

# National Core Indicators™ Adult Consumer Survey

Missouri Report

2015-2016 Data



What is NCI? .....7

What is the NCI Adult Consumer Survey?.....7

What topics are covered by the survey? .....7

How were people selected to participate?.....9

Proxy Respondents .....9

Limitations of Data.....9

What is contained in this report?..... 10

**Results: Demographics..... 11**

    GRAPH 1. AVERAGE AGE.....12

    GRAPH 2. AGE GROUP.....12

    GRAPH 3. GENDER .....12

    GRAPH 4. MARITAL STATUS .....12

    GRAPH 5. RACE AND ETHNICITY .....13

    GRAPH 6. RESIDENTIAL DESIGNATION (METROPOLITAN, MICROPOLITAN, RURAL, SMALL TOWN).....13

    GRAPH 7. TYPE OF RESIDENCE.....13

    GRAPH 8. TYPE OF RESIDENCE (CONTINUED).....13

    GRAPH 9. LENGTH OF TIME AT CURRENT RESIDENCE .....14

    GRAPH 10. PERSON'S RESIDENCE OWNED OR CONTROLLED BY PROVIDER AGENCY .....14

    GRAPH 11. PERSON IS NAMED ON THE LEASE .....14

    GRAPH 12. PERSON OWNS HOME.....14

    GRAPH 13. HAS ID DIAGNOSIS .....15

    GRAPH 14. LEVEL OF ID (IF THE PERSON HAS AN ID DIAGNOSIS) .....15

    GRAPH 15. MOOD, ANXIETY, BEHAVIOR, PSYCHOTIC, AND OTHER MENTAL ILLNESS .....15

    GRAPH 16. OTHER DIAGNOSES.....15

    GRAPH 17. OTHER DIAGNOSES (CONTINUED).....16

    GRAPH 18. HEALTH CONDITIONS.....16

    GRAPH 19. PREFERRED MEANS OF COMMUNICATION .....16

    GRAPH 20. PRIMARY LANGUAGE.....16

GRAPH 21. MOBILITY.....17

GRAPH 22. LEVEL OF SUPPORT NEEDED TO MANAGE SELF-INJURIOUS BEHAVIOR .....17

GRAPH 23. LEVEL OF SUPPORT TO MANAGE DISRUPTIVE BEHAVIOR.....17

GRAPH 24. LEVEL OF SUPPORT TO MANAGE DESTRUCTIVE BEHAVIOR.....17

GRAPH 25. GUARDIANSHIP STATUS.....18

GRAPH 26. GUARDIAN’S RELATIONSHIP TO PERSON .....18

**Choice and Decision-Making..... 19**

GRAPH 27. CHOSE OR HAD INPUT IN CHOOSING HOME.....20

GRAPH 28. CHOSE OR HAD INPUT IN CHOOSING ROOMMATES.....20

GRAPH 29. CHOSE OR HAD INPUT IN CHOOSING PAID COMMUNITY JOB.....20

GRAPH 30. CHOSE OR HAD INPUT IN CHOOSING DAY PROGRAM OR WORKSHOP.....20

GRAPH 31. CHOSE OR CAN REQUEST TO CHANGE STAFF.....21

GRAPH 32. DECIDES OR HAS INPUT IN DECIDING DAILY SCHEDULE.....21

GRAPH 33. DECIDES OR HAS INPUT IN DECIDING HOW TO SPEND FREE TIME.....21

GRAPH 34. CHOOSES OR HAS INPUT IN CHOOING HOW TO SPEND MONEY.....21

GRAPH 35. CHOSE OR CAN CHANGE CASE MANAGER/SERVICE COORDINATOR.....22

**Work..... 23**

GRAPH 36. HAS A PAID JOB IN THE COMMUNITY .....24

GRAPH 37. TYPE OF PAID EMPLOYMENT IN THE COMMUNITY.....24

GRAPH 38. RECEIVES PAID VACATION, HOLIDAY, AND/OR SICK TIME AT PAID COMMUNITY JOB.....24

GRAPH 39. FOUR MOST COMMON JOB TYPES.....24

GRAPH 40. WOULD LIKE A JOB IN THE COMMUNITY .....25

GRAPH 41. HAS COMMUNITY EMPLOYMENT AS A GOAL IN SERVICE PLAN.....25

GRAPH 42. TAKES CLASSES, TRAINING, OR DOES SOMETHING TO HELP GET A JOB OR A BETTER JOB .....25

GRAPH 43. ATTENDS A DAY PROGRAM OR WORKSHOP .....25

GRAPH 44. VOLUNTEERS .....26

**Community Inclusion..... 27**

GRAPH 45. NUMBER OF TIMES OUT SHOPPING IN THE PAST MONTH.....28

GRAPH 46. NUMBER OF TIMES WENT OUT ON ERRANDS IN THE PAST MONTH .....28

GRAPH 47. NUMBER OF TIMES WENT OUT FOR ENTERTAINMENT IN THE PAST MONTH.....28

GRAPH 48. NUMBER OF TIMES WENT OUT TO EAT IN THE PAST MONTH .....28

GRAPH 49. NUMBER OF TIMES WENT OUT TO RELIGIOUS OR SPIRITUAL SERVICE IN THE PAST MONTH.....29

GRAPH 50. PARTICIPATED IN A COMMUNITY GROUP IN THE PAST MONTH.....29

GRAPH 51. WENT ON VACATION IN THE PAST YEAR.....29

GRAPH 52. ABLE TO GO OUT AND DO THE THINGS LIKE TO DO IN THE COMMUNITY.....29

GRAPH 53. ABLE TO GO OUT AND DO THE THINGS LIKES TO DO IN THE COMMUNITY AS OFTEN AS WANTS TO.....30

GRAPH 54. HAS ENOUGH THINGS THEY LIKE TO DO WHEN AT HOME.....30

**Relationships..... 31**

GRAPH 55. HAS FRIENDS OTHER THAN STAFF AND FAMILY .....32

GRAPH 56. WANTS HELP TO MAKE OR KEEP IN CONTACT WITH FRIENDS ('YES' AND 'MAYBE, NOT SURE' RESPONSES) .....32

GRAPH 57. HAS FRIENDS (MAY BE STAFF OR FAMILY) AND CAN SEE FRIENDS WHEN THEY WANT.....32

GRAPH 58. REASONS CANNOT ALWAYS SEE FRIENDS .....32

GRAPH 59. HAS OTHER WAYS TO COMMUNICATE WITH FRIENDS WHEN CANNOT SEE THEM .....33

GRAPH 60. CAN SEE AND COMMUNICATE WITH THEIR FAMILY WHENEVER THEY WANT .....33

GRAPH 61. FEELS LONELY.....33

GRAPH 62. CAN GO ON A DATE OR IS MARRIED OR LIVING WITH PARTNER.....33

**Satisfaction..... 34**

GRAPH 63. LIKES HOME .....35

GRAPH 64. REASONS WHY PERSON DOES NOT LIKE HOME.....35

GRAPH 65. REASONS WHY PERSON DOES NOT LIKE HOME (CONTINUED) .....35

GRAPH 66. WANTS TO LIVE SOMEWHERE ELSE .....35

GRAPH 67. HAS A PAID JOB IN THE COMMUNITY AND LIKES WHERE THEY WORK.....36

GRAPH 68. HAS A PAID JOB IN THE COMMUNITY AND WANTS TO WORK SOMEWHERE ELSE.....36

GRAPH 69. ATTENDS A DAY PROGRAM OR WORKSHOP AND WANTS TO GO MORE, LESS, OR THE SAME AMOUNT OF TIME .....36

GRAPH 70. SERVICES AND SUPPORTS HELP PERSON LIVE A GOOD LIFE .....36

**Service Coordination..... 37**

GRAPH 71. MET CASE MANAGER/SERVICE COORDINATOR.....38

GRAPH 72. CASE MANAGER/SERVICE COORDINATOR ASKS WHAT PERSON WANTS .....38

GRAPH 73. ABLE TO CONTACT CASE MANAGER/SERVICE COORDINATOR WHEN WANTS .....38

GRAPH 74. TOOK PART IN LAST SERVICE PLANNING MEETING OR HAD THE OPPORTUNITY AND CHOSE NOT TO.....38

GRAPH 75. KNEW WHAT WAS TALKED ABOUT AT LAST SERVICE PLANNING MEETING.....39

GRAPH 76. LAST SERVICE PLANNING MEETING INCLUDED PEOPLE PERSON WANTED TO BE THERE.....39

GRAPH 77. PERSON WAS ABLE TO CHOOSE SERVICES THEY GET AS PART OF SERVICE PLAN ..... 39

GRAPH 78. STAFF SHOW UP AND LEAVE WHEN THEY ARE SUPPOSED TO ..... 39

**Access ..... 40**

GRAPH 79. HAS A WAY TO GET PLACES NEEDS TO GO ..... 41

GRAPH 80. HAS A WAY TO GET PLACES WHEN WANTS TO GO OUTSIDE OF HOME—LIKE GOING OUT TO SEE FRIENDS, FOR ENTERTAINMENT, OR TO DO SOMETHING FUN ..... 41

GRAPH 81. STAFF HAVE THE RIGHT TRAINING TO MEET THE PERSON'S NEEDS..... 41

GRAPH 82 ADDITIONAL SERVICES NEEDED ..... 41

GRAPH 83 ADDITIONAL SERVICES NEEDED (CONTINUED) ..... 42

**Health ..... 43**

GRAPH 84. HAS A PRIMARY CARE DOCTOR OR PRIMARY CARE PRACTITIONER ..... 44

GRAPH 85. IN POOR HEALTH ..... 44

GRAPH 86. HAD A COMPLETE PHYSICAL EXAM IN THE PAST YEAR ..... 44

GRAPH 87. HAD A DENTAL EXAM IN THE PAST YEAR ..... 44

GRAPH 88. HAD AN EYE EXAM IN THE PAST YEAR ..... 45

GRAPH 89. HAD A HEARING TEST IN THE PAST FIVE YEARS..... 45

GRAPH 90. HAD A PAP TEST IN THE PAST THREE YEARS (AMONG WOMEN)..... 45

GRAPH 91. HAD A MAMMOGRAM IN THE PAST TWO YEARS (AMONG WOMEN AGE 40 AND OVER) ..... 45

GRAPH 92. HAD A COLORECTAL CANCER SCREENING IN THE PAST YEAR (AMONG THOSE 50 AND OLDER) ..... 46

GRAPH 93. HAD A FLU VACCINE IN THE PAST YEAR ..... 46

**Medication ..... 47**

GRAPH 94. TAKES AT LEAST ONE MEDICATION FOR MOOD DISORDERS, ANXIETY, PSYCHOTIC DISORDERS, AND/OR BEHAVIOR ..... 48

GRAPH 95. TAKES MEDICATION FOR AT LEAST ONE OF THE FOLLOWING: MOOD DISORDERS, ANXIETY, OR PSYCHOTIC DISORDERS..... 48

GRAPH 96. NUMBER OF MEDICATIONS TAKEN FOR AT LEAST ONE OF THE FOLLOWING: MOOD DISORDERS, ANXIETY, OR PSYCHOTIC DISORDERS ..... 48

GRAPH 97. TAKES MEDICATION FOR BEHAVIOR CHALLENGES ..... 48

GRAPH 98. NUMBER OF MEDICATIONS TAKEN FOR BEHAVIOR CHALLENGES..... 49

GRAPH 99. HAS A BEHAVIOR PLAN ..... 49

GRAPH 100. HAS A BEHAVIOR PLAN (OF THOSE WHO TAKE MEDICATION FOR A BEHAVIOR CHALLENGE)..... 49

**Wellness..... 50**

GRAPH 101. ENGAGES IN PHYSICAL ACTIVITY ..... 51

GRAPH 102. BMI (BODY MASS INDEX) CATEGORY ..... 51

GRAPH 103. USES NICOTINE OR TOBACCO PRODUCTS ..... 51

**Respect and Rights..... 52**

GRAPH 104. HAS A KEY TO THE HOME ..... 53

GRAPH 105. OTHERS LET PERSON KNOW BEFORE ENTERING HOME..... 53

GRAPH 106. CAN LOCK BEDROOM IF THEY WANT ..... 53

GRAPH 107. OTHERS LET PERSON KNOW BEFORE ENTERING BEDROOM..... 53

GRAPH 108. OTHERS READ MAIL OR EMAIL WITHOUT ASKING FIRST ..... 54

GRAPH 109. CAN USE PHONE AND INTERNET WHENEVER THEY WANT ..... 54

GRAPH 110. CAN BE ALONE WITH VISITORS AT HOME ..... 54

GRAPH 111. THERE ARE RULES TO HAVING FRIENDS OR VISITORS AT HOME..... 54

GRAPH 112. HAS A PLACE TO BE ALONE AT HOME ..... 55

GRAPH 113. STAFF (AT HOME, WORK, AND/OR DAY ACTIVITY OR PROGRAM) ARE RESPECTFUL..... 55

GRAPH 114. HAVE ATTENDED A SELF-ADVOCACY EVENT OR HAD OPPORTUNITY BUT CHOSE NOT TO..... 55

GRAPH 115. HAS EVER VOTED IN LOCAL, STATE, OR FEDERAL ELECTION, OR HAD THE OPPORTUNITY AND CHOSE NOT TO..... 55

**Safety ..... 56**

GRAPH 116. THERE IS AT LEAST ONE PLACE WHERE THE PERSON FEELS AFRAID OR SCARED ..... 57

GRAPH 117. PLACES WHERE PERSON FEELS AFRAID OR SCARED..... 57

GRAPH 118. HAS SOMEONE TO GO TO FOR HELP IF AFRAID..... 57

## **What is NCI?**

The National Core Indicators (NCI) program is a voluntary effort by state developmental disability agencies to track their performance using a standardized set of consumer and family/guardian surveys with nationally validated measures. The effort is coordinated by the National Association of State Directors of Developmental Disabilities Services (NASDDDS) and the Human Services Research Institute (HSRI).

NCI has developed more than 100 standard performance measures (or ‘indicators’) that states use to assess the outcomes of services for individuals and families, including outcomes in the areas of employment, rights, service planning, community inclusion, choice, health, and safety. In 2015-16 a total of 45 states, the District of Columbia, and 22 sub-state entities were participating in NCI.

## **What is the NCI Adult Consumer Survey?**

The NCI Adult Consumer Survey is a face-to-face meeting conducted with a person who is receiving services from the state; it is used to gather data on approximately 60 consumer outcomes, and it is regularly refined and tested to ensure that it is valid and reliable.

Interviewers meet with individuals to ask questions about where they live and work, the kinds of choices they make, the activities they participate in within their communities, their relationships with friends and family, and their health and well-being.

## **What topics are covered by the survey?**

The National Core Indicators are organized by “domains” or topics. These domains are further broken down into sub-domains, each of which has a statement that indicates the concerns being measured. Each sub-domain includes one or more “indicators” of how the state performs in this area. The table on the following page lists the domains, sub-domains, and concern statements addressed by the NCI Adult Consumer Survey indicators.

**TABLE 1. NCI ADULT CONSUMER SURVEY – DOMAINS, SUB-DOMAINS, CONCERN STATEMENTS**

Domain	Sub-Domain	Concern Statement
<b>Individual Outcomes</b>	Work	People have support to find and maintain community integrated employment.
	Community Inclusion	People have support to participate in everyday community activities.
	Choice and Decision-Making	People make choices about their lives and are actively engaged in planning their services and supports.
	Self Determination	People have authority and are supported to direct and manage their own services.
	Relationships	People have friends and relationships.
	Satisfaction	People are satisfied with the services and supports they receive.
<b>Health, Welfare, and Rights</b>	Safety	People are safe from abuse, neglect, and injury.
	Health	People secure needed health services.
	Medications	Medications are managed effectively and appropriately.
	Wellness	People are supported to maintain healthy habits.
	Respect/Rights	People receive the same respect and protections as others in the community.
<b>System Performance</b>	Service Coordination	Service coordinators are accessible, responsive, and support the person's participation in service planning.
	Access	Publicly-funded services are readily available to individuals who need and qualify for them.



## How were people selected to participate?

Each state is instructed to attempt to complete a minimum of 400 surveys with a random sample of individuals age 18 or older who are receiving at least one publicly funded service besides case management. A sample size of 400 allows valid comparisons to be made across states with a 95% confidence level and a +/- 5% margin of error. Both the confidence level and margin of error used are widely accepted for reviewing results, regardless of population size. Most states draw a sample greater than 400 to account for refusals and inaccurate contact information. For more information on sampling, please see Appendix C of the national report, accessible at

<http://www.nationalcoreindicators.org/resources/reports/>

## Proxy Respondents

Proxy responses are allowed only for Section II (Community Inclusion, Choices, Respect/Rights, and Access to Needed Services), which is based on objective measures. Proxy respondents are used only when the individual receiving services cannot complete the survey or chooses to have a proxy respondent. Only people who know the individual well – such as family, friends, or staff – are acceptable respondents. To avoid conflict of interest, service coordinators are not allowed to provide proxy responses for individuals on their caseloads.

## Limitations of Data

The NCI Adult Consumer Survey tool is not intended to be used for monitoring individuals or providers; instead, it assesses system-wide performance. The NCI Average should not be interpreted as necessarily defining “acceptable” levels of performance or satisfaction. Instead, it describes average levels of performance or satisfaction across the states. It is up to public managers, policy-makers, and other stakeholders to decide what is an acceptable or unacceptable result (i.e., scale score or percentage of individuals achieving the indicated outcome).

**IMPORTANT NOTE ON ANALYSIS.** In examining the results included in this report, we found questions for which 25% or more of an individual state’s sample were marked “don’t know” or were missing data. Results denoted with two asterisks (\*\*) indicate that there were states in which this occurred. To see individual break-outs of which states reported 25% or more “don’t know” or missing for a particular question, see the National Report.

## What is contained in this report?

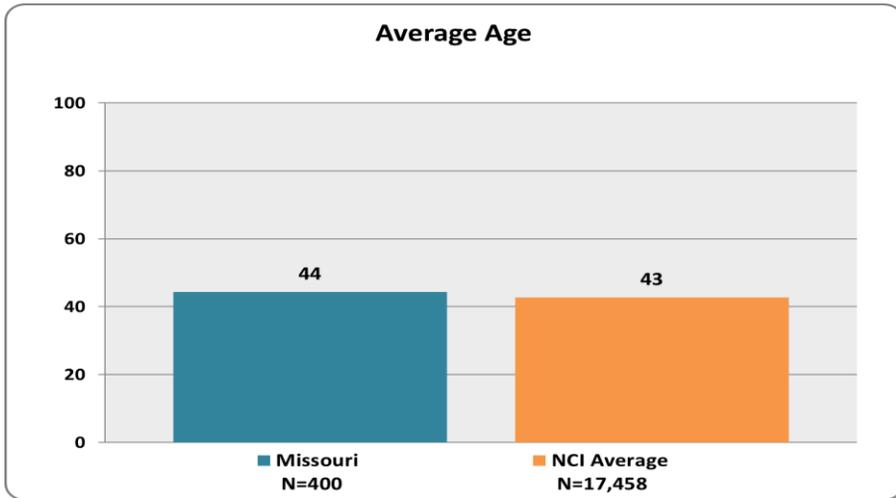
This report compares the 2015-16 NCI Adult Consumer Survey demographic and individual outcome results from Missouri to the NCI Average (the average of all state percentages). A total of 17,682 valid surveys were completed across thirty-six (36) states (including the District of Columbia). All results are shown in chart form along with descriptive text to the right of each outcome chart. **Please note**, if a state had fewer than 20 respondents to a certain question, the state is excluded from the analysis for that particular question.

The data shown in this report are unweighted and unadjusted. To see comparable data for all states, refer to Appendix D of the Adult Consumer Survey National Report. The national and state data results for the NCI Adult Consumer Survey can be found online at <http://www.nationalcoreindicators.org/resources/reports/>.

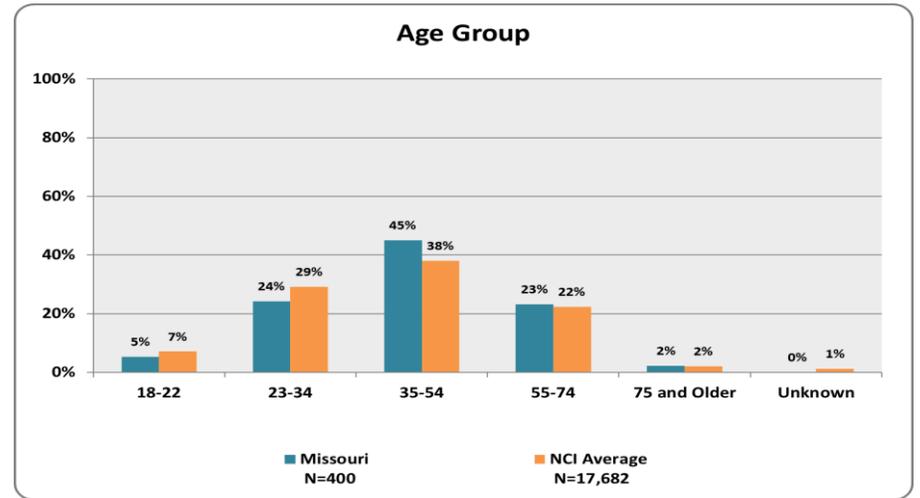
## Results: Demographics

*Illustrates the demographic profile of survey participants*

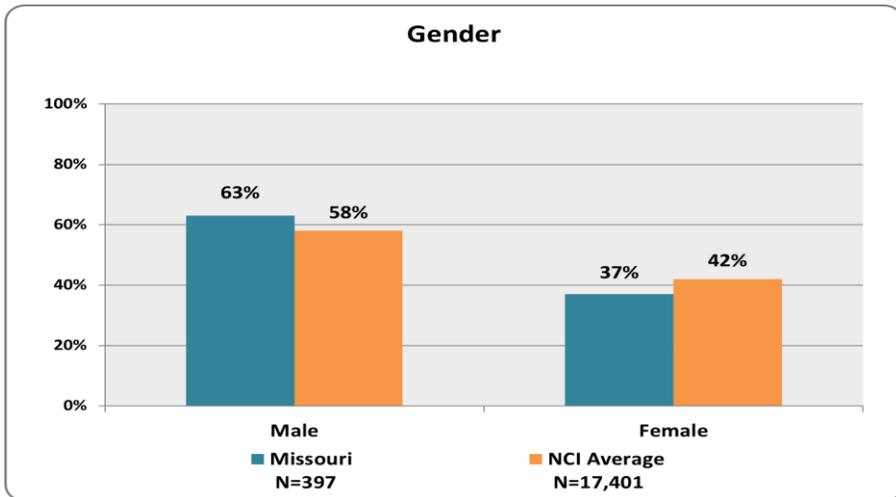
GRAPH 1.



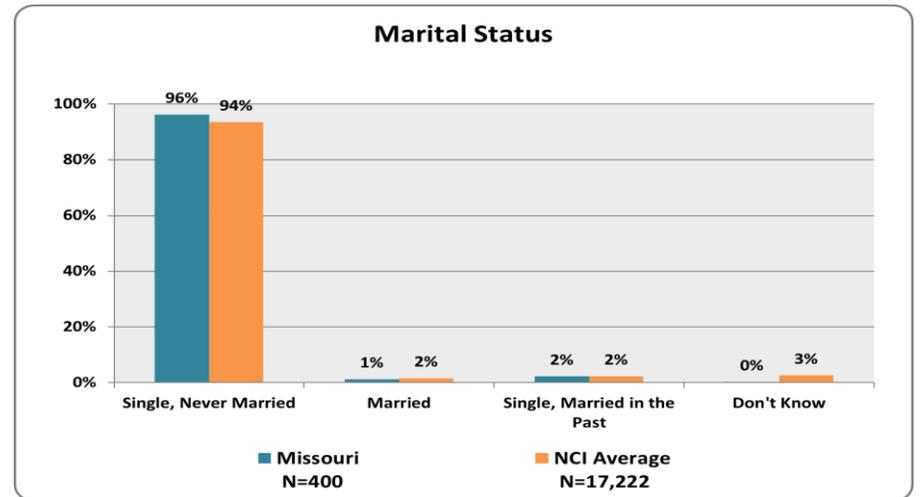
GRAPH 2. <sup>o</sup>



GRAPH 3.



