

NCI Adult Consumer Survey Outcomes

Pennsylvania 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 2012-13 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.

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
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
	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?

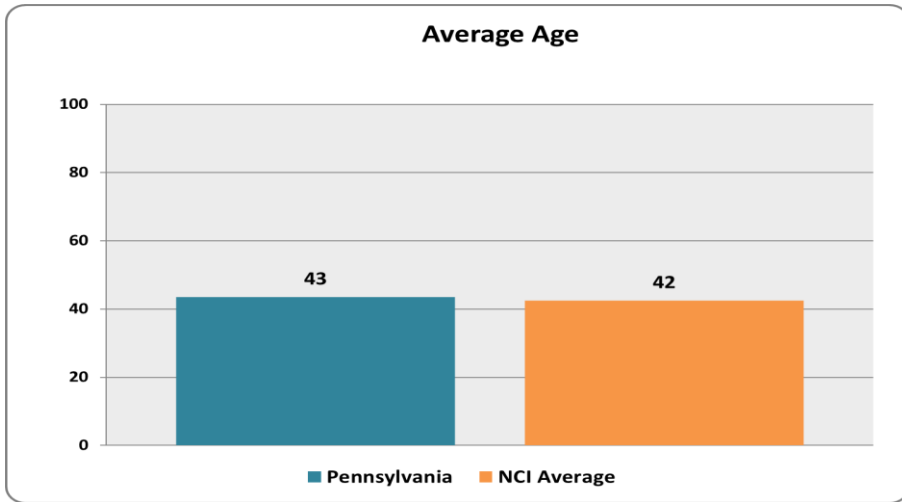
This report compares the 2012-13 NCI Adult Consumer Survey demographic and individual outcome results from Pennsylvania to the NCI Average (the average of all state percentages). Twenty-five (25) states and one sub-state entity participated in the Adult Consumer Survey during the 2012-2013 data collection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

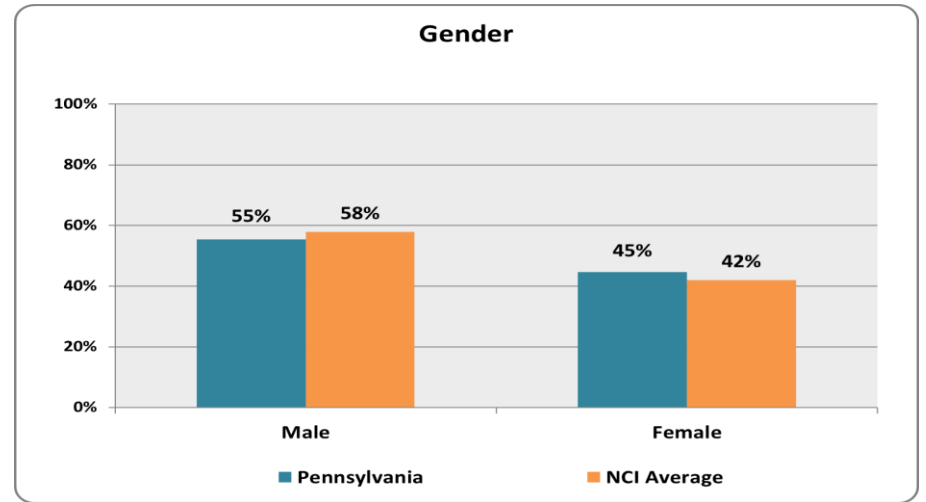
Results: Demographics

Illustrates the demographic profile of survey participants

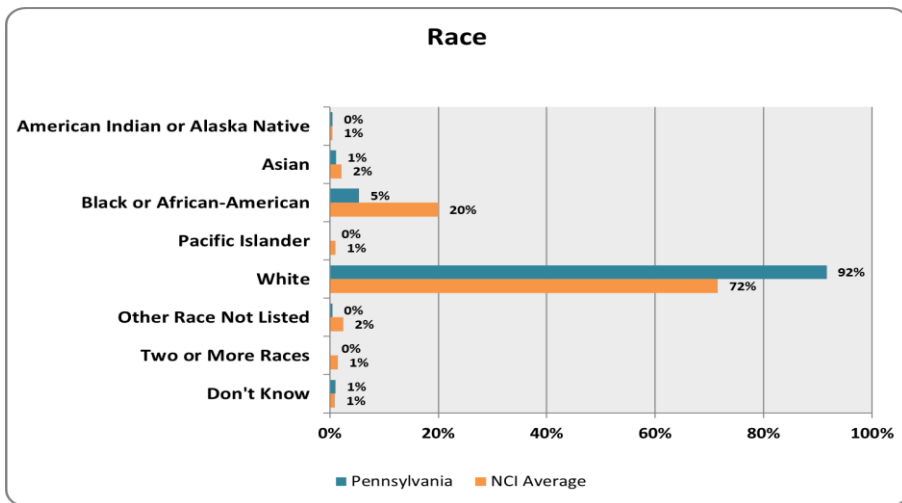
GRAPH 1. AVERAGE AGE



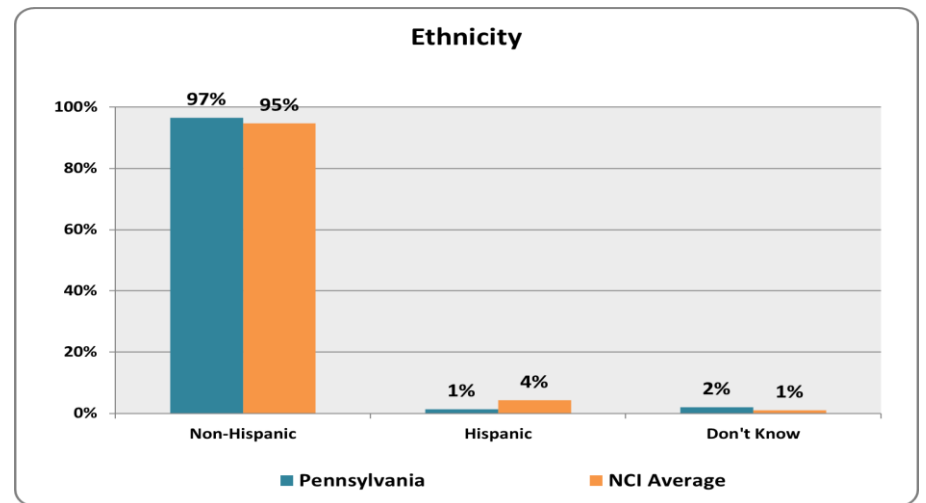
GRAPH 2. GENDER



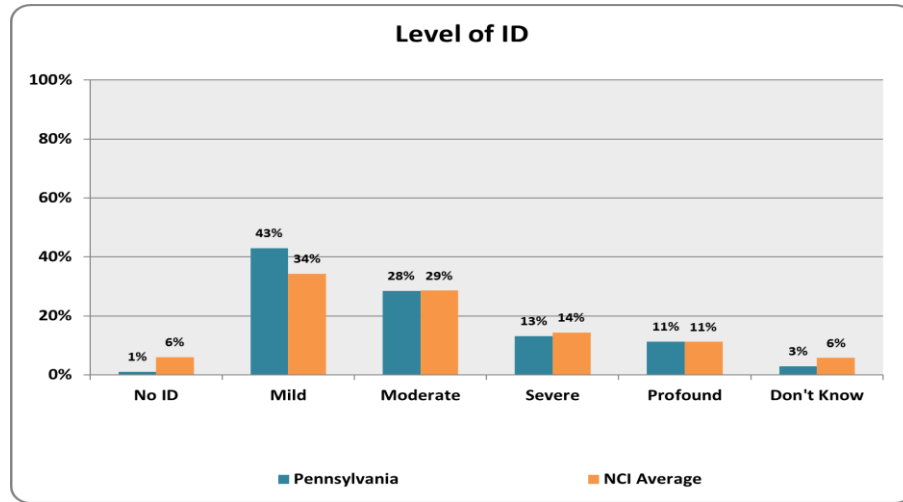
GRAPH 3. RACE



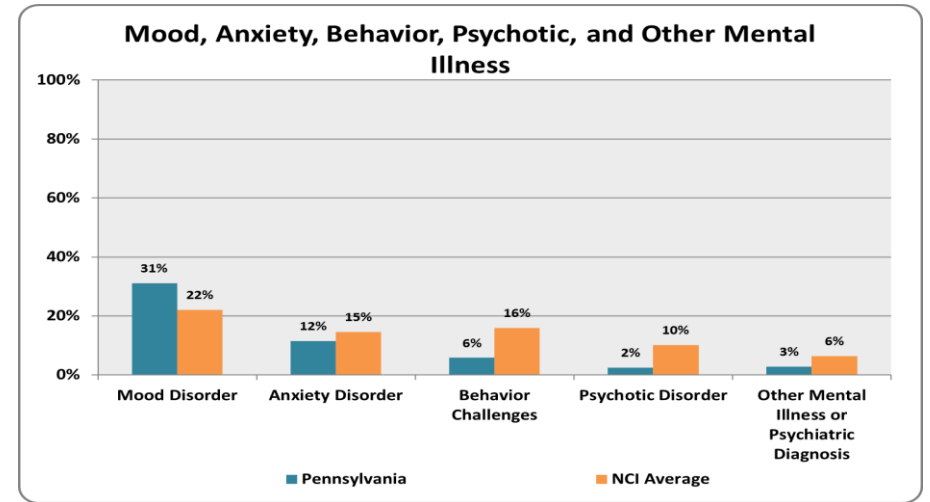
GRAPH 4. ETHNICITY



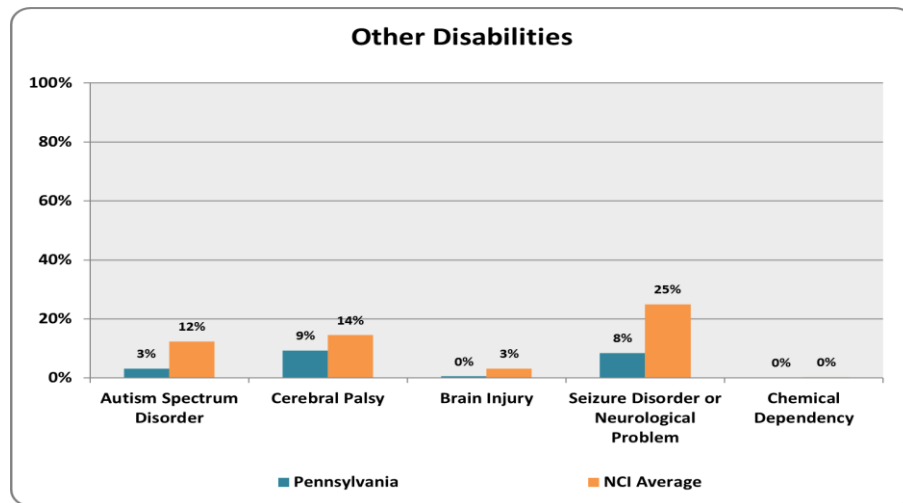
GRAPH 5. LEVEL OF ID



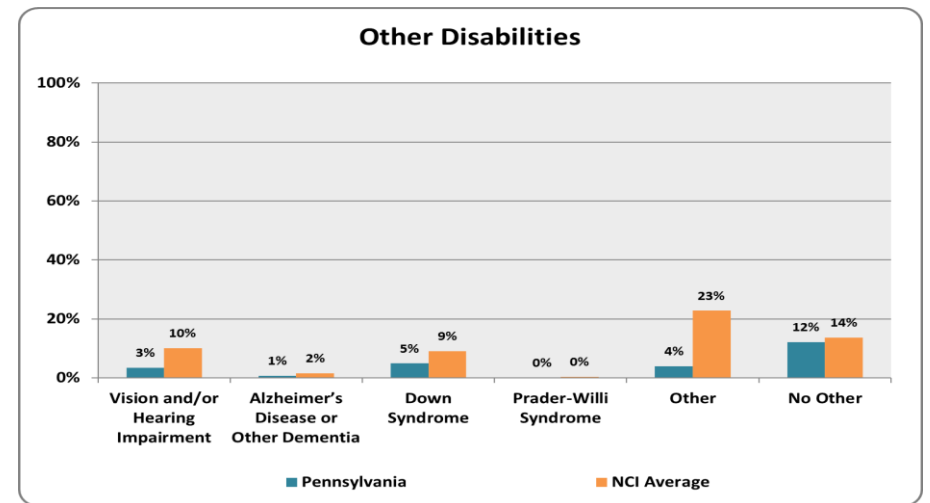
GRAPH 6. MOOD, ANXIETY, BEHAVIOR, PSYCHOTIC, AND OTHER MENTAL ILLNESS*



GRAPH 7A. OTHER DISABILITIES*

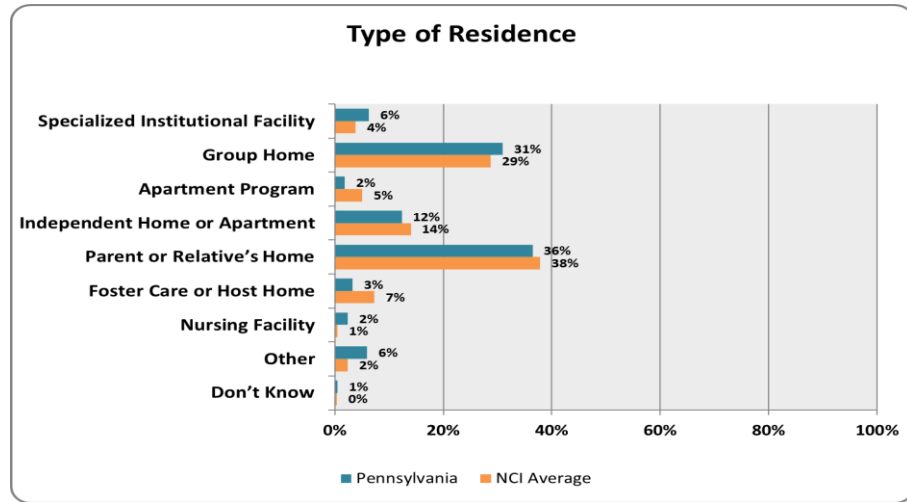


GRAPH 7B. OTHER DISABILITIES (CONTINUED)*

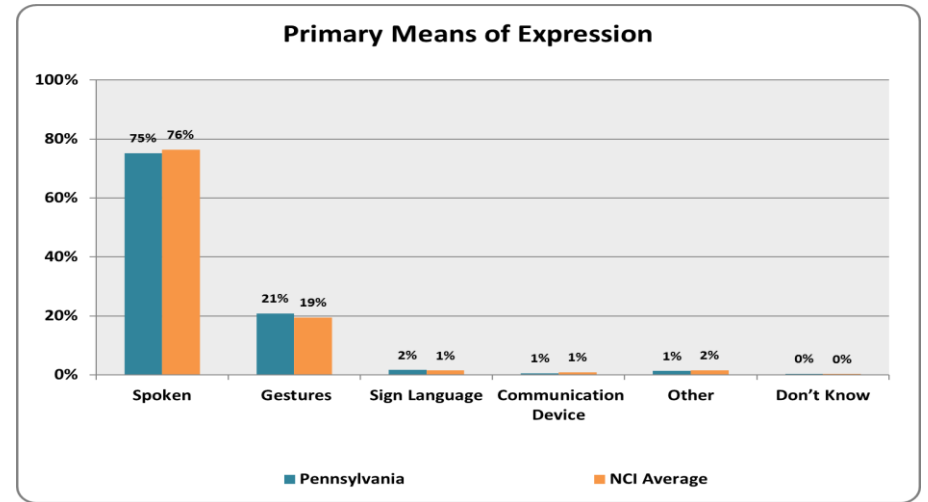


*Categories are not mutually exclusive

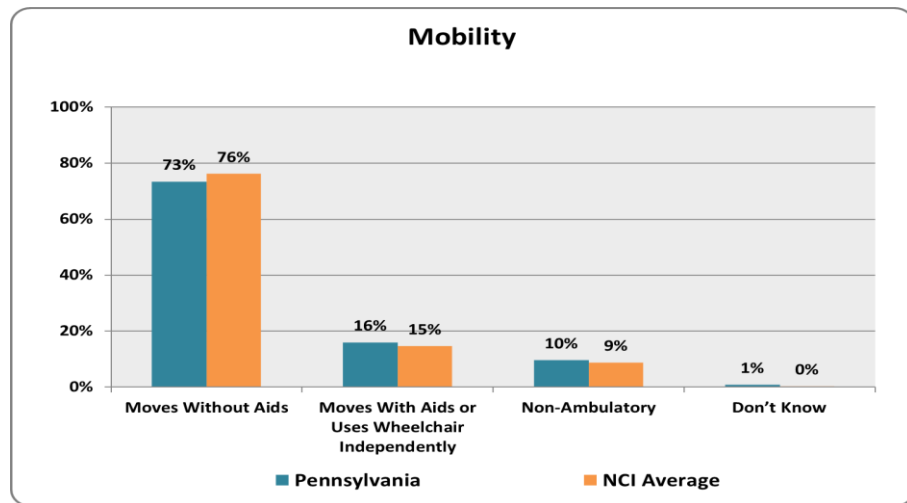
GRAPH 8. TYPE OF RESIDENCE



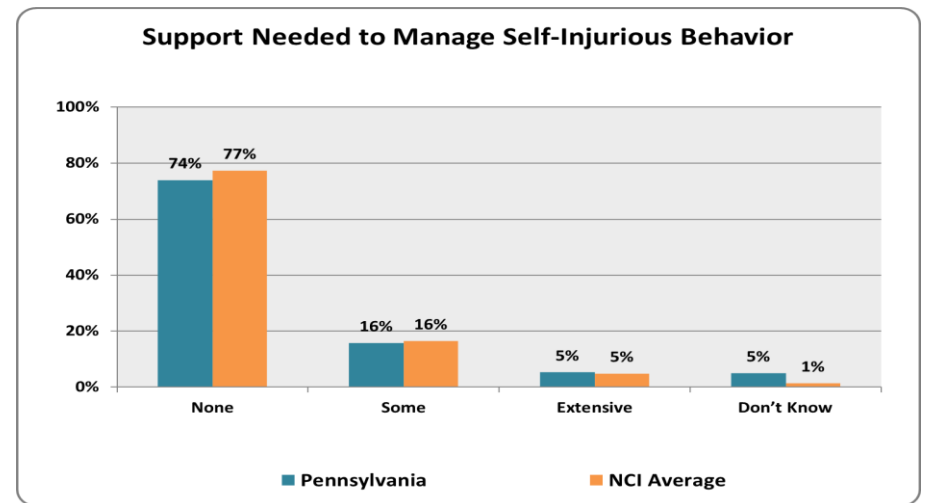
GRAPH 9. PRIMARY MEANS OF EXPRESSION



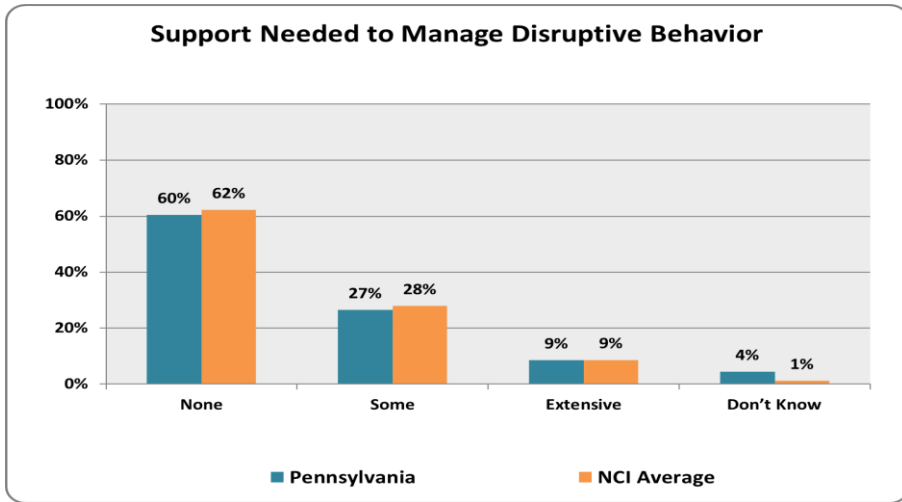
GRAPH 10. MOBILITY



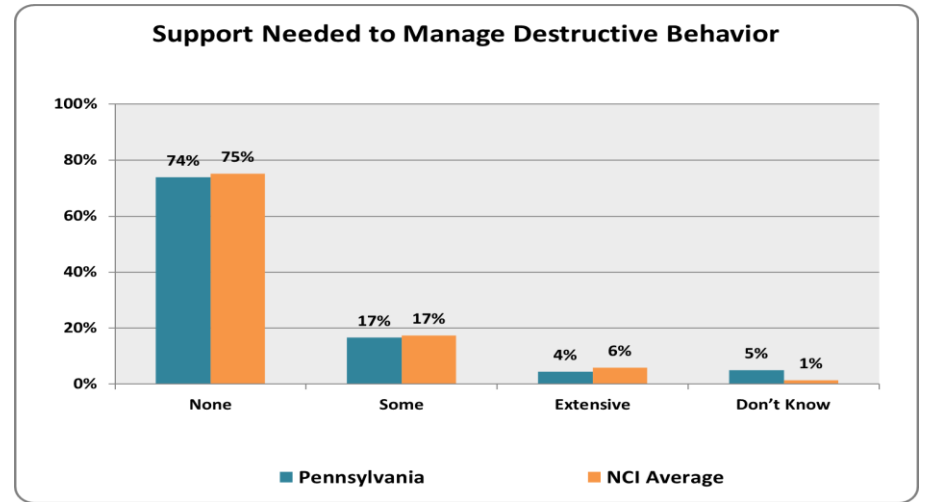
GRAPH 11. SUPPORT NEEDED FOR SELF INJUROUS BEHAVIOR



GRAPH 12. SUPPORT NEEDED FOR DISRUPTIVE BEHAVIOR



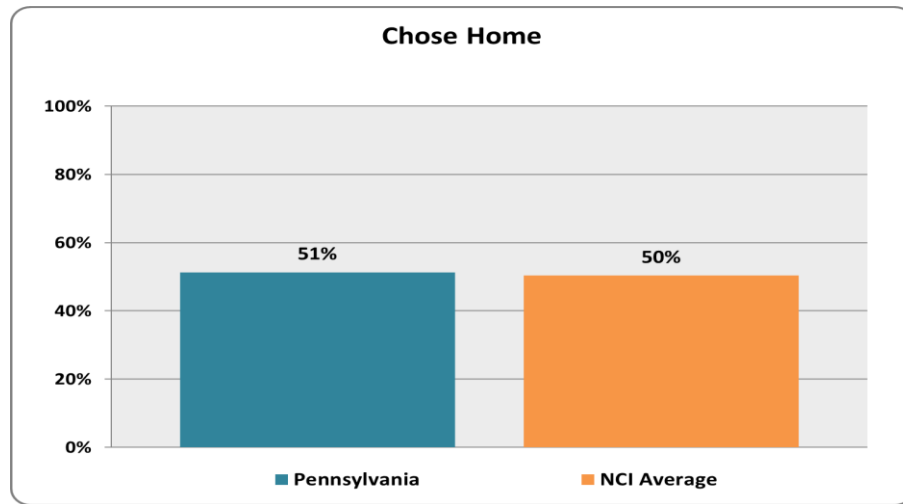
GRAPH 13. SUPPORT NEEDED FOR DESTRUCTIVE BEHAVIOR



Choice

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

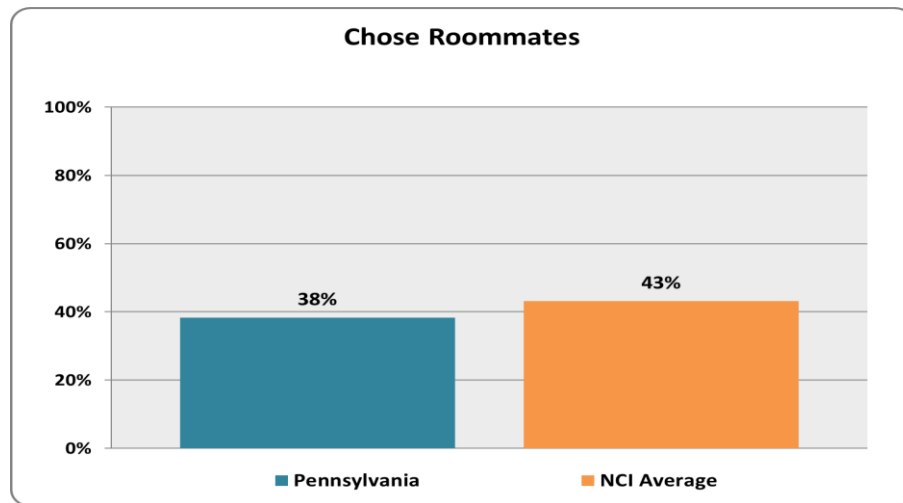
GRAPH 14. CHOSE HOME



This graph illustrates that 51% of respondents from Pennsylvania and 50% across NCI states reported that they chose or had some input in choosing where they live.

