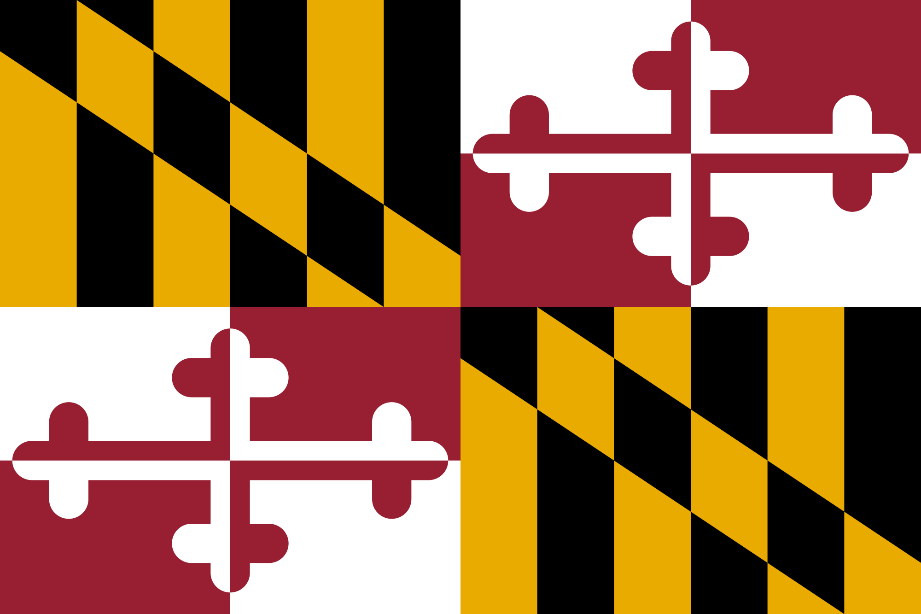
**NCI Adult Family Survey Outcomes**

Maryland Report

2014-2015 Data



**Table of Contents**

[What is NCI? 1](#_Toc437610805)

[What is the NCI Adult Family Survey? 1](#_Toc437610806)

[What topics are covered by the survey? 1](#_Toc437610807)

[Table 1. NCI Family Survey – sub-Domains and Concern Statements 2](#_Toc437610808)

[How were people selected to participate? 2](#_Toc437610809)

[Limitations of Data 3](#_Toc437610810)

[What is contained in this report? 3](#_Toc437610811)

[Results: Demographics of Family Member 4](#_Toc437610812)

[Graph 1. More Than One Person Living in the Home Has ID/DD 5](#_Toc437610813)

[Graph 2. Family member’s Average Age 5](#_Toc437610814)

[Graph 3. Family member’s Gender 5](#_Toc437610815)

[Graph 4. family member’s Race and Ethnicity 5](#_Toc437610816)

[Graph 5. Family Member’s Primary Means of Expression 6](#_Toc437610817)

[Graph 6. Family Member’s Primary Language 6](#_Toc437610818)

[Graph 7. Family Member’s highest level of Education 6](#_Toc437610819)

[Graph 8. Frequency of Medical Care Needed for family member 6](#_Toc437610820)

[Graph 9. Amount of Help Needed With Daily Activities for Family Member 7](#_Toc437610821)

[Graph 10. Amount of Support Needed for Family Member for Self-Injurious, Disruptive, and/or Destructive Behaviors 7](#_Toc437610822)

[Graph 11. Family Member’s Typical Day Activities 7](#_Toc437610823)

[Graph 12. Family Member’s Typical Day Activities, continued 7](#_Toc437610824)

[Results: Demographics of Respondent 8](#_Toc437610825)

[Graph 13. Respondent's Age 9](#_Toc437610826)

[Graph 14. Respondent’s Health 9](#_Toc437610827)

[Graph 15. Relationship to Family Member Receiving services 9](#_Toc437610828)

[GRaph 16. respondent is Primary Caregiver 9](#_Toc437610829)

[Graph 17. Number of Adults in Household (not including family member receiving services) 10](#_Toc437610830)

[GRaph 18. respondent is family member’s Legal Guardian or Conservator 10](#_Toc437610831)

[Graph 19. Respondent's Highest Level of Education 10](#_Toc437610832)

[GRaph 20. total taxable household income of wage earners in the past year 10](#_Toc437610833)

[Graph 21. Out-of-Pocket Expenses for family member’s care in past year 11](#_Toc437610834)

[Services and Supports Received 12](#_Toc437610835)

[Graph 22. Services and Supports Received 13](#_Toc437610836)

[Information and Planning 14](#_Toc437610837)

[Graph 23. Do you get enough information to help you participate in planning services for your family? 15](#_Toc437610838)

[Graph 24. Is the information you receive easy to understand? 15](#_Toc437610839)

[Graph 25. Does the information you receive come from your case manager/service coordinator? 15](#_Toc437610840)

