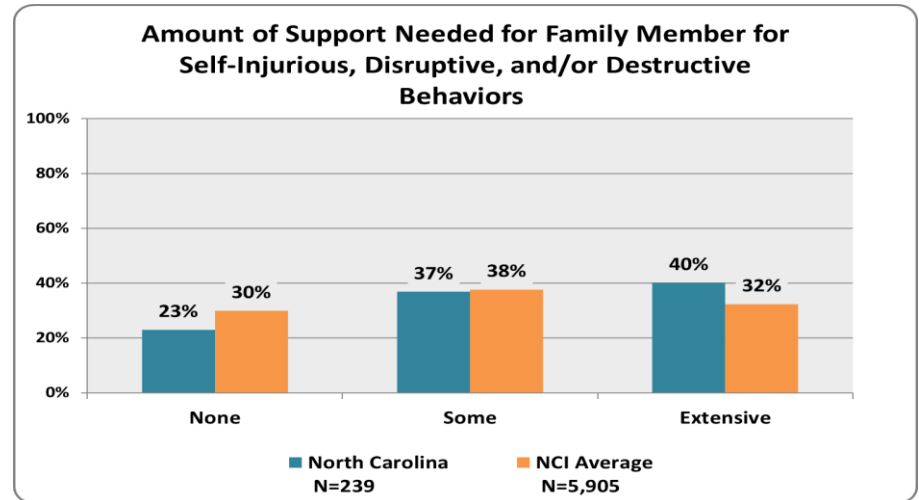
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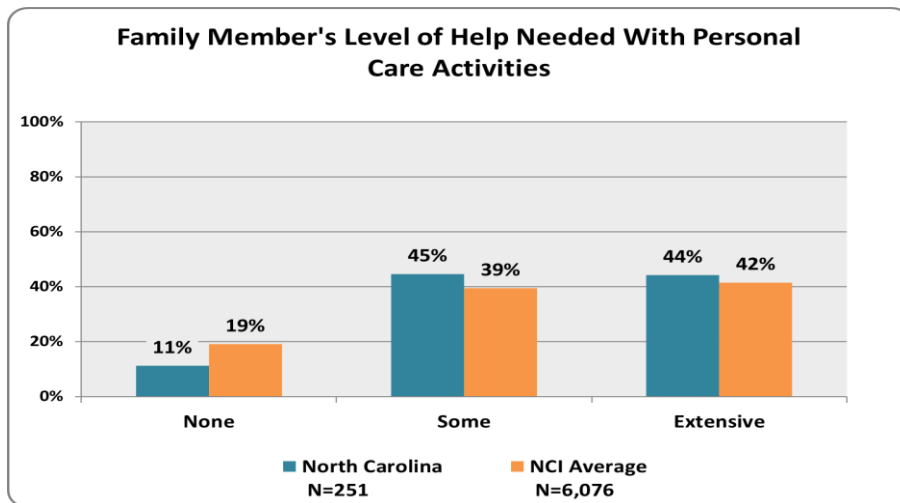
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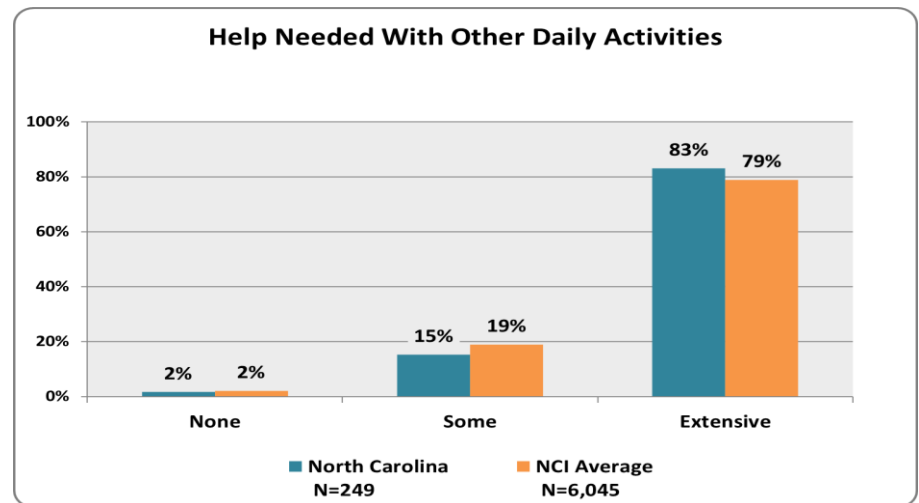
GRAPH 22.



GRAPH 23.



GRAPH 24.

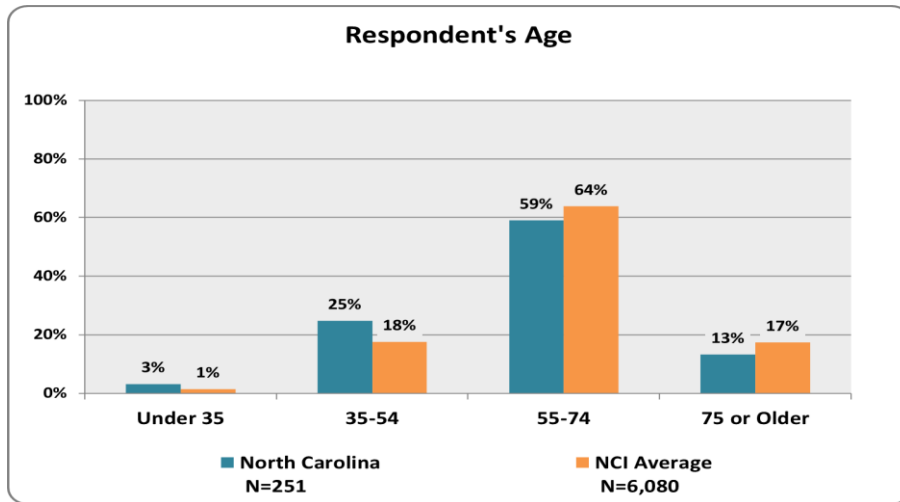


## **Results: Demographics of Respondent**

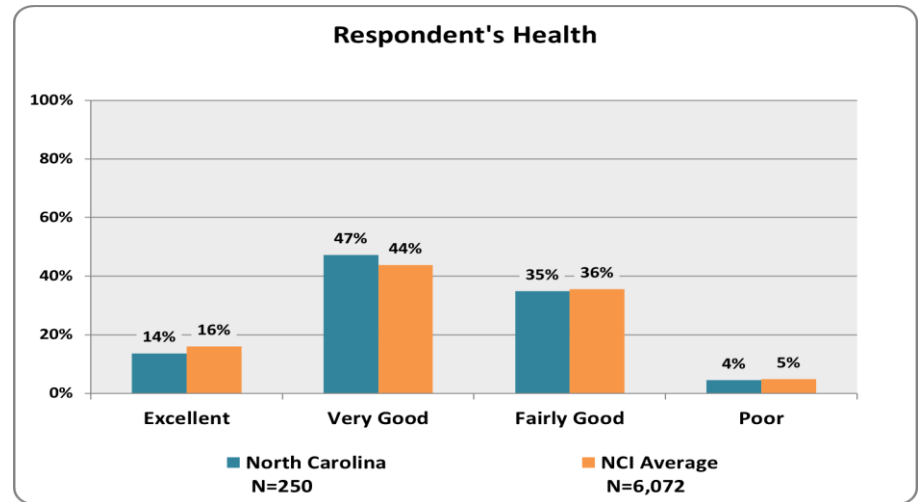
*ILLUSTRATES THE DEMOGRAPHIC PROFILE OF THE SURVEY RESPONDENTS*



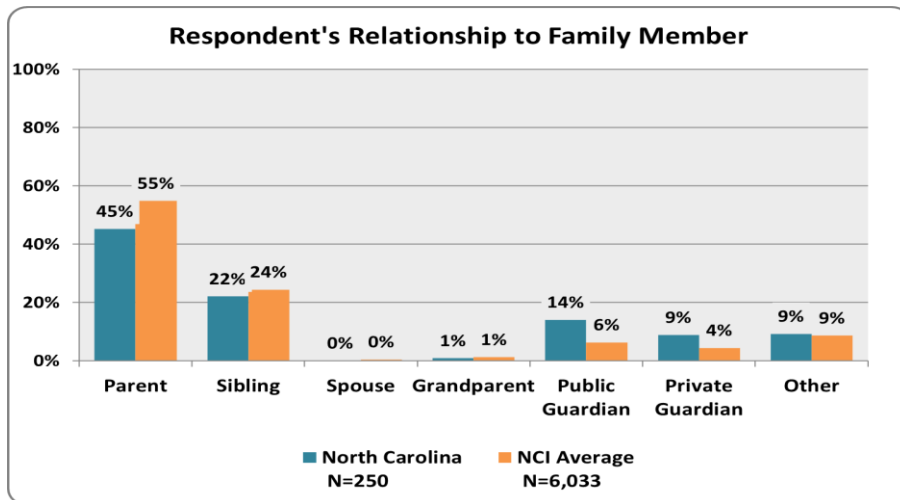
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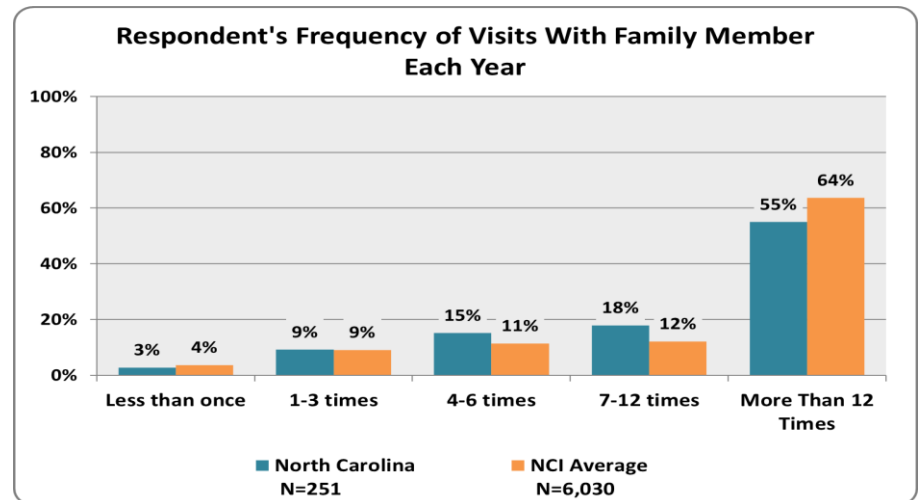
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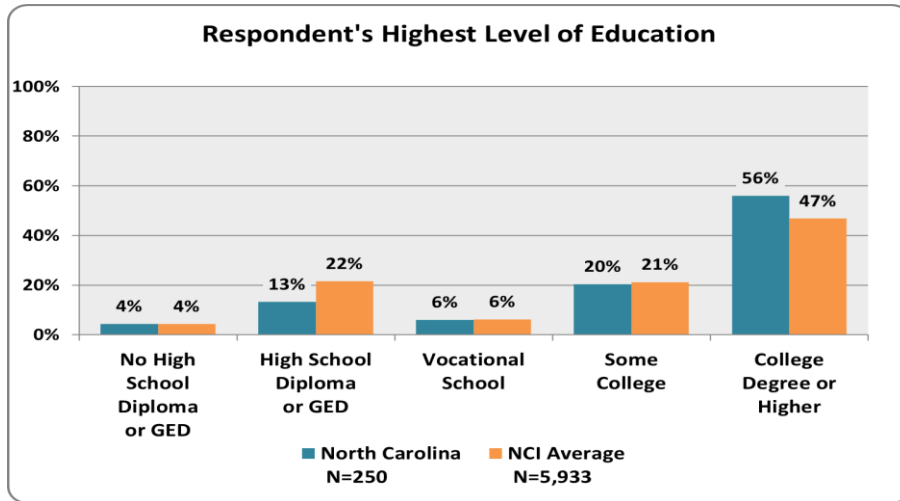
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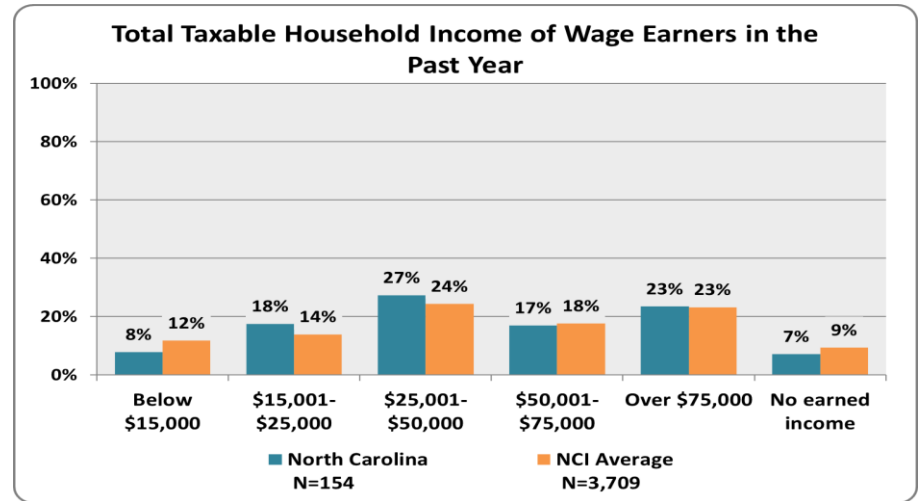
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GRAPH 29.



