

National Core Indicators[®] - Intellectual and Developmental Disabilities (NCI[®]-IDD)



National Report 2022-23

Service Coordination

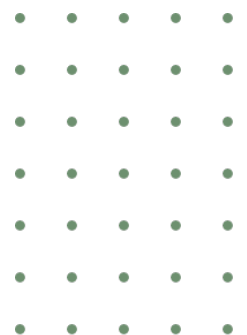


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Where do these data come from?

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 sub-domain 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 sub-domains 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 2022-23 Survey Tool

NCI-IDD operates on a six-year revisions cycle to regularly 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. 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 (names abbreviated)	Institutional settings	Community-based Group Residential settings	Own Home or Apartment	Parent's or Relative's Home	Foster Care/Host Home	N
AL	0%	69%	10%	21%	0%	477
AR	0%	13%	43%	41%	4%	417
CA	7%	23%	13%	56%	1%	8808
CT	0%	48%	14%	35%	3%	600
DE	0%	54%	3%	40%	3%	414
DC	18%	38%	34%	6%	5%	133
FL	0%	36%	14%	50%	0%	524
GA	0%	37%	12%	39%	12%	406
HI	0%	4%	3%	52%	41%	344
IL	2%	47%	7%	43%	1%	398
IN	31%	19%	9%	41%	0%	1074
KS	0%	48%	20%	30%	3%	312
KY	0%	28%	9%	40%	23%	437
MD	1%	32%	10%	57%	0%	522
MI	0%	37%	18%	41%	3%	652
MN	0%	47%	9%	39%	4%	401
MO	2%	24%	33%	39%	3%	400
MT	0%	48%	31%	20%	0%	365
NE	5%	25%	15%	25%	30%	420
NV	0%	48%	14%	32%	6%	416
NH	1%	15%	9%	41%	33%	392
NJ	0%	38%	13%	47%	2%	459
NY	0%	41%	7%	51%	1%	1662
NC	6%	21%	6%	51%	15%	590
OK	0%	45%	19%	35%	2%	400
OR	0%	15%	10%	61%	14%	418
PA	8%	38%	11%	39%	4%	663
SC	1%	51%	14%	29%	5%	509
TX	5%	7%	8%	39%	40%	416
UT	7%	40%	10%	28%	16%	352
VA	0%	36%	9%	39%	17%	757
WI	4%	26%	31%	39%	0%	321
WY	0%	0%	45%	55%	0%	269
Weighted NCI-IDD Average	4%	31%	13%	46%	6%	24728

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

Charts and Tables

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

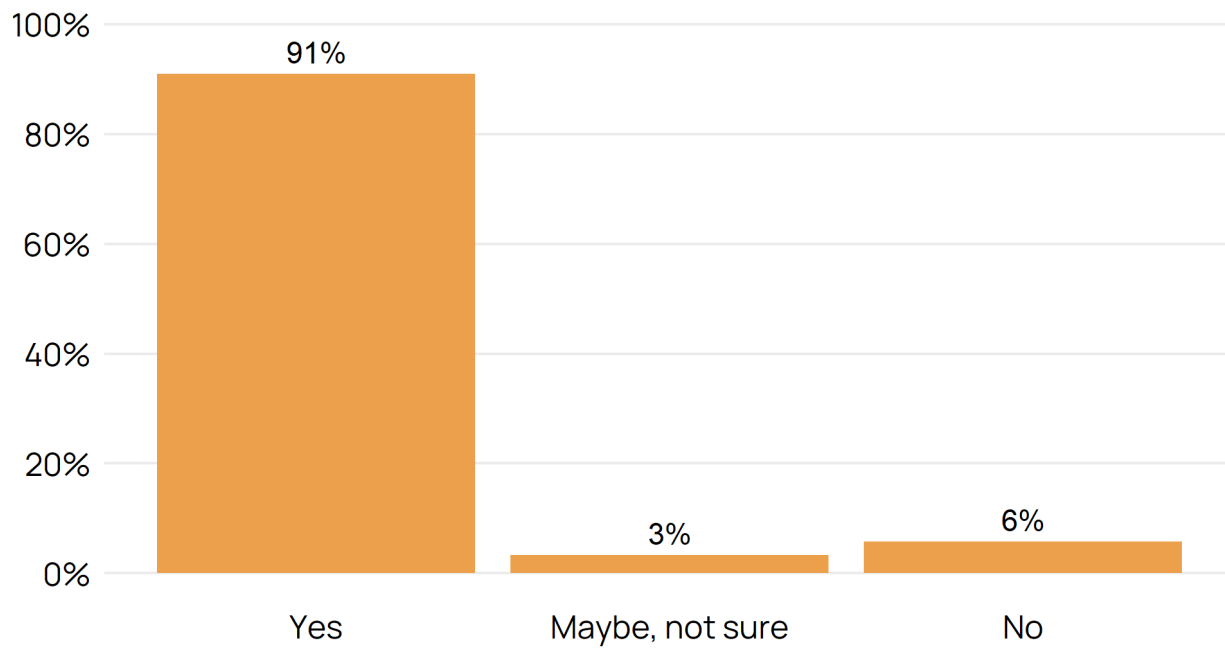


Table 1. Has met or spoken with case manager/service coordinator

Key: Up arrow (↑) represents Significantly Above Average; down arrow (↓) represents Significantly Below Average

State (names abbreviated)	Average within State	N	Institutional Settings	Group Settings	Own Home or Apartment	Parent's or Relative's Home	Foster Care or Host Home
WY ↑	99%	263	n/a	n/a	100%	99%	n/a
FL ↑	99%	233	n/a	97%	100%	99%	n/a
KY ↑	99%	203	n/a	98%	n/a	98%	100%
VA ↑	97%	346	n/a	96%	94%	96%	98%
UT ↑	96%	226	n/a	94%	100%	100%	100%
MN ↑	96%	203	n/a	97%	93%	96%	n/a
NE ↑	96%	318	n/a	96%	100%	96%	94%
MI ↑	96%	361	n/a	97%	96%	96%	n/a
GA ↑	95%	218	n/a	96%	97%	94%	92%
KS ↑	95%	249	n/a	95%	100%	96%	n/a
NY ↑	94%	900	n/a	93%	97%	93%	n/a
NJ	94%	217	n/a	88%	100%	97%	n/a
WI	94%	126	n/a	n/a	96%	95%	n/a
NH	94%	196	n/a	94%	100%	96%	90%
PA	94%	360	n/a	93%	95%	94%	n/a
OK	94%	239	n/a	95%	94%	90%	n/a
OR	93%	273	n/a	95%	89%	94%	97%
CT	93%	311	n/a	92%	96%	92%	n/a
MD	93%	310	n/a	90%	89%	94%	n/a
DC	93%	202	n/a	88%	100%	n/a	n/a
IL	92%	206	n/a	89%	92%	96%	n/a
AR	92%	280	n/a	86%	91%	95%	n/a
NC	91%	301	n/a	96%	87%	89%	92%
MO	91%	247	n/a	92%	92%	93%	n/a
NCI-IDD Average	91%	14,374	85%	91%	94%	90%	91%
IN	91%	722	81%	92%	95%	94%	n/a
HI	90%	132	n/a	n/a	n/a	89%	91%
NV	89%	340	n/a	89%	94%	84%	100%
TX	87%	200	n/a	n/a	91%	87%	85%
SC ↓	85%	271	n/a	85%	89%	77%	n/a
MT ↓	84%	245	n/a	82%	86%	84%	n/a
AL ↓	80%	252	n/a	81%	84%	73%	n/a
DE ↓	76%	213	n/a	67%	n/a	83%	n/a

