2016-17 ADULT FAMILY SURVEY

LOUISIANA REPORT

NATIONAL CORE INDICATORS™

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What is NCI?

The National Core Indicators (NCI) program is a voluntary effort by state developmental disability agencies to track their performance using a standardized set of consumer and family/guardian surveys with nationally validated measures. The effort is coordinated by the National Association of State Directors of Developmental Disabilities Services (NASDDDS) and the Human Services Research Institute (HSRI).

NCI has developed more than 100 standard performance measures (or 'indicators') that states use to assess the outcomes of services for individuals and families, including outcomes in the areas of employment, rights, service planning, community inclusion, choice, health, and safety. In 2016-17 a total of 45 states, the District of Columbia and 22 sub-state entities participated in NCI.

What is the NCI Adult Family Survey?

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

In 2016-17, a total of 11,419 Adult Family Surveys were completed across 16 states.[1] The survey contained six groupings of questions ("sub-domains") that probe specific areas of quality service provision: information and planning, access and delivery of services, choice and control, community connections, satisfaction, and outcomes (see Table A1 on the following page). Respondents also had the option of writing open-ended comments concerning their family's participation in the service system.

[1] States that conducted the Adult Family Survey in 2016-17 were: CA, DC, DE, FL, GA, KY, LA, MD, MN, MO, MS, NC, NJ, OK, PA, and UT.

Table A1. 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, Decision Making & Control	Families/family members with disabilities determine the services and supports they receive and the individuals or agencies who provide them.
Involvement in the Community	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.
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 survey to a random sample of at least 1,200 families, all of whom have an adult family member with a developmental disability who lives in the family home and receives at least one direct service or support other than service coordination.

Beginning in 2016-17, states had a choice of mailing paper surveys to families selected in their sample, sending a URL link for families to complete surveys online (referred to as "direct entry"), or both. In previous years, states only had the option to mail paper surveys. A total of seven states had at least a portion of surveys completed via direct entry mode.[2]

All states mailed out a paper survey to families selected in their sample. A sample size of 1,200 was recommended with the expectation of a 40% return rate or greater (yielding 400 or more usable responses per state). However, most states decided to sample more than 1,000 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 accepted standards 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%.

Data Analysis

Surveys received from the state were considered valid, based on the following two criteria:

1. The respondent indicated the individual with an intellectual or developmental disability receiving services lived in the family home.
2. At least a portion of survey questions were answered aside from demographic information.

Questions left blank or marked 'not applicable' are not included in analysis. For most questions, 'don't know' responses were excluded from analysis. Two questions in the Satisfaction section combine 'no' and 'don't know' responses, those questions are denoted with an asterisk in

[2] States that used the direct entry or mail and direct entry options were: DE, KY, LA, MO, MS, NC, and NJ. For more information on response rates and mode, please see the Methodology section within the national edition of the 2016-17 Adult Family Survey Report.

the table. For all items shown, states receive an 'n/a' designation in table presentations for a survey item if fewer than 20 people responded; however, their data are included in the NCI Average.

Weighting

In previous years, the NCI average was calculated as the simple arithmetic mean of all state means (an approach known as "average of averages"). This year, the approach has been enhanced to take into account the relative numbers of people receiving services through participating states' systems. Beginning this year, the NCI averages contained in this report are "weighted" means. Applying statistical weights allows a state that provides services to a larger number of people (but is represented in the data by a sample of the same size as other states) to have a higher influence on the overall NCI average—that is, the state's contribution to the NCI average is proportional to its service population. The weights used in calculations for this report were developed using each participating state's number of survey respondents and its total survey-eligible population.[3]

Significance testing

Starting this survey cycle (2016-17), statistical significance is shown in this report. The state's percentage was compared to the weighted NCI average (described above), and the differences between the two were tested for both **statistical significance** as well as **effect sizes**. Effect sizes are used in addition to statistical significance because statistical significance of a state's result depends, in part, on the size of the state's sample: the larger the sample, the more likely it is that even a small difference will be found *statistically* significant.

The t-test analyses established whether the state's percentage was:

1. Higher than the NCI average, and the difference was statistically significant (denoted in the report with an up arrow ▲);
2. Within the average range (i.e., not statistically different from the NCI Average); or
3. Lower than the NCI average, and the difference was statistically significant (denoted in the report with a down arrow ▼).

[3] For more information on weighting and significance testing, see the Methodology section of the National Adult Family Survey.

Statistical significance testing was conducted on each state's "yes" or "always" response compared to the NCI average; statistical significance was determined at the $p \leq .01$ level.[4] Demographics data and data on services received were not tested for statistically significant differences.

Limitations of the data

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

What is contained in this report?

This report illustrates the 2016-17 NCI Adult Family Survey demographic and outcome results from Louisiana (LA) compared to the NCI Average. All results are shown first in charts and then in table form, and arrow symbols (▲ and ▼) are used to indicate areas where the state average was statistically higher or lower than the NCI Average. **Please note: items without the ▲ or ▼ arrow symbols indicate that the state was within the NCI Average range**. For most items, the total number of respondents (N) from the state and across NCI states is displayed in charts and tables. States with fewer than 20 responses to a question were excluded from analysis for that question. All state and national data results for this survey can be found online at http://www.nationalcoreindicators.org/resources/reports/.

[4] For more information on weighting and significance testing, see the Methodology section of the National Adult Family Survey.

Family Member

This section provides demographic profiles of the family member about whom the survey was completed.

Table 1. More than one person living at home has IDD

		Yes	No	N
More Than One Person Living in the Home Has IDD	LA	12%	88%	457
	NCI	14%	86%	11,046

Table 2. Family member's age

		Mean	N
Family Member's Age	LA	36.6	472
	NCI	33.8	11,245

Table 3. Family member's gender

		Male	Female	N
Family Member's Gender	LA	56%	44%	474
	NCI	58%	41%	11,220

Table 4. Family member's race and ethnicity

		American Indian or Alaska Native	Asian	Black or African-American	Hawaiian or Pacific Islander	White	Other or Unknown	Hispanic or Latino
Family Member's Race and Ethnicity	LA	2%	1%	38%	0%	60%	1%	2%
	NCI	2%	8%	14%	0%	61%	2%	20%

Table 5a. Family member's disabilities *

		Intellectual Disability	Mood Illness or Psychiatric Disorder	Autism Spectrum Disorder	Cerebral Palsy	Limited or No Vision	Severe or Profound Hearing Loss	Brain Injury
Family Member's Disabilities	LA	60%	28%	23%	16%	13%	8%	11%
	NCI	65%	22%	31%	20%	10%	7%	10%

Table 5b. Family member's disabilities (continued) *

		Seizure Disorder or Neurological Problem	Chemical Dependency	Down Syndrome	Prader-Willi Syndrome	Fetal Alcohol Spectrum Disorder	Other
Family Member's Disabilities	LA	33%	2%	15%	0%	1%	23%
	NCI	28%	1%	16%	0%	1%	19%

Table 6a. Family member's health conditions *

		Cardiovascular Disease	Diabetes	Cancer	High Blood Pressure	High Cholesterol
Family Member's Health Conditions	LA	9%	15%	3%	39%	27%
	NCI	10%	16%	4%	26%	28%

Table 6b. Family member's health conditions (continued) *

		Dysphagia	Pressure Ulcers	Alzheimer's Disease or Other Dementia	Oral Health or Dental Problems	Sleep Apnea	Other
Family Member's Health Conditions	LA	12%	4%	4%	11%	16%	35%
	NCI	9%	2%	3%	15%	16%	37%

*Categories are not mutually exclusive; therefore N is not shown

Table 7. Family member's preferred means of communication

		Spoken	Gestures or Body Language	Sign Language or Finger Spelling	Communication Aid or Device	Other	N
Family Member's Preferred Means of Communication	LA	78%	15%	1%	1%	5%	477
	NCI	77%	14%	2%	1%	5%	11,053

Table 8. Family member's level of guardianship

		None	Limited	Full	Has Guardianship but Level Is Unknown	Don't know	N
Level of Guardianship or Conservatorship of Family Member	LA	40%	7%	37%	4%	12%	442
	NCI	36%	29%	28%	2%	5%	10,940

Table 9. Guardian or conservator relationship to family member

		Family	Friend	State Employee or Guardianship Agency	Other	N
Guardian or Conservator Relationship to Family Member	LA	95%	0%	1%	4%	194
	NCI	96%	1%	1%	3%	5,848

Table 10. Family member's highest level of education

		Did Not Complete High School (and Not Currently Enrolled)	Currently Enrolled in High School	High School Certification	High School Diploma or GED	Vocational School or Certificate Program	Some College	College Degree or Higher	N
Family Member's Highest Level of Education	LA	25%	2%	47%	17%	4%	3%	2%	465
	NCI	18%	3%	35%	28%	4%	6%	5%	10,650

Table 11. Family member's typical day activity

		Usually/Often	Sometimes	Never	N
Paid Individual Job in the Community	LA	10%	3%	87%	386
	NCI	14%	4%	82%	8,811
Paid Small Group Job in a Community-based Setting	LA	14%	2%	85%	381
	NCI	12%	4%	84%	8,504
Unpaid Activity in the Community	LA	13%	9%	79%	363
	NCI	22%	14%	65%	8,562
Paid Activity in a Facility-based Setting	LA	20%	3%	77%	390
	NCI	19%	4%	77%	8,655
Unpaid Activity in a Facility-based Setting	LA	20%	3%	77%	364
	NCI	27%	5%	68%	8,380
School	LA	7%	2%	91%	305
	NCI	22%	4%	75%	7,017
Stays at Home	LA	60%	15%	24%	328
	NCI	51%	21%	28%	6,963
Other	LA	49%	13%	38%	93
	NCI	63%	9%	27%	1,946

Table 12. Family member's support needs

		Extensive	Some	None	N
Family Member's Support Needs for Self-Injurious, Disruptive, and/or Destructive Behaviors	LA	23%	30%	47%	445
	NCI	19%	31%	50%	10,819
Family Member's Need for Help With Personal Care Activities	LA	39%	38%	24%	480
	NCI	39%	35%	25%	11,187
Family Member's Need for Help With Other Daily Activities	LA	70%	25%	5%	470
	NCI	72%	23%	5%	11,123

Respondents

This section provides demographic information about the respondent.

Table 13. Respondent's age

		Under 35	35-54	55-74	75+	N
Respondent's Age	LA	4%	23%	60%	14%	476
	NCI	4%	25%	60%	11%	11,264

Table 14. Respondent's health

		Excellent	Very good	Fairly good	Poor	N
Respondent's Health	LA	11%	38%	42%	9%	473
	NCI	14%	41%	40%	5%	11,238

Table 15. Respondent's relationship to family member

		Parent	Sibling	Spouse	Grandparent	Other	N
Respondent's Relationship to Family Member	LA	77%	12%	1%	4%	7%	477
	NCI	86%	8%	0%	2%	3%	11,266

Table 16. Respondent (or other family member) provides paid support

		Respondent or Other Family Member Provides Paid Support to Family Member
No Family Member Provides Paid Support	LA	82%
	NCI	66%
Respondent Provides Paid Support	LA	4%
	NCI	24%
Other Family Member Provides Paid Support	LA	14%
	NCI	12%
N	LA	468
	NCI	11,116

Table 17. Number of adults in household

		One	Two	Three	Four or More	N
Number of Adults in Household (Not Including Family Member Receiving Services)	LA	11%	39%	41%	9%	469
	NCI	9%	30%	42%	19%	11,069

Table 18. Number of children in household

		One	Two	Three	Four or More	None	N
Number of Children in Household	LA	11%	3%	1%	1%	84%	466
	NCI	10%	4%	1%	1%	84%	11,078

Table 19. Respondent's highest level of education

		No High School Diploma or GED	High School Diploma or GED	Vocational School or Certificate Program	Some College	College Degree or Higher	N
Respondent's Highest Level of Education	LA	16%	34%	11%	18%	21%	472
	NCI	14%	23%	6%	23%	35%	11,083

Table 20. Past year total household taxable income of wage earners

		Up to $15,000	$15,001-$25,000	$25,001-$50,000	$50,001-$75,000	Over $75,000	No Earned Income	Prefer Not to Say	N
Total Taxable Income of Wage Earners in the Household in Past Year	LA	11%	10%	19%	9%	11%	23%	19%	452
	NCI	10%	11%	19%	12%	16%	12%	20%	10,610

Table 21. Family's residential setting

		Urban or suburban (in or near a city or large town)	Rural (outside of a city or town)	Don't know	N
Residential Setting	LA	51%	44%	5%	475
	NCI	72%	24%	5%	11,041

Services and Supports Received

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

Table 22. Services and supports received from state *

		Services and Supports Received From State
Financial Support	LA	7%
	NCI	14%
In-home Support	LA	56%
	NCI	39%
Out-of-home Respite	LA	20%
	NCI	25%
Day or Employment Supports	LA	41%
	NCI	54%
Transportation	LA	56%
	NCI	55%
Other	LA	15%
	NCI	19%
Self-direction or Fiscal Intermediary Services	LA	25%
	NCI	23%

Table 23. Services and supports received (not from IDD agency) *

		Additional Services and Supports Received (Not From the IDD Agency)
Social Security Payments (SSI/SSB)	LA	95%
	NCI	91%
Services or Supports From Other Agencies or Organizations	LA	20%
	NCI	26%

*Categories are not mutually exclusive and N may differ by category; therefore, N is not shown

Information and Planning

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

Charts for Information and Planning

Chart 1.

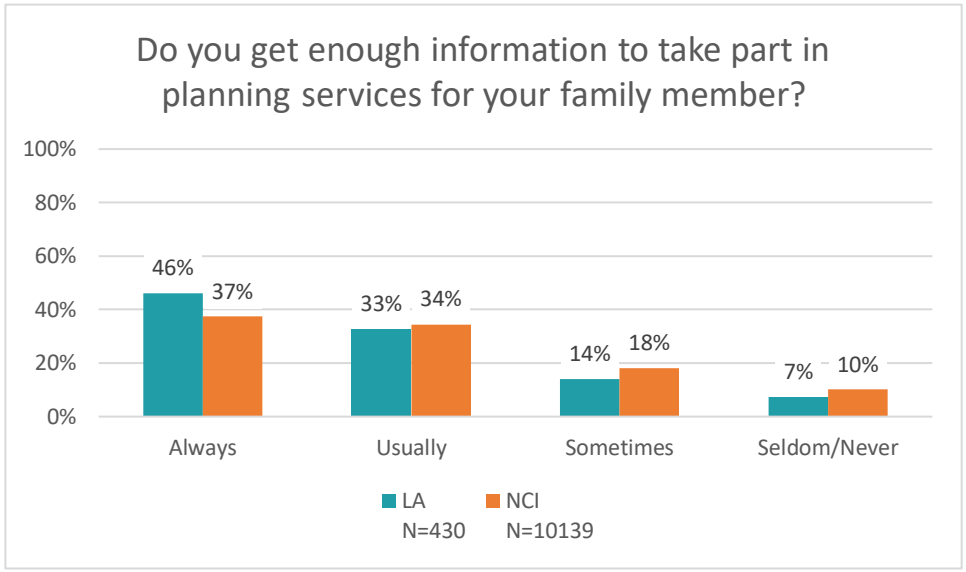
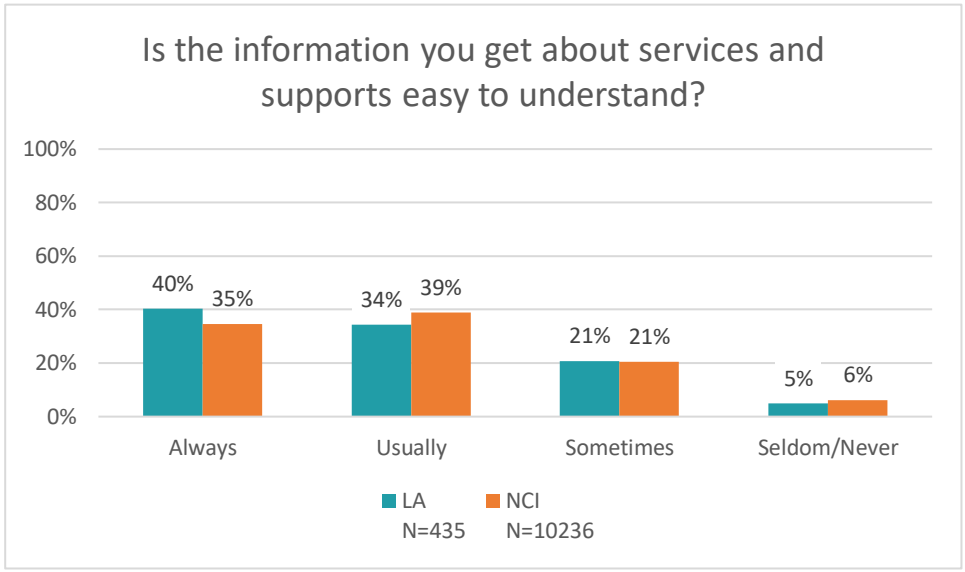


Chart 2.



