

# *New Hampshire Quality Outcomes Partnership*

## *Fiscal Year 2003 Report*

*(July 1, 2002 to June 30, 2003)*



*A Collaboration Between:*

*Community Support Network, Inc.*

*State of New Hampshire, Division of Developmental Services*

# *New Hampshire Quality Outcomes Partnership*

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*December, 2003*

*New Hampshire Quality Outcomes Partnership  
Fiscal Year 2003 Report*

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## INTRODUCTION AND BACKGROUND

This publication marks the fourth consecutive year that a report has been issued that looks critically at the services offered to individuals and their families by the New Hampshire developmental disabilities system. The New Hampshire Quality Outcomes Partnership (NHQOP) was formed by the New Hampshire Division of Developmental Services (NHDDS) and Community Support Network, Inc. (CSNI) to develop a set of common indicators to measure the quality of developmental services in New Hampshire. The development of these indicators was an inclusive process. Multiple feedback forums were held across the state where input into the design of the indicators and the process for collecting information was received from individuals with developmental disabilities and their families, staff, and providers of service. The purpose of this input was to gather information about what is important to individuals with developmental disabilities and their families, and how to best collect and report on that information. Through this feedback process, the initial set of indicators to measure the quality of the developmental services system in New Hampshire was selected.

Pilots of the data collection were conducted in two of the twelve developmental services regions in 1999. Issues with the design of the indicators and data collection were reviewed and a number of indicators were changed or deferred. In the spring and summer of 2000, the first statewide data collection effort commenced. This effort included collecting information from nine different data sources, including interviews with individuals and surveys distributed to families and service providers. This report represents the fourth year of statewide data collection and provides for a four-year comparison of data to begin to see trends in the system.

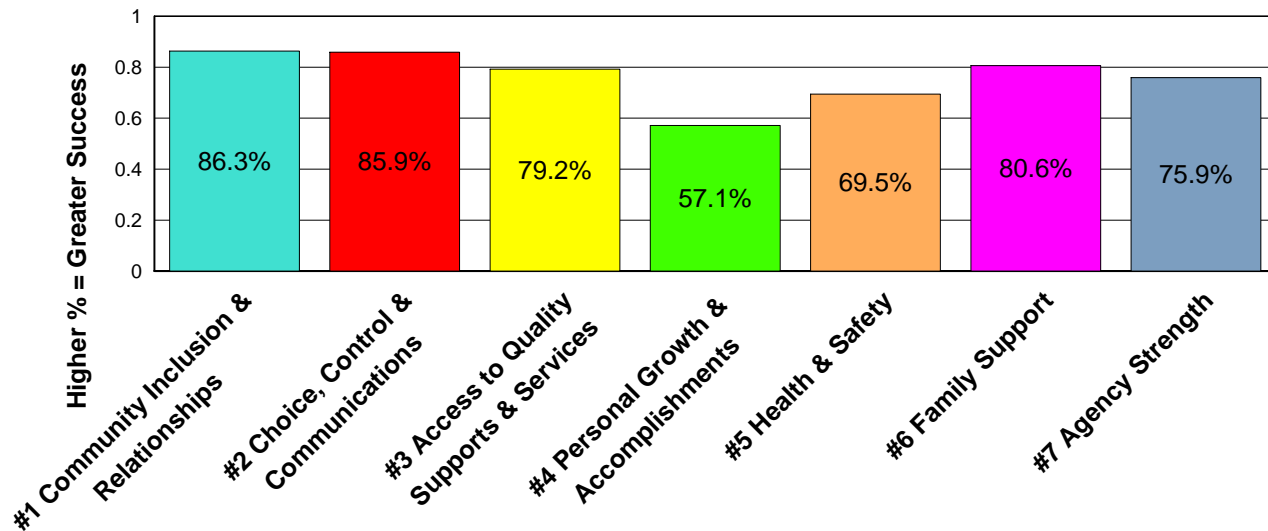
The success the NHQOP report initiative continues to experience is due to the collaborative efforts of everyone involved in this partnership. NHDDS, CSNI, Area Agencies, the Private Provider Network, and Decision Analysts work together to refine the process and maximize consistency in the data collection and reporting.

Funding for the initial two years of the NHQOP was provided by the State of New Hampshire, Health Care Transition Fund. NHDDS and CSNI have provided continued financial support to ensure the success of this partnership.

What follows is a summary of the NHQOP Fiscal Year 2003 Report. A full version of this report, which includes reporting and analysis on individual indicators, is available at <http://www.csni.org/NHQOP/>. For print copies, please call CSNI at (603) 229-1982 or email a request to [info@csni.org](mailto:info@csni.org).

# Introduction to Report from New Hampshire Quality Outcomes Partnership

## Summary Performance of All Domains



The NHQOP is measuring and reporting on 67 indicators that show how the developmental services system is performing and what qualitative and quantitative results are being achieved. The statistical accuracy of the measurements is important to give the reader confidence that the data is giving a true picture of the system's performance. Based on the fact that the vast majority of the questions used to measure the indicators have 5 multiple-choice answers, the following confidence levels and accuracy ranges apply. When the sample size is 97 or greater, the confidence level that the measurement is accurate is 95% to within +/- 5%. When the sample size is 385 or greater, the confidence level that the measurement is accurate is 95% to within +/- 2.5%. As each indicator lists the total number of answers, the reader can judge the accuracy of the reported results on any specific indicator. For some of the indicators, data was pulled from multiple questions on the survey instruments. For these, the "total all answers" is the total number of responses used from all of the applicable questions. This explains why some indicators have larger total number of answers than others.