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

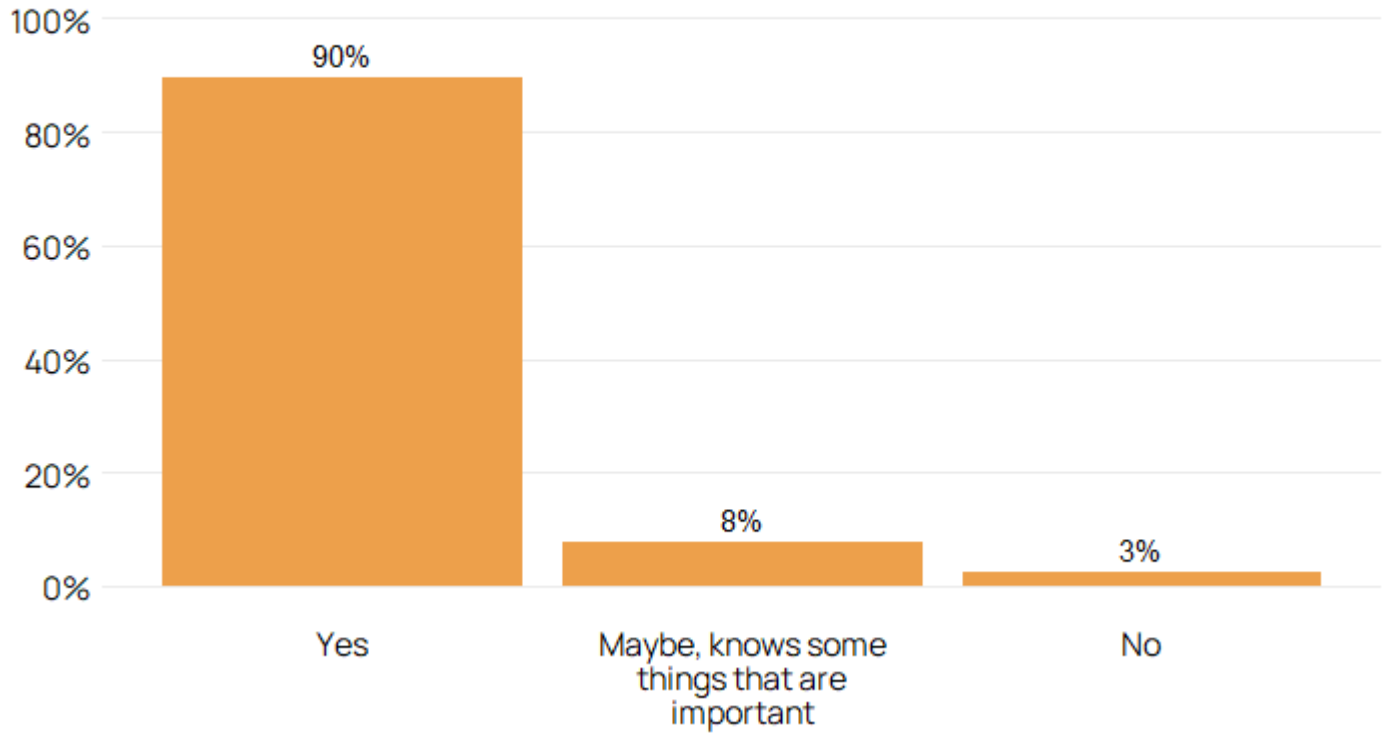


Table 2. Case manager/service coordinator knows what is important to person

Key: Up arrow (↑) represents Significantly Above Average; down arrow (↓) represents Significantly Below Average

State (names abbreviated)	Average within State	N	Institutional Settings	Group Settings	Own Home or Apartment	Parent's or Relative's Home	Foster Care or Host Home
AR ↑	96%	252	n/a	100%	94%	97%	n/a
MO ↑	95%	218	n/a	96%	97%	93%	n/a
PA ↑	95%	317	n/a	95%	94%	94%	n/a
IL ↑	95%	186	n/a	96%	87%	95%	n/a
IN ↑	95%	631	96%	92%	98%	95%	n/a
WY ↑	95%	259	n/a	n/a	94%	96%	n/a
FL ↑	94%	225	n/a	93%	98%	92%	n/a
HI	94%	114	n/a	n/a	n/a	94%	93%
KS	93%	226	n/a	95%	92%	91%	n/a
SC	93%	226	n/a	93%	89%	97%	n/a
NC	93%	261	n/a	92%	100%	94%	91%
NE	93%	289	n/a	91%	96%	90%	93%
MN	92%	189	n/a	93%	93%	91%	n/a
UT	92%	217	n/a	89%	100%	91%	90%
CT	92%	273	n/a	91%	90%	95%	n/a
OK	91%	220	n/a	92%	90%	91%	n/a
WI	91%	114	n/a	n/a	90%	94%	n/a
GA	91%	203	n/a	91%	94%	92%	87%
NY	91%	816	n/a	94%	91%	89%	n/a
MD	90%	268	n/a	88%	90%	90%	n/a
NCI-IDD Average	90%	12,223	90%	91%	90%	89%	88%
OR	90%	230	n/a	81%	84%	92%	94%
NV	89%	291	n/a	90%	80%	91%	100%
DE	88%	156	n/a	90%	n/a	89%	n/a
AL	88%	190	n/a	87%	96%	87%	n/a
DC	88%	179	n/a	90%	83%	n/a	n/a
VA	88%	315	n/a	89%	83%	89%	87%
NJ	87%	191	n/a	86%	87%	88%	n/a
MI	87%	342	n/a	85%	85%	90%	n/a
NH	84%	168	n/a	84%	89%	88%	74%
KY	83%	197	n/a	86%	n/a	80%	83%
MT ↓	82%	198	n/a	84%	85%	73%	n/a
TX ↓	80%	171	n/a	n/a	80%	80%	84%

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

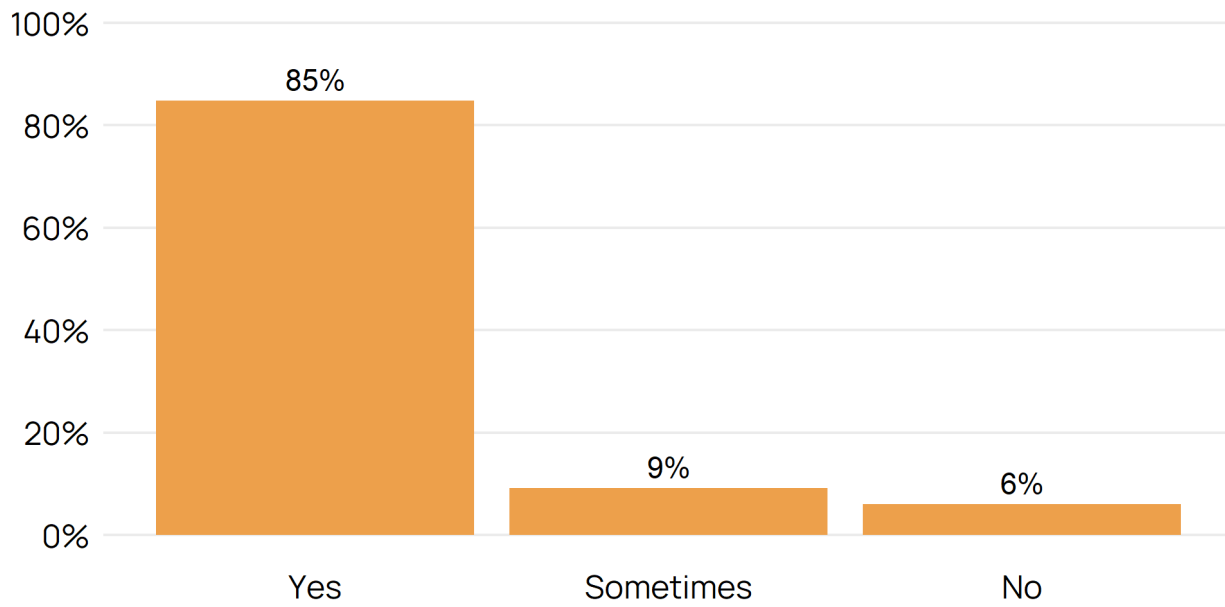


Table 3. Able to contact case manager/service coordinator when wants

Key: Up arrow (↑) represents Significantly Above Average; down arrow (↓) represents Significantly Below Average

State (names abbreviated)	Average within State	N	Institutional Settings	Group Settings	Own Home or Apartment	Parent's or Relative's Home	Foster Care or Host Home
IN ↑	92%	625	93%	90%	93%	91%	n/a
WY ↑	92%	259	n/a	n/a	96%	87%	n/a
FL ↑	91%	228	n/a	87%	98%	88%	n/a
NE ↑	91%	279	n/a	93%	98%	85%	87%
PA ↑	91%	316	n/a	94%	88%	92%	n/a
KS ↑	90%	229	n/a	92%	94%	83%	n/a
NY ↑	89%	816	n/a	89%	91%	89%	n/a
MN	90%	193	n/a	92%	96%	85%	n/a
NC	89%	261	n/a	89%	88%	89%	91%
AR	89%	255	n/a	92%	85%	93%	n/a
SC	87%	230	n/a	87%	83%	95%	n/a
MO	87%	216	n/a	88%	86%	90%	n/a
UT	87%	215	n/a	84%	84%	91%	90%
WI	87%	114	n/a	n/a	90%	86%	n/a
IL	87%	174	n/a	88%	75%	87%	n/a
NJ	86%	191	n/a	80%	92%	87%	n/a
VA	86%	320	n/a	88%	84%	87%	82%
MI	86%	344	n/a	87%	86%	85%	n/a
NCI-IDD Average	85%	12,217	81%	85%	87%	84%	83%
GA	84%	203	n/a	86%	91%	83%	74%
MD	84%	272	n/a	74%	88%	88%	n/a
DE	84%	157	n/a	83%	n/a	84%	n/a
NH	84%	166	n/a	70%	89%	90%	84%
CT	84%	280	n/a	83%	83%	83%	n/a
KY	83%	198	n/a	86%	n/a	85%	78%
OR	83%	235	n/a	66%	82%	85%	90%
DC	82%	175	n/a	n/a	91%	n/a	n/a
AL	82%	190	n/a	82%	81%	78%	n/a
NV	81%	294	n/a	80%	84%	82%	76%
OK	81%	218	n/a	82%	88%	72%	n/a
HI	76%	108	n/a	n/a	n/a	71%	86%
TX ↓	70%	172	n/a	n/a	75%	72%	73%
MT ↓	68%	201	n/a	71%	73%	53%	n/a

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?

