

NCI Child Family Survey State Outcomes

TCRC Report

Fiscal Year 2015-16



Table of Contents

| | |
|---|-----------|
| Quality Assessment Project and National Core Indicators™ | 1 |
| What is NCI? | 1 |
| What is the NCI Child Family Survey?..... | 2 |
| How were people selected to participate?..... | 3 |
| Limitations of Data..... | 4 |
| What is contained in this report?..... | 4 |
| Results: Demographics of the Child | 6 |
| GRAPH 1. MORE THAN ONE CHILD LIVING IN THE HOME HAS ID/DD..... | 7 |
| GRAPH 2. CHILD'S AGE..... | 7 |
| GRAPH 3. CHILD'S GENDER..... | 7 |
| GRAPH 4. CHILD'S RACE AND ETHNICITY..... | 7 |
| GRAPH 5. CA QUALIFYING CONDITIONS..... | 8 |
| GRAPH 6. CHILD'S DISABILITIES..... | 8 |
| GRAPH 7. CHILD'S DISABILITIES (CONTINUED)..... | 8 |
| GRAPH 8. CHILD'S HEALTH CONDITIONS..... | 8 |
| GRAPH 9. CHILD'S PREFERRED MEANS OF COMMUNICATION..... | 9 |
| GRAPH 10. CHILD'S PREFERRED LANGUAGE..... | 9 |
| GRAPH 11. CHILD'S PREFERRED LANGUAGE..... | 9 |
| GRAPH 12. CHILD'S SUPPORT NEEDS FOR SELF-INJURIOUS, DISRUPTIVE, AND/OR DESTRUCTIVE BEHAVIORS..... | 9 |
| GRAPH 13. CHILD'S LEVEL OF HELP NEEDED WITH PERSONAL CARE ACTIVITIES | 10 |
| Results: Demographics of Respondent | 11 |
| GRAPH 14. RESPONDENT'S AGE..... | 12 |
| GRAPH 15. RESPONDENT'S HEALTH..... | 12 |
| GRAPH 16. RESPONDENT'S RELATIONSHIP TO CHILD..... | 12 |
| GRAPH 17. RESPONDENT OR OTHER FAMILY MEMBER PROVIDES PAID SUPPORT TO CHILD | 12 |
| GRAPH 18. NUMBER OF ADULTS IN HOUSEHOLD | 13 |

| | |
|---|-----------|
| GRAPH 19. NUMBER OF CHILDREN IN HOUSEHOLD | 13 |
| GRAPH 20. RESPONDENT'S HIGHEST LEVEL OF EDUCATION..... | 13 |
| GRAPH 21. TOTAL TAXABLE HOUSEHOLD INCOME OF WAGE EARNERS IN THE PAST YEAR..... | 13 |
| GRAPH 22. RESIDENTIAL DESIGNATION (URBAN/SUBURBAN OR RURAL)..... | 14 |
| GRAPH 23. APPROXIMATE OUT-OF-POCKET MONEY SPENT LAST YEAR ON CHILD'S MEDICAL SERVICES, EQUIPMENT, SUPPLIES, THERAPIES, AND OTHER SERVICES..... | 14 |
| GRAPH 24. SERVICES AND SUPPORTS PAID FOR OUT-OF-POCKET | 14 |
| GRAPH 25. SERVICES AND SUPPORTS PAID FOR OUT-OF-POCKET (CONTINUED) | 14 |
| Services and Supports Received | 15 |
| GRAPH 26.SERVICES AND SUPPORTS RECEIVED FROM REGIONAL CENTER | 16 |
| GRAPH 27. OTHER SERVICES OR SUPPORTS RECEIVED..... | 16 |
| Information and Planning | 17 |
| GRAPH 28. DO YOU GET ENOUGH INFORMATION TO HELP YOU PARTICIPATE IN PLANNING SERVICES FOR YOUR FAMILY?..... | 18 |
| GRAPH 29. IS THE INFORMATION YOU RECEIVE EASY TO UNDERSTAND?..... | 18 |
| GRAPH 30. DOES THE CASE MANAGER/SERVICE COORDINATOR RESPECT YOUR FAMILY'S CHOICES AND OPINIONS?..... | 18 |
| GRAPH 31. DO YOU GET ENOUGH INFORMATION ABOUT OTHER PUBLIC SERVICES FOR WHICH YOUR FAMILY IS ELIGIBLE? | 18 |
| GRAPH 32. DO YOU NEED HELP PLANNING FOR YOUR CHILD'S FUTURE WITH RESPECT TO ANY OF THE FOLLOWING?..... | 19 |
| GRAPH 33. DO YOU NEED HELP PLANNING FOR YOUR CHILD'S FUTURE WITH RESPECT TO ANY OF THE FOLLOWING?..... | 19 |
| GRAPH 34. IF YOU ASKED FOR CRISIS OR EMERGENCY SERVICES DURING THE PAST YEAR, WERE SERVICES PROVIDED WHEN NEEDED?..... | 19 |
| GRAPH 35. DOES YOUR CHILD HAVE AN INDIVIDUAL PROGRAM PLAN (IPP) OR INDIVIDUAL FAMILY SERVICE PLAN (IFSP)? | 19 |
| GRAPH 36. DOES THE IPP/IFSP INCLUDE ALL THE SERVICES AND SUPPORTS YOUR CHILD NEEDS?..... | 20 |
| GRAPH 37. DOES YOUR CHILD RECEIVE ALL OF THE SERVICES LISTED IN THE IPP/IFSP? | 20 |
| GRAPH 38. DID YOU OR ANOTHER FAMILY MEMBER HELP DEVELOP THE IPP/IFSP? | 20 |
| GRAPH 39. DID YOUR CHILD HELP DEVELOP THE IPP/IFSP? | 20 |
| GRAPH 40. DID YOU DISCUSS HOW TO HANDLE EMERGENCIES (SUCH AS A MEDICAL EMERGENCY OR A NATURAL DISASTER) AT YOUR CHILD'S LAST SERVICE PLANNING MEETING?..... | 21 |
| GRAPH 41. DO YOU FEEL PREPARED TO HANDLE THE NEEDS OF YOUR CHILD IN AN EMERGENCY SUCH AS A MEDICAL EMERGENCY OR A NATURAL DISASTER?..... | 21 |
| GRAPH 42. 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)? ... | 21 |
| GRAPH 43. IF YOUR CHILD HAS A TRANSITION PLAN, DID YOU HELP MAKE THE TRANSITION PLAN? | 21 |
| Access and Delivery | 22 |
| GRAPH 44. ARE YOU OR YOUR CHILD ABLE TO CONTACT HIS/HER SUPPORT WORKERS WHEN YOU WANT TO?..... | 23 |
| GRAPH 45. ARE YOU OR YOUR CHILD ABLE TO CONTACT HIS/HER CASE MANAGER OR SERVICE COORDINATOR WHEN YOU WANT TO? | 23 |

| | |
|--|----|
| GRAPH 46. DO SUPPORT WORKERS COME AND LEAVE WHEN THEY ARE SUPPOSED TO? | 23 |
| GRAPH 47. DO SERVICES AND SUPPORTS CHANGE WHEN YOUR FAMILY'S NEEDS CHANGE? | 23 |
| GRAPH 48. DO SUPPORT WORKERS SPEAK TO YOU IN A WAY THAT YOU UNDERSTAND? | 24 |
| GRAPH 49. ARE SERVICES DELIVERED IN A WAY THAT IS RESPECTFUL OF YOUR FAMILY'S CULTURE? | 24 |
| GRAPH 50. IF YOUR CHILD DOES NOT COMMUNICATE VERBALLY (FOR EXAMPLE, USES GESTURES OR SIGN LANGUAGE), ARE THERE SUPPORT WORKERS WHO CAN COMMUNICATE WITH HIM/HER? | 24 |
| GRAPH 51. DO SUPPORT WORKERS HAVE THE RIGHT INFORMATION AND SKILLS TO MEET YOUR FAMILY'S NEEDS? | 24 |
| GRAPH 52. DOES YOUR CHILD HAVE ACCESS TO THE SPECIAL EQUIPMENT OR ACCOMMODATIONS THAT S/HE NEEDS (FOR EXAMPLE, WHEELCHAIR, RAMP, COMMUNICATION BOARD)? | 25 |
| GRAPH 53. CAN YOUR CHILD SEE HEALTH PROFESSIONALS WHEN NEEDED (FOR EXAMPLE, DOCTOR, DENTIST, PSYCHOLOGIST)? | 25 |
| GRAPH 54. DOES YOUR CHILD'S PRIMARY CARE DOCTOR UNDERSTAND HIS/HER NEEDS RELATED TO HIS/HER DISABILITY? | 25 |
| GRAPH 55. DO YOU HAVE ACCESS TO DENTAL SERVICES FOR YOUR CHILD? | 25 |
| GRAPH 56. DOES YOUR CHILD'S DENTIST UNDERSTAND HIS/HER NEEDS RELATED TO HIS/HER DISABILITY? | 26 |
| GRAPH 57. IF YOUR CHILD TAKES MEDICATIONS, DO YOU KNOW WHAT THEY'RE FOR? | 26 |
| GRAPH 58. IF YOUR CHILD TAKES MEDICATIONS, DO YOU, YOUR CHILD OR SOMEONE ELSE IN YOUR FAMILY KNOW WHAT IS NEEDED TO SAFELY TAKE THE MEDICATIONS (WHEN IT SHOULD BE TAKEN, HOW MUCH TO TAKE, POTENTIAL SIDE EFFECTS)? | 26 |
| GRAPH 59. IF YOUR CHILD USES MENTAL HEALTH SERVICES, DOES THE MENTAL HEALTH PROFESSIONAL (FOR EXAMPLE, PSYCHOLOGIST, PSYCHIATRIST, COUNSELOR) UNDERSTAND YOUR CHILD'S NEEDS RELATED TO HIS/HER DISABILITY? | 26 |
| GRAPH 60. IF YOU NEED RESPITE SERVICES, DO YOU HAVE ACCESS TO THEM? | 27 |
| GRAPH 61. ARE YOU SATISFIED WITH THE QUALITY OF THE RESPITE SERVICES? | 27 |
| GRAPH 62.. DOES YOUR FAMILY GET THE SUPPORT NEEDED? | 27 |
| GRAPH 63. WHAT ADDITIONAL SERVICES ARE NEEDED? | 27 |

Choice, Decision Making and Control28

| | |
|---|----|
| GRAPH 64. CAN YOUR FAMILY CHOOSE OR CHANGE THE AGENCY THAT PROVIDES YOUR CHILD'S SERVICES? | 29 |
| GRAPH 65. CAN YOUR FAMILY CHOOSE OR CHANGE YOUR CHILD'S SUPPORT WORKERS? | 29 |
| GRAPH 66. DOES YOUR FAMILY DIRECTLY MANAGE SUPPORT WORKERS (FOR EXAMPLE, HIRING AND DECIDING SCHEDULE)? | 29 |
| GRAPH 67. DO SERVICE PROVIDERS FOR YOUR CHILD WORK TOGETHER TO PROVIDE SUPPORT? | 29 |
| GRAPH 68. DID YOU, YOUR CHILD, OR SOMEONE ELSE IN YOUR FAMILY CHOOSE YOUR CHILD'S CASE MANAGER/SERVICE COORDINATOR? | 30 |

Involvement in the Community.....31

| | |
|--|----|
| GRAPH 69. DOES YOUR CHILD TAKE PART IN ACTIVITIES IN THE COMMUNITY (FOR EXAMPLE, GOING OUT TO A RESTAURANT, MOVIE, OR SPORTING EVENT)? | 32 |
| GRAPH 70. WHY DOES YOUR FAMILY MEMBER NOT TAKE PART IN COMMUNITY ACTIVITIES? | 32 |
| GRAPH 71. DOES YOUR CHILD SPEND TIME WITH CHILDREN WITHOUT DD? | 32 |
| GRAPH 72. IN YOUR COMMUNITY, ARE THERE RESOURCES THAT YOUR FAMILY CAN USE THAT ARE NOT PROVIDED BY THE REGIONAL CENTER | 32 |

| | |
|---|-----------|
| GRAPH 73. DOES YOUR FAMILY TAKE PART IN ANY FAMILY-TO-FAMILY NETWORKS IN YOUR COMMUNITY? | 33 |
| Satisfaction..... | 34 |
| GRAPH 74. OVERALL, ARE YOU SATISFIED WITH THE SERVICES AND SUPPORTS YOUR CHILD CURRENTLY RECEIVES? | 35 |
| GRAPH 75. DO YOU KNOW THE PROCESS FOR FILING A COMPLAINT OR GRIEVANCE AGAINST PROVIDER AGENCIES OR STAFF? | 35 |
| GRAPH 76. IF A COMPLAINT OR GRIEVANCE WAS FILED OR RESOLVED IN THE PAST YEAR, ARE YOU SATISFIED WITH THE WAY IT WAS HANDLED AND RESOLVED?..... | 35 |
| GRAPH 77. DO YOU KNOW HOW TO REPORT ABUSE OR NEGLECT RELATED TO YOUR CHILD?..... | 35 |
| GRAPH 78. WITHIN THE PAST YEAR, WAS A REPORT OF ABUSE OR NEGLECT FILED ON BEHALF OF YOUR CHILD? | 36 |
| Outcomes..... | 37 |
| GRAPH 79. DO YOU FEEL THAT SERVICES AND SUPPORTS HAVE MADE A POSITIVE DIFFERENCE IN THE LIFE OF YOUR FAMILY? | 38 |
| GRAPH 80. DO YOU FEEL THAT SERVICES AND SUPPORTS HAVE REDUCED YOUR FAMILY'S OUT-OF-POCKET EXPENSES FOR YOUR CHILD'S CARE?..... | 38 |
| GRAPH 81. DO YOU FEEL THAT FAMILY SUPPORTS HAVE IMPROVED YOUR ABILITY TO CARE FOR YOUR CHILD? | 38 |
| GRAPH 82 HAVE THE SERVICES OR SUPPORTS THAT YOU OR YOUR CHILD RECEIVED DURING THE PAST YEAR BEEN REDUCED, SUSPENDED, OR TERMINATED? | 38 |
| GRAPH 83. 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? | 39 |
| GRAPH 84 HAVE THE SERVICES OR SUPPORTS THAT YOUR CHILD RECEIVES BEEN INCREASED IN THE PAST YEAR? | 39 |
| GRAPH 85. ARE SERVICES AND SUPPORTS HELPING YOUR CHILD TO LIVE A GOOD LIFE?..... | 39 |
| CA Specific Questions: Cultural Competency | 40 |
| GRAPH 86. DID YOU GET A COPY OF YOUR IPP/IFSP IN YOUR PREFERRED LANGUAGE? | 41 |
| GRAPH 87. ARE THERE SUPPORT WORKERS AVAILABLE WHO CAN SPEAK TO YOU IN YOUR PREFERRED LANGUAGE?..... | 41 |
| GRAPH 88. HAVE SERVICES MADE A DIFFERENCE IN HELPING KEEP YOUR FAMILY MEMBER AT HOME? | 41 |

Quality Assessment Project and National Core Indicators™

This report contains regional center level results from California's statewide National Core Indicator (NCI) Child Family Survey data collection from fiscal year 2015-2016 (FY 15/16) in accordance with Welfare and Institutions Code (WIC), Section 4571. WIC, Section 4571 directs the Department of Developmental Services (DDS) to collect accurate, reliable, and valid consumer and family satisfaction measures as well as individual outcome data. In California, data from this project will be used to review and benchmark statewide and regional center developmental disability service system performance.¹ This report shows Child Family Survey findings from Tri-Counties Regional Center (TCRC) compared to the California statewide and NCI averages. Regional centers can use this report to help guide strategic planning and monitor systemic changes.

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 2015-16 a total of 45 states, the District of Columbia, and 22 sub-state entities were participating in NCI.

¹ Refer to the California Child Family Survey Report FY 15/16 for information about Quality Assessment Project implementation, the NCI, and California's statewide results.

What is the NCI Child Family Survey?

The NCI Child Family Survey is used to gather data on family outcomes. It is mailed to families who have a child in the family home who receives services from the regional center.² The survey collects demographic information on both the child and the person who fills out the survey (the ‘respondent’; usually a parent) as well as information on services and supports received. The survey is continually refined and tested to ensure that it is valid and reliable.

In 2015-16, a total of 16,999 Child Family Surveys were completed across eight states.³ 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 1 on the following page). Respondents also had the option of writing open-ended comments concerning their family’s participation in the service system.

² Some states include families with a child up to age 22 if s/he receives services as a child through the state.

³ States that conducted the CFS in 2015-16 were: CA, ID, NC, OR, SD, TX, UT, and VA.

Table 1. NCI Family Survey – sub-domains and concern statements

| Sub-Domain | Concern |
|--|--|
| 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 Child Family Survey by selecting a random sample of at least 1,200 families, all of whom had a child⁴ with a developmental disability living at home and receiving at least one direct service or support in addition to service coordination.

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 1,200 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 interval and margin of error used are widely acceptable standards for reviewing results, regardless of population size. States with fewer than 1,200 potential respondent families were

⁴ In some states, up to age 22 if receiving services as a child.

instructed to send surveys to all eligible families. With response rates lower than expected, we also included in our national reports those states that submitted fewer than 400 surveys up to a margin of error of no greater than +/- 7%.

In California, a statewide sample size of 3,325 surveys was recommended by the University of California, Davis (UCD) for the Child Family Survey FY 15/16 (CFS2) with the expectation of a 40% return rate or greater (yielding 139-167 surveys per regional center, depending on the service population). The State Council on Developmental Disabilities (SCDD) mailed out the paper survey to all families selected in the statewide sample. A final sample size of 3,325 would guarantee a +/- 7.5% margin of error and a 95% confidence level when interpreting the results.

Limitations of Data

The NCI Child Family Survey tool is not intended to be used for monitoring individuals or providers, but rather for assessing system-wide performance. Neither the NCI average nor the California (CA) statewide average should be interpreted as necessarily defining “acceptable” levels of performance or satisfaction, nor does it provide benchmarks for acceptable or unacceptable levels of performance for each indicator. Instead, it describes average levels of performance or satisfaction across the state. It is up to public managers, policy-makers, and other stakeholders to decide what is an acceptable or unacceptable result (i.e., percentage of individuals achieving the indicated outcome).

What is contained in this report?

This report illustrates 2015-16 NCI Child Family Survey demographic and outcome results from TCRC compared to the CA statewide average and the NCI average. The NCI average is the average of eight state averages. Because the “NCI Average” is calculated by averaging all the states’ estimates (i.e., an “average of averages”), each state contributes the exact same weight to the NCI average, including California.

