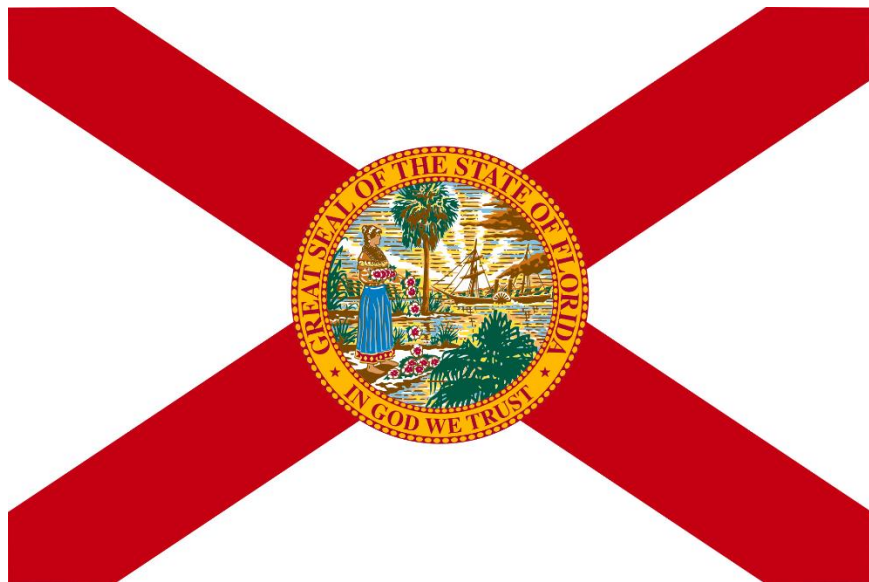


# NCI Adult Consumer Survey Outcomes

## Florida Report

2013-2014 Data



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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 2013-14 data collection cycle, 40 states, the District of Columbia, 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
<b>Individual Outcomes</b>	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.
	<b>Health, Welfare, and Rights</b>	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.
<b>System Performance</b>	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 2013-14 NCI Adult Consumer Survey demographic and individual outcome results from Florida to the NCI Average (the average of all state percentages). Twenty-eight (28) states<sup>1</sup>, the District of Columbia, and one regional council submitted valid samples of Adult Consumer Survey data. All results are shown in chart form along with descriptive text to the right of each outcome chart. **Please note**, if a state had fewer than 20 respondents to certain question, the state is excluded from the analysis for that particular question.

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

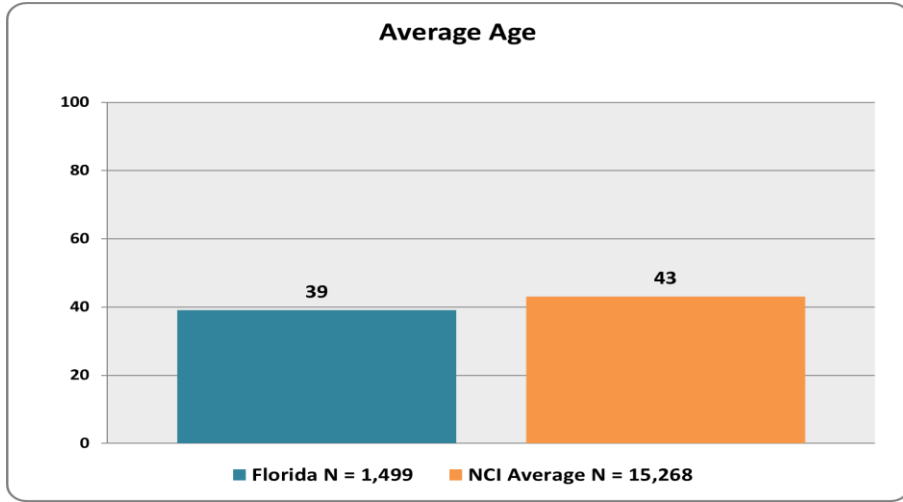
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<sup>1</sup> Mississippi (MS) and New Mexico (NM) submitted Adult Consumer Survey data, however, the data for those states are not included in the NCI Average because survey administration protocol were not followed.

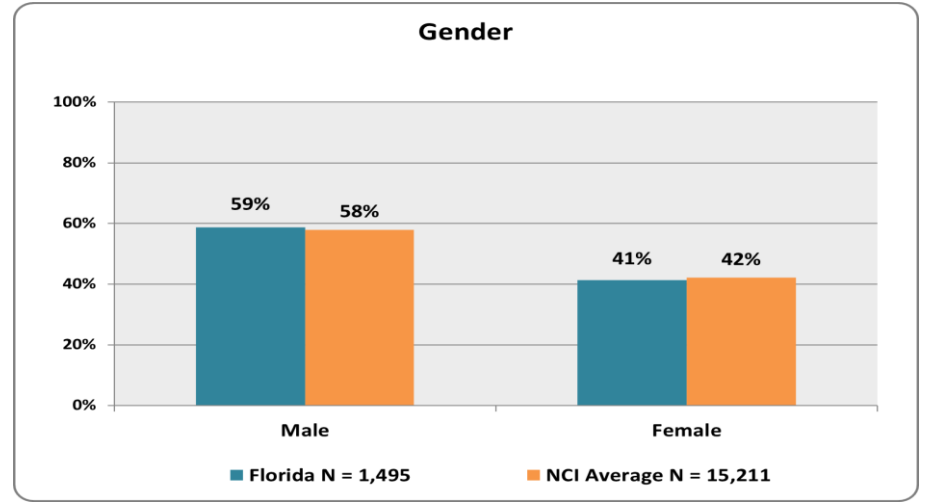
# Results: Demographics

*Illustrates the demographic profile of survey participants*

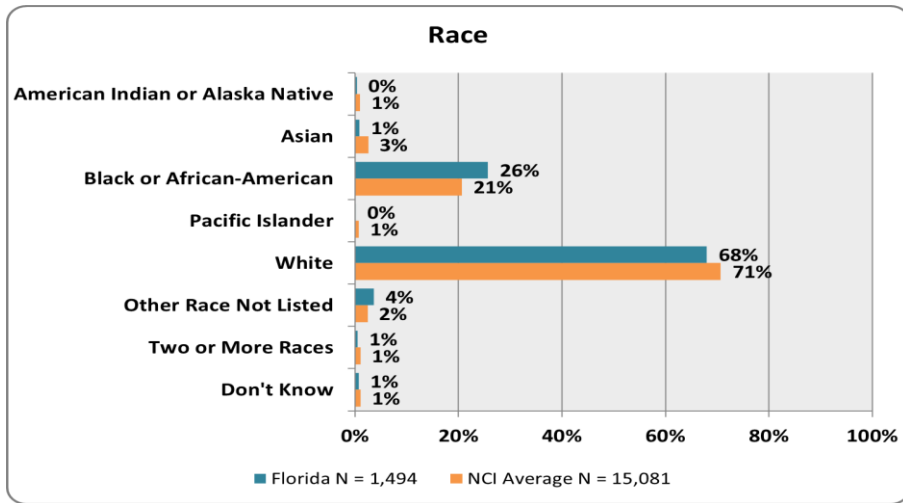
GRAPH 1. AVERAGE AGE



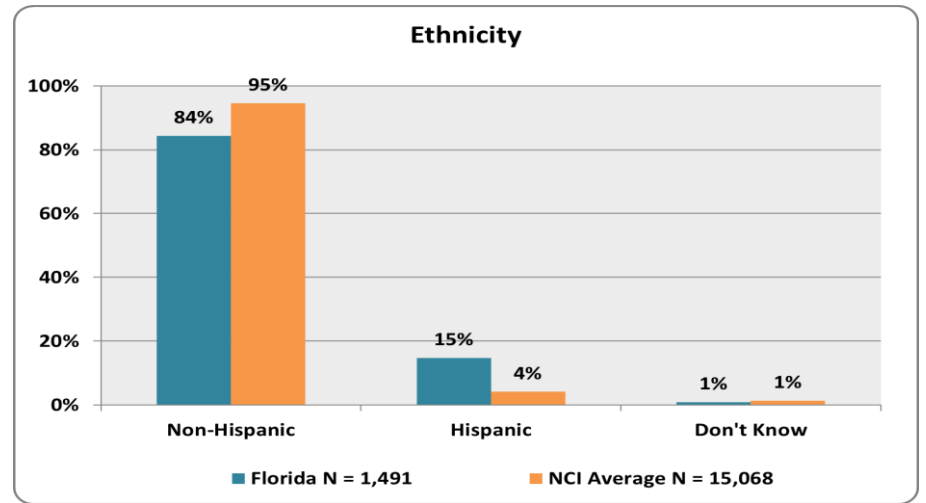
GRAPH 2. GENDER



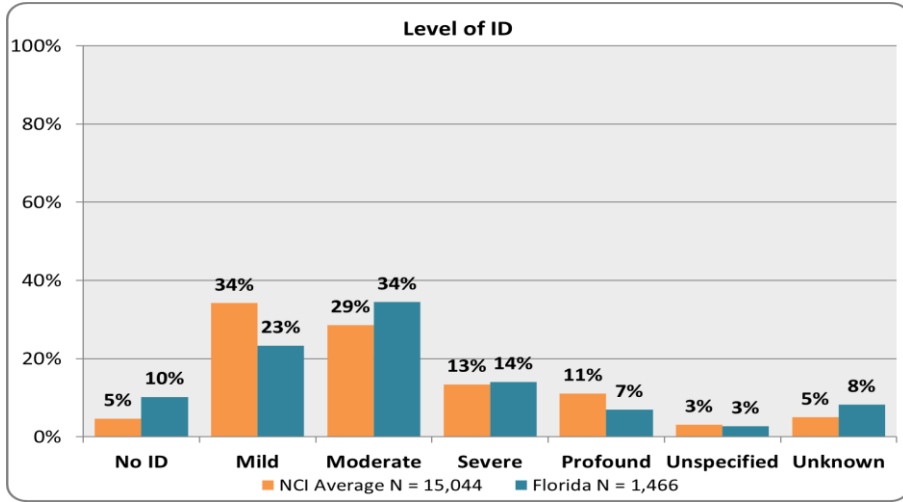
GRAPH 3. RACE



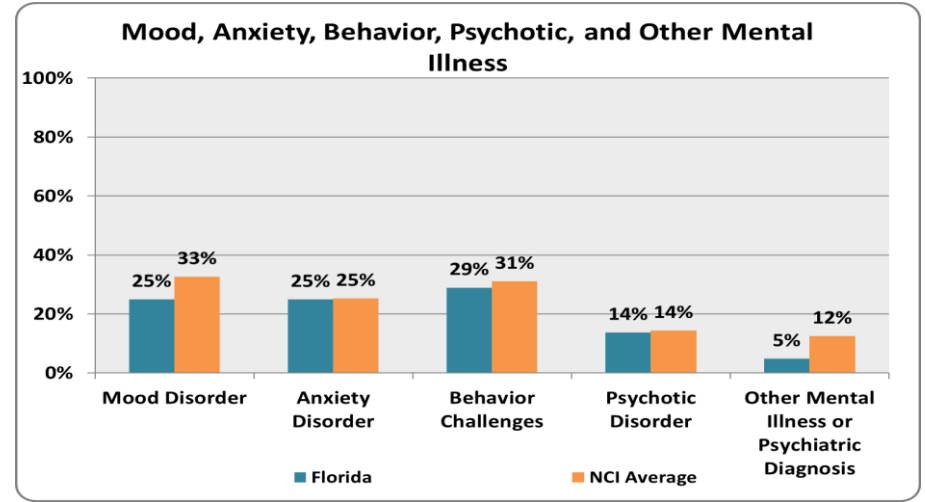
GRAPH 4. ETHNICITY



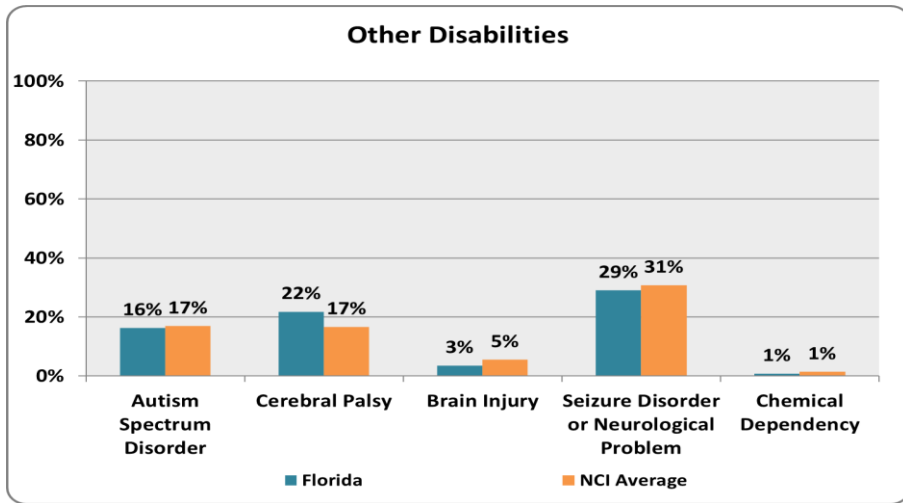
**GRAPH 5. LEVEL OF ID**



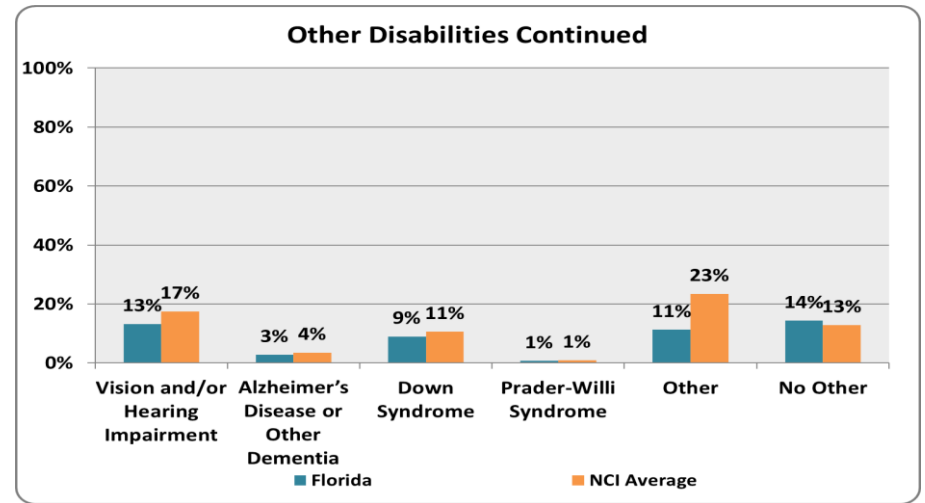
**GRAPH 6. MOOD, ANXIETY, BEHAVIOR, PSYCHOTIC, AND OTHER MENTAL ILLNESS\***



**GRAPH 7A. OTHER DISABILITIES\***

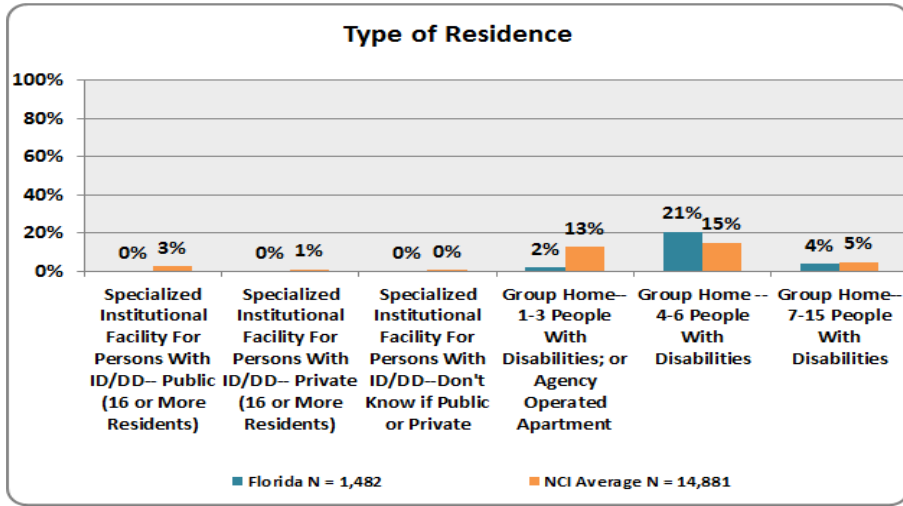


**GRAPH 7B. OTHER DISABILITIES (CONTINUED)\***

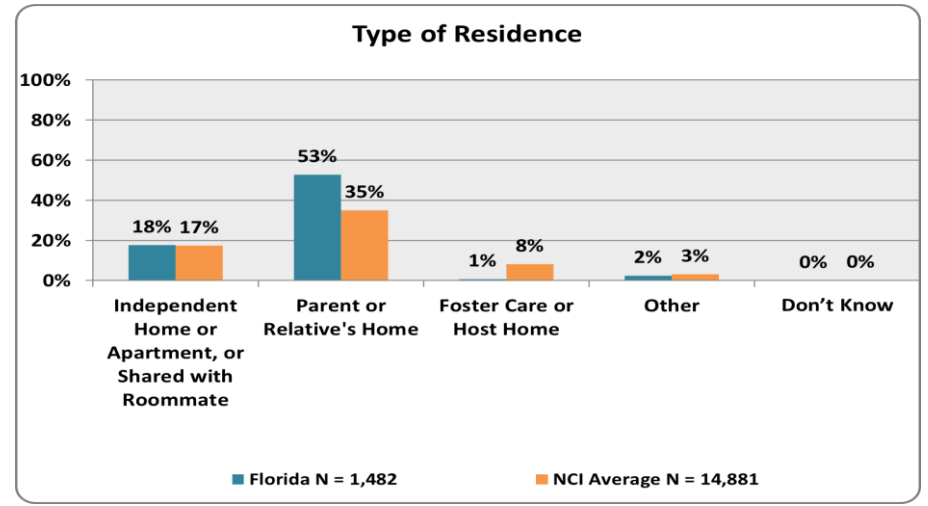


\*Categories are not mutually exclusive

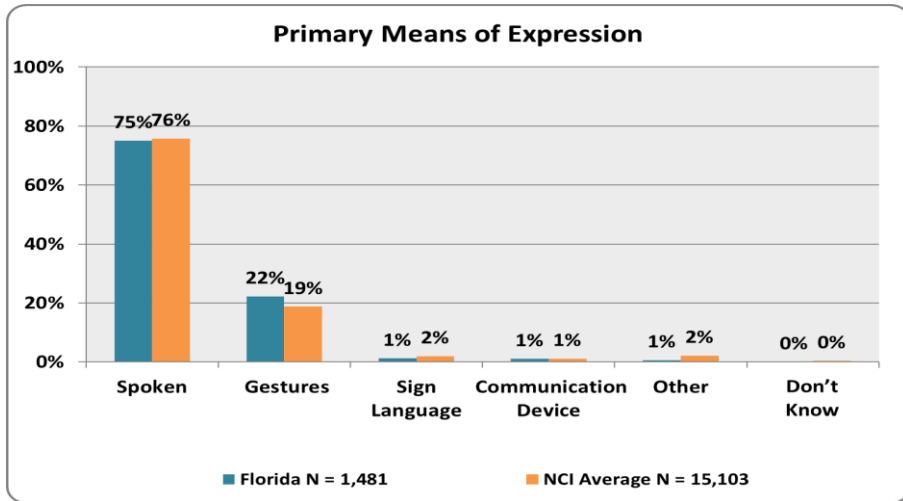
GRAPH 8. TYPE OF RESIDENCE



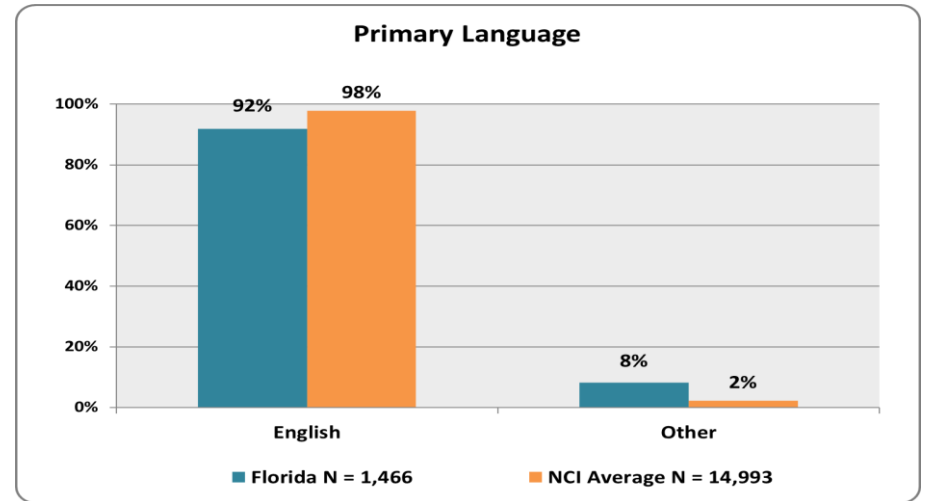
GRAPH 9. TYPE OF RESIDENCE (CONTINUED)



