

*New Hampshire*

*Quality Outcomes Partnership*

*Fiscal Year 2005 Report*

*(July 1, 2004 to June 30, 2005)*



*A Collaboration Between:*

*Community Support Network, Inc. and State of New*

*Hampshire, Division of Developmental Services*

*New Hampshire Quality Outcomes Partnership  
Fiscal Year 2005 Report*

*Table of Contents*

Introduction and Background .....	i
Summary Performance of All Domains.....	ii
Fiscal Year Comparisons of All Domains .....	iv
Summary Performance Domain 1 – Community Inclusion & Relationships.....	1
Summary Performance Domain 2 – Choice, Control & Communication .....	2
Summary Performance Domain 3 – Access to Quality Supports & Services .....	3
Summary Performance Domain 4 – Personal Growth & Accomplishments.....	4
Summary Performance Domain 5 – Health & Safety.....	5
Summary Performance Domain 6 – Family Support.....	7
Summary Performance Domain 7 – Agency Strength.....	9
Addendum.....	11

## INTRODUCTION AND BACKGROUND

This publication marks the fifth 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 fifth year of statewide data collection and provides for a four-year comparison of data to begin to see trends in the system.

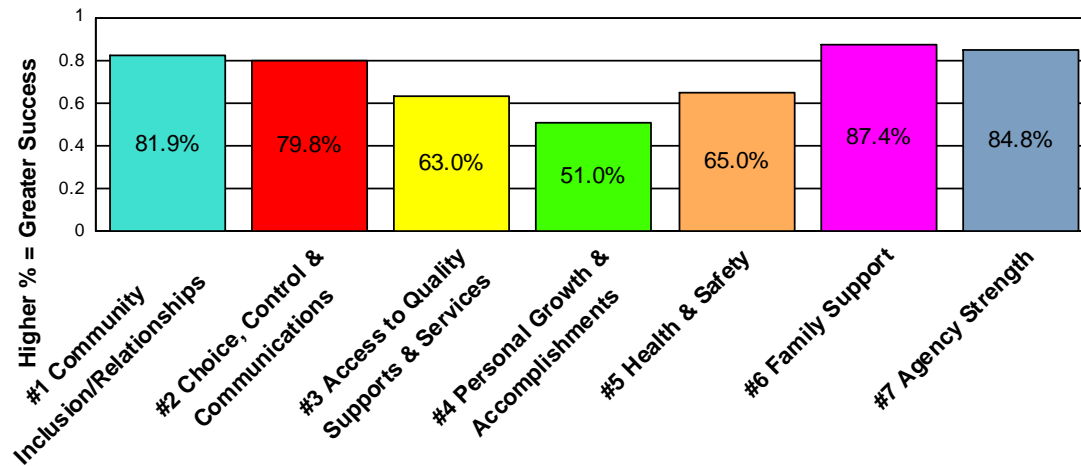
The success the NHQOP report initiative continues to experience is due to the collaborative efforts of everyone involved in this partnership. NHDDS, CSNI, Area Agencies, the Private Provider Network, and Genpres work together to refine the process and maximize consistency in the data collection and reporting.

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 2005 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 captures data and reports on 61 indicators. Each indicator is part of a Domain. A Domain is the overarching category for which data is collected. The NHQOP illustrates through qualitative and quantitative means how the community based developmental services system is performing. 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. The vast majority of the questions used to measure the indicators have five 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, the data was pulled from multiple questions on the survey instrument. For these, the "total all answers" is the total number of responses used from all the applicable questions. This explains why some indicators have larger total number of answers than others.

The developmental service system performed as a satisfaction level higher than 80% Community Inclusion & Relationships, Family Support and Agency Strength. A 70% or greater satisfaction rate was achieved in Choice, Control and Communication, A 65% or less satisfaction level are indicated in Access to Quality Supports & Service, Personal Growth & Accomplishments and Health & Safety.

The top ten indicators with the highest rates of satisfaction reported for FY 2005 were:

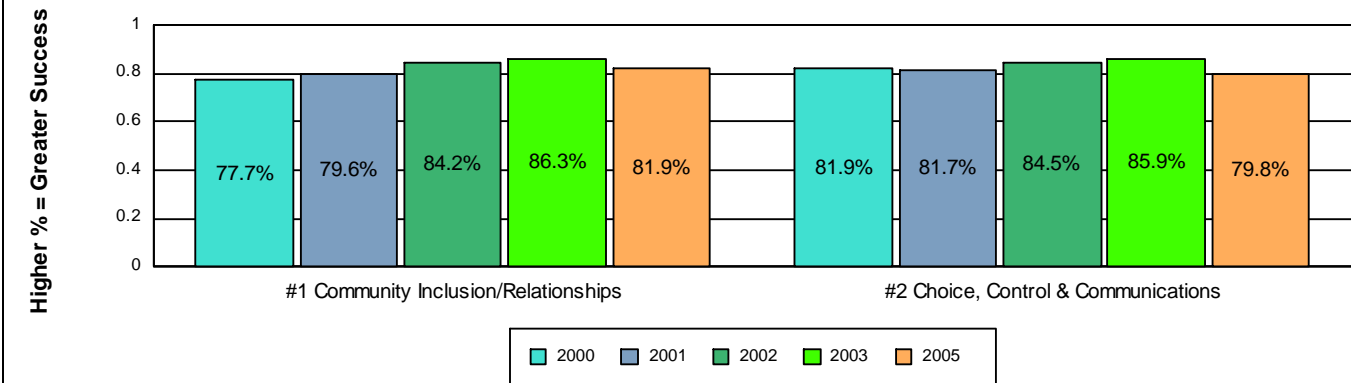
1. 99.5% of people feel safe in their homes.
2. 98.8% of people are treated with respect by health care professionals.
3. 97.8% of people have the availability of transportation to participate in community activities.
4. 98.2% of Service providers solicit family/consumer feedback.
5. 97.9% of people have not experienced a serious injury and no one experienced being a victim of a crime.
6. 97.8% of people like where they are living.
7. 97.3% of people are satisfied with their daily activities.
8. 96.9% of people get the support they need to keep in touch with family and friends.
9. 96.8% of families report that the focus of career planning/job search is based on individual's talents/gifts/interests.
10. 96.2% of families are satisfied with their involvement in planning.

The top ten indicators with the lowest satisfaction ratings suggesting a need for improvement in FY 2005 were:

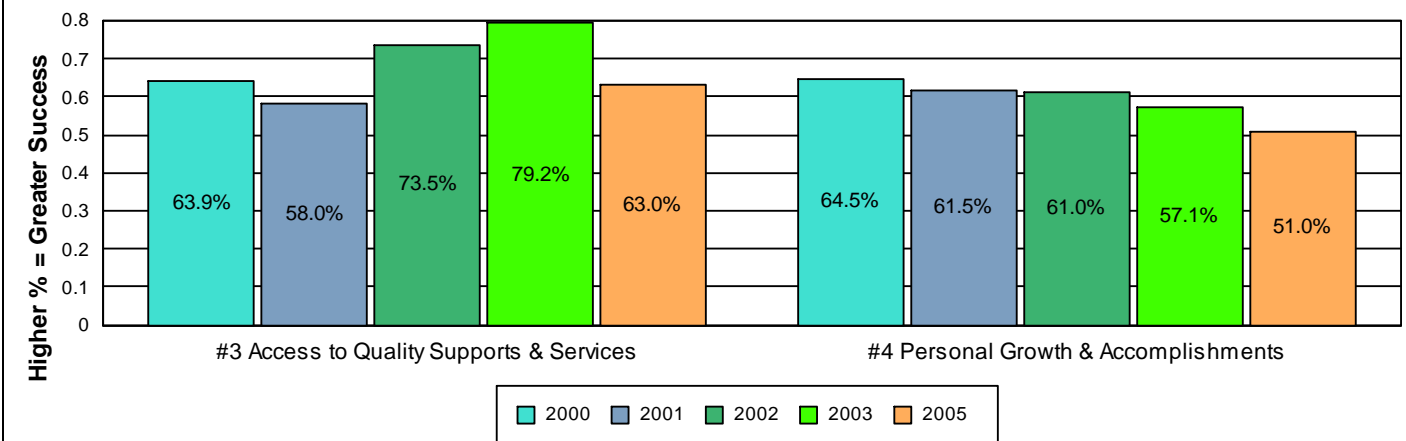
1. 11.1% of individuals receive employer provided benefits.
2. 14.9% work more than 20 hours per week.
3. 27.3% of jobs provide direct employer/co-worker support for one or more hours per week.
4. 32.6% of people indicate that they don't make choices, for example: in housing, roommates, daily routines, support staff, social/recreational activities.
5. 38.5% of the people report feeling lonely.
6. 44.6% and 32.1% respectively of both individuals and third parties understand on how to initiate a formal complaint
7. 48.1% and 32.8% respectively of both individuals and third parties understand their rights.
8. 58.4% of the people report that they are not satisfied with their jobs.
9. 58.5% of the people desiring work are not employed.
10. 61.1% of the people reported not being helped to find work they are good at.

