



*2017-18 CHILD FAMILY SURVEY*  
*ARIZONA REPORT*



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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 2017-18 a total of 46 states, the District of Columbia and 22 sub-state entities participated in NCI.

## What is the NCI Child Survey?

The NCI Child Family Survey is used to gather data on family outcomes. It is mailed to families who have a child who lives in the family home and receives at least one service other than case management from the state DD agency.<sup>1</sup> The survey collects demographic information on both the child 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 2017-18, a total of 4,236 Child Family Surveys were completed across eight states.<sup>2</sup> The survey contained six groupings of questions (“sub-domains”) that probe specific areas of quality service provision: information and planning, access and delivery of services, choice and control, community connections, satisfaction, and outcomes (see Table A1 on the following page). Respondents also had the option of writing open-ended comments concerning their family’s participation in the service system.

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<sup>1</sup> “Child” is defined as an individual age 18 or younger with a disability; however, a Child Family Survey could be completed for an individual up to 22 years if still receiving “child” services.

<sup>2</sup> States that conducted the Child Family Survey in 2017-18 were: AZ, LA, MO, NC, OR, TX, UT and WI.

Table A1. NCI Family Survey – Sub-Domains and Concern Statements

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

## How were people selected to participate?

States were asked to administer the survey to a random sample of at least 1,200 families, all of whom have a child 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.<sup>3</sup>

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. In 2017-18, a total of five states had at least a portion of surveys completed via direct entry mode.<sup>4</sup>

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 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%.

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<sup>3</sup> “Child” is defined as an individual age 18 or younger with a disability; however, a Child Family Survey could be completed for an individual up to 22 years if still receiving “child” services.

<sup>4</sup> States that used the direct entry or mail and direct entry options were: LA, NC, OR, UT and WI. For more information on response rates and mode, please see the Methodology section within the national edition of the 2017-18 Child Family Survey Report.



## Data Analysis

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

1. The respondent indicated the child 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 the table. For all items shown, states receive an ‘n/a’ designation for a survey item if fewer than 20 people responded; however, their data are included in the NCI Average.

## Weighting

Prior to 2016-17, the NCI average was calculated as the simple arithmetic mean of all state means (an approach known as “average of averages”). Beginning last year, the approach has been enhanced to take into account the relative numbers of people receiving services through participating states’ systems. 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.<sup>5</sup>

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<sup>5</sup> For more information on weighting and significance testing, see the Methodology section within the national edition of the Child Family Survey Report.

## Significance testing

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 ▼).

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.<sup>6</sup> Demographics data and data on services received were not tested for statistically significant differences.

## Limitations of the data

The NCI Child 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, policymakers, and other stakeholders to use the data to determine programmatic and policy-related priorities.

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<sup>6</sup> For more information on weighting and significance testing, see the Methodology section within the national edition of the Child Family Survey Report.

## What is contained in this report?

This report illustrates the 2017-18 NCI Child Family Survey demographic and outcome results from Arizona (AZ) compared to the NCI Average. All results are shown first in charts by sub-domain and then in table form by sub-domain. 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 received an 'n/a' designation; however, their data are included in the NCI Average. All state and national data results for this survey can be found online at <http://www.nationalcoreindicators.org/resources/reports/>.

## Child

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

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

		Yes	No	N
More Than One Person Living in the Home Has IDD	AZ	21%	79%	167
	NCI	21%	79%	4,088

**Table 2. Child's Age**

		Mean	N
Child's Age	AZ	9.8	172
	NCI	11.4	4,206

**Table 3. Child's Gender**

		Male	Female	N
Child's Gender	AZ	68%	32%	174
	NCI	66%	34%	4,131

**Table 4. Child's Disabilities (categories are not mutually exclusive)**

		Intellectual Disability	Mood Illness or Psychiatric Disorder	Autism Spectrum Disorder	Cerebral Palsy	Limited or No Vision	Severe or Profound Hearing Loss
Child's Disabilities	AZ	37%	11%	56%	16%	7%	3%
	NCI	48%	17%	51%	16%	11%	6%

Table 5. Child's Disabilities (continued; categories are not mutually exclusive)

		Brain Injury	Seizure Disorder or Neurological Problem	Chemical Dependency	Down Syndrome	Prader-Willi Syndrome	Fetal Alcohol Spectrum Disorder	Other
Child's Disabilities	AZ	6%	17%	0%	10%	0%	3%	24%
	NCI	10%	26%	1%	12%	0%	2%	31%

Table 6. Child's Health Conditions (categories are not mutually exclusive)

		Cardiovascular Disease	Diabetes	Cancer	High Blood Pressure	High Cholesterol
Child's Health Conditions	AZ	13%	4%	0%	11%	13%
	NCI	14%	4%	1%	8%	8%

Table 7. Child's Health Conditions (continued; categories are not mutually exclusive)

		Dysphagia	Pressure Ulcers	Oral Health or Dental Problems	Sleep Apnea	Other
Child's Health Conditions	AZ	13%	2%	11%	27%	51%
	NCI	24%	3%	14%	29%	50%

Table 8. Child's Race and Ethnicity (categories are not mutually exclusive)

		American Indian or Alaska Native	Asian	Black or African-American	Hawaiian or Pacific Islander	White	Hispanic or Latino	Other or Unknown
Child's Race and Ethnicity	AZ	6%	4%	9%	1%	64%	31%	1%
	NCI	4%	4%	13%	0%	69%	23%	1%

**Table 9. Child's Preferred Means of Communication**

		Spoken	Gestures or Body Language	Sign Language or Finger Spelling	Communication Aid or Device	Other	N
Child's Preferred Means of Communication	AZ	72%	20%	2%	5%	2%	176
	NCI	65%	24%	3%	5%	3%	4,054

**Table 10. Child's Support Need**

		Extensive	Some	None	N
Child's Support Needs for Self-Injurious, Disruptive, and/or Destructive Behaviors	AZ	16%	47%	38%	173
	NCI	22%	40%	39%	4,119
Child's Need for Help With Personal Care Activities	AZ	55%	43%	3%	176
	NCI	56%	38%	6%	4,177

## Respondents

This section provides demographic information about the respondent.

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Table 11. Respondent's Age

		Under 35	35-54	55-74	75+	N
Respondent's Age	AZ	18%	71%	11%	0%	177
	NCI	17%	68%	14%	0%	4,210

Table 12. Respondent's Health

		Excellent	Very good	Fairly good	Poor	N
Respondent's Health	AZ	20%	48%	31%	1%	177
	NCI	18%	47%	32%	3%	4,195

Table 13. Respondent's Relationship to Child

		Parent	Sibling	Grandparent	Other	N
Respondent's Relationship to Child	AZ	97%	0%	2%	1%	176
	NCI	94%	0%	4%	2%	4,217

Table 14. Respondent or Other Family Member Provides Paid Support to Child

		Family Provides Paid Support to Child
No Family Member Provides Paid Support	AZ	78%
	NCI	76%
Respondent Provides Paid Support	AZ	3%
	NCI	6%
Other Family Member Provides Paid Support	AZ	19%
	NCI	18%
N	AZ	175
	NCI	4,180

**Table 15. Number of Adults in Household**

		One	Two	Three	Four or More	N
Number of Adults in Household (Not Including Child Receiving Services)	AZ	15%	62%	15%	8%	175
	NCI	18%	59%	16%	8%	4,169

**Table 16. Number of Children in Household (including child receiving services about whom survey is being completed)**

		One	Two	Three	Four or More	N
Number of Children in Household	AZ	32%	38%	18%	12%	172
	NCI	37%	37%	17%	10%	3,796

**Table 17. 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	AZ	8%	18%	5%	16%	52%	173
	NCI	9%	18%	7%	19%	48%	4,166

**Table 18. Total Taxable Household Income of Wage Earners in the Past Year**

		No Earned Income	Up to \$15,000	\$15,001-\$25,000	\$25,001-\$50,000	\$50,001-\$75,000	Over \$75,000	Prefer Not to Say	N
Total Taxable Income of Wage Earners in the Household in Past Year	AZ	4%	7%	12%	17%	14%	29%	17%	173
	NCI	6%	11%	12%	17%	15%	27%	12%	4,101

**Table 19. Residential Designation (Urban, Rural, or Suburban)**

		Urban or suburban (in or near a city or large town)	Rural (outside of a city or town)	N
Residential Setting	AZ	87%	13%	164
	NCI	72%	28%	4,054

## Services and Supports Received

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

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**Table 20. Services and supports received from state (categories are not mutually exclusive)**

		Services and Supports Received From State
Financial Support	AZ	10%
	NCI	17%
In-home Support	AZ	63%
	NCI	57%
Out-of-home Respite	AZ	42%
	NCI	37%
Early Intervention	AZ	20%
	NCI	18%
Transportation	AZ	23%
	NCI	22%
Other	AZ	90%
	NCI	73%
Self-direction or Fiscal Intermediary Services	AZ	26%
	NCI	34%

**Table 21. Services and supports received (not from IDD agency; categories are not mutually exclusive)**

		Additional Services and Supports Received (Not From the IDD Agency)
Social Security Payments (SSI/SSB)	AZ	30%
	NCI	41%
Services or Supports From Other Agencies or Organizations	AZ	66%
	NCI	61%

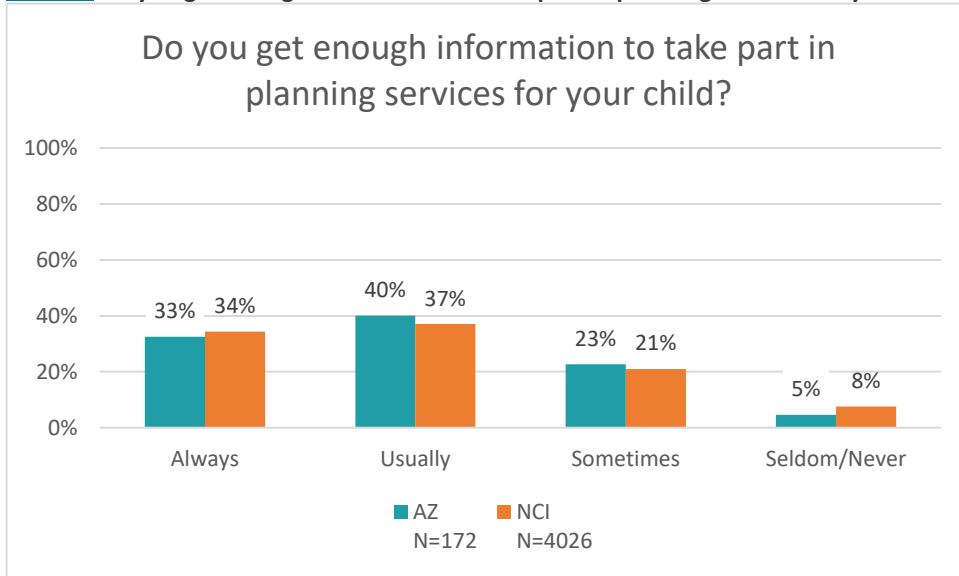
## Information and Planning

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

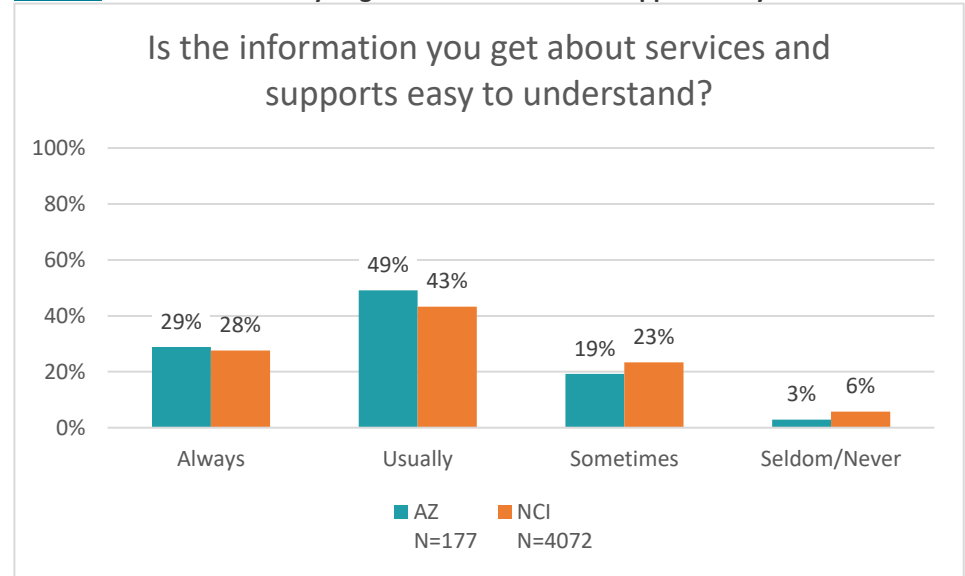
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## *Charts for Information and Planning*

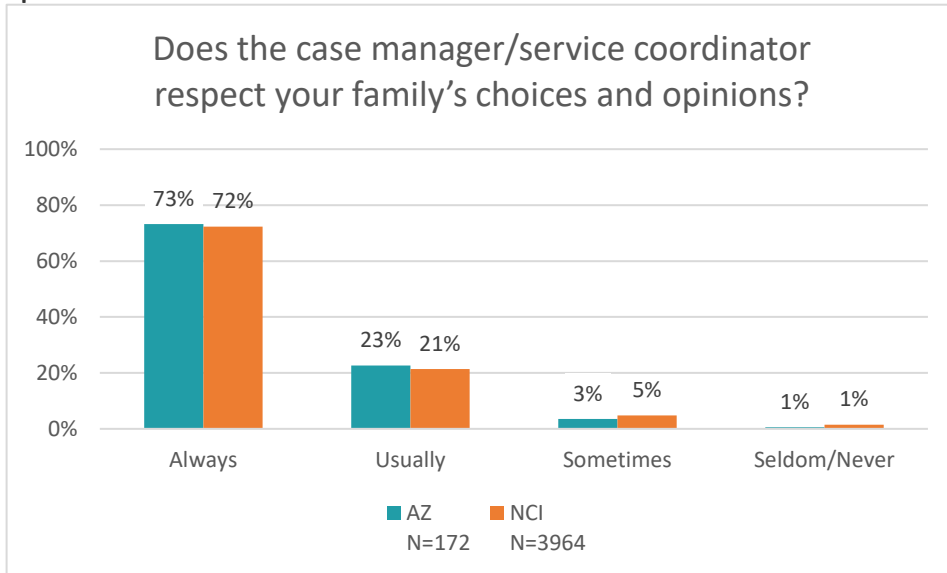
**Chart 1.** Do you get enough information to take part in planning services for your child?



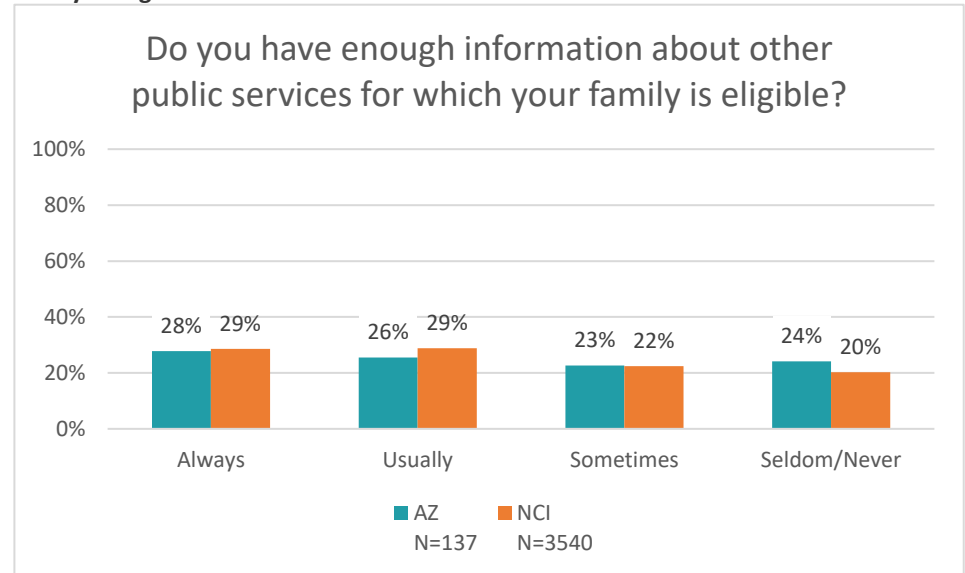
**Chart 2.** Is the information you get about services and supports easy to understand?