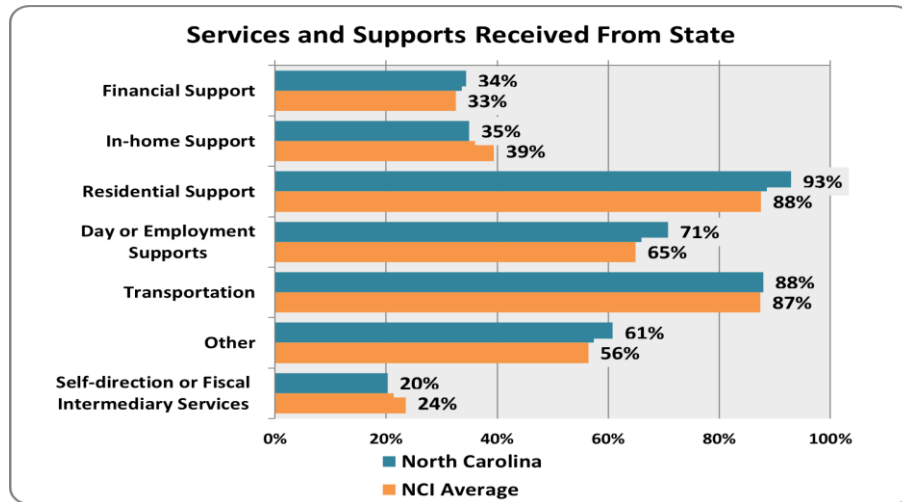
GRAPH 30.



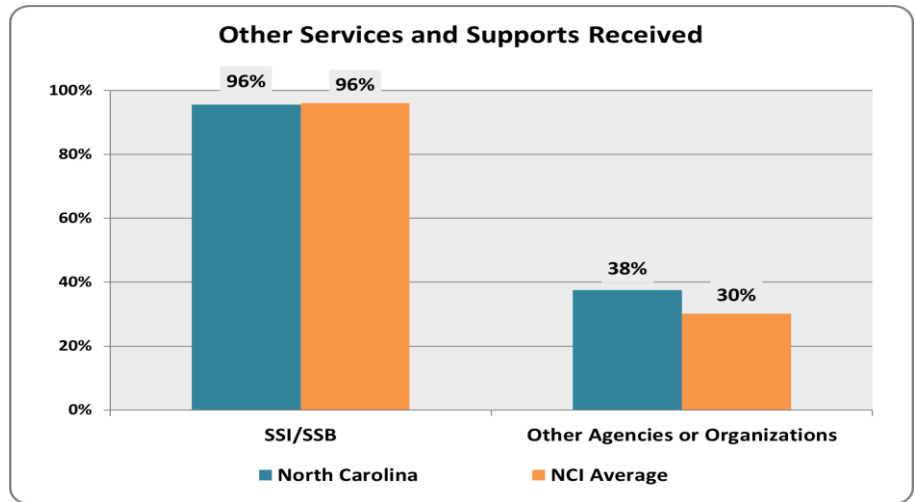
## Services and Supports Received

*ILLUSTRATES THE SERVICES AND SUPPORTS RECEIVED BY ADULTS WITH DISABILITIES*

GRAPH 31.\*



GRAPH 32.\*

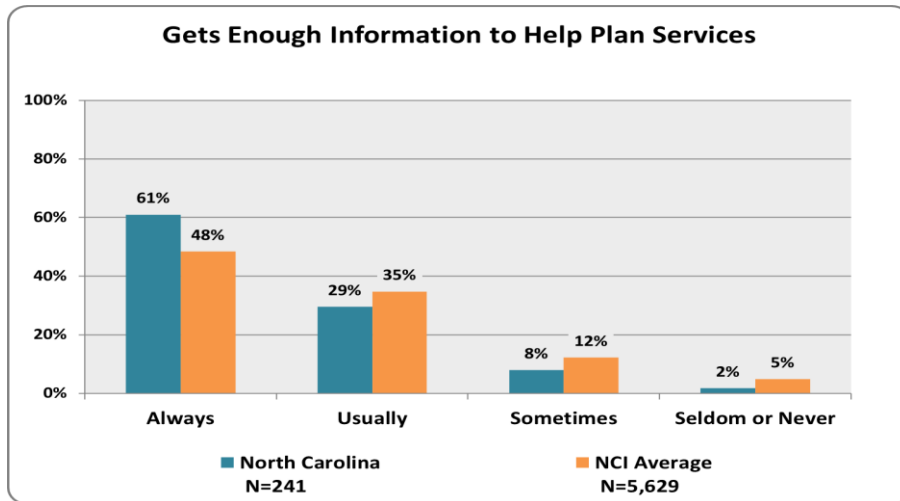


\*Categories are not mutually exclusive

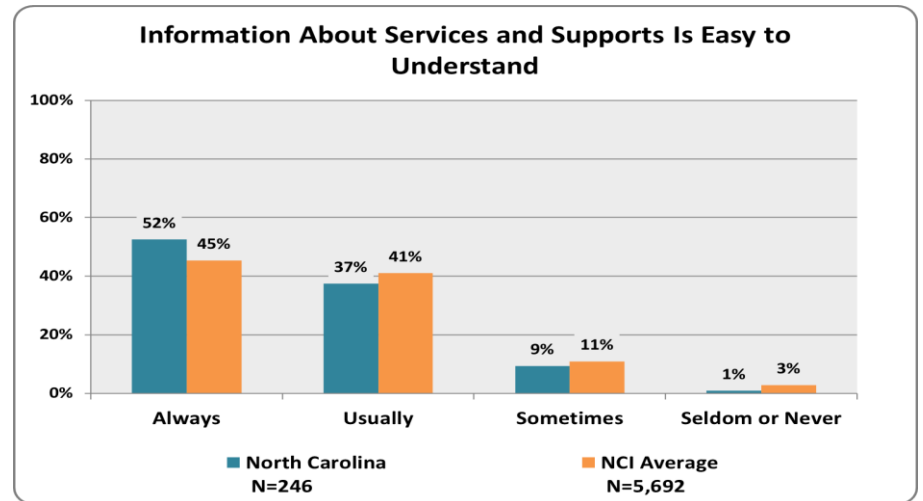
## Information and Planning

*FAMILIES AND ADULTS WITH DISABILITIES HAVE THE INFORMATION AND SUPPORT NECESSARY TO PLAN THEIR SERVICES AND SUPPORTS*

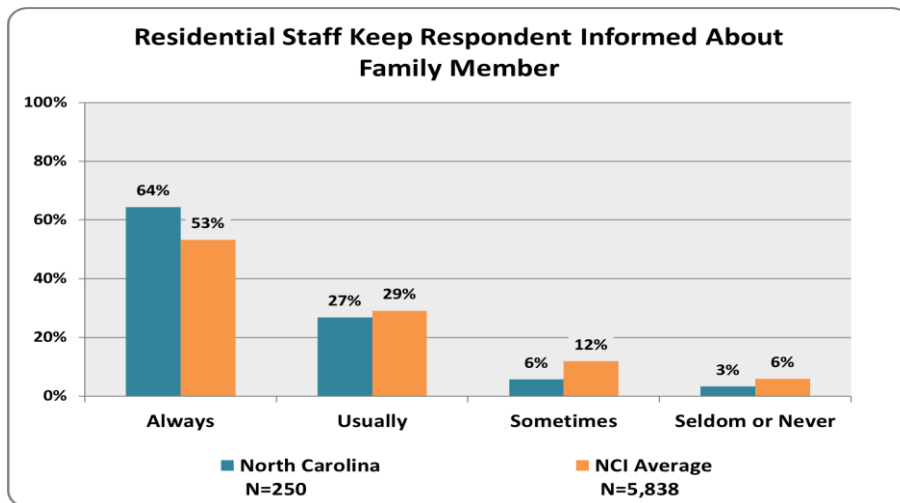
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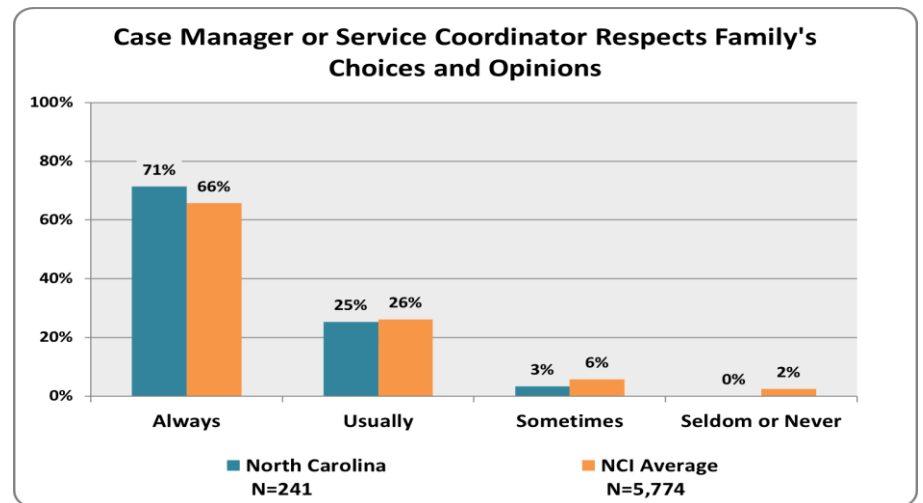
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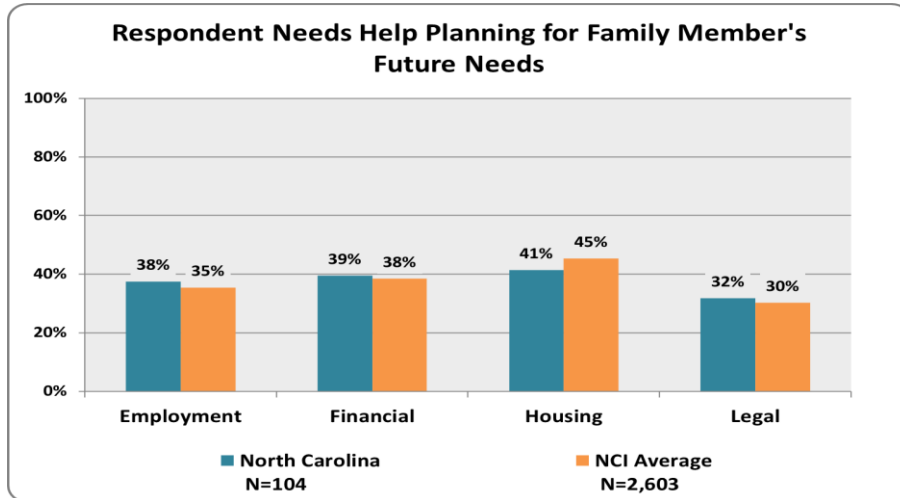
GRAPH 35.



