NCI Adult Consumer Survey Outcomes
Arkansas Report
2011-2012 Data
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What is the NCI Adult Consumer Survey?

The National Core Indicators (NCI) program is a voluntary effort by state developmental disability agencies to track and measure their own performance and to pool knowledge and resources to create a nationally validated set of performance measures. The effort is coordinated by the National Association of State Directors of Developmental Disabilities Services (NASDDDS) in collaboration with the Human Services Research Institute (HSRI). NCI has developed a set of over 100 standard performance measures (or “indicators”) states use to assess the outcomes of services provided to individuals and their families. These indicators focus on areas such as: employment, rights, service planning, community inclusion, choice, health, and safety. For the 2011-12 data collection cycle, 29 states and 23 sub-state entities participated in NCI.

The NCI Adult Consumer Survey is an interview conducted with a person who is receiving services from the state. The NCI Adult Consumer Survey is used to gather data on approximately 60 consumer outcomes and 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 do in the community, 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 what concerns are being measured. Each sub-domain includes one or more “indicators” of how the state is performing in this area. The table on the following page lists the domains and sub-domains covered by the NCI Adult Consumer Survey indicators.
<table>
<thead>
<tr>
<th>Domain</th>
<th>Sub-Domain</th>
<th>Description of Sub-Domain</th>
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<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>Choice and Decision-Making</td>
<td>Self Determination</td>
<td>People make choices about their lives and are actively engaged in planning their services and supports.</td>
</tr>
<tr>
<td></td>
<td>People have authority and are supported to direct and manage their own services.</td>
<td></td>
</tr>
<tr>
<td>Relationships</td>
<td></td>
<td>People have friends and relationships.</td>
</tr>
<tr>
<td>Satisfaction</td>
<td></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>Staff Stability and Competence</td>
<td>Respect/Rights</td>
<td>People receive the same respect and protections as others in the community.</td>
</tr>
<tr>
<td></td>
<td>Staff Competence</td>
<td>Direct contact staff are competent to provide services and support.</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 complete a minimum of 400 surveys with a random sample of individuals over the age of 18 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. Most states draw a sample greater than 400 in order to account for refusals and inaccurate contact information.

Proxy Respondents

Proxy responses are allowed only for the background information and Section II of the survey, which are based on objective measures: Community Inclusion, Choices, Respect/Rights, and Access to Needed Services. Proxy respondents are used only when the individual 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, and to avoid conflict of interest, service coordinators are not allowed to respond 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, but rather for assessing system-wide performance. The NCI Average should not be interpreted as necessarily defining “acceptable” levels of performance or satisfaction, nor does it provide benchmarks for acceptable or unacceptable levels of performance for each indicator. 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).

What is contained in this report?

This report illustrates 2011-2012 NCI Adult Consumer Survey demographic and individual outcome results from Arkansas compared to the NCI Average (the average of all state percentages). In 2011-12, 19 states and one sub-state entity conducted the Adult Consumer Survey. All results are shown in chart form along with descriptive text to the right of each chart. State and national data results for the NCI Adult Consumer Survey can also be found online at http://www.nationalcoreindicators.org.
Results: Demographics

Illustrates the demographic profile of survey participants
GRAPH 12. AMOUNT OF SUPPORT NEEDED FOR SELF INJURIOUS BEHAVIOR

Amount of Support Needed for Self Injurious Behavior

GRAPH 13. AMOUNT OF SUPPORT NEEDED FOR DISRUPTIVE BEHAVIOR

Amount of Support Needed for Disruptive Behavior

GRAPH 14. AMOUNT OF SUPPORT NEEDED FOR DESTRUCTIVE BEHAVIOR

Amount of Support Needed for Destructive Behavior
Choice

*People make choices about their lives and are actively engaged in planning their services and supports.*
This graph illustrates 45% of respondents from Arkansas and 49% of respondents across NCI States reported they chose or had some input in choosing their where they live.

This graph illustrates 58% of respondents from Arkansas and 56% of respondents across NCI States reported they chose or were aware they could request to change their home staff.
This graph illustrates 48% of respondents from Arkansas and 38% of respondents across NCI States reported they chose or had some input in choosing their roommates.

This graph illustrates 79% of respondents from Arkansas and 84% of respondents across NCI States reported they chose or had some input in choosing their job.
This graph illustrates 57% of respondents from Arkansas and 64% of respondents across NCI States reported they chose or were aware they could request a change in job staff.

This graph illustrates 60% of respondents from Arkansas and 58% of respondents across NCI States reported they chose or had some input in choosing their day activity.
This graph illustrates 48% of respondents from Arkansas and 56% of respondents across NCI States reported they chose or could request a change in day activity staff.

