

# National Core Indicators<sup>®</sup> - Intellectual and Developmental Disabilities (NCI<sup>®</sup>-IDD)



National Report 2021-22

## Service Coordination



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## Where do these data come from?

All information in this section comes directly from the person receiving services, or for some select questions, from a “proxy” respondent. A proxy respondent is someone who knows the person well (e.g., a family member), proxy respondents may not be a case manager/service coordinator. Items that allow for proxy respondents are noted in the table title. Read more about why we allow proxy respondents for select questions in the IPS in the Overview chapter of this report.

Items in this chapter are a part of the NCI-IDD Individuals Outcomes domain (or topic area) and comprise the “Service Coordination” subdomain (a specific area of concern within the domain). The Service Coordination subdomain includes items that help determine whether “Case managers/service coordinators are accessible and responsive to people. Case managers/service coordinators are knowledgeable about people’s needs and the services/supports available to address those needs. Service plans reflect people’s goals and needs and are modified as changes occur. People actively engage in the service planning process”.

Read more about NCI-IDD domains and subdomains in the Overview chapter of this report.

## What are “collapsed” data?

Many questions in the IPS allow respondents to answer a question with “middle” response like “maybe”, “sometimes” or “in-between”. The tables in this section present collapsed data. That means that two or more response options are grouped together if they are considered to reflect a positive outcome.

To see the breakout of responses for each option, please see Appendix C.

## What is weighting and why do we do it?

The NCI-IDD averages are “weighted” to reflect the states’ relative population and sample sizes. We created the weights using the state’s number of valid surveys and its total survey-eligible population. This way, a state that provides services to a larger number of people but uses a sample similar in size to other states has a greater influence on the overall NCI-IDD average (that is, its contribution is *proportional to its service population*). You can read more about this in the Methodology section of the Overview chapter.

The number of respondents (N) for each question *is not* weighted.

## Presentation of state and weighted NCI-IDD averages

### *Averages*

For the most part, the state outcomes are shown in descending order of percentage and are categorized as statistically significantly above the NCI-IDD Average, within the range of the NCI-IDD Average, or significantly below the NCI-IDD Average. Statistical significance is taken to be at or below the .01 level. For those states that fall within the NCI-IDD Average range, their ‘always’ or ‘yes’ response was not statistically different from the NCI-IDD Average. Other tables show the states listed in alphabetical order and are not tested for significance.

Tables that show significance also break out average results for each state by the type of residence: ICF/IID or other institutional

settings, group residence, own home, parent/relative's home, foster or host home. Figure A on the following page shows, by state, the percentage of people surveyed in each residence type. Please note though that:

- Significance testing was not performed on the breakouts by residence
- The number of people in each residential setting is often too small to allow for valid state-to-state comparisons
- And in many cases, statistically valid conclusions cannot be drawn about differences in results between residence types

Still, we provide this information for states' internal purposes. It should not be used to compare one state with another.

To protect people's privacy, we do not show the data when 20 or fewer people from a state or residence type responded to a question (though their responses are included in the NCI-IDD average).

## **Important Note on Changes to the 2021-22 Survey Tool**

NCI regularly updates survey tools to ensure the current set of indicators meet the needs of state systems and reflect current needs in the field. Survey changes are guided by state managers, people with disabilities, and other experts in the field. The 2021-22 survey tool reflected changes based on this guidance and additional survey testing. Throughout this report, notes indicate new questions and questions that were modified. Please note, any changes to the survey tool may affect comparison to previous years' data, therefore any cross-year comparison should be made with caution.

Figure A. Percentage of people surveyed in each residence type by state

State	Institutional settings	Community-based Group Residential settings	Own Home or Apartment	Parent's or Relative's Home	Foster Care/Host Home	N
AR	0%	13%	39%	46%	1%	417
CO	0%	8%	13%	57%	22%	407
CT	1%	38%	17%	40%	4%	450
DE	0%	74%	3%	19%	5%	199
FL	0%	33%	19%	47%	0%	444
GA	0%	36%	9%	39%	15%	407
IL	0%	53%	7%	38%	2%	395
IN	32%	21%	11%	35%	1%	1078
KS	0%	49%	22%	28%	1%	385
KY	0%	25%	11%	37%	27%	406
MA	0%	60%	11%	19%	10%	400
MI	0%	43%	17%	37%	2%	657
MN	5%	48%	10%	33%	4%	401
MO	2%	22%	41%	32%	2%	402
NE	7%	28%	23%	27%	15%	413
NV	0%	50%	16%	27%	6%	404
NJ	0%	41%	11%	47%	1%	428
NY	0%	56%	8%	35%	1%	993
NC	12%	14%	7%	54%	13%	462
OH	11%	17%	30%	41%	1%	516
OK	0%	49%	18%	29%	4%	300
OR	0%	11%	4%	73%	12%	416
PA	6%	46%	10%	33%	5%	636
SC	1%	56%	12%	29%	2%	410
UT	6%	34%	10%	39%	12%	502
VA	0%	37%	7%	37%	18%	715
WI	2%	17%	30%	49%	2%	453
Weighted NCI-IDD Average	5%	36%	15%	38%	7%	Total: 13096

Table note: Institutional settings includes ICF/IID, Nursing Facilities, and other institutional settings

### Have you met or spoken with your case manager/service coordinator?

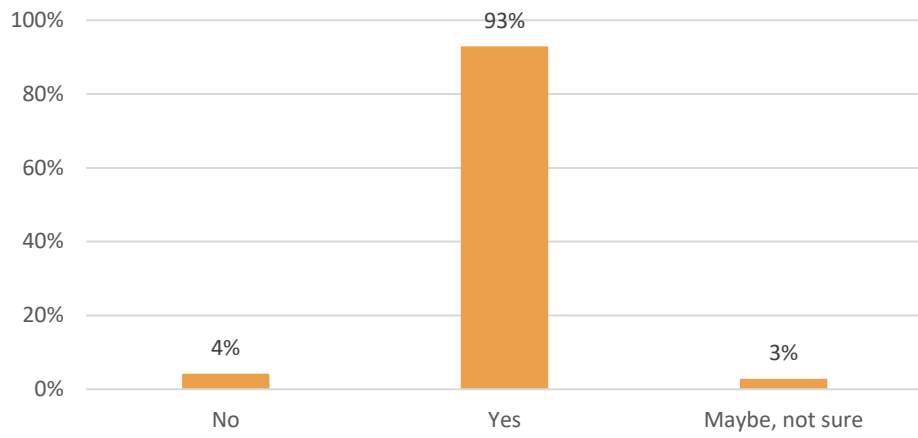


Table 1. Has met or spoken with case manager/service coordinator

Significantly Above Average

State	Average within state	N	Institutional settings	Community-based Group Residential settings	Own Home or Apartment	Parent's or Relative's Home	Foster Care/Host Home
UT	99%	202	n/a	99%	97%	100%	100%
FL	99%	249	n/a	97%	99%	100%	n/a
KY	98%	190	n/a	96%	100%	97%	100%
MO	97%	247	n/a	95%	98%	97%	n/a
MI	96%	306	n/a	98%	98%	94%	n/a