**Chart 3.** Does the case manager/service coordinator respect your family's choices and opinions?

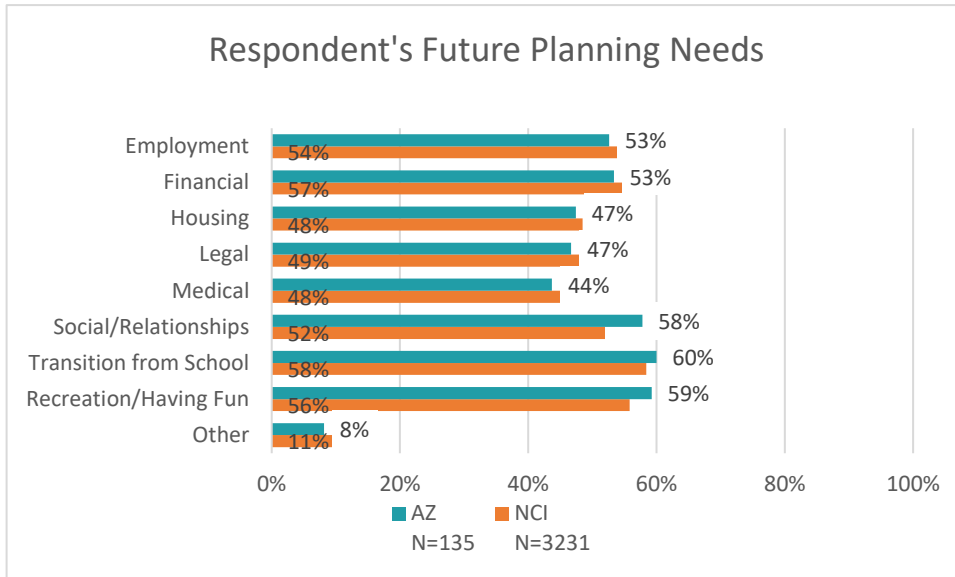


**Chart 4.** Do you have enough information about other public services for which your family is eligible?

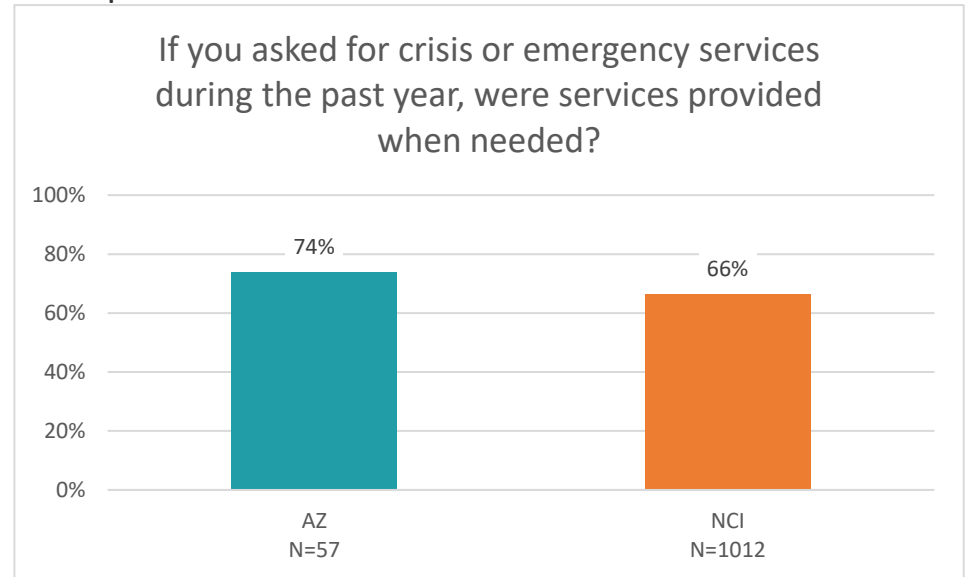




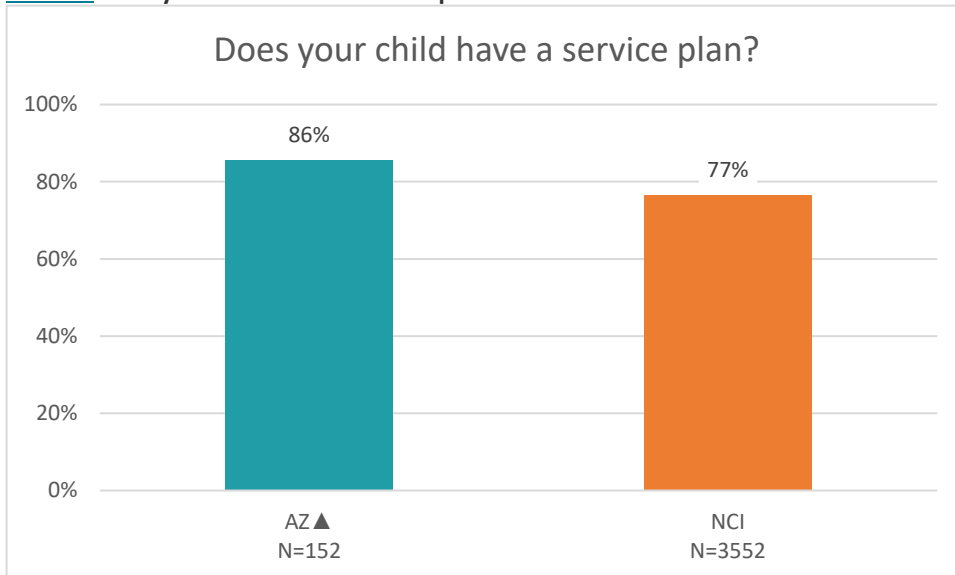
**Chart 5. Respondent's future planning needs**



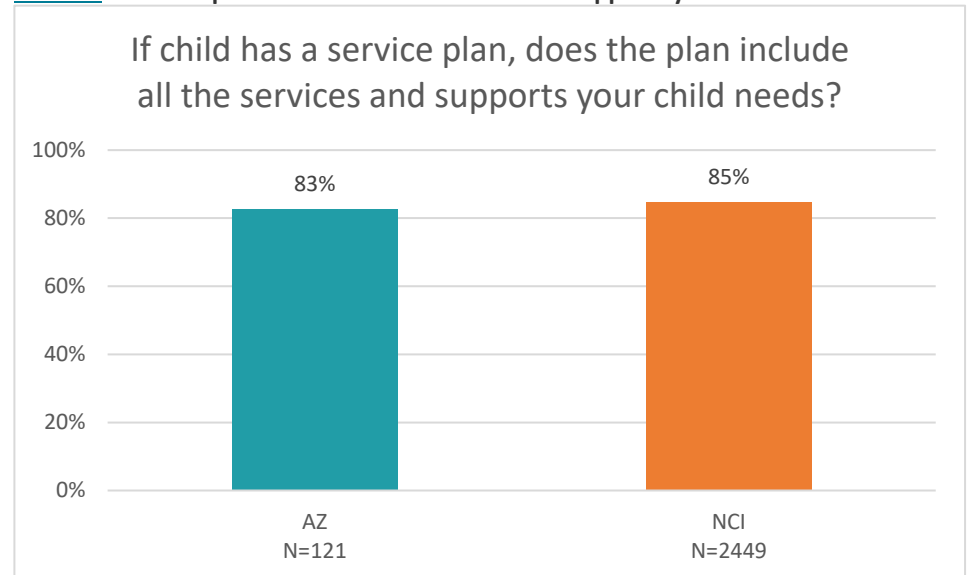
**Chart 6. If you asked for crisis or emergency services during the past year, were services provided when needed?**

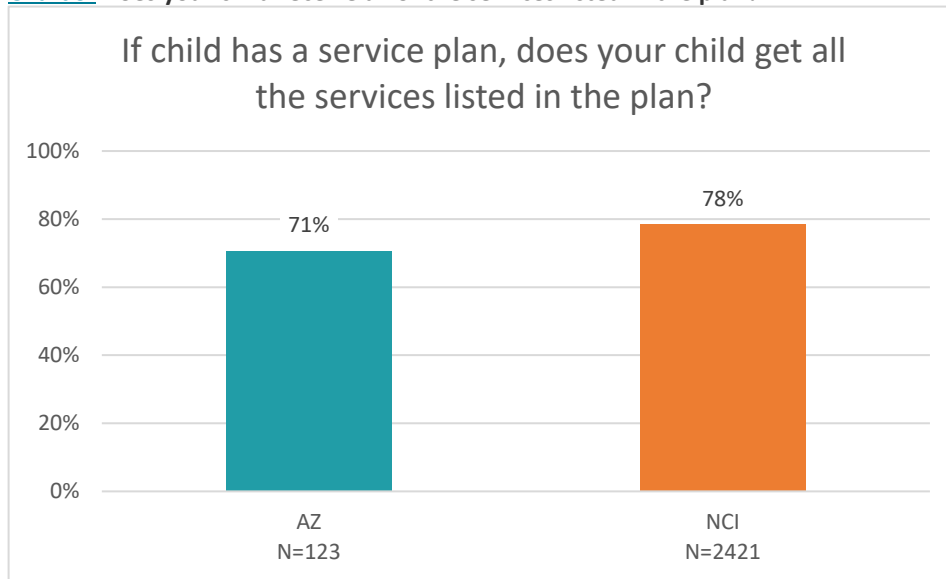
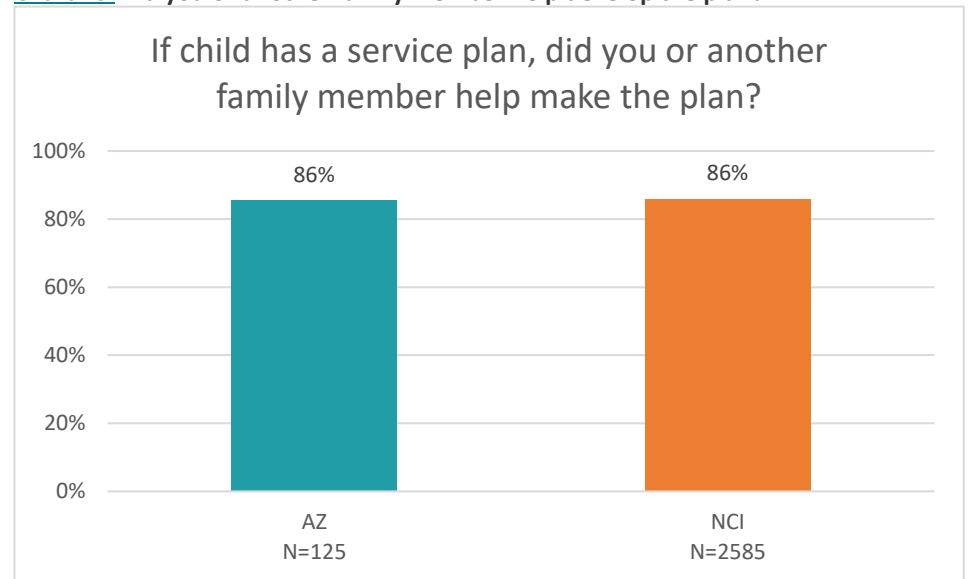
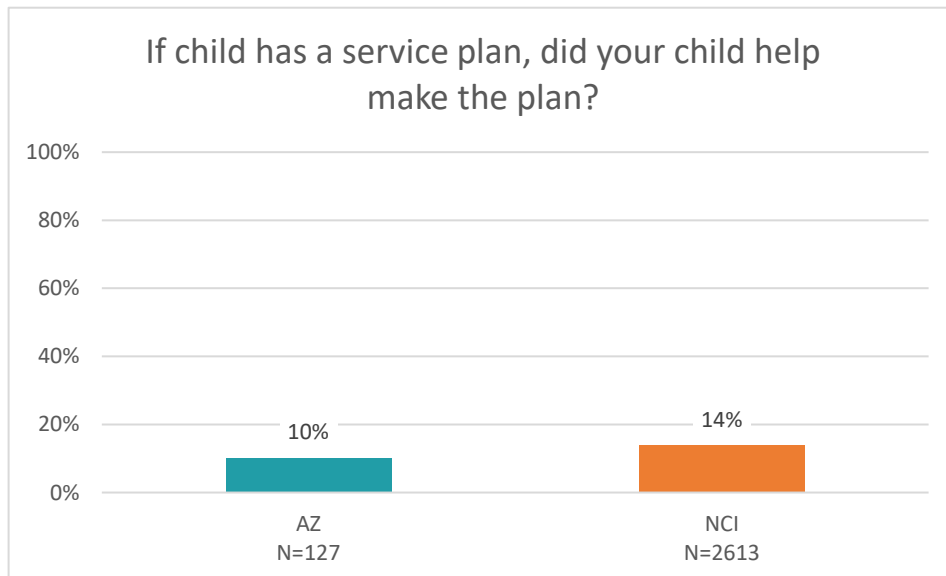
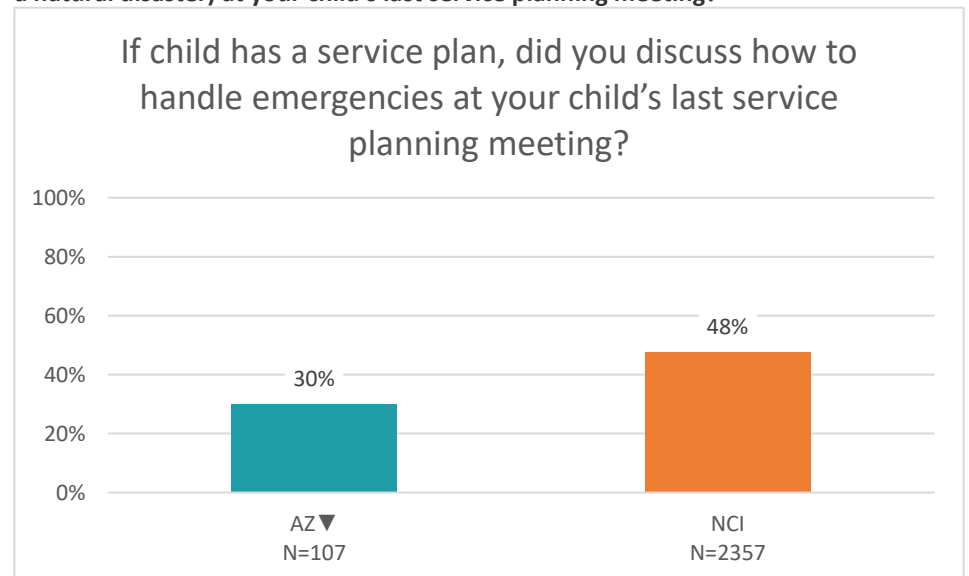


**Chart 7. Does your child have a service plan?**

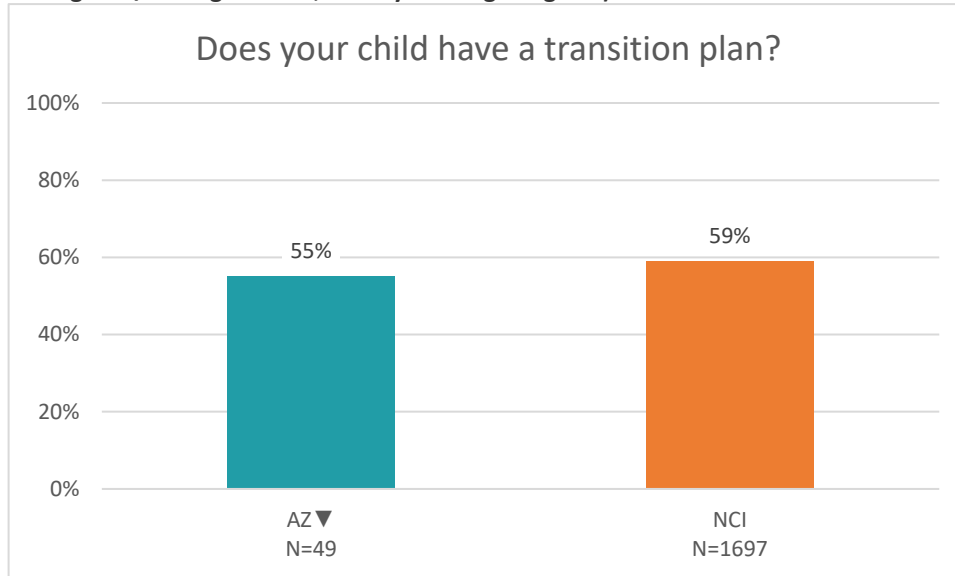


**Chart 8. Does the plan include all the services and supports your child needs?**

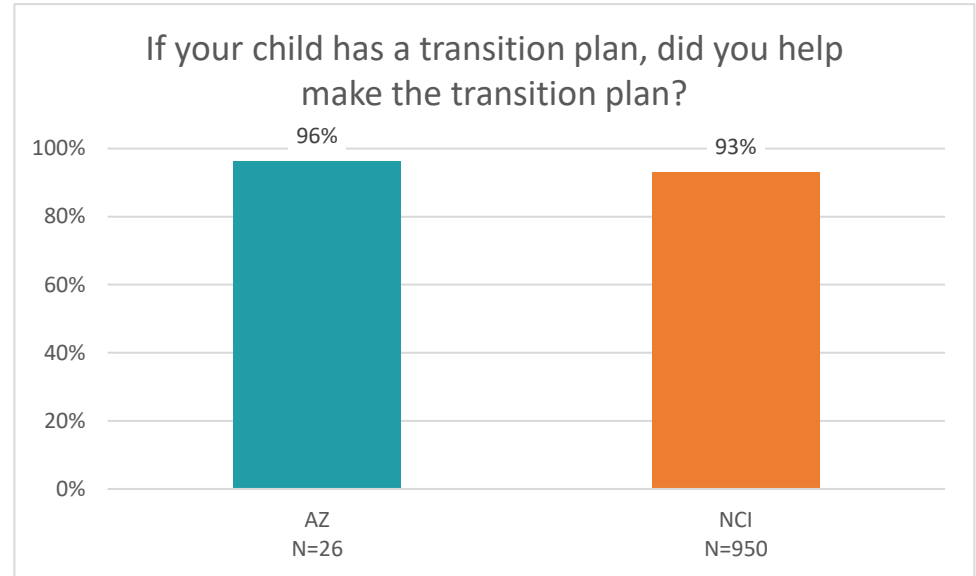


**Chart 9.** Does your child receive all of the services listed in the plan?**Chart 10.** Did you or another family member help develop the plan?**Chart 11.** Did your child help develop the plan?**Chart 12.** Did you discuss how to handle emergencies (such as a medical emergency or a natural disaster) at your child's last service planning meeting?

