



NATIONAL CORE INDICATORS

Adult Consumer Survey 2013-2014

Utah State Developmental Center



NATIONAL CORE INDICATORS

Introduction

This survey was developed in conjunction with the National Core Indicators (NCI), an effort that began in 1997 and is co-sponsored by the National Association of State Directors of Developmental Disabilities Services (NASDDDS) and the Human Services Research Institute (HSRI). The purpose of NCI is to identify and measure core indicators of performance of state developmental disabilities service systems. Currently, 35 States and two sub-State entities participate in NCI. This survey is intended to measure performance indicators identified by the NCI Operations Committee, which is made up of representatives from the participating states. For more information, go to www.nationalcoreindicators.org.



NATIONAL CORE INDICATORS

Demographics

Total Number of Respondents:

USDC: (N=22) HCBS: (N=391)

Average Age:

USDC: 49.9 Years

HCBS: 37.7 Years

Gender:

USDC: Male (7, 31.8%), Female (15, 68.2%)

HCBS: Male (232, 59.3%), Female (159, 40.7%)

Level of Intellectual Disability:

USDC:

Mild (3, 13.6%)

Moderate (0, 0%)

Severe (2, 9.1%)

Profound (17, 77.3%)

Unspecified (0, 0%)

Unknown (0, 0%)

HCBS:

Mild (166, 49.4%)

Moderate (73, 21.7%)

Severe (50, 14.9%)

Profound (39, 11.6%)

Unspecified (5, 1.5%)

Unknown (3, 0.9%)



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Health

Background Information

This section is derived from metrics collected in the survey's Background Information section. Background information is comprised and collected using the Division's case management system (USTEPS), as well as Support Coordinators and Qualified Intellectual Disability Professionals prior to the survey taking place.

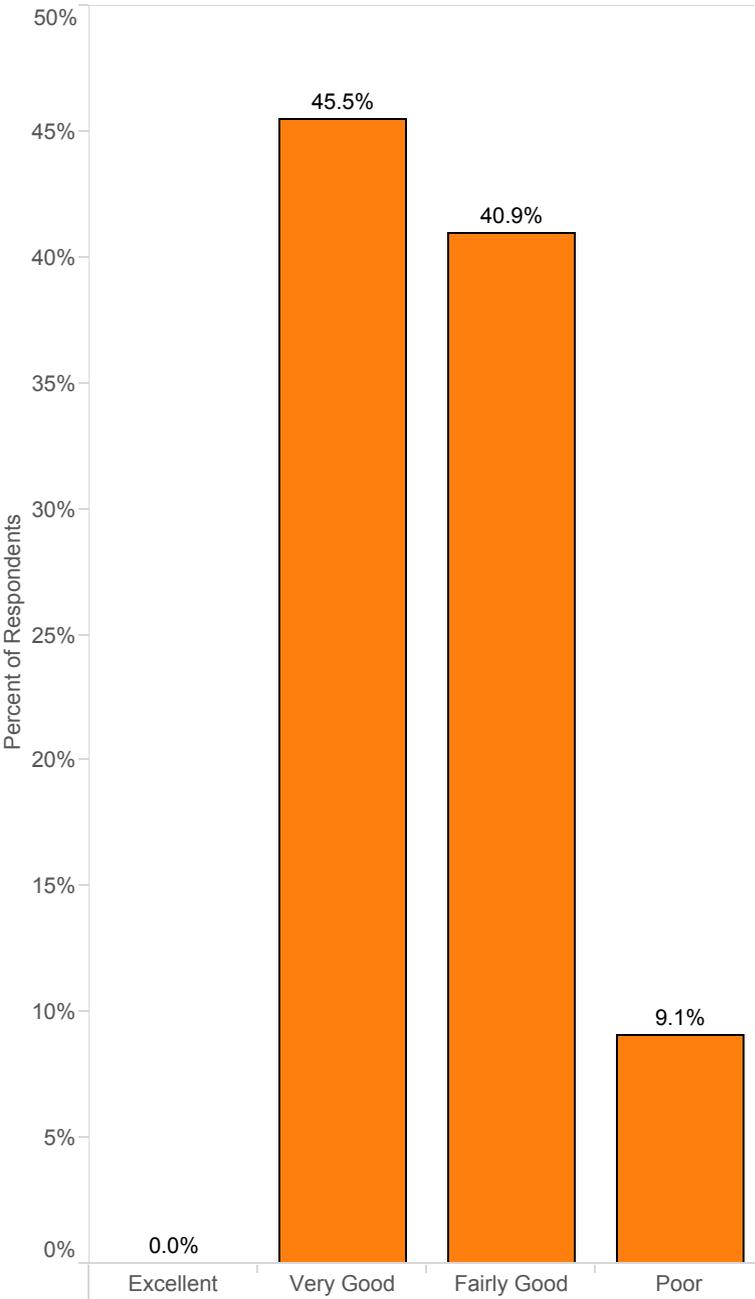
Health

Overall, how would you describe this person's health?

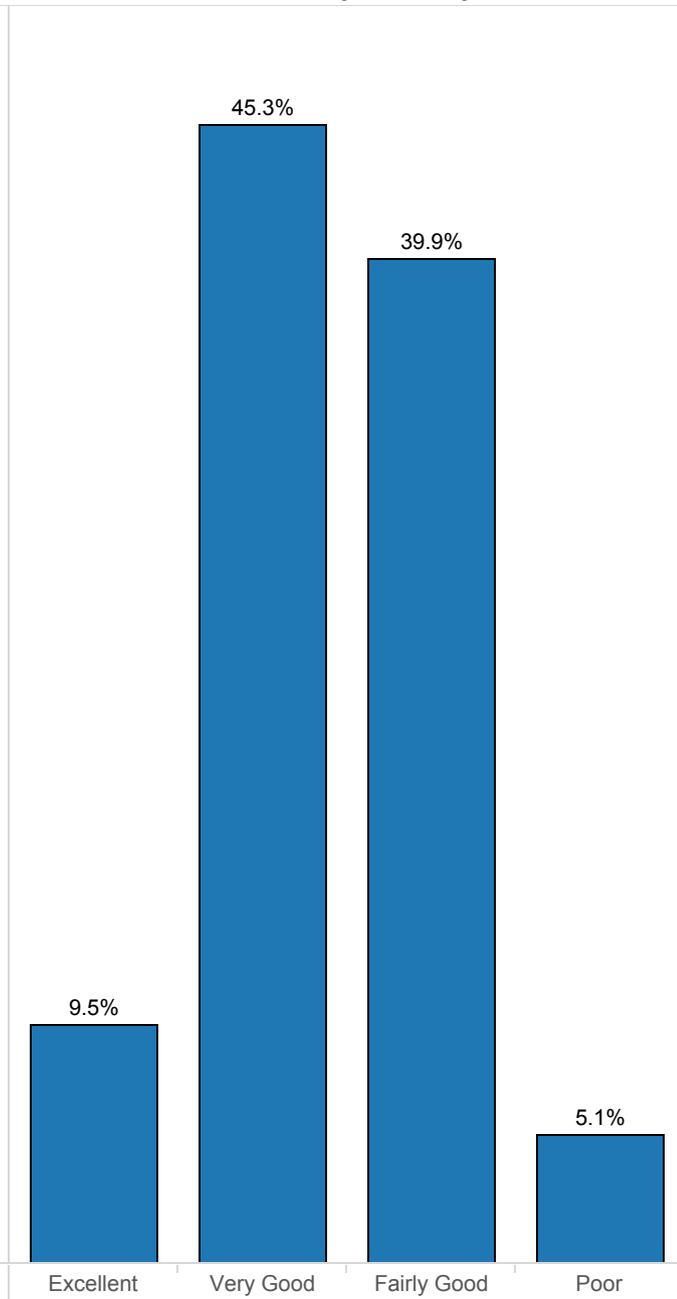
Categories:

