

DDR B



**Developmental Disabilities
Resource Board
of St. Charles County**

FY18

National Core Indicators Sample Report

www.nationalcoreindicators.org

Last updated: 09/05/18 KR

DDRBAAdmin ([\\ddrb03-hp](#)) (n:) > Program Department KATHY > NCI Reports

Therapy/Adaptive Equipment

NCI Outcome:

Access: Publicly-funded services are readily available to individuals who need and qualify for them.

NCI Indicator:

The proportion of people who feel their support staff have been appropriately trained to meet their needs.

		Yes	N
Staff have right training to meet person’s needs.	MO	91%	225
	NCI	89%	13,356
Adult Consumer Survey State Outcomes 2016-17 PG 67			

Agency/Program(s): DASA-Recreational Sports
 ShowMe Aquatics & Fitness-Aqua-Ability
 TreeHouse of Great St. Louis-Hippotherapy

NCI Outcome:

Access and Support Delivery: Families/family members with disabilities get the services and supports they need.

NCI Indicator:

The proportion of families who report that service and support staff/providers are available and capable of meeting family needs.

		Yes	No	N
Does your family get the supports and services needed?	MO	76%	24%	211
	NCI	74%	26%	9,734
Adult Family Survey State Results 2016-17 PG 38				
	MO	67%	33%	162
	NCI	72%	28%	2,961
Child Family Survey State Results 2016-17 PG 35				

Additional Services Needed		Obstacles/Barriers
Respite	MO	57%
	NCI	56%
Regularly scheduled support for family member	MO	30%
	NCI	28%
Homemaker services	MO	16%
	NCI	17%
Home or vehicle modifications	MO	11%
	NCI	15%
Counseling	MO	20%

	NCI	21%
Family-to-family networks	MO	11%
	NCI	15%
Support/training to use family member's assistive technology	MO	11%
	NCI	14%
Other	MO	34%
	NCI	34%
Adult Family Survey State Results 2016-17 38		
Respite	MO	62%
	NCI	59%
Regularly scheduled support for family member	MO	27%
	NCI	38%
Homemaker services	MO	15%
	NCI	20%
Home or vehicle modifications	MO	25%
	NCI	19%
Counseling	MO	15%
	NCI	28%
Family-to-family networks	MO	14%
	NCI	28%
Other	MO	33%
	NCI	29%
Child Family Survey State Results 2016-17 35		

Agency/Program(s): DASA-Recreational Sports
 ShowMe Aquatics & Fitness-Aqua-Ability
 TreeHouse of Great St. Louis-Hippotherapy
 The Center for Specialized Services-Adaptive Equipment
 The Center for Specialized Services-Adaptive Equipment Assessments

NCI Outcome:

Access and Support Delivery: Families/family members with disabilities get the services and supports they need.

NCI Indicators:

The proportion of eligible families who report having access to an adequate array of services and supports.

The proportion of families who report that services and support staff/providers are available when needed even in a crisis.

		Always	Usually	Sometimes	Seldom/ Never	N
Do services and supports change when your family's needs change?	MO	49%	37%	7%	3%	172
	NCI	51%	27%	12%	10%	7,625
	Adult Family Survey State Results 2016-17 PG 36					
	MO	37%	44%	14%	5%	167
	NCI	43%	37%	13%	7%	2,613

	Child Family Survey State Results 2016-17 PG 33					
Do support workers have the right information and skills to meet your family's needs?	MO	56%	35%	7%	2%	204
	NCI	57%	32%	9%	3%	9,024
	Adult Family Survey State Results 2016-17 PG 36					
	MO	48%	43%	8%	1%	165
	NCI	51%	35%	11%	3%	2,803
	Child Family Survey State Results 2016-17 PG 33					
Does your family member have the special equipment or accommodations that s/he needs?	MO	42%	37%	6%	15%	110
	NCI	52%	25%	9%	15%	4,276
	Adult Family Survey State Results 2016-17 PG 36					
	MO	45%	30%	19%	6%	131
	NCI	42%	30%	17%	11%	1,838
	Child Family Survey State Results 2016-17 PG 33					

Agency/Program(s): The Center for Specialized Services-Adaptive Equipment

NCI Outcome:

Community Connections: Families/family members use integrated community services and participate in everyday community activities.

NCI Indicators:

The proportion of families who report they are supported in utilizing natural supports in their communities (e.g., family, friends, neighbors, churches, colleges, recreational services).

The proportion of families/family members who participate in integrated activities in their communities.

		Yes	No	N
Does your family member take part in activities in the community?	MO	94%	6%	241
	NCI	87%	13%	10,762
	Adult Family Survey State Results 2016-17 PG 46-52			
	MO	82%	18%	173
	NCI	84%	16	3,250
	Child Family Survey State Results 2016-17 PG 46-48			
In your community, are there resources that your family can use that are not provided by the IDD agency?	MO	71%	29%	163
	NCI	74%	26%	7,794
	Adult Family Survey State Results 2016-17 PG 46-52			
	MO	80%	20%	128
	NCI	81%	19%	2,391
	Child Family Survey State Results 2016-17 PG 46-48			
Does your family take part in any family-to-family networks in your community?	MO	14%	86%	166
	NCI	20%	80%	8,350
	Adult Family Survey State Results 2016-17 PG 46-52			
	MO	11%	89%	160
	NCI	22%	78%	2,830
	Child Family Survey State Results 2016-17 PG 46-48			
Does your family member have friends other than paid support workers or family?	MO	69%	31%	242
	NCI	65%	35%	10,493
	Adult Family Survey State Results 2016-17 PG 46-52			

Does your child spend time with children who do not have Developmental disabilities?	MO	81%	19%	178
	NCI	86%	14%	3,227
	Child Family Survey State Results 2016-17 PG 46-48			
Obstacles to Family Member's Participation in Community		Obstacles/Barriers		
Lack of transportation	MO	22%		
	NCI	27%		
Cost	MO	30%		
	NCI	31%		
Lack of Support Staff	MO	23%		
	NCI	25%		
Stigma	MO	18%		
	NCI	18%		
Other	MO	47%		
	NCI	40%		
Adult Family Survey State Results 2016-17 PG 51				
Lack of transportation	MO	14%		
	NCI	15%		
Cost	MO	33%		
	NCI	42%		
Lack of Support Staff	MO	40%		
	NCI	31%		
Stigma	MO	31%		
	NCI	35%		
Other	MO	47%		
	NCI	44%		
Child Family Survey State Results 2016-17 PG 47				

Agency/Program(s): DASA-Recreational Sports
 ShowMe Aquatics & Fitness-Aqua-Ability
 TreeHouse of Great St. Louis-Hippotherapy
 The Center for Specialized Services-Adaptive Equipment
 The Center for Specialized Services-Adaptive Equipment Assessments

NCI Outcome:

Satisfaction: Families/family members with disabilities receive adequate and satisfactory supports.

NCI Indicator:

The proportion of families who report satisfaction with the information and supports received, and with the planning, decision-making, and grievance processes.