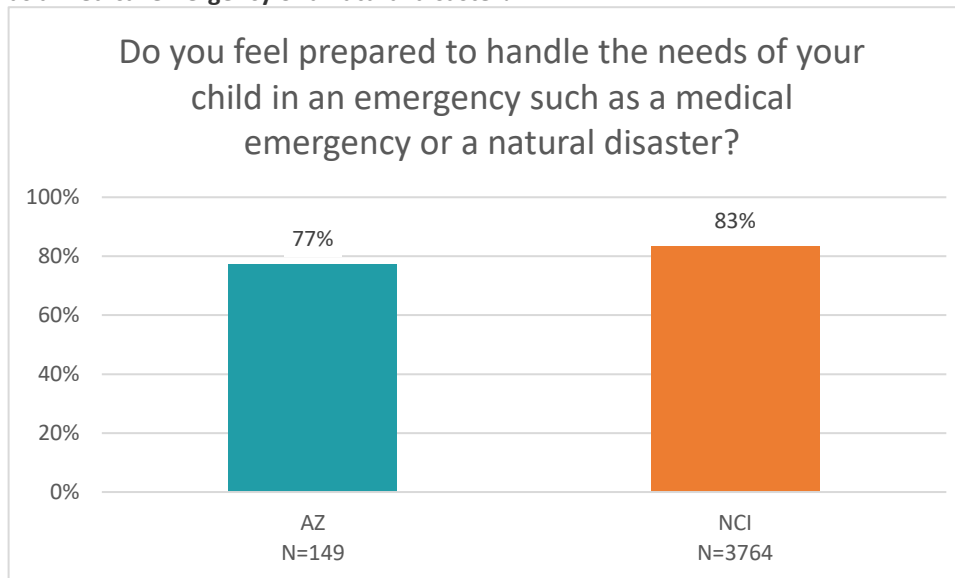
**Chart 13.** Does your child have a transition plan (as part of an IEP or Section 504 plan through his/her high school, usually starting at age 14)?



**Chart 14.** If your child has a transition plan, did you help make the transition plan?



**Chart 15.** Do you feel prepared to handle the needs of your child in an emergency such as a medical emergency or a natural disaster?



## *Tables for Information and Planning*

**Table 22. Information and Planning**

		Always	Usually	Sometimes	Seldom/Never	N
Do you get enough information to take part in planning services for your child?	AZ	33%	40%	23%	5%	172
	NCI	34%	37%	21%	8%	4,026
Is the information you get about services and supports easy to understand?	AZ	29%	49%	19%	3%	177
	NCI	28%	43%	23%	6%	4,072
Does the case manager/service coordinator respect your family's choices and opinions?	AZ	73%	23%	3%	1%	172
	NCI	72%	21%	5%	1%	3,964
Do you have enough information about other public services for which your family is eligible?	AZ	28%	26%	23%	24%	137
	NCI	29%	29%	22%	20%	3,540

Table 23. Respondent's Future Planning Needs

			Yes
Employment	AZ		53%
	NCI		54%
Financial	AZ		53%
	NCI		57%
Housing	AZ		47%
	NCI		48%
Legal	AZ		47%
	NCI		49%
Medical	AZ		44%
	NCI		48%
Social or Relationships	AZ		58%
	NCI		52%
Transition from School	AZ		60%
	NCI		58%
Recreation, Having Fun	AZ		59%
	NCI		56%
Other	AZ		8%
	NCI		11%
N	AZ		135
	NCI		3,231

Table 24. Information and Planning (continued)

		Yes	No	N
If you asked for crisis or emergency services during the past year, were services provided when needed?	AZ	74%	26%	57
	NCI	66%	34%	1,012
Does your child have a service plan?	AZ▲	86%	14%	152
	NCI	77%	23%	3,552
<b><i>If your child has a service plan...</i></b>				
Does the plan include all the services and supports your child needs?	AZ	83%	17%	121
	NCI	85%	15%	2,449
Does your child get all the services listed in the plan?	AZ	71%	29%	123
	NCI	78%	22%	2,421
Did you or another family member help make the plan?	AZ	86%	14%	125
	NCI	86%	14%	2,585
Did your child help make the plan?	AZ	10%	90%	127
	NCI	14%	86%	2,613
Did you discuss how to handle emergencies at your child's last service planning meeting?	AZ▼	30%	70%	107
	NCI	48%	52%	2,357
Does your child have a transition plan?	AZ▼	55%	45%	49
	NCI	59%	41%	1,697
If your child has a transition plan, did you help make the transition plan?	AZ	96%	4%	26
	NCI	93%	7%	950
Do you feel prepared to handle the needs of your child in an emergency such as a medical emergency or a natural disaster?	AZ	77%	23%	149
	NCI	83%	17%	3,764

## **Access and Delivery of Services and Supports**

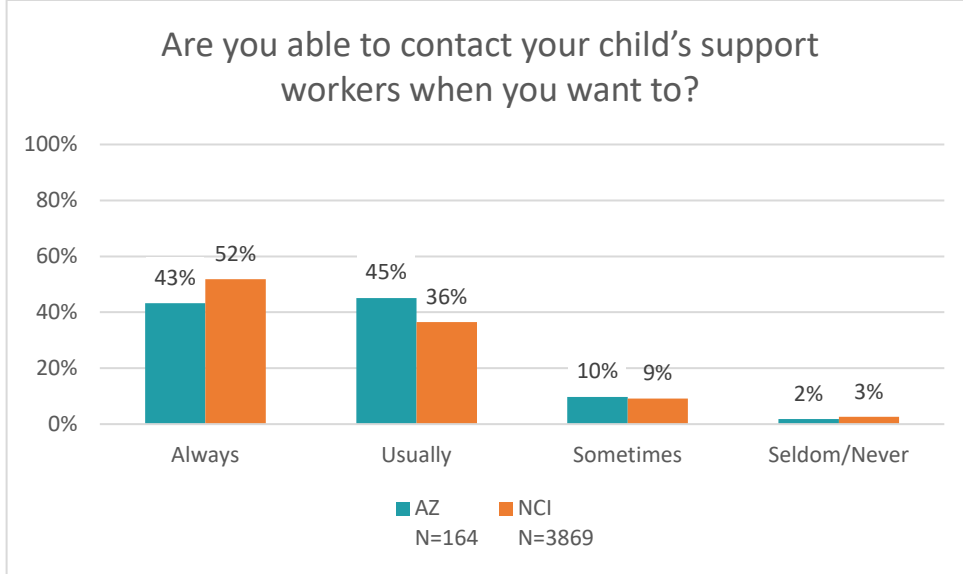
Families and family members with disabilities get the services and supports they need.

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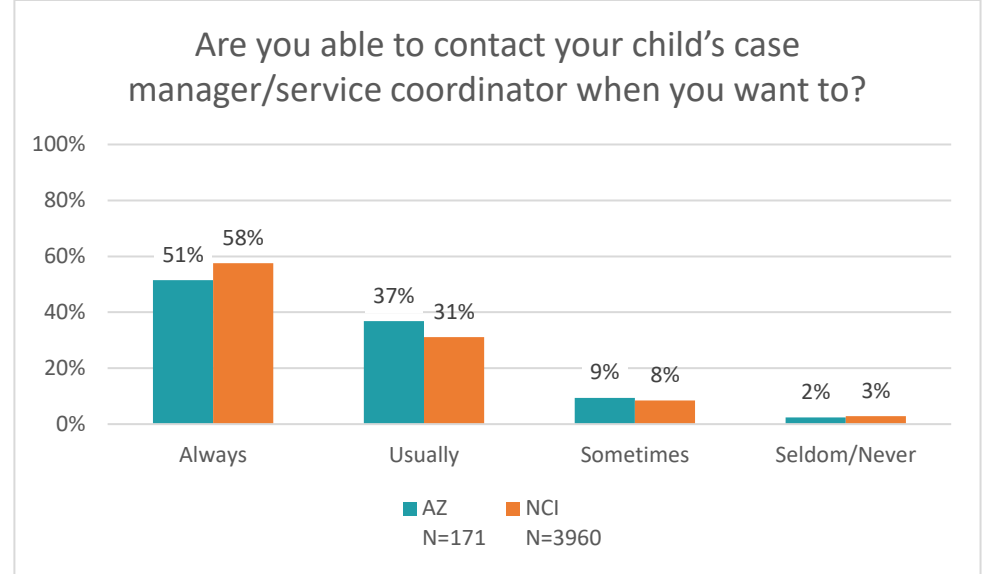


## *Charts for Access and Delivery of Services and Supports*

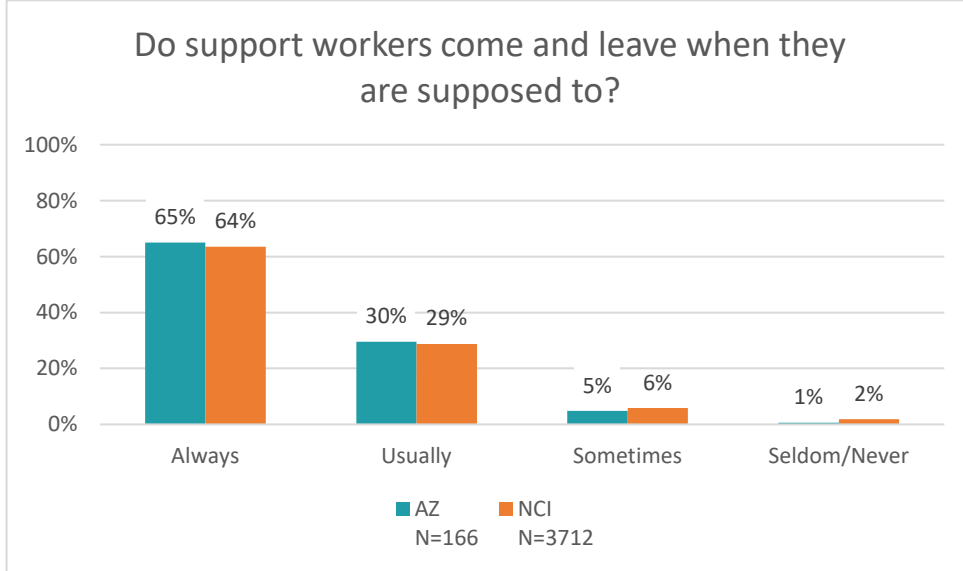
**Chart 16.** Are you or your child able to contact his/her support workers when you want to?



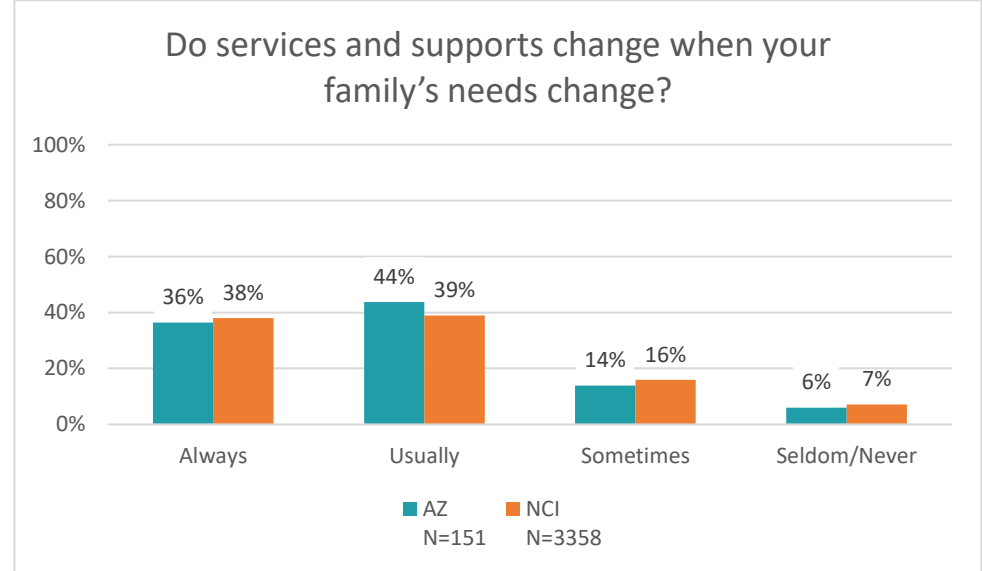
**Chart 17.** Are you or your child able to contact his/her case manager or service coordinator when you want to?



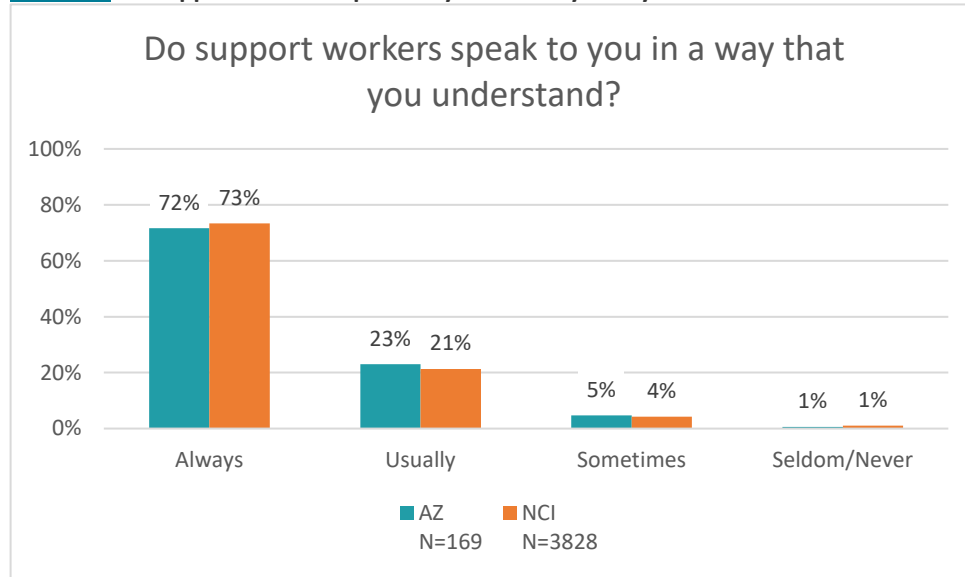
**Chart 18.** Do support workers come and leave when they are supposed to?



