



ADULT IN-PERSON SURVEY

Massachusetts Report 2017-18



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What is NCI?

The National Core Indicators™ (NCI™) program is a voluntary effort by state developmental disability agencies to track their performance using a standardized set of consumer and family/guardian surveys with nationally validated measures. The effort is coordinated by the National Association of State Directors of Developmental Disabilities Services (NASDDDS) and the Human Services Research Institute (HSRI).

NCI has developed more than 100 standard performance measures (or ‘indicators’) that states use to assess the outcomes of services for individuals and families, including outcomes in the areas of employment, rights, service planning, community inclusion, choice, health, and safety. In 2017-18 a total of 45 states, the District of Columbia and 22 sub-state entities participated in NCI. Not all states participate in the Adult In-Person Survey every year. Thirty-five (35) states and the District of Columbia administered the Adult In-Person Survey in 2017-18 and submitted valid samples for analysis.¹ Together, they collected survey responses and information from a total of 25,671 individuals.

What is the NCI Adult In-Person Survey?

The NCI Adult In-Person Survey is a face-to-face meeting 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. Surveyors 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.

Information contained in this report come from three distinct survey sections:

1. **Background Information.** This section consists of questions about demographics, residence, health, employment status, and services and supports. Data is generally collected from state records, case managers, or a combination of both.
2. **Section I.** This section attempts to determine the individual’s level of satisfaction and opinions. It may only be completed through a direct meeting with the individual.
3. **Section II.** This section contains questions that are answered by a direct meeting with the individual when possible. If the person is unable to respond, a proxy who knows the person well may be used. Case managers or service coordinators are not allowed to respond to these questions on the individual’s behalf.

¹ States that participated in the Adult In-Person Survey were: Alabama (AL), Arizona (AZ), Arkansas (AR), California (CA), Colorado (CO), Connecticut (CT), Delaware (DE), District of Columbia (DC), Florida (FL), Georgia (GA), Illinois (IL), Indiana (IN), Kansas (KS), Kentucky (KY), Louisiana (LA), Maine (ME), Massachusetts (MA), Michigan (MI), Minnesota (MN), Missouri (MO), North Carolina (NC), Nebraska (NE), Nevada (NV), New York (NY), Ohio (OH), Oklahoma (OK), Oregon (OR), Pennsylvania (PA), Rhode Island (RI), South Carolina (SC), Tennessee (TN), Utah (UT), Vermont (VT), Virginia (VA), Wisconsin (WI), and Wyoming (WY).

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 following table lists the domains, sub-domains, and concern statements addressed by the NCI Adult In-Person Survey indicators.

Individual Outcomes Domain

| <i>Sub-domain</i> | <i>Concern Statement</i> |
|---|--|
| Work | <i>People have support to find and maintain community integrated employment.</i> |
| Community Inclusion, Participation and Leisure | <i>People have support to participate in everyday community activities.</i> |
| Choice and Decision-Making | <i>People make choices about their lives and are actively engaged in planning their services and supports.</i> |
| Self Determination | <i>People have authority and are supported to direct and manage their own services.</i> |
| Relationships | <i>People have friends and relationships.</i> |
| Satisfaction | <i>People are satisfied with the services and supports they receive.</i> |

Health Welfare and Rights Domain

| <i>Sub-domain</i> | <i>Concern Statement</i> |
|-----------------------|--|
| Safety | <i>People are safe from abuse, neglect, and injury.</i> |
| Health | <i>People secure needed health services.</i> |
| Medications | <i>Medications are managed effectively and appropriately.</i> |
| Wellness | <i>People are supported to maintain healthy habits.</i> |
| Respect/Rights | <i>People receive the same respect and protections as others in the community.</i> |

System Performance Domain

| <i>Sub-domain</i> | <i>Concern Statement</i> |
|-----------------------------|---|
| Service Coordination | <i>Service coordinators are accessible, responsive, and support the person's participation in service planning.</i> |
| Access | <i>Publicly funded services are readily available to individuals who need and qualify for them.</i> |

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. States that do not complete a sample that reaches the 95% confidence level and 5% margin of error (based on the size of the total sample frame) are not included in NCI reporting. Both the confidence level (95%) and margin of error (5%) 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. For more information on sampling, please see Appendix C of the national report, accessible at nationalcoreindicators.org/resources/reports/.

Proxy Respondents

Proxy responses are allowed only for Section II (Community Inclusion, Choices, selected Respect/Rights items, and Access to Needed Services), which is based on objective measures. Proxy respondents are used only when the individual receiving services 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 provide proxy responses for individuals on their caseloads.

Data Analysis

All individuals selected in the survey sample are given an opportunity to participate in a face-to-face meeting. There are no prescreening procedures. Exclusion of responses occurs at the time of data analysis by HSRI, based on the criteria described below. There is no threshold number of answers to be given for a survey to be considered complete.

Surveys are excluded from analysis of questions occurring in Section I if:

1. The surveyor indicated that the individual receiving supports did not respond validly to questions in Section I.
2. All questions in Section I were missing or marked 'not applicable' or 'don't know'.

Surveys are excluded from analysis of questions occurring in Section II if:

1. The individual receiving supports was marked as the respondent to all questions in Section II but Section I was deemed invalid (for one of the reasons above).
2. No questions were answered in Section II.

Individual questions left blank or marked 'not applicable' are not included in analysis. For outcome data 'don't know' responses were excluded from analysis. For all items shown, states receive an 'n/a' designation in table presentations for a survey item if fewer than 20 people responded; however, their data are included in the NCI Average.

Weighting

Prior to 2016-17, the NCI average was calculated as the simple arithmetic mean of all state means (an approach known as “average of averages”). Beginning last year, the approach has been enhanced to take into account the relative numbers of people receiving services through participating states’ systems. The NCI averages contained in this report are “weighted” means. Applying statistical weights allows a state that provides services to a larger number of people (but is represented in the data by a sample of the same size as other states) to have a higher influence on the overall NCI average—that is, the state’s contribution to the NCI average is proportional to its service population. The weights used in calculations for this report were developed using each participating state’s number of survey respondents and its total survey-eligible population.²

When a state’s sampling strategy is to identify and interview survey participants using simple random sampling or proportional stratified random sampling, each completed survey in the state gets assigned the same weight. When a state’s sampling strategy departs markedly from simple random or proportional, it may be necessary for completed surveys in the state to be assigned different weights based on which sampling strata they correspond to. For example, if a state intentionally oversampled one or more of its sub-populations or geographical regions to be disproportionately represented in the survey sample, it may be necessary to develop and apply different weights for surveys completed in those sub-populations or regions. The procedure for calculating weights for a state is similar to calculating national weights but uses the number of completed surveys and service population sizes in each stratum (i.e., sub-population or region) separately. In the calculation of the NCI average, this type of weight was applied to the results from California, based on disproportionate sampling from regional centers (for more information see State Sample procedures in Appendix C of the national report, located here: <https://www.nationalcoreindicators.org/resources/reports/>).

Significance Testing

For individual outcomes, each state’s percentage was compared to the weighted NCI average (described above), and the differences between the two were tested for both **statistical significance** as well as **effect sizes**. Effect sizes are used in addition to statistical significance because statistical significance of a state’s result depends in part on the size of the state’s sample: the larger the sample, the more likely it is that even a small difference will be found *statistically* significant.

The t-test analyses established whether the state’s percentage was:

1. Higher than the NCI average, and the difference was statistically significant (denoted in the report with an up arrow ▲);
2. Within the average range (i.e., not statistically different from the NCI Average); or
3. Lower than the NCI average, and the difference was statistically significant (denoted in the report with a down arrow ▼).

Statistical significance was determined at the $p \leq .01$ level.³ Demographics data and data on services received were not tested for statistically significant differences.

² For more information on weighting, see the Methodology section of the National Adult In-Person Survey Report.

³ For more information on significance testing, see the Methodology section of the National Adult In-Person Survey Report.

Limitations of Data

The NCI Adult In-Person 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).

IMPORTANT NOTE ON ANALYSIS. In examining the results included in this report, we found questions for which 25% or more of an individual state’s sample were marked “don’t know” or were missing data. Results denoted with an asterisk (*) indicate that there were states in which this occurred. To see individual break-outs of which states reported 25% or more “don’t know” or missing for a particular question, see the National Report (<http://www.nationalcoreindicators.org/resources/reports/>).

The quantity of missing data can be a result of several factors. We do not know whether the data are missing systematically or randomly. For example, for a specific state, are the data missing across the board for those in a specific waiver? If so, the resulting data are not representative of the entire sample or population. We advise caution when examining data that are indicated as having high rates of missing or “don’t know” responses.

Also critical to note is that differences by state in requirements for eligibility for DD services may also be reflected in differences in the NCI data.

What is contained in this report?

This report illustrates the 2017-18 NCI Adult In-Person Survey demographic and outcome results from Massachusetts (MA) compared to the NCI Average. All results are shown first in charts and then in table form, and arrow symbols (▲ and ▼) are used to indicate areas where the state average was statistically higher or lower than the NCI Average. **Please note: items without the ▲ or ▼ arrow symbols indicate that the state was within the NCI Average range.** For most items, the total number of respondents (N) from the state and across NCI states is displayed in charts and tables. Results from states with fewer than 20 responses are not displayed; however, the data are included in the NCI Average. All state and national data results for this survey can be found online at <http://www.nationalcoreindicators.org/resources/reports/>.

Demographics

This section presents descriptive information of individuals surveyed.

Important Note on Missing Data:

For several states, survey items in the Background Information section had a large amount of missing data or data recorded as “don’t know.” Items that include states results for which 25% or more of their sample were missing data (or reported as “don’t know”) are indicated with an asterisk (*) next to NCI Average.

We advise caution when examining data that are indicated as having high rates of “missing” or “don’t know” responses as we don’t know whether the data are missing systematically or randomly. Please note that the NCI average reflects the average of data that were reported to HSRI and may not be reflective of the service population across the country.

Table 1. Age

| | Mean | Min | Max | Standard Deviation | Median | N |
|-----|------|-----|-----|--------------------|--------|--------|
| MA | 48 | 20 | 89 | 16 | 48 | 417 |
| NCI | 42 | 18 | 95 | 16 | 39 | 25,562 |

Table 2. Age Group

| | 18-22 | 23-34 | 35-54 | 55-74 | 75+ | Unknown | N |
|-----|-------|-------|-------|-------|-----|---------|--------|
| MA | 0% | 27% | 33% | 34% | 5% | 1% | 423 |
| NCI | 9% | 31% | 34% | 23% | 2% | 1% | 25,671 |

Table 3. Gender

| | Male | Female | Other | N |
|-----|------|--------|-------|--------|
| MA | 56% | 44% | 0% | 419 |
| NCI | 59% | 41% | 0% | 25,568 |

Table 4. Marital Status

Includes data from states with 25% or more missing or “don’t know” data.

| | Single, Never Married | Married | Single, Married in the Past | Don't Know | N |
|-----|-----------------------|---------|-----------------------------|------------|--------|
| MA | 96% | 2% | 2% | 0% | 418 |
| NCI | 94% | 2% | 2% | 2% | 25,459 |

Table 5. Race and Ethnicity

| | American Indian or Alaska Native | Asian | Black or African American | Pacific Islander | White |
|-----|----------------------------------|-------|---------------------------|------------------|-------|
| MA | 1% | 2% | 9% | 0% | 82% |
| NCI | 1% | 2% | 16% | 0% | 67% |

Table 6. Race and Ethnicity (Continued)

| | Hispanic or Latino | Other | Two or More | Don't Know | N |
|-----|-----------------------|-------|-------------|---------------|--------|
| MA | 4% | 1% | 0% | 0% | 417 |
| NCI | 10% | 1% | 1% | 1% | 25,553 |

Table 7. Residential Designation

Information based on residential designation defined by the USDA: <http://www.ers.usda.gov/data-products/rural-urbancommuting-area-codes.aspx>. Includes data from states with 25% or more missing or “don’t know” data.

| | Metropolitan | Micropolitan | Rural | Small Town | N |
|-----|--------------|--------------|-------|------------|--------|
| MA | 97% | 2% | 1% | 0% | 408 |
| NCI | 80% | 12% | 6% | 3% | 24,168 |

Table 8. Type of Residence - ICF/IID, Nursing Facilities or Other Specialized Institutional Settings

Includes data from states with 25% or more missing or “don’t know” data.

| | ICF/IID, 4-6 Residents with Disabilities | ICF/IID, 7-15 Residents with Disabilities | ICF/IID, 16 or More Residents with Disabilities | Nursing Facility | Other Specialized Institutional Facility | N |
|-----|--|---|--|------------------|---|--------|
| MA | 0% | 0% | 0% | 0% | 0% | 419 |
| NCI | 2% | 1% | 1% | 0% | 0% | 25,488 |

Table 9. Type of Residence - Group Residential Setting

Includes data from states with 25% or more missing or “don’t know” data.

| | Group Living Setting, 2-3 People With Disabilities | Group Living Setting, 4-6 People With Disabilities | Group Living Setting, 7-15 People With Disabilities | N |
|-----|---|---|--|--------|
| MA | 10% | 43% | 2% | 419 |
| NCI | 8% | 18% | 5% | 25,488 |

Table 10. Type of Residence - Other Home Settings

Includes data from states with 25% or more missing or “don’t know” data.

| | Own Home or Apartment | Parent or Relative's Home | Foster Care or Host Home (2 or More People With a Disability) | Foster Care, Host Home, or Shared Living (1 Person With a Disability) | Homeless | Other | Don't Know | N |
|-----|-----------------------|---------------------------|---|---|----------|-------|------------|--------|
| MA | 15% | 20% | 5% | 5% | 0% | 0% | 0% | 419 |
| NCI | 18% | 39% | 3% | 2% | 0% | 1% | 1% | 25,488 |

Table 11. Length of Time at Current Residence

Includes data from states with 25% or more missing or “don’t know” data.

| | Less Than 1 Year | 1-3 Years | 3-5 Years | Over 5 Years | Don't Know | N |
|-----|------------------|-----------|-----------|--------------|------------|--------|
| MA | 8% | 18% | 12% | 59% | 4% | 410 |
| NCI | 9% | 18% | 8% | 60% | 4% | 25,303 |

Table 12. Person's Residence Owned or Controlled by Provider Agency

Includes data from states with 25% or more missing or “don’t know” data.

| | Yes | No | Don't Know | N |
|-----|-----|-----|------------|--------|
| MA | 59% | 40% | 1% | 417 |
| NCI | 36% | 58% | 5% | 24,901 |

Table 13. Person Is Named on the Lease

OR and WI data were not available in state records and therefore are not included in NCI average.

| | Named on Lease or Deed | Named on Other Legally Enforceable Rental Agreement | No | Don't Know | N |
|-----|------------------------|---|-----|------------|--------|
| MA | 19% | 14% | 56% | 11% | 415 |
| NCI | 18% | 4% | 68% | 10% | 22,404 |

Table 14. Person Owns Home

Includes data from states with 25% or more missing or “don’t know” data.

| | Yes | No | Don't Know | N |
|-----|-----|-----|------------|--------|
| MA | 2% | 97% | 1% | 417 |
| NCI | 2% | 96% | 2% | 23,992 |

Table 15. Has ID Diagnosis

| | Yes | No | Don't Know | N |
|-----|-----|----|------------|--------|
| MA | 87% | 7% | 6% | 412 |
| NCI | 90% | 9% | 1% | 25,465 |

Table 16. Level of ID (if the Person Has an ID Diagnosis)

| | Mild | Moderate | Severe | Profound | Unspecified | Unknown | N |
|-----|------|----------|--------|----------|-------------|---------|--------|
| MA | 37% | 22% | 7% | 2% | 25% | 7% | 380 |
| NCI | 41% | 29% | 13% | 8% | 7% | 1% | 22,674 |

Table 17. Mood, Anxiety, Behavior, Psychotic, and Other Mental Illness

Categories are not mutually exclusive and N may differ by category; therefore, N is not shown. Includes data from states with 25% or more missing or “don’t know” data.

| | Mood Disorder | Anxiety Disorder | Behavior Challenges | Psychotic Disorder | Other Mental Illness or Psychiatric Diagnosis |
|-----|---------------|------------------|---------------------|--------------------|---|
| MA | 43% | 50% | 28% | 14% | 11% |
| NCI | 30% | 27% | 28% | 11% | 12% |

Table 18. Other Disabilities

Categories are not mutually exclusive and N may differ by category; therefore, N is not shown. Includes data from states with 25% or more missing or “don’t know” data.

| | Autism Spectrum Disorder | Cerebral Palsy | Brain Injury | Seizure Disorder | Chemical Dependency | Down Syndrome |
|-----|--------------------------|----------------|--------------|------------------|---------------------|---------------|
| MA | 20% | 11% | 5% | 24% | 2% | 6% |
| NCI | 20% | 15% | 5% | 26% | 2% | 9% |

Table 19. Other Disabilities (Continued)

Categories are not mutually exclusive and N may differ by category; therefore, N is not shown. Includes data from states with 25% or more missing or “don’t know” data.

| | Prader-Willi | Fetal Alcohol Syndrome | Limited or No Vision | Severe or Profound Hearing Loss | Other Disabilities, Not Listed | No Other Disabilities |
|-----|--------------|------------------------|----------------------|---------------------------------|--------------------------------|-----------------------|
| MA | 0% | 1% | 14% | 9% | 18% | 8% |
| NCI | 1% | 1% | 10% | 6% | 17% | 8% |

Table 20. Health Conditions

Categories are not mutually exclusive and N may differ by category; therefore, N is not shown. Includes data from states with 25% or more missing or “don’t know” data.

| | Cardiovascular Disease | Diabetes | Cancer | High Blood Pressure | High Cholesterol |
|-----|------------------------|----------|--------|---------------------|------------------|
| MA | 12% | 15% | 4% | 27% | 24% |
| NCI | 7% | 11% | 2% | 20% | 18% |

Table 21. Health Conditions (Continued)

Categories are not mutually exclusive and N may differ by category; therefore, N is not shown. Includes data from states with 25% or more missing or “don’t know” data.

| | Dysphagia | Pressure Ulcers | Alzheimer's | Oral Health or Dental Problems | Sleep Apnea | Other Health Conditions |
|-----|-----------|-----------------|-------------|--------------------------------|-------------|-------------------------|
| MA | 11% | 2% | 3% | 6% | 8% | 41% |
| NCI | 7% | 2% | 3% | 6% | 6% | 35% |

Table 22. Preferred Means of Communication

| | Spoken | Gestures | Sign Language | Communication Device | Other | Don't Know | N |
|-----|--------|----------|---------------|----------------------|-------|------------|--------|
| MA | 84% | 12% | 1% | 1% | 1% | 0% | 419 |
| NCI | 78% | 17% | 1% | 1% | 2% | 0% | 25,455 |

Table 23. Primary Language

| | English | Other | N |
|-----|---------|-------|--------|
| MA | 97% | 3% | 410 |
| NCI | 94% | 6% | 25,357 |

Table 24. Mobility

| | Moves Self Without Aids | Moves Self With Aids or Uses Wheelchair Independently | Non-Ambulatory | Don't Know | N |
|-----|-------------------------|---|----------------|------------|--------|
| MA | 76% | 15% | 8% | 0% | 420 |
| NCI | 77% | 13% | 9% | 0% | 25,471 |

Table 25. Behavioral Support Need

| | | None | Some | Extensive | Don't Know | N |
|--|-----|------|------|-----------|------------|--------|
| Support Needed to Manage Self-Injurious Behavior | MA | 79% | 14% | 5% | 1% | 414 |
| | NCI | 78% | 16% | 5% | 1% | 25,399 |
| Support Needed to Manage Disruptive Behavior* | MA | 69% | 24% | 7% | 1% | 417 |
| | NCI | 61% | 28% | 9% | 1% | 25,414 |
| Support Needed to Manage Destructive Behavior* | MA | 79% | 17% | 4% | 1% | 413 |
| | NCI | 73% | 20% | 5% | 2% | 25,365 |

*Includes data from states with 25% or more missing or "don't know" data.

Table 26. Level of Guardianship

| | None | Limited Guardianship | Full Guardian | Has Guardian, But Unable to Distinguish Level | Don't Know | N |
|-----|------|----------------------|---------------|---|------------|--------|
| MA | 44% | 8% | 47% | 0% | 0% | 418 |
| NCI | 54% | 9% | 28% | 6% | 2% | 25,499 |

Table 27. Guardian's Relationship to Person

| | Family | Friend | Public Guardian or Public Administrator | Financial Institution | Nonprofit Guardianship Agency | For-profit Guardianship Agency | Other | Don't Know | N |
|-----|--------|--------|---|-----------------------|-------------------------------|--------------------------------|-------|------------|--------|
| MA | 68% | 5% | 10% | 0% | 9% | 2% | 0% | 5% | 231 |
| NCI | 72% | 3% | 10% | 0% | 2% | 0% | 1% | 12% | 10,617 |

Choice and Decision-Making

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

Charts for Choice and Decision-Making

Chart 1. Chose or had some input in choosing where they live (if not living in the family home; proxy respondents were allowed for this question)

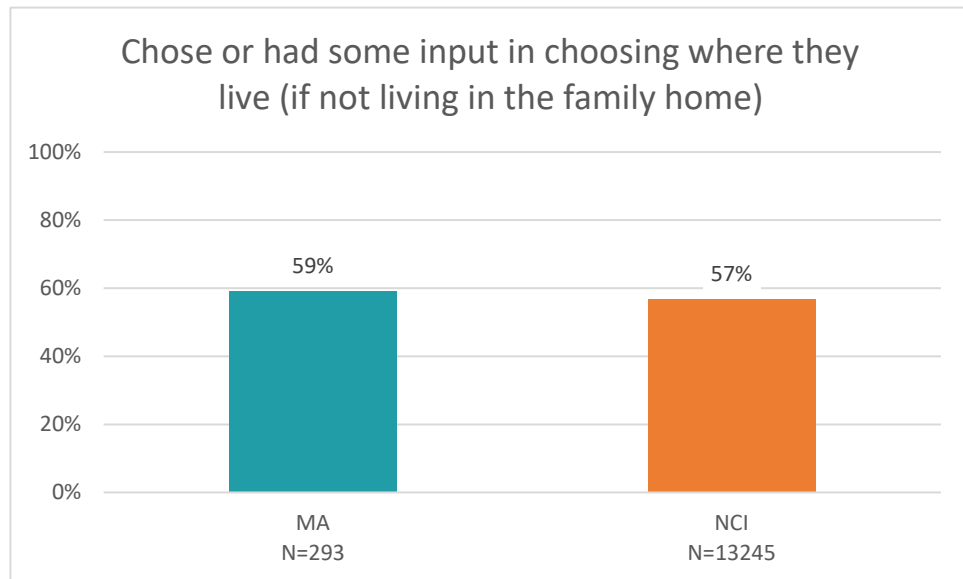


Chart 2. Chose or had some input in choosing their housemates or chose to live alone (if not living in the family home; proxy respondents were allowed for this question)

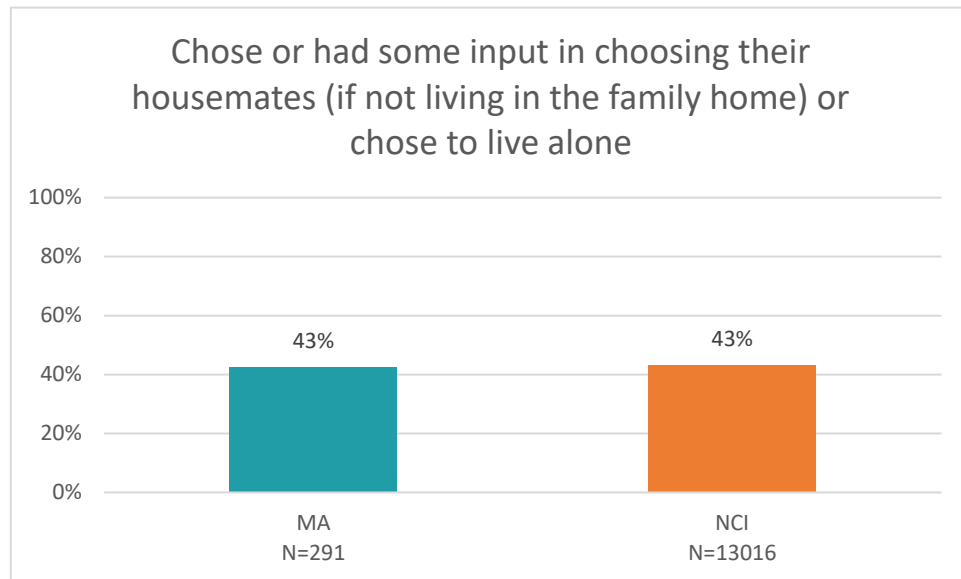


Chart 3. Chose or had input in choosing paid community job (proxy respondents were allowed for this question)*

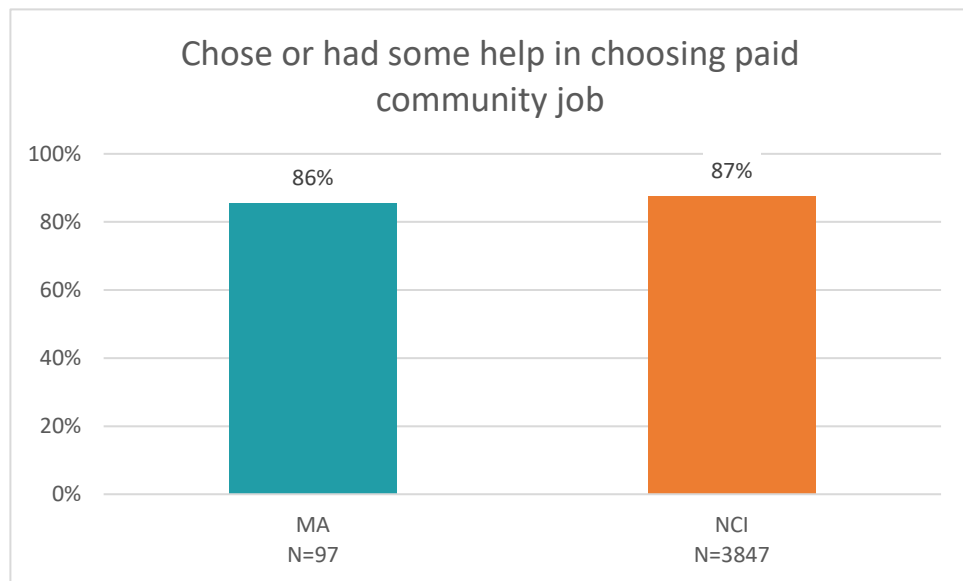
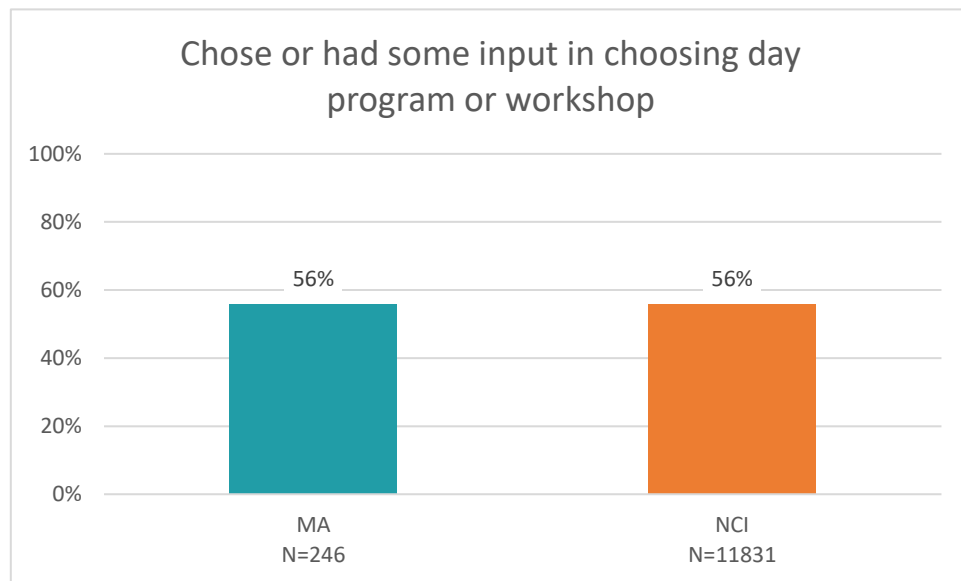


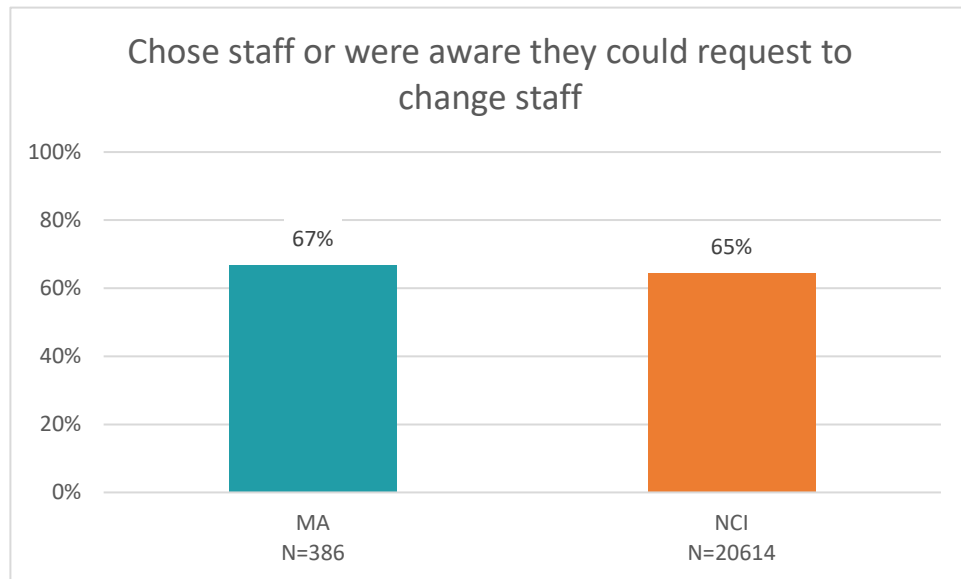
Chart 4. Chose or had some input in choosing day program or workshop (proxy respondents were allowed for this question) ²



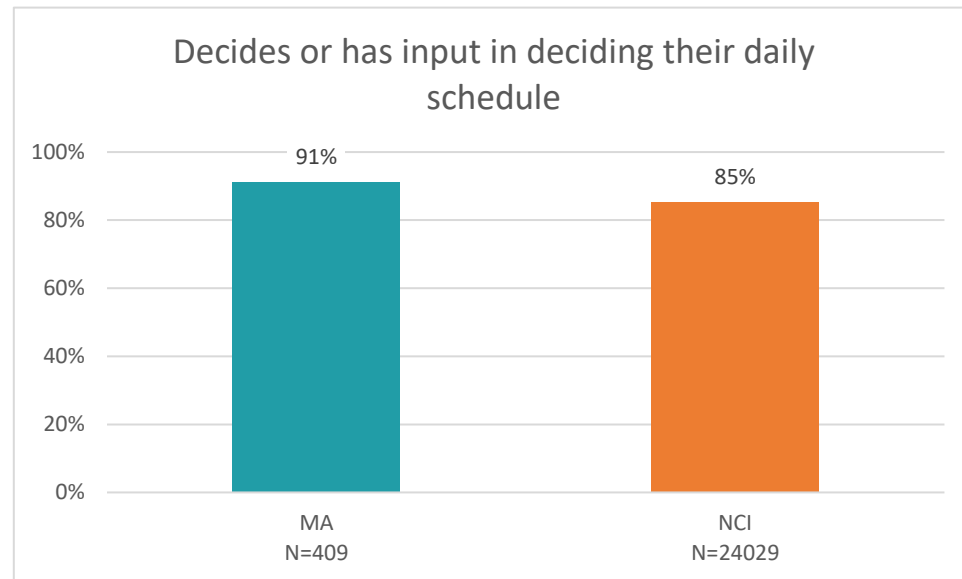
* Note on OR and WI data: OR and WI data on type of community employment captured “no” and “don’t know” responses together (NCI states typically collect this information separately); therefore, their data are not comparable to other states and are not included in the NCI Average.