- Excellent
- Very Good
- Fairly Good
- Poor

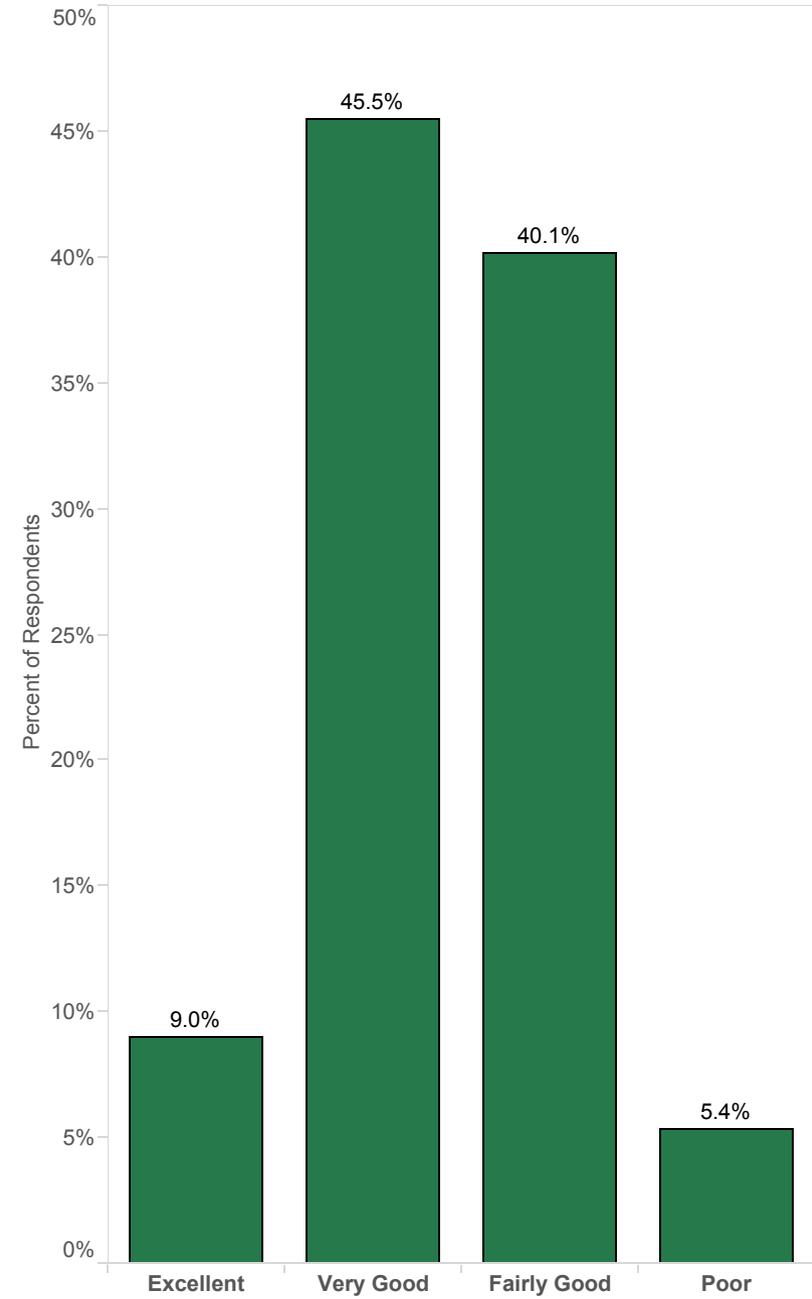
USDC (N=21)



HCBS (N=390)



TOTAL (N=411)



Health

Does this person have a primary care doctor?

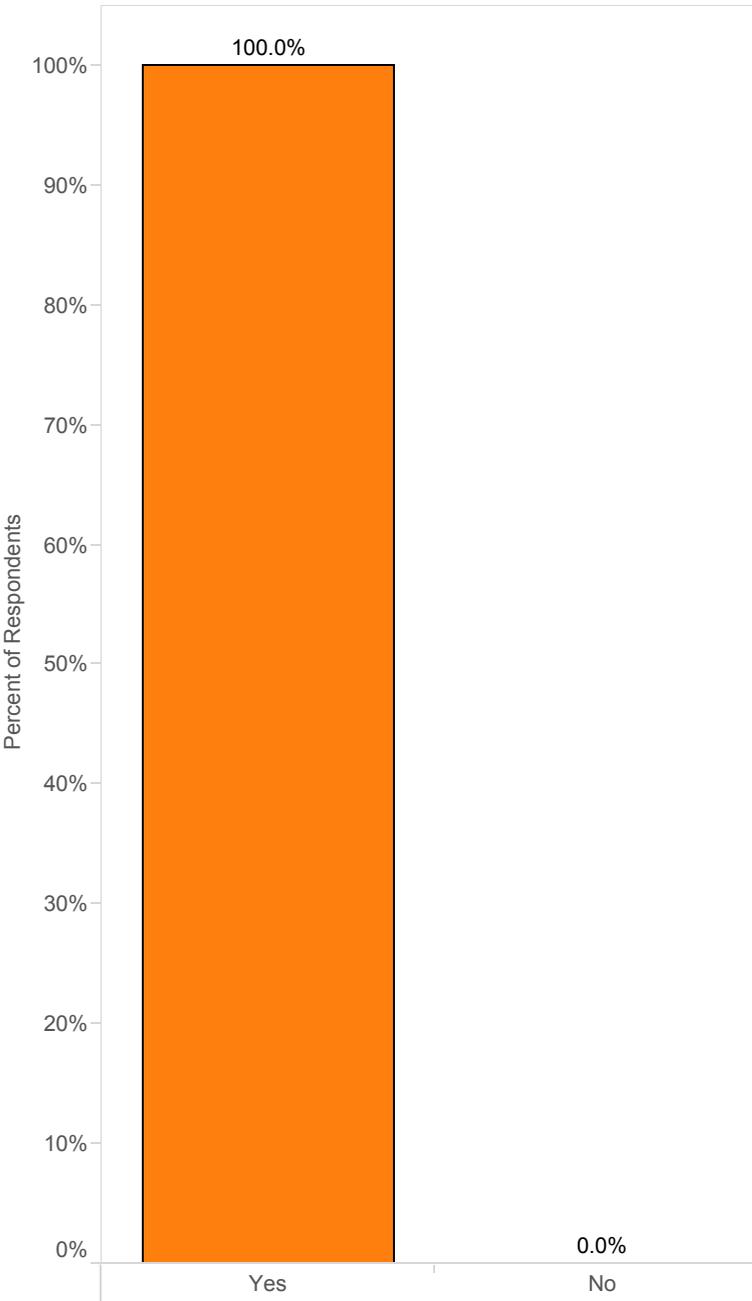
Categories:

Yes

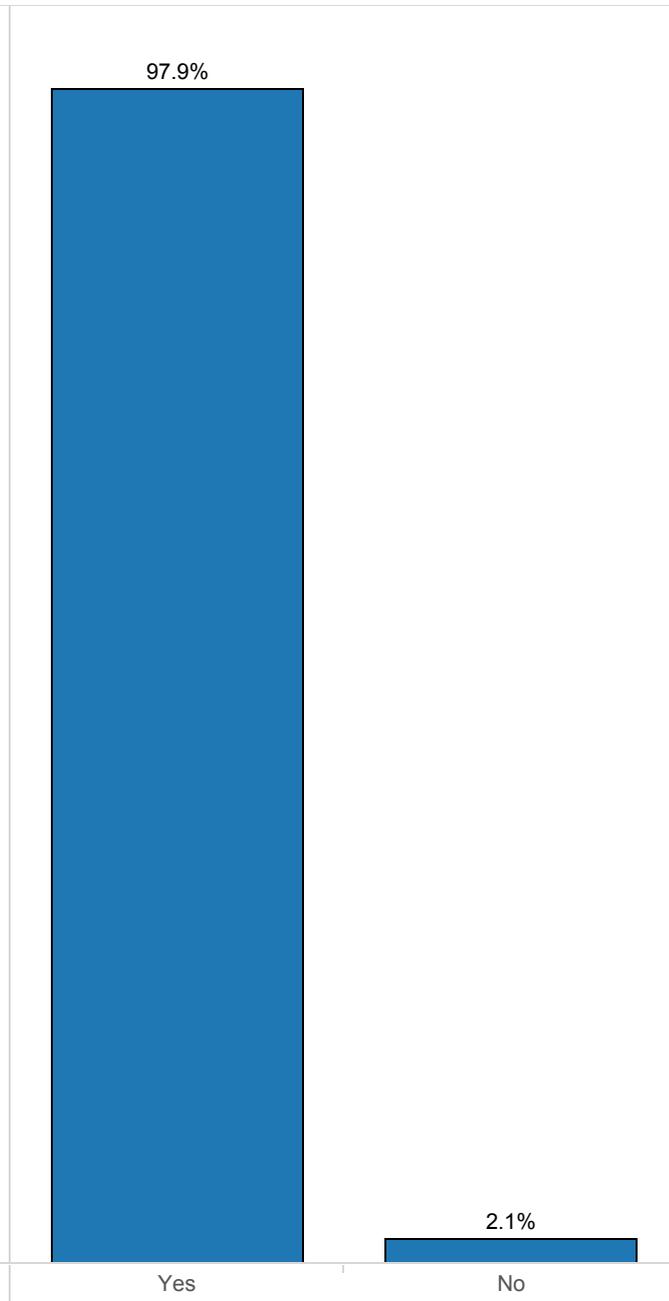
No

Don't Know

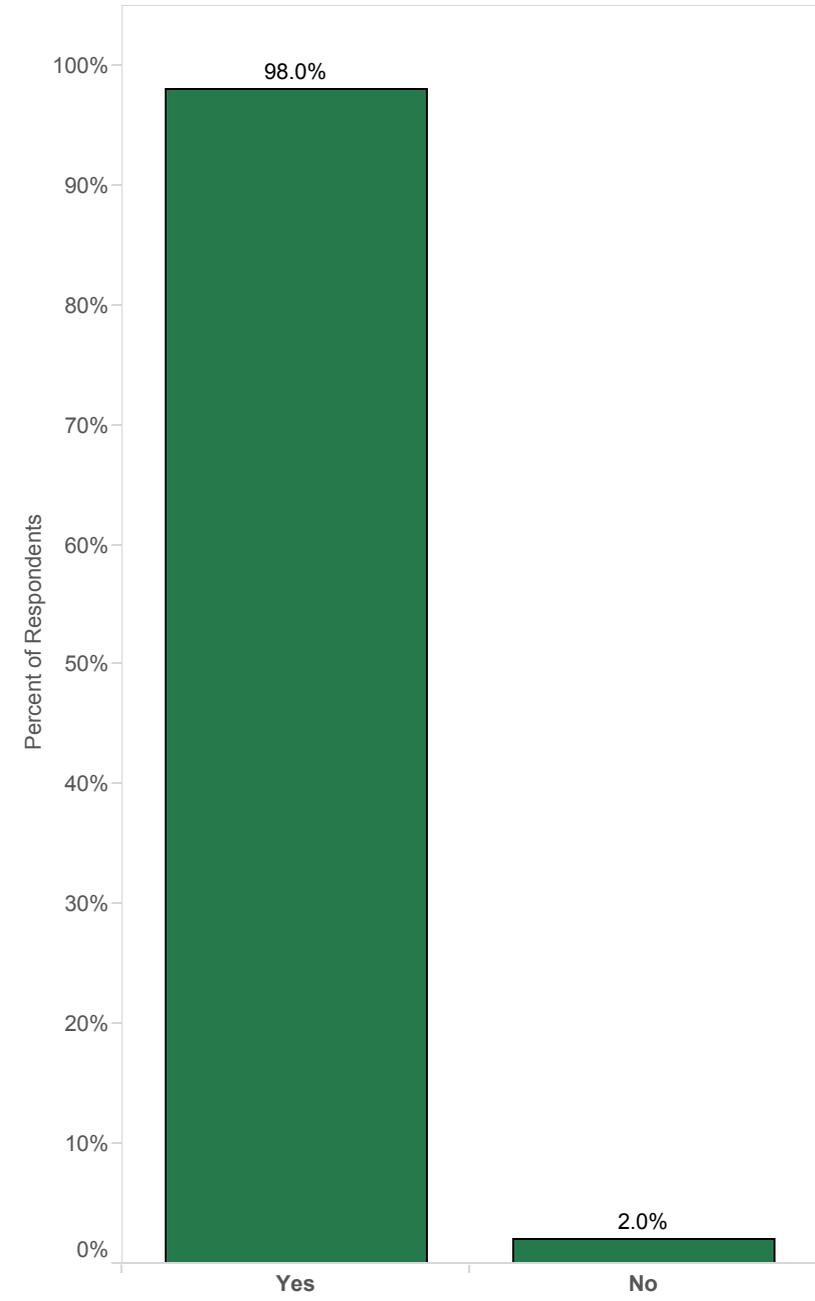
USDC (N=21)



HCBS (N=385)



TOTAL (N=406)

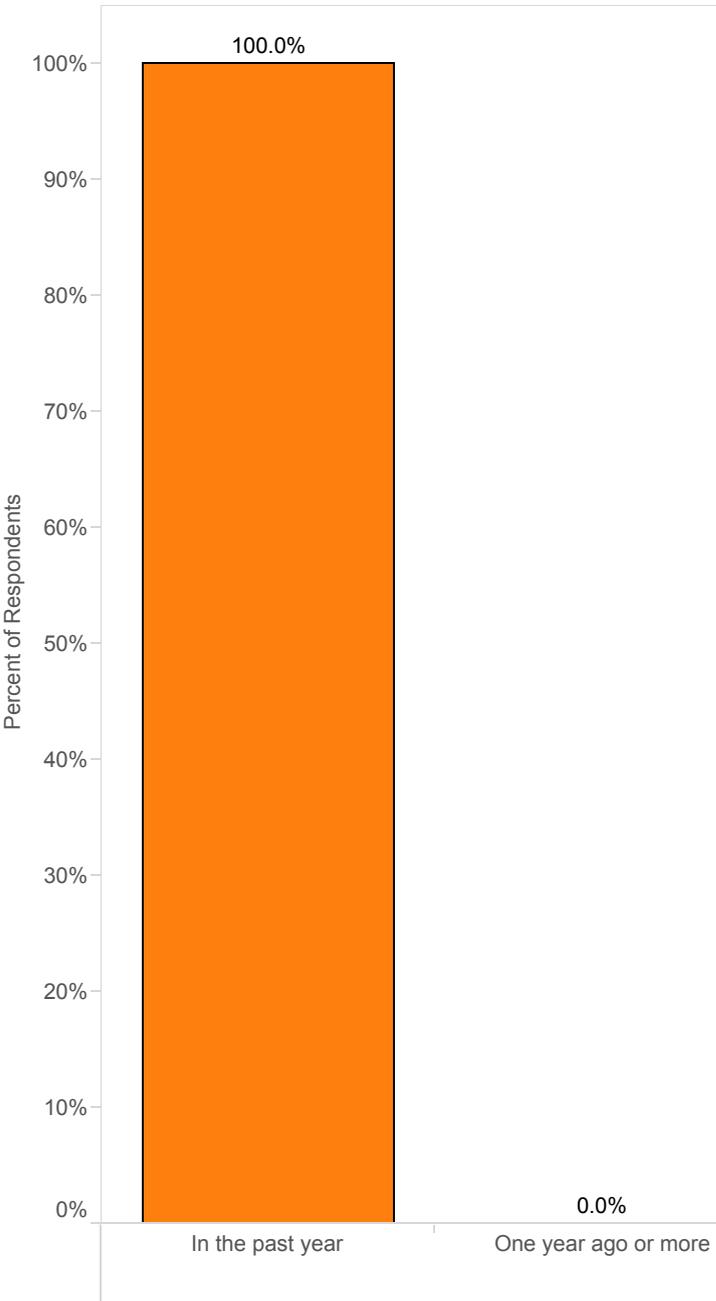


Health

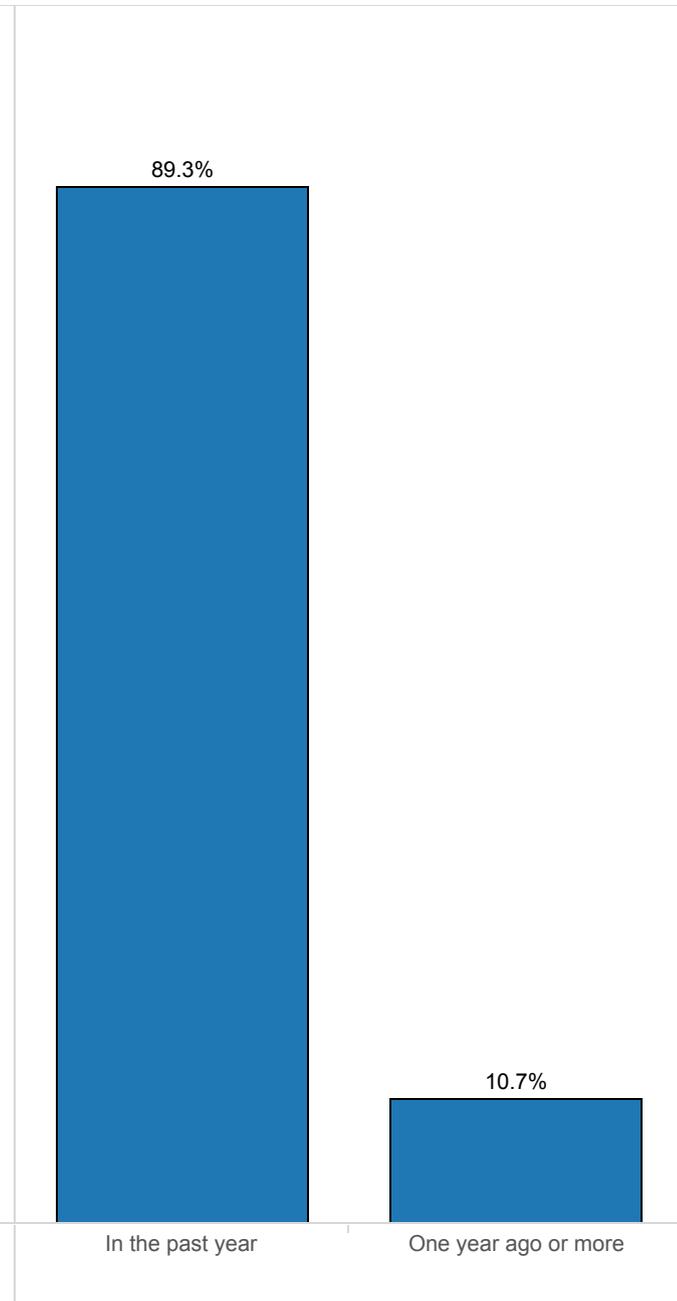
When was his/her last complete annual physical exam?

