

National Core Indicators™ Adult Consumer Survey

Wisconsin Report

2015-2016 Data



What is NCI?7

What is the NCI Adult Consumer Survey?.....7

What topics are covered by the survey?7

How were people selected to participate?.....9

Proxy Respondents9

Limitations of Data.....9

What is contained in this report?..... 10

Results: Demographics 11

GRAPH 1. AVERAGE AGE.....12

GRAPH 2. AGE GROUP.....12

GRAPH 3. GENDER12

GRAPH 4. MARITAL STATUS12

GRAPH 5. RACE AND ETHNICITY13

GRAPH 6. RESIDENTIAL DESIGNATION (METROPOLITAN, MICROPOLITAN, RURAL, SMALL TOWN).....13

GRAPH 7. TYPE OF RESIDENCE.....13

GRAPH 8. TYPE OF RESIDENCE (CONTINUED).....13

GRAPH 9. PERSON IS NAMED ON THE LEASE.....14

GRAPH 10. PERSON OWNS HOME.....14

GRAPH 11. HAS ID DIAGNOSIS14

GRAPH 12. LEVEL OF ID (IF THE PERSON HAS AN ID DIAGNOSIS)14

GRAPH 13. MOOD, ANXIETY, BEHAVIOR, PSYCHOTIC, AND OTHER MENTAL ILLNESS15

GRAPH 14. OTHER DIAGNOSES.....15

GRAPH 15. OTHER DIAGNOSES (CONTINUED).....15

GRAPH 16. HEALTH CONDITIONS.....15

GRAPH 17. PREFERRED MEANS OF COMMUNICATION16

GRAPH 18. PRIMARY LANGUAGE.....16

GRAPH 19. GUARDIANSHIP STATUS.....16

GRAPH 20. GUARDIAN'S RELATIONSHIP TO PERSON16

Choice and Decision-Making..... 17

GRAPH 21. CHOSE OR HAD INPUT IN CHOOSING HOME18

GRAPH 22. CHOSE OR HAD INPUT IN CHOOSING ROOMMATES.....18

GRAPH 23. CHOSE OR HAD INPUT IN CHOOSING PAID COMMUNITY JOB.....18

GRAPH 24. CHOSE OR HAD INPUT IN CHOOSING DAY PROGRAM OR WORKSHOP.....18

GRAPH 25. CHOSE OR CAN REQUEST TO CHANGE STAFF.....19

GRAPH 26. DECIDES OR HAS INPUT IN DECIDING DAILY SCHEDULE.....19

GRAPH 27. DECIDES OR HAS INPUT IN DECIDING HOW TO SPEND FREE TIME.....19

GRAPH 28. CHOOSES OR HAS INPUT IN CHOOING HOW TO SPEND MONEY.....19

GRAPH 29. CHOSE OR CAN CHANGE CASE MANAGER/SERVICE COORDINATOR.....20

Work 21

GRAPH 30. HAS A PAID JOB IN THE COMMUNITY22

GRAPH 31. TYPE OF PAID EMPLOYMENT IN THE COMMUNITY.....22

GRAPH 32 AVERAGE NUMBER OF BIWEEKLY HOURS BY TYPE OF COMMUNITY EMPLOYMENT.....22

GRAPH 33. AVERAGE BIWEEKLY GROSS WAGES BY TYPE OF COMMUNITY EMPLOYMENT.....22

GRAPH 34. WOULD LIKE A JOB IN THE COMMUNITY23

GRAPH 35. HAS COMMUNITY EMPLOYMENT AS A GOAL IN SERVICE PLAN.....23

GRAPH 36. TAKES CLASSES, TRAINING, OR DOES SOMETHING TO HELP GET A JOB OR A BETTER JOB23

GRAPH 37. ATTENDS A DAY PROGRAM OR WORKSHOP23

GRAPH 38. VOLUNTEERS24

Self-Determination 25

GRAPH 39. USES A SELF-DIRECTED SUPPORTS OPTION.....26

GRAPH 40. PEOPLE WHO DECIDE HOW BUDGET FOR SERVICES IS USED.....26

GRAPH 41. HIRES AND/OR MANAGES STAFF26

GRAPH 42. CAN MAKE CHANGES TO BUDGET/SERVICES IF NEEDED.....26

GRAPH 43. HAS ENOUGH HELP DECIDING HOW TO USE THEIR INDIVIDUAL BUDGET/SERVICES.....27

GRAPH 44. GETS INFORMATION ABOUT HOW MUCH MONEY IS LEFT IN BUDGET/SERVICES.....27

GRAPH 45. INFORMATION ABOUT BUDGET/SERVICES IS EASY TO UNDERSTAND.....27

Community Inclusion 28

GRAPH 46. NUMBER OF TIMES OUT SHOPPING IN THE PAST MONTH.....29

GRAPH 47. NUMBER OF TIMES WENT OUT ON ERRANDS IN THE PAST MONTH29

GRAPH 48. NUMBER OF TIMES WENT OUT FOR ENTERTAINMENT IN THE PAST MONTH29

GRAPH 49. NUMBER OF TIMES WENT OUT TO EAT IN THE PAST MONTH29

GRAPH 50. NUMBER OF TIMES WENT OUT TO RELIGIOUS OR SPIRITUAL SERVICE IN THE PAST MONTH.....30

GRAPH 51. PARTICIPATED IN A COMMUNITY GROUP IN THE PAST MONTH30

GRAPH 52. WENT ON VACATION IN THE PAST YEAR.....30

GRAPH 53. ABLE TO GO OUT AND DO THE THINGS LIKE TO DO IN THE COMMUNITY.....30

GRAPH 54. ABLE TO GO OUT AND DO THE THINGS LIKES TO DO IN THE COMMUNITY AS OFTEN AS WANTS TO31

GRAPH 55. HAS ENOUGH THINGS THEY LIKE TO DO WHEN AT HOME.....31

Relationships.....32

GRAPH 56. HAS FRIENDS OTHER THAN STAFF AND FAMILY33

GRAPH 57. WANTS HELP TO MAKE OR KEEP IN CONTACT WITH FRIENDS ('YES' AND 'MAYBE, NOT SURE' RESPONSES)33

GRAPH 58. HAS FRIENDS (MAY BE STAFF OR FAMILY) AND CAN SEE FRIENDS WHEN THEY WANT.....33

GRAPH 59. REASONS CANNOT ALWAYS SEE FRIENDS33

GRAPH 60. HAS OTHER WAYS TO COMMUNICATE WITH FRIENDS WHEN CANNOT SEE THEM34

GRAPH 61. CAN SEE AND COMMUNICATE WITH THEIR FAMILY WHENEVER THEY WANT34

GRAPH 62. FEELS LONELY34

GRAPH 63. CAN GO ON A DATE OR IS MARRIED OR LIVING WITH PARTNER.....34

Satisfaction.....35

GRAPH 64. LIKES HOME36

GRAPH 65. REASONS WHY PERSON DOES NOT LIKE HOME.....36

GRAPH 66. REASONS WHY PERSON DOES NOT LIKE HOME (CONTINUED)36

GRAPH 67. WANTS TO LIVE SOMEWHERE ELSE36

GRAPH 68. HAS A PAID JOB IN THE COMMUNITY AND LIKES WHERE THEY WORK37

GRAPH 69. HAS A PAID JOB IN THE COMMUNITY AND WANTS TO WORK SOMEWHERE ELSE.....37

GRAPH 70. ATTENDS A DAY PROGRAM OR WORKSHOP AND WANTS TO GO MORE, LESS, OR THE SAME AMOUNT OF TIME37

GRAPH 71. SERVICES AND SUPPORTS HELP PERSON LIVE A GOOD LIFE37

Service Coordination.....38

GRAPH 72. MET CASE MANAGER/SERVICE COORDINATOR.....39

GRAPH 73. CASE MANAGER/SERVICE COORDINATOR ASKS WHAT PERSON WANTS39

GRAPH 74. ABLE TO CONTACT CASE MANAGER/SERVICE COORDINATOR WHEN WANTS39

GRAPH 75. TOOK PART IN LAST SERVICE PLANNING MEETING OR HAD THE OPPORTUNITY AND CHOSE NOT TO.....39

GRAPH 76. KNEW WHAT WAS TALKED ABOUT AT LAST SERVICE PLANNING MEETING.....40

GRAPH 77. LAST SERVICE PLANNING MEETING INCLUDED PEOPLE PERSON WANTED TO BE THERE.....40

GRAPH 78. PERSON WAS ABLE TO CHOOSE SERVICES THEY GET AS PART OF SERVICE PLAN.....40

GRAPH 79. STAFF SHOW UP AND LEAVE WHEN THEY ARE SUPPOSED TO40

Access 41

GRAPH 80. HAS A WAY TO GET PLACES NEEDS TO GO.....42

GRAPH 81. HAS A WAY TO GET PLACES WHEN WANTS TO GO OUTSIDE OF HOME—LIKE GOING OUT TO SEE FRIENDS, FOR ENTERTAINMENT, OR TO DO SOMETHING FUN42

GRAPH 82. STAFF HAVE THE RIGHT TRAINING TO MEET THE PERSON’S NEEDS.....42

GRAPH 83 ADDITIONAL SERVICES NEEDED.....42

GRAPH 84 ADDITIONAL SERVICES NEEDED (CONTINUED)43

Health 44

GRAPH 85. HAS A PRIMARY CARE DOCTOR OR PRIMARY CARE PRACTITIONER45

GRAPH 86. IN POOR HEALTH45

Respect and Rights..... 46

GRAPH 87. HAS A KEY TO THE HOME.....47

GRAPH 88. OTHERS LET PERSON KNOW BEFORE ENTERING HOME.....47

GRAPH 89. CAN LOCK BEDROOM IF THEY WANT47

GRAPH 90. OTHERS LET PERSON KNOW BEFORE ENTERING BEDROOM.....47

GRAPH 91. OTHERS READ MAIL OR EMAIL WITHOUT ASKING FIRST.....48

GRAPH 92. CAN USE PHONE AND INTERNET WHENEVER THEY WANT48

GRAPH 93. CAN BE ALONE WITH VISITORS AT HOME.....48

GRAPH 94. THERE ARE RULES TO HAVING FRIENDS OR VISITORS AT HOME48

GRAPH 95. HAS A PLACE TO BE ALONE AT HOME.....49

GRAPH 96. STAFF (AT HOME, WORK, AND/OR DAY ACTIVITY OR PROGRAM) ARE RESPECTFUL.....49

GRAPH 97. HAVE ATTENDED A SELF-ADVOCACY EVENT OR HAD OPPORTUNITY BUT CHOSE NOT TO49

GRAPH 98. HAS EVER VOTED IN LOCAL, STATE, OR FEDERAL ELECTION, OR HAD THE OPPORTUNITY AND CHOSE NOT TO49

Safety 50

GRAPH 99. THERE IS AT LEAST ONE PLACE WHERE THE PERSON FEELS AFRAID OR SCARED.....51

GRAPH 100. PLACES WHERE PERSON FEELS AFRAID OR SCARED.....51

GRAPH 101. HAS SOMEONE TO GO TO FOR HELP IF AFRAID.....51

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

| Domain | Sub-Domain | Concern Statement |
|------------------------------------|----------------------------|--|
| Individual Outcomes | Work | People have support to find and maintain community integrated employment. |
| | Community Inclusion | People have support to participate in everyday community activities. |
| | Choice and Decision-Making | People make choices about their lives and are actively engaged in planning their services and supports. |
| | Self Determination | People have authority and are supported to direct and manage their own services. |
| | Relationships | People have friends and relationships. |
| | Satisfaction | People are satisfied with the services and supports they receive. |
| Health, Welfare, and Rights | Safety | 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. |
| System Performance | 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?

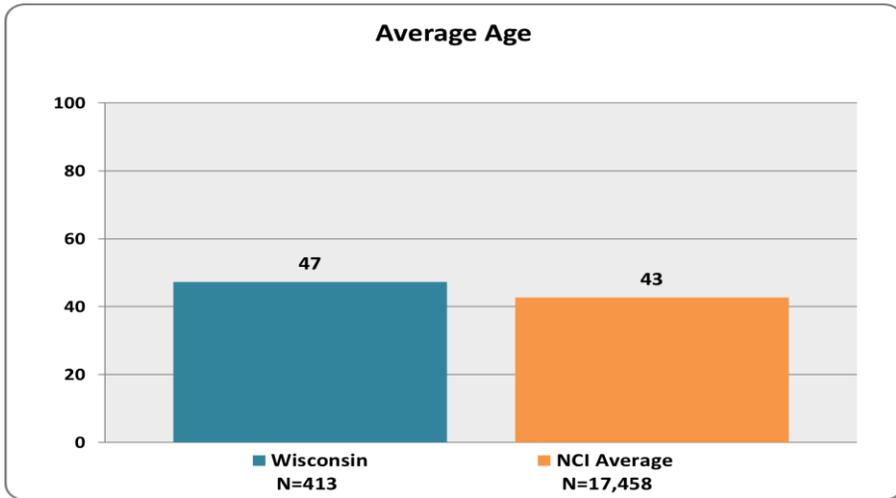
This report compares the 2015-16 NCI Adult Consumer Survey demographic and individual outcome results from Wisconsin to the NCI Average (the average of all state percentages). A total of 17,682 valid surveys were completed across thirty-six (36) states (including the District of Columbia). All results 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/>.

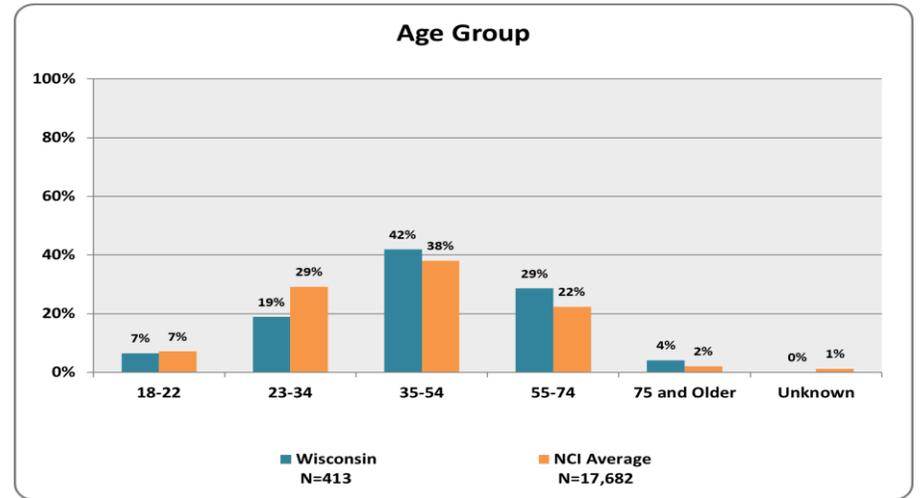
Results: Demographics

Illustrates the demographic profile of survey participants

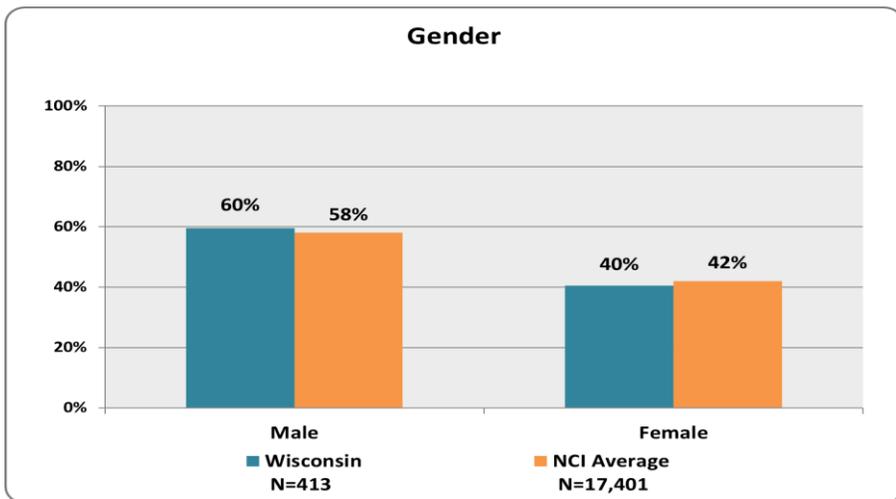
GRAPH 1.



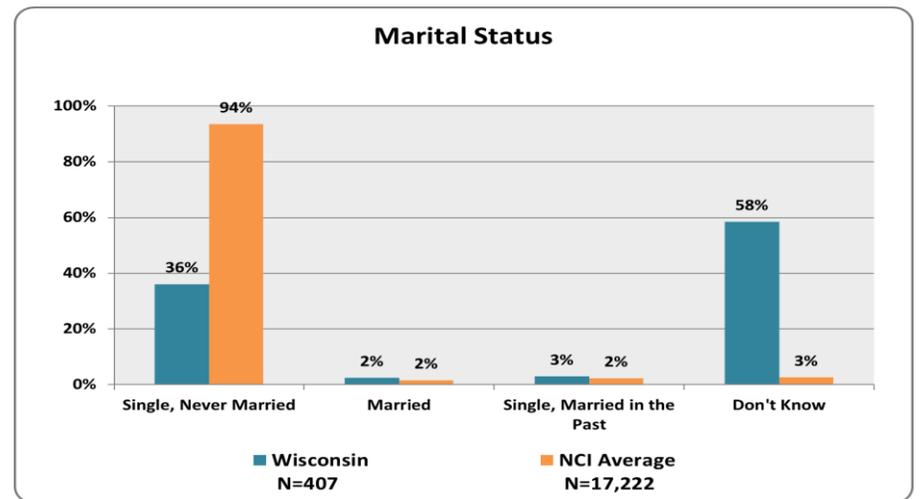
GRAPH 2. ^o



GRAPH 3.