This graph illustrates 79% of respondents from Arkansas and 81% of respondents across NCI States reported they choose or have input in choosing their daily schedule.
This graph illustrates 91% of respondents from Arkansas and 90% of respondents across NCI States reported they choose or have input in choosing how to spend free time.

This graph illustrates 89% of respondents from Arkansas and 88% of respondents across NCI States reported they choose or have input in choosing how to spend their money.
This graph illustrates 63% of respondents from Arkansas and 53% of respondents across NCI States reported they chose or were aware they could request to change their case manager/service coordinator.
Work

People have support to find and maintain community integrated employment.
This graph illustrates 9% of respondents from Arkansas and 14% of respondents across NCI States were reported to be working in community-based employment.

This graph illustrates the type of employment support for people reported to have a job in the community from Arkansas and across NCI States is: 19% and 33% individually-supported, 8% and 27% group-supported, and 73% and 40% competitive.
This graph illustrates, of people employed in the community, the average hours they work in a typical two-week period in Arkansas and across NCI States by type of employment, respectively: 21.0 and 26.0 individually-supported, 40.0 and 27.8 group-supported, and 25.6 and 26.3 competitive.

This graph illustrates, of people employed in the community, the average wage they earn in a typical two-week period in Arkansas and across NCI States by type of employment, respectively: $137.81 and $221.16 individually-supported, $305.00 and $179.35 group-supported, and $190.21 and $221.36 competitive.
This graph illustrates, of people employed in the community, the average hourly wage they earn in a typical two-week period in Arkansas and across NCI States by type of employment, respectively: $7.38 and $8.42 individually-supported, $7.63 and $6.65 group-supported, and $7.40 and $8.20 competitive.

This graph illustrates, of people employed in the community, the proportion working in the four most common jobs in Arkansas and across NCI States, respectively: 23% and 22% food preparation; 30% and 32% cleaning or maintenance; 17% and 12% retail; 3% and 6% assembly or manufacturing.
This graph illustrates, of people employed in the community, 69% of respondents from Arkansas and 82% of respondents across NCI States were reported to be working 10 out of the last 12 months in a community job.

This graph illustrates, of people employed in the community, people from Arkansas worked in their current job for an average of 35.0 months and across NCI States for an average of 68.0 months.
This graph illustrates, of people employed in the community, 4% from Arkansas and 29% across NCI States were reported to receive paid vacation or sick time.

This graph illustrates of those not in community employment, 40% of respondents from Arkansas and 47% of respondents across NCI States reported they would like a job in the community.
This graph illustrates, 25% of respondents from Arkansas and 21% of respondents across NCI States have integrated employment as a goal in their service plan.

This graph illustrates, 67% of respondents from Arkansas and 74% of respondents across NCI States reported they have a day activity.
This graph illustrates, 29% of respondents from Arkansas and 32% of respondents across NCI States reported they do volunteer work.
Self-Determination

*People have authority and are supported to direct and manage their own services.*
This graph illustrates 1% of respondents from Arkansas and 7% of respondents across NCI States are using a self-directed supports option.

This graph illustrates of respondents using self-directed supports, 71% of respondents across NCI States reported someone talks to them about their budget or services.
This graph illustrates of respondents using self-directed supports, 89% of respondents across NCI States reported someone helps them decide how to use their budget or services.

This graph illustrates of respondents using self-directed supports, 80% of respondents across NCI States reported they could make changes to their budget or services if needed.
This graph illustrates of respondents using self-directed supports, 31% of respondents across NCI States reported they need more help to decide how to use their budget or services.

This graph illustrates of respondents using self-directed supports, 80% of respondents across NCI States reported they get information about how much money is left of their budget or services.
This graph illustrates of respondents using self-directed supports and who receive information about how much money is left of budget and services, 70% of respondents across NCI States reported the information they get is easy to understand.

This graph illustrates of respondents using self-directed supports, 89% of respondents across NCI States reported support workers come when they are supposed to.
This graph illustrates of respondents using self-directed supports, 88% of respondents across NCI States reported they have the help needed to work out problems they have with their support workers.
Community Inclusion

*People have support to participate in everyday community activities.*
This graph illustrates 82% of respondents from Arkansas and 88% of respondents across NCI States reported they went shopping in the past month.

This graph illustrates, on average, respondents from Arkansas went out shopping 3.6 times in the past month, and respondents across NCI States went an average of 3.9 times in the past month.
This graph illustrates 83% of respondents from Arkansas and 83% of respondents across NCI States reported they went out on errands in the past month.

This graph illustrates, on average, respondents from Arkansas went out on errands 2.8 times in the past month, and respondents across NCI States went an average of 2.8 times in the past month.
This graph illustrates 71% of respondents from Arkansas and 72% of respondents across NCI States reported they went out for entertainment in the past month.

