NCI Adult Consumer Survey Outcomes

Maryland Report

2012-2013 Data

NATIONAL CORE
INDICATORS

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What is NCI?

The National Core Indicators (NCI) program is a voluntary effort by state developmental disability agencies to gauge their own performance using a common and nationally validated set of measures. The effort is coordinated by the National Association of State Directors of Developmental Disabilities Services (NASDDDS) in collaboration with the Human Services Research Institute (HSRI). NCI has developed a set of more than 100 standard performance measures (or "indicators") that states use to assess the outcomes of services provided to individuals and their families. These indicators focus on areas such as: employment, rights, service planning, community inclusion, choice, health, and safety. For the 2012-13 data collection cycle, 33 states and 22 sub-state entities participated in NCI.

What is the NCI Adult Consumer Survey?

The NCI Adult Consumer Survey is an interview 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.

Domain	Sub-Domain	Concern Statement
Individual Outcomes	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.
Health, Welfare, and Rights	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.
System Performance	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.

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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.

Proxy Respondents

Proxy responses are allowed only for the background information section of the survey (e.g., demographics) and 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 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 respond 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).

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What is contained in this report?

This report compares the 2012-13 NCI Adult Consumer Survey demographic and individual outcome results from Maryland to the NCI Average (the average of all state percentages). Twenty-five (25) states and one sub-state entity participated in the Adult Consumer Survey during the 2012-2013 data collection cycle. 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 certain question, the state is excluded from the analysis for that particular question.

State and national data results for the NCI Adult Consumer Survey can also be found online at http://www.nationalcoreindicators.org.

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Results: Demographics

Illustrates the demographic profile of survey participants

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GRAPH 1. AVERAGE AGE

Average Age

Maryland: 42
NCI Average: 42

GRAPH 2. GENDER

Gender

	Male	Female
Maryland	60%	40%
NCI Average	58%	42%

GRAPH 3. RACE

Race

	Maryland	NCI Average
American Indian or Alaska Native	1%	1%
Asian	2%	2%
Black or African-American	30%	20%
Pacific Islander	0%	1%
White	59%	72%
Other Race Not Listed	3%	2%
Two or More Races	2%	1%
Don't Know	3%	1%

GRAPH 4. ETHNICITY

Ethnicity

	Non-Hispanic	Hispanic	Don't Know
Maryland	93%	3%	4%
NCI Average	95%	4%	1%

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GRAPH 5. LEVEL OF ID

Level of ID

Category	Maryland	NCI Average
No ID	9%	6%
Mild	28%	34%
Moderate	29%	29%
Severe	12%	14%
Profound	8%	11%
Don't Know	13%	6%

■ Maryland   ■ NCI Average

GRAPH 6. MOOD, ANXIETY, BEHAVIOR, PSYCHOTIC, AND OTHER MENTAL ILLNESS*

Mood, Anxiety, Behavior, Psychotic, and Other Mental Illness

Category	Maryland	NCI Average
Mood Disorder	11%	22%
Anxiety Disorder	13%	15%
Behavior Challenges	18%	16%
Psychotic Disorder	8%	10%
Other Mental Illness or Psychiatric Diagnosis	5%	6%

■ Maryland   ■ NCI Average

GRAPH 7A. OTHER DISABILITIES*

Other Disabilities

Category	Maryland	NCI Average
Autism Spectrum Disorder	15%	12%
Cerebral Palsy	16%	14%
Brain Injury	4%	3%
Seizure Disorder or Neurological Problem	25%	25%
Chemical Dependency	0%	0%

■ Maryland   ■ NCI Average
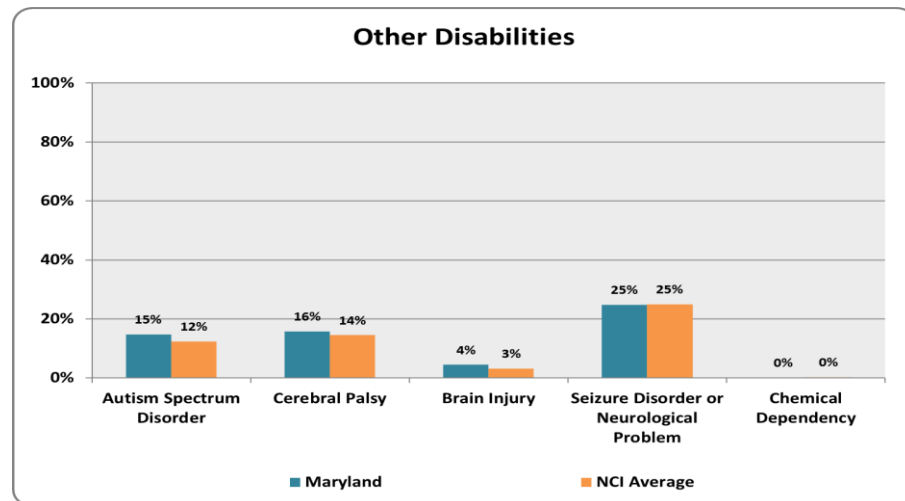
GRAPH 7B. OTHER DISABILITIES (CONTINUED)*

Other Disabilities

Category	Maryland	NCI Average
Vision and/or Hearing Impairment	8%	10%
Alzheimer's Disease or Other Dementia	1%	2%
Down Syndrome	10%	9%
Prader-Willi Syndrome	0%	0%
Other	30%	23%
No Other	10%	14%

■ Maryland   ■ NCI Average
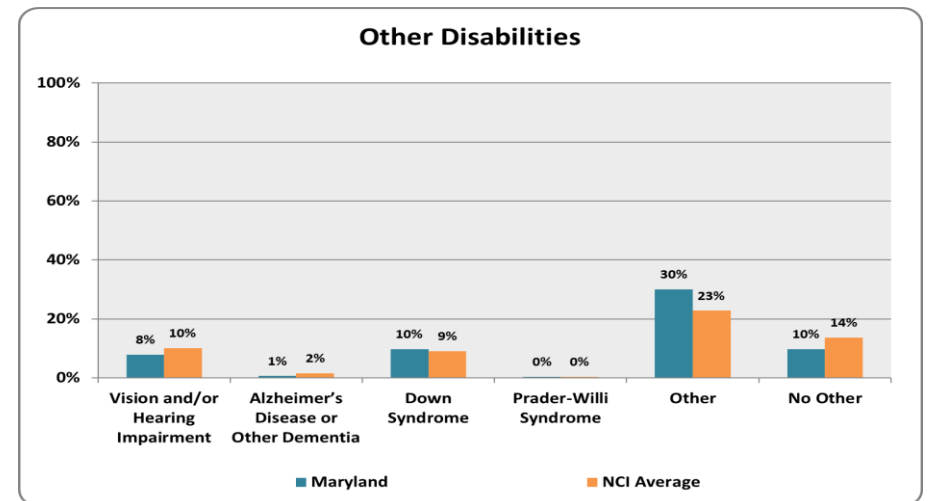
*Categories are not mutually exclusive

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GRAPH 8. TYPE OF RESIDENCE

Type of Residence

	Maryland	NCI Average
Specialized Institutional Facility	0%	4%
Group Home	40%	29%
Apartment Program	8%	5%
Independent Home or Apartment	10%	14%
Parent or Relative's Home	38%	38%
Foster Care or Host Home	3%	7%
Nursing Facility	0%	1%
Other	1%	2%
Don't Know	1%	0%
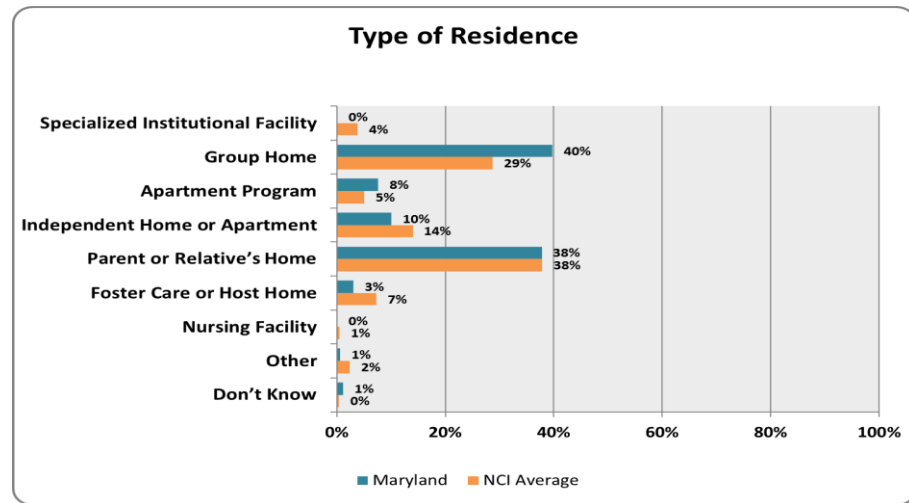
GRAPH 9. PRIMARY MEANS OF EXPRESSION

Primary Means of Expression

	Maryland	NCI Average
Spoken	75%	76%
Gestures	21%	19%
Sign Language	1%	1%
Communication Device	1%	1%
Other	1%	2%
Don't Know	1%	0%

GRAPH 10. PRIMARY LANGUAGE

Primary Language

	Maryland	NCI Average
English	97%	98%
Other	3%	2%

GRAPH 11. OVERALL HEALTH

Overall Health

	Maryland	NCI Average
Excellent	12%	13%
Very Good	45%	44%
Fairly Good	35%	38%
Poor	6%	4%
Don't Know	2%	1%

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GRAPH 12. MOBILITY

Mobility

- Moves Without Aids: Maryland 74%, NCI Average 76%
- Moves With Aids or Uses Wheelchair Independently: Maryland 16%, NCI Average 15%
- Non-Ambulatory: Maryland 10%, NCI Average 9%
- Don't Know: Maryland 1%, NCI Average 0%

GRAPH 13. SUPPORT NEEDED FOR SELF INJUROUS BEHAVIOR

Support Needed to Manage Self-Injurious Behavior

- None: Maryland 74%, NCI Average 77%
- Some: Maryland 16%, NCI Average 16%
- Extensive: Maryland 8%, NCI Average 5%
- Don't Know: Maryland 2%, NCI Average 1%

GRAPH 14. SUPPORT NEEDED FOR DISRUPTIVE BEHAVIOR

Support Needed to Manage Disruptive Behavior

- None: Maryland 66%, NCI Average 62%
- Some: Maryland 23%, NCI Average 28%
- Extensive: Maryland 10%, NCI Average 9%
- Don't Know: Maryland 1%, NCI Average 1%

GRAPH 15. SUPPORT NEEDED FOR DESTRUCTIVE BEHAVIOR

Support Needed to Manage Destructive Behavior

- None: Maryland 73%, NCI Average 75%
- Some: Maryland 15%, NCI Average 17%
- Extensive: Maryland 10%, NCI Average 6%
- Don't Know: Maryland 2%, NCI Average 1%

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Choice

People make choices about their lives and are actively engaged in planning their services and supports.

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GRAPH 16. CHOSE HOME

Chose Home
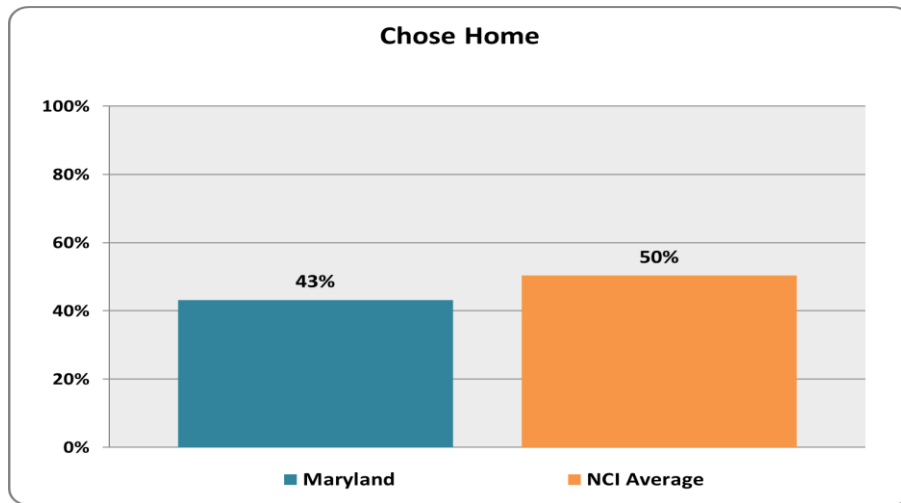
This graph illustrates that 43% of respondents from Maryland and 50% across NCI states reported that they chose or had some input in choosing where they live.

States ranged between 73% and 20%.

GRAPH 17. CHOSE ROOMMATES

Chose Roommates

This graph illustrates that 51% of respondents from Maryland and 43% across NCI states reported that they chose or had some input in choosing the people with whom they live.

States ranged between 72% and 15%.

GRAPH 18. CHOSE PAID COMMUNITY JOB

Chose Paid Community Job

This graph illustrates that among respondents with a paid job in the community, 77% from Maryland and 84% across NCI states reported that they chose or had some input in choosing where they work.

States ranged between 100% and 60%.

GRAPH 19. CHOSE DAY PROGRAM OR REGULAR ACTIVITY

Chose Day Program or Regular Activity
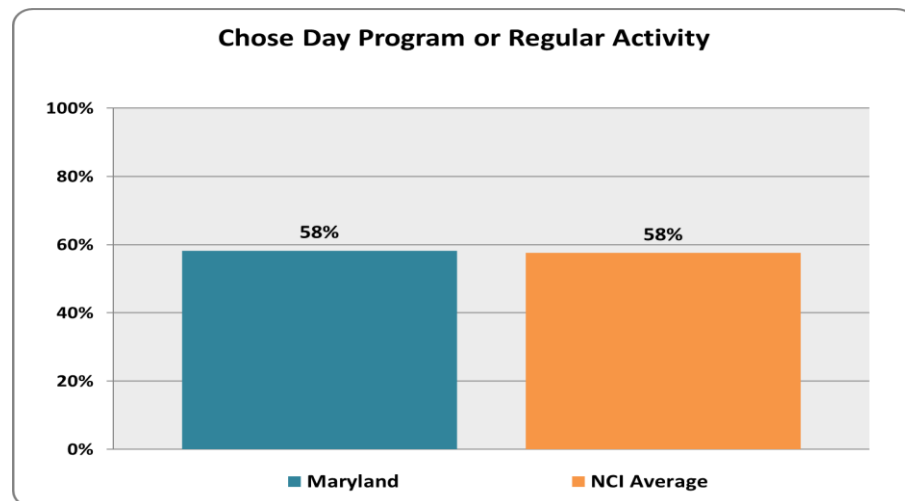
This graph illustrates that among respondents with a day program or regular activity, 58% from Maryland and 58% across NCI states reported that they chose or had some input in choosing where they go during the day.

States ranged between 81% and 27%

GRAPH 20. CHOSE STAFF
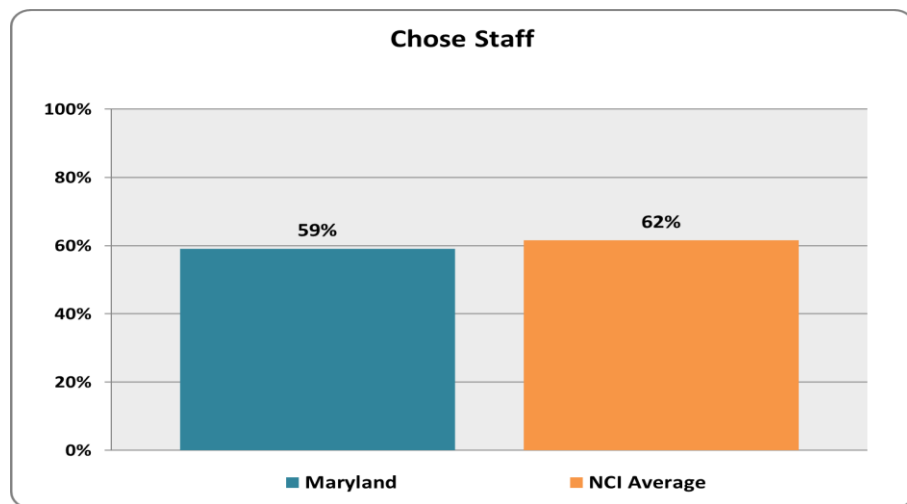
Chose Staff

This chart illustrates that 59% of respondents from Maryland and 62% across NCI states reported that they chose or were aware they could request to change the staff who help them at their home, job, or day program or regular activity.

States ranged between 92% and 14%.

GRAPH 21. DECIDES DAILY SCHEDULE

Decides Daily Schedule
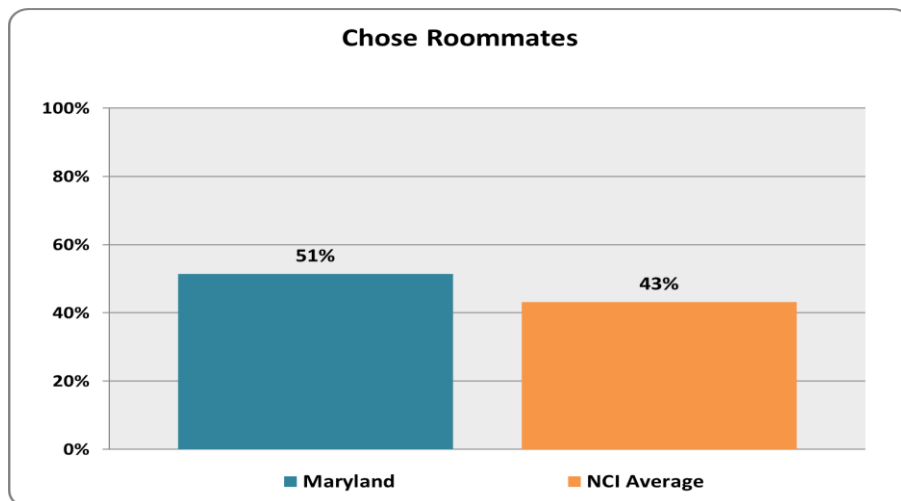

This graph illustrates that 74% of respondents from Maryland and 81% across NCI states reported that they decide or have input in choosing their daily schedule.
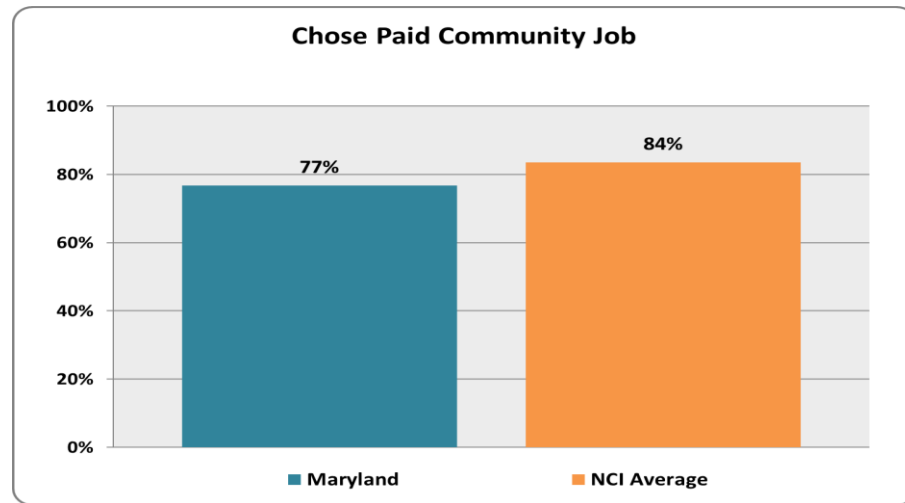
States ranged between 95% and 50%.

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GRAPH 22. DECIDES HOW TO SPEND FREE TIME
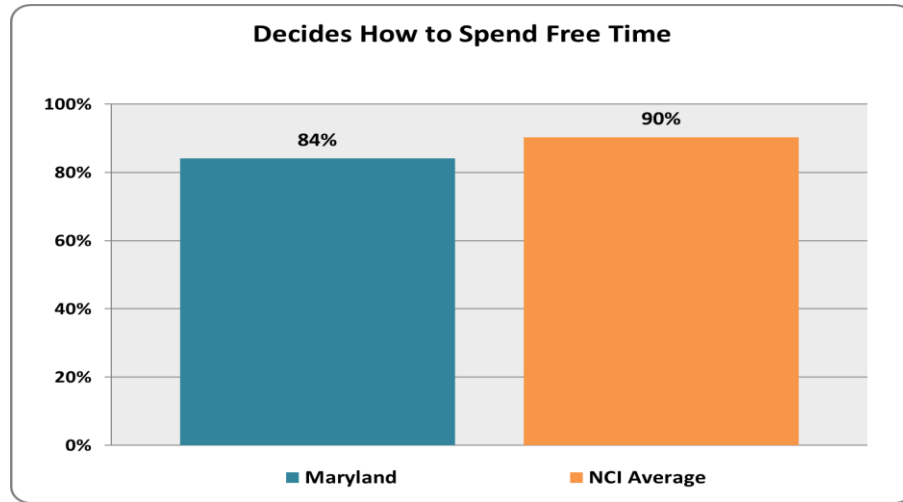
Decides How to Spend Free Time

This graph illustrates that 84% of respondents from Maryland and 90% across NCI states reported that they decide or have input in choosing how to spend free time.

States ranged between 97% and 66%.