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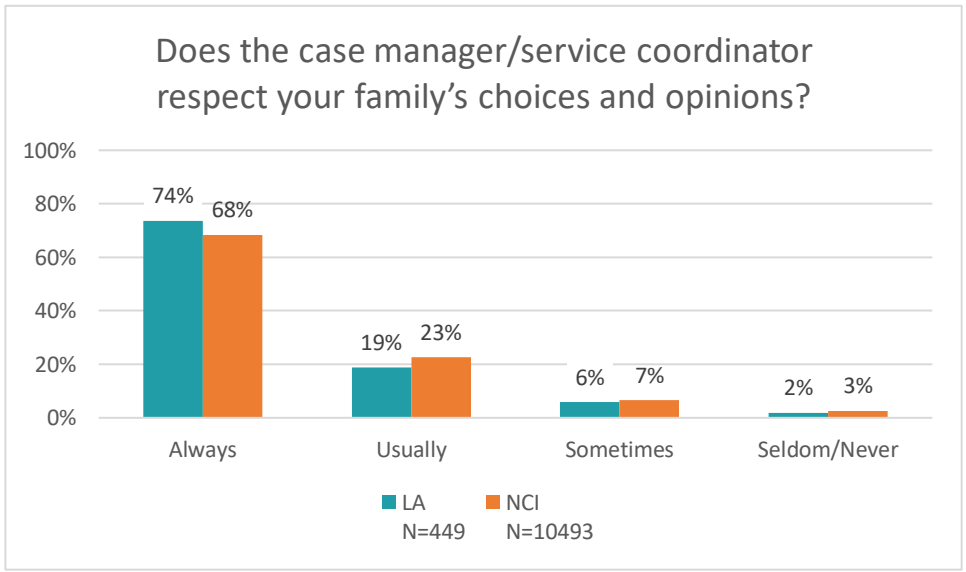

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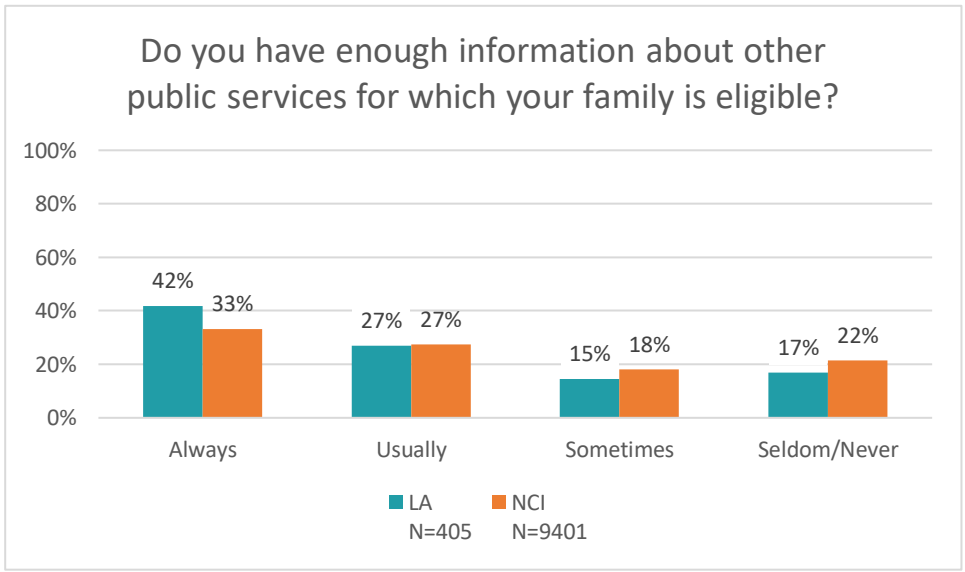

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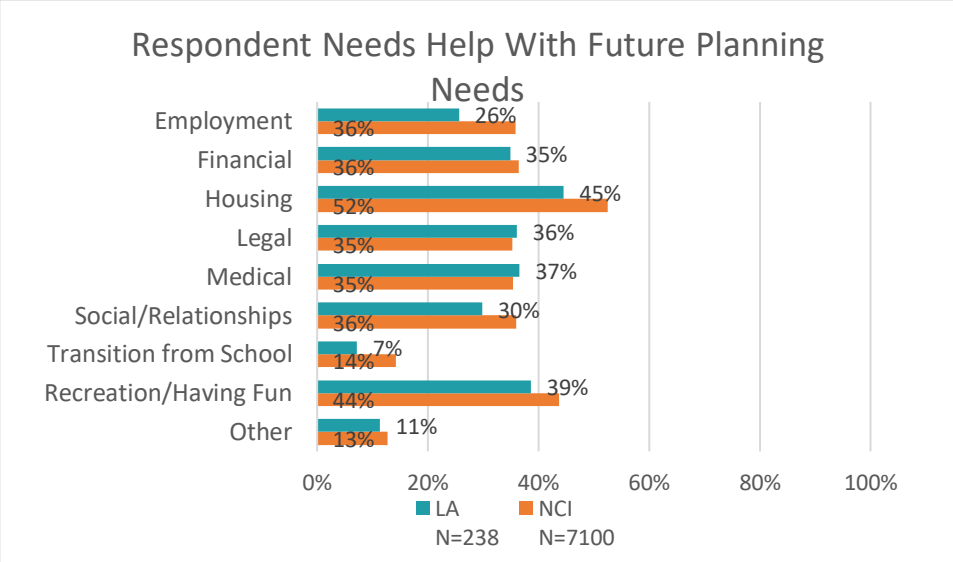

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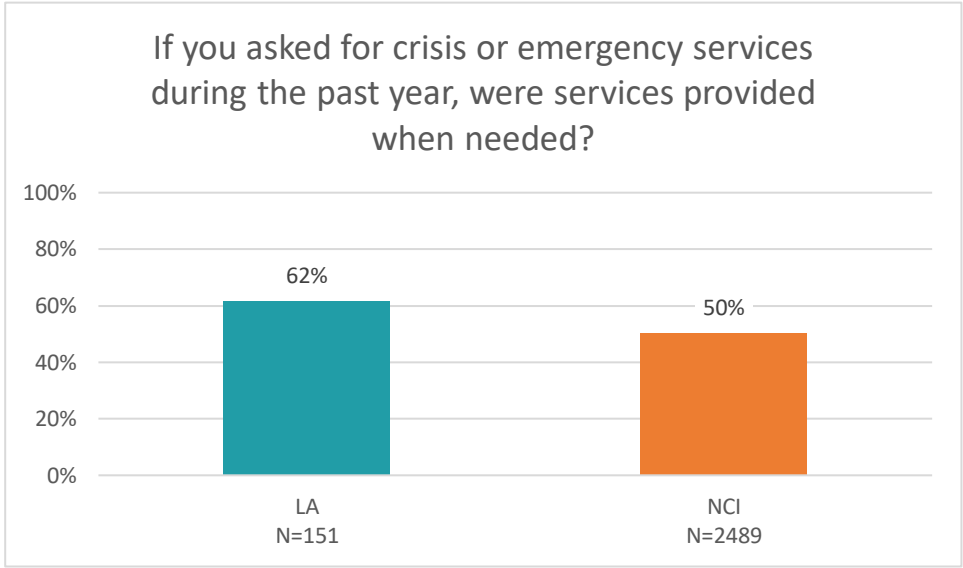

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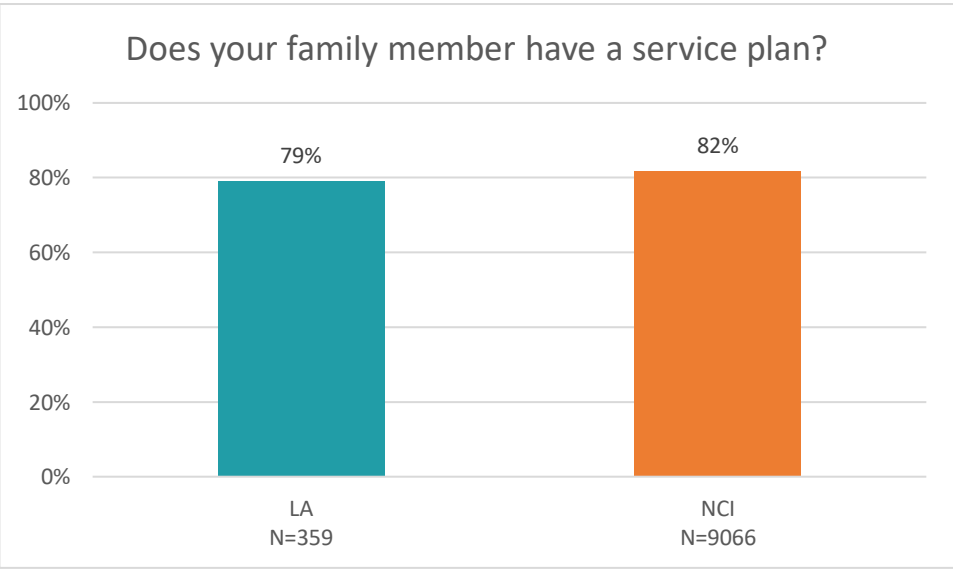

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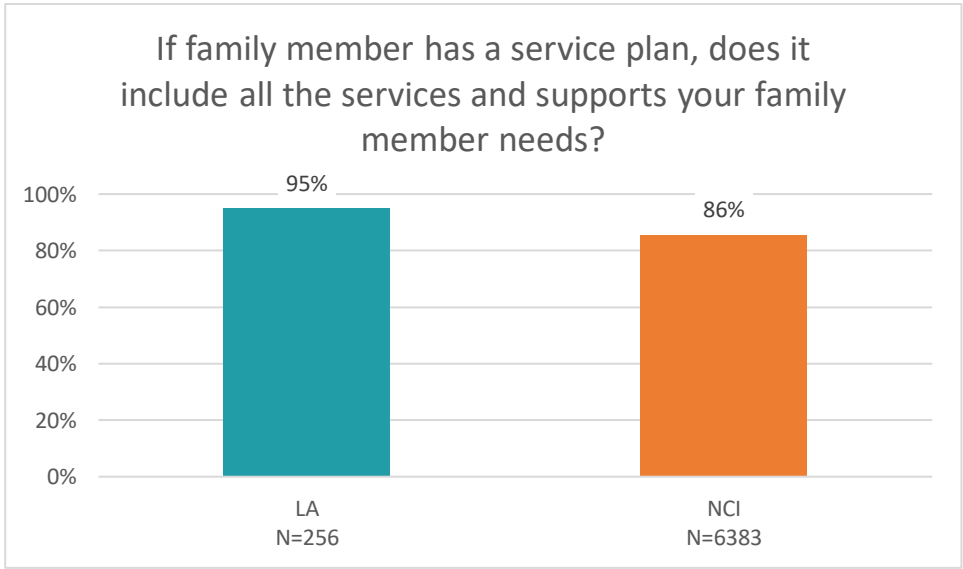

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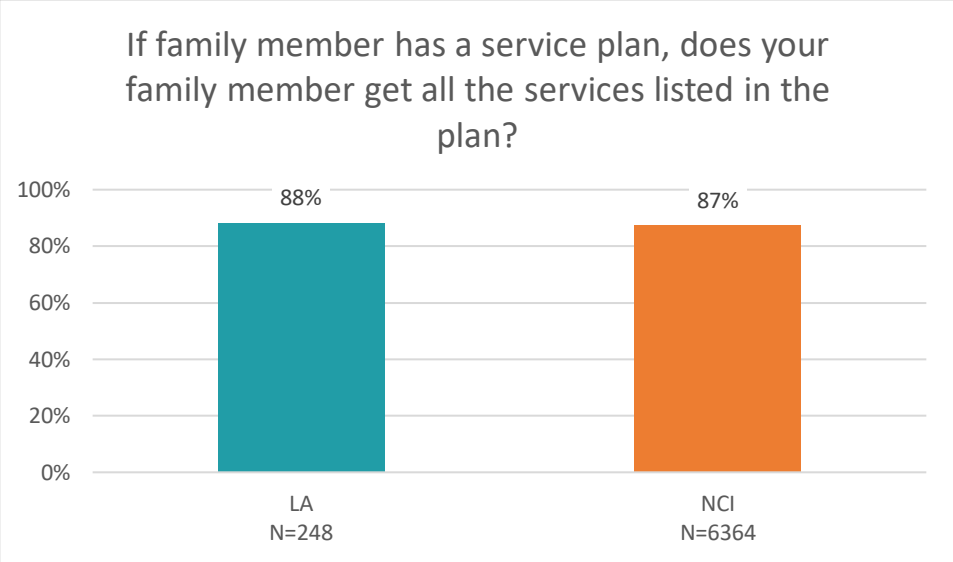


Chart 10.

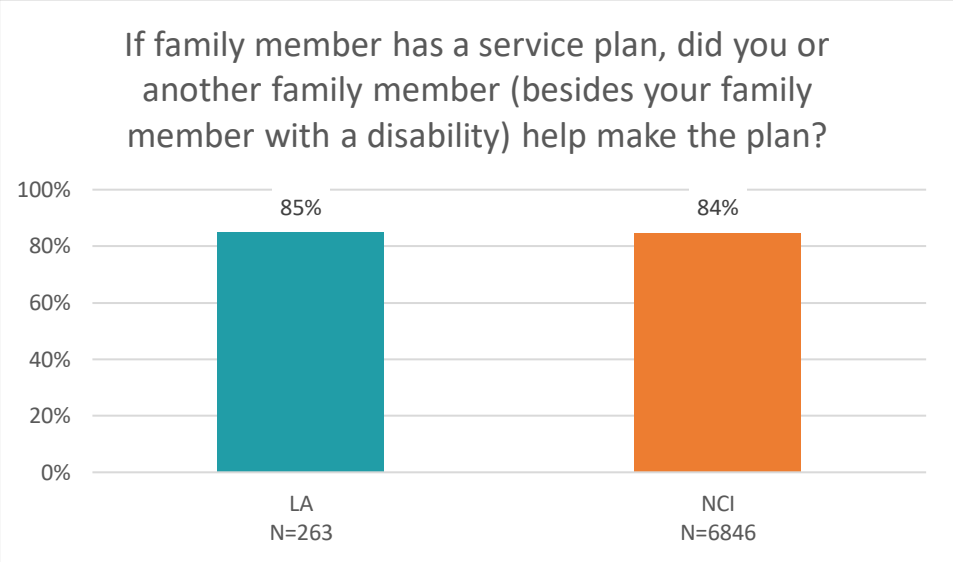
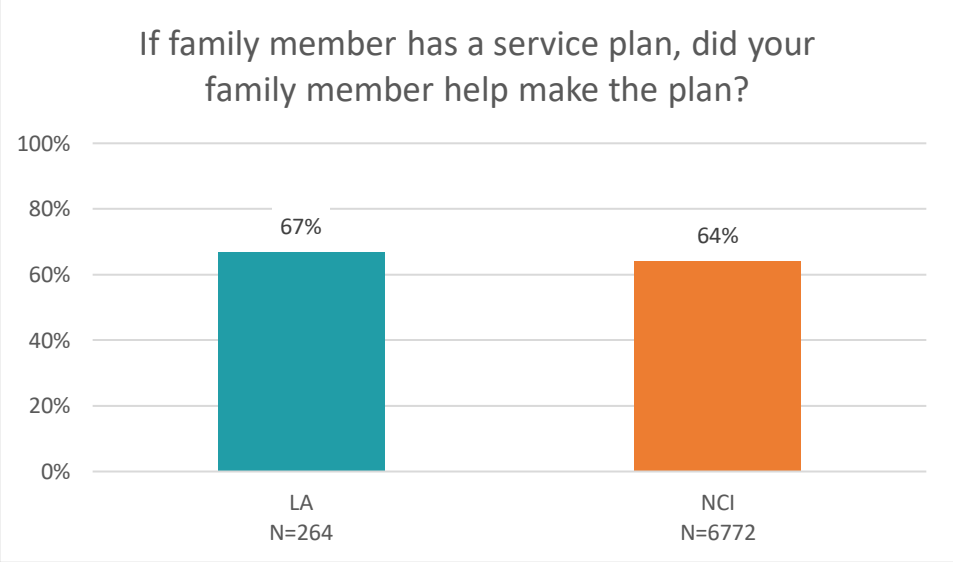


Chart 11.