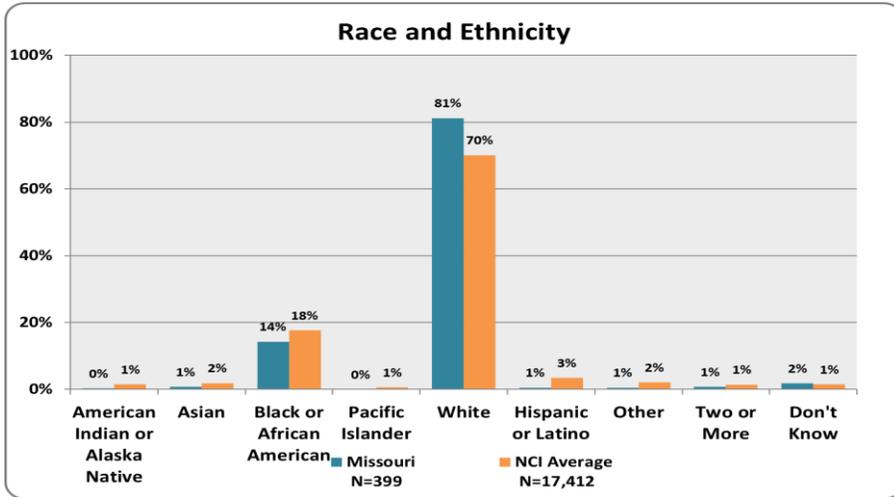
GRAPH 4. <sup>o</sup> \*\*



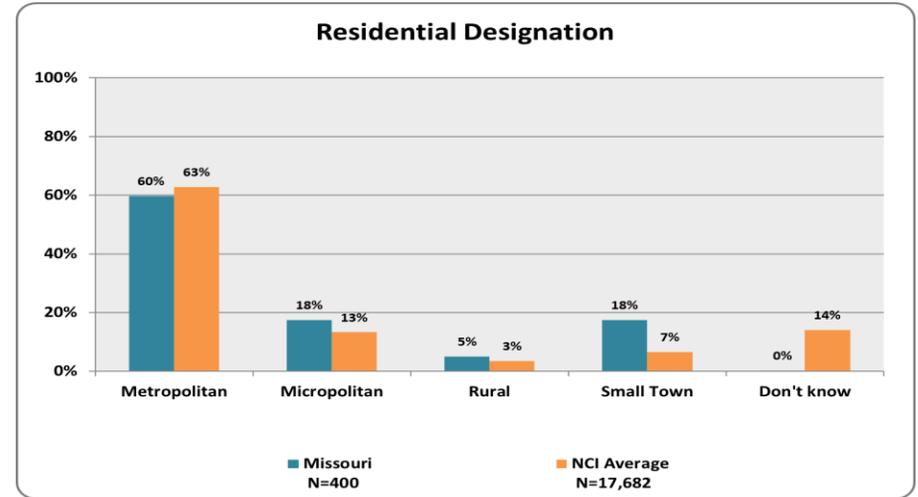
<sup>o</sup>New variable to reporting

\*\*This item includes data from states with 25% or more “don’t know” or missing responses; see the national ACS report for a break-out by state.

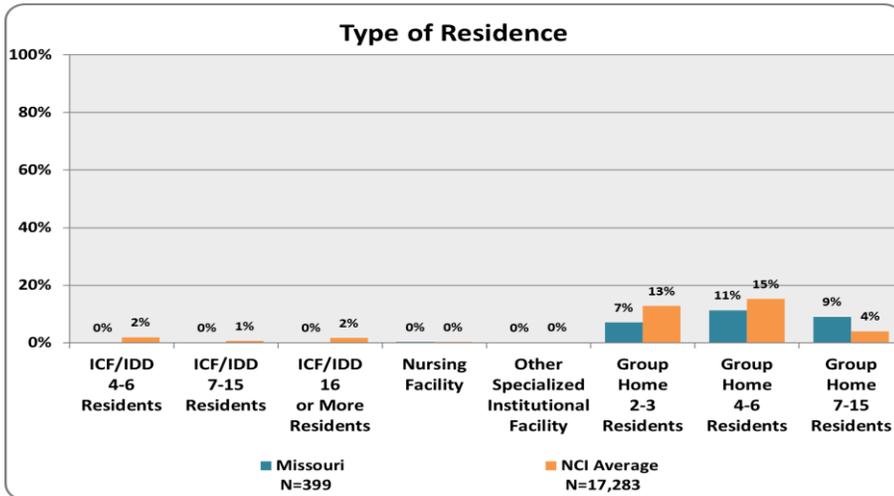
GRAPH 5. ±



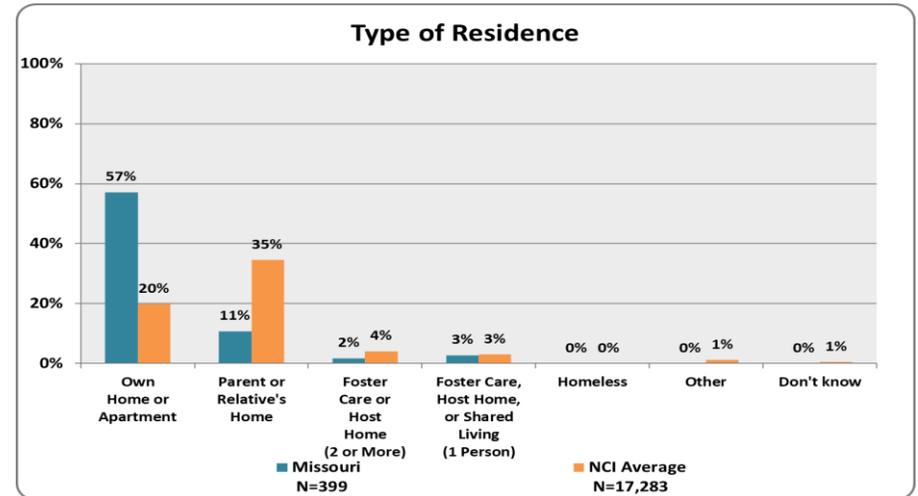
GRAPH 6. \* \*\* ◻



GRAPH 7. \*\*



GRAPH 8. \*\*



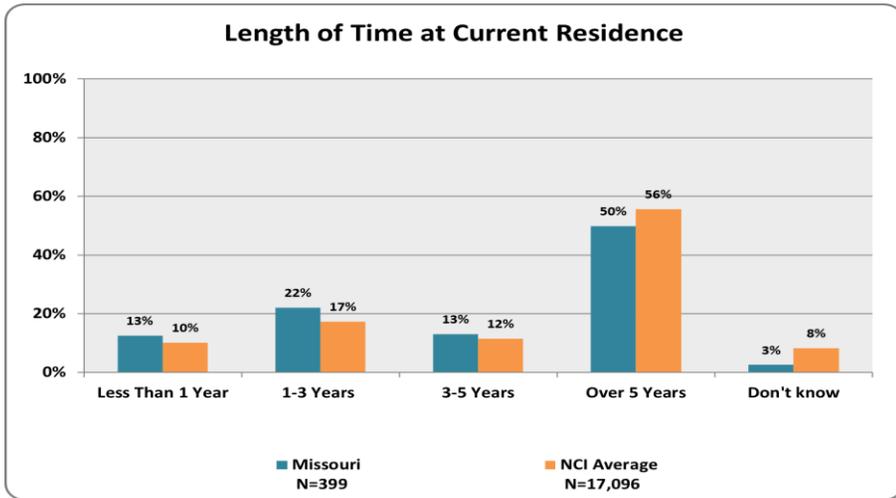
±Item changed from previous years – race and ethnicity are combined

\*Residential designations were derived by transforming individuals' zip codes into designations defined by the USDA

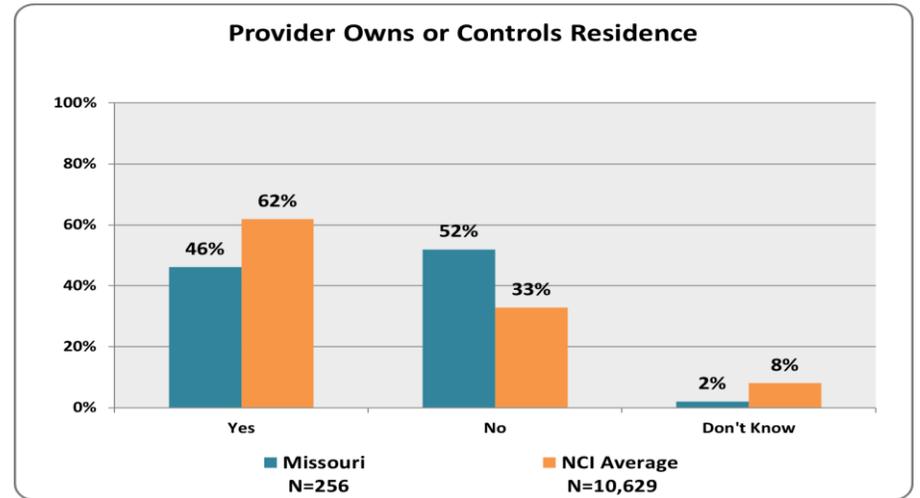
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◻New variable to reporting

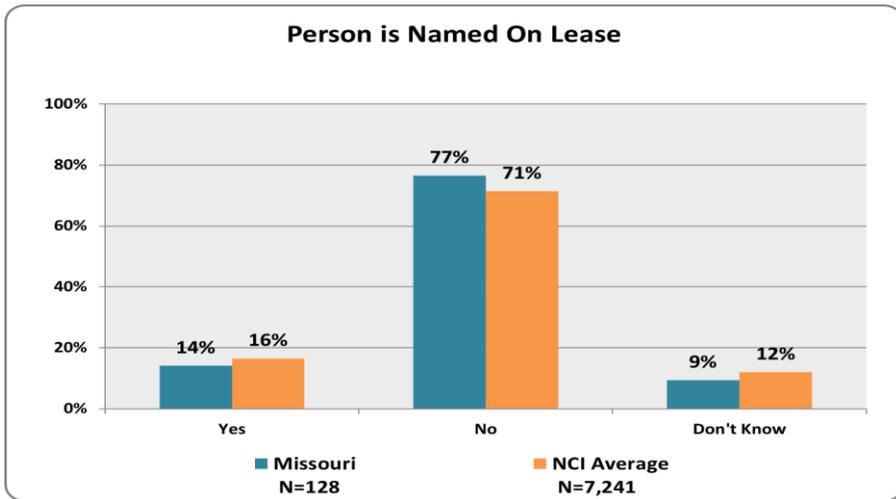
GRAPH 9. <sup>9</sup> \*\*



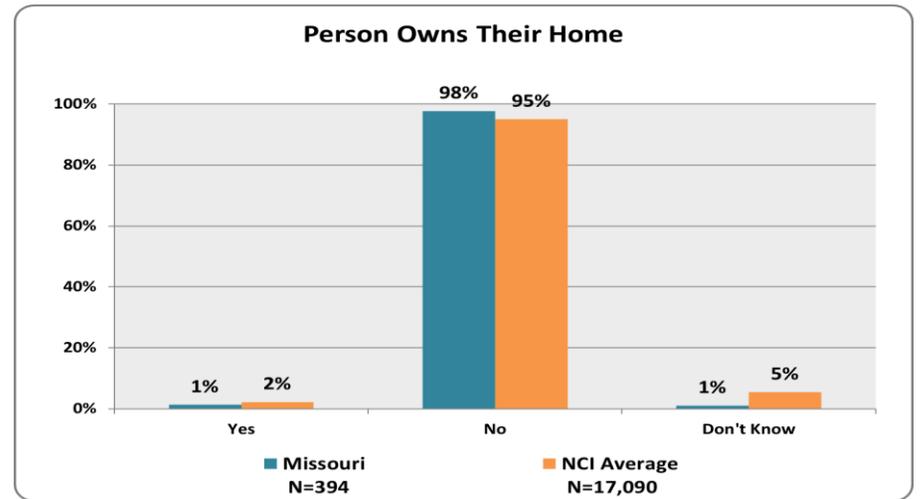
GRAPH 10. <sup>9</sup> \*\*



GRAPH 11. <sup>9</sup> \*\*



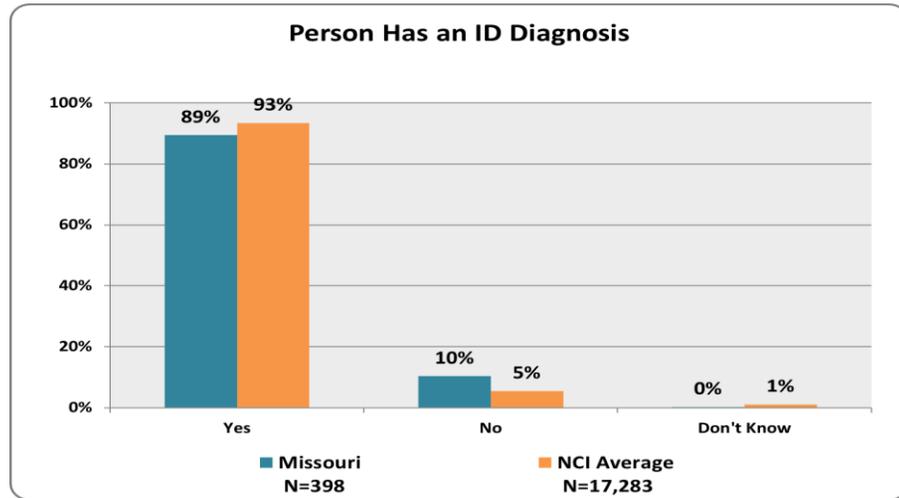
GRAPH 12. <sup>9</sup> \*\*



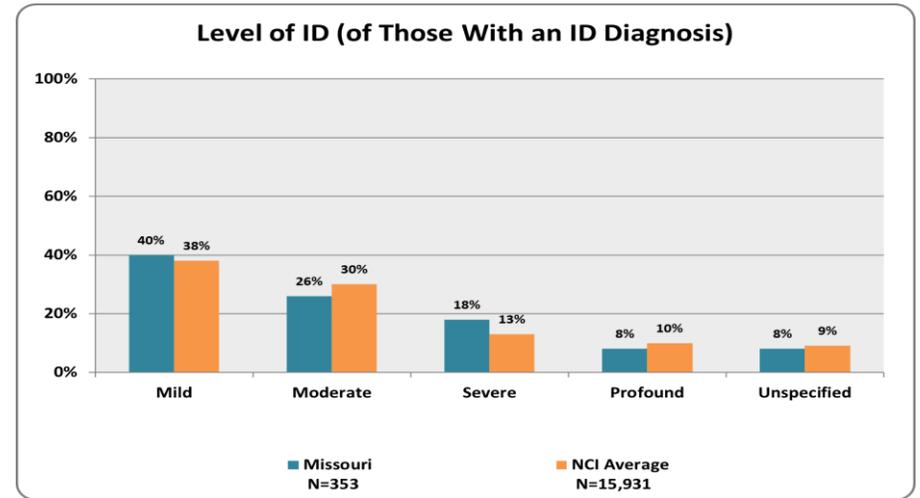
<sup>9</sup>New variable to reporting

\*\*This item includes data from states with 25% or more “don’t know” or missing responses; see the national ACS report for a break-out by state.

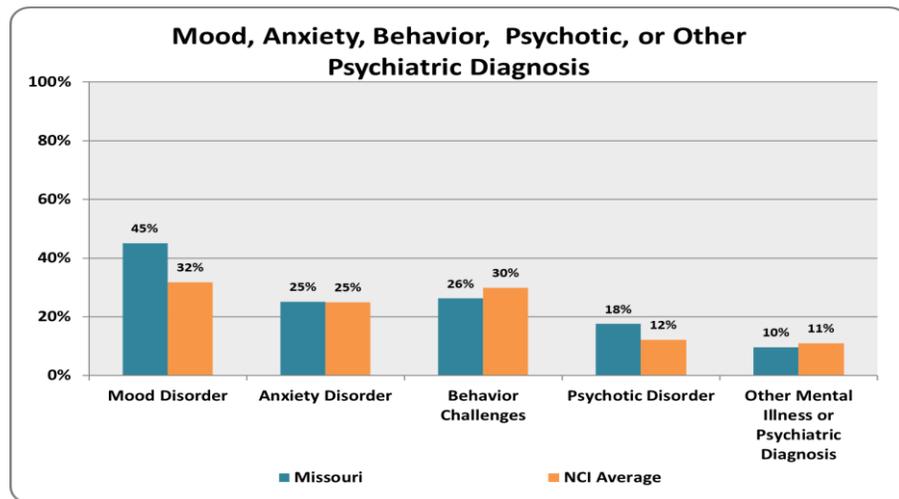
GRAPH 13. \*\*



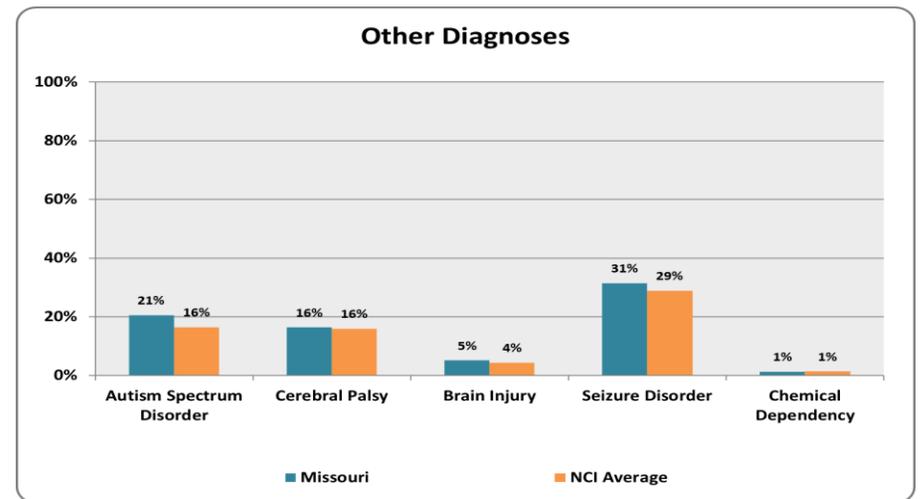
GRAPH 14. ±



GRAPH 15. \*\* ∞



GRAPH 16. \*\* ∞

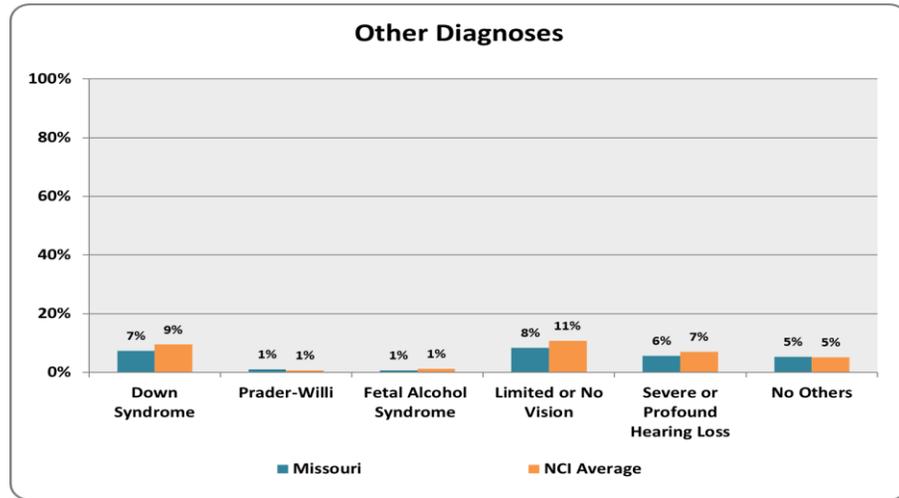


\*\*This item includes data from states with 25% or more “don’t know” or missing responses; see the national ACS report for a break-out by state.

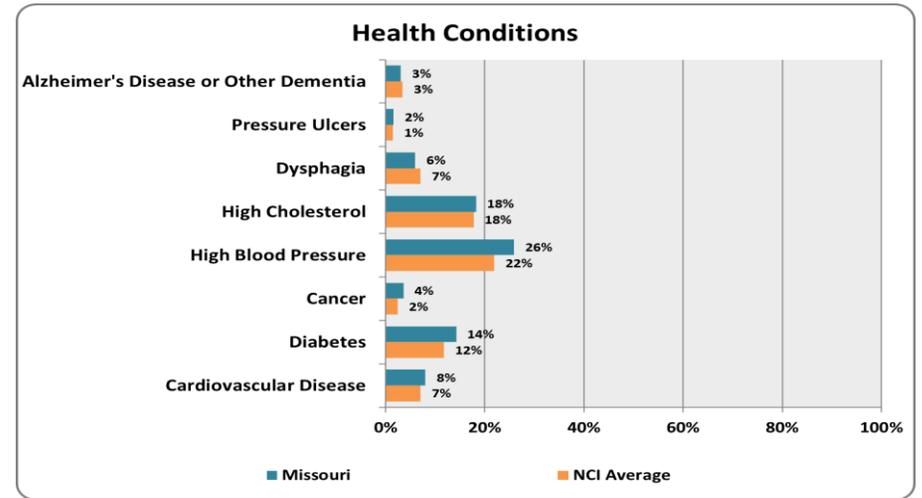
±Item changed from previous years – level of ID is only reported for those reported to have an ID diagnosis

∞Individuals may have been diagnosed with more than one diagnosis other than ID; ‘Don’t know’ responses included in denominator

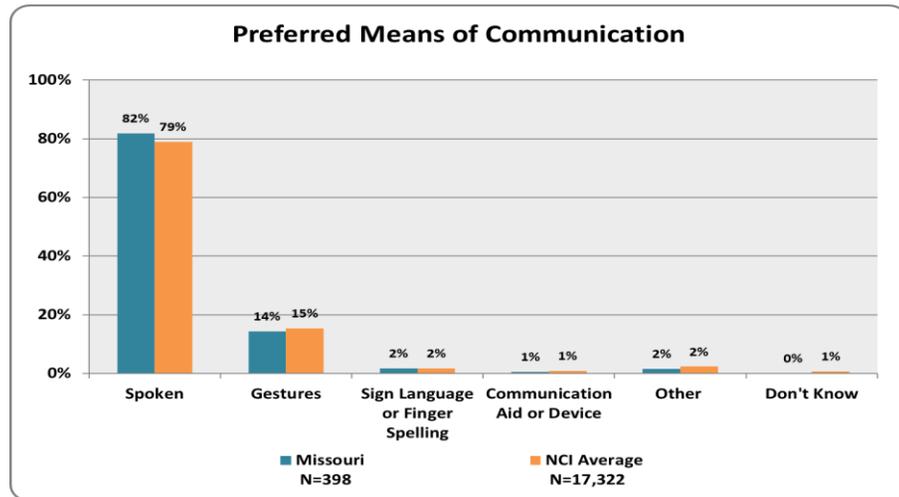
GRAPH 17. \*\* ∞



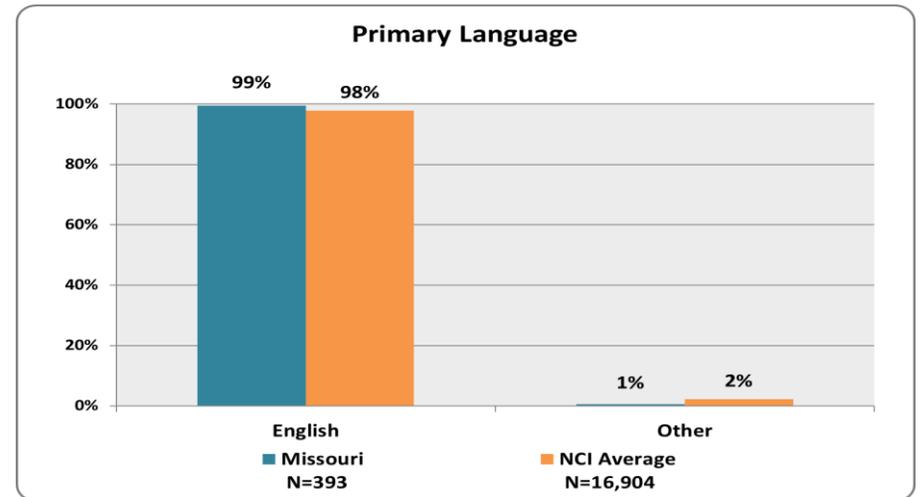
GRAPH 18. \*\* x



GRAPH 19. \*\* ±



GRAPH 20. \*\*



\*\*This item includes data from states with 25% or more “don’t know” or missing responses; see the national ACS report for a break-out by state.