Categories:
In the past year
One year ago or more

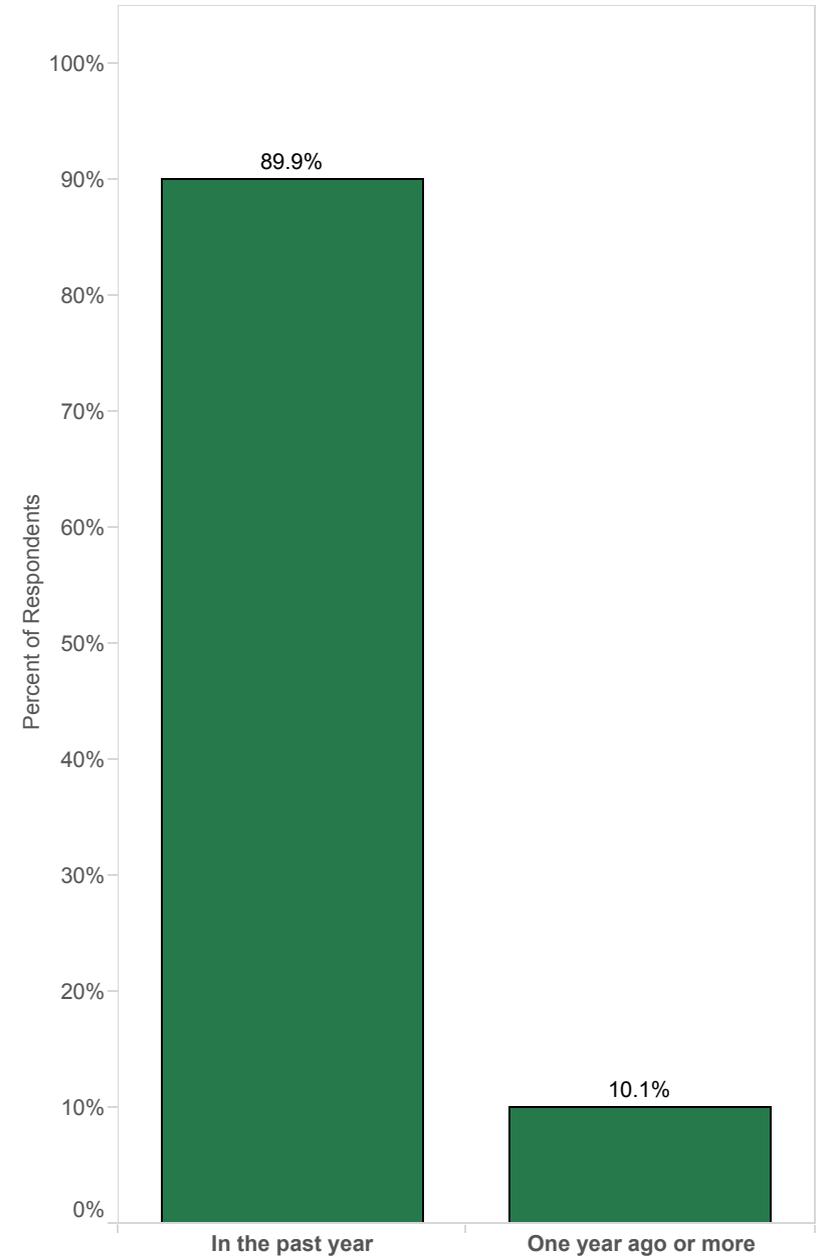
USDC (N=21)



HCBS (N=347)



TOTAL (N=368)



Health

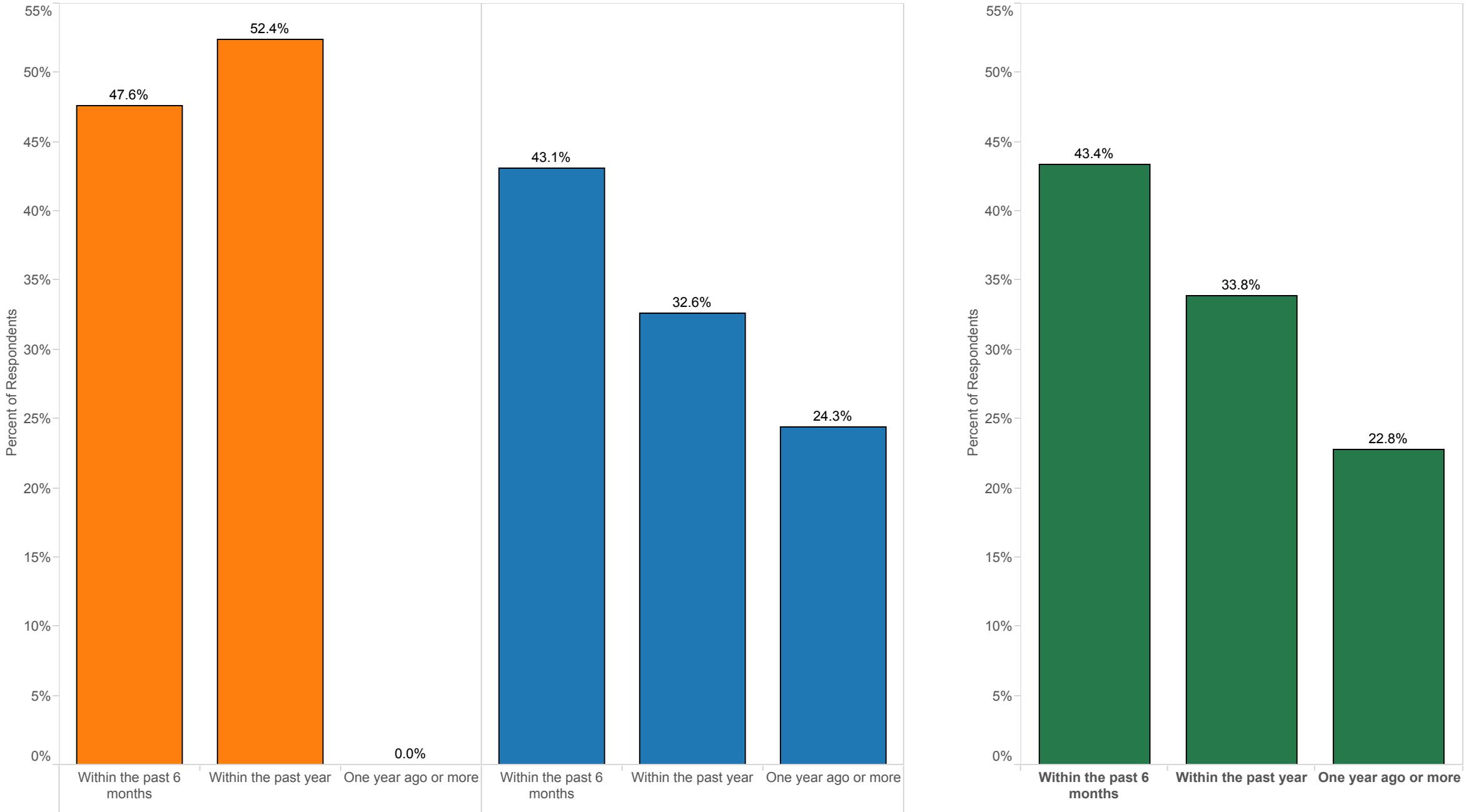
When was his/her last dentist visit?