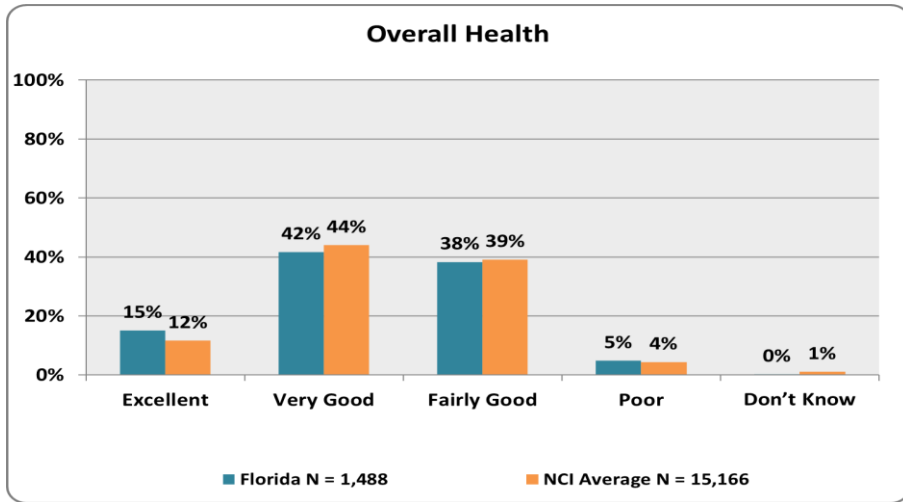
GRAPH 10. PRIMARY MEANS OF EXPRESSION



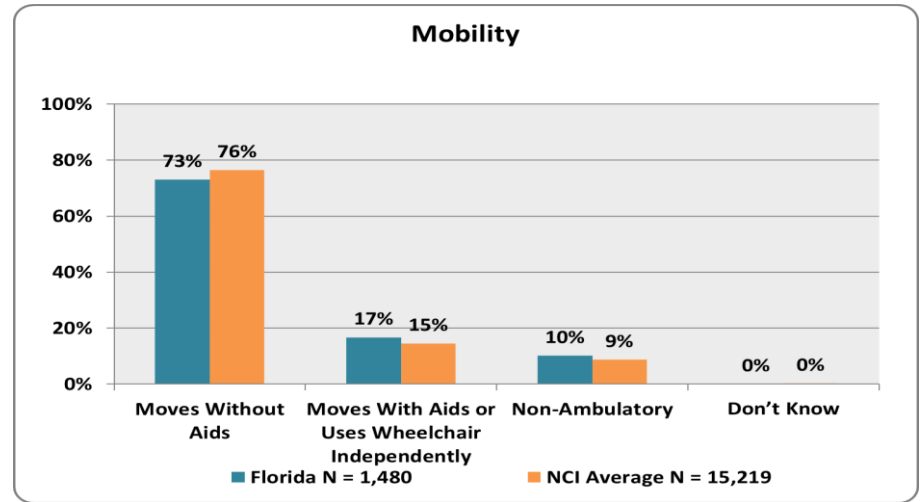
GRAPH 11. PRIMARY LANGUAGE



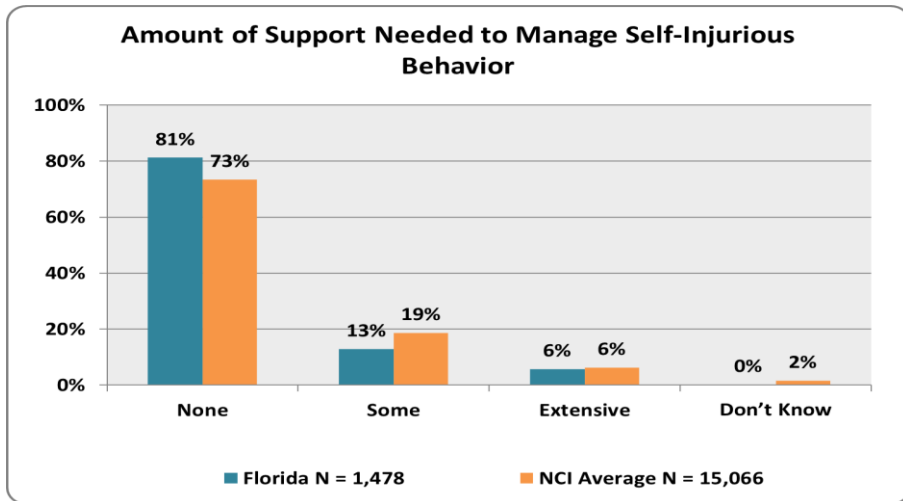
GRAPH 12. OVERALL HEALTH



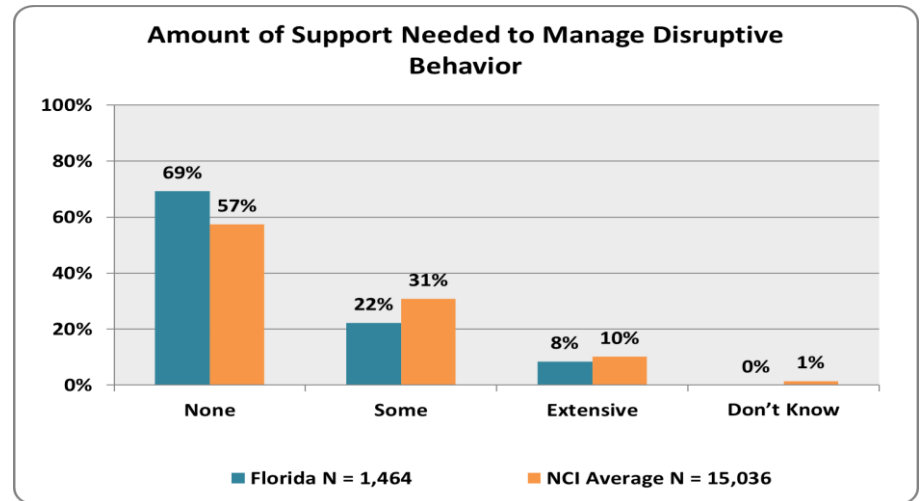
GRAPH 13. MOBILITY



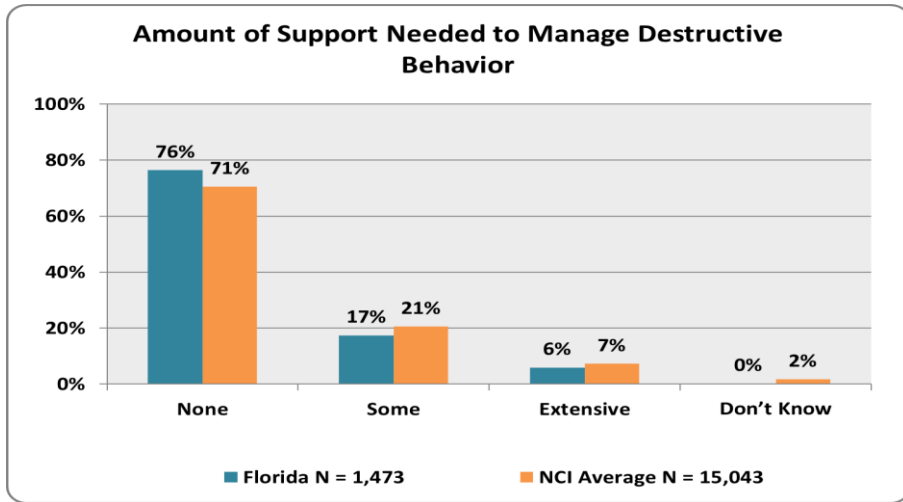
GRAPH 14. SUPPORT NEEDED FOR SELF-INJUROUS BEHAVIOR



GRAPH 15. SUPPORT NEEDED FOR DISRUPTIVE BEHAVIOR



**GRAPH 16. SUPPORT NEEDED FOR DESTRUCTIVE BEHAVIOR**

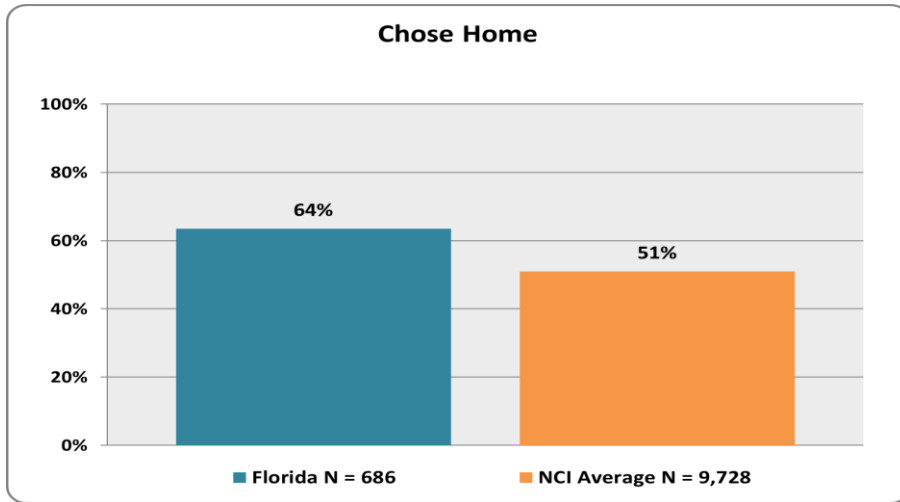




# Choice

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

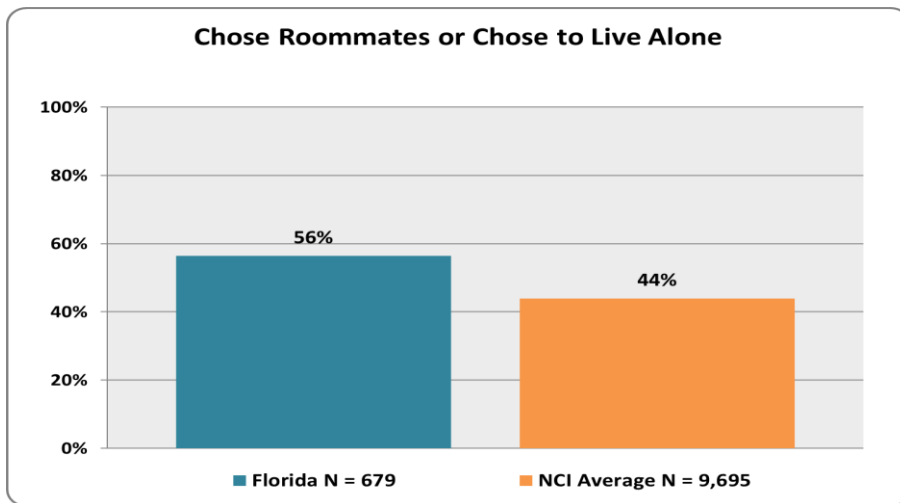
**GRAPH 17. CHOSE HOME**



This graph illustrates that 64% of respondents from Florida and 51% across NCI states reported that they chose or had some input in choosing where they live.

States ranged from 21% to 81%.

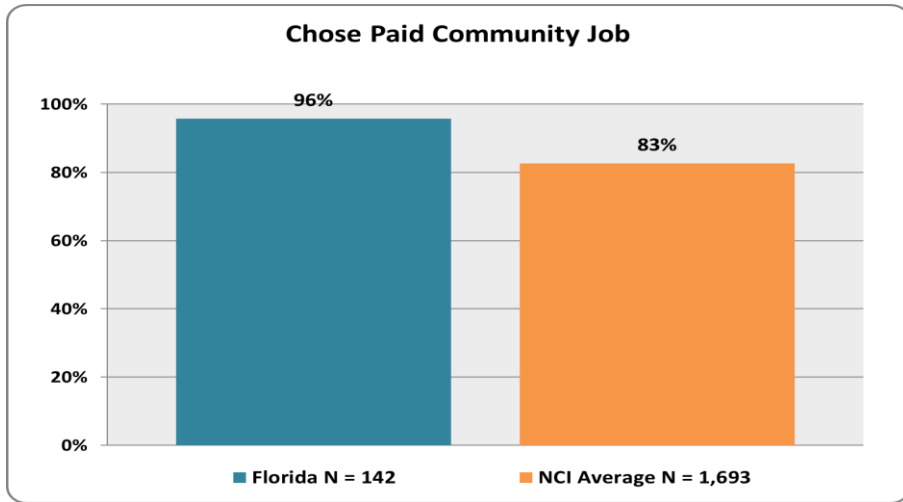
**GRAPH 18. CHOSE ROOMMATES**



This graph illustrates that 56% of respondents from Florida and 44% across NCI states reported that they chose or had some input in choosing the people with whom they live, or that they chose to live alone.

States ranged from 13% to 72%.

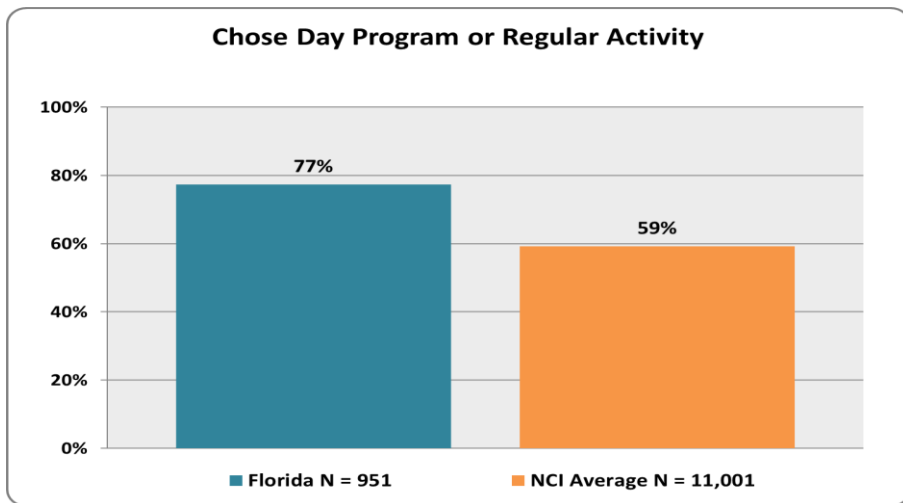
**GRAPH 19. CHOSE PAID COMMUNITY JOB**



This graph illustrates that among respondents with a paid job in the community, 96% from Florida and 83% across NCI states reported that they chose or had some input in choosing where they work.

States ranged from 39% to 98%.

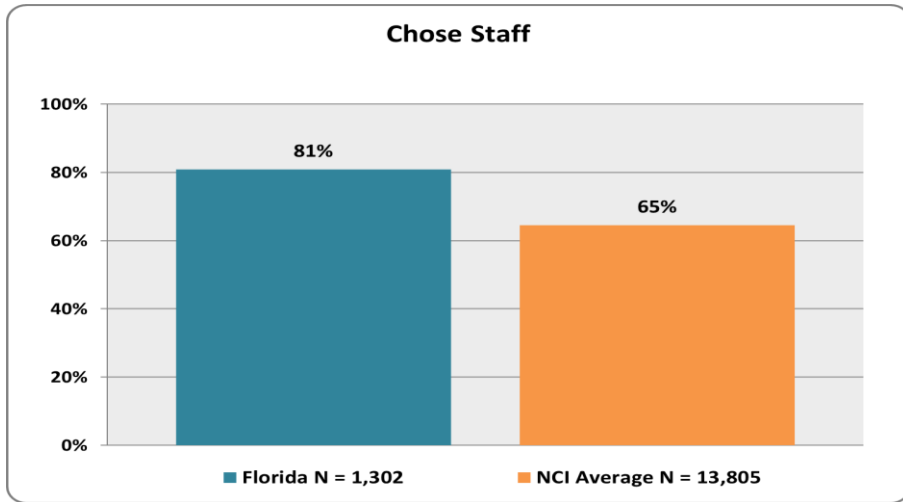
**GRAPH 20. CHOSE DAY PROGRAM OR REGULAR ACTIVITY**



This graph illustrates that among respondents with a day program or regular activity, 77% from Florida and 59% across NCI states reported that they chose or had some input in choosing where they go during the day.

States ranged from 22% to 88%.

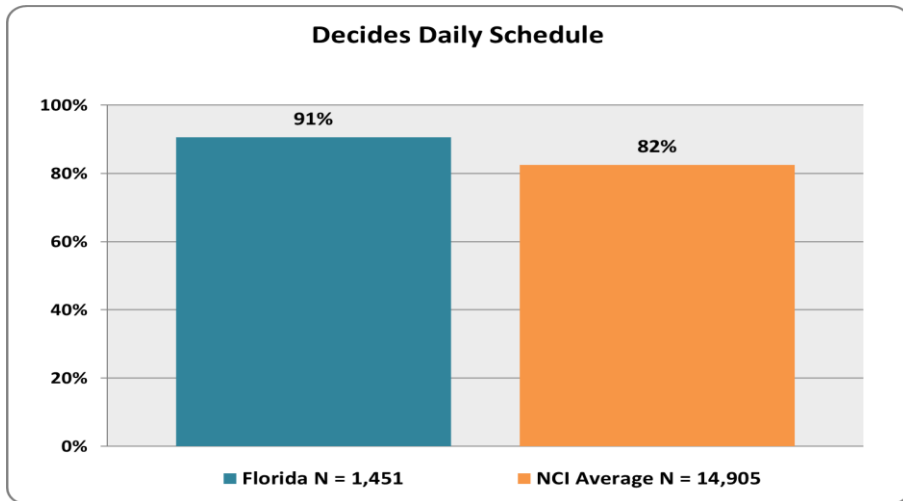
**GRAPH 21. CHOSE STAFF**



This chart illustrates that 81% of respondents from Florida and 65% 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 from 22% to 89%.

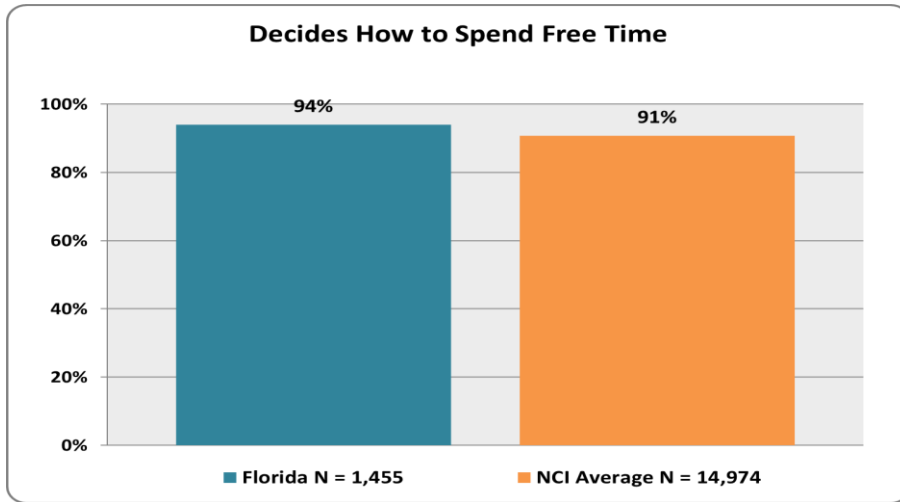
**GRAPH 22. DECIDES DAILY SCHEDULE**



This graph illustrates that 91% of respondents from Florida and 82% across NCI states reported that they decide or have input in choosing their daily schedule.

States ranged from 72% to 95%.

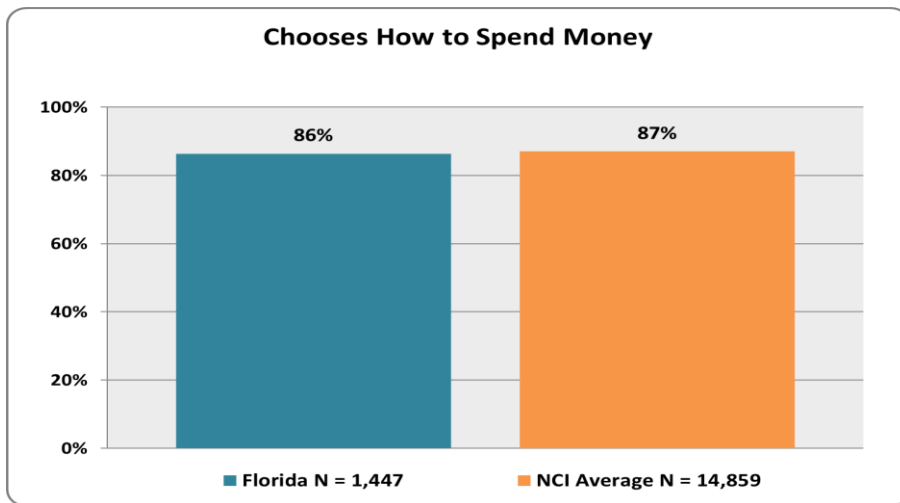
**GRAPH 23. DECIDES HOW TO SPEND FREE TIME**



This graph illustrates that 94% of respondents from Florida and 91% across NCI states reported that they decide or have input in choosing how to spend free time.

States ranged from 79% to 98%.

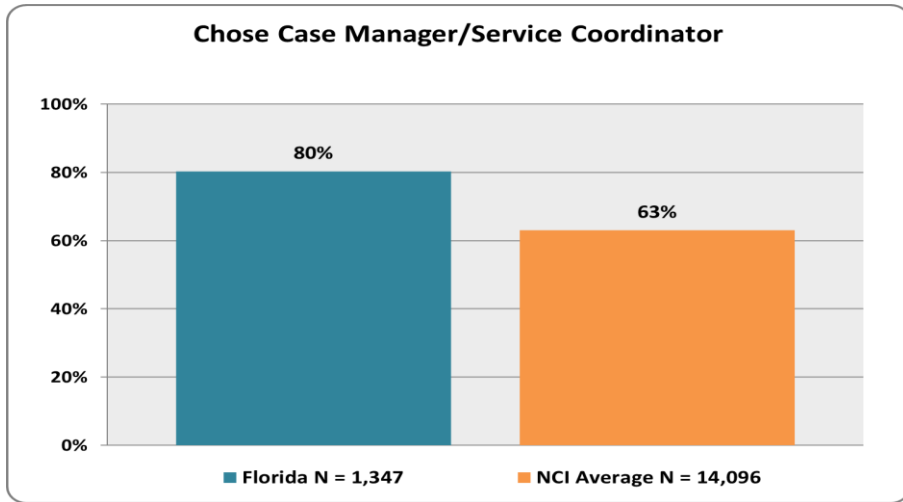
**GRAPH 24. CHOOSES HOW TO SPEND MONEY**



This graph illustrates that 86% of respondents from Florida and 87% across NCI states reported that they choose or have input in choosing how to spend their money.

States ranged from 68% to 97%.

**GRAPH 25. CHOSE CASE MANAGER/SERVICE COORDINATOR**



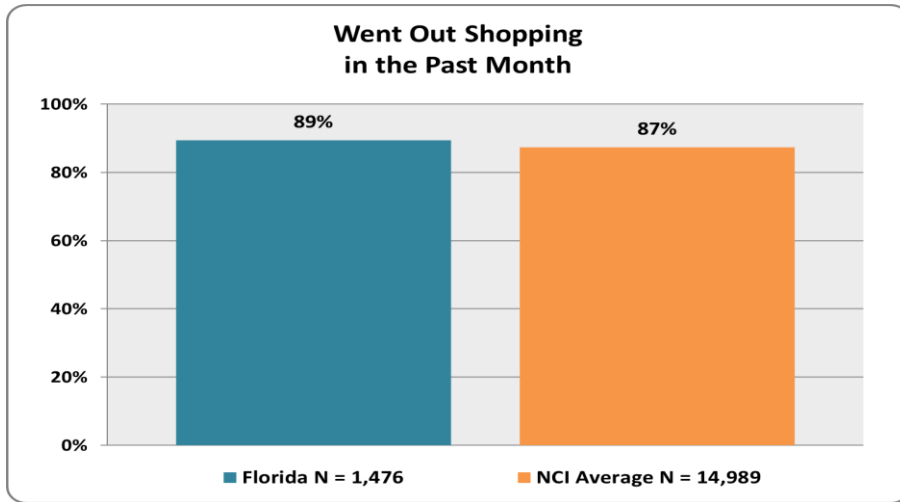
This graph illustrates that 80% of respondents from Florida and 63% across NCI states reported that they chose or were aware they could request to change their case manager/service coordinator.

States ranged from 29% to 99%

# Community Inclusion

*People have support to participate in everyday community activities.*

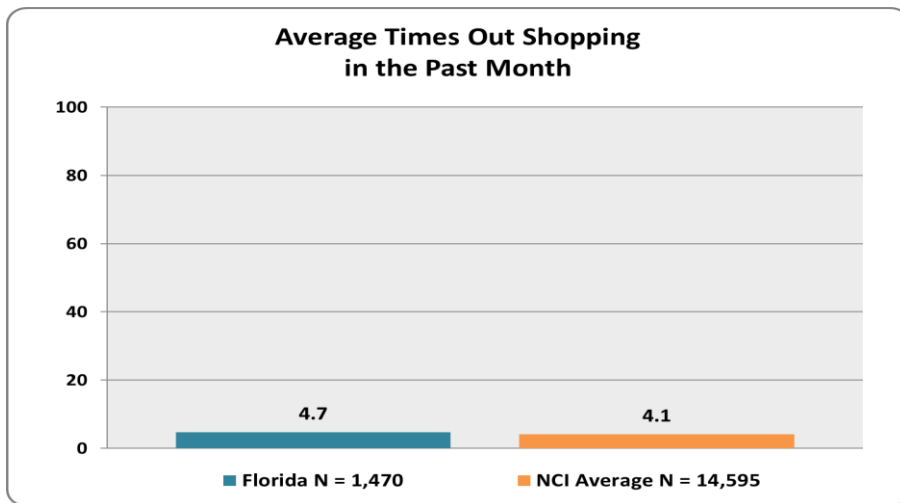
**GRAPH 26. WENT OUT SHOPPING IN THE PAST MONTH**



This graph illustrates that 89% of respondents from Florida and 87% across NCI states reported that they went out shopping in the past month.

States ranged from 73% to 94%.