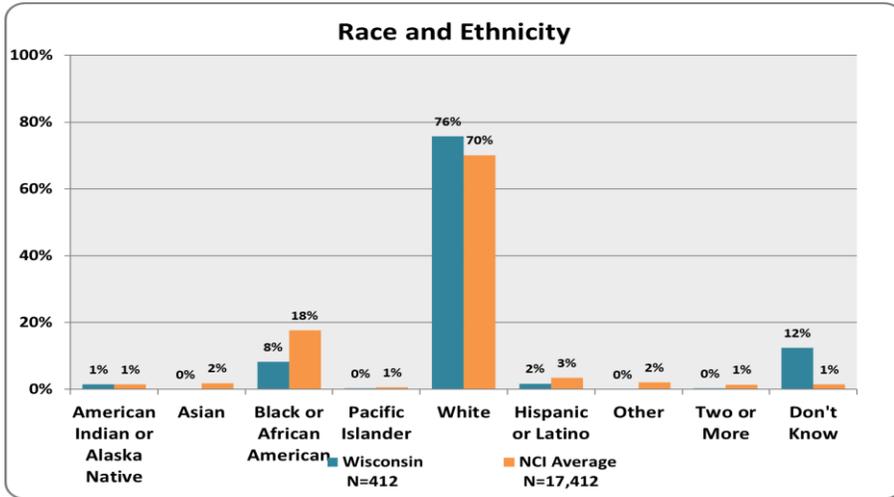
GRAPH 4. ^o **



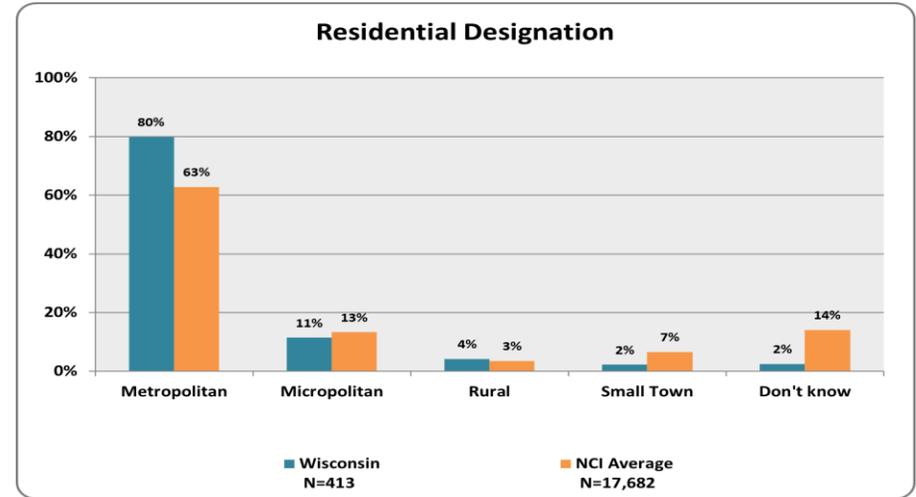
^oNew variable to reporting

**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.

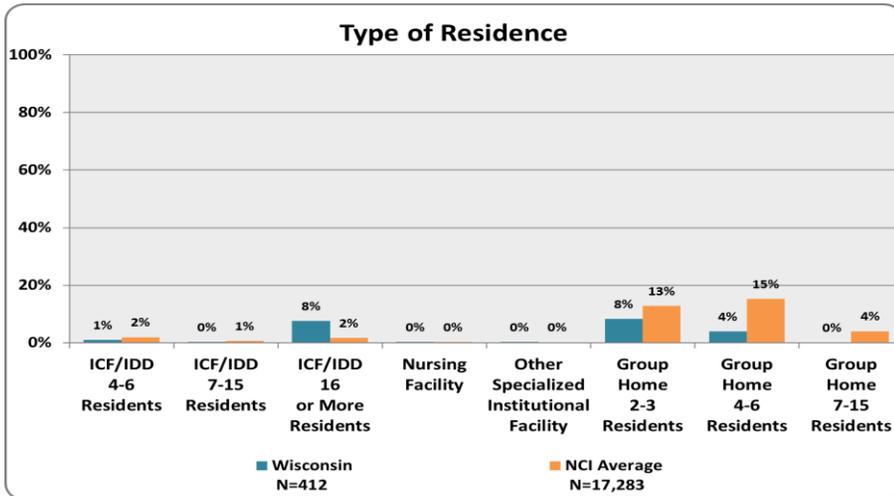
GRAPH 5. ±



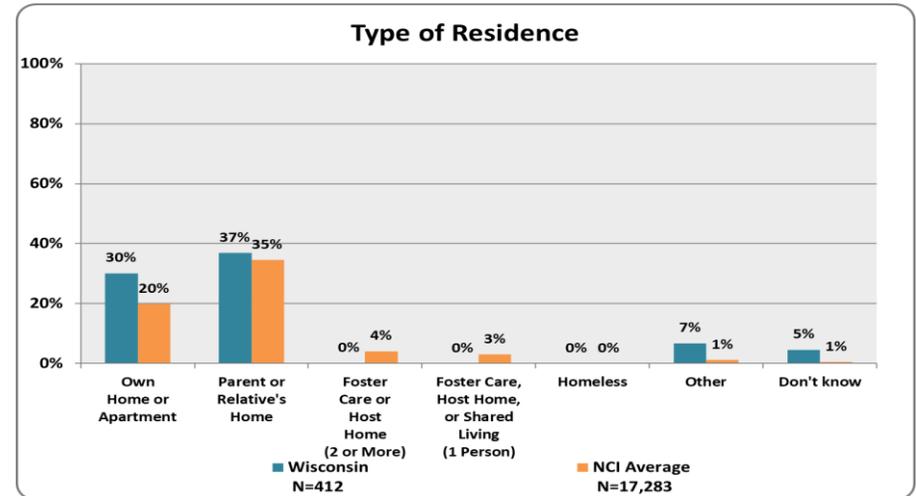
GRAPH 6. * ** 9



GRAPH 7. **



GRAPH 8. **



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

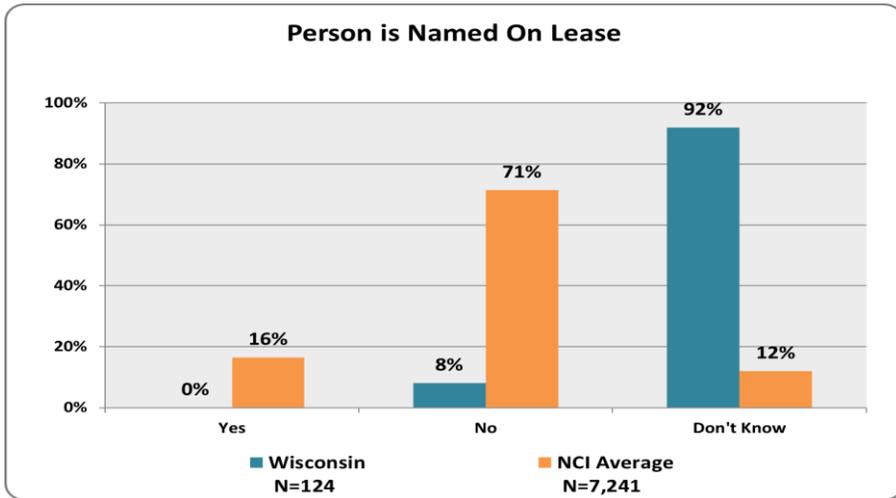
*Residential designations were derived by transforming individuals' zip codes into designations defined by the USDA

**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.

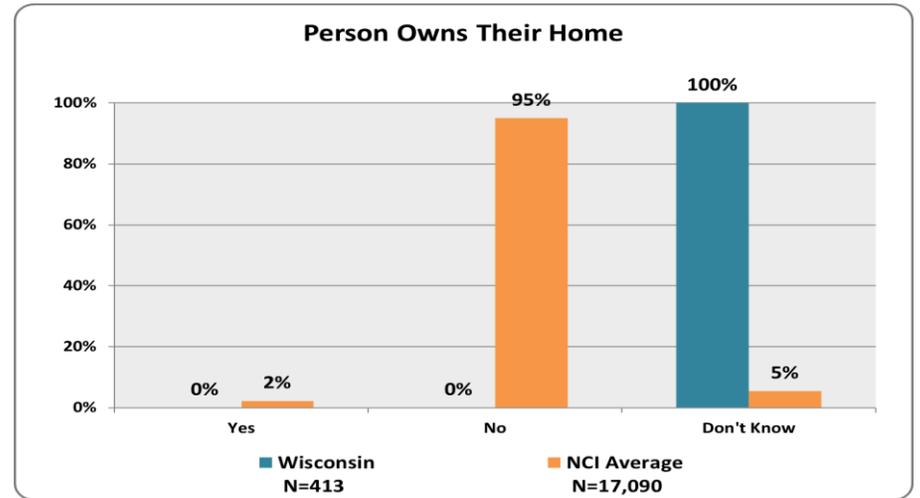
9New variable to reporting

NOTE: A miscoding of residential types was identified by WI just prior to publication of this report. A portion of those in ICF categories should have been categorized in 'Group Residential Setting' in 2015-2016.

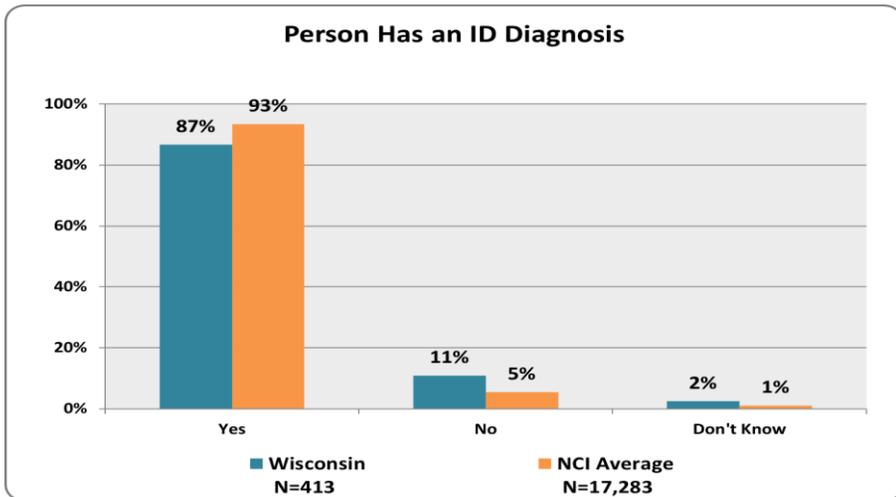
GRAPH 9. [Ⓞ] **



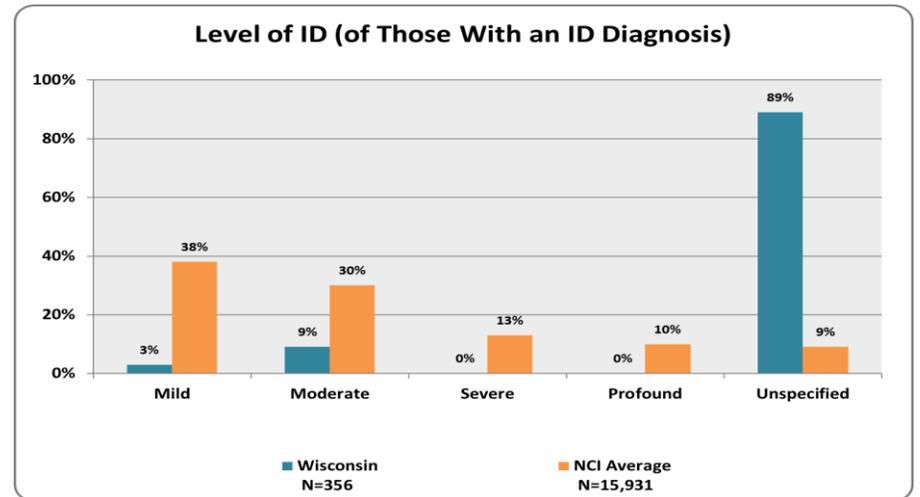
GRAPH 10. [Ⓞ] **



GRAPH 11. **



GRAPH 12. [±]

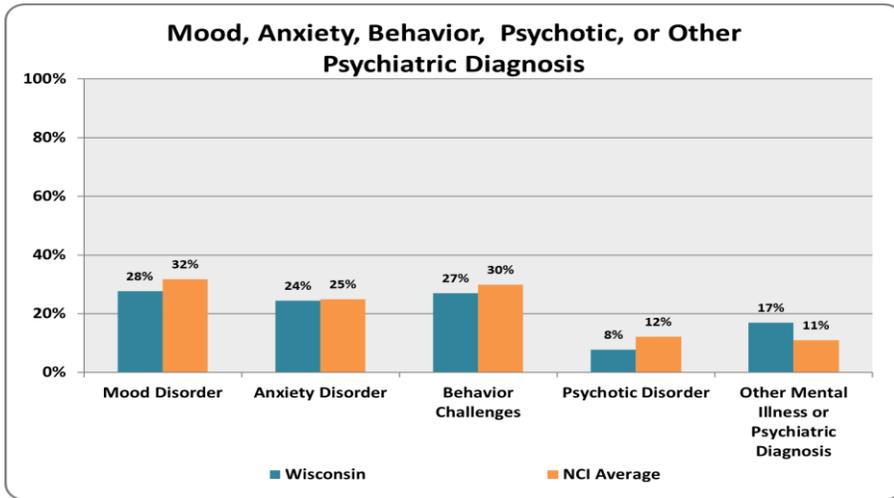


[Ⓞ]New variable to reporting

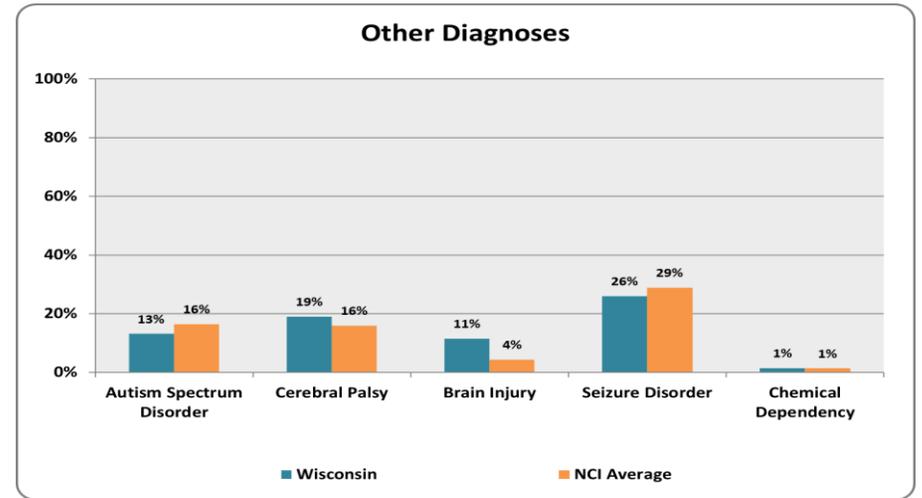
**This item includes data from states with 25% or more “don’t know” or missing responses; see the national ACS report for a break-out by state.

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

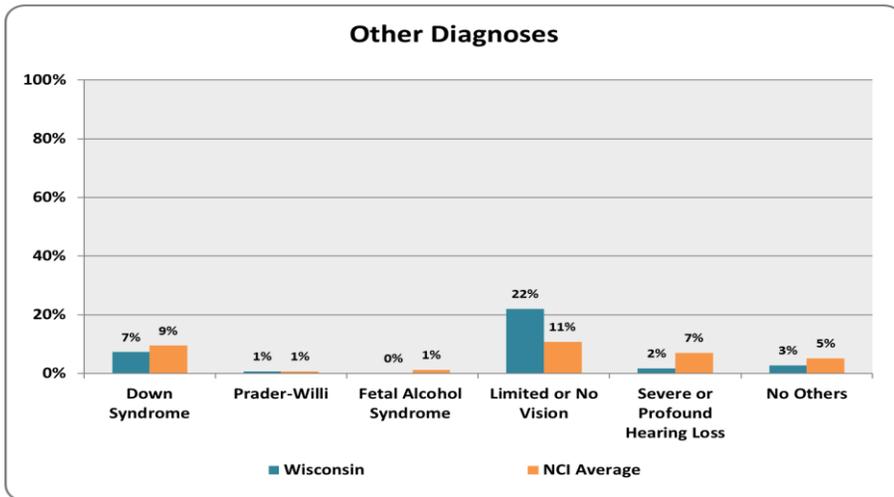
GRAPH 13. ** ∞



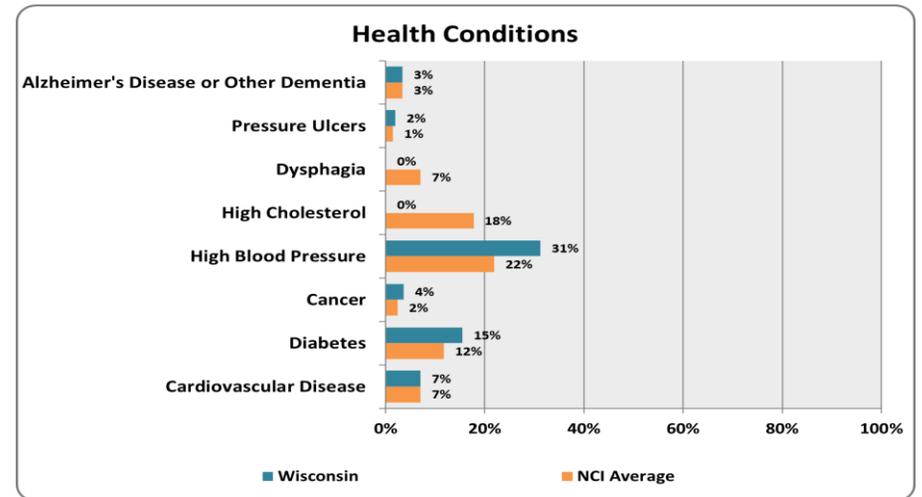
GRAPH 14. ** ∞



GRAPH 15. ** ∞



GRAPH 16. ** x

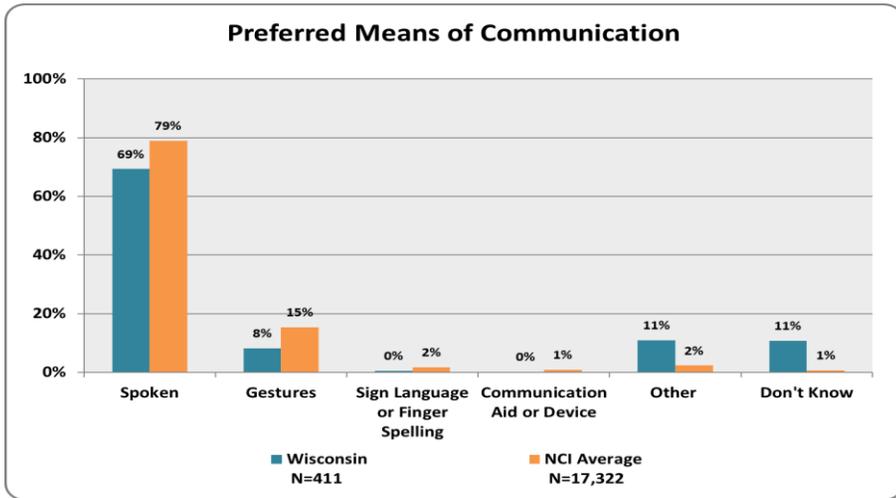


**This item includes data from states with 25% or more “don’t know” or missing responses; see the national ACS report for a break-out by state.

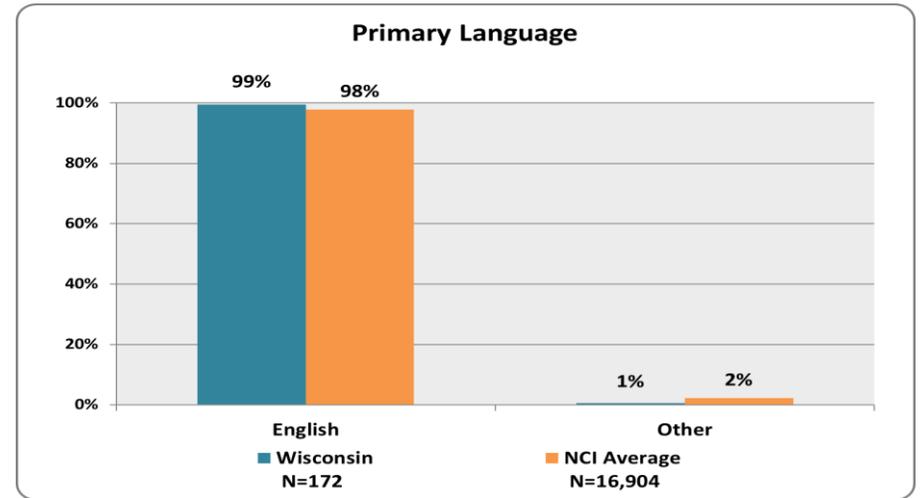
∞Individuals may have been diagnosed with more than one diagnosis other than ID; ‘Don’t know’ responses included in denominator

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

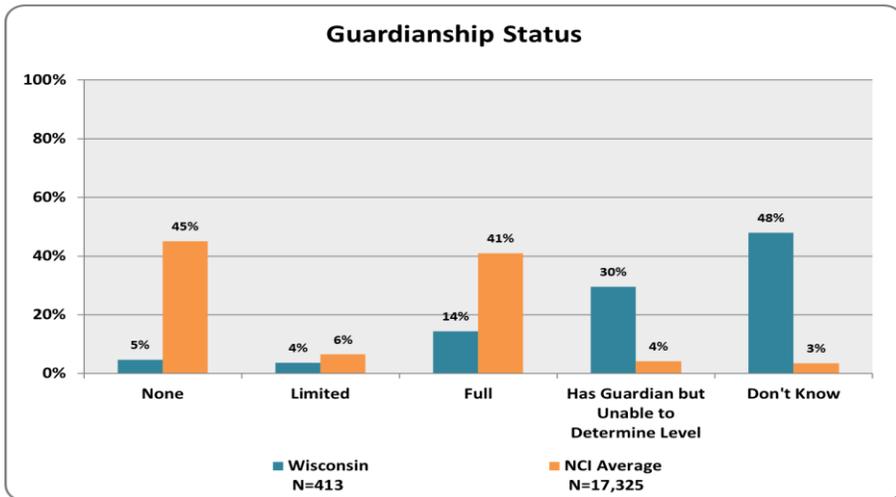
GRAPH 17. ** ±



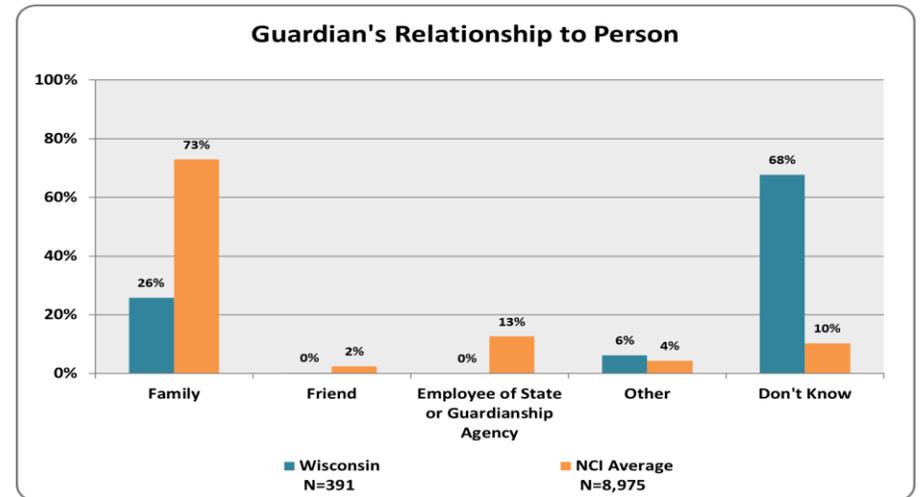
GRAPH 18. **



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.