# Introduction to Report from New Hampshire Quality Outcomes Partnership

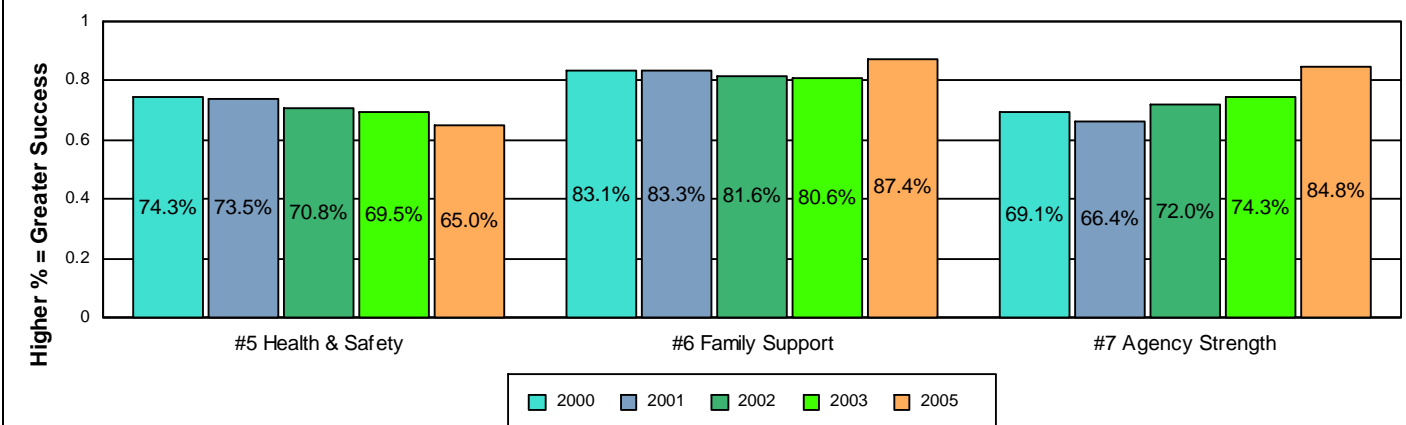
## Fiscal Year Comparison of Summary Performance - Domains 1 and 2



## Fiscal Year Comparison of Summary Performance - Domains 3 and 4



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



The 2005 edition of the NHQOP report represents the fifth year of reporting on 61 indicators of quality within the New Hampshire community based developmental service system. 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 measures from FY 2000 through FY 2005.

The developmental service system in New Hampshire has been committed to assisting individuals with developmental disabilities to become active members of their communities and to form meaningful and lasting relationships. Domain One, Community Inclusion & Relationships, has shown a fairly steady satisfaction rate in the five years of reporting. In FY 2005 96.9% of the people surveyed report that they get the support they need to develop and maintain their relationships.

In Domain Two, Choice, Control & Communications, there continues a slight downward trend. A key component to the mission of the system is individual and family choice thus high satisfaction rates are critical indicators of success. The highest satisfaction for FY 2005 is that 97.8% of people surveyed like where they are living. However, there have been declining satisfaction rates in the remaining indicators since FY 2000. Indicators that need improvement include: Exercising Choice: Deciding where to live, who to live with, daily activities and routines down 14.2%, Mobility/Communication technology down 15.5%, Service agreements reflect what is important down 10.5% and control over one's spending down 5.0%.

Domain Three focuses on Access to Quality Supports and Services reported by individuals and families. In FY 2005, there has been a 16.2% decrease from FY 2003 in the overall satisfaction with quality supports and services. The indicator with most significant decrease is Service Availability which is down 10.6%. Slight decreases satisfaction with service coordinator and staff turnover continue.

Domain Four, Personal Growth & Accomplishments, reports on daily life and employment. There has been a continued decline in this Domain each year. While individuals report a high rate of satisfaction with their daily activities 94.2% the rates of other key indicators have declined. 58.4% of people say that they are satisfied with their job. Of people wanting employment only 41.5% are employed. 85.1% of people employed work less than twenty hours. Only 28.3% of people employed have employer/co-worker support on their job.

Domain Five, Health and Safety addresses over all feeling of safeness as well as knowledge of protection procedures. There are nine indicators that address these topics. There has been a continued slight decline since FY 2000. Areas of continued improvement include, understanding of rights and complaint process. On a positive note 99.5 % of the people reporting feel safe in their homes and neighborhood and the system has maintained low incidences of injuries and no crime in residential services.

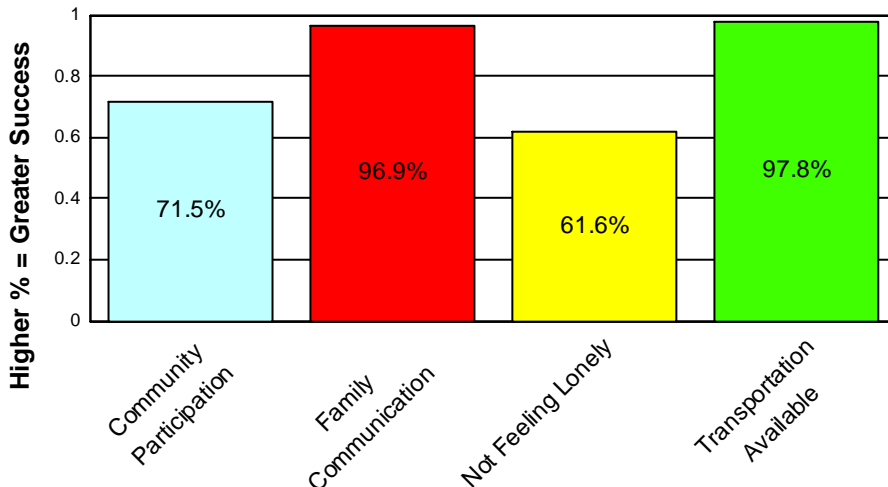
Domain Six, Family Support is the largest domain and reports on families overall satisfaction with supports and services. In FY 2005 there has been the greatest increase in satisfaction reported. Indicators with high ratings include: Availability of Information 94.5%, Agency Support of Planning 94.9%, Involvement in Planning 97.2%, Goal Facilitation 90.8%, Career on Target 96.7%, Availability of Respite Services 91.2%, Safety and Health Needs Addressed Health (91.8%) and (90.8%).