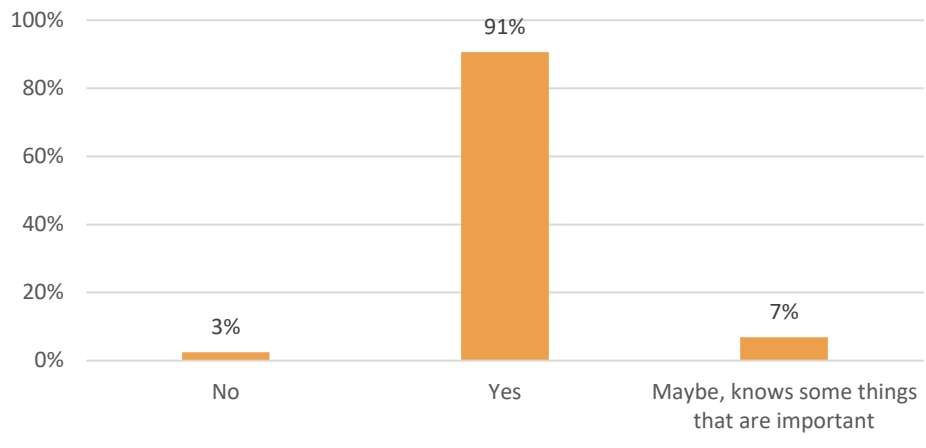
Within Average

State	Average within state	N	Institutional settings	Community-based Group Residential settings	Own Home or Apartment	Parent's or Relative's Home	Foster Care/Host Home
WI	96%	305	n/a	95%	98%	94%	n/a
NE	96%	322	n/a	96%	95%	97%	98%
OH	95%	333	95%	100%	95%	94%	n/a
GA	95%	224	n/a	97%	97%	94%	95%
VA	95%	345	n/a	94%	95%	93%	99%
CO	93%	231	n/a	n/a	95%	93%	93%
<b>Weighted NCI-IDD Average</b>	<b>93%</b>	<b>7779</b>	<b>88%</b>	<b>93%</b>	<b>96%</b>	<b>92%</b>	<b>95%</b>
PA	93%	367	n/a	94%	90%	91%	n/a
IN	93%	696	84%	93%	98%	96%	n/a
NY	92%	517	n/a	94%	97%	88%	n/a
SC	92%	259	n/a	89%	100%	91%	n/a
MN	92%	224	n/a	92%	97%	87%	n/a
KS	91%	258	n/a	91%	97%	84%	n/a
OR	91%	276	n/a	88%	n/a	92%	90%
AR	91%	269	n/a	88%	90%	94%	n/a
IL	91%	251	n/a	91%	92%	89%	n/a
NJ	90%	193	n/a	89%	94%	88%	n/a
NV	89%	334	n/a	88%	90%	90%	95%
NC	89%	228	n/a	100%	93%	80%	94%
MA	88%	247	n/a	85%	98%	88%	86%
OK	86%	167	n/a	90%	94%	73%	n/a

Significantly Below Average

State	Average within state	N	Institutional settings	Community-based Group Residential settings	Own Home or Apartment	Parent's or Relative's Home	Foster Care/Host Home
CT	84%	313	n/a	80%	85%	90%	n/a
DE	77%	226	n/a	81%	n/a	n/a	n/a

### Does your case manager/service coordinator know what is important to you?





**Table 2. Case manager/service coordinator knows what is important to person**

Question new in 2021-22

**Significantly Above Average**

State	Average within state	N	Institutional settings	Community-based Group Residential settings	Own Home or Apartment	Parent's or Relative's Home	Foster Care/Host Home
IL	96%	220	n/a	94%	100%	97%	n/a
FL	96%	237	n/a	94%	96%	97%	n/a
IN	96%	636	94%	96%	97%	96%	n/a
AR	95%	240	n/a	94%	95%	96%	n/a

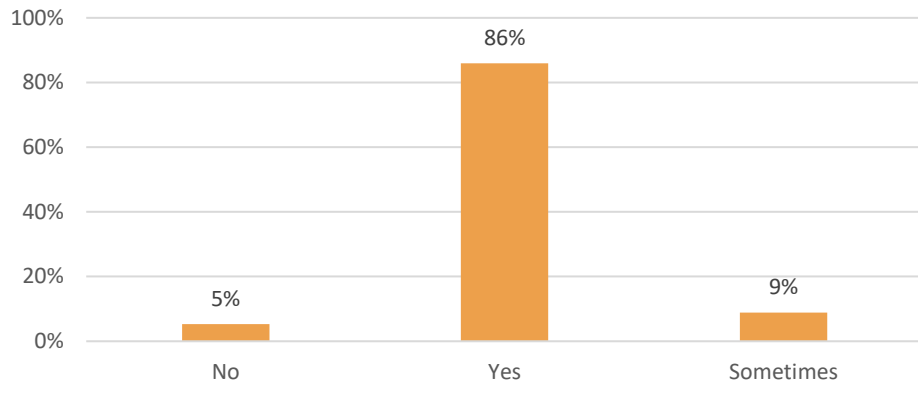
**Within Average**

State	Average within state	N	Institutional settings	Community-based Group Residential settings	Own Home or Apartment	Parent's or Relative's Home	Foster Care/Host Home
KS	94%	229	n/a	94%	99%	86%	n/a
VA	94%	308	n/a	96%	82%	96%	94%
SC	94%	232	n/a	95%	90%	93%	n/a
OK	93%	138	n/a	92%	97%	93%	n/a
GA	93%	212	n/a	91%	90%	93%	100%
MO	93%	230	n/a	95%	92%	92%	n/a
PA	93%	322	n/a	92%	98%	92%	n/a
MN	92%	199	n/a	94%	90%	90%	n/a
OH	92%	308	n/a	94%	90%	95%	n/a
UT	92%	188	n/a	89%	100%	94%	87%
NC	91%	199	n/a	95%	96%	89%	83%
NE	91%	292	n/a	94%	91%	90%	95%
OR	91%	237	n/a	n/a	n/a	91%	92%
<b>Weighted NCI-IDD Average</b>	<b>91%</b>	<b>6913</b>	<b>91%</b>	<b>91%</b>	<b>91%</b>	<b>91%</b>	<b>89%</b>
NY	90%	461	n/a	89%	89%	91%	n/a
NJ	88%	162	n/a	92%	91%	83%	n/a
MI	88%	286	n/a	90%	88%	86%	n/a
WI	88%	282	n/a	86%	87%	93%	n/a
CO	88%	200	n/a	n/a	84%	87%	93%
NV	86%	285	n/a	87%	90%	84%	n/a

**Significantly Below Average**

State	Average within state	N	Institutional settings	Community-based Group Residential settings	Own Home or Apartment	Parent's or Relative's Home	Foster Care/Host Home
MA	82%	208	n/a	81%	90%	80%	80%
DE	82%	174	n/a	86%	n/a	n/a	n/a
CT	81%	242	n/a	80%	77%	85%	n/a
KY	61%	186	n/a	57%	75%	54%	65%

Do you talk with your case manager/service coordinator when you want to? This can be by phone, email, text.