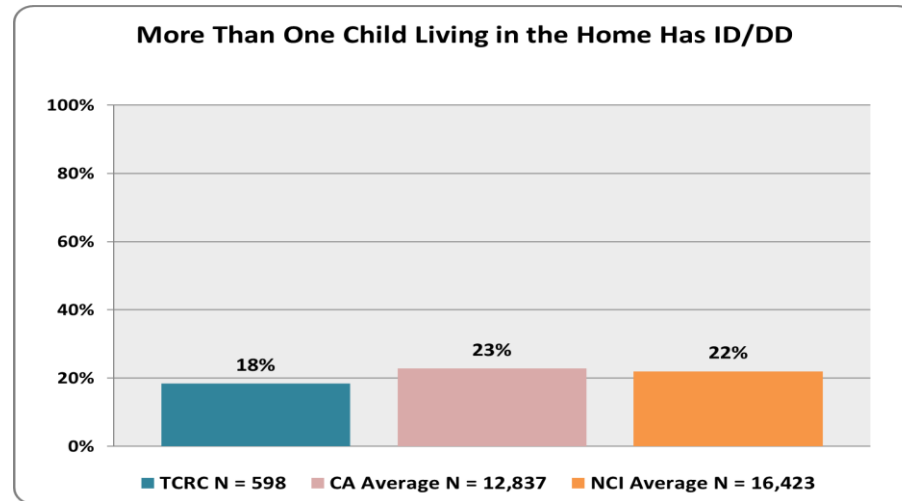
In 2015-16, a total of 16,999 Child Family Surveys were completed across eight states.⁵ All results are shown in chart form. Questions with fewer than 20 responses to a particular question were excluded from analysis for that question. The number of responses per each question by regional center, state, and across NCI states are included in each chart. All state and national data results for this survey can be found online at: <http://www.dds.ca.gov/QA/>.

⁵ States that conducted the CFS in 2015-16 were: CA, ID, NC, OR, SD, TX, UT, and VA.

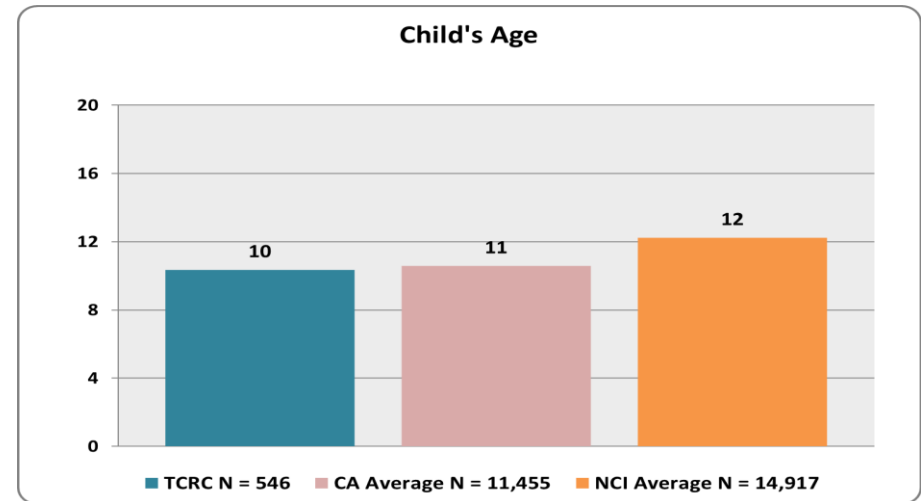
Results: Demographics of the Child

ILLUSTRATES THE DEMOGRAPHIC PROFILE OF CHILDREN RECEIVING SERVICES FROM THE STATE

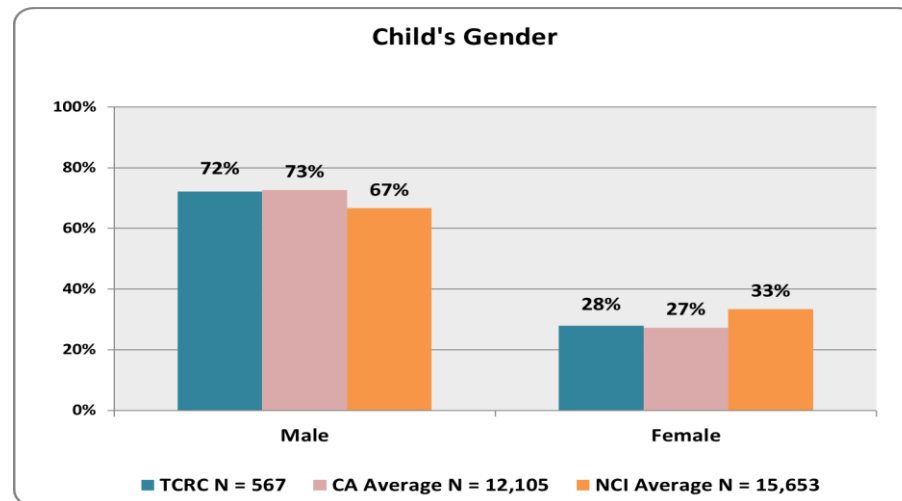
GRAPH 1.



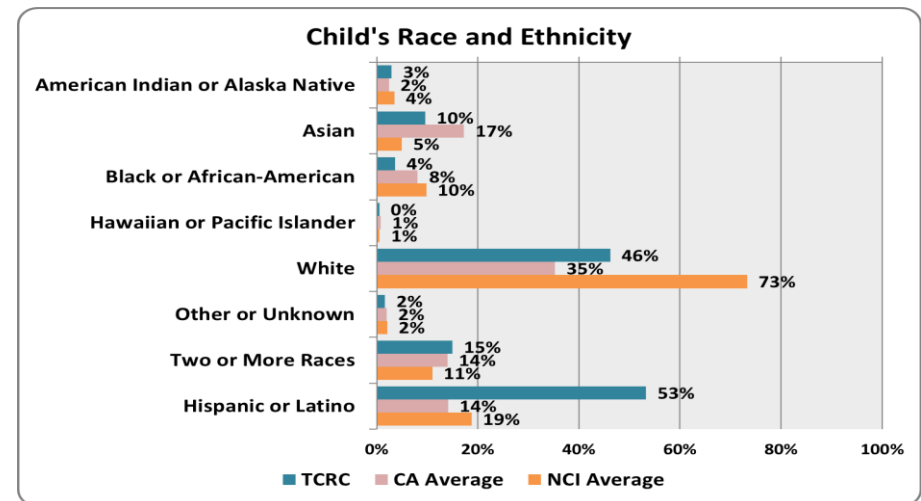
GRAPH 2.



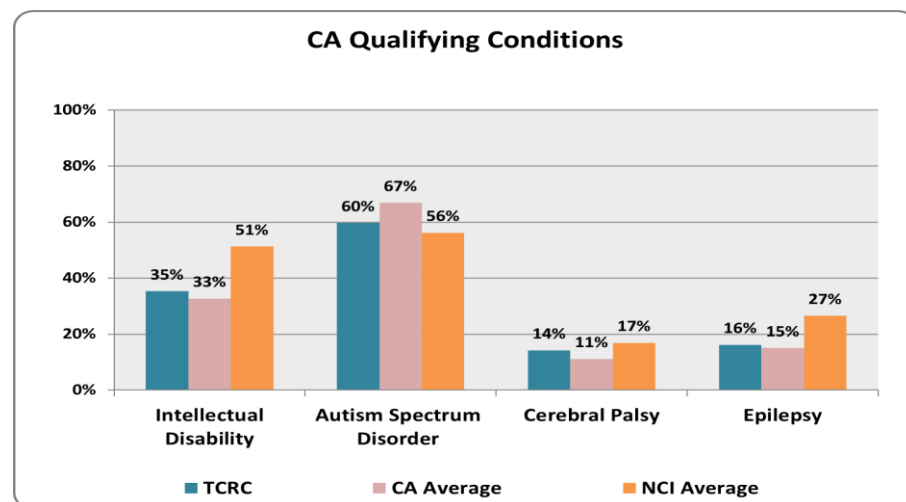
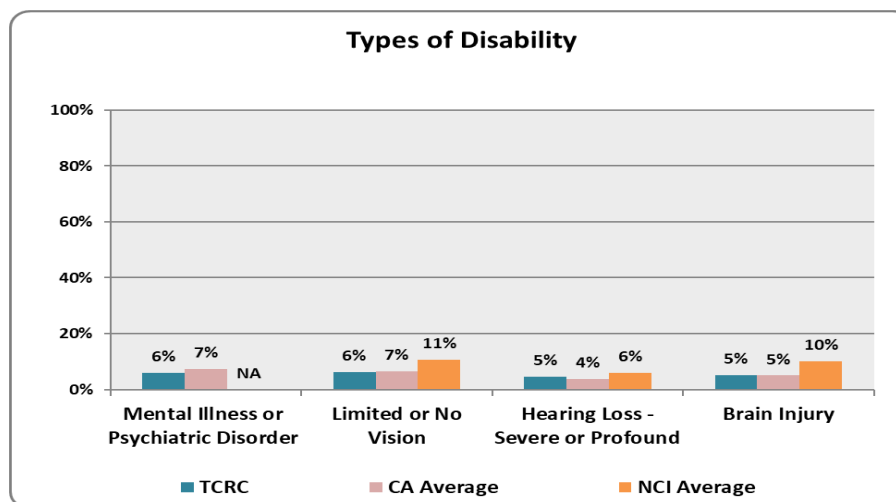
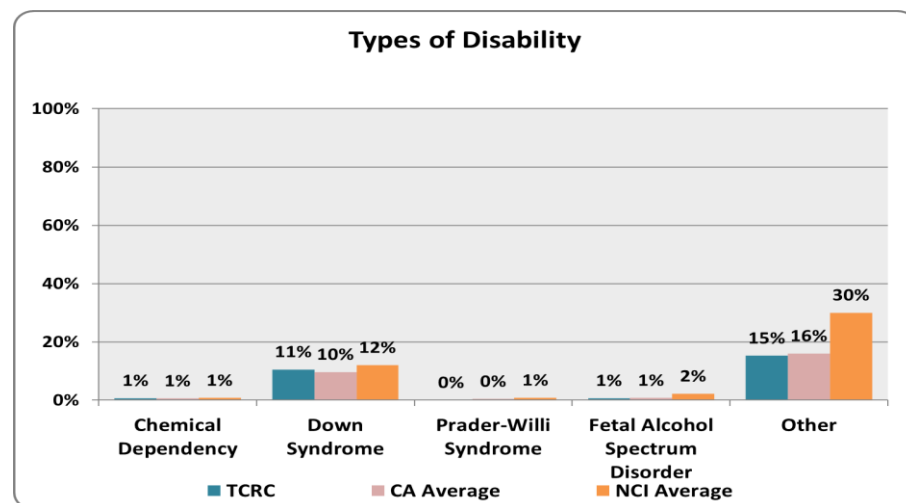
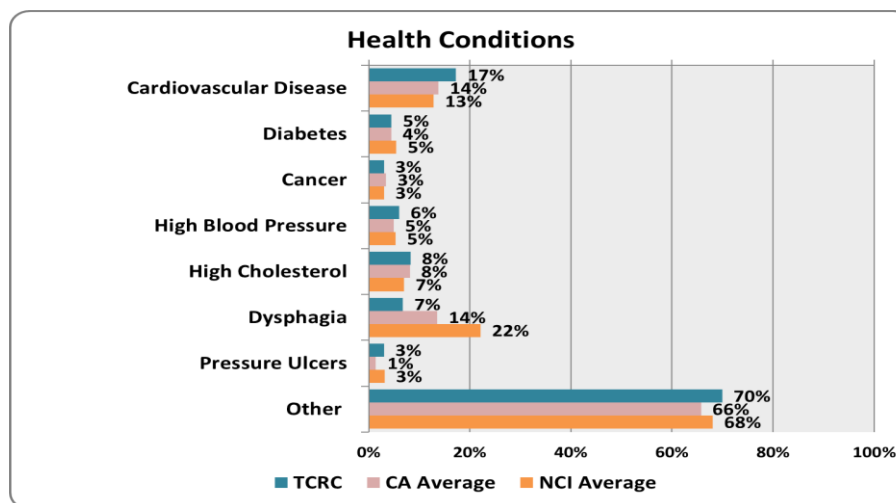
GRAPH 3.



GRAPH 4. *



* NCI race and ethnicity categories are based on the census model; CA records Hispanic/Latino as a race group. Race and ethnicity groups are not mutually exclusive; two or more races category indicates the percentage of cases in which the respondent selected two or more races/ethnicities. The results from this column are not excluded from the results on specific race/ethnicities.

GRAPH 5. [^]*GRAPH 6. [^]**GRAPH 7. [^]GRAPH 8. ^o

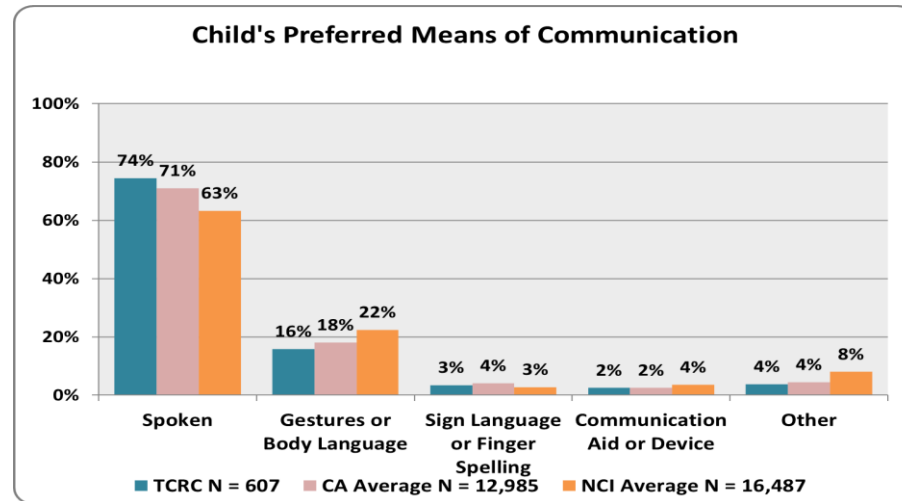
[^]Disability categories from Chart 5, Chart 6, and Chart 7 are not mutually exclusive; Ns are not displayed as they may vary by disability type. Category listed as 'epilepsy' is captured as 'seizure disorder/neurological condition' for standard NCI.

*Category is listed as 'epilepsy' is captured as 'seizure disorder/neurological condition' for standard NCI.

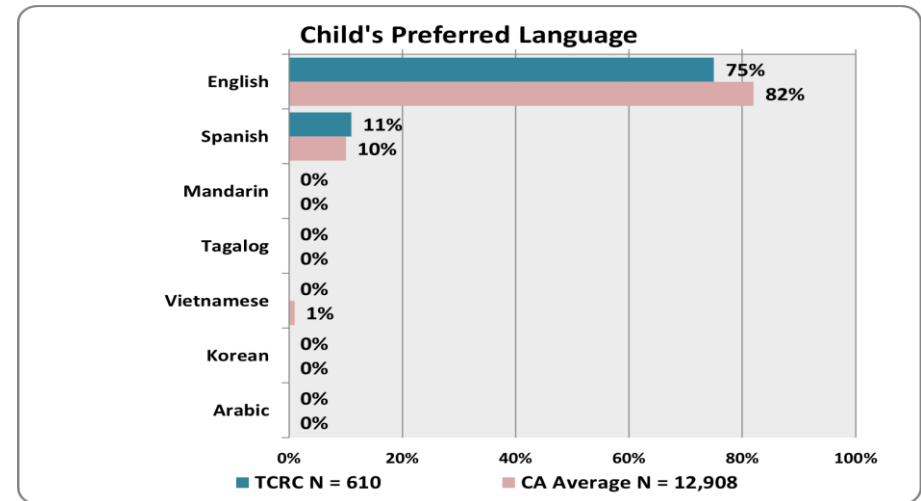
**Mental Illness category was captured differently for CA; therefore, comparisons with NCI cannot be made.

^oHealth Conditions from Chart 8 are not mutually exclusive; Ns are not displayed as they may vary by health condition.

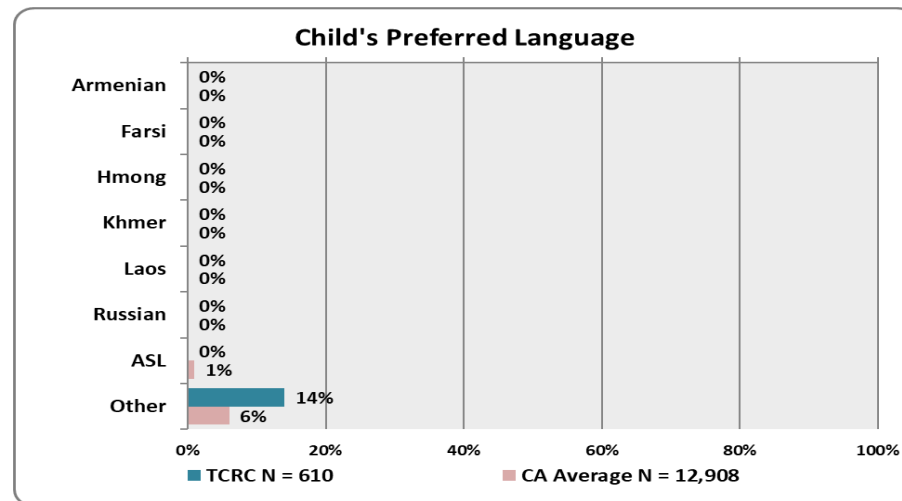
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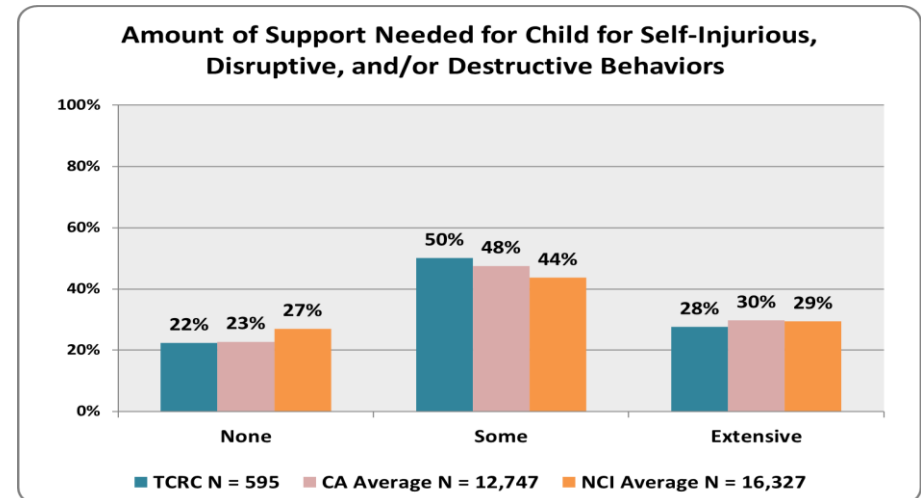
GRAPH 10. *



GRAPH 11. *

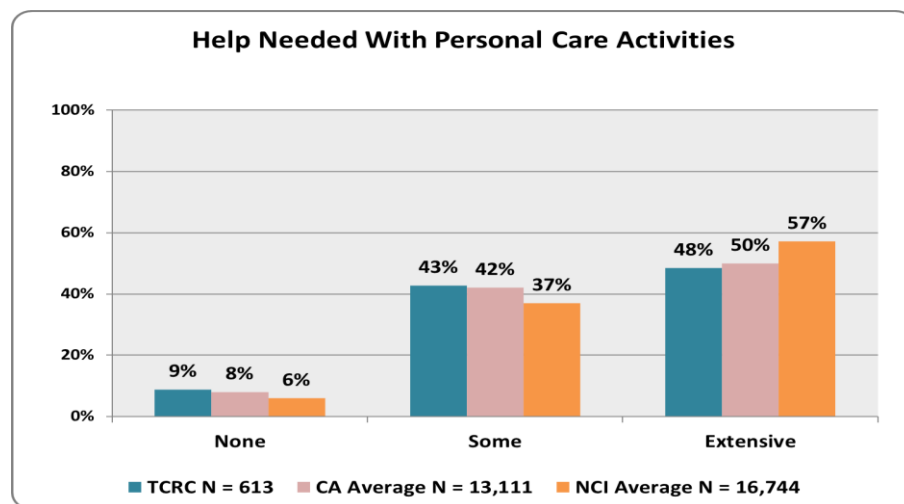


GRAPH 12.