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

±±Item changed from previous years – response categories changed

±New variable to reporting

Choice and Decision-Making

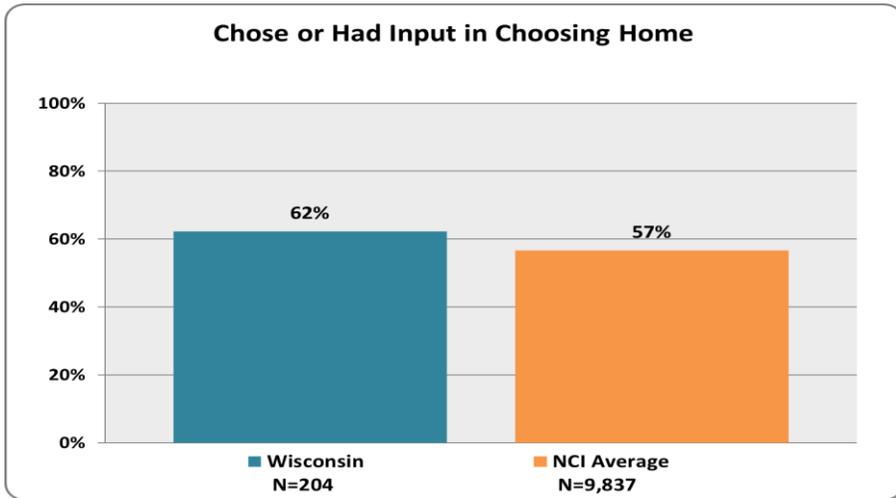
PEOPLE MAKE CHOICES ABOUT THEIR LIVES AND ARE ACTIVELY ENGAGED IN PLANNING THEIR SERVICES AND SUPPORTS.

Note on Analysis:

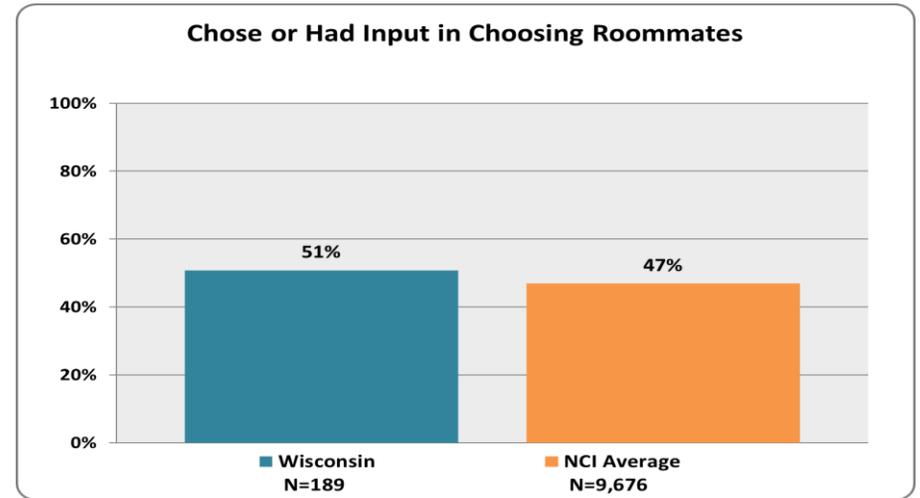
Unlike in the body of the Nation Adult Consumer Survey report, the data shown below are unweighted and unadjusted. To see comparable data for all states, refer to Appendix D of the Adult Consumer Survey National Report, accessible at

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

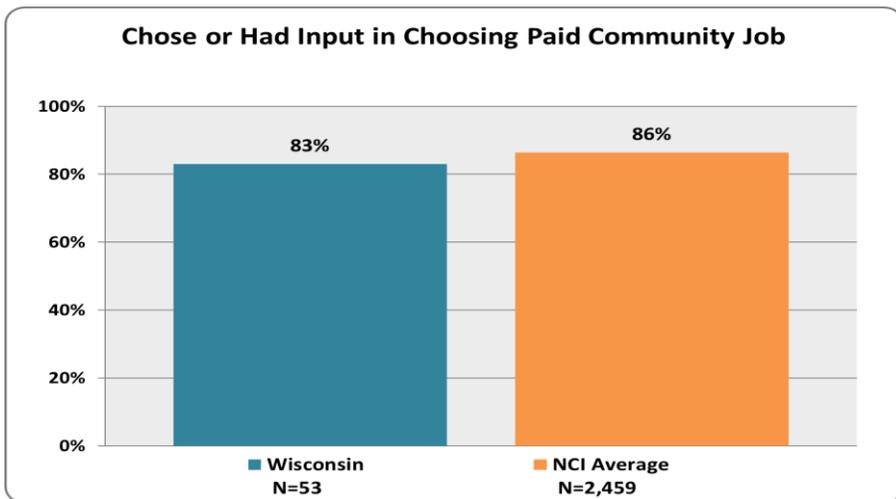
GRAPH 21.



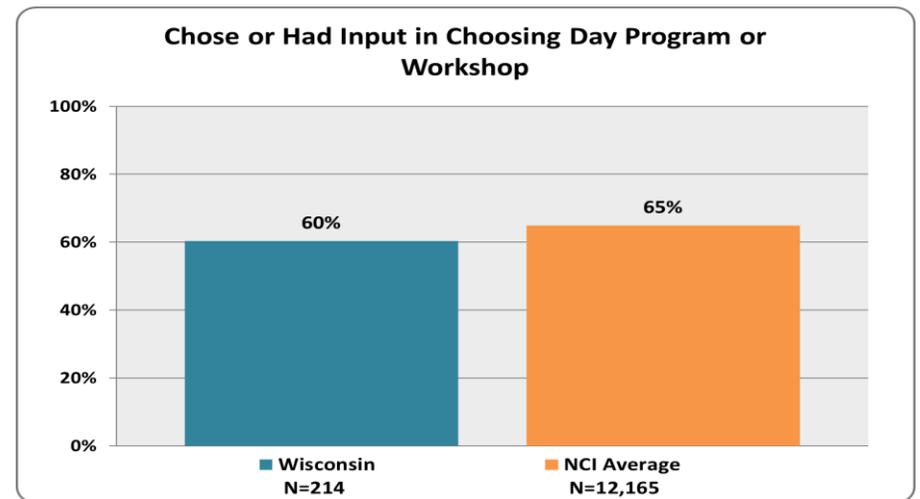
GRAPH 22.



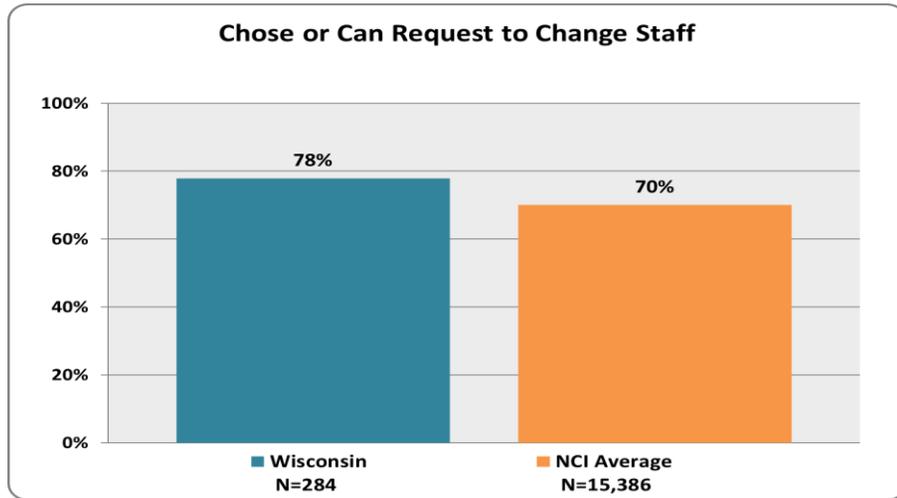
GRAPH 23.



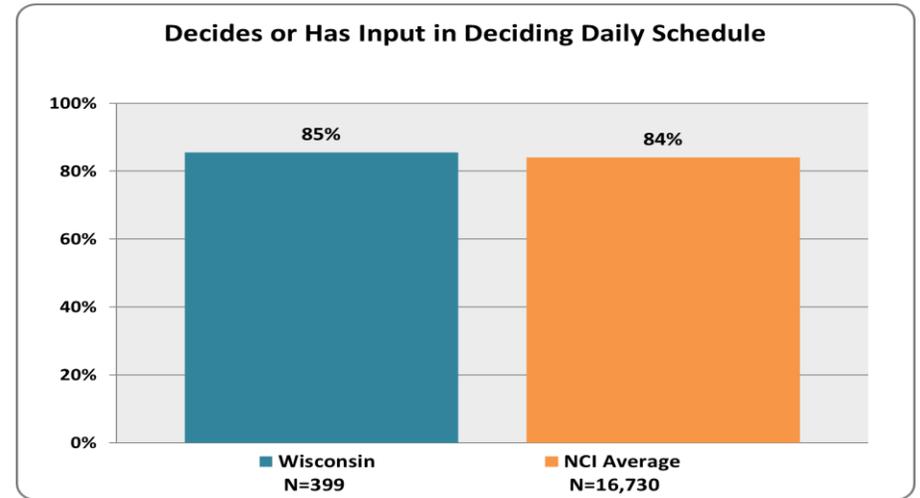
GRAPH 24.



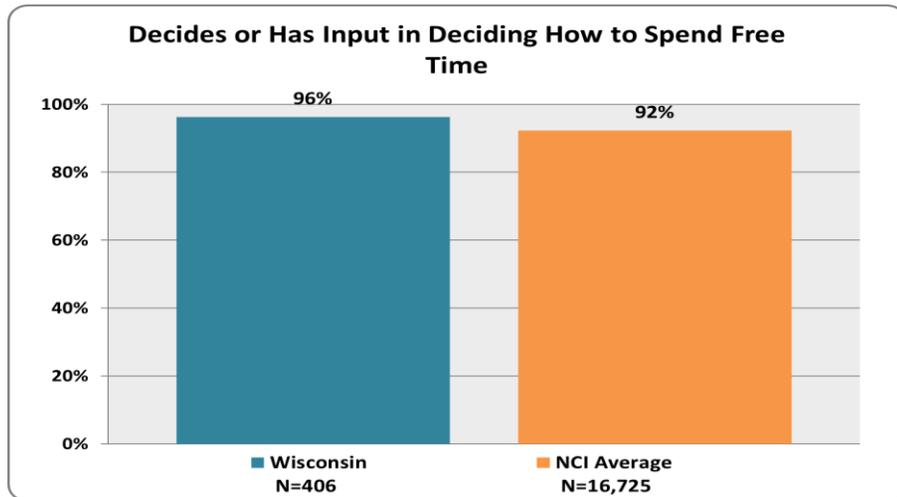
GRAPH 25.



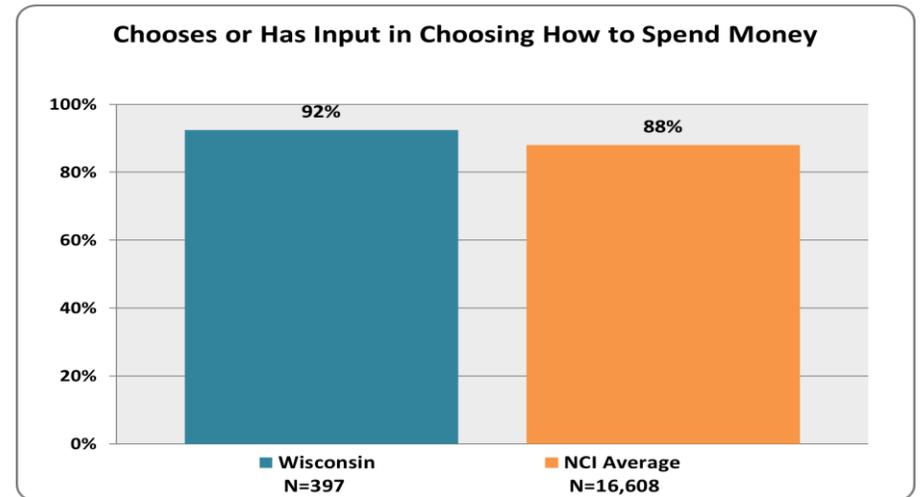
GRAPH 26.



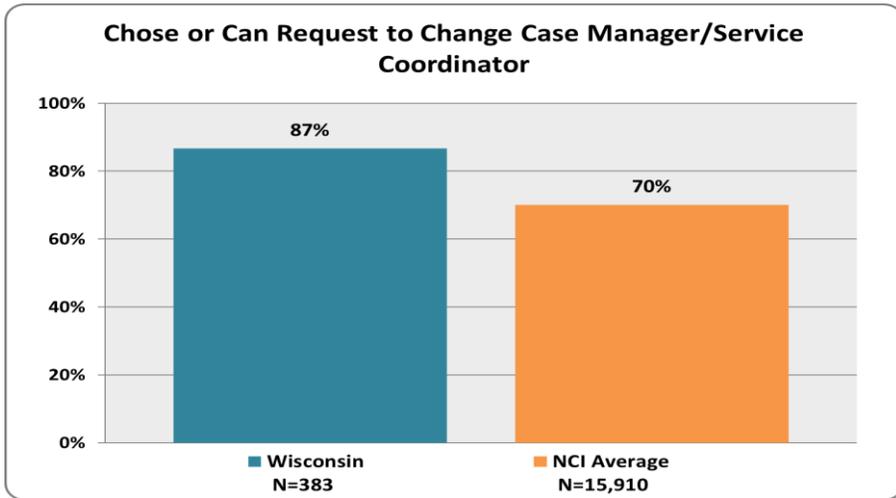
GRAPH 27.



GRAPH 28.



GRAPH 29.



Work

People have support to find and maintain community integrated employment.

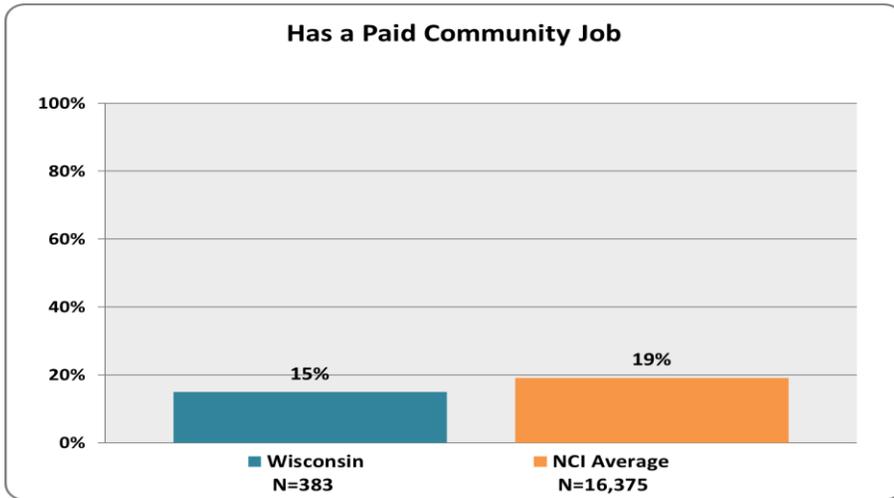
Important notes on employment questions:

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).

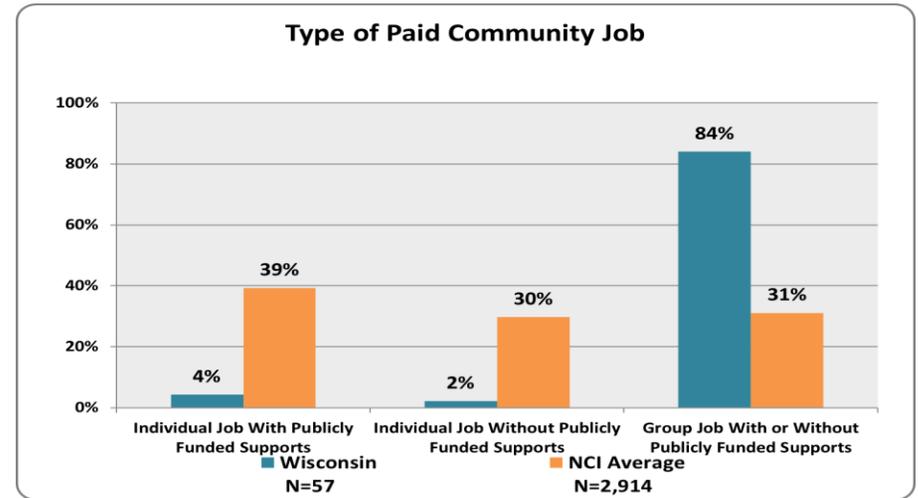
NCI reports on three types of community jobs. The description for these categories were changed for 2015-16:

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.

