

# National Core Indicators™ Adult Consumer Survey

Arizona Report

2015-2016 Data



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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 2015-16 a total of 45 states, the District of Columbia, and 22 sub-state entities were participating in NCI.

## **What is the NCI Adult Consumer Survey?**

The NCI Adult Consumer 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.

Interviewers meet with individuals to ask questions about where they live and work, the kinds of choices they make, the activities they participate in within their communities, their relationships with friends and family, and their health and well-being.

## **What topics are covered by the survey?**

The National Core Indicators are organized by “domains” or topics. These domains are further broken down into sub-domains, each of which has a statement that indicates the concerns being measured. Each sub-domain includes one or more “indicators” of how the state performs in this area. The table on the following page lists the domains, sub-domains, and concern statements addressed by the NCI Adult Consumer Survey indicators.

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

<b>Domain</b>	<b>Sub-Domain</b>	<b>Concern Statement</b>
<b>Individual Outcomes</b>	Work	People have support to find and maintain community integrated employment.
	Community Inclusion	People have support to participate in everyday community activities.
	Choice and Decision-Making	People make choices about their lives and are actively engaged in planning their services and supports.
	Self Determination	People have authority and are supported to direct and manage their own services.
	Relationships	People have friends and relationships.
	Satisfaction	People are satisfied with the services and supports they receive.
<b>Health, Welfare, and Rights</b>	Safety	People are safe from abuse, neglect, and injury.
	Health	People secure needed health services.
	Medications	Medications are managed effectively and appropriately.
	Wellness	People are supported to maintain healthy habits.
	Respect/Rights	People receive the same respect and protections as others in the community.
<b>System Performance</b>	Service Coordination	Service coordinators are accessible, responsive, and support the person's participation in service planning.
	Access	Publicly-funded services are readily available to individuals who need and qualify for them.



## How were people selected to participate?

Each state is instructed to attempt to complete a minimum of 400 surveys with a random sample of individuals age 18 or older who are receiving at least one publicly funded service besides case management. A sample size of 400 allows valid comparisons to be made across states with a 95% confidence level and a +/- 5% margin of error. Both the confidence level and margin of error used are widely accepted for reviewing results, regardless of population size. Most states draw a sample greater than 400 to account for refusals and inaccurate contact information. For more information on sampling, please see Appendix C of the national report, accessible at

<http://www.nationalcoreindicators.org/resources/reports/>

## Proxy Respondents

Proxy responses are allowed only for Section II (Community Inclusion, Choices, Respect/Rights, and Access to Needed Services), which is based on objective measures. Proxy respondents are used only when the individual 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.

## Limitations of Data

The NCI Adult Consumer Survey tool is not intended to be used for monitoring individuals or providers; instead, it assesses system-wide performance. The NCI Average should not be interpreted as necessarily defining “acceptable” levels of performance or satisfaction. Instead, it describes average levels of performance or satisfaction across the states. It is up to public managers, policy-makers, and other stakeholders to decide what is an acceptable or unacceptable result (i.e., scale score or percentage of individuals achieving the indicated outcome).

**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 two asterisks (\*\*) 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.

## What is contained in this report?

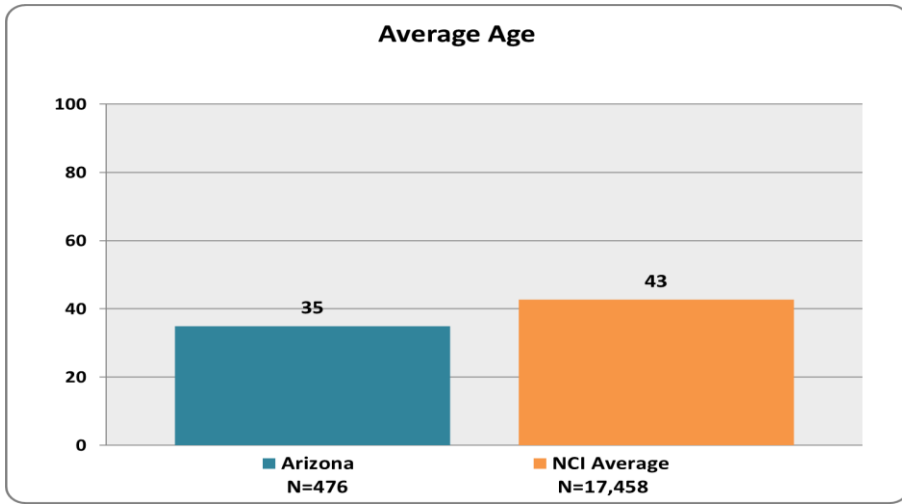
This report compares the 2015-16 NCI Adult Consumer Survey demographic and individual outcome results from Arizona to the NCI Average (the average of all state percentages). A total of 17,682 valid surveys were completed across thirty-six (36) states (including the District of Columbia). All results are shown in chart form along with descriptive text to the right of each outcome chart. **Please note**, if a state had fewer than 20 respondents to a certain question, the state is excluded from the analysis for that particular question.

The data shown in this report are unweighted and unadjusted. To see comparable data for all states, refer to Appendix D of the Adult Consumer Survey National Report. The national and state data results for the NCI Adult Consumer Survey can be found online at <http://www.nationalcoreindicators.org/resources/reports/>.

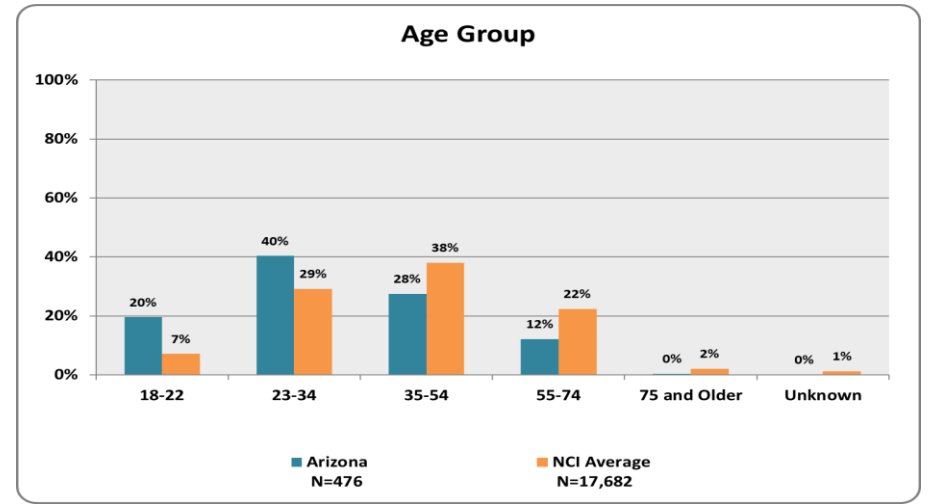
## Results: Demographics

*Illustrates the demographic profile of survey participants*

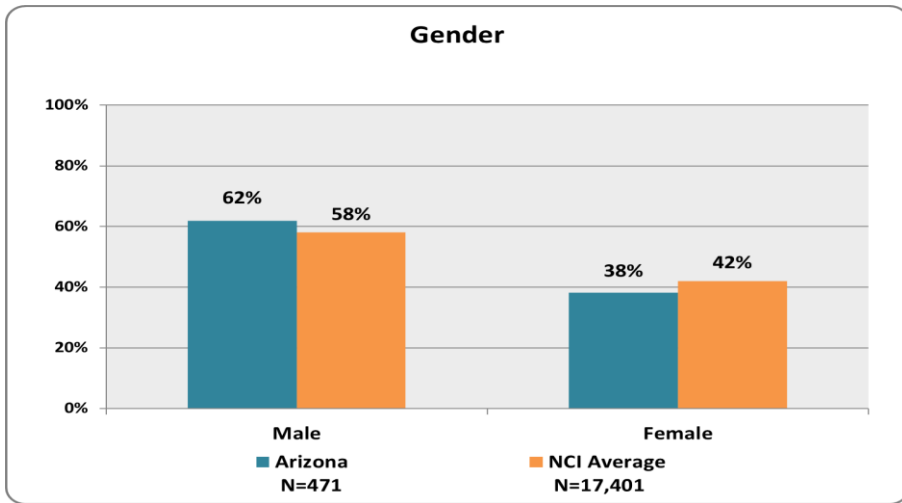
GRAPH 1.



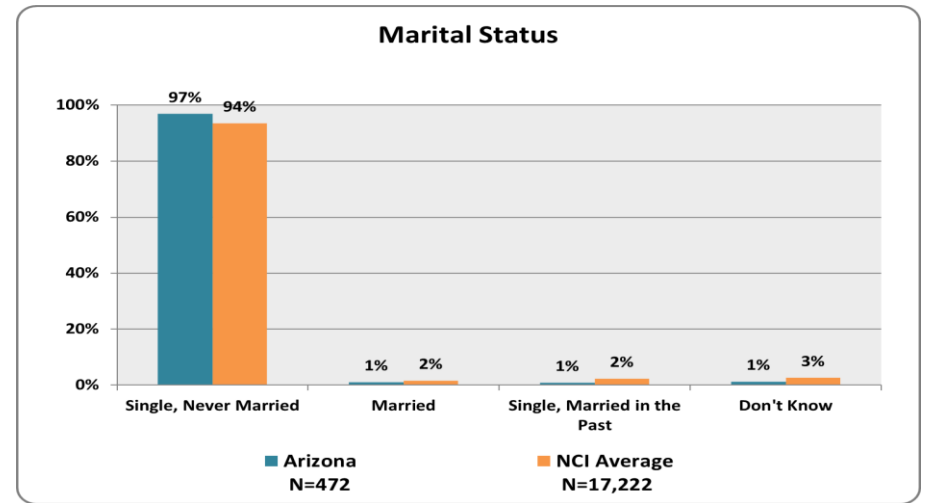
GRAPH 2. <sup>o</sup>



GRAPH 3.



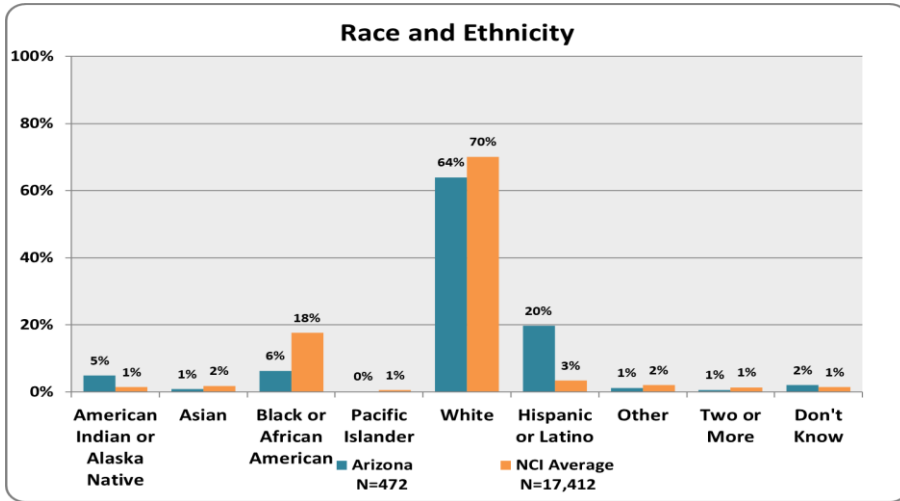
GRAPH 4. <sup>o</sup> \*\*



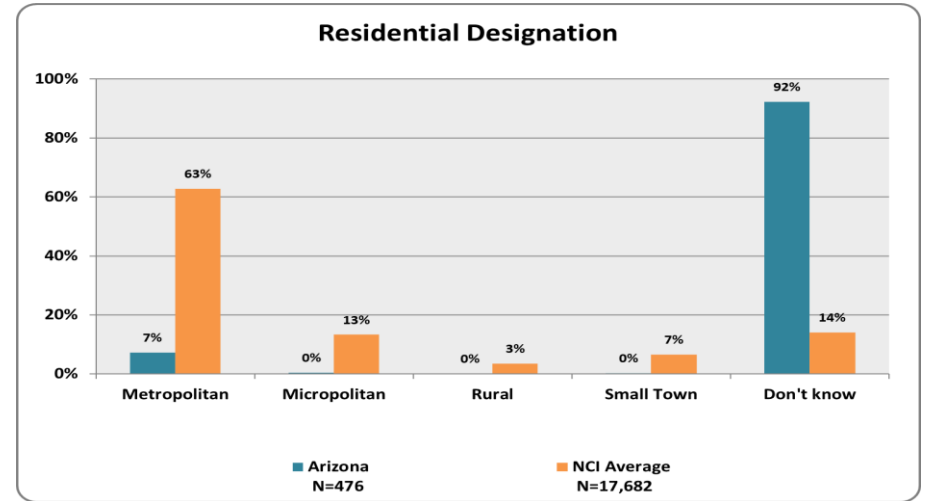
<sup>o</sup>New variable to reporting

\*\*This item includes data from states with 25% or more “don’t know” or missing responses; see the national ACS report for a break-out by state.

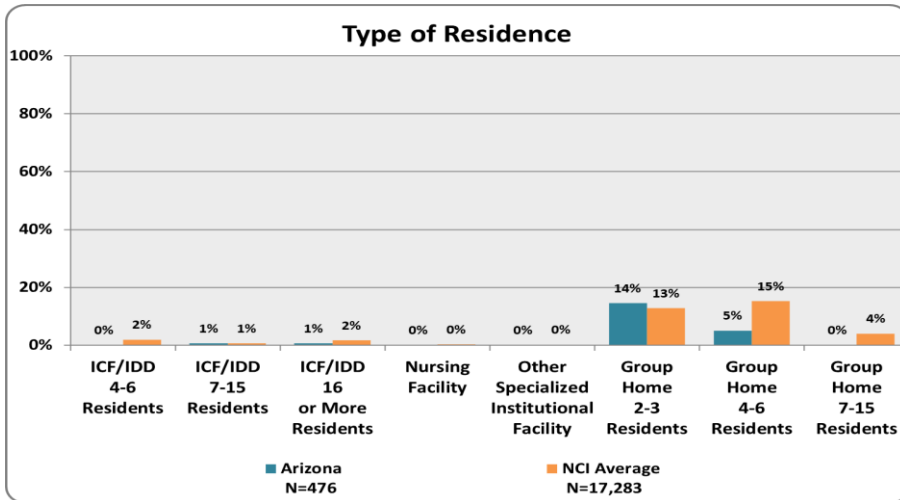
GRAPH 5. ±



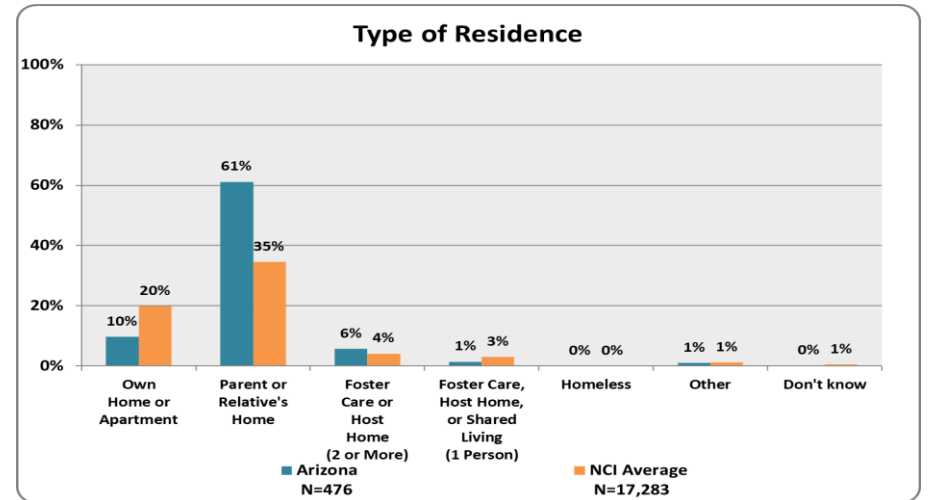
GRAPH 6. \* \*\* ◻



GRAPH 7. \*\*



GRAPH 8. \*\*



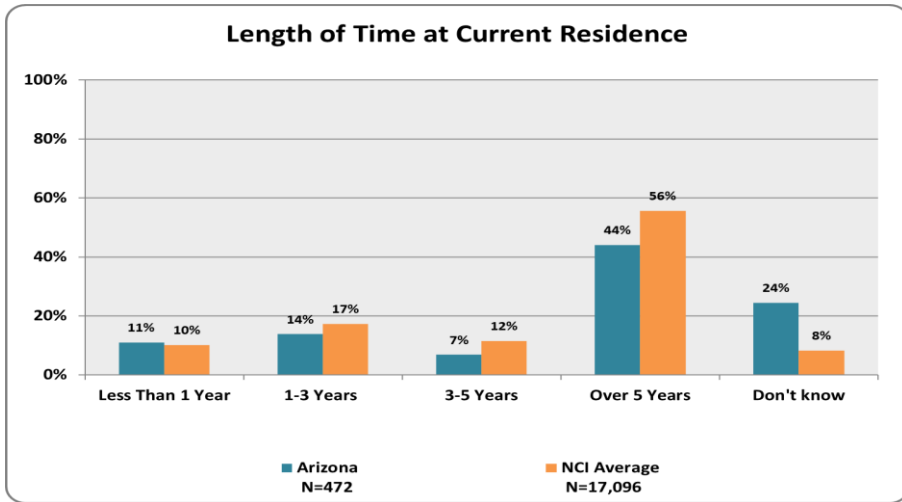
±Item changed from previous years – race and ethnicity are combined

\*Residential designations were derived by transforming individuals' zip codes into designations defined by the USDA

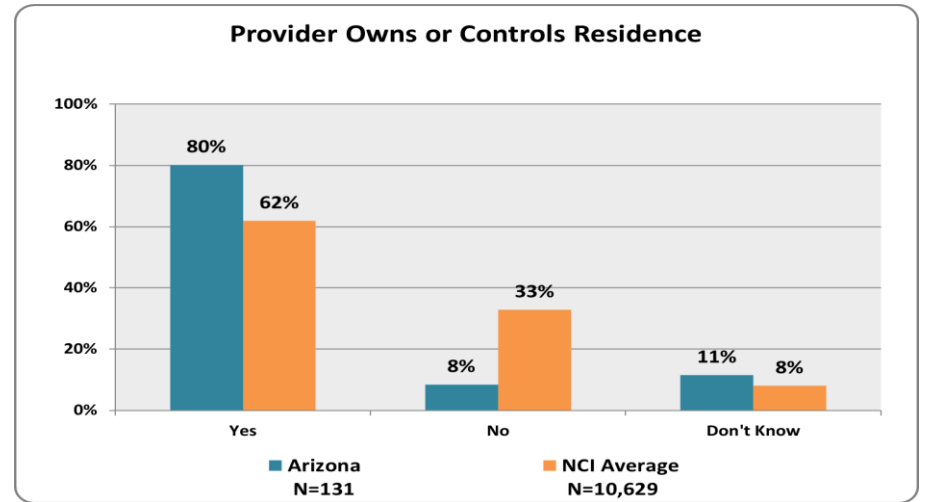
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◻New variable to reporting

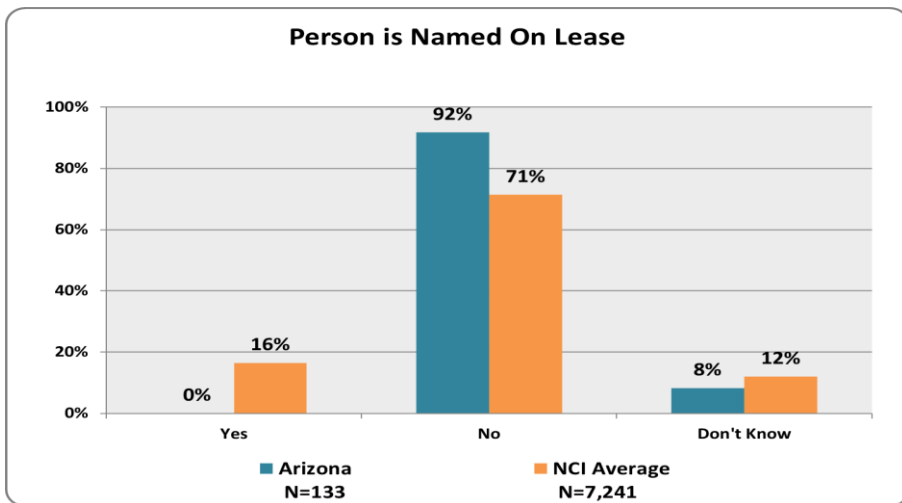
GRAPH 9. <sup>9</sup> \*\*



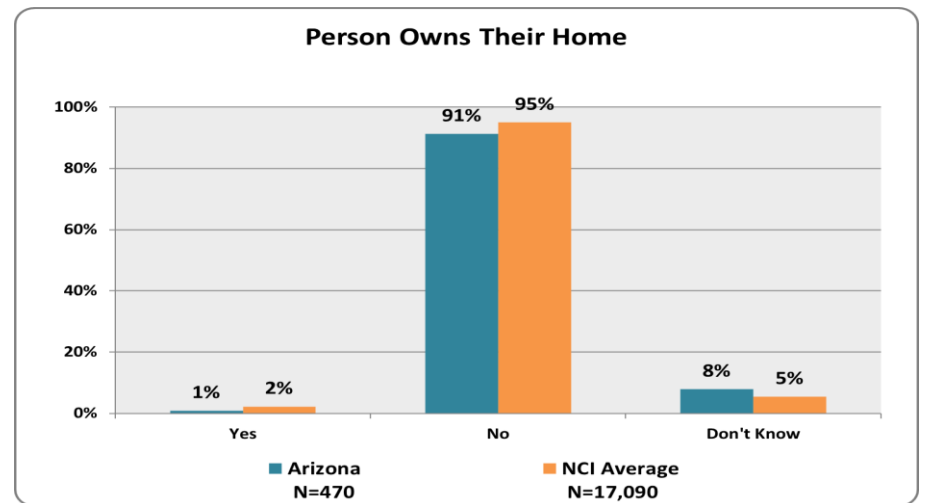
GRAPH 10. <sup>9</sup> \*\*



GRAPH 11. <sup>9</sup> \*\*



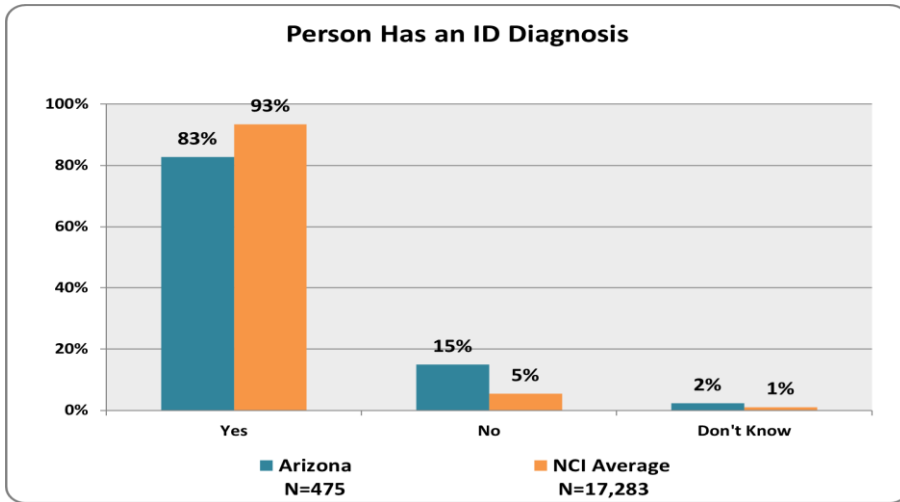
GRAPH 12. <sup>9</sup> \*\*



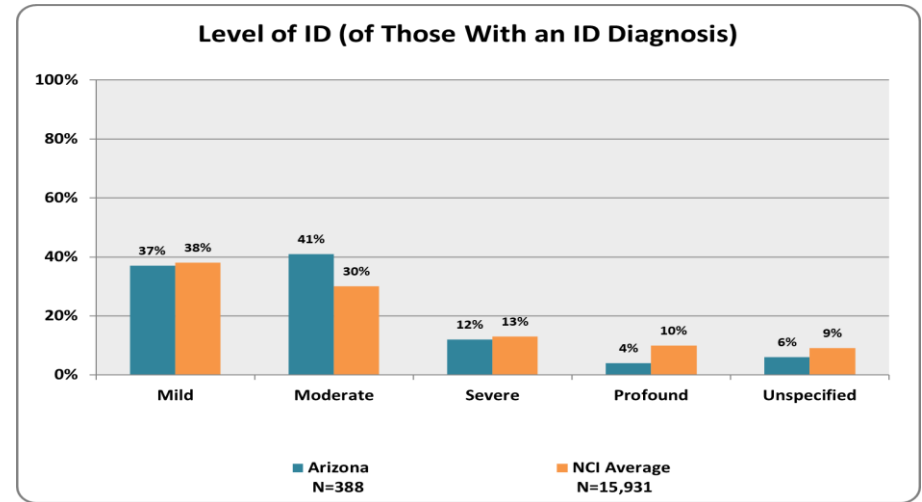
<sup>9</sup>New variable to reporting

\*\*This item includes data from states with 25% or more "don't know" or missing responses; see the national ACS report for a break-out by state.

