

# National Core Indicators® 2018-19 In-Person Survey (IPS) Report

## Access

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

What to know about the presentation of Access data:



### Charts with un-collapsed weighted NCI average

Here's what [collapsed](#) data are



### State and weighted NCI averages

The number of respondents (N) is not weighted

Here's what [weighting](#) data means for comparisons

## Access

|   |    |
|---|----|
| Table 1. Has a way to get places need to go ('yes, almost always' responses only) .....   | 6  |
| Table 2. Has a way to get places when wants to do something outside of home ('yes, almost always' responses only) .....   | 8  |
| Table 3. Staff have right training to meet person's needs (only proxy respondents who <i>were not staff</i> were allowed for this question; 'yes' responses only) ..... | 10 |
| Table 4. Additional services needed (proxy respondents were allowed for this question) .....  | 12 |
| Table 5. Additional services needed (continued; proxy respondents were allowed for this question) .....   | 14 |
| Table 6. Additional services needed (continued; proxy respondents were allowed for this question) .....   | 16 |

## Where do these data come from?

All items in this section were collected as part of the face-to-face survey. Information comes directly from the person receiving services, or for some select questions, from a “proxy” respondent. A proxy respondent is someone who knows the person well (e.g., a family member), proxy respondents may not be a case manager/service coordinator. Items that allow for proxy respondents are noted in the table title.

Read more about why we allow proxy respondents for select questions in the IPS in the Overview chapter of this report.

Items in this chapter are a part of the NCI System Performance domain (or topic area) and comprise the “Access” sub-domain (a specific area of concern within the domain). The Access sub-domain includes items that help determine whether “publicly funded services are readily available to individuals who need and qualify for them”. Read more about NCI domains and sub-domains in the Overview chapter of this report.

## What are “collapsed” data?

Many questions in the IPS allow respondents to answer a question with “middle” response like “maybe”, “sometimes” or “in-between”. The tables in this section present collapsed data. That means that two or more response options are grouped together if they are considered to reflect a positive outcome. The table titles explain which options were grouped.

To see the breakout of responses for each option, please see Appendix C.

## What is weighting and why do we do it?

The NCI averages are “weighted” to reflect the states’ relative population and sample sizes. We created the weights using the state’s number of valid surveys and its total survey-eligible population. This way, a state that provides services to a larger number of people but uses a sample similar in size to other states has a greater influence on the overall NCI average (that is, its contribution is *proportional to its service population*).

Some states—in this survey year, **IN, MN, TX and WI**—intentionally oversampled one or more subpopulations

or geographical regions to get more focused insights, so their weights are calculated slightly differently (using the number of completed surveys and service population sizes in each subpopulation or region). You can read more about this in the Methodology section of the Overview chapter.

The number of respondents (N) for each question *is not* weighted.

## Presentation of state and weighted NCI averages

### Averages

For the most part, the state outcomes are shown in descending order of percentage and are categorized as statistically significantly above the NCI Average, within the range of the NCI Average, or significantly below the NCI Average. Statistical significance is taken to be at or below the .01 level. For those states that fall within the NCI Average range, their ‘always’ or ‘yes’ response was not statistically different from the NCI Average. Other tables show the states listed in alphabetical order and are not tested for significance.

Tables that show significance also break out average results for each state by the type of residence: ICF/IID or other institutional settings, group residence, own home, parent/relative’s home, foster or host home. Figure A on the following page shows, by state, the percentage of people surveyed in each residence type. Please note though that:

- Significance testing was not performed on the breakouts by residence
- The number of people in each residential setting is often too small to allow for valid state-to-state comparisons
- And in many cases, statistically valid conclusions cannot be drawn about differences in results between residence types

Still, we provide this information for states’ internal purposes. It should not be used to compare one state with another.

To protect people’s privacy, we do not show the data when fewer than 20 people from a state or residence type responded to a question (though their responses are included in the NCI average).