States ranged between 73% and 20%.

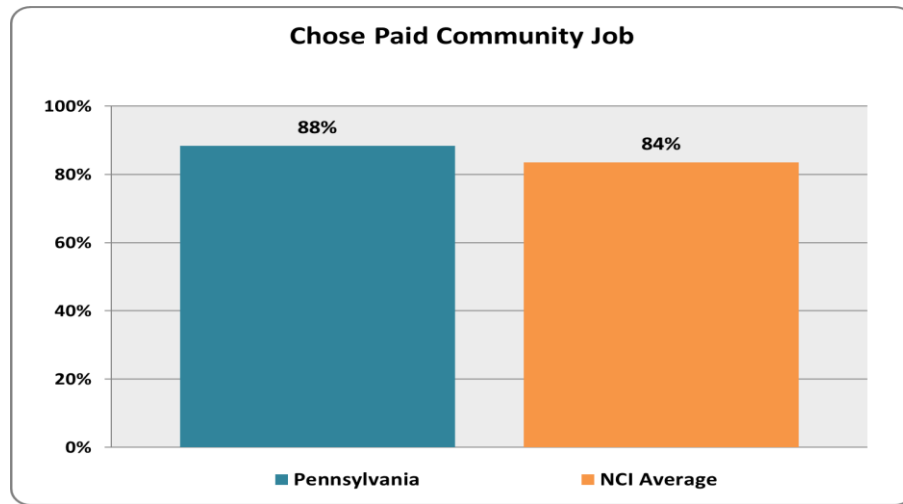
GRAPH 15. CHOSE ROOMMATES



This graph illustrates that 38% of respondents from Pennsylvania 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%.

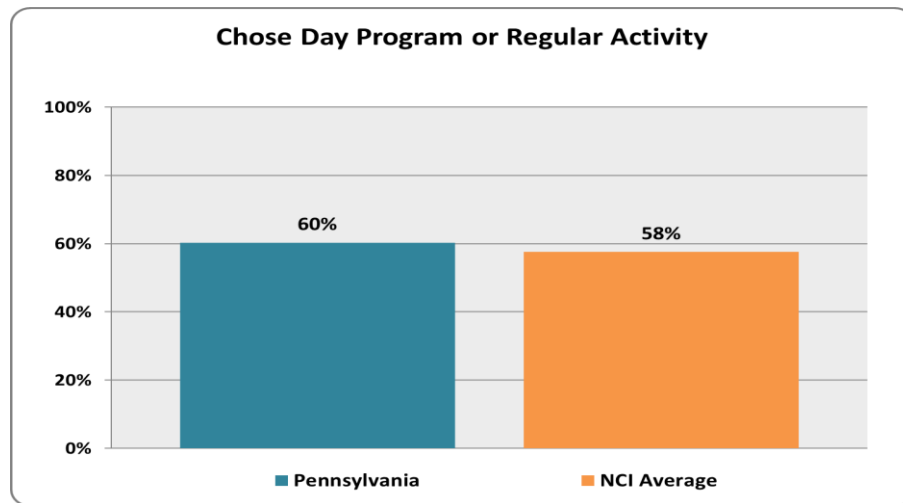
GRAPH 16. CHOSE PAID COMMUNITY JOB



This graph illustrates that among respondents with a paid job in the community, 88% from Pennsylvania and 84% across NCI states reported that they chose or had some input in choosing where they work.

States ranged between 100% and 60%.

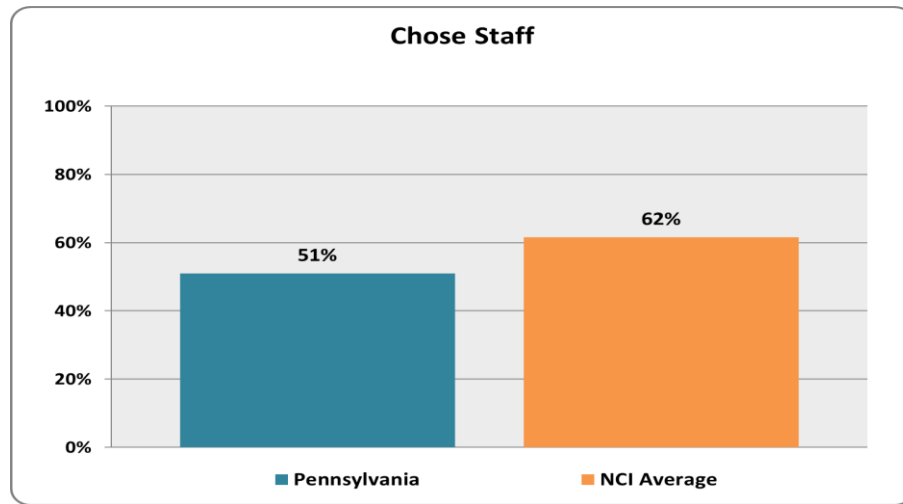
GRAPH 17. CHOSE DAY PROGRAM OR REGULAR ACTIVITY



This graph illustrates that among respondents with a day program or regular activity, 60% from Pennsylvania 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%

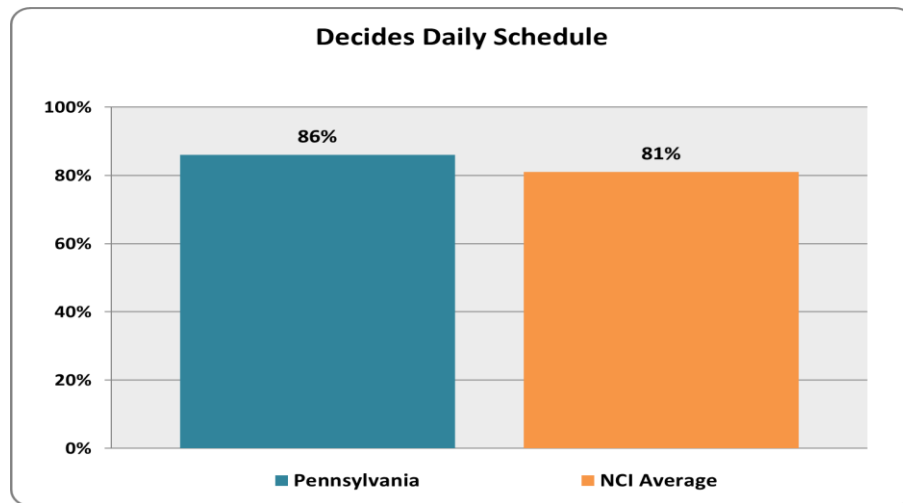
GRAPH 18. CHOSE STAFF



This chart illustrates that 51% of respondents from Pennsylvania 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%.

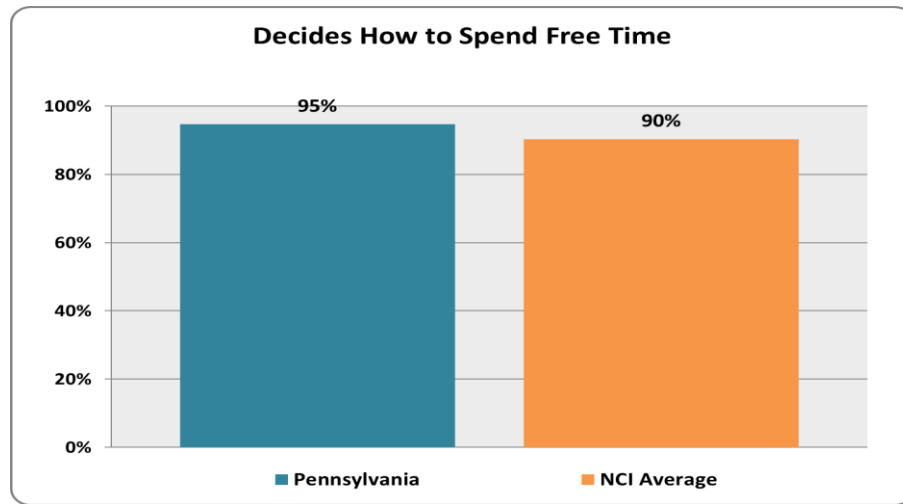
GRAPH 19. DECIDES DAILY SCHEDULE



This graph illustrates that 86% of respondents from Pennsylvania and 81% across NCI states reported that they decide or have input in choosing their daily schedule.

States ranged between 95% and 50%.

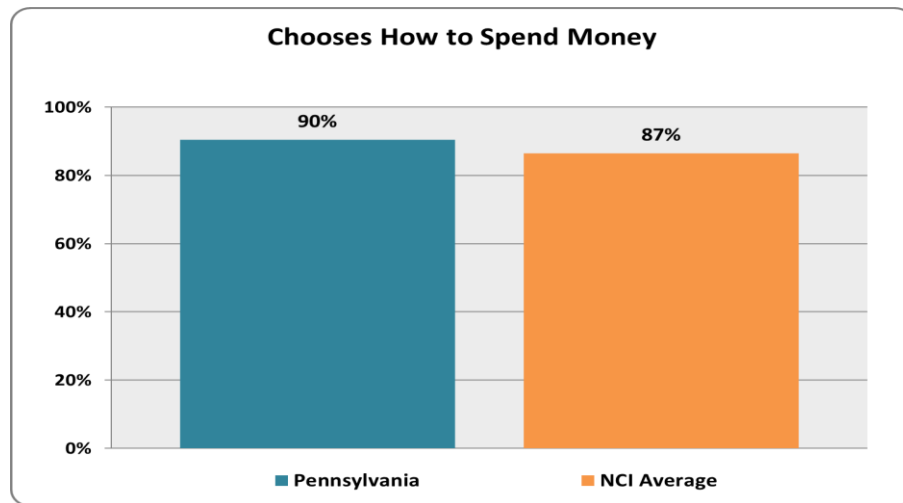
GRAPH 20. DECIDES HOW TO SPEND FREE TIME



This graph illustrates that 95% of respondents from Pennsylvania 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%.

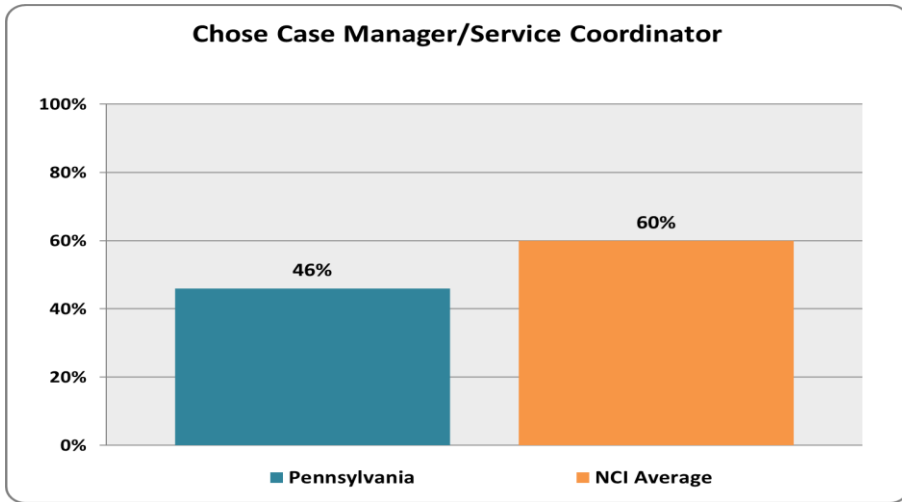
GRAPH 21. CHOOSES HOW TO SPEND MONEY



This graph illustrates that 90% of respondents from Pennsylvania 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 22. CHOSE CASE MANAGER/SERVICE COORDINATOR



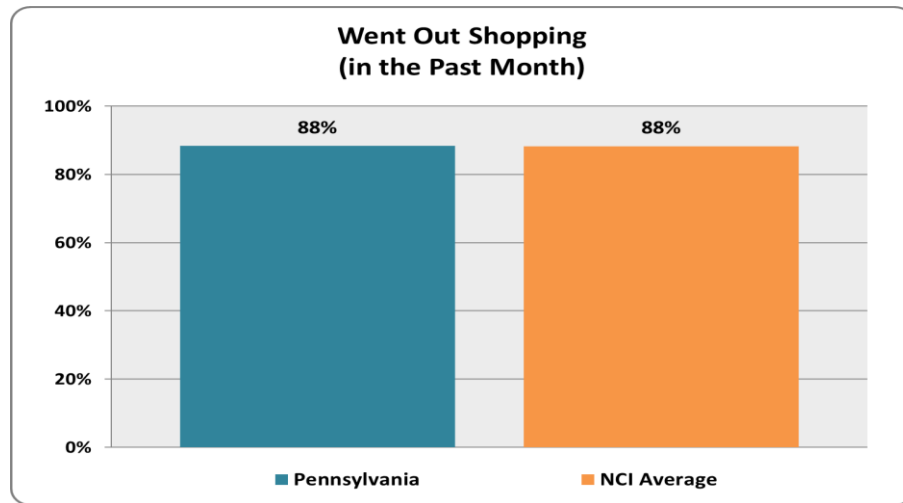
This graph illustrates that 46% of respondents from Pennsylvania and 60% across NCI states reported that they chose or were aware they could request to change their case manager/service coordinator.

States ranged between 94% and 15%.

Community Inclusion

People have support to participate in everyday community activities.

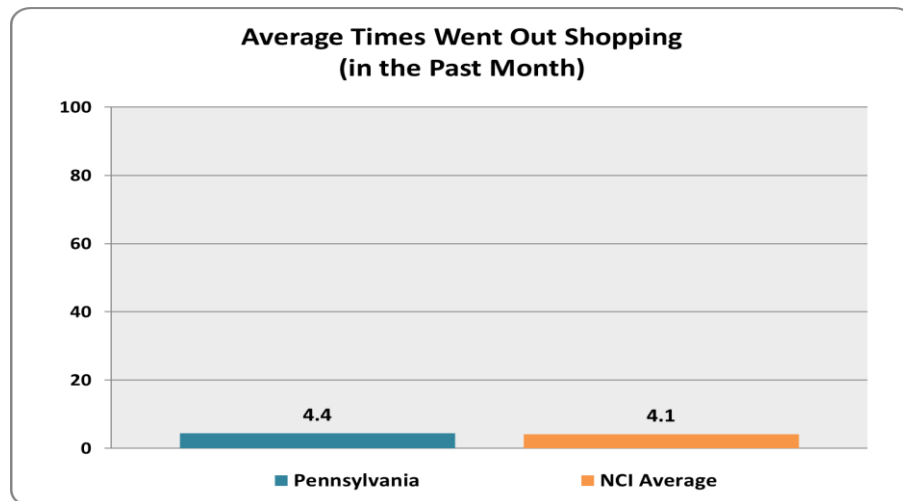
GRAPH 23. WENT OUT SHOPPING IN THE PAST MONTH



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

States ranged between 97% and 75%.

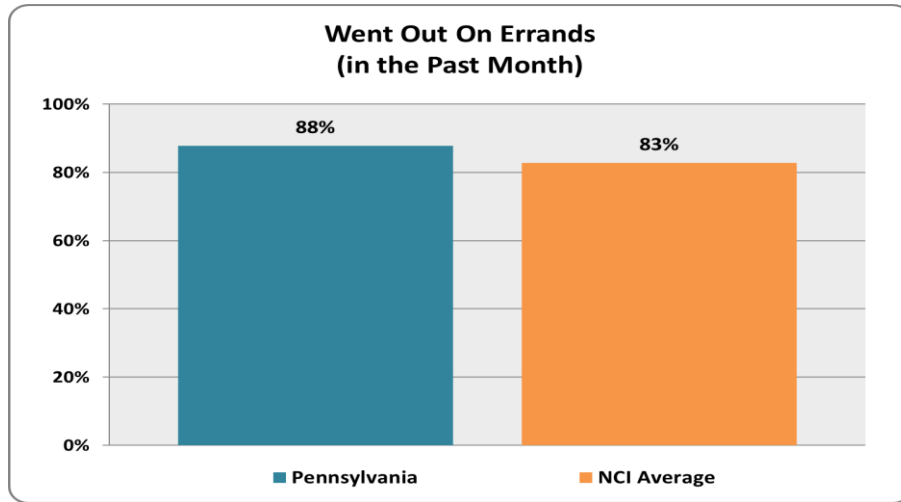
GRAPH 24. AVERAGE TIMES WENT OUT SHOPPING IN THE PAST MONTH



This graph illustrates that respondents from Pennsylvania went out shopping an average of 4.4 times in the past month, and respondents across NCI states went an average of 4.1 times.

States ranged between 7 and 3 times.

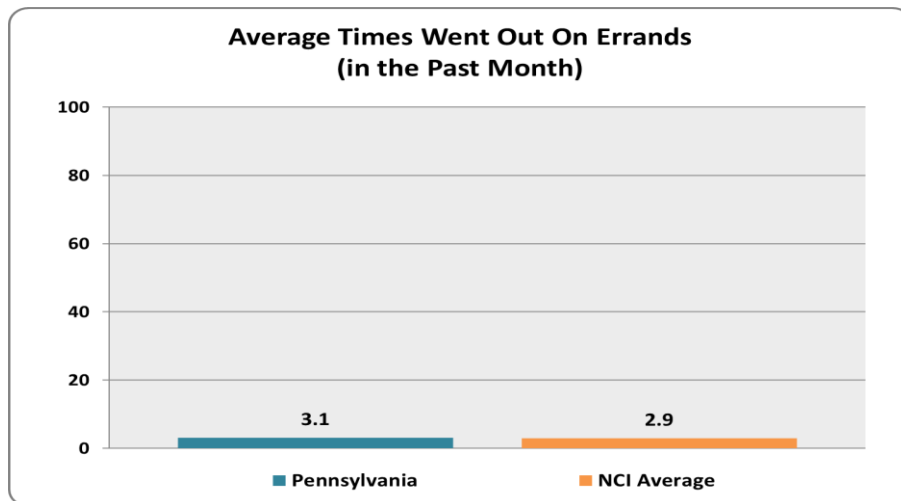
GRAPH 25. WENT OUT ON ERRANDS IN THE PAST MONTH



This graph illustrates that 88% of respondents from Pennsylvania 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%.

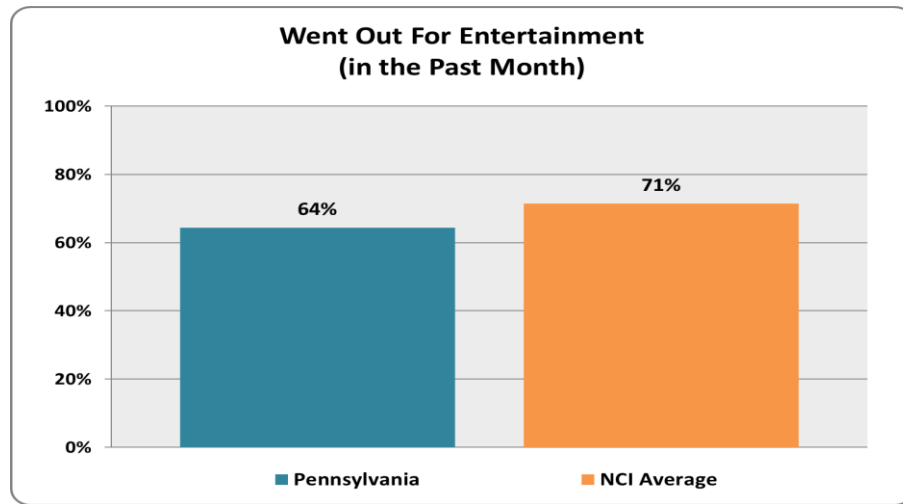
GRAPH 26. AVERAGE TIMES WENT OUT ON ERRANDS IN THE PAST MONTH



This graph illustrates that respondents from Pennsylvania went out on errands or for appointments and average of 3.1 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.

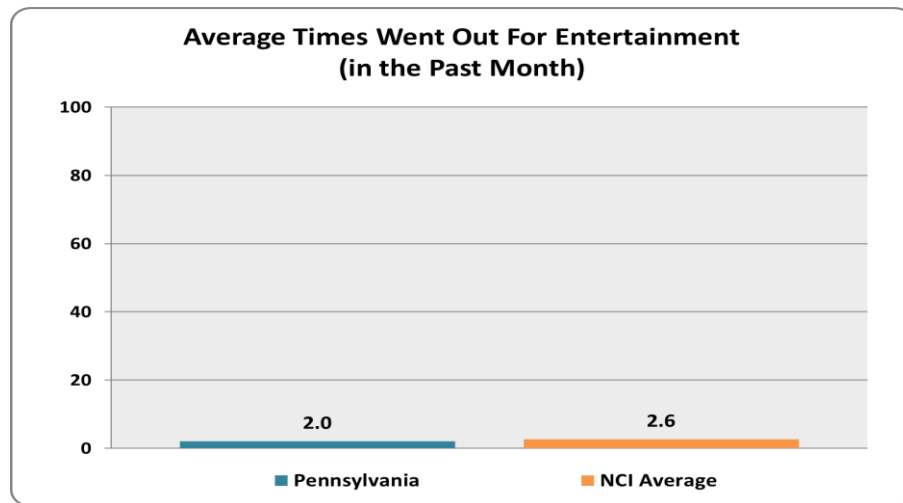
GRAPH 27. WENT OUT FOR ENTERTAINMENT IN THE PAST MONTH



This graph illustrates that 64% of respondents from Pennsylvania and 71% across NCI states reported that they went out for entertainment in the past month.