[Graph 26. Does the case manager/service coordinator respect your family’s choices and opinions? 15](#_Toc437610841)

[Graph 27. Does the case manager/service coordinator tell you about other public services for which your family is eligible (food stamps, Supplemental Security Income [SSI], housing subsidies, etc.)? 16](#_Toc437610842)

[Graph 28. Does your family member have a service plan? 16](#_Toc437610843)

[Graph 29. Does the service plan include all the services and supports your family member wants? 16](#_Toc437610844)

[Graph 30. Does your family member receive all the services listed in the service plan? 16](#_Toc437610845)

[Graph 31. Did your family member help develop the service plan? 17](#_Toc437610846)

[Graph 32. Did you or another family member help develop the service plan? 17](#_Toc437610847)

[Graph 33. Does the service plan include all the services and supports your family member needs? 17](#_Toc437610848)

[Graph 34. Did you discuss how to handle emergencies related to your family member at the last service planning meeting? 17](#_Toc437610849)

[Graph 35. Have you or your family member received information about his/her rights? 18](#_Toc437610850)

[Access and Delivery 19](#_Toc437610851)

[Graph 36. Are you or your family member able to contact his/her support workers when you need to? 20](#_Toc437610852)

[Graph 37. Are you or your family member able to contact his/her case manager/service coordinator when you need to? 20](#_Toc437610853)

[Graph 38. Are services and supports available when your family member needs them? 20](#_Toc437610854)

[Graph 39. Are services and supports available within a reasonable distance from your home? 20](#_Toc437610855)

[Graph 40. Do the services and supports change when your family member’s needs change? 21](#_Toc437610856)

[Graph 41. If English is your primary language, do support workers speak to you effectively? 21](#_Toc437610857)

[graph 42. If your family member does not communicate verbally (for example, uses gestures or sign language), are there support workers who can communicate with him/her? 21](#_Toc437610858)

[Graph 43. Are services delivered in a way that is respectful to your family’s culture? 21](#_Toc437610859)

[Graph 44. Does your family member have access to the special equipment or accommodations that s/he needs (for example, wheelchair, ramp, communication board)? 22](#_Toc437610860)

[Graph 45. Do you feel that your family member’s day/employment setting is a healthy and safe environment? 22](#_Toc437610861)

[Graph 46. Do support workers have the right training to meet your family’s needs? 22](#_Toc437610862)

[Graph 47. Do the support workers who come to your home arrive on time and when scheduled? 22](#_Toc437610863)

[Graph 48. If your family member transitioned from school services to state funded services in the past year, were you happy with the transition process? 23](#_Toc437610864)

[Graph 49. If you asked for crisis or emergency services in the past year, were services provided when needed? 23](#_Toc437610865)

[Graph 50. Do you have access to health services for your family member? 23](#_Toc437610866)

[Graph 51. If you have access to health services for your family member, are you satisfied with the quality of those providers? 23](#_Toc437610867)

[Graph 52. Do you have access to dental services for your family member? 24](#_Toc437610868)

[Graph 53. If you have access to dental services for your family member, are you satisfied with the quality of those providers? 24](#_Toc437610869)

[Graph 54. Are you able to get medications needed for your family member? 24](#_Toc437610870)

[Graph 55. If you are able to get medications needed for your family member, are you satisfied with how your family member’s medication needs are monitored? 24](#_Toc437610871)

[Graph 56. If needed, do you have access to mental health services for your family member? 25](#_Toc437610872)

[Graph 57. If you have access to mental health services needed for your family member, are you satisfied with the quality of those providers? 25](#_Toc437610873)

[Graph 58. If you need respite services, do you have access to them? 25](#_Toc437610874)

[Graph 59. If you have access to respite services, are you satisfied with the quality of those providers? 25](#_Toc437610875)

[Graph 60. Are there services your family member needs that are not currently offered or available? 26](#_Toc437610876)

[Choice and Control 27](#_Toc437610877)

[Graph 61. Do you choose the provider agencies who work with your family? 28](#_Toc437610878)

[Graph 62. Does your family member choose the provider agencies who work with your family? 28](#_Toc437610879)

[Graph 63. Can you choose a different provider agency if you want to? 28](#_Toc437610880)

[Graph 64. Do you choose the individual support workers who work directly with your family? 28](#_Toc437610881)

[Graph 65. Does your family member choose the individual support workers who work directly with your family? 29](#_Toc437610882)

[Graph 66. Can you choose different support workers if you want to? 29](#_Toc437610883)

[Graph 67. Did you choose your family member’s case manager/service coordinator? 29](#_Toc437610884)

[Graph 68. Did your family member choose his/her case manager/service coordinator? 29](#_Toc437610885)

[Graph 69. Do you have control and/or input over the hiring and management of your family member’s support workers? 30](#_Toc437610886)

[Graph 70. Does your family member have control and/or input over the hiring and management of his/her support workers? 30](#_Toc437610887)

