



**NATIONAL CORE
INDICATORS®**
NASDDDS & HSRI

In-Person Survey (IPS) State Report

2019-20

Virginia (VA) Report

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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).

In 2019-20 a total of 46 states, the District of Columbia and 22 sub-state entities participated in NCI. Not all participating states do all surveys every year.

What is the NCI In-Person Survey?

The NCI In-Person Survey is completed with adults with IDD age 18 and older receiving at least one paid service (in addition to case management) from the state DD service system. The survey instrument includes a “Background Information Section”, which gathers data about the consumer from agency records, and an in-person survey that is conducted face-to-face with the person receiving services. The in-person survey is composed of two sections: Section I includes subjective questions that can only be answered by the person receiving services from the state. Section II includes objective, fact-based questions that can be answered by the person or, if needed, a proxy respondent who knows the person well.

Impact of COVID-19 on 2019-20 Data Collection and Reporting

Due to the COVID-19 Pandemic the 2019-20 In-Person Survey (IPS) survey data collection period was unexpectedly abbreviated with all data collection stopped on April 15, 2020. At the time IPS surveying was ended, states were in many different stages of survey administration. Very few states had completed data collection.

In response, the NCI team modified the criteria for reporting for 2019-20, balancing states’ need for a data report of the 2019-20 data with the utility of to-date reported data for quality monitoring. Ultimately, NCI decided that, **to create a state report on the IPS data for a state this year, we would use a 10% Margin of Error (MoE) threshold.** This means that states will receive a state report if the number of surveys collected prior

to the IPS surveying shut-down reach a threshold of 10% MoE (based on the sample frame number reported in the state work-plan). Previous years of IPS reporting have used a 5% MoE threshold.

Read more about why the MoE is important why NCI will not produce a national In-Person Survey report for 2019-20 and will not produce an NCI Average for the IPS [here](#). Data in these reports ***should not be used to compare to previous years.***

Sample Information

VA conducted 512 valid surveys, the MoE is 4.25%.

Program(s) included in sample	Funding Source(s)	Total number of adults with ID/DD served in this program or waiver and receiving at least one support in addition to case management
Building Independence Waiver	HCBS 1915 (c)	309
Family & Individual Supports Waiver	HCBS 1915 (c)	1,664
Community Living Waiver	HCBS 1915 (c)	10,681

Note: To protect people’s privacy, we do not show the data when fewer than 20 people from a state responded to a question. For items with fewer than 20 respondents the data are shown as ‘n/a’ (though their responses are included in the NCI average).

Demographics

This section presents descriptive information of individuals surveyed. Information in this section may have come from state records.

Table 1. Average Age

Question	Mean	N
Average age	43.4	512

Table 2. Age Group

Question	18-22	23-34	35-54	55-74	75 and older	Unknown	N
Age group	5%	31%	36%	25%	2%	0%	512

Table 3. Gender

Question	Male	Female	Other	N
Gender	56%	44%	0%	512

Table 4. Marital Status

Question	Single, Never Married	Married	Single, Married in the Past	Don't Know	N
Marital status	98%	0%	2%	0%	511

IPS data collected in 2019-20 were subject to protocols/processes that differed from usual NCI protocols. As a result, these data should not be compared to previous years' data.

For more information, see page 12

An asterisk (*) indicates that 25% or more of the state's sample had "don't know" or missing responses | 10

Table 5. Race and Ethnicity

Question	American Indian or Alaska Native	Asian	Black or African American	Pacific Islander	White	Hispanic or Latino	Other	Two or More	Don't Know	N
Race and ethnicity	1%	1%	34%	0%	60%	1%	1%	2%	1%	512

Table 6. Residential Designation

Information based on residential designation defined by the USDA: <https://www.ers.usda.gov/data-products/rural-urban-commuting-area-codes/>

Question	Metropolitan	Micropolitan	Rural	Small town	Unknown	N
Residential designation	86%	3%	4%	7%	0%	512

Table 7. Type of Residence – ICFs/ID, Nursing facilities or other specialized institutional settings

Question	ICF/IID, 4-6 Residents With Disabilities	ICF/IID, 7-15 Residents With Disabilities	ICF/IID, 16 or More Residents With Disabilities	Nursing Facility	Other Specialized Institutional Facility	N
Type of residence	0%	0%	0%	0%	0%	512