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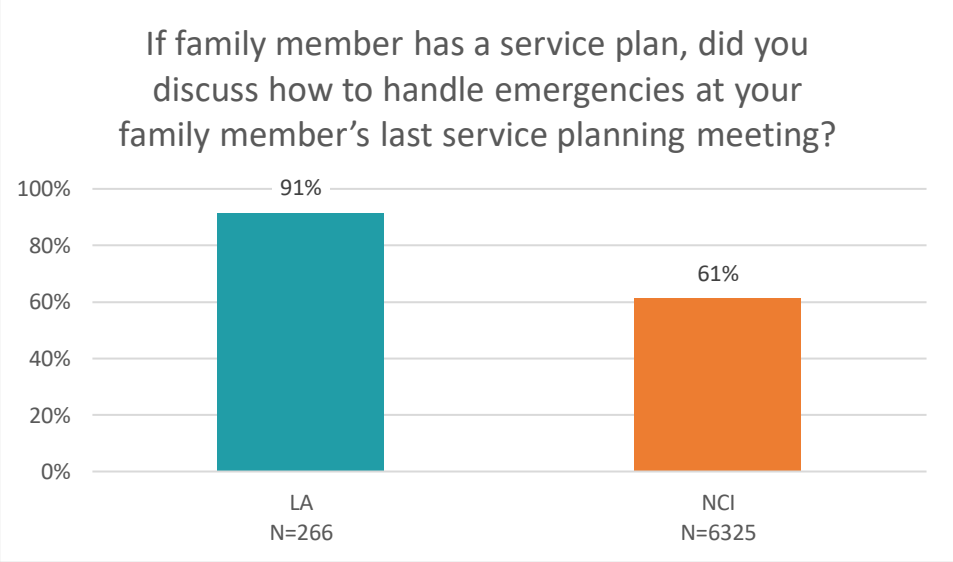

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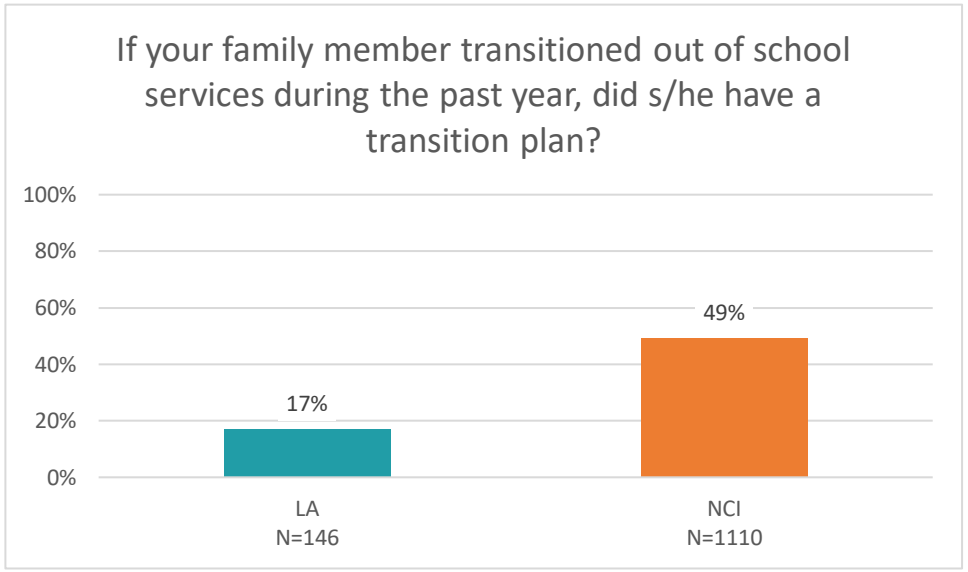

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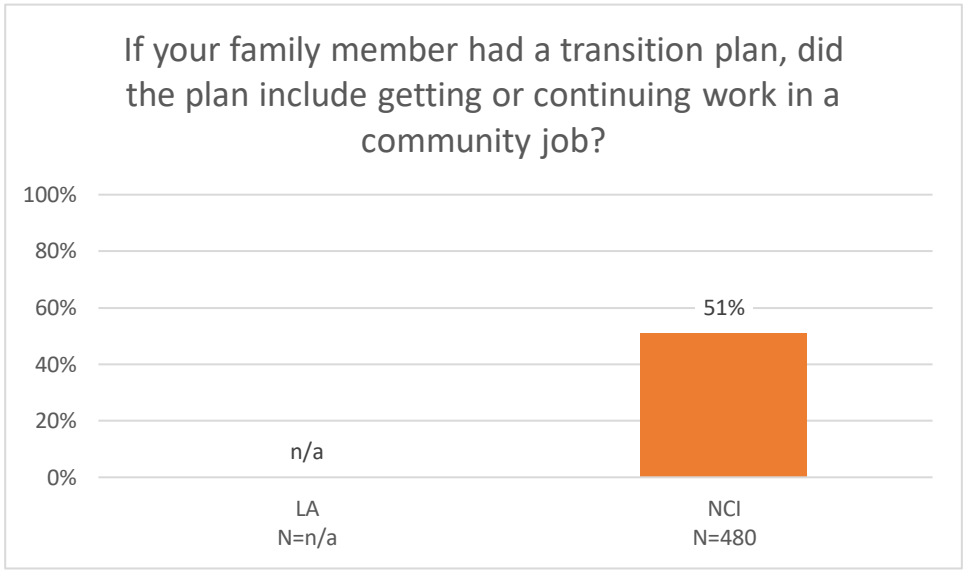

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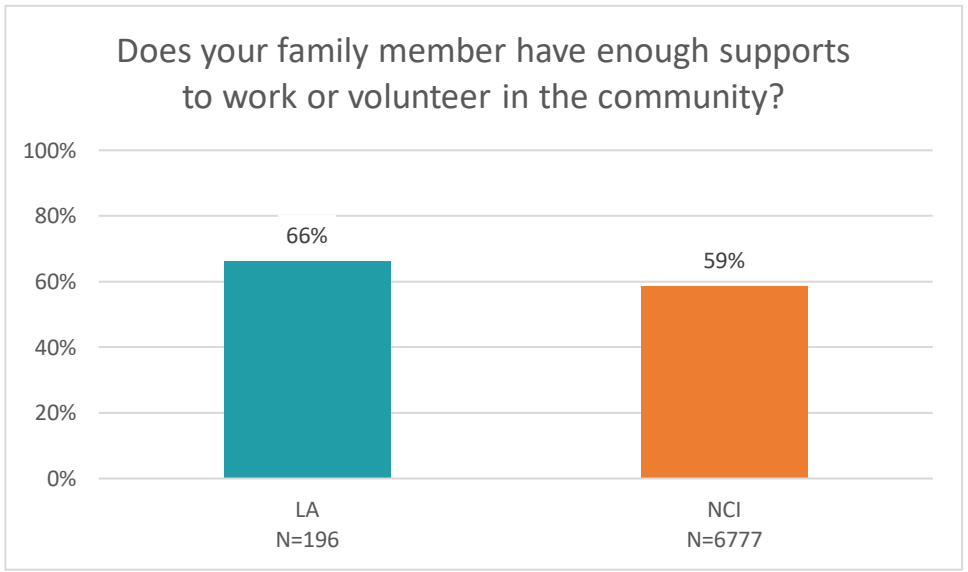

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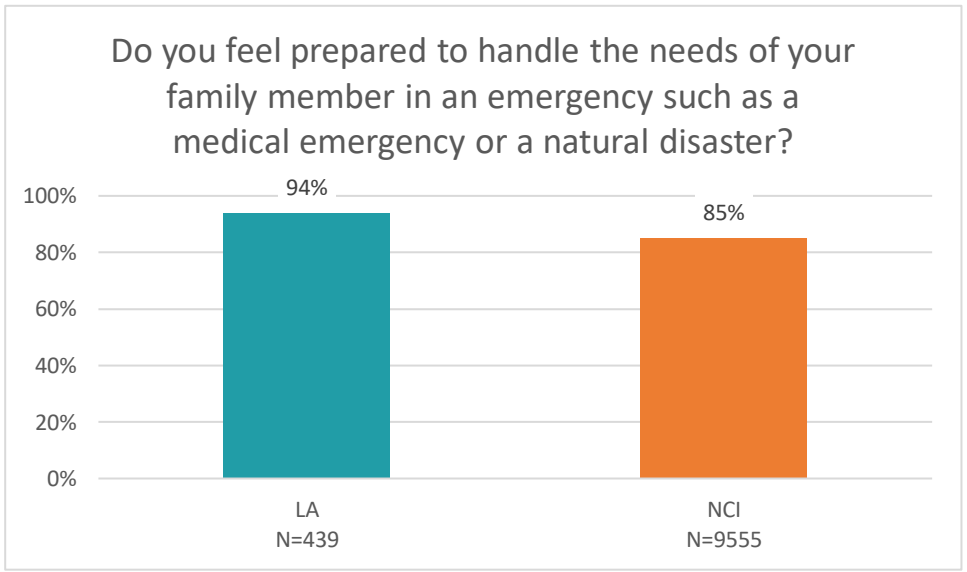


Tables for Information and Planning

Table 24. Information and Planning—Always Responses

		Always	Usually	Sometimes	Seldom/Never	N
Do you get enough information to take part in planning services for your family member?	LA▲	46%	33%	14%	7%	430
	NCI	37%	34%	18%	10%	10,139
Is the information you get about services and supports easy to understand?	LA	40%	34%	21%	5%	435
	NCI	35%	39%	21%	6%	10,236
Does the case manager/service coordinator respect your family's choices and opinions?	LA▲	74%	19%	6%	2%	449
	NCI	68%	23%	7%	3%	10,493
Do you have enough information about other public services for which your family is eligible?	LA▲	42%	27%	15%	17%	405
	NCI	33%	27%	18%	22%	9,401

Table 25. Respondent Needs Help With Future Planning Needs

		Yes
Employment	LA	26%
	NCI	36%
Financial	LA	35%
	NCI	36%
Housing	LA	45%
	NCI	52%
Legal	LA	36%
	NCI	35%
Medical	LA	37%
	NCI	35%
Social and Relationships	LA	30%
	NCI	36%
Transition from School	LA	7%
	NCI	14%
Recreation, Having Fun	LA	39%
	NCI	44%
Other	LA	11%
	NCI	13%
N	LA	238
	NCI	7,100

Table 26. Information and Planning—Yes Responses

		Yes	No	N
If you asked for crisis or emergency services during the past year, were services provided when needed?	LA▲	62%	38%	151
	NCI	50%	50%	2,489
Does your family member have a service plan?	LA	79%	21%	359
	NCI	82%	18%	9,066
If your family member has a service plan…				
Does it include all the services and supports your family member needs?	LA▲	95%	5%	256
	NCI	86%	14%	6,383
Does your family member get all the services listed in the plan?	LA	88%	12%	248
	NCI	87%	13%	6,364
Did you or another family member (besides your family member with a disability) help make the plan?	LA	85%	15%	263
	NCI	84%	16%	6,846
Did your family member help make the plan?	LA	67%	33%	264
	NCI	64%	36%	6,772
Did you discuss how to handle emergencies at your family member's last service planning meeting?	LA▲	91%	9%	266
	NCI	61%	39%	6,325
If your family member transitioned out of school services during the past year, did s/he have a transition plan?	LA▼	17%	83%	146
	NCI	49%	51%	1,110
If your family member had a transition plan, did the plan include getting or continuing work in a community job?	LA	n/a	n/a	n/a
	NCI	51%	49%	480
Does your family member have enough supports (for example, support workers, community resources) to work or volunteer in the community?	LA	66%	34%	196
	NCI	59%	41%	6,777
Do you feel prepared to handle the needs of your family member in an emergency such as a medical emergency or a natural disaster?	LA▲	94%	6%	439
	NCI	85%	15%	9,555

Access and Delivery of Services and Supports

Families and family members with disabilities get the services and supports they need.

Charts for Access and Delivery of Services and Supports

Chart 17.

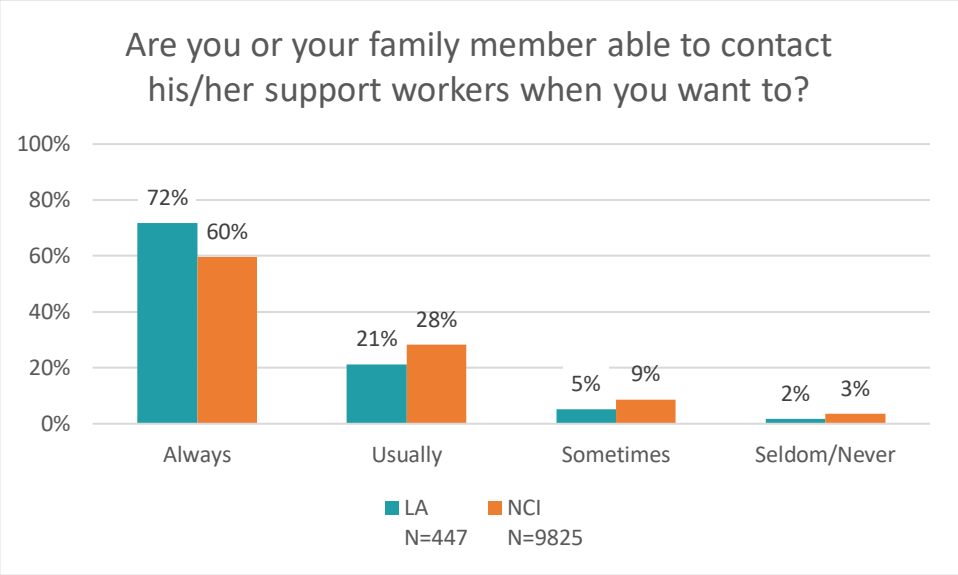


Chart 18.

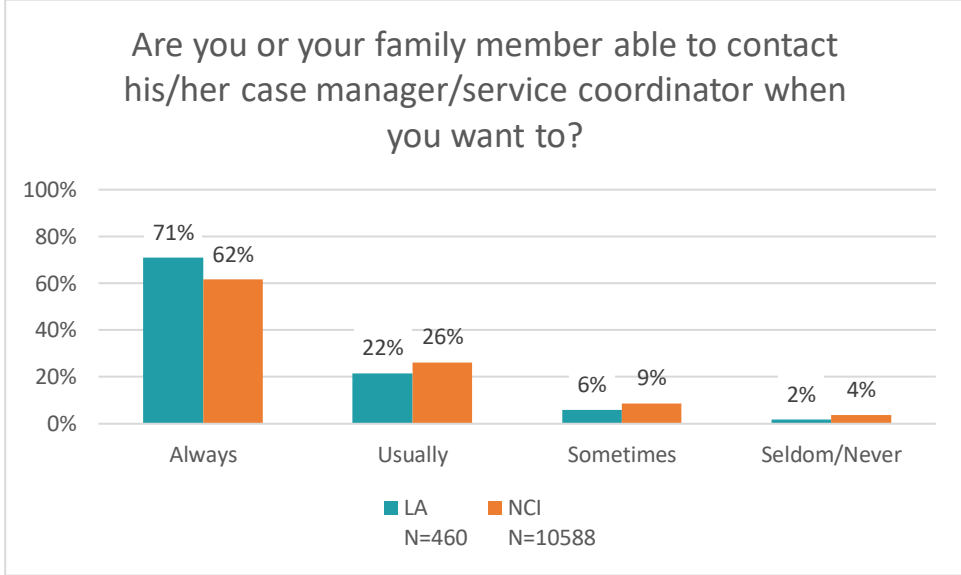


Chart 19.