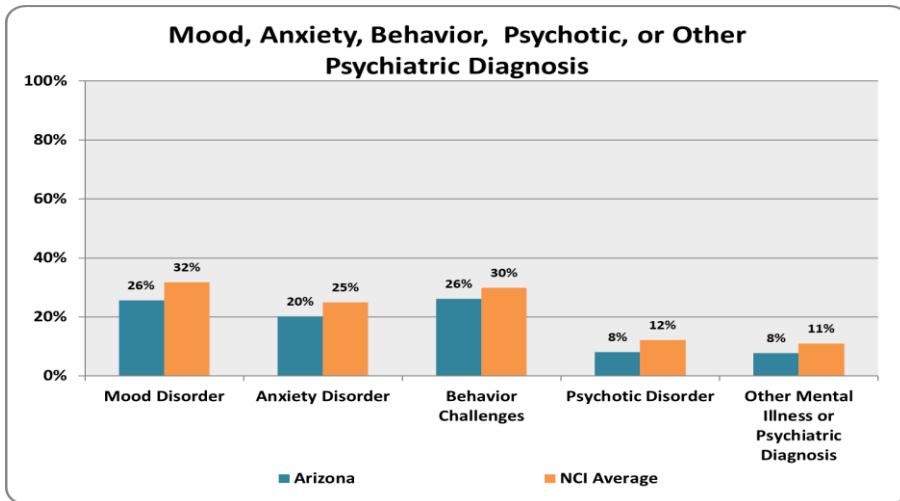
GRAPH 13. \*\*



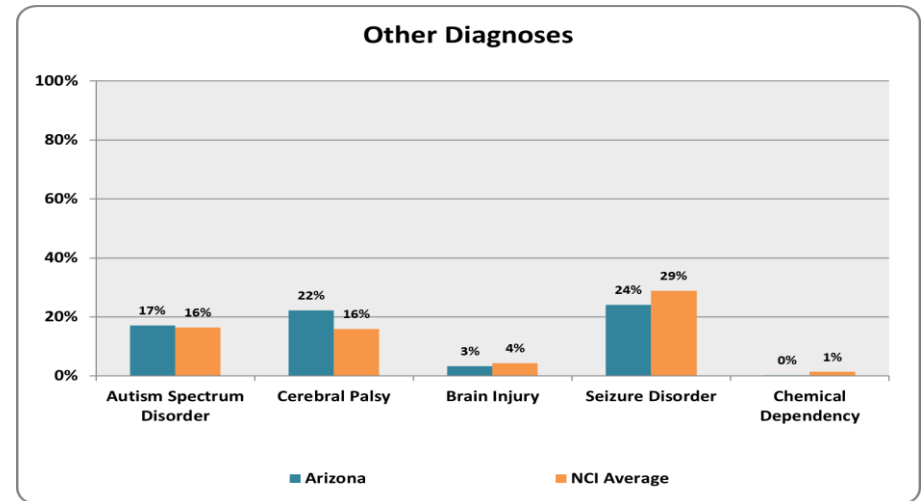
GRAPH 14. ±



GRAPH 15. \*\* ∞



GRAPH 16. \*\* ∞

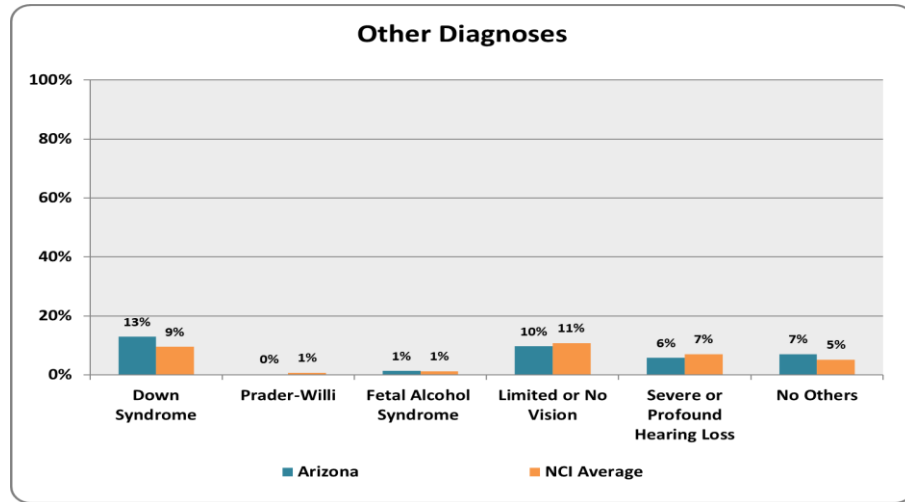


\*\*This item includes data from states with 25% or more “don’t know” or missing responses; see the national ACS report for a break-out by state.

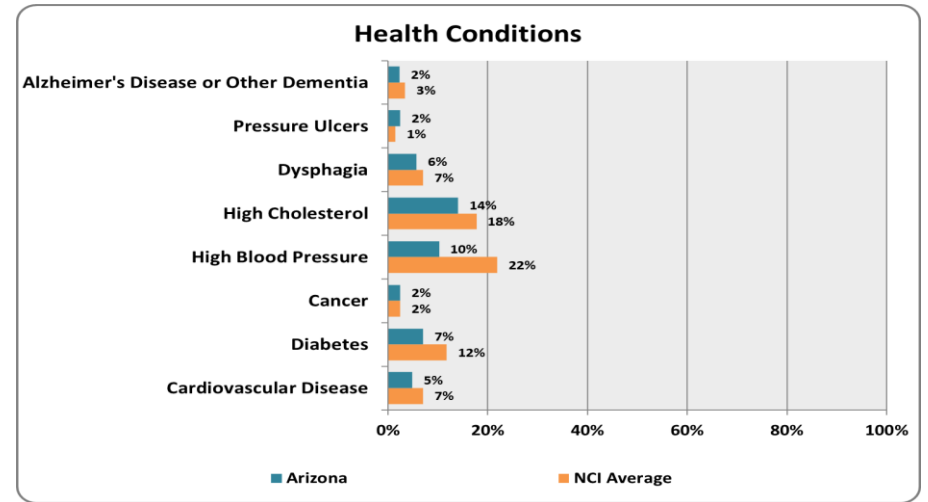
±Item changed from previous years – level of ID is only reported for those reported to have an ID diagnosis

∞Individuals may have been diagnosed with more than one diagnosis other than ID; ‘Don’t know’ responses included in denominator

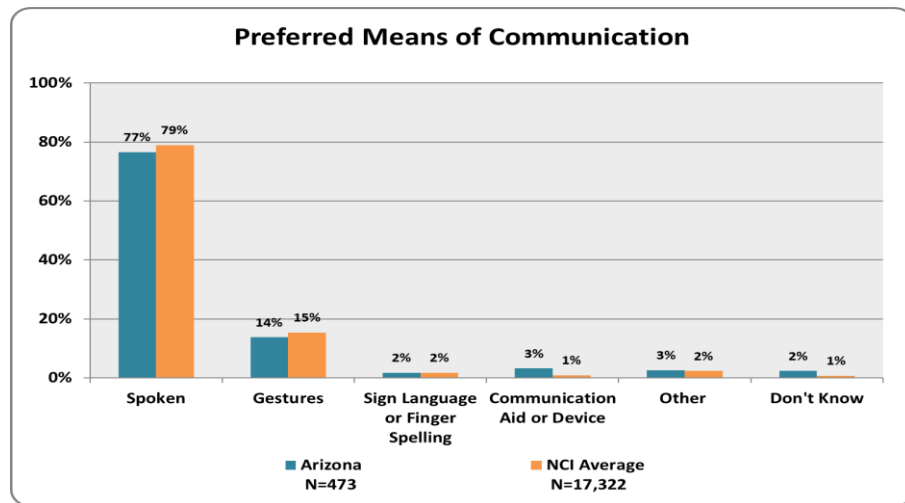
GRAPH 17. \*\* ∞



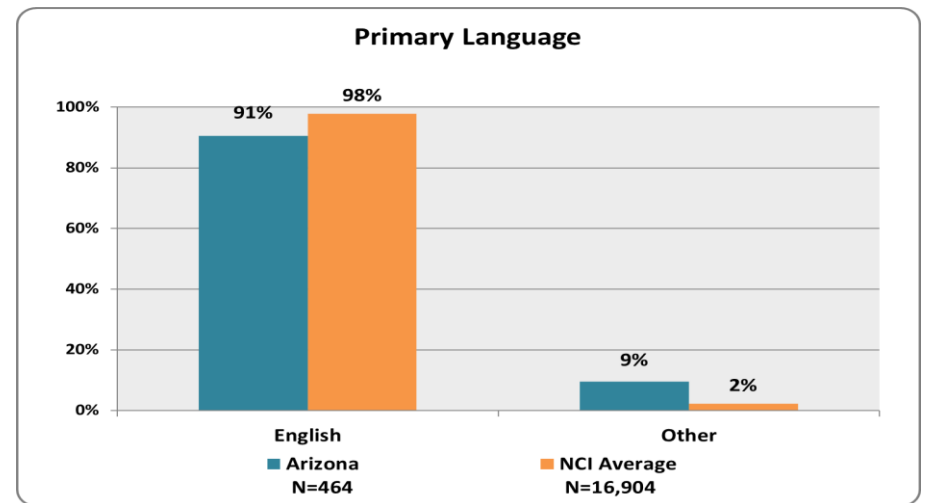
GRAPH 18. \*\* x



GRAPH 19. \*\* ±



GRAPH 20. \*\*



\*\*This item includes data from states with 25% or more “don’t know” or missing responses; see the national ACS report for a break-out by state.

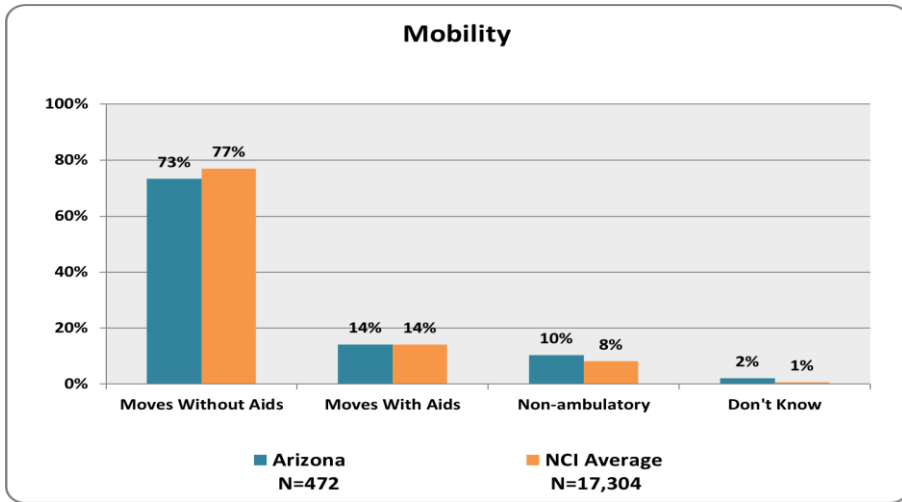
∞Individuals may have been diagnosed with more than one diagnosis other than ID; ‘Don’t know’ responses included in denominator

xIndividuals may have been diagnosed with more than one health condition; ‘Don’t know’ responses included in denominator

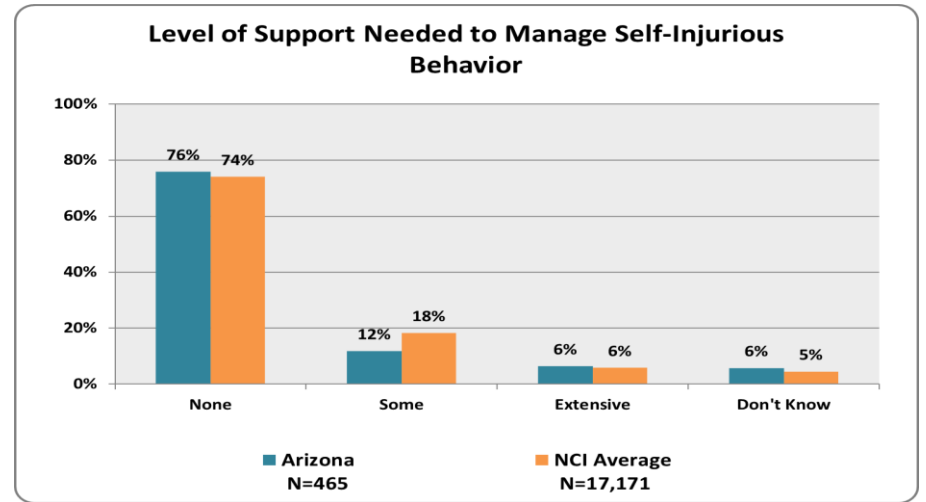
±Item changed from previous years – changed wording from “primary” to “preferred” means of communication



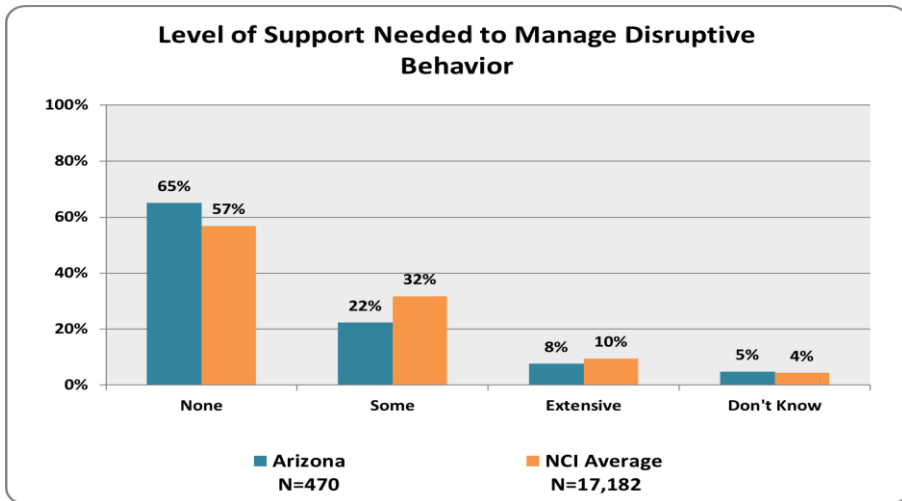
GRAPH 21. \*\*



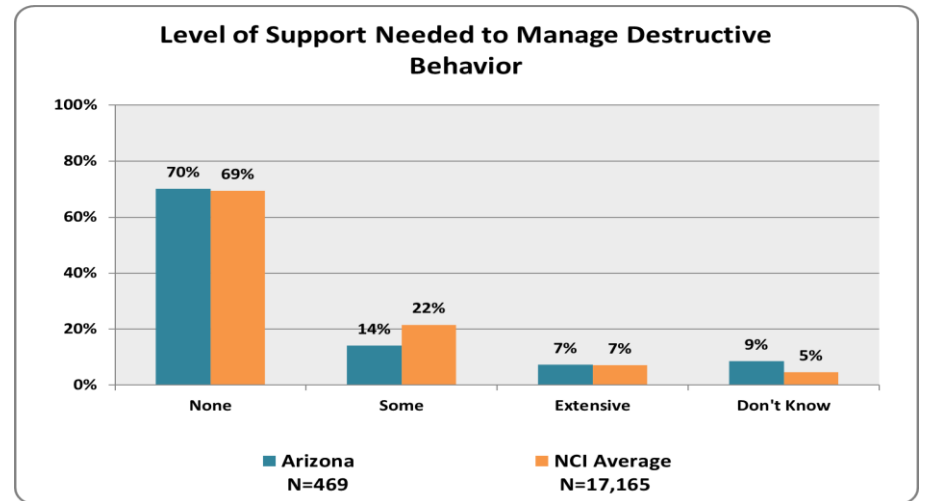
GRAPH 22. \*\*



GRAPH 23. \*\*

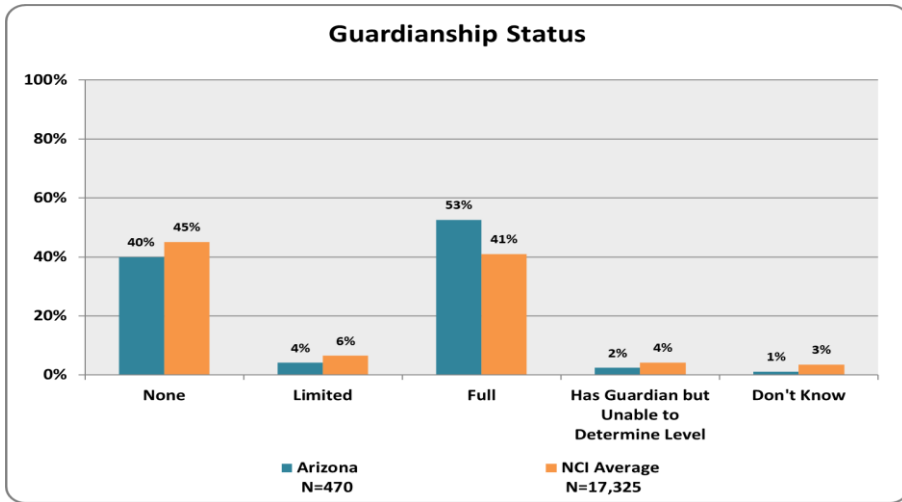


GRAPH 24. \*\*

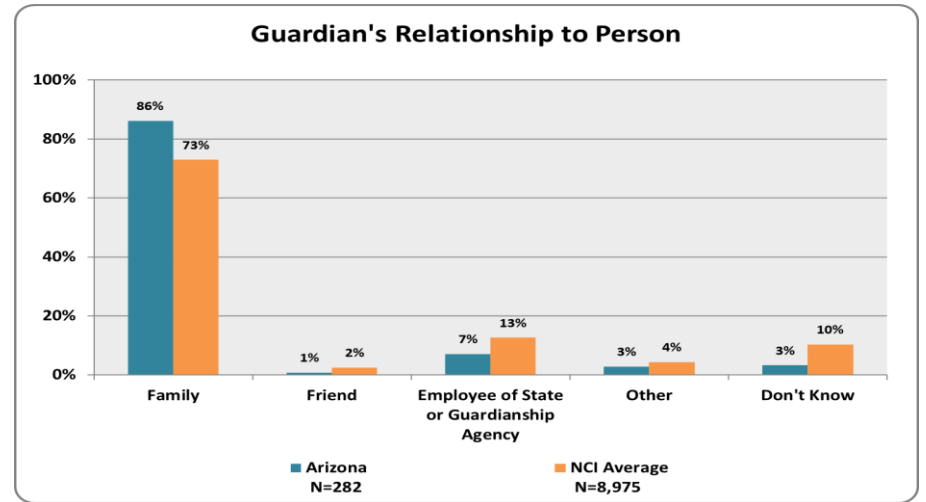


\*\*This item includes data from states with 25% or more “don’t know” or missing responses; see the national ACS report for a break-out by state.

GRAPH 25. \*\* ±



GRAPH 26. \*\* 9



\*\*This item includes data from states with 25% or more “don’t know” or missing responses; see the national ACS report for a break-out by state.

±Item changed from previous years – response categories changed

9New variable to reporting

## Choice and Decision-Making

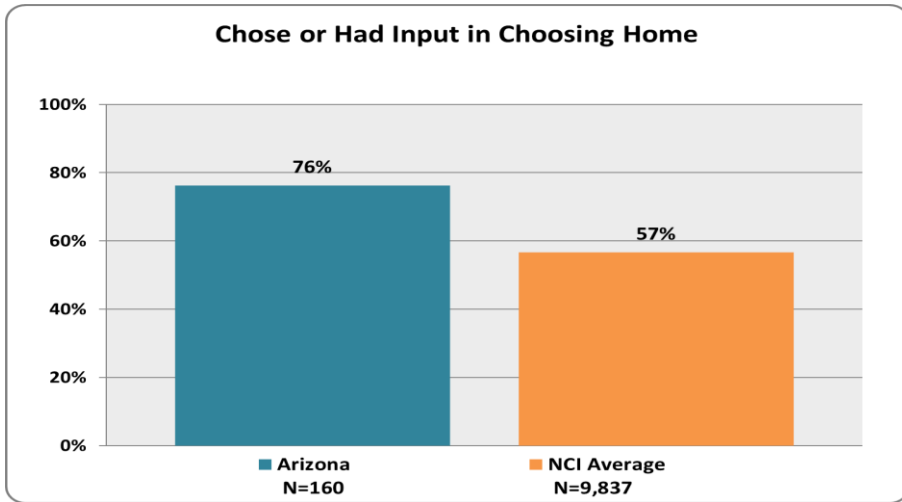
*PEOPLE MAKE CHOICES ABOUT THEIR LIVES AND ARE ACTIVELY ENGAGED IN PLANNING THEIR SERVICES AND SUPPORTS.*

### **Note on Analysis:**

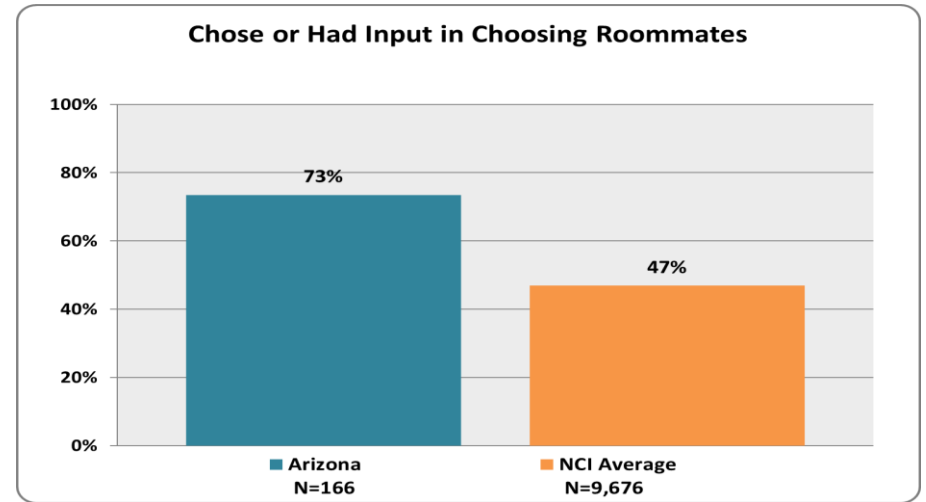
Unlike in the body of the Nation Adult Consumer Survey report, the data shown below are unweighted and unadjusted. To see comparable data for all states, refer to Appendix D of the Adult Consumer Survey National Report, accessible at

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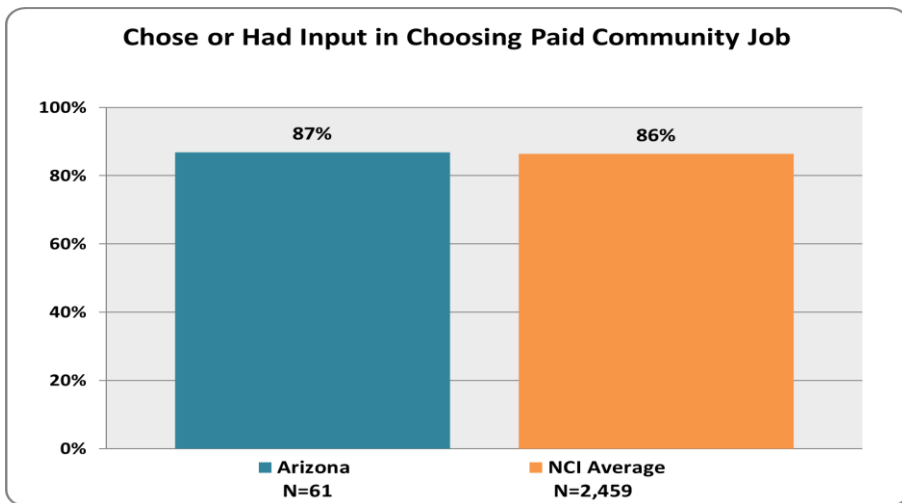
GRAPH 27.



