

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*

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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.

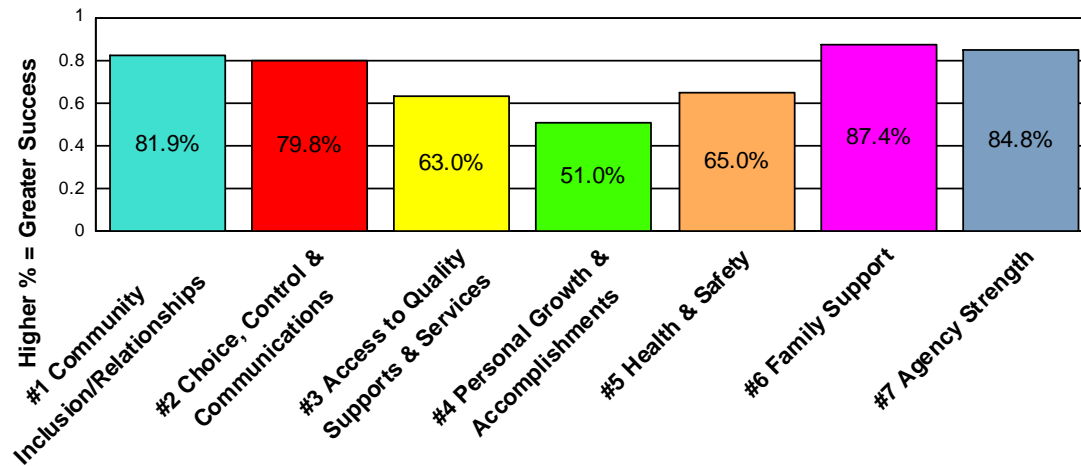
The success the NHQOP report initiative continues to experience is due to the collaborative efforts of everyone involved in this partnership. NHDDS, CSNI, Area Agencies, the Private Provider Network, and Genpres work together to refine the process and maximize consistency in the data collection and reporting.

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.

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:

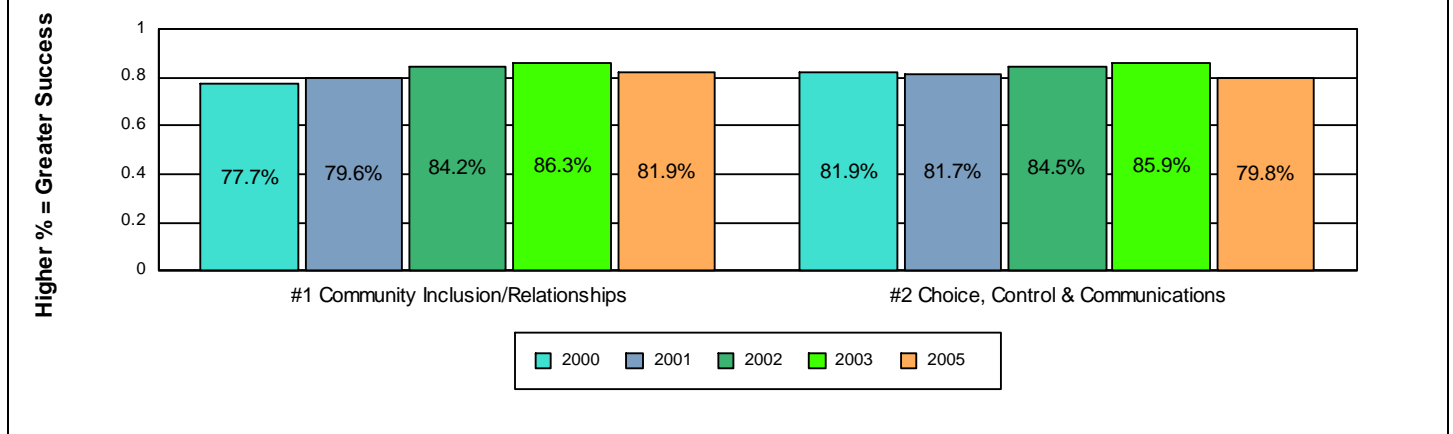
1. 99.5% of people feel safe in their homes.
2. 98.8% of people are treated with respect by health care professionals.
3. 97.8% of people have the availability of transportation to participate in community activities.
4. 98.2% of Service providers solicit family/consumer feedback.
5. 97.9% of people 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:

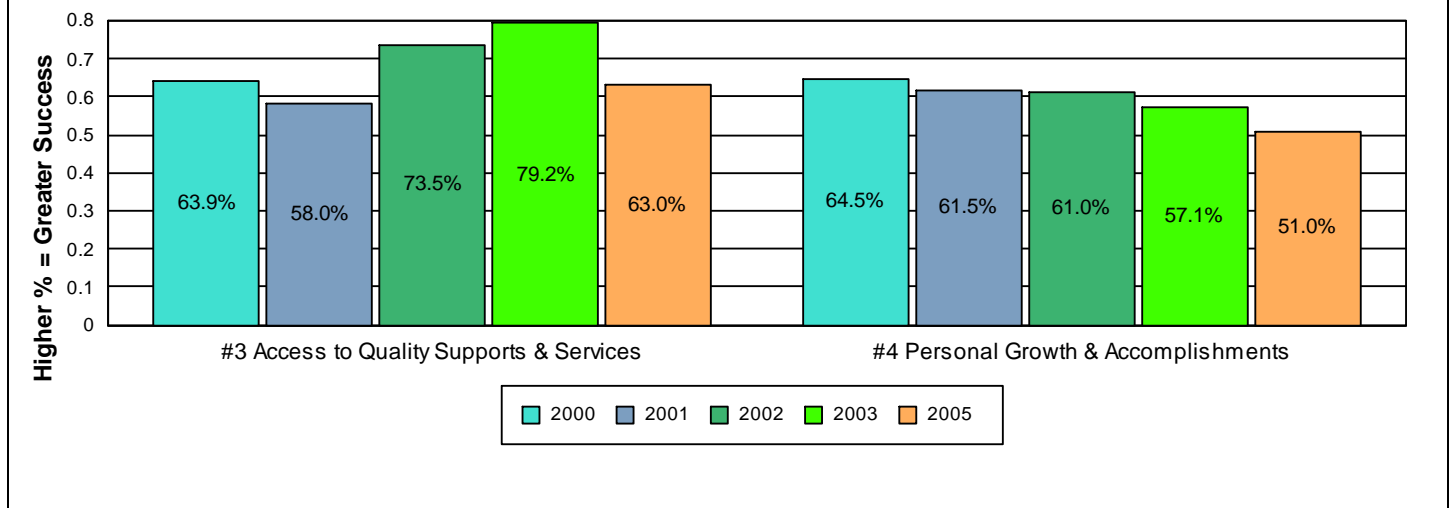
1. 11.1% of individuals receive employer provided benefits.
2. 14.9% work more than 20 hours per week.
3. 27.3% of jobs provide direct employer/co-worker support for one or more hours per week.
4. 32.6% of people indicate that they don't make choices, for example: in housing, roommates, daily routines, 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

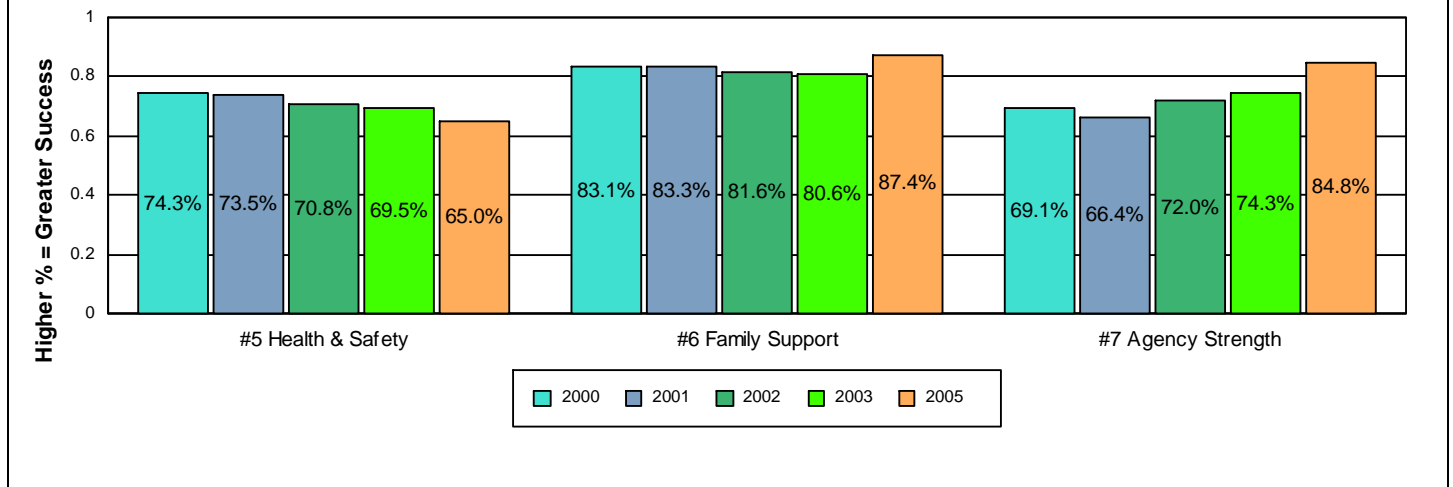
Fiscal Year Comparison of Summary Performance - Domains 1 and 2



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.

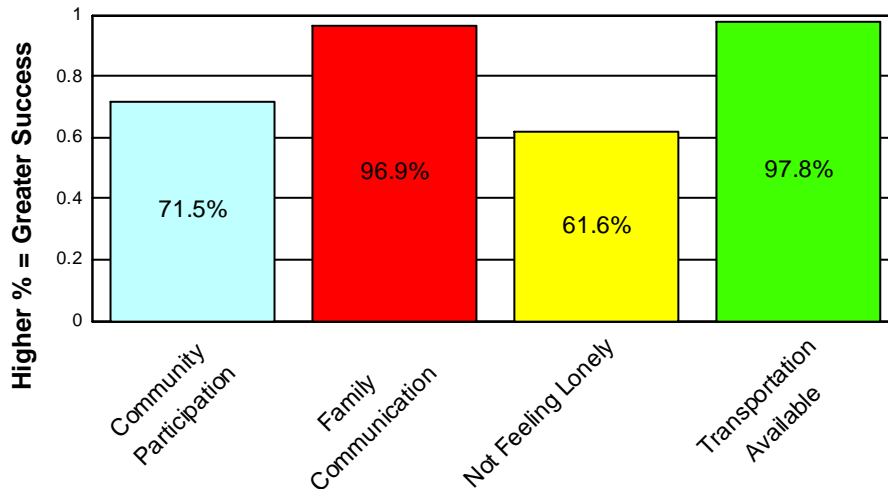
Domain Six, Family Support is the largest domain and reports on families overall satisfaction with supports and services. In FY 2005 there has been the greatest increase in satisfaction reported. Indicators with high ratings include: Availability of Information 94.5%, Agency Support of Planning 94.9%, 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.

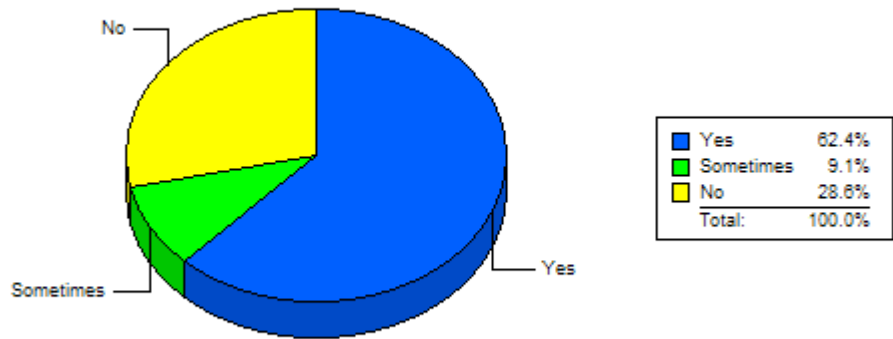
Living a good life includes establishing new friends, acquaintances, as well as maintaining current relationships with family and old friends. Being a worker, student, volunteer, neighbor is participating in community. Since FY 2003, there has been a slight decline in the percentage of people indicating 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

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

Individuals involved in community activities

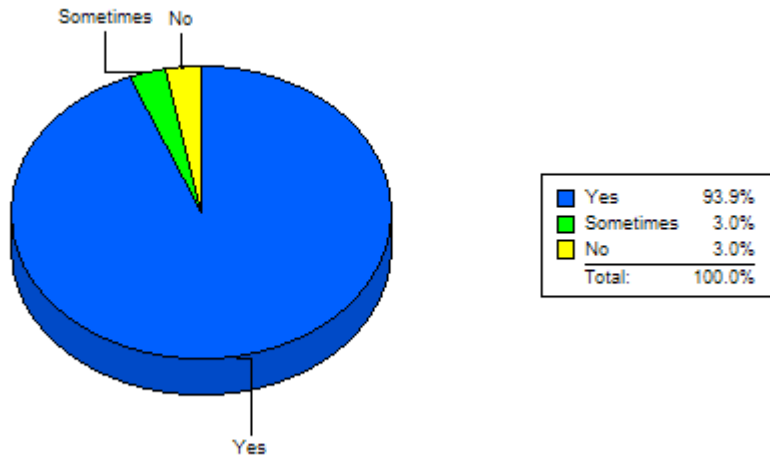


Total All Answers
1,926

Comments: Since FY 2000, 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 necessary, at this juncture, for a more in-depth analysis of the types of community activities people are participating in, establish if people are expressing a desire to participate in activities and determine whether or not the services being provided support the chosen activity(s).

