

# NCI Adult Consumer Survey Outcomes

North Los Angeles County Regional Center

2011-2012 Data



**NATIONAL CORE  
INDICATORS**

A Collaboration of  
the National Association of State Directors of  
Developmental Disabilities Services  
and Human Services Research Institute

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## Quality Assessment Project and National Core Indicators

This report contains regional center level results from California's second statewide National Core Indicators (NCI) Adult Consumer Survey conducted in Fiscal Year (FY) 2011-2012 (CS2), in accordance with Welfare and Institutions Code (WIC), Section 4571. WIC, Section 4571 directs the Department of Developmental Services (DDS) to collect accurate, reliable, and valid consumer and family satisfaction measures as well as consumer outcome data. In California, data from this project will be used to review and benchmark statewide and regional center developmental disability service system performance.<sup>1</sup> This report compares findings between CS2 to the Adult Consumer Survey conducted in FY 2010-2011(CS1) which is considered baseline data. Regional centers can use this report to help guide strategic planning and monitor systemic changes.

### What is the NCI Adult Consumer Survey?

The NCI Adult Consumer Survey is an interview conducted with a person who is receiving services from a regional center. The NCI Survey is used to gather data on approximately 60 consumer outcomes and is regularly refined and tested to ensure it is valid and reliable. In California, interviewers hired by the area boards met with individuals and asked them questions about where they live and work, the kinds of choices they make, the activities they do in the community, their relationships with friends and family, and their health and well-being. Interviews were conducted between July 2011 and June 2012.

### 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 what concerns are being measured. Each sub-domain includes one or more "indicators" of how the state is performing in this area. The table on the following page lists the domains and sub-domains covered by the NCI Adult Consumer Survey indicators.

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<sup>1</sup> Refer to the California Adult Consumer Survey Report FY 2011-2012 for detailed information about Quality Assessment Project implementation, the NCI, and California's Statewide results.

TABLE 1. NCI ADULT CONSUMER SURVEY INDICATORS – DOMAINS AND SUB-DOMAINS

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

Based on the total number of adults (age 18 and over) who are receiving regional center services, it was determined that a target number of 400 surveys per regional center would provide a valid sample for this analysis.<sup>2</sup> People who were presently living in a developmental center were not part of the sample.

An additional group of people who had moved from developmental centers to the community in the past five years was selected so that their results could be looked at separately.<sup>3</sup> Overall, the total number of surveys completed across the State of California was 8,691.

## Proxy Respondents

Proxy responses are allowed only for the background information and Section II of the survey, which are based on objective measures: Community Inclusion, Choices, Rights, and Access to Needed Services. Proxy respondents are used only when the individual cannot complete the survey or chooses to have a proxy respondent. Only people who know the individual well (such as family, friends, or staff) are acceptable proxy respondents, and to avoid conflict, service coordinators are not allowed to respond for individuals on their caseloads.

## Limitations of Data

The NCI Adult Consumer Survey tool is not intended to be used for monitoring individuals or providers, but rather for assessing system-wide performance. The NCI Statewide Average should not be interpreted to necessarily define “acceptable” levels of performance or satisfaction, nor does it provide benchmarks for acceptable or unacceptable levels of performance for each indicator. Instead, it describes average levels of performance or satisfaction across the State. It is up to public managers, policy-makers, and other stakeholders to decide whether the differences in results suggest that quality improvement efforts or further investigations are necessary.

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<sup>2</sup> A randomly selected group of 400 people meets the accepted standard for a representative sample with a +/-5% margin of error and a 95% confidence level. For additional details on sampling and administration methods, please see the California Adult Consumer Survey Report FY 2011-2012.

<sup>3</sup> A supplemental Movers report will be produced by UC Davis and made available on the DDS website.

## What is contained in this report?

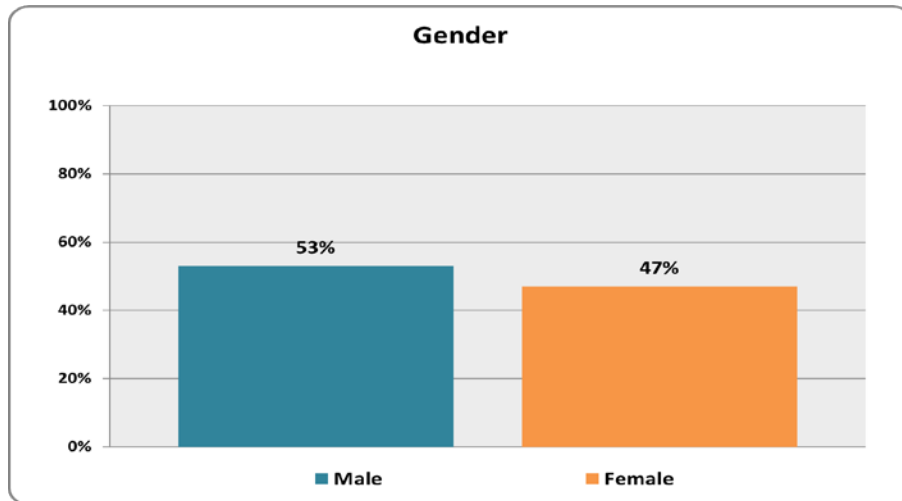
This report illustrates CS2 demographic and individual outcome results from North Los Angeles County Regional Center (NLARC) compared to the CS2 California Statewide NCI Average, and the North Los Angeles County Regional Center average from CS1. All results are shown in chart form along with descriptive text to the right of each chart. Statewide results for the NCI Adult Consumer Survey can be found online at <http://www.dds.ca.gov/QA/index.cfm>.

**Please Note:** Items marked with an asterisk (\*) were analyzed differently for the CS2 data collection cycle. Year-to-year comparisons should be made with caution.

## Results: Demographics

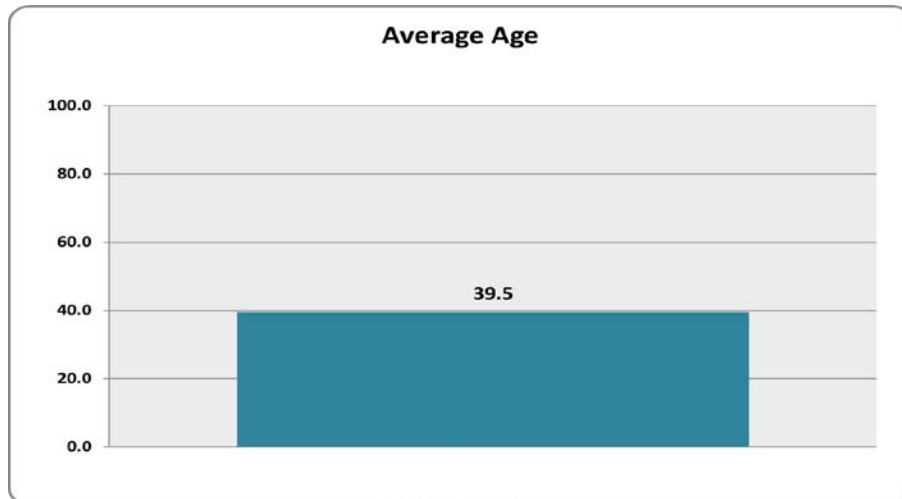
*ILLUSTRATES THE DEMOGRAPHIC PROFILE OF SURVEY PARTICIPANTS*

GRAPH 1. GENDER



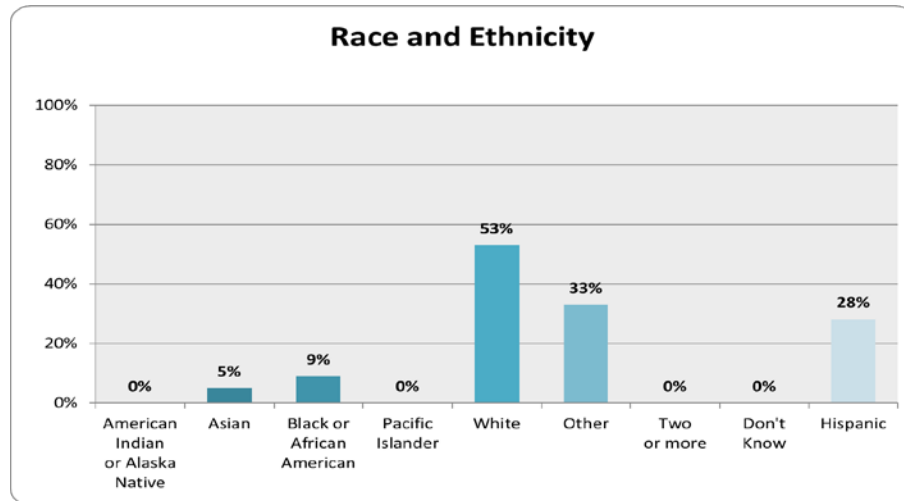
This graph illustrates of people surveyed in North Los Angeles County Regional Center in CS2, 53% were males and 47% were females.

GRAPH 2. AGE



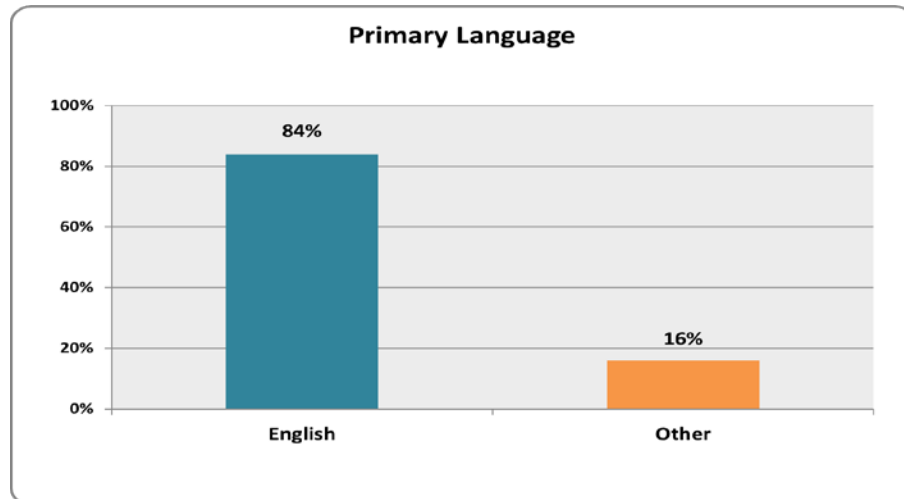
This graph illustrates that in North Los Angeles County Regional Center the average age of people surveyed in CS2 was 39.5 years old.

**GRAPH 3. RACE AND ETHNICITY\***



This graph illustrates the race of people surveyed in North Los Angeles County Regional Center in CS2 was: 0% American Indian or Alaska Native, 5% Asian, 9% Black or African American, 0% Pacific Islander, 53% White, 33% other, 0% two or more, and 0% don't know; 28% were identified as Hispanic.

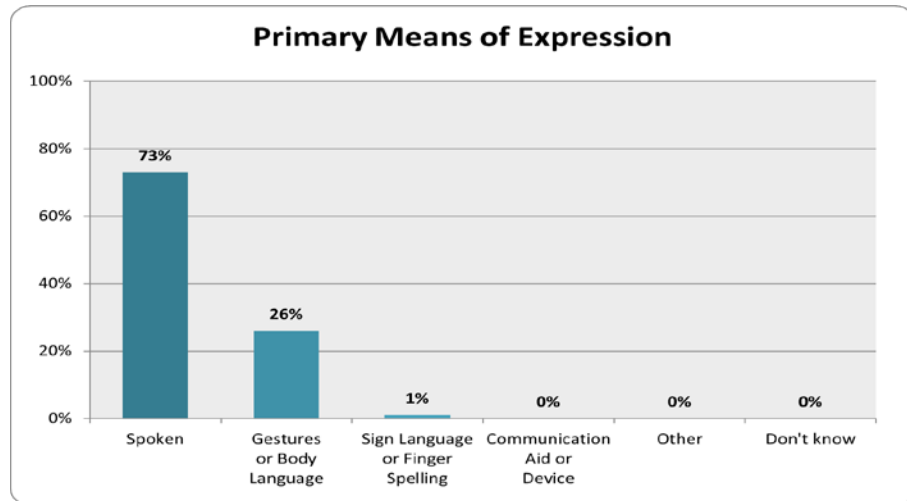
**GRAPH 4. PRIMARY LANGUAGE**



This graph illustrates the primary language of people surveyed in North Los Angeles County Regional Center in CS2 was: 84% English and 16% other.

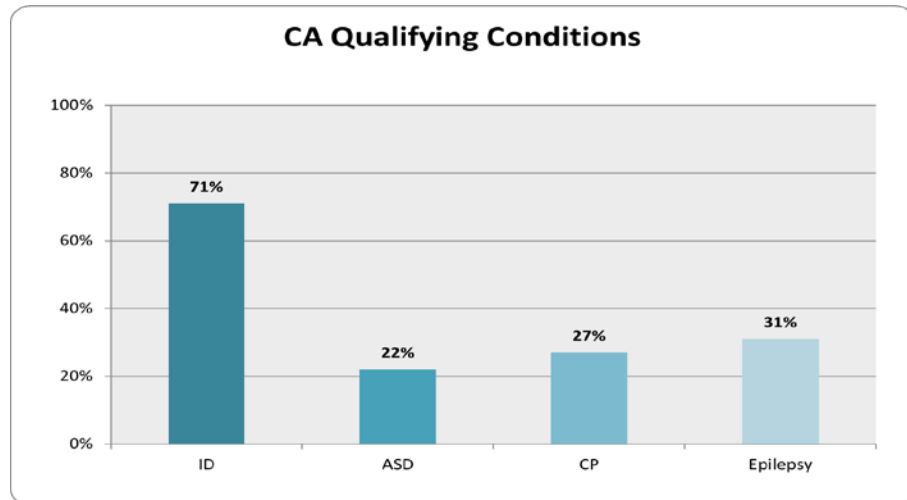
**\*In the California data, Hispanic is considered a race category. NCI uses the U.S. Census model, which defines ethnicity separately as Hispanic vs. Non-Hispanic.**

GRAPH 5. PRIMARY MEANS OF EXPRESSION



This graph illustrates the primary means of expression of people surveyed in North Los Angeles County Regional Center in CS2 was: 73% spoken, 26% gestures or body language, 1% sign language, 0% communication aid or device, 0% other; 0% did not know.

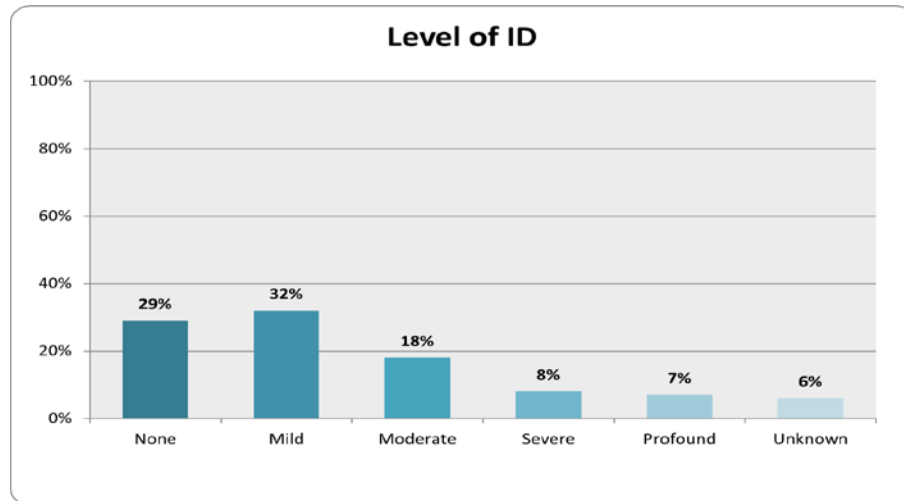
GRAPH 6. CA QUALIFYING CONDITIONS\*



This graph illustrates of people surveyed in North Los Angeles County Regional Center in CS2, who were diagnosed with conditions that qualify them for services – intellectual disability ID 71%, autism spectrum disorder ASD 22%, cerebral palsy CP 27%, and/or epilepsy 31%.

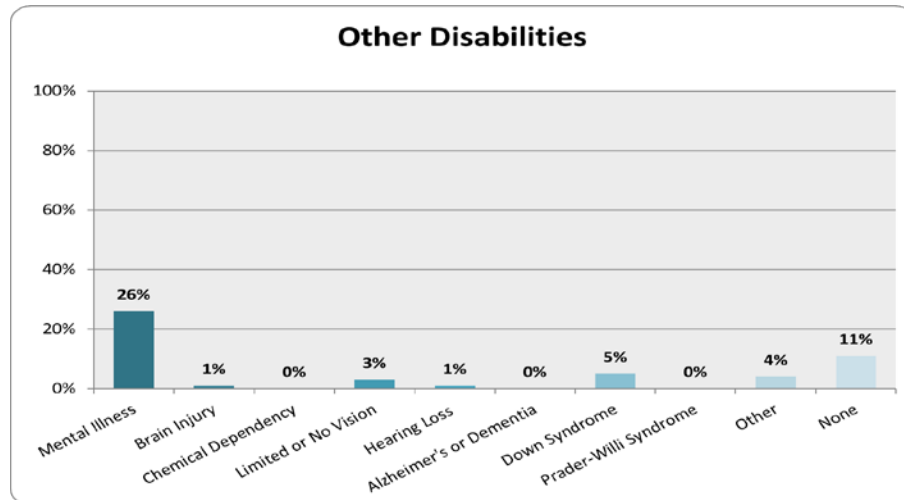
\*CA Qualifying Conditions and Other Disabilities are not mutually exclusive

GRAPH 7. LEVEL OF ID



This graph illustrates levels of intellectual disability (ID) of people surveyed in North Los Angeles County Regional Center in CS2 was: 29% had no ID diagnosis, 32% mild, 18% moderate, 8% severe, 7% profound ID, 6% unspecified or unknown.

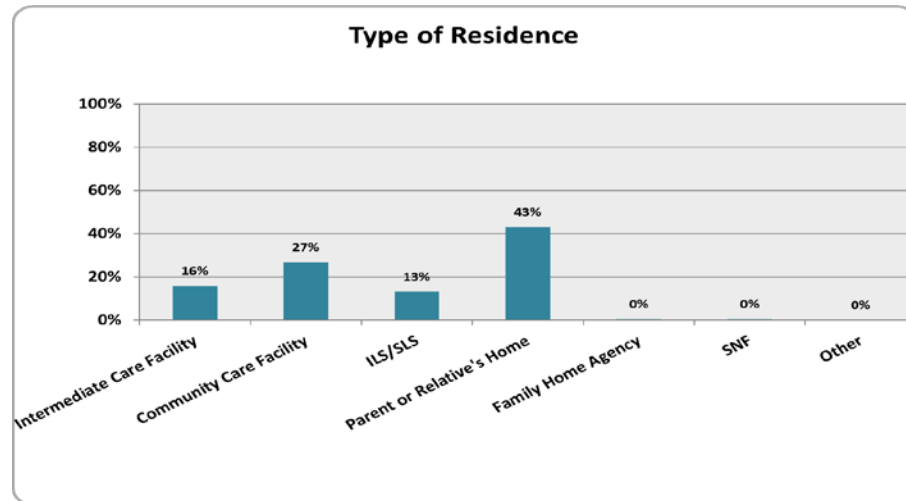
GRAPH 8. OTHER DISABILITIES\*



This graph illustrates the types of disability of people surveyed in North Los Angeles County Regional Center in CS2, other than ID were: mental illness 26%, brain injury 1%, chemical dependency 0%, limited or no vision 3%, hearing loss 1%, Alzheimer's or dementia 0%, Down Syndrome 5%, Prader-Willi Syndrome 0%, other 4%, and 11% had no other disability.

\*Individuals with results reflected in the graph and table above may have been diagnosed with a Qualifying Condition as well (see proceeding Graph: CA Qualifying Conditions)

GRAPH 9. TYPE OF RESIDENCE



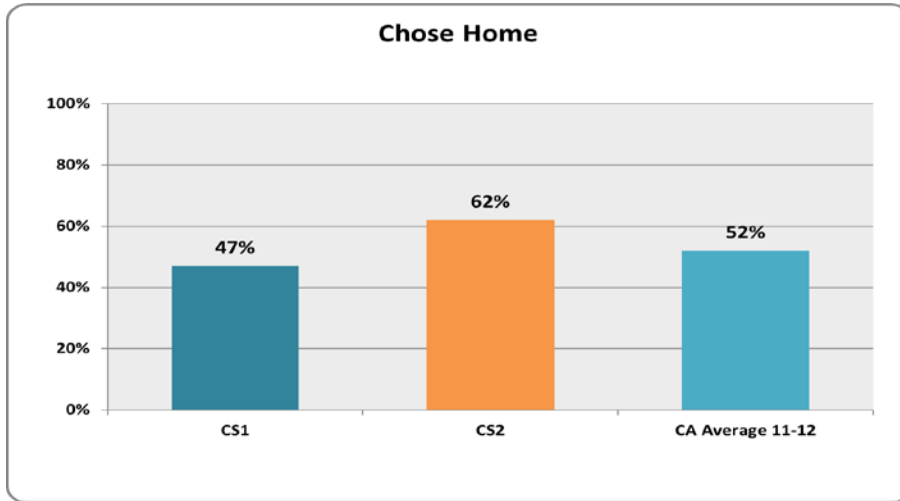
This graph illustrates the types of residences of people surveyed in North Los Angeles County Regional Center in CS2 was: 16% intermediate care facility, 27% community care facility, 13% independent living skills (ILS)/supported living services (SLS), 43% parent or relative's home, 0% family home agency, 0% skilled nursing facility (SNF), 0% other.