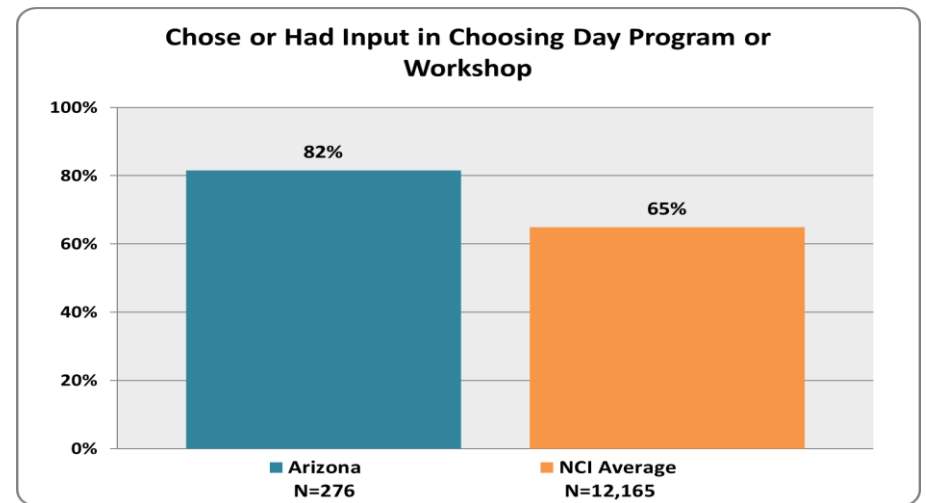
GRAPH 28.



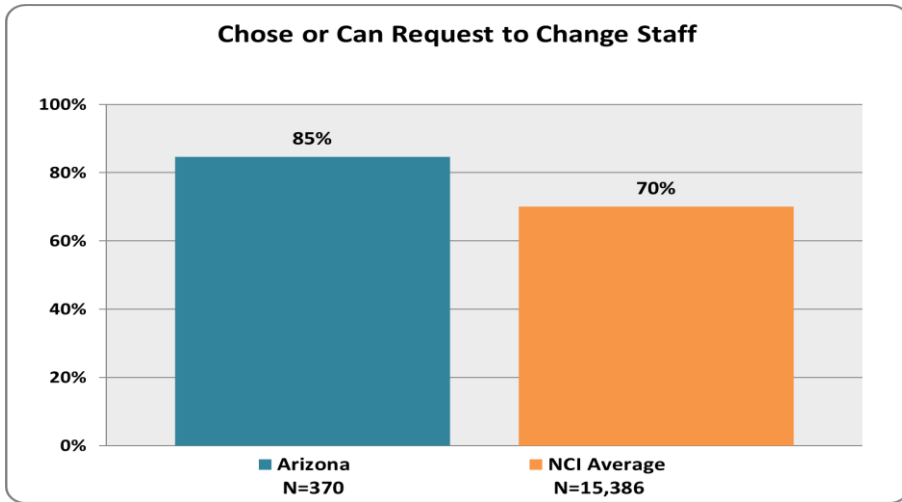
GRAPH 29.



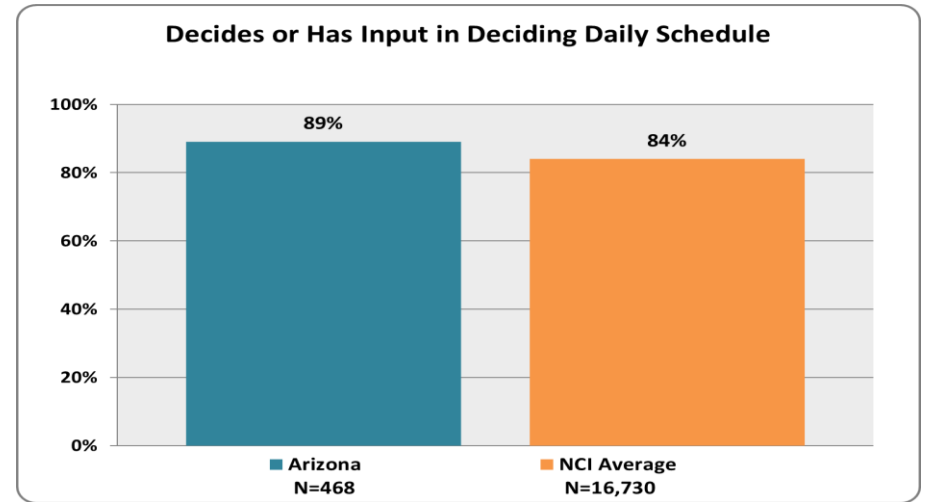
GRAPH 30.



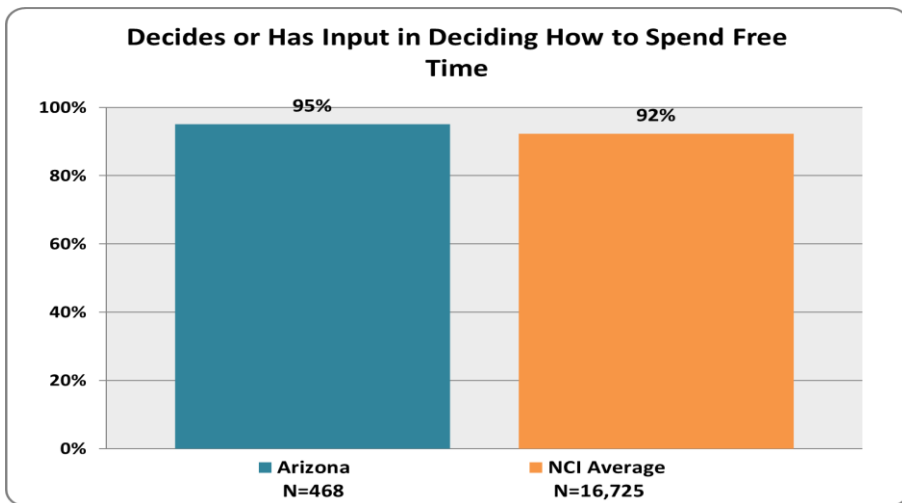
GRAPH 31.



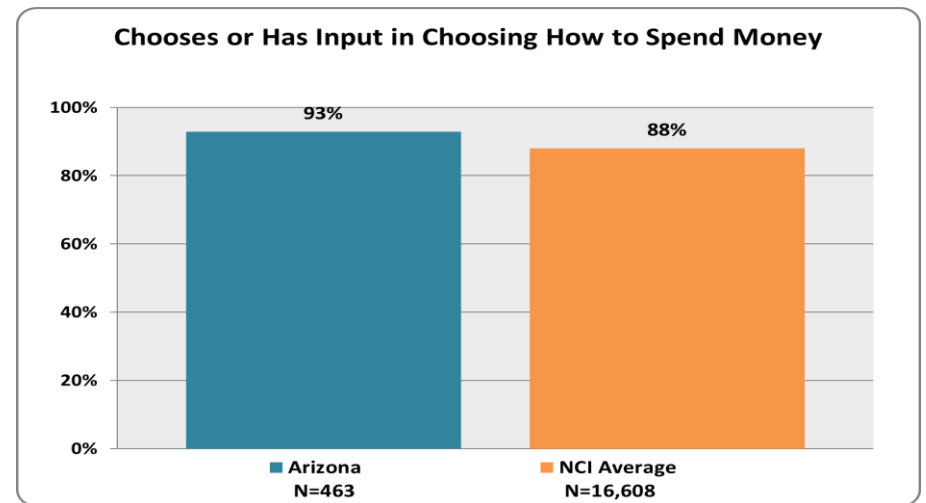
GRAPH 32.



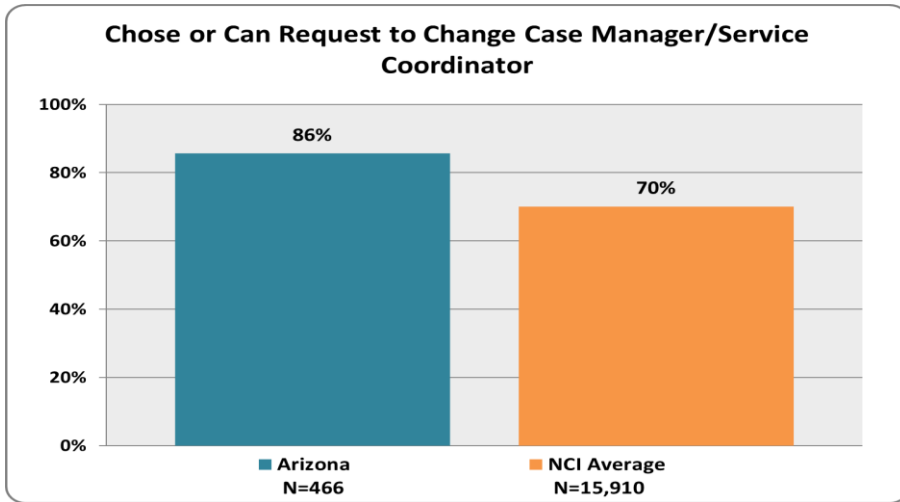
GRAPH 33.



GRAPH 34.



GRAPH 35.



## Work

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

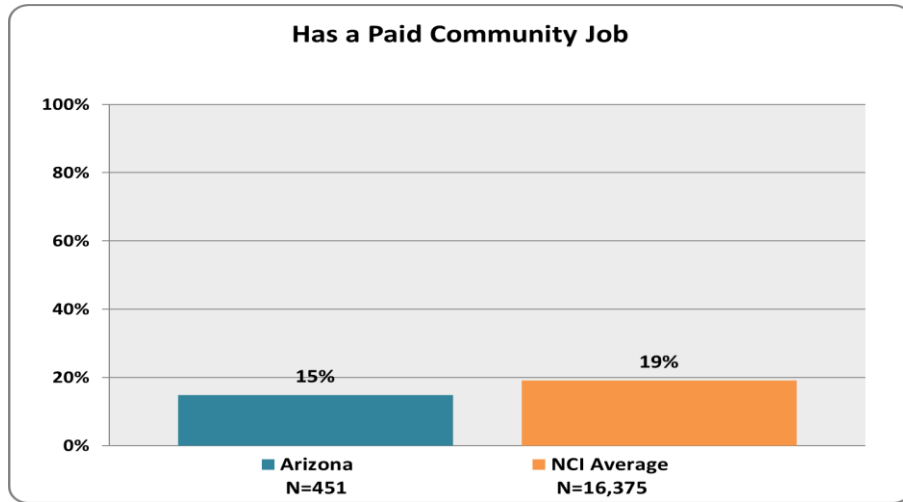
### **Important notes on employment questions:**

A paid individual job takes place in a local business alongside peers who do not have disabilities—that is, the job is part of the typical labor market (e.g., competitive employment). A paid group job in a Community-based Group Residential Settings is done in an integrated setting, as part of a group of not more than eight people with disabilities (e.g., enclave, work crew).

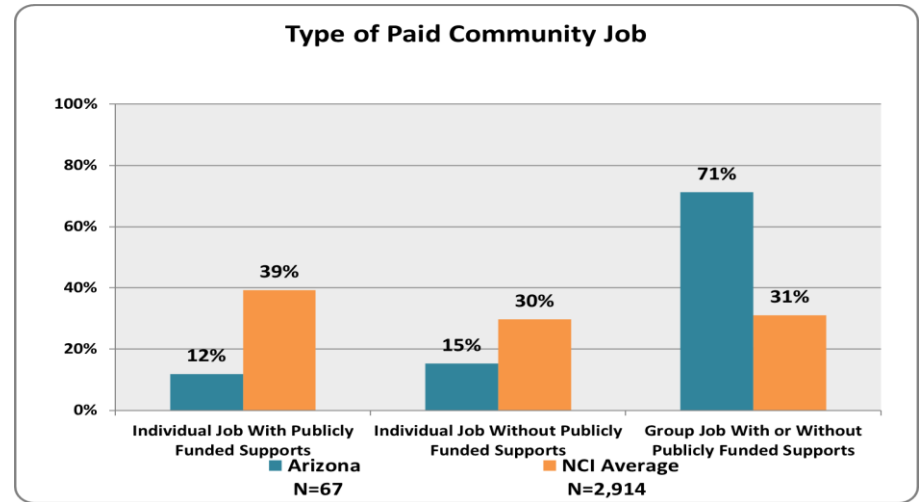
NCI reports on three types of community jobs. The description for these categories were changed for 2015-16:

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; and
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.

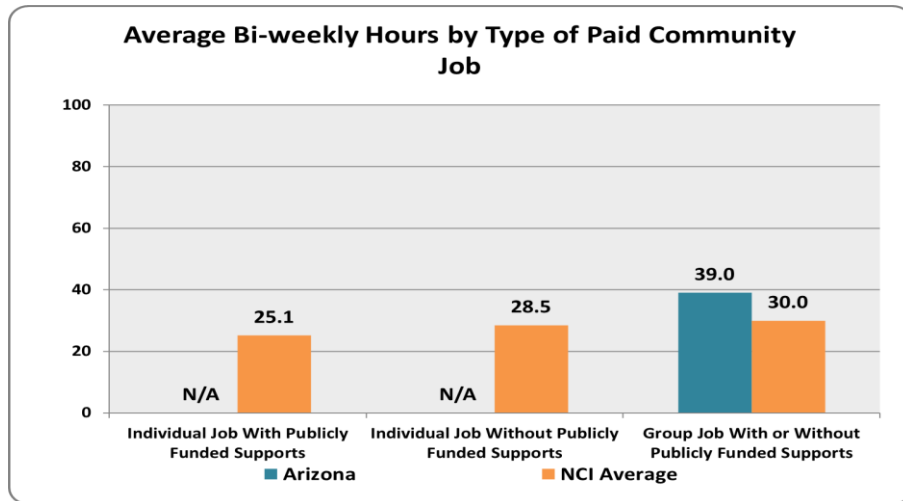
GRAPH 36. \*\* ±



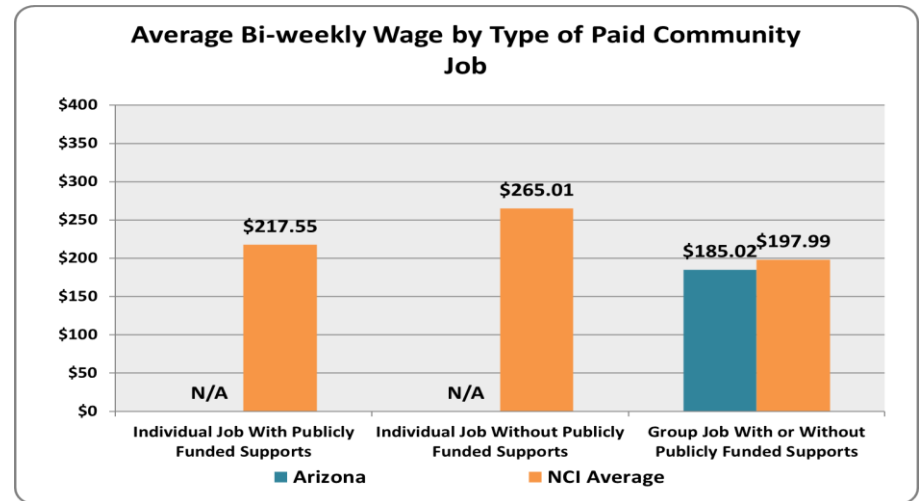
GRAPH 37. ± \*



GRAPH 38 ± ~



GRAPH 39. ± ~



\*\*This item includes data from states with 25% or more “don’t know” or missing responses; see the national ACS report for a break-out by state.

±Item changed from previous years – community employment categories were described differently for 2015-16 (see chapter introduction for more detail)

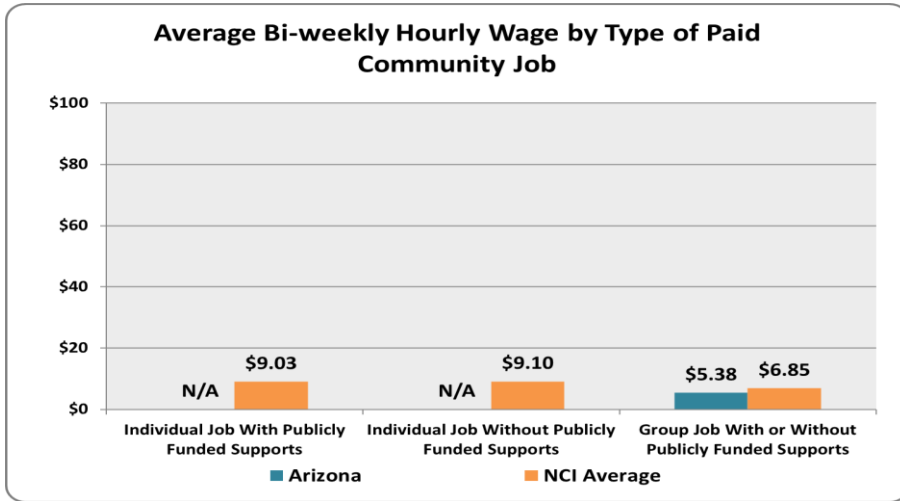
\*Percentages may not add up to 100% if type of employment was unknown; N represents the number of people who participated in at least one of these work types

~The following states are not included in analysis due to low N (<20) for each employment type: AL, AR, CO, DC, HI, IL, KY, MO, NV, TN

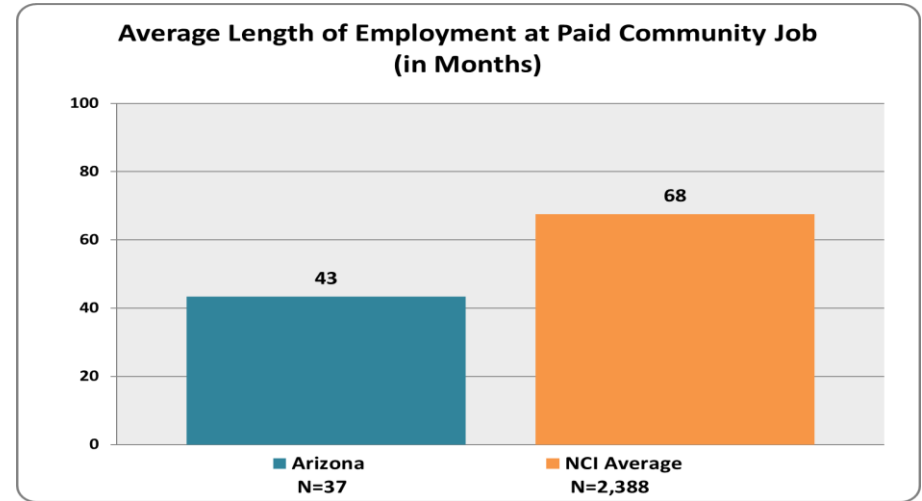
~~The following states are not included in analysis due to low N (<20) for each employment type: AL, AR, CO, DC, DE, HI, IL, KS, KY, MO, MS, NV, NY, PA, TN, UT



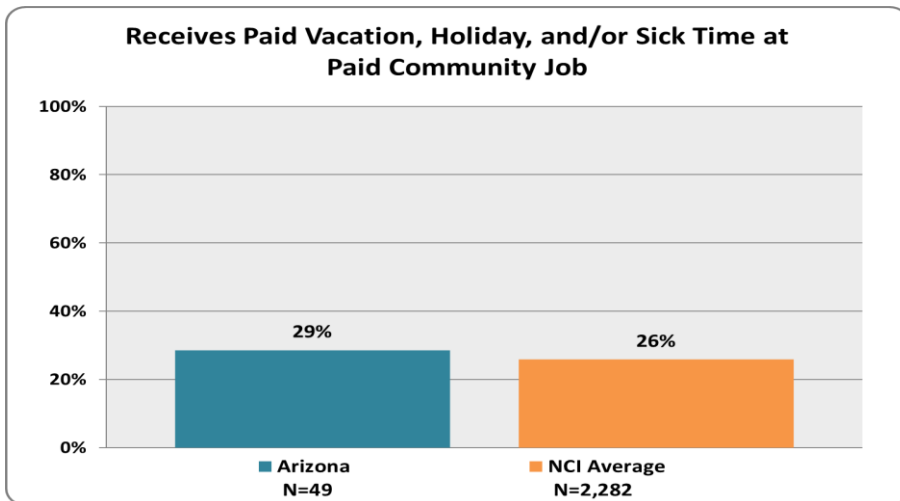
GRAPH 40. ± √



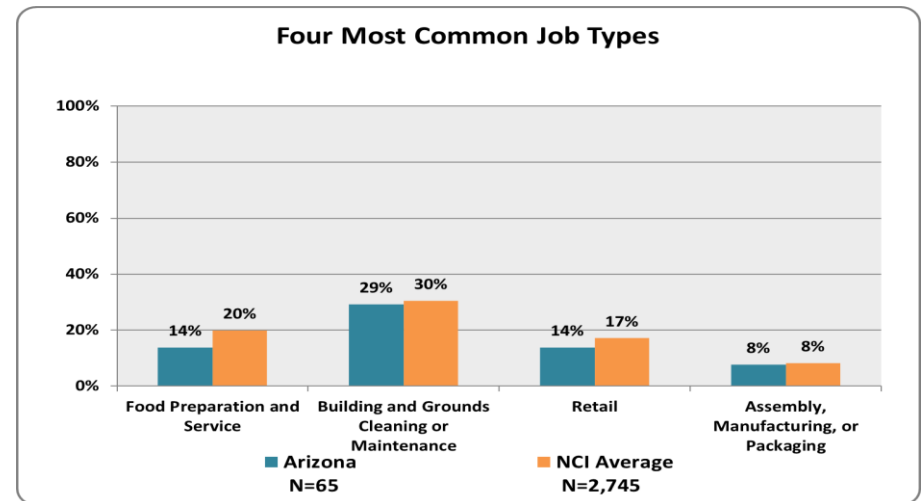
GRAPH 41. ± √



GRAPH 42. ± √



GRAPH 43. ± √



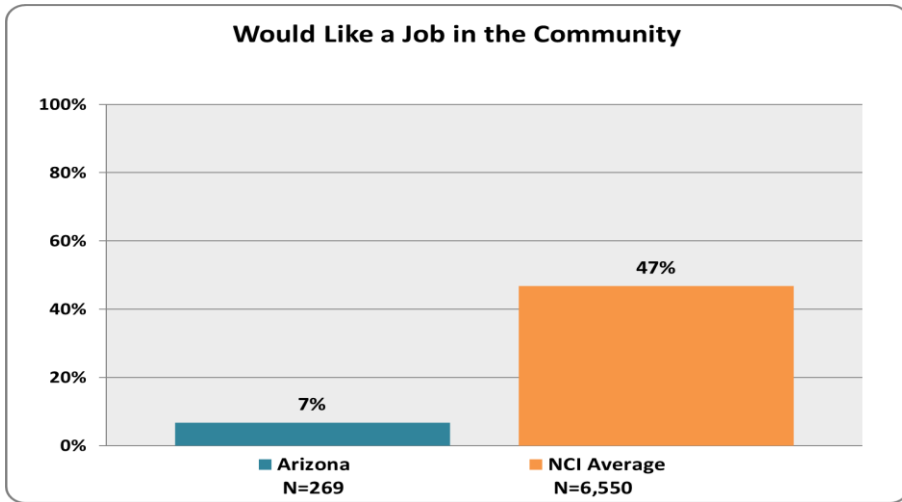
±Item changed from previous years – community employment categories were described differently for 2015-16 (see chapter introduction for more detail)