**GRAPH 27. AVERAGE TIMES WENT OUT SHOPPING IN THE PAST MONTH**

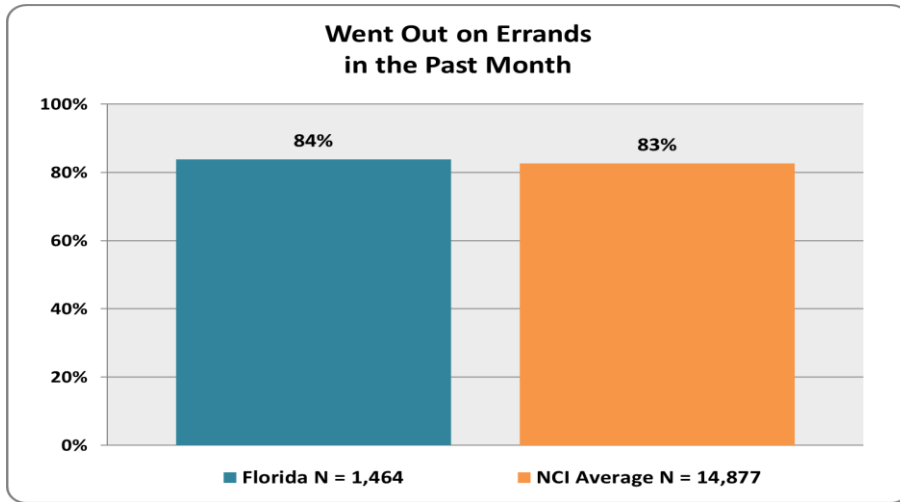


This graph illustrates that respondents from Florida went out shopping an average of 4.7 times in the past month, and respondents across NCI states went an average of 4.1 times.

States ranged from 2.4 to 6.1 times.



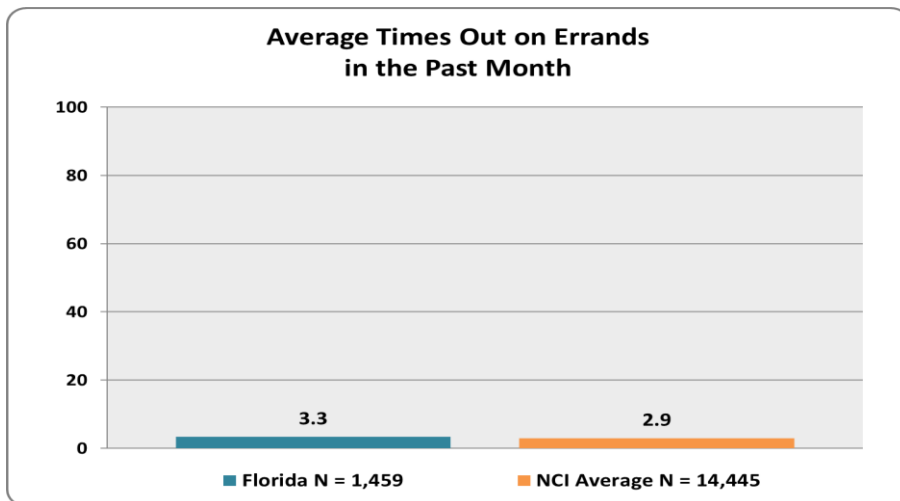
**GRAPH 28. WENT OUT ON ERRANDS IN THE PAST MONTH**



This graph illustrates that 84% of respondents from Florida and 83% across NCI states reported that they went out on errands or for appointments in the past month.

States ranged from 55% to 93%.

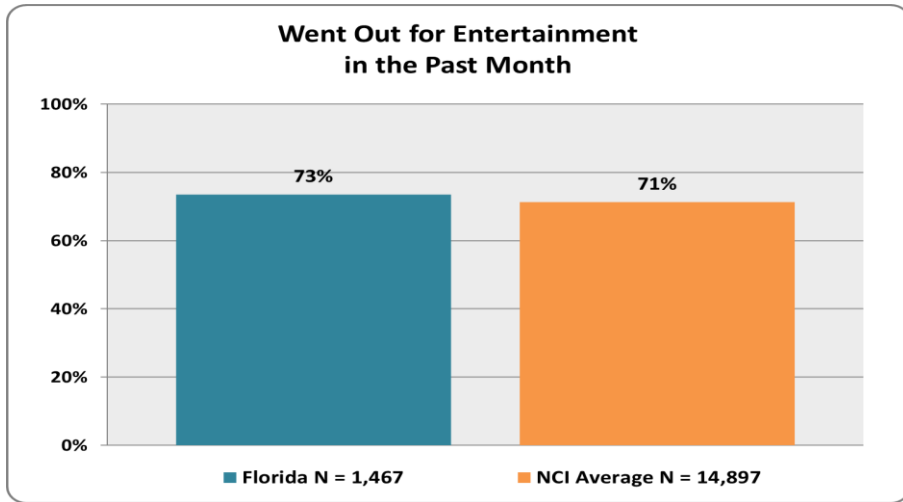
**GRAPH 29. AVERAGE TIMES WENT OUT ON ERRANDS IN THE PAST MONTH**



This graph illustrates that respondents from Florida went out on errands or for appointments an average of 3.3 times in the past month, and respondents across NCI states went an average of 2.9 times.

States ranged from 1.7 to 5.2 times.

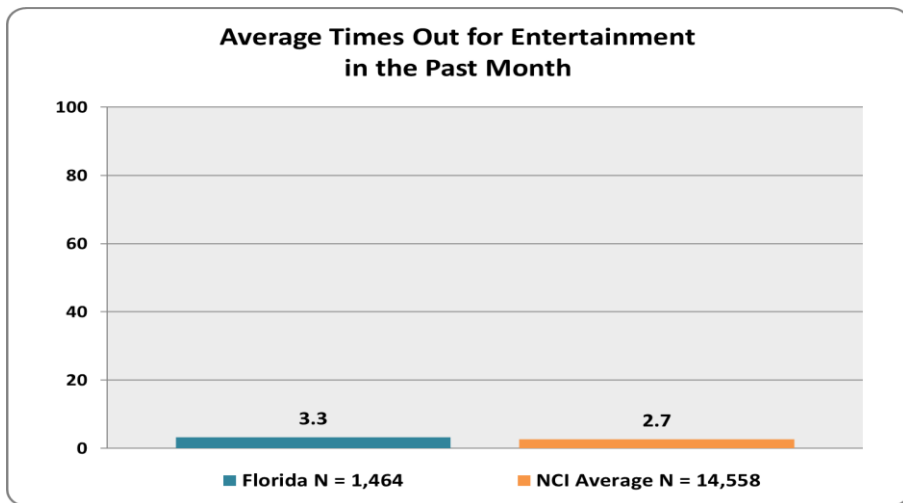
**GRAPH 30. WENT OUT FOR ENTERTAINMENT IN THE PAST MONTH**



This graph illustrates that 73% of respondents from Florida and 71% across NCI states reported that they went out for entertainment in the past month.

States ranged from 50% to 84%.

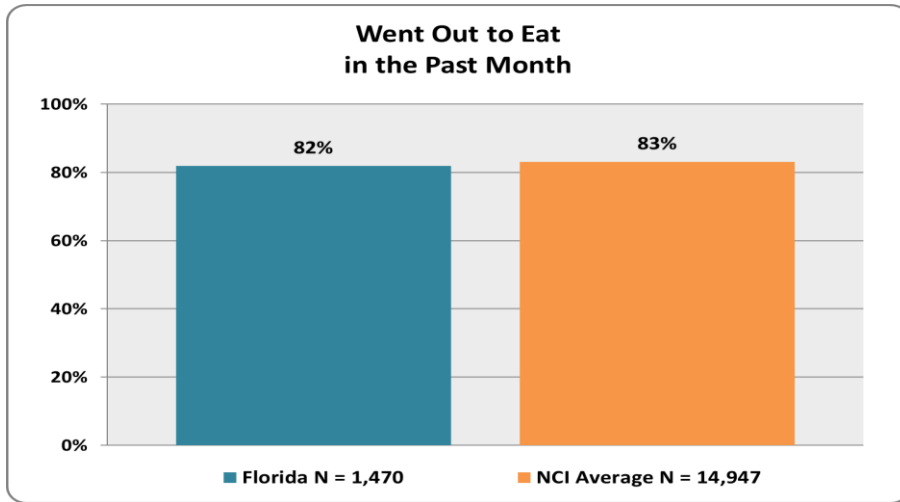
**GRAPH 31. AVERAGE TIMES WENT OUT FOR ENTERTAINMENT IN THE PAST MONTH**



This graph illustrates that respondents from Florida went out for entertainment an average of 3.3 times in the past month, and respondents across NCI states went an average of 2.7 times.

States ranged from 1.3 to 4.3 times.

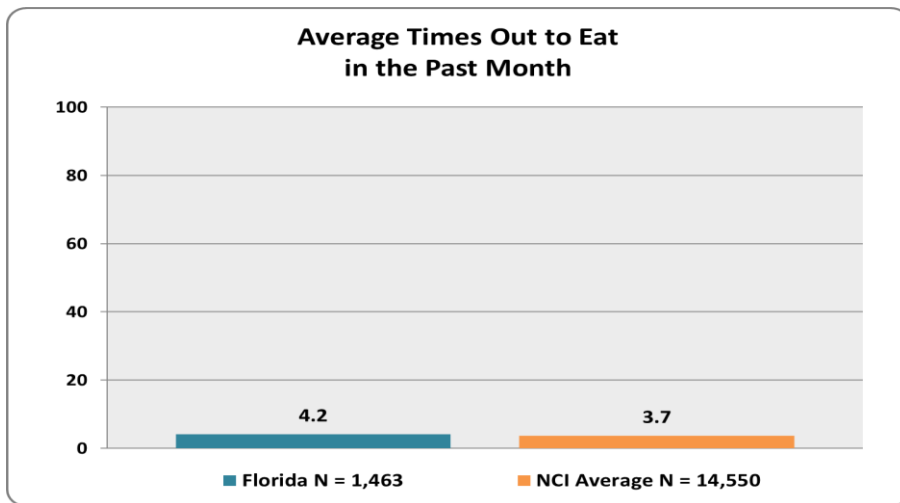
**GRAPH 32. WENT OUT TO EAT IN THE PAST MONTH**



This graph illustrates that 82% of respondents from Florida and 83% across NCI states reported that they went out to eat in the past month.

States ranged from 49% to 94%.

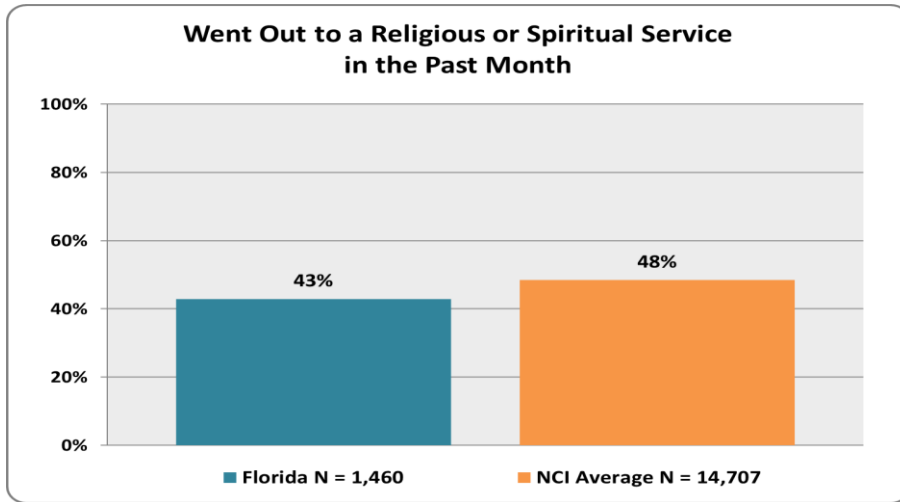
**GRAPH 33. AVERAGE TIMES WENT OUT TO EAT IN THE PAST MONTH**



This graph illustrates that respondents from Florida went out to eat an average of 4.2 times in the past month, and respondents across NCI states went an average of 3.7 times.

States ranged from 1.8 to 5.6 times.

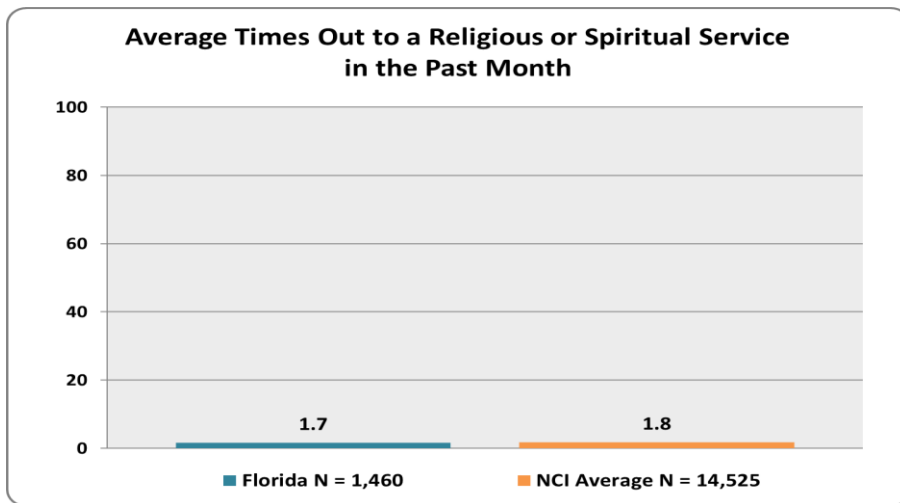
**GRAPH 34. WENT OUT TO RELIGIOUS SERVICES IN THE PAST MONTH**



This graph illustrates that 43% of respondents from Florida and 48% across NCI states reported that they went out to a religious service or spiritual practice in the past month.

States ranged from 33% to 71%.

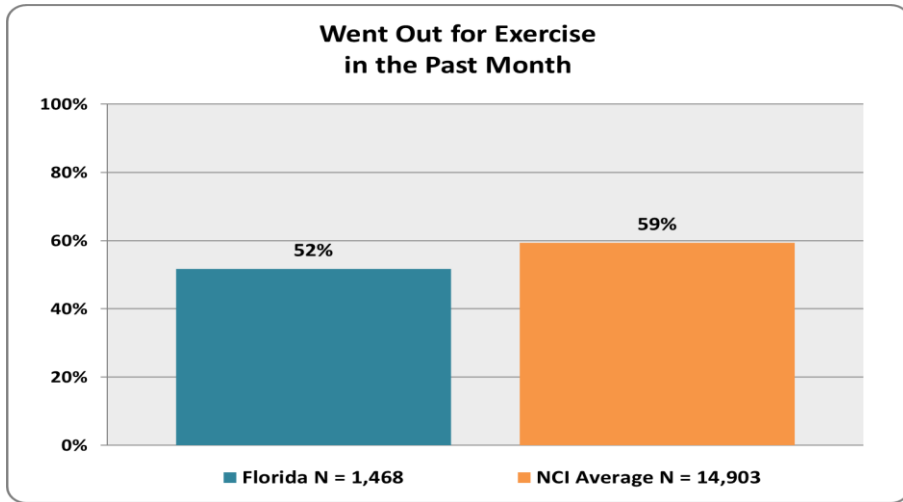
**GRAPH 35. AVERAGE TIMES WENT OUT TO RELIGIOUS SERVICES IN THE PAST MONTH**



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

States ranged from 1.1 to 2.5 times.

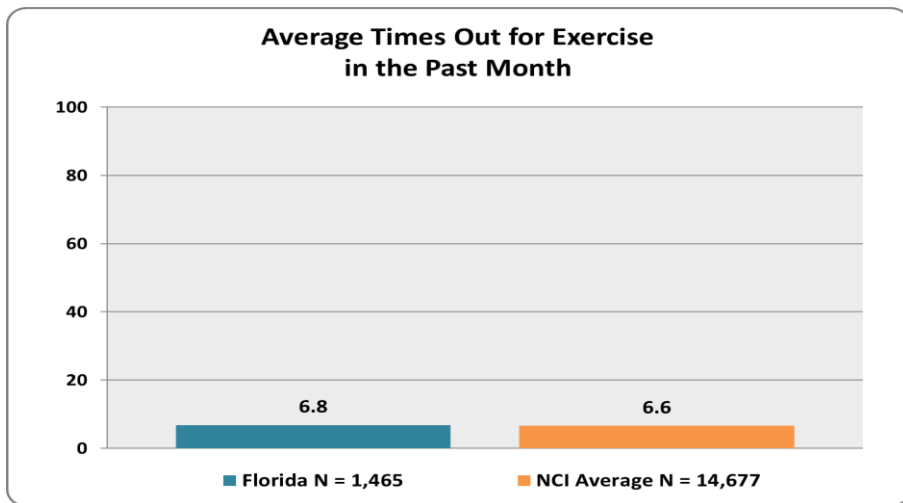
**GRAPH 36. WENT OUT FOR EXERCISE IN THE PAST MONTH**



This graph illustrates that 52% of respondents from Florida and 59% across NCI states reported that they went out for exercise in the past month.

States ranged from 29% to 85%.

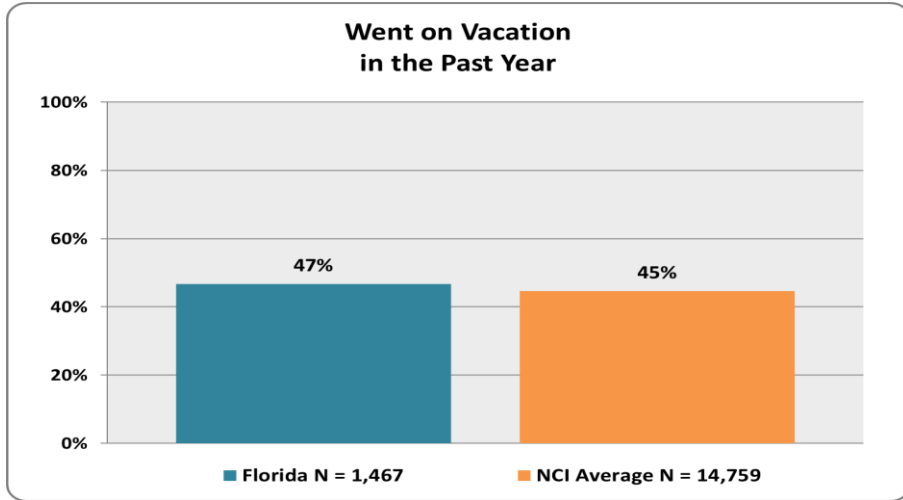
**GRAPH 37. AVERAGE TIMES WENT OUT FOR EXERCISE IN THE PAST MONTH**



This graph illustrates that respondents from Florida went out for exercise an average of 6.8 times in the past month, and respondents across NCI states went an average of 6.6 times.

States ranged from 1.9 to 13.8 times.

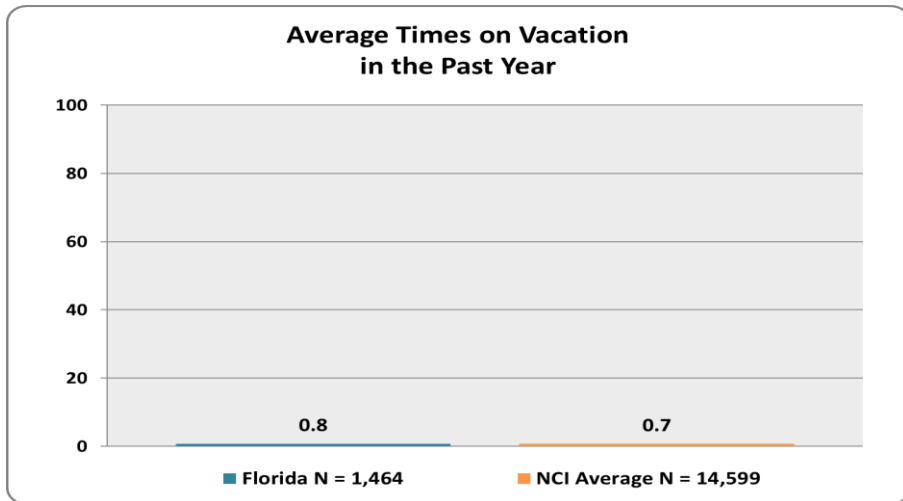
**GRAPH 38. WENT ON VACATION IN THE PAST YEAR**



This graph illustrates that 47% of respondents from Florida and 45% across NCI states reported that they went on vacation in the past year.

States ranged from 18% to 81%.

**GRAPH 39. AVERAGE TIMES WENT ON VACATION IN THE PAST YEAR**



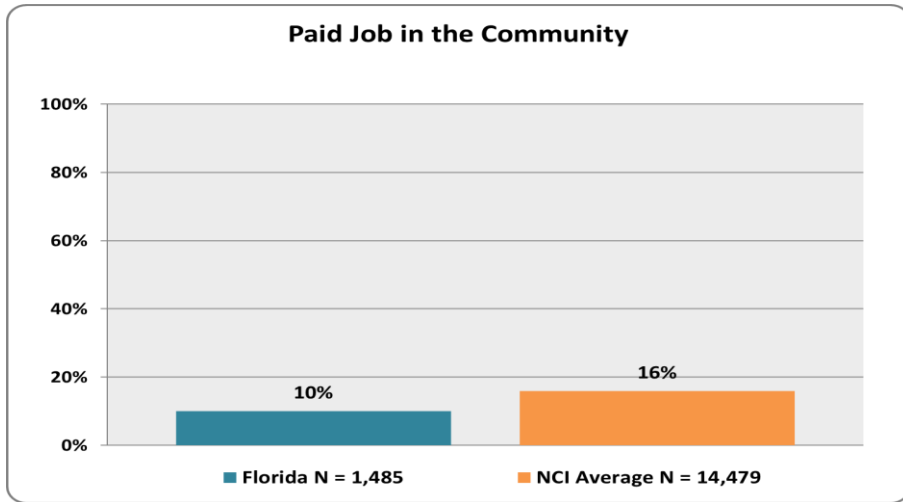
This graph illustrates that respondents from Florida went on vacation an average of 0.8 times in the past year, and respondents across NCI states went an average of 0.7 times.

States ranged from 0.4 to 1.3 time.

## Work

*People have support to find and maintain community integrated employment.*

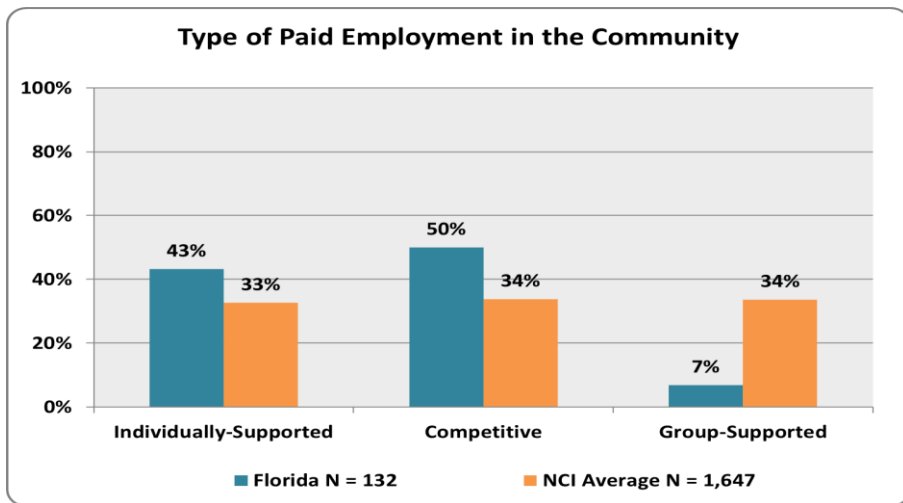
**GRAPH 40. HAS A PAID JOB IN THE COMMUNITY**



This graph illustrates that 10% of respondents from Florida and 16% across NCI states were reported to have a paid job in the community.