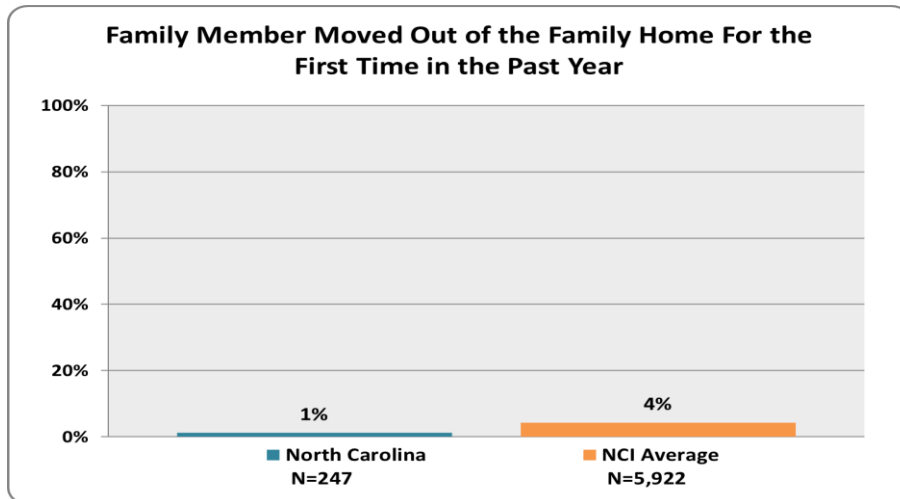
GRAPH 36.



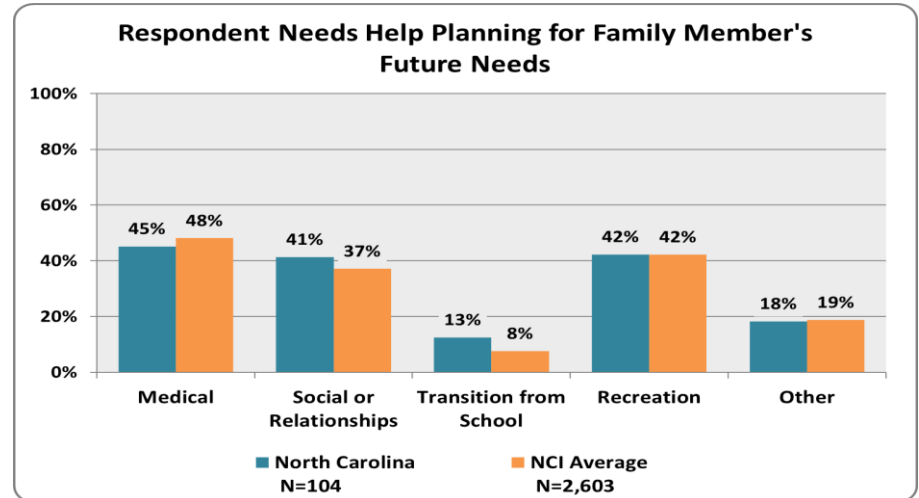
GRAPH 37.\*



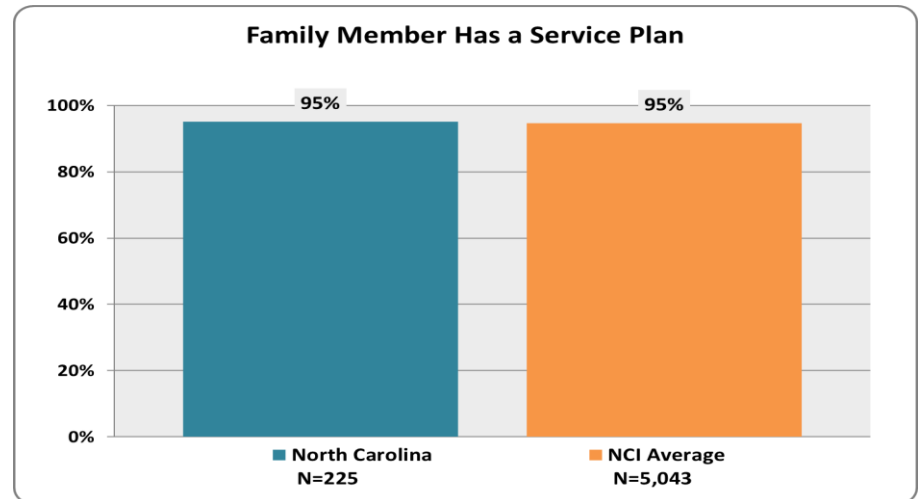
GRAPH 39.



GRAPH 38.\*

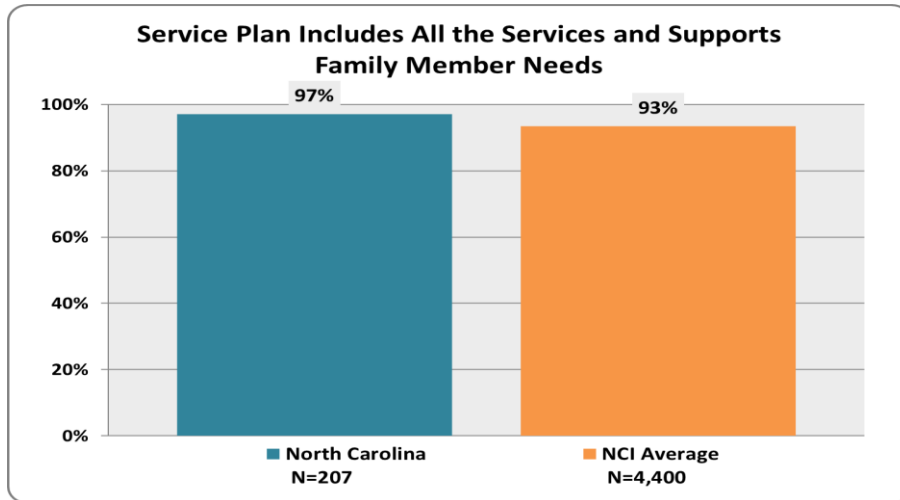


GRAPH 40.

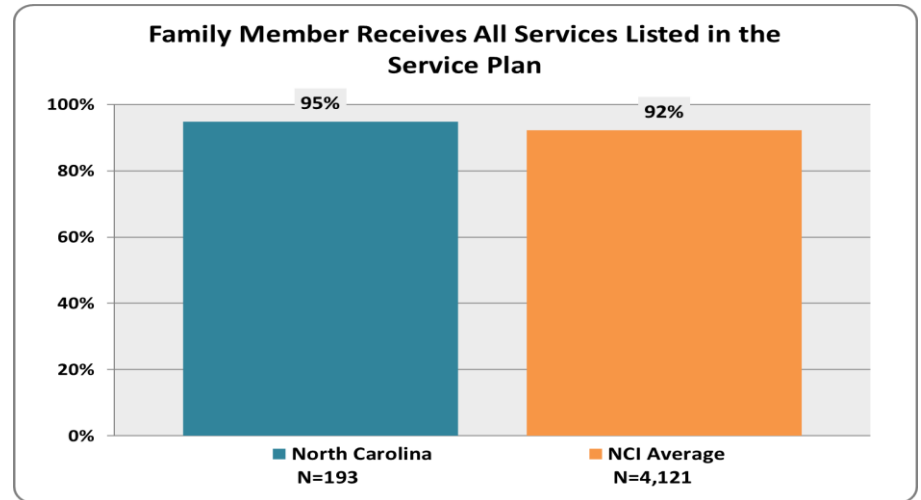


\*Categories from Chart 37 and Chart 38 are not mutually exclusive

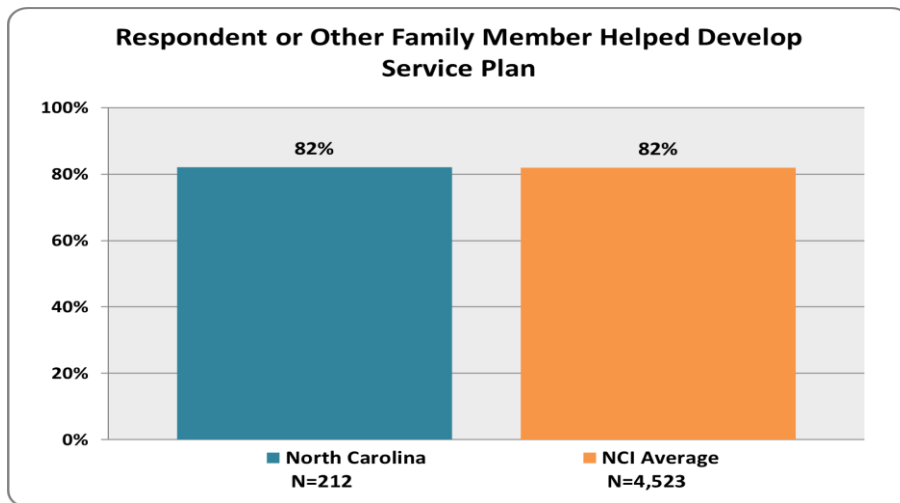
GRAPH 41.



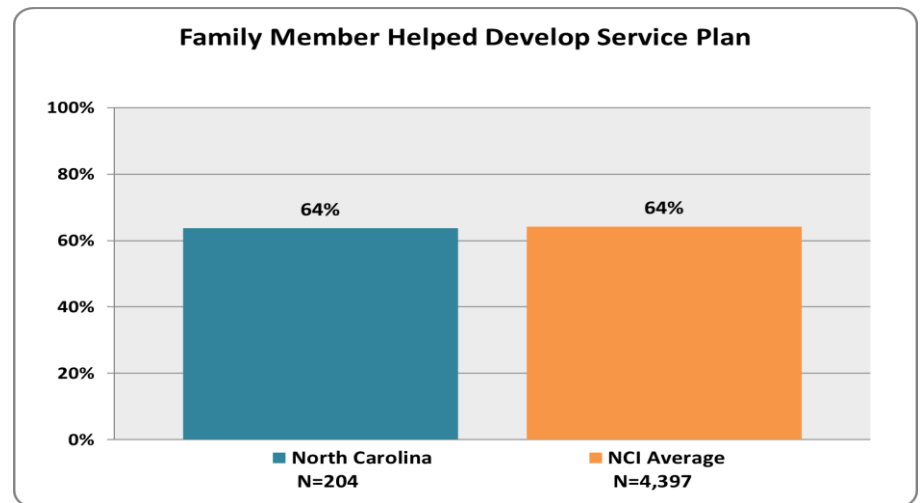
GRAPH 42.



GRAPH 43.