*CA specific question

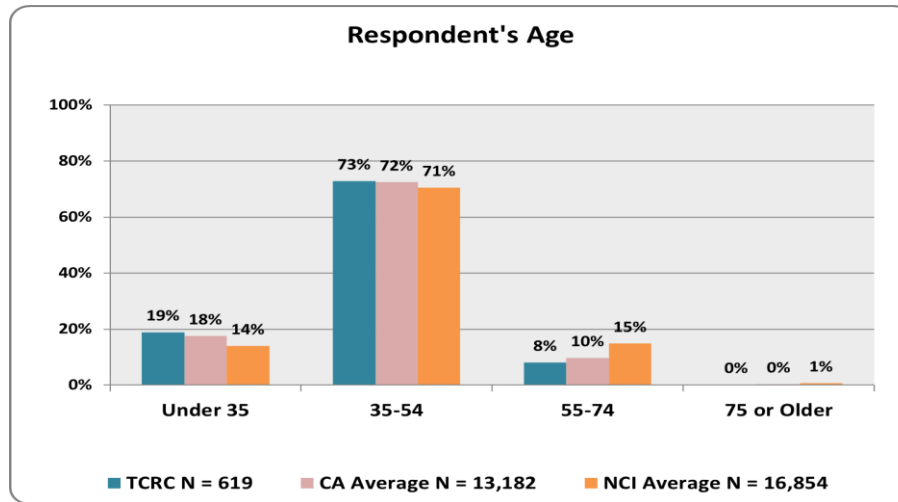
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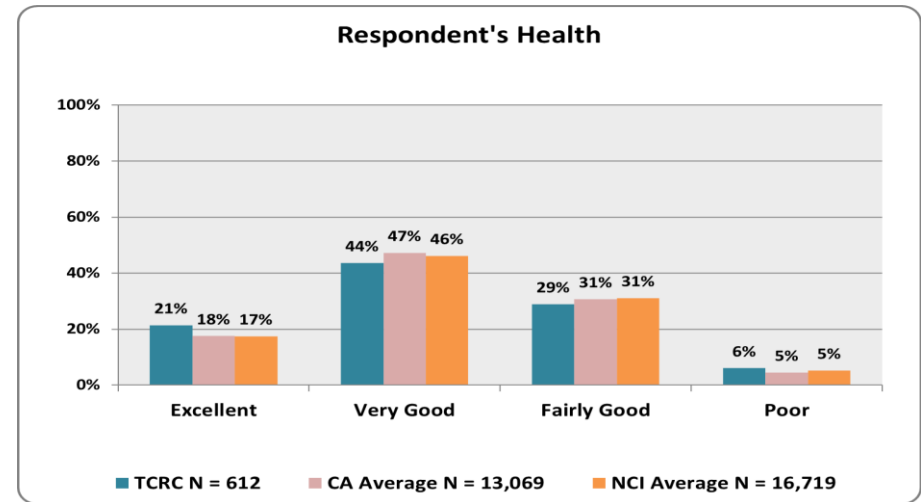
Results: Demographics of Respondent

ILLUSTRATES THE DEMOGRAPHIC PROFILE OF THE SURVEY RESPONDENTS

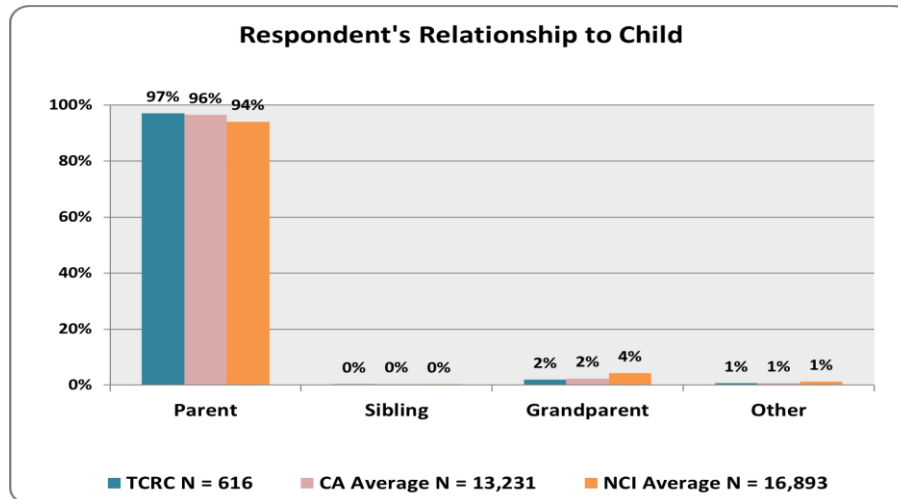
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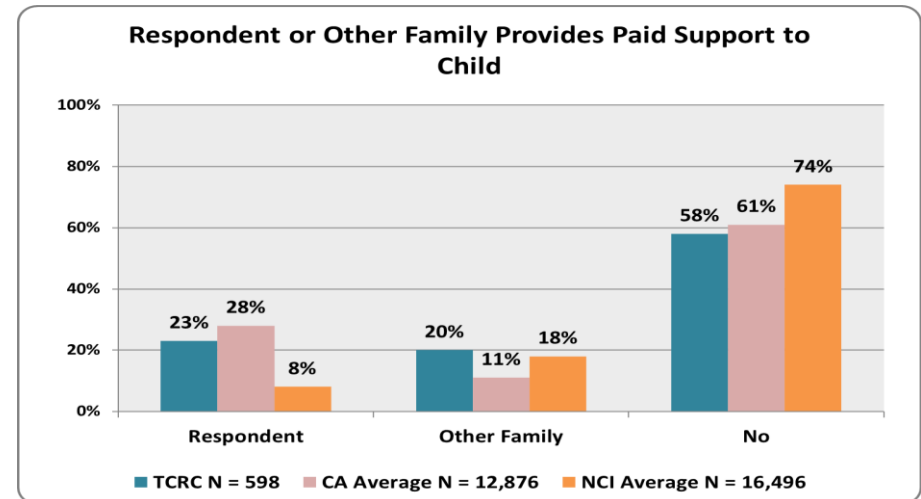
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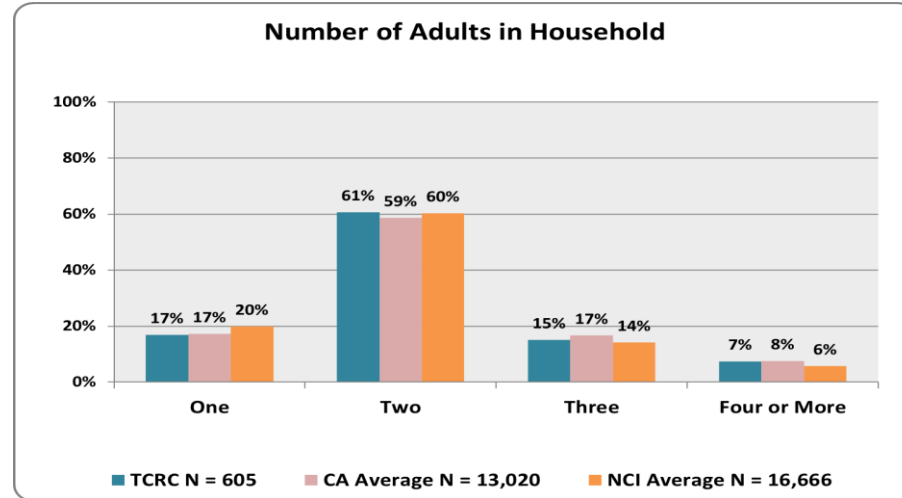
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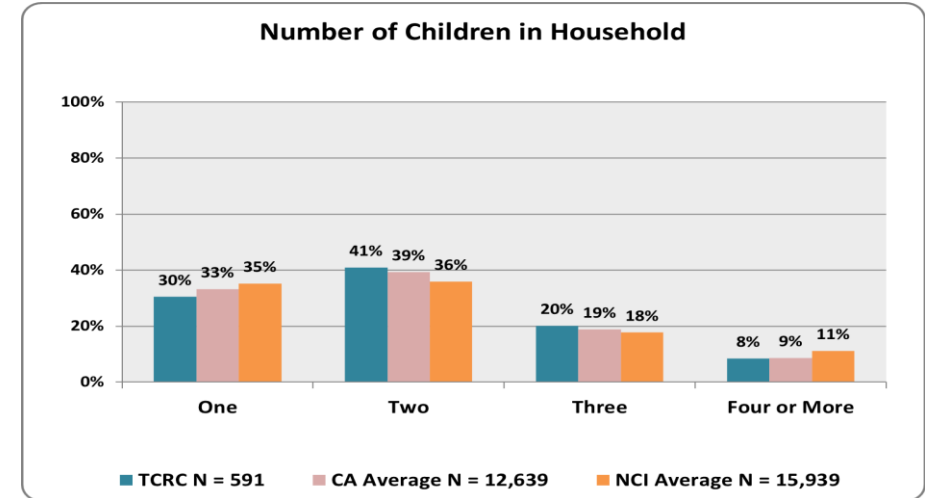
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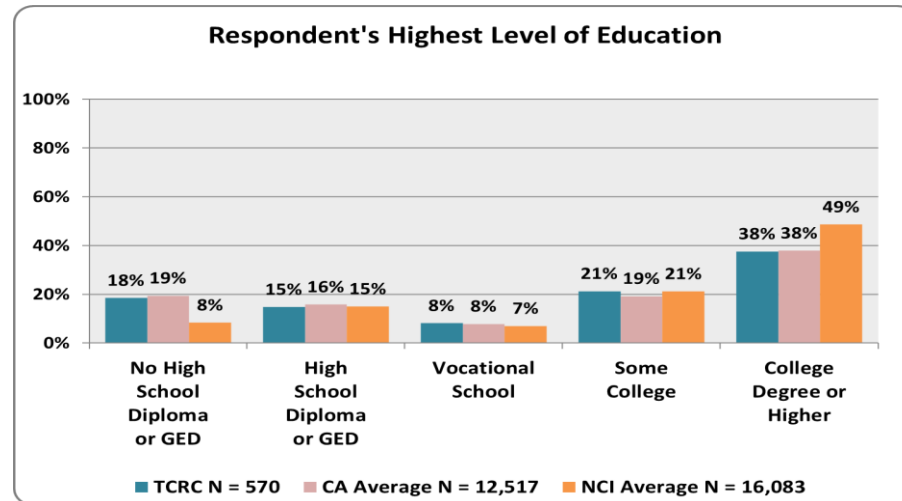
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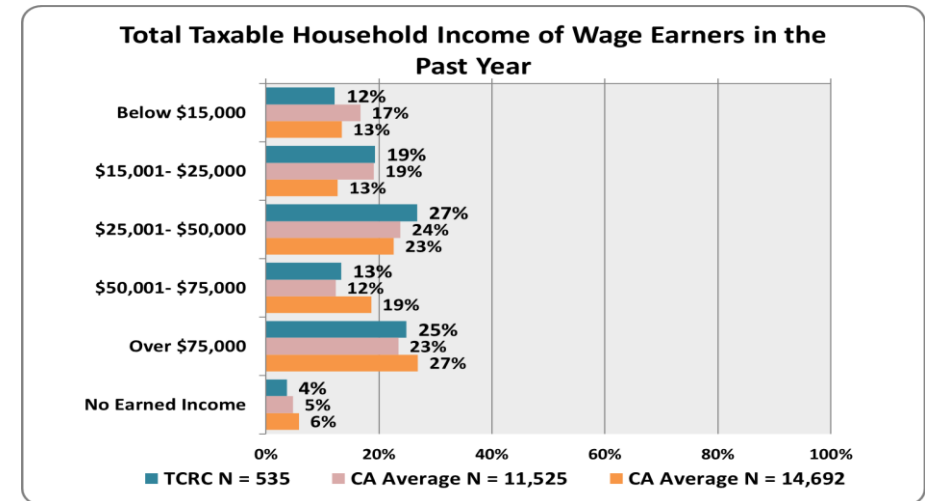
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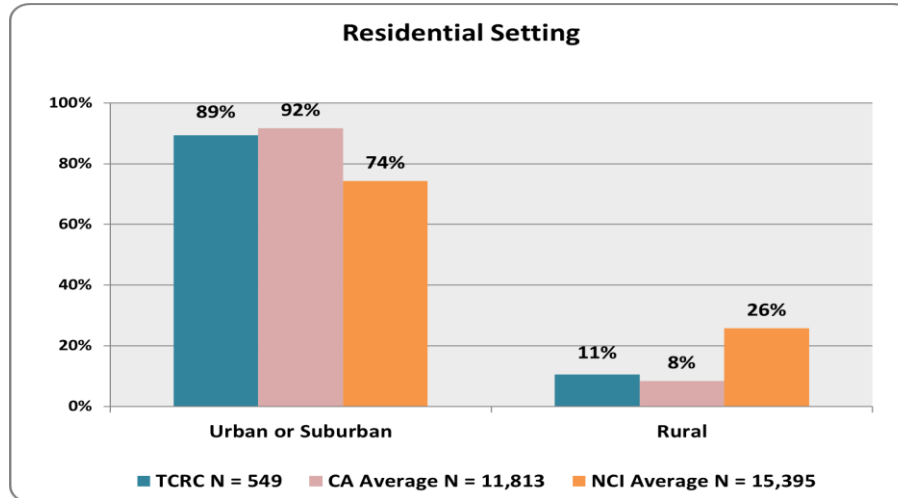
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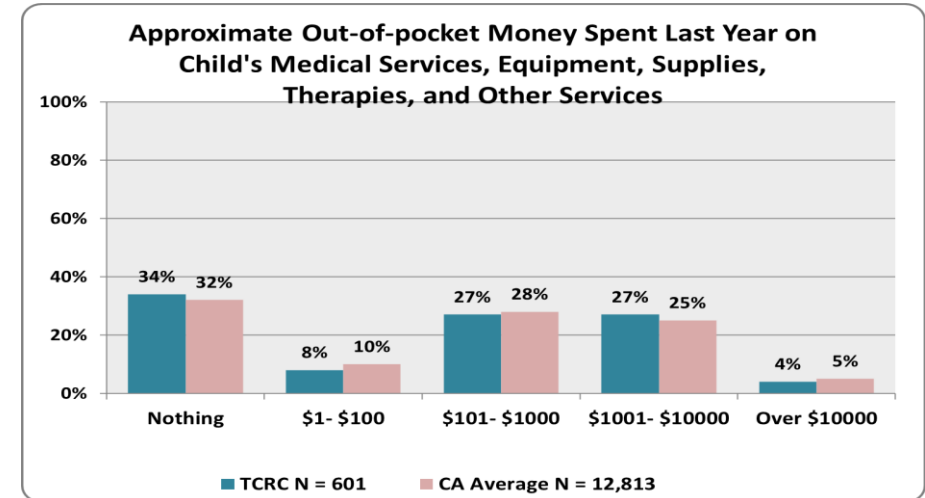
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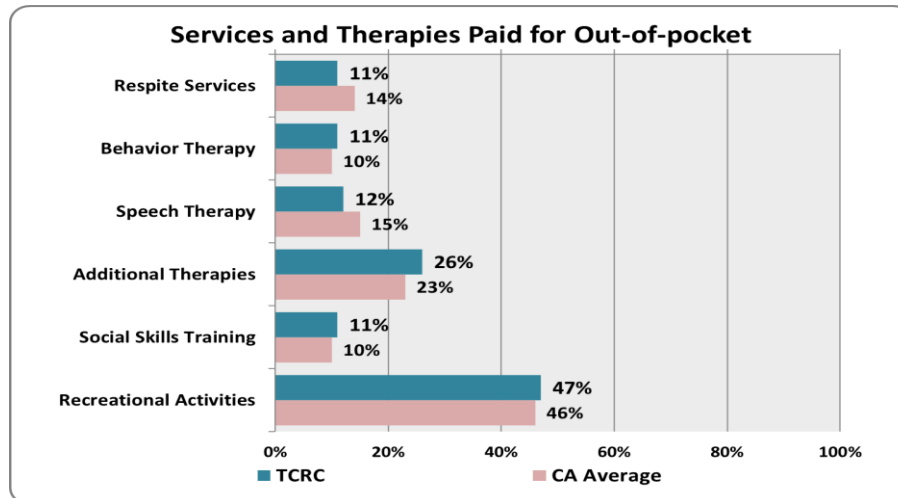
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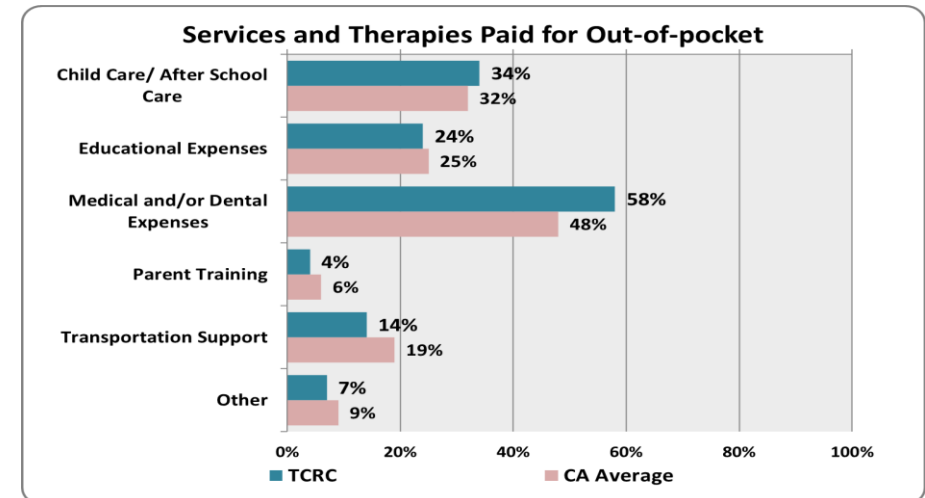
GRAPH 23. *