Figure A. Percentage of people surveyed in each residence type by state

| State                 | ICF/IID, Nursing Facility and Other Institutional Settings | Community-based Group Residential Settings | Own Home or Apartment | Parent's or Relative's Home | Foster Care or Host Home | N             |
|-----------------------|--|--|-----------------------|-----------------------------|--------------------------|---------------|
| AL                    | 0%   | 62%  | 5%                    | 33%                         | 0%                       | 377           |
| AZ                    | 1%   | 18%  | 6%                    | 67%                         | 8%                       | 411           |
| AR                    | 0%   | 19%  | 39%                   | 39%                         | 4%                       | 505           |
| CO                    | 0%   | 16%  | 17%                   | 45%                         | 22%                      | 649           |
| CT                    | 6%   | 41%  | 16%                   | 34%                         | 4%                       | 384           |
| DE                    | 0%   | 58%  | 7%                    | 28%                         | 6%                       | 322           |
| FL                    | 0%   | 30%  | 18%                   | 51%                         | 1%                       | 867           |
| GA                    | 0%   | 28%  | 12%                   | 53%                         | 6%                       | 474           |
| HI                    | 0%   | 12%  | 4%                    | 57%                         | 27%                      | 360           |
| IN                    | 0%   | 0%   | 34%                   | 64%                         | 2%                       | 742           |
| KS                    | 0%   | 45%  | 24%                   | 26%                         | 5%                       | 401           |
| KY                    | 6%   | 36%  | 8%                    | 35%                         | 15%                      | 428           |
| ME                    | 2%   | 31%  | 22%                   | 22%                         | 23%                      | 392           |
| MI                    | 0%   | 45%  | 22%                   | 28%                         | 4%                       | 646           |
| MN                    | 7%   | 50%  | 11%                   | 28%                         | 4%                       | 2,061         |
| MO                    | 1%   | 16%  | 47%                   | 32%                         | 4%                       | 401           |
| NE                    | 8%   | 36%  | 21%                   | 24%                         | 11%                      | 396           |
| NV                    | 0%   | 59%  | 15%                   | 22%                         | 4%                       | 408           |
| NH                    | 0%   | 13%  | 11%                   | 39%                         | 38%                      | 397           |
| NJ                    | 0%   | 34%  | 12%                   | 54%                         | 0%                       | 511           |
| NY                    | 13%  | 85%  | 0%                    | 0%                          | 2%                       | 448           |
| NC                    | 14%  | 20%  | 7%                    | 54%                         | 6%                       | 627           |
| OH                    | 4%   | 19%  | 27%                   | 48%                         | 1%                       | 719           |
| OK                    | 0%   | 47%  | 23%                   | 29%                         | 2%                       | 400           |
| OR                    | 0%   | 28%  | 20%                   | 34%                         | 19%                      | 420           |
| PA                    | 8%   | 30%  | 16%                   | 43%                         | 4%                       | 670           |
| RI                    | 0%   | 35%  | 17%                   | 36%                         | 12%                      | 319           |
| SC                    | 2%   | 37%  | 16%                   | 45%                         | 0%                       | 483           |
| SD                    | 0%   | 48%  | 40%                   | 11%                         | 1%                       | 348           |
| TN                    | 3%   | 33%  | 33%                   | 24%                         | 8%                       | 402           |
| TX                    | 17%  | 25%  | 5%                    | 33%                         | 20%                      | 2,338         |
| UT                    | 7%   | 32%  | 11%                   | 42%                         | 9%                       | 369           |
| VT                    | 0%   | 9%   | 12%                   | 31%                         | 48%                      | 342           |
| VA                    | 2%   | 46%  | 7%                    | 37%                         | 8%                       | 805           |
| WA                    | 0%   | 14%  | 34%                   | 47%                         | 5%                       | 438           |
| WI                    | 2%   | 21%  | 33%                   | 39%                         | 5%                       | 860           |
| WY                    | 0%   | 21%  | 39%                   | 36%                         | 4%                       | 291           |
| <b>Weighted Total</b> | <b>4%</b>  | <b>32%</b>                                 | <b>18%</b>            | <b>38%</b>                  | <b>7%</b>                | <b>21,411</b> |

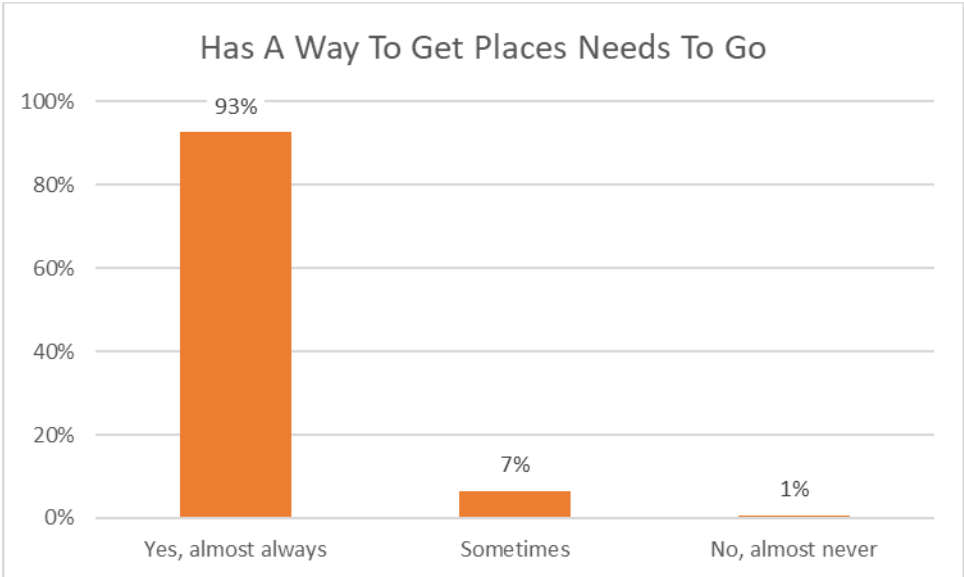


Table 1. Has a way to get places need to go ('yes, almost always' responses only)

**Significantly Above Weighted NCI Average**

| State | Average Within State | N     | ICF/IID. Nursing Facility and Other Institutional Settings | Community-based Group Residential Settings | Own Home or Apartment | Parent's or Relative's Home | Foster Care or Host Home |
|-------|----------------------|-------|--|--|-----------------------|-----------------------------|--------------------------|
| OK    | 99%                  | 262   | n/a  | 100%                                       | 97%                   | 98%                         | n/a                      |
| KS    | 98%                  | 262   | n/a  | 97%  | 99%                   | 100%                        | n/a                      |
| TN    | 98%                  | 320   | n/a  | 98%  | 98%                   | 99%                         | 100%                     |
| AR    | 98%                  | 384   | n/a  | 96%  | 98%                   | 98%                         | n/a                      |
| IN    | 97%                  | 504   | n/a  | n/a  | 96%                   | 98%                         | n/a                      |
| MO    | 97%                  | 277   | n/a  | 100%                                       | 96%                   | 96%                         | n/a                      |
| CT    | 96%                  | 256   | n/a  | 97%  | 95%                   | 98%                         | n/a                      |
| DE    | 96%                  | 220   | n/a  | 98%  | n/a                   | 94%                         | n/a                      |
| VT    | 96%                  | 253   | n/a  | 95%  | 86%                   | 96%                         | 99%                      |
| MN    | 96%                  | 1,570 | 95%  | 97%  | 93%                   | 98%                         | 100%                     |
| PA    | 96%                  | 455   | n/a  | 96%  | 94%                   | 96%                         | n/a                      |
| SC    | 95%                  | 479   | n/a  | 97%  | 95%                   | 95%                         | n/a                      |

