

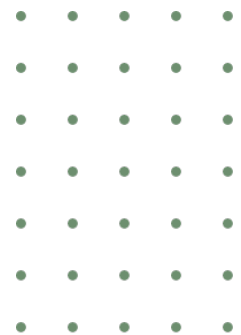
National Core Indicators® - Intellectual and Developmental Disabilities (NCI®-IDD)



State Report 2024-25

Arizona

Adult Family Survey (AFS)





Human Services Research Institute

Human Services Research Institute (HSRI)

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List of Acronyms Used in This Report

AFS Adult Family Survey

CMS Centers for Medicare & Medicaid Services

HSRI Human Services Research Institute

IDD Intellectual and developmental disabilities

NASDDDS National Association of State Directors of Developmental Disabilities Services

NCI National Core Indicators

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Executive Summary

The National Core Indicators®-Intellectual and Developmental Disabilities (NCI-IDD) are standard measures used across states to assess the outcomes of services provided to individuals with intellectual/developmental disabilities and their families. Indicators address key areas of concern such as employment, respect/rights, service planning, community inclusion, choice, and health and safety. The data that result from NCI-IDD surveys are often used to inform strategic planning, produce legislative reports, and prioritize quality improvement initiatives. Many states also share the data with stakeholder groups such as Quality Councils and use the stakeholder feedback to help set priorities and establish policy direction.

The National Core Indicators (NCI) Adult Family Survey is administered to families who have an adult family member (18 years or older) with an intellectual or developmental disability who lives in the family home and receives at least one service other than case management. Not all states that participate in NCI-IDD administer the Adult Family Survey on an annual basis. Of the 48 states, the District of Columbia and 22 sub-state entities that were members of NCI-IDD during the 2024-25 data collection cycle, 10 states submitted a valid sample of Adult Family Survey data: Arizona, Delaware, District of Columbia, Kentucky, Maryland, Minnesota, Missouri, New Jersey, Oklahoma, Pennsylvania. This State Report provides results based on data submitted by June 30, 2025.

What is the NCI-IDD Adult Family Survey?

The NCI-IDD Adult Family Survey is used to gather data on family outcomes. It is mailed to families or guardians who have an adult family member who lives with the respondent and receives at least one service in addition to case management from the state DD agency. The survey collects demographic information on both the individual receiving services ('family member') as well as the person who fills out the survey (the 'respondent') and information on services and supports received. The survey is continually refined and tested to ensure it is valid and reliable.

Please note that while the term "case manager" is used throughout this report, the same role may also be referred to as "service coordinator" or "supports coordinator" depending on the state.

Important note on responses: All data are reported by the respondent based on their understanding of their family member's demographics, diagnoses, and personal characteristics.

What is included in this report?

This report includes this state's Adult Family Survey data compared to the NCI-IDD Average. State outcomes that are significantly higher or lower than the NCI-IDD Average are indicated with an arrow:

- Outcomes where the state is significantly above the NCI-IDD average are denoted with an up arrow ↑;
- Outcomes where the state is significantly below the NCI-IDD average are denoted with a down arrow ↓.

Significance is based on "Always" or "Yes" response.

Note on Significance: Statistical significance depends on both the amount by which a state differs from the average for a given item and the state's sample size for that item. So, there may be instances where State A's difference from the average is larger than State B's, but State B is shown as significantly different from the average whereas State A is not. The larger the sample size of a state, the smaller the difference needs to be for it to be statistically significant.

The tables in this document, grouped by subdomain, display the state results alongside the average across states (NCI-IDD average). **Please note: the NCI-IDD averages shown throughout this report are weighted.** For more information see the [Methodology section](#).

"N" demonstrates the number of valid responses for each question. "N" can vary between questions. The N does not include missing responses, "don't know" responses or "not applicable" responses. For information on the total sample from each state, see Adult Family Survey Response Rates [here](#).

To find out more about the development of the Adult Family Survey, data analysis and state samples, check out the [National Adult Family Survey Report](#).

Results

This section provides state and NCI-IDD results for demographic and survey outcomes data.

Presentation of the Data

- In addition to basic demographic questions and questions on services received, the survey contains seven groupings of questions that probe specific areas of quality service provision: information and planning, access and delivery of services, workforce, choice and control, community connections, health, welfare, and safety, and satisfaction.
- Statistical significance is taken to be at or below the .01 level. For those states that fall within the NCI-IDD Average range, their 'always' or 'yes' response was not statistically different from the NCI-IDD Average.
- States with 20 or fewer respondents have their data suppressed to only display "n/a"; however, their data **are** included in the NCI-IDD Average.
- **Note on NCI-IDD Averages:** The NCI-IDD averages contained in this report are "weighted" means; their calculations reflect the relative population sizes of participating states and the states' sample sizes. Prior to 2016-17, NCI-IDD averages were calculated as the simple arithmetic mean of all state means (an approach known as "average of averages"), so comparisons to past reports should be made with caution. See more about weighting in the [Methodology section](#).
- **Note on language used in this report:** "You" and "Respondent" refers to the person (usually a parent or guardian or conservator) filling out the survey. "Family Member" refers to the person receiving services whom the respondent is answering questions about in this survey.
- **Arizona is abbreviated throughout the report to AZ.**
- **Note on responses:** All data are reported by the respondent based on their understanding of their family member's demographics, diagnoses and personal characteristics.

Demographics

Note on responses: All data are reported by the respondent based on their understanding of their family member's demographics, diagnoses and personal characteristics.

Family Member

This section provides demographic information about the family member receiving services.

Please note: All data in this section are reported by the respondent based on their understanding of their family member's demographics, diagnoses and personal characteristics.