## Choice

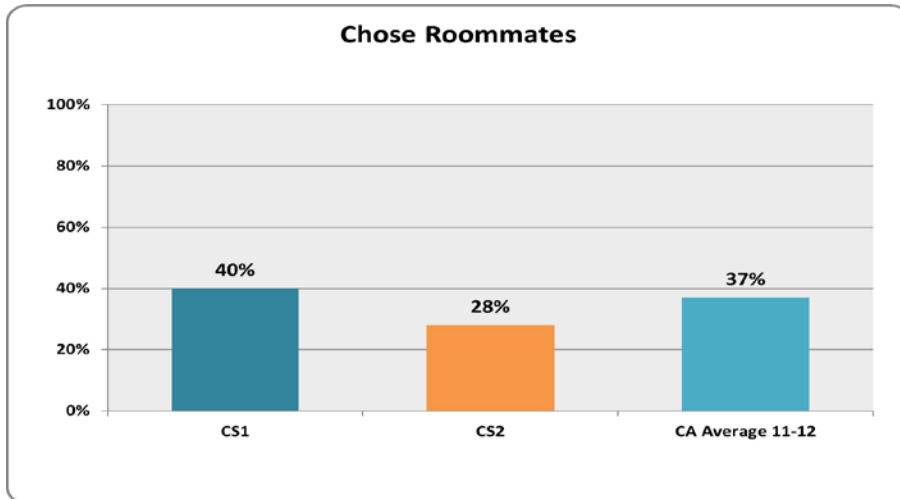
*PEOPLE MAKE CHOICES ABOUT THEIR LIVES AND ARE ACTIVELY ENGAGED IN PLANNING THEIR SERVICES AND SUPPORTS.*

GRAPH 10. CHOSE HOME\*



This graph illustrates 47% of respondents from CS1 compared to 62% of respondents from CS2 reported they chose or had some input in choosing their where they live. The CS2 statewide average was 52%.

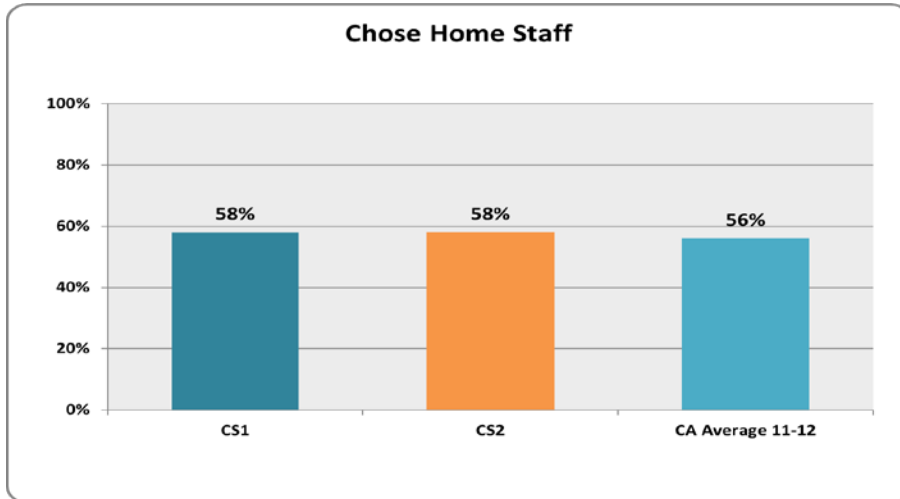
GRAPH 11. CHOSE ROOMMATES\*



This graph illustrates 40% of respondents from CS1 compared to 28% of respondents from CS2 reported they chose or had some input in choosing their roommates. The CS2 statewide average was 37%.

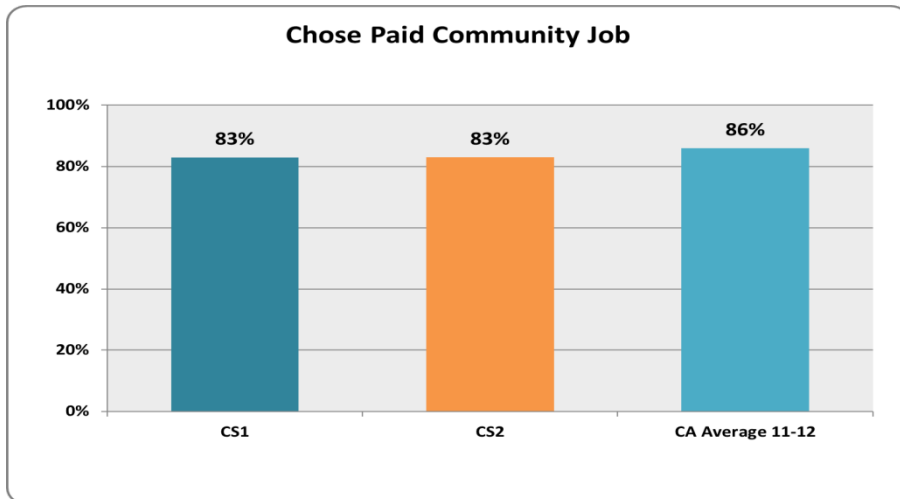
\*CS2 survey did not ask this question to individuals living in the family home

**GRAPH 12. CHOSE HOME STAFF**



This graph illustrates 58% of respondents from CS1 compared to 58% of respondents from CS2 reported they chose or were aware they could request to change their home staff. The CS2 statewide average was 56%.

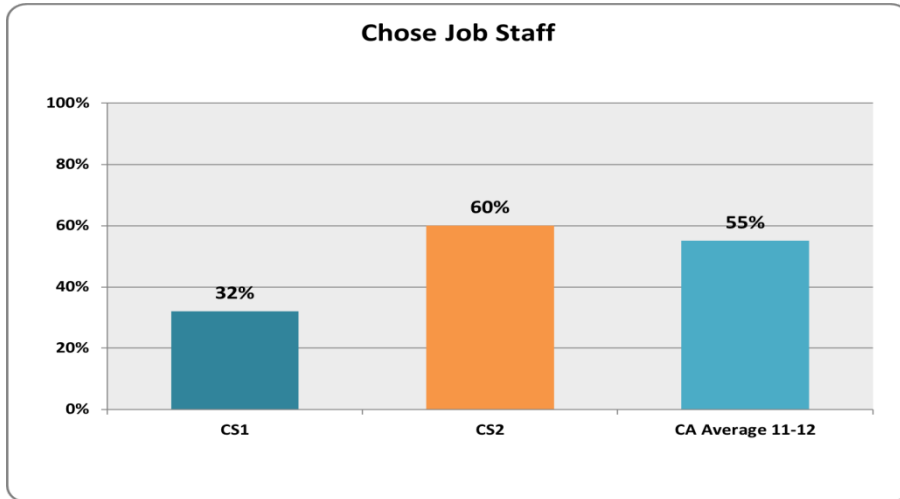
**GRAPH 13. CHOSE PAID COMMUNITY JOB\***



This graph illustrates 83% of respondents from CS1 compared to 83% of respondents from CS2 reported they chose or had some input in choosing their paid community job. The CS2 statewide average was 86%.

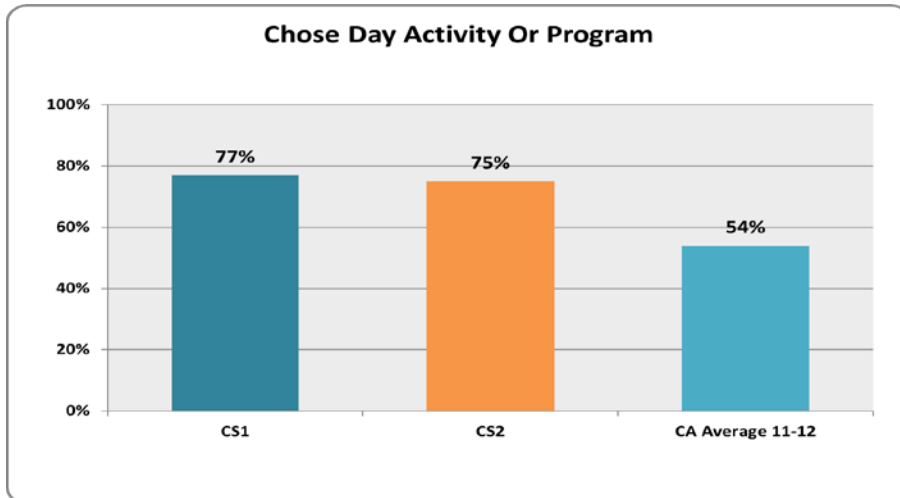
**\*CS2 results based on those determined to have a job in the background information section**

**GRAPH 14. CHOSE JOB STAFF\***



This graph illustrates 32% of respondents from CS1 compared to 60% of respondents from CS2 reported they chose or were aware they could request a change in job staff. The CS2 statewide average was 55%.

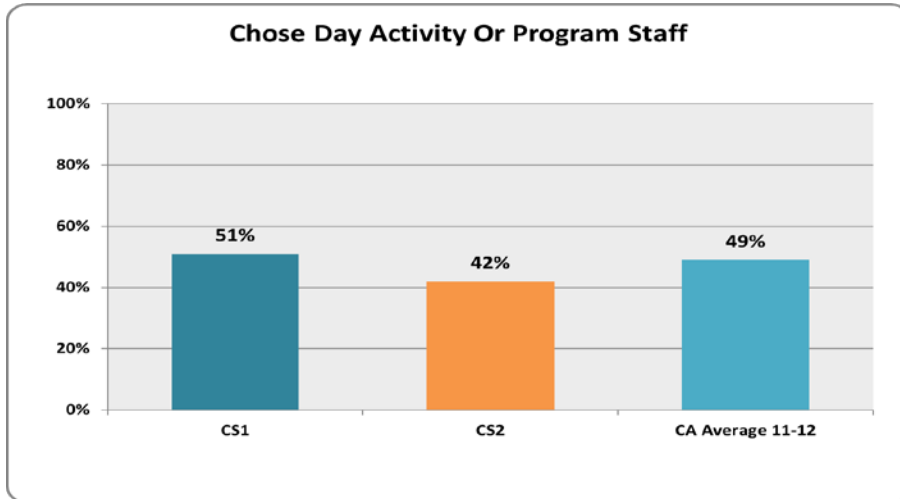
**GRAPH 15. CHOSE DAY ACTIVITY OR PROGRAM**



This graph illustrates 77% of respondents from CS1 compared to 75% of respondents from CS2 reported they chose or had some input in choosing their day activity or program. The CS2 statewide average was 54%.

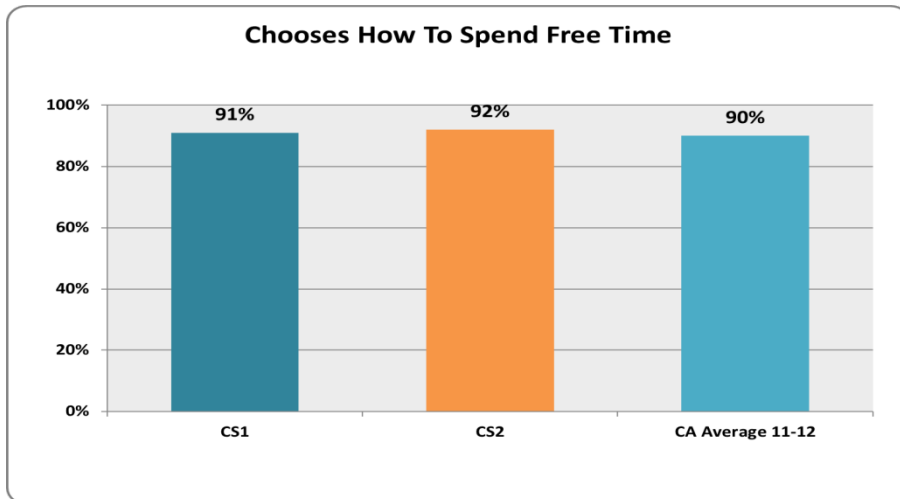
**\*CS2 results based on those determined to have a job in the background information section**

**GRAPH 16. CHOSE DAY ACTIVITY OR PROGRAM STAFF**



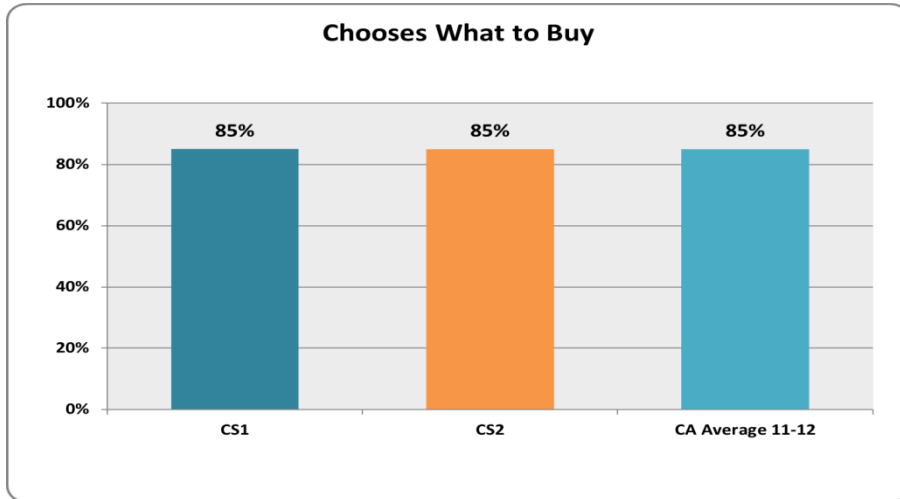
This graph illustrates 51% of respondents from CS1 compared to 42% of respondents from CS2 reported they chose or could request a change in day activity or program staff. The CS2 statewide average was 49%.

**GRAPH 17. CHOOSES HOW TO SPEND FREE TIME**



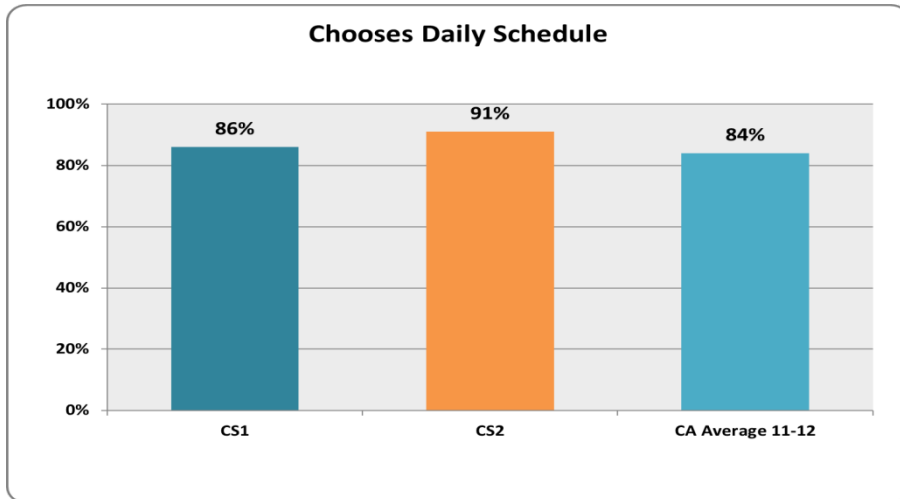
This graph illustrates 91% of respondents from CS1 compared to 92% of respondents from CS2 reported they choose or have input in choosing how to spend free time. The CS2 statewide average was 90%.

**GRAPH 18. CHOOSES WHAT TO BUY**



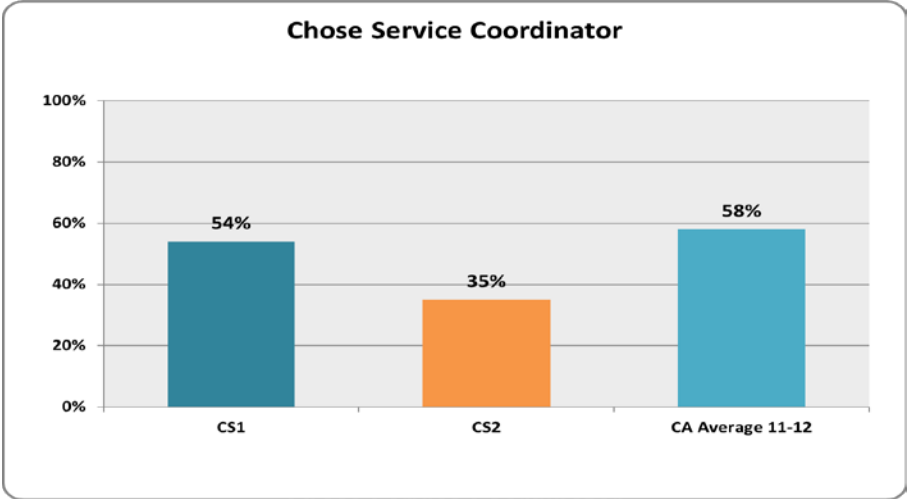
This graph illustrates 85% of respondents from CS1 compared to 85% of respondents from CS2 reported they choose or have input in choosing how to spend their money. The CS2 statewide average was 85%.

**GRAPH 19. CHOOSES DAILY SCHEDULE**



This graph illustrates 86% of respondents from CS1 compared to 91% of respondents from CS2 reported they choose or have input in choosing their daily schedule. The CS2 statewide average was 84%.

GRAPH 20. CHOSE SERVICE COORDINATOR



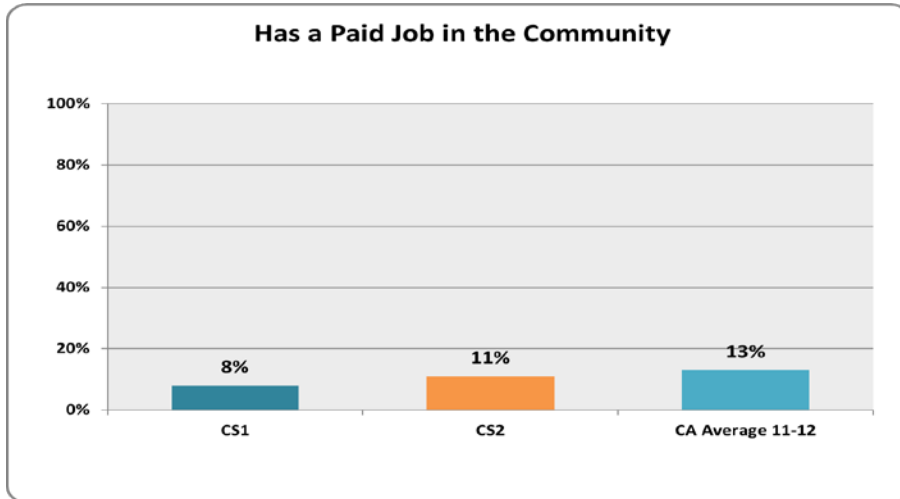
This graph illustrates 54% of respondents from CS1 compared to 35% of respondents from CS2 reported they chose or were aware they could request to change their service coordinator. The CS2 statewide average was 58%.

## Work

*PEOPLE HAVE SUPPORT TO FIND AND MAINTAIN COMMUNITY INTEGRATED EMPLOYMENT.*

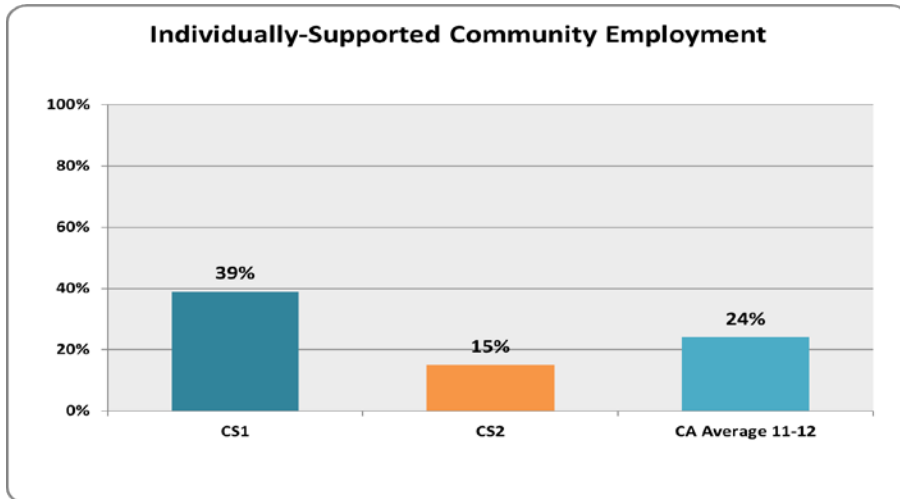


**GRAPH 21. HAS A PAID JOB IN THE COMMUNITY**



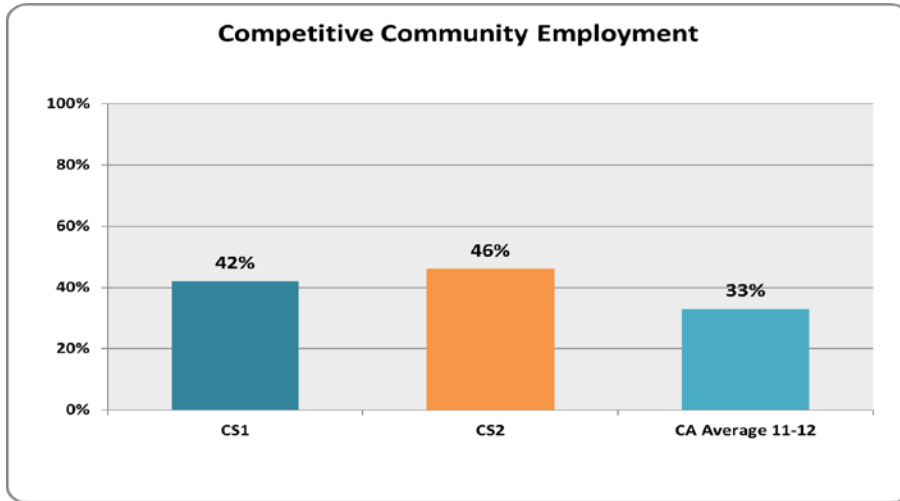
This graph illustrates 8% of respondents from CS1 compared to 11% of respondents from CS2 were reported to have a paid job in the community. The CS2 statewide average was 13%.