GRAPH 24. * **



GRAPH 25. * **



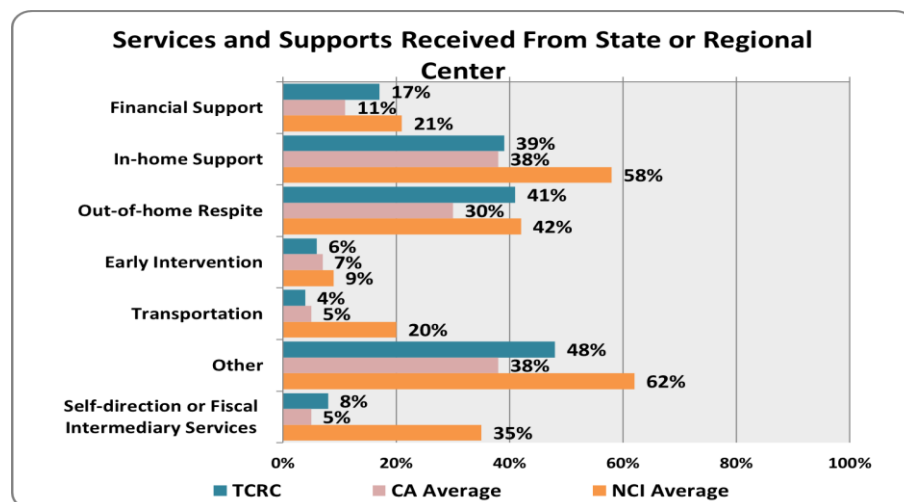
*CA specific question

**Categories are not mutually exclusive

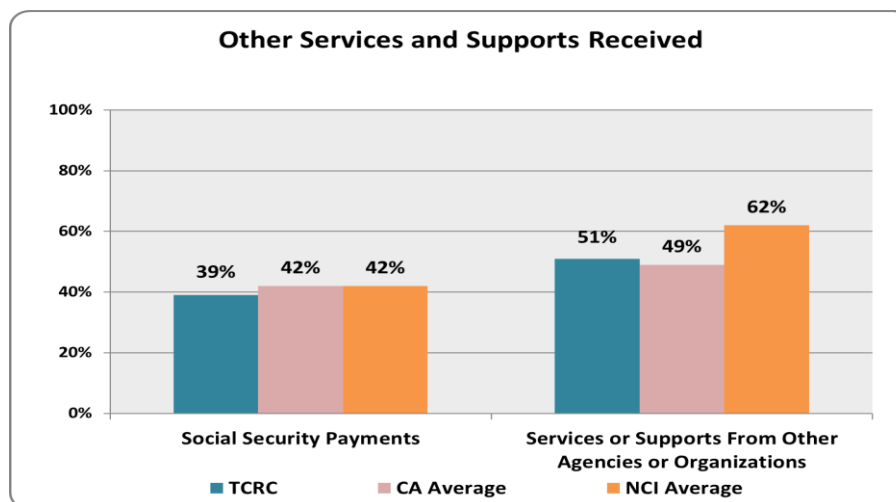
Services and Supports Received

ILLUSTRATES THE SERVICES AND SUPPORTS RECEIVED BY CHILDREN AND THEIR FAMILIES

GRAPH 26.*



GRAPH 27.*

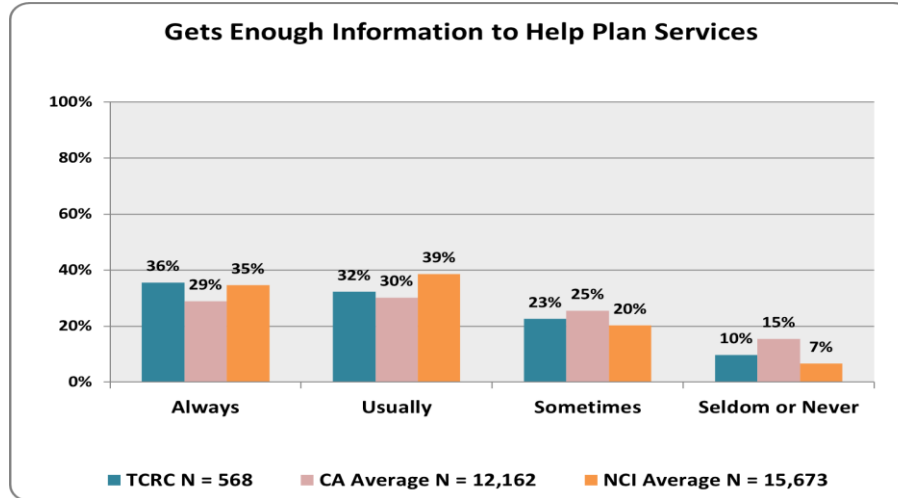


*Categories are not mutually exclusive; N's are not displayed as they may vary by service type.

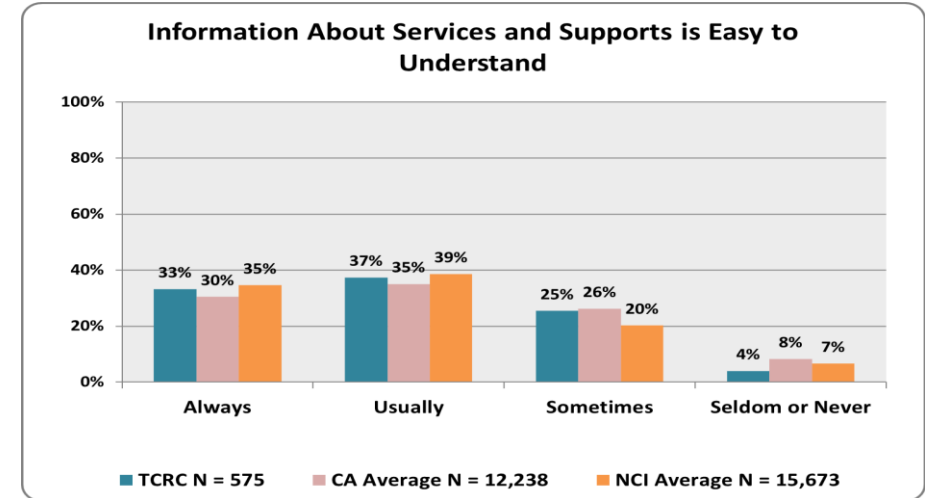
Information and Planning

FAMILIES HAVE THE INFORMATION AND SUPPORT NECESSARY TO PLAN FOR THEIR CHILD'S SERVICES AND SUPPORTS

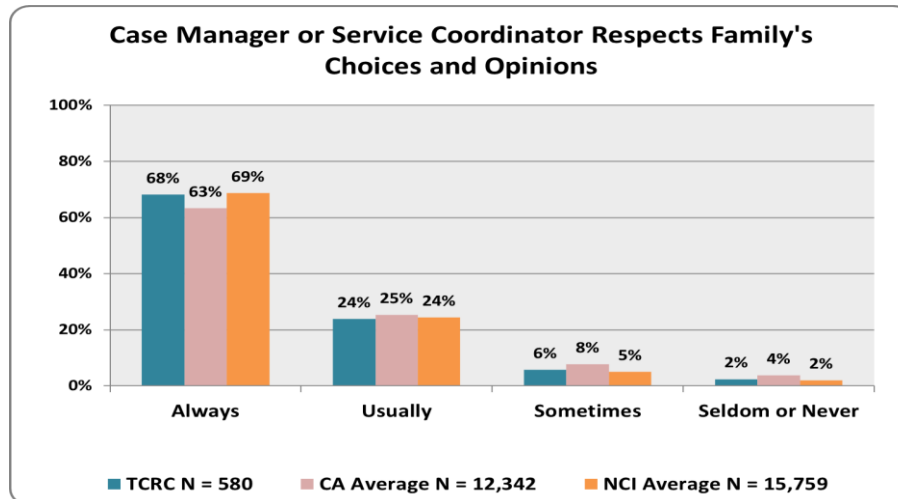
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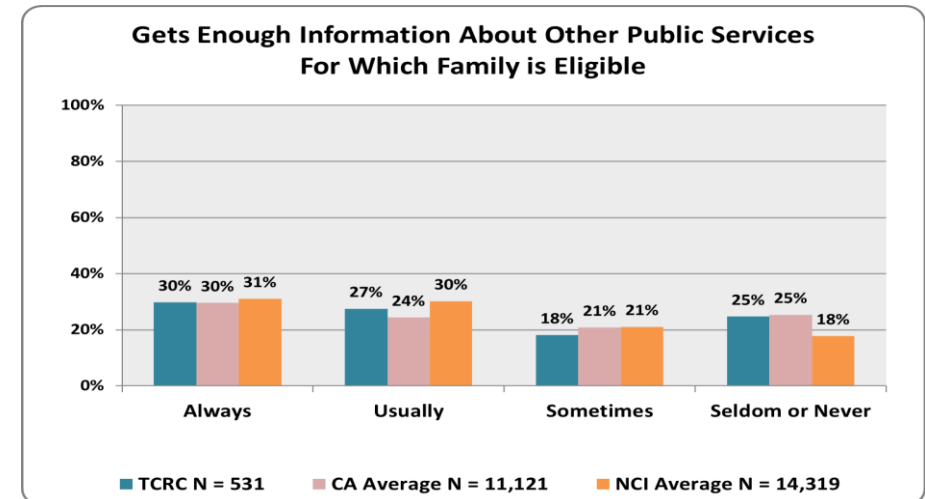
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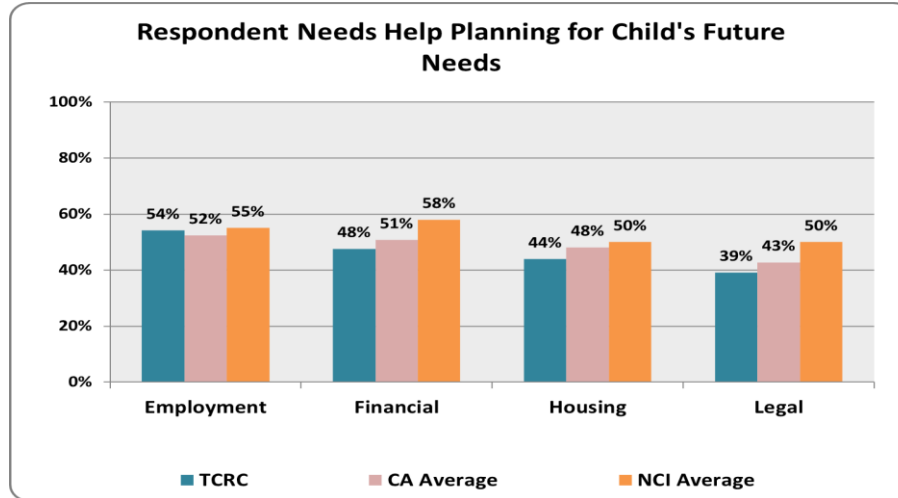
GRAPH 30.



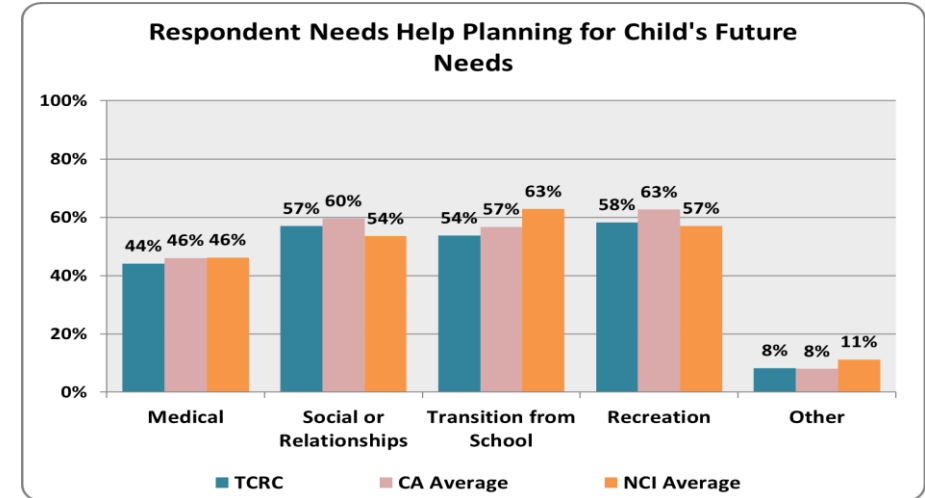
GRAPH 31.



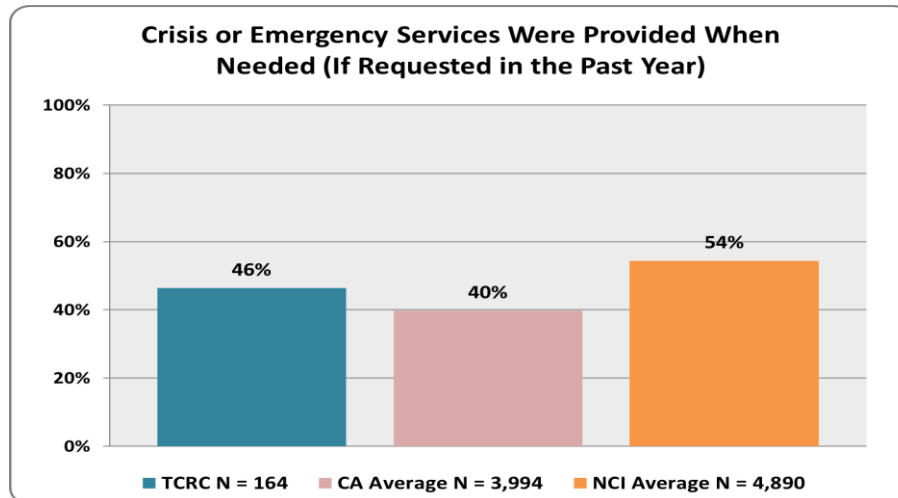
GRAPH 32. *



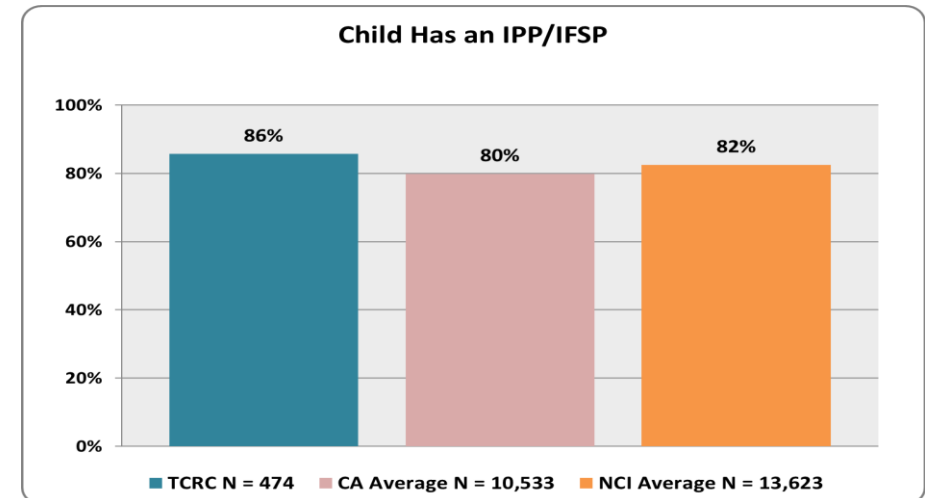
GRAPH 33. *



GRAPH 34.

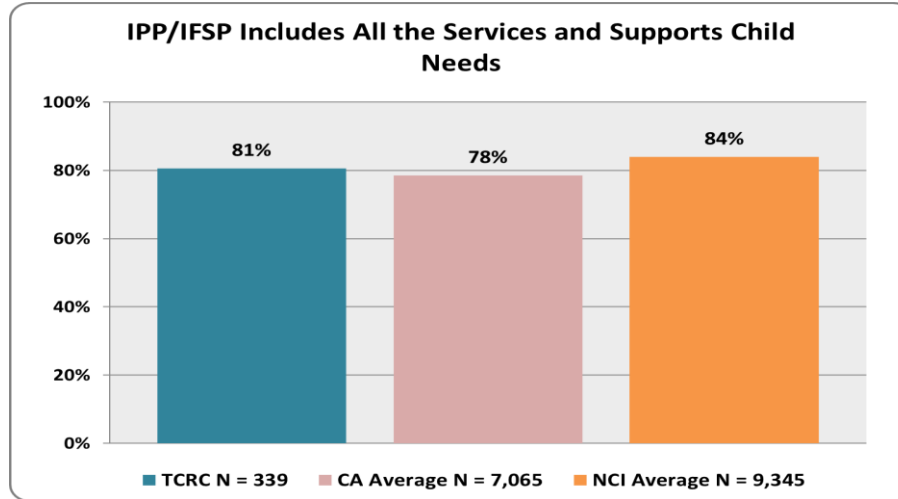


GRAPH 35.

