National Core Indicators™
Adult Consumer Survey
Delaware Report
2015-2016 Data
Choice and Decision-Making

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What is NCI?

The National Core Indicators (NCI) program is a voluntary effort by state developmental disability agencies to track their performance using a standardized set of consumer and family/guardian surveys with nationally validated measures. The effort is coordinated by the National Association of State Directors of Developmental Disabilities Services (NASDDDS) and the Human Services Research Institute (HSRI).

NCI has developed more than 100 standard performance measures (or ‘indicators’) that states use to assess the outcomes of services for individuals and families, including outcomes in the areas of employment, rights, service planning, community inclusion, choice, health, and safety. In 2015-16 a total of 45 states, the District of Columbia, and 22 sub-state entities were participating in NCI.

What is the NCI Adult Consumer Survey?

The NCI Adult Consumer Survey is a face-to-face meeting conducted with a person who is receiving services from the state; it is used to gather data on approximately 60 consumer outcomes, and it is regularly refined and tested to ensure that it is valid and reliable. Interviewers meet with individuals to ask questions about where they live and work, the kinds of choices they make, the activities they participate in within their communities, their relationships with friends and family, and their health and well-being.

What topics are covered by the survey?

The National Core Indicators are organized by “domains” or topics. These domains are further broken down into sub-domains, each of which has a statement that indicates the concerns being measured. Each sub-domain includes one or more “indicators” of how the state performs in this area. The table on the following page lists the domains, sub-domains, and concern statements addressed by the NCI Adult Consumer Survey indicators.
<table>
<thead>
<tr>
<th>Domain</th>
<th>Sub-Domain</th>
<th>Concern Statement</th>
</tr>
</thead>
<tbody>
<tr>
<td>Individual Outcomes</td>
<td>Work</td>
<td>People have support to find and maintain community integrated employment.</td>
</tr>
<tr>
<td></td>
<td>Community Inclusion</td>
<td>People have support to participate in everyday community activities.</td>
</tr>
<tr>
<td></td>
<td>Choice and Decision-Making</td>
<td>People make choices about their lives and are actively engaged in planning their services and supports.</td>
</tr>
<tr>
<td></td>
<td>Self Determination</td>
<td>People have authority and are supported to direct and manage their own services.</td>
</tr>
<tr>
<td></td>
<td>Relationships</td>
<td>People have friends and relationships.</td>
</tr>
<tr>
<td></td>
<td>Satisfaction</td>
<td>People are satisfied with the services and supports they receive.</td>
</tr>
<tr>
<td>Health, Welfare, and Rights</td>
<td>Safety</td>
<td>People are safe from abuse, neglect, and injury.</td>
</tr>
<tr>
<td></td>
<td>Health</td>
<td>People secure needed health services.</td>
</tr>
<tr>
<td></td>
<td>Medications</td>
<td>Medications are managed effectively and appropriately.</td>
</tr>
<tr>
<td></td>
<td>Wellness</td>
<td>People are supported to maintain healthy habits.</td>
</tr>
<tr>
<td></td>
<td>Respect/Rights</td>
<td>People receive the same respect and protections as others in the community.</td>
</tr>
<tr>
<td>System Performance</td>
<td>Service Coordination</td>
<td>Service coordinators are accessible, responsive, and support the person's participation in service planning.</td>
</tr>
<tr>
<td></td>
<td>Access</td>
<td>Publicly-funded services are readily available to individuals who need and qualify for them.</td>
</tr>
</tbody>
</table>
**How were people selected to participate?**

Each state is instructed to attempt to complete a minimum of 400 surveys with a random sample of individuals age 18 or older who are receiving at least one publicly funded service besides case management. A sample size of 400 allows valid comparisons to be made across states with a 95% confidence level and a +/- 5% margin of error. Both the confidence level and margin of error used are widely accepted for reviewing results, regardless of population size. Most states draw a sample greater than 400 to account for refusals and inaccurate contact information. For more information on sampling, please see Appendix C of the national report, accessible at http://www.nationalcoreindicators.org/resources/reports/

**Proxy Respondents**

Proxy responses are allowed only for Section II (Community Inclusion, Choices, Respect/Rights, and Access to Needed Services), which is based on objective measures. Proxy respondents are used only when the individual receiving services cannot complete the survey or chooses to have a proxy respondent. Only people who know the individual well – such as family, friends, or staff – are acceptable respondents. To avoid conflict of interest, service coordinators are not allowed to provide proxy responses for individuals on their caseloads.

