

**CORE INDICATORS PROJECT:
PHASE II INDICATORS (Version 2.0)**

DOMAIN: CONSUMER OUTCOMES		Overview: The project’s consumer outcome indicators concern how well the public system aids adults with developmental disabilities to work, participate in their communities, have and sustain relationships, and exercise choice over their lives. Other indicators in this domain probe how satisfied individuals and families are with services and supports. The concerns upon which these indicators are based are commonly found in the mission statements of SDDAs.	
SUBDOMAIN	CONCERN	INDICATOR	DATA SOURCE
Work	<i>People are receiving supports to find and maintain employment in integrated settings and earn increased wages</i>	The average monthly wage of people who receive work supports (Version 1.0 Indicator # CI-1)	System or Consumer Survey Supplement
		The average number of hours worked per month during the previous year (Version 1.0 Indicator #CI-2)	System or Consumer Survey Supplement
		The percent of people earning at or above the state minimum wage (Version 1.0 Indicator #CI-4)	System or Consumer Survey Supplement
		The percent of people who were continuously employed in community-based settings during the previous year (Version 1.0 Indicator #CI-5)	System or Consumer Survey Supplement
		The proportion of all individuals who receive daytime supports of any type who are engaged in community integrated employment (New)	System
Community Inclusion	<i>People use integrated community services and participate in everyday community activities.</i>	The proportion of people who participate in integrated activities in their communities, including: shopping, using public services, attending religious events, playing sports, attending arts/entertainment events, and dining out (Version 1.0 Indicator #CI-6).	Consumer Survey
Choice and Decision-making	<i>People make life choices and participate actively in planning their services and supports.</i>	The proportion of people who make choices about important life decisions, including: housing, roommates, daily routines, jobs, support staff or providers, and social activities (Version 1.0 Indicator #CI-7)	Consumer Survey

<u>SUBDOMAIN</u>	<u>CONCERN</u>	<u>INDICATOR</u>	<u>DATA SOURCE</u>
Choice and Decision-making (continued)		The proportion of people reporting that their service plan includes or is about things that are important to them (Version 1.0 Indicator #CI-8)	Consumer Survey
		The proportion of people reporting that they control their own spending money (i.e. have access to it and choose what to buy with it) (Version 1.0 Indicator CI-11)	Consumer Survey
Supporting Families	<i>Families who have a family member living at home receive adequate and satisfactory supports</i>	The percentage of families with an adult family member living in the home who report satisfaction with the following areas: supports received by the family and the family member, information, choices/planning, access, linkages to supports, service coordination, and crisis response (Version 1.0 Indicator CI-9)	Family Support Survey
Family Involvement	<i>Families/guardians maintain connections with family members who do not live at home.</i>	The proportion of families/guardians of individuals NOT living at home who report (a) satisfaction with the services and supports their family member receives; and (b) the extent to which the system supports continuing family involvement. (New)	Family/Guardian Survey
Relationships	<i>People gain/maintain friendships and relationships</i>	The proportion of people who report having friends and caring relationships with people other than support staff and family members (Version 1.0 Indicator CI-12).	Consumer Survey
		The proportion of people who report having a close friend, someone they can talk to about private matters. (Version 1.0 Indicator CI-13)	Consumer Survey
		The proportion of people who are able to see their families and friends when they want to (Version 1.0 Indicator CI-14).	Consumer Survey
		The proportion of people reporting feeling lonely (Version 1.0 Indicator CI-15).	Consumer Survey
Satisfaction	<i>People are satisfied with the services and supports they receive.</i>	The proportion of people who report satisfaction with where they live (Version 1.0 Indicator CI-16)	Consumer Survey
		The proportion of people reporting satisfaction with their job or day program (Version 1.0 Indicator CI-17).	Consumer Survey
		The proportion of people reporting that they work as many hours as they want to (Version 1.0 Indicator CI-18).	Consumer Survey