**Table 3. Able to contact case manager/service coordinator when wants**

Question changed in 2021-22

**Significantly Above Average**

State	Average within state	N	Institutional settings	Community-based Group Residential settings	Own Home or Apartment	Parent's or Relative's Home	Foster Care/Host Home
PA	93%	326	n/a	90%	96%	94%	n/a
AR	92%	240	n/a	89%	92%	93%	n/a
IN	91%	629	90%	88%	96%	93%	n/a
MO	91%	229	n/a	92%	93%	87%	n/a
FL	91%	239	n/a	81%	96%	95%	n/a

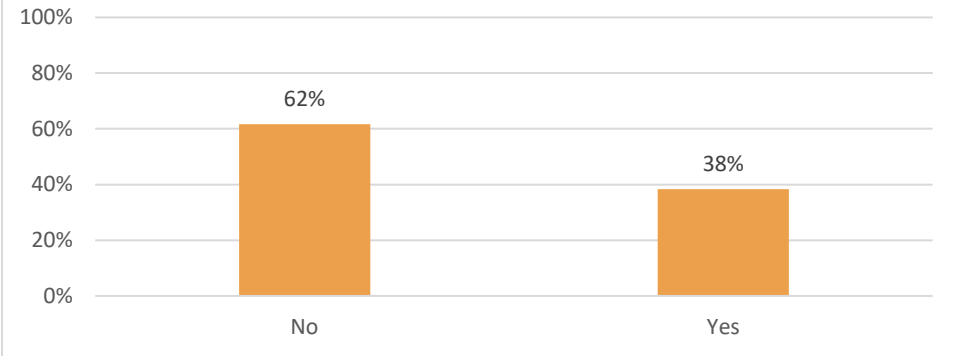
**Within Average**

State	Average within state	N	Institutional settings	Community-based Group Residential settings	Own Home or Apartment	Parent's or Relative's Home	Foster Care/Host Home
SC	90%	235	n/a	88%	90%	91%	n/a
VA	90%	300	n/a	92%	83%	88%	93%
OH	88%	304	n/a	85%	86%	90%	n/a
NE	88%	284	n/a	86%	94%	89%	79%
KS	87%	229	n/a	84%	92%	84%	n/a
IL	87%	220	n/a	84%	88%	90%	n/a
CO	87%	208	n/a	n/a	85%	86%	90%
<b>Weighted NCI-IDD Average</b>	<b>86%</b>	<b>6909</b>	<b>88%</b>	<b>83%</b>	<b>87%</b>	<b>87%</b>	<b>86%</b>
NY	86%	459	n/a	85%	86%	85%	n/a
NC	85%	198	n/a	69%	93%	89%	89%
MN	85%	201	n/a	82%	84%	89%	n/a
GA	85%	211	n/a	75%	86%	85%	97%
UT	85%	190	n/a	84%	93%	81%	87%
OR	85%	234	n/a	n/a	n/a	86%	88%
NJ	84%	161	n/a	72%	90%	92%	n/a
DE	84%	174	n/a	81%	n/a	n/a	n/a
WI	83%	281	n/a	86%	83%	84%	n/a
MI	81%	289	n/a	79%	83%	81%	n/a
OK	79%	140	n/a	84%	67%	73%	n/a

**Significantly Below Average**

State	Average within state	N	Institutional settings	Community-based Group Residential settings	Own Home or Apartment	Parent's or Relative's Home	Foster Care/Host Home
NV	77%	287	n/a	78%	85%	72%	n/a
MA	75%	209	n/a	73%	79%	74%	72%
CT	71%	249	n/a	71%	67%	73%	n/a
KY	61%	183	n/a	59%	58%	62%	61%

Has your case manager/service coordinator talked to you about technology that might help you in your everyday life to do more things on your own?



**Table 4. Case manager/service coordinator has talked to them about technology that may help them in their everyday life**

*New question in 2021-22*

**Significantly Above Average**

State	Average within state	N	Institutional settings	Community-based Group Residential settings	Own Home or Apartment	Parent's or Relative's Home	Foster Care/Host Home
FL	60%	386	n/a	61%	64%	60%	n/a
IN	58%	921	46%	62%	65%	64%	n/a
MO	56%	318	n/a	64%	50%	58%	n/a
KY	55%	359	n/a	46%	56%	60%	55%
VA	48%	646	n/a	43%	49%	52%	50%
SC	47%	375	n/a	48%	50%	42%	n/a

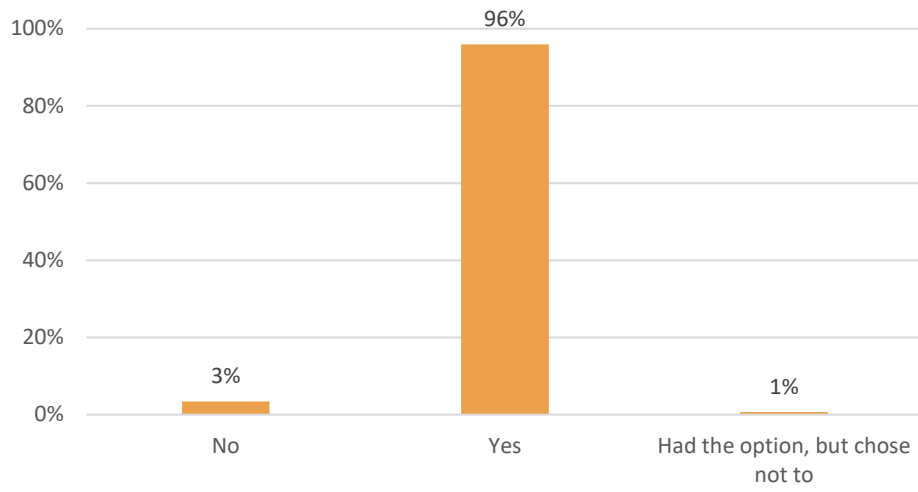
**Within Average**

State	Average within state	N	Institutional settings	Community-based Group Residential settings	Own Home or Apartment	Parent's or Relative's Home	Foster Care/Host Home
MN	42%	354	n/a	45%	36%	39%	n/a
GA	41%	368	n/a	43%	42%	42%	34%
PA	40%	520	23%	46%	27%	34%	54%
NC	40%	409	28%	48%	37%	41%	41%
UT	40%	300	n/a	37%	42%	35%	37%
CT	39%	365	n/a	36%	44%	40%	n/a
OH	39%	430	54%	30%	42%	35%	n/a
<b>Weighted NCI-IDD Average</b>	<b>38%</b>	<b>11482</b>	<b>43%</b>	<b>37%</b>	<b>40%</b>	<b>38%</b>	<b>41%</b>
IL	37%	313	n/a	36%	46%	38%	n/a
NE	36%	357	23%	23%	34%	50%	34%
MA	35%	329	n/a	43%	23%	22%	28%