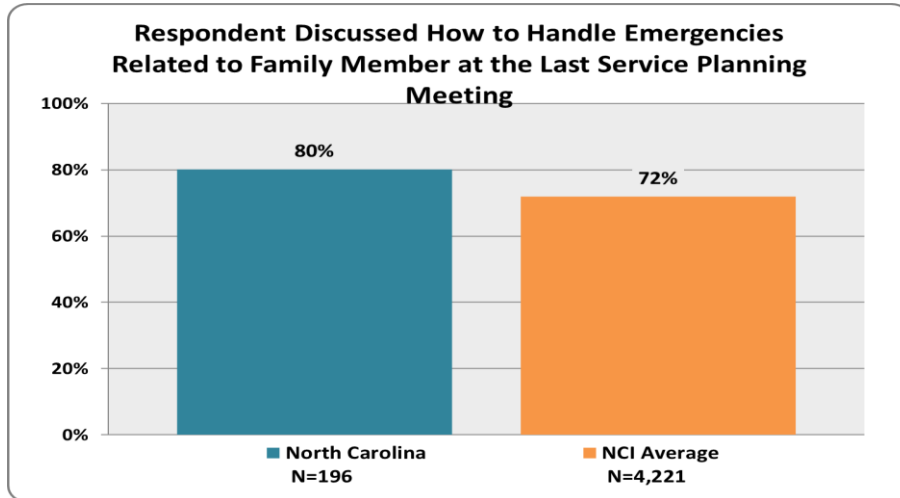


GRAPH 44.

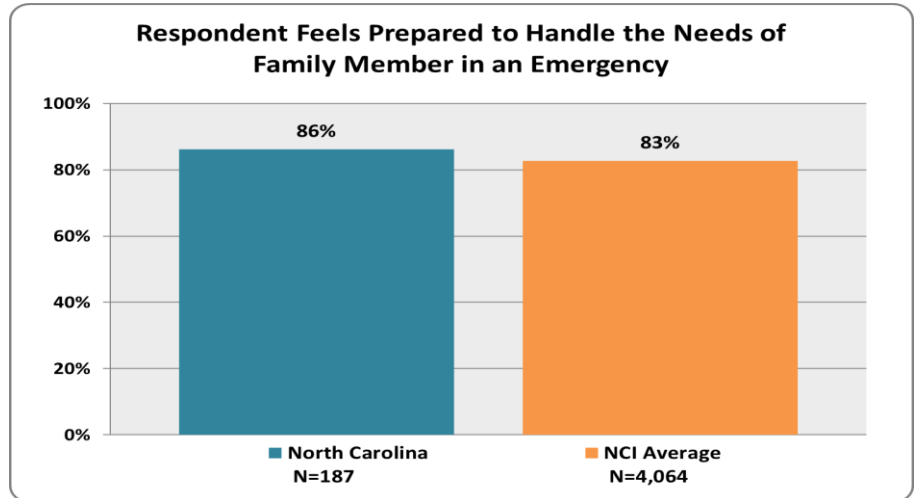




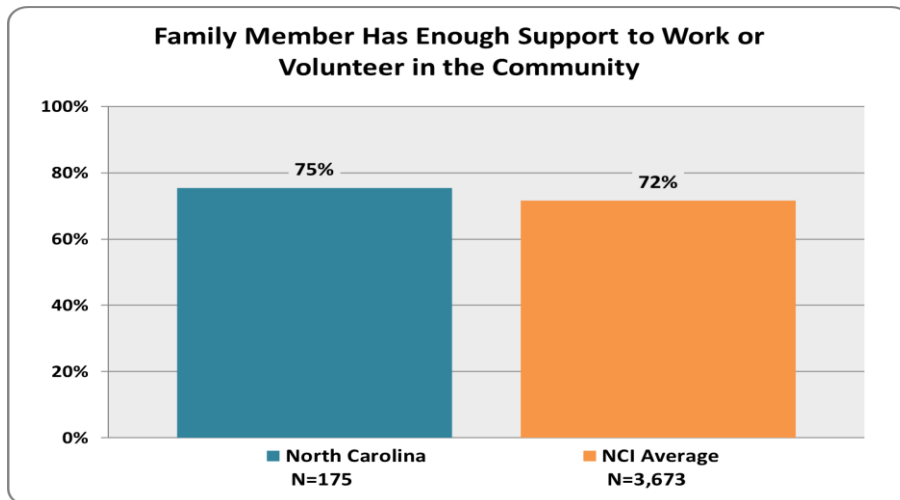
GRAPH 45.



GRAPH 46



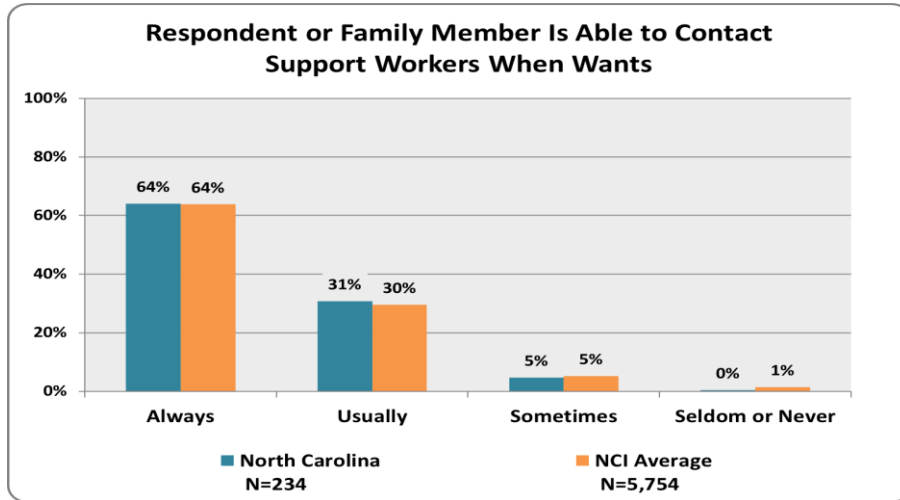
GRAPH 47.



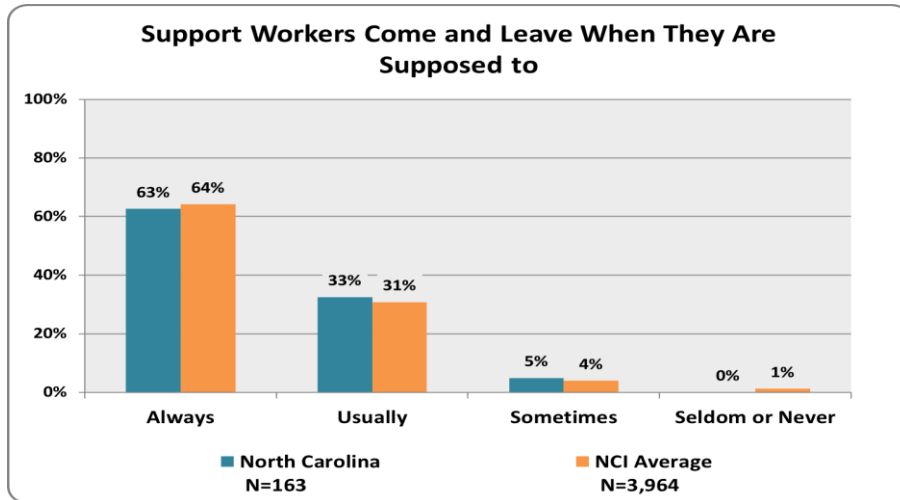
## Access and Delivery

*FAMILIES AND FAMILY MEMBERS WITH DISABILITIES GET THE SERVICES AND SUPPORTS THEY NEED*

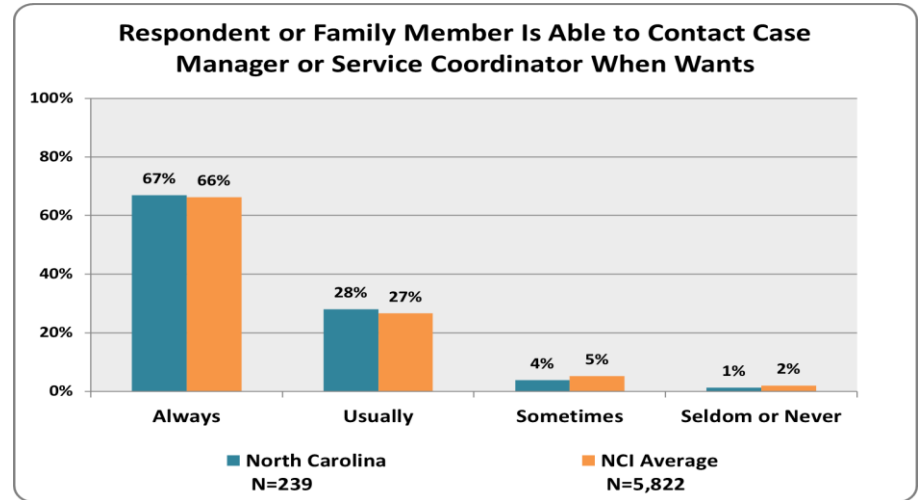
GRAPH 48.



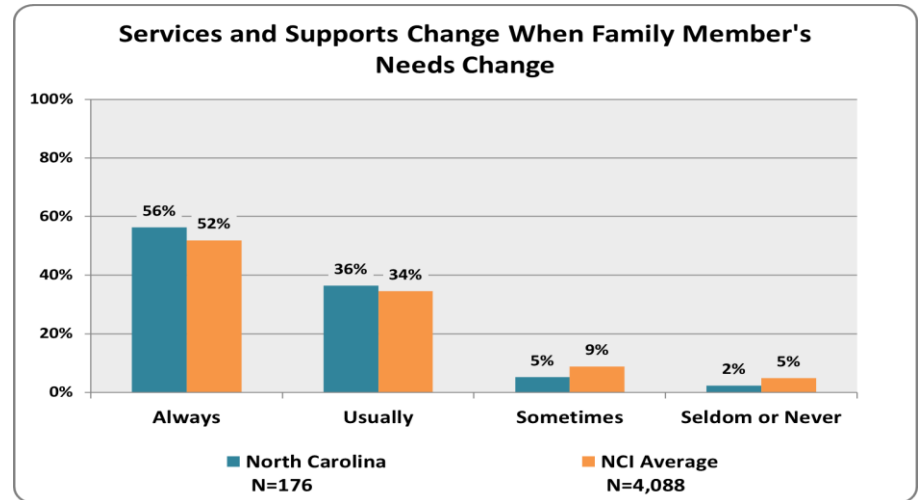
GRAPH 50.



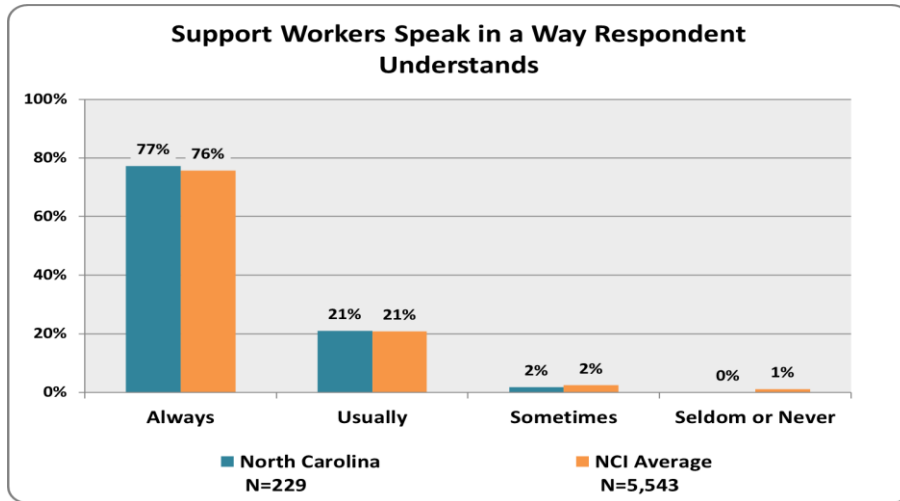
GRAPH 49.