**Limitations of Data**

The NCI Adult Consumer Survey tool is not intended to be used for monitoring individuals or providers; instead, it assesses system-wide performance. The NCI Average should not be interpreted as necessarily defining “acceptable” levels of performance or satisfaction. Instead, it describes average levels of performance or satisfaction across the states. It is up to public managers, policy-makers, and other stakeholders to decide what is an acceptable or unacceptable result (i.e., scale score or percentage of individuals achieving the indicated outcome).

**IMPORTANT NOTE ON ANALYSIS.** In examining the results included in this report, we found questions for which 25% or more of an individual state’s sample were marked “don’t know” or were missing data. Results denoted with two asterisks (**) indicate that there were states in which this occurred. To see individual break-outs of which states reported 25% or more “don’t know” or missing for a particular question, see the National Report.
What is contained in this report?

This report compares the 2015-16 NCI Adult Consumer Survey demographic and individual outcome results from Delaware to the NCI Average (the average of all state percentages). A total of 17,682 valid surveys were completed across thirty-six (36) states (including the District of Columbia). All results are shown in chart form along with descriptive text to the right of each outcome chart. Please note, if a state had fewer than 20 respondents to a certain question, the state is excluded from the analysis for that particular question.

The data shown in this report are unweighted and unadjusted. To see comparable data for all states, refer to Appendix D of the Adult Consumer Survey National Report. The national and state data results for the NCI Adult Consumer Survey can be found online at

http://www.nationalcoreindicators.org/resources/reports/.
Results: Demographics

*Illustrates the demographic profile of survey participants*
Graph 1.

**Average Age**

- Delaware: 46 (N=434)
- NCI Average: 43 (N=17,458)

Graph 2.

**Age Group**

- 18-22: 8% (Delaware), 7% (NCI Average)
- 23-34: 25% (Delaware), 24% (NCI Average)
- 35-54: 31% (Delaware), 36% (NCI Average)
- 55-74: 32% (Delaware), 22% (NCI Average)
- 75 and Older: 3% (Delaware), 2% (NCI Average)
- Unknown: 0% (Delaware), 1% (NCI Average)

Graph 3.

**Gender**

- Male: 56% (Delaware), 58% (NCI Average)
- Female: 44% (Delaware), 42% (NCI Average)

Graph 4.

**Marital Status**

- Single, Never Married: 98% (Delaware), 94% (NCI Average)
- Married: 1% (Delaware), 2% (NCI Average)
- Single, Married in the Past: 0% (Delaware), 2% (NCI Average)
- Don't Know: 1% (Delaware), 3% (NCI Average)

---

- New variable to reporting
- **This item includes data from states with 25% or more “don’t know” or missing responses; see the national ACS report for a break-out by state.**
± Item changed from previous years – race and ethnicity are combined
* Residential designations were derived by transforming individuals’ zip codes into designations defined by the USDA
** This item includes data from states with 25% or more “don’t know” or missing responses; see the national ACS report for a break-out by state.
º New variable to reporting
New variable to reporting

**This item includes data from states with 25% or more “don’t know” or missing responses; see the national ACS report for a break-out by state.
**This item includes data from states with 25% or more “don’t know” or missing responses; see the national ACS report for a break-out by state.

± Item changed from previous years – level of ID is only reported for those reported to have an ID diagnosis

∞ Individuals may have been diagnosed with more than one diagnosis other than ID; ‘Don’t know’ responses included in denominator
**This item includes data from states with 25% or more “don’t know” or missing responses; see the national ACS report for a break-out by state.
∞Individuals may have been diagnosed with more than one diagnosis other than ID; ‘Don’t know’ responses included in denominator
×Individuals may have been diagnosed with more than one health condition; ‘Don’t know’ responses included in denominator
±Item changed from previous years – changed wording from “primary” to “preferred” means of communication
**This item includes data from states with 25% or more “don’t know” or missing responses; see the national ACS report for a break-out by state.
**This item includes data from states with 25% or more “don’t know” or missing responses; see the national ACS report for a break-out by state.

±Item changed from previous years – response categories changed

ºNew variable to reporting
Choice and Decision-Making

*People make choices about their lives and are actively engaged in planning their services and supports.*

**Note on Analysis:**

Unlike in the body of the Nation Adult Consumer Survey report, the data shown below are unweighted and unadjusted. To see comparable data for all states, refer to Appendix D of the Adult Consumer Survey National Report, accessible at [http://www.nationalcoreindicators.org/resources/reports/](http://www.nationalcoreindicators.org/resources/reports/).
GRAPH 27.  
Chose or Had Input in Choosing Home

GRAPH 28.  
Chose or Had Input in Choosing Roommates

GRAPH 29.  
Chose or Had Input in Choosing Paid Community Job

GRAPH 30.  
Chose or Had Input in Choosing Day Program or Workshop
GRAPH 31.