**GRAPH 22. TYPE OF COMMUNITY EMPLOYMENT: INDIVIDUALLY-SUPPORTED**



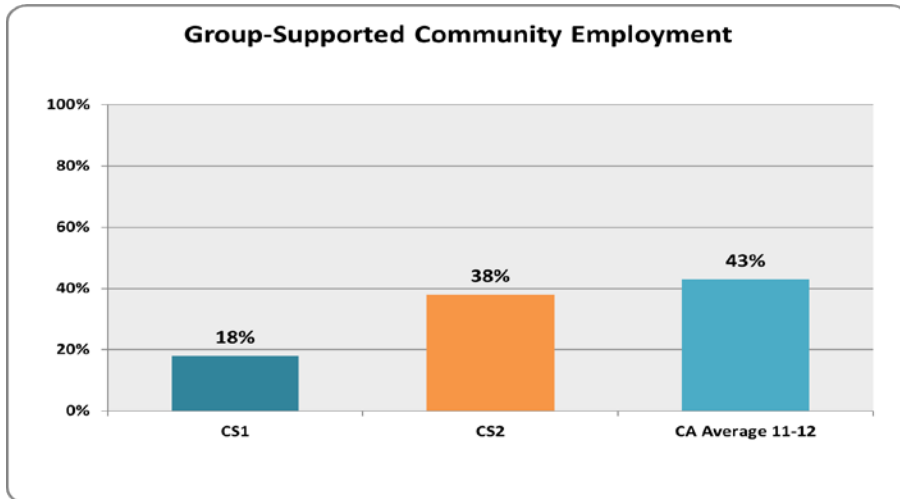
This graph illustrates 39% of respondents from CS1 compared to 15% of respondents from CS2 were reported to be in individually-supported community employment. The CS2 statewide average was 24%.

GRAPH 23. TYPE OF COMMUNITY EMPLOYMENT: COMPETITIVE



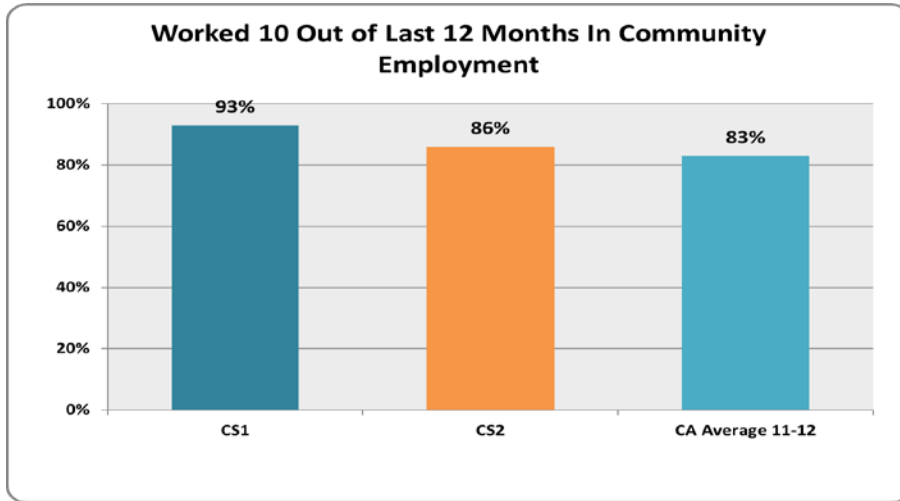
This graph illustrates 42% of respondents from CS1 compared to 46% of respondents from CS2 were reported to be in competitive community employment. The CS2 statewide average was 33%.

GRAPH 24. TYPE OF COMMUNITY EMPLOYMENT: GROUP-SUPPORTED



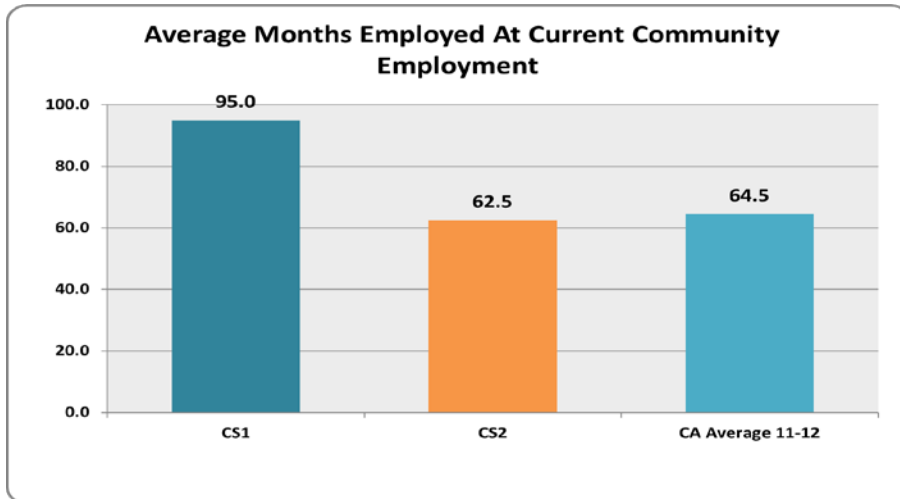
This graph illustrates 18% of respondents from CS1 compared to 38% of respondents from CS2 were reported to be in group-supported community employment. The CS2 statewide average was 43%.

**GRAPH 25. WORKED 10 OF THE LAST 12 MONTHS IN COMMUNITY EMPLOYMENT**



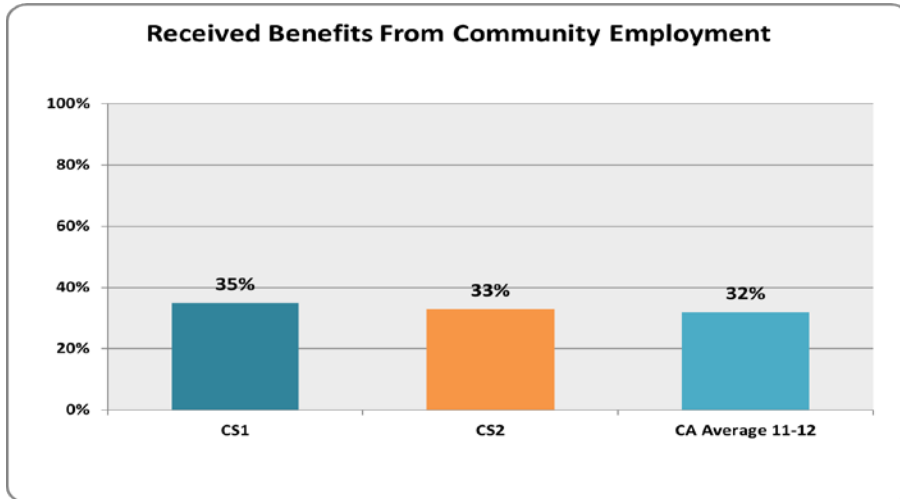
This graph illustrates of people employed in the community, 93% of respondents from CS1 compared to 86% of respondents from CS2 were reported to have a paid job in the community and worked 10 of the last 12 months at their current job. The CS2 statewide average was 83%.

**GRAPH 26. AVERAGE MONTHS EMPLOYED AT CURRENT COMMUNITY EMPLOYMENT**



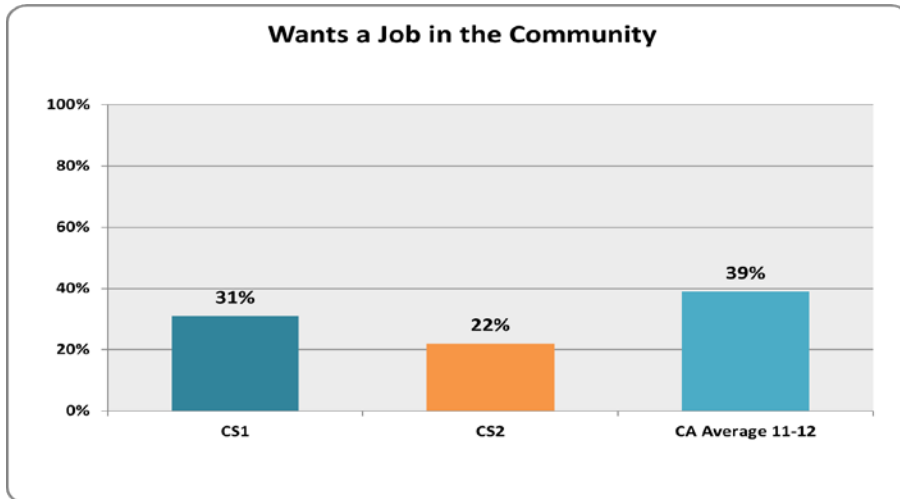
This graph illustrates of people employed in the community, people from CS1 worked in their current job for an average of 95.0 months compared to CS2 who worked for an average of 62.5 months. The CS2 statewide average was 64.5 months.

**GRAPH 27. RECEIVED BENEFITS FROM COMMUNITY EMPLOYMENT**



This graph illustrates of people employed in the community, 35% from CS1 compared to 33% CS2 were reported to receive benefits (sick or vacation time) from their job. The CS2 statewide average was 32%.

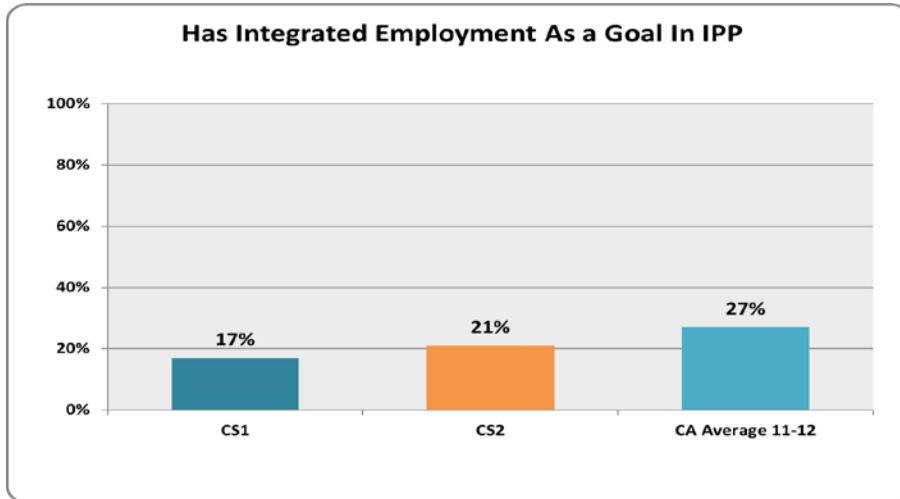
**GRAPH 28. WANTS A JOB IN THE COMMUNITY\***



This graph illustrates of those not in community employment, 31% of respondents from CS1 compared to 22% of respondents from CS2 reported they wanted a job in the community. The CS2 statewide average was 39%.

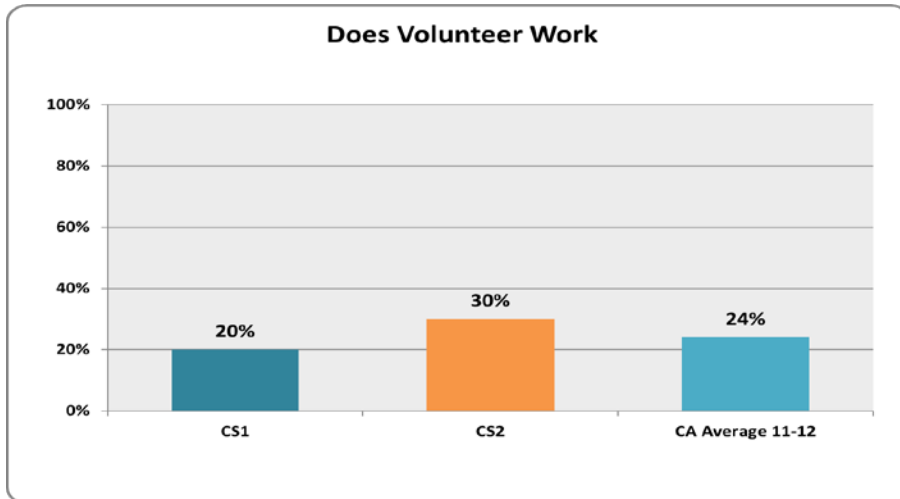
\*CS2 results based on those determined not to have job in the Background Information (BI) section.

**GRAPH 29. HAS INTEGRATED EMPLOYMENT AS A GOAL IN IPP**



This graph illustrates 17% of respondents from CS1 compared to 21% of respondents from CS2 have integrated employment as a goal in their IPP. The CS2 statewide average was 27%.

**GRAPH 30. DOES VOLUNTEER WORK**

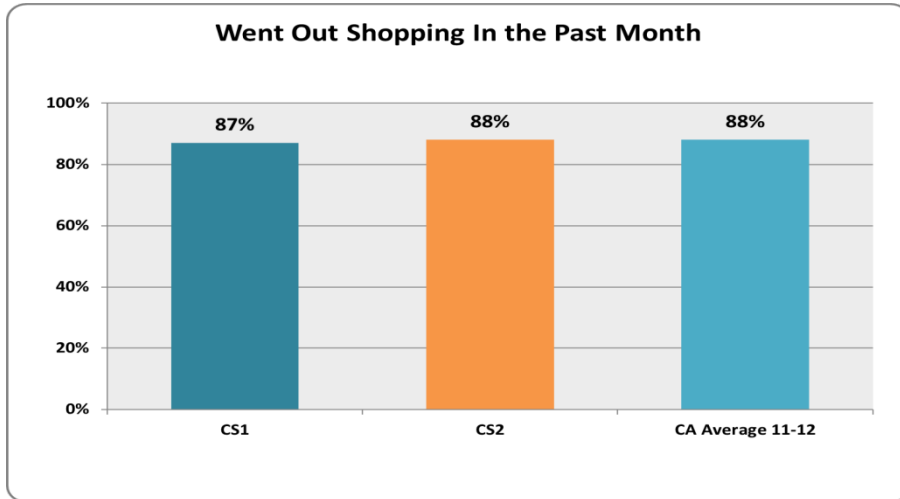


This graph illustrates 20% of respondents from CS1 compared to 30% of respondents from CS2 reported they do volunteer work. The CS2 statewide average was 24%.

## Community Inclusion

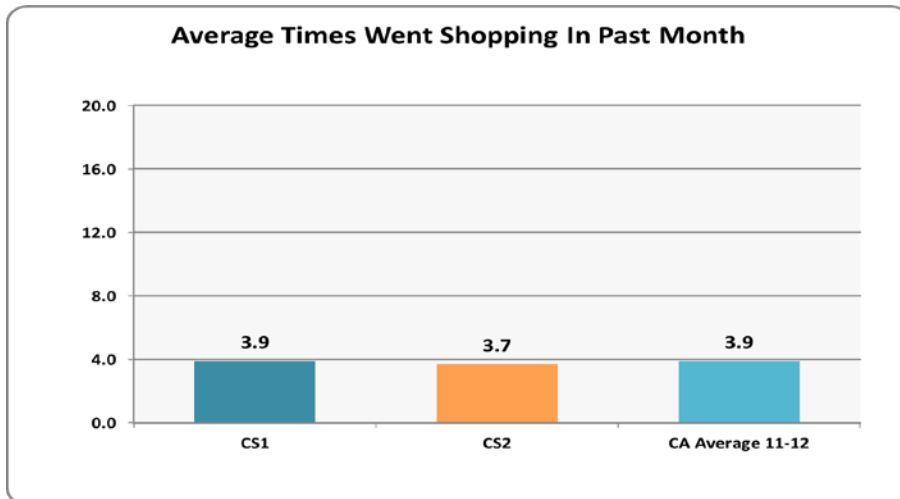
*PEOPLE HAVE SUPPORT TO PARTICIPATE IN EVERYDAY COMMUNITY ACTIVITIES.*

**GRAPH 31. WENT OUT SHOPPING IN THE PAST MONTH**



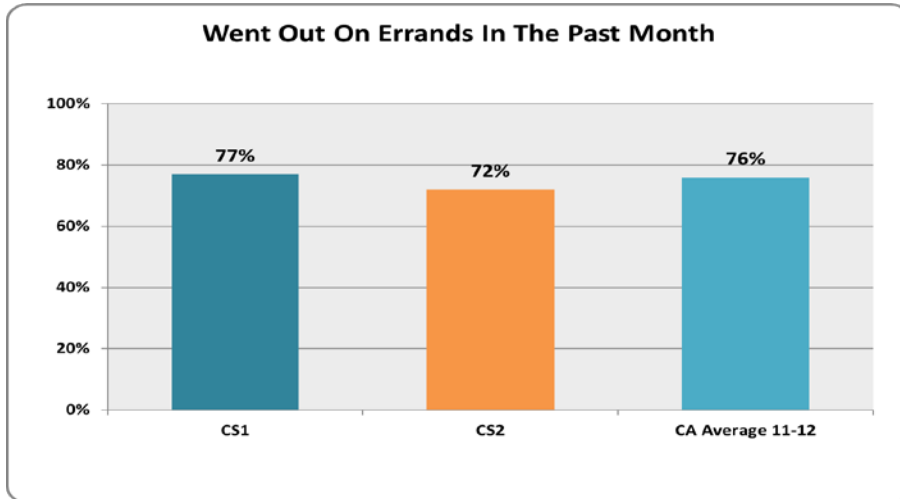
This graph illustrates 87% of respondents from CS1 compared to 88% of respondents from CS2 reported they went out shopping in the past month. The CS2 statewide average was 88%.

**GRAPH 32. AVERAGE TIMES WENT SHOPPING IN THE PAST MONTH**



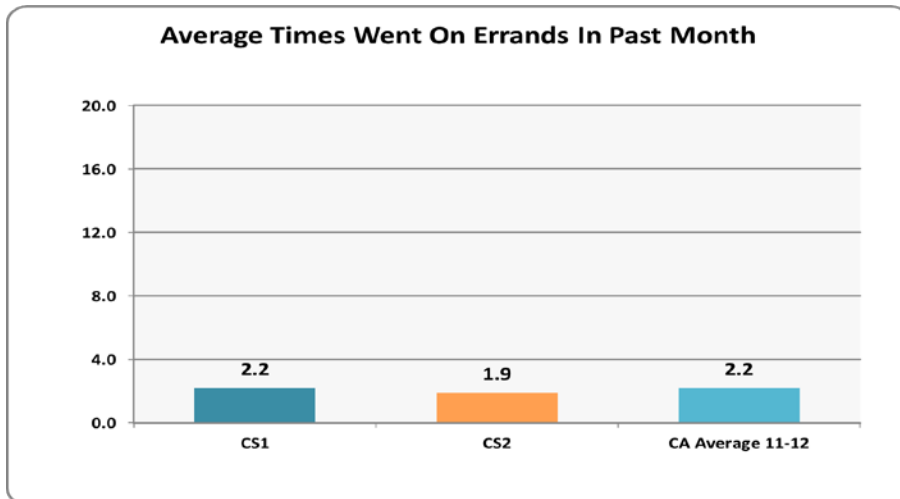
This graph illustrates, on average, respondents from CS1 reported shopping 3.9 times in the past month, and respondents from CS2 reported they went shopping 3.7 times in the past month. The CS2 statewide average was reported as 3.9 times during the past month.

**GRAPH 33. WENT OUT ON ERRANDS IN THE PAST MONTH**



This graph illustrates 77% of respondents from CS1 compared to 72% of respondents from CS2 reported they went out on errands in the past month. The CS2 statewide average was 76%.

