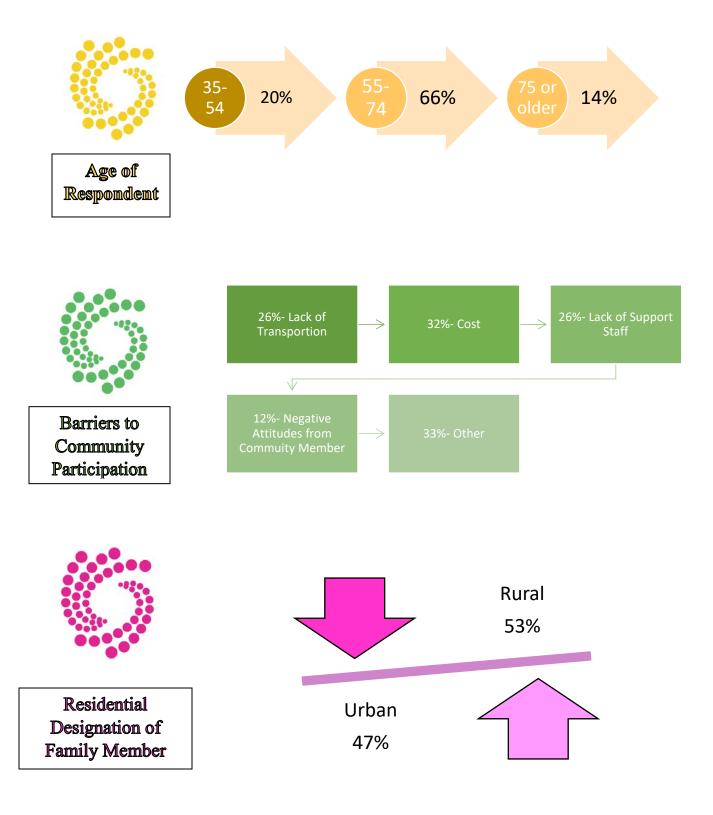


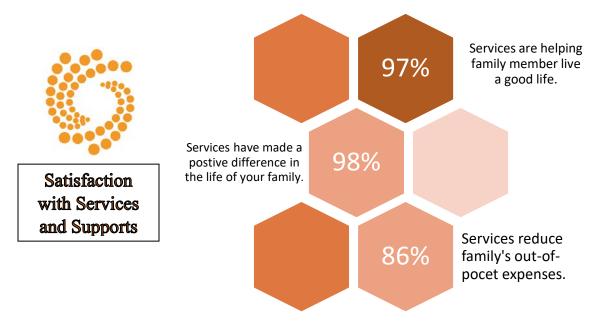
Adult Family Survey

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# Summary





	67%	<ul> <li>Always able to contact family member's support worker.</li> </ul>	
	41%	•Support workers can always communicate with famly member if he/she does not communicate verbally.	
Access	54%	•Family member always has access to special equipment or accommodations.	

# Demographics

# Family Member

### More Than One Person Living in the Home Has IDD

	Yes	Νο	Ν
КҮ	11%	89%	157
KY SCL	17%	83%	47
KY MPW	9%	91%	107
NCI Average	14%	86%	11,046

### Family Member's Age

	Average Age	N
КҮ	36.0	161
KY SCL	42.7	50
KY MPW	33.1	108
NCI Average	33.8	11,245

### Family Member's Gender

	Male	Female	Ν
КҮ	60%	40%	160
KY SCL	60%	40%	50
KY MPW	59%	41%	107
NCI Average	58%	41%	11,220

# Family Member's Race and Ethnicity

	American Indian or Alaska Native	Asian	Black or African American	Pacific Islander	White	Hispanic or Latino	Other
КҮ	1%	2%	6%	0%	90%	1%	1%
KY SCL	2%	2%	4%	0%	90%	2%	2%
KY MPW	1%	2%	7%	0%	91%	0%	1%
NCI Average	2%	8%	14%	0%	61%	20%	2%

### Family Member's Disabilities

	Intellectual Disability	Mood Illness or Psychiatric Disorder	Autism Spectrum Disorder	Cerebral Palsy	Limited or No Vision	Severe or Profound Hearing Loss
KY	75%	25%	25%	20%	15%	9%
KY SCL	70%	30%	20%	28%	22%	12%
KY MPW	77%	22%	27%	18%	12%	7%
NCI Average	65%	22%	31%	20%	10%	7%