² Analysis of this question changed from previous years; now based on those determined in the Background Information to attend an unpaid community activity, unpaid paid facility activity, or paid facility activity

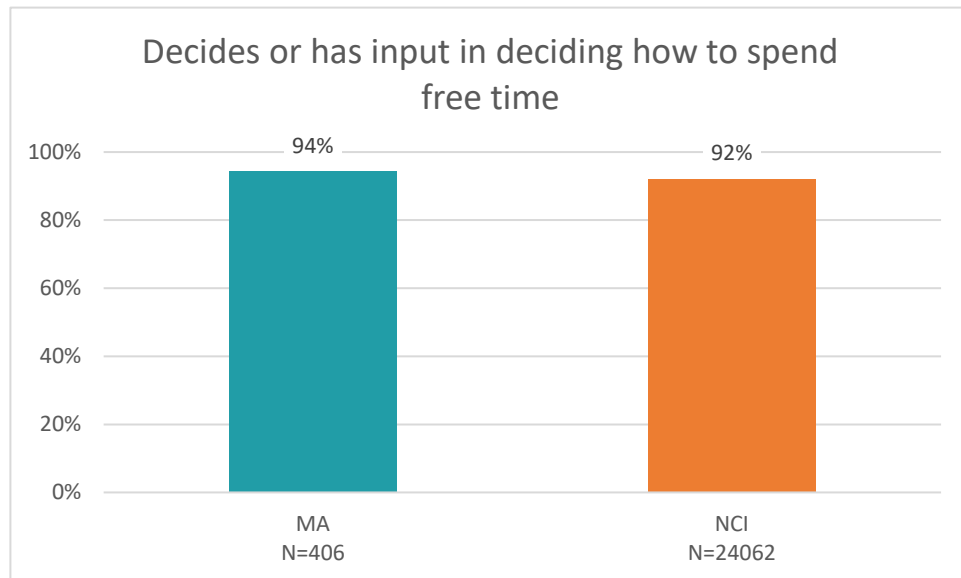
[Chart 5.](#) Chose staff or were aware they could request to change staff (proxy respondents were allowed for this question)



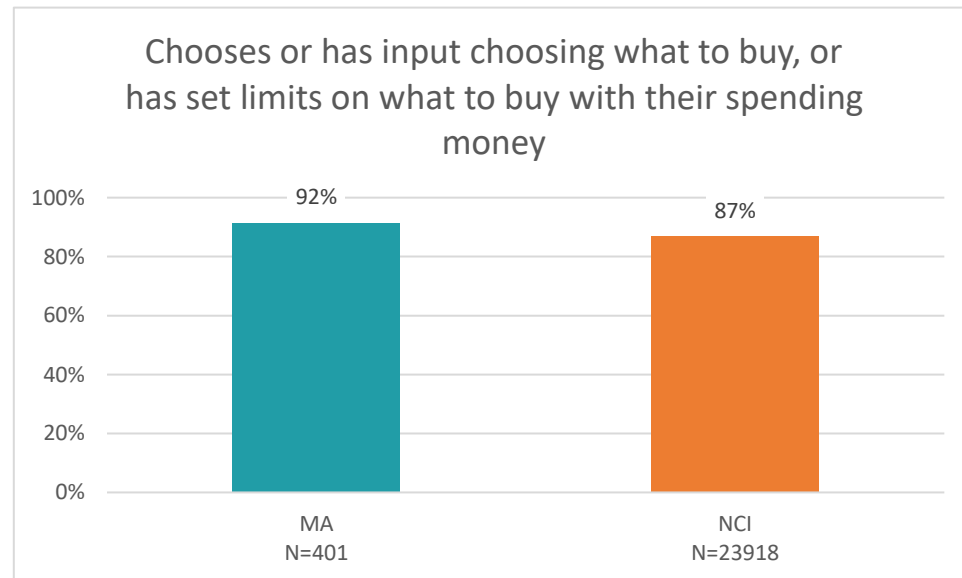
[Chart 6.](#) Decides or has input in deciding daily schedule (proxy respondents were allowed for this question)



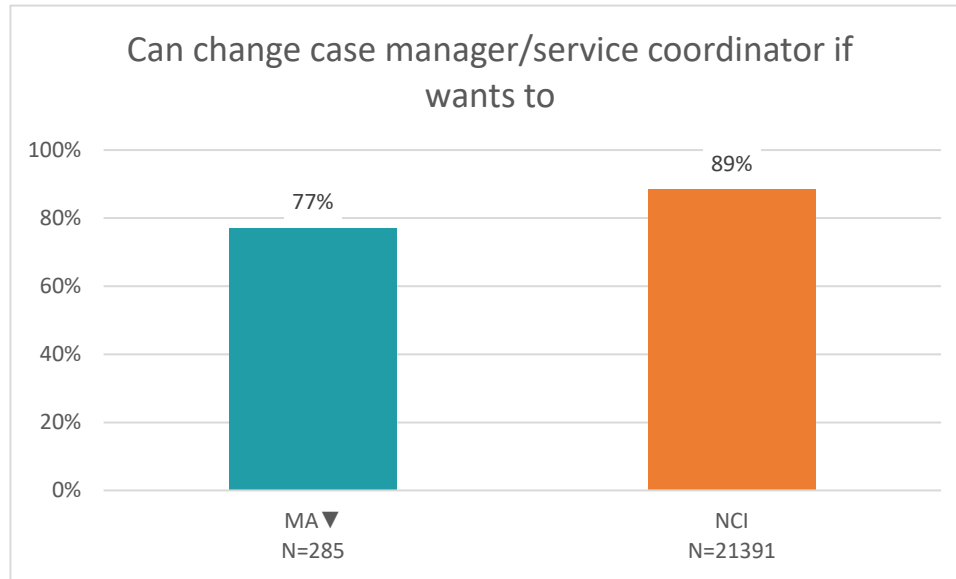
[Chart 7.](#) Decides or has input in deciding how to spend free time (proxy respondents were allowed for this question)



[Chart 8.](#) Chooses or has input in choosing what to buy, or has set limits on what to buy with their spending money (proxy respondents were allowed for this question)



[Chart 9](#). Can change case manager/service coordinator if wants to (proxy respondents were allowed for this question)



Tables for Choice and Decision-Making

Table 28. Choice and Decision-Making

| | | Yes | N |
|---|------|-----|--------|
| Chose or had some input in choosing where they live <i>(if not living in the family home; proxy respondents were allowed for this question)</i> | MA | 59% | 293 |
| | NCI | 57% | 13,245 |
| Chose or had some input in choosing their housemates or chose to live alone <i>(if not living in the family home; proxy respondents were allowed for this question)</i> | MA | 43% | 291 |
| | NCI | 43% | 13,016 |
| Chose or has input in choosing paid community job <i>(proxy respondents were allowed for this question)*</i> | MA | 86% | 97 |
| | NCI | 87% | 3,847 |
| Chose or had some input in choosing day program or workshop <i>(proxy respondents were allowed for this question)^o</i> | MA | 56% | 246 |
| | NCI | 56% | 11,831 |
| Chose staff or were aware they could request to change staff <i>(proxy respondents were allowed for this question)</i> | MA | 67% | 386 |
| | NCI | 65% | 20,614 |
| Decides or has input in deciding their daily schedule <i>(proxy respondents were allowed for this question)</i> | MA | 91% | 409 |
| | NCI | 85% | 24,029 |
| Decides or has input in deciding how to spend free time <i>(proxy respondents were allowed for this question)</i> | MA | 94% | 406 |
| | NCI | 92% | 24,062 |
| Chooses or has input in choosing what to buy, or has set limits on what to buy with their spending money <i>(proxy respondents were allowed for this question)</i> | MA | 92% | 401 |
| | NCI | 87% | 23,918 |
| Can change case manager/service coordinator if wants to <i>(proxy respondents were allowed for this question)</i> | MA ▼ | 77% | 285 |
| | NCI | 89% | 21,391 |

* Note on OR and WI data: OR and WI data on type of community employment captured “no” and “don’t know” responses together (NCI states typically collect this information separately); therefore, their data are not comparable to other states and are not included in the NCI Average.

^o Analysis of this question changed from previous years; now based on those determined in the Background Information to attend an unpaid community activity, unpaid paid facility activity, or paid facility activity

Work

People have support to find and maintain community integrated employment.

NCI reports on four types of community jobs:

1. Individual job without publicly funded supports—an individual job in which the person does not receive state or other funded supports;
2. Individual job with publicly funded supports—an individual job in which the person receives state or other funded supports;
3. Group-supported—a job that takes part in an integrated setting but is done with a group of individuals with disabilities (e.g., work crew). Group-supported jobs may or may not receive publicly funded supports; and
4. **New in 2017-18:** Community job in a business that primarily hires people with disabilities—a job where the employees with disabilities interact with the non-disabled population; this job is not in a traditional sheltered workshop and is NOT an enclave.

Note on OR and WI data: OR and WI data on type of community employment captured “no” and “don’t know” responses together (NCI states typically collect this information separately); therefore, their data are not comparable to other states and are not included in the employment tables that look at paid community job participation. Available data are reported in Appendix D of the national report.

Important Note on Missing Data

For several states, survey items in the Background Information section, including information on employment, had a large amount of missing data or data recorded as “don’t know.” Items that include states results for which 25% or more of their sample were missing data (or reported as “don’t know”) are indicated with an asterisk (*) next to NCI Average.

We advise caution when examining data that are indicated as having high rates of “missing” or “don’t know” responses as we don’t know whether the data are missing systematically or randomly. Please note that the NCI average reflects the average of data that were reported to HSRI and may not be reflective of the service population across the country.

Charts for Work

Chart 10. Has a paid job in the community (information may have been obtained through state records) ^o

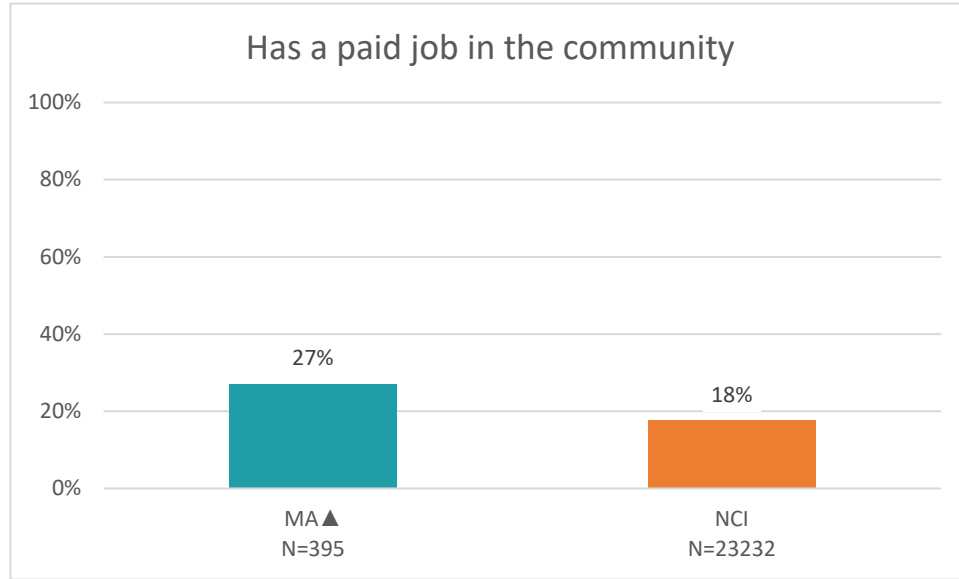


Chart 11. Type of paid community job (information may have been obtained through state records) ^o *

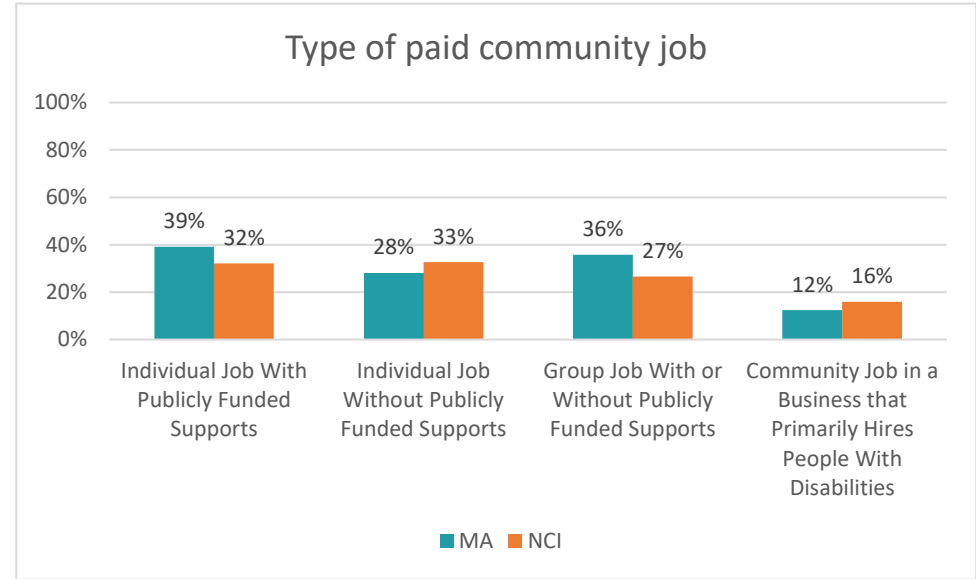


Chart 12. Average number of biweekly hours by type of community job (information may have been obtained through state records) ^o *

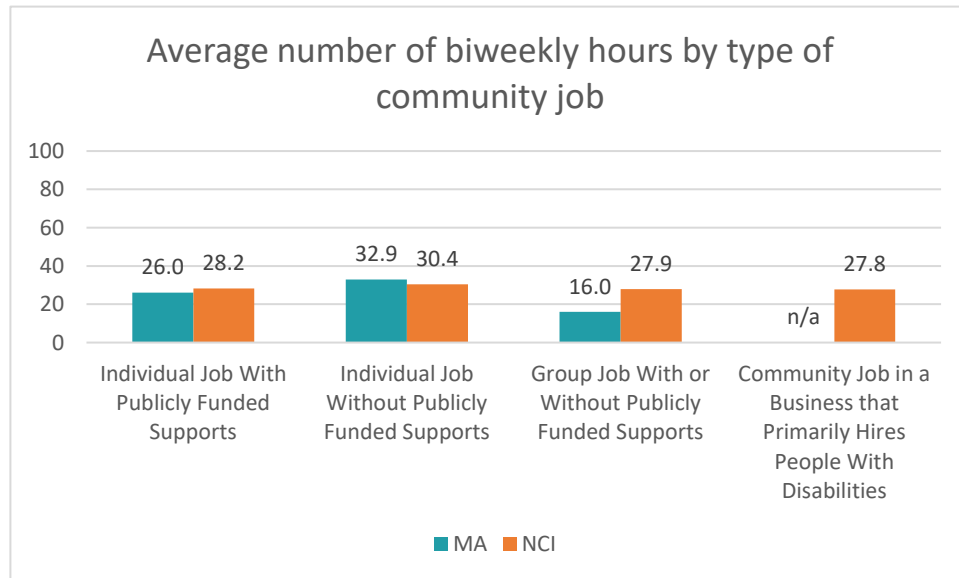
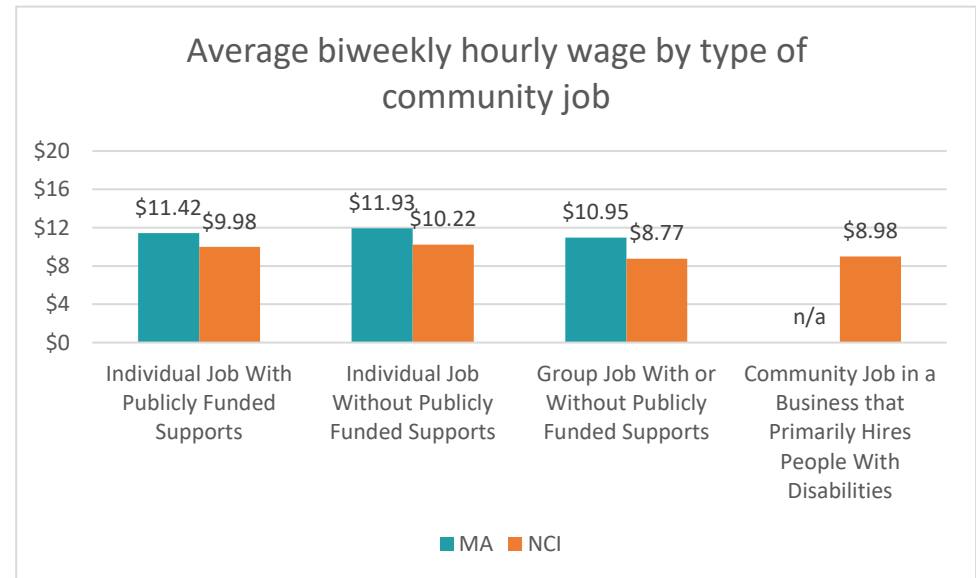


Chart 13. Average biweekly hourly wage by type of community job (information may have been obtained through state records) ^o *



^o Employment categories changed in 2017-18; therefore, results should not be compared to previous years.

*Includes data from states with 25% or more missing or “don’t know” data.

Chart 14. Length of employment in current paid community job (in months; information may have been obtained through state records) [⊖] *

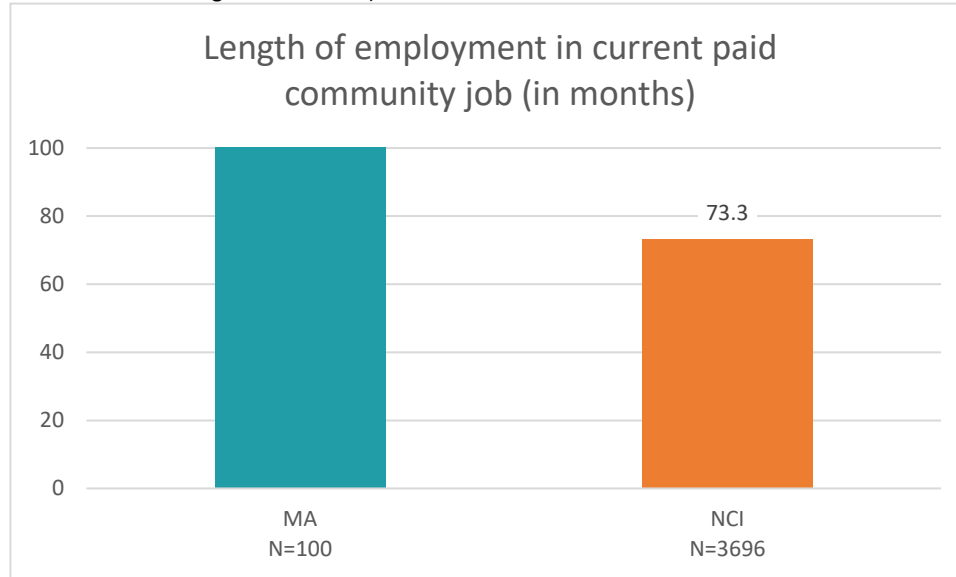


Chart 15. Receives paid time off (for example, paid vacation and/or sick time) from paid community job (information may have been obtained through state records) [⊖] *

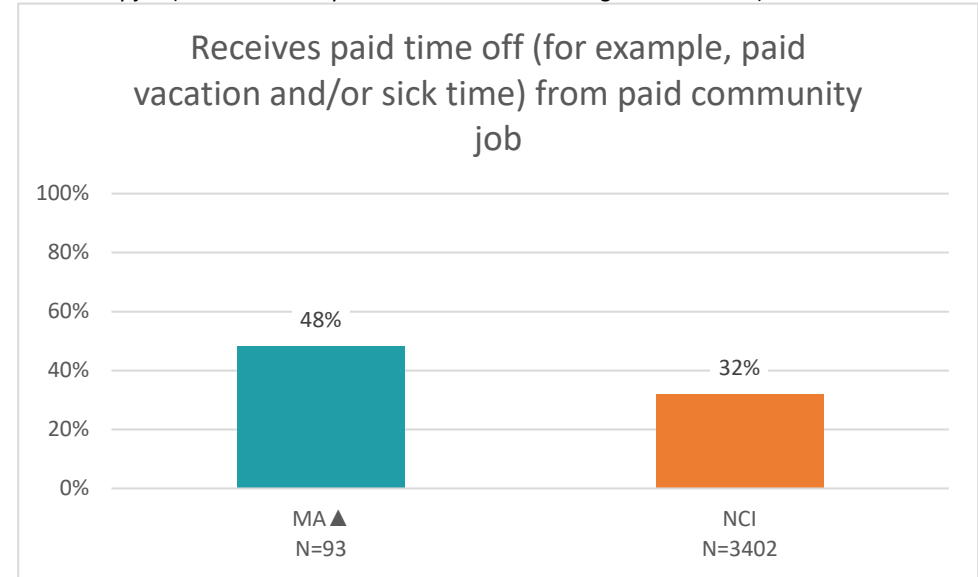


Chart 16. Four most common job industries of those with a paid community job (information may have been obtained through state records) [⊖] ∞

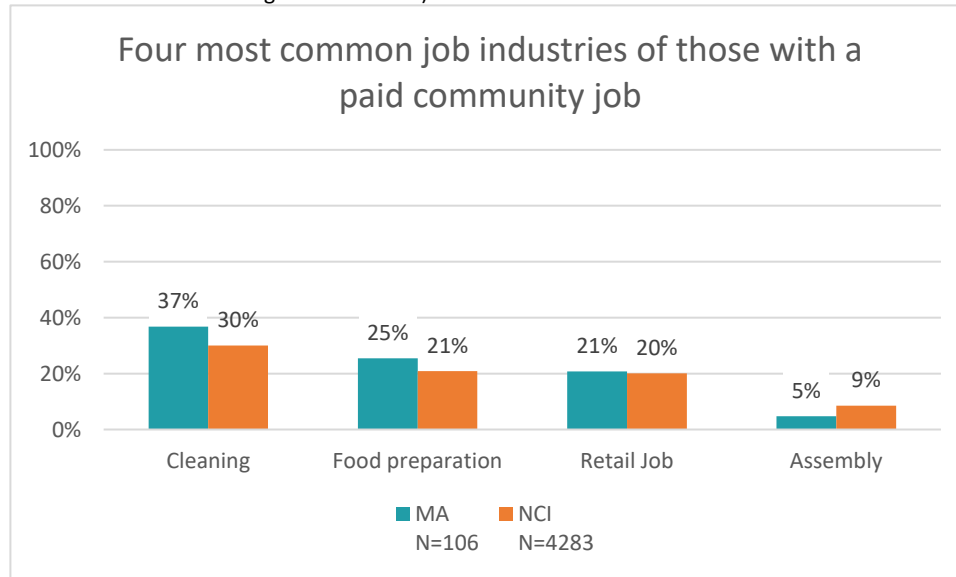
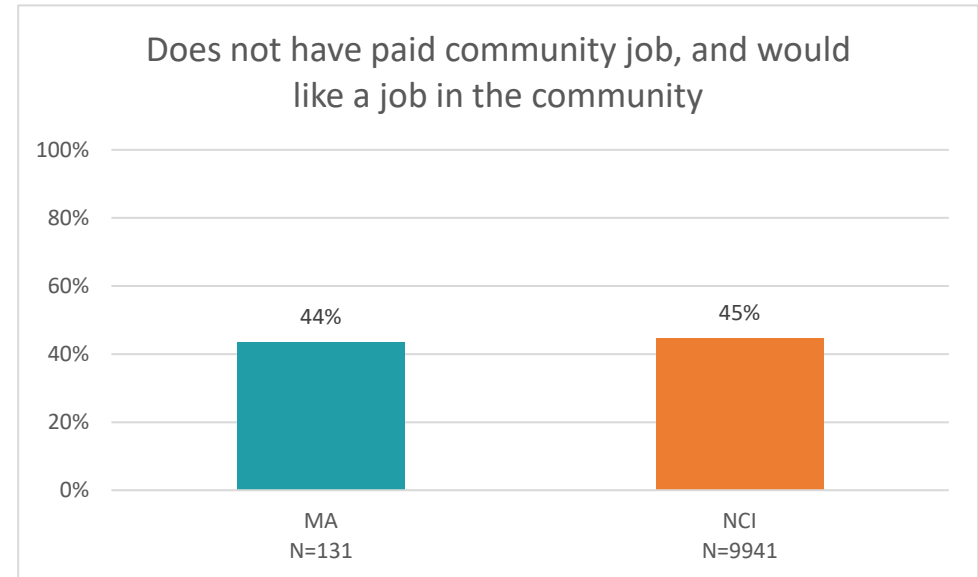


Chart 17. Does not have paid community job, and would like a job in the community [⊖]

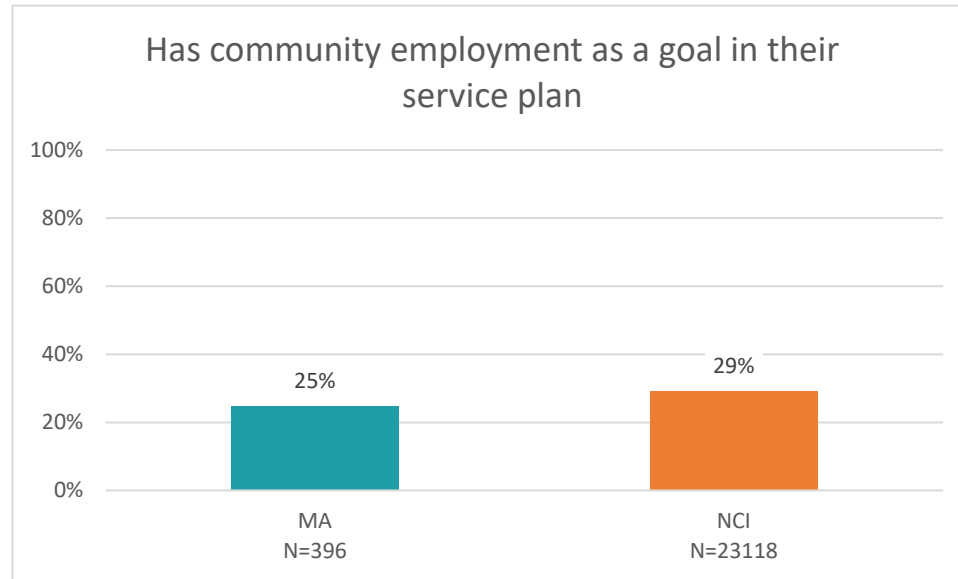


[⊖] Employment categories changed in 2017-18; therefore, results should not be compared to previous years.

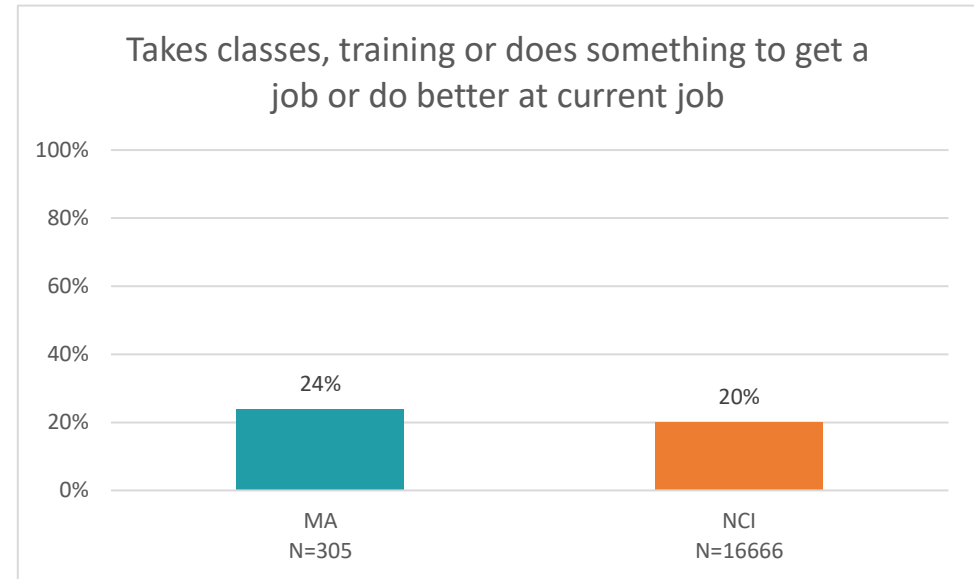
∞ Categories are not mutually exclusive

*Includes data from states with 25% or more missing or "don't know" data.

