

NCI Adult Consumer Survey Outcomes

New Hampshire Report

2012-2013 Data



**NATIONAL CORE
INDICATORS**

A Collaboration of
the National Association of State Directors of
Developmental Disabilities Services
and Human Services Research Institute

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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 2012-13¹ 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.

¹ New Hampshire data presented in this report was collected during the 2011-12 and 2012-13 data cycles.

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

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.

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).

What is contained in this report?

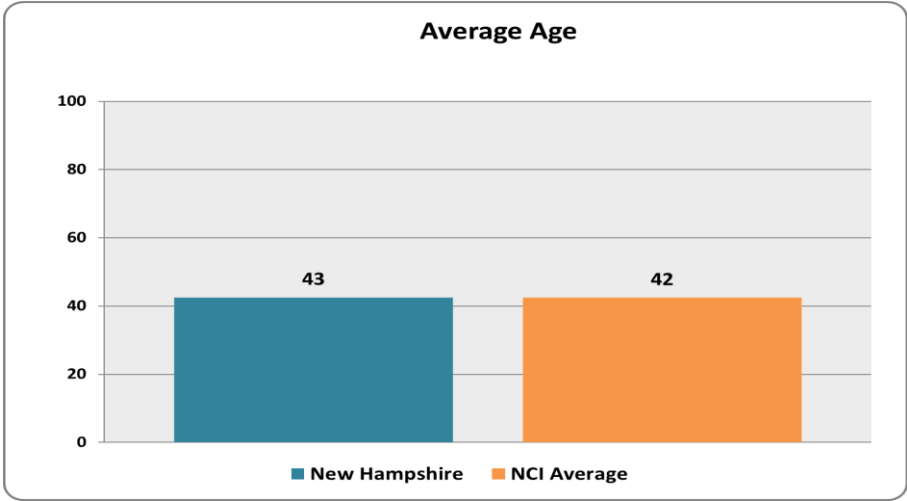
This report compares the 2012-13 NCI Adult Consumer Survey demographic and individual outcome results from New Hampshire to the NCI Average (the average of all state percentages). Twenty-five (25) states and one sub-state entity participated in the Adult Consumer Survey during the 2012-2013 data collection 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>.

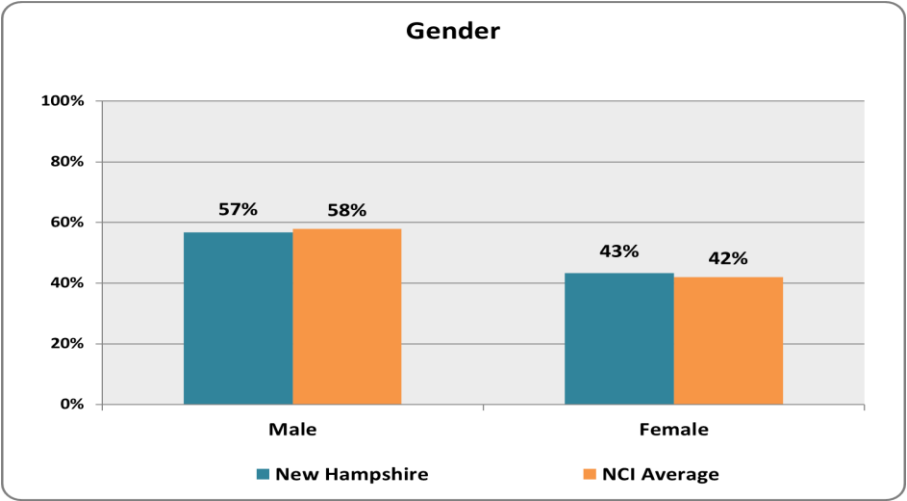
Results: Demographics

Illustrates the demographic profile of survey participants

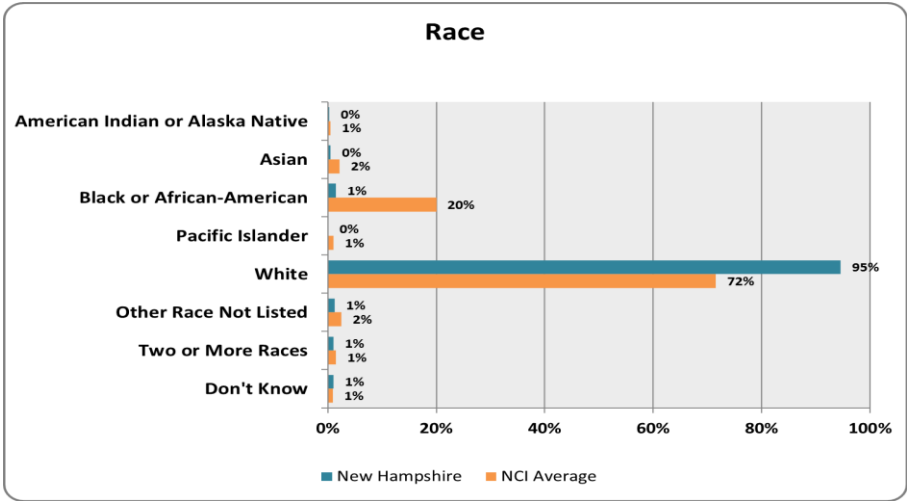
GRAPH 1. AVERAGE AGE



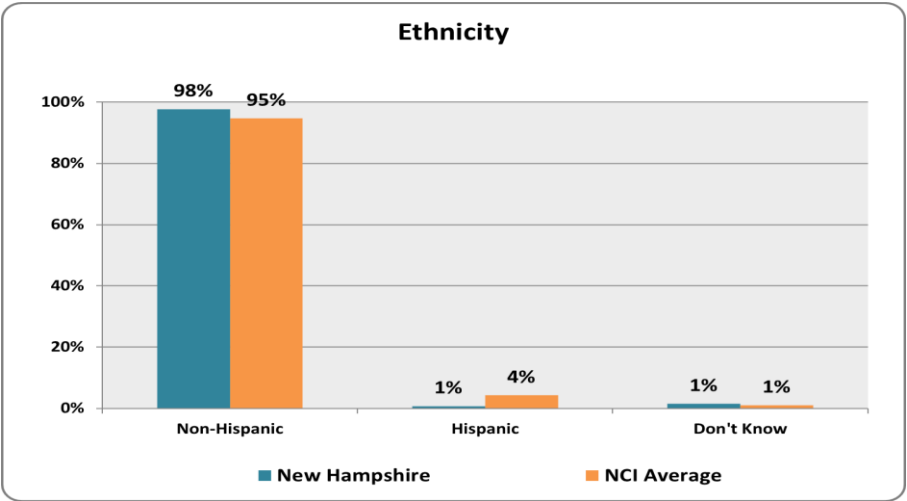
GRAPH 2. GENDER



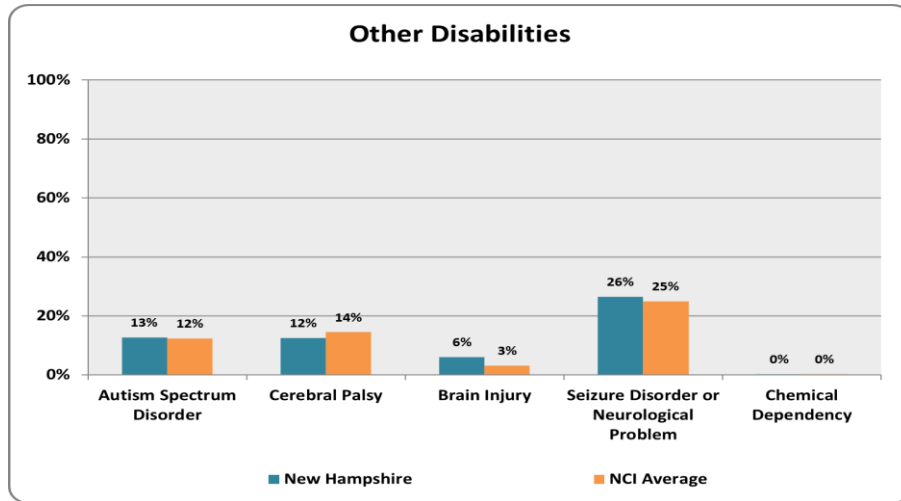
GRAPH 3. RACE



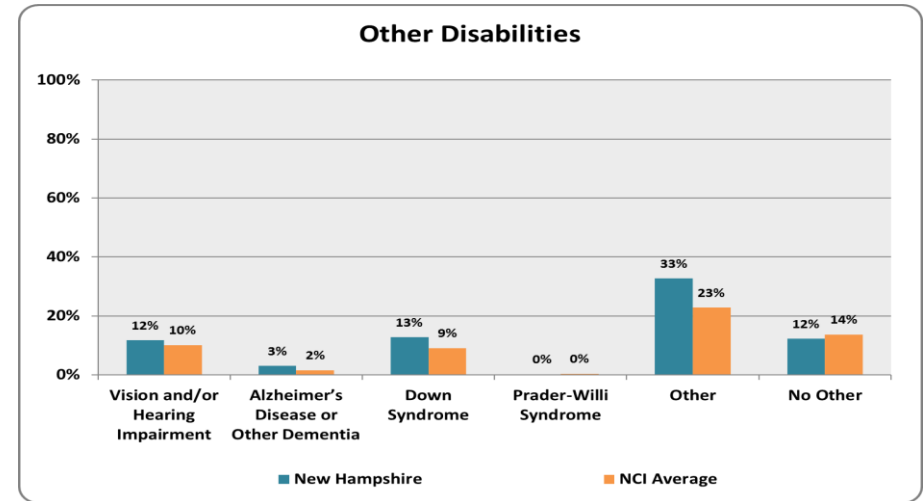
GRAPH 4. ETHNICITY



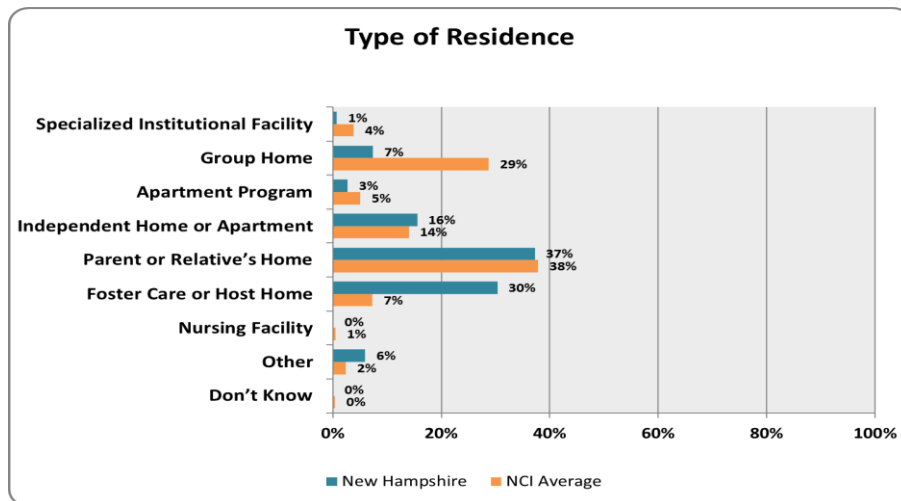
GRAPH 5A. OTHER DISABILITIES*



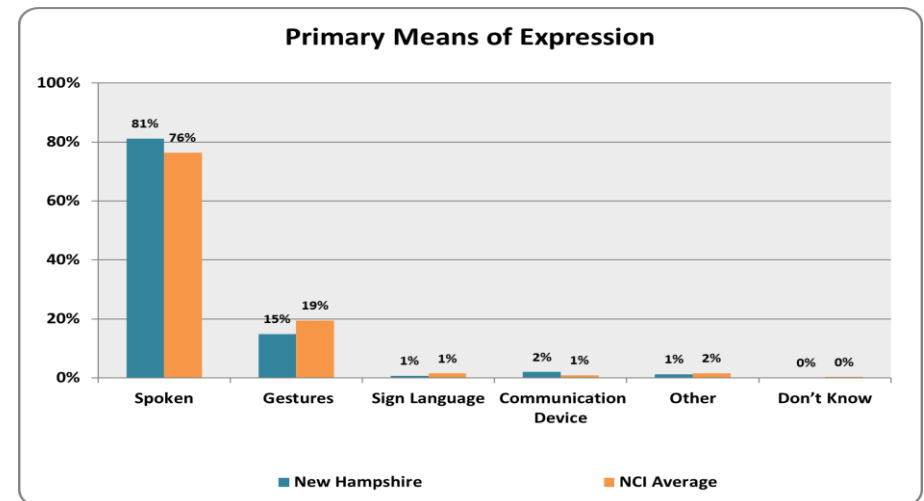
GRAPH 5B. OTHER DISABILITIES (CONTINUED)*



GRAPH 6. TYPE OF RESIDENCE

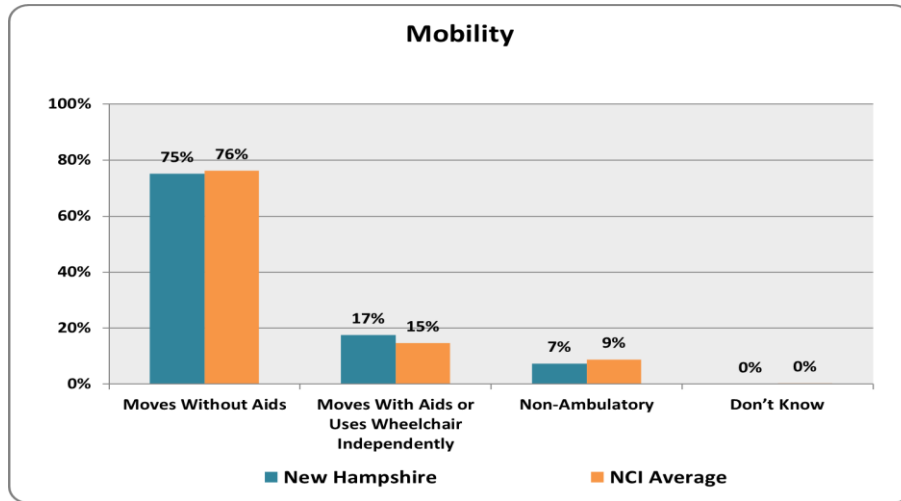


GRAPH 7. PRIMARY MEANS OF EXPRESSION

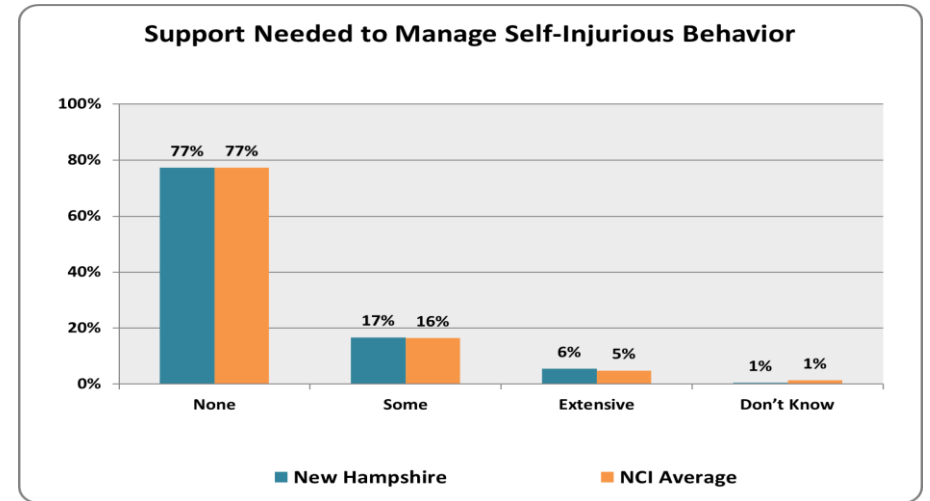


*Categories are not mutually exclusive

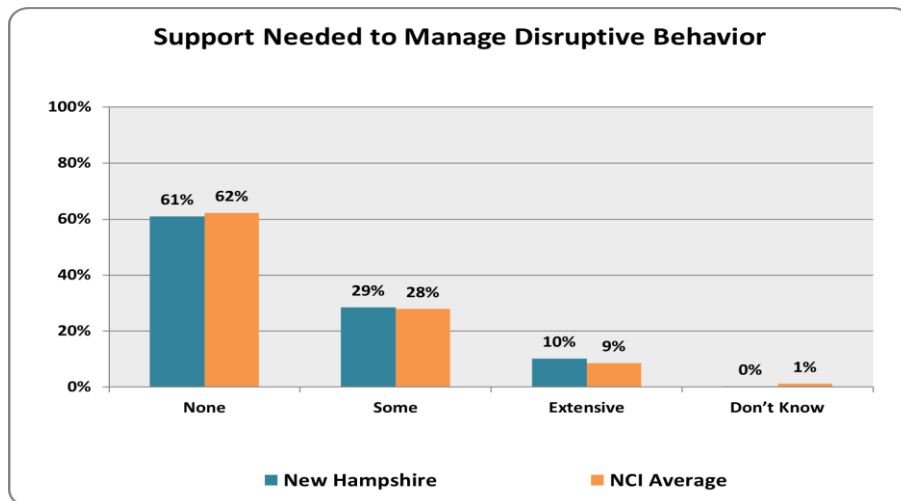
GRAPH 8. MOBILITY



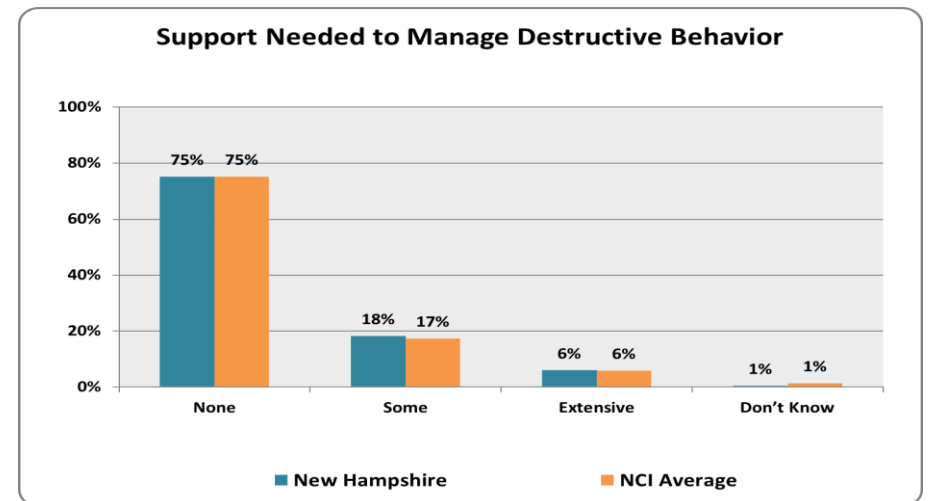
GRAPH 9. SUPPORT NEEDED FOR SELF INJUROUS BEHAVIOR



GRAPH 10. SUPPORT NEEDED FOR DISRUPTIVE BEHAVIOR



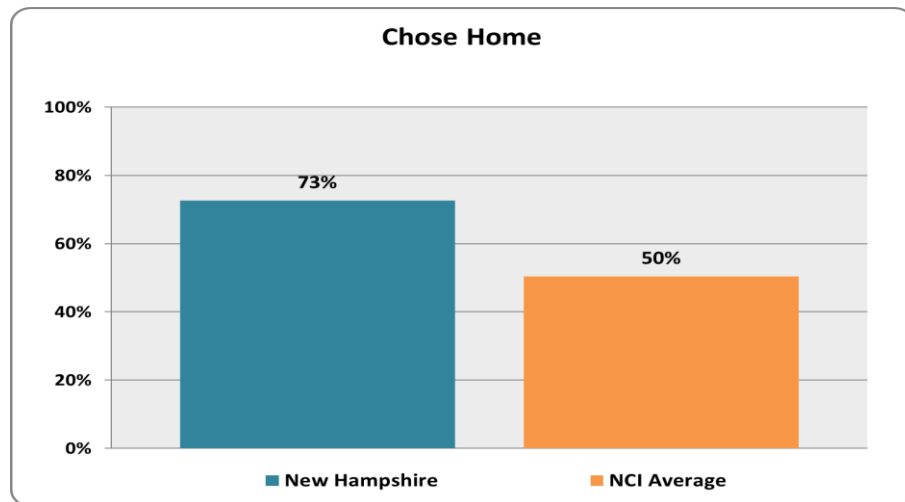
GRAPH 11. SUPPORT NEEDED FOR DESTRUCTIVE BEHAVIOR



Choice

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

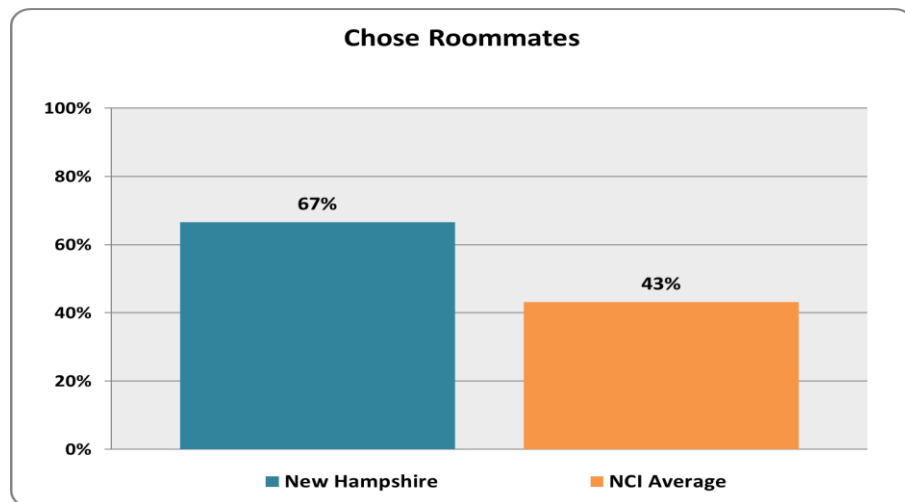
GRAPH 12. CHOSE HOME



This graph illustrates that 73% of respondents from New Hampshire and 50% across NCI states reported that they chose or had some input in choosing where they live.

