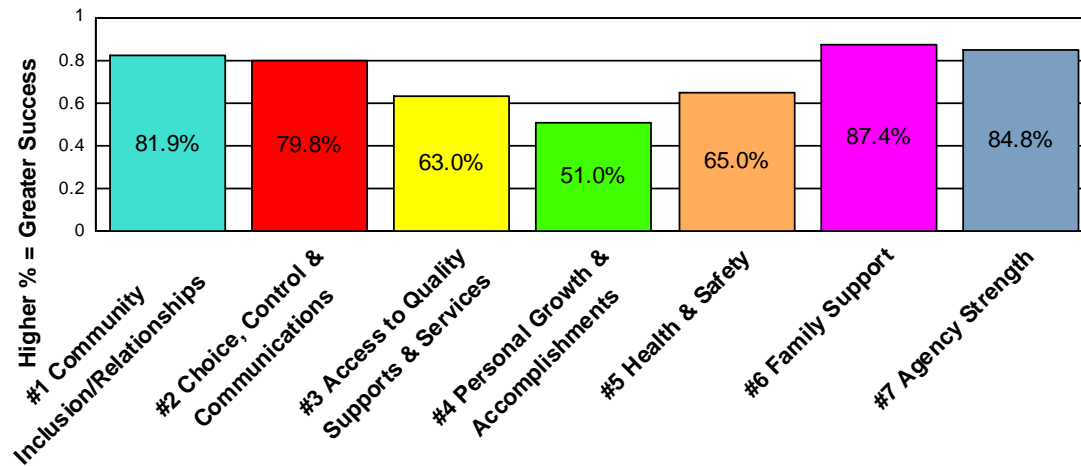


## Introduction to Report from New Hampshire Quality Outcomes Partnership

### 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.