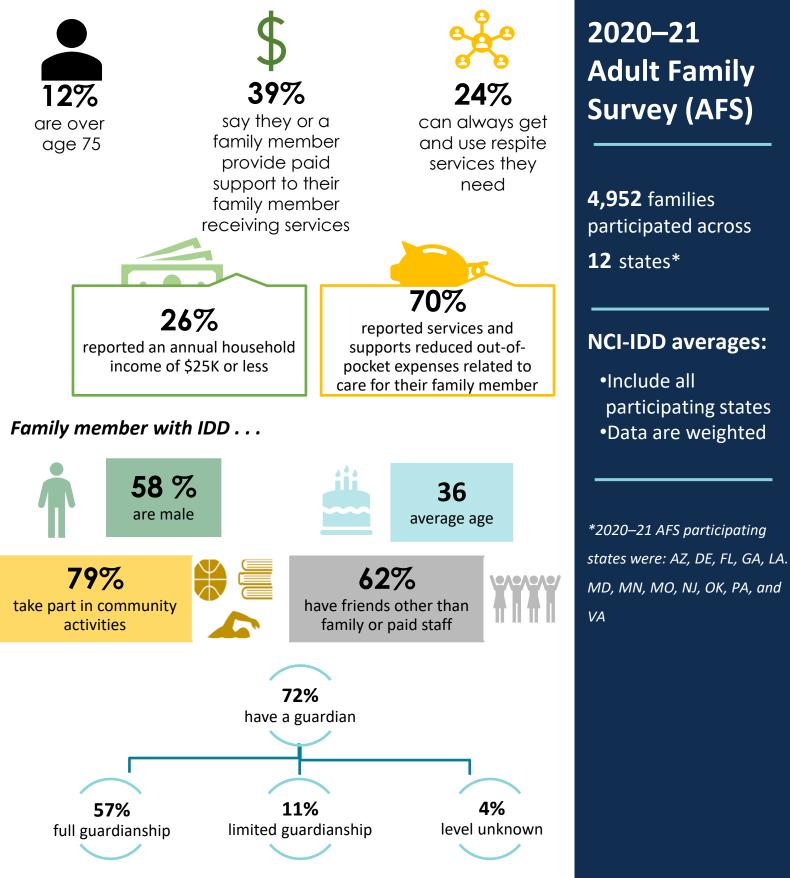
Respondents

Family members and/or guardians of adults who have IDD and receive at least one service in addition to case management from the state DD service system. The respondent lives with the adult receiving services.

Respondents . . .







have resources in the community the family can use that are not provided by the IDD agency

17% take part in family-to-family networks



feel services and supports have made a positive difference for their family member

39% say they *always* get enough information to help plan services

41% say services and supports *always* change when their family's needs change

85% say they or another family member helped make the service plan

63% say their family member with IDD helped make the service plan





family member can *always* go to the dentist when needed



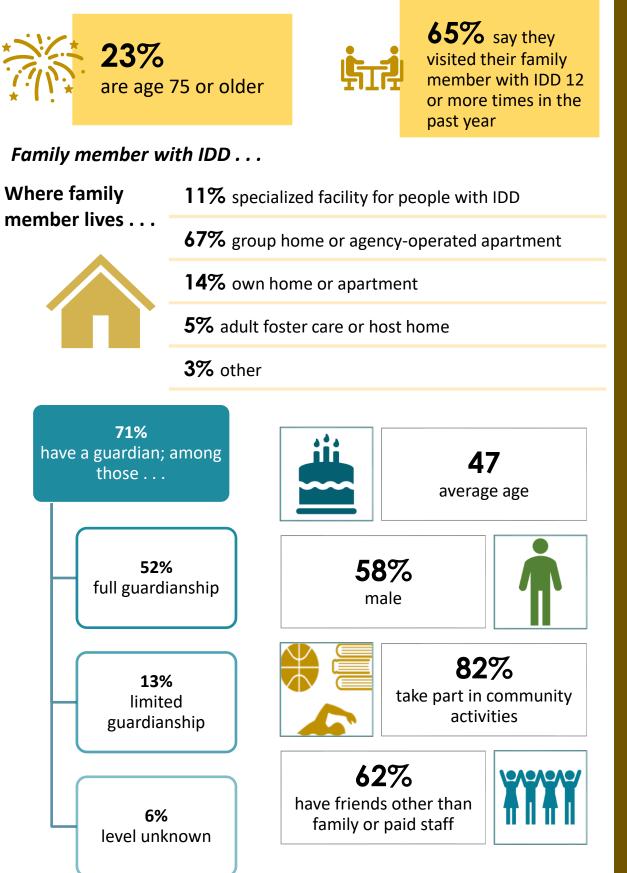
51%

crisis or emergency services were provided in the past year when needed

Respondents

Family members and/or guardians of adults who have IDD and receive at least one service in addition to case management from the state DD service system. The respondent *does not live* with the adult receiving services.

Respondents . . .