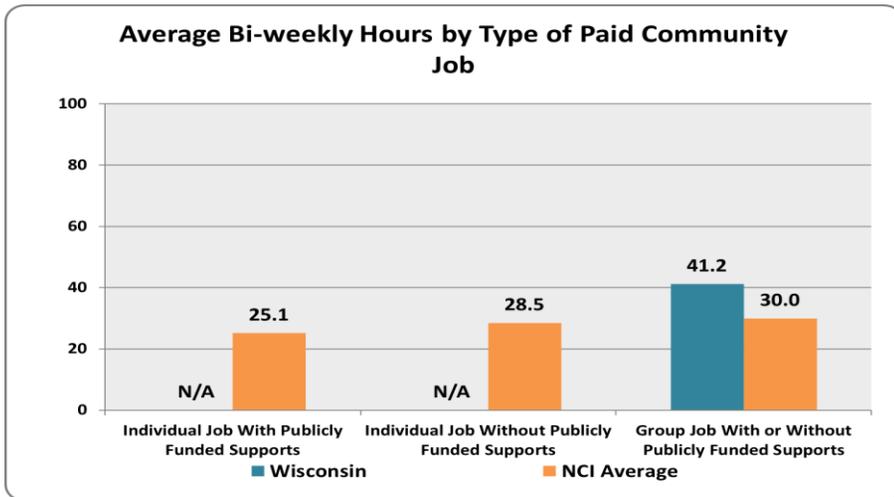
GRAPH 30. ** ±



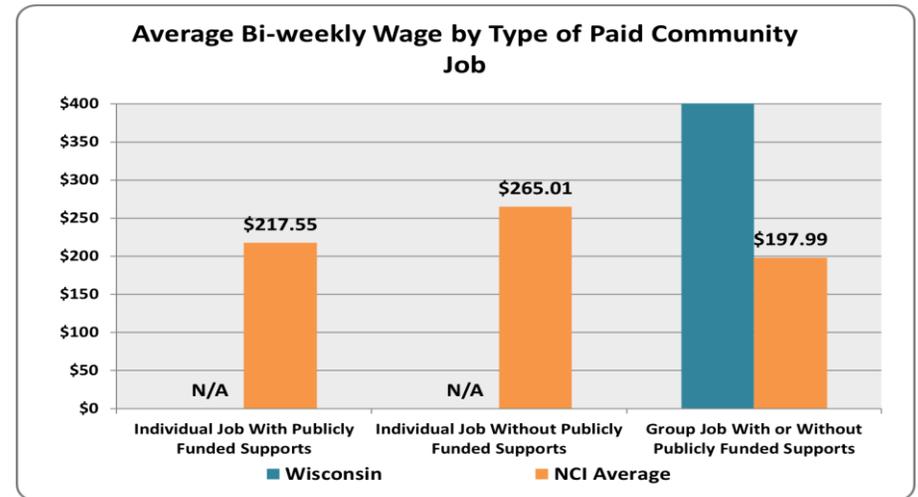
GRAPH 31. ± *



GRAPH 32 ± ~



GRAPH 33. ± ~



**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.

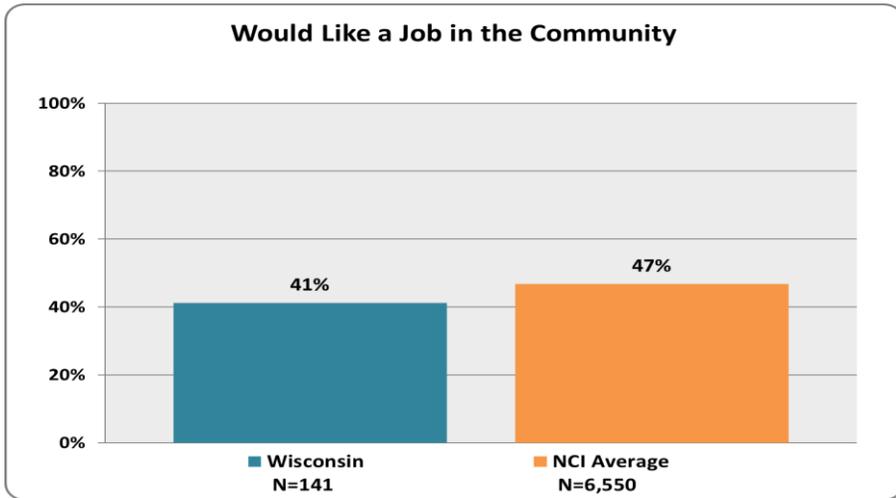
±Item changed from previous years – community employment categories were described differently for 2015-16 (see chapter introduction for more detail)

*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

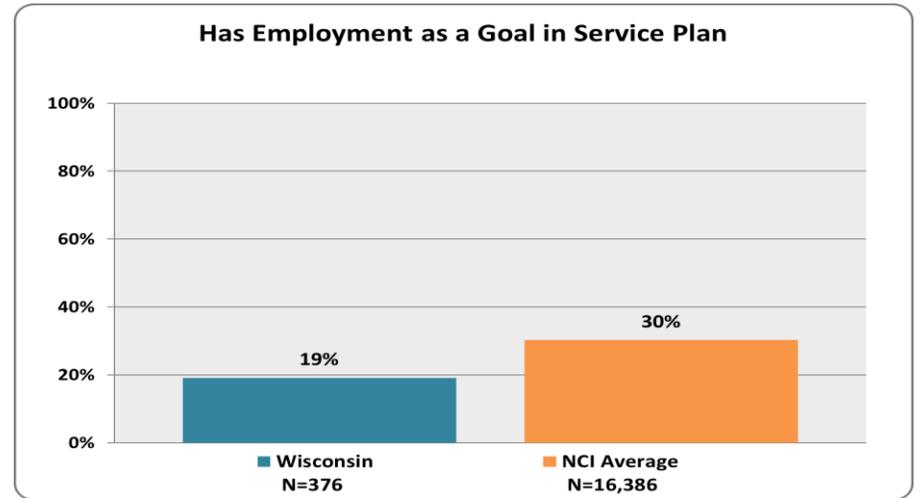
~The following states are not included in analysis due to low N (<20) for each employment type: AL, AR, CO, DC, HI, IL, KY, MO, NV, TN

~~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

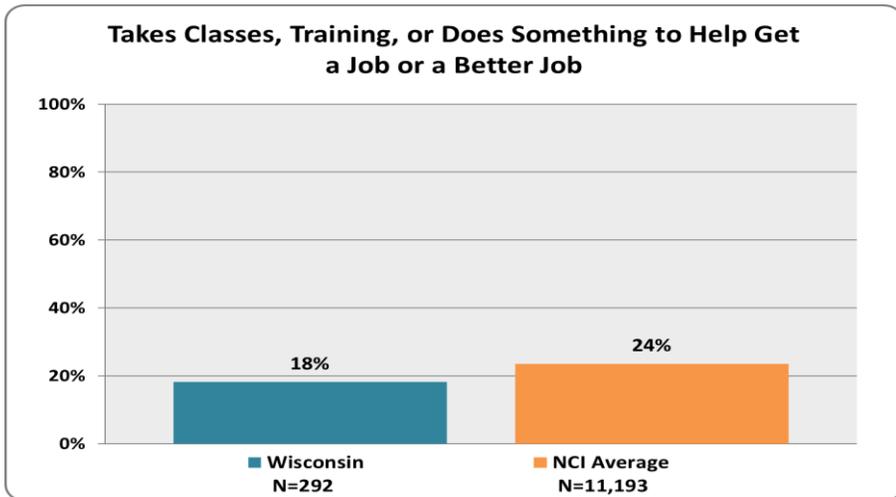
GRAPH 34. ±



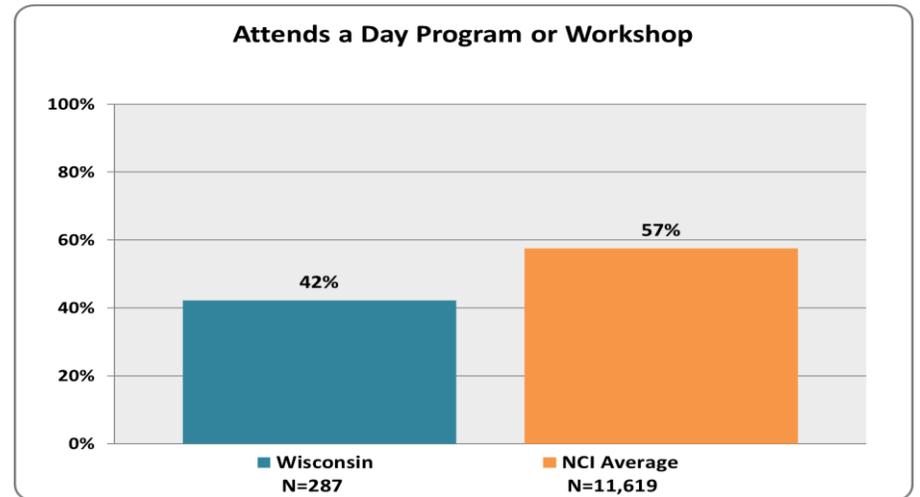
GRAPH 35.



GRAPH 36. ²



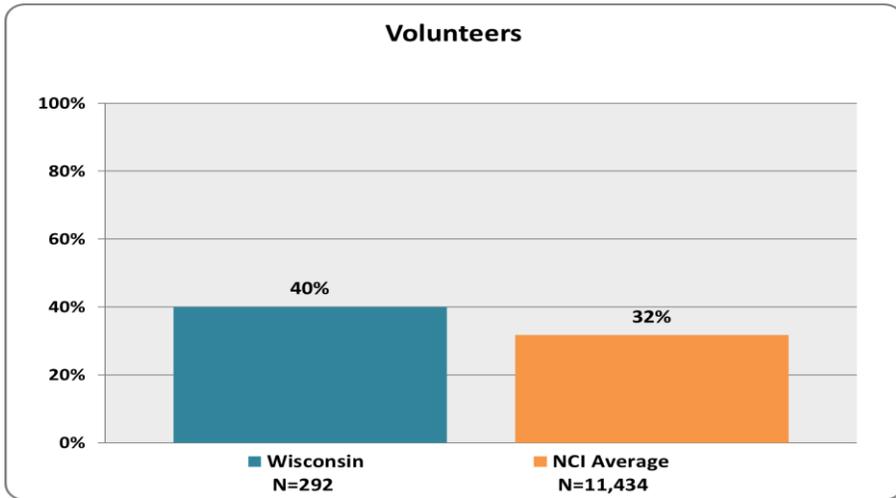
GRAPH 37. ±



± 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 38.



Self-Determination

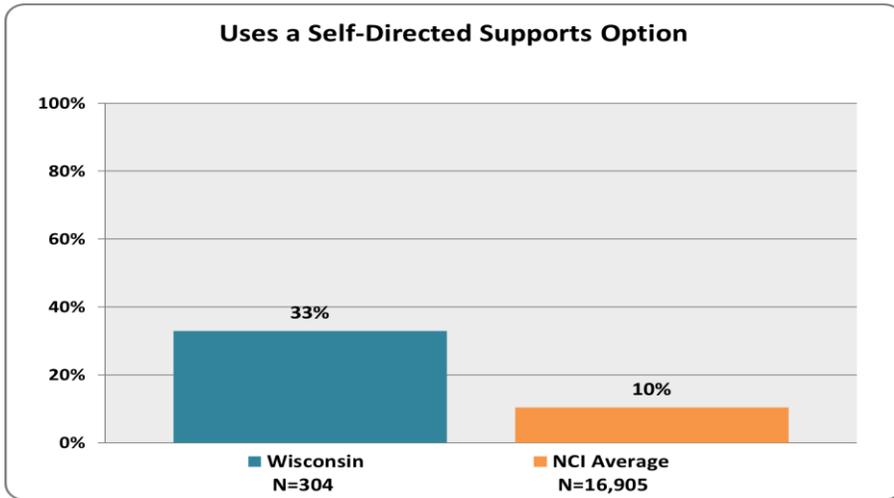
People have authority and are supported to direct and manage their own services.

IMPORTANT NOTE ON CHANGES TO THE SURVEY TOOL AND ANALYSIS. NCI broadened the description of self-directed supports from only including those participating in specific self-direction programs or waivers to include those who are using self-direction or participant direction for any part of their services. It is phrased as:

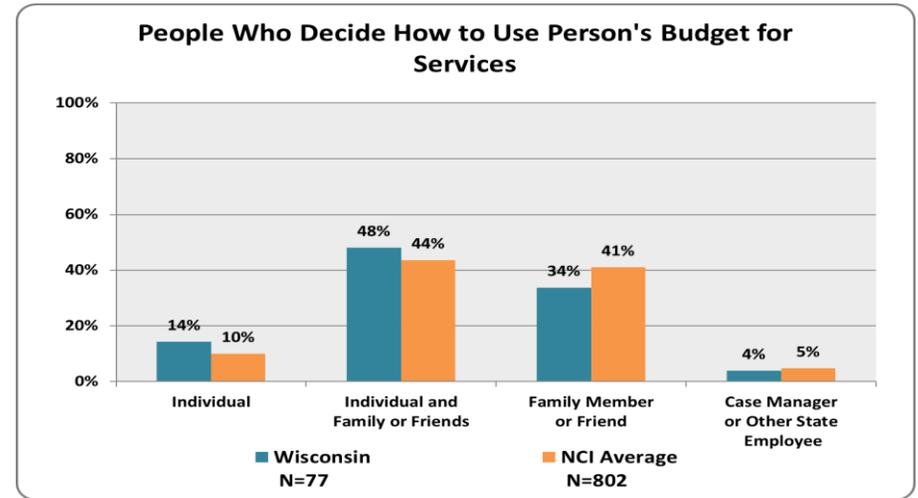
"Self-directed" or "participant-directed" supports options offer individuals (and their representatives, including family members) the opportunity to manage some or all of their services. They may hire and fire their own support workers and/or control how their budget is spent.

Additionally, questions on self-direction were moved from Section I (where only the person receiving services may respond) to Section II to allow for proxy responses when applicable.

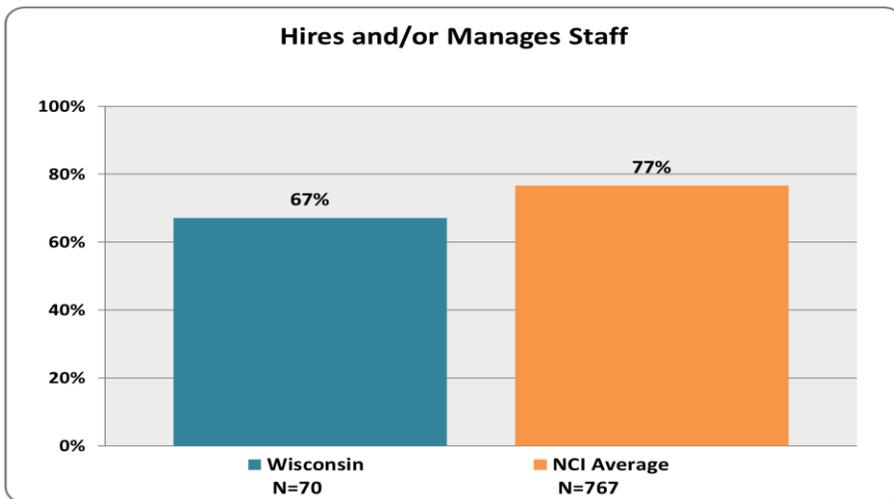
GRAPH 39. ±



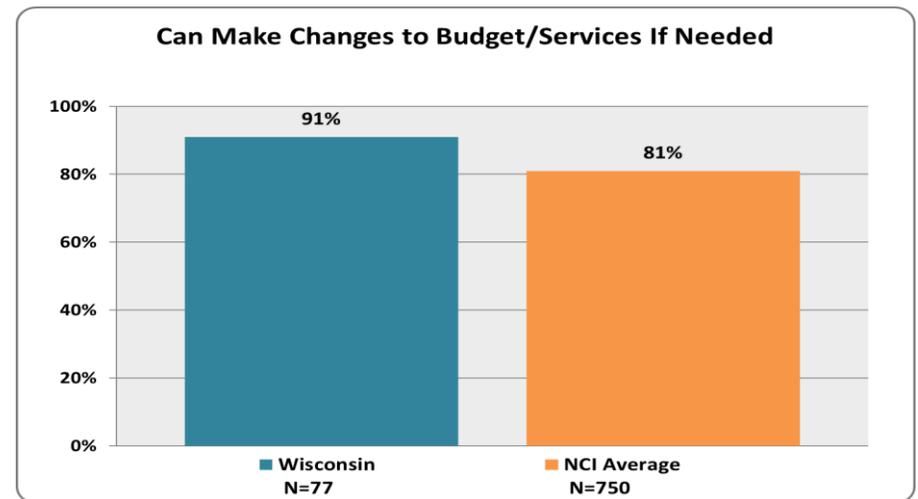
GRAPH 40. ° √



GRAPH 41. ° √



GRAPH 42. √



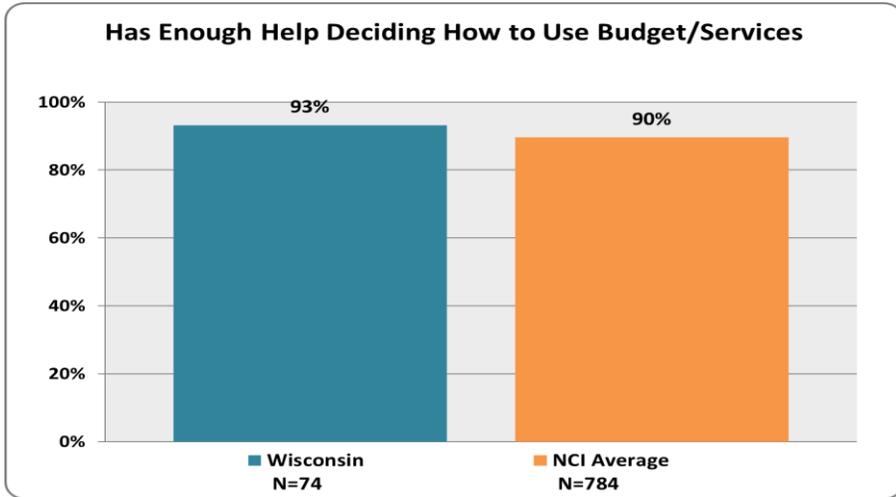
±Item changed from previous years – question rephrased

°New variable to reporting

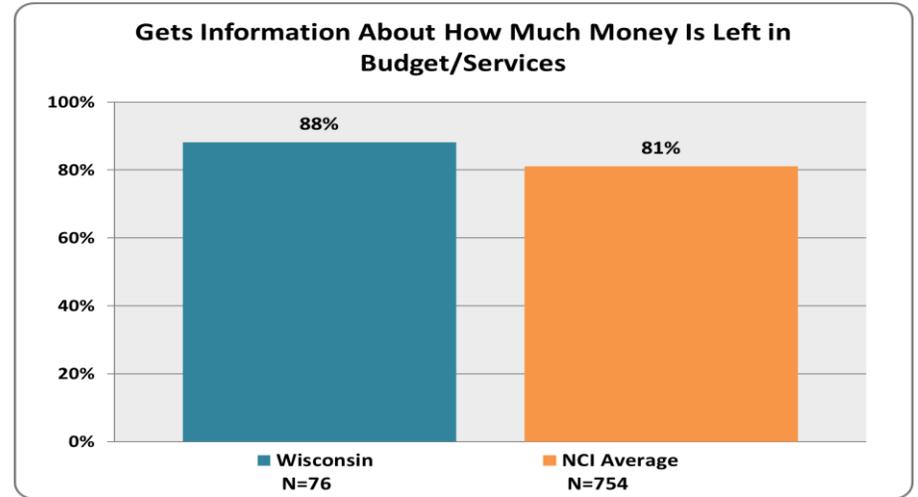
√The following states are not included in analysis due to low N (<20): AL, AR, AZ, CO, CT, DC, DE, GA, IN, LA, MA, ME, MN, MO, MS, NC, NV, NY, OH, OK, SD, TN, VA, VT, WY

√√The following states are not included in analysis due to low N (<20): AL, AR, AZ, CO, CT, DC, DE, GA, IN, LA, MA, ME, MN, MO, MS, NC, NV, NY, OH, OK, PA, SD, TN, VA, VT, WY

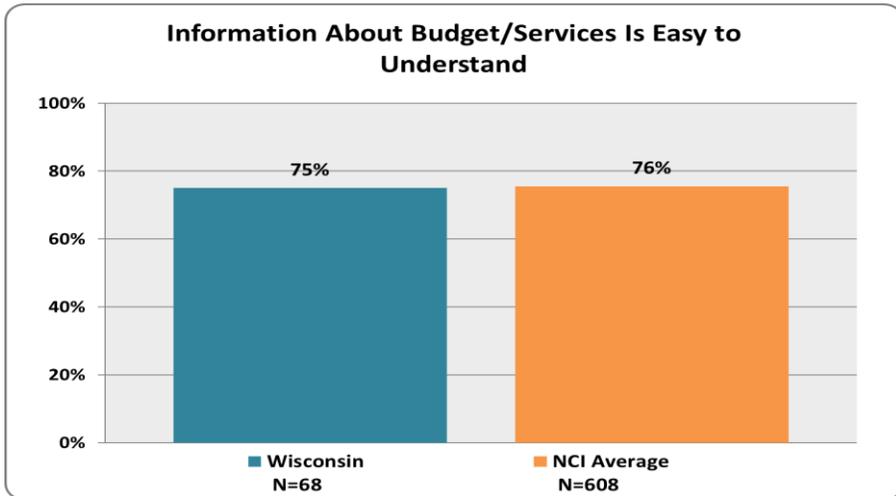
GRAPH 43. √



GRAPH 44. √



GRAPH 45. √



√The following states are not included in analysis due to low N (<20): AL, AR, AZ, CO, CT, DC, DE, GA, IN, LA, MA, ME, MN, MO, MS, NC, NV, NY, OH, OK, SD, TN, VA, VT, WY

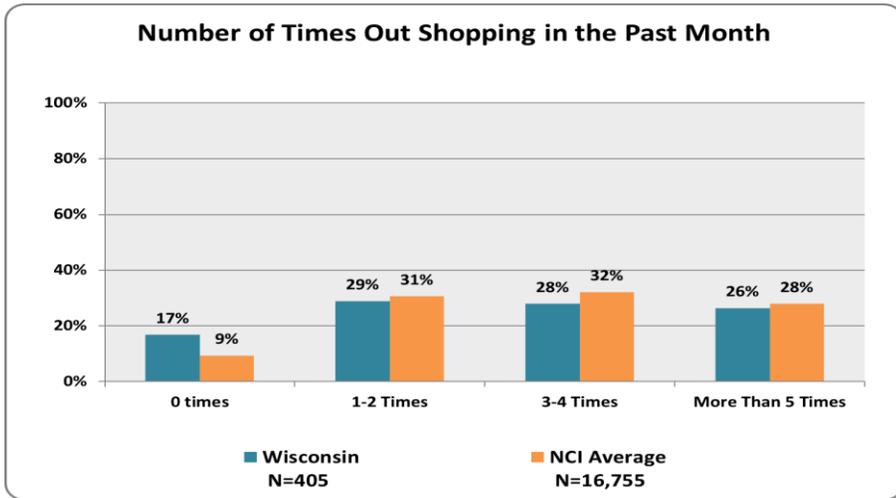
√√The following states are not included in analysis due to low N (<20): AL, AR, AZ, CO, CT, DC, DE, GA, IN, LA, MA, ME, MN, MO, MS, NC, NV, NY, OH, OK, PA, SD, TN, VA, VT, WY

Community Inclusion

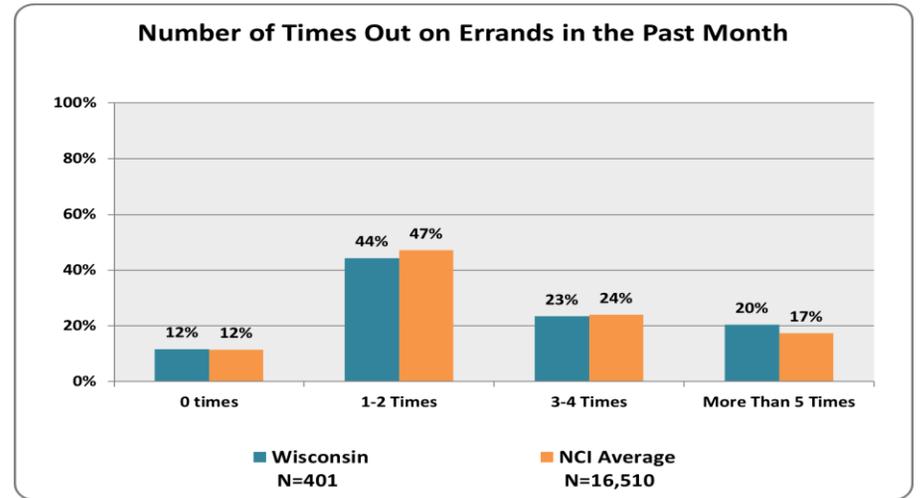
People have support to participate in everyday community activities.