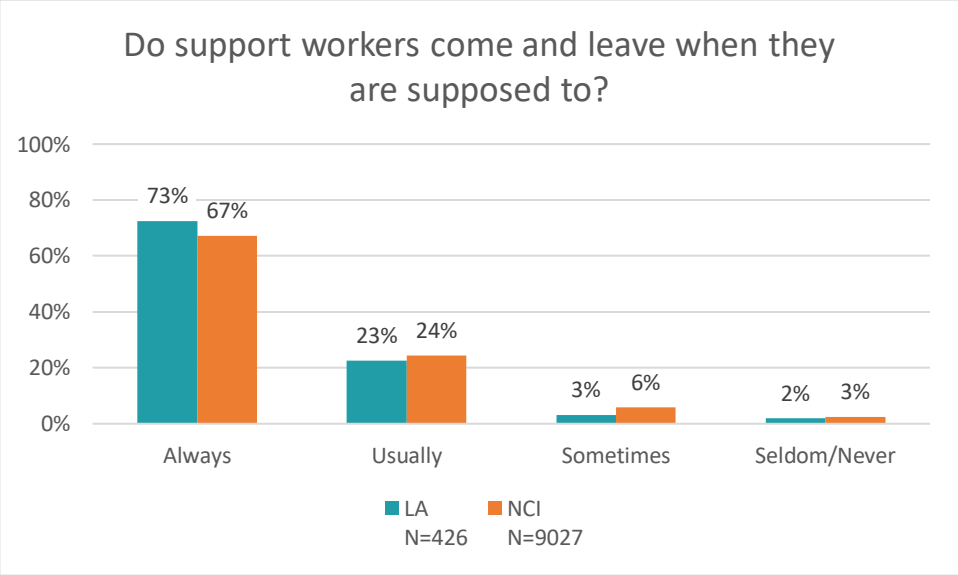


Chart 20.

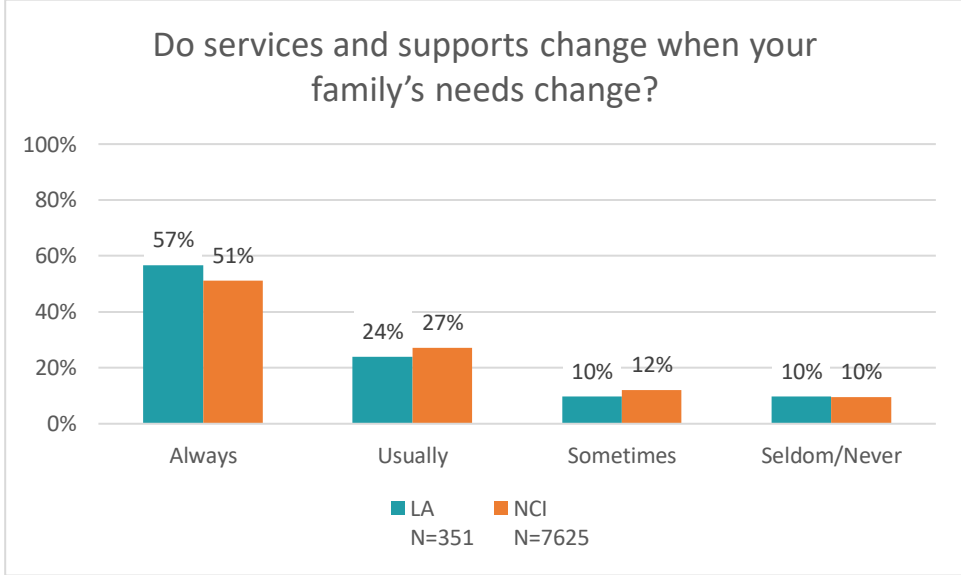
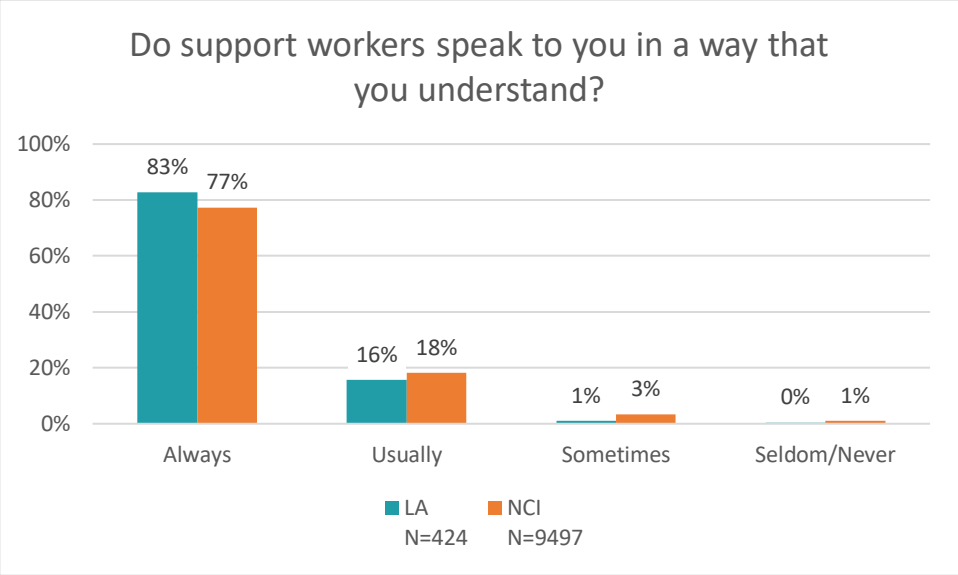


Chart 21.



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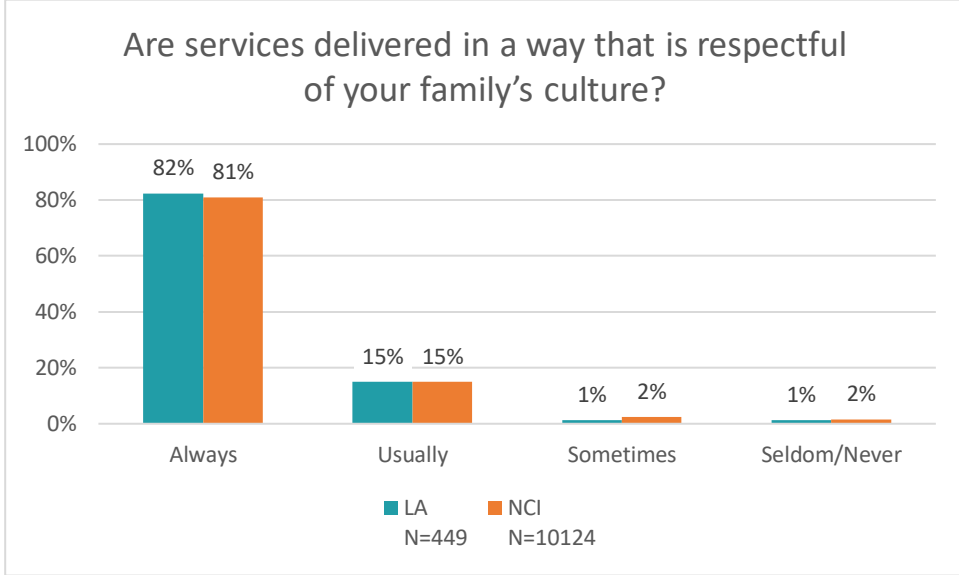

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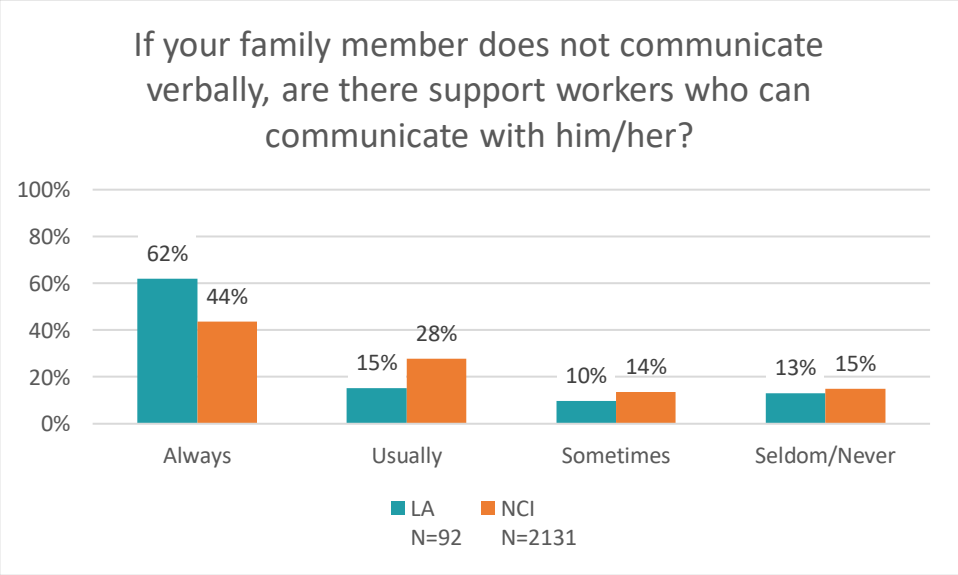

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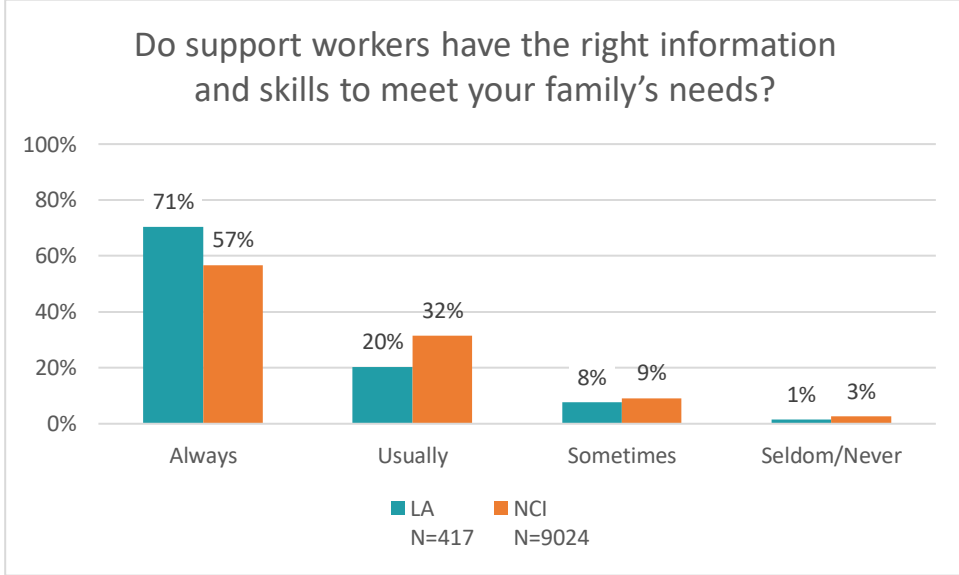

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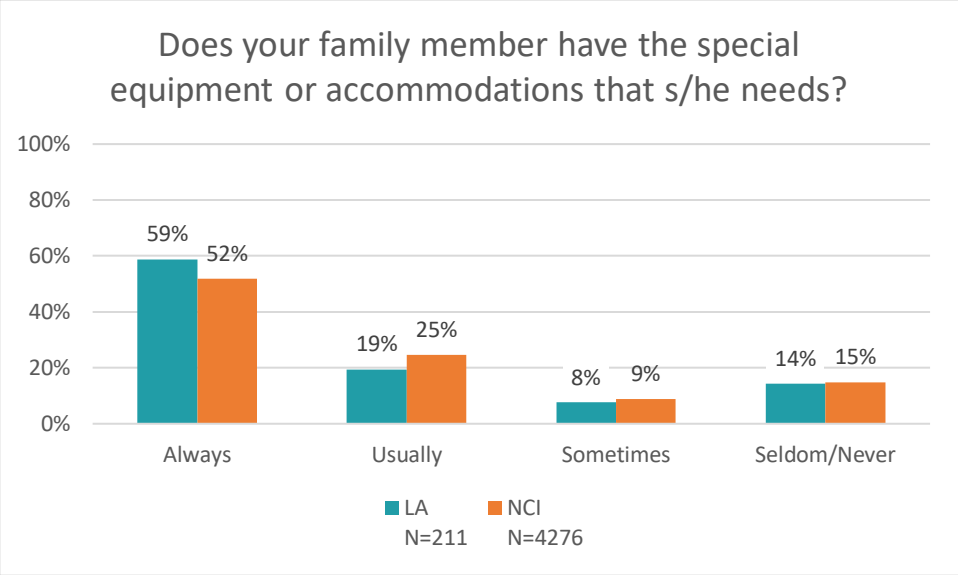
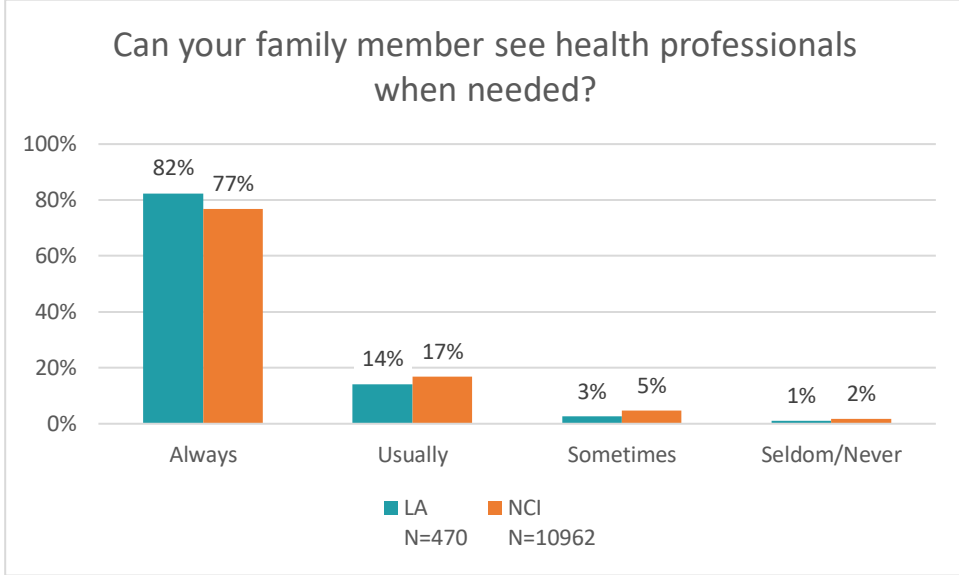


Chart 26.