√The following states are not included in analysis due to low N (<20) for each employment type: AL, AR, CO, DC, DE, HI, IL, KS, KY, MO, MS, NV, NY, PA, TN, UT

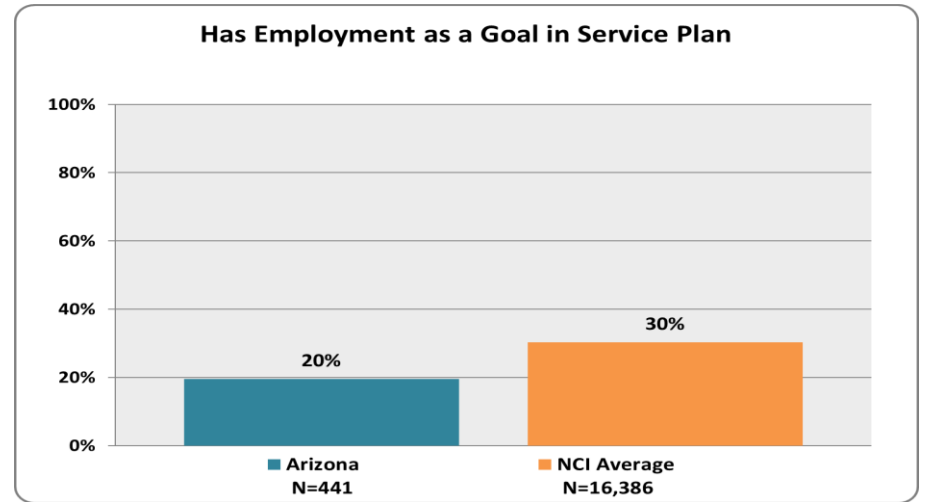
√√The following states are not included in analysis due to low N (<20): DC, HI, WI

√√√DC excluded due to low N (<20)

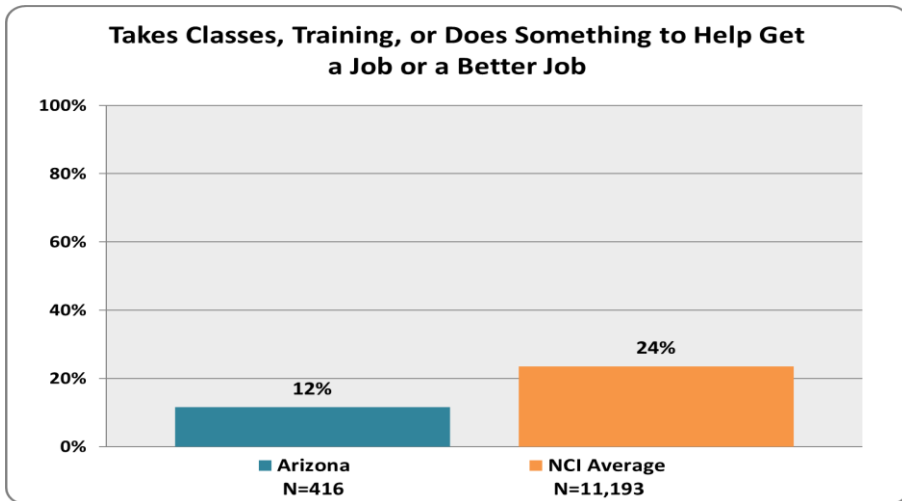
GRAPH 44. ±



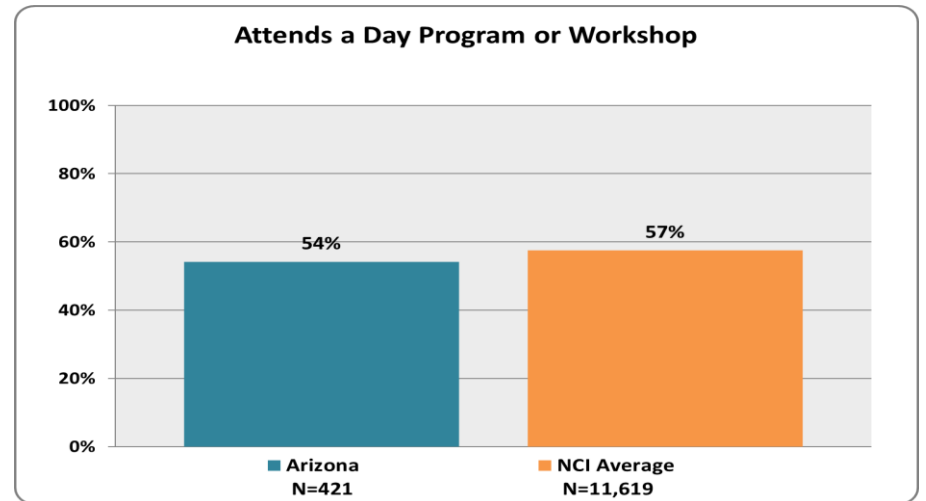
GRAPH 45.



GRAPH 46. ²



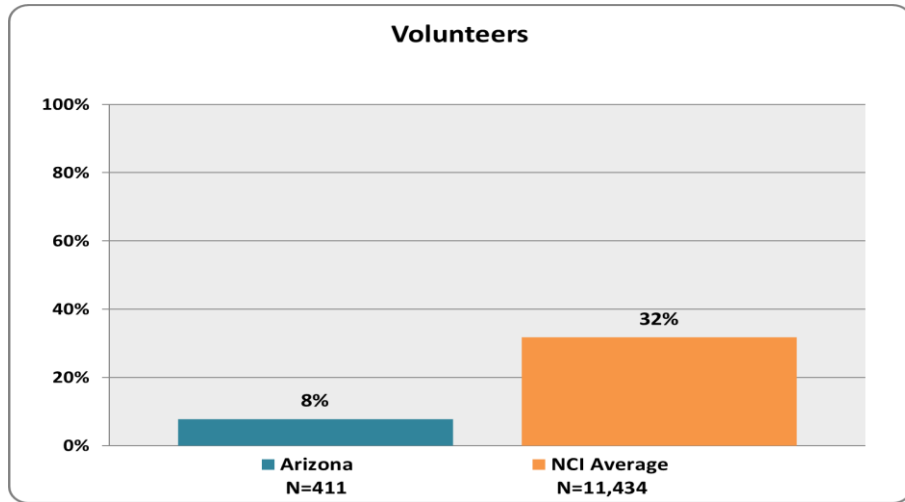
GRAPH 47. ±



± Item changed from previous years – community employment categories were described differently for 2015-16 (see chapter introduction for more detail)

²New variable to reporting

GRAPH 48.

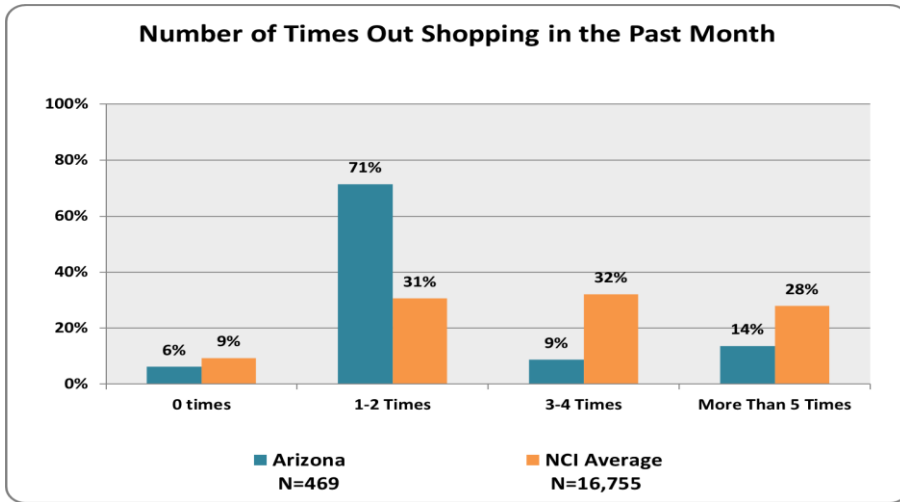


## Community Inclusion

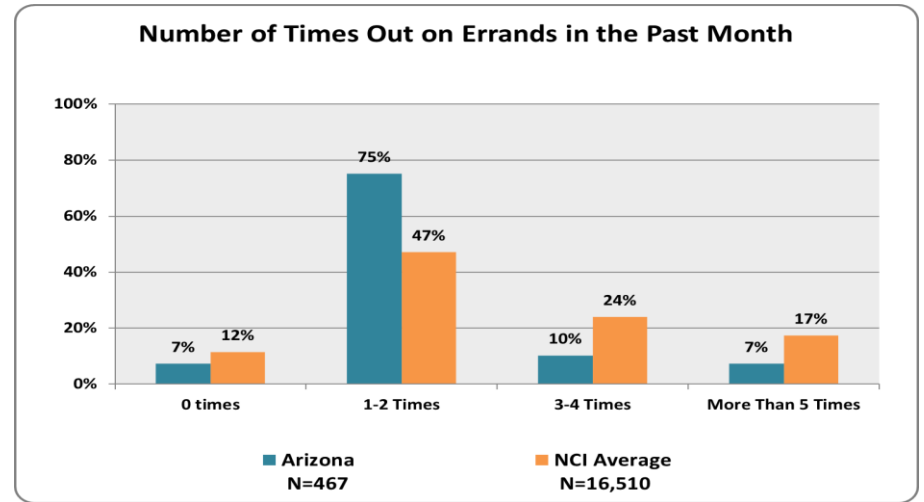
*People have support to participate in everyday community activities.*

**IMPORTANT NOTE ON CHANGES TO THE SURVEY TOOL AND ANALYSIS.** Response options to questions around the frequency of participation in community activities changed from being continuous (number of times person did a certain activity) to being categorical (person did a particular activity 0 times, 1-2 times, etc). Consequently, the way that the individual community inclusion items are being reported in the tables has changed from the average number of times people performed the activity to the proportion of people who performed the activity at least once (the charts demonstrate the NCI Average for all response options). The calculation of the Community Inclusion scale also changed—from a simple sum of the number of times the activities were performed to an average of the proportions who performed the activities at least once. The calculation of the Community Inclusion scale is now similar to the calculation of choice and decision-making scales.

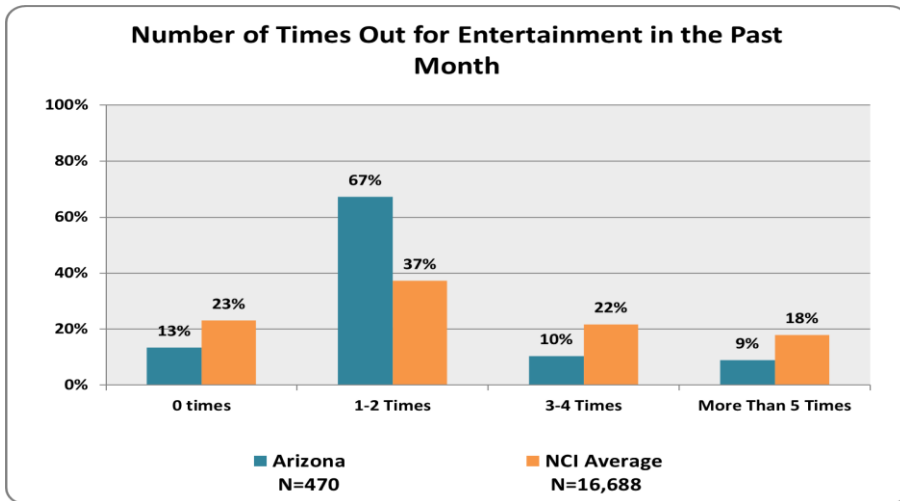
GRAPH 49. ±



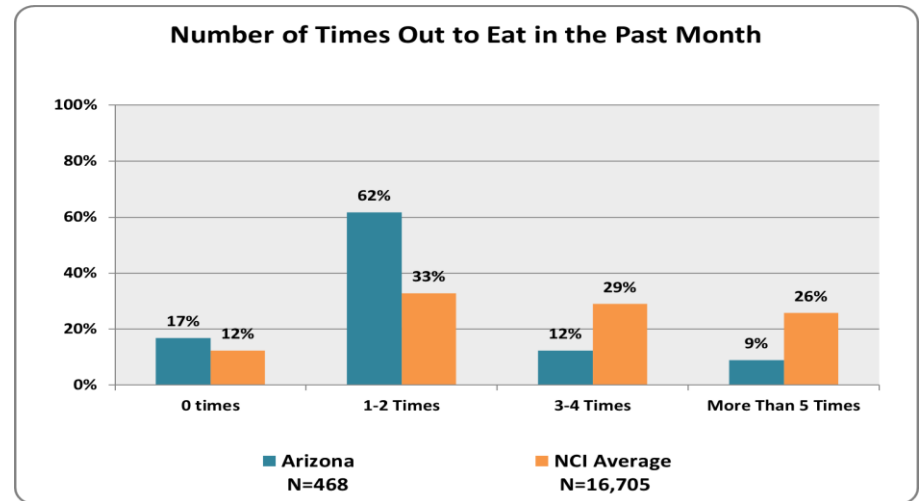
GRAPH 50. ±



GRAPH 51. ±

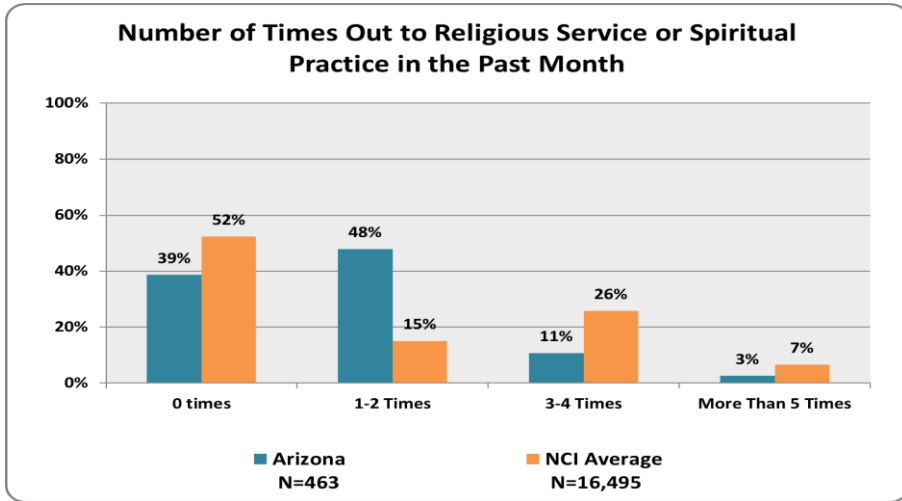


GRAPH 52. ±

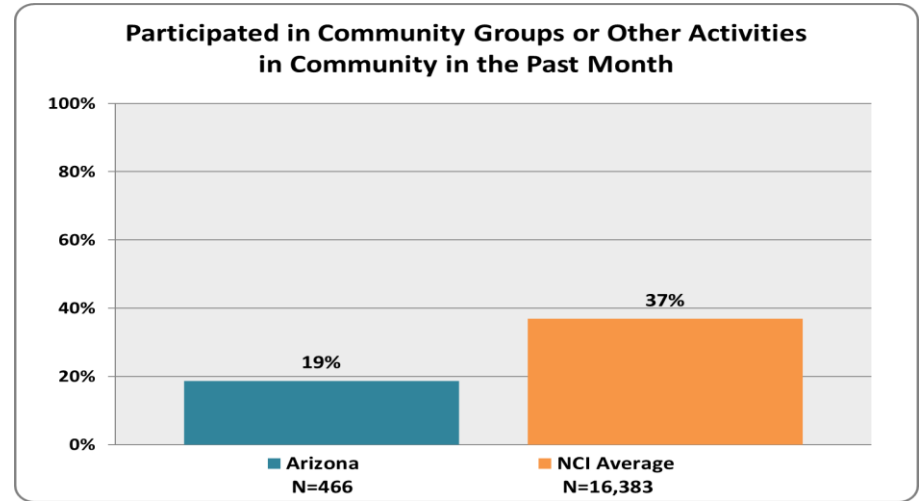


±Item changed from previous years – response options changed

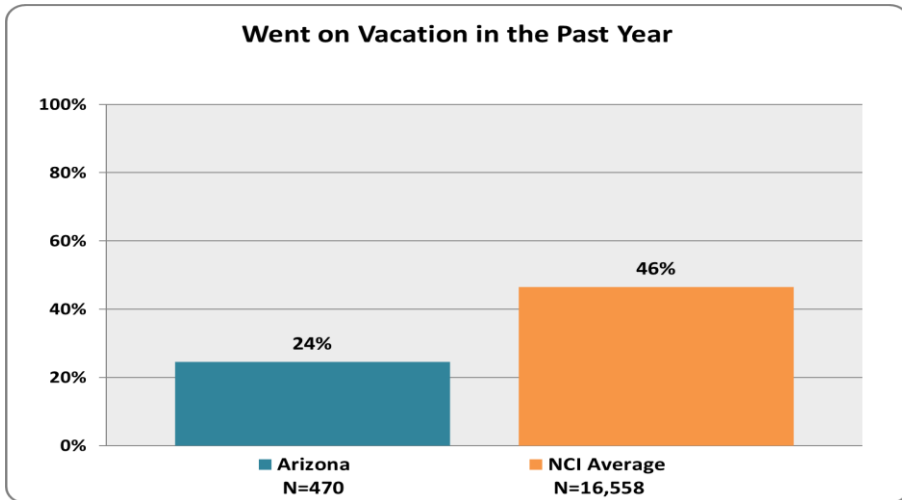
GRAPH 53. ±



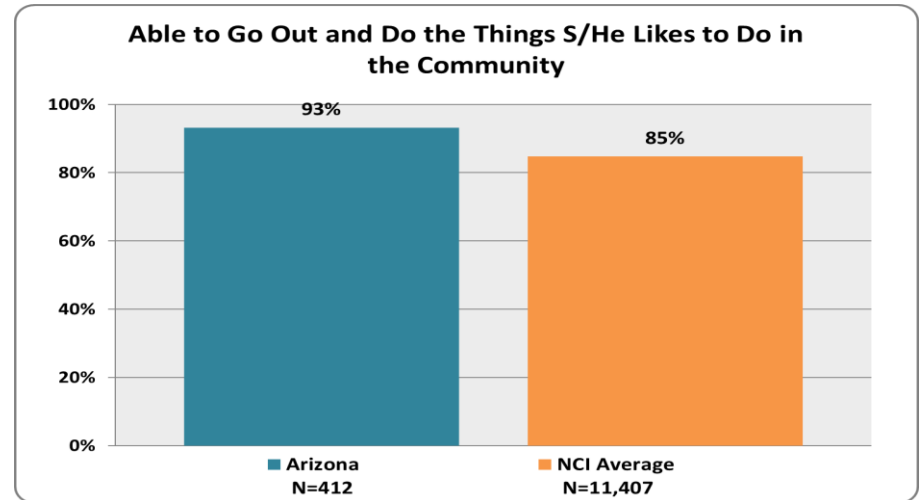
GRAPH 54. °



GRAPH 55. ±

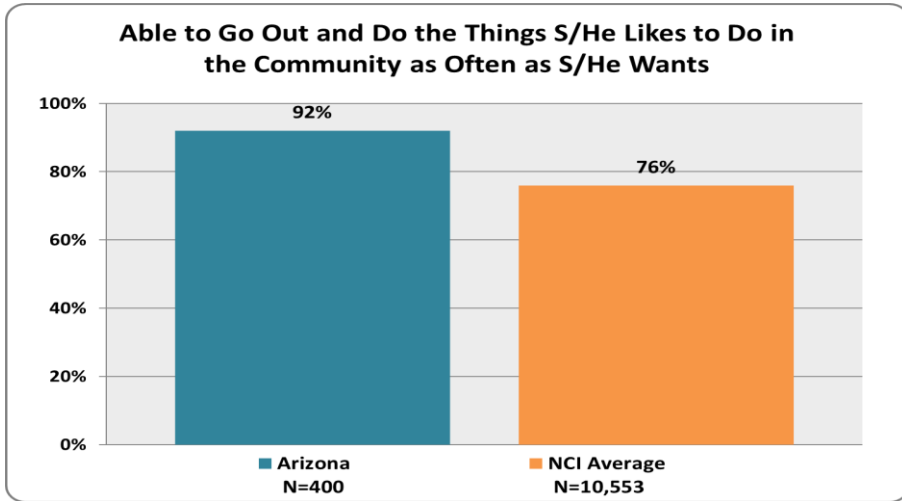


GRAPH 56. °

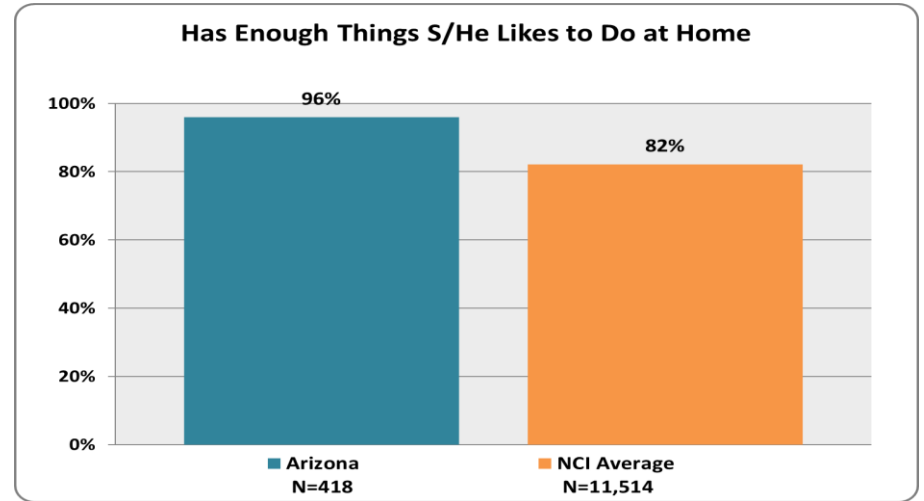


°New variable to reporting  
 ±Item changed from previous years – response options changed

