



NATIONAL CORE
INDICATORS

Adult Consumer Survey

Condensed Report

2012-2013

Choice and Decision-Making

People make choices about their lives and are actively engaged in planning their services and supports.

The Choice and Decision-Making indicator is:

1. The proportion of people who make choices about their everyday lives, including: housing, roommates, daily routines, jobs, support staff or providers, social activities, and what to spend money on.

The Adult Consumer Survey includes nine choice items that correspond to the Choice indicator; all but one item, “Chose Case Manager” (Table 27), were risk-adjusted.

Tables 17 through 27 present the results for these items.

Two Choice composite scale scores were produced by adding and averaging Choice items. The Life Decisions scale (Table 25) refers to choice of: residence, work, day activity, staff, and roommates. The Everyday Choices scale (Table 26) refers to choice of: daily schedule, how to spend money, and free time activities. Both scales were risk-adjusted.

Choice and Decision-Making

Condensed Measures

Choice and Decision Making	Reference	UTAH		NCI		Difference	Classification
		N	%	N	%		
<i>Chose or had some input in choosing where they live (if not in family home):</i>	Table 17	271	59%	8,044	50%	 9%	Not Applicable
<i>Chose or had some input in choosing their roommates (if not in the family home):</i>	Table 18	264	57%	7,689	43%	 14%	Not Applicable
<i>Chose or had some input in choosing where they work (among those with paid job in community):</i>	Table 19	73	83%	1,337	83%	 0%	Not Applicable
<i>Chose or had some input in choosing where they go during the day (among those with a day program or activity):</i>	Table 20	293	65%	9,119	58%	 7%	Not Applicable
<i>Chose or were aware they could request to change the staff who help them at their home, job, or day program or activity:</i>	Table 21	390	82%	10,886	62%	 20%	Not Applicable
<i>Chose or help decide their dialy schedule:</i>	Table 22	398	88%	12,202	81%	 7%	Not Applicable
<i>Chose or help decide ow to spend free time:</i>	Table 23	397	96%	12,209	91%	 5%	Not Applicable
<i>Chose or help decide what to buy with their money:</i>	Table 24	394	87%	12,156	87%	 0%	Not Applicable
<i>Chose or were aware they could request to change their support coordinator:</i>	Table 27	374	80%	11,706	60%	 20%	Significantly Above Average
<i>Life Decisions Scale:</i>	Table 25	400	70%	12,098	56%	 14%	Not Applicable
<i>Everyday Choices Scale:</i>	Table 26	403	90%	12,365	86%	 4%	Not Applicable

Community Inclusion

People have support to participate in everyday community activities.

There is one Community Inclusion indicator:

1. The proportion of people who regularly participate in integrated activities in their communities.

Seven items from the Adult Consumer Survey were used to measure this indicator. These items assess how often consumers:

1. Go shopping (in the past month)
2. Go out on errands or appointments (in the past month)
3. Go out for entertainment (in the past month)
4. Go out to eat (in the past month)
5. Go to religious services (in the past month)
6. Go out for exercise (in the past month)
7. Go on vacation (in the past year)

The seven items were risk-adjusted and are presented in Tables 28 through 34.

Results from the Community Inclusion composite scale score, shown in Table 35, were produced by adding four of the items: the number of times the person went shopping, on errands, for entertainment, and out to eat. The Community Inclusion scale was risk-adjusted.

Community Inclusion

Condensed Measures

Community Inclusion	Reference	UTAH		NCI		Difference	Classification
		N	Avg. # of Times	N	Avg. # of Times		
<i>Number of times people reported they went out shopping in the past month:</i>	<i>Table 28</i>	382	3.7	11,695	4.1	 -0.40	Not Applicable
<i>Number of times people reported they went out on errands in the past month:</i>	<i>Table 29</i>	378	3.0	11,605	2.9	 0.10	Not Applicable
<i>Number of times people reported they went out for entertainment in the past month:</i>	<i>Table 30</i>	389	4.2	11,692	2.6	 1.60	Not Applicable
<i>Number of times people reported they went out to eat in the past month:</i>	<i>Table 31</i>	377	3.2	11,657	3.8	 -0.60	Not Applicable
<i>Number of times people reported they went out to religious services in the past month:</i>	<i>Table 32</i>	385	2.4	11,717	1.8	 0.60	Not Applicable
<i>Number of times people reported they went out for exercise in the past month:</i>	<i>Table 33</i>	384	8.3	11,838	6.9	 1.40	Not Applicable
<i>Number of times people reported they went on vacation in the past year:</i>	<i>Table 34</i>	380	1.0	11,779	0.8	 0.20	Not Applicable
<i>Community Inclusion Scale Score:</i>	<i>Table 35</i>	350	14.2	10,917	13.5	 0.70	Not Applicable

Work

People have support to find and maintain community integrated employment.