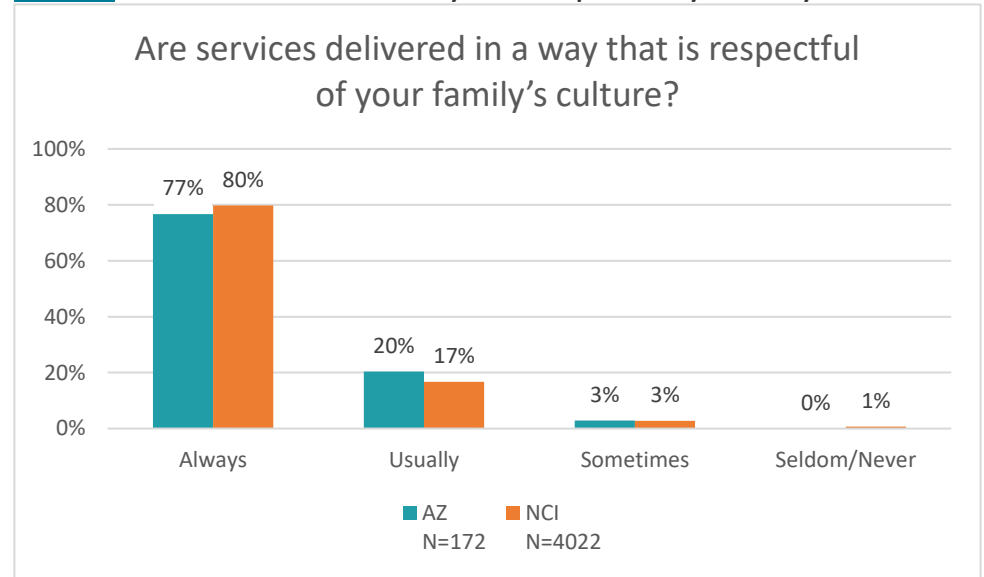
**Chart 19.** Do services and supports change when your family's needs change?



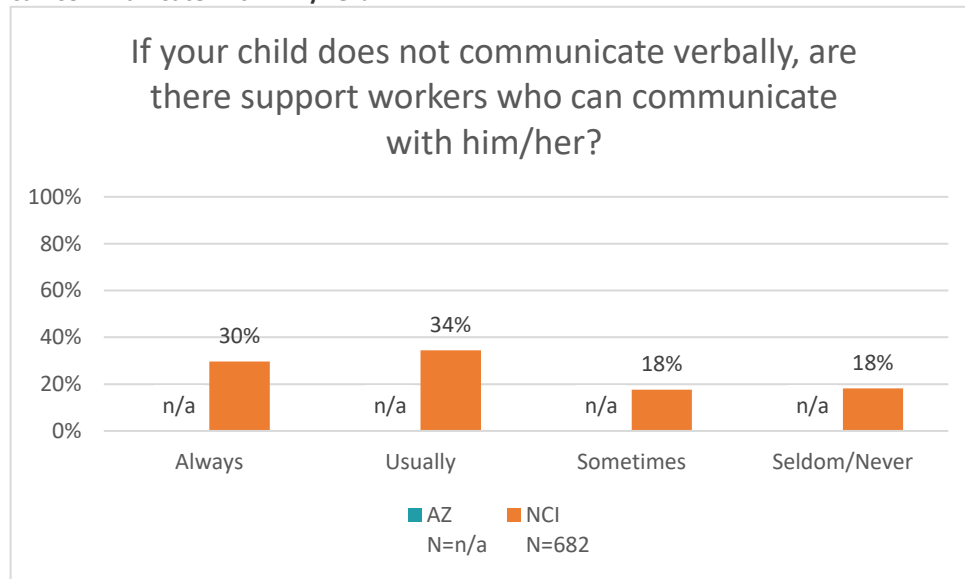
**Chart 20.** Do support workers speak to you in a way that you understand?



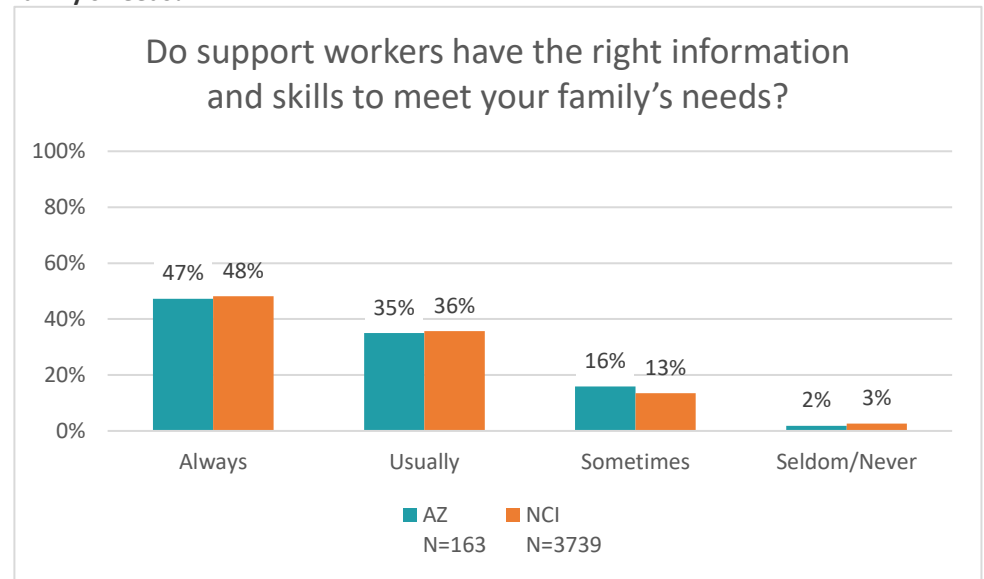
**Chart 21.** Are services delivered in a way that is respectful of your family's culture?



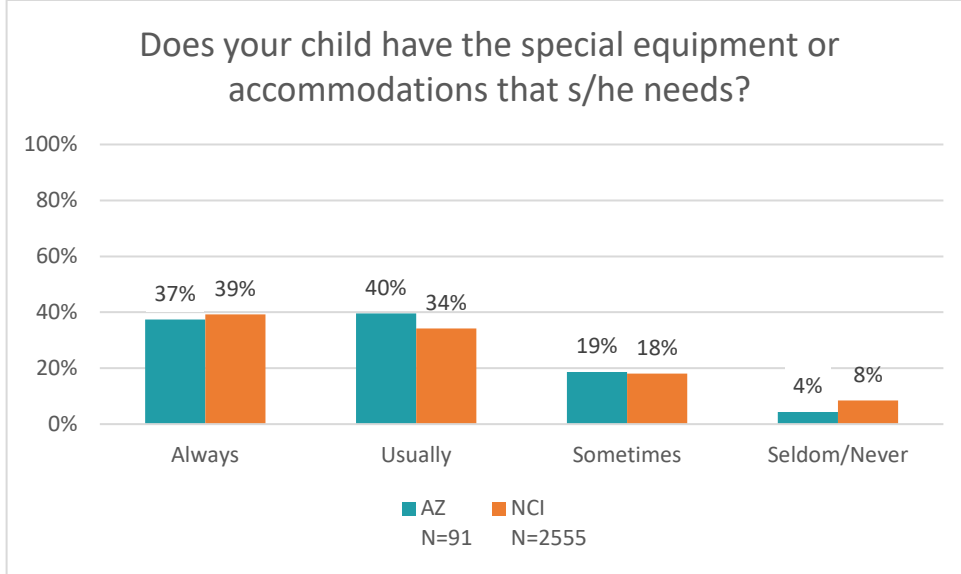
**Chart 22.** If your child does not communicate verbally, are there support workers who can communicate with him/her?



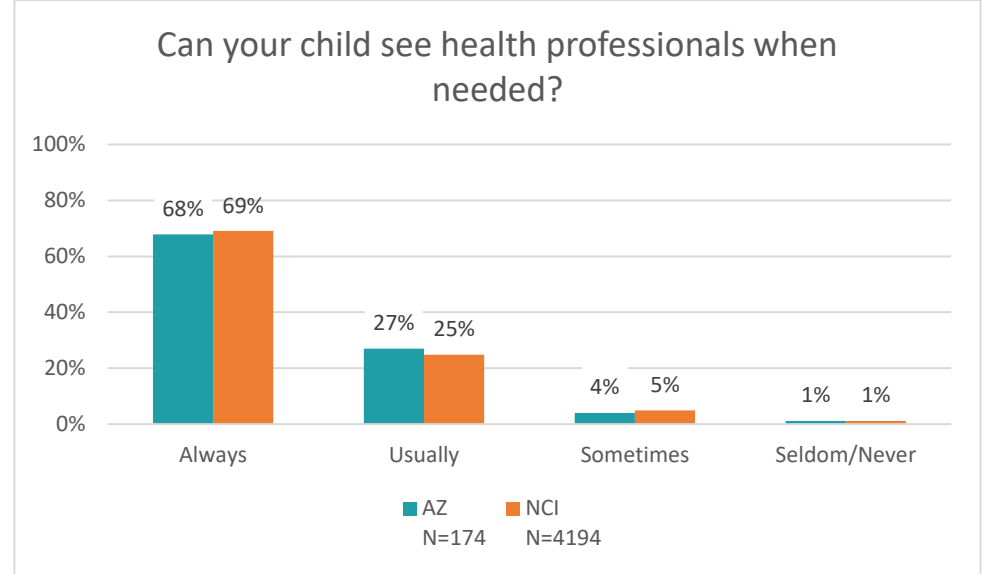
**Chart 23.** Do support workers have the right information and skills to meet your family's needs?



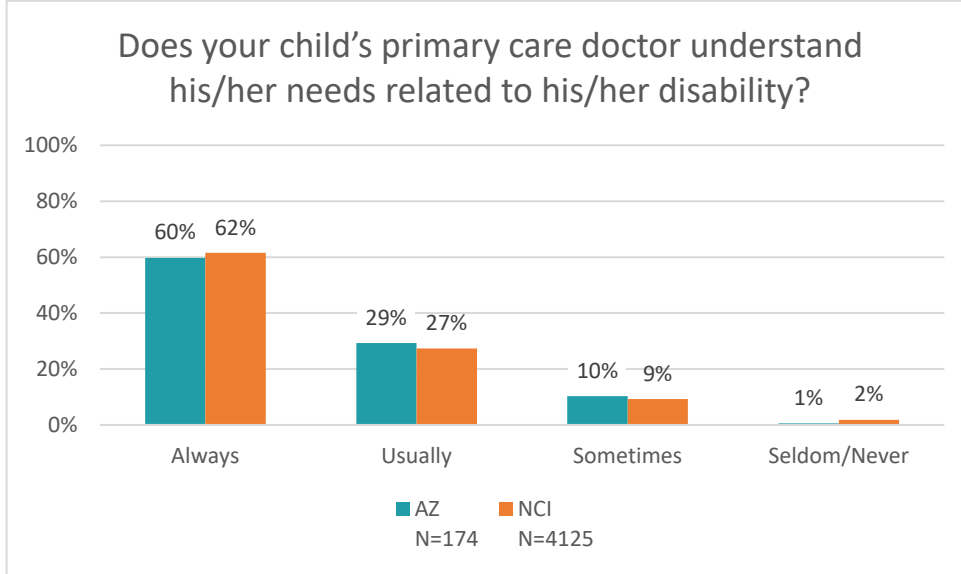
**Chart 24.** Does your child have the special equipment or accommodations that s/he needs?



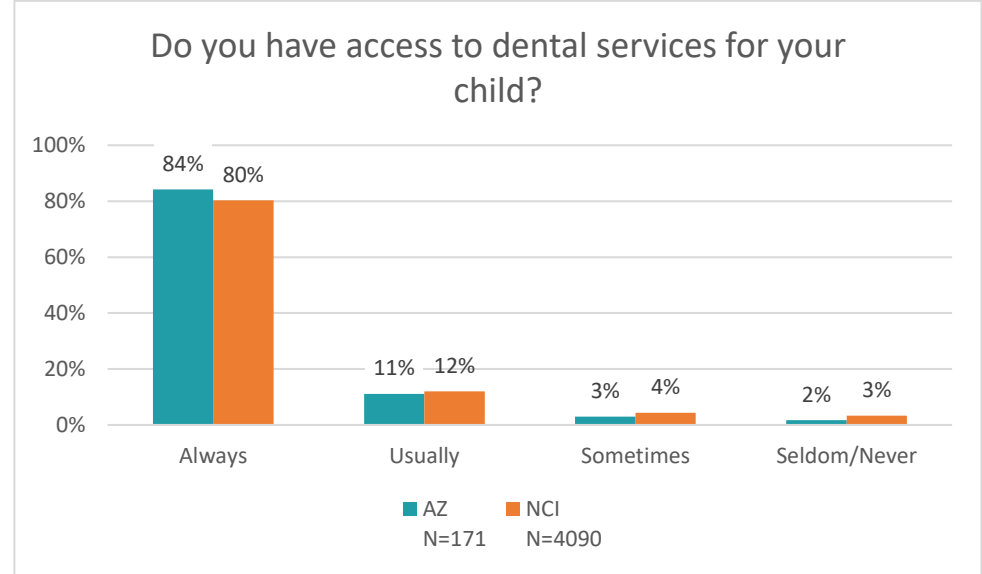
**Chart 25.** Can your child see health professionals when needed?



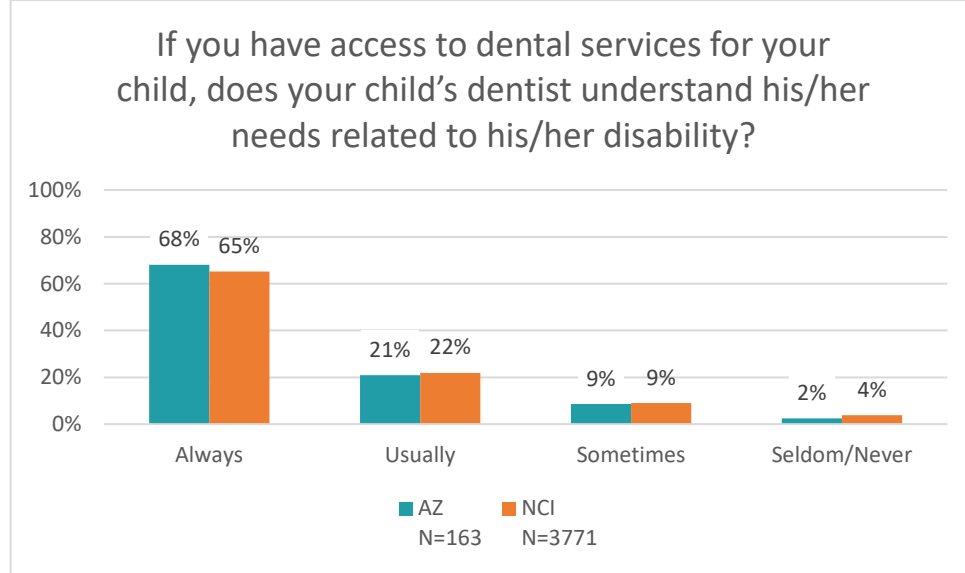
**Chart 26.** Does your child's primary care doctor understand his/her needs related to his/her disability?



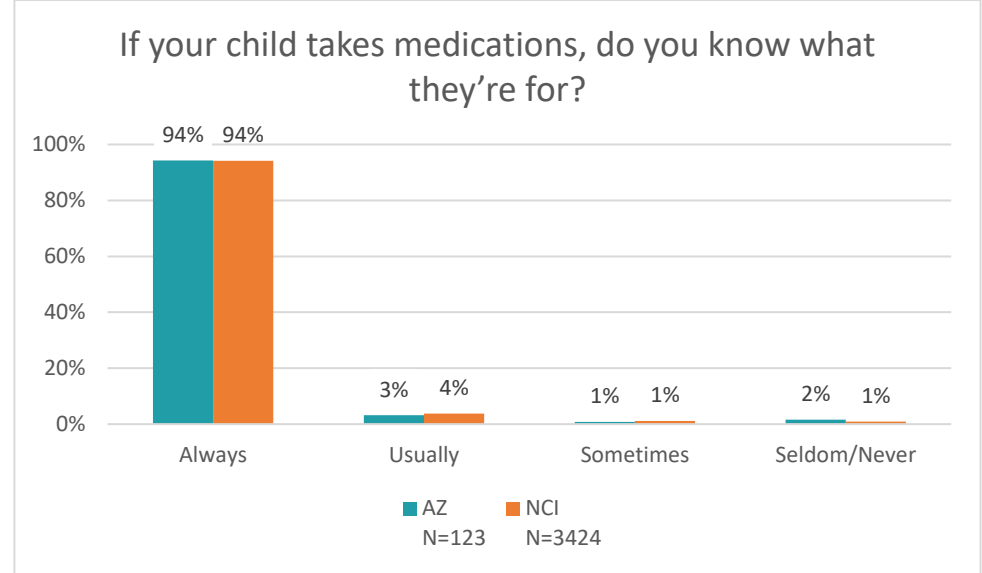
**Chart 27.** Do you have access to dental services for your child?