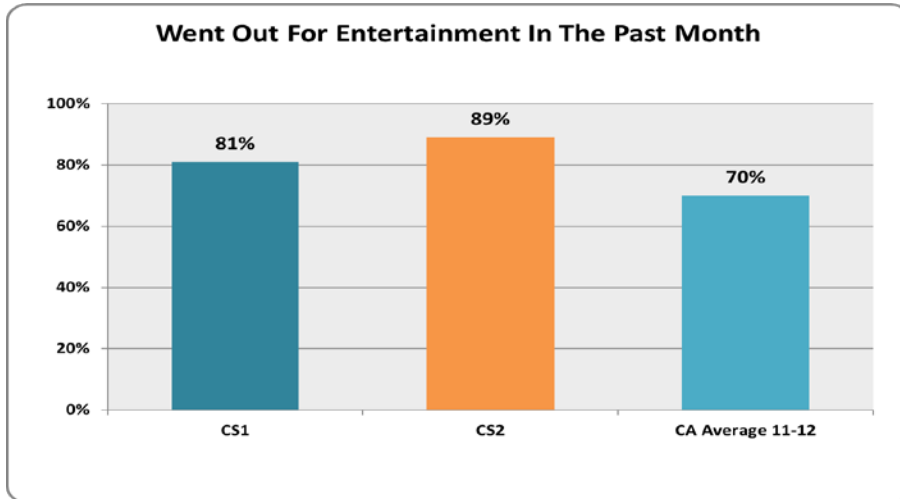
**GRAPH 34. AVERAGE TIMES WENT OUT ON ERRANDS IN THE PAST MONTH**



This graph illustrates on average, respondents from CS1 reported they went on errands 2.2 times in the past month, and respondents from CS2 reported they went 1.9 times in the past month. The CS2 statewide average was reported as 2.2 times during the last month.

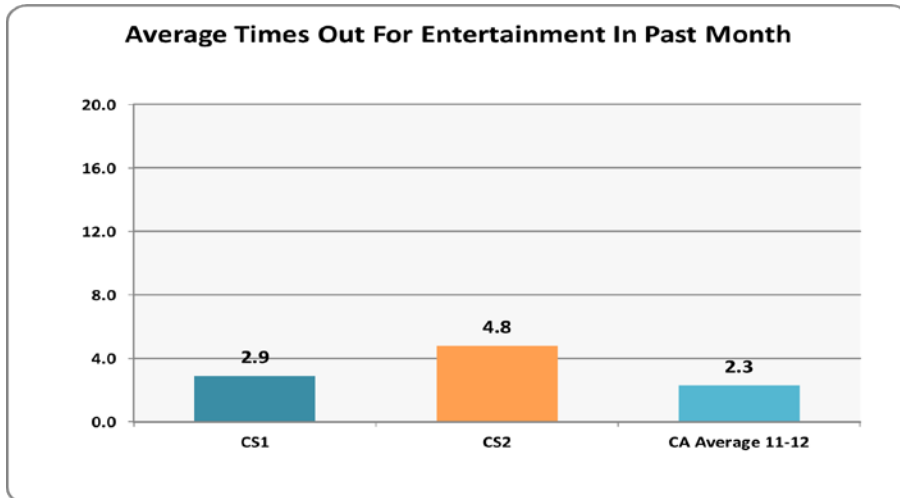


**GRAPH 35. WENT OUT FOR ENTERTAINMENT IN THE PAST MONTH**



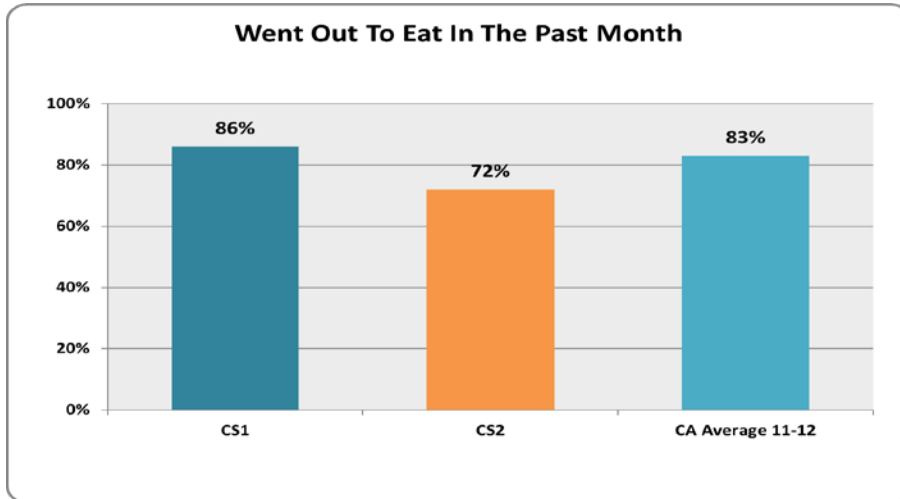
This graph illustrates 81% of respondents from CS1 compared to 89% of respondents from CS2 reported they went out for entertainment during the past month. The CS2 statewide average was 70%.

**GRAPH 36. AVERAGE TIMES WENT OUT FOR ENTERTAINMENT IN THE PAST MONTH**



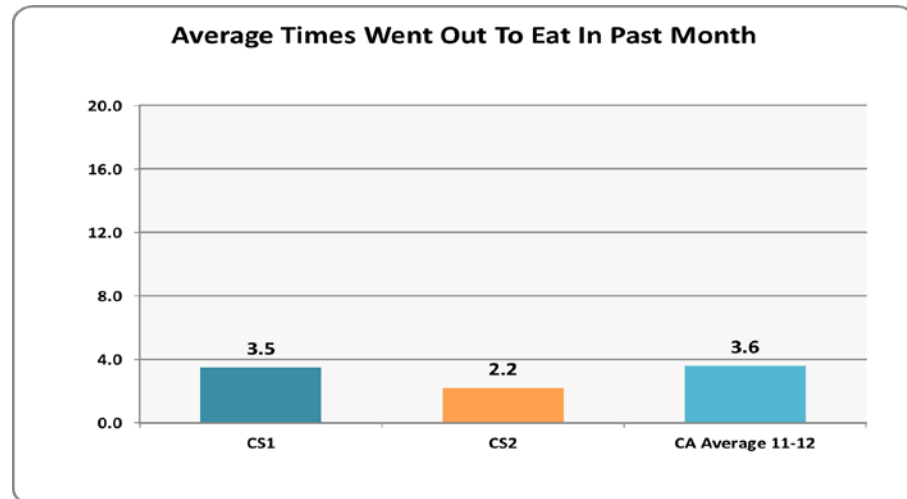
This graph illustrates on average, respondents from CS1 reported they went out for entertainment 2.9 times in the past month, and respondents from CS2 reported they went an average of 4.8 times during the past month. The CS2 statewide average was reported as 2.3 times during the past month.

**GRAPH 37. WENT OUT TO EAT IN THE PAST MONTH**



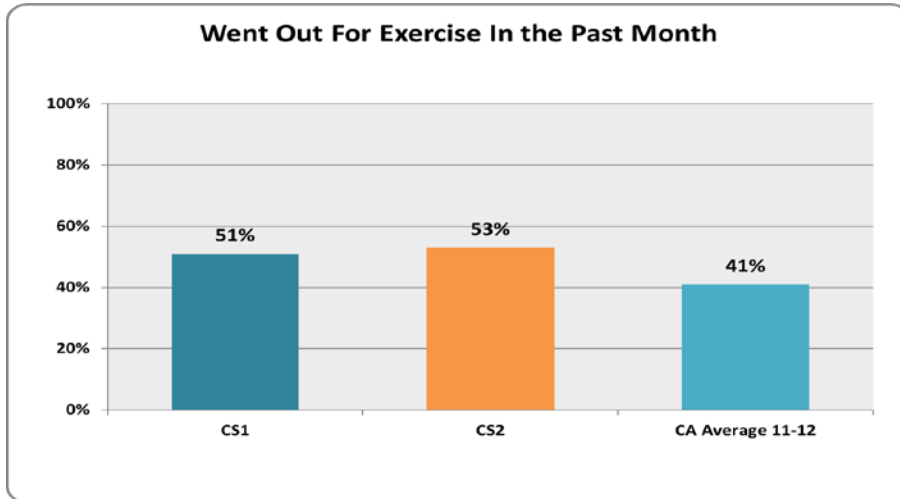
This graph illustrates 86% of respondents from CS1 compared to 72% of respondents from CS2 reported they went out to eat in the past month. The CS2 statewide average was 83%.

**GRAPH 38. AVERAGE TIMES WENT OUT TO EAT IN THE PAST MONTH**



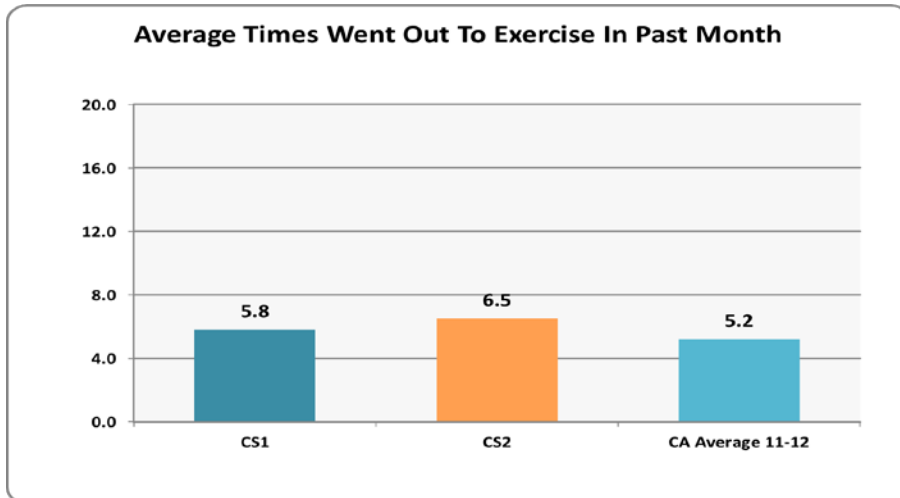
This graph illustrates on average, respondents from CS1 reported they went out to eat 3.5 times in the past month, and respondents from CS2 reported they went 2.2 times during the past month. The CS2 statewide average was reported as 3.6 times in the past month.

**GRAPH 39. WENT OUT FOR EXERCISE IN THE PAST MONTH**



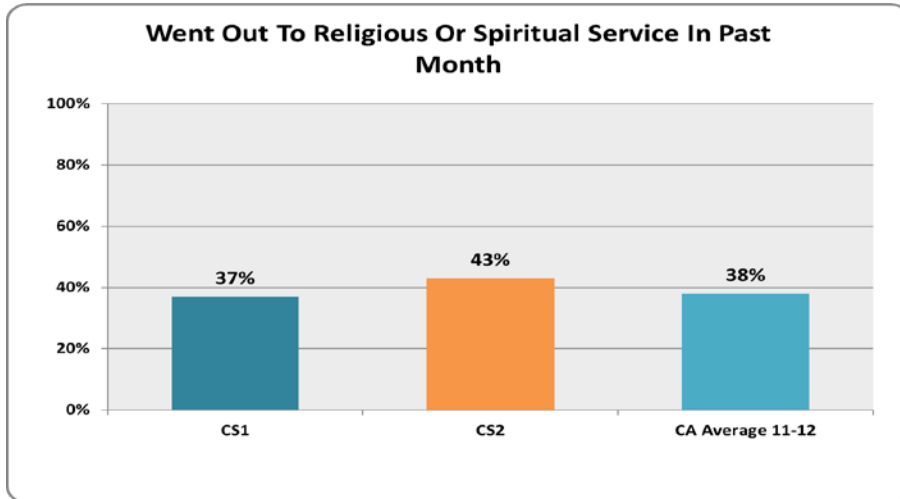
This graph illustrates 51% of respondents from CS1 compared to 53% of respondents from CS2 reported they went out for exercise during the past month. The CS2 statewide average was 41%.

**GRAPH 40. AVERAGE TIMES WENT OUT FOR EXERCISE IN THE PAST MONTH**



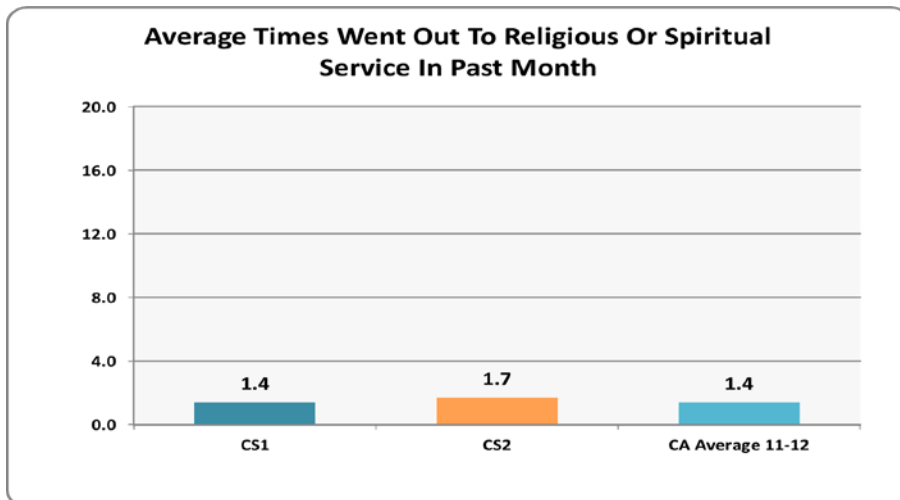
This graph illustrates on average, respondents from CS1 reported they went out for exercise 5.8 times in the past month, and respondents from CS2 reported they went 6.5 times during the past month. The CS2 statewide average was reported as 5.2 times during the past month.

**GRAPH 41. WENT OUT TO A RELIGIOUS OR SPIRITUAL SERVICE IN THE PAST MONTH**



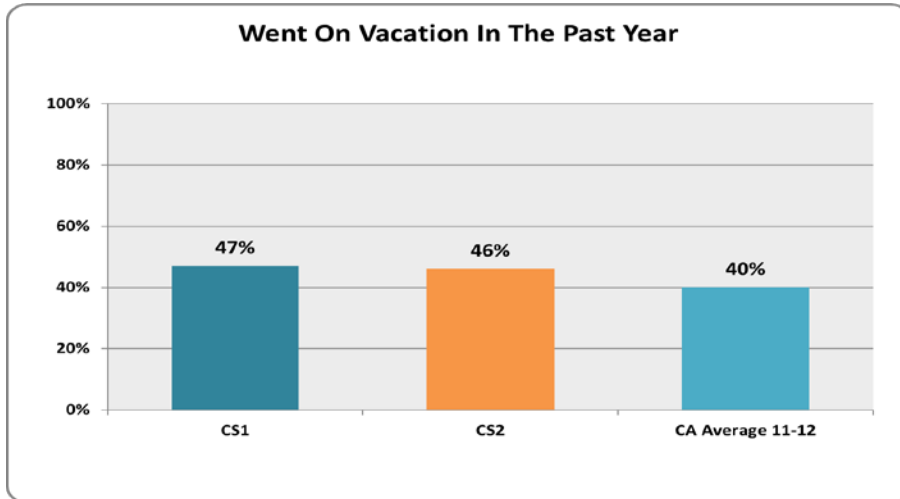
This graph illustrates 37% of respondents from CS1 compared to 43% of respondents from CS2 reported they went out to a religious or spiritual service during the past month. The CS2 statewide average was 38%.

**GRAPH 42. AVERAGE TIMES WENT OUT TO A RELIGIOUS OR SPIRITUAL SERVICE IN THE PAST MONTH**



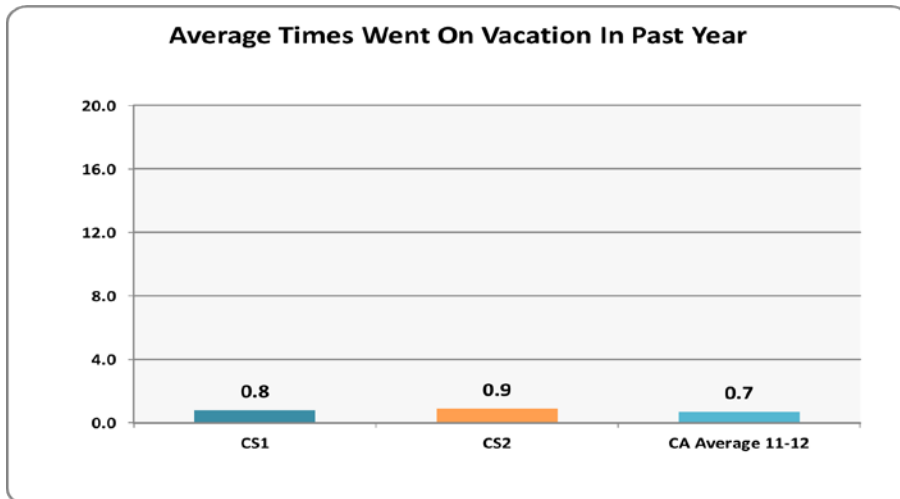
This graph illustrates on average, respondents from CS1 reported they went out to a religious or spiritual service 1.4 times in the past month, and respondents from CS2 reported they went 1.7 times during the past month. The CS2 statewide average was reported as 1.4 times during the past month.

**GRAPH 43. WENT ON VACATION IN THE PAST YEAR**



This graph illustrates 47% of respondents from CS1 compared to 46% of respondents from CS2 reported they went on vacation during the past year. The CS2 statewide average was 40%.

**GRAPH 44. AVERAGE TIMES WENT ON VACATION IN THE PAST YEAR**

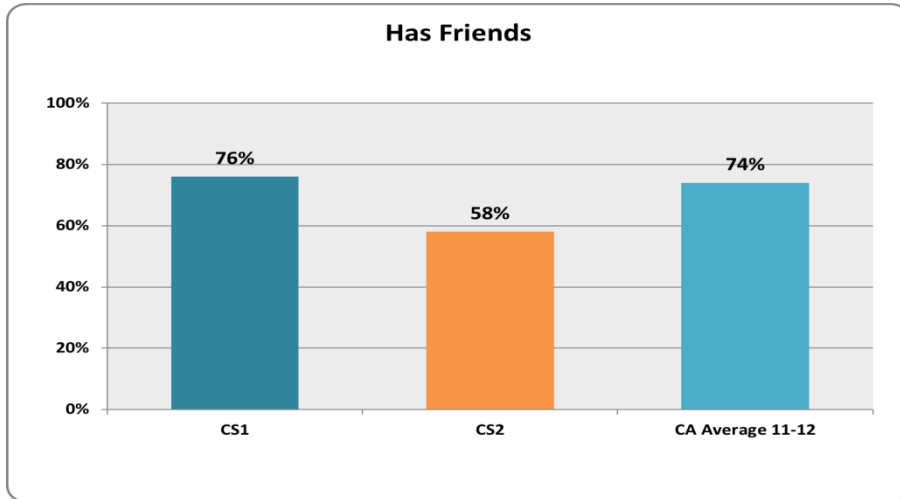


This graph illustrates on average, respondents from CS1 reported they went on vacation 0.8 times in the past year and respondents from CS2 reported they went an average of 0.9 times during the past year. The CS2 statewide average was reported as 0.7 times in the past month.

## Relationships

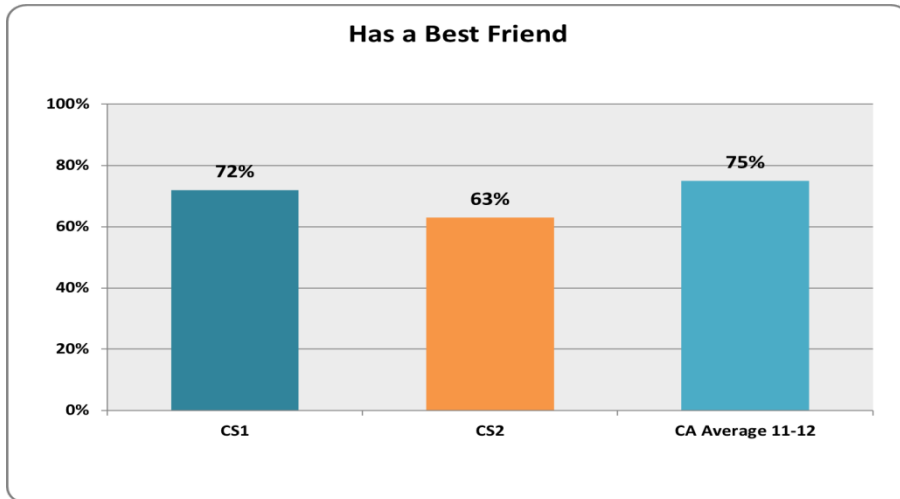
*PEOPLE HAVE FRIENDS AND RELATIONSHIPS.*

**GRAPH 45. HAS FRIENDS**



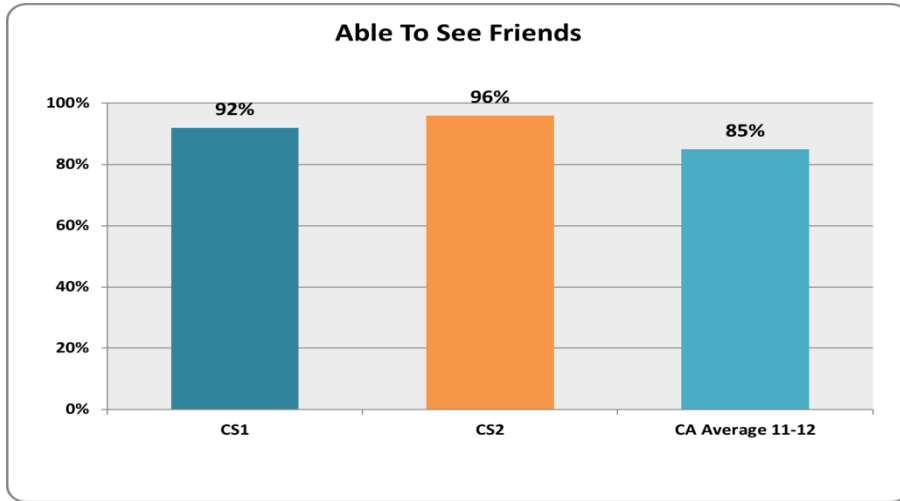
This graph illustrates 76% of respondents from CS1 compared to 58% of respondents from CS2 reported they have friends other than staff and family. The CS2 statewide average was 74%.