There are 11 Work indicators measured by the Adult Consumer Survey:

1. The percentage of people with a paid job in the community.
2. The average number of hours worked biweekly by people with jobs in the community.
3. The average biweekly earnings of people with paid jobs in the community.
4. The average biweekly hourly earnings of people with a paid job in the community.
5. Of those with a paid job in the community, the percentage of people who were continuously employed throughout the previous year.
6. Of those with a paid job in the community, the average length of time they have been working at their current job.
7. Of those with a paid job in the community, the percentage of people who receive vacation and/or sick time benefits.
8. The percentage of people who have a goal of integrated employment in their service plan.
9. The percentage of people who do not have a paid job in the community but would like to have one.
10. The percentage of people who go to a day program or have some other daily activity.
11. The percentage of people who do volunteer work.

Additionally, NCI reports on the type of paid community jobs individuals have (individually supported, competitive, or group-supported), as well as the most common jobs individuals hold.

Work

Condensed Measures

Work	Reference	UTAH		NCI		Difference	Classification
		N	%	N	%		
<i>Has a paid job in the community:</i>	<i>Table 36</i>	383	21%	12,392	15%	6%	Significantly Above Average
<i>Worked 10 of the past 12 months in community employment:</i>	<i>Table 41</i>	77	87%	1,657	81%	6%	Within Average Range
<i>Receives paid vacation and/or sick time at their job:</i>	<i>Table 43</i>	74	11%	1,397	26%	-15%	Significantly Below Average
<i>Would like a job in the community:</i>	<i>Table 45</i>	128	44%	5,222	49%	-5%	Within Average Range
<i>Has community employment as a goal in their service plan:</i>	<i>Table 46</i>	401	31%	12,467	24%	7%	Significantly Above Average
<i>Attends a day program or regular activity:</i>	<i>Table 47</i>	279	66%	8,813	72%	-6%	Within Average Range
<i>Does volunteer work:</i>	<i>Table 48</i>	597	67%	4,444	26%	41%	

Self-Determination

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

There are six indicators measured by the Adult Consumer Survey:

1. The proportion of people who are currently using a self-directed supports option.
2. The proportion of people self-directing who report that someone talked with them about their individual budget/services.
3. The proportion of people self-directing who have help in deciding how to use their individual budget/services.
4. The proportion of people self-directing who report they want more help in deciding how to use their budget/services.
5. The proportion of people self-directing who receive information about their budget/services that is easy to understand.
6. The proportion of people self-directing who report they can make changes to their individual budget/services if they need to.

Tables 49 through 55 present the results for these six core indicators.

Self-Determination

Condensed Measures

Self-Directed	Reference	UTAH		NCI		Difference	Classification
		N	%	N	%		
<i>Using a self-directed supports option:</i>	<i>Table 49</i>	402	22%	12,631	11%	 11%	Significantly Above Average
<i>Someone talked with them about their individual budget/services:</i>	<i>Table 50</i>	29	59%	439	77%	 -18%	Within Average Range
<i>Has help deciding how to use their individual budget/services:</i>	<i>Table 51</i>	21	90%	396	88%	 2%	Within Average Range
<i>Wants more help in deciding how to use their budget/services:</i>	<i>Table 53</i>	20	35%	379	38%	 -3%	Within Average Range

Relationships

People have friends and relationships.

There are seven Relationship indicators:

1. The proportion of people who have friends and caring relationships with people other than support staff and family members.
2. The proportion of people who have a close friend, someone they can talk to about personal things.
3. The proportion of people who are able to see their (a) families and (b) friends whenever they want.
4. The proportion of people who talk to their neighbors.
5. The proportion of people who feel lonely.
6. The proportion of people who can go on a date if they want to.
7. The proportion of people who report they get to help others.