[Graph 71. Do you know how much money is spent by the ID/DD agency on behalf of your family member with a developmental disability?\* 30](#_Toc437610888)

[Graph 72. Does your family member know how much money is spent by the ID/DD agency on his/her behalf?\* 30](#_Toc437610889)

[Graph 73. Do you have a say in how id/dd agency money is spent on your family member’s behalf? 31](#_Toc437610890)

[Graph 74. If you have a say in how ID/DD agency money is spent, do you have all the information you need to make decisions about how to spend this money? 31](#_Toc437610891)

[Graph 75. Does your family member have a say in how Id/dd agency money is spent on his/her behalf? 31](#_Toc437610892)

[Graph 76. If your family member has a say in how id/dd agency money is spent, does s/he have all the information needed to make decisions about how to spend this money? 31](#_Toc437610893)

[Community Connections 32](#_Toc437610894)

[Graph 77. Does your family member participate in community activities (such as going out to a restaurant, movie, or sporting event)? 33](#_Toc437610895)

[Graph 78. If your family member doesn't participate in community activities, why not? 33](#_Toc437610896)

[Graph 79. Does your family member have friends or relationships with persons other than paid support workers or family? 33](#_Toc437610897)

[Graph 80. Does your family member have enough supports (e.g., support workers, community resources) to work or volunteer in the community? 33](#_Toc437610898)

[Satisfaction 34](#_Toc437610899)

[Graph 81. Overall, are you satisfied with the services and supports your family currently receives? 35](#_Toc437610900)

[Graph 82. Do you know the process for filing a complaint or grievance against provider agencies or staff?\* 35](#_Toc437610901)

[Graph 83. Are you satisfied with the way complaints or grievances against provider agencies or staff are handled and resolved? 35](#_Toc437610902)

[Graph 84. Do you know how to report abuse or neglect?\* 35](#_Toc437610903)

[Graph 85. Within the past year, if abuse or neglect occurred, did you report it? 36](#_Toc437610904)

[Family Outcomes 37](#_Toc437610905)

[Graph 86. Do you feel that services and supports have made a positive difference in the life of your family? 38](#_Toc437610906)

[Graph 87. Do you feel that services and supports have reduced your family’s out-of-pocket expenses for your family member’s care? 38](#_Toc437610907)

[Graph 88. Have the services or supports that you or your family member received been reduced, suspended, or terminated in the past year? 38](#_Toc437610908)

[Graph 89. If services or supports received by the family were reduced, suspended or terminated during the past year, did this change affect your family or your family member negatively? 38](#_Toc437610909)

# What is NCI?

The National Core Indicators (NCI) program is a voluntary effort by state developmental disability agencies to gauge and track their own performance using a common and nationally validated set of measures. The effort is coordinated by the National Association of State Directors of Developmental Disabilities Services (NASDDDS) in collaboration with the Human Services Research Institute (HSRI). NCI has developed a set of more than 100 standard performance measures (or “indicators”) that states use to assess the outcomes of services provided to individuals and their families. These indicators focus on areas such as: employment, rights, service planning, community inclusion, choice, health, and safety. During the 2014-15 data collection cycle, 41 states, the District of Columbia and 22 sub-state entities participated in NCI. Not all participating states complete all NCI surveys each year.

# What is the NCI Adult Family Survey?

The NCI Adult Family Survey is a mail-in survey sent to families who have an adult family member living in the family home who receives services from the State DD Agency. The survey is used to gather data on family outcomes, and it is refined and tested to ensure that it is valid and reliable. The survey collects demographic information on the individual receiving services and the survey respondent (most often the individual’s parent) as well as information on services and supports received. It contains 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. Respondents also have the option of writing open-ended comments concerning their family’s participation in the service system.

# What topics are covered by the survey?

The National Core Indicators are organized by topic or “domain.” Each domain consists of sub-domains, and each sub-domain is associated with a particular area of concern. The NCI Adult Family Survey includes items to measure the Family Outcomes domain. The table on the following page lists the NCI Family Surveys sub-domains and concern statements.

#### Table 1. NCI Family Survey – sub-Domains and Concern Statements

|  |  |
| --- | --- |
| Sub-Domain | Concern Statement |
| Information and Planning | Families/family members with disabilities have the information and support necessary to plan for their services and supports. |
| Access & Support Delivery | Families/family members with disabilities get the services and supports they need. |
| Choice & Control | Families/family members with disabilities determine the services and supports they receive and the individuals or agencies who provide them. |
| Community Connections | Family members with disabilities use integrated community services and participate in everyday community activities. |
| Satisfaction | Families/family members with disabilities receive adequate and satisfactory supports. |
| Family Outcomes | 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 Adult Family Survey by selecting a random sample of at least 1,200 families of an adult with a developmental disability living in the respondent’s home and who received 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 1,000 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 1,000 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 level and margin of error used are widely acceptable for reviewing results, regardless of population size. States with fewer than 1,000 potential respondent families were instructed to send surveys to all eligible families. With response rates lower than expected, we 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 Data

The NCI Adult Family Survey tool is not intended to be used for monitoring individuals or providers, but rather for assessing system-wide performance. The NCI Statewide Average should not be interpreted as necessarily defining “acceptable” levels of performance or satisfaction, nor does it provide benchmarks for acceptable or unacceptable levels of performance for each indicator. Instead, it describes average levels of performance or satisfaction across the State. It is up to public managers, policy-makers, and other stakeholders to decide what is an acceptable or unacceptable result (i.e., percentage of individuals achieving the indicated outcome).

