

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



National Report 2024-25

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 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. 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	Group Settings	Own Home or Apartment	Parent's or Relative's Home	Host Home, Shared Living or Foster Care	N
AL	0%	60%	7%	33%	1%	600
AZ	0%	19%	5%	73%	3%	385
AR	0%	15%	42%	41%	2%	408
CA	6%	20%	12%	62%	0%	8393
CO	1%	23%	16%	44%	16%	997
CT	1%	45%	11%	38%	6%	603
DE	0%	69%	1%	28%	2%	398
DC	7%	49%	14%	25%	5%	374
GA	0%	33%	8%	47%	12%	410
HI	0%	14%	5%	59%	23%	355
IL	2%	49%	9%	39%	1%	405
IN	11%	23%	20%	45%	0%	844
KS	8%	32%	15%	44%	1%	1171
KY	0%	24%	10%	43%	23%	412
LA	16%	0%	34%	49%	1%	455
MD	1%	35%	15%	48%	1%	408
MI	0%	38%	20%	38%	3%	652
MN	1%	39%	14%	44%	2%	385
MO	1%	24%	39%	31%	5%	403
MT	0%	45%	28%	25%	2%	464
NE	7%	25%	13%	26%	28%	401
NV	0%	47%	11%	37%	5%	492
NH	1%	15%	8%	36%	40%	357
NJ	0%	70%	9%	20%	0%	501
NY	0%	48%	11%	41%	0%	1735
NC	19%	15%	9%	48%	9%	440
ND	18%	14%	45%	23%	0%	417
OH	0%	11%	38%	49%	2%	560
OK	0%	39%	14%	45%	2%	395
OR	0%	19%	13%	59%	9%	414
PA	2%	38%	11%	48%	1%	795
SC	1%	62%	16%	20%	2%	806
SD	0%	52%	34%	14%	1%	345
TX	0%	8%	2%	65%	25%	1209
UT	5%	37%	11%	34%	13%	364
VA	0%	36%	9%	39%	16%	811
WA	0%	16%	30%	54%	0%	406
WI	3%	4%	27%	67%	0%	833
WY	0%	0%	60%	40%	1%	401
NCI-IDD	3%	29%	16%	49%	4%	30204

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

Charts and Tables

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

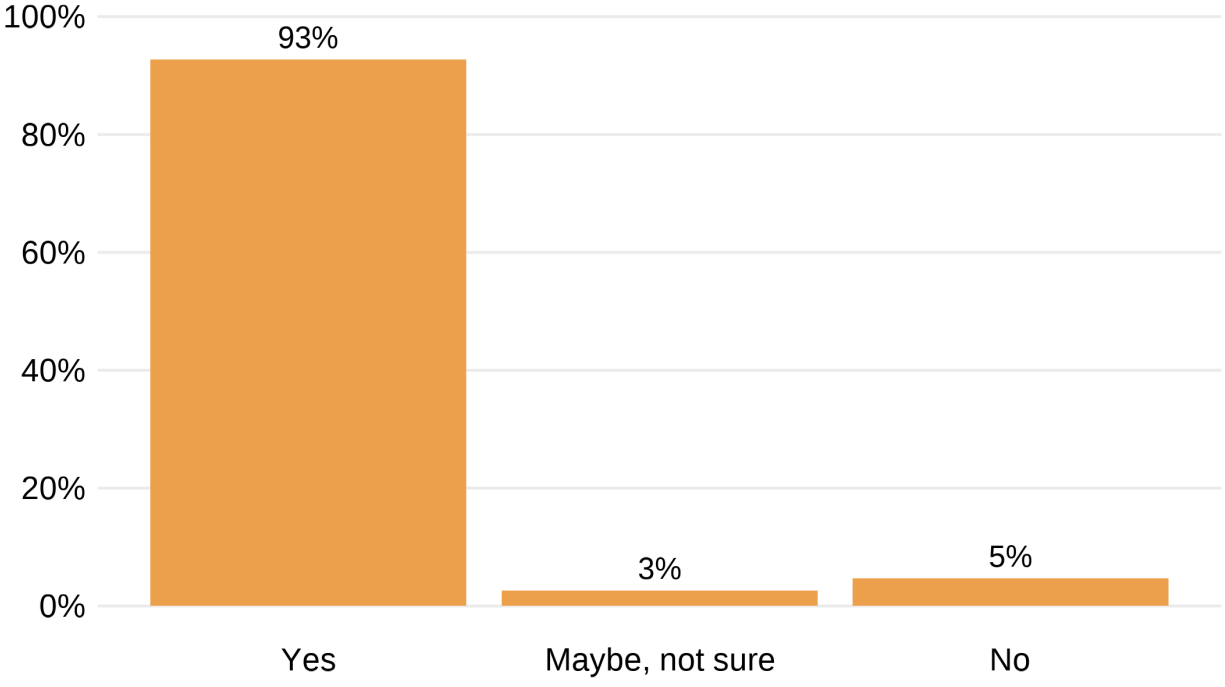


Table 1. Has met or spoken with case manager/service coordinator

State	Average	N	Institutional Settings	Group Settings	Own Home or Apartment	Parent's or Relative's Home	Host Home, Shared Living or Foster Care	
UT	↑	100%	196	n/a	100%	100%	100%	100%
KY	↑	99%	177	n/a	100%	95%	98%	100%
WY	↑	99%	232	n/a	n/a	99%	97%	n/a
ND	↑	99%	73	n/a	n/a	98%	n/a	n/a
OH	↑	98%	354	n/a	97%	99%	97%	n/a
AZ	↑	98%	166	n/a	100%	n/a	98%	n/a
VA	↑	97%	395	n/a	96%	98%	100%	96%
KS	↑	97%	419	91%	98%	98%	98%	n/a
HI	↑	97%	139	n/a	n/a	n/a	98%	95%
NE	↑	97%	331	n/a	96%	96%	99%	97%
MI	↑	97%	383	n/a	97%	95%	97%	n/a
WI	↑	96%	370	n/a	n/a	98%	94%	n/a
SD		96%	255	n/a	96%	95%	96%	n/a
AR		96%	291	n/a	92%	96%	96%	n/a
GA		95%	215	n/a	98%	92%	97%	86%
PA		95%	491	n/a	96%	93%	95%	n/a
TX		95%	510	n/a	93%	n/a	95%	95%
NY		94%	926	n/a	92%	97%	96%	n/a
LA		94%	199	92%	n/a	96%	94%	n/a
IN		94%	687	89%	95%	94%	96%	n/a
OR		94%	276	n/a	89%	96%	94%	95%
MO		93%	254	n/a	91%	97%	91%	n/a
NC		93%	202	86%	97%	89%	96%	n/a
NCI-IDD		93%	16961	89%	91%	95%	92%	93%
NJ		92%	221	n/a	89%	100%	97%	n/a
WA		92%	231	n/a	82%	95%	93%	n/a
CT		92%	330	n/a	91%	89%	94%	95%
OK		91%	182	n/a	96%	85%	88%	n/a
AL		91%	300	n/a	92%	90%	90%	n/a
DC		91%	233	n/a	90%	95%	96%	n/a
CO		91%	490	n/a	89%	91%	90%	95%
MD		90%	218	n/a	87%	95%	90%	n/a
IL		90%	248	n/a	86%	93%	93%	n/a
DE		89%	236	n/a	85%	n/a	96%	n/a
NV		89%	386	n/a	87%	94%	88%	90%
MT		88%	288	n/a	92%	87%	86%	n/a
NH		88%	243	n/a	80%	88%	93%	87%
CA	↓	88%	5119	86%	91%	92%	85%	n/a
SC	↓	87%	526	n/a	85%	92%	88%	n/a
MN	↓	85%	169	n/a	85%	82%	90%	n/a

