



Satisfaction with Services and Supports: Maine's Results of the National Core Indicator 2008 Family Guardian Survey

This Data Snapshot highlights information from the 2008 Family Guardian Survey. The Family Guardian Survey was developed by the National Core Indicators (NCI) Project and first used in 2000. The survey is used by states to explore family experiences and satisfaction with developmental services and supports. In Maine, the survey is administered by the Office of Quality Improvement Services. The results of the survey are used by the Office of Adults with Cognitive and Physical Disability Services (Developmental Services) to monitor and track key program areas outlined in its Quality Framework.

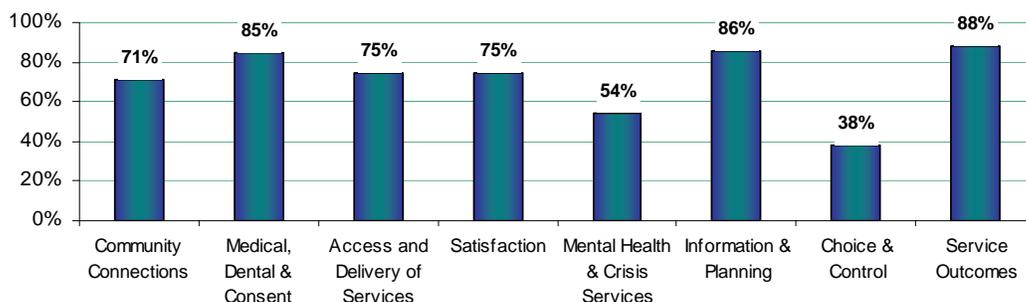
The Quality Framework consists of the following 4 indicators:

- A. Inclusion (People are included in their community)
- B. Health & Safety (People are safe & healthy)
- C. Unmet Needs (Peoples needs are met)
- D. Management Goals (The System is effective & efficient)

Guardians of adults receiving developmental services are asked questions about having information needed for service planning, access and availability of services and supports, having choice and control in the kinds of services and supports received and how they are provided, community involvement and connections, general satisfaction, and the health and well-being of family members. Maine has added additional questions to NCI's survey to get input in specific areas to help with planning around resources and services.

The chart below shows the percentage of positive responses from guardians by survey areas.

Average Percentages of Positive Responses in Maine by Survey Domain



*The average percentage of positive responses is calculated using the total number of responses to each question and excludes response option of 'Not Applicable'. **Maine's data include responses from question not included on the national level.

In general, guardians reported a high level of satisfaction with Maine's service system, including efforts to: communicate with and involve guardians in planning and decisions about services and supports, providing access to services that meet individual needs and interests, assuring health and safety and achieving positive service and wellbeing outcomes.

The full Family Guardian Survey 2008 Data Summary Report is available at

DHHS-Quality Improvement Services website at www.maine.gov/dhhs/QI/home.htm



National Core Indicators Project (NCI)

Since 1997, NCI has been working with states nation wide to develop tools and performance indicators that can be used to monitor quality of services for system improvements. Asking the same questions over a period of time allows states participating in the project to track changes in performance and compare similar information collected in other states. Comparisons showing Maine's data and national information are reported in NCI's 2007-2008 Family Guardian Report.

<http://www.hsri.org/nci/>

About Family Guardian Survey:

Maine is one of 31 states participating in the NCI survey project. Surveys are mailed yearly to guardians of adults living outside the guardian's home who are receiving case management and at least one additional service funded by Development Services (e.g. residential support, day/employment services, transportation, etc)

- In 2008, just over 1,400 private guardians in Maine were mailed surveys.
- Maine's snapshot reflects data from 473 guardians responding to the survey.

About the Guardian Respondents:

- The majority of guardian respondents are between the ages of 55-74 years old.
- 60% reported to be parents of adults with disabilities.

About Family Member Receiving Services:

- Individuals were between the ages of 19 and 89 years old. The average age was 46 years old
- Just over one-half (56%) were male.
- Seventy-one percent of guardians indicated their family member had a level of Developmental Disability in the moderate or severe range.

Developmental Services connects major focus areas and performance goals outlined in its Quality Framework to survey questions and domain areas. In this way, Developmental Services can monitor services and system performance and use the information to guide program planning and decision-making.

The table below illustrates how the eight areas of the NCI Family Guardian Survey are mapped directly to the Developmental Services Quality Framework

Developmental Services Quality Framework Indicator	NCI Family Guardian Survey Domain
A. Inclusion People are included in their community	Community Connections <i>Families/family members use integrated community services and participate in everyday community activities</i>
B. Health & Safety People are safe & healthy	Medical and Dental; Informed Consent <i>Families are informed and consulted about medical and dental services/treatment including routine and emergent care and services are effective</i>
C. Unmet Needs Peoples needs are met	Access and Delivery of Supports <i>Families/family members with disabilities get the services and supports they need</i> Satisfaction <i>Families/family members with disabilities receive adequate and satisfactory supports</i> Mental Health Services including Crisis Supports <i>Families/Family Members receive services and supports for mental health care</i>
D. Management Goals The System is effective & efficient	Information and Planning <i>Families/family members with disabilities have the information and support necessary to plan for their services and supports</i> Choice and Control <i>Families/family members with disabilities determine the services and supports they receive, and the individuals or agencies who provide them</i> Service Outcomes <i>Families/family members are positively impacted by services and supports</i>

Survey responses inform on areas within the Developmental Services Quality Framework:

Inclusion:

- Close to 80% of guardian indicated usually being satisfied with the effort staff makes to provide opportunity for community activities. *(Question is specific to Maine’s survey)*
- Maine ranks more than 15% higher than the national state average (62%) for respondents reported their family member ‘always or usually’ has access to community activities.

Health and Safety:

- Among those receiving residential services in Maine, nearly all (92%) guardians felt their family member’s residential setting was always a safe and healthy environment, comparing favorably to the national average (88%).
- Over 95% of guardians indicated that their family members receive a routine physical at least annually. 85% indicate family members receive dental services at least yearly. *(Questions is specific to Maine’s survey)*

Unmet Needs:

- 85% of guardians in Maine and 80% of respondents nationally indicate family members receive the services and supports they need.

Management:

- Near 90% of guardians report services and supports have made a positive difference in the life of their family, ranking higher when compared to the national state average (84%).