**Significantly Below Average**

State	Average within state	N	Institutional settings	Community-based Group Residential settings	Own Home or Apartment	Parent's or Relative's Home	Foster Care/Host Home
NY	32%	838	n/a	32%	38%	33%	n/a
MI	31%	604	n/a	26%	35%	34%	n/a
CO	31%	393	n/a	28%	25%	33%	28%
OR	29%	362	n/a	34%	n/a	30%	29%
OK	27%	282	n/a	26%	31%	26%	n/a
DE	27%	352	n/a	28%	n/a	22%	n/a
WI	27%	482	n/a	21%	29%	30%	n/a
NV	26%	355	n/a	24%	25%	30%	35%
AR	23%	395	n/a	22%	22%	24%	n/a
NJ	21%	366	n/a	17%	31%	22%	n/a
KS	20%	303	n/a	13%	23%	27%	n/a

### Were you at the last service planning meeting?



**Table 5. Was at last service planning meeting, or had the opportunity to be but chose not to**

Question changed in 2021-22

**Significantly Above Average**

State	Average within state	N	Institutional settings	Community-based Group Residential settings	Own Home or Apartment	Parent's or Relative's Home	Foster Care/Host Home
KY	99%	184	n/a	100%	100%	100%	98%
FL	99%	242	n/a	100%	99%	99%	n/a

**Within Average**

State	Average within state	N	Institutional settings	Community-based Group Residential settings	Own Home or Apartment	Parent's or Relative's Home	Foster Care/Host Home
NE	98%	310	n/a	97%	98%	100%	98%
UT	98%	181	n/a	99%	100%	100%	96%
PA	98%	342	n/a	98%	100%	97%	n/a
MO	98%	236	n/a	95%	97%	100%	n/a
CO	98%	219	n/a	n/a	98%	98%	96%
VA	98%	303	n/a	97%	98%	97%	100%
MN	98%	211	n/a	96%	100%	97%	n/a
IL	98%	248	n/a	98%	100%	96%	n/a
IN	98%	702	97%	99%	99%	96%	n/a
MI	98%	289	n/a	98%	97%	97%	n/a
GA	97%	220	n/a	96%	97%	99%	95%
OR	97%	250	n/a	96%	n/a	98%	96%
NY	97%	488	n/a	97%	100%	97%	n/a
WI	97%	278	n/a	97%	98%	99%	n/a
<b>Weighted NCI-IDD Average</b>	<b>97%</b>	<b>7238</b>	<b>94%</b>	<b>97%</b>	<b>98%</b>	<b>97%</b>	<b>96%</b>
CT	96%	298	n/a	96%	96%	97%	n/a
OH	95%	308	n/a	98%	96%	95%	n/a
NJ	95%	159	n/a	98%	97%	91%	n/a
KS	95%	214	n/a	91%	100%	94%	n/a
OK	94%	162	n/a	96%	97%	88%	n/a
AR	94%	232	n/a	97%	91%	97%	n/a
NV	94%	305	n/a	96%	92%	90%	n/a
MA	94%	249	n/a	93%	98%	94%	93%
SC	94%	239	n/a	91%	95%	96%	n/a

**Significantly Below Average**

State	Average within state	N	Institutional settings	Community-based Group Residential settings	Own Home or Apartment	Parent's or Relative's Home	Foster Care/Host Home
NC	89%	189	n/a	92%	93%	86%	86%
DE	89%	180	n/a	100%	n/a	n/a	n/a

### At the service planning meeting, did you know what was being talked about?

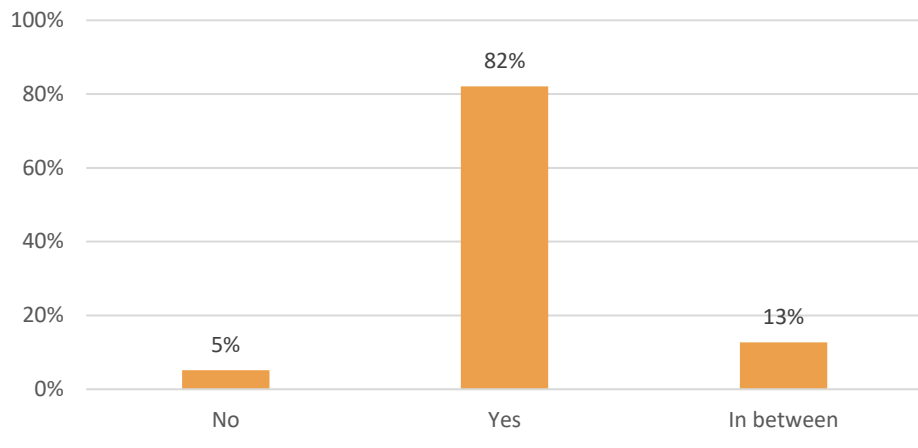




Table 6. Knew what was being talked about at last service planning meeting

Question changed in 2021-22

**Significantly Above Average**

State	Average within state	N	Institutional settings	Community-based Group Residential settings	Own Home or Apartment	Parent's or Relative's Home	Foster Care/Host Home
GA	92%	210	n/a	89%	97%	91%	97%
FL	89%	232	n/a	85%	94%	88%	n/a

**Within Average**

State	Average within state	N	Institutional settings	Community-based Group Residential settings	Own Home or Apartment	Parent's or Relative's Home	Foster Care/Host Home
KS	88%	192	n/a	90%	89%	90%	n/a
MO	87%	217	n/a	81%	90%	84%	n/a
AR	87%	205	n/a	71%	90%	89%	n/a
SC	86%	218	n/a	82%	97%	85%	n/a
OH	85%	269	n/a	80%	84%	86%	n/a
MI	84%	270	n/a	81%	86%	85%	n/a
UT	82%	169	n/a	90%	88%	72%	72%
NE	82%	296	n/a	79%	82%	89%	78%
<b>Weighted NCI-IDD Average</b>	<b>82%</b>	<b>6626</b>	<b>78%</b>	<b>80%</b>	<b>88%</b>	<b>81%</b>	<b>80%</b>
MA	82%	222	n/a	81%	89%	78%	81%
NY	81%	458	n/a	82%	89%	77%	n/a
NC	81%	159	n/a	75%	93%	77%	n/a
WI	81%	260	n/a	81%	86%	74%	n/a
NV	81%	270	n/a	81%	80%	82%	n/a
OK	81%	140	n/a	79%	86%	84%	n/a
NJ	81%	145	n/a	78%	89%	80%	n/a
VA	81%	277	n/a	76%	87%	86%	75%
CO	80%	204	n/a	n/a	78%	85%	72%
IN	80%	666	71%	78%	89%	84%	n/a
IL	80%	228	n/a	77%	88%	80%	n/a
OR	80%	222	n/a	n/a	n/a	80%	86%
CT	79%	266	n/a	75%	85%	80%	n/a
DE	78%	153	n/a	82%	n/a	n/a	n/a
PA	78%	309	n/a	75%	90%	75%	n/a
KY	78%	175	n/a	83%	81%	63%	88%
MN	75%	194	n/a	72%	90%	74%	n/a

