

# Ask Me!<sup>sm</sup> FY 2011



## The Quality of Life of Marylanders With Developmental Disabilities Receiving DDA-Funded Support

Prepared for the  
Maryland Developmental Disabilities Administration

by  
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Committed and skilled interviewers, who themselves receive support funded by the Maryland Developmental Disabilities Administration, make The Ask Me! Project possible. In FY2011, 26 peer interviewers worked for The Arc of Maryland, conducting an average of 92 interviews. The interviewers have an average of 7.7 years of experience, with two being new to the survey in FY2011 and nine having ten or more years of experience. One interviewer conducted telephone interviews and keyed most of the survey data (DE). The Ask Me! FY2011 interviewers, with their years of experience shown in parentheses (), include:

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Ask Me! has a training manual available for organizations interested in conducting the project in other states. The manual provides all necessary materials and information to conduct the survey. It is available at cost and includes the survey, interview protocol and interviewer training information. All documents are also on a CD. To protect the integrity of the project, The Arc of Maryland has developed a licensing agreement for entities that wish to become certified to use the survey. For additional information, contact Brenda Davis, The Arc of Maryland, 49 Old Solomons Island Rd., Suite 205, Annapolis, MD 21401, 888-272-3449, [bdavis@thearcmd.org](mailto:bdavis@thearcmd.org).

This report can be viewed or downloaded as an Adobe Acrobat file from the website of the Maryland DDA, <http://www.dhmd.state.md.us/dda/ReportableInc/Ask11Report.pdf>. It, and other publications listed at the end of this report, can also be accessed through the website of Bonham Research, <http://www.bonhamresearch.com>.

# Ask Me!<sup>sm</sup> FY 2011

## Executive Summary

The Ask Me! Survey measures the quality of life in eight domains that are important to all groups of people around the world. These include Interpersonal Relations, Social Inclusion, Self Determination, Rights, Material Well-being, Personal Development, Emotional Well-being and Physical Well-being. It began to collect information in FY2002 from random samples of people supported by all community agencies in Maryland in four-year cycles. It revised the survey in FY2010 to include new questions on topics in the eight domains that had become important to people with intellectual and developmental disabilities (IDD). This report presents information provided by and for 1,217 adults supported in the community by 47 service providers. They provide a representative sample of the 14,145 people supported with funds from the Maryland Developmental Disability Administration (DDA). While it focuses on the quality of life in FY2011 of Maryland adults with IDD, it discusses how their quality of life has changed over the ten years of the survey. Appendix A to this report presents information on the quality of life reported by people supported by the community support providers in Maryland that have been included in the survey in FY2010 and/or FY2011.



Quality of life for self respondents increased between 2002 and 2011 in six domains, controlling for the revision in the survey:

- Social Inclusion;
- Self Determination;
- Rights;
- Personal Development;
- Emotional Well-being;
- Physical Well-being.



Material Well-being decreased for self respondents after peaking in 2006, and Interpersonal Relations decreased after peaking in 2009

### *Material Well-being*



- 52% do not save money regularly;
- 33% do not receive regular paychecks;
- 53% of those with paychecks would like a different job
- 49% of those with paychecks work ten or fewer hours in a week.

Increasing hours worked and perceptions of staff and services have the most potential for increasing perceptions of Material Well-being

### *Interpersonal Relations*



- 29% have few or no friends who are not paid staff;
- 24% never see friends on weekends;
- 41% cannot or are not sure they can be alone with a girlfriend/boyfriend.

Planning so that greater residential independence and increasing age do not continue to decrease Interpersonal Relations, and increasing perceptions of staff and services have the most potential for increasing perceptions of Interpersonal Relation.



### *Staff and Services*

Self respondents' perceptions of staff and services strongly related to their perceptions of quality of life in all domains:

- 10% of self respondents did not get the services they needed, and 9% got only some needed services;
- 10% did not trust their staff, and 10% said they only did sometimes;
- 61% said they had no say in hiring new staff;
- Resource coordination generally increased favorable attitudes toward staff and services;
- Self responses and proxy responses differ in a number of ways, with self responses the more reliable. While geography had no effect on self responses, proxies in the southern Maryland thought the people they represented had greater Interpersonal Relations than did proxies in other regions.

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## Background

The Ask Me! Survey conducted its first interviews in FY1998. In FY2002, it began interviewing in four-year cycles at all Maryland agencies that supported ten or more people with intellectual and other developmental disabilities (IDD) in the community. FY2010 started the third four-year cycle and included a revised set of questions.

### What is Quality of Life?

Quality of life has many parts. It includes domains such as health, home, friends, choices, and feeling good about oneself. These are desired by all people in all countries of the world, although people in different places may place different importance on the various domains. Researchers have found that quality of life involves multiple domains, with the following eight most frequently cited (Schalock and Verdugo, 2004; Schalock, Gardner and Bradley, 2007):

<b>Domain</b>	<b>Indicators</b>
• Interpersonal Relations	Interactions, relationships, supports
• Social Inclusion	Community integration and participation, community roles, social supports
• Self-Determination	Autonomy/personal control, goals and personal values, choices
• Rights	Human (respect, dignity, equality) and legal (citizenship, access, due process)
• Material Well-Being	Financial status, employment, housing
• Personal Development	Education, personal competence, performance
• Emotional Well-Being	Contentment, self-concept, lack of stress
• Physical Well-Being	Health and health care, activities of daily living, leisure

### Who Wants to Know?

Individuals and families want to know which agencies can best help them achieve the quality of life they desire. Agencies want to know how the people they support feel about their lives so they can provide services to help them achieve the quality of life they want. The Maryland Developmental Disabilities Administration (DDA) wants to know to help it make policies and to guide its budget requests.

### How Will the Information be Useful?

Individuals with intellectual and developmental disabilities, and their families, will find the general information in this report useful to understand how others in the state view their quality of life. They will find the information on individual agencies useful as they decide about which agencies they want to find more information. High or low average scores on an important domain suggest asking agencies to tell how their services contribute to quality of life.

Agencies will find the information useful in understanding how the quality of life of people with IDD in Maryland has changed over the years, and how the quality of life of the people they support compares to all supported people in Maryland. Agencies can also compare themselves with other similar agencies to identify areas where they may be strong and can help other agencies, or to identify other agencies that might share insights to help them in weaker areas. Agencies also receive data about the people they support that is more detailed than is shown in this report.

The DDA will find the statewide information useful as it identifies areas where current policies look like they are working well, and areas where policies might need to be changed. It will help DDA target training and resources. The information can also be useful when combined with other information to better help understand strengths and weaknesses in the disability system.

## **Survey Description**

### **What Was Asked?**

The Ask Me! Survey-2 measures eight domains of quality of life by six or seven indicator questions each. In addition, it asked six questions about services and staff that are expected to affect quality of life. The Ask Me! Survey-2 had 28 questions that were the same as in the Ask Me! Survey-1. The changes in questions are designed to better reflect those things that people with IDD currently feel are important to their quality of life. Analysis of trends in quality of life over time can use statistical procedures to adjust for the changes in questions.

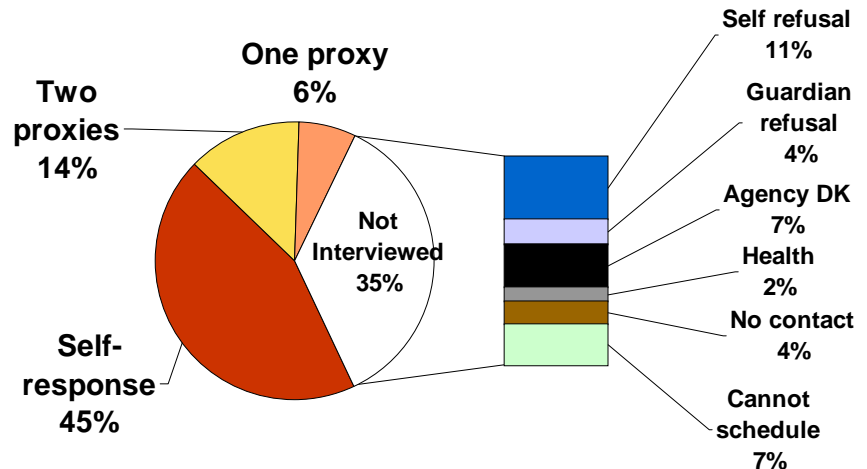
### **Who Asked?**

Twenty-six interviewers, who themselves have IDD, conducted the interviews with selected individuals after determining that they could understand and consent to the interviews. When the interviewers determined that people did not understand enough to consent, they interviewed proxies for them. Interviewers had an average of 7.7 years of experience, with nine having interviewed ten or more years on Ask Me! Generally, the interviews took place at the agency which provided weekday support. One interviewer conducted telephone interviews, primarily with proxies, and keyed the survey data. (The Authors' page contains the names of the interviewers.)

### **Who Answered?**

The survey collected information for 65% of the people originally selected for interviews: 45% responding for themselves and 20% with proxy responses (**Figure 1**). The others refused the interviews, were too sick, were not known by the agency, or could not be contacted and scheduled for interviews. Some interesting findings:

- About 45% of selected people responded for themselves regardless of the types of services they received or the number of support agencies;
- 30% of people receiving residential services, 20% of those receiving day habilitation, and 10% of those receiving employment support had proxy responses;
- 11% of the people refused to be interviewed, and 4% of the people had guardians who refused to let them participate;
- Refusals were highest for persons with speech impairments and lowest for those with vision impairments.



**Figure 1.** Survey Response

Staff at agencies provided information on the level of support people needed, their residential independence, and how many hours they worked. DDA provided information on the characteristics of the people, on which agencies provided them services, and what types of services the agencies provided.

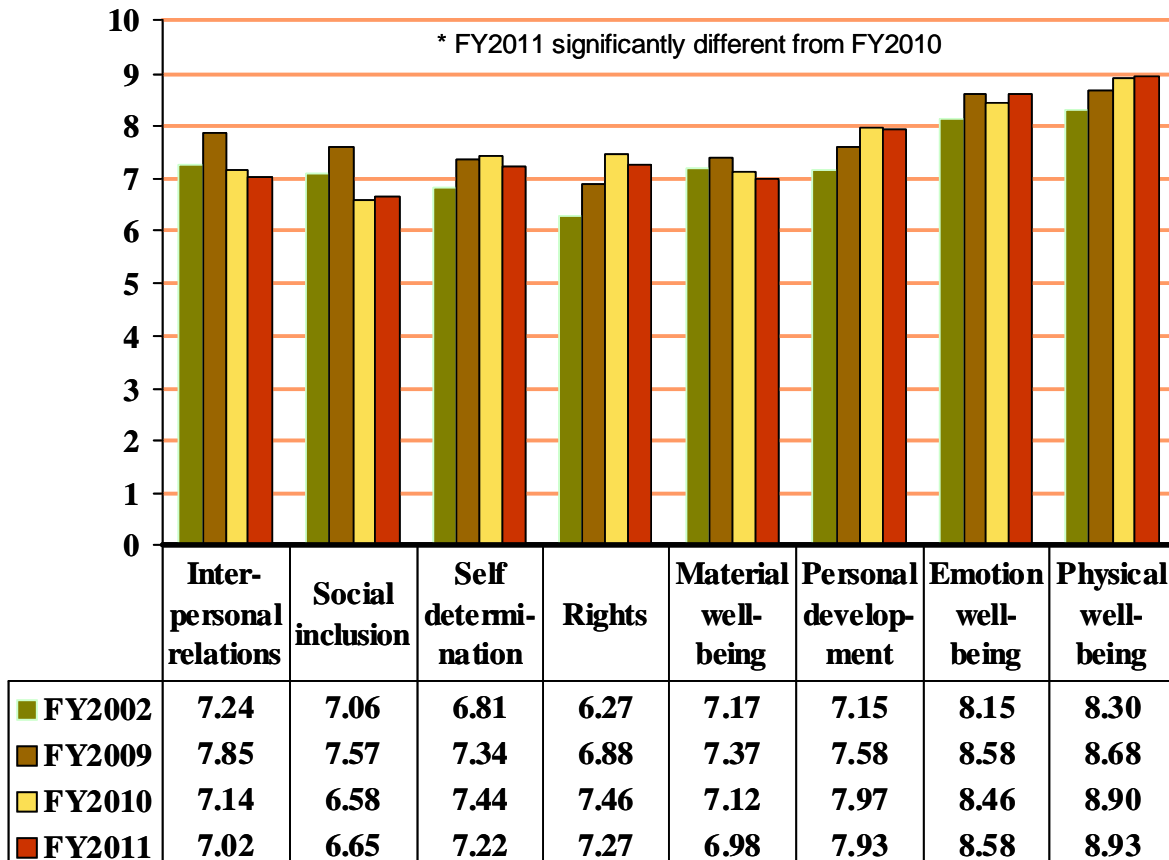
### Can the Answers be Trusted?

Past research shows that individuals are the ones who give the best information about their own quality of life. Self respondents answer more questions than proxies answer, and give just as consistent answers. Peer interviewers work as a team to help a person feel comfortable during the interview, to help understanding, and to correctly record answers. The surveys are keyed twice, compared, and any differences reconciled by the data entry supervisor.

# Maryland Quality of Life

## How Has Quality of Life Changed?

The quality of life in Maryland for people with IDD has consistently been highest in the domains of Physical Well-being and Emotional Well-being. (See **Figure 2.**) The average quality of life in Physical Well-being increased from 8.3 during the first four-year cycle (FY2002-FY2004), to 8.68 in the second (FY2005-FY2009) and up to 8.93 in FY2011.



**Figure 2.** Average Quality of Life Score by Domain: FY2002-2011

However, the FY2010 and FY2011 domain scores are not directly comparable to earlier ones, since the Ask Me! Survey was revised in FY2010 to reflect changes in what was important to people with IDD. More questions changed in Interpersonal Relations and Social Inclusion than in the other domains. The revision decreased the average scores in Interpersonal Relations and Social Inclusion for both self respondents and proxies and increased the average scores in Rights and Personal Development for both self respondents and proxies. The revision did not affect the average scores in Self Determination, Material Well-being and Emotional Well-being for self respondents, but decreased them in proxy reports. It did not affect self or proxy reporting of

Physical Well-being. The quality of life reported by self respondents showed three patterns of change over the past ten years, adjusting for the survey revision:

- Continuous increase– *Social Inclusion, Self Determination, Rights, Emotional Well-being, and Physical Well-being*;
- Overall increase, but with a plateau in 2006 and 2007– *Personal Development*;
- Initial increase, peak in 2006 or 2009, and now decreasing– *Interpersonal Relations* and *Material Well-being*.

## What Affects Quality of Life?

The trend for each domain is analyzed in more detail in the following sections for each domain. The analysis also takes into account who answered the survey questions. Those who responded for themselves (€) reported higher quality of life in six domains, the same in one, and lower quality of life in one, than did proxies who reported for people who could not respond for themselves.

The revised survey also included a set of questions about the individual's perceptions of staff and support services. Favorable reporting of staff and services related strongly to higher reported quality of life. Among self respondents, the correlation ranged from 0.41 with Emotional Well-being to 0.70 with Personal Development. Proxy reporting of Staff and Services had much lower correlations with their reporting of quality of life, ranging from 0.14 with Interpersonal Relations to 0.27 for Personal Development.

Characteristics of people and the services they receive reported by DDA and agency staff independently affected self reports of quality of life:

- Greater residential independence → lower Interpersonal Relations
- Greater the hours worked → greater Material Well-being
- Day habilitation → lower Rights
- Older age → lower Personal Development and lower Interpersonal Relations
- Hearing impairments → lower Self Determination and lower Rights
- Resource coordination → higher Staff and Support scale
- Other characteristics of people and services did not have any independent direct effect on self reported quality of life: autism, behavior problems, cerebral palsy, epilepsy and seizures, head injury, mental disorder, other neurological difficulties, specific learning disabilities, speech impairments, vision impairments, gender, degree of support needs, and DDA region.

Characteristics of people unable to respond for themselves affected proxy reports:

- Greater the hours worked → greater Material Well-being and Personal Development
- Day habilitation and Supported Employment → greater Social Inclusion
- Older age → greater Self Determination
- Autism → greater Social Inclusion, Self Determination and Personal Development
- Cerebral palsy → lower Material Well-being
- Speech impairment → greater Physical Well-being
- DDA residential support → greater Interpersonal Relations and Social Inclusion

- Greater support needs → lower Self Determination, Rights and Personal Development
- Southern DDA region proxies → greater Interpersonal Relations and Personal Development
- Western DDA region proxies → greater Rights.

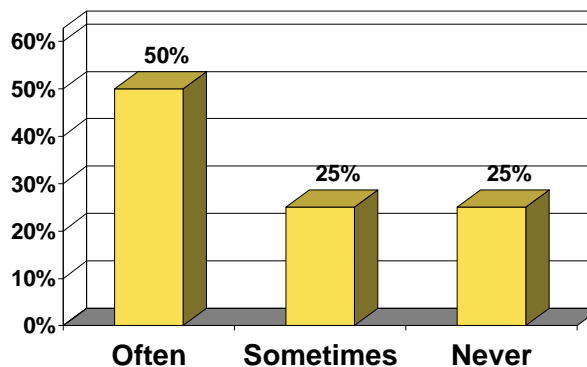
Quality of life has eight domains that have changed differently over the years. The characteristics of individuals and their services have different effects on different domains. The summary domain score is also affected by the individual questions used to measure the domain. Each quality of life domain, therefore, is analyzed separately.

## Interpersonal Relations

Interpersonal Relations means relations with other people. The question that most represents this domain asked, “How often do you see, talk with, or email your family?”

The responses were (**Figure 3**):




- 50% of the people said they often did,
- 25% said they sometimes did,
- 25% said they never did (including those with no family).



**Figure 3.** How often to you see, talk with or email your family?

A survey of the general population in 2002 found that 67% of the respondents wrote, emailed or phoned their mothers once a week or more, 6% communicated once a year or never, and the rest were in between.<sup>1</sup>

Four characteristics of people and their services independently affect family contact:

-  Self respondents reported more contact with their families than proxies reported;
-  People who receive all the services they need have more contact with families than those who receive only some services;
-  Family contact declines with age;
- People with autism have the most contact with their families, while people with mental disorders had the least contact;

Reports of family interactions varied from year to year for both self respondents and proxies, but appears to have decreased in the past two years. (See **Figure 4.**) When the other questions in this domain were included, the average scores on Interpersonal Relations decreased with the survey revision less for self respondents than for proxy respondents (-0.38 and -1.45). Even controlling for the survey change in FY2010, self respondents reported increases in Interpersonal Relations up to FY2009 and decreases in the past two years. Proxy reporting did not change throughout the ten-year period when the change in the survey had been controlled.

Some other interesting facts on Interpersonal Relations reported by self respondents:

- 84% have family or friends that they can trust;
- 71% said the families are involved the right amount in their lives;
- 71% said they have friends who are not paid staff;
- 59% said they could have a girlfriend/boyfriend with whom they can be alone;
- 39% see friends on most weekends, but 24% never do.

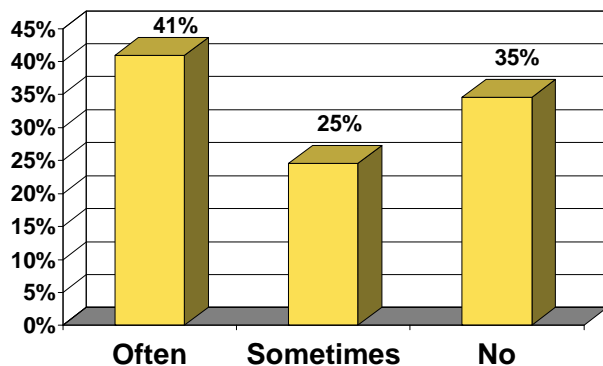


**Figure 4.** Percent Often Interacting with Family, by Year and Respondent

## Social Inclusion

Social Inclusion means being part of the community. People answered the question that most represents this domain, “Do you talk or visit with your neighbors?”, as follows (**Figure 5**):



- 41% of the people said they often did;
- 25% said sometimes;
- 35% said they do not talk or visit with their neighbors.



**Figure 5.** Percent Who Talk or Visit with Neighbors

A survey of the general population in 2002 found that 51% of the respondents got together socially with a neighbor once a month or more, 24% said they never did, and the rest were in between.<sup>2</sup>

Four characteristics of people and their services independently affected how often they talked with their neighbors:

-  Self respondents reported talking with neighbors more often than proxies reported people talking with neighbors;
-  People who receive all the services they need talked with neighbors less often than those who receive only some needed services;



People receiving residential services talked with neighbors less often than those not receiving residential services,



People receiving employment support or day habilitation services talked with neighbors more often than those without day support.

The wording of the question changed in FY2010 with the survey revision. Fewer said they talked with their neighbors than had earlier said their neighbors liked them, but otherwise little change took place over the ten years. (Figure 6.) The overall score on Social Inclusion decreased less for self respondents than for proxy respondents (-0.85 and -1.61), but neither self respondent nor proxy scores changed during the ten-year period, when controlling for the survey revision.

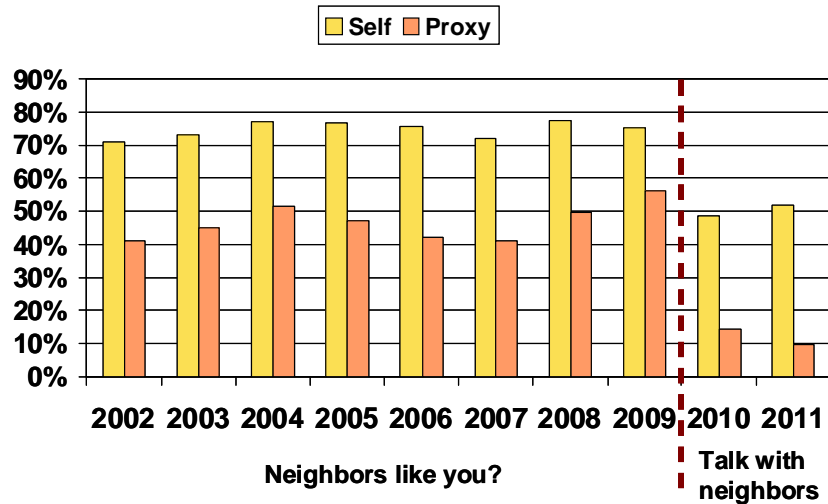


Figure 6. Percent with Neighbor Relations, by Read and Respondent

A few other interesting facts about Social Inclusion from self respondents:

- 81% said others help them when they make a mistake;
- 66% said people other than staff often take them places;
- 61% often do fun things in their communities;
- 59% said they often go to church, synagogue or other place of worship;
- 51% said they volunteer in the neighborhood or community.

### Self Determination

Self Determination means deciding things for oneself. People answered the question that most represents the domain, “Do you choose how to spend your own money?”, as follows (Figure 7):

- 63% of the people said yes;
- 18% said sometimes;
- 20% said no.

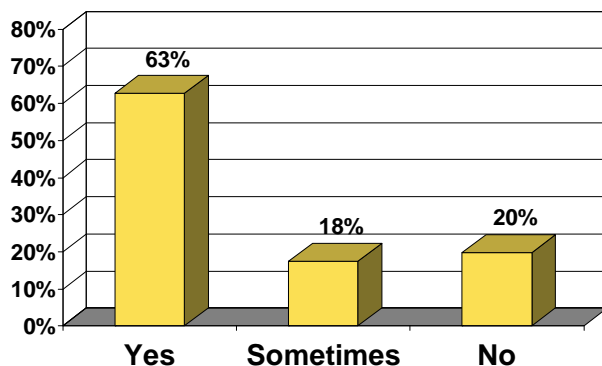


Figure 7. Do you choose how to spend your own money?



Three characteristics of the people and their services affected their choosing how to spend their own money:



Self respondents reported choosing much more often than did proxies reported;  
People who receive all the services they need report more choice than those who receive only some;

- Persons with autism report the most choice and persons with seizures or hearing impairments report the least choice.

Choosing how to spend one's own money was new in FY2010, so change over the ten years cannot be analyzed for this question. The FY2010 revision did not significantly affect the overall scale scores for Self Determination for self respondents, and self respondents reported continual increases in Self Determination throughout the ten-year period. The survey revision decreased the average scores for proxy reporting (-0.38), but otherwise Self Determination scores from proxy reports did not change otherwise during the ten years.

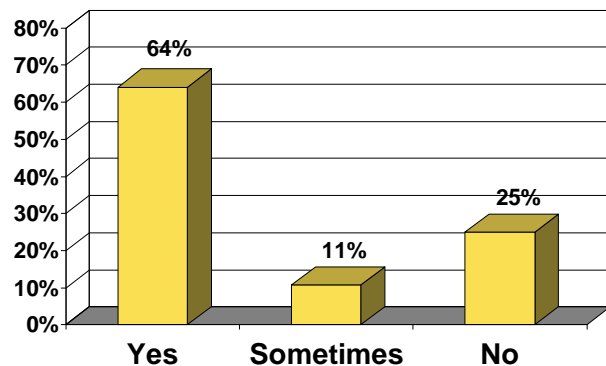
A few other interesting facts about Self Determination reported by self respondents:

- 80% choose the food they eat;
- 76% choose what they do most days;
- 75% choose whom they lived with;
- 73% said they are making the plans for their lives;
- 66% said they can say 'no' when asked to do something they do not want to do.

## Rights

Rights means respect and citizenship. People answered the question that most represents the domain, "Can you talk on the telephone in private?", as follows (**Figure 8**):

- 64% said yes;
- 11% said sometimes;
- 25% said no.



**Figure 8.** Can you talk on the telephone in private?

Three characteristics of people and their services affected their telephone privacy:



Self respondents report more telephone privacy than proxies report for people who could not answer for themselves;  
People who receive all the services they need report more telephone privacy than those who receive only some needed services;



Persons with less support needs report more telephone privacy than persons with more support needs.

The right of people to talk on the telephone in private showed a general increased for self respondents between 2002 and 2008 or 2009, and then decreased (**Figure 9**). Proxy reports varied more from year to year than self reports. The overall Rights score that included six questions, however, increased continually over the full ten-year period for self respondents, controlling for the 0.35 increase due to the 2010 survey revision. The average Rights scores for proxy reporting followed a curvilinear pattern, peaking in 2007 and then declining.



**Figure 9.** Telephone Privacy, by Year and Respondent

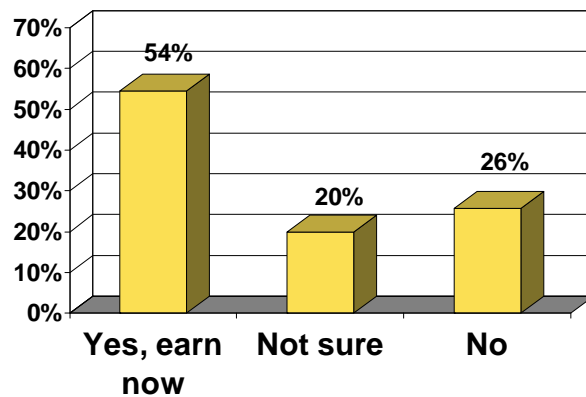
Self respondents reported other interesting facts in the questions about Rights:

- 81% said that people who work at stores and restaurants treat them with respect;
- 71% said they could vote if they wanted to;
- 71% said they could lock the bathroom door if they wanted;
- 70% said staff asks before coming into their home or room;
- 68% said it is easy to say something when they have a problem with staff.

### Material Well-being


Material Well-being means having money for the things you want. People answered the question that most represents the domain, “Do you have the chance to earn good money?” as follows (**Figure 10**):

- 54% said yes, they earn good money now;
- 20% were not sure;
- 26% said they did not have the chance to earn good money.



**Figure 10.** Have the Chance to Earn Good Money?

Several characteristics of people and their services independently affect their chances to earn good money:

-  Self respondents report greater chances than proxies report;



People who receive all the services they need have greater chances than those receiving only some services;

- People receiving supported employment and day habilitation services report greater chances than those receiving only residential or individual support services;
- The more hours people work, the more they see their chances of earning good money;
- People with autism report greater chances than those with other types of disabilities.

Self respondents changed their views on their chances of earning good money very little over the past ten years. Proxies varied much more in their reports, with significant declines since 2009 (Figure 11). The overall scores on Material Well-being for self respondents based on six questions increased through 2006 and then decreased, and the 2010 survey revisions did not affect self respondents' scores. The survey revision

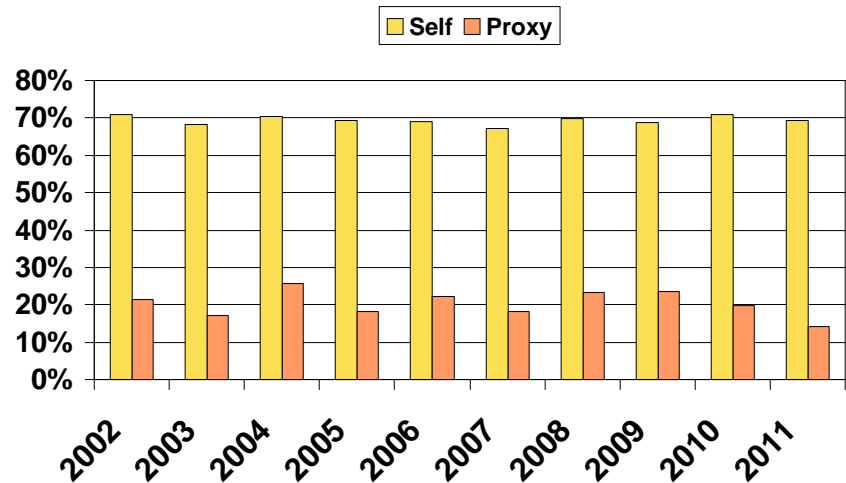


Figure 11. Chance to Earn Good Money, by Year and Respondent

decreased the scores by 0.69 for proxy reporting, but the overall scores from proxy reporting increased through 2006, decreased through 2009, and then began increasing again controlling for the revision.

Other interesting facts self respondents gave to questions about their Material Well-being:

- 74% said they had things that were just theirs;
- 75% had money to spend each week on what they wanted;
- 66% felt well off financially;
- 58% saved money every month.

On a set of questions about work:



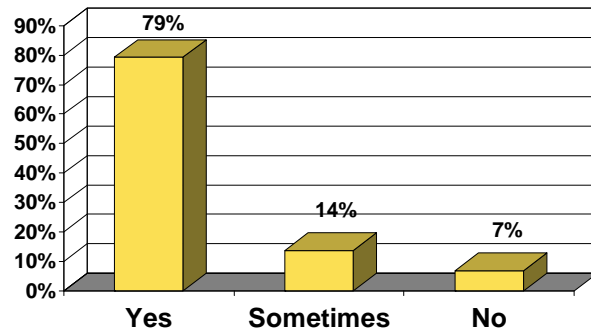
67% of self respondents said they regularly got a paycheck from a job:

- 92% of these thought their boss considered them good workers;
- 89% of these said they liked the kind of work they were doing;
- 49% of these generally worked 10 or fewer hours per week;
- 53% of these definitely wanted a better job.
- 14% said they sometimes got a paycheck:
  - 86% of these thought their boss considered them good workers;
  - 77% of these said they liked the kind of work they were doing;
  - 71% of these generally worked 10 or fewer hours per week;
  - 56% of these definitely wanted a better job.
- 20% said they did not get a paycheck from a job:
  - 66% of these definitely wanted a job.

## Personal Development

Personal Development means learning to do more things. People answered the question that most represents the domain, “Are you learning things that will make you a better person?” in the following way (**Figure 12**):

- 79% said yes;
- 14% said sometimes;
- 7% said no.