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

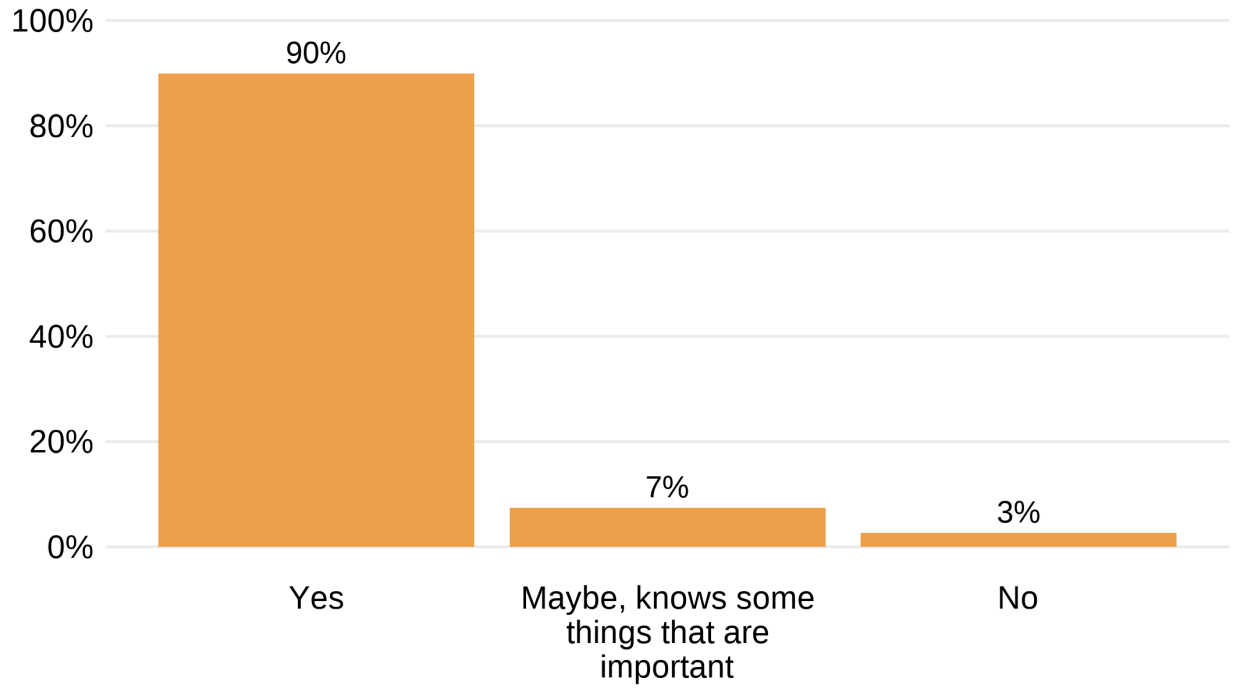


Table 2. Case manager/service coordinator knows what is important to person

State		Average	N	Institutional Settings	Group Settings	Own Home or Apartment	Parent's or Relative's Home	Host Home, Shared Living or Foster Care
AR	↑	99%	277	n/a	100%	98%	100%	n/a
IL	↑	97%	217	n/a	95%	96%	99%	n/a
AL	↑	96%	267	n/a	98%	96%	94%	n/a
IN	↑	96%	632	97%	94%	97%	96%	n/a
SD	↑	96%	234	n/a	93%	98%	100%	n/a
KY	↑	95%	172	n/a	95%	n/a	97%	91%
WY	↑	95%	228	n/a	n/a	96%	93%	n/a
NC	↑	95%	173	n/a	93%	100%	94%	n/a
TX	↑	94%	472	n/a	91%	n/a	94%	97%
NY	↑	93%	840	n/a	94%	88%	94%	n/a
ND		96%	71	n/a	n/a	95%	n/a	n/a
GA		94%	201	n/a	91%	92%	96%	96%
HI		94%	129	n/a	n/a	n/a	93%	n/a
OK		93%	160	n/a	92%	91%	94%	n/a
KS		92%	399	90%	94%	90%	93%	n/a
AZ		92%	159	n/a	94%	n/a	95%	n/a
PA		92%	439	n/a	97%	88%	90%	n/a
WI		92%	349	n/a	n/a	89%	95%	n/a
NJ		92%	202	n/a	90%	91%	97%	n/a
MD		91%	187	n/a	93%	90%	91%	n/a
UT		91%	186	n/a	91%	94%	96%	88%
LA		91%	185	87%	n/a	90%	94%	n/a
CT		91%	286	n/a	88%	88%	95%	n/a
DE		91%	205	n/a	90%	n/a	93%	n/a
CO		91%	438	n/a	94%	88%	91%	88%
NE		90%	304	n/a	92%	93%	88%	93%
NV		90%	334	n/a	92%	92%	89%	n/a
NCI-IDD		90%	14932	91%	91%	89%	90%	92%
OR		89%	252	n/a	92%	83%	89%	100%
OH		88%	332	n/a	94%	90%	85%	n/a
VA		88%	365	n/a	91%	87%	89%	83%
MO		88%	227	n/a	84%	87%	88%	n/a
DC		88%	202	n/a	90%	79%	91%	n/a
MT		87%	246	n/a	86%	92%	79%	n/a
SC		87%	421	n/a	87%	88%	83%	n/a
MI		86%	357	n/a	80%	92%	87%	n/a
MN		85%	140	n/a	79%	94%	84%	n/a
CA	↓	85%	4240	87%	90%	85%	84%	n/a
NH	↓	81%	201	n/a	83%	77%	83%	81%
WA	↓	76%	203	n/a	60%	79%	78%	n/a

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

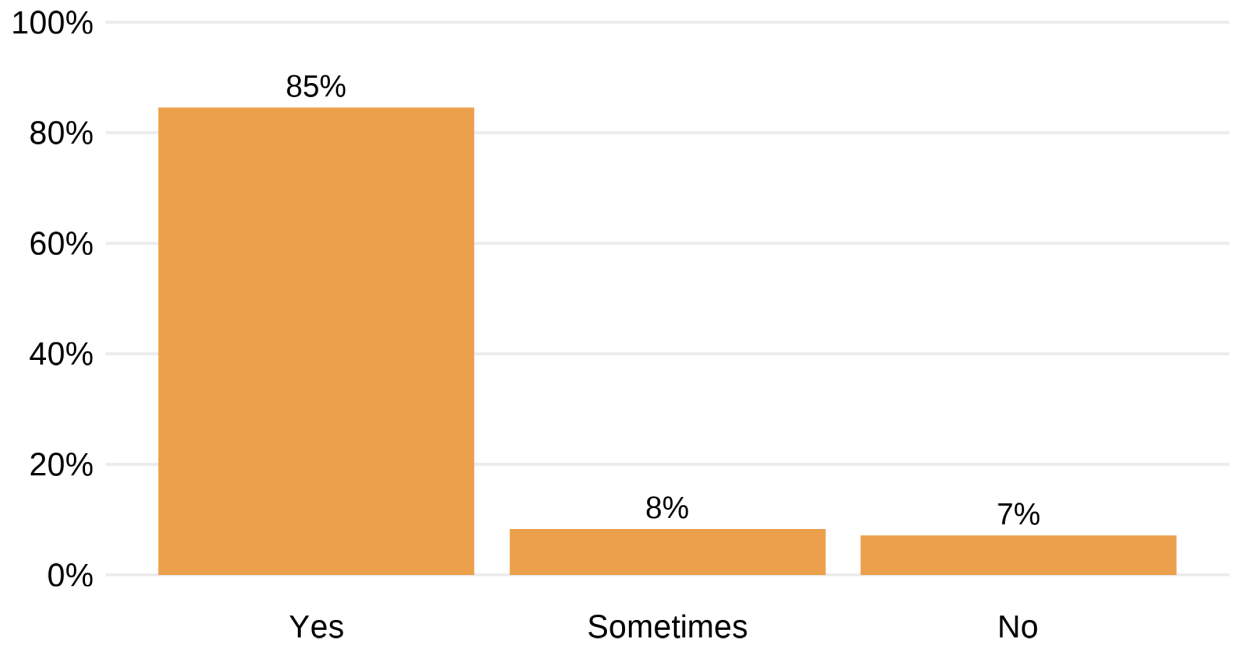


Table 3. Able to contact case manager/service coordinator when wants

State	Average	N	Institutional Settings	Group Settings	Own Home or Apartment	Parent's or Relative's Home	Host Home, Shared Living or Foster Care	
ND	↑	97%	71	n/a	n/a	95%	n/a	n/a
AR	↑	97%	274	n/a	98%	96%	98%	n/a
IN	↑	94%	631	90%	92%	97%	94%	n/a
TX	↑	93%	472	n/a	89%	n/a	94%	91%
WI	↑	92%	341	n/a	n/a	91%	94%	n/a
AL	↑	92%	262	n/a	97%	88%	86%	n/a
WY	↑	91%	227	n/a	n/a	92%	89%	n/a
KY	↑	91%	169	n/a	88%	100%	95%	85%
OH	↑	90%	332	n/a	92%	90%	89%	n/a
KS	↑	89%	404	86%	90%	86%	91%	n/a
PA	↑	89%	425	n/a	86%	91%	88%	n/a
NC		89%	177	n/a	86%	92%	90%	n/a
SD		88%	237	n/a	83%	93%	88%	n/a
LA		88%	185	86%	n/a	89%	87%	n/a
DE		88%	205	n/a	85%	n/a	92%	n/a
UT		88%	188	n/a	87%	91%	87%	88%
MN		88%	136	n/a	84%	94%	88%	n/a
OK		87%	151	n/a	87%	82%	93%	n/a
IL		87%	193	n/a	85%	92%	87%	n/a
NY		87%	846	n/a	85%	86%	90%	n/a
OR		86%	251	n/a	87%	89%	85%	90%
AZ		86%	158	n/a	88%	n/a	85%	n/a
NCI-IDD		85%	14817	87%	82%	86%	85%	85%
MD		84%	194	n/a	82%	88%	83%	n/a
NJ		83%	199	n/a	82%	85%	86%	n/a
NV		82%	329	n/a	79%	89%	82%	n/a
NE		82%	293	n/a	80%	89%	83%	81%
CO		82%	438	n/a	79%	82%	80%	88%
MO		81%	229	n/a	84%	82%	76%	n/a
HI		76%	129	n/a	n/a	n/a	76%	n/a
CA	↓	80%	4210	87%	83%	80%	78%	n/a
MI	↓	78%	350	n/a	73%	85%	76%	n/a
VA	↓	77%	345	n/a	80%	80%	80%	68%
DC	↓	77%	206	n/a	76%	79%	81%	n/a
MT	↓	76%	246	n/a	69%	87%	66%	n/a
GA	↓	75%	201	n/a	57%	88%	81%	84%
CT	↓	73%	280	n/a	70%	78%	72%	n/a
WA	↓	71%	189	n/a	54%	71%	77%	n/a
SC	↓	69%	445	n/a	66%	78%	70%	n/a
NH	↓	69%	199	n/a	55%	78%	73%	69%

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?