### Did the service planning meeting include the people you wanted to be there?

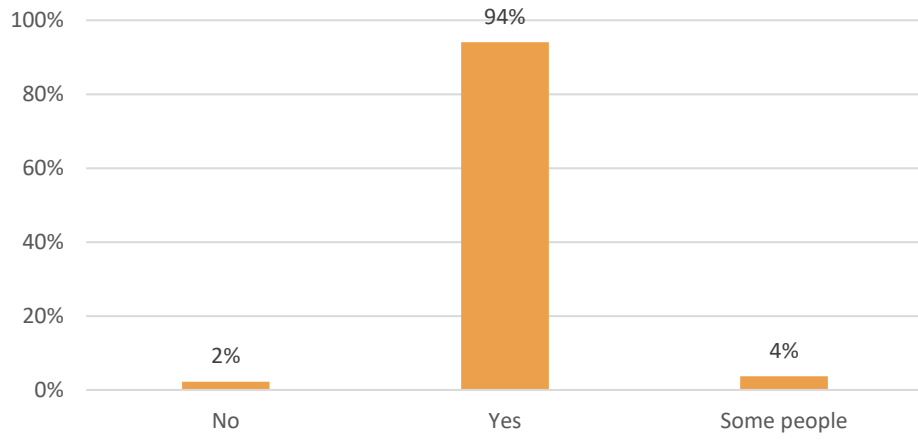


Table 7. Last service planning meeting included people person wanted to be there

Significantly Above Average

State	Average within state	N	Institutional settings	Community-based Group Residential settings	Own Home or Apartment	Parent's or Relative's Home	Foster Care/Host Home
PA	99%	328	n/a	99%	100%	97%	n/a
IL	98%	235	n/a	97%	100%	99%	n/a
IN	97%	675	98%	94%	98%	98%	n/a

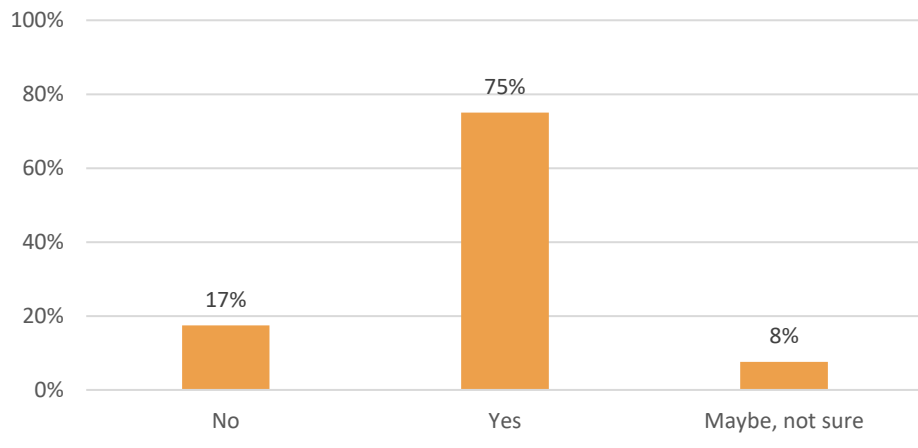
Within Average

State	Average within state	N	Institutional settings	Community-based Group Residential settings	Own Home or Apartment	Parent's or Relative's Home	Foster Care/Host Home
MO	96%	223	n/a	92%	96%	98%	n/a
GA	96%	214	n/a	94%	97%	96%	100%
CO	96%	220	n/a	n/a	95%	98%	90%
WI	96%	260	n/a	88%	99%	99%	n/a
FL	96%	234	n/a	91%	99%	97%	n/a
OH	95%	280	n/a	98%	98%	94%	n/a
NE	95%	293	n/a	95%	91%	97%	100%
UT	95%	177	n/a	95%	100%	95%	88%
SC	95%	230	n/a	93%	95%	96%	n/a
MN	95%	208	n/a	92%	97%	98%	n/a
<b>Weighted NCI-IDD Average</b>	<b>94%</b>	<b>6880</b>	<b>95%</b>	<b>93%</b>	<b>95%</b>	<b>95%</b>	<b>92%</b>
AR	93%	214	n/a	94%	90%	97%	n/a
VA	93%	275	n/a	93%	86%	99%	90%
NC	93%	173	n/a	88%	96%	94%	90%
OK	92%	159	n/a	91%	97%	95%	n/a
OR	92%	222	n/a	95%	n/a	93%	92%
MI	92%	279	n/a	88%	88%	97%	n/a
KS	91%	208	n/a	93%	95%	84%	n/a
NY	91%	460	n/a	92%	89%	91%	n/a
NV	91%	296	n/a	86%	92%	95%	n/a
CT	90%	289	n/a	88%	91%	92%	n/a
MA	90%	234	n/a	89%	89%	98%	86%
DE	89%	161	n/a	89%	n/a	n/a	n/a
NJ	89%	151	n/a	90%	73%	95%	n/a

Significantly Below Average

State	Average within state	N	Institutional settings	Community-based Group Residential settings	Own Home or Apartment	Parent's or Relative's Home	Foster Care/Host Home
KY	84%	182	n/a	90%	88%	71%	92%

Did you help make your service plan? For example, did you get to set your own goals?



**Table 8. Person helped make service plan**

*New question in 2021-22; proxy respondents were allowed for this question*

**Significantly Above Average**

State	Average within state	N	Institutional settings	Community-based Group Residential settings	Own Home or Apartment	Parent's or Relative's Home	Foster Care/Host Home
FL	92%	438	n/a	87%	99%	93%	n/a
GA	91%	403	n/a	89%	89%	94%	92%
MI	84%	636	n/a	82%	87%	84%	n/a
IL	82%	381	n/a	77%	100%	83%	n/a
SC	82%	384	n/a	80%	85%	84%	n/a