States ranged between 73% and 20%.

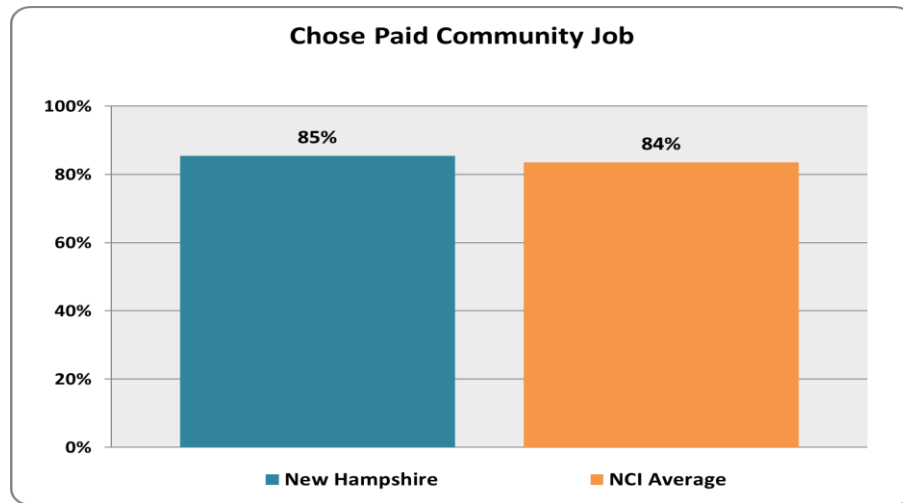
GRAPH 13. CHOSE ROOMMATES



This graph illustrates that 67% of respondents from New Hampshire 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%.

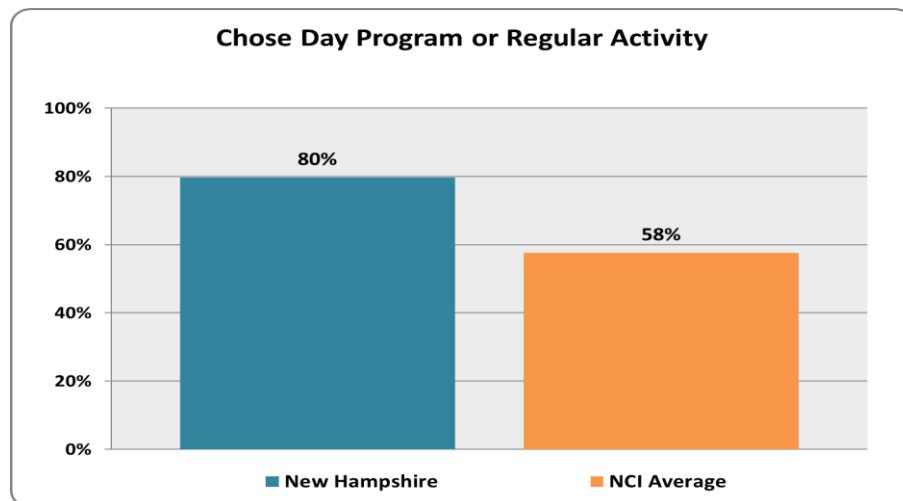
GRAPH 14. CHOSE PAID COMMUNITY JOB



This graph illustrates that among respondents with a paid job in the community, 85% from New Hampshire and 84% across NCI states reported that they chose or had some input in choosing where they work.

States ranged between 100% and 60%.

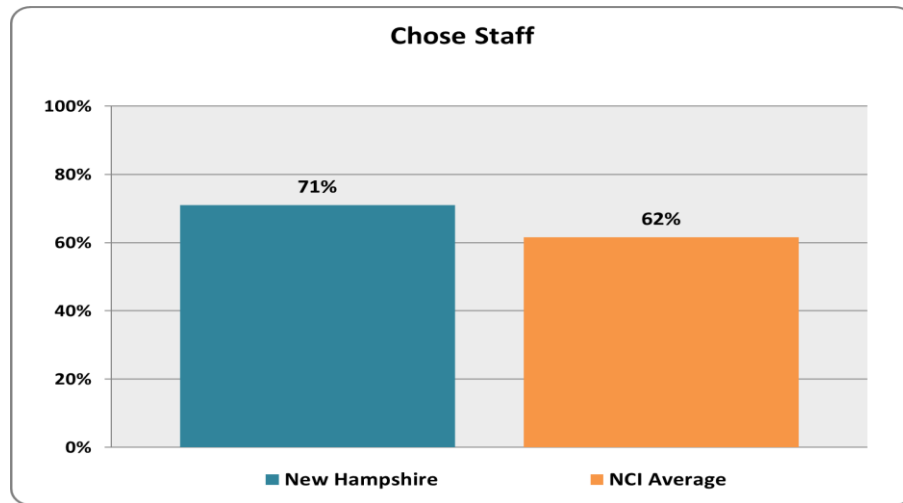
GRAPH 15. CHOSE DAY PROGRAM OR REGULAR ACTIVITY



This graph illustrates that among respondents with a day program or regular activity, 80% from New Hampshire 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%

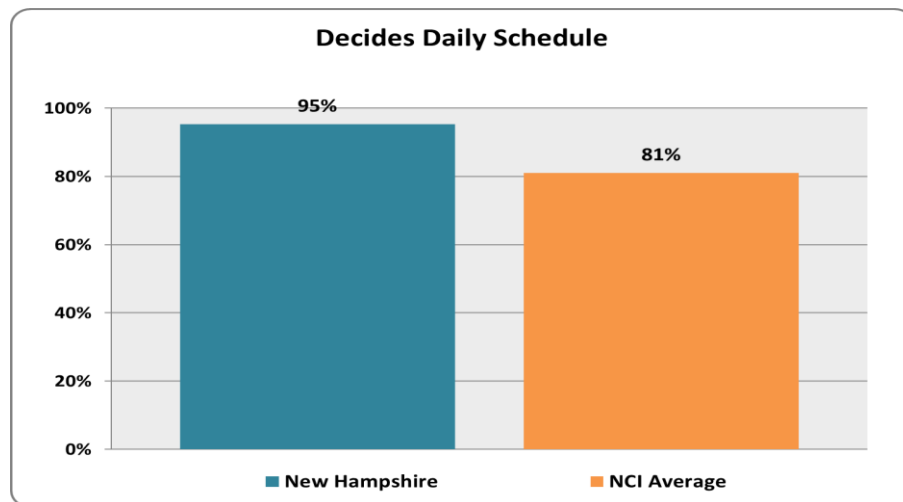
GRAPH 16. CHOSE STAFF



This chart illustrates that 71% of respondents from New Hampshire 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%.

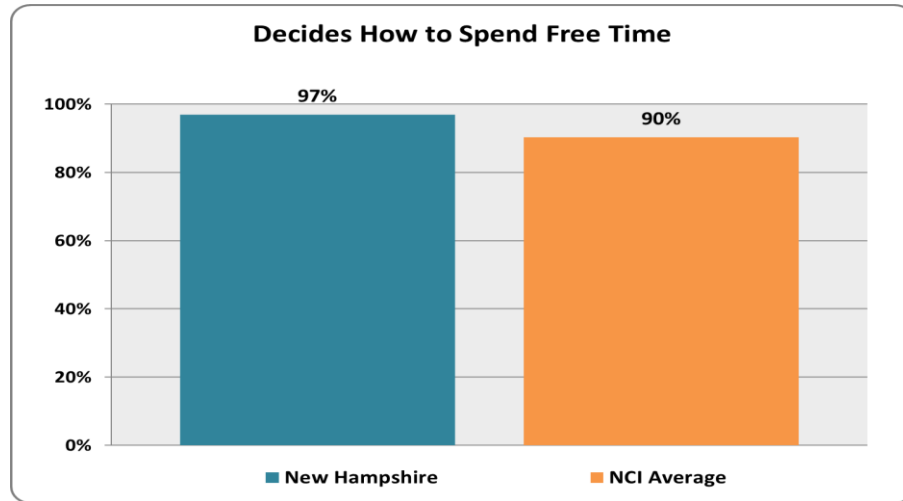
GRAPH 17. DECIDES DAILY SCHEDULE



This graph illustrates that 95% of respondents from New Hampshire and 81% across NCI states reported that they decide or have input in choosing their daily schedule.

States ranged between 95% and 50%.

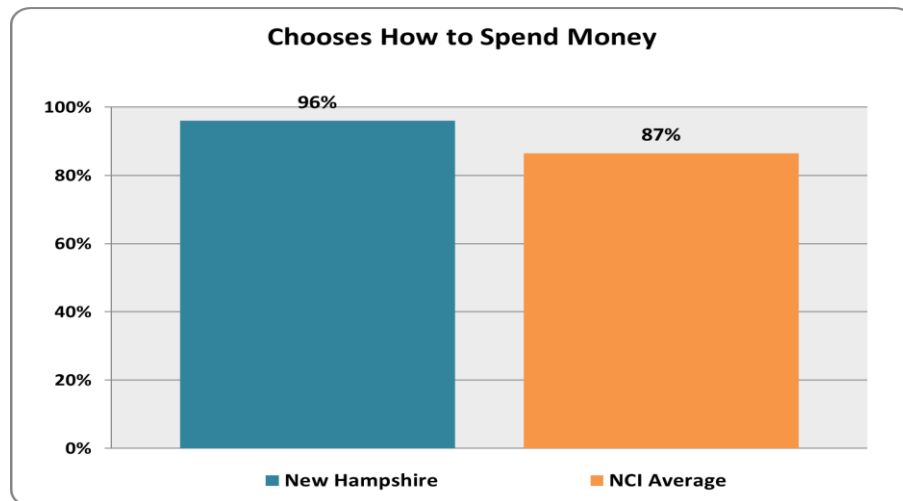
GRAPH 18. DECIDES HOW TO SPEND FREE TIME



This graph illustrates that 97% of respondents from New Hampshire 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%.

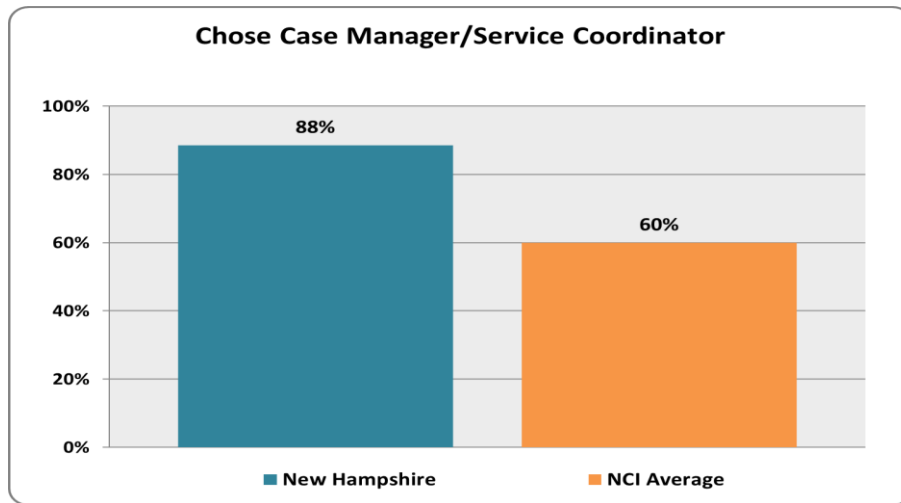
GRAPH 19. CHOOSES HOW TO SPEND MONEY



This graph illustrates that 96% of respondents from New Hampshire 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%.

GRAPH 20. CHOSE CASE MANAGER/SERVICE COORDINATOR



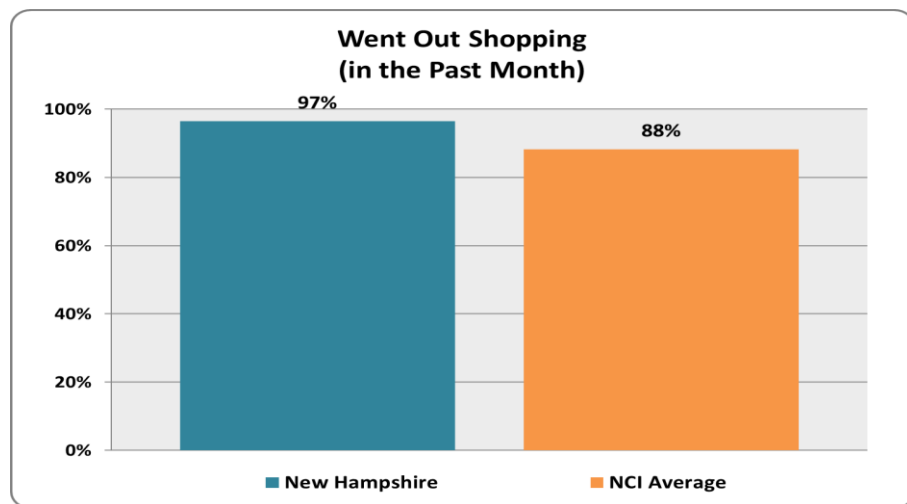
This graph illustrates that 88% of respondents from New Hampshire and 60% across NCI states reported that they chose or were aware they could request to change their case manager/service coordinator.

States ranged between 94% and 15%.

Community Inclusion

People have support to participate in everyday community activities.

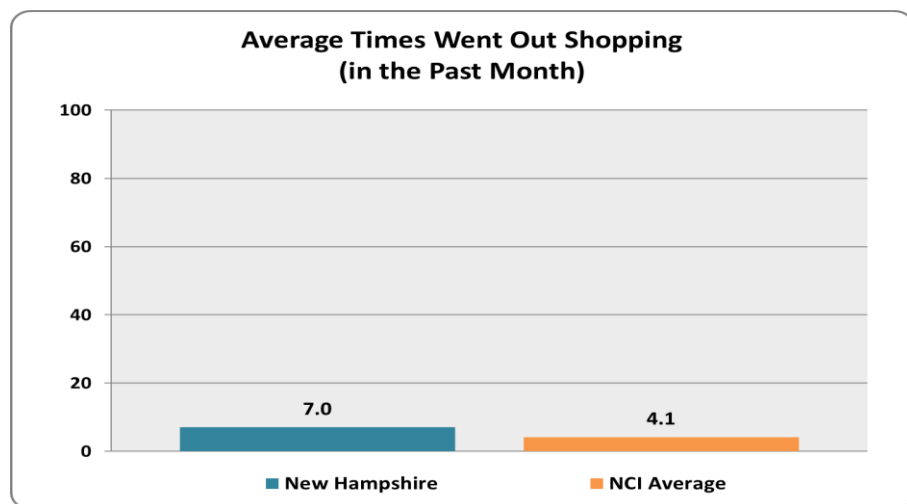
GRAPH 21. WENT OUT SHOPPING IN THE PAST MONTH



This graph illustrates that 97% of respondents from New Hampshire and 88% across NCI states reported that they went out shopping in the past month.

States ranged between 97% and 75%.

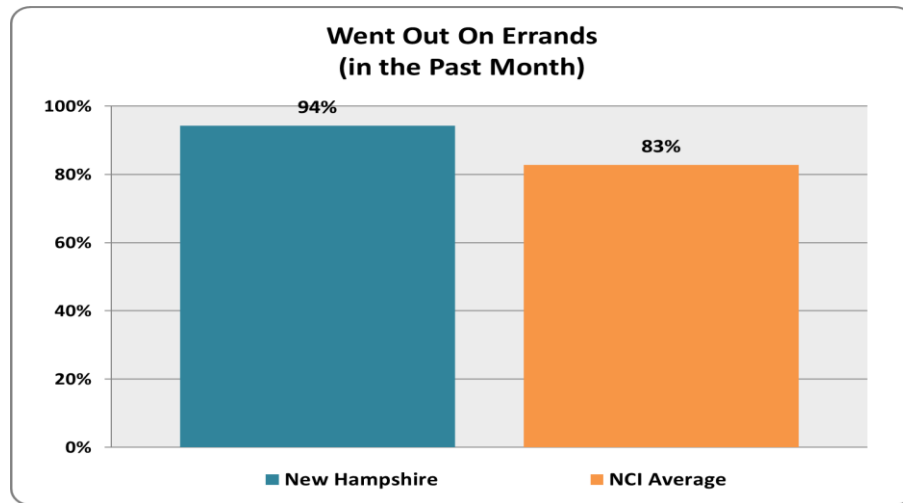
GRAPH 22. AVERAGE TIMES WENT OUT SHOPPING IN THE PAST MONTH



This graph illustrates that respondents from New Hampshire went out shopping an average of 7.0 times in the past month, and respondents across NCI states went an average of 4.1 times.

States ranged between 7 and 3 times.

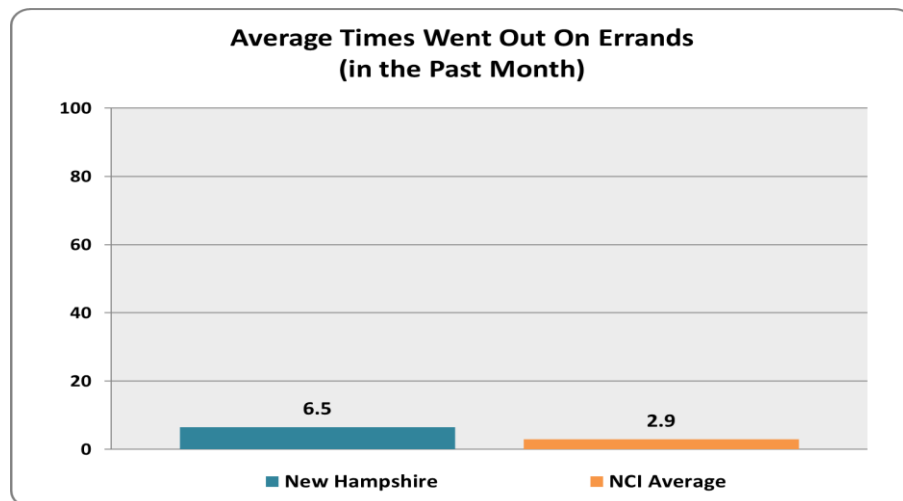
GRAPH 23. WENT OUT ON ERRANDS IN THE PAST MONTH



This graph illustrates that 94% of respondents from New Hampshire 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%.

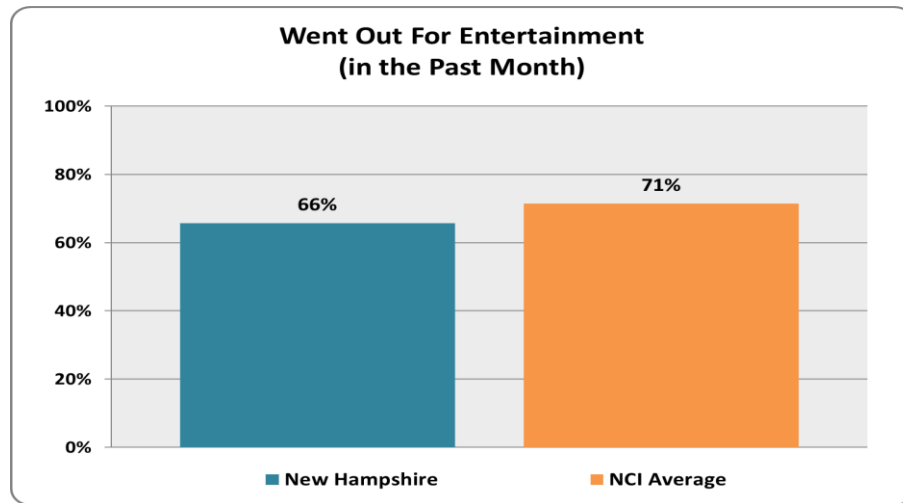
GRAPH 24. AVERAGE TIMES WENT OUT ON ERRANDS IN THE PAST MONTH



This graph illustrates that respondents from New Hampshire went out on errands or for appointments an average of 6.5 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.

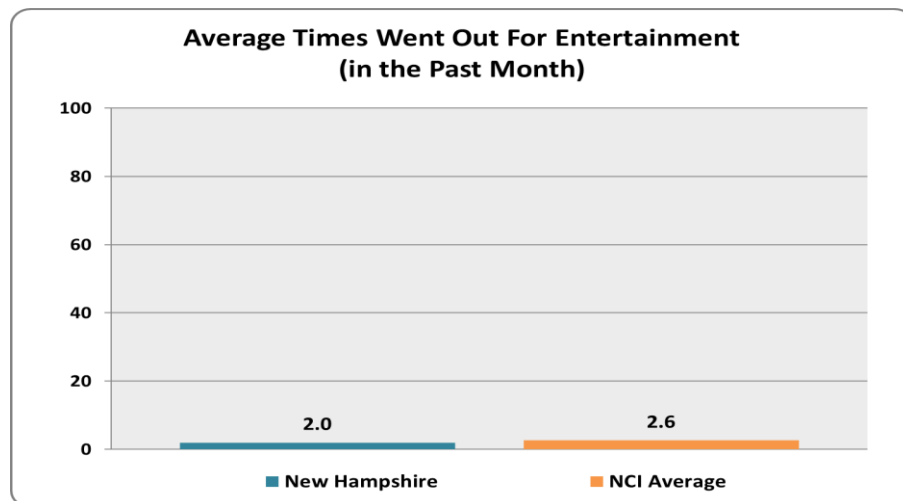
GRAPH 25. WENT OUT FOR ENTERTAINMENT IN THE PAST MONTH



This graph illustrates that 66% of respondents from New Hampshire and 71% across NCI states reported that they went out for entertainment in the past month.

States ranged between 83% and 53%.