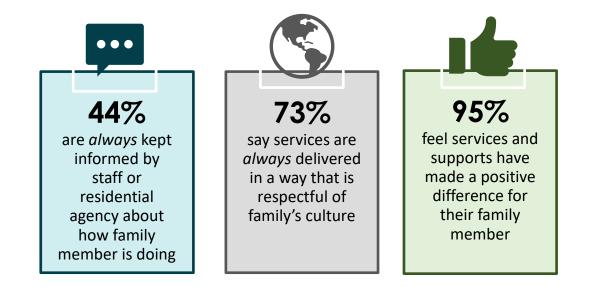
2020–21 Family/ Guardian Survey (FGS)

3,118 familiesparticipated across**8** states*

NCI-IDD averages:

Include all participating statesData are weighted

*2020–21 FGS participating states were: AZ, DE, GA, IN, KY, MD, NJ, and PA



37% say they *always* get enough information to help plan services

38% say services and supports *always* change when their family's needs change

79% say they or another family member helped make the service plan

61% say their family member with IDD helped make the service plan

74% know how to report abuse or neglect related to their family member



know how to file a complaint about provider agencies or staff



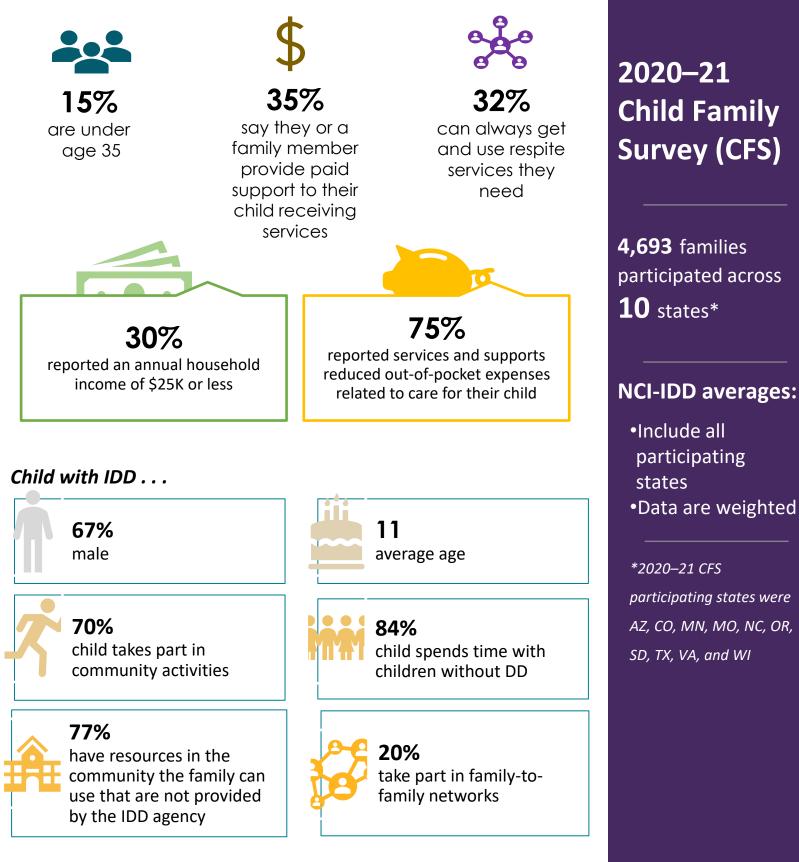
62%

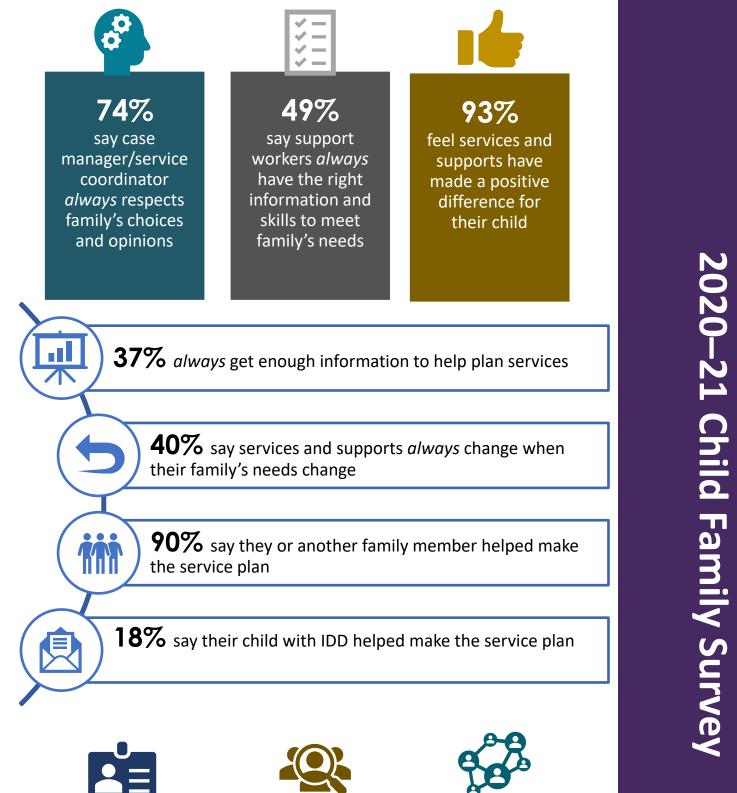
who filed a complaint in the past year were satisfied with the way it was handled and resolved

Respondents

Family members and/or guardians of children who have IDD and receive at least one public service in addition to case management from the state DD agency. The respondent lives with the child receiving services.

Respondents . . .





66% say their family can *always* choose or change the agency that provides services



65% say their family can always choose or change their child's support workers



80%

say their child's service providers work together to provide support