**Chose or Can Request to Change Staff**

- Delaware: 51%
- NCI Average: 70%

GRAPH 32.

**Decides or Has Input in Deciding Daily Schedule**

- Delaware: 77%
- NCI Average: 84%

GRAPH 33.

**Decides or Has Input in Deciding How to Spend Free Time**

- Delaware: 89%
- NCI Average: 92%

GRAPH 34.

**Chooses or Has Input in Choosing How to Spend Money**

- Delaware: 84%
- NCI Average: 88%
GRAPH 35.

Chose or Can Request to Change Case Manager/Service Coordinator

- Delaware: 28% (N=305)
- NCI Average: 70% (N=15,910)
Work

People have support to find and maintain community integrated employment.

Important notes on employment questions:

A paid individual job takes place in a local business alongside peers who do not have disabilities—that is, the job is part of the typical labor market (e.g., competitive employment). A paid group job in a Community-based Group Residential Settings is done in an integrated setting, as part of a group of not more than eight people with disabilities (e.g., enclave, work crew).

NCI reports on three types of community jobs. The description for these categories were changed for 2015-16:

1. Individual job without publicly funded supports—an individual job in which the person does not receive state or other funded supports;
2. Individual job with publicly funded supports—an individual job in which the person receives state or other funded supports; and
3. Group-supported—a job that takes part in an integrated setting but is done with a group of individuals with disabilities (e.g., work crew). Group-supported jobs may or may not receive publicly funded supports.
**This item includes data from states with 25% or more “don’t know” or missing responses; see the national ACS report for a break-out by state.**

±Item changed from previous years – community employment categories were described differently for 2015-16 (see chapter introduction for more detail)

*Percentages may not add up to 100% if type of employment was unknown; N represents the number of people who participated in at least one of these work types

The following states are not included in analysis due to low N (<20): DC, HI, WI

~DC excluded due to low N (<20)
GRAPH 40. ±

Would Like a Job in the Community

- Delaware: 73%
- NCI Average: 47%

GRAPH 41.

Has Employment as a Goal in Service Plan

- Delaware: 37%
- NCI Average: 30%

GRAPH 42. ⁹

Takes Classes, Training, or Does Something to Help Get a Job or a Better Job

- Delaware: 21%
- NCI Average: 24%

GRAPH 43. ±

Attends a Day Program or Workshop

- Delaware: 75%
- NCI Average: 57%

± Item changed from previous years – community employment categories were described differently for 2015-16 (see chapter introduction for more detail)

⁹New variable to reporting
Community Inclusion

*People have support to participate in everyday community activities.*

**IMPORTANT NOTE ON CHANGES TO THE SURVEY TOOL AND ANALYSIS.** Response options to questions around the frequency of participation in community activities changed from being continuous (number of times person did a certain activity) to being categorical (person did a particular activity 0 times, 1-2 times, etc). Consequently, the way that the individual community inclusion items are being reported in the tables has changed from the average number of times people performed the activity to the proportion of people who performed the activity at least once (the charts demonstrate the NCI Average for all response options). The calculation of the Community Inclusion scale also changed—from a simple sum of the number of times the activities were performed to an average of the proportions who performed the activities at least once. The calculation of the Community Inclusion scale is now similar to the calculation of choice and decision-making scales.
Graph 45. ±
Number of Times Out Shopping in the Past Month

<table>
<thead>
<tr>
<th>Frequency</th>
<th>Delaware</th>
<th>NCI Average</th>
</tr>
</thead>
<tbody>
<tr>
<td>0 times</td>
<td>14%</td>
<td>6%</td>
</tr>
<tr>
<td>1-2 times</td>
<td>40%</td>
<td>12%</td>
</tr>
<tr>
<td>3-4 times</td>
<td>31%</td>
<td>46%</td>
</tr>
<tr>
<td>More than 5 times</td>
<td>29%</td>
<td>47%</td>
</tr>
</tbody>
</table>

