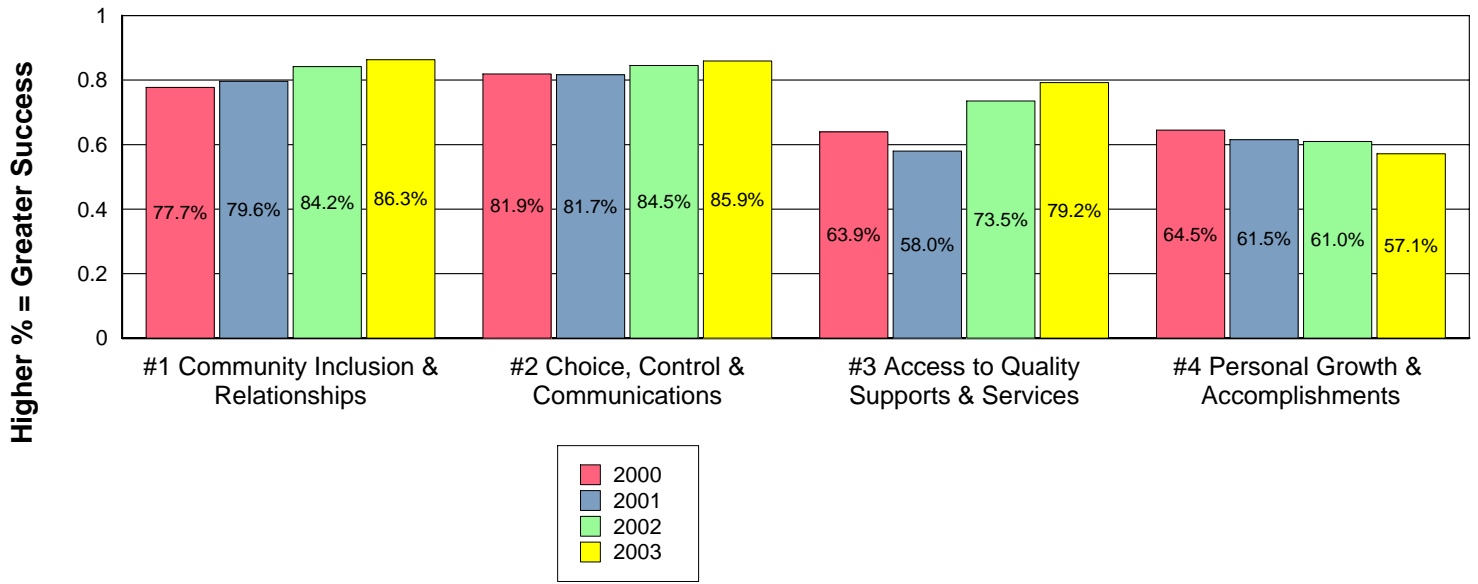
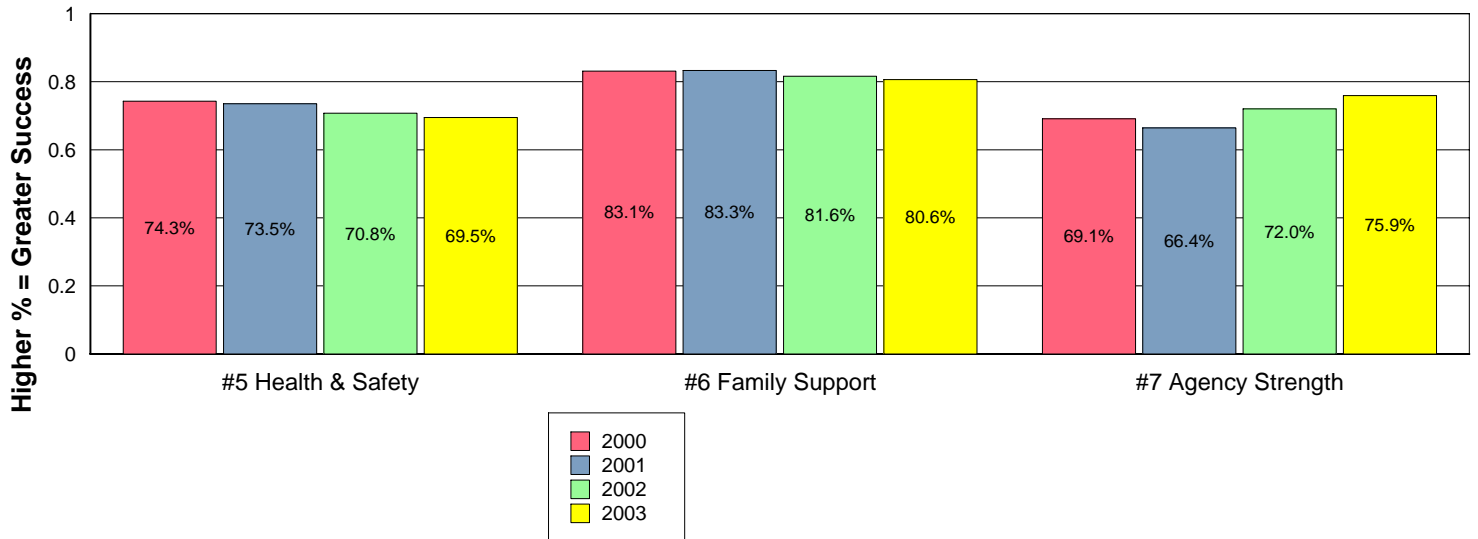


Introduction to Report from New Hampshire Quality Outcomes Partnership

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



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



Fiscal Year Comparison of Summary Performance of All Domains

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

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

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

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

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

Fiscal Year Comparison of Summary Performance of All Domains

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

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

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