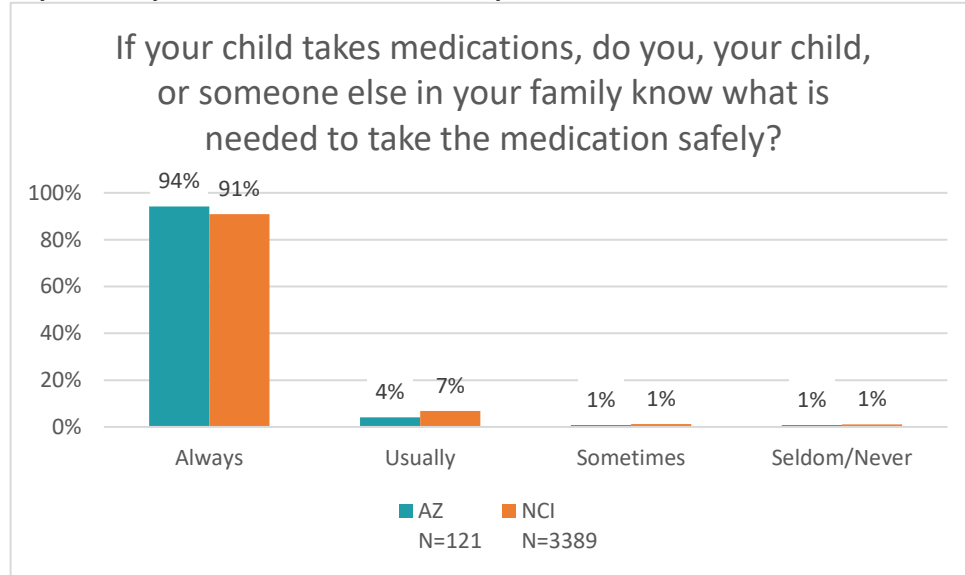
**Chart 28.** If you have access to dental services for your child, does your child’s dentist understand his/her needs related to his/her disability?



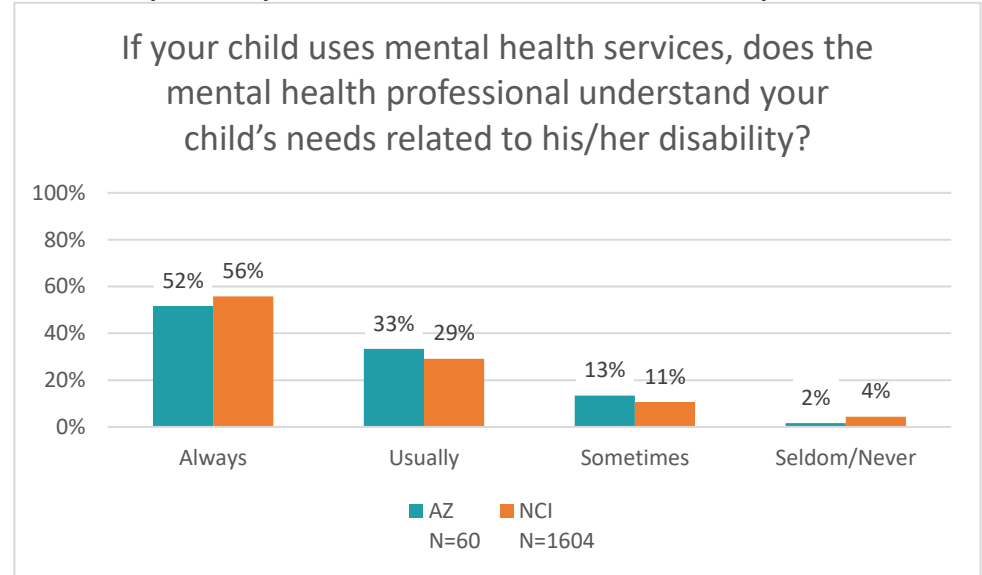
**Chart 29.** If your child takes medications, do you know what they’re for?



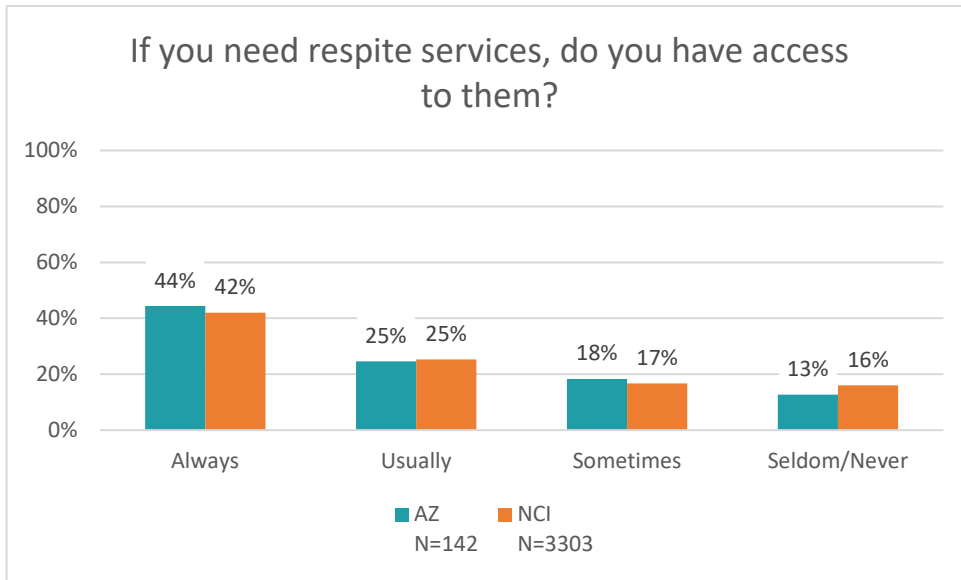
**Chart 30.** If your child takes medications, do you, your family member or someone else in your family know what is needed to safely take the medications?



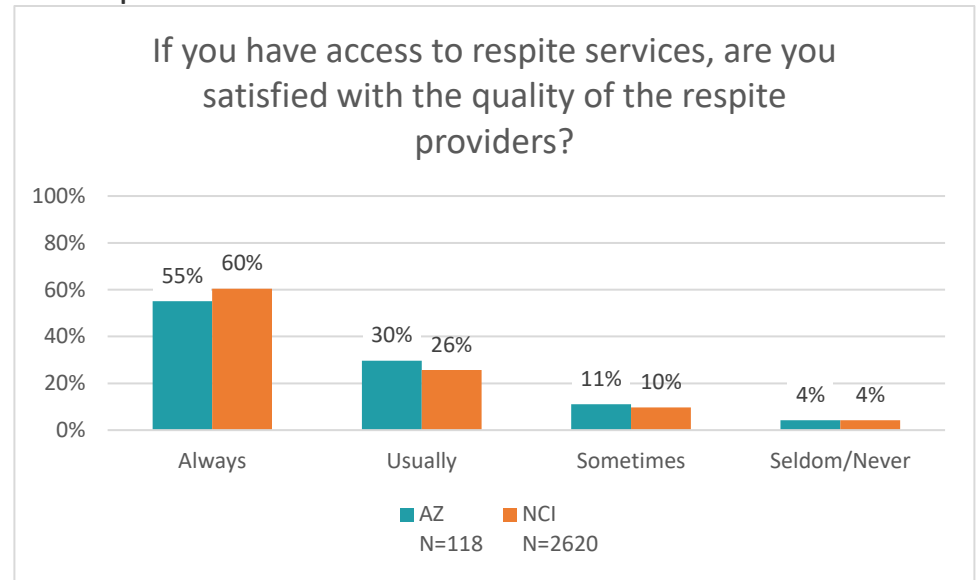
**Chart 31.** If your child uses mental health services, does the mental health professional understand your family member’s needs related to his/her disability?



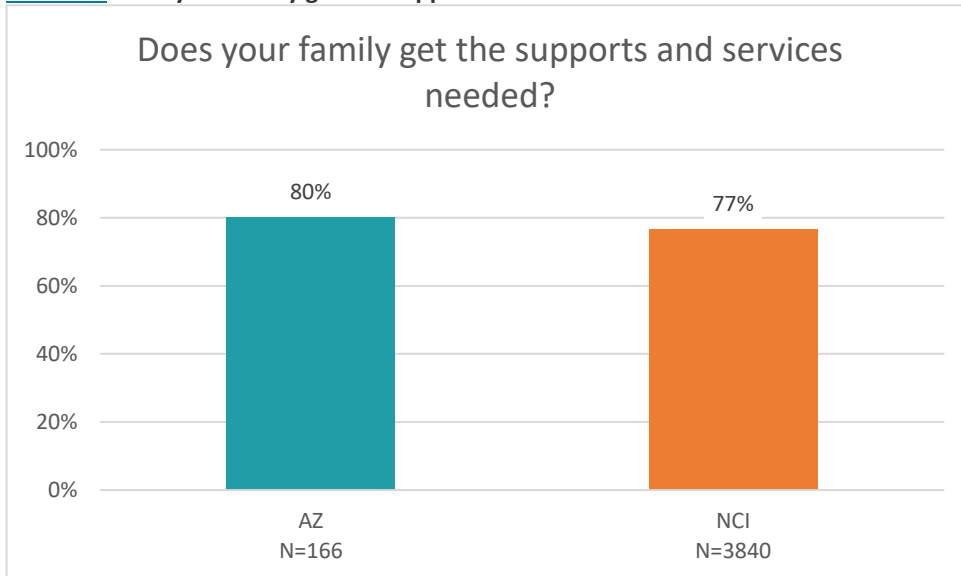
**Chart 32.** If you need respite services, do you have access to them?



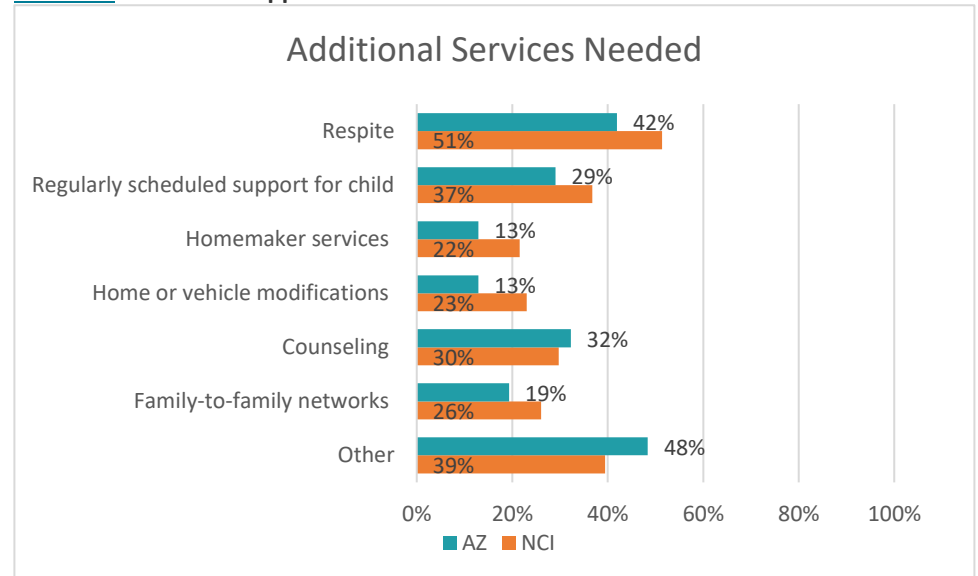
**Chart 33.** If respondent has access to respite services, are you satisfied with the quality of the respite services?



**Chart 34.** Does your family get the supports and services needed?



**Chart 35.** Additional support and services needed?



## *Tables for Access and Delivery of Services and Supports*

Table 25. Access and Delivery of Services and Supports

		Always	Usually	Sometimes	Seldom/Never	N
Are you able to contact your child's support workers when you want to?	AZ	43%	45%	10%	2%	164
	NCI	52%	36%	9%	3%	3,869
Are you able to contact your child's case manager/service coordinator when you want to?	AZ	51%	37%	9%	2%	171
	NCI	58%	31%	8%	3%	3,960
Do support workers come and leave when they are supposed to?	AZ	65%	30%	5%	1%	166
	NCI	64%	29%	6%	2%	3,712
Do services and supports change when your family's needs change?	AZ	36%	44%	14%	6%	151
	NCI	38%	39%	16%	7%	3,358
Do support workers speak to you in a way that you understand?	AZ	72%	23%	5%	1%	169
	NCI	73%	21%	4%	1%	3,828
Are services delivered in a way that is respectful of your family's culture?	AZ	77%	20%	3%	0%	172
	NCI	80%	17%	3%	1%	4,022
If your child does not communicate verbally, are there support workers who can communicate with him/her?	AZ	n/a	n/a	n/a	n/a	n/a
	NCI	30%	34%	18%	18%	682
Do support workers have the right information and skills to meet your family's needs?	AZ	47%	35%	16%	2%	163
	NCI	48%	36%	13%	3%	3,739
Does your child have the special equipment or accommodations that s/he needs?	AZ	37%	40%	19%	4%	91
	NCI	39%	34%	18%	8%	2,555



Table 26. Access and Delivery of Services and Supports (continued)

		Always	Usually	Sometimes	Seldom/Never	N
Can your child see health professionals when needed?	AZ	68%	27%	4%	1%	174
	NCI	69%	25%	5%	1%	4,194
Does your child's primary care doctor understand his/her needs related to his/her disability?	AZ	60%	29%	10%	1%	174
	NCI	62%	27%	9%	2%	4,125
Do you have access to dental services for your child?	AZ	84%	11%	3%	2%	171
	NCI	80%	12%	4%	3%	4,090
If you have access to dental services for your child, does your child's dentist understand his/her needs related to his/her disability?	AZ	68%	21%	9%	2%	163
	NCI	65%	22%	9%	4%	3,771
If your child takes medications, do you know what they're for?	AZ	94%	3%	1%	2%	123
	NCI	94%	4%	1%	1%	3,424
If your child takes medications, do you, your child, or someone else in your family know what is needed to take the medication safely?	AZ	94%	4%	1%	1%	121
	NCI	91%	7%	1%	1%	3,389
If your child uses mental health services, does the mental health professional understand your child's needs related to his/her disability?	AZ	52%	33%	13%	2%	60
	NCI	56%	29%	11%	4%	1,604
If you need respite services, do you have access to them?	AZ	44%	25%	18%	13%	142
	NCI	42%	25%	17%	16%	3,303
If you have access to respite services, are you satisfied with the quality of the respite providers?	AZ	55%	30%	11%	4%	118
	NCI	60%	26%	10%	4%	2,620

**Table 27. Access and Delivery of Services and Supports**

		Yes	No	N
Does your family get the supports and services needed?	AZ	80%	20%	166
	NCI	77%	23%	3,840

**Table 28. Additional Services Needed (categories are not mutually exclusive)**

		Needs Service
Respite	AZ	42%
	NCI	51%
Regularly scheduled support for child	AZ	29%
	NCI	37%
Homemaker services	AZ	13%
	NCI	22%
Home or vehicle modifications	AZ	13%
	NCI	23%
Counseling	AZ	32%
	NCI	30%
Family-to-family networks	AZ	19%
	NCI	26%
Other	AZ	48%
	NCI	39%

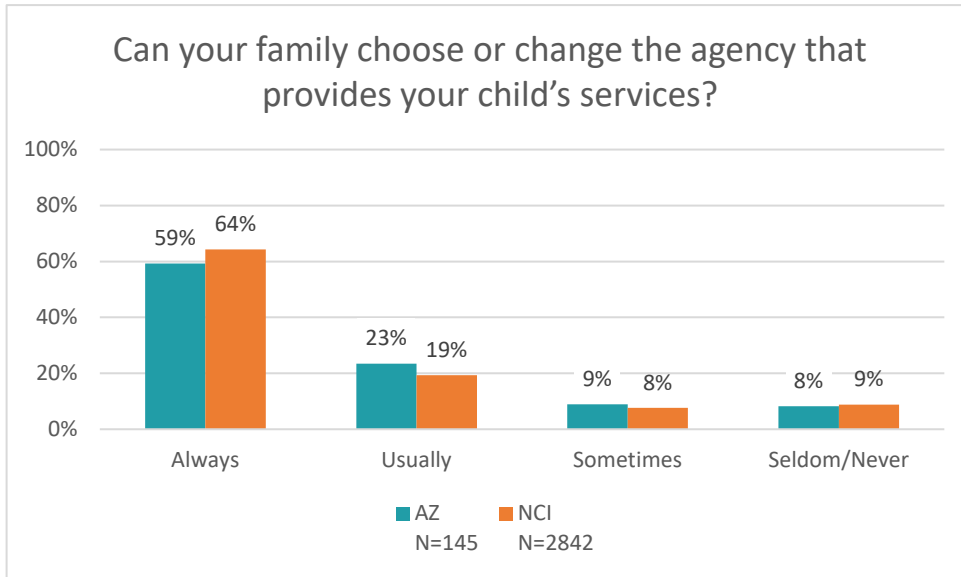
## **Choice, Decision Making and Control**