Table 1. More Than One Person Living in the Home Has IDD

Please note: All data in this section are reported by the respondent based on their understanding of their family member's demographics, diagnoses and personal characteristics.

| State | Yes | No | N |
|---------------------------------|------------|------------|------------|
| AZ | 16% | 84% | 220 |
| Weighted NCI-IDD Average | 14% | 86% | 3082 |

Table 2. Family Member's Residential Designation

Please note: All data in this section are reported by the respondent based on their understanding of their family member's demographics, diagnoses and personal characteristics.

| State | Urban or Suburban (In or Near a City or Large Town) | Rural (Outside of a City or Town) | N |
|---------------------------------|---|-----------------------------------|------------|
| AZ | 83% | 17% | 208 |
| Weighted NCI-IDD Average | 67% | 33% | 3029 |

Table 3. Family Member's Age

Please note: All data in this section are reported by the respondent based on their understanding of their family member's demographics, diagnoses and personal characteristics.

| State | Age | N |
|---------------------------------|-------------|------------|
| AZ | 33.1 | 227 |
| Weighted NCI-IDD Average | 34.0 | 3,177 |

Table 4. Family Member's Gender

Please note: All data in this section are reported by the respondent based on their understanding of their family member's demographics, diagnoses and personal characteristics.

| State | Male | Female | Other | N |
|---------------------------------|------------|------------|-----------|------------|
| AZ | 60% | 40% | 0% | 205 |
| Weighted NCI-IDD Average | 62% | 37% | 0% | 2964 |

Table 5. Family Member's Race/Ethnicity

Please note: All data in this section are reported by the respondent based on their understanding of their family member's demographics, diagnoses and personal characteristics. Categories are not mutually exclusive; therefore, N is not shown.

| State | American Indian or Alaska Native | Asian | Black or African American | Pacific Islander | White | Hispanic or Latino | Other | Prefer Not to Say |
|---------------------------------|----------------------------------|-----------|---------------------------|------------------|------------|--------------------|-----------|-------------------|
| AZ | 4% | 6% | 4% | 0% | 64% | 28% | 2% | 4% |
| Weighted NCI-IDD Average | 2% | 5% | 11% | 0% | 74% | 9% | 1% | 3% |

Table 6a. Family Member's Conditions

Please note: All data in this section are reported by the respondent based on their understanding of their family member's demographics, diagnoses and personal characteristics. Categories are not mutually exclusive; therefore, N is not shown.

| State | Intellectual Disability | Mood Illness/Psychiatric Diagnosis | Autism Spectrum Disorder | Cerebral Palsy |
|---------------------------------|-------------------------|------------------------------------|--------------------------|----------------|
| AZ | 66% | 24% | 45% | 23% |
| Weighted NCI-IDD Average | 73% | 25% | 44% | 16% |

Table 6b. Family Member's Conditions (continued)

Please note: All data in this section are reported by the respondent based on their understanding of their family member's demographics, diagnoses and personal characteristics. Categories are not mutually exclusive; therefore, N is not shown.

| State | Limited or No Vision – Legally Blind | Hearing Loss – Severe or Profound | Brain Injury | Seizure or Neurological Disorder |
|---------------------------------|--------------------------------------|-----------------------------------|--------------|----------------------------------|
| AZ | 12% | 6% | 8% | 31% |
| Weighted NCI-IDD Average | 10% | 6% | 7% | 26% |

Table 6c. Family Member's Conditions (continued)

Please note: All data in this section are reported by the respondent based on their understanding of their family member's demographics, diagnoses and personal characteristics. Categories are not mutually exclusive; therefore, N is not shown.

| State | Chemical Dependency | Down Syndrome | Prader-Willi Syndrome | Fetal Alcohol Spectrum Disorder (FASD) | Other |
|---------------------------------|---------------------|---------------|-----------------------|--|------------|
| AZ | 0% | 14% | 0% | 0% | 17% |
| Weighted NCI-IDD Average | 0% | 14% | 0% | 1% | 19% |

Table 7a. Family Member's Health Conditions

Please note: All data in this section are reported by the respondent based on their understanding of their family member's demographics, diagnoses and personal characteristics. Categories are not mutually exclusive; therefore, N is not shown.

| State | Cardiovascular Disease | Diabetes | Cancer | High Blood Pressure | High Cholesterol |
|---------------------------------|------------------------|------------|-----------|---------------------|------------------|
| AZ | 13% | 16% | 5% | 20% | 23% |
| Weighted NCI-IDD Average | 11% | 17% | 4% | 23% | 27% |

Table 7b. Family Member's Conditions (continued)

Please note: All data in this section are reported by the respondent based on their understanding of their family member's demographics, diagnoses and personal characteristics. Categories are not mutually exclusive; therefore, N is not shown.

| State | Dysphagia | Pressure Ulcers | Oral Health or Dental Problems | Alzheimer's Disease or Dementia | Sleep Apnea |
|---------------------------------|-----------|-----------------|--------------------------------|---------------------------------|-------------|
| AZ | 9% | 1% | 11% | 3% | 18% |
| Weighted NCI-IDD Average | 9% | 2% | 12% | 2% | 20% |

Table 7c. Family Member's Conditions (continued)

Please note: All data in this section are reported by the respondent based on their understanding of their family member's demographics, diagnoses and personal characteristics. Categories are not mutually exclusive; therefore, N is not shown.

| State | Asthma | Other Pulmonary Diagnosis (e.g., COPD, Bronchitis, Emphysema) | Chronic Kidney Disease | Long-Term Health Problems Associated With COVID-19 (Also Known As Long COVID) | Other |
|---------------------------------|------------|---|------------------------|---|------------|
| AZ | 23% | 9% | 4% | 1% | 29% |
| Weighted NCI-IDD Average | 17% | 5% | 4% | 1% | 30% |

Table 8. Family Member's Preferred Means of Communication

Please note: All data in this section are reported by the respondent based on their understanding of their family member's demographics, diagnoses and personal characteristics.

| State | Spoken | Gestures or Body Language | Sign Language or Finger Spelling | Communication Aid or Device | Other | N |
|---------------------------------|------------|---------------------------|----------------------------------|-----------------------------|-----------|------------|
| AZ | 77% | 12% | 0% | 4% | 7% | 209 |
| Weighted NCI-IDD Average | 80% | 11% | 1% | 3% | 5% | 3097 |

Table 9. Family Member's Preferred Language

Please note: All data in this section are reported by the respondent based on their understanding of their family member's demographics, diagnoses and personal characteristics.

| State | English | Spanish | Chinese | Tagalog | Vietnamese | American Sign Language | Other | N |
|---------------------------------|------------|-----------|-----------|-----------|------------|------------------------|-----------|------------|
| AZ | 90% | 5% | 0% | 0% | 0% | 1% | 4% | 219 |
| Weighted NCI-IDD Average | 95% | 1% | 0% | 0% | 0% | 1% | 2% | 3120 |

Table note: "Chinese" includes Mandarin, Cantonese, and Hokkien. "Tagalog" includes Filipino.