Table 8. Type of Residence – Group Residential Setting

Question	Group Living Setting, 2-3 People With Disabilities	Group Living Setting, 4-6 People With Disabilities	Group Living Setting, 7-15 People With Disabilities	N
Type of residence	6%	32%	4%	512

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For more information, see page 12

An asterisk (*) indicates that 25% or more of the state's sample had "don't know" or missing responses | 11

Table 9. Type of Residence – Other Home Settings

Question	Own Home or Apartment	Parent or Relative's Home	Foster Care or Host Home (2 or More People With a Disability)	Foster Care, Host Home, or Shared Living (1 Person With a Disability)	Homeless or Crisis Bed Placement	Other	Don't Know	N
Type of residence	10%	33%	7%	9%	0%	0%	0%	512

Table 10. Length of Time at Current Residence (If Not Homeless or in Crisis Bed Placement)

Question	Less Than 1 Year	1-3 Years	4-5 Years	Over 5 Years	Don't Know	N
Length of time at current residence	8%	22%	10%	58%	1%	510

Table 11. Person's Residence Owned or Controlled by Service Provider

Question	Yes	No	Don't Know	N
Residence is owned or controlled by provider agency	46%	50%	4%	509

Table 12. Person is Named on the Lease, Deed, or Other Legally Enforceable Rental Agreement

Question	Yes, Named On Lease or Deed	Yes, Named On Other Legally Enforceable Agreement	No	Don't Know	N
Person is named on the lease	16%	8%	60%	16%	511

Table 13. Person Owns Home

Question	Yes	No	Don't Know	N
Person owns home	1%	97%	2%	511

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For more information, see page 12

An asterisk (*) indicates that 25% or more of the state's sample had "don't know" or missing responses | 12

Table 14. Has ID Diagnosis

Question	Yes	No	Don't Know	N
Has ID diagnosis	93%	7%	0%	512

Table 15. Level of ID (if the person has an ID diagnosis)

Question	Mild	Moderate	Severe	Profound	Unspecified	N
Level of ID	32%	37%	16%	10%	4%	476

Table 16. Mood, Anxiety, Behavior, Psychotic, and Other Mental Illness ('Don't Know' responses are included in the denominator)

Categories are not mutually exclusive, therefore N is not shown

Question	Mood Disorder	Anxiety Disorder	Behavior Challenges	Psychotic Disorder	Other Mental Illness or Psychiatric Diagnosis
Mental health diagnosis	33%	25%	32%	14%	9%

Table 17. Other diagnoses ('Don't Know' responses are included in the denominator)

Categories are not mutually exclusive, therefore N is not shown

Question	Autism Spectrum Disorder	Cerebral Palsy	Brain Injury	Seizure Disorder	Chemical Dependency
Other diagnoses	25%	15%	4%	33%	1%

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For more information, see page 12

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Table 18. Other Diagnoses (continued; 'Don't Know' responses are included in the denominator)

Categories are not mutually exclusive, therefore N is not shown

Question	Down Syndrome	Prader-Willi Syndrome	Fetal Alcohol Spectrum Disorder	Limited or No Vision	Severe or Profound Hearing Loss	Other Disabilities, Not Listed	No Other Disabilities
Other diagnoses	9%	1%	1%	8%	5%	18%	6%

Table 19. Health Conditions ('Don't Know' responses are included in the denominator)

Categories are not mutually exclusive, therefore N is not shown

Question	Cardiovascular Disease	Diabetes	Cancer	High Blood Pressure	High Cholesterol
Health conditions	4%	14%	2%	21%	19%

Table 20. Health Conditions (Continued)

Categories are not mutually exclusive, therefore N is not shown

Question	Dysphagia	Pressure Ulcers	Alzheimer's or other dementia	Oral Health or Dental Problems	Sleep Apnea	Other Health Conditions
Health conditions	8%	3%	3%	3%	6%	50%

Table 21. Preferred Means of Communication

Question	Spoken	Gestures or Body Language	Sign Language or Finger Spelling	Communication Device	Other	Don't Know	N
Preferred means of communication	73%	21%	2%	2%	2%	0%	512