		Always	Usually	Sometimes	Seldom/ Never	N
Overall, are you satisfied with the services and supports your family currently receives?	MO	33%	49%	13%	5%	239
	NCI	40%	40%	15%	5%	10,797
Adult Family Survey State Results 2016-17 PG 58-60						
	MO	23%	63%	13%	1%	174
	NCI	32%	48%	16%	5%	3,217

Satisfaction-Yes		Yes	No	N
Do you know how to file a complaint or grievance about provider agencies or staff?	MO	62%	38%	240
	NCI	58%	42%	10,866
If a complaint or grievance was filed or resolved in the past year, are you satisfied with the way it was dandles and resolved?	MO	n/a	n/a	n/a
	NCI	59%	41%	1,344
Do you know how to report abuse or neglect related to your family member?	MO	77%	23%	244
	NCI	76%	24%	10,875
In the past year, was a report of abuse or neglect file on behalf of your family member?	MO	4%	96%	224
	NCI	3%	97%	10,121
Adult Family Survey State Results 2016-17 PG 59				

Satisfaction-Yes		Yes	No	N
Do you feel that family supports have made a positive difference in the life of your family?	MO	97%	3%	165
	NCI	94%	6%	2,907
Have services and supports reduced your family's out-of-pocket expense for your child's care?	MO	84%	16%	168
	NCI	78%	22%	2,992
Do you feel that family supports have improved your ability to care for your child's care?	MO	93%	7%	162
	NCI	89%	11%	2,973
Have the services or supports that your child/family received during the past year been reduced, suspended, or terminated?	MO	16%	84%	167
	NCI	20%	80%	3,045
If services were reduced in the past year, did the reduction, suspension, or termination of these services or supports affect your family member negatively?	MO	76%	24%	25
	NCI	71%	29%	615
Have the services or supports that your child received been increased in the past year?	MO	33%	67%	157
	NCI	23%	77%	2,955
Are services and supports helping your child to live a good life?	MO	98%	2%	162
	NCI	95%	5%	2,958
Child Family Survey State Results 2016-17 PG 54-56				

Agency/Program(s): The Center for Specialized Services-Adaptive Equipment
The Center for Specialized Services-Adaptive Equipment Assessments

Residential-ILA

NCI Outcome:

Relationships: People have friends and relationships.

NCI Indicators:

The proportion of people who are able to see their families and friends when they want.

The proportion of people who have a close friend, someone they can talk to about personal things.

The proportion of people who have friends and caring relationships with people other than support staff and family members.

		Yes	N
Can see and communicate with their family when they want.	MO	86%	207
	NCI	80%	8,479
Has friends who are not staff or family members.	MO	81%	249
	NCI	77%	14,388
Has best friend (may be staff or family).	MO	74%	234
	NCI	72%	13,962
Wants help to meet or keep in contact with friends.	MO	34%	226
	NCI	41%	13,524
Has friends (may be staff or family) and can see them when wants.	MO	80%	212
	NCI	79%	12,632
Has other ways of talking, chatting, or communicating with friends when cannot see them.	MO	88%	204
	NCI	82%	12,599
Often feels lonely	MO	8%	226
	NCI	11%	11,410
Can go on a date or is married or living with partner	MO	77%	190
	NCI	73%	11,410
Adult Family Survey State Results 2016-17 PG 49			

Reasons cannot see friends if sometimes or often unable to		Yes	N
Lack of Transportation	MO	5%	255
	NCI	7%	14,559
Lack of Support Staff	MO	2%	255
	NCI	2%	14,559
Rules or Restrictions About Seeing Friends	MO	4%	255
	NCI	2%	14,559
Money or Cost of Going Out	MO	2%	255
	NCI	1%	14,559
Difficulty Finding Time	MO	3%	255

	NCI	6%	14,559
Other	MO	2%	255
	NCI	3%	14,559
Adult Consumer Survey State Outcomes 2016-17 PG 49			

Agency/Program(s): Caring Solutions-Independent Living Assistance (ILA)
Community Living, Inc.-Independent Living Assistance (ILA)
Easterseals Midwest-Independent Living Assistance (ILA)
Willows Way-Independent Living Assistance (ILA)

NCI Outcome:

Community Inclusion: People have support to participate in everyday community activities.

NCI Indicators:

In the past month person went out for entertainment. (Number of times went out entertainment in past month.)

In the past month person went out for exercise. (Number of times when out for exercise in past month.)

In the past month person went out on errands/appointment in past month. (Number of times went out on errands/appointments in past month.)

In the past month person went shopping. (Number of times went shopping in past month.)

In the past month went out to a restaurant or coffee shop. (Number of times went out to a restaurant/coffee shop in past month.)

		Yes	N
Went out shopping at least once in the past month.	MO	92%	397
	NCI	90%	19,939
Went out on errands at least once in the past month.	MO	84%	392
	NCI	88%	19,761
Went out for entertainment at least once in the past month.	MO	80%	394
	NCI	77%	19,928
Went out to eat at least once in the past month.	MO	88%	399
	NCI	86%	20,011
Went out to religious service or spiritual practice at least once in the last month.	MO	46%	394
	NCI	45%	19,757
Participated as a member in community group.	MO	38%	395
	NCI	34%	19,898
Went on vacation in the past year.	MO	33%	386
	NCI	45%	19,898
Able to go out and do the things likes to do in the community.	MO	86%	247
	NCI	86%	14,130
Able to go out and do the things likes to do in the community as often as wants to.	MO	81%	229
	NCI	78%	13,150
Has enough things to do when at home.	MO	81%	242
	NCI	84%	14,267
Adult Consumer Survey State Outcomes 2016-17 PG 41			

Agency/Program(s): Caring Solutions-Independent Living Assistance (ILA)
 Community Living, Inc.-Independent Living Assistance (ILA)
 Easterseals Midwest-Independent Living Assistance (ILA)
 Willows Way-Independent Living Assistance (ILA)
 The Center For Specialized Services-Community Support Services-Pilot

NCI Outcome:

Satisfaction: People are satisfied with the services and supports they receive.

NCI Indicator:

The proportion of people who are satisfied with where they live.

		Yes	N
Likes home or where lives	MO	89%	257
	NCI	90%	14,793
Wants to live somewhere else	MO	27%	251
	NCI	26%	14,273
Adult Consumer Survey State Outcomes 2016-17 PG 55			

Agency/Program(s): Caring Solutions-Independent Living Assistance (ILA)
 Community Living, Inc.-Independent Living Assistance (ILA)
 Easterseals Midwest-Independent Living Assistance (ILA)
 Willows Way-Independent Living Assistance (ILA)

NCI Outcome:

Access: Publicly-funded services are readily available to individuals who need and qualify for them.

NCI Indicators:

The proportion of people who feel their support staff have been appropriately trained to meet their needs.

The proportion of people who report having adequate transportation when they want to go somewhere.

		Yes	N
Staff have right training to meet person's needs	MO	91%	225
	NCI	89%	13,356
Has a way to get places needs to go	MO	92%	242
	NCI	93%	14,243
Able to get places when wants to do something outside of home.	MO	88%	241
	NCI	84%	14,108
Adult Consumer Survey State Outcomes 2016-17 PG 67			

Agency/Program(s): Caring Solutions-Independent Living Assistance (ILA)
 Community Living, Inc.-Independent Living Assistance (ILA)
 Easterseals Midwest-Independent Living Assistance (ILA)
 Willows Way-Independent Living Assistance (ILA)
 The Center for Specialized Services-Community Support Service-Pilot

Children's Services

NCI Outcome:

Access: Publicly-funded services are readily available to individuals who need and qualify for them.