GRAPH 23. CHOOSES HOW TO SPEND MONEY
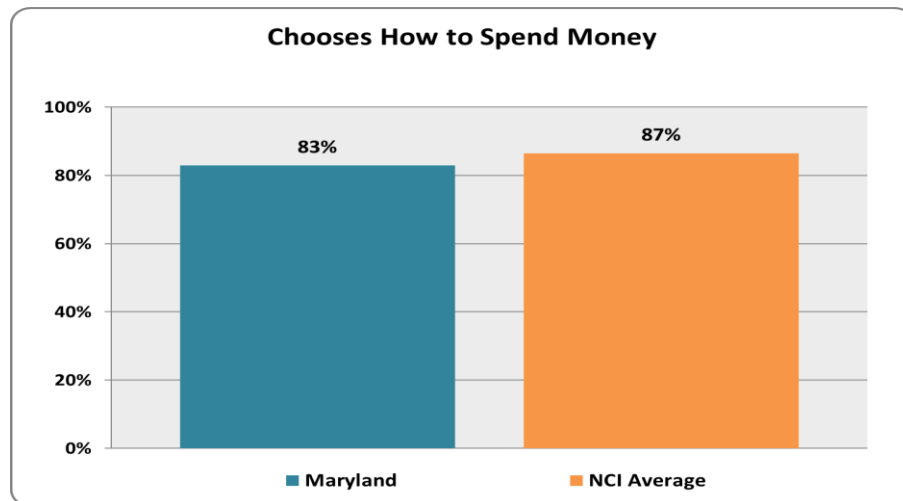
Chooses How to Spend Money

This graph illustrates that 83% of respondents from Maryland and 87% across NCI states reported that they choose or have input in choosing how to spend their money.

States ranged between 96% and 60%.

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GRAPH 24. CHOSE CASE MANAGER/SERVICE COORDINATOR

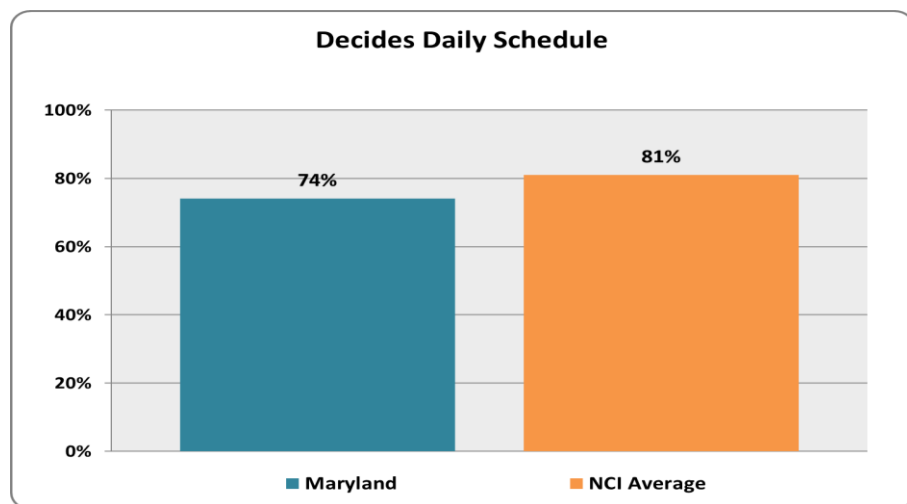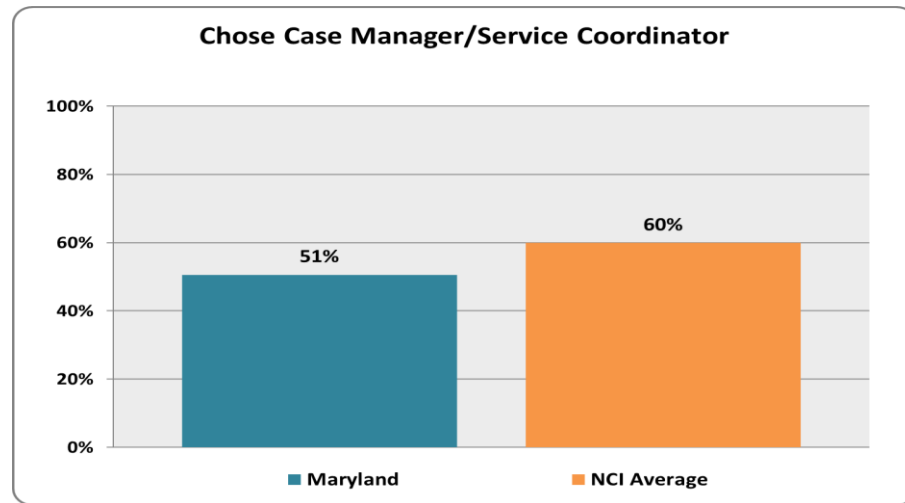This graph illustrates that 51% of respondents from Maryland and 60% across NCI states reported that they chose or were aware they could request to change their case manager/service coordinator.

States ranged between 94% and 15%.

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Community Inclusion

People have support to participate in everyday community activities.

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GRAPH 25. WENT OUT SHOPPING IN THE PAST MONTH
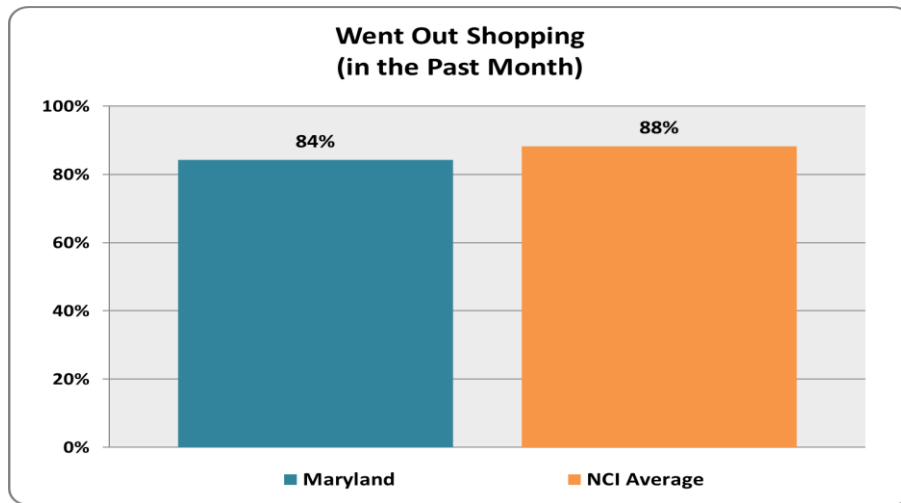
**Went Out Shopping
(in the Past Month)**

[Bar chart: Maryland 84%, NCI Average 88%]

This graph illustrates that 84% of respondents from Maryland and 88% across NCI states reported that they went out shopping in the past month.

States ranged between 97% and 75%.

GRAPH 26. AVERAGE TIMES WENT OUT SHOPPING IN THE PAST MONTH

**Average Times Went Out Shopping
(in the Past Month)**

[Bar chart: Maryland 4.0, NCI Average 4.1]
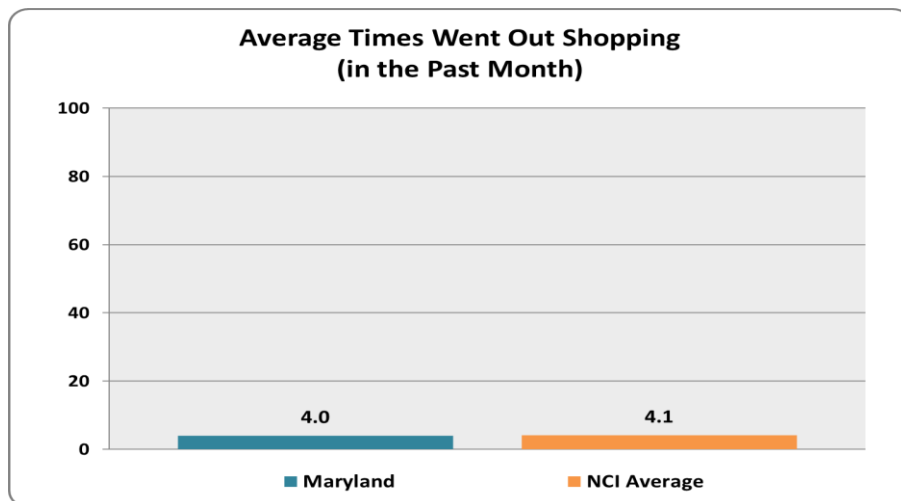
This graph illustrates that respondents from Maryland went out shopping an average of 4.0 times in the past month, and respondents across NCI states went an average of 4.1 times.

States ranged between 7 and 3 times.

GRAPH 27. WENT OUT ON ERRANDS IN THE PAST MONTH

Went Out On Errands
(in the Past Month)

[Bar chart: Maryland 86%, NCI Average 83%]

This graph illustrates that 86% of respondents from Maryland and 83% across NCI states reported that they went out on errands or for appointments in the past month.

States ranged between 94% and 53%.

GRAPH 28. AVERAGE TIMES WENT OUT ON ERRANDS IN THE PAST MONTH

Average Times Went Out On Errands
(in the Past Month)

[Bar chart: Maryland 3.0, NCI Average 2.9]

This graph illustrates that respondents from Maryland went out on errands or for appointments and average of 3.0 times in the past month, and respondents across NCI states went an average of 2.9 times.

States ranged between 6.5 and 1.1 times.

GRAPH 29. WENT OUT FOR ENTERTAINMENT IN THE PAST MONTH

**Went Out For Entertainment
(in the Past Month)**

- Maryland: 67%
- NCI Average: 71%

This graph illustrates that 67% of respondents from Maryland and 71% across NCI states reported that they went out for entertainment in the past month.

States ranged between 83% and 53%.

GRAPH 30. AVERAGE TIMES WENT OUT FOR ENTERTAINMENT IN THE PAST MONTH

**Average Times Went Out For Entertainment
(in the Past Month)**

- Maryland: 2.5
- NCI Average: 2.6

This graph illustrates that respondents from Maryland went out for entertainment an average of 2.5 times in the past month, and respondents across NCI states went an average of 2.6 times.

States ranged between 3.5 and 1.4 times.

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GRAPH 31. WENT OUT TO EAT IN THE PAST MONTH

This graph illustrates that 80% of respondents from Maryland and 85% across NCI states reported that they went out to eat in the past month.
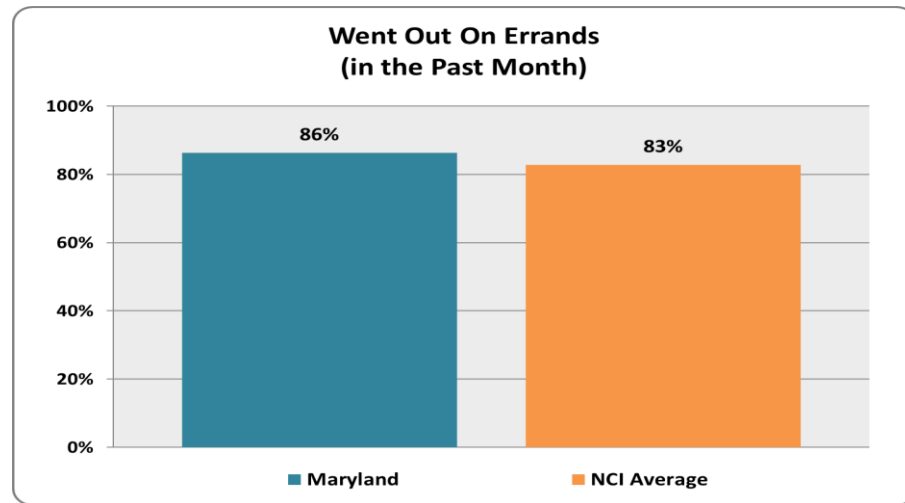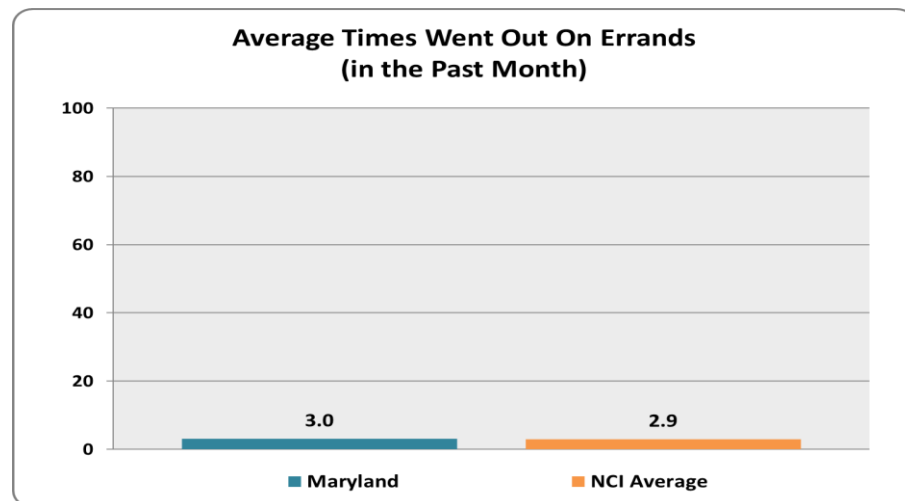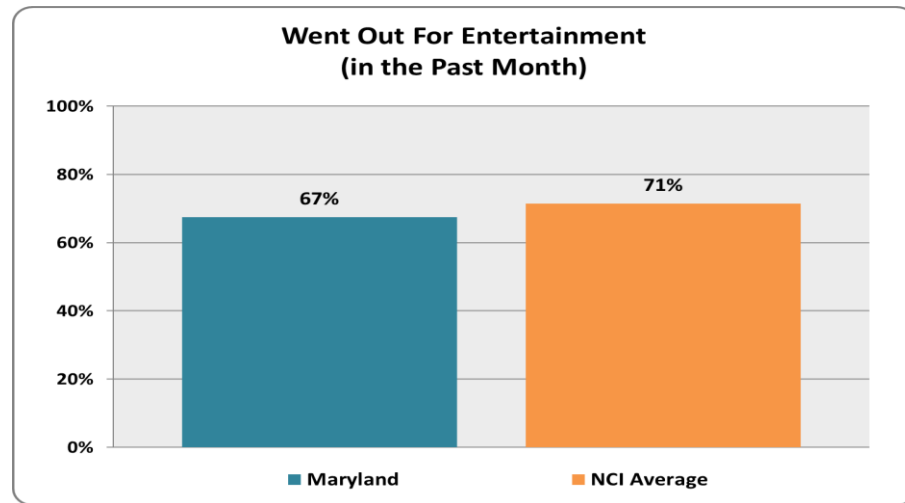
States ranged between 94% and 75%.

GRAPH 32. AVERAGE TIMES WENT OUT TO EAT IN THE PAST MONTH

This graph illustrates that respondents from Maryland went out to eat an average of 3.6 times in the past month, and respondents across NCI states went an average of 3.9 times.
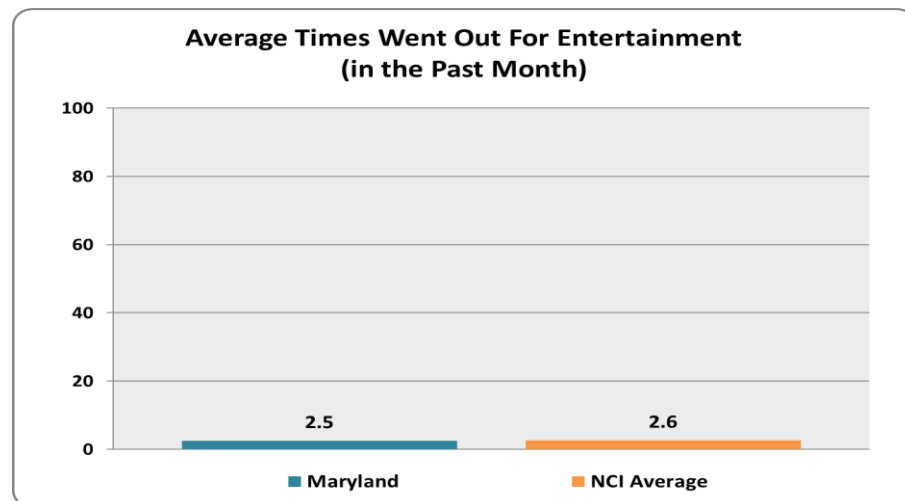
States ranged between 7.6 and 2.4 times.

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GRAPH 33. WENT OUT TO RELIGIOUS SERVICES IN THE PAST MONTH

This graph illustrates that 50% of respondents from Maryland and 49% across NCI states reported that they went out to a religious service or spiritual practice in the past month.

States ranged between 71% and 33%.

GRAPH 34. AVERAGE TIMES WENT OUT TO RELIGIOUS SERVICES IN THE PAST MONTH

This graph illustrates respondents from Maryland went out to a religious service or spiritual practice an average of 1.7 times in the past month, and respondents across NCI states went an average of 1.8 times.

States ranged between 1.1 and 2.7 times.

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GRAPH 35. WENT OUT FOR EXERCISE IN THE PAST MONTH
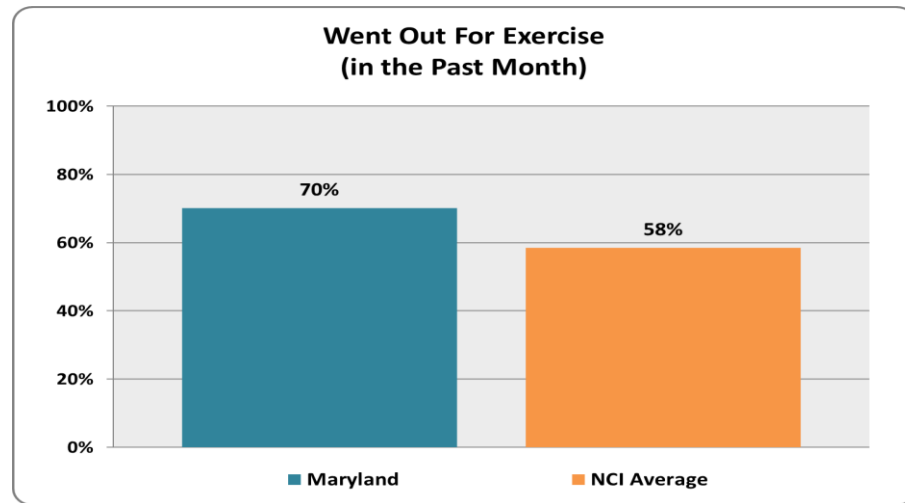
**Went Out For Exercise
(in the Past Month)**

This graph illustrates that 70% of respondents from Maryland and 58% across NCI states reported that they went out for exercise in the past month.
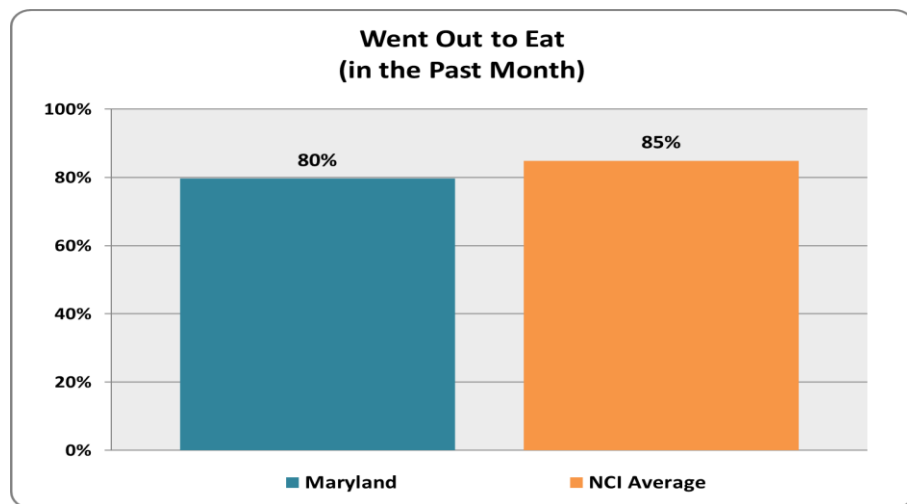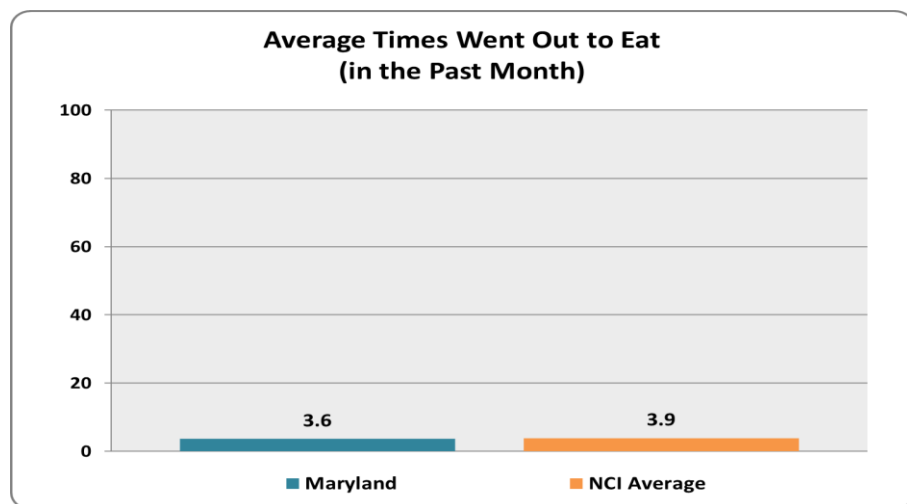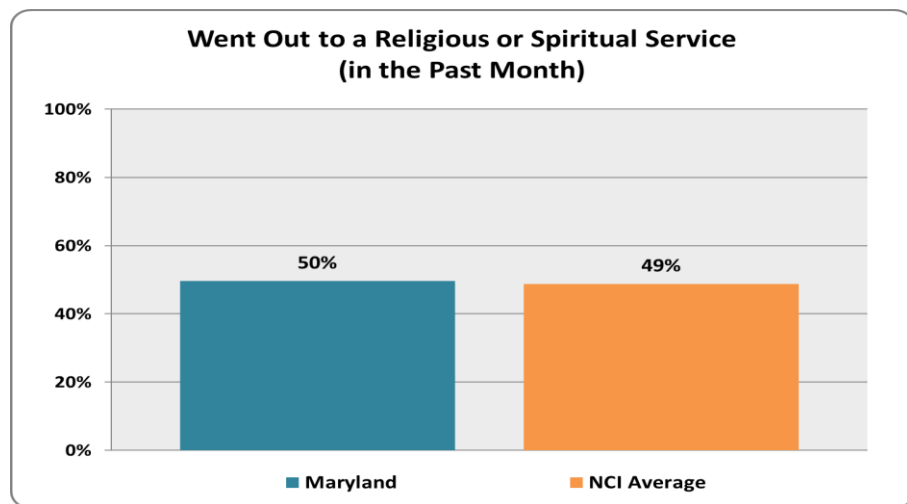
States ranged between 81% and 21%.