States ranged from 5% to 31%

**GRAPH 41. TYPE OF PAID EMPLOYMENT IN THE COMMUNITY**

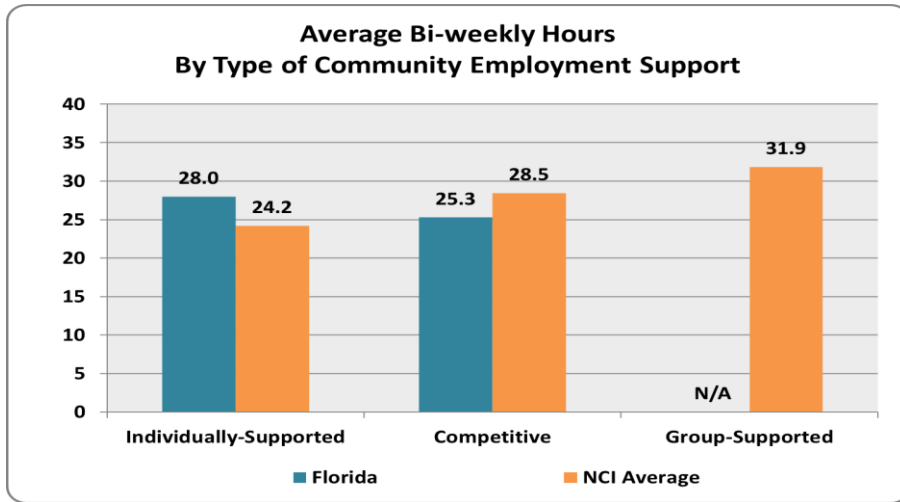


This graph illustrates that respondents with a paid job in the community work in the following position types—in Florida and across NCI states, respectively: 43% and 33% in individually-supported positions, 50% and 34% in competitive positions, and 7% and 34% in group-supported positions.

State averages ranged from 7% to 60% in individually-supported employment; 12% to 67% in competitive employment; and 0% to 67% in group-supported employment.



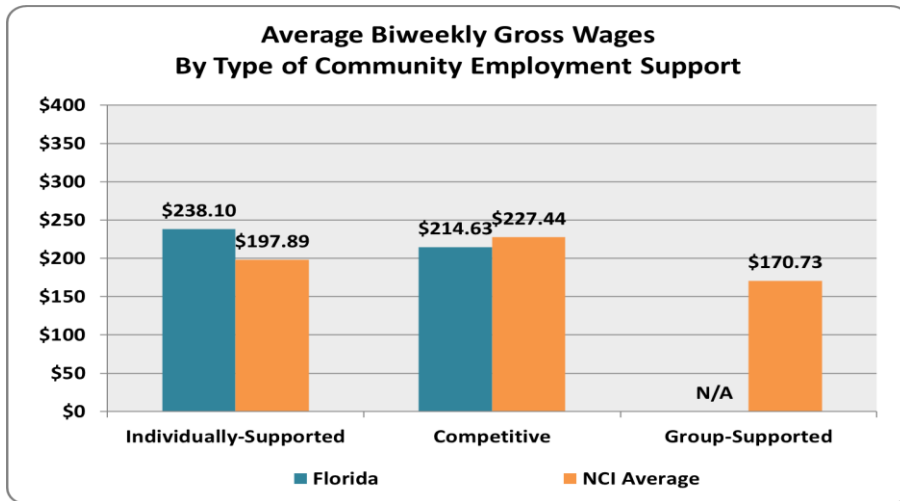
**GRAPH 42. AVERAGE BI-WEEKLY HOURS**



This graph illustrates the average number of hours that respondents with a paid job in the community—in Florida and across NCI states, respectively—worked in a typical two-week period: 28.0 and 24.2 in individually-supported employment, 25.3 and 28.5 in competitive positions, and NA and 31.9 in group-supported employment.

States ranged from 15.6 hours to 34.6 hours in individually-supported employment; 19.4 hours to 40.5 hours in competitive employment; and 26.5 hours to 49.6 hours in group-supported employment.

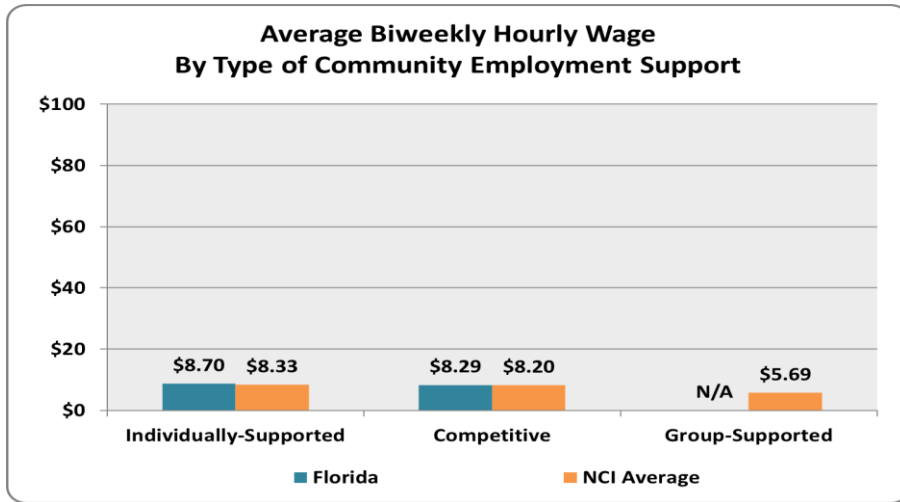
**GRAPH 43. AVERAGE BI-WEEKLY GROSS WAGES**



This graph illustrates the average gross wages earned in a typical two-week period among respondents with a paid job in the community—in Florida and across NCI states, respectively: \$238.10 and \$197.89 individually-supported, \$214.63 and \$227.44 competitive, and NA and \$170.73 group-supported.

States ranged from \$125.98 to \$303.06 in individually-supported employment; \$189.79 to \$261.50 hours to in competitive employment; and \$108.89 to \$234.61 in group-supported employment.

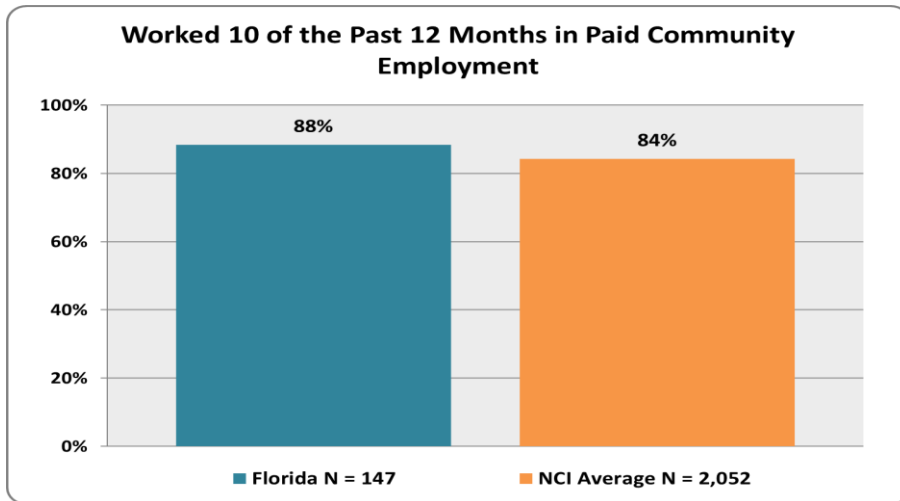
**GRAPH 44. AVERAGE BI-WEEKLY HOURLY WAGE**



This graph illustrates the average hourly wage among respondents with a paid job in the community, in Florida and across NCI states, respectively: \$8.70 and \$8.33 in individually-supported jobs, \$8.29 and \$8.20 in competitive jobs, and NA and \$5.69 in group-supported jobs.

States ranged from \$6.98 to \$9.30 in individually-supported employment; \$6.87 to \$9.23 hours to in competitive employment; and \$4.05 to \$7.56 in group-supported employment.

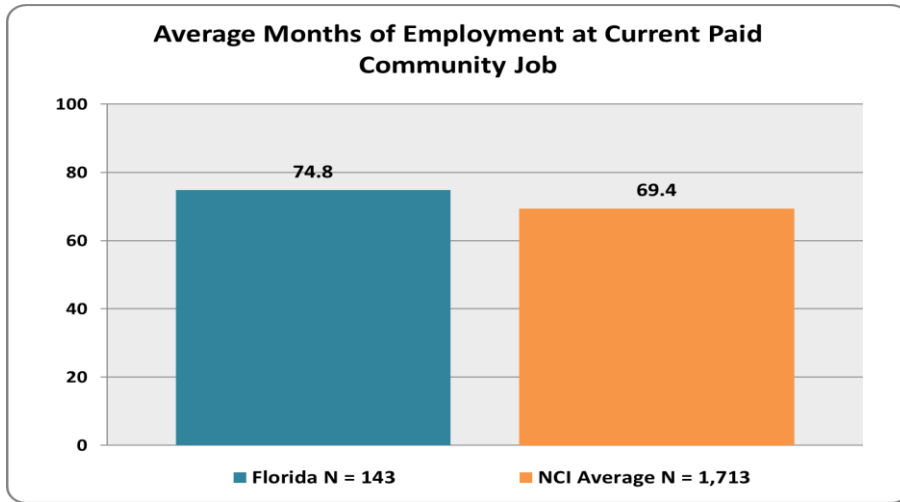
**GRAPH 45. WORKED 10 OF THE LAST 12 MONTHS IN A PAID COMMUNITY JOB**



This graph illustrates that among respondents with a paid job in the community, 88% from Florida and 84% across NCI states were reported to have worked 10 of the last 12 months in their position.

States ranged from 73% to 90%.

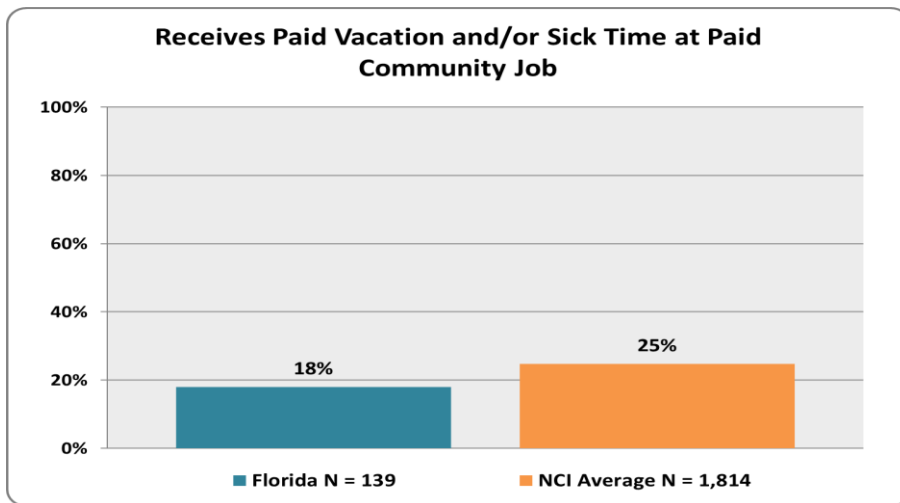
**GRAPH 46. AVERAGE MONTHS AT CURRENT PAID COMMUNITY JOB**



This graph illustrates that respondents with a paid community job had been at their job an average of 74.8 months in Florida and an average of 69.4 months across NCI states.

States ranged from 50.9 to 98.7 months.

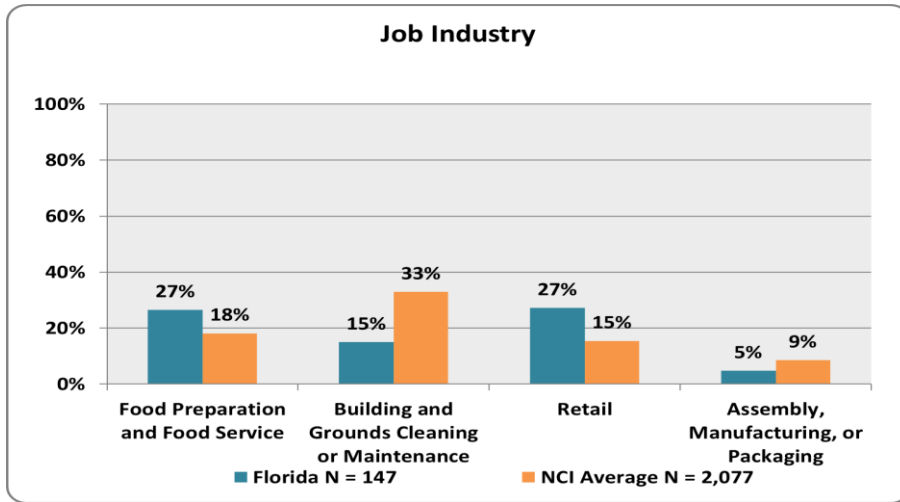
**GRAPH 47. RECIEVES BENEFITS AT PAID COMMUNITY JOB**



This graph illustrates that among respondents with a paid community job, 18% from Florida and 25% across NCI states were reported to receive paid vacation or sick time.

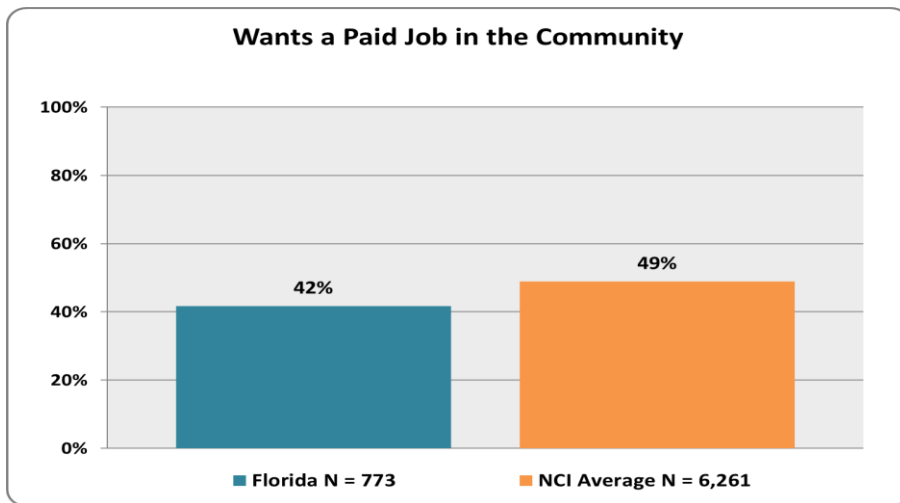
States ranged from 2% to 64%.

**GRAPH 48. FOUR MOST COMMON FIELDS OF PAID COMMUNITY EMPLOYMENT**



This graph illustrates the percentage of respondents working in the most common job industries, in Florida and across NCI states, respectively: 27% and 18% in food preparation and service; 15% and 33% in building and grounds cleaning or maintenance; 27% and 15% in retail; 5% and 9% in assembly, manufacturing, or packaging.

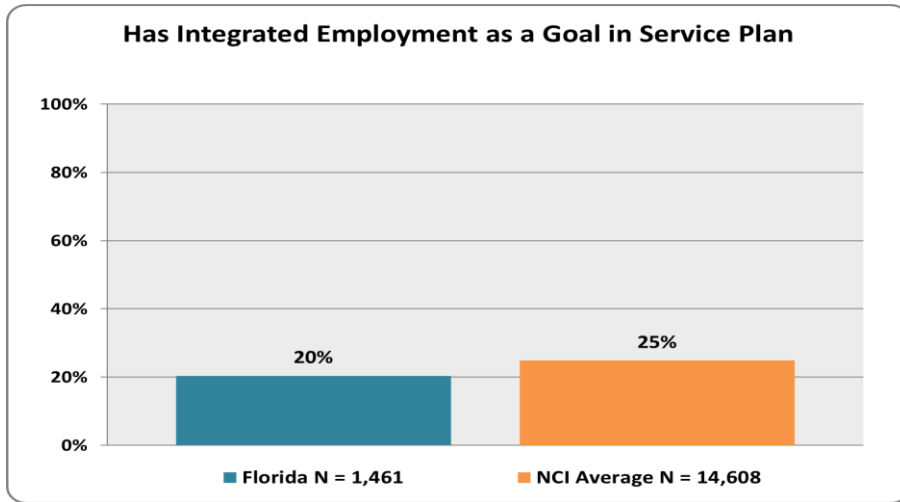
**GRAPH 49. WANTS A PAID JOB IN THE COMMUNITY**



This graph illustrates that among respondents without a paid job in the community, 42% from Florida and 49% across NCI states reported they'd like a paid job in the community.

States ranged from 10% to 66%.

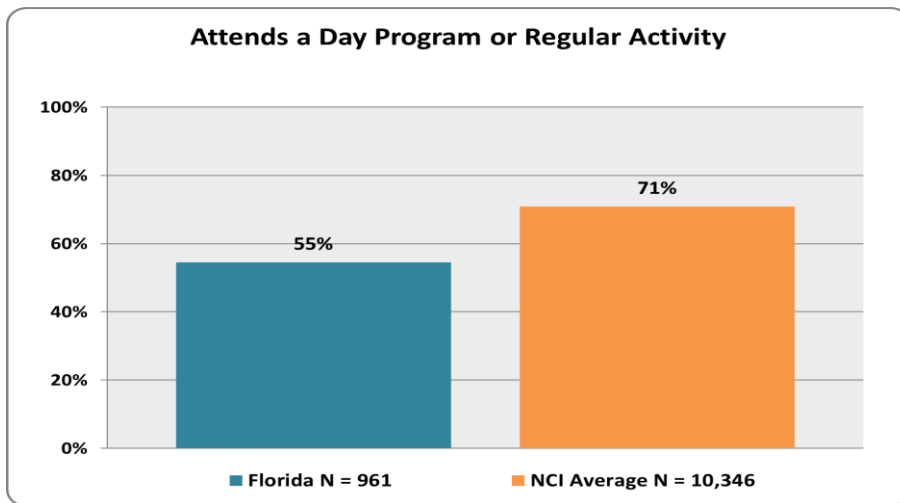
**GRAPH 50. HAS COMMUNITY EMPLOYMENT AS A GOAL IN SERVICE PLAN**



This graph illustrates that 20% of respondents from Florida and 25% across NCI states were reported to have integrated employment as a goal in their service plan.

States ranged from 7% to 51%.

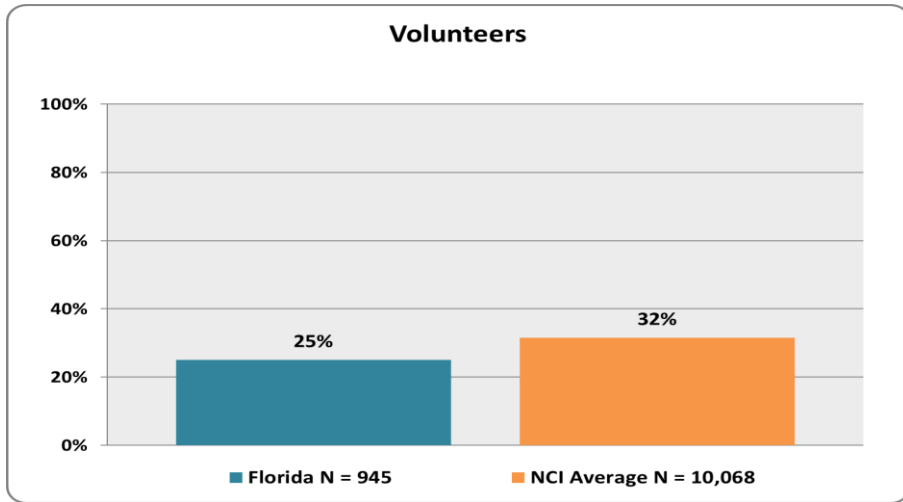
**GRAPH 51. ATTENDS A DAY PROGRAM OR REGULAR ACTIVITY**



This graph illustrates that 55% of respondents from Florida and 71% across NCI states reported that they attend a day program or regular activity.

States ranged from 41% to 95%.

**GRAPH 52. VOLUNTEERS**



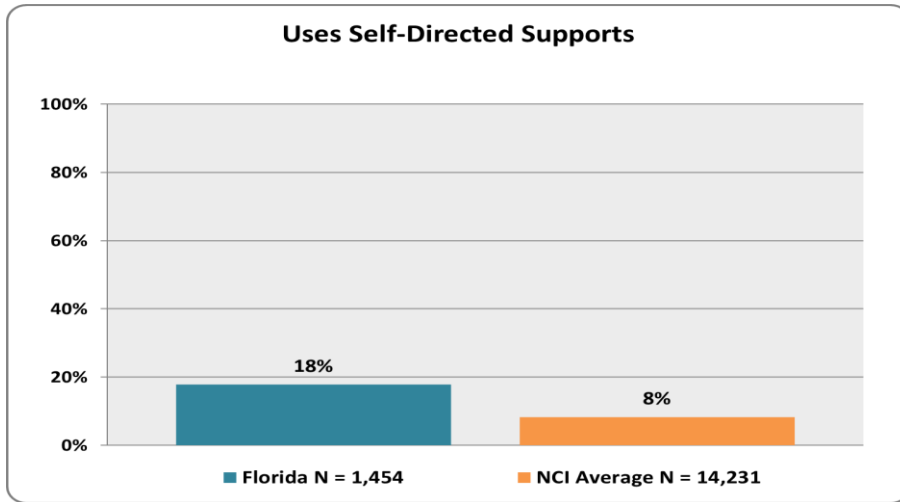
This graph illustrates that 25% of respondents from Florida and 32% across NCI states reported that they do volunteer work.

States ranged from 11% to 47%.

## Self-Determination

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

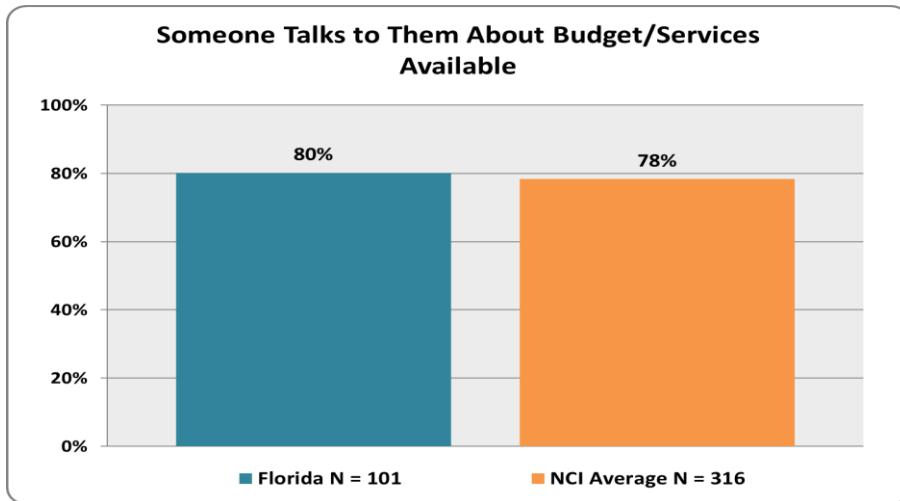
**GRAPH 53. USES SELF-DIRECTED SUPPORTS**



This graph illustrates that 18% of respondents from Florida and 8% across NCI states were reported to use a self-directed supports option.

States ranged from 0% to 30%.