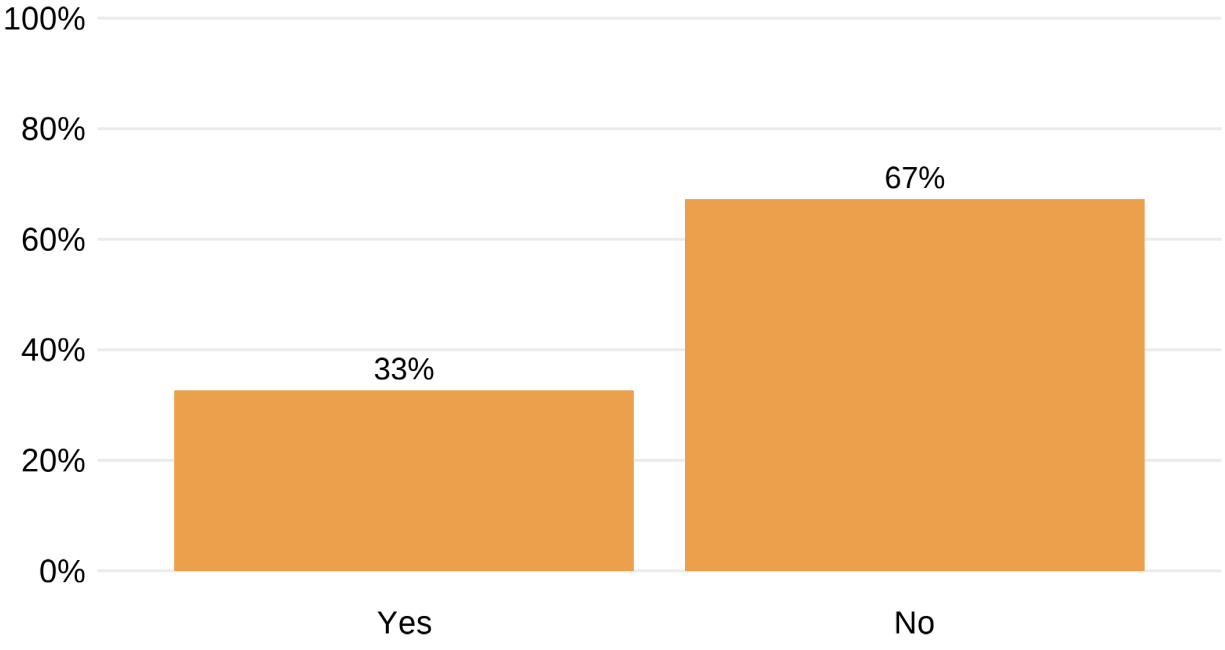


Table 4. Case manager/service coordinator has talked to them about technology that may help them in their everyday life

Proxy respondents were allowed for this question

State		Average	N	Institutional Settings	Group Settings	Own Home or Apartment	Parent's or Relative's Home	Host Home, Shared Living or Foster Care
IN	↑	69%	767	99%	49%	76%	66%	n/a
ND	↑	63%	379	69%	67%	62%	60%	n/a
VA	↑	55%	753	n/a	49%	59%	62%	48%
SD *	↑	55%	259	n/a	57%	53%	50%	n/a
DC *	↑	53%	276	n/a	50%	50%	58%	n/a
OH	↑	51%	495	n/a	48%	46%	53%	n/a
MO *	↑	49%	300	n/a	46%	47%	57%	n/a
CT	↑	46%	509	n/a	47%	47%	47%	28%
MN	↑	44%	338	n/a	47%	37%	46%	n/a
MD	↑	43%	352	n/a	43%	48%	42%	n/a
WY	↑	43%	344	n/a	n/a	45%	40%	n/a
AL	↑	43%	505	n/a	47%	42%	37%	n/a
KY	↑	42%	339	n/a	31%	53%	50%	37%
UT	↑	41%	279	n/a	52%	42%	37%	38%
NC	↑	40%	399	25%	26%	45%	50%	32%
PA	↑	38%	705	n/a	41%	48%	32%	n/a
IL *		34%	238	n/a	29%	42%	38%	n/a
HI		34%	314	n/a	28%	n/a	32%	35%
LA		33%	438	30%	n/a	34%	35%	n/a
KS		33%	1107	24%	32%	32%	35%	n/a
NCI-IDD		33%	27104	35%	31%	37%	33%	30%
TX		32%	1155	n/a	35%	33%	31%	31%
AR		31%	395	n/a	19%	42%	23%	n/a
NV		30%	422	n/a	30%	20%	34%	24%
OR		30%	368	n/a	19%	36%	31%	33%
OK		29%	363	n/a	26%	30%	32%	n/a
NY		28%	1541	n/a	27%	34%	28%	n/a
GA		28%	388	n/a	25%	26%	31%	29%
WA		27%	357	n/a	25%	28%	28%	n/a
MT	↓	27%	389	n/a	25%	32%	27%	n/a
CA	↓	27%	7831	18%	37%	27%	24%	n/a
AZ	↓	26%	389	n/a	19%	n/a	27%	n/a
WI	↓	25%	883	n/a	14%	32%	23%	n/a
DE	↓	23%	380	n/a	24%	n/a	22%	n/a
NJ	↓	21%	433	n/a	14%	36%	38%	n/a
NH	↓	20%	338	n/a	10%	19%	25%	18%
CO	↓	20%	921	n/a	14%	21%	21%	24%
MI	↓	15%	600	n/a	11%	16%	19%	n/a
NE	↓	13%	365	7%	16%	13%	14%	12%
SC *	↓	12%	490	n/a	8%	19%	18%	n/a

Table note: States with more than 25% missing or don't know responses are marked with an asterisk (*).

Were you at the last service planning meeting?

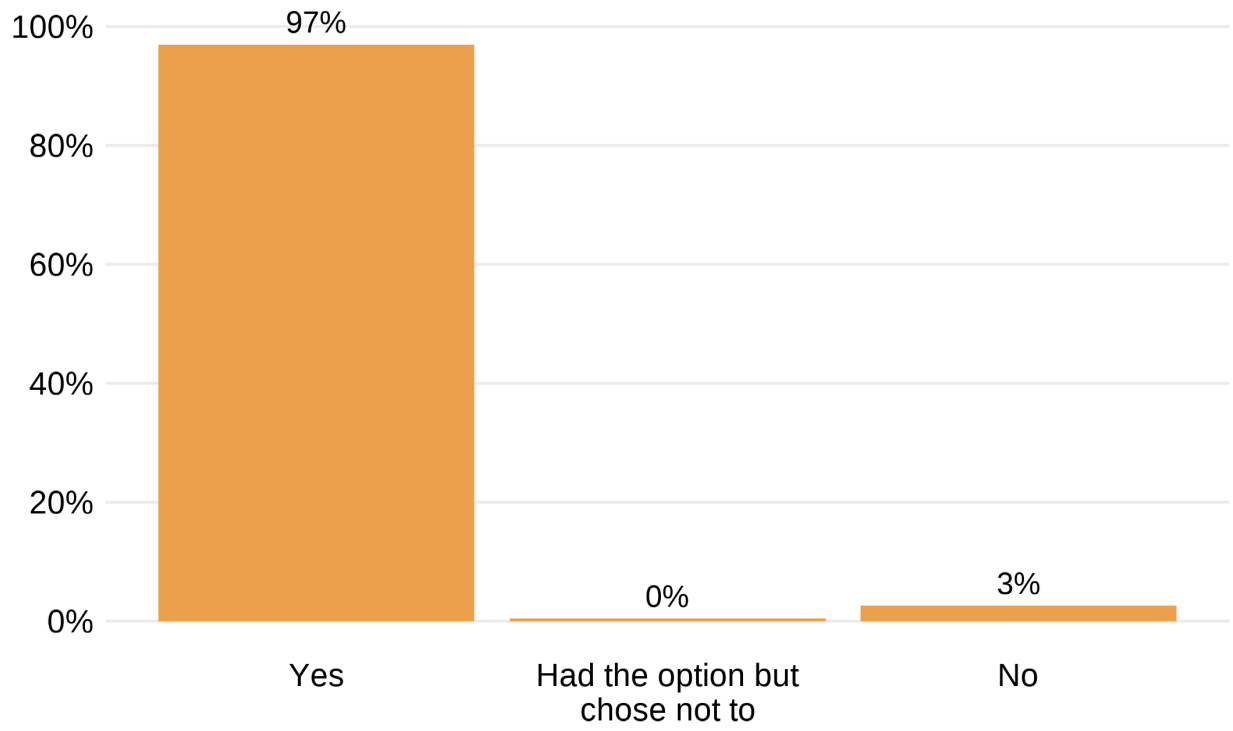


Table 5. Was at last service planning meeting, or had the opportunity to be but chose not to

