

2010 Adult Family Survey Demographics

Mail Survey of Family Members of Adults with MR/DD Who Live in their Home

Mailed 1200 Surveys in September 2010 and 500 Surveys in December 2010

Yielding 471 Useable Responses

		Relationship to Family Member	
Average age of family member	33.3	Parent	85.5%
Percent who are the primary caregiver	90.2%	Sibling	6.6%
Percent who are guardian/conservator	61.4%	Spouse	0.4%
Family member lives at home	97.2%	Other	7.5%
More than one family member with disability	9.8%		
		Primary Means of Expression	
Gender		Spoken	66.1%
Male	53.8%	Gestures/Body Language	23.3%
Female	46.2%	Sign Language/Finger Spelling	3.5%
		Communication Aid/ Device	2.0%
Respondent's Age		Other	5.1%
Under 35	7.7%	Services Received	
35-54	33.3%	Financial Support	16.6%
55-74	47.2%	In-Home Support	57.7%
75+	11.8%	Out-of-Home Respite	28.2%
		Day/Employment	49.8%
Race & Ethnicity		Transportation	55.3%
African American	20.1%	Other	32.1%
White	64.0%	Social Security Benefits	91.4%
American Indian/Alaska Native	1.5%	Respondent's Health	
Asian	0.6%	Excellent	13.0%
Native Hawaiian/Pacific Islander	0.6%	Good	44.2%
Multiracial	1.9%	Fair	32.5%
Other	0.6%	Poor	10.3%
Hispanic	13.1%	Household Income	
Out of Pocket Money Spent		Below \$15,000	35.7%
Nothing	17.8%	\$15,001-\$25,000	20.7%
\$1- \$100	11.1%	\$25,001-\$50,000	22.4%
\$101- \$1,000	36.7%	\$50,001-\$75,000	12.1%
\$1,001- \$10,000	30.3%	Over \$75,000	9.0%
Over \$10,000	4.0%	Level of help with daily activities	
		None	19.8%