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
198

Comments: This indicator has had a consistently high rate of success. In FY 2005, 96.9% of the people surveyed responded that the services they are provided support their relationships with family and friends.

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

Individuals reporting if they feel lonely



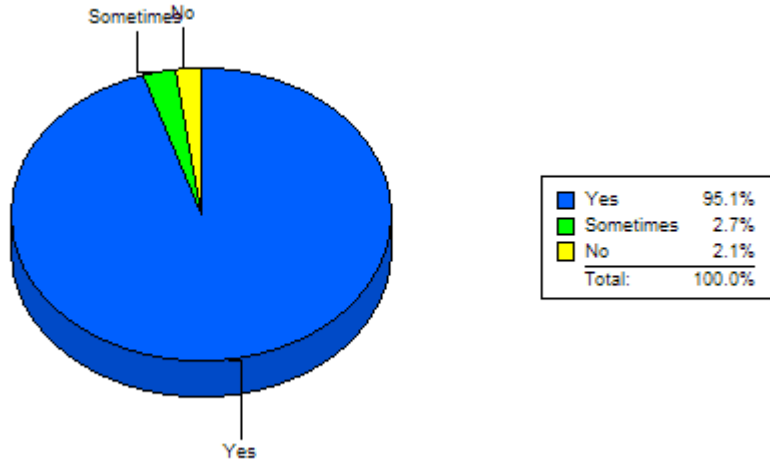
Please Note:
For this indicator, a "No" is the success answer

Total All Answers
216

Comments: 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. It may be advantages to the community developmental service system to complete an analysis of responses from people who indicate that they are not involved in community activities, do not have the support to keep in touch with family and friends and who also feel lonely. (FY 2005 In order: 28.6%, 3.0% and 13.0%).

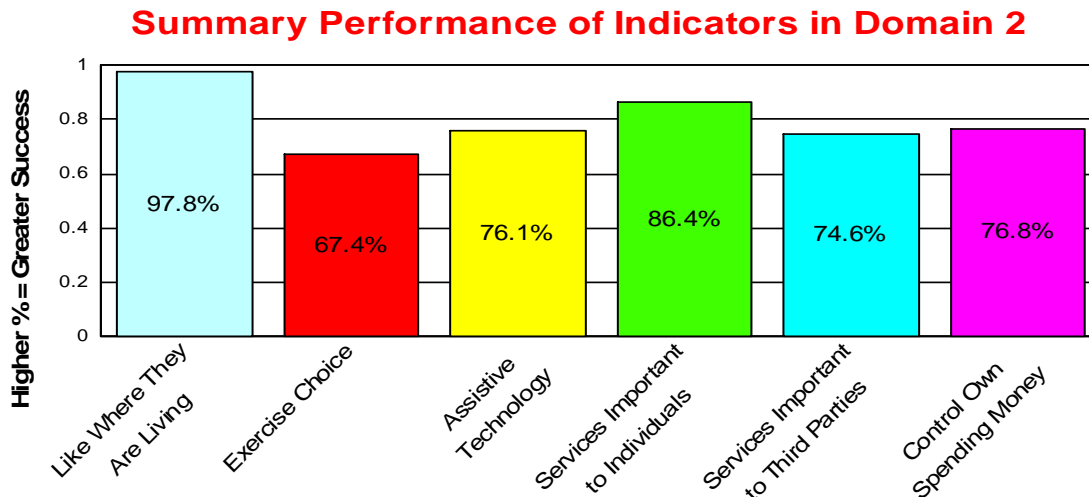
Indicator #5: The proportion of individuals who report that transportation is available for community participation increases.

Individuals answer transportation is available



Comments: In six years, it has become apparent that most everyone surveyed has transportation available to access their community. It maybe important to complete an analysis of what form of transportation people are accessing; home care provider, public transportation, family/friends, walking/biking, own vehicle, in order to have a more thorough knowledge of how this access could be effected through budget cutbacks.

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.

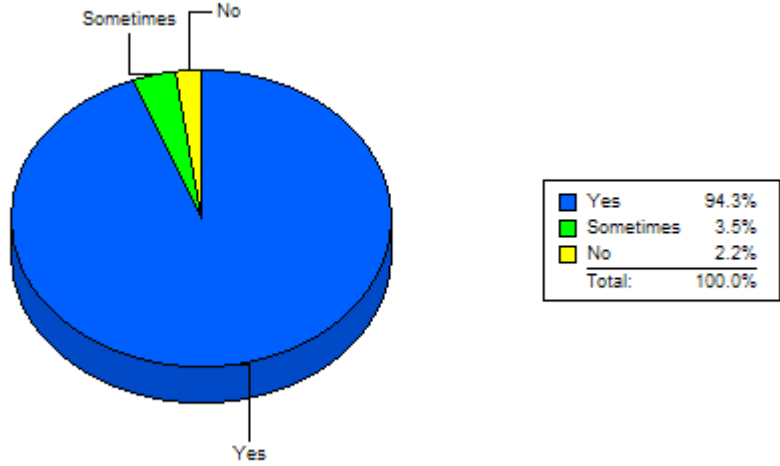
In FY 2005, 76.1% of people surveyed reported that they have access to assistive technology that meets there mobility and communication needs. We see a continued positive upward rate of satisfaction with regard to adults with disabilities access to and acquiring of assistive technology.

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.

Indicator #1: The proportion of people receiving residential services and supports who like where they are living now increases.

Individuals who like where they are living now



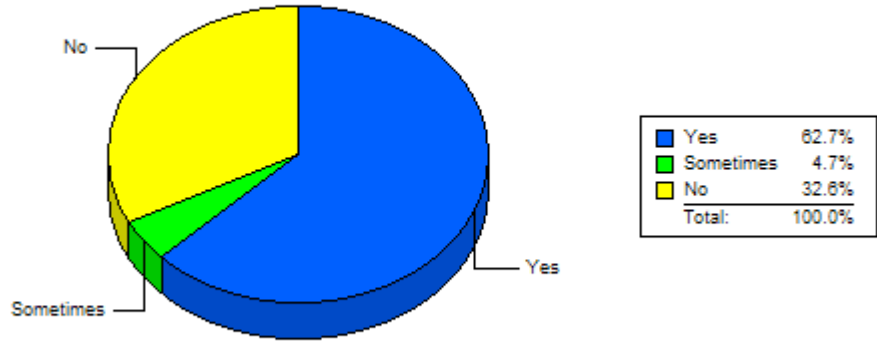
Total All Answers

228

Comments: This indicator result has held fairly steadfast over the past six years. Since FY 2000 an average of 96.52% of people surveyed indicated that they like where they are living. In FY 2005, we see again a very positive view of the residential services that are being provided through the area agency and community service providers system.

Indicator #3: The exercise of individual choice increases, for example: in housing, roommates, daily routines, support staff, social/recreational activities.

Individuals who say they exercise choice

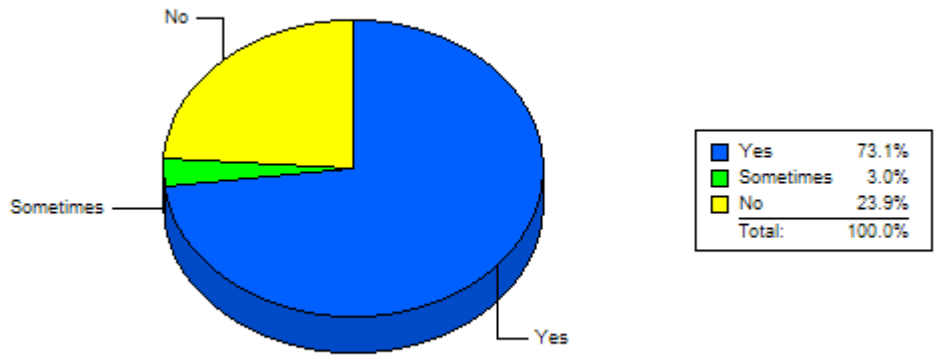


Total All Answers
656

Comments: Since FY 2000, there has been a significant decline of 14.2 percentage points in this indicator. The survey involves a person's participating in choicemaking in the areas of daily routines, support staff, housing, social and recreational activities as well as a few others. More than 28% of people surveyed in six years have said that they are not exercising choice. Where as self determination is one of the cornerstones of the mission of the service systems, it is imperative that this indicator's results be further analyzed.

Indicator #4: The proportion of people with mobility/communication problems who report they have sufficient assistive technology to support their independence increases

Proportion of Consumers Satisfied

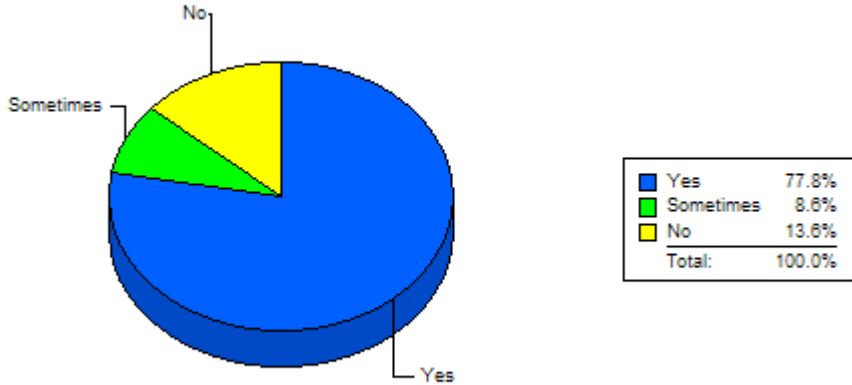


Total All Answers
197

Comments: There has been an ebb and flow of positive responses from people surveyed as to whether they have sufficient assistive technology to support their independence (A high of 91.6% in FY 2003 and a low of 76.1% in FY 2005). In order to understand the relevance of this data, area agencies could easily take a survey of individuals who utilize assistive technology and have what they need as well as those who may be in need and/or are waiting. Clearly knowing the needs of individuals on a statewide level could help activate a statewide response which could improve the results of this indicator.

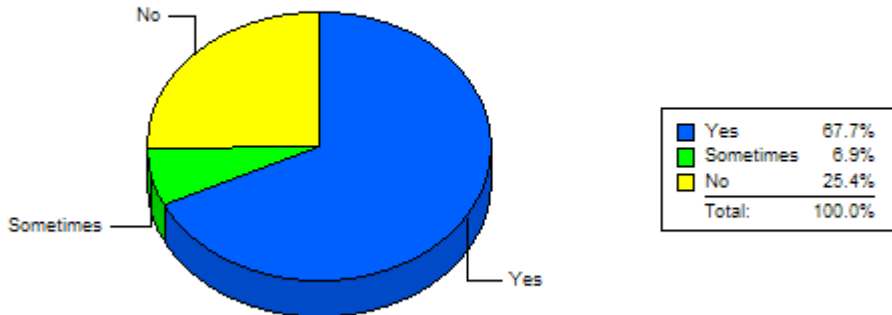
Indicator #5 & 6: The proportion of individuals and third parties reporting that their service agreement reflects/includes/is about things that are important to them increases.

Individuals who say their service agreement is about important things



Total All Answers
428

Third parties who say the individual's service agreement is about important things

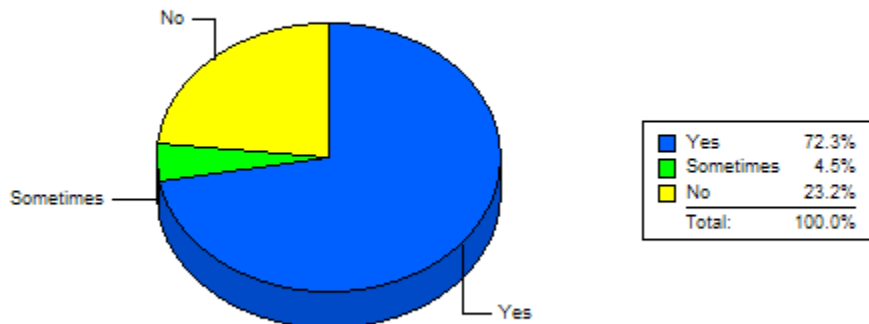


Total All Answers
189

Comments: In six years, 78.96% of folks surveyed have indicated that their service agreement (the document that establishes what, when, where and by whom services will be delivered) is important. (Critical to this indicator is whether the goals are important). In FY 2005, 13.6% expressed that the service agreement information is not important. Where as this indicator is a partner to Domain 2 Indicator 5: "Individuals who say the individual's service agreement is about important things" and in FY 2005, 13.6% of these folks surveyed indicated a "No" response. It is very important that the community developmental system examine this data and determine what is contained in the service agreement(s) that are not important in order to improve the results of these two indicators.

Indicator #7: The proportion of participants who report that they control their own spending money increases.