# Family Member's Disabilities (cont.)

	Brain Injury	Seizure Disorder or Neurological Problems	Chemical Dependency	Down Syndrome	Prader- Willi Syndrome	Fetal Alcohol Spectrum Disorder	Other
КҮ	13%	32%	1%	16%	0%	1%	16%
KY SCL	18%	48%	0%	12%	0%	0%	20%
KY MPW	11%	26%	2%	18%	0%	1%	15%
NCI Average	10%	28%	1%	16%	0%	1%	19%

# Family Member's Health Conditions

	Cardiovascular Disease	Diabetes	Cancer	High Blood Pressure	High Cholesterol
КҮ	7%	13%	5%	29%	23%
KY SCL	3%	20%	6%	37%	29%
KY MPW	9%	9%	5%	24%	20%
NCI Average	10%	16%	4%	26%	28%

# Family Member's Health Conditions (cont.)

	Dysphagia	Pressure Ulcers	Alzheimer's Disease or Other Dementia	Oral Health or Dental Problems	Sleep Apnea	Other
KY	12%	1%	3%	11%	18%	34%
KY SCL	17%	3%	6%	14%	26%	11%
KY MPW	9%	0%	2%	9%	14%	46%
NCI Average	9%	2%	3%	15%	16%	37%

# Family Member's Preferred Means of Communication

	Spoken	Gesture or Body Language	Sign Language or Finger Spelling	Communication Aid or Device	Other	Total
КҮ	76%	19%	3%	1%	1%	160
KY SCL	67%	27%	2%	2%	2%	49
KY MPW	79%	16%	4%	1%	1%	108
NCI Average	77%	14%	2%	1%	5%	11,053

# Family Member Has Legal court Appointed Guardian or Conservator

	None	Limited	Full	Has Guardianship, but Level is Unknown	Don't Know	N
KY	6%	6%	85%	3%	0%	160
KY SCL	6%	6%	84%	4%	0%	50
KY MPW	7%	7%	85%	2%	0%	107
NCI Average	36%	29%	28%	2%	5%	10,940

# Guardian or Conservator Relationship to Family Member

	Family	Friend	State Employee or Agency	Other	N
KY	98%	1%	0%	1%	147
KY SCL	93%	4%	0%	2%	47
KY MPW	100%	0%	0%	0%	97
NCI Average	96%	1%	1%	3%	5,848

### Family Member's Highest Level of Education

•	•							
	Did not complete High School	Currently Enrolled in High School	High School Certificate	High School Diploma or GED	Vocational School or Certificate Program	Some College	College Degree or Higher	N
KY	15%	1%	49%	22%	4%	3%	5%	156
KY SCL	30%	0%	45%	19%	0%	4%	2%	47
KY MPW	9%	1%	51%	25%	5%	3%	7%	106
NCI Average	18%	3%	35%	28%	4%	6%	5%	10,650

### Family Member's Typical Day Activity- Paid Community Job

	Usually/Often	Sometimes	Never Does This	N
КҮ	16%	4%	79%	134
KY SCL	11%	2%	86%	44
KY MPW	20%	6%	75%	87
NCI Average	14%	4%	82%	8,811

#### Family Member's Typical Day Activities- Paid Small Group Job in a Community-based Setting

	Usually/Often	Sometimes	Never Does This	N
КҮ	9%	3%	87%	127
KY SCL	12%	5%	84%	43
KY MPW	9%	3%	89%	81
NCI Average	12%	4%	84%	8,504

### Family Member's Typical Day Activities- Unpaid Activity in the Community

	Usually/Often	Sometimes	Never Does This	Ν
КҮ	24%	13%	64%	127
KY SCL	23%	14%	67%	44
KY MPW	24%	13%	64%	80
NCI Average	22%	14%	65%	8,562

,	/1 /	,	, 0	
	Usually/Often	Sometimes	Never Does This	N
КҮ	18%	6%	76%	128
KY SCL	19%	12%	69%	42
KY MPW	18%	4%	78%	83
NCI Average	19%	4%	77%	8,655

#### Family Member's Typical Day Activities- Paid Activity in a Facility-based Setting

### Family Member's Typical Day Activities- Unpaid Activity in Facility-based Setting

	Usually/Often	Sometimes	Never Does This	N
КҮ	36%	7%	57%	126
KY SCL	18%	13%	68%	38
KY MPW	44%	5%	52%	85
NCI Average	27%	5%	68%	8,380