**Within Weighted NCI Average**

| State                       | Average Within State | N             | ICF/IID. Nursing Facility and Other Institutional Settings | Community-based Group Residential Settings | Own Home or Apartment | Parent's or Relative's Home | Foster Care or Host Home |
|-----------------------------|----------------------|---------------|--|--|-----------------------|-----------------------------|--------------------------|
| AZ                          | 95%                  | 281           | n/a  | 87%  | 86%                   | 97%                         | 96%                      |
| VA                          | 94%                  | 503           | n/a  | 95%  | 92%                   | 93%                         | 96%                      |
| NC                          | 94%                  | 359           | 100%   | 94%  | 89%                   | 95%                         | 96%                      |
| KY                          | 94%                  | 264           | n/a  | 93%  | 96%                   | 96%                         | 98%                      |
| SD                          | 94%                  | 297           | n/a  | 96%  | 91%                   | 100%                        | n/a                      |
| CO                          | 94%                  | 470           | n/a  | 98%  | 86%                   | 96%                         | 95%                      |
| ME                          | 94%                  | 324           | n/a  | 96%  | 92%                   | 91%                         | 96%                      |
| OH                          | 94%                  | 516           | n/a  | 94%  | 92%                   | 95%                         | n/a                      |
| WY                          | 94%                  | 271           | n/a  | 98%  | 92%                   | 95%                         | n/a                      |
| HI                          | 93%                  | 161           | n/a  | n/a  | n/a                   | 94%                         | 94%                      |
| NE                          | 93%                  | 276           | n/a  | 98%  | 83%                   | 96%                         | 97%                      |
| NJ                          | 93%                  | 315           | n/a  | 96%  | 95%                   | 90%                         | n/a                      |
| RI                          | 93%                  | 272           | n/a  | 92%  | 94%                   | 90%                         | 97%                      |
| <b>Weighted NCI Average</b> | <b>93%</b>           | <b>14,734</b> | <b>88%</b>   | <b>93%</b>                                 | <b>92%</b>            | <b>94%</b>                  | <b>95%</b>               |
| WA                          | 93%                  | 287           | n/a  | 91%  | 92%                   | 94%                         | n/a                      |
| UT                          | 92%                  | 226           | n/a  | 89%  | 90%                   | 91%                         | 100%                     |
| OR                          | 90%                  | 282           | n/a  | 95%  | 88%                   | 87%                         | 91%                      |
| GA                          | 90%                  | 309           | n/a  | 90%  | 90%                   | 89%                         | 100%                     |
| AL                          | 89%                  | 343           | n/a  | 93%  | n/a                   | 82%                         | n/a                      |
| NY                          | 89%                  | 240           | n/a  | 90%  | n/a                   | n/a                         | n/a                      |
| NH                          | 88%                  | 297           | n/a  | 90%  | 89%                   | 88%                         | 86%                      |

**Significantly Below Weighted NCI Average**

| State | Average Within State | N     | ICF/IID. Nursing Facility and Other Institutional Settings | Community-based Group Residential Settings | Own Home or Apartment | Parent's or Relative's Home | Foster Care or Host Home |
|-------|----------------------|-------|--|--|-----------------------|-----------------------------|--------------------------|
| TX    | 91%                  | 1,279 | 86%  | 94%  | 85%                   | 90%                         | 94%                      |
| FL    | 89%                  | 542   | n/a  | 82%  | 92%                   | 91%                         | n/a                      |
| MI    | 88%                  | 397   | n/a  | 90%  | 86%                   | 88%                         | 86%                      |
| WI    | 87%                  | 638   | n/a  | 87%  | 87%                   | 90%                         | 97%                      |
| NV    | 86%                  | 343   | n/a  | 83%  | 93%                   | 87%                         | n/a                      |

### Has A Way To Get Places When Wants To Do Something Outside Of Home

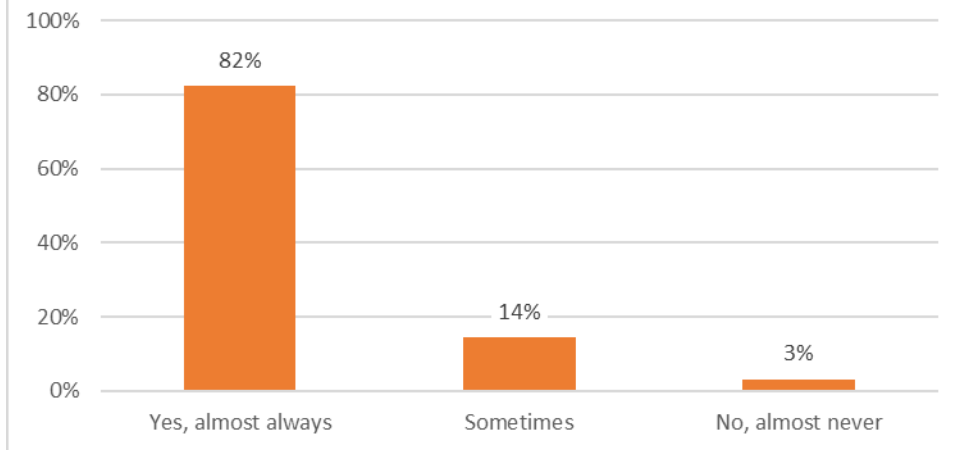


Table 2. Has a way to get places when wants to do something outside of home ('yes, almost always' responses only)