Individuals who say they control their own spending money



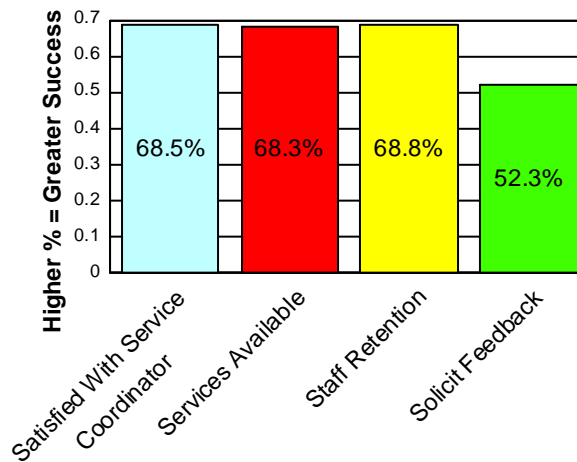
Total All Answers

805

Comments: In FY 2005, 76.8% of people surveyed indicated that they had all or some of the control of their spending money. In five years of surveys, 24.7% of the people had said they have "No" control over just their spending money alone. The key component to this indicator is financial independence however, the survey looks only at spending money. In order to improve on this outcome, area agencies will need to look more closely at why a quarter of the people do not determine how to spend their own "pocket money" and perhaps what financial independence means for those people it supports.

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.

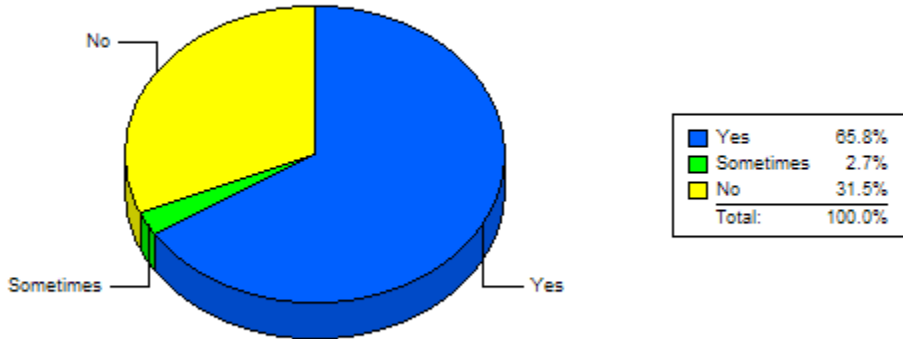
There has been a decline in services available since FY 2003 from 78.9% to 68.3% in FY 2005. 31.7% of people have said that "needed" services are not available. While it is not probable for any system to provide all the services an individual or family member may "want", it is important that the community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

Indicator #1: The proportion of individuals who report they are satisfied with current service coordinator increases.

Individuals satisfied with current service coordinator

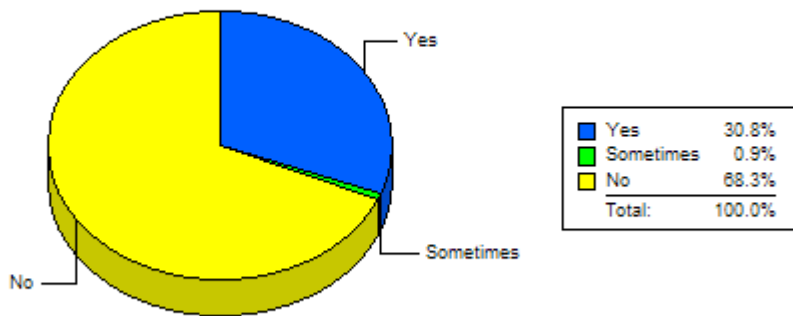


Total All Answers
660

Comments: The downward trend in over all satisfaction with service coordinators continues. In six years, an average of 70.1% of people surveyed were satisfied with their current service coordinator. This leaves 29.8% who were not. FY 2005, marks the lowest satisfaction rate yet. It has been noted in other QOP reports that an assessment of this indicator be completed forth with and this recommendation remains. Most importantly, the potential discovery of changes in the role of service coordination over the past six years may require a revision in how this indicator is answered and this could greatly improve the result.

Indicator #2: The proportion of individuals who report that 'needed' services and supports are available increases.

Individuals who report there are services they need and can not get



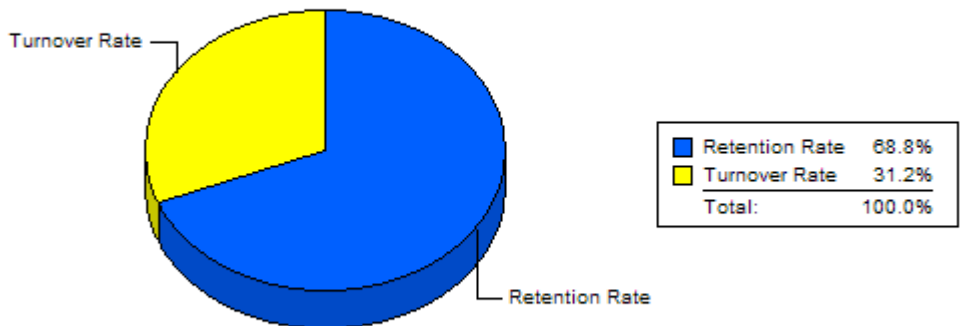
Please Note:
For this indicator, a "No" is the success answer

Total All Answers
227

Comments: The availability of services is extremely important to the overall satisfaction level of people engaged in the community developmental service system. Since FY 2000, there has been a modest upward trend but in FY 2005, we see another decline of 10.6% points. The community developmental system needs to evaluate what "needed" services people are saying are not available and whether having 31.9% (In FY 2005) of people without "needed" services is a crisis for the system of support statewide.

Indicator #3: The rate of agency direct support staff retention increases.

Agency direct support staff retention rate

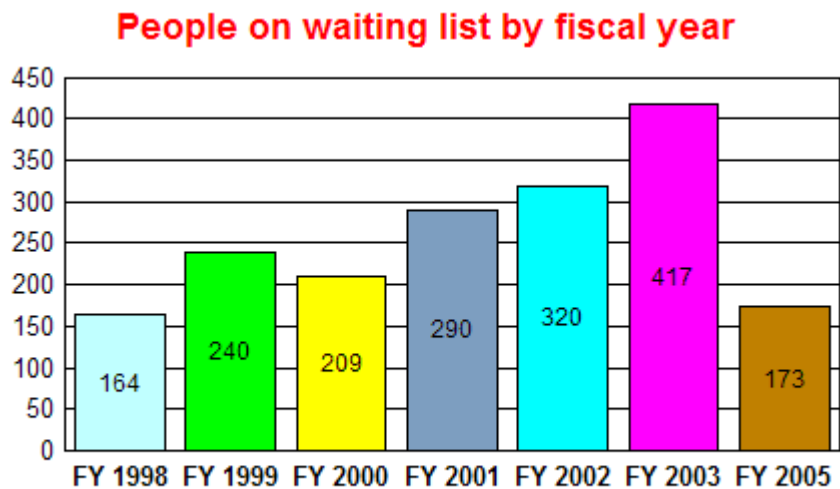


Total All Answers

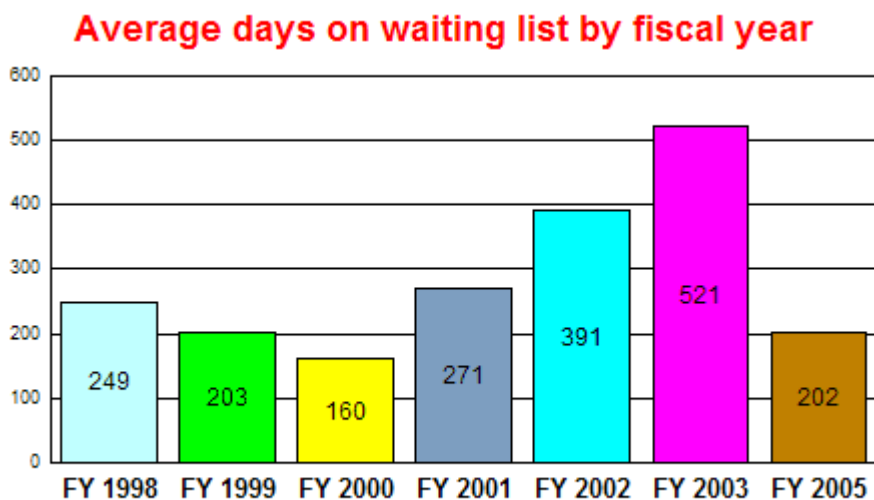
92

Comments: 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.

Indicator #4: The number of people on a waiting list in the reporting period as compared to last reporting period decreases.



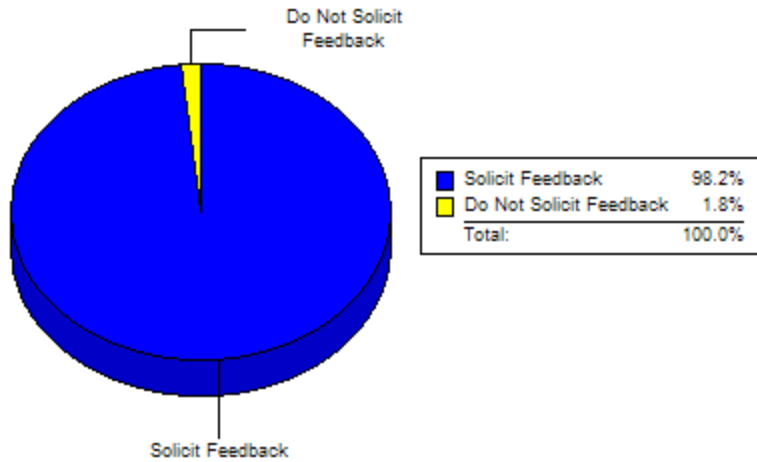
Indicator #5: The average number of days people spend on the waiting list decreases.



Comments: There has been a remarkable change in the amount of days people are on a waiting list for services. In FY 2003, people were waiting an average of 521 days. In FY 2005, people have waited an average of 202 days. It is important to note that service coordination, environmental modifications and family support services can not have a waiting list. Thus people asking for day service and residential funding make up the majority of the waiting list. Typically, a person transitioning from high school to work waits less than his/her last school year for services and supports. New funding is critical to the successful outcome of this indicator.

Indicator #8: The percentage of providers that report they solicit family/consumer feedback for program review and revision increases.

Providers that solicit family/consumer feedback

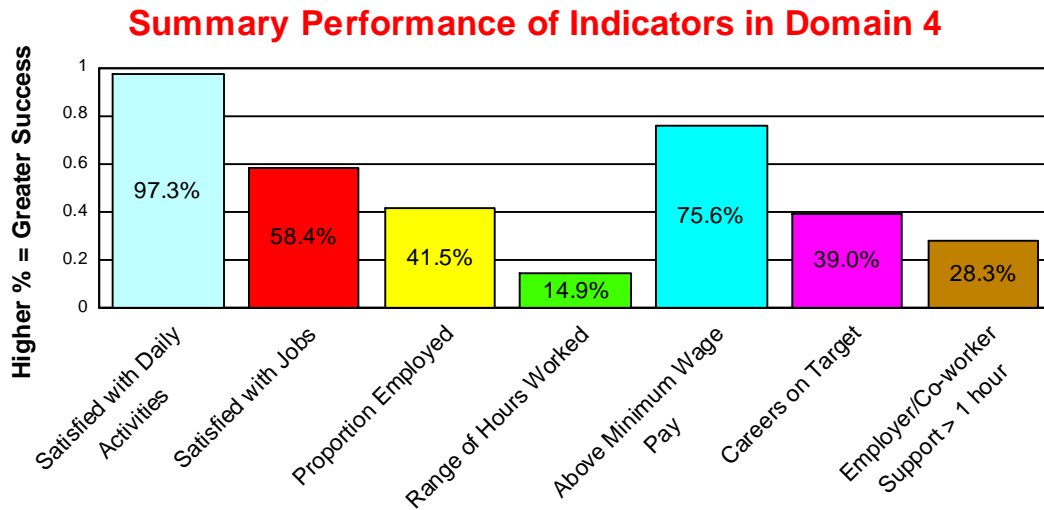


Total All Answers

56

Comments: 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 its 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 statewide.

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.

Indicator #1: The proportion of people who are satisfied with their daily activities increases.

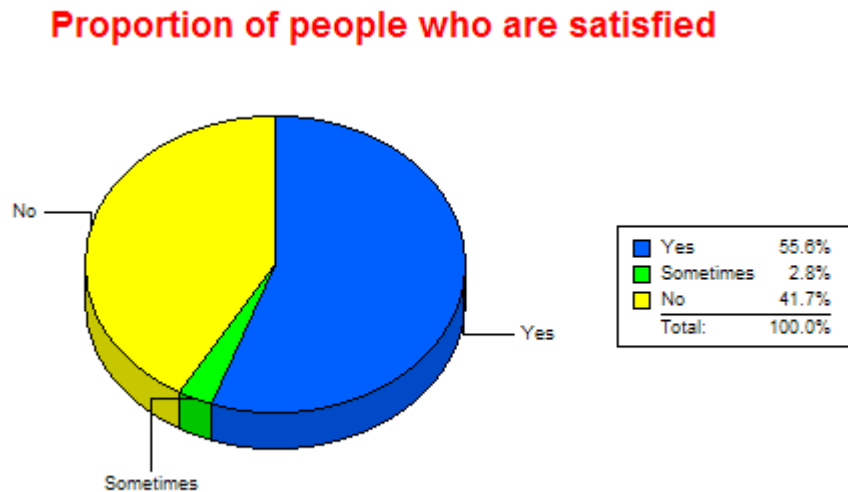


Total All Answers

225

Comments: The majority of people surveyed spend at least thirty five hours a week in funded day services. This can be work, volunteering and recreational activities. Since FY 2000, an average of 94.9% of the people surveyed have indicated that they are satisfied with the activities they are supported to do on a daily basis.