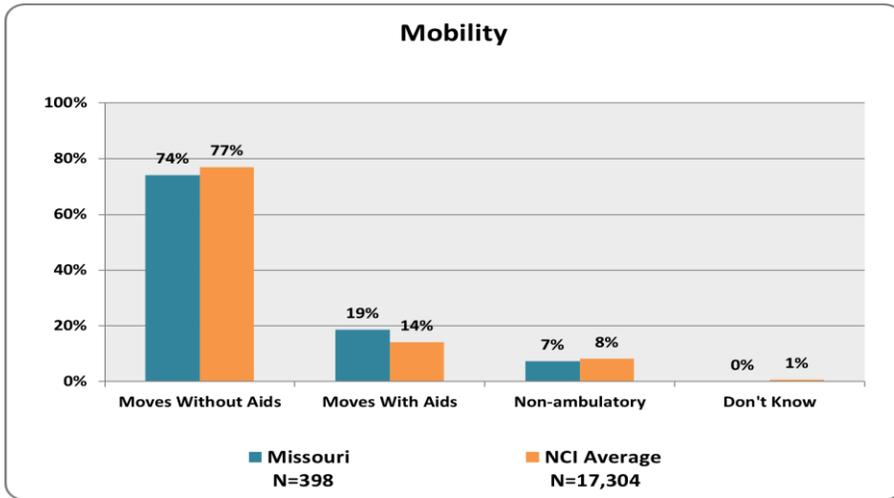
∞Individuals may have been diagnosed with more than one diagnosis other than ID; ‘Don’t know’ responses included in denominator

xIndividuals may have been diagnosed with more than one health condition; ‘Don’t know’ responses included in denominator

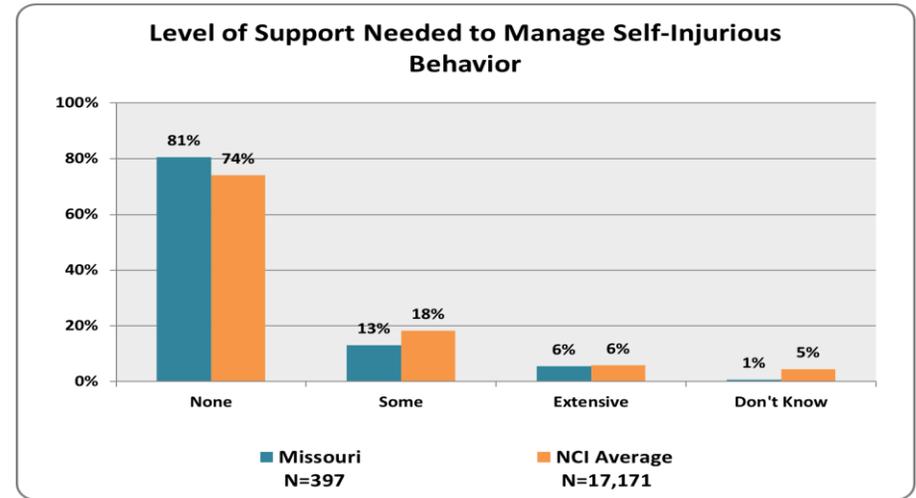
±Item changed from previous years – changed wording from “primary” to “preferred” means of communication



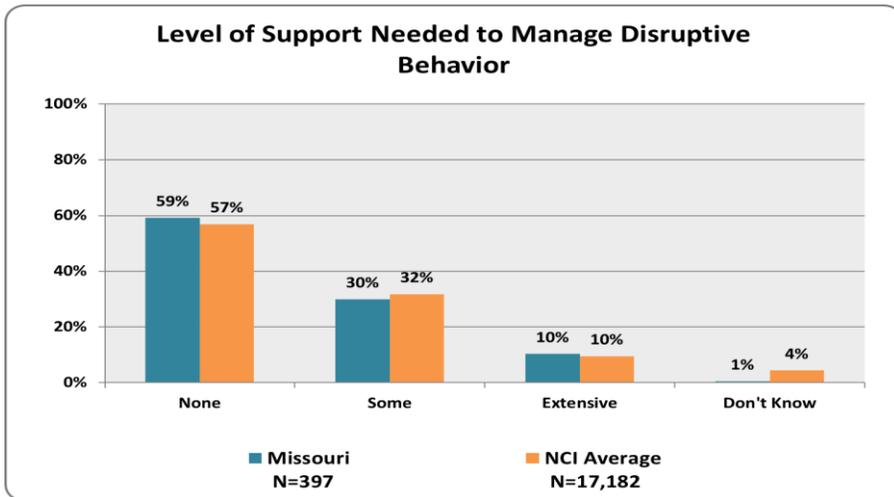
GRAPH 21. \*\*



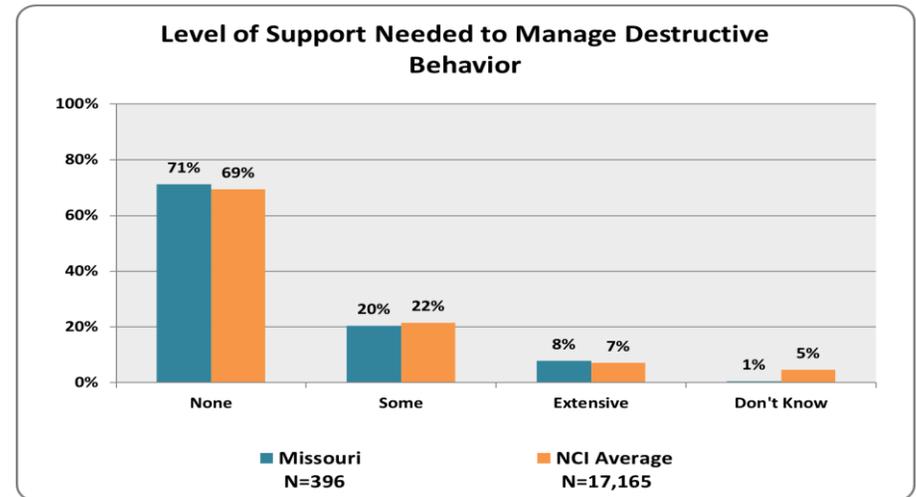
GRAPH 22. \*\*



GRAPH 23. \*\*

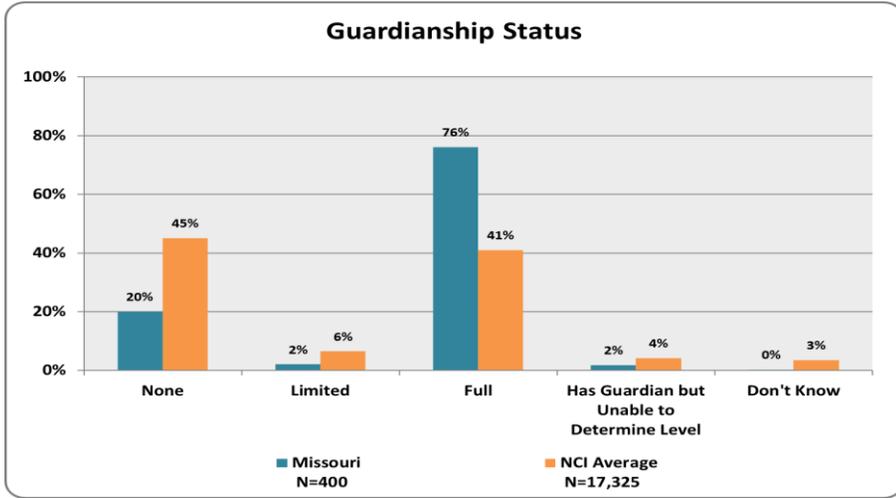


GRAPH 24. \*\*

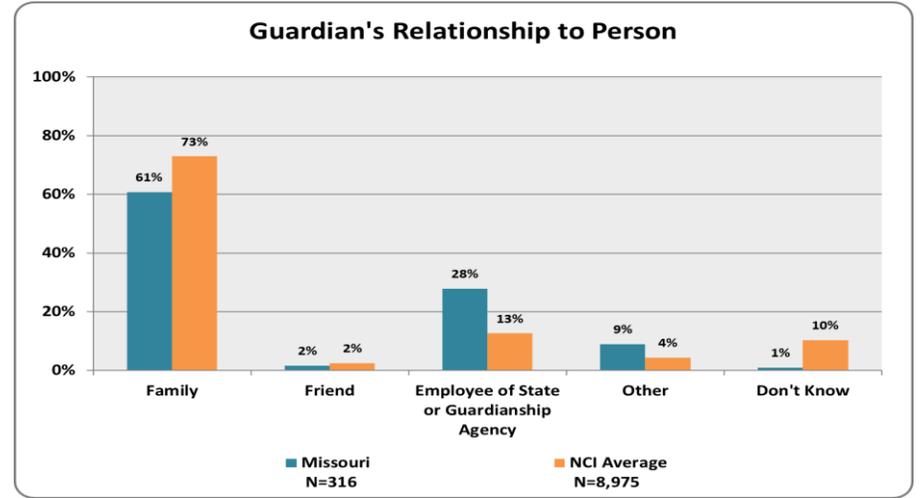


\*\*This item includes data from states with 25% or more “don’t know” or missing responses; see the national ACS report for a break-out by state.

GRAPH 25. \*\* ±



GRAPH 26. \*\* 9



\*\*This item includes data from states with 25% or more “don’t know” or missing responses; see the national ACS report for a break-out by state.

±Item changed from previous years – response categories changed

9New variable to reporting

## Choice and Decision-Making

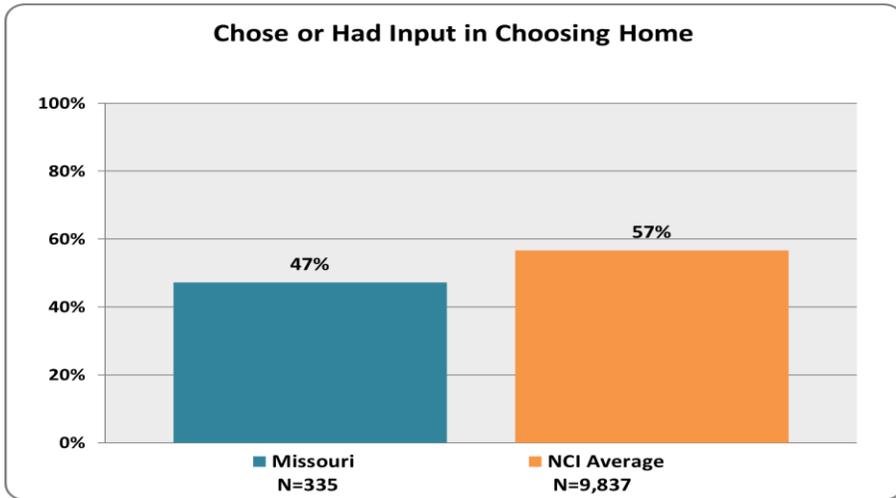
*PEOPLE MAKE CHOICES ABOUT THEIR LIVES AND ARE ACTIVELY ENGAGED IN PLANNING THEIR SERVICES AND SUPPORTS.*

### **Note on Analysis:**

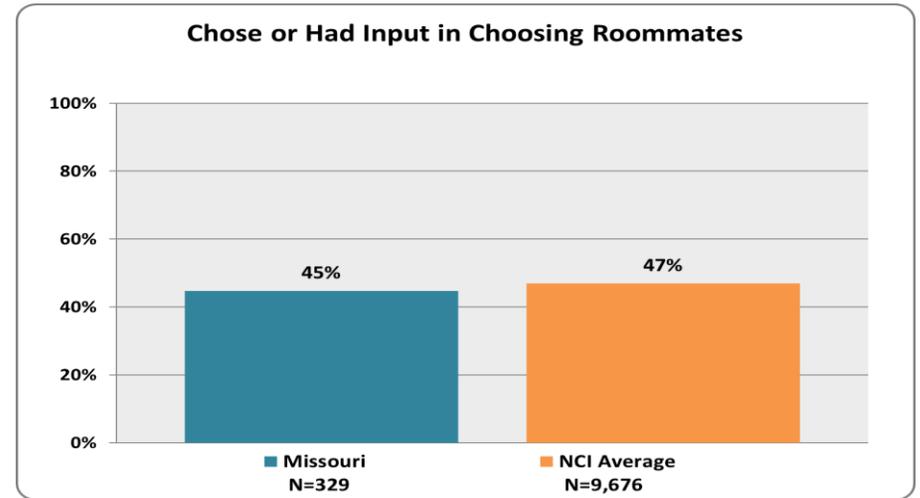
Unlike in the body of the Nation Adult Consumer Survey report, the data shown below are unweighted and unadjusted. To see comparable data for all states, refer to Appendix D of the Adult Consumer Survey National Report, accessible at

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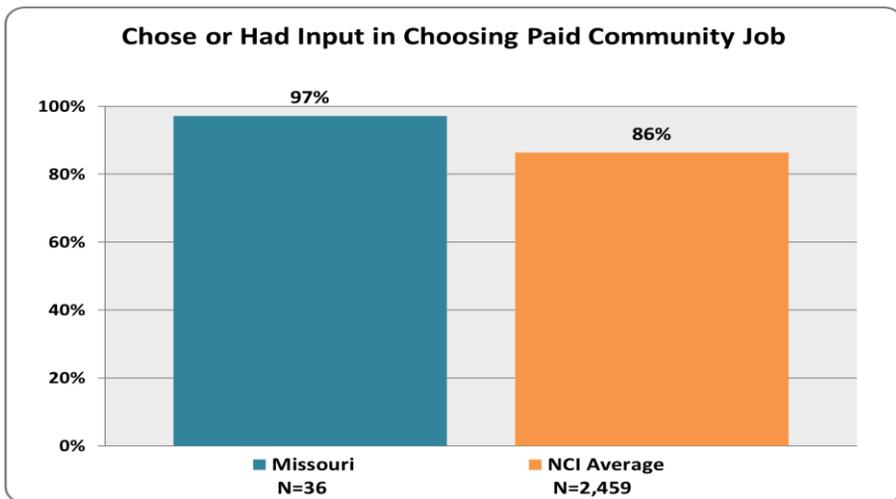
GRAPH 27.



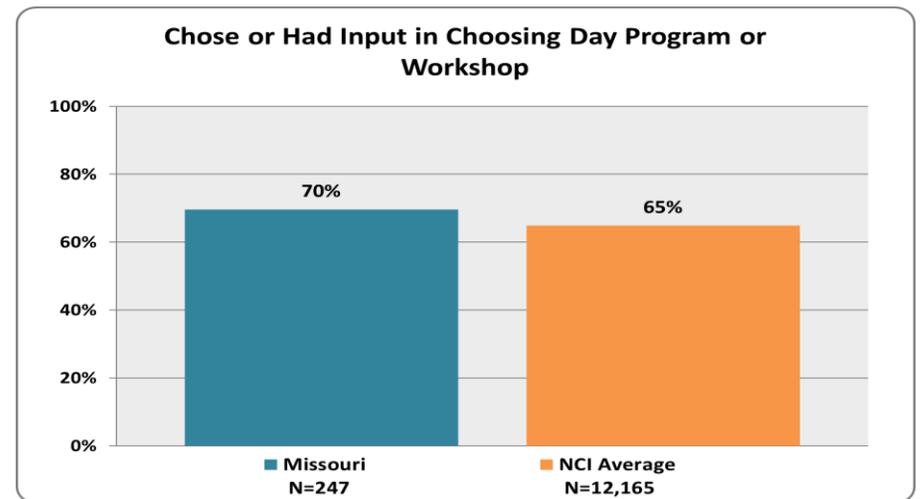
GRAPH 28.



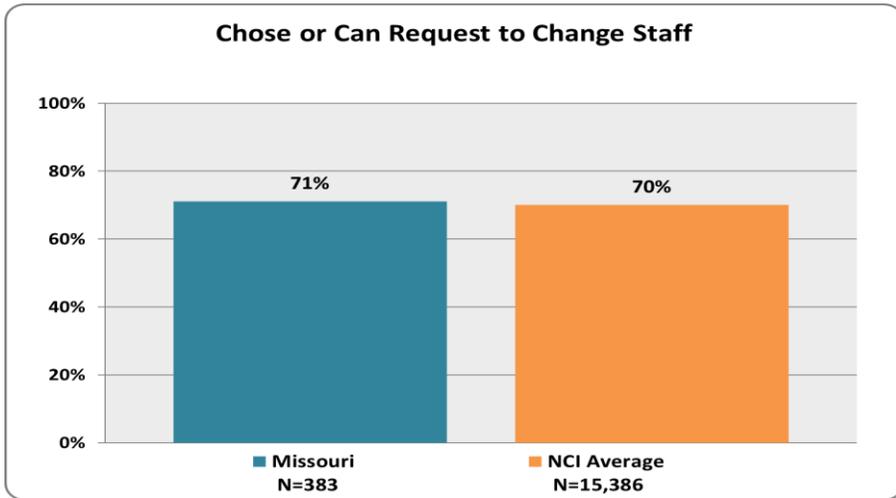
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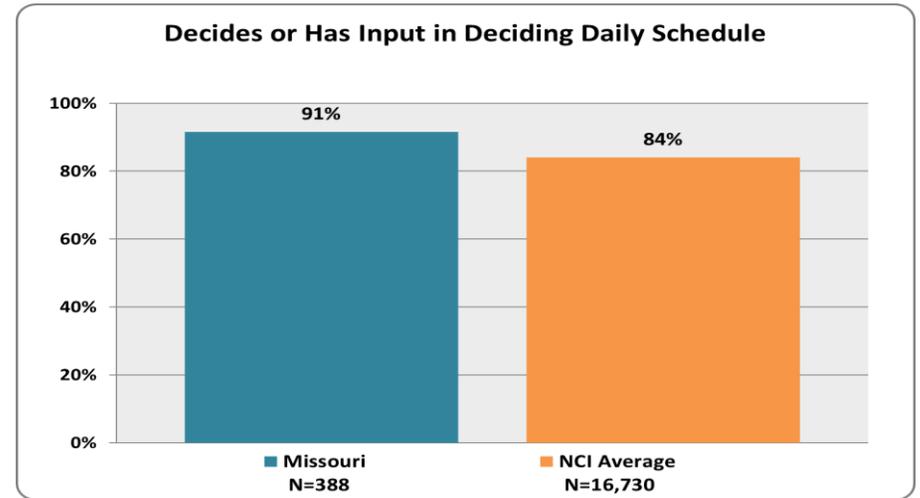
GRAPH 30.



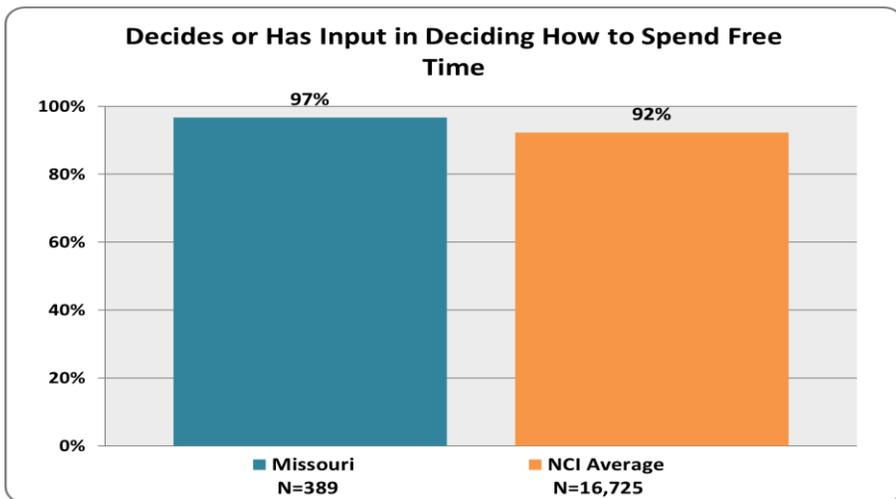
GRAPH 31.



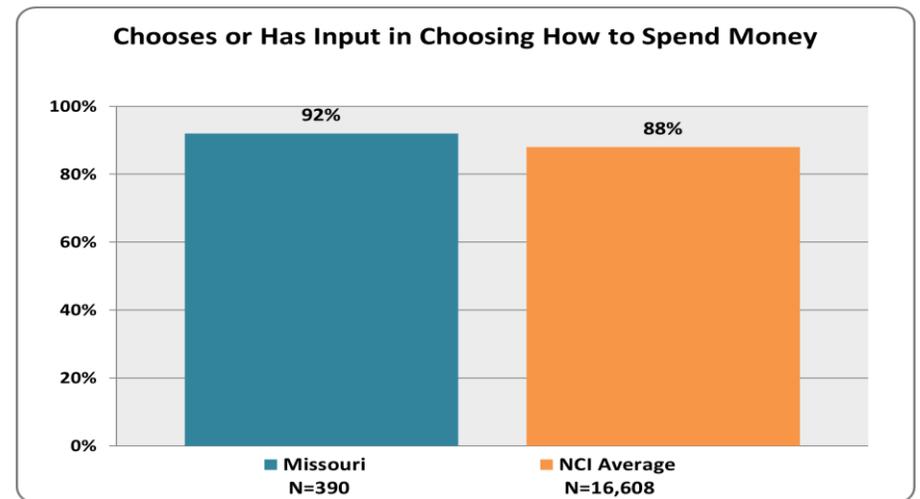
GRAPH 32.



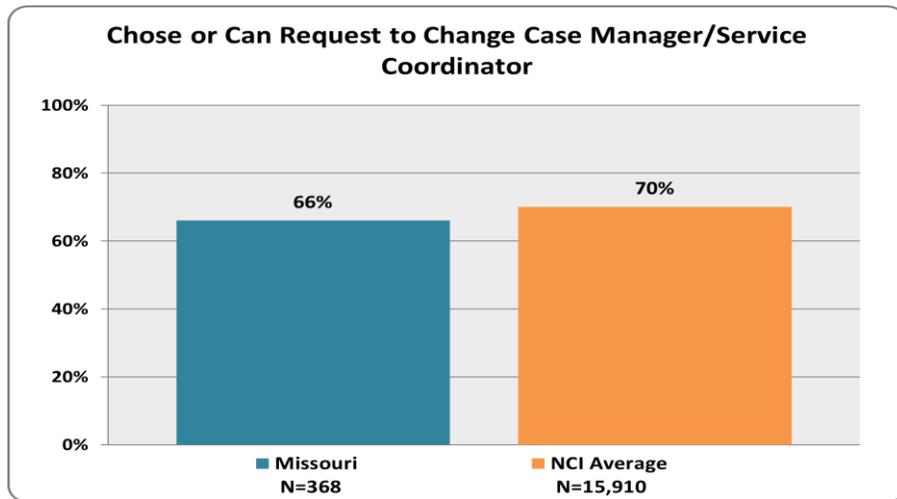
GRAPH 33.



GRAPH 34.



GRAPH 35.



## Work

*People have support to find and maintain community integrated employment.*

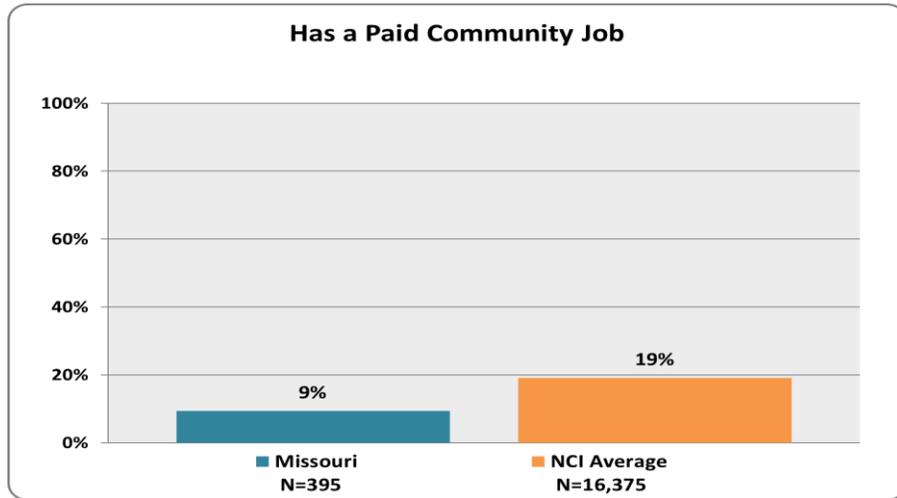
### **Important notes on employment questions:**

A paid individual job takes place in a local business alongside peers who do not have disabilities—that is, the job is part of the typical labor market (e.g., competitive employment). A paid group job in a Community-based Group Residential Settings is done in an integrated setting, as part of a group of not more than eight people with disabilities (e.g., enclave, work crew).