**GRAPH 46. HAS A BEST FRIEND**



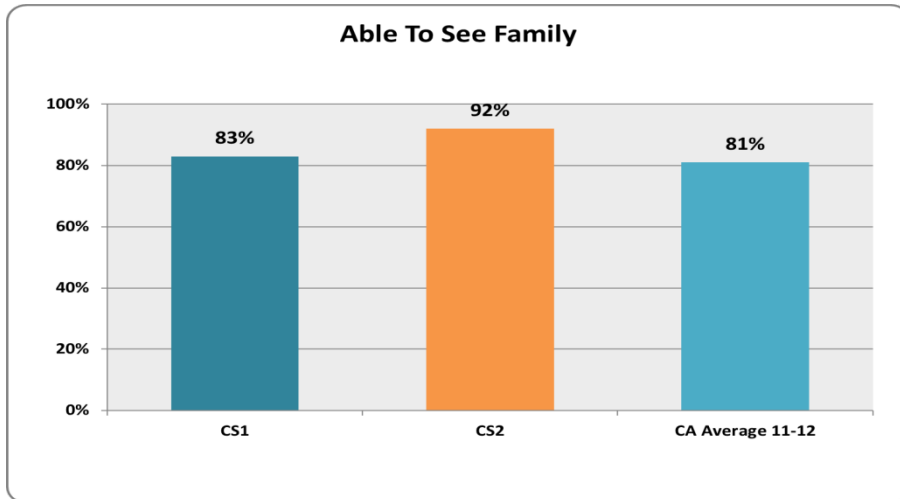
This graph illustrates 72% of respondents from CS1 compared to 63% of respondents from CS2 who reported they have a best friend (who may be staff or family). The CS2 statewide average was 75%.

**GRAPH 47. ABLE TO SEE FRIENDS**



This graph illustrates 92% of respondents from CS1 compared to 96% of respondents from CS2 reported they are able to see their friends when they wanted. The CS2 statewide average was 85%.

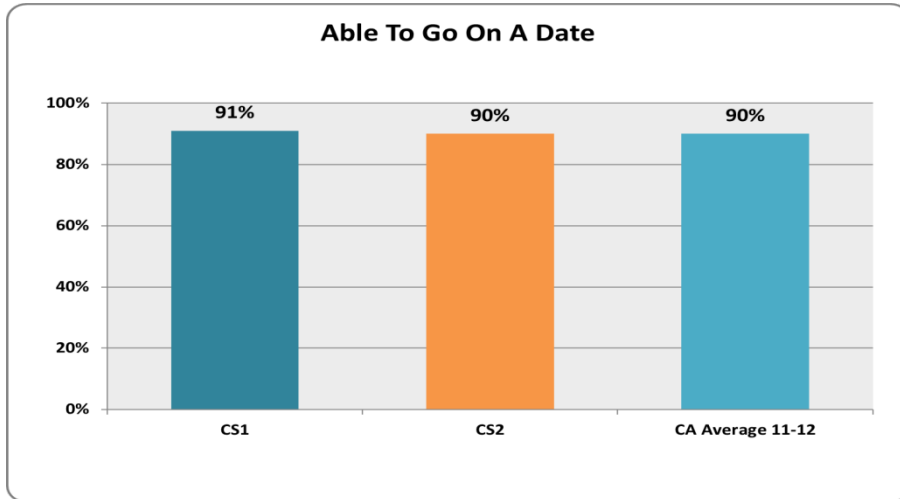
**GRAPH 48. ABLE TO SEE FAMILY**



This graph illustrates 83% of respondents from CS1 compared to 92% of respondents from CS2 reported they are able to see their family when they wanted. The CS2 statewide average was 81%.

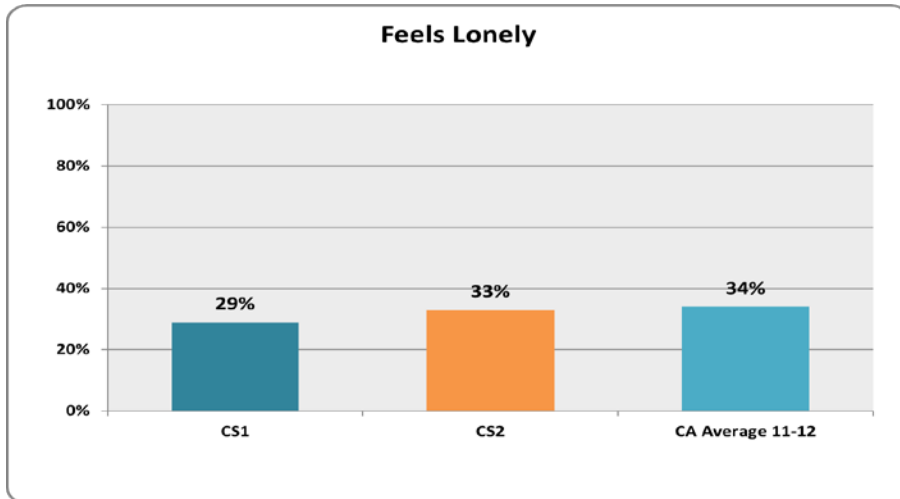


**GRAPH 49. ABLE TO GO ON A DATE**



This graph illustrates 91% of respondents from CS1 compared to 90% of respondents from CS2 who reported they are able to go on a date, or date with some restrictions, if they choose. The CS2 statewide average was 90%.

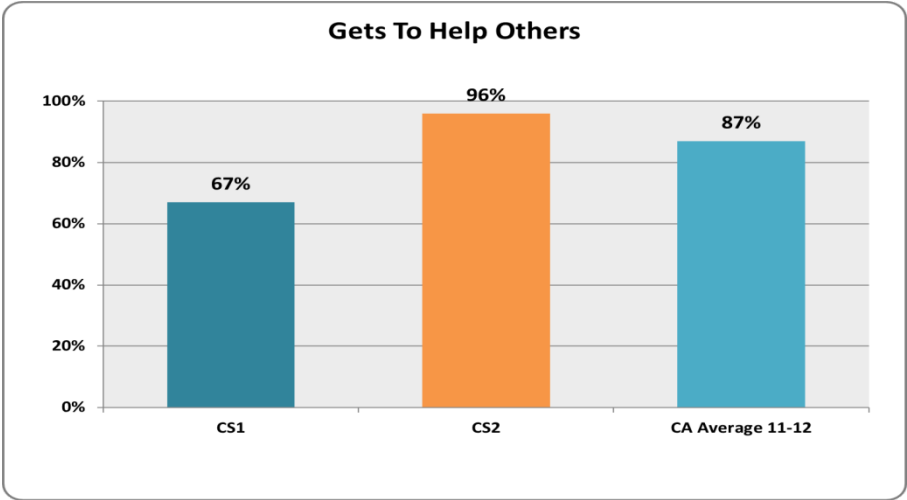
**GRAPH 50. FEELS LONELY\***



This graph illustrates 29% of respondents from CS1 compared to 33% of respondents from CS2 who reported they feel lonely at least half of the time. The CS2 statewide average was 34%.

**\*Lower percentages indicate a positive outcome (fewer people reported feeling lonely).**

GRAPH 51. GETS TO HELP OTHERS

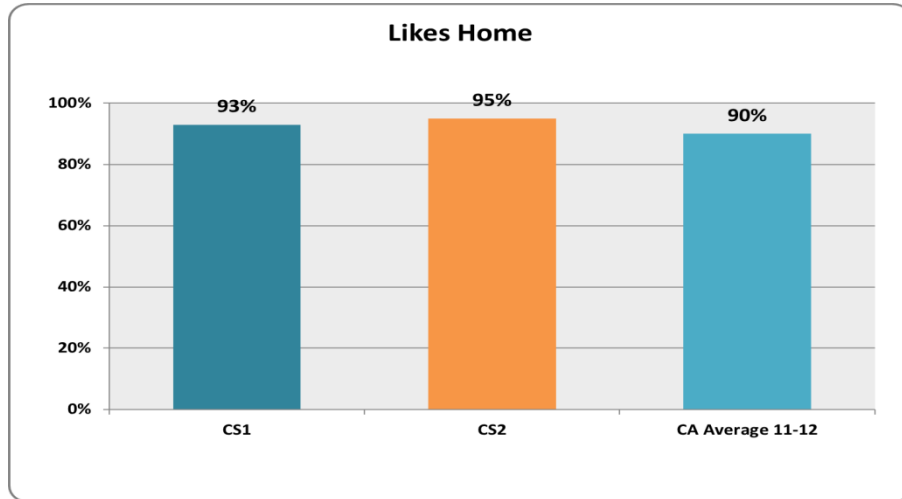


This graph illustrates 67% of respondents from CS1 compared to 96% of respondents from CS2 reported they get to help others. The CS2 statewide average was 87%.

## Satisfaction

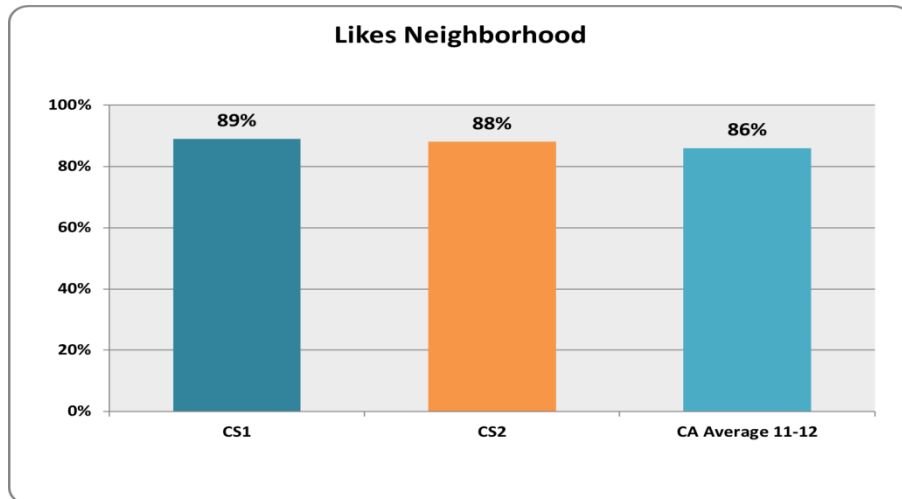
*PEOPLE ARE SATISFIED WITH THE SERVICES AND SUPPORTS THEY RECEIVE.*

**GRAPH 52. LIKES HOME**



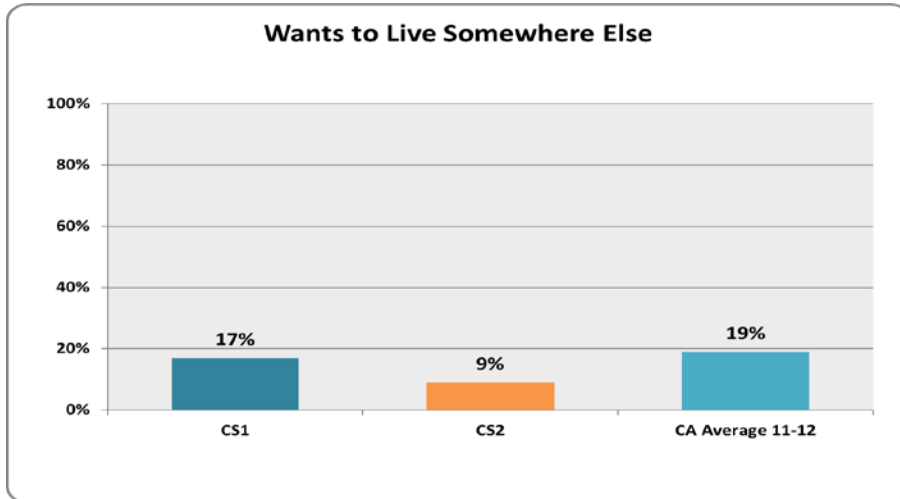
This graph illustrates 93% of respondents from CS1 compared to 95% of respondents from CS2 reported they like where they live. The CS2 statewide average was 90%.

**GRAPH 53. LIKES NEIGHBORHOOD**



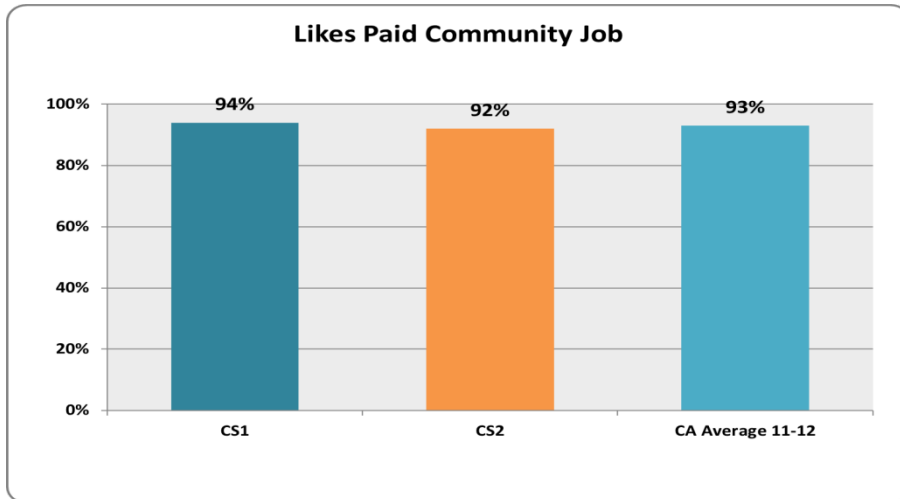
This graph illustrates 89% of respondents from CS1 compared to 88% of respondents from CS2 reported they like their neighborhood. The CS2 statewide average was 86%.

**GRAPH 54. WANTS TO LIVE SOMEWHERE ELSE**



This graph illustrates 17% of respondents from CS1 compared to 9% of respondents from CS2 reported they want to live somewhere else. The CS2 statewide average was 19%.

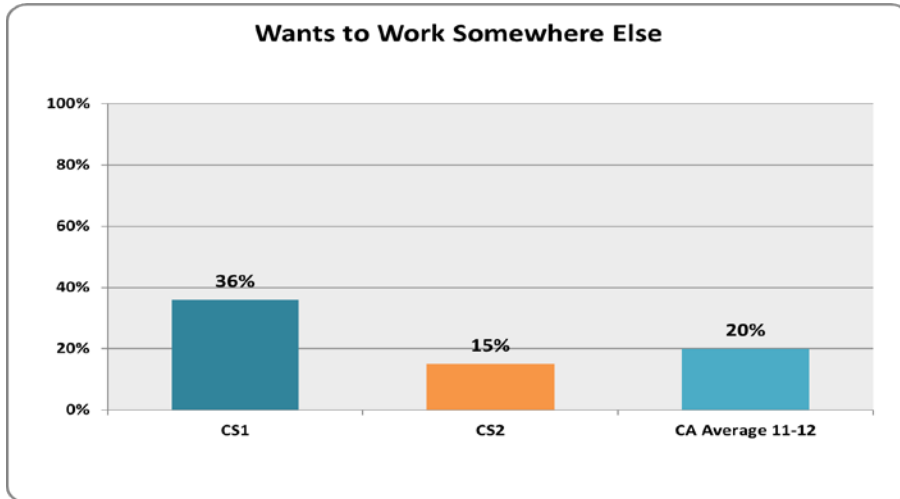
**GRAPH 55. LIKES PAID COMMUNITY JOB\***



This graph illustrates 94% of respondents from CS1 compared to 92% of respondents from CS2 reported they like their paid community job. The CS2 statewide average was 93%.

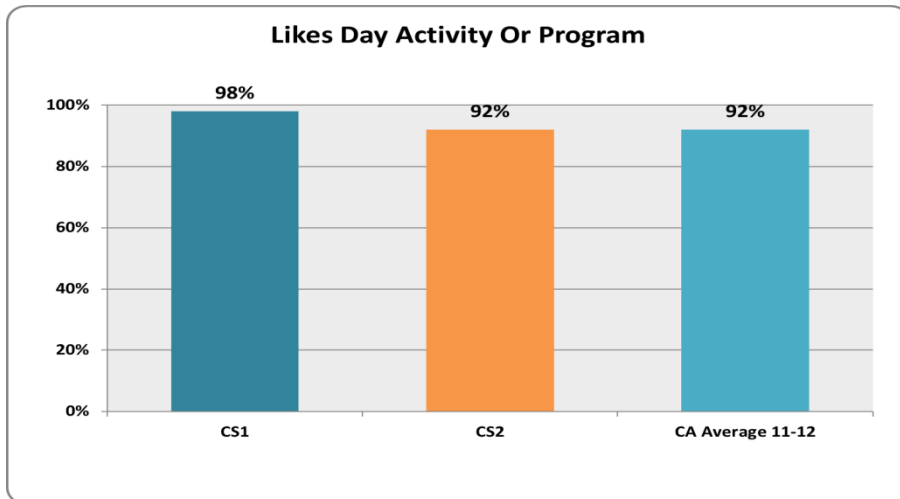
**\*CS2 results on those determined to have a job in the background information section.**

**GRAPH 56. WANTS TO WORK SOMEWHERE ELSE**



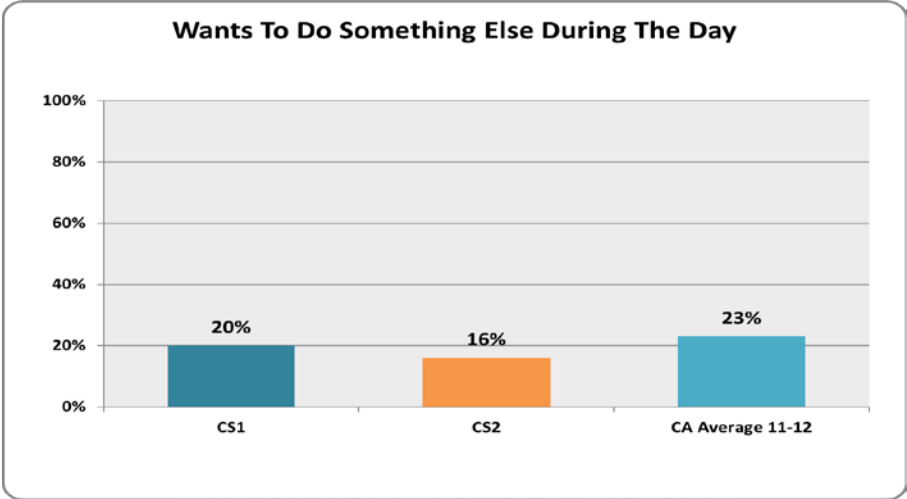
This graph illustrates 36% of respondents from CS1 who have a paid community job compared to 15% of respondents from CS2 who have a community job reported they want to work somewhere else. The CS2 statewide average was 20%.

**GRAPH 57. LIKES DAY ACTIVITY OR PROGRAM**



This graph illustrates 98% of respondents from CS1 compared to 92% of respondents from CS2 reported they like their day activity or program. The CS2 statewide average was 92%.

GRAPH 58. WANTS TO DO SOMETHING ELSE DURING THE DAY



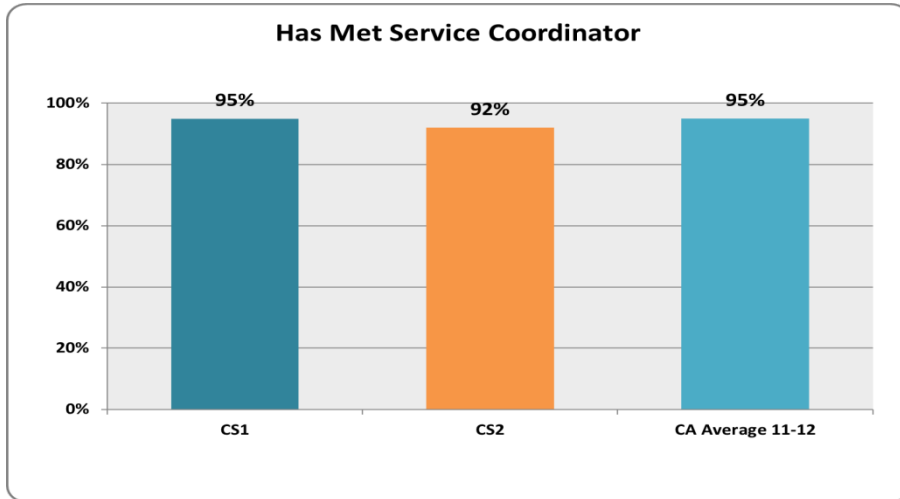
This graph illustrates 20% of respondents from CS1 compared to 16% of respondents from CS2 reported they want to do something else during the day. The CS2 statewide average was 23%.