**Figure 12.** Are you learning things that will make you a better person?

Two characteristics of individuals and the services they received affected their learning new things to make them better people:



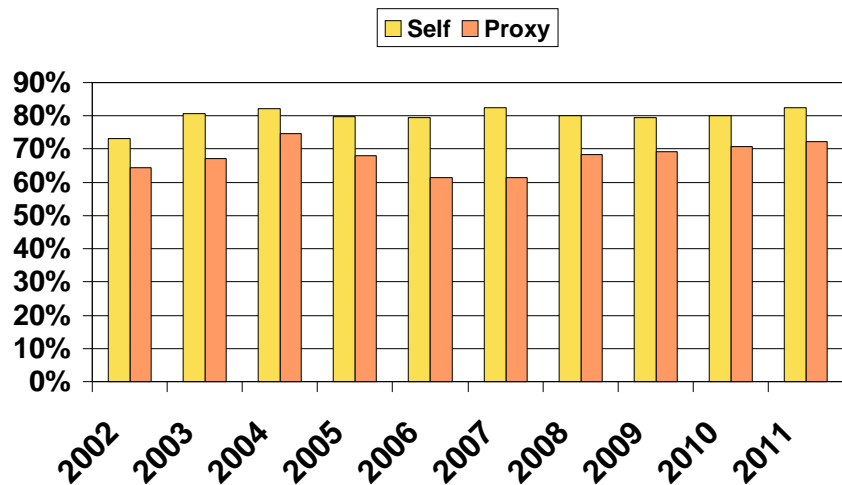
People who received all the services they need reported greater Personal Development than those who received only some services;



Younger people reported learning things to make them better people more frequently than did older people.

The answers to the question on learning things to become a better person varied some from year to year, but were always more positive for self respondents than reported by proxies. Some of the other questions on Personal Development

changed for the 2010 revision and resulted in higher scores for both self respondents (+0.41) and for proxies (+0.45). Controlling for the revision, the scores for self respondents increased slightly through 2006, dipped for a year, and then started increasing again. The Personal Development scores reported by proxies did not change significantly over the ten-year period (**Figure 13**).



**Figure 13.** Percent Learning Things to Better Themselves, by Year and Respondent

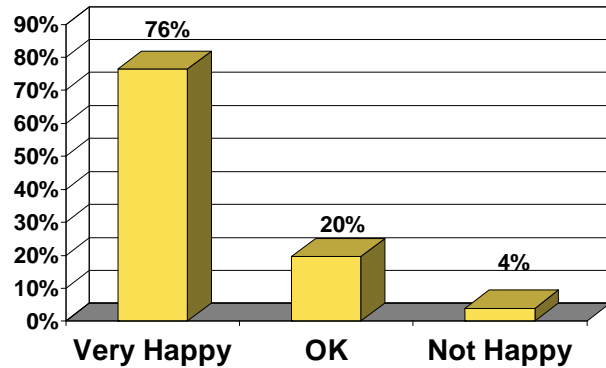
Other interesting facts from self respondents about Personal Development:

- 81% said they speak up for themselves and others;
- 80% said what they do most days makes them feel important;
- 76% said people helped them reach the goals they set;
- 70% said people help them learn to do things for themselves;
- 69% said they get the training they need to get a job or better job.

## Emotional Well-being

Emotional Well-being means being happy with your life. People answered the most representative question in this domain, “In general, how happy are you with your life?”, as follows (**Figure 14**):

- 76% of the people said they were very happy;
- 20% said they were OK;
- 4% said they were not happy.



**Figure 14.** In general, how happy are you with your life?

A survey of the general population in 2009 included a similar question and found that

56% of Americans were happy with their life, 22% were unhappy, and 22% were neutral.<sup>3</sup>

No personal characteristic affected reports of happiness, but services did:



People who received all the services they needed reported being happier than those who receive only some services.

Other interesting facts that self respondents gave to questions about Emotional Well-being:

- 82% said they felt very safe in their neighborhood;
- 81% felt like they could be a leader and help others;
- 80% like themselves most of the time;
- 75% felt proud of their home.

Self respondents reported more general happiness with life than proxies reported, and the percent very happy with their lives generally increased over the ten years (**Figure 15**). The 2010 revision to the survey did not affect the average scores of self respondents for Emotional Well-being, but proxy scores were lower after the revision than before (-0.96).

Controlling for the survey revision, the Emotional Well-being reported by both self proxy increased over the ten-years at about 0.05 points per year.

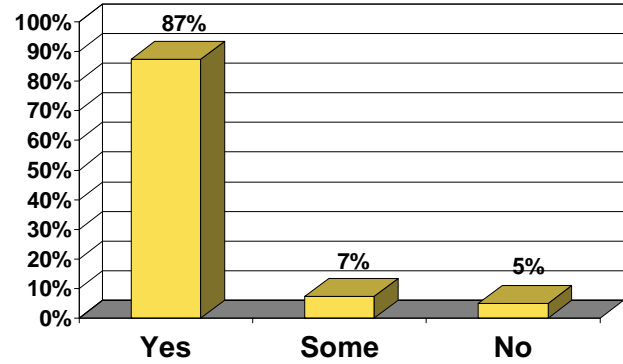


**Figure 15.** Happiness with Life, by Year and Respondent

## Physical Well-being

Physical Well-being means being healthy. The most representative question in this domain is, “Do people help you be as healthy as you can be?” The results (**Figure 16**):

- 87% said yes;
- 7% said some;
- 5% said no.



**Figure 16.** Do people help you be healthy?

No characteristics of the people affected reports of whether people help them be healthy. Only services affected the reporting:

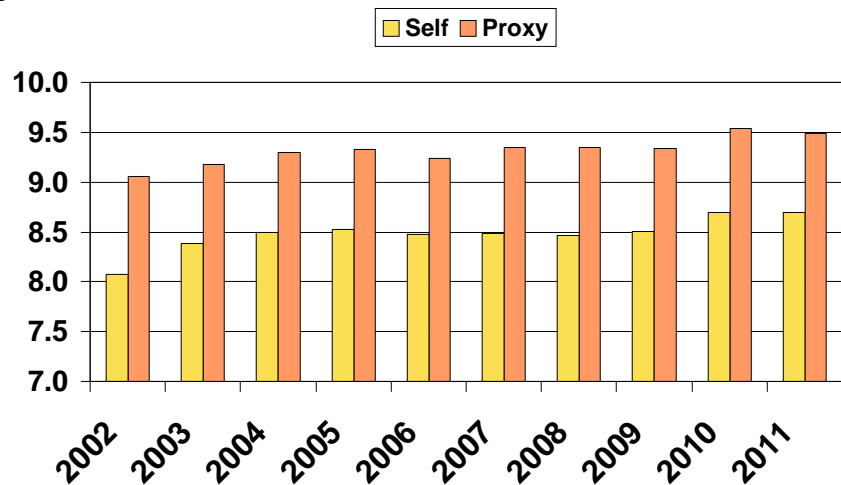


People who received all the services they need reported being most helped to be as healthy as they could be.

Other interesting facts self respondents gave in answer to questions about Physical Well-being:

- 95% said neither staff nor people they lived with hit or hurt them<sup>4</sup>;
- 83% said others were concerned the right amount about their health;
- 78% said their health was good;
- 78% can get the sleep they need without being disturbed;
- 77% had regular checkups with a dentist.

The question on people helping them be healthy was new in the 2010 survey revisions, so a time trend is not available. However, the average score for Physical Well-being was not affected by the revision for either self respondents or proxies. Both self reports and proxy reports indicated that Physical Well-being increased over the ten-year period, averaging about 0.04 points a year (**Figure 17**).

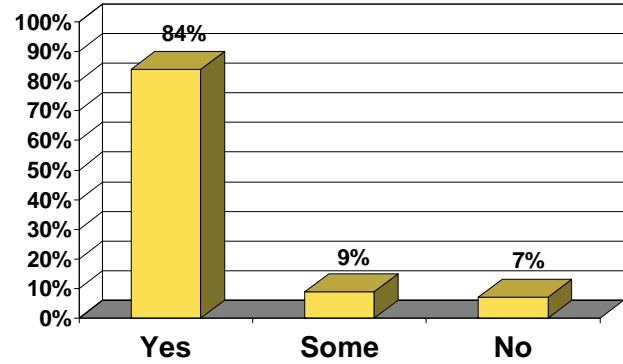


**Figure 17.** Average Physical Well-being Score, by Year and Respondent

## Services and Staff

Services and Staff is not a quality of life domain that all people have, but can influence the quality of life of people with IDD. The FY2011 survey, as earlier ones, asked the question, “Do you get the services you need?” The results (**Figure 18**):

- 84% said yes;
- 9% said sometimes;
- 7% said no.



**Figure 18.** Do you get the services you need?

Only one characteristic of people affected reports on getting needed services—their ability to respond to the survey:

- Self respondents reported less frequently than proxies reported that they got needed services.

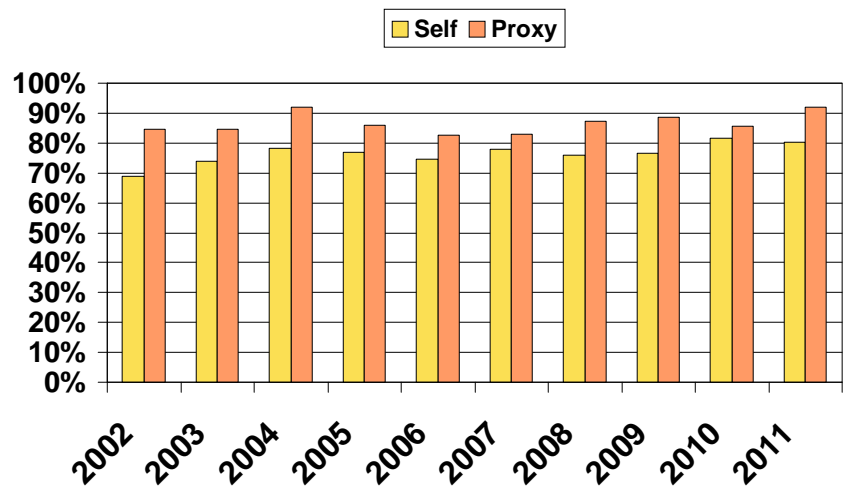
Other interesting findings about services and staff:

- 87% of the people said that staff give them the help they need;
- 84% trust staff;
- 82% said their service coordinators listen to them and help them reach their goals;
- 81% said their program and support people give them the services that are important to them;
- 15% said they hire new staff on their own, 24% helped choose staff, and 61% had no say.

The continuing question about receiving all the services that they need has a curvilinear pattern over time for both self respondents and proxy respondents (**Figure 19**).

Two of the questions added in 2010 showed a statistical decline in the favorable answer:

- 81% of people in 2011 got the services important to them, down from 84% in 2010;
- 15% of the people in 2011 hired their own staff, down from 19% in 2010.



**Figure 19.** Receipt of All Needed Services, by Year and Respondent



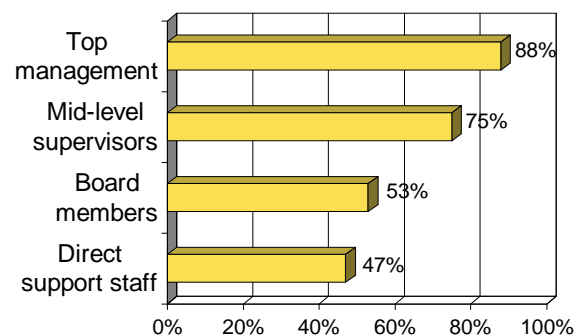
## Agency Quality of Life

The Ask Me! Survey does not ask agencies what they do to help people have a good quality of life directly, but other data in past years have shown that agencies can affect quality of life. Agencies with goals that focused on Rights, Self Determination, Personal Development and Physical Well-being enhanced the quality of life of the people they supported (Bonham, Basehart and Marchand, 2004). Low turnover of direct care staff and of first level supervisors, and smaller numbers of direct care staff per first level supervisor, also increased quality of life (Bonham, Basehart and Marchand, 2005). In 2008, thirty-two agencies reported how they used Ask Me! Survey information.

### How Do Agencies Use Data on Quality of Life?

Agencies were almost twice as likely to share the Ask Me! information with their management staff than they were to their direct support staff (Figure 19):

- 88% shared with top management;
- 75% shared with mid-level supervisors;
- 53% shared with board members;
- 47% shared with direct support staff.



Some agencies reported specifics on how they used the information:

- “Helped to target specific areas that would not normally be addressed;”
- “Set goals to improve services;”
- “Helped to establish Q&A goals, focusing on weaknesses and building on strengths;”
- “For staff meetings and quality of life training;”
- “Reminder to consider opinions of consumers when making decisions.”

**Figure 20.** Percent of Agencies, by Who Receives Ask Me! Data

### How Should I Choose an Agency for Services?

People needing services can use **Appendix A** to find information about the quality of life reported for agencies they are considering as one source of information about them. These pages should not be the only source of information, since the characteristics of the people agencies support and the services agencies provide affect the average quality of life. For example, self respondents reported more frequent interactions with their families than proxies reported, so the average level of Interpersonal Relations at agencies where most people responded for themselves will be higher than at agencies where fewer people responded for themselves. In another example, people who get regular paychecks report higher quality of life than people who do not get paychecks. Therefore the quality of life at an agency that provides supported employment services may be higher than at an agency that does not provide supported employment services. The size of an agency does not directly affect quality of life, but a small agency that specializes



in services for a specific group of people might have scores much higher or much lower than a large agency that provides a variety of services to a variety of people. It would be appropriate to ask agency staff why they think the agency's scores were high or low.

Agencies tend to have higher scores in some quality of life domains and lower scores in other quality of life domains. For someone who considers Physical Well-being as the most important part of quality of life, an agency ranking high on Physical Well-being might be the best provider of services. That agency might not be the best provider of services to a person who considers Self Determination as most important.

## **Why Are Only Some Agencies Shown?**

This report includes only agencies surveyed in 2010 and 2011 with the Ask Me! Survey-2 since many questions changed from the Ask Me! Survey-1 used during 2002-2009. More agencies will be added when interviews occur at them. (See Appendix **Table A2** for when agencies are included in the Ask Me! Survey.) Comparing responses to the new survey with responses to the old survey may be misleading. All of the agencies were included in the FY2009 report (Bonham, Volkman and Sorensen, 2009) that can be found on the following two websites:  
[http://www.dhmf.state.md.us/dda\\_md/ReportableInc/Ask09Report.pdf](http://www.dhmf.state.md.us/dda_md/ReportableInc/Ask09Report.pdf)  
<http://www.bonhamresearch.com/PDF/2009TVolkman%20Ask%20Me%20FY2009Sum.pdf>

## **Where Does the Agency Information Come From?**

On the following agency pages, the Mission Statement comes from the agency's website and states what an agency thinks is most important for people to know about the agency. The Ask Me! Summary provides a brief comparison of the agency with other providers in Maryland, how the agency may have changed over time compared to the average of people with disabilities in Maryland, and some highlights of the information people supported by the agency gave during interviews. The characteristics of the people included in the survey and the services they receive from the agency came from DDA.

The quality of life section shows the agencies' and Maryland's average quality of life scores in eight domain and satisfaction with support services. The symbols show how an agency surveyed in FY2011 ranks compared to the other agencies surveyed in FY2011, or how an agency surveyed in FY2010 ranks compared to the other agencies surveyed in FY2010. A solid circle (●) says the agency is among the top 30% of agencies, a half-filled circle (◐) says the agency is among the middle 40%, and an empty circle (○) says an agency is among the bottom 30% of agencies.

The bottom of the page shows four questions. The first two are the questions where the agency has the most favorable responses compared to the Maryland average. The second two are the questions where the agency has the least favorable responses compare to the Maryland average. The first column shows the percent of the people at the agency who give the favorable answer. The second column shows the percent of all people in Maryland who gave the favorable answer.

## **Appendix A. Quality of Life Summaries for Agencies**

## Abilities Network

**Agency Mission Statement** – Abilities Network provides customized services to children, adults, and families of differing abilities that focus on one-on-one supports to foster broadened, more inclusive communities through education, training, and advocacy.

**Ask Me! Summary** - The agency provides about the same distribution of services as DDA provides for the whole state. Ask Me! interviews at the agency every year. It collected data for 26 adults in FY2011, with 96% responding for themselves. The agency ranked among the top 30% of agencies surveyed in FY2011 in 3 domains and among the lowest 30% in 1 domain. During the past four years, the quality of life increased most in Emotional Well-being, controlling for the survey revision. People supported by the agency gave more favorable responses to picking who they live with and locking the bathroom door than the Maryland average. They answered less favorably about how safe they feel in their neighborhood and liking their type of work than the Maryland average.

	<i>Agency Maryland</i>			<i>Agency Maryland</i>	
Total people	460	14,145	Day Habilitation	0%	50%
Number surveyed	26	1,222	Supported Employment	38%	33%
Self response	96%	72%	Individual Support	38%	9%
Residential Services	0%	47%	Supported Living	23%	11%

### Rank Among Agencies, Average Quality of Life at Agency and in Maryland, by Domain

	<i>FY2010</i>		<u><i>FY2011</i></u>	
	<i>Agency</i>	<i>Rank</i>	<i>Agency</i>	<i>Maryland</i>
INTERPERSONAL RELATIONS	7.6	●	6.8	7.0
SOCIAL INCLUSION	6.2	○	6.6	6.7
SELF DETERMINATION	7.6	●	7.8	7.2
RIGHTS	7.9	●	8.1	7.3
MATERIAL WELL-BEING	7.1	●	7.4	7.0
PERSONAL DEVELOPMENT	7.2	○	8.0	7.9
EMOTIONAL WELL-BEING	8.4	○	8.5	8.6
PHYSICAL WELL-BEING	8.3	○	8.7	8.9
SUPPORT AND SERVICES	--	○	7.9	7.9

### Agency Response Most Different from the Maryland Average

	<i>Agency</i>	<i>Maryland</i>
MORE FAVORABLE: Did you pick who you live with?	85%	60%
Can you lock the bathroom door if you want to?	81%	60%
LESS FAVORABLE: How safe do you feel in your neighborhood?	64%	82%
Like doing this type of work? [People w/paycheck]	65%	84%

## Alliance

**Agency Mission Statement** – Fosters hope and opportunities for people with developmental disabilities, mental health challenges, and substance abuse problems to realize their dreams through services tailored to the specific needs and wishes.

**Ask Me! Summary** - The agency provides supported employment, individual support services, and community living assistance. Ask Me! conducts interviews at the agency every two years. It collected data for 20 adults in FY2010, with 100% responding for themselves. The agency ranked among the top 30% of agencies surveyed in FY2010 in six of the eight domains. It ranked among the lowest 30% in one domain and in satisfaction with support services. Compared with the Maryland average during the past four years, the quality of life increased most in Material Well-being and least in Physical Well-being. People supported by the agency gave more favorable responses than the Maryland average to being able to talk on the telephone in private and getting the training they need to help them get a job or a better job. They answered less favorably than the Maryland average about people helping them reach the goals they set for themselves, and none of those not currently receiving a paycheck were content with not having jobs.

	<i>Agency</i>	<i>Maryland</i>		<i>Agency</i>	<i>Maryland</i>
Total people	175	13,104	Day Habilitation	15%	43%
Number surveyed	20	1,228	Supported Employment	70%	28%
Self response	100%	75%	Individual Support	15%	14%
Residential Services	0%	54%	Supported Living	10%	13%

### Rank Among Agencies and Average Quality of Life at Agency and in Maryland

	<i>Rank</i>	<u><i>FY2010</i></u>	
		<i>Agency</i>	<i>Maryland</i>
INTERPERSONAL RELATIONS	●	7.8	7.1
SOCIAL INCLUSION	●	7.1	6.6
SELF DETERMINATION	●	8.8	7.4
RIGHTS	●	8.4	7.5
MATERIAL WELL-BEING	●	8.1	7.1
PERSONAL DEVELOPMENT	●	8.7	8.0
EMOTIONAL WELL-BEING	◐	8.5	8.4
PHYSICAL WELL-BEING	○	8.4	8.9
Support Services	○	8.2	8.1

### Agency Responses Most Different from the Maryland Average

	<i>Agency</i>	<i>Maryland</i>
<b>MORE FAVORABLE:</b> Can you talk on the telephone in private?	94%	67%
Getting the training that will help you get a job?	80%	54%
<b>LESS FAVORABLE:</b> When you set goals, do people help you reach them?	56%	79%
Do you want a job? [% no]	0%	53%

## The Arc Baltimore

**Agency Mission Statement** – Advocacy, Resources and Community, with a mission to ensure that people with developmental disabilities have maximum opportunities to actively participate in all aspects of community life and to offer programs and services that support them in doing so.

**Ask Me! Summary** - The agency provides about the same distribution of services as DDA provides for the whole state. Ask Me! interviews at the agency every year. It collected data for 28 adults in FY2011, with 82% responding for themselves. The agency ranked among the top 30% of agencies surveyed in FY2011 in no domains and among the lowest 30% in six domains. During the past four years, the quality of life increased the most in Self Determination, controlling for the survey revision. People supported by the agency gave more favorable responses to interacting with their neighbors and choosing how to spend their own money than the Maryland average. They answered less favorably about people help them be as healthy as they can be and trusting their staff than the Maryland average.

	<i>Agency Maryland</i>			<i>Agency Maryland</i>	
Total people	1058	14,145	Day Habilitation	54%	50%
Number surveyed	28	1,222	Supported Employment	39%	33%
Self response	82%	72%	Individual Support	4%	9%
Residential Services	18%	47%	Supported Living	4%	11%

### Rank Among Agencies, Average Quality of Life at Agency and in Maryland, by Domain

	<i>FY2010</i>		<i>FY2011</i>	
	<i>Agency</i>	<i>Rank</i>	<i>Agency</i>	<i>Maryland</i>
INTERPERSONAL RELATIONS	6.6	○	5.8	7.0
SOCIAL INCLUSION	6.2	○	5.9	6.7
SELF DETERMINATION	7.0	●	7.2	7.2
RIGHTS	7.0	●	6.7	7.3
MATERIAL WELL-BEING	6.7	○	6.4	7.0
PERSONAL DEVELOPMENT	7.7	○	6.9	7.9
EMOTIONAL WELL-BEING	7.9	○	7.9	8.6
PHYSICAL WELL-BEING	8.9	○	7.9	8.9
SUPPORT AND SERVICES	7.8	○	6.6	7.9

<b>Agency Response Most Different from the Maryland Average</b>	<i>Agency</i>	<i>Maryland</i>
<b>MORE FAVORABLE:</b> Do you talk or visit with your neighbors?	56%	41%
Do you choose how to spend your own money?	76%	63%
<b>LESS FAVORABLE:</b> Do people help you be as healthy as you can be?	69%	87%
Do you trust your staff?	65%	84%

## Arc of Carroll County

**Agency Mission Statement** – The Arc of Carroll County advocates for, and works to provide support to, people with developmental disabilities and their families. It provides services to its clients including community living, transportation, recreation and leisure, and employment services.

**Ask Me! Summary** - The agency provides day habilitation services to the majority of the people it supports. Ask Me! conducts interviews at the agency every two years. It collected data for 31 adults in FY2010, with 87% responding for themselves. The agency ranked among the top 30% of agencies surveyed in FY2010 in none of the eight domains and among the lowest 30% in one domain. Compared to the Maryland average during the past four years, the quality of life increased most in Rights and decreased most in Personal Development. People supported by the agency gave more favorable responses than the Maryland average to being able to have a girlfriend or boyfriend if they want and being alone with her or him. They answered less favorably than the Maryland average about people helping them learn to do things for themselves, and a smaller percent without a paycheck were content with not having jobs.

	<i>Agency Maryland</i>			<i>Agency Maryland</i>	
Total people	173	13,104	Day Habilitation	61%	43%
Number surveyed	31	1,228	Supported Employment	3%	28%
Self response	87%	75%	Individual Support	19%	14%
Residential Services	16%	54%	Supported Living	10%	13%

### Rank Among Agencies and Average Quality of Life at Agency and in Maryland

	<u>FY2010</u>		
	<i>Rank</i>	<i>Agency</i>	<i>Maryland</i>
INTERPERSONAL RELATIONS	●	7.3	7.1
SOCIAL INCLUSION	●	6.6	6.6
SELF DETERMINATION	●	7.6	7.4
RIGHTS	●	7.5	7.5
MATERIAL WELL-BEING	●	7.0	7.1
PERSONAL DEVELOPMENT	○	7.6	8.0
EMOTIONAL WELL-BEING	●	8.4	8.4
PHYSICAL WELL-BEING	●	9.0	8.9
Support Services	●	7.5	8.1

<b>Agency Responses Most Different from the Maryland Average</b>		<i>Agency</i>	<i>Maryland</i>
MORE FAVORABLE:	Can you be alone with a girl/boy friend if you want?	68%	56%
	Can you have a girlfriend or boyfriend if you want?	78%	67%
LESS FAVORABLE:	People help you learn how to do things for yourself?	43%	68%
	Do you want a job? [% no]	25%	53%

## Arc of the Central Chesapeake Region

**Agency Mission Statement** – The Arc of the Central Chesapeake Region's mission is to advocate for the rights and respect of all people with intellectual and developmental disabilities by providing resources and inspiring community awareness and action

**Ask Me! Summary** - The agency provides more residential services less employment and day services than DDA provides for the whole state. Ask Me! interviews at the agency every two years. It collected data for 21 adults in FY2011, with 81% responding for themselves. The agency ranked among the top 30% of agencies surveyed in FY2011 in one domain and among the lowest 30% in two domains. During the past four years, the quality of life increased the most in Self Determination, controlling for the survey revision. People supported by the agency gave more favorable responses to being able to be alone with a girlfriend or boyfriend if they wanted and people helping them reach the goals they set than the Maryland average. They answered less favorably about saving money every month and the involvement of their families in their lives than the Maryland average.

	<i>Agency Maryland</i>			<i>Agency Maryland</i>	
Total people	287	14,145	Day Habilitation	19%	50%
Number surveyed	21	1,222	Supported Employment	5%	33%
Self response	81%	72%	Individual Support	5%	9%
Residential Services	57%	47%	Supported Living	24%	11%

### Rank Among Agencies, Average Quality of Life at Agency and in Maryland, by Domain

	<u>FY2011</u>		
	<i>Rank</i>	<i>Agency</i>	<i>Maryland</i>
INTERPERSONAL RELATIONS	○	6.5	7.0
SOCIAL INCLUSION	◐	6.4	6.7
SELF DETERMINATION	●	7.7	7.2
RIGHTS	◐	7.6	7.3
MATERIAL WELL-BEING	○	6.5	7.0
PERSONAL DEVELOPMENT	◐	8.0	7.9
EMOTIONAL WELL-BEING	◐	8.7	8.6
PHYSICAL WELL-BEING	◐	8.9	8.9
SUPPORT AND SERVICES	○	7.5	7.9

<b>Agency Response Most Different from the Maryland Average</b>	<i>Agency</i>	<i>Maryland</i>
MORE FAVORABLE: Can you be alone with a girlfriend or boyfriend?	70%	51%
When you set goals, do people help you reach them?	95%	79%
LESS FAVORABLE: Do you save money every month, sometimes, never?	29%	54%
How involved is your family in your life?	35%	66%

## Arc of Frederick County

**Agency Mission Statement** – The Arc of Frederick County provides advocacy, access to resources, and assistance in increasing individual and family connections for people with developmental disabilities. The organization seeks creative solutions to help people with developmental disabilities attain their goals.

**Ask Me! Summary** - The agency provides individual support services. Ask Me! conducts interviews at the agency every four years. It collected data for 32 adults in FY2010, with 94% responding for themselves. The agency ranked among the top 30% of agencies surveyed in FY2010 in two of the eight domains. It ranked among the lowest 30% in three domains and in satisfaction with support services. Compared to the Maryland average during the past four years, the quality of life increased the most in Self Determination and least in Interpersonal Relations. People supported by the agency gave more favorable responses to being able to lock the bathroom door if they wanted and talking on the telephone in private. They answered less favorably than the Maryland average about people helping them learn how to do things for themselves and saving money every month.

	<i>Agency</i>		<i>Maryland</i>	
Total people	123	13,104	Day Habilitation	0% 43%
Number surveyed	32	1,228	Supported Employment	0% 28%
Self response	94%	75%	Individual Support	100% 14%
Residential Services	0%	54%	Supported Living	0% 13%

### Rank Among Agencies and Average Quality of Life at Agency and in Maryland

	<u>FY2010</u>		
	<i>Rank</i>	<i>Agency</i>	<i>Maryland</i>
INTERPERSONAL RELATIONS	○	6.8	7.1
SOCIAL INCLUSION	◐	6.4	6.6
SELF DETERMINATION	●	8.3	7.4
RIGHTS	●	7.9	7.5
MATERIAL WELL-BEING	○	6.6	7.1
PERSONAL DEVELOPMENT	◐	7.8	8.0
EMOTIONAL WELL-BEING	◐	8.4	8.4
PHYSICAL WELL-BEING	○	8.7	8.9
Support Services	○	8.1	8.1

<b>Agency Responses Most Different from the Maryland Average</b>		<i>Agency</i>	<i>Maryland</i>
MORE FAVORABLE:	Can you lock the bathroom door if you want to?	81%	60%
	Can you talk on the telephone in private?	87%	67%
LESS FAVORABLE:	People help you learn how to do things for yourself?	48%	68%
	Do you save money every month?	32%	57%



## Arc Howard County

**Agency Mission Statement** – Achieving full community life for children and adults with intellectual and developmental disabilities — one person at a time is the Mission of The Arc of Howard County.

**Ask Me! Summary** - The agency provides about the same distribution of services as DDA provides for the whole state. Ask Me! interviews at the agency every two years. It collected data for 29 adults in FY2011, with 62% responding for themselves. The agency ranked among the top 30% of agencies surveyed in FY2011 in one domain and among the lowest 30% in two domains. During the past four years, the quality of life increased the most in Interpersonal Relation and Emotional Well-being, controlling for the survey revision. People without a paycheck supported by the agency were more likely to say they do not want a job and can say ‘no’ when asked to do something than the Maryland average. They answered less favorably about saving money every month and people with a paycheck liking their type of work than the Maryland average.

	<i>Agency Maryland</i>			<i>Agency Maryland</i>	
Total people	240	14,145	Day Habilitation	31%	50%
Number surveyed	29	1,222	Supported Employment	21%	33%
Self response	62%	72%	Individual Support	10%	9%
Residential Services	28%	47%	Supported Living	17%	11%

### Rank Among Agencies, Average Quality of Life at Agency and in Maryland, by Domain

	<u>FY2011</u>		
	<i>Rank</i>	<i>Agency</i>	<i>Maryland</i>
INTERPERSONAL RELATIONS	●	7.4	7.0
SOCIAL INCLUSION	●	6.3	6.7
SELF DETERMINATION	○	6.5	7.2
RIGHTS	●	7.	7.3
MATERIAL WELL-BEING	●	6.7	7.0
PERSONAL DEVELOPMENT	○	7.3	7.9
EMOTIONAL WELL-BEING	●	8.7	8.6
PHYSICAL WELL-BEING	●	9.1	8.9
SUPPORT AND SERVICES	●	8.1	7.9

<b>Agency Response Most Different from the Maryland Average</b>	<i>Agency</i>	<i>Maryland</i>
MORE FAVORABLE: Do you want a job? [‘No’ with no paycheck]	92%	50%
Can you say ‘no’ when asked to do something?	79%	62%
LESS FAVORABLE: Do you save money every month, sometimes, never?	35%	54%
Like doing this type of work? [People w/paycheck]	60%	84%

## Arc of Montgomery County

**Agency Mission Statement** – The mission of The Arc of Montgomery County is to empower individuals with intellectual and developmental disabilities with lifelong opportunities to live, learn, work and play with dignity, freedom and full inclusion in the community.

**Ask Me! Summary** - The agency provides about the same distribution of services as DDA provides for the whole state. Ask Me! interviews at the agency every year. It collected data for 31 adults in FY2011, with 74% responding for themselves. The agency ranked among the top 30% of agencies surveyed in FY2011 in all eight domains. During the past four years, the quality of life increased the most in Emotional Well-being, controlling for the survey revision. People supported by the agency gave more favorable responses to how often they see friends on weekends and how involved their family was in their life than the Maryland average. Those with paychecks answered less favorably about wanting a better job and going to church or synagogue than the Maryland average.