Tables 56 through 63 present the results for these seven core indicators. The corresponding charts show un-collapsed averages.

Relationships

Condensed Measures

Relationships	Reference	UTAH		NCI		Difference	Classification
		N	%	N	%		
<i>Has friends who are not staff or family members:</i>	Table 56	272	81%	8,731	77%	4%	Within Average Range
<i>Has a best friend</i>	Table 57	269	87%	8,476	80%	7%	Significantly Above Average
<i>Has family they see and the support needed to see their family when they want:</i>	Table 58	250	81%	7,993	79%	2%	Within Average Range
<i>Has Friends and the support needed to see their friends when they want:</i>	Table 59	271	82%	7,934	78%	4%	Within Average Range
<i>Can go on a date if they want or can date with some restriction:</i>	Table 60	235	87%	6,826	84%	3%	Within Average Range
<i>Talk with their neighbors at least some of the time:</i>	Table 61	276	72%	8,644	68%	4%	Within Average Range
<i>Feel lonely at least half the time:</i>	Table 62	252	45%	8,486	41%	4%	Within Average Range
<i>Can help other people if they want:</i>	Table 63	273	92%	8,571	86%	6%	Significantly Above Average

Satisfaction

People are satisfied with the services and supports they receive.

There are six Satisfaction indicators:

1. The proportion of people satisfied with where they live.
2. The proportion of people who would like to live somewhere else.
3. The proportion of people who are satisfied with their paid community job.
4. The proportion of people who have a paid community job who would like to work somewhere else.
5. The proportion of people who are satisfied with their day program or other daily activity.
6. The proportion of people who go to a day program or have another daily activity who would like to go somewhere else or do something else during the day.

Tables 64 through 70 present items that correspond to the Satisfaction domain. The corresponding charts show un-collapsed averages.

Satisfaction

Condensed Measures

Satisfaction	Reference	UTAH		NCI		Difference	Classification
		N	%	N	%		
<i>Like their home:</i>	<i>Table 64</i>	279	86%	8,857	90%	-4%	Within Average Range
<i>Like their neighborhood:</i>	<i>Table 65</i>	276	89%	8,668	88%	1%	Within Average Range
<i>Would like to live somewhere else:</i>	<i>Table 66</i>	278	35%	8,658	26%	9%	Significantly Above Average
<i>Have a paid job in the community and likes where they work:</i>	<i>Table 67</i>	65	89%	1,307	92%	-3%	Within Average Range
<i>Have a job in the community and want to work somewhere else:</i>	<i>Table 68</i>	66	27%	1,292	28%	-1%	Within Average Range
<i>Attend a day program or activity and like where they go or what they do during the day:</i>	<i>Table 69</i>	179	89%	6,136	90%	-1%	Within Average Range
<i>Attend a day program or activity and want to go someplace else or do something different during the day:</i>	<i>Table 70</i>	169	36%	5,900	31%	5%	Within Average Range

Service Coordination

Service coordinators are accessible, responsive, and support the person's participation in service planning.

There are seven Service Coordination indicators:

1. The proportion of people who have met their service coordinators.
2. The proportion of people reporting that their service coordinators ask them what they want.
3. The proportion of people reporting that service coordinators help them get what they need.
4. The proportion of people who report that their service coordinator calls them back right away.
5. The proportion of people whose support workers come when they are supposed to.
6. The proportion of people who get the help they need to work out problems with their support workers.
7. The proportion of people who report that they helped make their service plan.

Tables 71 through 77 present the results for these seven core indicators. The corresponding charts show un-collapsed averages.

Additionally: Utah had two additional questions added to the Service Coordination section.