Domain Seven is a summary of ten indicators that measure agency strength. It is a combination of financial strength and personnel trends. For FY 2005 there has been a significant increase in the overall financial and operational strength of the agencies. Significant improvements include: Operating Cash Greater than 15 days

23.5% increase, Current Ratio Greater than 1.4 to 1 15.1% increase, Net Worth/Liabilities Ratio Greater than 4 to 1 and Assets/Liabilities Ratio Greater than 1.25 to 1 both are at 100%, Receivables Less than 30 days increased by 56.8%. Declining indicators include Positive Operating Results of down 19% and Rate of Positions Filled down 13.8%.

## Domain #1 COMMUNITY INCLUSION/RELATIONSHIPS

### Summary Performance of Indicators in Domain 1



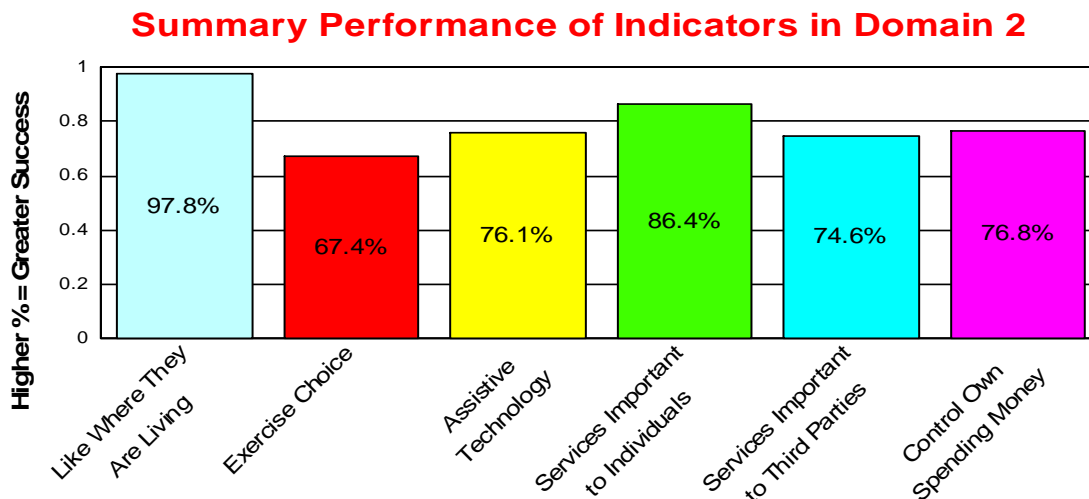
Domain One, **Community Inclusion & Relationships**, is about participation in community living, belonging, and interpersonal relationships. Data for this Domain was derived from the Adult Consumer Outcomes Survey.

Living a good life includes establishing new friends, acquaintances, as well as maintaining current relationships with family and old friends. Being a worker, student, volunteer, neighbor is participating in community. Since FY 2003, there has been a slight decline in the percentage of people indicating that they have active and inclusive community participation. (FY 2003, 80.4 % and FY 2005, 71.5%). It is also noted that since FY 2000 when data first started to be collected that there has been 20 to 30 percent of people surveyed who indicate that they are not involved in activities offered in their local communities. It is very important that the system continue to strive to improve the outcomes of this indicator. On a positive note, in FY 2005, 96.9% of the people surveyed responded that the services they are provided support their relationships with family and friends

Although there was a slight decline in percentage points (FY 2005 61.6% and FY 2003 63.0%), the majority of people surveyed do not feel lonely. In FY 2005, 13% of the people do report feeling lonely. The community developmental system must continue its efforts to support people to have greater participation in personal interests and maintain contact with family and friends.

Since FY 2000, it has become apparent that most everyone surveyed has transportation available to access their community. In FY 2005 98.6% say they have the transportation they need to get to where they want to go. As there is limited public transportation in New Hampshire and many folks served by the system do not drive and perhaps can not afford a vehicle, the community developmental system relies on a network of home care providers, families and directed service professionals to provide transportation

## Domain #2 CHOICE, CONTROL AND COMMUNICATION



**Choice, Control and Communication** are three fundamental tenets of self determination. The community developmental service system mission emphasizes that individuals with developmental disabilities have opportunity for exercising choice and control in all aspects of their lives and that it is the systems responsibility to listen to its' constituency.

This year's survey shows that 97.8% of individuals surveyed like where they are living. Over the past six years of surveys, individuals with developmental disabilities have reported a high satisfaction rate with their living situations. In the surveys, there are other questions that are used to determine if a person is exercising choice. This includes but is not limited to: Deciding where to live, who to live with, daily activities and routines. It is in the area of choice that there has been a consistently low result. In FY 2005, 32.6% of people surveyed have indicated that they have limited to no choice in a variety of areas. This percentage has been consistent for six years. It is the responsibility of the community developmental system to delve further into what the may be getting in the way of people exercising choice and control in their lives.