States ranged between 83% and 53%.

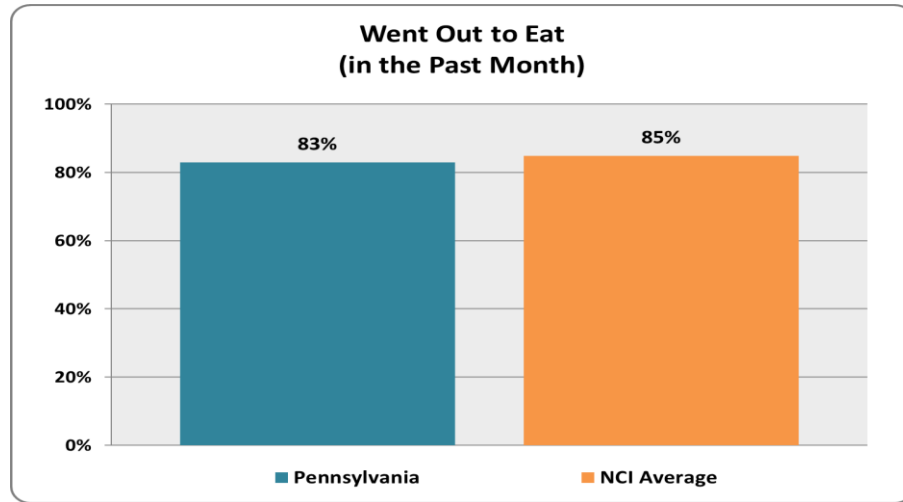
GRAPH 28. AVERAGE TIMES WENT OUT FOR ENTERTAINMENT IN THE PAST MONTH



This graph illustrates that respondents from Pennsylvania 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.

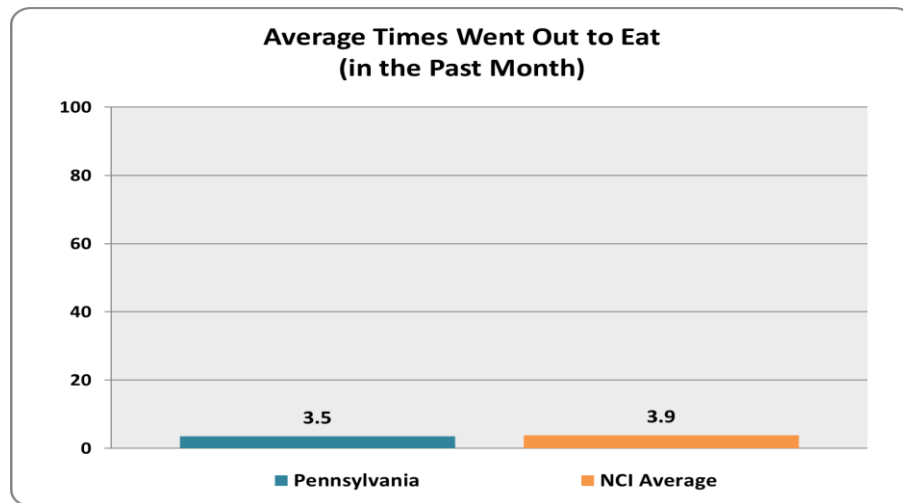
GRAPH 29. WENT OUT TO EAT IN THE PAST MONTH



This graph illustrates that 83% of respondents from Pennsylvania and 85% across NCI states reported that they went out to eat in the past month.

States ranged between 94% and 75%.

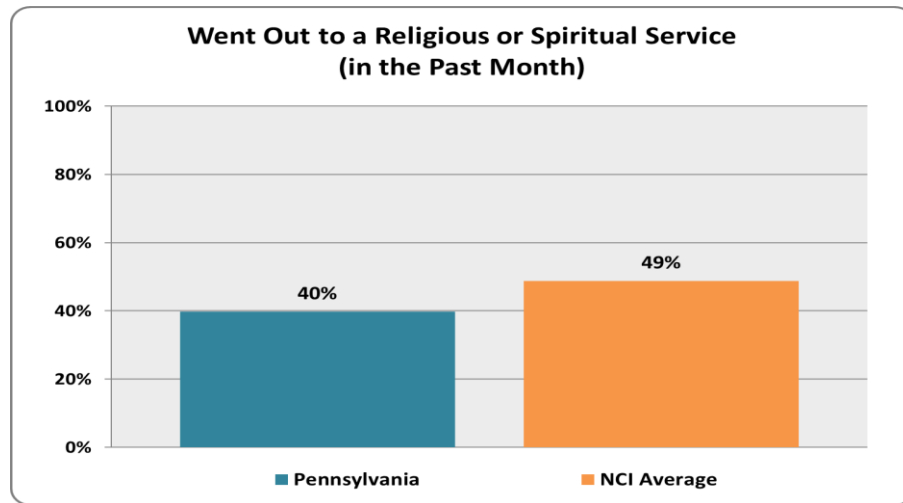
GRAPH 30. AVERAGE TIMES WENT OUT TO EAT IN THE PAST MONTH



This graph illustrates that respondents from Pennsylvania went out to eat an average of 3.5 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.

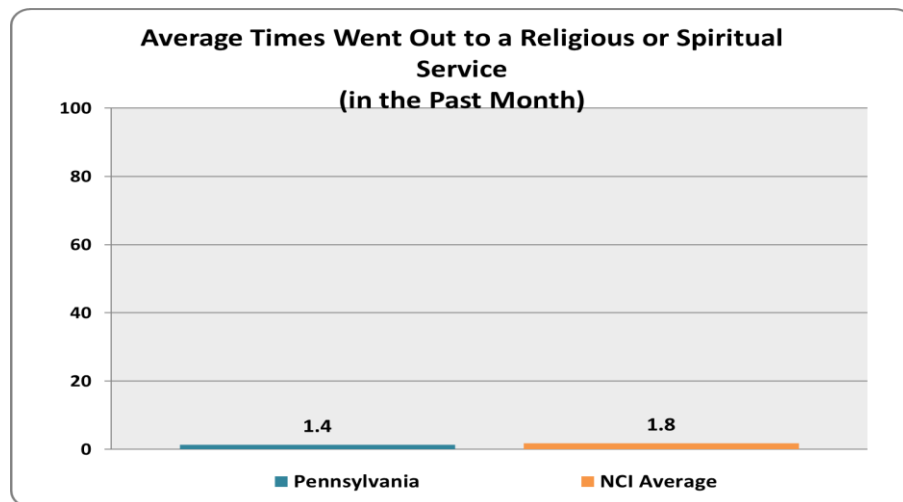
GRAPH 31. WENT OUT TO RELIGIOUS SERVICES IN THE PAST MONTH



This graph illustrates that 40% of respondents from Pennsylvania 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%.

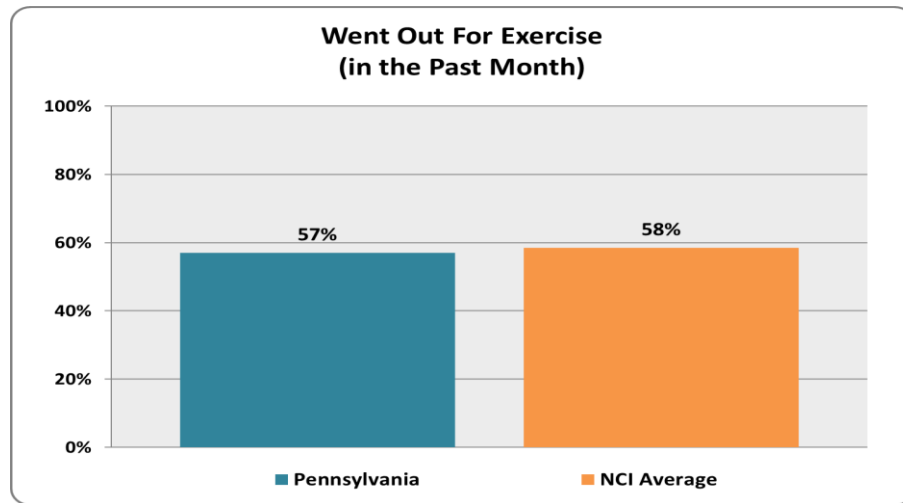
GRAPH 32. AVERAGE TIMES WENT OUT TO RELIGIOUS SERVICES IN THE PAST MONTH



This graph illustrates respondents from Pennsylvania went out to a religious service or spiritual practice an average of 1.4 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.

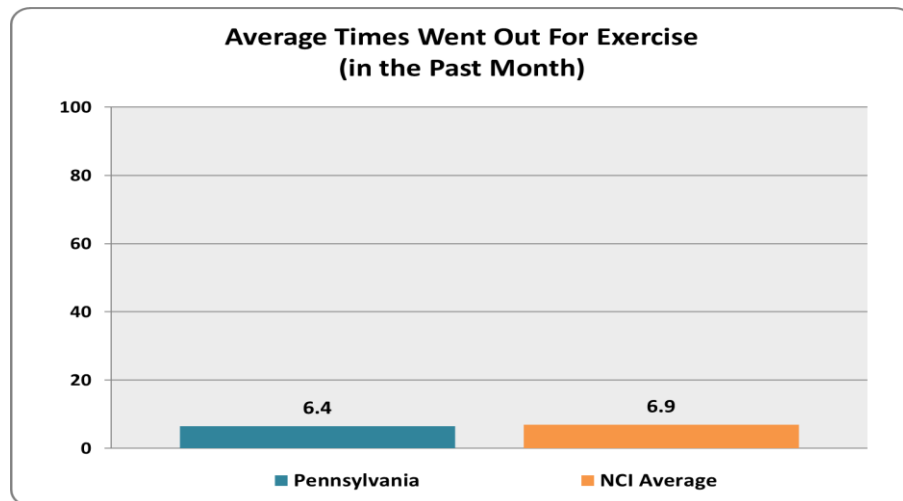
GRAPH 33. WENT OUT FOR EXERCISE IN THE PAST MONTH



This graph illustrates that 57% of respondents from Pennsylvania and 58% across NCI states reported that they went out for exercise in the past month.

States ranged between 81% and 21%.

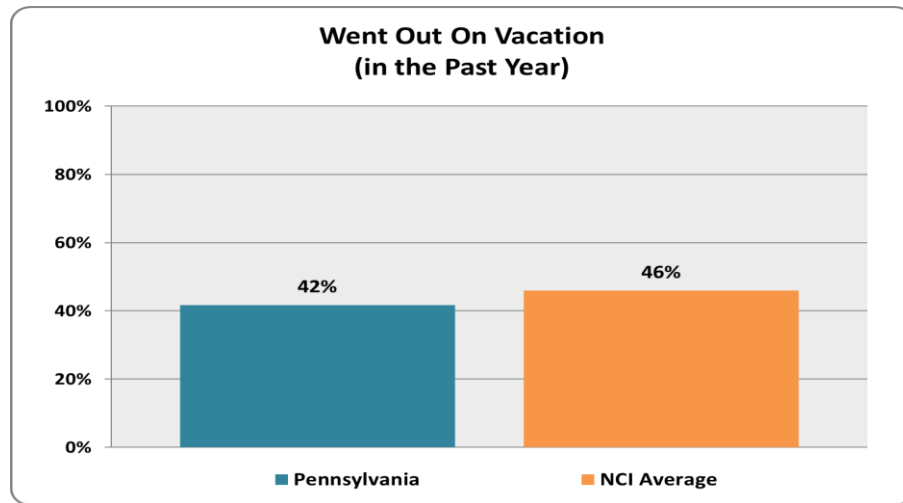
GRAPH 34. AVERAGE TIMES WENT OUT FOR EXERCISE IN THE PAST MONTH



This graph illustrates respondents from Pennsylvania went out for exercise an average of 6.4 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.

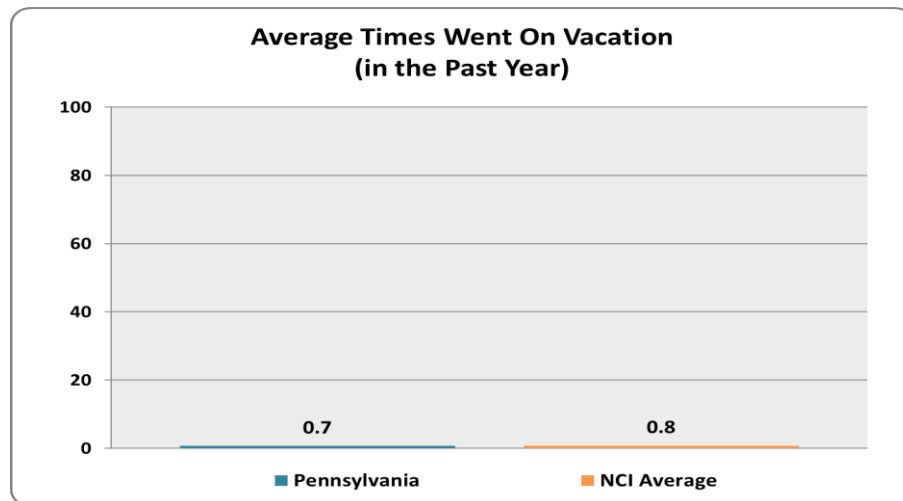
GRAPH 35. WENT ON VACATION IN THE PAST YEAR



This graph illustrates that 42% of respondents from Pennsylvania and 46% across NCI states reported that they went out on vacation in the past year.

States ranged between 65% and 18%.

GRAPH 36. AVERAGE TIMES WENT ON VACATION IN THE PAST YEAR



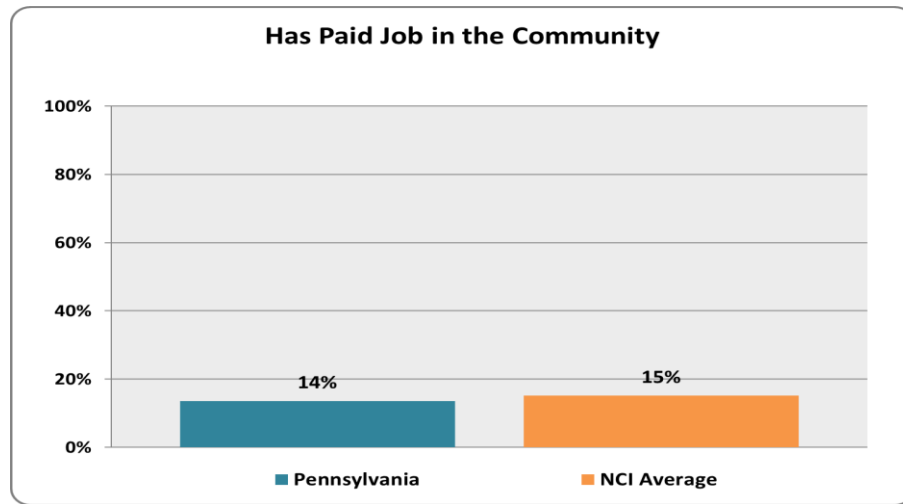
This graph illustrates that respondents from Pennsylvania went out on vacation an average of 0.7 times in the past year and respondents across NCI states went an average of 0.8 times.

States ranged between 1.4 and 0.2 times.

Work

People have support to find and maintain community integrated employment.

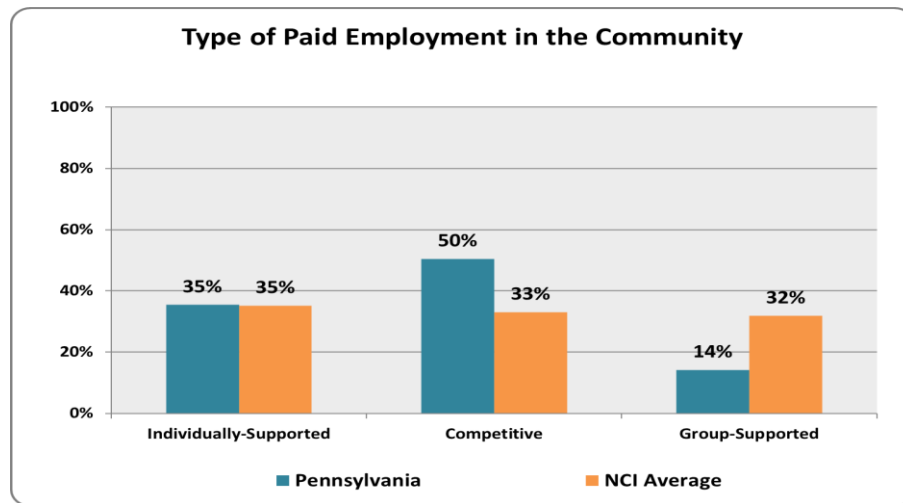
GRAPH 37. HAS A PAID JOB IN THE COMMUNITY



This graph illustrates that 14% of respondents from Pennsylvania and 15% across NCI states reported they had a paid job in the community.

States ranged between 37% and 4%.

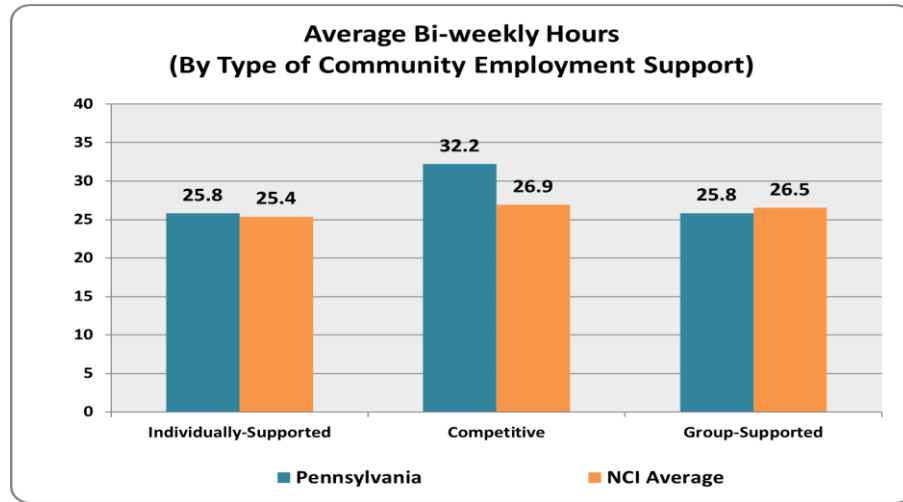
GRAPH 38. TYPE OF PAID EMPLOYMENT IN THE COMMUNITY



This graph illustrates that among respondents with a paid job in the community, the type of employment support they receive in Pennsylvania and across NCI states are, respectively: 35% and 35% individually-supported, 50% and 33% competitive, and 14% 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.

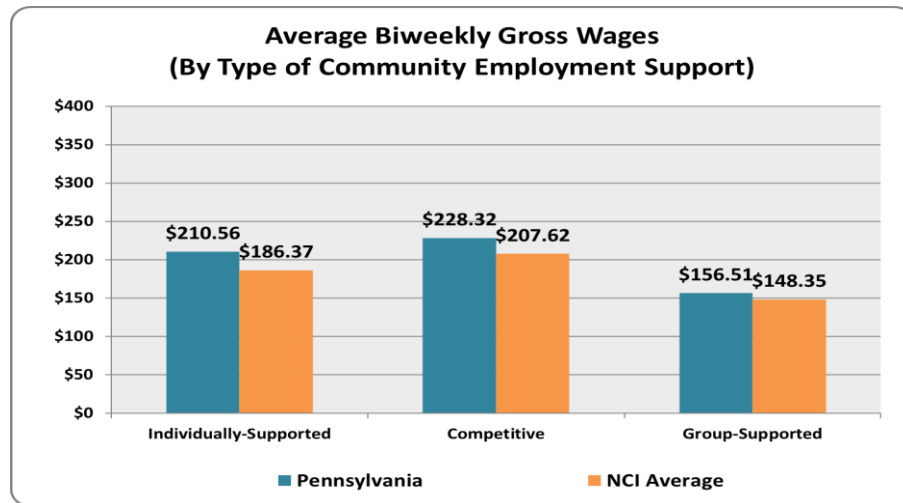
GRAPH 39. AVERAGE BI-WEEKLY HOURS



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 Pennsylvania and across NCI states by type of employment is, respectively: 25.8 and 25.4 individually-supported, 32.2 and 26.9 competitive, and 25.8 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.

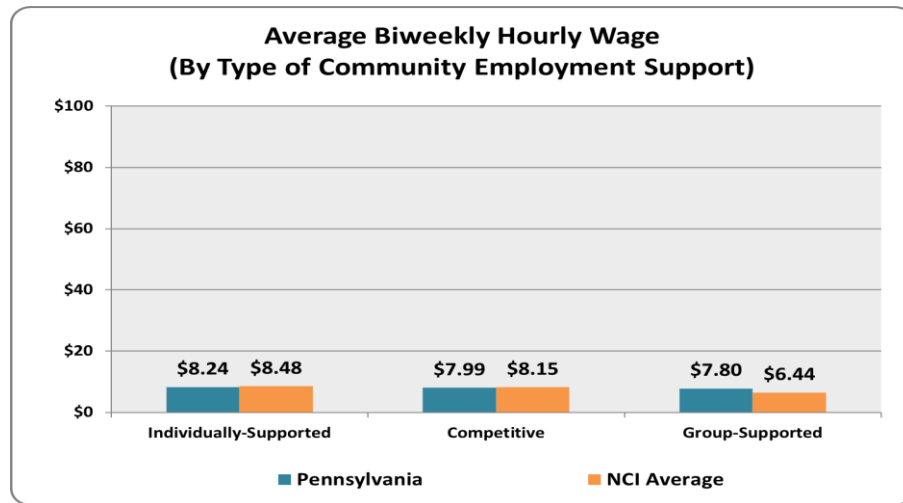
GRAPH 40. AVERAGE BI-WEEKLY GROSS WAGES



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 Pennsylvania and across NCI states by type of employment is, respectively: \$210.56 and \$186.37 individually-supported, \$228.32 and \$207.62 competitive, and \$156.51 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.