1. Do you like your Support Coordinator?
2. Do you like your staff?

Service Coordination

Condensed Measures

Service Coordination	Reference	UTAH		NCI		Difference	Classification
		N	%	N	%		
<i>Met their support coordinator:</i>	<i>Table 71</i>	275	98%	8,432	94%	4%	Significantly Above Average
<i>Support coordinator asks them what they want:</i>	<i>Table 72</i>	256	90%	7,814	87%	3%	Within Average Range
<i>Support Coordinator helps them get what they need:</i>	<i>Table 73</i>	255	91%	7,454	88%	3%	Within Average Range
<i>Support Coordinator calls them back right away:</i>	<i>Table 74</i>	192	74%	5,322	75%	-1%	Within Average Range
<i>Staff come when they are supposed to:</i>	<i>Table 75</i>	267	94%	7,237	93%	1%	Within Average Range
<i>Get the help they need to work out problems they have with their staff:</i>	<i>Table 76</i>	246	91%	6,185	91%	0%	Within Average Range
<i>Helped make their service plan:</i>	<i>Table 77</i>	241	91%	7,485	85%	6%	Significantly Above Average

Additional Questions: Utah only, no NCI state comparison

1. Do you like your Support Coordinator?
 - a) Yes (97.1%, N=272)
 - b) Maybe, not sure (1.8%, N=5)
 - c) No (1.1%, N=3)

2. Do you like your Staff?
 - a) Yes (93.5%, N=261)
 - b) Maybe, not sure (6.1%, N=17)
 - c) No (0.4%, N=1)

Access

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

There are three Access indicators:

1. The rate at which people report that they get the services they need.
2. The proportion of people who report having adequate transportation when they want to go somewhere.
3. The proportion of people who feel their support staff have been appropriately trained to meet their needs.

Tables 78 through 81 present the results from the Access sub-domain. Table 80 presents modes of transportation used. The corresponding charts show un-collapsed averages.

Access

Condensed Measures

Access	Reference	UTAH		NCI		Difference	Classification
		N	%	N	%		
<i>Get the services they need:</i>	<i>Table 78</i>	397	87%	12,412	82%	 5%	Significantly Above Average
<i>Always have a way to get places when they want to go somewhere:</i>	<i>Table 79</i>	267	84%	8,614	83%	 1%	Within Average Range
<i>Staff have adequate training to meet individual's needs:</i>	<i>Table 81</i>	378	94%	10,545	92%	 2%	Within Average Range

Health

People secure needed health services.

The Health indicators are collected with the Background Information section of the Adult Consumer Survey. The 12 core Health indicators are:

1. The proportion of people who have a primary care doctor.
2. The proportion of people who had a complete annual physical exam in the past year.
3. The proportion of people described as having poor health.
4. The proportion of people who had a routine dental exam in the past year.
5. The proportion of people who had a vision screening in the past year.
6. The proportion of people who had a hearing test in the past 5 years.
7. The proportion of women 18 and over who had a Pap test in the past 3 years.
8. The proportion of women 40 and over who had a mammogram in the past 2 years.
9. The proportion of men 50 and over who had a PSA test in the past year.
10. The proportion of people age 50 and older who had a screening for colorectal cancer in the past year.
11. The proportion of people who had a flu vaccination in the past year.
12. The proportion of people who have ever had a vaccination for pneumonia.

Tables 82 through 93 present the results for these 12 core indicators. The corresponding charts show un-collapsed averages.

Health

Condensed Measures

Health/Medications	Reference	UTAH		NCI		Difference	Classification
		N	%	N	%		
<i>Have a primary care doctor</i>	Table 82	396	97%	12,853	98%	 -1%	Within Average Range
<i>Are in poor health</i>	Table 83	405	6%	12,406	4%	 2%	Within Average Range
<i>Had a complete physical exam in the past year:</i>	Table 84	337	80%	12,180	89%	 -9%	Significantly Below Average
<i>Had a dental exam in the past year:</i>	Table 85	292	68%	11,073	80%	 -12%	Within Average Range
<i>Had an eye exam in the past year:</i>	Table 86	217	51%	10,007	57%	 -6%	Within Average Range
<i>Had a hearing test in the past five years:</i>	Table 87	168	46%	7,626	56%	 -10%	Within Average Range
<i>Had a Pap test in the past three years:</i>	Table 88	72	57%	3,797	68%	 -11%	Within Average Range
<i>Had a mammogram in the past two years:</i>	Table 89	25	72%	2,168	74%	 -2%	Within Average Range
<i>Had a PSA test in the past year:</i>	Table 90	21	57%	1,390	47%	 10%	Within Average Range
<i>Had a colorectal cancer screening in the past year:</i>	Table 91	36	14%	2,527	22%	 -8%	Within Average Range
<i>Had a flu vaccine in the past year:</i>	Table 92	242	84%	9,411	76%	 8%	Significantly Above Average
<i>Ever had a pneumonia vaccine:</i>	Table 93	157	41%	7,205	36%	 5%	Within Average Range
<i>Take medication for at least one of the following: mood disorders, anxiety, behavior problems, and/or psychotic disorders:</i>	Table 94	394	60%	12,445	53%	 7%	Significantly Above Average

Wellness

People are supported to maintain healthy habits.