NCI Indicator:

The proportion of people who feel their support staff have been appropriately trained to meet their needs.

		Yes	N
Staff have right training to meet person's needs.	MO	91%	225
	NCI	89%	13,356
Adult Consumer Survey State Outcomes 2016-17 PG 67			

Agency/Program(s): Community Living, Inc.-SOAR
 Francis Howell School District-Child Day Care
 Fort Zumwalt School District-Child Day Care
 Orchard Farm School District-Child Day Care
 St. Charles School District-Child Day Care
 United Services for Children-High Early Intervention-Pilot
 United Services for Children-Early Intervention
 YMCA-Child Day Care

NCI Outcome:

Satisfaction: Families/family members with disabilities receive adequate and satisfactory supports.

NCI Indicator:

The proportion of families who report satisfaction with the information and supports received, and with the planning, decision-making, and grievance processes.

		Always	Usually	Sometimes	Seldom/ Never	N
Overall, are you satisfied with the services and supports your family currently receives?	MO	33%	49%	13%	5%	239
	NCI	40%	40%	15%	5%	10,797
	Adult Family Survey State Results 2016-17 PG 58-60					
	MO	23%	63%	13%	1%	174
	NCI	32%	48%	16%	5%	3,217
	Child Family Survey State Results 2016-17 PG 54-56					

Satisfaction-Yes		Yes	No	N
	MO	62%	38%	240

Do you know how to file a complaint or grievance about provider agencies or staff?	NCI	58%	42%	10,866
If a complaint or grievance was filed or resolved in the past year, are you satisfied with the way it was handled and resolved?	MO	n/a	n/a	n/a
	NCI	59%	41%	1,344
Do you know how to report abuse or neglect related to your family member?	MO	77%	23%	244
	NCI	76%	24%	10,875
In the past year, was a report of abuse or neglect file on behalf of your family member?	MO	4%	96%	224
	NCI	3%	97%	10,121
Adult Family Survey State Results 2016-17 PG 59				
Satisfaction-Yes		Yes	No	N
Do you feel that family supports have made a positive difference in the life of your family?	MO	97%	3%	165
	NCI	94%	6%	2,907
Have services and supports reduced your family's out-of-pocket expense for your child's care?	MO	84%	16%	168
	NCI	78%	22%	2,992
Do you feel that family supports have improved your ability to care for your child's care?	MO	93%	7%	162
	NCI	89%	11%	2,973
Have the services or supports that your child/family received during the past year been reduced, suspended, or terminated?	MO	16%	84%	167
	NCI	20%	80%	3,045
If services were reduced in the past year, did the reduction, suspension, or termination of these services or supports affect your family member negatively?	MO	76%	24%	25
	NCI	71%	29%	615
Have the services or supports that your child received been increased in the past year?	MO	33%	67%	157
	NCI	23%	77%	2,955
Are services and supports helping your child to live a good life?	MO	98%	2%	162
	NCI	95%	5%	2,958
Child Family Survey State Results 2016-17 PG 54-56				

Agency/Program(s): Community Living, Inc.-SOAR
Francis Howell School District-Child Day Care
Fort Zumwalt School District-Child Day Care
Orchard Farm School District-Child Day Care
St. Charles School District-Child Day Care
United Services for Children-High Early Intervention-Pilot
United Services for Children-Early Intervention
YMCA-Child Day Care

NCI Outcome:

Community Connections: Families/family members use integrated community services and participate in everyday community activities.

NCI Indicators:

The proportion of families who report they are supported in utilizing natural supports in their communities (e.g., family, friends, neighbors, churches, colleges, recreational services).

The proportion of families/family members who participate in integrated activities in their communities.

	Yes	No	N
MO	82%	18%	173

Does your family member take part in activities in the community?	NCI	84%	16	3,250
In your community, are there resources that your family can use that are not provided by the IDD agency?	MO	80%	20%	128
	NCI	81%	19%	2,391
Does your family take part in any family-to-family networks in your community?	MO	11%	89%	160
	NCI	22%	78%	2,830
Does your child spend time with children who do not have Developmental disabilities?	MO	81%	19%	178
	NCI	86%	14%	3,227
Child Family Survey State Results 2016-17 PG 46-48				

Obstacles to Family Member's Participation in Community		Obstacles/Barriers
Lack of transportation	MO	14%
	NCI	15%
Cost	MO	33%
	NCI	42%
Lack of Support Staff	MO	40%
	NCI	31%
Stigma	MO	31%
	NCI	35%
Other	MO	47%
	NCI	44%
Child Family Survey State Results 2016-17 PG 47		

Agency/Program(s): Community Living, Inc.-SOAR
Francis Howell School District-Child Day Care
Fort Zumwalt School District-Child Day Care
Orchard Farm School District-Child Day Care
Recreation Council of Greater St. Louis-Personal Care Voucher
St. Charles School District-Child Day Care
United Services for Children-High Early Intervention-Pilot
United Services for Children-Early Intervention
YMCA-Child Day Care

Family Support and Advocacy

NCI Outcome:

Access and Support Delivery: Families/family members with disabilities get the services and supports they need.

NCI Indicator:

The proportion of families who report that service and support staff/providers are available and capable of meeting family needs.

		Yes	No	N
Does your family get the supports and services needed?	MO	76%	24%	211
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Additional Services Needed		Obstacles/Barriers
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Counseling	MO	20%
	NCI	21%
Family-to-family networks	MO	11%
	NCI	15%
Support/training to use family member's assistive technology	MO	11%
	NCI	14%
Other	MO	34%
	NCI	34%
Adult Family Survey State Results 2016-17 38		
Respite	MO	62%
	NCI	59%
Regularly scheduled support for family member	MO	27%
	NCI	38%
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	NCI	20%
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Counseling	MO	15%
	NCI	28%

Family-to-family networks	MO	14%
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Other	MO	33%
	NCI	29%
Child Family Survey State Results 2016-17 35		

Agency/Program(s): Behavior Solutions-Teaching Others to Teach
F.A.C.T.-Advocacy
F.A.C.T.-Family Support Partner-Pilot
FamilyForward-Family Support and Education-Pilot

NCI Outcome:

Access and Support Delivery: Families/family members with disabilities get the services and supports they need.

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	MO	48%	43%	8%	1%	165
	NCI	51%	35%	11%	3%	2,803
	Child Family Survey State Results 2016-17 PG 33					
Do support workers speak in a way that you understand?	MO	79%	18%	3%	0%	206
	NCI	77%	18%	3%	1%	9,497
	Adult Family Survey State Results 2016-17 PG 36					
	MO	76%	21%	2%	1%	168
	NCI	74%	23%	3%	1%	2,868
	Child Family Survey State Results 2016-17 PG 33					
Are you or your family member able to contact his/her support worker when you want to?	MO	58%	35%	3%	4%	223
	NCI	60%	28%	9%	3%	9,825
	Adult Family Survey State Results 2016-17 PG 36					
	MO	55%	39%	5%	1%	168
	NCI	54%	35%	8%	3%	2,963
	Child Family Survey State Results 2016-17 PG 33					

Agency/Program(s): Behavior Solutions-Teaching Others to Teach
 F.A.C.T.-Advocacy
 F.A.C.T.-Family Support Partner-Pilot
 FamilyForward-Family Support and Education-Pilot

NCI Outcome:

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Have the services or supports that your child received been increased in the past year?	MO	33%	67%	157
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Are services and supports helping your child to live a good life?	MO	98%	2%	162
	NCI	95%	5%	2,958
Child Family Survey State Results 2016-17 PG 54-56				

Agency/Program(s): Behavior Solutions-Teaching Others to Teach
 F.A.C.T.-Advocacy
 F.A.C.T.-Family Support Partner-Pilot
 FamilyForward-Family Support and Education-Pilot

NCI Outcome:

Community Connections: Families/family members use integrated community services and participate in everyday community activities.