Primary Language		Little	20.3%
English	88.3%	Moderate	25.2%
Spanish	7.8%	Complete	34.8%
Other	3.9%		

2010 Adult Family Survey Demographics

Continued

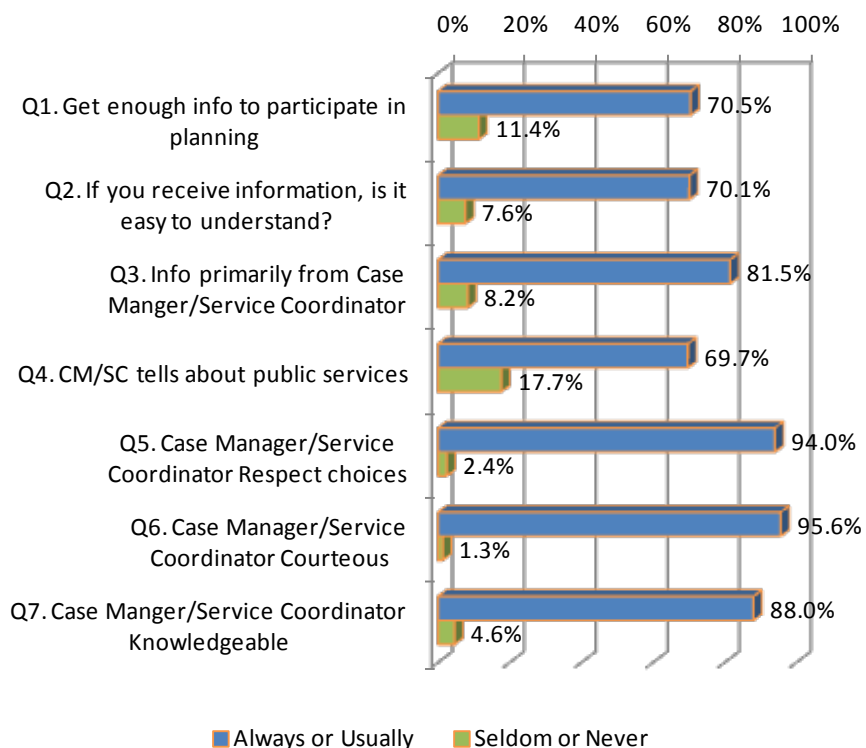
Adults living in home- not Family member		What does family member do during day		
One	30.1%	Out of Home Day Program-unpaid	17.6%	
Two	50.1%	Out of Home Day Program-paid	32.7%	
Three	14.7%	Vocational Training	4.9%	
Four or More	5.1%	Community Employment-unpaid	5.5%	
		Community Employment-paid	10.8%	
		In-home Day Supports	22.3%	
		At home-by choice	14.4%	
		At home-no services	6.4%	
		At home-other	12.7%	
		Other	15.7%	
Requiring Medical Care:				
Less frequently than once/month	74.1%			
At least once/month, but not once/week	18.0%			
At least once/week, or more frequently	7.9%			
Support to manage behaviors:		Highest Education Level:	Family Member	Respondent
No Support Needed	53.9%	Less than High School	50.8%	13.4%
Some Support Needed	30.2%	High School Diploma/ GED	44.6%	33.2%
Extensive Support Needed	15.9%	Vocational School	3.5%	3.5%
		Some College	0.9%	22.3%
		College Degree	0.2%	27.5%
Other Disabilities				
Mental Illness	13.5%			
Autism	19.1%			
Cerebral Palsy	26.8%			
Brain Injury	13.5%			
Seizure Disorder	31.9%			
Chemical Dependency	0.6%			
Limited or No Vision	12.4%			
Hearing Loss	6.6%			
Physical Disability	32.1%			
Communication Disorder	24.6%			
Alzheimer's Disease	0.9%			
Down Syndrome	16.5%			
Prader-Willi Syndrome	1.5%			
Other Disability	17.8%			