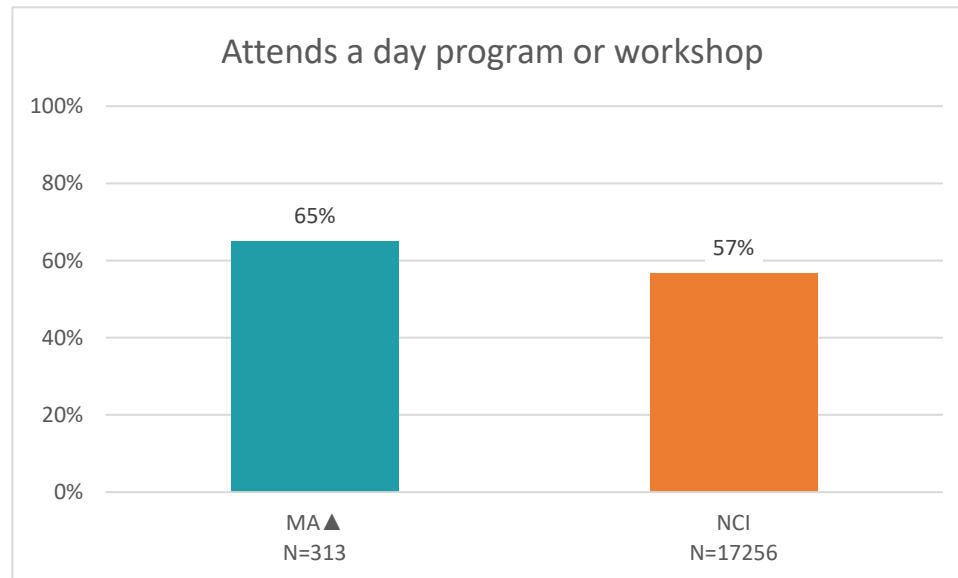
[Chart 18](#). Has community employment as a goal in their service plan (information may have been obtained through state records) ⁹



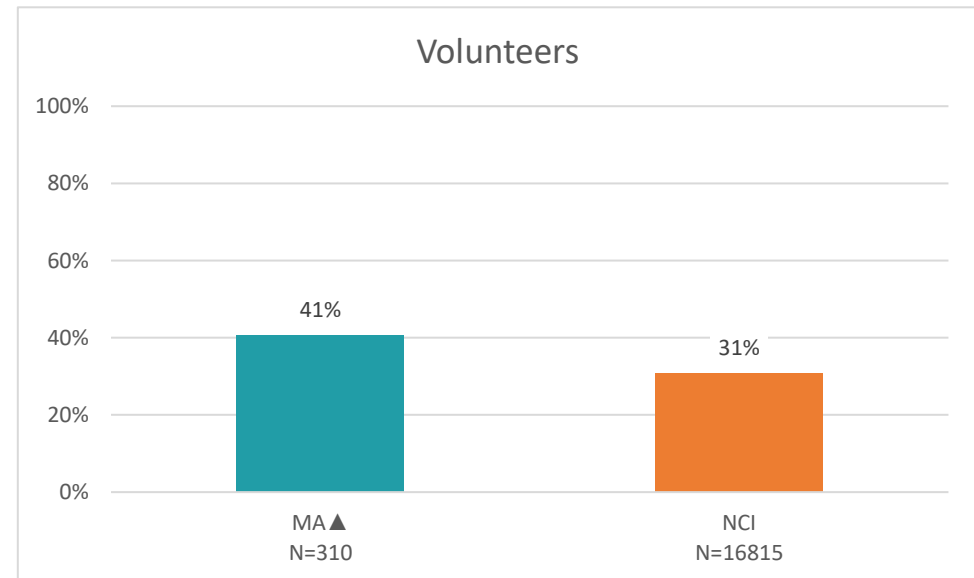
[Chart 19](#). Takes classes, training or does something to get a job or do better at current job



[Chart 20](#). Attends a day program or workshop



[Chart 21](#). Volunteers



⁹ Employment categories changed in 2017-18; therefore, results should not be compared to previous years.

Tables for Work

Table 29. Has paid community job

Employment categories changed in 2017-18; therefore, results should not be compared to previous years. Information may have been obtained through state records.

| | Yes | N |
|-----|-----|--------|
| MA▲ | 27% | 395 |
| NCI | 18% | 23,232 |

Table 30. Type of paid community job

Employment categories changed in 2017-18; therefore, results should not be compared to previous years. Information may have been obtained through state records. Includes data from states with 25% or more missing or “don’t know” data.

| | Individual Job With Publicly Funded Supports | Individual Job Without Publicly Funded Supports | Individual Job N | Group Job With or Without Publicly Funded Supports | Group Job N | Community Job in a Business that Primarily Hires People With Disabilities | Community Job N |
|-----|--|---|------------------|--|-------------|---|-----------------|
| MA | 39% | 28% | 92 | 36% | 95 | 12% | 97 |
| NCI | 32% | 33% | 3,887 | 27% | 4,150 | 16% | 4,097 |

Table 31. Hours and wages by type of paid community job

Employment categories changed in 2017-18; therefore, results should not be compared to previous years. Information may have been obtained through state records. Includes data from states with 25% or more missing or “don’t know” data.

| | | Individual Job With Publicly Funded Supports | Individual Job Without Publicly Funded Supports | Group Job With or Without Publicly Funded Supports | Community Job in a Business that Primarily Hires People With Disabilities |
|---|-----|--|---|---|---|
| Average number of biweekly hours by type of community job (information may have been obtained through state records)* | MA | 26.0 | 32.9 | 16.0 | n/a |
| | NCI | 28.2 | 30.4 | 27.9 | 27.8 |
| Average biweekly hourly wage by type of community job (information may have been obtained through state records)* | MA | \$11.42 | \$11.93 | \$10.95 | n/a |
| | NCI | \$9.98 | \$10.22 | \$8.77 | \$8.98 |

Table 32. Length of employment at current job, in months

Employment categories changed in 2017-18; therefore, results should not be compared to previous years. Information may have been obtained through state records. Includes data from states with 25% or more missing or “don’t know” data.

| | Average Months | N |
|-----|-------------------|-------|
| MA | 100.5 | 100 |
| NCI | 73.3 | 3,696 |

Table 33. Receives paid time off at paid community job (information may have been obtained through state records)

Employment categories changed in 2017-18; therefore, results should not be compared to previous years. Information may have been obtained through state records. Includes data from states with 25% or more missing or “don’t know” data.

| | Yes | N |
|------|-----|-------|
| MA ▲ | 48% | 93 |
| NCI | 32% | 3,402 |

Table 34. Most common types of jobs among those with a paid community job (information may have been obtained through state records)

Employment categories changed in 2017-18; therefore, results should not be compared to previous years. Information may have been obtained through state records.

| | Cleaning | Retail Job | Food preparation | Assembly | N |
|-----|----------|---------------|---------------------|----------|-------|
| MA | 37% | 25% | 21% | 5% | 106 |
| NCI | 30% | 21% | 20% | 9% | 4,283 |

Table 35. Employment goals and other daily activities

| | | Yes | N |
|--|-----|-----|--------|
| Does not have paid community job, and would like a job in the community ^a | MA | 44% | 131 |
| | NCI | 45% | 9,941 |
| Has community employment as a goal in their service plan (<i>information may have been obtained through state records</i>) | MA | 25% | 396 |
| | NCI | 29% | 23,118 |
| Takes classes, training or does something to get a job or do better at current job | MA | 24% | 305 |
| | NCI | 20% | 16,666 |
| Attends a day program or workshop | MA▲ | 65% | 313 |
| | NCI | 57% | 17,256 |
| Volunteers | MA▲ | 41% | 310 |
| | NCI | 31% | 16,815 |

^a Employment categories changed in 2017-18; therefore, results should not be compared to previous years. Categories are not mutually exclusive.

Self-Determination

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

Due to low response rates to questions in this section within states, and because data may not be missing randomly, no significance testing was conducted on self-determination items.

Note on change to survey:

This section attempts to assess the self-direction experience, about which a proxy may be able to provide personal insight. Therefore, questions in this section may have been asked of the individual and/or proxy. Note on WI data: For 20 participants in WI's IRIS, WI collected items in the Self Direction module over the phone. Results should be viewed with caution as this is not standard NCI protocol.

Charts for Self-Determination

Chart 22. Uses a self-directed supports option (information may have been obtained through state records)

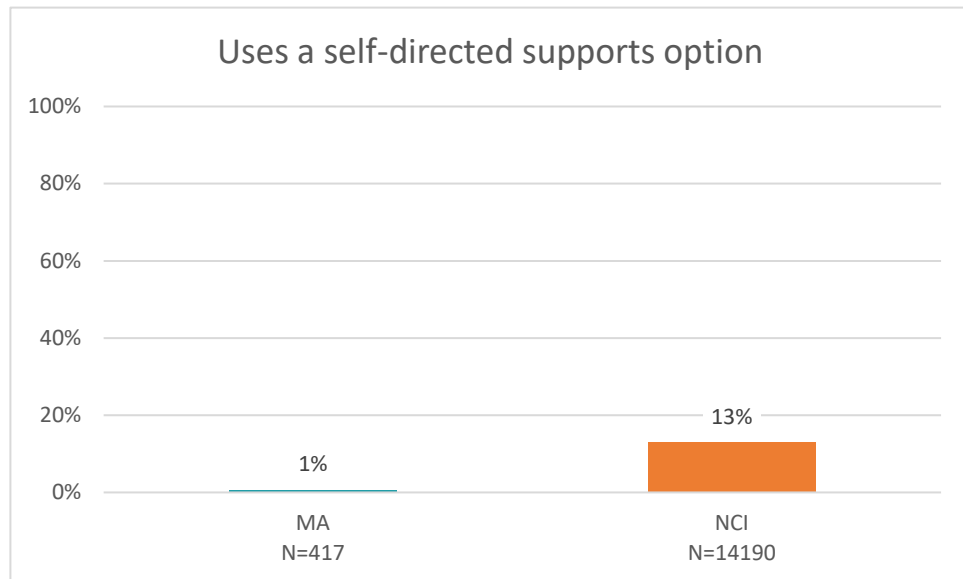


Chart 23. People who make decisions or have input in making decisions for how budget for services is used (proxy respondents were allowed for this question)

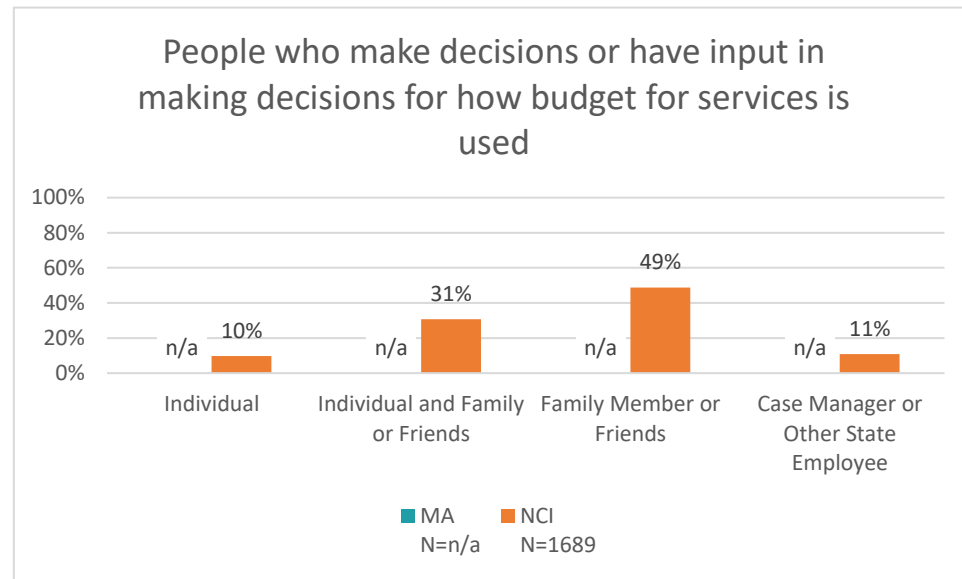


Chart 24. Hires or manages staff (proxy respondents were allowed for this question)

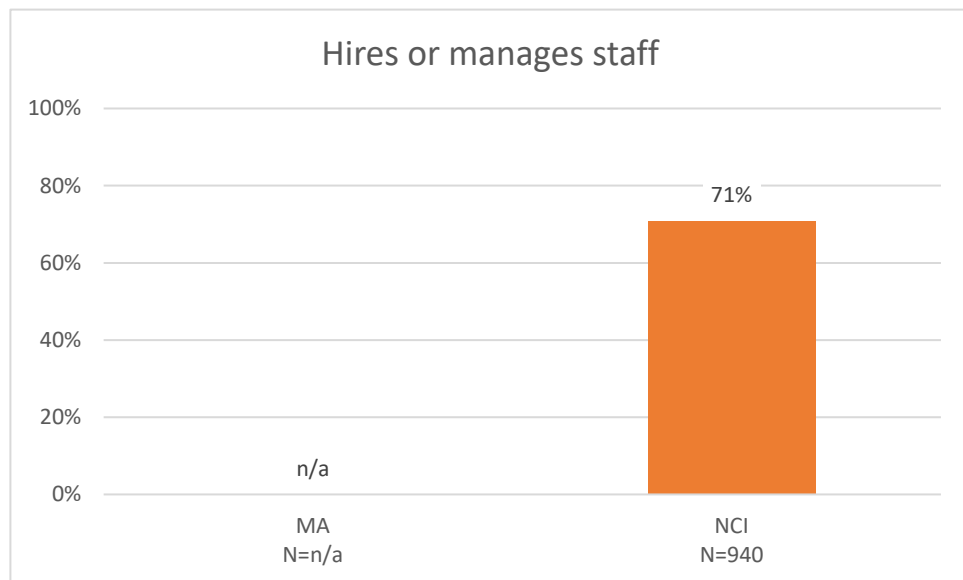


Chart 25. Can make changes to individual budget/services if needed (proxy respondents were allowed for this question)

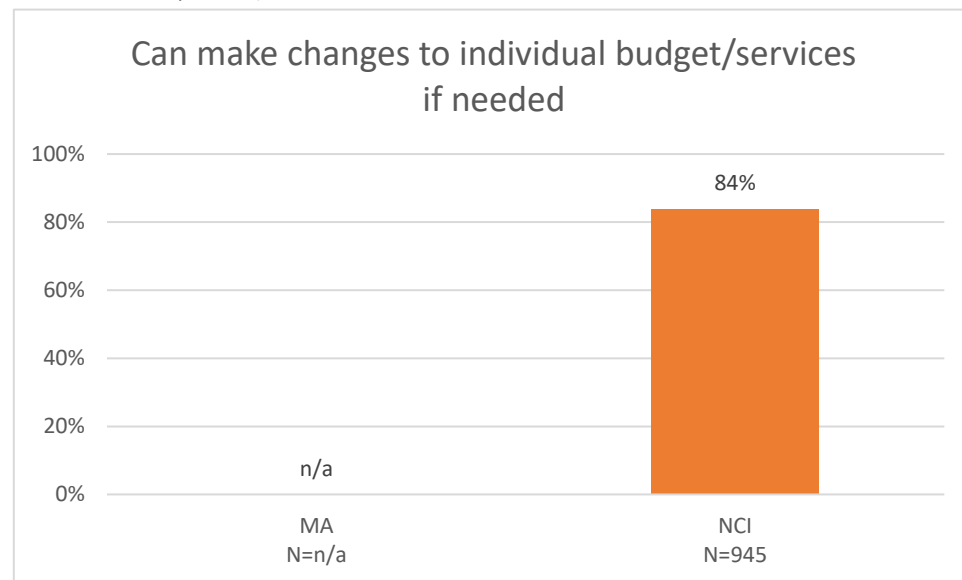


Chart 26. Has enough help deciding how to use their individual budget/services (proxy respondents were allowed for this question)

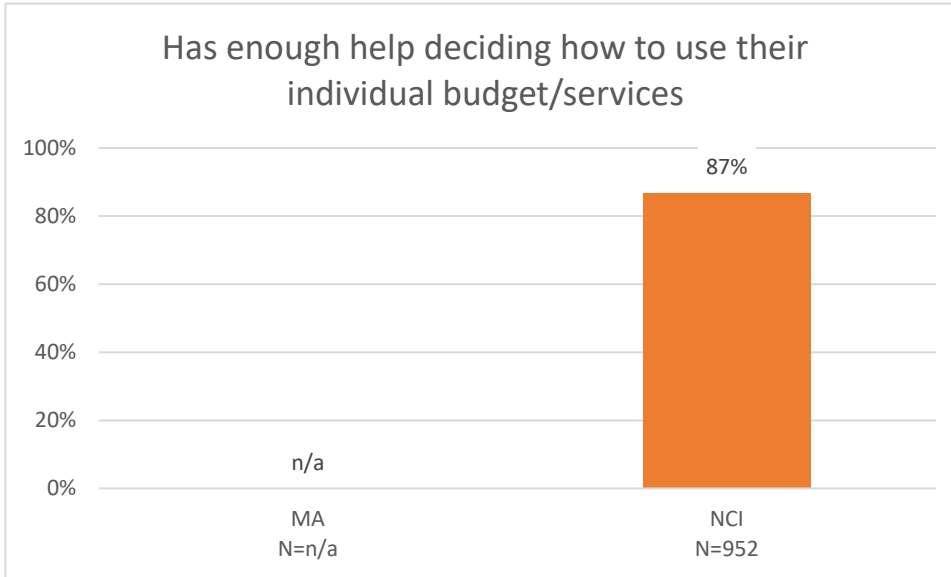


Chart 27. Gets information about how much money is left in budget/services (proxy respondents were allowed for this question)

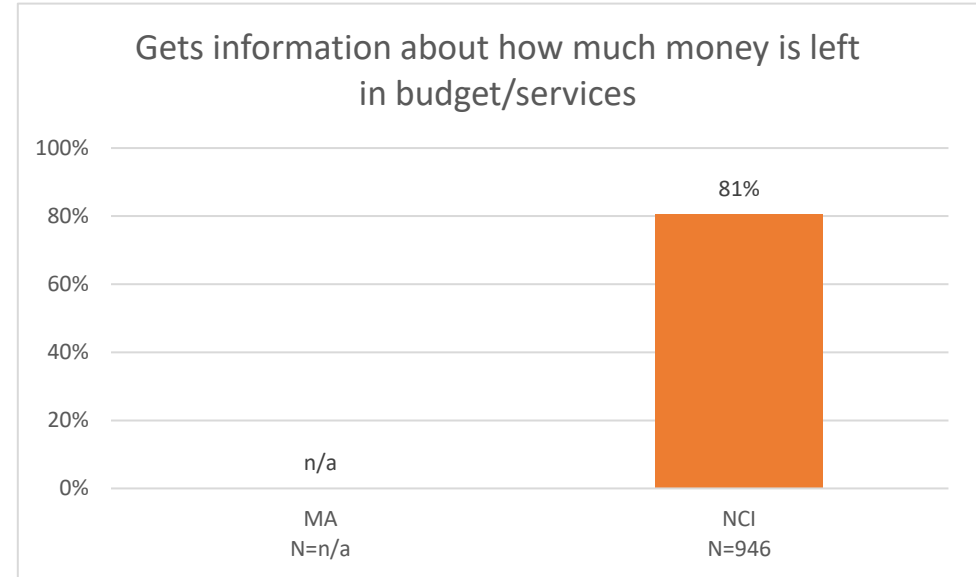


Chart 28. Information about budget/services is easy to understand (proxy respondents were allowed for this question)

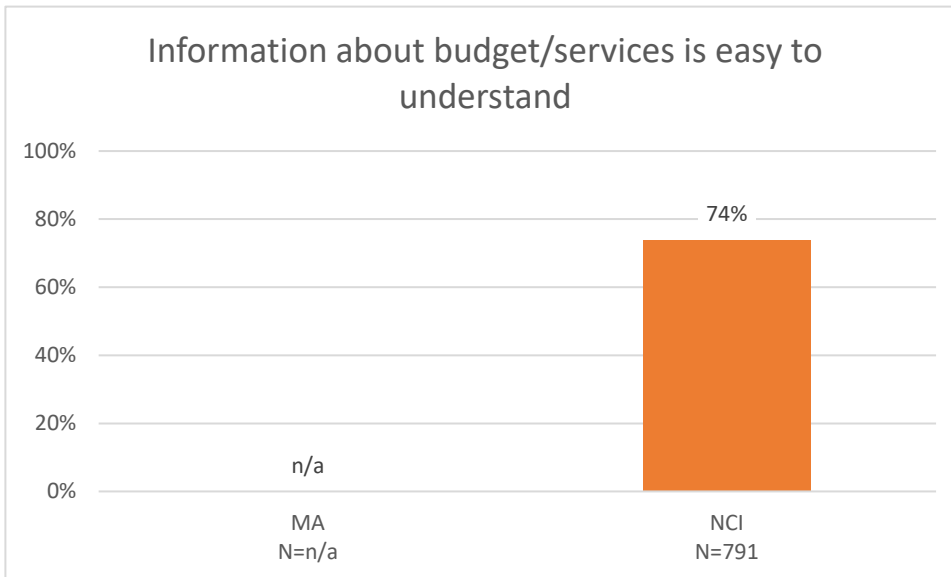
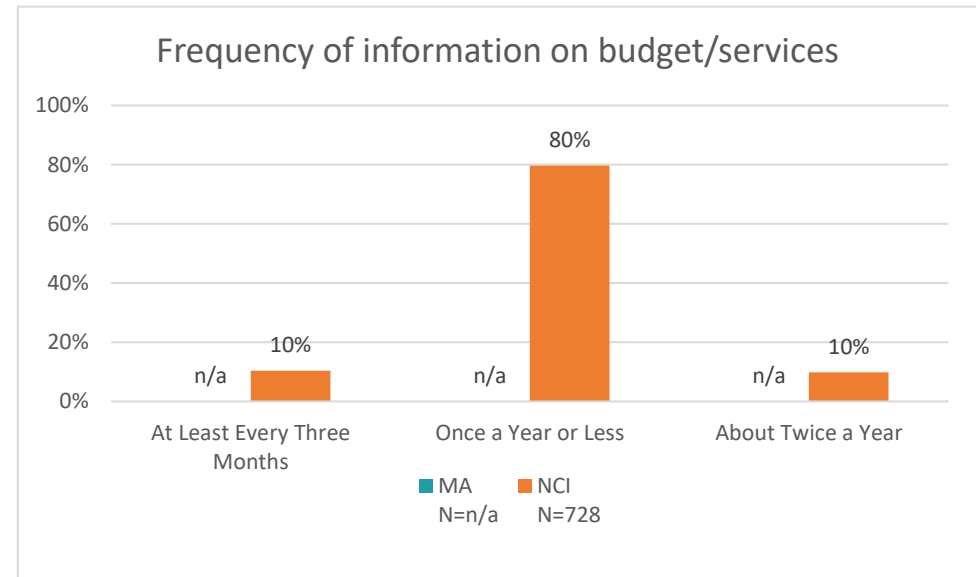


Chart 29. Frequency with which the person gets information about budget/services (proxy respondents were allowed for this question)



Tables for Self-Determination

Table 36. Uses self-directed services option

Information may have been obtained through state records.

| | Yes | N |
|-----|-----|-------|
| MA | 1% | 417 |
| NCI | 13% | 14190 |

Table 37. People who make decisions or have input in making decisions for how budget for services is used

Information may have been obtained through state records.

| | Individual | Individual and Family or Friends | Family Member or Friends | Case Manager or Other State Employee | N |
|-----|------------|----------------------------------|--------------------------|--------------------------------------|------|
| MA | n/a | n/a | n/a | n/a | n/a |
| NCI | 10% | 31% | 49% | 11% | 1689 |

Table 38. Self-Direction

| | | Yes | N |
|--|-----|-----|-----|
| Hires or manages staff (<i>proxy respondents were allowed for this question</i>) | MA | n/a | n/a |
| | NCI | 71% | 940 |
| Can make changes to individual budget/services if needed (<i>proxy respondents were allowed for this question</i>) | MA | n/a | n/a |
| | NCI | 84% | 945 |
| Has enough help deciding how to use their individual budget/services (<i>proxy respondents were allowed for this question</i>) | MA | n/a | n/a |
| | NCI | 87% | 952 |
| Gets information about how much money is left in budget/services (<i>proxy respondents were allowed for this question</i>) | MA | n/a | n/a |
| | NCI | 81% | 946 |
| Information about budget/services is easy to understand (<i>proxy respondents were allowed for this question</i>) | MA | n/a | n/a |
| | NCI | 74% | 791 |

Table 39. Frequency of information about how much money is left in budget/services, among those who receive information

Information may have been obtained through state records.

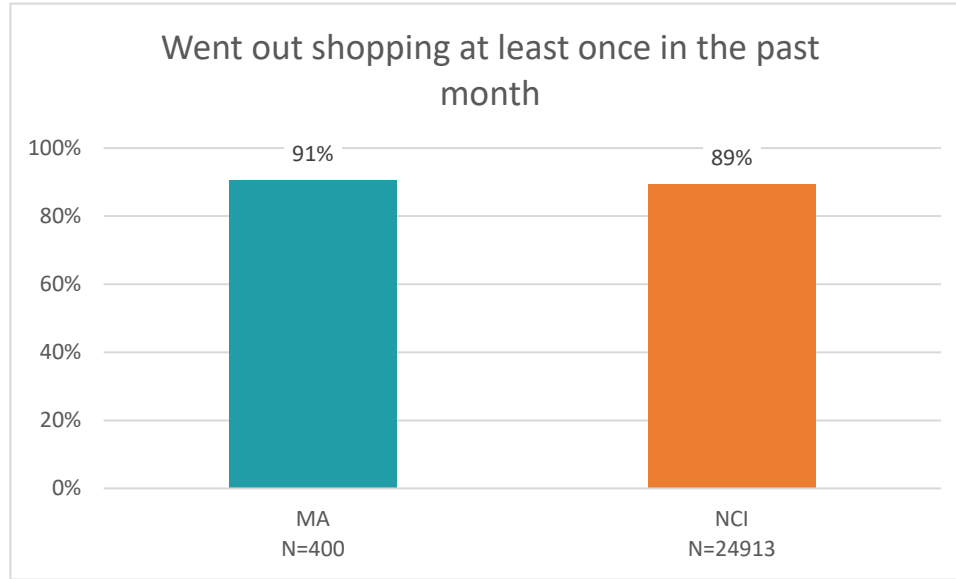
| | At Least Every Three Months | Once a Year or Less | About Twice a Year | N |
|-----|--------------------------------|------------------------|-----------------------|-----|
| MA | n/a | n/a | n/a | n/a |
| NCI | 10% | 80% | 10% | 728 |

Community Inclusion, Participation and Leisure

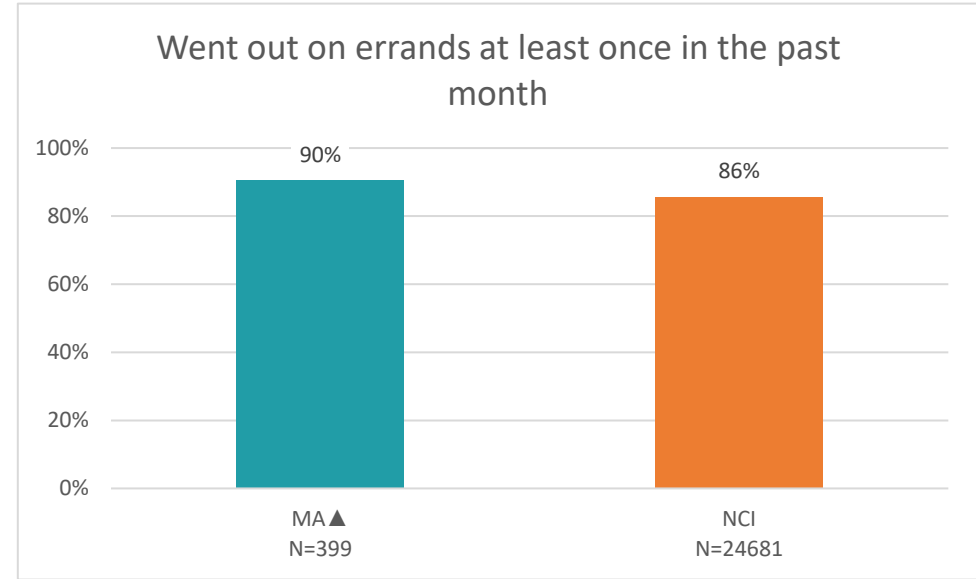
People have support to participate in everyday community activities.