**Significantly Above Weighted NCI Average**

| State | Average Within State | N     | ICF/IID, Nursing Facility and Other Institutional Settings | Community-based Group Residential Settings | Own Home or Apartment | Parent's or Relative's Home | Foster Care or Host Home |
|-------|----------------------|-------|--|--|-----------------------|-----------------------------|--------------------------|
| TN    | 93%                  | 315   | n/a  | 96%  | 91%                   | 93%                         | 95%                      |
| MO    | 92%                  | 274   | n/a  | 92%  | 91%                   | 96%                         | n/a                      |
| OK    | 92%                  | 260   | n/a  | 90%  | 97%                   | 94%                         | n/a                      |
| KY    | 92%                  | 264   | n/a  | 93%  | 96%                   | 92%                         | 93%                      |
| IN    | 91%                  | 499   | n/a  | n/a  | 90%                   | 93%                         | n/a                      |
| KS    | 90%                  | 258   | n/a  | 86%  | 89%                   | 95%                         | n/a                      |
| PA    | 89%                  | 456   | n/a  | 93%  | 87%                   | 89%                         | n/a                      |
| AR    | 89%                  | 385   | n/a  | 88%  | 92%                   | 84%                         | n/a                      |
| SD    | 88%                  | 292   | n/a  | 89%  | 84%                   | 97%                         | n/a                      |
| VA    | 87%                  | 499   | n/a  | 91%  | 90%                   | 80%                         | 94%                      |
| MN    | 87%                  | 1,560 | 86%  | 89%  | 89%                   | 84%                         | 87%                      |

**Within Weighted NCI Average**

| State                       | Average Within State | N             | ICF/IID, Nursing Facility and Other Institutional Settings | Community-based Group Residential Settings | Own Home or Apartment | Parent's or Relative's Home | Foster Care or Host Home |
|-----------------------------|----------------------|---------------|--|--|-----------------------|-----------------------------|--------------------------|
| UT                          | 87%                  | 223           | n/a  | 81%  | 94%                   | 90%                         | 88%                      |
| OH                          | 86%                  | 512           | n/a  | 86%  | 85%                   | 87%                         | n/a                      |
| CT                          | 86%                  | 252           | n/a  | 88%  | 84%                   | 84%                         | n/a                      |
| WA                          | 86%                  | 290           | n/a  | 77%  | 86%                   | 86%                         | n/a                      |
| HI                          | 85%                  | 160           | n/a  | n/a  | n/a                   | 83%                         | 84%                      |
| NC                          | 85%                  | 347           | n/a  | 85%  | 69%                   | 88%                         | 80%                      |
| WY                          | 84%                  | 268           | n/a  | 88%  | 85%                   | 85%                         | n/a                      |
| SC                          | 84%                  | 472           | n/a  | 84%  | 92%                   | 81%                         | n/a                      |
| DE                          | 84%                  | 218           | n/a  | 84%  | n/a                   | 88%                         | n/a                      |
| <b>Weighted NCI Average</b> | <b>82%</b>           | <b>14,567</b> | <b>72%</b>   | <b>81%</b>                                 | <b>83%</b>            | <b>84%</b>                  | <b>83%</b>               |
| VT                          | 82%                  | 249           | n/a  | 80%  | 76%                   | 83%                         | 83%                      |
| AZ                          | 82%                  | 269           | n/a  | 67%  | 85%                   | 84%                         | 89%                      |
| CO                          | 82%                  | 466           | n/a  | 73%  | 75%                   | 85%                         | 89%                      |
| FL                          | 81%                  | 531           | n/a  | 73%  | 83%                   | 85%                         | n/a                      |
| NV                          | 80%                  | 339           | n/a  | 75%  | 88%                   | 86%                         | n/a                      |
| GA                          | 80%                  | 307           | n/a  | 85%  | 86%                   | 75%                         | 90%                      |
| RI                          | 80%                  | 267           | n/a  | 82%  | 78%                   | 74%                         | 88%                      |
| MI                          | 79%                  | 391           | n/a  | 79%  | 76%                   | 82%                         | 76%                      |
| NJ                          | 79%                  | 310           | n/a  | 78%  | 80%                   | 78%                         | n/a                      |
| OR                          | 78%                  | 275           | n/a  | 78%  | 82%                   | 78%                         | 71%                      |

**Significantly Below Weighted NCI Average**

| State | Average Within State | N     | ICF/IID, Nursing Facility and Other Institutional Settings | Community-based Group Residential Settings | Own Home or Apartment | Parent's or Relative's Home | Foster Care or Host Home |
|-------|----------------------|-------|--|--|-----------------------|-----------------------------|--------------------------|
| ME    | 76%                  | 324   | n/a  | 73%  | 73%                   | 81%                         | 77%                      |
| NY    | 74%                  | 239   | n/a  | 74%  | n/a                   | n/a                         | n/a                      |
| AL    | 74%                  | 339   | n/a  | 84%  | n/a                   | 57%                         | n/a                      |
| TX    | 73%                  | 1,261 | 66%  | 63%  | 71%                   | 78%                         | 80%                      |
| WI    | 71%                  | 632   | n/a  | 66%  | 71%                   | 81%                         | 81%                      |
| NE    | 66%                  | 271   | n/a  | 66%  | 60%                   | 75%                         | 53%                      |
| NH    | 57%                  | 293   | n/a  | 52%  | 61%                   | 60%                         | 55%                      |



### Staff Have The Right Training To Meet Person's Needs

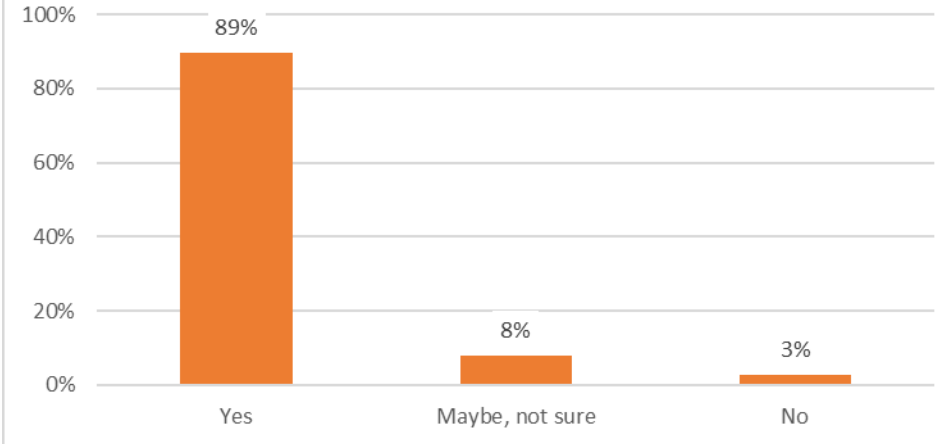


Table 3. Staff have right training to meet person’s needs (only proxy respondents who were *not staff* were allowed for this question; ‘yes’ responses only)