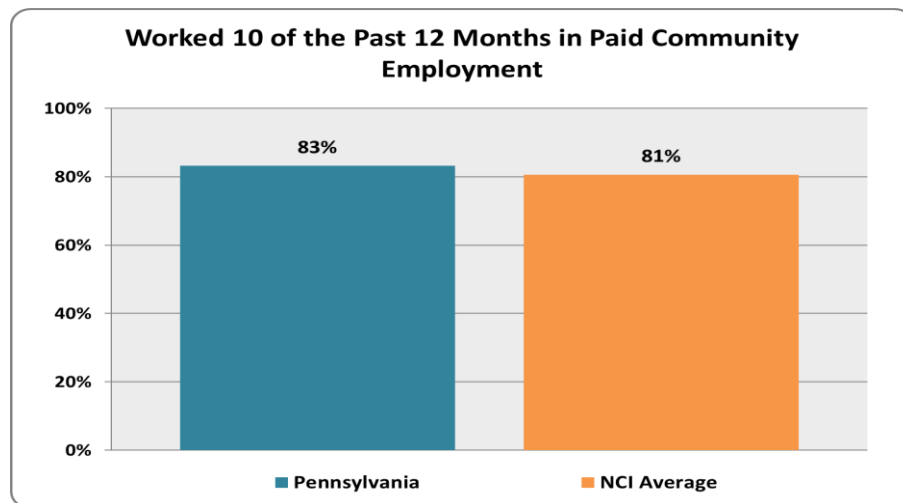
GRAPH 41. AVERAGE BI-WEEKLY HOURLY WAGE



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 Pennsylvania and across NCI states by type of employment is, respectively: \$8.24 and \$8.48 individually-supported, \$7.99 and \$8.15 competitive, and \$7.80 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.

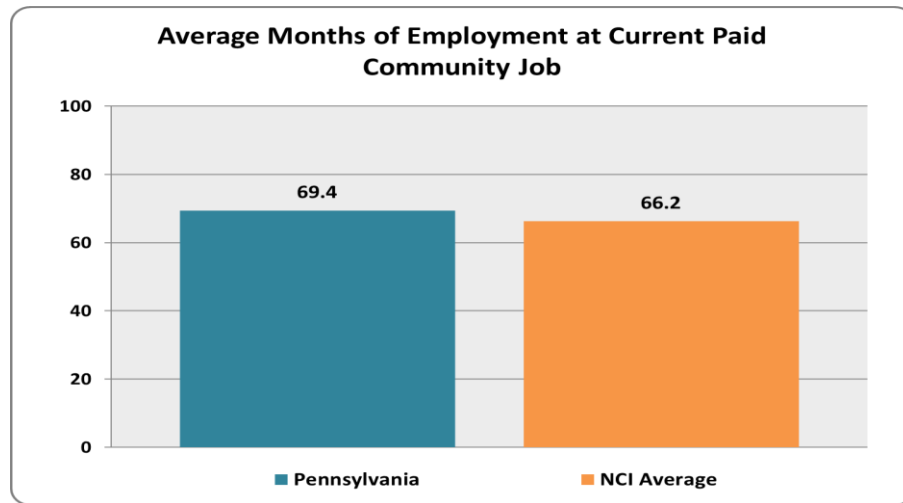
GRAPH 42. WORKED 10 OF THE LAST 12 MONTHS IN A PAID COMMUNITY JOB



This graph illustrates that among respondents with a paid job in the community, 83% from Pennsylvania 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%.

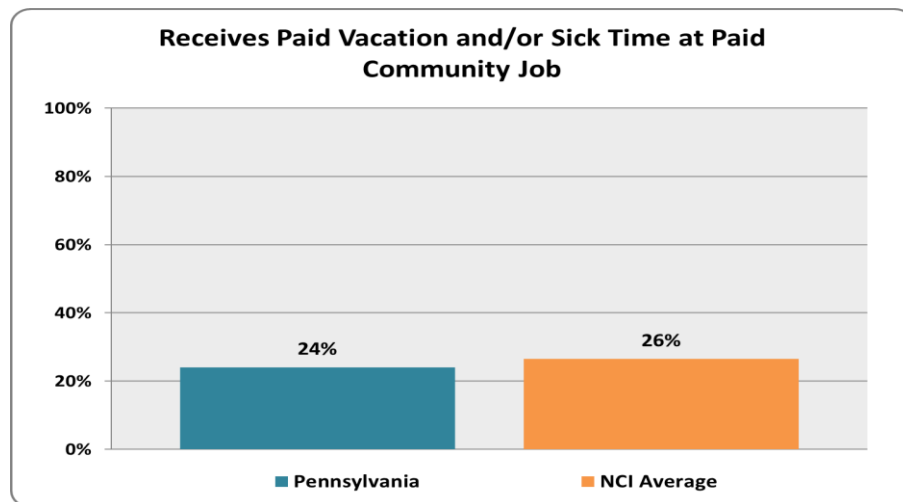
GRAPH 43. AVERAGE MONTHS AT CURRENT PAID COMMUNITY JOB



This graph illustrates that among respondents with a paid community job, they worked an average of 69.4 months in Pennsylvania and for an average of 66.2 months across NCI states.

States ranged between and average of 97.0 and 40.2 months.

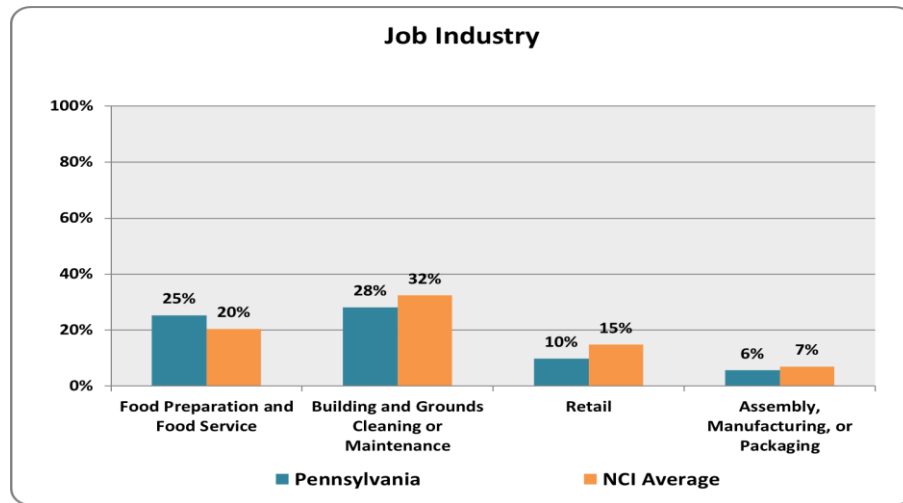
GRAPH 44. RECIEVES BENEFITS AT PAID COMMUNITY JOB



This graph illustrates that among respondents with a paid community job, 24% from Pennsylvania and 26% across NCI states were reported to receive paid vacation or sick time at their paid community job.

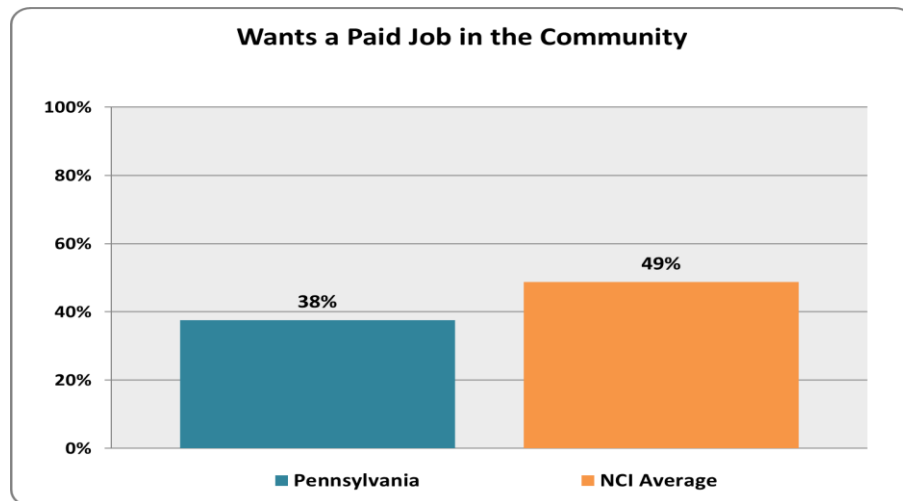
States ranged between 67% and 6%.

GRAPH 45. FOUR MOST COMMON FIELDS OF PAID COMMUNITY EMPLOYMENT



This graph illustrates that the percentage of respondents working in the most common job industries in Pennsylvania and across NCI states are, respectively: 25% and 20% food preparation and service; 28% and 32% building and grounds cleaning or maintenance; 10% and 15% retail; 6% and 7% assembly, manufacturing, or packaging.

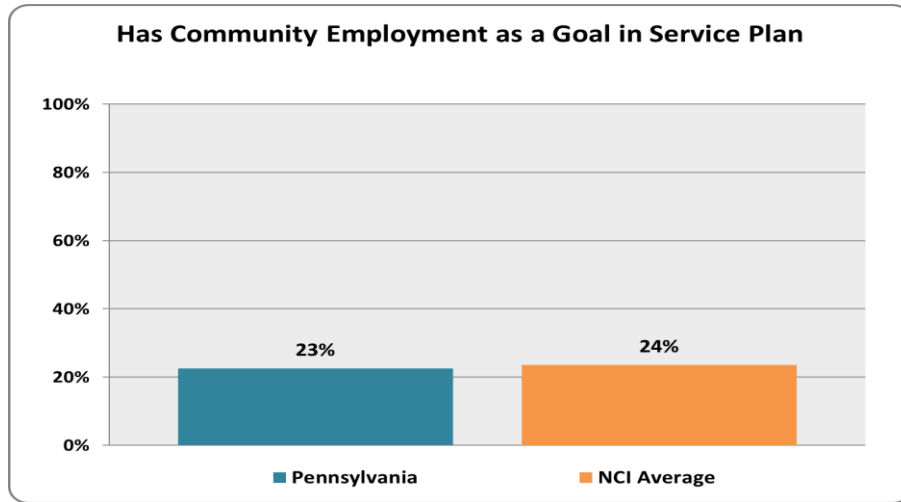
GRAPH 46. WANTS A PAID JOB IN THE COMMUNITY



This graph illustrates that among respondents without a paid job in the community, 38% from Pennsylvania and 49% across NCI states reported that they would like a paid job in the community.

States ranged between 64% and 33%.

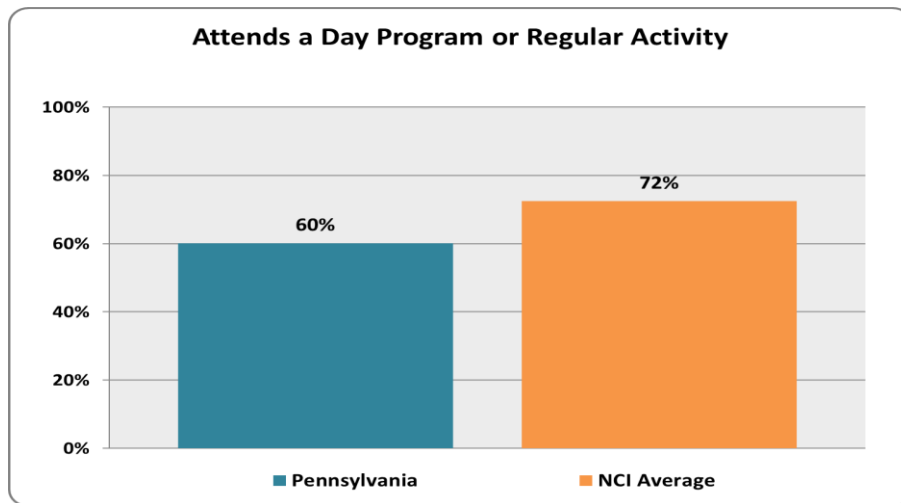
GRAPH 47. HAS COMMUNITY EMPLOYMENT AS A GOAL IN SERVICE PLAN



This graph illustrates that 23% of respondents from Pennsylvania and 24% across NCI states were reported to have community employment as a goal in their service plan.

States ranged between 40% and 11%.

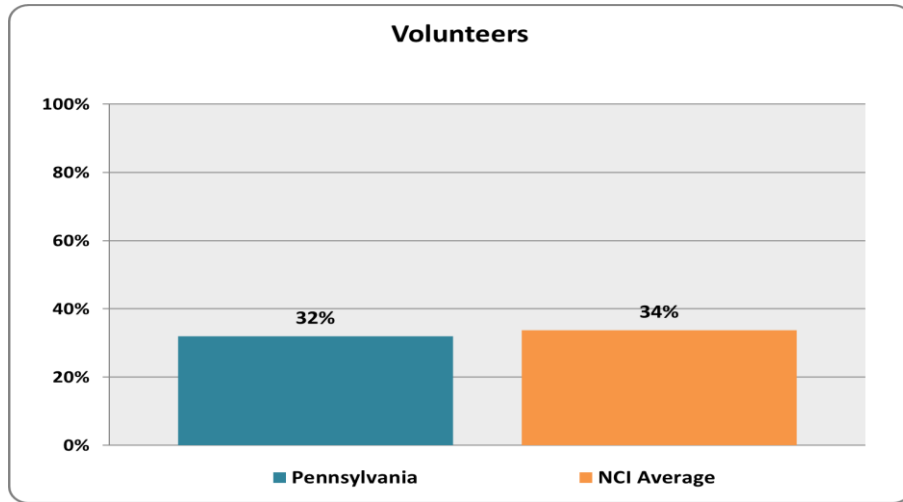
GRAPH 48. ATTENDS A DAY PROGRAM OR REGULAR ACTIVITY



This graph illustrates that 60% of respondents from Pennsylvania and 72% across NCI states reported that they attend a day program or regular activity.

States ranged between 96% and 49%.

GRAPH 49. VOLUNTEERS



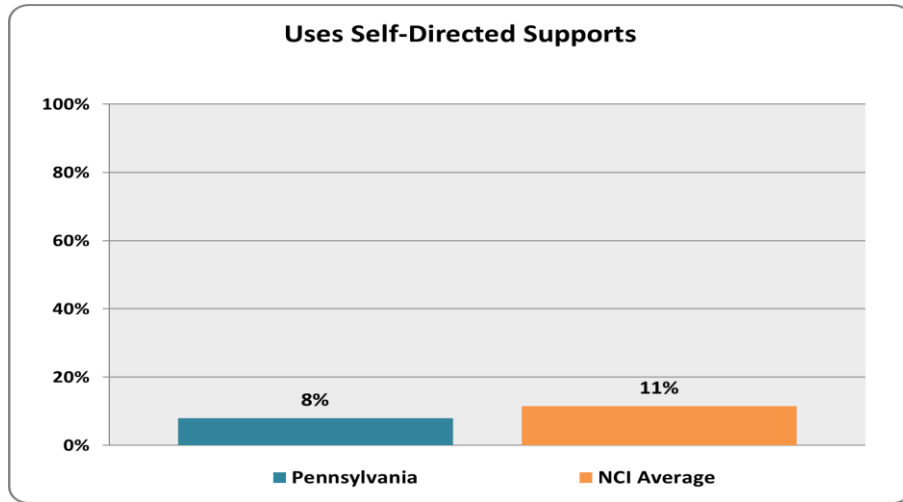
This graph illustrates that 32% of respondents from Pennsylvania and 34% across NCI states reported that they do volunteer work.

States ranged between 62% and 20%.

Self-Determination

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

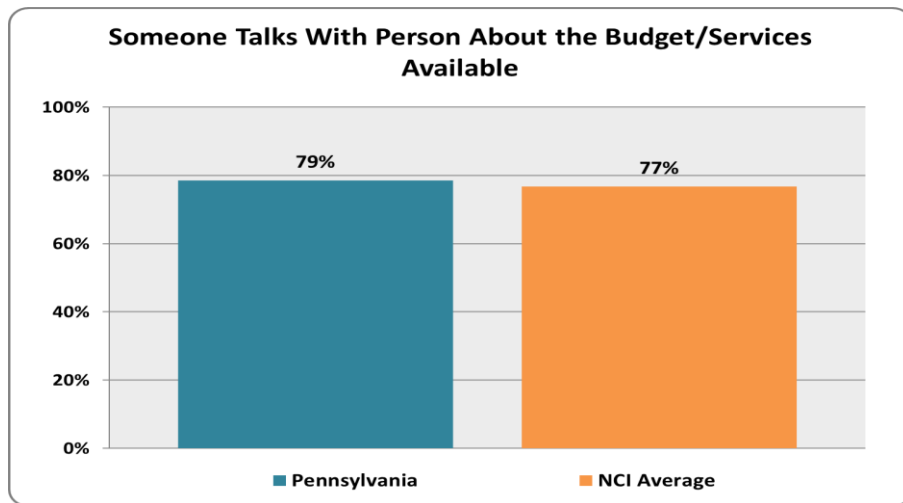
GRAPH 50. USES SELF-DIRECTED SUPPORTS



This graph illustrates that 8% of respondents from Pennsylvania and 11% across NCI states were reported to use a self-directed supports option.

States ranged between 71% and 0%.

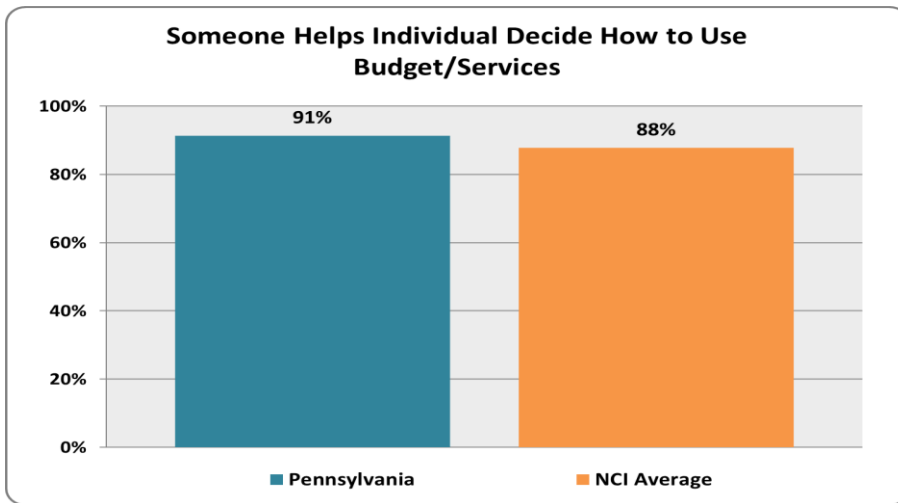
GRAPH 51. SOMEONE TALKS TO PERSON ABOUT THE BUDGET/SERVICES AVAILABLE



This graph illustrates that among respondents using self-directed supports, 79% from Pennsylvania 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%.

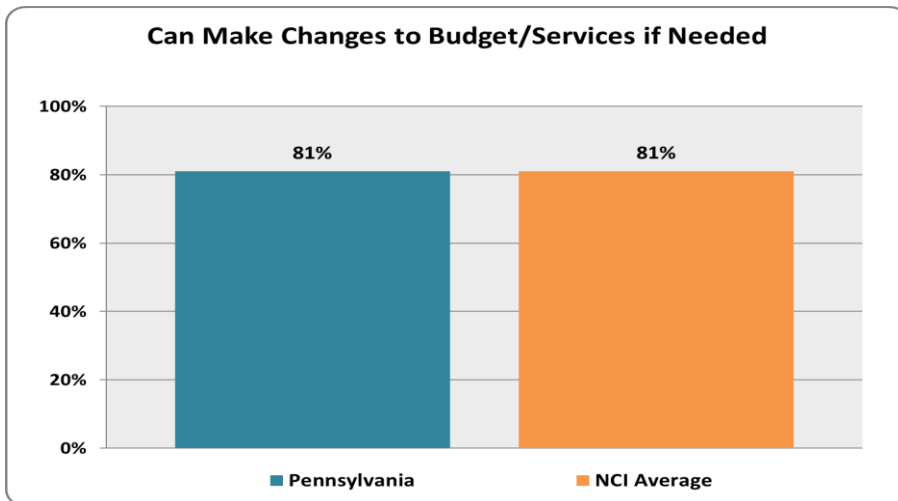
GRAPH 52. SOMEONE HELPS PERSON DECIDE HOW TO USE BUDGET/SERVICES



This graph illustrates that among respondents using self-directed supports, 91% from Pennsylvania 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%.

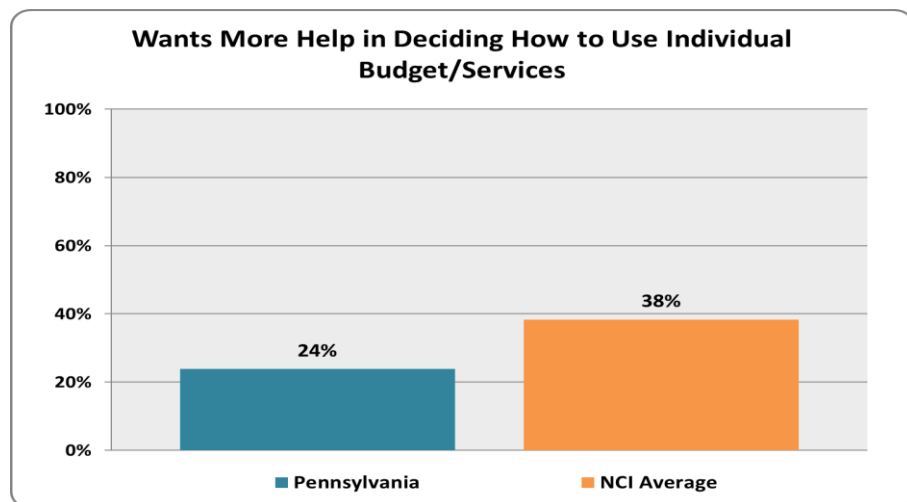
GRAPH 53. CAN MAKE CHANGES TO BUDGET/SERVICES IF NEEDED



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

States ranged between 94% and 64%.