# What is contained in this report?

This report illustrates 2014-15 NCI Adult Family Survey demographic and outcome results from Maryland compared to the NCI Average (the average of all state averages). In 2014-15, 14 states conducted the Adult Family Survey. All results are shown in chart form. Some questions may have a low response rate, particularly questions about knowledge and use of ID/DD money, reporting grievances, and abuse or neglect. States with less 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 Family Member

### illustrates the demographic profile of family member about whom the survey was completed

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| Graph . More Than One Person Living in the Home Has ID/DD Respondents from Maryland and across all NCI states reported more than one person living in the home has ID/DD 9% and 11%. | Graph . Family member’s Average Age The average age of family members the survey was completed from Maryland and across all NCI states was 34.0 and 34.7. |
| Graph . Family member’s Gender The gender of family members the survey was completed from Maryland and across NCI states was: 61% and 58% male and 39% and 42% female. | Graph . family member’s Race and Ethnicity The race of family members the survey was completed from Maryland and across NCI states was: 1% and 3% American Indian or Alaska Native; 6% and 2% Asian; 30% and 20% Black or African American; 0% and 0% Hawaiian or Pacific Islander; 61% and 72% White; 1% and 0% Other; 3% and 3% two or more races; 2% and 4% Hispanic or Latino. |

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| Graph . Family Member’s Primary Means of Expression Primary means of communication of family members the survey was completed from Maryland and across NCI states was: 81% and 74% spoken; 13% and 19% sign language or finger spelling; 3% and 2% gestures or body language; 1% and 1% communication aid or device; 1% and 4% other. | Graph . Family Member’s Primary Language Primary language of family members the survey was completed from Maryland and across NCI states was: 96% and 95% English; 1% and 1% Spanish; 3% and 4% other. |
| Graph . Family Member’s highest level of Education The highest level of education for family members the survey was completed from Maryland and across NCI states was: 54% and 45% no high school diploma or GED; 37% and 51% high school diploma or GED; 3% and 2% vocational school; 4% and 2% some college; 1% and 0% college degree. | Graph . Frequency of Medical Care Needed for family member The frequency of medical care needed for family members the survey was completed from Maryland and across NCI states was: 86% and 82% less than once a month; 8% and 14% at least once a month; 6% and 5% weekly. |
| Graph 9. Amount of Help Needed With Daily Activities for Family Member  The amount of support needed with daily activities for family members the survey was completed from Maryland and across NCI states was: 31% and 17% none; 29% and 22% some; 23% and 23% extensive. | Graph . Amount of Support Needed for Family Member for Self-Injurious, Disruptive, and/or Destructive Behaviors The amount of behavioral support needed for family members the survey was completed from Maryland and across NCI states was: 67% and 59% none; 24% and 30% some; 9% and 11% extensive. |
| Graph . Family Member’s Typical Day Activities The typical day activity of family members the survey was completed from Maryland and across NCI states was: 40% and 38% out of home day program (paid); 20% and 18% out of home day program (unpaid); 9% and 7% vocational training; 13% and 7% community employment (unpaid); 21% and 15% community employment (paid). | Graph . Family Member’s Typical Day Activities, continued The typical day activity of family members the survey was completed from Maryland and across NCI states was: 8% and 18% in-home day supports; 6% and 13% at home (by choice); 4% and 5% at home (no services); 6% and 8% at home other; 10% and 14% other. |

## Results: Demographics of Respondent

### illustrates the demographic profile of the survey respondents

|  |  |
| --- | --- |
| Graph . Respondent's Age The average age of respondents from Maryland and across all NCI states was 0.0 and 0.2. | Graph . Respondent’s Health The overall health of respondents from Maryland and across NCI states was: 17% and 15% excellent; 57% and 58% good; 23% and 23% fair; 4% and 4% fair. |
| Graph . Relationship to Family Member Receiving services **The relationship of respondents to family members from Maryland and across NCI states was: 90% and 87% parent; 5% and 6% sibling; 0% and 0% spouse; 4% and 6% other.** | GRaph . respondent is Primary Caregiver **97% of respondents are the primary caregiver to the family member from Maryland and 96% across NCI states was.** |

