



DEPARTMENT OF ECONOMIC SECURITY

Your Partner For A Stronger Arizona

Janice K. Brewer
Governor

Clarence H. Carter
Director

DIVISION OF DEVELOPMENTAL DISABILITIES
NATIONAL CORE INDICATOR

2012 ADULT FAMILY SURVEY



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Overview of Arizona's participation in the National Core Indicators (NCI)

The National Association of State Directors of Developmental Disabilities Services (NASDDDS) identified a need for the establishment of quality indicators for the field of developmental disabilities. In 1996 the NASDDDS Board of Directors approved the Core Indicators Project to develop a set of indicators which could be used to measure quality of service provision and provide for a platform to identify system improvements both within a state and to compare state to state on commonly accepted standards.

Arizona was one of six states who agreed to “conduct a field test of these indicators, including administering consumer and family surveys and compiling other data.” The first sets of data from these six states were analyzed by the Human Services Research Institute (HSRI) staff and a report of the results were published. A core group of states continued to meet and additional tools were developed to obtain information from the various groups of consumers in the service system. As each tool was developed, Arizona participated in the pilot testing by gathering the information as requested. There were four consumer surveys developed along with data templates for tracking serious incidents, mortality data, provider information including composition of provider boards and states submitted broad financial information for analysis and comparison.

A decision was made by the Division of Developmental Disabilities to alternate the four consumer surveys. This provided an opportunity for data collected to be analyzed and improvement strategies to be implemented prior to the next round for the same survey. The first two surveys developed were the Consumer Survey (face-to-face) and the Adult/Family Survey. These two surveys are conducted during “even years” and the Child Family and the Guardian/Family Surveys are conducted during the “odd years”.

In addition to the consumer survey tools, the Division has provided mortality data, serious incident data and provided the financial information until it was determined by the National Board that this would be discontinued until further notice. The Division also gathered provider survey information on two occasions but ceased polling the providers due to a lack of response and a lack of Division resources to continue to pursue the data.

Adult Family Survey

The National Core Indicators (NCI) The Adult Family Survey was developed and tested during Phase I of NCI by a technical advisory group for the purpose of measuring the experiences of families who had an adult family member with a disability living at home. Results and feedback from Phase I demonstrated that the survey was relatively straightforward to administer, yielded good response rates, and provided sound feedback to the participating state DD agencies.¹ The survey tool has been modified a couple times early in the NCI history and was revised again for the 2009-2010 data collection cycle.

Once the data has been collected, the information is entered into the National Core Indicator Online Data Entry Survey Administration (ODESA). The information in this report was pulled from the Arizona final data set and will be updated as the National report is compiled and available for release. The initial data is based on Arizona's own analysis of the data set.

Sampling

The Division pulled an original random list of 1,000 consumers from a data subset which included those individuals who were age 18 or older residing at home and who received a service in the past year. The surveys were then mailed to those households. Returned mail was given to the appropriate District to update the address and ensure it reached the intended consumer household. The mailing list reflected the following percent by District.

DISTRICTS	
	Survey
Central	18.9%
East	21.6%
North	13.6%
South	24.0%
West	21.9%

Adjusted Data and Ranges

The National Core Indicators, through HSRI, provides Tables formatted whereby all states² are listed in descending order and are categorized as statistically significantly above the NCI Average, within the range of the NCI Average, and significantly below the NCI Average. Statistical significance is taken to be at or below the .01 level. For those states that fall within the NCI Average Range, their 'always' or 'yes' response was not statistically different from the average NCI average. Where Arizona was either above  or below  the averages reported, an arrow appears by that survey question. If the reader is interested in the complete HSRI report please ["click here"](#).

¹ Phase XII Final Report, 2009-2010 Data, HSRI

² For some items, state averages are not shown due to an insufficient number of survey responses (fewer than 20).