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For more information, see page 12

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Table 22. Primary Language

Question	English	Other	N
Primary language	99%	1%	512

Table 23. Mobility

Question	Moves Self Around Environment Without Aids	Moves Self Around Environment With Aids or Uses Wheelchair Independently	Non-Ambulatory, Always Needs Assistance to Move Around Environment	Don't Know	N
Mobility	66%	20%	13%	1%	512

Table 24. Level of Behavioral Support Need

Question	None	Some	Extensive	Don't Know	N
Self-injurious behavior	68%	22%	9%	1%	512
Disruptive behavior	52%	33%	14%	0%	511
Destructive behavior	68%	22%	9%	1%	512

Table 25. Level of Guardianship

Question	None	Limited Guardianship	Full Guardianship	Has Guardian, but Unable to Distinguish Level	Don't Know	N
Level of guardianship	54%	6%	38%	1%	1%	512

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For more information, see page 12

An asterisk (*) indicates that 25% or more of the state's sample had "don't know" or missing responses | 15

Table 26. Guardian’s Relationship to Person

Question	Family	Friend	Public Guardian or Public Administrator	Financial Institution	Non-profit Guardianship Agency	For-profit Guardianship Agency	Other	Don't Know	N
Guardian’s relationship to person	78%	3%	11%	0%	2%	0%	3%	3%	232

Table 27. Person’s Funding Supports

New item for 2019-20 reporting; categories are not mutually exclusive

Question	ICF/IID	Medicaid HCBS Waiver Funded Services	Medicaid State Plan	Exclusively supported by State funds (no Medicaid services beyond health care)	Don't know	N
Funding supports	0%	100%	10%	0%	1%	512

Table 28. Person Currently Receives Medicare

New item for 2019-20 reporting; categories are not mutually exclusive

Question	Yes	No	Don't Know	N
Person currently receives Medicare	52%	42%	7%	512

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For more information, see page 12

An asterisk (*) indicates that 25% or more of the state’s sample had “don’t know” or missing responses | 16

Choice and Decision-Making¹

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

Table 29. Choice and Decision-Making

Question	Person made the choice	Person had some input	Someone else chose	N
Who chose the place where you live? <i>Among those who do not live in the family home.</i>	20%	45%	34%	299
Did you choose the people you live with? <i>Among those who do not live in the family home.</i>	14%	25%	62%	302
Do you choose (or pick) your staff?	10%	49%	41%	469
Who decides your daily schedule?	35%	49%	16%	506
Who decides how you spend your free time?	67%	27%	5%	506
Do you choose what you buy with your spending money?	45%	45%	10%	499
Who chose (or picked) your day program or workshop? <i>Among those who go to a day program or workshop.</i>	15%	49%	37%	246
Who chose the place where you work? <i>Among those with a paid community job.</i>	43%	47%	10%	51

Table 30. Choice and Decision-Making (continued)

Question	Yes	No	N
Can you change your case manager/service coordinator if you want to?	92%	8%	470
Do you have enough choice about your daily schedule?	96%	4%	481
Do you have enough choice about what to do in your free time?	98%	2%	487

¹ In previous years, measures that fell within the Choice and Decision-making domain were risk-adjusted. NCI did not conduct risk-adjustment for reporting in 2019-20.

Table 31. Choice and Decision-Making Scales²

Scale	Mean	N	Std. Deviation
Life Decisions Scale	61%	488	38%
Everyday Choices Scale	90%	510	23%

²The Life Decisions Scale and the Everyday Choices scales were calculated by adding and averaging Choice items. The Life Decisions includes choice of: residence, work, day activity, staff, and roommates. The Everyday Choices scale includes choice of: daily schedule, how to spend money, and free time activities.

Work

People have paid jobs in community-based settings or have otherwise meaningful day activities.

NCI reports on four types of paid community jobs:

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;
3. Group-supported—a job that takes part in a community 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; and
4. Community job in a business that primarily hires people with disabilities—a job where the employees with disabilities interact with the non-disabled population; this job is not in a traditional sheltered workshop and is NOT an enclave. This type was added to our definition of ‘paid community job’ in 2017-18.