GRAPH 36. AVERAGE TIMES WENT OUT FOR EXERCISE IN THE PAST MONTH

**Average Times Went Out For Exercise
(in the Past Month)**

This graph illustrates respondents from Maryland went out for exercise an average of 7.7 times in the past month, and respondents across NCI states went an average of 6.9 times.
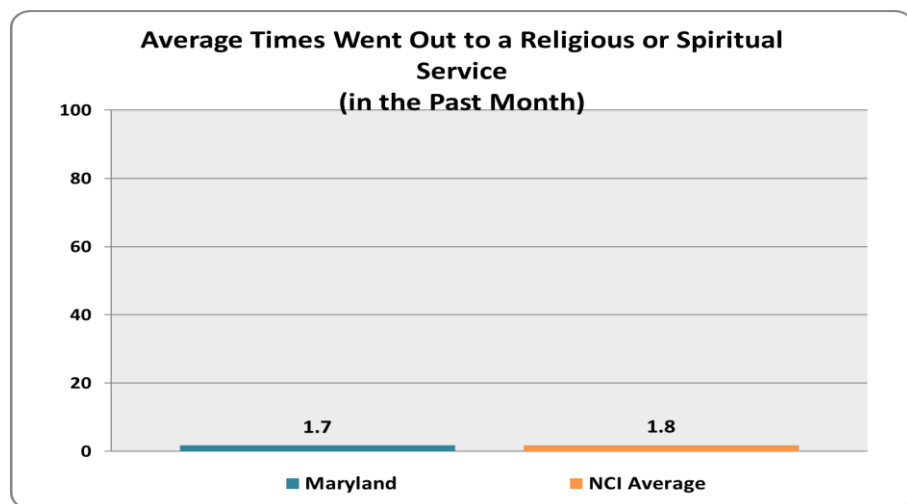
States ranged between 15.2 and 1.6 times.

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GRAPH 37. WENT ON VACATION IN THE PAST YEAR
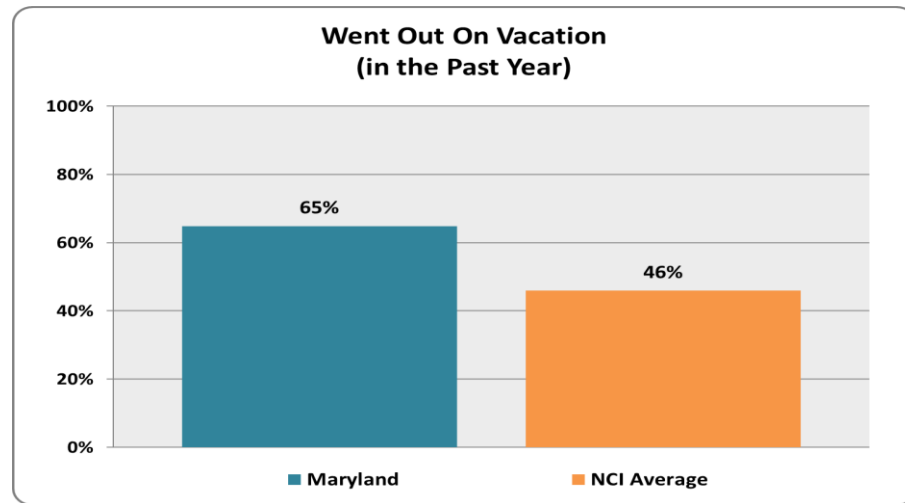
This graph illustrates that 65% of respondents from Maryland and 46% across NCI states reported that they went out on vacation in the past year.

States ranged between 65% and 18%.

GRAPH 38. AVERAGE TIMES WENT ON VACATION IN THE PAST YEAR

This graph illustrates that respondents from Maryland went out on vacation an average of 1.1 times in the past year and respondents across NCI states went an average of 0.8 times.
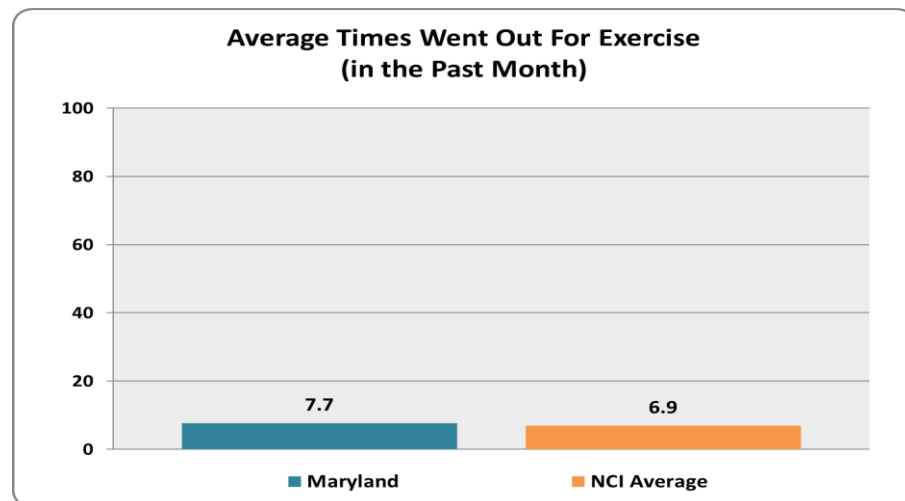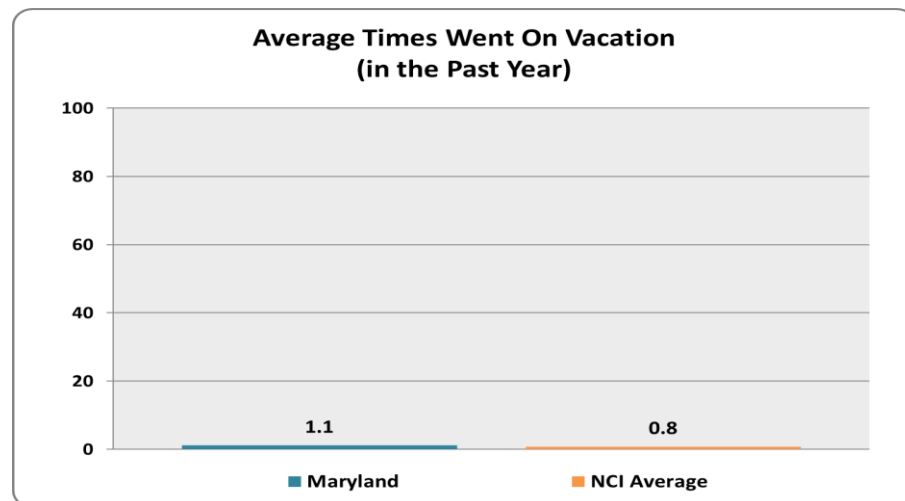
States ranged between 1.4 and 0.2 times.

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Work

People have support to find and maintain community integrated employment.

GRAPH 39. HAS A PAID JOB IN THE COMMUNITY

Has Paid Job in the Community

- Maryland: 33%
- NCI Average: 15%
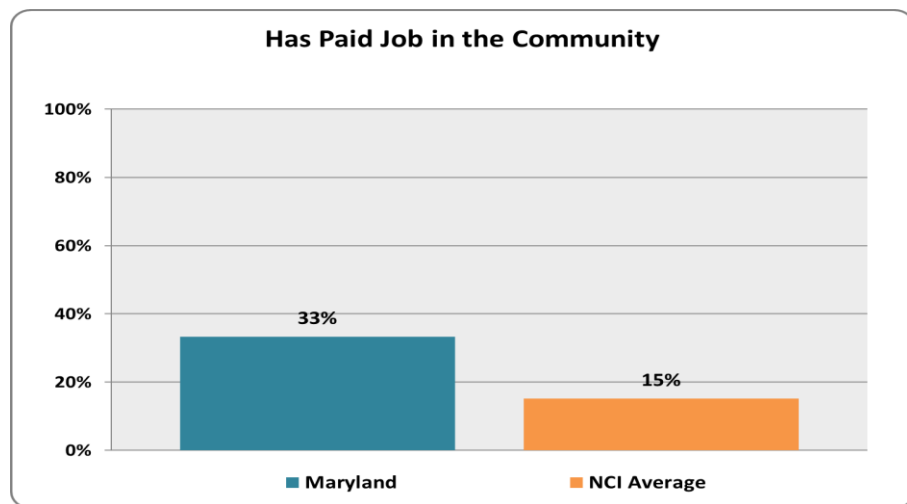
This graph illustrates that 33% of respondents from Maryland and 15% across NCI states reported they had a paid job in the community.

States ranged between 37% and 4%.

GRAPH 40. TYPE OF PAID EMPLOYMENT IN THE COMMUNITY

Type of Paid Employment in the Community

	Maryland	NCI Average
Individually-Supported	40%	35%
Competitive	11%	33%
Group-Supported	49%	32%
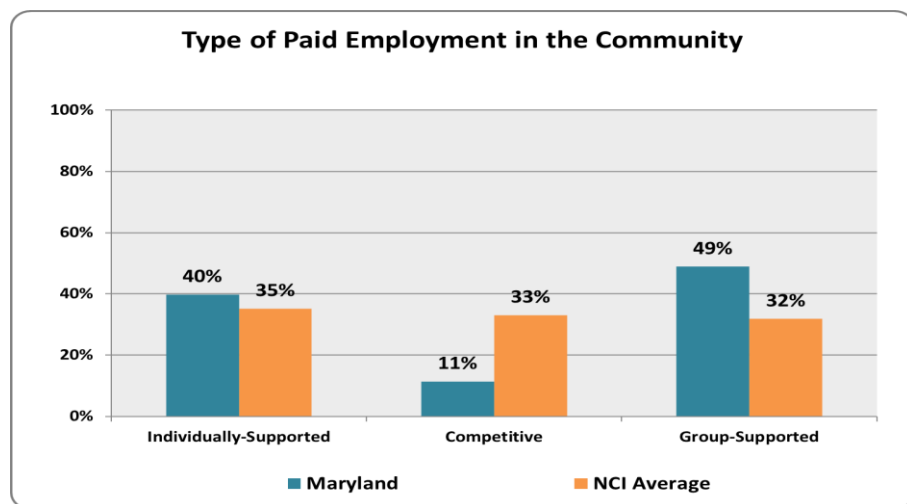
This graph illustrates that among respondents with a paid job in the community, the type of employment support they receive in Maryland and across NCI states are, respectively: 40% and 35% individually-supported, 11% and 33% competitive, and 49% and 32% group-supported.

States ranged between 70% and 10% for individually-supported, 78% and 7% in competitive, and 69% and 3% in group-supported employment.

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GRAPH 41. AVERAGE BI-WEEKLY HOURS
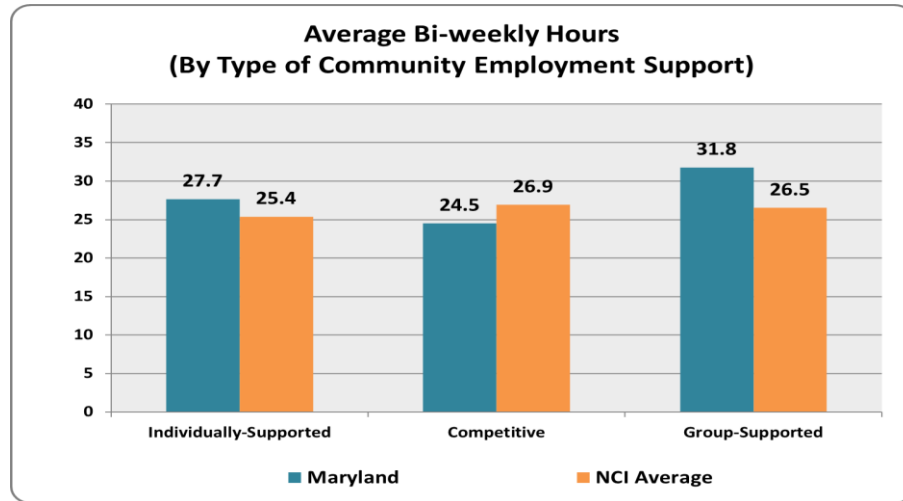
**Average Bi-weekly Hours
(By Type of Community Employment Support)**

	Maryland	NCI Average
Individually-Supported	27.7	25.4
Competitive	24.5	26.9
Group-Supported	31.8	26.5

This graph illustrates that among respondents with a paid job in the community, the average hours they worked at their paid community job in a typical two-week period in Maryland and across NCI states by type of employment is, respectively: 27.7 and 25.4 individually-supported, 24.5 and 26.9 competitive, and 31.8 and 26.5 group-supported.

States ranged between and average of 39.8 and 14.2 hours in individually-supported, 48.0 and 16.2 in competitive, and 40.3 and 12.0 in group-supported employment in a typical two-week period.

GRAPH 42. AVERAGE BI-WEEKLY GROSS WAGES

**Average Biweekly Gross Wages
(By Type of Community Employment Support)**

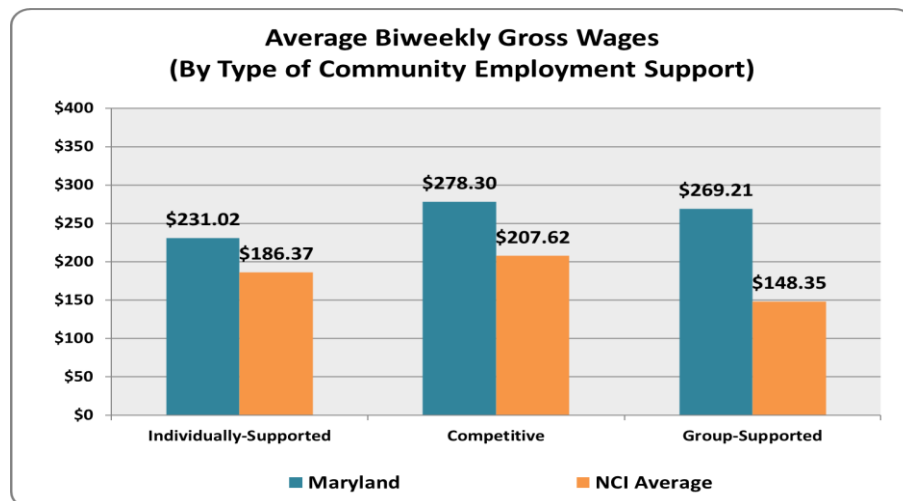|	Maryland	NCI Average
Individually-Supported	$231.02	$186.37
Competitive	$278.30	$207.62
Group-Supported	$269.21	$148.35

This graph illustrates that among respondents with a paid job in the community, the average gross wages they earn from paid community employment in a typical two-week period in Maryland and across NCI states by type of employment is, respectively: $231.02 and $186.37 individually-supported, $278.30 and $207.62 competitive, and $269.21 and $148.35 group-supported.

States ranged between $347.08 and $110.43 in individually-supported, $344.52 and $73.86 in competitive, and $269.21 and $23.00 in group-supported employment in a typical two-week period.
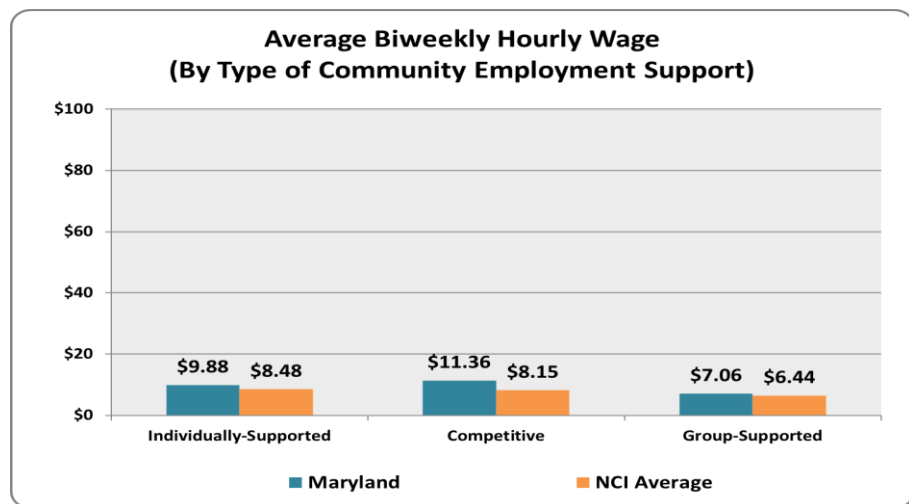
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GRAPH 43. AVERAGE BI-WEEKLY HOURLY WAGE

**Average Biweekly Hourly Wage
(By Type of Community Employment Support)**

	Individually-Supported	Competitive	Group-Supported
Maryland	$9.88	$11.36	$7.06
NCI Average	$8.48	$8.15	$6.44

This graph illustrates that among respondents with a paid job in the community, the average hourly wage earned from the paid community job a typical two-week period in Maryland and across NCI states by type of employment is, respectively: $9.88 and $8.48 individually-supported, $11.36 and $8.15 competitive, and $7.06 and $6.44 group-supported.

States ranged between $15.14 and $6.60 in individually-supported, $11.36 and $5.27 in competitive, and $8.56 and $2.89 in group-supported employment in a typical two-week period.

GRAPH 44. WORKED 10 OF THE LAST 12 MONTHS IN A PAID COMMUNITY JOB

Worked 10 of the Past 12 Months in Paid Community Employment

Maryland	NCI Average
69%	81%
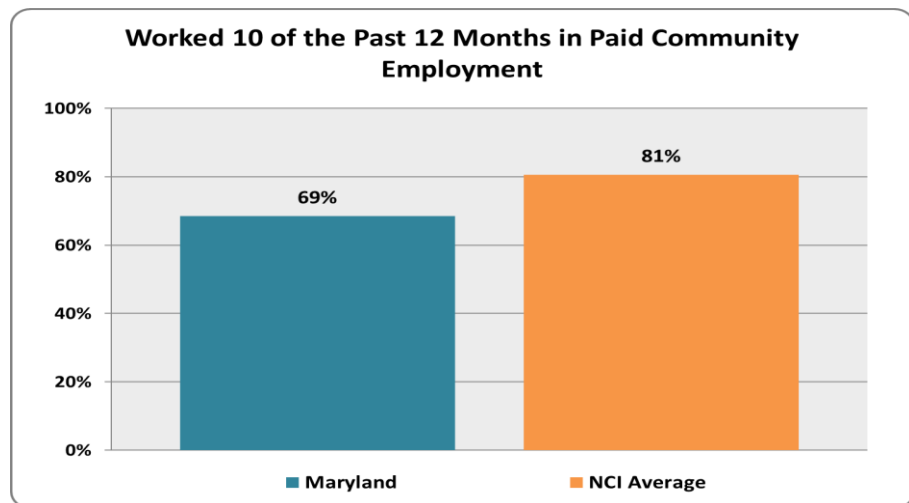
This graph illustrates that among respondents with a paid job in the community, 69% from Maryland and 81% across NCI states were reported to be working 10 out of the last 12 months in a paid community job.
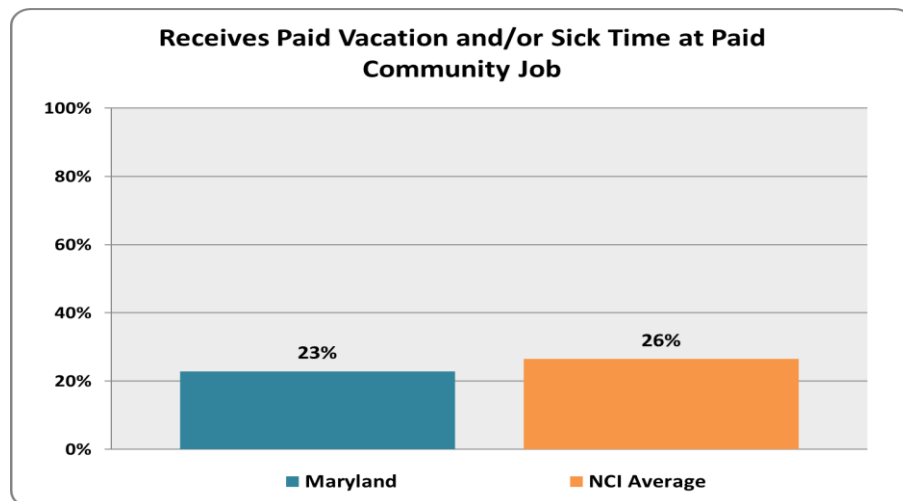
States ranged between 89% and 69%.