### Family Member's Typical Day Activities- School

	Usually/Often	Sometimes	Never Does This	N
КҮ	3%	4%	93%	100
KY SCL	0%	3%	97%	31
KY MPW	5%	3%	93%	67
NCI Average	22%	4%	7	7,017

### Family Member's Typical Day Activities- Stay at Home

	Usually/Often	Sometimes	Never Does This	Ν
КҮ	52%	25%	24%	102
KY SCL	43%	27%	30%	30
KY MPW	56%	25%	20%	70
NCI Average	51%	21%	28%	6,963

	Extensive support needed	Some support needed	No support needed	Ν
КҮ	13%	32%	55%	154
KY SCL	25%	35%	41%	49
KY MPW	8%	32%	60%	102
NCI Average	19%	31%	50%	10,819

# Family Member's Support Needs for Self-Injurious, Disruptive, and/or Destructive Behaviors

### Family Member's Level of Help Needed with Personal Care Activities

	Extensive support needed	Some support needed	No support needed	Ν
КҮ	43%	37%	20%	158
KY SCL	61%	27%	12%	49
KY MPW	35%	43%	23%	106
NCI Average	39%	35%	25%	11,187

# Family Member's Need for Help with Other Daily Activities

	Extensive support needed	Some support needed	No support needed	N
КҮ	82%	15%	3%	158
KY SCL	92%	8%	0%	48
KY MPW	79%	17%	5%	107
NCI Average	72%	23%	5%	11,123

# Respondents

# Respondent's Age

	Under 35	35-54	55-74	75 or Older	Ν
KY	0%	20%	66%	14%	161
KY SCL	0%	10%	62%	28%	50
KY MPW	0%	25%	67%	8%	108
NCI Average	4%	25%	60%	11%	11,264

# Respondent's Health

	Excellent	Very Good	Fairly Good	Poor	N
КҮ	16%	38%	43%	4%	160
KY SCL	4%	36%	56%	4%	50
KY MPW	21%	38%	38%	4%	107
NCI Average	14%	41%	40%	5%	11,238

# Respondent's Relationship to Family Member

	Parent	Sibling	Spouse	Grandparent	Other	N
КҮ	88%	5%	1%	2%	4%	161
KY SCL	84%	4%	0%	2%	10%	50
KY MPW	91%	6%	1%	2%	1%	108
NCI Average	86%	8%	0%	2%	3%	11,266

	Respondent	Other Family	No	Ν
		Member		
КҮ	27%	22%	56%	158
KY SCL	27%	8%	67%	49
KY MPW	26%	29%	52%	106
NCI Average	24%	12%	66%	11,116

### Respondent or Other Family Member Provides Paid Support to Family Member Receiving Services

### Number of Adults in Household (Not including family member receiving services)

	One	Two	Three	Four or More	N
KY	4%	29%	49%	18%	160
KY SCL	6%	33%	47%	14%	49
KY MPW	3%	27%	51%	19%	108
NCI Average	9%	30%	42%	19%	11,069

#### Number of Children in Household

	One	Тwo	Three	Four or More	None	N
КҮ	6%	3%	1%	1%	89%	160
KY SCL	0%	0%	0%	0%	100%	49
KY MPW	8%	5%	2%	0%	85%	108
NCI Average	10%	4%	1%	1%	84%	11,078

### Respondent's Highest Level of Education

	Did not complete High School	High School Diploma or GED	Vocational School or Certificate Program	Some College	College Degree or Higher	N
КҮ	7%	22%	4%	27%	39%	161
KY SCL	10%	36%	4%	30%	30%	50
KY MPW	7%	20%	4%	26%	44%	108
NCI Average	14%	23%	6%	23%	35%	11,083

	Up to \$15,000	\$15,001- \$25,000	\$25,001- \$50,000	\$50,001- \$75,000	Over \$75,000	No Earned Income	Prefer Not to Say	N
KY	6%	10%	23%	19%	21%	8%	14%	155
KY SCL	11%	11%	24%	15%	11%	11%	18%	46
KY MPW	4%	9%	23%	20%	26%	7%	12%	106
NCI Average	10%	11%	19%	12%	16%	12%	20%	10,610

#### Total Taxable Household Income of Wage Earners in the Past Year

### **Residential Designation**

	Urban or Suburban	Rural	Don't Know	N
КҮ	47%	53%	1%	161
KY SCL	42%	58%	0%	50
KY MPW	49%	50%	1%	108
NCI Average	72%	24%	5%	11,041