Table 32. Has a paid community job; individual, group and/or in a business that primarily hires people with disabilities

Information may have been obtained through state records

Question	Yes	N
Has paid community job	14%	508

Table 33. Type of paid community job (of those with paid community job)

Information may have been obtained through state records

Question	Individual job without publicly funded supports	Individual job with publicly funded supports	Individual job N	Group job with or without publicly funded supports	Group job N	Paid work in a community business that primarily hires people with disabilities	Paid work in a community business that primarily hires people with disabilities N
Type of paid community job	23%	31%	64	37%	70	13%	69

Table 34. Average biweekly hours and average hourly wage by type of paid community job

Information may have been obtained through state records

Question	Individual without publicly funded supports	N	Individual with publicly funded supports	N	Group with or without publicly funded supports	N	Paid work in a community business that primarily hires people with disabilities	N
Average biweekly hours	n/a	n/a	25.9	20.0	30.0	20.0	n/a	n/a
Average hourly wage	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a

IPS data collected in 2019-20 were subject to protocols/processes that differed from usual NCI protocols. As a result, these data should not be compared to previous years' data.

For more information, see page 12

An asterisk (*) indicates that 25% or more of the state's sample had "don't know" or missing responses | 20

Table 35. Length of employment and receives paid time off (among those with a paid community job)

Information may have been obtained through state records

Question	Average	N
Length of employment (in months)	62.8	58
Receives paid time off (for example, paid vacation and/or sick time) at paid community job	22%	45

Table 36. Four most common job industries (among those reported to have a job in the community)³

Categories are not mutually exclusive; therefore, N is not shown; information may have been obtained through state records

Question	Building or grounds maintenance	Food preparation or food service	Retail	Assembly, manufacturing or packaging
Most common job industry	28%	24%	19%	4%

Table 37. Does not have paid community job and would like a paid community job

Question	Yes	In-between	No	N
Would you like a paid job in the community?	47%	5%	48%	208

³ Most common jobs are based on national NCI trends of most common job industry.

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For more information, see page 12

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Table 38. Reasons does not want a paid community job (among those who do not currently have and do not want a paid community job)

Categories are not mutually exclusive; therefore, N is not shown

Reasons Does Not Want a Job...	Yes
Transportation Challenges	2%
Accessibility	2%
Health Limitations	19%
Not Enough Support	0%
Feeling Unwelcome in the Community	1%
Feeling Unsafe	1%
No Jobs Currently Available	3%
Lack of Information	1%
Retired	10%
Financially Secure	1%
Don't Want to Affect Current Benefits	5%
Likes What Currently Does and Doesn't Want to Change	46%
Lack of Equipment	0%
Other	11%
Don't know	14%

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For more information, see page 12

An asterisk (*) indicates that 25% or more of the state's sample had "don't know" or missing responses | 22

Table 39. Employment goals and other activities

Question	Yes	No	N
Is community employment a goal in this person's service plan? <i>Among all respondents; Information may have been obtained through state records.</i>	24%	76%	506
Is community employment a goal in this person's service plan? <i>Among those without a paid community job who want one; information may have been obtained through state records.</i>	34%	66%	96
Do you take classes or training to help you get a job, a better job or do better at the job you have now?	15%	85%	297
Do you go to a day program or sheltered workshop?	61%	39%	331
Do you volunteer?	46%	54%	297

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For more information, see page 12

An asterisk (*) indicates that 25% or more of the state's sample had "don't know" or missing responses | 23

Self-Direction

People participate in directing their own supports and services.

Table 40. Using a self-directed supports option

Information may have been obtained through state records

Question	Yes	N
Using a self-directed supports option	19%	495

Table 41. People who make decisions or have input in making decisions for how budget for services is used (among those using a self-directed supports option)

Proxy respondents were allowed for this question.

