Virginia's National Core Indicators (NCI) Project

Fiscal Year 2015
Child Family Survey Report
Children Under the Age of 18 Who Use Services

Prepared by:
Partnership for People with Disabilities
Virginia Commonwealth University

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This report includes information from a sample of family members of children under the age of 18 with intellectual and developmental disabilities (I/DD) who use services from the Intellectual Disability (ID), Individual and Family Developmental Disabilities Support (DD), and Day Support (DS) Waivers.

Virginia participates in the National Core Indicators (NCI) Project as part of the state’s effort to measure the quality of I/DD services and system performance.

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Visit our website at:
www.vcu.edu/partnership/nci/
NCI Child Family Survey
Fiscal Year 2015

It is important to note that survey responses may not be representative of the experiences of families across Virginia; results only represent the opinions of those who responded to the survey.

About the families who responded to the survey

A total of 149 families completed the survey (21% response rate).

The majority of respondents (70%) have some college or a college degree.

The majority of respondents were under 55 years old (74%); 22% were between the ages of 55 and 74.

For family’s household income, 30% were below $25,000, 38% were between $25,000 and $75,000, and 32% were over $75,000.

Regions in Virginia where respondents live

Northwest = 20%  
Northern = 16%  
Southwest = 26%  
Central = 20%  
Eastern = 18%

About respondents' children with intellectual or developmental disabilities (I/DD) who use Medicaid services

- 66% of children are males; 34% females
- 44% of children need "complete" help with daily activities
- 75% of children are between 13 and 18 years old; 17% are between 9 and 12 years old
- 70% of children need some or extensive support to manage behavior challenges
- 63% of children require medical services less than once a month; 21% require services at least once a month, and 16% at least once a week
- 45% of children receive social security benefits

Children's Disabilities

(Families checked all that apply)
NCI Family Experiences with Supports and Services
Fiscal Year 2015

IMPACT & SATISFACTION

Supports and Services Have Made a Positive Difference
- 94% yes
- 3% no
- 3% don’t know

Overall Levels of Satisfaction with Supports and Services
- 78% always/usually
- 18% sometimes
- 4% seldom/never

Supports and Services Change When Child’s Needs Change
- 78% always/usually
- 15% sometimes
- 7% seldom/never

67% of families reported that the child’s plan included all supports and services the child needs
74% of families reported that child receives all services in the plan

AVAILABILITY, ASSISTANCE, & INVOLVEMENT

78% of families reported that supports were “always/usually” available when needed
78% of families reported that supports were “always/usually” within reasonable distance from home; 14% said “seldom/never”
91% of families reported that they could “usually/always” contact their support coordinator/case manager when needed; 66% know whom to talk with if there is a problem with their support coordinator/case manager

INFORMATION ABOUT SERVICES

Family receives information about services
- always/usually
- sometimes
- seldom/never

Family finds service information easy to understand
- always/usually
- sometimes
- seldom/never

Family receives information primarily from case manager
- always/usually
- sometimes
- seldom/never

Case manager tells about other public services
- always/usually
- sometimes
- seldom/never

65% of families reported that CRISIS services were provided when needed (n=26)
83% of families reported that they had access to MENTAL HEALTH services (n=90), with 77% reporting satisfaction with quality of services (n=72)
40% of families reported that OTHER services were needed (n=56)