GRAPH 57. <sup>o</sup>



GRAPH 58. <sup>o</sup>



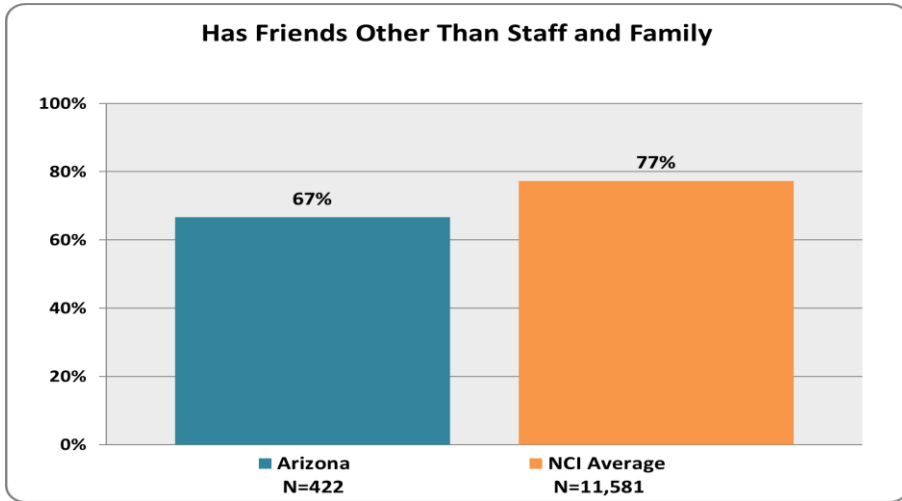
<sup>o</sup>New variable to reporting

## Relationships

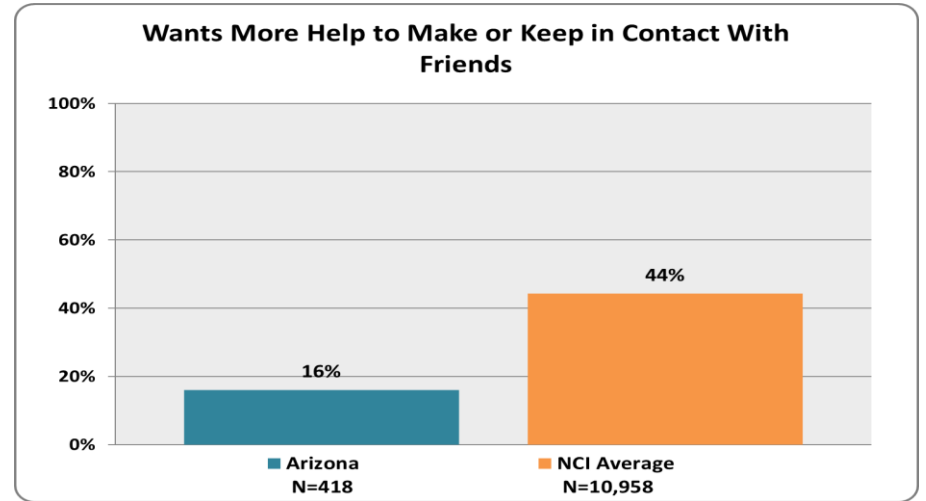
*People have friends and relationships.*



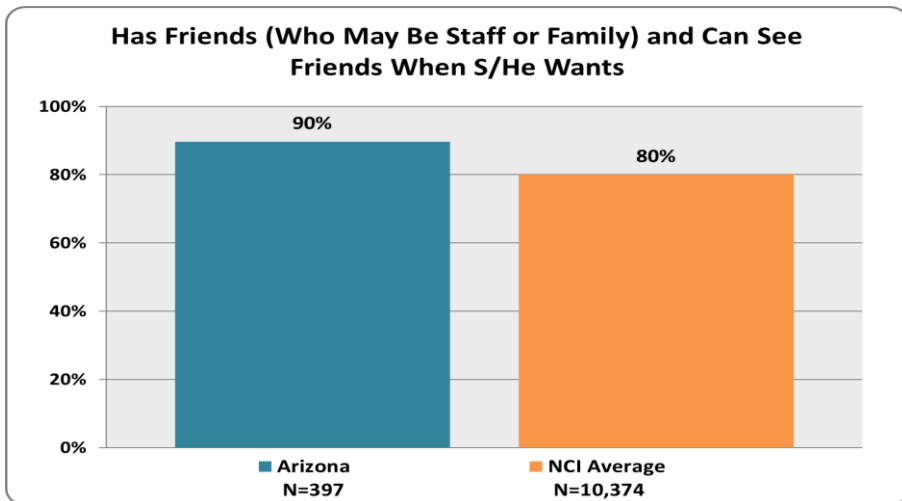
GRAPH 59.



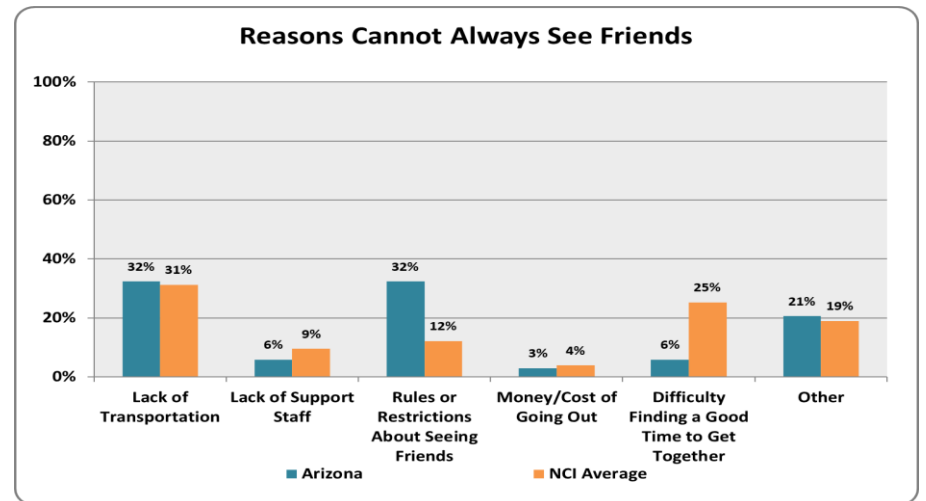
GRAPH 60. <sup>o</sup>



GRAPH 61.

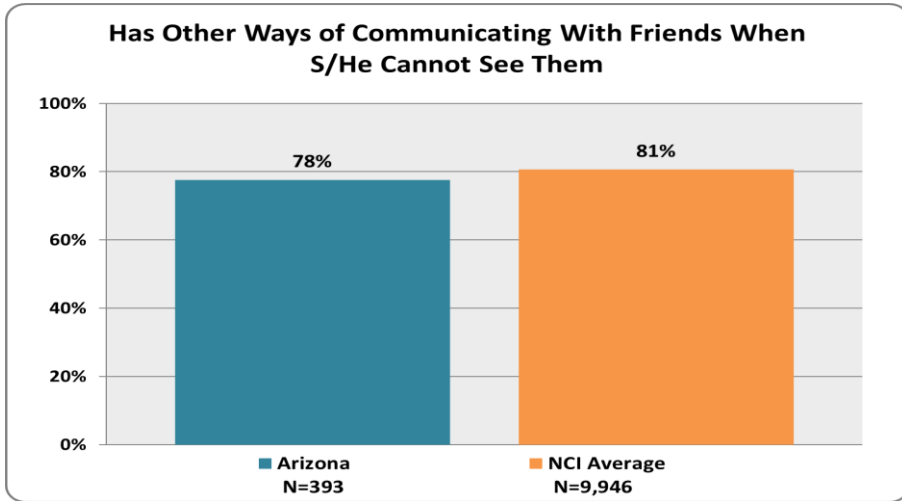


GRAPH 62. <sup>o</sup>

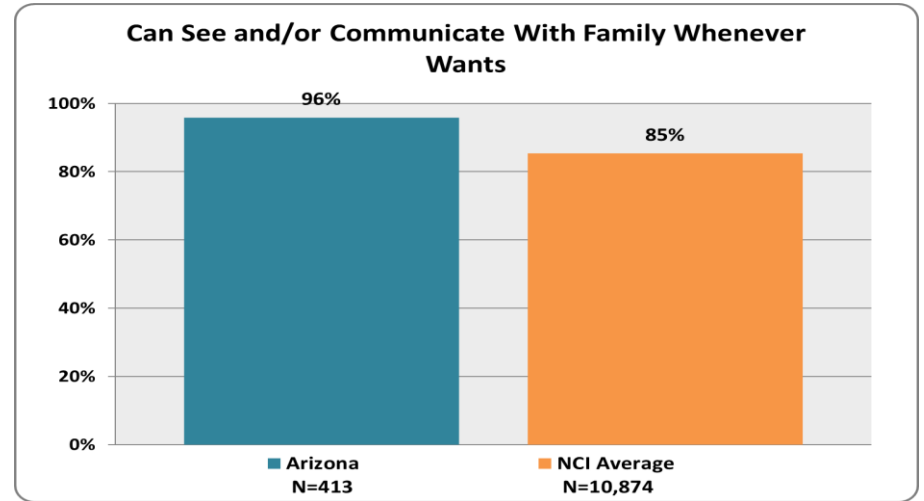


<sup>o</sup>New variable to reporting

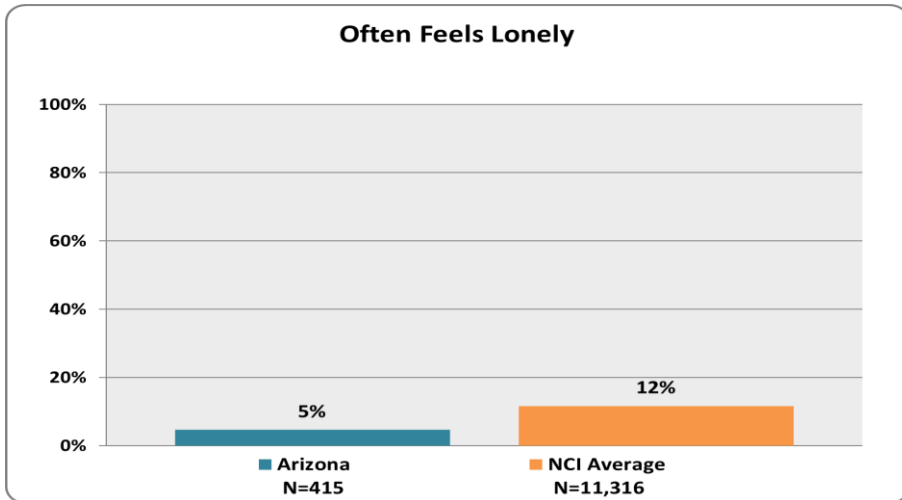
GRAPH 63. <sup>º</sup>



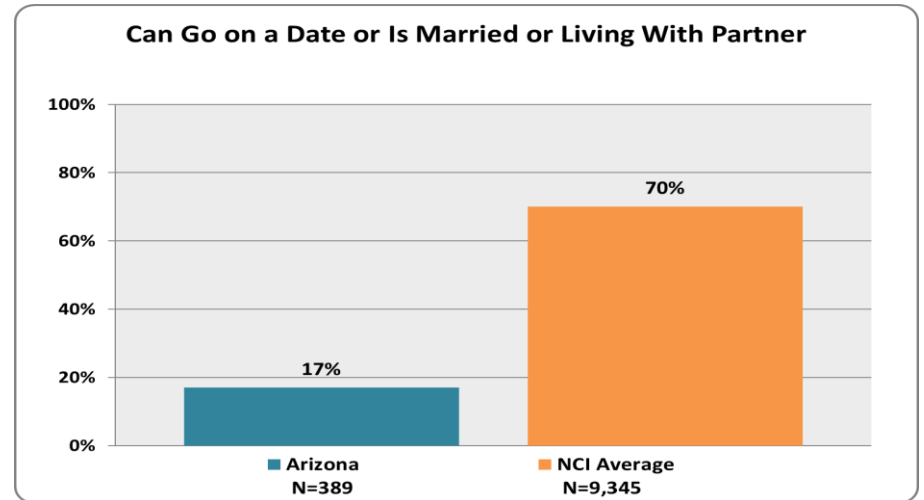
GRAPH 64. <sup>±</sup>



GRAPH 65. <sup>±±</sup>



GRAPH 66.



<sup>º</sup>New variable to reporting

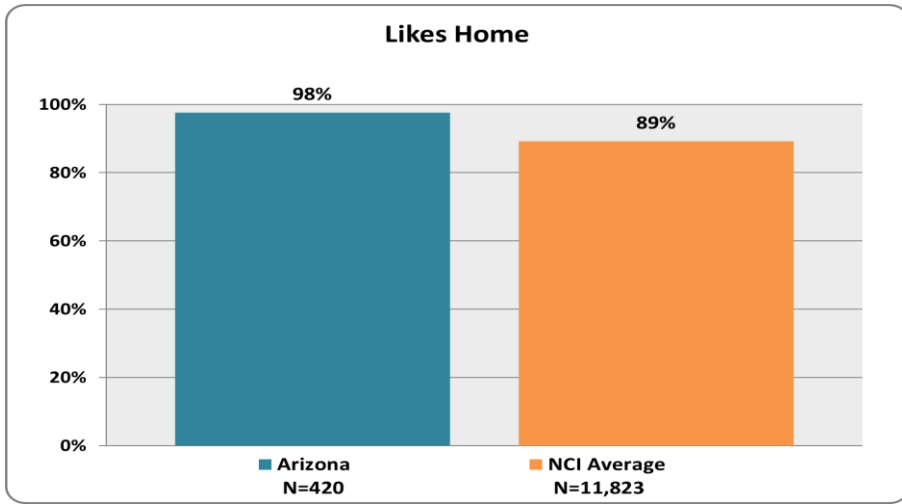
<sup>±</sup>Item changed from previous years – question rephrased

<sup>±±</sup>Item changed from previous years – analysis now only includes “often” response

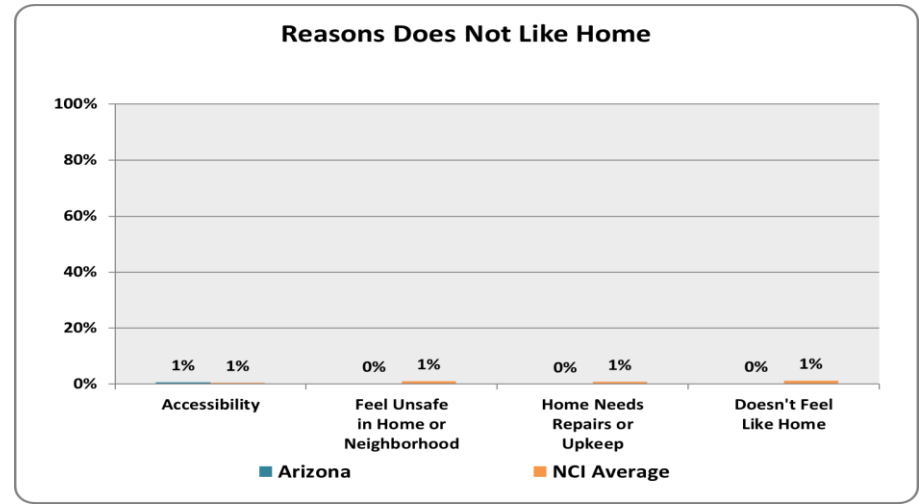
## Satisfaction

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

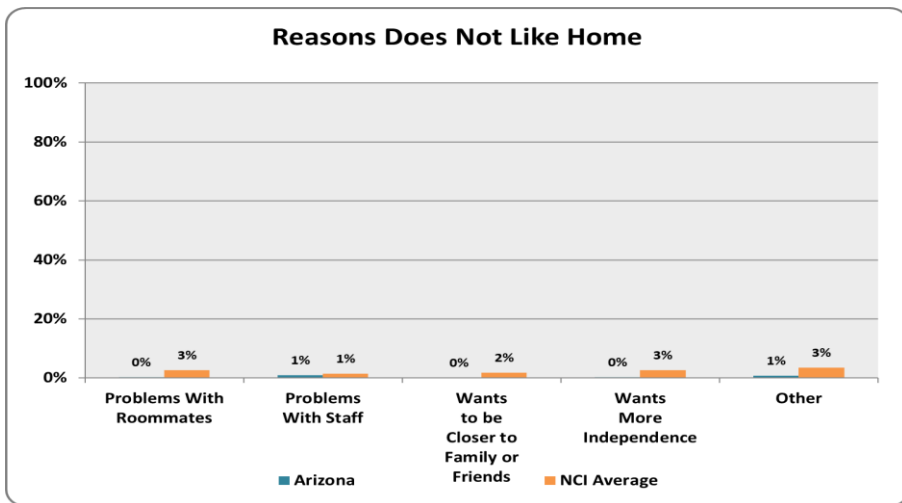
GRAPH 67.



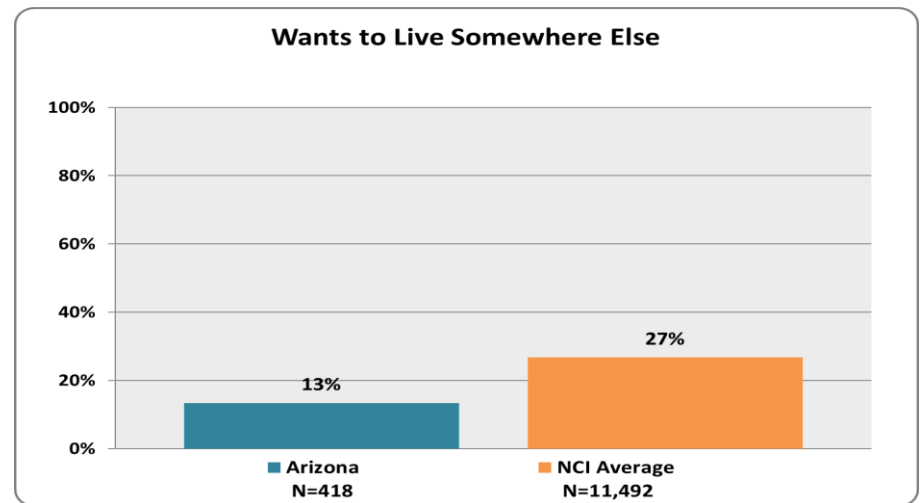
GRAPH 68. <sup>Ⓢ</sup> \*



GRAPH 69. <sup>Ⓢ</sup> \*

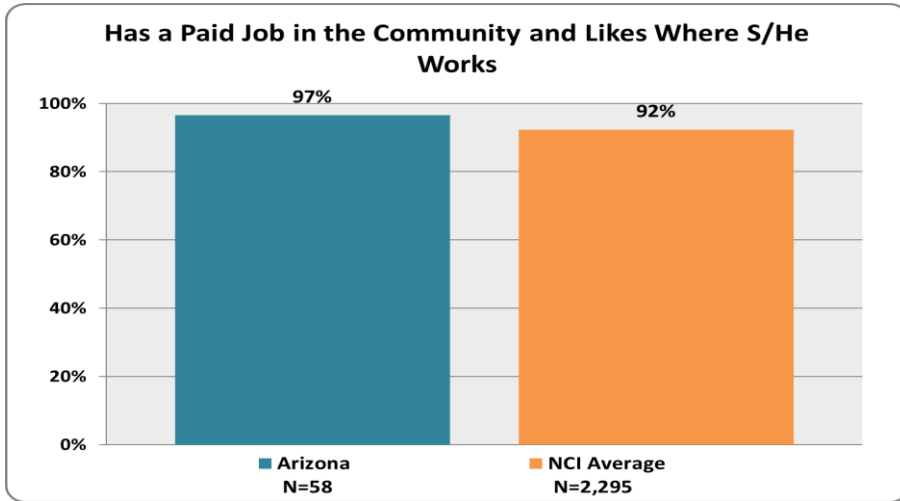


GRAPH 70.

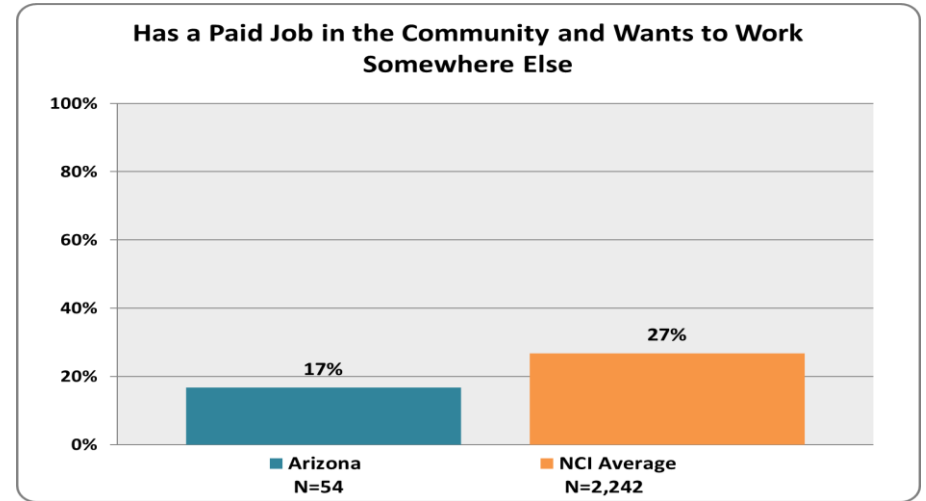


<sup>Ⓢ</sup>New variable to reporting  
 \*Categories are not mutually exclusive

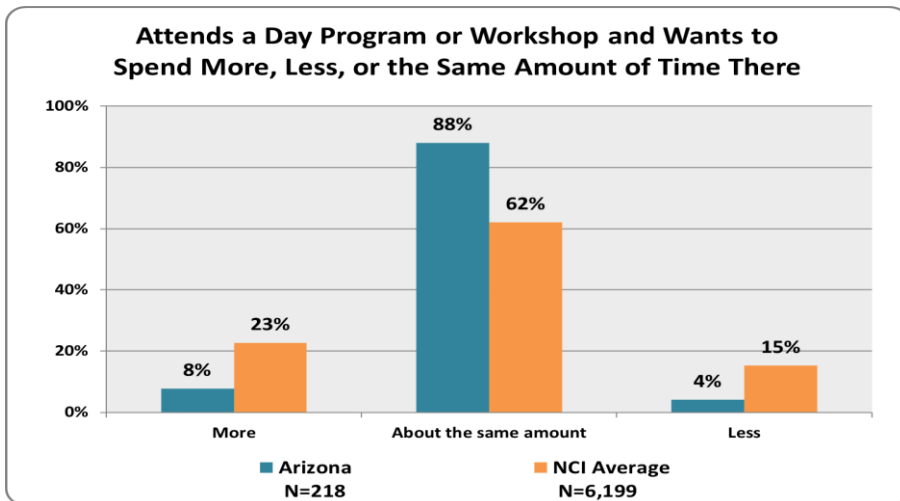
GRAPH 71. <sup>~</sup>



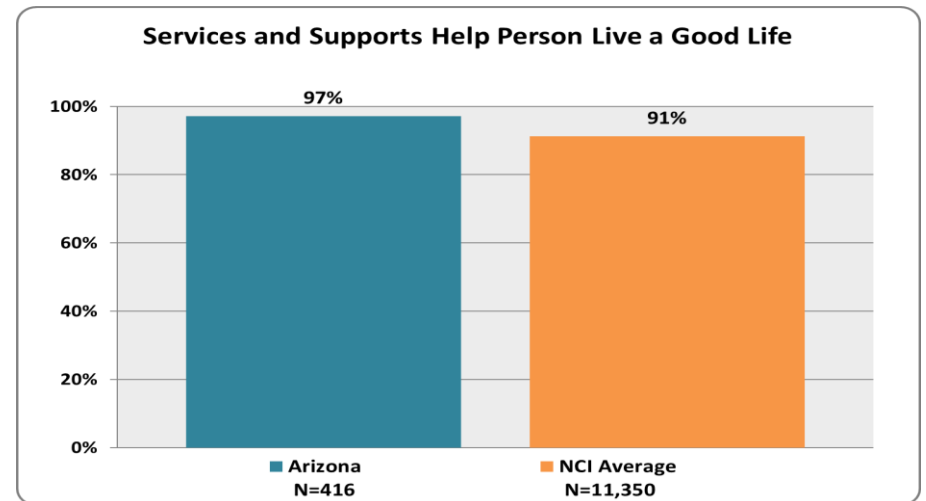
GRAPH 72. <sup>~</sup>



GRAPH 73. <sup>Ⓢ</sup>



GRAPH 74. <sup>Ⓢ</sup>



<sup>~</sup>The following states are not included in analysis due to low N (<20): DC, HI