State		Average	N	Institutional Settings	Group Settings	Own Home or Apartment	Parent's or Relative's Home	Host Home, Shared Living or Foster Care
IN	↑	100%	685	100%	100%	99%	100%	n/a
IL	↑	100%	236	n/a	99%	100%	100%	n/a
DC	↑	100%	221	n/a	99%	100%	100%	n/a
LA	↑	99%	192	95%	n/a	100%	100%	n/a
OK	↑	99%	183	n/a	100%	100%	98%	n/a
KY	↑	99%	172	n/a	97%	100%	100%	100%
MT	↑	99%	293	n/a	98%	100%	100%	n/a
MI	↑	99%	364	n/a	99%	100%	98%	n/a
GA		99%	214	n/a	100%	100%	98%	100%
WY		99%	215	n/a	n/a	99%	99%	n/a
OH		99%	337	n/a	92%	100%	99%	n/a
HI		98%	130	n/a	n/a	n/a	99%	n/a
MO		98%	247	n/a	98%	99%	97%	n/a
SD		98%	244	n/a	98%	98%	100%	n/a
NY		98%	898	n/a	97%	99%	99%	n/a
NE		98%	310	n/a	97%	100%	99%	98%
KS		98%	392	90%	97%	97%	100%	n/a
VA		98%	356	n/a	95%	100%	99%	98%
AR		98%	264	n/a	94%	99%	99%	n/a
WI		98%	343	n/a	n/a	100%	97%	n/a
AL		98%	294	n/a	99%	96%	95%	n/a
OR		98%	252	n/a	95%	100%	98%	95%
PA		98%	448	n/a	97%	98%	98%	n/a
NCI-IDD		97%	15787	98%	97%	98%	97%	97%
CT		97%	299	n/a	96%	98%	98%	95%
MD		97%	211	n/a	98%	93%	98%	n/a
NH		97%	210	n/a	97%	100%	97%	96%
CO		97%	466	n/a	99%	94%	97%	98%
NV		97%	366	n/a	98%	100%	96%	90%
AZ		97%	162	n/a	97%	n/a	96%	n/a
CA		97%	4663	97%	97%	97%	96%	n/a
UT		97%	174	n/a	95%	100%	98%	97%
WA		96%	211	n/a	93%	97%	96%	n/a
TX		95%	479	n/a	94%	n/a	95%	95%
NC		95%	182	100%	96%	96%	97%	n/a
ND		94%	54	n/a	n/a	97%	n/a	n/a
NJ		94%	203	n/a	95%	97%	89%	n/a
MN		94%	154	n/a	97%	94%	89%	n/a
DE	↓	93%	224	n/a	91%	n/a	97%	n/a
SC	↓	91%	439	n/a	92%	94%	90%	n/a

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

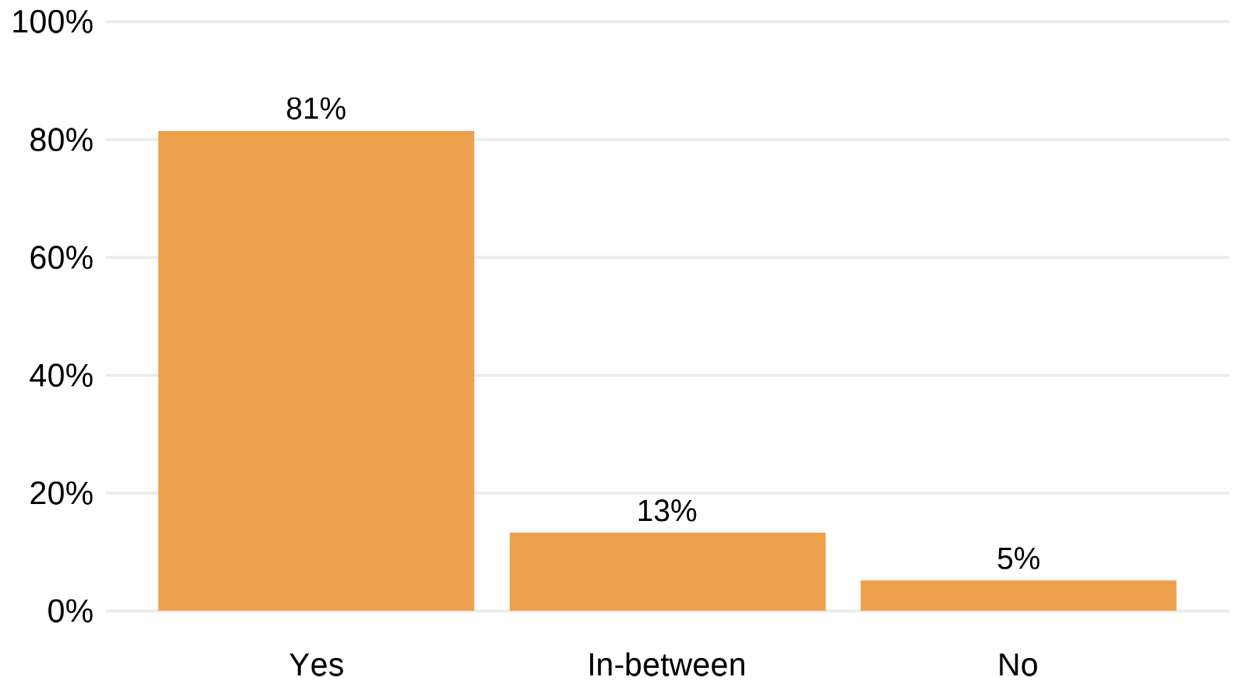


Table 6. Knew what was being talked about at last service planning meeting

State	Average	N	Institutional Settings	Group Settings	Own Home or Apartment	Parent's or Relative's Home	Host Home, Shared Living or Foster Care
IL ↑	91%	229	n/a	93%	96%	86%	n/a
WI ↑	90%	320	n/a	n/a	94%	89%	n/a
WY ↑	90%	202	n/a	n/a	89%	92%	n/a
SD ↑	90%	234	n/a	85%	96%	86%	n/a
AR ↑	88%	254	n/a	91%	90%	82%	n/a
DC ↑	88%	210	n/a	87%	88%	93%	n/a
SC * ↑	88%	369	n/a	85%	89%	89%	n/a
AL ↑	87%	273	n/a	88%	89%	86%	n/a
ND * ↑	91%	47	n/a	n/a	85%	n/a	n/a
UT * ↑	87%	151	n/a	87%	86%	86%	93%
LA	86%	183	70%	n/a	90%	87%	n/a
OK	86%	172	n/a	85%	95%	82%	n/a
DE	86%	200	n/a	86%	n/a	85%	n/a
GA	85%	204	n/a	84%	84%	88%	79%
NV	85%	341	n/a	81%	94%	85%	n/a
NY	85%	853	n/a	83%	91%	83%	n/a
IN	85%	668	71%	84%	91%	86%	n/a
TX	84%	448	n/a	83%	n/a	84%	84%
OH	84%	317	n/a	79%	92%	75%	n/a
CT * ↑	84%	272	n/a	75%	88%	88%	n/a
MD	84%	197	n/a	82%	82%	85%	n/a
AZ	83%	155	n/a	80%	n/a	85%	n/a
MO	83%	232	n/a	78%	90%	76%	n/a
NH	82%	192	n/a	81%	82%	83%	82%
NCI-IDD	81%	14630	74%	80%	88%	80%	80%
MN	81%	140	n/a	85%	91%	73%	n/a
PA	81%	417	n/a	79%	84%	81%	n/a
KY	80%	157	n/a	79%	n/a	70%	87%
WA	79%	186	n/a	72%	80%	80%	n/a
CO	79%	441	n/a	81%	78%	76%	81%
OR	79%	238	n/a	80%	89%	73%	90%
MT	78%	285	n/a	71%	86%	75%	n/a
NJ	78%	183	n/a	76%	84%	81%	n/a
CA	78%	4250	78%	76%	89%	75%	n/a
HI	73%	119	n/a	n/a	n/a	69%	n/a
NC	73%	164	57%	67%	86%	73%	n/a
NE ↓	74%	288	n/a	81%	79%	69%	79%
KS ↓	74%	372	n/a	79%	68%	72%	n/a
MI ↓	70%	343	n/a	56%	78%	75%	n/a
VA * ↓	62%	324	n/a	66%	68%	58%	58%

Table note: States with more than 25% missing or don't know responses are marked with an asterisk (*).