Charts for Community Inclusion, Participation and Leisure

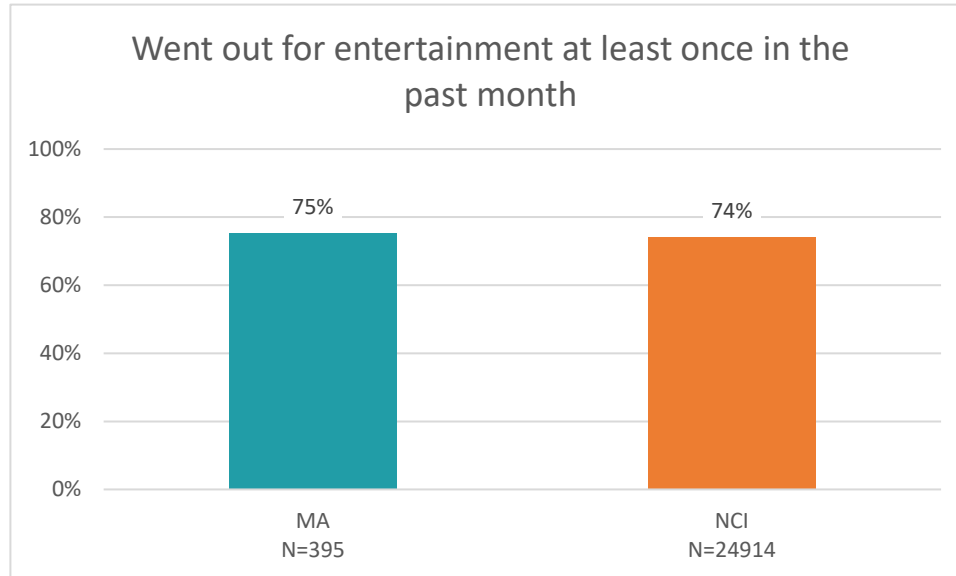
[Chart 30.](#) Went out shopping at least once in the past month (proxy respondents were allowed for this question)



[Chart 31.](#) Went out on errands at least once in the past month (proxy respondents were allowed for this question)



[Chart 32.](#) Went out for entertainment at least once in the past month (proxy respondents were allowed for this question)



[Chart 33.](#) Went out to eat at least once in the past month (proxy respondents were allowed for this question)

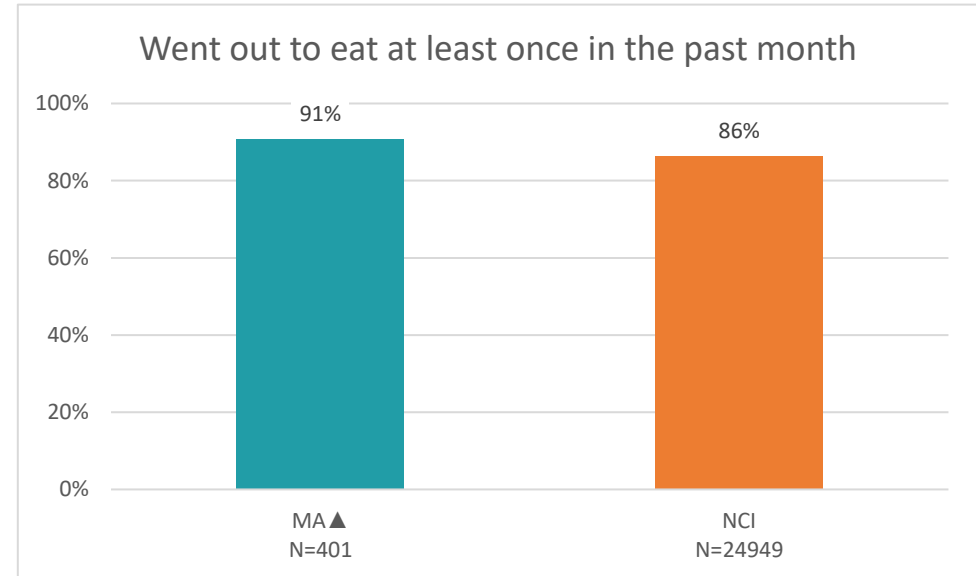


Chart 34. Went out to religious service or spiritual practice at least once in the past month (proxy respondents were allowed for this question)

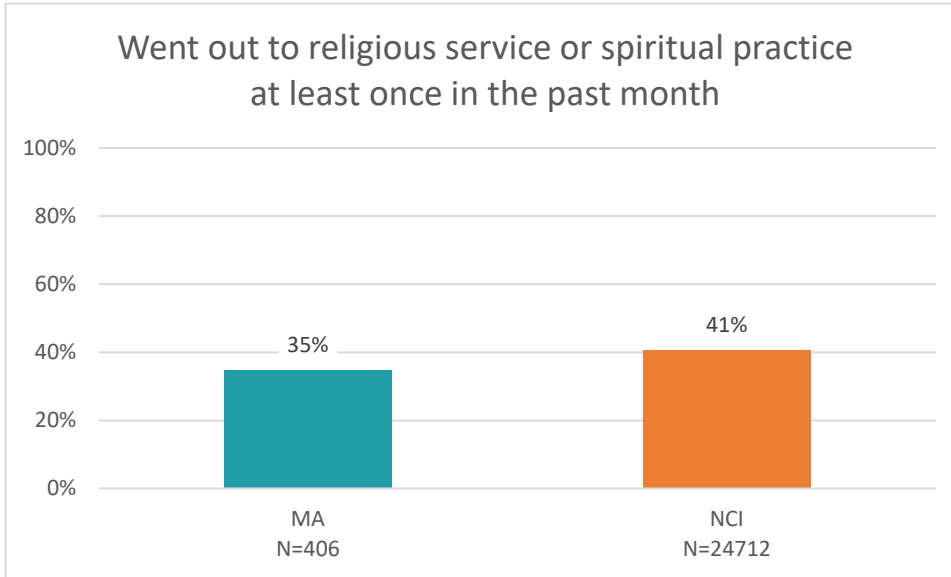


Chart 35. Participated as a member in community group (proxy respondents were allowed for this question)

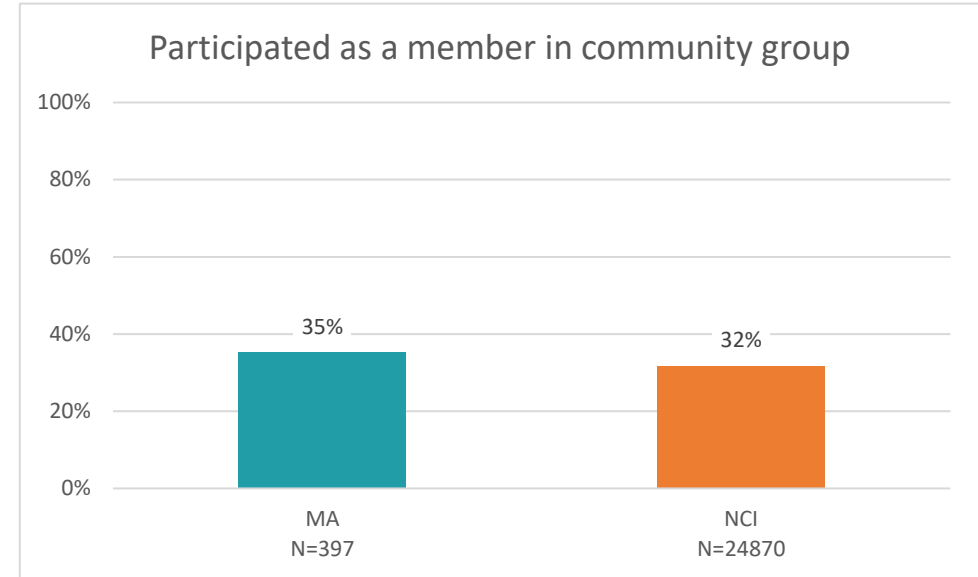


Chart 36. Went on vacation in the past year (proxy respondents were allowed for this question)

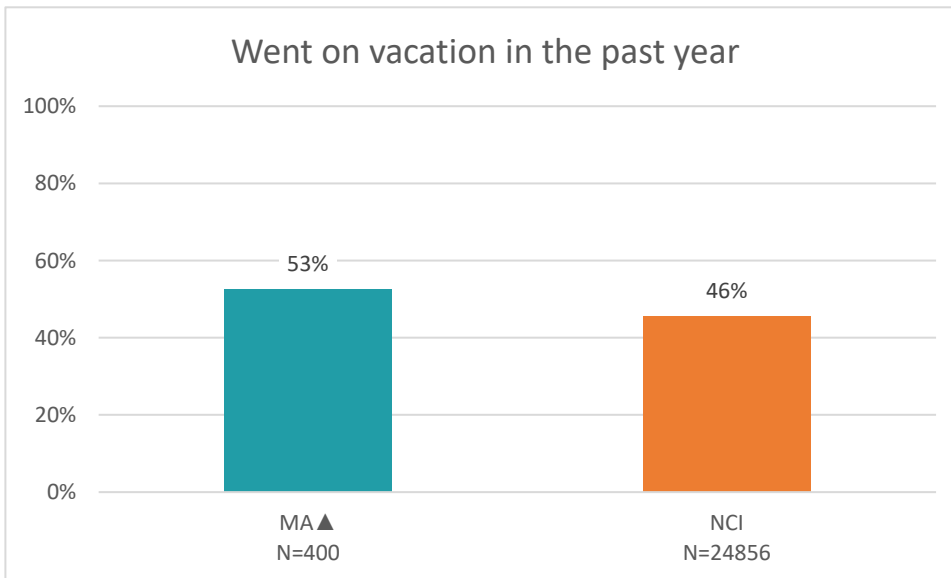
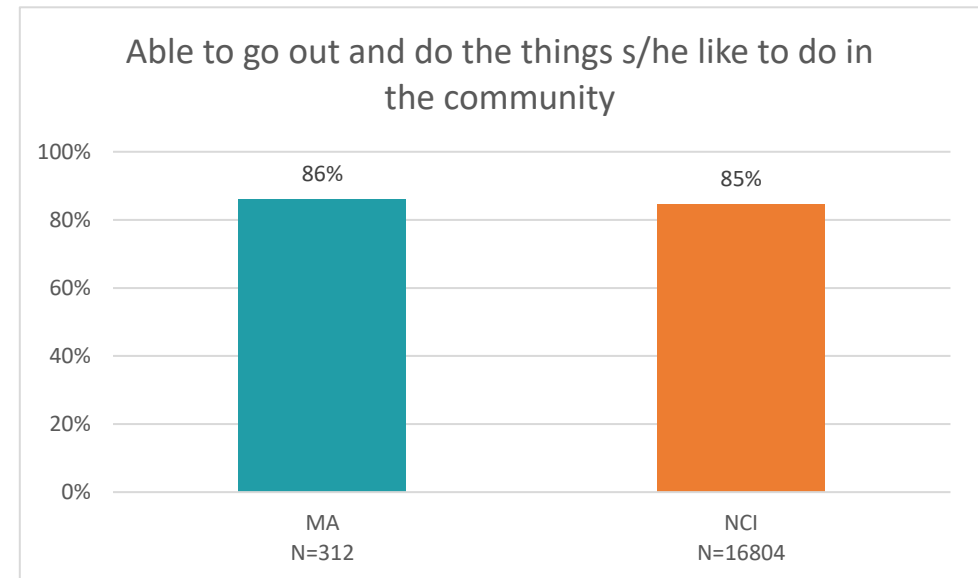
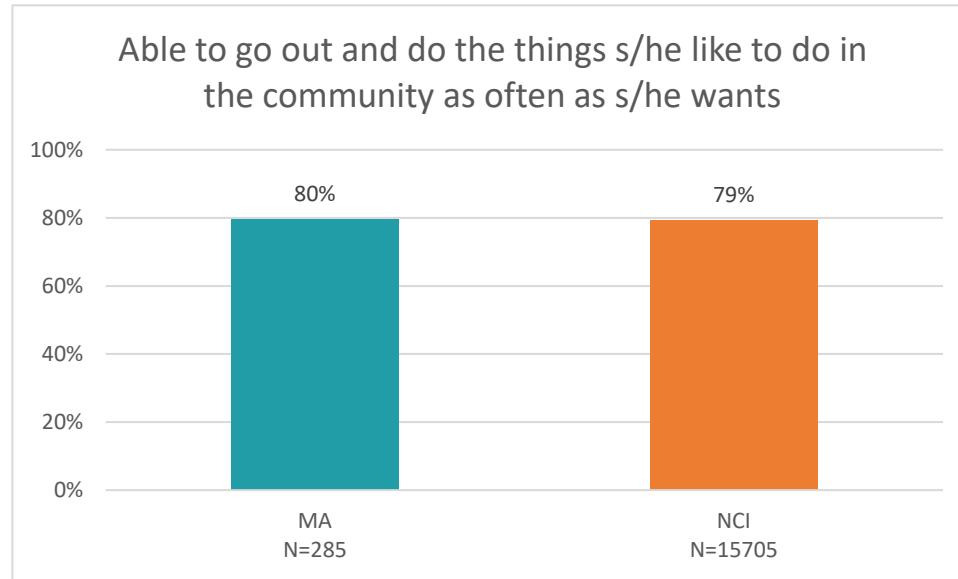


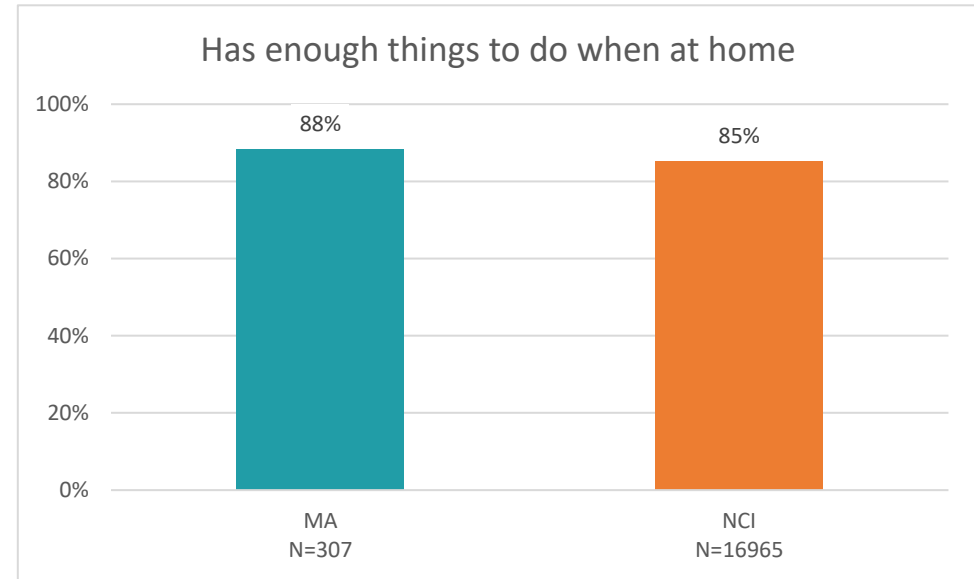
Chart 37. Able to go out and do the things s/he like to do in the community



[Chart 38](#). Able to go out and do the things s/he like to do in the community as often as they want



[Chart 39](#). Has enough things to do when at home



Tables for Community Inclusion, Participation, and Leisure

Table 40. Community Inclusion, Participation, and Leisure

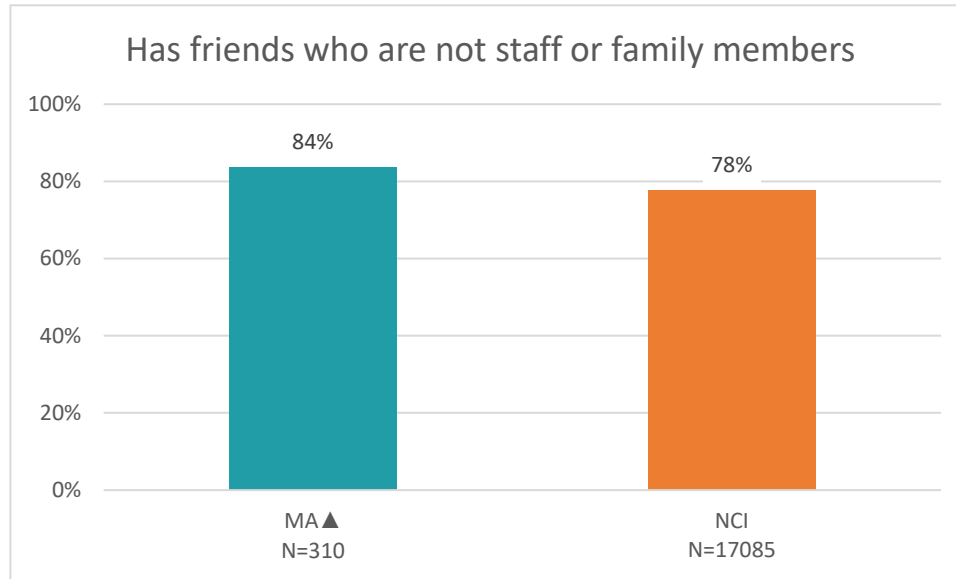
| | | Yes | N |
|---|------|-----|--------|
| Went out shopping at least once in the past month (<i>proxy respondents were allowed for this question</i>) | MA | 91% | 400 |
| | NCI | 89% | 24,913 |
| Went out on errands at least once in the past month (<i>proxy respondents were allowed for this question</i>) | MA ▲ | 90% | 399 |
| | NCI | 86% | 24,681 |
| Went out for entertainment at least once in the past month (<i>proxy respondents were allowed for this question</i>) | MA | 75% | 395 |
| | NCI | 74% | 24,914 |
| Went out to eat at least once in the past month (<i>proxy respondents were allowed for this question</i>) | MA ▲ | 91% | 401 |
| | NCI | 86% | 24,949 |
| Went out to religious service or spiritual practice at least once in the past month (<i>proxy respondents were allowed for this question</i>) | MA | 35% | 406 |
| | NCI | 41% | 24,712 |
| Participated as a member in community group (<i>proxy respondents were allowed for this question</i>) | MA | 35% | 397 |
| | NCI | 32% | 24,870 |
| Went on vacation in the past year (<i>proxy respondents were allowed for this question</i>) | MA ▲ | 53% | 400 |
| | NCI | 46% | 24,856 |
| Able to go out and do the things s/he like to do in the community | MA | 86% | 312 |
| | NCI | 85% | 16,804 |
| Able to go out and do the things s/he like to do in the community as often as s/he wants | MA | 80% | 285 |
| | NCI | 79% | 15,705 |
| Has enough things to do when at home | MA | 88% | 307 |
| | NCI | 85% | 16,965 |

Relationships

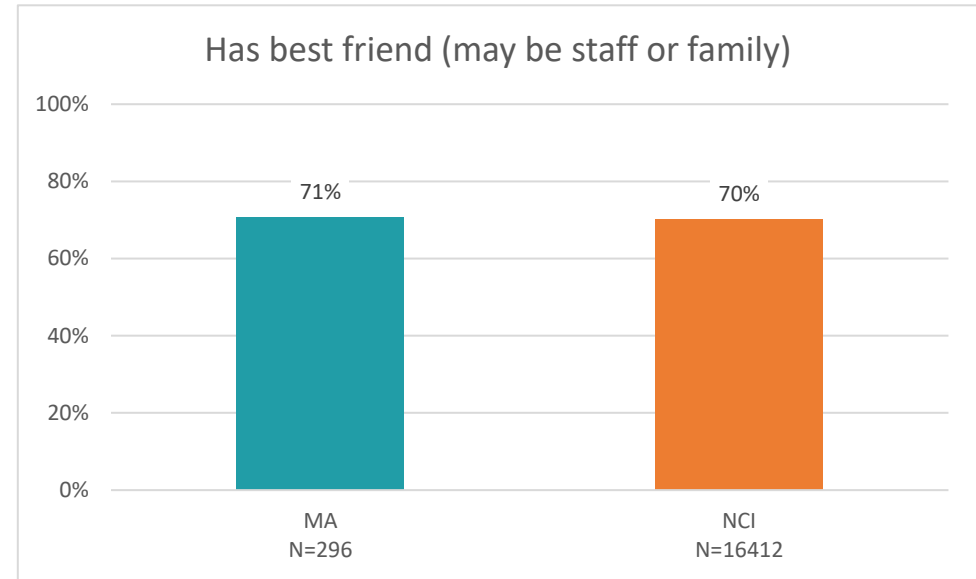
People have friends and relationships.

Charts for Relationships

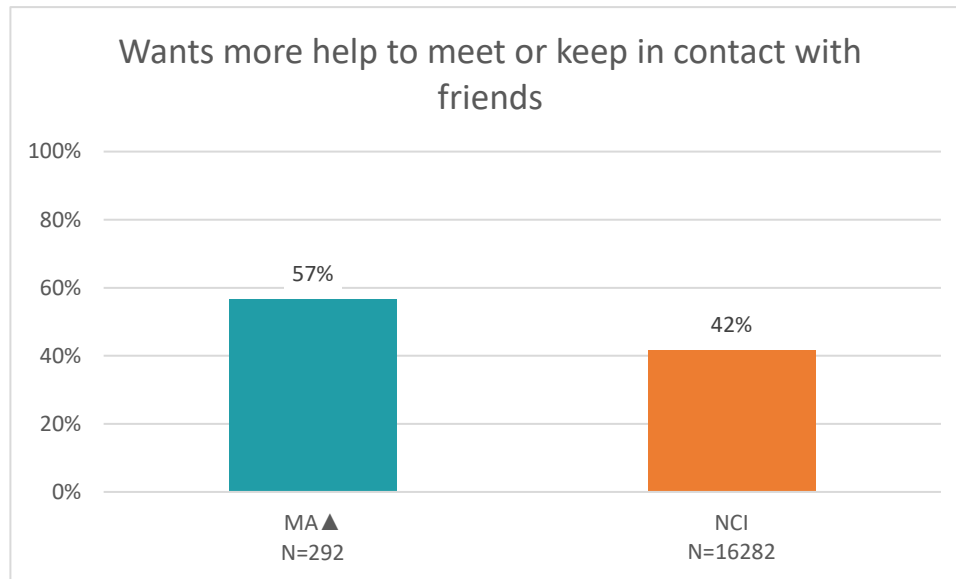
[Chart 40.](#) Has friends who are not staff or family members



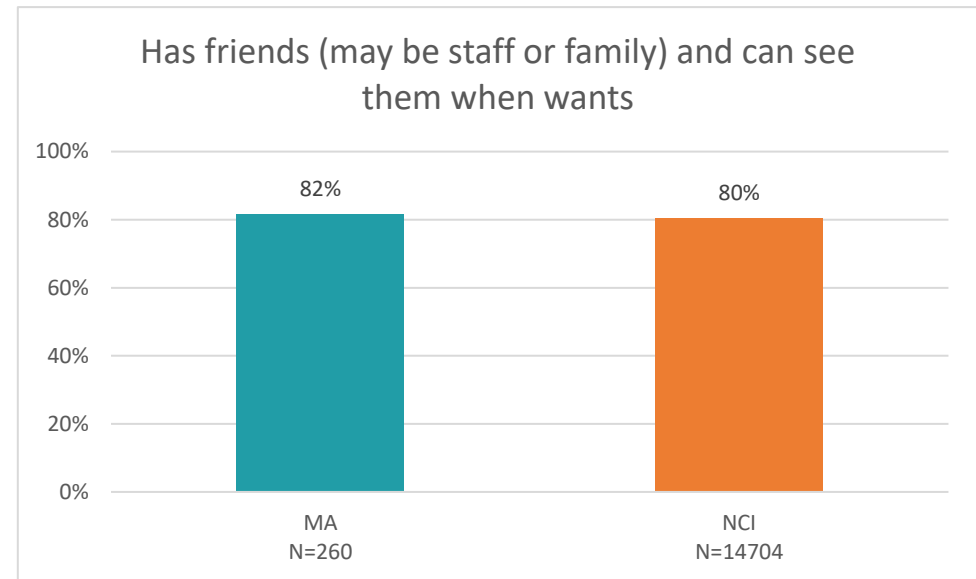
[Chart 41.](#) Has best friend (may be staff or family)



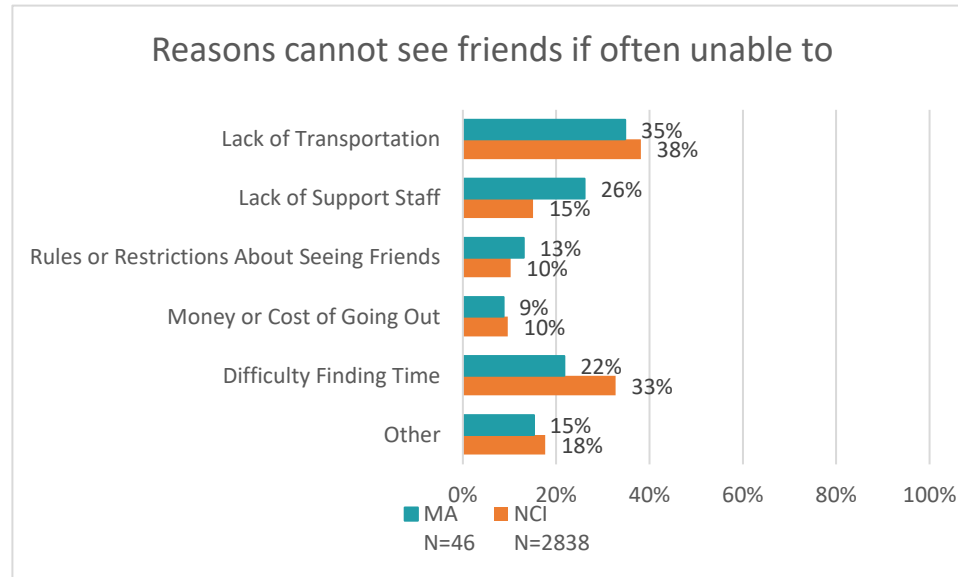
[Chart 42.](#) Wants more help to meet or keep in contact with friends



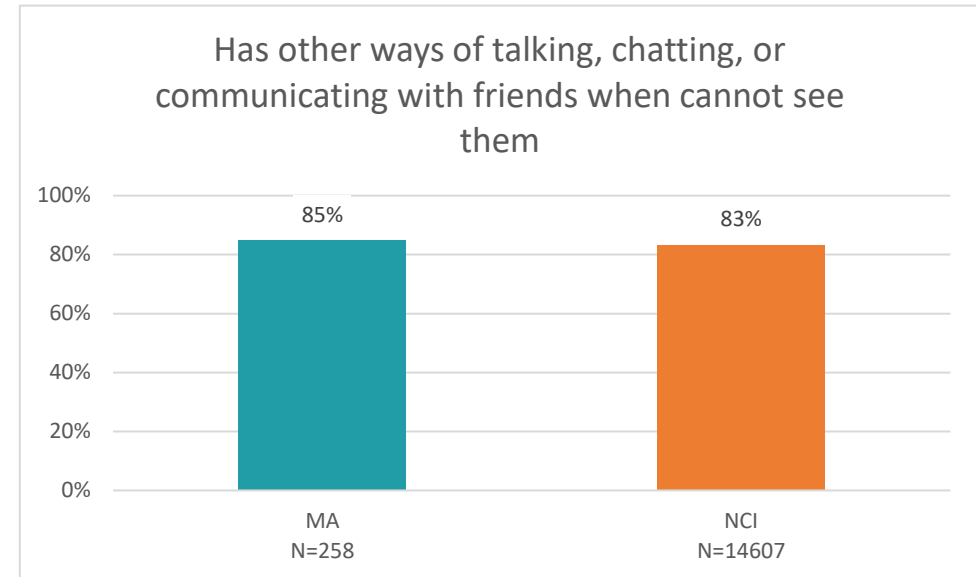
[Chart 43.](#) Has friends (may be staff or family) and can see them when s/he wants



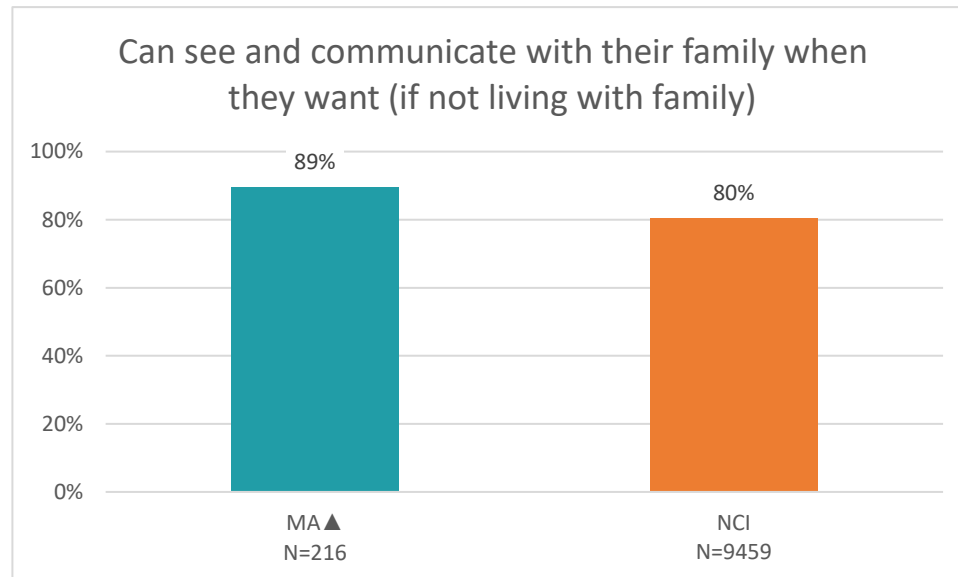
[Chart 44.](#) Reasons cannot see friends if often unable to ∞ ~



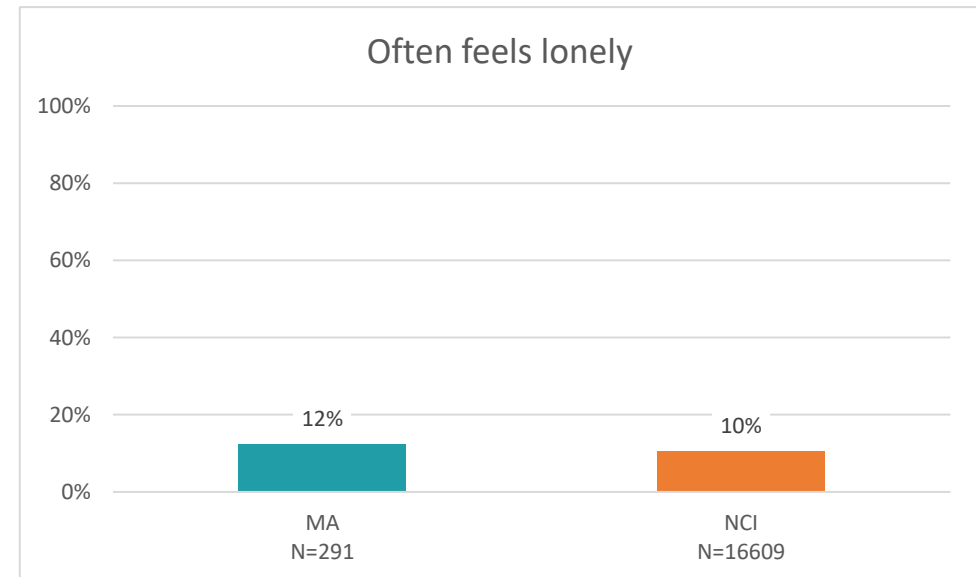
[Chart 45.](#) Has other ways of talking, chatting, or communicating with friends when cannot see them



[Chart 46.](#) Can see and communicate with their family when they want (if not living with family)



[Chart 47.](#) Often feels lonely ^

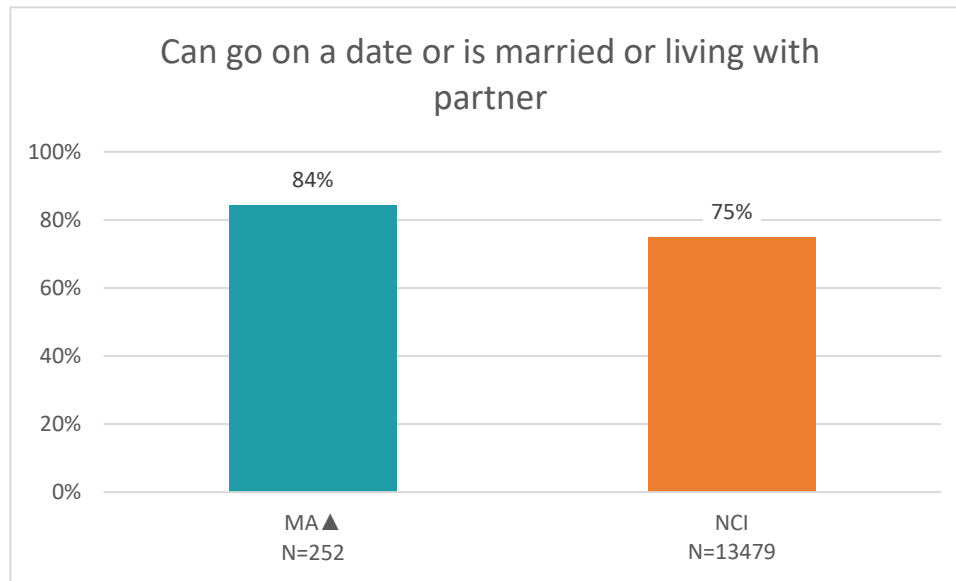


∞ Categories are not mutually exclusive.