Categories:
Within the past 6 months
Withing the past year
One year ago or more

USDC (N=21)

HCBS (N=304)

TOTAL (N=325)



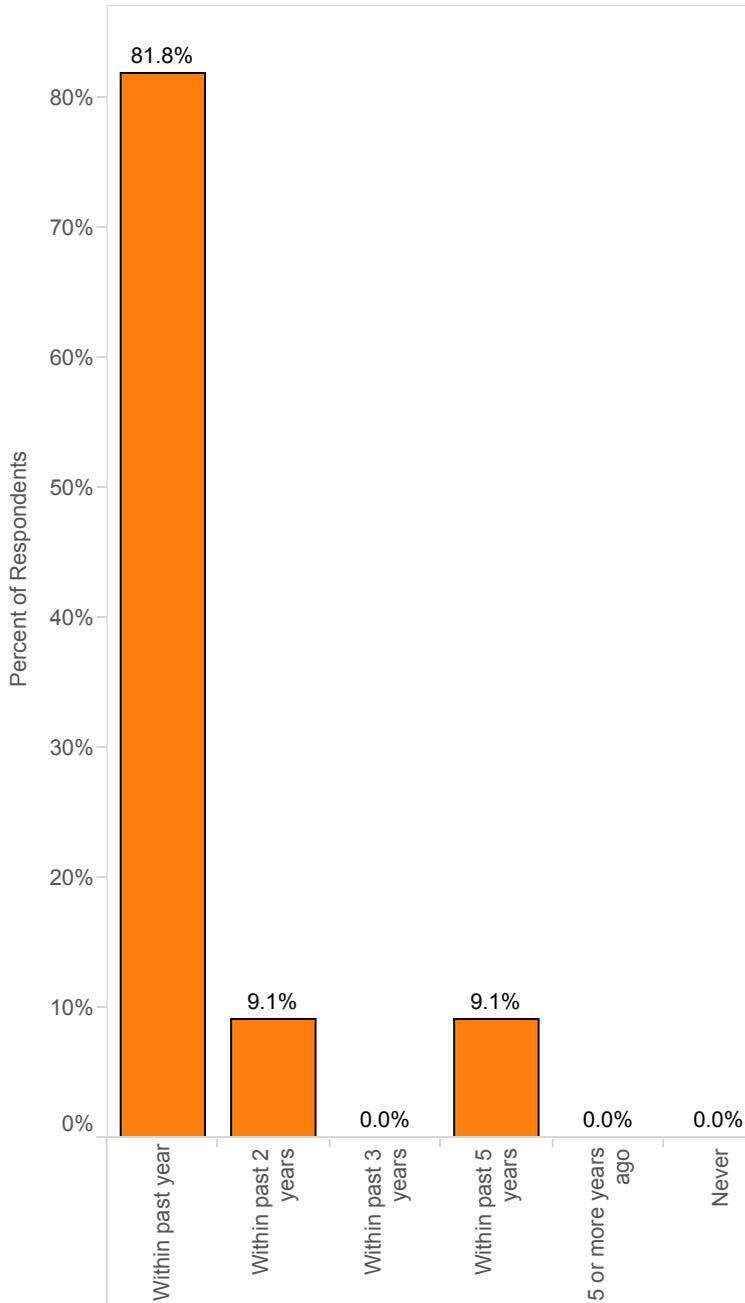
Health

When was the last time this person had an eye exam/vision screening?

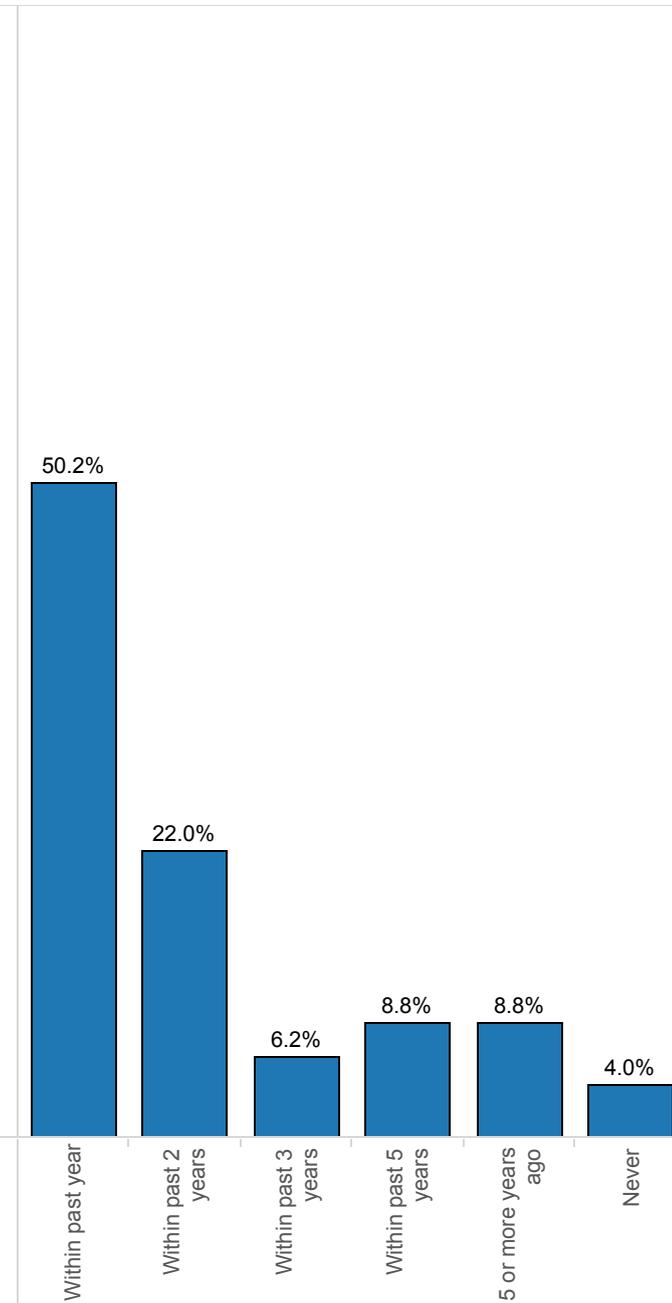
Categories:

- Within past year
- Within past 2 years
- Within past 3 years
- Within past 5 years
- 5 or more years ago
- Never

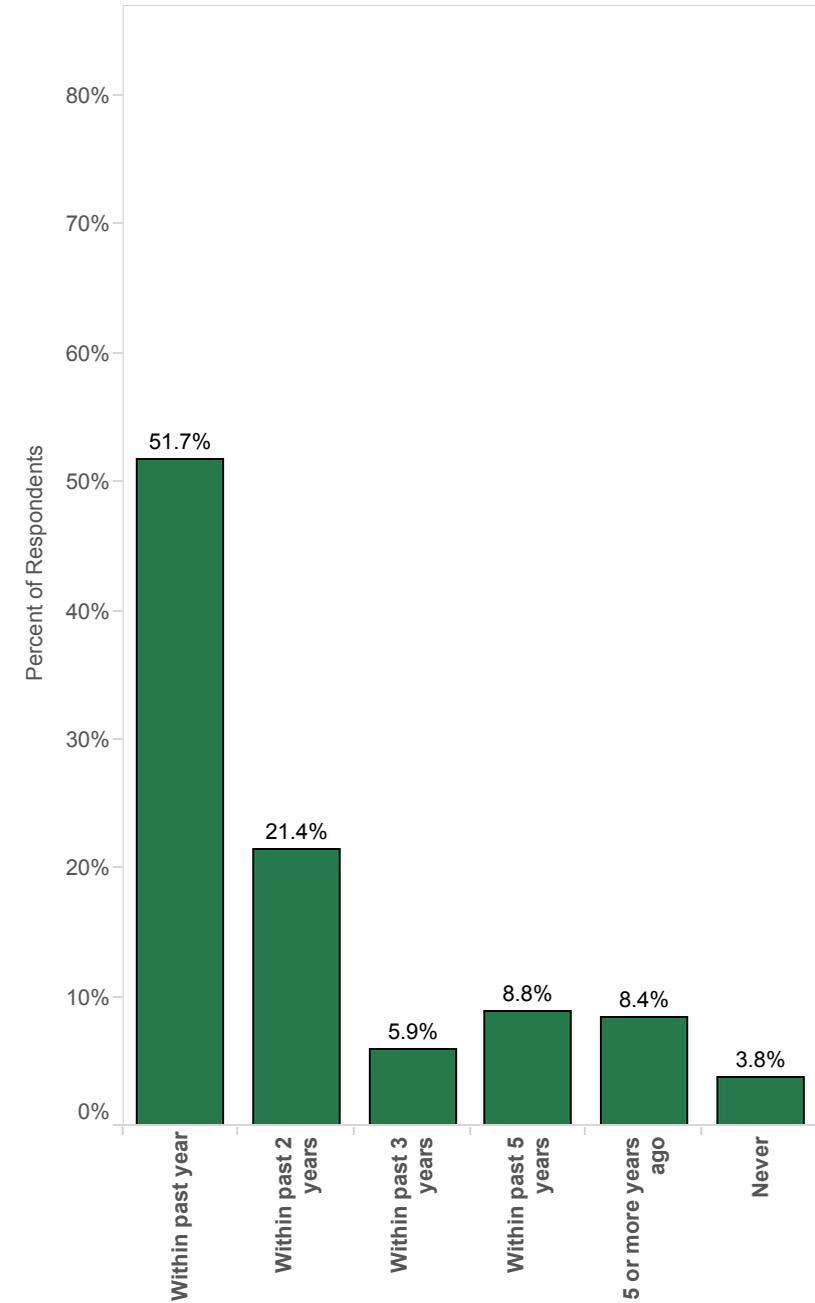
USDC (N=11)



HCBS (N=227)



TOTAL (N=238)



Health

When was the last time this person had a hearing test?