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.

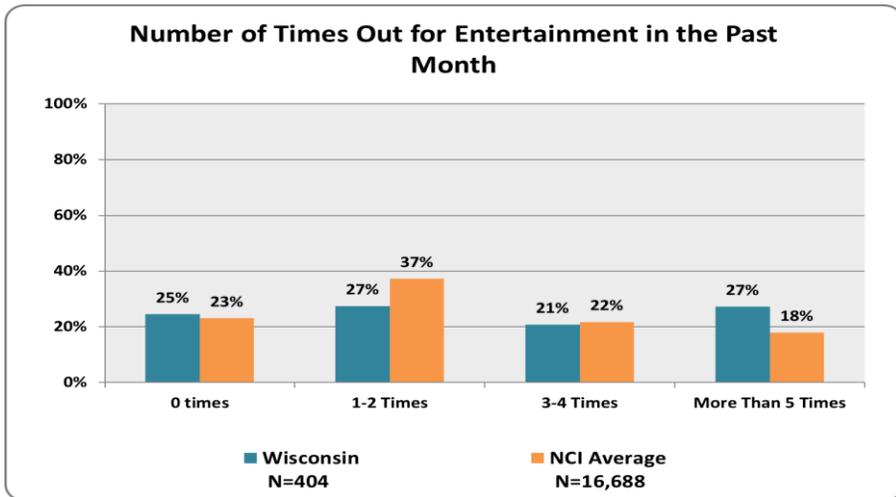
GRAPH 46. ±



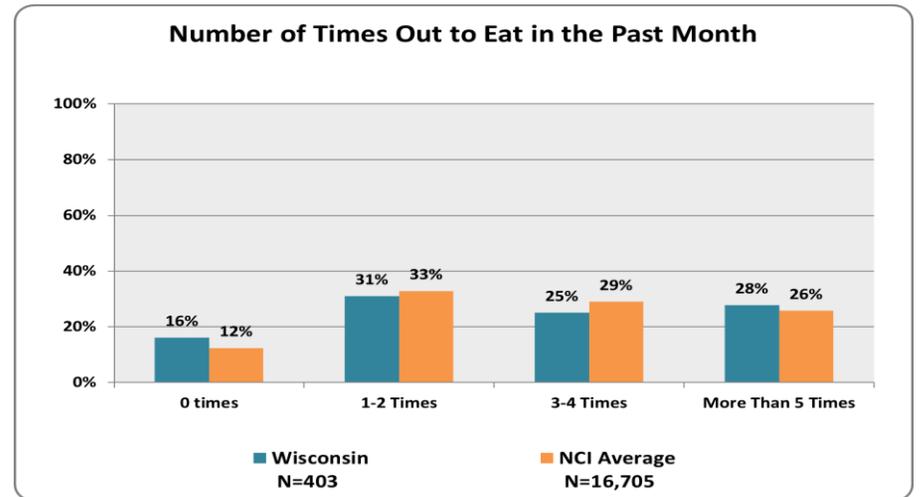
GRAPH 47. ±



GRAPH 48. ±

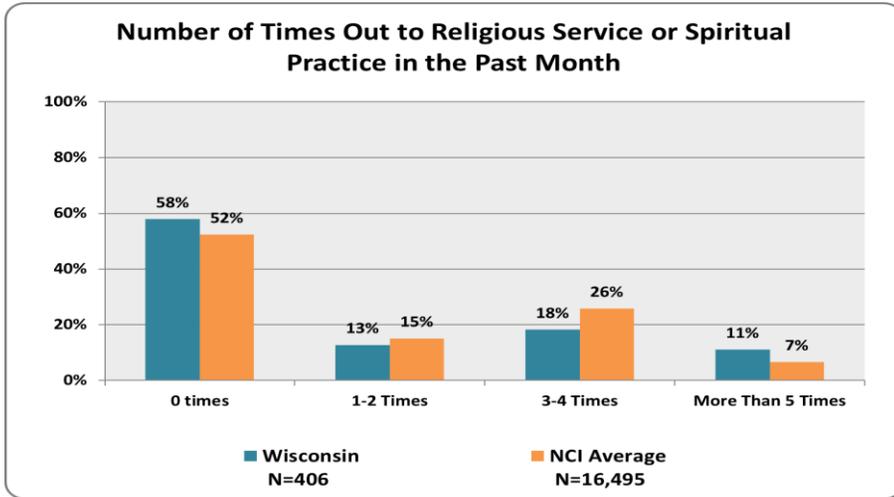


GRAPH 49. ±

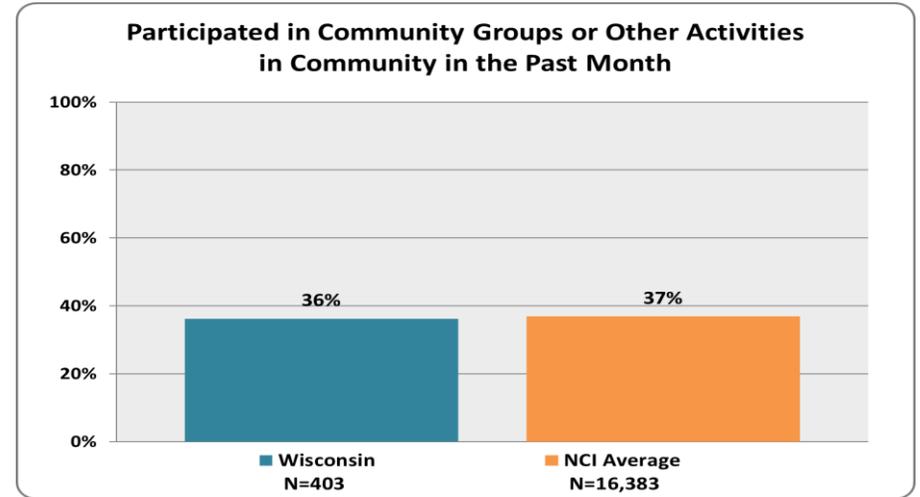


±Item changed from previous years – response options changed

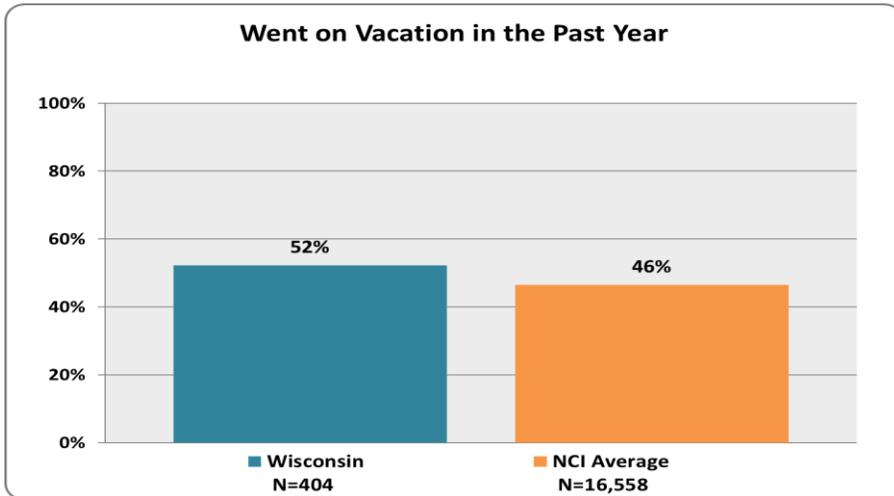
GRAPH 50. ±



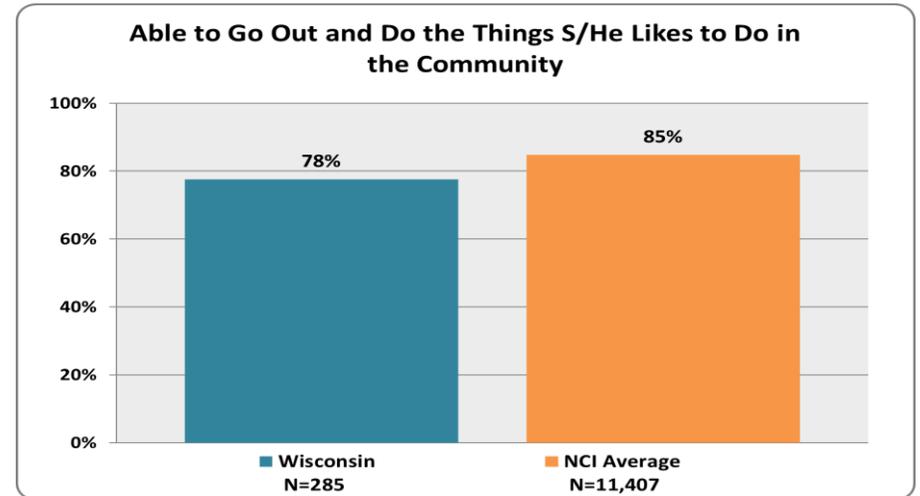
GRAPH 51. 9



GRAPH 52. ±

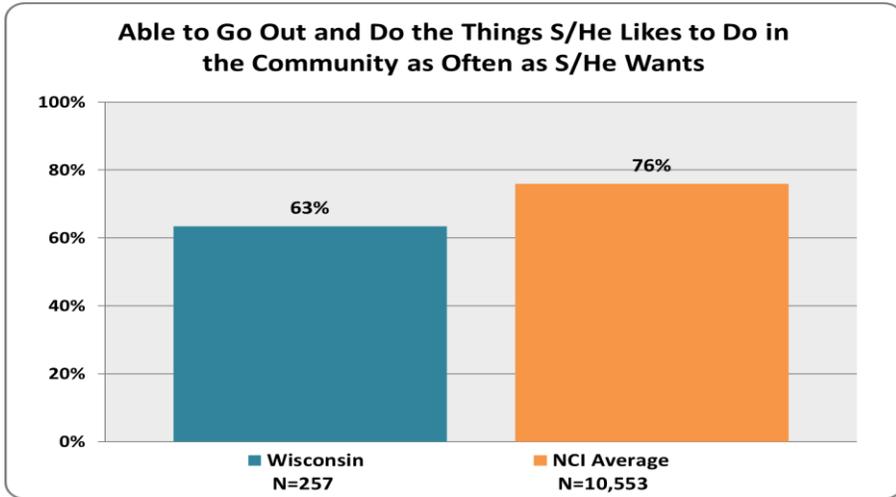


GRAPH 53. 9

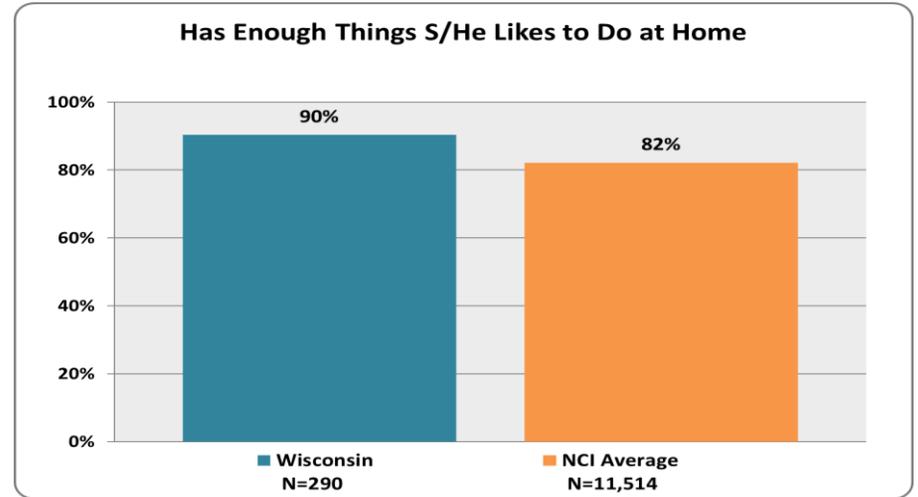


9New variable to reporting
 ±Item changed from previous years – response options changed

GRAPH 54. ^o



GRAPH 55. ^o

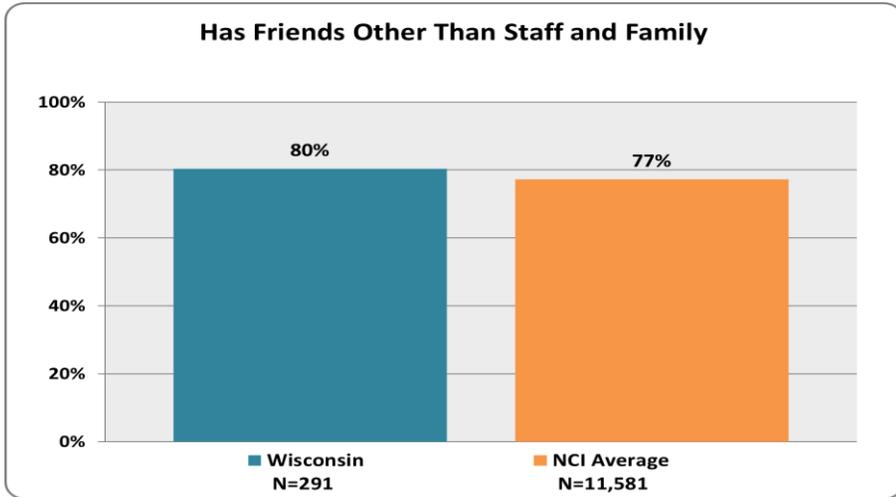


^oNew variable to reporting

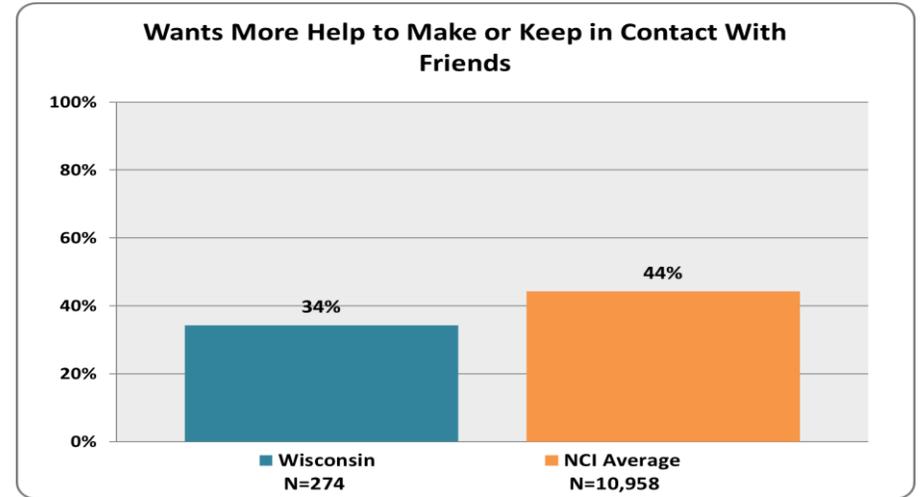
Relationships

People have friends and relationships.

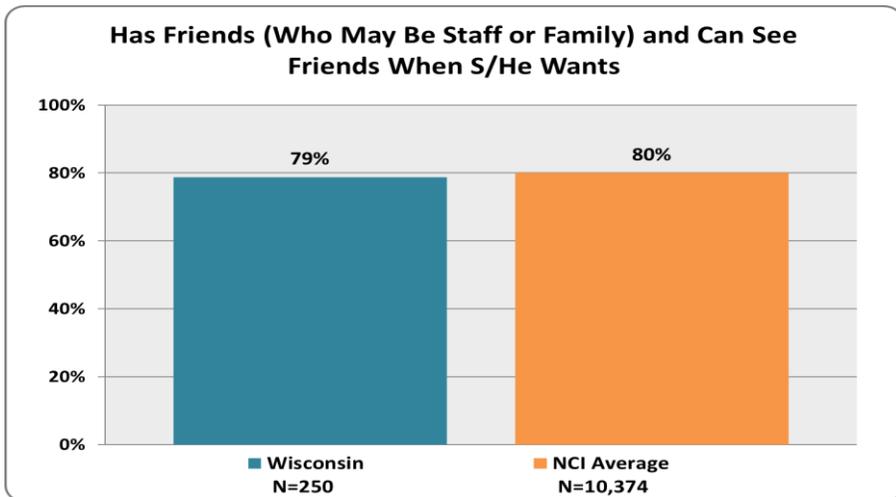
GRAPH 56.



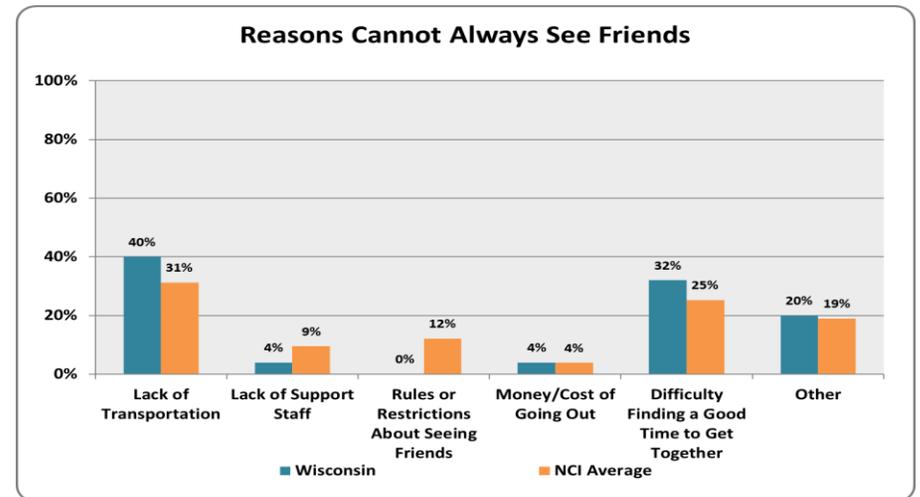
GRAPH 57. ^o



GRAPH 58.