~ In 2017-18 only includes people who reported that they could not see their friends when they wanted.

^ A lower percentage indicates that fewer people reported they often feel lonely.

[Chart 48](#). Can go on a date or is married or living with partner



Tables for Relationships

Table 41. Friendships

| | | Yes | N |
|---|------|-----|--------|
| Has friends who are not staff or family members | MA ▲ | 84% | 310 |
| | NCI | 78% | 17,085 |
| Has best friend <i>(may be staff or family)</i> | MA | 71% | 296 |
| | NCI | 70% | 16,412 |
| Wants more help to meet or keep in contact with friends | MA ▲ | 57% | 292 |
| | NCI | 42% | 16,282 |
| Has friends (may be staff or family) and can see them when s/he wants | MA | 82% | 260 |
| | NCI | 80% | 14,704 |

Table 42. Reasons cannot see friends if often unable to [~]

Categories are not mutually exclusive; in 2017-18 only includes people who reported that they could not see their friends when they wanted.

| | | | N |
|--|-----|-----|-------|
| Lack of Transportation | MA | 35% | 46 |
| | NCI | 38% | 2,838 |
| Lack of Support Staff | MA | 26% | 46 |
| | NCI | 15% | 2,838 |
| Rules or Restrictions About Seeing Friends | MA | 13% | 46 |
| | NCI | 10% | 2,838 |
| Money or Cost of Going Out | MA | 9% | 46 |
| | NCI | 10% | 2,838 |
| Difficulty Finding Time | MA | 22% | 46 |
| | NCI | 33% | 2,838 |
| Other | MA | 15% | 46 |
| | NCI | 18% | 2,838 |

[~] *In 2017-18 only people who reported that they could not see their friends when wanted were included in this table*

Table 43. Relationships

| | | Yes | N |
|---|------|-----|--------|
| Has other ways of talking, chatting, or communicating with friends when cannot see them | MA | 85% | 258 |
| | NCI | 83% | 14,607 |
| Can see and communicate with their family when they want (<i>if not living with family</i>) | MA ▲ | 89% | 216 |
| | NCI | 80% | 9,459 |
| Often feels lonely [^] | MA | 12% | 291 |
| | NCI | 10% | 16,609 |
| Can go on a date or is married or living with partner | MA ▲ | 84% | 252 |
| | NCI | 75% | 13,479 |

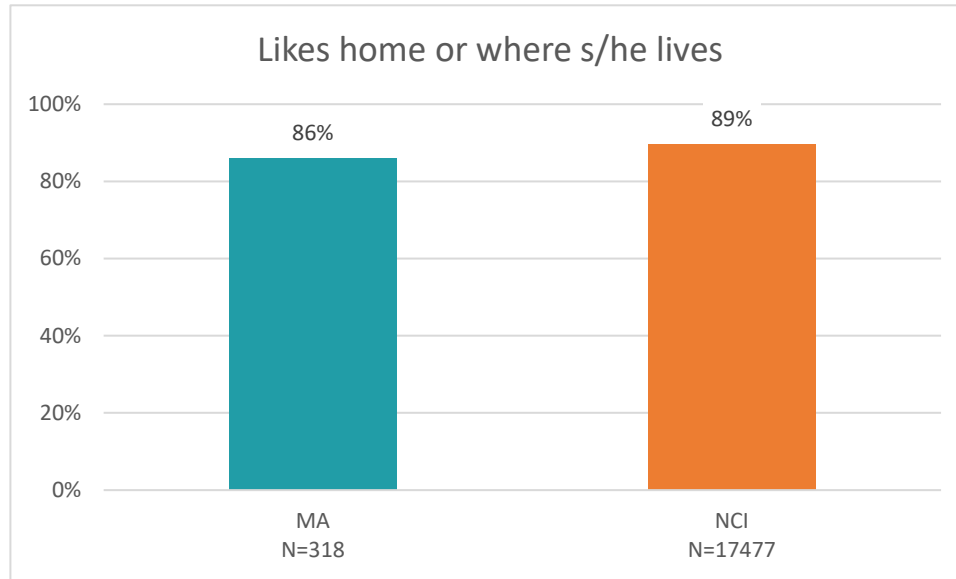
[^] A lower percentage indicates that fewer people reported they often feel lonely.

Satisfaction

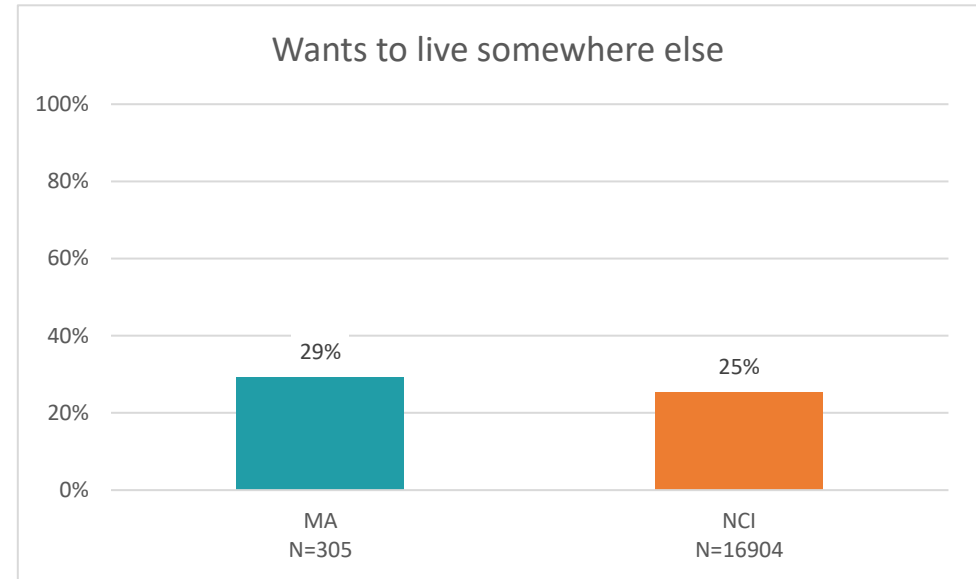
People are satisfied with the services and supports they received.

Charts for Satisfaction

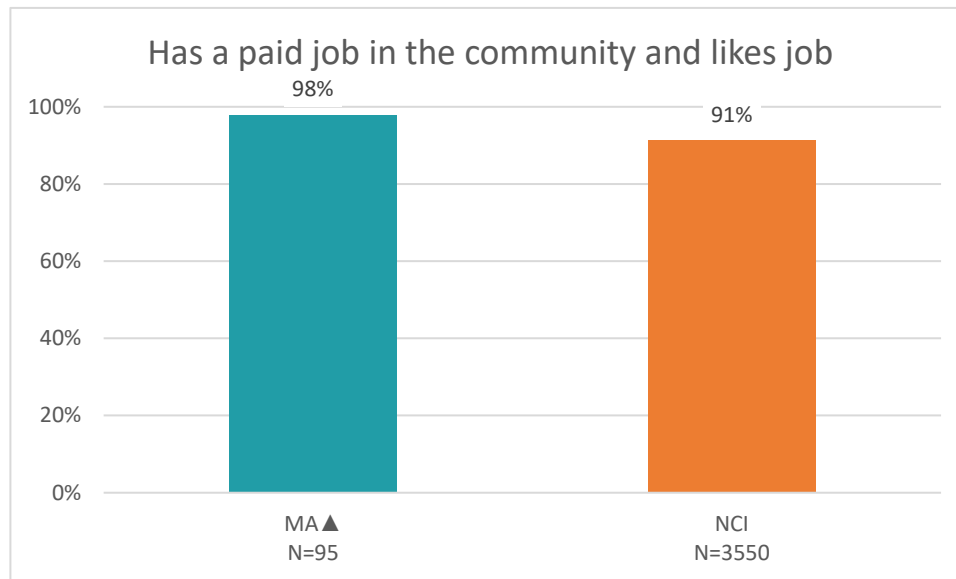
[Chart 49.](#) Likes home or where s/he lives



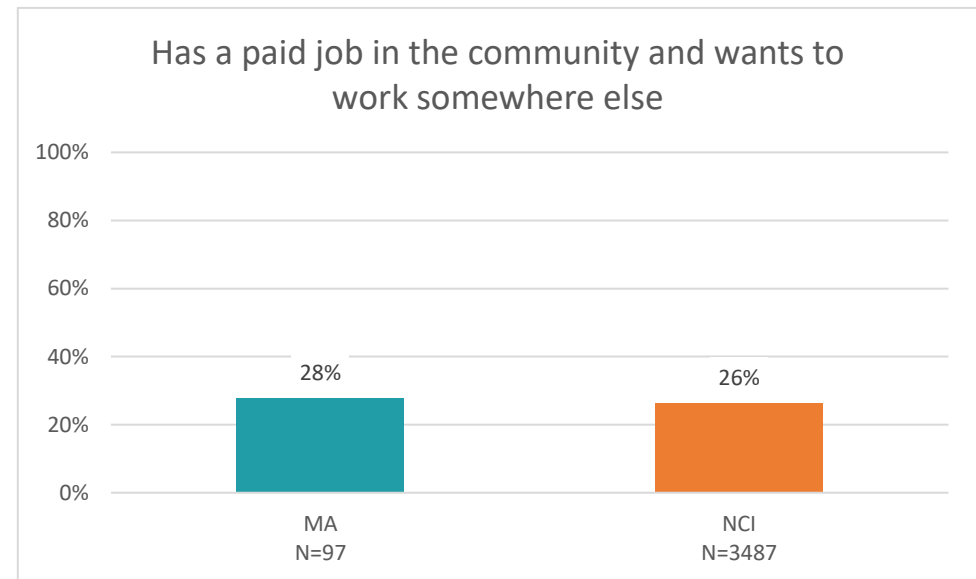
[Chart 50.](#) Wants to live somewhere else[~]



[Chart 51.](#) Has a paid job in the community and likes job*



[Chart 52.](#) Has a paid job in the community and wants to work somewhere else *[~]

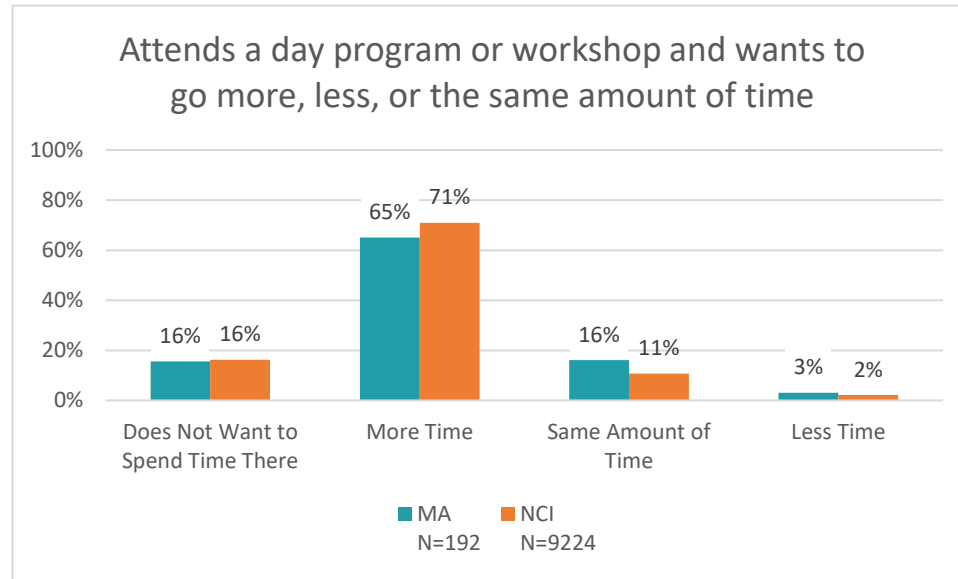


[~]A lower percentage indicates that fewer people reported they want to live somewhere else.

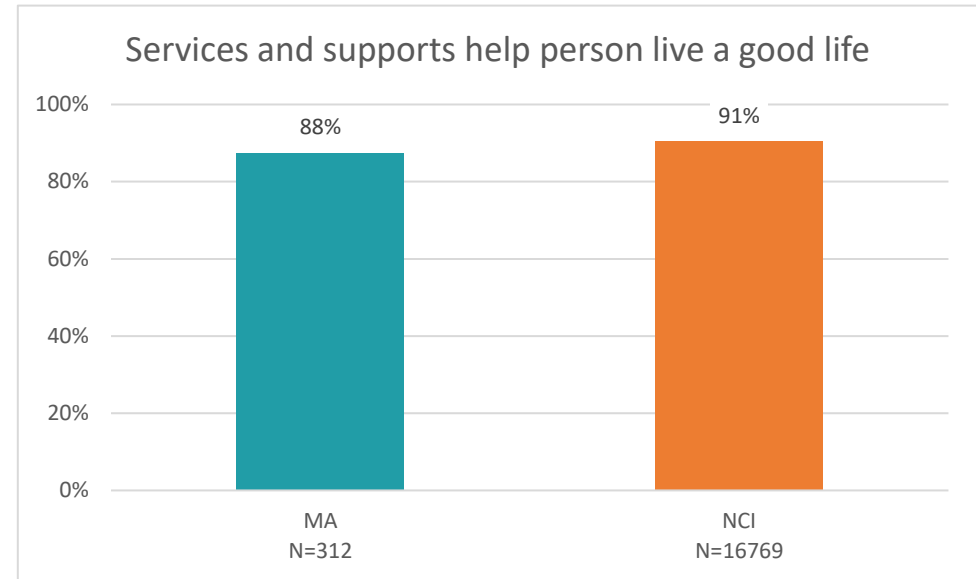
*OR and WI data on type of community employment captured “no” and “don’t know” responses together (NCI states typically collect this information separately); therefore, their data are not comparable to other states and are not included in the employment tables that look at paid community job participation.

^{^^}A lower percentage indicates that fewer people reported they want to work somewhere else.

[Chart 53](#). Attends a day program or workshop and wants to go more, less, or the same amount of time



[Chart 54](#). Services and supports help the person live a good life



Tables for Satisfaction

Table 44. Satisfaction at home and with paid community job

| | | Yes | N |
|---|-----|-----|--------|
| Likes home or where s/he lives | MA | 86% | 318 |
| | NCI | 89% | 17,477 |
| Wants to live somewhere else [~] | MA | 29% | 305 |
| | NCI | 25% | 16,904 |
| Has a paid job in the community and likes job* | MA▲ | 98% | 95 |
| | NCI | 91% | 3,550 |
| Has a paid job in the community and wants to work somewhere else* ^{^^} | MA | 28% | 97 |
| | NCI | 26% | 3,487 |

Table 45. Amount of time wants to spend at day program or workshop s/he attends

| | Does Not Want to Spend Time There | More Time | Same Amount of Time | Less Time | N |
|-----|-----------------------------------|-----------|---------------------|-----------|-------|
| MA | 16% | 65% | 16% | 3% | 192 |
| NCI | 16% | 71% | 11% | 2% | 9,224 |

Table 46. Services and supports help person live a good life

| | Yes | N |
|-----|-----|--------|
| MA | 88% | 312 |
| NCI | 91% | 16,769 |

[~]A lower percentage indicates that fewer people reported they want to live somewhere else.

*OR and WI data on type of community employment captured “no” and “don’t know” responses together (NCI states typically collect this information separately); therefore, their data are not comparable to other states and are not included in the employment tables that look at paid community job participation.

^{^^}A lower percentage indicates that fewer people reported they want to work somewhere else.

Service Coordination

Service coordinators are accessible, responsive, and support the person's participation in service planning.

Note on terminology: Please note, this report uses the term “case managers,” but state terminology may vary and may include “service coordinator,” “care coordinator,” or other terms. Similarly, NCI uses the term “service plan” whereas state terminology may vary and may include “individual service plan” (ISP) or “individual program plan” (IPP). Surveyors are instructed to use the appropriate state terminology during surveys.

Charts for Service Coordination

Chart 55. Has met case manager

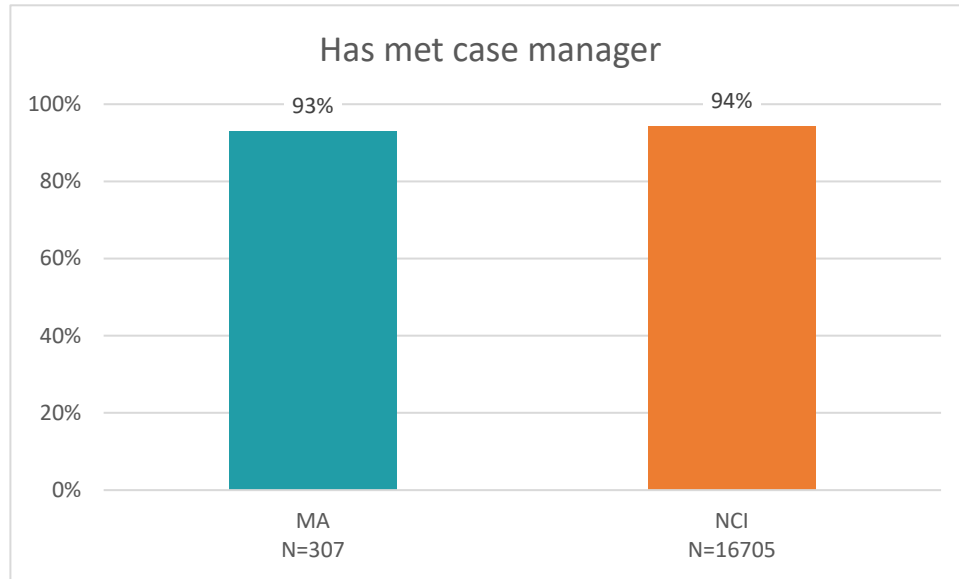


Chart 56. Case manager asks person what s/he wants

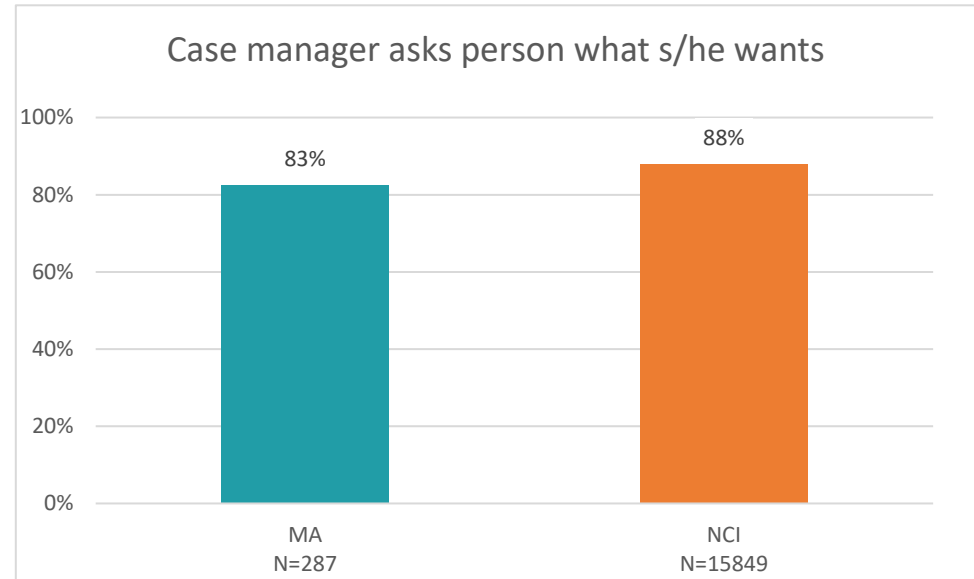


Chart 57. Able to contact case manager when s/he wants

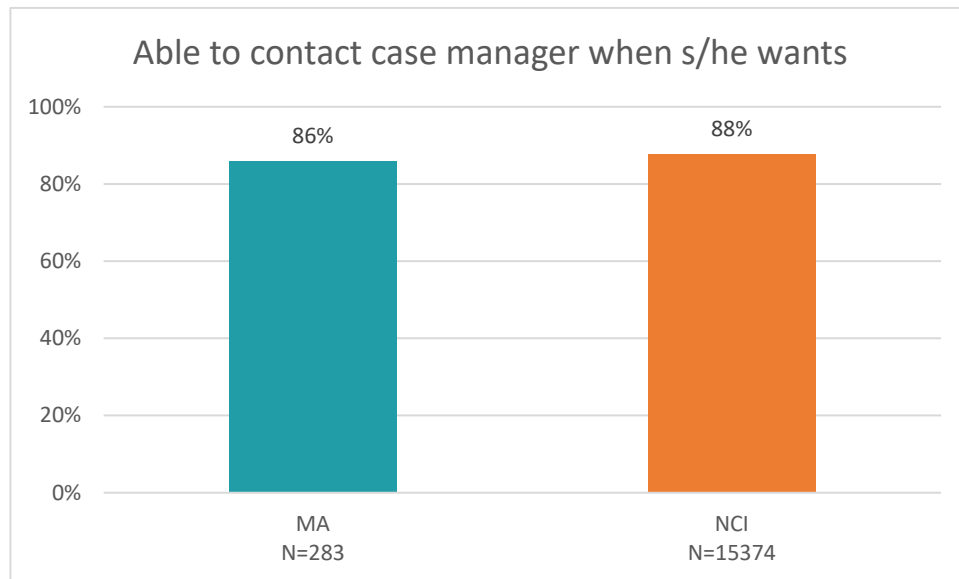
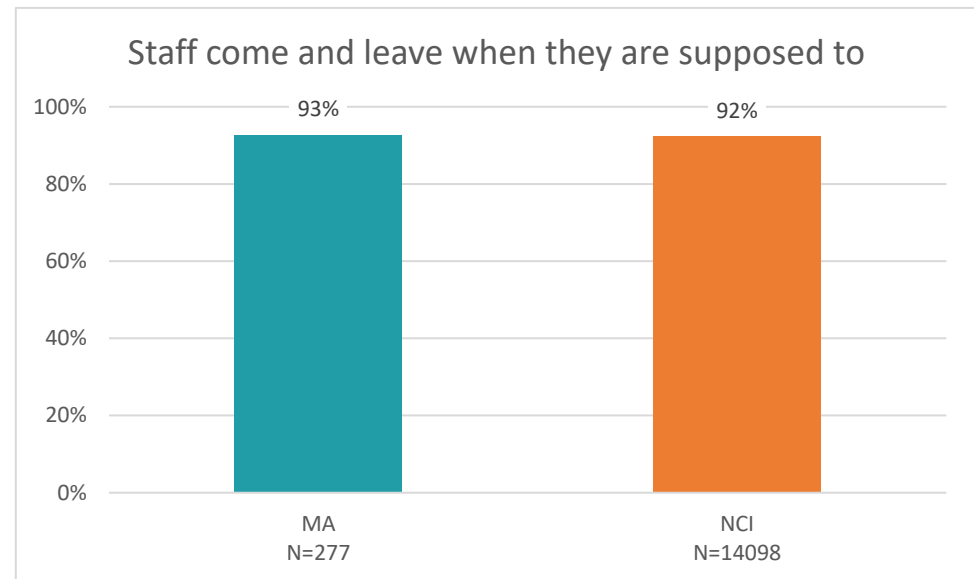
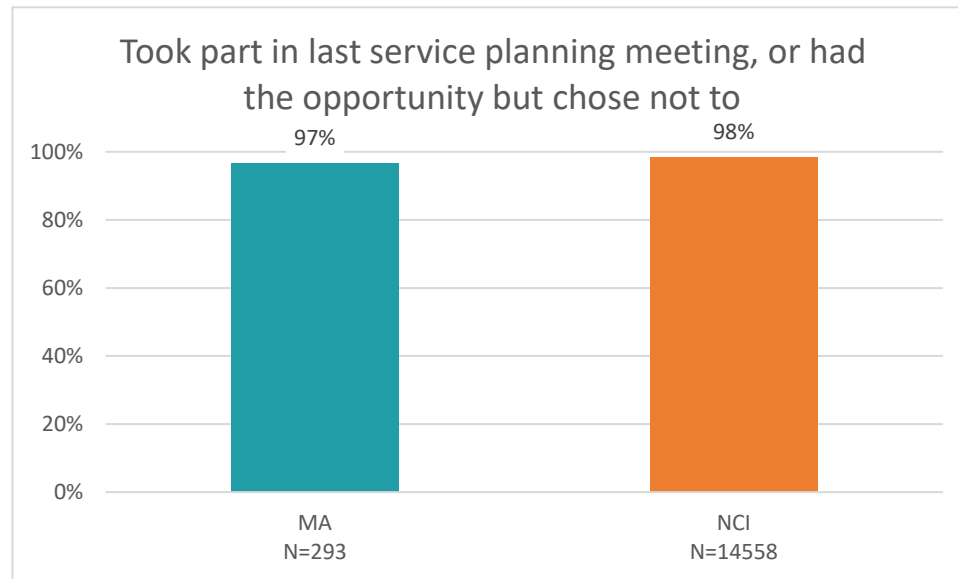
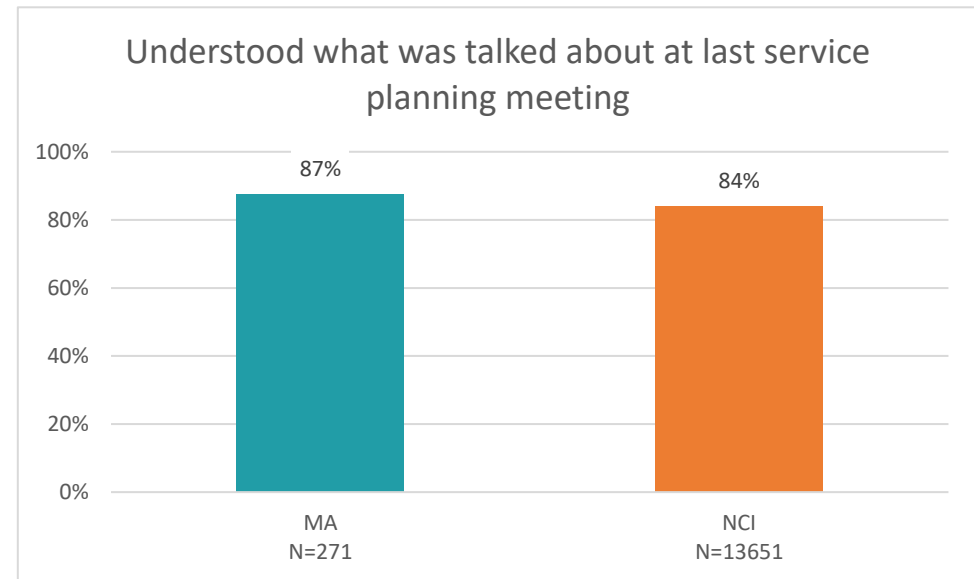
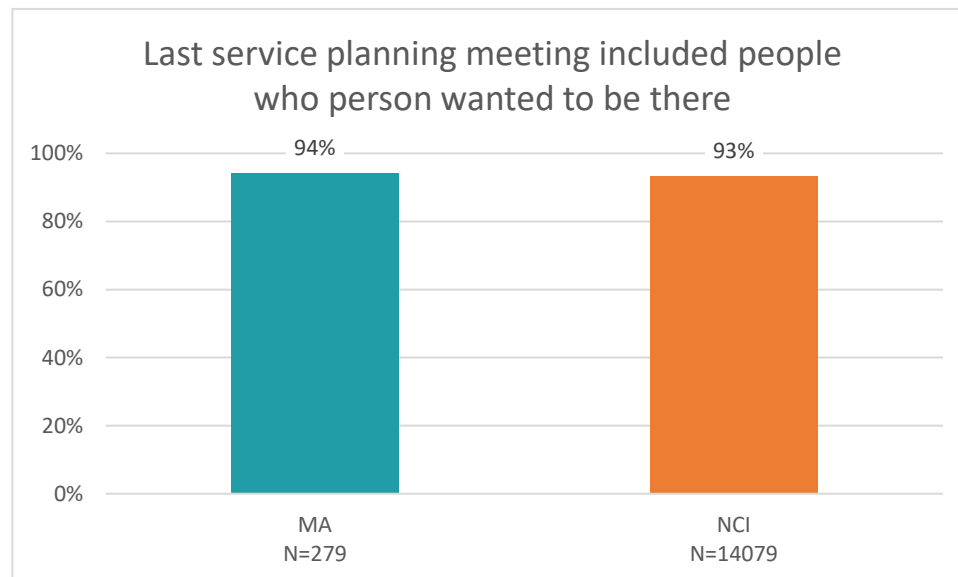
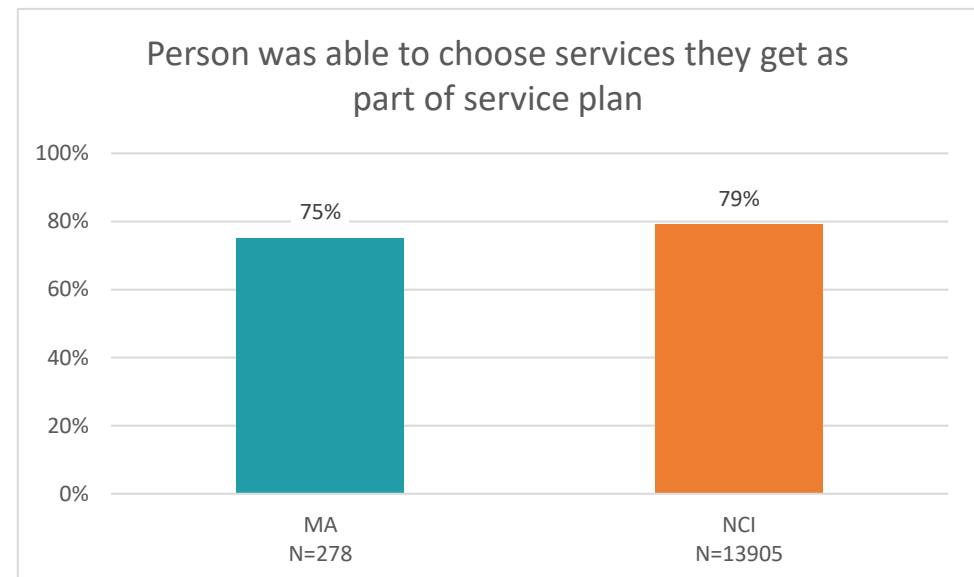


