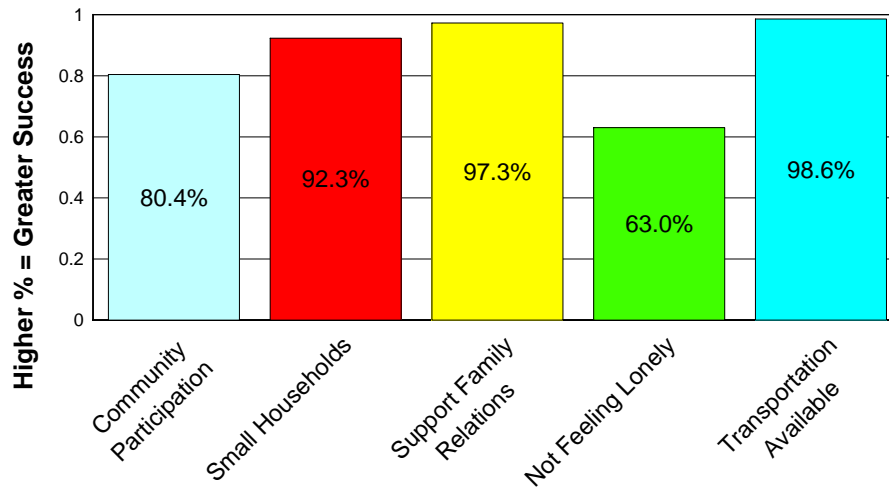


Domain #1 COMMUNITY INCLUSION & RELATIONSHIPS

Summary Performance of Indicators in Domain 1



Domain One, **Community Inclusion & Relationships**, focuses on the areas of community participation, belonging, and relationships for individuals with developmental disabilities. Data for four this Domain was derived from the Adult Consumer Outcomes Survey.

For individuals with developmental disabilities, participating in their communities while forming and maintaining relationships is essential to the success of a community-based system such as New Hampshire's. Although all consumers participate in some community activities, in FY03, 80.4% of consumers surveyed reported that they were involved in a full range of community activities. Although this is not a low level of satisfaction, it is an area that does need continuous attention statewide.

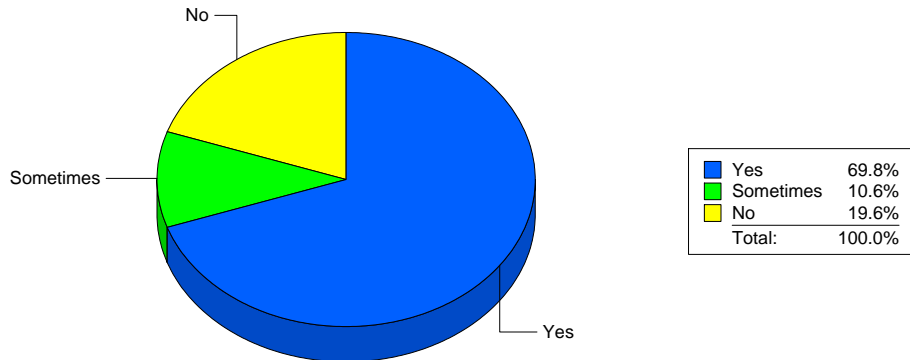
The finding that 92.3% of consumers living in homes with three or fewer consumers is a positive affirmation that providing residential supports in individualized settings within the community is a core principle of the system. Although performance with respect to this indicator has been very positive, the system needs to maintain its vigilance to avoid setbacks during fiscally difficult times.

As in previous years, a very high percentage (97.3%) of the individuals report that they received the support they need to keep in touch with families and friends. However, 37% of individuals also indicated that they feel lonely. Demonstrating the need for further systemic efforts to support people to have greater community involvement, social and recreational opportunities, and establish more friendships.

The survey findings with respect to the availability of transportation continue to be positive. New Hampshire has very limited public transportation. Not only has the service system had to invest significant resources (funds and time), but Providers, staff, and families have also been forced to play a crucial role in addressing the transportation needs of the individuals. It is likely that as further efforts are made to increase people's community involvement and social opportunities, greater challenges will be encountered in providing transportation.

Indicator #1: The proportion of people with developmental disabilities involved/participating in their communities increases.

Individuals involved in community activities

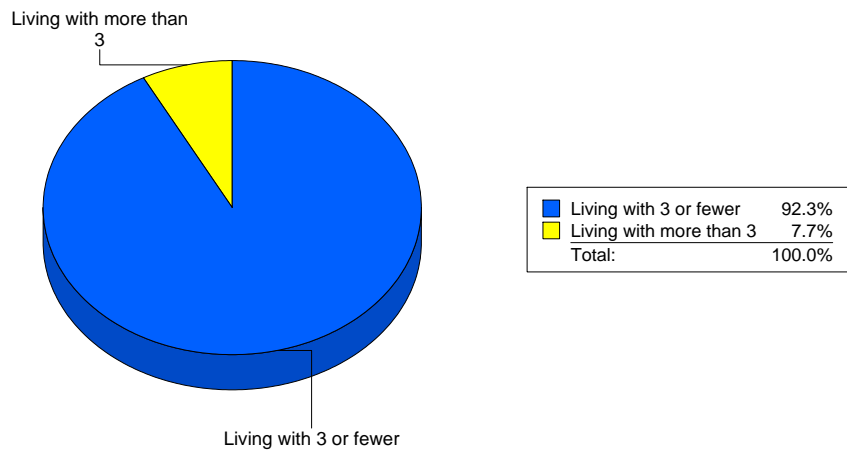


Total All Answers
1,616

Comments: After two years of significant progress, there has been a leveling off in this area. New Hampshire's developmental disability system needs to continue to work hard to achieve greater community participation for those individuals that report minimal involvement/participation.