**Significantly Above Weighted NCI Average**

| State | Average Within State | N   | ICF/IID, Nursing Facility and Other Institutional Settings | Community-based Group Residential Settings | Own Home or Apartment | Parent’s or Relative’s Home | Foster Care or Host Home |
|-------|----------------------|-----|--|--|-----------------------|-----------------------------|--------------------------|
| AL    | 97%                  | 307 | n/a  | 98%  | n/a                   | 97%                         | n/a                      |
| TN    | 97%                  | 301 | n/a  | 100%                                       | 94%                   | 99%                         | 95%                      |
| PA    | 96%                  | 413 | n/a  | 95%  | 96%                   | 96%                         | n/a                      |
| KY    | 96%                  | 294 | n/a  | 93%  | 96%                   | 99%                         | 92%                      |
| AR    | 95%                  | 446 | n/a  | 99%  | 93%                   | 96%                         | n/a                      |
| VT    | 95%                  | 256 | n/a  | n/a  | 94%                   | 95%                         | 95%                      |
| OK    | 94%                  | 250 | n/a  | 93%  | 97%                   | 94%                         | n/a                      |
| GA    | 94%                  | 305 | n/a  | 90%  | 96%                   | 95%                         | n/a                      |
| SC    | 94%                  | 441 | n/a  | 93%  | 95%                   | 94%                         | n/a                      |

**Within Weighted NCI Average**

| State                       | Average Within State | N             | ICF/IID, Nursing Facility and Other Institutional Settings | Community-based Group Residential Settings | Own Home or Apartment | Parent’s or Relative’s Home | Foster Care or Host Home |
|-----------------------------|----------------------|---------------|--|--|-----------------------|-----------------------------|--------------------------|
| DE                          | 92%                  | 164           | n/a  | 88%  | n/a                   | 95%                         | n/a                      |
| MO                          | 92%                  | 248           | n/a  | 88%  | 96%                   | 90%                         | n/a                      |
| IN                          | 92%                  | 640           | n/a  | n/a  | 92%                   | 92%                         | n/a                      |
| NC                          | 92%                  | 454           | n/a  | 93%  | 97%                   | 90%                         | n/a                      |
| FL                          | 92%                  | 670           | n/a  | 87%  | 95%                   | 92%                         | n/a                      |
| ME                          | 91%                  | 302           | n/a  | 89%  | 94%                   | 87%                         | 92%                      |
| UT                          | 91%                  | 257           | n/a  | 83%  | 96%                   | 94%                         | n/a                      |
| WA                          | 91%                  | 310           | n/a  | 87%  | 89%                   | 92%                         | n/a                      |
| KS                          | 90%                  | 276           | n/a  | 86%  | 95%                   | 95%                         | n/a                      |
| CT                          | 90%                  | 210           | n/a  | 86%  | 92%                   | 91%                         | n/a                      |
| <b>Weighted NCI Average</b> | <b>89%</b>           | <b>15,467</b> | <b>85%</b>   | <b>88%</b>                                 | <b>90%</b>            | <b>90%</b>                  | <b>91%</b>               |
| OH                          | 89%                  | 483           | n/a  | 90%  | 87%                   | 91%                         | n/a                      |
| MN                          | 89%                  | 1,545         | 90%  | 86%  | 90%                   | 92%                         | 95%                      |
| AZ                          | 89%                  | 304           | n/a  | 88%  | n/a                   | 90%                         | 96%                      |
| VA                          | 88%                  | 583           | n/a  | 88%  | 91%                   | 85%                         | 98%                      |
| NJ                          | 88%                  | 305           | n/a  | 86%  | 74%                   | 92%                         | n/a                      |
| RI                          | 87%                  | 277           | n/a  | 92%  | 92%                   | 83%                         | 85%                      |
| MI                          | 87%                  | 343           | n/a  | 87%  | 88%                   | 85%                         | n/a                      |
| SD                          | 87%                  | 225           | n/a  | 85%  | 88%                   | 92%                         | n/a                      |
| NE                          | 87%                  | 260           | n/a  | 91%  | 84%                   | 79%                         | 91%                      |
| WY                          | 86%                  | 265           | n/a  | 84%  | 87%                   | 88%                         | n/a                      |
| TX                          | 86%                  | 1,687         | 87%  | 87%  | 88%                   | 85%                         | 85%                      |
| HI                          | 85%                  | 244           | n/a  | n/a  | n/a                   | 85%                         | 83%                      |
| OR                          | 84%                  | 255           | n/a  | 90%  | 83%                   | 78%                         | 91%                      |
| NY                          | 83%                  | 228           | n/a  | 84%  | n/a                   | n/a                         | n/a                      |

**Significantly Below Weighted NCI Average**

| State | Average Within State | N   | ICF/IID, Nursing Facility and Other Institutional Settings | Community-based Group Residential Settings | Own Home or Apartment | Parent’s or Relative’s Home | Foster Care or Host Home |
|-------|----------------------|-----|--|--|-----------------------|-----------------------------|--------------------------|
| WI    | 85%                  | 720 | n/a  | 81%  | 86%                   | 87%                         | 91%                      |
| CO    | 83%                  | 560 | n/a  | 86%  | 83%                   | 82%                         | 88%                      |
| NV    | 83%                  | 339 | n/a  | 76%  | 89%                   | 91%                         | n/a                      |
| NH    | 82%                  | 300 | n/a  | 82%  | 84%                   | 78%                         | 86%                      |

