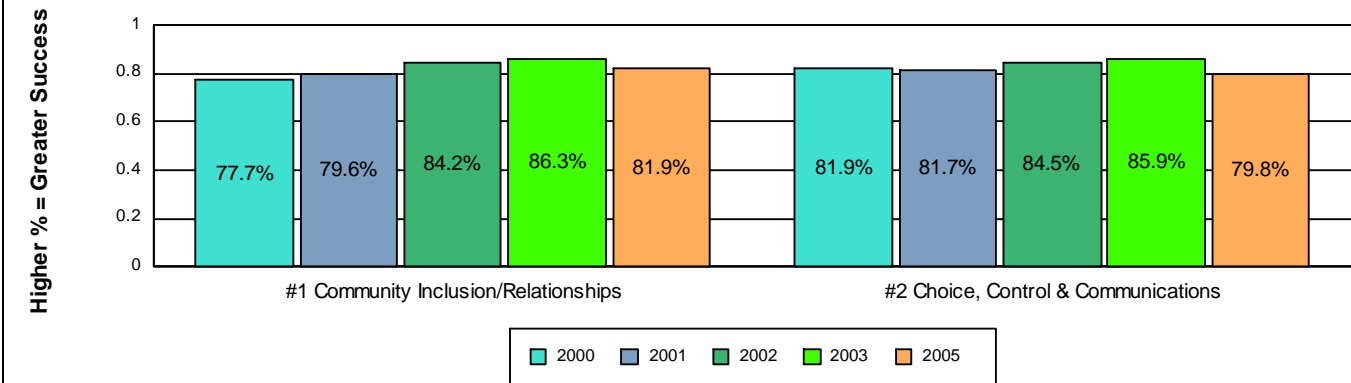
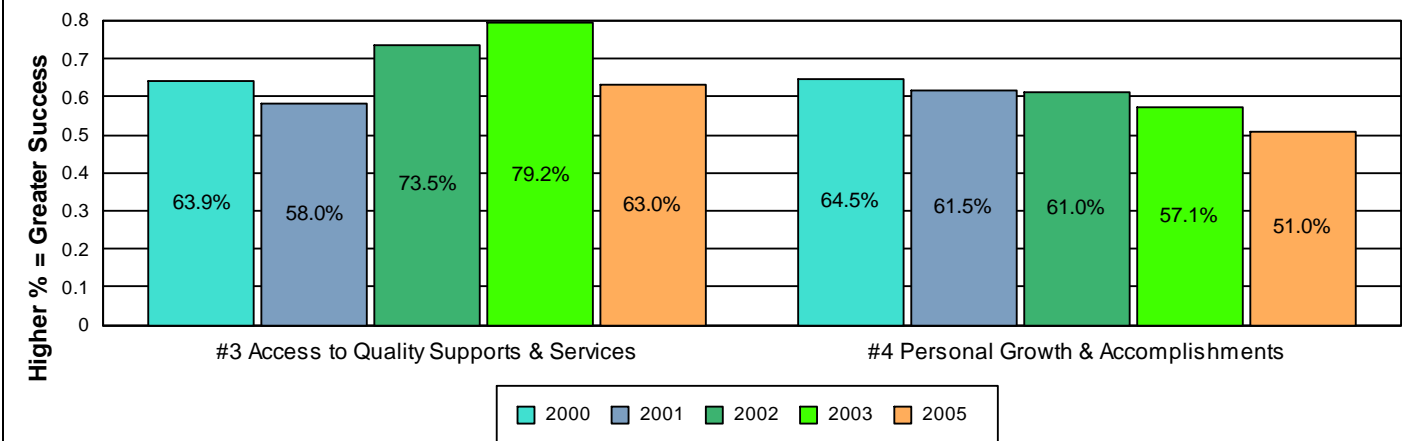


# Introduction to Report from New Hampshire Quality Outcomes Partnership

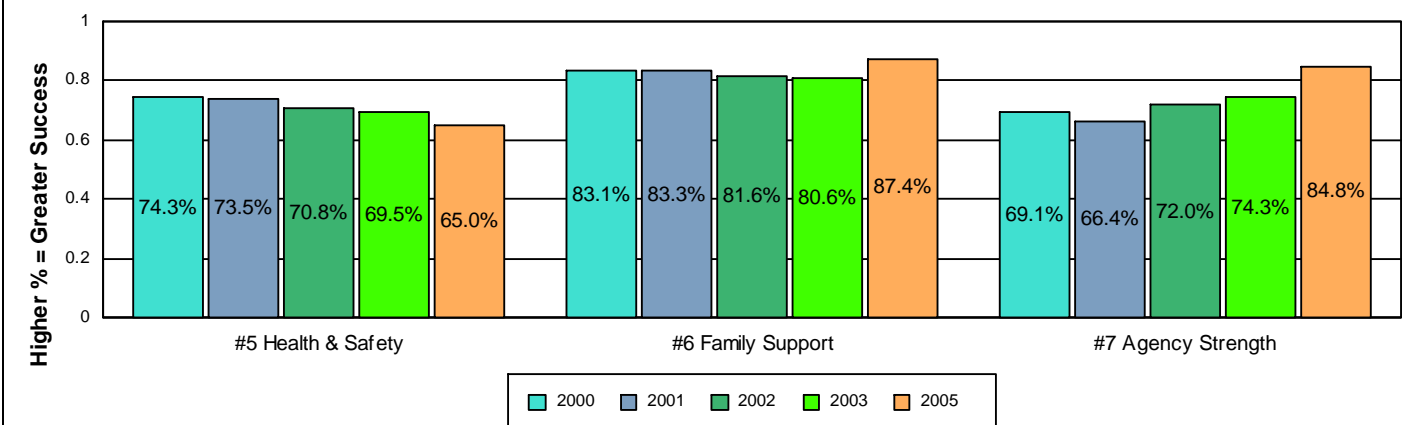
## Fiscal Year Comparison of Summary Performance - Domains 1 and 2



## 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%.