	<i>Agency Maryland</i>			<i>Agency Maryland</i>	
Total people	397	14,145	Day Habilitation	42%	50%
Number surveyed	31	1,222	Supported Employment	45%	33%
Self response	74%	72%	Individual Support	0%	9%
Residential Services	39%	47%	Supported Living	6%	11%

### Rank Among Agencies, Average Quality of Life at Agency and in Maryland, by Domain

	<i>FY2010</i>		<u><i>FY2011</i></u>	
	<i>Agency</i>	<i>Rank</i>	<i>Agency</i>	<i>Maryland</i>
INTERPERSONAL RELATIONS	6.5	●	8.9	7.0
SOCIAL INCLUSION	6.0	●	7.3	6.7
SELF DETERMINATION	6.3	●	8.5	7.2
RIGHTS	7.2	●	8.3	7.3
MATERIAL WELL-BEING	7.3	●	7.5	7.0
PERSONAL DEVELOPMENT	7.0	●	8.7	7.9
EMOTIONAL WELL-BEING	8.4	●	9.2	8.6
PHYSICAL WELL-BEING	8.9	●	9.4	8.9
SUPPORT AND SERVICES	7.6	●	8.2	7.9

### Agency Response Most Different from the Maryland Average

	<i>Agency</i>	<i>Maryland</i>
MORE FAVORABLE: How often do you see friends on weekends?	62%	33%
How involved is your family in your life?	92%	66%
LESS FAVORABLE: Do you want a better job? ['Yes' w/paycheck]	23%	33%
If you want, do you go to church or synagogue?	38%	51%

## Arc Northern Chesapeake Region

**Agency Mission Statement** – The Arc Northern Chesapeake Region stands for Advocacy, Resources and Community for people with developmental disabilities, with a vision that people with disabilities lead personally-valued lives in, and supported by, the community.

**Ask Me! Summary** - The agency provides all of the services that DDA supports. Ask Me! conducts interviews at the agency every two years. It collected data for 27 adults in FY2010, with 89% responding for themselves. The agency ranked among the top 30% of agencies surveyed in FY2010 in none of the eight domains and among the lowest 30% in four domains. Compared with the Maryland average during the past four years, the quality of life decreased in all domains, decreasing the most in Self Determination. People supported by the agency gave more favorable responses to Can you have a girlfriend or boyfriend if you want? and Can you vote if you want to? than the Maryland average. They answered less favorably than the Maryland average about liking the type of work they were doing, and a smaller percent of those without paychecks were content with not having a job.

	<i>Agency</i>		<i>Maryland</i>	
Total people	228	13,104	Day Habilitation	19% 43%
Number surveyed	27	1,228	Supported Employment	48% 28%
Self response	89%	75%	Individual Support	4% 14%
Residential Services	52%	54%	Supported Living	4% 13%

### Rank Among Agencies and Average Quality of Life at Agency and in Maryland

		<u>FY2010</u>	
	<i>Rank</i>	<i>Agency</i>	<i>Maryland</i>
INTERPERSONAL RELATIONS	○	6.8	7.1
SOCIAL INCLUSION	○	5.8	6.6
SELF DETERMINATION	●	7.5	7.4
RIGHTS	●	7.3	7.5
MATERIAL WELL-BEING	○	6.3	7.1
PERSONAL DEVELOPMENT	○	7.2	8.0
EMOTIONAL WELL-BEING	●	8.5	8.4
PHYSICAL WELL-BEING	●	8.7	8.9
Support Services	●	7.1	8.1

### Agency Responses Most Different from the Maryland Average

	<i>Agency</i>	<i>Maryland</i>
MORE FAVORABLE: Can you have a girlfriend or boyfriend if you want?	80%	67%
Can you vote if you want to?	69%	58%
LESS FAVORABLE: Do you like doing this type of work?	53%	81%
Do you want a better job? [% no]	6%	37%

## Arc of Prince Georges County

**Agency Mission Statement** – Provides a wide array of family, residential, employment, and adult day services that match each person or families individual needs and ensure the people with developmental disabilities are given the skills, access and information to fully participate in their communities.

**Ask Me! Summary** - The agency provides about the same distribution of services as DDA provides for the whole state. Ask Me! interviews at the agency every year. It collected data for 28 adults in FY2011, with 61% responding for themselves. The agency ranked among the top 30% of agencies surveyed in FY2011 in one domain and among the lowest 30% in no domains. During the past four years, the quality of life increased the most in Social Inclusion, controlling for the survey revision. People supported by the agency gave more favorable responses to making the plans for their lives and going to fun things in their community than the Maryland average. They answered less favorably about how involved their families were in their lives and seeing friends on weekends than the Maryland average.

	<i>Agency</i>		<i>Maryland</i>	
Total people	566	14,145	Day Habilitation	61% 50%
Number surveyed	28	1,222	Supported Employment	18% 33%
Self response	61%	72%	Individual Support	4% 9%
Residential Services	32%	47%	Supported Living	11% 11%

### Rank Among Agencies, Average Quality of Life at Agency and in Maryland, by Domain

	<i>FY2010</i>		<i>FY2011</i>	
	<i>Agency</i>	<i>Rank</i>	<i>Agency</i>	<i>Maryland</i>
INTERPERSONAL RELATIONS	6.8	○	7.0	7.0
SOCIAL INCLUSION	7.0	●	7.4	6.7
SELF DETERMINATION	6.9	○	7.5	7.2
RIGHTS	7.7	○	7.7	7.3
MATERIAL WELL-BEING	7.1	○	7.0	7.0
PERSONAL DEVELOPMENT	7.7	○	8.1	7.9
EMOTIONAL WELL-BEING	8.3	○	8.5	8.6
PHYSICAL WELL-BEING	9.2	○	9.2	8.9
SUPPORT AND SERVICES	8.4	○	7.7	7.9

<b>Agency Response Most Different from the Maryland Average</b>		<i>Agency</i>	<i>Maryland</i>
MORE FAVORABLE:	Are you making the plans for your life?	85%	59%
	Do you go to fun things in your community?	76%	57%
LESS FAVORABLE:	How involved is your family in your life?	50%	66%
	How often do you see friends on weekends?	14%	33%

## Arc of Southern Maryland

**Agency Mission Statement** – The Arc of Southern Maryland promotes community involvement, independence and personal success for children and adults with intellectual and developmental disabilities. It believes that people should have as much control of their own lives as possible.

**Ask Me! Summary** - The agency provides about the same distribution of services as DDA provides for the whole state. Ask Me! interviews at the agency every two years as part of the state sample. It collected data for 33 adults in FY2011, with 61% responding for themselves. The agency ranked among the top 30% of agencies surveyed in FY2011 in no domain and among the lowest 30% in two domains. During the past four years, the quality of life increased in no domain, controlling for the survey revision. People supported by the agency gave more favorable responses to feeling they are well off financially and helping choose new staff than the Maryland average. They answered less favorably about wanting a better job and making the plans for their lives than the Maryland average.

	<i>Agency Maryland</i>			<i>Agency Maryland</i>	
Total people	194	14,145	Day Habilitation	30%	50%
Number surveyed	33	1,222	Supported Employment	21%	33%
Self response	61%	72%	Individual Support	3%	9%
Residential Services	58%	47%	Supported Living	27%	11%

### Rank Among Agencies, Average Quality of Life at Agency and in Maryland, by Domain

	<i>FY2010</i>		<i>FY2011</i>	
	<i>Agency</i>	<i>Rank</i>	<i>Agency</i>	<i>Maryland</i>
INTERPERSONAL RELATIONS	7.1	●	6.9	7.0
SOCIAL INCLUSION	7.2	○	6.2	6.7
SELF DETERMINATION	7.3	●	6.8	7.2
RIGHTS	7.9	○	6.1	7.3
MATERIAL WELL-BEING	7.4	●	7.0	7.0
PERSONAL DEVELOPMENT	8.1	●	7.6	7.9
EMOTIONAL WELL-BEING	8.6	●	8.4	8.6
PHYSICAL WELL-BEING	9.1	●	9.1	8.9
SUPPORT AND SERVICES	8.1	●	8.6	7.9

<b>Agency Response Most Different from the Maryland Average</b>		<i>Agency</i>	<i>Maryland</i>
MORE FAVORABLE:	Feel that you are well off or have money problems?	83%	68%
	Hire new staff, help choose them, or have no say?	30%	15%
LESS FAVORABLE:	Do you want a better job? [People w/paycheck]	5%	33%
	Are you making the plans for your life?	31%	59%

## Arc of Washington County

**Agency Mission Statement** – Bridges to opportunities for individuals with disabilities. Our goal is to create partnerships that foster nurturing communities where people with developmental disabilities can live their vision of a valued life.

**Ask Me! Summary** - The agency provides about the same distribution of services as DDA provides for the whole state. Ask Me! interviews at the agency every year. It collected data for 26 adults in FY2011, with 73% responding for themselves. The agency ranked among the top 30% of agencies surveyed in FY2011 in two domains and among the lowest 30% in no domain. During the past four years, the quality of life did not increase in any domain, controlling for the survey revision. People supported by the agency gave more favorable responses to seeing friends on weekends and feeling that they are well off financially than the Maryland average. They answered less favorably about finding it easy to say something when they have a problem with staff and saying they are happy people than the Maryland average.

	<i>Agency Maryland</i>			<i>Agency Maryland</i>	
Total people	397	14,145	Day Habilitation	62%	50%
Number surveyed	26	1,222	Supported Employment	0%	33%
Self response	73%	72%	Individual Support	8%	9%
Residential Services	42%	47%	Supported Living	19%	11%

### Rank Among Agencies, Average Quality of Life at Agency and in Maryland, by Domain

	<i>FY2010</i>		<u><i>FY2011</i></u>	
	<i>Agency</i>	<i>Rank</i>	<i>Agency</i>	<i>Maryland</i>
INTERPERSONAL RELATIONS	6.9	●	7.5	7.0
SOCIAL INCLUSION	6.0	○	6.3	6.7
SELF DETERMINATION	6.2	○	7.2	7.2
RIGHTS	7.4	○	7.6	7.3
MATERIAL WELL-BEING	6.6	●	7.4	7.0
PERSONAL DEVELOPMENT	7.3	●	8.7	7.9
EMOTIONAL WELL-BEING	8.3	○	8.7	8.6
PHYSICAL WELL-BEING	8.7	○	9.0	8.9
SUPPORT AND SERVICES	8.2	●	8.3	7.9

<b>Agency Response Most Different from the Maryland Average</b>		<i>Agency</i>	<i>Maryland</i>
MORE FAVORABLE:	How often do you see friends on weekends?	57%	33%
	Feel that you are well off or have money problems?	86%	68%
LESS FAVORABLE:	When a problem with staff, easy to say something?	46%	59%
	Would you say you are a happy person?	69%	83%

## Ardmore Enterprises

**Agency Mission Statement** – Ardmore Enterprises empowers individuals with intellectual and other developmental disabilities to determine the direction of their lives, to acquire skills, make responsible choices, enjoy maximum self-sufficiency, and experience full community participation.

**Ask Me! Summary** - The agency provides residential and day habilitation services. Ask Me! conducts interviews at the agency every two years. It collected data for 30 adults in FY2010, with 40% responding for themselves. The agency ranked among the top 30% of agencies surveyed in FY2010 in three of the eight domains and in satisfaction with support services. It ranked among the lowest 30% in two domains. Compared to the Maryland average during the past four years, the quality of life increased most in Personal Development and decreased most in Self Determination. People supported by the agency were more content not having jobs with paychecks than the Maryland average, and felt safer in their neighborhoods than the Maryland average. They answered less favorably than the Maryland average about choosing the food they eat and making plans for their lives.

	<i>Agency Maryland</i>			<i>Agency Maryland</i>	
Total people	195	13,104	Day Habilitation	90%	43%
Number surveyed	30	1,228	Supported Employment	0%	28%
Self response	40%	75%	Individual Support	0%	14%
Residential Services	33%	54%	Supported Living	0%	13%

### Rank Among Agencies and Average Quality of Life at Agency and in Maryland

	<u>FY2010</u>		
	<i>Rank</i>	<i>Agency</i>	<i>Maryland</i>
INTERPERSONAL RELATIONS	●	6.9	7.1
SOCIAL INCLUSION	●	6.9	6.6
SELF DETERMINATION	○	6.4	7.4
RIGHTS	○	7.2	7.5
MATERIAL WELL-BEING	●	7.4	7.1
PERSONAL DEVELOPMENT	●	8.7	8.0
EMOTIONAL WELL-BEING	●	8.7	8.4
PHYSICAL WELL-BEING	●	9.4	8.9
Support Services	●	8.5	8.1

### Agency Responses Most Different from the Maryland Average

	<i>Agency</i>	<i>Maryland</i>
MORE FAVORABLE: Do you want a job? [% no]	100%	53%
How safe do you feel in your neighborhood?	93%	78%
LESS FAVORABLE: Do you choose the food that you eat?	45%	69%
Are you making the plans for your life?	38%	64%

## Associated Catholic Charities/Gallagher Services

**Agency Mission Statement** – Gallagher Services is rooted in the fundamental belief in each person's worth and dignity, and the power of human relationship. We continually open the doors to a fuller life for people with developmental disabilities and those who serve them.

**Ask Me! Summary** - The agency provides more residential and less employment services than DDA provides for the whole state. Ask Me! interviews at the agency every two year. It collected data for 31 adults in FY2011, with 52% responding for themselves. The agency ranked among the top 30% of agencies surveyed in FY2011 in no domains and among the lowest 30% in six domains. During the past four years, the quality of life increased the most in Emotional Well-being, controlling for the survey revision. People supported by the agency gave more favorable responses than the Maryland average not wanting better jobs among those with paychecks and not wanting jobs for those now without paychecks. They answered less favorably about picking with whom they lived and volunteering in their neighborhoods and communities than the Maryland average.

	<i>Agency Maryland</i>			<i>Agency Maryland</i>	
Total people	333	14,145	Day Habilitation	42%	50%
Number surveyed	31	1,222	Supported Employment	3%	33%
Self response	52%	72%	Individual Support	0%	9%
Residential Services	77%	47%	Supported Living	0%	11%

### Rank Among Agencies, Average Quality of Life at Agency and in Maryland, by Domain

	<u>FY2011</u>		
	<i>Rank</i>	<i>Agency</i>	<i>Maryland</i>
INTERPERSONAL RELATIONS	○	6.2	7.0
SOCIAL INCLUSION	○	5.3	6.7
SELF DETERMINATION	○	5.4	7.2
RIGHTS	○	6.5	7.3
MATERIAL WELL-BEING	●	6.8	7.0
PERSONAL DEVELOPMENT	○	7.1	7.9
EMOTIONAL WELL-BEING	○	8.3	8.6
PHYSICAL WELL-BEING	●	9.	8.9
SUPPORT AND SERVICES	●	7.9	7.9

<b>Agency Response Most Different from the Maryland Average</b>	<i>Agency</i>	<i>Maryland</i>
MORE FAVORABLE: Do you want a better job? ['No' people w/paycheck]	50%	33%
Do you want a job? ['No' people with no paycheck]	62%	50%
LESS FAVORABLE: Did you pick who you live with?	33%	60%
Volunteer in your neighborhood or community?	13%	41%



## Athelas Institute

**Agency Mission Statement** – To provide a variety of quality educational, rehabilitative, residential, employment, and individual support options for individuals with developmental disabilities within a supportive milieu utilizing natural supports to maximize opportunities for individualization.

**Ask Me! Summary** - The agency provides less residential and more day habilitation services than DDA provides for the whole state. Ask Me! interviews at the agency every two years. It collected data for 31 adults in FY2011, with 74% responding for themselves. The agency ranked among the top 30% of agencies surveyed in FY2011 in two domains and among the lowest 30% in two domains. During the past four years, the quality of life increased the most in Self Determination and Emotional Well-being, controlling for the survey revision. People supported by the agency gave more favorable responses to getting a paycheck from a job and having the chance to earn good money than the Maryland average. They answered less favorably about how often they interact with their families and wanting a job by those not now receiving paychecks than the Maryland average.

	<i>Agency</i>	<i>Maryland</i>		<i>Agency</i>	<i>Maryland</i>
Total people	353	14,145	Day Habilitation	71%	50%
Number surveyed	31	1,222	Supported Employment	26%	33%
Self response	74%	72%	Individual Support	3%	9%
Residential Services	10%	47%	Supported Living	3%	11%

### Rank Among Agencies, Average Quality of Life at Agency and in Maryland, by Domain

	<u>FY2011</u>		
	<i>Rank</i>	<i>Agency</i>	<i>Maryland</i>
INTERPERSONAL RELATIONS	○	6.6	7.0
SOCIAL INCLUSION	●	7.	6.7
SELF DETERMINATION	◐	7.4	7.2
RIGHTS	◑	7.1	7.3
MATERIAL WELL-BEING	●	7.3	7.0
PERSONAL DEVELOPMENT	◑	8.	7.9
EMOTIONAL WELL-BEING	◐	8.8	8.6
PHYSICAL WELL-BEING	○	8.5	8.9
SUPPORT AND SERVICES	◑	7.9	7.9

<b>Agency Response Most Different from the Maryland Average</b>	<i>Agency</i>	<i>Maryland</i>
MORE FAVORABLE: Do you get a paycheck from a job?	72%	52%
Do you have the chance to earn good money?	73%	54%
LESS FAVORABLE: How often do you see, talk with, or email your family?	32%	50%
Do you want a job? [People with no paycheck]	25%	50%

## Bay Shore Services

**Agency Mission Statement** – Bay Shore Services encourages full-citizenship and personal growth for all people, especially children and adults with disabilities by maintaining people in their home and providing flexible community-based services that support family-based care.

**Ask Me! Summary** - The agency primarily provides residential services and community supported living assistance. Ask Me! conducts interviews at the agency every four years. It collected data for 24 adults in FY2010, with 67% responding for themselves. The agency ranked among the top 30% of agencies surveyed in FY2010 in none of the eight domains and among the lowest 30% in three domains. Compared to the Maryland average during the past four years, the quality of life increased in all domains, increasing the most in Material Well-Being, Physical Well-being and Rights. People supported by the agency gave more favorable responses than the Maryland average to people helping them learn how to do things for themselves and voting when they want to. They answered less favorably than the Maryland average about volunteering in their neighborhood or community, and picking those with whom they live.

	<i>Agency</i>	<i>Maryland</i>		<i>Agency</i>	<i>Maryland</i>
Total people	74	13,104	Day Habilitation	8%	43%
Number surveyed	24	1,228	Supported Employment	4%	28%
Self response	67%	75%	Individual Support	13%	14%
Residential Services	21%	54%	Supported Living	42%	13%

### Rank Among Agencies and Average Quality of Life at Agency and in Maryland

		<u>FY2010</u>	
	<i>Rank</i>	<i>Agency</i>	<i>Maryland</i>
INTERPERSONAL RELATIONS	○	6.8	7.1
SOCIAL INCLUSION	○	6.1	6.6
SELF DETERMINATION	○	6.8	7.4
RIGHTS	●	7.8	7.5
MATERIAL WELL-BEING	●	7.3	7.1
PERSONAL DEVELOPMENT	●	7.9	8.0
EMOTIONAL WELL-BEING	●	8.5	8.4
PHYSICAL WELL-BEING	●	9.1	8.9
Support Services	●	8.6	8.1

### Agency Responses Most Different from the Maryland Average

	<i>Agency</i>	<i>Maryland</i>
MORE FAVORABLE: People help you learn how to do things for yourself?	86%	68%
Can you vote if you want to?	73%	58%
LESS FAVORABLE: Do you volunteer in your neighborhood or community?	18%	40%
Did you pick who you live with?	36%	59%

## Bayside Community Networks, Inc.

**Agency Mission Statement** – The Bayside Community Network envisions happiness, fulfillment and value in living for each individual through services centered around the principles of choice preferences, quality, and human dignity.

**Ask Me! Summary** - The agency provides the full range of services that DDA supports. Ask Me! conducts interviews at the agency every two years. It collected data for 31 adults in FY2010, with 97% responding for themselves. The agency ranked among the top 30% of agencies surveyed in FY2010 in six of the eight domains and among the lowest 30% in no domain. Compared to the Maryland average during the past four years, the quality of life increased in all domains, with the most increase in Material Well-being, controlling for the survey revision. People supported by the agency gave more favorable responses than the Maryland average to receiving a paycheck from a job and having the chance to earn good money. They answered less favorably than the Maryland average about feeling safe in their neighborhoods and in choosing new staff.

	<i>Agency Maryland</i>			<i>Agency Maryland</i>	
Total people	152	13,104	Day Habilitation	52%	43%
Number surveyed	31	1,228	Supported Employment	42%	28%
Self response	97%	75%	Individual Support	3%	14%
Residential Services	48%	54%	Supported Living	10%	13%

### Rank Among Agencies and Average Quality of Life at Agency and in Maryland

		<u>FY2010</u>	
	<i>Rank</i>	<i>Agency</i>	<i>Maryland</i>
INTERPERSONAL RELATIONS	●	7.6	7.1
SOCIAL INCLUSION	●	7.4	6.6
SELF DETERMINATION	●	8.2	7.4
RIGHTS	◐	7.8	7.5
MATERIAL WELL-BEING	●	7.9	7.1
PERSONAL DEVELOPMENT	●	8.8	8.0
EMOTIONAL WELL-BEING	●	8.8	8.4
PHYSICAL WELL-BEING	◐	9.1	8.9
Support Services	◐	8.3	8.1

### Agency Responses Most Different from the Maryland Average

	<i>Agency</i>	<i>Maryland</i>
<b>MORE FAVORABLE:</b> Do you get a paycheck from a job?	86%	56%
Do you have the chance to earn good money?	86%	59%
<b>LESS FAVORABLE:</b> How safe do you feel in your neighborhood?	67%	78%
Do you hire new staff, help choose them, have no say?	0%	19%

## Bello Machre

**Agency Mission Statement** – Bello Machre's mission is to provide homes, support and loving care for children and adults with developmental disabilities, enabling them to participate, as fully as they choose in the life of the community.

**Ask Me! Summary** - The agency primarily provides residential services. Ask Me! interviews at the agency every two years. It collected data for 31 adults in FY2011, with 74% responding for themselves. The agency ranked among the top 30% of agencies surveyed in FY2011 in one domain and among the lowest 30% in one domain. During the past four years, the quality of life increased the most in Personal Development, controlling for the survey revision. People supported by the agency gave more favorable responses as satisfied without a paying job and people helping them reach goals they have set than the Maryland average. They answered less favorably about feeling they are well off financially and getting a paycheck from a job than the Maryland average.

	<i>Agency Maryland</i>			<i>Agency Maryland</i>	
Total people	234	14,145	Day Habilitation	0%	50%
Number surveyed	31	1,222	Supported Employment	0%	33%
Self response	74%	72%	Individual Support	6%	9%
Residential Services	77%	47%	Supported Living	16%	11%

### Rank Among Agencies, Average Quality of Life at Agency and in Maryland, by Domain

	<u>FY2011</u>		
	<i>Rank</i>	<i>Agency</i>	<i>Maryland</i>
INTERPERSONAL RELATIONS	○	6.6	7.0
SOCIAL INCLUSION	●	6.7	6.7
SELF DETERMINATION	●	6.9	7.2
RIGHTS	●	7.1	7.3
MATERIAL WELL-BEING	●	6.7	7.0
PERSONAL DEVELOPMENT	●	8.4	7.9
EMOTIONAL WELL-BEING	●	8.4	8.6
PHYSICAL WELL-BEING	●	9.	8.9
SUPPORT AND SERVICES	●	8.4	7.9

### Agency Response Most Different from the Maryland Average

	<i>Agency</i>	<i>Maryland</i>
MORE FAVORABLE: Do you want a job? ['No' with no paycheck]	86%	50%
When you set goals, do people help you reach them?	96%	79%
LESS FAVORABLE: Feel that you are well off or have money problems?	56%	68%
Do you get a paycheck from a job?	32%	52%

## Benedictine Center

**Agency Mission Statement** – The Benedictine Open Community sees that people with developmental disabilities live meaningful, productive, personally satisfying, and well-supported lives in the communities of their choice through providing residential and vocational services.

**Ask Me! Summary** - The agency primarily provides residential and day habilitation services. Ask Me! conducts interviews at the agency every four years. It collected data for 34 adults in FY2010, with 94% responding for themselves. The agency ranked among the top 30% of agencies surveyed in FY2010 in seven of the eight domains and among the lowest 30% in no domain. Compared to the Maryland average during the past four years, the quality of life increased in all domains, increasing the most in Material Well-being. People supported by the agency gave more favorable responses than the Maryland average to getting the training that will help them get jobs and having the chance to earn good money. They answered less favorably than the Maryland average about choosing new staff, and none without paychecks were content with not having jobs.

	<i>Agency Maryland</i>			<i>Agency Maryland</i>	
Total people	64	13,104	Day Habilitation	94%	43%
Number surveyed	34	1,228	Supported Employment	6%	28%
Self response	94%	75%	Individual Support	0%	14%
Residential Services	76%	54%	Supported Living	3%	13%

### Rank Among Agencies and Average Quality of Life at Agency and in Maryland

	<u>FY2010</u>		
	<i>Rank</i>	<i>Agency</i>	<i>Maryland</i>
INTERPERSONAL RELATIONS	●	8.0	7.1
SOCIAL INCLUSION	●	7.7	6.6
SELF DETERMINATION	●	8.4	7.4
RIGHTS	●	7.9	7.5
MATERIAL WELL-BEING	●	8.0	7.1
PERSONAL DEVELOPMENT	●	9.1	8.0
EMOTIONAL WELL-BEING	●	9.2	8.4
PHYSICAL WELL-BEING	◐	8.9	8.9
Support Services	◐	8.1	8.1

### Agency Responses Most Different from the Maryland Average

	<i>Agency</i>	<i>Maryland</i>
MORE FAVORABLE: Are you getting the training to help you get a job?	90%	54%
Do you have the chance to earn good money?	90%	59%
LESS FAVORABLE: Do you hire new staff, help choose them, have no say?	7%	19%
Do you want a job? [% no]	0%	53%

## Caring Hands Inc

**Agency Mission Statement** – Seeks to enable and empower individuals with disabilities by focusing on strengths, abilities and interests, based on the principle of respect for all. Persons should be encouraged to surmount barriers and not be limited by a disability.

**Ask Me! Summary** - The agency provides residential services. Ask Me! conducts interviews at the agency every four years. It collected data for 14 adults in FY2010, with 50% responding for themselves. The agency ranked among the top 30% of agencies surveyed in FY2010 in one of the eight domains and in satisfaction with support services. It ranked among the lowest 30% in seven domains. Compared to the Maryland average during the past four years, the quality of life increased the most in Physical Well-being and least in Social Inclusion. People supported by the agency gave more favorable responses than the Maryland average to having regular check ups with dentists and were more satisfied with not having jobs that result in paychecks. They answered less favorably than the Maryland average about choosing their jobs or what they did most days and none of those working for pay were content with their current jobs.

	<i>Agency Maryland</i>			<i>Agency Maryland</i>	
Total people	19	13,104	Day Habilitation	0%	43%
Number surveyed	14	1,228	Supported Employment	0%	28%
Self response	50%	75%	Individual Support	0%	14%
Residential Services	100%	54%	Supported Living	0%	13%

### Rank Among Agencies and Average Quality of Life at Agency and in Maryland

		<u>FY2010</u>	
	<i>Rank</i>	<i>Agency</i>	<i>Maryland</i>
INTERPERSONAL RELATIONS	○	5.9	7.1
SOCIAL INCLUSION	○	5.0	6.6
SELF DETERMINATION	○	5.6	7.4
RIGHTS	○	6.7	7.5
MATERIAL WELL-BEING	○	6.3	7.1
PERSONAL DEVELOPMENT	○	7.6	8.0
EMOTIONAL WELL-BEING	○	8.3	8.4
PHYSICAL WELL-BEING	●	9.3	8.9
Support Services	●	7.6	8.1

### Agency Responses Most Different from the Maryland Average

	<i>Agency</i>	<i>Maryland</i>
MORE FAVORABLE: Do you have regular check ups with a dentist?	100%	77%
Do you want a job? [People with no paycheck]	75%	53%
LESS FAVORABLE: Did you choose your job or what you do most days?	33%	66%
Do you want a better job? [% no]	0%	37%

## Caroline Center

**Agency Mission Statement** – The Caroline Center, Inc. (CCI) strives to provide quality, individualized services for persons who are developmentally disabled through which their greatest potential toward independent living and integration can be obtained.

**Ask Me! Summary** - The agency primarily provides residential services and day habilitation. Ask Me! conducts interviews at the agency every four years. It collected data for 41 adults in FY2010, with 56% responding for themselves. The agency ranked among the top 30% of agencies surveyed in FY2010 in none of the eight domains and among the lowest 30% in one domain. Compared to the Maryland average during the past four years, the quality of life increased in no domains and decreased most in Emotional Well-being. People supported by the agency were more content with not having jobs than the Maryland average and gave more favorable responses to people helping them when they make a mistake. They answered less favorably than the Maryland average about having jobs with paychecks and about their chances to earn good money?.

	<i>Agency Maryland</i>			<i>Agency Maryland</i>	
Total people	93	13,104	Day Habilitation	83%	43%
Number surveyed	41	1,228	Supported Employment	0%	28%
Self response	56%	75%	Individual Support	5%	14%
Residential Services	44%	54%	Supported Living	7%	13%

### Rank Among Agencies and Average Quality of Life at Agency and in Maryland

		<u>FY2010</u>	
	<i>Rank</i>	<i>Agency</i>	<i>Maryland</i>
INTERPERSONAL RELATIONS	●	7.2	7.1
SOCIAL INCLUSION	●	6.4	6.6
SELF DETERMINATION	●	7.2	7.4
RIGHTS	○	7.2	7.5
MATERIAL WELL-BEING	●	6.8	7.1
PERSONAL DEVELOPMENT	●	7.7	8.0
EMOTIONAL WELL-BEING	●	8.4	8.4
PHYSICAL WELL-BEING	●	8.8	8.9
Support Services	●	8.2	8.1

### Agency Responses Most Different from the Maryland Average

	<i>Agency</i>	<i>Maryland</i>
MORE FAVORABLE: Do you want a job? [People with no paycheck]	67%	53%
When you make a mistake, do people help you?	86%	78%
LESS FAVORABLE: Do you get a paycheck from a job?	36%	56%
Do you have the chance to earn good money?	34%	59%

## Center for Life Enrichment

**Agency Mission Statement** – The mission of the Center for Life Enrichment is to provide programs and support services that will increase the vocational and personal potential of individuals with disabilities.

**Ask Me! Summary** - The agency primarily provides supported employment and day habilitation. Ask Me! interviews at the agency every two years. It collected data for 30 adults in FY2011, with 80% responding for themselves. The agency ranked among the top 30% of agencies surveyed in FY2011 in six domains and among the lowest 30% in no domain. During the past four years, the quality of life increased the most in Self Determination, controlling for the survey revision. People supported by the agency gave more favorable responses to being satisfied without a job with pay and choosing how to spend their own money than the Maryland average. They answered less favorably about liking the type of work they were doing for pay and how often they interacted with their families than the Maryland average.