# Services and Supports Received

# Services and Supports Received from ID/DD Agency

	Financial Support	In-home Support	Out-of- home Support	Day or Employment Supports	Transportation	Other	Self- direction or Fiscal Intermediary Services
КҮ	10%	37%	50%	58%	49%	24%	49%
KY SCL	16%	37%	49%	60%	58%	24%	38%
KY MPW	8%	37%	53%	57%	46%	24%	54%
NCI Average	14%	39%	25%	54%	55%	19%	23%

autional services and supports received (not norm the ibb / geney)								
	Social Security Payments	Services or Supports from Other Agencies or Organizations						
KY	99%	28%						
KY SCL	100%	35%						
KY MPW	99%	24%						
NCI Average	91%	26%						

### Additional Services and Supports Received (not from the IDD Agency)

# Adult Family Survey Results

# Information and Planning

Do you get enough information to help you participate in planning services for your family?								
	Always	Usually	Sometimes	Seldom or Never	N			
КҮ	45%	41%	9%	5%	148			
KY SCL	49%	36%	11%	4%	47			
KY MPW	43%	45%	8%	4%	98			
NCI Average	37%	34%	18%	10%	10,139			

### Is the information you receive easy to understand?

	Always	Usually	Sometimes	Seldom or Never	N
KY	37%	43%	17%	4%	145
KY SCL	35%	33%	28%	4%	46
KY MPW	36%	49%	11%	4%	97
NCI Average	35%	39%	21%	6%	10,236

bes the case manager respect your ranny's choices and opinions.					
	Always	Usually	Sometimes	Seldom or Never	Ν
KY	73%	24%	3%	0%	150
KY SCL	60%	33%	6%	0%	48
KY MPW	78%	20%	2%	0%	100
NCI Average	68%	23%	7%	3%	10,493

#### Does the case manager respect your family's choices and opinions?

### Do you get enough information about other public services for which your family is eligible?

	Always	Usually	Sometimes	Seldom or Never	Ν
КҮ	39%	32%	17%	12%	128
KY SCL	45%	35%	5%	18%	40
KY MPW	35%	32%	22%	11%	85
NCI Average	33%	27%	18%	22%	9,401

# Do you need help planning for your family member's future with respect to any of the following?

	Emplo yment	Financ ial	Housin g	Legal	Medic al	Social or Relati onship s	Transit ion from School	Recrea tion	Other	N
KY	37%	40%	56%	41%	37%	22%	2%	24%	14%	63
KY SCL	32%	53%	53%	47%	63%	21%	0%	26%	11%	19
KY MPW	39T	34%	57%	39%	25%	23%	2%	23%	16%	44
NCI Avera ge	36%	36%	52%	32%	35%	36%	14%	44%	13%	7,100

	Yes	No	N
КҮ	71%	29%	28
KY SCL	83%	17%	12
KY MPW	63%	38%	16
NCI Average	50%	50%	2,489

If you asked for crisis or emergency services during the past year, were services provided when needed?

### Does your family member have a service plan?

	Yes	Νο	N
КҮ	81%	19%	142
KY SCL	89%	11%	44
KY MPW	78%	22%	95
NCI Average	82%	18%	9,066

### Does the plan include all the services and supports your family member needs?

	Yes	Νο	N
КҮ	87%	13%	114
KY SCL	95%	5%	39
KY MPW	82%	18%	73
NCI Average	86%	14%	6,383

, ,	0		•
	Yes	Νο	N
КҮ	84%	16%	106
KY SCL	85%	15%	34
KY MPW	83%	17%	70
NCI Average	87%	13%	6,364

# Does your family member get all the services listed in the plan?

# Did you or another family member help make the plan?

	Yes	Νο	N
КҮ	91%	9%	111
KY SCL	94%	6%	36
KY MPW	89%	11%	73
NCI Average	84%	16%	6,846

# Did your family member help make the plan?

	Yes	Νο	N
КҮ	59%	41%	110
KY SCL	69%	31%	36
KY MPW	54%	46%	72
NCI Average	64%	36%	6,771

	Yes	No	N
КҮ	54%	46%	103
KY SCL	70%	30%	33
KY MPW	47%	53%	68
NCI Average	61%	39%	6,325

Did you discuss how to handle emergencies at your family member's last planning meeting?