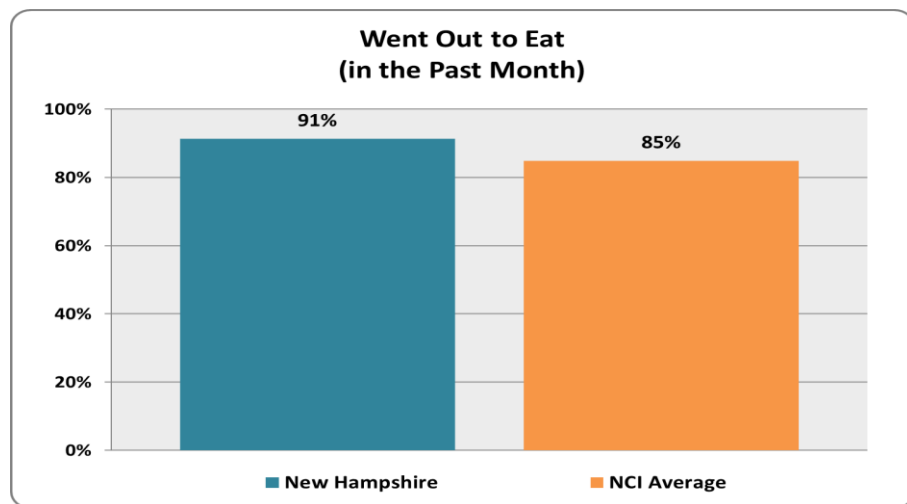
GRAPH 26. AVERAGE TIMES WENT OUT FOR ENTERTAINMENT IN THE PAST MONTH



This graph illustrates that respondents from New Hampshire went out for entertainment an average of 2.0 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.

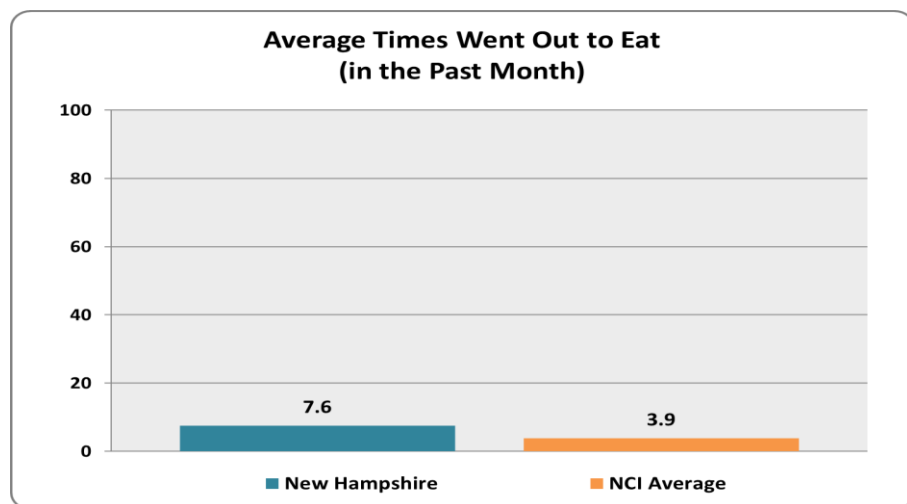
GRAPH 27. WENT OUT TO EAT IN THE PAST MONTH



This graph illustrates that 91% of respondents from New Hampshire and 85% across NCI states reported that they went out to eat in the past month.

States ranged between 94% and 75%.

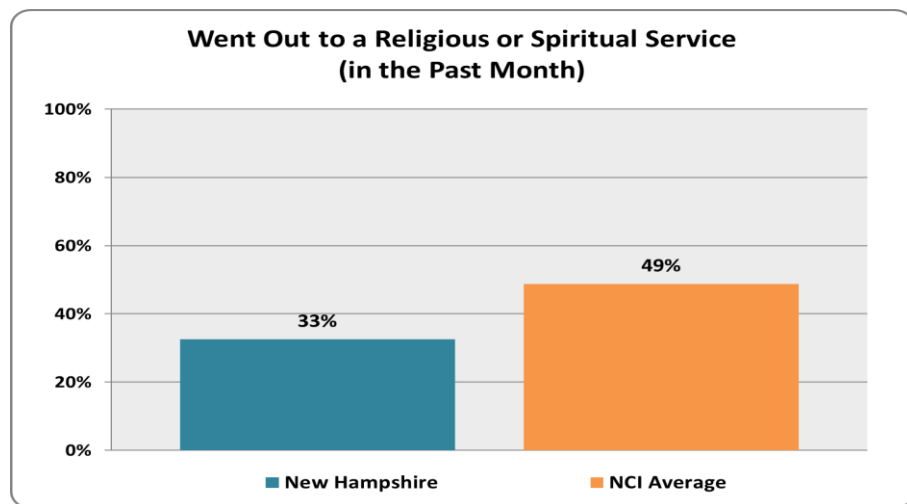
GRAPH 28. AVERAGE TIMES WENT OUT TO EAT IN THE PAST MONTH



This graph illustrates that respondents from New Hampshire went out to eat an average of 7.6 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.

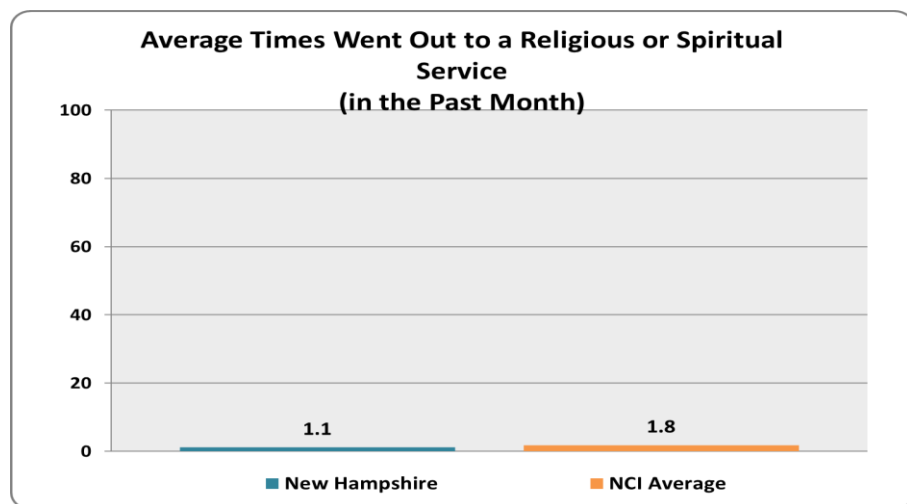
GRAPH 29. WENT OUT TO RELIGIOUS SERVICES IN THE PAST MONTH



This graph illustrates that 33% of respondents from New Hampshire 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%.

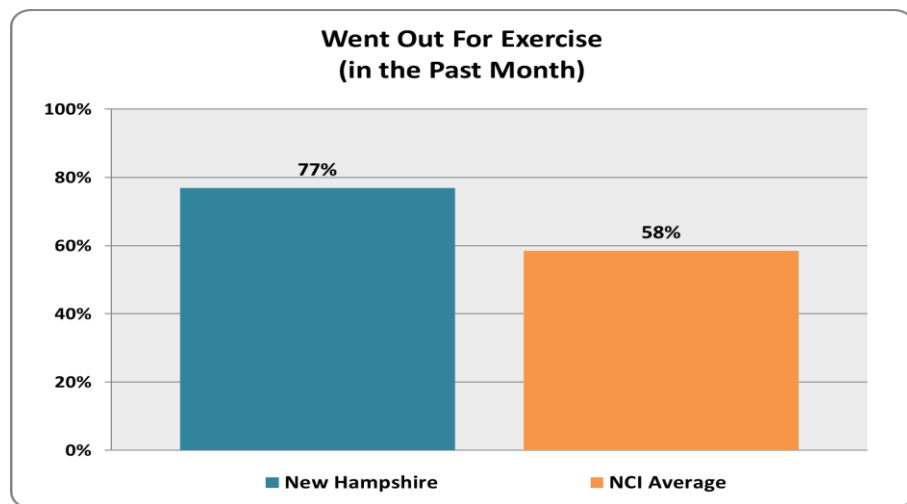
GRAPH 30. AVERAGE TIMES WENT OUT TO RELIGIOUS SERVICES IN THE PAST MONTH



This graph illustrates respondents from New Hampshire went out to a religious service or spiritual practice an average of 1.1 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.

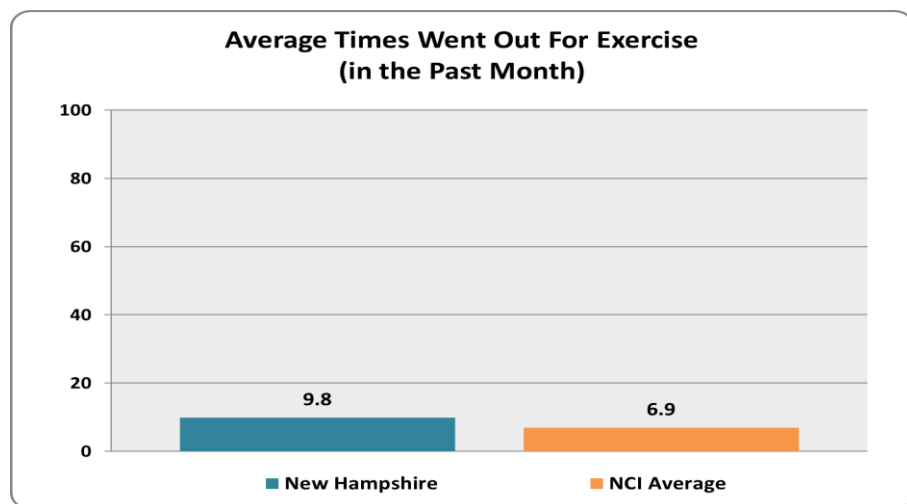
GRAPH 31. WENT OUT FOR EXERCISE IN THE PAST MONTH



This graph illustrates that 77% of respondents from New Hampshire and 58% across NCI states reported that they went out for exercise in the past month.

States ranged between 81% and 21%.

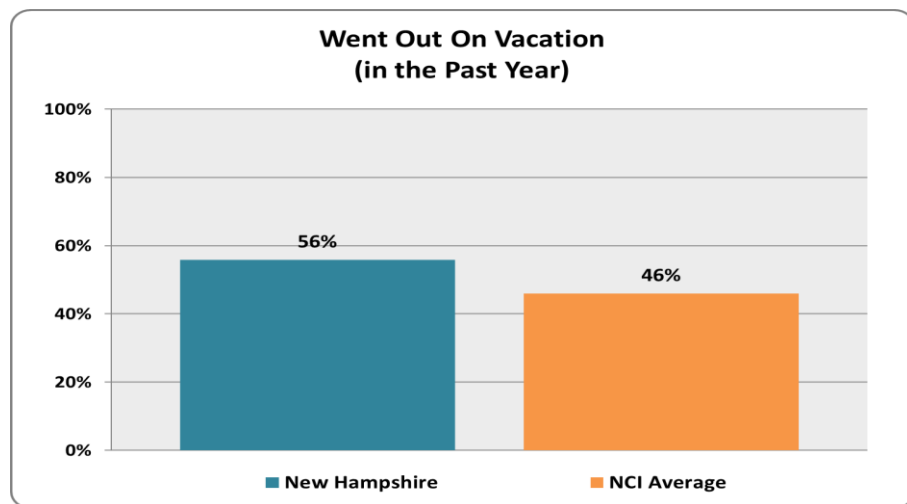
GRAPH 32. AVERAGE TIMES WENT OUT FOR EXERCISE IN THE PAST MONTH



This graph illustrates respondents from New Hampshire went out for exercise an average of 9.8 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.

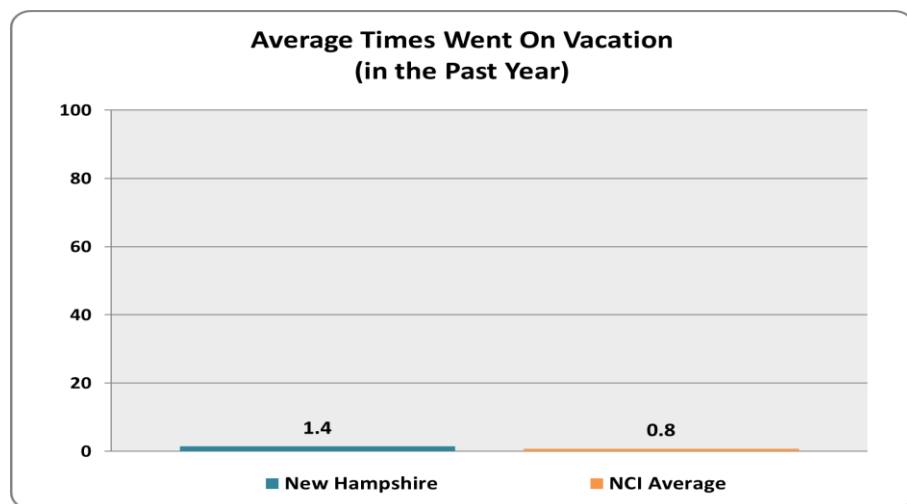
GRAPH 33. WENT ON VACATION IN THE PAST YEAR



This graph illustrates that 56% of respondents from New Hampshire and 46% across NCI states reported that they went out on vacation in the past year.

States ranged between 65% and 18%.

GRAPH 34. AVERAGE TIMES WENT ON VACATION IN THE PAST YEAR



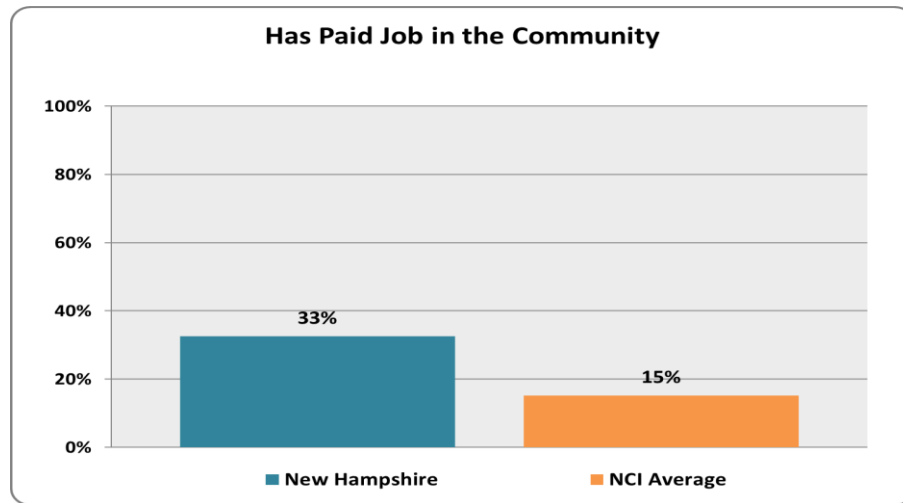
This graph illustrates that respondents from New Hampshire went out on vacation an average of 1.4 times in the past year and respondents across NCI states went an average of 0.8 times.

States ranged between 1.4 and 0.2 times.

Work

People have support to find and maintain community integrated employment.

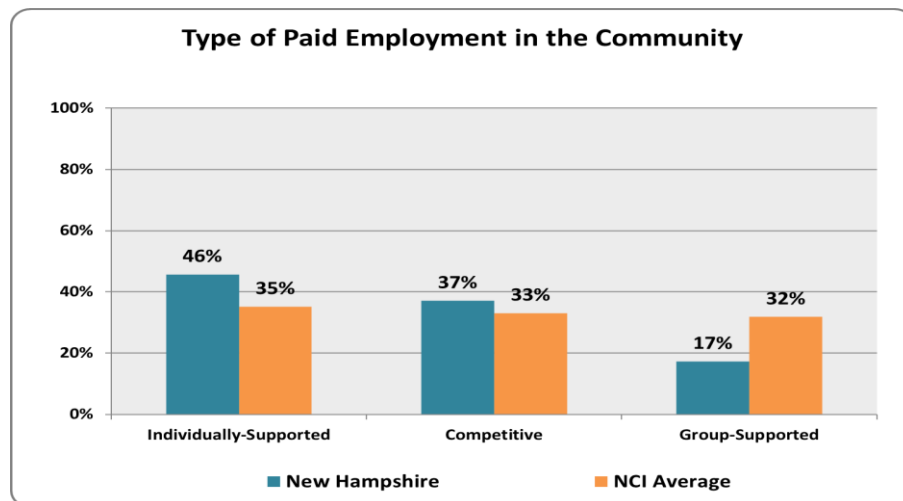
GRAPH 35. HAS A PAID JOB IN THE COMMUNITY



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

States ranged between 37% and 4%.

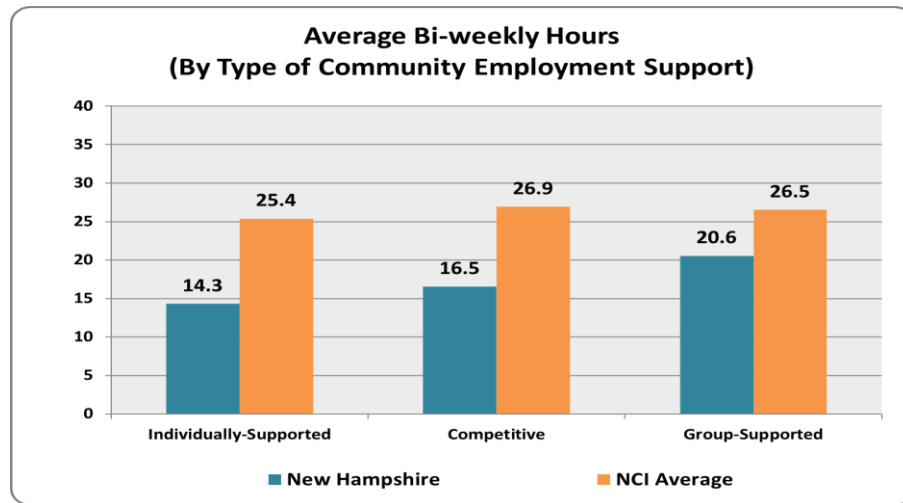
GRAPH 36. TYPE OF PAID EMPLOYMENT IN THE COMMUNITY



This graph illustrates that among respondents with a paid job in the community, the type of employment support they receive in New Hampshire and across NCI states are, respectively: 46% and 35% individually-supported, 37% and 33% competitive, and 17% 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.

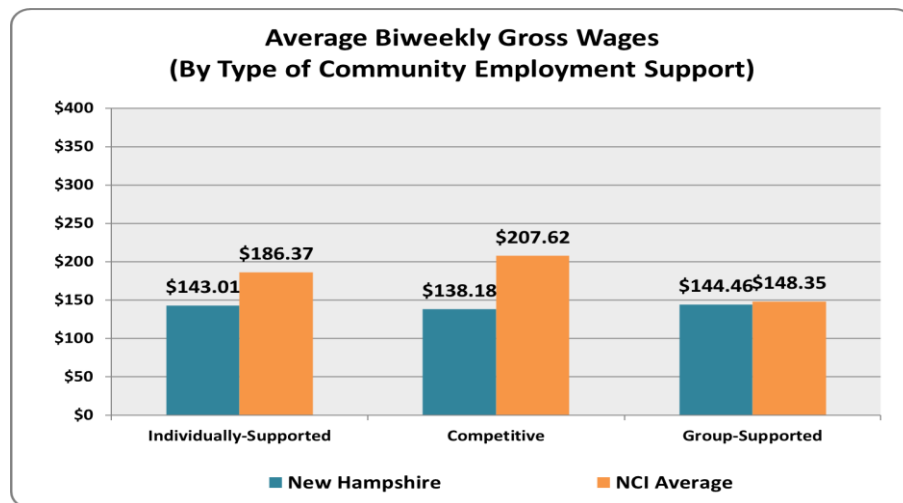
GRAPH 37. AVERAGE BI-WEEKLY HOURS



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 New Hampshire and across NCI states by type of employment is, respectively: 14.3 and 25.4 individually-supported, 16.5 and 26.9 competitive, and 20.6 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.

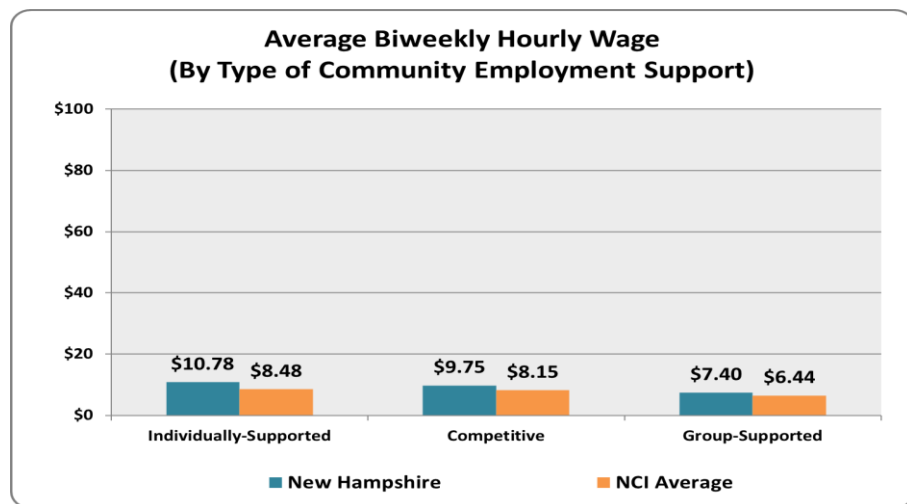
GRAPH 38. AVERAGE BI-WEEKLY GROSS WAGES



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 New Hampshire and across NCI states by type of employment is, respectively: \$143.01 and \$186.37 individually-supported, \$138.18 and \$207.62 competitive, and \$144.46 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.