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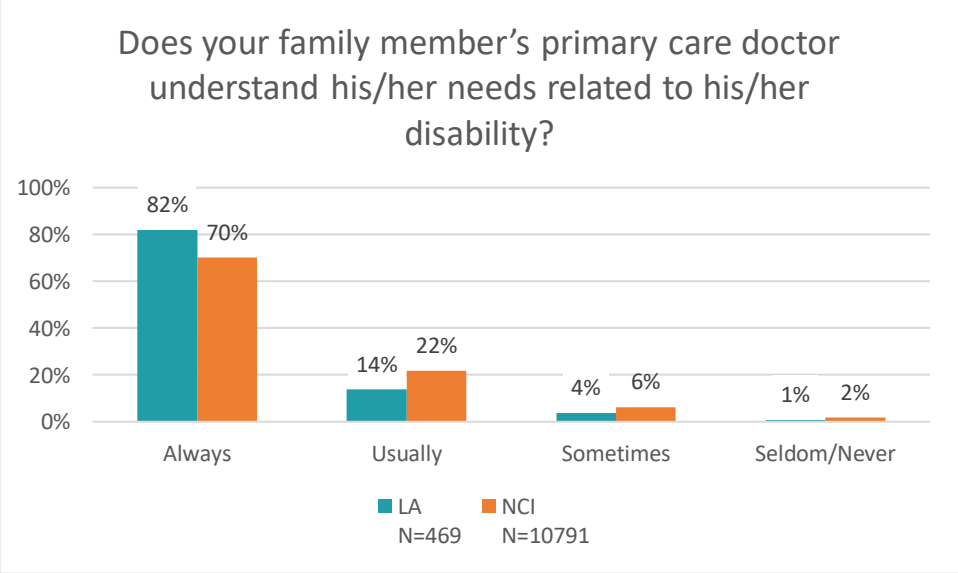
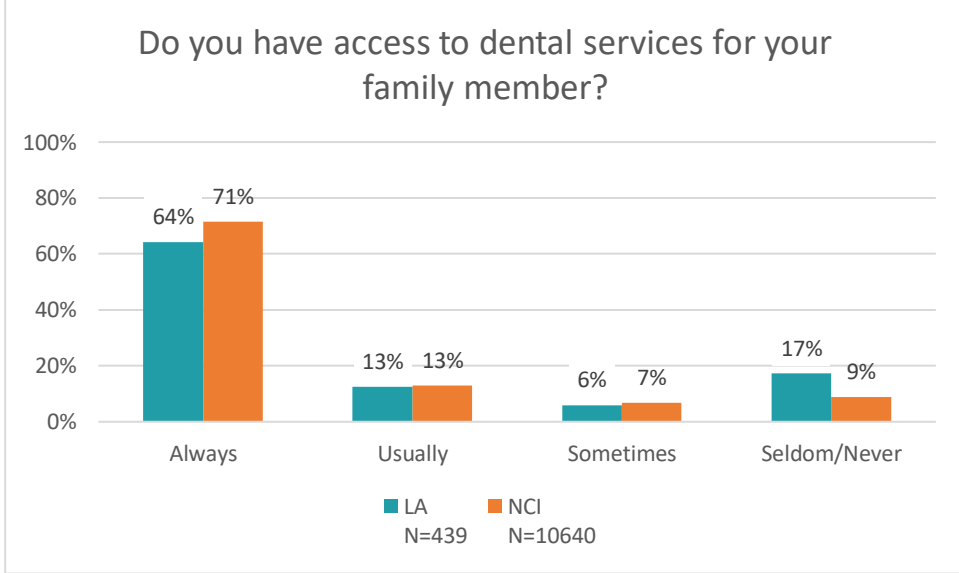


Chart 28.



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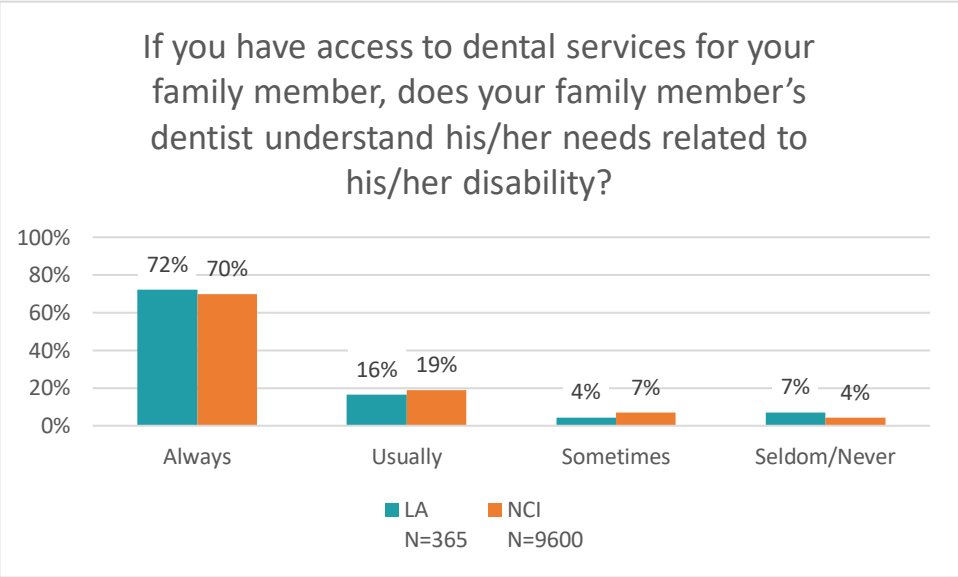


Chart 30.

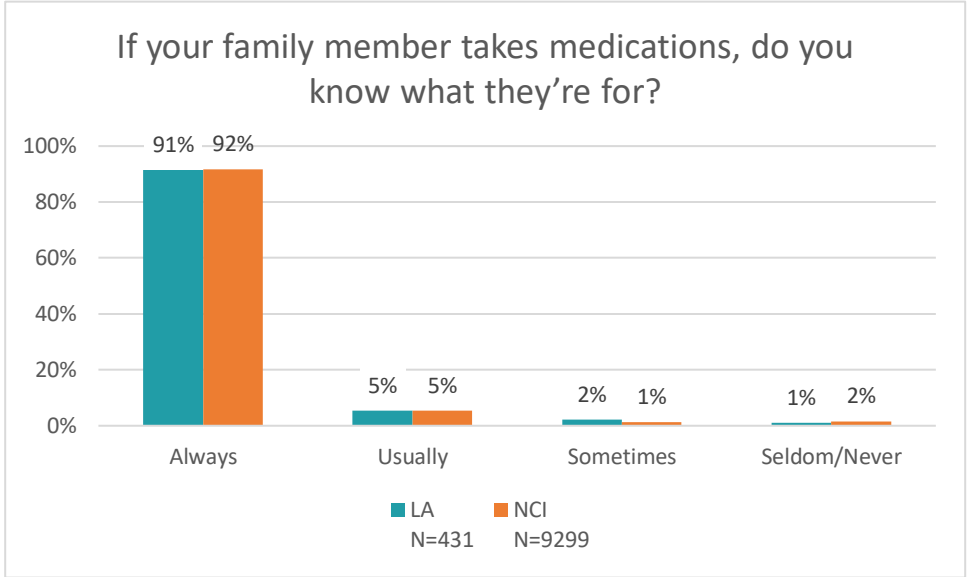
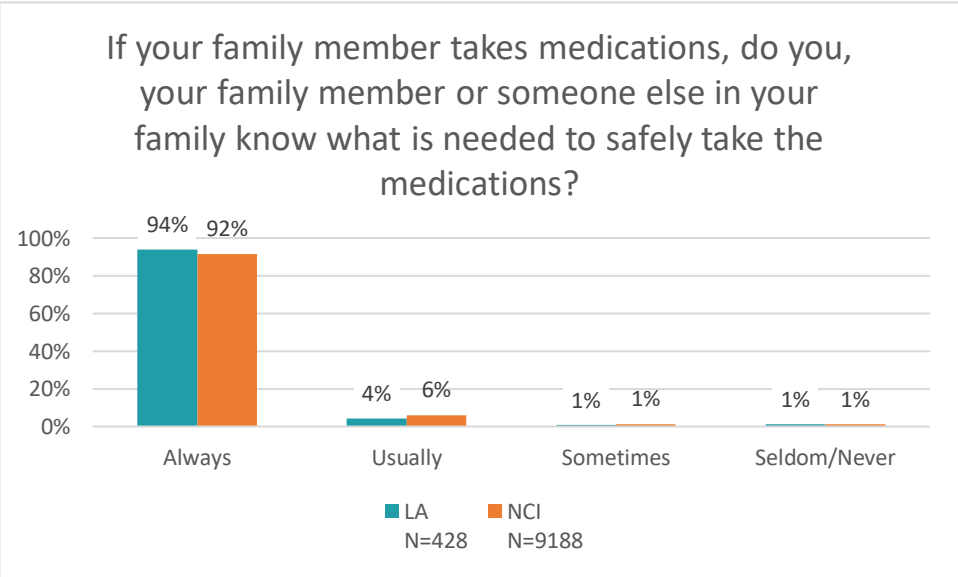


Chart 31.



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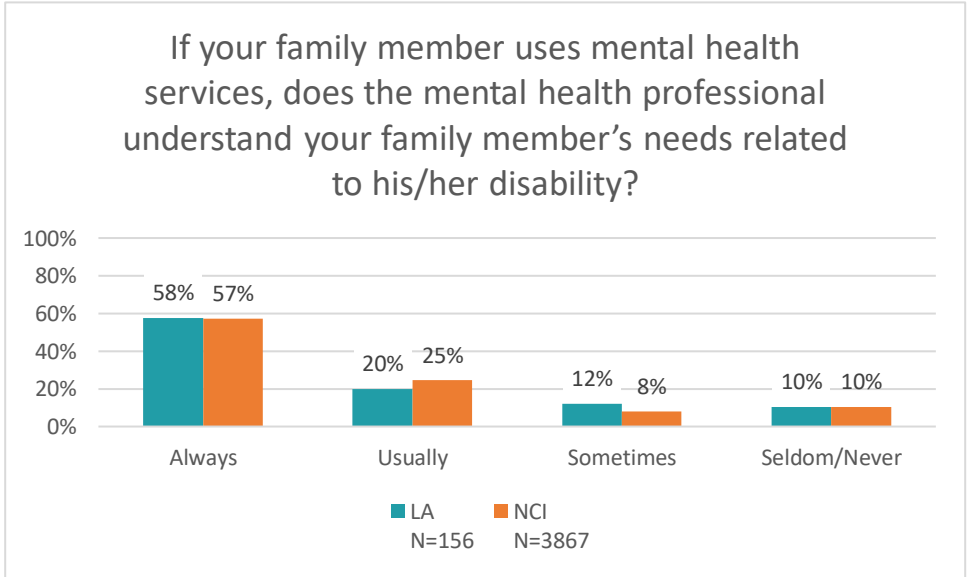

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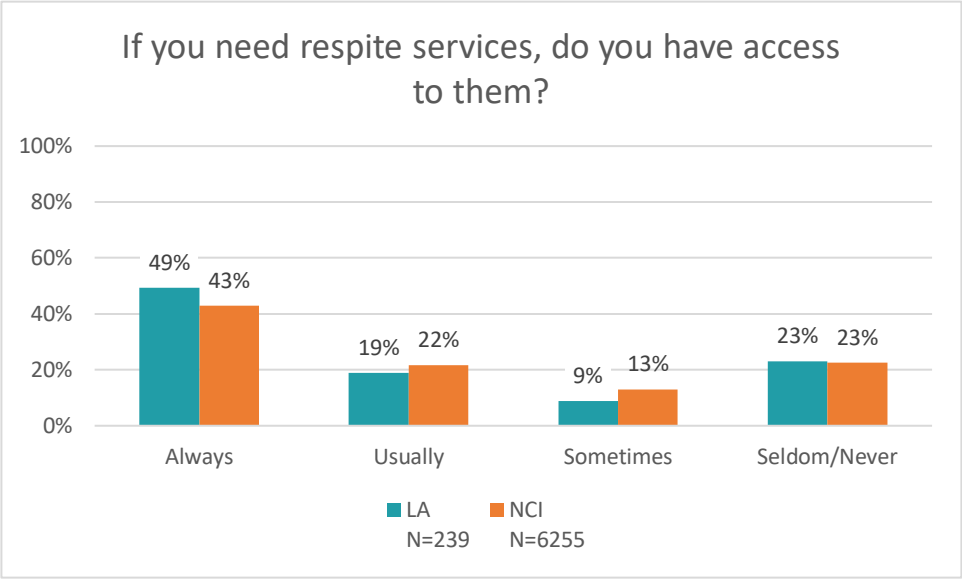

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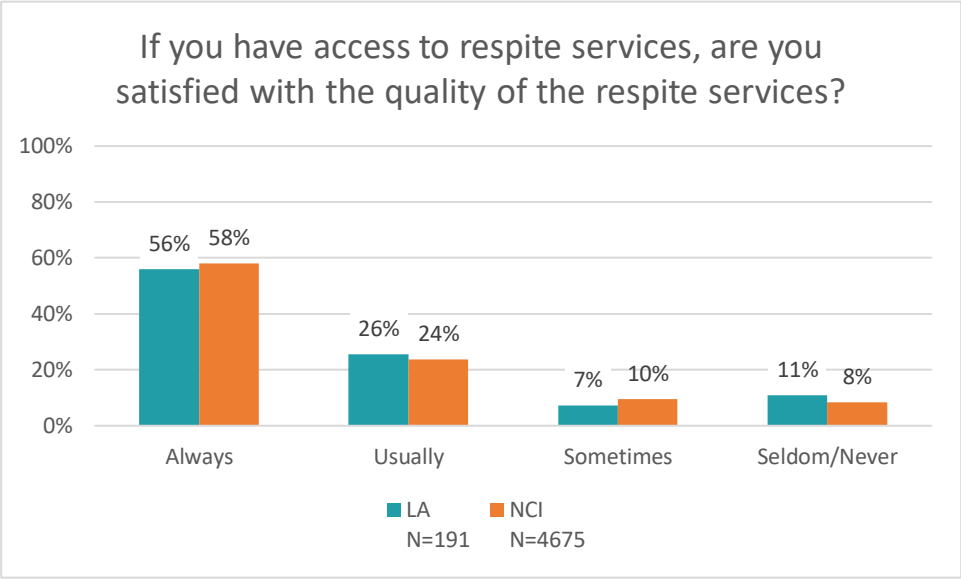

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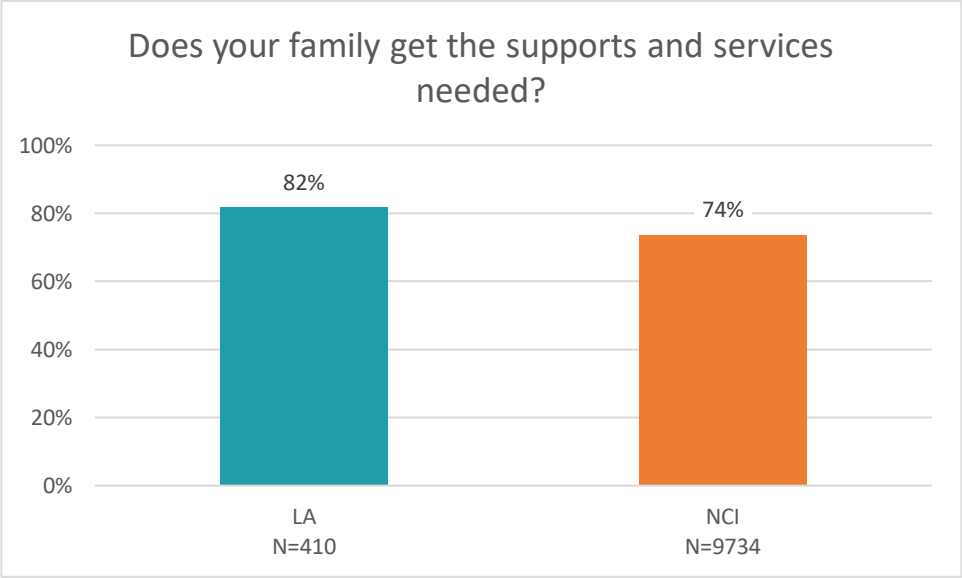
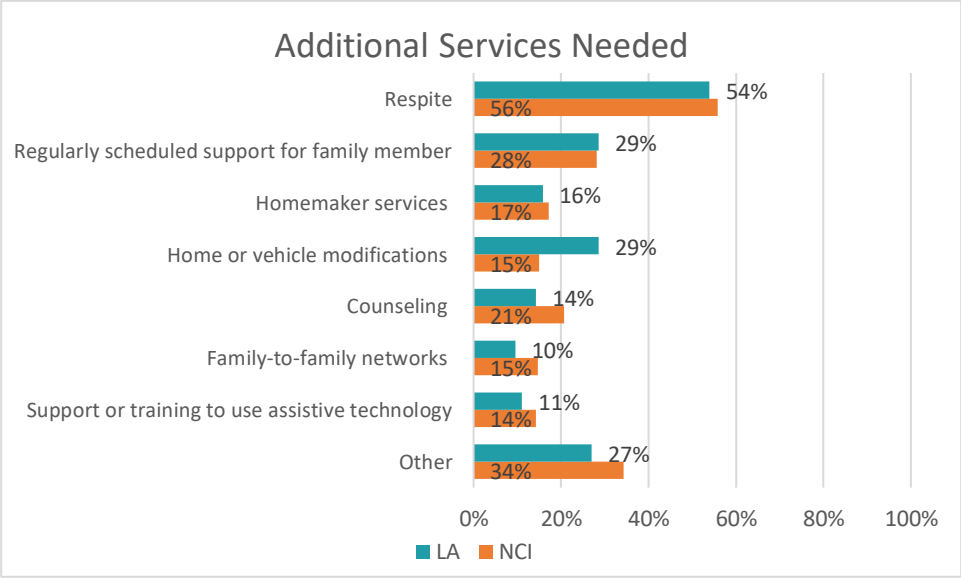