Indicator #2: The proportion of people who work who are satisfied with their jobs increases.



Total All Answers

324

Comments: There has been a sharp downturn in FY 2005 (58.4% or 7.2 percentage points) in overall satisfaction with their jobs of people who are currently employed. Even more striking than the down turn is that 41.7% of these people are dissatisfied. It is now that the area agencies must analyze why people are reporting such a significantly high rate of dissatisfaction and determine what plans need to be in place to address this concern and improve the indicator result.

Indicator #3: The proportion of those employed out of all those desiring employment increases.

Proportion of those who desire employment and are employed

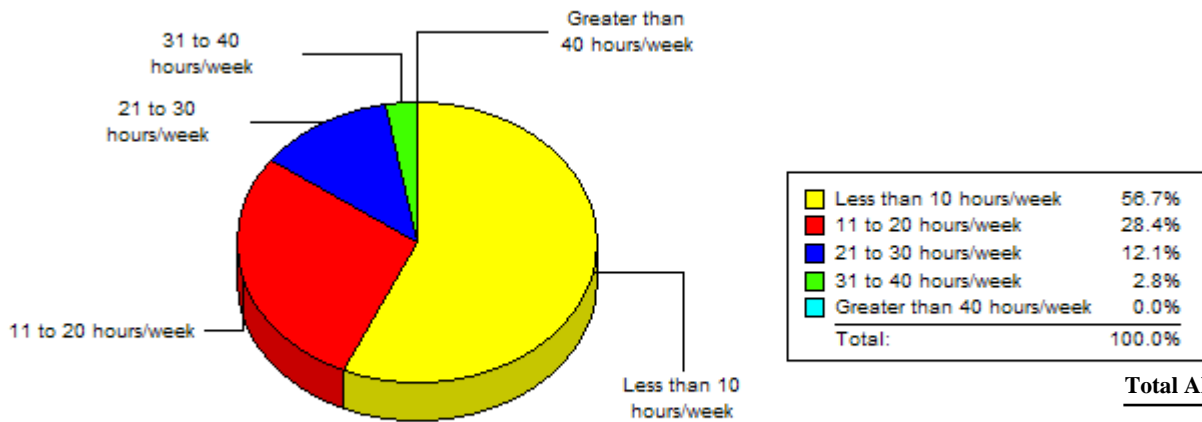


Total All Answers
229

Comments: In FY 2005, we see that 58.5% or more than half of people desiring employment are not employed. Since FY 2000, there has been only slight upward and downward changes in the percentage of people employed. Employment is a key element to financial independence and the community developmental system must find out why half of the people it supports, who want to work are not working. Efforts both state wide and regionally need to be established to improve the results of this indicator.

Indicator #4: Percentage of people working more than 20 hours per week increases.

Range of hours worked per week by individuals

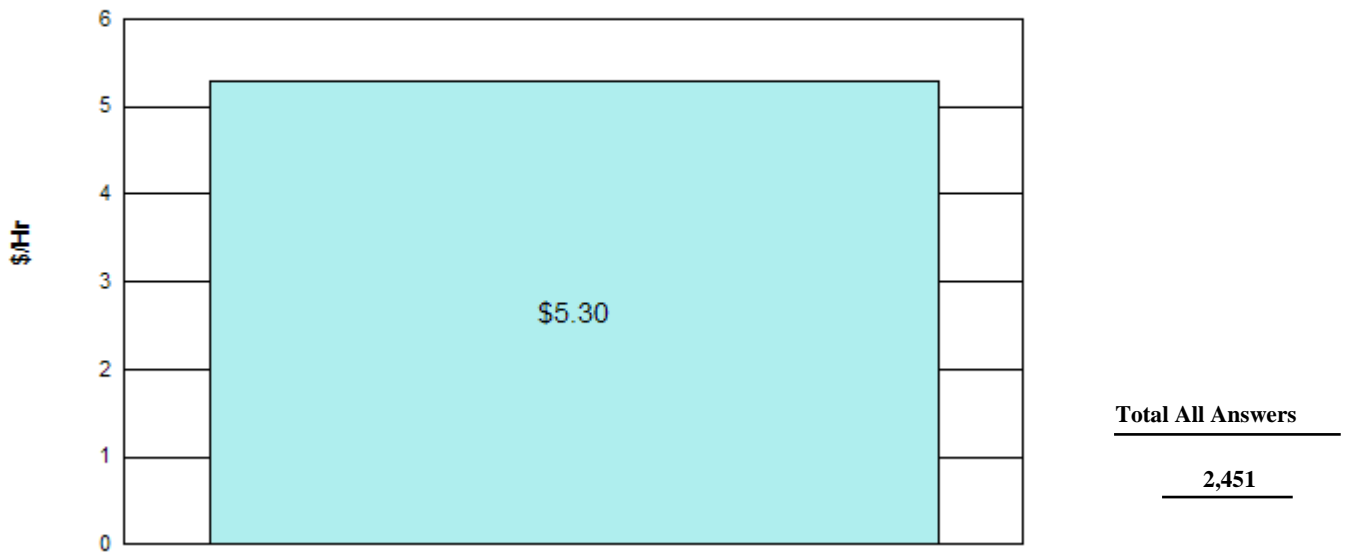


Total All Answers
2,457

Comments: This indicator has shown a dramatic decrease in the percentage of individuals working more than 20 hours per week. Since 2001, the percentage has dropped from 50% to 16.6%. This may, in part, be due to the slumping economy but requires a renewed focus during this coming year.

Indicator #5: The average hourly wage of jobs held by individuals increases.

Average hourly wage of jobs held by individuals



Comments: In FY 2005, we see that of those people employed an average hourly wage has increased by .30 cents. This is significant in that it's higher than the average state hourly wage of \$5.15 and shows that even though less people are working, those that are working are making slightly more money than in the past six years.

Indicator #6: The percent of jobs paying individuals minimum wage and above increases.

Percent of jobs paying individuals above minimum wage

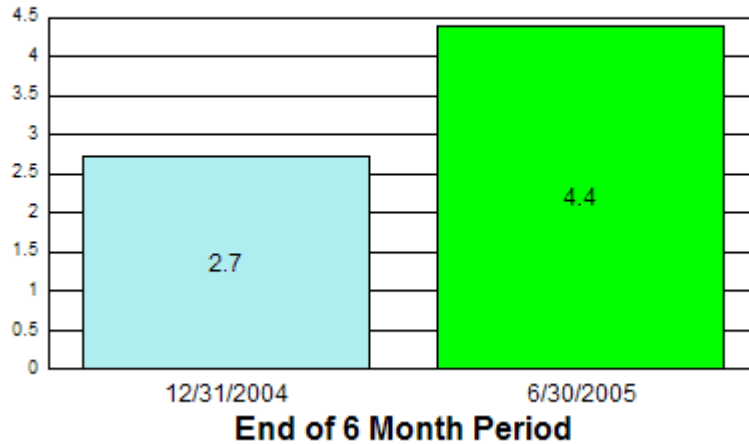


Total All Answers
2,451

Comments: In FY 2005, we have seen in Domain 4 Indicator 5 that of those people employed the average hourly wage has increased by .30 cents. As well, 75.6% of people employed are making an hourly rate above minimum wage. This is good news for the majority of worker but there continues to be a pressing need for the community developmental systems to assess employment of people it supports

Indicator #7: The average duration of jobs terminated during a 6 month period increases.

Average duration (years) of jobs terminated



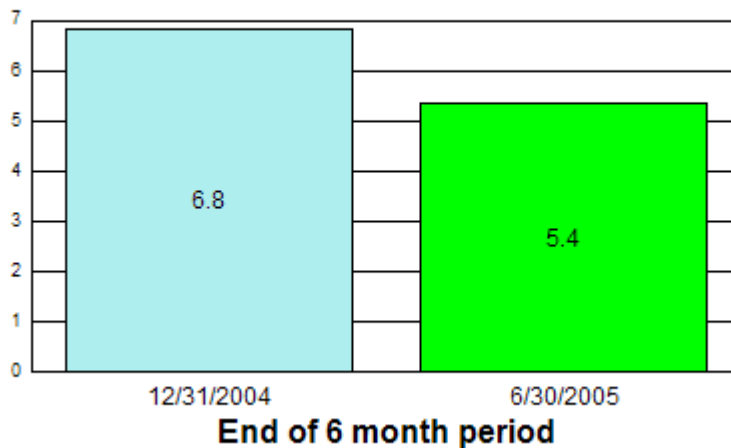
Total All Answers

329

Comments: There continues to be a positive upward trend toward jobs lasting for a longer period of time. Mid FY 2005 the average was 2.7 years were as at the end of FY 2005 the average was 4.4 years.

Indicator #8: The average duration of continuing jobs during a sixth month period increases.

Average duration (years) of continuing jobs



Total All Answers

2,315

Comments: There has been a slight decrease in the duration of continuing jobs from mid FY 2005 at 6.8 years to the end of FY 2005 with an average of 5.4 years. This trend appears to parallel the descending number of people employed from Domain 4 Indicator 3.

Indicator #9: The proportion of individuals reporting that the focus of career planning/job search is own talents/gifts/interests increases.

Proportion of those who feel they are helped to find work they are good at or especially interested in

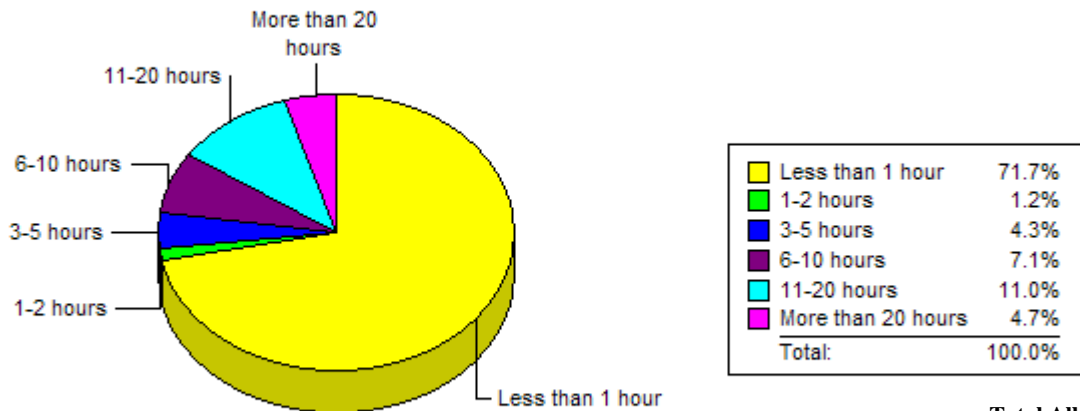


Total All Answers
95

Comments: There has been a tremendous decline over the past six years in the area of career building. In FY 2005, 61.1% of people surveyed said that they do not feel they are helped to find work they are good at or especially interested in. This data correlates with all other indicators in this Domain. There is an unequivocal need to address employment supports and services.

Indicator #10: The proportion of jobs that provide direct employer/co-worker support of one or more hours per week increases.

Proportion of jobs providing different hours of support

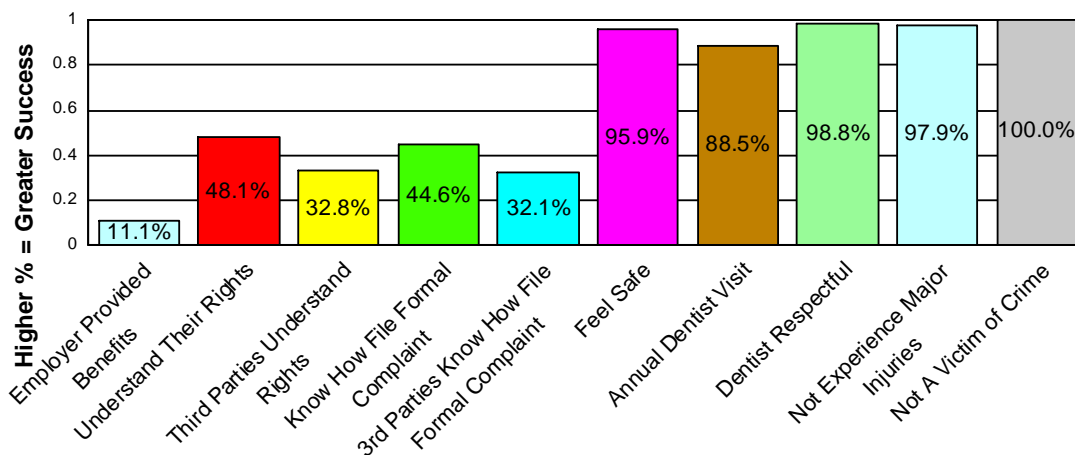


Total All Answers
2,453

Comments: FY 2005 follows the trends of the five previous years of data. In FY 2005 71.7% of people employed have an hour or less of direct employer/co-worker support. "Naturally Supported" work has been the emphasis for the community developmental systems for many years and this trend indicates that the system needs to review whether "naturally supported" work is an indicator of quality of service. Of the 2453 employees reported in FY 2005, it is noted that 15.7% have between 6 and 20 hours of "natural supports" per week.