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

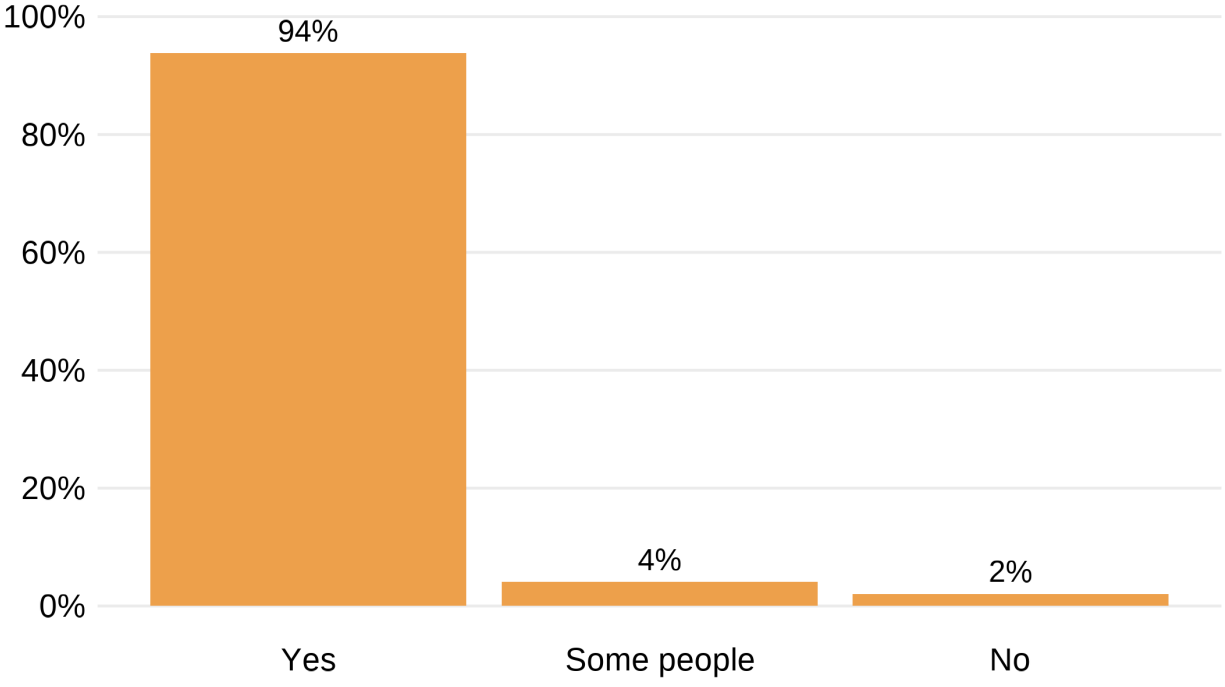


Table 7. Last service planning meeting included people person wanted to be there

State		Average	N	Institutional Settings	Group Settings	Own Home or Apartment	Parent's or Relative's Home	Host Home, Shared Living or Foster Care
IN	↑	98%	667	100%	97%	98%	98%	n/a
KY	↑	98%	168	n/a	97%	95%	98%	98%
WY	↑	97%	212	n/a	n/a	97%	98%	n/a
TX	↑	97%	469	n/a	100%	n/a	96%	98%
ND		98%	49	n/a	n/a	97%	n/a	n/a
MN		97%	149	n/a	91%	100%	100%	n/a
GA		97%	206	n/a	93%	96%	99%	96%
IL		97%	233	n/a	97%	96%	96%	n/a
WI		96%	331	n/a	n/a	97%	97%	n/a
AZ		96%	158	n/a	100%	n/a	96%	n/a
PA		96%	437	n/a	96%	98%	96%	n/a
VA		96%	323	n/a	96%	94%	98%	95%
OH		96%	332	n/a	94%	97%	94%	n/a
AR		95%	262	n/a	93%	96%	95%	n/a
MD		95%	213	n/a	98%	89%	96%	n/a
UT		95%	166	n/a	95%	93%	98%	94%
NY		95%	853	n/a	95%	94%	95%	n/a
DE		95%	209	n/a	93%	n/a	97%	n/a
CO		94%	457	n/a	96%	87%	97%	95%
OR		94%	246	n/a	89%	95%	98%	76%
MT		94%	289	n/a	91%	94%	98%	n/a
NCI-IDD		94%	15239	93%	93%	94%	95%	92%
NC		94%	174	95%	88%	95%	95%	n/a
NV		93%	352	n/a	93%	100%	90%	90%
KS		93%	388	n/a	91%	97%	94%	n/a
MO		93%	236	n/a	85%	94%	98%	n/a
AL		93%	289	n/a	92%	96%	92%	n/a
NJ		92%	199	n/a	91%	91%	97%	n/a
WA		92%	199	n/a	92%	86%	97%	n/a
NH		92%	197	n/a	91%	83%	95%	95%
LA		92%	190	77%	n/a	94%	94%	n/a
OK		92%	180	n/a	91%	95%	89%	n/a
CA		91%	4526	88%	90%	91%	92%	n/a
DC		91%	213	n/a	89%	91%	93%	n/a
SD		90%	237	n/a	87%	91%	96%	n/a
CT		89%	279	n/a	89%	90%	90%	n/a
HI		89%	128	n/a	n/a	n/a	92%	81%
MI	↓	89%	355	n/a	85%	93%	90%	n/a
NE	↓	86%	296	n/a	89%	83%	87%	86%
SC	↓	81%	372	n/a	78%	84%	86%	n/a

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

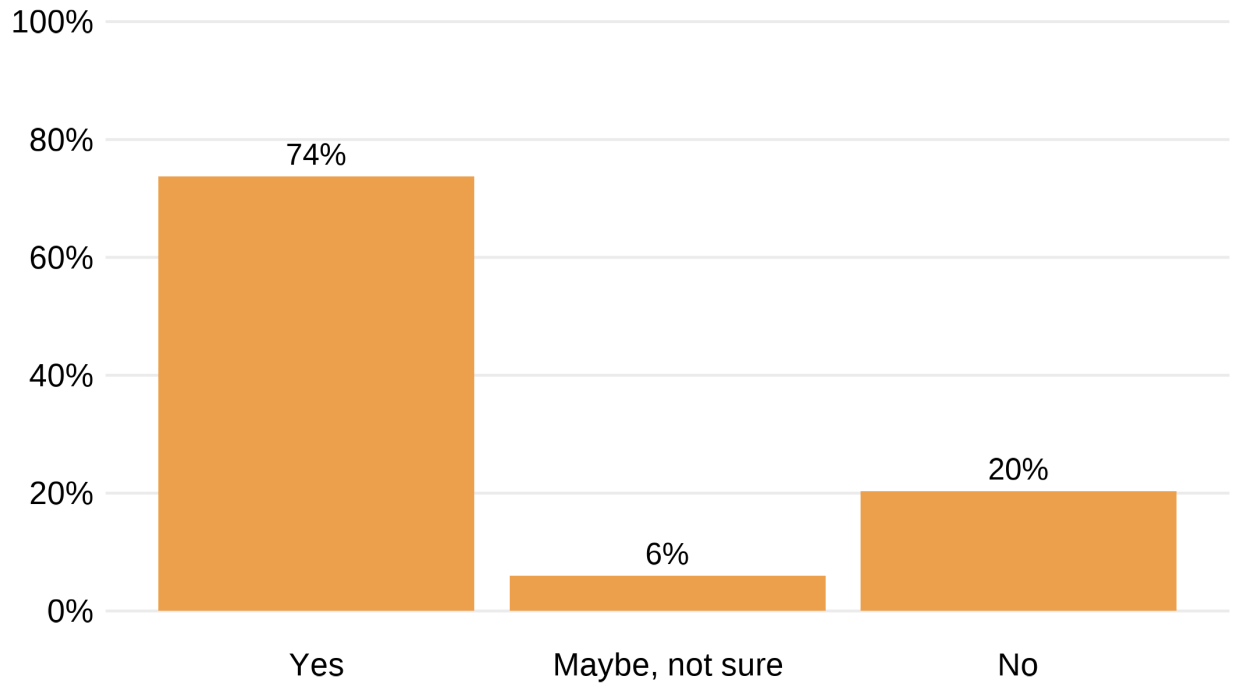


Table 8. Person helped make service plan

Proxy respondents were allowed for this question

State		Average	N	Institutional Settings	Group Settings	Own Home or Apartment	Parent's or Relative's Home	Host Home, Shared Living or Foster Care
GA	↑	96%	406	n/a	94%	100%	95%	98%
MI	↑	90%	637	n/a	87%	95%	91%	n/a
SD	↑	88%	320	n/a	85%	96%	80%	n/a
NH	↑	88%	346	n/a	80%	90%	93%	86%
AL	↑	87%	589	n/a	89%	85%	85%	n/a
MD	↑	86%	399	n/a	86%	89%	87%	n/a
IL	↑	84%	373	n/a	82%	94%	84%	n/a
LA	↑	82%	451	76%	n/a	86%	81%	n/a
IN	↑	81%	819	70%	81%	90%	79%	n/a
WY	↑	81%	373	n/a	n/a	81%	80%	n/a
MT	↑	81%	454	n/a	73%	89%	84%	n/a
NV	↑	81%	448	n/a	78%	94%	80%	83%
MN	↑	81%	375	n/a	78%	90%	79%	n/a
AR	↑	80%	385	n/a	70%	79%	84%	n/a
NE	↑	80%	385	83%	77%	94%	80%	73%
OH	↑	80%	545	n/a	71%	87%	75%	n/a
CO	↑	79%	990	n/a	77%	85%	77%	84%
KS	↑	78%	1160	80%	79%	86%	76%	n/a
KY		79%	416	n/a	73%	90%	74%	88%
MO		78%	397	n/a	82%	77%	73%	n/a
UT		77%	337	n/a	83%	95%	68%	81%
SC		76%	641	n/a	73%	87%	75%	n/a
PA		75%	761	n/a	74%	88%	72%	n/a
TX		75%	1195	n/a	70%	88%	75%	75%
DC		75%	343	86%	70%	79%	79%	n/a
NCI-IDD		74%	29273	61%	73%	86%	71%	79%
OR		73%	401	n/a	68%	90%	69%	83%
VA		71%	798	n/a	73%	86%	63%	78%
ND		71%	417	56%	73%	80%	65%	n/a
WA		70%	388	n/a	73%	76%	65%	n/a
NY		69%	1683	n/a	69%	87%	65%	n/a
CA	↓	69%	8207	49%	70%	86%	67%	n/a
NJ	↓	66%	488	n/a	66%	83%	57%	n/a
DE	↓	65%	379	n/a	62%	n/a	72%	n/a
NC	↓	65%	432	63%	66%	75%	65%	63%
OK	↓	64%	377	n/a	62%	81%	59%	n/a
WI	↓	63%	879	38%	53%	79%	58%	n/a
CT	↓	58%	543	n/a	54%	89%	54%	70%
HI	↓	57%	341	n/a	55%	n/a	60%	52%
AZ	↓	57%	395	n/a	59%	n/a	54%	n/a