Question	Individual	Individual and Family or Friends	Family Member or Friends	Case Manager or Other State Employee	N
People who make decisions or have input in making decisions for how budget for services is used	n/a	n/a	n/a	n/a	n/a

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For more information, see page 12

An asterisk (*) indicates that 25% or more of the state's sample had "don't know" or missing responses | 24

Table 42. Self-direction*Responses among those using a self-directed supports option*

Question	Yes	Maybe, not sure	No	N
Do you hire and manage your staff? <i>Proxy respondents were allowed for this question.</i>	89%	2%	9%	47
Can you make changes to budget/services if you need to? <i>Proxy respondents were allowed for this question.</i>	94%	4%	2%	47
Do you have enough help deciding how to use your budget/services? <i>Proxy respondents were allowed for this question.</i>	83%	4%	13%	48
Do you get enough information about how much money is left in your budget/services? <i>Proxy respondents were allowed for this question.</i>	n/a	n/a	n/a	n/a
Is info easy to understand? <i>Among those who get information about how much money is left in their budget/services; proxy respondents were allowed for this question.</i>	n/a	n/a	n/a	n/a

Table 43. Frequency with which the person gets information about budget/services (among those using a self-directed supports option and who get information about how much money is left in their budget/services)*Proxy respondents were allowed for this question.*

Question	At Least Every Three Months	About Twice a Year	Once a Year or Less	N
How often do you get information about how much money is left in your budget/services?	n/a	n/a	n/a	n/a

IPS data collected in 2019-20 were subject to protocols/processes that differed from usual NCI protocols. As a result, these data should not be compared to previous years' data.

For more information, see page 12

An asterisk (*) indicates that 25% or more of the state's sample had "don't know" or missing responses | 25

Community Inclusion, Participation and Leisure

People participate in activities in their community and have opportunities to do things that they enjoy in the community.

Table 44. Number of times took part in activities in the community in the past month

Question	0 times	1-2 time	3-4 times	5 or more times	N
How many times did you go shopping in the past month? <i>Proxy respondents were allowed for this question.</i>	9%	18%	27%	46%	509
How many times did you go out on errands in the past month? <i>Proxy respondents were allowed for this question.</i>	12%	45%	25%	18%	503
How many times did you go out for entertainment in the past month? <i>Proxy respondents were allowed for this question.</i>	27%	35%	22%	17%	505
How many times did you go out to eat in the past month? <i>Proxy respondents were allowed for this question.</i>	14%	22%	25%	38%	508
How many times did you go out to religious service or spiritual practice in the past month? <i>Proxy respondents were allowed for this question.</i>	55%	13%	21%	11%	503

Table 45. Other community activities

Question	Yes	No	N
In the past year, did you go away on vacation? <i>Proxy respondents were allowed for this question.</i>	54%	46%	503
Are you a part of any community groups? <i>Proxy respondents were allowed for this question.</i>	35%	65%	507

Table 46. People person typically does community activities with

Question	Alone	Friend(s)	Family	Housemate	Staff	Other	N
Who do you usually go out shopping with? <i>Proxy respondents were allowed for this question.</i>	4%	13%	43%	29%	71%	2%	508
Who do you usually go out on errands with? <i>Proxy respondents were allowed for this question.</i>	3%	5%	37%	15%	62%	1%	502
Who do you usually go out for entertainment with? <i>Proxy respondents were allowed for this question.</i>	2%	16%	32%	27%	55%	3%	505
Who do you usually go out to eat with? <i>Proxy respondents were allowed for this question.</i>	3%	17%	43%	31%	66%	2%	507
Who do you usually go out to religious service or spiritual practice with? <i>Proxy respondents were allowed for this question.</i>	3%	7%	20%	12%	23%	1%	503
Who do you usually go away on vacation with? <i>Proxy respondents were allowed for this question.</i>	1%	6%	32%	12%	21%	1%	502
Who do you usually take part in community groups with? <i>Proxy respondents were allowed for this question.</i>	2%	14%	13%	8%	18%	2%	507

Table 47. Community participation and leisure

Question	Yes	In-between	No	N
Are you able to go out and do the things you like to do?	89%	8%	3%	319
Do you get to do the things you like to do as much as you want to?	71%	--	29%	294
When you are at home, do you have enough things you like to do?	87%	9%	3%	317
Do you get help to learn new things?	78%	6%	16%	294

Table 48. Community Inclusion Scale⁴

Scale	Mean	N	Std. Deviation
Community Inclusion Scale	84%	510	26%

⁴The Community Inclusion Scale was calculated by averaging Community Inclusion questions. The scale includes: when out shopping in the past month; went out for errands in the past month; went out for entertainment in the past month; went out to eat in the past month.