Table 10. Family Member Has Legal Court Appointed Guardian or Conservator

Please note: All data in this section are reported by the respondent based on their understanding of their family member's demographics, diagnoses and personal characteristics.

| State | No Guardianship or Conservatorship | Limited Guardianship or Conservatorship | Full Guardianship or Conservatorship | Has Guardianship or Conservatorship but Level is Unknown | N |
|---------------------------------|------------------------------------|---|--------------------------------------|--|------------|
| AZ | 20% | 10% | 67% | 3% | 220 |
| Weighted NCI-IDD Average | 31% | 9% | 58% | 2% | 3041 |

Table 11. Guardian or Conservator Relationship to Family Member

Please note: All data in this section are reported by the respondent based on their understanding of their family member's demographics, diagnoses and personal characteristics.

| State | Family | Friend | Employee of State or Guardianship or Conservatorship Agency | Other | N |
|---------------------------------|------------|-----------|---|-----------|------------|
| AZ | 98% | 0% | 0% | 2% | 165 |
| Weighted NCI-IDD Average | 96% | 0% | 0% | 3% | 2114 |

Table 12a. Family Member's Highest Level of Education

Please note: All data in this section are reported by the respondent based on their understanding of their family member's demographics, diagnoses and personal characteristics.

| State | Did Not Complete High School, Not Currently in School | Currently Enrolled in High School | High School Certificate (NOT a High School Diploma/GED) | N |
|---------------------------------|---|-----------------------------------|---|------------|
| AZ | 14% | 4% | 29% | 218 |
| Weighted NCI-IDD Average | 11% | 2% | 32% | 3087 |

Table 12b. Family Member's Highest Level of Education (continued)

Please note: All data in this section are reported by the respondent based on their understanding of their family member's demographics, diagnoses and personal characteristics.

| State | High School Diploma/GED | Vocational School or Certificate Program | Some College | College Degree or Higher | N |
|---------------------------------|-------------------------|--|--------------|--------------------------|------------|
| AZ | 44% | 1% | 2% | 4% | 218 |
| Weighted NCI-IDD Average | 43% | 3% | 4% | 5% | 3087 |

Table 13. Family Member's Support Needs for Self-Injurious, Disruptive, and/or Destructive Behaviors

Please note: All data in this section are reported by the respondent based on their understanding of their family member's demographics, diagnoses and personal characteristics.

| State | No Support Needed; No Issues with Managing Behavior | Some Support Needed; Requires Only Occasional Assistance or Monitoring | Extensive Support Needed; Frequent or Severe Enough to Require Regular Assistance | N |
|---------------------------------|---|--|---|------------|
| AZ | 52% | 33% | 16% | 219 |
| Weighted NCI-IDD Average | 52% | 32% | 16% | 3080 |

Table 14. Family Member's Level of Help Needed with Personal Care Activities (for example, bathing, dressing, eating)

Please note: All data in this section are reported by the respondent based on their understanding of their family member's demographics, diagnoses and personal characteristics.

| State | No Support Needed; No Issues with Personal Care Activities | Some Support Needed; Requires Only Occasional Assistance or Monitoring | Extensive Support Needed; Frequent or Severe Enough to Require Regular Assistance | N |
|---------------------------------|--|--|---|------------|
| AZ | 13% | 42% | 45% | 223 |
| Weighted NCI-IDD Average | 20% | 39% | 41% | 3117 |

Table 15. Family Member's Need for Help with Other Daily Activities (for example, scheduling, managing money, or shopping)

Please note: All data in this section are reported by the respondent based on their understanding of their family member's demographics, diagnoses and personal characteristics.

| State | No Support Needed; No Issues with Other Daily Activities | Some Support Needed; Requires Only Occasional Assistance or Monitoring | Extensive Support Needed; Frequent or Severe Enough to Require Regular Assistance | N |
|---------------------------------|--|--|---|------------|
| AZ | 3% | 14% | 83% | 222 |
| Weighted NCI-IDD Average | 4% | 18% | 79% | 3123 |

Respondents

This section provides information about the survey respondent.

Table 16. Language Usually Spoken at Home

| State | English | Spanish | Chinese | Tagalog | Vietnamese | American Sign Language | Other | N |
|---------------------------------|------------|------------|-----------|-----------|------------|------------------------|-----------|------------|
| AZ | 89% | 10% | 0% | 0% | 0% | 0% | 1% | 221 |
| Weighted NCI-IDD Average | 95% | 3% | 0% | 0% | 0% | 0% | 2% | 3083 |

Table note: Chinese” includes Mandarin, Cantonese, and Hokkien. “Tagalog” includes Filipino.

Table 17. Respondent’s Age

| State | 18 - 34 | 35 - 54 | 55 - 74 | 75 or Older | N |
|---------------------------------|-----------|------------|------------|-------------|------------|
| AZ | 5% | 24% | 57% | 14% | 222 |
| Weighted NCI-IDD Average | 4% | 18% | 66% | 12% | 3131 |

Table 18. Respondent’s Health

| State | Excellent | Very Good | Good | Fair | Poor | N |
|---------------------------------|------------|------------|------------|------------|-----------|------------|
| AZ | 12% | 37% | 38% | 12% | 2% | 224 |
| Weighted NCI-IDD Average | 12% | 37% | 37% | 12% | 2% | 3140 |

Table 19. Respondent's Relationship to Family Member

| State | Parent (Biological, Adoptive, or Foster) | Sibling | Spouse | Grandparent | Other | N |
|---|---|-----------|-----------|-------------|-----------|------------|
| AZ | 84% | 7% | 0% | 4% | 4% | 224 |
| Weighted NCI-IDD Average | 89% | 5% | 0% | 2% | 3% | 3140 |

Table 20. Respondent or Other Family Member Provides Paid Support to Family Member Receiving Services

Categories are not mutually exclusive; therefore, N is not shown.

| State | No | Yes, Respondent Does | Yes, Another Family Member Does |
|---------------------------------|------------|-------------------------|------------------------------------|
| AZ | 39% | 48% | 21% |
| Weighted NCI-IDD Average | 49% | 38% | 20% |

Data combined from "select all that apply" questions and therefore might sum over 100%.