Does your family member have enough supports to work or volunteer in the community?

	Yes	Νο	N
КҮ	65%	35%	98
KY SCL	61%	39%	28
KY MPW	67%	33%	69
NCI Average	59%	41%	6,777

Do you feel prepared to handle the needs of your family member in an emergency such as a medical emergency or natural disaster?

	Yes	Νο	N
КҮ	89%	11%	147
KY SCL	87%	13%	46
KY MPW	90%	10%	98
NCI Average	85%	15%	9,555

# Access and Delivery of Services and Supports

, ,	,		, , , ,		,
	Always	Usually	Sometimes	Seldom or Never	N
КҮ	69%	29%	3%	1%	148
KY SCL	60%	34%	4%	2%	47
KY MPW	70%	27%	3%	0%	98
NCI Average	60%	28%	9%	3%	9,825

#### Are you or your family member able to contact his/her support workers when you want to?

### Are you or your family member able to contact his/her case manager when you want to?

• •	•			•	•
	Always	Usually	Sometimes	Seldom or Never	N
KY	66%	29%	5%	0%	152
KY SCL	60%	32%	9%	0%	47
KY MPW	69%	28%	3%	0%	103
NCI Average	62%	26%	9%	4%	10,588

### Do support workers come and leave when they are supposed to?

••					
	Always	Usually	Sometimes	Seldom or Never	N
КҮ	73%	24%	3%	0%	138
KY SCL	64%	29%	7%	0%	45
KY MPW	77%	22%	1%	0%	92
NCI Average	67%	24%	6%	3%	9,027

be services and supports change when your running sheeds change?					
	Always	Usually	Sometimes	Seldom	Ν
				or Never	
КҮ	57%	34%	5%	5%	111
KY SCL	50%	40%	5%	5%	38
KY MPW	60%	32%	4%	4%	72
NCI Average	51%	27%	12%	10%	7,625

### Do services and supports change when your family's needs change?

### Do support workers speak to you in a way that you understand?

	Always	Usually	Sometimes	Seldom or Never	N
KY	80%	20%	0%	1%	143
KY SCL	74%	22%	0%	2%	38
KY MPW	81%	19%	0%	0%	95
NCI Average	77%	18%	3%	1%	9,497

# Are services delivered in a way that is respectful to your family's culture?

	Always	Usually	Sometimes	Seldom or Never	N
КҮ	81%	18%	1%	1%	148
KY SCL	77%	21%	2%	0%	47
KY MPW	83%	116%	0%	1%	99
NCI Average	81%	15%	2%	2%	10,124

If your family member does not communicate verbally, are there support workers who can communicate with him/her?

	Always	Usually	Sometimes	Seldom or Never	N
КҮ	41%	35%	8%	16%	37
KY SCL	44%	31%	19%	6%	16
KY MPW	38%	38%	0%	24%	21
NCI Average	44%	28%	14%	15%	2,131

### Do support workers have the right information and skills to meet your family's needs?

	Always	Usually	Sometimes	Seldom or Never	N
KY	61%	33%	4%	2%	142
KY SCL	57%	33%	7%	4%	46
KY MPW	63%	34%	2%	1%	94
NCI Average	57%	32%	9%	3%	9,024

### Does your family member have access to special equipment or accommodations that he/she needs?

	Always	Usually	Sometimes	Seldom or Never	Ν
КҮ	54%	29%	5%	12%	65
KY SCL	48%	37%	7%	7%	27
KY MPW	58%	24%	3%	16%	38
NCI Average	52%	25%	9%	15%	4,276

	Always	Usually	Sometimes	Seldom or Never	Ν
КҮ*	85%	14%	1%	0%	156
KY SCL	82%	14%	4%	0%	49
KY MPW	86%	14%	0%	0%	104
NCI Average	77%	17%	5%	2%	10,962

#### Can your family member see health professionals when needed?

\*Significantly above average.

### Does your family member's primary care doctor understand his/her needs related to their disability?

	Always	Usually	Sometimes	Seldom or Never	N
КҮ	70%	24%	4%	2%	158
KY SCL	67%	25%	4%	4%	49
KY MPW	72%	24%	4%	1%	106
NCI Average	70%	22%	65	2%	10,791

# Do you have access to dental services for your family member?

	Always	Usually	Sometimes	Seldom or Never	N
KY*	84%	10%	4%	3%	154
KY SCL	78%	14%	6%	2%	49
KY MPW	86%	8%	3%	3%	102
NCI Average	71%	13%	7%	9%	10,640

\*Significantly above average.