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

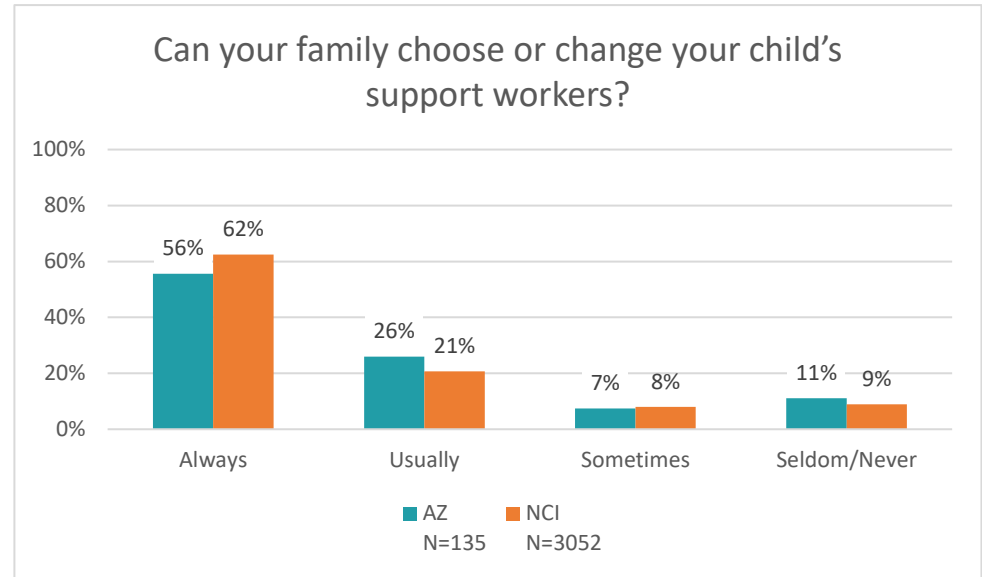
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## *Charts for Choice, Decision Making and Control*

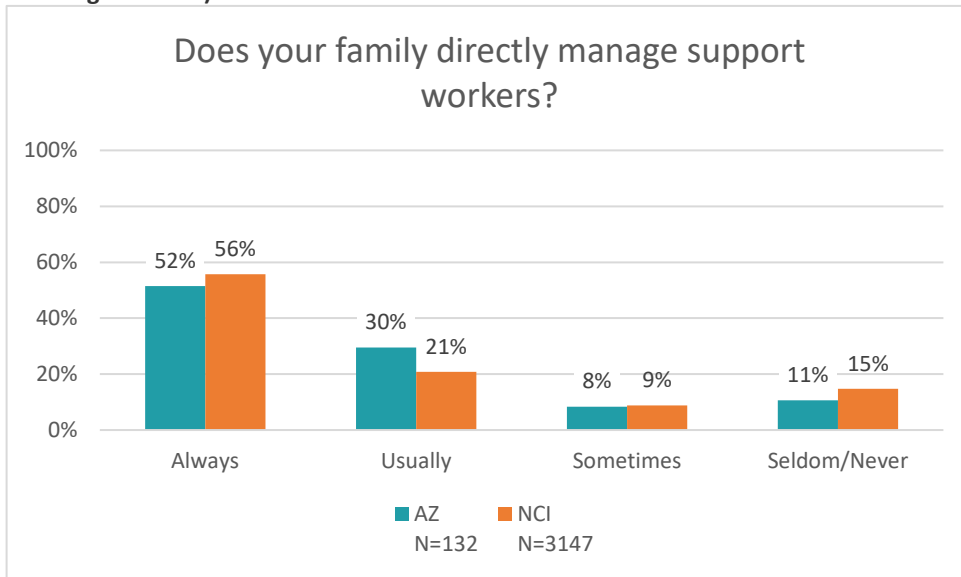
**Chart 36.** Can your family choose or change the agency that provides your child’s services?



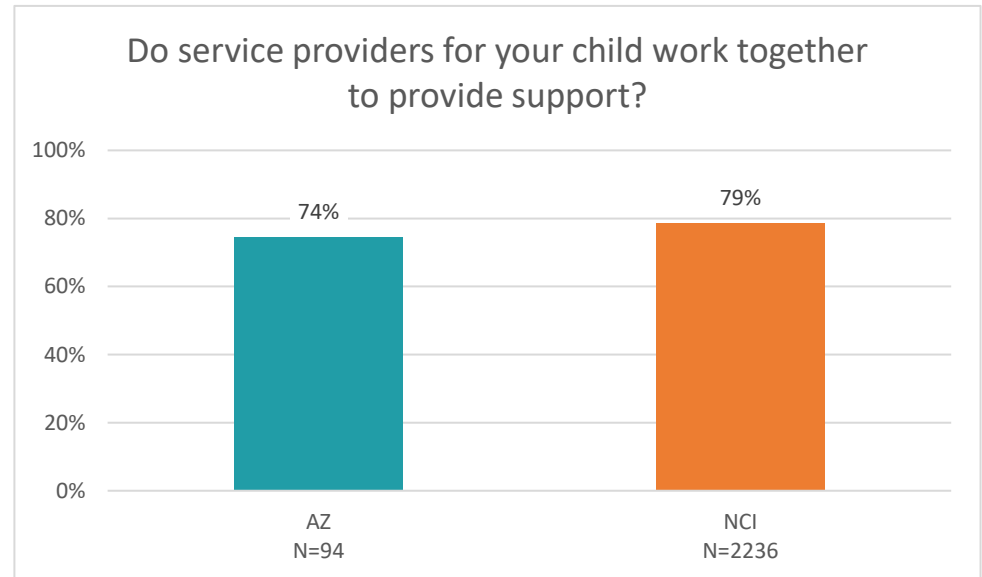
**Chart 37.** Can your family choose or change your child’s support workers?



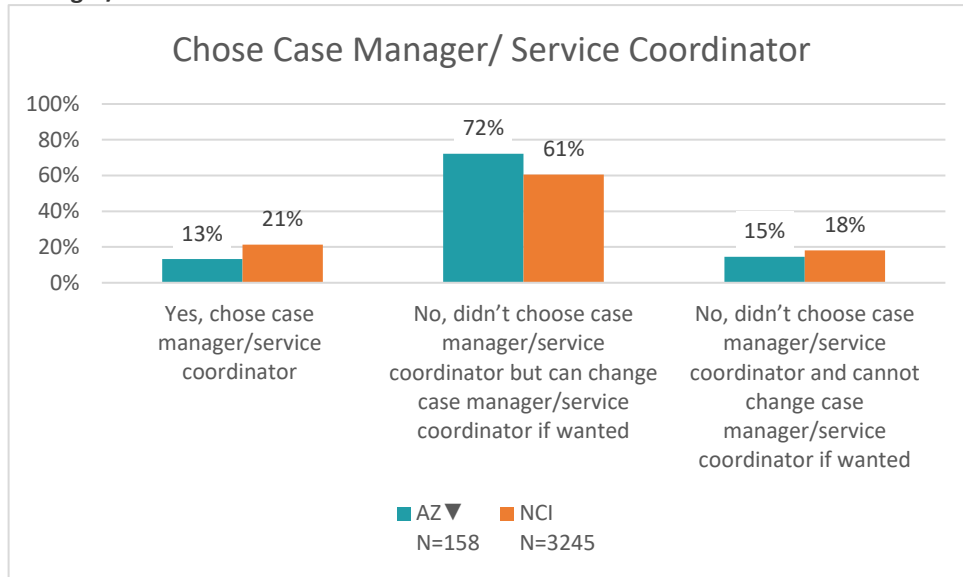
**Chart 38.** Does your family directly manage support workers (for example, hiring and deciding schedule)?



**Chart 39.** Do service providers for your child work together to provide support?



**Chart 40.** Did you, your child, or someone else in your family choose your child's case manager/service coordinator?



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

Table 29. Choice and Control

		Always	Usually	Sometimes	Seldom/Never	N
Can your family choose or change the agency that provides your child's services?	AZ	59%	23%	9%	8%	145
	NCI	64%	19%	8%	9%	2,842
Can your family choose or change your child's support workers?	AZ	56%	26%	7%	11%	135
	NCI	62%	21%	8%	9%	3,052
Does your family directly manage support workers?	AZ	52%	30%	8%	11%	132
	NCI	56%	21%	9%	15%	3,147

Table 30. Choice and Control (continued)

		Yes	No	N
Do service providers for your child work together to provide support?	AZ	74%	26%	94
	NCI	79%	21%	2,236

Table 31. Chose Case Manager/Service Coordinator

		Chose Case Manager/Service Coordinator
Yes, chose case manager/service coordinator	AZ ▼	13%
	NCI	21%
No, didn't choose case manager/service coordinator but can change case manager/service coordinator if wanted	AZ	72%
	NCI	61%
No, didn't choose case manager/service coordinator and cannot change case manager/service coordinator if wanted	AZ	15%
	NCI	18%
N	AZ	158
	NCI	3,245



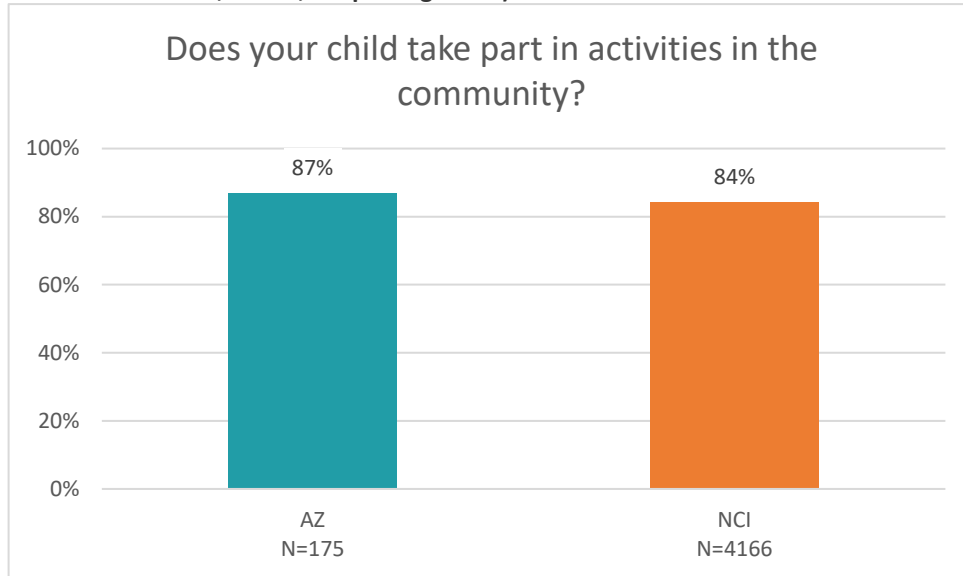
## **Involvement in the Community**

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

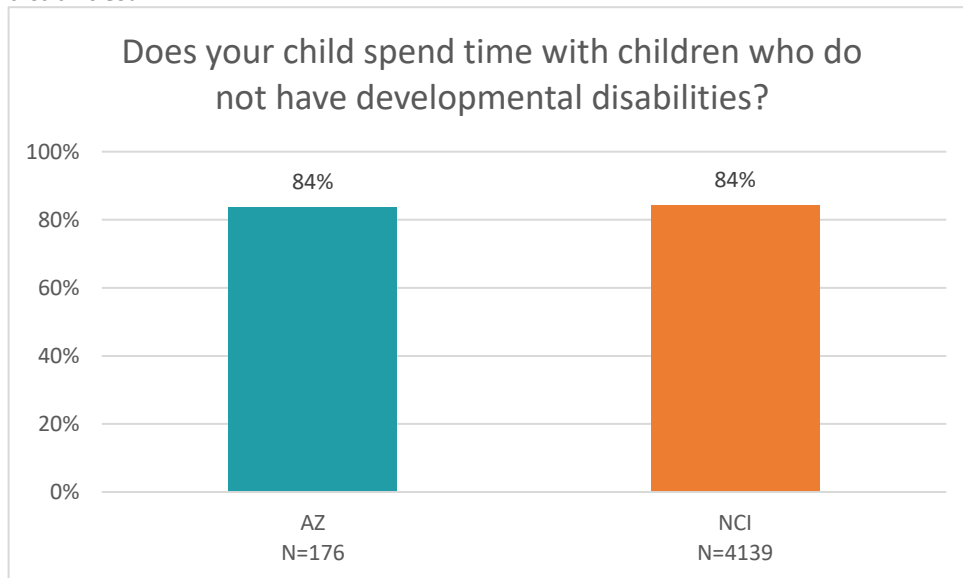
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## *Charts for Involvement in the Community*

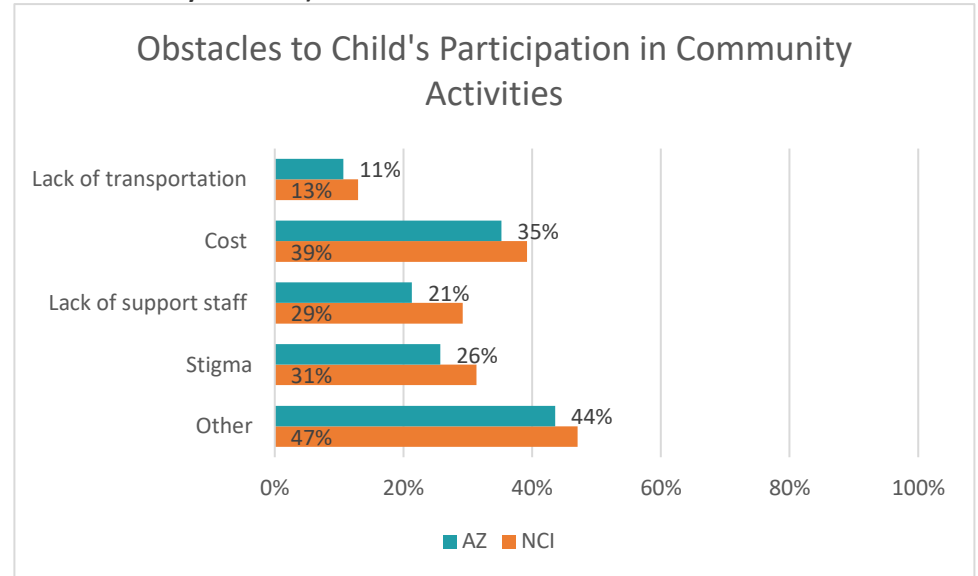
**Chart 41.** Does your child take part in activities in the community (for example, going out to a restaurant, movie, or sporting event)?



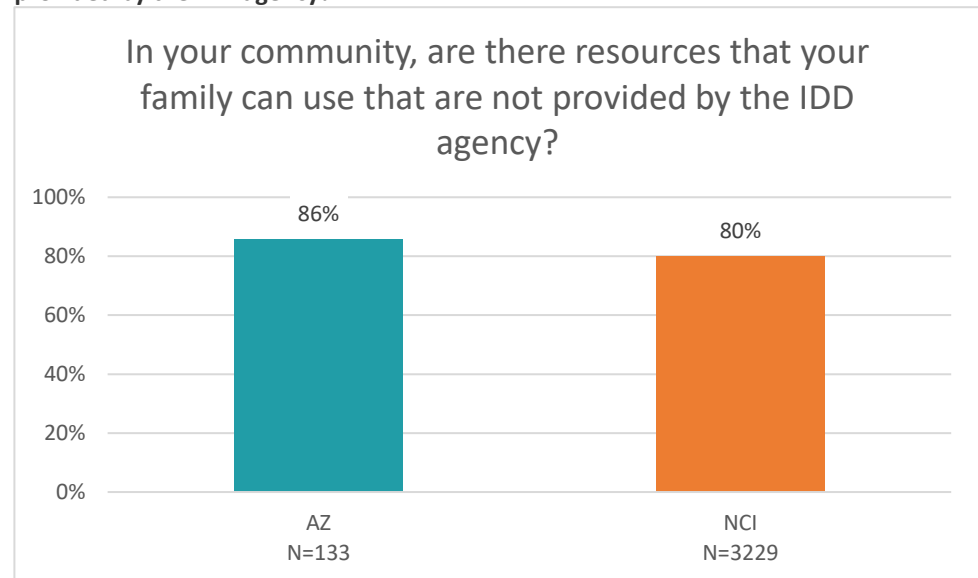
**Chart 43.** Does your child spend time with children who do not have developmental disabilities?