NATIONAL CORE
INDICATORS

GRAPH 45. AVERAGE MONTHS AT CURRENT PAID COMMUNITY JOB
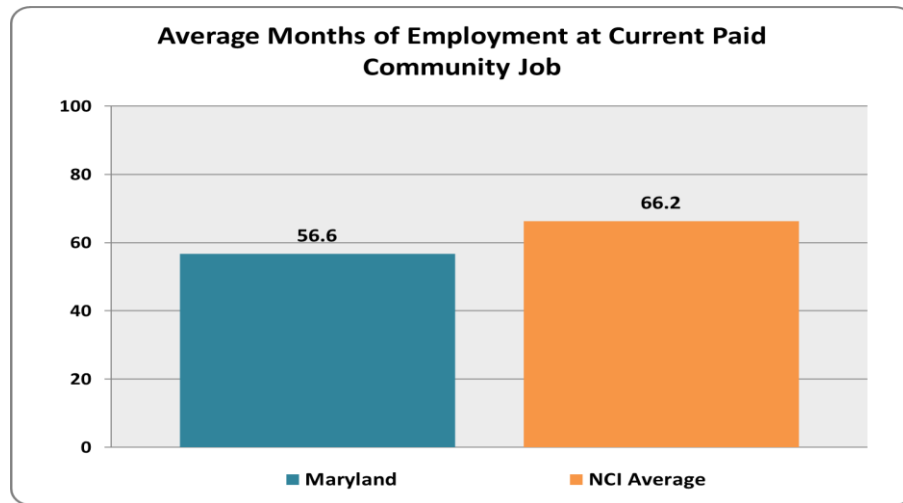
This graph illustrates that among respondents with a paid community job, they worked an average of 56.6 months in Maryland and for an average of 66.2 months across NCI states.

States ranged between and average of 97.0 and 40.2 months.

GRAPH 46. RECIEVES BENEFITS AT PAID COMMUNITY JOB

This graph illustrates that among respondents with a paid community job, 23% from Maryland and 26% across NCI states were reported to receive paid vacation or sick time at their paid community job.
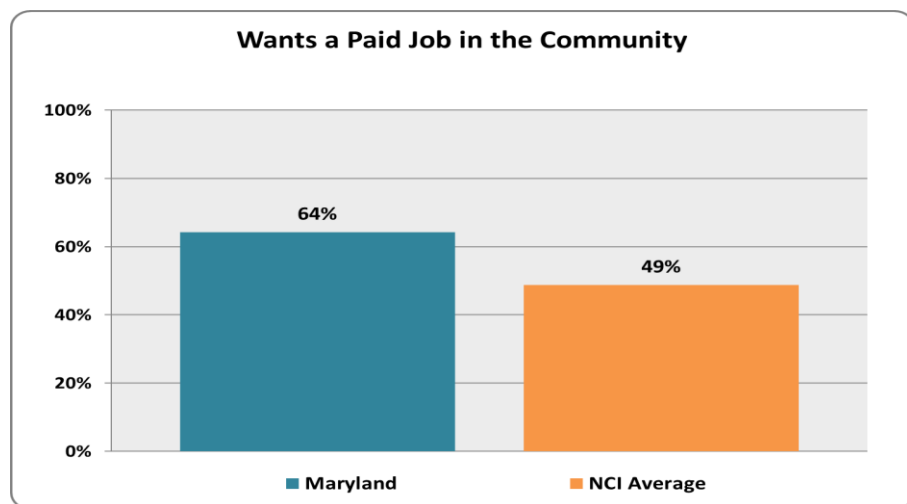
States ranged between 67% and 6%.

NATIONAL CORE
INDICATORS

GRAPH 47. FOUR MOST COMMON FIELDS OF PAID COMMUNITY EMPLOYMENT
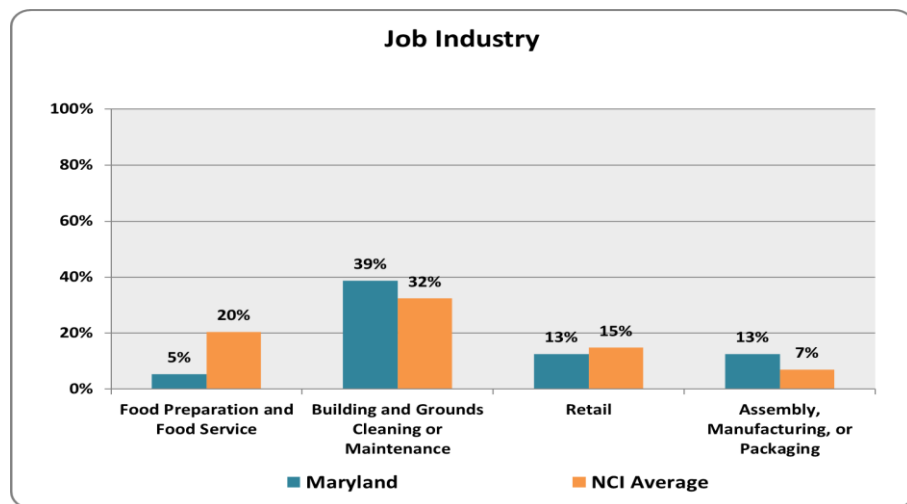
Job Industry

This graph illustrates that the percentage of respondents working in the most common job industries in Maryland and across NCI states are, respectively: 5% and 20% food preparation and service; 39% and 32% building and grounds cleaning or maintenance; 13% and 15% retail; 13% and 7% assembly, manufacturing, or packaging.

GRAPH 48. WANTS A PAID JOB IN THE COMMUNITY

Wants a Paid Job in the Community

This graph illustrates that among respondents without a paid job in the community, 64% from Maryland and 49% across NCI states reported that they would like a paid job in the community.
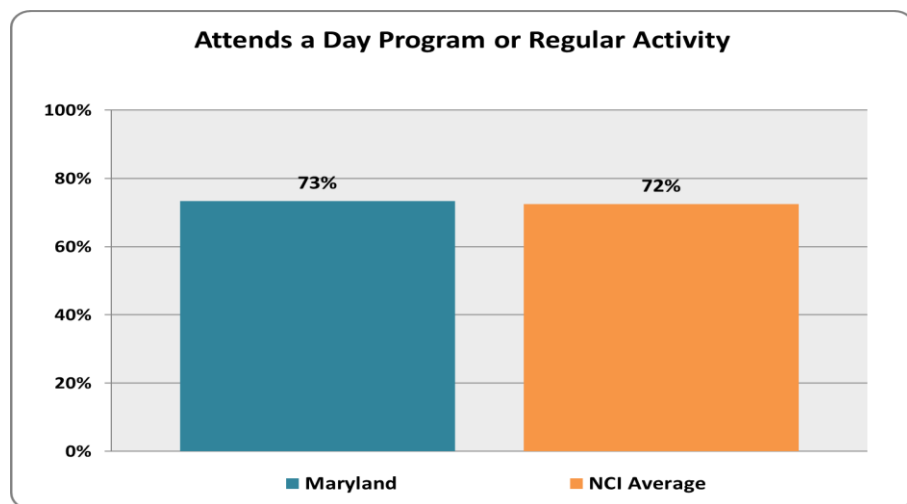
States ranged between 64% and 33%.

NATIONAL CORE INDICATORS

GRAPH 49. HAS COMMUNITY EMPLOYMENT AS A GOAL IN SERVICE PLAN

Has Community Employment as a Goal in Service Plan

- Maryland: 40%
- NCI Average: 24%
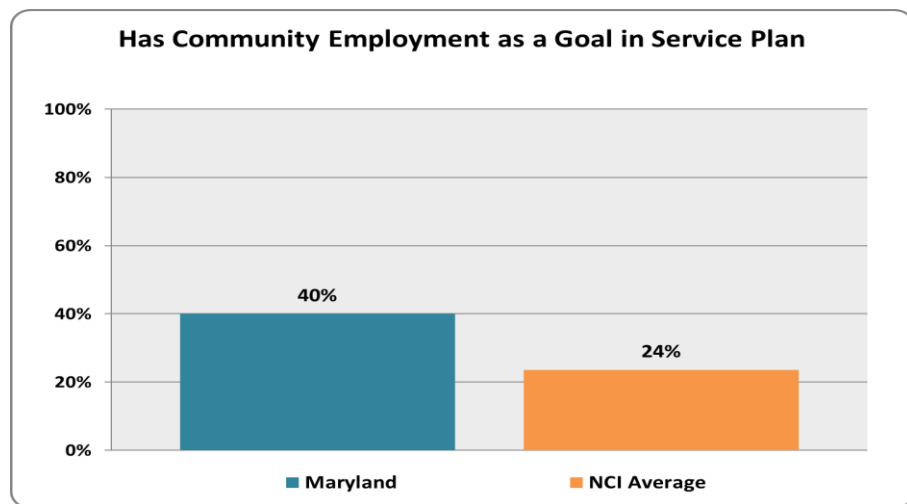
This graph illustrates that 40% of respondents from Maryland and 24% across NCI states were reported to have community employment as a goal in their service plan.

States ranged between 40% and 11%.

GRAPH 50. ATTENDS A DAY PROGRAM OR REGULAR ACTIVITY

Attends a Day Program or Regular Activity

- Maryland: 73%
- NCI Average: 72%

This graph illustrates that 73% of respondents from Maryland and 72% across NCI states reported that they attend a day program or regular activity.

States ranged between 96% and 49%.

NATIONAL CORE INDICATORS

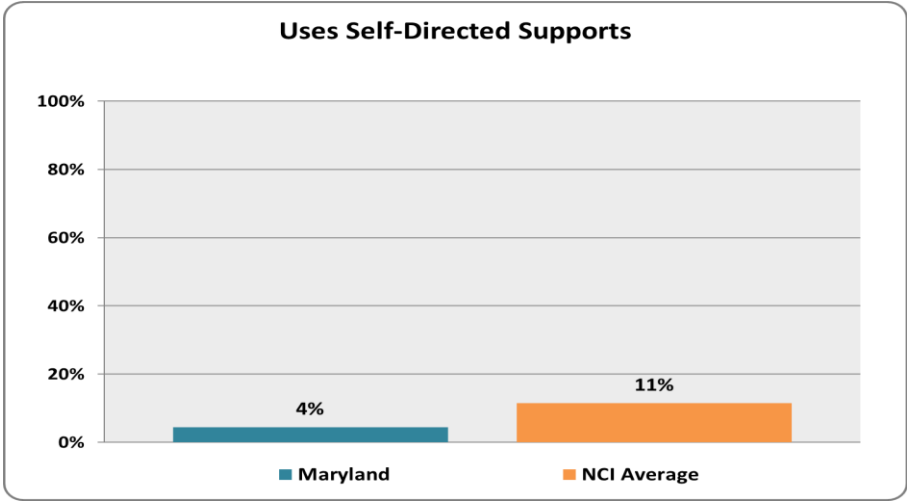**GRAPH 51. VOLUNTEERS**
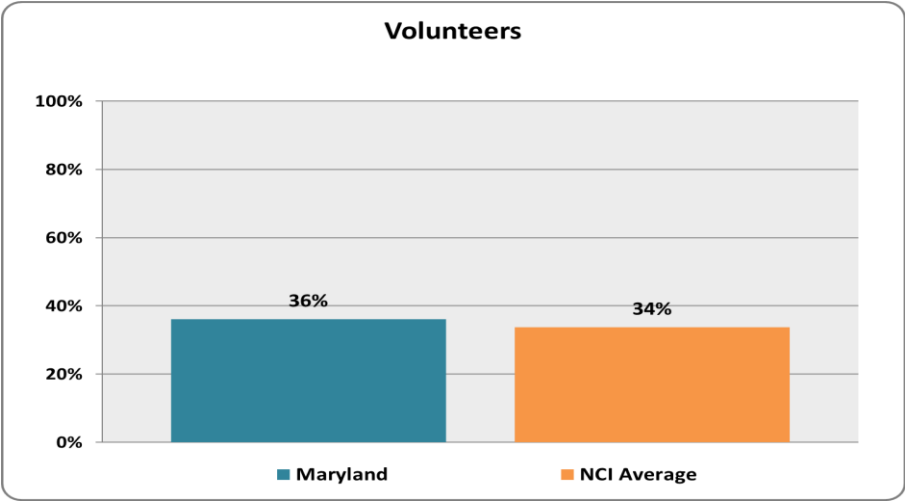
Volunteers

This graph illustrates that 36% of respondents from Maryland and 34% across NCI states reported that they do volunteer work.

States ranged between 62% and 20%.

NATIONAL CORE INDICATORS

Self-Determination

People have authority and are supported to direct and manage their own services.

GRAPH 52. USES SELF-DIRECTED SUPPORTS
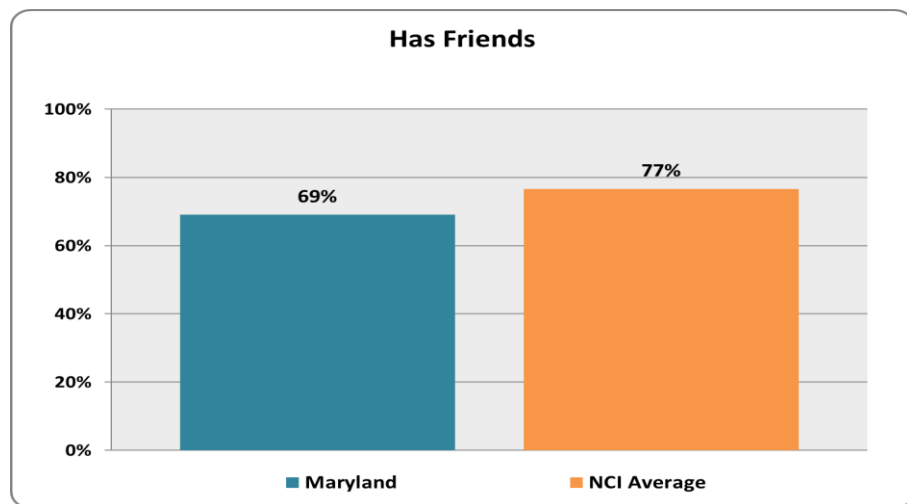
Uses Self-Directed Supports

This graph illustrates that 4% of respondents from Maryland and 11% across NCI states were reported to use a self-directed supports option.

States ranged between 71% and 0%.

NATIONAL CORE
INDICATORS

Relationships

People have friends and relationships.
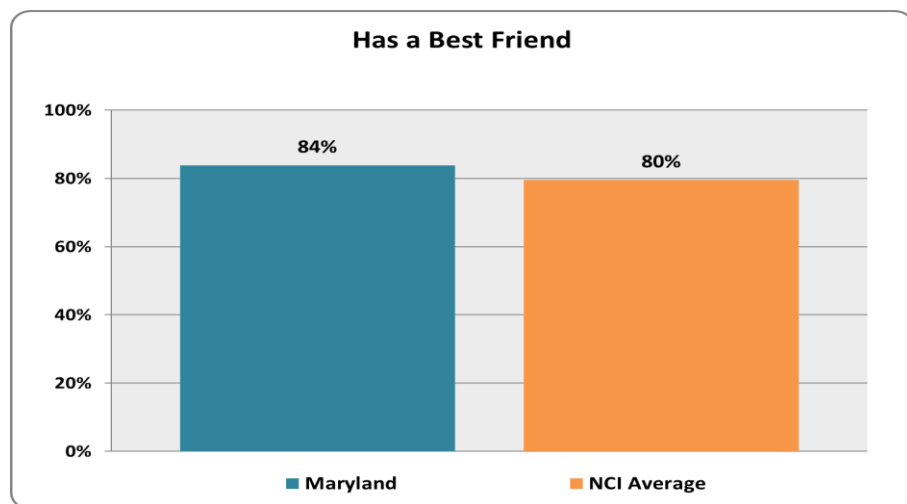
NATIONAL CORE
INDICATORS

GRAPH 53. HAS FRIENDS

Has Friends

This graph illustrates that 69% of respondents from Maryland and 77% across NCI states reported that they have friends other than family or paid staff.

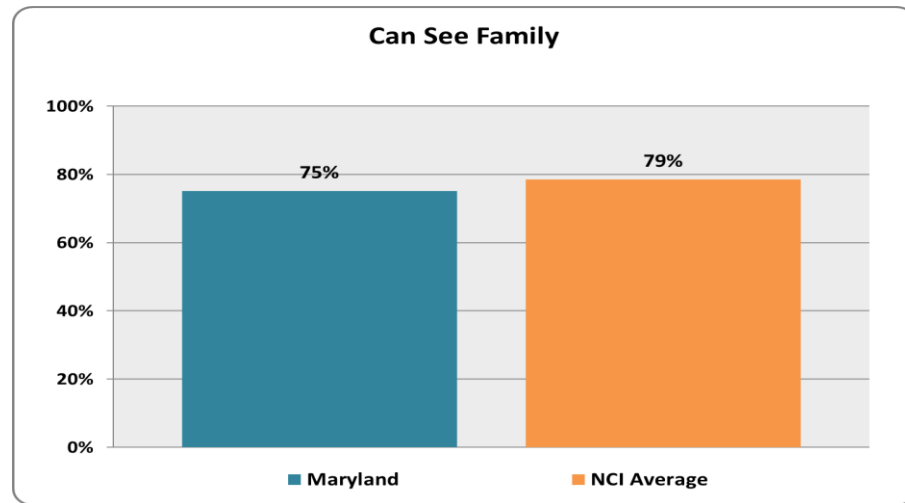States ranged between 91% and 50%.

GRAPH 54. HAS A BEST FRIEND

Has a Best Friend

This graph illustrates that 84% of respondents from Maryland and 80% across NCI states reported that they have a best friend (who may be family or paid staff).
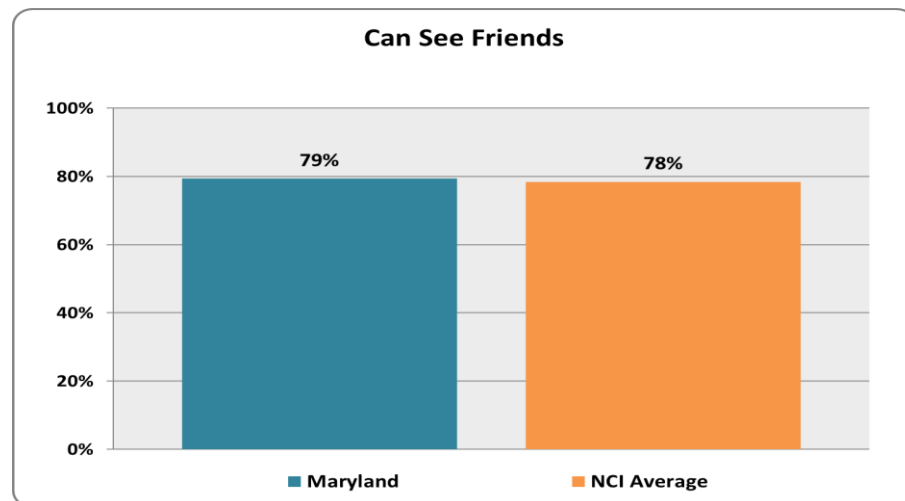
States ranged between 91% and 61%.

NATIONAL CORE INDICATORS

GRAPH 55. CAN SEE FAMILY

Can See Family

This graph illustrates that 75% of respondents from Maryland and 79% across NCI states reported that they have the support needed to see their family when they want.

States ranged between 88% and 64%.

GRAPH 56. CAN SEE FRIENDS

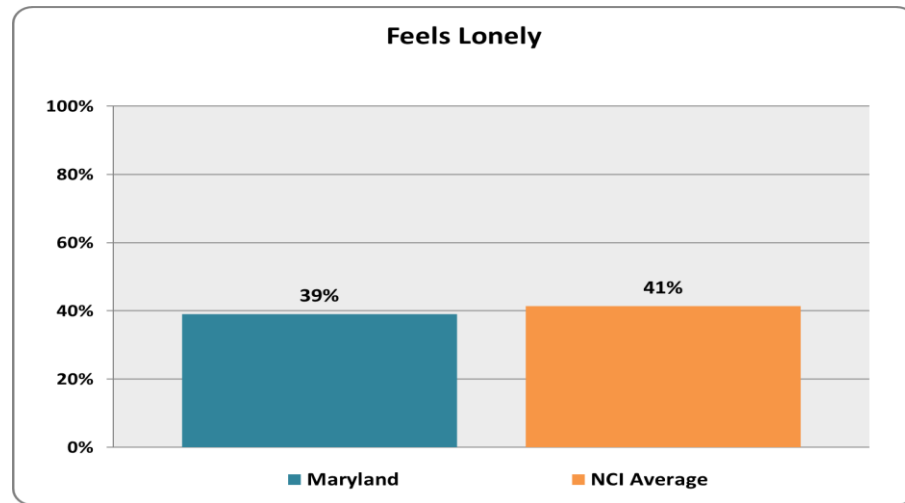## Can See Friends

This graph illustrates that 79% of respondents from Maryland and 78% across NCI states reported that they have the support needed to see their friends when they want.

States ranged between 88% and 55%.

NATIONAL CORE INDICATORS

GRAPH 57. FEELS LONELY

Feels Lonely

This graph illustrates that 39% of respondents from Maryland and 41% across NCI states reported that they feel lonely at least half the time.

States ranged between 85% and 33%.

GRAPH 58. CAN GO ON A DATE

Can Go On a Date
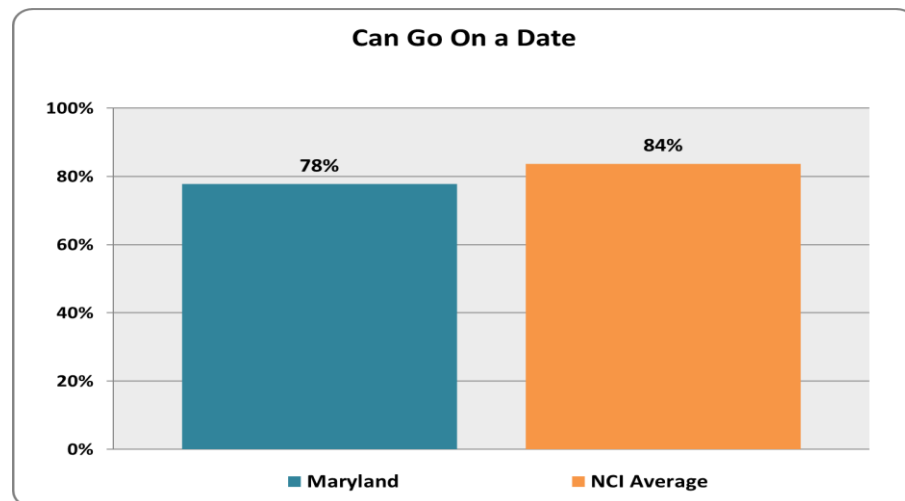
This graph illustrates that 78% of respondents from Maryland and 84% across NCI states reported that they can date or can date with some restrictions.