Survey Results: Demographics

GENDER

Male	51.9%
Female	48.1%

RACE

American Indian / Alaska Native	2.9%
Asian	2.3%
Black / African-American	5.2%
Pacific Islander	1.3%
White	66.3%
Latino	25.2%
Other race not listed	.6%

AGE

Min	18
Max	81
Mean	31.30
Std. Deviation	11.934
Median	27.00
N	309

LANGUAGE

English	85.0%
Other	15.0%

PRIMARY MEANS OF EXPRESSION

Spoken	69.5%
Uses Gestures	19.8%
Uses Sign Language	3.6%
Uses Communication Device	3.9%
Other	3.2%

CAREGIVER INFORMATION

CAREGIVER AGE

Under 35	3.6%
35 – 54	37.9%
55 – 74	52.4%
75 or older	6.1%

CAREGIVER HEALTH

Excellent	15.9%
Good	58.9%
Fair	21.4%
Poor	3.9%

RELATION TO CONSUMER

Parent	84.8%
Sibling	6.1%
Other	9.1%

GUARDIANSHIP

Yes, Full	62.1%
Yes, Limited	3.2%
No	34.6%

OUT-OF-POCKET EXPENSES

Nothing	23.5%
\$1 - \$100	10.7%
\$101 - \$1,000	33.2%
\$1,001 - \$10,000	30.8%
Over \$10,000	1.7%

CAREGIVER SUMMARY

Arizona is within the general average for the various categories with no significant area of difference. The age of the person(s) responding to the survey showed the largest group was age 55 to 74 which was typical of all other states responding to the survey. The person(s) responding indicate the greatest proportion had out-of-pocket expenses between \$101 and \$10,000 representing 64% of those who responded.

INFORMATION & PLANNING

DO YOU RECEIVE ENOUGH INFORMATION

		<u>NCI Average</u>
<u>N (observed)</u>	<u>282</u>	
Always	31.6%	32%
Usually	40.4%	40%
Sometimes	16.0%	17%
Seldom	8.9%	7%
Never	3.2%	3%

INFORMATION RECEIVED IS EASY TO UNDERSTAND

		<u>NCI Average</u>
<u>N (observed)</u>	<u>285</u>	
Always	33.0%	32%
Usually	42.8%	43%
Sometimes	19.3%	19%
Seldom	2.8%	4%
Never	2.1%	2%

INFORMATION COMES PRIMARILY FROM SUPPORT COORDINATOR(SC)

		<u>NCI Average</u>
<u>N (observed)</u>	<u>279</u>	
Always	34.4%	38%
Usually	36.9%	38%
Sometimes	18.6%	15%
Seldom	6.5%	6%
Never	3.6%	4%

SC INFORMS YOU ABOUT PUBLIC SERVICES ELIGIBILITY

		<u>NCI Average</u>
<u>N (observed)</u>	<u>281</u>	
Always	26.3%	33%
Usually	23.5%	26%
Sometimes	17.1%	15%
Seldom	12.8%	11%
Never	20.3%	16%

SC RESPECTS FAMILY CHOICES/OPINIONS

		<u>NCI Average</u>
<u>N (observed)</u>	<u>290</u>	
Always	62.4%	63%
Usually	25.5%	27%
Sometimes	6.6%	6%
Seldom	3.1%	2%
Never	2.4%	2%

SC IS KNOWLEDGEABLE

		<u>NCI Average</u>
<u>N (observed)</u>	290	
Always	47.2%	51%
Usually	35.9%	34%
Sometimes	12.4%	10%
Seldom	2.4%	3%
Never	2.1%	2%