	<i>Agency Maryland</i>			<i>Agency Maryland</i>	
Total people	241	14,145	Day Habilitation	33%	50%
Number surveyed	30	1,222	Supported Employment	60%	33%
Self response	80%	72%	Individual Support	20%	9%
Residential Services	0%	47%	Supported Living	3%	11%

### Rank Among Agencies, Average Quality of Life at Agency and in Maryland, by Domain

	<u>FY2011</u>		
	<i>Rank</i>	<i>Agency</i>	<i>Maryland</i>
INTERPERSONAL RELATIONS	●	7.0	7.0
SOCIAL INCLUSION	●	7.0	6.7
SELF DETERMINATION	●	7.8	7.2
RIGHTS	○	7.5	7.3
MATERIAL WELL-BEING	●	7.9	7.0
PERSONAL DEVELOPMENT	●	8.6	7.9
EMOTIONAL WELL-BEING	●	8.9	8.6
PHYSICAL WELL-BEING	●	9.6	8.9
SUPPORT AND SERVICES	●	8.5	7.9

### Agency Response Most Different from the Maryland Average

	<i>Agency</i>	<i>Maryland</i>
MORE FAVORABLE: Do you want a job? ["No" people with no paycheck]	100%	50%
Do you choose how to spend your own money?	83%	63%
LESS FAVORABLE: Do you like doing this type of work? [w/paycheck]	71%	84%
How often do you see, talk with, or email your family?	32%	50%



## Change

**Agency Mission Statement** – Our mission is to promote the dignity, self-reliance, health, productivity and community membership for people with developmental disabilities through caring and flexible provision of habilitation, vocational and support services designed for each individual.

**Ask Me! Summary** - The agency primarily provides day habilitation services. Ask Me! interviews at the agency every two years. It collected data for 34 adults in FY2011, with 53% responding for themselves. The agency ranked among the top 30% of agencies surveyed in FY2011 in no domain and among the lowest 30% in three domains. During the past four years, the quality of life increased the most in Material Well-being, controlling for the survey revision. People supported by the agency gave more favorable responses about not wanting a paid job and being satisfied with their current paid job than the Maryland average. They answered less favorably about learning things that will make them better people and people helping them learn how to do things for themselves than the Maryland average.

	<i>Agency Maryland</i>			<i>Agency Maryland</i>	
Total people	161	14,145	Day Habilitation	82%	50%
Number surveyed	34	1,222	Supported Employment	6%	33%
Self response	53%	72%	Individual Support	6%	9%
Residential Services	0%	47%	Supported Living	12%	11%

### Rank Among Agencies, Average Quality of Life at Agency and in Maryland, by Domain

	<i>FY2011</i>		
	<i>Rank</i>	<i>Agency</i>	<i>Maryland</i>
INTERPERSONAL RELATIONS	●	7.3	7.0
SOCIAL INCLUSION	●	6.5	6.7
SELF DETERMINATION	○	6.7	7.2
RIGHTS	○	6.5	7.3
MATERIAL WELL-BEING	●	6.9	7.0
PERSONAL DEVELOPMENT	○	7.2	7.9
EMOTIONAL WELL-BEING	●	8.4	8.6
PHYSICAL WELL-BEING	●	9.1	8.9
SUPPORT AND SERVICES	●	7.9	7.9

<b>Agency Response Most Different from the Maryland Average</b>	<i>Agency</i>	<i>Maryland</i>
MORE FAVORABLE: Do you want a job? ['No' people with no paycheck]	67%	50%
Do you want a better job? ['No' people w/paycheck]	44%	33%
LESS FAVORABLE: Learning things that will make you a better person?	53%	79%
People help you learn how to do things for yourself?	39%	67%

## Changing People's Lives

**Agency Mission Statement** – CPL is dedicated to providing quality residential and case management services for individuals with special needs so that they can enhance their life skills, achieve their personal goals, and make choices that enable them to enjoy the diversity and richness of community life.

**Ask Me! Summary** - The agency provides residential services. Ask Me! interviews at the agency every two years. It collected data for 30 adults in FY2011, with 60% responding for themselves. The agency ranked among the top 30% of agencies surveyed in FY2011 in no domain and among the lowest 30% in seven domains. During the past four years, the quality of life increased the most in Emotional Well-being, controlling for the survey revision. People supported by the agency gave more favorable responses to having regular check ups with dentists and having friends who are not paid staff than the Maryland average. They answered less favorably about having money each week that they can spend and speaking up for themselves and others than the Maryland average.

	<i>Agency Maryland</i>			<i>Agency Maryland</i>	
Total people	145	14,145	Day Habilitation	0%	50%
Number surveyed	30	1,222	Supported Employment	0%	33%
Self response	60%	72%	Individual Support	0%	9%
Residential Services	100%	47%	Supported Living	0%	11%

### Rank Among Agencies, Average Quality of Life at Agency and in Maryland, by Domain

	<u>FY2011</u>		
	<i>Rank</i>	<i>Agency</i>	<i>Maryland</i>
INTERPERSONAL RELATIONS	○	6.2	7.0
SOCIAL INCLUSION	○	6.1	6.7
SELF DETERMINATION	○	5.8	7.2
RIGHTS	○	6.3	7.3
MATERIAL WELL-BEING	○	6.1	7.0
PERSONAL DEVELOPMENT	○	7.0	7.9
EMOTIONAL WELL-BEING	●	8.4	8.6
PHYSICAL WELL-BEING	○	8.7	8.9
SUPPORT AND SERVICES	○	7.6	7.9

<b>Agency Response Most Different from the Maryland Average</b>	<i>Agency</i>	<i>Maryland</i>
MORE FAVORABLE: Do you have regular check ups with a dentist?	96%	79%
Do you have friends who are not paid staff?	78%	63%
LESS FAVORABLE: Do you have money each week that you can spend?	43%	72%
Do you speak up for yourself and others?	32%	64%

## Chesapeake Care Resources

**Agency Mission Statement** – The mission of Chesapeake Care Resources is to provide quality services that enhance and improve life for individuals who have a disability.

**Ask Me! Summary** - The agency primarily provides residential services and day habilitation. Ask Me! conducts interviews at the agency every four years. It collected data for 30 adults in FY2010, with 33% responding for themselves. The agency ranked among the top 30% of agencies surveyed in FY2010 in two of the eight domains and in satisfaction with support services. It ranked among the lowest 30% in five domains. Compared to the Maryland average during the past four years, the quality of life increased the most in Physical Well-being and least in Social Inclusion. People supported by the agency gave more favorable responses than the Maryland average to feelings of being well off financially and being able to get the sleep they need without being disturbed. They answered less favorably than the Maryland average about having jobs with paychecks and making the plans for their lives.

	<i>Agency Maryland</i>			<i>Agency Maryland</i>	
Total people	60	13,104	Day Habilitation	80%	43%
Number surveyed	30	1,228	Supported Employment	10%	28%
Self response	33%	75%	Individual Support	3%	14%
Residential Services	60%	54%	Supported Living	0%	13%

### Rank Among Agencies and Average Quality of Life at Agency and in Maryland

		<u>Y2010</u>	
	<i>Rank</i>	<i>Agency</i>	<i>Maryland</i>
INTERPERSONAL RELATIONS	○	6.5	7.1
SOCIAL INCLUSION	○	5.7	6.6
SELF DETERMINATION	○	6.3	7.4
RIGHTS	○	6.3	7.5
MATERIAL WELL-BEING	◐	7.0	7.1
PERSONAL DEVELOPMENT	○	7.6	8.0
EMOTIONAL WELL-BEING	●	8.9	8.4
PHYSICAL WELL-BEING	●	9.4	8.9
Support Services	●	8.4	8.1

### Agency Responses Most Different from the Maryland Average

	<i>Agency</i>	<i>Maryland</i>
<b>MORE FAVORABLE:</b> Feel that you are well off or have money problems?	91%	67%
Get the sleep you need without being disturbed?	96%	79%
<b>LESS FAVORABLE:</b> Do you get a paycheck from a job?	21%	56%
Are you making the plans for your life?	29%	64%

## CHI Centers

**Agency Mission Statement** – To join with others to allow all persons with disabilities the opportunities to participate in community life; to have choices in the pursuit of personal growth; to maintain relationships with family and friends; and to be afforded respect and dignity.

**Ask Me! Summary** - The agency primarily provides day habilitation services. Ask Me! interviews at the agency every year. It collected data for 33 adults in FY2011, with 67% responding for themselves. The agency ranked among the top 30% of agencies surveyed in FY2011 in three domains and among the lowest 30% in no domain. During the past four years, the quality of life increased the most in Emotional Well-being, controlling for the survey revision. People supported by the agency gave more favorable responses to being satisfied without a paying job and interacting with neighbors than the Maryland average. They answered less favorably about having a girlfriend or boyfriend if they wanted and being alone with a girlfriend or boyfriend than the Maryland average.

	<i>Agency Maryland</i>			<i>Agency Maryland</i>	
Total people	415	14,145	Day Habilitation	91%	50%
Number surveyed	33	1,222	Supported Employment	3%	33%
Self response	67%	72%	Individual Support	0%	9%
Residential Services	15%	47%	Supported Living	9%	11%

### Rank Among Agencies, Average Quality of Life at Agency and in Maryland, by Domain

	<i>FY2010</i>		<u><i>FY2011</i></u>	
	<i>Agency</i>	<i>Rank</i>	<i>Agency</i>	<i>Maryland</i>
INTERPERSONAL RELATIONS	7.8	●	7.2	7.0
SOCIAL INCLUSION	7.5	●	7.3	6.7
SELF DETERMINATION	7.7	●	7.2	7.2
RIGHTS	8.0	●	7.5	7.3
MATERIAL WELL-BEING	8.4	●	7.0	7.0
PERSONAL DEVELOPMENT	9.1	●	8.5	7.9
EMOTIONAL WELL-BEING	9.3	●	8.6	8.6
PHYSICAL WELL-BEING	9.1	●	9.3	8.9
SUPPORT AND SERVICES	8.5	●	8.7	7.9

### Agency Response Most Different from the Maryland Average

	<i>Agency</i>	<i>Maryland</i>
MORE FAVORABLE: Do you want a job? [People with no paycheck]	67%	50%
Do you talk or visit with your neighbors?	55%	41%
LESS FAVORABLE: Can you have a girlfriend or boyfriend if you want?	53%	66%
Can you be alone with a girlfriend or boyfriend?	27%	51%

## Chimes

**Agency Mission Statement** – Leads, coordinates, and supports the efforts of each affiliate to adapt to constantly changing customer needs while maintaining high quality, cost-effective services and supports in order to access all available professional, public and private resources.

**Ask Me! Summary** - The agency provides about the same distribution of services as DDA provides for the whole state. Ask Me! interviews at the agency every year. It collected data for 33 adults in FY2011, with 76% responding for themselves. The agency ranked among the top 30% of agencies surveyed in FY2011 in one domain and among the lowest 30% in three domains. During the past four years, the quality of life increased the most in Social Inclusion, controlling for the survey revision. People supported by the agency gave more favorable responses on being satisfied without a paying job and getting a paycheck from a job than the Maryland average. They answered less favorably about staff asking before they come into their home or room and receiving respect by people who work at stores than the Maryland average.

	<i>Agency</i>		<i>Maryland</i>	
Total people	876	14,145	Day Habilitation	70% 50%
Number surveyed	33	1,222	Supported Employment	21% 33%
Self response	76%	72%	Individual Support	6% 9%
Residential Services	33%	47%	Supported Living	6% 11%

### Rank Among Agencies, Average Quality of Life at Agency and in Maryland, by Domain

	<i>FY2010</i>		<i>FY2011</i>	
	<i>Agency</i>	<i>Rank</i>	<i>Agency</i>	<i>Maryland</i>
INTERPERSONAL RELATIONS	6.8	●	7.3	7.0
SOCIAL INCLUSION	6.7	●	6.9	6.7
SELF DETERMINATION	7.0	○	6.3	7.2
RIGHTS	7.0	○	6.5	7.3
MATERIAL WELL-BEING	7.0	●	7.2	7.0
PERSONAL DEVELOPMENT	7.8	●	7.5	7.9
EMOTIONAL WELL-BEING	8.1	○	8.3	8.6
PHYSICAL WELL-BEING	8.7	●	8.8	8.9
SUPPORT AND SERVICES	8.6	●	8.1	7.9

<b>Agency Response Most Different from the Maryland Average</b>	<i>Agency</i>	<i>Maryland</i>
MORE FAVORABLE: Do you want a job? [‘No’ people with no paycheck]	80%	50%
Do you get a paycheck from a job?	70%	52%
LESS FAVORABLE: Staff ask before they come into your home or room?	46%	68%
Do people who work at stores treat you with respect?	55%	77%

## Community Living, Inc.

**Agency Mission Statement** – We create homes and supports that are directed by the individual and that involve families and the community which enables persons with developmental disabilities to be happy, healthy, safe and live life.

**Ask Me! Summary** - The agency primarily provides residential services. Ask Me! interviews at the agency every fourth year. It collected data for 21 adults in FY2011, with 62% responding for themselves. The agency ranked among the top 30% of agencies surveyed in FY2011 in two domains and among the lowest 30% in one domain. During the past four years, the quality of life increased the most in Self Determination, controlling for the survey revision. People supported by the agency gave more favorable responses to wanting a better job and saving money every month than the Maryland average. They answered less favorably about having a service coordinator who listens to and helps them and the involvement of their families in their lives than the Maryland average.

	<i>Agency Maryland</i>			<i>Agency Maryland</i>	
Total people	96	14,145	Day Habilitation	19%	50%
Number surveyed	21	1,222	Supported Employment	0%	33%
Self response	62%	72%	Individual Support	5%	9%
Residential Services	95%	47%	Supported Living	0%	11%

### Rank Among Agencies, Average Quality of Life at Agency and in Maryland, by Domain

	<u>FY2011</u>		
	<i>Rank</i>	<i>Agency</i>	<i>Maryland</i>
INTERPERSONAL RELATIONS	○	6.3	7.0
SOCIAL INCLUSION	●	6.3	6.7
SELF DETERMINATION	●	8.3	7.2
RIGHTS	●	7.5	7.3
MATERIAL WELL-BEING	●	7.4	7.0
PERSONAL DEVELOPMENT	●	8.0	7.9
EMOTIONAL WELL-BEING	●	8.4	8.6
PHYSICAL WELL-BEING	●	9.0	8.9
SUPPORT AND SERVICES	●	7.8	7.9

### Agency Response Most Different from the Maryland Average

	<i>Agency</i>	<i>Maryland</i>
MORE FAVORABLE: Do you want a better job? ['No' people w/paycheck]	67%	33%
Do you save money every month, sometimes, never?	85%	54%
LESS FAVORABLE: Service coordinator listens to you and helps you?	58%	82%
How involved is your family in your life?	37%	66%

## Community Services Autistic Adults and Children

**Agency Mission Statement** – CSAAC’s mission is to enable individuals with autism to reach their highest potential and contribute as confident individuals to their community.

**Ask Me! Summary** - The agency provides residential and supported employment services. Ask Me! interviews at the agency every fourth year. It collected data for 31 adults in FY2011, with 45% responding for themselves. The agency ranked among the top 30% of agencies surveyed in FY2011 in seven domains and among the lowest 30% in no domain. During the past four years, the quality of life increased the most in Social Inclusion, controlling for the survey revision. People supported by the agency gave more favorable responses to volunteering in their neighborhoods and communities and how involved their families were in their lives than the Maryland average. They answered less favorably about choosing their job or what they did most days and wanting a job than the Maryland average.

	<i>Agency Maryland</i>			<i>Agency Maryland</i>	
Total people	122	14,145	Day Habilitation	0%	50%
Number surveyed	31	1,222	Supported Employment	84%	33%
Self response	45%	72%	Individual Support	0%	9%
Residential Services	94%	47%	Supported Living	0%	11%

### Rank Among Agencies, Average Quality of Life at Agency and in Maryland, by Domain *FY2011*

	<i>Rank</i>	<i>Agency</i>	<i>Maryland</i>
INTERPERSONAL RELATIONS	●	7.5	7.0
SOCIAL INCLUSION	●	7.4	6.7
SELF DETERMINATION	○	6.9	7.2
RIGHTS	●	7.9	7.3
MATERIAL WELL-BEING	●	7.5	7.0
PERSONAL DEVELOPMENT	●	8.4	7.9
EMOTIONAL WELL-BEING	●	8.9	8.6
PHYSICAL WELL-BEING	●	9.5	8.9
SUPPORT AND SERVICES	●	8.2	7.9

<b>Agency Response Most Different from the Maryland Average</b>		<i>Agency</i>	<i>Maryland</i>
MORE FAVORABLE:	Volunteer in your neighborhood or community?	66%	41%
	How involved is your family in your life?	83%	66%
LESS FAVORABLE:	Did you choose your job or what you do most days?	39%	63%
	Do you want a job? [People with no paycheck]	14%	50%

## Community Support Services

**Agency Mission Statement** – CSS provides quality community-based services to individuals with developmental disabilities to support them according to their needs in school, work, home, and the community. Services are designed by the individual, the family, and others who know the individual well.

**Ask Me! Summary** - The agency provides about the same distribution of services as DDA provides for the whole state. Ask Me! interviews at the agency every fourth year. It collected data for 35 adults in FY2011, with 63% responding for themselves. The agency ranked among the top 30% of agencies surveyed in FY2011 in six domains and among the lowest 30% in no domain. During the past four years, the quality of life increased the most in Social Inclusion, controlling for the survey revision. People supported by the agency gave more favorable responses to getting the training that will help them get a job and volunteering in their neighborhoods and communities than the Maryland average. They answered less favorably about wanting a better job, for those with jobs, and wanting a job for those without a paycheck than the Maryland average.

	<i>Agency Maryland</i>			<i>Agency Maryland</i>	
Total people	116	14,145	Day Habilitation	31%	50%
Number surveyed	35	1,222	Supported Employment	63%	33%
Self response	63%	72%	Individual Support	3%	9%
Residential Services	63%	47%	Supported Living	11%	11%

### Rank Among Agencies, Average Quality of Life at Agency and in Maryland, by Domain

	<u>FY2011</u>		
	<i>Rank</i>	<i>Agency</i>	<i>Maryland</i>
INTERPERSONAL RELATIONS	●	8.2	7.0
SOCIAL INCLUSION	●	8.2	6.7
SELF DETERMINATION	◐	7.6	7.2
RIGHTS	◐	7.4	7.3
MATERIAL WELL-BEING	●	7.5	7.0
PERSONAL DEVELOPMENT	●	9.1	7.9
EMOTIONAL WELL-BEING	●	9.1	8.6
PHYSICAL WELL-BEING	●	9.5	8.9
SUPPORT AND SERVICES	●	8.7	7.9

<b>Agency Response Most Different from the Maryland Average</b>	<i>Agency</i>	<i>Maryland</i>
MORE FAVORABLE: Getting the training that will help you get a job?	97%	56%
Volunteer in your neighborhood or community?	74%	41%
LESS FAVORABLE: Do you want a better job? [People w/paycheck]	16%	33%
Do you want a job? [People with no paycheck]	9%	50%



## Community Support Services for the Deaf

**Agency Mission Statement** – CSSD supports the personal well-being, growth, independence and achievement of individuals who are deaf and hard of hearing through vocational/supported employment, residential services, individual support services, and a senior assisted living nursing home.

**Ask Me! Summary** - The agency provides residential and individual support services. Ask Me! conducts interviews at the agency every four years. It collected data for 30 adults in FY2010, with 90% responding for themselves to a survey adapted for the deaf, which has not changed since 2002. The agency ranked much higher than the Maryland average on Self Determination and Rights.\* During the past four years, the quality of life increased the most in Rights and Social Inclusion. People supported by the agency were more able than the Maryland average to lock the bathroom door if they wanted, and to go somewhere without much prior arrangement for transportation. They answered less favorably than the Maryland average about people helping them when they make a mistake, and how frequently they worry about money.

	<i>Agency Maryland</i>			<i>Agency Maryland</i>	
Total people	72	13,104	Residential Services	57%	43%
Number surveyed	30	1,228	Supported Employment	0%	28%
Self response	90%	75%	Individual Support	43%	14%
Day Habilitation Program	0%	54%	Supported Living	0%	13%

### Rank Among Agencies and Average Quality of Life at Agency and in Maryland

	<i>Agency</i>	<i>Maryland</i>
	<i>2010</i>	<i>2009*</i>
INTERPERSONAL RELATIONS	6.4	7.9
SOCIAL INCLUSION	7.7	7.6
SELF DETERMINATION	8.2	7.3
RIGHTS	7.9	6.9
MATERIAL WELL-BEING	7.5	7.4
PERSONAL DEVELOPMENT	7.6	7.6
EMOTIONAL WELL-BEING	8.5	8.9
PHYSICAL WELL-BEING	8.3	8.7

### Agency Responses Most Different from the Maryland Average

	<i>Agency</i>	<i>Maryland</i>
	<i>2010</i>	<i>2009*</i>
MORE FAVORABLE: Can you lock the bathroom door if you want to?	86%	60%
When you want to go somewhere, can you just go?	58%	27%
LESS FAVORABLE: When you make a mistake, to people help you?	46%	81%
How often do you worry about money?	44%	62%

\* The survey for people who are deaf did not change in 2010 and 2010 data for agencies supporting only people who are deaf are compared to the Maryland average in 2009.

## The Council for Exceptional Children and Adults

**Agency Mission Statement** – The Council for EC&A improves the health, welfare, education, rehabilitation, employment, and recreation opportunities that support developmentally challenged adults, and to operate programs rendering support services necessary to meet their needs.

**Ask Me! Summary** - The agency provides residential and individual support services. Ask Me! conducts interviews at the agency every four years. It collected data for 22 adults in FY2010, with 45% responding for themselves. The agency ranked among the top 30% of agencies surveyed in FY2010 in two of the eight domains and in satisfaction with support services. It ranked among the lowest 30% in one domain. Compared with the Maryland average during the past four years, the quality of life increased in no domains and decreased most in Social Inclusion and Self Determination. People supported by the agency gave more favorable responses than the Maryland average to saving money every month and being generally happy with their lives. They answered less favorably than the Maryland average about how often do you see, talk with, or email their families and having jobs that give regular paychecks.

	<i>Agency</i>		<i>Maryland</i>	
Total people	23	13,104	Day Habilitation	0% 43%
Number surveyed	22	1,228	Supported Employment	0% 28%
Self response	45%	75%	Individual Support	14% 14%
Residential Services	86%	54%	Supported Living	0% 13%

### Rank Among Agencies and Average Quality of Life at Agency and in Maryland

	<u>FY2010</u>		
	<i>Rank</i>	<i>Agency</i>	<i>Maryland</i>
INTERPERSONAL RELATIONS	○	6.3	7.1
SOCIAL INCLUSION	●	6.4	6.6
SELF DETERMINATION	●	7.5	7.4
RIGHTS	●	7.3	7.5
MATERIAL WELL-BEING	●	7.2	7.1
PERSONAL DEVELOPMENT	●	7.8	8.0
EMOTIONAL WELL-BEING	●	8.8	8.4
PHYSICAL WELL-BEING	●	9.2	8.9
Support Services	●	8.3	8.1

### Agency Responses Most Different from the Maryland Average

	<i>Agency</i>	<i>Maryland</i>
MORE FAVORABLE: Do you save money every month?	82%	57%
In general, how happy are you with your life?	95%	76%
LESS FAVORABLE: How often do you see, talk with, or email your family?	18%	51%
Do you get a paycheck from a job?	19%	56%

## Deaf Independent Living Association

**Agency Mission Statement** – DILA promotes independent living among individuals with the primary diagnosis of deafness with focus on the development and improvement of life skills, vocational skills and community awareness.

**Ask Me! Summary** - The agency provides residential, supported employment and individual support services. Ask Me! conducts interviews at the agency every four years. It collected data for 14 adults in FY2010, with all responding for themselves to a survey adapted for the deaf and unchanged since 2002. The agency ranked much higher than the Maryland average on Self Determination and lower on Interpersonal Relations.\* During the past four years, the quality of life increased the most in Self Determination and Rights. People supported by the agency were more able to lock the bathroom door if they wanted and to save money than the Maryland average. They answered less favorably than the Maryland average on feeling well off with the money they had and the frequency of seeing and talking with their families.

	<i>Agency Maryland</i>			<i>Agency Maryland</i>	
Total people	25	13,104	Residential Services	43%	43%
Number surveyed	14	1,228	Supported Employment	36%	28%
Self response	100%	75%	Individual Support	50%	14%
Day Habilitation Program	0%	54%	Supported Living	7%	13%

### Rank Among Agencies and Average Quality of Life at Agency and in Maryland

	<i>Agency</i>	<i>Maryland</i>
	<i>2010</i>	<i>2009*</i>
INTERPERSONAL RELATIONS	6.4	7.9
SOCIAL INCLUSION	7.6	7.6
SELF DETERMINATION	9.2	7.3
RIGHTS	8.2	6.9
MATERIAL WELL-BEING	8.2	7.4
PERSONAL DEVELOPMENT	7.9	7.6
EMOTIONAL WELL-BEING	8.4	8.9
PHYSICAL WELL-BEING	9.2	8.7

### Agency Responses Most Different from the Maryland Average

	<i>Agency</i>	<i>Maryland</i>
	<i>2010</i>	<i>2009*</i>
MORE FAVORABLE: Can you lock the bathroom door if you want to?	100%	60%
Do you same money?	92%	54%
LESS FAVORABLE: On money, do you feel that you are well off?	20%	63%
How often do you see or talk with your family?	23%	64%

\* The survey for people who are deaf did not change in 2010 and 2010 data for agencies supporting only people who are deaf are compared to the Maryland average in 2009.

## Delmarva

**Agency Mission Statement** – Delmarva Community Services is a multi-service agency dedicated to providing the supports Individuals with developmental and physical disabilities, senior citizens and medically frail persons need to remain independent in their community.

**Ask Me! Summary** - The agency provides about the same distribution of services as DDA provides for the whole state. Ask Me! interviews at the agency every fourth year. It collected data for 32 adults in FY2011, with 75% responding for themselves. The agency ranked among the top 30% of agencies surveyed in FY2011 in one domain and among the lowest 30% in two domains. During the past four years, the quality of life increased the most in Social Inclusion, controlling for the survey revision. People supported by the agency gave more favorable responses to interacting with their neighbors and going to fun things in their communities than the Maryland average. They answered less favorably about choosing the food they eat and staff asking before coming into their homes or rooms than the Maryland average.

	<i>Agency Maryland</i>			<i>Agency Maryland</i>	
Total people	73	14,145	Day Habilitation	44%	50%
Number surveyed	32	1,222	Supported Employment	16%	33%
Self response	75%	72%	Individual Support	6%	9%
Residential Services	63%	47%	Supported Living	6%	11%

### Rank Among Agencies, Average Quality of Life at Agency and in Maryland, by Domain

	<u>FY2011</u>		
	<i>Rank</i>	<i>Agency</i>	<i>Maryland</i>
INTERPERSONAL RELATIONS	●	6.9	7.0
SOCIAL INCLUSION	●	7.3	6.7
SELF DETERMINATION	○	6.3	7.2
RIGHTS	●	6.8	7.3
MATERIAL WELL-BEING	○	6.4	7.0
PERSONAL DEVELOPMENT	●	7.9	7.9
EMOTIONAL WELL-BEING	●	8.7	8.6
PHYSICAL WELL-BEING	●	9.0	8.9
SUPPORT AND SERVICES	●	7.9	7.9

### Agency Response Most Different from the Maryland Average

	<i>Agency</i>	<i>Maryland</i>
MORE FAVORABLE: Do you talk or visit with your neighbors?	60%	41%
Do you go to fun things in your community?	74%	57%
LESS FAVORABLE: Do you choose the food that you eat?	53%	67%
Staff ask before they come into your home or room?	53%	68%

## Dove Pointe Inc

**Agency Mission Statement** – The Mission of Dove Pointe is to be a point of connection between people and services to meet their desired outcomes, interest and needs.

**Ask Me! Summary** - The agency provides the same services DDA supports except for individual support services. Ask Me! conducts interviews at the agency every two years. It collected data for 31 adults in FY2010, with 84% responding for themselves. The agency ranked among the top 30% of agencies surveyed in FY2010 in three of the eight domains. It ranked among the lowest 30% in one domain and in satisfaction with support services. Compared to the Maryland average during the past four years, the quality of life increased the most in Self Determination and least in Physical Well-being. People supported by the agency gave more favorable responses than the Maryland average about going to church, synagogue or other place of worship if they wanted, and were more content with not having jobs for pay. The answered less favorably than the Maryland average about choosing new staff, and those with paycheck-producing jobs were less content with their jobs.

	<i>Agency Maryland</i>		<i>Agency Maryland</i>	
Total people	200	13,104	Day Habilitation	77% 43%
Number surveyed	31	1,228	Supported Employment	6% 28%
Self response	84%	75%	Individual Support	0% 14%
Residential Services	52%	54%	Supported Living	23% 13%

**Rank Among Agencies and Average Quality of Life at Agency and in Maryland**

	<u>FY2010</u>		
	<i>Rank</i>	<i>Agency</i>	<i>Maryland</i>
INTERPERSONAL RELATIONS	●	7.2	7.1
SOCIAL INCLUSION	●	7.1	6.6
SELF DETERMINATION	●	8.2	7.4
RIGHTS	●	7.5	7.5
MATERIAL WELL-BEING	●	7.0	7.1
PERSONAL DEVELOPMENT	●	8.3	8.0
EMOTIONAL WELL-BEING	●	9.0	8.4
PHYSICAL WELL-BEING	○	8.6	8.9
Support Services	○	7.8	8.1

**Agency Responses Most Different from the Maryland Average**

	<i>Agency</i>	<i>Maryland</i>
MORE FAVORABLE: Do you want a job? [% no]	80%	53%
If you want, do you go to church or synagogue?	67%	47%
LESS FAVORABLE: Do you hire new staff, help choose them, have no say?	0%	19%
Do you want a better job? [% no]	15%	37%

## Emerge

**Agency Mission Statement** – Emerge creates supportive environments and individualized services for people with developmental, physical and mental health disabilities through residential, employment and day services.

**Ask Me! Summary** - The agency provides about the same distribution of services as DDA supports for the whole state. Ask Me! conducts interviews at the agency every two years. It collected data for 30 adults in FY2010, with 90% responding for themselves. The agency ranked among the top 30% of agencies surveyed in FY2010 in three of the eight domains and in satisfaction with support services. It ranked among the lowest 30% in one domain. Compared to the Maryland average during the past four years, the quality of life increased the most in Social Inclusion and Rights, and least in Personal Development. People supported by the agency who worked for pay were more content with their jobs than the Maryland average, and were more positive about being a leader and helping others. They answered less favorably than the Maryland average about saying ‘no’ when asked to do something they did not want to do and their feelings about the homes where they lived.

	<i>Agency</i>	<i>Maryland</i>		<i>Agency</i>	<i>Maryland</i>
Total people	293	13,104	Day Habilitation	37%	43%
Number surveyed	30	1,228	Supported Employment	33%	28%
Self response	90%	75%	Individual Support	10%	14%
Residential Services	50%	54%	Supported Living	23%	13%

### Rank Among Agencies and Average Quality of Life at Agency and in Maryland

	<u>FY2010</u>		
	<i>Rank</i>	<i>Agency</i>	<i>Maryland</i>
INTERPERSONAL RELATIONS	●	7.2	7.1
SOCIAL INCLUSION	○	6.2	6.6
SELF DETERMINATION	●	7.6	7.4
RIGHTS	●	8.1	7.5
MATERIAL WELL-BEING	●	7.9	7.1
PERSONAL DEVELOPMENT	●	7.8	8.0
EMOTIONAL WELL-BEING	●	8.7	8.4
PHYSICAL WELL-BEING	●	9.3	8.9
Support Services	●	8.1	8.1

### Agency Responses Most Different from the Maryland Average

	<i>Agency</i>	<i>Maryland</i>
MORE FAVORABLE: Do you want a better job? [% no]	56%	37%
Do you feel you can be a leader and help others?	79%	60%
LESS FAVORABLE: Can you say ‘no’ when asked to do something?	52%	67%
How do you feel about your home where you live?	59%	74%

## Friends Aware

**Agency Mission Statement** – Building on a tradition of excellence, Friends Aware offers social, occupational, and residential opportunities in a caring atmosphere to individuals with disabilities.