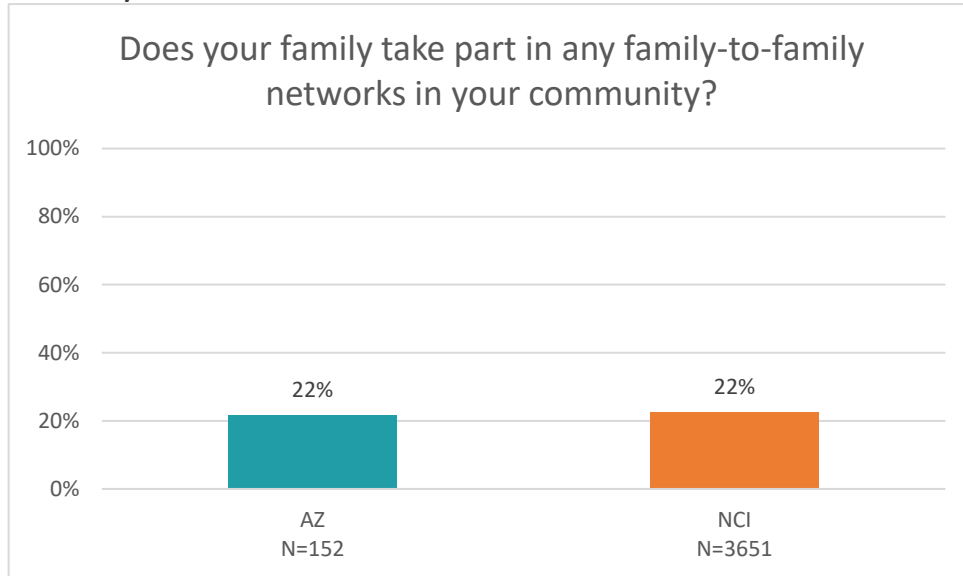
**Chart 42.** Obstacles/Barriers to child's participation in community activities (categories are not mutually exclusive)



**Chart 44.** In your community, are there resources that your family can use that are not provided by the IDD agency?



**Chart 45.** Does your family take part in any family-to-family networks in your community?



## *Tables for Involvement in the Community*

**Table 32. Involvement in the Community**

		Yes	No	N
Does your child take part in activities in the community?	AZ	87%	13%	175
	NCI	84%	16%	4,166

**Table 33. Obstacles to Family Member's Participation in Community Activities (categories are not mutually exclusive)**

		Obstacles/Barriers
Lack of transportation	AZ	11%
	NCI	13%
Cost	AZ	35%
	NCI	39%
Lack of support staff	AZ	21%
	NCI	29%
Stigma	AZ	26%
	NCI	31%
Other	AZ	44%
	NCI	47%

**Table 34. Involvement in the Community (continued)**

		Yes	No	N
Does your child spend time with children who do not have developmental disabilities?	AZ	84%	16%	176
	NCI	84%	16%	4,139
In your community, are there resources that your family can use that are not provided by the I/DD agency?	AZ	86%	14%	133
	NCI	80%	20%	3,229
Does your family take part in any family-to-family networks in your community?	AZ	22%	78%	152
	NCI	22%	78%	3,651

## Satisfaction With Services and Supports

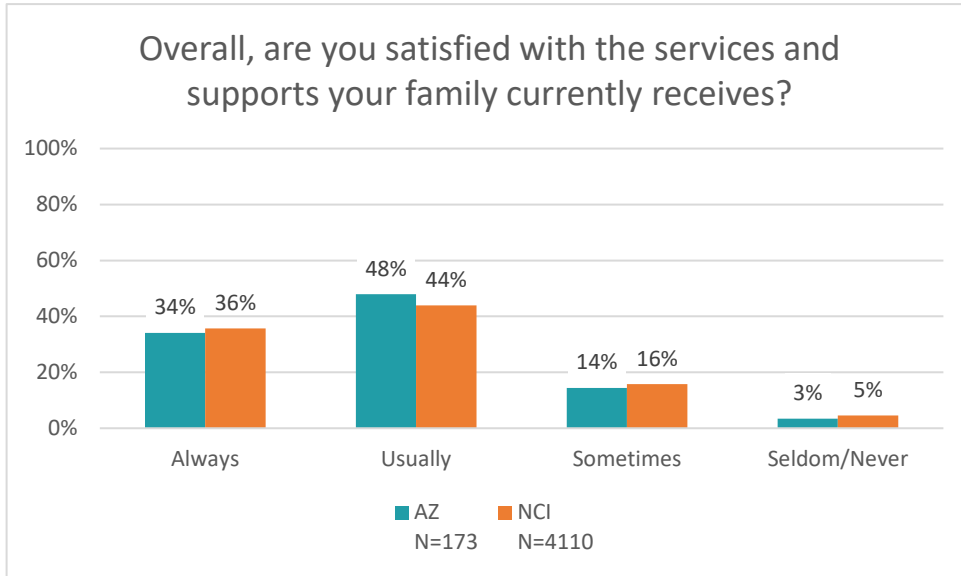
Families and family members with disabilities receive adequate and satisfactory supports.

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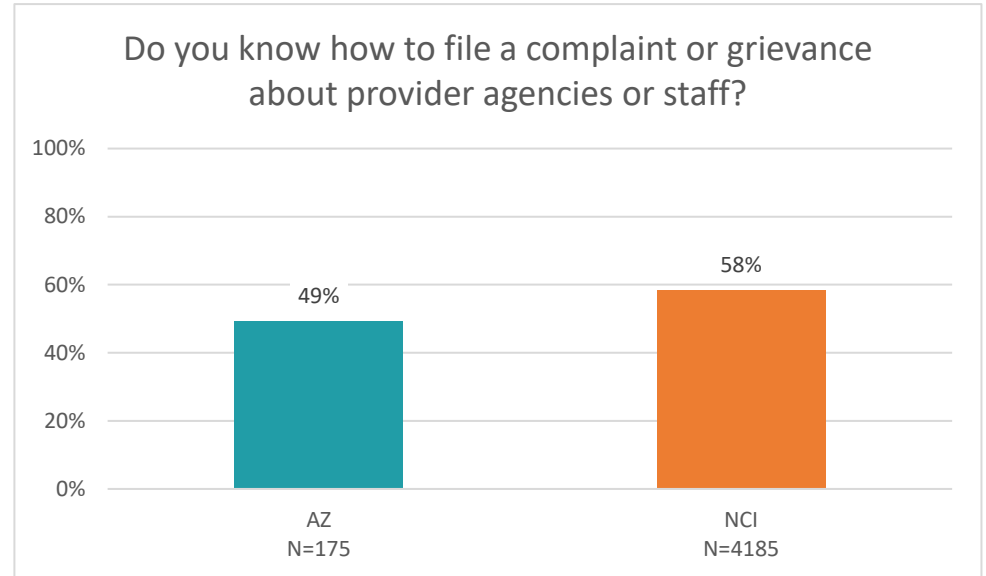
## *Charts for Satisfaction With Services and Supports*



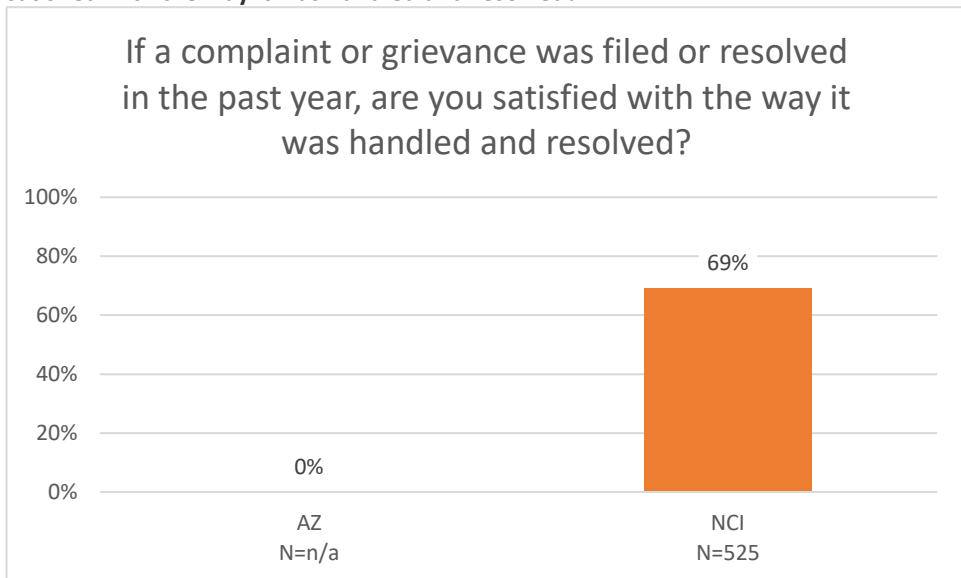
**Chart 46.** Overall, are you satisfied with the services and supports your family currently receives?



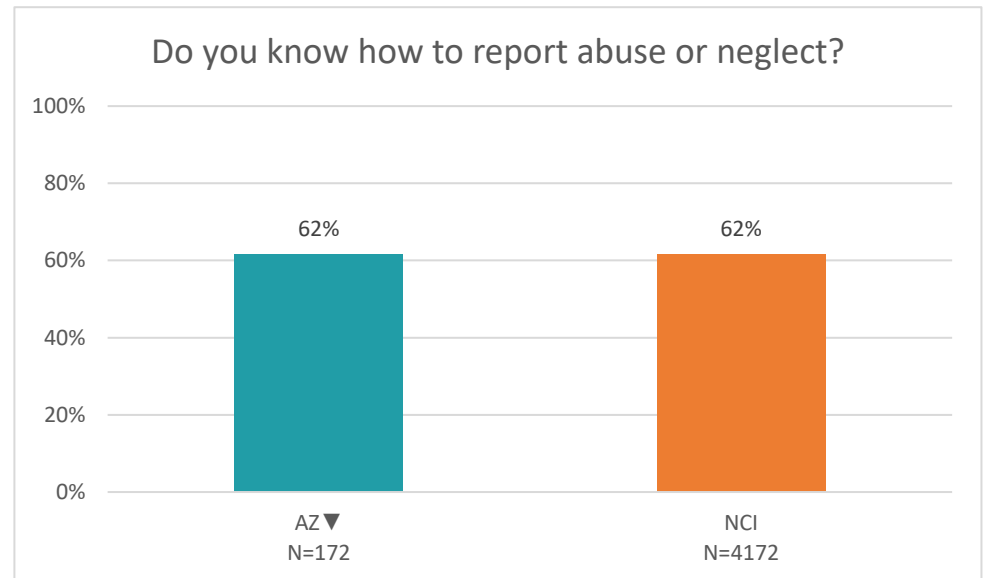
**Chart 47.** Do you know how to file a complaint or grievance about provider agencies or staff?\*



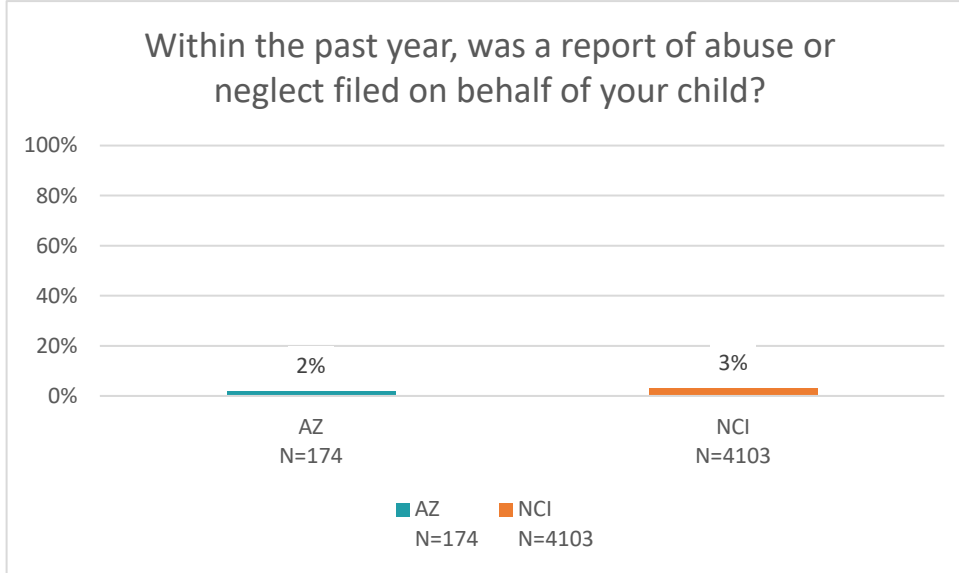
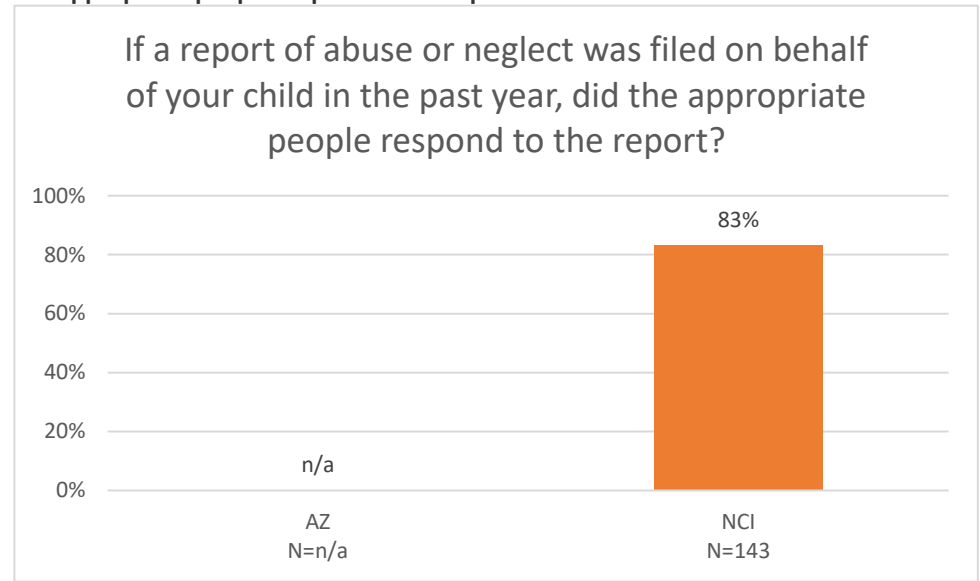
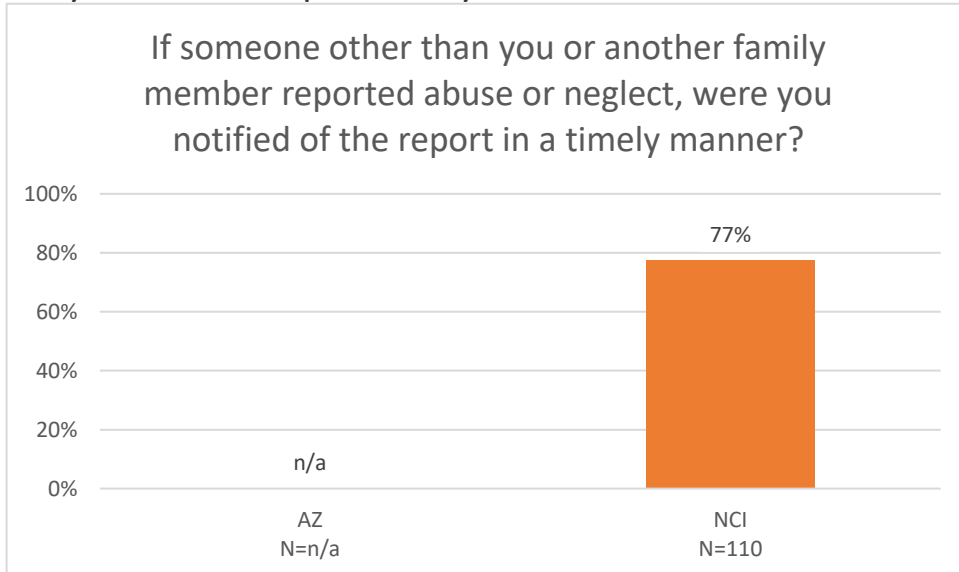
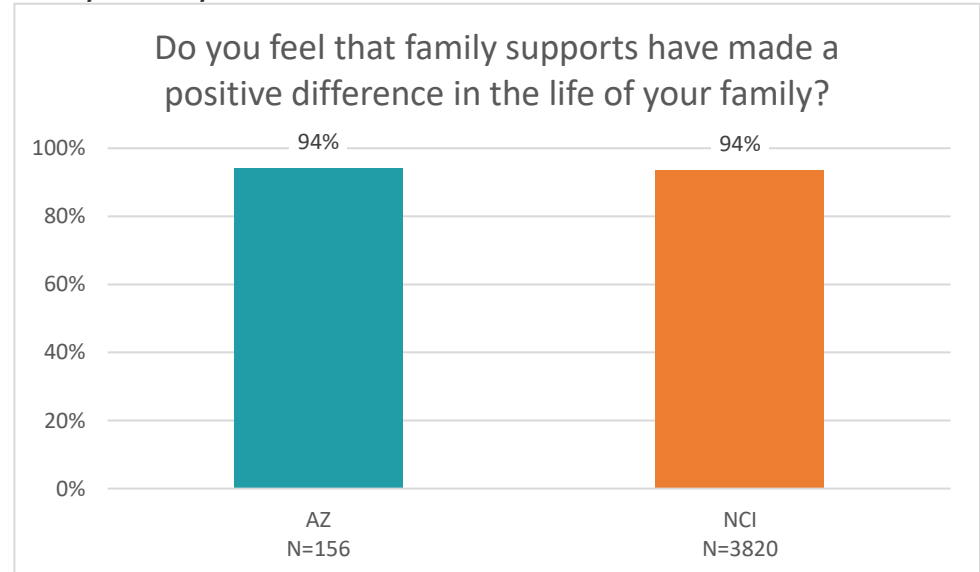
**Chart 48.** If a complaint or grievance was filed or resolved in the past year, are you satisfied with the way it was handled and resolved?