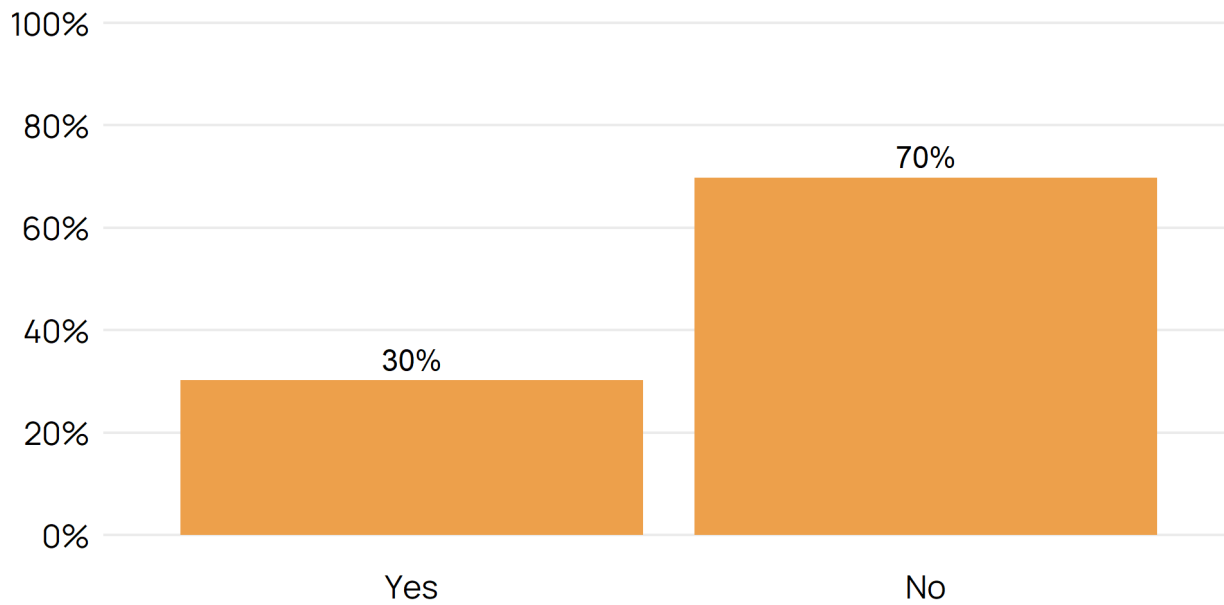


Table 4. Case manager/service coordinator has talked to them about technology that may help them in their everyday life

Proxy respondents were allowed for this question

Key: Up arrow (↑) represents Significantly Above Average; down arrow (↓) represents Significantly Below Average

State (names abbreviated)	Average within State	N	Institutional Settings	Group Settings	Own Home or Apartment	Parent's or Relative's Home	Foster Care or Host Home
FL ↑	54%	446	n/a	54%	59%	52%	n/a
IN ↑	50%	839	39%	57%	55%	54%	n/a
MO ↑	48%	304	n/a	54%	49%	46%	n/a
VA ↑	48%	707	n/a	47%	45%	51%	46%
AL ↑	47%	364	n/a	46%	56%	47%	n/a
NC ↑	47%	515	3%	54%	52%	49%	47%
DC ↑	43%	273	n/a	33%	41%	n/a	n/a
MN ↑	41%	371	n/a	43%	34%	40%	n/a
HI ↑	40%	332	n/a	n/a	n/a	37%	43%
SC ↑	40%	452	n/a	40%	45%	38%	39%
UT ↑	40%	291	n/a	29%	41%	51%	45%
KY ↑	39%	386	n/a	27%	47%	53%	28%
CT ↑	36%	546	n/a	30%	39%	42%	n/a
PA	34%	550	33%	36%	26%	31%	38%
MD	33%	458	n/a	39%	27%	32%	n/a
AR	31%	388	n/a	24%	37%	27%	n/a
GA	31%	367	n/a	28%	33%	33%	33%
WY	31%	375	n/a	n/a	30%	35%	n/a
NCI-IDD Average	30%	22,311	30%	32%	33%	29%	27%
OK	30%	373	n/a	27%	29%	34%	n/a
KS	30%	319	n/a	26%	39%	38%	n/a
NE	30%	344	n/a	26%	50%	26%	28%
IL	27%	304	n/a	31%	n/a	23%	n/a
MI	27%	604	n/a	25%	25%	31%	n/a
NV	26%	354	n/a	28%	25%	22%	41%
OR	25%	361	n/a	16%	24%	30%	13%
NY ↓	22%	1,506	n/a	21%	25%	21%	n/a
TX ↓	21%	387	24%	18%	18%	24%	19%
NH ↓	20%	366	n/a	16%	25%	25%	17%
NJ ↓	20%	409	n/a	17%	26%	22%	n/a
MT ↓	20%	296	n/a	21%	17%	22%	n/a
DE ↓	20%	365	n/a	20%	n/a	18%	n/a
WI ↓	16%	329	n/a	12%	24%	10%	n/a

Were you at the last service planning meeting?

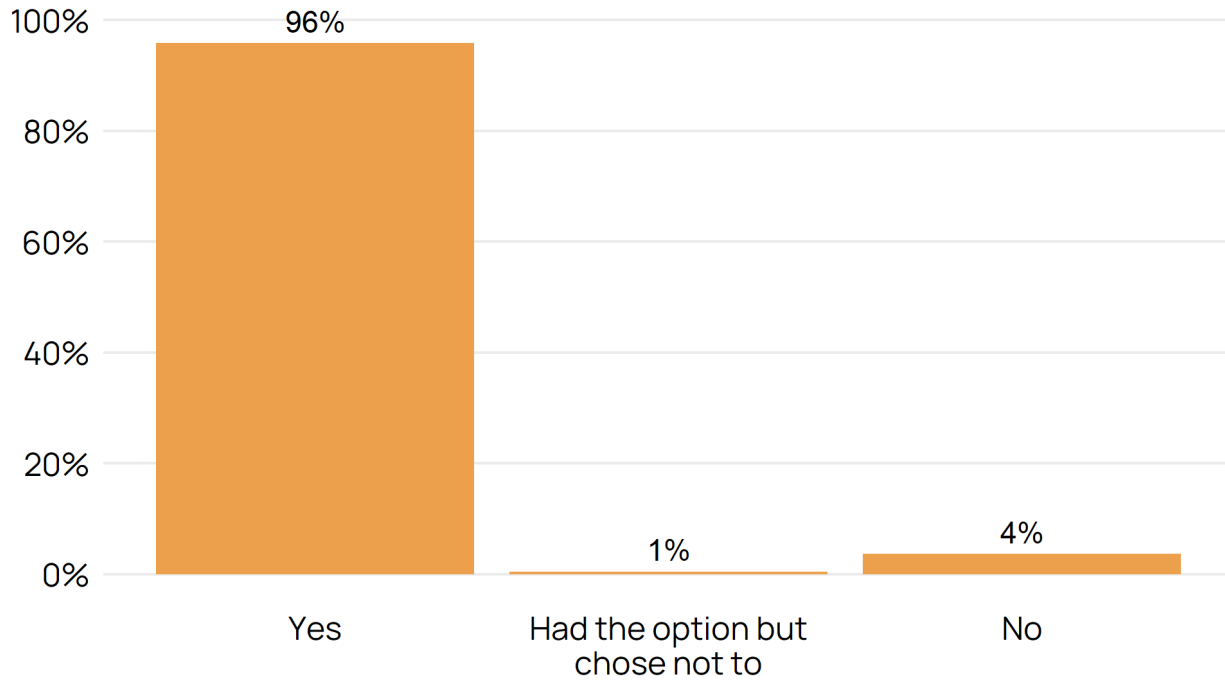


Table 5. Was at last service planning meeting, or had the opportunity to be but chose not to