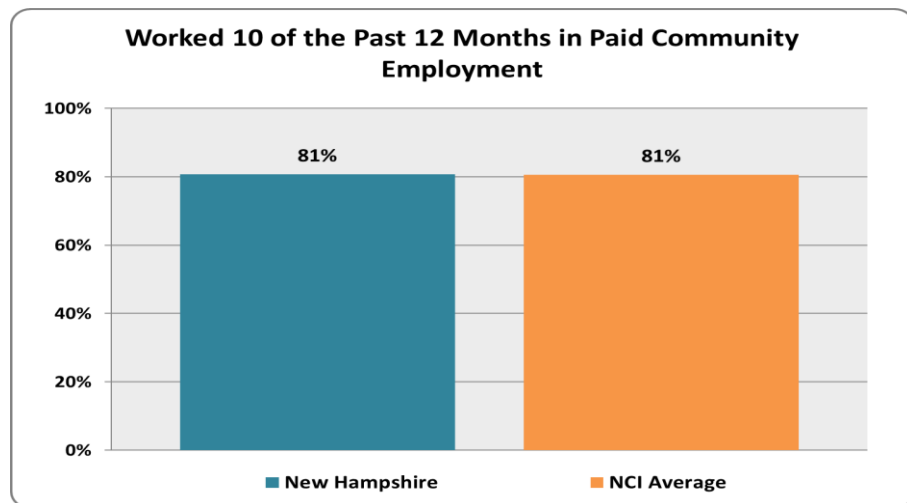
GRAPH 39. AVERAGE BI-WEEKLY HOURLY WAGE



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 New Hampshire and across NCI states by type of employment is, respectively: \$10.78 and \$8.48 individually-supported, \$9.75 and \$8.15 competitive, and \$7.40 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.

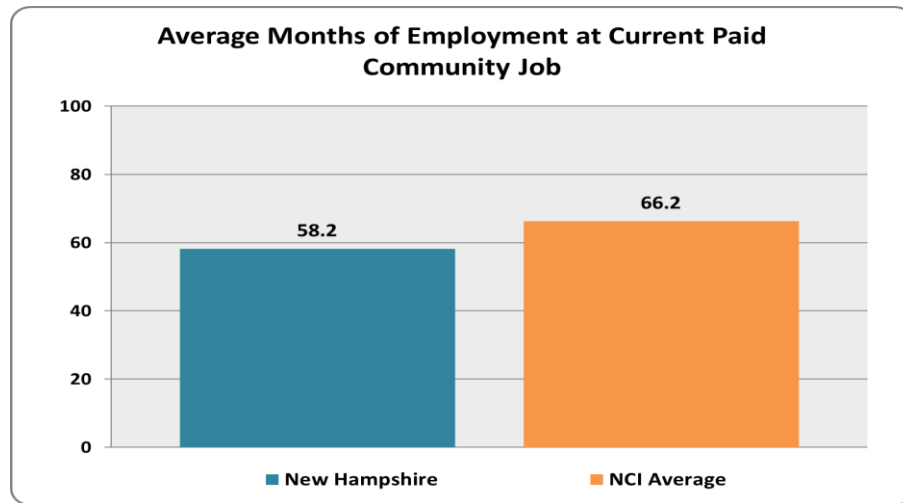
GRAPH 40. WORKED 10 OF THE LAST 12 MONTHS IN A PAID COMMUNITY JOB



This graph illustrates that among respondents with a paid job in the community, 81% from New Hampshire 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%.

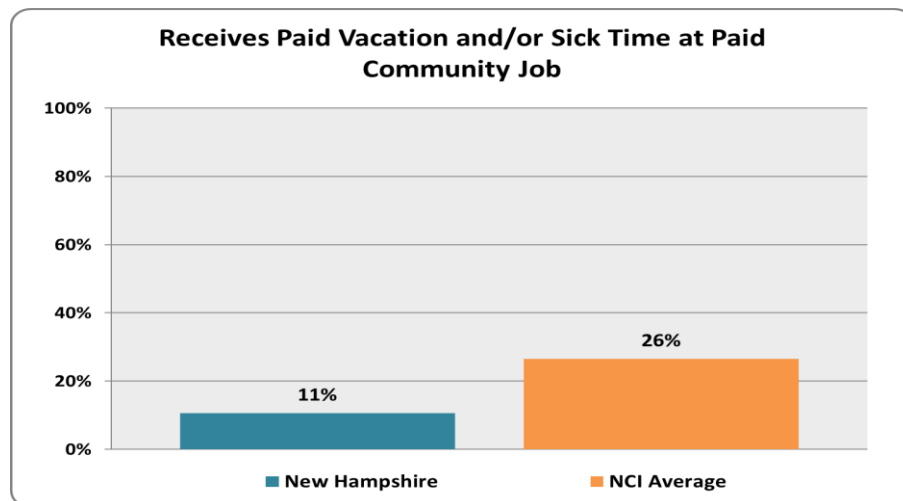
GRAPH 41. AVERAGE MONTHS AT CURRENT PAID COMMUNITY JOB



This graph illustrates that among respondents with a paid community job, they worked an average of 58.2 months in New Hampshire and for an average of 66.2 months across NCI states.

States ranged between and average of 97.0 and 40.2 months.

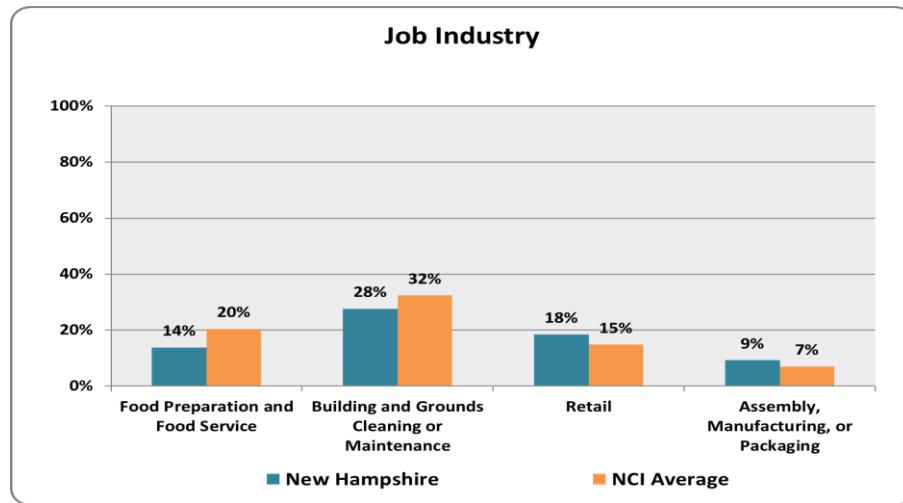
GRAPH 42. RECIEVES BENEFITS AT PAID COMMUNITY JOB



This graph illustrates that among respondents with a paid community job, 11% from New Hampshire and 26% across NCI states were reported to receive paid vacation or sick time at their paid community job.

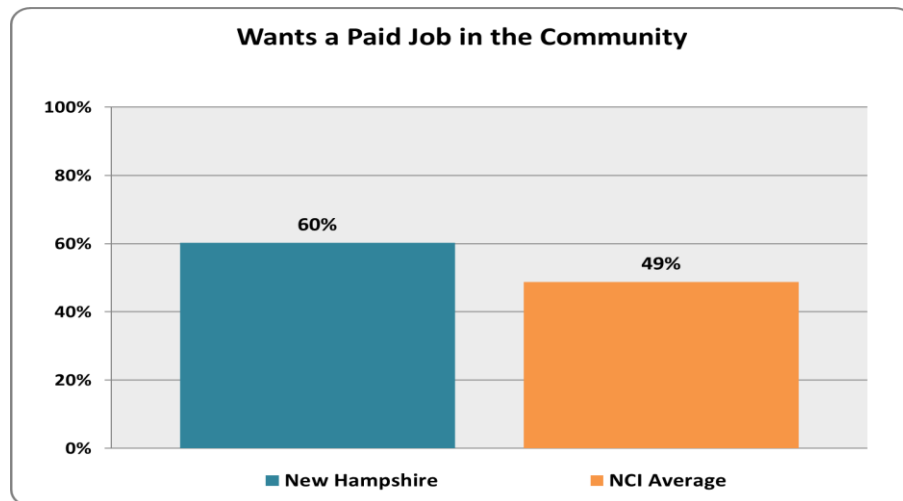
States ranged between 67% and 6%.

GRAPH 43. FOUR MOST COMMON FIELDS OF PAID COMMUNITY EMPLOYMENT



This graph illustrates that the percentage of respondents working in the most common job industries in New Hampshire and across NCI states are, respectively: 14% and 20% food preparation and service; 28% and 32% building and grounds cleaning or maintenance; 18% and 15% retail; 9% and 7% assembly, manufacturing, or packaging.

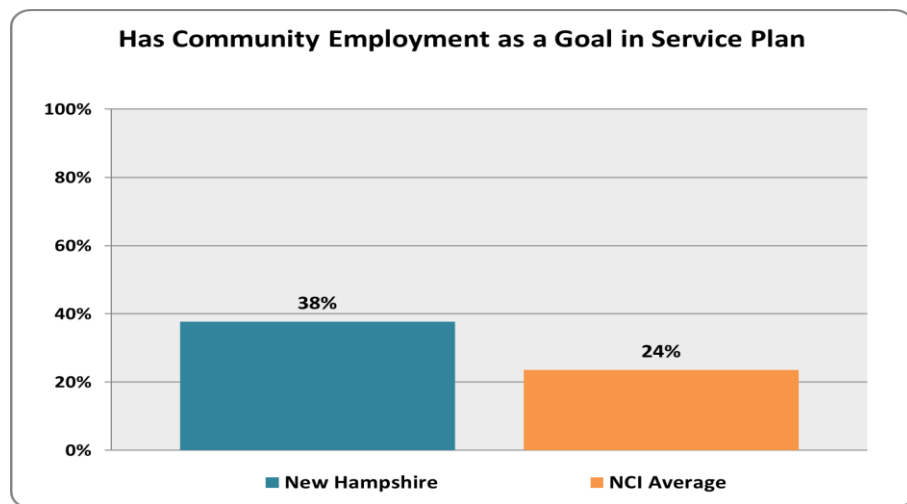
GRAPH 44. WANTS A PAID JOB IN THE COMMUNITY



This graph illustrates that among respondents without a paid job in the community, 60% from New Hampshire and 49% across NCI states reported that they would like a paid job in the community.

States ranged between 64% and 33%.

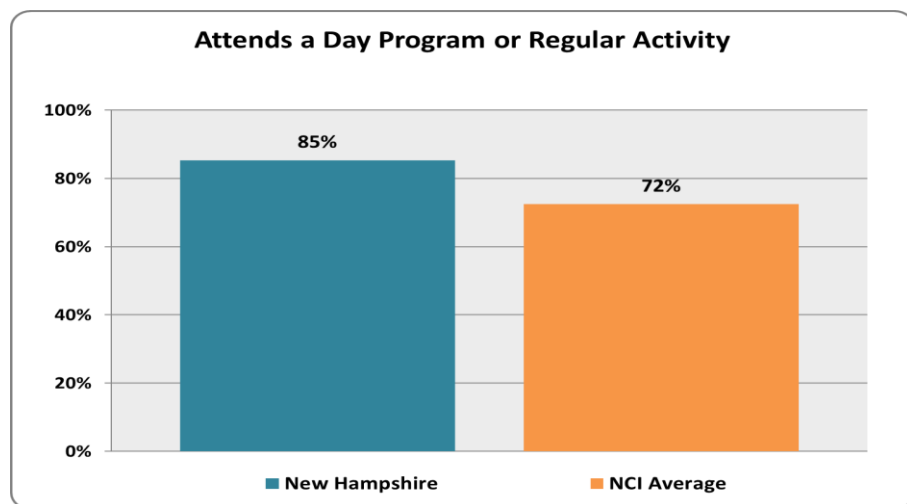
GRAPH 45. HAS COMMUNITY EMPLOYMENT AS A GOAL IN SERVICE PLAN



This graph illustrates that 38% of respondents from New Hampshire and 24% across NCI states were reported to have community employment as a goal in their service plan.

States ranged between 40% and 11%.

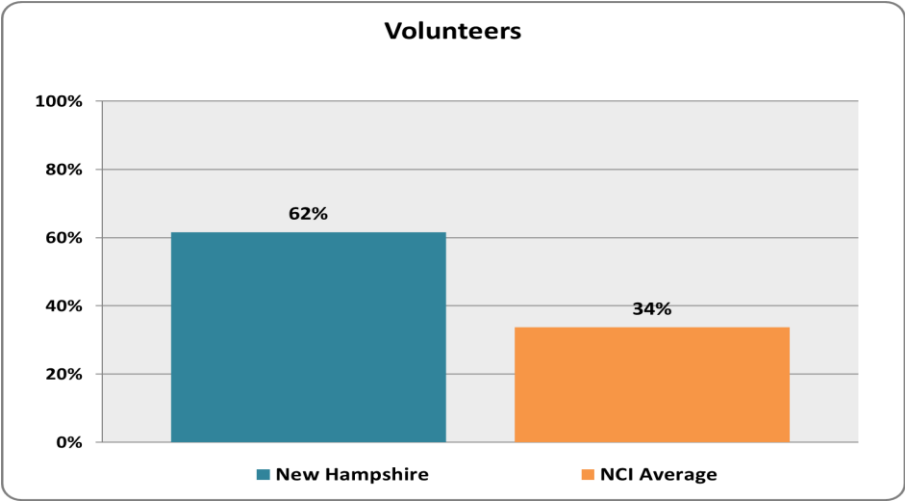
GRAPH 46. ATTENDS A DAY PROGRAM OR REGULAR ACTIVITY



This graph illustrates that 85% of respondents from New Hampshire and 72% across NCI states reported that they attend a day program or regular activity.

States ranged between 96% and 49%.

GRAPH 47. VOLUNTEERS



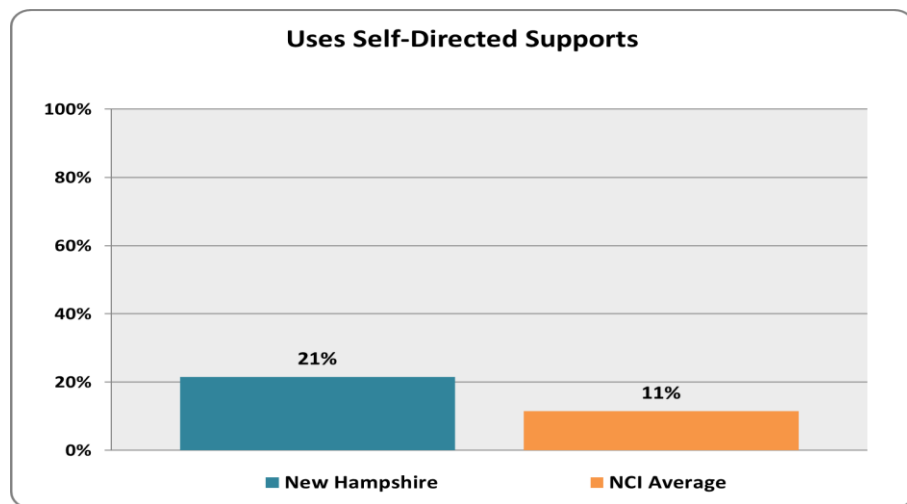
This graph illustrates that 62% of respondents from New Hampshire and 34% across NCI states reported that they do volunteer work.

States ranged between 62% and 20%.

Self-Determination

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

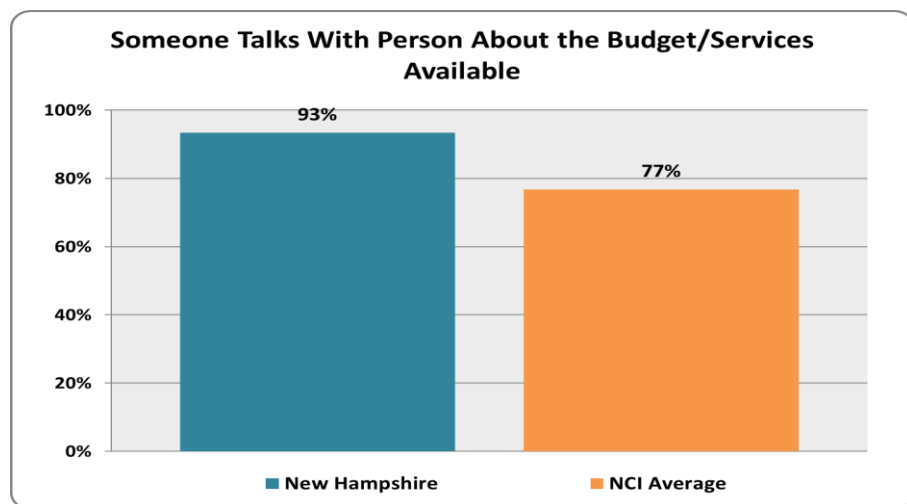
GRAPH 48. USES SELF-DIRECTED SUPPORTS



This graph illustrates that 21% of respondents from New Hampshire and 11% across NCI states were reported to use a self-directed supports option.

States ranged between 71% and 0%.

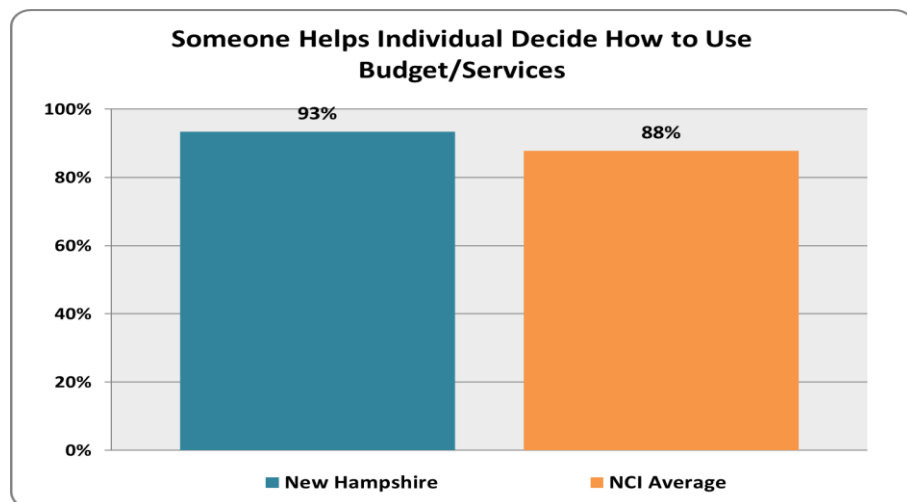
GRAPH 49. SOMEONE TALKS TO PERSON ABOUT THE BUDGET/SERVICES AVAILABLE



This graph illustrates that among respondents using self-directed supports, 93% from New Hampshire and 77% across NCI states reported someone talked to them about their budget and the services they can get.

States ranged between 93% and 52%.

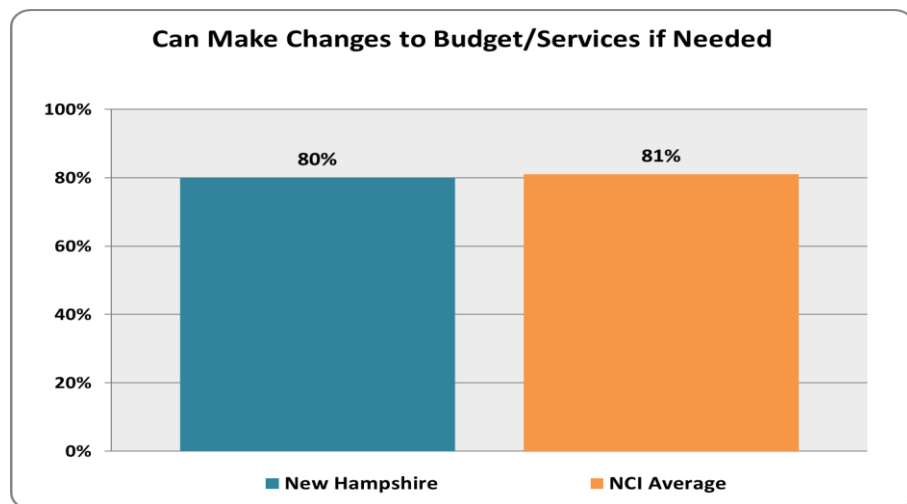
GRAPH 50. SOMEONE HELPS PERSON DECIDE HOW TO USE BUDGET/SERVICES



This graph illustrates that among respondents using self-directed supports, 93% from New Hampshire and 88% across NCI states reported that they have help deciding who to use their individual budget and services.

States ranged between 93% and 71%.

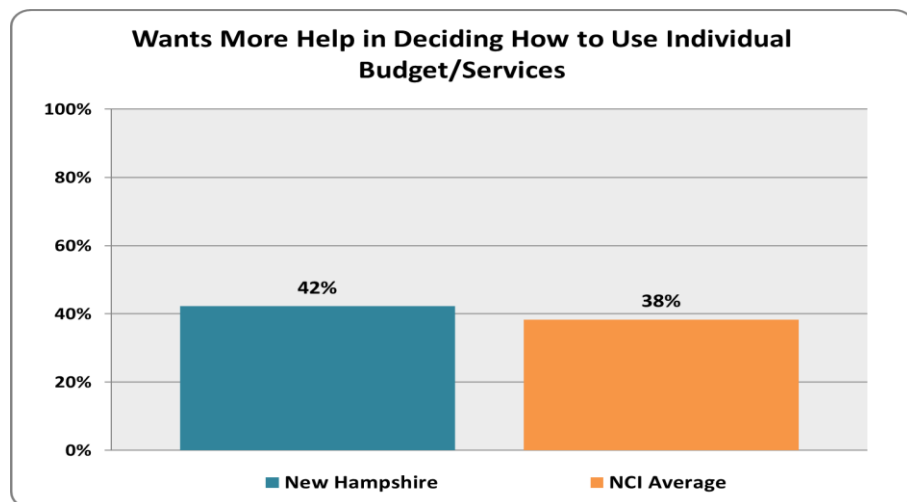
GRAPH 51. CAN MAKE CHANGES TO BUDGET/SERVICES IF NEEDED



This graph illustrates that among respondents using self-directed supports, 80% from New Hampshire and 81% across NCI states reported that they can make changes to their budget and services if needed.

States ranged between 94% and 64%.