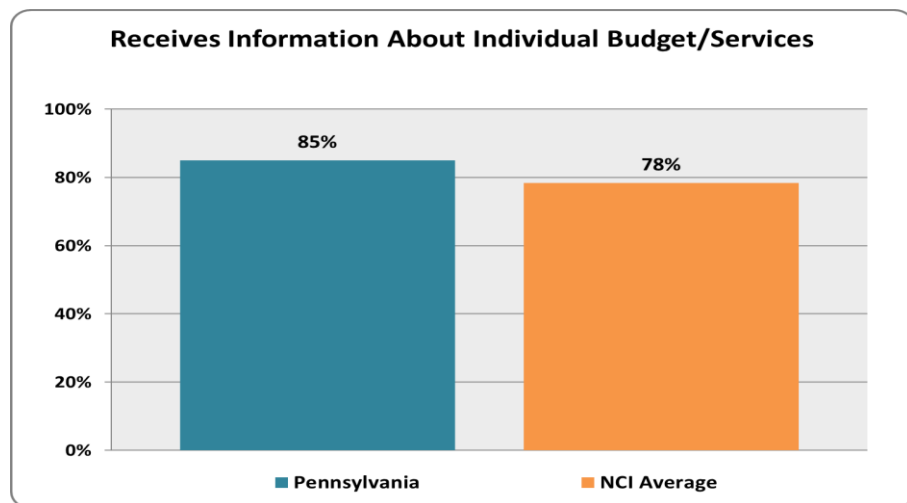
GRAPH 54. WANTS MORE HELP DECIDING HOW TO USE BUDGET/SERVICES



This graph illustrates that among respondents using self-directed supports, 24% from Pennsylvania 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 55. RECEIVES INFORMATION ABOUT HOW MUCH MONEY IS LEFT IN BUDGET/SERVICES



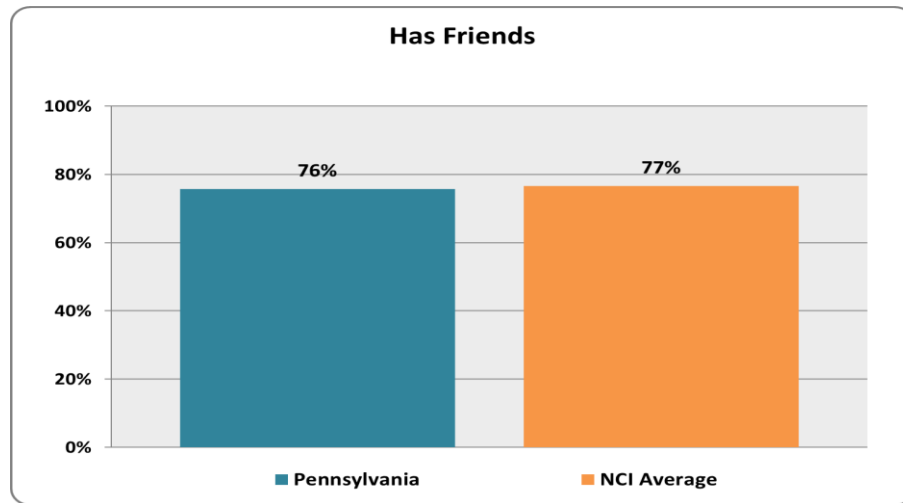
This graph illustrates that among respondents using self-directed supports, 85% from Pennsylvania and 78% across NCI states reported that they get information about how much money is left in their budget and services.

States ranged between 97% and 55%.

Relationships

People have friends and relationships.

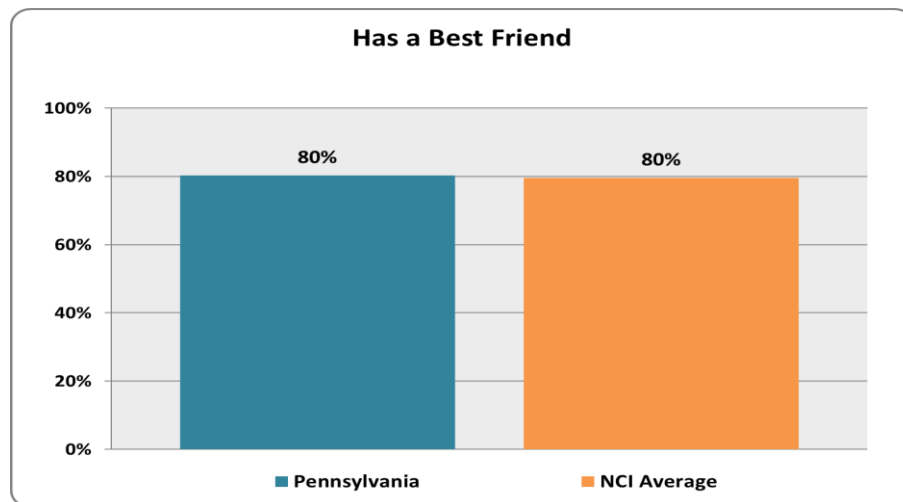
GRAPH 56. HAS FRIENDS



This graph illustrates that 76% of respondents from Pennsylvania and 77% across NCI states reported that they have friends other than family or paid staff.

States ranged between 91% and 50%.

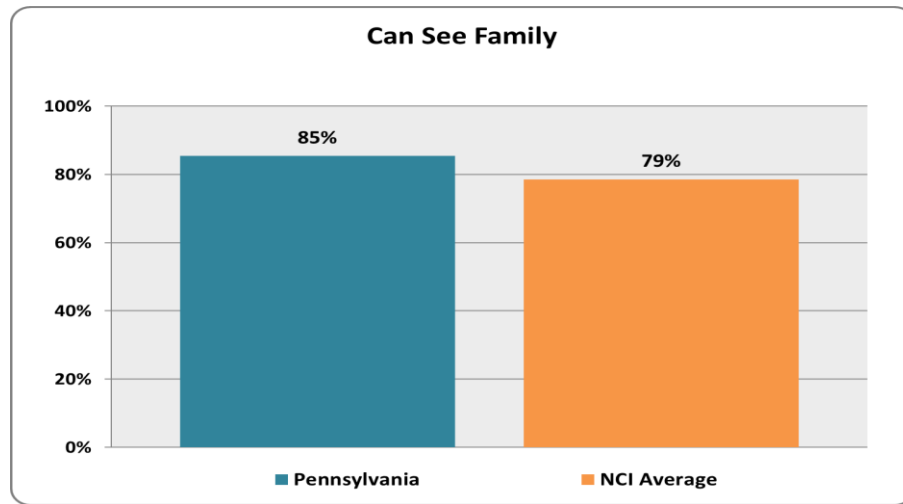
GRAPH 57. HAS A BEST FRIEND



This graph illustrates that 80% of respondents from Pennsylvania 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%.

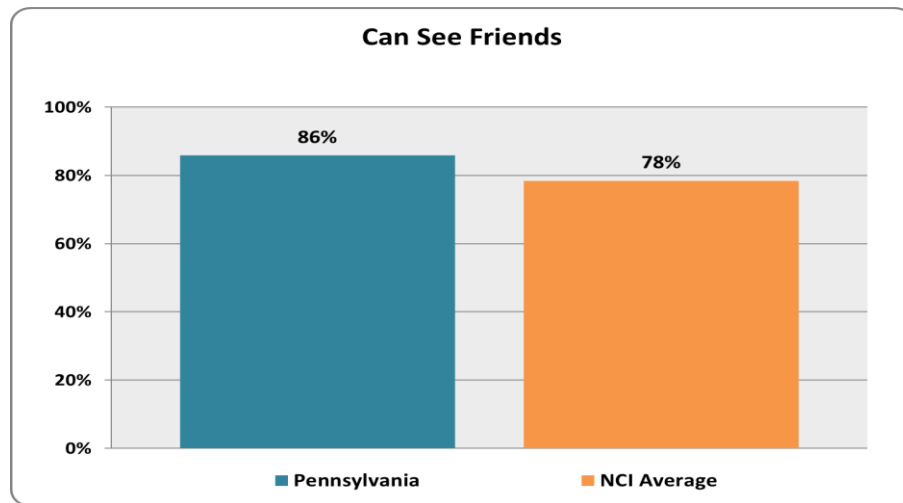
GRAPH 58. CAN SEE FAMILY



This graph illustrates that 85% of respondents from Pennsylvania 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%.

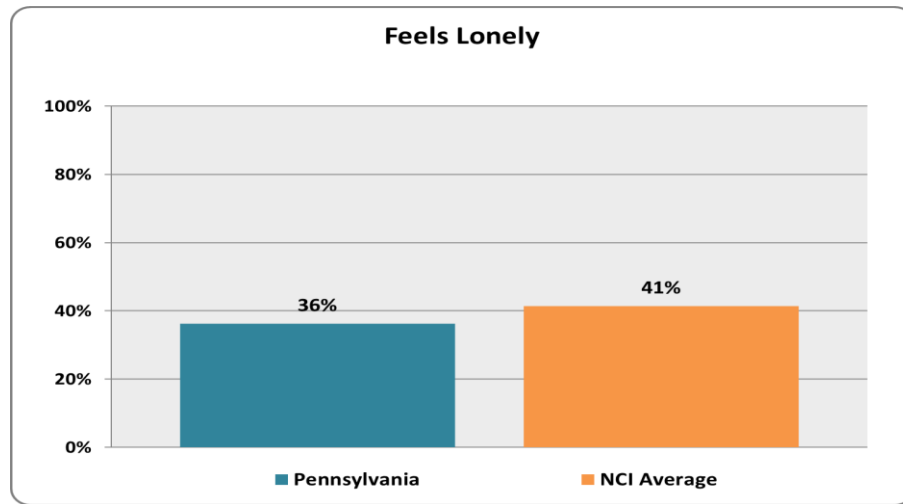
GRAPH 59. CAN SEE FRIENDS



This graph illustrates that 86% of respondents from Pennsylvania 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%.

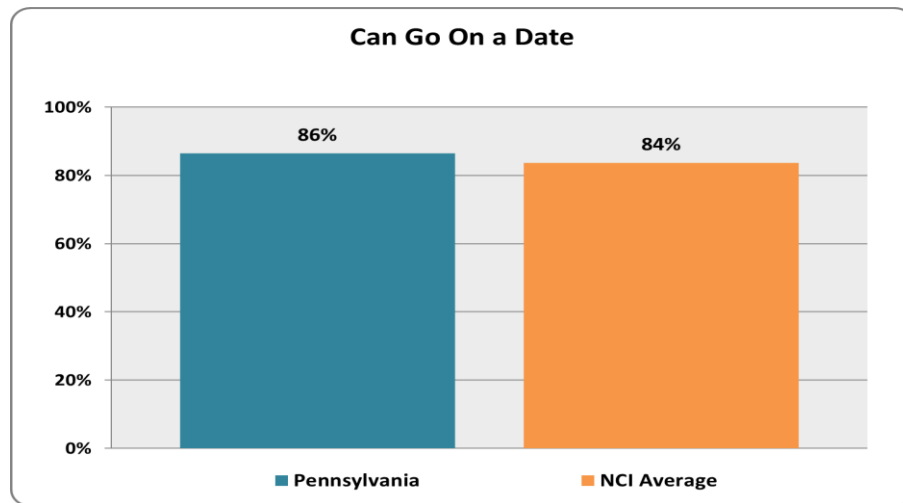
GRAPH 60. FEELS LONELY



This graph illustrates that 36% of respondents from Pennsylvania and 41% across NCI states reported that they feel lonely at least half the time.

States ranged between 85% and 33%.

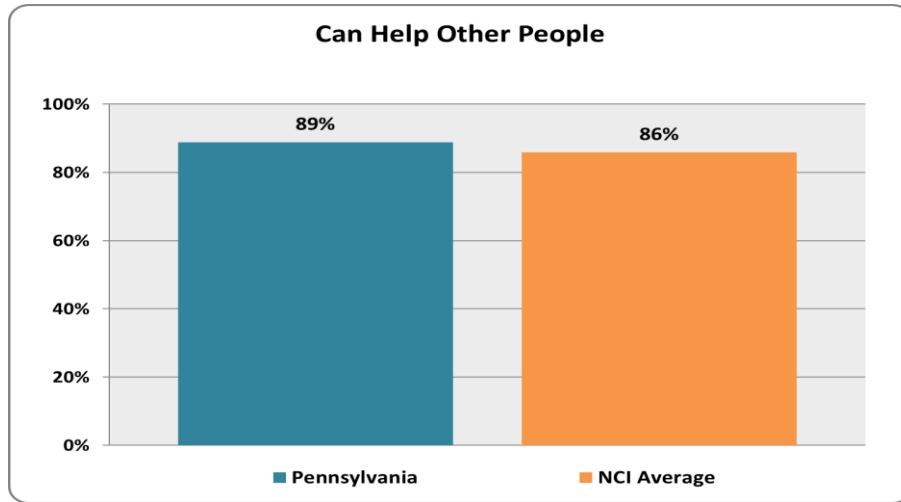
GRAPH 61. CAN GO ON A DATE



This graph illustrates that 86% of respondents from Pennsylvania and 84% across NCI states reported that they can date or can date with some restrictions.

States ranged between 97% and 75%.

GRAPH 62. CAN HELP OTHER PEOPLE



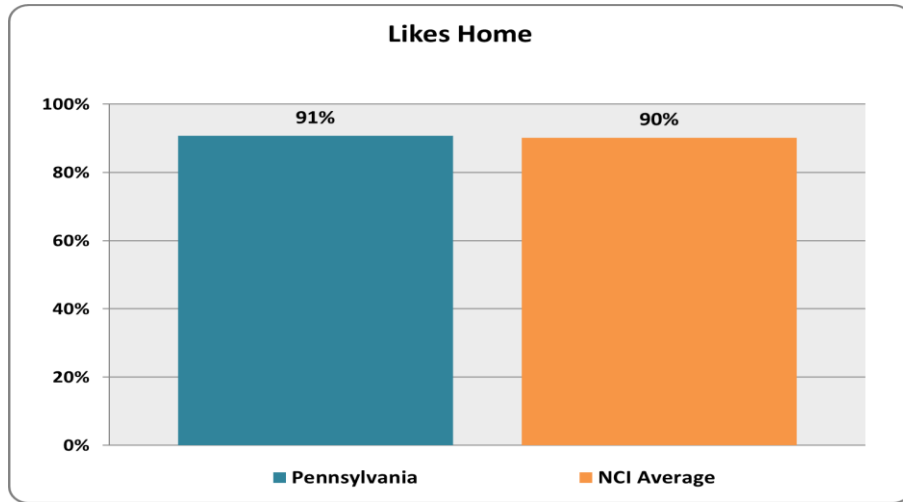
This graph illustrates that 89% of respondents from Pennsylvania and 86% across NCI states reported that they can help others if they want to.

States ranged between 96% and 38%.

Satisfaction

People are satisfied with the services and supports they receive.

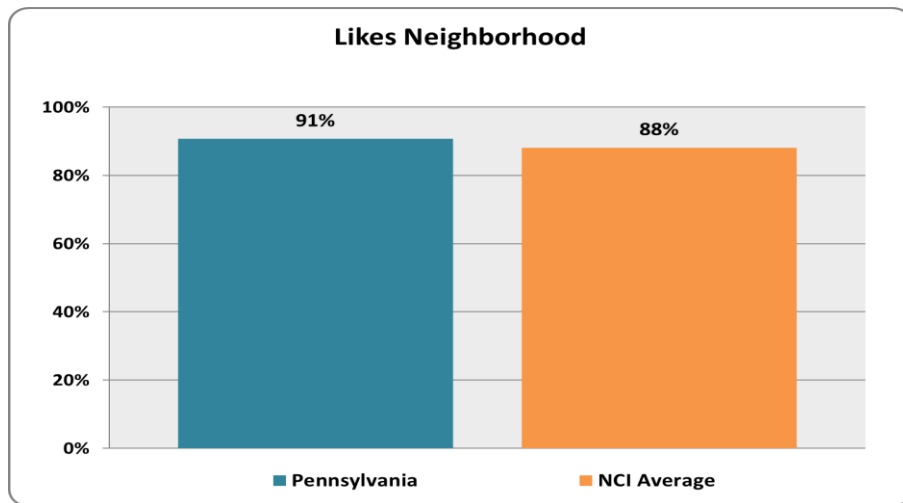
GRAPH 63. LIKES HOME



This graph illustrates that 91% of respondents from Pennsylvania and 90% across NCI states reported that they like their home.

States ranged between 94% and 82%.

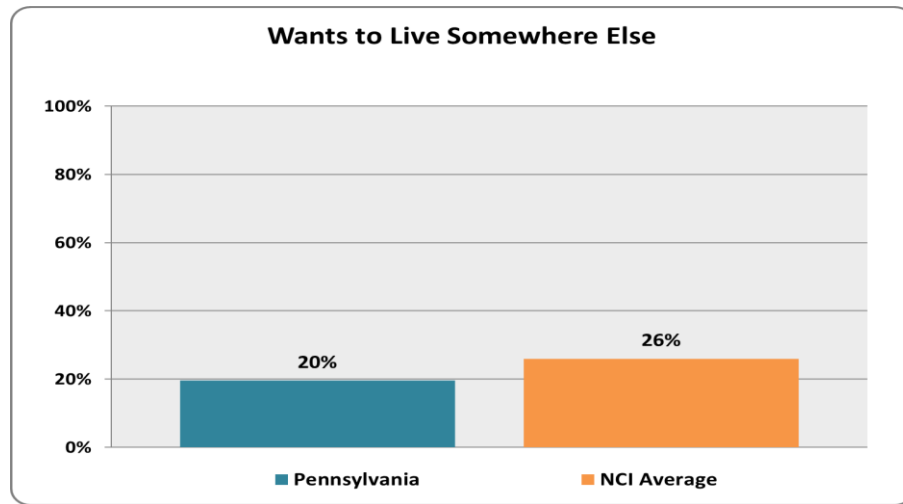
GRAPH 64. LIKES NEIGHBORHOOD



This graph illustrates that 91% of respondents from Pennsylvania and 88% across NCI states reported that they like their neighborhood.

States ranged between 93% and 83%.

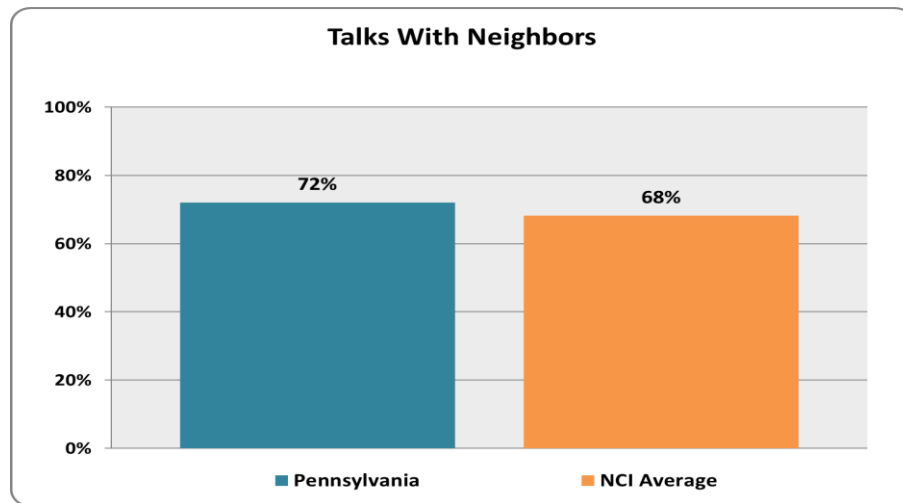
GRAPH 65. WANTS TO LIVE SOMEWHERE ELSE



This graph illustrates that 20% of respondents from Pennsylvania and 26% across NCI states reported that they want to live somewhere else.

States ranged between 35% and 11%.

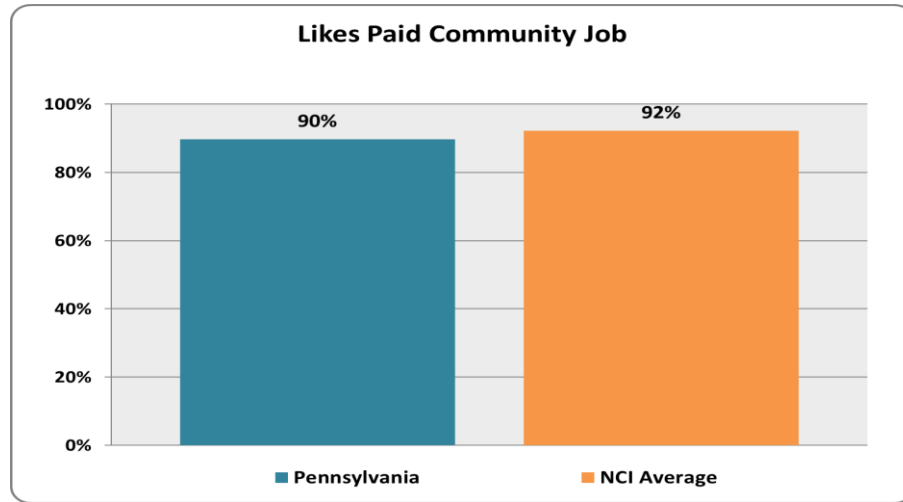
GRAPH 66. TALKS WITH NEIGHBORS



This graph illustrates that 72% of respondents from Pennsylvania and 68% across NCI states reported that they talk with their neighbors at least some of the time.

States ranged between 85% and 55%.

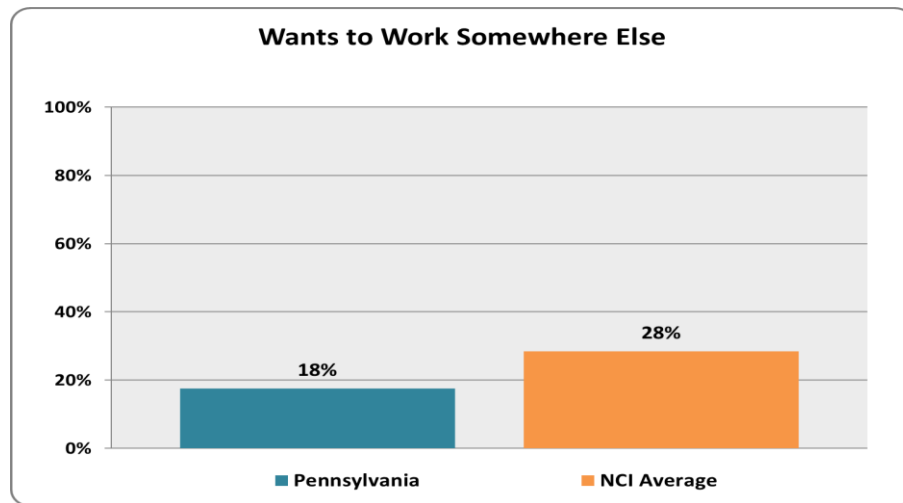
GRAPH 67. LIKES PAID COMMUNITY JOB



This graph illustrates that among respondents with a paid community job, 90% from Pennsylvania and 92% across NCI states reported that they like where they work.

States ranged between 97% and 88%.

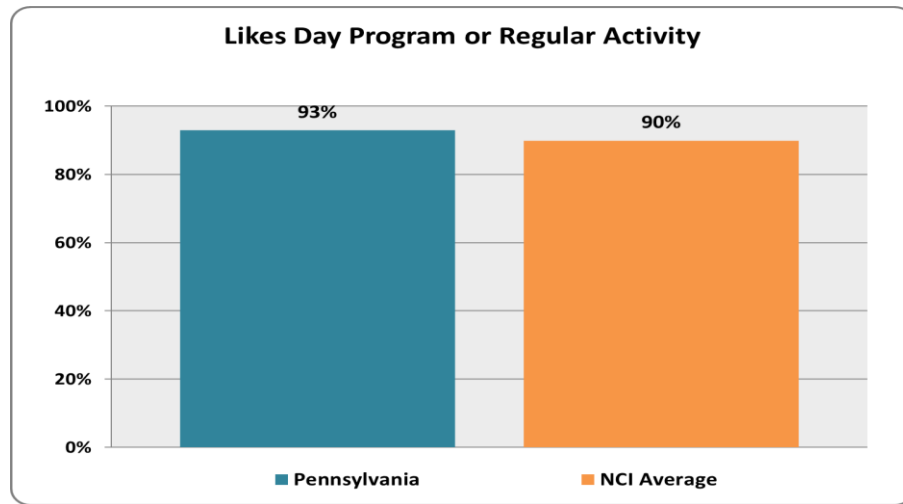
GRAPH 68. WANTS TO WORK SOMEWHERE ELSE



This graph illustrates that among respondents with a paid community job, 18% from Pennsylvania and 28% across NCI states reported that they want to work somewhere else.