**Ask Me! Summary** - The agency primarily provides day habilitation services. Ask Me! interviews at the agency every fourth year. It collected data for 34 adults in FY2011, with 88% responding for themselves. The agency ranked among the top 30% of agencies surveyed in FY2011 in five domains and among the lowest 30% in no domain. During the past four years, the quality of life increased the most in Emotional Well-being, controlling for the survey revision. People supported by the agency gave more favorable responses to finding it easy to say something when they have problems with staff and choosing how to spend their money than the Maryland average. They answered less favorably about voting if they want to and having things that are just theirs than the Maryland average.

	<i>Agency Maryland</i>			<i>Agency Maryland</i>	
Total people	129	14,145	Day Habilitation	71%	50%
Number surveyed	34	1,222	Supported Employment	3%	33%
Self response	88%	72%	Individual Support	15%	9%
Residential Services	18%	47%	Supported Living	18%	11%

### Rank Among Agencies, Average Quality of Life at Agency and in Maryland, by Domain

	<i>FY2011</i>		
	<i>Rank</i>	<i>Agency</i>	<i>Maryland</i>
INTERPERSONAL RELATIONS	●	7.1	7.0
SOCIAL INCLUSION	●	7.0	6.7
SELF DETERMINATION	●	8.2	7.2
RIGHTS	●	8.0	7.3
MATERIAL WELL-BEING	●	7.1	7.0
PERSONAL DEVELOPMENT	●	8.2	7.9
EMOTIONAL WELL-BEING	●	8.9	8.6
PHYSICAL WELL-BEING	●	8.9	8.9
SUPPORT AND SERVICES	●	7.9	7.9

### Agency Response Most Different from the Maryland Average

	<i>Agency</i>	<i>Maryland</i>
<b>MORE FAVORABLE:</b> When a problem with staff, easy to say something?	82%	59%
Do you choose how to spend your own money?	82%	63%
<b>LESS FAVORABLE:</b> Can you vote if you want to?	44%	58%
Do you have things that are just yours?	59%	73%

## Goodwill Industries Monocacy Valley

**Agency Mission Statement** – Goodwill® Industries of Monocacy Valley’s mission is to “Create Hope, Jobs and Futures in Our Community.” As a member organization of Goodwill® Industries International, we embrace this mission with commitment and a spirit of inclusiveness.

**Ask Me! Summary** - The agency primarily provides day habilitation services. Ask Me! interviews at the agency every fourth year. It collected data for 19 adults in FY2011, with 79% responding for themselves. The agency ranked among the top 30% of agencies surveyed in FY2011 in four domains and among the lowest 30% in three domains. During the past four years, the quality of life increased the most in Rights, controlling for the survey revision. People supported by the agency gave more favorable responses to getting paychecks from jobs and their bosses thinking they are good workers than the Maryland average. They answered less favorably about people helping them when they make mistakes and wanting jobs among those without paycheck than the Maryland average.

	<i>Agency Maryland</i>			<i>Agency Maryland</i>	
Total people	45	14,145	Day Habilitation	79%	50%
Number surveyed	19	1,222	Supported Employment	11%	33%
Self response	79%	72%	Individual Support	16%	9%
Residential Services	0%	47%	Supported Living	0%	11%

### Rank Among Agencies, Average Quality of Life at Agency and in Maryland, by Domain

	<u>FY2011</u>		
	<i>Rank</i>	<i>Agency</i>	<i>Maryland</i>
INTERPERSONAL RELATIONS	○	6.4	7.0
SOCIAL INCLUSION	○	5.5	6.7
SELF DETERMINATION	●	7.9	7.2
RIGHTS	●	8.1	7.3
MATERIAL WELL-BEING	●	7.8	7.0
PERSONAL DEVELOPMENT	◐	8.1	7.9
EMOTIONAL WELL-BEING	●	8.9	8.6
PHYSICAL WELL-BEING	○	8.7	8.9
SUPPORT AND SERVICES	◐	8.1	7.9

### Agency Response Most Different from the Maryland Average

	<i>Agency</i>	<i>Maryland</i>
<b>MORE FAVORABLE:</b> Do you get a paycheck from a job?	94%	52%
Does your boss think you are a good worker?	100%	87%
<b>LESS FAVORABLE:</b> When you make a mistake, do people help you?	44%	82%
Do you want a job? [People with no paycheck]	0%	50%



## Horizon Goodwill Industries

**Agency Mission Statement** – Goodwill Industries International enhances the dignity and quality of life of individuals, families and communities by eliminating barriers to opportunity and helping people in need reach their fullest potential through the power of work.

**Ask Me! Summary** - The agency provides day habilitation and supported employment services. Ask Me! conducts interviews at the agency every four years. It collected data for 35 adults in FY2010, with 54% responding for themselves. The agency ranked among the top 30% of agencies surveyed in FY2010 in six of the eight domains and in satisfaction with support services. It ranked among the lowest 30% in no domains. Compared to the Maryland average during the past four years, the quality of life increased the most in Personal Development and Physical Well-being and decreased most in Emotional Well-being. People supported by the agency gave more favorable responses than the Maryland average to saying ‘no’ when asked to do something they did not want to do and feeling well off financially. They answered less favorably than the Maryland average about having jobs with regular paychecks and feeling they can be leaders and help others.

	<i>Agency Maryland</i>			<i>Agency Maryland</i>	
Total people	92	13,104	Day Habilitation	80%	43%
Number surveyed	35	1,228	Supported Employment	14%	28%
Self response	54%	75%	Individual Support	6%	14%
Residential Services	0%	54%	Supported Living	0%	13%

### Rank Among Agencies and Average Quality of Life at Agency and in Maryland

		<u>FY2010</u>	
	<i>Rank</i>	<i>Agency</i>	<i>Maryland</i>
INTERPERSONAL RELATIONS	●	7.6	7.1
SOCIAL INCLUSION	◐	7.0	6.6
SELF DETERMINATION	●	8.3	7.4
RIGHTS	◐	7.8	7.5
MATERIAL WELL-BEING	●	7.6	7.1
PERSONAL DEVELOPMENT	●	8.4	8.0
EMOTIONAL WELL-BEING	●	8.7	8.4
PHYSICAL WELL-BEING	●	9.7	8.9
Support Services	●	8.4	8.1

<b>Agency Responses Most Different from the Maryland Average</b>		<i>Agency</i>	<i>Maryland</i>
MORE FAVORABLE:	Can you say ‘no’ when asked to do something?	91%	67%
	Feel that you are well off or have money problems?	91%	67%
LESS FAVORABLE:	Do you get a paycheck from a job?	42%	56%
	Do you feel you can be a leader and help others?	46%	60%

## Humanim

**Agency Mission Statement** – Provides mental health, vocational, neuro-rehabilitation, developmental disabilities and deaf services to children, adolescents, adults and older adults in greatest need regardless of age, gender, geography, ethnicity or human service requirements.

**Ask Me! Summary** - The agency provides the day services that DDA provides for the whole state, but few residential services. Ask Me! interviews at the agency every year. It collected data for 24 adults in FY2011, with 92% responding for themselves. The agency ranked among the top 30% of agencies surveyed in FY2011 in two domains and among the lowest 30% in one domain. During the past four years, the quality of life increased the most in Interpersonal Relations, controlling for the survey revision. People supported by the agency gave more favorable responses to voting if they want to and how involved their families are in their lives than the Maryland average. They answered less favorably about feeling well off financially and finding it easy to say something when they have problems with staff than the Maryland average.

	<i>Agency Maryland</i>			<i>Agency Maryland</i>	
Total people	391	14,145	Day Habilitation	42%	50%
Number surveyed	24	1,222	Supported Employment	38%	33%
Self response	92%	72%	Individual Support	13%	9%
Residential Services	4%	47%	Supported Living	17%	11%

### Rank Among Agencies, Average Quality of Life at Agency and in Maryland, by Domain

	<i>FY2010</i>		<u><i>FY2011</i></u>	
	<i>Agency</i>	<i>Rank</i>	<i>Agency</i>	<i>Maryland</i>
INTERPERSONAL RELATIONS	6.9	●	7.8	7.0
SOCIAL INCLUSION	6.2	○	6.5	6.7
SELF DETERMINATION	7.7	●	7.8	7.2
RIGHTS	7.3	○	7.5	7.3
MATERIAL WELL-BEING	7.0	○	6.7	7.0
PERSONAL DEVELOPMENT	7.6	○	7.9	7.9
EMOTIONAL WELL-BEING	8.4	○	8.5	8.6
PHYSICAL WELL-BEING	8.2	○	8.4	8.9
SUPPORT AND SERVICES	8.4	○	7.4	7.9

### Agency Response Most Different from the Maryland Average

	<i>Agency</i>	<i>Maryland</i>
MORE FAVORABLE: Can you vote if you want to?	83%	58%
How involved is your family in your life?	91%	66%
LESS FAVORABLE: Feel that you are well off or have money problems?	55%	68%
When a problem with staff, easy to say something?	45%	59%

## Innovative Services

**Agency Mission Statement** – Guided by its three C's - Commitment, Compassion, and Companion, its mission is to encourage and enable life of self-determination, inclusion, and independence in the individual's preferred neighborhood and community.

**Ask Me! Summary** - The agency provides residential services. Ask Me! interviews at the agency every fourth year. It collected data for 18 adults in FY2011, with 56% responding for themselves. The agency ranked among the top 30% of agencies surveyed in FY2011 in no domain and among the lowest 30% in seven domains. During the past four years, the quality of life increased in no domain, controlling for the survey revision. People supported by the agency gave more favorable responses to being satisfied without a paying job and what they do most days makes them feel important than the Maryland average. They answered less favorably about having family or friends to trust and ask and having things that are just theirs than the Maryland average.

	<i>Agency Maryland</i>			<i>Agency Maryland</i>	
Total people	25	14,145	Day Habilitation	0%	50%
Number surveyed	18	1,222	Supported Employment	0%	33%
Self response	56%	72%	Individual Support	0%	9%
Residential Services	100%	47%	Supported Living	0%	11%

### Rank Among Agencies, Average Quality of Life at Agency and in Maryland, by Domain

	<u>FY2011</u>		
	<i>Rank</i>	<i>Agency</i>	<i>Maryland</i>
INTERPERSONAL RELATIONS	○	5.8	7.0
SOCIAL INCLUSION	○	5.9	6.7
SELF DETERMINATION	○	5.5	7.2
RIGHTS	○	6.5	7.3
MATERIAL WELL-BEING	○	5.9	7.0
PERSONAL DEVELOPMENT	○	7.3	7.9
EMOTIONAL WELL-BEING	○	8.1	8.6
PHYSICAL WELL-BEING	●	8.9	8.9
SUPPORT AND SERVICES	○	7.3	7.9

### Agency Response Most Different from the Maryland Average

	<i>Agency</i>	<i>Maryland</i>
MORE FAVORABLE: Do you want a job? [People with no paycheck]	63%	50%
Does what you do most days make you feel important?	82%	73%
LESS FAVORABLE: Have family or friends who you trust and can ask?	50%	79%
Do you have things that are just yours?	41%	73%

## Jeanne Bussard Center

**Agency Mission Statement** – The mission at the Jeanne Bussard Center, Inc. is to promote and provide employment opportunities for people experiencing disabilities, through education, training, rehabilitation, and work.

**Ask Me! Summary** - The agency primarily provides day habilitation services. Ask Me! conducts interviews at the agency every four years. It collected data for 30 adults in FY2010, with 100% responding for themselves. The agency ranked among the top 30% of agencies surveyed in FY2010 in five of the eight domains. It ranked among the lowest 30% in two domains and in satisfaction with support services. Compared with the Maryland Average during the past four years, the quality of life increased the most in Personal Development and least in Physical Well-being. People supported by the agency gave more favorable responses than the Maryland average to choosing new staff and voting if they want. They answered less favorably than the Maryland average to how they felt about the homes where they lived and being hit or hurt by staff or people with whom they live.

	<i>Agency Maryland</i>			<i>Agency Maryland</i>	
Total people	59	13,104	Day Habilitation	80%	43%
Number surveyed	30	1,228	Supported Employment	10%	28%
Self response	100%	75%	Individual Support	10%	14%
Residential Services	0%	54%	Supported Living	0%	13%

### Rank Among Agencies and Average Quality of Life at Agency and in Maryland

		<u>FY2010</u>	
	<i>Rank</i>	<i>Agency</i>	<i>Maryland</i>
INTERPERSONAL RELATIONS	●	8.0	7.1
SOCIAL INCLUSION	○	6.8	6.6
SELF DETERMINATION	●	8.3	7.4
RIGHTS	●	8.3	7.5
MATERIAL WELL-BEING	●	8.0	7.1
PERSONAL DEVELOPMENT	●	8.7	8.0
EMOTIONAL WELL-BEING	○	8.3	8.4
PHYSICAL WELL-BEING	○	8.4	8.9
Support Services	○	8.8	8.1

### Agency Responses Most Different from the Maryland Average

		<i>Agency Maryland</i>	
MORE FAVORABLE:	Do you hire new staff, help choose them, have no say?	58%	19%
	Can you vote if you want to?	86%	58%
LESS FAVORABLE:	How do you feel about your home where you live?	63%	74%
	Do staff or people you live with hit or hurt you? [% no]	65%	93%

## Jewish Community Services

**Agency Mission Statement** – Families and individuals are supported in meeting basic needs for economic sufficiency; in living independently; in achieving mental health and competence; and in feeling supported by and connected to the Jewish community in ways that are meaningful to them.

**Ask Me! Summary** - The agency provides residential and individual support services. Ask Me! interviews at the agency every fourth year. It collected data for 32 adults in FY2011, with 81% responding for themselves. The agency ranked among the top 30% of agencies surveyed in FY2011 in two domains and among the lowest 30% in no domain. During the past four years, the quality of life increased the most in Self Determination, controlling for the survey revision. People supported by the agency gave more favorable responses to wanting a better job and how they feel about their homes than the Maryland average. They answered less favorably about getting the training that will help them get jobs and have regular check ups with dentists than the Maryland average.

	<i>Agency Maryland</i>			<i>Agency Maryland</i>	
Total people	75	14,145	Day Habilitation	0%	50%
Number surveyed	32	1,222	Supported Employment	0%	33%
Self response	81%	72%	Individual Support	31%	9%
Residential Services	38%	47%	Supported Living	28%	11%

### Rank Among Agencies, Average Quality of Life at Agency and in Maryland, by Domain

	<i>FY2011</i>		
	<i>Rank</i>	<i>Agency</i>	<i>Maryland</i>
INTERPERSONAL RELATIONS	●	7.4	7.0
SOCIAL INCLUSION	◐	6.4	6.7
SELF DETERMINATION	◐	7.7	7.2
RIGHTS	◐	7.3	7.3
MATERIAL WELL-BEING	◐	6.9	7.0
PERSONAL DEVELOPMENT	◐	7.7	7.9
EMOTIONAL WELL-BEING	●	8.8	8.6
PHYSICAL WELL-BEING	◐	8.8	8.9
SUPPORT AND SERVICES	○	7.7	7.9

### Agency Response Most Different from the Maryland Average

	<i>Agency</i>	<i>Maryland</i>
<b>MORE FAVORABLE:</b> Do you want a better job? [People w/paycheck]	57%	33%
How do you feel about your home where you live?	97%	74%
<b>LESS FAVORABLE:</b> Getting the training that will help you get a job?	35%	56%
Do you have regular check ups with a dentist?	56%	79%

## Jewish Social Services Agency

**Agency Mission Statement** – The Jewish Social Services Agency supports families and individuals with emotional, social or physical challenges by providing high quality counseling, homecare, vocational, educational and social services that reflect Jewish respect for the dignity and uniqueness of each human life.

**Ask Me! Summary** - The agency provides supported employment and individual support services. Ask Me! conducts interviews at the agency every four years. It collected data for 18 adults in FY2010, with 89% responding for themselves. The agency ranked among the top 30% of agencies surveyed in FY2010 in two of the eight domains and among the lowest 30% in three domains. Compared with the Maryland average during the past four years, the quality of life increased the most in Self Determination and least in Rights. People supported by the agency gave more favorable responses than the Maryland average to being alone with a girlfriend or boyfriend if they wanted and picking who they lived with. They answered less favorably than the Maryland average about talking or visiting with neighbors. and a smaller percent of those not working for pay were content with not having jobs.

	<i>Agency Maryland</i>			<i>Agency Maryland</i>	
Total people	64	13,104	Day Habilitation	0%	43%
Number surveyed	18	1,228	Supported Employment	56%	28%
Self response	89%	75%	Individual Support	28%	14%
Residential Services	0%	54%	Supported Living	0%	13%

### Rank Among Agencies and Average Quality of Life at Agency and in Maryland

	<u>FY2010</u>		
	<i>Rank</i>	<i>Agency</i>	<i>Maryland</i>
INTERPERSONAL RELATIONS	●	7.7	7.1
SOCIAL INCLUSION	○	5.7	6.6
SELF DETERMINATION	●	8.1	7.4
RIGHTS	●	7.4	7.5
MATERIAL WELL-BEING	○	6.4	7.1
PERSONAL DEVELOPMENT	●	7.9	8.0
EMOTIONAL WELL-BEING	○	8.3	8.4
PHYSICAL WELL-BEING	●	8.8	8.9
Support Services	●	6.9	8.1

<b>Agency Responses Most Different from the Maryland Average</b>		<i>Agency</i>	<i>Maryland</i>
MORE FAVORABLE:	Can you be alone with a girl/boy friend if you want?	89%	56%
	Did you pick who you live with?	77%	59%
LESS FAVORABLE:	Do you want a job? [% no]	25%	53%
	Do you talk or visit with your neighbors?	12%	41%

## Jubilee

**Agency Mission Statement** – Jubilee Association of Maryland provides opportunities and support for people with developmental disabilities to live in and enrich their community while fulfilling their personal, family, and spiritual needs.

**Ask Me! Summary** - The agency provides residential services and community supported living assistance. Ask Me! conducts interviews at the agency every four years. It collected data for 34 adults in FY2010, with 88% responding for themselves. The agency ranked among the top 30% of agencies surveyed in FY2010 in seven of the eight domains and among the lowest 30% in no domain. Compared with the Maryland average during the past four years, the quality of life increased the most in Material Well-being and least in Physical Well-being. People supported by the agency gave more favorable responses than the Maryland average to how often they see, talk with, or email their families and doing fun things in the community. They answered less favorably than the Maryland average about how often they see friends on weekends and whether their service coordinators listen to and help them.

	<i>Agency</i>		<i>Maryland</i>	
Total people	97	13,104	Day Habilitation	0% 43%
Number surveyed	34	1,228	Supported Employment	0% 28%
Self response	88%	75%	Individual Support	0% 14%
Residential Services	41%	54%	Supported Living	59% 13%

### Rank Among Agencies and Average Quality of Life at Agency and in Maryland

	<u>FY2010</u>		
	<i>Rank</i>	<i>Agency</i>	<i>Maryland</i>
INTERPERSONAL RELATIONS	●	7.8	7.1
SOCIAL INCLUSION	●	7.2	6.6
SELF DETERMINATION	●	8.2	7.4
RIGHTS	●	8.1	7.5
MATERIAL WELL-BEING	●	7.6	7.1
PERSONAL DEVELOPMENT	●	8.4	8.0
EMOTIONAL WELL-BEING	●	8.8	8.4
PHYSICAL WELL-BEING	○	9.1	8.9
Support Services	○	8.2	8.1

### Agency Responses Most Different from the Maryland Average

	<i>Agency</i>	<i>Maryland</i>
<b>MORE FAVORABLE:</b> How often do you see, talk with, email your family?	76%	51%
Do you go to fun things in your community?	82%	58%
<b>LESS FAVORABLE:</b> How often do you see friends on weekends?	26%	35%
Does your service coordinator listen to you and help?	72%	82%

## Kent Center

**Agency Mission Statement** – The Kent Center's mission is to provide individuals who have developmental disabilities with opportunities for productivity, independent living and community integration to the greatest extent possible.

**Ask Me! Summary** - The agency provides all of the services that DDA supports. Ask Me! conducts interviews at the agency every four years. It collected data for 33 adults in FY2010, with 73% responding for themselves. The agency ranked among the top 30% of agencies surveyed in FY2010 in seven of the eight domains and in satisfaction with support services. It ranked among the lowest 30% in no domains. Compared with the Maryland average during the past four years, the quality of life increased the most in Emotional Well-being and least in Interpersonal Relations. People supported by the agency gave more favorable responses than the Maryland average to going to church, synagogue or other place of worship if they want, and a greater percent of those not working were content with not having a job. They answered less favorably than the Maryland average about people helping them when they make a mistake and choosing new staff.

	<i>Agency Maryland</i>			<i>Agency Maryland</i>	
Total people	52	13,104	Day Habilitation	45%	43%
Number surveyed	33	1,228	Supported Employment	45%	28%
Self response	73%	75%	Individual Support	3%	14%
Residential Services	58%	54%	Supported Living	9%	13%

### Rank Among Agencies and Average Quality of Life at Agency and in Maryland

	<u>FY2010</u>		
	<i>Rank</i>	<i>Agency</i>	<i>Maryland</i>
INTERPERSONAL RELATIONS	●	8.0	7.1
SOCIAL INCLUSION	◐	7.1	6.6
SELF DETERMINATION	●	8.3	7.4
RIGHTS	●	8.3	7.5
MATERIAL WELL-BEING	●	7.9	7.1
PERSONAL DEVELOPMENT	●	8.9	8.0
EMOTIONAL WELL-BEING	●	9.0	8.4
PHYSICAL WELL-BEING	●	9.3	8.9
Support Services	●	8.0	8.1

<b>Agency Responses Most Different from the Maryland Average</b>	<i>Agency</i>	<i>Maryland</i>
MORE FAVORABLE: Do you want a job? [% no]	80%	53%
If you want, do you go to church or synagogue?	73%	47%
LESS FAVORABLE: When you make a mistake, do people help you?	73%	78%
Do you hire new staff, help choose them, have no say?	3%	19%



## L.I.F.E.

**Agency Mission Statement** – LIFE is a private, non-for-profit agency helping adults with developmental disabilities lead dignified, healthy and fulfilling lives within the community

**Ask Me! Summary** - The agency provides residential and supported employment services. Ask Me! interviews at the agency every fourth year. It collected data for 30 adults in FY2011, with 50% responding for themselves. The agency ranked among the top 30% of agencies surveyed in FY2011 in no domain and among the lowest 30% in six domains. During the past four years, the quality of life increased in no domain. People supported by the agency gave more favorable responses to feeling well off financially and being satisfied with not having jobs for pay than the Maryland average. They answered less favorably about voting if they wanted to and saying ‘no’ when asked to do something than the Maryland average.

	<i>Agency Maryland</i>			<i>Agency Maryland</i>	
Total people	113	14,145	Day Habilitation	0%	50%
Number surveyed	30	1,222	Supported Employment	17%	33%
Self response	50%	72%	Individual Support	0%	9%
Residential Services	83%	47%	Supported Living	3%	11%

### Rank Among Agencies, Average Quality of Life at Agency and in Maryland, by Domain

	<i>FY2011</i>		
	<i>Rank</i>	<i>Agency</i>	<i>Maryland</i>
INTERPERSONAL RELATIONS	○	6.	7.0
SOCIAL INCLUSION	○	5.3	6.7
SELF DETERMINATION	○	5.6	7.2
RIGHTS	○	6.2	7.3
MATERIAL WELL-BEING	●	6.7	7.0
PERSONAL DEVELOPMENT	○	7.3	7.9
EMOTIONAL WELL-BEING	○	8.3	8.6
PHYSICAL WELL-BEING	●	8.8	8.9
SUPPORT AND SERVICES	●	7.8	7.9

<b>Agency Response Most Different from the Maryland Average</b>		<i>Agency</i>	<i>Maryland</i>
MORE FAVORABLE:	Do you feel that you are well off financially?	80%	68%
	Do you want a job? [‘No’ people with no paycheck]	58%	50%
LESS FAVORABLE:	Can you vote if you want to?	31%	58%
	Can you say ‘no’ when asked to do something?	34%	62%

## LifeLine

**Agency Mission Statement** – LifeLine pledges to serve with kindness, love, and professionalism, while demonstrating our commitment to the following principle of service: personalized care, looks and feels like a home and fostering individuality.

**Ask Me! Summary** - The agency provides only residential services. Ask Me! interviewed at the agency for the first time. It collected data for 6 adults before it closed in FY2011, with 17% responding for themselves. The agency ranked among the top 30% of agencies surveyed in FY2011 in one domain and among the lowest 30% in seven domains. Responses were given for people supported by the agency that were more favorable on being happy with their lives and being treated with respect by people who work at stores than the Maryland average. The responses were less favorable than the Maryland average about picking with whom they lived and choosing the food they eat.

	<i>Agency Maryland</i>			<i>Agency Maryland</i>	
Total people	17	14,145	Day Habilitation	0%	50%
Number surveyed	6	1,222	Supported Employment	0%	33%
Self response	17%	72%	Individual Support	0%	9%
Residential Services	100%	47%	Supported Living	0%	11%

### Rank Among Agencies, Average Quality of Life at Agency and in Maryland, by Domain *FY2011*

	<i>Rank</i>	<i>Agency</i>	<i>Maryland</i>
INTERPERSONAL RELATIONS	○	3.7	7.0
SOCIAL INCLUSION	○	2.9	6.7
SELF DETERMINATION	○	1.4	7.2
RIGHTS	○	1.7	7.3
MATERIAL WELL-BEING	○	3.6	7.0
PERSONAL DEVELOPMENT	○	5.3	7.9
EMOTIONAL WELL-BEING	○	8.1	8.6
PHYSICAL WELL-BEING	●	9.3	8.9
SUPPORT AND SERVICES	◐	8.2	7.9

<b>Agency Response Most Different from the Maryland Average</b>		<i>Agency</i>	<i>Maryland</i>
MORE FAVORABLE:	In general, how happy are you with your life?	100%	76%
	Do people who work at stores treat you with respect?	100%	77%
LESS FAVORABLE:	Did you pick who you live with?	0%	60%
	Do you choose the food that you eat?	0%	67%

## Linwood Center

**Agency Mission Statement** – Linwood Center provides programs and services to create the possibility of extraordinary lives for children and adults living with autism and related developmental disabilities by providing education, vocational training, residential support and employment.

**Ask Me! Summary** - The agency provides about the same distribution of services as DDA provides for the whole state. Ask Me! interviews at the agency every fourth year. It collected data for 22 adults in FY2011, with 45% responding for themselves. The agency ranked among the top 30% of agencies surveyed in FY2011 in five domains and among the lowest 30% in no domain. During the past four years, the quality of life increased the most in Social Inclusion, controlling for the survey revision. People supported by the agency gave more favorable responses to the frequency of interacting with their families and getting the services they need than the Maryland average. They answered less favorably about speaking up for themselves and others and picking with whom they live than the Maryland average.

	<i>Agency Maryland</i>			<i>Agency Maryland</i>	
Total people	29	14,145	Day Habilitation	23%	50%
Number surveyed	22	1,222	Supported Employment	73%	33%
Self response	45%	72%	Individual Support	0%	9%
Residential Services	100%	47%	Supported Living	0%	11%

### Rank Among Agencies, Average Quality of Life at Agency and in Maryland, by Domain

	<u>FY2011</u>		
	<i>Rank</i>	<i>Agency</i>	<i>Maryland</i>
INTERPERSONAL RELATIONS	●	7.4	7.0
SOCIAL INCLUSION	◐	6.9	6.7
SELF DETERMINATION	◑	6.9	7.2
RIGHTS	●	8.1	7.3
MATERIAL WELL-BEING	●	7.4	7.0
PERSONAL DEVELOPMENT	◐	8.0	7.9
EMOTIONAL WELL-BEING	●	8.8	8.6
PHYSICAL WELL-BEING	●	9.6	8.9
SUPPORT AND SERVICES	●	8.4	7.9

<b>Agency Response Most Different from the Maryland Average</b>		<i>Agency</i>	<i>Maryland</i>
MORE FAVORABLE:	How often do you see, talk with, or email your family?	68%	50%
	Do you get the services you need?	100%	84%
LESS FAVORABLE:	Do you speak up for yourself and others?	36%	64%
	Did you pick who you live with?	32%	60%

## Living Sans Frontieres, Inc.

**Agency Mission Statement** – Living Sans Frontieres provides residential and support services to adults with developmental disabilities to empower them by gearing them towards independence, encouraging them to exercise the right of choice, and helping them explore a wide spectrum of preferences.

**Ask Me! Summary** - The agency provides residential services and community supported living assistance. Ask Me! conducts interviews at the agency every four years. It collected data for 19 adults in FY2010, with 79% responding for themselves. The agency ranked among the lowest 30% in all eight domains and in satisfaction with support services. Compared with the Maryland average during the past four years, the quality of life increased in all eight domains, with the most increase in Social Inclusion. People supported by the agency gave more favorable responses than the Maryland average to making the plans for their lives and being able to lock the bathroom door if they wanted. They answered less favorably than the Maryland average to feelings about the home where they lived and about getting the services they need.

	<i>Agency Maryland</i>			<i>Agency Maryland</i>	
Total people	30	13,104	Day Habilitation	0%	43%
Number surveyed	19	1,228	Supported Employment	0%	28%
Self response	79%	75%	Individual Support	0%	14%
Residential Services	84%	54%	Supported Living	16%	13%

### Rank Among Agencies and Average Quality of Life at Agency and in Maryland

		<u>FY2010</u>	
	<i>Rank</i>	<i>Agency</i>	<i>Maryland</i>
INTERPERSONAL RELATIONS	○	5.3	7.1
SOCIAL INCLUSION	○	4.8	6.6
SELF DETERMINATION	○	6.3	7.4
RIGHTS	○	6.7	7.5
MATERIAL WELL-BEING	○	6.1	7.1
PERSONAL DEVELOPMENT	○	6.6	8.0
EMOTIONAL WELL-BEING	○	7.1	8.4
PHYSICAL WELL-BEING	○	8.0	8.9
Support Services	○	6.0	8.1

### Agency Responses Most Different from the Maryland Average

		<i>Agency</i>	<i>Maryland</i>
MORE FAVORABLE: Are you making the plans for your life?		74%	64%
Can you lock the bathroom door if you want to?		68%	60%
LESS FAVORABLE: How do you feel about your home where you live?		32%	74%
Do you get the services you need?		28%	83%

## Lt. Joseph P. Kennedy Institute

**Agency Mission Statement** – The Institute is dedicated to providing opportunities for a rewarding future to children and adults with developmental disabilities, as well as support for their families and caretakers.

**Ask Me! Summary** - The agency provides about the same distribution of services as DDA provides for the whole state. Ask Me! interviews at the agency every fourth year. It collected data for 26 adults in FY2011, with 69% responding for themselves. The agency ranked among the top 30% of agencies surveyed in FY2011 in one domain and among the lowest 30% in no domain. During the past four years, the quality of life increased the most in Interpersonal Relations, controlling for the survey revision. People supported by the agency gave more favorable responses to having a girlfriend or boyfriend if they wanted and being alone with them than the Maryland average. They answered less favorably about having good health and getting the training that will help them get jobs than the Maryland average.