Delaware N=354, NCI Average N=16,755

Graph 46. ±
Number of Times Out on Errands in the Past Month

<table>
<thead>
<tr>
<th>Frequency</th>
<th>Delaware</th>
<th>NCI Average</th>
</tr>
</thead>
<tbody>
<tr>
<td>0 times</td>
<td>17%</td>
<td>33%</td>
</tr>
<tr>
<td>1-2 times</td>
<td>28%</td>
<td>24%</td>
</tr>
<tr>
<td>3-4 times</td>
<td>9%</td>
<td>15%</td>
</tr>
<tr>
<td>More than 5 times</td>
<td>9%</td>
<td>17%</td>
</tr>
</tbody>
</table>

Delaware N=329, NCI Average N=16,510

Graph 47. ±
Number of Times Out for Entertainment in the Past Month

<table>
<thead>
<tr>
<th>Frequency</th>
<th>Delaware</th>
<th>NCI Average</th>
</tr>
</thead>
<tbody>
<tr>
<td>0 times</td>
<td>42%</td>
<td>31%</td>
</tr>
<tr>
<td>1-2 times</td>
<td>23%</td>
<td>42%</td>
</tr>
<tr>
<td>3-4 times</td>
<td>37%</td>
<td>37%</td>
</tr>
<tr>
<td>More than 5 times</td>
<td>17%</td>
<td>22%</td>
</tr>
</tbody>
</table>

Delaware N=347, NCI Average N=16,688

Graph 48. ±
Number of Times Out to Eat in the Past Month

<table>
<thead>
<tr>
<th>Frequency</th>
<th>Delaware</th>
<th>NCI Average</th>
</tr>
</thead>
<tbody>
<tr>
<td>0 times</td>
<td>18%</td>
<td>33%</td>
</tr>
<tr>
<td>1-2 times</td>
<td>12%</td>
<td>37%</td>
</tr>
<tr>
<td>3-4 times</td>
<td>23%</td>
<td>33%</td>
</tr>
<tr>
<td>More than 5 times</td>
<td>11%</td>
<td>29%</td>
</tr>
</tbody>
</table>

Delaware N=347, NCI Average N=16,705

±Item changed from previous years – response options changed
GRAPH 49. ±

Number of Times Out to Religious Service or Spiritual Practice in the Past Month

<table>
<thead>
<tr>
<th>Frequency</th>
<th>Delaware N=352</th>
<th>NCI Average N=16,495</th>
</tr>
</thead>
<tbody>
<tr>
<td>0 times</td>
<td>59%</td>
<td>57%</td>
</tr>
<tr>
<td>1-2 Times</td>
<td>16%</td>
<td>16%</td>
</tr>
<tr>
<td>3-4 Times</td>
<td>22%</td>
<td>23%</td>
</tr>
<tr>
<td>More Than 5 Times</td>
<td>3%</td>
<td>7%</td>
</tr>
</tbody>
</table>

GRAPH 50. ø

Participated in Community Groups or Other Activities in Community in the Past Month

<table>
<thead>
<tr>
<th>Activity</th>
<th>Delaware N=338</th>
<th>NCI Average N=16,383</th>
</tr>
</thead>
<tbody>
<tr>
<td></td>
<td>17%</td>
<td>37%</td>
</tr>
</tbody>
</table>

GRAPH 51. ±

Went on Vacation in the Past Year

<table>
<thead>
<tr>
<th>Frequency</th>
<th>Delaware N=364</th>
<th>NCI Average N=16,558</th>
</tr>
</thead>
<tbody>
<tr>
<td>0 times</td>
<td>36%</td>
<td>46%</td>
</tr>
</tbody>
</table>

GRAPH 52. ø

Able to Go Out and Do the Things S/He Likes to Do in the Community

<table>
<thead>
<tr>
<th>Activity</th>
<th>Delaware N=232</th>
<th>NCI Average N=11,407</th>
</tr>
</thead>
<tbody>
<tr>
<td></td>
<td>70%</td>
<td>85%</td>
</tr>
</tbody>
</table>

øNew variable to reporting
±Item changed from previous years – response options changed
GRAPH 53. 

Able to Go Out and Do the Things S/He Likes to Do in the Community as Often as S/He Wants

- Delaware: 62% (N=201)
- NCI Average: 76% (N=10,553)

GRAPH 54. 

Has Enough Things S/He Likes to Do at Home

- Delaware: 62% (N=238)
- NCI Average: 82% (N=11,514)

New variable to reporting
Relationships

People have friends and relationships.
GRAPH 55.

Has Friends Other Than Staff and Family

- Delaware: 68% (N=253)
- NCI Average: 77% (N=11,581)

GRAPH 56.

Wants More Help to Make or Keep in Contact With Friends

- Delaware: 49% (N=220)
- NCI Average: 44% (N=10,958)

GRAPH 57.