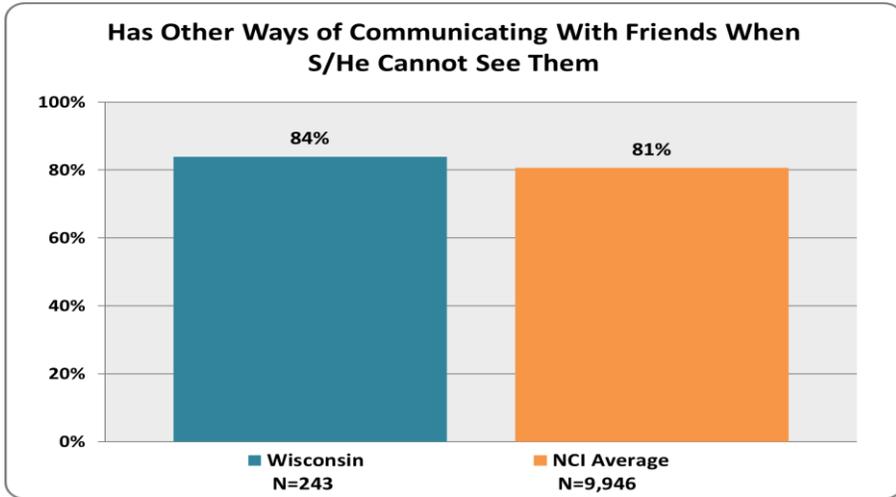


GRAPH 59. ^o

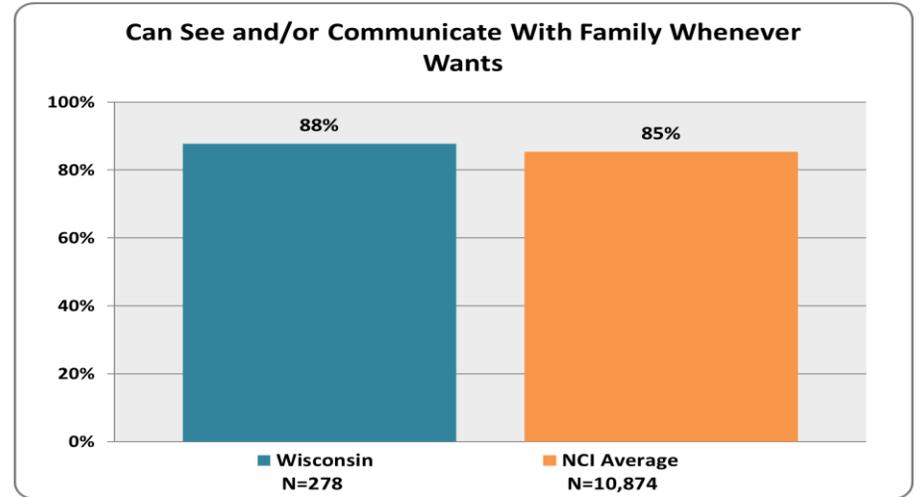


^oNew variable to reporting

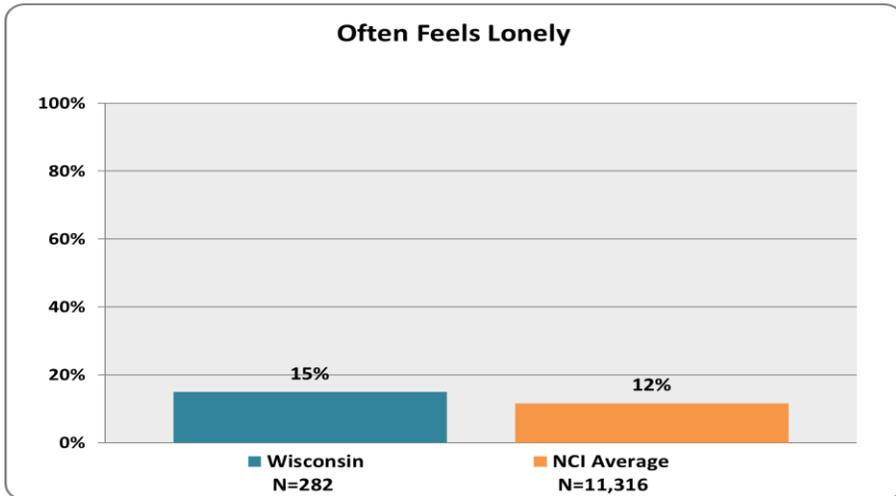
GRAPH 60. ^º



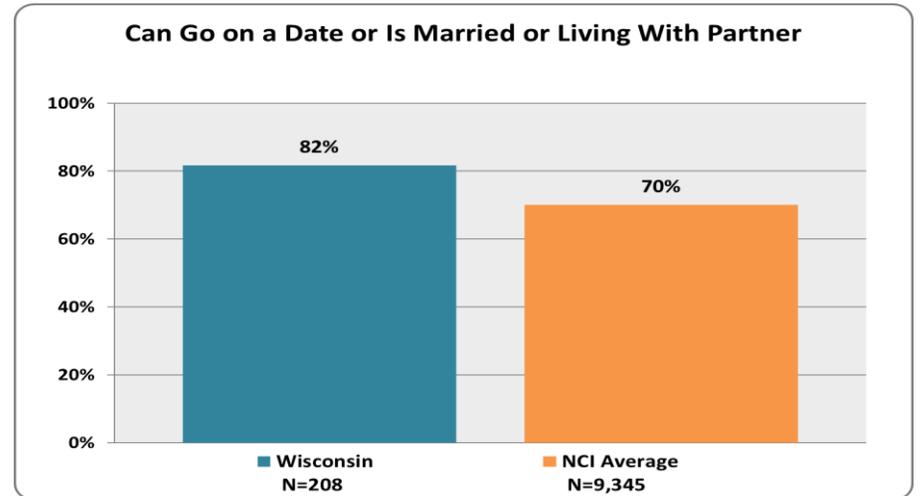
GRAPH 61. [±]



GRAPH 62. ^{±±}



GRAPH 63.



^ºNew variable to reporting

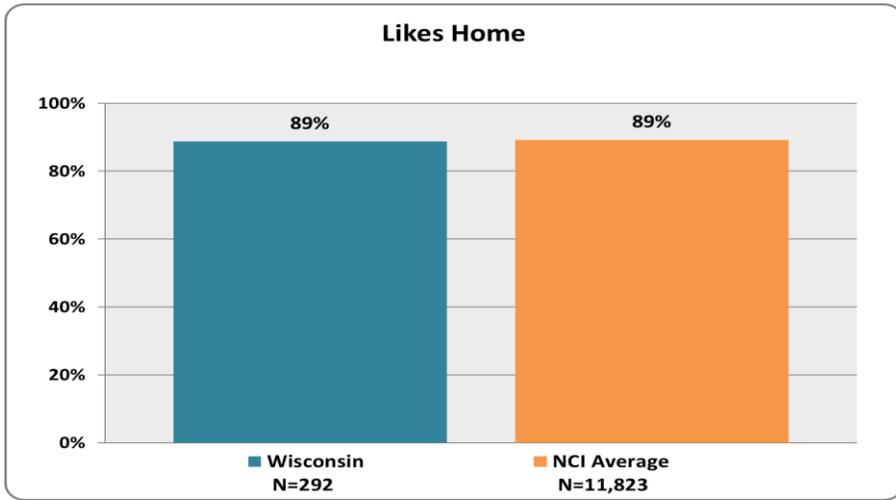
[±]Item changed from previous years – question rephrased

^{±±}Item changed from previous years – analysis now only includes “often” response

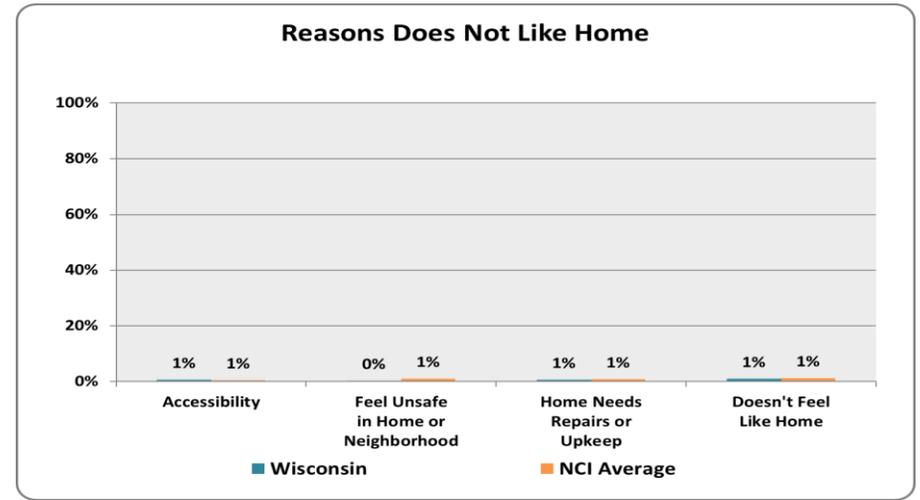
Satisfaction

People are satisfied with the services and supports they receive.

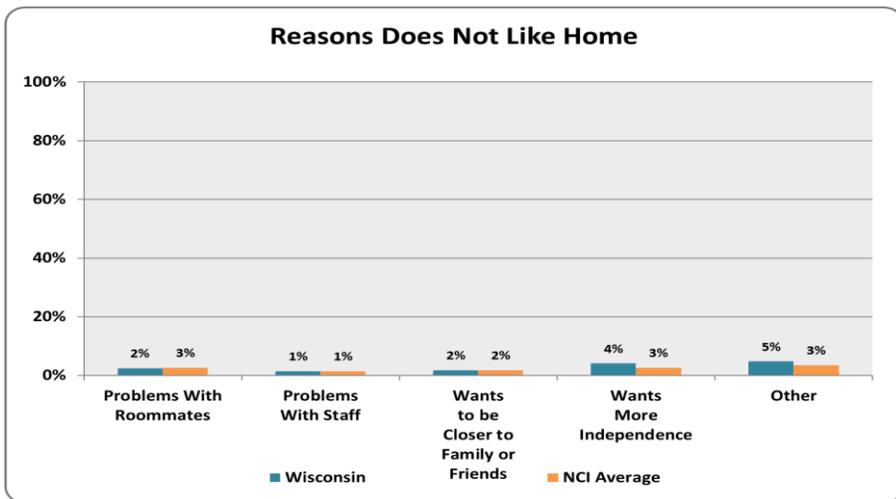
GRAPH 64.



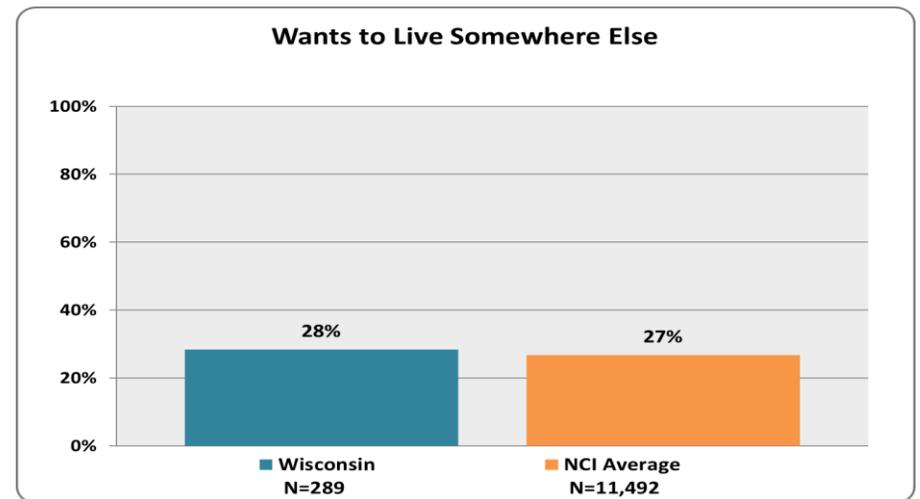
GRAPH 65. [Ⓢ] *



GRAPH 66. [Ⓢ] *

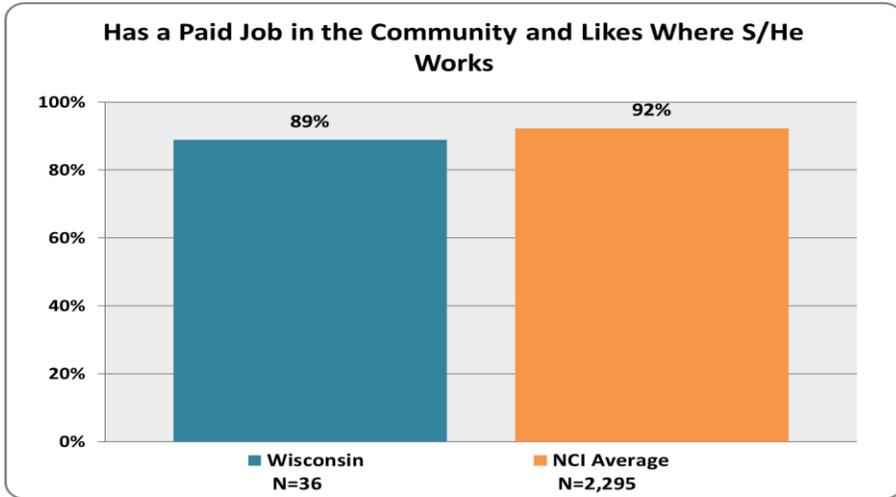


GRAPH 67.

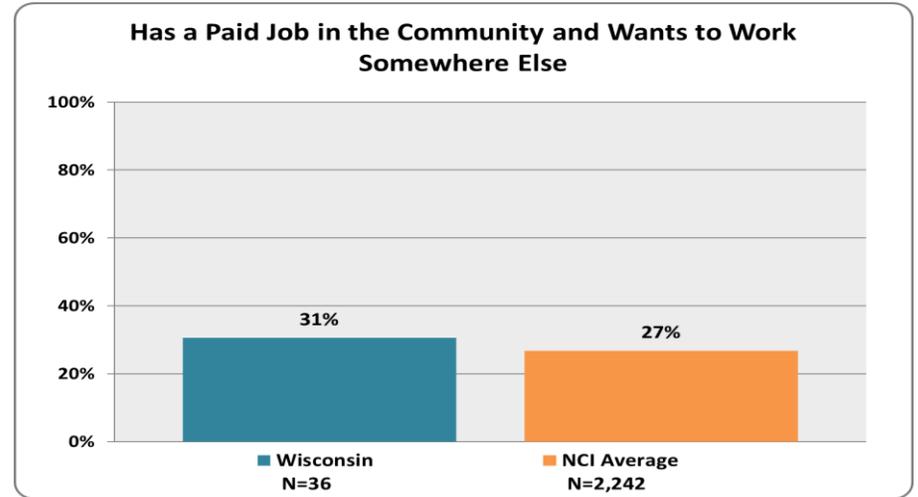


[Ⓢ]New variable to reporting
 *Categories are not mutually exclusive

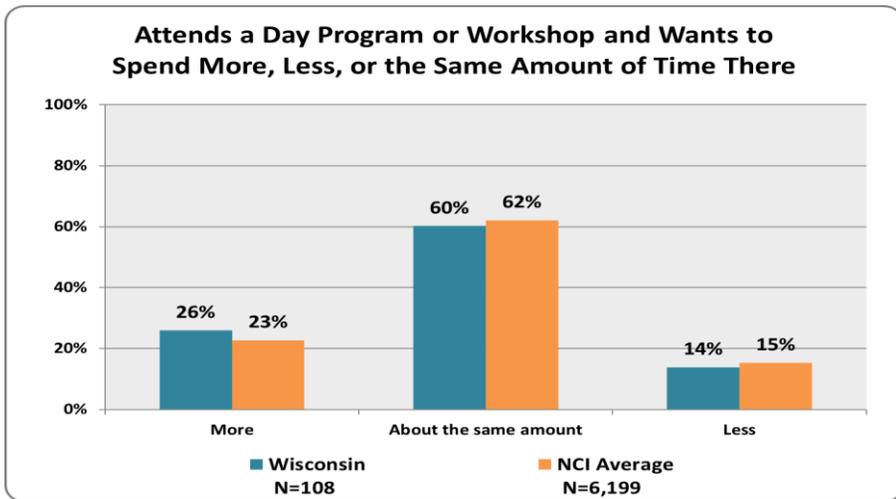
GRAPH 68. ˇ



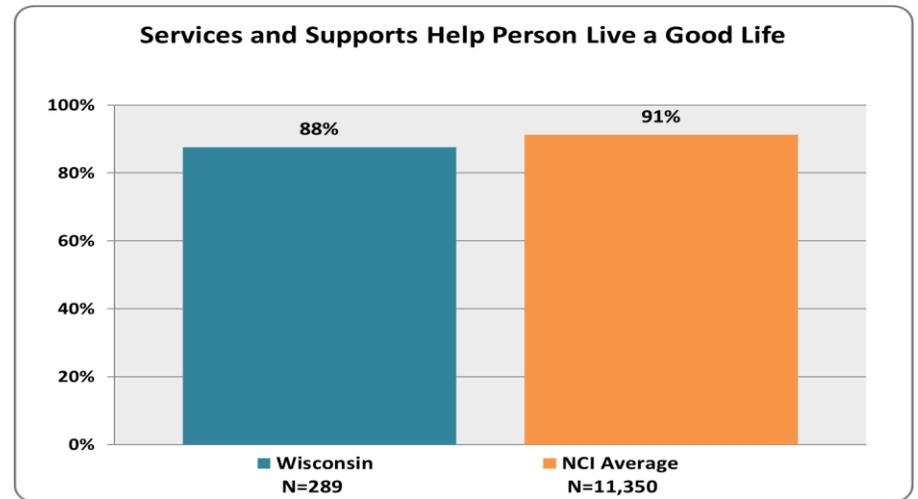
GRAPH 69. ˇˇ



GRAPH 70. 9



GRAPH 71. 9



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

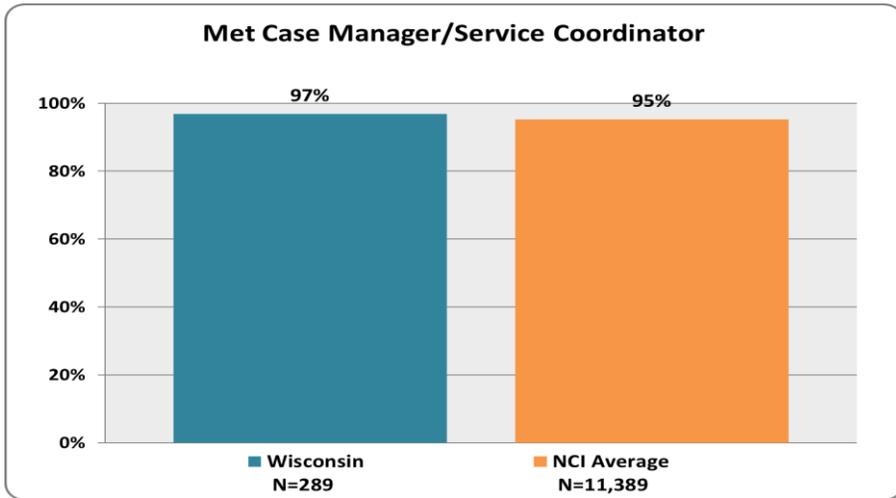
ˇˇDC is not included in analysis due to low N (<20)

9New variable to reporting

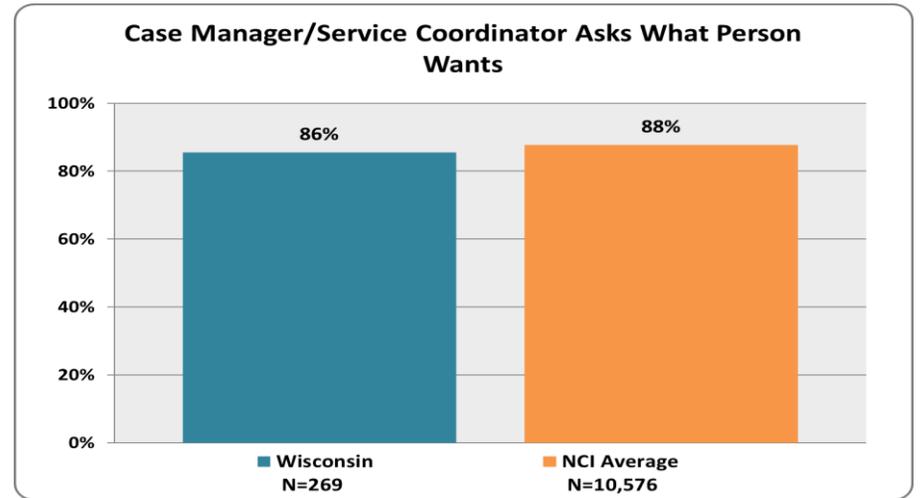
Service Coordination

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

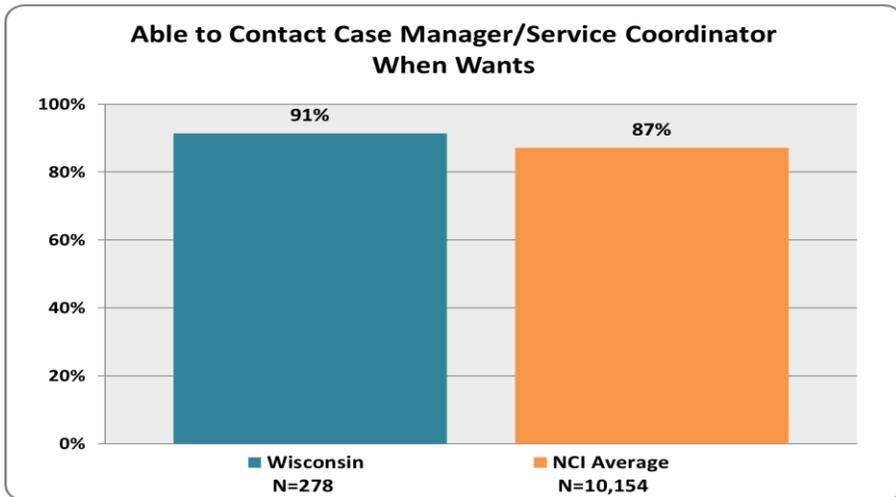
GRAPH 72.