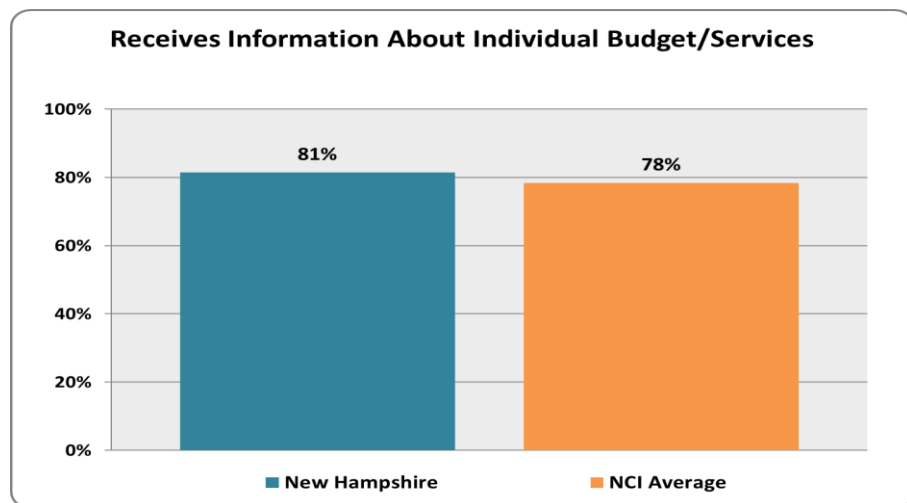
GRAPH 52. WANTS MORE HELP DECIDING HOW TO USE BUDGET/SERVICES



This graph illustrates that among respondents using self-directed supports, 42% from New Hampshire and 38% across NCI states reported that they want more help deciding how to use their budget and services.

States ranged between 59% and 18%.

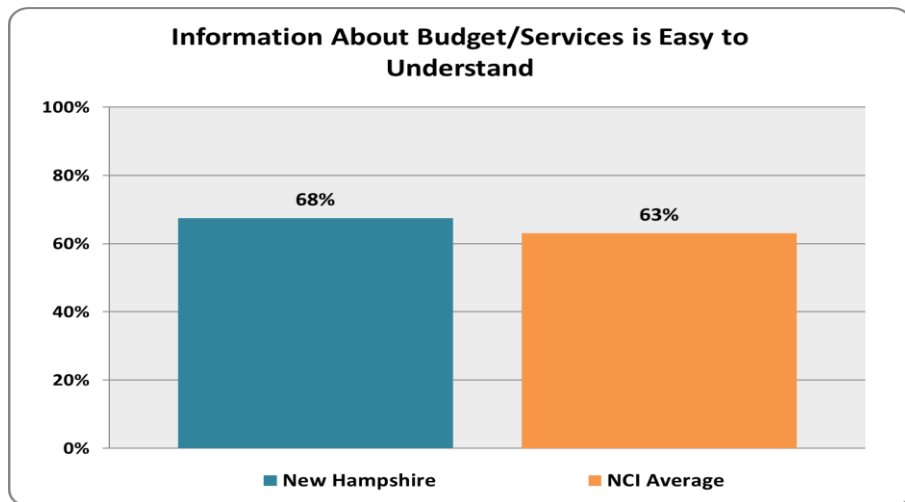
GRAPH 53. RECEIVES INFORMATION ABOUT HOW MUCH MONEY IS LEFT IN BUDGET/SERVICES



This graph illustrates that among respondents using self-directed supports, 81% from New Hampshire and 78% across NCI states reported that they get information about how much money is left in their budget and services.

States ranged between 97% and 55%.

GRAPH 54. INFORMATION ABOUT MONEY LEFT IN BUDGET/SERVICES IS EASY TO UNDERSTAND



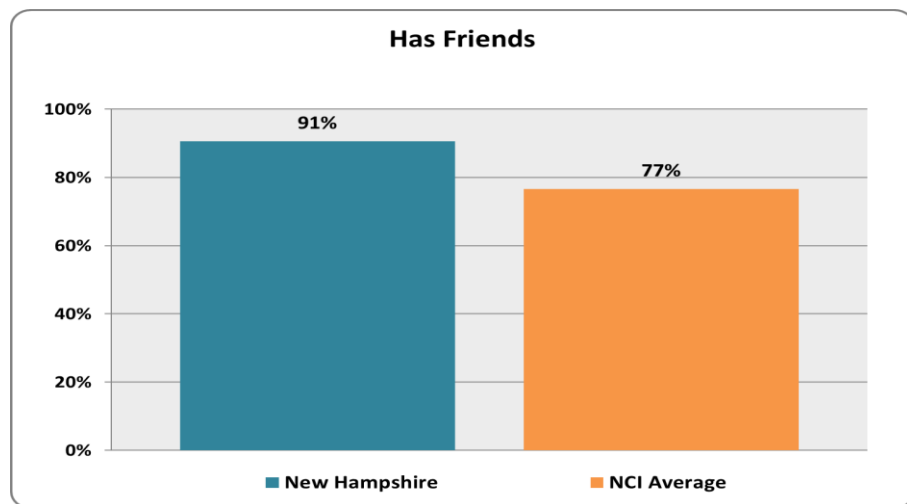
This graph illustrates that among respondents using self-directed supports and who get information about their budget and services, 68% from New Hampshire and 63% across NCI states reported the information they receive is easy to understand.

States ranged between 90% and 47%.

Relationships

People have friends and relationships.

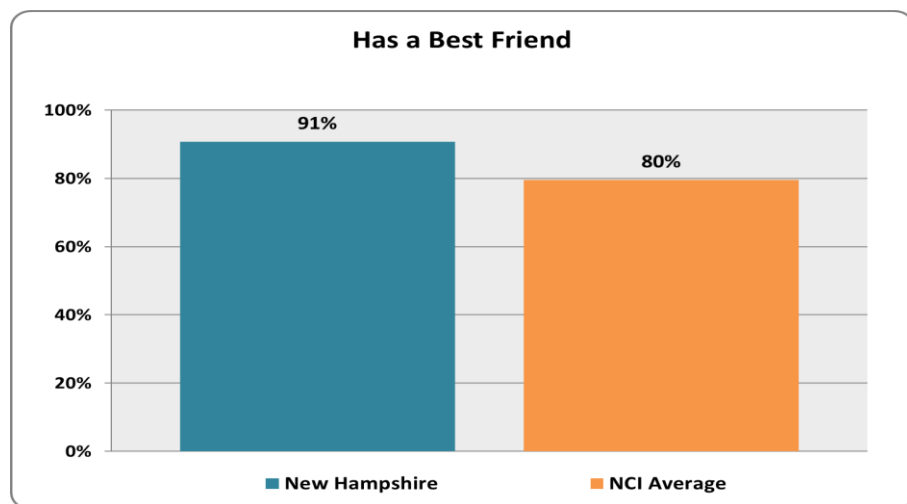
GRAPH 55. HAS FRIENDS



This graph illustrates that 91% of respondents from New Hampshire and 77% across NCI states reported that they have friends other than family or paid staff.

States ranged between 91% and 50%.

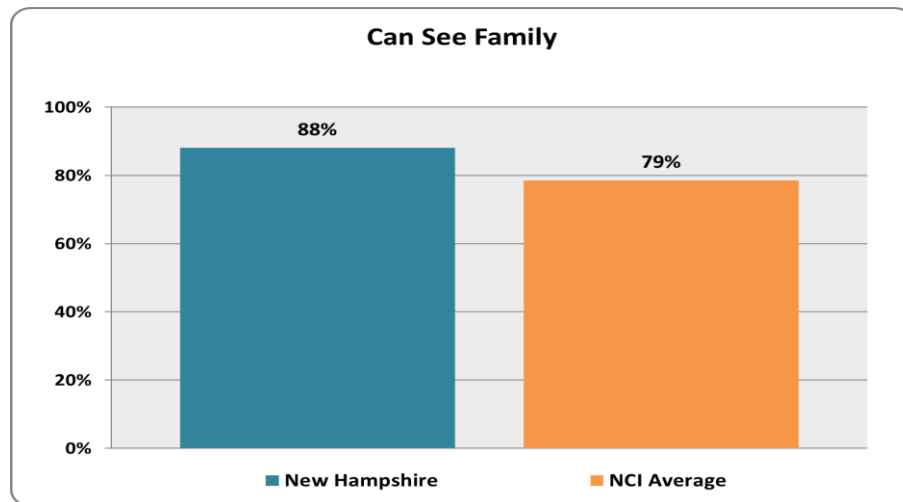
GRAPH 56. HAS A BEST FRIEND



This graph illustrates that 91% of respondents from New Hampshire 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%.

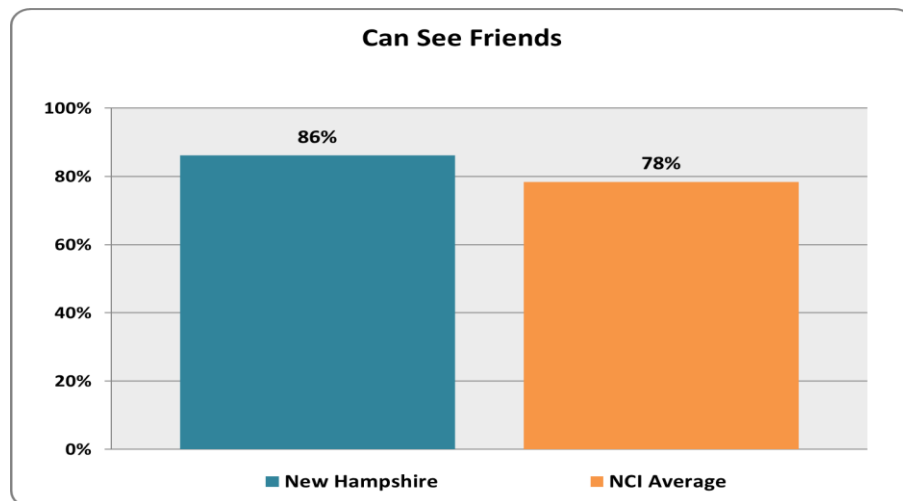
GRAPH 57. CAN SEE FAMILY



This graph illustrates that 88% of respondents from New Hampshire 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%.

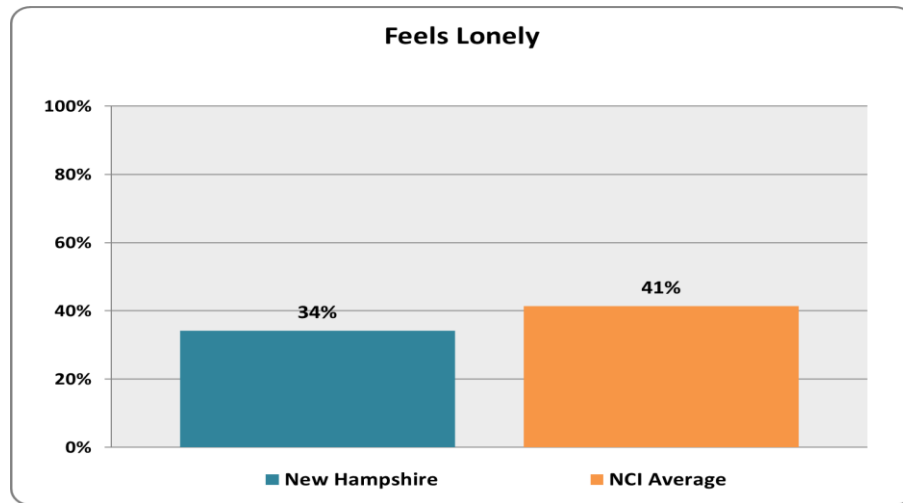
GRAPH 58. CAN SEE FRIENDS



This graph illustrates that 86% of respondents from New Hampshire 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%.

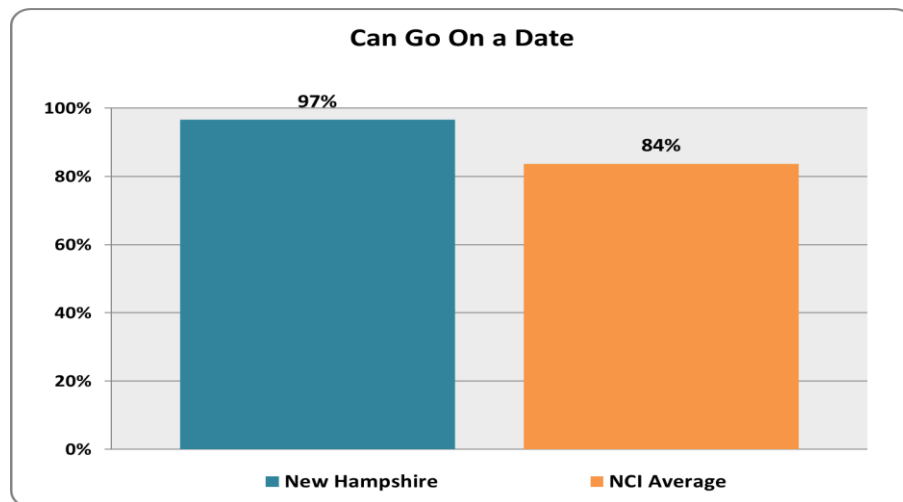
GRAPH 59. FEELS LONELY



This graph illustrates that 34% of respondents from New Hampshire and 41% across NCI states reported that they feel lonely at least half the time.

States ranged between 85% and 33%.

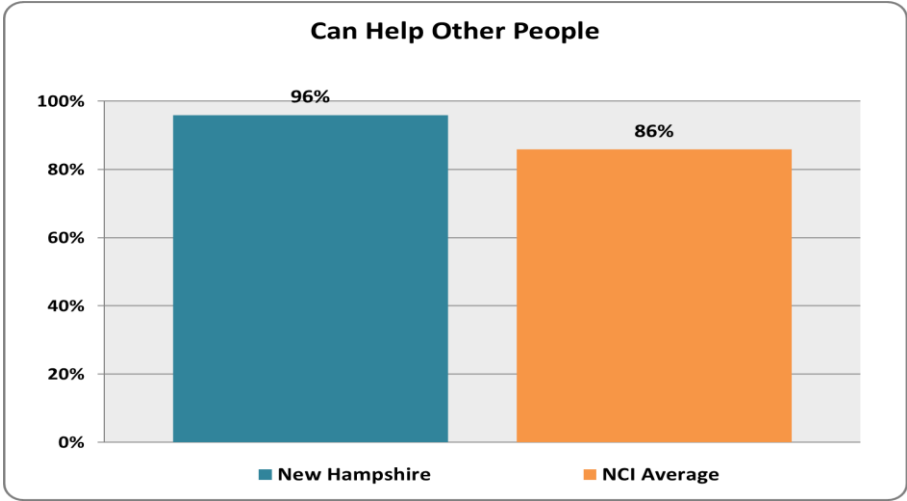
GRAPH 60. CAN GO ON A DATE



This graph illustrates that 97% of respondents from New Hampshire and 84% across NCI states reported that they can date or can date with some restrictions.

States ranged between 97% and 75%.

GRAPH 61. CAN HELP OTHER PEOPLE



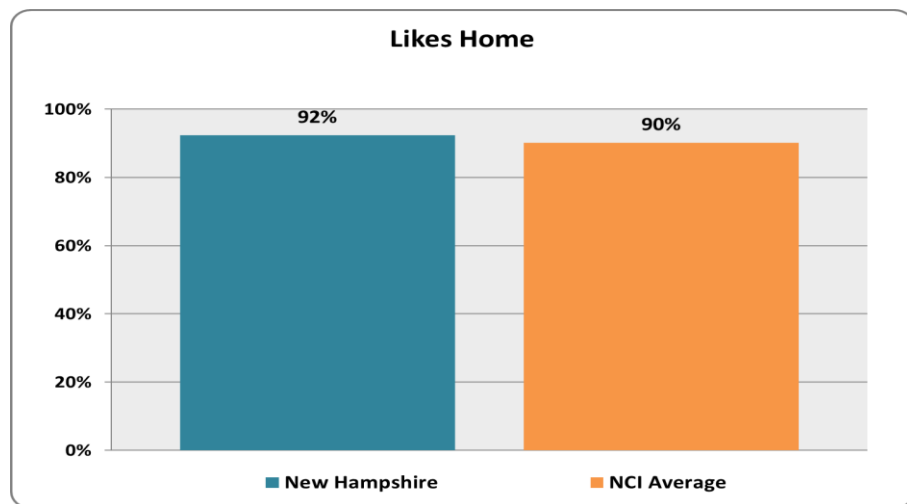
This graph illustrates that 96% of respondents from New Hampshire and 86% across NCI states reported that they can help others if they want to.

States ranged between 96% and 38%.

Satisfaction

People are satisfied with the services and supports they receive.

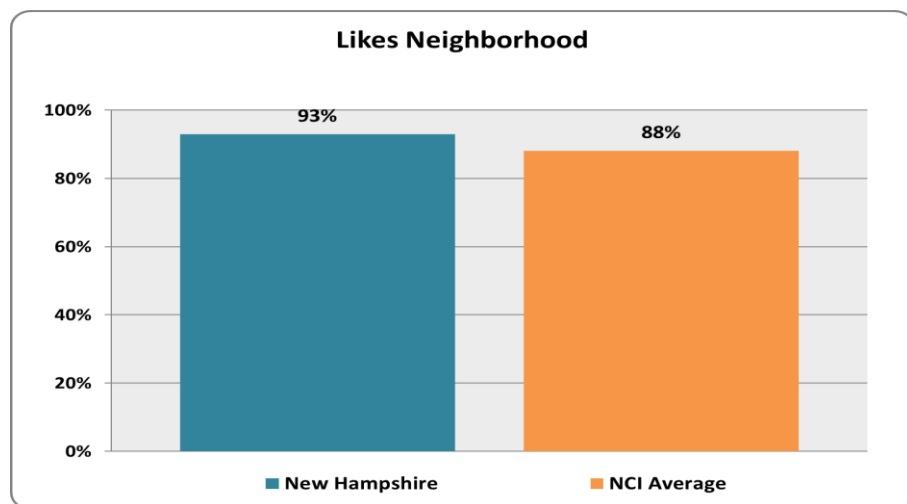
GRAPH 62. LIKES HOME



This graph illustrates that 92% of respondents from New Hampshire and 90% across NCI states reported that they like their home.

States ranged between 94% and 82%.

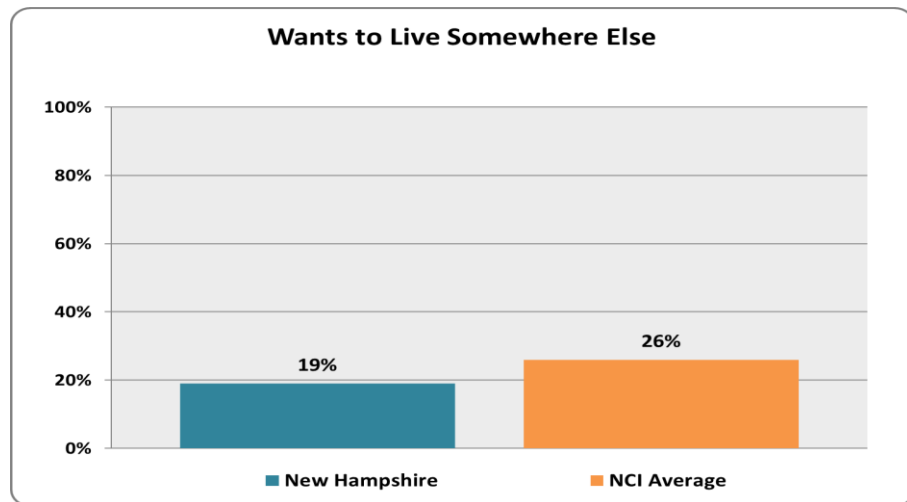
GRAPH 63. LIKES NEIGHBORHOOD



This graph illustrates that 93% of respondents from New Hampshire and 88% across NCI states reported that they like their neighborhood.

States ranged between 93% and 83%.

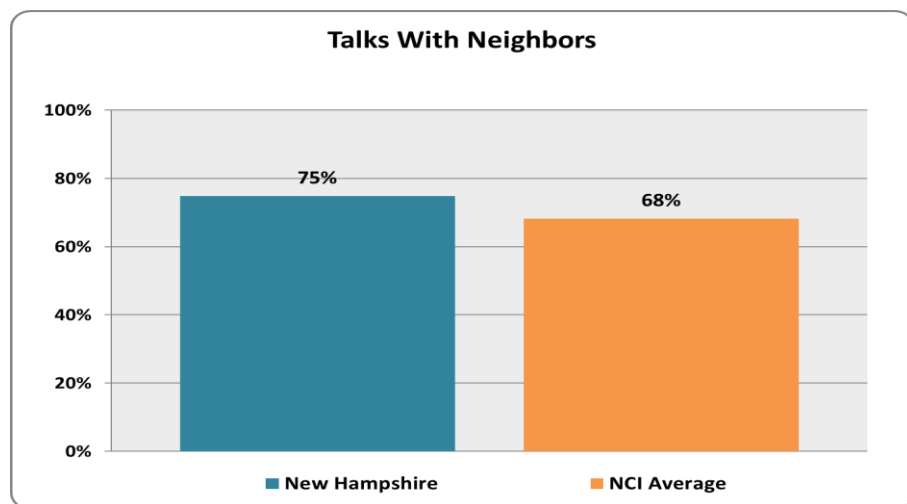
GRAPH 64. WANTS TO LIVE SOMEWHERE ELSE



This graph illustrates that 19% of respondents from New Hampshire and 26% across NCI states reported that they want to live somewhere else.

States ranged between 35% and 11%.