Table 21. Number of Adults in Household (Not Including Family Member Receiving Supports)

| State | One | Two | Three | Four or More | N |
|---------------------------------|------------|------------|------------|-----------------|------------|
| AZ | 10% | 28% | 42% | 20% | 221 |
| Weighted NCI-IDD Average | 7% | 26% | 46% | 21% | 3107 |

Table 22. Number of Children (Under 18 Years Old) in Household

| State | One | Two | Three | Four or More | None | N |
|---------------------------------|-----------|-----------|-----------|--------------|------------|------------|
| AZ | 9% | 4% | 2% | 1% | 84% | 226 |
| Weighted NCI-IDD Average | 6% | 2% | 1% | 0% | 90% | 3138 |

Table 23. Respondent's Highest Level of Education

| State | No High School Diploma or GED | High School Diploma or GED | Vocational School or Certificate Program | Some College | College Degree or Higher | N |
|---------------------------------|-------------------------------|----------------------------|--|--------------|--------------------------|------------|
| AZ | 8% | 15% | 6% | 24% | 46% | 217 |
| Weighted NCI-IDD Average | 4% | 21% | 6% | 19% | 50% | 3073 |

Table 24. Total Taxable Household Income of Wage Earners in the Past Year

Please note: Respondents did not respond if they were a public guardian or conservator/administrator, or if they represent a financial institution or guardianship or conservatorship agency. Does not include state/federal benefits such as SSI, SSDI etc.

| State | No Earned Income | Up to \$15,000 | \$15,001 to \$25,000 | \$25,001 to \$50,000 | \$50,001 to \$75,000 | Over \$75,000 | Prefer Not to Say | N |
|---------------------------------|------------------|----------------|----------------------|----------------------|----------------------|---------------|-------------------|------------|
| AZ | 9% | 5% | 7% | 17% | 14% | 20% | 27% | 216 |
| Weighted NCI-IDD Average | 8% | 4% | 6% | 15% | 14% | 27% | 25% | 3078 |

Services and Supports Received

This section provides information about the services and supports received by the family from the state ID/DD agency.

Please note: All data in this section are reported by the respondent based on their understanding of their family member's demographics, diagnoses and personal characteristics.

Table 25a. Services and Supports Received from ID/DD Agency

Please note: All data in this section are reported by the respondent based on their understanding of their family member's demographics, diagnoses and personal characteristics. Categories are not mutually exclusive; therefore, N is not shown.

| State | Financial Support | In Home Support | Out-of-Home Respite Care | Day or Employment Supports |
|---------------------------------|-------------------|-----------------|--------------------------|----------------------------|
| AZ | 15% | 42% | 38% | 50% |
| Weighted NCI-IDD Average | 19% | 44% | 26% | 52% |

Table 25b. Services and Supports Received from ID/DD Agency (continued)

Please note: All data in this section are reported by the respondent based on their understanding of their family member's demographics, diagnoses and personal characteristics. Categories are not mutually exclusive; therefore, N is not shown.

| State | Transportation | Mental/Behavioral Health Care or Other Treatments or Therapies | Self-direction/Fiscal Intermediary Services |
|---------------------------------|----------------|--|---|
| AZ | 59% | 48% | 31% |
| Weighted NCI-IDD Average | 59% | 36% | 47% |

Table 26. Additional Services and Supports Received (not from the IDD Agency)

Please note: All data in this section are reported by the respondent based on their understanding of their family member's demographics, diagnoses and personal characteristics. Categories are not mutually exclusive; therefore, N is not shown.

| State | Social Security SSI/SSB | Services or Supports from Other Agencies or Organizations |
|---------------------------------|-------------------------|---|
| AZ | 91% | 28% |
| Weighted NCI-IDD Average | 93% | 32% |

Main Survey Results

Information and Planning

Families have the information and support needed to take part in planning supports and services for their family member receiving services and supports from the state developmental disabilities system.

Note: Significance is based on “Always” or “Yes” response.

“You” and **“Respondent”** refers to the person (usually a parent or guardian) filling out the survey.

“Family Member” refers to the person receiving services whom the respondent is answering questions about in this survey.

Table 27. Do you get enough information to take part in planning services for your family member?

| State | Always | Usually | Sometimes | Seldom or Never | N |
|---------------------------------|------------|------------|------------|-----------------|------------|
| AZ | 47% | 36% | 12% | 6% | 218 |
| Weighted NCI-IDD Average | 39% | 38% | 17% | 6% | 3017 |

Table 28. Is the information you get about services and supports easy to understand?

| State | Always | Usually | Sometimes | Seldom or Never | N |
|---------------------------------|------------|------------|------------|-----------------|------------|
| AZ ↑ | 39% | 44% | 13% | 4% | 219 |
| Weighted NCI-IDD Average | 27% | 48% | 20% | 5% | 3022 |

Table 29. Do you get information about services and supports in your preferred language?

| State | Always | Usually | Sometimes | Seldom or Never | N |
|---------------------------------|------------|-----------|-----------|-----------------|------------|
| AZ | 88% | 6% | 5% | 1% | 219 |
| Weighted NCI-IDD Average | 90% | 6% | 2% | 2% | 3070 |

Table 30. Does the case manager/service coordinator listen to your family's choices and opinions?

| State | Always | Usually | Sometimes | Seldom or Never | N |
|---------------------------------|------------|------------|-----------|-----------------|------------|
| AZ | 77% | 16% | 5% | 2% | 221 |
| Weighted NCI-IDD Average | 73% | 20% | 5% | 2% | 3026 |

Table 31. Do you have enough information about other public services for which your family is eligible (for example, food stamps, SSI, housing subsidies, etc.)?

| State | Always | Usually | Sometimes | Seldom or Never | N |
|---------------------------------|------------|------------|------------|-----------------|------------|
| AZ | 31% | 28% | 18% | 23% | 199 |
| Weighted NCI-IDD Average | 27% | 33% | 21% | 19% | 2683 |

Table 32a. Do you need help planning for your family member's future in any of the following areas?