The developmental services system performed at a satisfaction level higher than 85% in Domain 1: Community Inclusion & Relationships; and Domain 2: Choice, Control & Communications. A 75% or greater satisfaction rate was achieved in Domain 3: Access to Quality Supports & Services; Domain 6: Family Support; and Domain 7: Agency Strength. The Domains with the lowest satisfaction ratings were Domain 5: Health & Safety (69.5%); and Domain 4: Personal Growth, Accomplishments (57.1%).

The top ten indicators with the highest rates of satisfaction reported for the developmental disabilities system in FY03 were:

1. The number of people receiving residential services safe and free from crime at 99.4%;
2. The number of people who feel their dentist is respectful at 99.4%;
3. The percentage of providers who solicit family/consumer feedback at 98.9%;

## **Introduction to Report from New Hampshire Quality Outcomes Partnership**

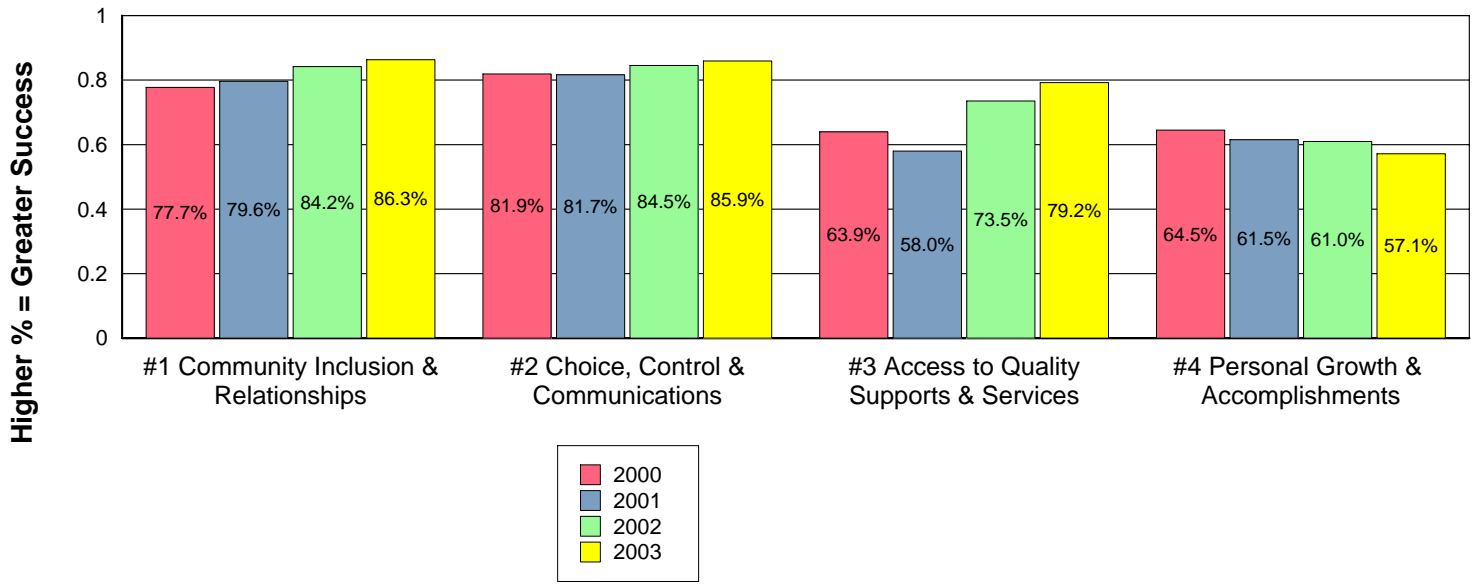
4. The availability of transportation for individuals to participate in community activities 98.6%;
5. The individuals remaining free of serious injuries at 97.6%;
6. The people who are satisfied with their daily activities at 97.6%;
7. The proportion of individuals receiving residential services and supports that like where they are living at 97.6%;
8. The proportion of people who get the support they need to keep in touch with family and friends at more than 97.3%;
9. The proportion of individuals reporting they feel safe in their homes and neighborhoods at 96.3%; and
10. The number of families satisfied with respite services at 95.3%.

The ten indicators with lowest satisfaction ratings suggesting a need for improvement in FY03 were:

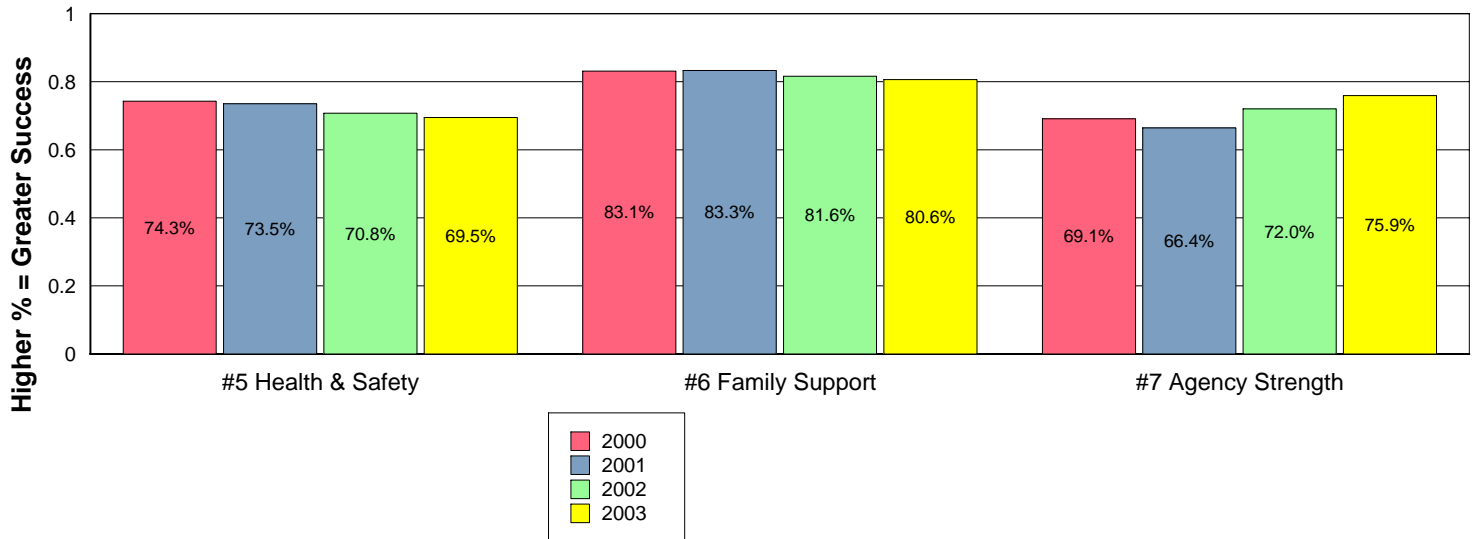
1. The percentage of individuals receiving employer provided benefits at 13.7%;
2. The consumers working more than 20 hours per week at 16.6%;
3. The percentage of jobs providing direct employer/co-worker support for one or more hours per week at 29.7%;
4. The proportion of families who can work outside the home even though there are caretaking responsibilities at 35.7%;
5. The level of understanding by both individuals and third parties on how to initiate a formal complaint at 52.5% and 41.9%, respectively;
6. The consumers and third parties understanding of their rights at 58% and 45%, respectively;
7. The percentage of families satisfied with after school activities at 45.3%;
8. The families who are satisfied with the availability of adaptive communication technology at 49.4%;
9. The proportion of individuals employed out of all who desire employment at 49.5%; and
10. The families who are satisfied with the level of accessibility of their home at 57.9%.

**Introduction to Report from New Hampshire Quality Outcomes Partnership**

**Fiscal Year Comparison of Summary Performance - Domains 1, 2, 3, 4**



**Fiscal Year Comparison of Summary Performance - Domains 5, 6, and 7**



## **Fiscal Year Comparison of Summary Performance of All Domains**

The 2003 edition of the NHQOP report represents the fourth year of reporting on 67 indicators of quality within the developmental services system in the State. The goal of the system is to provide the highest level of quality supports and services to individuals with disabilities and their families. In order to measure improvements, it is necessary to compare data from year to year. Because there are many indicators contained within a Domain, it may be necessary to look at the details to better understand each overall percentage. The previous graph offers an overall picture of how each domain measured from FY00 through FY03.

Since the closing of the State's only institution in 1991, the developmental services system in New Hampshire has been committed to helping individuals with disabilities become active members of their communities and form meaningful and lasting relationships that foster their natural inclusion in the community. Given this commitment to community inclusion, it is encouraging that Domain One, Community Inclusion & Relationships, has shown steady improvement in the four years of reporting. Personal relationships are important to anyone's overall well being. It can be difficult for people with disabilities to maintain relationships with their friends and family as scheduling and transportation for visits can be problematic. The availability of transportation being reported at 98.6% to allow for community participation and 97.3% of consumers feeling supported by the area agencies to keep in touch with family and friends is excellent news for the system, consumers, and families alike.

Individuals and families need to have the support necessary to exercise choice and control over their lives. Domain Two is related to these concepts and has shown a slow but steady increase of 4% over the past four years. In FY03, there was an increase in satisfaction shown in four of the six indicators with the most significant improvement seen in the area of assistive technology with a nearly 5% increase in satisfaction. Also on a positive note, the percentage of individuals who like where they are living remained high at 97.6%. Areas of needed improvement continue to include the ability to exercise choice, which remained low at 67.2%, and the opportunity to control one's own spending money, which was unchanged at 81.8%.

Domain Three focuses on the access to quality supports and services in the developmental services system by both consumers and families. There has been more than a 15% increase in this domain from FY00 to FY03. All indicators in this domain showed improvement over FY02 data, with the most significant increase seen in the area of access to needed services. Satisfaction in this indicator jumped from 52.1% to 78.9%. Areas of concern continue to be satisfaction with service coordination at 69.1% and staff turnover at 30%.

Domain Four reports on the employment of consumers. There has continued to be a decline in this Domain each year. While consumers report high rates of satisfaction with their daily activities, the rates of job satisfaction, number employed, number of hours worked, and employer support have seen declines each year. Although this may in part be due to the stagnant economy in New Hampshire, there is much work to be done in this area.