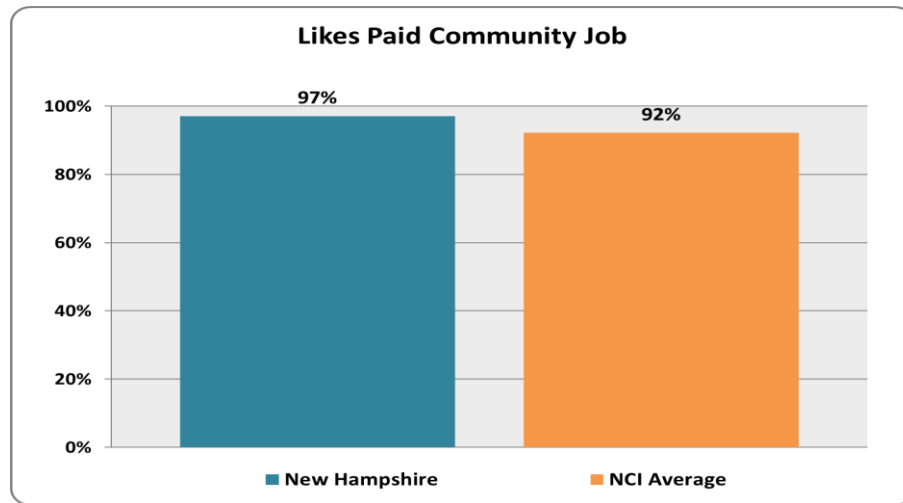
GRAPH 65. TALKS WITH NEIGHBORS



This graph illustrates that 75% of respondents from New Hampshire and 68% across NCI states reported that they talk with their neighbors at least some of the time.

States ranged between 85% and 55%.

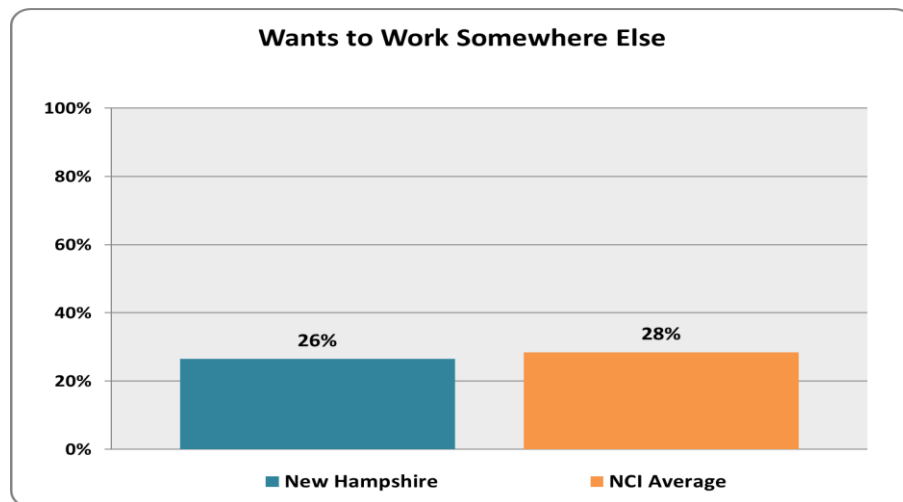
GRAPH 66. LIKES PAID COMMUNITY JOB



This graph illustrates that among respondents with a paid community job, 97% from New Hampshire and 92% across NCI states reported that they like where they work.

States ranged between 97% and 88%.

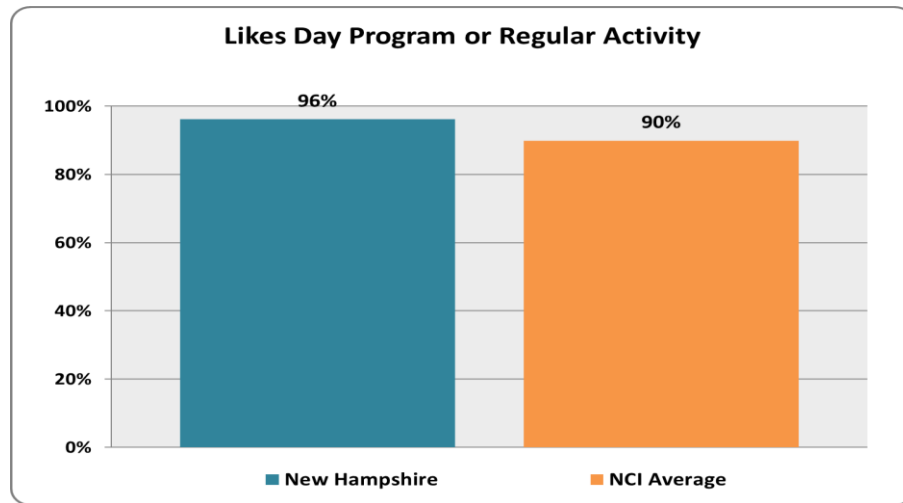
GRAPH 67. WANTS TO WORK SOMEWHERE ELSE



This graph illustrates that among respondents with a paid community job, 26% from New Hampshire and 28% across NCI states reported that they want to work somewhere else.

States ranged between 44% and 10%.

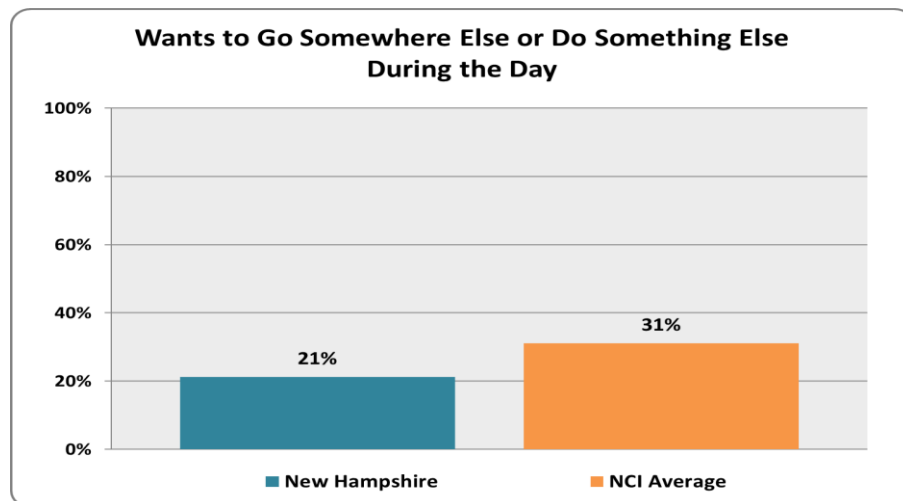
GRAPH 68. LIKES DAY PROGRAM OR REGULAR ACTIVITY



This graph illustrates that among respondents with a day program or regular activity, 96% from New Hampshire and 90% across NCI states reported that they like their day program or regular activity.

States ranged between 96% and 82%.

GRAPH 69. WANTS TO GO SOMEWHERE ELSE OR DO SOMETHING ELSE DURING THE DAY



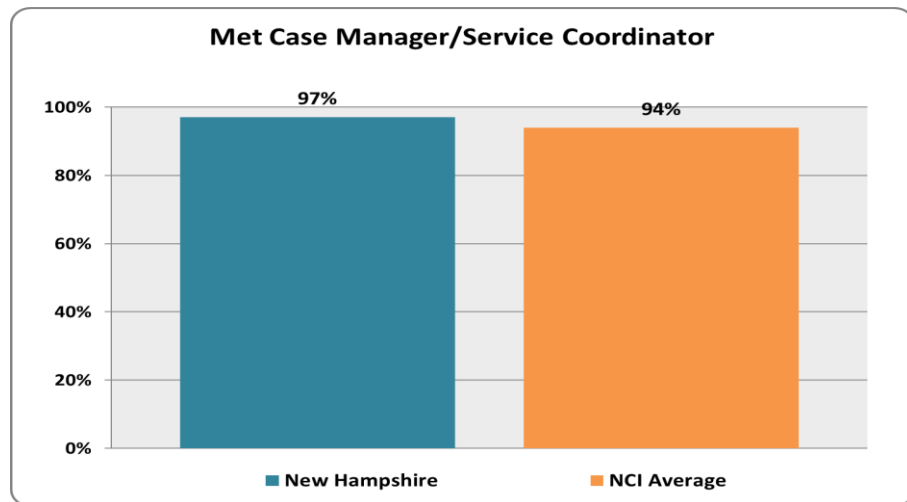
This graph illustrates that among respondents with a day program or regular activity, 21% from New Hampshire and 31% across NCI states reported that they want to go somewhere else or do something else during the day.

States ranged between 42% and 20%.

Service Coordination

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

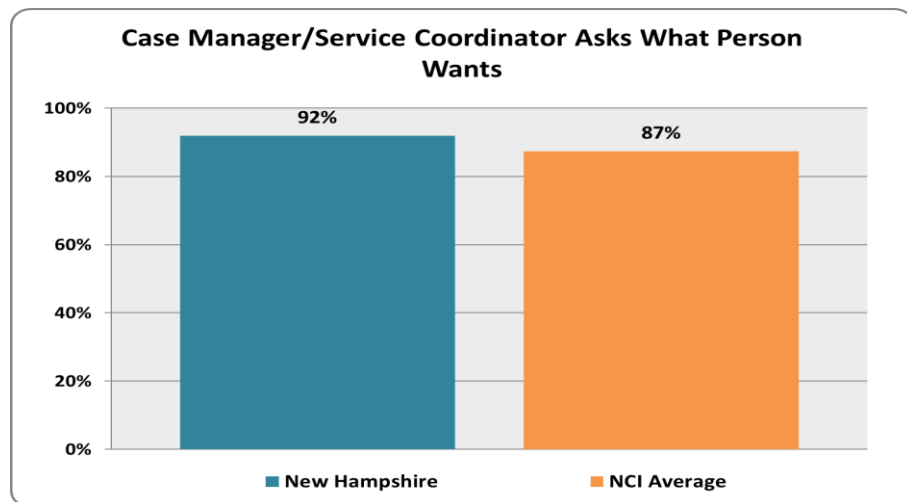
GRAPH 70. MET CASE MANAGER/SERVICE COORDINATOR



This graph illustrates that 97% of respondents from New Hampshire and 94% across NCI states reported that they met their case manager/service coordinator.

States ranged between 99% and 85%.

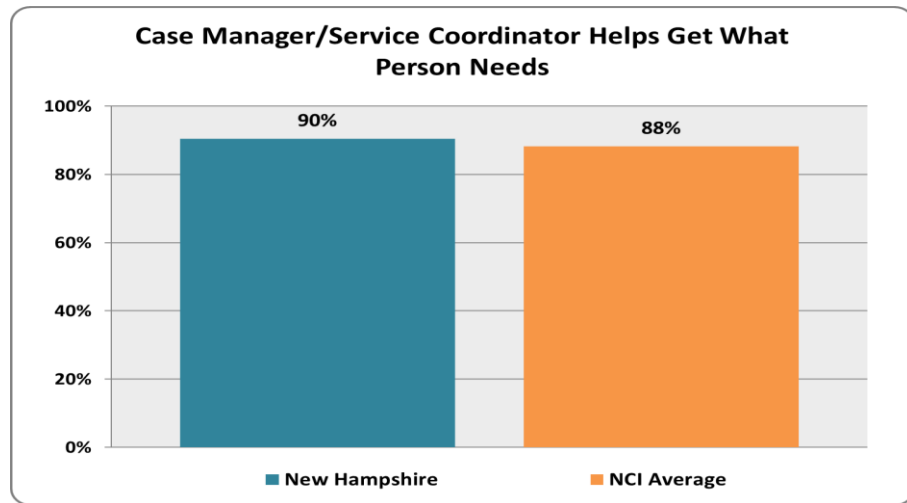
GRAPH 71. CASE MANAGER/SERVICE COORDINATOR ASKS WHAT PERSON WANTS



This graph illustrates that 92% of respondents from New Hampshire and 87% across NCI states reported their case manager/service coordinator asks them what they want.

States ranged between 98% and 72%.

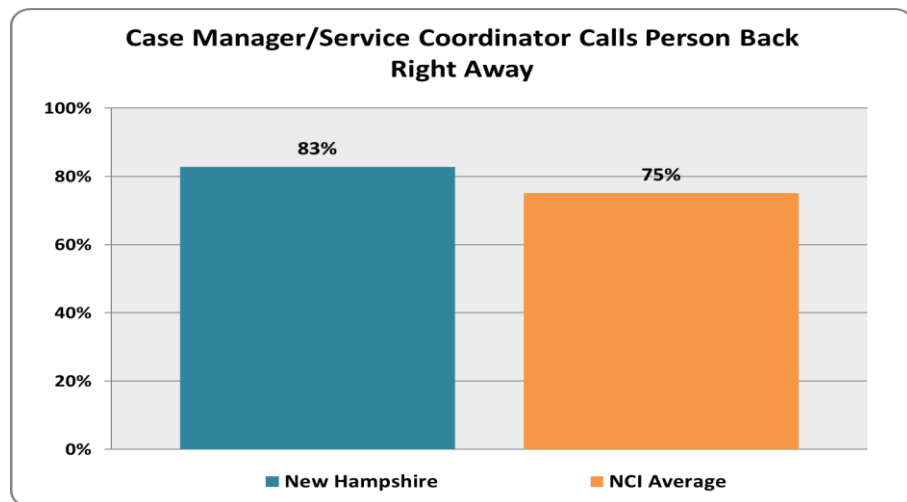
GRAPH 72. CASE MANAGER/SERVICE COORDINATOR HELPS GET WHAT PERSON NEEDS



This graph illustrates that 90% of respondents from New Hampshire and 88% across NCI states reported their case manager/service coordinator helps get them what they need.

States ranged between 97% and 70%.

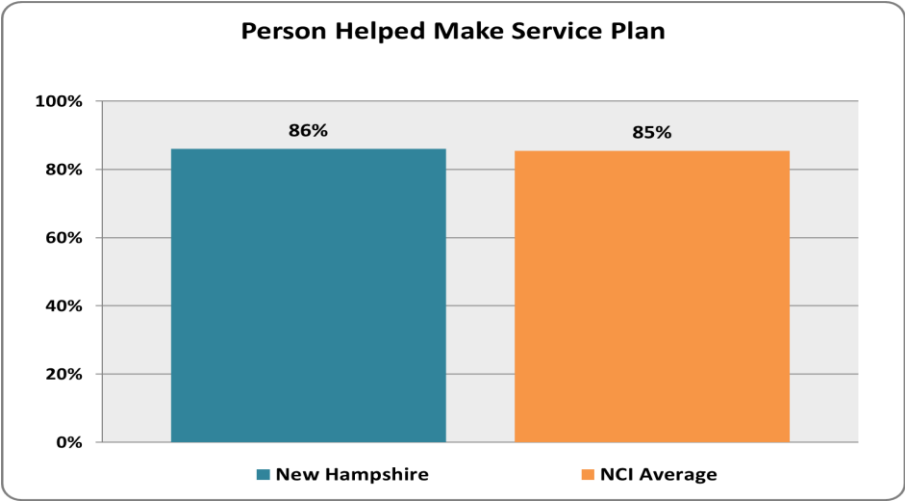
GRAPH 73. CASE MANAGER/SERVICE COORDINATOR CALLS PERSON BACK RIGHT AWAY



This graph illustrates that 83% of respondents from New Hampshire 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%.

GRAPH 74. PERSON HELPED MAKE SERVICE PLAN



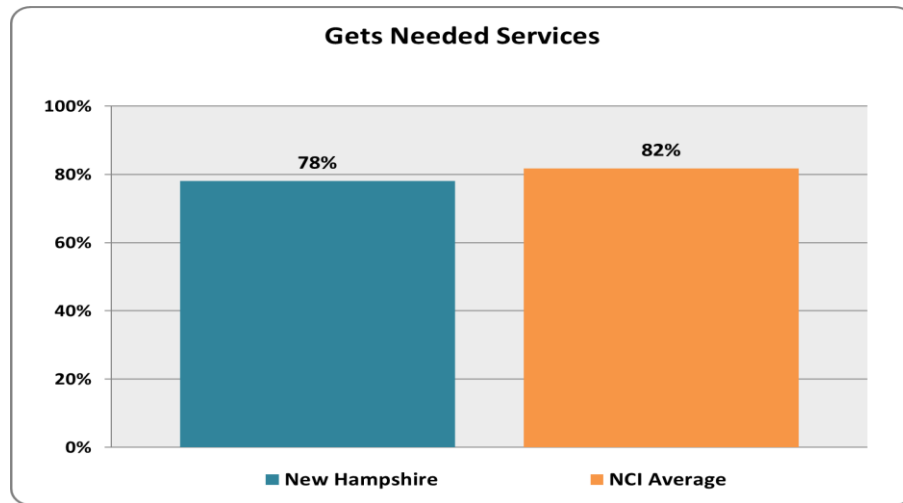
This graph illustrates that 86% of respondents from New Hampshire and 85% across NCI states reported that they helped make their service plan.

States ranged between 96% and 50%.

Access

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

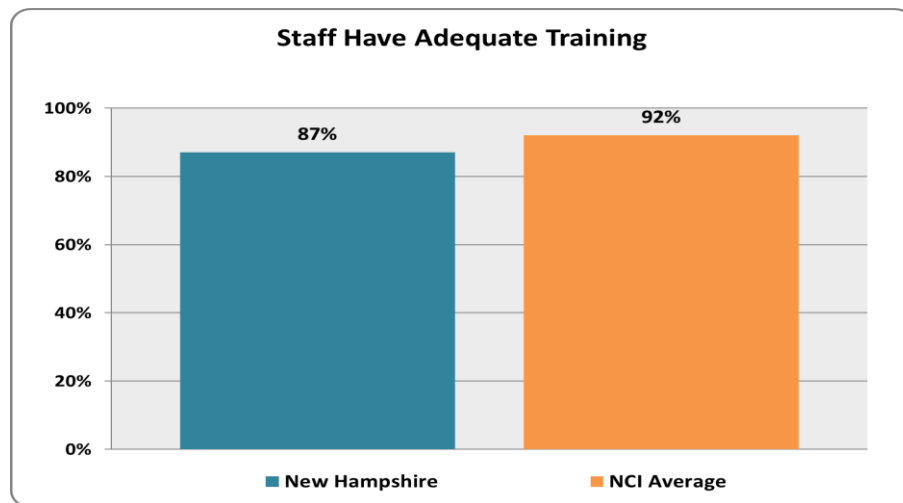
GRAPH 75. GETS NEEDED SERVICES



This graph illustrates that 78% of respondents from New Hampshire and 82% across NCI states reported that they get all the services they need.

States ranged between 93% and 53%.

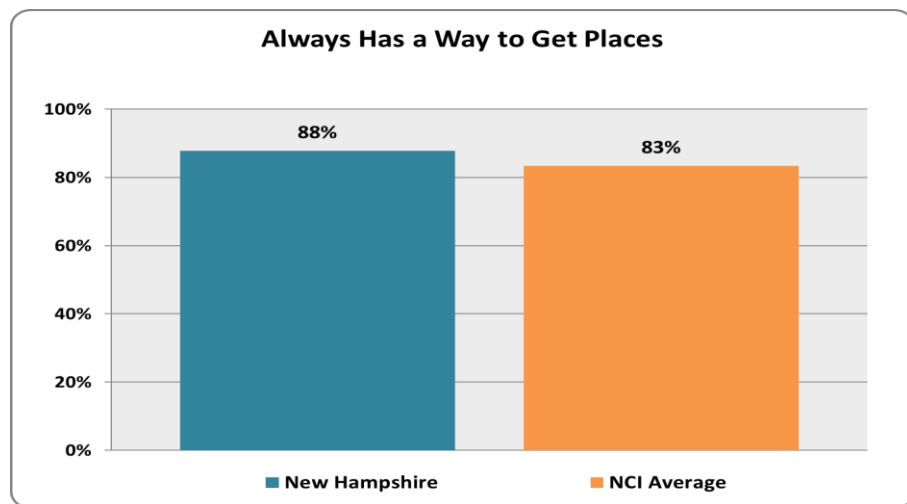
GRAPH 76. STAFF HAVE ADEQUATE TRAINING



This graph illustrates that 87% of respondents from New Hampshire and 92% across NCI states reported their staff have enough training to meet their needs.

States ranged between 96% and 86%.

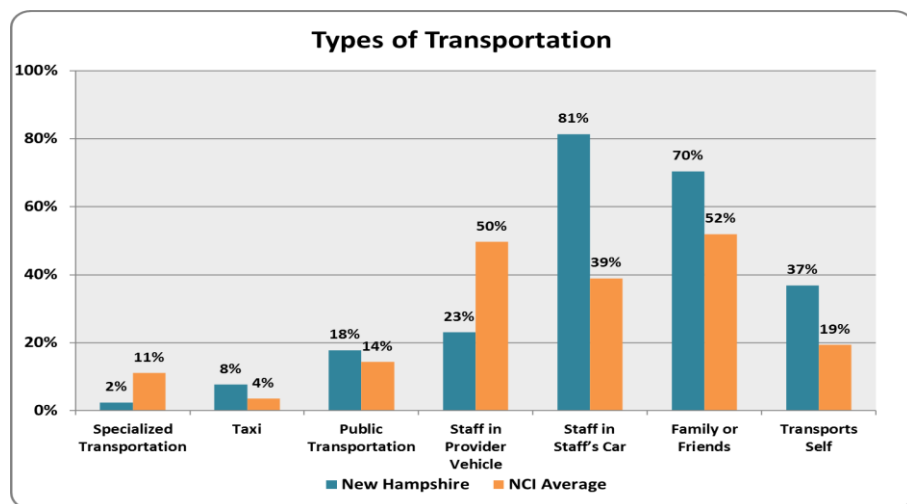
GRAPH 77. ALWAYS HAS A WAY TO GET PLACES



This graph illustrates that 88% of respondents from New Hampshire 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

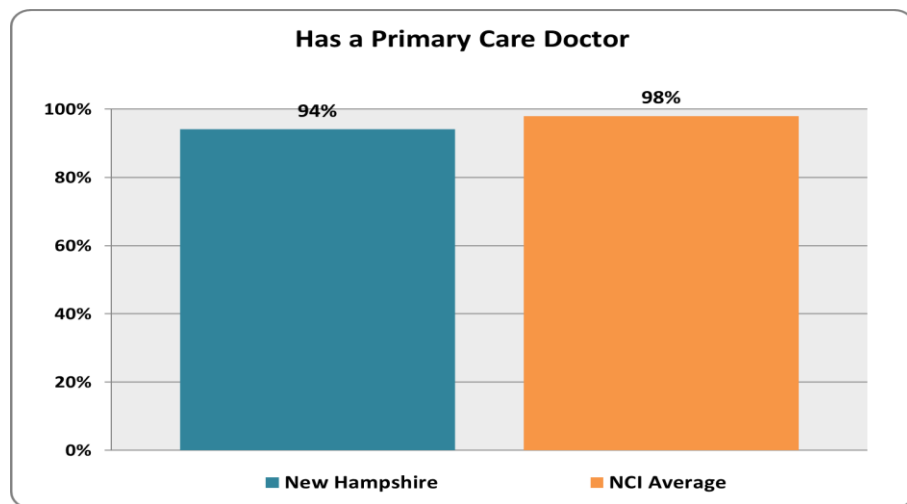


The chart illustrates the typical modes of transportation used, respectively, by respondents in New Hampshire and across NCI states: 2% and 11% via specialized transportation; 8% and 4% via taxi; 18% and 14% via public transportation; 23% and 50% via staff in provider vehicle; 81% and 39% receive transport from staff in staff's car; 70% and 52% from family or friends; 37% and 19% transport themselves.