Key: Up arrow (↑) represents Significantly Above Average; down arrow (↓) represents Significantly Below Average

State (names abbreviated)	Average within State	N	Institutional Settings	Group Settings	Own Home or Apartment	Parent's or Relative's Home	Foster Care or Host Home
PA ↑	99%	332	n/a	100%	98%	99%	n/a
MT ↑	99%	243	n/a	99%	99%	98%	n/a
MD ↑	99%	299	n/a	100%	93%	99%	n/a
GA ↑	99%	210	n/a	99%	100%	99%	96%
NY ↑	98%	868	n/a	97%	100%	98%	n/a
MN	99%	200	n/a	98%	100%	99%	n/a
KY	98%	196	n/a	96%	n/a	99%	100%
DC	98%	195	n/a	100%	100%	n/a	n/a
HI	98%	127	n/a	n/a	n/a	97%	100%
FL	98%	226	n/a	97%	100%	98%	n/a
MI	98%	349	n/a	96%	99%	99%	n/a
MO	98%	228	n/a	96%	98%	99%	n/a
IN	97%	708	96%	99%	99%	97%	n/a
OR	97%	235	n/a	100%	97%	97%	96%
VA	97%	309	n/a	99%	98%	95%	98%
NE	97%	309	n/a	96%	98%	98%	99%
NH	97%	167	n/a	94%	100%	97%	100%
CT	97%	300	n/a	97%	96%	97%	n/a
OK	97%	233	n/a	97%	100%	95%	n/a
IL	97%	194	n/a	96%	96%	99%	n/a
UT	97%	204	n/a	97%	100%	100%	95%
WY	96%	257	n/a	n/a	98%	98%	n/a
AL	96%	226	n/a	98%	100%	89%	n/a
NCI-IDD Average	96%	13,212	96%	97%	97%	96%	96%
NJ	96%	191	n/a	95%	98%	95%	n/a
NC	96%	280	n/a	93%	100%	98%	91%
AR	96%	245	n/a	100%	94%	96%	n/a
NV	95%	319	n/a	95%	98%	91%	100%
KS	93%	228	n/a	95%	93%	90%	n/a
WI	93%	115	n/a	n/a	96%	97%	n/a
TX	92%	188	n/a	n/a	90%	92%	93%
SC ↓	91%	259	n/a	94%	92%	80%	n/a
DE ↓	79%	198	n/a	75%	n/a	81%	n/a

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

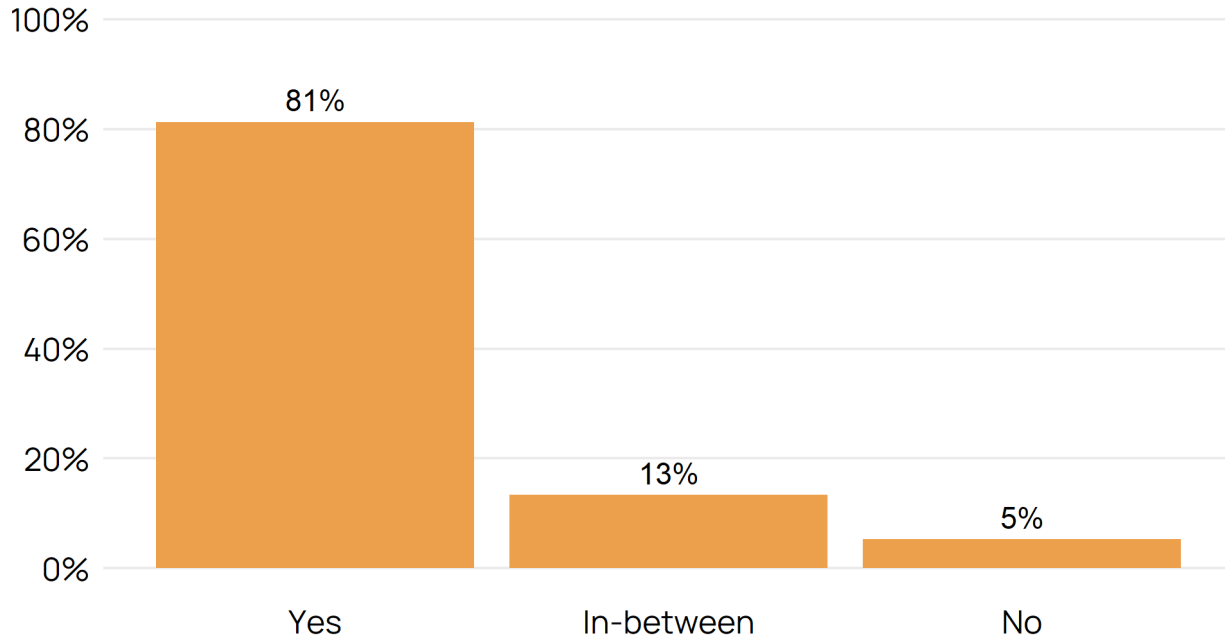


Table 6. Knew what was being talked about at last service planning meeting

Key: Up arrow (↑) represents Significantly Above Average; down arrow (↓) represents Significantly Below Average

State (names abbreviated)	Average within State	N	Institutional Settings	Group Settings	Own Home or Apartment	Parent's or Relative's Home	Foster Care or Host Home
GA ↑	93%	206	n/a	94%	97%	93%	88%
WI ↑	93%	103	n/a	n/a	90%	97%	n/a
SC ↑	93%	223	n/a	91%	98%	95%	n/a
KS ↑	91%	205	n/a	96%	90%	92%	n/a
MO ↑	87%	213	n/a	76%	93%	86%	n/a
AR ↑	87%	220	n/a	85%	90%	86%	n/a
FL	87%	216	n/a	82%	93%	86%	n/a
IL	85%	177	n/a	85%	82%	88%	n/a
UT	85%	190	n/a	83%	92%	80%	86%
WY	85%	241	n/a	n/a	90%	88%	n/a
CT	84%	281	n/a	83%	91%	81%	n/a
NE	84%	280	n/a	81%	98%	86%	82%
NY	84%	817	n/a	83%	93%	82%	n/a
DC	83%	176	n/a	n/a	86%	n/a	n/a
NV	82%	282	n/a	82%	83%	81%	90%
OK	82%	211	n/a	87%	86%	71%	n/a
NCI-IDD Average	81%	11,912	78%	81%	88%	80%	75%
MT	81%	232	n/a	73%	88%	79%	n/a
DE	81%	149	n/a	77%	n/a	84%	n/a
PA	81%	303	n/a	82%	82%	78%	n/a
NJ	80%	173	n/a	82%	80%	80%	n/a
KY	80%	186	n/a	86%	n/a	77%	77%
AL	80%	198	n/a	79%	100%	63%	n/a
MN	80%	191	n/a	83%	79%	74%	n/a
NH	78%	156	n/a	79%	96%	80%	68%
IN	78%	671	76%	78%	87%	76%	n/a
OR	78%	201	n/a	70%	90%	76%	80%
MD	76%	280	n/a	82%	81%	72%	n/a
TX	75%	167	n/a	n/a	n/a	80%	68%
VA ↓	74%	287	n/a	70%	84%	68%	77%
NC ↓	73%	245	n/a	71%	63%	78%	73%
MI ↓	73%	334	n/a	70%	78%	73%	n/a
HI ↓	66%	96	n/a	n/a	n/a	67%	69%