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| Graph . Number of Adults in Household (not including family member receiving services) The number of adults in the household (not including the family member) from Maryland and across NCI states was: 27% and 31% one; 53% and 51% two; 15% and 14% three; 5% and 4% four. | GRaph . respondent is family member’s Legal Guardian or Conservator The type of guardianship/conservatorship the respondent had over the family member  from Maryland and across NCI states was: 38% and 67% full; 6% and 4% limited; 57% and 28% none. |
| Graph . Respondent's Highest Level of Education  The highest level of education of respondents from Maryland and across NCI states was: 7% and 8% no high school diploma or GED; 21% and 29% high school diploma or GED; 2% and 5% vocational school; 26% and 23% some college; 44% and 34% college degree. | GRaph . total taxable household income of wage earners in the past year The total taxable household income in the past year from Maryland and across NCI states was: 11% and 18% below $15,000; 12% and 16% $15,001-$25,000; 20% and 27% $25,001-$50,000; 21% and 18% $50,001-$75,000; 36% and 21% over $75,000. |

|  |  |
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| Graph . Out-of-Pocket Expenses for family member’s care in past year The total out-of-pocket expenses spent on the family care in the past year from Maryland and across NCI states was: 20% and 22% nothing; 10% and 16% $1-$100; 37% and 35% $101-$1,000; 28% and 25% $1,001-$10,000; 5% and 2% over $10,000. |  |

## Services and Supports Received

### illustrates the services and supports received by families and family members

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| Graph . Services and Supports Received[[1]](#footnote-1) The services and supports received from Maryland and across NCI states was: 8% and 15% financial support; 21% and 44% in-home support; 19% and 33% out-of-home-respite care; 81% and 65% day or employment services; 75% and 64% transportation; 15% and 26% other; 87% and 92% social security benefits. |  |

## Information and Planning

*families and family members with disabilities have the information and support necessary to plan for their services and supports*

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| --- | --- |
| Graph . Do you get enough information to help you participate in planning services for your family? This graph illustrates that respondents from Maryland and across all NCI states receive enough information to help plan services: always 19% and 34%, usually 39% and 40%, sometimes 23% and 17%, seldom 14% and 6%, and never 4% and 3%. | Graph . Is the information you receive easy to understand?  This graph illustrates that respondents from Maryland and across all NCI states say the information they receive is easy to understand: always 23% and 31%, usually 44% and 42%, sometimes 23% and 20%, seldom 8% and 5%, and never 2% and 2%. |
| Graph . Does the information you receive come from your case manager/service coordinator? This graph illustrates that respondents from Maryland and across all NCI states say the information they receive about services and supports comes from the case manager/service coordinator: always 29% and 39%, usually 39% and 37%, sometimes 18% and 16%, seldom 7% and 5%, and never 7% and 3%. | Graph . Does the case manager/service coordinator respect your family’s choices and opinions? This graph illustrates that respondents from Maryland and across all NCI states say the case manager/service coordinator respects the family's choices and opinions: always 57% and 67%, usually 33% and 25%, sometimes 7% and 5%, seldom 2% and 1%, and never 1% and 1%. |

|  |  |
| --- | --- |
| Graph . Does the case manager/service coordinator tell you about other public services for which your family is eligible (food stamps, Supplemental Security Income [SSI], housing subsidies, etc.)? This graph illustrates that respondents from Maryland and across all NCI states say the case manager/service coordinator tells the family about the public services they are eligible for: always 27% and 38%, usually 23% and 25%, sometimes 21% and 13%, seldom 10% and 11%, and never 19% and 13%. | Graph . Does your family member have a service plan?   This graph illustrates that 89% of respondents from Maryland and 89% from across all NCI states say their family member has a service plan. |
| Graph . Does the service plan include all the services and supports your family member wants? This graph illustrates that among respondents whose family member has a service plan, 80% from Maryland and 85% from across all NCI states say the plan includes all the services and supports the family member wants. | Graph . Does your family member receive all the services listed in the service plan? This graph illustrates that among respondents whose family member has a service plan, 83% from Maryland and 88% from across all NCI states say their family member receives all the services listed in the plan. |

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| Graph . Did your family member help develop the service plan?  This graph illustrates that among respondents whose family member has a service plan, 74% from Maryland and 68% from across all NCI states say they or another family member helped develop the plan. | Graph . Did you or another family member help develop the service plan? This graph illustrates that among respondents whose family member has a service plan, 89% from Maryland and 92% from across all NCI states say they or another family member helped develop the plan. |
| Graph . Does the service plan include all the services and supports your family member needs? This graph illustrates that among respondents whose family member has a service plan, 71% from Maryland and 79% from across all NCI states say the plan includes all the services and supports their family member needs. | Graph . Did you discuss how to handle emergencies related to your family member at the last service planning meeting? This graph illustrates that among respondents whose family member has a service plan, 71% from Maryland and 76% from across all NCI states discussed how to handle emergencies related to the family member at the last planning meeting. |