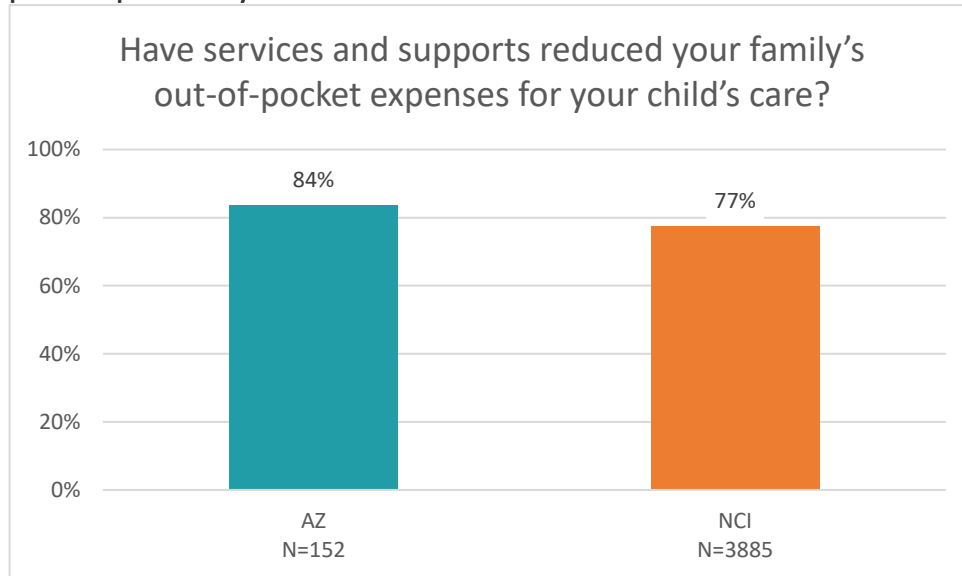
**Chart 49.** Do you know how to report abuse or neglect related to your child?\*



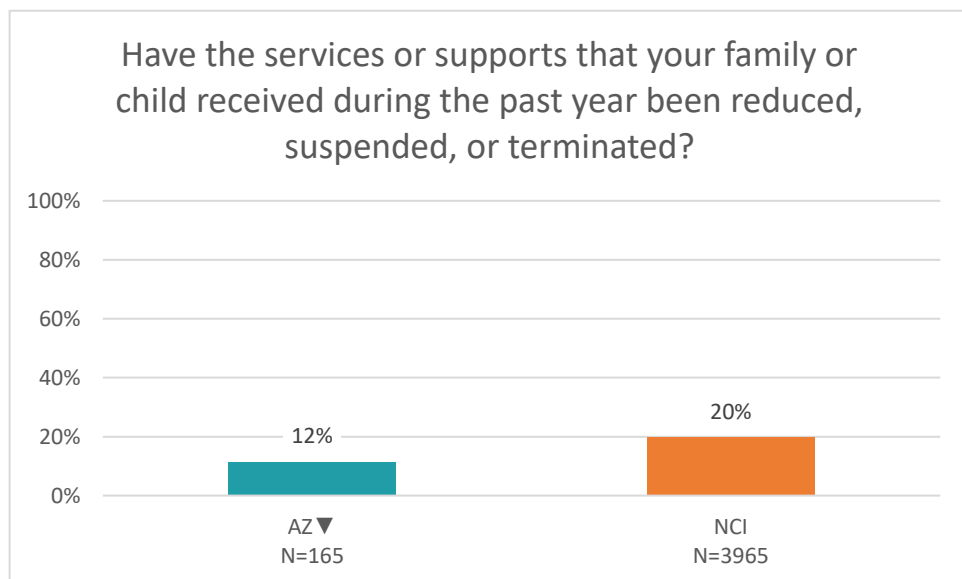
\*No and don't know responses were combined

**Chart 50.** In the past year, was a report of abuse or neglect filed on behalf of your child?**Chart 51.** If abuse or neglect was reported on behalf of your child in the past year, did the appropriate people respond to the report?**Chart 52.** If someone other than you reported abuse or neglect on behalf of your child, were you notified of the report in a timely manner?**Chart 53.** Do you feel that services and supports have made a positive difference in the life of your family?

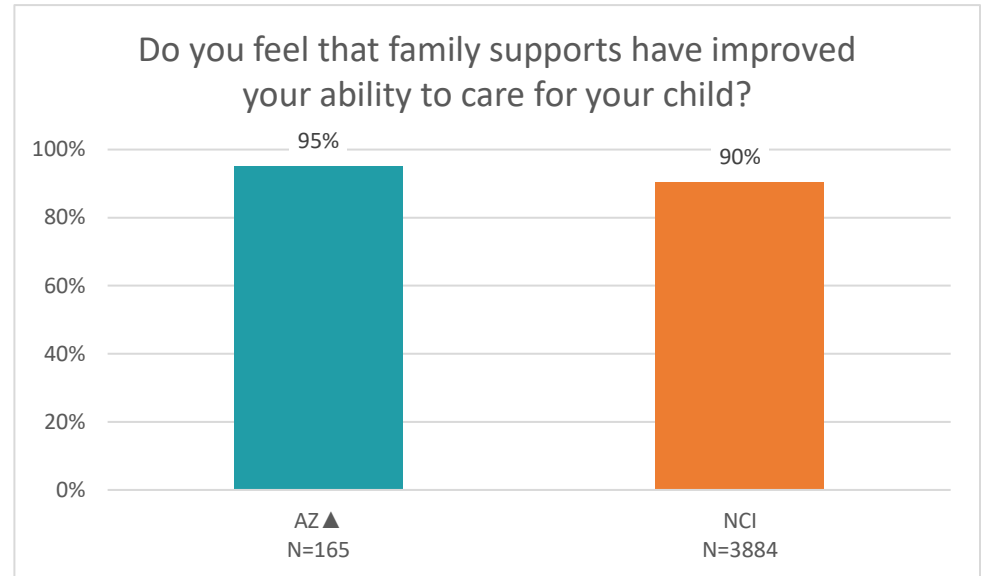
**Chart 54.** Do you feel that services and supports have reduced your family's out-of-pocket expenses for your child's care?



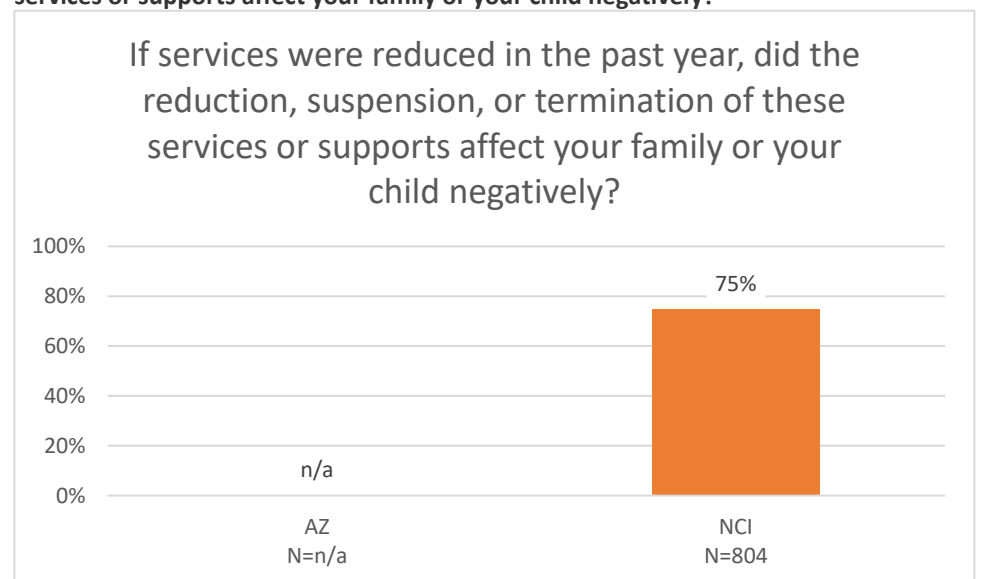
**Chart 56.** Have the services or supports that your family or child received during the past year been reduced, suspended, or terminated?



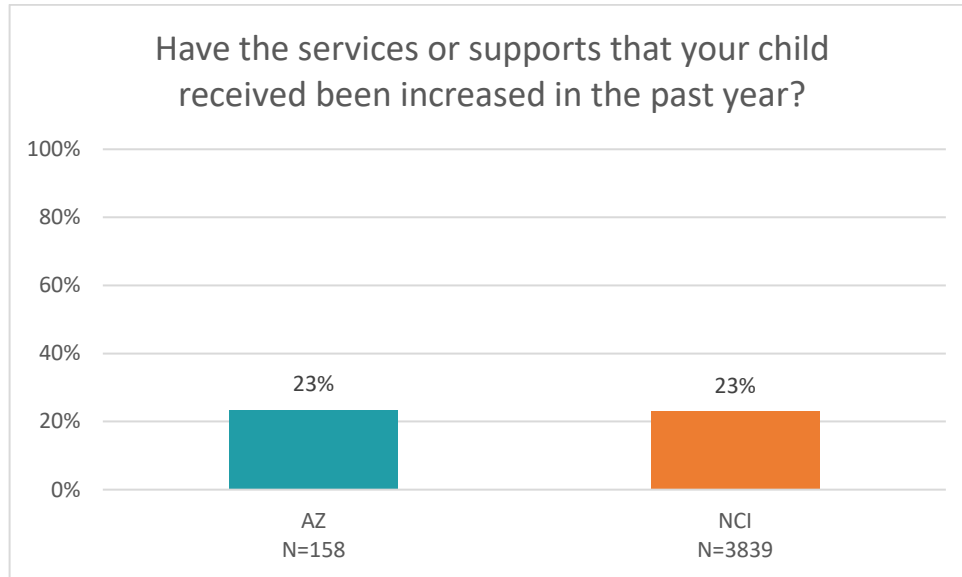
**Chart 55.** Do you feel that family supports have improved your ability to care for your child?



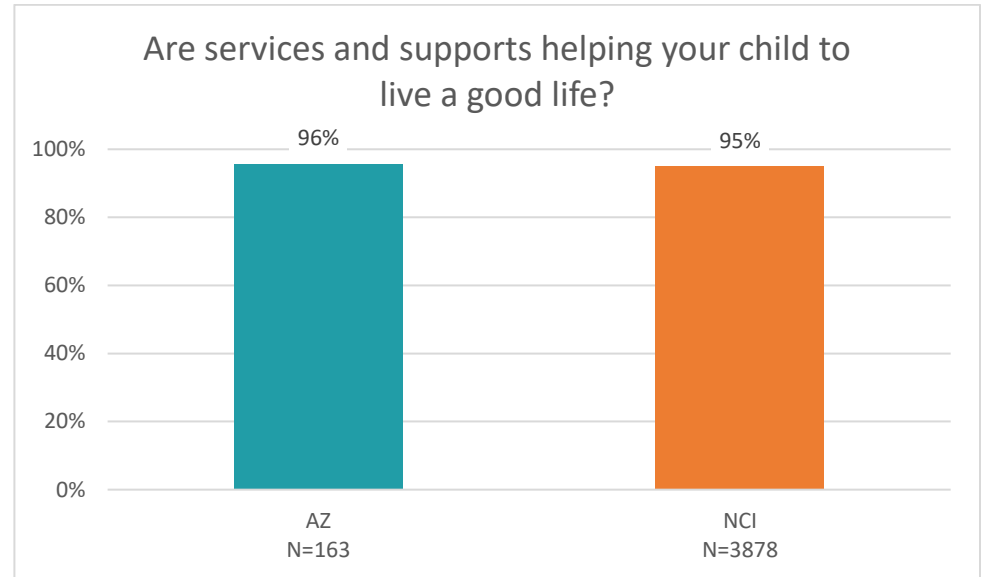
**Chart 57.** If services or supports received by the family were reduced, suspended or terminated during the past year, did the reduction, suspension, or termination of these services or supports affect your family or your child negatively?



**Chart 58.** Have the services or supports that your child received been increased in the past year?



**Chart 59.** Are services and supports helping your child to live a good life?



## *Tables for With Services and Support*

Table 35. Satisfaction With Service and Supports

		Always	Usually	Sometimes	Seldom/Never	N
Overall, are you satisfied with the services and supports your family currently receives?	AZ	34%	48%	14%	3%	173
	NCI	36%	44%	16%	5%	4,110

Table 36. Satisfaction With Service and Supports (continued)

		Yes	No	N
Do you know how to file a complaint or grievance about provider agencies or staff?*	AZ	49%	51%	175
	NCI	58%	42%	4,185
If a complaint or grievance was filed or resolved in the past year, are you satisfied with the way it was handled and resolved?	AZ	n/a	n/a	n/a
	NCI	69%	31%	525
Do you know how to report abuse or neglect?*	AZ ▼	62%	38%	172
	NCI	76%	24%	4,172
Within the past year, was a report of abuse or neglect filed on behalf of your child?	AZ	2%	98%	174
	NCI	3%	97%	4,103
If a report of abuse or neglect was filed on behalf of your child in the past year, did the appropriate people respond to the report?	AZ	n/a	n/a	n/a
	NCI	83%	17%	143
If someone other than you or another family member reported abuse or neglect, were you notified of the report in a timely manner?	AZ	n/a	n/a	n/a
	NCI	77%	23%	110

\*No and don't know responses were combined

**Table 37. Satisfaction With Service and Supports (continued)**

		Yes	No	N
Do you feel that family supports have made a positive difference in the life of your family?	AZ	94%	6%	156
	NCI	94%	6%	3,820
Have services and supports reduced your family's out-of-pocket expenses for your child's care?	AZ	84%	16%	152
	NCI	77%	23%	3,885
Do you feel that family supports have improved your ability to care for your child?	AZ▲	95%	5%	165
	NCI	90%	10%	3,884
Have the services or supports that your family or child received during the past year been reduced, suspended, or terminated?	AZ▼	12%	88%	165
	NCI	20%	80%	3,965
If services were reduced in the past year, did the reduction, suspension, or termination of these services or supports affect your family or your child negatively?	AZ	n/a	n/a	n/a
	NCI	75%	25%	804
Have the services or supports that your child received been increased in the past year?	AZ	23%	77%	158
	NCI	23%	77%	3,839
Are services and supports helping your child to live a good life?	AZ	96%	4%	163
	NCI	95%	5%	3,878