Virginia's National Core Indicators (NCI) Project

2014 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

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 182 families completed the survey (24% response rate)

The majority of respondents (74%) have some college or a college degree.

The majority of respondents were under 55 years old (75%); 23% were between the ages of 55 and 74.

For family’s household income, 25% were below $25,000, 42% were between $25,000 and $50,000, and 33% were over $75,000.

33% of families reported out of pocket expenses for their child between $1,001-$10,000

28% of families were single parent households

Regions in Virginia where respondents live

Northwest = 16%
Northern = 19%
Southwest = 30%
Central = 20%
Eastern = 15%

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

63% of children are males; 37% females

50% of children need “complete” help with daily activities

75% of children are between 13 and 18 years old; 16% are between 9 and 12 years old

67% of children need some or extensive support to manage behavior challenges

64% of children require medical services less than once a month; 23% require services at least once a month

41% of children receive social security benefits

Children’s Disabilities
- mental illness
- cerebral palsy
- seizure disorder
- intellectual disability
- autism
- other
(Families checked all that apply)
NCI Family Experiences with Supports and Services

**IMPACT & SATISFACTION**

**Supports and Services Have Made a Positive Difference**
- 88% yes
- 7% no

**Overall Levels of Satisfaction with Supports and Services**
- 76% always/usually
- 22% sometimes
- 3% seldom/never

**Supports and Services Change When Child's Needs Change**
- 81% always/usually
- 12% sometimes
- 7% seldom/never

**AVAILABILITY, ASSISTANCE, & INVOLVEMENT**

- **70%** of families reported that supports were "always/usually" available when needed.
- **71%** of families reported that supports were "always/usually" within reasonable distance from home; 14% said "seldom/never”.
- **87%** of families reported that they could 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: 56% always/usually, 36% sometimes, 7% seldom/never
- Family finds service information easy to understand: 56% always/usually, 36% sometimes, 7% seldom/never
- Family receives information primarily from case manager: 56% always/usually, 36% sometimes, 7% seldom/never
- Case manager tells about other public services: low satisfaction (n=64)

**CRISIS services**

- **56%** of families reported that CRISIS services were provided when needed (n=24)

**MENTAL HEALTH services**

- **84%** of families reported that they had access to MENTAL HEALTH services (n=106), with 86% reporting satisfaction with quality of services (n=88)

**OTHER services**

- **36%** of families reported that OTHER services were needed (n=64)