Adult Family 2010 Results

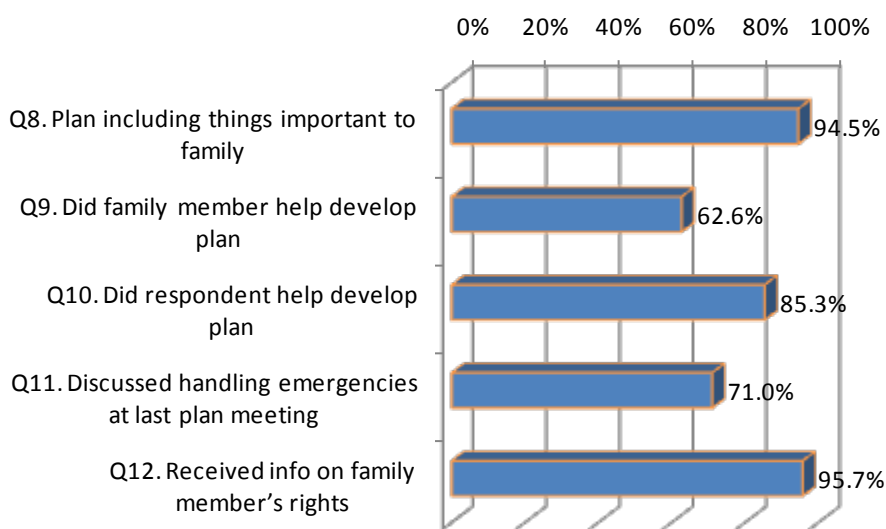
Information and Planning

Q1. Get enough info to participate in planning	
Always or Usually	70.5%
Sometimes	18.2%
Seldom or Never	11.4%
Q2. If you receive information, is it easy to understand?	
Always or Usually	70.1%
Sometimes	22.2%
Seldom or Never	7.6%
Q3. Info primarily from Case Manger/Service Coordinator	
Always or Usually	81.5%
Sometimes	10.2%
Seldom or Never	8.2%
Q4. CM/SC tells about public services	
Always or Usually	69.7%
Sometimes	12.6%
Seldom or Never	17.7%
Q5. Case Manager/Service Coordinator Respect choices	
Always or Usually	94.0%
Sometimes	3.5%
Seldom or Never	2.4%
Q6. Case Manager/Service Coordinator Courteous	
Always or Usually	95.6%
Sometimes	3.1%
Seldom or Never	1.3%
Q7. Case Manger/Service Coordinator Knowledgeable	
Always or Usually	88.0%
Sometimes	7.4%
Seldom or Never	4.6%
Q8. Plan including things important to family	
Yes	94.5%
Q9. Did family member help develop plan	
Yes	62.6%
Q10. Did respondent help develop plan	
Yes	85.3%
Q11. Discussed handling emergencies at last plan meeting	
Yes	71.0%
Q12. Received info on family member's rights	
Yes	95.7%