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.

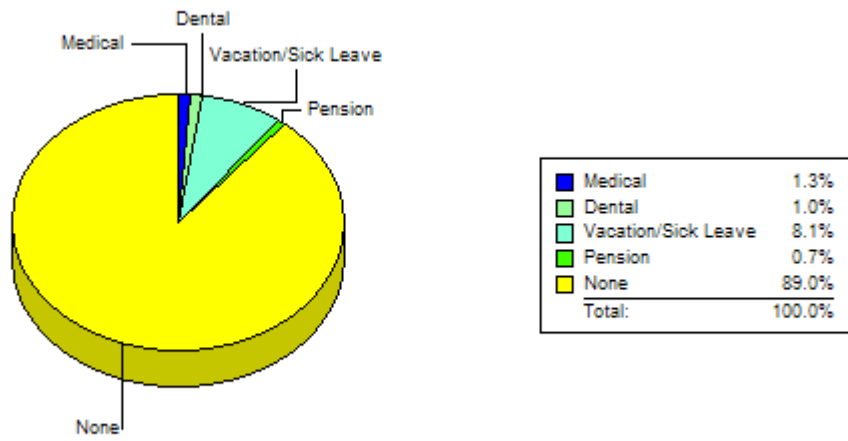
Since FY 2000 97.8% of people surveyed have indicated that they feel safe in their homes and neighborhoods. There has been a slight decline in FY 2005 of 1.9% of the 228 people surveyed. It is important to note that each individual response is shared with the person's service team so that there is assurance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

Indicator #1: The proportion of working individuals with employer-provided benefits increases.

Individuals Receiving Employer Provided Benefits



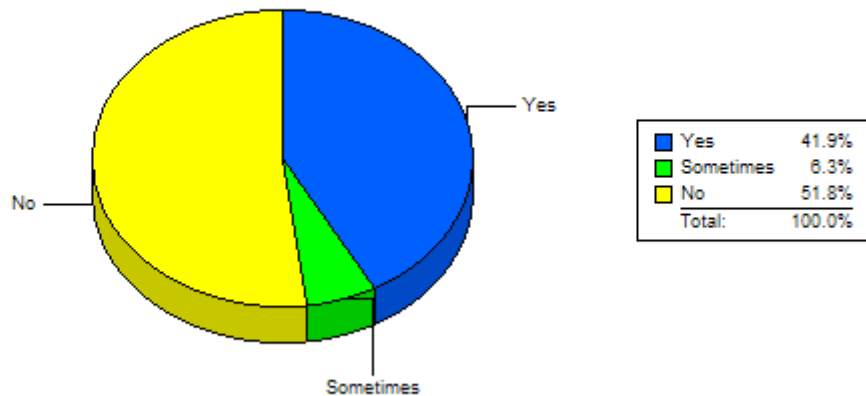
Total All Answers

2,720

Comments: In FY 2005 a statistically negative trend continues with regard to benefits provided by employers. In FY 2005, 85.1% of those people employed work less than 20 hours per week. Typically, employers do not pay benefits until someone is working approximately 30 hours per week. Thus a majority of folks who utilize services from the community developmental service system must rely on other forms of benefits in order to maintain their health and well being. As per the data for FY 2005 more than two thirds of the people served by the community developmental system who are working must rely state and federal benefits.

Indicator #2 & 3: The proportion of individuals and third parties who understand their rights increases.

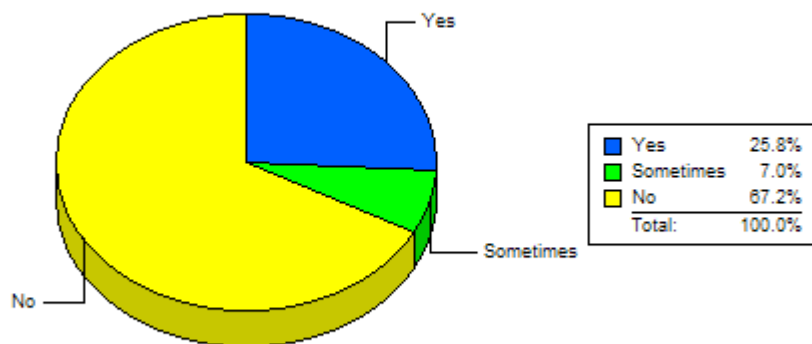
Proportion of individuals who understand their rights



Total All Answers

1,023

Third parties who feel they understand their rights



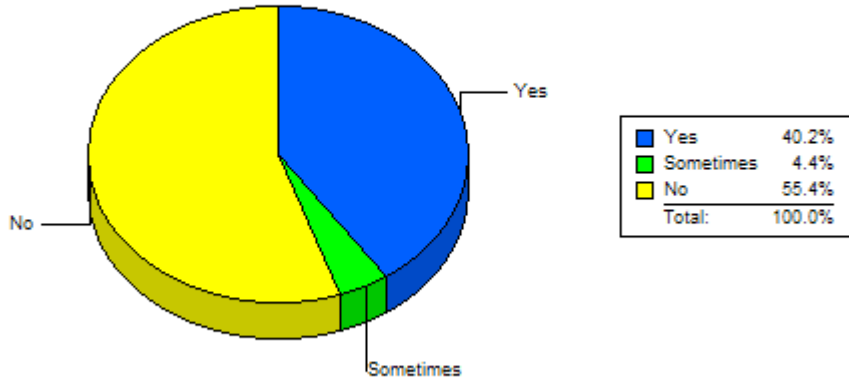
Total All Answers

427

Comments: 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 32.8% of interested third parties have responded that they understand their rights. Yet, more than two thirds (67.2%) do not. It has been made clear for the past six years that self determination, choice and control or key to positive service outcomes and the community developmental system must begin to develop methods for teaching adults with disabilities and their advocates about their rights.

Indicator #4 & 5: The proportion of individuals and third parties who know how to initiate a formal complaint increases.

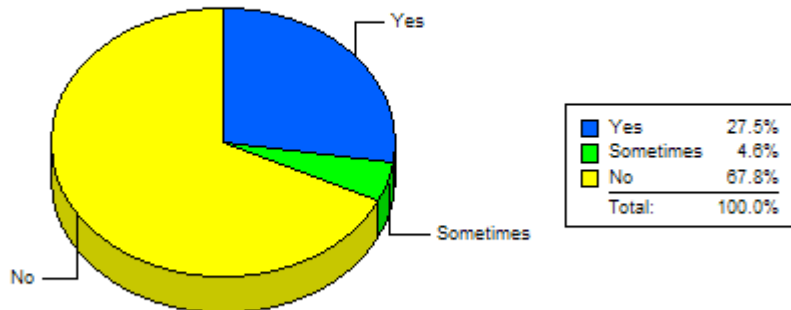
Individuals know how to initiate a formal complaint



Total All Answers

823

Proportion of third parties who know how to initiate a formal complaint for a consumer



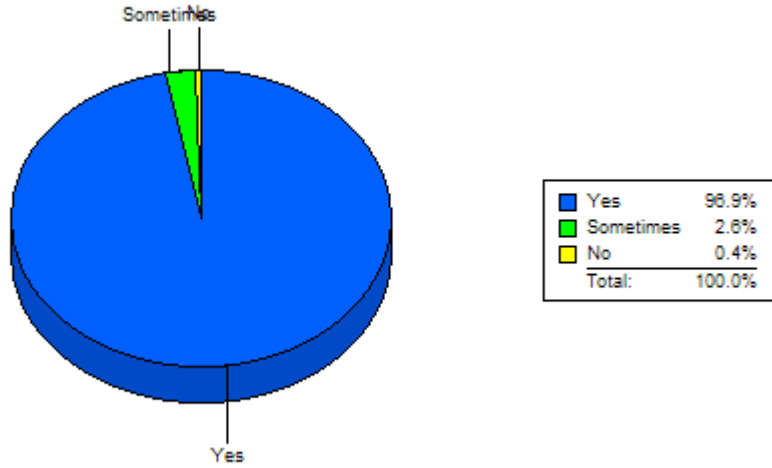
Total All Answers

345

Comments: To parallel Domain 5 Indicator 4 "Individuals and third parties who know how to initiate a formal complaint," in FY 2005, 32.1% of third parties responded that they know how to initiate a complaint. Two thirds (67.8%) of third parties do not. In the past six years, the community developmental services system has placed emphasis on teaching the formal and informal complaints process to its constituency. A key indicator of positive service outcomes is the ability of the system to respond to both formal and informal complaints. The community developmental system must identify why third parties do not know how to file complaints and develop opportunities which will improve this outcome.

Indicator #6: The proportion of individuals reporting they feel safe in their homes and neighborhoods increases.

Consumers who feel safe in their homes



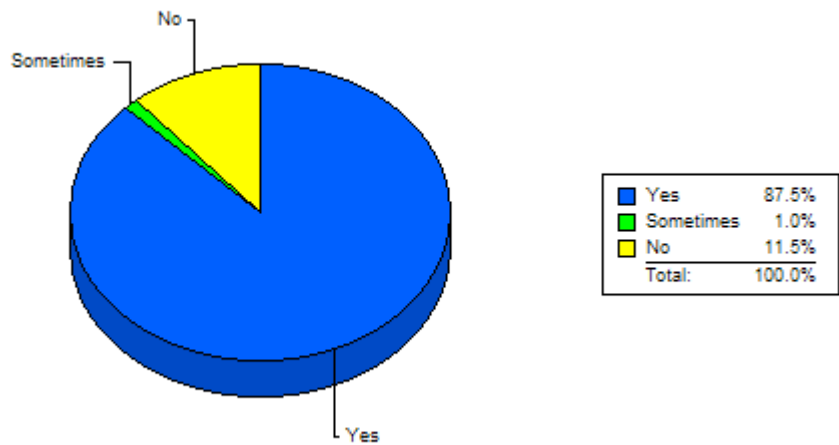
Total All Answers

228

Comments: 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 services team so that the assurance that some one is actually safe is guaranteed.

Indicator #8: The proportion of people who have an annual dentist appointment for preventive maintenance increases.

Individuals who visit a dentist each year

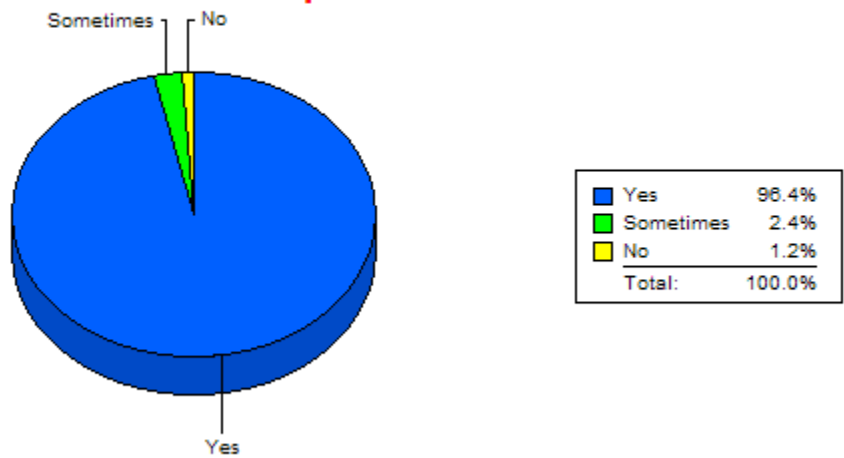


Total All Answers

192

Indicator #9: The proportion of people who say their dentist treats them with respect increases.

Individuals who say their dentist treats them with respect



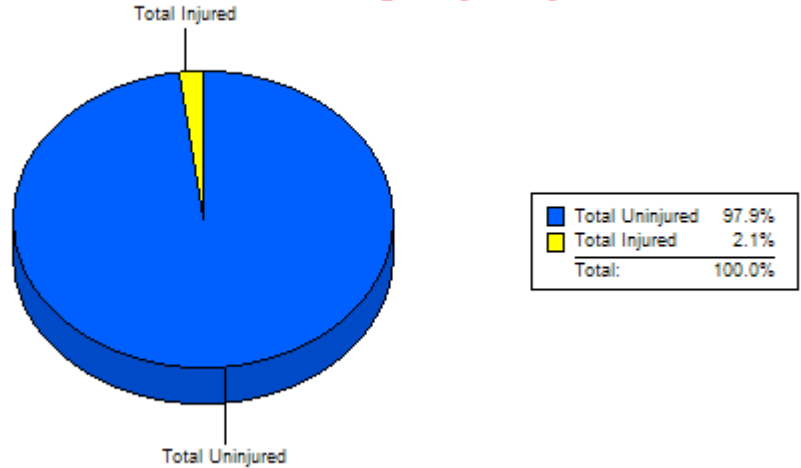
Total All Answers

166

Comments: In FY 2005, there has been a slight decline in people reporting that their "dentists treats them with respect". As a system, we should not expect 100% satisfaction where as this is a very emotional response. The community developmental system does respond to individual reports of dissatisfaction immediately.