NCI Indicators:

The proportion of families who report they are supported in utilizing natural supports in their communities (e.g., family, friends, neighbors, churches, colleges, recreational services).

The proportion of families/family members who participate in integrated activities in their communities.

		Yes	No	N
Does your family member take part in activities in the community?	MO	94%	6%	241
	NCI	87%	13%	10,762
	Adult Family Survey State Results 2016-17 PG 46-52			
	MO	82%	18%	173
	NCI	84%	16%	3,250
	Child Family Survey State Results 2016-17 PG 46-48			
In your community, are there resources that your family can use that are not provided by the IDD agency?	MO	71%	29%	163
	NCI	74%	26%	7,794
	Adult Family Survey State Results 2016-17 PG 46-52			
	MO	80%	20%	128
	NCI	81%	19%	2,391
	Child Family Survey State Results 2016-17 PG 46-48			
Does your family take part in any family-to-family networks in your community?	MO	14%	86%	166
	NCI	20%	80%	8,350
	Adult Family Survey State Results 2016-17 PG 46-52			
	MO	11%	89%	160
	NCI	22%	78%	2,830
	Child Family Survey State Results 2016-17 PG 46-48			
Does your family member have friends other than paid support workers or family?	MO	69%	31%	242
	NCI	65%	35%	10,493
	Adult Family Survey State Results 2016-17 PG 46-52			
Does your child spend time with children who do not have Developmental disabilities?	MO	81%	19%	178
	NCI	86%	14%	3,227
	Child Family Survey State Results 2016-17 PG 46-48			

Obstacles to Family Member's Participation in Community		Obstacles/Barriers
Lack of transportation	MO	22%
	NCI	27%

Cost	MO	30%
	NCI	31%
Lack of Support Staff	MO	23%
	NCI	25%
Stigma	MO	18%
	NCI	18%
Other	MO	47%
	NCI	40%
Adult Family Survey State Results 2016-17 PG 51		
Lack of transportation	MO	14%
	NCI	15%
Cost	MO	33%
	NCI	42%
Lack of Support Staff	MO	40%
	NCI	31%
Stigma	MO	31%
	NCI	35%
Other	MO	47%
	NCI	44%
Child Family Survey State Results 2016-17 PG 47		

Agency/Program(s): Behavior Solutions-Teaching Others to Teach
F.A.C.T.-Advocacy
F.A.C.T.-Family Support Partner-Pilot
FamilyForward-Family Support and Education-Pilot

Respite

NCI Outcome:

Access and Support Delivery: Families/family members with disabilities get the services and supports they need.

NCI Indicator:

The proportion of families who report that service and support staff/providers are available and capable of meeting family needs.

		Yes	No	N
Does your family get the supports and services needed?	MO	76%	24%	211
	NCI	74%	26%	9,734
Adult Family Survey State Results 2016-17 PG 38				
	MO	67%	33%	162
	NCI	72%	28%	2,961
Child Family Survey State Results 2016-17 PG 35				

Additional Services Needed		Obstacles/Barriers
Respite	MO	57%
	NCI	56%
Regularly scheduled support for family member	MO	30%
	NCI	28%
Homemaker services	MO	16%
	NCI	17%
Home or vehicle modifications	MO	11%
	NCI	15%
Counseling	MO	20%
	NCI	21%
Family-to-family networks	MO	11%
	NCI	15%
Support/training to use family member's assistive technology	MO	11%
	NCI	14%
Other	MO	34%
	NCI	34%
Adult Family Survey State Results 2016-17 38		
Respite	MO	62%
	NCI	59%
Regularly scheduled support for family member	MO	27%
	NCI	38%
Homemaker services	MO	15%
	NCI	20%
Home or vehicle modifications	MO	25%
	NCI	19%
Counseling	MO	15%
	NCI	28%

Family-to-family networks	MO	14%
	NCI	28%
Other	MO	33%
	NCI	29%
Child Family Survey State Results 2016-17 35		

Agency/Program(s): Community Living, Inc.-Center-Based Respite
Community Living, Inc.-Respite Care Home
FamilyForward-Respite
Community Living, Inc.-In-Home Respite
St. Louis Crisis Nursery-Respite

NCI Outcome:

Access and Support Delivery: Families/family members with disabilities get the services and supports they need.

NCI Indicators:

The proportion of eligible families who report having access to an adequate array of services and supports.

The proportion of families who report that services and support staff/providers are available when needed even in a crisis.

		Always	Usually	Sometimes	Seldom/ Never	N
Do services and supports change when your family's needs change?	MO	49%	37%	7%	3%	172
	NCI	51%	27%	12%	10%	7,625
	Adult Family Survey State Results 2016-17 PG 36					
	MO	37%	44%	14%	5%	167
	NCI	43%	37%	13%	7%	2,613
	Child Family Survey State Results 2016-17 PG 33					
Do support workers have the right information and skills to meet your family's needs?	MO	56%	35%	7%	2%	204
	NCI	57%	32%	9%	3%	9,024
	Adult Family Survey State Results 2016-17 PG 36					
	MO	48%	43%	8%	1%	165
	NCI	51%	35%	11%	3%	2,803
	Child Family Survey State Results 2016-17 PG 33					
Do support workers speak in a way that you understand?	MO	79%	18%	3%	0%	206
	NCI	77%	18%	3%	1%	9,497
	Adult Family Survey State Results 2016-17 PG 36					
	MO	76%	21%	2%	1%	168
	NCI	74%	23%	3%	1%	2,868
	Child Family Survey State Results 2016-17 PG 33					
Are you or your family member able to contact his/her support worker when you want to?	MO	58%	35%	3%	4%	223
	NCI	60%	28%	9%	3%	9,825
	Adult Family Survey State Results 2016-17 PG 36					
	MO	55%	39%	5%	1%	168
	NCI	54%	35%	8%	3%	2,963
	Child Family Survey State Results 2016-17 PG 33					

Agency/Program(s): Community Living, Inc.-Center-Based Respite
 Community Living, Inc.-Respite Care Home
 FamilyForward-Respite
 Community Living, Inc.-In-Home Respite
 St. Louis Crisis Nursery-Respite

NCI Outcome:

Satisfaction: Families/family members with disabilities receive adequate and satisfactory supports.

NCI Indicators:

The proportion of families who report satisfaction with the information and supports received, and with the planning, decision-making, and grievance processes.