Categories are not mutually exclusive; therefore, N is not shown.

| State | Employment | Financial | Housing | Legal |
|---------------------------------|------------|------------|------------|------------|
| AZ | 30% | 34% | 47% | 33% |
| Weighted NCI-IDD Average | 29% | 38% | 56% | 32% |

Table 32b. Do you need help planning for your family member's future in any of the following areas? (continued)

Categories are not mutually exclusive; therefore, N is not shown.

| State | Medical | Social or Relationships | Transition from School | Recreation or Having Fun | Other |
|---------------------------------|------------|-------------------------|------------------------|--------------------------|------------|
| AZ | 34% | 33% | 10% | 43% | 11% |
| Weighted NCI-IDD Average | 32% | 35% | 7% | 41% | 12% |

Table 33. Has your family learned about alternatives to guardianship/conservatorship?

| State | Yes | No | N |
|---------------------------------|------------|------------|------------|
| AZ | 63% | 37% | 195 |
| Weighted NCI-IDD Average | 55% | 45% | 2682 |

Alternatives to guardianship/conservatorship let a family member make more decisions for themselves, with or without the help of others. This might include: **“Supported Decision Making (SDM)”** allows a person with a disability to make their own decisions with the help of people they trust. **“Other decision-making supports”** like health-care proxies, advance directives, powers of attorney, notarized statements, representation agreements, etc.

Table 34. Does your family member have a service plan?

| State | Yes | No | N |
|---------------------------------|------------|------------|------------|
| AZ ↓ | 77% | 23% | 180 |
| Weighted NCI-IDD Average | 89% | 11% | 2734 |

Table 35. Does the plan include all the services and supports your family member needs?

| State | Yes | No | N |
|---------------------------------|------------|-----------|------------|
| AZ | 92% | 8% | 123 |
| Weighted NCI-IDD Average | 89% | 11% | 2183 |

Table 36. Did you or someone else in your family (besides your family member with a disability) help make the plan?

| State | Yes | No | N |
|---------------------------------|------------|------------|------------|
| AZ | 85% | 15% | 131 |
| Weighted NCI-IDD Average | 87% | 13% | 2330 |

Table 37. Did your family member help make the plan?

| State | Yes | No | N |
|---------------------------------|------------|------------|------------|
| AZ | 62% | 38% | 131 |
| Weighted NCI-IDD Average | 69% | 31% | 2317 |

Table 38. Do you feel like your family had enough say or input in making the plan?

| State | Yes | No | N |
|---------------------------------|------------|-----------|------------|
| AZ | 92% | 8% | 127 |
| Weighted NCI-IDD Average | 95% | 5% | 2239 |

Table 39. Did your family member leave school services and begin adult services during the past 12 months?

| State | Yes | No | N |
|---------------------------------|-----------|------------|------------|
| AZ | 9% | 91% | 213 |
| Weighted NCI-IDD Average | 5% | 95% | 2993 |

Table 40. If your family member left school services during the past 12 months, did they have a transition plan?

| State | Yes | No | N |
|---------------------------------|------------|------------|------------|
| AZ | n/a | n/a | n/a |
| Weighted NCI-IDD Average | 82% | 18% | 119 |

Table note: AZ had an N of less than 20, so their data is reported as n/a. They are included in the Weighted NCI-IDD Average.

Table 41. If your family member had a transition plan, did the plan include getting or continuing work in a community job?

| State | Yes | No | N |
|---------------------------------|------------|------------|------------|
| AZ | n/a | n/a | n/a |
| Weighted NCI-IDD Average | 45% | 55% | 85 |

Table note: AZ had an N of less than 20, so their data is reported as n/a. They are included in the Weighted NCI-IDD Average.

Access and Delivery of Services and Supports

Families receive services and supports that are appropriate to the needs of the family and the family member receiving services and supports from the state developmental disabilities system.

Note: Significance is based on “Always” or “Yes” response.

“You” and **“Respondent”** refers to the person (usually a parent or guardian) filling out the survey.

“Family Member” refers to the person receiving services whom the respondent is answering questions about in this survey.

Table 42. Does your family member get all the services listed in the plan?

| State | Yes | No | N |
|---------------------------------|------------|------------|------------|
| AZ | 88% | 12% | 121 |
| Weighted NCI-IDD Average | 87% | 13% | 2201 |

Table 43. Does your family get the supports and services it needs?

| State | Yes | No | N |
|---------------------------------|------------|------------|------------|
| AZ | 77% | 23% | 200 |
| Weighted NCI-IDD Average | 78% | 22% | 2695 |

Table 44a. If your family does not get the support and services needed, what additional services does your family need?

Categories are not mutually exclusive; therefore, N is not shown.

| State | Respite | Regularly Scheduled Support for Family Member | Homemaker Services | Home and/or Vehicle Modifications |
|---------------------------------|------------|---|--------------------|-----------------------------------|
| AZ | 58% | 27% | 13% | 22% |
| Weighted NCI-IDD Average | 62% | 30% | 18% | 15% |

Table 44b. If your family does not get the support and services needed, what additional services does your family need? (continued)*Categories are not mutually exclusive; therefore, N is not shown.*

| State | Counseling | Family-to-Family Networks | Assistive Technology Training and Support | Other |
|---------------------------------|------------|---------------------------|---|------------|
| AZ | 18% | 20% | 16% | 42% |
| Weighted NCI-IDD Average | 17% | 17% | 12% | 36% |

Table 45. Do services and supports change when your family's needs change?

| State | Always | Usually | Sometimes | Seldom or Never | N |
|---------------------------------|------------|------------|------------|-----------------|------------|
| AZ | 44% | 35% | 15% | 6% | 183 |
| Weighted NCI-IDD Average | 42% | 39% | 13% | 6% | 2266 |

Table 46. Does your family member have enough supports to work or volunteer in the community?