Indicator #2: The percentage of individuals in certified residences living with a total of three or fewer people increases.

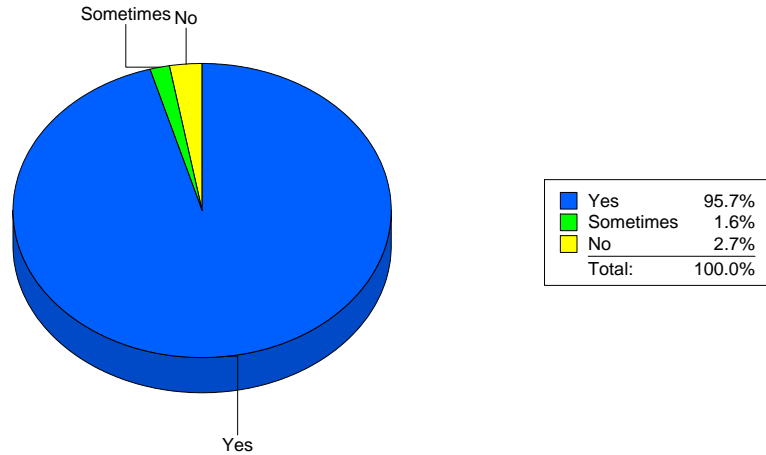
Individuals in certified housing



Comments: In spite of a very slight decline, the percentage of people living in smaller and individualized service arrangements continues to be high.

Indicator #3: The proportion of people who report that they get the support they need to keep in touch with family and friends increases.

Individuals who get support to stay in touch

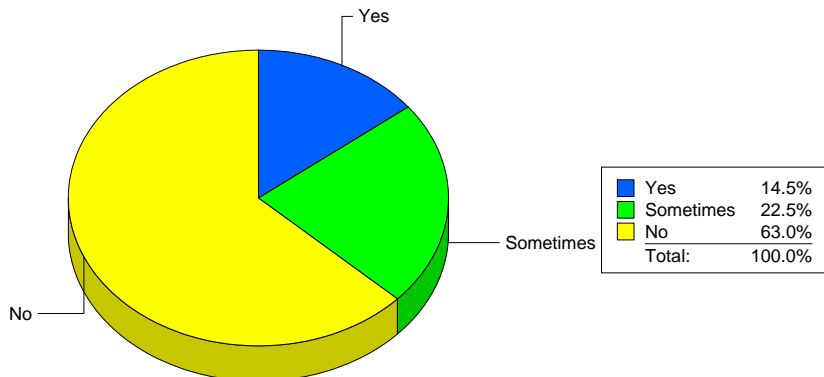


Total All Answers
184

Comments: The consistent success for this very important indicator over the last four years is encouraging. Relationships and social connections are essential to all individuals. With over 97% of consumers reporting that they get the support they need to maintain their relationships, the System's commitment and strong performance are clearly demonstrated.

Indicator #4: The proportion of participants who report not feeling lonely increases.

Individuals reporting if they feel lonely

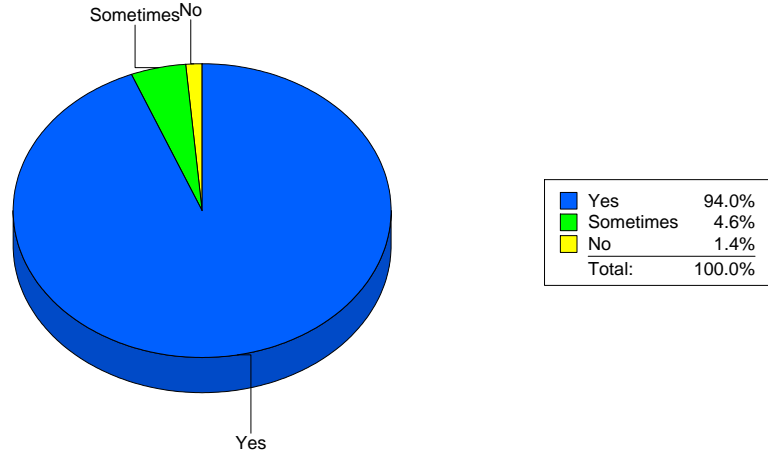


Total All Answers
200

Comments: It is exciting that this indicator has seen nearly a 14 percentage point improvement. New Hampshire is a rural state and it can be a challenge for all individuals to get out into the community or connect with others to keep their feelings of loneliness at bay. While it is a difficult indicator to affect through the System, it remains an area of high focus statewide and will continue to be monitored.

Indicator #5: The proportion of individuals who report that transportation is available for community participation increases.

Individuals answer transportation is available



Total All Answers
634

Comments: The constant rise of this indicator is an interesting result for the System. Transportation can be a challenge in a state with little or no public transportation within its communities. A satisfaction rating of 99% where consumers are feeling that they have the transportation they need to get where they need to be has been a pleasant surprise for the System. However, it doesn't quantify how much or from where this transportation is provided, through natural supports or paid providers.