This graph illustrates, on average, respondents from Arkansas went out for entertainment 2.3 times in the past month, and respondents across NCI States went an average of 2.3 times in the past month.
This graph illustrates 80% of respondents from Arkansas and 84% of respondents across NCI States reported they went out to eat in the past month.

This graph illustrates, on average, respondents from Arkansas went out to eat 3.7 times in the past month, and respondents across NCI States went an average of 3.5 times in the past month.
This graph illustrates 59% of respondents from Arkansas and 55% of respondents across NCI States reported they went out for exercise in the past month.

This graph illustrates, on average, respondents from Arkansas went out for exercise 7.1 times in the past month, and respondents across NCI States went an average of 6.0 times in the past month.
This graph illustrates 55% of respondents from Arkansas and 49% of respondents across NCI States reported they went out to a religious service or spiritual practice in the past month.

This graph illustrates, on average, respondents from Arkansas went out to a religious service or spiritual practice 2.2 times in the past month, and respondents across NCI States went an average of 1.8 times in the past month.
This graph illustrates 52% of respondents from Arkansas and 44% of respondents across NCI States reported they went on vacation in the past year.

This graph illustrates, on average, respondents from Arkansas went on vacation 0.8 times in the past year and respondents across NCI States went an average of 0.7 times in the past year.
Relationships

*People have friends and relationships.*
This graph illustrates 74% of respondents from Arkansas and 70% of respondents across NCI States reported they have friends other than staff and family.

This graph illustrates 84% of respondents from Arkansas and 76% of respondents across NCI States reported they have a best friend (who may be staff or family).
This graph illustrates 81% of respondents from Arkansas and 79% of respondents across NCI States reported they have the support needed to see family when they want to.

This graph illustrates 89% of respondents from Arkansas and 79% of respondents across NCI States reported they have the support needed to see friends when they want to.
This graph illustrates 45% of respondents from Arkansas and 40% of respondents across NCI States reported they feel lonely at least half of the time.

This graph illustrates 92% of respondents from Arkansas and 83% of respondents across NCI States reported they can go on a date, or can date with some restrictions, if they want to.
This graph illustrates 83% of respondents from Arkansas and 81% of respondents across NCI States reported they get to help others if they want to.
Satisfaction

*People are satisfied with the services and supports they receive.*
This graph illustrates 91% of respondents from Arkansas and 90% of respondents across NCI States reported they like where they live.

This graph illustrates 89% of respondents from Arkansas and 88% of respondents across NCI States reported they like their neighborhood.
This graph illustrates 29% of respondents from Arkansas and 27% of respondents across NCI States reported they want to live somewhere else.

This graph illustrates 93% of respondents from Arkansas and 92% of respondents across NCI States reported they like their job in the community.
This graph illustrates 26% of respondents who have a community job from Arkansas and 26% of respondents who have a community job across NCI States reported they want to work somewhere else.

This graph illustrates 90% of respondents from Arkansas and 91% of respondents across NCI States reported they like their day activity.
This graph illustrates 42% of respondents from Arkansas and 33% of respondents across NCI States reported they want to go somewhere or do something else during the day.
Service Coordination

Service coordinators are accessible, responsive, and support the person's participation in service planning.
This graph illustrates 98% of respondents from Arkansas and 94% of respondents across NCI States reported they have met their case manager/service coordinator.

This graph illustrates 90% of respondents from Arkansas and 87% of respondents across NCI States reported their case manager/service coordinator asks what they want.
This graph illustrates 90% of respondents from Arkansas and 87% of respondents across NCI States reported their case manager/service coordinator helps get what they need.

This graph illustrates 76% of respondents from Arkansas and 74% of respondents across NCI States reported their case manager/service coordinator calls back right away.
This graph illustrates 88% of respondents from Arkansas and 86% of respondents across NCI States reported they helped make their service plan.
Access

Publicly-funded services are readily available to individuals who need and qualify for them.
This graph illustrates 90% of respondents from Arkansas and 84% of respondents across NCI States reported they always have adequate transportation.

This graph illustrates the usual way respondents from Arkansas and across NCI States reported they get to places are, respectively: 49% and 51% from staff in provider vehicle; 2% and 8% from specialized transportation; 67% and 34% from staff in staff’s car; 45% and 46% from family and friends; and 4% and 11% use public transportation; and 12% and 15% transport themselves.
This graph illustrates 88% of respondents from Arkansas and 83% of respondents across NCI States reported they get the services they need.

This graph illustrates 95% of respondents from Arkansas and 92% of respondents across NCI States reported their staff have adequate training.
Health

People secure needed health services.
This graph illustrates 99% of respondents from Arkansas and 95% of respondents across NCI States were reported to have a primary care doctor.

This graph illustrates 99% of respondents from Arkansas and 90% of respondents across NCI States were reported to have had a physical exam in the past year.
This graph illustrates 6% of respondents from Arkansas and 5% of respondents across NCI States were reported to be in poor health.