ISP INCLUDES SERVICES THAT ARE IMPORTANT TO FAMILY

		<u>NCI Average</u>
<u>N (observed)</u>	240	
Yes	92.1%	93%
No	7.9%	7%

FAMILY MEMBER(Consumer) HELPED DEVELOP THE ISP

		<u>NCI Average</u>
<u>N (observed)</u>	236	
Yes	35.2% 	58%
No	64.8%	42%

RESPONDENT HELPED DEVELOP ISP

		<u>NCI Average</u>
<u>N (observed)</u>	250	
Yes	88.4%	87%
No	11.6%	13%

ISP INCLUDES ALL SERVICES NEEDED

		<u>NCI Average</u>
<u>N (observed)</u>	<u>239</u>	
Yes	77.4%	73%
No	22.6%	27%

ISP DISCUSSED HOW TO HANDLE EMERGENCIES

		<u>NCI Average</u>
<u>N (observed)</u>	<u>249</u>	
Yes	67.5%	70%
No	32.5%	30%

RECEIVED INFORMATION ABOUT RIGHTS

		<u>NCI Average</u>
<u>N (observed)</u>	<u>266</u>	
Yes	94.0%	94%
No	6.0%	6%

INFORMATION AND PLANNING SUMMARY

Arizona was within the “Average Range” on each of the questions with one exception: “Individual Helped Make Service Plan”. The NCI Average was 58% with a range from 74% YES to 35% YES. The survey questions asking about the “individual” is specifically asking if the consumer has helped to develop their own Individual Service Plan. The Support Coordinator telling families about eligible Public Services were within the “Average Range” however was low in the group and merits further attention.

ACCESS & DELIVERY

YOU ARE ABLE TO CONTACT STAFF WHEN NEEDED

		<u>NCI Average</u>
<u>N (observed)</u>	<u>297</u>	
Always	49.5%	54%
Usually	38.0%	36%
Sometimes	9.1%	7%
Seldom	2.4%	2%
Never	1.0%	1%

YOU ARE ABLE TO CONTACT SC WHEN NEEDED

		<u>NCI Average</u>
<u>N (observed)</u>	<u>299</u>	
Always	47.2%	53%
Usually	37.8%	36%
Sometimes	12.7%	8%
Seldom	1.3%	2%
Never	1.0%	1%

YOU RECEIVE ALL SERVICES LISTED ON ISP

		<u>NCI Average</u>
<u>N (observed)</u>	<u>257</u>	
Always	58.0%	54%
Usually	26.1%	32%
Sometimes	8.9%	9%
Seldom	3.9%	3%
Never	3.1%	2%

YOU GET SERVICES/SUPPORTS NEEDED

		<u>NCI Average</u>
<u>N (observed)</u>	<u>290</u>	
Always	42.8%	43%
Usually	38.3%	37%
Sometimes	14.5%	14%
Seldom	2.8%	4%
Never	1.7%	3%

FAMILY GETS SUPPORTS NEEDED

		<u>NCI Average</u>
<u>N (observed)</u>	<u>280</u>	
Always	41.4%	39%
Usually	35.4%	34%
Sometimes	16.8%	17%
Seldom	4.3%	6%
Never	2.1%	4%

SERVICES ARE AVAILABLE AT TIMES NEEDED

		<u>NCI Average</u>
<u>N (observed)</u>	<u>280</u>	
Always	37.1%	35%
Usually	42.1%	40%
Sometimes	15.7%	17%
Seldom	3.2%	4%
Never	1.8%	3%

SERVICES OUTSIDE OF HOME AVAILABLE IN RESONABLE DISTANCE

		<u>NCI Average</u>
<u>N (observed)</u>	<u>262</u>	
Always	40.5%	39%
Usually	39.7%	40%
Sometimes	11.5%	13%
Seldom	3.4%	4%
Never	5.0%	4%

SERVICES CHANGE WHEN FAMILY MEMBER'S NEEDS CHANGE

		<u>NCI Average</u>
<u>N (observed)</u>	<u>252</u>	
Always	31.7%	31%
Usually	42.9%	44%
Sometimes	19.4%	15%
Seldom	2.8%	5%
Never	3.2%	4%