**GRAPH 54. SOMEONE TALKS TO PERSON ABOUT THE BUDGET/SERVICES AVAILABLE**

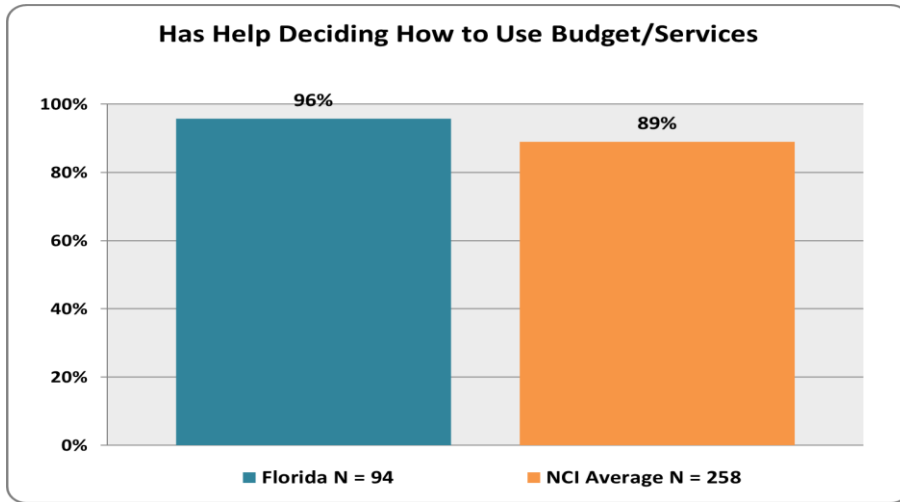


This graph illustrates that among respondents using self-directed supports, 80% from Florida and 78% across NCI states reported that someone talked to them about their budget and the services they can get.

States ranged from 65% to 87%.



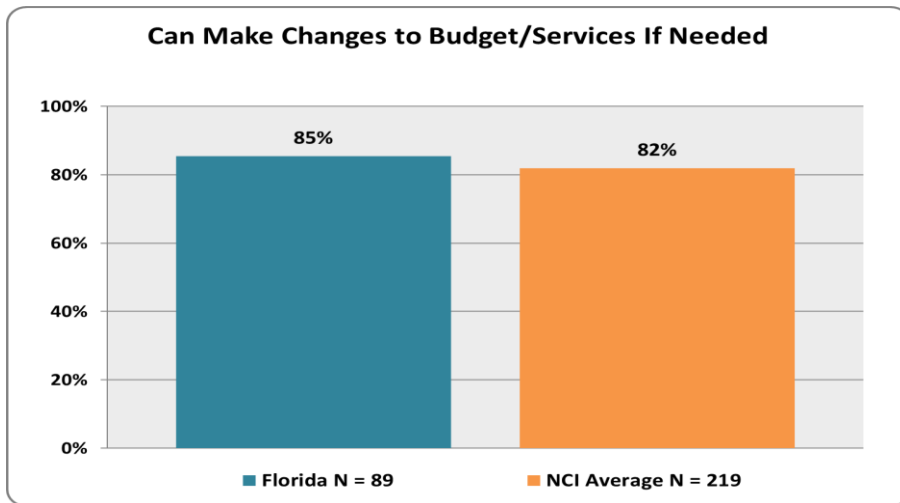
**GRAPH 55. SOMEONE HELPS PERSON DECIDE HOW TO USE BUDGET/SERVICES**



This graph illustrates that among respondents using self-directed supports, 96% from Florida and 89% across NCI states reported that they have help deciding how to use their individual budget and services.

States ranged from 63% to 100%.

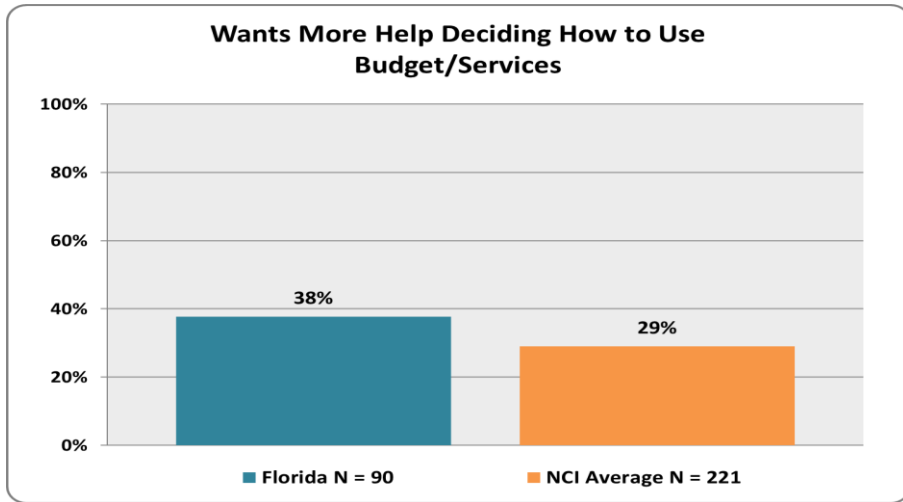
**GRAPH 56. CAN MAKE CHANGES TO BUDGET/SERVICES IF NEEDED**



This graph illustrates that among respondents using self-directed supports, 85% from Florida and 82% across NCI states reported that they can make changes to their budget and services if needed.

States ranged from 70% to 90%.

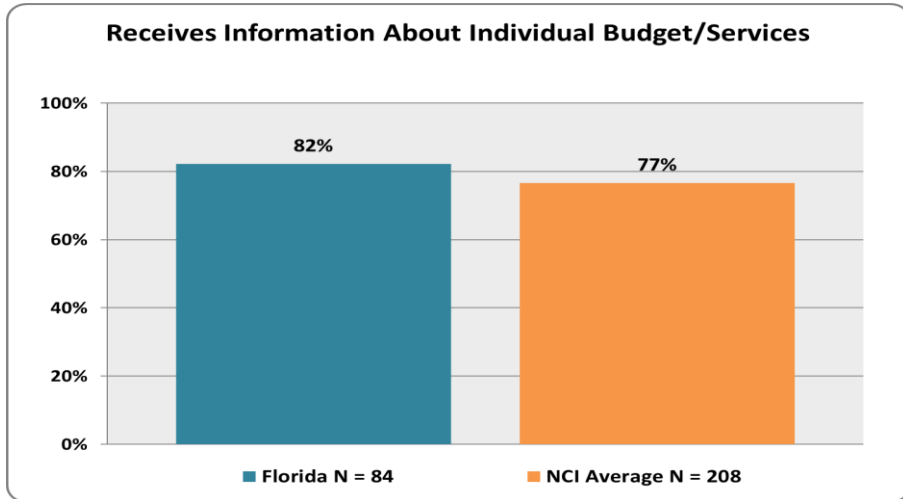
**GRAPH 57. WANTS MORE HELP DECIDING HOW TO USE BUDGET/SERVICES**



This graph illustrates that among respondents using self-directed supports, 38% from Florida and 29% across NCI states reported that they want more help deciding how to use their budget and services.

States ranged from 21% to 38%.

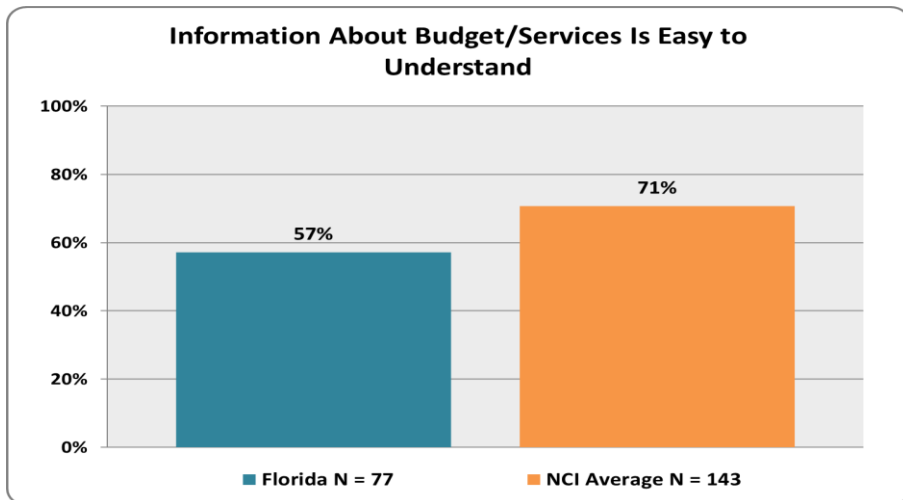
**GRAPH 58. RECEIVES INFORMATION ABOUT HOW MUCH MONEY IS LEFT IN BUDGET/SERVICES**



This graph illustrates that among respondents using self-directed supports, 82% from Florida and 77% across NCI states reported that they get information about how much money is left in their budget and services.

States ranged from 68% to 91%.

**GRAPH 59. INFORMATION ABOUT MONEY LEFT IN BUDGET/SERVICES IS EASY TO UNDERSTAND**



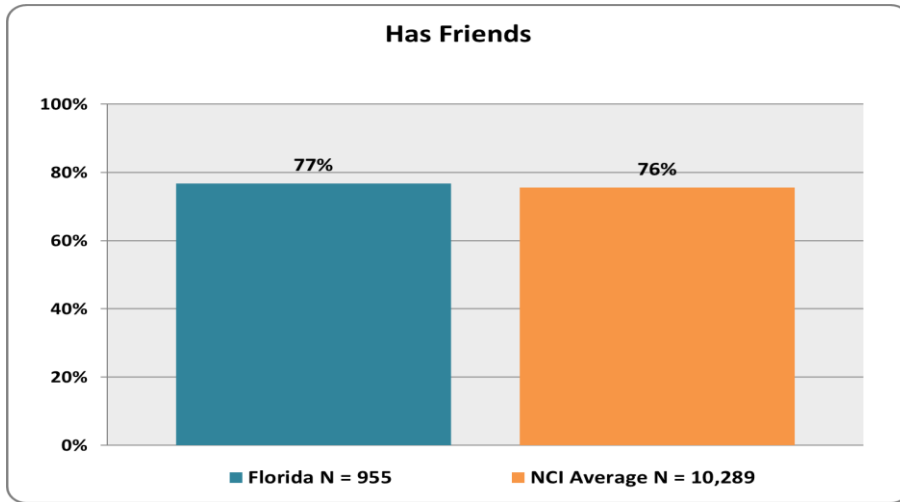
This graph illustrates that among respondents who use self-directed supports and receive information about their budget and services, 57% from Florida and 71% across NCI states say the information they receive is easy to understand.

States ranged from 57% to 88%.

# Relationships

*People have friends and relationships.*

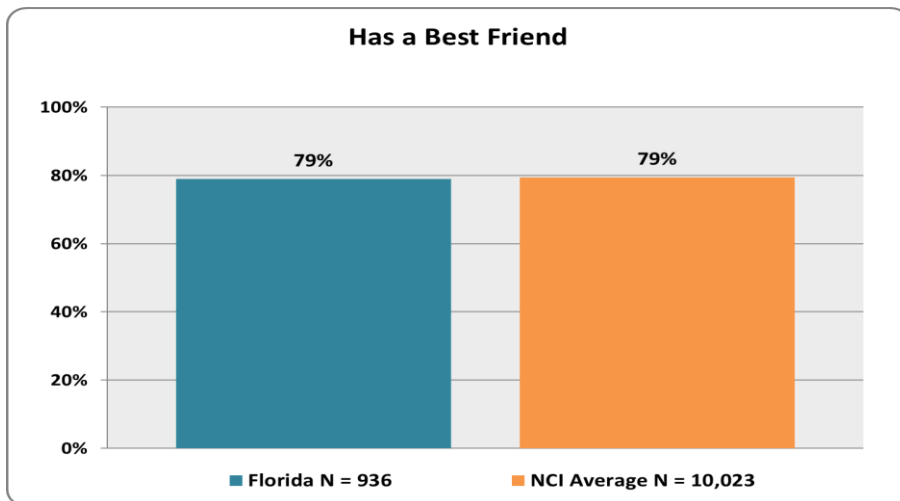
**GRAPH 60. HAS FRIENDS**



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

States ranged from 48% to 90%.

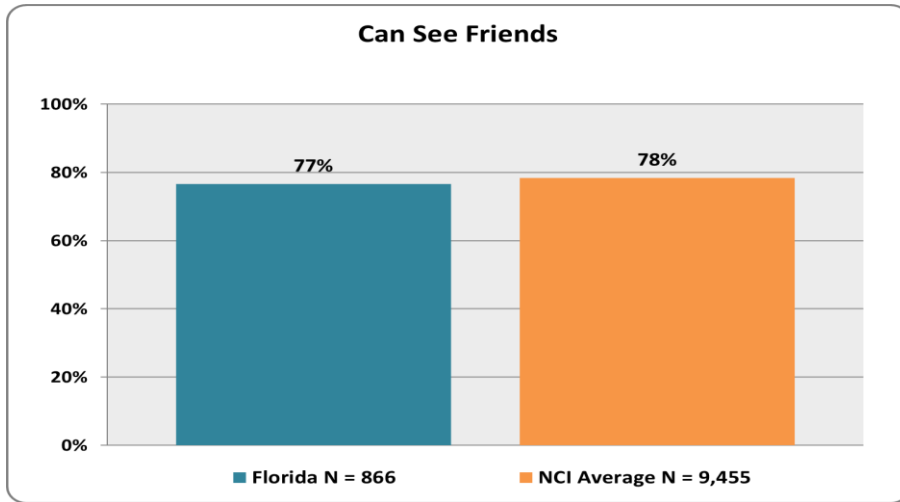
**GRAPH 61. HAS A BEST FRIEND**



This graph illustrates that 79% of respondents from Florida and 79% across NCI states reported that they have a best friend (who may be family or paid staff).

States ranged from 63% to 88%.

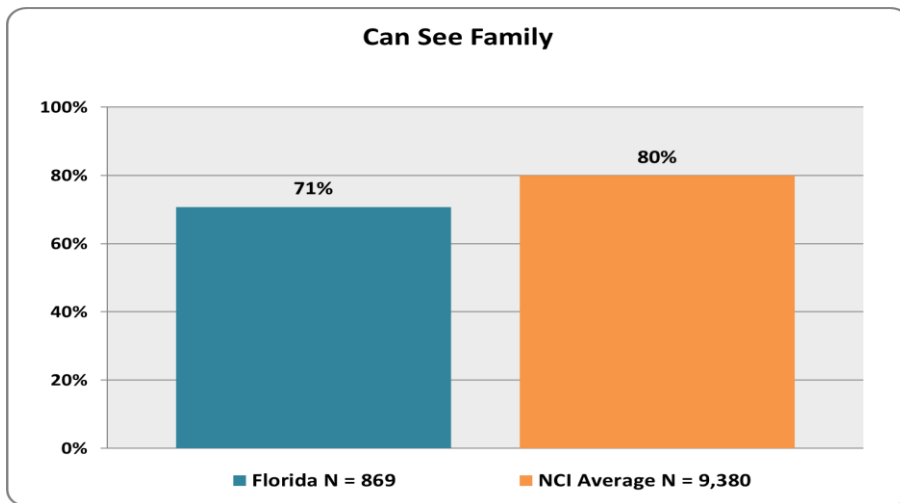
**GRAPH 62. CAN SEE FRIENDS**



This graph illustrates that 77% of respondents from Florida and 78% across NCI states reported that they have the support needed to see their friends when they want.

States ranged from 33% to 91%.

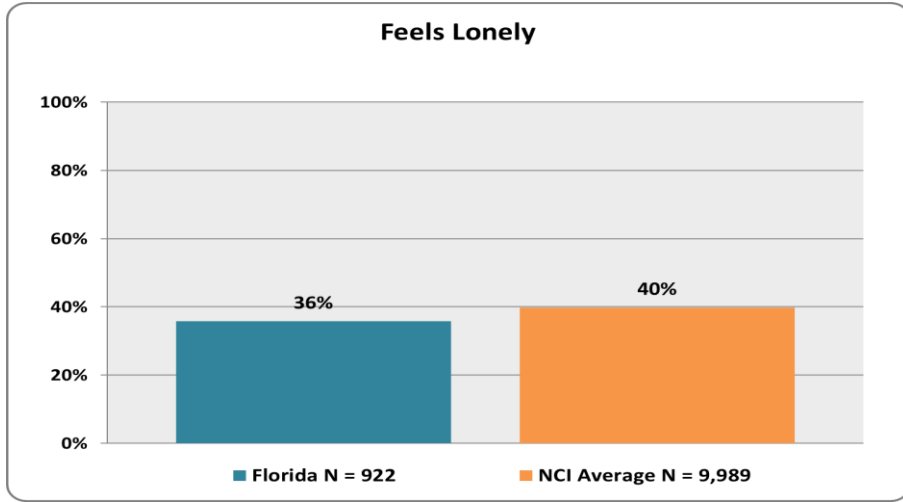
**GRAPH 63. CAN SEE FAMILY**



This graph illustrates that 71% of respondents from Florida and 80% across NCI states reported that they have the support needed to see their family when they want.

States ranged from 69% to 90%.

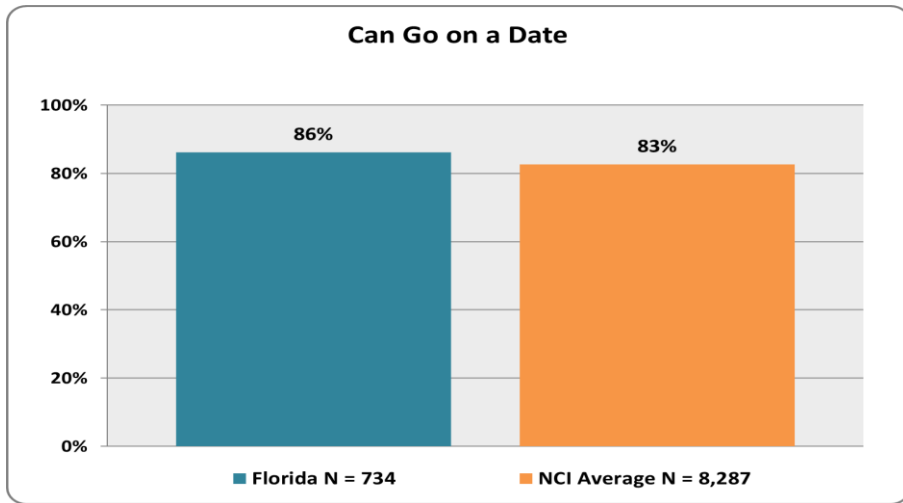
**GRAPH 64. FEELS LONELY**



This graph illustrates that 36% of respondents from Florida and 40% across NCI states reported that they feel lonely at least half the time.

States ranged from 15% to 51%.

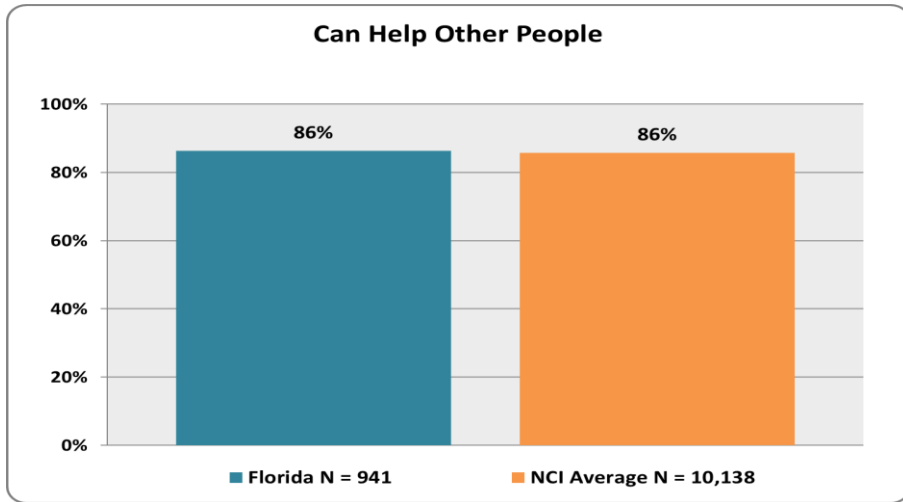
**GRAPH 65. CAN GO ON A DATE**



This graph illustrates that 86% of respondents from Florida and 83% across NCI states reported that they can date or can date with some restrictions.

States ranged from 43% to 95%.

**GRAPH 66. CAN HELP OTHER PEOPLE**



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

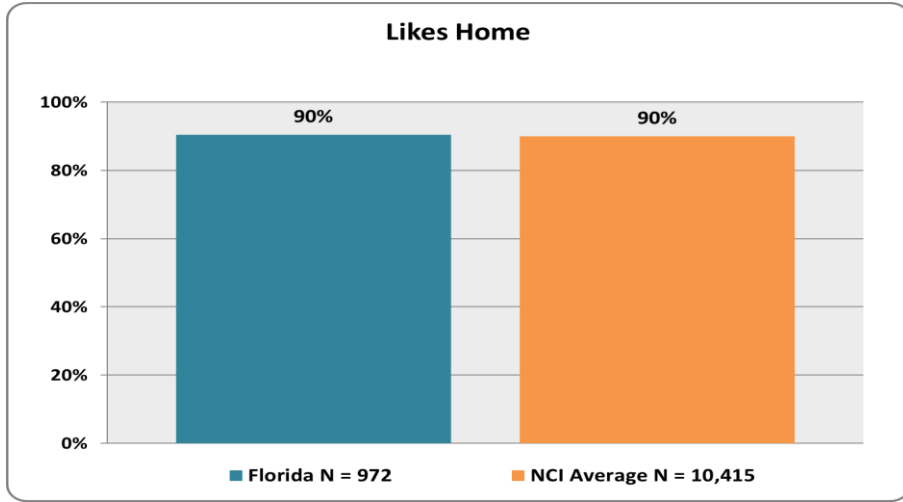
States ranged from 27% to 97%.



# Satisfaction

*People are satisfied with the services and supports they receive.*

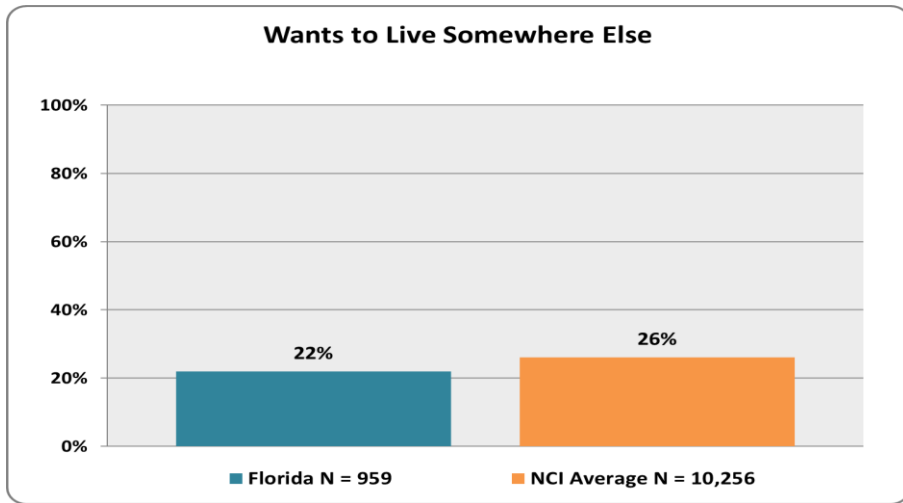
**GRAPH 67. LIKES HOME**



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

States ranged from 79% to 97%.

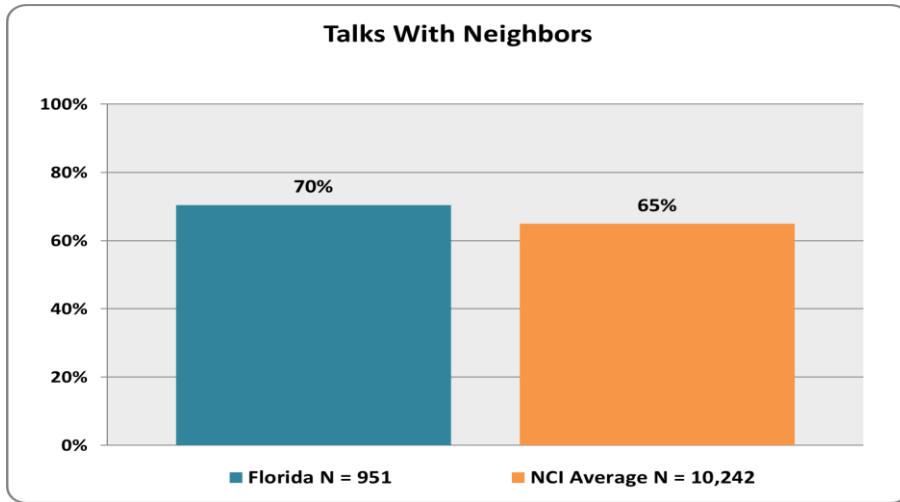
**GRAPH 68. WANTS TO LIVE SOMEWHERE ELSE**



This graph illustrates that 22% of respondents from Florida and 26% across NCI states reported that they want to live somewhere else.