Health

People secure needed health services.

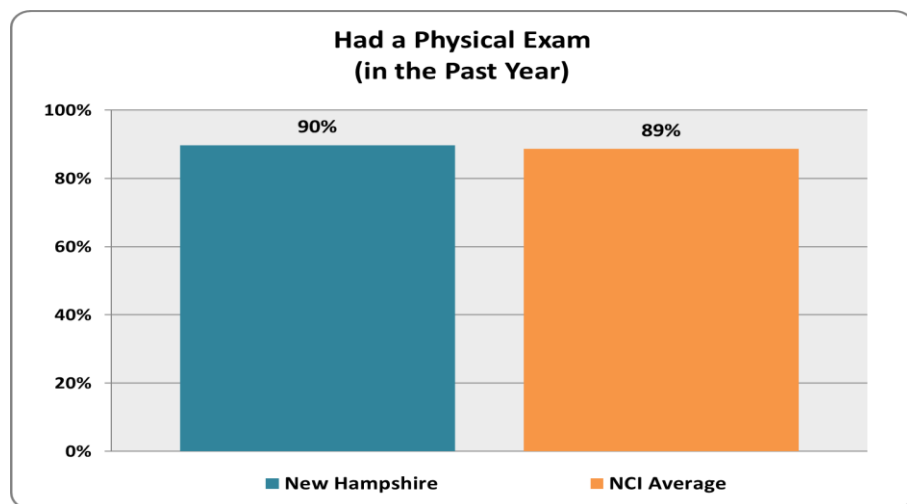
GRAPH 79. HAS A PRIMARY CARE DOCTOR



This graph illustrates that 94% of respondents from New Hampshire and 98% across NCI states were reported to have a primary care doctor.

States ranged between 100% and 94%.

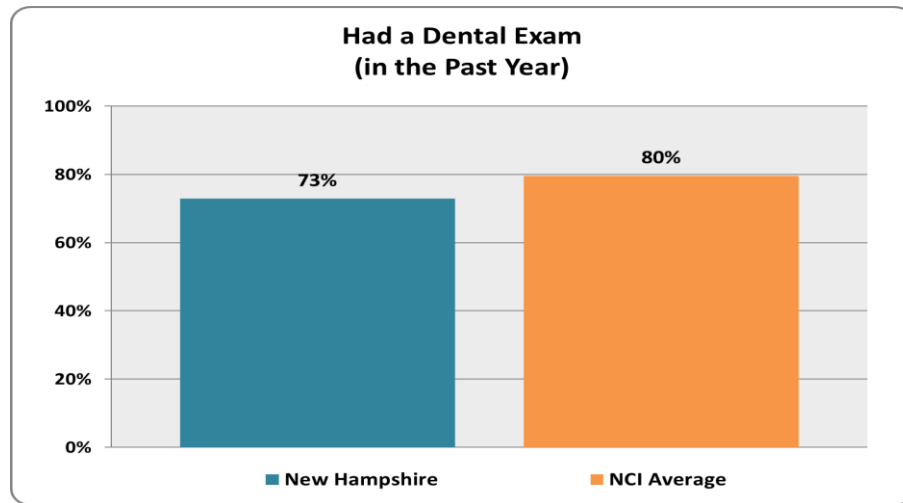
GRAPH 80. HAD AN ANNUAL PHYSICAL EXAM (IN THE PAST YEAR)



This graph illustrates that 90% of respondents from New Hampshire and 89% across NCI states were reported to have had a physical exam in the past year.

States ranged between 97% and 63%.

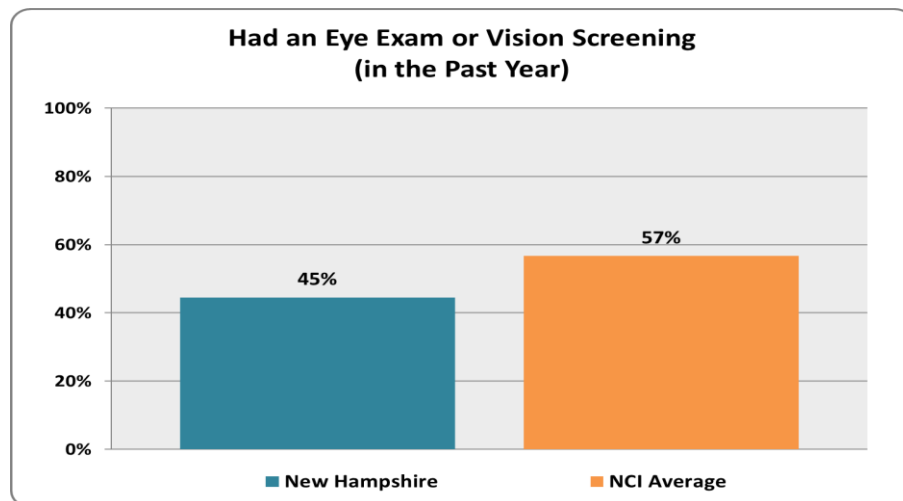
GRAPH 81. HAD A DENTAL EXAM (IN THE PAST YEAR)



This graph illustrates that 73% of respondents from New Hampshire and 80% across NCI states were reported to have had a dental exam in the past year.

States ranged between 97% and 62%.

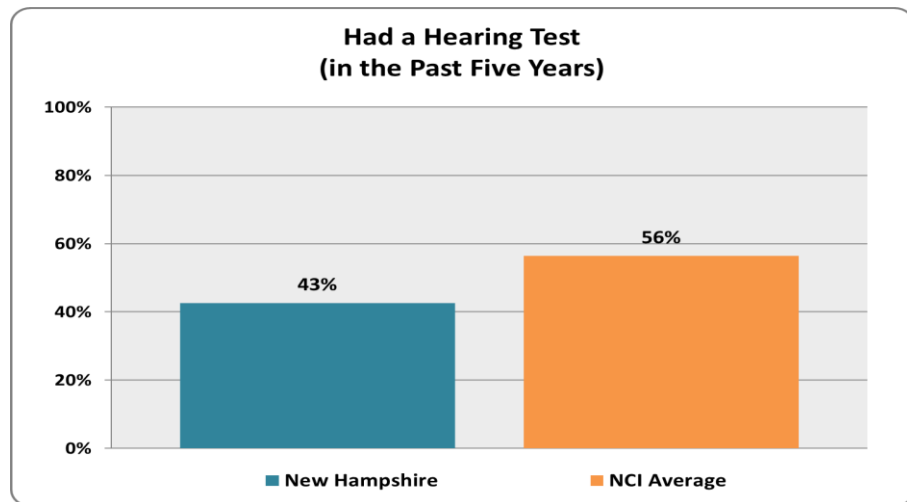
GRAPH 82. HAD AN EYE EXAM OR VISION SCREENING (IN THE PAST YEAR)



This graph illustrates that 45% of respondents from New Hampshire 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%.

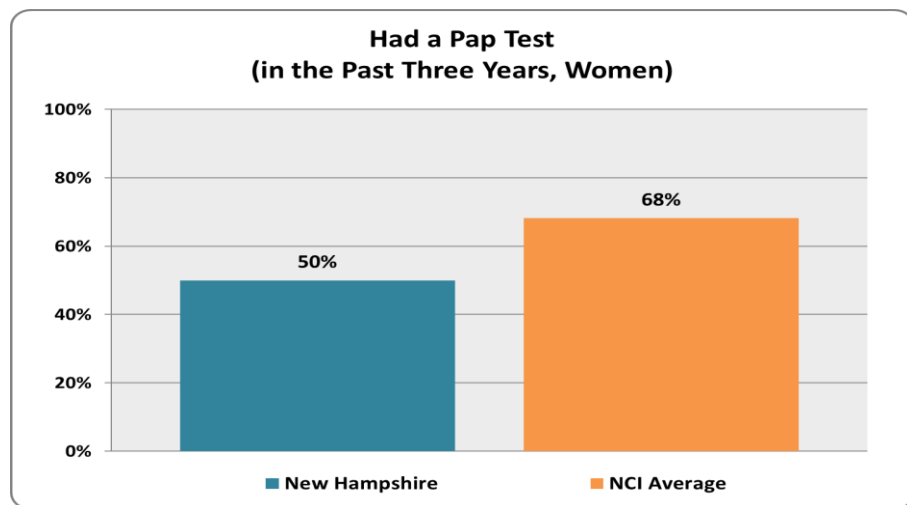
GRAPH 83. HAD A HEARING TEST (IN THE PAST FIVE YEARS)



This graph illustrates that 43% of respondents from New Hampshire and 56% across NCI states were reported to have had a hearing test in the past five years.

States ranged between 94% and 30%.

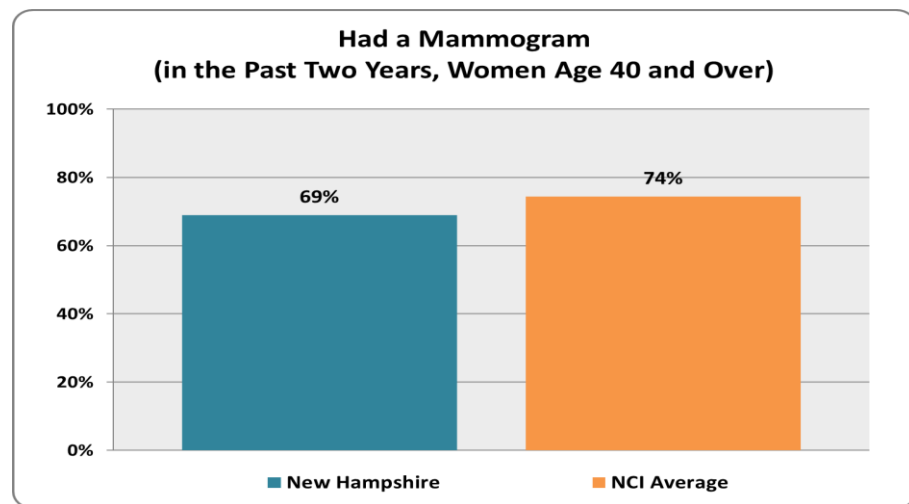
GRAPH 84. HAD A PAP TEST (IN THE PAST THREE YEARS, WOMEN)



This graph illustrates that among female respondents, 50% from New Hampshire and 68% across NCI states were reported to have had a pap test in the past three years.

States ranged between 87% and 32%.

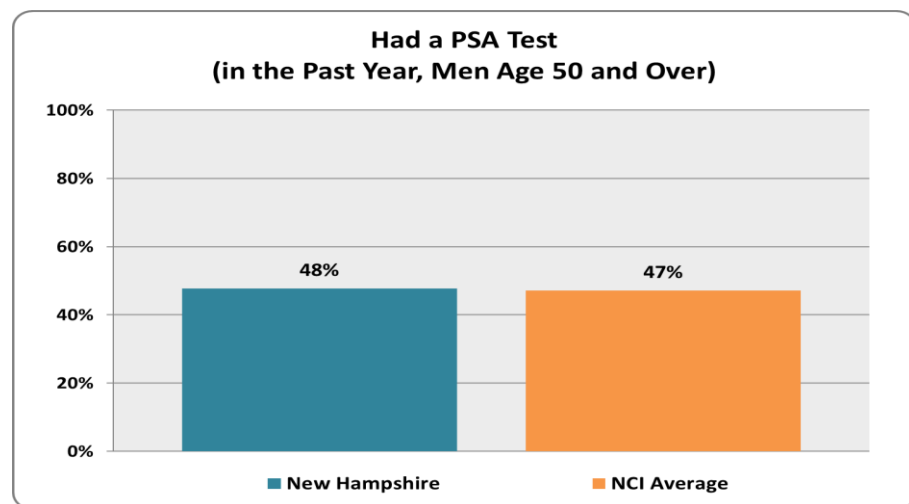
GRAPH 85. HAD A MAMMOGRAM (IN THE PAST TWO YEARS, WOMEN 40 AND OVER)



This graph illustrates that among female respondents age 40 and over, 69% from New Hampshire and 74% across NCI states were reported to have had a mammogram in the past two years.

States ranged between 93% and 37%.

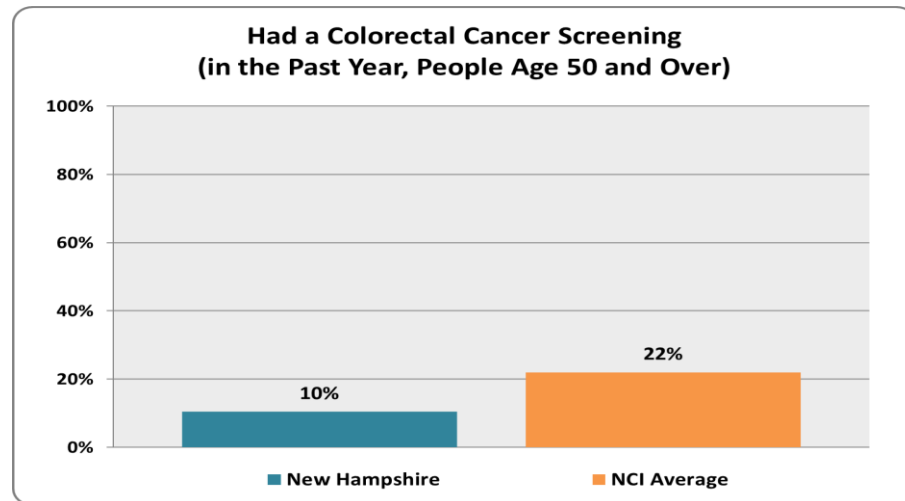
GRAPH 86. HAD A PSA TEST (IN THE PAST YEAR, MEN 50 AND OVER)



This graph illustrates that among male respondents age 50 and older, 48% from New Hampshire and 47% across NCI states were reported to have had a PSA test in the past year.

States ranged between 74% and 21%.

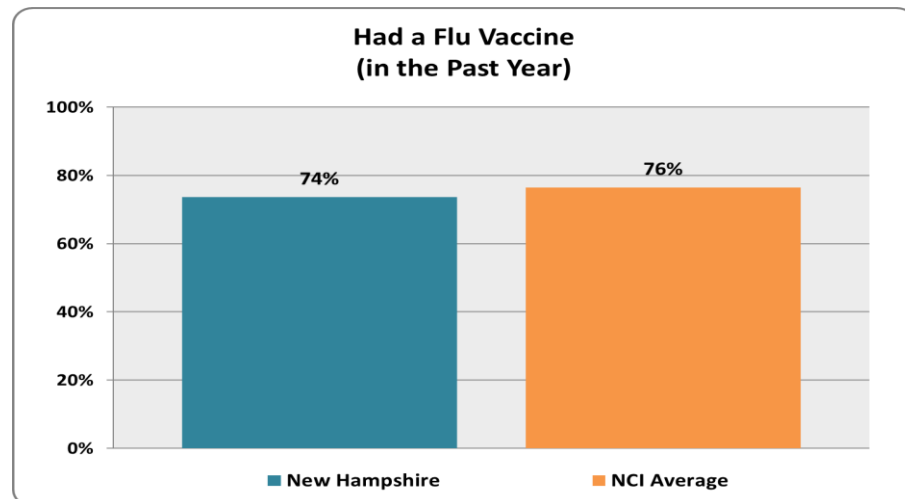
GRAPH 87. HAD A COLORECTAL CANCER SCREENING (IN THE PAST YEAR, AGE 50 AND OVER)



This graph illustrates that among respondents age 50 and older, 10% from New Hampshire and 22% across NCI states were reported to have had a colorectal cancer screening in the past year.

States ranged between 40% and 10%.

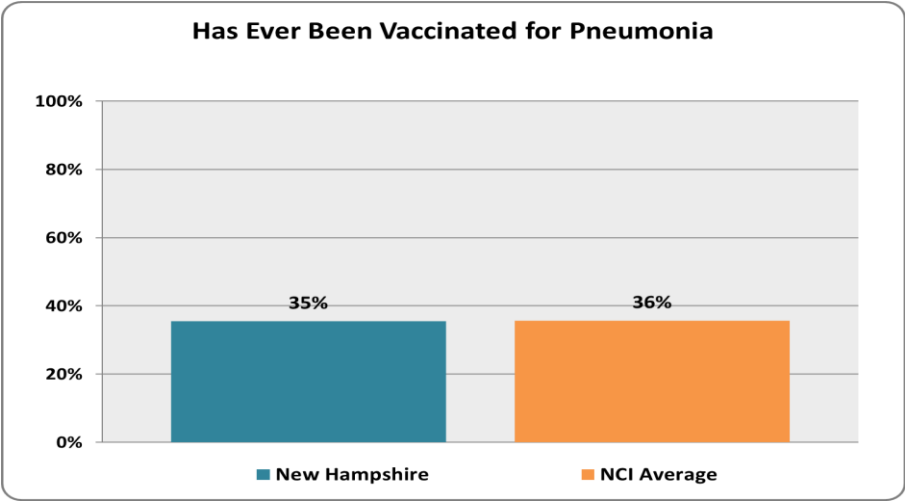
GRAPH 88. HAD A FLU VACCINE (IN THE PAST YEAR)



This graph illustrates that 74% of respondents from New Hampshire and 76% across NCI states were reported to have had a flu vaccine in the past year.

States ranged between 90% and 47%.

GRAPH 89. HAS EVER BEEN VACCINATED FOR PNEUMONIA



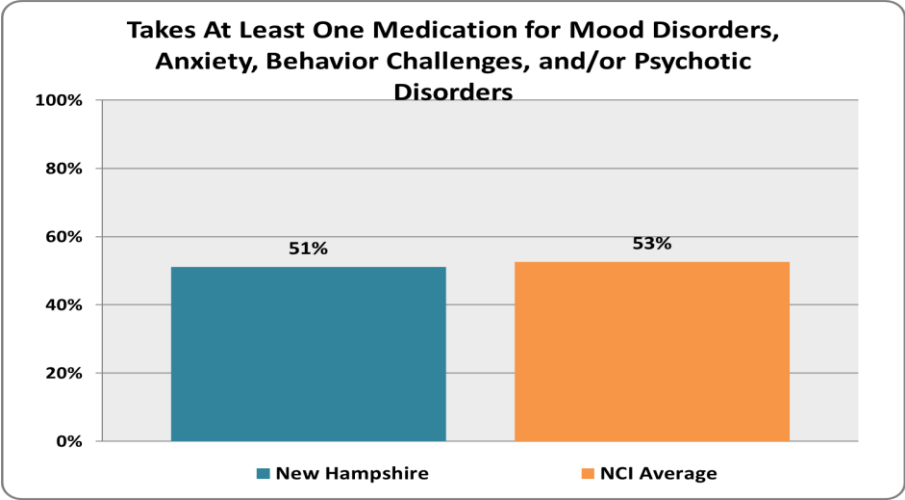
This graph illustrates that 35% of respondents from New Hampshire and 36% across NCI states were reported to have ever had a pneumonia vaccine.

States ranged between 59% and 18%.

Medication

Medications are managed effectively and appropriately.

GRAPH 90. TAKES AT LEAST ONE MEDICATION FOR MOOD DISORDERS, BEHAVIOR CHALLENGES, ANXIETY, OR PSYCHOTIC DISORDERS



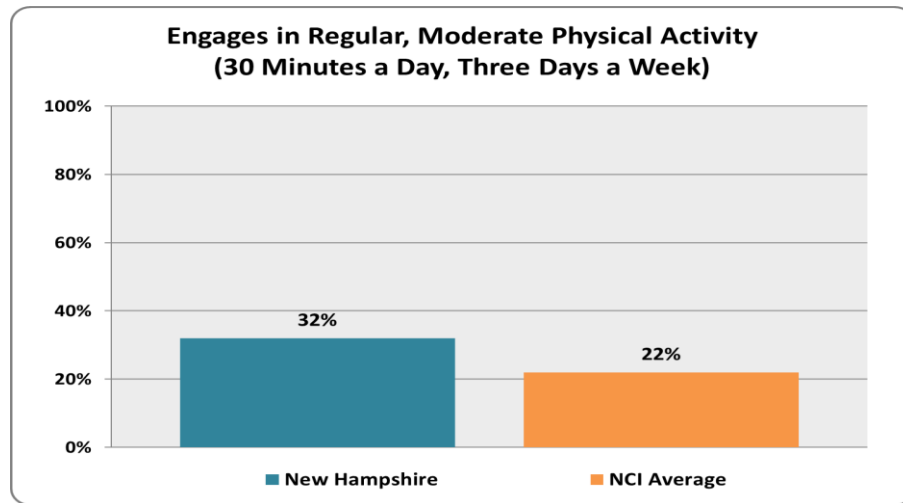
This graph illustrates that 51% of respondents from New Hampshire and 53% across NCI states were reported to take at least one medication for mood disorders, anxiety, behavior challenges, and/or psychotic disorders.

States ranged between 72% and 32%.

Wellness

People are supported to maintain healthy habits.