If you have access to dental services for your family member, does your family member's dentist understand his/her needs related to their disability?

	Always	Usually	Sometimes	Seldom or Never	N
КҮ	76%	19%	3%	2%	149
KY SCL	65%	23%	8%	4%	48
KY MPW	82%	16%	1%	1%	98
NCI Average	70%	19%	7%	4%	9,600

If your family member takes medications, do you know what they're for?

	Always	Usually	Sometimes	Seldom or Never	N
KY	94%	4%	1%	1%	141
KY SCL	94%	4%	2%	0%	47
KY MPW	95%	3%	0%	2%	92
NCI Average	92%	5%	1%	2%	9,299

If your family member takes medications, do you, your family member, or someone else in your family know what is needed to safely take the medications?

	Always	Usually	Sometimes	Seldom or Never	N
KY	93%	6%	0%	1%	141
KY SCL	92%	9%	0%	0%	47
KY MPW	94%	5%	0%	1%	92
NCI Average	92%	6%	1%	1%	9,188

If your family member uses mental health services, does the mental health profession understand your family member's needs related to his/her disability?

	Always	Usually	Sometimes	Seldom or Never	N
KY	59%	34%	3%	3%	59
KY SCL	46%	46%	0%	8%	24
KY MPW	67%	27%	6%	0%	34
NCI Average	57%	25%	8%	10%	3,867

### If you need respite services, do you have access to them?

	Always	Usually	Sometimes	Seldom or Never	N
КҮ	54%	27%	8%	11%	129
KY SCL	44%	33%	5%	19%	43
KY MPW	59%	25%	9%	7%	85
NCI Average	43%	22%	13%	23%	6,255

### If you have access to respite services, are you satisfied with the quality of those services?

	Always	Usually	Sometimes	Seldom or Never	N
KY	69%	21%	5%	6%	121
KY SCL	59%	28%	8%	5%	39
KY MPW	73%	17%	4%	6%	81
NCI Average	58%	24%	10%	8%	4,675

Doory	our	family	got the	o cunnort	b nc	convicos	needed?
Dues	your	Idilliy	gerun	e support	. anu	services	neeueur

, , , ,			
	Yes	No	N
КҮ	78%	22%	149
KY SCL	74%	26%	46
KY MPW	79%	21%	100
NCI Average	74%	26%	9,734

### If family does not get the support and services needed, what additional services are needed?

	Respite	Schedule d support for family member	Homema ker services	Home or vehicle modifica tions	Counseli ng	Family- to- family network S	Support or training to use AT	Other
KY	67%	23%	13%	17%	10%	10%	13%	20%
KY SCL	83%	33%	17%	17%	8%	8%	8%	17%
KY MPW	56%	17%	11%	17%	11%	11%	17%	22%
NCI Averag e	56%	28%	17%	15%	21%	15%	14%	34%

# Choice, Decision Making and Control

### Can your family choose or change the agency that provides your family member's services?

	Always	Usually	Sometimes	Seldom or Never	Ν
КҮ*	73%	16%	2%	8%	123
KY SCL	70%	14%	5%	12%	43
KY MPW	76%	18%	1%	5%	79
NCI Average	61%	21%	7%	11%	6,304

\*Significantly above average.

	Always	Usually	Sometimes	Seldom or Never	Ν
KY	68%	20%	6%	6%	123
KY SCL	55%	26%	8%	11%	38
KY MPW	74%	18%	5%	4%	85
NCI Average	61%	20%	9%	10%	6,354

# Can your family choose or change your family member's support workers?

### Does your family directly manage support workers?

	Always	Usually	Sometimes	Seldom or Never	Ν
КҮ	52%	15%	9%	25%	124
KY SCL	40%	13%	18%	29%	38
KY MPW	57%	15%	5%	23%	86
NCI Average	47%	17%	9%	27%	6,431

Do services providers for your family member work together to provide support?

	Yes	Νο	Ν
КҮ	86%	14%	121
KY SCL	85%	15%	33
KY MPW	87%	13%	61
NCI Average	79%	21%	5,574

	Yes, Chose	Didn't choose but can change	Didn't choose and cannot change	Ν
KY*	47%	46%	8%	129
KY SCL	62%	33%	5%	39
KY MPW	40%	51%	9%	88
NCI Average	26%	59%	15%	8,241

Did you, your family member or someone else in your family choose your family member's case manager?