Chart 58. Staff come and leave when they are supposed to



[Chart 59.](#) Took part in last service planning meeting, or had the opportunity but chose not to[Chart 60.](#) Understood what was talked about at last service planning meeting[Chart 61.](#) Last service planning meeting included people who person wanted to be there[Chart 62.](#) Person was able to choose services they get as part of service plan

Tables for Service Coordination

Table 47. Service Coordination

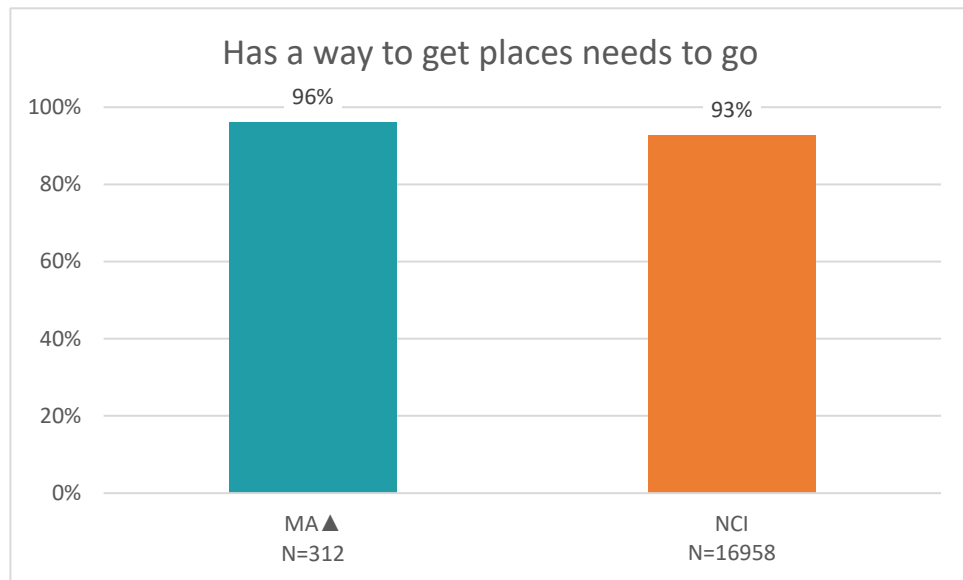
| | | Yes | N |
|---|-----|-----|--------|
| Has met case manager | MA | 93% | 307 |
| | NCI | 94% | 16,705 |
| Case manager asks person what s/he wants | MA | 83% | 287 |
| | NCI | 88% | 15,849 |
| Able to contact case manager when s/he wants | MA | 86% | 283 |
| | NCI | 88% | 15,374 |
| Staff come and leave when they are supposed to | MA | 93% | 277 |
| | NCI | 92% | 14,098 |
| Took part in last service planning meeting, or had the opportunity but chose not to | MA | 97% | 293 |
| | NCI | 98% | 14,558 |
| Understood what was talked about at last service planning meeting | MA | 87% | 271 |
| | NCI | 84% | 13,651 |
| Last service planning meeting included people respondent wanted to be there | MA | 94% | 279 |
| | NCI | 93% | 14,079 |
| Person was able to choose services they get as part of service plan | MA | 75% | 278 |
| | NCI | 79% | 13,905 |

Access

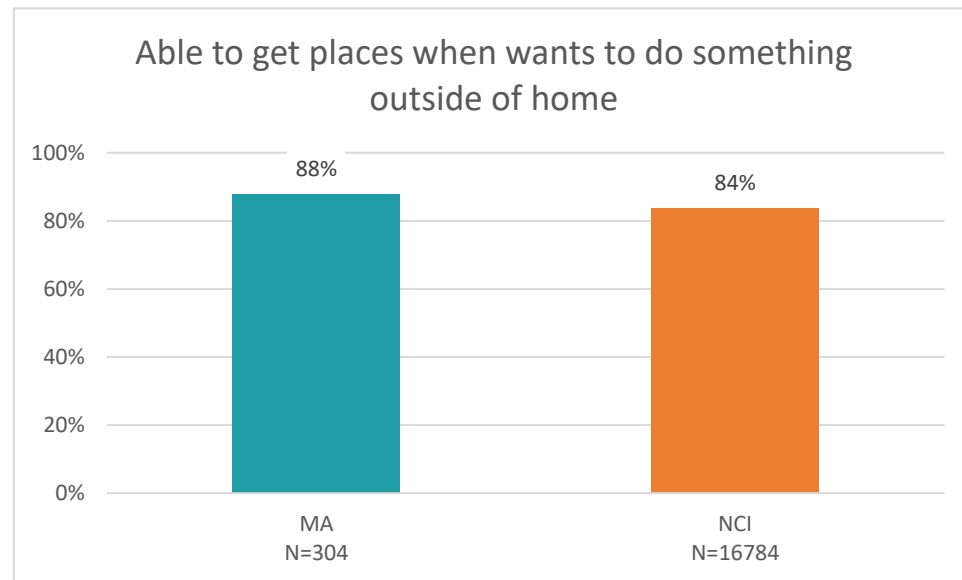
Publicly funded services are readily available to individuals who need and qualify for them.

Charts for Access

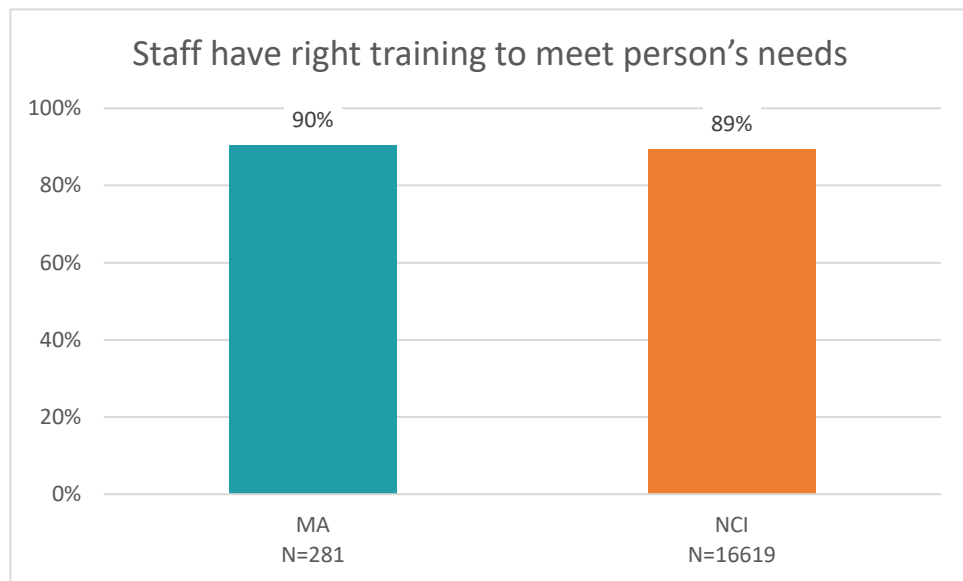
[Chart 63](#). Has a way to get places s/he needs to go



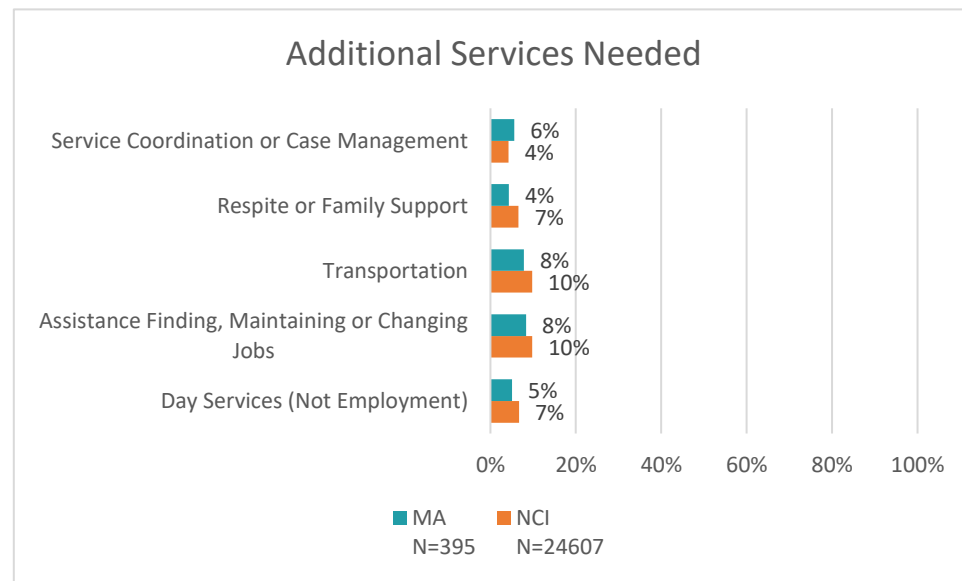
[Chart 64](#). Able to get places when s/he wants to do something outside of home



[Chart 65](#). Staff have right training to meet person’s needs (proxy respondents who were not staff were allowed for this question)

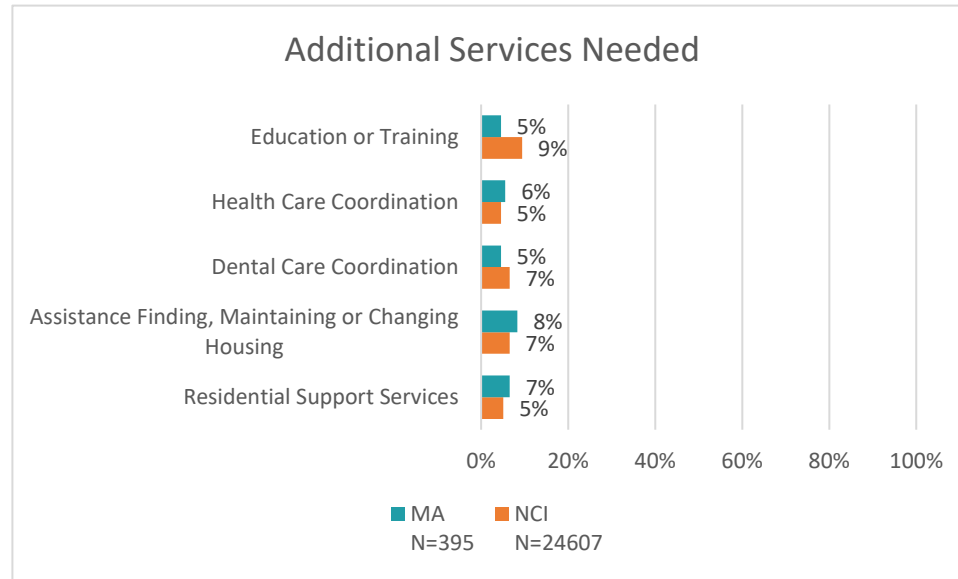


[Chart 66](#). Additional services needed (proxy respondents were allowed for this question) ∞



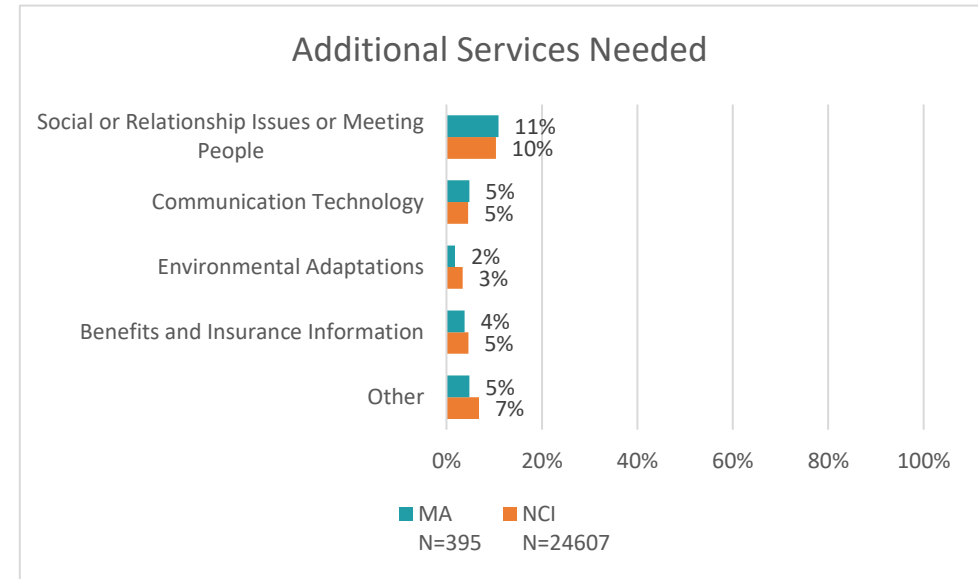
∞ Categories are not mutually exclusive

Chart 67. Additional services needed—continued (proxy respondents were allowed for this question) ∞



∞ Categories are not mutually exclusive

Chart 68. Additional services needed—continued (proxy respondents were allowed for this question) ∞



Tables for Access

Table 48. Transportation and staff training

| | | Yes | N |
|---|------|-----|--------|
| Has a way to get places s/he needs to go | MA ▲ | 96% | 312 |
| | NCI | 93% | 16,958 |
| Able to get places when s/he wants to do something outside of home | MA | 88% | 304 |
| | NCI | 84% | 16,784 |
| Staff have right training to meet person's needs (<i>proxy respondents who were not staff were allowed for this question</i>) | MA | 90% | 281 |
| | NCI | 89% | 16,619 |

Table 49. Additional services needed

Categories are not mutually exclusive; proxy respondents were allowed for this question.

| Service | | |
|---|-----|--------|
| Service Coordination or Case Management | MA | 6% |
| | NCI | 4% |
| Respite or Family Support | MA | 4% |
| | NCI | 7% |
| Transportation | MA | 8% |
| | NCI | 10% |
| Assistance Finding, Maintaining or Changing Jobs | MA | 8% |
| | NCI | 10% |
| Day Services (Not Employment) | MA | 5% |
| | NCI | 7% |
| Education or Training | MA | 5% |
| | NCI | 9% |
| Health Care Coordination | MA | 6% |
| | NCI | 5% |
| Dental Care Coordination | MA | 5% |
| | NCI | 7% |
| Assistance Finding, Maintaining or Changing Housing | MA | 8% |
| | NCI | 7% |
| Residential Support Services | MA | 7% |
| | NCI | 5% |
| Social or Relationship Issues or Meeting People | MA | 11% |
| | NCI | 10% |
| Communication Technology | MA | 5% |
| | NCI | 5% |
| Environmental Adaptations | MA | 2% |
| | NCI | 3% |
| Benefits and Insurance Information | MA | 4% |
| | NCI | 5% |
| Other | MA | 5% |
| | NCI | 7% |
| N | MA | 395 |
| | NCI | 24,607 |

Health

People secure needed health services.

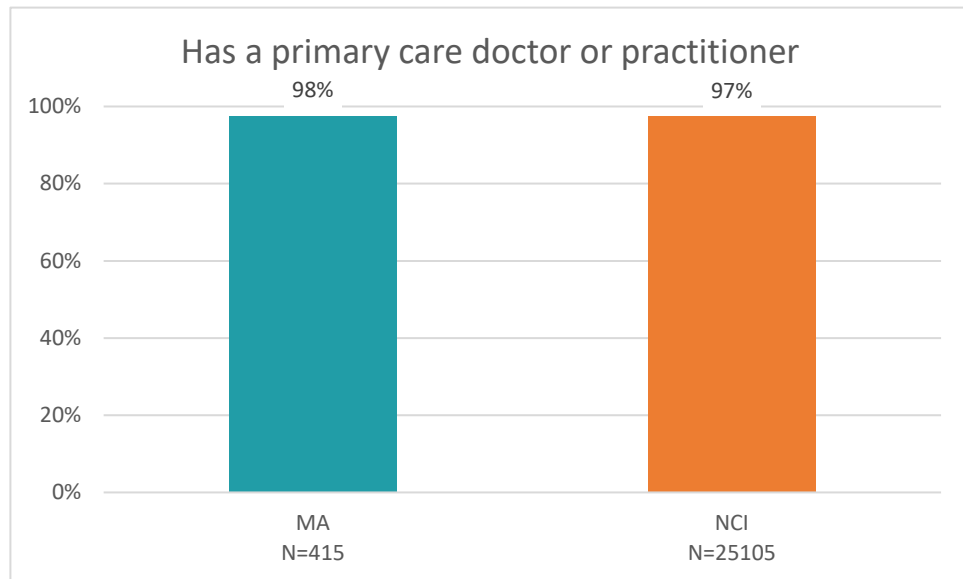
Important Note on Missing Data

For several states, survey items in the Background Information section, including information on Health, had a large amount of missing data or data recorded as “don’t know.” Items that include states results for which 25% or more of their sample were missing data (or reported as “don’t know”) are indicated with an asterisk (*) next to NCI Average.

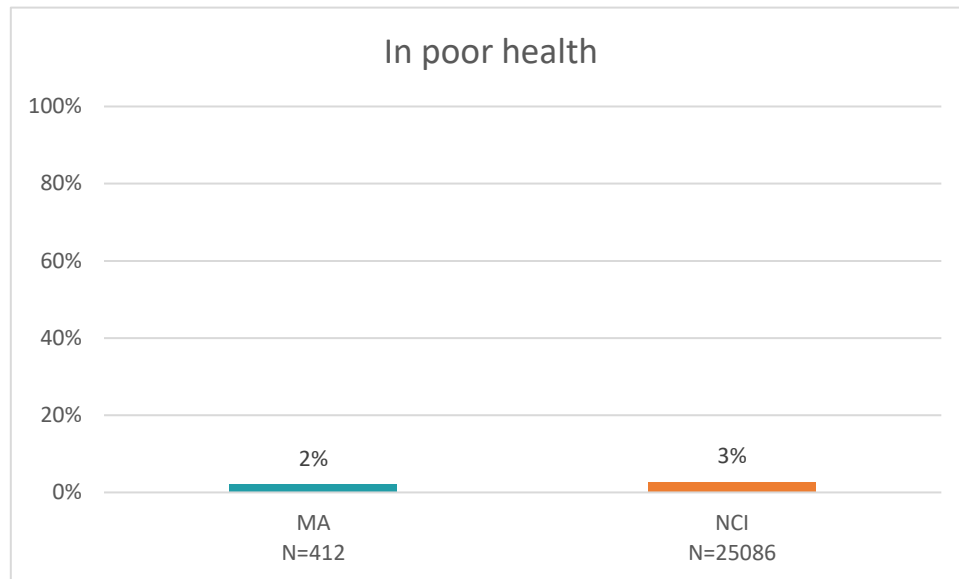
We advise caution when examining data that are indicated as having high rates of “missing” or “don’t know” responses as we don’t know whether the data are missing systematically or randomly. Please note that the NCI average reflects the average of data that were reported to HSRI and may not be reflective of the service population across the country.

Charts for Health

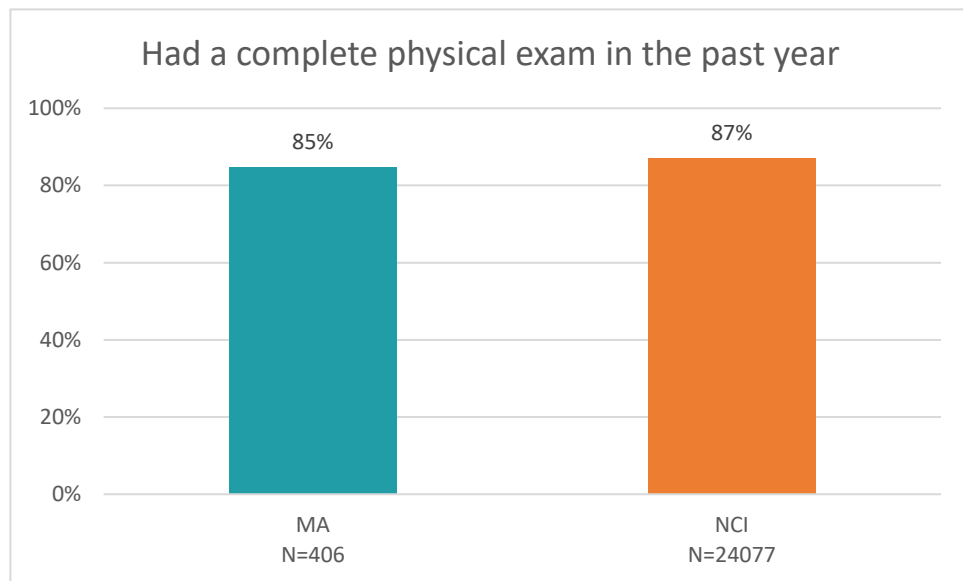
[Chart 69](#). Has a primary care doctor or practitioner (information may have been obtained through state records)*



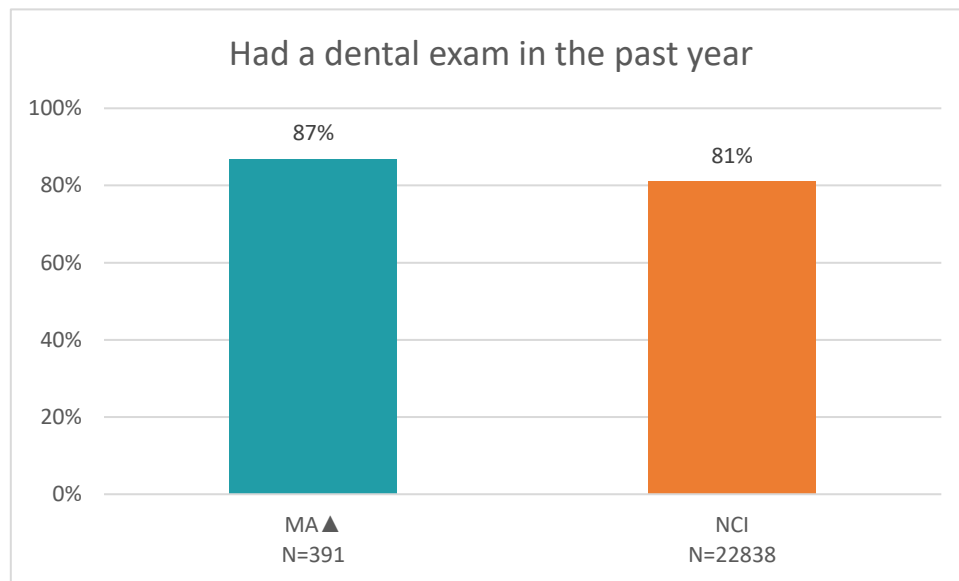
[Chart 70](#). In poor health (proxy respondents were allowed for this question) ^



[Chart 71](#). Had a complete physical exam in the past year (information may have been obtained through state records)*



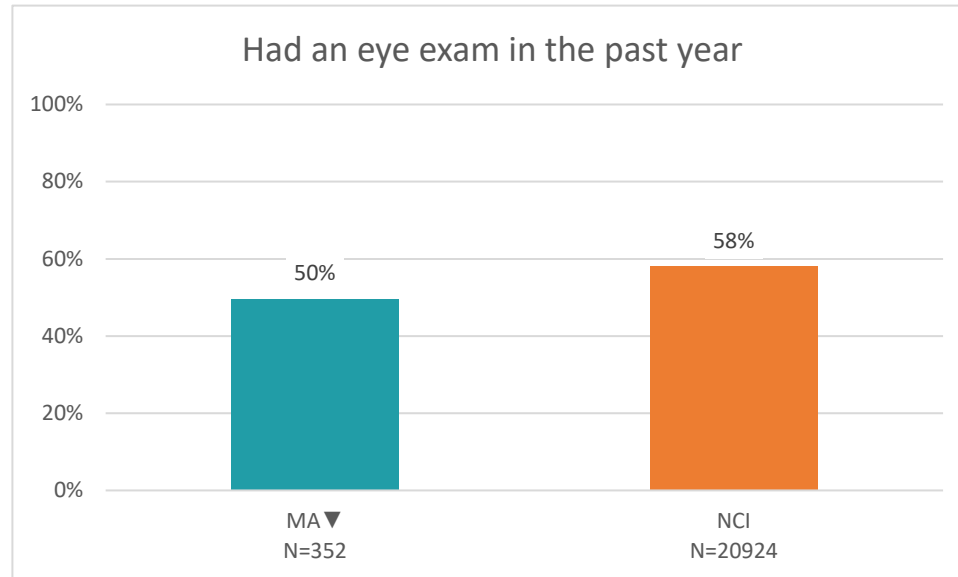
[Chart 72](#). Had a dental exam in the past year (information may have been obtained through state records)*



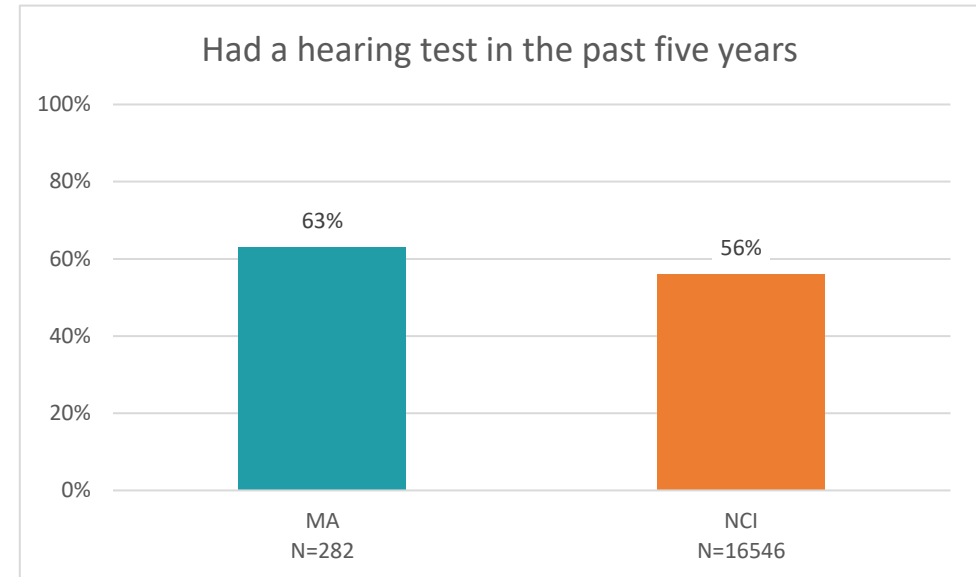
*Includes data from a state or states that had a large number of “don’t knows” and missing data (at least 25%).

^A lower average indicates a lower percentage of people reported being in poor health.