States ranged between 97% and 75%.

NATIONAL CORE INDICATORS

GRAPH 59. CAN HELP OTHER PEOPLE
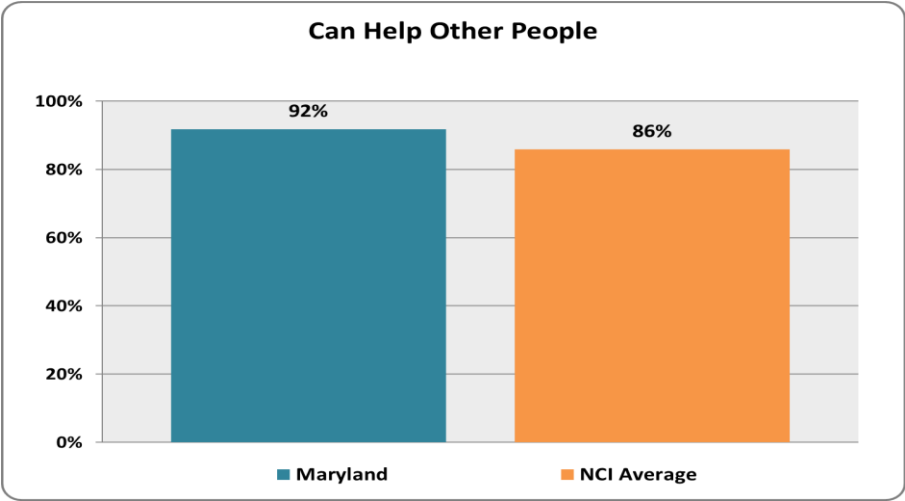
This graph illustrates that 92% of respondents from Maryland and 86% across NCI states reported that they can help others if they want to.

States ranged between 96% and 38%.

Satisfaction

People are satisfied with the services and supports they receive.

NATIONAL CORE
INDICATORS

GRAPH 60. LIKES HOME

Likes Home

91% Maryland

90% NCI Average

- Maryland
- NCI Average

This graph illustrates that 91% of respondents from Maryland and 90% across NCI states reported that they like their home.
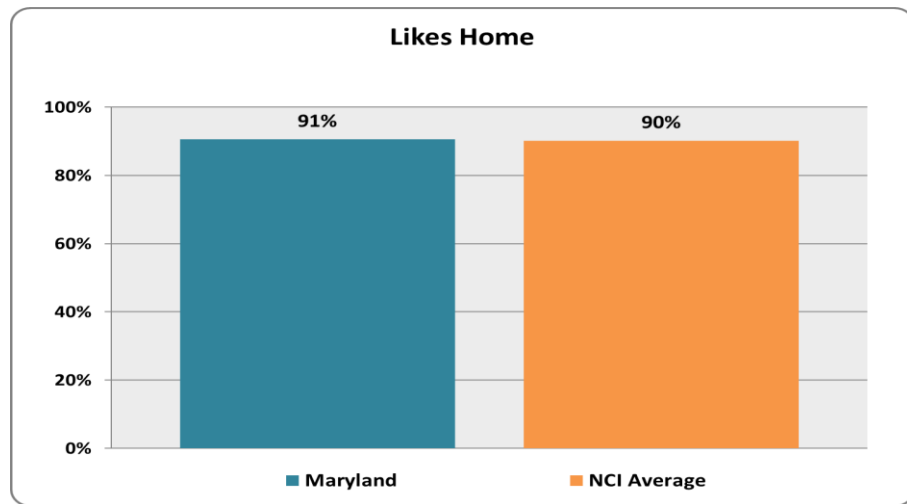
States ranged between 94% and 82%.

GRAPH 61. LIKES NEIGHBORHOOD
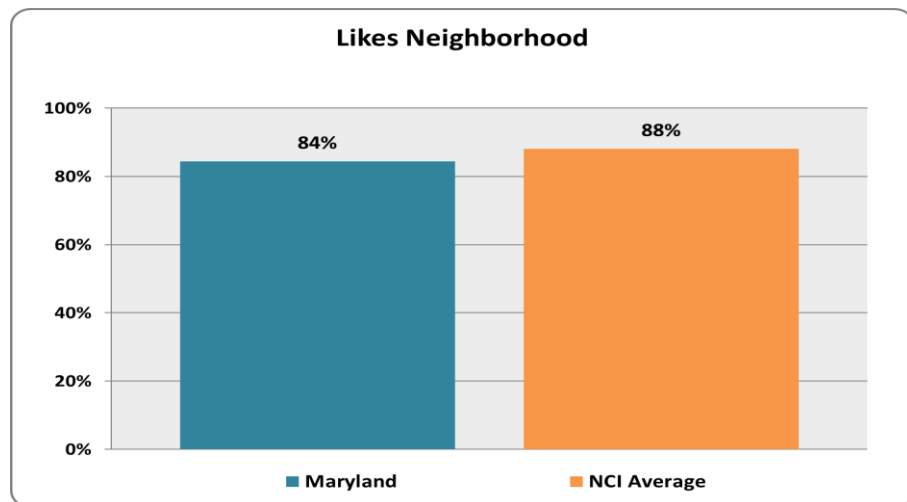
Likes Neighborhood

84% Maryland

88% NCI Average

- Maryland
- NCI Average

This graph illustrates that 84% of respondents from Maryland and 88% across NCI states reported that they like their neighborhood.

States ranged between 93% and 83%.

NATIONAL CORE INDICATORS

GRAPH 62. WANTS TO LIVE SOMEWHERE ELSE
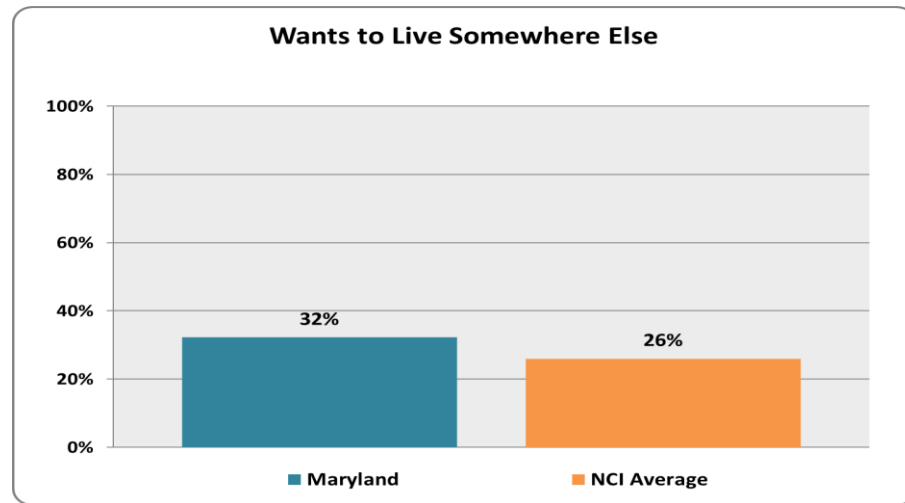
Wants to Live Somewhere Else

32% Maryland
26% NCI Average

This graph illustrates that 32% of respondents from Maryland and 26% across NCI states reported that they want to live somewhere else.

States ranged between 35% and 11%.

GRAPH 63. TALKS WITH NEIGHBORS
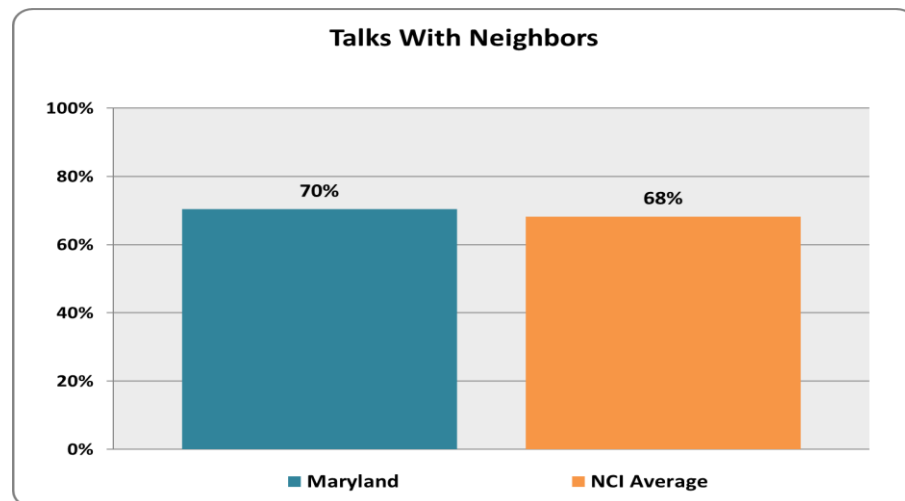
Talks With Neighbors

70% Maryland
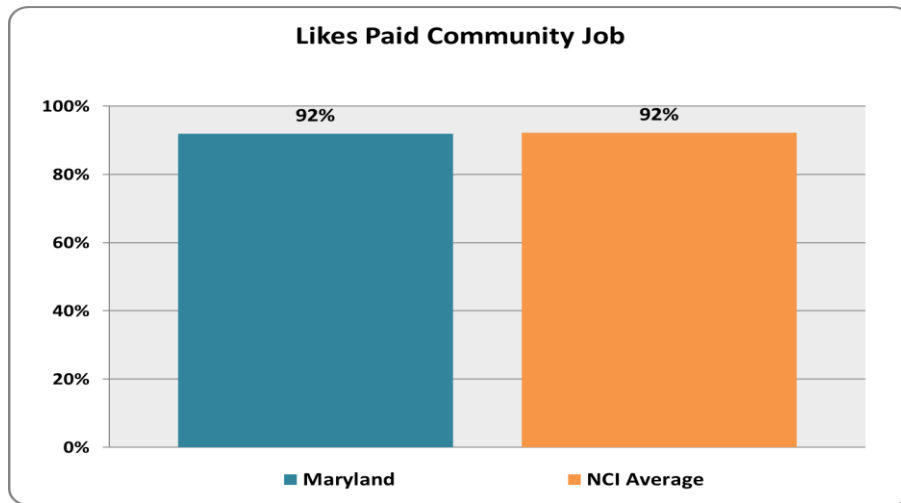68% NCI Average

This graph illustrates that 70% of respondents from Maryland and 68% across NCI states reported that they talk with their neighbors at least some of the time.

States ranged between 85% and 55%.

NATIONAL CORE
INDICATORS

GRAPH 64. LIKES PAID COMMUNITY JOB

Likes Paid Community Job

This graph illustrates that among respondents with a paid community job, 92% from Maryland and 92% across NCI states reported that they like where they work.

States ranged between 97% and 88%.

GRAPH 65. WANTS TO WORK SOMEWHERE ELSE

Wants to Work Somewhere Else
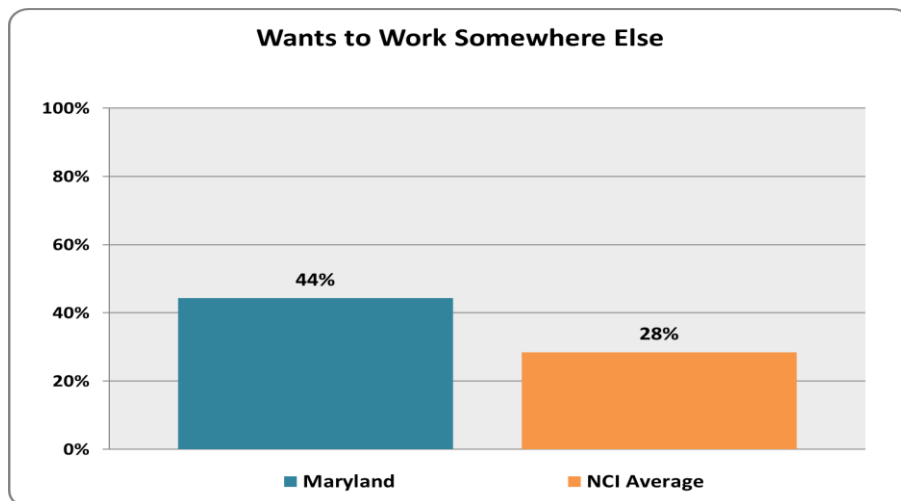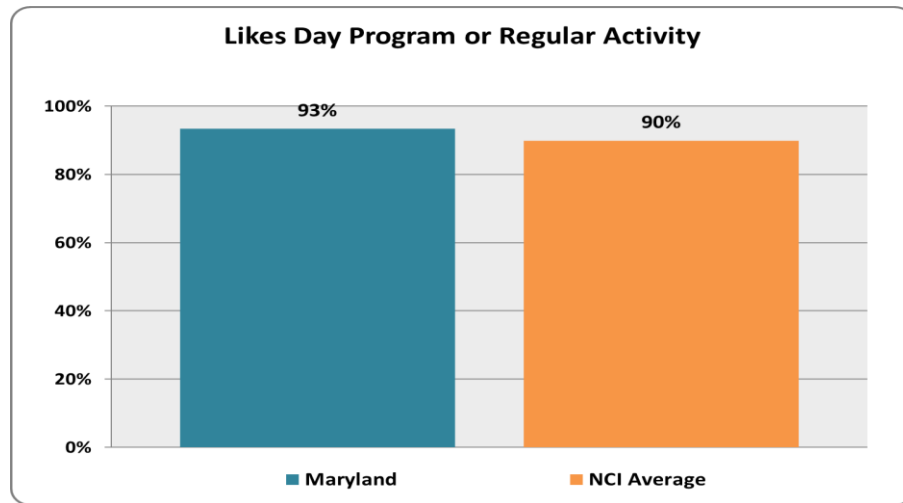

This graph illustrates that among respondents with a paid community job, 44% from Maryland and 28% across NCI states reported that they want to work somewhere else.

States ranged between 44% and 10%.

NATIONAL CORE INDICATORS

GRAPH 66. LIKES DAY PROGRAM OR REGULAR ACTIVITY

This graph illustrates that among respondents with a day program or regular activity, 93% from Maryland and 90% across NCI states reported that they like their day program or regular activity.

States ranged between 96% and 82%.

GRAPH 67. WANTS TO GO SOMEWHERE ELSE OR DO SOMETHING ELSE DURING THE DAY
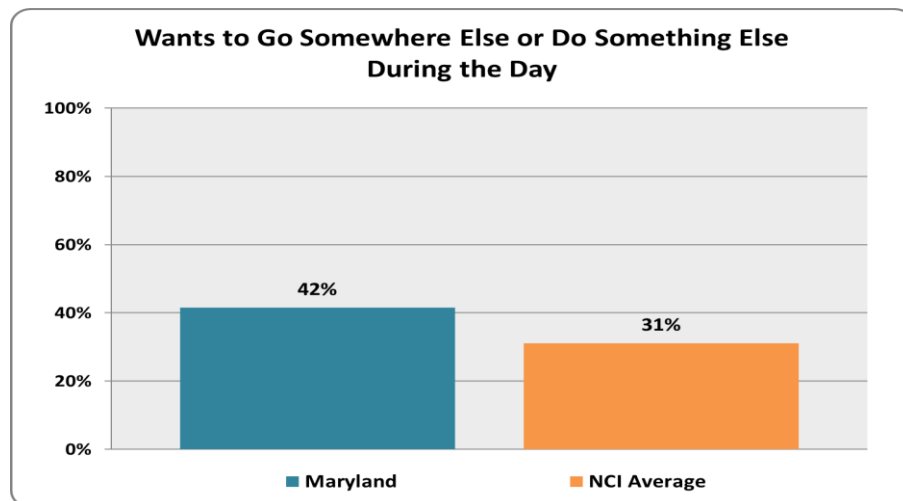
This graph illustrates that among respondents with a day program or regular activity, 42% from Maryland and 31% across NCI states reported that they want to go somewhere else or do something else during the day.

States ranged between 42% and 20%.

NATIONAL CORE INDICATORS

Service Coordination

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

NATIONAL CORE
INDICATORS

GRAPH 68. MET CASE MANAGER/SERVICE COORDINATOR
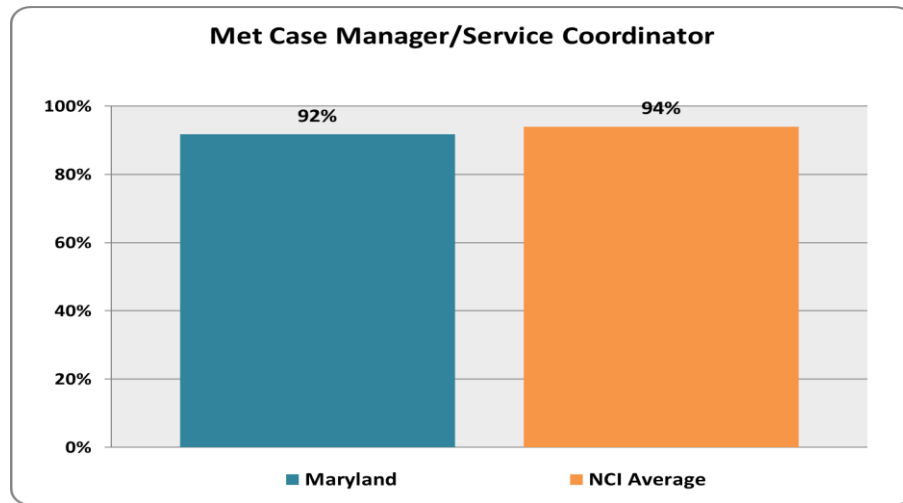
This graph illustrates that 92% of respondents from Maryland and 94% across NCI states reported that they met their case manager/service coordinator.

States ranged between 99% and 85%.

GRAPH 69. CASE MANAGER/SERVICE COORDINATOR ASKS WHAT PERSON WANTS
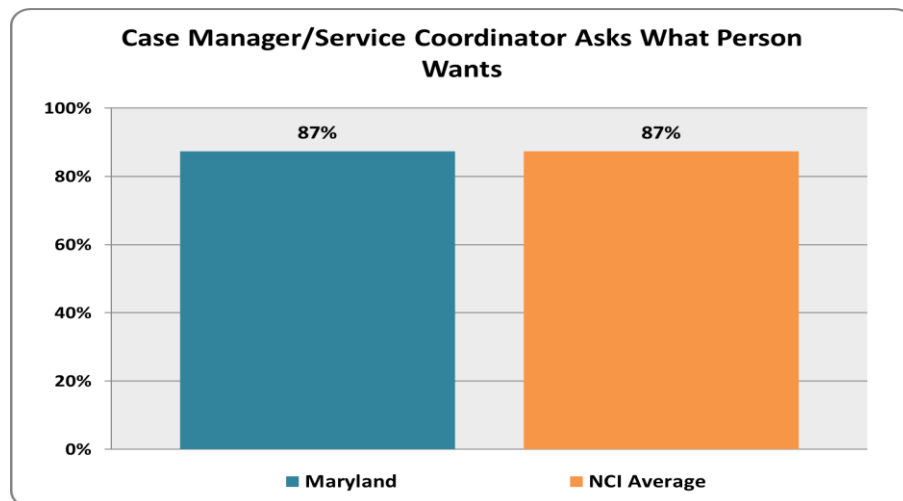
This graph illustrates that 87% of respondents from Maryland and 87% across NCI states reported their case manager/service coordinator asks them what they want.

States ranged between 98% and 72%.

GRAPH 70. CASE MANAGER/SERVICE COORDINATOR HELPS GET WHAT PERSON NEEDS
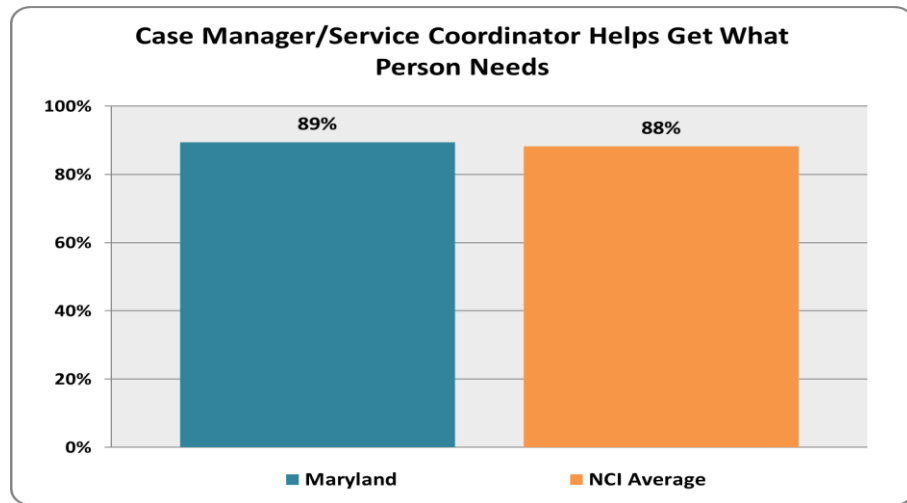

This graph illustrates that 89% of respondents from Maryland and 88% across NCI states reported their case manager/service coordinator helps get them what they need.