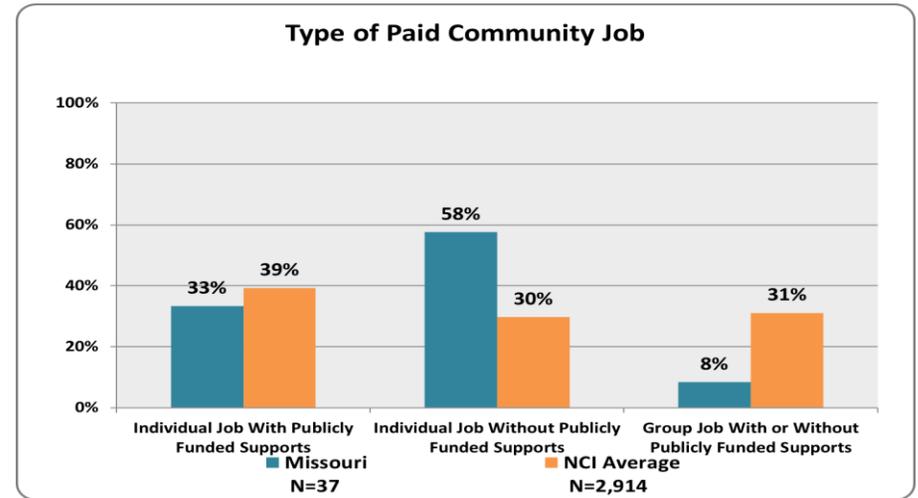
NCI reports on three types of community jobs. The description for these categories were changed for 2015-16:

1. Individual job without publicly funded supports—an individual job in which the person *does not receive* state or other funded supports;
2. Individual job with publicly funded supports—an individual job in which the person *receives* state or other funded supports; and
3. Group-supported—a job that takes part in an integrated setting but is done with a group of individuals with disabilities (e.g., work crew). Group-supported jobs may or may not receive publicly funded supports.

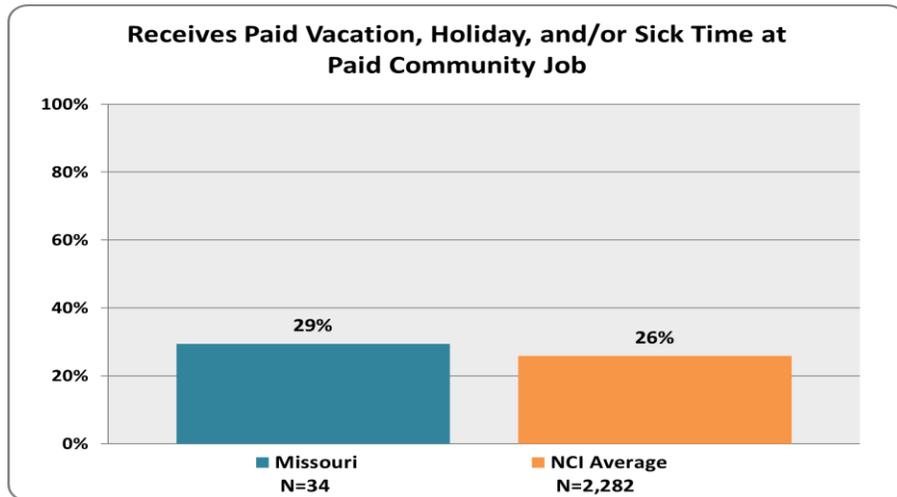
GRAPH 36. \*\* ±



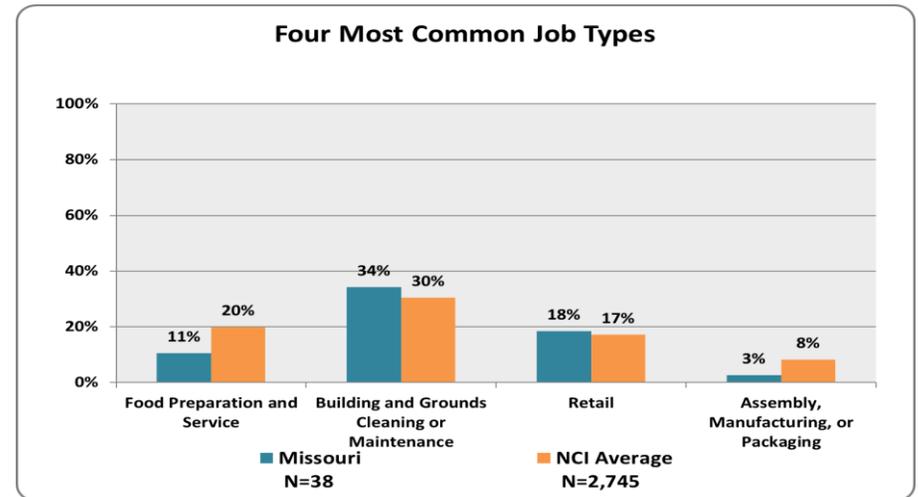
GRAPH 37. ± \*



GRAPH 38. ± √



GRAPH 39. ± √



\*\*This item includes data from states with 25% or more “don’t know” or missing responses; see the national ACS report for a break-out by state.

±Item changed from previous years – community employment categories were described differently for 2015-16 (see chapter introduction for more detail)

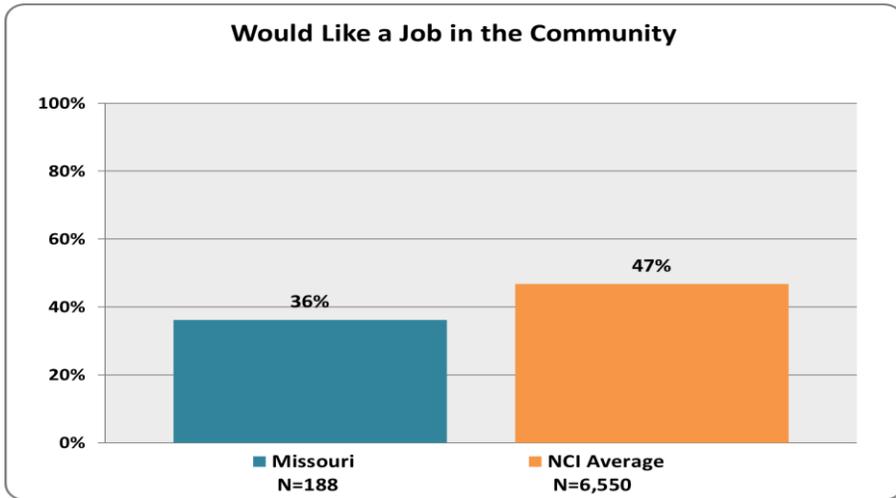
\*Percentages may not add up to 100% if type of employment was unknown; N represents the number of people who participated in at least one of these work types

√The following states are not included in analysis due to low N (<20): DC, HI, WI

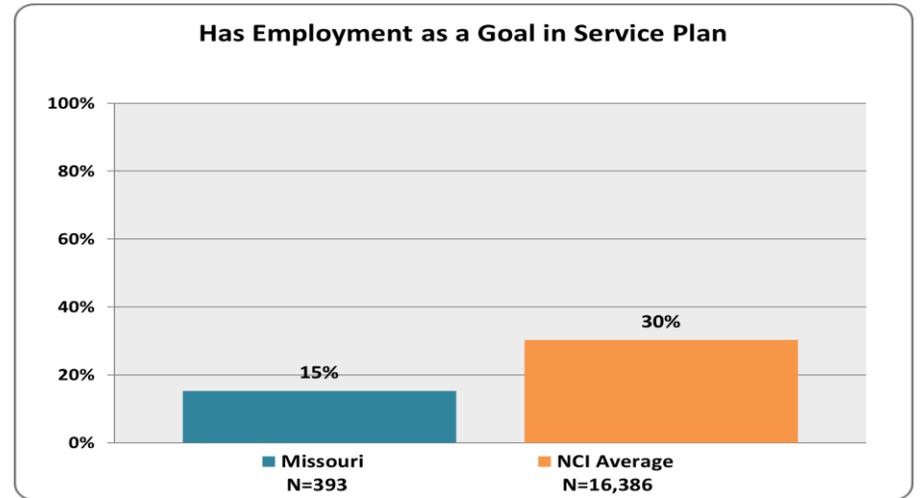
√√DC excluded due to low N (<20)



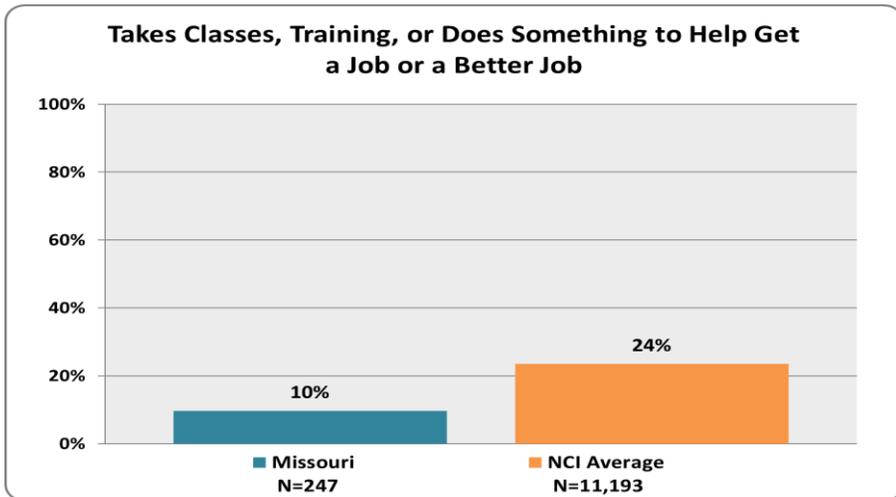
GRAPH 40. ±



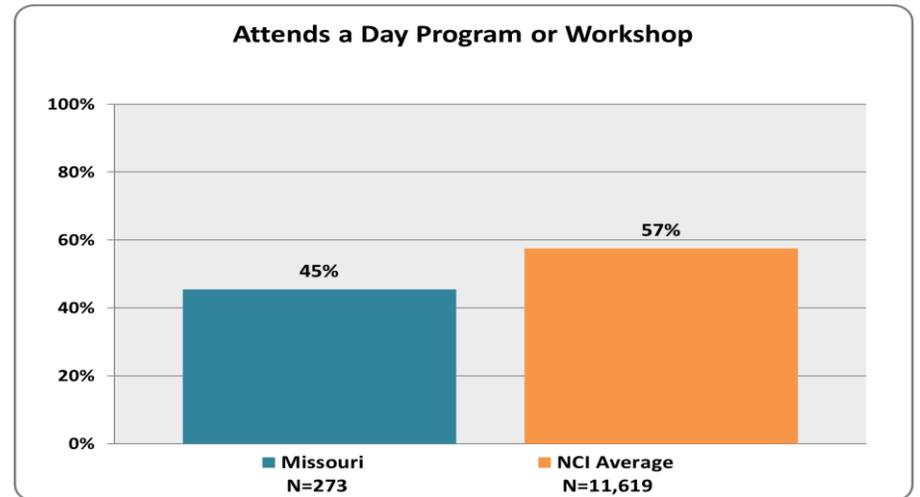
GRAPH 41.



GRAPH 42. ²



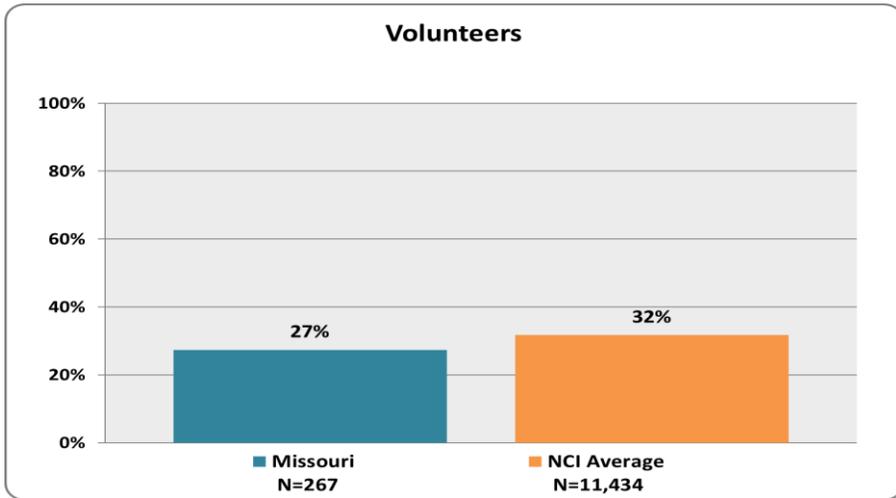
GRAPH 43. ±



± Item changed from previous years – community employment categories were described differently for 2015-16 (see chapter introduction for more detail)

²New variable to reporting

GRAPH 44.

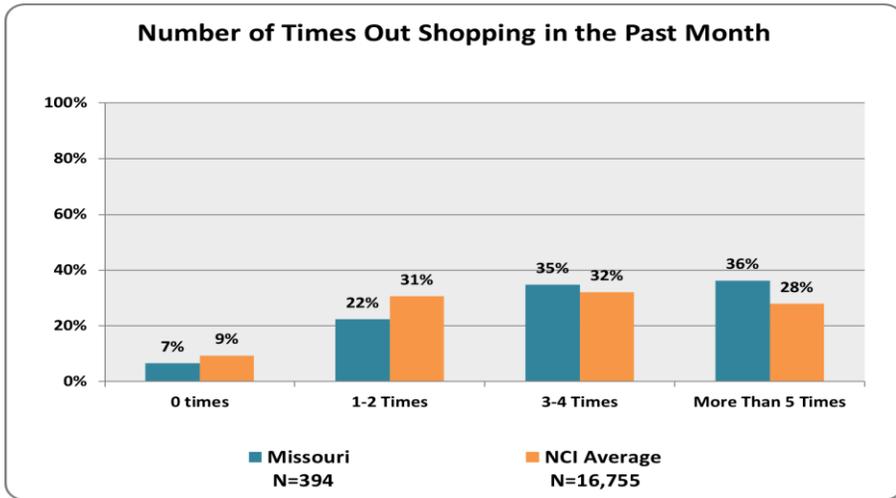


## Community Inclusion

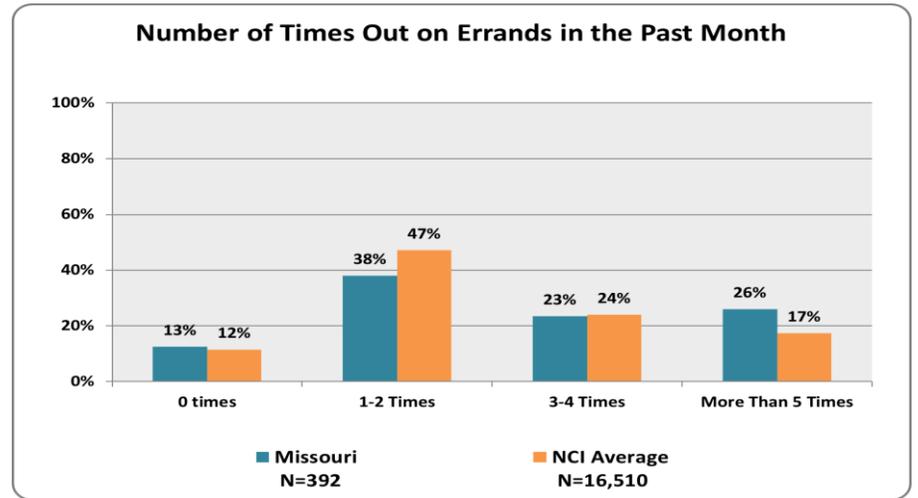
*People have support to participate in everyday community activities.*

**IMPORTANT NOTE ON CHANGES TO THE SURVEY TOOL AND ANALYSIS.** Response options to questions around the frequency of participation in community activities changed from being continuous (number of times person did a certain activity) to being categorical (person did a particular activity 0 times, 1-2 times, etc). Consequently, the way that the individual community inclusion items are being reported in the tables has changed from the average number of times people performed the activity to the proportion of people who performed the activity at least once (the charts demonstrate the NCI Average for all response options). The calculation of the Community Inclusion scale also changed—from a simple sum of the number of times the activities were performed to an average of the proportions who performed the activities at least once. The calculation of the Community Inclusion scale is now similar to the calculation of choice and decision-making scales.