## **Fiscal Year Comparison of Summary Performance of All Domains**

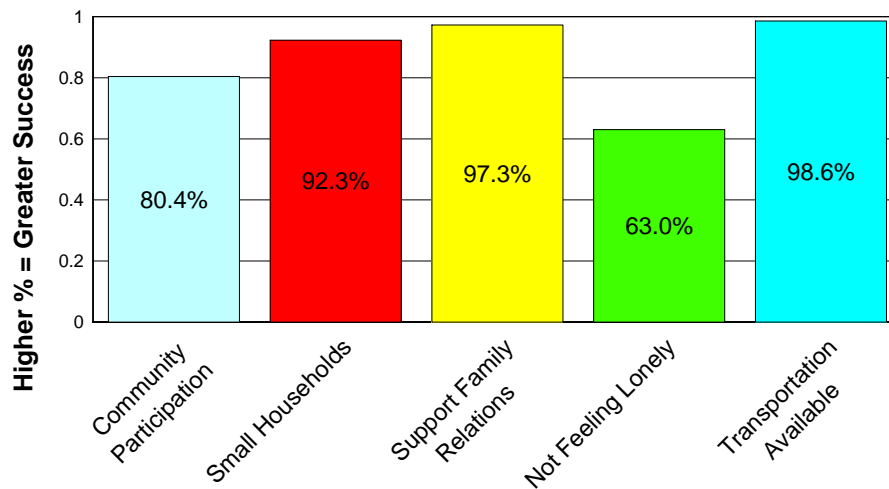
Assuring the health and safety of individuals with disabilities is a high priority for the developmental services system. Domain Five includes nine indicators that address these topics. It is troubling that this Domain has seen a steady decline from fiscal year to fiscal year. It is positive that 96.3% of consumers report feeling safe in their home and neighborhood but this is a decline from 98% in FY02. The low rate of consumers who are victims of crime is important to maintain as well as those who do not experience major injuries. There continues to be a need for some improvement in the way information is being delivered to both consumers and third parties (family, guardians, staff) regarding their rights and the process of initiating formal complaints.

The largest domain in the NHQOP report is Domain Six with indicators related to Family Support within the developmental disabilities system. Though this Domain has seen an overall decline in satisfaction, there were nearly an equal number of increased and decreased satisfaction rates within the individual indicators. A positive trend was seen in satisfaction with respite services while home accessibility continues to be a concern.

Domain Seven is a summary of ten indicators that measure area agency strength, six pertaining to agency financial condition, and four to agency staffing issues. Collectively, this domain rating has shown steady improvement. The financial indicators continue to be of concern for some agencies as it is evidence that agencies are providing more services with less funding resources. The most significant improvement was in the area of positive operating results, which increased from 72.7% in FY02 to 91.7% in FY03.

## 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.

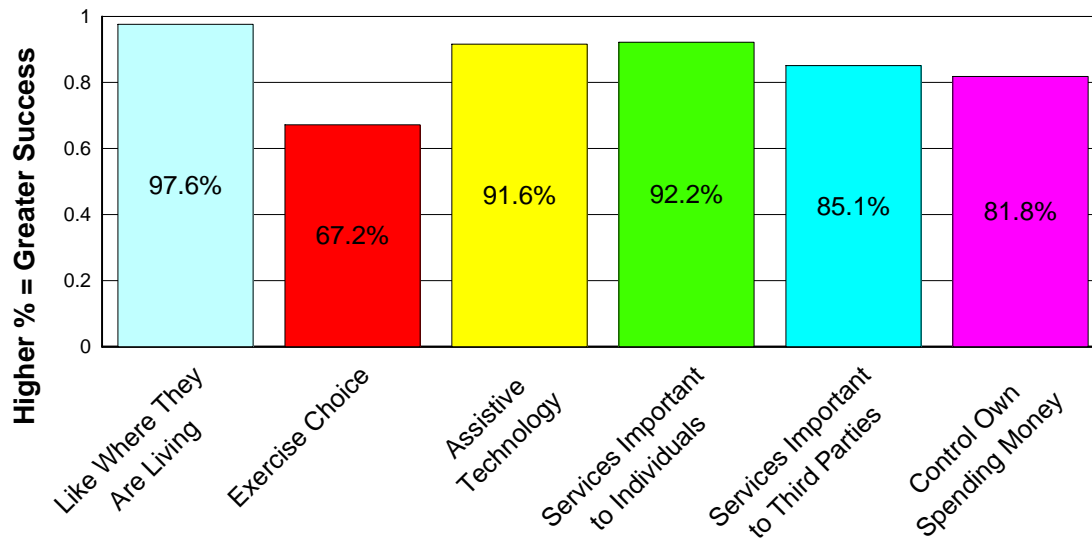
The finding that 92.3% of consumers living in homes with three or fewer consumers is a positive affirmation that providing residential supports in individualized settings within the community is a core principle of the system. Although performance with respect to this indicator has been very positive,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

## Domain #2 CHOICE, CONTROL & COMMUNICATION

### Summary Performance of Indicators in Domain 2



Domain Two, **Choice, Control & Communication**, focuses on the opportunity of individuals with developmental disabilities to exercise choice, control their lives, and to communicate their feelings in these areas to others. Data for this domain was derived from the Adult Consumer Outcomes Survey.

In this year's survey, nearly all (97.6%) individuals reported that they like where they are living. In spite of this overall satisfaction rate, the results also indicate that one third of the individuals are not getting the opportunity to exercise choice in deciding where to live, with whom to live, in selection of providers and staff, daily routines and social/recreational activities. It is important that New Hampshire's area agency system continue to provide the individuals it serves with the opportunities and supports to enable them to make their own decisions regarding all facets of their lives including services received.