		Always	Usually	Sometimes	Seldom/ Never	N
Overall, are you satisfied with the services and supports your family currently receives?	MO	33%	49%	13%	5%	239
	NCI	40%	40%	15%	5%	10,797
	Adult Family Survey State Results 2016-17 PG 58-60					
	MO	23%	63%	13%	1%	174
	NCI	32%	48%	16%	5%	3,217
Child Family Survey State Results 2016-17 PG 54-56						

Satisfaction-Yes		Yes	No	N
Do you know how to file a complaint or grievance about provider agencies or staff?	MO	62%	38%	240
	NCI	58%	42%	10,866
If a complaint or grievance was filed or resolved in the past year, are you satisfied with the way it was handled and resolved?	MO	n/a	n/a	n/a
	NCI	59%	41%	1,344
Do you know how to report abuse or neglect related to your family member?	MO	77%	23%	244
	NCI	76%	24%	10,875
In the past year, was a report of abuse or neglect filed on behalf of your family member?	MO	4%	96%	224
	NCI	3%	97%	10,121
Adult Family Survey State Results 2016-17 PG 59				

Satisfaction-Yes		Yes	No	N
Do you feel that family supports have made a positive difference in the life of your family?	MO	97%	3%	165
	NCI	94%	6%	2,907
Have services and supports reduced your family's out-of-pocket expense for your child's care?	MO	84%	16%	168
	NCI	78%	22%	2,992
Do you feel that family supports have improved your ability to care for your child's care?	MO	93%	7%	162
	NCI	89%	11%	2,973
Have the services or supports that your child/family received during the past year been reduced, suspended, or terminated?	MO	16%	84%	167
	NCI	20%	80%	3,045
If services were reduced in the past year, did the reduction, suspension, or termination of these services or supports affect your family member negatively?	MO	76%	24%	25
	NCI	71%	29%	615
Have the services or supports that your child received been increased in the past year?	MO	33%	67%	157
	NCI	23%	77%	2,955

Are services and supports helping your child to live a good life?	MO	98%	2%	162
	NCI	95%	5%	2,958
Child Family Survey State Results 2016-17 PG 54-56				

Agency/Program(s): Community Living, Inc.-Center-Based Respite
Community Living, Inc.-Respite Care Home
FamilyForward-Respite

NCI Outcome:

Community Connections: Families/family members use integrated community services and participate in everyday community activities.

NCI Indicators:

The proportion of families who report they are supported in utilizing natural supports in their communities (e.g., family, friends, neighbors, churches, colleges, recreational services).

The proportion of families/family members who participate in integrated activities in their communities.

		Yes	No	N
Does your family member take part in activities in the community?	MO	94%	6%	241
	NCI	87%	13%	10,762
	Adult Family Survey State Results 2016-17 PG 46-52			
	MO	82%	18%	173
	NCI	84%	16	3,250
	Child Family Survey State Results 2016-17 PG 46-48			
In your community, are there resources that your family can use that are not provided by the IDD agency?	MO	71%	29%	163
	NCI	74%	26%	7,794
	Adult Family Survey State Results 2016-17 PG 46-52			
	MO	80%	20%	128
	NCI	81%	19%	2,391
	Child Family Survey State Results 2016-17 PG 46-48			
Does your family take part in any family-to-family networks in your community?	MO	14%	86%	166
	NCI	20%	80%	8,350
	Adult Family Survey State Results 2016-17 PG 46-52			
	MO	11%	89%	160
	NCI	22%	78%	2,830
	Child Family Survey State Results 2016-17 PG 46-48			
Does your family member have friends other than paid support workers or family?	MO	69%	31%	242
	NCI	65%	35%	10,493
	Adult Family Survey State Results 2016-17 PG 46-52			
Does your child spend time with children who do not have Developmental disabilities?	MO	81%	19%	178
	NCI	86%	14%	3,227
	Child Family Survey State Results 2016-17 PG 46-48			

Obstacles to Family Member's Participation in Community		Obstacles/Barriers
Lack of transportation	MO	22%
	NCI	27%
Cost	MO	30%

	NCI	31%
Lack of Support Staff	MO	23%
	NCI	25%
Stigma	MO	18%
	NCI	18%
Other	MO	47%
	NCI	40%
Adult Family Survey State Results 2016-17 PG 51		
Lack of transportation	MO	14%
	NCI	15%
Cost	MO	33%
	NCI	42%
Lack of Support Staff	MO	40%
	NCI	31%
Stigma	MO	31%
	NCI	35%
Other	MO	47%
	NCI	44%
Child Family Survey State Results 2016-17 PG 47		

Agency/Program(s): Community Living, Inc.-Center-Based Respite
Community Living, Inc.-Respite Care Home
FamilyForward-Respite
Community Living, Inc.-In-Home Respite
St. Louis Crisis Nursery-Respite

Recreation

NCI Outcome:

Access and Support Delivery: Families/family members with disabilities get the services and supports they need.

NCI Indicator:

The proportion of families who report that service and support staff/providers are available and capable of meeting family needs.

		Yes	No	N
Does your family get the supports and services needed?	MO	76%	24%	211
	NCI	74%	26%	9,734
	Adult Family Survey State Results 2016-17 PG 38			
	MO	67%	33%	162
	NCI	72%	28%	2,961
	Child Family Survey State Results 2016-17 PG 35			

Additional Services Needed		Obstacles/Barriers
Respite	MO	57%
	NCI	56%
Regularly scheduled support for family member	MO	30%
	NCI	28%
Homemaker services	MO	16%
	NCI	17%
Home or vehicle modifications	MO	11%
	NCI	15%
Counseling	MO	20%
	NCI	21%
Family-to-family networks	MO	11%
	NCI	15%
Support/training to use family member's assistive technology	MO	11%
	NCI	14%
Other	MO	34%
	NCI	34%
Adult Family Survey State Results 2016-17 38		
Respite	MO	62%
	NCI	59%
Regularly scheduled support for family member	MO	27%
	NCI	38%
Homemaker services	MO	15%
	NCI	20%
Home or vehicle modifications	MO	25%
	NCI	19%
Counseling	MO	15%
	NCI	28%

Family-to-family networks	MO	14%
	NCI	28%
Other	MO	33%
	NCI	29%
Child Family Survey State Results 2016-17 35		

Agency/Program(s): Recreation Council of Greater St. Louis-Parks & Recreation Partnership
Recreation Council of Greater St. Louis-Rec Support/Voucher

NCI Outcome:

Access and Support Delivery: Families/family members with disabilities get the services and supports they need.

NCI Indicators:

The proportion of eligible families who report having access to an adequate array of services and supports.

The proportion of families who report that services/supports are flexible to meet their changing needs.

		Always	Usually	Sometimes	Seldom/ Never	N
Do services and supports change when your family's needs change?	MO	49%	37%	7%	3%	172
	NCI	51%	27%	12%	10%	7,625
	Adult Family Survey State Results 2016-17 PG 36					
	MO	37%	44%	14%	5%	167
	NCI	43%	37%	13%	7%	2,613
	Child Family Survey State Results 2016-17 PG 33					
Do support workers have the right information and skills to meet your family's needs?	MO	56%	35%	7%	2%	204
	NCI	57%	32%	9%	3%	9,024
	Adult Family Survey State Results 2016-17 PG 36					
	MO	48%	43%	8%	1%	165
	NCI	51%	35%	11%	3%	2,803
	Child Family Survey State Results 2016-17 PG 33					
Do support workers speak in a way that you understand?	MO	79%	18%	3%	0%	206
	NCI	77%	18%	3%	1%	9,497
	Adult Family Survey State Results 2016-17 PG 36					
	MO	76%	21%	2%	1%	168
	NCI	74%	23%	3%	1%	2,868
	Child Family Survey State Results 2016-17 PG 33					
Are you or your family member able to contact his/her support worker when you want to?	MO	58%	35%	3%	4%	223
	NCI	60%	28%	9%	3%	9,825
	Adult Family Survey State Results 2016-17 PG 36					
	MO	55%	39%	5%	1%	168
	NCI	54%	35%	8%	3%	2,963
	Child Family Survey State Results 2016-17 PG 33					

Agency/Program(s): Recreation Council of Greater St. Louis-Parks & Recreation Partnership
Recreation Council of Greater St. Louis-Rec Support/Voucher

NCI Outcome:

NCI Outcome:

Community Connections: Families/family members use integrated community services and participate in everyday community activities.