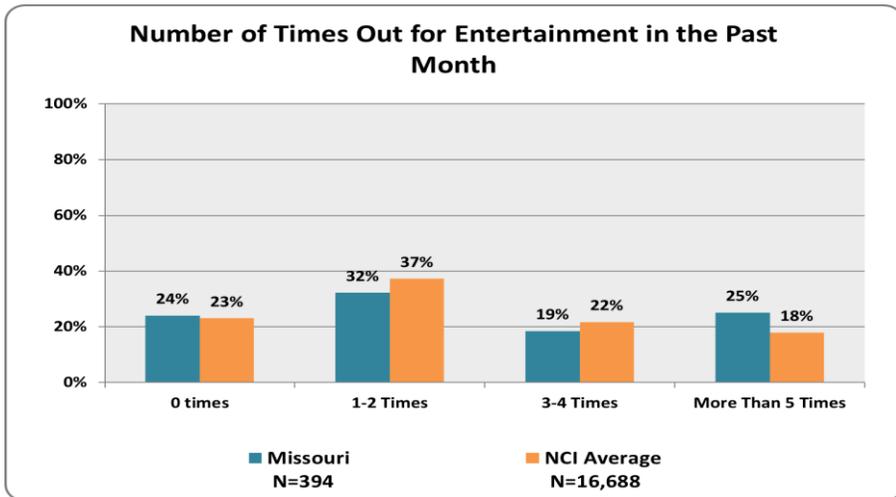
GRAPH 45. ±



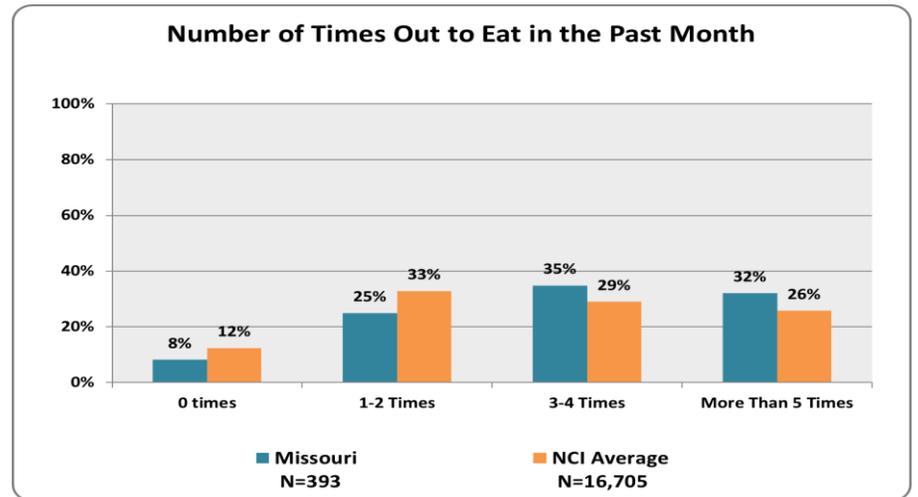
GRAPH 46. ±



GRAPH 47. ±

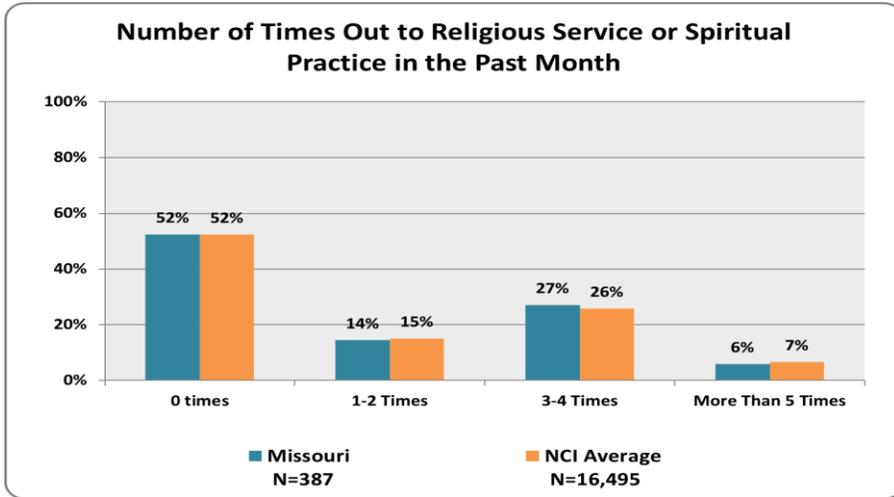


GRAPH 48. ±

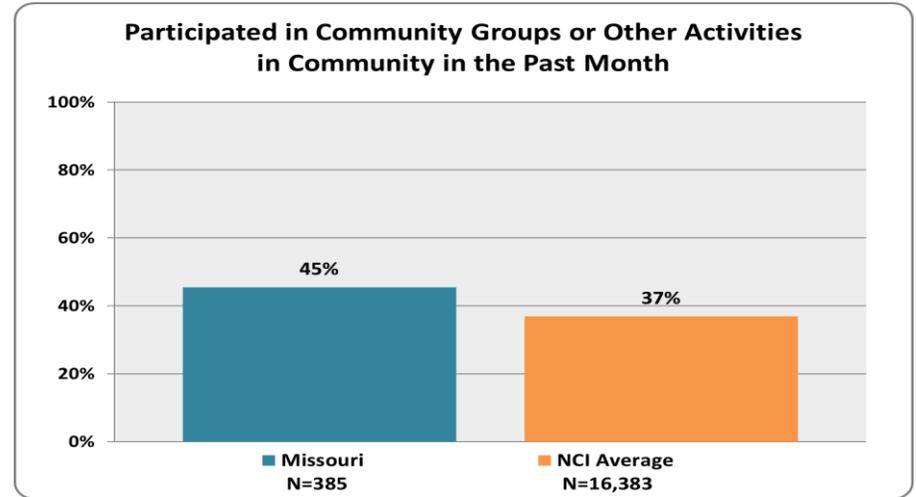


±Item changed from previous years – response options changed

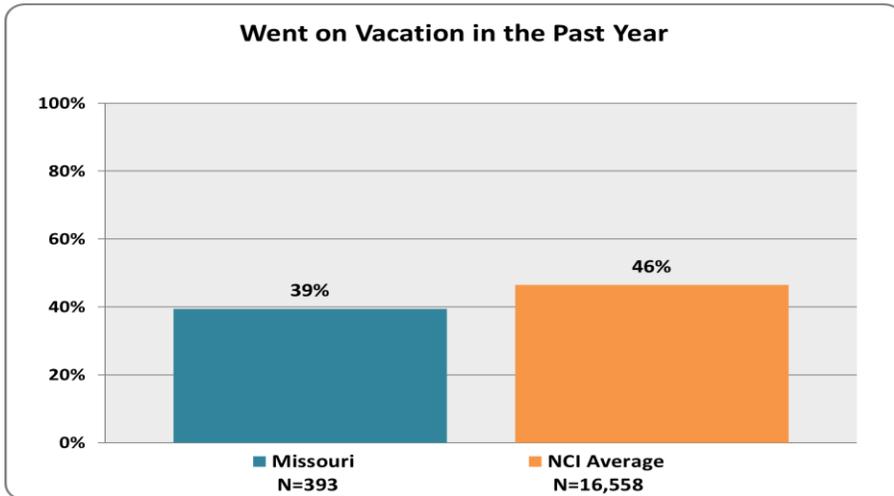
GRAPH 49. ±



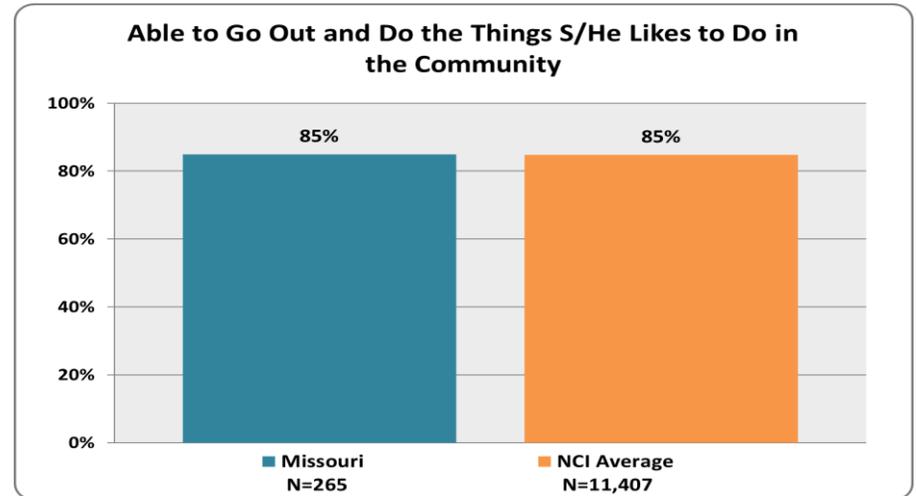
GRAPH 50. ²



GRAPH 51. ±



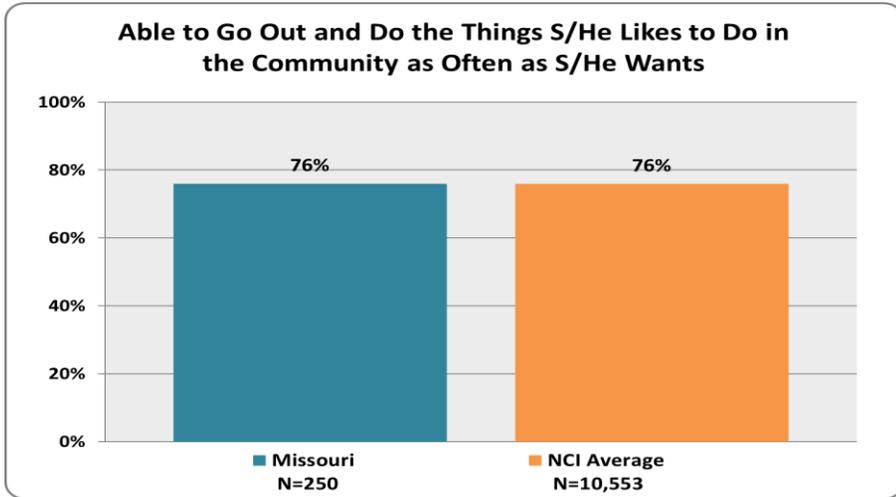
GRAPH 52. ²



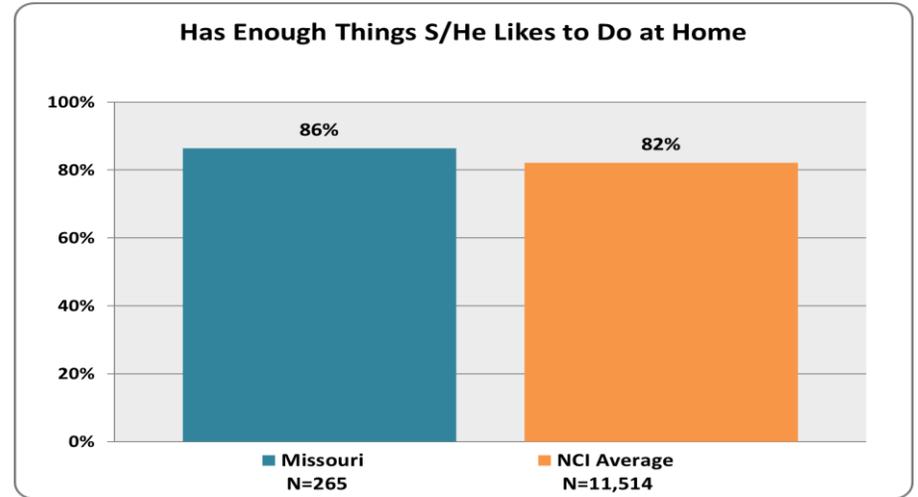
±Item changed from previous years – response options changed

²New variable to reporting

GRAPH 53. <sup>o</sup>



GRAPH 54. <sup>o</sup>

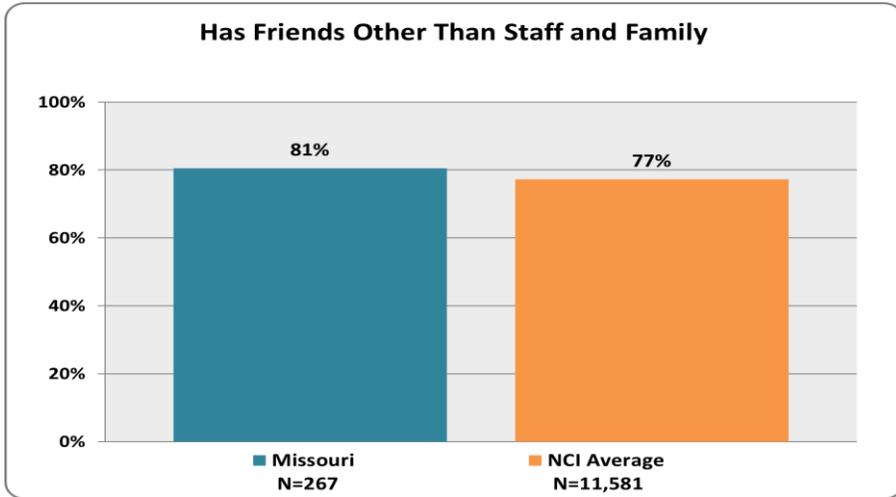


<sup>o</sup>New variable to reporting

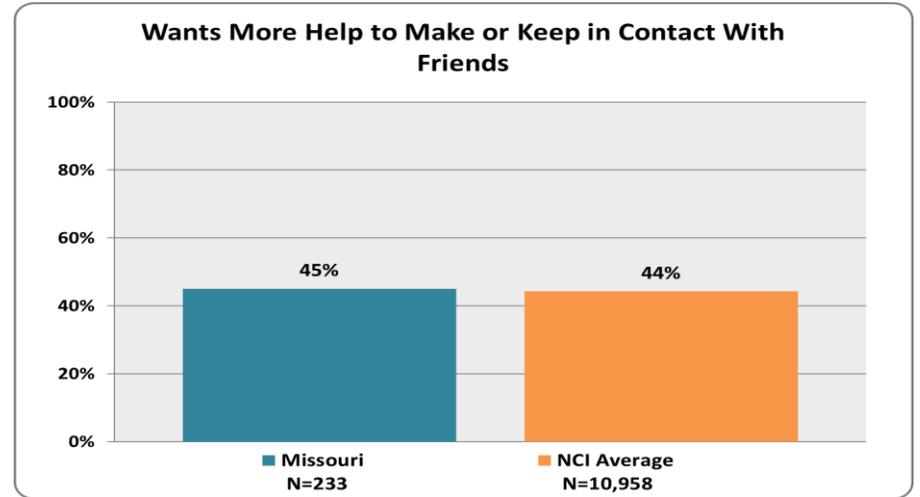
## Relationships

*People have friends and relationships.*

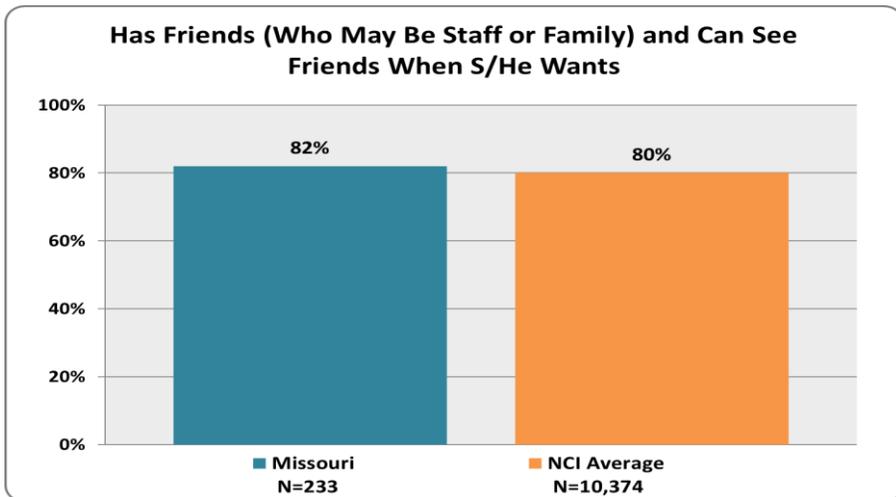
GRAPH 55.



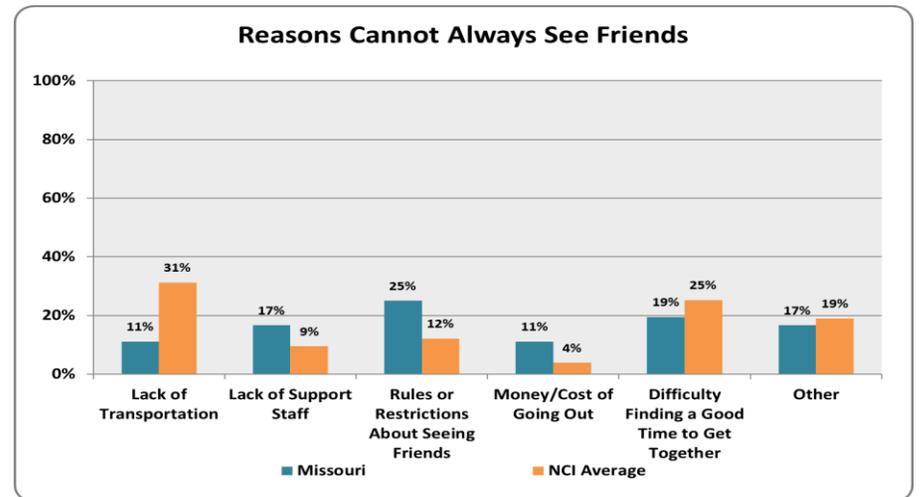
GRAPH 56. <sup>o</sup>



GRAPH 57.



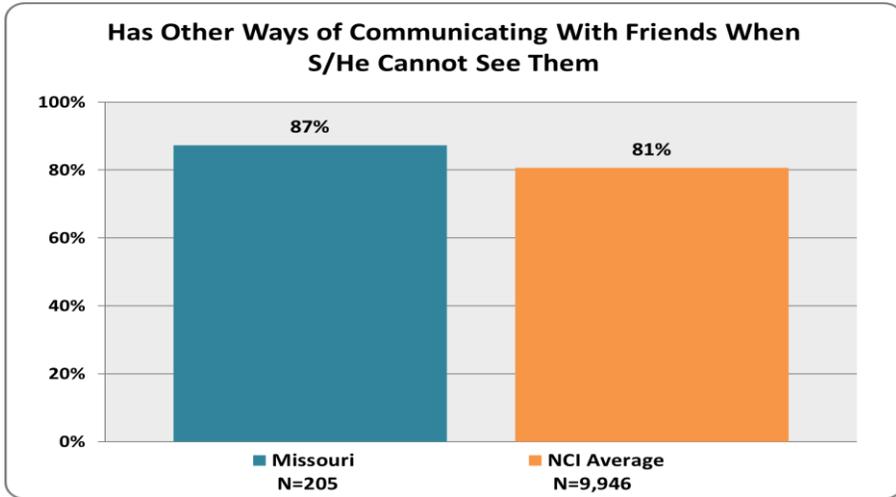
GRAPH 58. <sup>o</sup>



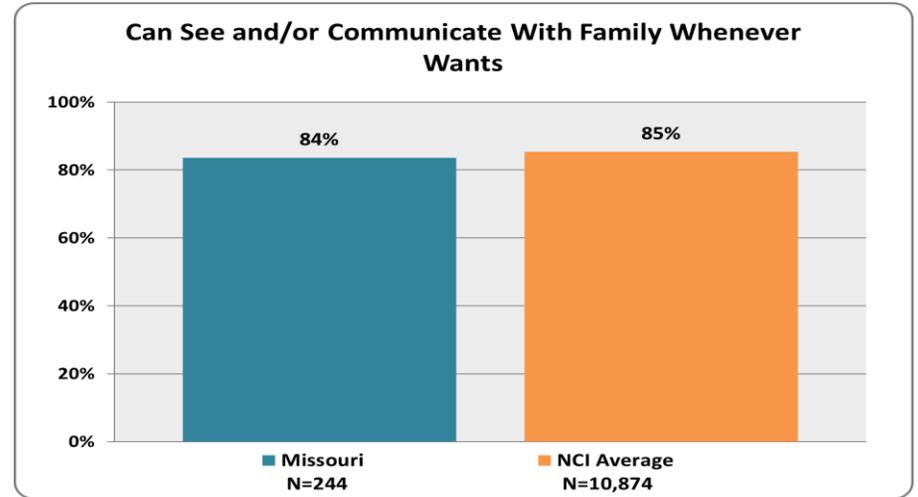
<sup>o</sup>New variable to reporting



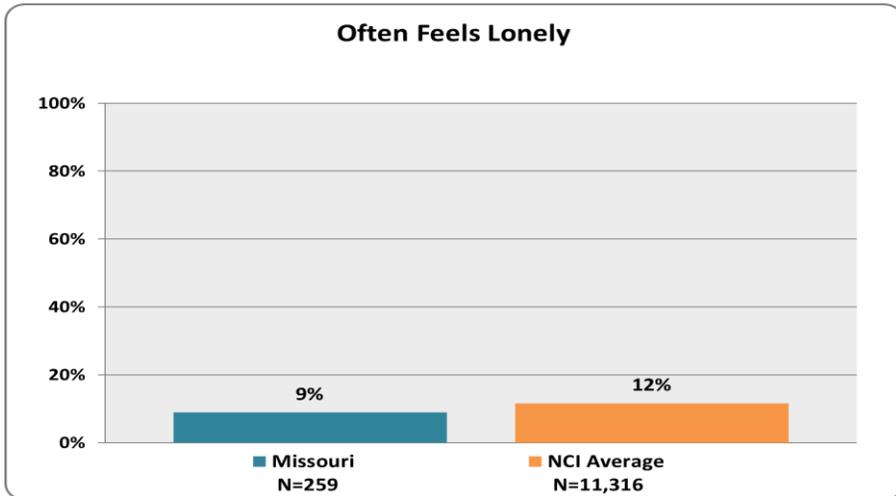
GRAPH 59. <sup>9</sup>



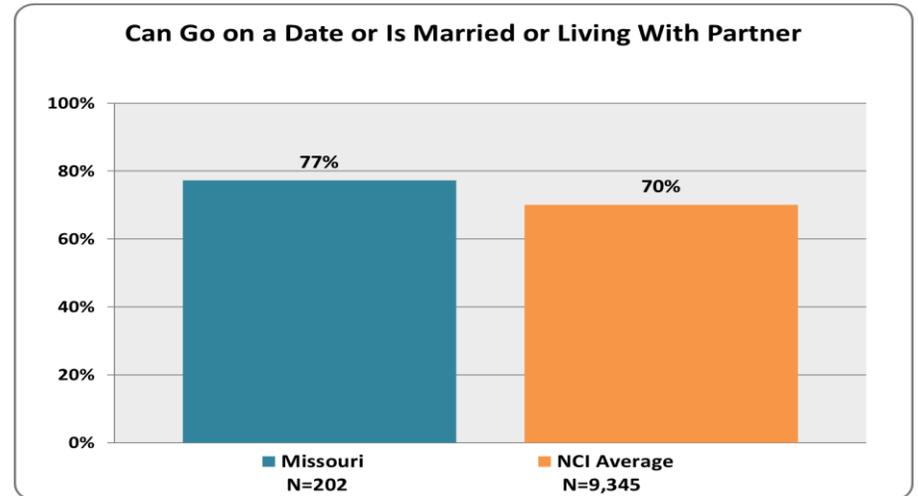
GRAPH 60. <sup>±</sup>



GRAPH 61. <sup>±±</sup>



GRAPH 62.



<sup>9</sup>New variable to reporting

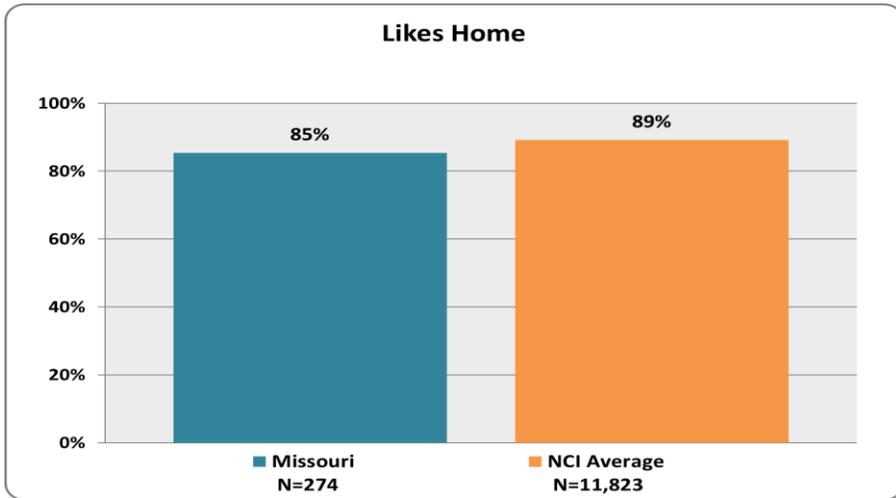
<sup>±</sup>Item changed from previous years – question rephrased

<sup>±±</sup>Item changed from previous years – analysis now only includes “often” response

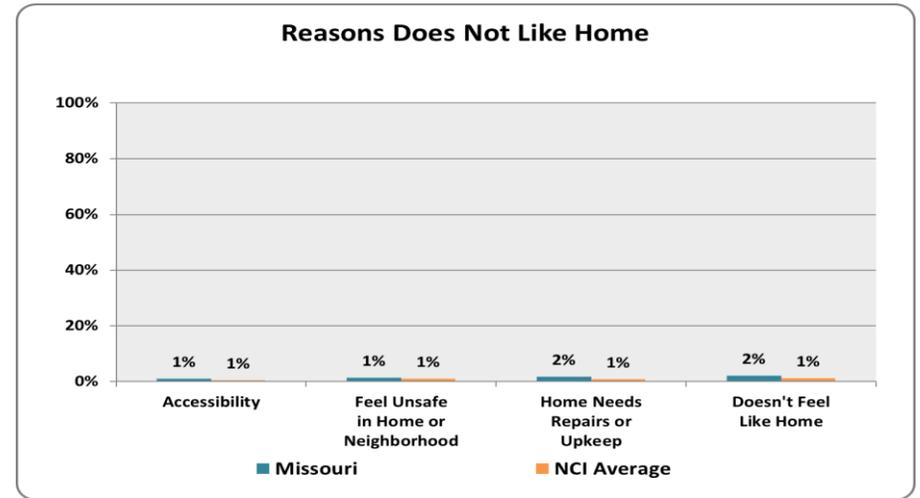
## Satisfaction

*People are satisfied with the services and supports they receive.*

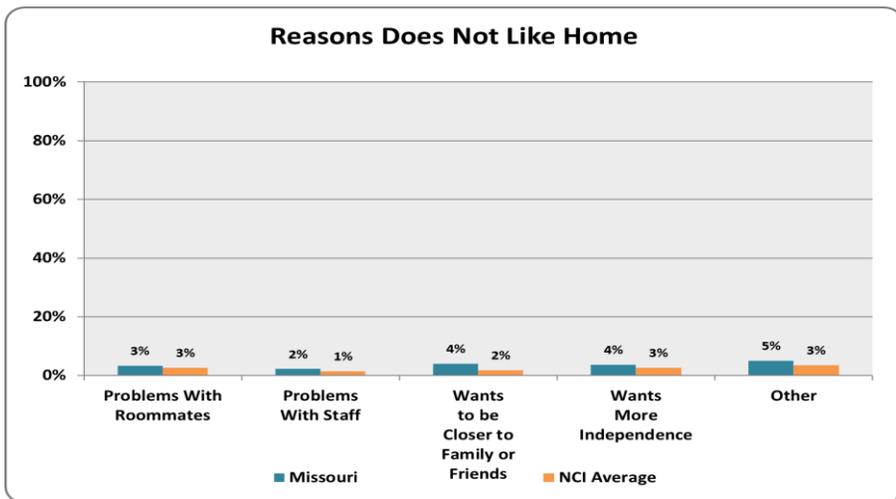
GRAPH 63.



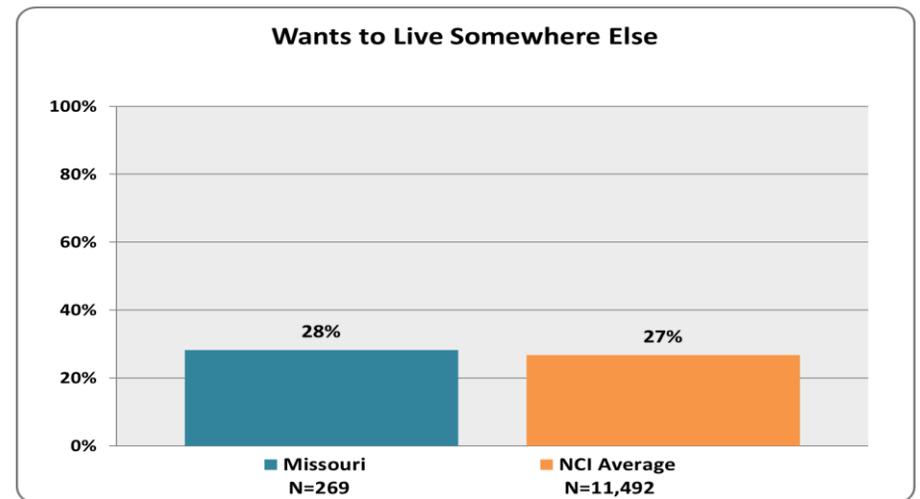
GRAPH 64. <sup>Ⓢ</sup> \*



GRAPH 65. <sup>Ⓢ</sup> \*

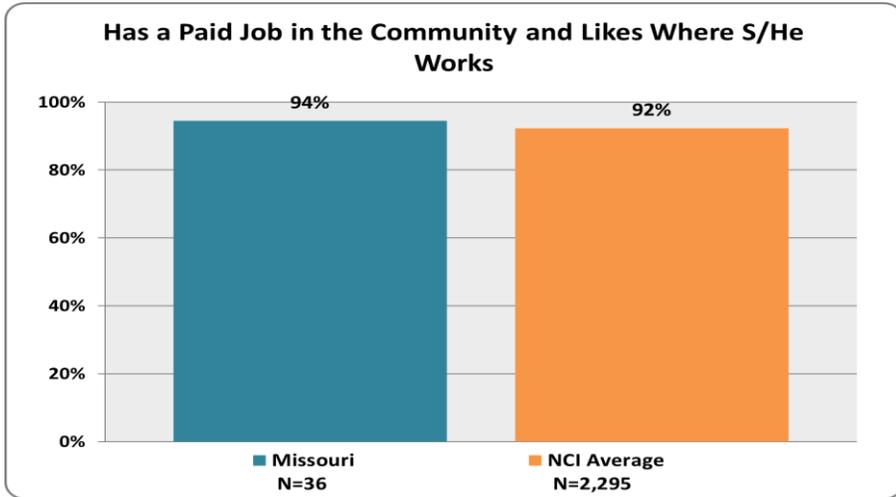


GRAPH 66.