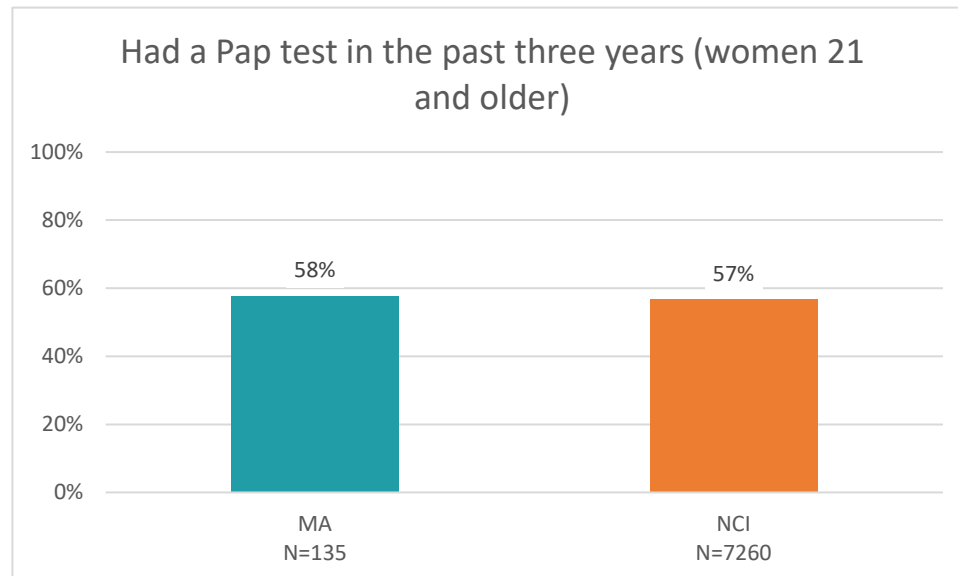
[Chart 73](#). Had an eye exam in the past year (information may have been obtained through state records)*



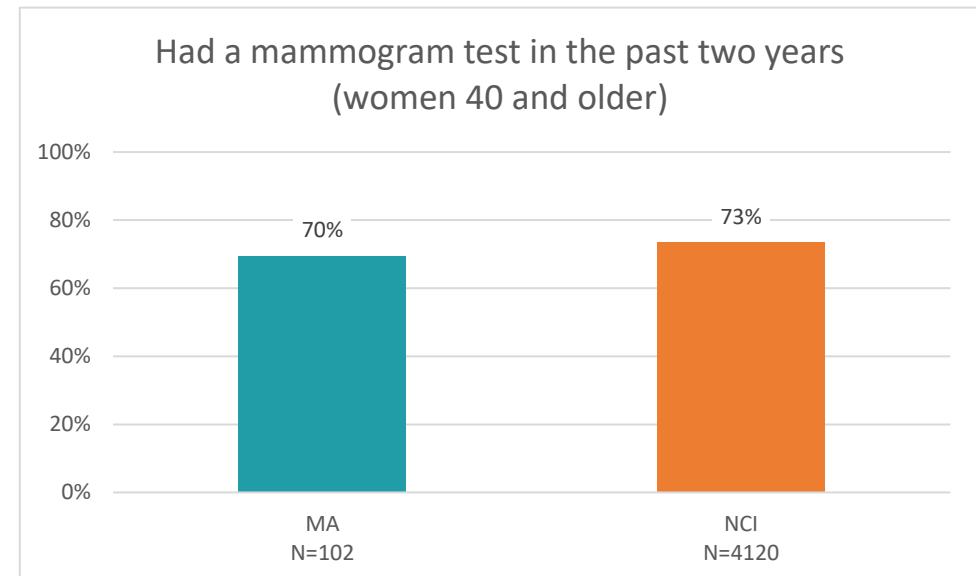
[Chart 74](#). Had a hearing test in the past five years (information may have been obtained through state records) *



[Chart 75](#). Had a Pap test in the past three years (women 21 and older; information may have been obtained through state records)*

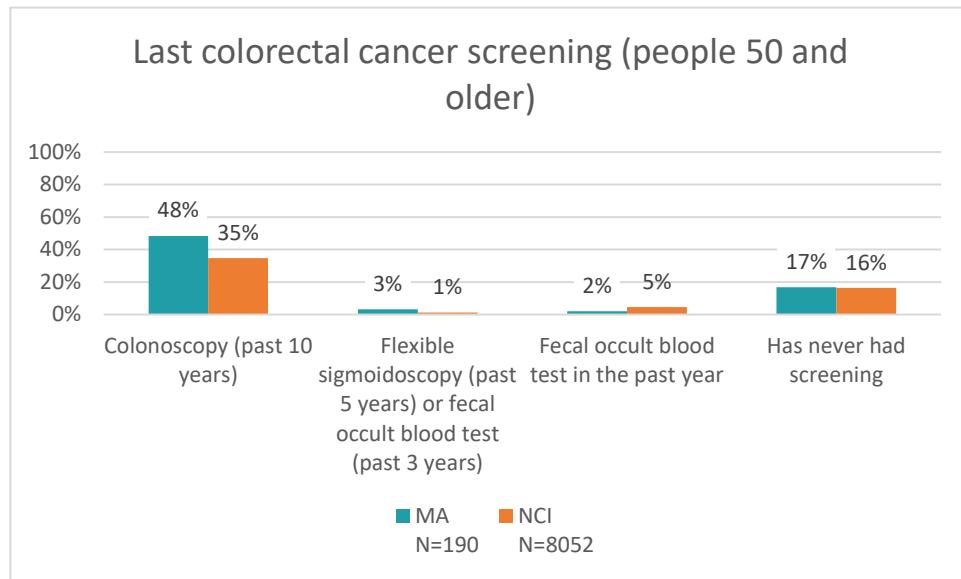


[Chart 76](#). Had a mammogram test in the past two years (women 40 and older; information may have been obtained through state records)

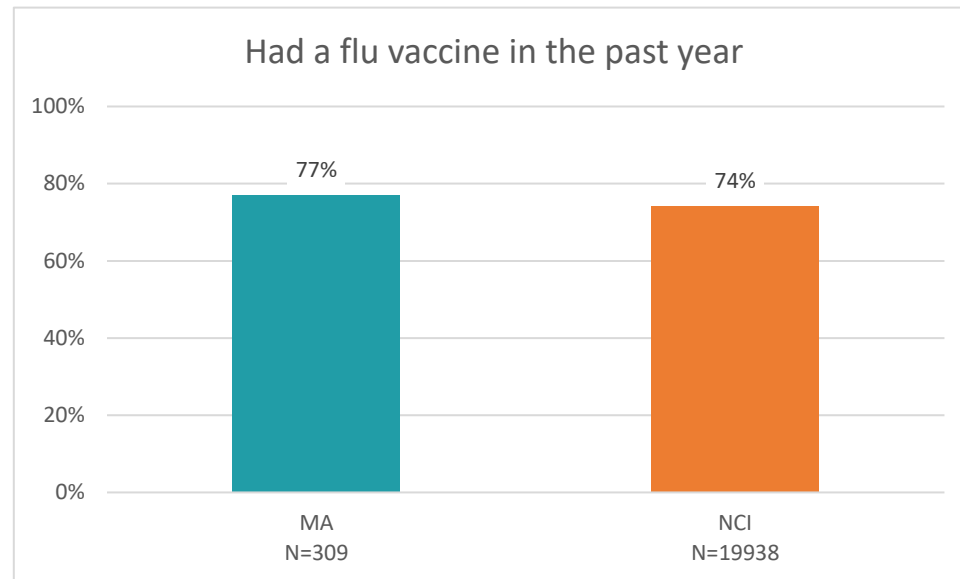


*Includes data from a state or states that had a large number of “don’t knows” and missing data (at least 25%).

[Chart 77](#). Last colorectal cancer screening (people 50 and older; information may have been obtained through state records) ∞



[Chart 78](#). Had a flu vaccine in the past year (information may have been obtained through state records)*



∞Categories are not mutually exclusive.

*Includes data from a state or states that had a large number of “don’t knows” and missing data (at least 25%).

Tables for Health

Table 50. Regular and preventive screenings

| | | Yes | N |
|--|-----|-----|--------|
| Has a primary care doctor or practitioner <i>(information may have been obtained through state records)</i> * | MA | 98% | 415 |
| | NCI | 97% | 25,105 |
| In poor health <i>(proxy respondents were allowed for this question)</i> ^ | MA | 2% | 412 |
| | NCI | 3% | 25,086 |
| Had a complete physical exam in the past year <i>(information may have been obtained through state records)</i> * | MA | 85% | 406 |
| | NCI | 87% | 24,077 |
| Had a dental exam in the past year <i>(information may have been obtained through state records)</i> * | MA▲ | 87% | 391 |
| | NCI | 81% | 22,838 |
| Had an eye exam in the past year <i>(information may have been obtained through state records)</i> * | MA▼ | 50% | 352 |
| | NCI | 58% | 20,924 |
| Had a hearing test in the past five years <i>(information may have been obtained through state records)</i> * | MA | 63% | 282 |
| | NCI | 56% | 16,546 |
| Had a Pap test in the past three years <i>(women 21 and older; information may have been obtained through state records)</i> * | MA | 58% | 135 |
| | NCI | 57% | 7,260 |
| Had a mammogram test in the past two years <i>(women 40 and older; information may have been obtained through state records)</i> | MA | 70% | 102 |
| | NCI | 73% | 4,120 |

*Includes data from a state or states that had a large number of “don’t knows” and missing data (at least 25%).

^A lower average indicates a lower percentage of people reported being in poor health.

Table 51. Last colorectal cancer screening, people age 50 and older

Categories are not mutually exclusive; information may have been obtained through state records.

| | Colonoscopy in the Past 10 Years | Flexible Sigmoidoscopy in the past 5 years, or Fecal Occult Blood Test in the Past 3 Years | Fecal Occult Blood Test in the Past Year | Has Never Had Screening | N |
|-----|----------------------------------|--|--|-------------------------|-------|
| MA | 48% | 3% | 2% | 17% | 190 |
| NCI | 35% | 1% | 5% | 16% | 8,052 |

Table 52. Had a flu vaccine in the past year

Includes data from a state or states that had a large number of “don’t knows” and missing data (at least 25%).

| | Yes | N |
|-----|-----|--------|
| MA | 77% | 309 |
| NCI | 74% | 19,938 |

Medications

Medications are managed effectively and appropriately.

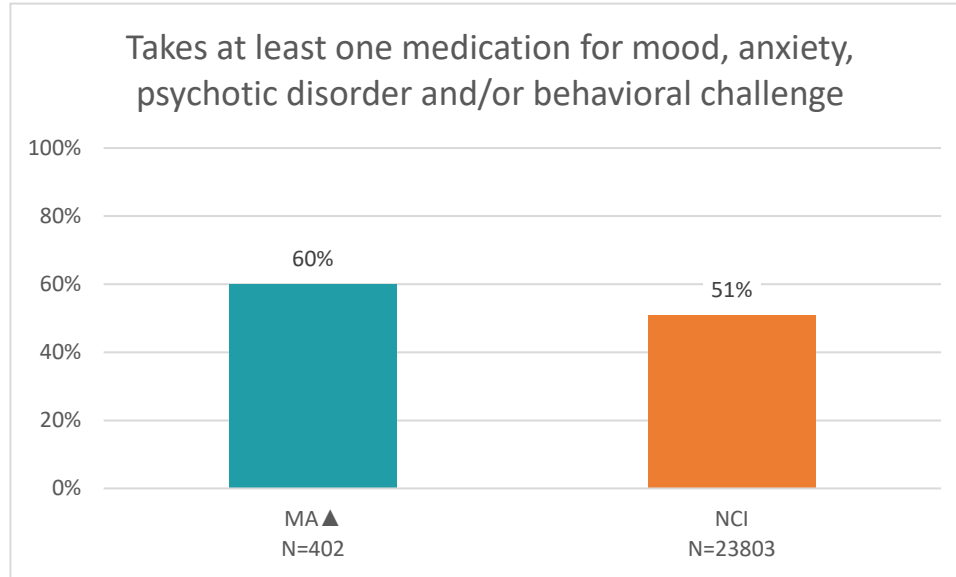
Important Note on Missing Data

For several states, survey items in the Background Information section, including information on Medications, had a large amount of missing data or data recorded as “don’t know.” Items that include states results for which 25% or more of their sample were missing data (or reported as “don’t know”) are indicated with an asterisk (*) next to NCI Average.

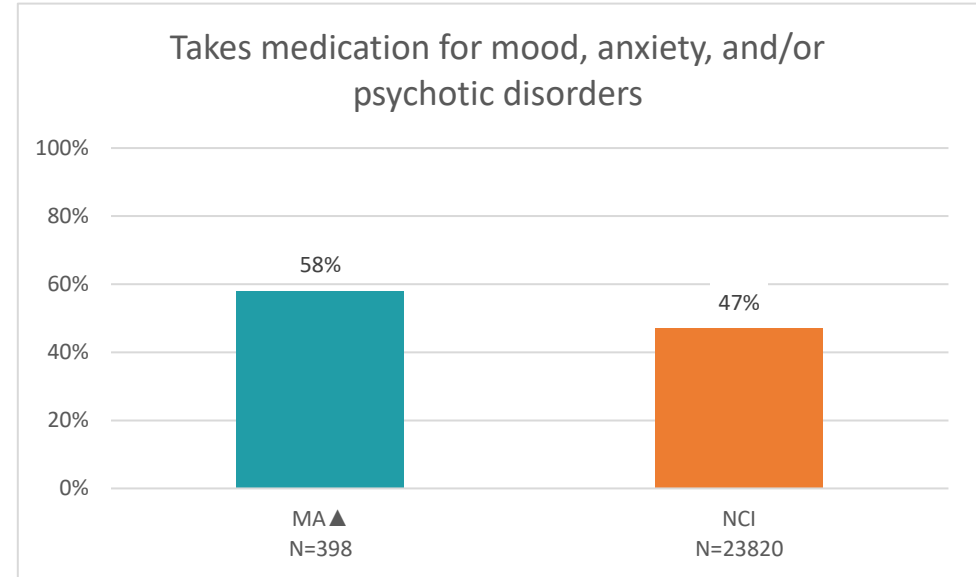
We advise caution when examining data that are indicated as having high rates of “missing” or “don’t know” responses as we don’t know whether the data are missing systematically or randomly. Please note that the NCI average reflects the average of data that were reported to HSRI and may not be reflective of the service population across the country.

Charts for Medications

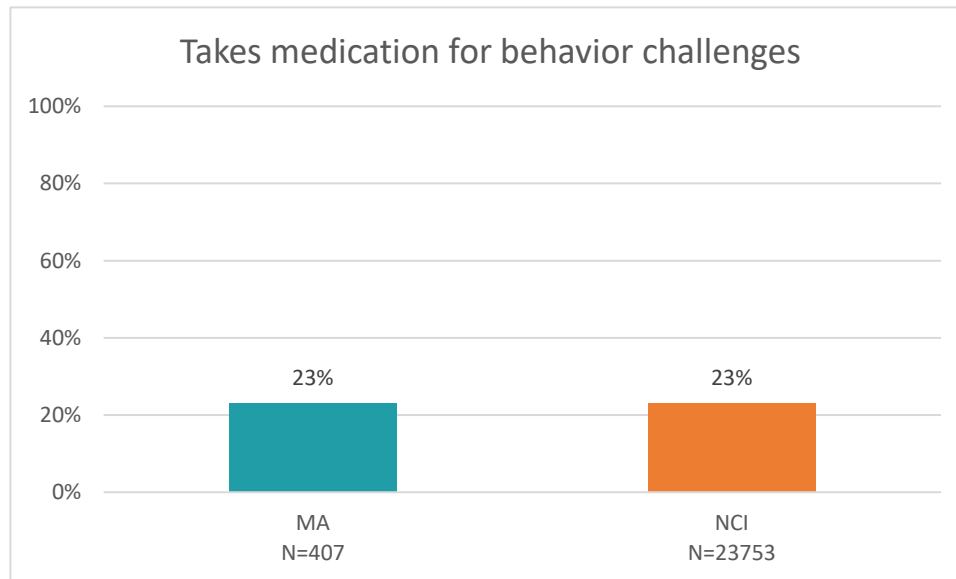
[Chart 79](#). Takes at least one medication for mood, anxiety, psychotic disorder and/or behavioral challenge (information may have been obtained through state records) * ^ °



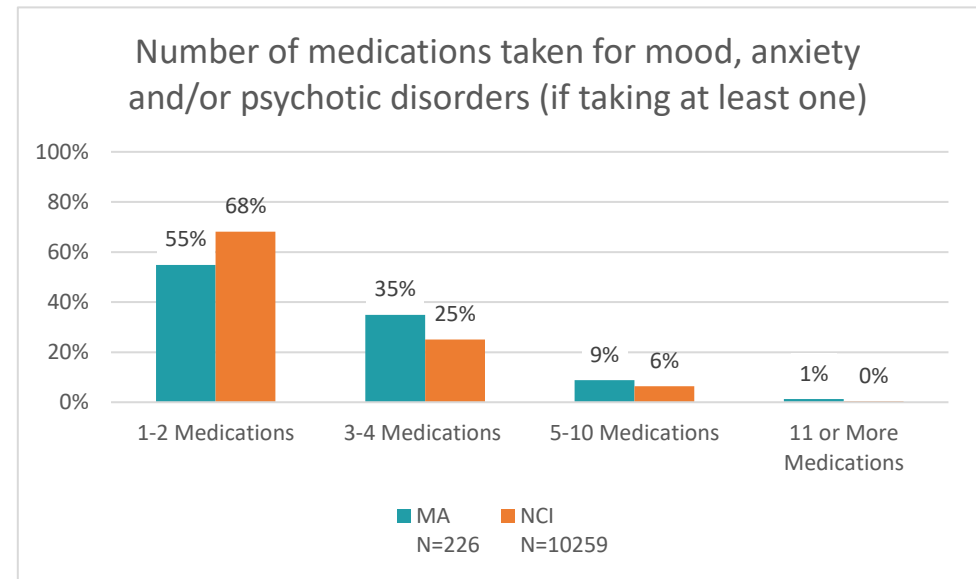
[Chart 80](#). Takes medication for mood, anxiety, and/or psychotic disorders (information may have been obtained through state records) * ^ °



[Chart 81](#). Takes medication for behavior challenges (information may have been obtained through state records) * ^ °



[Chart 82](#). Number of medications taken for at least one of the following: mood disorders, anxiety, or psychotic disorders (information may have been obtained through state records) * ^ °



*Includes data from a state or states that had a large number of “don’t knows” and missing data (at least 25%).

^A lower percentage indicates fewer people were reported to be taking medication.

°OR data were not available in records; therefore, OR is not included in the NCI Average.

Chart 83. Number of medications taken for behavior challenges (information may have been obtained through state records) *°

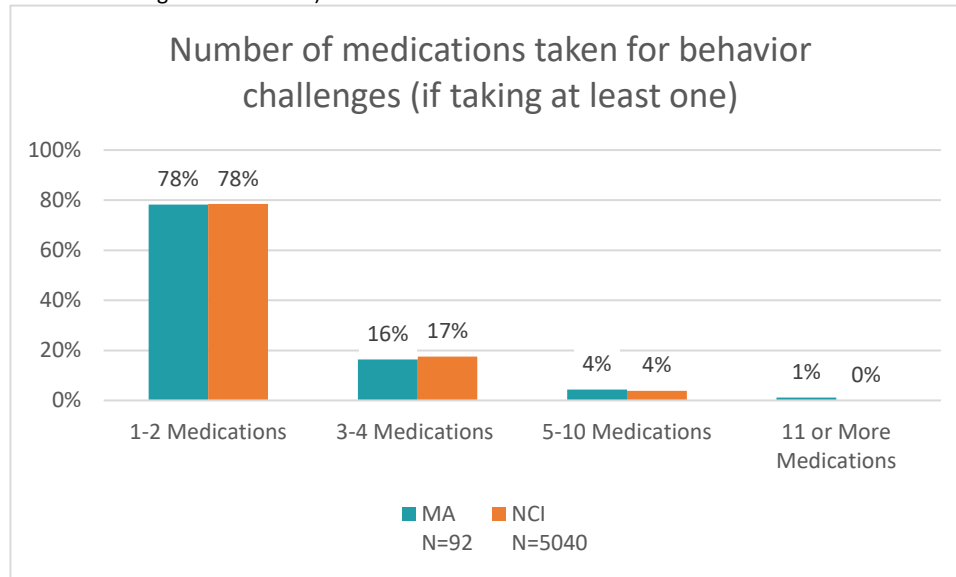


Chart 84. Has a behavior plan (information may have been obtained through state records) * ^^

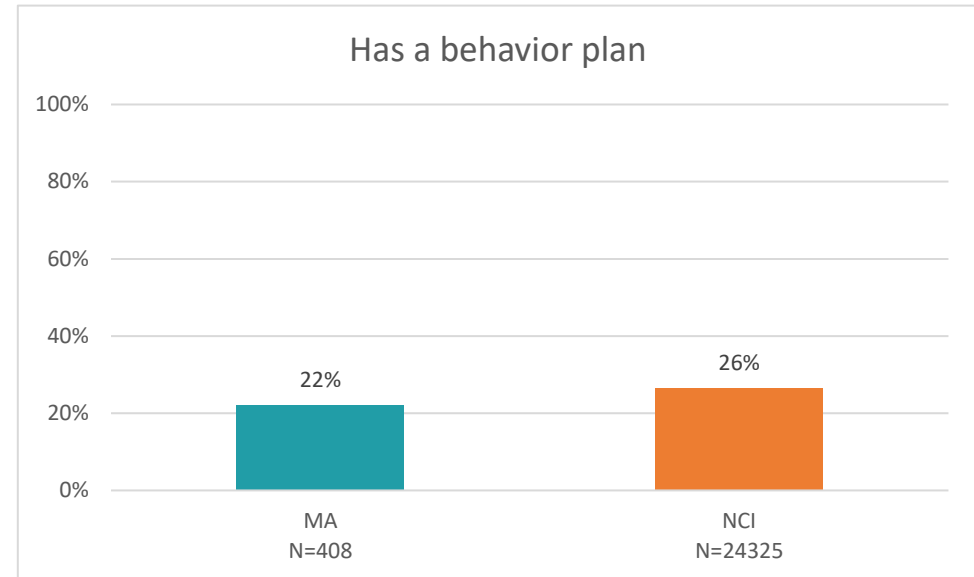
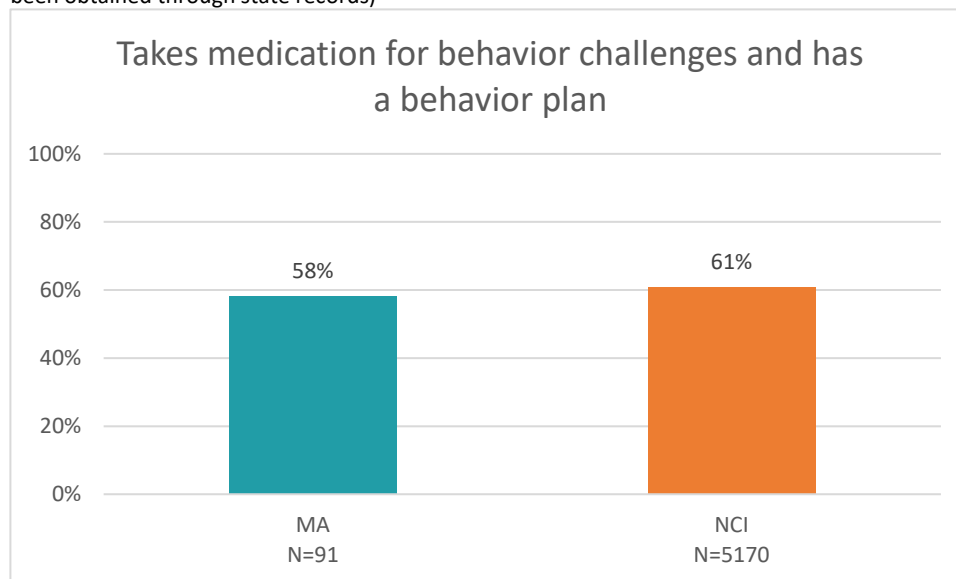


Chart 85. Takes medication for behavior challenges and has a behavior plan (information may have been obtained through state records)



*Includes data from a state or states that had a large number of “don’t knows” and missing data (at least 25%).

^^A lower percentage indicates fewer people were reported to have a behavior plan.

° OR data were not available in records; therefore, OR is not included in the NCI Average.

Tables for Medication

Table 53. Takes medication

| | | Yes | N |
|---|-----|-----|--------|
| Takes at least one medication for mood, anxiety, psychotic disorder and/or behavioral challenge (<i>information may have been obtained through state records</i>)* [∞] | MA▲ | 60% | 402 |
| | NCI | 51% | 23,803 |
| Takes medication for mood, anxiety, and/or psychotic disorders (<i>information may have been obtained through state records</i>) * [∞] | MA▲ | 58% | 398 |
| | NCI | 47% | 23,820 |
| Takes medication for behavior challenges (<i>information may have been obtained through state records</i>) [∞] | MA | 23% | 407 |
| | NCI | 23% | 23,753 |

Table 54. Number of medications taken

| | | 1-2 Medications | 3-4 Medications | 5-10 Medications | 11 or More Medications | N |
|---|-----|-----------------|-----------------|------------------|------------------------|--------|
| Number of medications taken for at least one of the following: mood disorders, anxiety, or psychotic disorders (<i>information may have been obtained through state records</i>) * [°] | MA | 55% | 35% | 9% | 1% | 226 |
| | NCI | 68% | 25% | 6% | 0% | 10,259 |
| Number of medications taken for behavior challenges (<i>information may have been obtained through state records</i>)* | MA | 78% | 16% | 4% | 1% | 92 |
| | NCI | 78% | 17% | 4% | 0% | 5,040 |

Table 55. Behavior plan and medication

| | | Yes | N |
|--|-----|-----|--------|
| Has a behavior plan (<i>information may have been obtained through state records</i>) * [∞] | MA | 22% | 408 |
| | NCI | 26% | 24,325 |
| Takes medication for behavior challenges and has a behavior plan (<i>information may have been obtained through state records</i>) | MA | 58% | 91 |
| | NCI | 61% | 5,170 |

*Includes data from a state or states that had a large number of “don’t knows” and missing data (at least 25%).

[∞]A lower percentage indicates fewer people were reported to be taking medication.

[°]OR data were not available in records; therefore, OR is not included in NCI Average.

[∞]A lower percentage indicates fewer people were reported to have a behavior plan.

Wellness

People are supported to maintain healthy habits.

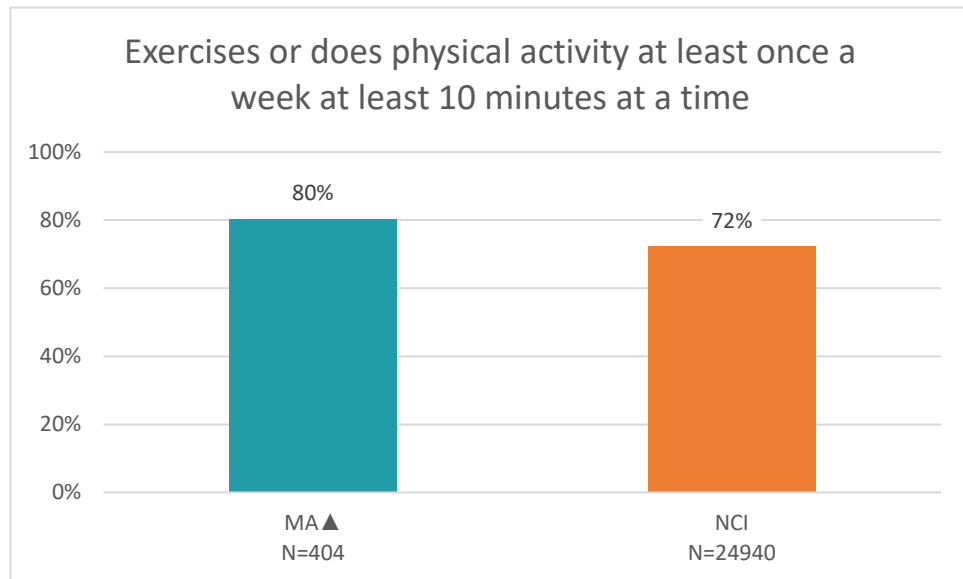
Important Note on Missing Data

For several states, survey items in the Background Information section, including information on Wellness, had a large amount of missing data or data recorded as “don’t know.” Items that include states results for which 25% or more of their sample were missing data (or reported as “don’t know”) are indicated with an asterisk (*) next to NCI Average.

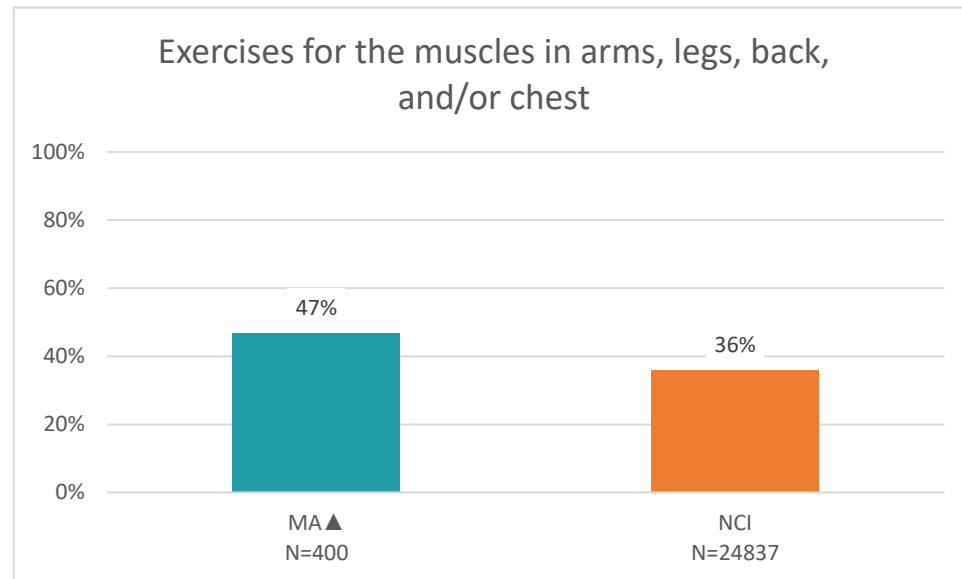
We advise caution when examining data that are indicated as having high rates of “missing” or “don’t know” responses as we don’t know whether the data are missing systematically or randomly. Please note that the NCI average reflects the average of data that were reported to HSRI and may not be reflective of the service population across the country.

Charts for Wellness

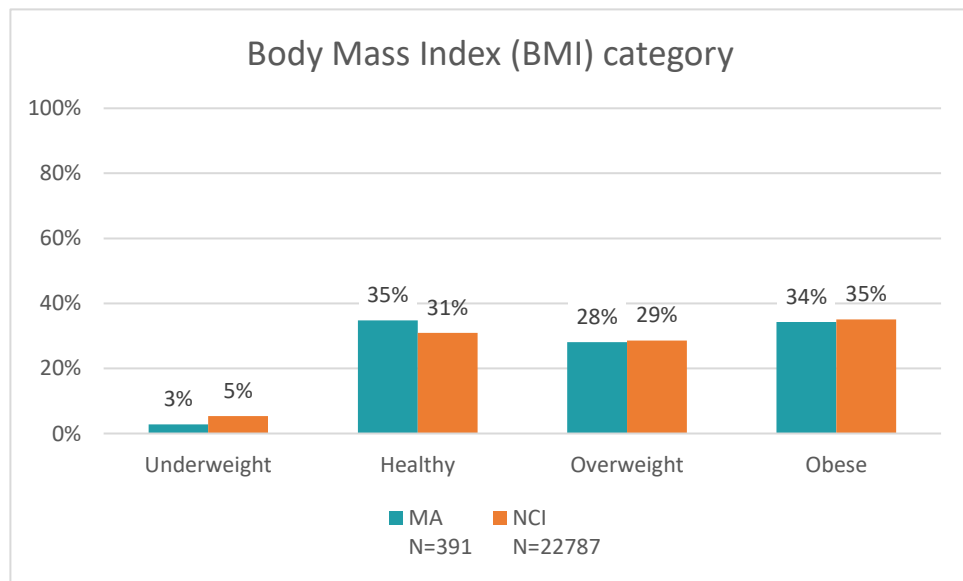
[Chart 86.](#) Exercises or does physical activity at least once a week at least 10 minutes at a time (proxy respondents were allowed for this question)



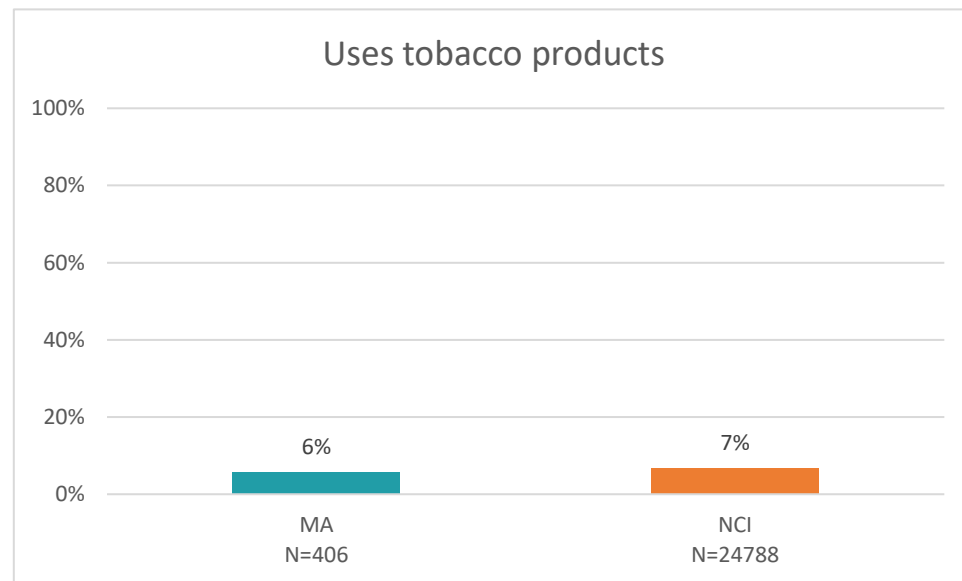
[Chart 87.](#) Exercises or does physical activity at least 3 times per week that makes the muscles in arms, legs, back, and/or chest work hard (proxy respondents were allowed for this question) ⁹



[Chart 88.](#) Body Mass Index (BMI) category (information may have been obtained through state records)*



[Chart 89.](#) Uses tobacco products (information may have been obtained through state records) * [~]



⁹New question in 2017-18.