Chart 36. *



*Categories are not mutually exclusive and N may differ by category; therefore, N is not shown

Tables for Access and Delivery of Services and Supports

Table 27. Access and Delivery of Services and Supports—Always Responses

		Always	Usually	Sometimes	Seldom/Never	N
Are you or your family member able to contact his/her support workers when you want to?	LA▲	72%	21%	5%	2%	447
	NCI	60%	28%	9%	3%	9,825
Are you or your family member able to contact his/her case manager/service coordinator when you want to?	LA▲	71%	22%	6%	2%	460
	NCI	62%	26%	9%	4%	10,588
Do support workers come and leave when they are supposed to?	LA	73%	23%	3%	2%	426
	NCI	67%	24%	6%	3%	9,027
Do services and supports change when your family's needs change?	LA	57%	24%	10%	10%	351
	NCI	51%	27%	12%	10%	7,625
Do support workers speak to you in a way that you understand?	LA▲	83%	16%	1%	0%	424
	NCI	77%	18%	3%	1%	9,497
Are services delivered in a way that is respectful of your family's culture?	LA	82%	15%	1%	1%	449
	NCI	81%	15%	2%	2%	10,124
If your family member does not communicate verbally, are there support workers who can communicate with him/her?	LA▲	62%	15%	10%	13%	92
	NCI	44%	28%	14%	15%	2,131
Do support workers have the right information and skills to meet your family's needs?	LA▲	71%	20%	8%	1%	417
	NCI	57%	32%	9%	3%	9,024
Does your family member have the special equipment or accommodations that s/he needs?	LA	59%	19%	8%	14%	211
	NCI	52%	25%	9%	15%	4,276

Table 28. Access and Delivery of Services and Supports—Always Responses (continued)

		Always	Usually	Sometimes	Seldom/Never	N
Can your family member see health professionals when needed?	LA▲	82%	14%	3%	1%	470
	NCI	77%	17%	5%	2%	10,962
Does your family member's primary care doctor understand his/her needs related to his/her disability?	LA▲	82%	14%	4%	1%	469
	NCI	70%	22%	6%	2%	10,791
Do you have access to dental services for your family member?	LA▼	64%	13%	6%	17%	439
	NCI	71%	13%	7%	9%	10,640
If you have access to dental services for your family member, does your family member's dentist understand his/her needs related to his/her disability?	LA	72%	16%	4%	7%	365
	NCI	70%	19%	7%	4%	9,600
If your family member takes medications, do you know what they're for?	LA	91%	5%	2%	1%	431
	NCI	92%	5%	1%	2%	9,299
If your family member takes medications, do you, your family member or someone else in your family know what is needed to safely take the medications?	LA	94%	4%	1%	1%	428
	NCI	92%	6%	1%	1%	9,188
If your family member uses mental health services, does the mental health professional understand your family member's needs related to his/her disability?	LA	58%	20%	12%	10%	156
	NCI	57%	25%	8%	10%	3,867
If you need respite services, do you have access to them?	LA	49%	19%	9%	23%	239
	NCI	43%	22%	13%	23%	6,255
If you have access to respite services, are you satisfied with the quality of the respite services?	LA	56%	26%	7%	11%	191
	NCI	58%	24%	10%	8%	4,675

Table 29. Access and Delivery of Services and Supports—Yes Responses

		Yes	No	N
Does your family get the supports and services needed?	LA▲	82%	18%	410
	NCI	74%	26%	9,734

Table 30. Additional Services Needed *

		Needs Service
Respite	LA	54%
	NCI	56%
Regularly scheduled support for family member	LA	29%
	NCI	28%
Homemaker services	LA	16%
	NCI	17%
Home or vehicle modifications	LA	29%
	NCI	15%
Counseling	LA	14%
	NCI	21%
Family-to-family networks	LA	10%
	NCI	15%
Support/training to use family member's assistive technology	LA	11%
	NCI	14%
Other	LA	27%
	NCI	34%

*Categories are not mutually exclusive and N may differ by category; therefore, N is not shown

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.

Charts for Choice, Decision Making and Control

Chart 37.

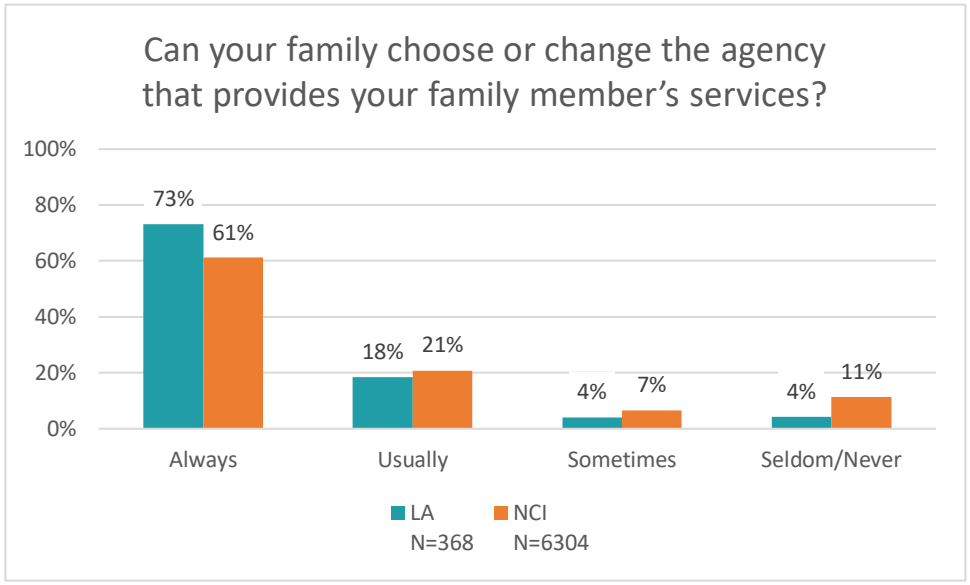


Chart 38.

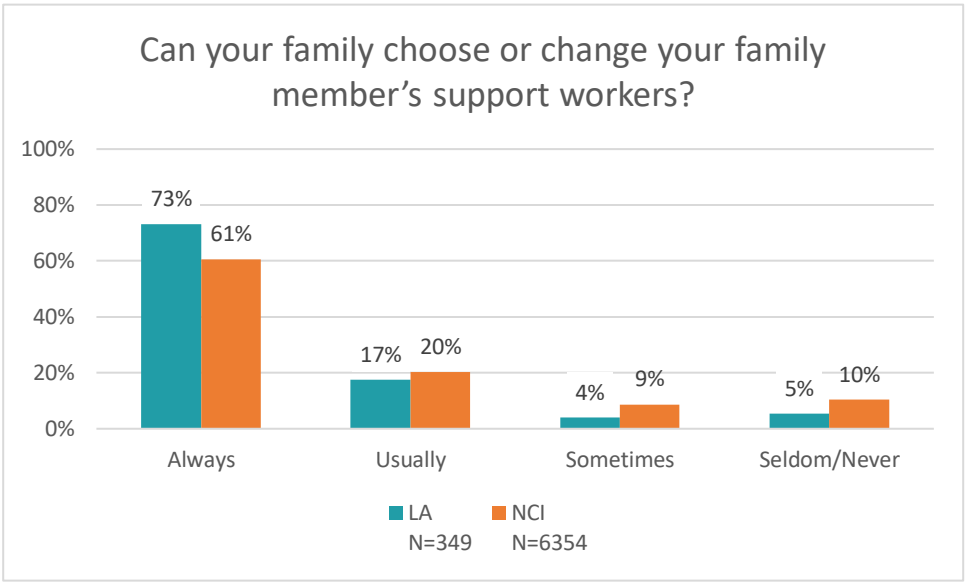


Chart 39.

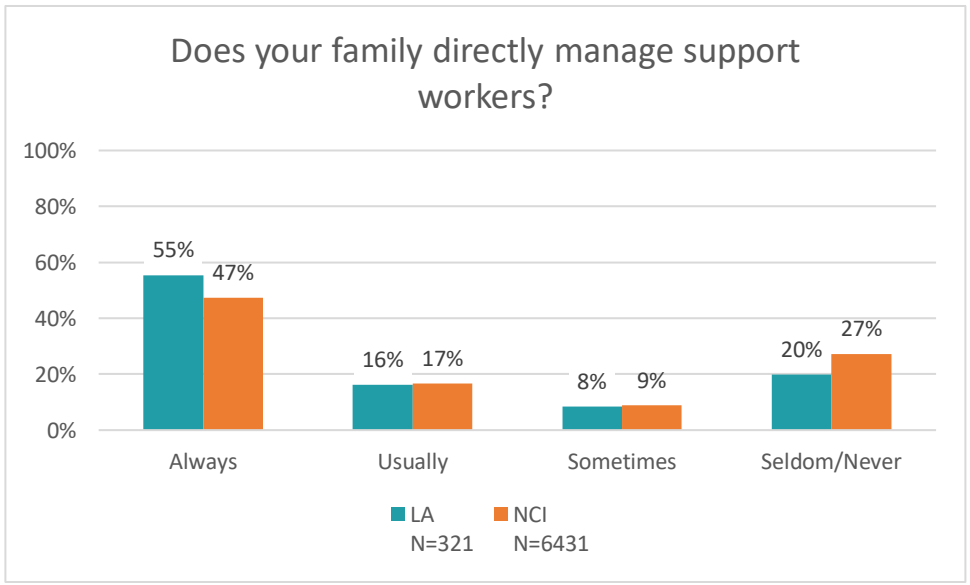


Chart 40.

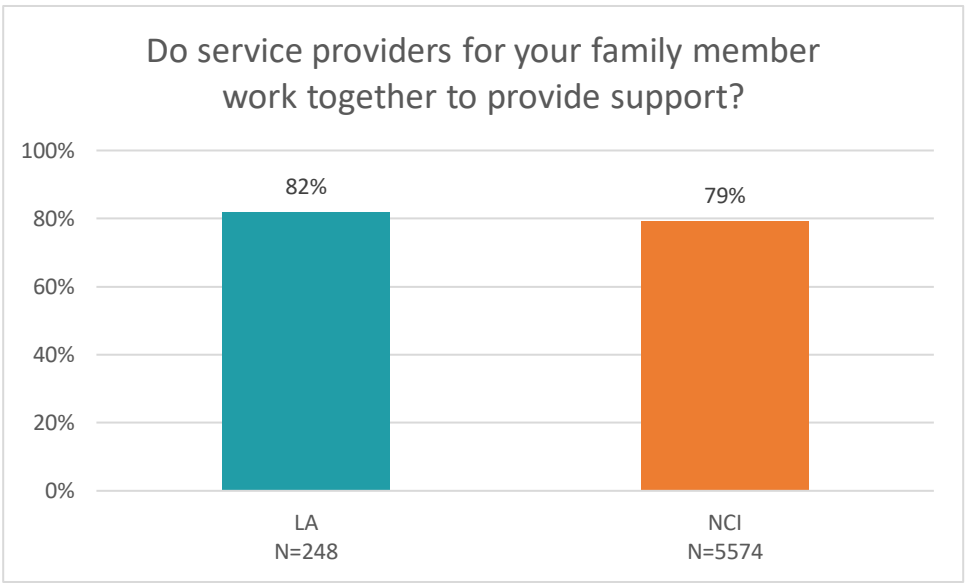
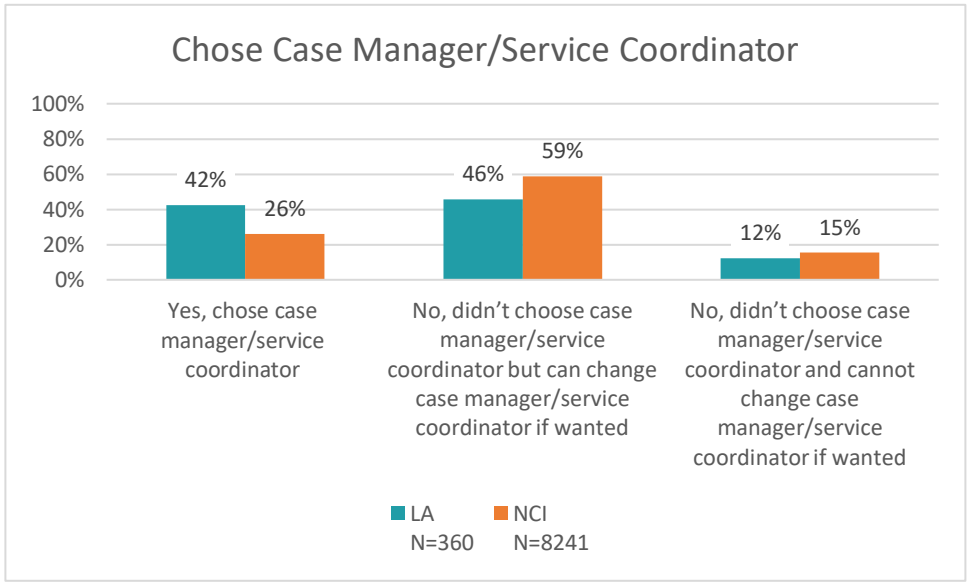


Chart 41.


Chose Case Manager/Service Coordinator
100%
80%
60%
40%
20%
0%
42%
26%
46%
59%
12%
15%
Yes, chose case manager/service coordinator
No, didn't choose case manager/service coordinator but can change case manager/service coordinator if wanted
No, didn't choose case manager/service coordinator and cannot change case manager/service coordinator if wanted
LA N=360
NCI N=8241

Tables for Choice, Decision Making and Control

Table 31. Choice and Control—Always Responses

		Always	Usually	Sometimes	Seldom/Never	N
Can your family choose or change the agency that provides your family member's services?	LA▲	73%	18%	4%	4%	368
	NCI	61%	21%	7%	11%	6,304
Can your family choose or change your family member's support workers?	LA▲	73%	17%	4%	5%	349
	NCI	61%	20%	9%	10%	6,354
Does your family directly manage support workers?	LA▲	55%	16%	8%	20%	321
	NCI	47%	17%	9%	27%	6,431

Table 32. Choice and Control—Yes Responses

		Yes	No	N
Do service providers for your family member work together to provide support?	LA	82%	18%	248
	NCI	79%	21%	5,574

Table 33. Family member, or someone else in your family chose case manager/service coordinator

		Chose Case Manager/ Service Coordinator
Yes, chose case manager/service coordinator	LA▲	42%
	NCI	26%
No, didn't choose case manager/service coordinator but can change case manager/service coordinator if wanted	LA▲	46%
	NCI	59%
No, didn't choose case manager/service coordinator and cannot change case manager/service coordinator if wanted	LA▲	12%
	NCI	15%
N	LA▲	360
	NCI	8,241

Involvement in the Community

Family members with disabilities use integrated community services and participate in everyday community activities.

Charts for Involvement in the Community

Chart 42.