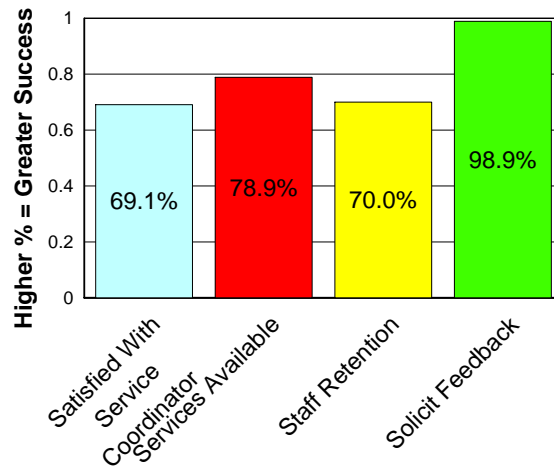
With respect to assistive technology service, there was improvement of nearly 5% in satisfaction. It is very encouraging that the System is moving in the right direction, because the ability to communicate, be mobile, and to be as independent as possible is so important,

Overall, the great majority of survey respondents indicated that service agreements addressed issues that are important to individuals. As in the previous years, there is a 7% discrepancy between the level of satisfaction that consumers report and what third parties report on the importance of the things contained in their service agreement. 92.2% of consumers responding reported being satisfied that their service agreement is about the things that are important to them, while only 85.1% of third parties (family members, guardians, staff) responded positively to the same issue.

The ability to decide how and when to use personal financial resources is important to the overall level of choice and control one has over his or her life. 81.8% of consumers reporting that they control their own spending money indicates good performance but also room for improvement.

## Domain #3 ACCESS TO QUALITY SUPPORTS & SERVICES

### Summary Performance of Indicators in Domain 3



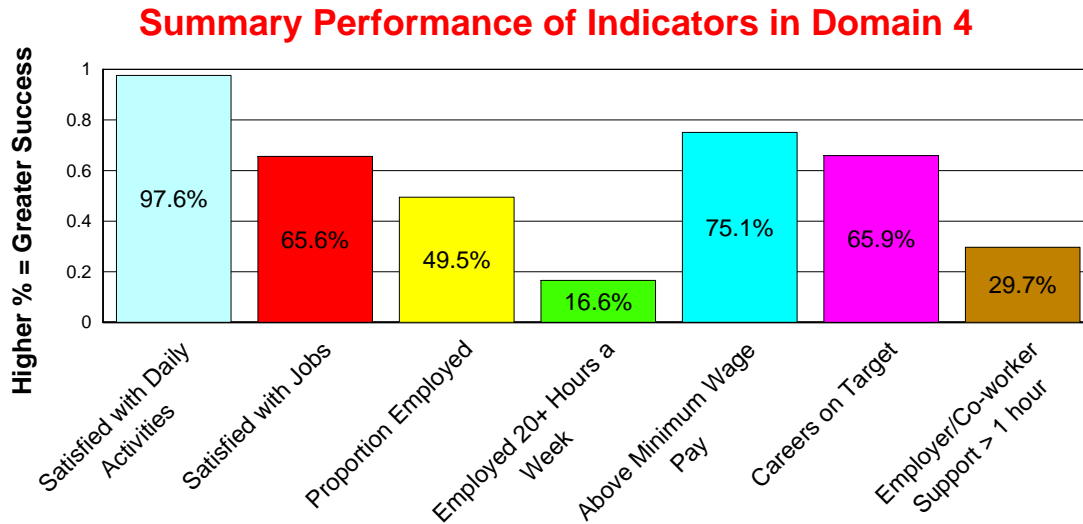
Domain Three, **Access to Quality Supports & Services**, relates to how long an individual with a disability must wait for services and the quality of services once accessed. Information for this domain was derived from the waiting list data collected by NHHDS and the Provider Survey.

Nearly 70% of those surveyed reported satisfaction with their current service coordinator. While this represents a significant level of satisfaction, more than 30% of those surveyed are not satisfied with their current service coordinator. Work must be done to assess the reasons for this high level of dissatisfaction and to initiate steps to increase satisfaction. 78.9% of those surveyed feel that they have access to "needed" supports and services. For this reporting period, the staff retention rate remained fairly stable at 70%, with turnover being experienced in 30% of the staff positions.

The number of people on the developmental services waiting list increased from 320 in FY02 to 417 in FY03, and has nearly doubled since FY00. The average length of time an individual waited for services also increased from 391 days to 521 days, and has more than tripled since FY00.

On a very positive note, nearly 98.9% of providers report that they solicit feedback from families and/or consumers. It is important to measure quality and look for ways to improve services through customer feedback.

## Domain #4 PERSONAL GROWTH & ACCOMPLISHMENTS



Domain Four, **Personal Growth & Accomplishments**, focuses on the satisfaction that individuals with a developmental disability expresses about their daily activities. Data for this domain came from the Adult Consumer Outcomes Survey and the Consumer Employment Survey.

It is encouraging that over 97.6% of individuals surveyed reported that they are satisfied with their daily activities and that 65.6% of those surveyed are satisfied with their jobs. An area for focus is the 34.4% who reported that they are not satisfied with their jobs. The system needs to determine the reason for this level of dissatisfaction and plan with these individuals to effect positive change in their lives.