| State | Yes | No | N |
|---------------------------------|------------|------------|------------|
| AZ ↓ | 51% | 49% | 146 |
| Weighted NCI-IDD Average | 63% | 37% | 2116 |

Table 47. Does your family member have the special equipment or accommodations they need?

| State | Always | Usually | Sometimes | Seldom or Never | N |
|---------------------------------|------------|------------|------------|-----------------|------------|
| AZ | 61% | 23% | 11% | 6% | 120 |
| Weighted NCI-IDD Average | 55% | 28% | 10% | 7% | 1375 |

Table 48. If you need respite services, how often are you able to get them when needed?

| State | Always | Usually | Sometimes | Seldom or Never | N |
|---------------------------------|------------|------------|------------|-----------------|------------|
| AZ ↑ | 39% | 27% | 19% | 15% | 181 |
| Weighted NCI-IDD Average | 27% | 25% | 18% | 30% | 1731 |

Table 49. If you have used respite services in the past 12 months, were you satisfied with the quality of the respite services?

| State | Always | Usually | Sometimes | Seldom or Never | N |
|---------------------------------|------------|------------|-----------|-----------------|------------|
| AZ | 66% | 22% | 5% | 7% | 140 |
| Weighted NCI-IDD Average | 63% | 23% | 5% | 10% | 861 |

Table 50. Are you or your family member able to contact their support workers when you want?

| State | Always | Usually | Sometimes | Seldom or Never | N |
|---------------------------------|------------|------------|------------|-----------------|------------|
| AZ | 59% | 28% | 11% | 1% | 197 |
| Weighted NCI-IDD Average | 58% | 31% | 9% | 2% | 2714 |

Table 51. Are you or your family member able to contact their case manager/service coordinator when you want?

| State | Always | Usually | Sometimes | Seldom or Never | N |
|---------------------------------|------------|------------|-----------|-----------------|------------|
| AZ | 68% | 24% | 8% | 0% | 217 |
| Weighted NCI-IDD Average | 65% | 26% | 7% | 2% | 3017 |

Table 52. Do service providers for your family member work together to provide support?

| State | Yes | No | N |
|---------------------------------|------------|------------|------------|
| AZ | 82% | 18% | 124 |
| Weighted NCI-IDD Average | 86% | 14% | 1708 |

Table 53. Are services delivered in a way that is respectful of your family's culture?

| State | Always | Usually | Sometimes | Seldom or Never | N |
|---------------------------------|------------|------------|-----------|-----------------|------------|
| AZ | 87% | 10% | 3% | 1% | 210 |
| Weighted NCI-IDD Average | 84% | 14% | 2% | 1% | 2869 |

Table 54. Does your family member use technology in their everyday life to help them do things on their own?

| State | Yes | No | N |
|---------------------------------|------------|------------|------------|
| AZ | 33% | 67% | 218 |
| Weighted NCI-IDD Average | 34% | 66% | 2986 |

Table 55. Is there a computer, tablet (for example an iPad), or smartphone that your family can use in your home?

| State | Yes | No | N |
|---------------------------------|------------|-----------|------------|
| AZ | 91% | 9% | 221 |
| Weighted NCI-IDD Average | 93% | 7% | 3055 |

Table 56. How well does the internet work in your home?

| State | The Internet Always Works, The Connection Is Good | The Internet Sometimes Works, The Connection is Sometimes Good | The Internet Rarely or Never Works, The Connection is Bad or I Do Not Have Internet in My Home | N |
|---------------------------------|---|--|--|------------|
| AZ | 79% | 20% | 1% | 220 |
| Weighted NCI-IDD Average | 83% | 15% | 2% | 3038 |

Workforce

There is stable and sufficient workforce to meet demand. People are supported by staff who demonstrate respect for what is important to the person in their day-to-day life. Staff have the right skills to support people.

Note: Significance is based on “Always” or “Yes” response.

“**You**” and “**Respondent**” refers to the person (usually a parent or guardian) filling out the survey.

“**Family Member**” refers to the person receiving services whom the respondent is answering questions about in this survey.

Table 57. Do support workers come and go when they are supposed to?

| State | Always | Usually | Sometimes | Seldom or Never | N |
|---------------------------------|------------|------------|-----------|-----------------|------------|
| AZ | 70% | 23% | 7% | 1% | 197 |
| Weighted NCI-IDD Average | 65% | 29% | 5% | 1% | 2508 |

Table 58. Do support workers speak to you in a way you understand?

| State | Always | Usually | Sometimes | Seldom or Never | N |
|---------------------------------|------------|------------|-----------|-----------------|------------|
| AZ | 80% | 17% | 3% | 0% | 203 |
| Weighted NCI-IDD Average | 79% | 18% | 3% | 0% | 2651 |

Table 59. If your family member does not communicate verbally (for example, uses gestures, sign language, or a communication aid), are there support workers who can communicate with them?

| State | Always | Usually | Sometimes | Seldom or Never | N |
|---------------------------------|------------|------------|------------|-----------------|------------|
| AZ | 43% | 30% | 17% | 11% | 101 |
| Weighted NCI-IDD Average | 45% | 33% | 13% | 9% | 1208 |

Table 60. Do support workers have the right information and skills to meet your family's needs?

| State | Always | Usually | Sometimes | Seldom or Never | N |
|---------------------------------|------------|------------|------------|-----------------|------------|
| AZ | 54% | 31% | 14% | 2% | 198 |
| Weighted NCI-IDD Average | 52% | 36% | 10% | 2% | 2577 |

Table 61. Do your family member's support workers change too often? Is there too much "turnover" of support workers?

| State | Yes | No | N |
|---------------------------------|------------|------------|------------|
| AZ | 42% | 58% | 187 |
| Weighted NCI-IDD Average | 34% | 66% | 2410 |

Table 62. Is there always a staff person available to support your family member when support is needed?

| State | Yes | No | N |
|---------------------------------|------------|------------|------------|
| AZ | 78% | 22% | 176 |
| Weighted NCI-IDD Average | 78% | 22% | 2387 |

Choice, Decision Making and Control

Families and family members with disabilities determine the services and supports they receive and the individuals or agencies who provide them.