States ranged between 44% and 10%.

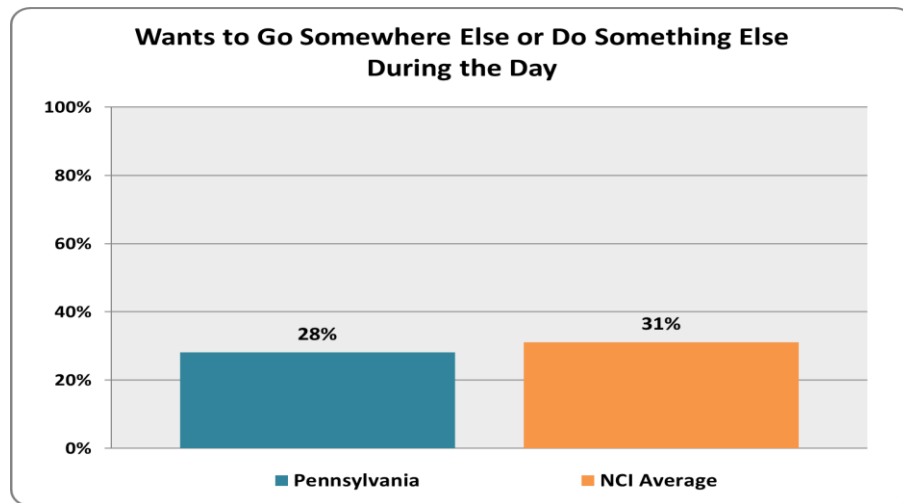
GRAPH 69. LIKES DAY PROGRAM OR REGULAR ACTIVITY



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

States ranged between 96% and 82%.

GRAPH 70. WANTS TO GO SOMEWHERE ELSE OR DO SOMETHING ELSE DURING THE DAY



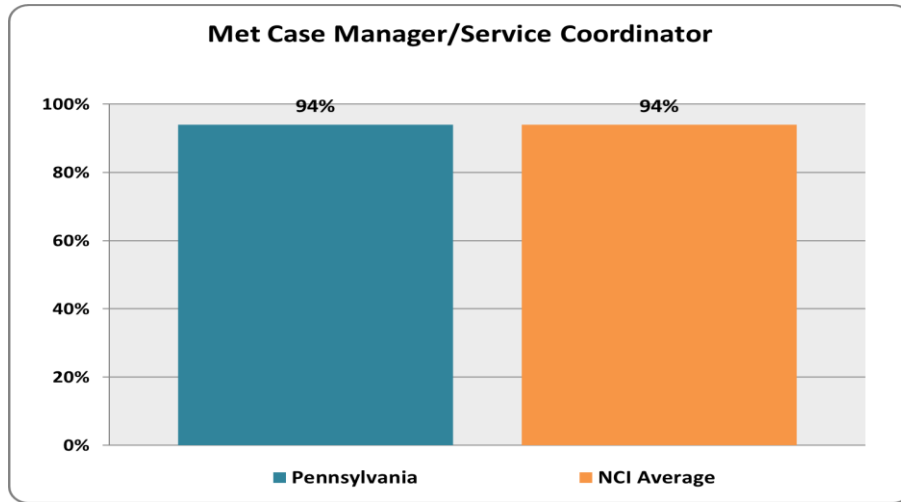
This graph illustrates that among respondents with a day program or regular activity, 28% from Pennsylvania and 31% across NCI states reported that they want to go somewhere else or do something else during the day.

States ranged between 42% and 20%.

Service Coordination

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

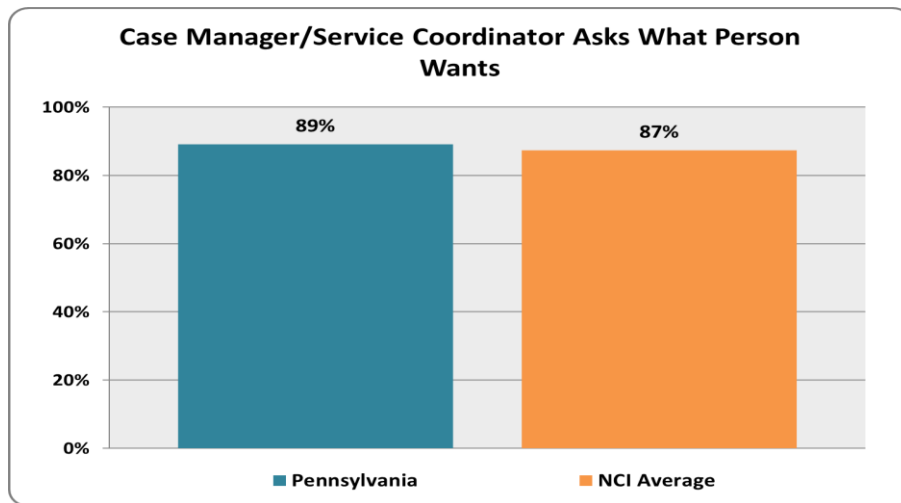
GRAPH 71. MET CASE MANAGER/SERVICE COORDINATOR



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

States ranged between 99% and 85%.

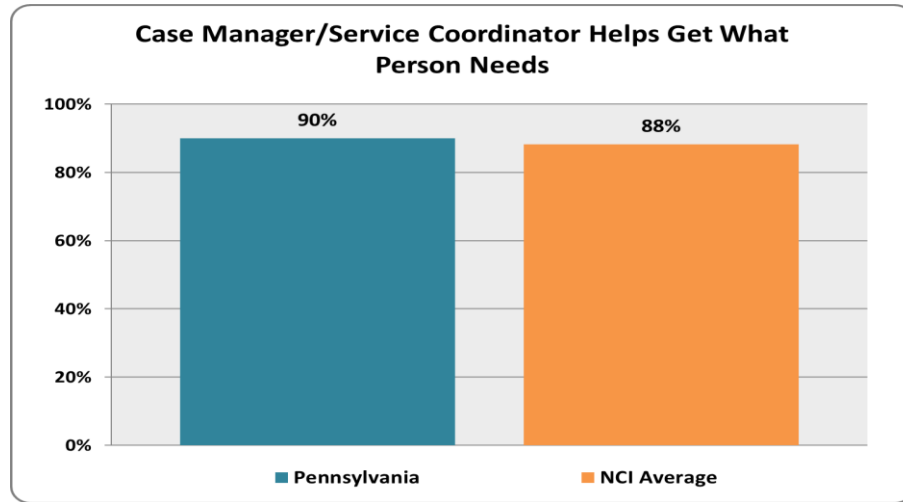
GRAPH 72. CASE MANAGER/SERVICE COORDINATOR ASKS WHAT PERSON WANTS



This graph illustrates that 89% of respondents from Pennsylvania and 87% across NCI states reported their case manager/service coordinator asks them what they want.

States ranged between 98% and 72%.

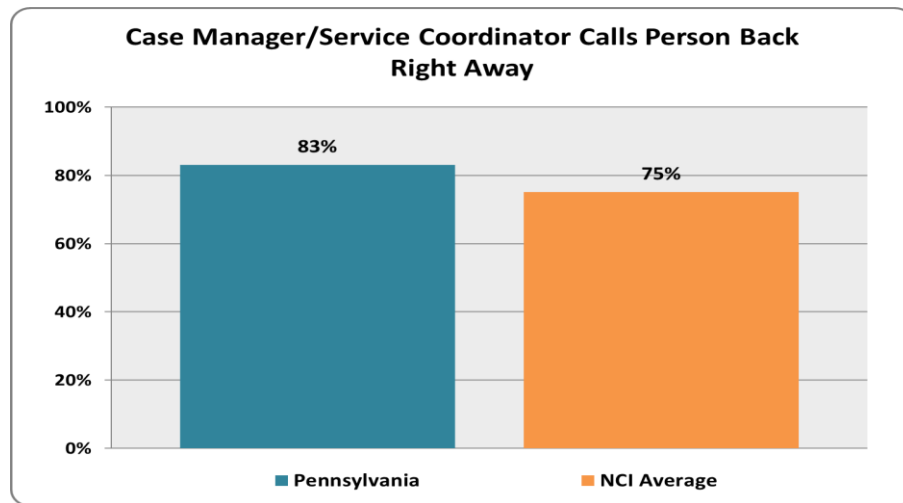
GRAPH 73. CASE MANAGER/SERVICE COORDINATOR HELPS GET WHAT PERSON NEEDS



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

States ranged between 97% and 70%.

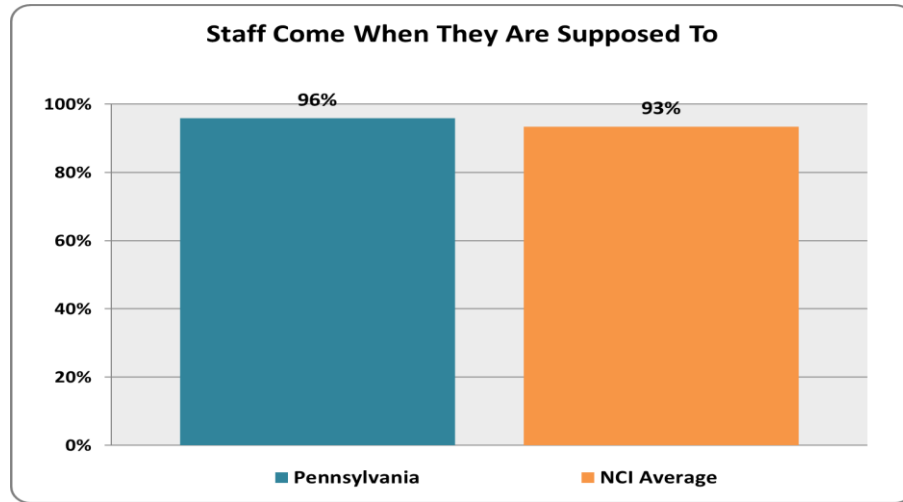
GRAPH 74. CASE MANAGER/SERVICE COORDINATOR CALLS PERSON BACK RIGHT AWAY



This graph illustrates that 83% of respondents from Pennsylvania 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%.

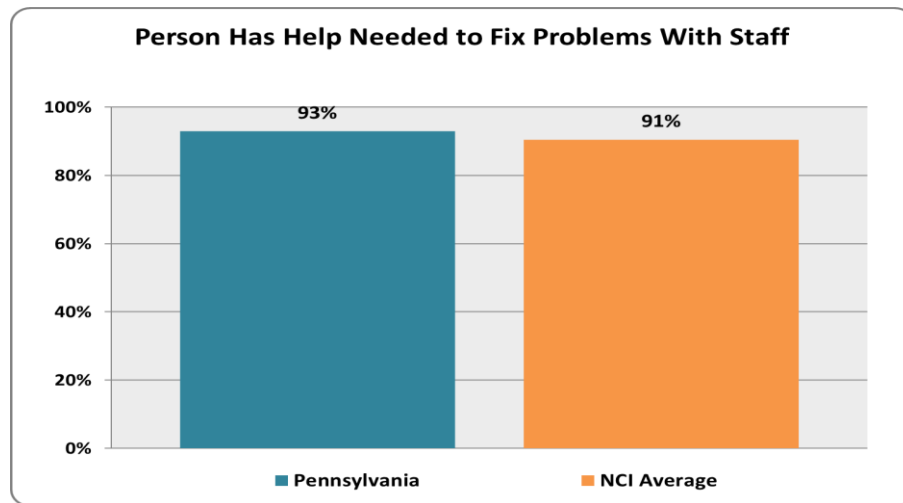
GRAPH 75. STAFF COME WHEN THEY ARE SUPPOSED TO



This graph illustrates that 96% of respondents from Pennsylvania and 93% across NCI states reported their staff come when they are supposed to.

States ranged between 98% and 83%.

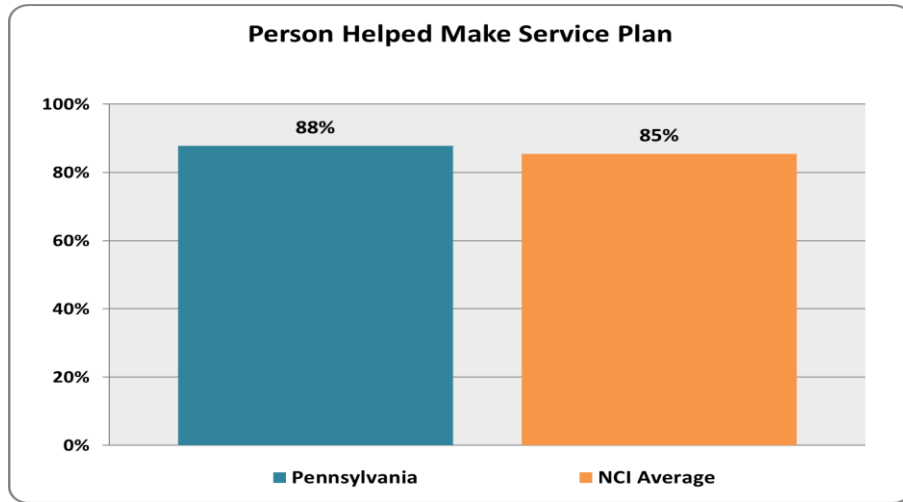
GRAPH 76. HAS HELP NEEDED TO WORK OUT PROBLEMS WITH STAFF



This graph illustrates that 93% of respondents from Pennsylvania 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%.

GRAPH 77. PERSON HELPED MAKE SERVICE PLAN



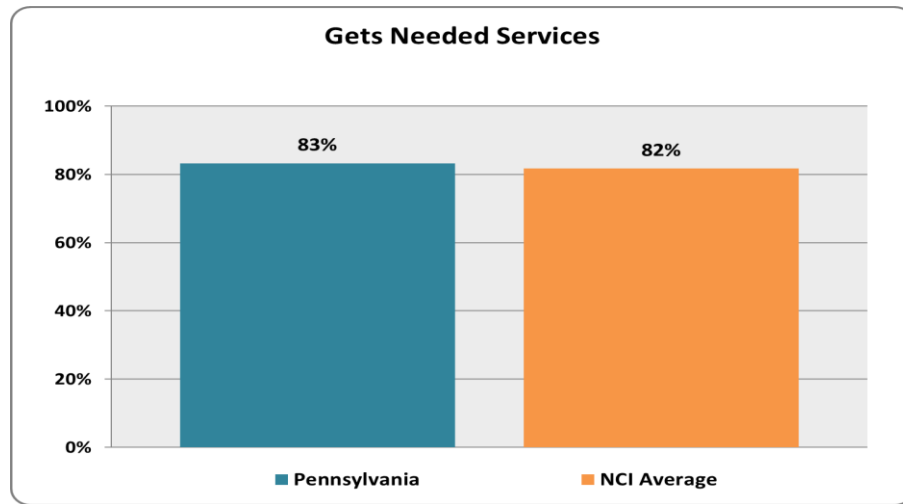
This graph illustrates that 88% of respondents from Pennsylvania and 85% across NCI states reported that they helped make their service plan.

States ranged between 96% and 50%.

Access

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

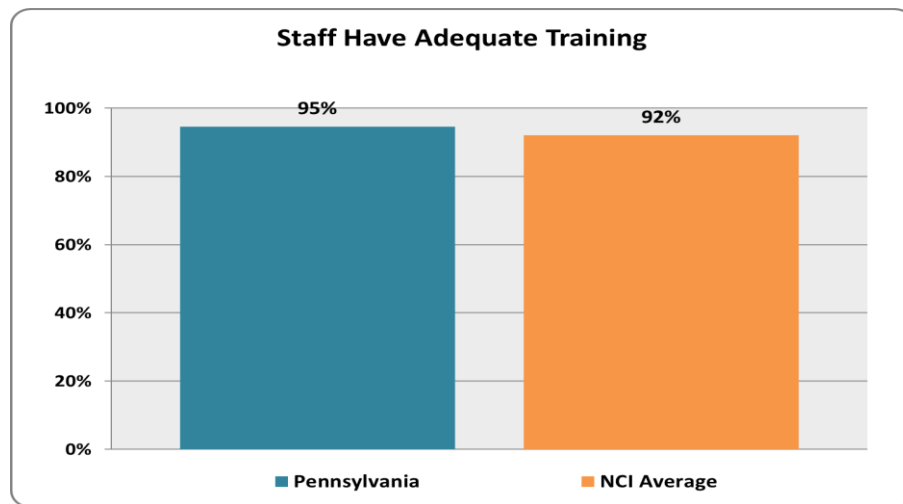
GRAPH 78. GETS NEEDED SERVICES



This graph illustrates that 83% of respondents from Pennsylvania and 82% across NCI states reported that they get all the services they need.

States ranged between 93% and 53%.

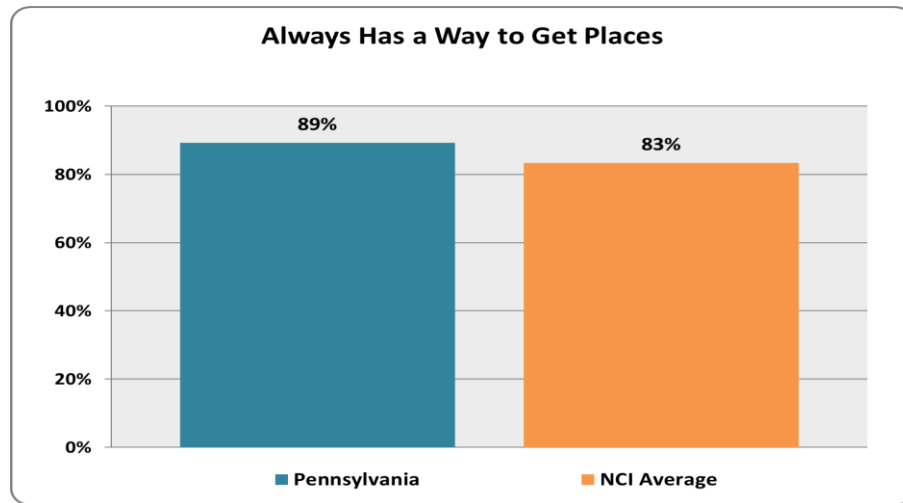
GRAPH 79. STAFF HAVE ADEQUATE TRAINING



This graph illustrates that 95% of respondents from Pennsylvania and 92% across NCI states reported their staff have enough training to meet their needs.

States ranged between 96% and 86%.

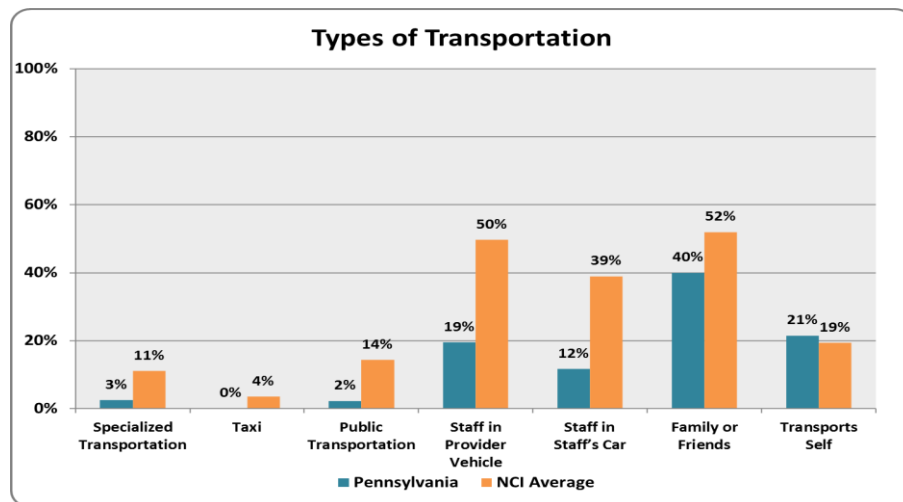
GRAPH 80. ALWAYS HAS A WAY TO GET PLACES



This graph illustrates that 89% of respondents from Pennsylvania 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 81. TYPES OF TRANSPORTATION

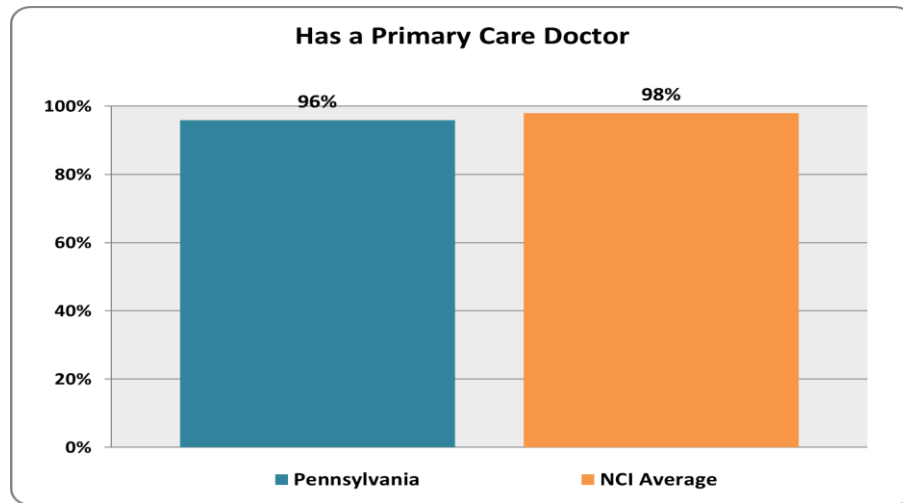


The chart illustrates the typical modes of transportation used, respectively, by respondents in Pennsylvania and across NCI states: 3% and 11% via specialized transportation; 0% and 4% via taxi; 2% and 14% via public transportation; 19% and 50% via staff in provider vehicle; 12% and 39% receive transport from staff in staff's car; 40% and 52% from family or friends; 21% and 19% transport themselves.

Health

People secure needed health services.