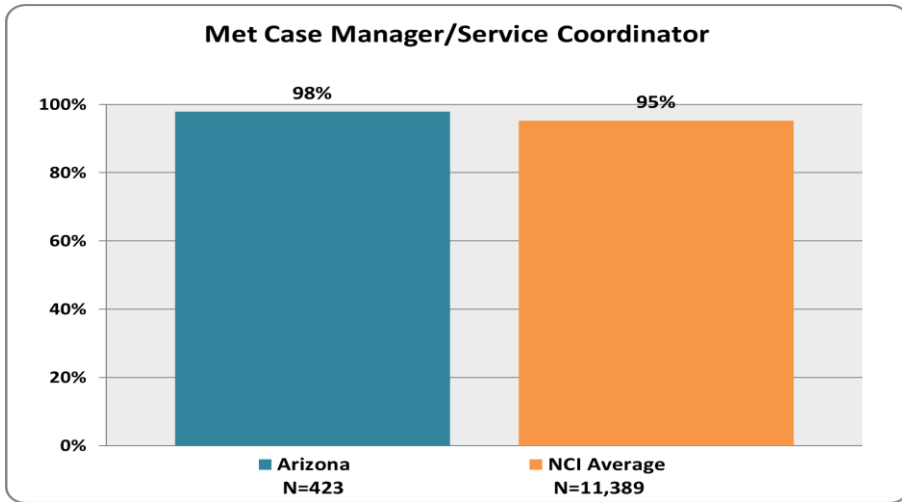
<sup>~</sup>DC is not included in analysis due to low N (<20)

<sup>Ⓢ</sup>New variable to reporting

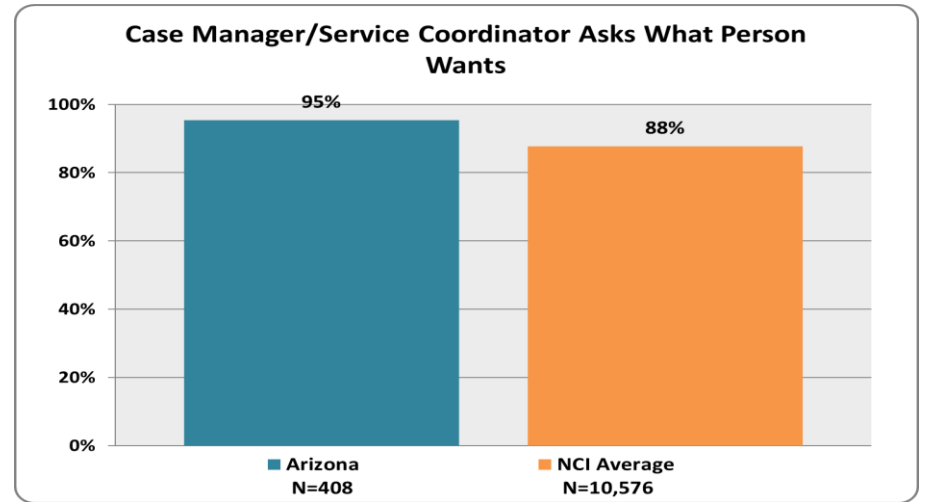
## Service Coordination

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

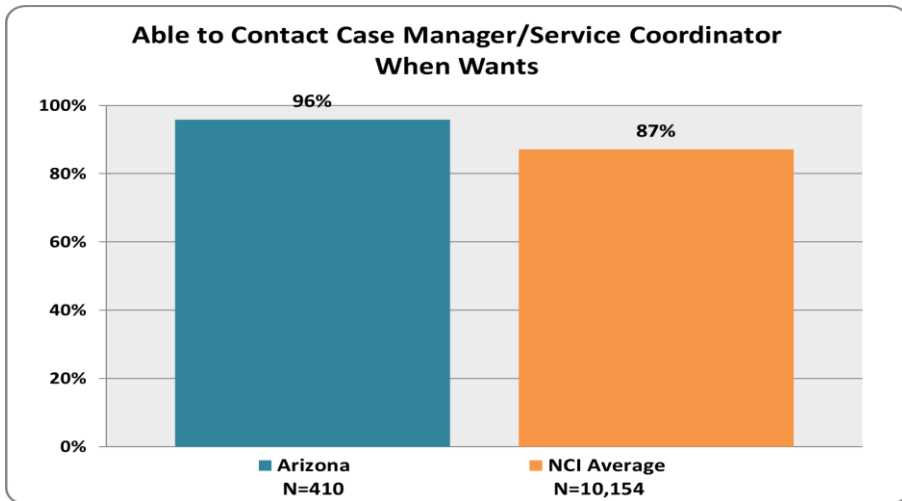
GRAPH 75.



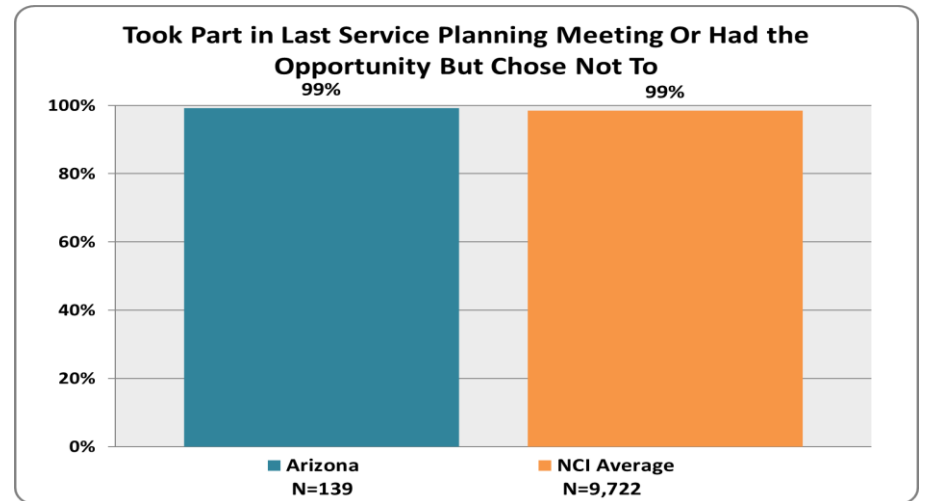
GRAPH 76.



GRAPH 77. ±



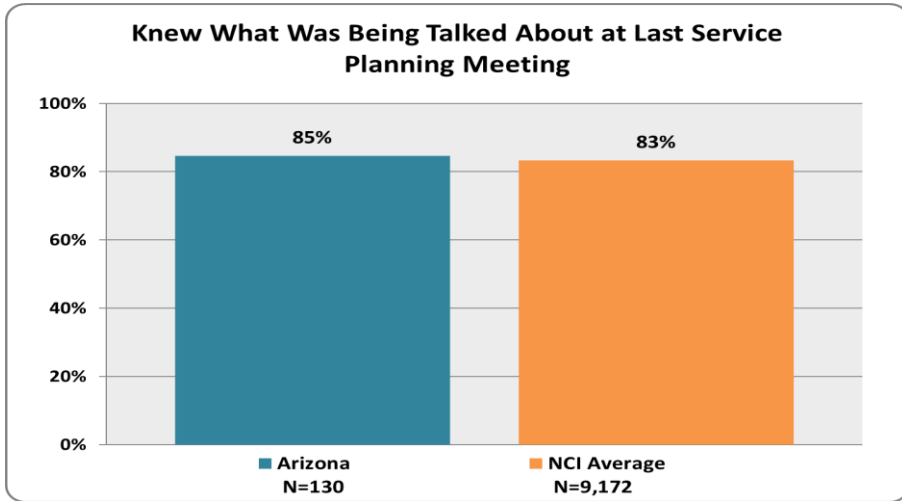
GRAPH 78. ²



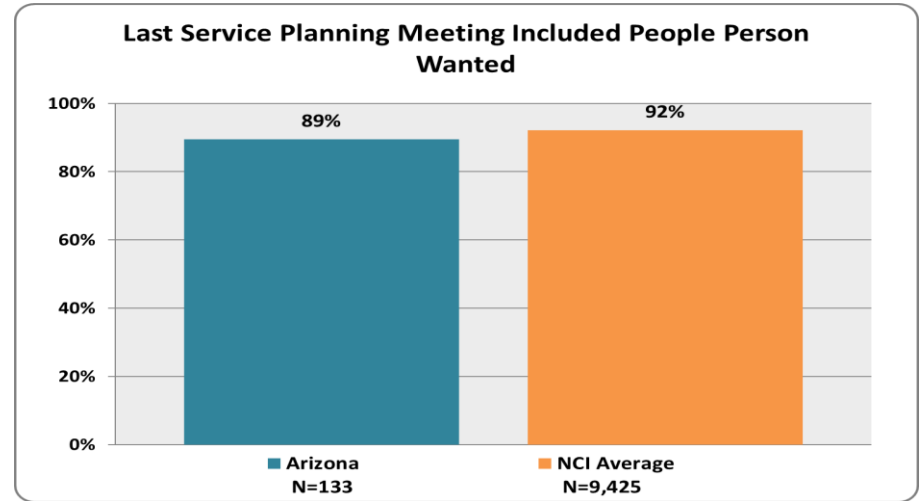
±Item changed from previous years – question rephrased

²New variable to reporting

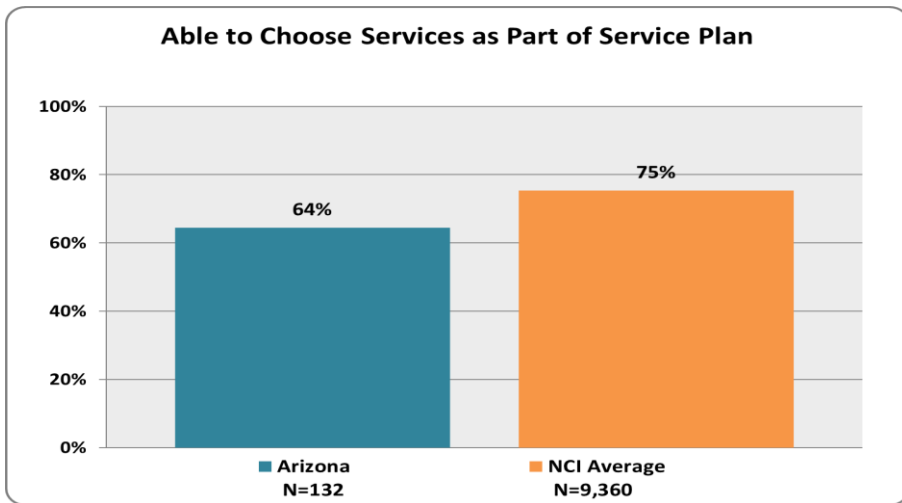
GRAPH 79. <sup>o</sup>



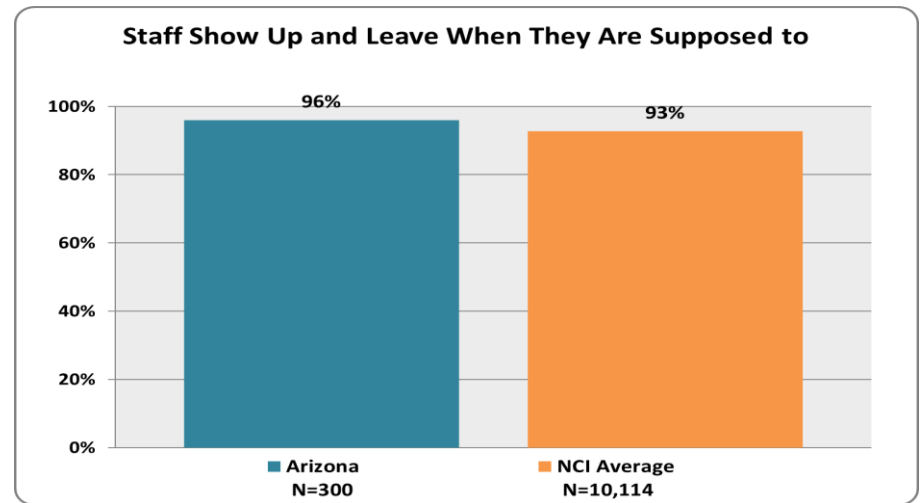
GRAPH 80. <sup>o</sup>



GRAPH 81. <sup>o</sup>



GRAPH 82.



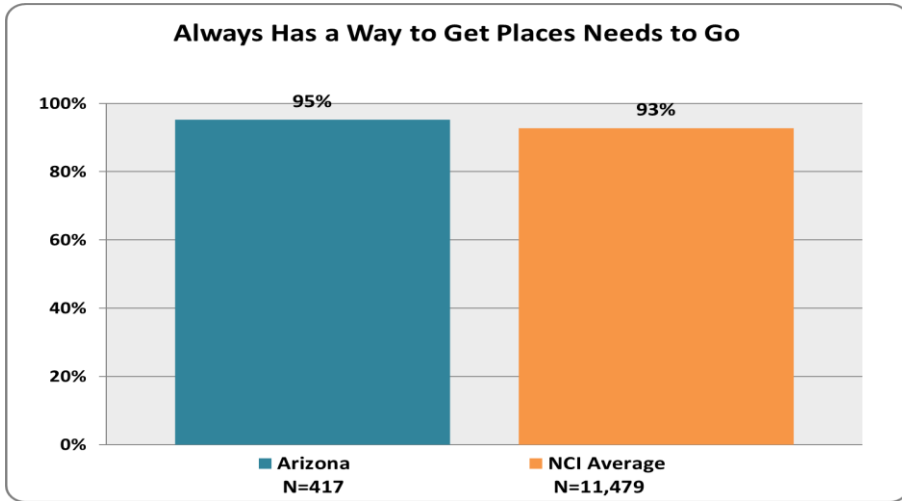
<sup>o</sup>New variable to reporting



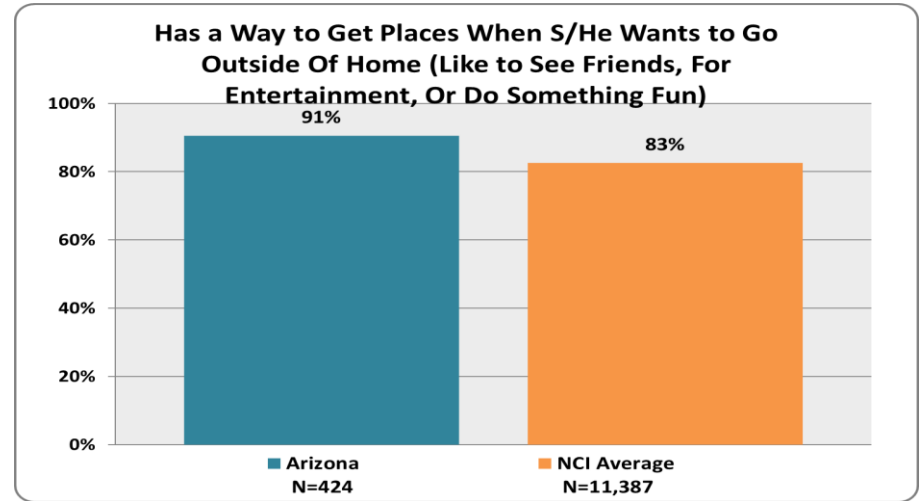
## Access

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

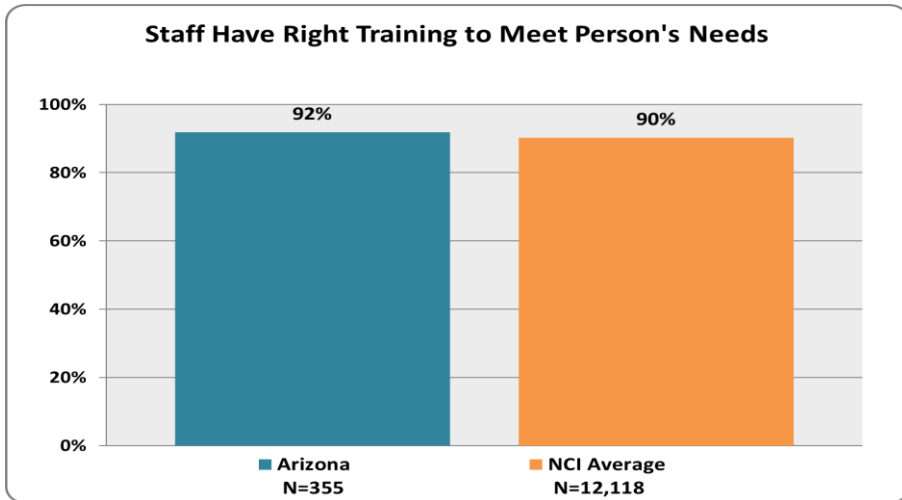
GRAPH 83. <sup>o</sup>



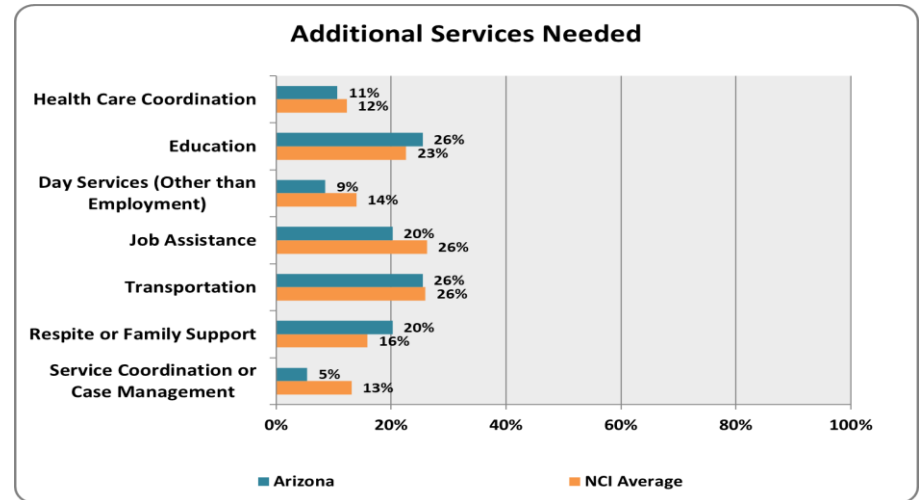
GRAPH 84. <sup>o</sup>



GRAPH 85.



GRAPH 86 ± \*

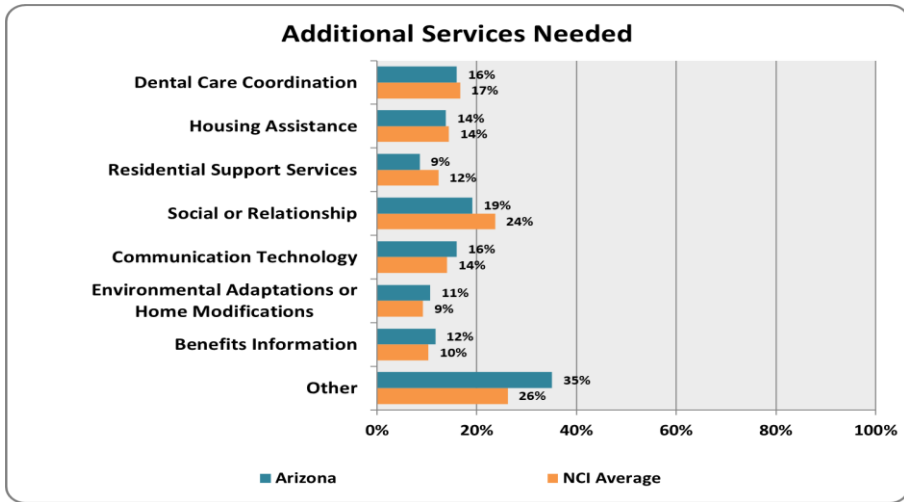


<sup>o</sup>New variable to reporting

±Item changed from previous years – question and response options rephrased

\*Categories are not mutually exclusive

GRAPH 87 ± \*



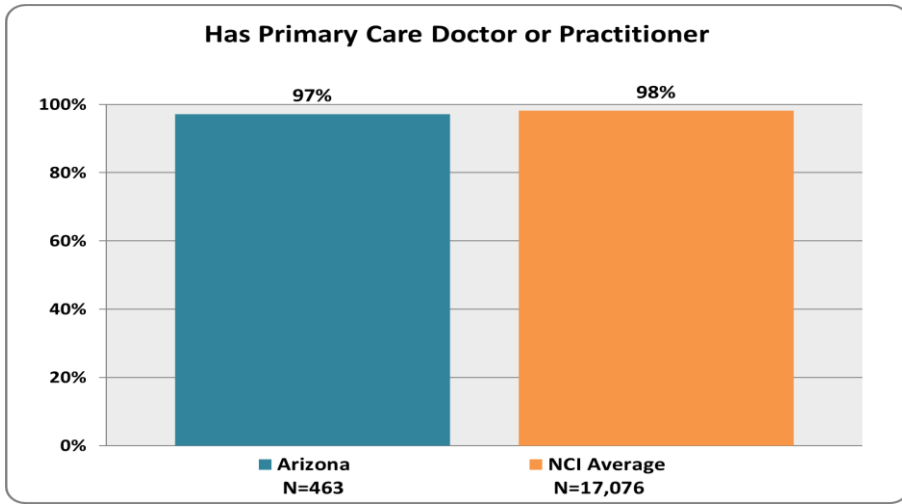
±Item changed from previous years – question and response options rephrased

\*Categories are not mutually exclusive

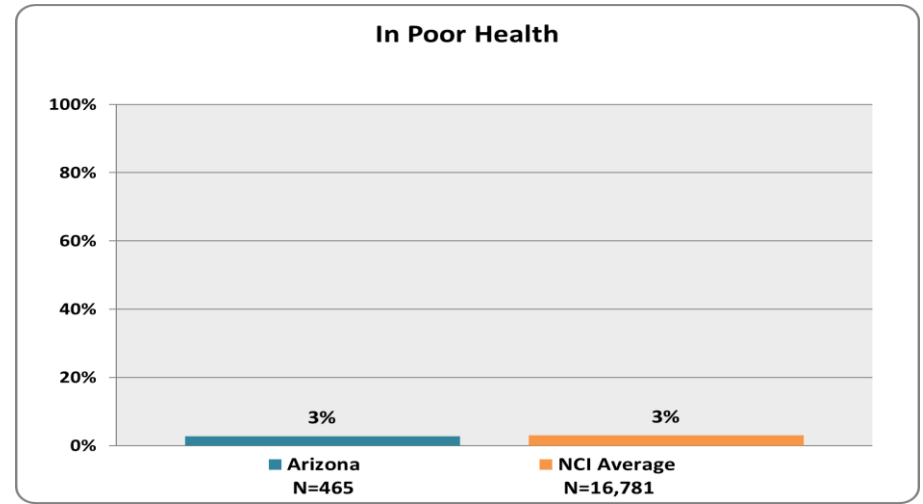
# Health

*People secure needed health services.*

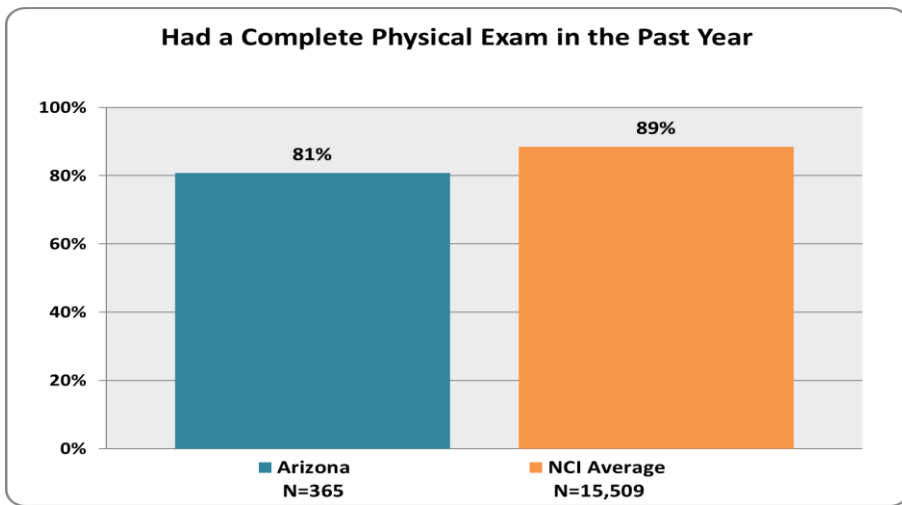
GRAPH 88. \*\*



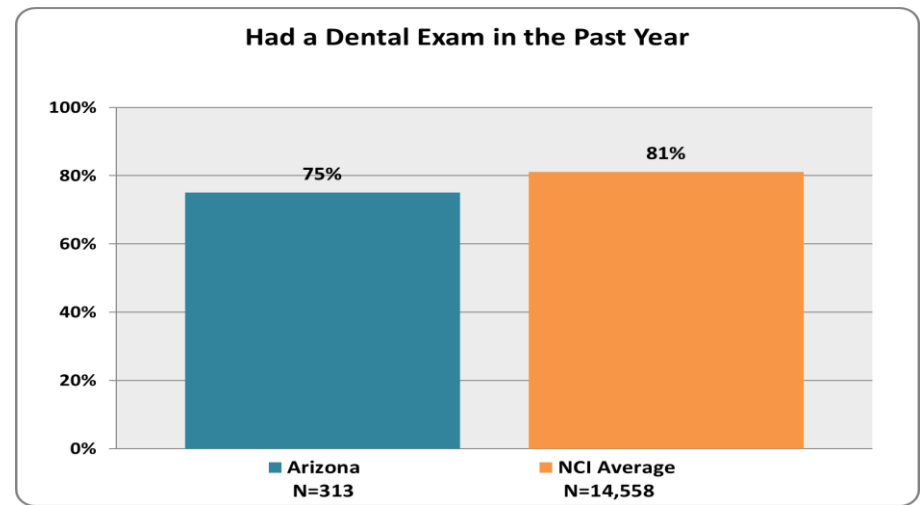
GRAPH 89.