Categories:

Within past 5 years

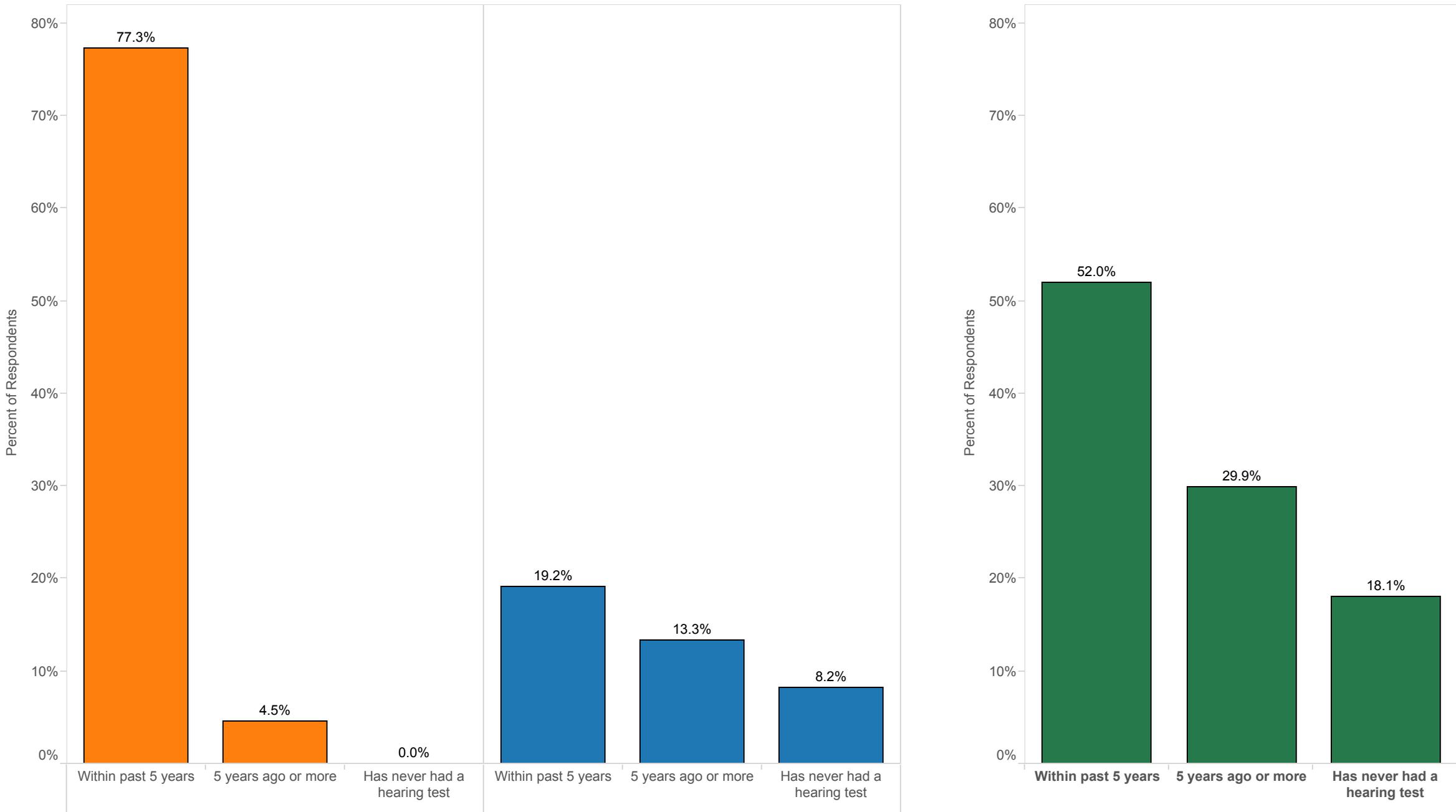
5 years ago or more

Has never had a hearing test

USDC (N=18)

HCBS (N=159)

TOTAL (N=177)





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Section I

Direct Interview with Person Receiving Services and Supports

This section may only be completed by the person receiving services.
Responses from any other person is not recorded.

Survey measures within this section include:

- *Employment/Other Daily Activities*
- *Home*
- *Safety*
- *Friends and Family*
- *Satisfaction with Services and Supports*

Adult Consumer Survey: Section I

Note: Responses from persons receiving services who were unwilling or unable to complete Section I are deemed invalid and are not included in this analysis.

		USDC		HCBS		Difference	Sig.
		N	%	N	%		
Employment/Other Daily Activities							
	<i>Do you have a job in the community?</i>	6	50.00%	284	34.51%	15%	ns
	<i>If No, Would you like a job in the community?</i>	6	33.33%	287	36.93%	-4%	ns
	<i>Do you like working there?</i>	6	0.00%	287	30.31%	-30%	ns
	<i>Would you like to work somewhere else?</i>	6	50.00%	95	12.89%	37%	ns
	<i>Do you go to a day program?</i>	6	83.33%	284	60.92%	22%	ns
	<i>Do you like going there?</i>	6	66.67%	287	49.13%	18%	ns
	<i>Would you like to go somewhere else during the day?</i>	6	66.67%	287	24.39%	42%	ns
	<i>Do you do any volunteer work?</i>	4	25.00%	267	38.95%	-14%	ns
		USDC		HCBS		Difference	Sig.
		N	%	N	%		
Home							
	<i>Do you like your home or where you live?</i>	6	33.33%	287	87.80%	-54%	ns
	<i>Would you like to live somewhere else?</i>	6	83.33%	287	27.87%	55%	ns
	<i>Do you ever talk with your neighbors?</i>	3	66.67%	280	68.21%	-2%	ns
	<i>Do people let you know before they come into your home?</i>	6	83.33%	287	87.46%	-4%	ns
	<i>Do people let you know before coming into your bedroom?</i>	6	50.00%	287	72.13%	-22%	ns
	<i>Do you have enough privacy at home?</i>	5	80.00%	269	89.59%	-10%	ns
		USDC		HCBS		Difference	Sig.
		N	%	N	%		
Safety							
	<i>Are you ever afraid or scared when you are at home?</i>	6	83.33%	287	9.41%	74%	ns
	<i>Are you ever afraid or scared when you are out in your neighborhood?</i>	6	50.00%	287	8.01%	42%	ns
	<i>Are you ever afraid or scared at work or at your day program?</i>	6	16.67%	287	6.27%	10%	ns
	<i>If you ever feel afraid, is there someone you can talk to?</i>	5	100.00%	274	97.08%	3%	ns

Adult Consumer Survey: Section I

Friends and Family	USDC		HCBS		Difference	Sig.
	N	%	N	%		
<i>Do you have friends you like to talk to or do things with?</i>	4	100.00%	279	92.83%	7%	ns
<i>Do you have a best friend, or someone you are really close to?</i>	3	100.00%	281	82.56%	17%	ns
<i>Can you see your friends when you want to see them?</i>	6	50.00%	287	74.22%	-24%	ns
<i>Can you go on a date if you want to?</i>	4	75.00%	255	88.24%	-13%	ns
<i>Do you ever feel lonely?</i>	6	66.67%	287	16.03%	51%	ns
<i>Do you have family that you see?</i>	6	100.00%	278	93.17%	7%	ns
<i>Can you see your family when you want to?</i>	6	66.67%	287	77.00%	-10%	ns
<i>Can you help other people if you want to?</i>	6	100.00%	287	91.99%	8%	ns