DOMAIN: SYSTEM PERFORMANCE		Overview: The system performance indicators address the following topics: (a) service coordination; (b) the utilization of and outlays for various types of services and supports; and (c) access to services	
SUBDOMAIN	CONCERN	INDICATOR	DATA SOURCE
Service Coordination	<i>Service coordinators are accessible, responsive, and support consumer participation in service planning</i>	The proportion of people reporting that service coordinators help them get what they need (Version 1.0 Indicator CI-28).	Consumer Survey
		The proportion of people who are able to contact their service coordinators when they want to (Version 1.0 Indicator CI-21)	Consumer Survey
		The proportion of people who report that they participated in the development of their service plan (Version 1.0 Indicator CI-22).	Consumer Survey
Utilization and Expenditures	<i>The use of resources aligns with public developmental disability agency goals (including self-determination, inclusion and natural supports)</i>	The average annual expenditure per person overall, by living arrangement, type of service and category of support. (Version 1.0 Indicator CI-23)	System
		The annual expenditure for each living arrangement, type of service and category of support, as a percent of total expenditures (Version 1.0 Indicator CI-24)	System
		The range of annual per person expenditures, by living arrangement, type of service and category of support (Version 1.0 Indicator CI-25).	System
Access	<i>People are informed about available an resources and those eligible have access to adequate complement of services and supports</i>	The number of persons receiving services and supports, by age and by type of service and category of support (Version 1.0 Indicator CI-25).	System
		The proportion of people served, by race and ethnicity, relative to proportions in the general population of the service area (Version 1.0 Indicator CI-32).	System
		The number of persons (unduplicated count), age-adjusted, receiving one or more services or supports (Version 1.0 Indicator CI-33).	System
		The number of persons (unduplicated count), age-adjusted, in service per 100,000 general population (Version 1.0 Indicator CI-34).	System
		The number of persons waiting services/supports relative to the total service population (Version 1.0 Indicator CI-35)	System
		The proportion of families reporting that consumers have access to adaptive equipment, environmental modifications, and assistive communication devices (Version 1.0 Indicator CI-10).	Family Surveys

SUBDOMAIN	CONCERN	INDICATOR	DATA SOURCE
Access (continued)		The proportion of people reporting that they received support to learn or do something new in the past year (Version 1.0 Indicator CI-19).	Consumer Survey
		The proportion of people who report having adequate transportation when they want to go somewhere (Version 1.0 Indicator CI-20).	Consumer Survey
		The rate at which people report that “needed” services were not available (Version 1.0 Indicator CI-30).	Consumer Survey
DOMAIN: HEALTH, WELFARE & RIGHTS		Overview: These indicators concern the following topics: (a) consumer safety/personal security; (b) health; and (c) protection of and respect for consumer rights	
SUBDOMAIN	CONCERN	INDICATOR	DATA SOURCE
Safety	<i>The system ensures that people are safe from abuse, neglect, and injury.</i>	The mortality rate of the MR/DD population compared to the general area population, by age, by cause of death (natural or medico-legal), and by MR or DD diagnosis (Version 1.0 Indicator CI-37).	System
		The incidence of serious injuries reported among people with MR/DD in the course of service provision, during the past year (Version 1.0 Indicator CI-38).	System
		The proportion of people who were victims of selected crimes reported to a law enforcement agency during the past year, by type of crime (rape, personal robbery, aggravated assault, burglary, and theft) (Version 1.0 Indicator CI-39).	System
		The proportion of people who report that they feel safe in their home and neighborhood (Version 1.0 Indicator CI-40).	Consumer Survey
Health	<i>People secure needed health services</i>	The proportion of people who have had a physical exam in the past year (Version 1.0 Indicator CI-42).	Consumer Survey
		The proportion of women who have had an OB/GYN exam in the past year (Version 1.0 Indicator CI-43).	Consumer Survey
		The proportion of people who have had a routine dental exam in the past six months (Version 1.0 Indicator CI-45).	Consumer Survey
		The number of days in the past month people report that their normal routines were interrupted due to illness (Version 1.0 Indicator CI-41).	Consumer Survey
	<i>Medications are prescribed appropriately</i>	The proportion of people receiving psychotropic medications (Version 1.0 Indicator CI-46).	Consumer Survey