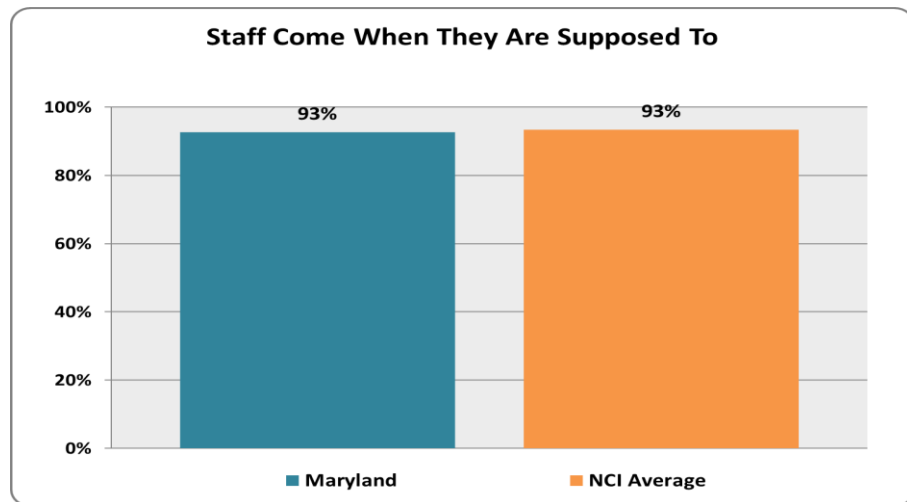States ranged between 97% and 70%.

GRAPH 71. CASE MANAGER/SERVICE COORDINATOR CALLS PERSON BACK RIGHT AWAY
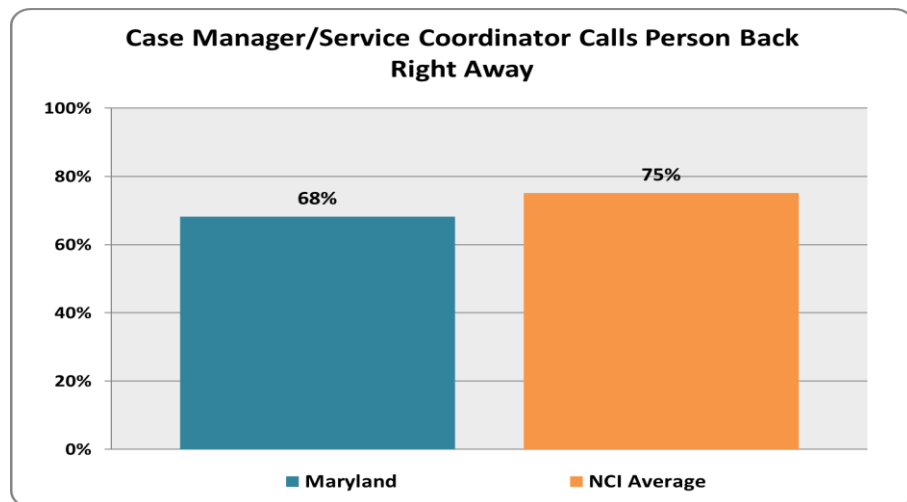
This graph illustrates that 68% of respondents from Maryland and 75% across NCI states reported that if they leave a message, their case manager/service coordinator calls them back right away.

States ranged between 92% and 43%.

NATIONAL CORE
INDICATORS

GRAPH 72. STAFF COME WHEN THEY ARE SUPPOSED TO

Staff Come When They Are Supposed To

This graph illustrates that 93% of respondents from Maryland and 93% across NCI states reported their staff come when they are supposed to.

States ranged between 98% and 83%.

GRAPH 73. HAS HELP NEEDED TO WORK OUT PROBLEMS WITH STAFF
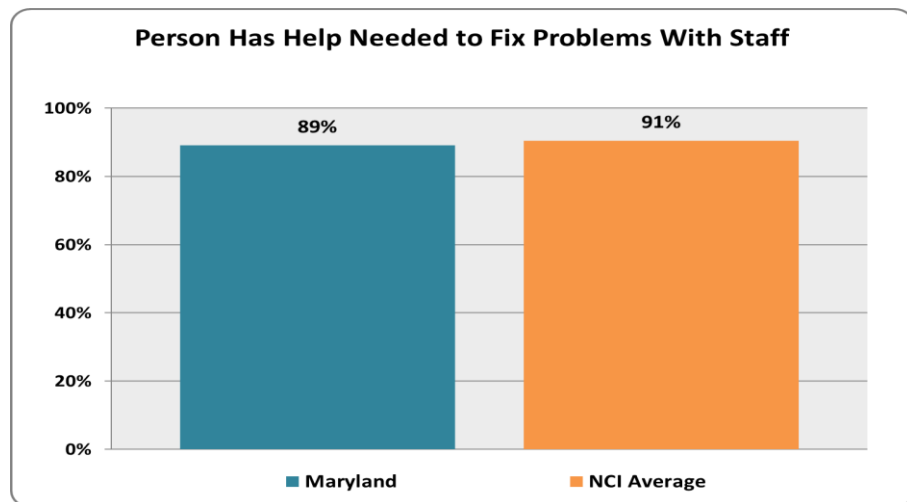
Person Has Help Needed to Fix Problems With Staff

This graph illustrates that 89% of respondents from Maryland and 91% across NCI states reported that they get the help they need to work out problems with their staff.

States ranged between 96% and 83%.

NATIONAL CORE
INDICATORS

GRAPH 74. PERSON HELPED MAKE SERVICE PLAN
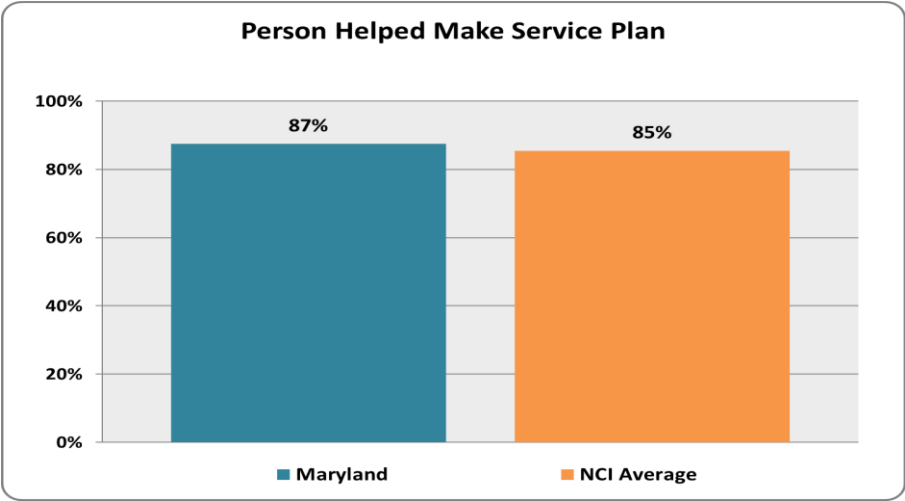
This graph illustrates that 87% of respondents from Maryland and 85% across NCI states reported that they helped make their service plan.

States ranged between 96% and 50%.

NATIONAL CORE INDICATORS

Access

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

NATIONAL CORE
INDICATORS

GRAPH 75. GETS NEEDED SERVICES
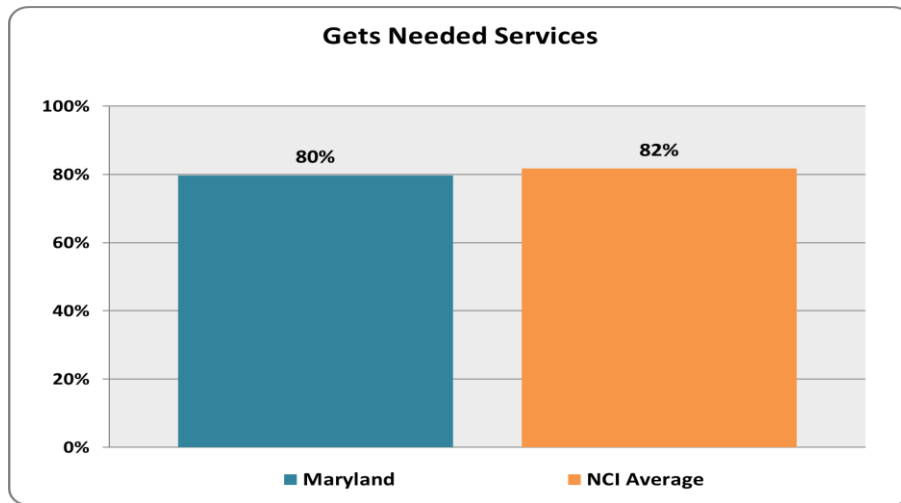
Gets Needed Services

This graph illustrates that 80% of respondents from Maryland and 82% across NCI states reported that they get all the services they need.

States ranged between 93% and 53%.

GRAPH 76. STAFF HAVE ADEQUATE TRAINING
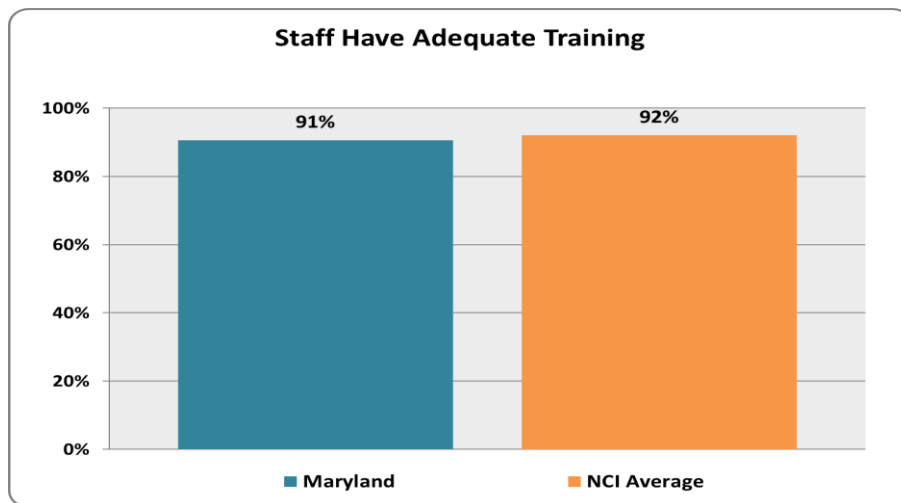
Staff Have Adequate Training

This graph illustrates that 91% of respondents from Maryland and 92% across NCI states reported their staff have enough training to meet their needs.

States ranged between 96% and 86%.

NATIONAL CORE INDICATORS

GRAPH 77. ALWAYS HAS A WAY TO GET PLACES

Always Has a Way to Get Places

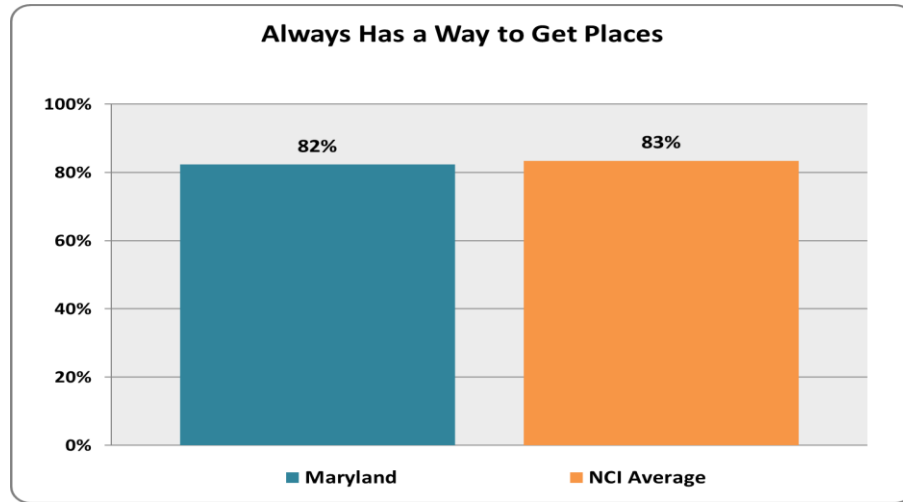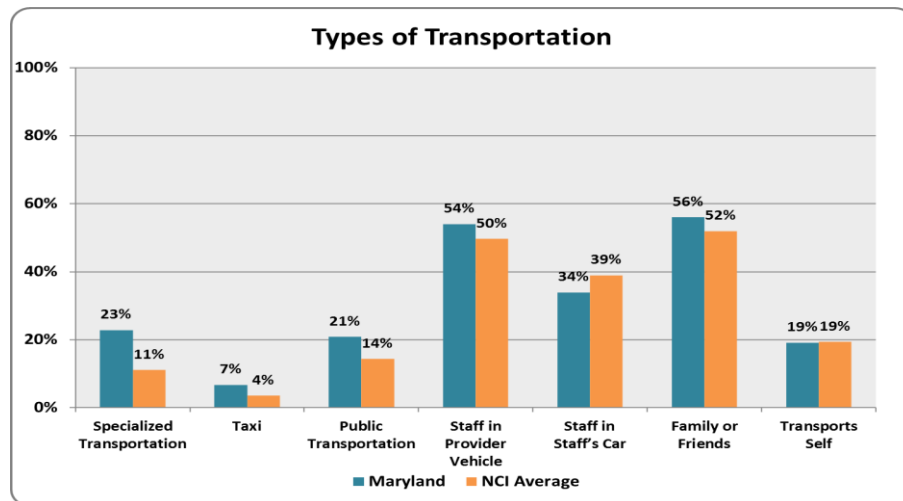|	Maryland	NCI Average
	82%	83%

This graph illustrates that 82% of respondents from Maryland and 83% across NCI states reported that they always have a way to get places when they want to go somewhere.

States ranged between 94% and 62%.

GRAPH 78. TYPES OF TRANSPORTATION

Types of Transportation

	Specialized Transportation	Taxi	Public Transportation	Staff in Provider Vehicle	Staff in Staff's Car	Family or Friends	Transports Self
Maryland	23%	7%	21%	54%	34%	56%	19%
NCI Average	11%	4%	14%	50%	39%	52%	19%

The chart illustrates the typical modes of transportation used, respectively, by respondents in Maryland and across NCI states: 23% and 11% via specialized transportation; 7% and 4% via taxi; 21% and 14% via public transportation; 54% and 50% via staff in provider vehicle; 34% and 39% receive transport from staff in staff's car; 56% and 52% from family or friends; 19% and 19% transport themselves.

NATIONAL CORE INDICATORS

Health

People secure needed health services.

NATIONAL CORE
INDICATORS

GRAPH 79. HAS A PRIMARY CARE DOCTOR

Has a Primary Care Doctor
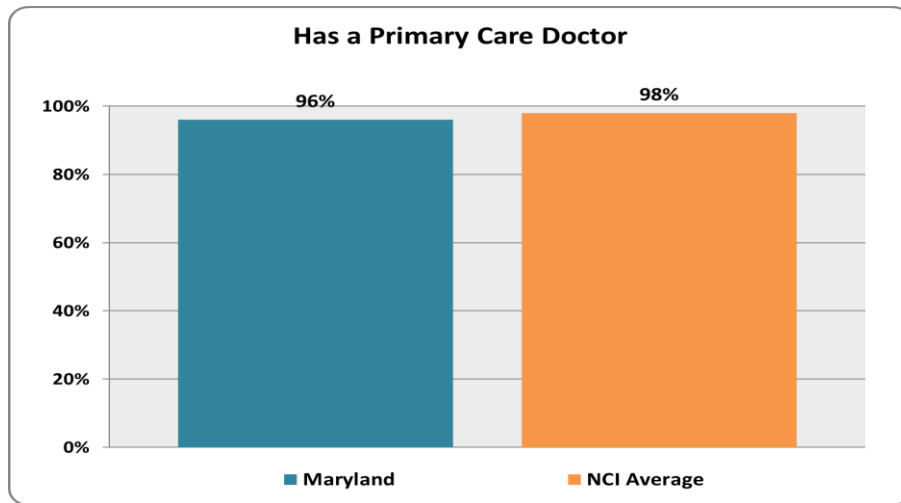
This graph illustrates that 96% of respondents from Maryland and 98% across NCI states were reported to have a primary care doctor.

States ranged between 100% and 94%.

GRAPH 80. IN POOR HEALTH
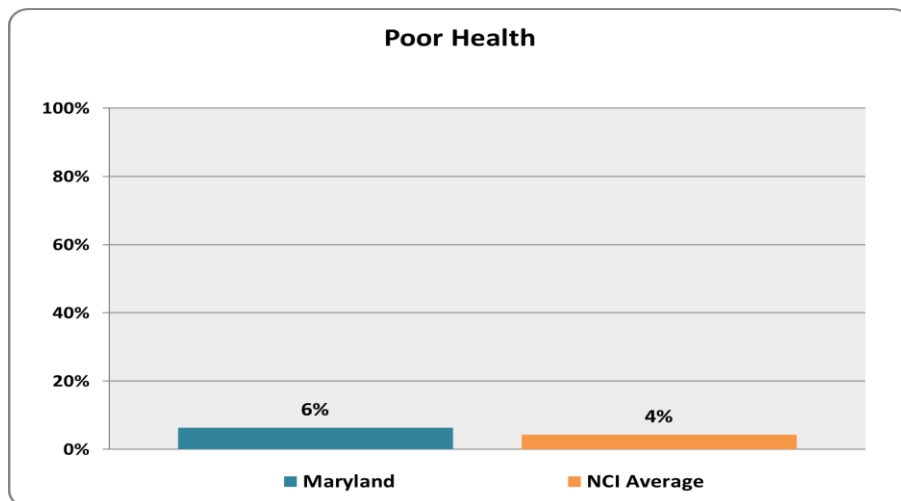
Poor Health

This graph illustrates that 6% of respondents from Maryland and 4% across NCI states were reported to be in poor health.

States ranged between 7% and 2%.

NATIONAL CORE INDICATORS

GRAPH 81. HAD AN ANNUAL PHYSICAL EXAM (IN THE PAST YEAR)

**Had a Physical Exam
(in the Past Year)**

Maryland: 83%
NCI Average: 89%

This graph illustrates that 83% of respondents from Maryland and 89% across NCI states were reported to have had a physical exam in the past year.

States ranged between 97% and 63%.

GRAPH 82. HAD A DENTAL EXAM (IN THE PAST YEAR)
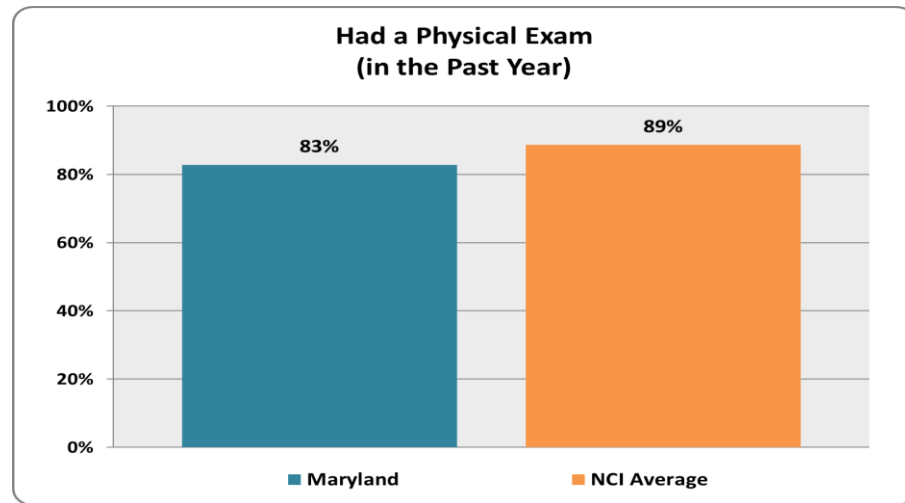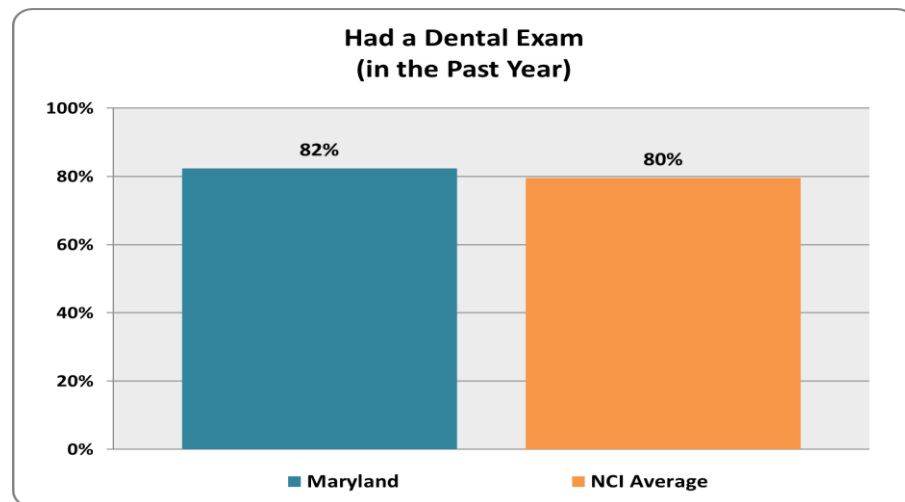
**Had a Dental Exam
(in the Past Year)**

Maryland: 82%
NCI Average: 80%

This graph illustrates that 82% of respondents from Maryland and 80% across NCI states were reported to have had a dental exam in the past year.
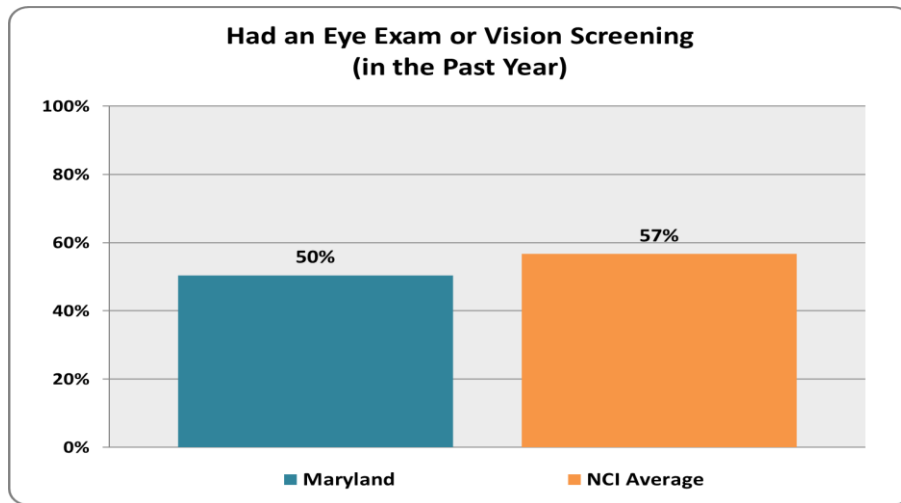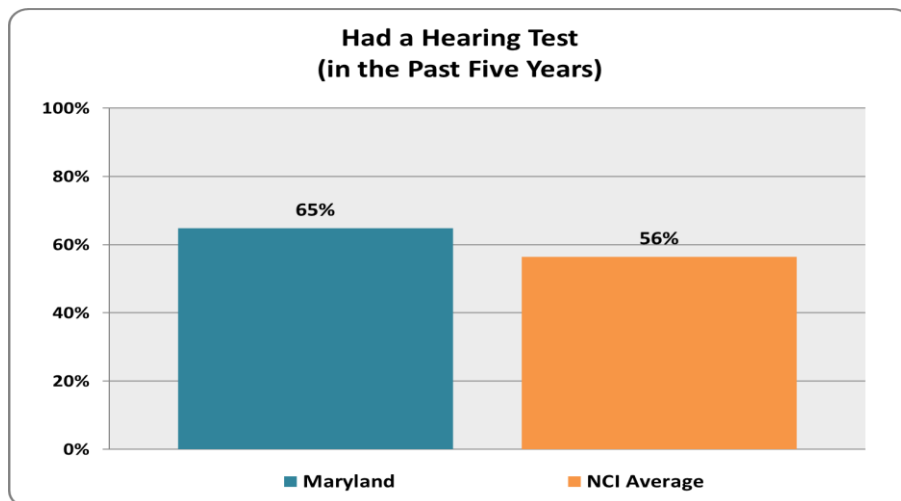
States ranged between 97% and 62%.