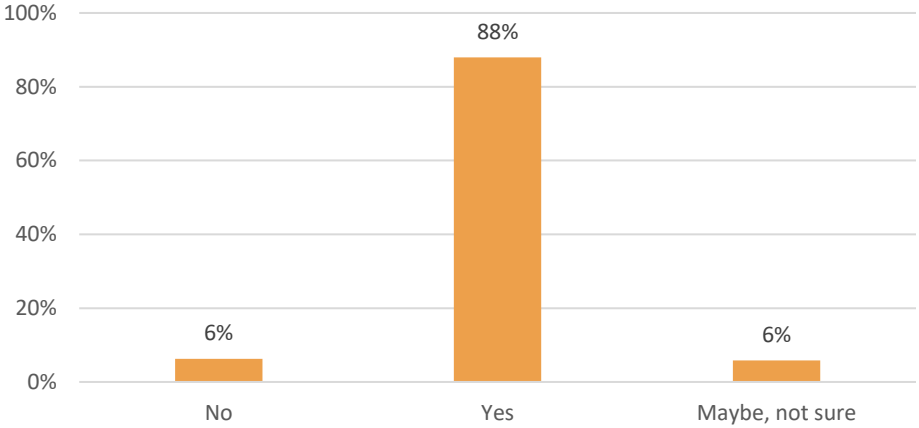
**Within Average**

State	Average within state	N	Institutional settings	Community-based Group Residential settings	Own Home or Apartment	Parent's or Relative's Home	Foster Care/Host Home
KY	80%	398	n/a	73%	79%	85%	79%
UT	80%	346	86%	87%	82%	69%	84%
MO	80%	391	n/a	81%	80%	77%	n/a
VA	79%	688	n/a	84%	82%	72%	79%
WI	77%	476	n/a	61%	80%	80%	n/a
NE	77%	384	68%	71%	79%	83%	73%
MN	76%	397	n/a	72%	79%	80%	n/a
CO	75%	416	n/a	68%	83%	74%	76%
NV	75%	352	n/a	75%	81%	74%	68%
<b>Weighted NCI-IDD Average</b>	<b>75%</b>	<b>12446</b>	<b>65%</b>	<b>73%</b>	<b>83%</b>	<b>74%</b>	<b>76%</b>
KS	75%	355	n/a	70%	87%	71%	n/a
IN	74%	997	64%	79%	91%	76%	n/a
PA	74%	589	50%	74%	79%	75%	74%
AR	73%	397	n/a	77%	78%	68%	n/a
MA	72%	383	n/a	70%	73%	77%	72%
OH	71%	473	65%	71%	77%	68%	n/a
CT	71%	412	n/a	64%	79%	74%	n/a
DE	71%	333	n/a	69%	n/a	64%	n/a

**Significantly Below Average**

State	Average within state	N	Institutional settings	Community-based Group Residential settings	Own Home or Apartment	Parent's or Relative's Home	Foster Care/Host Home
NY	70%	931	n/a	68%	94%	66%	n/a
NJ	68%	378	n/a	55%	79%	76%	n/a
OR	66%	388	n/a	60%	n/a	66%	67%
OK	63%	286	n/a	66%	61%	59%	n/a
NC	56%	434	64%	67%	75%	50%	55%

### Does your case manager review your service plan with you throughout the year?



**Table 9. Case manager/service coordinator reviews their service plan with them throughout the year, when needed**

*New question in 2021-22; proxy respondents were allowed for this question*

**Significantly Above Average**

State	Average within state	N	Institutional settings	Community-based Group Residential settings	Own Home or Apartment	Parent's or Relative's Home	Foster Care/Host Home
FL	96%	440	n/a	93%	96%	97%	n/a
IN	95%	998	89%	98%	99%	97%	n/a
GA	93%	402	n/a	97%	86%	89%	98%
MI	92%	637	n/a	93%	91%	93%	n/a
NY	92%	930	n/a	92%	96%	91%	n/a
KY	92%	397	n/a	94%	88%	91%	94%
SC	92%	382	n/a	92%	94%	91%	n/a

**Within Average**

State	Average within state	N	Institutional settings	Community-based Group Residential settings	Own Home or Apartment	Parent's or Relative's Home	Foster Care/Host Home
NE	91%	386	96%	90%	92%	91%	88%
WI	91%	483	n/a	86%	88%	95%	n/a
VA	90%	686	n/a	91%	88%	89%	93%
PA	90%	582	85%	89%	79%	93%	96%
IL	89%	372	n/a	86%	100%	91%	n/a
NJ	89%	389	n/a	84%	84%	93%	n/a
AR	88%	392	n/a	96%	80%	93%	n/a
<b>Weighted NCI-IDD Average</b>	<b>88%</b>	<b>12478</b>	<b>87%</b>	<b>88%</b>	<b>86%</b>	<b>88%</b>	<b>87%</b>
CO	86%	413	n/a	91%	82%	87%	84%
MO	86%	394	n/a	88%	82%	89%	n/a
MN	85%	403	90%	85%	85%	85%	n/a
UT	85%	352	100%	81%	89%	85%	84%
NC	85%	440	90%	87%	84%	85%	78%
OK	85%	291	n/a	90%	78%	79%	n/a

**Significantly Below Average**

State	Average within state	N	Institutional settings	Community-based Group Residential settings	Own Home or Apartment	Parent's or Relative's Home	Foster Care/Host Home
OH	83%	478	85%	87%	84%	80%	n/a
OR	81%	391	n/a	83%	n/a	81%	86%
DE	74%	338	n/a	75%	n/a	76%	n/a
KS	74%	354	n/a	69%	80%	76%	n/a
CT	73%	408	n/a	76%	64%	73%	n/a
MA	70%	379	n/a	73%	70%	61%	69%
NV	70%	361	n/a	67%	80%	69%	73%

### Does your service plan include things that are important to you?

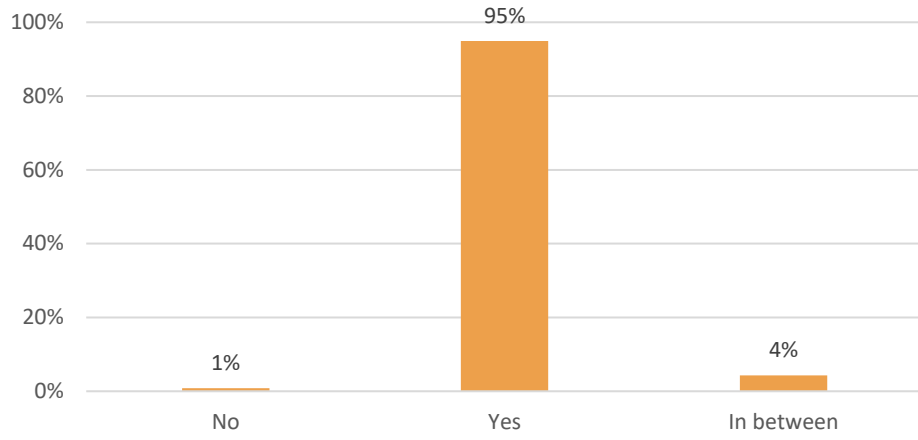




Table 10. Service plan includes things that are important to person

Significantly Above Average

State	Average within state	N	Institutional settings	Community-based Group Residential settings	Own Home or Apartment	Parent's or Relative's Home	Foster Care/Host Home
AR	99%	207	n/a	97%	99%	100%	n/a
PA	98%	286	n/a	97%	98%	100%	n/a
IL	98%	220	n/a	96%	100%	100%	n/a