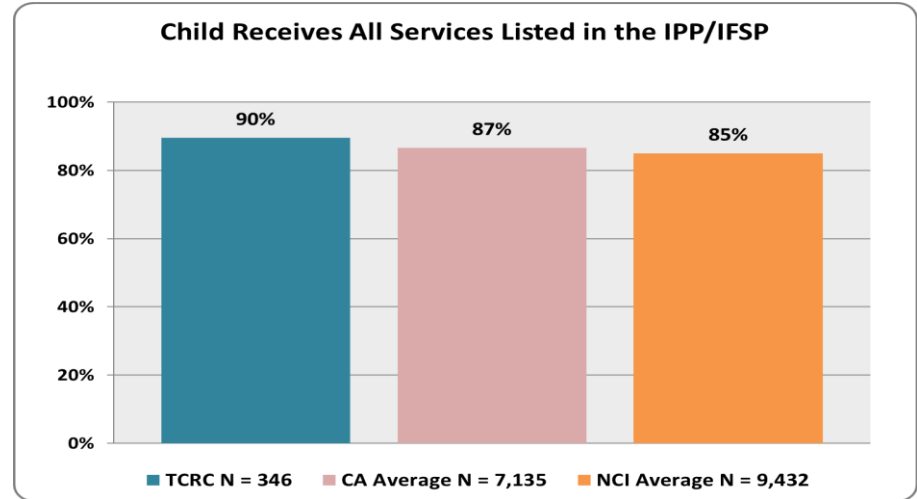


*Categories are not mutually exclusive

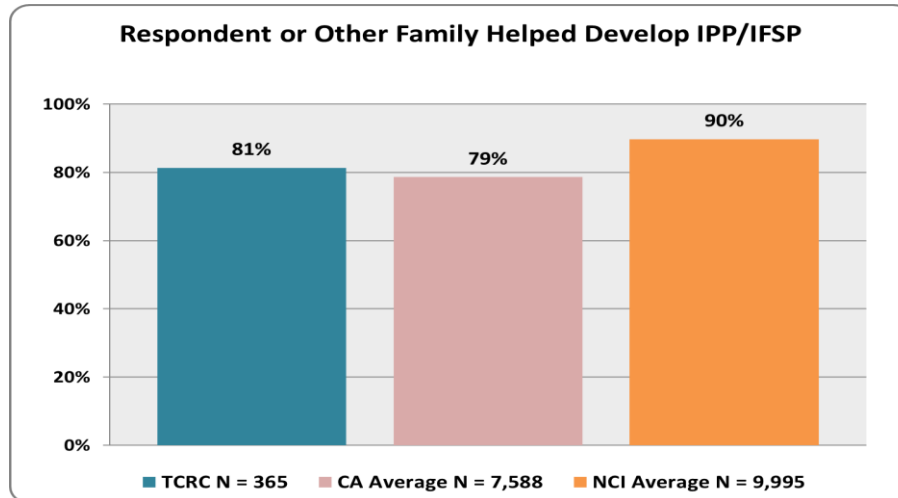
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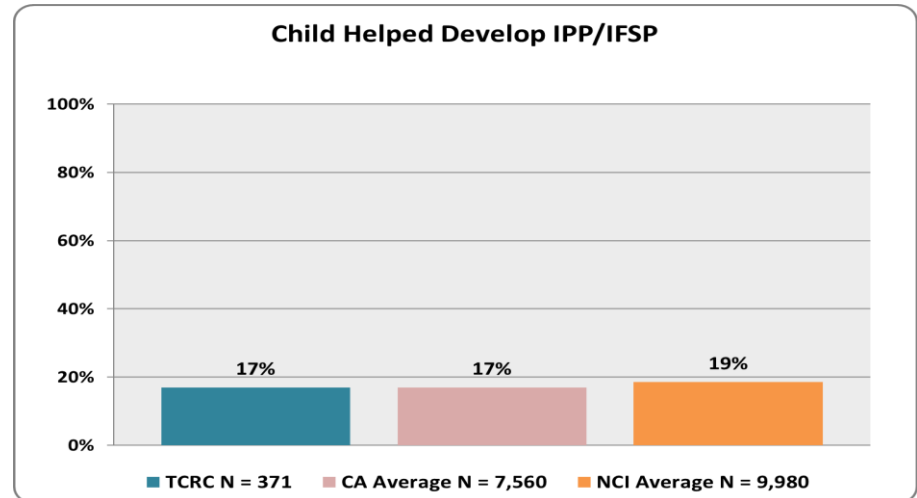
GRAPH 37.



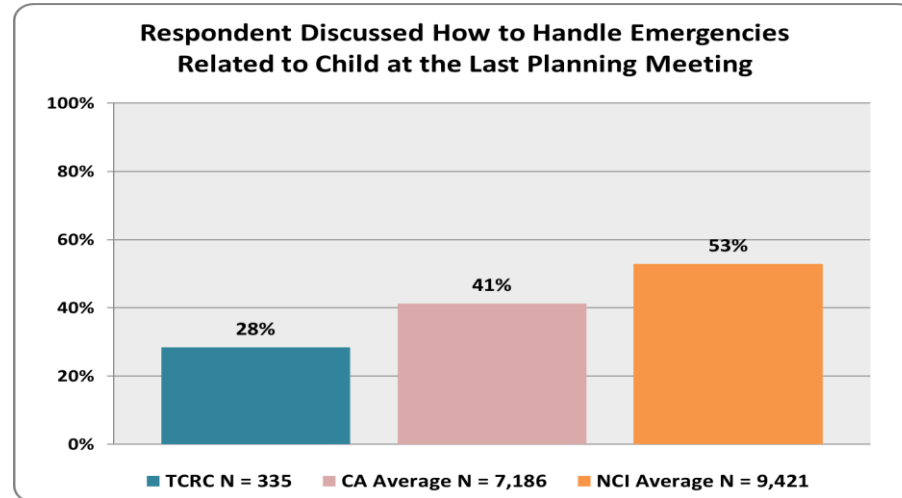
GRAPH 38.



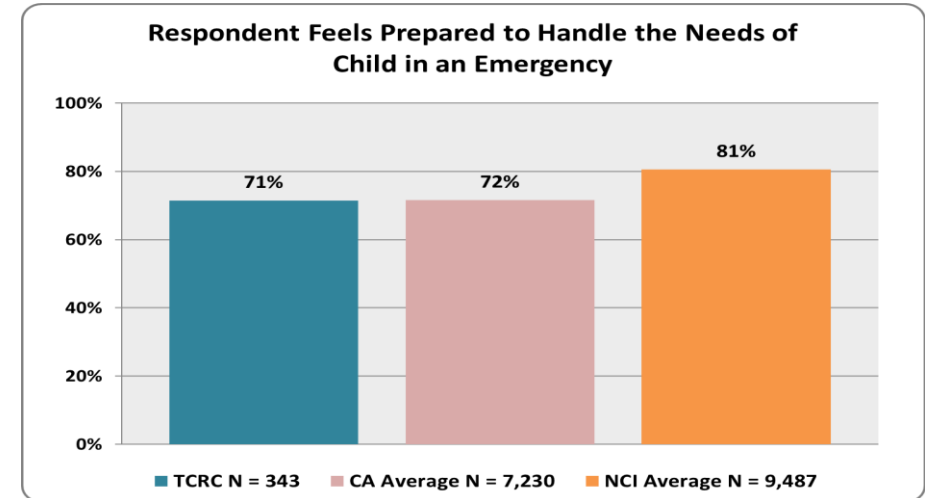
GRAPH 39.



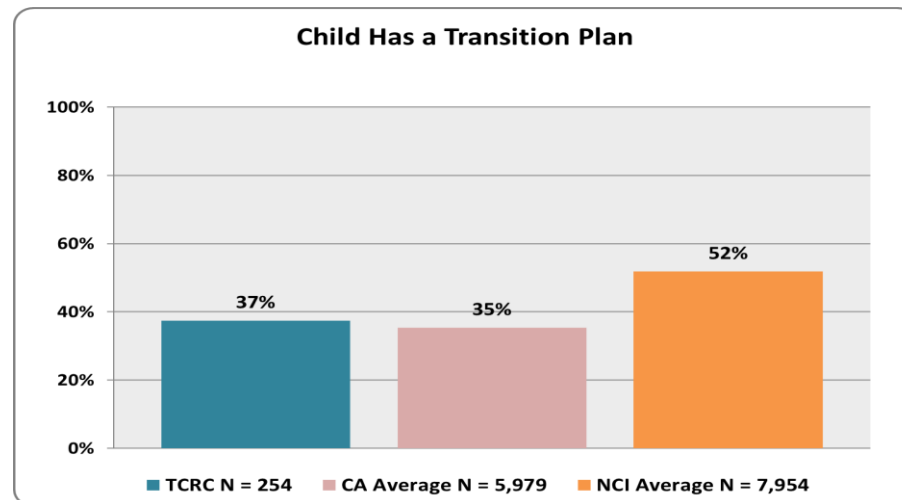
GRAPH 40.



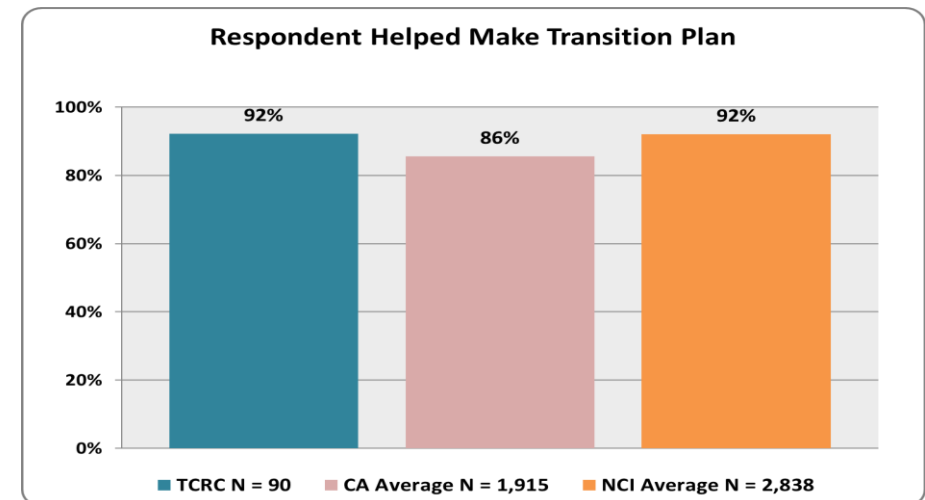
GRAPH 41.



GRAPH 42.



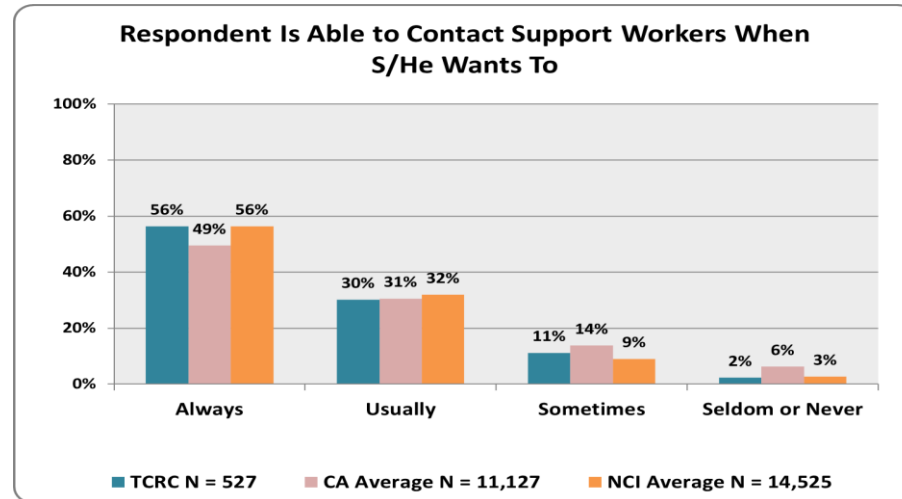
GRAPH 43.



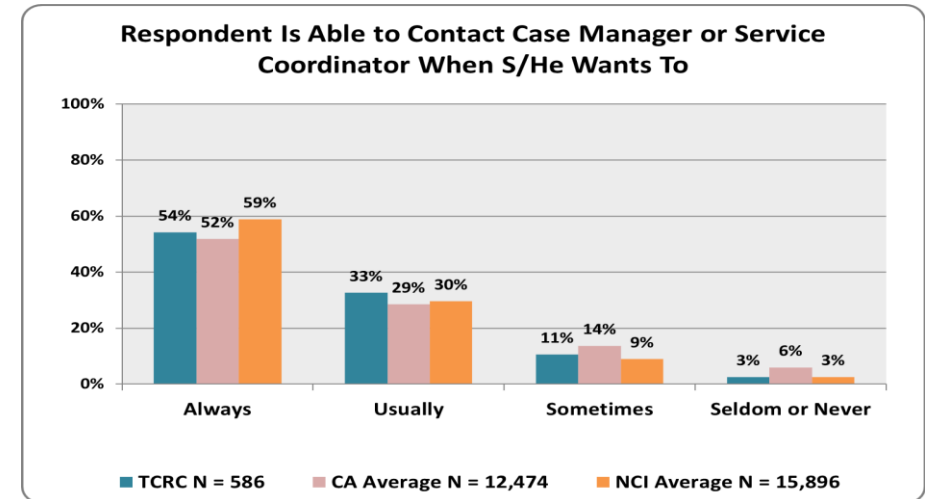
Access and Delivery

CHILDREN WITH DISABILITIES AND THEIR FAMILIES GET THE SERVICES AND SUPPORTS THEY NEED

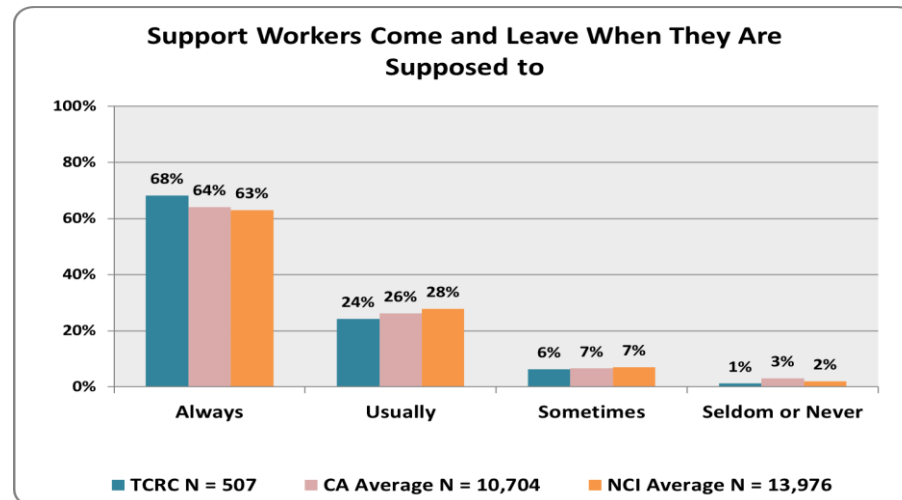
GRAPH 44.



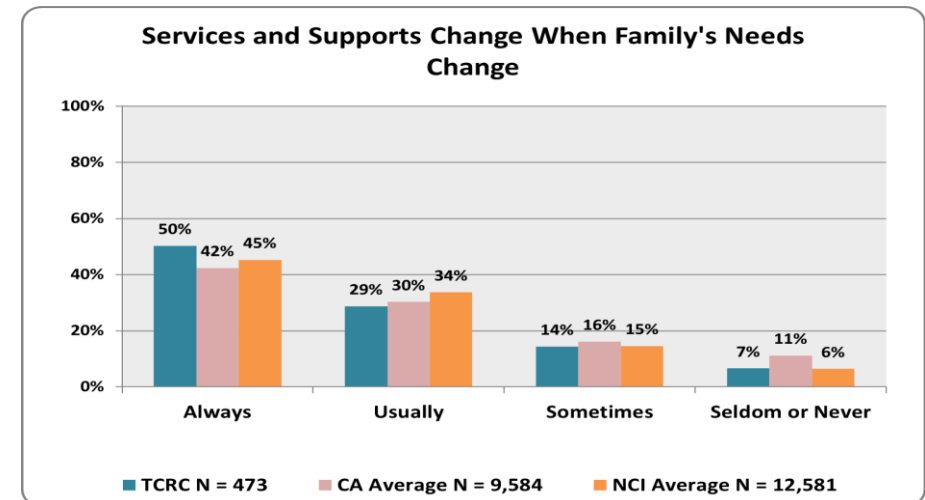
GRAPH 45.



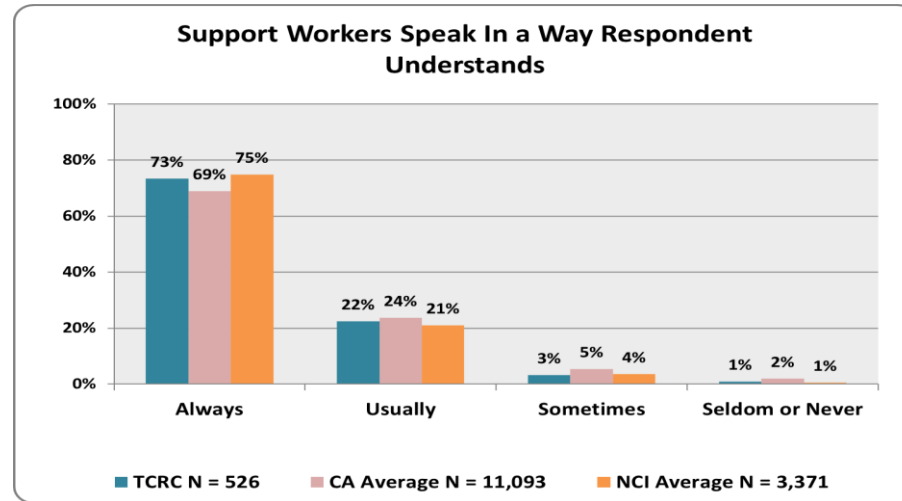
GRAPH 46.



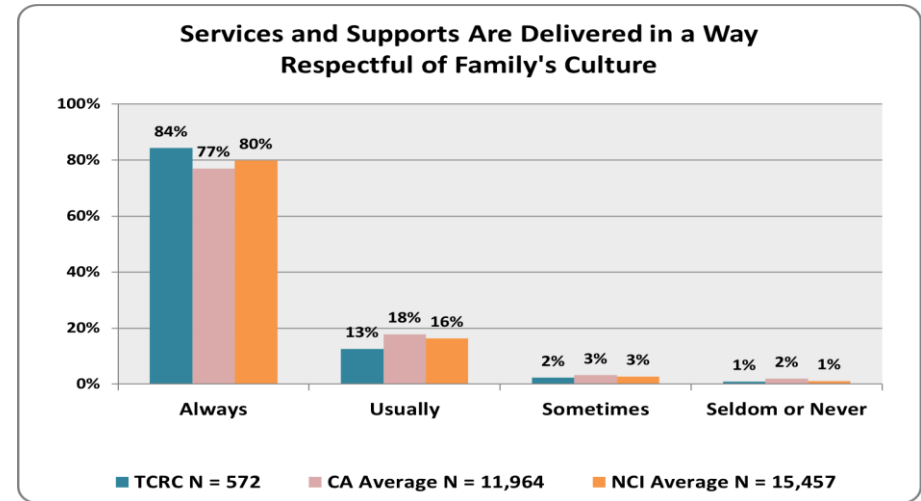
GRAPH 47.



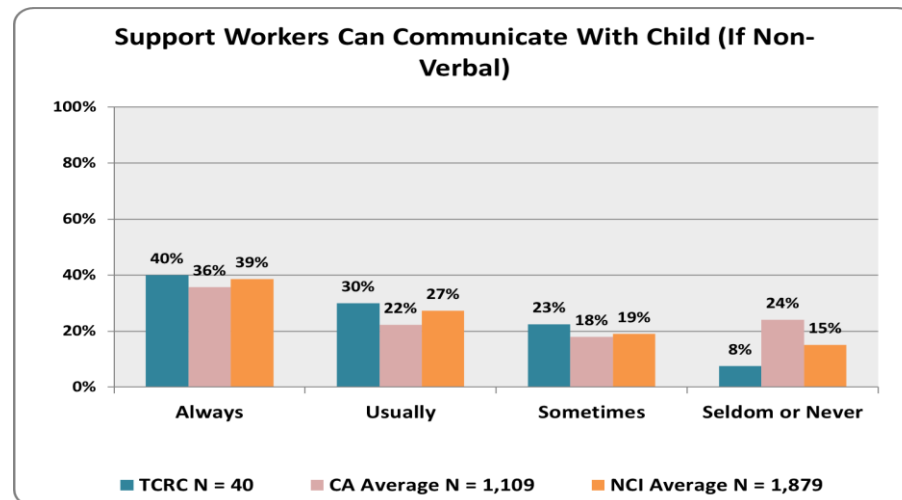
GRAPH 48.