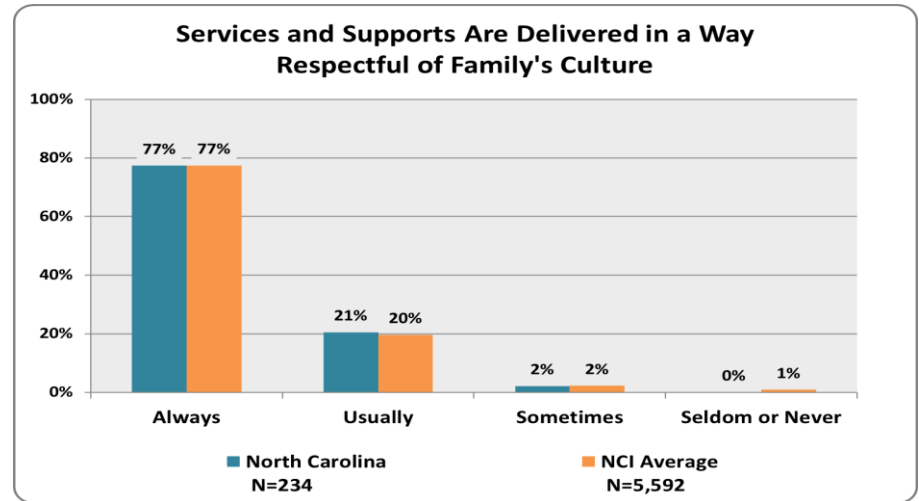
GRAPH 51.



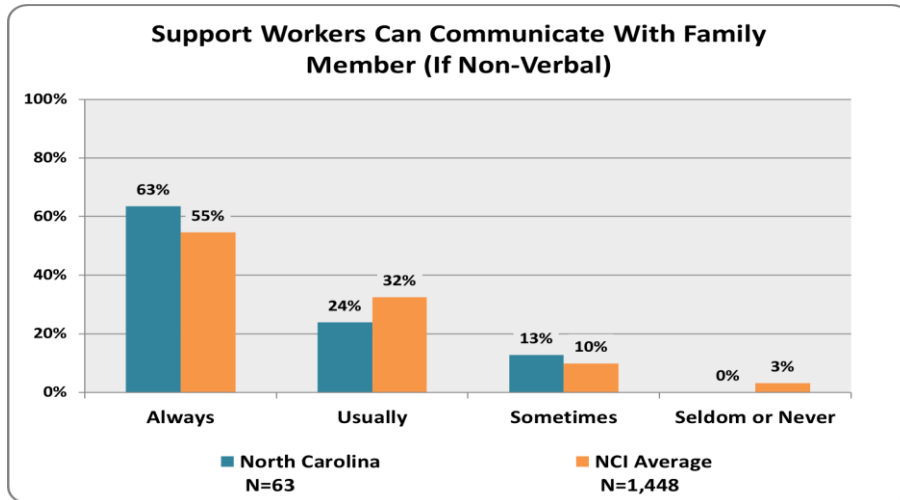
GRAPH 52.



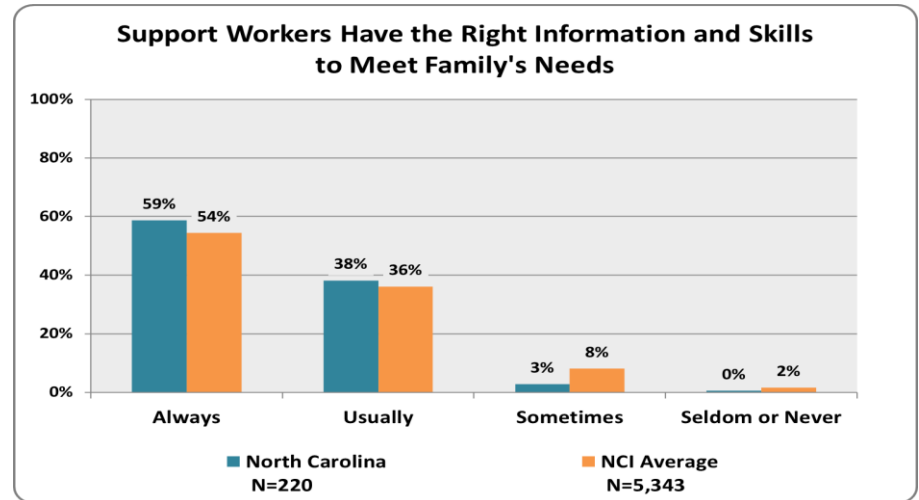
GRAPH 53.



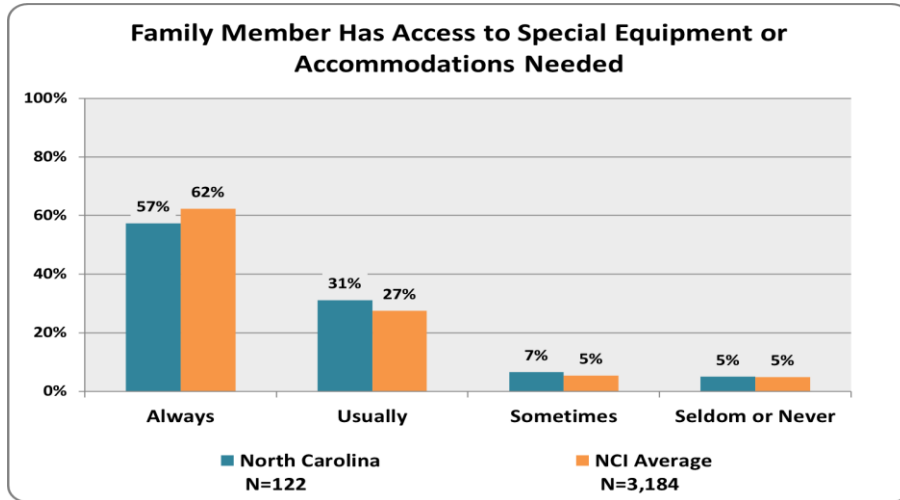
GRAPH 54.



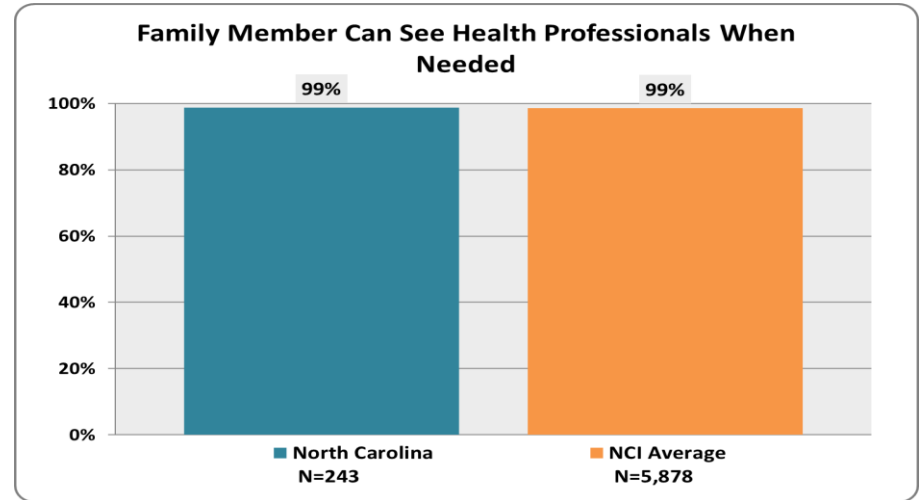
GRAPH 55.



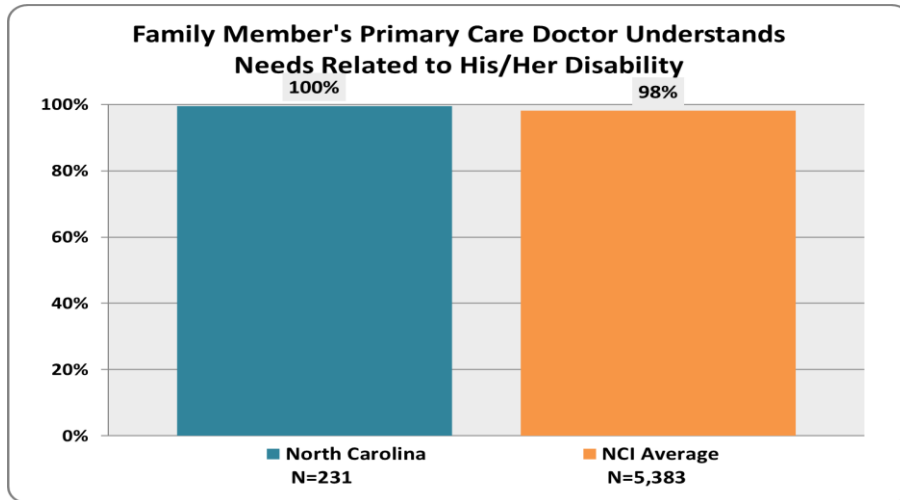
GRAPH 56.



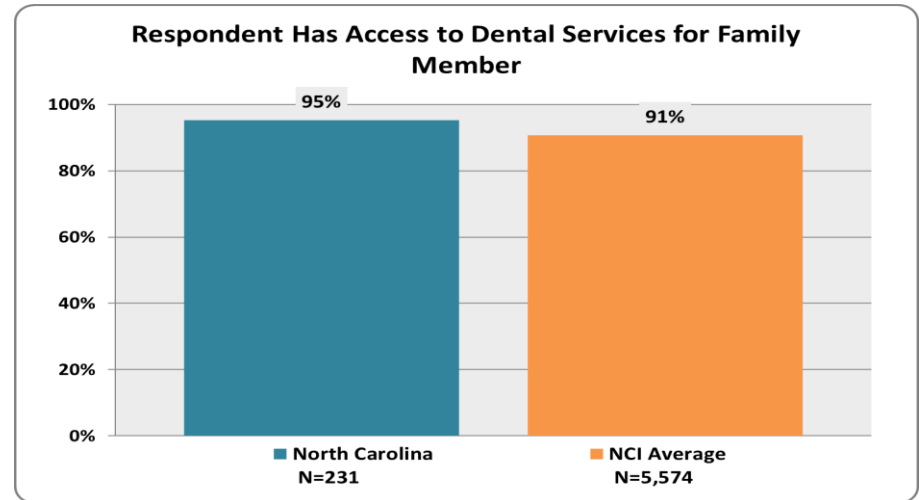
GRAPH 57.



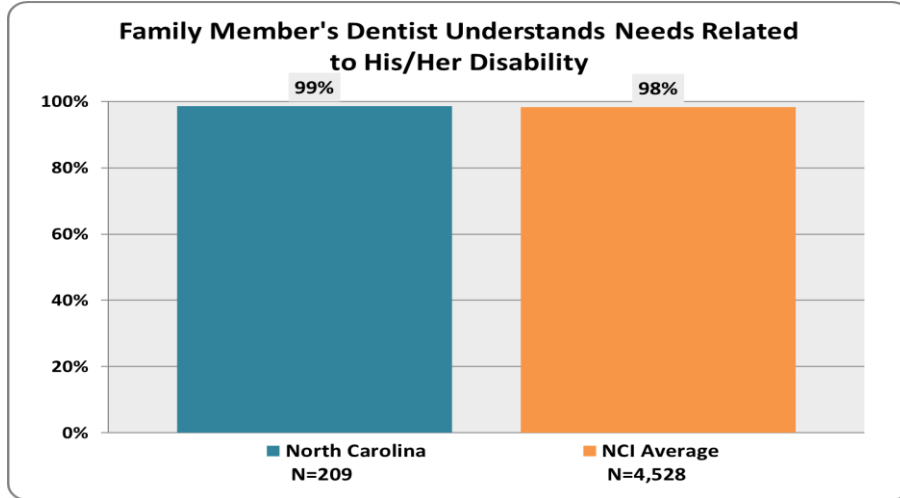
GRAPH 58.