## Additional Services Needed

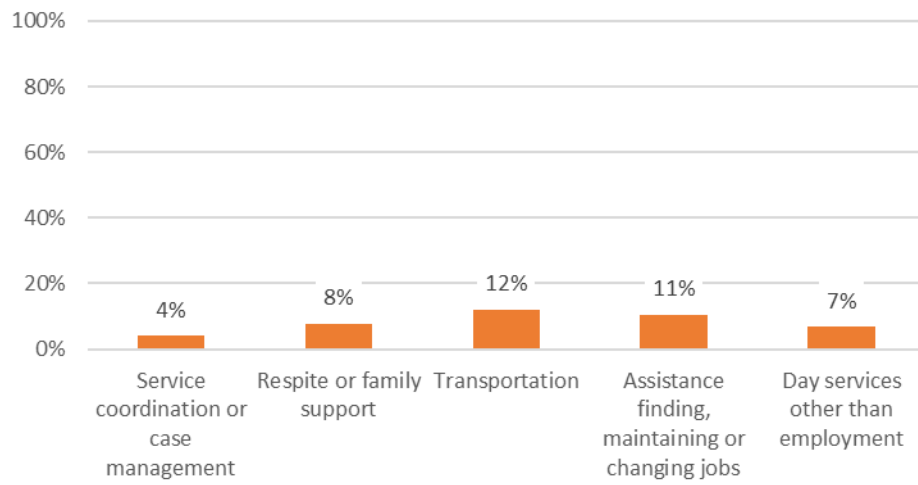


Table 4. Additional services needed (proxy respondents were allowed for this question)

Categories are not mutually exclusive

| State                       | Service Coordination or Case Management | Respite or Family Support | Transportation | Assistance Finding, Maintaining or Changing Jobs | Day Services (Not Employment) | N             |
|-----------------------------|---|---------------------------|----------------|--|-------------------------------|---------------|
| AL                          | 0%                                      | 2%                        | 6%             | 16%  | 2%                            | 376           |
| AZ                          | 1%                                      | 5%                        | 6%             | 6%   | 5%                            | 399           |
| AR                          | 6%                                      | 5%                        | 5%             | 6%   | 3%                            | 503           |
| CO                          | 8%                                      | 19%                       | 21%            | 16%  | 10%                           | 607           |
| CT                          | 7%                                      | 11%                       | 11%            | 11%  | 8%                            | 330           |
| DE                          | 23%                                     | 10%                       | 19%            | 23%  | 9%                            | 277           |
| FL                          | 1%                                      | 3%                        | 5%             | 4%   | 3%                            | 817           |
| GA                          | 0%                                      | 4%                        | 2%             | 2%   | 1%                            | 473           |
| HI                          | 2%                                      | 9%                        | 5%             | 8%   | 5%                            | 341           |
| IN                          | 0%                                      | 6%                        | 5%             | 4%   | 3%                            | 715           |
| KS                          | 1%                                      | 1%                        | 2%             | 1%   | 1%                            | 381           |
| KY                          | 3%                                      | 2%                        | 2%             | 4%   | 1%                            | 426           |
| ME                          | 1%                                      | 4%                        | 14%            | 10%  | 3%                            | 304           |
| MI                          | 9%                                      | 10%                       | 19%            | 16%  | 12%                           | 616           |
| MN                          | 4%                                      | 6%                        | 13%            | 11%  | 6%                            | 1,747         |
| MO                          | 1%                                      | 3%                        | 5%             | 7%   | 3%                            | 401           |
| NE                          | 0%                                      | 6%                        | 25%            | 7%   | 2%                            | 396           |
| NV                          | 5%                                      | 2%                        | 18%            | 18%  | 5%                            | 396           |
| NH                          | 4%                                      | 15%                       | 18%            | 22%  | 6%                            | 358           |
| NJ                          | 10%                                     | 15%                       | 20%            | 12%  | 10%                           | 500           |
| NY                          | 7%                                      | 5%                        | 15%            | 17%  | 9%                            | 352           |
| NC                          | 5%                                      | 15%                       | 12%            | 12%  | 7%                            | 620           |
| OH                          | 4%                                      | 8%                        | 15%            | 11%  | 6%                            | 712           |
| OK                          | 3%                                      | 5%                        | 5%             | 6%   | 5%                            | 398           |
| OR                          | 11%                                     | 10%                       | 21%            | 20%  | 16%                           | 420           |
| PA                          | 4%                                      | 6%                        | 9%             | 8%   | 6%                            | 648           |
| RI                          | 5%                                      | 8%                        | 13%            | 17%  | 7%                            | 349           |
| SC                          | 4%                                      | 4%                        | 11%            | 16%  | 2%                            | 496           |
| SD                          | 1%                                      | 1%                        | 6%             | 7%   | 2%                            | 321           |
| TN                          | 0%                                      | 1%                        | 2%             | 4%   | 2%                            | 386           |
| TX                          | 3%                                      | 13%                       | 11%            | 10%  | 7%                            | 2,383         |
| UT                          | 1%                                      | 5%                        | 6%             | 7%   | 3%                            | 363           |
| VT                          | 9%                                      | 27%                       | 21%            | 29%  | 18%                           | 266           |
| VA                          | 2%                                      | 10%                       | 8%             | 12%  | 7%                            | 800           |
| WA                          | 5%                                      | 6%                        | 11%            | 7%   | 14%                           | 418           |
| WI                          | 5%                                      | 15%                       | 32%            | 18%  | 13%                           | 784           |
| WY                          | 2%                                      | 8%                        | 21%            | 19%  | 11%                           | 254           |
| <b>Weighted NCI Average</b> | <b>4%</b>                               | <b>8%</b>                 | <b>12%</b>     | <b>11%</b>                                       | <b>7%</b>                     | <b>20,333</b> |