Relationships

People have friends and relationships and are able to maintain their friendships and relationships.

Table 49. Has friends

Question	Yes, has friends who are not staff or family	Yes, all friends are staff or family or cannot determine	No	N
Do you have friends that you like to talk to or do things with?	87%	8%	5%	323

Table 50. Relationships

Question	Yes	In-between or sometimes	No	N
Do you have a best friend or someone you are really close to?	81%	--	19%	299
Do you want more help to make new friends or keep in contact with your friends?	42%	9%	49%	289
Can you see your friends when you want to?	75%	13%	12%	277
Do you have other ways of talking, chatting or communicating with your friends when you cannot see them?	82%	3%	15%	274
Can you go on a date if you want to?	69%	18%	12%	236
Do you ever feel lonely?	4%	30%	66%	287
Can you see and/or communicate with your family when you want to? <i>Among those not living the family home.</i>	83%	12%	5%	180

Satisfaction

People are satisfied with their everyday lives – where they live, work, and what they do during the day.

Table 51. Likes home or where lives

Question	Yes	In-between	No	N
Do you like your home or where you live?	93%	4%	3%	360

Table 52. Reasons does not like home, continued (among those who do not like their home or where they live)

Categories are not mutually exclusive therefore N is not shown

Reasons Does Not Like Home	Yes
Accessibility	4%
Feels Unsafe in Neighborhood	4%
Home Needs Repairs or Upkeep	4%
Doesn't Feel Like Home	9%
Problems with Roommate(s)	22%
Problems with Staff	9%
Wants to be Closer to Family or Friends	22%
Wants More Independence	22%
Other	39%

Table 53. Satisfaction

Question	Yes	In-between	No	N
Would you like to live somewhere else?	18%	9%	73%	324
Are services and supports helping you to live a good life?	93%	7%	0%	317
If you do have a paid job in the community, do you like working there? <i>Among those with a paid community job.</i>	82%	10%	8%	50
If you do have a paid job in the community, would you like to work somewhere else? <i>Among those with a paid community job.</i>	27%	13%	60%	48

Table 54. Satisfaction with day program or workshop

Among those who attend a day program or workshop

Question	I would like to spend more time there	I am happy with the amount of time I spend there	I would like to spend less time there	I do not want to spend any time there	N
Wants to go to day program or workshop...	12%	74%	12%	2%	186

Table 55. Wants to do activities in the community more, less, or about the same as last month

Question	More	About the same	Less	N
Would you like to go out shopping more, less, or the same amount as now? <i>Proxy respondents were allowed for this question.</i>	35%	5%	61%	487
Would you like to go out for entertainment more, less, or the same amount as now? <i>Proxy respondents were allowed for this question.</i>	43%	56%	1%	476
Would you like to go out to a restaurant or coffee shop more, less, or the same amount as now? <i>Proxy respondents were allowed for this question.</i>	48%	49%	3%	485
Would you like to go out to a religious service or spiritual practice more, less, or the same amount as now? <i>Proxy respondents were allowed for this question.</i>	24%	74%	2%	454

Table 56. Wants to be a part of more community groups

Question	Yes	No	N
Do you want to be a part of more groups in your community? <i>Proxy respondents were allowed for this question.</i>	57%	43%	445

Service Coordination

Service coordinators are accessible and responsive to people. The service plan is responsive to people's goals and needs. People participate in the service planning process.

Table 57. Service coordination

Question	Yes	In-between, sometimes, or maybe	No	N
Have you met or spoken with your case manager/service coordinator?	97%	1%	1%	307
Does your case manager/service coordinator ask what you want?	95%	2%	3%	279
Are you able to contact your case manager/service coordinator when you want to?	84%	5%	12%	263
Do your staff come and leave when they're supposed to?	94%	5%	1%	275
Did you take part in the last service planning meeting?	99%	0%	1%	288
At the service planning meeting, did you know what was being talked about?	73%	19%	8%	262
Did the service planning meeting include the people you wanted to be there?	94%	3%	2%	271
Were you able to choose the services that you get as part of your service plan?	74%	25%	2%	219
At your service planning meeting, did you talk about learning new things?	81%	13%	6%	241
Do you remember what is in your service plan?	51%	22%	27%	228
In service plan, is there a goal to increase independence or improve functional skill performance in activities of daily living (ADLs)? <i>Information may have been obtained from state records.</i>	91%	--	9%	121
Does your service plan include things that are important to you?	95%	4%	1%	116
If you want to change something about your services, do you know whom to ask?	79%	13%	9%	248

IPS data collected in 2019-20 were subject to protocols/processes that differed from usual NCI protocols. As a result, these *data should not be compared to previous years' data.*

For more information, see page 12 | 32

Access

Services and supports of quality are readily available.