## Service Coordination

*SERVICE COORDINATORS ARE ACCESSIBLE, RESPONSIVE, AND SUPPORT THE PERSON'S PARTICIPATION IN SERVICE PLANNING.*

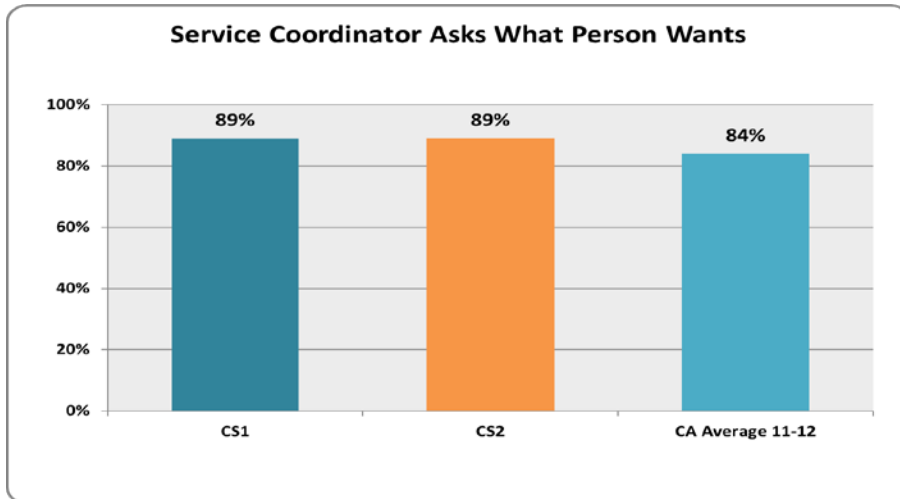


**GRAPH 59. HAS MET SERVICE COORDINATOR**



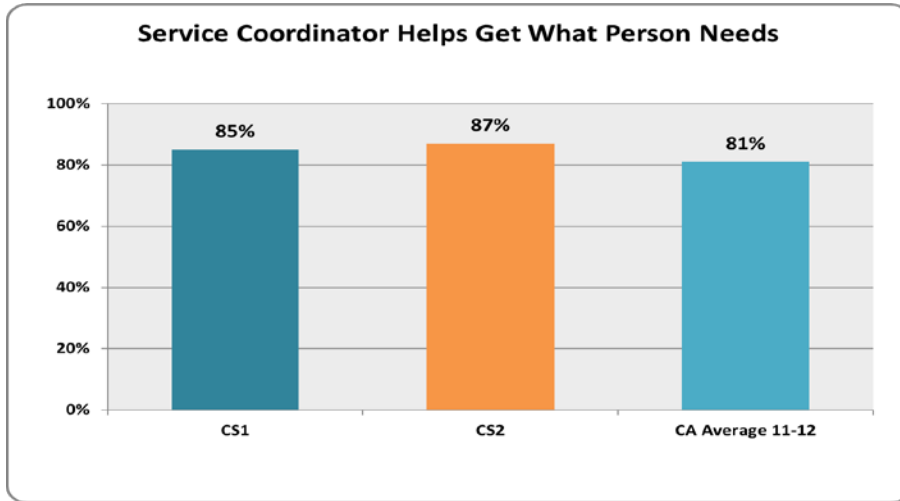
This graph illustrates 95% of respondents from CS1 compared to 92% of respondents from CS2 reported they have met their service coordinator. The CS2 statewide average was 95%.

**GRAPH 60. SERVICE COORDINATOR ASKS WHAT PERSON WANTS**



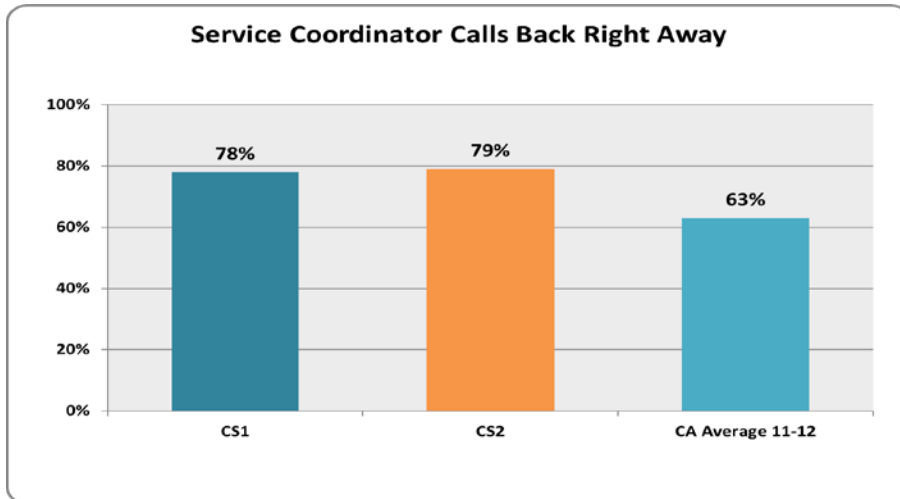
This graph illustrates 89% of respondents from CS1 compared to 89% of respondents from CS2 reported their service coordinator asks what they want. The CS2 statewide average was 84%.

**GRAPH 61. SERVICE COORDINATOR HELPS GET WHAT PERSON NEEDS**



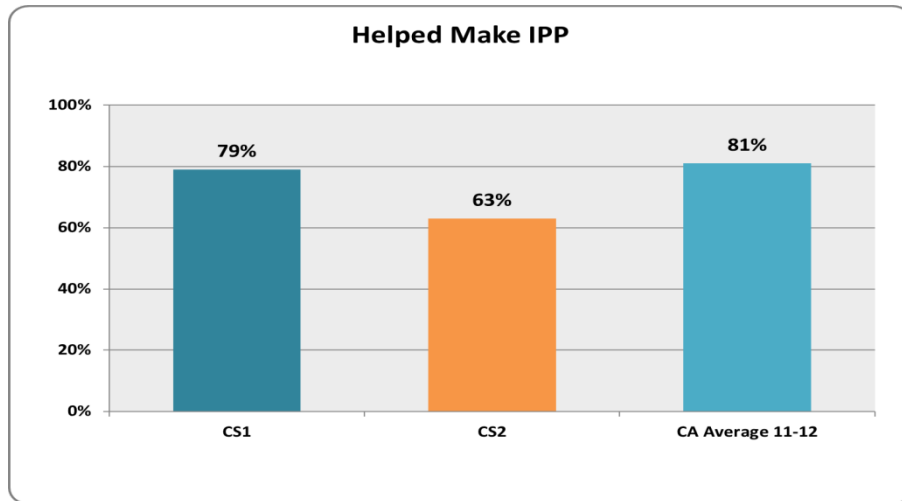
This graph illustrates 85% of respondents from CS1 compared to 87% of respondents from CS2 reported their service coordinator helps get what they need. The CS2 statewide average was 81%.

**GRAPH 62. SERVICE COORDINATOR CALLS BACK RIGHT AWAY**



This graph illustrates 78% of respondents from CS1 compared to 79% of respondents from CS2 reported their service coordinator calls back right away. The CS2 statewide average was 63%.

GRAPH 63. HELPED MAKE IPP

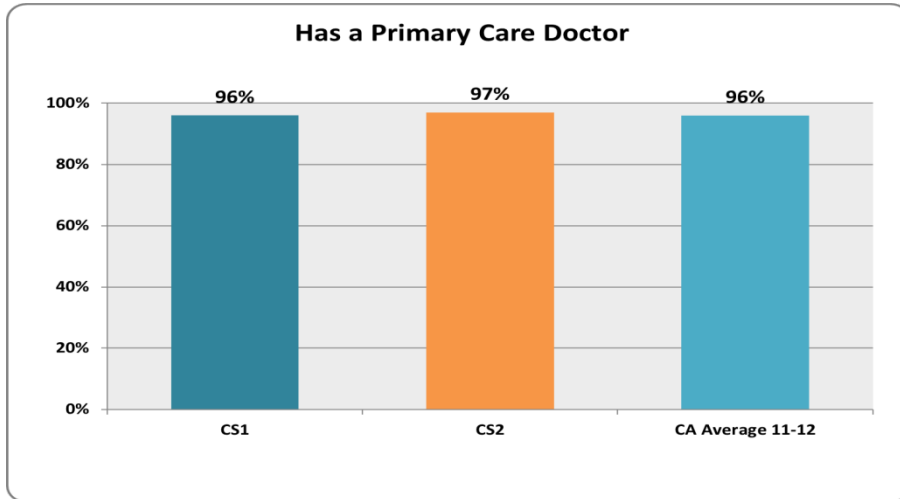


This graph illustrates 79% of respondents from CS1 compared to 63% of respondents from CS2 reported they helped make their individual program plan (IPP). The CS2 statewide average was 81%.

## Health

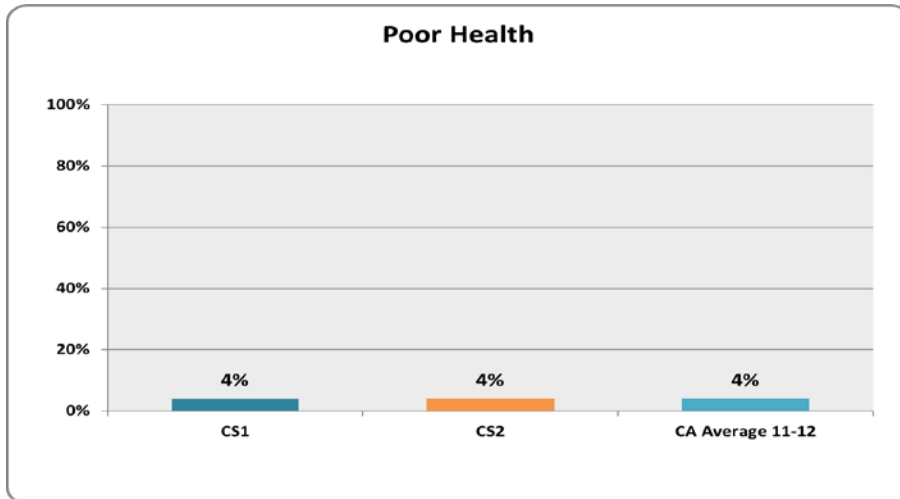
*PEOPLE SECURE NEEDED HEALTH SERVICES.*

**GRAPH 64. HAS A PRIMARY CARE DOCTOR**



This graph illustrates 96% of respondents from CS1 compared to 97% of respondents from CS2 were reported to have a primary care doctor. The CS2 statewide average was 96%.

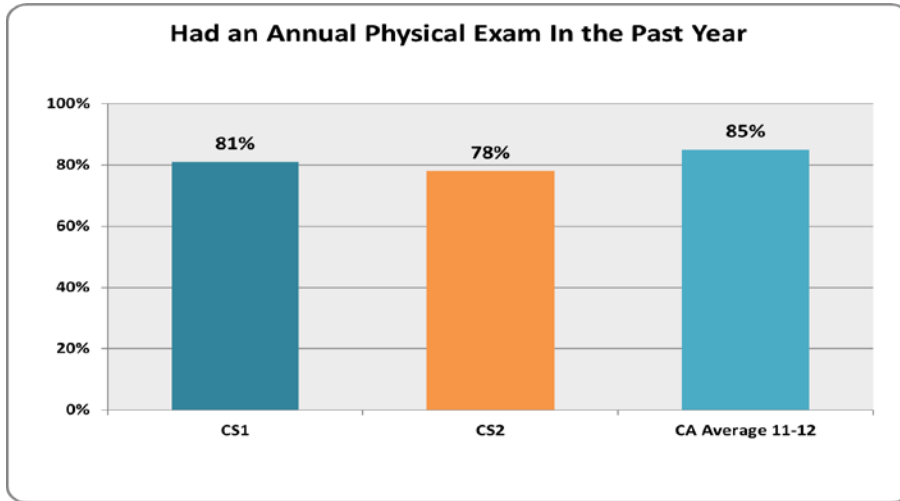
**GRAPH 65. POOR HEALTH\***



This graph illustrates 4% of respondents from CS1 compared to 4% of respondents from CS2 were reported as being in poor health. The CS2 statewide average was 4%.

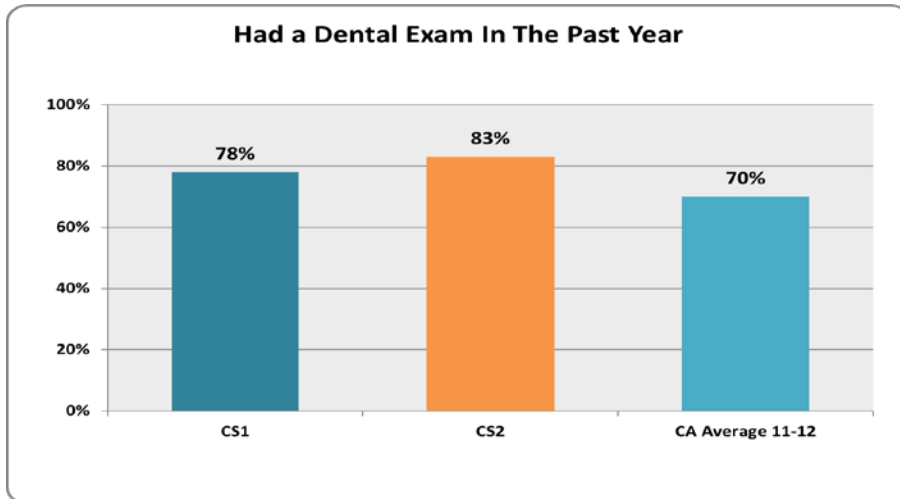
**\*A lower percentage indicates a positive outcome (fewer people were reported to be in poor health).**

**GRAPH 66. HAD AN ANNUAL PHYSICAL EXAM IN THE PAST YEAR**



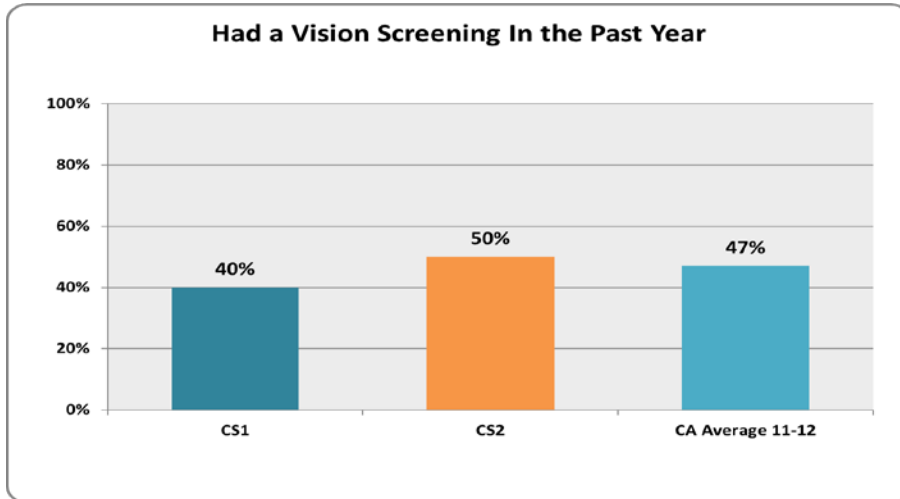
This graph illustrates 81% of respondents from CS1 compared to 78% of respondents from CS2 were reported as having an annual physical exam in the past year. The CS2 statewide average was 85%.

**GRAPH 67. HAD A DENTAL EXAM IN THE PAST YEAR**



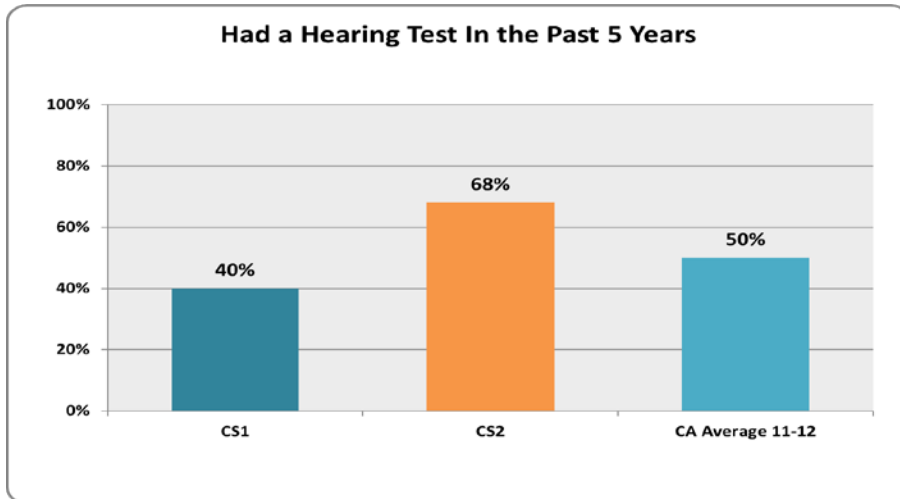
This graph illustrates 78% of respondents from CS1 compared to 83% of respondents from CS2 were reported as having a dental exam in the past year. The CS2 statewide average was 70%.

**GRAPH 68. HAD A VISION SCREENING IN THE PAST YEAR**



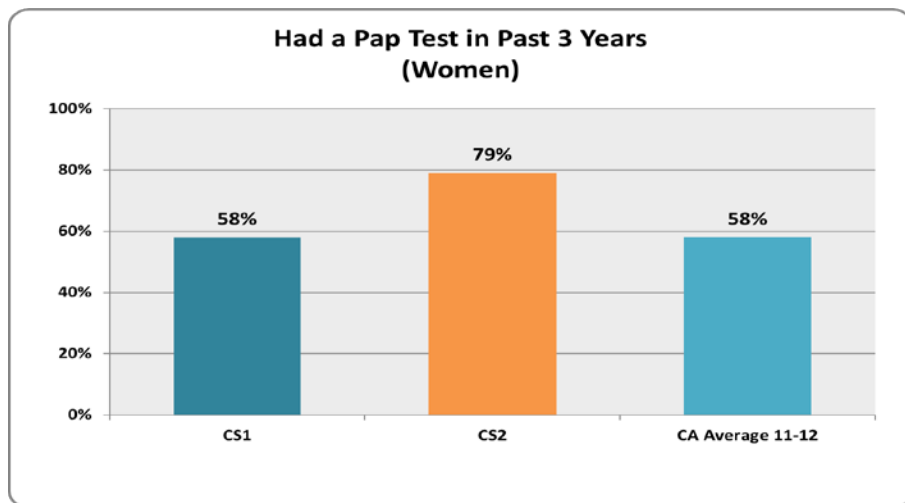
This graph illustrates 40% of respondents from CS1 compared to 50% of respondents from CS2 were reported as having a vision screening in the past year. The CS2 statewide average was 47%.

**GRAPH 69. HAD A HEARING TEST IN THE PAST 5 YEARS**



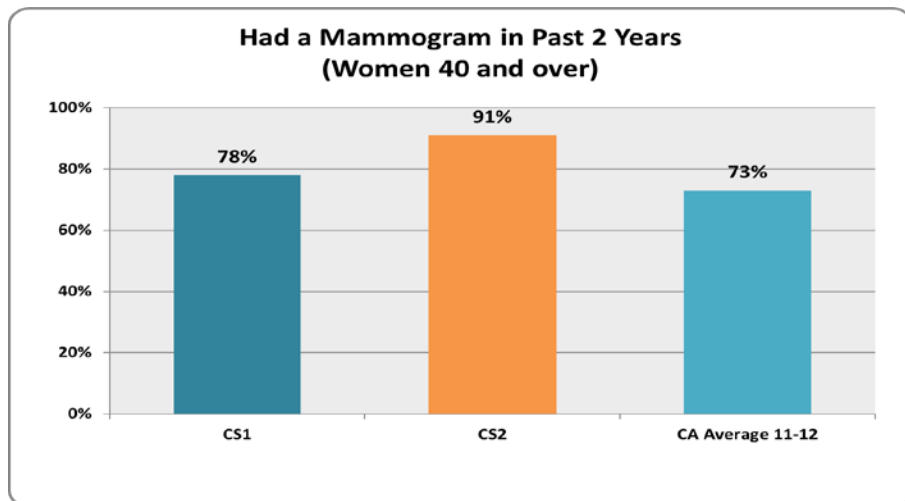
This graph illustrates 40% of respondents from CS1 compared to 68% of respondents from CS2 were reported as having a hearing test in the past five years. The CS2 statewide average was 50%.

**GRAPH 70. HAD A PAP TEST IN THE PAST 3 YEARS (WOMEN)**



This graph illustrates of female respondents, 58% from CS1 compared to 79% from CS2 were reported as having a pap test in the past three years. The CS2 statewide average was 58%.

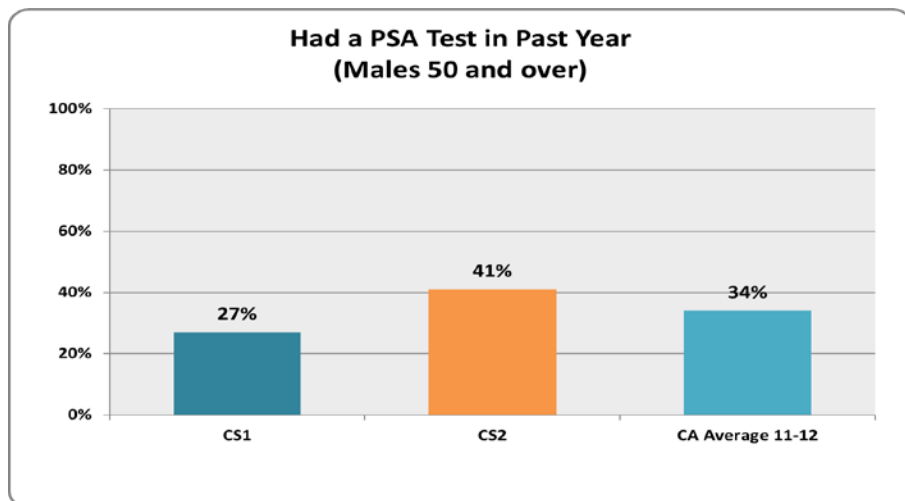
**GRAPH 71. HAD A MAMMOGRAM IN THE PAST 2 YEARS (WOMEN 40 AND OVER)**



This graph illustrates of female respondents 40 and over, 78% from CS1 compared to 91% from CS2 were reported as having a mammogram in the past two years. The CS2 statewide average was 73%.