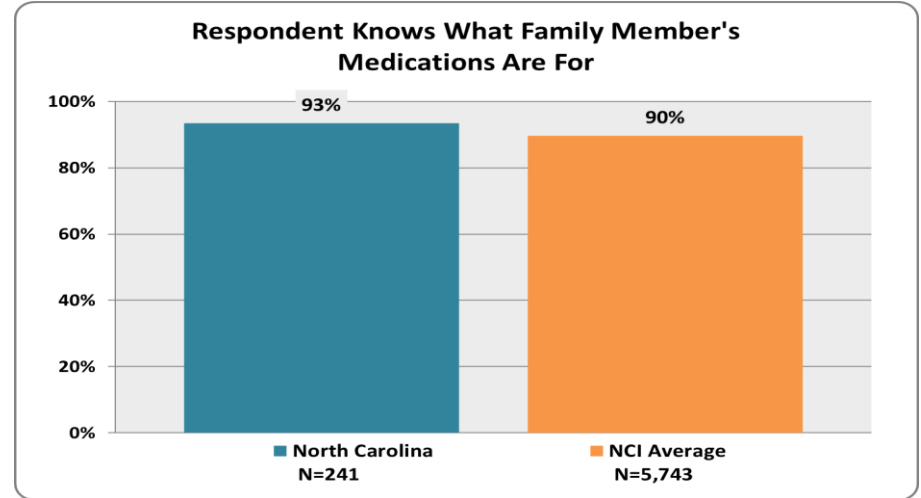
GRAPH 59.



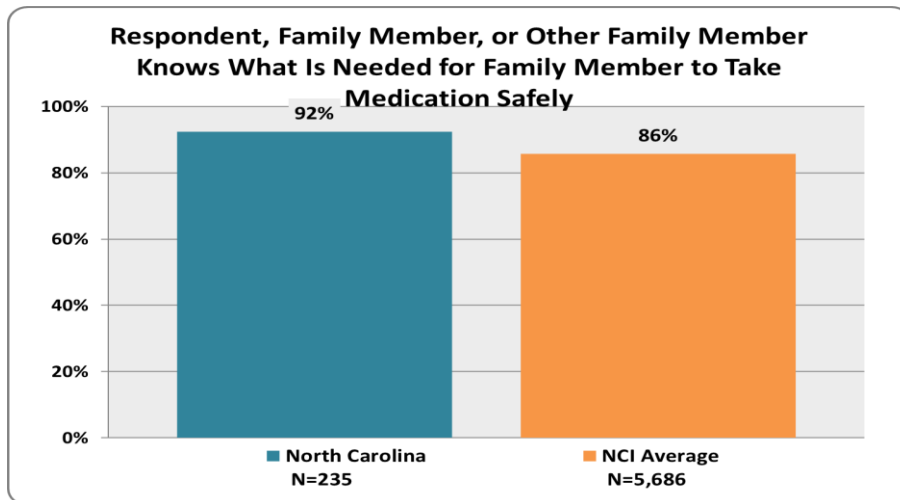
GRAPH 60.



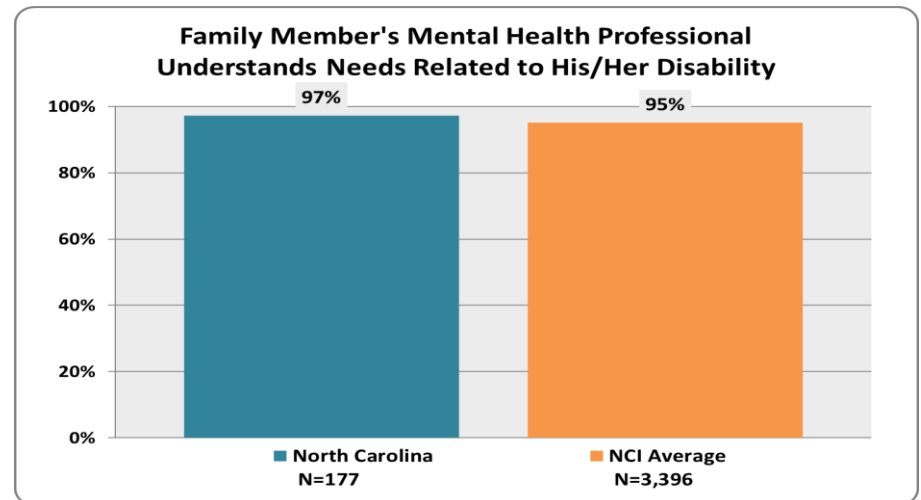
GRAPH 61.



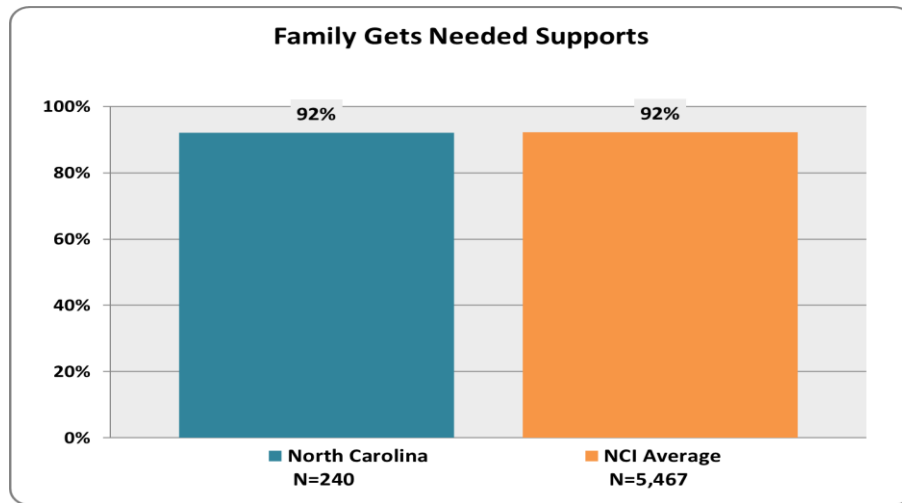
GRAPH 62.



GRAPH 63.



GRAPH 64.



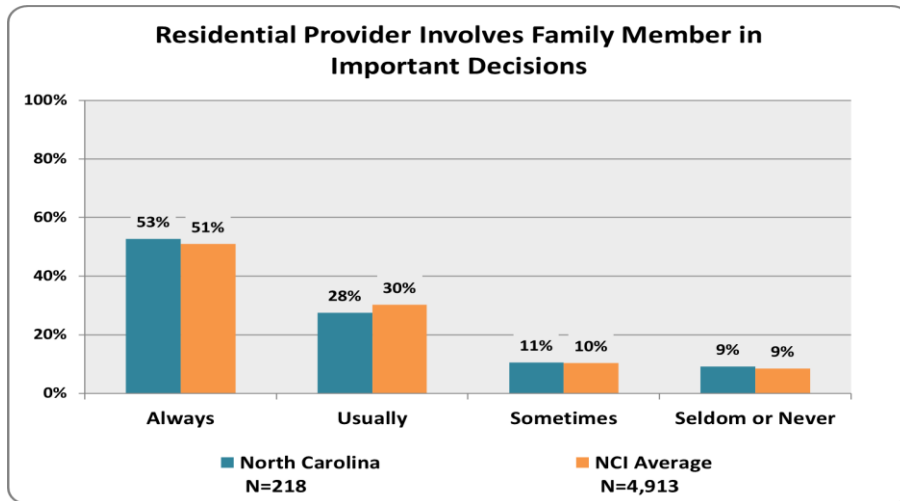
\*Categories are not mutually exclusive

## **Choice, Decision Making and Control**

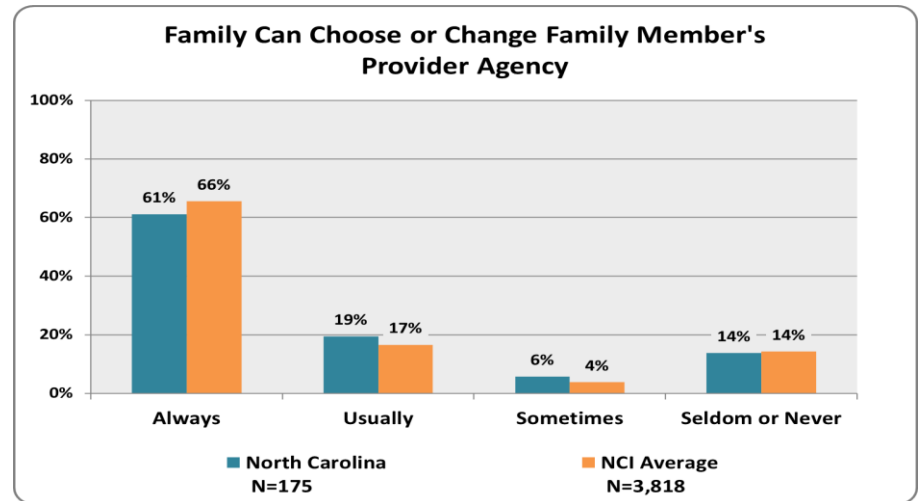
*FAMILIES AND ADULTS WITH DISABILITIES DETERMINE THE SERVICES AND SUPPORTS THEY RECEIVE AND THE INDIVIDUALS OR AGENCIES WHO PROVIDE THEM*



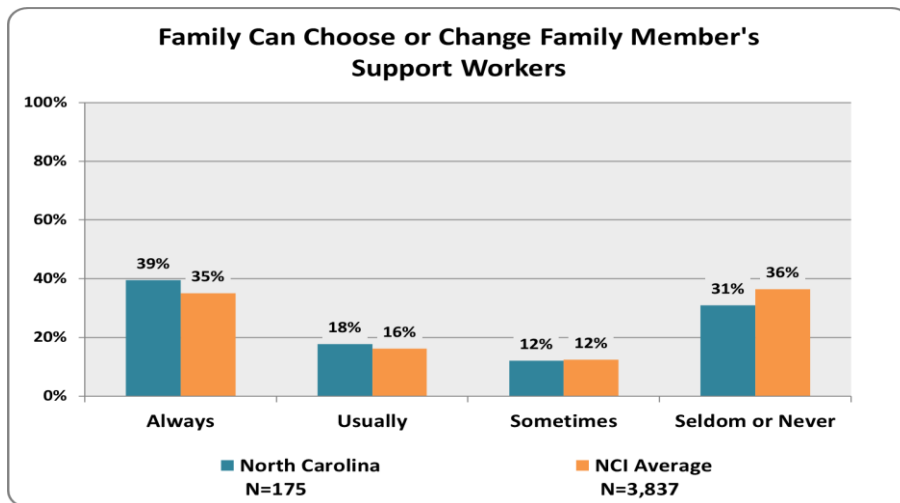
GRAPH 65.



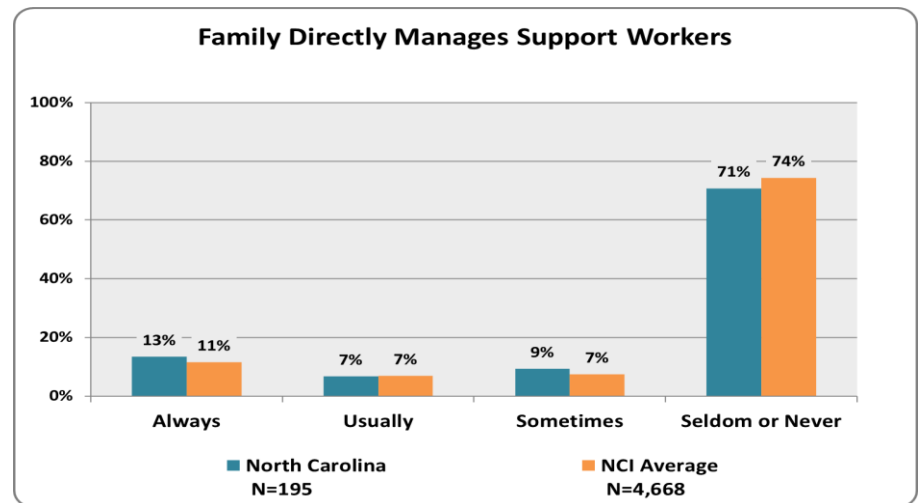
GRAPH 66.