Has Friends (Who May Be Staff or Family) and Can See Friends When S/He Wants

- Delaware: 72% (N=220)
- NCI Average: 80% (N=10,374)

GRAPH 58.

Reasons Cannot Always See Friends

- Lack of Transportation: 20% (Delaware), 31% (NCI Average)
- Lack of Support Staff: 12% (Delaware), 9% (NCI Average)
- Rules or Restrictions About Seeing Friends: 27% (Delaware), 12% (NCI Average)
- Money/Cost of Going Out: 4% (Delaware), 4% (NCI Average)
- Difficulty Finding a Good Time to Get Together: 31% (Delaware), 26% (NCI Average)
- Other: 8% (Delaware), 19% (NCI Average)

©New variable to reporting
GRAPH 59. 

Has Other Ways of Communicating With Friends When S/He Cannot See Them

<table>
<thead>
<tr>
<th></th>
<th>Delaware</th>
<th>NCI Average</th>
</tr>
</thead>
<tbody>
<tr>
<td></td>
<td>80%</td>
<td>81%</td>
</tr>
</tbody>
</table>

GRAPH 60. ±

Can See and/or Communicate With Family Whenever Wants

<table>
<thead>
<tr>
<th></th>
<th>Delaware</th>
<th>NCI Average</th>
</tr>
</thead>
<tbody>
<tr>
<td></td>
<td>79%</td>
<td>85%</td>
</tr>
</tbody>
</table>

GRAPH 61. ±±

Often Feels Lonely

<table>
<thead>
<tr>
<th></th>
<th>Delaware</th>
<th>NCI Average</th>
</tr>
</thead>
<tbody>
<tr>
<td></td>
<td>19%</td>
<td>12%</td>
</tr>
</tbody>
</table>

GRAPH 62.

Can Go on a Date or Is Married or Living With Partner

<table>
<thead>
<tr>
<th></th>
<th>Delaware</th>
<th>NCI Average</th>
</tr>
</thead>
<tbody>
<tr>
<td></td>
<td>57%</td>
<td>70%</td>
</tr>
</tbody>
</table>

New variable to reporting
±Item changed from previous years – question rephrased
±±Item changed from previous years – analysis now only includes “often” response
Satisfaction

People are satisfied with the services and supports they receive.
GRAPH 63.

Likes Home

- Delaware: 83% (N=278)
- NCI Average: 89% (N=11,823)

GRAPH 64. *

Reasons Does Not Like Home

- Accessibility: 1% (Delaware) / 1% (NCI Average)
- Feel Unsafe in Home or Neighborhood: 3% (Delaware) / 1% (NCI Average)
- Home Needs Repairs or Cleanup: 1% (Delaware) / 1% (NCI Average)
- Doesn't Feel Like Home: 4% (Delaware) / 1% (NCI Average)

GRAPH 65. *

Reasons Does Not Like Home (Continued)

- Problems With Roommates: 8% (Delaware) / 9% (NCI Average)
- Problems With Staff: 6% (Delaware) / 1% (NCI Average)
- Wants to be Closer to Family or Friends: 2% (Delaware) / 3% (NCI Average)
- Wants More Independence: 4% (Delaware) / 3% (NCI Average)
- Other: 4% (Delaware) / 3% (NCI Average)

GRAPH 66.

Wants to Live Somewhere Else

- Delaware: 43% (N=263)
- NCI Average: 27% (N=11,492)

*New variable to reporting
*Categories are not mutually exclusive
The following states are not included in analysis due to low N (<20): DC, HI

**DC is not included in analysis due to low N (<20)

New variable to reporting

---

**GRAPH 67.**

![Bar chart showing Has a Paid Job in the Community and Likes Where S/He Works, with comparison to NCI Average.]

**GRAPH 68.**

![Bar chart showing Has a Paid Job in the Community and Wants to Work Somewhere Else, with comparison to NCI Average.]

**GRAPH 69.**

![Bar chart showing Attends a Day Program or Workshop and Wants to Spend More, Less, or the Same Amount of Time There, with comparison to NCI Average.]

**GRAPH 70.**

![Bar chart showing Services and Supports Help Person Live a Good Life, with comparison to NCI Average.]

---

National Core Indicators™
Service Coordination

*Case Managers/Service Coordinators are accessible, responsive, and support the person’s participation in service planning.*
GRAPH 71.