	<i>Agency Maryland</i>			<i>Agency Maryland</i>	
Total people	134	14,145	Day Habilitation	31%	50%
Number surveyed	26	1,222	Supported Employment	38%	33%
Self response	69%	72%	Individual Support	4%	9%
Residential Services	15%	47%	Supported Living	19%	11%

### Rank Among Agencies, Average Quality of Life at Agency and in Maryland, by Domain

	<u>FY2011</u>		
	<i>Rank</i>	<i>Agency</i>	<i>Maryland</i>
INTERPERSONAL RELATIONS	●	8.1	7.0
SOCIAL INCLUSION	○	6.4	6.7
SELF DETERMINATION	●	6.8	7.2
RIGHTS	○	7.1	7.3
MATERIAL WELL-BEING	●	7.2	7.0
PERSONAL DEVELOPMENT	○	7.5	7.9
EMOTIONAL WELL-BEING	●	8.5	8.6
PHYSICAL WELL-BEING	○	9.	8.9
SUPPORT AND SERVICES	○	7.9	7.9

<b>Agency Response Most Different from the Maryland Average</b>	<i>Agency</i>	<i>Maryland</i>
MORE FAVORABLE: Can you have a girlfriend or boyfriend if you want?	88%	66%
Can you be alone with a girlfriend or boyfriend?	71%	51%
LESS FAVORABLE: Is your health good, fair, poor?	52%	75%
Getting the training that will help you get a job?	25%	56%

## Lycher

**Agency Mission Statement** – [None provided]

**Ask Me! Summary** - The agency provides residential and day habilitation services. Ask Me! interviews at the agency every fourth year. It collected data for 32 adults in FY2011, with 25% responding for themselves. The agency ranked among the top 30% of agencies surveyed in FY2011 in one domain and among the lowest 30% in seven domains. During the past four years, the quality of life did not increase in any domain, controlling for the survey revision. People supported by the agency gave more favorable responses to being satisfied without paying jobs and saving money every month than the Maryland average. They answered less favorably about choosing the food that they eat and learning things that will make them better people than the Maryland average.

	<i>Agency Maryland</i>			<i>Agency Maryland</i>	
Total people	36	14,145	Day Habilitation	81%	50%
Number surveyed	32	1,222	Supported Employment	0%	33%
Self response	25%	72%	Individual Support	0%	9%
Residential Services	44%	47%	Supported Living	0%	11%

### Rank Among Agencies, Average Quality of Life at Agency and in Maryland, by Domain

	<i>FY2011</i>		
	<i>Rank</i>	<i>Agency</i>	<i>Maryland</i>
INTERPERSONAL RELATIONS	○	4.5	7.0
SOCIAL INCLUSION	○	4.8	6.7
SELF DETERMINATION	○	4.3	7.2
RIGHTS	○	5.7	7.3
MATERIAL WELL-BEING	○	6.2	7.0
PERSONAL DEVELOPMENT	○	6.2	7.9
EMOTIONAL WELL-BEING	○	7.4	8.6
PHYSICAL WELL-BEING	●	9.4	8.9
SUPPORT AND SERVICES	◐	8.0	7.9

<b>Agency Response Most Different from the Maryland Average</b>		<i>Agency</i>	<i>Maryland</i>
MORE FAVORABLE:	Do you want a job? ['No' people with no paycheck]	88%	50%
	Do you save money every month, sometimes, never?	76%	54%
LESS FAVORABLE:	Do you choose the food that you eat?	16%	67%
	Learning things that will make you a better person?	26%	79%

## Maryland Community Connection

**Agency Mission Statement** – MCC exists to support individuals with developmental disabilities to achieve their goals and have opportunities for inclusion in the community through employment and community participation.

**Ask Me! Summary** - The agency primarily provides supported employment services. Ask Me! interviews at the agency every fourth year. It collected data for 26 adults in FY2011, with 88% responding for themselves. The agency ranked among the top 30% of agencies surveyed in FY2011 in four domains and among the lowest 30% in one domain. During the past four years, the quality of life increased the most in Emotional Well-being, controlling for the survey revision. People supported by the agency gave more favorable responses to choosing the food they eat and having the chance to earn good money than the Maryland average. They answered less favorably about to feeling well off financially and wanting jobs than the Maryland average.

	<i>Agency Maryland</i>			<i>Agency Maryland</i>	
Total people	61	14,145	Day Habilitation	0%	50%
Number surveyed	26	1,222	Supported Employment	69%	33%
Self response	88%	72%	Individual Support	12%	9%
Residential Services	0%	47%	Supported Living	19%	11%

### Rank Among Agencies, Average Quality of Life at Agency and in Maryland, by Domain *FY2011*

	<i>Rank</i>	<i>Agency</i>	<i>Maryland</i>
INTERPERSONAL RELATIONS	●	7.1	7.0
SOCIAL INCLUSION	●	6.9	6.7
SELF DETERMINATION	●	7.7	7.2
RIGHTS	●	7.8	7.3
MATERIAL WELL-BEING	●	7.3	7.0
PERSONAL DEVELOPMENT	●	8.4	7.9
EMOTIONAL WELL-BEING	●	8.9	8.6
PHYSICAL WELL-BEING	○	8.7	8.9
SUPPORT AND SERVICES	○	7.6	7.9

<b>Agency Response Most Different from the Maryland Average</b>		<i>Agency</i>	<i>Maryland</i>
MORE FAVORABLE:	Do you choose the food that you eat?	92%	67%
	Do you have the chance to earn good money?	79%	54%
LESS FAVORABLE:	Feel that you are well off or have money problems?	50%	68%
	Do you want a job? [People with no paycheck]	0%	50%

## Medsource

**Agency Mission Statement** – Designs supports that enhance dignity, rights, safety, health, choices, community membership and economic security through person centered plans that promote personal growth, increased independence, and development of relationships.

**Ask Me! Summary** - The agency provides residential services. Ask Me! interviews at the agency every fourth year as part of the state sample, but interviews in other years by contract with the agency. It collected data for 31 adults in FY2011, with 42% responding for themselves. The agency ranked among the top 30% of agencies surveyed in FY2011 in two domains and among the lowest 30% in three domains. During the past four years, the quality of life increased the most in Interpersonal Relations, controlling for the survey revision. People supported by the agency gave more favorable responses to having money each week to spend and that people are concerned the right amount about their health than the Maryland average. They answered less favorably about picking with whom they lived and wanting a job with a paycheck than the Maryland average.

	<i>Agency Maryland</i>			<i>Agency Maryland</i>	
Total people	149	14,145	Day Habilitation	0%	50%
Number surveyed	31	1,222	Supported Employment	0%	33%
Self response	42%	72%	Individual Support	0%	9%
Residential Services	87%	47%	Supported Living	3%	11%

### Rank Among Agencies, Average Quality of Life at Agency and in Maryland, by Domain

	<i>FY2010</i>		<i>FY2011</i>	
	<i>Agency</i>	<i>Rank</i>	<i>Agency</i>	<i>Maryland</i>
INTERPERSONAL RELATIONS	7.2	●	6.7	7.0
SOCIAL INCLUSION	6.3	○	6.1	6.7
SELF DETERMINATION	6.8	○	6.3	7.2
RIGHTS	7.9	●	7.3	7.3
MATERIAL WELL-BEING	8.2	●	7.4	7.0
PERSONAL DEVELOPMENT	8.4	●	8.0	7.9
EMOTIONAL WELL-BEING	8.7	○	8.3	8.6
PHYSICAL WELL-BEING	9.6	●	9.6	8.9
SUPPORT AND SERVICES	8.5	●	8.2	7.9

<b>Agency Response Most Different from the Maryland Average</b>	<i>Agency</i>	<i>Maryland</i>
MORE FAVORABLE: Do you have money each week that you can spend?	88%	72%
On health, are people concerned the right amount?	100%	86%
LESS FAVORABLE: Did you pick who you live with?	27%	60%
Do you want a job? [People with no paycheck]	13%	50%



## Melwood

**Agency Mission Statement** – Melwood's mission is empowering people with developmental disabilities to enrich their own lives through our services. Our priority is to assist people to create full and meaningful lives of their own choosing.

**Ask Me! Summary** - The agency provides all but the residential services that DDA provides for the whole state. Ask Me! interviews at the agency every year. It collected data for 29 adults in FY2011, with 76% responding for themselves. The agency ranked among the top 30% of agencies surveyed in FY2011 in one domain and among the lowest 30% in one domain. During the past four years, the quality of life increased the most in Self Determination, controlling for the survey revision. People supported by the agency gave more favorable responses to volunteering in their neighborhoods and communities and how often they interact with their families than the Maryland average. They answered less favorably about feeling that they are well off financially and seeing friends on weekends than the Maryland average.

	<i>Agency Maryland</i>			<i>Agency Maryland</i>	
Total people	411	14,145	Day Habilitation	59%	50%
Number surveyed	29	1,222	Supported Employment	31%	33%
Self response	76%	72%	Individual Support	7%	9%
Residential Services	0%	47%	Supported Living	7%	11%

### Rank Among Agencies, Average Quality of Life at Agency and in Maryland, by Domain

	<i>FY2010</i>		<u><i>FY2011</i></u>	
	<i>Agency</i>	<i>Rank</i>	<i>Agency</i>	<i>Maryland</i>
INTERPERSONAL RELATIONS	7.5	●	7.0	7.0
SOCIAL INCLUSION	7.5	●	7.0	6.7
SELF DETERMINATION	8.6	●	7.5	7.2
RIGHTS	8.2	●	6.8	7.3
MATERIAL WELL-BEING	7.1	●	7.3	7.0
PERSONAL DEVELOPMENT	8.6	●	8.1	7.9
EMOTIONAL WELL-BEING	8.4	●	8.5	8.6
PHYSICAL WELL-BEING	8.5	○	8.7	8.9
SUPPORT AND SERVICES	7.8	●	8.2	7.9

### Agency Response Most Different from the Maryland Average

	<i>Agency</i>	<i>Maryland</i>
MORE FAVORABLE: Do you volunteer in your neighborhood or community?	58%	41%
How often do you see, talk with, or email your family?	67%	50%
LESS FAVORABLE: Feel that you are well off or have money problems?	54%	68%
How often do you see friends on weekends?	17%	33%

## Mid-Atlantic Human Services Corporation

**Agency Mission Statement** – From quality of care, to meaningful community membership, to innovation and expansion, to building one’s life – Individual lives. Individual solutions

**Ask Me! Summary** - The agency provides residential services and community supported living arrangements. Ask Me! interviews at the agency every fourth year. It collected data for 32 adults in FY2011, with 53% responding for themselves. The agency ranked among the top 30% of agencies surveyed in FY2011 in three domains and among the lowest 30% in one domain. During the past four years, the quality of life increased the most in Personal Development, controlling for the survey revision. People supported by the agency gave more favorable responses to being satisfied without paying jobs and getting the services they need than the Maryland average. They answered less favorably about picking with whom they lived and talking on the telephone in private than the Maryland average.

	<i>Agency Maryland</i>			<i>Agency Maryland</i>	
Total people	53	14,145	Day Habilitation	0%	50%
Number surveyed	32	1,222	Supported Employment	0%	33%
Self response	53%	72%	Individual Support	0%	9%
Residential Services	84%	47%	Supported Living	16%	11%

### Rank Among Agencies, Average Quality of Life at Agency and in Maryland, by Domain

	<i>FY2011</i>		
	<i>Rank</i>	<i>Agency</i>	<i>Maryland</i>
INTERPERSONAL RELATIONS	●	7.2	7.0
SOCIAL INCLUSION	●	6.8	6.7
SELF DETERMINATION	●	7.0	7.2
RIGHTS	○	6.7	7.3
MATERIAL WELL-BEING	●	7.1	7.0
PERSONAL DEVELOPMENT	●	8.5	7.9
EMOTIONAL WELL-BEING	●	8.8	8.6
PHYSICAL WELL-BEING	●	9.2	8.9
SUPPORT AND SERVICES	●	8.6	7.9

<b>Agency Response Most Different from the Maryland Average</b>		<i>Agency</i>	<i>Maryland</i>
MORE FAVORABLE:	Do you want a job? [‘No,’ people with no paycheck]	67%	50%
	Do you get the services you need?	100%	84%
LESS FAVORABLE:	Did you pick who you live with?	43%	60%
	Can you talk on the telephone in private?	46%	64%

## Montgomery County Department of Health and Human Services

**Agency Mission Statement** – The Department affirms the dignity and value of persons with disabilities, and their families, by offering information, services, protections and opportunities to promote choice, independence, and inclusion, working for and with community members to provide services.

**Ask Me! Summary** - The agency provides individual support services. Ask Me! conducts interviews at the agency every four years. It collected data for 10 adults in FY2010, with 60% responding for themselves. The agency ranked among the top 30% of agencies surveyed in FY2010 in one of the eight domains and in satisfaction with support services. It ranked among the lowest 30% in three domains. Compared to the Maryland average during the past four years, the quality of life decreased in all eight domains, with the greatest decrease in Self Determination. People supported by the agency gave more favorable responses than the Maryland average to how safe they felt in their neighborhoods and how often they saw, talked with, or emailed their families. They answered less favorably than the Maryland average about saving money every month and whether support people gave them the services important to them.

	<i>Agency</i>		<i>Maryland</i>	
Total people	41	13,104	Day Habilitation	0% 43%
Number surveyed	10	1,228	Supported Employment	0% 28%
Self response	60%	75%	Individual Support	80% 14%
Residential Services	0%	54%	Supported Living	0% 13%

### Rank Among Agencies and Average Quality of Life at Agency and in Maryland

	<u>FY2010</u>		
	<i>Rank</i>	<i>Agency</i>	<i>Maryland</i>
INTERPERSONAL RELATIONS	●	7.2	7.1
SOCIAL INCLUSION	●	6.8	6.6
SELF DETERMINATION	○	6.4	7.4
RIGHTS	●	7.7	7.5
MATERIAL WELL-BEING	○	6.5	7.1
PERSONAL DEVELOPMENT	●	7.8	8.0
EMOTIONAL WELL-BEING	○	8.2	8.4
PHYSICAL WELL-BEING	●	9.2	8.9
Support Services	●	7.3	8.1

<b>Agency Responses Most Different from the Maryland Average</b>		<i>Agency</i>	<i>Maryland</i>
MORE FAVORABLE:	How safe do you feel in your neighborhood?	100%	78%
	How often do you see, talk with, or email your family?	67%	51%
LESS FAVORABLE:	Do you save money every month, sometimes, never?	29%	57%
	Do support people give the services important to you?	50%	84%

## NCIA/CBAI

**Agency Mission Statement** – The mission of NCIA/CBAI is to assist individuals with developmental disabilities and complex needs in developing independent life skills to assist them in attaining the fullest possible level of community integration and inclusion.

**Ask Me! Summary** - The agency provides residential services, day habilitation, and supported employment. Ask Me! conducts interviews at the agency every four years. It collected data for 28 adults in FY2010, with 86% responding for themselves. The agency ranked among the top 30% of agencies surveyed in FY2010 in none of the eight domains. It ranked among the lowest 30% in three domains and in satisfaction with services. Compared with the Maryland average during the past four years, the quality of life increased the most in Rights and least in Social Inclusion. People supported by the agency gave more favorable responses than the Maryland average about getting the training that will help them get jobs or better jobs and about having jobs with regular paychecks. They answered less favorably than the Maryland average about being hit or hurt by staff or people with whom they lived and their feelings about the homes where they lived.<sup>4</sup>

	<i>Agency Maryland</i>			<i>Agency Maryland</i>	
Total people	178	13,104	Day Habilitation	25%	43%
Number surveyed	28	1,228	Supported Employment	64%	28%
Self response	86%	75%	Individual Support	0%	14%
Residential Services	39%	54%	Supported Living	0%	13%

### Rank Among Agencies and Average Quality of Life at Agency and in Maryland

		<u>FY2010</u>	
	<i>Rank</i>	<i>Agency</i>	<i>Maryland</i>
INTERPERSONAL RELATIONS	●	7.1	7.1
SOCIAL INCLUSION	○	6.1	6.6
SELF DETERMINATION	●	7.7	7.4
RIGHTS	●	7.4	7.5
MATERIAL WELL-BEING	●	7.1	7.1
PERSONAL DEVELOPMENT	●	8.4	8.0
EMOTIONAL WELL-BEING	○	7.6	8.4
PHYSICAL WELL-BEING	○	8.5	8.9
Support Services	○	8.3	8.1

<b>Agency Responses Most Different from the Maryland Average</b>		<i>Agency</i>	<i>Maryland</i>
MORE FAVORABLE:	Do you get a paycheck from a job?	74%	56%
	Getting the training that will help you get a job?	71%	54%
LESS FAVORABLE:	Do staff or people you live with hit or hurt you? [% no]	71%	93%
	How do you feel about your home where you live?	50%	74%

## New Horizon Supported Services, Inc.

**Agency Mission Statement** – To support and empower individuals with disabilities in gaining and maintaining the skills and resources needed to maximize their potential for independence and inclusion in their community, both vocationally and socially.

**Ask Me! Summary** - The agency primarily provides day habilitation and supported employment services. Ask Me! interviews at the agency every two years. It collected data for 30 adults in FY2011, with 77% responding for themselves. The agency ranked among the top 30% of agencies surveyed in FY2011 in seven domains and among the lowest 30% in no domain. During the past four years, the quality of life increased the most in Rights, controlling for the survey revision. People supported by the agency gave more favorable responses to locking their bathroom door and having friends who are not paid staff than the Maryland average. They answered less favorably about people being concerned the right amount about their health and wanting jobs with paycheck than the Maryland average.

	<i>Agency Maryland</i>			<i>Agency Maryland</i>	
Total people	147	14,145	Day Habilitation	63%	50%
Number surveyed	30	1,222	Supported Employment	37%	33%
Self response	77%	72%	Individual Support	0%	9%
Residential Services	0%	47%	Supported Living	3%	11%

### Rank Among Agencies, Average Quality of Life at Agency and in Maryland, by Domain

	<u>FY2011</u>		
	<i>Rank</i>	<i>Agency</i>	<i>Maryland</i>
INTERPERSONAL RELATIONS	●	7.8	7.0
SOCIAL INCLUSION	●	7.3	6.7
SELF DETERMINATION	●	8.2	7.2
RIGHTS	●	8.1	7.3
MATERIAL WELL-BEING	●	7.3	7.0
PERSONAL DEVELOPMENT	●	8.7	7.9
EMOTIONAL WELL-BEING	○	8.8	8.6
PHYSICAL WELL-BEING	●	9.2	8.9
SUPPORT AND SERVICES	●	8.5	7.9

### Agency Response Most Different from the Maryland Average

	<i>Agency</i>	<i>Maryland</i>
MORE FAVORABLE: Can you lock the bathroom door if you want to?	79%	60%
Do you have friends who are not paid staff?	82%	63%
LESS FAVORABLE: On health, are people concerned the right amount?	74%	86%
Do you want a job? [People with no paycheck]	20%	50%

## Northstar Special Services, Inc

**Agency Mission Statement** – Enabling People..to develop and effectively utilize self-determination and self-advocacy skills, to make meaningful life choices and to attain their chosen outcomes while living successfully in the community.

**Ask Me! Summary** - The agency provides residential services. Ask Me! interviewed at the agency for the first time in FY2011. It collected data for 11 adults, with 45% responding for themselves. The agency ranked among the top 30% of agencies surveyed in FY2011 in no domain and among the lowest 30% in seven domains. People supported by the agency gave more favorable responses to being satisfied without paying jobs and going to fun things in their community than the Maryland average. They answered less favorably about how they felt about the homes where they lived and liking the type of work they did than the Maryland average.

	<i>Agency Maryland</i>			<i>Agency Maryland</i>	
Total people	18	14,145	Day Habilitation	0%	50%
Number surveyed	11	1,222	Supported Employment	0%	33%
Self response	45%	72%	Individual Support	0%	9%
Residential Services	100%	47%	Supported Living	0%	11%

### Rank Among Agencies, Average Quality of Life at Agency and in Maryland, by Domain

	<i>FY2011</i>		
	<i>Rank</i>	<i>Agency</i>	<i>Maryland</i>
INTERPERSONAL RELATIONS	●	7.2	7.0
SOCIAL INCLUSION	○	5.7	6.7
SELF DETERMINATION	○	5.2	7.2
RIGHTS	○	5.1	7.3
MATERIAL WELL-BEING	○	5.8	7.0
PERSONAL DEVELOPMENT	○	6.9	7.9
EMOTIONAL WELL-BEING	○	7.5	8.6
PHYSICAL WELL-BEING	○	8.8	8.9
SUPPORT AND SERVICES	○	7.4	7.9

<b>Agency Response Most Different from the Maryland Average</b>		<i>Agency</i>	<i>Maryland</i>
MORE FAVORABLE:	Do you want a job? ['No' people with no paycheck]	67%	50%
	Do you go to fun things in your community?	73%	57%
LESS FAVORABLE:	How do you feel about your home where you live?	27%	74%
	Like doing this type of work? [People w/paycheck]	25%	84%

## Opportunity Builders, Inc.

**Agency Mission Statement** – Opportunity Builders provides adults with developmental disabilities a motivational environment offering vocational training, employment services, recreational activities and support services to promote personal fulfillment, address individual needs and foster independence.

**Ask Me! Summary** - The agency primarily provides day habilitation and supported employment. Ask Me! conducts interviews at the agency every two years. It collected data for 28 adults in FY2010, with 64% responding for themselves. The agency ranked among the top 30% of agencies surveyed in FY2010 in four of the eight domains and among the lowest 30% in one domain. Compared with the Maryland average during the past four years, the quality of life increased the most in Material Well-being and least in Emotional Well-being. People supported by the agency who had paying jobs were more content with their jobs than the Maryland average, and those without paying jobs were more content with not working. They answered less favorably than the Maryland average about general happiness with life and voting if they want.

	<i>Agency Maryland</i>			<i>Agency Maryland</i>	
Total people	288	13,104	Day Habilitation	61%	43%
Number surveyed	28	1,228	Supported Employment	36%	28%
Self response	64%	75%	Individual Support	4%	14%
Residential Services	0%	54%	Supported Living	0%	13%

### Rank Among Agencies and Average Quality of Life at Agency and in Maryland

		<u>FY2010</u>	
	<i>Rank</i>	<i>Agency</i>	<i>Maryland</i>
INTERPERSONAL RELATIONS	●	7.7	7.1
SOCIAL INCLUSION	◐	7.1	6.6
SELF DETERMINATION	●	8.3	7.4
RIGHTS	◐	7.4	7.5
MATERIAL WELL-BEING	●	8.6	7.1
PERSONAL DEVELOPMENT	●	8.9	8.0
EMOTIONAL WELL-BEING	○	8.3	8.4
PHYSICAL WELL-BEING	◐	9.1	8.9
Support Services	◐	8.6	8.1

### Agency Responses Most Different from the Maryland Average

	<i>Agency</i>	<i>Maryland</i>
MORE FAVORABLE: Do you want a job? [% no]	100%	53%
Do you want a better job? [% no]	78%	37%
LESS FAVORABLE: In general, how happy are you with your life?	64%	76%
Can you vote if you want to?	36%	58%

# PACT

**Agency Mission Statement** – PACT provides parents with intellectual disabilities a safe and nurturing learning environment for effective parenting strategies; provide coordination of services to families; develop self-advocacy skills; and develop natural supports.

**Ask Me! Summary** - The agency provides individual support services through DDA, but also provides these support services to parents not on DDA’s rolls. Ask Me! conducts interviews at the agency every four years. It collected data for 14 adults in FY2010, with 100% responding for themselves. The agency ranked among the top 30% of agencies surveyed in FY2010 in two of the eight domains. It ranked among the lowest 30% in five domains and in satisfaction with support services. Compared to the Maryland average during the past four years, the quality of life increased the most in Rights and least in Personal Development. People supported by the agency gave more favorable responses than the Maryland average to being alone with a girlfriend or boyfriend and choosing how to spend their own money. They answered less favorably than the Maryland average about getting the sleep they need without being disturbed, and a smaller percent were content with not having paying jobs.

	<i>Agency Maryland</i>			<i>Agency Maryland</i>	
Total people	10	13,104	Day Habilitation	0%*	43%
Number surveyed	14	1,228	Supported Employment	0%*	28%
Self response	100%	75%	Individual Support	7%*	14%
Residential Services	0%*	54%	Supported Living	0%*	13%

\* Most of the people supported at time of interview were not on the DDA rolls on July 2010

## Rank Among Agencies and Average Quality of Life at Agency and in Maryland

	<u>FY2010</u>		
	<i>Rank</i>	<i>Agency</i>	<i>Maryland</i>
INTERPERSONAL RELATIONS	●	7.2	7.1
SOCIAL INCLUSION	○	6.0	6.6
SELF DETERMINATION	●	8.7	7.4
RIGHTS	●	8.3	7.5
MATERIAL WELL-BEING	○	5.4	7.1
PERSONAL DEVELOPMENT	○	7.5	8.0
EMOTIONAL WELL-BEING	○	8.0	8.4
PHYSICAL WELL-BEING	○	7.4	8.9
Support Services	○	7.1	8.1

<b>Agency Responses Most Different from the Maryland Average</b>		<i>Agency</i>	<i>Maryland</i>
MORE FAVORABLE:	Can you be alone with a girl/ boy friend if you want?	91%	56%
	Do you choose how to spend your own money?	100%	65%
LESS FAVORABLE:	Do you want a job? [% no]	0%	53%
	Can you get the sleep you need?	17%	79%.



## Penn-Mar Organization

**Agency Mission Statement** – Penn-Mar provides support services in our communities which promote value, independence and self-determination, to families and individuals with disabilities or human service needs.

**Ask Me! Summary** - The agency provides residential services, day habilitation and supported employment. Ask Me! conducts interviews at the agency every four years. It collected data for 31 adults in FY2010, with 77% responding for themselves. The agency ranked among the top 30% of agencies surveyed in FY2010 in none of the eight domains and among the lowest 30% in one domain. Compared to the Maryland average during the past four years, the quality of life increased the most in Self Determination and least in Material Well-being. People supported by the agency gave more favorable responses than the Maryland average to how safe they felt in their neighborhoods and how often they saw friends on weekends. They answered less favorably than the Maryland average about how often they saw, talked with, or emailed their families and whether people help them learn how to do things for themselves.

	<i>Agency Maryland</i>			<i>Agency Maryland</i>	
Total people	126	13,104	Day Habilitation	52%	43%
Number surveyed	31	1,228	Supported Employment	45%	28%
Self response	77%	75%	Individual Support	0%	14%
Residential Services	81%	54%	Supported Living	0%	13%

### Rank Among Agencies and Average Quality of Life at Agency and in Maryland

		<u>FY2010</u>	
	<i>Rank</i>	<i>Agency</i>	<i>Maryland</i>
INTERPERSONAL RELATIONS	●	7.0	7.1
SOCIAL INCLUSION	●	6.3	6.6
SELF DETERMINATION	●	7.5	7.4
RIGHTS	●	7.8	7.5
MATERIAL WELL-BEING	●	6.8	7.1
PERSONAL DEVELOPMENT	○	7.6	8.0
EMOTIONAL WELL-BEING	●	8.6	8.4
PHYSICAL WELL-BEING	●	9.1	8.9
Support Services	●	8.2	8.1

### Agency Responses Most Different from the Maryland Average

	<i>Agency</i>	<i>Maryland</i>
MORE FAVORABLE: How safe do you feel in your neighborhood?	97%	78%
How often do you see friends on weekends?	53%	35%
LESS FAVORABLE: How often do you see, talk with, email your family?	32%	51%
People help you learn how to do things for yourself?	47%	68%

## Progressive Horizons

**Agency Mission Statement** – Progressive Horizons is committed to providing individualized quality support to persons with special needs in the least restrictive environment. It advocates, promotes, honors, and supports individuals’ choices, desires, and needs for a full and productive life.

**Ask Me! Summary** - The agency provides residential services. Ask Me! interviews at the agency every fourth year. It collected data for 32 adults in FY2011, with 72% responding for themselves. The agency ranked among the top 30% of agencies surveyed in FY2011 in no domain and among the lowest 30% in seven domains. During the past four years, the quality of life increased the most in Emotional Well-being, controlling for the survey revision. People supported by the agency gave more favorable responses to helping choose new staff and being satisfied without paying jobs than the Maryland average. They answered less favorably about having family or friends they trust and can ask for help and people helping them learn how to do things for themselves than the Maryland average.

	<i>Agency</i>		<i>Maryland</i>	
Total people	67	14,145	Day Habilitation	0% 50%
Number surveyed	32	1,222	Supported Employment	0% 33%
Self response	72%	72%	Individual Support	0% 9%
Residential Services	100%	47%	Supported Living	0% 11%

### Rank Among Agencies, Average Quality of Life at Agency and in Maryland, by Domain

	<u>FY2011</u>		
	<i>Rank</i>	<i>Agency</i>	<i>Maryland</i>
INTERPERSONAL RELATIONS	○	5.7	7.0
SOCIAL INCLUSION	○	6.0	6.7
SELF DETERMINATION	○	6.5	7.2
RIGHTS	○	6.1	7.3
MATERIAL WELL-BEING	●	6.7	7.0
PERSONAL DEVELOPMENT	○	7.4	7.9
EMOTIONAL WELL-BEING	○	8.1	8.6
PHYSICAL WELL-BEING	○	8.7	8.9
SUPPORT AND SERVICES	●	8.2	7.9

<b>Agency Response Most Different from the Maryland Average</b>	<i>Agency</i>	<i>Maryland</i>
MORE FAVORABLE: Hire new staff, help choose them, or have no say?	37%	15%
Do you want a job? [‘No’ people with no paycheck]	67%	50%
LESS FAVORABLE: Have family or friends who you trust and can ask?	54%	79%
People help you learn how to do things for yourself?	39%	67%

## Providence Center

**Agency Mission Statement** – Provides services that allow individuals with disabilities to enjoy increased self-determination in leading more independent, valuable and functioning roles in society. Services are designed to enable individuals to exercise higher levels of control.

**Ask Me! Summary** - The agency provides day habilitation services and employment support. Ask Me! interviews at the agency every year. It collected data for 32 adults in FY2011, with 75% responding for themselves. The agency ranked among the top 30% of agencies surveyed in FY2011 in four domains and among the lowest 30% in one domain. During the past four years, the quality of life increased the most in Social Inclusion, controlling for the survey revision. People supported by the agency gave more favorable responses to interacting with their neighbors and volunteering in their neighborhoods and communities than the Maryland average. They answered less favorably about seeing friends on weekends and getting paychecks from jobs than the Maryland average.

	<i>Agency Maryland</i>			<i>Agency Maryland</i>	
Total people	424	14,145	Day Habilitation	81%	50%
Number surveyed	32	1,222	Supported Employment	19%	33%
Self response	75%	72%	Individual Support	0%	9%
Residential Services	0%	47%	Supported Living	0%	11%

### Rank Among Agencies, Average Quality of Life at Agency and in Maryland, by Domain

	<i>FY2010</i>		<u><i>FY2011</i></u>	
	<i>Agency</i>	<i>Rank</i>	<i>Agency</i>	<i>Maryland</i>
INTERPERSONAL RELATIONS	7.2	●	6.8	7.0
SOCIAL INCLUSION	7.6	●	7.4	6.7
SELF DETERMINATION	7.8	●	7.7	7.2
RIGHTS	7.3	●	7.4	7.3
MATERIAL WELL-BEING	6.8	●	6.6	7.0
PERSONAL DEVELOPMENT	8.3	●	8.7	7.9
EMOTIONAL WELL-BEING	8.7	○	8.1	8.6
PHYSICAL WELL-BEING	8.6	●	9.2	8.9
SUPPORT AND SERVICES	7.7	●	7.8	7.9

### Agency Response Most Different from the Maryland Average

	<i>Agency</i>	<i>Maryland</i>
MORE FAVORABLE: Do you talk or visit with your neighbors?	66%	41%
Volunteer in your neighborhood or community?	65%	41%
LESS FAVORABLE: How often do you see friends on weekends?	15%	33%
Do you get a paycheck from a job?	31%	52%

## Rehabilitation Opportunities, Inc.

**Agency Mission Statement** – Rehabilitation Opportunities provides excellence in vocational and personal development programs to assist adults with disabilities to achieve their fullest potential for independence, confidence, and self sufficiency, as they want to be productive, responsible members of society.

**Ask Me! Summary** - The agency primary provides day habilitation. Ask Me! conducts interviews at the agency every two years. It collected data for 31 adults in FY2010, with 97% responding for themselves. The agency ranked among the top 30% of agencies surveyed in FY2010 in three of the eight domains and among the lowest 30% in one domain. Compared to the Maryland average during the past four years, the quality of life increased the most in Social Inclusion and least in Rights. People supported by the agency gave more favorable responses than the Maryland average to choosing new staff and having the chance to earn good money. They answered less favorably than the Maryland average about staff asking before coming into their homes or rooms, and none of those without paying jobs were content with not having jobs.