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| Graph . Have you or your family member received information about his/her rights? This graph illustrates that 94% of respondents from Maryland and 95% from across all NCI states say they or their family member received information about their family member's rights. |  |

## Access and Delivery

### people make choices about their lives and are actively engaged in planning their services and supports

|  |  |
| --- | --- |
| Graph . Are you or your family member able to contact his/her support workers when you need to? This graph illustrates that respondents from Maryland and across all NCI states say they are able to contact their family member's support workers when needed: always 44% and 58%, usually 42% and 33%, sometimes 9% and 6%, seldom 4% and 2%, and never 1% and 1%. | Graph . Are you or your family member able to contact his/her case manager/service coordinator when you need to? This graph illustrates that respondents from Maryland and across all NCI states are able to contact their family member's case manager/service coordinator when needed: always 46% and 56%, usually 38% and 34%, sometimes 10% and 7%, seldom 5% and 2%, and never 2% and 1%. |
| Graph . Are services and supports available when your family member needs them? This graph illustrates that respondents from Maryland and across all NCI states say that services and supports are available when their family member needs them: always 29% and 40%, usually 43% and 40%, sometimes 19% and 15%, seldom 7% and 3%, and never 1% and 1%. | Graph . Are services and supports available within a reasonable distance from your home?This graph illustrates that respondents from Maryland and across all NCI states say that services and supports are available within a reasonable distance from home: always 34% and 45%, usually 49% and 40%, sometimes 12% and 11%, seldom 4% and 3%, and never 1% and 2%. |
| Graph 40. Do the services and supports change when your family member’s needs change? This graph illustrates that respondents from Maryland and across all NCI states say that services and supports change when their family member's needs change: always 30% and 41%, usually 40% and 38%, sometimes 16% and 12%, seldom 9% and 4%, and never 4% and 3%. | Graph 41. If English is your primary language, do support workers speak to you effectively? This graph illustrates that among respondents from Maryland and across all NCI states whose primary language is English, support workers speak with their family member effectively: always 57% and 70%, usually 37% and 25%, sometimes 5% and 3%, seldom 1% and 1%, and never 0% and 0%. |
| graph 42. If your family member does not communicate verbally (for example, uses gestures or sign language), are there support workers who can communicate with him/her? This graph illustrates that among respondents from Maryland and across all NCI states whose family member does not communicate verbally, support workers are able to communicate with their family member: always 24% and 31%, usually 35% and 37%, sometimes 18% and 17%, seldom 14% and 6%, and never 9% and 8%. | Graph 43. Are services delivered in a way that is respectful to your family’s culture?  This graph illustrates that respondents from Maryland and across all NCI states say services are delivered in a manner that is respectful of the family's culture: always 65% and 73%, usually 29% and 23%, sometimes 5% and 3%, seldom 1% and 0%, and never 0% and 1%. |
| Graph 44. Does your family member have access to the special equipment or accommodations that s/he needs (for example, wheelchair, ramp, communication board)? This graph illustrates that respondents from Maryland and across all NCI states say their family member has access to special equipment or accommodations needed: always 43% and 49%, usually 38% and 29%, sometimes 10% and 10%, seldom 3% and 4%, and never 7% and 8%. | Graph 45. Do you feel that your family member’s day/employment setting is a healthy and safe environment?  This graph illustrates that respondents from Maryland and across all NCI states say their family member's day and employment setting is healthy and safe: always 53% and 64%, usually 39% and 30%, sometimes 5% and 5%, seldom 2% and 1%, and never 2% and 1%. |
| Graph 46. Do support workers have the right training to meet your family’s needs? This graph illustrates that respondents from Maryland and across all NCI states say their family member's support workers have the right training to meet the family's needs: always 43% and 54%, usually 39% and 34%, sometimes 14% and 9%, seldom 3% and 2%, and never 1% and 1%. | Graph 47. Do the support workers who come to your home arrive on time and when scheduled? This graph illustrates that respondents from Maryland and across all NCI states say their family member's support workers arrive on time and when scheduled: always 50% and 59%, usually 43% and 33%, sometimes 5% and 5%, seldom 1% and 1%, and never 0% and 1%. |