STAFF SPEAK WITH YOU IN PREFERRED LANGUAGE

		<u>NCI Average</u>
<u>N (observed)</u>	<u>25</u>	
Always	40.0%	53%
Usually	24.0%	22%
Sometimes	12.0%	6%
Seldom	4.0%	2%
Never	20.0%	17%

IF ENGLISH IS PRIMARY, STAFF COMMUNICATE EFFECTIVELY

		<u>NCI Average</u>
<u>N (observed)</u>	<u>59</u>	
Always	76.3%	80%
Usually	23.7%	17%

FAMILY MEMBER NOT VERBAL, STAFF CAN COMMUNICATE

		<u>NCI Average</u>
<u>N (observed)</u>	<u>137</u>	
Always	35.0%	39%
Usually	33.6%	38%
Sometimes	14.6%	11%
Seldom	5.1%	6%
Never	11.7%	6%

SERVICES DELIVERED IN CULTURALLY RESPECTFUL MANNER

		<u>NCI Average</u>
<u>N (observed)</u>	<u>276</u>	
Always	70.3%	70%
Usually	27.5%	26%
Sometimes	1.8%	2%
Never	0.4%	1%

DAY/EMPLOYMENT SETTING IS HEALTHY & SAFE

		<u>NCI Average</u>
<u>N (observed)</u>	<u>251</u>	
Always	58.2%	63%
Usually	32.3%	30%
Sometimes	8.0%	6%
Seldom	0.4%	1%
Never	1.2%	1%

STAFF HAVE TRAINING TO MEET FAMILY NEEDS

		<u>NCI Average</u>
<u>N (observed)</u>	<u>274</u>	
Always	45.6%	52%
Usually	40.1%	35%
Sometimes	10.9%	9%
Seldom	1.8%	2%
Never	1.5%	1%

STAFF ARRIVE ON TIME AND WHEN SCHEDULED

		<u>NCI Average</u>
<u>N (observed)</u>	<u>253</u>	
Always	58.9%	58%
Usually	32.0%	34%
Sometimes	7.9%	6%
Seldom	0.4%	1%
Never	0.8%	1%