NCI Information and Planning Questions 1 - 7



NCI Information and Planning Questions 8 - 12
Percent Yes



Adult Family 2010 Results

Acces & Del

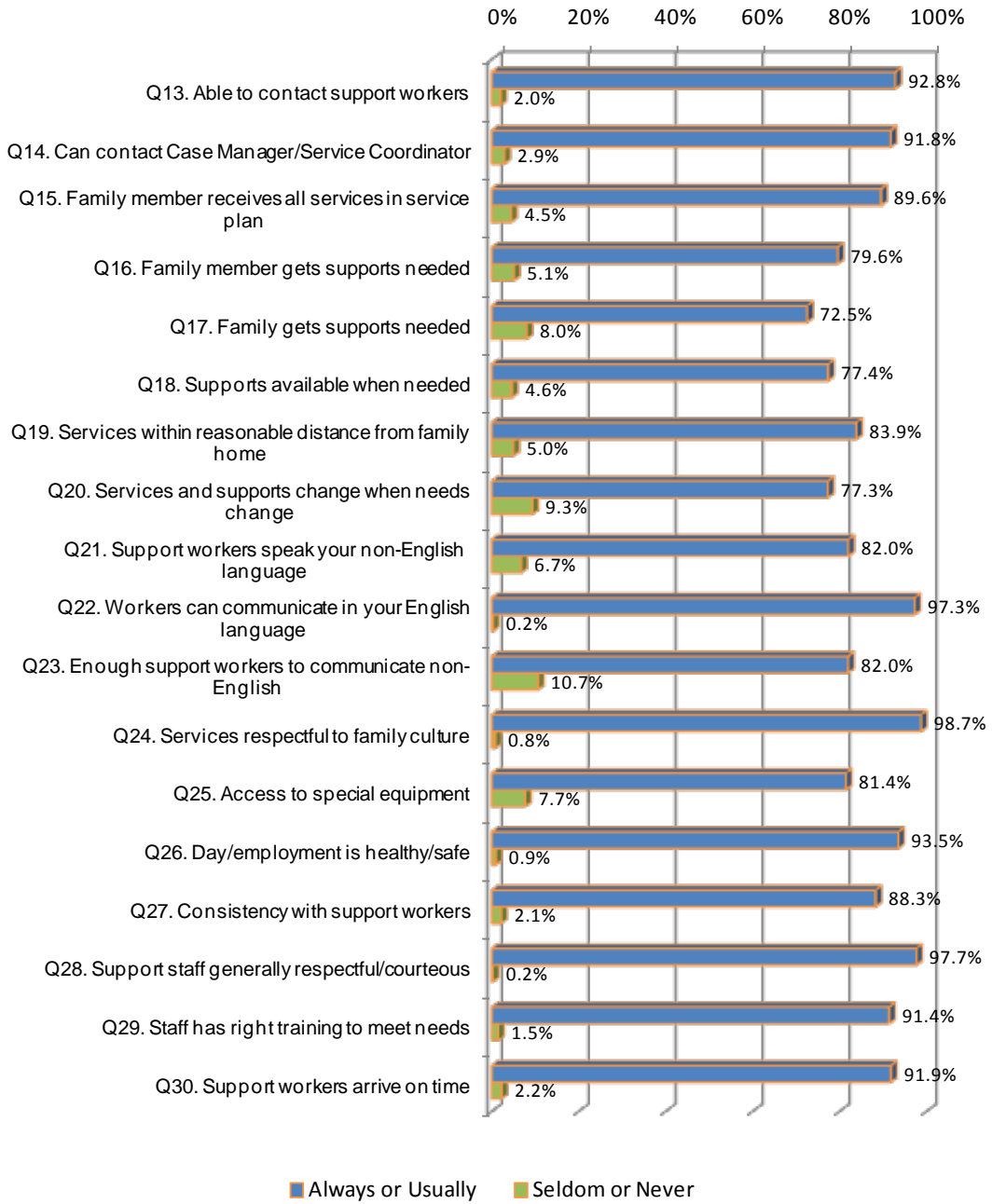
Q13. Able to contact support workers	
Always or Usually	92.8%
Sometimes	5.1%
Seldom or Never	2.0%
Q14. Can contact Case Manager/Service Coordinator	
Always or Usually	91.8%
Sometimes	5.3%
Seldom or Never	2.9%
Q15. Family member receives all services in service plan	
Always or Usually	89.6%
Sometimes	6.0%
Seldom or Never	4.5%
Q16. Family member gets supports needed	
Always or Usually	79.6%
Sometimes	15.3%
Seldom or Never	5.1%
Q17. Family gets supports needed	
Always or Usually	72.5%
Sometimes	19.5%
Seldom or Never	8.0%
Q18. Supports available when needed	
Always or Usually	77.4%
Sometimes	18.0%
Seldom or Never	4.6%
Q19. Services within reasonable distance from family home	
Always or Usually	83.9%
Sometimes	11.1%
Seldom or Never	5.0%
Q20. Services and supports change when needs change	
Always or Usually	77.3%
Sometimes	13.3%
Seldom or Never	9.3%
Q21. Support workers speak your non-English language	
Always or Usually	82.0%
Sometimes	11.2%
Seldom or Never	6.7%
Q22. Workers can communicate in your English language	
Always or Usually	97.3%
Sometimes	2.5%
Seldom or Never	0.2%
Q23. Enough support workers to communicate non-English	
Always or Usually	82.0%
Sometimes	7.4%
Seldom or Never	10.7%
Q24. Services respectful to family culture	
Always or Usually	98.7%
Sometimes	0.5%
Seldom or Never	0.8%
Q25. Access to special equipment	
Always or Usually	81.4%
Sometimes	10.9%
Seldom or Never	7.7%