	<i>Agency Maryland</i>			<i>Agency Maryland</i>	
Total people	207	13,104	Day Habilitation	94%	43%
Number surveyed	31	1,228	Supported Employment	6%	28%
Self response	97%	75%	Individual Support	0%	14%
Residential Services	0%	54%	Supported Living	0%	13%

### Rank Among Agencies and Average Quality of Life at Agency and in Maryland

		<u>FY2010</u>	
	<i>Rank</i>	<i>Agency</i>	<i>Maryland</i>
INTERPERSONAL RELATIONS	●	7.1	7.1
SOCIAL INCLUSION	●	7.2	6.6
SELF DETERMINATION	●	7.8	7.4
RIGHTS	○	7.2	7.5
MATERIAL WELL-BEING	●	7.7	7.1
PERSONAL DEVELOPMENT	●	8.4	8.0
EMOTIONAL WELL-BEING	●	8.4	8.4
PHYSICAL WELL-BEING	●	8.9	8.9
Support Services	●	8.1	8.1

### Agency Responses Most Different from the Maryland Average

		<i>Agency Maryland</i>	
MORE FAVORABLE:	Do you hire new staff, help choose them, have no say?	52%	19%
	Do you have the chance to earn good money?	89%	59%
LESS FAVORABLE:	Staff ask before they come into your home or room?	54%	71%
	Do you want a job? [% no]	0%	53%

## REM-Maryland

(Closed July 2011)

**Agency Mission Statement** – Offers adults, children, young people and their families innovative, quality services and supports that lead to growth and independence, regardless of the physical, intellectual or behavioral challenges they face.

**Ask Me! Summary** - The agency provides residential services. Ask Me! interviews at the agency every fourth year. It collected data for 12 adults in FY2011, with 50% responding for themselves. The agency ranked among the top 30% of agencies surveyed in FY2011 in no domain and among the lowest 30% in all eight domains. During the past four years, the quality of life increased the most in Self Determination, controlling for the survey revision. People supported by the agency gave more favorable responses to feeling safe in their neighborhoods and having friends who are not paid staff than the Maryland average. They answered less favorably about being able to vote if you want and the involvement of their families in their lives than the Maryland average.

	<i>Agency</i>	<i>Maryland</i>		<i>Agency</i>	<i>Maryland</i>
Total people	18	14,145	Day Habilitation	0%	50%
Number surveyed	12	1,222	Supported Employment	0%	33%
Self response	50%	72%	Individual Support	0%	9%
Residential Services	100%	47%	Supported Living	0%	11%

### Rank Among Agencies, Average Quality of Life at Agency and in Maryland, by Domain

	<u>FY2011</u>		
	<i>Rank</i>	<i>Agency</i>	<i>Maryland</i>
INTERPERSONAL RELATIONS	○	4.9	7.0
SOCIAL INCLUSION	○	5.7	6.7
SELF DETERMINATION	○	6.0	7.2
RIGHTS	○	5.7	7.3
MATERIAL WELL-BEING	○	5.8	7.0
PERSONAL DEVELOPMENT	○	6.8	7.9
EMOTIONAL WELL-BEING	○	8.3	8.6
PHYSICAL WELL-BEING	○	8.2	8.9
SUPPORT AND SERVICES	○	7.6	7.9

<b>Agency Response Most Different from the Maryland Average</b>	<i>Agency</i>	<i>Maryland</i>
MORE FAVORABLE: How safe do you feel in your neighborhood?	100%	82%
Do you have friends who are not paid staff?	80%	63%
LESS FAVORABLE: Can you vote if you want to?	20%	58%
How involved is your family in your life?	25%	66%

## Richcroft

**Agency Mission Statement** – It is the mission of Richcroft, Inc. to create opportunities for people with developmental disabilities to make choices that will assist them in living full and productive lives.

**Ask Me! Summary** - The agency primarily provides residential services and community supported living assistance. Ask Me! conducts interviews at the agency every two years. It collected data for 37 adults in FY2010, with 57% responding for themselves. The agency ranked among the top 30% of agencies surveyed in FY2010 in one of the eight domains and in satisfaction with support services. It ranked among the lowest 30% in no domains. Compared with the Maryland average during the past four years, the quality of life increased the most in Rights and increased the least in Personal Development. People supported by the agency gave more favorable responses than the Maryland average to feeling well off financially and those working for pay were more content with their jobs. They answered less favorably than the Maryland average about having paying jobs and a smaller percent were content with not having jobs.

	<i>Agency Maryland</i>			<i>Agency Maryland</i>	
Total people	155	13,104	Day Habilitation	0%	43%
Number surveyed	37	1,228	Supported Employment	0%	28%
Self response	57%	75%	Individual Support	5%	14%
Residential Services	78%	54%	Supported Living	16%	13%

### Rank Among Agencies and Average Quality of Life at Agency and in Maryland

	<u>FY2010</u>		
	<i>Rank</i>	<i>Agency</i>	<i>Maryland</i>
INTERPERSONAL RELATIONS	●	7.0	7.1
SOCIAL INCLUSION	●	6.4	6.6
SELF DETERMINATION	●	7.4	7.4
RIGHTS	●	7.4	7.5
MATERIAL WELL-BEING	●	6.9	7.1
PERSONAL DEVELOPMENT	●	8.2	8.0
EMOTIONAL WELL-BEING	●	8.7	8.4
PHYSICAL WELL-BEING	●	9.2	8.9
Support Services	●	8.5	8.1

### Agency Responses Most Different from the Maryland Average

	<i>Agency</i>	<i>Maryland</i>
MORE FAVORABLE: Feel that you are well off or have money problems?	80%	67%
Do you want a better job? [% no]	50%	37%
LESS FAVORABLE: Do you want a job? [% no]	35%	53%
Do you get a paycheck from a job?	36%	56%

## Rock Creek Foundation

**Agency Mission Statement** – The Rock Creek Foundation provides a psychiatric rehabilitation program for adults who are diagnosed as having developmental disabilities and mental illness.

**Ask Me! Summary** - The agency provides about the same distribution of services as DDA provides for the whole state. Ask Me! interviews at the agency every fourth year. It collected data for 30 adults in FY2011, with 93% responding for themselves. The agency ranked among the top 30% of agencies surveyed in FY2011 in three domains and among the lowest 30% in four domains. During the past four years, the quality of life increased the most in Rights, controlling for the survey revision. People supported by the agency gave more favorable responses to talking on the telephone in private and locking the bathroom door than the Maryland average. They answered less favorably about wanting paying jobs and getting paychecks from jobs than the Maryland average.

	<i>Agency Maryland</i>			<i>Agency Maryland</i>	
Total people	73	14,145	Day Habilitation	60%	50%
Number surveyed	30	1,222	Supported Employment	27%	33%
Self response	93%	72%	Individual Support	3%	9%
Residential Services	47%	47%	Supported Living	3%	11%

### Rank Among Agencies, Average Quality of Life at Agency and in Maryland, by Domain

	<i>FY2011</i>		
	<i>Rank</i>	<i>Agency</i>	<i>Maryland</i>
INTERPERSONAL RELATIONS	●	7.3	7.0
SOCIAL INCLUSION	○	6.2	6.7
SELF DETERMINATION	●	7.9	7.2
RIGHTS	●	8.3	7.3
MATERIAL WELL-BEING	○	5.8	7.0
PERSONAL DEVELOPMENT	●	8.0	7.9
EMOTIONAL WELL-BEING	○	8.0	8.6
PHYSICAL WELL-BEING	○	8.6	8.9
SUPPORT AND SERVICES	○	7.7	7.9

### Agency Response Most Different from the Maryland Average

	<i>Agency</i>	<i>Maryland</i>
MORE FAVORABLE: Can you talk on the telephone in private?	93%	64%
Can you lock the bathroom door if you want to?	83%	60%
LESS FAVORABLE: Do you want a job? [People with no paycheck]	13%	50%
Do you get a paycheck from a job?	13%	52%

## Scott Key Center

**Agency Mission Statement** – The Scott Key Center is a division of the Frederick County Health Department and provides creative and meaningful employment for people with developmental disabilities within Frederick County.

**Ask Me! Summary** - The agency primarily provides day habilitation and supported employment services. Ask Me! interviews at the agency every fourth year. It collected data for 27 adults in FY2011, with 67% responding for themselves. The agency ranked among the top 30% of agencies surveyed in FY2011 in seven domains and among the lowest 30% in no domain. During the past four years, the quality of life increased the most in Personal Development, controlling for the survey revision. People supported by the agency gave more favorable responses to having the chance to earn good money and getting the training that will help them get jobs than the Maryland average. They answered less favorably about having service coordinators who listen to and help them and volunteering in their neighborhoods and communities than the Maryland average.

	<i>Agency</i>		<i>Maryland</i>	
Total people	110	14,145	Day Habilitation	63% 50%
Number surveyed	27	1,222	Supported Employment	30% 33%
Self response	67%	72%	Individual Support	7% 9%
Residential Services	0%	47%	Supported Living	0% 11%

### Rank Among Agencies, Average Quality of Life at Agency and in Maryland, by Domain

	<u>FY2011</u>		
	<i>Rank</i>	<i>Agency</i>	<i>Maryland</i>
INTERPERSONAL RELATIONS	●	7.9	7.0
SOCIAL INCLUSION	◐	6.7	6.7
SELF DETERMINATION	●	8.6	7.2
RIGHTS	●	8.3	7.3
MATERIAL WELL-BEING	●	8.0	7.0
PERSONAL DEVELOPMENT	●	9.1	7.9
EMOTIONAL WELL-BEING	●	9.4	8.6
PHYSICAL WELL-BEING	●	9.5	8.9
SUPPORT AND SERVICES	●	8.7	7.9

<b>Agency Response Most Different from the Maryland Average</b>		<i>Agency</i>	<i>Maryland</i>
MORE FAVORABLE:	Do you have the chance to earn good money?	85%	54%
	Getting the training that will help you get a job?	85%	56%
LESS FAVORABLE:	Does your service coordinator listen to and help you?	74%	82%
	Volunteer in your neighborhood or community?	31%	41%



## SEEC

**Agency Mission Statement** – The mission of SEEC is to enable persons with developmental disabilities, who have significant needs, to live and work as contributing members of the community through individualized advocacy and support.

**Ask Me! Summary** - The agency provides the services DDA supports except for residential. Ask Me! conducts interviews at the agency every four years. It collected data for 27 adults in FY2010, with 54% responding for themselves. The agency ranked among the top 30% of agencies surveyed in FY2010 in four of the eight domains and in satisfaction with support services. It ranked among the lowest 30% in one domain. Compared to the Maryland average during the past four years, the quality of life increased in all domains, with the greatest increase in Self Determination. People supported by the agency gave more favorable responses than the Maryland average to how often they saw, talked with or emailed their families, and how safe they felt in their neighborhoods. They answered less favorably than the Maryland average about having the chance to earn good money, and a smaller percent of those not working for pay were content with not having jobs.

	<i>Agency Maryland</i>			<i>Agency Maryland</i>	
Total people	124	13,104	Day Habilitation	56%	43%
Number surveyed	27	1,228	Supported Employment	11%	28%
Self response	54%	75%	Individual Support	22%	14%
Residential Services	0%	54%	Supported Living	41%	13%

### Rank Among Agencies and Average Quality of Life at Agency and in Maryland

	<u>FY2010</u>		
	<i>Rank</i>	<i>Agency</i>	<i>Maryland</i>
INTERPERSONAL RELATIONS	●	7.9	7.1
SOCIAL INCLUSION	●	7.1	6.6
SELF DETERMINATION	●	7.5	7.4
RIGHTS	●	7.8	7.5
MATERIAL WELL-BEING	○	6.8	7.1
PERSONAL DEVELOPMENT	●	8.2	8.0
EMOTIONAL WELL-BEING	●	9.1	8.4
PHYSICAL WELL-BEING	●	9.4	8.9
Support Services	●	8.5	8.1

<b>Agency Responses Most Different from the Maryland Average</b>		<i>Agency</i>	<i>Maryland</i>
MORE FAVORABLE:	How often do you see, talk with, email your family?	75%	51%
	How safe do you feel in your neighborhood?	100%	78%
LESS FAVORABLE:	Do you want a job? [% no]	29%	53%
	Do you have the chance to earn good money?	33%	59%

## Shura

**Agency Mission Statement** – Shura Inc. is committed to providing service to people in need of support. Its mission is to effect positive change through mutual consultation. Everyone should be afforded the opportunity to live the best human life possible.

**Ask Me! Summary** - The agency provides residential services and community supported living arrangements. Ask Me! interviews at the agency every fourth year. It collected data for 30 adults in FY2011, with 93% responding for themselves. The agency ranked among the top 30% of agencies surveyed in FY2011 in two domains and among the lowest 30% in two domains. During the past four years, the quality of life increased the most in Emotional Well-being, controlling for survey revision. People supported by the agency gave more favorable responses to choosing how to spend their own money and how easy it is to say something when they have problems with staff than the Maryland average. They answered less favorably about how involved their families are in their lives and wanting jobs with paychecks than the Maryland average.

	<i>Agency Maryland</i>			<i>Agency Maryland</i>	
Total people	52	14,145	Day Habilitation	0%	50%
Number surveyed	30	1,222	Supported Employment	0%	33%
Self response	93%	72%	Individual Support	0%	9%
Residential Services	87%	47%	Supported Living	13%	11%

### Rank Among Agencies, Average Quality of Life at Agency and in Maryland, by Domain

	<u>FY2011</u>		
	<i>Rank</i>	<i>Agency</i>	<i>Maryland</i>
INTERPERSONAL RELATIONS	●	7.0	7.0
SOCIAL INCLUSION	●	7.0	6.7
SELF DETERMINATION	●	7.4	7.2
RIGHTS	●	7.7	7.3
MATERIAL WELL-BEING	○	6.6	7.0
PERSONAL DEVELOPMENT	●	7.8	7.9
EMOTIONAL WELL-BEING	●	8.5	8.6
PHYSICAL WELL-BEING	○	8.5	8.9
SUPPORT AND SERVICES	○	7.6	7.9

<b>Agency Response Most Different from the Maryland Average</b>	<i>Agency</i>	<i>Maryland</i>
MORE FAVORABLE: Do you choose how to spend your own money?	86%	63%
When a problem with staff, easy to say something?	83%	59%
LESS FAVORABLE: How involved is your family in your life?	50%	66%
Do you want a job? [People with no paycheck]	17%	50%

# SMVI

**Agency Mission Statement** – Southern Maryland Vocational Industries was founded to provide children with disabilities services or supports after graduation from special education classes. Its programs enable people to become gainfully employed adults.

**Ask Me! Summary** - The agency provides about the same distribution of services as DDA provides for the whole state. Ask Me! interviews at the agency every fourth year. It collected data for 29 adults in FY2011, with 68% responding for themselves. The agency ranked among the top 30% of agencies surveyed in FY2011 in seven domains and among the lowest 30% in no domain. During the past four years, the quality of life increased the most in Social Inclusion, controlling for survey revision. People supported by the agency gave more favorable responses to having the chance to earn good money and speaking up for themselves and others than the Maryland average. They answered less favorably about going to fun things in their communities and how often they interact with their families than the Maryland average.

	<i>Agency Maryland</i>			<i>Agency Maryland</i>	
Total people	137	14,145	Day Habilitation	7%	50%
Number surveyed	29	1,222	Supported Employment	38%	33%
Self response	68%	72%	Individual Support	21%	9%
Residential Services	48%	47%	Supported Living	0%	11%

**Rank Among Agencies, Average Quality of Life at Agency and in Maryland, by Domain**

	<u>FY2011</u>		
	<i>Rank</i>	<i>Agency</i>	<i>Maryland</i>
INTERPERSONAL RELATIONS	●	7.5	7.0
SOCIAL INCLUSION	○	6.7	6.7
SELF DETERMINATION	●	7.8	7.2
RIGHTS	●	8.2	7.3
MATERIAL WELL-BEING	●	7.8	7.0
PERSONAL DEVELOPMENT	●	8.6	7.9
EMOTIONAL WELL-BEING	●	8.8	8.6
PHYSICAL WELL-BEING	●	9.2	8.9
SUPPORT AND SERVICES	○	8.0	7.9

<b>Agency Response Most Different from the Maryland Average</b>	<i>Agency</i>	<i>Maryland</i>
<b>MORE FAVORABLE:</b> Do you have the chance to earn good money?	83%	54%
Do you speak up for yourself and others?	92%	64%
<b>LESS FAVORABLE:</b> Do you go to fun things in your community?	46%	57%
How often do you see, talk with, or email your family?	32%	50%

## Spring Dell Center

**Agency Mission Statement** – Spring Dell Center is dedicated to assisting individuals with disabilities in achieving their highest level of independence by providing support and opportunities for the quality of life they desire within their community.

**Ask Me! Summary** - The agency provides about the same distribution of services as DDA provides for the whole state. Ask Me! interviews at the agency every two years. It collected data for 28 adults in FY2011, with 75% responding for themselves. The agency ranked among the top 30% of agencies surveyed in FY2011 in one domain and among the lowest 30% in four domains. During the past four years, the quality of life increased the most in Self Determination, controlling for survey revision. People supported by the agency gave more favorable responses to feelings about their homes and their bosses thinking they are good workers than the Maryland average. They answered less favorably about going to church or synagogue and wanting better jobs than the Maryland average.

	<i>Agency Maryland</i>			<i>Agency Maryland</i>	
Total people	174.	14,145	Day Habilitation	75%	50%
Number surveyed	28.	1,222	Supported Employment	21%	33%
Self response	75%	72%	Individual Support	4%	9%
Residential Services	25%	47%	Supported Living	7%	11%

### Rank Among Agencies, Average Quality of Life at Agency and in Maryland, by Domain

	<u>FY2011</u>		
	<i>Rank</i>	<i>Agency</i>	<i>Maryland</i>
INTERPERSONAL RELATIONS	●	7.0	7.0
SOCIAL INCLUSION	●	6.4	6.7
SELF DETERMINATION	●	7.0	7.2
RIGHTS	○	6.7	7.3
MATERIAL WELL-BEING	○	6.1	7.0
PERSONAL DEVELOPMENT	○	7.3	7.9
EMOTIONAL WELL-BEING	●	8.8	8.6
PHYSICAL WELL-BEING	○	8.6	8.9
SUPPORT AND SERVICES	○	7.5	7.9

### Agency Response Most Different from the Maryland Average

	<i>Agency</i>	<i>Maryland</i>
MORE FAVORABLE: How do you feel about your home where you live?	89%	74%
Does your boss think you are a good worker?	100%	87%
LESS FAVORABLE: If you want, do you go to church or synagogue?	29%	51%
Do you want a better job? [People w/paycheck]	0%	33%

## Starr Community, Inc.

**Agency Mission Statement** – The mission of Star Community, Inc. is to provide a supportive and challenging living and working experience for people with developmental disabilities without regard to race or creed, and to do so with respect, dignity and love in the name of Christ.

**Ask Me! Summary** - The agency provides residential services and day habilitation. Ask Me! conducts interviews at the agency every four years. It collected data for 35 adults in FY2010, with 43% responding for themselves. The agency ranked among the top 30% of agencies surveyed in FY2010 in two of the eight domains and among the lowest 30% in one domain. Compared with the Maryland average during the past four years, the quality of life increased the most in Interpersonal Relations and least in Emotional Well-being. People supported by the agency gave more favorable responses than the Maryland average to saying ‘no’ when asked to do something they did not want to do and going to church, synagogue or other place of worship if they wanted. They answered less favorably than the Maryland average about locking the bathroom door if they wanted and choosing the food that they ate.

	<i>Agency Maryland</i>			<i>Agency Maryland</i>	
Total people	51	13,104	Day Habilitation	97%	43%
Number surveyed	35	1,228	Supported Employment	0%	28%
Self response	43%	75%	Individual Support	0%	14%
Residential Services	54%	54%	Supported Living	0%	13%

### Rank Among Agencies and Average Quality of Life at Agency and in Maryland

		<u>FY2010</u>	
	<i>Rank</i>	<i>Agency</i>	<i>Maryland</i>
INTERPERSONAL RELATIONS	●	7.5	7.1
SOCIAL INCLUSION	●	7.1	6.6
SELF DETERMINATION	●	7.0	7.4
RIGHTS	○	6.9	7.5
MATERIAL WELL-BEING	●	7.9	7.1
PERSONAL DEVELOPMENT	●	8.2	8.0
EMOTIONAL WELL-BEING	●	8.6	8.4
PHYSICAL WELL-BEING	●	9.1	8.9
Support Services	●	8.3	8.1

### Agency Responses Most Different from the Maryland Average

	<i>Agency</i>	<i>Maryland</i>
MORE FAVORABLE: Can you say ‘no’ when asked to do something? If you want, do you go to church or synagogue?	85%	67%
LESS FAVORABLE: Can you lock the bathroom door if you want to? Do you choose the food that you eat?	29%	60%
	38%	69%

## Starflight

**Agency Mission Statement** – Starflight provides residential, clinical and other support services to adolescents and adults with specialized intellectual, social, and emotional needs. Their goal is to provide these services in the least restrictive and most functional setting.

**Ask Me! Summary** - The agency primarily provides residential services. Ask Me! conducts interviews at the agency every four years. It collected data for 24 adults in FY2010, with 54% responding for themselves. The agency ranked among the top 30% of agencies surveyed in FY2010 in none of the eight domains and among the lowest 30% in three domains. Compared with the Maryland average during the past four years, the quality of life increased in all domains, with the greatest increase in Rights. People supported by the agency gave more favorable responses than the Maryland average to going to fun things in their community, and among those working for pay, liking the this type of work they were doing. They answered less favorably than the Maryland average about their service coordinators listening to and helping them and making the plans for their lives.

	<i>Agency Maryland</i>			<i>Agency Maryland</i>	
Total people	36	13,104	Day Habilitation	0%	43%
Number surveyed	24	1,228	Supported Employment	0%	28%
Self response	54%	75%	Individual Support	6%	14%
Residential Services	94%	54%	Supported Living	0%	13%

### Rank Among Agencies and Average Quality of Life at Agency and in Maryland

		<u>FY2010</u>	
	<i>Rank</i>	<i>Agency</i>	<i>Maryland</i>
INTERPERSONAL RELATIONS	○	6.6	7.1
SOCIAL INCLUSION	●	6.7	6.6
SELF DETERMINATION	○	6.0	7.4
RIGHTS	●	7.6	7.5
MATERIAL WELL-BEING	○	6.8	7.1
PERSONAL DEVELOPMENT	●	8.1	8.0
EMOTIONAL WELL-BEING	●	8.5	8.4
PHYSICAL WELL-BEING	●	8.8	8.9
Support Services	●	7.8	8.1

### Agency Responses Most Different from the Maryland Average

	<i>Agency</i>	<i>Maryland</i>
<b>MORE FAVORABLE:</b> Do you like doing this type of work?	100%	81%
Do you go to fun things in your community?	74%	58%
<b>LESS FAVORABLE:</b> Does your service coordinator listen to you and help?	52%	82%
Are you making the plans for your life?	29%	64%

## UCP Central Maryland

**Agency Mission Statement** – The UCP of Central Maryland's mission is to advance the independence, productivity and full citizenship of people with cerebral palsy and other disabilities.

**Ask Me! Summary** - The agency provides all the services DDA supports. Ask Me! conducts interviews at the agency every two years. It collected data for 29 adults in FY2010, with 52% responding for themselves. The agency ranked among the top 30% of agencies surveyed in FY2010 in one of the eight domains and in satisfaction with support services. It was among the lowest 30% in seven domains. Compared to the Maryland average during the past four years, the quality of life increased the most in Physical Well-being and least in Material Well-being. People supported by the agency gave more favorable responses than the Maryland average to having regular check ups with dentists and a greater percent of those without paying jobs were content with not working for pay. They answered less favorably than the Maryland average about having a job for pay, and for those with paying jobs, liking the type of work they did.

	<i>Agency Maryland</i>			<i>Agency Maryland</i>	
Total people	306	13,104	Day Habilitation	59%	43%
Number surveyed	29	1,228	Supported Employment	3%	28%
Self response	52%	75%	Individual Support	3%	14%
Residential Services	52%	54%	Supported Living	14%	13%

### Rank Among Agencies and Average Quality of Life at Agency and in Maryland

	<u>FY2010</u>		
	<i>Rank</i>	<i>Agency</i>	<i>Maryland</i>
INTERPERSONAL RELATIONS	○	6.4	7.1
SOCIAL INCLUSION	○	6.0	6.6
SELF DETERMINATION	○	5.9	7.4
RIGHTS	○	5.6	7.5
MATERIAL WELL-BEING	○	5.8	7.1
PERSONAL DEVELOPMENT	○	7.5	8.0
EMOTIONAL WELL-BEING	○	8.1	8.4
PHYSICAL WELL-BEING	●	9.3	8.9
Support Services	●	7.9	8.1

### Agency Responses Most Different from the Maryland Average

	<i>Agency</i>	<i>Maryland</i>
MORE FAVORABLE: Do you want a job? [% no]	69%	53%
Do you have regular check ups with a dentist?	89%	77%
LESS FAVORABLE: Do you like doing this type of work?	33%	81%
Do you get a paycheck from a job?	5%	56%

## UCP of Southern Maryland

**Agency Mission Statement** – The mission of United Cerebral Palsy of Southern Maryland is to positively affect the quality of life for persons with disabilities and their families by providing quality human services.

**Ask Me! Summary** - The agency provides about the same distribution of services as DDA provides for the whole state except for day habilitation. Ask Me! interviews at the agency every two year. It collected data for 19 adults in FY2011, with 79% responding for themselves. The agency ranked among the top 30% of agencies surveyed in FY2011 in two domains and among the lowest 30% in two domains. During the past four years, the quality of life increased the most in Social Inclusion, controlling for the survey revision. People supported by the agency gave more favorable responses to going to church or synagogue and people helping them learn how to do things for themselves than the Maryland average. They answered less favorably about saving money every month and wanting jobs with paychecks than the Maryland average.

	<i>Agency Maryland</i>			<i>Agency Maryland</i>	
Total people	176	14,145	Day Habilitation	0%	50%
Number surveyed	19	1,222	Supported Employment	32%	33%
Self response	79%	72%	Individual Support	16%	9%
Residential Services	42%	47%	Supported Living	26%	11%

### Rank Among Agencies, Average Quality of Life at Agency and in Maryland, by Domain

	<u>FY2011</u>		
	<i>Rank</i>	<i>Agency</i>	<i>Maryland</i>
INTERPERSONAL RELATIONS	●	7.2	7.0
SOCIAL INCLUSION	●	7.1	6.7
SELF DETERMINATION	●	7.7	7.2
RIGHTS	●	7.7	7.3
MATERIAL WELL-BEING	○	6.6	7.0
PERSONAL DEVELOPMENT	●	8.2	7.9
EMOTIONAL WELL-BEING	○	8.1	8.6
PHYSICAL WELL-BEING	●	8.9	8.9
SUPPORT AND SERVICES	●	8.4	7.9

### Agency Response Most Different from the Maryland Average

	<i>Agency</i>	<i>Maryland</i>
MORE FAVORABLE: If you want, do you go to church or synagogue?	74%	51%
People help you learn how to do things for yourself?	83%	67%
LESS FAVORABLE: Do you save money every month, sometimes, never?	33%	54%
Do you want a job? [People with no paycheck]	10%	50%



## Worcester County Developmental Center

**Agency Mission Statement** – The Worcester County Developmental Center is committed to empowering developmentally challenged adults in making individual choices in how they live and work in their communities.

**Ask Me! Summary** - The agency provides all the services that DDA supports. Ask Me! conducts interviews at the agency every four years. It collected data for 31 adults in FY2010, with 84% responding for themselves. The agency ranked among the top 30% of agencies surveyed in FY2010 in three of the eight domains. It ranked among the lowest 30% in one domain and in satisfaction with support services. Compared with the Maryland average during the past four years, the quality of life increased the most in Physical Well-being and least in Rights. People supported by the agency gave more favorable responses than the Maryland average to going to fun things in their community and speaking up for themselves and others. They answered less favorably than the Maryland average about feeling they are well off financially, and a smaller percent were content with not having paying jobs.

	<i>Agency</i>		<i>Maryland</i>	
Total people	85	13,104	Day Habilitation	90% 43%
Number surveyed	31	1,228	Supported Employment	13% 28%
Self response	84%	75%	Individual Support	6% 14%
Residential Services	35%	54%	Supported Living	3% 13%

### Rank Among Agencies and Average Quality of Life at Agency and in Maryland

		<u>FY2010</u>	
	<i>Rank</i>	<i>Agency</i>	<i>Maryland</i>
INTERPERSONAL RELATIONS	●	7.2	7.1
SOCIAL INCLUSION	●	7.2	6.6
SELF DETERMINATION	●	8.1	7.4
RIGHTS	●	7.7	7.5
MATERIAL WELL-BEING	●	7.4	7.1
PERSONAL DEVELOPMENT	●	8.8	8.0
EMOTIONAL WELL-BEING	●	9.1	8.4
PHYSICAL WELL-BEING	○	8.6	8.9
Support Services	○	7.6	8.1

### Agency Responses Most Different from the Maryland Average

	<i>Agency</i>	<i>Maryland</i>
MORE FAVORABLE: Do you go to fun things in your community?	83%	58%
Do you speak up for yourself and others?	86%	67%
LESS FAVORABLE: Feel that you are well off or have money problems?	50%	67%
Do you want a job? [% no]	33%	53%

## Work Opportunities Unlimited

**Agency Mission Statement** – Work Opportunities Unlimited is a community-based employment service provider specializing in job seekers who experience barriers to employment.

**Ask Me! Summary** - The agency provides supported employment services. Ask Me! interviewed at the agency for the first time in FY2011. It collected data for 16 adults with 100% responding for themselves. The agency ranked among the top 30% of agencies surveyed in FY2011 in two domains and among the lowest 30% in two domains. People supported by the agency gave more favorable responses to locking the bathroom door and feeling they can be leaders and help others than the Maryland average. They answered less favorably about getting the services they need and wanting jobs with paychecks than the Maryland average.

