

# National Core Indicators (NCI): Family Guardian Survey (FGS)

## Frequently Asked Questions

**Q: What is the National Core Indicators (NCI) Survey?**

**A:** The NCI surveys are a way for states to assess the quality of services available to adults with intellectual and developmental disabilities and to measure how satisfied people are with the services provided. NCI uses survey questions to ask service recipients and their family or guardian what they think about the services they receive.

**Q: How many NCI surveys are there?**

**A:** There are two NCI surveys that will be distributed separately, one for the service recipient (In-Person Survey) and one for the family member or legal guardian (Family Guardian Survey). The In-Person survey will be conducted by a trained interviewer (in-person or by Zoom remote video conferencing). The Family Guardian Survey will be mailed to the family member/guardian with the option to complete the mail-in form or the online survey.

**Q: Who completes the NCI Family Guardian Survey?**

**A:** An NCI Family Guardian Survey is mailed to the family or legal guardian of adults (18+) with intellectual or developmental disabilities who receive case management plus at least one additional service. The survey questions are answered by someone such as a parent or other family member/guardian, and responses are from the perspective of the family member or guardian.

**Q: How many people are surveyed?**

**A:** The survey goes out to approximately 1000 people who are randomly selected. The survey can be completed either via mail-in form or online.

**Q: Why should individuals participate in this survey?**

**A:** The survey provides the opportunity to let the State of Delaware, Division of Developmental Disabilities Service, identify areas where the system is working well and areas that need improvement.

**Q: Is participation mandatory?**

**A:** No, participation is voluntary.

**Q: Are answers confidential?**

**A:** Yes, the survey is confidential. The answers are collected anonymously, so no one can identify a single person with the survey answers.

**Q: How will the survey answers be used?**

**A:** Once answers are collected, the data are analyzed and shared in a report with DDDS. The results are used to make policy decisions in order to improve services.

**Q: How long will it take to complete the survey?**

**A:** The survey should take 30 - 45 minutes to complete.

**Q: How many other states use the NCI surveys?**

**A:** There are 42 state developmental disability agencies, including the District of Columbia, who use the NCI surveys.

**Q: What topics are covered in the survey?**

**A:** The survey will address areas important to you and the person receiving services.

**Q: What are my options to complete the survey?**

**A:** If you are randomly selected to complete a survey, you will receive a letter in the mail with a URL to a website to complete the survey online. You will also receive a paper version of the survey that can be completed and mailed back (postage-paid).

**Q: When do I need to complete the survey by?**

**A:** May 29<sup>th</sup>, 2026.



DELAWARE HEALTH AND SOCIAL SERVICES

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