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

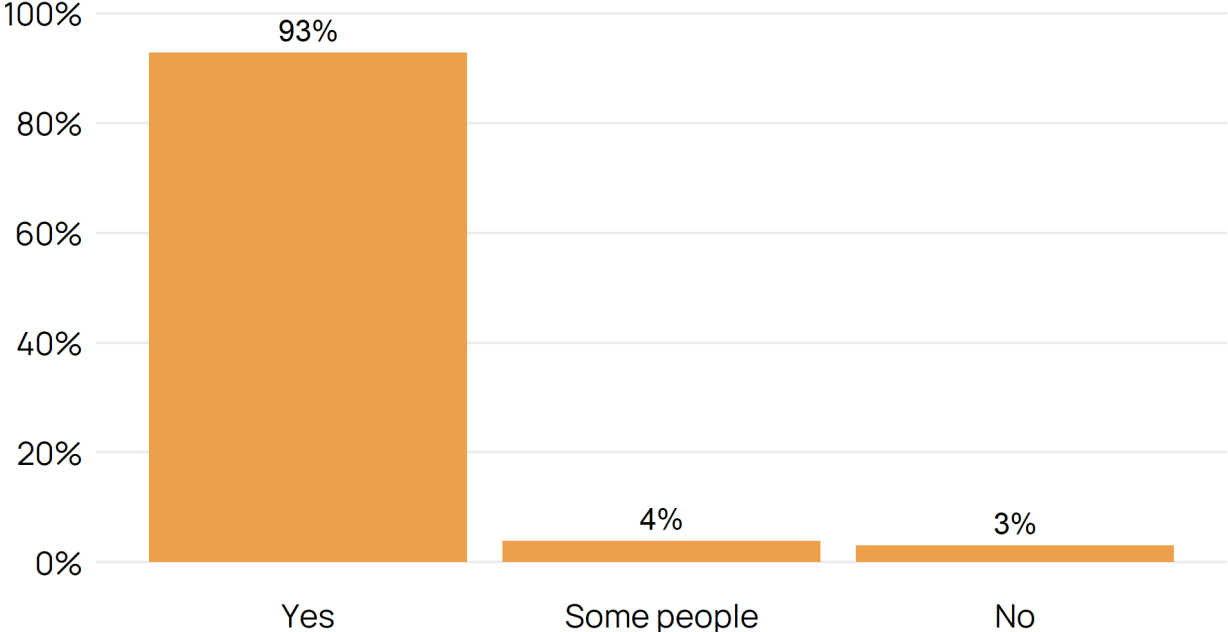


Table 7. Last service planning meeting included people person wanted to be there

Key: Up arrow (↑) represents Significantly Above Average; down arrow (↓) represents Significantly Below Average

State (names abbreviated)	Average within State	N	Institutional Settings	Group Settings	Own Home or Apartment	Parent's or Relative's Home	Foster Care or Host Home
MN ↑	98%	196	n/a	98%	100%	97%	n/a
GA ↑	97%	211	n/a	94%	100%	100%	92%
OR ↑	97%	213	n/a	88%	100%	98%	96%
PA ↑	96%	328	n/a	99%	96%	95%	n/a
NE ↑	96%	301	n/a	95%	96%	100%	92%
IL	96%	188	n/a	95%	100%	97%	n/a
MO	96%	218	n/a	95%	95%	96%	n/a
IN	95%	685	92%	95%	95%	96%	n/a
NC	94%	260	n/a	90%	92%	96%	94%
AR	94%	236	n/a	97%	92%	97%	n/a
UT	94%	199	n/a	93%	92%	95%	95%
VA	94%	294	n/a	92%	91%	97%	93%
MT	94%	240	n/a	94%	92%	96%	n/a
HI	94%	109	n/a	n/a	n/a	97%	94%
CT	93%	286	n/a	91%	94%	95%	n/a
NCI-IDD Average	93%	12,580	92%	90%	94%	94%	94%
DC	93%	189	n/a	n/a	96%	n/a	n/a
FL	93%	227	n/a	87%	97%	93%	n/a
NH	92%	159	n/a	89%	96%	97%	91%
MI	92%	341	n/a	88%	93%	95%	n/a
NY	92%	807	n/a	88%	96%	95%	n/a
KS	92%	208	n/a	93%	98%	86%	n/a
WY	92%	233	n/a	n/a	91%	90%	n/a
NJ	92%	180	n/a	86%	100%	92%	n/a
WI	91%	112	n/a	n/a	92%	94%	n/a
MD	91%	297	n/a	90%	86%	93%	n/a
TX	90%	170	n/a	n/a	n/a	92%	95%
OK	90%	225	n/a	88%	90%	93%	n/a
KY	89%	194	n/a	91%	n/a	86%	90%
NV	89%	300	n/a	89%	93%	86%	90%
AL	89%	210	n/a	88%	96%	85%	n/a
SC	88%	250	n/a	88%	92%	87%	n/a
DE ↓	85%	179	n/a	88%	n/a	85%	n/a

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

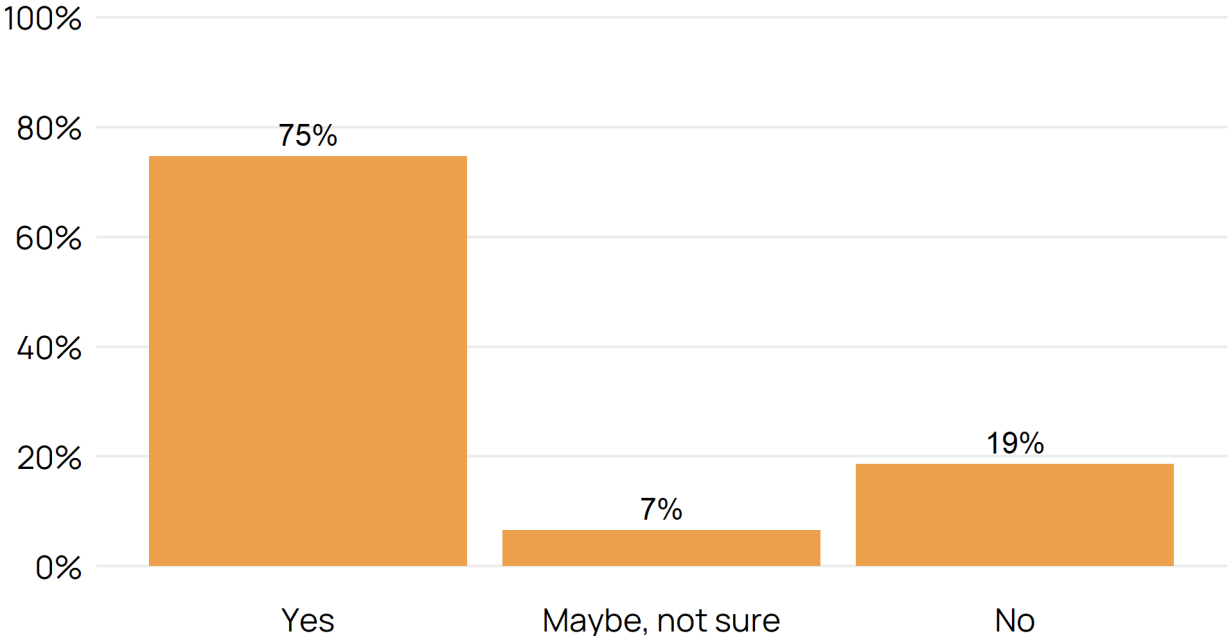


Table 8. Person helped make service plan*Proxy respondents were allowed for this question*

Key: Up arrow (↑) represents Significantly Above Average; down arrow (↓) represents Significantly Below Average

State (names abbreviated)	Average within State	N	Institutional Settings	Group Settings	Own Home or Apartment	Parent's or Relative's Home	Foster Care or Host Home
GA ↑	94%	401	n/a	93%	93%	94%	96%
KY ↑	90%	424	n/a	82%	95%	94%	90%
MI ↑	89%	644	n/a	88%	91%	90%	n/a
FL ↑	87%	516	n/a	84%	96%	87%	n/a
UT ↑	87%	326	n/a	85%	97%	86%	85%
KS ↑	83%	342	n/a	85%	85%	83%	n/a
MN ↑	83%	392	n/a	84%	92%	79%	n/a
NE ↑	83%	391	n/a	73%	81%	90%	86%
IL ↑	81%	380	n/a	78%	93%	83%	n/a
MD	78%	505	n/a	77%	88%	77%	n/a
NV	78%	348	n/a	76%	86%	74%	96%
WY	78%	398	n/a	n/a	92%	73%	n/a
TX	78%	384	80%	57%	75%	79%	82%
MO	78%	391	n/a	79%	83%	73%	n/a
IN	78%	999	72%	81%	93%	77%	n/a
AL	77%	451	n/a	77%	94%	67%	n/a
NH	76%	390	n/a	78%	84%	76%	76%
MT	75%	347	n/a	72%	81%	75%	n/a
WI	75%	333	n/a	73%	86%	75%	n/a
NY	75%	1,612	n/a	71%	93%	76%	n/a
NCI-IDD Average	75%	23,789	62%	74%	86%	73%	79%
SC	73%	482	n/a	78%	85%	59%	83%
PA	73%	612	58%	70%	85%	74%	91%
AR	72%	382	n/a	84%	72%	69%	n/a
OR	71%	407	n/a	68%	93%	70%	64%
DC	70%	310	45%	51%	68%	n/a	n/a
VA ↓	69%	739	n/a	70%	86%	63%	72%
OK ↓	68%	380	n/a	71%	77%	60%	n/a
NJ ↓	66%	427	n/a	64%	76%	63%	n/a
NC ↓	65%	562	49%	74%	71%	59%	75%
CT ↓	64%	572	n/a	63%	86%	58%	n/a
DE ↓	61%	351	n/a	54%	n/a	68%	n/a
HI ↓	50%	347	n/a	n/a	n/a	49%	48%