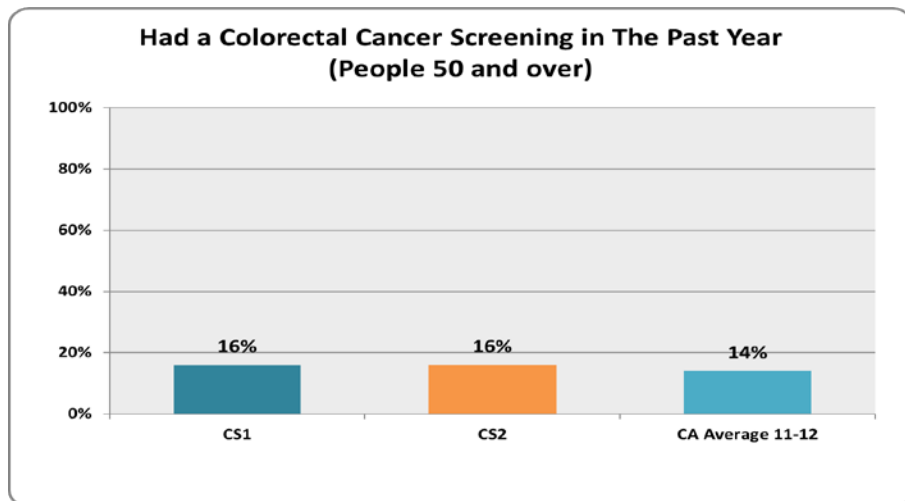


**GRAPH 72. HAD A PSA TEST IN THE PAST YEAR (MEN 50 AND OVER)**



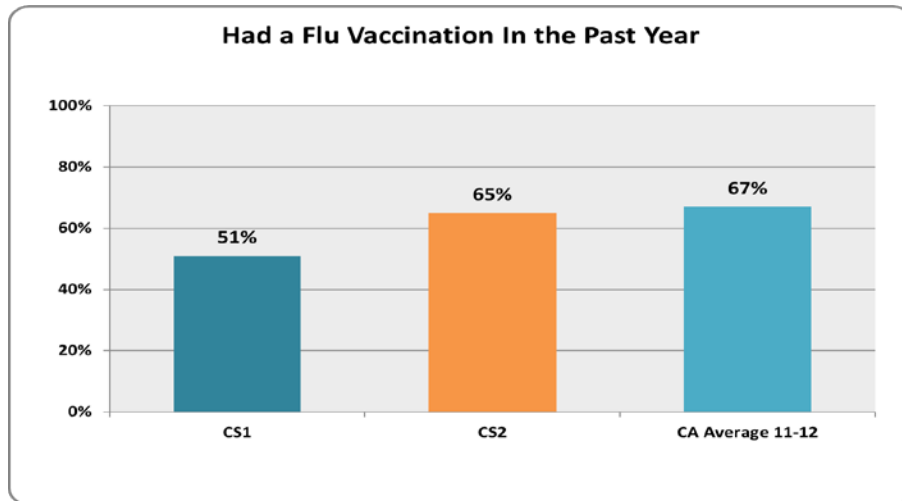
This graph illustrates of male respondents 50 and over, 27% from CS1 compared to 41% from CS2 were reported as having a PSA Test in the past year. The CS2 statewide average was 34%.

**GRAPH 73. HAD A COLORECTAL CANCER SCREENING (PEOPLE 50 AND OVER)**



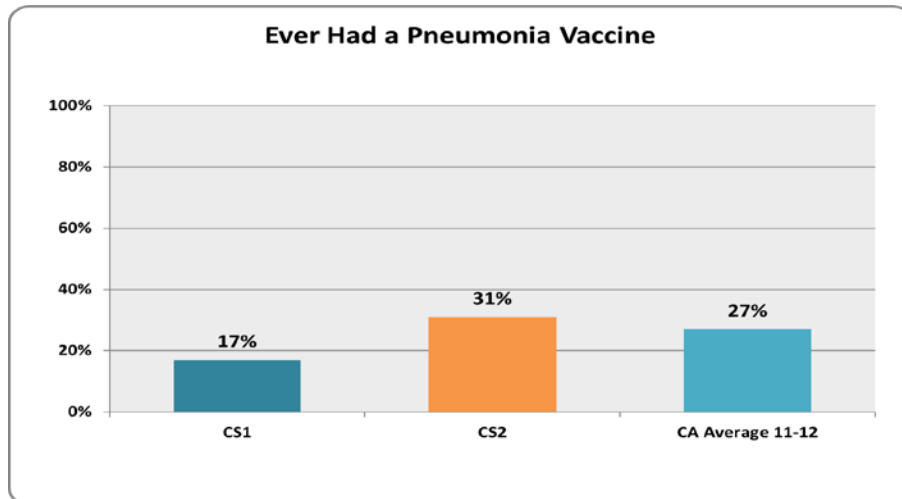
This graph illustrates of respondents 50 and over, 16% from CS1 compared to 16% from CS2 were reported as having a colorectal cancer screening in the past year. The CS2 statewide average was 14%.

**GRAPH 74. HAD A FLU VACCINE IN THE PAST YEAR**



This graph illustrates 51% of respondents from CS1 compared to 65% of respondents from CS2 were reported as having a flu vaccine in the past year. The CS2 statewide average was 67%.

**GRAPH 75. EVER HAD A PNEUMONIA VACCINE**

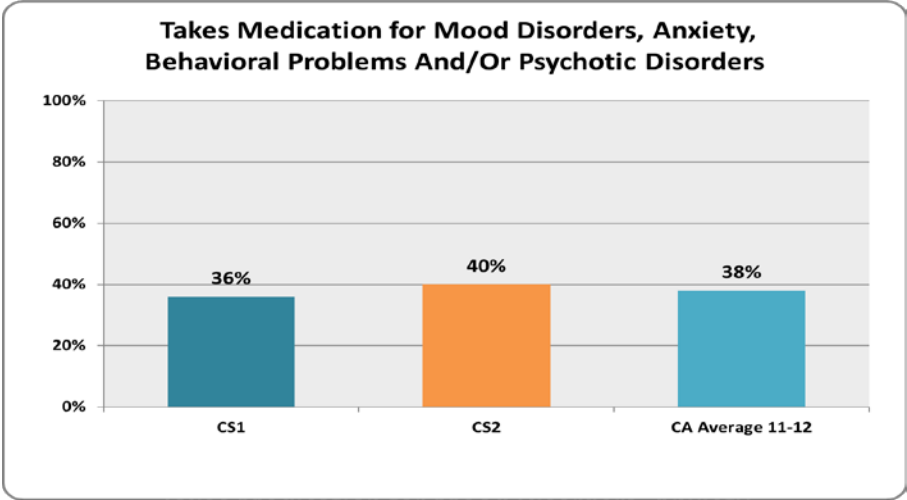


This graph illustrates 17% of respondents from CS1 compared to 31% of respondents from CS2 were reported as ever having a pneumonia vaccine. The CS2 statewide average was 27%.

## Medication

*MEDICATIONS ARE MANAGED EFFECTIVELY AND APPROPRIATELY.*

**GRAPH 76. TAKES MEDICATION FOR MOOD DISORDERS, ANXIETY, BEHAVIORAL PROBLEMS AND/OR PSYCHOTIC DISORDERS**

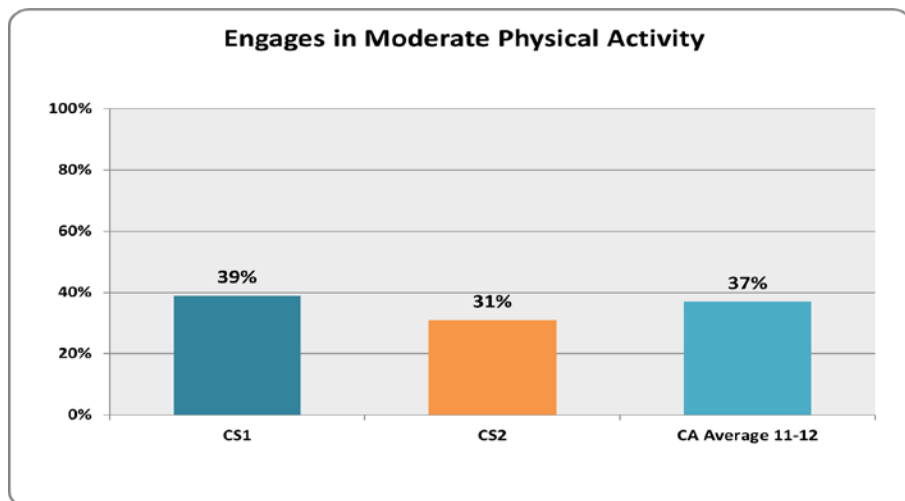


This graph illustrates 36% of respondents from CS1 compared to 40% of respondents from CS2 were reported to take at least one type of medication for mood disorders, anxiety, behavioral problems, and/or psychotic disorders. The CS2 statewide average was 38%.

## Wellness

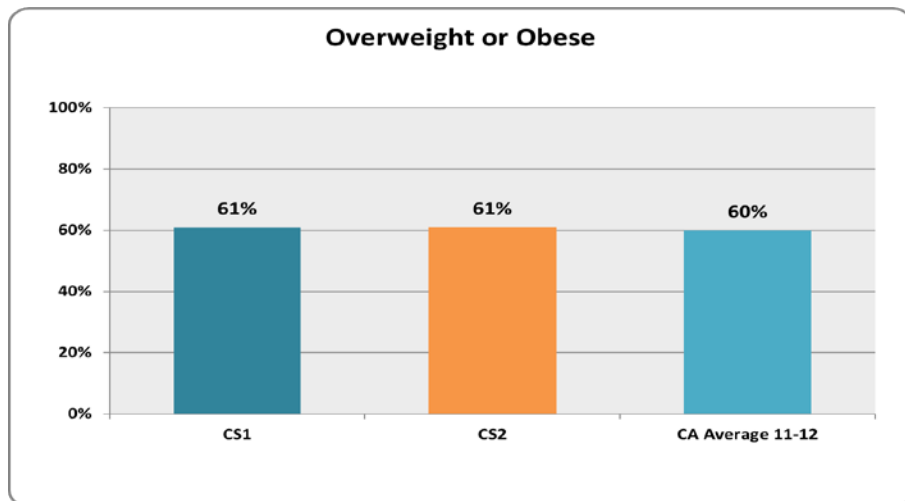
*PEOPLE ARE SUPPORTED TO MAINTAIN HEALTHY HABITS.*

**GRAPH 77. ENGAGES IN MODERATE PHYSICAL ACTIVITY**



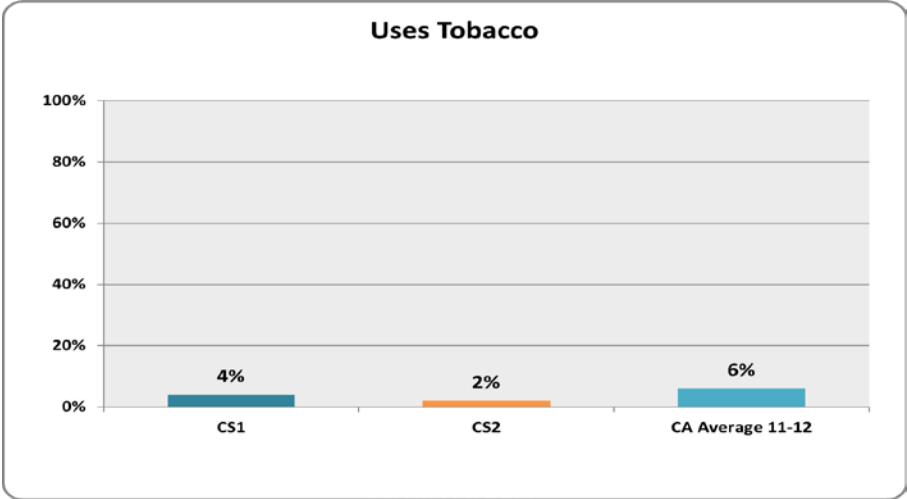
This graph illustrates 39% of respondents from CS1 compared to 31% of respondents from CS2 were reported to engage in moderate physical activity. The CS2 statewide average was 37%.

**GRAPH 78. OVERWEIGHT OR OBESE**



This graph illustrates 61% of respondents from CS1 compared to 61% of respondents from CS2 were reported to be overweight or obese. The CS2 statewide average was 60%.

GRAPH 79. USES TOBACCO



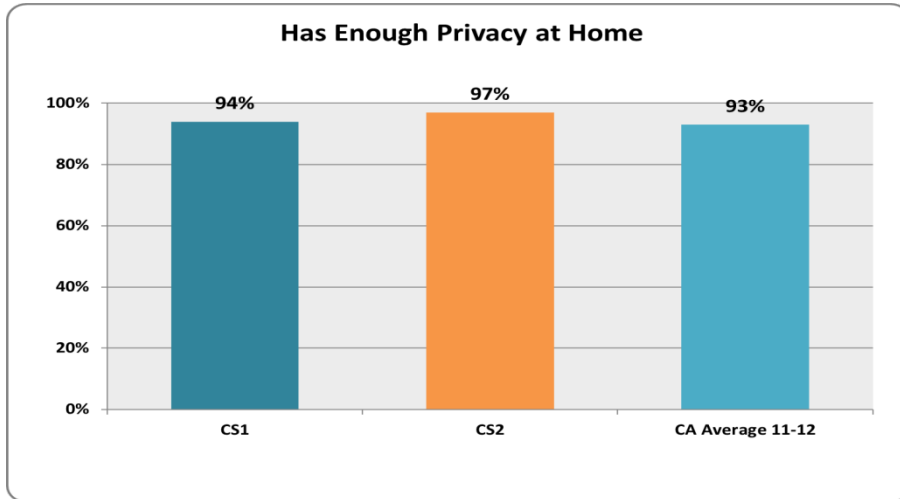
This graph illustrates 4% of respondents from CS1 compared to 2% of respondents from CS2 were reported to chew or smoke tobacco. The CS2 statewide average was 6%.

## Respect and Rights

*PEOPLE RECEIVE THE SAME RESPECT AND PROTECTIONS AS OTHERS IN THE COMMUNITY.*

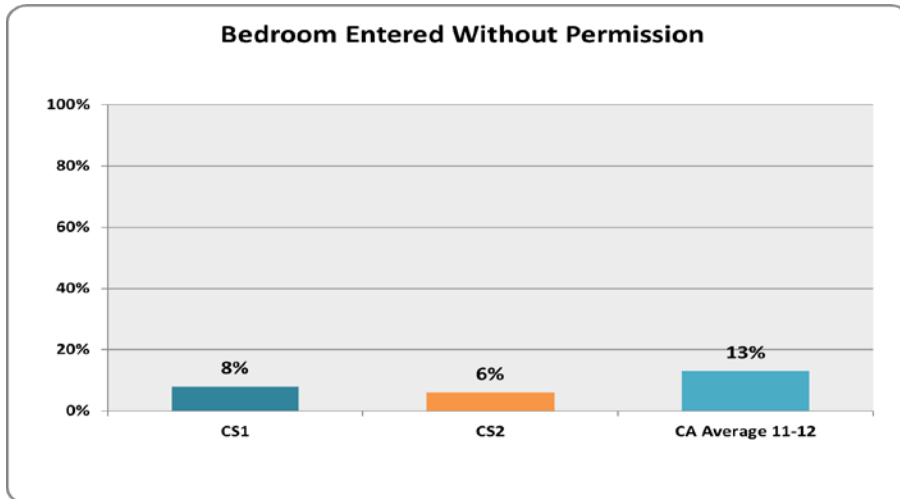


**GRAPH 80. HAS ENOUGH PRIVACY AT HOME**



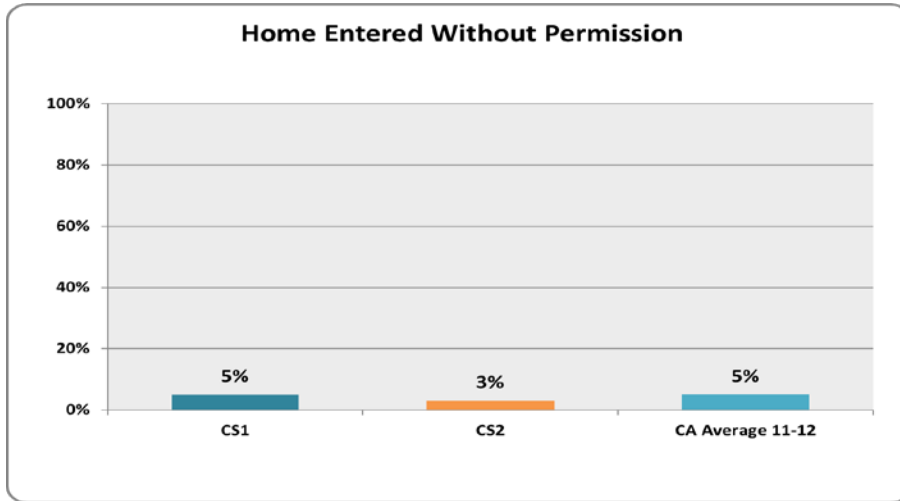
This graph illustrates 94% of respondents from CS1 compared to 97% of respondents from CS2 reported they have enough privacy at home. The CS2 statewide average was 93%.

**GRAPH 81. BEDROOM ENTERED WITHOUT PERMISSION**



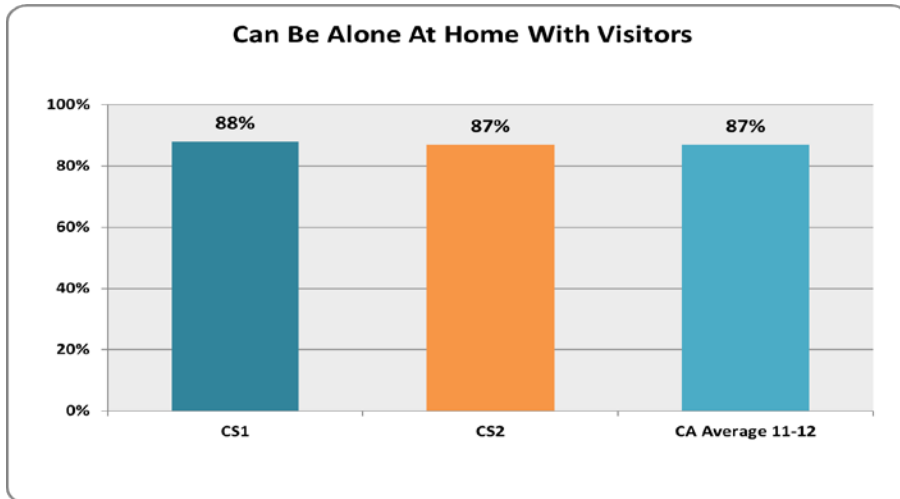
This graph illustrates 8% of respondents from CS1 compared to 6% of respondents from CS2 reported their bedroom is entered without permission. The CS2 statewide average was 13%.

**GRAPH 82. HOME ENTERED WITHOUT PERMISSION**



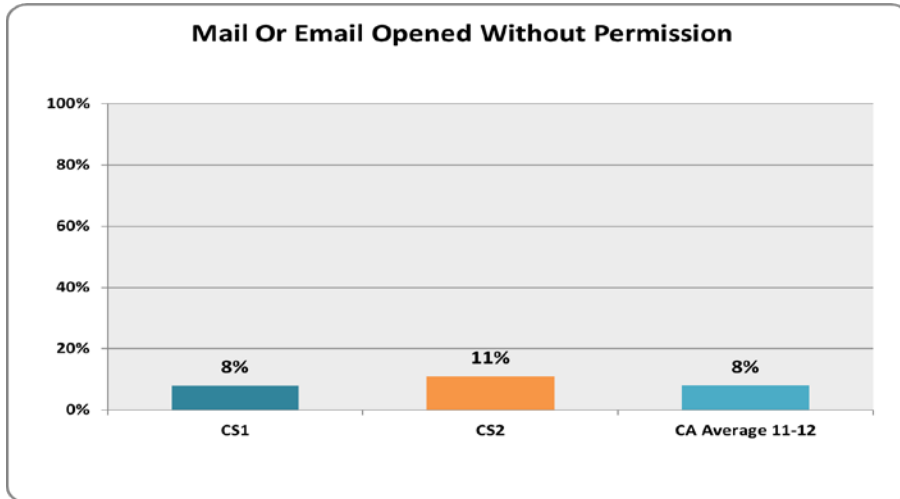
This graph illustrates 5% of respondents from CS1 compared to 3% of respondents from CS2 who reported people enter their home without their permission. The CS2 statewide average was 5%.