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

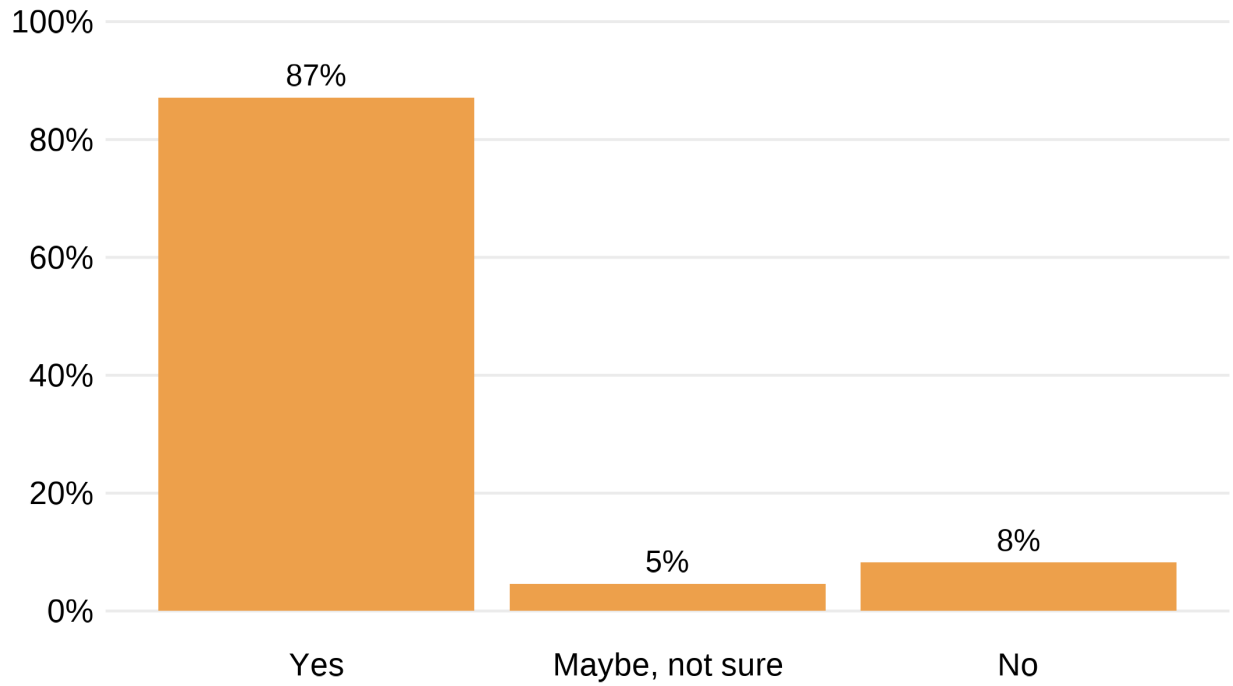


Table 9. Case manager/service coordinator reviews their service plan with them throughout the year, when needed

Proxy respondents were allowed for this question

State		Average	N	Institutional Settings	Group Settings	Own Home or Apartment	Parent's or Relative's Home	Host Home, Shared Living or Foster Care
AZ	↑	97%	397	n/a	93%	n/a	97%	n/a
IN	↑	96%	821	100%	95%	98%	95%	n/a
ND	↑	95%	417	92%	95%	96%	97%	n/a
KY	↑	95%	418	n/a	93%	95%	94%	97%
WY	↑	95%	379	n/a	n/a	93%	97%	n/a
WI	↑	95%	884	95%	93%	94%	95%	n/a
TX	↑	94%	1196	n/a	94%	96%	94%	94%
LA	↑	94%	447	91%	n/a	94%	95%	n/a
AR	↑	94%	400	n/a	92%	94%	95%	n/a
NY	↑	94%	1682	n/a	95%	91%	93%	n/a
NE	↑	94%	402	93%	96%	96%	94%	93%
GA	↑	94%	405	n/a	97%	78%	94%	92%
PA	↑	93%	777	n/a	97%	87%	91%	n/a
UT	↑	92%	337	n/a	91%	97%	92%	95%
VA	↑	92%	800	n/a	93%	90%	93%	90%
MD	↑	92%	393	n/a	92%	92%	91%	n/a
DE	↑	91%	386	n/a	91%	n/a	92%	n/a
NC	↑	91%	427	78%	98%	95%	91%	100%
MI	↑	91%	642	n/a	90%	93%	91%	n/a
KS	↑	91%	1156	98%	90%	86%	91%	n/a
IL		91%	380	n/a	88%	100%	93%	n/a
SD		91%	323	n/a	88%	92%	96%	n/a
NJ		90%	479	n/a	89%	98%	93%	n/a
MO		90%	400	n/a	89%	91%	88%	n/a
HI		90%	343	n/a	85%	n/a	89%	98%
NH		88%	350	n/a	79%	89%	93%	88%
AL		88%	584	n/a	89%	90%	87%	n/a
OK		88%	386	n/a	94%	87%	83%	n/a
NCI-IDD		87%	29442	91%	90%	87%	85%	92%
SC		86%	667	n/a	88%	86%	81%	n/a
DC		84%	352	86%	82%	80%	92%	n/a
OR		84%	403	n/a	79%	87%	84%	89%
CO		84%	999	n/a	83%	84%	83%	87%
OH		83%	551	n/a	74%	84%	86%	n/a
NV	↓	81%	442	n/a	80%	86%	81%	83%
CT	↓	80%	547	n/a	87%	75%	73%	89%
MN	↓	80%	364	n/a	79%	76%	83%	n/a
CA	↓	76%	8263	91%	93%	80%	69%	n/a
MT	↓	70%	454	n/a	70%	69%	74%	n/a
WA	↓	57%	389	n/a	48%	64%	55%	n/a

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

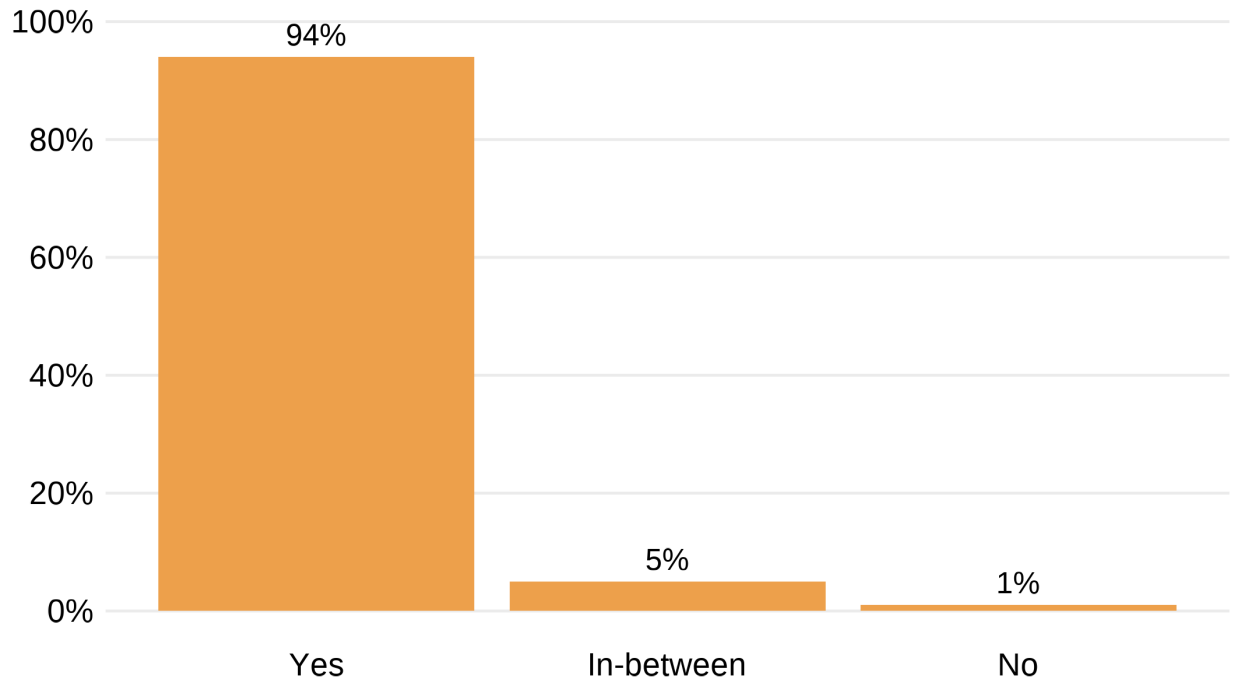


Table 10. Service plan includes things that are important to person

State		Average	N	Institutional Settings	Group Settings	Own Home or Apartment	Parent's or Relative's Home	Host Home, Shared Living or Foster Care
OK	↑	99%	177	n/a	100%	95%	100%	n/a
MN	↑	98%	117	n/a	98%	100%	98%	n/a
IL	↑	98%	215	n/a	99%	100%	97%	n/a
HI	↑	98%	106	n/a	n/a	n/a	99%	n/a
IN	↑	98%	620	100%	96%	99%	97%	n/a
KY	↑	98%	163	n/a	97%	n/a	96%	100%
PA	↑	97%	385	n/a	97%	98%	96%	n/a
TX	↑	97%	416	n/a	97%	n/a	96%	100%
NY	↑	96%	826	n/a	96%	95%	97%	n/a
ND		98%	61	n/a	n/a	100%	n/a	n/a
UT		97%	152	n/a	96%	96%	100%	97%
GA		97%	201	n/a	98%	100%	97%	93%
AZ		97%	143	n/a	96%	n/a	97%	n/a
OR		96%	226	n/a	91%	98%	97%	n/a
MD		96%	188	n/a	95%	94%	97%	n/a
VA		96%	301	n/a	98%	92%	96%	97%
AL		96%	246	n/a	97%	90%	95%	n/a
WI		96%	278	n/a	n/a	95%	96%	n/a
KS		95%	350	n/a	96%	94%	95%	n/a
NJ		95%	173	n/a	96%	93%	94%	n/a
SD		95%	214	n/a	97%	93%	100%	n/a
MT		95%	276	n/a	97%	94%	93%	n/a
MO		95%	225	n/a	98%	94%	95%	n/a
AR		95%	263	n/a	91%	96%	94%	n/a
WY		95%	205	n/a	n/a	94%	95%	n/a
DE		94%	174	n/a	93%	n/a	95%	n/a
LA		94%	170	n/a	n/a	96%	92%	n/a
NC		94%	169	n/a	96%	100%	92%	n/a
NCI-IDD		94%	13237	96%	94%	94%	93%	97%
CO		94%	406	n/a	98%	91%	93%	96%
NV		93%	291	n/a	92%	94%	96%	n/a
OH		93%	327	n/a	97%	93%	90%	n/a
CT		92%	182	n/a	90%	88%	97%	n/a
NH		92%	190	n/a	87%	86%	93%	95%
CA		91%	3586	91%	91%	91%	90%	n/a
NE		89%	215	n/a	89%	92%	85%	90%
DC		88%	155	n/a	85%	88%	97%	n/a
WA		88%	129	n/a	n/a	94%	86%	n/a
SC	↓	87%	390	n/a	87%	89%	86%	n/a
MI	↓	83%	326	n/a	84%	86%	78%	n/a