NATIONAL CORE
INDICATORS

GRAPH 83. HAD AN EYE EXAM OR VISION SCREENING (IN THE PAST YEAR)

**Had an Eye Exam or Vision Screening
(in the Past Year)**

Maryland	50%
NCI Average	57%

This graph illustrates that 50% of respondents from Maryland and 57% across NCI states were reported to have had an eye exam or vision screening in the past year.

States ranged between 80% and 41%.

GRAPH 84. HAD A HEARING TEST (IN THE PAST FIVE YEARS)

**Had a Hearing Test
(in the Past Five Years)**

Maryland	65%
NCI Average	56%

This graph illustrates that 65% of respondents from Maryland and 56% across NCI states were reported to have had a hearing test in the past five years.

States ranged between 94% and 30%.

NATIONAL CORE
INDICATORS

GRAPH 85. HAD A PAP TEST (IN THE PAST THREE YEARS, WOMEN)

**Had a Pap Test
(in the Past Three Years, Women)**
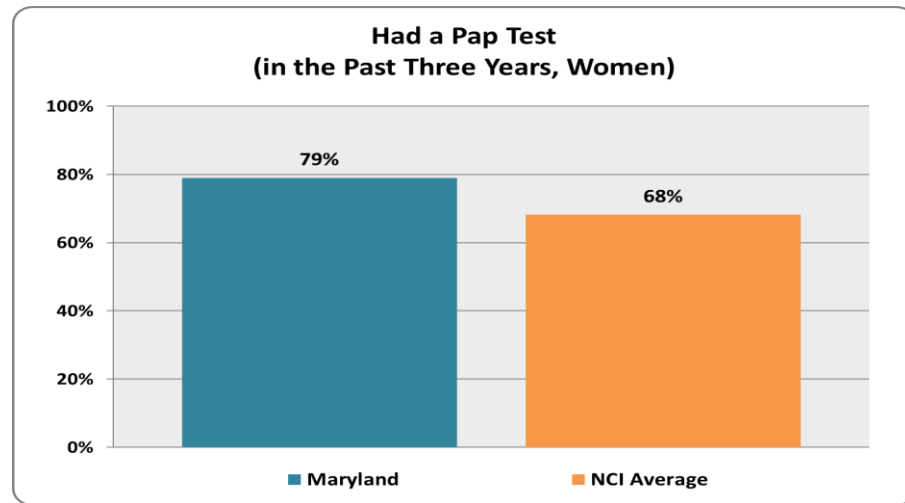
This graph illustrates that among female respondents, 79% from Maryland and 68% across NCI states were reported to have had a pap test in the past three years.
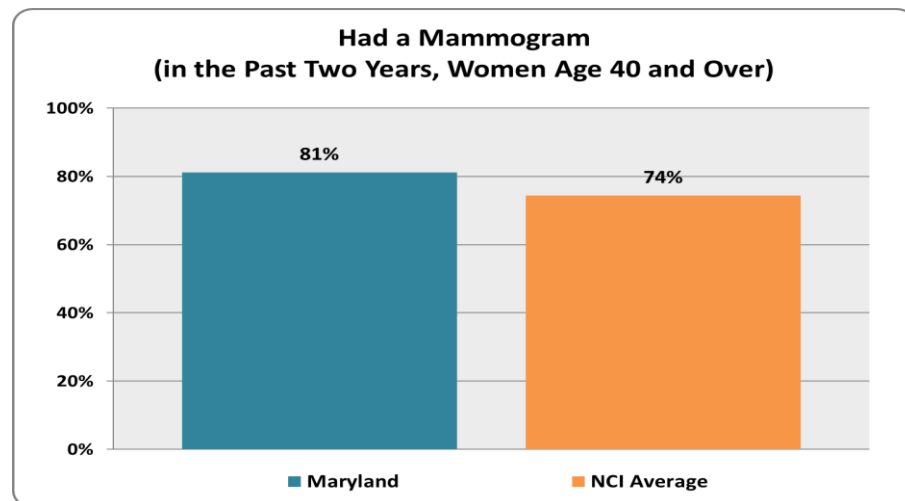
States ranged between 87% and 32%.

**GRAPH 86. HAD A MAMMOGRAM (IN THE PAST TWO YEARS, WOMEN 40 AND OVER)**

**Had a Mammogram
(in the Past Two Years, Women Age 40 and Over)**

This graph illustrates that among female respondents age 40 and over, 81% from Maryland and 74% across NCI states were reported to have had a mammogram in the past two years.
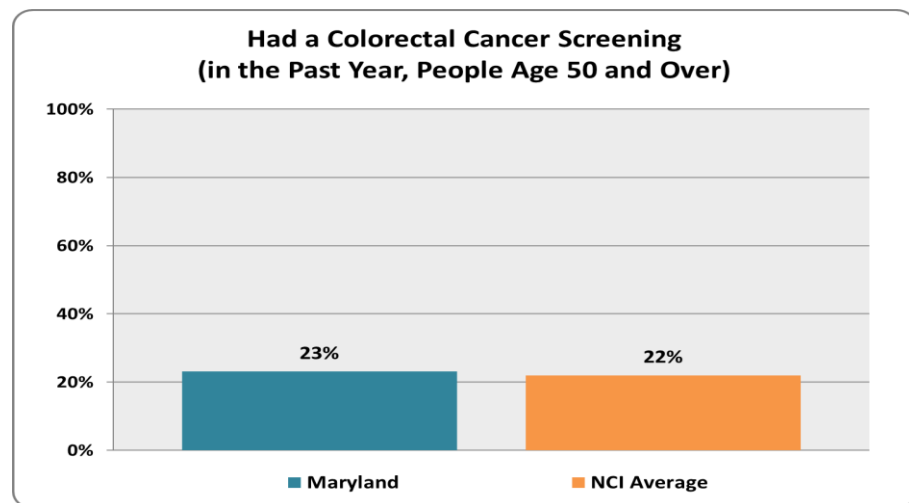
States ranged between 93% and 37%.

NATIONAL CORE INDICATORS

GRAPH 87. HAD A PSA TEST (IN THE PAST YEAR, MEN 50 AND OVER)
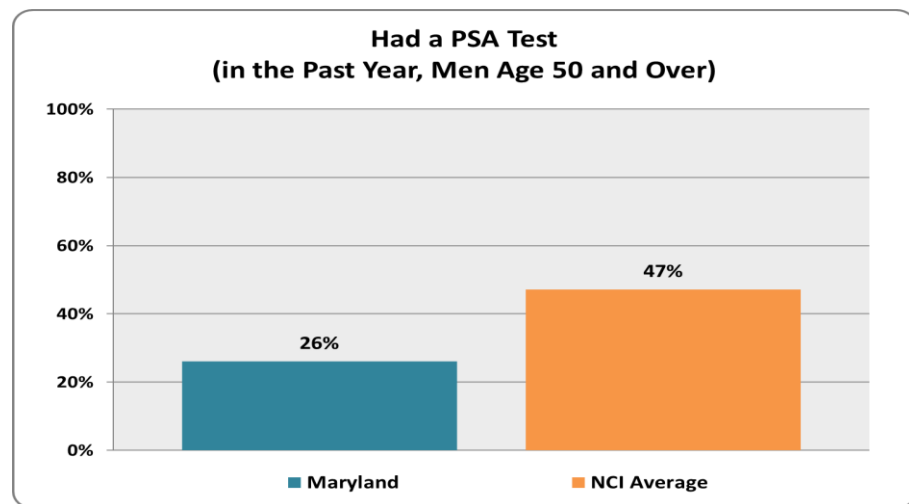
This graph illustrates that among male respondents age 50 and older, 26% from Maryland and 47% across NCI states were reported to have had a PSA test in the past year.
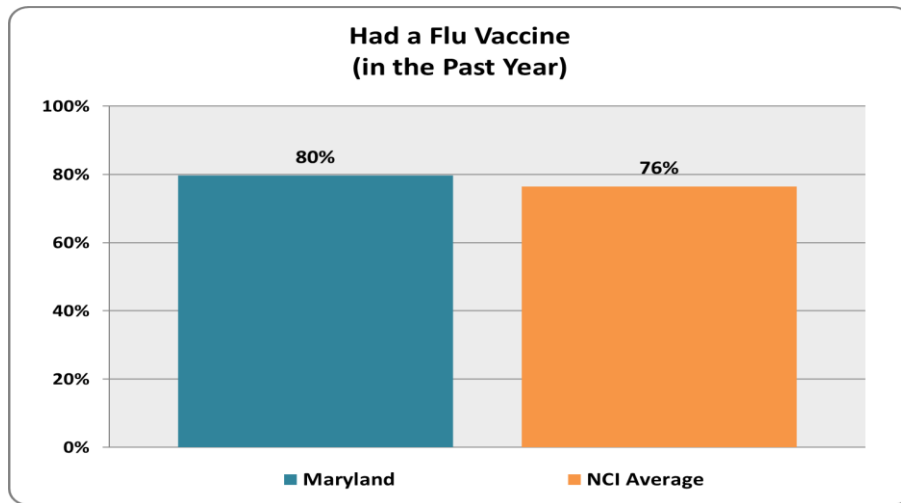
States ranged between 74% and 21%.

GRAPH 88. HAD A COLORECTAL CANCER SCREENING (IN THE PAST YEAR, AGE 50 AND OVER)

This graph illustrates that among respondents age 50 and older, 23% from Maryland and 22% across NCI states were reported to have had a colorectal cancer screening in the past year.

States ranged between 40% and 10%.

NATIONAL CORE
INDICATORS

GRAPH 89. HAD A FLU VACCINE (IN THE PAST YEAR)

This graph illustrates that 80% of respondents from Maryland and 76% across NCI states were reported to have had a flu vaccine in the past year.

States ranged between 90% and 47%.

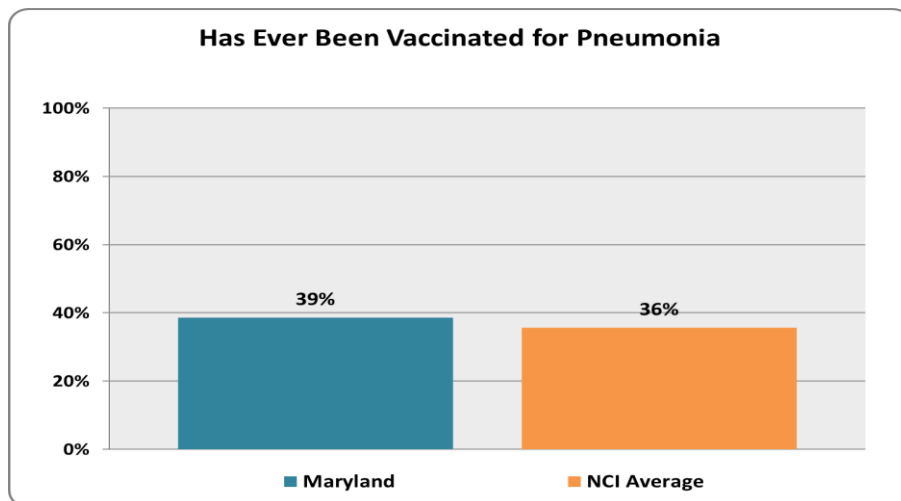**GRAPH 90. HAS EVER BEEN VACCINATED FOR PNEUMONIA**

This graph illustrates that 39% of respondents from Maryland and 36% across NCI states were reported to have ever had a pneumonia vaccine.

States ranged between 59% and 18%.

NATIONAL CORE INDICATORS

Medication

Medications are managed effectively and appropriately.

GRAPH 91. TAKES AT LEAST ONE MEDICATION FOR MOOD DISORDERS, BEHAVIOR CHALLENGES, ANXIETY, OR PSYCHOTIC DISORDERS

Takes At Least One Medication for Mood Disorders, Anxiety, Behavior Challenges, and/or Psychotic Disorders
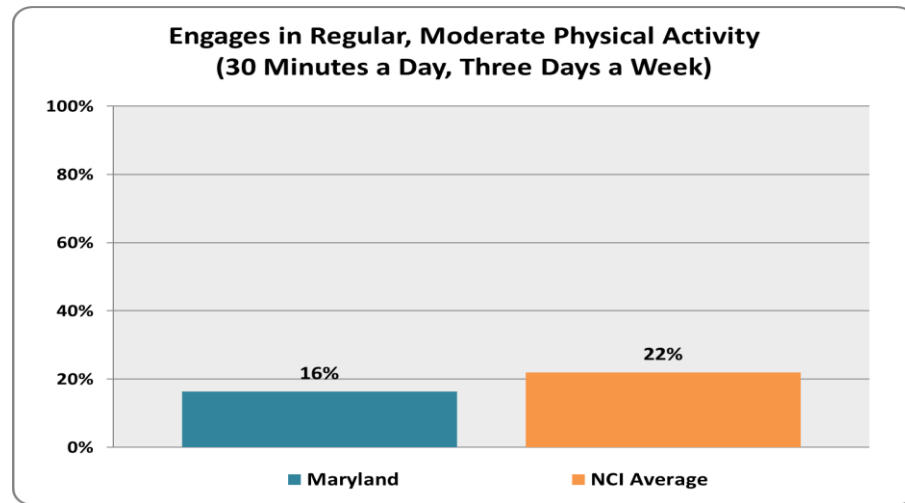
Maryland: 51%
NCI Average: 53%
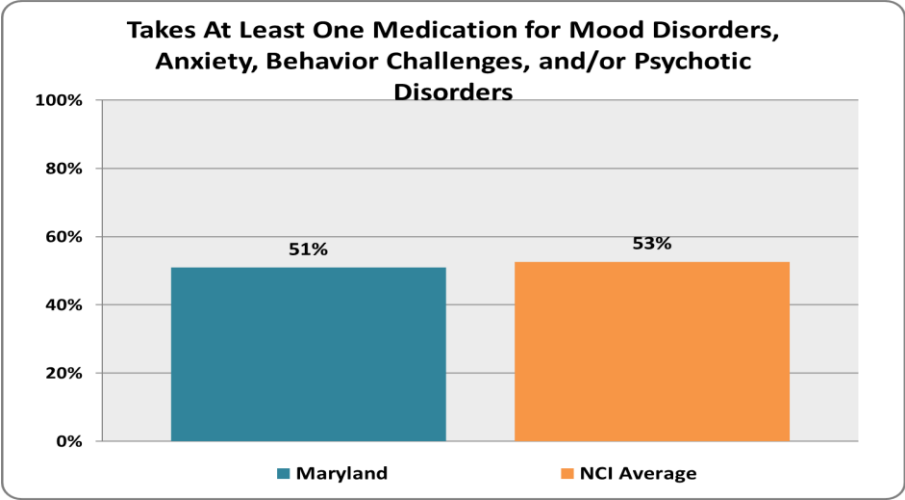
This graph illustrates that 51% of respondents from Maryland and 53% across NCI states were reported to take at least one medication for mood disorders, anxiety, behavior challenges, and/or psychotic disorders.

States ranged between 72% and 32%.

NATIONAL CORE INDICATORS

Wellness

People are supported to maintain healthy habits.

NATIONAL CORE
INDICATORS

GRAPH 92. ENGAGES IN REGULAR, MODERATE PHYSICAL ACTIVITY

**Engages in Regular, Moderate Physical Activity
(30 Minutes a Day, Three Days a Week)**

This graph illustrates that 16% of respondents from Maryland and 22% across NCI states were reported to engage in moderate physical activity at least 30 minutes a day three days a week.
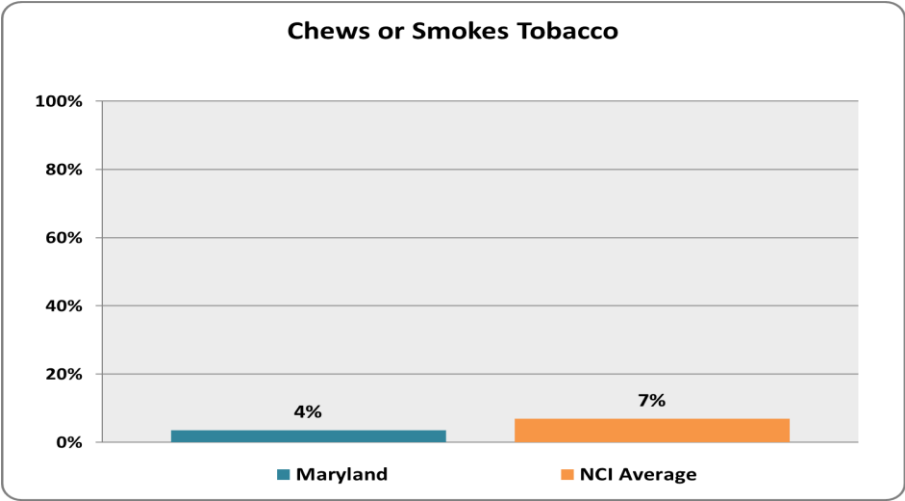
States ranged between 42% and 0%.

GRAPH 93. BMI (BODY MASS INDEX)

Body Mass index
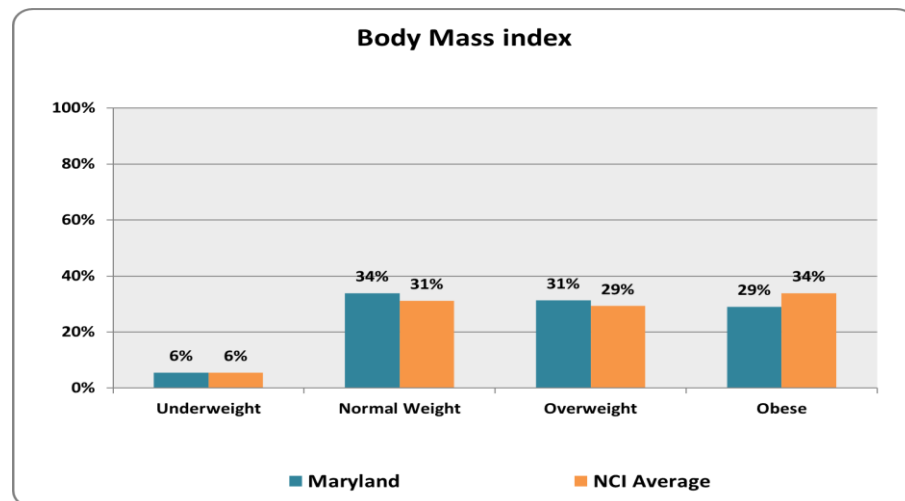
This graph illustrates that, respectively, respondents from Maryland and across NCI states fall into the following BMI categories: 6% and 6% underweight, 34% and 31% within a normal weight, 31% and 29% overweight, and 29% and 34% obese.

Across all NCI states, percentages ranged from: 9% to 2% underweight, 43% to 23% normal, 33% to 26% overweight, and 46% to 23% obese.

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**GRAPH 94. CHEWS OR SMOKES TOBACCO**

Chews or Smokes Tobacco

This graph illustrates that 4% of respondents from Maryland and 7% across NCI states were reported to chew or smoke tobacco.

States ranged between 14% and 3%.