Table 58. Access

Question	Yes	Maybe	No	N
Do you have a way to get places you need to go?	96%	4%	0%	309
Are you able to get places when you want to do something outside your home, like going out to see friends, for entertainment, or to do something fun?	88%	11%	1%	309
Do you feel that your staff have the right training to meet your needs? <i>Proxy respondent who were not staff were allowed for this question.</i>	86%	13%	2%	359

Table 59. Additional services needed

Proxy respondents were allowed for this question; categories are not mutually exclusive

Additional Services Needed...	Yes
Service Coordination or Case Management	6%
Respite or Family Support	13%
Transportation	11%
Assistance Finding, Maintaining, or Changing Jobs	11%
Day Services (Not Employment)	6%
Education, Training, or Skills Development	12%
Health Care Coordination	7%
Dental Care Coordination	12%
Assistance Finding, Maintaining, or Changing Housing	7%
Residential Support Services	8%
Social or Relationship Issues or Meeting People	18%
Communication Technology	13%
Environmental Adaptations	14%
Benefits and Insurance Information	7%
Other	13%
N	504

Health

People secure recommended health services.

Table 60. Primary care doctor, physical exam, and flu vaccine

Information may have been obtained through state records

Question	Yes	No	N
Does this person have a primary care doctor?	99%	1%	507
Did this person have a complete annual physical exam in the past year?	82%	18%	496
During the past 12 months, has this person had a flu vaccination?*	87%	13%	321

Table 61. Last dental exam

Information may have been obtained through state records

Question	Within the last six months	Within the past year	One year ago or more	N
When was his/her last dentist visit?	32%	29%	39%	468

Table 62. Last hearing test

Information may have been obtained through state records

Question	Within past 5 years	5 years ago or more	Has never had a hearing test	N
When was his/her last hearing test?*	50%	34%	16%	190

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For more information, see page 12

An asterisk (*) indicates that 25% or more of the state's sample had "don't know" or missing responses | 35

Table 63. Regular and preventive screenings

Information may have been obtained through state records

Question	Within past year	Within past 2 years	Within past 3 years	Within past 5 years	5 or more years ago	Has never had	N
When was the last time this person had an eye exam or vision screening?*	65%	16%	5%	3%	10%	1%	270
When was this person's last Pap test screening? <i>Among females 21 and older.</i>	38%	21%	7%	7%	10%	18%	105
When was this person's last mammogram? <i>Among females 40 and older.</i>	56%	10%	14%	5%	0%	15%	59

Table 64. Last colorectal cancer screening

Among those 50 and older; Information may have been obtained through state records; categories are not mutually exclusive

Question	Colonoscopy in past 10 years	Flexible sigmoidoscopy in the past 5 years	Fecal occult blood test or fecal immunochemical test in the past year	Never had exam or screening	N
Has this person received screening for colorectal cancer?	57%	0%	14%	30%	70

Table 65. Overall health

Proxy respondents were allowed for this question

Question	Excellent	Very Good	Fairly Good	Poor	N
Overall, how would you describe your health?	18%	46%	33%	3%	507

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For more information, see page 12

Medication

Medications are used effectively and appropriately.