Indicator #10: The success in minimizing incidence of major or serious injuries among persons with developmental disabilities receiving residential/vocational services increases.

Success in minimizing major injuries



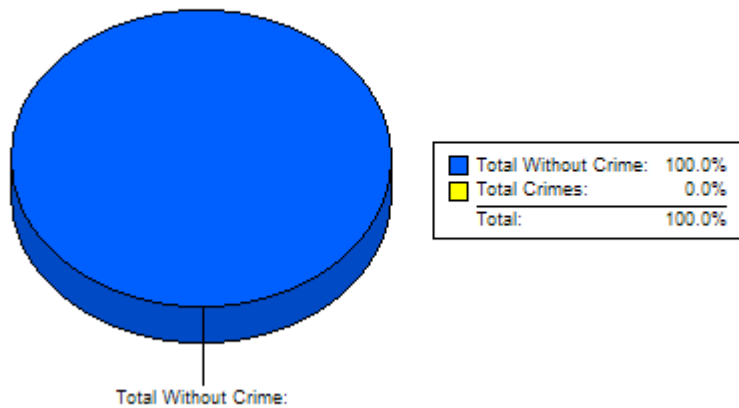
Total All Answers

3847

Comments: In FY 2005, there has been a slight decrease in serious injuries among persons with developmental disabilities receiving both day and residential services. The system will need to continue monitoring in this area in order to assure continued success.

Indicator #13: The success in minimizing the proportion of people receiving residential services who were victims of selected crimes during the past year increases.

Success in minimizing incidence of crime



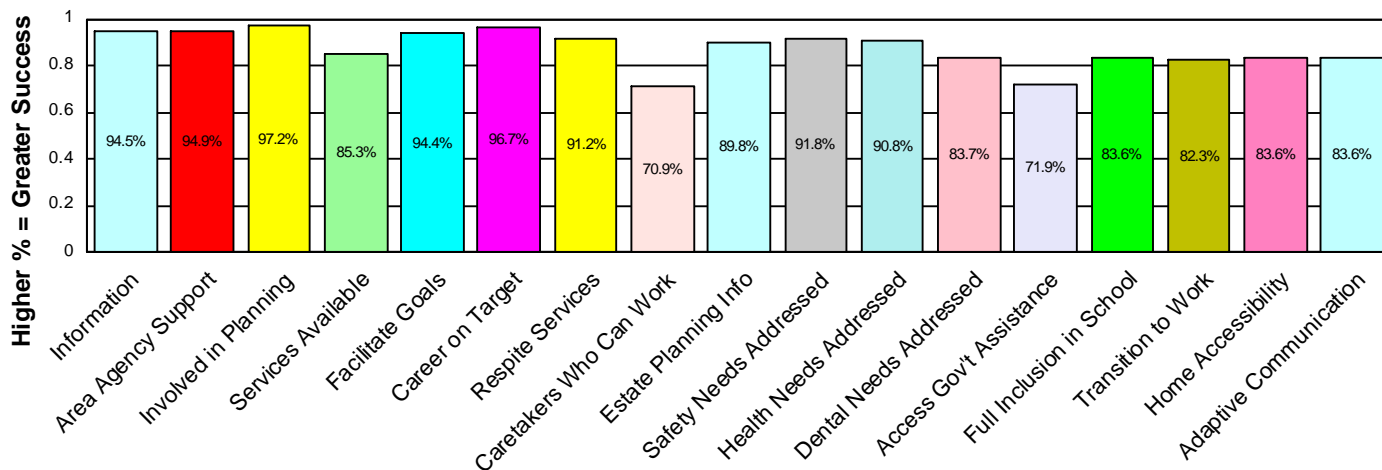
Total All Answers

1847

Comments: In FY 2005, no person receiving residential services was a victim of a crime.

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.

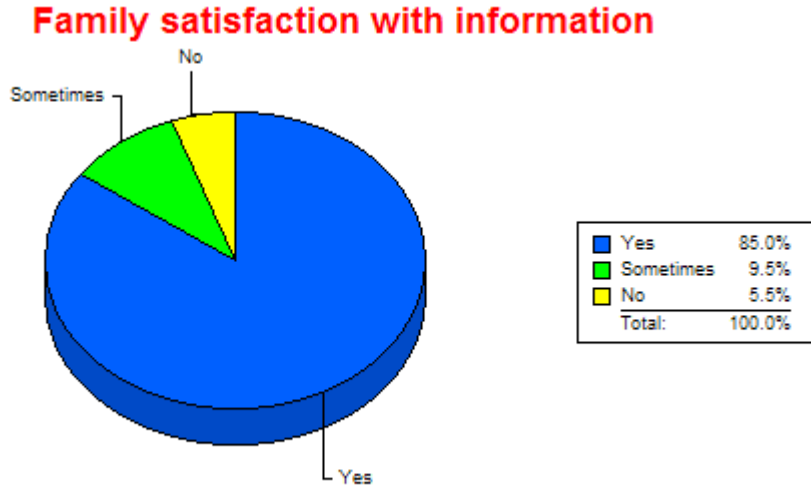
Other family support services having resulted in positive satisfaction ratings are as follows:

- 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.

Indicator #1: The proportion of families satisfied with information from the Area Agency regarding community services and supports increases



Total All Answers
1,139

Comments: 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% however, it is clear that area agencies do their best to assure that their constituency is informed.

Indicator #2: The proportion of families satisfied with the Area Agency's support of their efforts to direct the planning and carrying out of their services increases

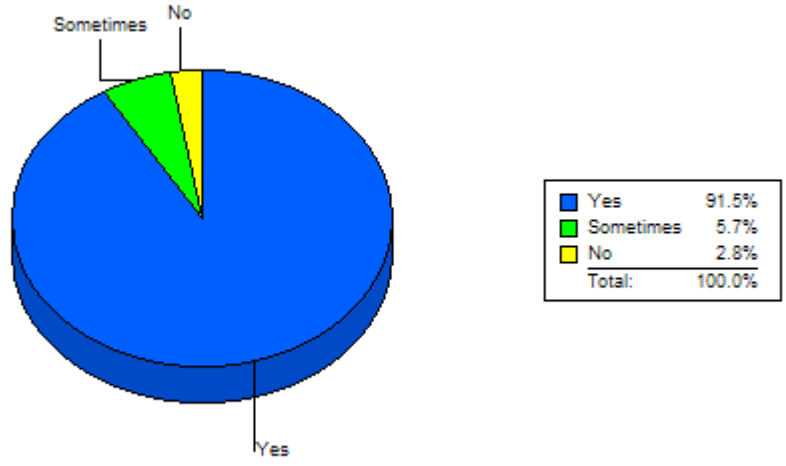


Total All Answers
871

Comments: For the past six fiscal years, families have reported a 94% satisfaction rate with the support the area agencies provide to plan for their family's services. In FY 2005, 94.9% of the families have indicated that they are satisfied with the support they receive for planning services.

Indicator #3: The proportion of families reporting satisfaction with their level of involvement in service planning increases

Family satisfaction with involvement in planning

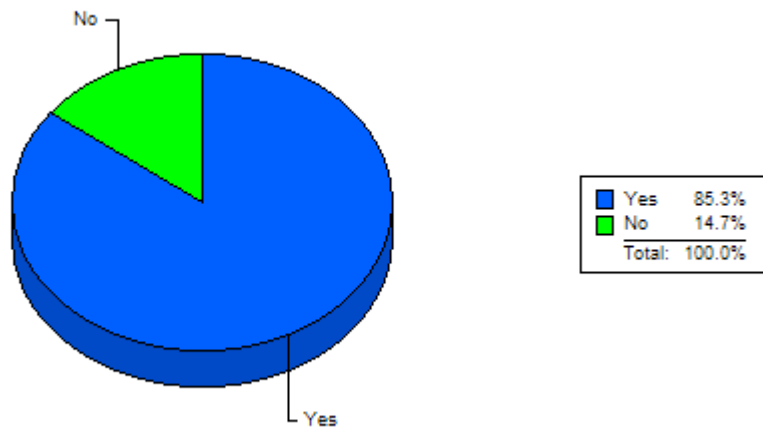


Total All Answers
1,119

Comments: In FY 2005, we 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 to demistifying how services are planned and budgeted for.

Indicator #4: The proportion of families who report that 'needed' supports and services are available increases

Family satisfaction with support availability



Total All Answers
1,113

Comments: 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%. In order to improve the outcome of this indicator, the community developmental system will need to assess why families think that "necessary or needed" services are not available and determine how the system of support will respond.

Indicator #5: The proportion of families satisfied that supports they receive facilitate the most important goals of their family member increases

Family satisfaction with support facilitating goals

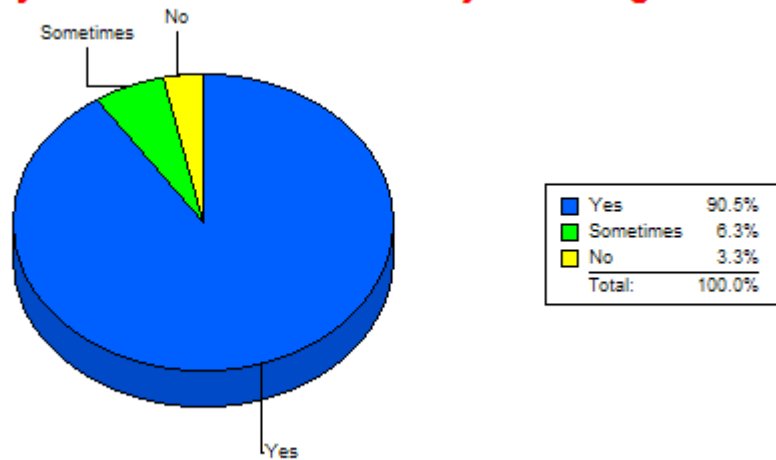


Total All Answers
852

Comments: 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 in FY 2000. The positive outcome of this indicator reveals that there is a committment to families to assist them in reaching their service planning goals.

Indicator #6: The proportion of families reporting that the focus of career planning/job search is individual's talents/gifts/interests increases

Family satisfaction with career/job strategies

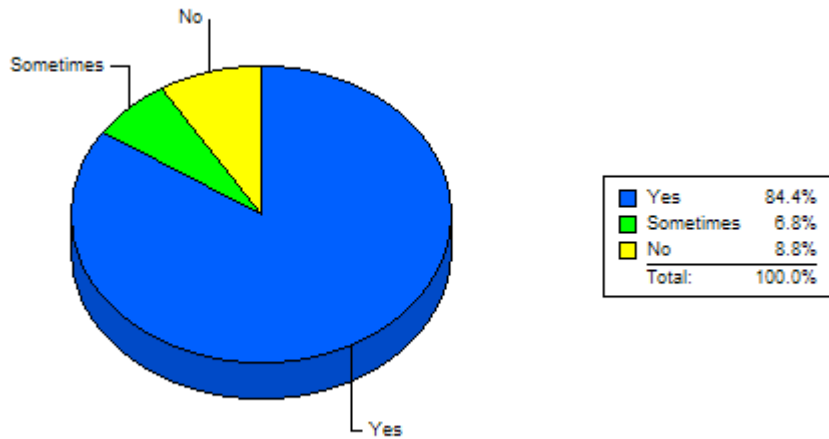


Total All Answers
304

Comments: FY 2005 data shows that 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 in FY 2000. The positive outcome of this indicator reveals that there is a committment to careers and employment for people served through the community developmental service system.

Indicator #7: The proportion of families satisfied with respite services increases

Family satisfaction with respite services



Total All Answers
570

Comments: Comment for Domain 6 Indicator 7

Indicator #8: The proportion of families who can work outside the home even though there are caretaking responsibilities increases.