GRAPH 90. \*\* ^



GRAPH 91. \*\* ^

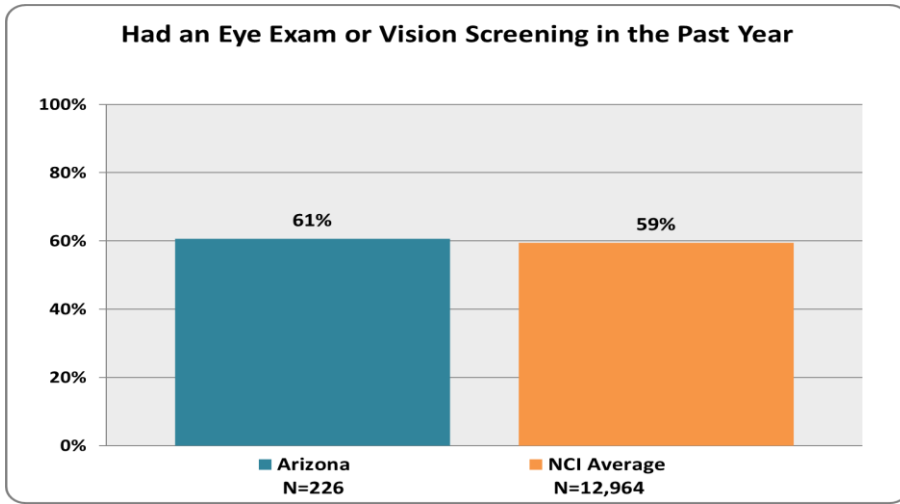


\*\*This item includes data from states with 25% or more “don’t know” or missing responses; see the national ACS report for a break-out by state

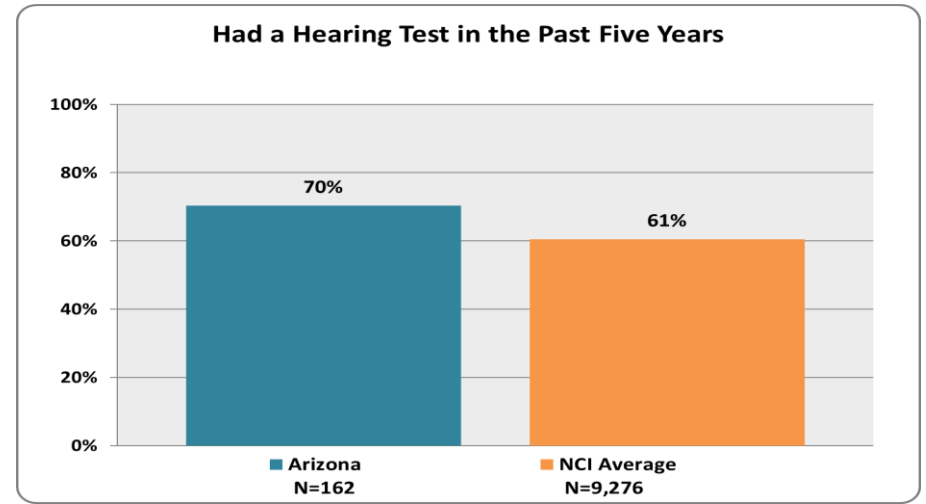
^The following states were not included in analysis due to low N (<20): MS and WI

^^WI is not included in analysis due to low N (<20)

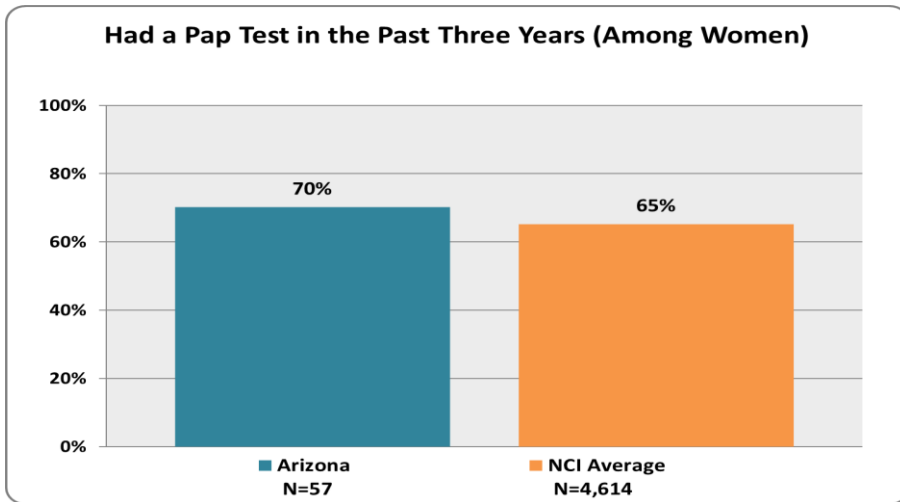
GRAPH 92. \*\* ~



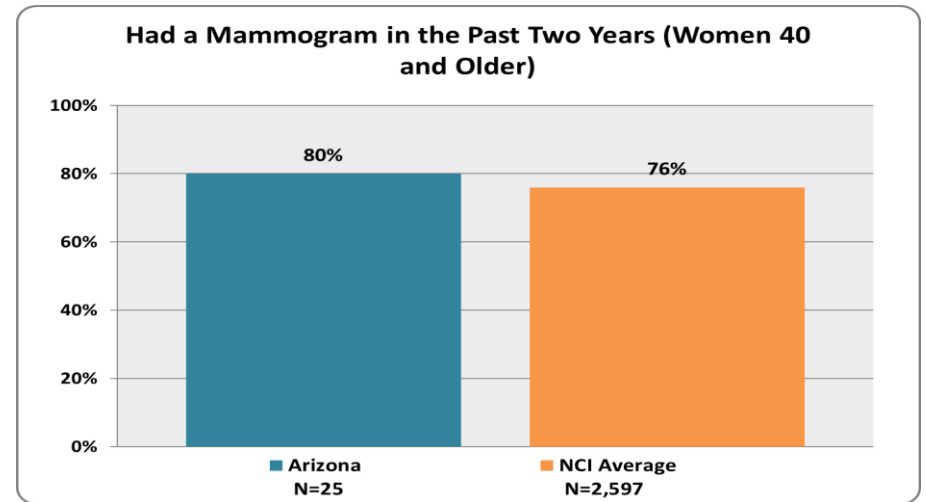
GRAPH 93. \*\* ~



GRAPH 94. \*\* ~



GRAPH 95. \*\* ~



\*\*This item includes data from states with 25% or more “don’t know” or missing responses; see the national ACS report for a break-out by state.

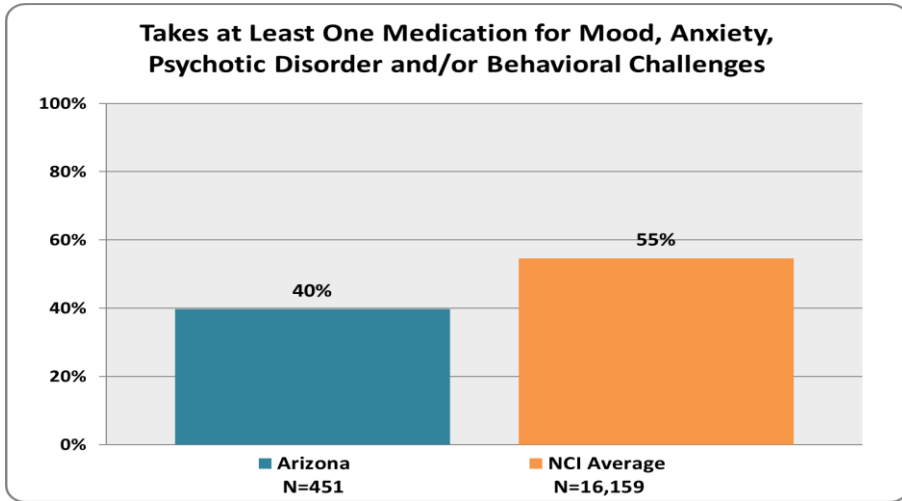
~WI is not included in analysis due to low N (<20)

^^The following states were not included in analysis due to low N (<20): DC and WI

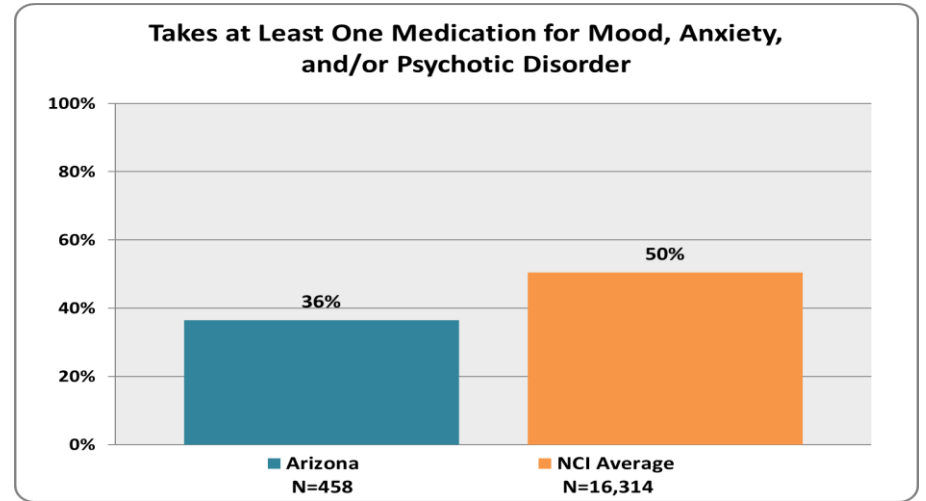
## Medication

*Medications are managed effectively and appropriately.*

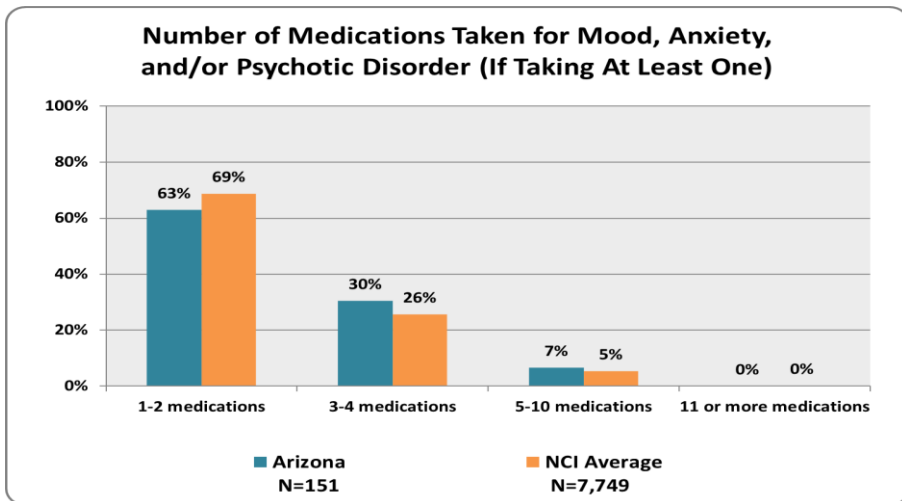
GRAPH 96. \*\* ~



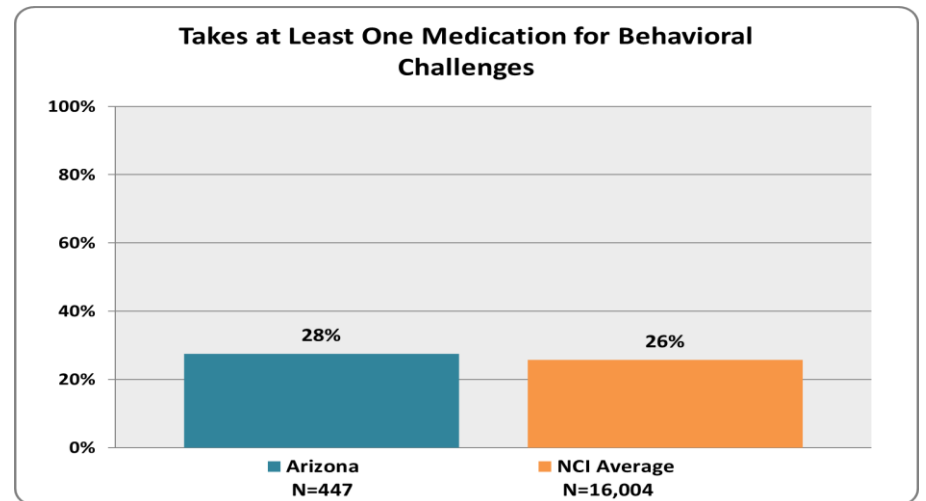
GRAPH 97. \*\* ~



GRAPH 98. \*\* ~



GRAPH 99. \*\* ~

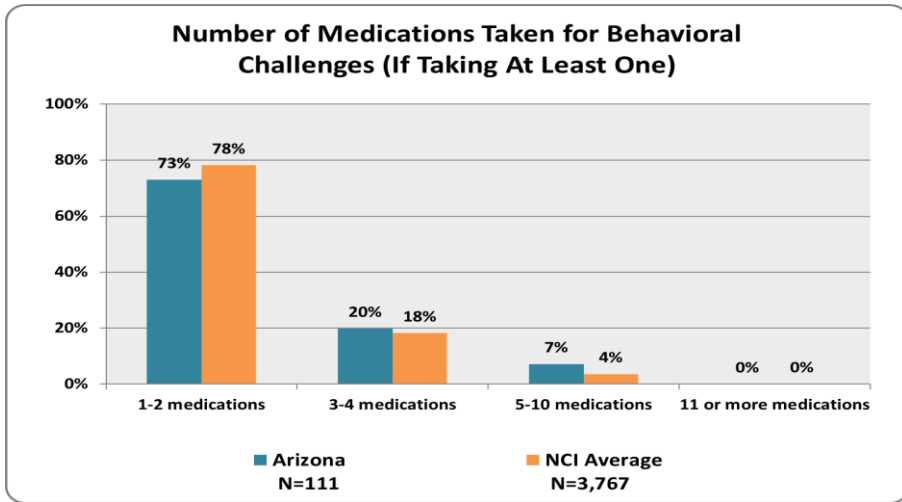


\*\*This item includes data from states with 25% or more “don’t know” or missing responses; see the national ACS report for a break-out by state.

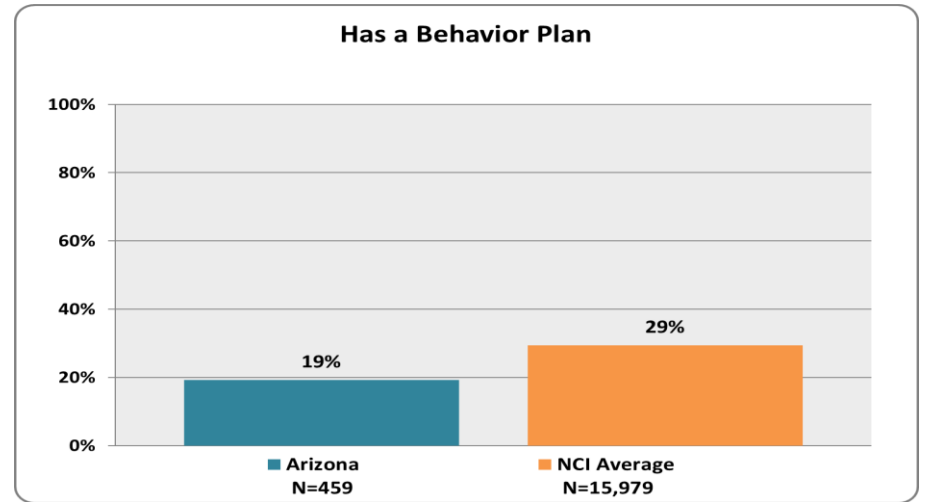
~WI excluded due to low N (<20)



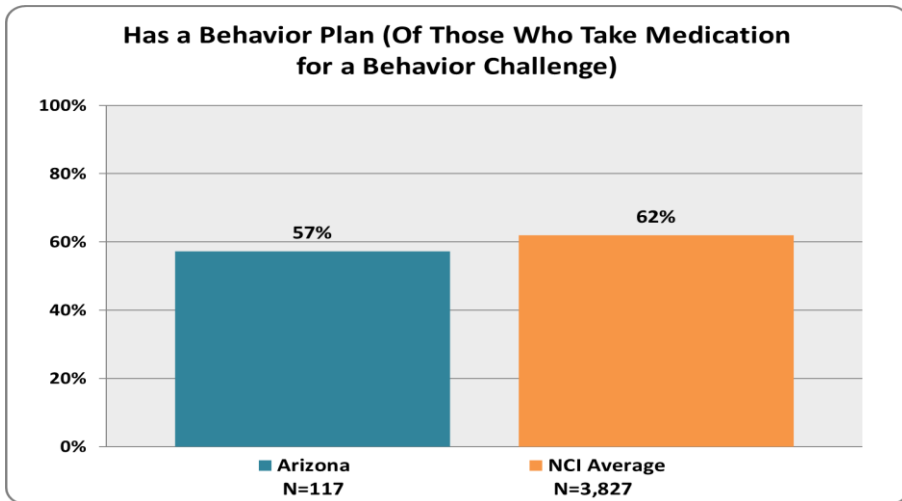
GRAPH 100. \*\* ◡ ◃



GRAPH 101. \*\* ◡ ◃



GRAPH 102. \*\* ◡ ◃



\*\*This item includes data from states with 25% or more “don’t know” or missing responses; see the national ACS report for a break-out by state.

◃WI excluded due to low N (<20)

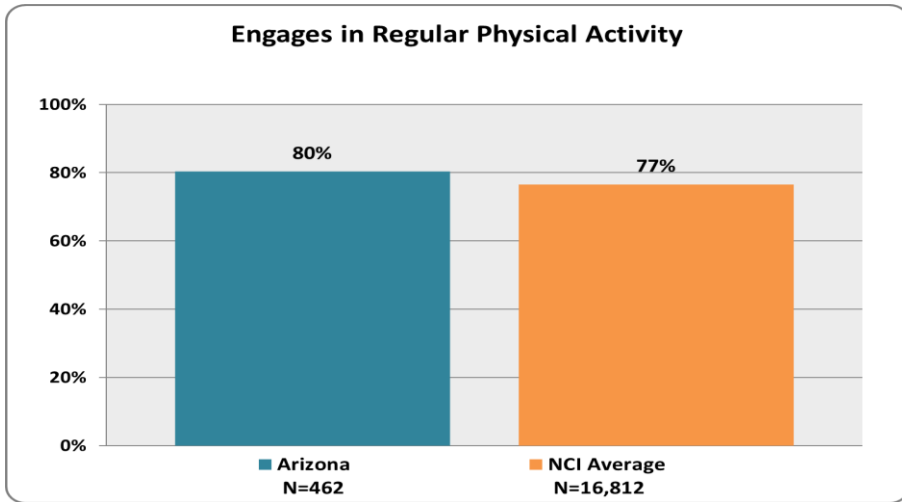
◡New variable to reporting

◃◃MN and WI excluded due to low N (<20)

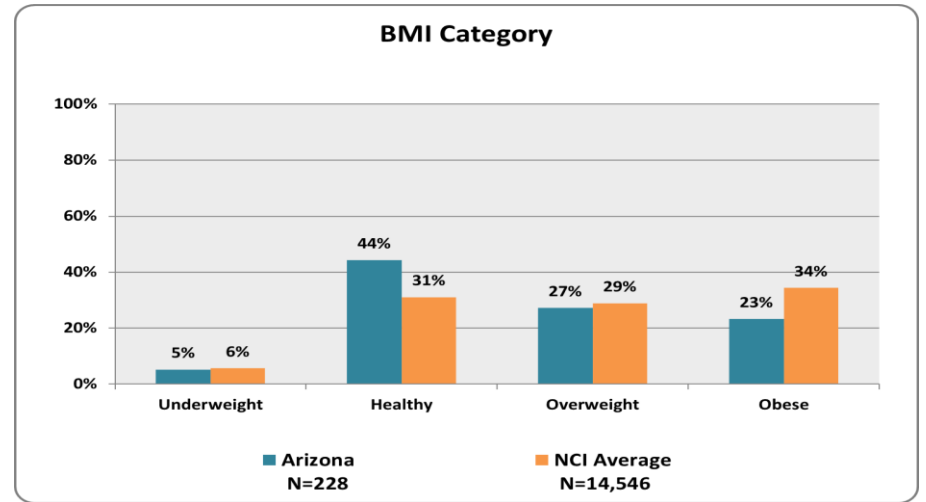
## Wellness

*People are supported to maintain healthy habits.*

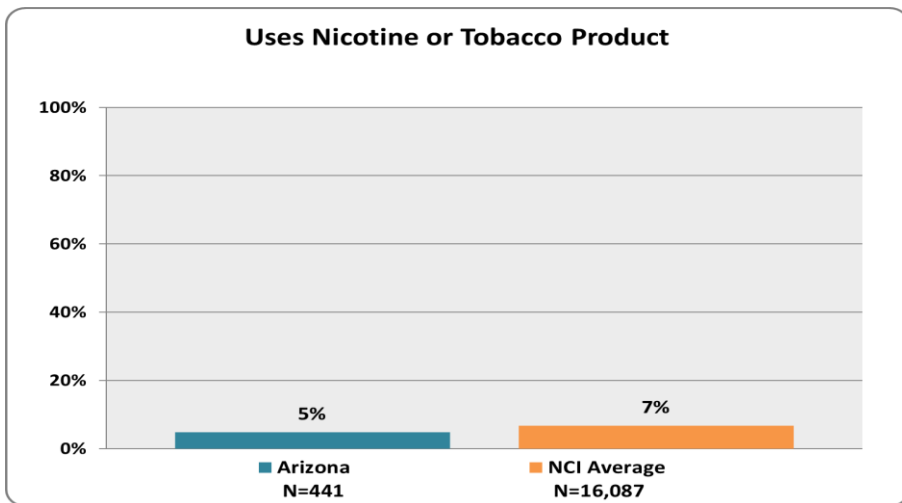
GRAPH 103. ±



GRAPH 104. \*\* ^



GRAPH 105. \*\* ^



\*\*This item includes data from states with 25% or more “don’t know” or missing responses; see the national ACS report for a break-out by state.