Adult Family 2010 Results

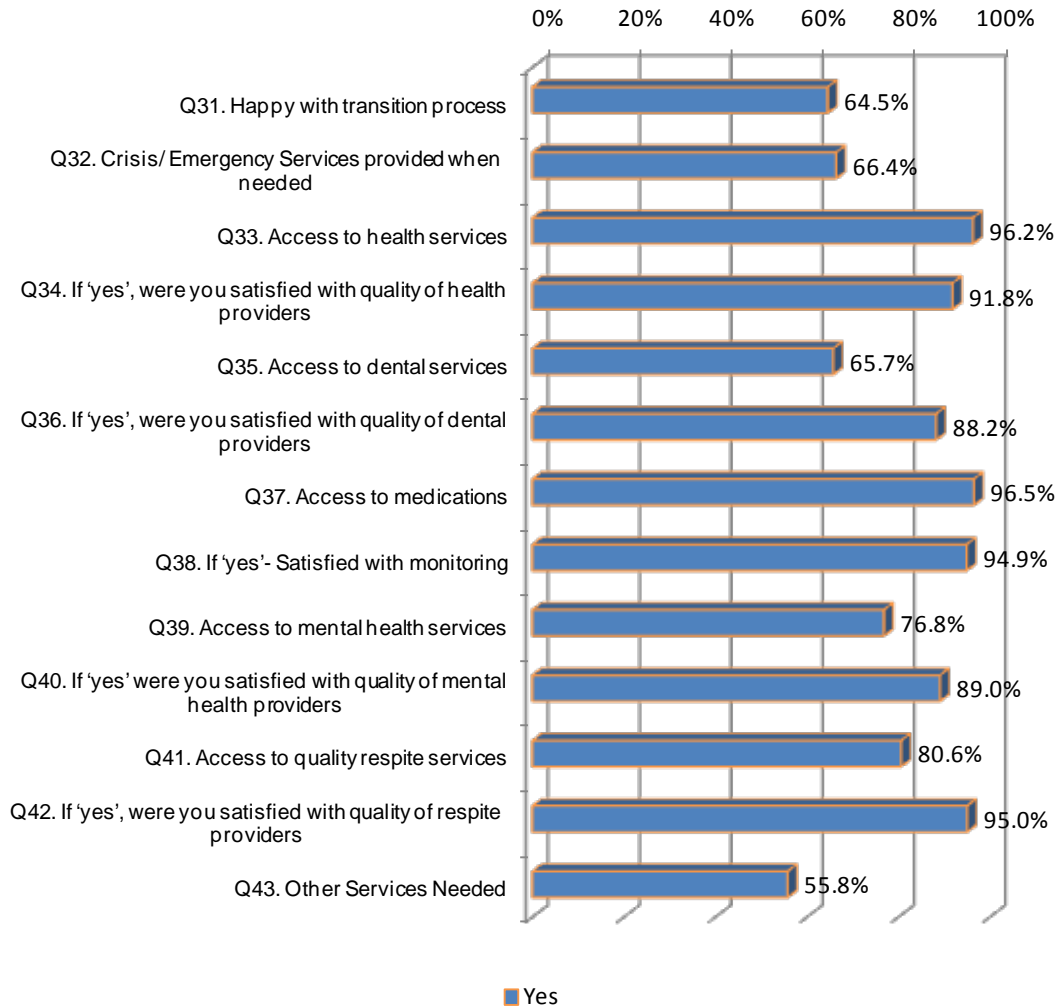
Acces & Del

Q26. Day/employment is healthy/safe	
Always or Usually	93.5%
Sometimes	5.6%
Seldom or Never	0.9%
Q27. Consistency with support workers	
Always or Usually	88.3%
Sometimes	9.5%
Seldom or Never	2.1%
Q28. Support staff generally respectful/courteous	
Always or Usually	97.7%
Sometimes	2.1%
Seldom or Never	0.2%
Q29. Staff has right training to meet needs	
Always or Usually	91.4%
Sometimes	7.1%
Seldom or Never	1.5%
Q30. Support workers arrive on time	
Always or Usually	91.9%
Sometimes	5.9%
Seldom or Never	2.2%
Q31. Happy with transition process	
Yes	64.5%
Q32. Crisis/ Emergency Services provided when needed	
Yes	66.4%
Q33. Access to health services	
Yes	96.2%
Q34. If 'yes', were you satisfied with quality of health providers	
Yes	91.8%
Q35. Access to dental services	
Yes	65.7%
Q36. If 'yes', were you satisfied with quality of dental providers	
Yes	88.2%
Q37. Access to medications	
Yes	96.5%
Q38. If 'yes'- Satisfied with monitoring	
Yes	94.9%
Q39. Access to mental health services	
Yes	76.8%
Q40. If 'yes' were you satisfied with quality of mental health providers	
Yes	89.0%
Q41. Access to quality respite services	
Yes	80.6%
Q42. If 'yes', were you satisfied with quality of respite providers	
Yes	95.0%
Q43. Other Services Needed	
Yes	55.8%