Family members who can't work outside home



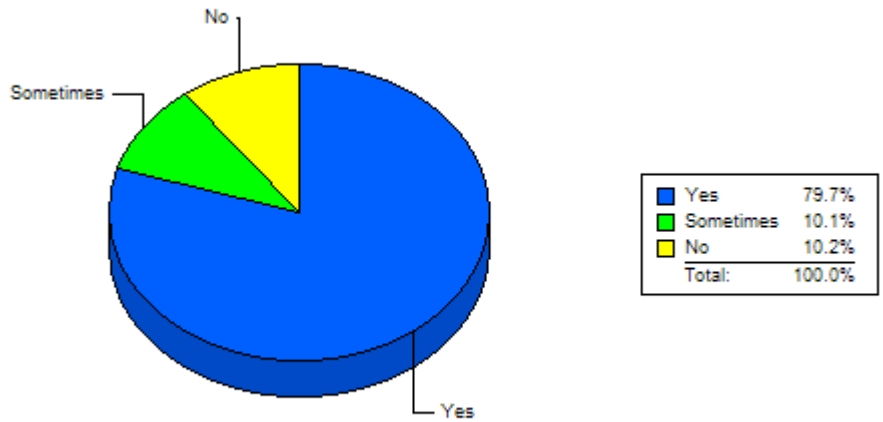
Please Note:
For this indicator, a "No" is the success answer

Total All Answers
1,120

Comments: Comment for Domain 6 Indicator 8

Indicator #9: The proportion of families satisfied with information about estate planning and future care and support options increases

Family satisfaction with estate planning information

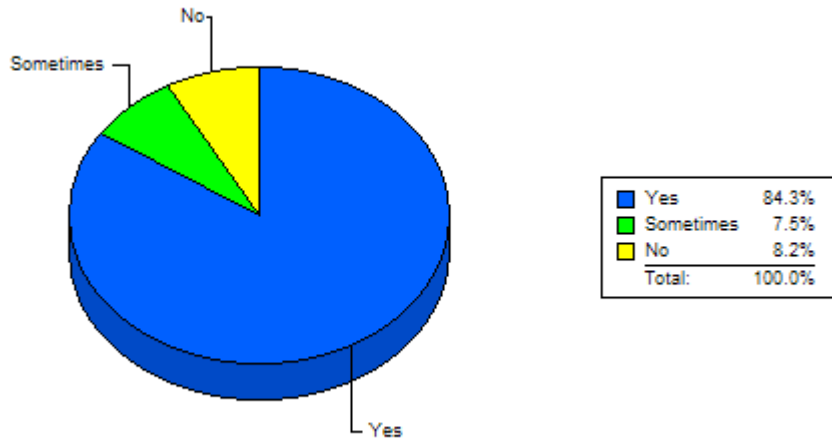


Total All Answers
990

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

Indicator #10: The proportion of families satisfied that the Area Agency and service providers address the safety needs of their family member increases

Families satisfied that safety needs are addressed

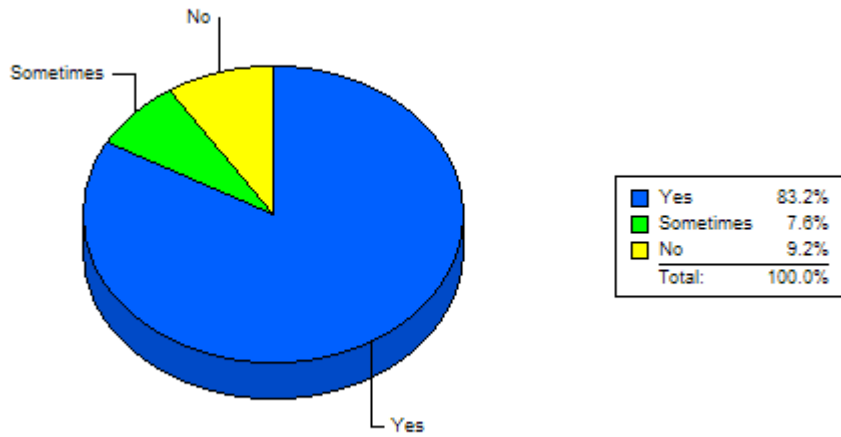


Total All Answers
785

Comments: Since family surveying began, the average satisfaction for this indicator has been 91.7%. 8.3% of families have reported that their family members' safety needs are not being addressed. The area agencies will need to develop a more comprehensive survey with regard to safety in order to effect a change to this indicator.

Indicator #11: The proportion of families satisfied that the Area Agency and service providers address the health needs of their family member increases

Families satisfied that health needs are addressed



Total All Answers

707

Comments: There has continued to be a slight downward trend in families being satisfied that their family members 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.

Indicator #12: The proportion of families satisfied that the Area Agency and service providers address the dental needs of their family member increases

Families satisfied that dental needs are addressed



Total All Answers

559

Comments: In the past six years, there has been a very positive upward trend for this indicator. In FY 2005, 83.7% of families surveyed are satisfied that their family members 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.

Indicator #13: The proportion of families reporting satisfaction with the Area Agency's support in gaining access to government assistance programs increases

Families satisfied with access to government programs



Comments: In FY 2005, there has been another decline in families satisfaction with access to government assistance. The community developmental service system assists families to access governmental resources but it can not guarantee that a family is eligible for local or federal 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.

Indicator #17: The proportion of families reporting satisfaction with the Area Agency's support of their child's full inclusion in the school system increases

Families satisfied with their child's full inclusion



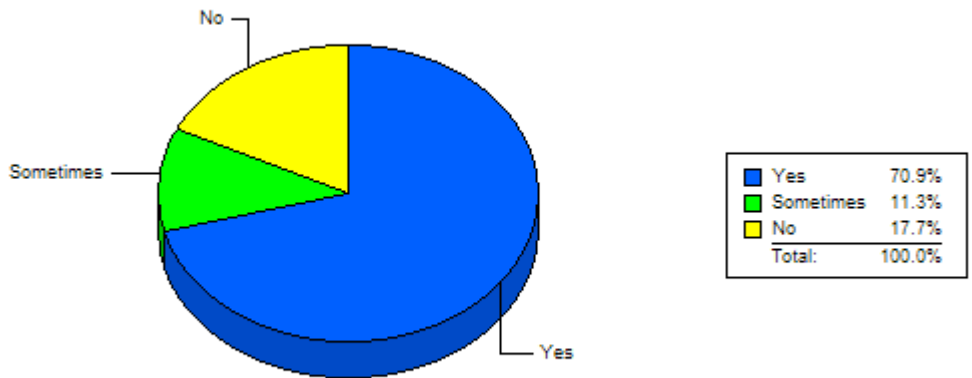
Total All Answers

371

Comments: In the past six years 82.6% of families surveyed have indicated that the area agency's do support their child's full inclusion in the school system. There have been modest increases in satisfaction within this indicator but 17.4% of families say that area agencies do not support their child's inclusion in the school system. In order to improve this outcome, the community developmental service system will need to delve more deeply into what types and levels of support families are talking about.

Indicator #20: The proportion of families reporting satisfaction with the support their family member received to make the transition from school to work and independent living increases

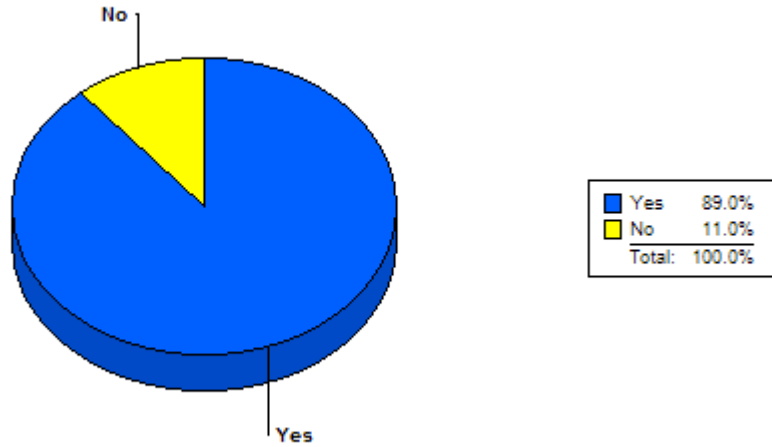
Families satisfied with support to make transition



Comments: Positive transitions 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. The area agencies must continue to monitor this indicator and both individually and statewide develop comprehensive plans to improve families satisfaction with high school transition services.

Indicator #21: The proportion of families with a family member with a physical disability who are satisfied with the level of accessibility of their home increases

Families satisfied with accessibility of their home

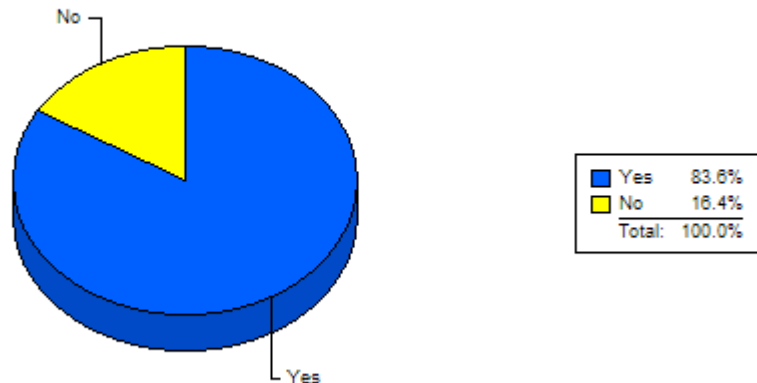


Total All Answers
400

Comments: This indicator shows a profound improvement in families satisfaction with home accessibility! FY 2003, 43.1% of families surveyed said that their homes were not accessible. In FY 2005, only 10% have indicated that they are not satisfied with the accessibility of their home. This is a 45.9 percentage point increase in satisfaction. The area agencies will need to continue to monitor this indicator for improvements.

Indicator #22: The proportion of families reporting satisfaction with the availability of adaptive communication technology increases

Families satisfied with availability of adaptive communication technology

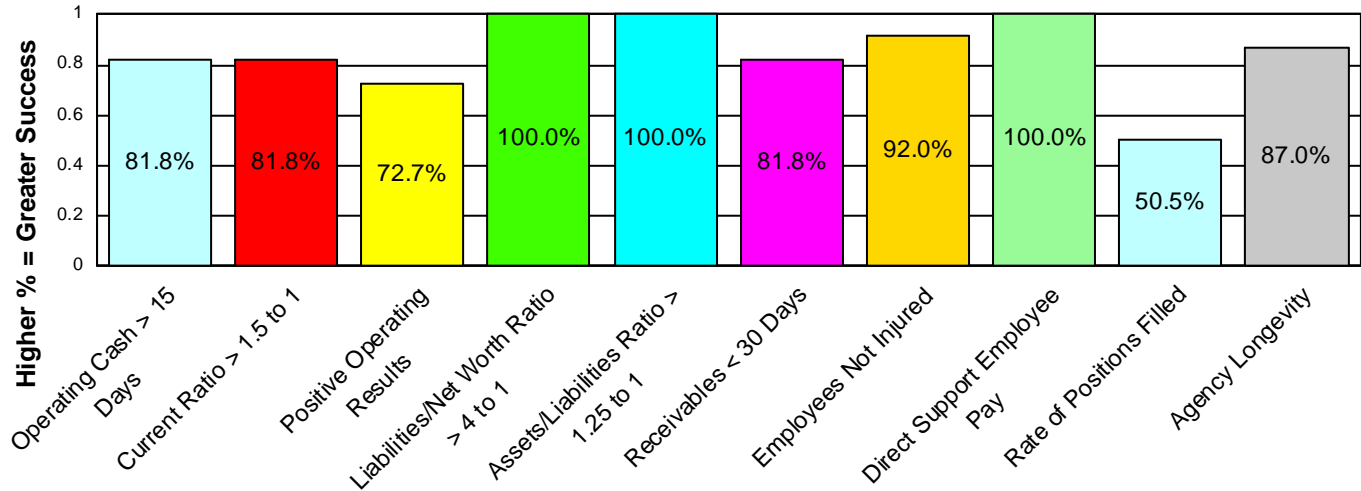


Total All Answers
371

Comments: This indicator shows another profound improvement in families satisfaction with access to adaptive communication technology! FY 2003, 49.4% of families surveyed said that they were dissatisfied in their access to adaptive communication technology. In FY 2005, only 16% have indicated that they are not satisfied with access to adaptive communication technology. This is a 34.2 percentage point increase in satisfaction. The area agencies will need to continue to monitor this indicator for improvements as one's ability to communicate is key to personal independence.

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.

Indicator #1: Proportion of Area Agencies that have cash on hand to meet greater than 15 days of operating expenses increases.

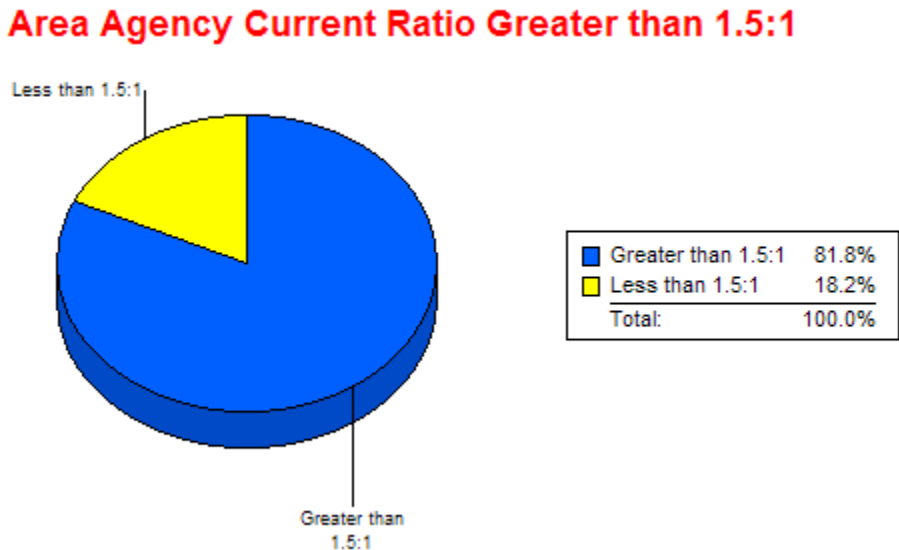


Total All Answers

11

Comments: In FY 2005, 9 out of eleven meet the minimum standard of 15 days cash on hand. Of the two who are under this is just by three days. On average, of the eleven area agencies reporting they have 32.76 days of cash on hand to meet operating expenses.

Indicator #2: The proportion of Area Agencies operating with a current ratio of greater than 1.5:1 increases.