*Includes data from a state or states that had a large number of "don't knows" and missing data (at least 25%).

[~] A lower average indicates a lower percentage of people use tobacco products.

Tables for Wellness

Table 56. Exercise

| | | Yes | N |
|---|------|-----|--------|
| Exercises or does physical activity at least once a week at least 10 minutes at a time (proxy respondents were allowed for this question) | MA ▲ | 80% | 404 |
| | NCI | 72% | 24,940 |
| Exercises for the muscles in arms, legs, back, and/or chest (proxy respondents were allowed for this question) ^e | MA ▲ | 47% | 400 |
| | NCI | 36% | 24,837 |

Table 57. Body Mass Index (BMI) category (information may have been obtained through state records) *

| | Underweight | Healthy | Overweight | Obese | N |
|-----|-------------|---------|------------|-------|--------|
| MA | 3% | 35% | 28% | 34% | 391 |
| NCI | 5% | 31% | 29% | 35% | 22,787 |

Table 58. Uses tobacco products * ^

| | Yes | N |
|-----|-----|--------|
| MA | 6% | 406 |
| NCI | 7% | 24,788 |

^eNew question in 2017-18.

*Includes data from a state or states that had a large number of “don’t knows” and missing data (at least 25%).

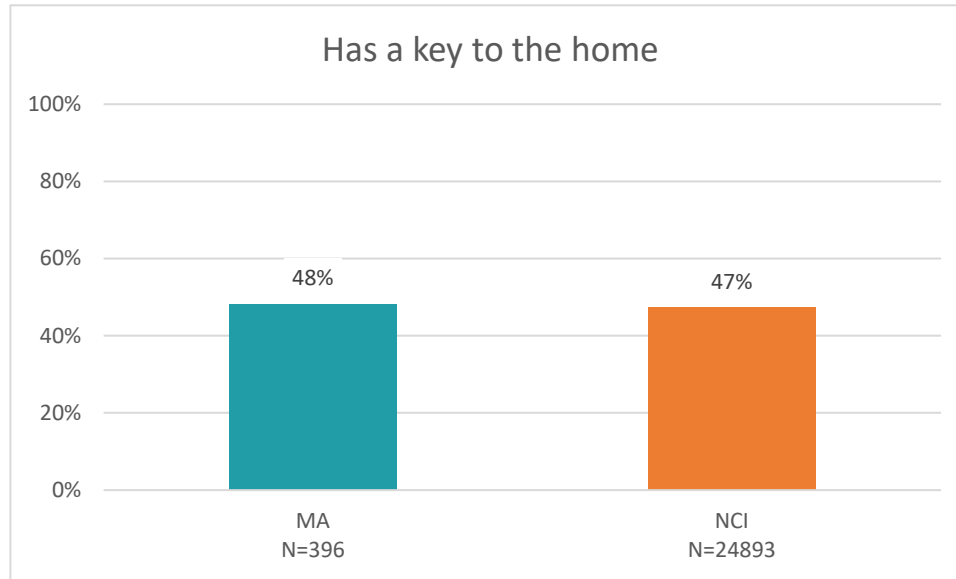
^ A lower average indicates a lower percentage of people use tobacco products.

Rights and Respect

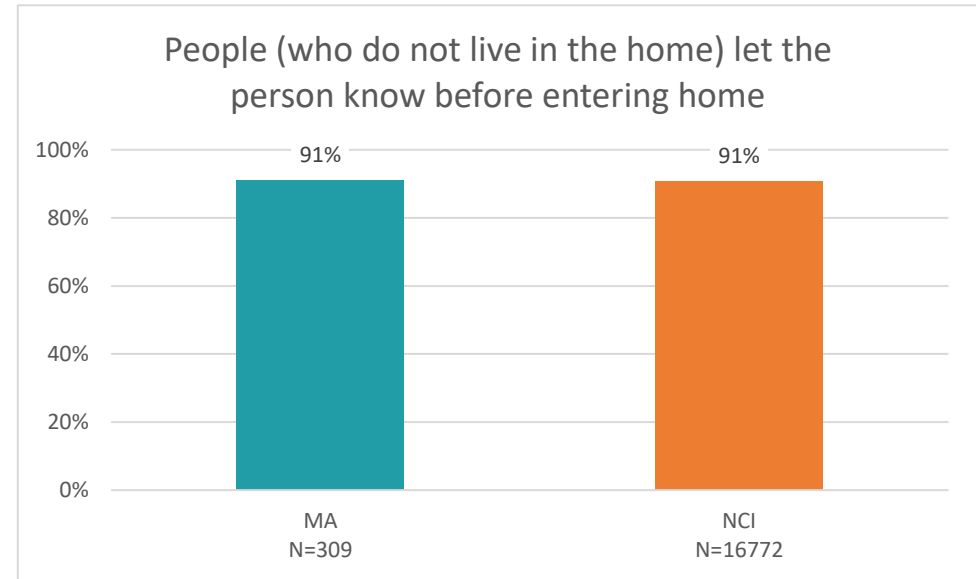
People receive the same respect and protections as others in the community.

Charts for Rights and Respect

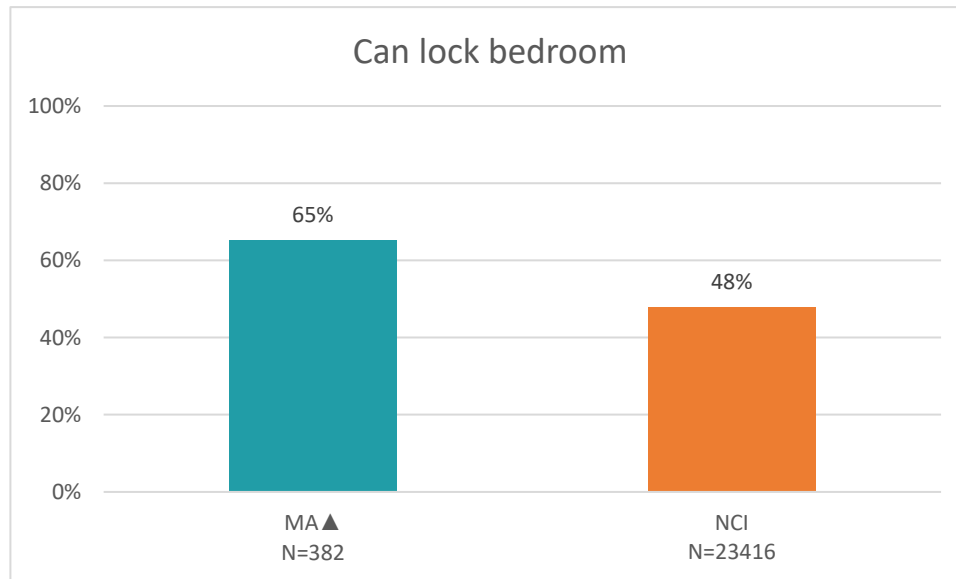
[Chart 90](#). Has a key to the home (proxy respondents were allowed for this question)



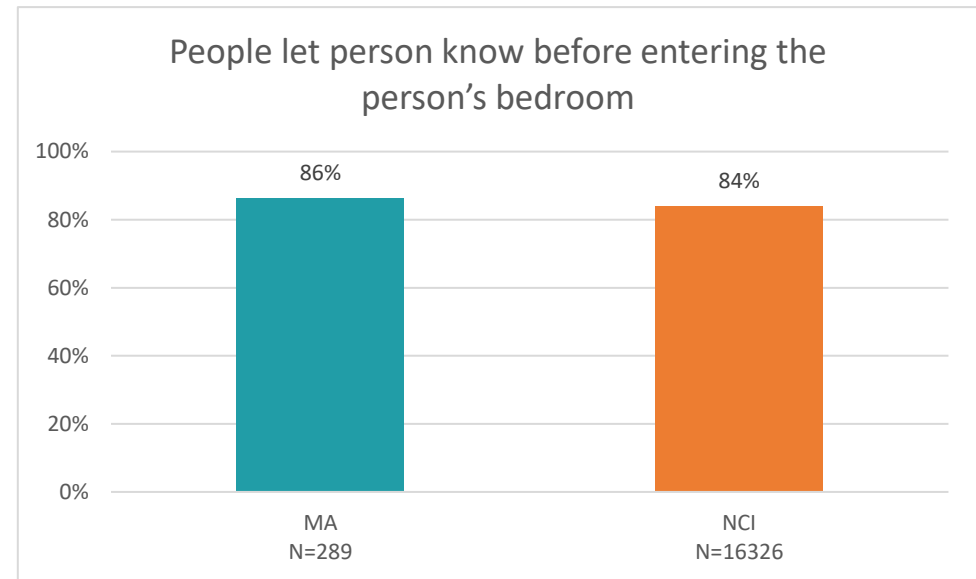
[Chart 91](#). People (who do not live in the home) let the person know before entering home



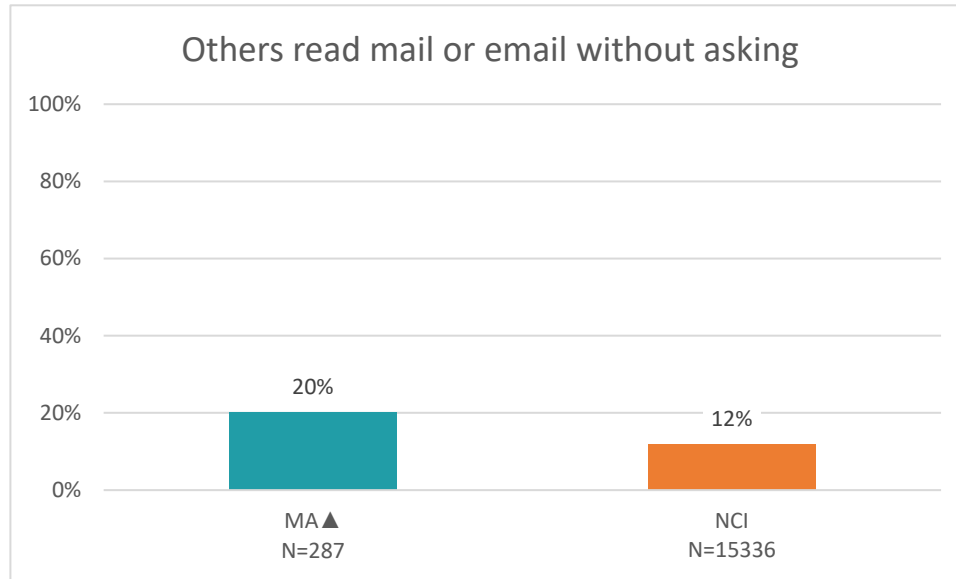
[Chart 92](#). Can lock bedroom (proxy respondents were allowed for this question)



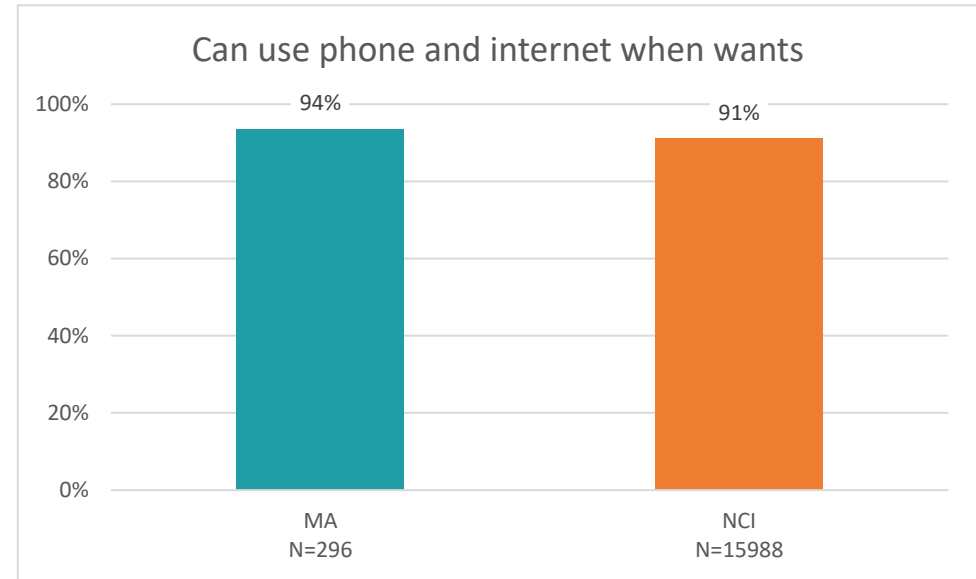
[Chart 93](#). People let person know before entering person's bedroom



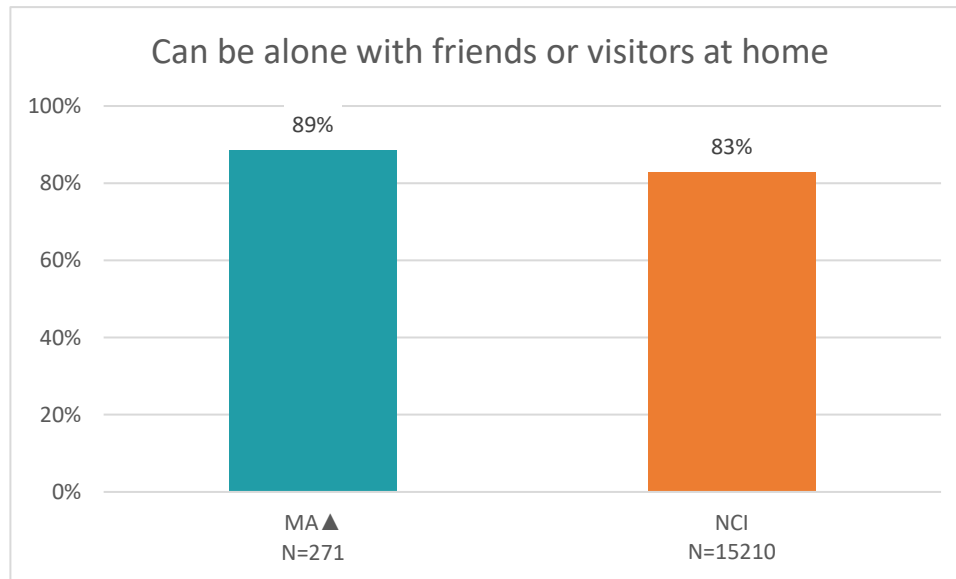
[Chart 94.](#) Others read mail or email without asking ~



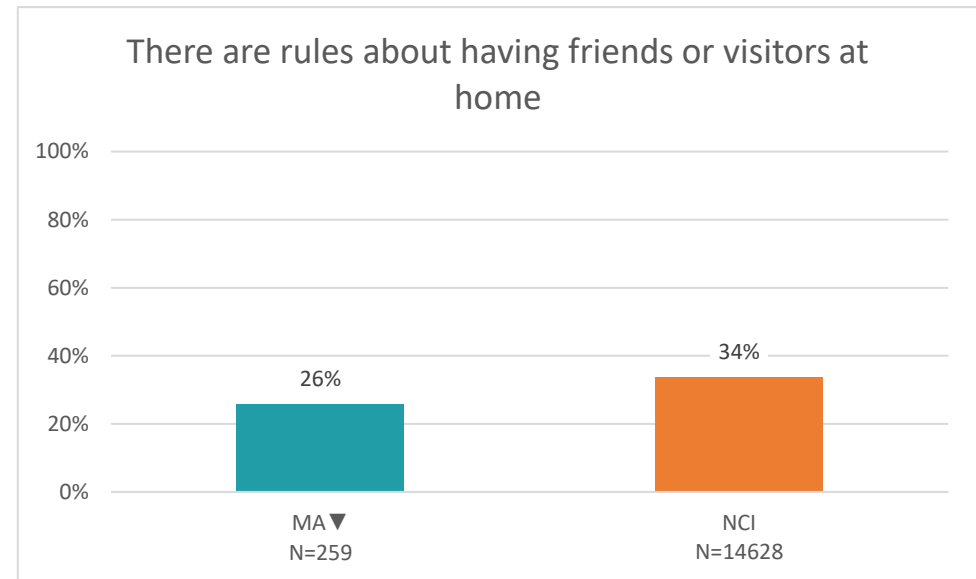
[Chart 95.](#) Can use phone and internet when s/he wants



[Chart 96.](#) Can be alone with friends or visitors at home



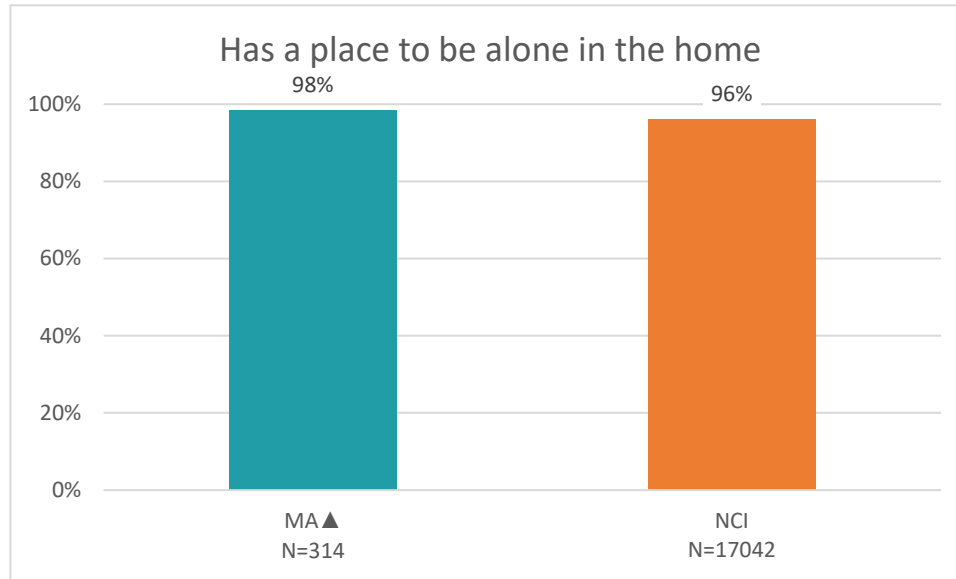
[Chart 97.](#) There are rules about having friends or visitors at home ^^



~A lower average indicates a lower percentage of people report others open mail or email without asking.

^^A lower average indicates a lower percentage of people report rules about having friends or visitors at home.

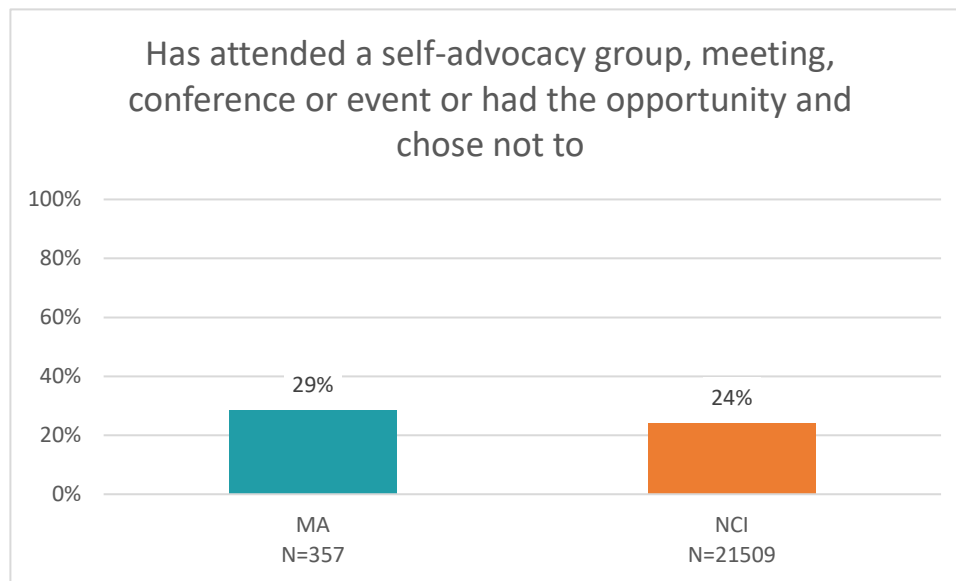
[Chart 98.](#) Has a place to be alone in the home



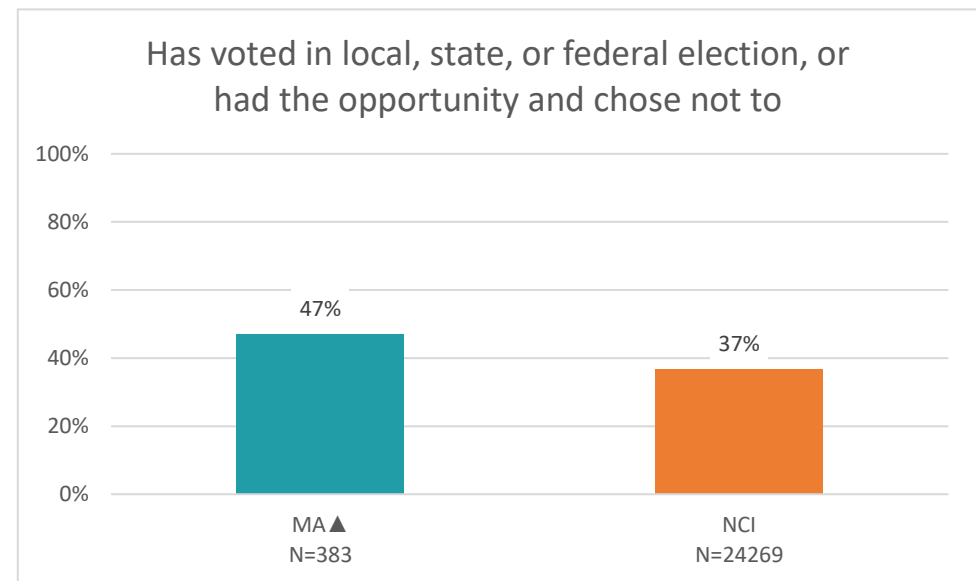
[Chart 99.](#) Staff treat person with respect



[Chart 100.](#) Has attended a self-advocacy group, meeting, conference or event or had the opportunity and chose not to (proxy respondents were allowed for this question)



[Chart 101.](#) Has voted in local, state, or federal election, or had the opportunity and chose not to (proxy respondents were allowed for this question)



Tables for Rights and Respect

Table 59. Rights and Respect

| | | Yes | N |
|--|-----|-----|--------|
| Has a key to the home (<i>proxy respondents were allowed for this question</i>) | MA | 48% | 396 |
| | NCI | 47% | 24,893 |
| People (who do not live in the home) let the person know before entering home | MA | 91% | 309 |
| | NCI | 91% | 16,772 |
| Can lock bedroom (<i>proxy respondents were allowed for this question</i>) | MA▲ | 65% | 382 |
| | NCI | 48% | 23,416 |
| People let the person know before entering person's bedroom | MA | 86% | 289 |
| | NCI | 84% | 16,326 |
| Others read mail or email without asking ~ | MA▲ | 20% | 287 |
| | NCI | 12% | 15,336 |
| Can use phone and internet when s/he wants | MA | 94% | 296 |
| | NCI | 91% | 15,988 |
| Can be alone with friends or visitors at home | MA▲ | 89% | 271 |
| | NCI | 83% | 15,210 |
| There are rules about having friends or visitors at home ~^ | MA▼ | 26% | 259 |
| | NCI | 34% | 14,628 |
| Has a place to be alone in the home | MA▲ | 98% | 314 |
| | NCI | 96% | 17,042 |
| Staff treat person with respect | MA | 94% | 290 |
| | NCI | 93% | 14,773 |
| Has attended a self-advocacy group, meeting, conference or event or had the opportunity and chose not to (<i>proxy respondents were allowed for this question</i>) | MA | 29% | 357 |
| | NCI | 24% | 21,509 |
| Has voted in local, state, or federal election, or had the opportunity and chose not to (<i>proxy respondents were allowed for this question</i>) | MA▲ | 47% | 383 |
| | NCI | 37% | 24,269 |

~A lower average indicates a lower percentage of people report others open mail or email without asking.

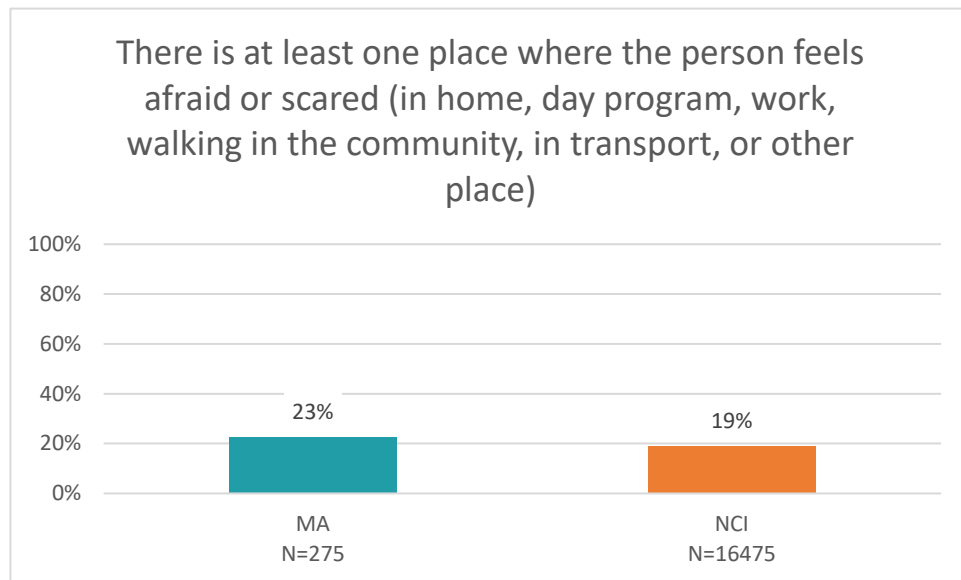
~^A lower average indicates a lower percentage of people report rules about having friends or visitors at home.

Safety

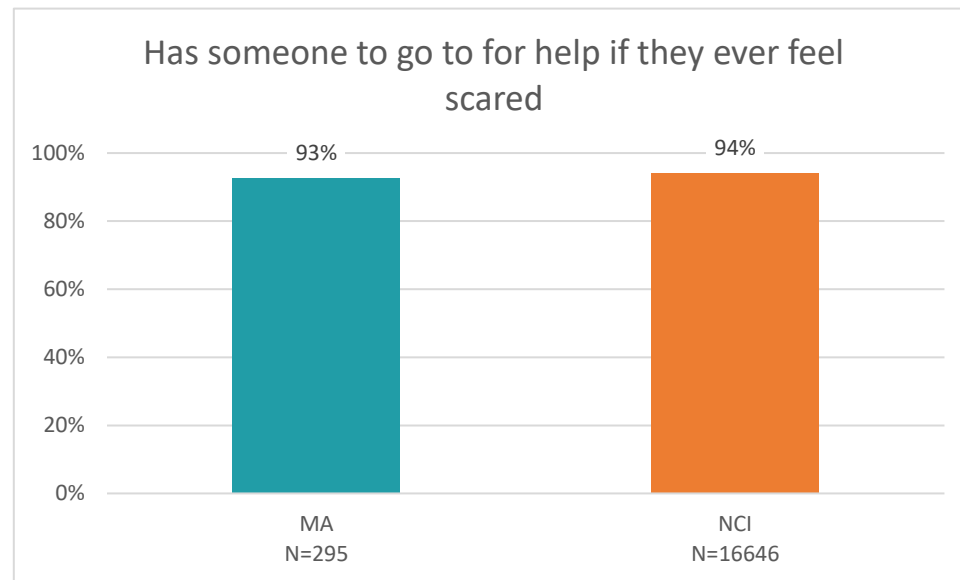
People are safe from abuse, neglect, and injury.

Charts for Safety

[Chart 102](#). There is at least one place where the person feels afraid or scared (in home, day program, work, walking in the community, in transport, or other place) ~



[Chart 103](#). Has someone to go to for help if they ever feel scared



~A lower percentage indicates a lower proportion of people indicating that there is a place they feel afraid.

Tables for Safety

Table 60. Safety

| | | Yes | N |
|--|-----|-----|--------|
| There is at least one place where the person feels afraid or scared (<i>in home, day program, work, walking in the community, in transport, or other place</i>) [~] | MA | 23% | 275 |
| | NCI | 19% | 16,475 |
| Has someone to go to for help if they ever feel scared | MA | 93% | 295 |
| | NCI | 94% | 16,646 |

[~]A lower percentage indicates a lower proportion of people indicating that there is a place they feel afraid.