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

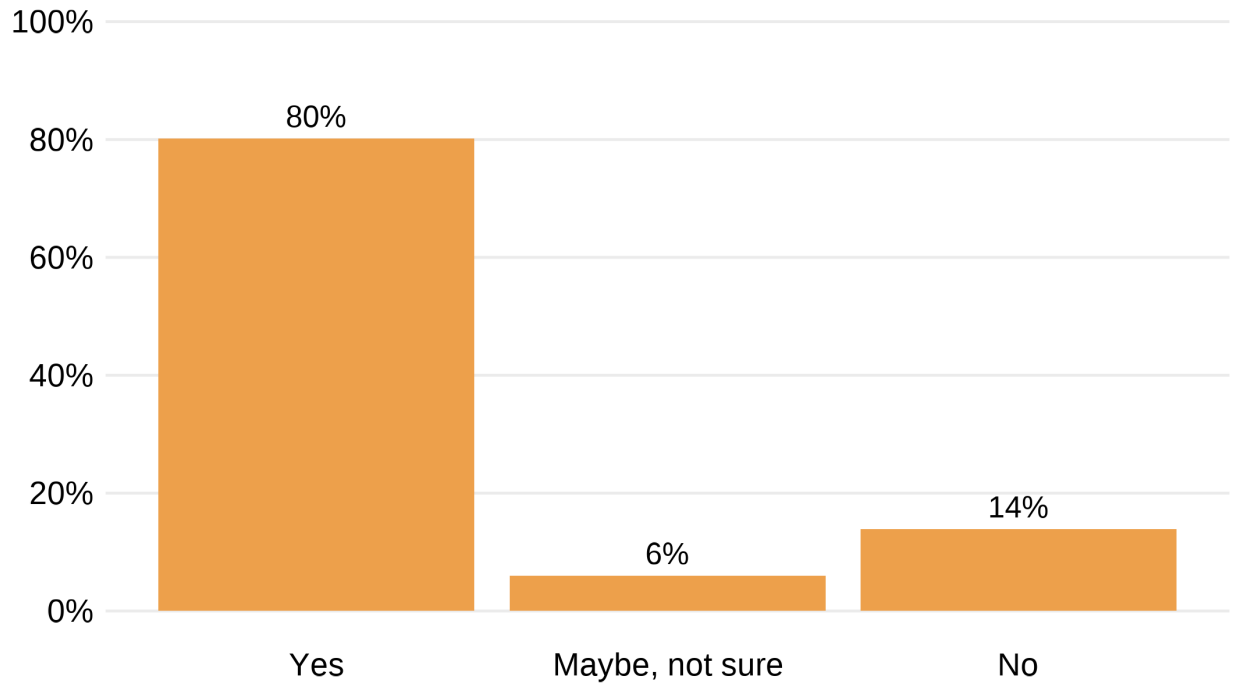


Table 11. Knows who to ask if wants to change something about services

Proxy respondents were allowed for this question

State		Average	N	Institutional Settings	Group Settings	Own Home or Apartment	Parent's or Relative's Home	Host Home, Shared Living or Foster Care
AR	↑	96%	403	n/a	95%	96%	97%	n/a
OH	↑	94%	552	n/a	93%	94%	95%	n/a
AZ	↑	92%	400	n/a	93%	n/a	91%	n/a
KY	↑	91%	419	n/a	90%	90%	91%	95%
GA	↑	91%	392	n/a	87%	91%	93%	94%
WY	↑	91%	385	n/a	n/a	90%	93%	n/a
NH	↑	90%	356	n/a	83%	97%	90%	92%
OR	↑	89%	409	n/a	90%	87%	88%	89%
TX	↑	88%	1214	n/a	84%	96%	89%	88%
MN	↑	88%	371	n/a	82%	88%	92%	n/a
IN	↑	88%	827	95%	79%	98%	85%	n/a
PA	↑	87%	793	n/a	87%	84%	87%	n/a
MD	↑	86%	394	n/a	86%	83%	87%	n/a
KS	↑	85%	1164	89%	83%	88%	85%	n/a
ND	↑	85%	421	70%	85%	91%	91%	n/a
LA	↑	85%	453	86%	n/a	86%	83%	n/a
DE		84%	391	n/a	82%	n/a	90%	n/a
HI		83%	339	n/a	86%	n/a	85%	75%
OK		83%	384	n/a	80%	81%	87%	n/a
NV		82%	477	n/a	80%	94%	82%	83%
SD		82%	326	n/a	77%	88%	84%	n/a
UT		81%	335	n/a	87%	89%	75%	87%
AL		80%	592	n/a	81%	83%	78%	n/a
NCI-IDD		80%	29743	79%	77%	85%	80%	85%
NC		80%	438	82%	79%	87%	78%	84%
CO		80%	997	n/a	76%	90%	78%	83%
IL		79%	370	n/a	73%	90%	84%	n/a
NY		78%	1700	n/a	75%	88%	79%	n/a
NE		77%	400	68%	72%	89%	80%	75%
NJ		77%	489	n/a	82%	80%	59%	n/a
MO		77%	394	n/a	76%	78%	72%	95%
WI		76%	927	81%	66%	85%	74%	n/a
CA	↓	75%	8359	69%	79%	79%	73%	n/a
WA	↓	74%	401	n/a	63%	77%	75%	n/a
DC	↓	73%	346	70%	72%	76%	75%	n/a
MT	↓	68%	446	n/a	64%	65%	77%	n/a
MI	↓	65%	631	n/a	60%	73%	64%	n/a
VA	↓	62%	782	n/a	60%	81%	59%	59%
CT	↓	61%	576	n/a	56%	83%	61%	65%
SC	↓	61%	690	n/a	52%	78%	73%	n/a

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

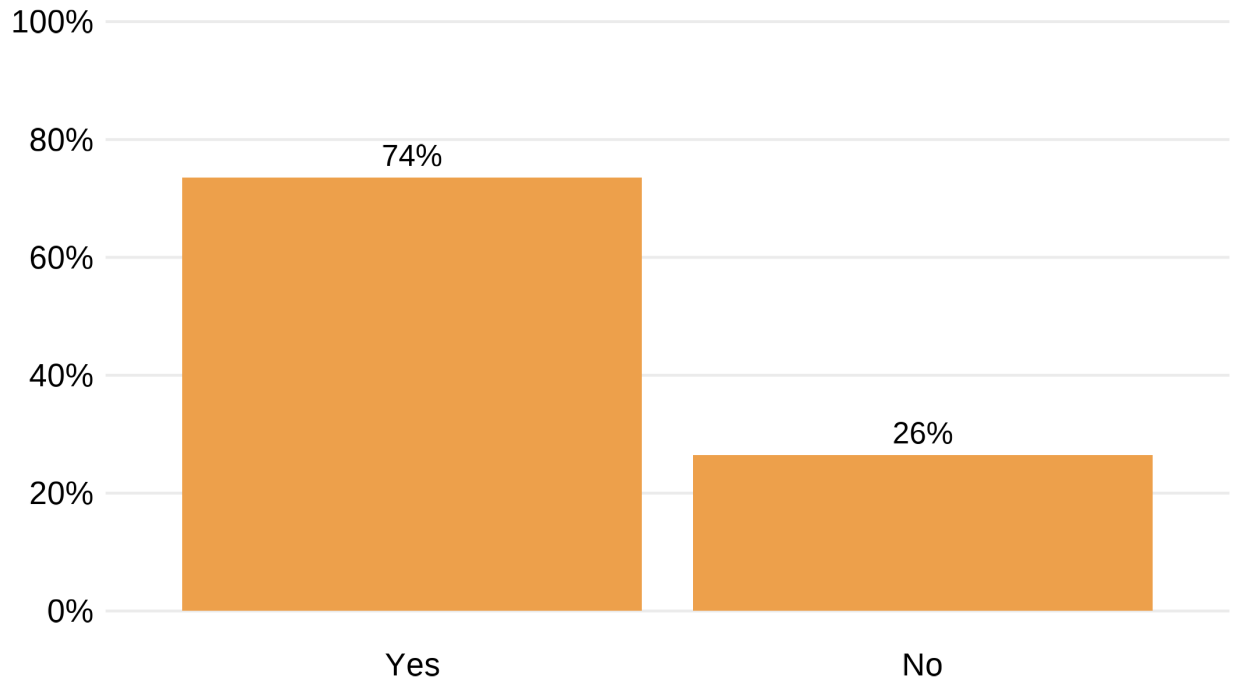


Table 12. Of those who say they want to learn to perform ADLs more independently, the percentage who have a related goal in the service plan