States ranged from 8% to 36%.

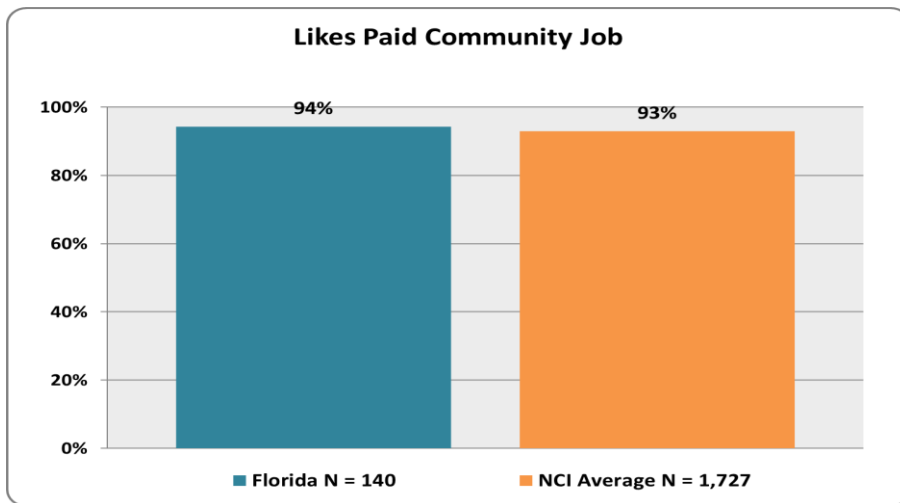
**GRAPH 69. TALKS WITH NEIGHBORS**



This graph illustrates that 70% of respondents from Florida and 65% across NCI states reported that they talk with their neighbors at least some of the time.

States ranged from 36% to 84%.

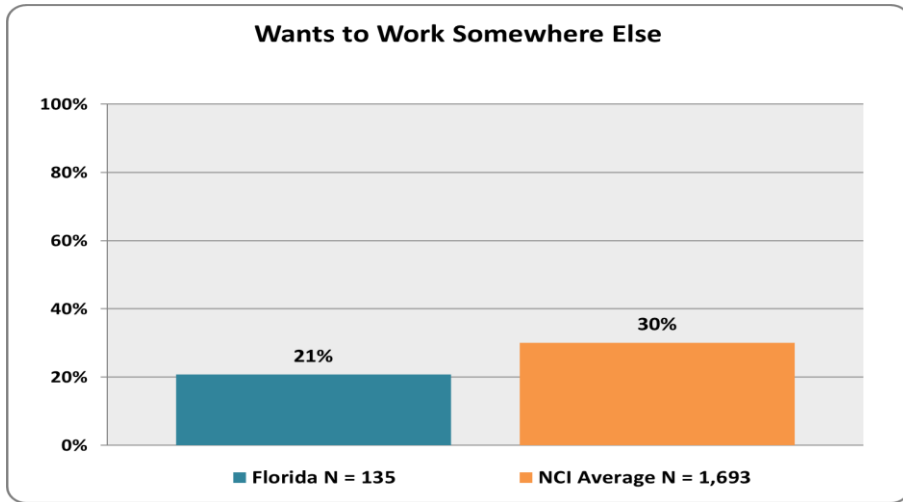
**GRAPH 70. LIKES PAID COMMUNITY JOB**



This graph illustrates that among respondents with a paid community job, 94% from Florida and 93% across NCI states reported that they like where they work.

States ranged from 86% to 100%.

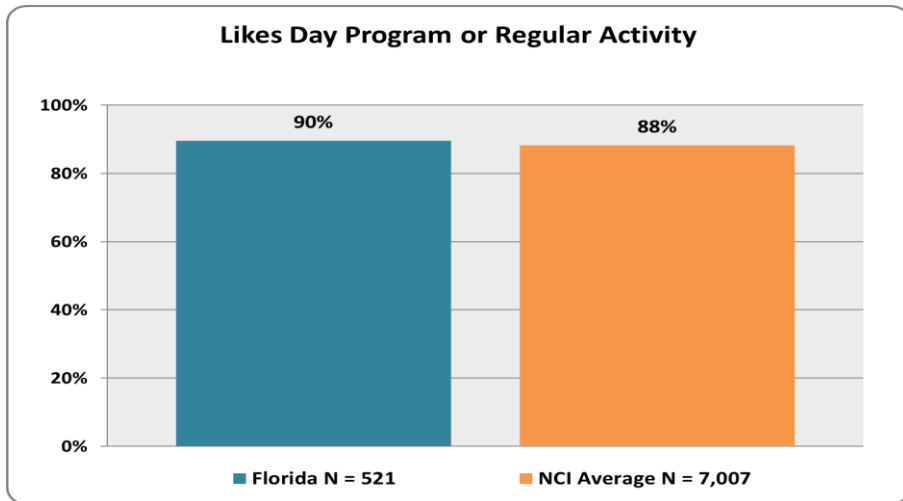
**GRAPH 71. WANTS TO WORK SOMEWHERE ELSE**



This graph illustrates that among respondents with a paid community job, 21% from Florida and 30% across NCI states reported that they want to work somewhere else.

States ranged from 8% to 49%.

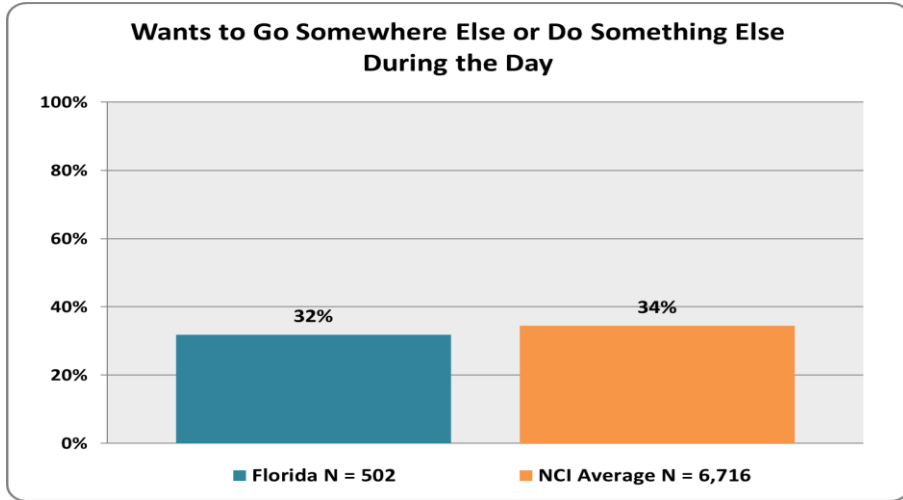
**GRAPH 72. LIKES DAY PROGRAM OR REGULAR ACTIVITY**



This graph illustrates that among respondents with a day program or regular activity, 90% from Florida and 88% across NCI states reported that they like their day program or regular activity.

States ranged from 76% to 95%.

**GRAPH 73. WANTS TO GO SOMEWHERE ELSE OR DO SOMETHING ELSE DURING THE DAY**



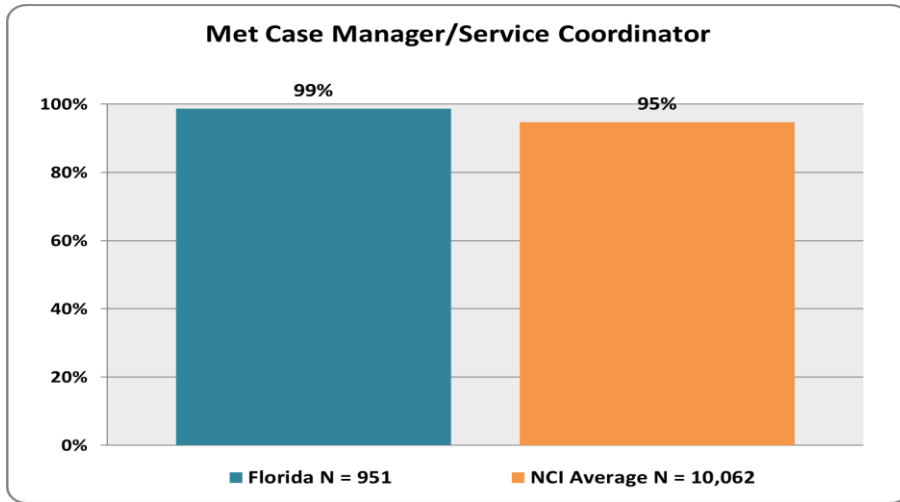
This graph illustrates that among respondents with a day program or regular activity, 32% from Florida and 34% across NCI states reported that they want to go somewhere else or do something else during the day.

States ranged from 9% to 50%.

## Service Coordination

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

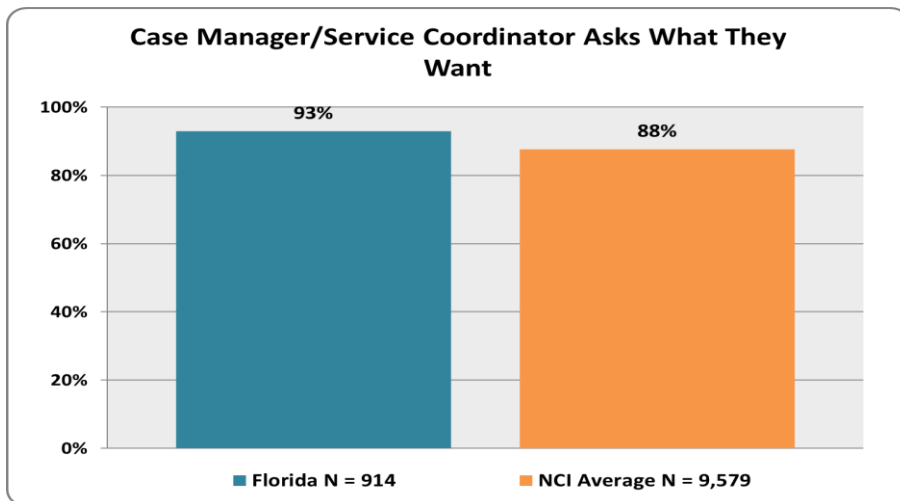
**GRAPH 74. MET CASE MANAGER/SERVICE COORDINATOR**



This graph illustrates that 99% of respondents from Florida and 95% across NCI states reported that they met their case manager/service coordinator.

States ranged from 90% to 99%.

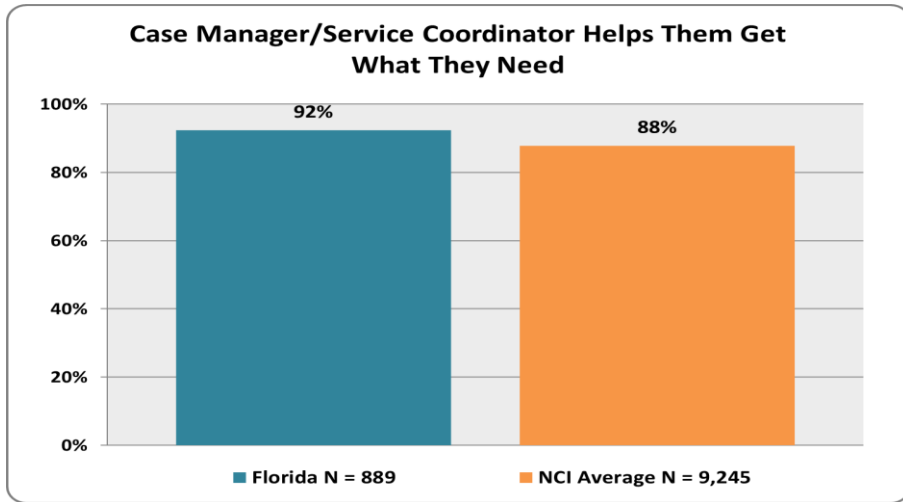
**GRAPH 75. CASE MANAGER/SERVICE COORDINATOR ASKS WHAT PERSON WANTS**



This graph illustrates that 93% of respondents from Florida and 88% across NCI states reported that their case manager/service coordinator asks them what they want.

States ranged from 73% to 96%.

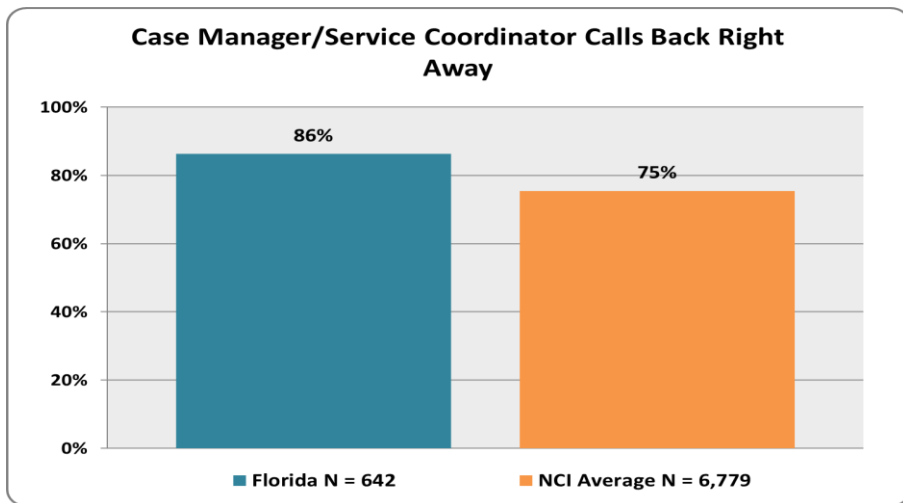
**GRAPH 76. CASE MANAGER/SERVICE COORDINATOR HELPS GET WHAT PERSON NEEDS**



This graph illustrates that 92% of respondents from Florida and 88% across NCI states reported their case manager/service coordinator helps them get what they need.

States ranged from 72% to 97%.

**GRAPH 77. CASE MANAGER/SERVICE COORDINATOR CALLS PERSON BACK RIGHT AWAY**

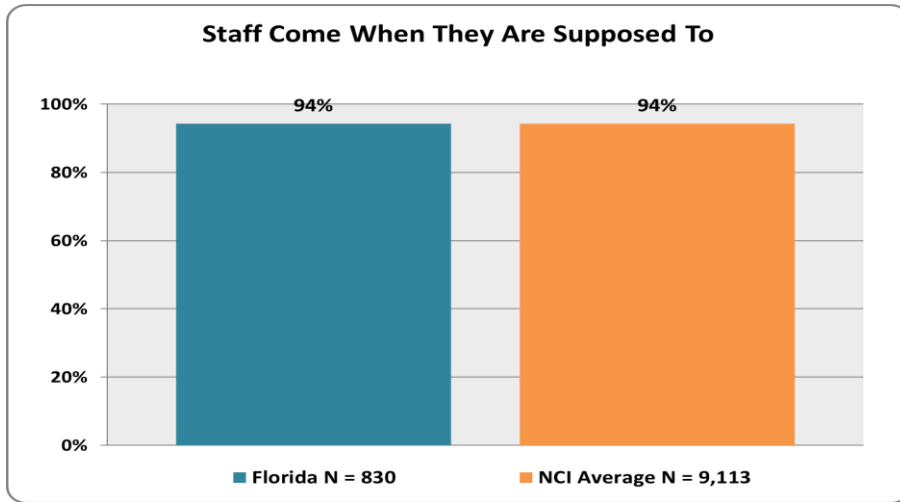


This graph illustrates that 86% of respondents from Florida and 75% across NCI states reported that if they leave a message, their case manager/service coordinator calls them back right away.

States ranged from 42% to 96%.



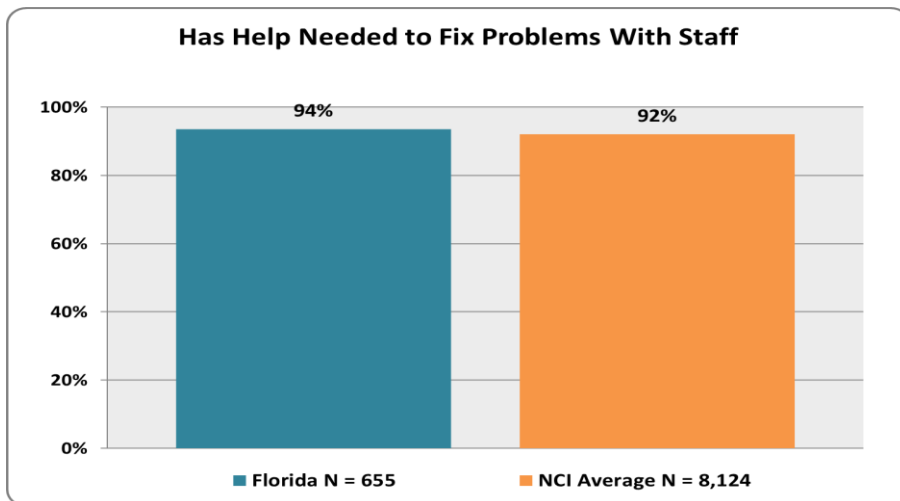
**GRAPH 78. STAFF COME WHEN THEY ARE SUPPOSED TO**



This graph illustrates that 94% of respondents from Florida and 94% across NCI states reported their staff come when they are supposed to.

States ranged from 83% to 98%.

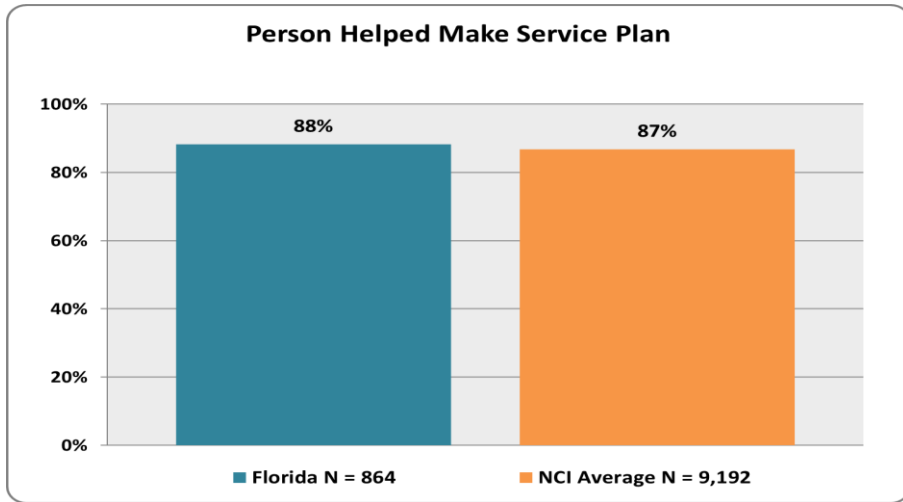
**GRAPH 79. HAS HELP NEEDED TO WORK OUT PROBLEMS WITH STAFF**



This graph illustrates that 94% of respondents from Florida and 92% across NCI states reported that they get the help they need to work out problems with their staff.

States ranged from 87% to 97%.

**GRAPH 80. PERSON HELPED MAKE SERVICE PLAN**



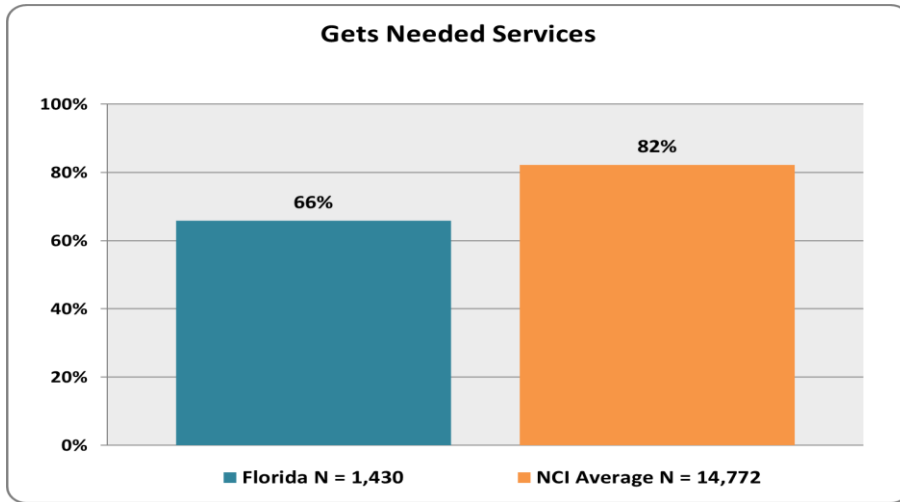
This graph illustrates that 88% of respondents from Florida and 87% across NCI states reported that they helped make their service plan.

States ranged from 74% to 99%.

## Access

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

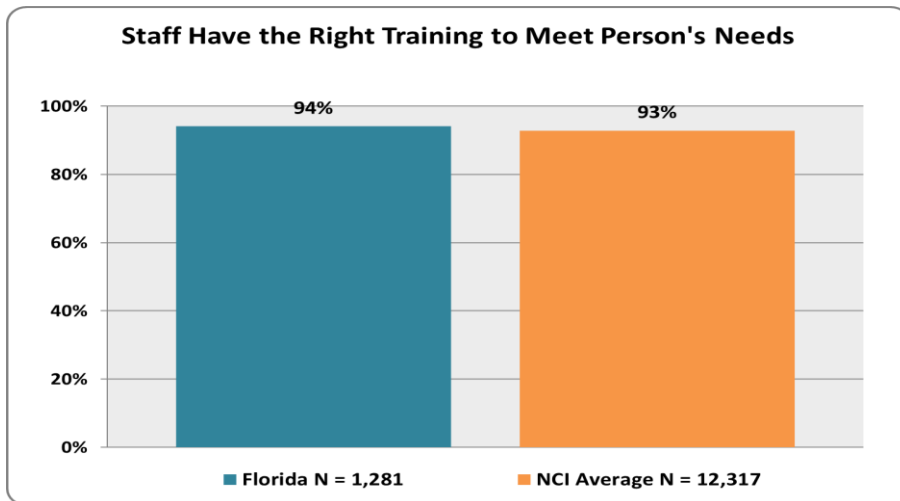
**GRAPH 81. GETS NEEDED SERVICES**



This graph illustrates that 66% of respondents from Florida and 82% across NCI states reported that they get all the services they need.

States ranged from 37% to 93%.

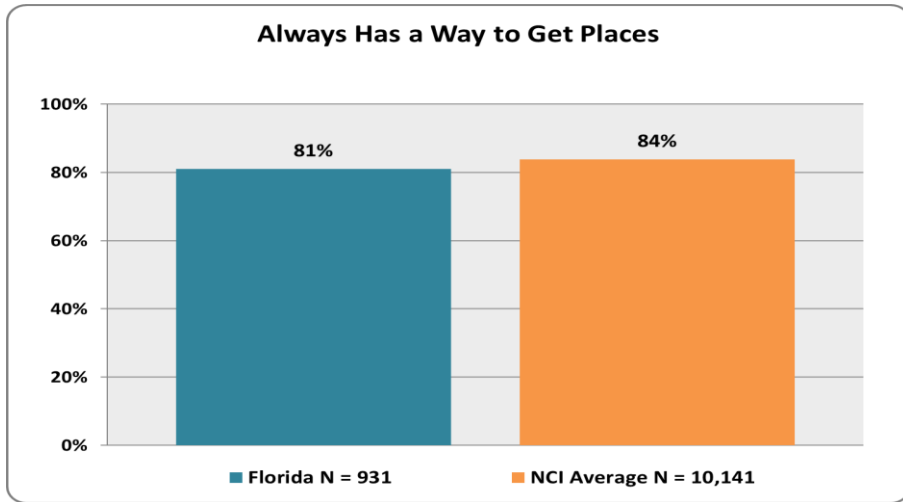
**GRAPH 82. STAFF HAVE ADEQUATE TRAINING**



This graph illustrates that 94% of respondents from Florida and 93% across NCI states reported their staff have enough training to meet their needs.