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

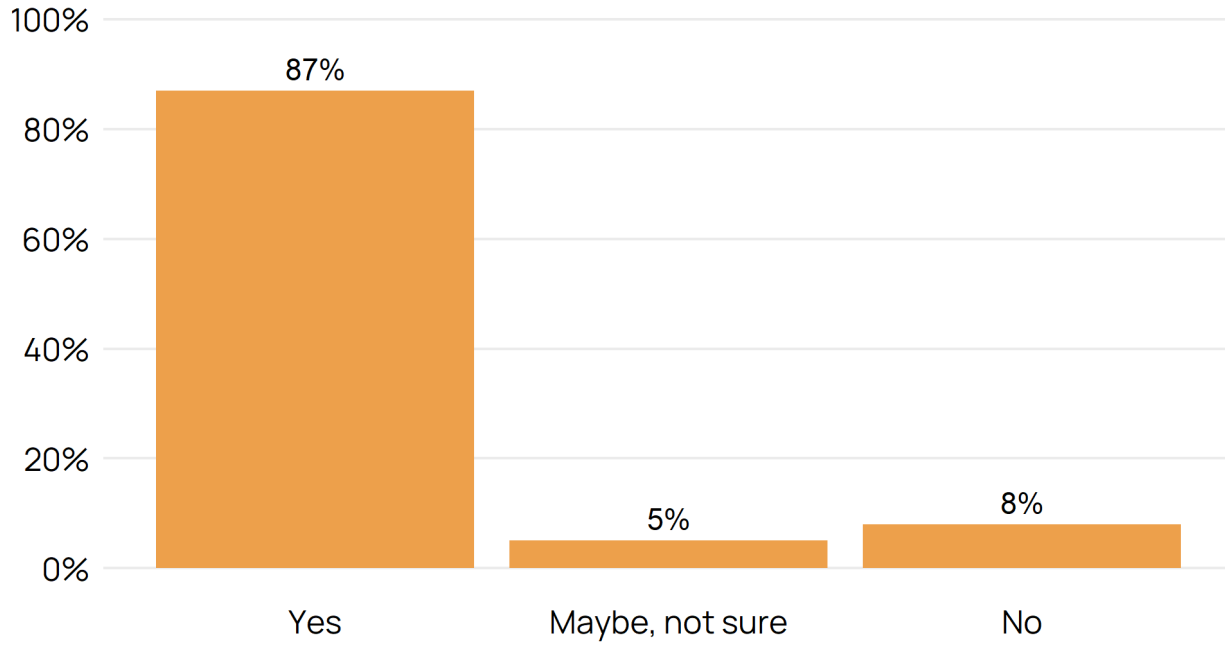


Table 9. Case manager/service coordinator reviews their service plan with them throughout the year, when needed

Proxy respondents were allowed for this question

Key: Up arrow (↑) represents Significantly Above Average; down arrow (↓) represents Significantly Below Average

State (names abbreviated)	Average within State	N	Institutional Settings	Group Settings	Own Home or Apartment	Parent's or Relative's Home	Foster Care or Host Home
FL ↑	95%	518	n/a	93%	96%	96%	n/a
NE ↑	95%	389	n/a	92%	98%	94%	97%
WY ↑	94%	406	n/a	n/a	94%	94%	n/a
NY ↑	94%	1,609	n/a	94%	94%	94%	n/a
MI ↑	93%	656	n/a	94%	95%	93%	n/a
WI ↑	93%	332	n/a	93%	92%	97%	n/a
HI ↑	93%	347	n/a	n/a	n/a	92%	96%
IN ↑	93%	1,001	89%	97%	93%	94%	n/a
KY ↑	93%	424	n/a	92%	95%	93%	93%
GA ↑	92%	398	n/a	94%	91%	92%	90%
VA ↑	92%	747	n/a	92%	89%	92%	92%
IL ↑	92%	376	n/a	89%	93%	95%	n/a
PA ↑	91%	606	90%	92%	89%	91%	95%
NC ↑	91%	559	97%	90%	89%	90%	91%
DC	91%	327	n/a	91%	90%	n/a	n/a
NJ	90%	427	n/a	91%	85%	91%	n/a
AR	90%	391	n/a	89%	88%	91%	n/a
MN	88%	391	n/a	89%	81%	87%	n/a
SC	88%	479	n/a	86%	93%	87%	100%
NCI-IDD Average	87%	23,899	87%	90%	86%	85%	89%
KS	87%	338	n/a	85%	88%	95%	n/a
MO	87%	391	n/a	91%	86%	87%	n/a
MD	85%	499	n/a	90%	76%	84%	n/a
TX	85%	380	75%	72%	72%	89%	89%
NH	85%	391	n/a	81%	83%	84%	88%
OK	85%	381	n/a	88%	81%	83%	n/a
OR	85%	400	n/a	90%	81%	85%	82%
AL ↓	82%	435	n/a	84%	89%	68%	n/a
CT ↓	79%	569	n/a	82%	77%	78%	n/a
NV ↓	79%	364	n/a	77%	68%	84%	96%
UT ↓	78%	330	80%	75%	81%	78%	78%
DE ↓	77%	355	n/a	77%	n/a	75%	n/a
MT ↓	61%	347	n/a	61%	62%	59%	n/a

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

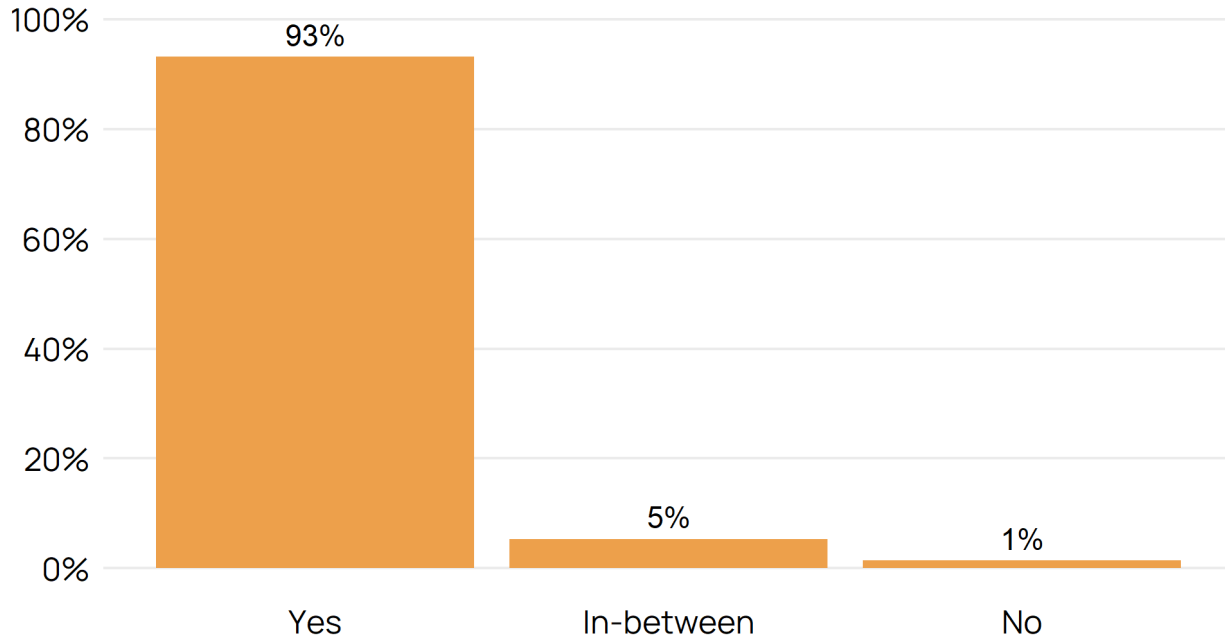


Table 10. Service plan includes things that are important to person

Key: Up arrow (↑) represents Significantly Above Average; down arrow (↓) represents Significantly Below Average