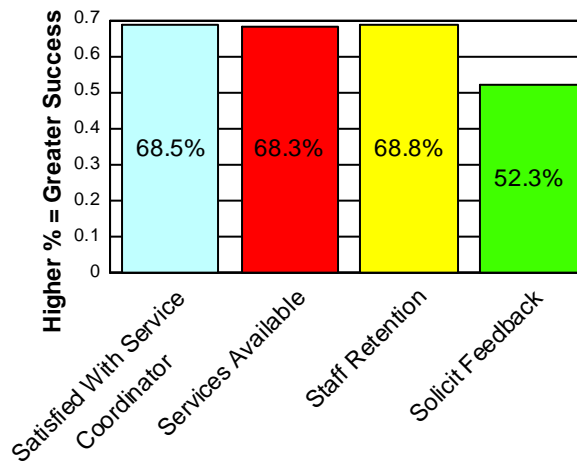
In FY 2005, 76.1% of people surveyed reported that they have access to assistive technology that meets there mobility and communication needs. We see a continued positive upward rate of satisfaction with regard to adults with disabilities access to and acquiring of assistive technology.

Efforts to improve the individual service plan and agreement have continued for the past six years of this survey. FY 2005 data shows that 86.4% of individuals and 74.6% of third parties (family members, guardians, and staff) say that the service plan contains features that are important. These are the lowest rates in the six years of the survey. Clearly, there is a need for the community developmental system to reevaluate service planning.

The last indicator in Domain two, control over one's own spending money continues to show a progressive decline. In FY 2005, 23.2% of people surveyed said that they have no control over there spending money. This trend parallels the decreasing rate in exercising choice.

## Domain #3 ACCESS TO QUALITY SUPPORTS & SERVICES

### Summary Performance of Indicators in Domain 3



Domain Three, **Access to Quality Supports and Services**, relates to how long a person must wait for services and identifies one's level of satisfaction with the quality of services once the service has been accessed. Data for this domain is derived from the Division of Developmental Services' Waiting List, Adult Consumer Outcomes Survey and the Community Service Provider Survey.

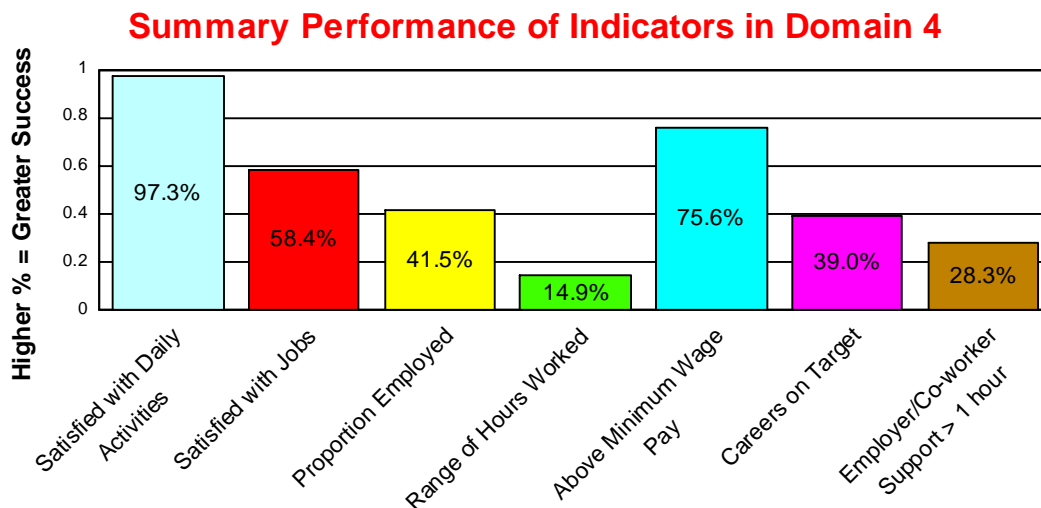
In FY 2005, we see the lowest level of satisfaction with service coordination. 31.5% of people responding to the survey have said that they are not satisfaction with their current service coordinator. It has been recommended over the past six years that the community developmental system determine areas of improvement in service coordination in order to effect a positive change to this downward trend. This recommendation stands today.

There has been a decline in services available since FY 2003 from 78.9% to 68.3% in FY 2005. 31.7% of people have said that "needed" services are not available. While it is not probable for any system to provide all the services an individual or family member may "want", it is important that the community developmental system provide for the "needs" of people. More clearly defined data collection may help determine the difference between services that are wanted or needed.

Since FY 2002, it has been reported that an average of 69% of direct support staff have remained working in the system. The lack of any significant movement can be seen as stability however not very positive. The 31% turnover rate has indications not only of the instability of the work force but also the instability and lack of continuity in relationships for people it serves. It is time to evaluate what practices have been put into place in the past three years which have maintained the retention rate and to create the next steps to be taken to encourage improved retention rates.