±Item changed from previous years – moved from BI section to Section II

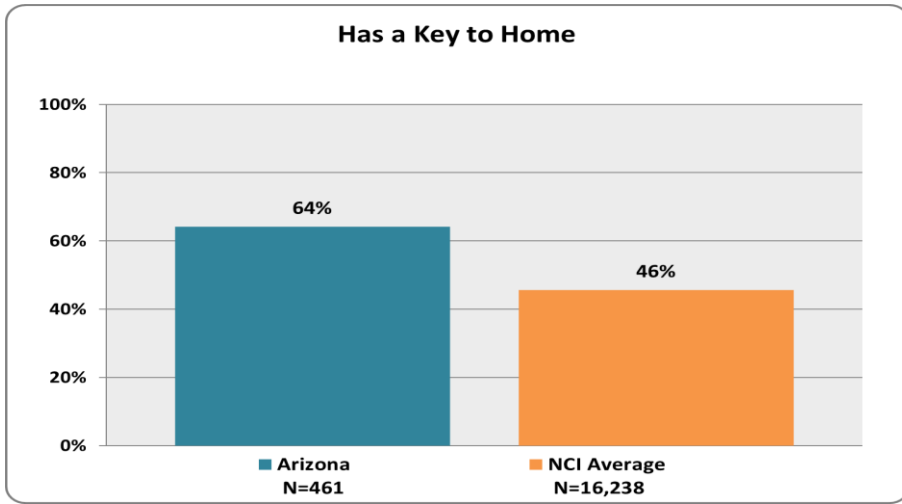
^WI excluded due to low N (<20)

## Respect and Rights

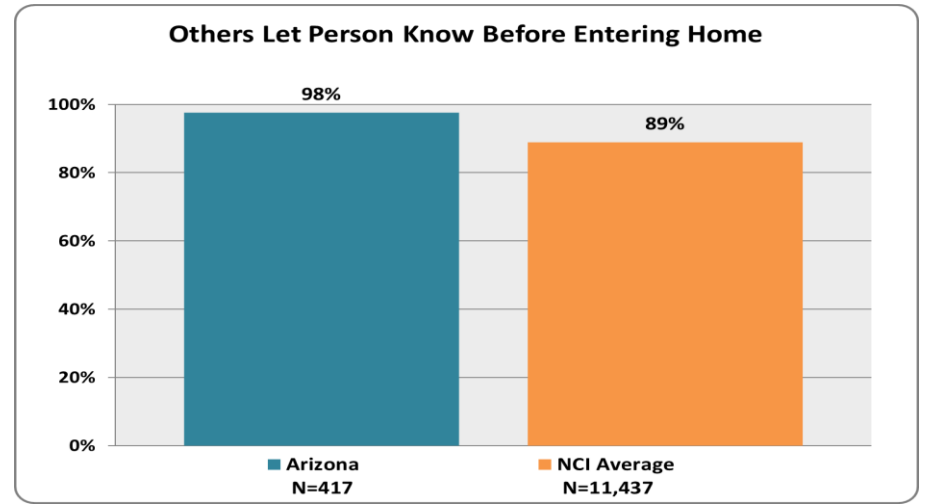
*People receive the same respect and protections as others in the community.*

**IMPORTANT NOTE ON CHANGES TO THE SURVEY TOOL AND ANALYSIS.** Several questions in this section were moved from Section II (where information may come from the individual receiving services or a proxy respondent) to Section I (where only the person receiving services may respond).

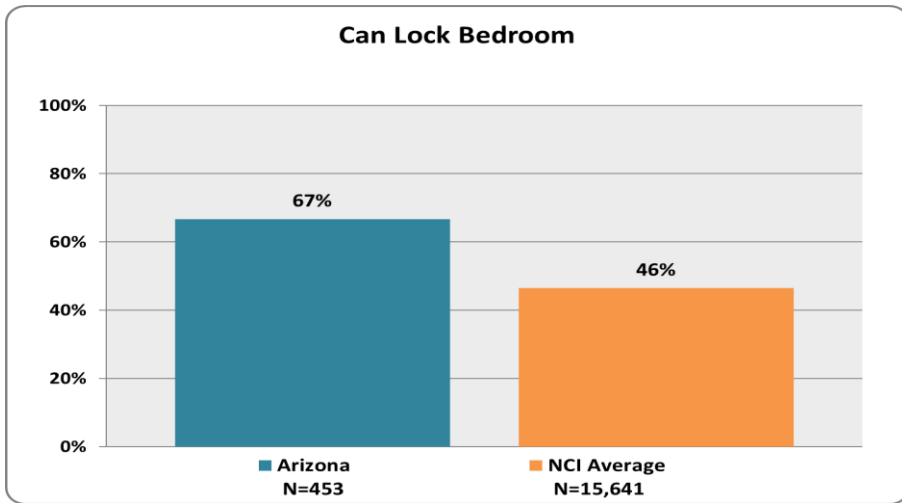
GRAPH 106. <sup>9</sup>



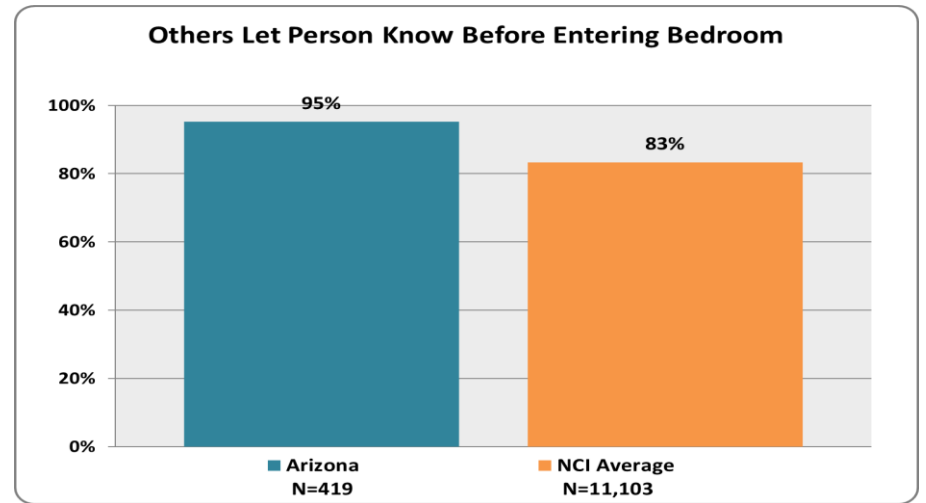
GRAPH 107.



GRAPH 108. <sup>9</sup>

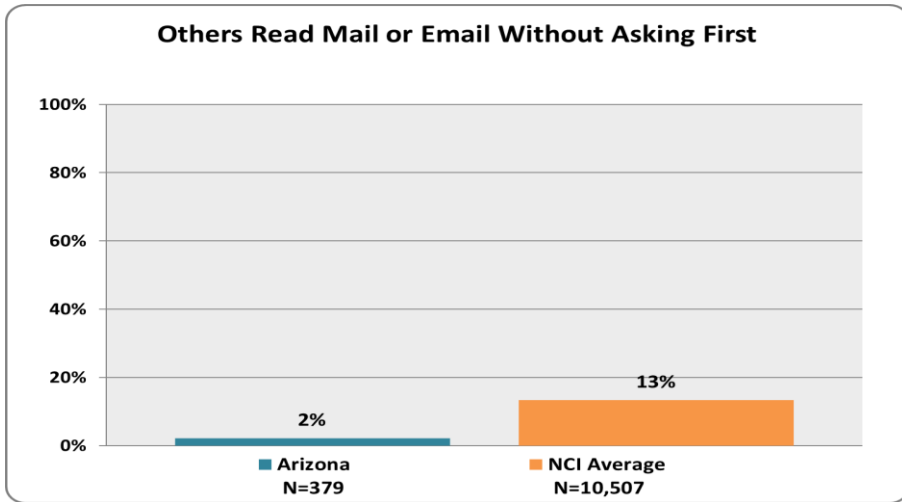


GRAPH 109.

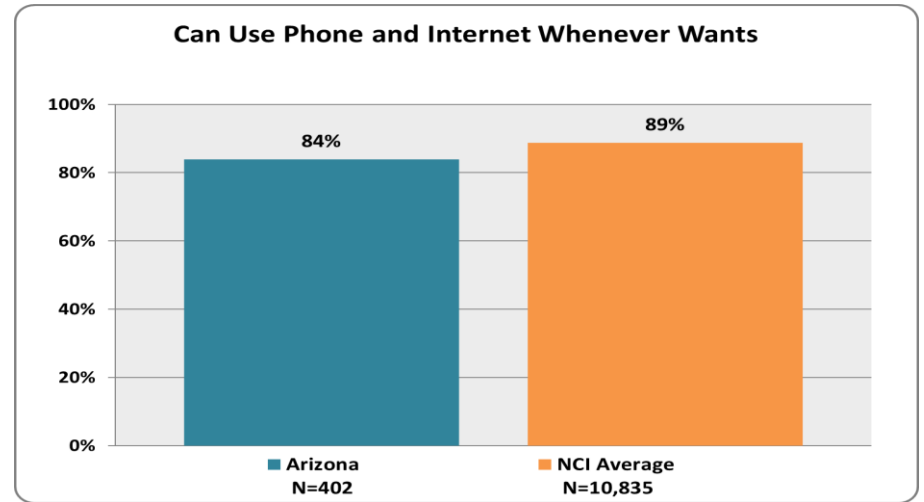


<sup>9</sup>New variable to reporting

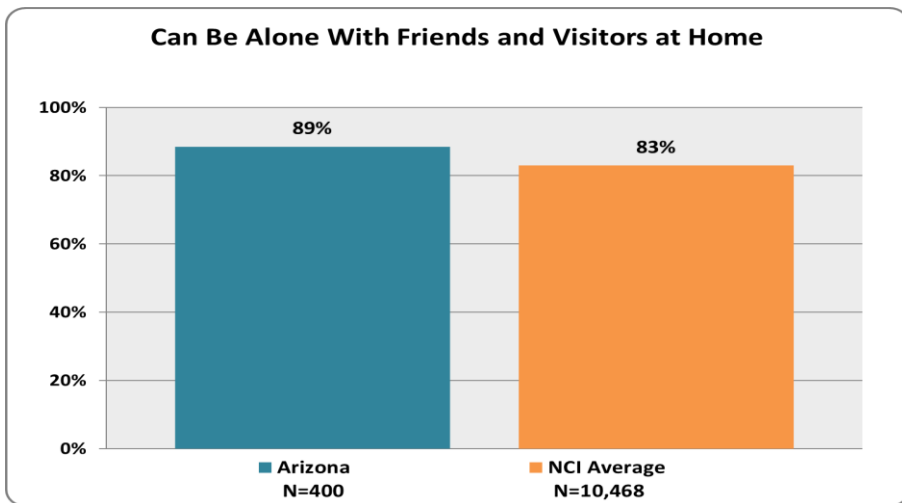
GRAPH 110. ±



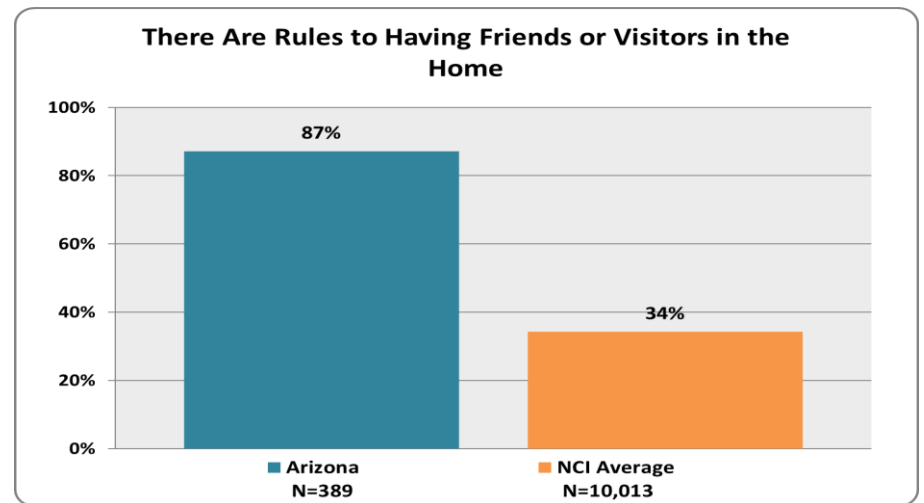
GRAPH 111. ±



GRAPH 112. ±



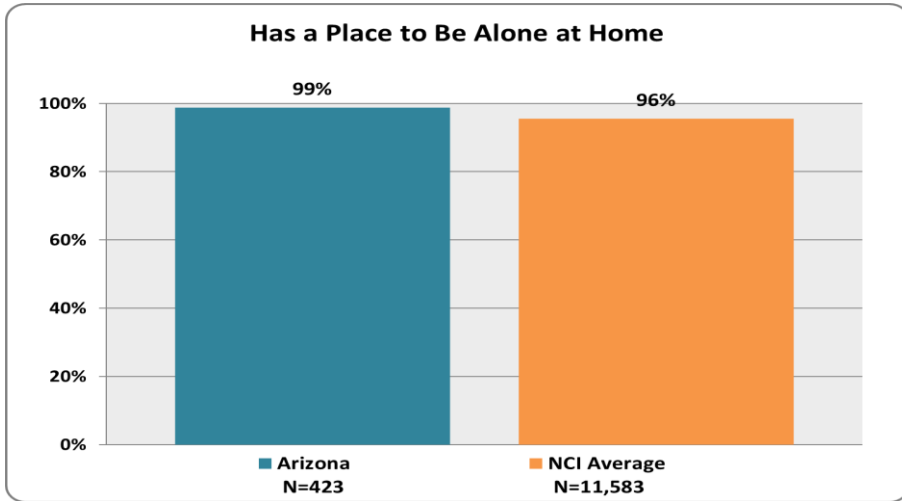
GRAPH 113. ²



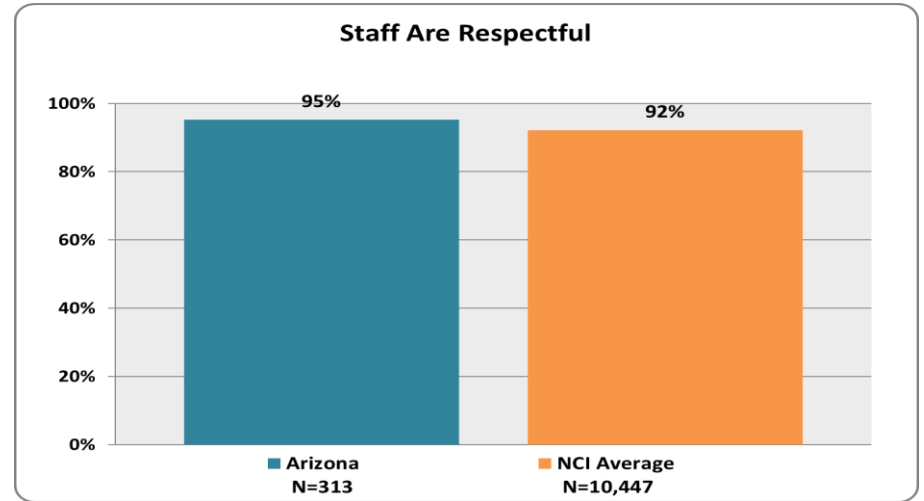
±Item changed from previous years – question was moved from Section II to Section I

²New variable to reporting

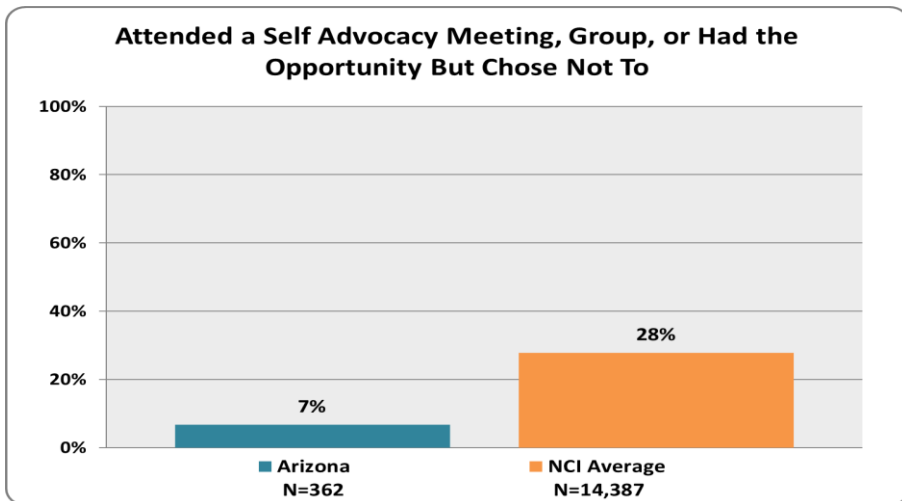
GRAPH 114. ±



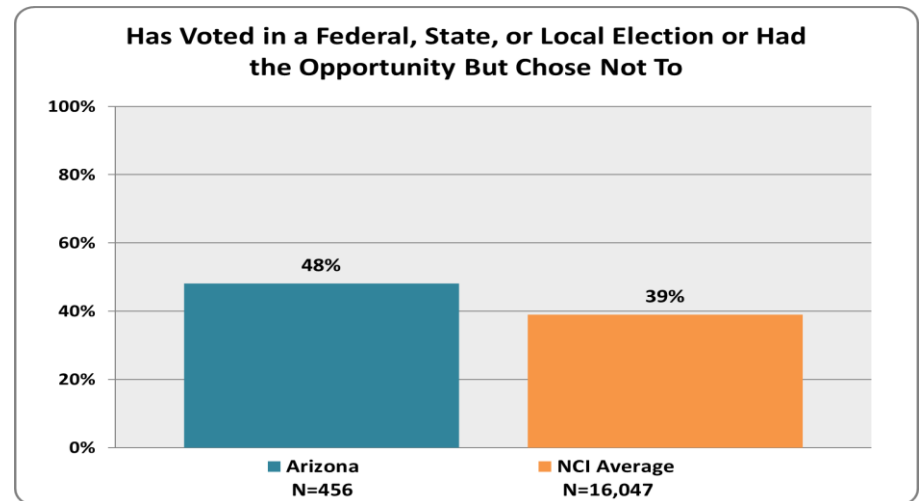
GRAPH 115. ±



GRAPH 116.



GRAPH 117. °



±Item changed from previous years – question rephrased

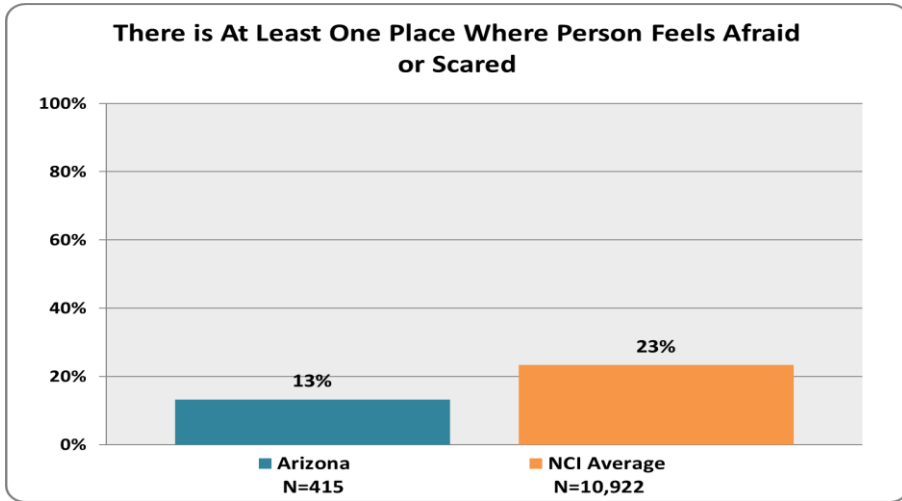
°New variable to reporting

## Safety

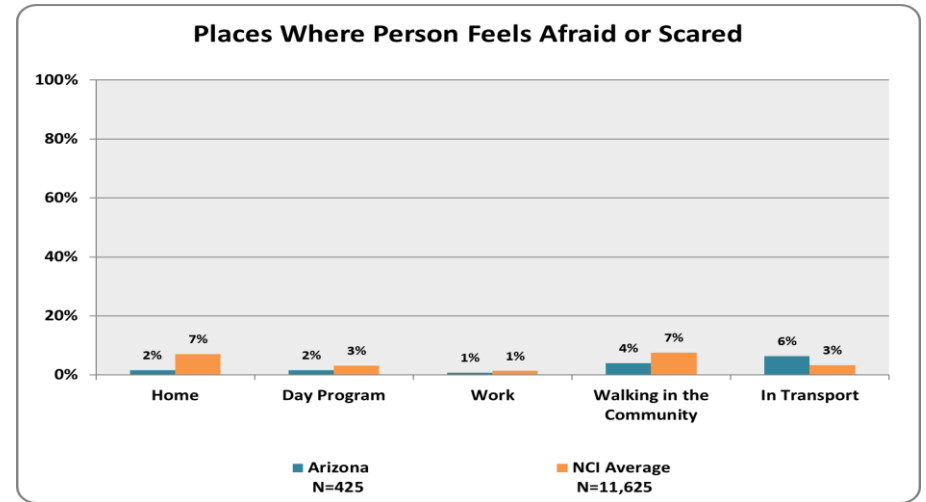
*People are safe from abuse, neglect, and injury.*



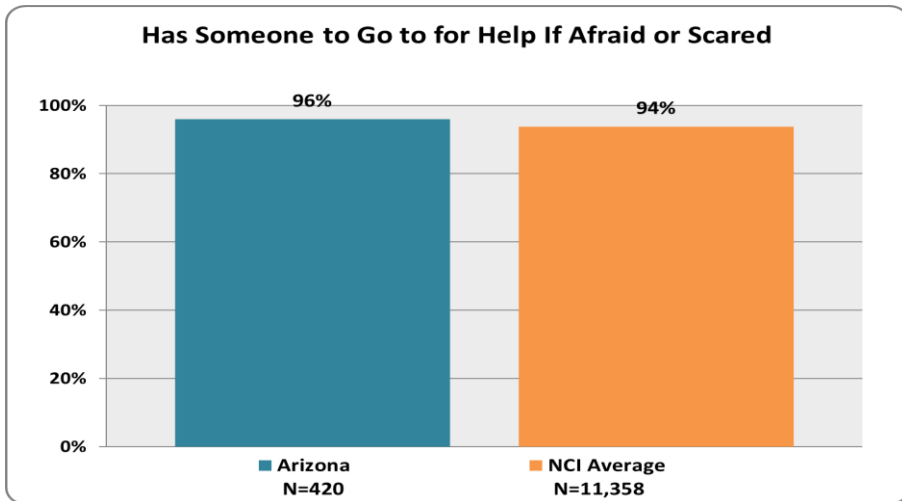
GRAPH 118. <sup>9</sup>



GRAPH 119.



GRAPH 120.



<sup>9</sup>New variable to reporting