**GRAPH 83. CAN BE ALONE AT HOME WITH VISITORS**



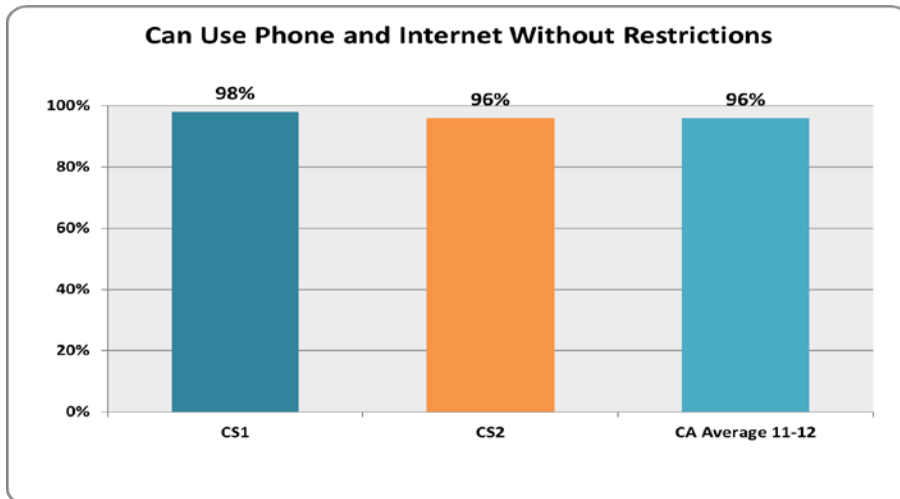
This graph illustrates 88% of respondents from CS1 compared to 87% of respondents from CS2 reported they can be alone at home with visitors. The CS2 statewide average was 87%.

**GRAPH 84. MAIL OR EMAIL OPENED WITHOUT PERMISSION**



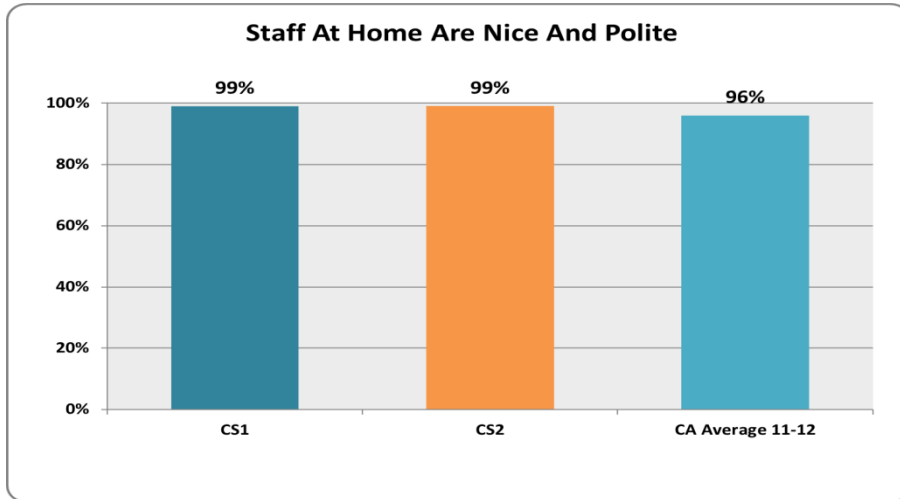
This graph illustrates 8% of respondents from CS1 compared to 11% of respondents from CS2 reported their mail or email is opened without permission. The CS2 statewide average was 8%.

**GRAPH 85. CAN USE PHONE AND INTERNET WITHOUT RESTRICTIONS**



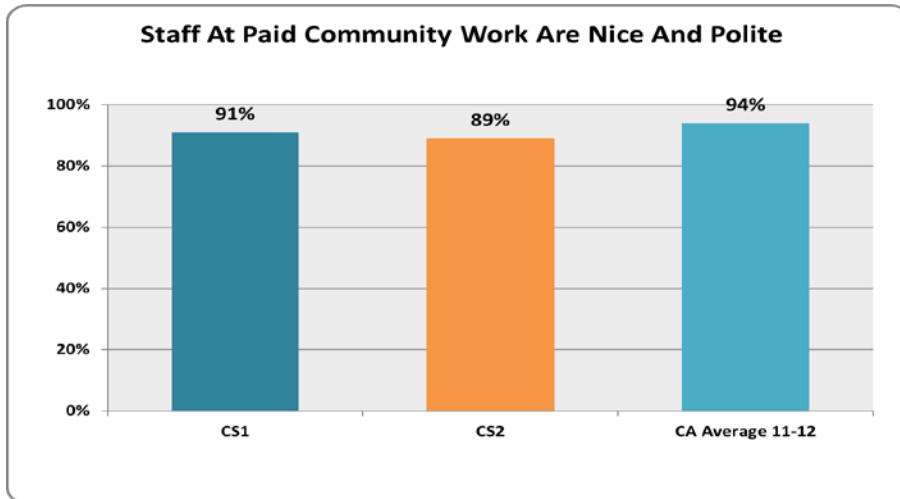
This graph illustrates 98% of respondents from CS1 compared to 96% of respondents from CS2 reported they can use the phone and internet without restrictions. The CS2 statewide average was 96%.

**GRAPH 86. STAFF AT HOME ARE NICE AND POLITE**



This graph illustrates 99% of respondents from CS1 compared to 99% of respondents from CS2 reported their staff at home are nice and polite. The CS2 statewide average was 96%.

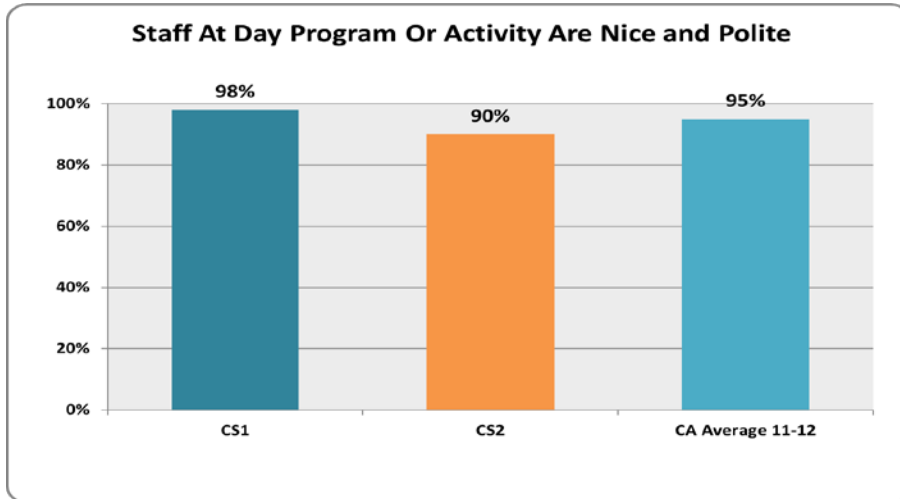
**GRAPH 87. STAFF AT PAID COMMUNITY WORK ARE NICE AND POLITE\***



This graph illustrates 91% of respondents from CS1 compared to 89% of respondents from CS2 reported their staff at their paid community work are nice and polite. The CS2 statewide average was 94%.

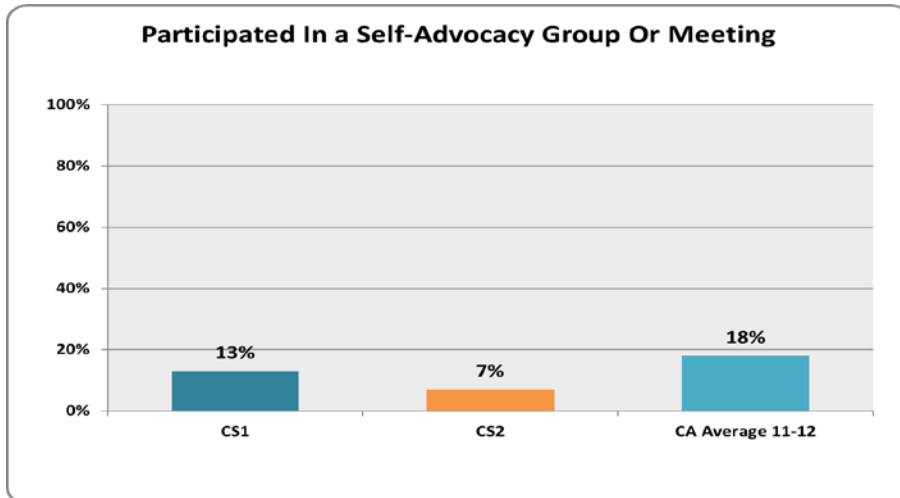
**\*CS2 results based on those determined to have a job in the background information section.**

**GRAPH 88. STAFF AT DAY PROGRAM OR ACTIVITY ARE NICE AND POLITE**



This graph illustrates 98% of respondents from CS1 compared to 90% of respondents from CS2 reported their staff at their day program or activity are nice and polite. The CS2 statewide average was 95%.

**GRAPH 89. PARTICIPATED IN A SELF-ADVOCACY GROUP OR MEETING**

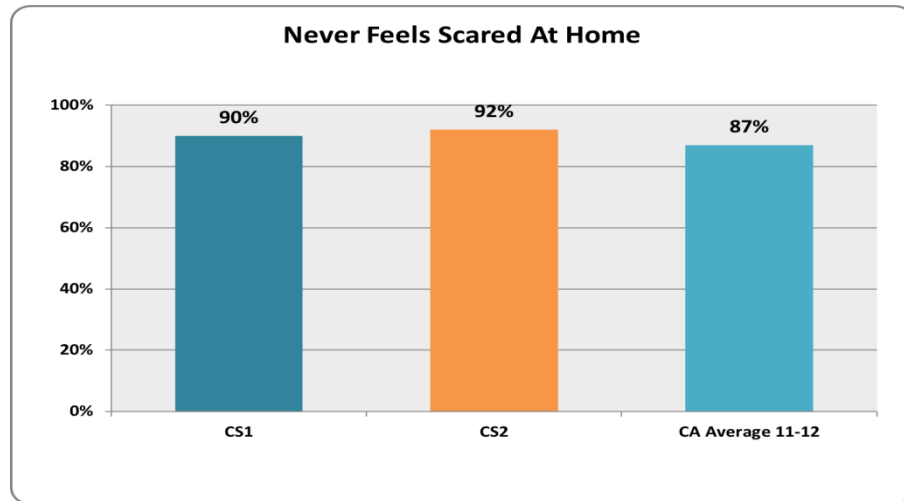


This graph illustrates 13% of respondents from CS1 compared to 7% of respondents from CS2 reported they participated in a self-advocacy event, or had the opportunity but chose not to. The CS2 statewide average was 18%.

## Safety

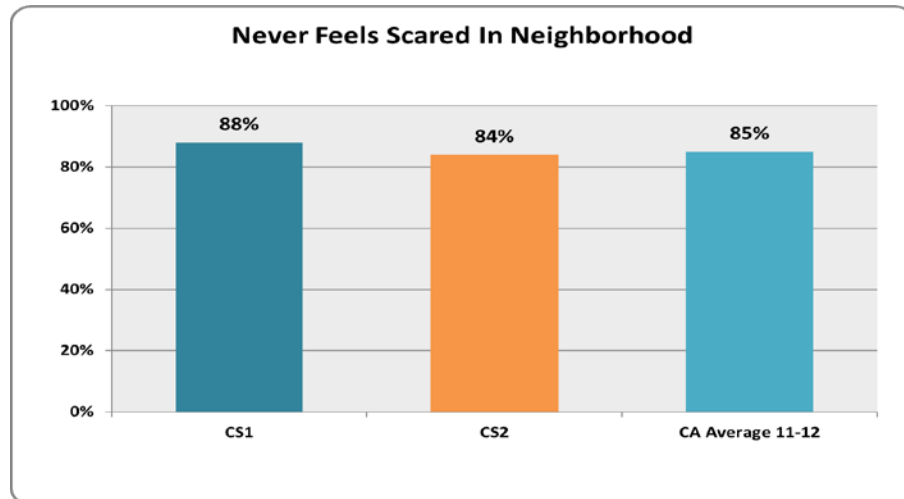
*PEOPLE ARE SAFE FROM ABUSE, NEGLECT, AND INJURY.*

**GRAPH 90. NEVER FEELS SCARED AT HOME**



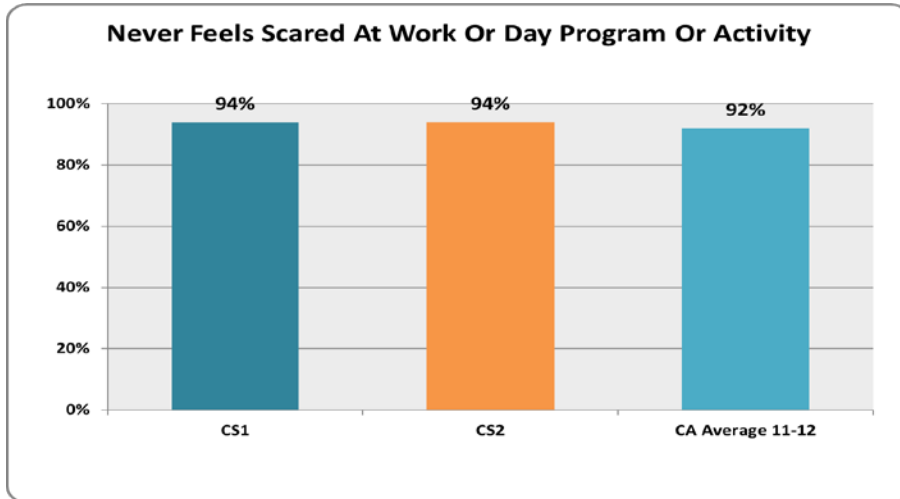
This graph illustrates 90% of respondents from CS1 compared to 92% of respondents from CS2 reported they never feel scared in their home. The CS2 statewide average was 87%.

**GRAPH 91. NEVER FEELS SCARED IN NEIGHBORHOOD**



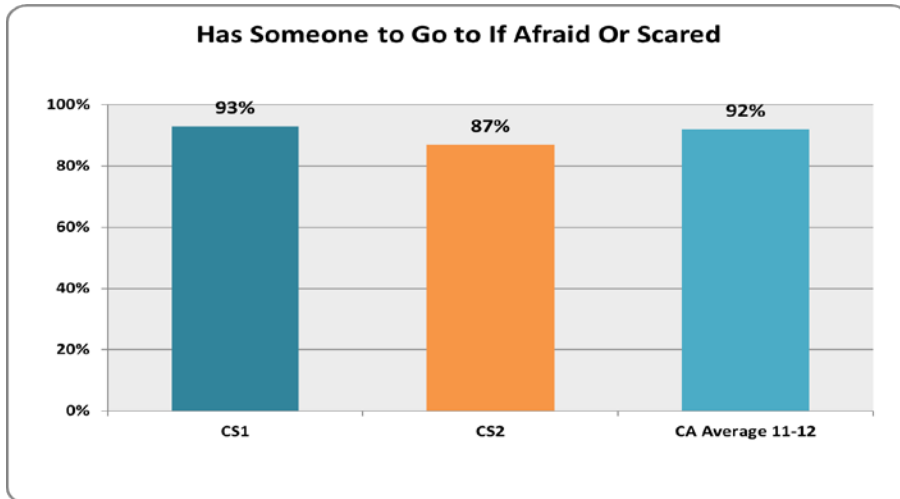
This graph illustrates 88% of respondents from CS1 compared to 84% of respondents from CS2 reported they never feel scared in their neighborhood. The CS2 statewide average was 85%.

GRAPH 92. NEVER FEELS SCARED AT WORK OR DAY PROGRAM OR ACTIVITY



This graph illustrates 94% of respondents from CS1 compared to 94% of respondents from CS2 reported they never feel scared at their work or day program or activity. The CS2 statewide average was 92%.

GRAPH 93. HAS SOMEONE TO GO TO FOR HELP IF AFRAID OR SCARED



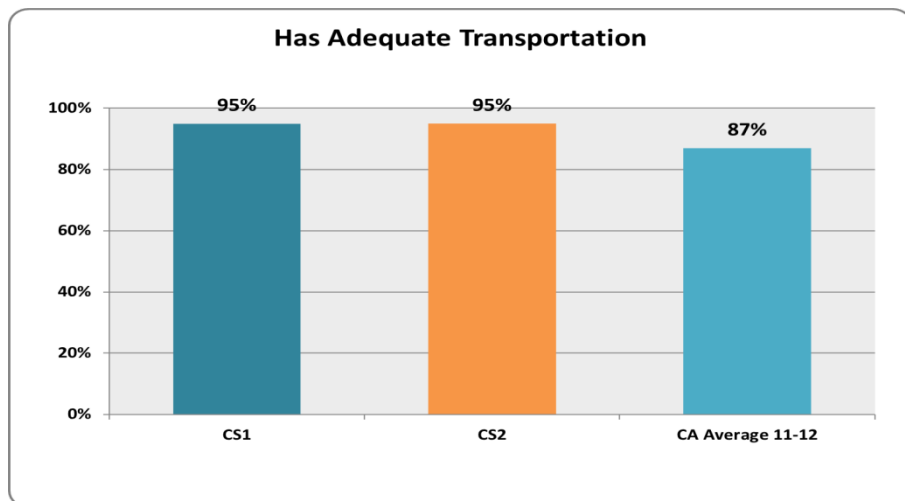
This graph illustrates 93% of respondents from CS1 compared to 87% of respondents from CS2 reported they have someone to go to if they feel scared. The CS2 statewide average was 92%.



## Access

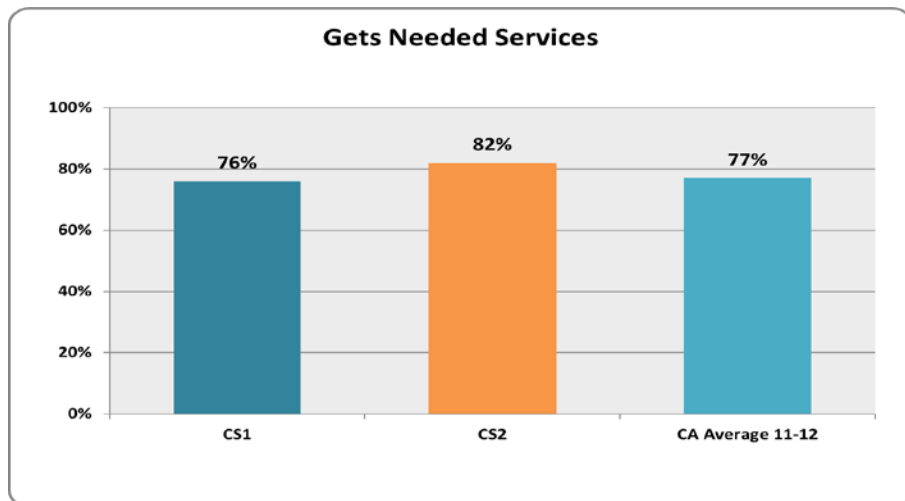
*PUBLICLY-FUNDED SERVICES ARE READILY AVAILABLE TO INDIVIDUALS WHO NEED AND QUALIFY FOR THEM.*

**GRAPH 94. HAS ADEQUATE TRANSPORTATION**



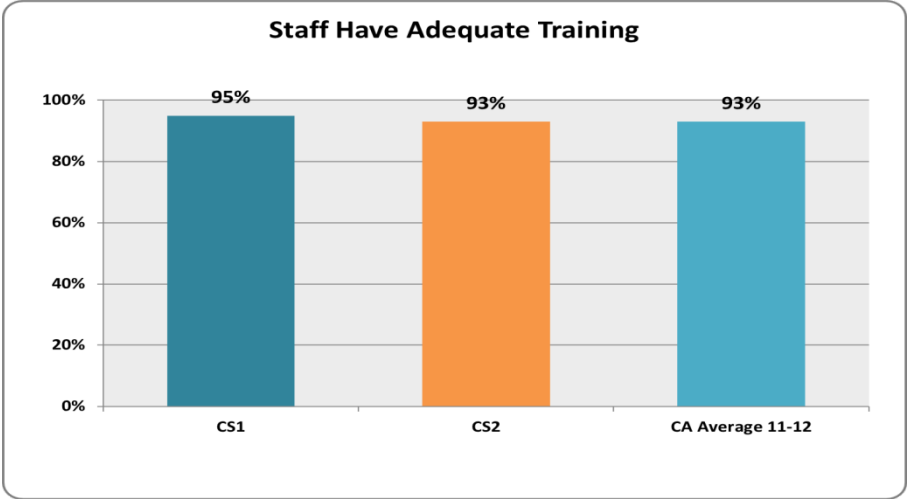
This graph illustrates 95% of respondents from CS1 compared to 95% of respondents from CS2 reported they always have access to adequate transportation. The CS2 statewide average was 87%.

**GRAPH 95. GETS NEEDED SERVICES**



This graph illustrates 76% of respondents from CS1 compared to 82% of respondents from CS2 reported they get all needed services. The CS2 statewide average was 77%.

GRAPH 96. STAFF HAVE ADEQUATE TRAINING



This graph illustrates 95% of respondents from CS1 compared to 93% of respondents from CS2 reported their staff have adequate training. The CS2 statewide average was 93%.