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| Graph 48. If your family member transitioned from school services to state funded services in the past year, were you happy with the transition process? This graph illustrates that among respondents whose family member transitioned from school to State funded services in the past year, 76% of respondents from Maryland and 76% across all NCI states were happy with the transition process. | | | | | Graph 49. If you asked for crisis or emergency services in the past year, were services provided when needed?  This graph illustrates that among respondents who asked for crisis or emergency services in the past year, 54% from Maryland and 68% across all NCI states say the services were provided when needed. | | | | |
| Graph 50. Do you have access to health services for your family member? This graph illustrates that 97% of respondents from Maryland and 98% across all NCI states have access to health services for their family member. | | | | | Graph 51. If you have access to health services for your family member, are you satisfied with the quality of those providers? This graph illustrates that among respondents with access to health services for their family member, 96% from Maryland and 96% across all NCI states are satisfied with the quality of those providers. | | | |
| Graph 52. Do you have access to dental services for your family member? This graph illustrates that 83% of respondents from Maryland and 87% across all NCI states have access to dental services for their family member. | | | | | Graph 53. If you have access to dental services for your family member, are you satisfied with the quality of those providers? This graph illustrates that among respondents with access to dental services for their family member, 97% from Maryland and 97% across all NCI states are satisfied with the quality of those providers. | |
| Graph 54. Are you able to get medications needed for your family member?  This graph illustrates that 99% of respondents from Maryland and 99% across all NCI states have access to needed medications for their family member. | | | | | Graph 55. If you are able to get medications needed for your family member, are you satisfied with how your family member’s medication needs are monitored? This graph illustrates that among respondents with access to needed medication for their family member, 98% of respondents from Maryland and 98% across all NCI states are satisfied with how medications are monitored.  Across NCI States, percentage of "al | |
| Graph 56. If needed, do you have access to mental health services for your family member?  This graph illustrates that 88% of respondents from Maryland and 90% across all NCI states say they have access to mental health services for their family member. | | | | | Graph 57. If you have access to mental health services needed for your family member, are you satisfied with the quality of those providers? This graph illustrates that among respondents with access to mental health services for their family member, 95% from Maryland and 96% across all NCI states are satisfied with the quality of those providers. |
| Graph 58. If you need respite services, do you have access to them?   This graph illustrates that 65% of respondents from Maryland and 78% across all NCI states have access respite services. | | | | | Graph 59. If you have access to respite services, are you satisfied with the quality of those providers?  This graph illustrates that among respondents with access to respite services for their family member, 92% from Maryland and 95% across all NCI states are satisfied with the quality of those providers. |
| Graph 60. Are there services your family member needs that are not currently offered or available? This graph illustrates that 44% of respondents from Maryland and 39% across all NCI states say there are services needed that are not currently offered. | | | | |  | | |

## Choice and Control

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

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| Graph . Do you choose the provider agencies who work with your family? This graph illustrates that respondents from Maryland and across all NCI states choose the provider agencies that work with their family: always 57% and 63%, usually 27% and 22%, sometimes 7% and 6%, seldom 2% and 2%, and never 8% and 8%. | Graph . Does your family member choose the provider agencies who work with your family? This graph illustrates that respondents from Maryland and across all NCI states say their family member chooses the provider agencies that work with their family: always 38% and 38%, usually 19% and 15%, sometimes 7% and 7%, seldom 5% and 4%, and never 30% and 35%. |
| Graph . Can you choose a different provider agency if you want to?  This graph illustrates that respondents from Maryland and across all NCI states can choose a different provider agency if they want: always 59% and 66%, usually 28% and 23%, sometimes 7% and 4%, seldom 2% and 2%, and never 4% and 5%. | Graph . Do you choose the individual support workers who work directly with your family? This graph illustrates that respondents from Maryland and across all NCI states choose the individual support workers who work with their family: always 25% and 45%, usually 14% and 15%, sometimes 8% and 7%, seldom 7% and 5%, and never 47% and 28%. |

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| Graph . Does your family member choose the individual support workers who work directly with your family? This graph illustrates that respondents from Maryland and across all NCI states say their family member chooses the individual support workers who work with their family: always 17% and 31%, usually 11% and 12%, sometimes 9% and 7%, seldom 6% and 6%, and never 57% and 45%. | Graph . Can you choose different support workers if you want to?  This graph illustrates that respondents from Maryland and across all NCI states can choose different individual support workers if they want: always 46% and 61%, usually 28% and 21%, sometimes 11% and 7%, seldom 6% and 3%, and never 9% and 7%. |
| Graph . Did you choose your family member’s case manager/service coordinator? This graph illustrates that 26% of respondents from Maryland and 27% across all NCI states chose their family member's case manager/service coordinator. | Graph . Did your family member choose his/her case manager/service coordinator? This graph illustrates that 16% of respondents from Maryland and 18% across all NCI states say their family member chose his or her own case manager/service coordinator. |

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| Graph . Do you have control and/or input over the hiring and management of your family member’s support workers? This graph illustrates that 34% of respondents from Maryland and 53% across all NCI states have control and input over the hiring and management of support workers. | Graph . Does your family member have control and/or input over the hiring and management of his/her support workers? **This graph illustrates that 24% of respondents from Maryland and 37% across all NCI states say their family member has control and input over the hiring and management of support workers.** |
| Graph . Do you know how much money is spent by the ID/DD agency on behalf of your family member with a developmental disability?\* This graph illustrates that 15% of respondents from Maryland and 32% across all NCI states know how much money is spent by the ID/DD agency on their family member's behalf. | Graph . Does your family member know how much money is spent by the ID/DD agency on his/her behalf?\* **This graph illustrates that 7% of respondents from Maryland and 13% across all NCI states say their family member knows how much money is spent by the ID/DD agency on his/her behalf.  Across NCI States, percentage of "always" responses ranged between 30** |

\*’Don’t Know’ responses were included in ‘No’ responses for this question.