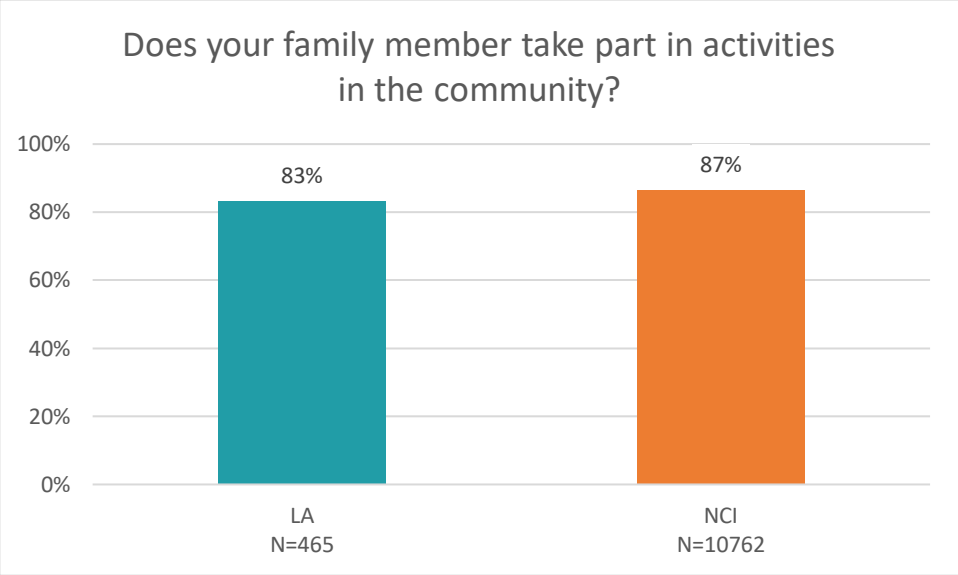


Chart 43. *

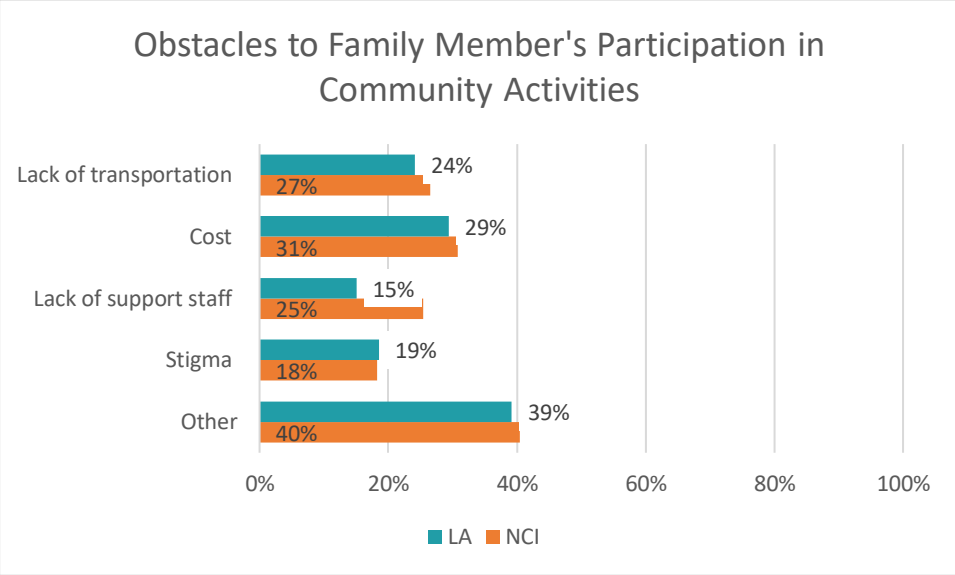


Chart 44.

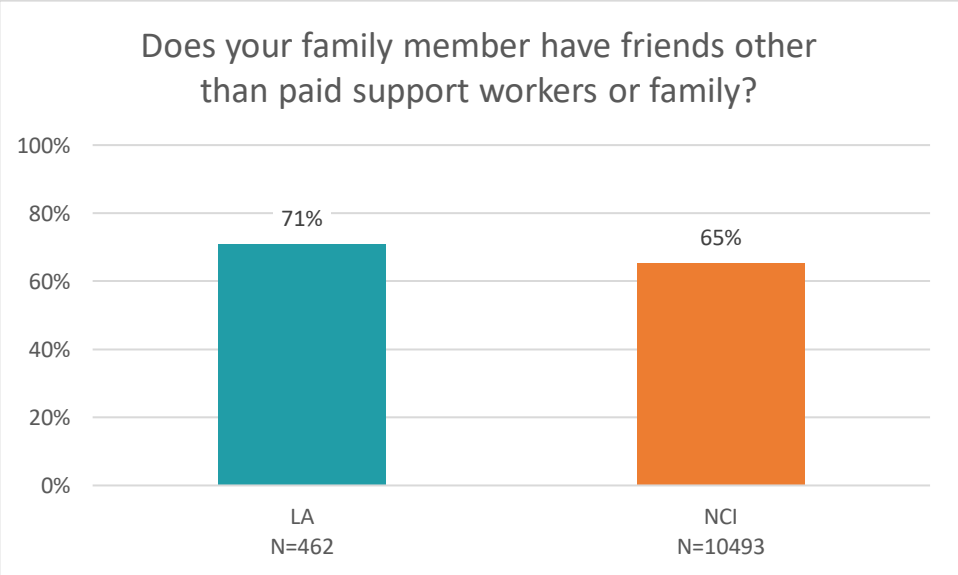
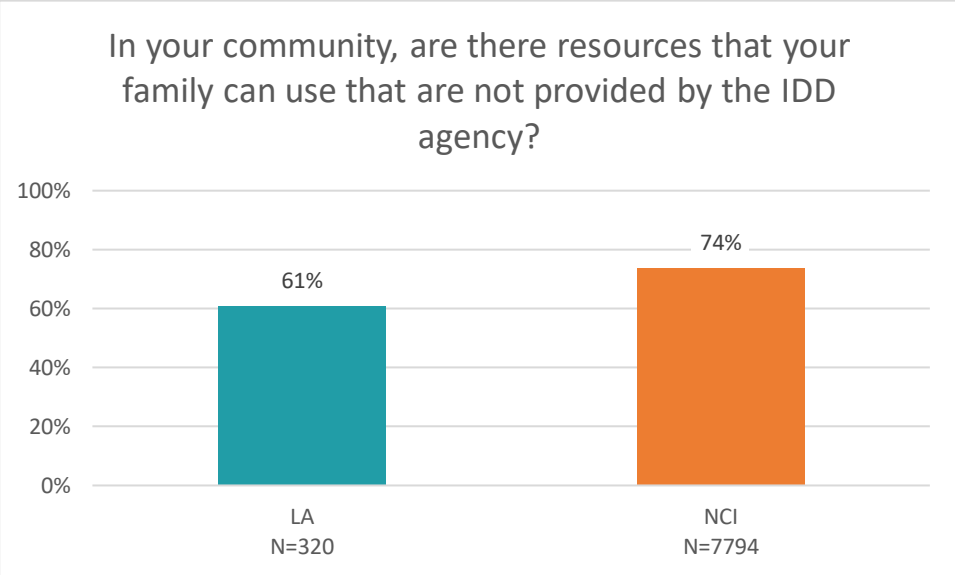
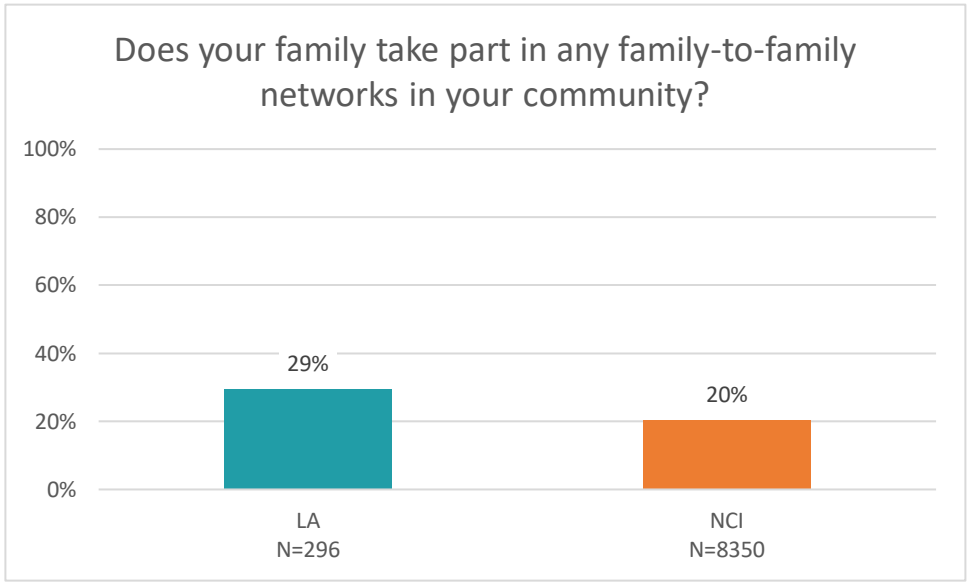


Chart 45.



*Categories are not mutually exclusive and N may differ by category; therefore, N is not shown

Chart 46.


Does your family take part in any family-to-family networks in your community?
100%
80%
60%
40%
20%
0%
29%
20%
LA
N=296
NCI
N=8350

Tables for Involvement in the Community

Table 34. Involvement in the Community

		Yes	No	N
Does your family member take part in activities in the community?	LA	83%	17%	465
	NCI	87%	13%	10,762

Table 35. Obstacles to Family Member's Participation in Community Activities *

		Obstacles /Barriers
Lack of transportation	LA	24%
	NCI	27%
Cost	LA	29%
	NCI	31%
Lack of support staff	LA	15%
	NCI	25%
Stigma	LA	19%
	NCI	18%
Other	LA	39%
	NCI	40%

*Categories are not mutually exclusive and N may differ by category; therefore, N is not shown

Table 36. Involvement in the Community—Yes Responses

		Yes	No	N
Does your family member have friends other than paid support workers or family?	LA▲	71%	29%	462
	NCI	65%	35%	10,493
In your community, are there resources that your family can use that are not provided by the IDD agency?	LA▼	61%	39%	320
	NCI	74%	26%	7,794
Does your family take part in any family-to-family networks in your community?	LA▲	29%	71%	296
	NCI	20%	80%	8,350

Satisfaction With Services and Supports

Families and family members with disabilities receive adequate and satisfactory supports.

Charts for Satisfaction With Services and Supports

Chart 47.

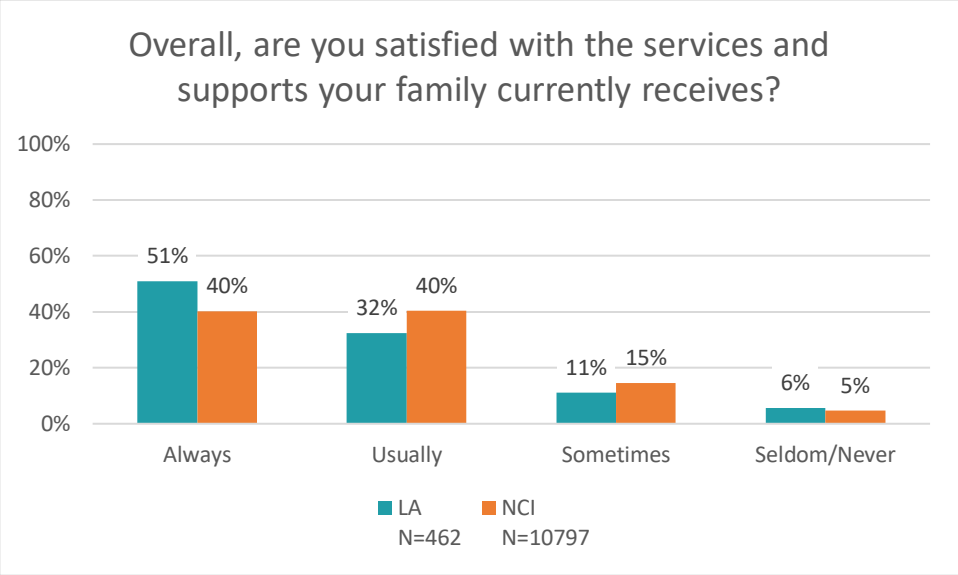


Chart 48. *

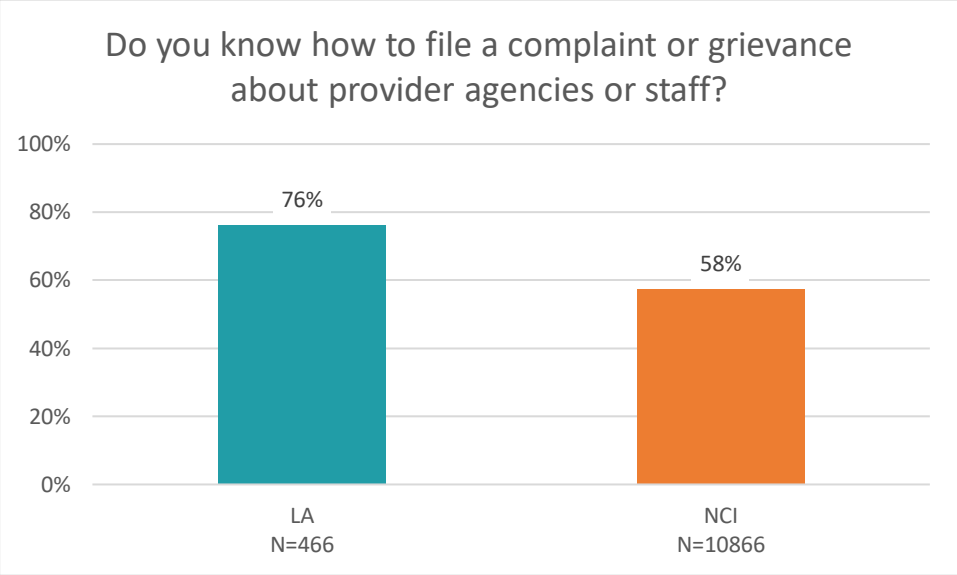


Chart 49.

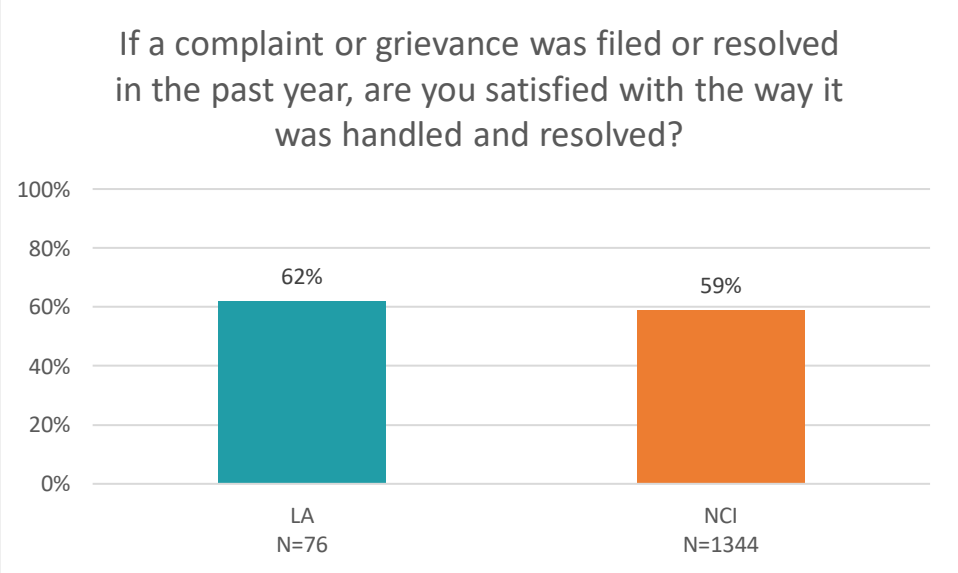
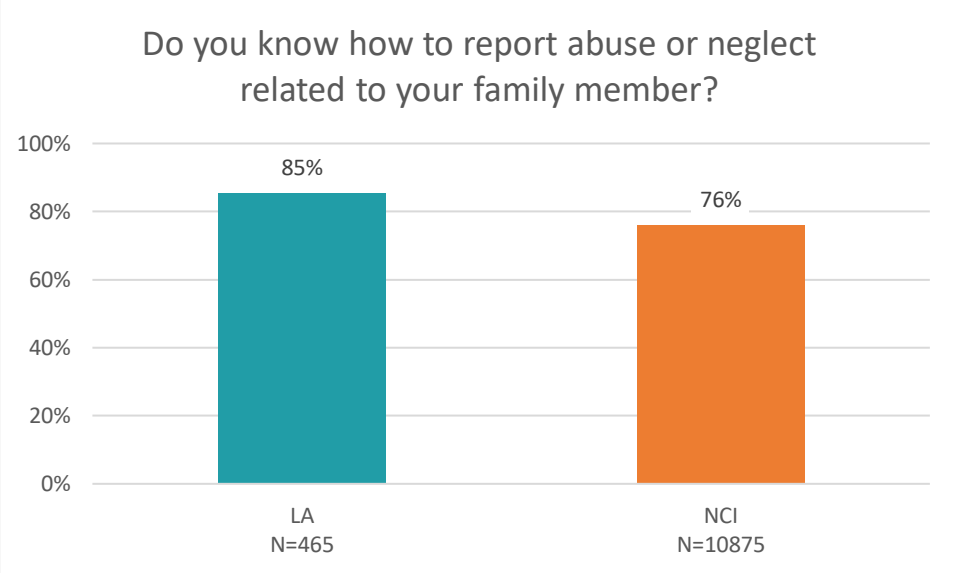


Chart 50. *



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

Chart 51.