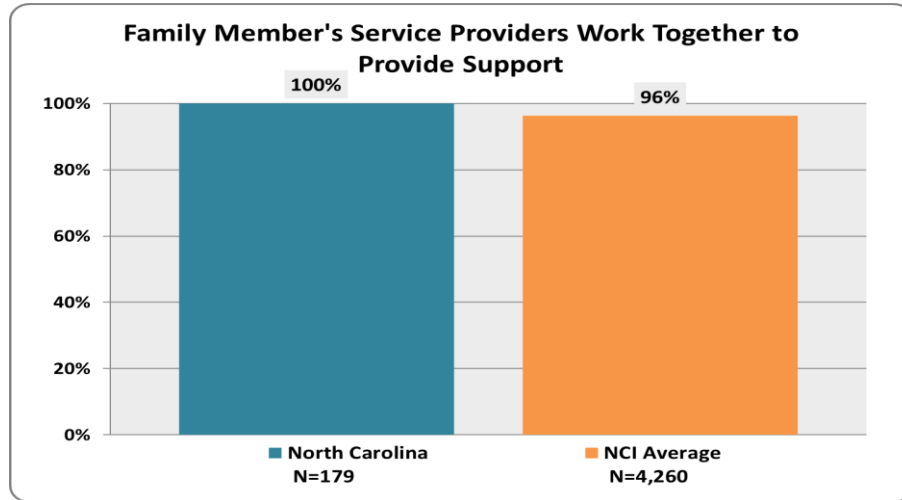
GRAPH 67.



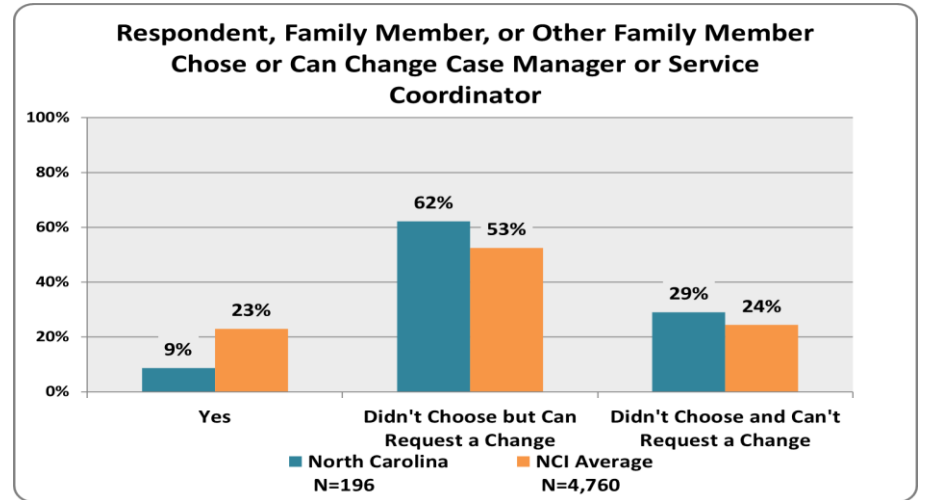
GRAPH 68.



GRAPH 69.



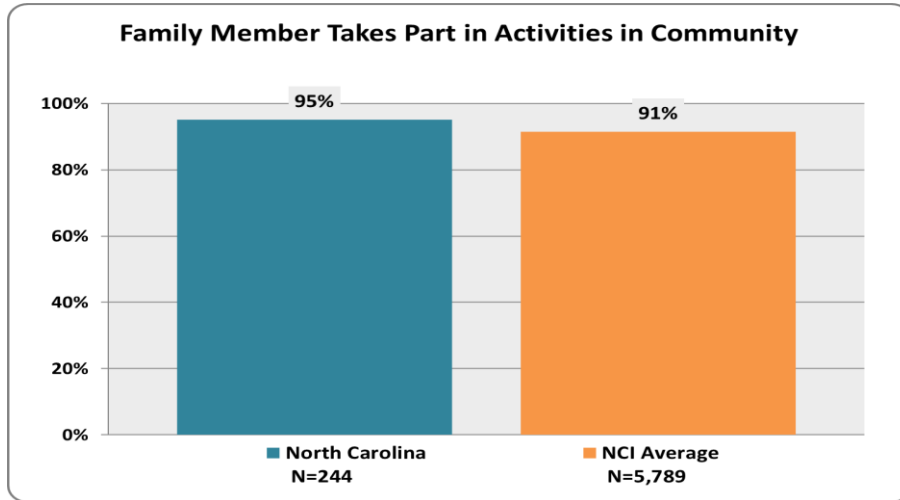
GRAPH 70.



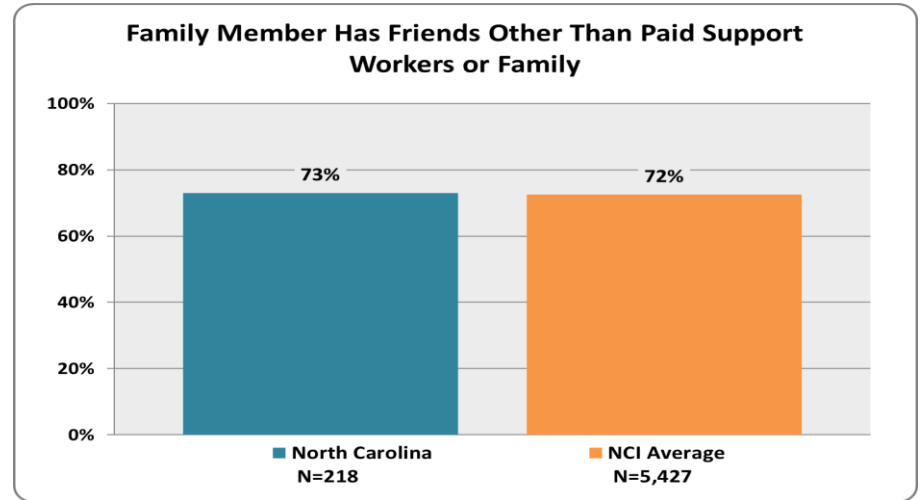
## Involvement in the Community

*FAMILY MEMBERS WITH DISABILITIES USE INTEGRATED COMMUNITY SERVICES AND PARTICIPATE IN EVERYDAY  
COMMUNITY ACTIVITIES*

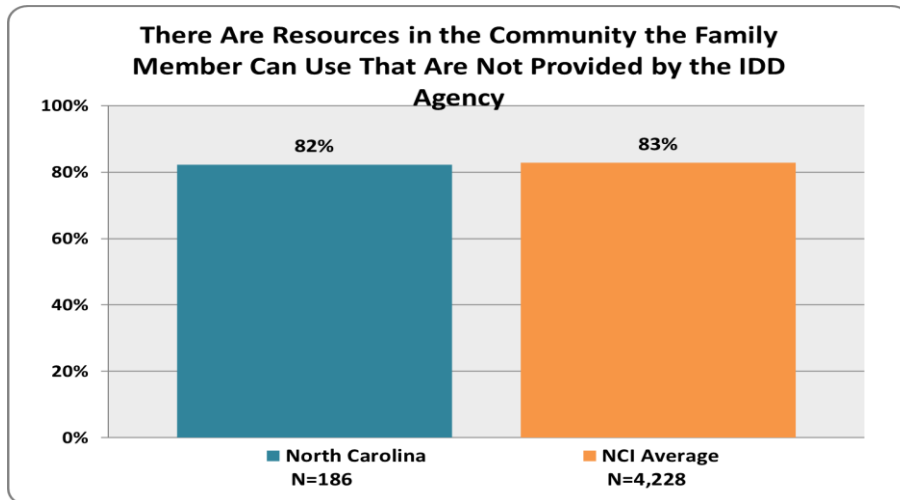
GRAPH 71.



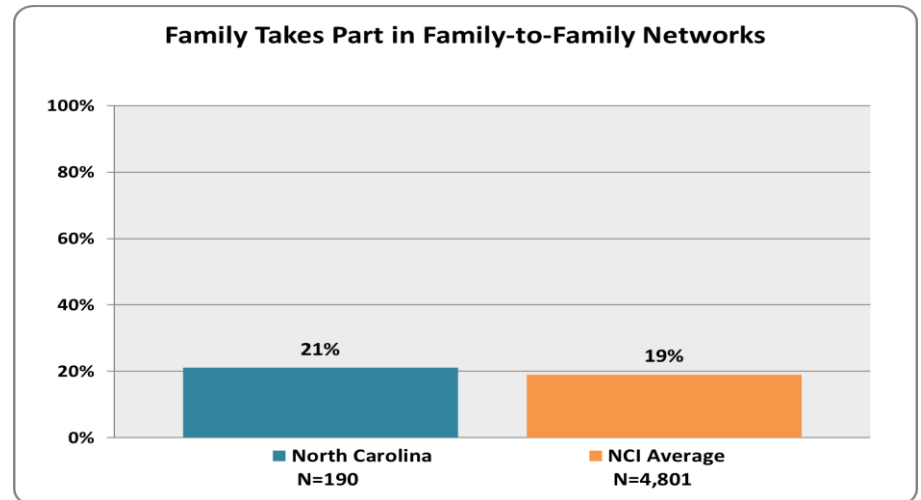
GRAPH 72.



GRAPH 73.



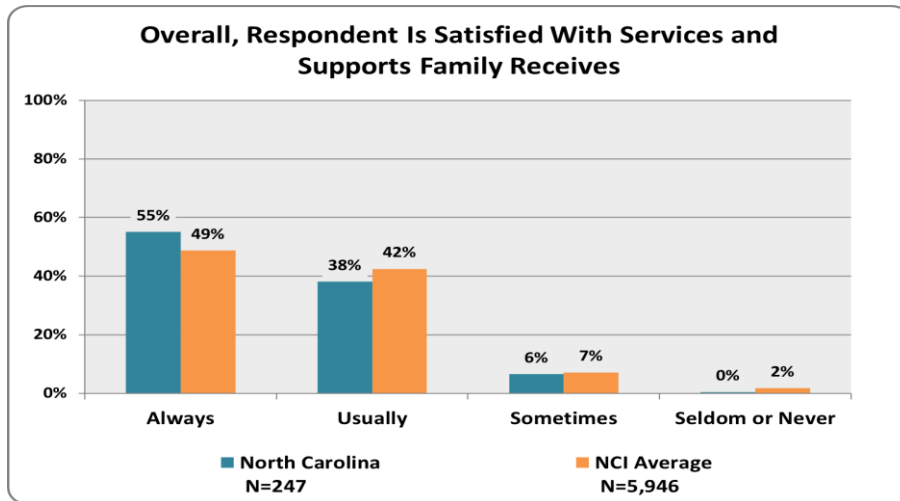
GRAPH 74.