It is remarkable that in the past six years that the system has gone from as little as 49.6% (FY 2001) of service providers seeking feedback regarding it's services to well over 98.2% (FY 2005). The person's that the provider agencies supports have important information for the betterment of the services being provided both locally and state wide.

## Domain #4 PERSONAL GROWTH, ACCOMPLISHMENTS



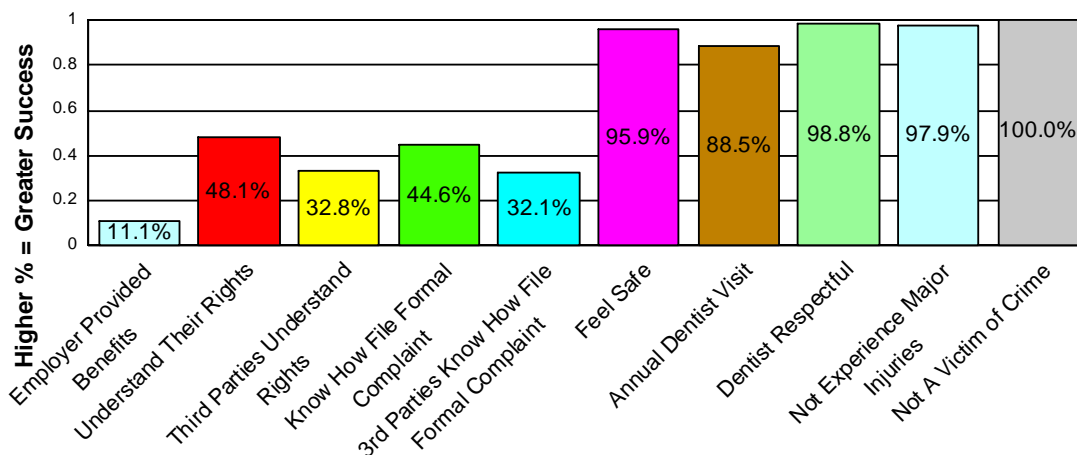
Domain Four, **Personal Growth & Accomplishments**, is about personal satisfaction with daily activities and job as well as state wide employment statistics. Information for this domain comes from the Adult Consumer Outcomes Survey and the Division of Developmental Services Employment Survey.

In FY 2005, 97.3% of individuals surveyed indicated they are very satisfied with their daily activities. The response to this indicator has been very high over the last six years.

Negative employment statistics have existed since the beginning of the NHQOP. In FY 2005, we find the trend continues. Of the people employed only 58.4% are satisfied with their job and 58.5% of the people are unemployed. People are working fewer hours. At it's highest in FY 2001, half of those surveyed (50.7%) worked 20 hours or more. In FY 2005, 14.9% work 20 hours or more. On a positive note, in FY 2005, 75.6% of people employed make minimum wage. This is the highest percentage in the past six years. FY 2005, only 39% of people surveyed have indicated that their career is on target. This is a significant drop since FY 2003 when 65.9% reported that their careers were on target. Finally, as with previous years reporting, there has been a decline in hours of co-worker support. In FY 200, 29.7% of people surveyed had greater than an hour of co-worker support on the job and FY 2005 it is now 28.3%. Employment will continue to be a significant area for improvement.

## Domain #5 HEALTH & SAFETY

### Summary Performance of All Indicators in Domain 5



Domain Five, **Health & Safety**, is critical to any person's well being. Data for this domain is acquired from the Adult Consumer Outcomes Survey and the Severe Injury/Crime Report Form.

Employer paid benefits continues on the decline. FY 2005 data shows that only 11.1% of those people employed have employer paid benefits. This is the lowest percentage since the survey began. Often the type of work, amount of hours worked and how one is paid influences whether a person is eligible for employer benefits. Employment services providers are encouraged to seek out work opportunities which include employer paid benefits.

Since FY 2000 there has been a continued downward trend in the proportion of individuals and third parties who understand their rights. In FY 2005, 48.1% of people responded that they understand their rights. Yet, more than half (51.8%) do not. Included in the data is that nearly 70% of people surveyed do not know how to file a formal complaint. People do report that they would know who to talk to if they had a concern. It has been made clear for the past six years that self determination, choice and control have been key indicators to positive service outcomes and the community developmental system must begin to develop methods for teaching adults within the service system about their rights.