States ranged from 80% to 98%.

**GRAPH 83. ALWAYS HAS A WAY TO GET PLACES**



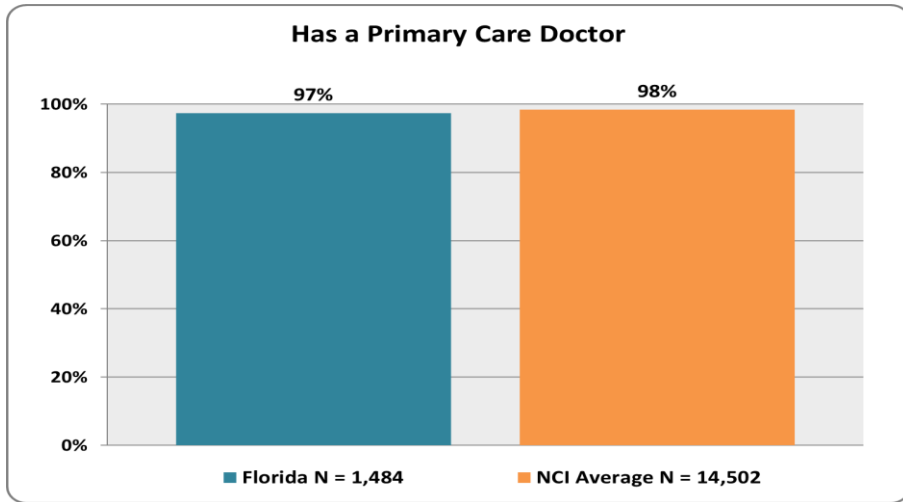
This graph illustrates that 81% of respondents from Florida and 84% across NCI states reported that they always have a way to get places when they want to go somewhere.

States ranged from 64% to 97%.

# Health

*People secure needed health services.*

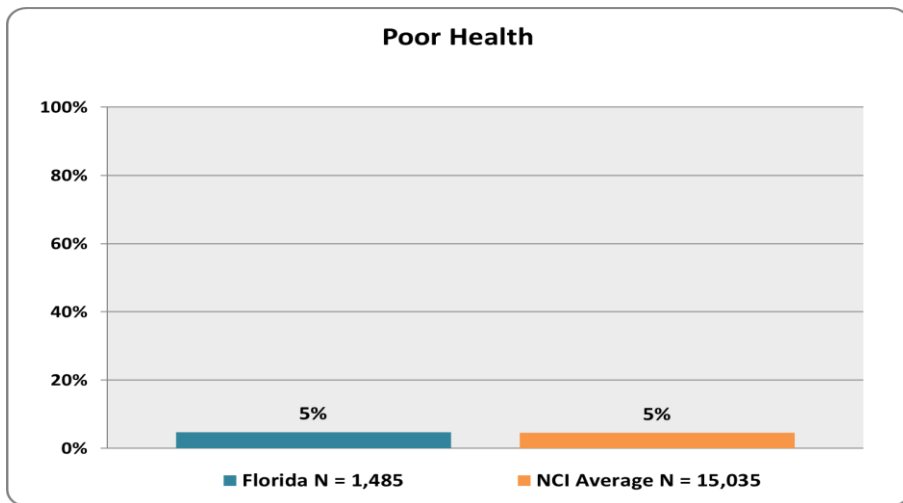
**GRAPH 84. HAS A PRIMARY CARE DOCTOR**



This graph illustrates that 97% of respondents from Florida and 98% across NCI states were reported to have a primary care doctor.

States ranged from 96% to 100%.

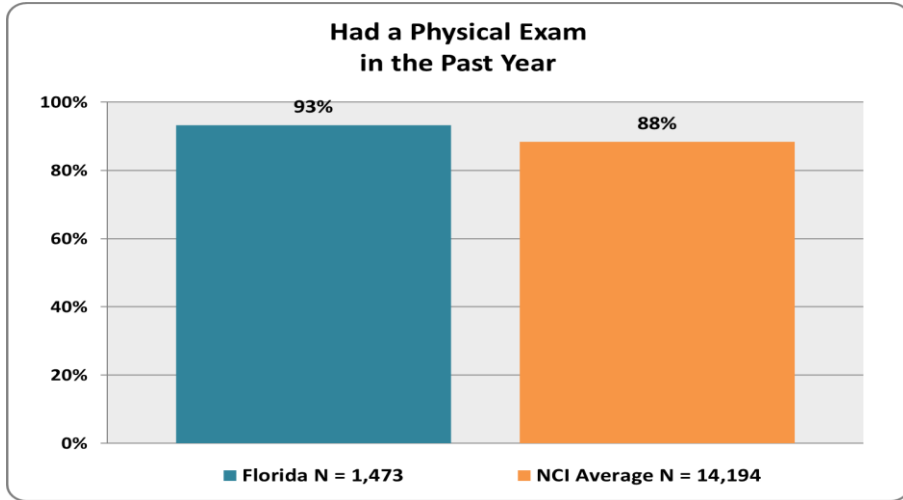
**GRAPH 85. IN POOR HEALTH**



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

States ranged from 1% to 10%.

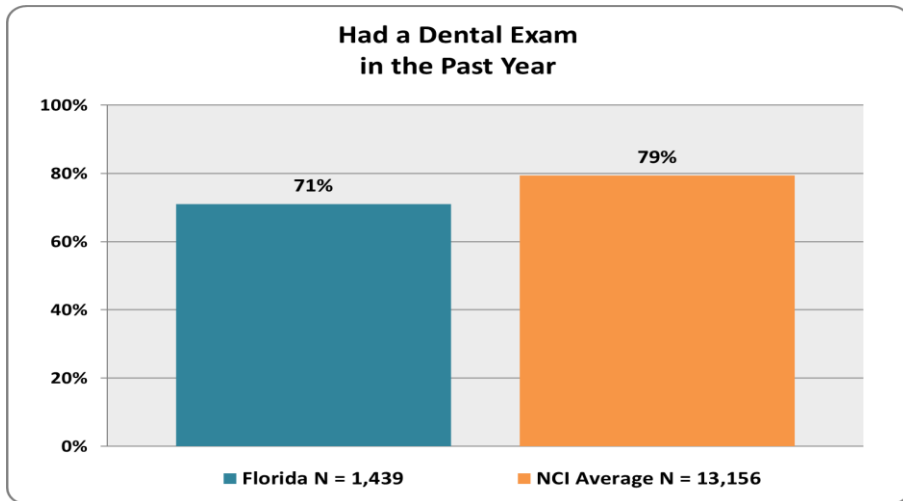
**GRAPH 86. HAD AN ANNUAL PHYSICAL EXAM (IN THE PAST YEAR)**



This graph illustrates that 93% of respondents from Florida and 88% across NCI states were reported to have had a physical exam in the past year.

States ranged from 62% to 98%.

**GRAPH 87. HAD A DENTAL EXAM (IN THE PAST YEAR)**

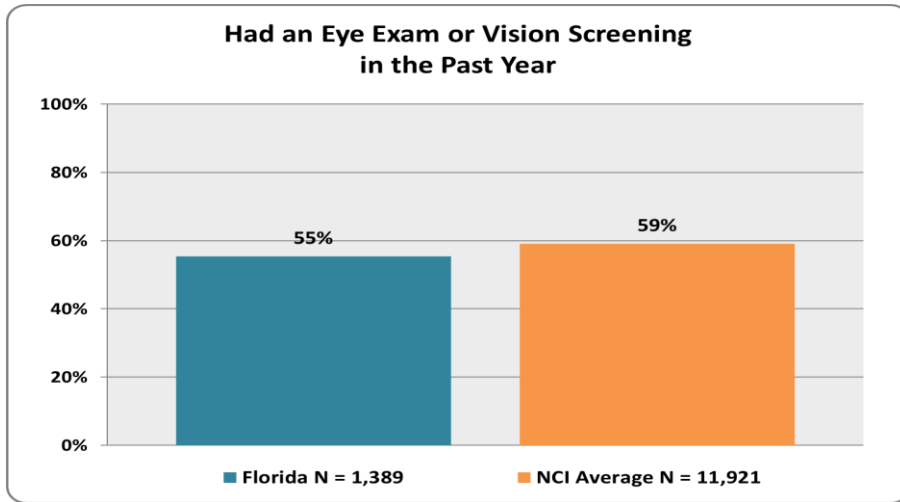


This graph illustrates that 71% of respondents from Florida and 79% across NCI states were reported to have had a dental exam in the past year.

States ranged from 79% to 90%.



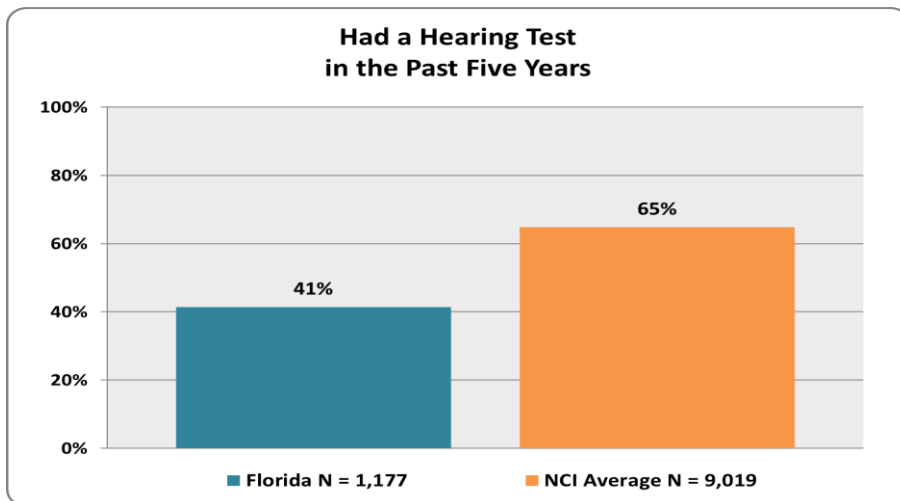
**GRAPH 88. HAD AN EYE EXAM OR VISION SCREENING (IN THE PAST YEAR)**



This graph illustrates that 55% of respondents from Florida and 59% across NCI states were reported to have had an eye exam or vision screening in the past year.

States ranged from 40% to 76%.

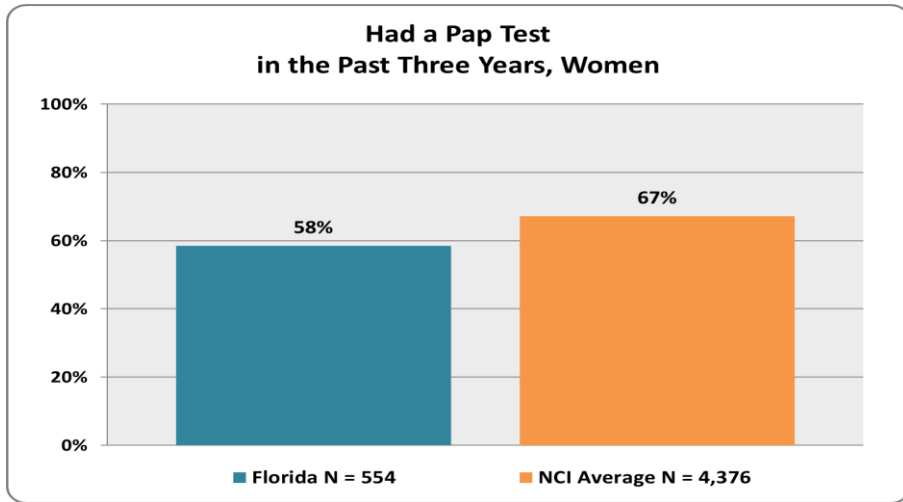
**GRAPH 89. HAD A HEARING TEST (IN THE PAST FIVE YEARS)**



This graph illustrates that 41% of respondents from Florida and 65% across NCI states were reported to have had a hearing test in the past five years.

States ranged from 41% to 93%.

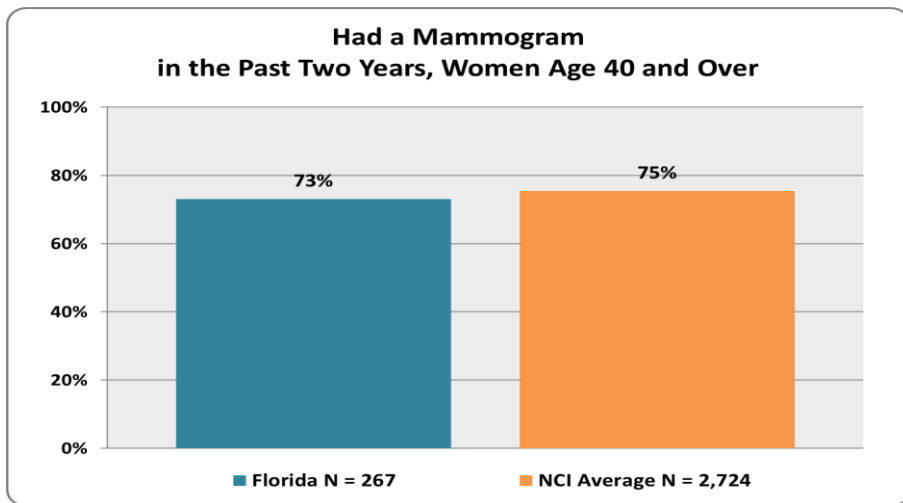
**GRAPH 90. HAD A PAP TEST (IN THE PAST THREE YEARS, WOMEN)**



This graph illustrates that among female respondents, 58% from Florida and 67% across NCI states were reported to have had a pap test in the past three years.

States ranged from 42% to 94%.

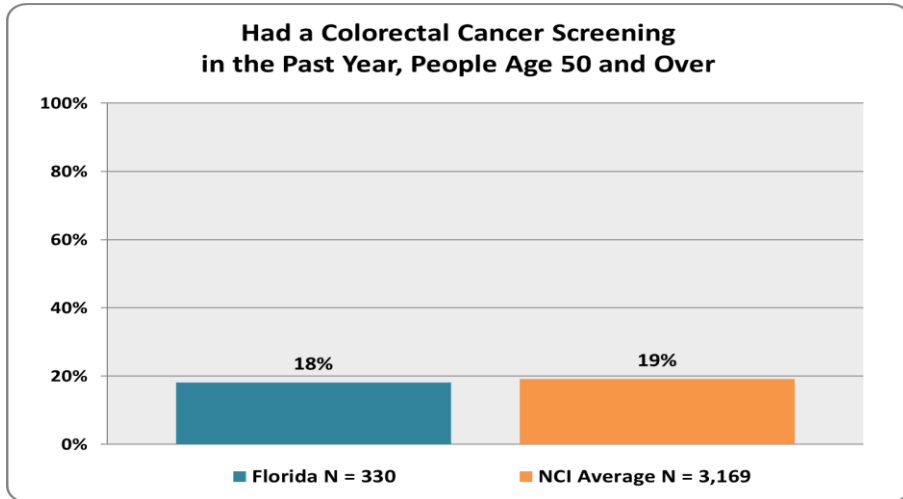
**GRAPH 91. HAD A MAMMOGRAM (IN THE PAST TWO YEARS, WOMEN 40 AND OVER)**



This graph illustrates that among female respondents age 40 and over, 73% from Florida and 75% across NCI states were reported to have had a mammogram in the past two years.

States ranged from 57% to 89%.

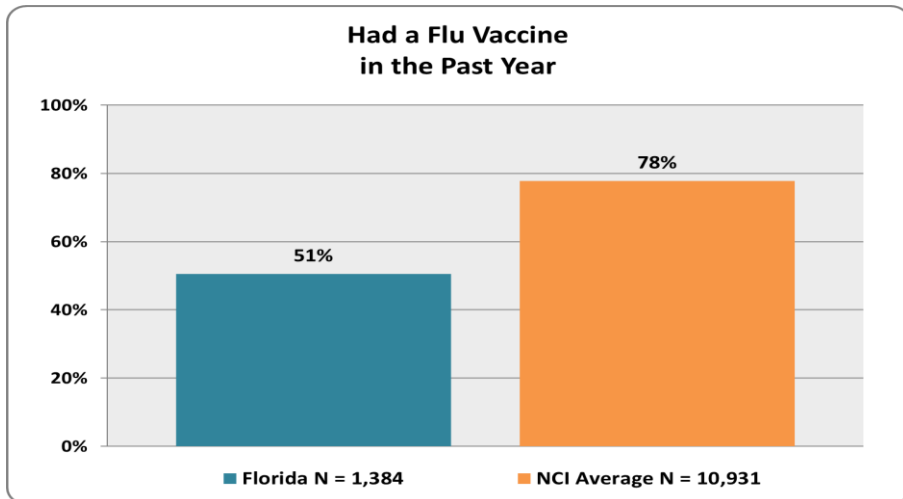
**GRAPH 92. HAD A COLORECTAL CANCER SCREENING (IN THE PAST YEAR, AGE 50 AND OVER)**



This graph illustrates that among respondents age 50 and older, 18% from Florida and 19% across NCI states were reported to have had a colorectal cancer screening in the past year.

States ranged from 0% to 30%.

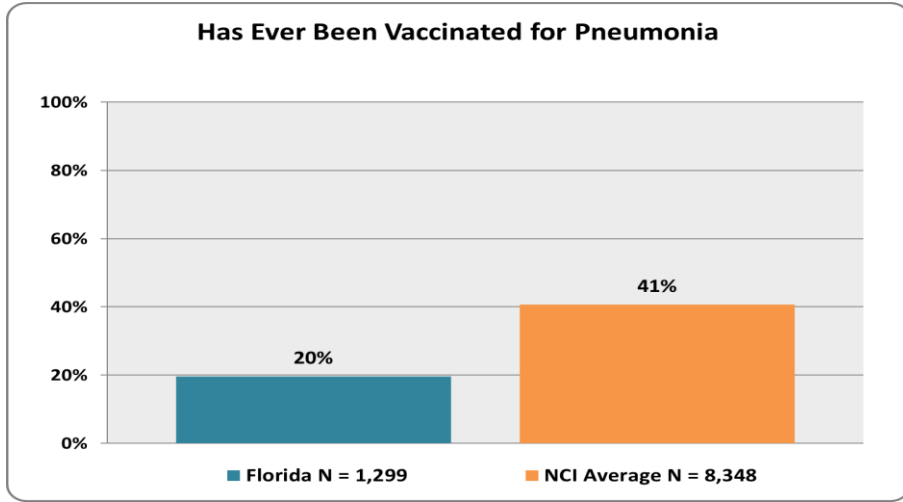
**GRAPH 93. HAD A FLU VACCINE (IN THE PAST YEAR)**



This graph illustrates that 51% of respondents from Florida and 78% across NCI states were reported to have had a flu vaccine in the past year.

States ranged from 51% to 89%.

**GRAPH 94. HAS EVER BEEN VACCINATED FOR PNEUMONIA**



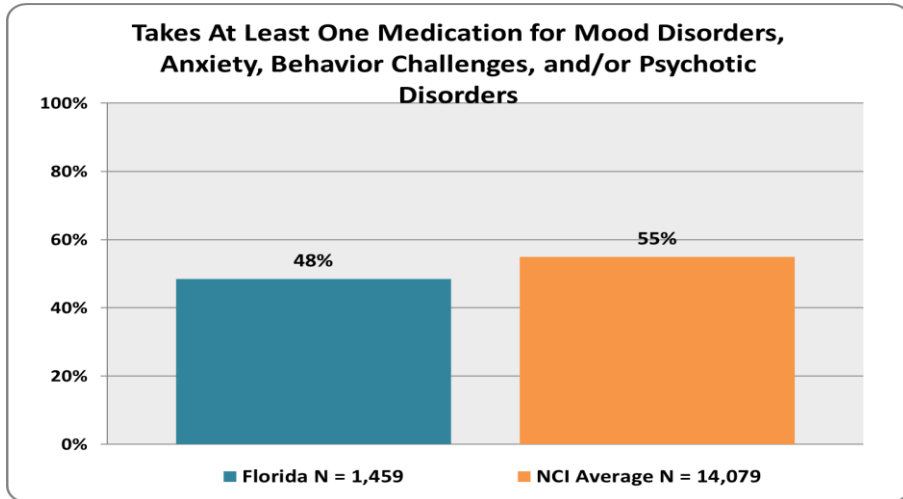
This graph illustrates that 20% of respondents from Florida and 41% across NCI states were reported to have ever had a pneumonia vaccine.

States ranged from 20% to 57%.

## Medication

*Medications are managed effectively and appropriately.*

**GRAPH 95. TAKES AT LEAST ONE MEDICATION FOR MOOD DISORDERS, ANXIETY, BEHAVIOR CHALLENGES, OR PSYCHOTIC DISORDERS**



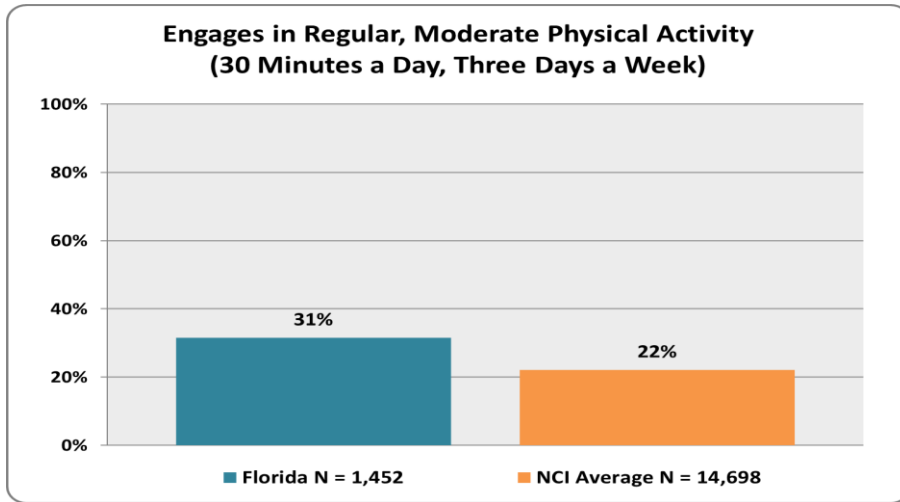
This graph illustrates that 48% of respondents from Florida and 55% across NCI states were reported to take at least one medication for mood disorders, anxiety, behavior challenges, and/or psychotic disorders.

States ranged from 32% to 71%.

# Wellness

*People are supported to maintain healthy habits.*

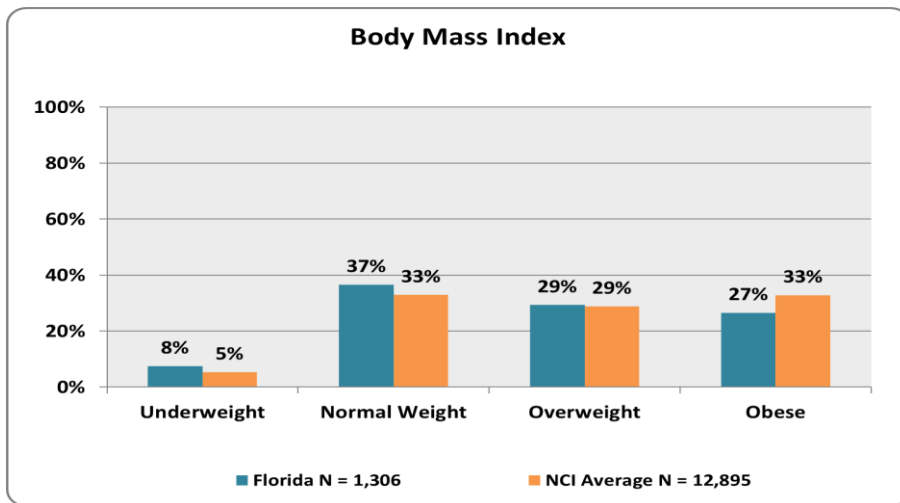
**GRAPH 96. ENGAGES IN REGULAR, MODERATE PHYSICAL ACTIVITY**



This graph illustrates that 31% of respondents from Florida 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 from 8% to 35%.