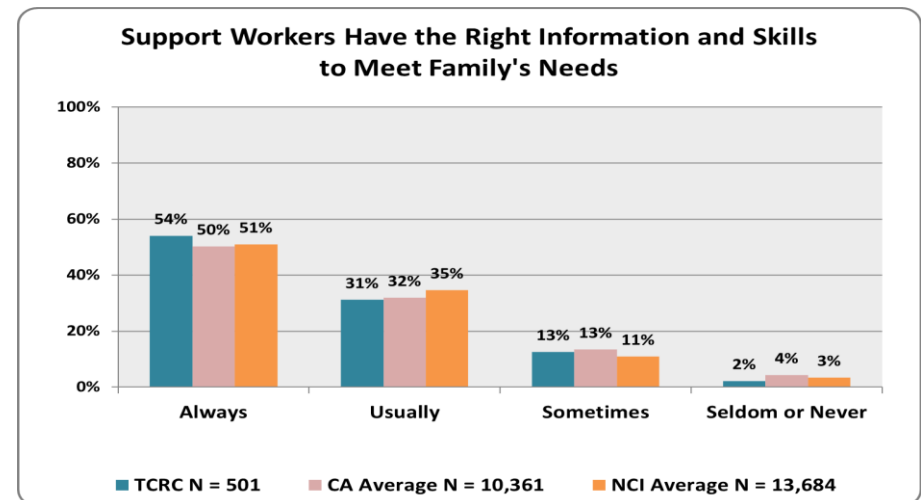
GRAPH 49.



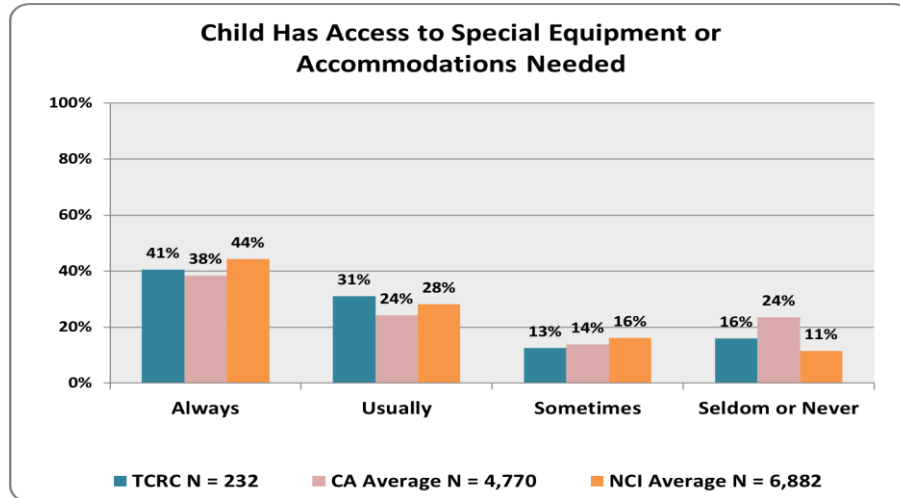
GRAPH 50.



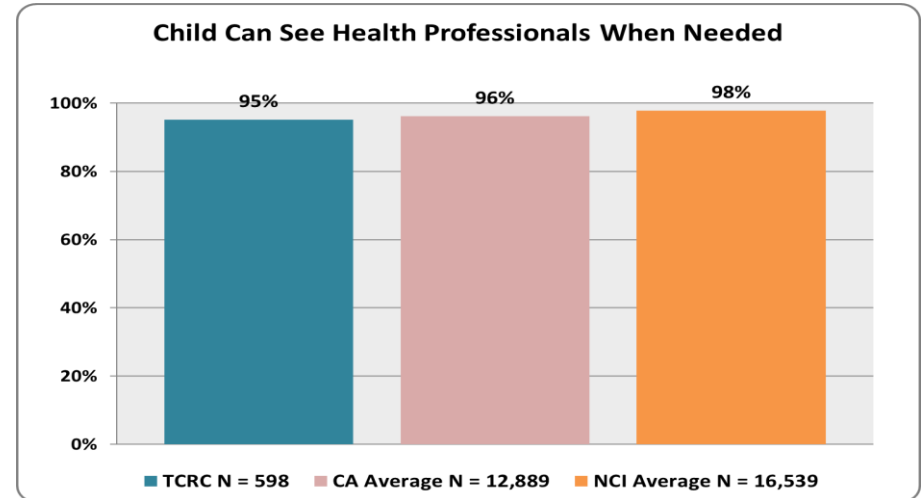
GRAPH 51.



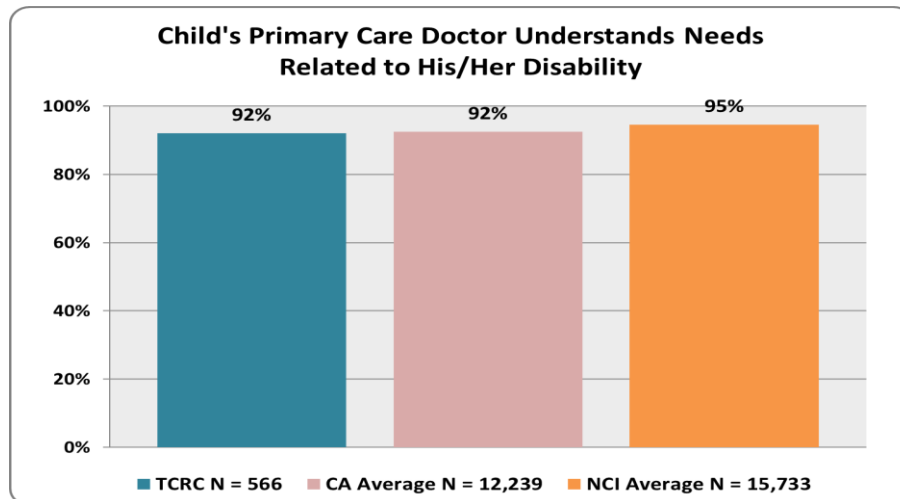
GRAPH 52.



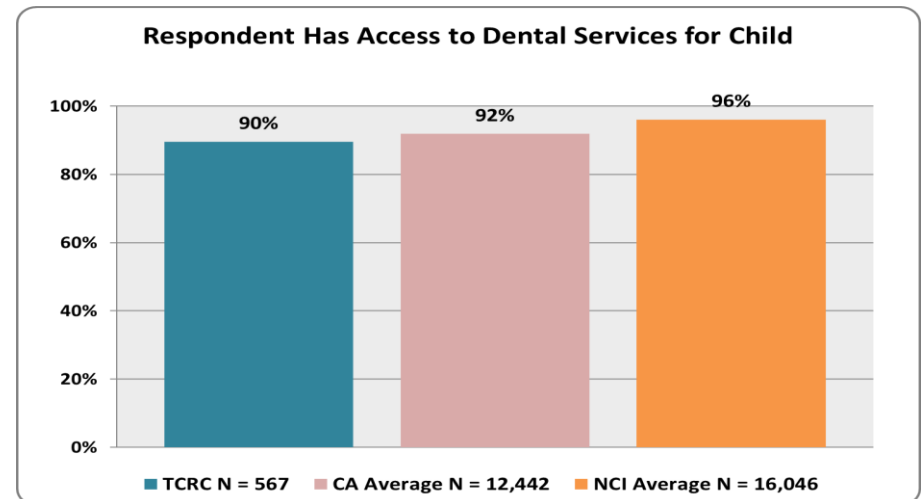
GRAPH 53.



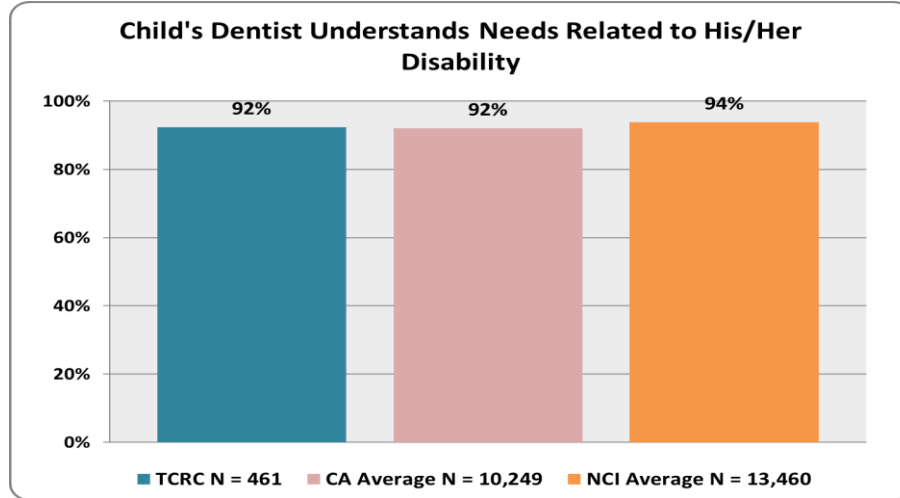
GRAPH 54.



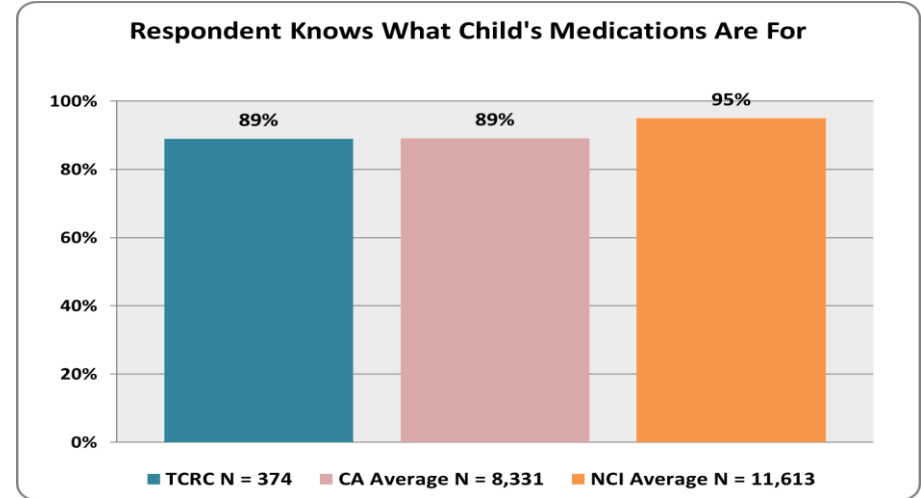
GRAPH 55.



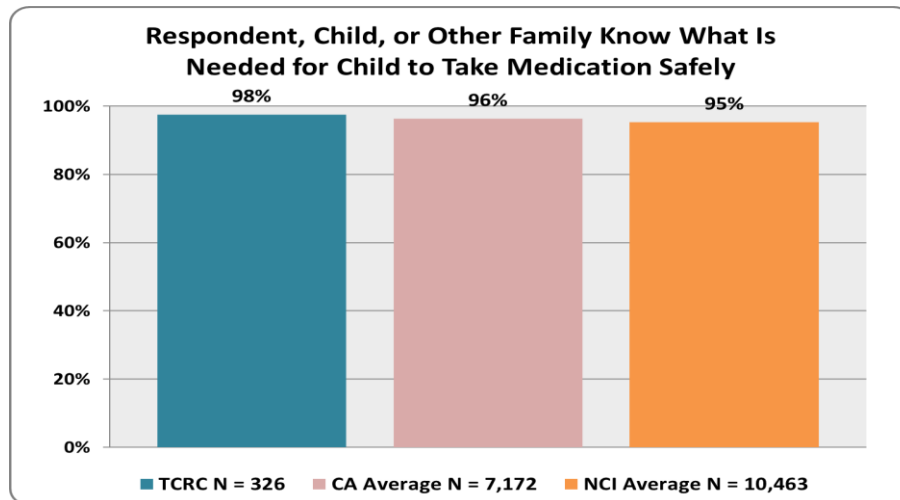
GRAPH 56.



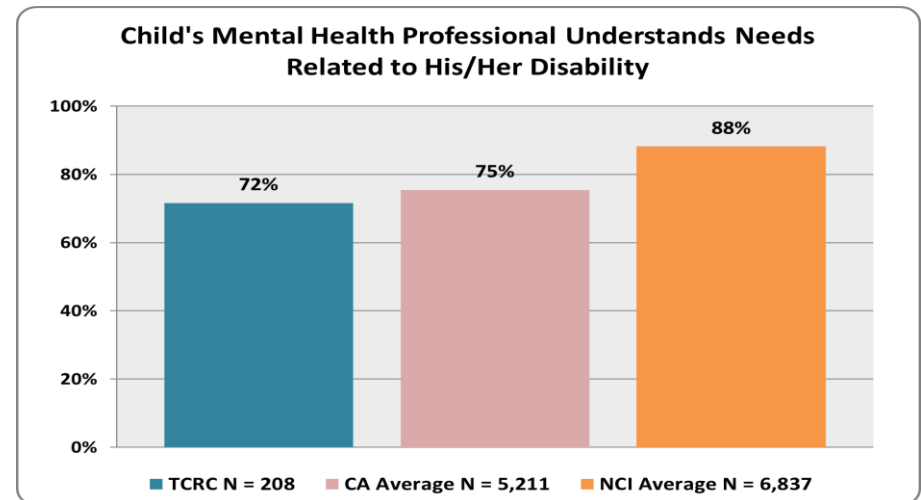
GRAPH 57. *



GRAPH 58. *

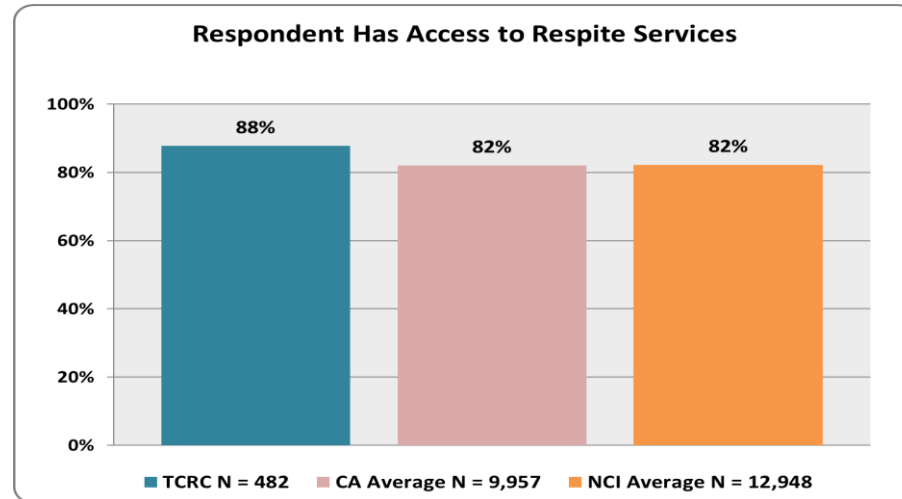


GRAPH 59.

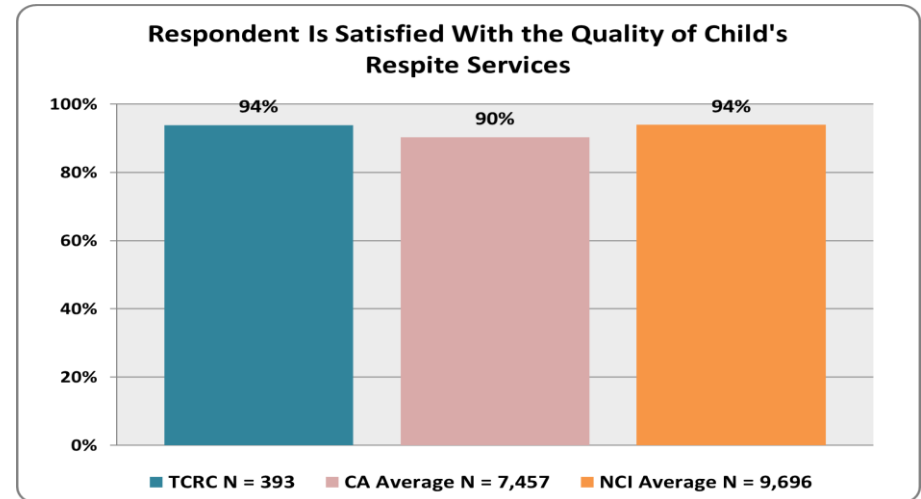


*For this question, 'no' and 'don't know' responses were combined

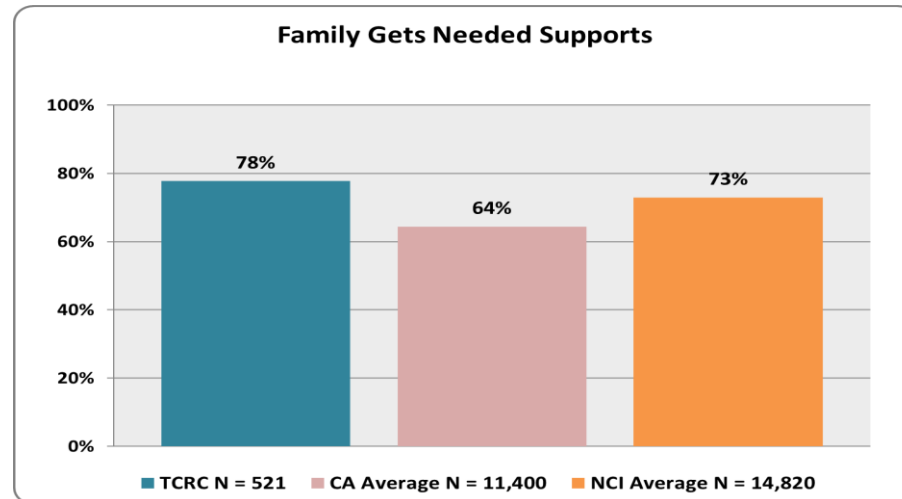
GRAPH 60.