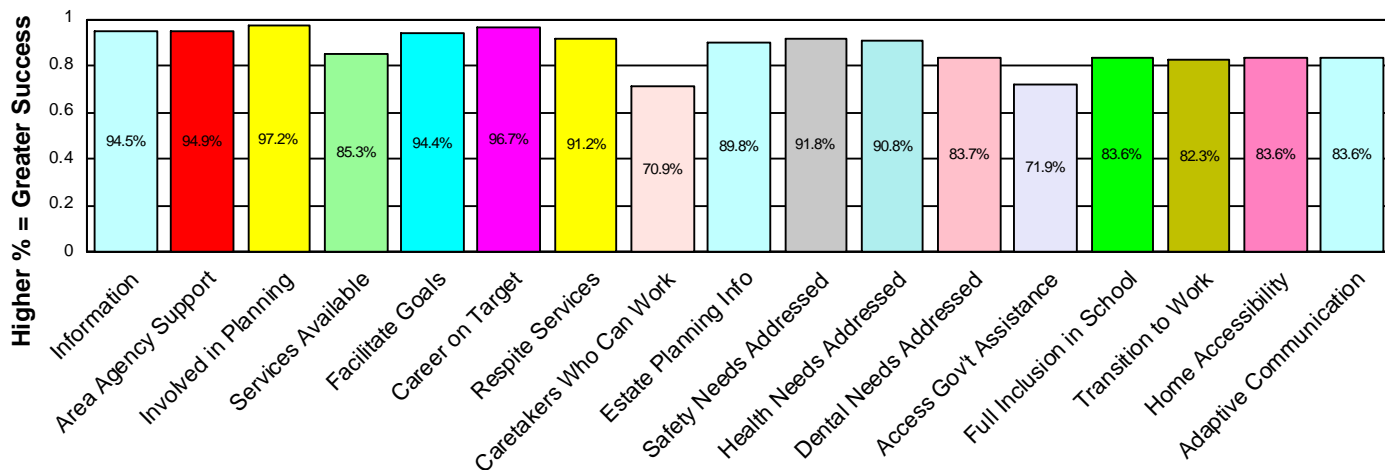
Since FY 2000 97.8% of people surveyed have indicated that they feel safe in their homes and neighborhoods. There has been a slight decline in FY 2005 of 1.9% of the 228 people surveyed. It is important to note that each individual response is shared with the person's service team so that there is assurance that some one is actually safe in their homes and neighborhoods.

Since FY 2000, the percentage of people who have an annual dentist appointment for preventative maintenance has varied: A high of 93.8% in FY 2002 and a low of 88.4% in FY 2001. Of the people surveyed since FY 2000, 10% of people surveyed do not visit their dentist annually. It is important to note that any kind of dental or periodontal work is not the purview of the community developmental system, yet 90% of people provided services have seen a dentist for preventative maintenance one time within the fiscal year. This is an example of a continued effort to assure quality services and health care for people within the system.

In FY 2005, there has been a slight decrease in serious injuries among persons with developmental disabilities receiving both day and residential services. Data indicates that no person living in a certified residential setting was a victim of a crime. The system will need to continue monitoring in this area in order to assure continued success.

## 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 17 indicators and all of the data comes from the Family Survey. The Family Survey is sent out to families who have a family member with a developmental disability, who is over the age of three and living at home. In FY 2005, over 1000 families responded to the survey.

Accurate and timely information is critical to families planning for the future of their family member. Since FY 2000, approximately 95% of families have reported being satisfied with the amount, frequency and detail of information they receive from the area agencies. In FY 2005 there has been a minor decrease of .5%. Futures' planning is also very important to families and this year 94.9% of the families surveyed indicated that they are satisfied with the support they receive for planning services. We also see the highest satisfaction rate (97.2%) from families with regard to their involvement in planning for services. The positive outcome of this indicator reveals that there is a commitment to families in demystifying how services are planned and budgeted for.

In FY 2000 when the family survey began, 92.5% of families indicated that they have been satisfied that needed supports are available. In FY 2005, we see the lowest satisfaction rate of 85.3%. Tight economic times for the community developmental services continue and although fiscally responsible and responsive, the community developmental system operates within a waiting list process. FY 2005 data shows that 94.4% of families surveyed get the support they need to facilitate their most important goals. This is the highest percentage rate since the survey began. The positive outcome of this indicator reveals that there is a commitment to families to assist them in reaching their service planning goals despite tight budgetary constraints. On another positive note, 96.7% of families surveyed think that their family member is being provided with career planning/job search supports that match their abilities and interests. This is the highest percentage rate since the survey began.

Respite is an important service and support provided to families in the community developmental system. A family member with a developmental disability may often require intensive supports over a twenty four hour period. This year, 91.2% of families have reported that they have been successful at finding qualified respite providers. This high level of access shows the area agencies committed to having available various options for the delivery of

respite services. A positive note for FY 2005 is that fewer families (30%) indicate that they are not able to work outside of the family home.

The area agencies have been diligent in assuring that they have updated and comprehensive information and resources on estate and personal futures planning available to families. In FY 2005 we see the highest (89.8%) satisfaction rate with regard to estate and futures planning materials made available to families.

Health, Dental and Safety is very important to families. There has continued to be a slight downward trend in families being satisfied that their family member's health needs are being addressed. (FY 2000 at 92.5% and FY 2005 at 90.8%). Where as 10% of the families have responded that they are not satisfied that health care needs are being addressed, it is important for area agencies to identify the areas of health needs that are not being addressed within their regions. This number may indicate a need for improvement in services or it may be that there are health needs that the community developmental service system is not in a position to address but could effect change elsewhere. 83.7% of families surveyed are satisfied that their family member's dental needs are being addressed. Medicaid's coverage of dental services is very limited and dental services can be costly to pay out-of-pocket. Area agencies and the community developmental service system at large have been committed to finding other ways to assist in funding dental care through excellent fiscal management and partnering with other interested parties.