**GRAPH 97. BMI (BODY MASS INDEX)**

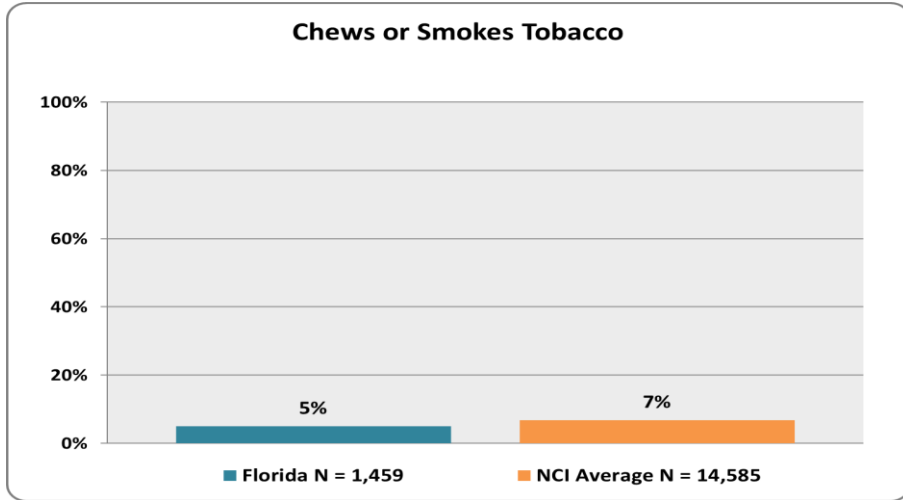


This graph illustrates that respondents from Florida and across NCI states fall into the following BMI categories, respectively: 8% and 5% underweight, 37% and 33% within a normal weight, 29% and 29% overweight, and 27% and 33% obese.

States ranged from 1% to 9% underweight; 24% to 47% normal weight; 24% to 34% overweight; and 21% to 44% obese.



**GRAPH 98. CHEWS OR SMOKES TOBACCO**



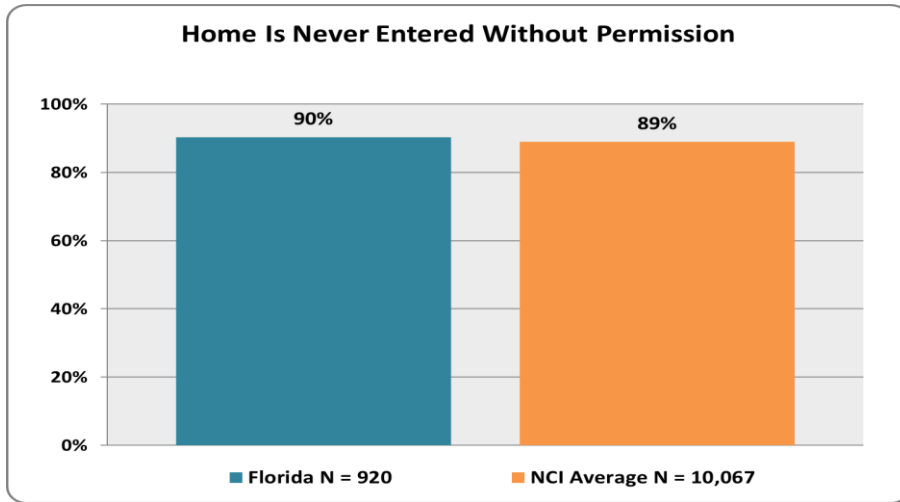
This graph illustrates that 5% of respondents from Florida and 7% across NCI states were reported to chew or smoke tobacco.

States ranged from 1% to 12%.

## Respect and Rights

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

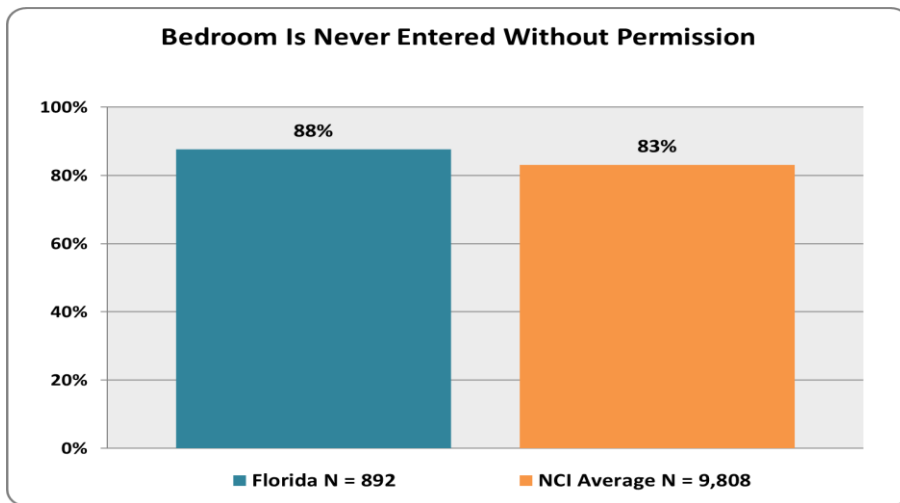
**GRAPH 99. HOME IS NEVER ENTERED WITHOUT PERMISSION**



This graph illustrates that 90% of respondents from Florida and 89% across NCI states reported that people always ask permission before entering their home.

States ranged from 74% to 98%.

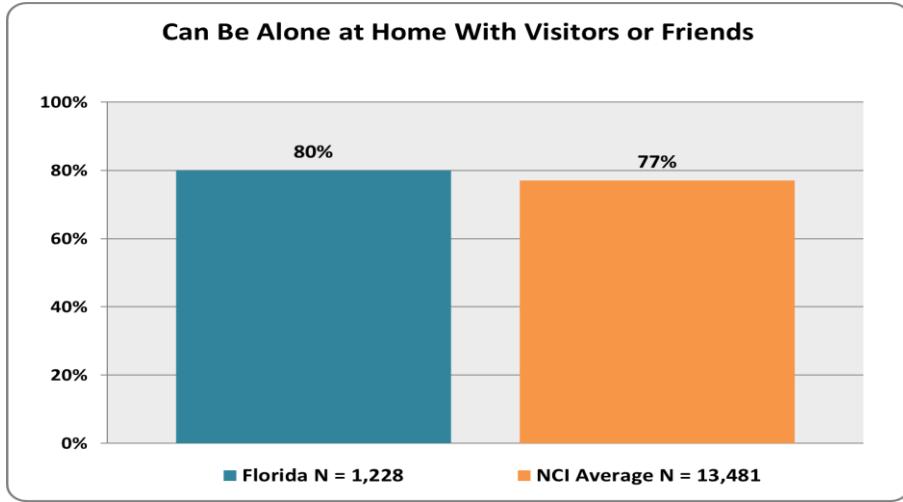
**GRAPH 100. BEDROOM IS NEVER ENTERED WITHOUT PERMISSION**



This graph illustrates that 88% of respondents from Florida and 83% across NCI states reported that people always ask permission before entering their bedroom.

States ranged from 69% to 95%.

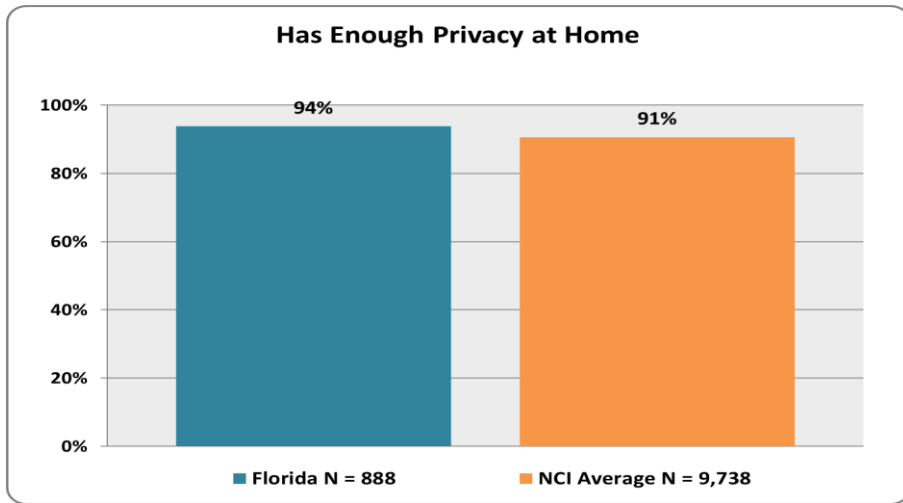
**GRAPH 101. CAN BE ALONE AT HOME WITH VISITORS OR FRIENDS**



This graph illustrates that 80% of respondents from Florida and 77% across NCI states reported that they could be alone at home with visitors or friends.

States ranged from 40% to 91%.

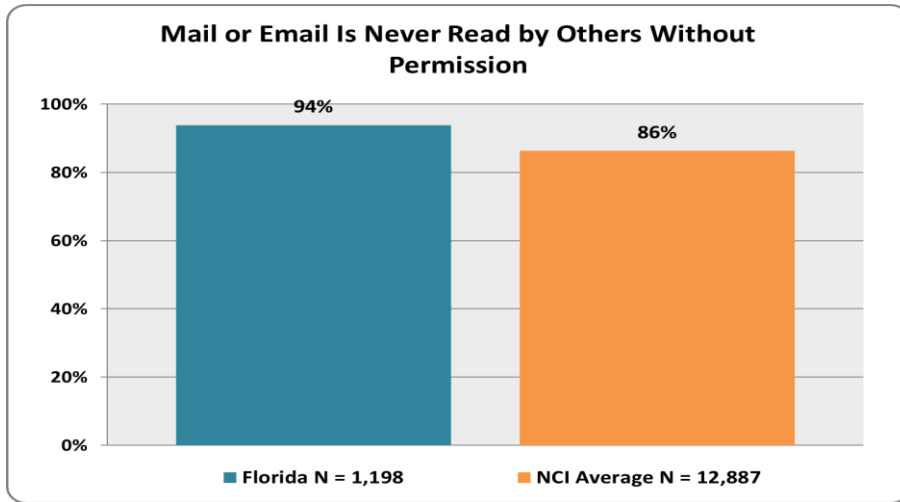
**GRAPH 102. HAS ENOUGH PRIVACY AT HOME**



This graph illustrates that 94% of respondents from Florida and 91% across NCI states reported that they have enough privacy at home.

States ranged from 80% to 98%.

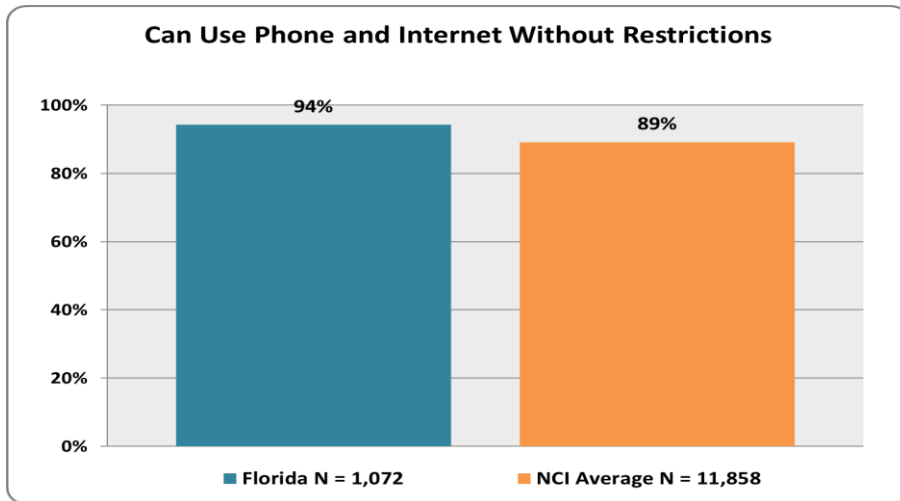
**GRAPH 103. MAIL OR EMAIL IS NEVER READ BY OTHERS WITHOUT PERMISSION**



This graph illustrates that 94% of respondents from Florida and 86% across NCI states reported others do not read their mail or email without their permission.

States ranged from 67% to 96%.

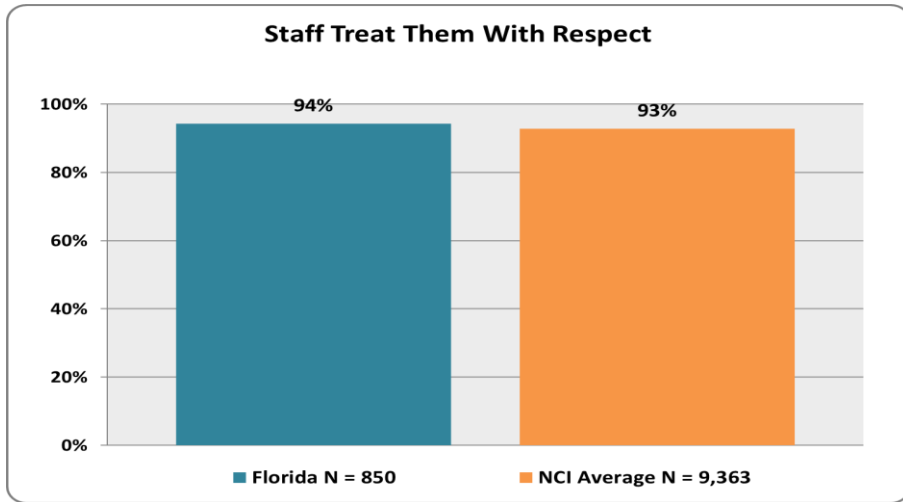
**GRAPH 104. CAN USE PHONE AND INTERNET WITHOUT RESTRICTIONS**



This graph illustrates that 94% of respondents from Florida and 89% across NCI states reported that they can use the phone and internet without restrictions.

States ranged from 39% to 97%.

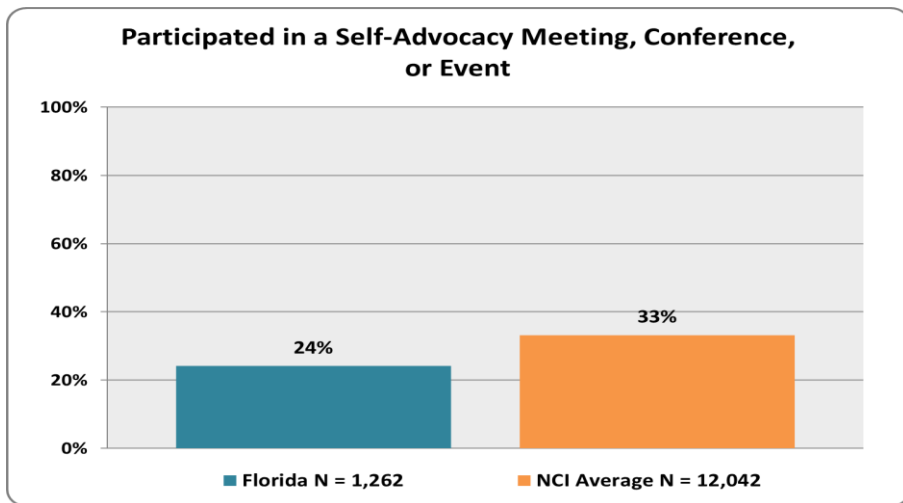
**GRAPH 105. STAFF TREAT PERSON WITH RESPECT**



This graph illustrates that 94% of respondents from Florida and 93% across NCI states reported that their staff treat them with respect.

States ranged from 77% to 97%.

**GRAPH 106. HAS PARTICIPATED IN A SELF-ADVOCACY MEETING, CONFERENCE, OR EVENT**



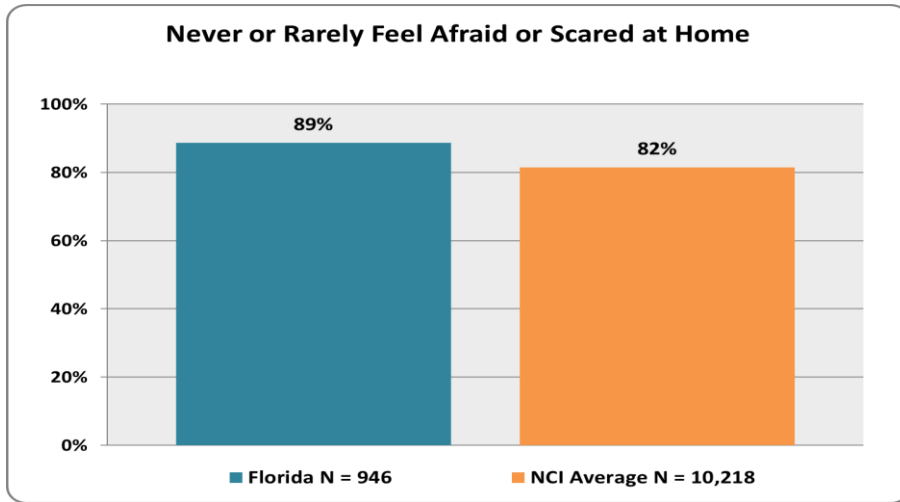
This graph illustrates that 24% of respondents from Florida and 33% across NCI states reported that they have participated in a self-advocacy meeting, conference, or event—or were given the opportunity and chose not to.

States ranged from 17% to 50%.

# Safety

*People are safe from abuse, neglect, and injury.*

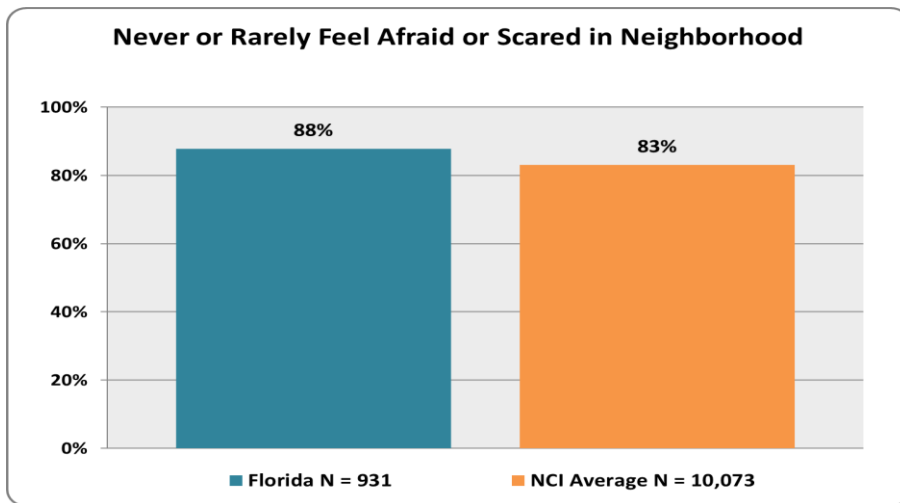
**GRAPH 107. NEVER OR RARELY FEELS AFRAID OR SCARED AT HOME**



This graph illustrates that 89% of respondents from Florida and 82% across NCI states reported that they never or rarely feel afraid or scared in their home.

States ranged from 67% to 93%.

**GRAPH 108. NEVER OR RARELY FEELS AFRAID OR SCARED IN NEIGHBORHOOD**

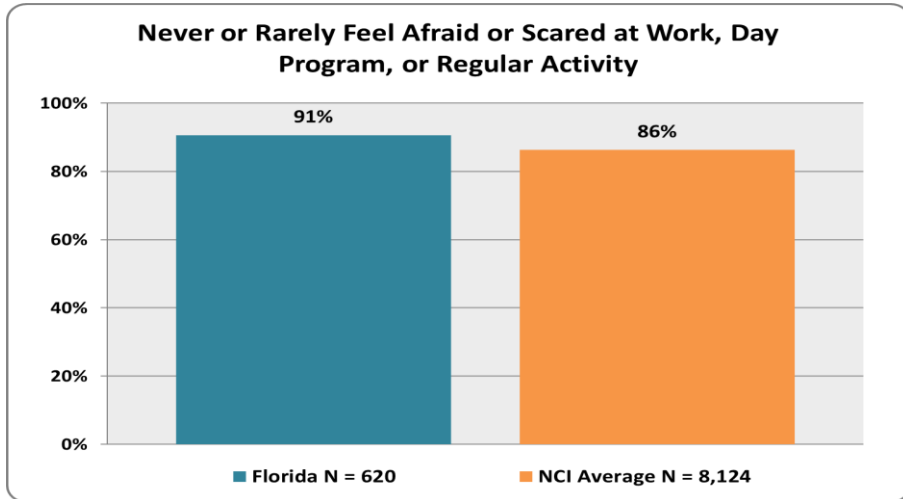


This graph illustrates that 88% of respondents from Florida and 83% across NCI states reported that they never or rarely feel afraid or scared in their neighborhood.

States ranged from 71% to 93%.



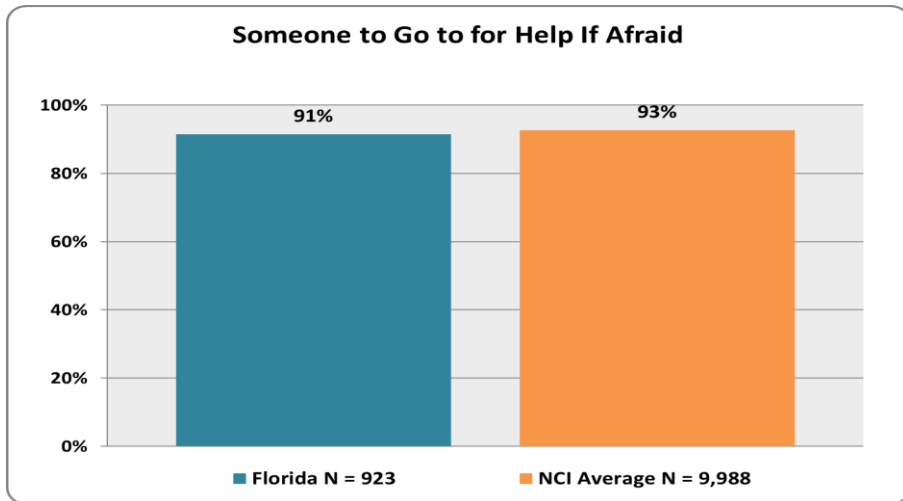
**GRAPH 109. NEVER OR RARELY FEELS AFRAID OR SCARED AT WORK, DAY PROGRAM OR REGULAR ACTIVITY**



This graph illustrates that 91% of respondents from Florida and 86% across NCI states reported that they never or rarely feel afraid or scared at their work, day program, or regular activity.

States ranged from 72% to 94%.

**GRAPH 110. PERSON HAS SOMEONE TO GO TO FOR HELP IF EVER AFRAID**



This graph illustrates that 91% of respondents from Florida and 93% across NCI states reported that they have someone to go to for help if they ever feel afraid.

States ranged from 87% to 98%.

# 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 2013-14 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 review additional NCI reports, visit <http://www.nationalcoreindicators.org>.

For further information regarding this State Report, please contact Josh Engler at [jengler@hsri.org](mailto:jengler@hsri.org)