(IF TRANSITION FROM SCHOOL LAST YEAR) HAPPY WITH TRANSITION

		<u>NCI Average</u>
<u>N (observed)</u>	<u>37</u>	
Yes	70.3%	72%
No	29.7%	28%

IF CRISIS SERVICES NEEDED IN PAST YEAR, WERE PROVIDED WHEN NEEDED

		<u>NCI Average</u>
<u>N (observed)</u>	<u>72</u>	
Yes	72.2%	75%
No	27.8%	25%

HAVE ACCESS TO HEALTH SERVICES FOR FAMILY MEMBER

		<u>NCI Average</u>
<u>N (observed)</u>	<u>298</u>	
Yes	99.0%	98%
No	1.0%	2%

IF YES, SATISFIED WITH QUALITY OF PROVIDERS

		<u>NCI Average</u>
<u>N (observed)</u>	<u>278</u>	
Yes	92.4%	95%
No	7.6%	5%

HAVE ACCESS TO DENTAL SERVICES FOR FAMILY MEMBER

		<u>NCI Average</u>
<u>N (observed)</u>	<u>271</u>	
Yes	59.0%	81%
No	41.0%	19%

IF YES, SATISFIED WITH QUALITY OF PROVIDERS

		<u>NCI Average</u>
<u>N (observed)</u>	<u>152</u>	
Yes	94.1%	96%
No	5.9%	4%

HAVE ACCESS TO NECESSARY MEDICATIONS FOR FAMILY MEMBER

		<u>NCI Average</u>
<u>N (observed)</u>	<u>274</u>	
Yes	98.9%	97%
No	1.1%	3%

IF YES, SATISFIED WITH HOW MEDICATIONS ARE MONITORED

		<u>NCI Average</u>
<u>N (observed)</u>	<u>249</u>	
Yes	95.2%	97%
No	4.8%	3%

IF APPLICABLE, HAVE ACCESS TO BEHAVIORAL HEALTH SERVICES FOR FAMILY MEMBER

		<u>NCI Average</u>
<u>N (observed)</u>	<u>136</u>	
Yes	86.0%	84%
No	14.0%	16%

IF YES, SATISFIED WITH QUALITY OF PROVIDERS

		<u>NCI Average</u>
<u>N (observed)</u>	<u>103</u>	
Yes	90.3%	94%
No	9.7%	6%

IF APPLICABLE, HAVE ACCESS TO QUALITY RESPITE FOR FAMILY MEMBER

		<u>NCI Average</u>
<u>N (observed)</u>	<u>255</u>	
Yes 	95.3%	72%
No	4.7%	28%

IF YES, SATISFIED WITH QUALITY OF PROVIDERS

		<u>NCI Average</u>
<u>N (observed)</u>	<u>230</u>	
Yes	94.3%	96%
No	5.7%	4%

OTHER SERVICES FAMILY MEMBER NEEDS NOT OFFERED/AVAILABLE

		<u>NCI Average</u>
<u>N (observed)</u>	<u>185</u>	
Yes	42.2%	45%
No	57.8%	55%

ACCESS & DELIVERY SUMMARY

It is not surprising those responses to the survey rate access to dental services “Significantly Below Average”. Arizona has provided comprehensive dental services for children since the beginning of the ALTCS program and limited dental coverage for adults¹.

¹Medicaid requires coverage of all services for children under the age of 21 as part of the EPSDT program. As a result Arizona must provide dental coverage for this population.

CHOICES & CONTROL

RESPONDENT CHOOSE PROVIDER AGENCIES WHO WORK WITH FAMILY

		<u>NCI Average</u>
<u>N (observed)</u>	<u>273</u>	
Always	57.1%	54%
Usually	22.7%	24%
Sometimes	9.9%	7%
Seldom	0.7%	2%
Never	9.5%	13%

FAMILY MEMBER CHOOSE PROVIDER AGENCIES

		<u>NCI Average</u>
<u>N (observed)</u>	<u>251</u>	
Always	28.7%	29%
Usually	15.1%	14%
Sometimes	10.0%	10%
Seldom	6.4%	6%
Never	39.8%	41%

IF YOU OR FAMILY MEMBER CHOOSE, MORE THAN 1 TO CHOOSE FROM

		<u>NCI Average</u>
<u>N (observed)</u>	<u>119</u>	
Always	40.3%	39%
Usually	41.2%	38%
Sometimes	14.3%	12%
Seldom	2.5%	6%
Never	1.7%	4%

RESPONDENT CHOOSE INDIVIDUAL STAFF

		<u>NCI Average</u>
<u>N (observed)</u>	<u>258</u>	
Always	41.1%	37%
Usually	20.2%	17%
Sometimes	10.9%	10%
Seldom	5.8%	6%
Never	22.1%	30%

FAMILY CHOOSE STAFF

		<u>NCI Average</u>
<u>N (observed)</u>	<u>245</u>	
Always	23.7%	22%
Usually	13.1%	13%
Sometimes	11.0%	10%
Seldom	6.5%	8%
Never	45.7%	47%

IF YOU OR FAMILY MEMBER CHOOSE STAFF, SATISFIED WITH OPTIONS

		<u>NCI Average</u>
<u>N (observed)</u>	<u>114</u>	
Always	56.1%	51%
Usually	34.2%	35%
Sometimes	7.0%	11%
Seldom	0.9%	1%
Never	1.8%	1%