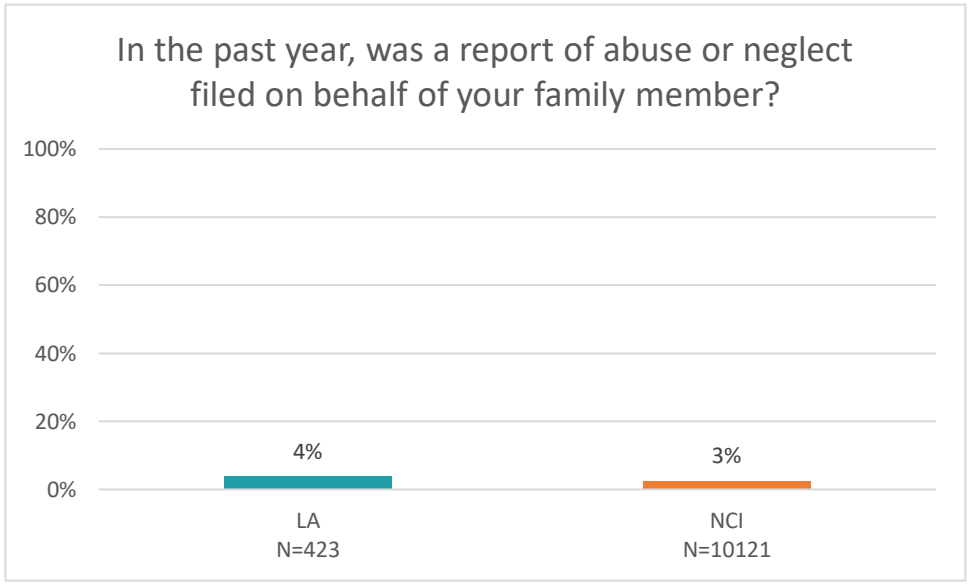


Chart 52.

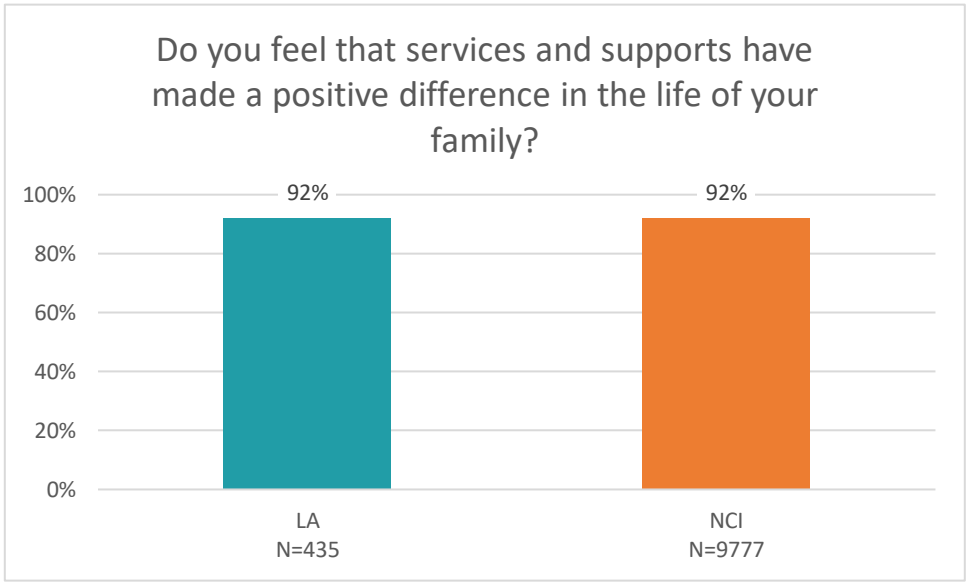


Chart 53.

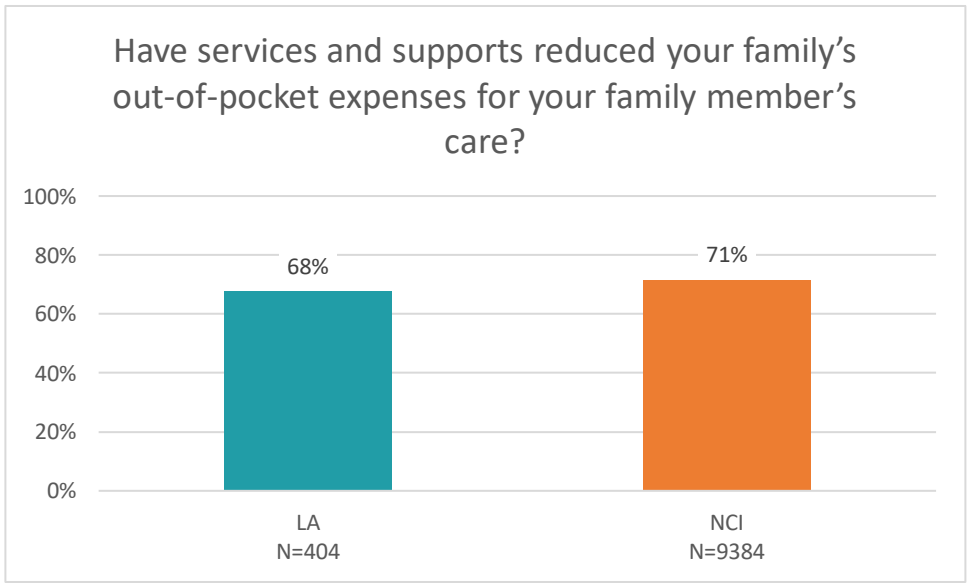


Chart 54.

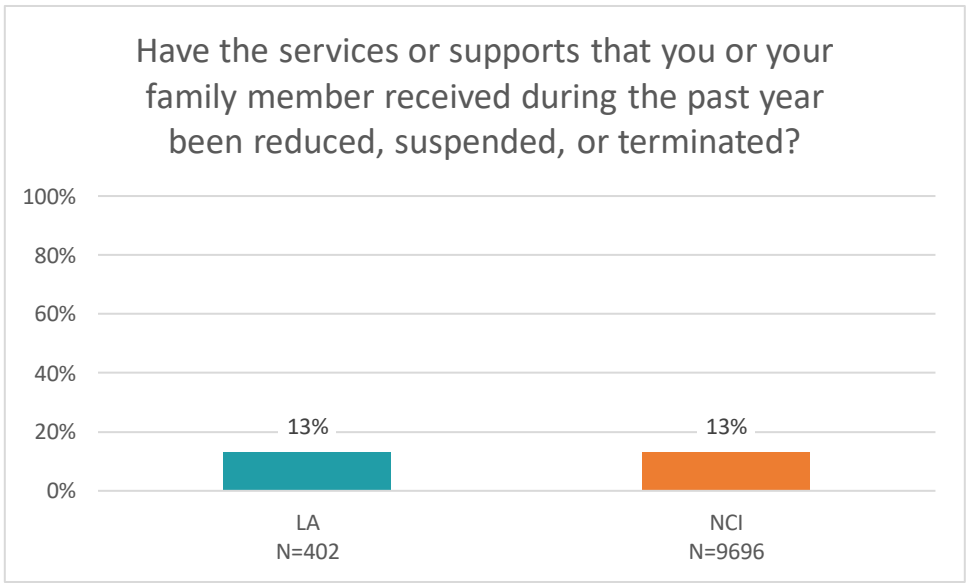


Chart 55.

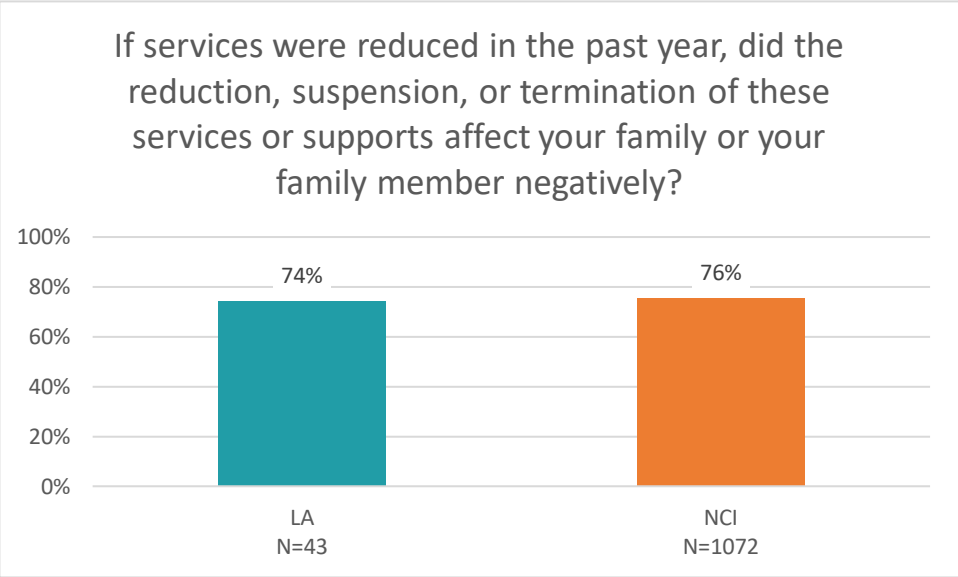


Chart 56.

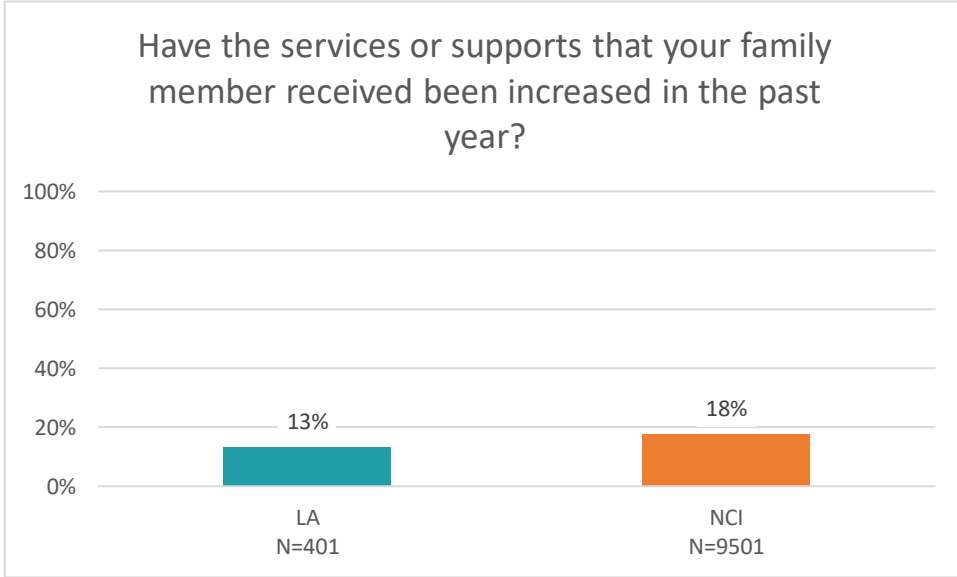
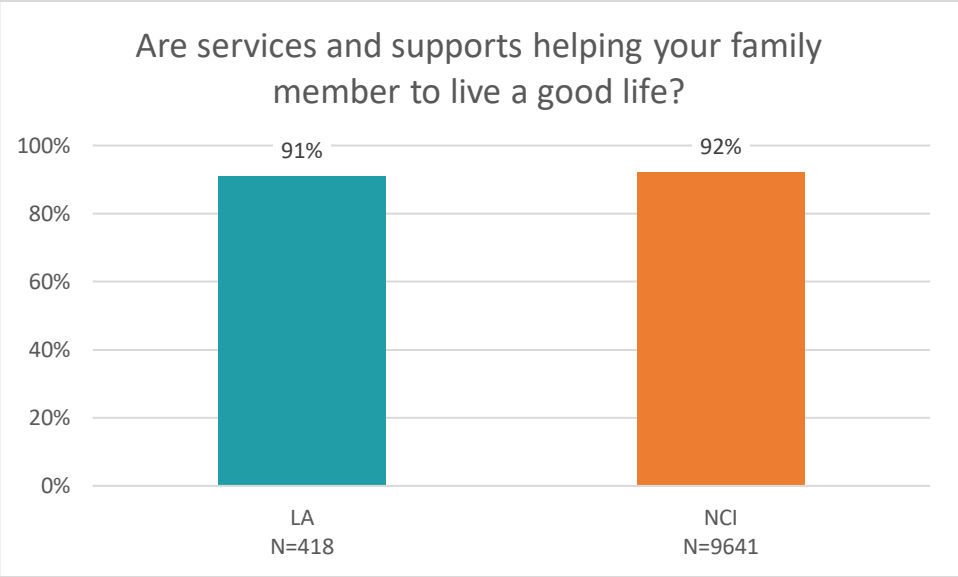


Chart 57.



Tables for Satisfaction With Services and Supports

Table 37. Satisfaction—Always Responses

		Always	Usually	Sometimes	Seldom/Never	N
Overall, are you satisfied with the services and supports your family currently receives?	LA▲	51%	32%	11%	6%	462
	NCI	40%	40%	15%	5%	10,797

Table 38. Satisfaction—Yes Responses

		Yes	No	N
Do you know how to file a complaint or grievance about provider agencies or staff? *	LA▲	76%	24%	466
	NCI	58%	42%	10,866
If a complaint or grievance was filed or resolved in the past year, are you satisfied with the way it was handled and resolved?	LA	62%	38%	76
	NCI	59%	41%	1,344
Do you know how to report abuse or neglect related to your family member? *	LA▲	85%	15%	465
	NCI	76%	24%	10,875
In the past year, was a report of abuse or neglect filed on behalf of your family member?	LA	4%	96%	423
	NCI	3%	97%	10,121

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

Table 39. Satisfaction—Yes Responses (continued)

		Yes	No	N
Do you feel that services and supports have made a positive difference in the life of your family?	LA	92%	8%	435
	NCI	92%	8%	9,777
Have services and supports reduced your family's out-of-pocket expenses for your family member's care?	LA	68%	32%	404
	NCI	71%	29%	9,384
Have the services or supports that you or your family member received during the past year been reduced, suspended, or terminated?	LA	13%	87%	402
	NCI	13%	87%	9,696
If services were reduced in the past year, did the reduction, suspension, or termination of these services or supports affect your family or your family member negatively?	LA	74%	26%	43
	NCI	76%	24%	1,072
Have the services or supports that your family member received been increased in the past year?	LA▼	13%	87%	401
	NCI	18%	82%	9,501
Are services and supports helping your family member to live a good life?	LA	91%	9%	418
	NCI	92%	8%	9,641