NCI Access and Delivery of Supports Questions 13 - 30



NCI Access and Delivery of Supports Questions 31 - 43

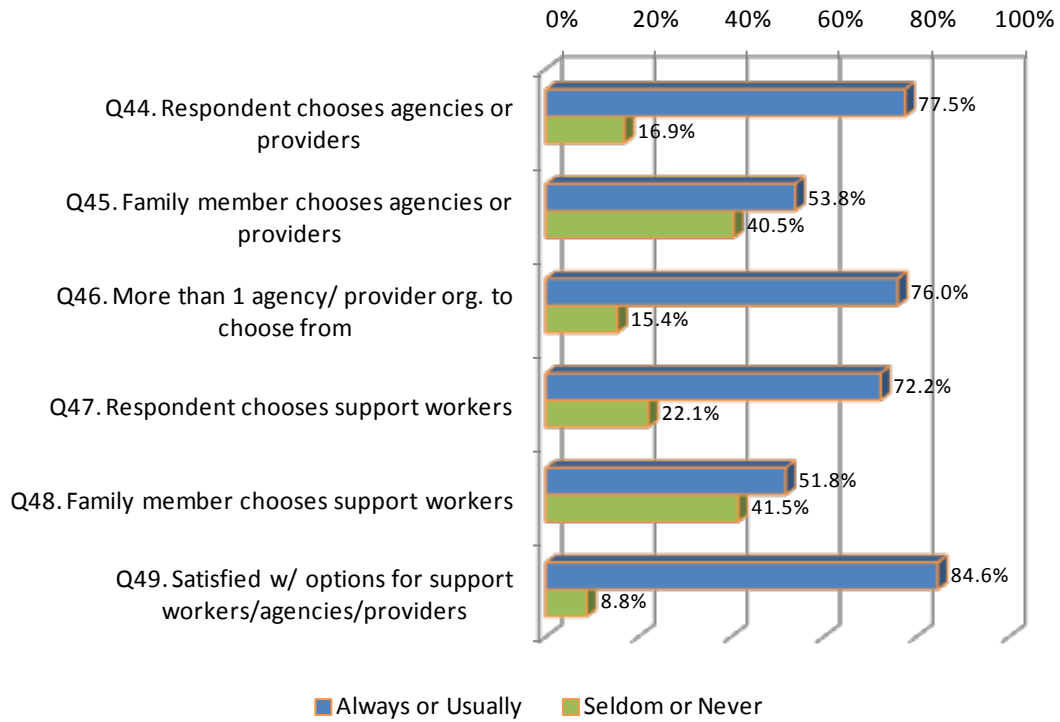


Adult Family 2010 Results

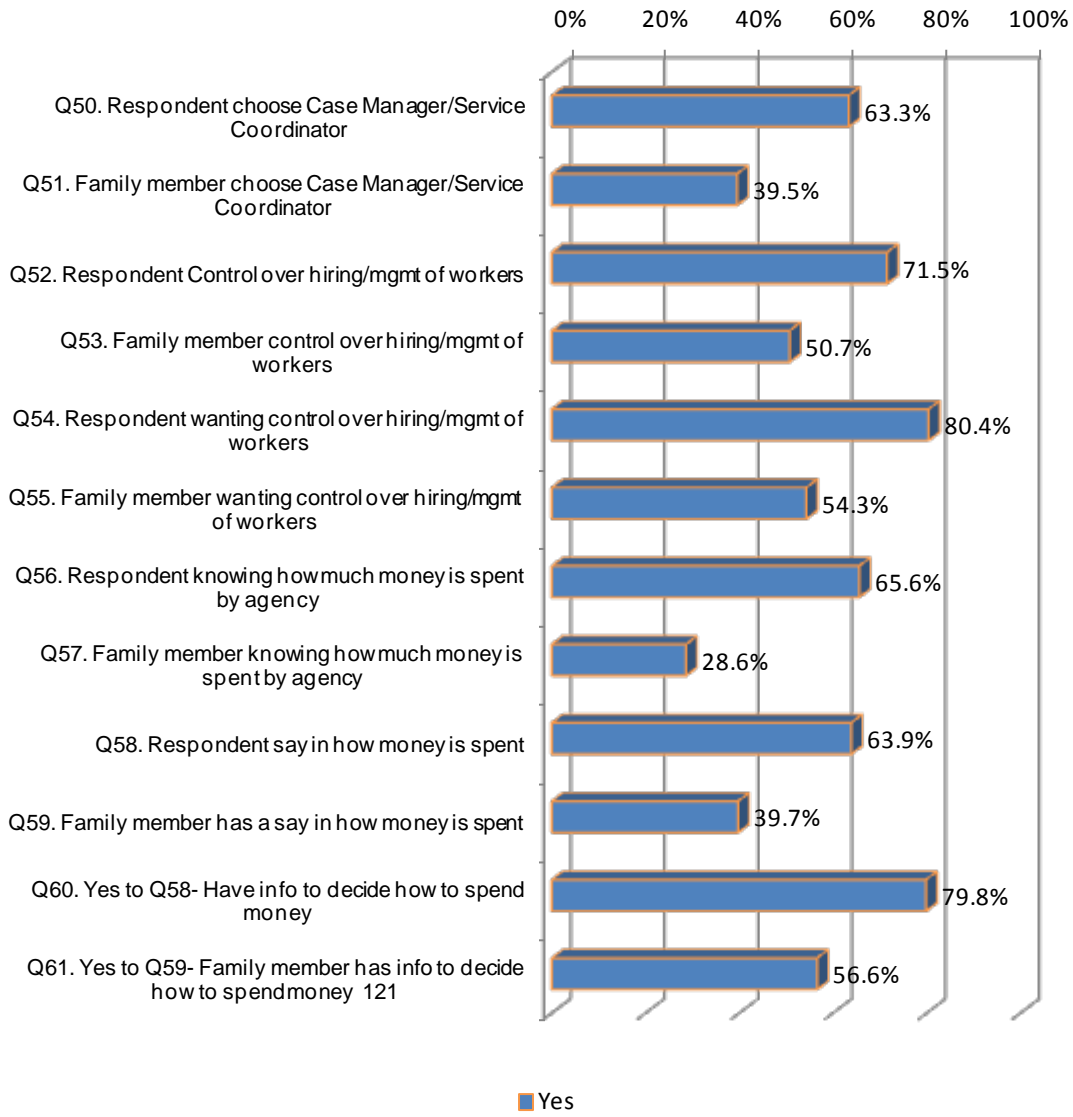
Choice & Control

Q44. Respondent chooses agencies or providers	
Always or Usually	77.5%
Sometimes	5.6%
Seldom or Never	16.9%
Q45. Family member chooses agencies or providers	
Always or Usually	53.8%
Sometimes	5.7%
Seldom or Never	40.5%
Q46. More than 1 agency/ provider org. to choose from	
Always or Usually	76.0%
Sometimes	8.6%
Seldom or Never	15.4%
Q47. Respondent chooses support workers	
Always or Usually	72.2%
Sometimes	5.7%
Seldom or Never	22.1%
Q48. Family member chooses support workers	
Always or Usually	51.8%
Sometimes	6.7%
Seldom or Never	41.5%
Q49. Satisfied w/ options for support workers/agencies/providers	
Always or Usually	84.6%
Sometimes	6.6%
Seldom or Never/Don't Know	8.8%
Q50. Respondent choose Case Manager/Service Coordinator	
Yes	63.3%
Q51. Family member choose Case Manager/Service Coordinator	
Yes	39.5%
Q52. Respondent Control over hiring/mgmt of workers	
Yes	71.5%
Q53. Family member control over hiring/mgmt of workers	
Yes	50.7%
Q54. Respondent wanting control over hiring/mgmt of workers	
Yes	80.4%
Q55. Family member wanting control over hiring/mgmt of workers	
Yes	54.3%
Q56. Respondent knowing how much money is spent by agency	
Yes	65.6%
Q57. Family member knowing how much money is spent by agency	
Yes	28.6%
Q58. Respondent say in how money is spent	
Yes	63.9%
Q59. Family member has a say in how money is spent	
Yes	39.7%
Q60. Yes to Q58- Have info to decide how to spend money	
Yes	79.8%
Q61. Yes to Q59- Family member has info to decide how to spend money 121	
Yes	56.6%