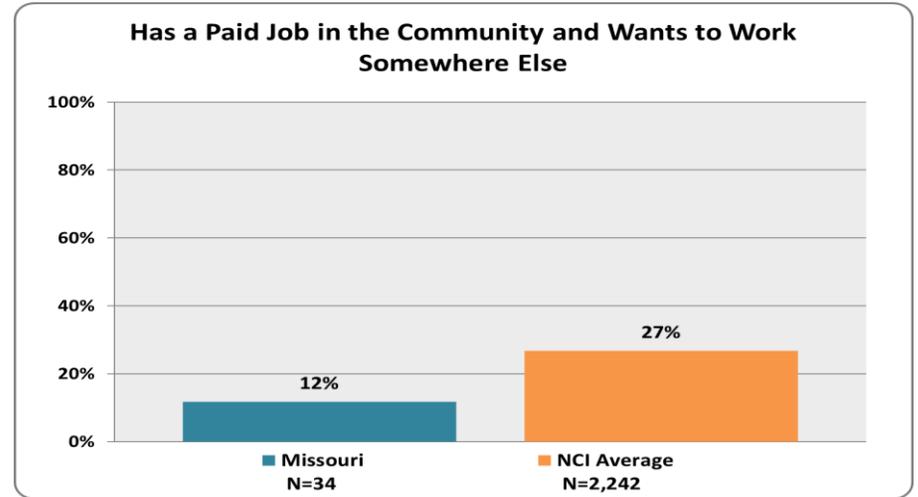


<sup>Ⓢ</sup>New variable to reporting  
 \*Categories are not mutually exclusive

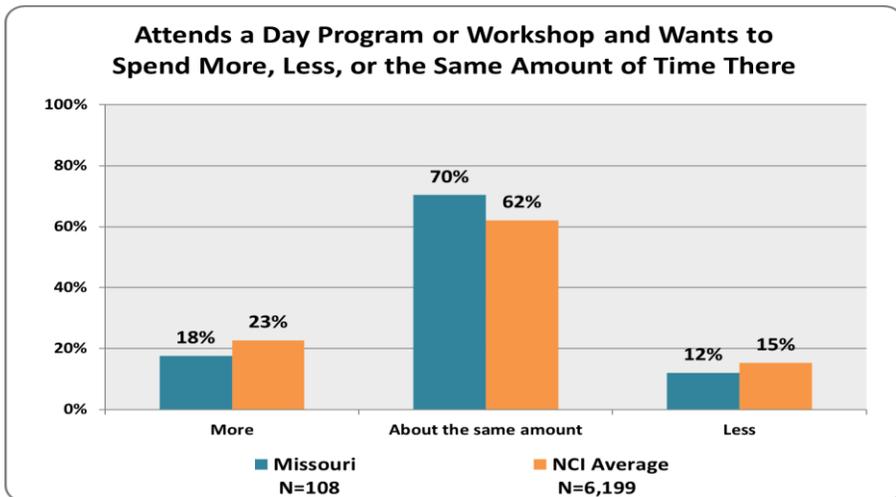
GRAPH 67. ˇ



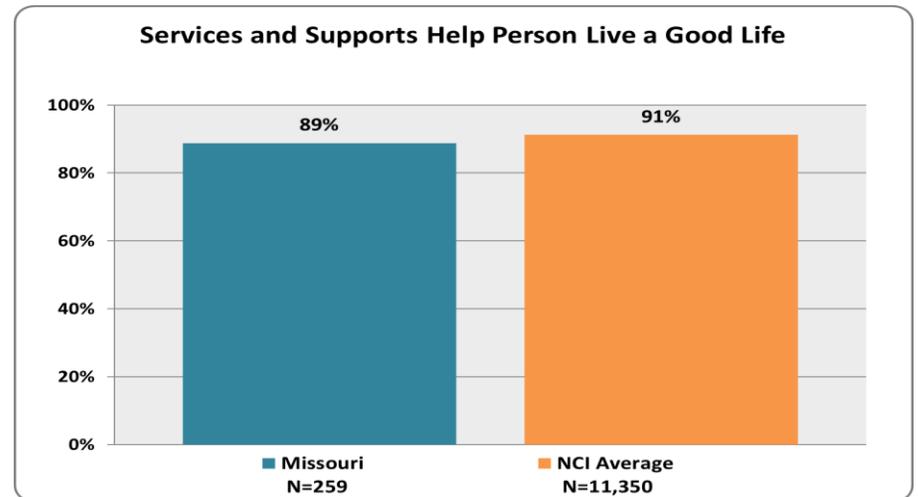
GRAPH 68. ˇ



GRAPH 69. ²



GRAPH 70. ²



ˇThe following states are not included in analysis due to low N (<20): DC, HI

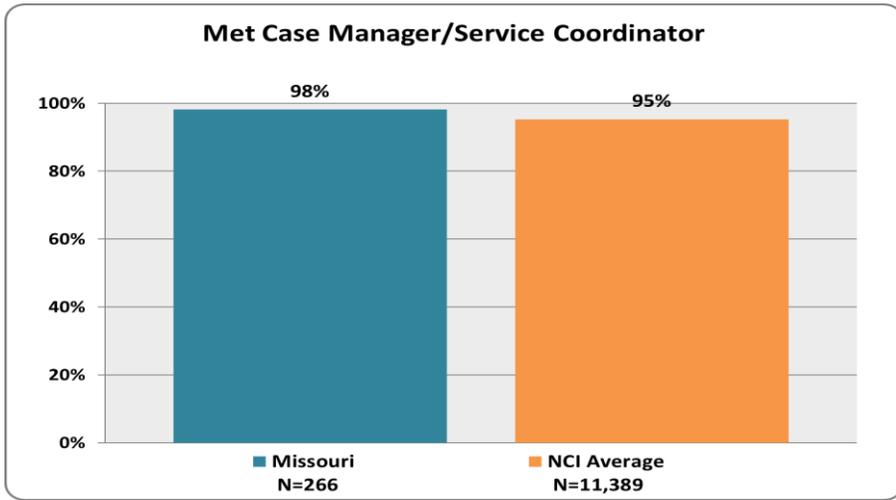
ˇˇDC is not included in analysis due to low N (<20)

²New variable to reporting

## Service Coordination

*Case Managers/Service Coordinators are accessible, responsive, and support the person's participation in service planning.*

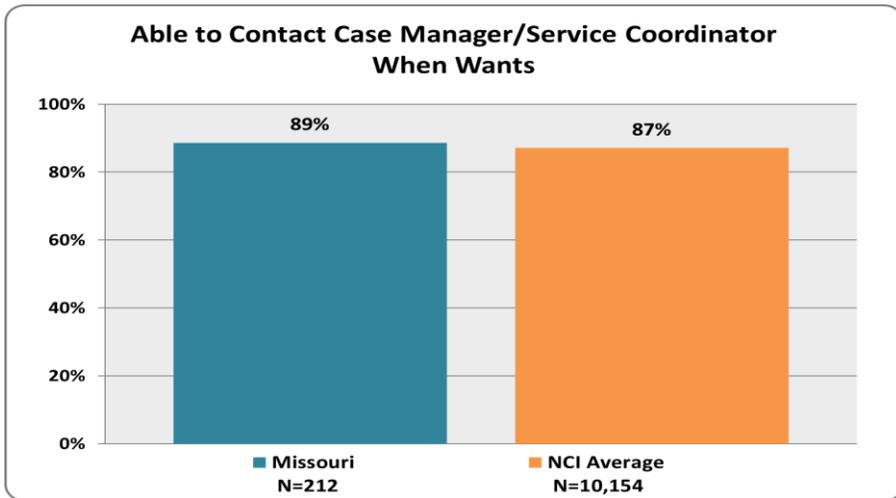
GRAPH 71.



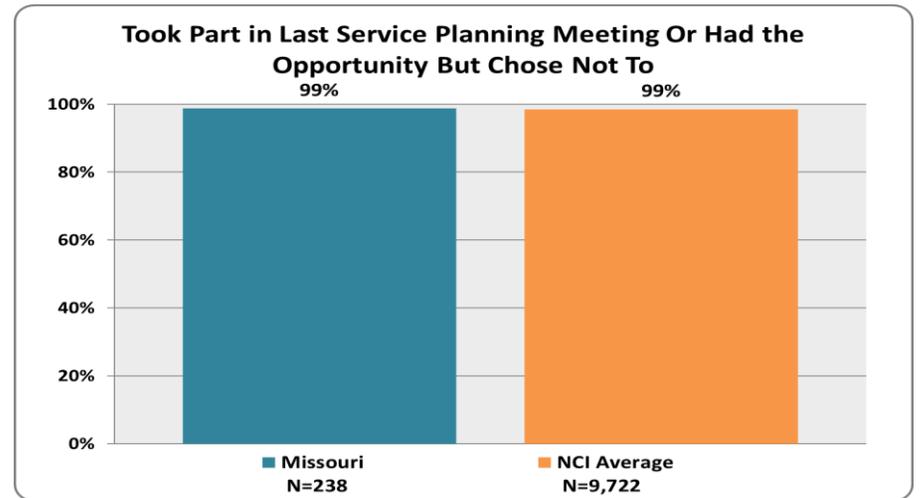
GRAPH 72.



GRAPH 73. ±



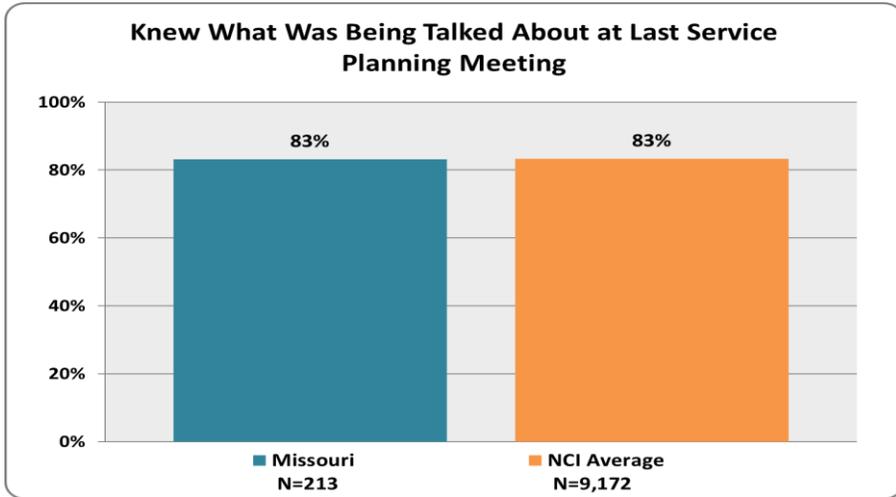
GRAPH 74. °



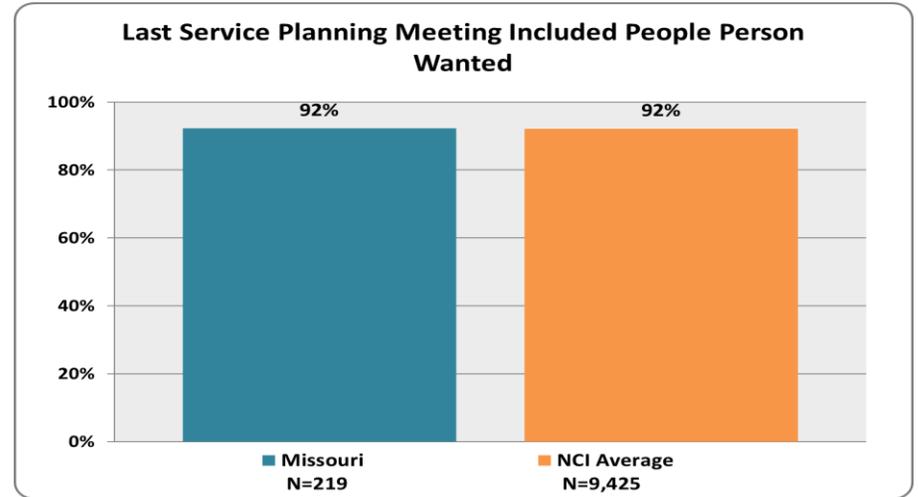
±Item changed from previous years – question rephrased

°New variable to reporting

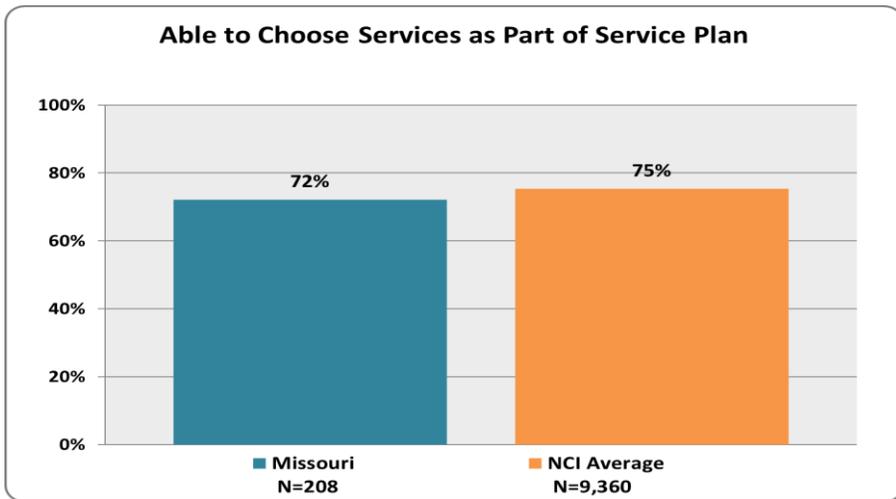
GRAPH 75. <sup>o</sup>



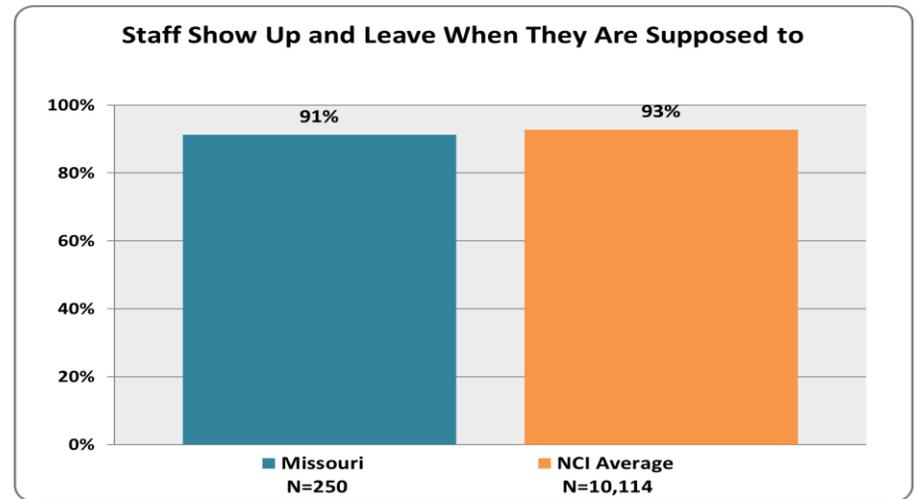
GRAPH 76. <sup>o</sup>



GRAPH 77. <sup>o</sup>



GRAPH 78.



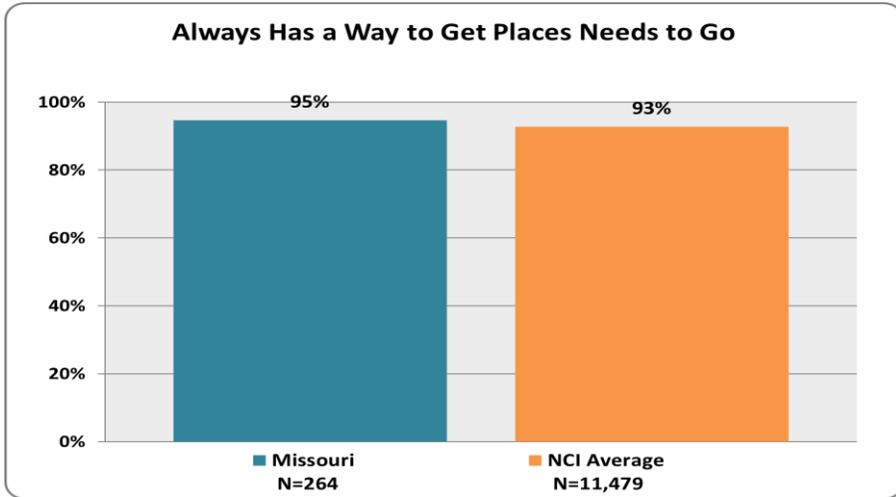
<sup>o</sup>New variable to reporting

## Access

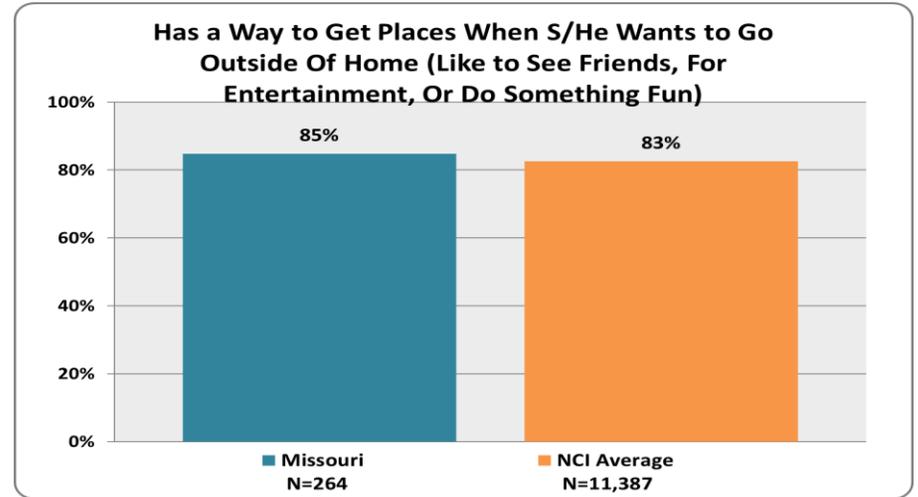
*Publicly-funded services are readily available to individuals who need and qualify for them.*



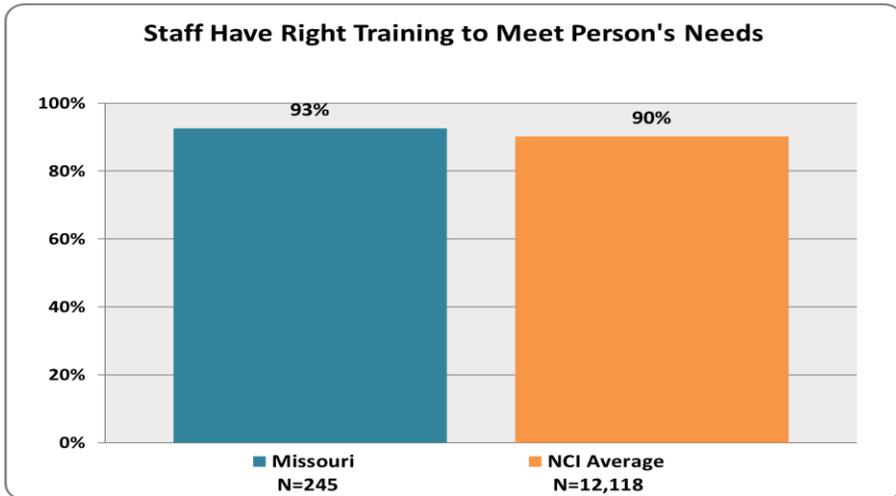
GRAPH 79. <sup>o</sup>



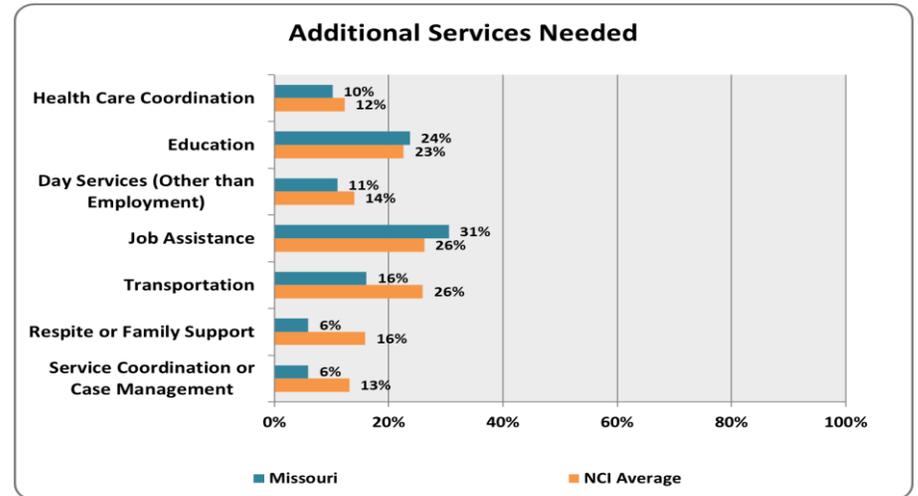
GRAPH 80. <sup>o</sup>



GRAPH 81.



GRAPH 82 ± \*

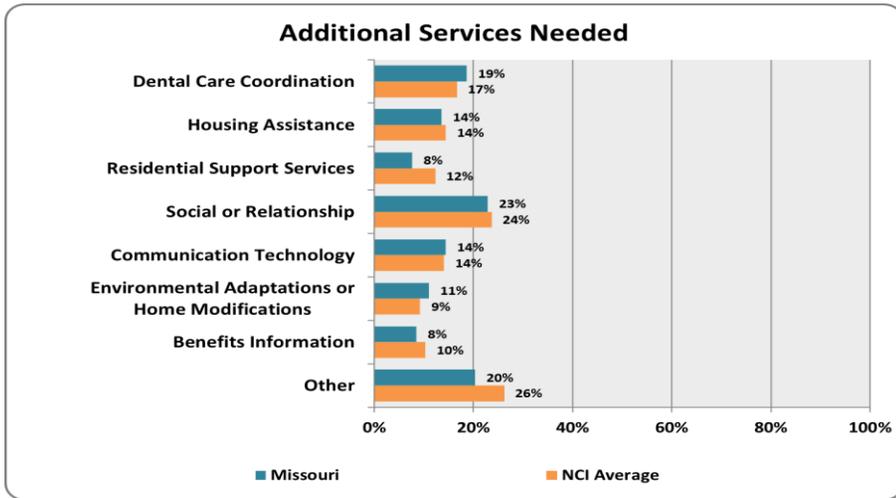


<sup>o</sup>New variable to reporting

±Item changed from previous years – question and response options rephrased

\*Categories are not mutually exclusive

GRAPH 83 ± \*



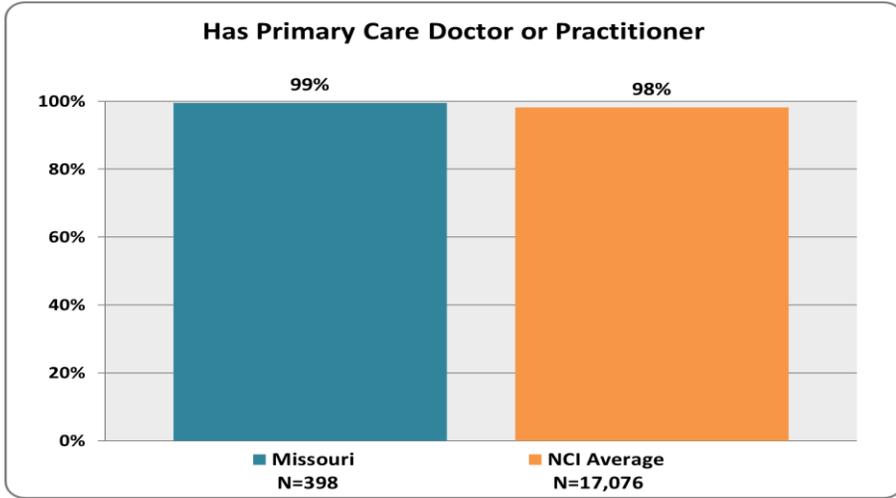
±Item changed from previous years – question and response options rephrased

\*Categories are not mutually exclusive

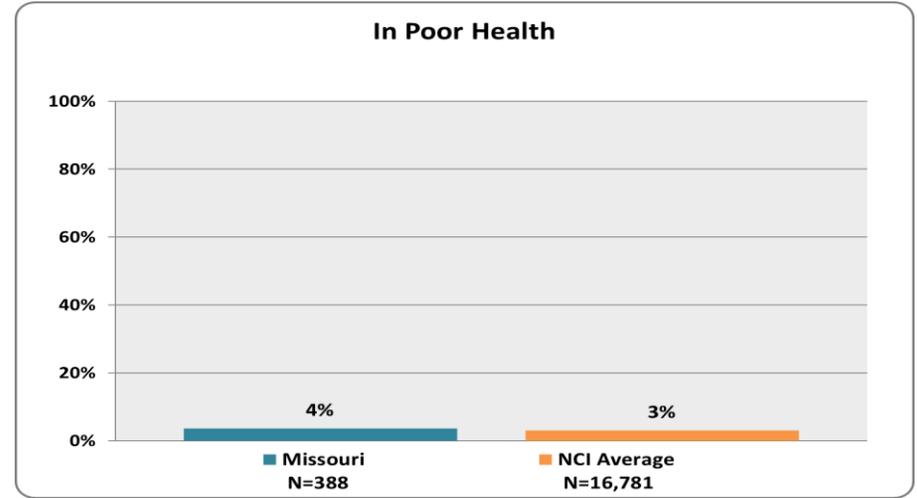
# Health

*People secure needed health services.*

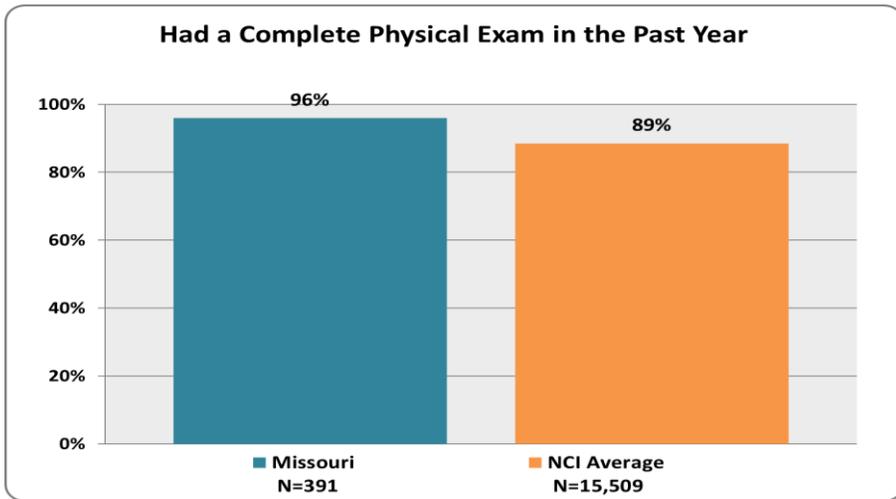
GRAPH 84. \*\*



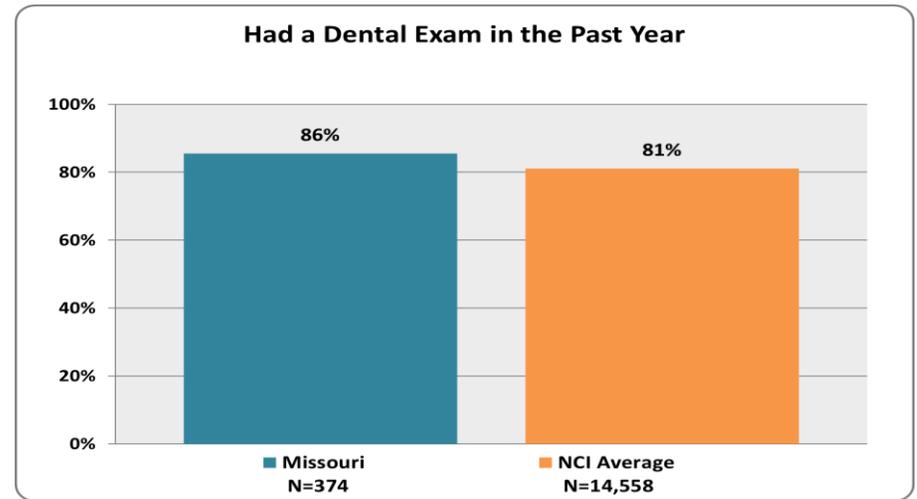
GRAPH 85.