Note: Significance is based on “Always” or “Yes” response.

“You” and **“Respondent”** refers to the person (usually a parent or guardian) filling out the survey.

“Family Member” refers to the person receiving services whom the respondent is answering questions about in this survey.

Table 63. Can your family choose or change the agency that provides your family member's services?

| State | Always | Usually | Sometimes | Seldom or Never | N |
|---------------------------------|------------|------------|-----------|-----------------|------------|
| AZ | 72% | 22% | 3% | 3% | 173 |
| Weighted NCI-IDD Average | 71% | 21% | 4% | 4% | 2086 |

Table 64. Can your family choose or change your family member's support workers?

| State | Always | Usually | Sometimes | Seldom or Never | N |
|---------------------------------|------------|------------|-----------|-----------------|------------|
| AZ | 62% | 22% | 8% | 8% | 162 |
| Weighted NCI-IDD Average | 64% | 21% | 7% | 8% | 1974 |

Table 65. Can someone in your family directly manage support staff?

| State | Always | Usually | Sometimes | Seldom or Never | N |
|---------------------------------|------------|------------|-----------|-----------------|------------|
| AZ | 70% | 18% | 5% | 7% | 152 |
| Weighted NCI-IDD Average | 66% | 18% | 5% | 10% | 1849 |

Table 66. Did you, your family member, or someone else in your family choose your family member's case manager/service coordinator?

| State | Yes | No, Didn't Choose but Can Change Case Manager/Service Coordinator if Wanted | No, Didn't Choose and Cannot Change Case Manager/Service Coordinator if Wanted | N |
|---------------------------------|------------|---|--|------------|
| AZ ↓ | 23% | 69% | 7% | 188 |
| Weighted NCI-IDD Average | 33% | 55% | 12% | 2552 |

Community Connections

Family members receiving services and supports from the state Developmental disabilities system are meaningfully engaged as members of their communities and have strong relationships. Families can use supports in their community.

Note: Significance is based on “Always” or “Yes” response.

“**You**” and “**Respondent**” refers to the person (usually a parent or guardian) filling out the survey.

“**Family Member**” refers to the person receiving services whom the respondent is answering questions about in this survey.

Table 67. Does your family member do things in the community?

| State | Yes | No | N |
|---------------------------------|------------|------------|------------|
| AZ | 85% | 15% | 220 |
| Weighted NCI-IDD Average | 88% | 12% | 2995 |

Table 68. For your family member, what makes it hard to do things in the community?

Categories are not mutually exclusive; therefore, N is not shown.

| State | Lack of Transportation | Cost | Lack of Support Staff | Stigma | Other |
|---------------------------------|------------------------|------------|-----------------------|------------|------------|
| AZ | 19% | 21% | 16% | 11% | 35% |
| Weighted NCI-IDD Average | 19% | 18% | 18% | 13% | 27% |

Table 69. Does your family member have friends other than paid support workers or family?

| State | Yes | No | N |
|---------------------------------|------------|------------|------------|
| AZ | 56% | 44% | 216 |
| Weighted NCI-IDD Average | 64% | 36% | 2964 |

Table 70. In your community, are there resources that your family can use that are not provided by the I/DD agency? (for example, recreational programs, community housing, library programs, religious groups, etc.)?

| State | Yes | No | N |
|---------------------------------|------------|------------|------------|
| AZ | 71% | 29% | 158 |
| Weighted NCI-IDD Average | 76% | 24% | 2206 |

Table 71. Does your family take part in any family-to-family networks in your community?

| State | Yes | No | N |
|---------------------------------|------------|------------|------------|
| AZ | 23% | 77% | 195 |
| Weighted NCI-IDD Average | 20% | 80% | 2602 |

Health, Welfare, and Safety

Families are supported to ensure the health, welfare, and safety of their family member receiving services and supports from the state developmental disabilities system.

Note: Significance is based on “Always” or “Yes” response.

“You” and **“Respondent”** refers to the person (usually a parent or guardian) filling out the survey.

“Family Member” refers to the person receiving services whom the respondent is answering questions about in this survey.

Table 72. Can your family member see a primary care provider (doctor, registered nurse, etc.) when needed?

| State | Always | Usually | Sometimes | Seldom or Never | N |
|---------------------------------|--------|---------|-----------|-----------------|------|
| AZ ↓ | 73% | 22% | 2% | 3% | 214 |
| Weighted NCI-IDD Average | 81% | 15% | 2% | 2% | 2988 |

Table 73. Does your family member's primary care doctor understand your family member's needs related to their disability?

| State | Always | Usually | Sometimes | Seldom or Never | N |
|---------------------------------|--------|---------|-----------|-----------------|------|
| AZ | 56% | 32% | 10% | 2% | 216 |
| Weighted NCI-IDD Average | 63% | 29% | 7% | 1% | 2992 |

Table 74. Can your family member go to the dentist when needed?

| State | Always | Usually | Sometimes | Seldom or Never | N |
|---------------------------------|--------|---------|-----------|-----------------|------|
| AZ | 66% | 23% | 6% | 5% | 217 |
| Weighted NCI-IDD Average | 70% | 17% | 7% | 7% | 3002 |

Table 75. Does your family member's dentist understand your family member's needs related to their disability?

| State | Always | Usually | Sometimes | Seldom or Never | N |
|---------------------------------|--------|---------|-----------|-----------------|------|
| AZ | 55% | 32% | 11% | 3% | 209 |
| Weighted NCI-IDD Average | 63% | 26% | 7% | 3% | 2775 |

Table 76. If your family member takes prescription medications, do you know what they're for?

| State | Always | Usually | Sometimes | Seldom or Never | N |
|---------------------------------|------------|-----------|-----------|-----------------|------------|
| AZ | 95% | 3% | 2% | 1% | 185 |
| Weighted NCI-IDD Average | 92% | 5% | 2% | 1% | 2590 |

Table 77. Do you, your family member, or someone else in your family know what is needed to safely take the prescription medications (when it should be taken, how much to take, and the potential side effects)?