### Additional Services Needed (Continued)

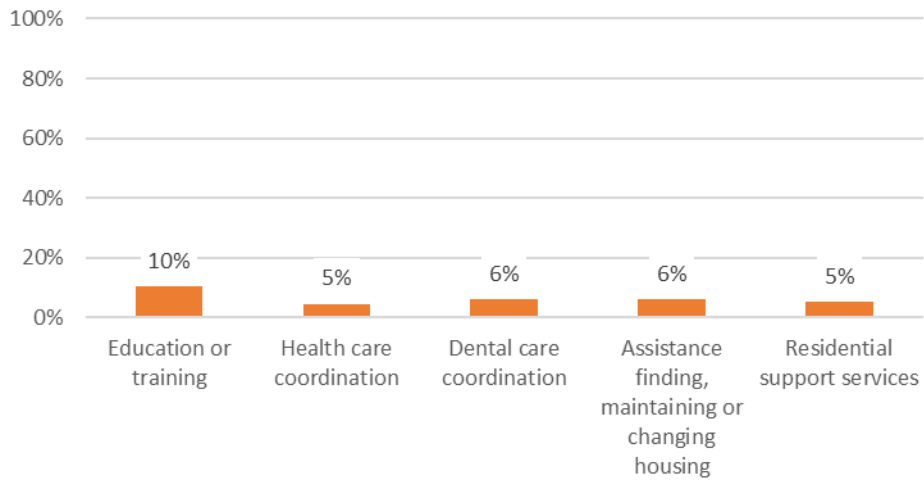


Table 5. Additional services needed (continued; proxy respondents were allowed for this question)

Categories are not mutually exclusive

| State                       | Education or Training | Health Care Coordination | Dental Care Coordination | Assistance Finding, Maintaining or Changing Housing | Residential Support Services | N             |
|-----------------------------|-----------------------|--------------------------|--------------------------|---|------------------------------|---------------|
| AL                          | 1%                    | 2%                       | 0%                       | 9%  | 2%                           | 376           |
| AZ                          | 8%                    | 4%                       | 6%                       | 2%  | 3%                           | 399           |
| AR                          | 4%                    | 3%                       | 4%                       | 2%  | 3%                           | 503           |
| CO                          | 21%                   | 11%                      | 14%                      | 7%  | 11%                          | 607           |
| CT                          | 14%                   | 7%                       | 6%                       | 8%  | 7%                           | 330           |
| DE                          | 23%                   | 11%                      | 21%                      | 15%   | 9%                           | 277           |
| FL                          | 1%                    | 1%                       | 4%                       | 1%  | 2%                           | 817           |
| GA                          | 0%                    | 1%                       | 2%                       | 1%  | 2%                           | 473           |
| HI                          | 6%                    | 5%                       | 9%                       | 4%  | 4%                           | 341           |
| IN                          | 1%                    | 0%                       | 0%                       | 1%  | 6%                           | 715           |
| KS                          | 0%                    | 2%                       | 1%                       | 1%  | 2%                           | 381           |
| KY                          | 1%                    | 0%                       | 0%                       | 2%  | 0%                           | 426           |
| ME                          | 4%                    | 1%                       | 4%                       | 3%  | 3%                           | 304           |
| MI                          | 12%                   | 6%                       | 10%                      | 10%   | 11%                          | 616           |
| MN                          | 10%                   | 3%                       | 5%                       | 8%  | 7%                           | 1,747         |
| MO                          | 4%                    | 1%                       | 3%                       | 3%  | 1%                           | 401           |
| NE                          | 7%                    | 2%                       | 1%                       | 5%  | 8%                           | 396           |
| NV                          | 18%                   | 10%                      | 12%                      | 11%   | 2%                           | 396           |
| NH                          | 23%                   | 4%                       | 7%                       | 7%  | 3%                           | 358           |
| NJ                          | 8%                    | 7%                       | 6%                       | 11%   | 10%                          | 500           |
| NY                          | 15%                   | 6%                       | 6%                       | 11%   | 8%                           | 352           |
| NC                          | 18%                   | 5%                       | 7%                       | 6%  | 6%                           | 620           |
| OH                          | 14%                   | 5%                       | 6%                       | 5%  | 6%                           | 712           |
| OK                          | 4%                    | 1%                       | 2%                       | 3%  | 4%                           | 398           |
| OR                          | 20%                   | 12%                      | 13%                      | 12%   | 6%                           | 420           |
| PA                          | 8%                    | 4%                       | 5%                       | 7%  | 5%                           | 648           |
| RI                          | 18%                   | 5%                       | 4%                       | 6%  | 3%                           | 349           |
| SC                          | 13%                   | 6%                       | 8%                       | 14%   | 3%                           | 496           |
| SD                          | 7%                    | 5%                       | 4%                       | 5%  | 2%                           | 321           |
| TN                          | 4%                    | 1%                       | 2%                       | 3%  | 1%                           | 386           |
| TX                          | 12%                   | 7%                       | 7%                       | 5%  | 6%                           | 2,383         |
| UT                          | 7%                    | 2%                       | 2%                       | 2%  | 1%                           | 363           |
| VT                          | 27%                   | 9%                       | 7%                       | 9%  | 5%                           | 266           |
| VA                          | 11%                   | 6%                       | 11%                      | 5%  | 4%                           | 800           |
| WA                          | 12%                   | 3%                       | 5%                       | 6%  | 4%                           | 418           |
| WI                          | 20%                   | 7%                       | 17%                      | 10%   | 8%                           | 784           |
| WY                          | 26%                   | 7%                       | 7%                       | 10%   | 7%                           | 254           |
| <b>Weighted NCI Average</b> | <b>10%</b>            | <b>5%</b>                | <b>6%</b>                | <b>6%</b>   | <b>5%</b>                    | <b>20,333</b> |