State (names abbreviated)	Average within State	N	Institutional Settings	Group Settings	Own Home or Apartment	Parent's or Relative's Home	Foster Care or Host Home
SC ↑	97%	189	n/a	98%	92%	97%	n/a
AR ↑	97%	220	n/a	94%	97%	97%	n/a
WY ↑	97%	215	n/a	n/a	96%	98%	n/a
IL ↑	97%	181	n/a	97%	95%	98%	n/a
MN ↑	97%	179	n/a	95%	100%	97%	n/a
VA ↑	96%	265	n/a	95%	93%	97%	100%
MD	96%	230	n/a	95%	94%	97%	n/a
FL	96%	203	n/a	89%	100%	98%	n/a
MO	96%	203	n/a	93%	98%	96%	n/a
PA	96%	287	n/a	96%	94%	95%	n/a
GA	96%	206	n/a	94%	100%	96%	92%
WI	95%	86	n/a	n/a	97%	97%	n/a
NJ	95%	150	n/a	92%	100%	95%	n/a
IN	95%	629	95%	96%	92%	96%	n/a
OK	95%	214	n/a	94%	98%	93%	n/a
MT	95%	231	n/a	96%	93%	95%	n/a
CT	95%	225	n/a	93%	93%	97%	n/a
DC	95%	130	n/a	n/a	n/a	n/a	n/a
NC	94%	269	n/a	97%	92%	93%	94%
AL	94%	193	n/a	93%	96%	93%	n/a
UT	94%	175	n/a	91%	100%	94%	94%
NV	94%	247	n/a	94%	95%	92%	n/a
OR	93%	199	n/a	91%	97%	93%	92%
KS	93%	214	n/a	96%	93%	97%	n/a
NY	93%	816	n/a	93%	97%	93%	n/a
NCI-IDD Average	93%	10,816	94%	93%	95%	93%	90%
DE	93%	136	n/a	90%	n/a	93%	n/a
HI	92%	92	n/a	n/a	n/a	98%	92%
NE	92%	214	n/a	98%	100%	90%	88%
KY	91%	186	n/a	96%	n/a	87%	91%
NH	90%	154	n/a	82%	92%	94%	87%
MI ↓	88%	330	n/a	86%	93%	88%	n/a
TX ↓	84%	167	n/a	n/a	n/a	83%	82%

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

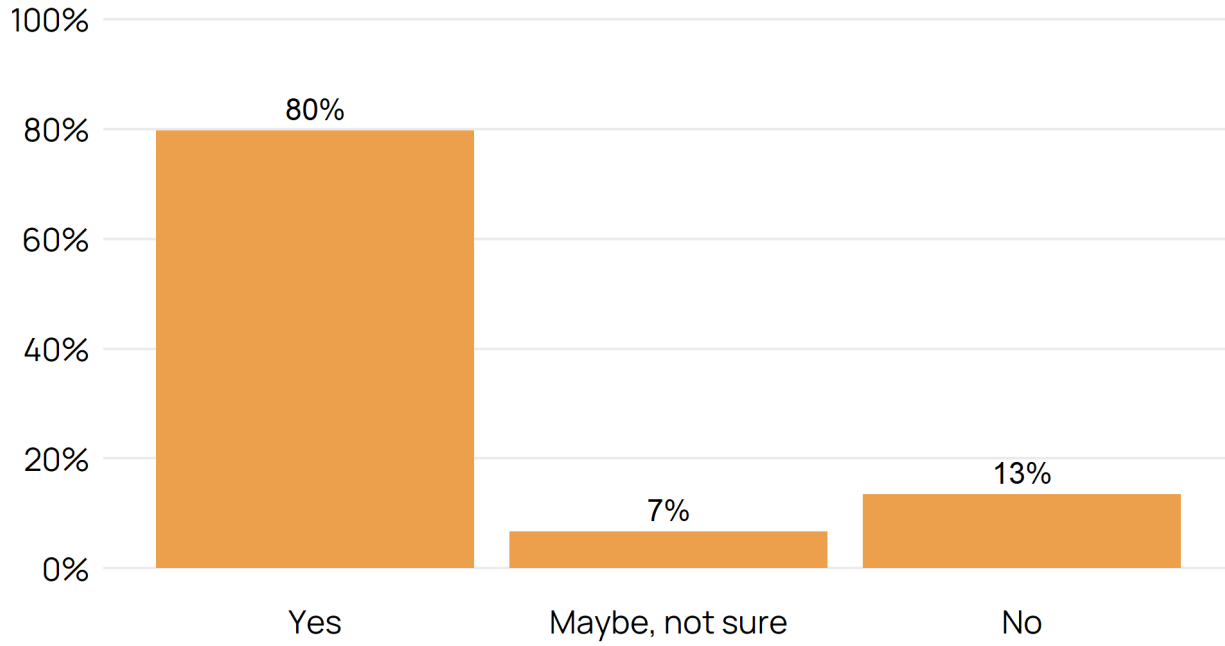


Table 11. Knows who to ask if wants to change something about services

Proxy respondents were allowed for this question

Key: Up arrow (↑) represents Significantly Above Average; down arrow (↓) represents Significantly Below Average

State (names abbreviated)	Average within State	N	Institutional Settings	Group Settings	Own Home or Apartment	Parent's or Relative's Home	Foster Care or Host Home
NH ↑	92%	390	n/a	92%	94%	92%	93%
NE ↑	91%	392	n/a	90%	97%	91%	92%
KY ↑	91%	423	n/a	93%	89%	90%	92%
WI ↑	88%	346	n/a	89%	88%	91%	n/a
FL ↑	87%	516	n/a	80%	91%	91%	n/a
GA ↑	87%	400	n/a	85%	85%	92%	75%
MN ↑	86%	398	n/a	86%	97%	84%	n/a
WY ↑	86%	409	n/a	n/a	92%	86%	n/a
NC ↑	85%	564	50%	85%	86%	88%	90%
SC ↑	84%	498	n/a	82%	90%	88%	73%
KS	85%	334	n/a	86%	88%	87%	n/a
UT	84%	326	n/a	74%	90%	91%	91%
TX	84%	402	90%	70%	82%	84%	85%
AR	83%	391	n/a	86%	85%	78%	n/a
NJ	83%	428	n/a	83%	85%	82%	n/a
OR	83%	400	n/a	87%	81%	81%	87%
DC	82%	331	83%	77%	78%	n/a	n/a
MD	82%	502	n/a	77%	80%	85%	n/a
IL	82%	377	n/a	80%	81%	85%	n/a
MI	81%	658	n/a	80%	83%	80%	n/a
OK	80%	388	n/a	80%	78%	81%	n/a
NCI-IDD Average	80%	24,264	69%	78%	85%	80%	83%
PA	80%	614	67%	73%	88%	86%	95%
AL	79%	452	n/a	81%	74%	77%	n/a
NV	79%	384	n/a	76%	84%	81%	88%
MO	78%	390	n/a	76%	75%	85%	n/a
DE	78%	398	n/a	75%	n/a	83%	n/a
NY	78%	1,626	n/a	73%	97%	80%	n/a
IN	77%	1,026	64%	88%	91%	79%	n/a
CT ↓	72%	577	n/a	68%	90%	72%	n/a
MT ↓	67%	345	n/a	62%	71%	74%	n/a
VA ↓	64%	742	n/a	64%	77%	64%	58%
HI ↓	62%	343	n/a	n/a	n/a	61%	62%

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

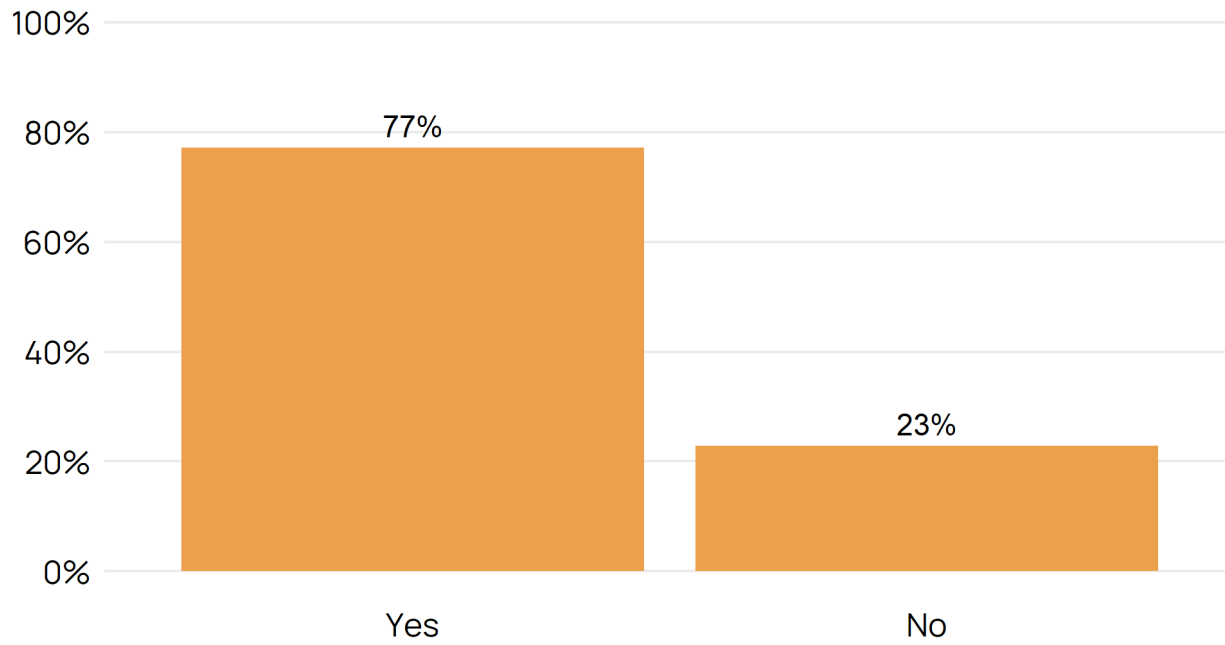


Table 12. Of those who say they want to learn to perform ADLs more independently, the percentage who have a related goal in the service plan