| State | Always | Usually | Sometimes | Seldom or Never | N |
|---------------------------------|------------|-----------|-----------|-----------------|------------|
| AZ | 95% | 4% | 1% | 1% | 185 |
| Weighted NCI-IDD Average | 93% | 6% | 1% | 0% | 2596 |

Table 78. Can your family member get mental or behavioral health supports when needed? (Like see a therapist, go to group counseling)

| State | Always | Usually | Sometimes | Seldom or Never | N |
|---------------------------------|------------|------------|------------|-----------------|------------|
| AZ | 47% | 25% | 10% | 19% | 167 |
| Weighted NCI-IDD Average | 54% | 21% | 8% | 18% | 2176 |

Table 79. If your family member uses mental health services, does the mental health professional understand your family member's needs related to their disability?

| State | Always | Usually | Sometimes | Seldom or Never | N |
|---------------------------------|------------|------------|------------|-----------------|------------|
| AZ | 54% | 31% | 11% | 4% | 113 |
| Weighted NCI-IDD Average | 58% | 29% | 9% | 4% | 1560 |

Table 80. If you asked for crisis or emergency services during the past 12 months, were services provided when needed?

| State | Yes | No | N |
|---------------------------------|------------|------------|-----------|
| AZ | 47% | 53% | 51 |
| Weighted NCI-IDD Average | 53% | 47% | 535 |

Table 81. Do you feel prepared to handle the needs of your family member in an emergency such as a medical emergency or natural disaster?

| State | Yes | No | N |
|---------------------------------|------------|------------|------------|
| AZ | 90% | 10% | 208 |
| Weighted NCI-IDD Average | 93% | 7% | 2817 |

Table 82. Have you talked about how to handle emergencies (such as a medical emergency, pandemic or natural disaster) with your family member's case manager/service coordinator?

| State | Yes | No | N |
|---------------------------------|------------|------------|------------|
| AZ | 50% | 50% | 211 |
| Weighted NCI-IDD Average | 55% | 45% | 2841 |

Table 83. Do you know how to file a complaint or grievance about provider agencies or staff?

| State | Yes | No or Don't Know | N |
|---------------------------------|------------|------------------|------------|
| AZ | 61% | 39% | 222 |
| Weighted NCI-IDD Average | 61% | 39% | 3009 |

Table 84. If a complaint or grievance was filed or resolved in the past 12 months, are you satisfied with the way it was handled?

| State | Yes | No | N |
|---------------------------------|------------|------------|------------|
| AZ | n/a | n/a | n/a |
| Weighted NCI-IDD Average | 44% | 56% | 218 |

Table note: AZ had an N of less than 20, so their data is reported as n/a. They are included in the Weighted NCI-IDD Average.

Table 85. Do you know how to report abuse or neglect related to your family member?

| State | Yes | No or Don't Know | N |
|---------------------------------|------------|------------------|------------|
| AZ | 82% | 18% | 223 |
| Weighted NCI-IDD Average | 82% | 18% | 3030 |

Table 86. Within the past 12 months, was a report of abuse or neglect filed on behalf of your family member?

| State | Yes | No | N |
|---------------------------------|-----------|------------|------------|
| AZ | 2% | 98% | 218 |
| Weighted NCI-IDD Average | 1% | 99% | 2970 |

Table 87. If a report of abuse or neglect was filed on behalf of your family member, or if someone other than you or another family member reported abuse or neglect in the past 12 months, were you notified of the report in a timely manner?

| State | Yes | No | N |
|---------------------------------|------------|------------|------------|
| AZ | n/a | n/a | n/a |
| Weighted NCI-IDD Average | 54% | 46% | 27 |

Table note: AZ had an N of less than 20, so their data is reported as n/a. They are included in the Weighted NCI-IDD Average.

Family Satisfaction

Services and supports lead to better lives for people with disabilities and their families.

Note: Significance is based on “Always” or “Yes” response.

“You” and **“Respondent”** refers to the person (usually a parent or guardian) filling out the survey.

“Family Member” refers to the person receiving services whom the respondent is answering questions about in this survey.

Table 88. Overall, are you satisfied with the services and supports your family member currently receives?

| State | Always | Usually | Sometimes | Seldom or Never | N |
|---------------------------------|------------|------------|------------|-----------------|------------|
| AZ | 48% | 36% | 15% | 1% | 221 |
| Weighted NCI-IDD Average | 47% | 39% | 12% | 3% | 2989 |

Table 89. Do you feel that services and supports have made a positive difference in the life of your family member?

| State | Yes | No | N |
|---------------------------------|------------|-----------|------------|
| AZ | 96% | 4% | 215 |
| Weighted NCI-IDD Average | 96% | 4% | 2873 |

Table 90. Have services and supports reduced your family's out-of-pocket expenses for your family member's care?

| State | Yes | No | N |
|---------------------------------|------------|------------|------------|
| AZ ↑ | 84% | 16% | 204 |
| Weighted NCI-IDD Average | 76% | 24% | 2747 |

Table 91. Have the services or supports that your family member received during the past 12 months been reduced, suspended, or terminated?

| State | Yes | No | N |
|---------------------------------|-----------|------------|------------|
| AZ | 9% | 91% | 213 |
| Weighted NCI-IDD Average | 13% | 87% | 2888 |

Table 92. If services or supports received by the family were reduced, suspended or terminated during the past 12 months, did the change in services affect your family member negatively?

| State | Yes | No | N |
|---------------------------------|------------|------------|------------|
| AZ | n/a | n/a | n/a |
| Weighted NCI-IDD Average | 72% | 28% | 351 |

Table note: AZ had an N of less than 20, so their data is reported as n/a. They are included in the Weighted NCI-IDD Average.

Table 93. Have the services or supports that your family member received been increased in the past 12 months?

| State | Yes | No | N |
|---------------------------------|------------|------------|------------|
| AZ | 25% | 75% | 207 |
| Weighted NCI-IDD Average | 24% | 76% | 2711 |

Table 94. Are services and supports helping your family member to live a good life?

| State | Yes | No | N |
|---------------------------------|------------|-----------|------------|
| AZ | 93% | 7% | 208 |
| Weighted NCI-IDD Average | 95% | 5% | 2802 |