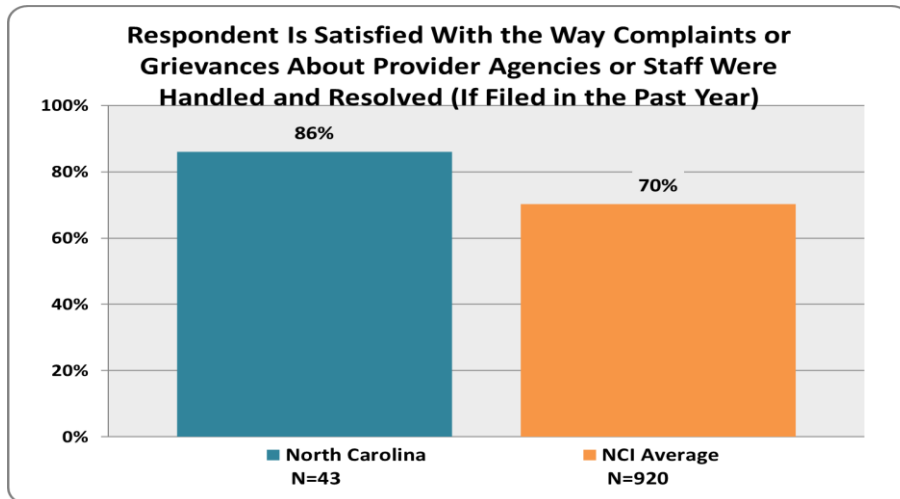
## Satisfaction

*FAMILIES AND FAMILY MEMBERS WITH DISABILITIES RECEIVE ADEQUATE AND SATISFACTORY SUPPORTS*

GRAPH 75.

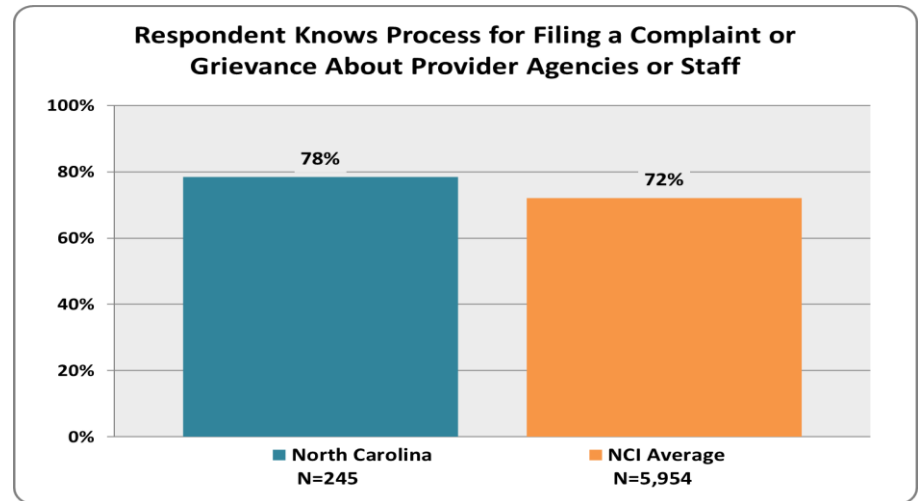


GRAPH 77.

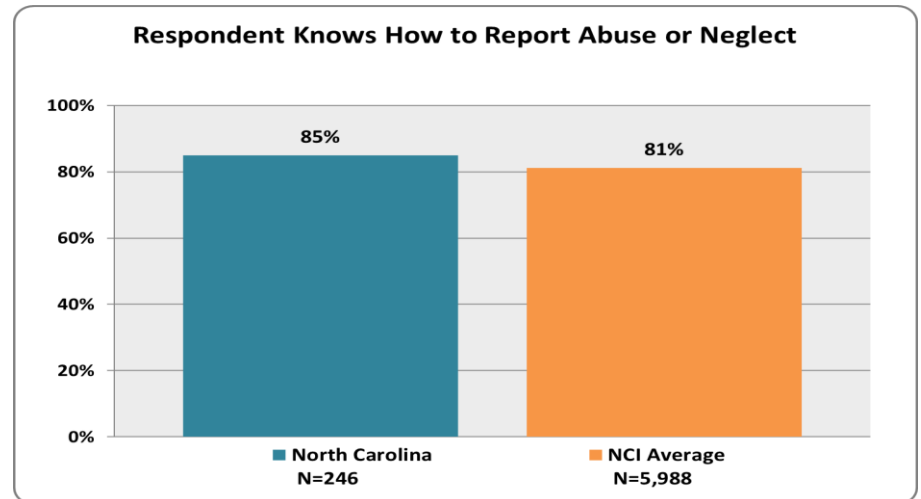


\*For this question, 'No' and Don't Know' responses were combined.

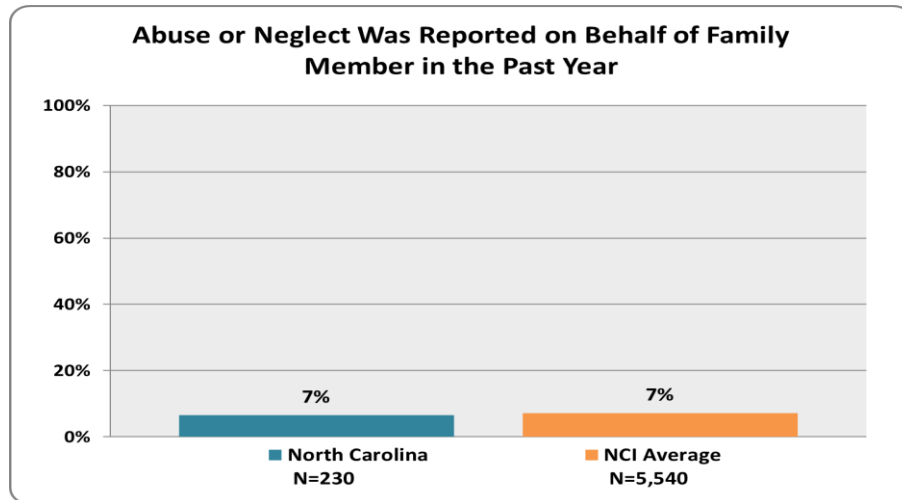
GRAPH 76.\*



GRAPH 78.\*



GRAPH 79.

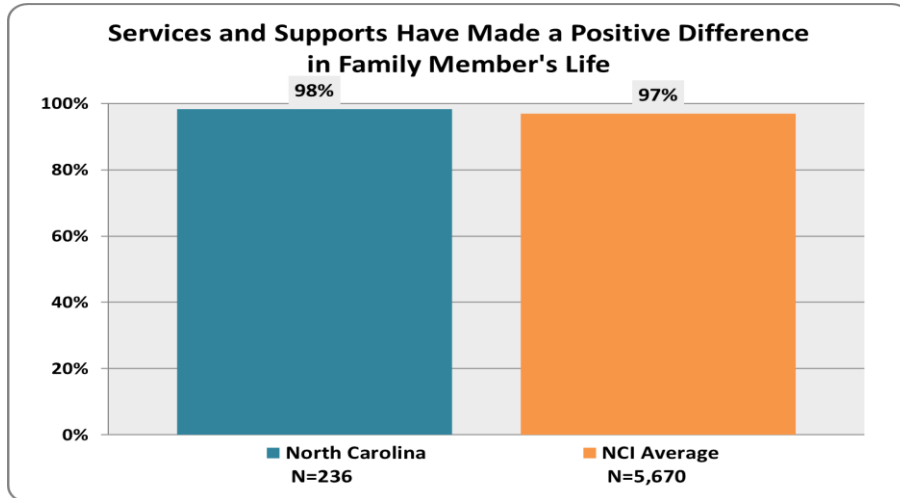


## Outcomes

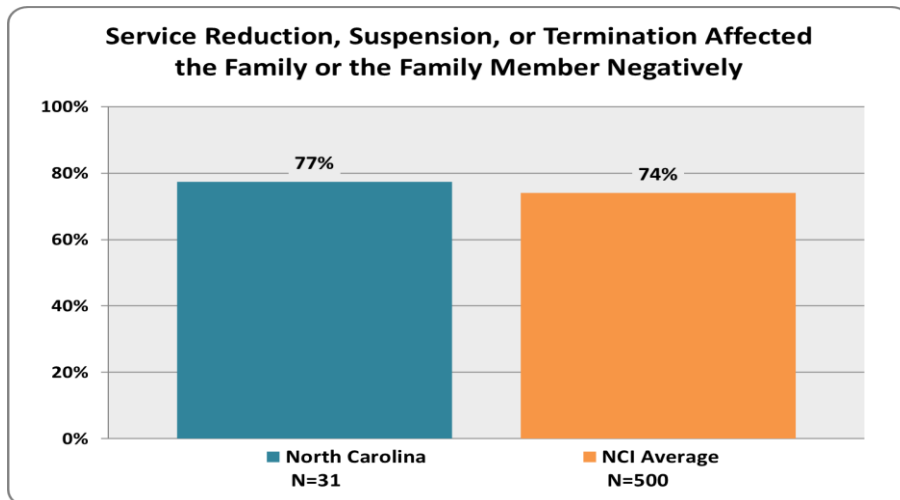
*INDIVIDUAL AND FAMILY SUPPORTS MAKE A POSITIVE DIFFERENCE IN THE LIVES OF FAMILIES*



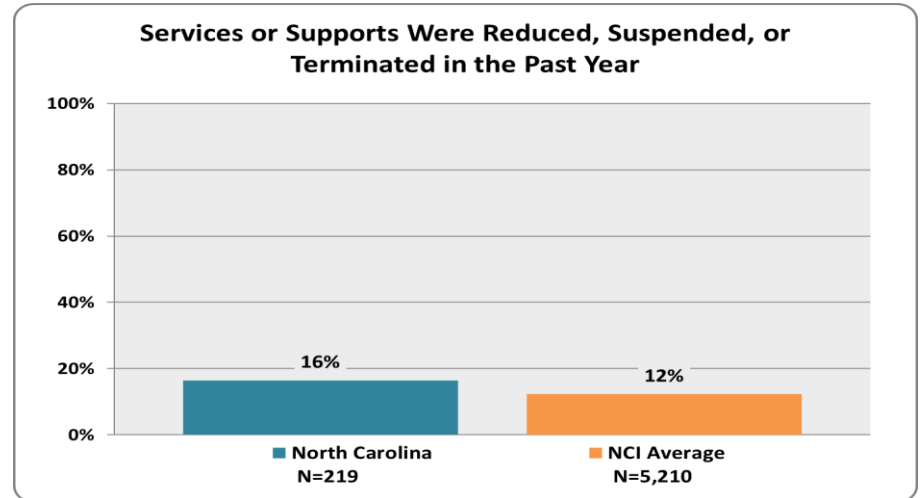
GRAPH 80.



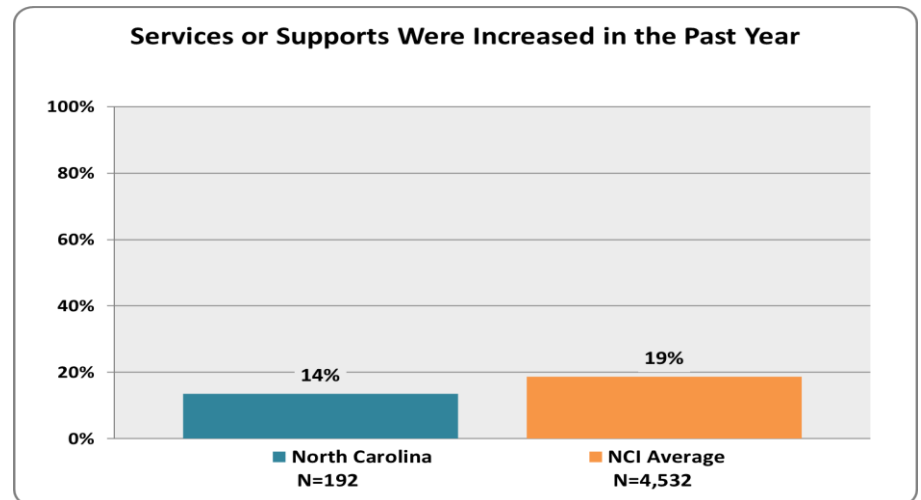
GRAPH 82.



GRAPH 81.



GRAPH 83.



GRAPH 84.