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| Graph . Do you have a say in how id/dd agency money is spent on your family member’s behalf?  This graph illustrates that 27% of respondents from Maryland and 52% across all NCI states have a say in how ID/DD agency money is spent on behalf of their family member. | Graph . If you have a say in how ID/DD agency money is spent, do you have all the information you need to make decisions about how to spend this money? **This graph illustrates that among respondents with a say in how ID/DD agency money is spent on behalf of their family member, 85% from Maryland and 89% across all NCI states have all the information needed to make those determinations.** |
| Graph . Does your family member have a say in how Id/dd agency money is spent on his/her behalf?  This graph illustrates that 25% of respondents from Maryland and 35% across all NCI states say their family member has a say in how ID/DD agency money is spent on his/her behalf. | Graph . If your family member has a say in how id/dd agency money is spent, does s/he have all the information needed to make decisions about how to spend this money? **This graph illustrates that among respondents whose family member has a say in how ID/DD agency money is spent, 86% from Maryland and 91% across all NCI states say their family member has all the information needed to make those determinations.** |

## Community Connections

*family members with disabilities use integrated community services and participate in everyday community activities*

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| Graph . Does your family member participate in community activities (such as going out to a restaurant, movie, or sporting event)? This graph illustrates that 85% of respondents from Maryland and 90% across all NCI states say their family member participates in community activities. | Graph . If your family member doesn't participate in community activities, why not?  This graph illustrates that among respondents from Maryland and across NCI states whose family member does not participate in community activities the reasons, given were: 16% and 22% lack of transportation, 14% and 18% cost, 27% and 23% lack of support staff, 6% and 9% negative attitudes from community members, 73% and 61% other. |
| Graph . Does your family member have friends or relationships with persons other than paid support workers or family?  This graph illustrates that 77% of respondents from Maryland and 80% across all NCI states say their family member has relationships with people other than family or paid staff. | Graph . Does your family member have enough supports (e.g., support workers, community resources) to work or volunteer in the community? This graph illustrates that 66% of respondents from Maryland and 70% across all NCI states say their family member has enough supports (e.g., support workers or community resources) to work or volunteer in the community. |

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## Satisfaction

### families and family members with disabilities receive adequate and satisfactory supports

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| Graph . Overall, are you satisfied with the services and supports your family currently receives? This graph illustrates that respondents from Maryland and across all NCI states are satisfied with the services and supports their family receives: always 26% and 39%, usually 50% and 44%, sometimes 18% and 13%, seldom 5% and 3%, and never 1% and 1%. | Graph . Do you know the process for filing a complaint or grievance against provider agencies or staff?\* This graph illustrates that 36% of respondents from Maryland and 65% across all NCI states know the process for filing a complaint or grievance against provider agencies or staff. |
| Graph . Are you satisfied with the way complaints or grievances against provider agencies or staff are handled and resolved? This graph illustrates that 73% of respondents from Maryland and 83% across all NCI states are satisfied with the way complaints or grievances against provider agencies or staff are handled and resolved. | Graph . Do you know how to report abuse or neglect?\*  This graph illustrates that 61% of respondents from Maryland and 82% across all NCI states know how to report abuse or neglect. |

\*‘Don’t Know’ responses were included in ‘No’ responses for this question

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| Graph . Within the past year, if abuse or neglect occurred, did you report it? This graph illustrates that 25% of respondents from Maryland and 36% across all NCI states reported abuse or neglect if it occurred in the past year. |

## Family Outcomes

### individual and family supports make a positive difference in the lives of families

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| Graph . Do you feel that services and supports have made a positive difference in the life of your family? This graph illustrates that 96% of respondents from Maryland and 96% across all NCI states say that services and supports have made a positive difference in the life of their family member. | Graph . Do you feel that services and supports have reduced your family’s out-of-pocket expenses for your family member’s care? This graph illustrates that 76% of respondents from Maryland and 85% across all NCI states say that services and supports reduced the family's out-of-pocket expenses for their family member's care. |
| Graph . Have the services or supports that you or your family member received been reduced, suspended, or terminated in the past year? This graph illustrates that 14% of respondents from Maryland and 19% across all NCI states say that services and supports were reduced, suspended, or terminated in the past year. | Graph . If services or supports received by the family were reduced, suspended or terminated during the past year, did this change affect your family or your family member negatively? This graph illustrates that among respondents whose services were reduced, suspended, or terminated in the past year 82% from Maryland and 76% across all NCI states say the change affected their family or family member negatively. |

1. All services and supports are received from the ID/DD Agency **except** social security benefits. [↑](#footnote-ref-1)