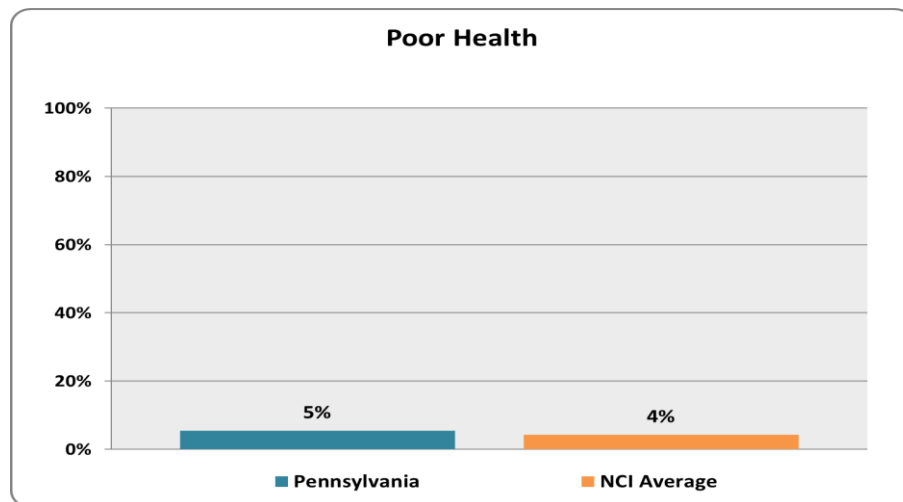
GRAPH 82. HAS A PRIMARY CARE DOCTOR



This graph illustrates that 96% of respondents from Pennsylvania and 98% across NCI states were reported to have a primary care doctor.

States ranged between 100% and 94%.

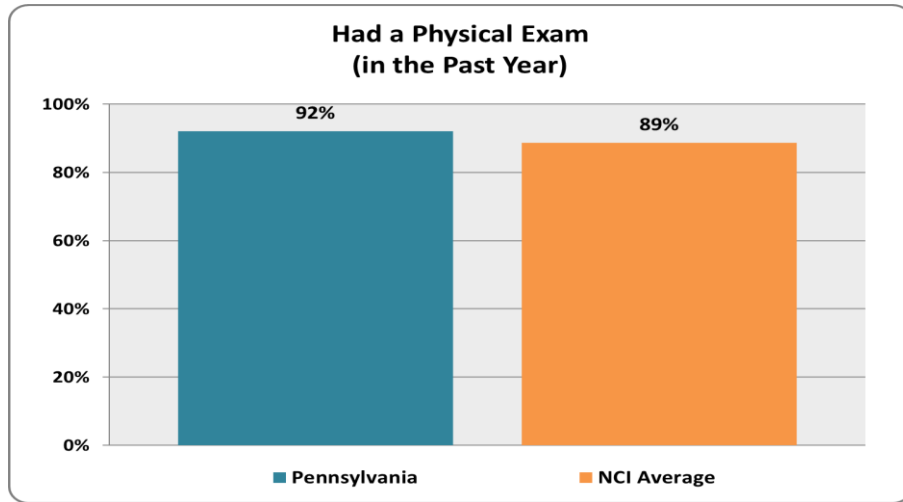
GRAPH 83. IN POOR HEALTH



This graph illustrates that 5% of respondents from Pennsylvania and 4% across NCI states were reported to be in poor health.

States ranged between 7% and 2%.

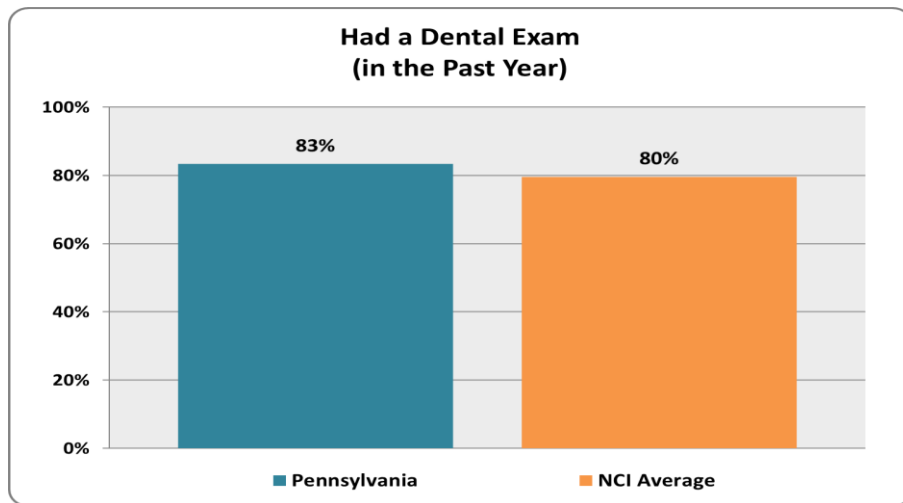
GRAPH 84. HAD AN ANNUAL PHYSICAL EXAM (IN THE PAST YEAR)



This graph illustrates that 92% of respondents from Pennsylvania and 89% across NCI states were reported to have had a physical exam in the past year.

States ranged between 97% and 63%.

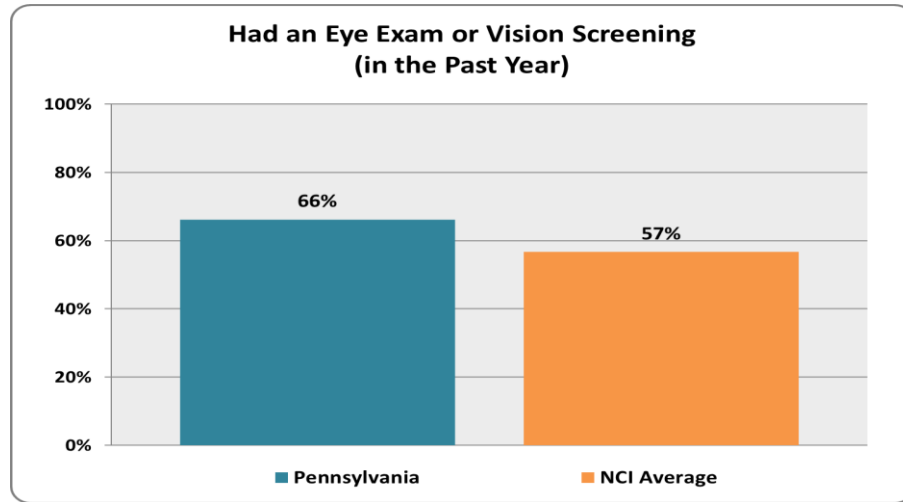
GRAPH 85. HAD A DENTAL EXAM (IN THE PAST YEAR)



This graph illustrates that 83% of respondents from Pennsylvania and 80% across NCI states were reported to have had a dental exam in the past year.

States ranged between 97% and 62%.

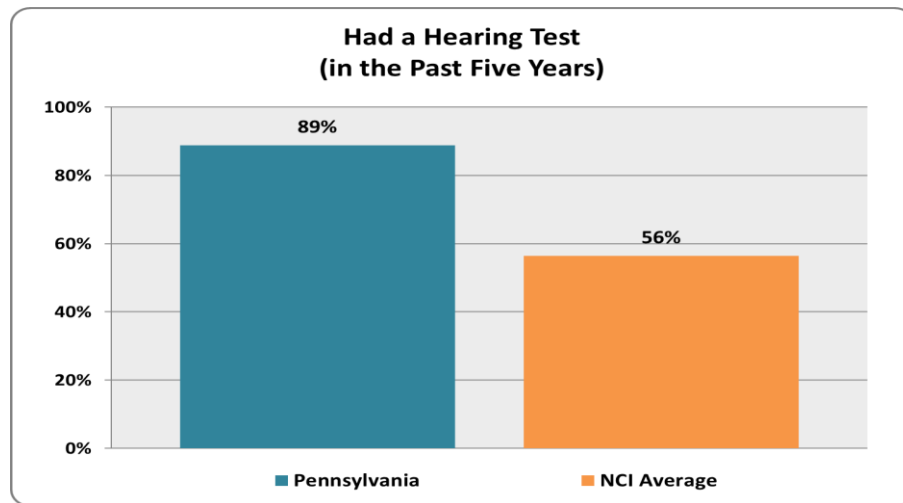
GRAPH 86. HAD AN EYE EXAM OR VISION SCREENING (IN THE PAST YEAR)



This graph illustrates that 66% of respondents from Pennsylvania 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%.

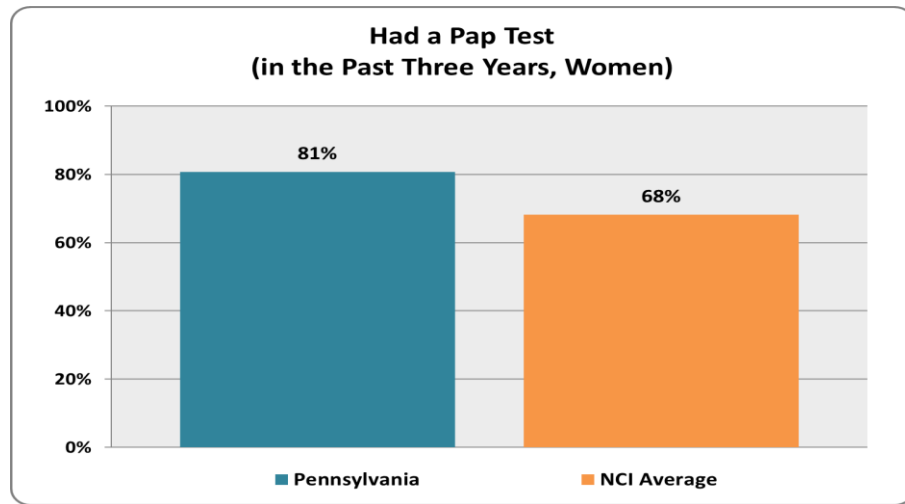
GRAPH 87. HAD A HEARING TEST (IN THE PAST FIVE YEARS)



This graph illustrates that 89% of respondents from Pennsylvania and 56% across NCI states were reported to have had a hearing test in the past five years.

States ranged between 94% and 30%.

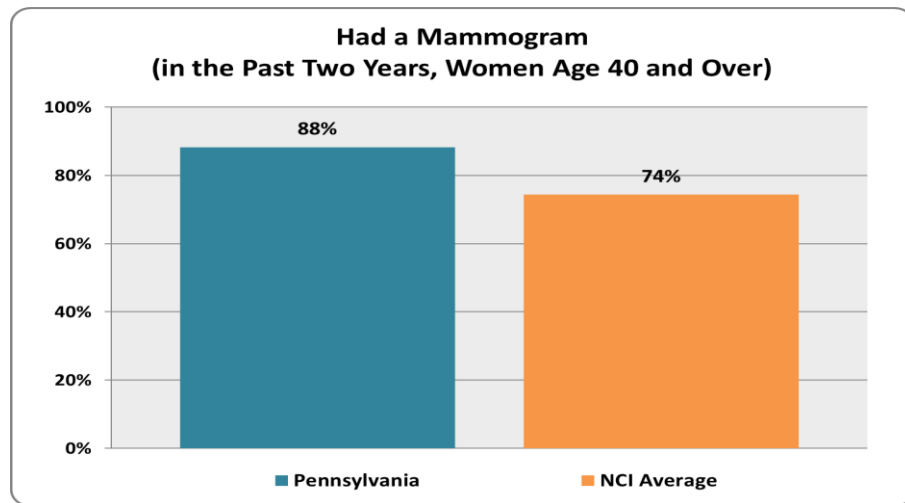
GRAPH 88. HAD A PAP TEST (IN THE PAST THREE YEARS, WOMEN)



This graph illustrates that among female respondents, 81% from Pennsylvania and 68% across NCI states were reported to have had a pap test in the past three years.

States ranged between 87% and 32%.

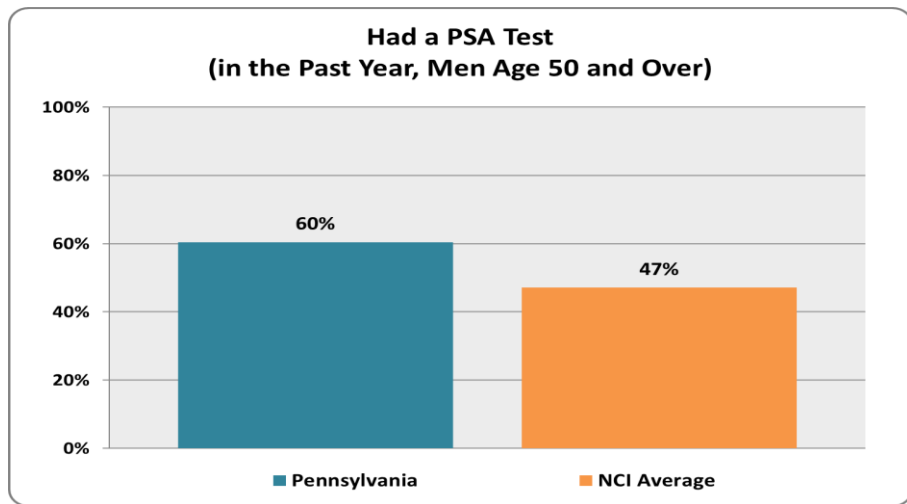
GRAPH 89. HAD A MAMMOGRAM (IN THE PAST TWO YEARS, WOMEN 40 AND OVER)



This graph illustrates that among female respondents age 40 and over, 88% from Pennsylvania and 74% across NCI states were reported to have had a mammogram in the past two years.

States ranged between 93% and 37%.

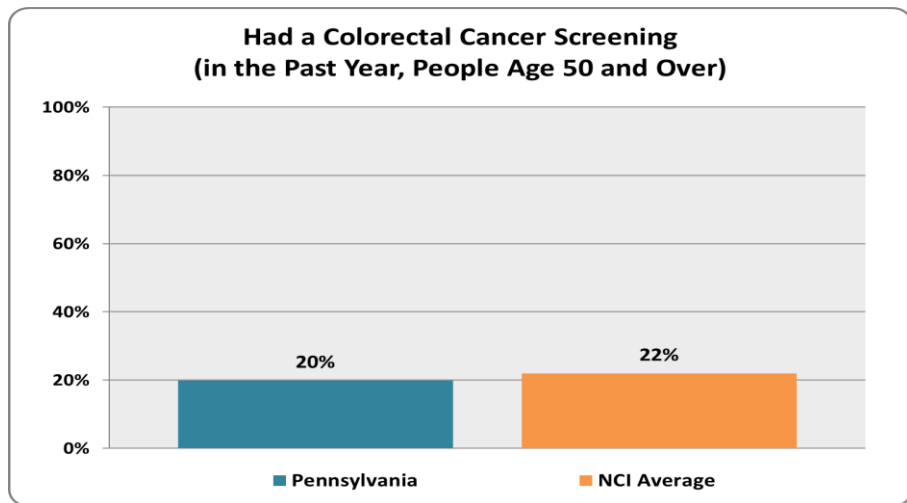
GRAPH 90. HAD A PSA TEST (IN THE PAST YEAR, MEN 50 AND OVER)



This graph illustrates that among male respondents age 50 and older, 60% from Pennsylvania and 47% across NCI states were reported to have had a PSA test in the past year.

States ranged between 74% and 21%.

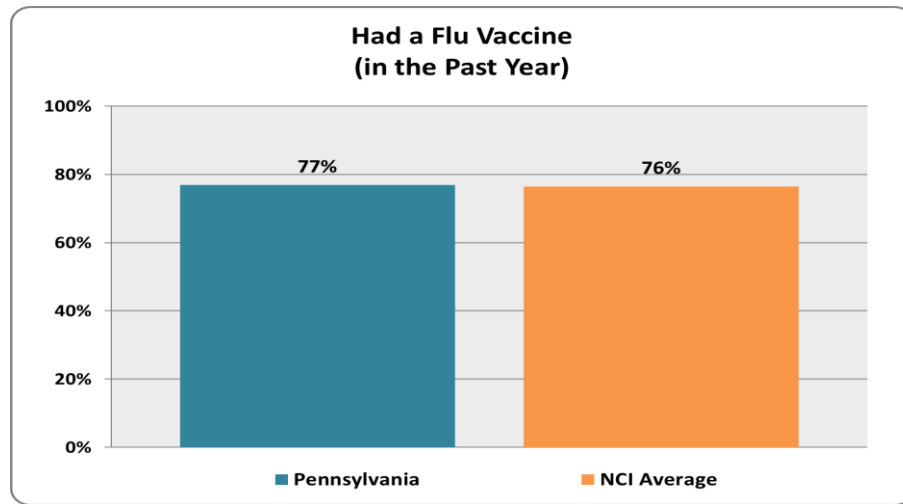
GRAPH 91. HAD A COLORECTAL CANCER SCREENING (IN THE PAST YEAR, AGE 50 AND OVER)



This graph illustrates that among respondents age 50 and older, 20% from Pennsylvania and 22% across NCI states were reported to have had a colorectal cancer screening in the past year.

States ranged between 40% and 10%.

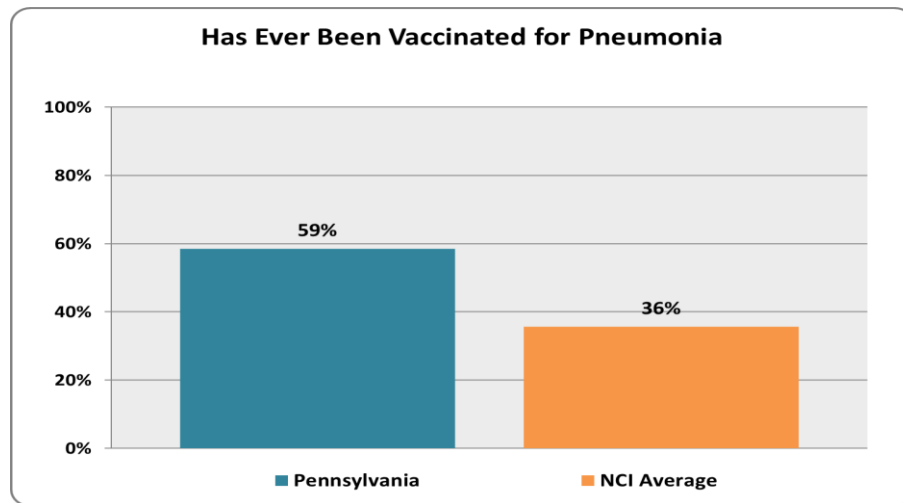
GRAPH 92. HAD A FLU VACCINE (IN THE PAST YEAR)



This graph illustrates that 77% of respondents from Pennsylvania and 76% across NCI states were reported to have had a flu vaccine in the past year.

States ranged between 90% and 47%.

GRAPH 93. HAS EVER BEEN VACCINATED FOR PNEUMONIA



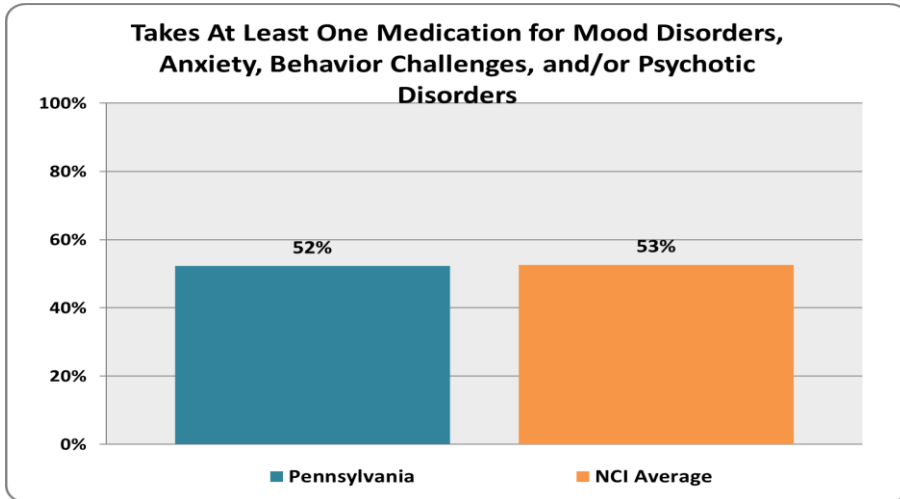
This graph illustrates that 59% of respondents from Pennsylvania and 36% across NCI states were reported to have ever had a pneumonia vaccine.

States ranged between 59% and 18%.

Medication

Medications are managed effectively and appropriately.

GRAPH 94. TAKES AT LEAST ONE MEDICATION FOR MOOD DISORDERS, BEHAVIOR CHALLENGES, ANXIETY, OR PSYCHOTIC DISORDERS



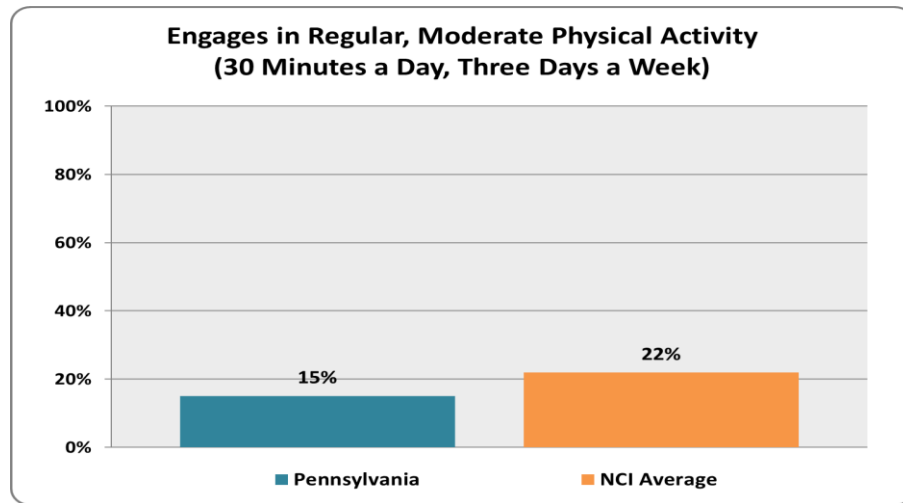
This graph illustrates that 52% of respondents from Pennsylvania and 53% across NCI states were reported to take at least one medication for mood disorders, anxiety, behavior challenges, and/or psychotic disorders.

States ranged between 72% and 32%.

Wellness

People are supported to maintain healthy habits.

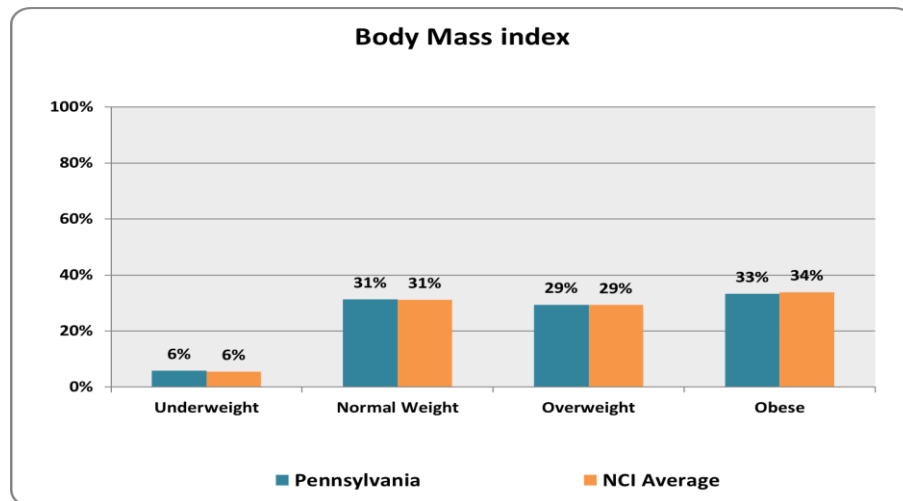
GRAPH 95. ENGAGES IN REGULAR, MODERATE PHYSICAL ACTIVITY



This graph illustrates that 15% of respondents from Pennsylvania 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%.