Met Case Manager/Service Coordinator

<table>
<thead>
<tr>
<th></th>
<th>Delaware</th>
<th>NCI Average</th>
</tr>
</thead>
<tbody>
<tr>
<td></td>
<td>81%</td>
<td>95%</td>
</tr>
<tr>
<td>Delaware N=223</td>
<td></td>
<td></td>
</tr>
<tr>
<td>NCI Average N=11,389</td>
<td></td>
<td></td>
</tr>
</tbody>
</table>

GRAPH 72.

Case Manager/Service Coordinator Asks What Person Wants

<table>
<thead>
<tr>
<th></th>
<th>Delaware</th>
<th>NCI Average</th>
</tr>
</thead>
<tbody>
<tr>
<td></td>
<td>70%</td>
<td>88%</td>
</tr>
<tr>
<td>Delaware N=171</td>
<td></td>
<td></td>
</tr>
<tr>
<td>NCI Average N=10,576</td>
<td></td>
<td></td>
</tr>
</tbody>
</table>

GRAPH 73. ±

Able to Contact Case Manager/Service Coordinator When Wants

<table>
<thead>
<tr>
<th></th>
<th>Delaware</th>
<th>NCI Average</th>
</tr>
</thead>
<tbody>
<tr>
<td></td>
<td>61%</td>
<td>87%</td>
</tr>
<tr>
<td>Delaware N=179</td>
<td></td>
<td></td>
</tr>
<tr>
<td>NCI Average N=10,154</td>
<td></td>
<td></td>
</tr>
</tbody>
</table>

GRAPH 74. ⁹

Took Part in Last Service Planning Meeting Or Had the Opportunity But Chose Not To

<table>
<thead>
<tr>
<th></th>
<th>Delaware</th>
<th>NCI Average</th>
</tr>
</thead>
<tbody>
<tr>
<td></td>
<td>96%</td>
<td>99%</td>
</tr>
<tr>
<td>Delaware N=114</td>
<td></td>
<td></td>
</tr>
<tr>
<td>NCI Average N=9,722</td>
<td></td>
<td></td>
</tr>
</tbody>
</table>

±Item changed from previous years – question rephrased
⁹New variable to reporting
**GRAPH 75.**

Knew What Was Being Talked About at Last Service Planning Meeting

<table>
<thead>
<tr>
<th></th>
<th>Delaware</th>
<th>NCI Average</th>
</tr>
</thead>
<tbody>
<tr>
<td>N</td>
<td>101</td>
<td>9,172</td>
</tr>
<tr>
<td>78%</td>
<td>83%</td>
<td></td>
</tr>
</tbody>
</table>

**GRAPH 76.**

Last Service Planning Meeting Included People Person Wanted

<table>
<thead>
<tr>
<th></th>
<th>Delaware</th>
<th>NCI Average</th>
</tr>
</thead>
<tbody>
<tr>
<td>N</td>
<td>106</td>
<td>9,425</td>
</tr>
<tr>
<td>79%</td>
<td>92%</td>
<td></td>
</tr>
</tbody>
</table>

**GRAPH 77.**

Able to Choose Services as Part of Service Plan

<table>
<thead>
<tr>
<th></th>
<th>Delaware</th>
<th>NCI Average</th>
</tr>
</thead>
<tbody>
<tr>
<td>N</td>
<td>95</td>
<td>9,360</td>
</tr>
<tr>
<td>56%</td>
<td>75%</td>
<td></td>
</tr>
</tbody>
</table>

**GRAPH 78.**

Staff Show Up and Leave When They Are Supposed to

<table>
<thead>
<tr>
<th></th>
<th>Delaware</th>
<th>NCI Average</th>
</tr>
</thead>
<tbody>
<tr>
<td>N</td>
<td>214</td>
<td>10,114</td>
</tr>
<tr>
<td>85%</td>
<td>93%</td>
<td></td>
</tr>
</tbody>
</table>

◊New variable to reporting
Access

Publicly-funded services are readily available to individuals who need and qualify for them.
GRAPH 79. °

Always Has a Way to Get Places Needs to Go

<table>
<thead>
<tr>
<th></th>
<th>Delaware</th>
<th>NCI Average</th>
</tr>
</thead>
<tbody>
<tr>
<td>Has a Way to Get Places Needs to Go</td>
<td>93%</td>
<td>93%</td>
</tr>
</tbody>
</table>

GRAPH 80. °

Has a Way to Get Places When S/He Wants to Go Outside Of Home (Like to See Friends, For Entertainment, Or Do Something Fun)

<table>
<thead>
<tr>
<th></th>
<th>Delaware</th>
<th>NCI Average</th>
</tr>
</thead>
<tbody>
<tr>
<td>Has a Way to Get Places When S/He Wants to Go Outside Of Home (Like to See Friends, For Entertainment, Or Do Something Fun)</td>
<td>71%</td>
<td>83%</td>
</tr>
</tbody>
</table>

GRAPH 81.