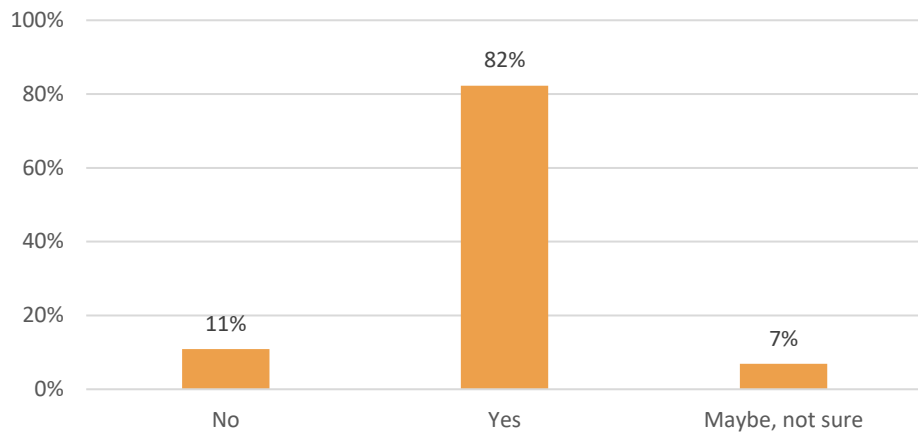
Within Average

State	Average within state	N	Institutional settings	Community-based Group Residential settings	Own Home or Apartment	Parent's or Relative's Home	Foster Care/Host Home
OK	98%	142	n/a	97%	100%	97%	n/a
GA	97%	207	n/a	100%	97%	96%	97%
SC	97%	156	n/a	99%	100%	92%	n/a
VA	96%	244	n/a	99%	92%	96%	96%
MO	96%	210	n/a	95%	95%	96%	n/a
KS	96%	186	n/a	99%	94%	93%	n/a
OH	96%	269	n/a	100%	91%	97%	n/a
NJ	96%	134	n/a	100%	92%	95%	n/a
MN	95%	199	n/a	95%	100%	95%	n/a
IN	95%	643	96%	92%	96%	97%	n/a
<b>Weighted NCI-IDD Average</b>	<b>95%</b>	<b>6145</b>	<b>98%</b>	<b>95%</b>	<b>95%</b>	<b>95%</b>	<b>94%</b>
FL	95%	207	n/a	91%	98%	94%	n/a
NC	95%	169	n/a	97%	92%	92%	n/a
CO	94%	186	n/a	n/a	89%	96%	95%
NY	94%	453	n/a	94%	98%	91%	n/a
CT	94%	208	n/a	92%	98%	92%	n/a
DE	94%	139	n/a	100%	n/a	n/a	n/a
NE	93%	213	n/a	95%	100%	90%	85%
WI	93%	226	n/a	93%	92%	97%	n/a
MA	93%	210	n/a	90%	100%	95%	92%
OR	93%	209	n/a	n/a	n/a	96%	95%
MI	92%	261	n/a	90%	91%	95%	n/a
UT	92%	154	n/a	88%	96%	95%	n/a
NV	91%	231	n/a	90%	95%	90%	n/a

Significantly Below Average

State	Average within state	N	Institutional settings	Community-based Group Residential settings	Own Home or Apartment	Parent's or Relative's Home	Foster Care/Host Home
KY	89%	176	n/a	88%	95%	85%	90%

### If you want to change something about your services, do you know who to talk to?



**Table 11. Knows who to ask if wants to change something about services**

Question changed in 2021-22; proxy respondents were allowed for this question,

**Significantly Above Average**

State	Average within state	N	Institutional settings	Community-based Group Residential settings	Own Home or Apartment	Parent's or Relative's Home	Foster Care/Host Home
FL	93%	439	n/a	91%	94%	94%	n/a
NE	92%	395	96%	92%	96%	91%	91%
CO	90%	422	n/a	94%	92%	91%	84%
GA	90%	395	n/a	87%	91%	92%	93%
KY	89%	390	n/a	89%	86%	90%	91%

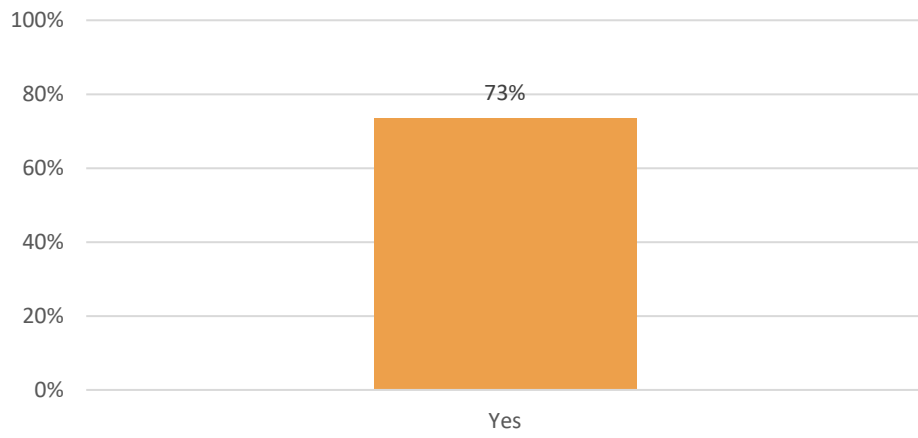
**Within Average**

State	Average within state	N	Institutional settings	Community-based Group Residential settings	Own Home or Apartment	Parent's or Relative's Home	Foster Care/Host Home
PA	85%	589	63%	83%	93%	87%	85%
OH	85%	490	68%	85%	85%	88%	n/a
AR	85%	408	n/a	89%	86%	82%	n/a
MN	85%	408	n/a	83%	86%	87%	n/a
UT	85%	342	78%	84%	89%	83%	88%
WI	84%	500	n/a	84%	83%	86%	n/a
VA	84%	684	n/a	82%	85%	85%	85%
KS	83%	360	n/a	78%	94%	84%	n/a
<b>Weighted NCI-IDD Average</b>	<b>82%</b>	<b>12723</b>	<b>71%</b>	<b>78%</b>	<b>86%</b>	<b>85%</b>	<b>86%</b>
NJ	82%	384	n/a	71%	84%	90%	n/a
NC	81%	442	67%	79%	91%	84%	81%
IL	81%	377	n/a	73%	93%	88%	n/a
MI	80%	641	n/a	73%	86%	85%	n/a
MO	80%	396	n/a	72%	82%	84%	n/a
SC	80%	390	n/a	74%	90%	88%	n/a
OR	80%	398	n/a	79%	n/a	80%	79%
IN	79%	1023	72%	81%	88%	81%	n/a

**Significantly Below Average**

State	Average within state	N	Institutional settings	Community-based Group Residential settings	Own Home or Apartment	Parent's or Relative's Home	Foster Care/Host Home
NY	77%	964	n/a	75%	83%	76%	n/a
NV	75%	377	n/a	71%	79%	78%	88%
DE	75%	422	n/a	78%	n/a	82%	n/a
CT	73%	421	n/a	69%	77%	77%	n/a
MA	73%	377	n/a	74%	80%	65%	78%
OK	71%	289	n/a	74%	61%	72%	n/a

Has a goal for improving ADL in service plan, if the person wants to do more ADLs independently



**Table 12. Of those who say they want to learn to perform ADLs more independently, the percentage who have a related goal in the service plan**