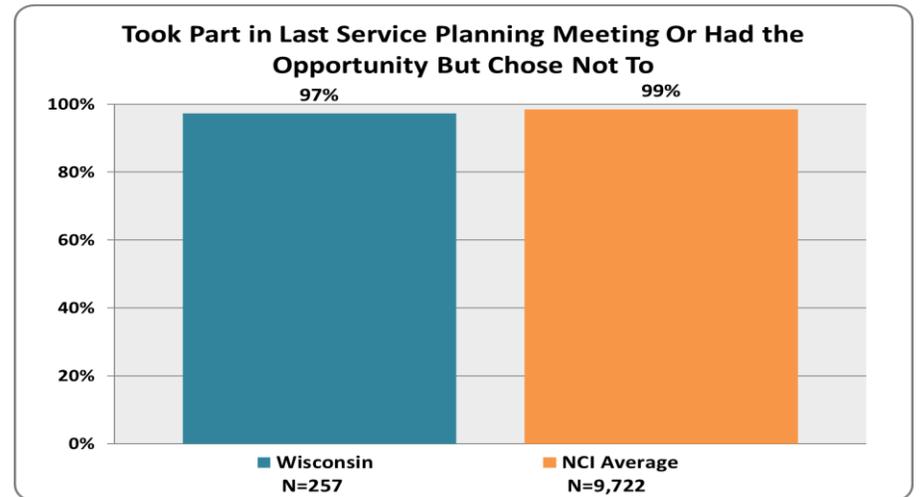
GRAPH 73.



GRAPH 74. ±



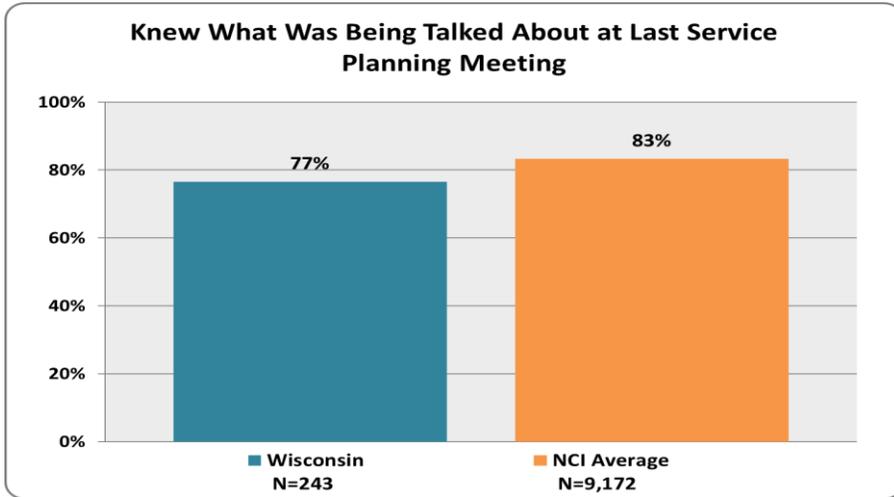
GRAPH 75. °



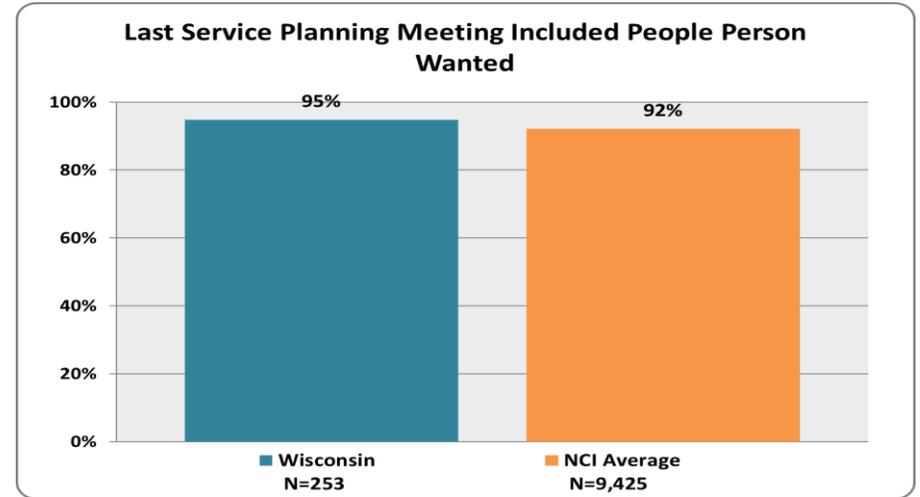
±Item changed from previous years – question rephrased

°New variable to reporting

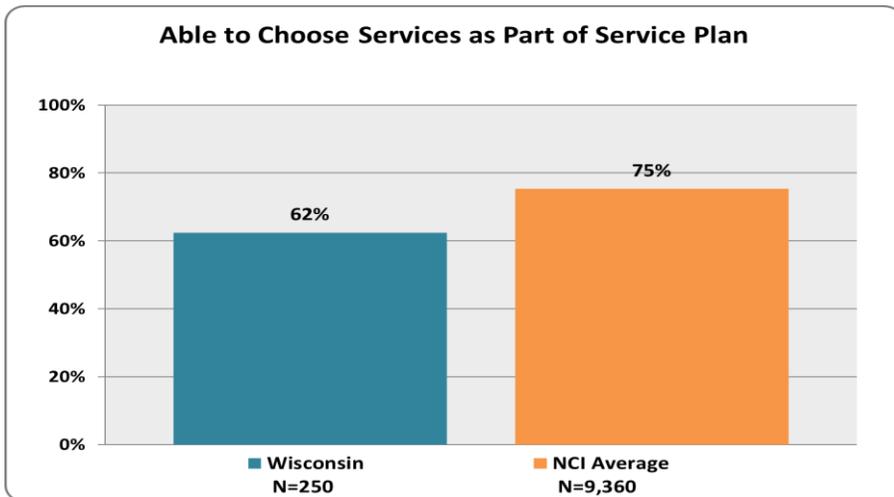
GRAPH 76. ⁹



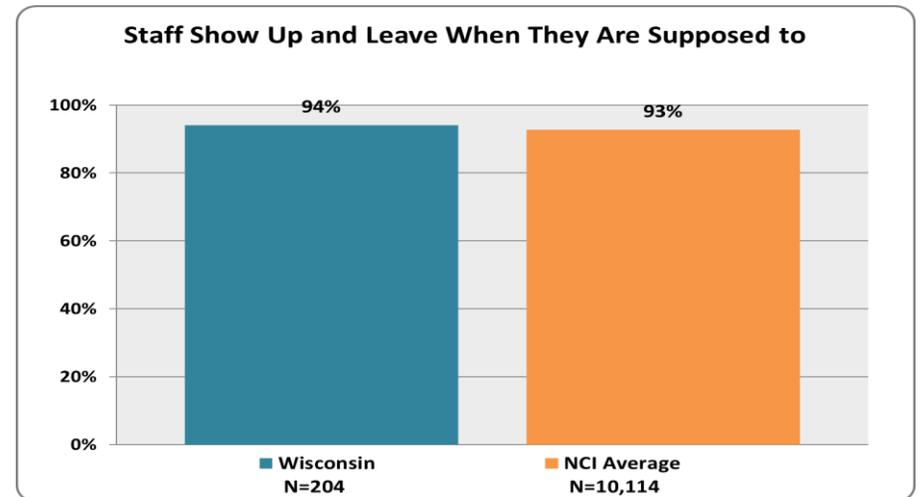
GRAPH 77. ⁹



GRAPH 78. ⁹



GRAPH 79.

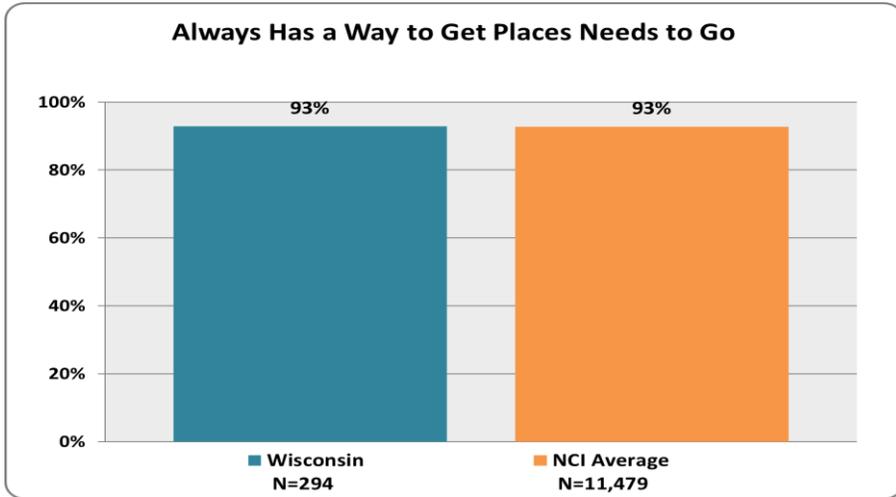


⁹New variable to reporting

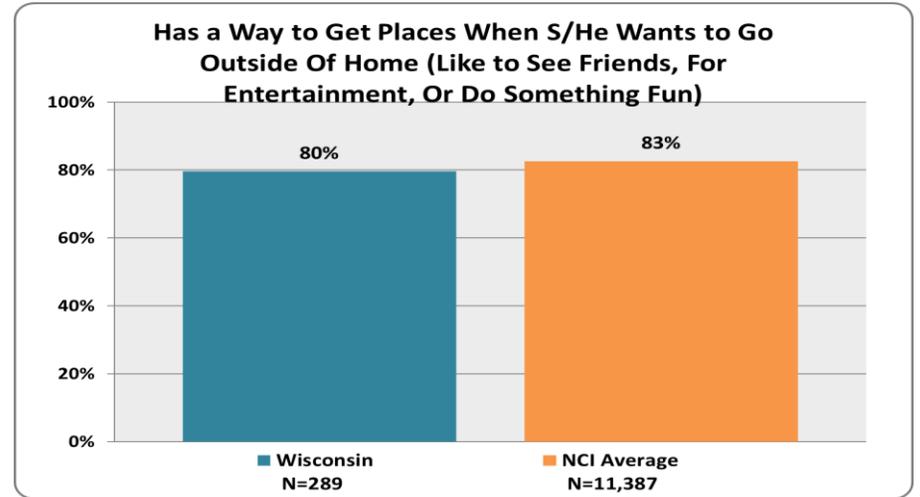
Access

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

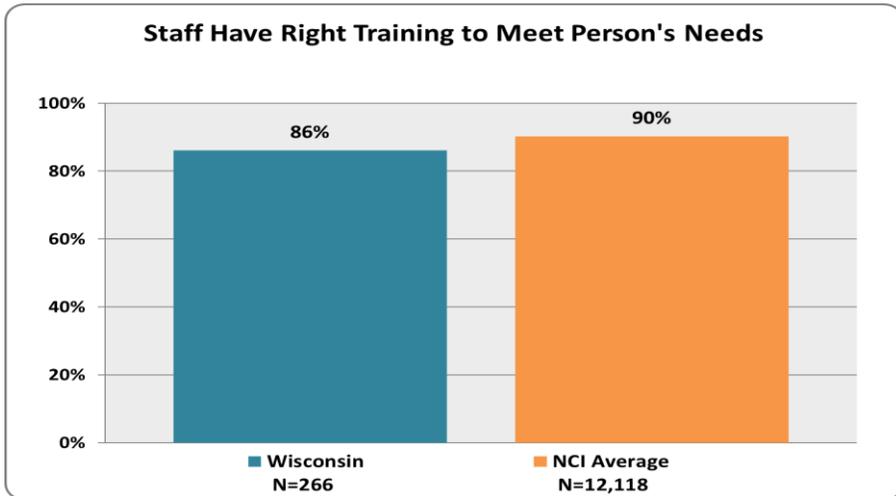
GRAPH 80. ^o



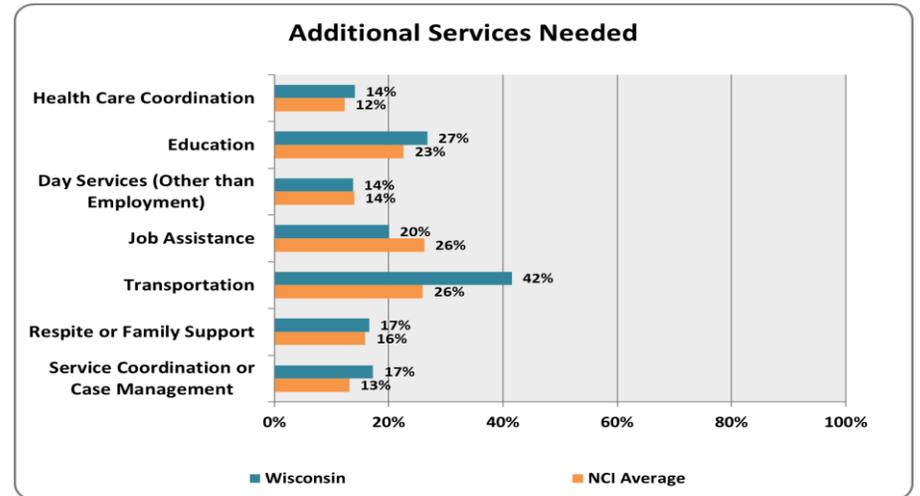
GRAPH 81. ^o



GRAPH 82.



GRAPH 83 [±] *

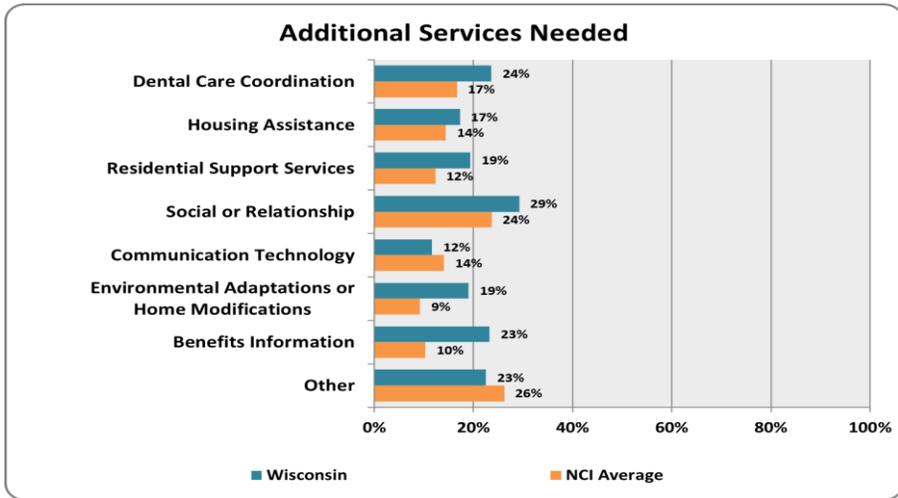


^oNew variable to reporting

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

*Categories are not mutually exclusive

GRAPH 84 ± *



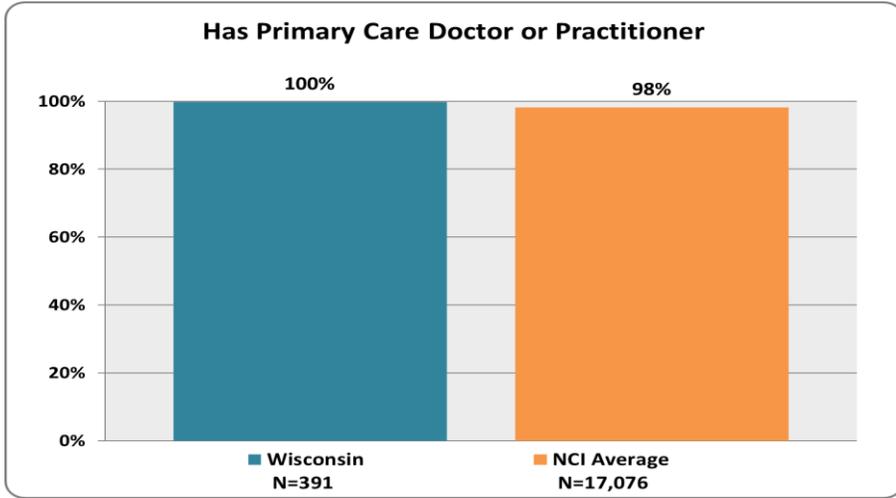
±Item changed from previous years – question and response options rephrased

*Categories are not mutually exclusive

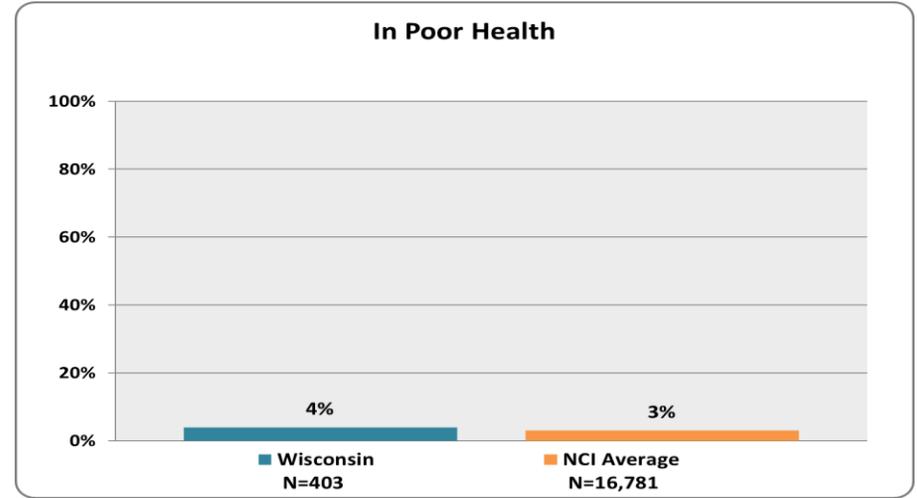
Health

People secure needed health services.

GRAPH 85. **



GRAPH 86.



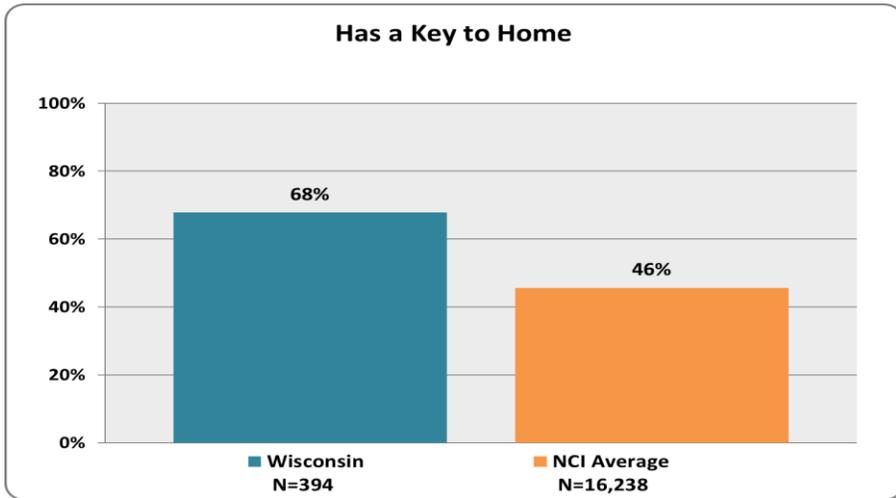
**This item includes data from states with 25% or more “don’t know” or missing responses; see the national ACS report for a break-out by state

Respect and Rights

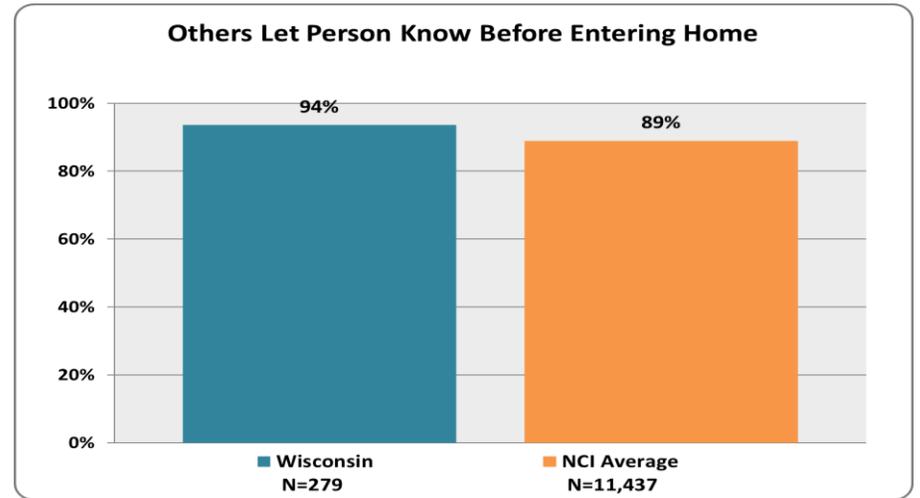
People receive the same respect and protections as others in the community.