Staff Have Right Training to Meet Person’s Needs

<table>
<thead>
<tr>
<th></th>
<th>Delaware</th>
<th>NCI Average</th>
</tr>
</thead>
<tbody>
<tr>
<td>Staff Have Right Training to Meet Person’s Needs</td>
<td>81%</td>
<td>90%</td>
</tr>
</tbody>
</table>

GRAPH 82 ± *

Additional Services Needed

<table>
<thead>
<tr>
<th>Service</th>
<th>Delaware</th>
<th>NCI Average</th>
</tr>
</thead>
<tbody>
<tr>
<td>Health Care Coordination</td>
<td>12%</td>
<td>18%</td>
</tr>
<tr>
<td>Education</td>
<td>23%</td>
<td>42%</td>
</tr>
<tr>
<td>Day Services (Other than Employment)</td>
<td>14%</td>
<td>20%</td>
</tr>
<tr>
<td>Job Assistance</td>
<td>26%</td>
<td>50%</td>
</tr>
<tr>
<td>Transportation</td>
<td>24%</td>
<td>26%</td>
</tr>
<tr>
<td>Rospite or Family Support</td>
<td>16%</td>
<td>22%</td>
</tr>
<tr>
<td>Service Coordination or Case Management</td>
<td>13%</td>
<td>38%</td>
</tr>
</tbody>
</table>

°New variable to reporting
±Item changed from previous years – question and response options rephrased
*Categories are not mutually exclusive
Item changed from previous years – question and response options rephrased
*Categories are not mutually exclusive
Health

*People secure needed health services.*
**This item includes data from states with 25% or more “don’t know” or missing responses; see the national ACS report for a break-out by state.

The following states were not included in analysis due to low N (<20): MS and WI

**WI is not included in analysis due to low N (<20)
**This item includes data from states with 25% or more “don’t know” or missing responses; see the national ACS report for a break-out by state.

WI is not included in analysis due to low N (<20)

The following states were not included in analysis due to low N (<20): DC and WI
**This item includes data from states with 25% or more “don’t know” or missing responses; see the national ACS report for a break-out by state.

The following states were not included in analysis due to low N (<20): AZ, DC, WI

WI is not included in analysis due to low N (<20)
Medication

Medications are managed effectively and appropriately.
**This item includes data from states with 25% or more “don’t know” or missing responses; see the national ACS report for a break-out by state.

^WI excluded due to low N (<20)
**This item includes data from states with 25% or more “don’t know” or missing responses; see the national ACS report for a break-out by state.

*WI excluded due to low N (<20)

**MN and WI excluded due to low N (<20)

*New variable to reporting
Wellness

People are supported to maintain healthy habits.
±Item changed from previous years – moved from BI section to Section II
**This item includes data from states with 25% or more “don’t know” or missing responses; see the national ACS report for a break-out by state.
`WI excluded due to low N (<20)
Respect and Rights

People receive the same respect and protections as others in the community.

**IMPORTANT NOTE ON CHANGES TO THE SURVEY TOOL AND ANALYSIS.** Several questions in this section were moved from Section II (where information may come from the individual receiving services or a proxy respondent) to Section I (where only the person receiving services may respond).
GRAPH 104. 

Has a Key to Home

<table>
<thead>
<tr>
<th></th>
<th>Delaware N=372</th>
<th>NCI Average N=16,238</th>
</tr>
</thead>
<tbody>
<tr>
<td>Has a Key to Home</td>
<td>33%</td>
<td>46%</td>
</tr>
</tbody>
</table>

GRAPH 105.

Others Let Person Know Before Entering Home

<table>
<thead>
<tr>
<th></th>
<th>Delaware N=258</th>
<th>NCI Average N=11,437</th>
</tr>
</thead>
<tbody>
<tr>
<td>Others Let Person Know Before Entering Home</td>
<td>75%</td>
<td>89%</td>
</tr>
</tbody>
</table>

GRAPH 106. 

Can Lock Bedroom

<table>
<thead>
<tr>
<th></th>
<th>Delaware N=351</th>
<th>NCI Average N=15,641</th>
</tr>
</thead>
<tbody>
<tr>
<td>Can Lock Bedroom</td>
<td>42%</td>
<td>46%</td>
</tr>
</tbody>
</table>

GRAPH 107.