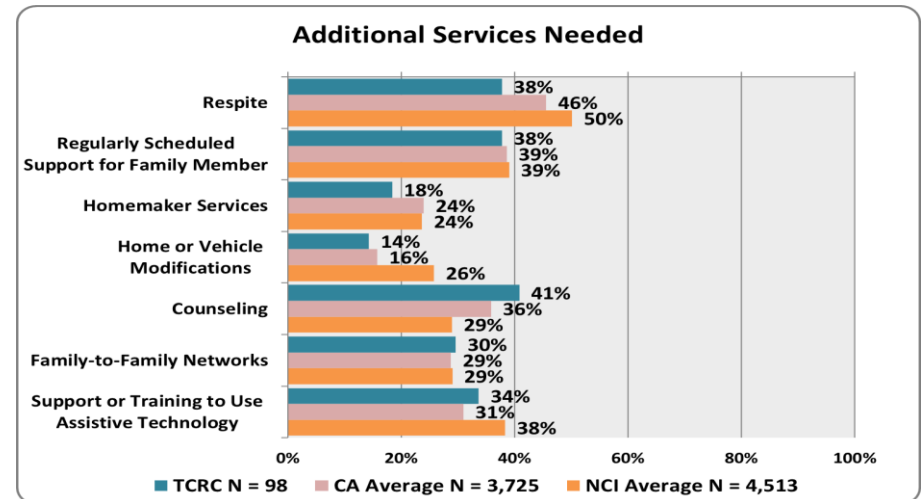
GRAPH 61.



GRAPH 62.



GRAPH 63. *

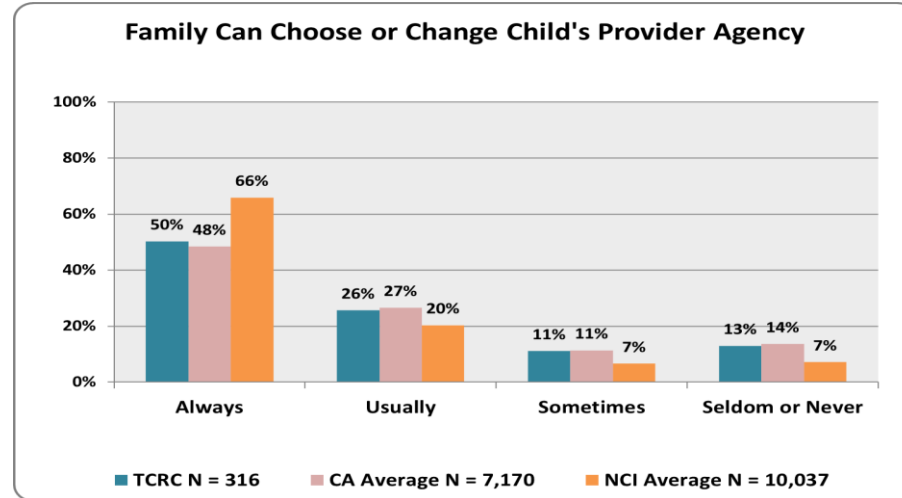


*Categories are not mutually exclusive

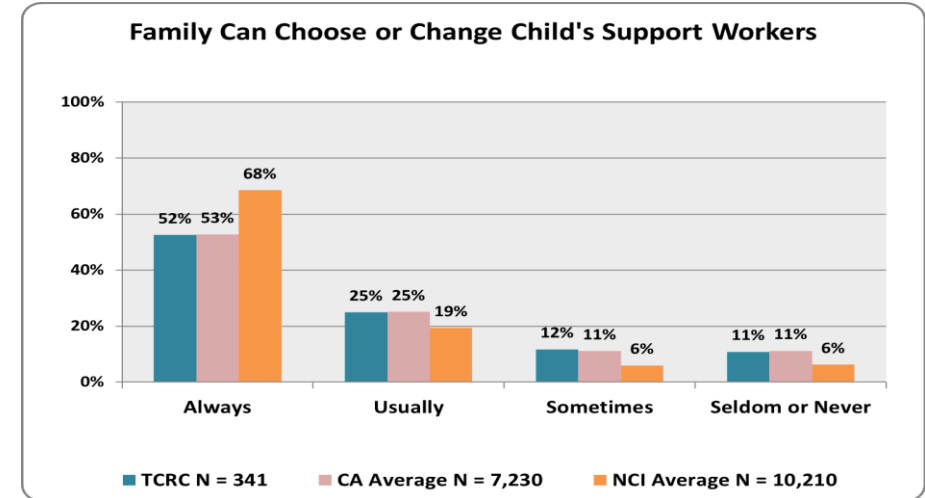
Choice, Decision Making and Control

FAMILIES AND CHILDREN WITH DISABILITIES DETERMINE THE SERVICES AND SUPPORTS THEY RECEIVE AND THE INDIVIDUALS OR AGENCIES WHO PROVIDE THEM

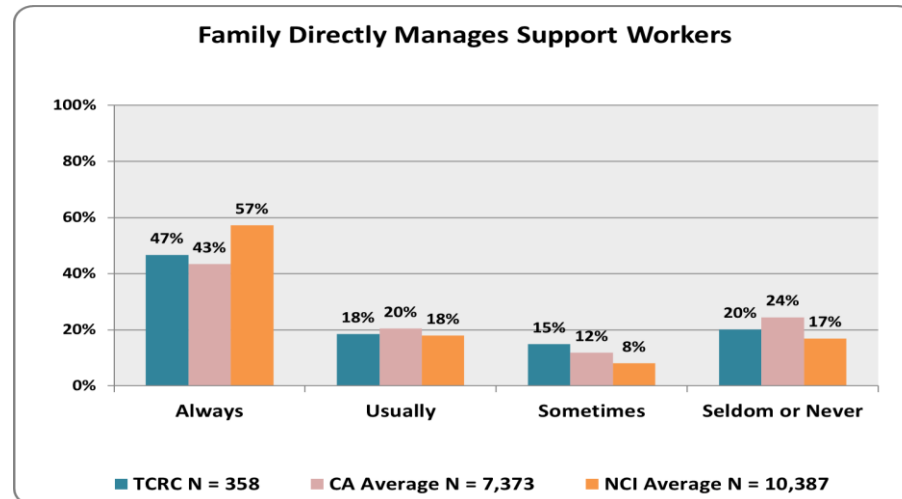
GRAPH 64.



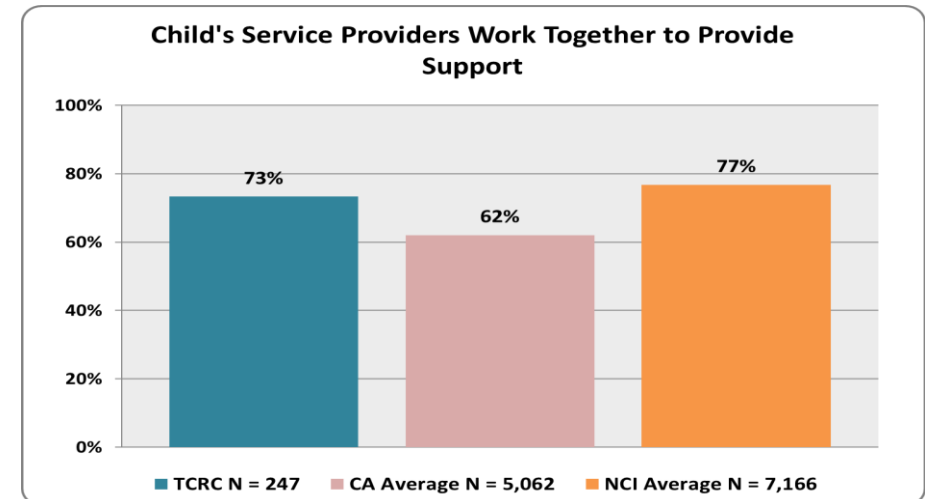
GRAPH 65.



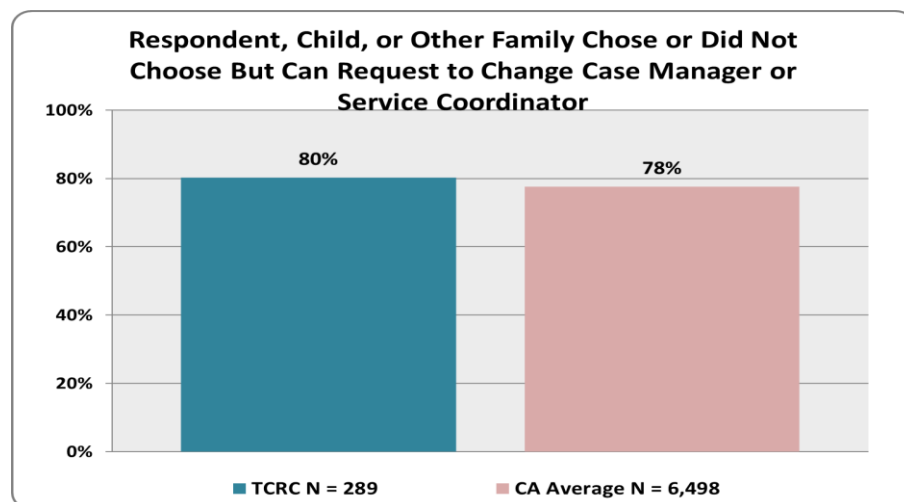
GRAPH 66.



GRAPH 67.



GRAPH 68. *

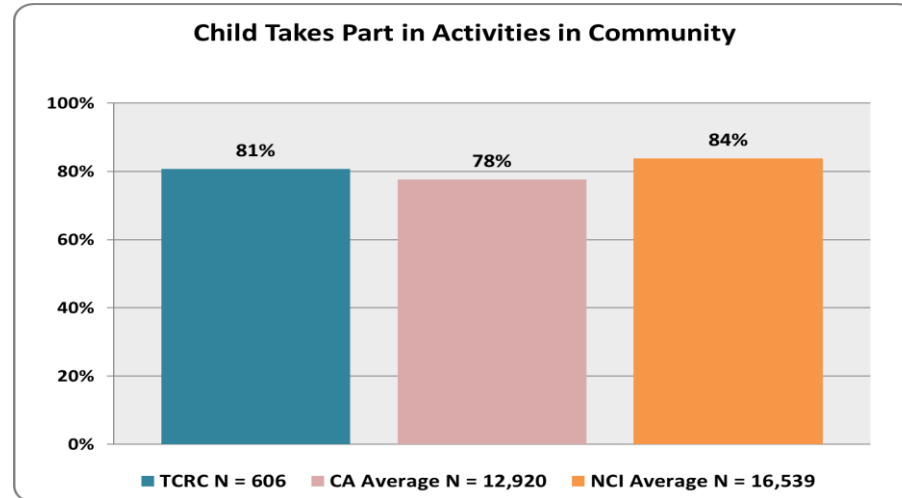


*Information for this question was captured differently for CA; therefore, comparisons with NCI cannot be made.

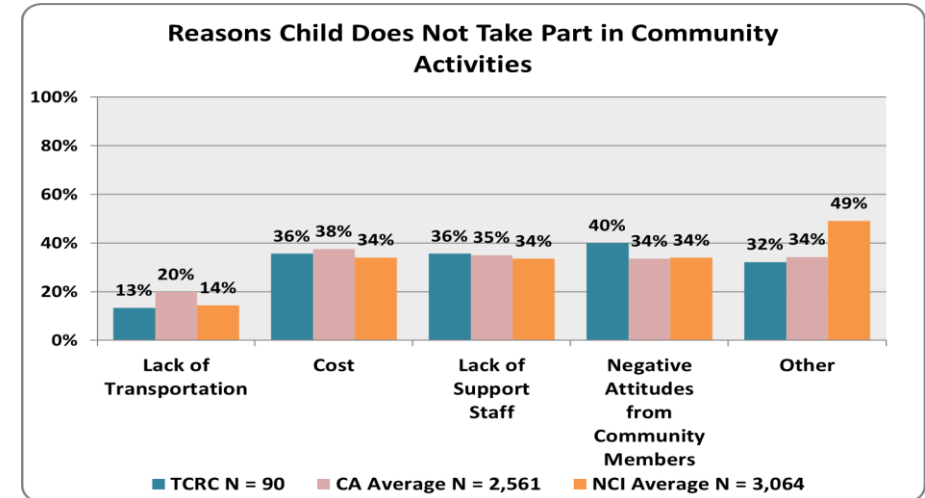
Involvement in the Community

CHILDREN WITH DISABILITIES USE INTEGRATED COMMUNITY SERVICES AND PARTICIPATE IN EVERYDAY COMMUNITY ACTIVITIES

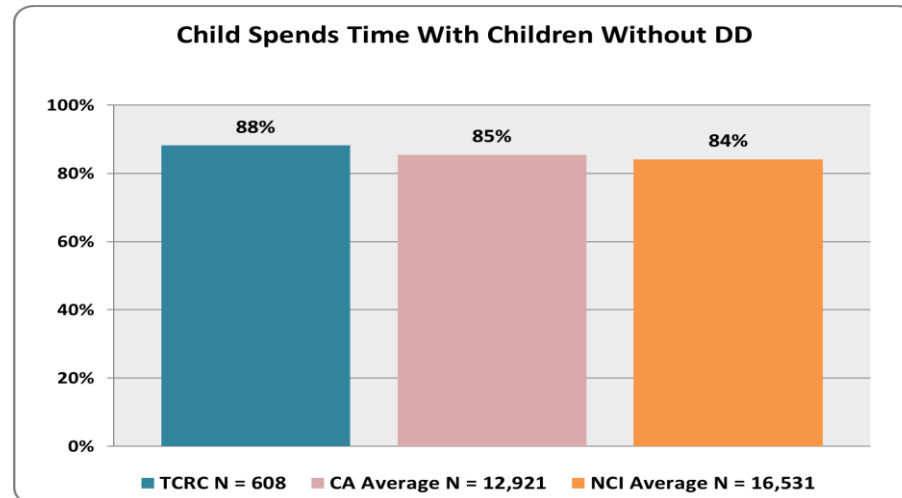
GRAPH 69.



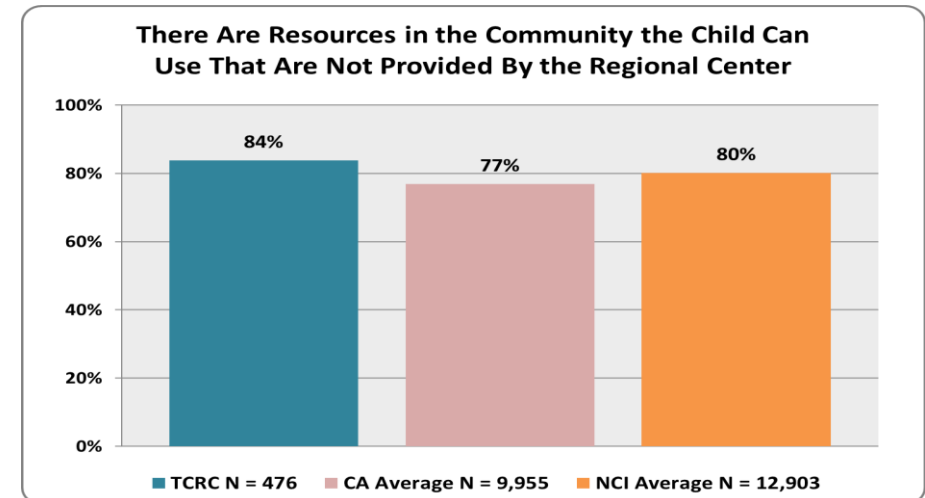
GRAPH 70.



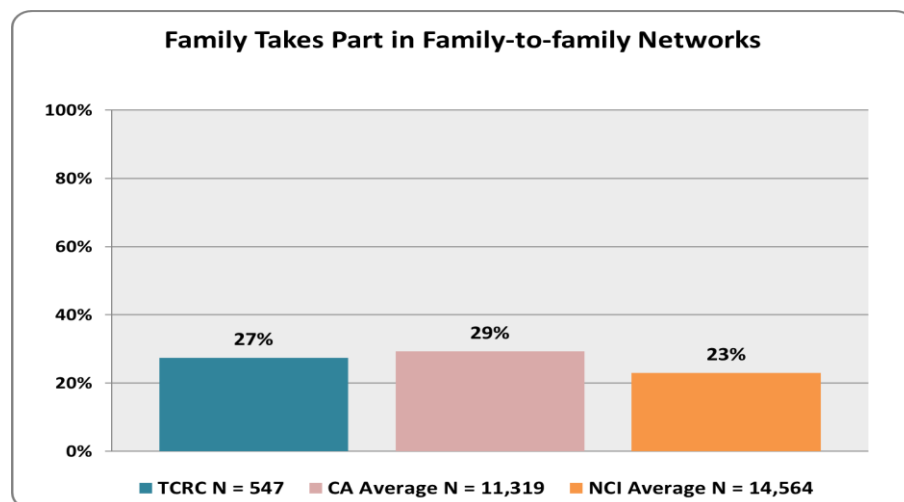
GRAPH 71.



GRAPH 72.



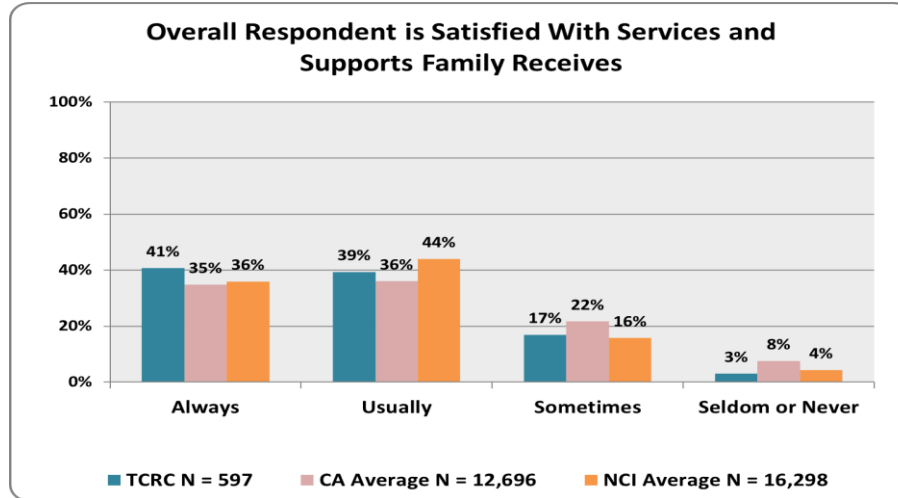
GRAPH 73.



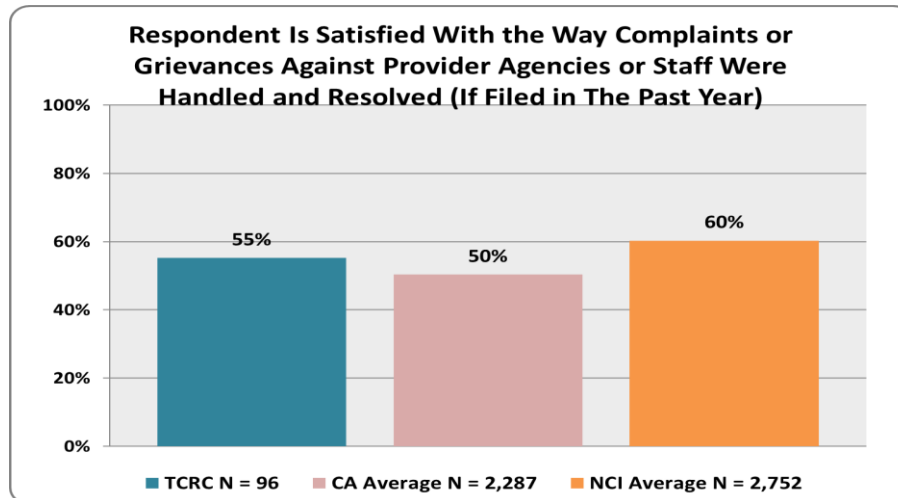
Satisfaction

CHILDREN WITH DISABILITIES AND THEIR FAMILIES RECEIVE ADEQUATE AND SATISFACTORY SUPPORTS

GRAPH 74.