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).

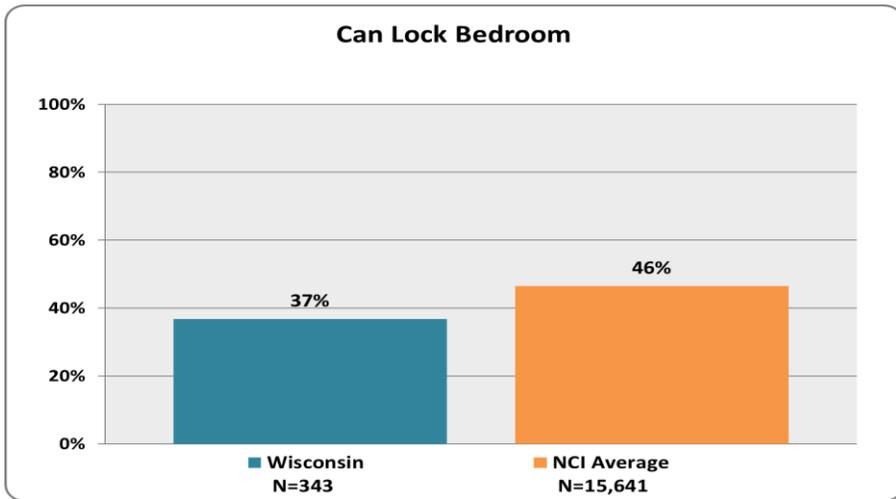
GRAPH 87. ⁹



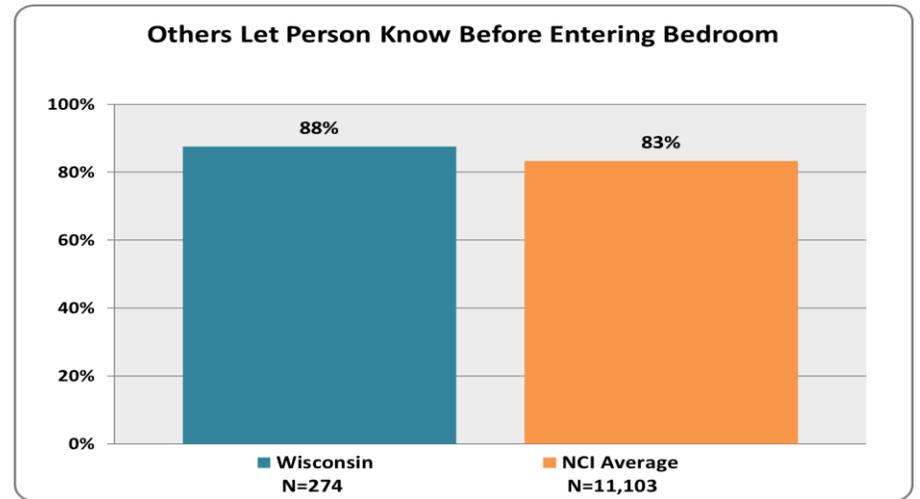
GRAPH 88.



GRAPH 89. ⁹

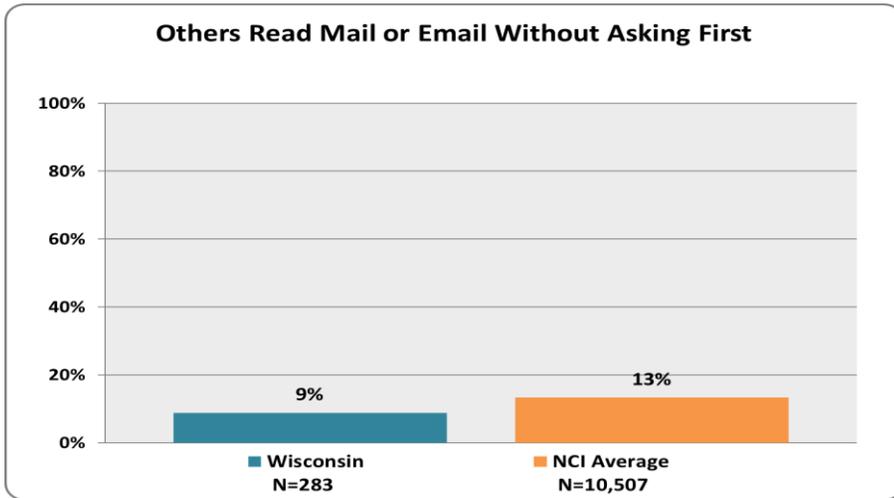


GRAPH 90.

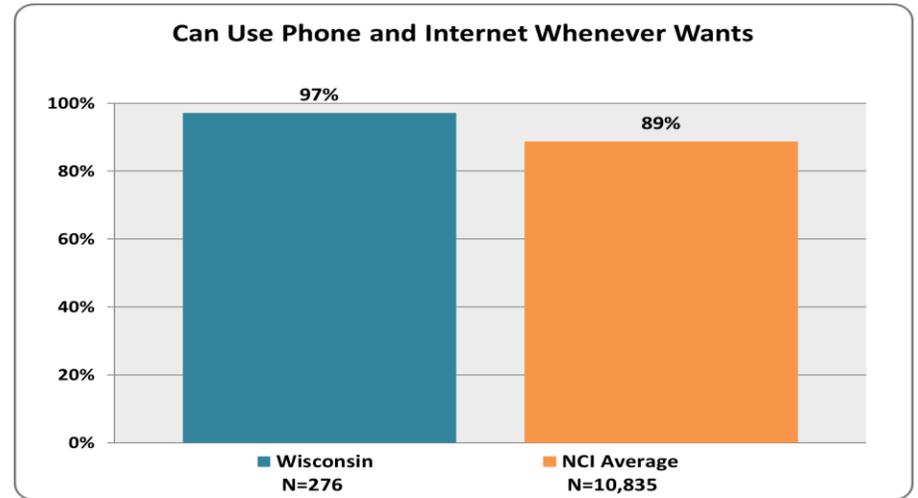


⁹New variable to reporting

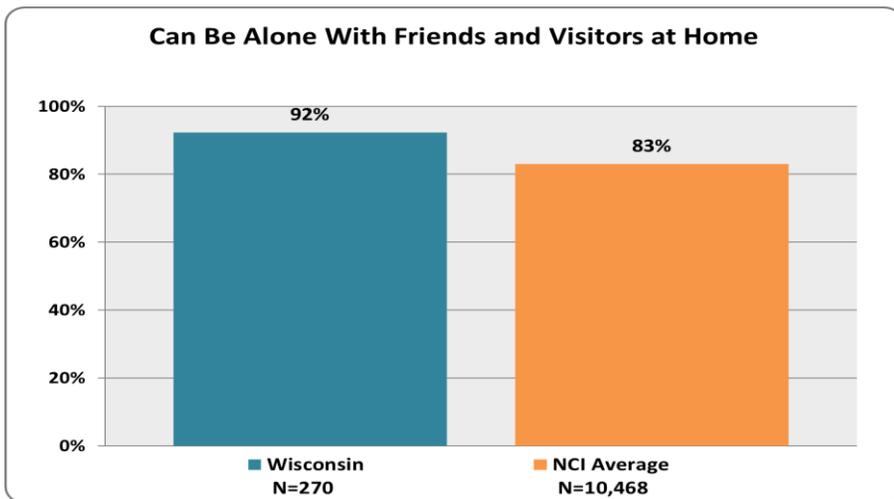
GRAPH 91. ±



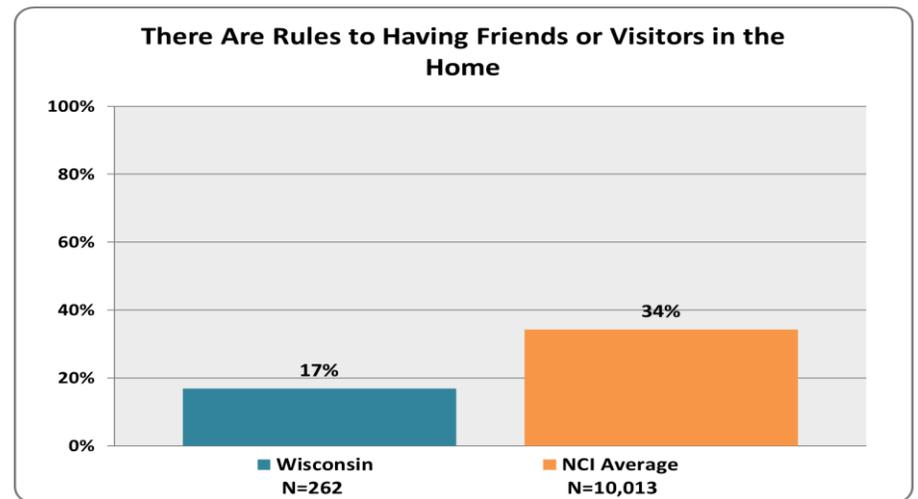
GRAPH 92. ±



GRAPH 93. ±



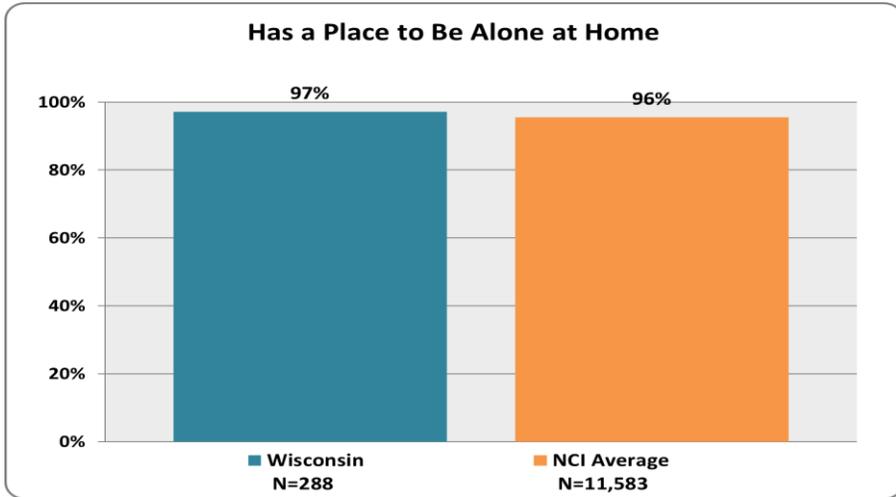
GRAPH 94. °



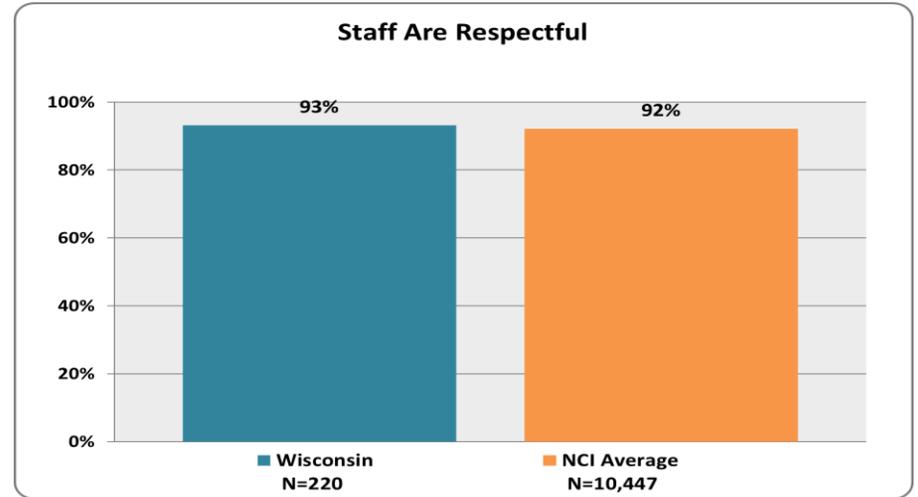
±Item changed from previous years – question was moved from Section II to Section I

°New variable to reporting

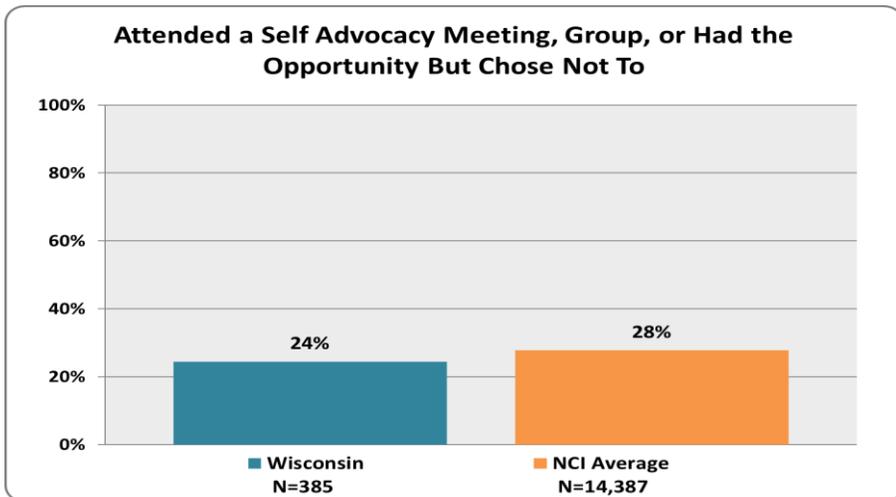
GRAPH 95. ±



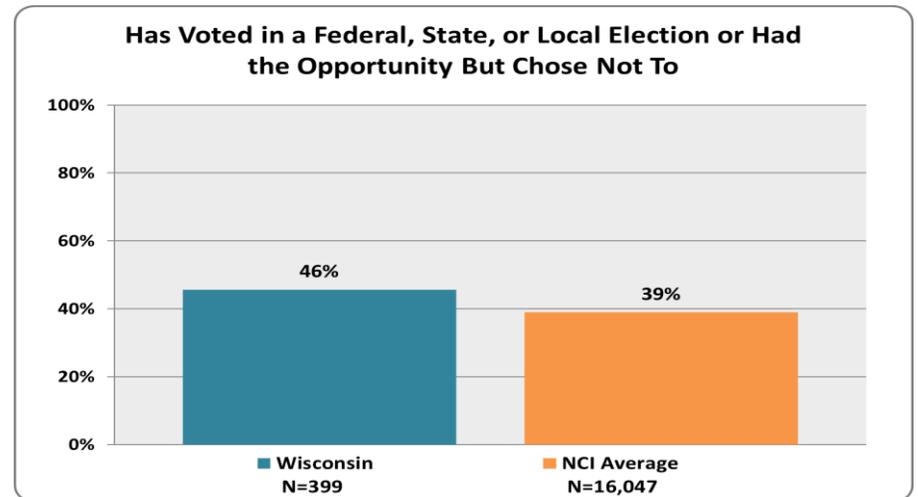
GRAPH 96. ±



GRAPH 97.



GRAPH 98. °



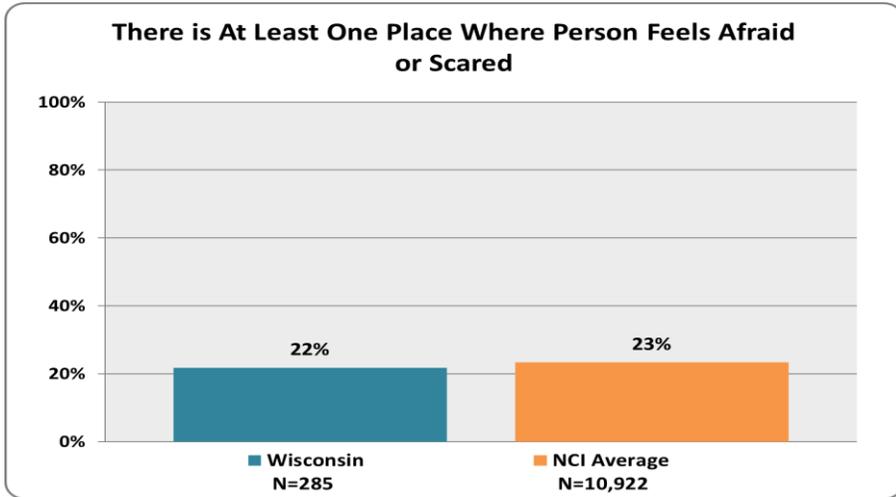
±Item changed from previous years – question rephrased

°New variable to reporting

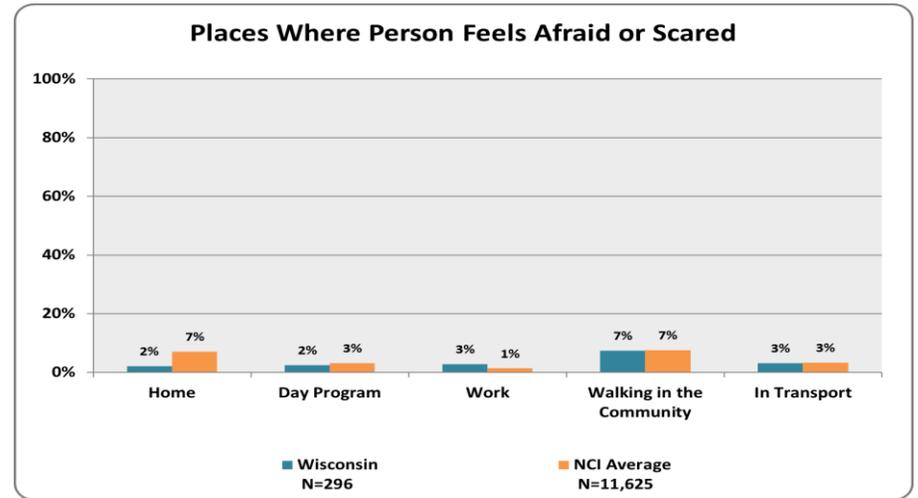
Safety

People are safe from abuse, neglect, and injury.

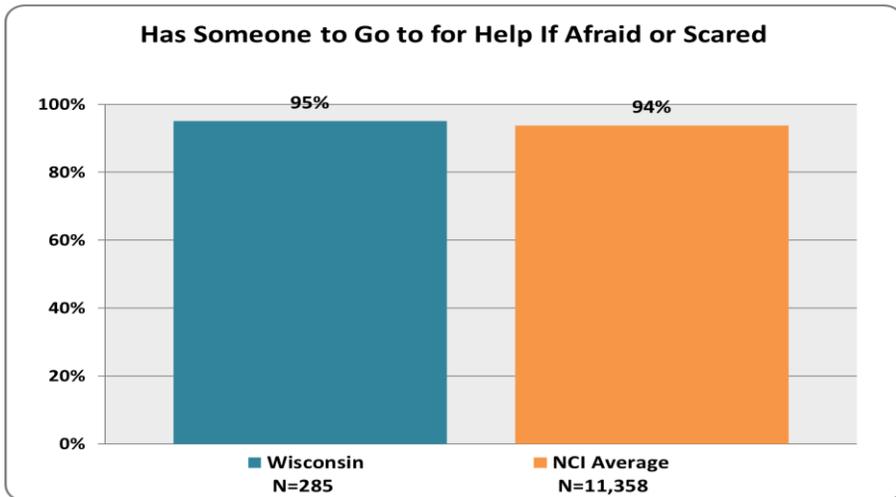
GRAPH 99. ⁹



GRAPH 100.



GRAPH 101.



⁹New variable to reporting