RESPONDENT CHOOSE SUPPORT COORDINATOR

		<u>NCI Average</u>
<u>N (observed)</u>	<u>289</u>	
Yes	12.8%	21%
No	87.2%	79%

FAMILY MEMBER CHOOSE SUPPORT COORDINATOR

		<u>NCI Average</u>
<u>N (observed)</u>	<u>270</u>	
Yes	6.3%	12%
No	93.7%	88%

RESPONDENT HAS CONTROL/INPUT OVER HIRING/MANAGEMENT OF STAFF

		<u>NCI Average</u>
<u>N (observed)</u>	<u>248</u>	
Yes	44.4%	46%
No	55.6%	54%

FAMILY MEMBER HAS CONTROL/INPUT OVER HIRING/MANAGEMENT OF STAFF

		<u>NCI Average</u>
<u>N (observed)</u>	<u>243</u>	
Yes	27.2%	30%
No	72.8%	70%

YOU WANT CONTROL/INPUT OVER HIRING/MANAGEMENT OF STAFF

		<u>NCI Average</u>
<u>N (observed)</u>	<u>235</u>	
Yes	69.4%	67%
No	30.6%	33%

FAMILY MEMBER WANTS CONTROL/INPUT OVER HIRING/MANAGEMENT OF STAFF

		<u>NCI Average</u>
<u>N (observed)</u>	<u>218</u>	
Yes	41.3%	44%
No	58.7%	56%

RESPONDENT KNOWS HOW MUCH \$ IS SPEND BY DDD ON BEHALF OF FAMILY MEMBER

		<u>NCI Average</u>
<u>N (observed)</u>	<u>295</u>	
Yes 	13.0%	27%
No	87.0%	73%

FAMILY MEMBER KNOWS HOW MUCH \$ IS SPEND BY DDD ON THEIR BEHALF

		<u>NCI Average</u>
<u>N (observed)</u>	<u>283</u>	
Yes 	3.9%	12%
No	96.1%	88%

RESPONDENT HAS A SAY IN HOW THIS MONEY IS SPENT

		<u>NCI Average</u>
<u>N (observed)</u>	<u>220</u>	
Yes 	21.4%	38%
No	78.6%	62%

FAMILY MEMBER HAS A SAY IN HOW THIS MONEY IS SPENT

		<u>NCI Average</u>
<u>N (observed)</u>	<u>224</u>	
Yes	17.0%	25%
No	83.0%	75%

IF RESPONDENT HAS A SAY, HAVE INFORMATION TO MAKE DECISIONS

		<u>NCI Average</u>
<u>N (observed)</u>	<u>38</u>	
Yes	81.6%	85%
No	18.4%	15%

IF FAMILY MEMBER HAS A SAY, HAS INFORMATION TO MAKE DECISIONS

		<u>NCI Average</u>
<u>N (observed)</u>	<u>27</u>	
Yes	81.5%	87%
No	18.5%	13%

CHOICES & CONTROL SUMMARY

There are 18 questions in this section and Arizona was found “Significantly Below Average” on 6 (33%) of the questions. The six questions related to who chose the Support Coordinator and whether or not the consumer or family member know how much money is spent in support of the consumer and if they have a say in how the money is spent. The Division has previously worked to provide information to each consumer/family regarding the annual amount of funds spent in support of the consumer. The report is clearly not being provided routinely (at least annually) to consumers/families. Prior versions of the survey tool asked if the family did not choose the Support Coordinator, could they make a change if they wanted. The combination of these two questions resulted in a higher overall percent for Arizona.

COMMUNITY CONNECTIONS

FAMILY MEMBER PARTICIPATES IN COMMUNITY ACTIVITIES

		<u>NCI Average</u>
<u>N (observed)</u>	<u>289</u>	
Yes	74.4%	74%
No	25.6%	26%

FAMILY MEMBER HAS FRIENDS/RELATIONSHIPS WITH PERSONS OTHER THAN STAFF AND FAMILY

		<u>NCI Average</u>
<u>N (observed)</u>	<u>292</u>	
Yes	73.6%	79%
No	26.4%	21%

FAMILY MEMBER HAS ENOUGH SUPPORTS TO WORK/VOLUNTEER IN COMMUNITY

		<u>NCI Average</u>
<u>N (observed)</u>	<u>220</u>	
Yes	55.5%	63%
No	44.5%	37%

COMMUNITY CONNECTIONS SUMMARY

Arizona is in the Average Range for these three questions.