This graph illustrates 83% of respondents from Arkansas and 80% of respondents across NCI States were reported to have had a dental exam in the past year.
This graph illustrates 83% of respondents from Arkansas and 60% of respondents across NCI States were reported to have had a vision screening in the past year.

This graph illustrates 89% of respondents from Arkansas and 67% of respondents across NCI States were reported to have had a hearing test in the past 5 years.
This graph illustrates of female respondents, 74% from Arkansas and 72% across NCI States were reported to have had a Pap Test in the past 3 years.

This graph illustrates of female respondents 40 and older, 79% from Arkansas and 81% across NCI States were reported to have had a Mammogram in the past 2 years.
This graph illustrates of male respondents 50 and older, 58% from Arkansas and 52% across NCI States were reported to have had a PSA Test in the past year.

This graph illustrates of respondents 50 and older, 15% from Arkansas and 20% across NCI States were reported to have had a Colorectal Cancer Screening in the past year.
This graph illustrates 88% of respondents from Arkansas and 77% of respondents across NCI States were reported to have had a flu vaccine in the past year.

This graph illustrates 48% of respondents from Arkansas and 40% of respondents across NCI States were reported to have ever been vaccinated for pneumonia.
Medication

Medications are managed effectively and appropriately.
This graph illustrates 54% of respondents from Arkansas and 54% of respondents across NCI States were reported to be taking at least one medication for a mood, behavior, anxiety, or psychotic disorder.
Wellness

*People are supported to maintain healthy habits.*
This graph illustrates 29% of respondents from Arkansas and 25% of respondents across NCI States were reported to engage in moderate physical activity (a minimum of 30 minutes of activity 3 times a week).

This graph illustrates based on Body Mass Index (BMI), respondents from Arkansas and across NCI States are in the following categories, respectively: 6% and 9% underweight, 37% and 30% within a normal weight, 25% and 28% overweight, and 32% and 33% obese.
This graph illustrates 7% of respondents from Arkansas and 6% of respondents across NCI States were reported to smoke or chew tobacco.
Respect and Rights

People receive the same respect and protections as others in the community.
This graph illustrates 91% of respondents from Arkansas and 89% of respondents across NCI States reported people never enter their home without asking permission.

This graph illustrates 88% of respondents from Arkansas and 84% of respondents across NCI States reported people never enter their bedroom without asking permission.
This graph illustrates 85% of respondents from Arkansas and 80% of respondents across NCI States reported they can be alone at home with visitors.

This graph illustrates 90% of respondents from Arkansas and 90% of respondents across NCI States reported they have enough privacy at home.
This graph illustrates 86% of respondents from Arkansas and 87% of respondents across NCI States reported their mail or email is never opened without permission.

This graph illustrates 87% of respondents from Arkansas and 90% of respondents across NCI States reported they could use the phone or internet without restrictions.
This graph illustrates 95% of respondents from Arkansas and 94% of respondents across NCI States reported staff at home are nice and polite.

This graph illustrates 100% of respondents from Arkansas and 96% of respondents across NCI States reported staff at their work are nice and polite.
This graph illustrates 94% of respondents from Arkansas and 95% of respondents across NCI States reported staff at their day activity are nice and polite.

This graph illustrates 26% of respondents from Arkansas and 32% of respondents across NCI States reported they participated in a self-advocacy event, or chose not to.
Safety

*People are safe from abuse, neglect, and injury.*
This graph illustrates 81% of respondents from Arkansas and 82% of respondents across NCI States reported they never feel scared at home.

This graph illustrates 83% of respondents from Arkansas and 85% of respondents across NCI States reported they never feel scared in their neighborhood.
This graph illustrates 86% of respondents from Arkansas and 88% of respondents across NCI States reported they never feel scared at their work or day activity.

This graph illustrates 95% of respondents from Arkansas and 90% of respondents across NCI States reported they have someone to go to for help if they feel scared.
Summary

Recommendations/best practices for interpreting results:

- The NCI State Report allows the state to compare its own results against the average across all NCI states reporting for that particular year.
- The NCI State Report will be generated on an annual basis, enabling states to track system-level changes in performance and outcomes over time as well as in relation to the average across all NCI states.

Cautions:

- All the data presented in this report are “raw” data, meaning no statistical testing was performed. For individual state-to-state comparisons, please refer to the 2011-12 NCI Adult Consumer Survey Report, which is posted on the NCI website (http://www.nationalcoreindicators.org).
- A few of these charts show results for questions that had a small number of survey responses (e.g., questions on self-directed supports). To locate the n’s (number of responses) for each question, please review the aforementioned 2011-12 NCI Adult Consumer Survey Report.

To review additional NCI reports, visit http://www.nationalcoreindicators.org.

For further information regarding this State Report, please contact Josh Engler at jengler@hsri.org.