<u>SUBDOMAIN</u>	<u>CONCERN</u>	<u>INDICATOR</u>	<u>DATA SOURCE</u>
Health (continued)	<i>The system makes limited use of restraints or other restrictive practices.</i>	The incidence of chemical or physical restraints reported in the past year, by type of restraint and reason for use (New).	System
Respect/Rights	<i>People receive the same respect and protections as others in the community.</i>	The proportion of people reporting that they have an "advocate" or someone who speaks on their behalf (Version 1.0 Indicator CI-36).	Consumer Survey
		The proportion of people who report that their basic rights are respected by others (Version 1.0 Indicator CI-47).	Consumer Survey
		The proportion of people who have participated in activities of self-advocacy groups or other groups that address rights (Version 1.0 Indicator CI-48).	Consumer Survey
		The proportion of people reporting satisfaction with the amount of privacy they have (Version 1.0 Indicator CI-49).	Consumer Survey
DOMAIN: SERVICE DELIVERY SYSTEM STRENGTH AND STABILITY		Overview: These indicators concern the following topics: (a) provider acceptability; (b) direct contact staff stability; and, (c) provider agency financial health	
<u>SUBDOMAIN</u>	<u>CONCERN</u>	<u>INDICATOR</u>	<u>DATA SOURCE</u>
Acceptability	<i>The system is sensitive to consumer preferences and demands</i>	The proportion of voting members on provider agency boards of directors who are primary consumers (Version 1.0 Indicator CI-50).	System
		The proportion of voting members on provider agency boards of directors who are family members of primary consumers (Version 1.0 Indicator CI-51).	System
		The proportion of families who are satisfied with the grievance process (Version 1.0 Indicator CI-52).	Family Surveys
		The proportion of people indicating that most support staff treat them with respect (Version 1.0 Indicator CI-53).	Consumer Survey
		The proportion of people who have changed residences more than once in the past year (Version 1.0 Indicator CI-57).	Consumer Survey

<u>SUBDOMAIN</u>	<u>CONCERN</u>	<u>INDICATOR</u>	<u>DATA SOURCE</u>
Stability	<i>Direct contact staff turnover ratios and recruitment and training absentee rates are low enough to maintain continuity of supports and efficient use of resources.</i>	The crude separation rate, defined as the proportion of direct contact staff separated in the past year)(Version 1.0 Indicator CI-54).	System
		Average length of service for all direct contact staff who separated in the past year, and for all currently employed direct contact staff (Version 1.0 Indicator CI-55).	System
		The vacancy rate, defined as the proportion of direct contact positions that were vacant as of a specified date (Version 1.0 Indicator CI-56).	System
		The proportion of direct contact hours paid in overtime hours (New).	System
	<i>Providers have adequate and stable financial resources in order to provide services.</i>	The capability of community service organizations to meet their near-term financial obligations (as measured by (a) the ratio of current assets to current liabilities; and (b) months of reserve funds on hand) (Version 1.0 Indicator CI-58).	System
		Community service organizations exhibit financial strength, stability, and long-term solvency (as measured by (a) the ratio of total assets to total liabilities; (b) total assets (including depreciated assets) to total liabilities; and (c) total liabilities to net worth) (Version 1.0 Indicator CI-59).	System
		The extent to which community services organizations attract private contributions to strengthen their operations (as measured by the ratio of private revenue to total revenue) (Version 1.0 Indicator CI-60).	System
Staff Qualifications/ Competency	<i>Direct contact staff possess the competencies necessary for providing services.</i>	The proportion families reporting that staff is available to communicate with individuals who use modes of communication other than spoken English (Version 1.0 Indicator CI-61).	Family Surveys