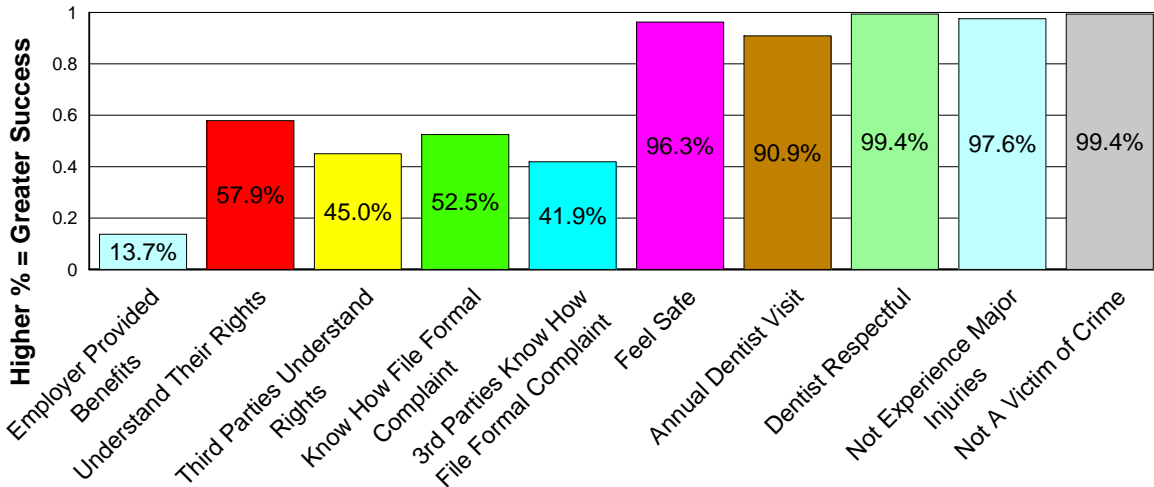
It is of concern that almost 50% of the persons surveyed who expressed a desire to work are unemployed. The economy in FY03 experienced a decline and resulted in high unemployment in New Hampshire. It is discouraging that of those that did work only 16.6% worked more than 20 hours a week.

On the positive side, the average hourly wage for the individuals surveyed is \$5.21, which is above the Federal and New Hampshire minimum wage of \$5.15 an hour. 75.1% of the jobs held by individuals with developmental disabilities paid above minimum wage. The average length of employment of individuals surveyed is over five years. Of those who have terminated their employment during FY03, the average time employed in the job was over two and a half years. 65.9% of those surveyed reported that when they are searching for a job, they are helped to find work that they enjoy or are good at performing.

As New Hampshire moves toward natural supports for individuals who have developmental disabilities, attention must be given to the work place and the influence of the use of co-worker support. Less than 30% of those surveyed reported that their jobs provide one or more hours of co-worker (natural) support.

## Domain #5 HEALTH & SAFETY

### Summary Performance of All Indicators in Domain 5



Domain Five, **Health & Safety**, is an essential aspect of any person's life. Data was generated for this domain from the Adult Consumer Outcomes Survey and the Severe Injury/Crime Reporting Form.

It is somewhat discouraging, yet not surprising, to note that only 13.7% of individuals with developmental disabilities who work receive employer paid benefits. It is hoped that as the level of employment afforded to persons with developmental disabilities increases the proportion of people receiving employer provided benefits will also increase.

Only 57.9% of the individuals surveyed understand their rights. Since 41.1% reported that they do not understand their rights, continued attention must be paid to this to assure that all persons receive information in a format they can understand. Although 52.5% of individuals with disabilities and 41.9% of third parties (family, guardian, staff) surveyed reported that they do not know how to initiate a formal complaint, it is important to note they reported knowing whom to contact at an area agency if they feel their rights have been violated.

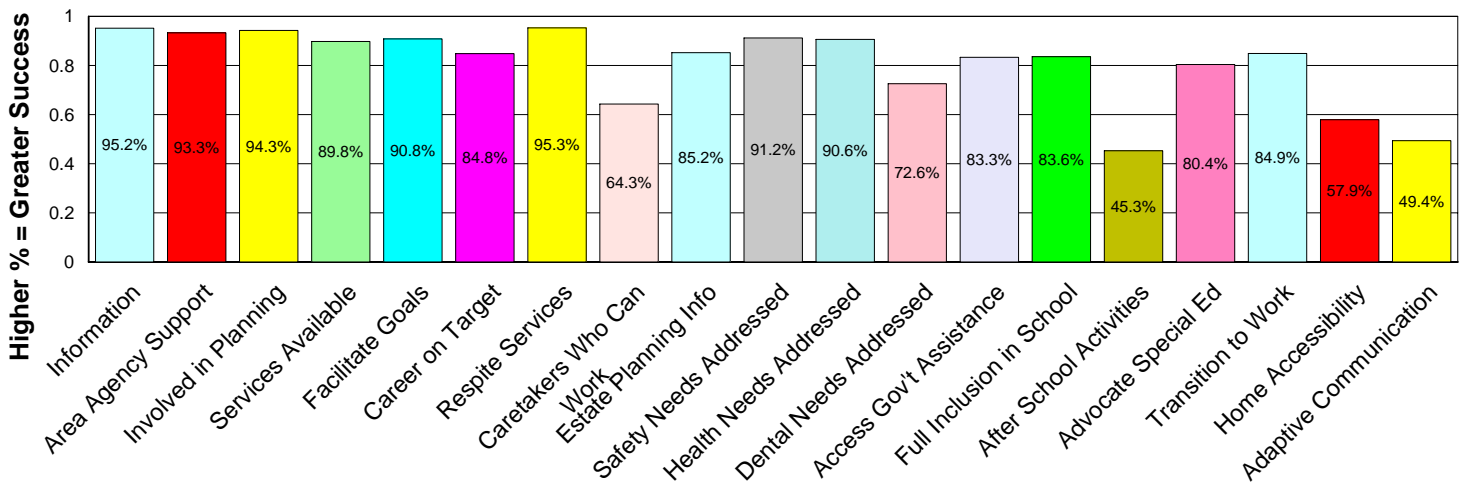
It is encouraging that 96.3% of individuals surveyed reported that they feel safe in their homes and neighborhood. As safety within a person's home and neighborhood is a critical safeguard, continued vigilance in this area is important.