### Additional Services Needed (Continued)

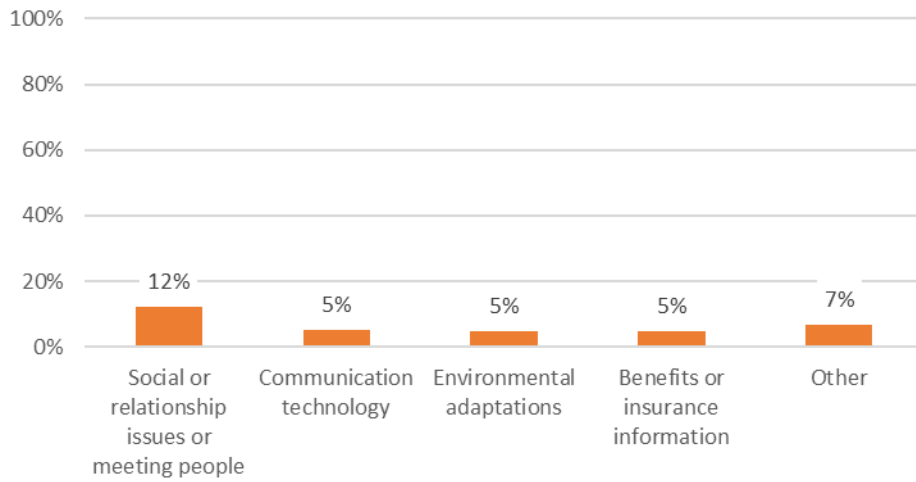


Table 6. Additional services needed (continued; proxy respondents were allowed for this question)

Categories are not mutually exclusive

| State                       | Social or Relationships Issues or Meeting People | Communication Technology | Environmental Adaptations | Benefits and Insurance Information | Other     | N             |
|-----------------------------|--|--------------------------|---------------------------|------------------------------------|-----------|---------------|
| AL                          | 6%   | 1%                       | 1%                        | 1%                                 | 3%        | 376           |
| AZ                          | 6%   | 5%                       | 4%                        | 4%                                 | 4%        | 399           |
| AR                          | 4%   | 3%                       | 3%                        | 4%                                 | 7%        | 503           |
| CO                          | 23%  | 8%                       | 9%                        | 10%                                | 9%        | 607           |
| CT                          | 14%  | 5%                       | 4%                        | 5%                                 | 5%        | 330           |
| DE                          | 22%  | 14%                      | 8%                        | 19%                                | 16%       | 277           |
| FL                          | 4%   | 1%                       | 1%                        | 1%                                 | 6%        | 817           |
| GA                          | 1%   | 2%                       | 0%                        | 0%                                 | 1%        | 473           |
| HI                          | 9%   | 5%                       | 5%                        | 7%                                 | 8%        | 341           |
| IN                          | 7%   | 2%                       | 1%                        | 1%                                 | 9%        | 715           |
| KS                          | 1%   | 1%                       | 0%                        | 1%                                 | 4%        | 381           |
| KY                          | 2%   | 1%                       | 0%                        | 1%                                 | 1%        | 426           |
| ME                          | 6%   | 2%                       | 2%                        | 1%                                 | 3%        | 304           |
| MI                          | 16%  | 6%                       | 5%                        | 10%                                | 11%       | 616           |
| MN                          | 12%  | 3%                       | 2%                        | 3%                                 | 6%        | 1,747         |
| MO                          | 5%   | 3%                       | 2%                        | 1%                                 | 3%        | 401           |
| NE                          | 11%  | 3%                       | 2%                        | 2%                                 | 7%        | 396           |
| NV                          | 22%  | 4%                       | 1%                        | 8%                                 | 4%        | 396           |
| NH                          | 25%  | 6%                       | 6%                        | 6%                                 | 24%       | 358           |
| NJ                          | 15%  | 5%                       | 6%                        | 4%                                 | 5%        | 500           |
| NY                          | 12%  | 8%                       | 6%                        | 6%                                 | 2%        | 352           |
| NC                          | 16%  | 10%                      | 10%                       | 5%                                 | 13%       | 620           |
| OH                          | 14%  | 4%                       | 5%                        | 4%                                 | 5%        | 712           |
| OK                          | 5%   | 2%                       | 2%                        | 6%                                 | 12%       | 398           |
| OR                          | 27%  | 8%                       | 8%                        | 15%                                | 15%       | 420           |
| PA                          | 11%  | 3%                       | 3%                        | 3%                                 | 5%        | 648           |
| RI                          | 16%  | 9%                       | 5%                        | 3%                                 | 5%        | 349           |
| SC                          | 19%  | 4%                       | 1%                        | 3%                                 | 2%        | 496           |
| SD                          | 5%   | 2%                       | 1%                        | 2%                                 | 2%        | 321           |
| TN                          | 9%   | 2%                       | 3%                        | 1%                                 | 8%        | 386           |
| TX                          | 11%  | 8%                       | 8%                        | 6%                                 | 13%       | 2,383         |
| UT                          | 8%   | 4%                       | 4%                        | 1%                                 | 2%        | 363           |
| VT                          | 24%  | 12%                      | 8%                        | 4%                                 | 6%        | 266           |
| VA                          | 13%  | 10%                      | 7%                        | 4%                                 | 9%        | 800           |
| WA                          | 21%  | 9%                       | 5%                        | 2%                                 | 8%        | 418           |
| WI                          | 19%  | 7%                       | 10%                       | 11%                                | 5%        | 784           |
| WY                          | 26%  | 7%                       | 10%                       | 9%                                 | 9%        | 254           |
| <b>Weighted NCI Average</b> | <b>12%</b>                                       | <b>5%</b>                | <b>5%</b>                 | <b>5%</b>                          | <b>7%</b> | <b>20,333</b> |