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

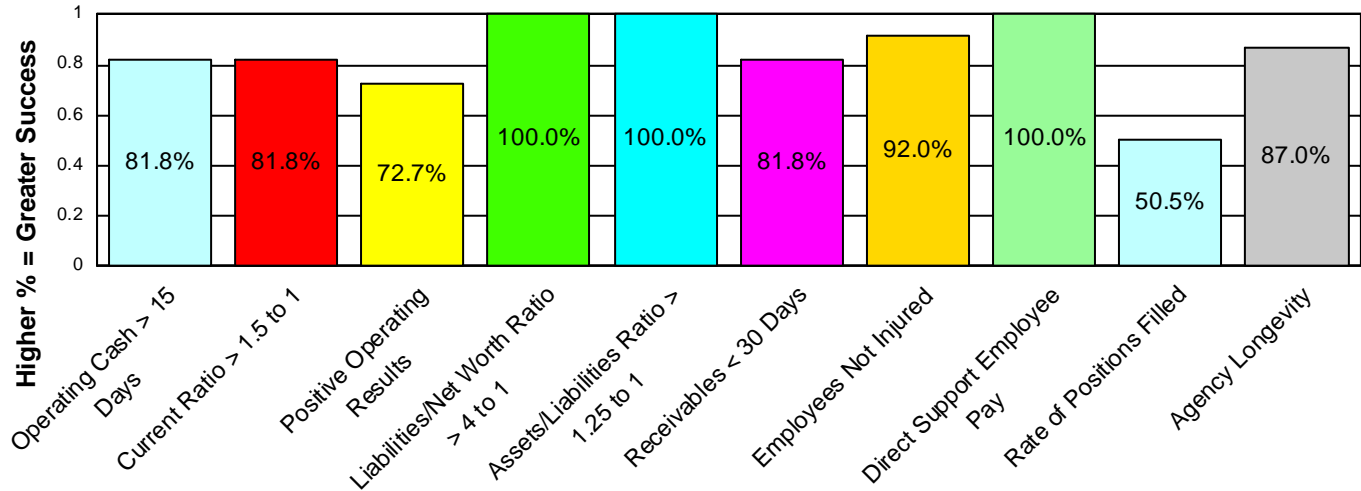
- In the past six years 82.6% of families surveyed have indicated that the area agencies do support their child's full inclusion in the school system.
- FY 2003, 57.9% of families surveyed said that their homes were satisfactorily accessible. In FY 2005, only 83.6% have indicated that they are satisfied with the accessibility of their home. This is a 25 percentage point increase in satisfaction.
- FY 2003, 49.4% of families surveyed said that they were satisfied in their access to adaptive communication technology. In FY 2005, only 83.6% have indicated that they are satisfied with access to adaptive communication technology. This is a 34.2 percentage point increase in satisfaction.

Other findings in this domain include:

- 71.5% families report they are satisfied with their access to government assistance. Where as 29% of families have said they do not have access to government assistance, the area agencies and stakeholders statewide should determine if the lack of access is effecting whether a person has access to the area agency services.
- A positive transition to work from high school is important to families and to the area agencies. In FY 2005, we see a slight decline (FY 2003 at 84.9% and FY 2005 at 82.3%) in families' satisfaction with transition to work services and supports. Between 15 and 17 percent of families surveyed say that transition supports are not satisfactory.

## Domain #7 AGENCY STRENGTH

### Summary Performance of All Indicators in Domain 7



Domain Seven, **Area 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 comes from the June 30, 2005 Audit Reports of the area agencies and the Community Services 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.
- 4.

Regarding liquidity, the three measurement indicators (Operating Days Cash, Current Ratio, and Receivables Days) show very positive results for this year. Nine of eleven area agencies meet the minimum standard for Operating Days Cash; nine meet the standard for the Current Ratio. Only two out of the eleven are 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.

Regarding Net Surplus, three of the eleven area agencies fell below the minimum standard. However, collectively, the earnings ratio for the system is significantly above what it was a year ago. This reflects aggressive action taken by the 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 of the eleven agencies exceed that standard that is considered satisfactory. The system, as a whole, has maintained its' strong Balance Sheet Strength for the last five reporting periods.

In FY 2005, 8.4% of direct support employees sustained an injury that resulted in medical bills and/or loss of work time. In FY 2005, 100% of direct support employees are making \$8.00 plus per hour. For the type of work, skills and qualifications, this hourly rate is still very low. The community developmental systems as well as key stakeholders need to continue their efforts to influence the rate of reimbursement for such critical services. The rate of filled positions has increased from 63.8% in FY 2003 to 85.2% in FY 2005. This is a positive sign that recruiting efforts over the past years have come to fruition.

Stable and dependable service provider agencies with experience professional staff are essential to the developmental service system. The percentage of provider agencies that have been in operation for more than 10 years is 87%. There is a tremendous amount of stability and longevity in the 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.