	<i>Agency Maryland</i>			<i>Agency Maryland</i>	
Total people	35	14,145	Day Habilitation	0%	50%
Number surveyed	16	1,222	Supported Employment	100%	33%
Self response	100%	72%	Individual Support	0%	9%
Residential Services	0%	47%	Supported Living	0%	11%

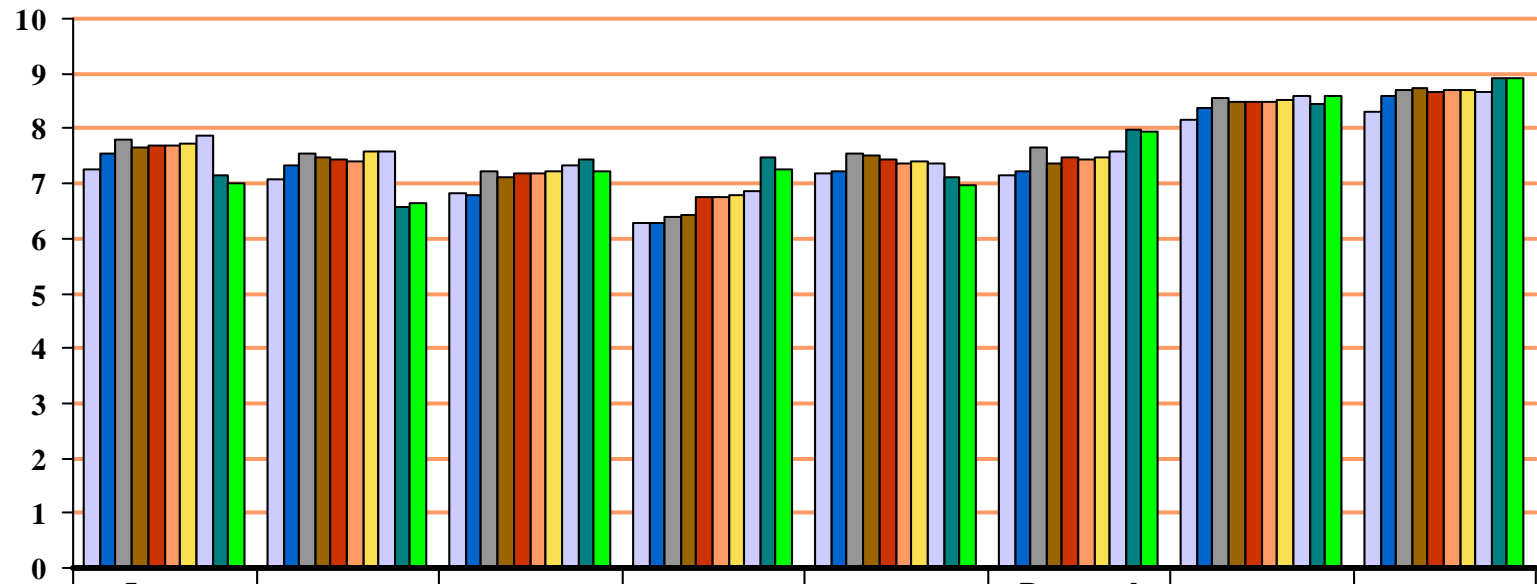
### Rank Among Agencies, Average Quality of Life at Agency and in Maryland, by Domain

	<u>FY2011</u>		
	<i>Rank</i>	<i>Agency</i>	<i>Maryland</i>
INTERPERSONAL RELATIONS	●	7.0	7.0
SOCIAL INCLUSION	●	6.5	6.7
SELF DETERMINATION	●	7.3	7.2
RIGHTS	●	7.9	7.3
MATERIAL WELL-BEING	○	5.9	7.0
PERSONAL DEVELOPMENT	○	7.3	7.9
EMOTIONAL WELL-BEING	●	9.1	8.6
PHYSICAL WELL-BEING	●	8.8	8.9
SUPPORT AND SERVICES	○	6.8	7.9

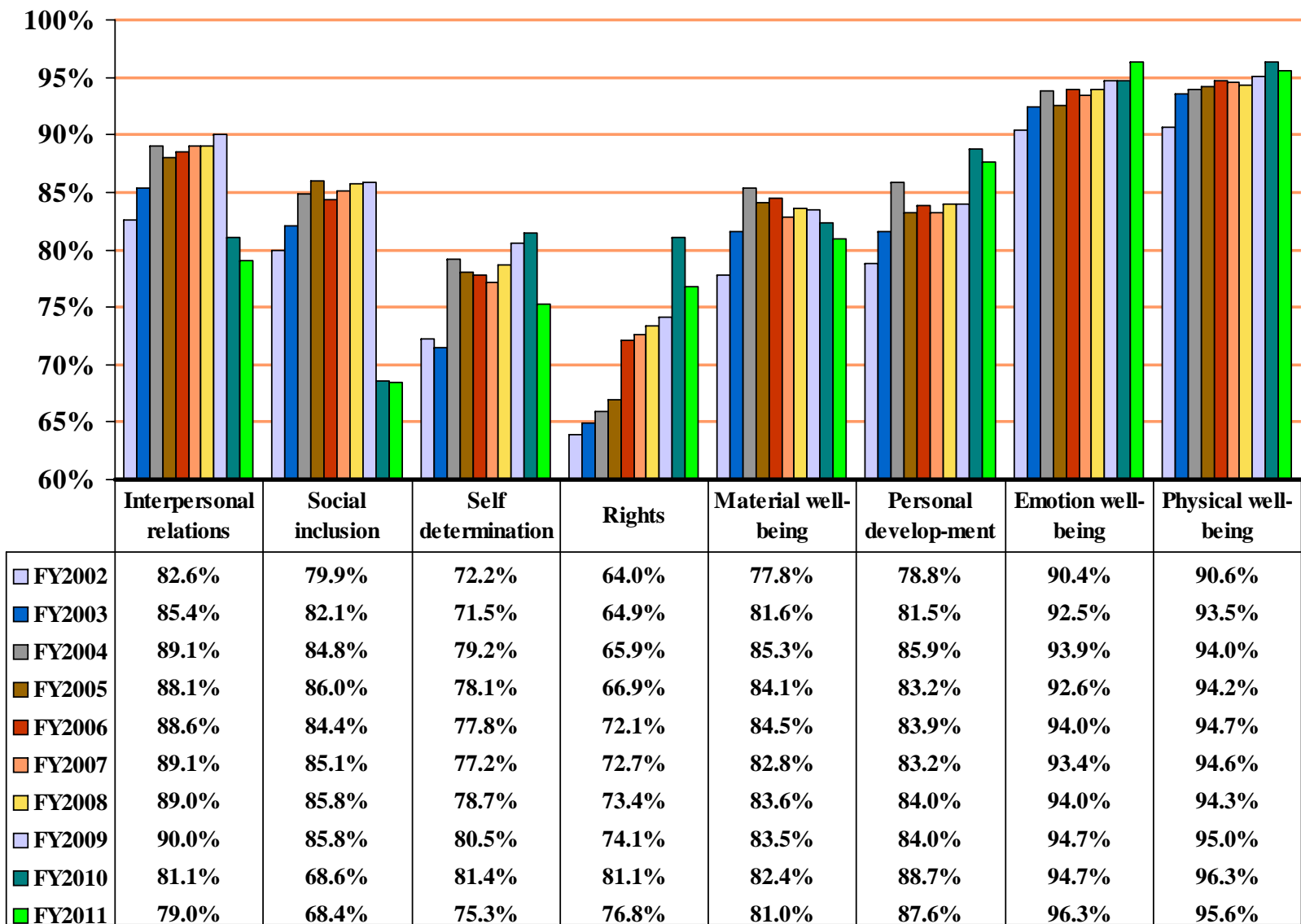
### Agency Response Most Different from the Maryland Average

	<i>Agency</i>	<i>Maryland</i>
<b>MORE FAVORABLE:</b> Can you lock the bathroom door if you want to?	88%	60%
Do you feel you can be a leader and help others?	88%	62%
<b>LESS FAVORABLE:</b> Do you get the services you need?	43%	84%
Do you want a job? [People with no paycheck]	0%	50%

## **Appendix B. Detailed Charts and Tables**



	Inter-personal relations	Social inclusion	Self determination	Rights	Material well-being	Personal development	Emotion well-being	Physical well-being
FY2002	7.24	7.06	6.81	6.27	7.17	7.15	8.15	8.30
FY2003	7.54	7.32	6.77	6.26	7.24	7.23	8.39	8.60
FY2004	7.81	7.54	7.20	6.37	7.54	7.64	8.54	8.70
FY2005	7.65	7.47	7.12	6.44	7.50	7.35	8.49	8.75
FY2006	7.68	7.43	7.20	6.74	7.42	7.48	8.48	8.66
FY2007	7.70	7.40	7.19	6.75	7.35	7.45	8.48	8.70
FY2008	7.74	7.60	7.22	6.78	7.41	7.47	8.53	8.69
FY2009	7.85	7.57	7.34	6.88	7.37	7.58	8.58	8.68
FY2010	7.14	6.58	7.44	7.46	7.12	7.97	8.46	8.90
FY2011	7.02	6.65	7.22	7.27	6.98	7.93	8.58	8.93



**Table A1. Percent of Responses to Survey Questions**

Question #	Domains and Questions	Favorable ⊕1	Neutral* ⊖2	Unfavorable^ ⊖3	Total
<i>Emotional Well-Being</i>					
1.	Would you say you are a happy person?	83.0	14.0	3.0	100.0
2.	How do you feel about your home where you live?	74.4	21.5	4.1	100.0
3.	Do you feel you can be a leader and help others?	61.9	18.1	20.0	100.0
4.	How safe do you feel in your neighborhood?	81.7	12.1	6.2	100.0
5.	Do you like yourself?	80.1	16.4	3.5	100.0
6.	In general, how happy are you with your life?	76.4	19.6	4.0	100.0
<i>Rights</i>					
7.	Do staff ask before they come into your home or room? (-)	67.9	16.0	16.1	100.0
8.	Can you lock the bathroom door if you want to?	60.0	10.4	29.7	100.0
9.	Can you talk on the telephone in private?	64.1	10.8	25.1	100.0
10.	When you have a problem with staff, is it easy to say something? (-)	59.3	22.3	18.4	100.0
11.	Can you vote if you want to?	57.9	15.6	26.5	100.0
12.	Do people who work at stores and restaurants treat you with respect?	76.9	17.1	6.9	100.0
<i>Self-Determination</i>					
13.	Did you pick who you live with?	60.2	10.1	29.7	100.0
14.	Are you making the plans for your life? (-)	58.8	19.0	22.2	100.0
15.	Do you choose the food that you eat?	67.2	17.6	15.3	100.0
16.	Do you choose how to spend your own money?	62.7	17.5	19.7	100.0
17.	Did you choose your job or what you do most days?	63.3	17.7	19.0	100.0
18.	Can you say 'no' when asked to do something that you don't want to do? (-)	61.7	18.9	19.4	100.0

**Table A1. Percent of Responses to Survey Questions**

Question #	Domains and Questions	Favorable ☺1	Neutral* ☹2	Unfavorable^ ☹3	Total
<i>Social Inclusion</i>					
19.	Do people other than your staff take you places?	56.1	25.9	17.9	100.0
20.	Do you go to fun things in your community?	56.9	29.8	13.4	100.0
21.	If you want, do you go to church, synagogue, or other place of worship?	50.7	24.2	25.1	100.0
22.	Do you talk or visit with your neighbors?	40.9	24.6	34.6	100.0
23.	When you make a mistake, do people help you?	81.8	12.4	5.7	100.0
24.	Do you volunteer in your neighborhood or community?	40.8	12.1	47.1	100.0
<i>Interpersonal Relations</i>					
25.	Do you have friends who are not paid staff?	63.2	19.4	17.4	100.0
26.	How often do you see friends on weekends?	32.7	41.4	25.9	100.0
27.	How involved is your family in your life?	66.4	13.7	20.0	100.0
28.	How often do you see, talk with, or email your family?	50.3	25.1	24.7	100.0
29.	Do you have family or friends who you trust and can ask for help?	79.2	11.9	8.8	100.0
30.	Can you have a girlfriend or boyfriend if you want?	65.7	16.3	18.0	100.0
31.	Can you be alone with a girlfriend or boyfriend if you want? (-)	51.4	19.8	28.8	100.0
<i>Personal Development</i>					
32.	Does your job or what you do most days make you feel important?	72.5	17.8	9.6	100.0
33.	Are you getting the training that will help you get a job or a better job?	55.6	16.4	27.9	100.0
34.	When you set goals, do people help you reach them?	78.7	12.3	8.9	100.0
35.	Are you learning things that will make you a better person?	79.3	13.7	6.9	100.0
36.	Do people help you learn how to do things for yourself?	67.0	25.2	7.8	100.0

**Table A1. Percent of Responses to Survey Questions**

Question #	Domains and Questions	Favorable ⊕1	Neutral* ⊖2	Unfavorable^ ⊖3	Total
37	Do you speak up for yourself and others?	63.6	15.8	20.6	100.0
<i>Physical Well-Being</i>					
38.	On health, are people concerned the right amount, too concerned, do not care?	85.6	8.4	7.0	100.0
39.	Is your health good, fair, poor?	75.1	19.3	5.5	100.0
40.	Do people help you be as healthy as you can be?	87.3	7.4	5.2	100.0
41.	Do you have regular check ups with a dentist?	78.9	12.6	8.6	100.0
42.	Can you get the sleep you need without being disturbed?	80.3	11.7	8.1	100.0
59	Do staff or people you live with hit or hurt you? (+)	95.2	2.3	2.5	100.0
<i>Material Well-Being</i>					
43.	Do you have things that are just yours? (-)	73.3	18.9	7.7	100.0
44.	Do you feel that you are well off, have some money problems, poor?	67.8	20.5	11.7	100.0
45.	Do you have money each week that you can spend on what you want?	72.1	19.1	8.7	100.0
46.	Do you save money almost every month, sometimes, never? (-)	54.0	28.3	17.7	100.0
47.	Do you have the chance to earn good money? (-)	54.4	19.9	25.7	100.0
48.	Do you get a paycheck from a job?	52.3	13.9	33.9	100.0
<i>Work Quality of Life</i>					
49.	Do you want a job? [Among people with no paycheck]	50.4	14.4	35.2	100.0
50.	Do you like doing this type of work? [Among people receiving paychecks]	83.7	12.9	3.3	100.0
51.	Does your boss think you are a good worker? [Among people receiving paychecks]	87.2	10.2	2.6	100.0
52.	Do you want a better job? [Among people receiving paychecks] (-)	32.5	19.3	48.1	100.0



**Table A1.** Percent of Responses to Survey Questions

Question #	Domains and Questions	Favorable ⊖1	Neutral* ⊖2	Unfavorable^ ⊖3	Total
<i>Staff and Services</i>					
53.	Do you get the services you need?	83.8	9.0	7.2	100.0
54.	Does your staff give you the help you need?	87.4	6.8	5.8	100.0
55.	Do you trust your staff?	83.8	9.4	6.7	100.0
56.	Does your service coordinator listen to you and help you reach your goals?	82.4	9.9	7.7	100.0
57.	Do program and support people give you the services that are important to you? (-)	81.1	10.2	8.6	100.0
58.	On new staff, do you hire them on your own, help choose them, have no say? (-)	14.8	23.8	61.3	100.0
<p>* Includes one proxy with favorable response and the second proxy with neutral or unfavorable response.                      ^ Includes one proxy with neutral response and the second proxy with unfavorable response.                      (+) Favorable percent statistically greater than in FY2010 (p=.05)                      (-) Favorable percent statistically lower than in FY2010 (p=.05)</p>					

## **Appendix C. Survey Methods**

## Survey Revision

The original Ask Me! Survey guided peer interviewers in asking about people's quality of life from FY2002 to FY2009. They began using the revised Ask Me! Survey-2 in FY2010. The revision process during FY2009 included a review of current literature and other surveys, analysis of the previous years of Ask Me! data, surveys of agencies and parents of young children with IDD, and focus group interviews with self-advocates, Ask Me! interviewers, youth transitioning into adult services, parents of young children, representatives from agencies providing services, and administrators at DDA. A complete description of the revision process can be found in Bonham, Schneider, Volkman and Sorensen (2009).

## Sample

DDA had 16,392 people on its July 10, 2011, files. Among these were 2,066 individuals with only service coordination (no community services), 96 individuals receiving all their services in one of the state institutions, 61 movers from Rosewood who were interviewed prior to moving to the community, 105 individuals receiving New Directions funding for hiring or purchasing their own services, individuals less than 18 years of age, and Ask Me! interviewers. This left a sample frame of 14,145 individuals with services from 152 community agencies with funds from the DDA. Interviews were completed for 1,222 adults from the statewide probability sample and for 31 adults at an agency that paid for their own surveys. The statewide sample represents 14,145 individuals and each survey respondent represents 11.3 individuals on average. Some survey respondents from small agencies represent only themselves while some respondents from large agencies represent 37 individuals.

A two-step sampling procedure started with a decision about which year interviews would be conducted for an agency. The number of people supported on July 1, 2008 formed the basis for the initial assignment of agencies to years FY2010-FY2013 (Cycle 3). This assignment was modified only when the DDA files at the beginning of each fiscal year showed that an agency now, or no longer, supported ten or more individuals. Stratum 1 consists of the ten largest community providers, and they are included in the sample each year. Stratum 2 consists of the 24 next largest community agencies that are included in the survey in even or odd numbered years. Stratum 3 consists of all other agencies supporting 41 or more adults that are included once in every four-year cycle. Stratum 4 consists of agencies providing support to 10-40 adults, and are included in the sample once in every four-year cycle. A sample of 40 adults are randomly selected for interview at an agency in strata 1-3 each year the agency is included in the sample. All adults supported by stratum 4 agencies are selected for interviews each time the agencies are included in the sample. Stratum 5 consists of community agencies that supported 1-9 adults on July 2008, and will be included in the sample only if they begin to support ten or more adults. **Appendix Table A2** shows all the community agencies ordered from largest to smallest based on the number of adults they supported on July 1, 2008, and an updated count of adults supported at the beginning of each subsequent fiscal year. The table also shows in which years during Cycle 3 that agencies are scheduled (code 1) or not scheduled (code 0) for interviews.

**Table A2. Agencies by Number of Adults Each Year and Year Selected for Interviews**  
(1 = selected, 0 = not selected)

Ask Me Provider ID	Number of Adults					Year in Sample			
	7/08	7/09	7/10	7/11	7/12	FY10	FY11	FY12	FY13
109 Arc Baltimore	1052	1052	1058			1	1	1	1
112 Chimes Inc, includes Intervals	785	780	876			1	1	1	1
314 Arc Prince George's Co	511	512	566			1	1	1	1
303 CHI Center	444	444	415			1	1	1	1
128 Providence Center	424	423	424			1	1	1	1
355 Abilities Network	417	420	460			1	1	1	1
312 Arc Montgomery Co	413	414	397			1	1	1	1
811 Arc Washington Co	394	395	397			1	1	1	1
311 Melwood Hort	392	391	411			1	1	1	1
915 Humanim	366	365	391			1	1	1	1
<b>Strata 1 Subtotal (350+ adults)</b>	<b>5198</b>	<b>5196</b>	<b>5395</b>			<b>10</b>	<b>10</b>	<b>10</b>	<b>10</b>
104 Athelas Institute	346	342	353			0	1	0	1
107 ACCFX Gallagher	319	317	333			0	1	0	1
132 UCP Central Maryland	307	306	315			1	0	1	0
121 Emerge	294	293	322			1	0	1	0
105 Opportunity Builders	288	288	347			1	0	1	0
156 Arc Central Chesapeake	242	244	287			0	1	0	1
135 Arc Howard Co	241	239	240			0	1	0	1
318 Center for Life Enrichment	234	234	241			0	1	0	1
124 Arc Northern Chesapeake	229	228	253			1	0	1	0
108 Bello Machre	221	223	234			0	1	0	1
328 Rehabilitation Opportunities	207	207	218			1	0	1	0
614 Dove Pointe Inc	201	200	229			1	0	1	0
301 Ardmore Enterprises	197	195	201			1	0	1	0
933 UCP of Southern MD	187	188	176			0	1	0	1
302 Arc Southern Maryland	179	179	194			0*	1	0	1
142 NCIA CBAI	179	178	199			1	0	1	0
919 Alliance	173	175	182			1	0	1	0
824 Arc Carroll Co	173	173	167			1	0	1	0
158 Changing People's Lives	155	155	145			0	1	0	1
316 Spring Dell Center	155	155	174			0	1	0	1
129 Richcroft	154	155	172			1	0	1	0
319 New Horizon	152	151	147			0	1	0	1
611 Bayside Community Network	152	152	162			1	0	1	0
827 Change, Inc	150	151	161			0	1	0	1
<b>Strata 2 Subtotal (150-349 adults)</b>	<b>5135</b>	<b>5128</b>	<b>5452</b>			<b>12</b>	<b>12</b>	<b>12</b>	<b>12</b>
830 Target, Inc	149	149	149			0	0	0	1
817 Medsource Community Services	146	145	149			0*	0*	1	0
152 Center for Social Change	137	137	121			0	0	0	1
325 Southern MD Vocational Industries	136	136	137			0	1	0	0
806 Friends Aware Inc	129	129	129			0	1	0	0
125 Penn Mar	126	126	136			1	0	0	0
164 Spectrum Support	124	124	115			0	0	1	0
335 SEEC	124	124	122			1	0	0	0

Ask Me Provider ID	Number of Adults					Year in Sample			
	7/08	7/09	7/10	7/11	7/12	FY10	FY11	FY12	FY13
805 Arc Frederick County	123	123	124			1	0	0	0
149 Creative Options	121	121	131			0	0	1	0
951 Lower Shore Enterprises	121	118	133			0	0	0	1
322 Lt Joseph P Kennedy Institute	121	124	134			0	1	0	0
306 CSAAC	118	118	122			0	1	0	0
608 Somerset Community Services Inc	118	118	140			0	0	0	1
804 Scott Key Center	113	112	110			0	1	0	0
106 Langton Green	107	107	107			0	0	0	1
353 Securecare Services	105	105	107			0	0	1	0
812 Washington Co HDC	105	105	107			0	0	1	0
308 Jewish Foundation for Group Homes	98	98	115			0	0	1	0
309 Jubilee Association of MD	97	97	103			1	0	0	0
120 Life	97	97	113			0	1	0	0
932 Treatment & Learning Ctr Inc	94	94	117			0	0	0	1
801 Appalachian Parent Assn	93	93	91			0	0	0	1
602 Caroline Center	93	93	97			1	0	0	0
352 Community Support Services	93	95	116			0	1	0	0
807 Horizon Goodwill Industries	92	92	90			1	0	0	0
621 Chesapeake Center Inc	92	92	96			0	0	1	0
802 Community Living Inc	90	90	96			0	1	0	0
610 Worcester Co Developmental Center	85	85	78			1	0	0	0
117 Harford Center	84	84	99			0	0	1	0
126 Progress Unlimited	83	83	85			0	0	0	1
606 Delmarva Community Services	77	77	73			0	1	0	0
119 Jewish Community Services	75	77	75			0	1	0	0
324 Family Service Foundation Inc	73	73	72			0	0	0	1
912 CSSD	73	72	73			1	0	0	0
624 Bay Shore Services Inc	70	74	65			1	0	0	0
619 Benedictine School	64	64	66			1	0	0	0
334 Jewish Social Services Agency	62	64	53			1	0	0	0
931 UCP of PG & Montgomery Co	62	61	52			0	0	1	0
139 Forward Visions	61	61	60			0	0	1	0
605 Chesterwye Center	61	61	63			0	0	0	1
315 Rock Creek Foundation	61	61	73			0	1	0	0
616 Chesapeake Care Resources	60	60	59			1	0	0	0
815 Jeanne Bussard Center	60	59	59			1	0	0	0
101 Progressive Horizons	59	59	67			0	1	0	0
052 League for People with Disabilities	59	59	101			0	0	0	1
065 Fidelity Resources, Inc	58	57	75			0	0	1	0
165 Mid Atlantic Human Services Corp	55	55	53			0	1	0	0
809 Ray of Hope Inc	55	55	52			0	0	1	0
134 St. Peters Adult Learning	54	54	69			0	0	1	0
351 Calmra Inc	53	53	55			0	0	0	1
338 Charles Co Health Dept*	53	57	74			0	0	0	1
601 Kent Center Inc	52	52	51			1	0	0	0
333 Head Injury Rehabilitation	51	51	49			0	0	0	1
836 Star Communities	51	51	66			1	0	0	0

Ask Me Provider ID	Number of Adults					Year in Sample			
	7/08	7/09	7/10	7/11	7/12	FY10	FY11	FY12	FY13
151 Shura	47	47	52			0	1	0	0
123 National MS	47	47	38			0	0	0	1
607 Epilepsy Assoc of Eastern Shore	46	45	53			0	0	1	0
088 Maryland Community Connections	44	45	61			0	1	0	0
154 Kennedy Kreiger Inst	43	48	47			0	0	1	0
<b>Strata 3 Subtotal (41-149 adults)</b>	<b>5100</b>	<b>5113</b>	<b>5376</b>			<b>15</b>	<b>15</b>	<b>15</b>	<b>15</b>
323 Full Citizenship of Maryland	40	40	45			0	0	1	0
305 Charles Co HARC	38	38	47			0	0	1	0
321 Maryland Neighborly Networks	38	37	40			0	0	0	1
818 Lycher Inc	36	36	36			0	1	0	0
147 Starflight	36	36	34			1	0	0	0
166 REM Inc	36	36	18			0	1	0	0
327 Montgomery Co Dept Family Resources*	35	41	27			1	0	0	0
828 Flying Colors of Success	32	32	35			0	0	0	1
808 Goodwill Industries Monocacy Valley	31	32	45			0	1	0	0
064 Living Sans Frontieres, Inc	30	30	38			1	0	0	0
910 Linwood Children's Center	27	27	29			0	1	0	0
070 Quantum Leap	26	26	36			0	0	1	0
952 Deaf Independent Living Association	25	25	22			1	0	0	0
053 Innovative Services, Inc	25	25	25			0	1	0	0
074 Way Station	24	23	34			0	0	0	1
803 Council for EC&A	23	23	23			1	0	0	0
354 Ebed Enterprises	22	22	28			0	0	0	1
330 VOCA Corporation	21	21	47			0	0	1	0
141 Caring Hands Inc	19	19	19			1	0	0	0
089 Work Opportunities Unlimited	16	15	35			0	1	0	0
069 Dominion Resource Center Inc	12	12	15			0	0	1	0
825 Carroll Co Bureau of Aging	11	11	12			0	0	1	0
066 Erosun, Inc	11	11	18			0	0	0	1
071 ACE Helping Hands Inc	11	11	--			0	0	0	--
073 Dreamcatchers Community Improve	11	11	20			0	0	1	0
163 PACT: Helping Children <sup>h</sup>	10	10	10			1	0	0	0
050 Lifeline LLC	10	10	17			0	1	0	0
081 Living Hope	9	9	19			--	0	0	1
090 Northstar Special Services	7	7	18			--	1	0	0
082 Helena's House	9	9	11			--	0	0	1
068 Comprehensive Residential Systems	9	9	10			--	0	1	0
094 Q-Care Inc	--	--	13			--	0	1	0
096 St Coletta of Greater Washington	--	--	11			--	1	0	0
<b>Strata 4 Subtotal (10-40 adults)</b>	<b>656</b>	<b>694</b>	<b>837</b>			<b>7</b>	<b>9</b>	<b>9</b>	<b>7</b>
313 National Children's Center	6	6	6			--	--	--	--
623 Shorehaven	6	6	6			--	--	--	--
054 Calvert Co Office on Aging	6	6	5			--	--	--	--
059 S & G Residential Services, Inc	6	6	8			--	--	--	--
078 Shared Support	6	5	9			--	--	--	--
085 Freedom to Choose	6	6	7			--	--	--	--
051 Mary T Maryland	5	5	5			--	--	--	--

Ask Me Provider ID	Number of Adults					Year in Sample			
	7/08	7/09	7/10	7/11	7/12	FY10	FY11	FY12	FY13
814 Archway Station	5	5	10			--	--	--	--
084 Bee Homes Inc	5	5	7			--	--	--	--
157 Maxim Health Care Services	4	4	7			--	--	--	--
162 National Mentor Health Care	3	3	2			--	--	--	--
072 Second Chance Services Unlimit	3	3	--			--	--	--	--
617 Crossroads Community	3	3	2			--	--	--	--
079 Bethlehem House	3	3	3			--	--	--	--
076 Center for Community Integration	3	3	--			--	--	--	--
087 St Patrick Homes Inc	3	3	3			--	--	--	--
091 JAPEC Residential Programs	3	3	5			--	--	--	--
060 Hebron Assoc for Community Services	2	2	5			--	--	--	--
153 Netcon & Earthkins Inc (closed)	2	2	--			--	--	--	--
146 Autum Homes (closed)	2	2	--			--	--	--	--
167 Center for Neuro Rehabilitation	1	1	1			--	--	--	--
834 Hope Homes of MD	1	1	--			--	--	--	--
061 Joshua House	1	1	1			--	--	--	--
075 NIAS House	1	1	1			--	--	--	--
077 Home Sweet Home	1	1	6			--	--	--	--
080 Missy's Choice	1	1	1			--	--	--	--
083 Tracy's Life	1	1	1			--	--	--	--
086 DESCO Charities	1	1	--			--	--	--	--
092 Social Health Services Group	1	1	3			--	--	--	--
093 BluEmploy Inc	--	--	1			--	--	--	--
Strata 5 Subtotal (1-9 adults)	125	90	105			0	0	0	0
* Agencies contracted for Ask Me! in years when not part of the statewide sample.									

## Statistical Notes

Seven of the eight domain scales, and Support Services, have good scale reliability (Cronbach's Alpha of .60 or higher) for self respondents, and the eighth is only slightly lower. (See **Figure 23.**) Self reports produce much more reliable scales in six domains and Support Services than do proxy reports.

Analysis of trends used multiple regressions with first, second and third order years since 2002, along with a dichotomous variable for survey version. Statistical significance was set at  $p=.05$  with fractional weights summing to the number of completed surveys. The results of the regressions for all responses, for self responses, and for proxy responses are shown in **Table A3.**

<i>Scale</i>	<i>All</i>	<i>Self</i>	<i>Proxy</i>
Social Inclusion	.67	.69	.51
Interpersonal Relations	.68	.68	.57
Self Determination	.78	.68	.80
Rights	.70	.68	.69
Material Well-being	.68	.73	.55
Personal Development	.73	.79	.57
Emotional Well-being	.50	.58	.41
Physical Well-being	.61	.61	.27
Support Services	.72	.75	.34

**Figure 23.** Scale Reliability (Cronbach's Alpha) by Respondent

<b>Table A3. Quality of Life Domain Scores Regressed on Years Since 2002</b>							
Domain	Responses	R <sup>2</sup>	2002	Revision	Year	Year <sup>2</sup>	Year <sup>3</sup>
Interpersonal relations	All	0.016	7.368	-0.580	0.152	-0.014	
	Self	0.006	7.339	-0.378	0.143	-0.011	
	Proxy	0.127	7.725	-1.450			
Social Inclusion	All	0.025	7.110	-1.094	0.256	-0.054	0.004
	Self	0.013	7.386	-0.847	0.045		
	Proxy	0.103	6.909	-1.613	0.050		
Self Determination	All	0.005	6.791		0.144	-0.010	
	Self	0.008	7.365		0.073		
	Proxy	0.005	5.599	-0.383			
Rights	All	0.024	6.242	0.678		0.041	-0.004
	Self	0.023	6.817	0.348	0.084		
	Proxy	0.037	4.438	1.193	0.174		-0.002
Material Well-being	All	0.004	7.391	-0.341			
	Self	0.003	7.348		0.055		-0.001
	Proxy	0.169	6.755	-0.690	0.424	-0.092	0.006
Personal Development	All					-0.010	
	Self	0.010	7.212	0.502	0.109	*	
	Proxy	0.012	7.317	0.407	0.267	-0.057	0.004*
Emotional Well-being	All	0.004	8.179	-0.217*	0.247	-0.057	0.004
	Self	0.006	8.169		0.052		
	Proxy	0.072	8.709	-0.957	0.045		
Physical Well-being	All	0.008	8.340	0.206*	0.271	-0.057	0.004
	Self	0.004	8.294		0.043		
	Proxy	0.018	9.147		0.039		

\* All shown coefficients are significant at p=.01 except those with asterisks where p=.05

Analysis of predictors of quality of life questions and domains used forward stepwise multiple regression with pairwise deletion for missing data and p=.01 for entry and p=.02 for removal. Fractional weights were used summing to the number of completed surveys.



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## Endnotes

<sup>1</sup> “During the last 12 months, how often did you communicate with your mother by letter, phone, or e-mail?” National Survey of Families and Households. Retrieved November 4, 2010 from the World Wide Web: <http://www.ssc.wisc.edu/nsfh/mod3/Relationswparents3.txt>.

<sup>2</sup> “How often do you get together socially with a neighbor?” National Survey of Families and Households. Retrieved November 4, 2010 from the World Wide Web: <http://www.ssc.wisc.edu/nsfh/mod3/Relationswparents3.txt>.

<sup>3</sup> American Pulse™, September 2009. “All things considered, how happy are you with your life in general?” Retrieved November 4, 2010 from the World Wide Web: <http://www.marketwire.com/press-release/American-Pulse-Majority-of-Americans-Happy-With-Life-in-General-1051864.htm>.

<sup>4</sup> Any but the favorable response starts a reporting process. Sometimes this turns up new cases of abuse, but sometimes the abuse has already been reported and resolved,