\*Significantly above average.

# Involvement in the Community

bocs your running h	boes your furning member take part in detivities in the community.				
	Yes	Νο	Ν		
КҮ	92%	8%	154		
KY SCL	90%	10%	49		
KY MPW	93%	7%	102		
NCI Average	87%	13%	10,762		

Does your family member take part in activities in the community?

For your family member, what are the obstacles or barriers to participation in activities in the community?

	Lack of transportation	Cost	Lack of support staff	Negative attitudes from community members	Other
KY	26%	32%	26%	12%	33%
KY SCL	21%	25%	39%	7%	32%
KY MPW	27%	36%	18%	16%	34%
NCI Average	27%	31%	25%	18%	40%

,,	Yes	No	N
	Tes	NU	N
KY*	85%	15%	156
KY SCL	89%	11%	46
KY MPW	83%	17%	
NCI Average	65%	35%	10,493

Does your family member have friends other than paid support workers or family?

\*Significantly above average.

In your community, are there resources that your family can use that are not provided by the IDD agency?

	Yes	Νο	N
КҮ	76%	24%	119
KY SCL	77%	23%	39
KY MPW	76%	24%	79
NCI Average	74%	26%	7,794

Does your family take part in any family-to-family networks in your community?

	Yes	Νο	N
KY*	34%	66%	96
KY SCL	39%	61%	33
KY MPW	32%	68%	63
NCI Average	20%	80%	8,350

\*Significantly above average.

# Satisfaction with Services and Supports

Overall, are you	Overall, are you satisfied with the services and supports your failing currently receives!				ly receives!
	Always	Usually	Sometimes	Seldom	Ν
				or Never	
KY	42%	47%	9%	2%	156
KY SCL	40%	44%	12%	4%	50
KY MPW	42%	49%	7%	1%	104
NCI Average	40%	40%	15%	5%	10,797

### Overall, are you satisfied with the services and supports your family currently receives?

Do you know how to file a complaint or grievance about provider agencies or staff?

	Yes	No or Don't Know	N
KY*	74%	26%	155
KY SCL	74%	26%	49
KY MPW	75%	16%	104
NCI Average	58%	42%	10,866

\*Significantly above average.

### Do you know how to report abuse or neglect related to your family member?

	Yes	No or Don't Know	N
KY*	87%	13%	156
KY SCL	88%	13%	48
KY MPW	87%	13%	105
NCI Average	76%	24%	10,875

	, i	0	, ,
	Yes	No	N
KY <sup>#</sup>	1%	99%	143
KY SCL	2%	98%	43
KY MPW	0%	100%	98
NCI Average	3%	97%	10,121

Within the past year, was a report of abuse or neglect filed on behalf of your family member?

<sup>#</sup>Significantly below average.

### Do you feel that services and supports have made a positive difference in the life of your family?

	Yes	Νο	Ν
KY*	98%	2%	145
KY SCL	98%	2%	45
KY MPW	98%	2%	97
NCI Average	92%	8%	9,777

\*Significantly above average.

Do you feel that services and supported have reduced your family's out-of-pocket expenses for your family member's care?

	Yes	No	Ν
KY*	86%	14%	146
KY SCL	91%	9%	45
KY MPW	85%	15%	99
NCI Average	71%	29%	9,384

\*Significantly above average.

Have the services or supports that you or your family member received during the past year been reduced, suspended, or terminated?

	Yes	No	Ν
КҮ	17%	83%	143
KY SCL	12%	88%	42
KY MPW	19%	81%	99
NCI Average	13%	87%	9,696

If services or supports received by the family were reduced, suspended or terminated during the past year, did the reduction, suspension, or termination of these services or supports affect your family or your family member negatively?

	Yes	No	N
КҮ	91%	9%	22
KY SCL	80%	20%	5
KY MPW	94%	6%	17
NCI Average	76%	24%	1,072

Have the services or supports that your family member received increased in the past year?

	Yes	No	Ν
КҮ	12%	88%	141
KY SCL	12%	88%	41
KY MPW	12%	88%	98
NCI Average	18%	82%	9,501

Are services and supports helping your family member to live a good life?

	Yes	Νο	N
KY*	97%	3%	152
KY SCL	98%	2%	48
KY MPW	97%	3%	101
NCI Average	92%	8%	9,641

\*Significantly above average.