A very high percentage of individuals surveyed, 90.9%, reported that they see a dentist each year and 99.4% reported that they feel their dentist treats them with respect. It is encouraging that these numbers are so high, in spite of the fact that the State of New Hampshire's Medicaid State Plan does not cover routine dental care for adults. As all of the individuals surveyed have community dentists, the high level of respect reported is an indicator of the dental community's acceptance of individuals with disabilities.

Only 2.4% of the individuals who receive day and residential services had a major or serious injury during FY03. While certainly this is a very low percentage, continued effort must be maintained to assure the safety of individuals with developmental disabilities during services. Only 0.6% of the individuals who receive certified residential services were a victim of a crime during FY03.

## Domain #6 FAMILY SUPPORT

### Summary Performance of Indicators in Domain 6



Domain Six, **Family Support**, is the most encompassing domain in the report. There are 19 indicators included in this domain and all data is derived from the Family Survey. This survey is distributed to families who have a family member (over the age of 3) with a developmental disability living at home. In FY03, over 1000 families responded to this survey.

New Hampshire's developmental services system has always been strongly committed to providing the necessary family supports to make it possible for individuals with developmental disabilities to live at home. It is a reflection of this commitment that Domain Six, Family Support, is the most extensive domain in the NHQOP report. In addition to being the largest domain in the report, many of these indicators consistently represent the highest areas of success for the system.

In the areas of providing information and supports, the satisfaction rates remain high, as 95.2% of families reported satisfaction with the information they receive regarding the community supports and services that are available to them. Maneuvering within the community supports and services system can be overwhelming for consumers and families, therefore ensuring that Area Agencies are providing necessary information to them is essential. A 93.3% satisfaction rating for support in directing the planning and carrying out of services and 94.3% in the area of involvement in services planning is positive evidence of the System's commitment to ensuring family participation.

FY03 saw tight economic times for the New Hampshire area agency system and their contract providers. Therefore, the satisfaction rating of 89.8% reported in the area of availability of supports and services, is an indication of the system's commitment to get the most from its resources and dedicate them optimally to the provision of direct services.

Achieving personal goals is important to most individuals. One of an area agency's principal responsibilities to consumers and their families is to facilitate the achievement of their most important goals. A success rate of more than 90.8% in FY03 is satisfactory, but it is important to stay vigilant in this as it is so closely tied to personal well-being.

As with personal goals, an individual's work is important to their overall well-being. 84.8% of respondents reporting that they are satisfied that the focus of their job searches are in areas of their respective talent, gifts, and interests is encouraging, albeit with room for improvement.

Because individuals with developmental disabilities living with their families can often require intensive supports on a 24-hour basis, respite services are an important piece of the System. A satisfaction rating of 95.3% with respite services is a significant accomplishment. However, with 35.7% of the families reporting that they could not work outside the home due to care taking responsibilities, it is clear that the demand for family support services far exceeds available resources.

In the areas concerning estate planning, and assistance with access to government programs, services provided to consumers and families include: information, training, and advocacy. These three services earned satisfaction ratings of over 83%, which is acceptable considering how complicated and involved these can be.

Survey results indicate that a great majority (90.6%) of the families are satisfied with area agency efforts regarding the health and safety needs of their family members. Nevertheless, given the importance of safety, the system still must address the fact that 9% of families report that the safety needs of their family member are not being met.

In the area of dental services, families rate the efforts of area agency and service providers as average (72.6% satisfaction). However, given that Medicaid does not typically cover most routine dental services, the system's performance in this area may still be considered as good.

Other family support services having resulted in positive satisfaction ratings are as follows:

- 83.6% of families reported that they are satisfied with their Area Agency's support of their child's full inclusion in the school system;
- 80.4% of families reported that they are satisfied with their Area Agency's assistance in enabling them to advocate for special education; and
- 84.9% of families reported that they are satisfied with their Area Agency's support for their family member to make the transition from school to work and independent living.

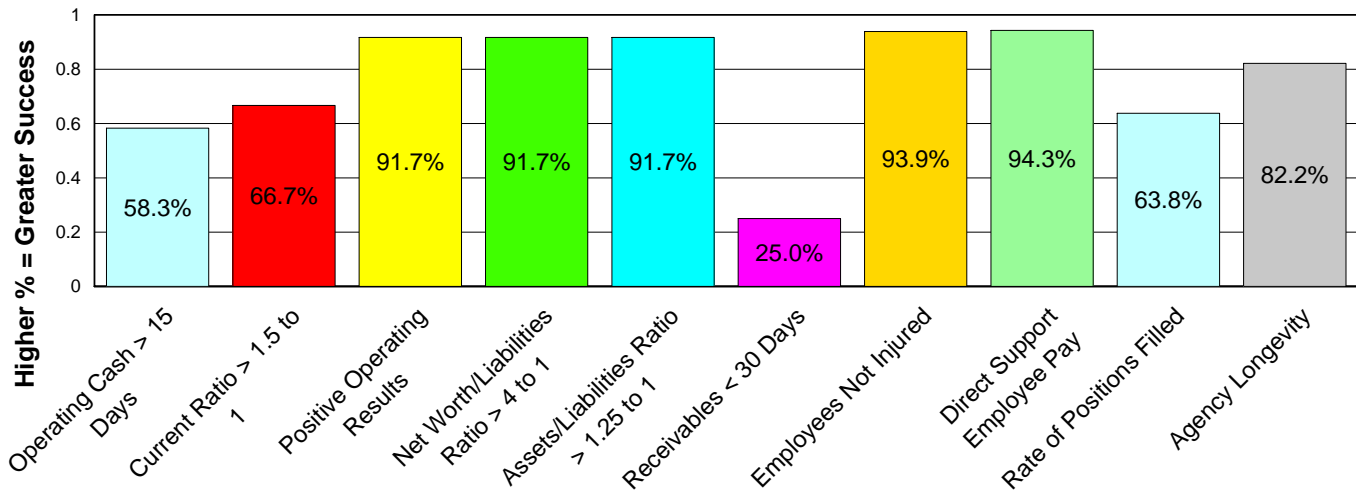
Other findings in this domain include:

- 57.9% of families indicated satisfaction with accessibility of their homes, which means that about 42% of the families could use assistance from the system regarding this area;
- 49.4% of the families indicated their satisfaction with the availability of services for adaptive communication technology; and
- 45.3% of families reported that they are satisfied with their Area Agency's facilitation of their child's after school activities.

These numbers reflect the challenges of the lack of funding and interfacing with other systems in our work with families.

## Domain #7 AGENCY STRENGTH

### Summary Performance of All Indicators in Domain 7



Domain Seven, **Agency Strength**, measures the financial strength of the twelve area agencies, and the history of operations and employee stability of the provider agency system. Information for this domain came from the June 30, 2003 Audit Reports of the area agencies and the Provider Survey.

Financial strength of the area agencies is measured by three criteria:

1. *Liquidity*, which is the term used for an organization's cash at any given time available to meet its immediate bills, is measured by Operating Days Cash, Current Ratio, and Receivable Days;
2. *Net Surplus*, which is the difference (positive or negative) between the Revenues of an organization and its Expenses, measured by positive operating results; and
3. *Balance Sheet Strength*, which is the difference between what is owned (Assets) and what is owed (Liabilities) measured by the ratios of Liabilities divided by Net Worth and Assets divided by Liabilities.

Regarding *Liquidity*, the three measurement indicators (Operating Days Cash, Current Ratio, and Receivable Days) show less weakness in the system as a whole compared to previous years. Seven of twelve area agencies meet the minimum standard for Operating Days Cash (same as 2002), eight (up from six) meet the standard for the Current Ratio. However, nine (down from eleven) of twelve fall below the standard for Receivable Days. Operating Days Cash has increased for the system as a whole, and it is above target for the current ratio (from below last year), however, it continues below target for Receivable Days. The latter means that any delay or interruption in cash flow could have serious detrimental effects on most agencies' ability to meet current financial obligations.

Regarding *Net Surplus*, only one of the twelve area agencies fell below the minimum standard, with one other exactly at the minimum. Collectively, the earnings ratio for the system is significantly above what it was a year ago. This reflects aggressive action taken by area agencies in light of prior year performance, and threatened budget reductions for the coming year.

Regarding *Balance Sheet Strength*, the two measurement indicators show that all but one of the twelve agencies exceed the standard that is considered satisfactory. The system, as a whole, has maintained its strong Balance Sheet Strength for the last four reporting periods.

In FY03, only 6.1% of direct support employees sustained an injury that resulted in medical bills and/or loss of work time. That percentage is a significant improvement over the previous year.

In 2000, the passage of Senate Bill 36 provided a wage increase to direct support employees ensuring an average minimum wage of \$8.67 per hour. Since that time, salaries have continued to erode so that 5.7% of the workforce did not make \$8.00 an hour in FY03. 36.2% of direct support positions were vacant in FY03.

Provider agencies are vital to the developmental services system. A solid agency with experienced professional staff is essential. The percentage of provider agencies that have been in operation for more than ten years in FY03 is 82.2% with 54.4% being in operation over 20 years. Only 17.8% of the agencies have been in operation less than 10 years, which highlights the stability and longevity in agency operations.

## Addendum

There are six indicators that were originally chosen to be included that have been deferred for this year. These indicators may be reported in future reports and include:

- Domain 3, Indicator 9, number of emergency certifications filed per year;
- Domain 3, Indicator 10, number of complaint investigations per number of adult consumers in service coordination;
- Domain 8, Indicator 1, percentage of eligible consumers with MR/DD served in nursing homes;
- Domain 8, Indicator 2, percentage of people found eligible who spend time incarcerated;
- Domain 8, Indicator 3, percentage of people found eligible under 18 years of age who are placed out of the home in child-welfare supported residences; and
- Domain 8, Indicator 4, percentage of people with MR/DD admitted to mental health inpatient facilities.

The decision was made in FY03 to remove ten indicators from reporting consideration when it became apparent that they were not a relevant measure of quality. In addition, questions relative to Early Supports and Services were removed from reporting as that data is captured and reported elsewhere within the system. The permanently removed indicators include:

- Domain 2, Indicator 2, proportion of consumers who own their own dwelling;
- Domain 3, Indicator 6, average age of persons on a waiting list;
- Domain 3, Indicator 7, proportion of adults newly receiving services who were not on a waiting list;
- Domain 5, Indicator 7, proportion of people who know who their doctor is;
- Domain 5, Indicator 11, percentage of persons in residential programs taking psychopharmacological medications;
- Domain 5, Indicator 12, proportion of persons in residential programs taking psychopharmacological medications who have adverse reactions;
- Domain 5, Indicator 14, mortality rate of the MR/DD population compared to the general area population;
- Domain 6, Indicator 14, families reporting that Early Supports and Services are provided in ways that are convenient to them;
- Domain 6, Indicator 15, families satisfied that Early Supports and Services have a positive impact on their child; and
- Domain 6, Indicator 16, families reporting satisfaction with support they received to make the transition from Early Supports and Services to school increases.