NCI Indicators:

The proportion of families who report they are supported in utilizing natural supports in their communities (e.g., family, friends, neighbors, churches, colleges, recreational services).

The proportion of families/family members who participate in integrated activities in their communities.

		Yes	No	N
Does your family member take part in activities in the community?	MO	94%	6%	241
	NCI	87%	13%	10,762
	Adult Family Survey State Results 2016-17 PG 46-52			
	MO	82%	18%	173
	NCI	84%	16%	3,250
	Child Family Survey State Results 2016-17 PG 46-48			
In your community, are there resources that your family can use that are not provided by the IDD agency?	MO	71%	29%	163
	NCI	74%	26%	7,794
	Adult Family Survey State Results 2016-17 PG 46-52			
	MO	80%	20%	128
	NCI	81%	19%	2,391
	Child Family Survey State Results 2016-17 PG 46-48			
Does your family take part in any family-to-family networks in your community?	MO	14%	86%	166
	NCI	20%	80%	8,350
	Adult Family Survey State Results 2016-17 PG 46-52			
	MO	11%	89%	160
	NCI	22%	78%	2,830
	Child Family Survey State Results 2016-17 PG 46-48			
Does your family member have friends other than paid support workers or family?	MO	69%	31%	242
	NCI	65%	35%	10,493
	Adult Family Survey State Results 2016-17 PG 46-52			
Does your child spend time with children who do not have Developmental disabilities?	MO	81%	19%	178
	NCI	86%	14%	3,227
	Child Family Survey State Results 2016-17 PG 46-48			

Obstacles to Family Member's Participation in Community		Obstacles/Barriers
Lack of transportation	MO	22%
	NCI	27%
Cost	MO	30%
	NCI	31%
Lack of Support Staff	MO	23%
	NCI	25%
Stigma	MO	18%

	NCI	18%
Other	MO	47%
	NCI	40%
Adult Family Survey State Results 2016-17 PG 51		
Lack of transportation	MO	14%
	NCI	15%
Cost	MO	33%
	NCI	42%
Lack of Support Staff	MO	40%
	NCI	31%
Stigma	MO	31%
	NCI	35%
Other	MO	47%
	NCI	44%
Child Family Survey State Results 2016-17 PG 47		

Agency/Program(s): Recreation Council of Greater St. Louis-Parks & Recreation Partnership
Recreation Council of Greater St. Louis-Rec Support/Voucher
Community Living, Inc.-Recreation
LifeBridge Partnership-Sports Camp

NCI Outcome:

Access: Publicly-funded services are readily available to individuals who need and qualify for them.

NCI Indicator:

The proportion of people who feel their support staff have been appropriately trained to meet their needs.

		Yes	N
Staff have right training to meet person’s needs.	MO	91%	225
	NCI	89%	13,356
Adult Consumer Survey State Outcomes 2016-17 PG 67			

Agency/Program(s): Community Living, Inc.-Recreation
LifeBridge Partnership-Sports Camp

NCI Outcome:

Relationships: People have friends and relationships.

NCI Indicator:

The proportion of people who are able to see their families and friends when they want.

The proportion of people who have a close friend, someone they can talk to about personal things.

The proportion of people who have friends and caring relationships with people other than support staff and family members.

		Yes	No	N
Can see and communicate with their family when they want.	MO	86%	14%	207
	NCI	80%	20%	8,479
Has friends who are not staff or family members.	MO	81%		249
	NCI	77%		14,388
Has best friend (may be staff or family).	MO	74%		234
	NCI	72%		13,962
Wants help to meet or keep in contact with friends.	MO	34%		226
	NCI	41%		13,524
Has friends (may be staff or family) and can see them when wants.	MO	80%		212
	NCI	79%		12,632
Adult Consumer Survey State Outcomes 2016-17 PG 67				

Agency/Program(s): Community Living, Inc.-Recreation
LifeBridge Partnership-Sports Camp

Education/Socialization/Community Integration

NCI Outcome:

Access: Publicly-funded services are readily available to individuals who need and qualify for them.

NCI Indicator:

The proportion of people who feel their support staff have been appropriately trained to meet their needs.

		Yes	N
Staff have right training to meet person’s needs.	MO	91%	225
	NCI	89%	13,356
Adult Consumer Survey State Outcomes 2016-17 PG 67			

Agency/Program(s): F.A.C.T.-People First of St. Charles
 Easterseals Midwest-Peers
 Emmaus Homes-Link
 Pathways to Independence-Skill Development
 Willows Way, Inc.-Project Heart

NCI Outcome:

Access: Publicly-funded services are readily available to individuals who need and qualify for them.

NCI Indicator:

The proportion of people who report having adequate transportation when they want to go somewhere.

		Yes	N
Has a way to get places needs to go	MO	92%	242
	NCI	93%	14,243
Able to get places when wants to do something outside of home	MO	88%	241
	NCI	84%	14,108
Adult Consumer Survey State Outcomes 2016-17 PG 67			

Agency/Program(s): Emmaus Homes-Link
 Pathways to Independence-Skill Development
 Willows Way, Inc.-Project Heart

NCI Outcome:

Community Connections: Families/family members use integrated community services and participate in everyday community activities.

NCI Indicators:

The proportion of families who report they are supported in utilizing natural supports in their communities (e.g., family, friends, neighbors, churches, colleges, recreational services).

The proportion of families/family members who participate in integrated activities in their communities.

		Yes	No	N
Does your family member take part in activities in the community?	MO	94%	6%	241
	NCI	87%	13%	10,762
	Adult Family Survey State Results 2016-17 PG 46-52			
	MO	82%	18%	173
	NCI	84%	16%	3,250
	Child Family Survey State Results 2016-17 PG 46-48			
In your community, are there resources that your family can use that are not provided by the IDD agency?	MO	71%	29%	163
	NCI	74%	26%	7,794
	Adult Family Survey State Results 2016-17 PG 46-52			
	MO	80%	20%	128
	NCI	81%	19%	2,391
	Child Family Survey State Results 2016-17 PG 46-48			
Does your family take part in any family-to-family networks in your community?	MO	14%	86%	166
	NCI	20%	80%	8,350
	Adult Family Survey State Results 2016-17 PG 46-52			
	MO	11%	89%	160
	NCI	22%	78%	2,830
	Child Family Survey State Results 2016-17 PG 46-48			
Does your family member have friends other than paid support workers or family?	MO	69%	31%	242
	NCI	65%	35%	10,493
	Adult Family Survey State Results 2016-17 PG 46-52			
Does your child spend time with children who do not have Developmental disabilities?	MO	81%	19%	178
	NCI	86%	14%	3,227
	Child Family Survey State Results 2016-17 PG 46-48			

Obstacles to Family Member's Participation in Community		Obstacles/Barriers
Lack of transportation	MO	22%
	NCI	27%
Cost	MO	30%
	NCI	31%
Lack of Support Staff	MO	23%
	NCI	25%
Stigma	MO	18%
	NCI	18%
Other	MO	47%
	NCI	40%
Adult Family Survey State Results 2016-17 PG 51		
Lack of transportation	MO	14%
	NCI	15%
Cost	MO	33%
	NCI	42%

Lack of Support Staff	MO	40%
	NCI	31%
Stigma	MO	31%
	NCI	35%
Other	MO	47%
	NCI	44%
Child Family Survey State Results 2016-17 PG 47		

Agency/Program(s): Easterseals Midwest-Peers
 Emmaus Homes-Link
 Pathways to Independence-Skill Development
 Willows Way, Inc.-Project Heart

NCI Outcome:

Relationships: People have friends and relationships.