GRAPH 86. \*\* ^



GRAPH 87. \*\* ^^

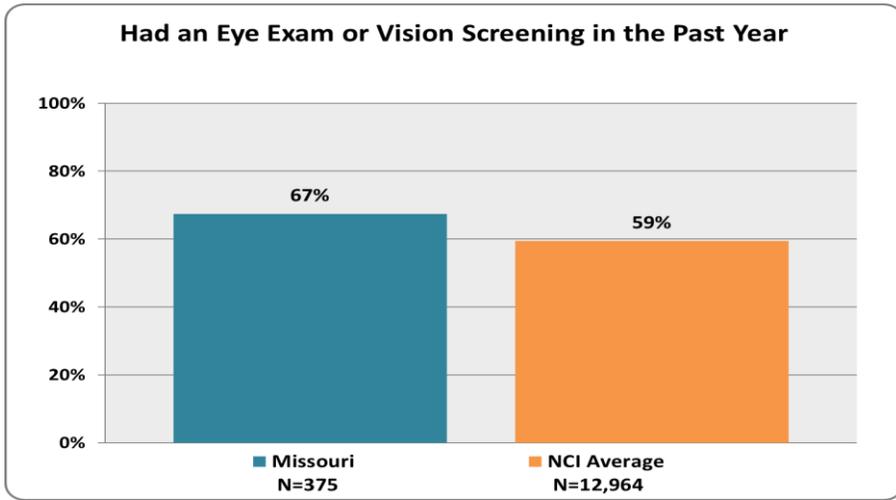


\*\*This item includes data from states with 25% or more “don’t know” or missing responses; see the national ACS report for a break-out by state

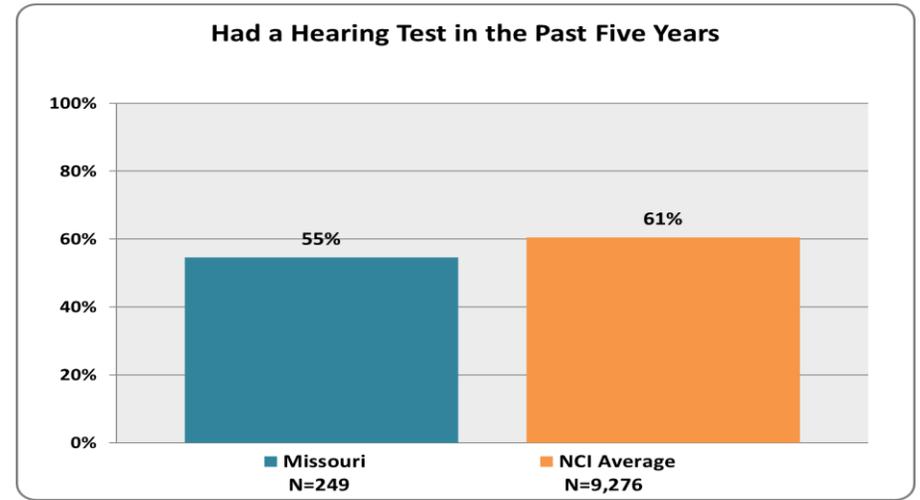
^The following states were not included in analysis due to low N (<20): MS and WI

^^WI is not included in analysis due to low N (<20)

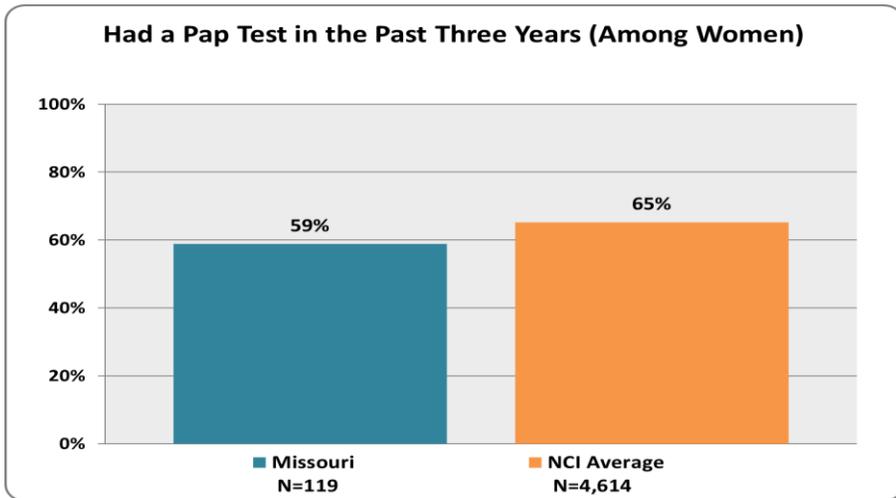
GRAPH 88. \*\* ~



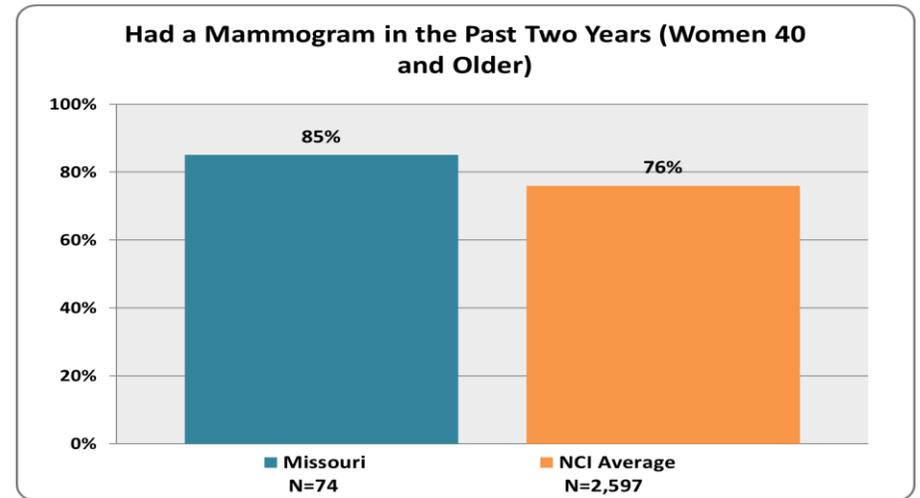
GRAPH 89. \*\* ~



GRAPH 90. \*\* ~



GRAPH 91. \*\* ~

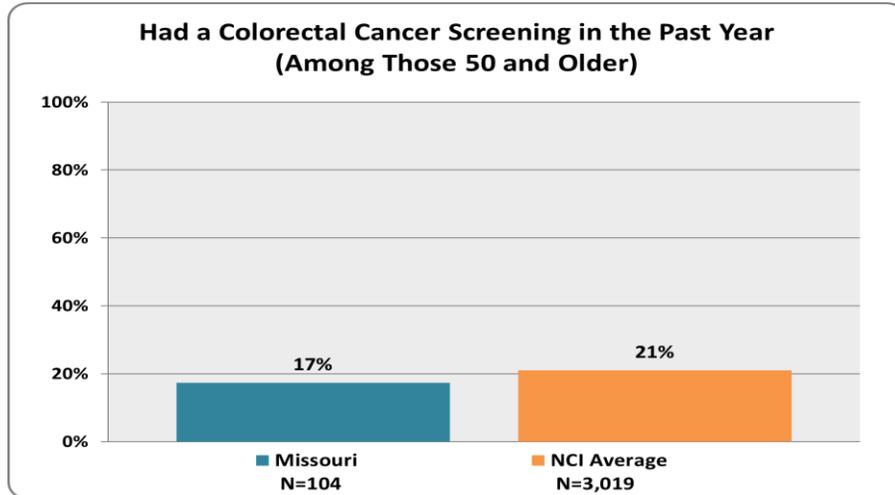


\*\*This item includes data from states with 25% or more “don’t know” or missing responses; see the national ACS report for a break-out by state.

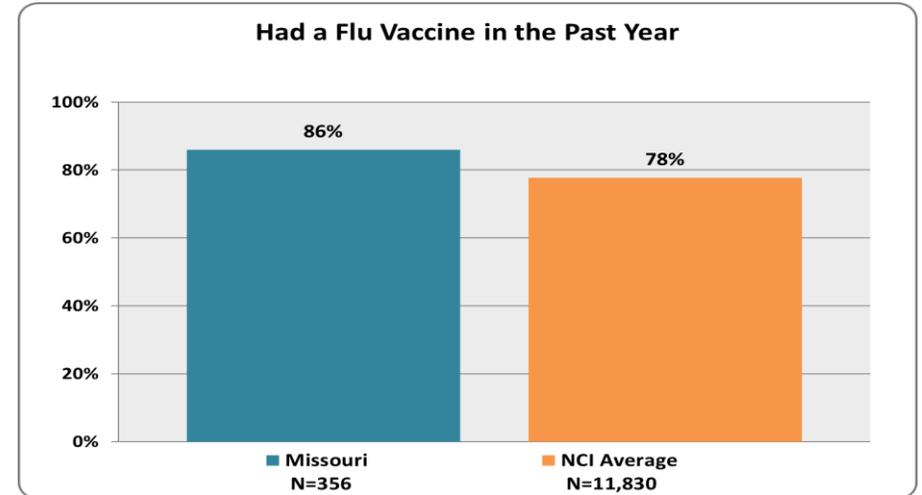
~WI is not included in analysis due to low N (<20)

^^The following states were not included in analysis due to low N (<20): DC and WI

GRAPH 92. \*\* ^



GRAPH 93. \*\* ^^



\*\*This item includes data from states with 25% or more “don’t know” or missing responses; see the national ACS report for a break-out by state.

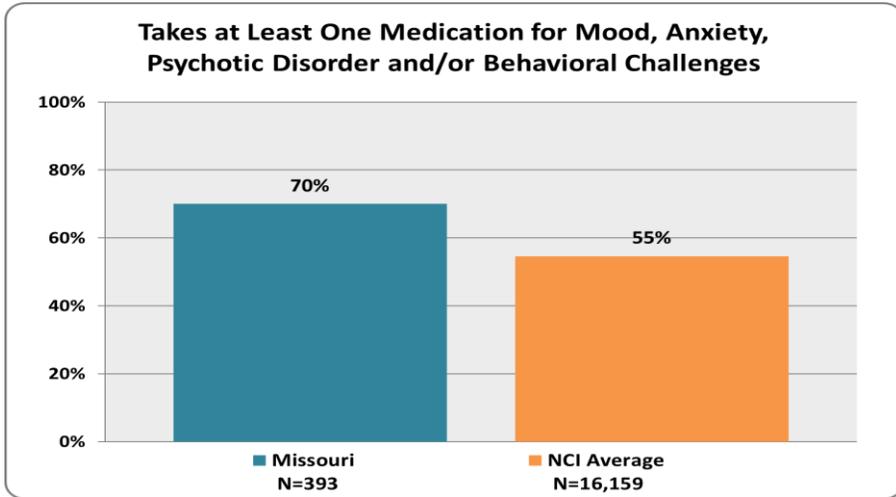
^The following states were not included in analysis due to low N (<20): AZ, DC, WI

^^WI is not included in analysis due to low N (<20)

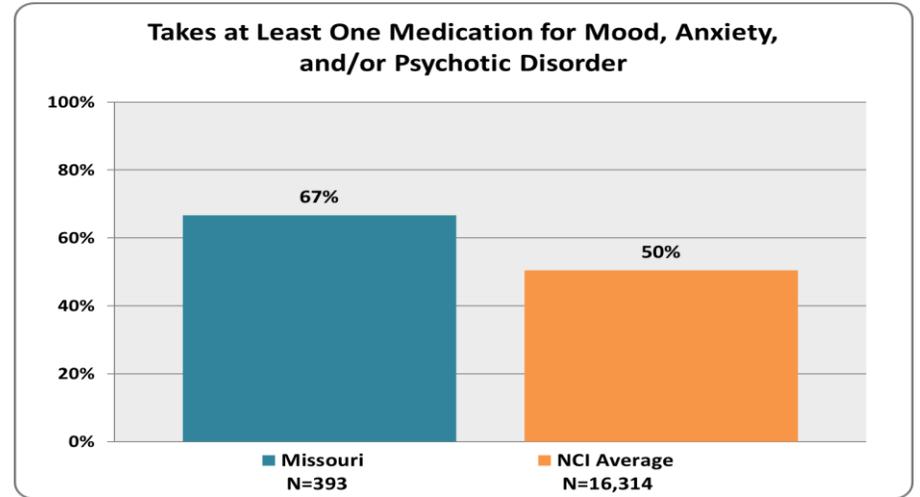
## Medication

*Medications are managed effectively and appropriately.*

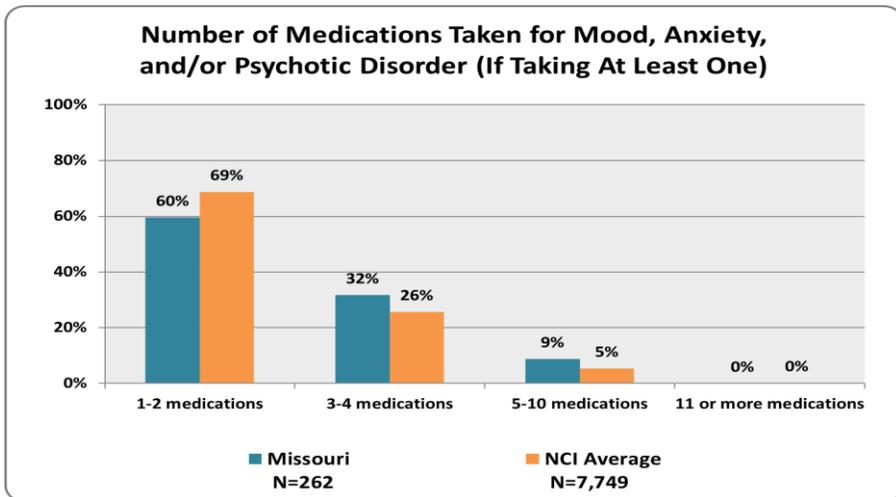
GRAPH 94. \*\* ^



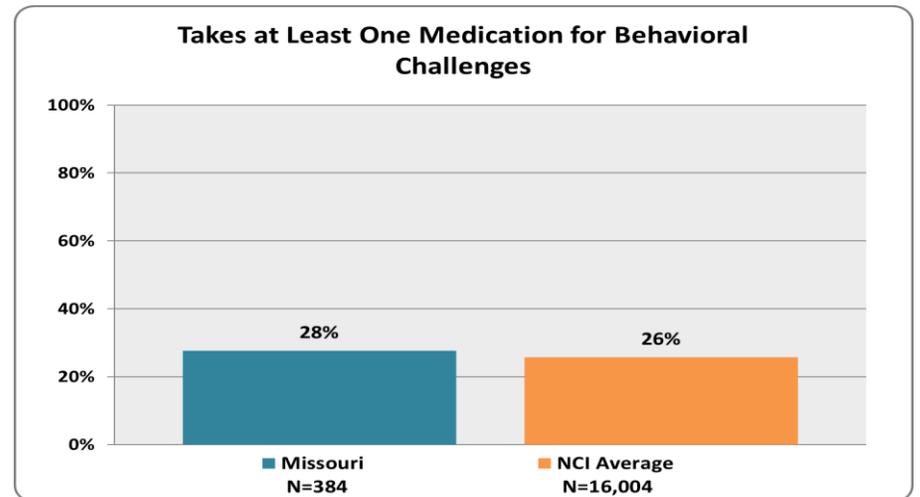
GRAPH 95. \*\* ^



GRAPH 96. \*\* ^



GRAPH 97. \*\* ^

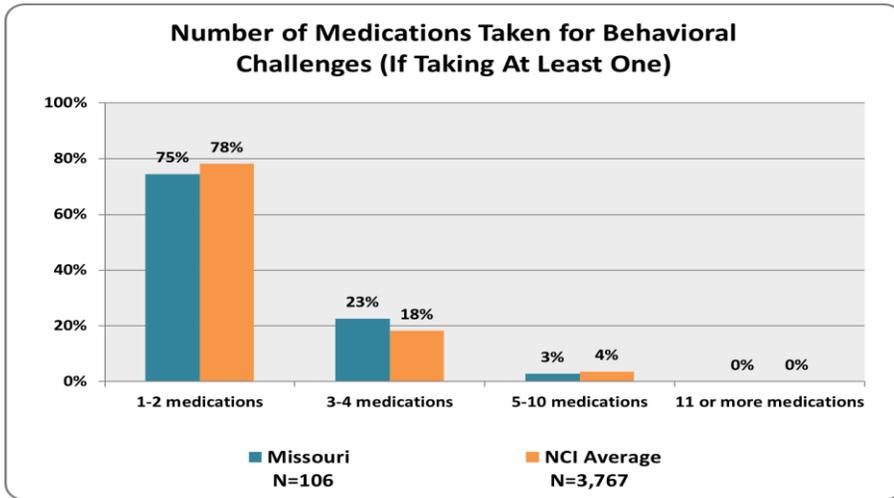


\*\*This item includes data from states with 25% or more “don’t know” or missing responses; see the national ACS report for a break-out by state.

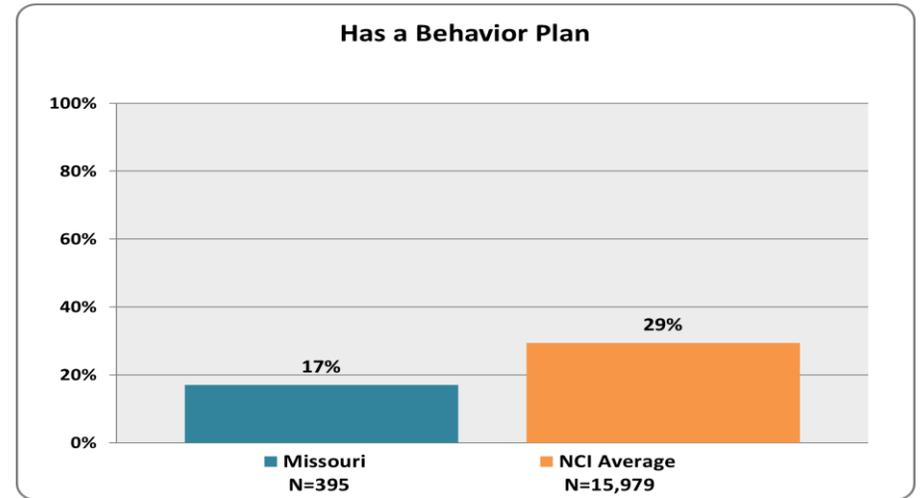
^WI excluded due to low N (<20)



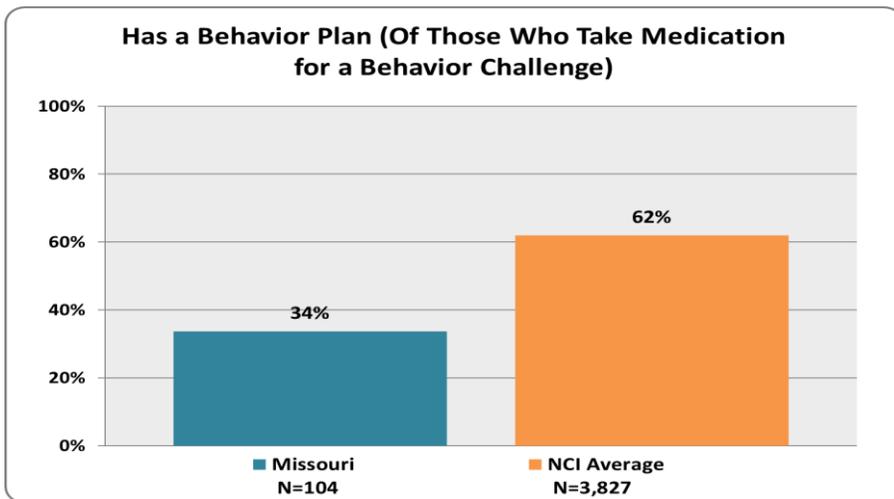
GRAPH 98. \*\* √



GRAPH 99. \*\* ∅ √



GRAPH 100. \*\* ∅ √



\*\*This item includes data from states with 25% or more “don’t know” or missing responses; see the national ACS report for a break-out by state.