Satisfaction with Services/Supports	USDC		HCBS		Difference	Sig.
	N	%	N	%		
<i>Have you met your support coordinator?</i>	6	50.00%	287	97.21%	-47%	ns
<i>Do you like your support coordinator?</i>	6	66.67%	287	96.17%	-30%	ns
<i>Do you have a service plan?</i>	6	33.33%	287	81.53%	-48%	ns
<i>Did you help make your service plan?</i>	6	100.00%	287	100.00%	0%	ns
<i>Does your support coordinator ask you what you want?</i>	6	50.00%	287	82.23%	-32%	ns
<i>If you ask for something, does your support coordinator help you get what you need?</i>	6	66.67%	287	83.28%	-17%	ns
<i>If you call and leave a message, does your support coordinator call you back right away?</i>	6	33.33%	287	44.60%	-11%	ns
<i>Do you have staff who help you?</i>	4	100.00%	284	97.99%	2%	ns
<i>Do you like your staff?</i>	6	50.00%	287	84.67%	-35%	ns
<i>Do your staff treat you with respect?</i>	6	33.33%	287	85.02%	-52%	ns
<i>Do your staff come when they are supposed to?</i>	6	66.67%	287	85.37%	-19%	ns
<i>If you have problems with your staff, do you get the help you need to fix these problems?</i>	6	66.67%	287	82.23%	-16%	ns
<i>When you want to go somewhere, do you always have a way to get there?</i>	6	50.00%	287	81.25%	-31%	ns



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Section II

Interview with the Person Receiving Services or Proxy Respondents

This section is intended for responses from the person receiving services. However, if the person is unwilling or unable to respond, a proxy responder may be used. Proxy responders can consist of family, advocates, or staff. Support Coordinators are not allowed to respond.

Survey measures within this section include:

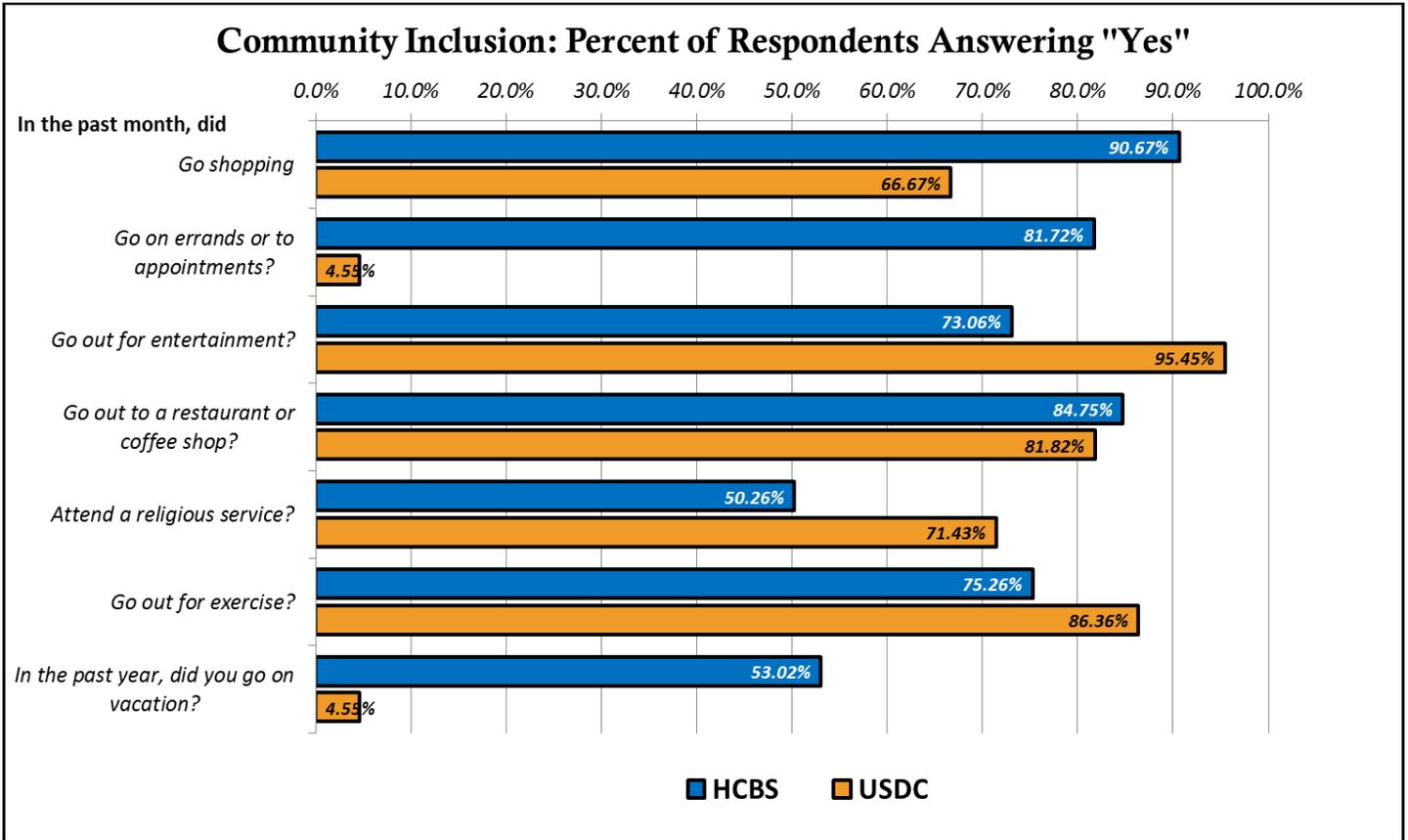
- *Community Inclusion*
- *Choices*
- *Rights*
- *Access to needed Services*



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Community Inclusion

The purpose of this section is to identify how often a person participates in Integrated community activities. Non-integrated activities are not included in these findings. The tables/graphs represent the percentage of respondents that answered "Yes" to the questions in this section.