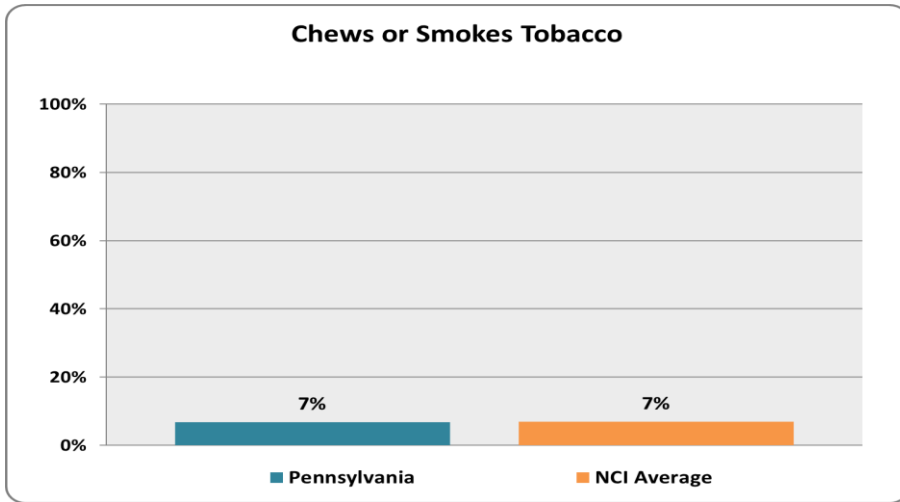
GRAPH 96. BMI (BODY MASS INDEX)



This graph illustrates that, respectively, respondents from Pennsylvania and across NCI states fall into the following BMI categories: 6% and 6% underweight, 31% and 31% within a normal weight, 29% and 29% overweight, and 33% 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 97. CHEWS OR SMOKES TOBACCO



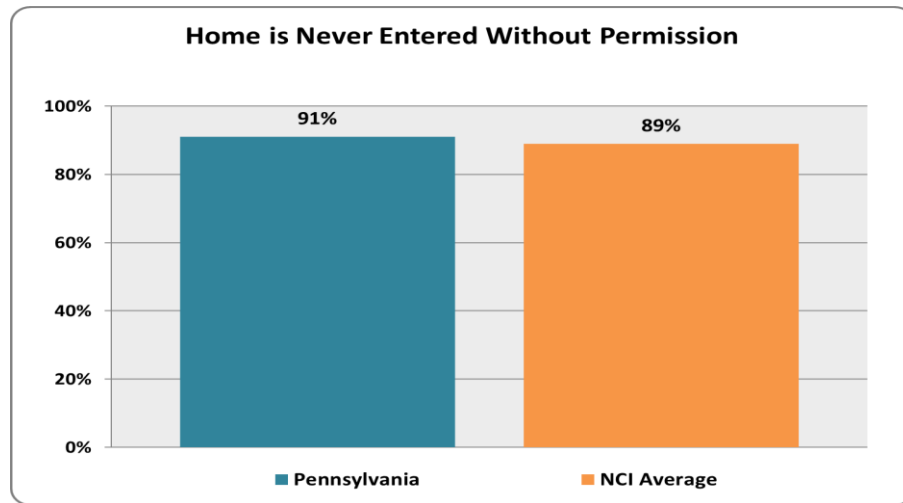
This graph illustrates that 7% of respondents from Pennsylvania and 7% across NCI states were reported to chew or smoke tobacco.

States ranged between 14% and 3%.

Respect and Rights

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

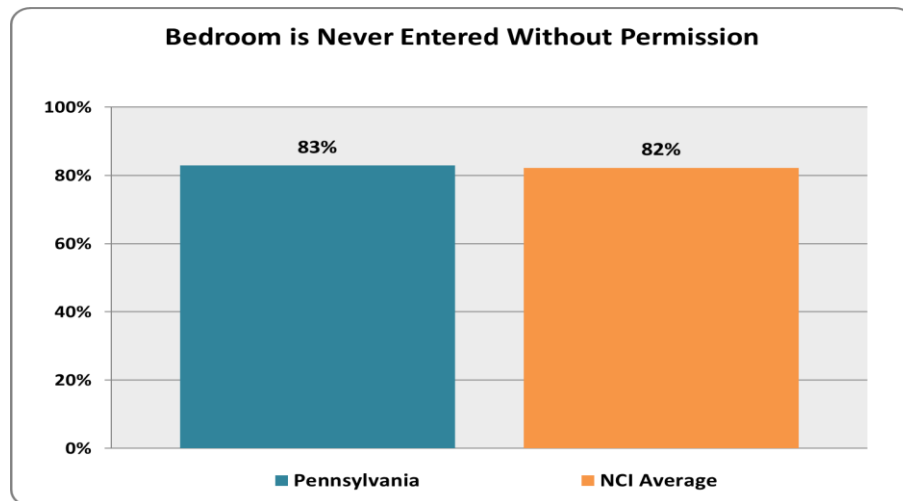
GRAPH 98. HOME IS NEVER ENTERED WITHOUT PERMISSION



This graph illustrates that 91% of respondents from Pennsylvania and 89% across NCI states reported that people always let them know before entering their home.

States ranged between 96% and 80%.

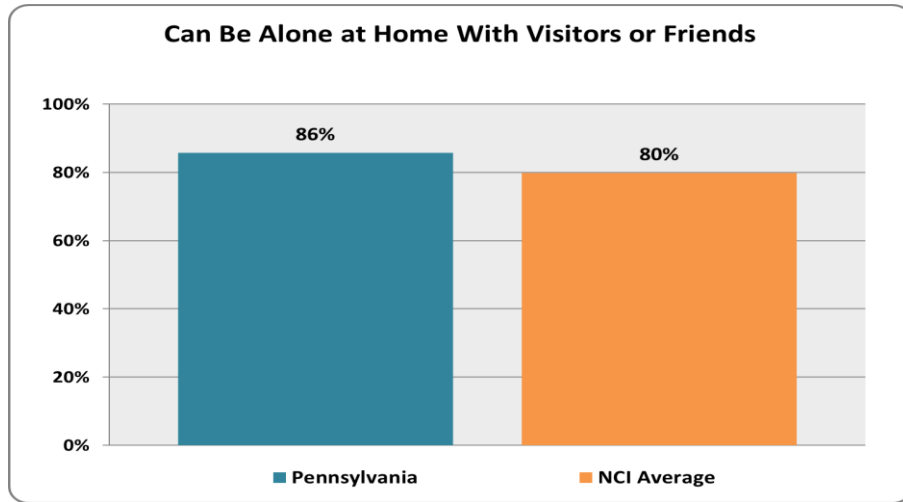
GRAPH 99. BEDROOM IS NEVER ENTERED WITHOUT PERMISSION



This graph illustrates that 83% of respondents from Pennsylvania and 82% across NCI states reported that people always let them know before entering their bedroom.

States ranged between 92% and 66%.

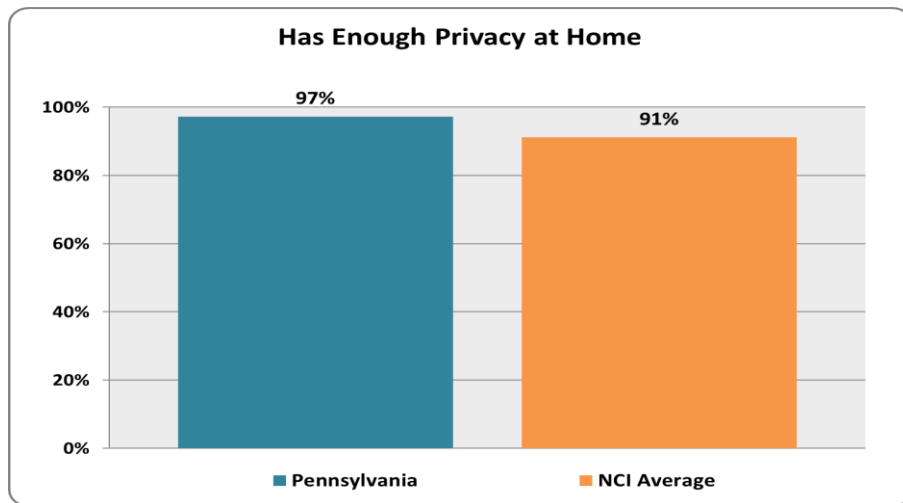
GRAPH 100. CAN BE ALONE AT HOME WITH VISITORS OR FRIENDS



This graph illustrates that 86% of respondents from Pennsylvania and 80% across NCI states reported that they could be alone at home with visitors or friends.

States ranged between 94% and 66%.

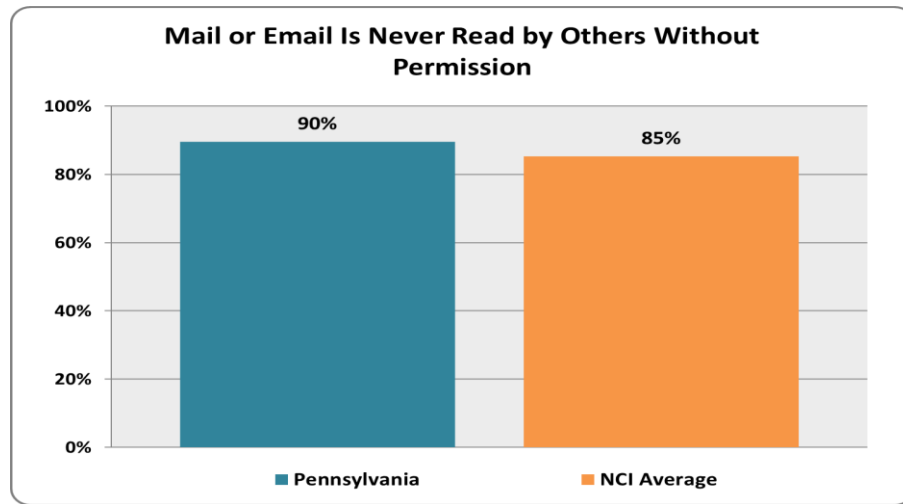
GRAPH 101. HAS ENOUGH PRIVACY AT HOME



This graph illustrates that 97% of respondents from Pennsylvania and 91% across NCI states reported that they have enough privacy at home.

States ranged between 97% and 83%.

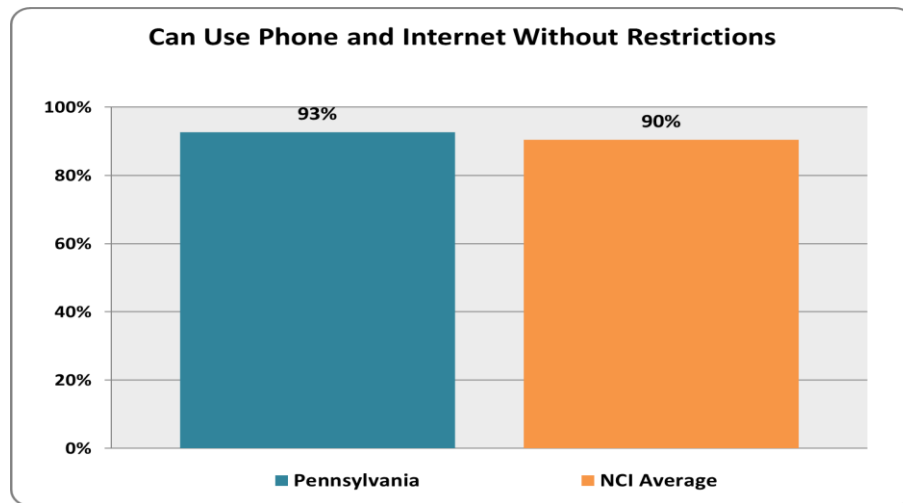
GRAPH 102. MAIL OR EMAIL IS NEVER READ BY OTHERS WITHOUT PERMISSION



This graph illustrates that 90% of respondents from Pennsylvania and 85% across NCI states reported others do not read their mail or email without their permission.

States ranged between 97% and 69%.

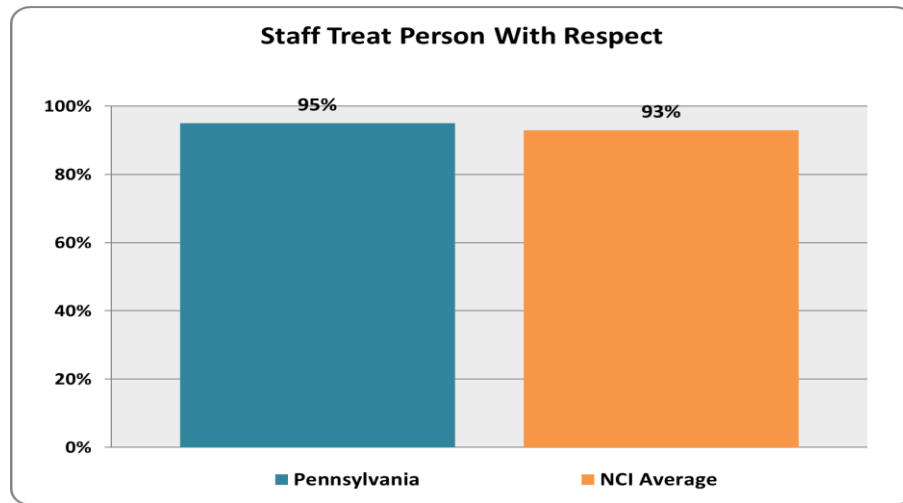
GRAPH 103. CAN USE PHONE AND INTERNET WITHOUT RESTRICTIONS



This graph illustrates that 93% of respondents from Pennsylvania and 90% across NCI states reported that they can use the phone and internet without restrictions.

States ranged between 97% and 82%.

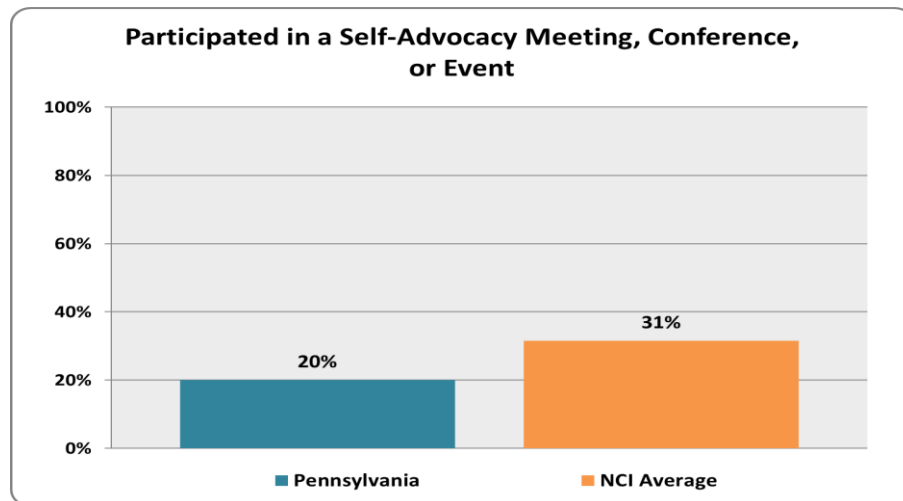
GRAPH 104. STAFF TREAT PERSON WITH RESPECT



This graph illustrates that 95% of respondents from Pennsylvania and 93% across NCI states reported their staff treat them with respect.

States ranged between 97% and 89%.

GRAPH 105. HAS PARTICIPATED IN A SELF-ADVOCACY MEETING, CONFERENCE, OR EVENT



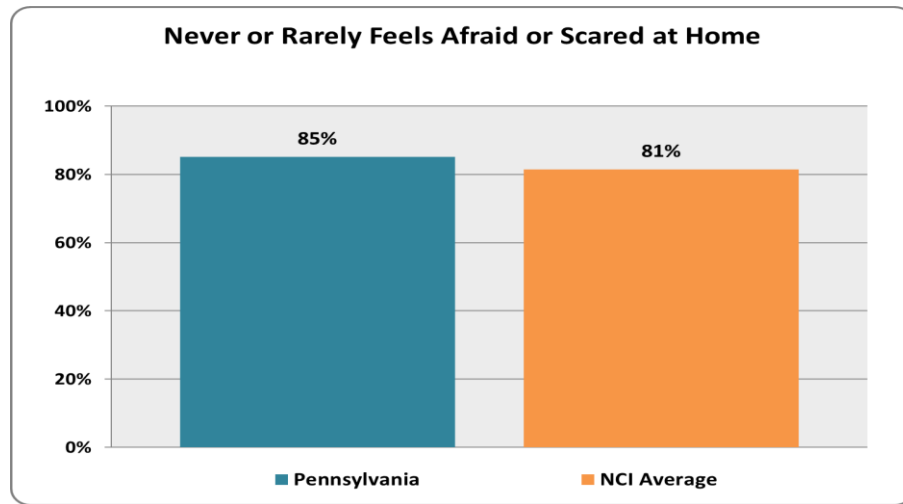
This graph illustrates that 20% of respondents from Pennsylvania and 31% across NCI states reported that they have participated in a self-advocacy meeting, conference, or event, or were given the opportunity and chose not to.

States ranged between 44% and 20%.

Safety

People are safe from abuse, neglect, and injury.

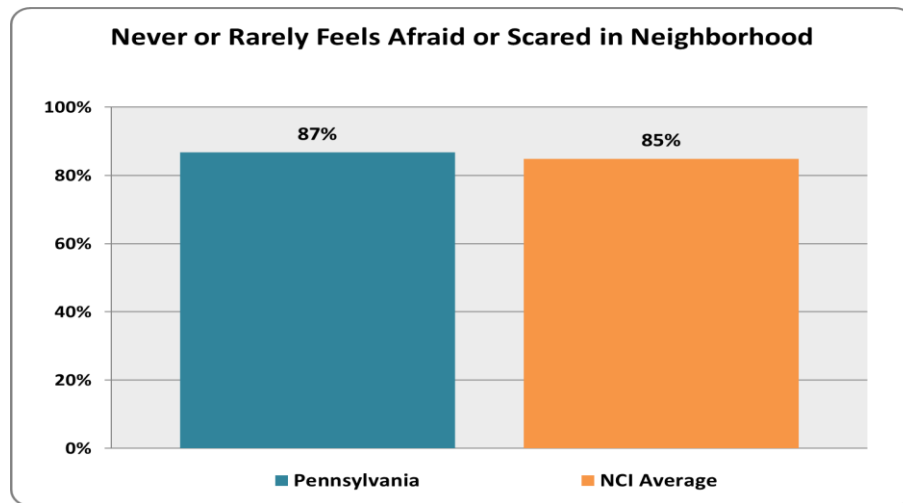
GRAPH 106. NEVER OR RARELY FEELS AFRAID OR SCARED AT HOME



This graph illustrates that 85% of respondents from Pennsylvania and 81% across NCI states reported that they never or rarely feel afraid or scared in their home.

States ranged between 90% and 70%.

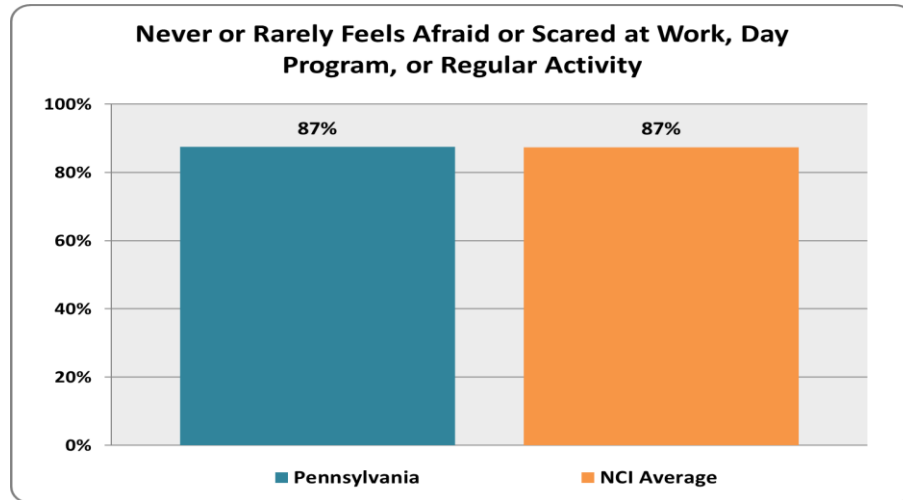
GRAPH 107. NEVER OR RARELY FEELS AFRAID OR SCARED IN NEIGHBORHOOD



This graph illustrates that 87% of respondents from Pennsylvania and 85% across NCI states reported that they never or rarely feel afraid or scared in their neighborhood.

States ranged between 93% and 80%.

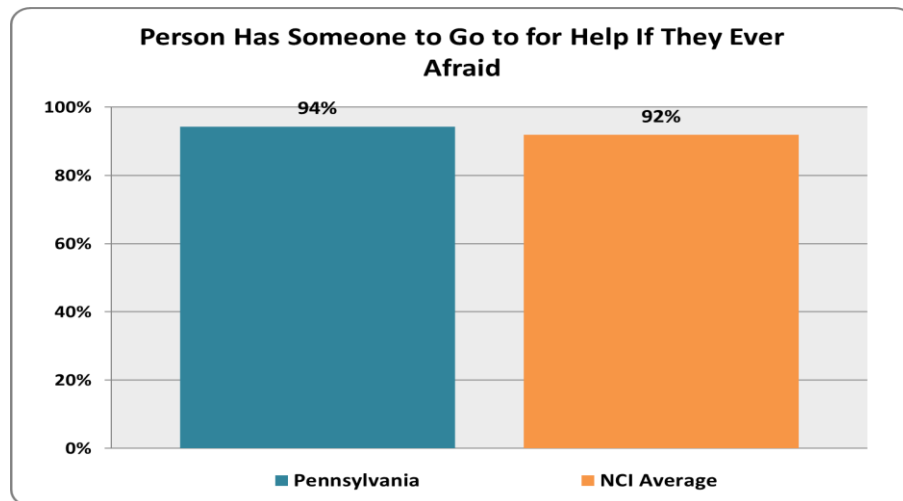
GRAPH 108. NEVER OR RARELY FEELS AFRAID OR SCARED AT WORK, DAY PROGRAM OR REGULAR ACTIVITY



This graph illustrates that 87% of respondents from Pennsylvania 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 109. PERSON HAS SOMEONE TO GO TO FOR HELP IF EVER AFRAID



This graph illustrates that 94% of respondents from Pennsylvania 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