Others Let Person Know Before Entering Bedroom

<table>
<thead>
<tr>
<th></th>
<th>Delaware N=200</th>
<th>NCI Average N=11,103</th>
</tr>
</thead>
<tbody>
<tr>
<td>Others Let Person Know Before Entering Bedroom</td>
<td>74%</td>
<td>83%</td>
</tr>
</tbody>
</table>

New variable to reporting
Graph 108. ±

Others Read Mail or Email Without Asking First

<table>
<thead>
<tr>
<th></th>
<th>Delaware N=205</th>
<th>NCI Average N=10,507</th>
</tr>
</thead>
<tbody>
<tr>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>±Others</td>
<td>28%</td>
<td>13%</td>
</tr>
</tbody>
</table>

Graph 109. ±

Can Use Phone and Internet Whenever Wants

<table>
<thead>
<tr>
<th></th>
<th>Delaware N=225</th>
<th>NCI Average N=10,835</th>
</tr>
</thead>
<tbody>
<tr>
<td>±Can Use</td>
<td>76%</td>
<td>89%</td>
</tr>
</tbody>
</table>

Graph 110. ±

Can Be Alone With Friends and Visitors at Home

<table>
<thead>
<tr>
<th></th>
<th>Delaware N=201</th>
<th>NCI Average N=10,468</th>
</tr>
</thead>
<tbody>
<tr>
<td>±Can Be Alone</td>
<td>64%</td>
<td>83%</td>
</tr>
</tbody>
</table>

Graph 111. º

There Are Rules to Having Friends or Visitors in the Home

<table>
<thead>
<tr>
<th></th>
<th>Delaware N=134</th>
<th>NCI Average N=10,013</th>
</tr>
</thead>
<tbody>
<tr>
<td>±Rules</td>
<td>47%</td>
<td>34%</td>
</tr>
</tbody>
</table>

±Item changed from previous years – question was moved from Section II to Section I
ºNew variable to reporting
GRAPH 112. ±

Has a Place to Be Alone at Home

<table>
<thead>
<tr>
<th></th>
<th>Delaware</th>
<th>N=259</th>
<th>NCI Average</th>
<th>N=11,583</th>
</tr>
</thead>
<tbody>
<tr>
<td></td>
<td></td>
<td></td>
<td>91%</td>
<td>96%</td>
</tr>
</tbody>
</table>

GRAPH 113. ±

Staff Are Respectful

<table>
<thead>
<tr>
<th></th>
<th>Delaware</th>
<th>N=225</th>
<th>NCI Average</th>
<th>N=10,447</th>
</tr>
</thead>
<tbody>
<tr>
<td></td>
<td></td>
<td></td>
<td>79%</td>
<td>92%</td>
</tr>
</tbody>
</table>

GRAPH 114.

Attended a Self Advocacy Meeting, Group, or Had the Opportunity But Chose Not To

<table>
<thead>
<tr>
<th></th>
<th>Delaware</th>
<th>N=322</th>
<th>NCI Average</th>
<th>N=14,387</th>
</tr>
</thead>
<tbody>
<tr>
<td></td>
<td></td>
<td></td>
<td>16%</td>
<td>28%</td>
</tr>
</tbody>
</table>

GRAPH 115. ɵ

Has Voted in a Federal, State, or Local Election or Had the Opportunity But Chose Not To

<table>
<thead>
<tr>
<th></th>
<th>Delaware</th>
<th>N=320</th>
<th>NCI Average</th>
<th>N=16,047</th>
</tr>
</thead>
<tbody>
<tr>
<td></td>
<td></td>
<td></td>
<td>41%</td>
<td>39%</td>
</tr>
</tbody>
</table>

±Item changed from previous years – question rephrased
ɵNew variable to reporting
Safety

People are safe from abuse, neglect, and injury.
GRAPH 116. There is at least one place where person feels afraid or scared.

- **Delaware**: 26%
- **NCI Average**: 23%

GRAPH 117. Places where person feels afraid or scared.

- **Home**: 12% Delaware, 7% NCI Average
- **Day Program**: 4% Delaware, 3% NCI Average
- **Work**: 2% Delaware, 1% NCI Average
- **Walking in the Community**: 6% Delaware, 7% NCI Average
- **In Transport**: 8% Delaware, 8% NCI Average

GRAPH 118. Has someone to go to for help if afraid or scared.

- **Delaware**: 92%
- **NCI Average**: 94%

New variable to reporting.