NCI Choice and Control Questions 44 -49



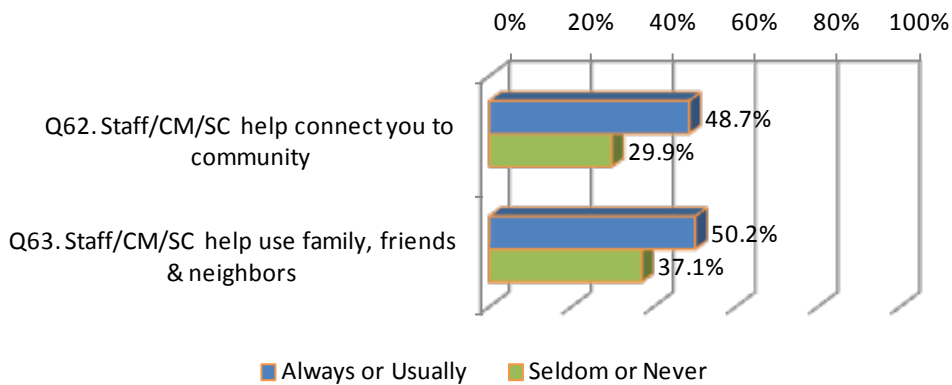
NCI Choice and Control Questions 50-61



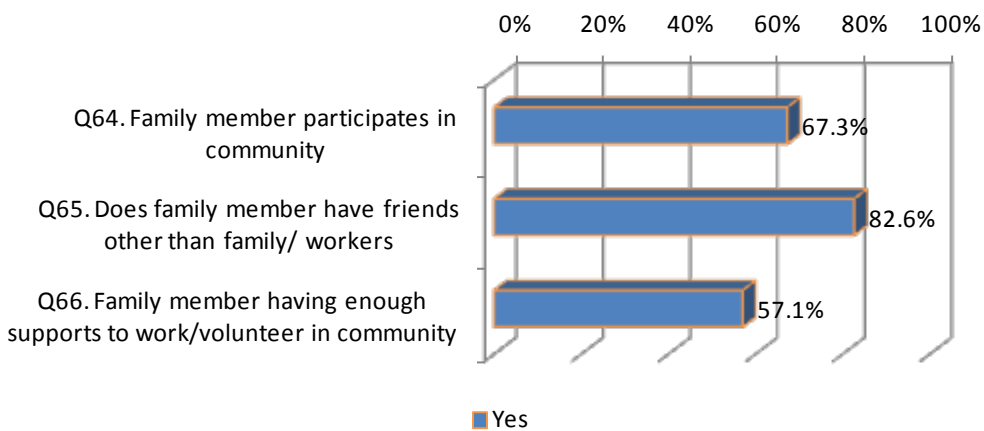
Adult Family 2010 Results Community

Q62. Staff/CM/SC help connect you to community	
Always or Usually	48.7%
Sometimes	21.5%
Seldom or Never	29.9%
Q63. Staff/CM/SC help use family, friends & neighbors	
Always or Usually	50.2%
Sometimes	12.7%
Seldom or Never	37.1%
Q64. Family member participates in community	
Yes	67.3%
Q65. Does family member have friends other than family/ workers	
Yes	82.6%
Q66. Family member having enough supports to work/volunteer in community	
Yes	57.1%

NCI Community Questions 62-63



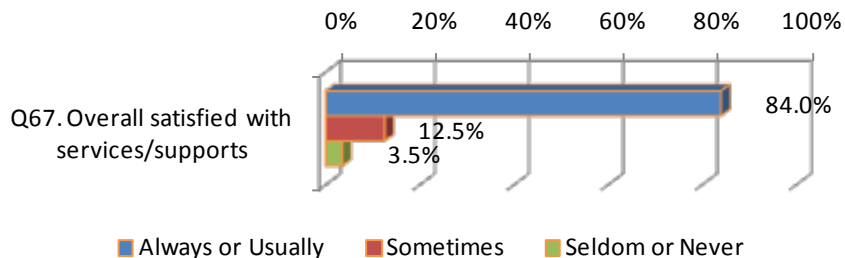
NCI Community Questions 64-66



Adult Family 2010 Results Satisfaction & Outcomes

Q67. Overall satisfied with services/supports	
Always or Usually	84.0%
Sometimes	12.5%
Seldom or Never	3.5%
Q68. Familiar with filing grievances procedure	
Yes	75.2%
Q69. Satisfied with grievance procedure	
Yes	83.9%
Q70. Know how to report abuse/ neglect	
Yes	90.5%
Q71. In the past year did you report abuse/ neglect	
Yes	4.3%
Q72. If yes on Q71- were parties responsive to report	
Yes	43.2%
Q73. Supports have made positive difference	
Yes	96.6%
Q74. Supports reduced out of pocket expenses	
Yes	87.4%
Q75. Supports address goals in service plan	
Yes	92.6%
Q76. Services made difference in keeping family member at home	
Yes	87.9%
Q77. Family member has good Quality of Life	
Yes	96.0%
Q78. Services reduced/suspended /terminated in past year	
Yes	46.3%
Q79. yes to Q78- reduction/ suspension/termination affect family/family member	
Yes	67.5%

NCI Satisfaction & Outcomes Question 67



NCI Satisfaction & Outcomes Questions 68-79