NCI Indicators:

The proportion of people who are able to see their families and friends when they want.

The proportion of people who have a close friend, someone they can talk to about personal things.

The proportion of people who have friends and caring relationships with people other than support staff and family members.

The proportion of people who feel lonely.

		Yes	N
Can see and communicate with their family when they want.	MO	86%	207
	NCI	80%	8,479
Has friends who are not staff or family members.	MO	81%	249
	NCI	77%	14,388
Has best friend (may be staff or family).	MO	74%	234
	NCI	72%	13,962
Wants help to meet or keep in contact with friends.	MO	34%	226
	NCI	41%	13,524
Has friends (may be staff or family) and can see them when wants.	MO	80%	212
	NCI	79%	12,632
Has other ways of talking, chatting, or communicating with friends when cannot see them.	MO	88%	204
	NCI	82%	12,599
Often feels lonely	MO	8%	226
	NCI	11%	11,410
Can go on a date or is married or living with partner	MO	77%	190
	NCI	73%	11,410
Adult Family Survey State Results 2016-17 PG 49			

Reasons cannot see friends if sometimes or often unable to		Yes	N
Lack of Transportation	MO	5%	255
	NCI	7%	14,559

Lack of Support Staff	MO	2%	255
	NCI	2%	14,559
Rules or Restrictions About Seeing Friends	MO	4%	255
	NCI	2%	14,559
Money or Cost of Going Out	MO	2%	255
	NCI	1%	14,559
Difficulty Finding Time	MO	3%	255
	NCI	6%	14,559
Other	MO	2%	255
	NCI	3%	14,559
Adult Consumer Survey State Outcomes 2016-17 PG 49			

Agency/Program(s): F.A.C.T.-People First of St. Charles
Easterseals Midwest-Peers
Emmaus Homes-Link
Pathways to Independence-Skill Development
Willows Way, Inc.-Project Heart
AADD-Retirement Support Group
AADD-Support-Individual

NCI Outcome:

Respect/Rights: People receive the same respect and protections as others in the community.

NCI Indicators:

The proportion of people indicating that most staff treat them with respect.

The proportion of people who feel their support staff treat them with respect.

		Yes	N
Staff treat person with respect	MO	89%	237
	NCI	92%	12,802
Has attended a self-advocacy group, meeting, conference or event or had the opportunity and chose not to	MO	30%	310
	NCI	25%	17,176
Adult Consumer Survey State Outcomes 2016-17 PG 67			

Agency/Program(s): F.A.C.T. - People First of St. Charles

NCI Outcome:

Access and Support Delivery: Families/family members with disabilities get the services and supports they need.

NCI Indicators:

The proportion of eligible families who report having access to an adequate array of services and supports.

The proportion of families who report that services and support staff/providers are available when needed even in a crisis.

		Always	Usually	Sometimes	Seldom/ Never	N
Do services and supports change when your family's needs change?	MO	49%	37%	7%	3%	172
	NCI	51%	27%	12%	10%	7,625
Adult Family Survey State Results 2016-17 PG 36						
Do support workers have the right information and skills to meet your family's needs?	MO	56%	35%	7%	2%	204
	NCI	57%	32%	9%	3%	9,024
Adult Family Survey State Results 2016-17 PG 36						
Does your family member have the special equipment or accommodations that s/he needs?	MO	42%	37%	6%	15%	110
	NCI	52%	25%	9%	15%	4,276
Adult Family Survey State Results 2016-17 PG 36						

Agency/Program(s): Options for Justice-Advocacy

NCI Outcome:

Satisfaction: Families/family members with disabilities receive adequate and satisfactory supports.

NCI Indicators:

The proportion of families who report satisfaction with the information and supports received, and with the planning, decision-making, and grievance processes.

		Always	Usually	Sometim es	Seldom/ Never	N
Overall, are you satisfied with the services and supports your family currently receives?	MO	33%	49%	13%	5%	239
	NCI	40%	40%	15%	5%	10,797
Adult Family Survey State Results 2016-17 PG 58-60						

Satisfaction-Yes		Yes	No	N
Do you know how to file a complaint or grievance about provider agencies or staff?	MO	62%	38%	240
	NCI	58%	42%	10,866
If a complaint or grievance was filed or resolved in the past year, are you satisfied with the way it was dandles and resolved?	MO	n/a	n/a	n/a
	NCI	59%	41%	1,344
Do you know how to report abuse or neglect related to your family member?	MO	77%	23%	244
	NCI	76%	24%	10,875
In the past year, was a report of abuse or neglect file on behalf of your family member?	MO	4%	96%	224
	NCI	3%	97%	10,121
Adult Family Survey State Results 2016-17 PG 59				

Agency/Program(s): Options for Justice-Advocacy

Employment-SEFA

Three types of community jobs:

1. Individual job without publicly funded supports—an individual job in which the person does not receive state or other funded supports;
2. Individual job with publicly funded supports—an individual job in which the person receives state or other funded supports; and
3. Group-supported—a job that takes part in an integrated setting but is done with a group of individuals with disabilities (e.g., work crew). Group-supported jobs may or may not receive publicly funded supports.

NCI Outcome:

Work: People have support to find and maintain community integrated employment.

NCI Indicator:

Of people who have a job in the community, the average length of time they have been working at their current job.

		Average Months	N
Length of employment at current job, in months	MO	62.3	26
	NCI	75.2	3,166
Adult Consumer Survey State Outcomes 2016-17 PG 27			

NCI Indicator:

Of people who have a job in the community, the percent who receive vacation and/or sick time benefits.

		Yes	N
Receives paid time off (for example, paid vacation and/or Sick time at paid community job)	MO	n/a	n/a
	NCI	27%	2,906
Adult Consumer Survey State Outcomes 2016-17 PG 28			

NCI Indicators:

The average bi-weekly earnings of people who have jobs in the community.

The average number of hours worked bi-weekly by people with jobs in the community.

The percent of people earning at or above the State minimum wage

		Individual Job with Publicly Funded Supports	Individual Job Without Publicly Funded Supports	Group Job With or Without Publicly Funded Supports
Average biweekly gross wages by type of community job	MO	n/a	n/a	n/a
	NCI	\$241.37	\$287.49	\$169.59
	MO	n/a	n/a	n/a

Average number of biweekly hours by type of community job.	NCI	28.1	30.3	29.9
Average biweekly hourly wage by type of community job.	MO	n/a	n/a	n/a
	NCI	\$9.45	\$9.75	\$6.65
Adult Consumer Survey State Outcomes 2016-17 PG 27 (information may have been obtained through state records)				

NCI Indicator:

The proportion of people who have a job in the community.