Key: Up arrow (↑) represents Significantly Above Average; down arrow (↓) represents Significantly Below Average

State (names abbreviated)	Average within State	N	Institutional Settings	Group Settings	Own Home or Apartment	Parent's or Relative's Home	Foster Care or Host Home
HI ↑	98%	44	n/a	n/a	n/a	96%	n/a
NC ↑	97%	76	n/a	n/a	n/a	97%	n/a
IN ↑	95%	134	100%	97%	n/a	93%	n/a
NE ↑	88%	68	n/a	n/a	n/a	85%	n/a
OR ↑	88%	68	n/a	n/a	n/a	88%	n/a
VA ↑	88%	143	n/a	85%	n/a	83%	100%
PA	92%	24	n/a	n/a	n/a	n/a	n/a
UT	89%	37	n/a	n/a	n/a	n/a	n/a
OK	89%	44	n/a	90%	n/a	85%	n/a
AL	83%	41	n/a	86%	n/a	n/a	n/a
FL	83%	76	n/a	100%	n/a	74%	n/a
MT	82%	28	n/a	n/a	n/a	n/a	n/a
WY	82%	38	n/a	n/a	n/a	n/a	n/a
MO	82%	38	n/a	n/a	n/a	n/a	n/a
MI	80%	46	n/a	n/a	n/a	73%	n/a
CT	78%	59	n/a	87%	n/a	65%	n/a
SC	77%	31	n/a	85%	n/a	n/a	n/a
AR	77%	44	n/a	n/a	n/a	n/a	n/a
NCI-IDD Average	77%	1,581	89%	76%	78%	75%	90%
KY	75%	81	n/a	64%	n/a	80%	n/a
KS	74%	42	n/a	78%	n/a	n/a	n/a
NV	70%	30	n/a	n/a	n/a	n/a	n/a
NH	64%	28	n/a	n/a	n/a	n/a	n/a
IL	64%	22	n/a	n/a	n/a	n/a	n/a
NY ↓	67%	161	n/a	63%	n/a	68%	n/a
NJ ↓	58%	60	n/a	59%	n/a	59%	n/a
MD ↓	44%	63	n/a	44%	n/a	47%	n/a
DE ↓	17%	29	n/a	n/a	n/a	n/a	n/a

Table note: The following states had a low count of responses (N<20) and were not shown: CA, DC, GA, MN, TX, WI

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

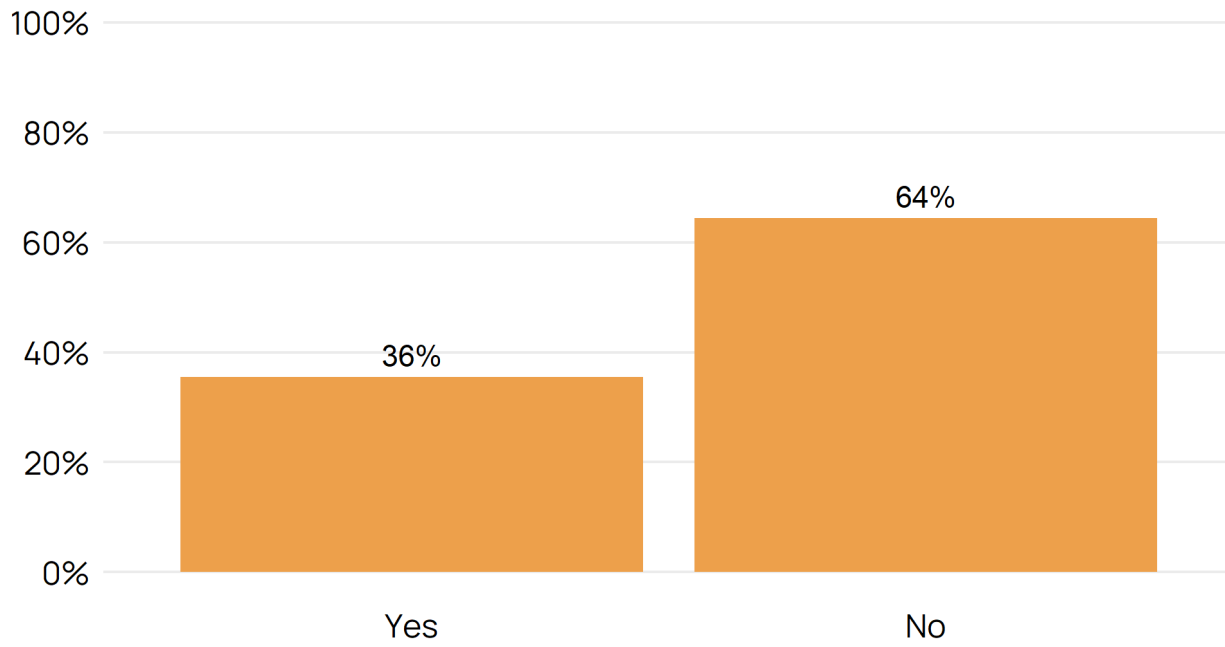


Table 13. Of those who say they want a paid job in the community (and do not currently have one), the percentage who have community employment as a goal in the service plan

Key: Up arrow (↑) represents Significantly Above Average; down arrow (↓) represents Significantly Below Average

State (names abbreviated)	Average within State	N	Institutional Settings	Group Settings	Own Home or Apartment	Parent's or Relative's Home	Foster Care or Host Home
NJ ↑	61%	74	n/a	55%	n/a	63%	n/a
OR ↑	59%	75	n/a	n/a	n/a	57%	n/a
UT ↑	54%	71	n/a	53%	n/a	n/a	n/a
IN ↑	44%	282	20%	39%	74%	57%	n/a
FL	53%	59	n/a	63%	n/a	38%	n/a
MT	48%	33	n/a	n/a	n/a	n/a	n/a
NV	47%	94	n/a	45%	n/a	57%	n/a
VA	46%	112	n/a	40%	n/a	53%	45%
AL	44%	64	n/a	39%	n/a	n/a	n/a
MD	42%	96	n/a	28%	n/a	44%	n/a
OK	40%	52	n/a	55%	n/a	n/a	n/a
MO	40%	67	n/a	n/a	30%	57%	n/a
NH	38%	47	n/a	n/a	n/a	n/a	n/a
NCI-IDD Average	36%	2,249	21%	34%	43%	37%	33%
PA	36%	59	n/a	n/a	n/a	38%	n/a
CT	34%	76	n/a	28%	n/a	42%	n/a
IL	32%	47	n/a	42%	n/a	n/a	n/a
SC	29%	97	n/a	39%	n/a	12%	n/a
NE	29%	70	n/a	n/a	n/a	n/a	20%
NY ↓	24%	259	n/a	22%	33%	24%	n/a
AR ↓	22%	91	n/a	n/a	26%	13%	n/a
NC ↓	22%	101	n/a	21%	n/a	16%	n/a
MI ↓	20%	79	n/a	19%	n/a	25%	n/a
KY ↓	20%	55	n/a	20%	n/a	25%	n/a
HI ↓	17%	47	n/a	n/a	n/a	21%	n/a
KS ↓	15%	46	n/a	12%	n/a	n/a	n/a
GA ↓	12%	67	n/a	18%	n/a	8%	n/a

Table note: The following states had a low count of responses (N<20) and were not shown: CA, DE, DC, MN, TX, WI, WY



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NASDDDS

National Association of State Directors
of
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May 2024

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