There is one Wellness indicator collected with the Background Information section of the Adult Consumer Survey:

1. The proportion of people who maintain healthy habits in such areas as:
 - a) Exercise
 - b) Weight
 - c) Smoking

Tables 95 through 97 present the results for these three core indicators. Table 96 presents simple proportions for the four BMI categories.

The corresponding charts show un-collapsed averages.

Wellness

Condensed Measures

Wellness	Reference	UTAH		NCI		Difference	Classification
		N	%	N	%		
<i>Engage in regular physical activity:</i>	<i>Table 95</i>	400	26%	12,212	22%	 4%	Within Average Range
<i>Chew or smoke tobacco:</i>	<i>Table 97</i>	398	5%	12,597	7%	 -2%	Within Average Range

Respect and Rights

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

There are four Respect and Rights indicators:

1. The proportion of people whose basic rights are not respected by others, including:
 - a) People enter the home without permission
 - b) People enter bedroom without permission
 - c) Restrictions on being alone with others
 - d) Mail gets opened without permission
 - e) Restrictions on using the phone or Internet
2. The proportion of people who report satisfaction with the amount of privacy they have.
3. The proportion of people indicating that most support staff treat them with respect.
4. The proportion of people who have participated in a self-advocacy group meeting, conference, or event.

Tables 98 through 105 present items from the Respect and Rights sub-domain. The corresponding charts show un-collapsed averages.

Respect and Rights

Condensed Measures

Respect and Rights	Reference	UTAH		NCI		Difference	Classification
		N	%	N	%		
<i>People let them know before entering home:</i>	<i>Table 98</i>	254	89%	8,548	89%	 0%	Within Average Range
<i>People let them know before entering bedroom:</i>	<i>Table 99</i>	240	84%	8,252	82%	 2%	Within Average Range
<i>Can be alone at home with friends or visitors:</i>	<i>Table 100</i>	373	75%	11,307	80%	 -5%	Within Average Range
<i>Have enough privacy at home:</i>	<i>Table 101</i>	242	95%	8,124	91%	 4%	Within Average Range
<i>Others never read the individual's mail without permission:</i>	<i>Table 102</i>	320	87%	10,626	85%	 2%	Within Average Range
<i>Can use phone and internet without restriction:</i>	<i>Table 103</i>	309	86%	9,807	90%	 -4%	Within Average Range
<i>Staff at home, work, and/or day activity or program treat individuals with respect:</i>	<i>Table 104</i>	265	92%	7,507	93%	 -1%	Within Average Range
<i>Has attended a self-advocacy event or chose not to:</i>	<i>Table 105</i>	328	34%	9,746	31%	 3%	Within Average Range

Safety

People are safe from abuse, neglect, and injury.

There are two Safety indicators:

1. The proportion of people who report that they never feel scared or afraid in their home, neighborhood, workplace, and day program/daily activity.
2. The proportion of people who report having someone to go to for help when they feel afraid.

Tables 106 through 109 present the results for the four survey items measuring these indicators. The corresponding charts show un-collapsed averages.

Safety

Condensed Measures

Safety	Reference	UTAH		NCI		Difference	Classification
		N	%	N	%		
<i>Rarely feel afraid or scared in their home:</i>	<i>Table 106</i>	269	70%	8,723	81%	 -11%	Significantly Below Average
<i>Rarely feel afraid or scared in their neighborhood:</i>	<i>Table 107</i>	264	83%	8,592	85%	 -2%	Within Average Range
<i>Rarely feel afraid or scared at their work or day program:</i>	<i>Table 108</i>	227	81%	7,026	87%	 -6%	Within Average Range
<i>Have someone to go to for help if they ever feel afraid:</i>	<i>Table 109</i>	262	94%	6,760	92%	 2%	Within Average Range