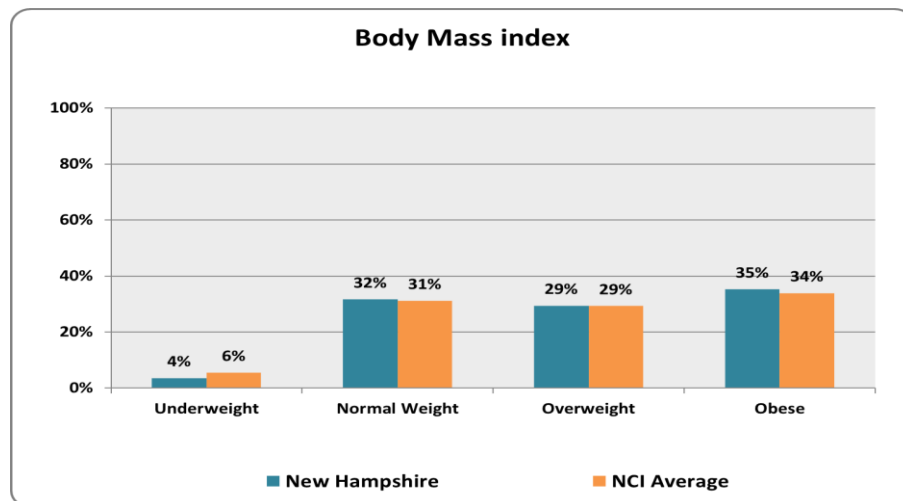
GRAPH 91. ENGAGES IN REGULAR, MODERATE PHYSICAL ACTIVITY



This graph illustrates that 32% of respondents from New Hampshire 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%.

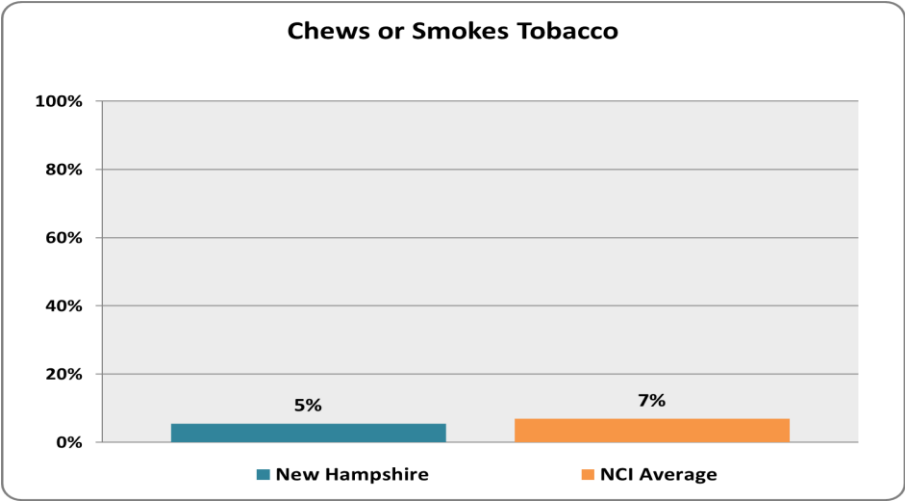
GRAPH 92. BMI (BODY MASS INDEX)



This graph illustrates that, respectively, respondents from New Hampshire and across NCI states fall into the following BMI categories: 4% and 6% underweight, 32% and 31% within a normal weight, 29% and 29% overweight, and 35% 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.

GRAPH 93. CHEWS OR SMOKES TOBACCO



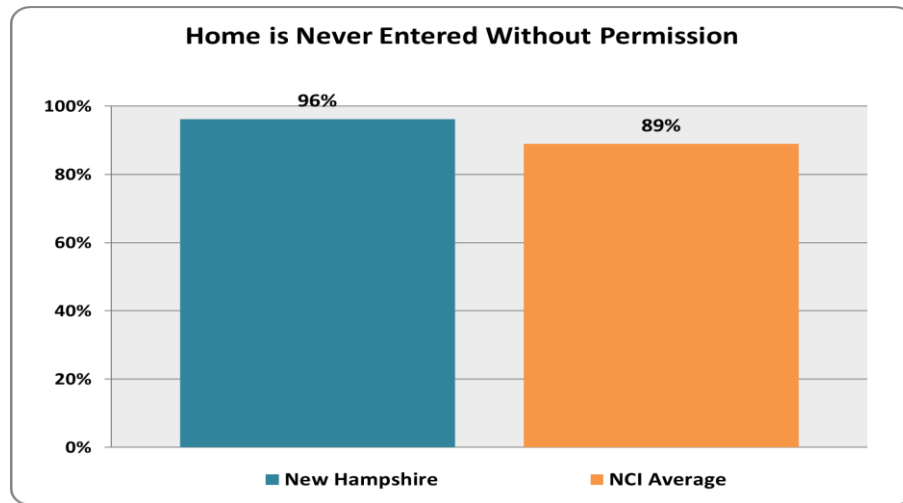
This graph illustrates that 5% of respondents from New Hampshire and 7% across NCI states were reported to chew or smoke tobacco.

States ranged between 14% and 3%.

Respect and Rights

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

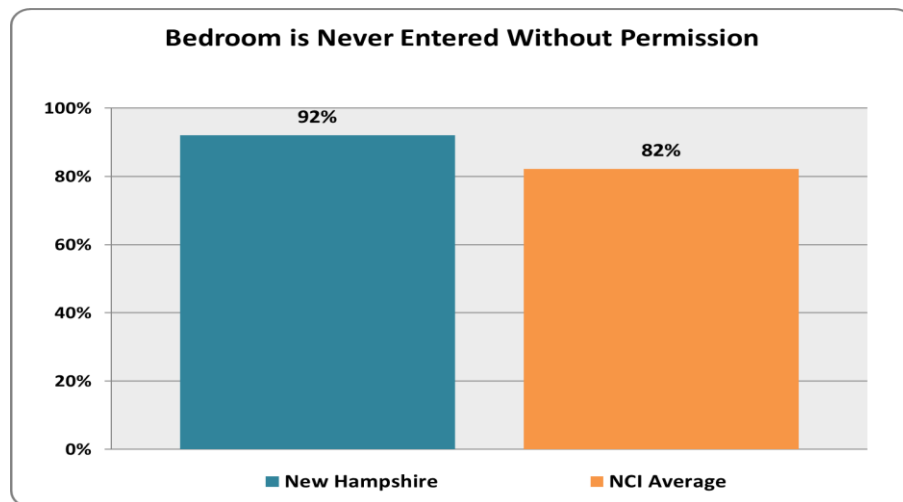
GRAPH 94. HOME IS NEVER ENTERED WITHOUT PERMISSION



This graph illustrates that 96% of respondents from New Hampshire and 89% across NCI states reported that people always let them know before entering their home.

States ranged between 96% and 80%.

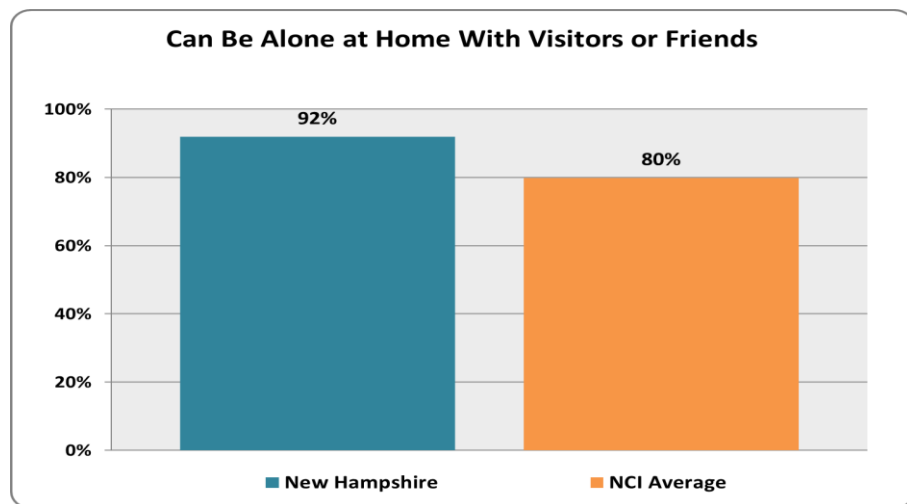
GRAPH 95. BEDROOM IS NEVER ENTERED WITHOUT PERMISSION



This graph illustrates that 92% of respondents from New Hampshire and 82% across NCI states reported that people always let them know before entering their bedroom.

States ranged between 92% and 66%.

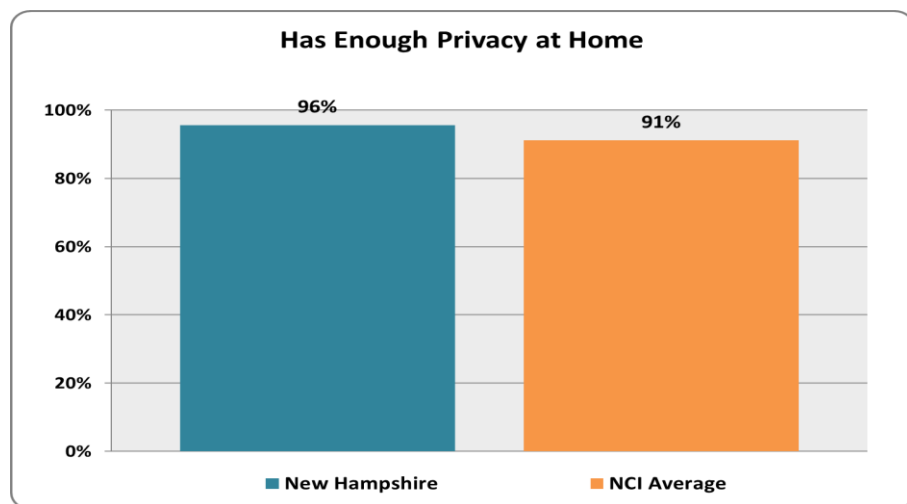
GRAPH 96. CAN BE ALONE AT HOME WITH VISITORS OR FRIENDS



This graph illustrates that 92% of respondents from New Hampshire and 80% across NCI states reported that they could be alone at home with visitors or friends.

States ranged between 94% and 66%.

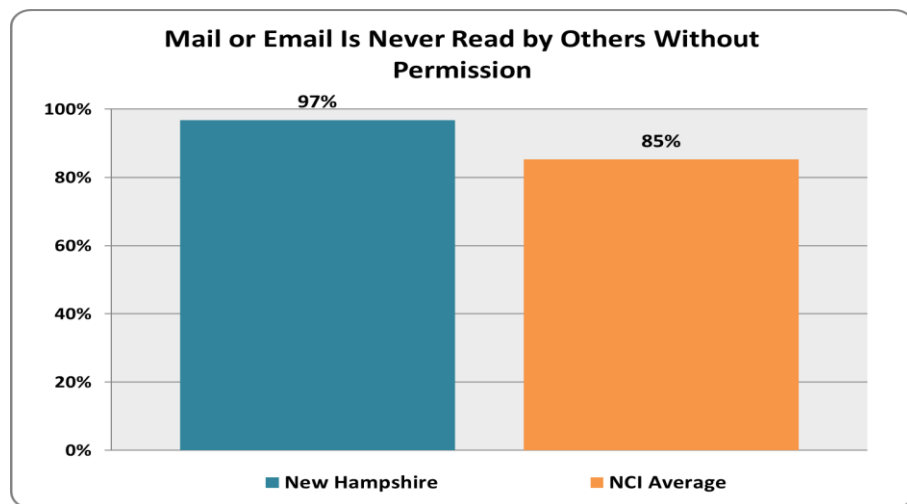
GRAPH 97. HAS ENOUGH PRIVACY AT HOME



This graph illustrates that 96% of respondents from New Hampshire and 91% across NCI states reported that they have enough privacy at home.

States ranged between 97% and 83%.

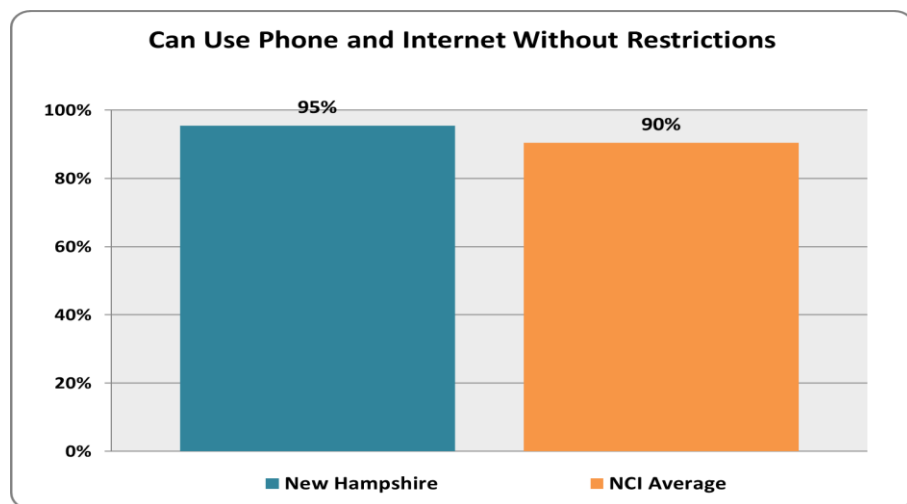
GRAPH 98. MAIL OR EMAIL IS NEVER READ BY OTHERS WITHOUT PERMISSION



This graph illustrates that 97% of respondents from New Hampshire and 85% across NCI states reported others do not read their mail or email without their permission.

States ranged between 97% and 69%.

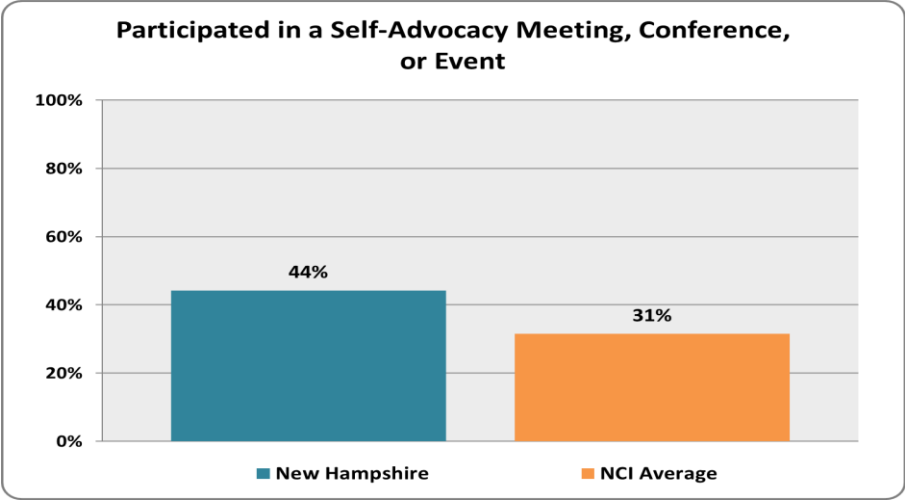
GRAPH 99. CAN USE PHONE AND INTERNET WITHOUT RESTRICTIONS



This graph illustrates that 95% of respondents from New Hampshire and 90% across NCI states reported that they can use the phone and internet without restrictions.

States ranged between 97% and 82%.

GRAPH 100. HAS PARTICIPATED IN A SELF-ADVOCACY MEETING, CONFERENCE, OR EVENT



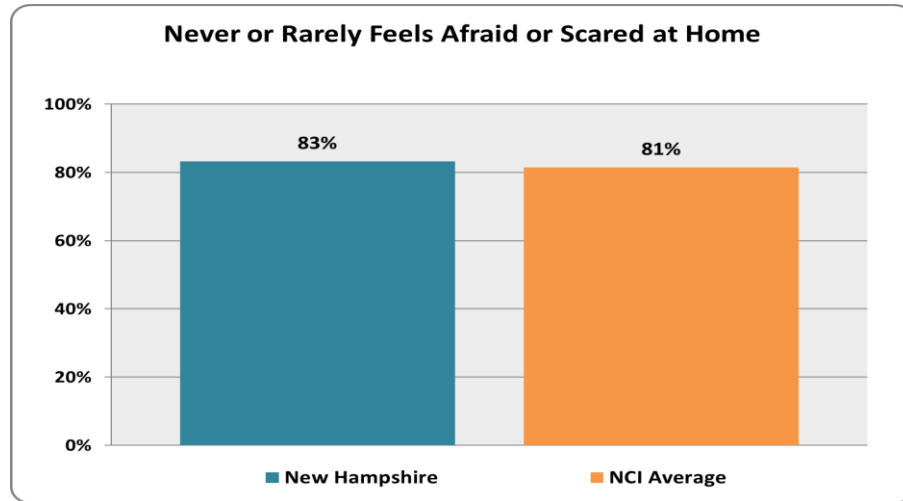
This graph illustrates that 44% of respondents from New Hampshire and 31% across NCI states reported that they have participated in a self-advocacy meeting, conference, or event, or were given the opportunity and chose not to.

States ranged between 44% and 20%.

Safety

People are safe from abuse, neglect, and injury.

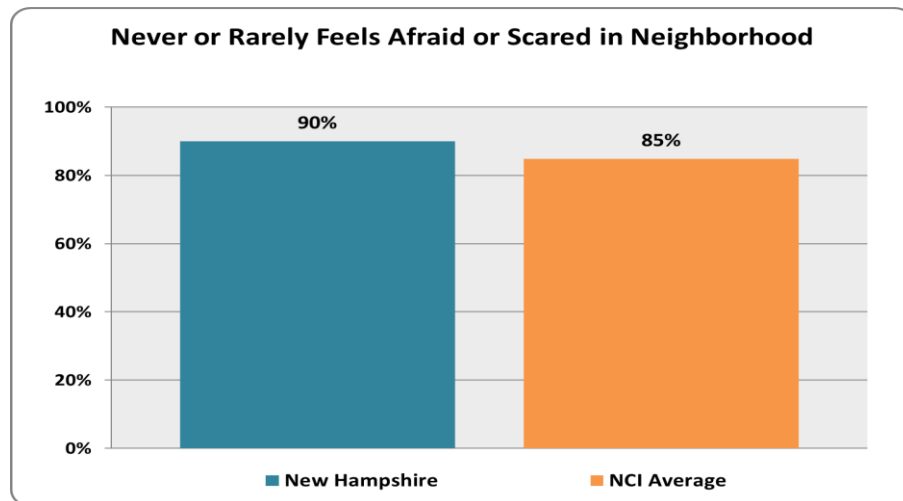
GRAPH 101. NEVER OR RARELY FEELS AFRAID OR SCARED AT HOME



This graph illustrates that 83% of respondents from New Hampshire and 81% across NCI states reported that they never or rarely feel afraid or scared in their home.

States ranged between 90% and 70%.

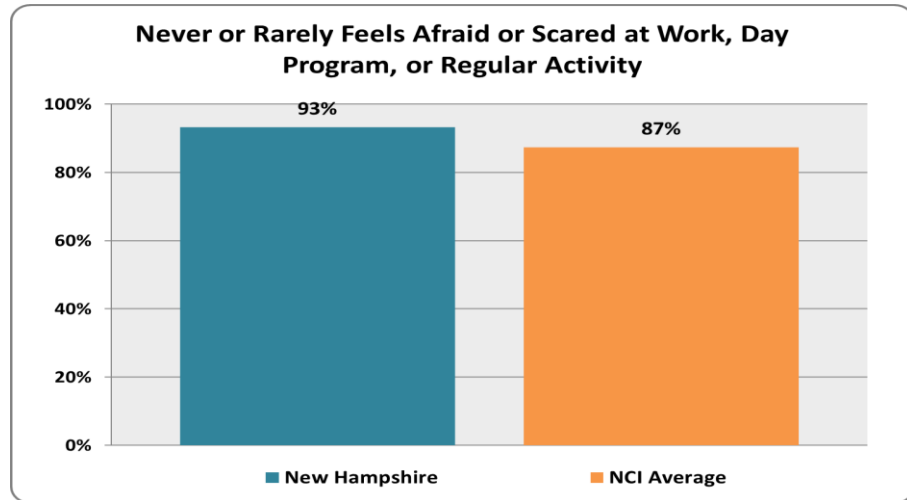
GRAPH 102. NEVER OR RARELY FEELS AFRAID OR SCARED IN NEIGHBORHOOD



This graph illustrates that 90% of respondents from New Hampshire and 85% across NCI states reported that they never or rarely feel afraid or scared in their neighborhood.

States ranged between 93% and 80%.

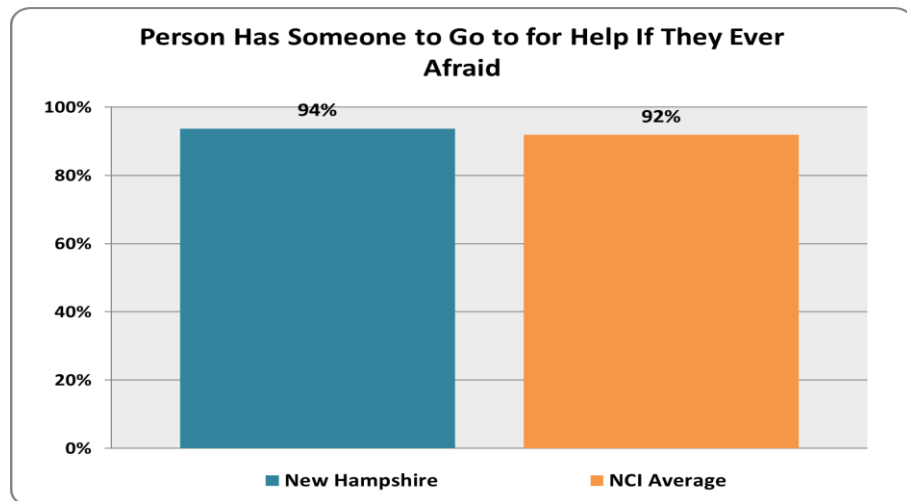
GRAPH 103. NEVER OR RARELY FEELS AFRAID OR SCARED AT WORK, DAY PROGRAM OR REGULAR ACTIVITY



This graph illustrates that 93% of respondents from New Hampshire 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 104. PERSON HAS SOMEONE TO GO TO FOR HELP IF EVER AFRAID



This graph illustrates that 94% of respondents from New Hampshire 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%

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