**Significantly Above Average**

State	Average within state	N	Institutional settings	Community-based Group Residential settings	Own Home or Apartment	Parent's or Relative's Home	Foster Care/Host Home
NC	100%	53	n/a	n/a	n/a	100%	n/a
UT	96%	26	n/a	n/a	n/a	n/a	n/a
IN	94%	126	100%	97%	n/a	82%	n/a
VA	90%	125	n/a	91%	n/a	88%	85%
AR	89%	47	n/a	n/a	83%	n/a	n/a
FL	89%	72	n/a	93%	n/a	90%	n/a

**Within Average**

State	Average within state	N	Institutional settings	Community-based Group Residential settings	Own Home or Apartment	Parent's or Relative's Home	Foster Care/Host Home
OK	84%	25	n/a	n/a	n/a	n/a	n/a
GA	84%	31	n/a	n/a	n/a	n/a	n/a
CT	84%	49	n/a	86%	n/a	77%	n/a
PA	82%	28	n/a	n/a	n/a	n/a	n/a
NE	80%	41	n/a	n/a	n/a	80%	n/a
MI	80%	45	n/a	90%	n/a	n/a	n/a
KY	75%	53	n/a	71%	n/a	n/a	n/a
SC	74%	31	n/a	n/a	n/a	n/a	n/a
KS	74%	46	n/a	83%	n/a	n/a	n/a
<b>Weighted NCI-IDD Average</b>	<b>73%</b>	<b>1302</b>	<b>90%</b>	<b>75%</b>	<b>71%</b>	<b>71%</b>	<b>77%</b>
WI	73%	33	n/a	n/a	n/a	n/a	n/a
CO	73%	66	n/a	n/a	n/a	71%	67%
IL	72%	32	n/a	n/a	n/a	n/a	n/a
NV	71%	45	n/a	69%	n/a	n/a	n/a
NY	63%	113	n/a	64%	n/a	61%	n/a
MO	60%	43	n/a	n/a	57%	n/a	n/a
OH	56%	50	n/a	n/a	n/a	n/a	n/a
NJ	55%	44	n/a	n/a	n/a	41%	n/a

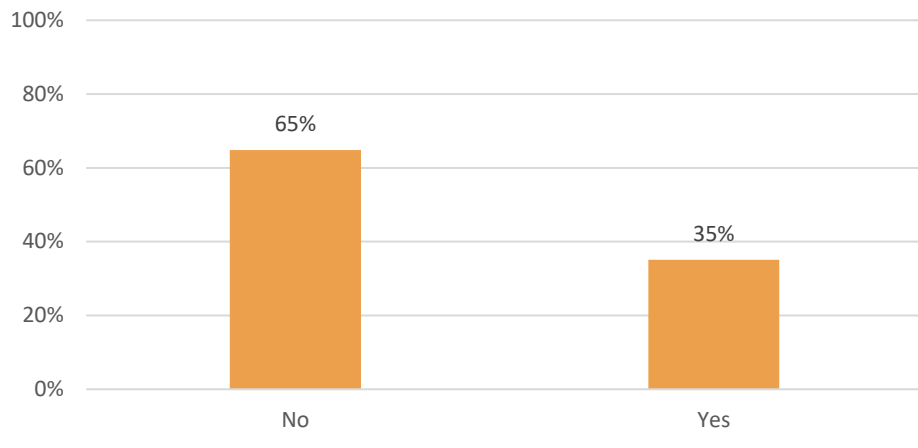
**Significantly Below Average**

State	Average within state	N	Institutional settings	Community-based Group Residential settings	Own Home or Apartment	Parent's or Relative's Home	Foster Care/Host Home
MA	48%	62	n/a	58%	n/a	n/a	n/a

DE not shown as sample size <20. Please note: "ADL" refers to Activities of Daily Living. A related goal in the service plan refers to goals to increase independence or improve function skill performance in ADL. MN and OR did not have data for this item. DE's data is not shown due to too few valid responses (n<20). This analysis combines two questions that come from two different sources

1. Whether there is a goal in service plan to increase independence or improve functional skill performance in ADLs obtained through administrative records; and,
2. Whether the person wants to learn to do more ADLs on their own is asked during the face-to-face meeting with the person receiving services and can only be answered by that person.

### Has a job related goal in Service Plan, when person wants a job



**Table 13. Of those who say they want a paid job in the community (and do not currently have one), the percentage who have community employment as a goal in the service plan**

**Significantly Above Average**

State	Average within state	N	Institutional settings	Community-based Group Residential settings	Own Home or Apartment	Parent's or Relative's Home	Foster Care/Host Home
OR	66%	106	n/a	n/a	n/a	63%	n/a
NJ	60%	73	n/a	48%	n/a	82%	n/a

**Within Average**

State	Average within state	N	Institutional settings	Community-based Group Residential settings	Own Home or Apartment	Parent's or Relative's Home	Foster Care/Host Home
MA	47%	62	n/a	31%	n/a	n/a	n/a
OH	43%	77	n/a	n/a	38%	57%	n/a
IN	41%	227	32%	42%	50%	44%	n/a
MO	41%	44	n/a	n/a	n/a	n/a	n/a
NV	41%	103	n/a	35%	n/a	n/a	n/a
UT	41%	54	n/a	50%	n/a	n/a	n/a
NE	40%	40	n/a	n/a	n/a	n/a	n/a
IL	39%	66	n/a	41%	n/a	n/a	n/a
PA	38%	63	n/a	37%	n/a	43%	n/a
MI	35%	74	n/a	38%	n/a	36%	n/a
<b>Weighted NCI-IDD Average</b>	<b>35%</b>	<b>2064</b>	<b>25%</b>	<b>29%</b>	<b>38%</b>	<b>42%</b>	<b>33%</b>
CT	35%	40	n/a	n/a	n/a	n/a	n/a
OK	35%	40	n/a	n/a	n/a	33%	n/a
DE	34%	32	n/a	n/a	n/a	n/a	n/a
FL	34%	71	n/a	24%	n/a	44%	n/a
SC	33%	83	n/a	35%	n/a	n/a	n/a
VA	32%	128	n/a	37%	n/a	25%	n/a
CO	25%	59	n/a	n/a	n/a	21%	n/a
KS	23%	60	n/a	24%	n/a	n/a	n/a

**Significantly Below Average**

State	Average within state	N	Institutional settings	Community-based Group Residential settings	Own Home or Apartment	Parent's or Relative's Home	Foster Care/Host Home
AR	23%	108	n/a	n/a	30%	26%	n/a
NC	22%	90	n/a	n/a	n/a	20%	n/a
NY	20%	214	n/a	13%	n/a	28%	n/a
KY	17%	66	n/a	8%	n/a	n/a	n/a
GA	6%	84	n/a	6%	n/a	6%	n/a

Please note: This analysis combines two questions that come from two different sources

1. Whether community employment is a goal in service plan; and
2. Whether the person wants a job is asked during the face-to-face meeting with the person receiving services and can only be answered by that person.



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# NASDDDS

National Association of State Directors  
of  
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National Association of State Directors of Developmental Disabilities Services (NASDDDS)

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