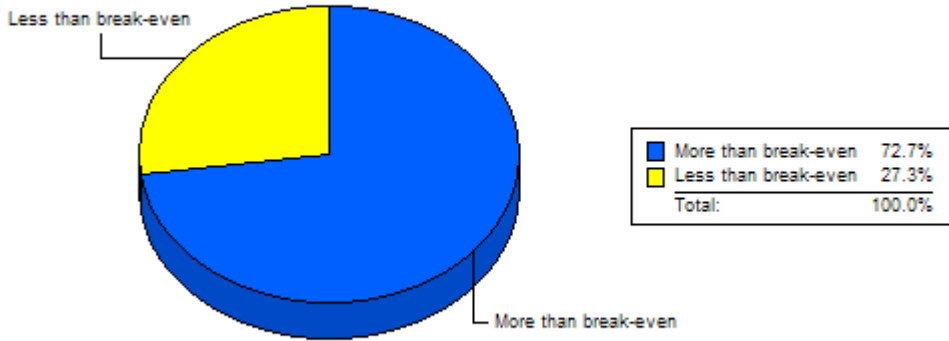
Total All Answers

11

Comments: In FY 2005, of the eleven area agencies reporting, 81.8% exceed the target for cash on hand/revenue/expenses. Area Agencies are committed to fiscal responsibility to its' board of directors and to its' constituency.

Indicator #3: Proportion of Area Agencies that maintain a break-even or positive operating result increases.

Proportion of agencies



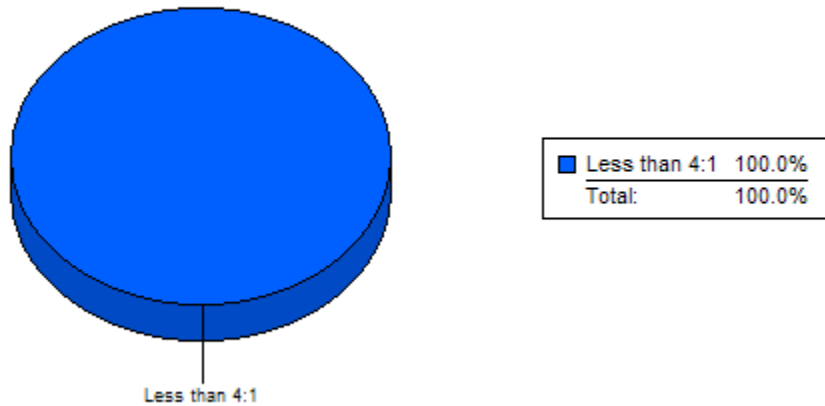
Total All Answers

11

Comments: In FY 2005, there has been a significant dip in the proportion of area agencies that maintain a break-even or positive operating result. In FY 2003 it was reported that 91.7% of the area agencies met this criteria. In FY 2005 only 72.7 or 9 out of the eleven.

Indicator #4: The proportion of Area Agencies that maintain debt to worth ratio of less than 4:1 increases.

Proportion of agencies



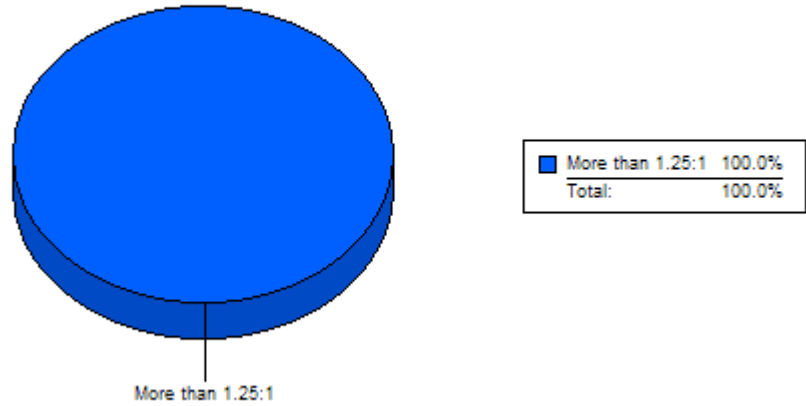
Total All Answers

11

Comments: In FY 2005, 100% of the area agencies have less than 4:1 debt to worth ratio.

Indicator #5: Proportion of agencies that maintain greater than a 1.25:1 ratio of total assets to liabilities increases.

Proportion of agencies



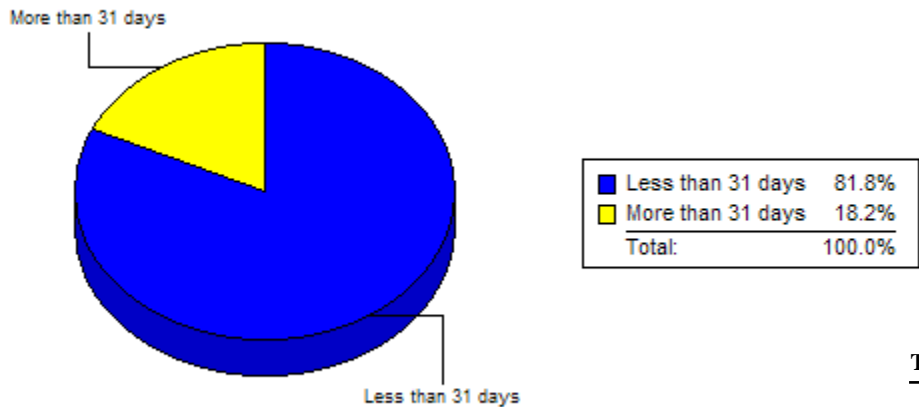
Total All Answers

11

Comments: In FY 2005, 100% of the area agencies have maintained a greater than a 1.25:1 ratio of total assets to liabilities.

Indicator #6: The proportion of Area Agencies with accounts receivables averaging less than 30 days old increases.

Proportion of agencies



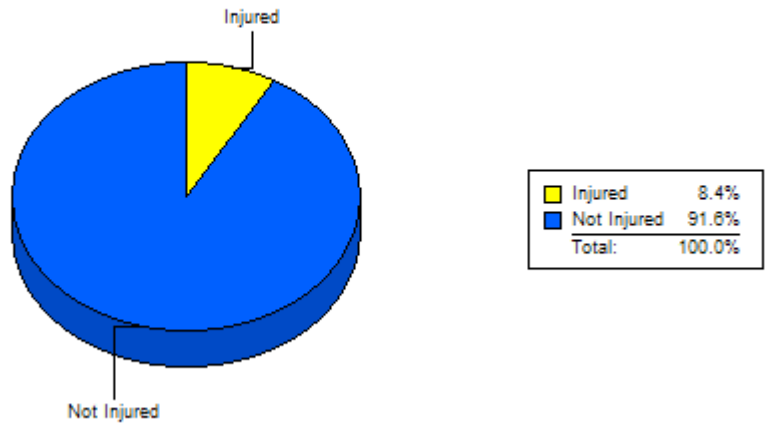
Total All Answers

11

Comments: In FY 2005, 81.8% of the area agencies have accounts in receivable less than 30 days. This is a significant improvement over all previous fiscal years and shows that the area agencies are operating efficiently.

Indicator #7: The success in minimizing the rate of injuries to direct support employees resulting in medical bills and/or loss of work time increases.

Success in minimizing rate of direct support employee injuries

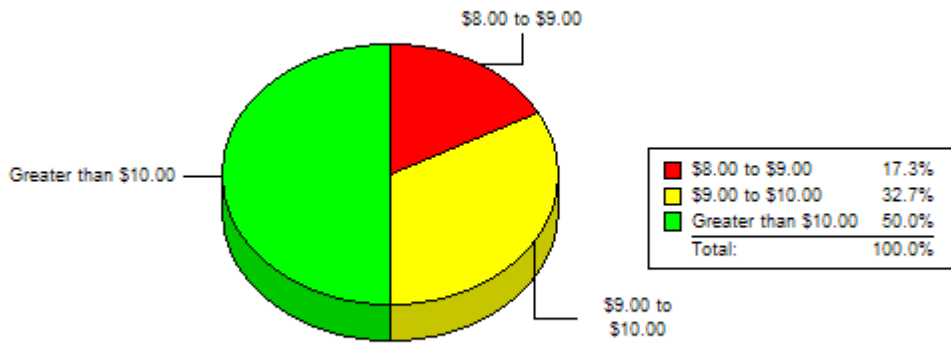


Total All Answers
164

Comments: There continues to be a positive reporting of the personal safety and well being of direct support employees. In FY 2005, 91.6% of the work force did not experience any work related injuries.

Indicator #8: The percentage of direct support employees earning over \$8.00 per hour increases.

Pattern of hourly pay ranges

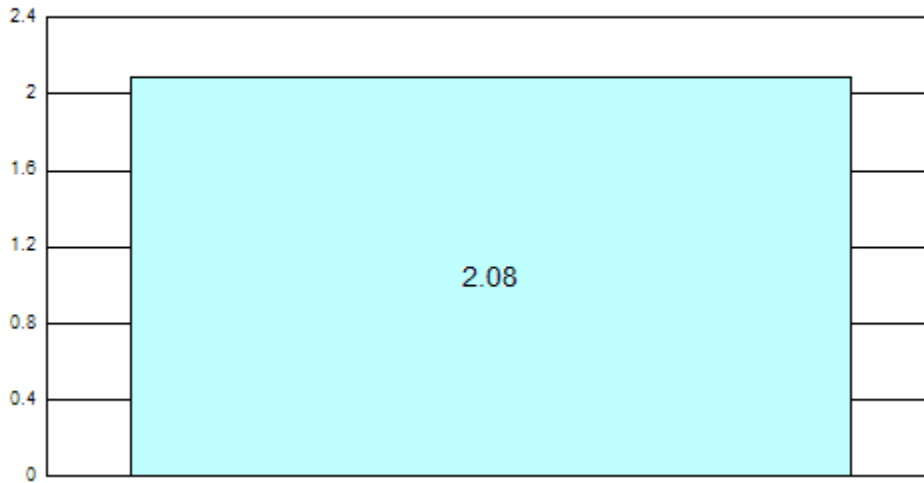


Total All Answers
52

Comments: 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 system as well as key stakeholders need to continue their efforts to influence the rate of reimbursement for such critical services.

Indicator #9: The average length of employment for direct support employees increases.

Average years of employment

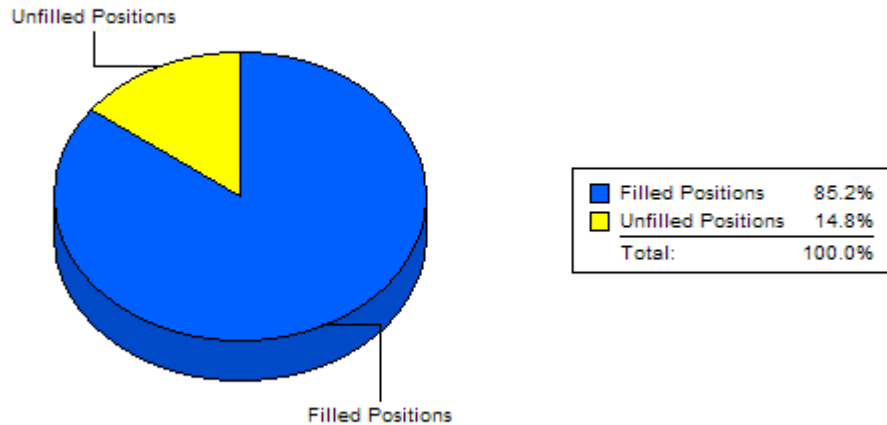


Total All Answers
218

Comments: In six years, the average length of employment in direct support is two years.

Indicator #10 - The average percentage of filled direct support employee positions increases

Average percentage of filled direct support positions

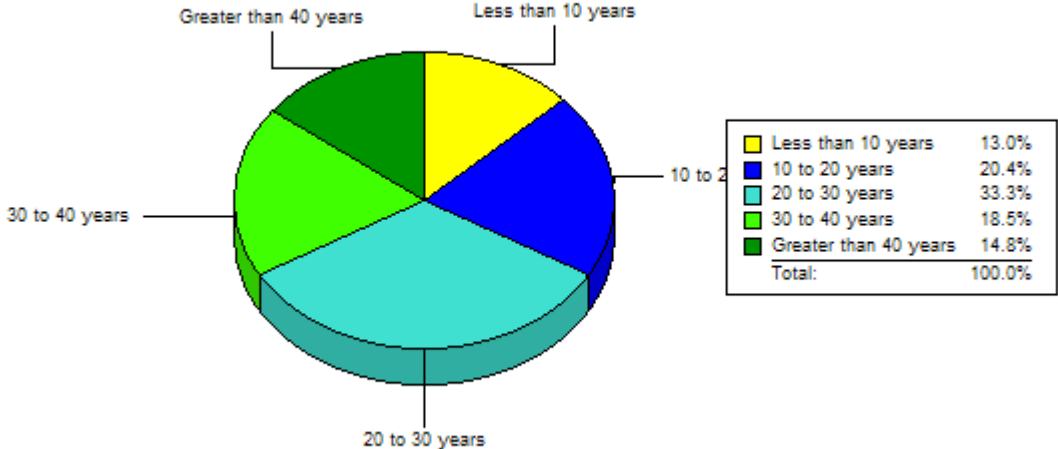


Total All Answers
85

Comments:

Indicator #11: The percentage of provider agencies that are in operation greater than 10 years increases.

Pattern of time agencies in operation



Total All Answers

54

Comments: In FY 2005, 85 % of provider agenices have been in operation for greater than 10 years.

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.