SATISFACTION

OVERALL, SATISFIED WITH SERVICES CURRENTLY RECEIVED

		<u>NCI Average</u>
<u>N (observed)</u>	<u>295</u>	
Always	35.6%	34%
Usually	45.8%	47%
Sometimes	17.3%	14%
Seldom	0.3%	3%
Never	1.0%	2%

KNOW PROCESS FOR FILING COMPLAINT/GRIEVANCE AGAINST PROVIDER OR STAFF

		<u>NCI Average</u>
<u>N (observed)</u>	<u>291</u>	
Yes	51.9%	60%
No	48.1%	40%

SATISFIED WITH HOW COMPLAINTS/GRIEVANCES AGAINST PROVIDER/STAFF ARE HANDLED/RESOLVED

		<u>NCI Average</u>
<u>N (observed)</u>	<u>112</u>	
Yes	77.7%	81%
No	22.3%	19%

KNOW HOW TO REPORT ABUSE OR NEGLECT

		<u>NCI Average</u>
<u>N (observed)</u>	<u>290</u>	
Yes	72.1%	77%
No	27.9%	23%

IN PAST YEAR, DID YOU REPORT ABUSE OR NEGLECT

		<u>NCI Average</u>
<u>N (observed)</u>	<u>281</u>	
Yes	5.0%	5%
No	95.0%	95%

SATISFACTION SUMMARY

While Arizona fell within the Average Range on all the satisfaction questions, only 51% of those responding to the survey indicated they knew how to lodge a complaint or grievance against staff or a provider agency. Consumers/families are offered a Member Handbook at least once each year. The Member Handbook provides direction in how to lodge a complaint or grievance through the Division.

OUTCOMES

RESPONDENT FEEL THAT SERVICES MADE A POSITIVE DIFFERENCE IN LIFE OF FAMILY

		<u>NCI Average</u>
<u>N (observed)</u>	<u>281</u>	
Yes	96.4%	94%
No	3.6%	6%

FEEL SERVICES REDUCED FAMILY OUT-OF-POCKET EXPENSES RELATED TO MEMBER'S CARE

		<u>NCI Average</u>
<u>N (observed)</u>	<u>260</u>	
Yes 	88.5%	82%
No	11.5%	18%

FEEL SERVICES ADDRESS GOALS IN MEMBER'S ISP

		<u>NCI Average</u>
<u>N (observed)</u>	<u>267</u>	
Yes	92.5%	90%
No	7.5%	10%

SERVICES MADE DIFFERENCE IN HELPING TO KEEP FAMILY MEMBER AT HOME

		<u>NCI Average</u>
<u>N (observed)</u>	<u>267</u>	
Yes	83.9%	85%
No	16.1%	15%

SERVICES RECEIVED IN PAST YEAR WERE REDUCED, SUSPENDED OR TERMINATED

		<u>NCI Average</u>
<u>N (observed)</u>	<u>286</u>	
Yes 	61.2%	33%
No	38.8%	67%

IF YES, DID REDUCTION/SUSPENSION/TERMINATION AFFECT FAMILY HOME, JOB, RELATIONSHIPS

		<u>NCI Average</u>
<u>N (observed)</u>	<u>149</u>	
Yes	66.4%	68%
No	33.6%	32%

OUTCOMES SUMMARY

Arizona was within the Average Range with all but two questions. The question regarding services reducing the out-of-pocket expense for families was Significantly Above Average which implies a positive feeling by the respondents. The other question regarding whether or not services were reduced, suspended or terminated was also Significantly Above Average. This would imply a negative for families who feel those lost services were important in supporting their family member.