Table 66. Medications

Information may have been obtained through state records

Question	Yes	No	N
Does this person take medication for behavioral challenges?	32%	68%	505
Does this person currently take medications to treat mood disorders, anxiety, and/or psychotic disorders?	58%	42%	501
Takes at least one medication for behavior challenges and/or anxiety, and/or psychotic disorder	65%	35%	500

Table 67. Number medication taken

Information may have been obtained through state records

Question	1-2 medications	3-4 medications	5-10 medications	11 or more medications	N
How many medications to treat behavioral challenges does this person take?	77%	19%	4%	0%	161
How many medications to treat mood disorders, anxiety, and/or psychotic disorders does this person take?	66%	26%	7%	0%	281

Table 68. Behavior plan

Information may have been obtained through state records

Question	Yes	No	N
Does this person currently have a behavior plan?	16%	84%	508
Does this person currently have a behavior plan? <i>Among those taking medication for a behavior challenge.</i>	31%	69%	162

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For more information, see page 12

An asterisk (*) indicates that 25% or more of the state's sample had "don't know" or missing responses | 37

Wellness

People maintain healthy habits.

Table 69. Uses nicotine or tobacco products

Proxy respondents were allowed for this question

Question	Yes	No	N
Does this person use nicotine or tobacco products?	3%	97%	506

Table 70. Physical activity

Proxy respondents were allowed for this question

Question	None	One or two times	Three or four times	Five or more times	N
How many times per week do you do moderate physical activity or exercise in which you are active for at least 10 minutes at a time?	28%	20%	19%	32%	504
How many times per week do you do physical activity or exercise that makes the muscles in your arms, legs, back, and/or chest work hard?	73%	12%	5%	10%	503

Table 71. Body Mass Index (BMI) category

BMI calculated using data on weight and height; information may have been obtained through state records

Question	Underweight	Normal or Healthy	Overweight	Obese	N
Person's body mass index (BMI)*	5%	30%	28%	38%	380

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For more information, see page 12

An asterisk (*) indicates that 25% or more of the state's sample had "don't know" or missing responses | **38**

Rights and Respect

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

Table 72. Rights and Respect

Question	Yes	Sometimes	No	N
Do people let you know before they come into your home?	95%	3%	3%	317
Do you have a key to your home? <i>Proxy respondents were allowed for this question.</i>	70%	0%	30%	505
If you don't have a key to your home, do you want a key to your home? <i>Proxy respondents were allowed for this question.</i>	20%	12%	67%	137
Do people let you know before coming into your bedroom?	90%	6%	4%	317
Can you lock your bedroom if you want to? <i>Proxy respondents were allowed for this question.</i>	72%	3%	24%	463
Do you have a place to be alone in your home?	98%	--	2%	332
Can you be alone with friends or visitors at your home?	95%	--	5%	280
Are there rules about having friends or visitors in your home?	39%	--	61%	257
When people in your house go somewhere, do you have to go too, or can you stay at home if you want to? <i>Among those who do not live alone.</i>	48%	22%	30%	451
Do your staff treat you with respect?	93%	7%	0%	305
Do people read your mail or email without asking you first?	4%	--	96%	271
Can you use the phone or internet when you want to?	97%	--	3%	292
Do you have a cell phone or smart phone?	44%	--	56%	314
If you do not have a cell phone or smartphone, do you want one?	47%	--	53%	154

IPS data collected in 2019-20 were subject to protocols/processes that differed from usual NCI protocols. As a result, these *data should not be compared to previous years' data.*

For more information, see page 12 | 39

Table 73. Reasons does not have a cell phone or smartphone (if does not have one but wants one)

Categories are not mutually exclusive; therefore, N is not shown

Question	Costs too much	Not allowed	Had one, but it was lost or it broke	Other	Don't know
If you do not currently have a cell phone or smartphone but want one, why don't you have one?	36%	4%	21%	21%	22%

Table 74. Voting and Self-advocacy

Proxy respondents were allowed for this question

Question	Yes	Had the opportunity, but chose not to	No	N
Have you voted in a local, state or federal election?	30%	4%	66%	486
Have you ever participated in a self-advocacy group meeting, conference, or event?	19%	1%	80%	422

Safety

People feel safe.

Table 75. Places where person feels afraid or scared

Categories are not mutually exclusive

Question	Home	Day program	Work	Walking in the neighborhood	In transport	Other	N
Are there any places where you feel afraid or scared?	2%	2%	0%	3%	2%	6%	411

Table 76. Has someone to talk to if ever feels afraid or scared

Question	Yes	Maybe	No	N
If you ever feel afraid, is there someone you can talk to?	96%	1%	3%	298