√WI excluded due to low N (<20)

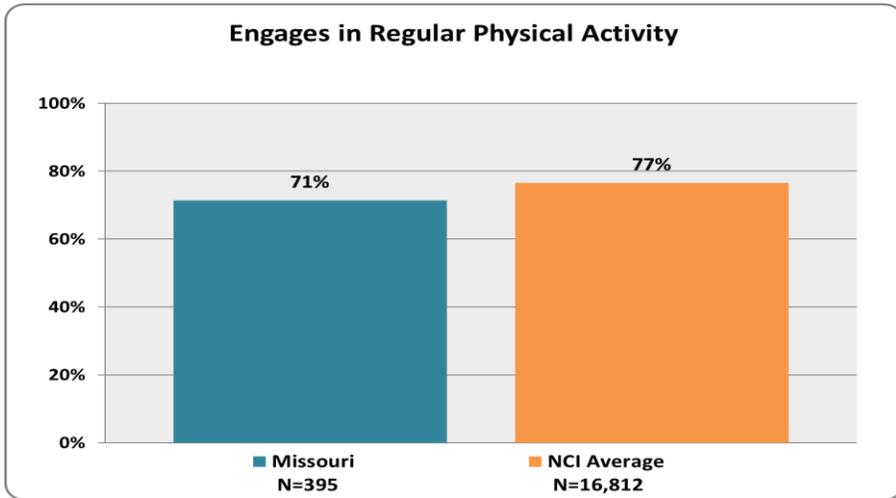
∅New variable to reporting

√√MN and WI excluded due to low N (<20)

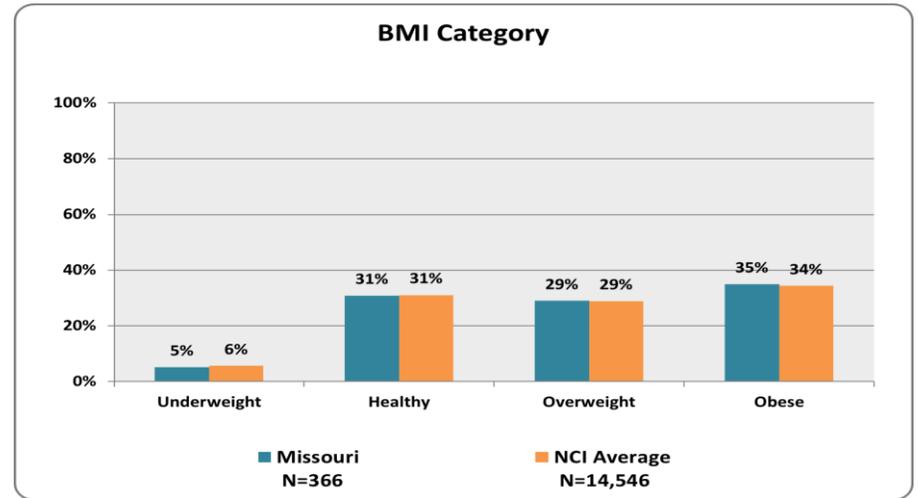
## Wellness

*People are supported to maintain healthy habits.*

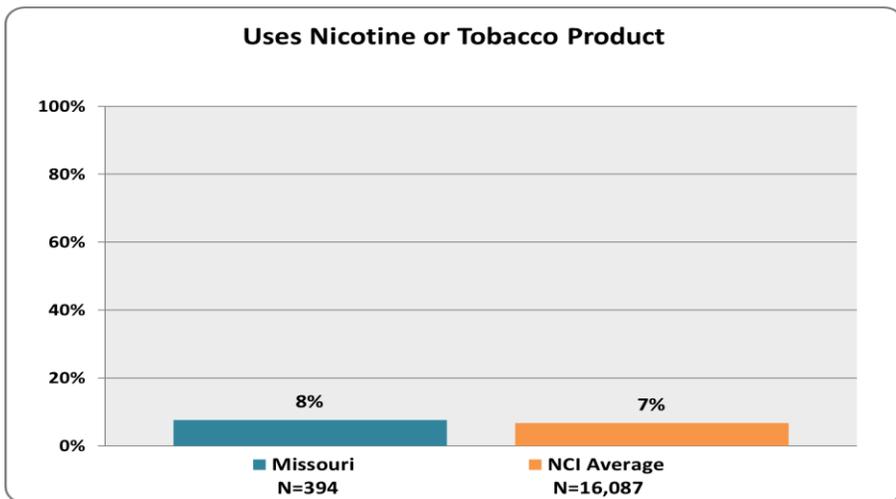
GRAPH 101. ±



GRAPH 102. \*\* ^



GRAPH 103. \*\* ^



±Item changed from previous years – moved from BI section to Section II

\*\*This item includes data from states with 25% or more “don’t know” or missing responses; see the national ACS report for a break-out by state.

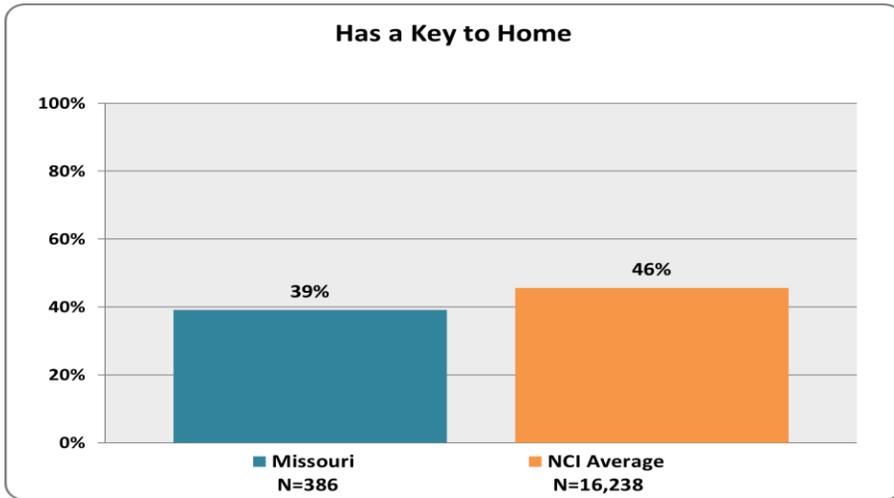
^WI excluded due to low N (<20)

## Respect and Rights

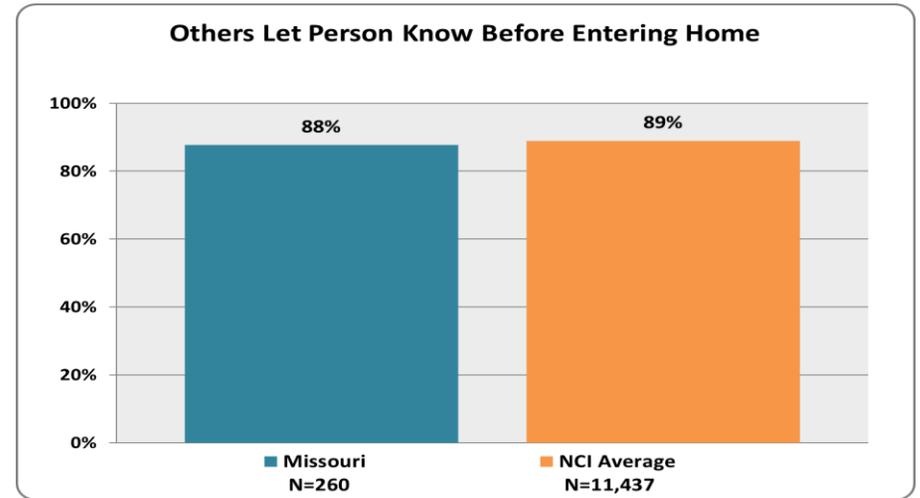
*People receive the same respect and protections as others in the community.*

**IMPORTANT NOTE ON CHANGES TO THE SURVEY TOOL AND ANALYSIS.** Several questions in this section were moved from Section II (where information may come from the individual receiving services or a proxy respondent) to Section I (where only the person receiving services may respond).

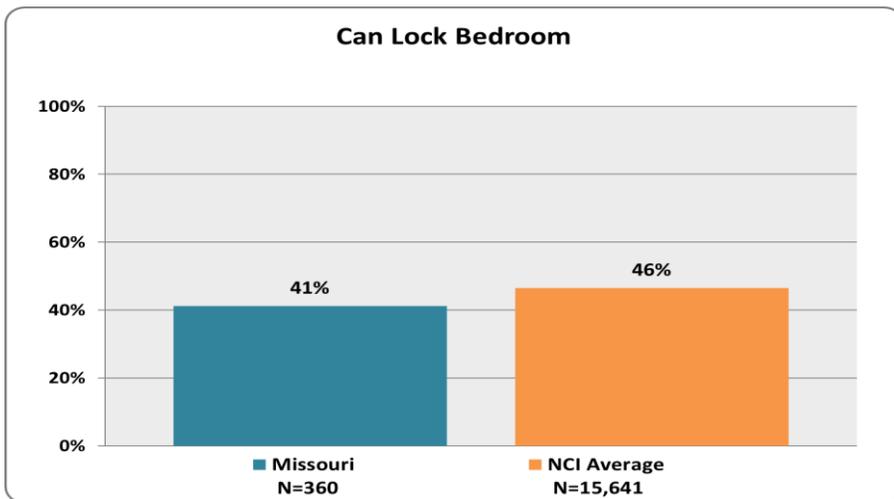
GRAPH 104. <sup>9</sup>



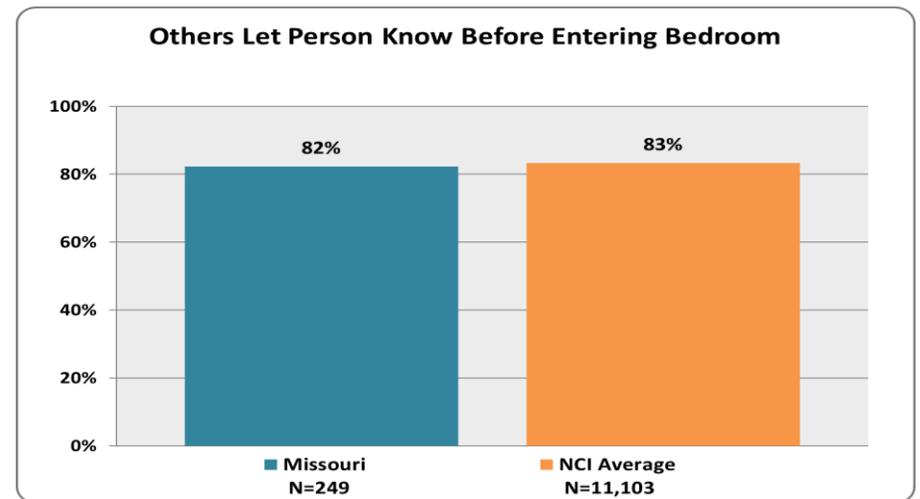
GRAPH 105.



GRAPH 106. <sup>9</sup>

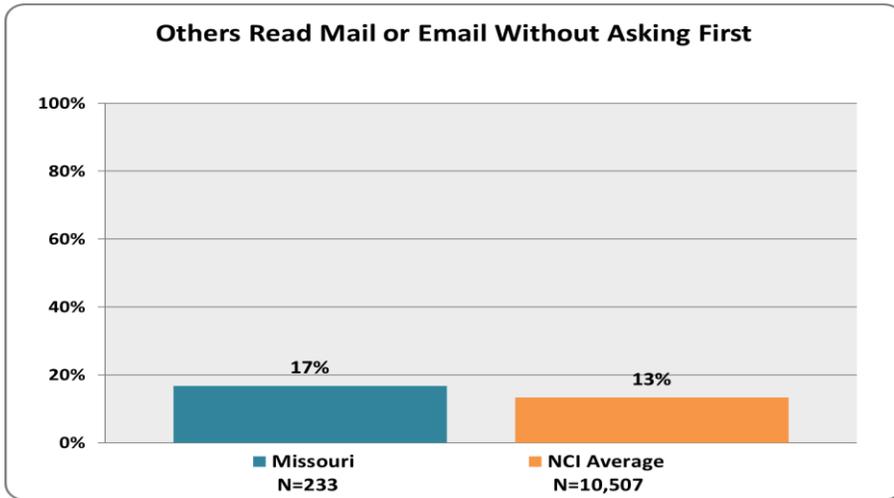


GRAPH 107.

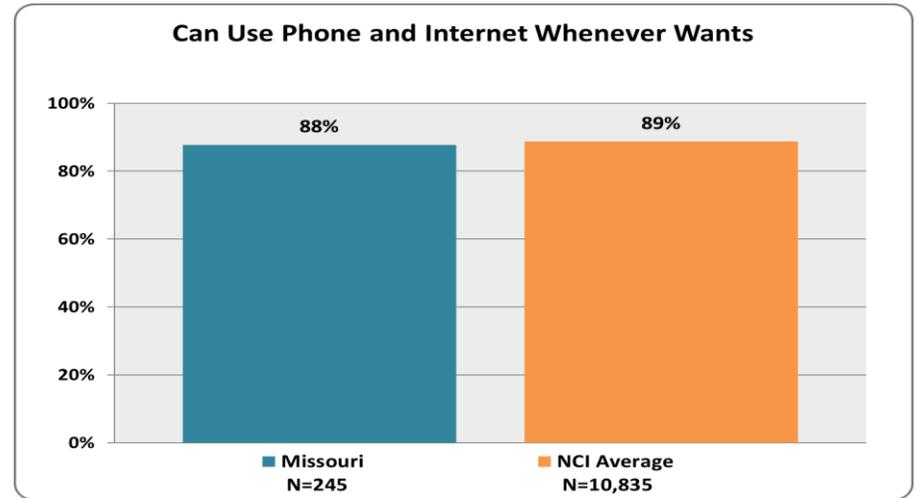


<sup>9</sup>New variable to reporting

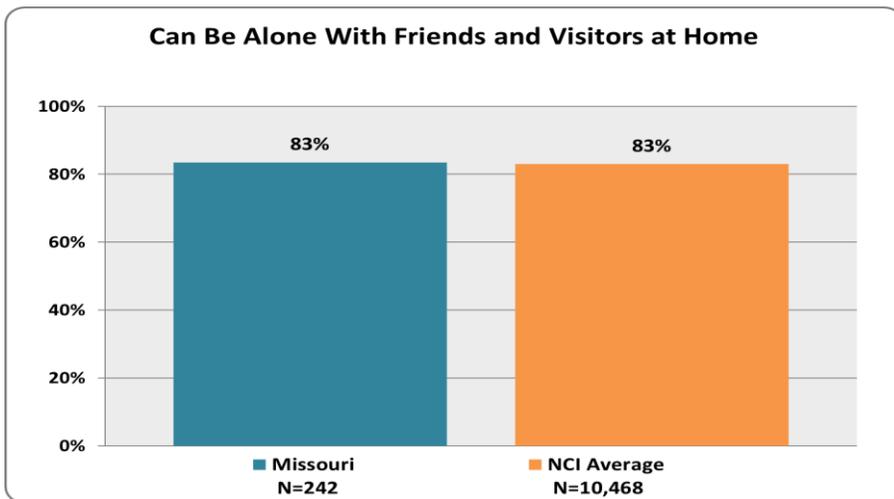
GRAPH 108. ±



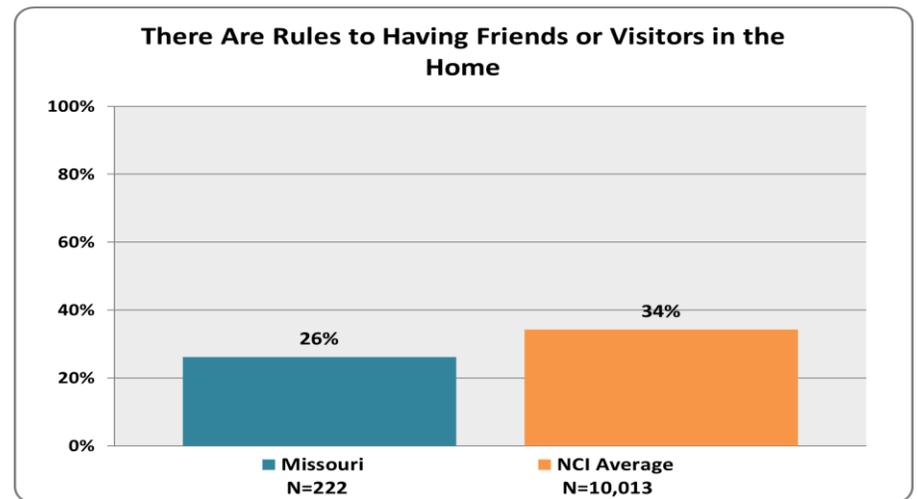
GRAPH 109. ±



GRAPH 110. ±



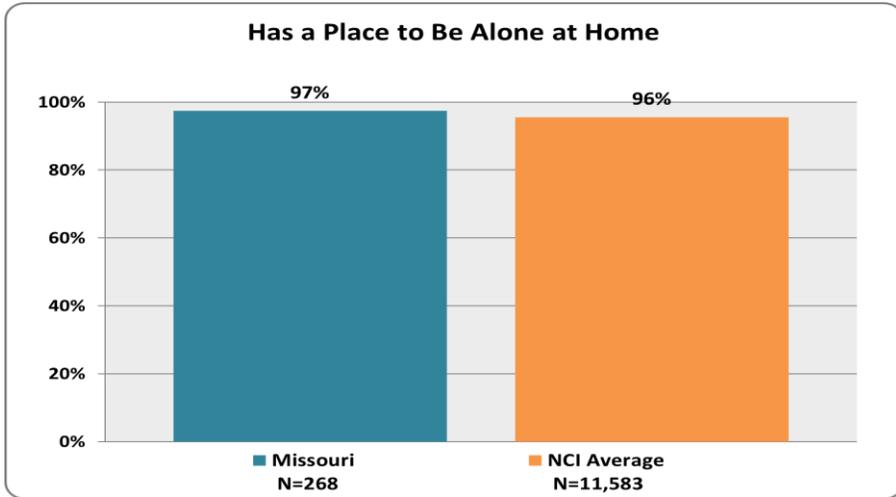
GRAPH 111. ²



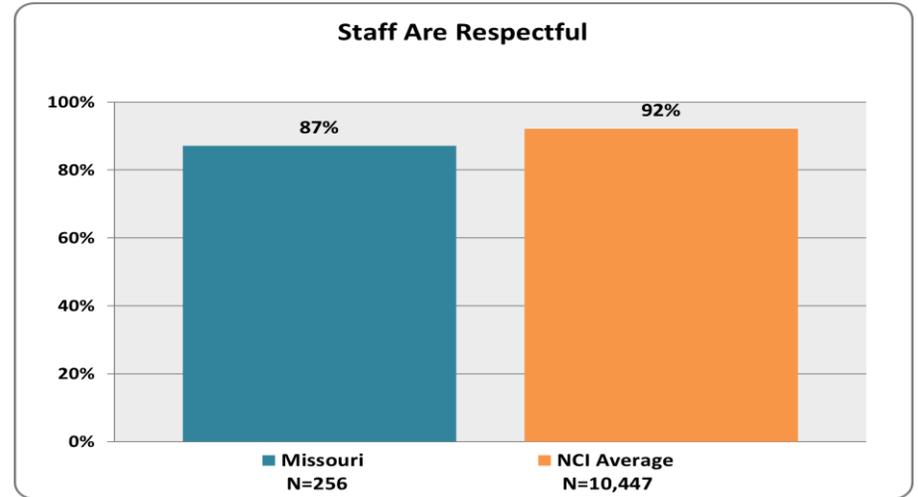
±Item changed from previous years – question was moved from Section II to Section I

²New variable to reporting

GRAPH 112. ±



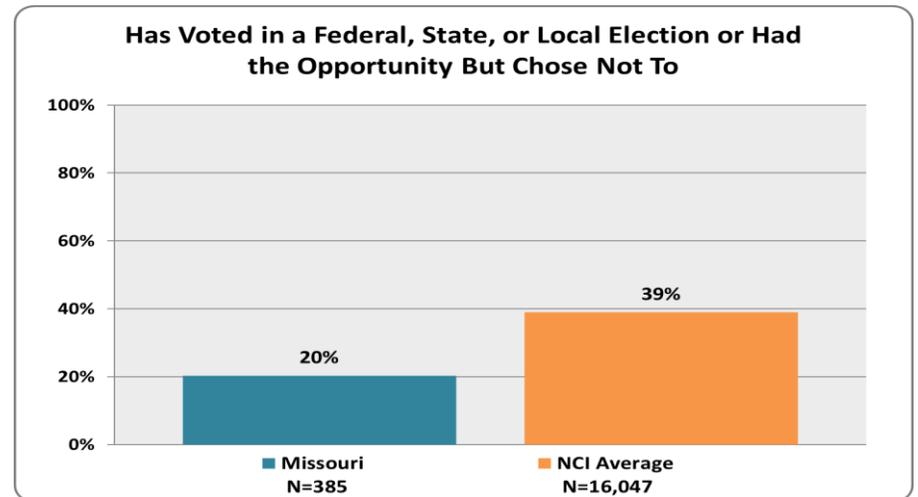
GRAPH 113. ±



GRAPH 114.



GRAPH 115. °



±Item changed from previous years – question rephrased

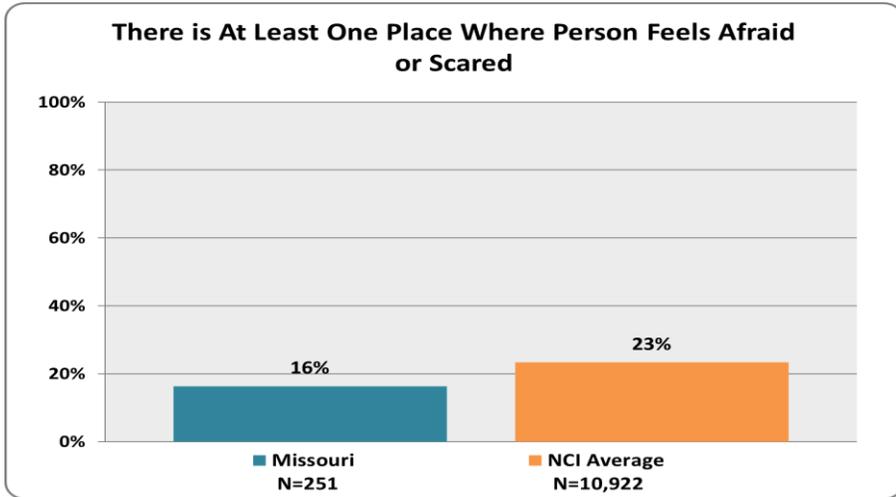
°New variable to reporting

## Safety

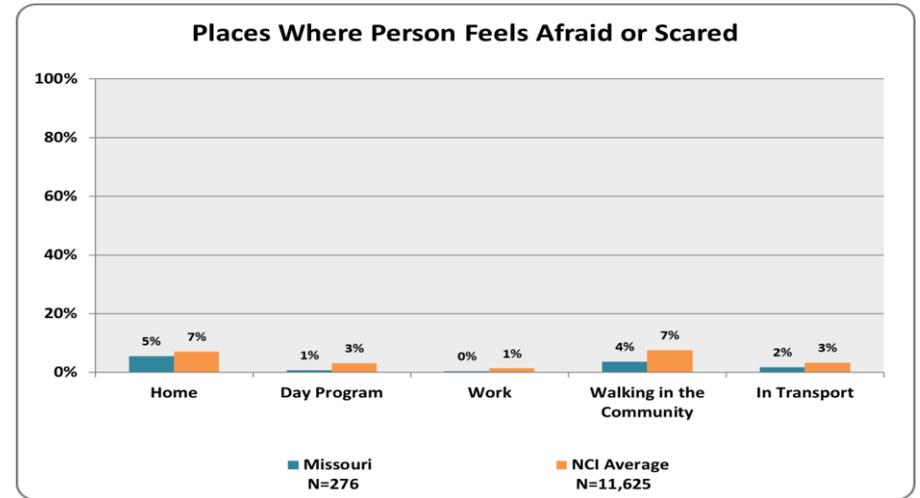
*People are safe from abuse, neglect, and injury.*



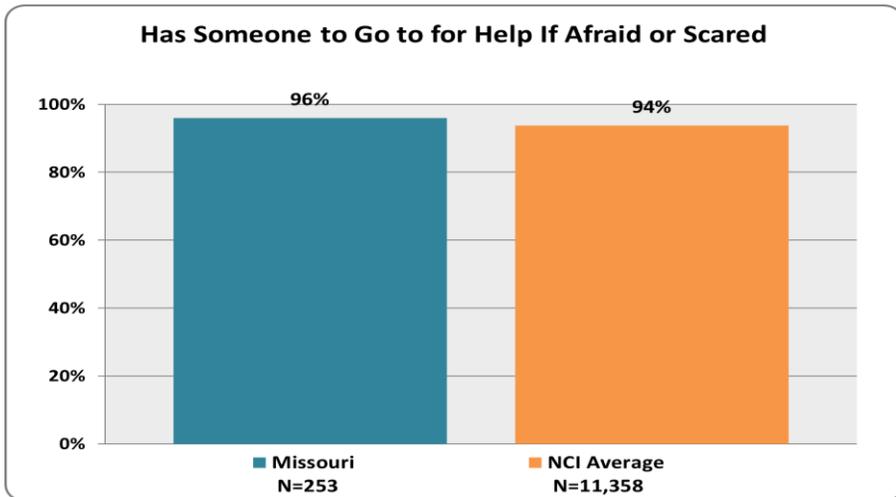
GRAPH 116. <sup>9</sup>



GRAPH 117.



GRAPH 118.



<sup>9</sup>New variable to reporting