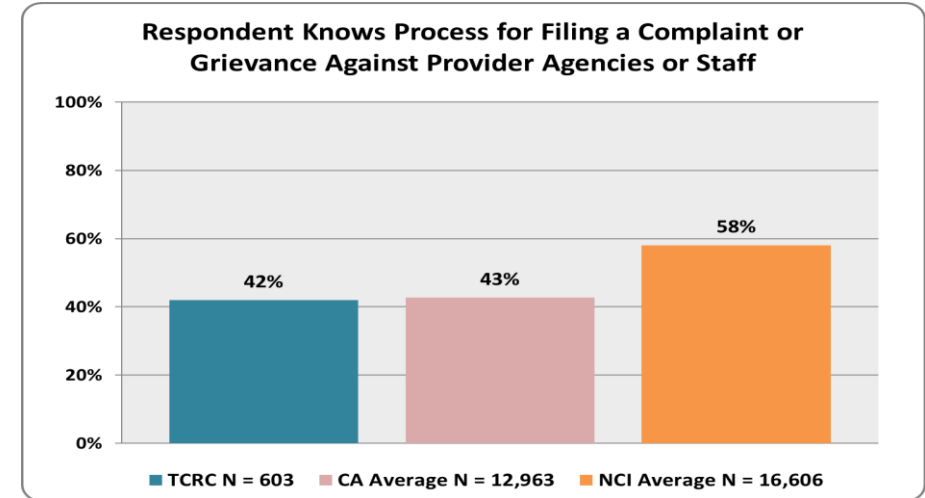


GRAPH 76.

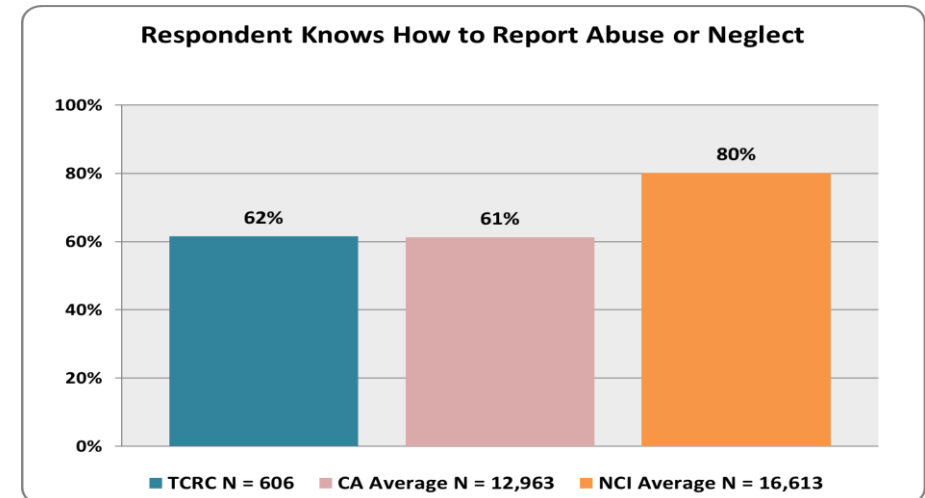


*For this question, 'No' and Don't Know' responses were combined.

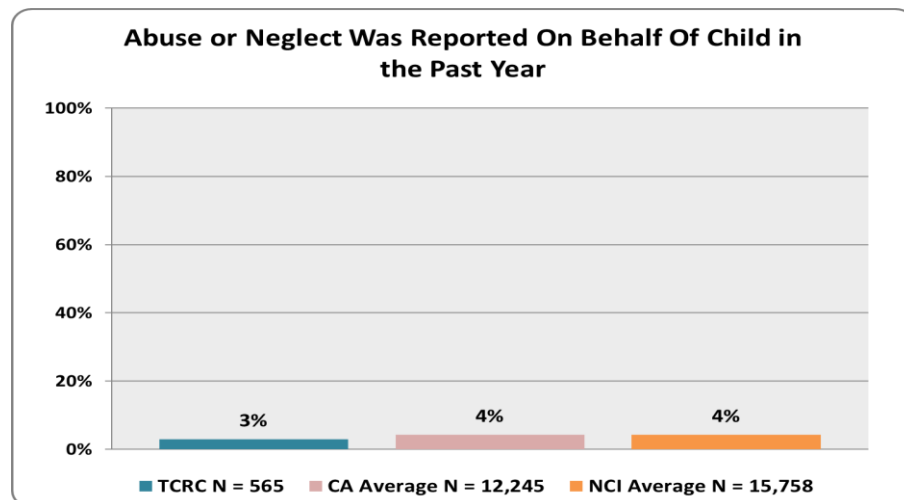
GRAPH 75.*



GRAPH 77.*



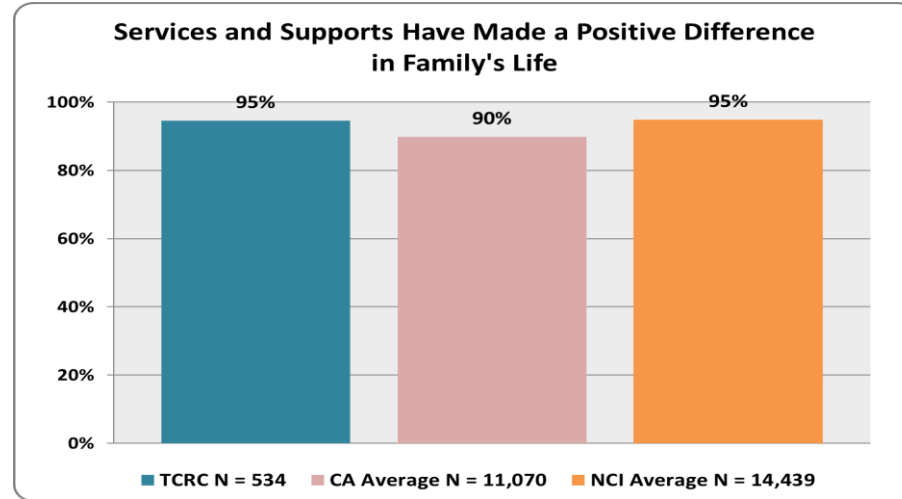
GRAPH 78.



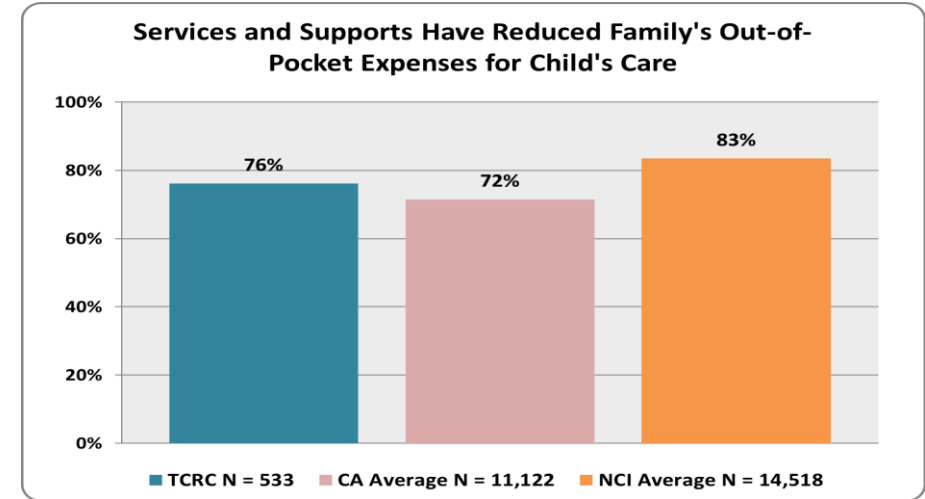
Outcomes

INDIVIDUAL AND FAMILY SUPPORTS MAKE A POSITIVE DIFFERENCE IN THE LIVES OF FAMILIES

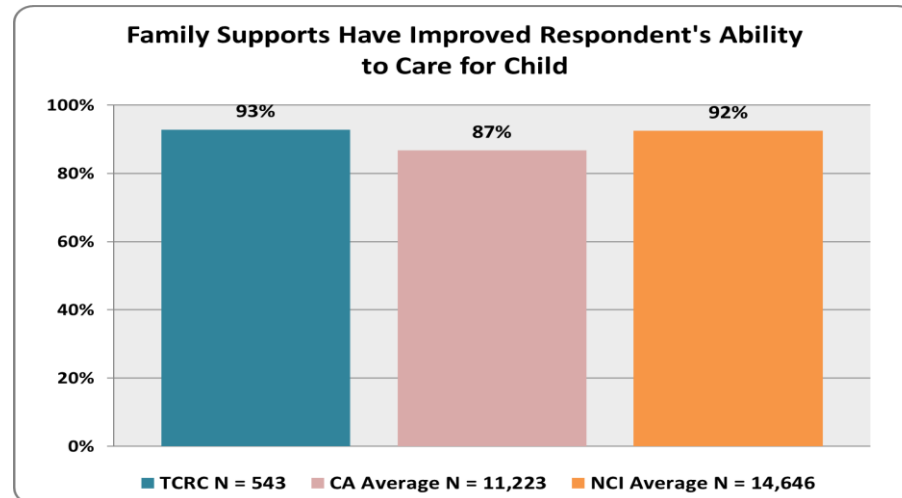
GRAPH 79.



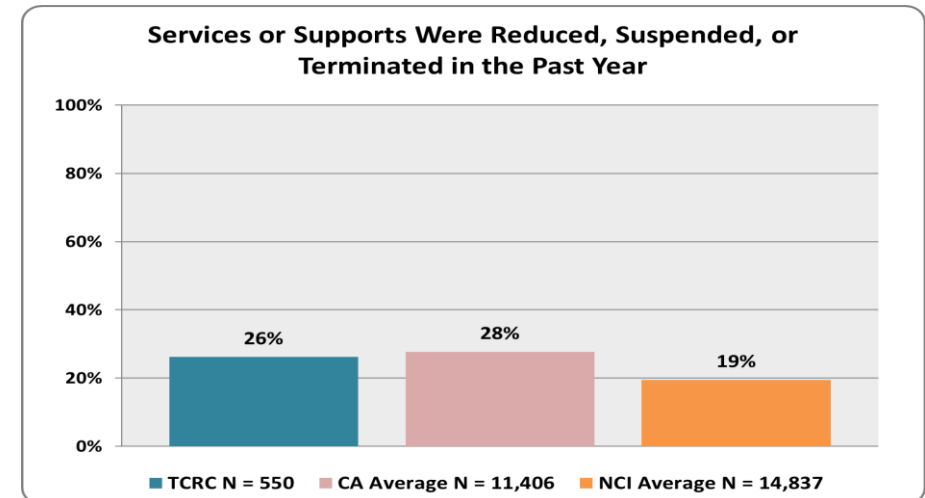
GRAPH 80.



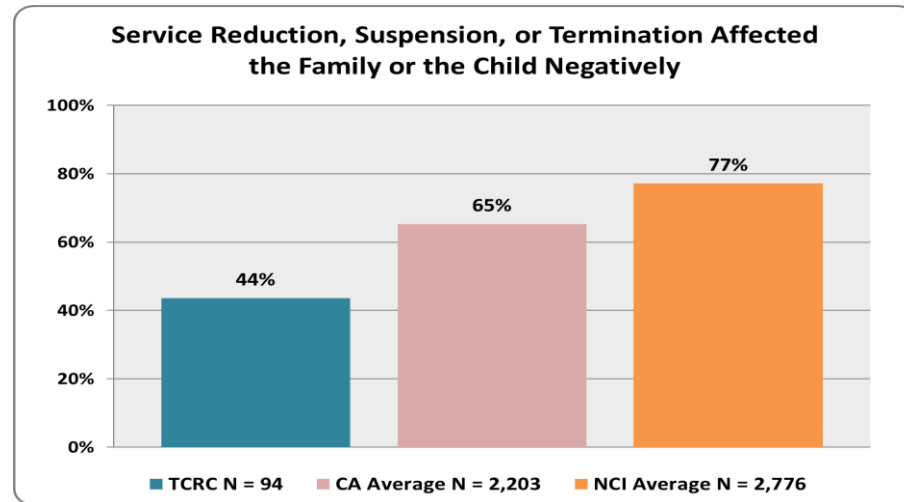
GRAPH 81.



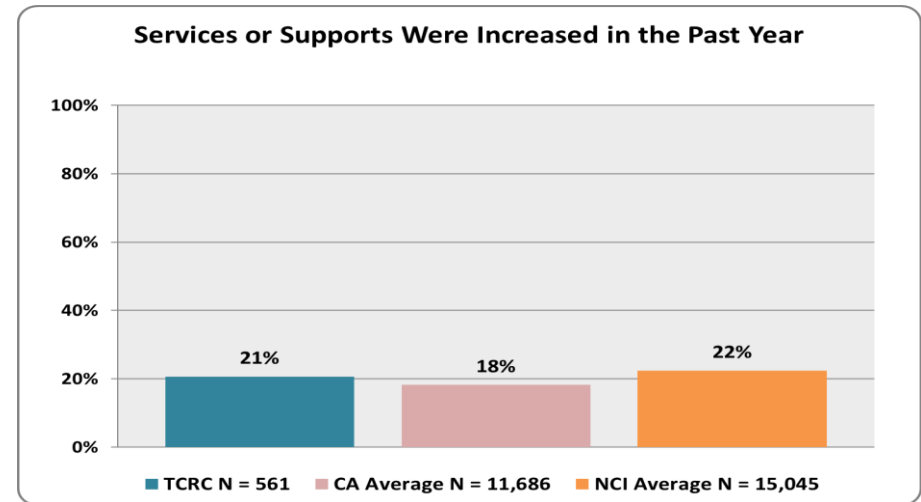
GRAPH 82



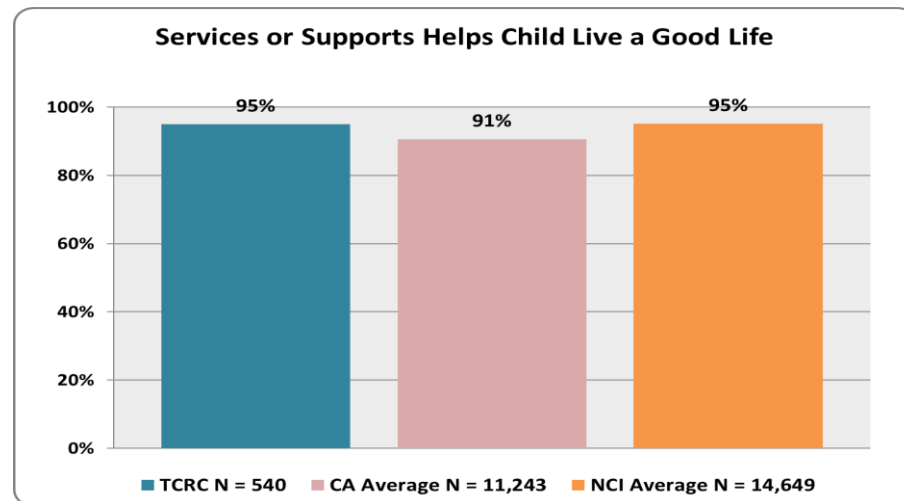
GRAPH 83.



GRAPH 84

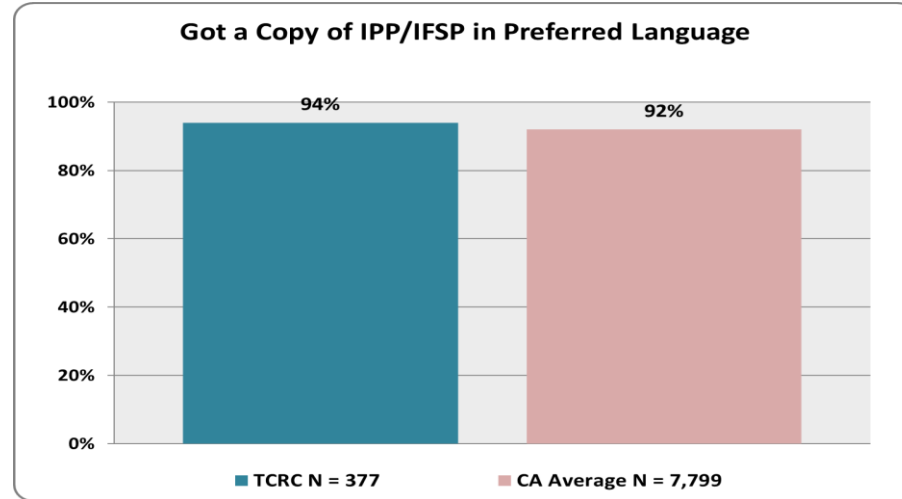


GRAPH 85.

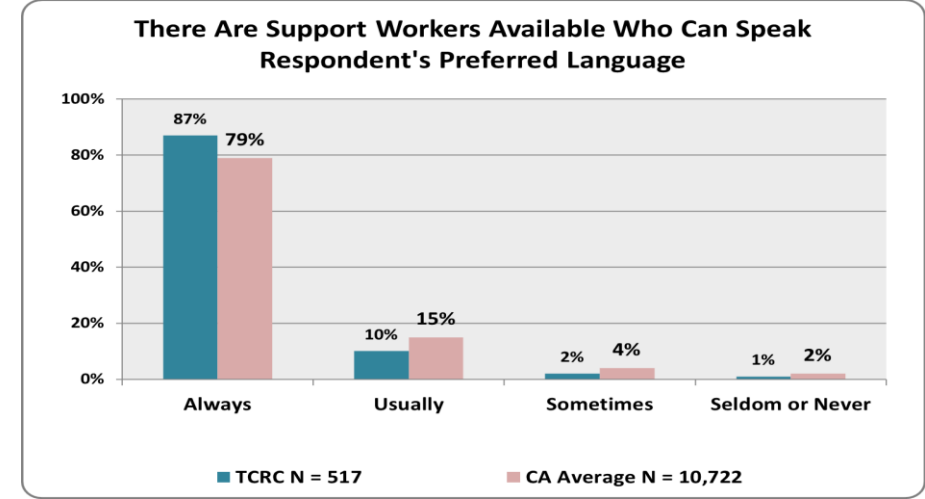


CA Specific Questions: Cultural Competency

GRAPH 86.



GRAPH 87.



GRAPH 88.