		Yes	N
Has paid community job	MO	8%	392
	NCI	19%	19,970
Adult Consumer Survey State Outcomes 2016-17 PG 27			

	Individual Job With Publicly Funded Supports	Individual Job Without Publicly Funded Supports	Individual Job N	Group Job With or Without Publicly Funded Supports	Group Job N
MO	25%	52%	25	23%	30
NCI	35%	36%	3,353	30%	3,566
Adult Consumer Survey State Outcomes 2016-17 PG 27					

Agency/Program(s): UCP Heartland-Supported Employment Follow Along (SEFA)
 BCI-Supported Employment Follow Along (SEFA)
 Community Living, Inc.-Supported Employment Follow Along (SEFA)
 Easterseals Midwest-Supported Employment Follow Along (SEFA)
 MERS/Goodwill-Supported Employment Follow Along (SEFA)
 Preferred Employment Services-Supported Employment Follow Along (SEFA)
 St. Louis Arc-Supported Employment Follow Along (SEFA)
 The Center for Specialized Services-Supported Employment Follow Along (SEFA)
 BCI-Community Employment Services (CES)

Employment-Facility Based

NCI Outcome:

Work: People have support to find and maintain community integrated employment.

NCI Indicator:

The proportion of people who go to a day program or have some other daily activity.

		Yes	N
Does not have paid community job, and would like a job in the community	MO	44%	189
	NCI	46%	8,311
Has community employment as a goal in their service Plan	MO	20%	392
	NCI	28%	19,673
Takes classes, training or does something to get a job or do better at current job	MO	11%	248
	NCI	21%	13,992
Attends a day program or workshop	MO	29%	250
	NCI	34%	14,189
Adult Consumer Survey State Outcomes 2016-17 PG 28			

Agency/Program(s): BCI-Organizational Employment Services (OES)

NCI Outcome:

Satisfaction: People are satisfied with the services and supports they receive.

NCI Indicators:

The proportion of people who are satisfied with their day program or other daily activity.

		Does Not Want to Spend Time There	More Time	Same Amount of Time	Less Time	N
Amount of time wants to spend at day program or workshop s/he attends	MO	2%	10%	80%	8%	120
	NCI	3%	18%	69%	11%	8,470
Adult Family Survey State Results 2016-17 PG 55						

		Yes	N
Services and supports help person live a good life in the community	MO	93%	242
	NCI	90%	14,098
Adult Family Survey State Results 2016-17 PG 55			

Agency/Program(s): BCI-Organizational Employment Services (OES)

Employment-Training

NCI Outcome:

Work: People have support to find and maintain community integrated employment.

NCI Indicator:

The proportion of people who go to a day program or have some other daily activity.

		Yes	N
Does not have paid community job, and would like a job in the community	MO	44%	189
	NCI	46%	8,311
Has community employment as a goal in their service plan	MO	20%	392
	NCI	28%	19,673
Takes classes, training or does something to get a job or do better at current job	MO	11%	248
	NCI	21%	13,992
Adult Consumer Survey State Outcomes 2016-17 PG 28			

Agency/Program(s): The Center for Specialized Services-Vocation Training-Pilot
 Easterseals Midwest-Employment Access-Pilot
 Easterseals Midwest-Summer Teen Employment Program (STEP)
 Easterseals Midwest-Project Search
 St. Louis Arc-Pre-Employment Skills Training-Pilot
 UCP Heartland-Talent Connect-Pilot

NCI Outcome:

Satisfaction: Families/family members with disabilities receive adequate and satisfactory supports.

NCI Indicators:

The proportion of families who report satisfaction with the information and supports received, and with the planning, decision-making, and grievance processes.

		Always	Usually	Sometim es	Seldom/ Never	N
Overall, are you satisfied with the services and supports your family currently receives?	MO	33%	49%	13%	5%	239
	NCI	40%	40%	15%	5%	10,797
Adult Family Survey State Results 2016-17 PG 58-60						
	MO	23%	63%	13%	1%	174
	NCI	32%	48%	16%	5%	3,217
Child Family Survey State Results 2016-17 PG 54-56						

Satisfaction-Yes		Yes	No	N
Do you know how to file a complaint or grievance about provider agencies or staff?	MO	62%	38%	240
	NCI	58%	42%	10,866
If a complaint or grievance was filed or resolved in the past year, are you satisfied with the way it was dandles and resolved?	MO	n/a	n/a	n/a
	NCI	59%	41%	1,344
Do you know how to report abuse or neglect related to your family member?	MO	77%	23%	244
	NCI	76%	24%	10,875
	MO	4%	96%	224

In the past year, was a report of abuse or neglect file on behalf of your family member?	NCI	3%	97%	10,121
Adult Family Survey State Results 2016-17 PG 59				

Satisfaction-Yes		Yes	No	N
Do you feel that family supports have made a positive difference in the life of your family?	MO	97%	3%	165
	NCI	94%	6%	2,907
Have services and supports reduced your family's out-of-pocket expense for your child's care?	MO	84%	16%	168
	NCI	78%	22%	2,992
Do you feel that family supports have improved your ability to care for your child's care?	MO	93%	7%	162
	NCI	89%	11%	2,973
Have the services or supports that your child/family received during the past year been reduced, suspended, or terminated?	MO	16%	84%	167
	NCI	20%	80%	3,045
If services were reduced in the past year, did the reduction, suspension, or termination of these services or supports affect your family member negatively?	MO	76%	24%	25
	NCI	71%	29%	615
Have the services or supports that your child received been increased in the past year?	MO	33%	67%	157
	NCI	23%	77%	2,955
Are services and supports helping your child to live a good life?	MO	98%	2%	162
	NCI	95%	5%	2,958
Child Family Survey State Results 2016-17 PG 54-56				

Agency/Program(s): The Center for Specialized Services-Vocation Training-Pilot
 Easterseals Midwest-Employment Access-Pilot
 Easterseals Midwest-Summer Teen Employment Program (STEP)
 Easterseals Midwest-Project Search
 St. Louis Arc-Pre-Employment Skills Training-Pilot
 UCP Heartland-Talent Connect-Pilot

NCI Outcome:

Satisfaction: People are satisfied with the services and supports they receive.

NCI Indicator:

The proportion of people who are satisfied with their day program or other daily activity.

		Yes	N
Services and supports help person live a good life in the community	MO	93%	242
	NCI	90%	14,098
Adult Family Survey State Results 2016-17 PG 55			

Agency/Program(s): The Center for Specialized Services-Vocation Training-Pilot
 Easterseals Midwest-Employment Access-Pilot
 Easterseals Midwest-Summer Teen Employment Program (STEP)
 Easterseals Midwest-Project Search
 St. Louis Arc-Pre-Employment Skills Training-Pilot
 UCP Heartland-Talent Connect-Pilot

NCI Outcome:

Access: Publicly-funded services are readily available to individuals who need and qualify for them.

NCI Indicator:

The proportion of people who report having adequate transportation when they want to go somewhere.

		Yes	N
Has a way to get places needs to go	MO	92%	242
	NCI	93%	14,243
Able to get places when wants to do something outside of home	MO	88%	241
	NCI	84%	14,108

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Agency/Program(s): ITN-Driver Compensation