State		Average	N	Institutional Settings	Group Settings	Own Home or Apartment	Parent's or Relative's Home	Host Home, Shared Living or Foster Care
HI	↑	97%	29	n/a	n/a	n/a	n/a	n/a
NC	↑	96%	45	n/a	n/a	n/a	96%	n/a
AR	↑	93%	61	n/a	n/a	92%	n/a	n/a
UT	↑	92%	26	n/a	n/a	n/a	n/a	n/a
IN	↑	92%	169	98%	97%	92%	86%	n/a
AL	↑	91%	80	n/a	90%	n/a	91%	n/a
VA	↑	81%	177	n/a	88%	n/a	74%	78%
OK		91%	22	n/a	n/a	n/a	n/a	n/a
NE		89%	28	n/a	n/a	n/a	n/a	n/a
WY		88%	32	n/a	n/a	90%	n/a	n/a
LA		87%	38	n/a	n/a	85%	n/a	n/a
MT		87%	30	n/a	n/a	n/a	n/a	n/a
AZ		86%	28	n/a	n/a	n/a	n/a	n/a
CT		84%	67	n/a	94%	n/a	73%	n/a
DC		83%	23	n/a	n/a	n/a	n/a	n/a
IL		82%	22	n/a	n/a	n/a	n/a	n/a
PA		81%	32	n/a	n/a	n/a	n/a	n/a
OR		81%	72	n/a	n/a	n/a	78%	n/a
NY		78%	165	n/a	80%	n/a	73%	n/a
MI		76%	67	n/a	91%	n/a	59%	n/a
MO		76%	46	n/a	n/a	n/a	n/a	n/a
NCI-IDD		74%	1861	91%	78%	70%	69%	76%
SC		72%	29	n/a	n/a	n/a	n/a	n/a
CO		70%	76	n/a	n/a	n/a	73%	n/a
WI *		69%	42	n/a	n/a	n/a	n/a	n/a
NH		69%	29	n/a	n/a	n/a	n/a	n/a
KY		68%	28	n/a	n/a	n/a	n/a	n/a
DE		65%	20	n/a	n/a	n/a	n/a	n/a
NV		61%	41	n/a	77%	n/a	n/a	n/a
OH		59%	54	n/a	n/a	n/a	68%	n/a
SD		57%	23	n/a	n/a	n/a	n/a	n/a
KS	↓	57%	95	n/a	53%	n/a	66%	n/a
NJ	↓	57%	74	n/a	64%	n/a	n/a	n/a
MD	↓	32%	31	n/a	n/a	n/a	n/a	n/a
WA	↓	16%	37	n/a	n/a	n/a	n/a	n/a
CA *		n/a	n/a	n/a	n/a	n/a	n/a	n/a
GA		n/a	n/a	n/a	n/a	n/a	n/a	n/a
MN		n/a	n/a	n/a	n/a	n/a	n/a	n/a
ND		n/a	n/a	n/a	n/a	n/a	n/a	n/a
TX *		n/a	n/a	n/a	n/a	n/a	n/a	n/a

Table note: Data display is suppressed (i.e. shown as n/a) for the following states with low counts of responses (n<20): CA, GA, MN, ND, TX. These responses are retained in NCI-IDD Average calculation. States with more than 25% missing or don't know responses are marked with an asterisk (*).

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

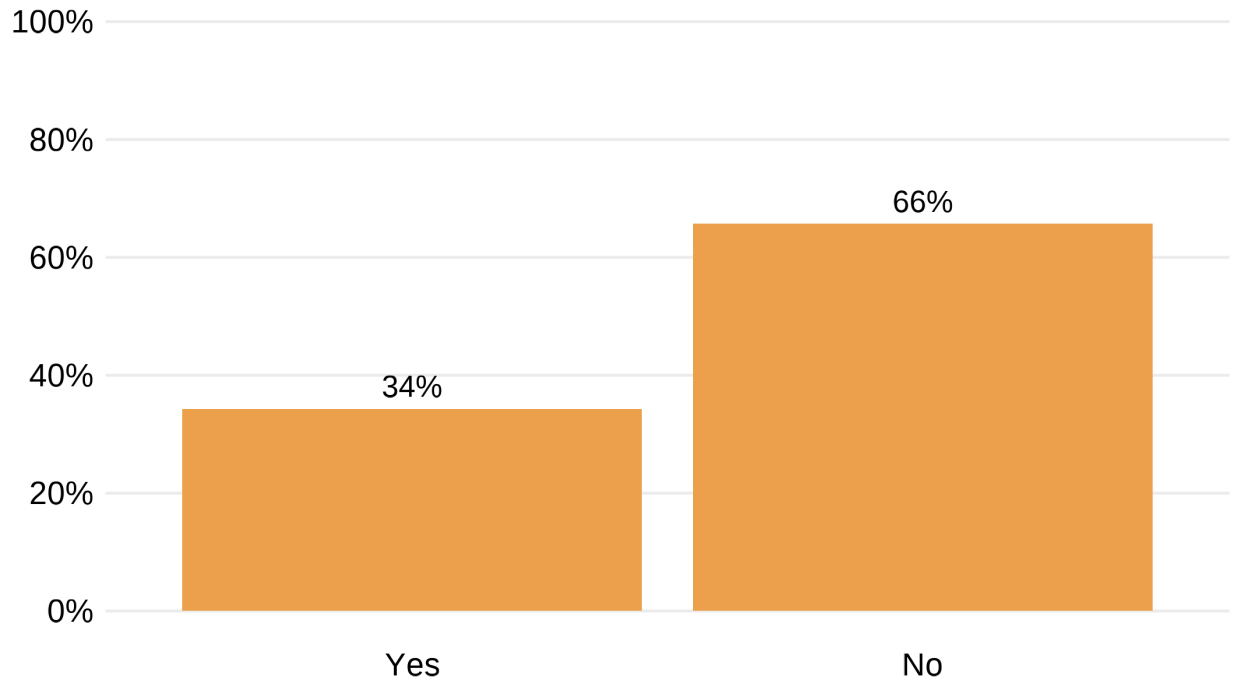


Table 13. Of those who say they want a paid job in the community (and do not currently have one), the percentage who have community employment as a goal in the service plan

State		Average	N	Institutional Settings	Group Settings	Own Home or Apartment	Parent's or Relative's Home	Host Home, Shared Living or Foster Care
OR	↑	61%	64	n/a	n/a	n/a	58%	n/a
MT	↑	59%	34	n/a	n/a	n/a	n/a	n/a
IN	↑	54%	190	n/a	47%	74%	57%	n/a
AL	↑	53%	107	n/a	55%	n/a	53%	n/a
OH	↑	52%	66	n/a	n/a	61%	44%	n/a
NJ		48%	88	n/a	48%	n/a	n/a	n/a
UT		46%	76	n/a	63%	n/a	n/a	n/a
OK		45%	49	n/a	33%	n/a	43%	n/a
PA		44%	96	n/a	39%	n/a	49%	n/a
MI		43%	56	n/a	60%	n/a	29%	n/a
DC		42%	92	n/a	37%	n/a	43%	n/a
LA		42%	48	n/a	n/a	39%	n/a	n/a
MD		39%	69	n/a	29%	n/a	44%	n/a
NV		38%	138	n/a	37%	n/a	36%	n/a
VA		37%	139	n/a	37%	48%	36%	33%
NH		35%	51	n/a	n/a	n/a	n/a	n/a
SD		35%	51	n/a	26%	n/a	n/a	n/a
NCI-IDD		34%	2672	27%	30%	46%	35%	27%
MO		33%	49	n/a	n/a	35%	n/a	n/a
CO		32%	72	n/a	22%	n/a	44%	n/a
IL		31%	51	n/a	29%	n/a	n/a	n/a
HI		31%	49	n/a	n/a	n/a	27%	n/a
CT		29%	73	n/a	6%	n/a	54%	n/a
SC		27%	161	n/a	21%	n/a	34%	n/a
NE		25%	96	n/a	45%	n/a	15%	22%
KY		23%	31	n/a	n/a	n/a	n/a	n/a
NY	↓	19%	356	n/a	13%	29%	23%	n/a
AR	↓	18%	84	n/a	n/a	21%	n/a	n/a
AZ	↓	15%	40	n/a	n/a	n/a	21%	n/a
GA	↓	15%	68	n/a	13%	n/a	14%	n/a
NC	↓	12%	58	n/a	n/a	n/a	4%	n/a
KS *	↓	12%	51	n/a	n/a	n/a	n/a	n/a
CA *		n/a	n/a	n/a	n/a	n/a	n/a	n/a
DE		n/a	n/a	n/a	n/a	n/a	n/a	n/a
MN		n/a	n/a	n/a	n/a	n/a	n/a	n/a
ND		n/a	n/a	n/a	n/a	n/a	n/a	n/a
TX		n/a	n/a	n/a	n/a	n/a	n/a	n/a
WA		n/a	n/a	n/a	n/a	n/a	n/a	n/a
WI		n/a	n/a	n/a	n/a	n/a	n/a	n/a
WY		n/a	n/a	n/a	n/a	n/a	n/a	n/a

Table note: Data display is suppressed (i.e. shown as n/a) for the following states with low counts of responses (n<20): CA, DE, MN, ND, TX, WA, WI, WY. These responses are retained in NCI-IDD Average calculation. States with more than 25% missing or don't know responses are marked with an asterisk (*).



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