Respect and Rights

People receive the same respect and protections as others in the community.
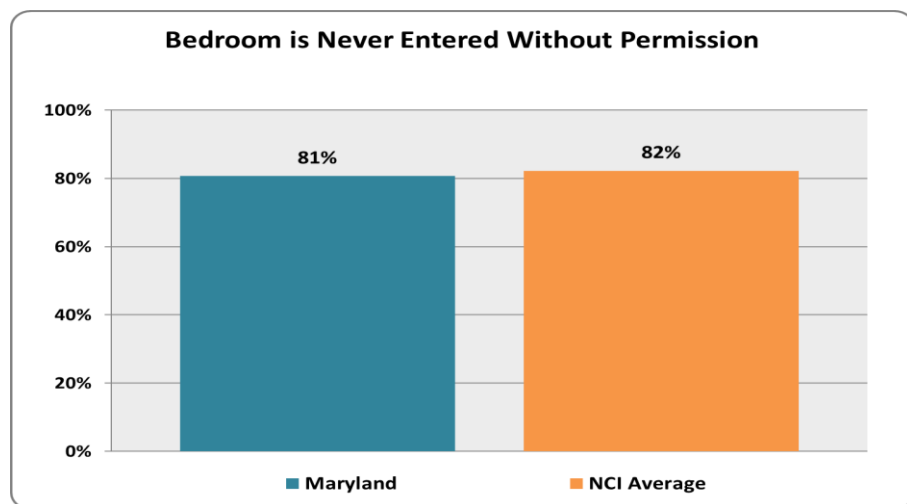
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GRAPH 95. HOME IS NEVER ENTERED WITHOUT PERMISSION
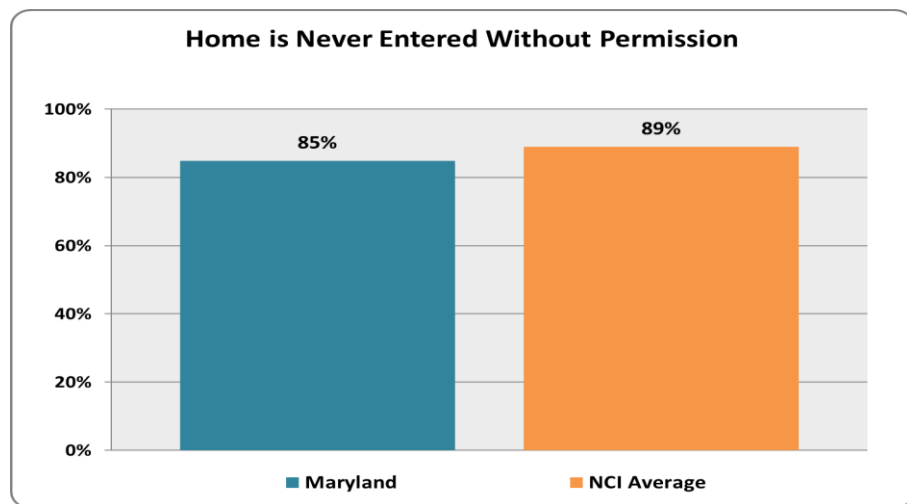
This graph illustrates that 85% of respondents from Maryland and 89% across NCI states reported that people always let them know before entering their home.
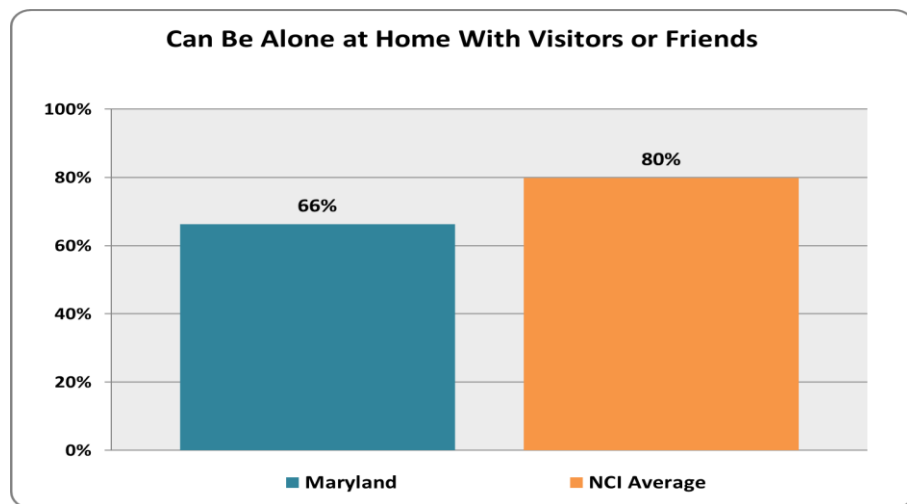
States ranged between 96% and 80%.

GRAPH 96. BEDROOM IS NEVER ENTERED WITHOUT PERMISSION

This graph illustrates that 81% of respondents from Maryland and 82% across NCI states reported that people always let them know before entering their bedroom.
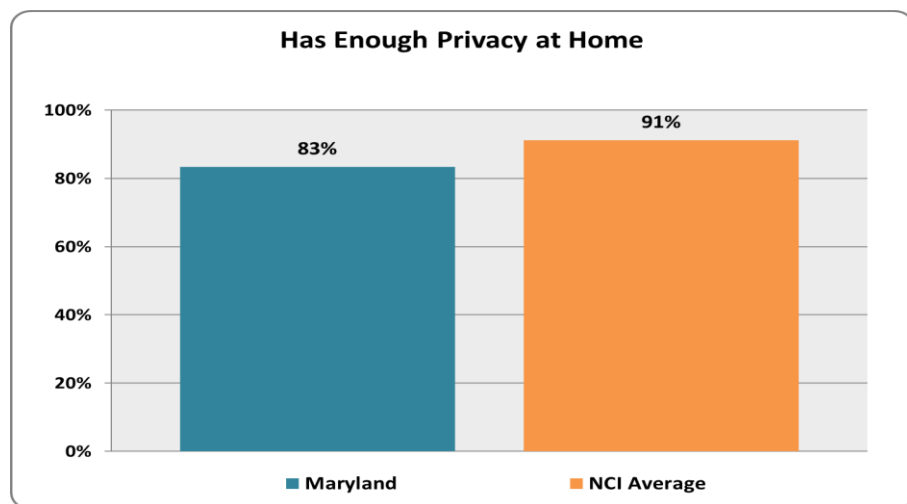
States ranged between 92% and 66%.

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GRAPH 97. CAN BE ALONE AT HOME WITH VISITORS OR FRIENDS

Can Be Alone at Home With Visitors or Friends

- Maryland: 66%
- NCI Average: 80%

This graph illustrates that 66% of respondents from Maryland and 80% across NCI states reported that they could be alone at home with visitors or friends.

States ranged between 94% and 66%.

GRAPH 98. HAS ENOUGH PRIVACY AT HOME

Has Enough Privacy at Home

- Maryland: 83%
- NCI Average: 91%

This graph illustrates that 83% of respondents from Maryland and 91% across NCI states reported that they have enough privacy at home.

States ranged between 97% and 83%.

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GRAPH 99. MAIL OR EMAIL IS NEVER READ BY OTHERS WITHOUT PERMISSION
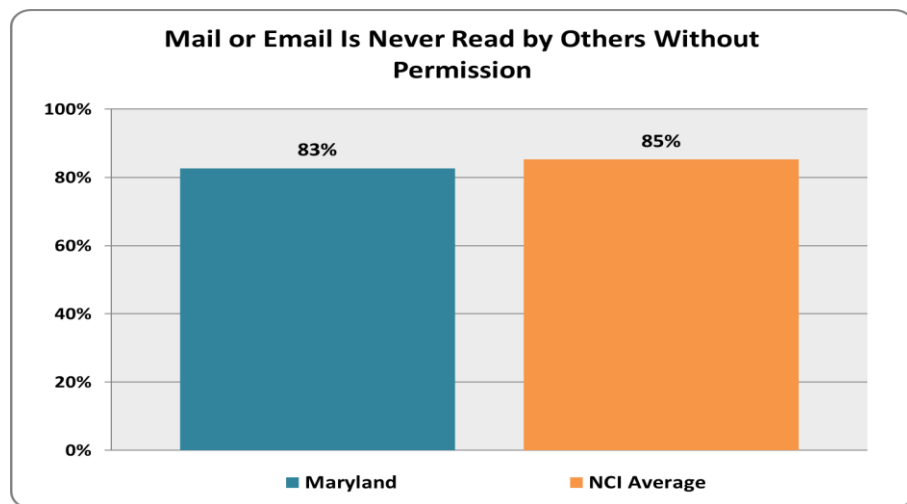
This graph illustrates that 83% of respondents from Maryland and 85% across NCI states reported others do not read their mail or email without their permission.

States ranged between 97% and 69%.

GRAPH 100. CAN USE PHONE AND INTERNET WITHOUT RESTRICTIONS
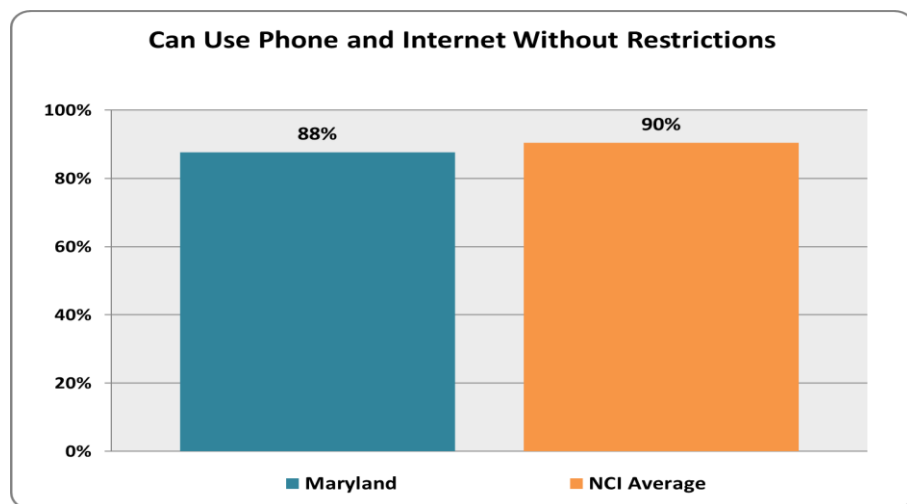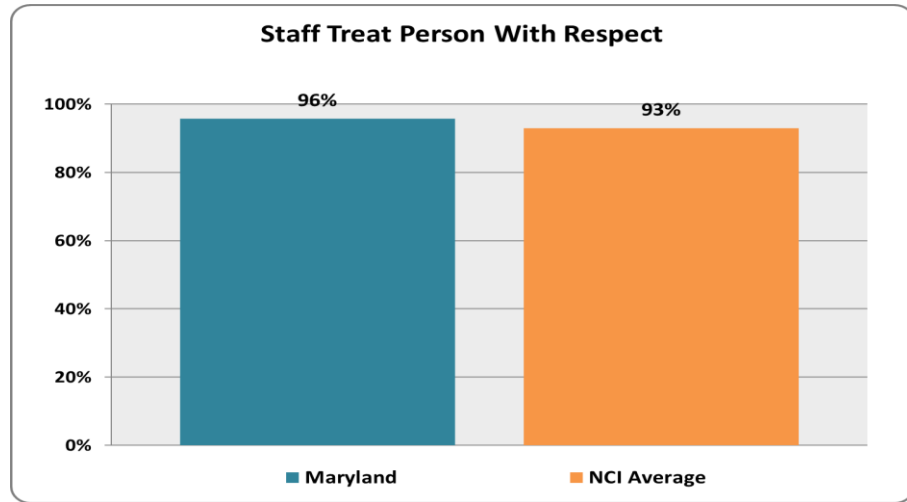

This graph illustrates that 88% of respondents from Maryland and 90% across NCI states reported that they can use the phone and internet without restrictions.
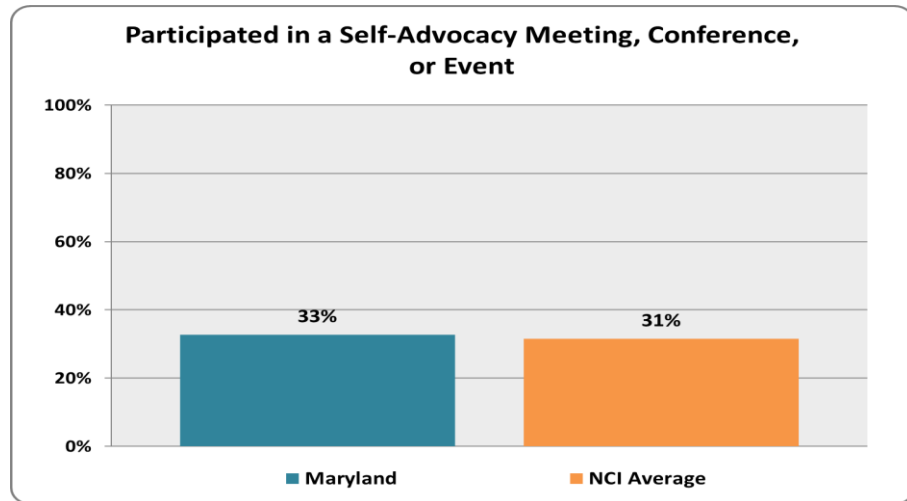
States ranged between 97% and 82%.

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GRAPH 101. STAFF TREAT PERSON WITH RESPECT

This graph illustrates that 96% of respondents from Maryland and 93% across NCI states reported their staff treat them with respect.

States ranged between 97% and 89%.

**GRAPH 102. HAS PARTICIPATED IN A SELF-ADVOCACY MEETING, CONFERENCE, OR EVENT**

This graph illustrates that 33% of respondents from Maryland and 31% across NCI states reported that they have participated in a self-advocacy meeting, conference, or event, or were given the opportunity and chose not to.

States ranged between 44% and 20%.

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Safety

People are safe from abuse, neglect, and injury.
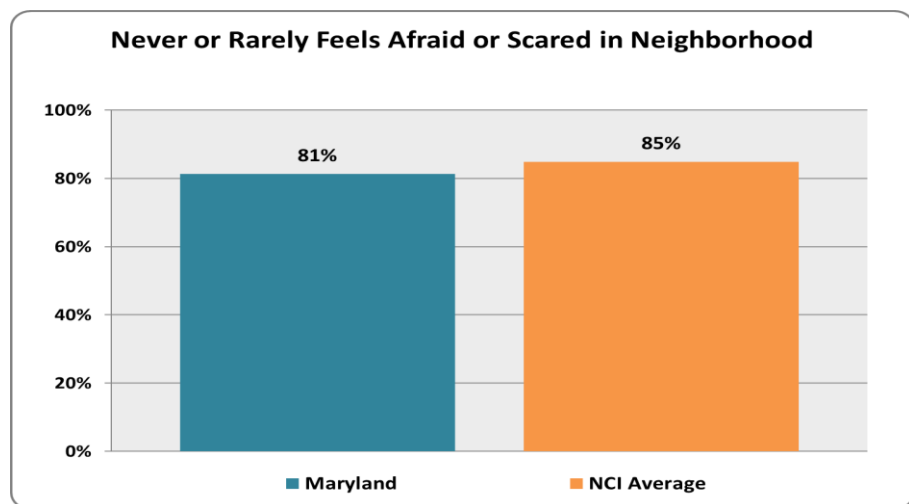
GRAPH 103. NEVER OR RARELY FEELS AFRAID OR SCARED AT HOME
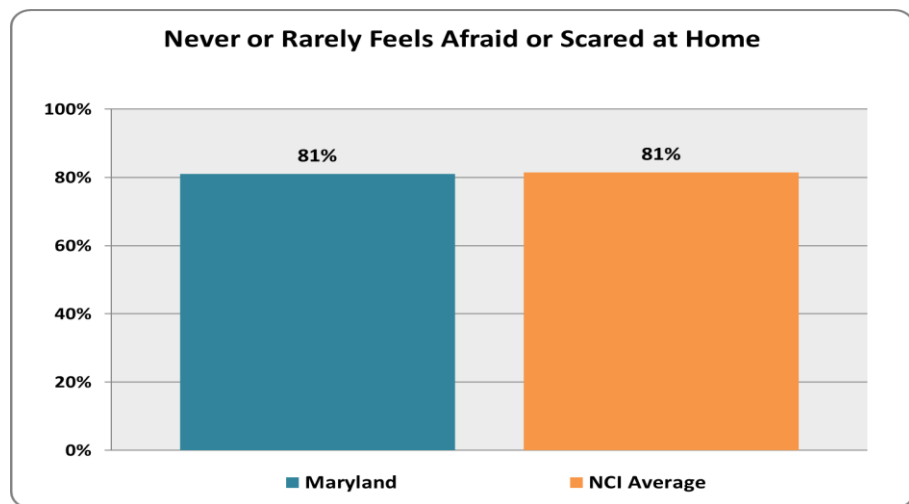
Never or Rarely Feels Afraid or Scared at Home

This graph illustrates that 81% of respondents from Maryland and 81% across NCI states reported that they never or rarely feel afraid or scared in their home.

States ranged between 90% and 70%.

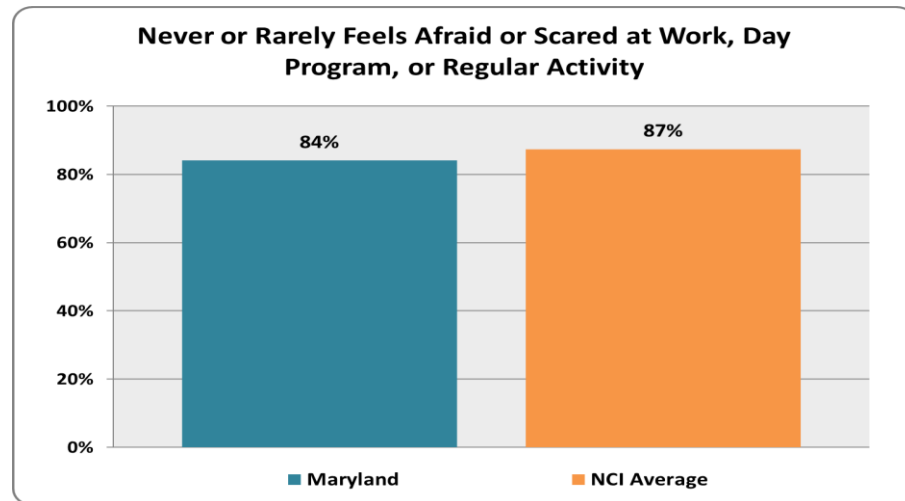**GRAPH 104. NEVER OR RARELY FEELS AFRAID OR SCARED IN NEIGHBORHOOD**

Never or Rarely Feels Afraid or Scared in Neighborhood

This graph illustrates that 81% of respondents from Maryland and 85% across NCI states reported that they never or rarely feel afraid or scared in their neighborhood.
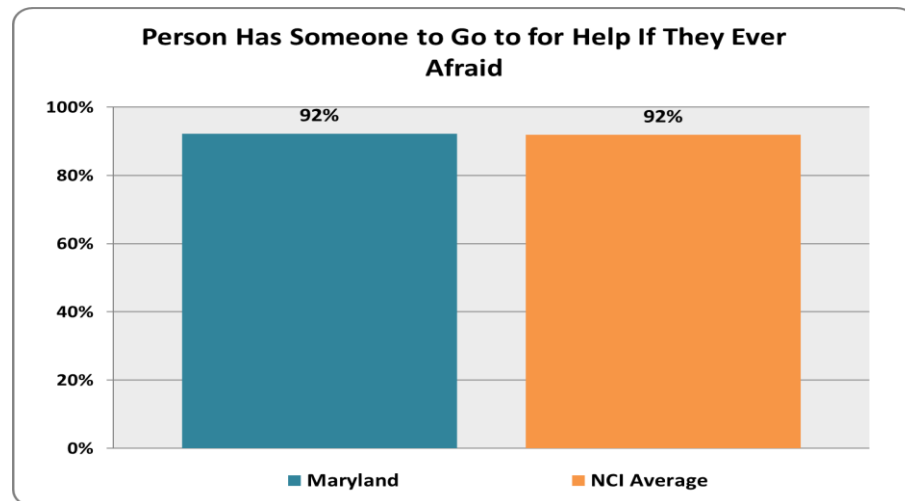
States ranged between 93% and 80%.

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GRAPH 105. NEVER OR RARELY FEELS AFRAID OR SCARED AT WORK, DAY PROGRAM OR REGULAR ACTIVITY

Never or Rarely Feels Afraid or Scared at Work, Day Program, or Regular Activity

- Maryland: 84%
- NCI Average: 87%

This graph illustrates that 84% of respondents from Maryland and 87% across NCI states reported that they never or rarely feel afraid or scared at their work, day program, or regular activity.

States ranged between 94% and 78%.

GRAPH 106. PERSON HAS SOMEONE TO GO TO FOR HELP IF EVER AFRAID

Person Has Someone to Go to for Help If They Ever Afraid

- Maryland: 92%
- NCI Average: 92%

This graph illustrates that 92% of respondents from Maryland and 92% across NCI states reported that they have someone to go to for help if they ever feel afraid.

States ranged between 97% and 84%

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Summary

Recommendations/best practices for interpreting results:

- The NCI State Report allows the state to compare its own results against the average across all NCI states reporting for that particular year.
- The NCI State Report will be generated on an annual basis, enabling states to track system-level changes in performance and outcomes over time as well as in relation to the average across all NCI states.

Cautions:

- All the data presented in this report are "raw" data, meaning no statistical testing was performed. For individual state-to-state comparisons, please refer to the 2012-13 NCI Adult Consumer Survey Report, which is posted on the NCI website (http://www.nationalcoreindicators.org).
- A few of these charts show results for questions that had a small number of survey responses (e.g., questions on self-directed supports). To locate the n's (number of responses) for each question, please review the aforementioned 2012-13 NCI Adult Consumer Survey Report.

To review additional NCI reports, visit http://www.nationalcoreindicators.org.

For further information regarding this State Report, please contact Josh Engler at jengler@hsri.org

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