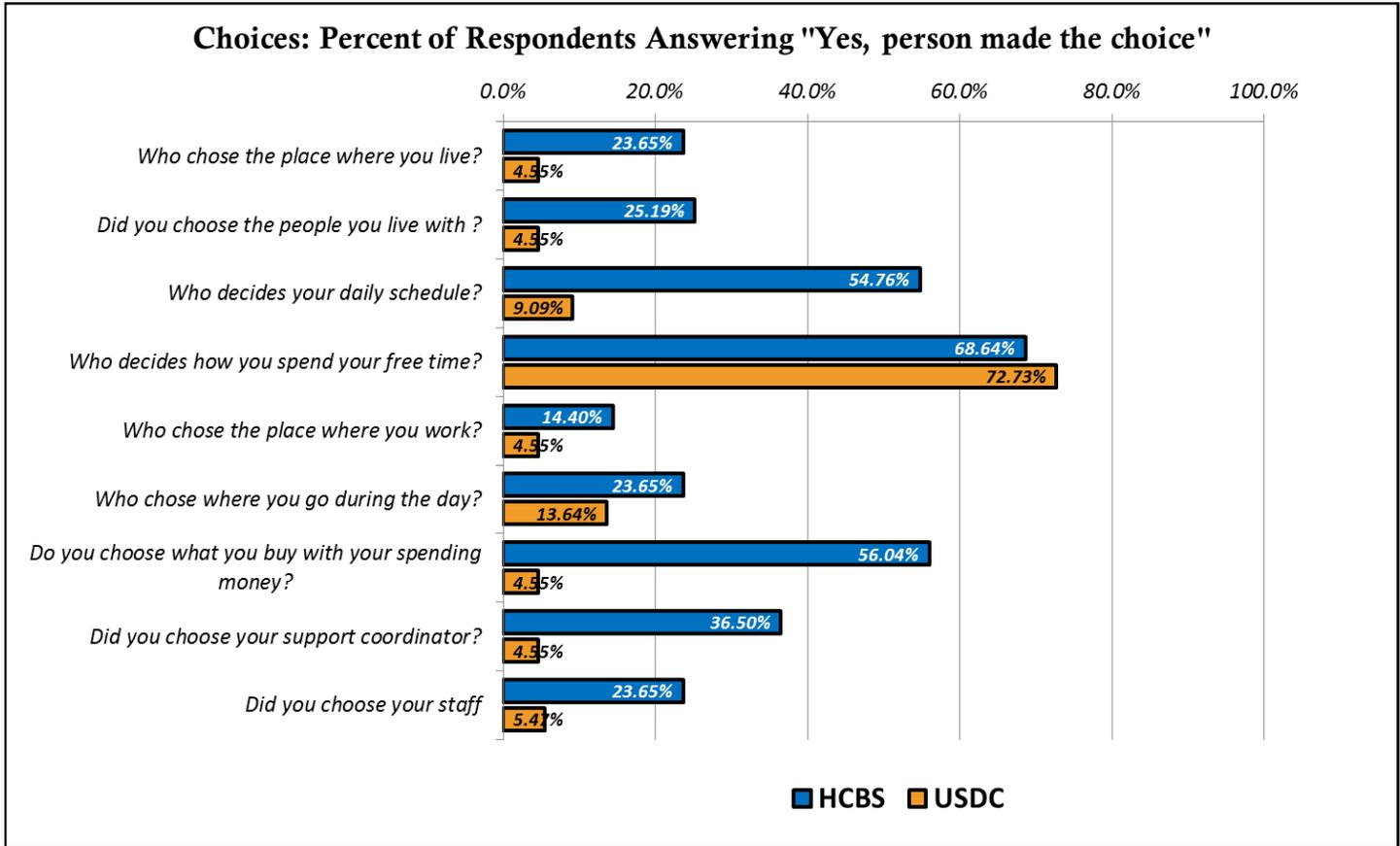


Community Inclusion	USDC		HCBS		Difference	Sig.
	N	%	N	%		
In the past month did you ...						
Go shopping	21	66.67%	386	90.67%	-24.00%	p<.05
How many times in the past month?	14	3.00	342	4.58	-1.58	p<.05
Go on errands or to appointments?	22	4.55%	383	81.72%	-77.17%	p<.0001
How many times in the past month?	1	1.00	306	3.92	-2.92	ns
Go out for entertainment?	22	95.45%	386	73.06%	22.39%	p<.0001
How many times in the past month?	21	2.85	277	5.47	-2.62	p<.0001
Go out to a restaurant or coffee shop?	22	81.82%	387	84.75%	-2.93%	ns
How many times in the past month?	18	3.83	323	4.07	-0.24	ns
Attend a religious service?	21	71.43%	380	50.26%	21.17%	ns
How many times in the past month?	15	6.53	189	4.47	2.06	p<.05
Go out for exercise?	22	86.36%	384	75.26%	11.10%	ns
How many times in the past month?	19	18.47	285	13.37	5.10	p<.05
In the past year did you ...						
Go on vacation?	22	4.55%	381	53.02%	-48.47%	p<.0001
How many times in the past year?	1	1.00	200	1.96	-0.96	ns



Choices

The purpose of this section is to determine the extent to which persons receiving services are involved in the decision-making process. The tables/graphs represent the percentage of respondents that answered, “Yes, person made the choice/person decided”, to the questions in this section.



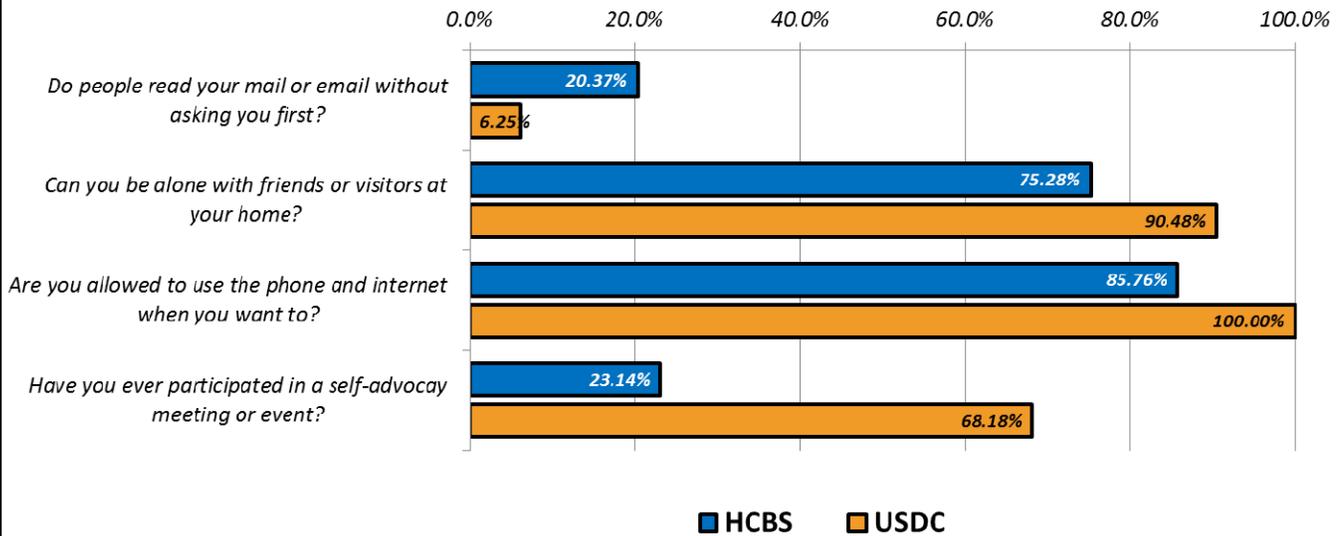
Choices	USDC		HCBS		Difference	Sig.
	N	%	N	%		
Who chose the place where you live?	22	4.55%	389	23.65%	-19.10%	p<.01
Did you choose the people you live with ?	22	4.55%	389	25.19%	-20.64%	P<.01
Who decides your daily schedule?	22	9.09%	389	54.76%	-45.67%	P<.0001
Who decides how you spend your free time?	22	72.73%	389	68.64%	4.09%	ns
Who chose the place where you work?	22	4.55%	389	14.40%	-9.85%	ns
Who chose where you go during the day?	22	13.64%	389	23.65%	-10.01%	ns
Do you choose what you buy with your spending money?	22	4.55%	389	56.04%	-51.49%	p<.0001
Did you choose your support coordinator?	22	4.55%	389	36.50%	-31.95%	p<.0001
Did you choose your staff	22	5.47%	389	23.65%	-18.18%	ns



Rights

The purpose of this section is to determine if the rights of the person receiving services are being respected. The tables/graphs represent the percentage of respondents that answered, "Yes" to the questions in this section.

Rights: Percent of Respondents Answering "Yes"

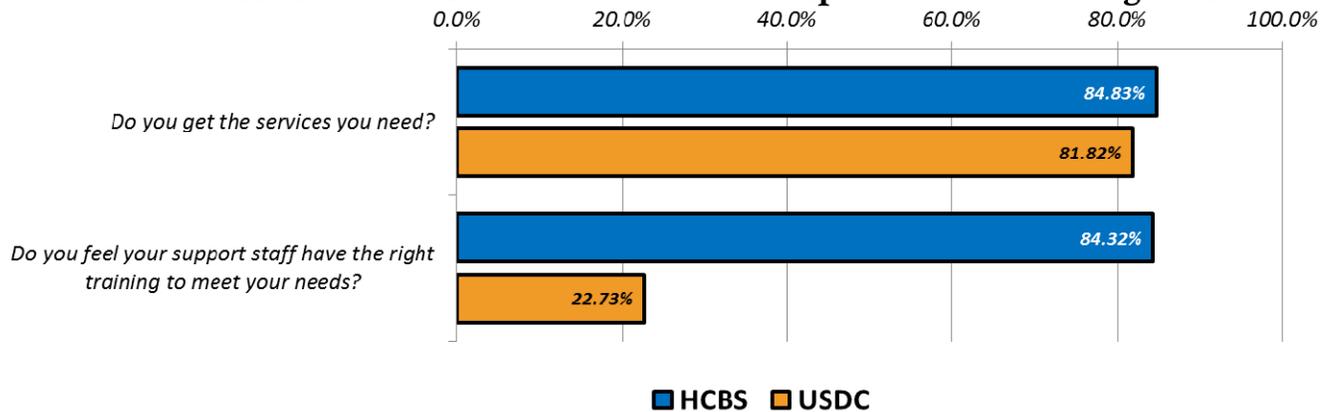


Rights	USDC		HCBS		Difference	Sig.
	N	%	N	%		
<i>Do people read your mail or email without asking you first?</i>	16	6.25%	324	20.37%	-14.12%	<i>P</i> <.05
<i>Can you be alone with friends or visitors at your home?</i>	21	90.48%	360	75.28%	15.20%	<i>ns</i>
<i>Are you allowed to use the phone and internet when you want to?</i>	15	100.00%	302	85.76%	14.24%	<i>P</i> <.0001
<i>Have you ever participated in a self-advocacy meeting or event?</i>	22	68.18%	389	23.14%	45.04%	<i>P</i> <.0001

Access to Needed Services

The purpose of this section is to determine if persons receiving services have access to needed services. The tables/graphs represent the percentage of re-

Access to Needed Services: Percent of Respondents Answering "Yes"



Access to Needed Services	USDC		HCBS		Difference	Sig.
	N	%	N	%		
<i>Do you get the services you need?</i>	22	81.82%	389	84.83%	-3.01%	<i>ns</i>
<i>Do you feel your support staff have the right training to meet your needs?</i>	22	22.73%	389	84.32%	-61.59%	<i>p</i> <.0001