

Survey Period: Oct. 2014 to Jan. 2015
Service Provider Summary

Region: Interior
Regional Summary

Self-Report Completions: 49 (92.5%)
(Total Valid Sample: 69)
Report of Other Completions: 4
(7.5%)
Participation Rate: 76.8%
Response Rate: 93.0%
Refusal Rate: 7.0%

Self-Report Completions: 183 (88.0%)
(Total Valid Sample: 394)
Report of Other Completions: 25
(12.0%)
Participation Rate: 52.8%
Response Rate: 96.7%
Refusal Rate: 3.3%

Completions Including 2013-14: 54
Margin of Error: $\pm 6.3\%$

Completions Including 2013-14: 253
Margin of Error: $\pm 3.7\%$

Shuswap Association for Community Living (SACL)

During the 2014-15 year, 819 individuals who access CLBC-funded services through 14 accredited organizations in the Vancouver-Coastal, Fraser, and Interior (South-Central Okanagan and North Okanagan Shuswap) regions participated in a survey process in which they were asked to provide information about their quality of life in the areas of independence (personal development, self-determination), social participation (interpersonal relations, social inclusion, rights), and well-being (physical well-being, emotional well-being, material well-being). The survey used to collect this information is based on a framework that was developed, extensively researched, and internationally validated by Dr. Robert Schalock over a period of approximately 25 years. It is a framework that applies to all people . . . whether they have a disability or not. It gives us a universal language to talk with the individuals we serve about the things that are important to everyone and how we can collectively work together to improve the quality of life of those we serve.

The survey and the implementation process have been designed to ensure that the voices of individuals with developmental disabilities are truly heard. The survey itself was developed by the Persons with Developmental Disabilities (PDD) Edmonton Region Community Board and Howard Research over a two-year period. The research and development process included focus groups of individuals, family members, service providers, funders, and other stakeholders so the questions had relevance and were understood by the majority of those who would be taking the survey. Dr. Schalock was consulted throughout and the final product is one that has been assessed as valid and reliable. CLBC established a licensing agreement with PDD Edmonton and worked with Howard Research to conduct its own demonstration project during the 2010-11 year and confirmed that the survey was appropriate for use within this province. Not only were the results reliable and valid, but those involved felt the experience of participating was positive, impactful, and informative.

Unlike many surveys that are used within community living and other social service sectors, this survey does not ask about service quality or service satisfaction. Instead, it asks individuals about their quality of life from their own perspective. The survey is relevant whether services are a large part of an individual's life or a small part of an individual's life. The questions asked and the ensuing conversations are more holistic than those we have often had with individuals and with one another in the past. For those who are not able to or who prefer not to answer on their own, two people who know the individual well are invited to answer on the individual's behalf (the two "report of others" scores are averaged and counted as the individual's score). This means, we get to hear from everyone. . . even those who are not typically able to participate in survey research. Additionally, the surveys are typically administered in person by self-advocates who are hired, trained, supported, and paid to do this work. Individuals have appreciated this very personal approach and report that they feel more comfortable speaking with others with developmental disabilities than they do when speaking with someone who does not share that lived experience.

During the 2014-15 year, CLBC contracted with R.A. Malatest & Associates Ltd. to manage the survey administration process and analyze the results of that process. The data that is being collected will be used at the aggregate level to help service providers make decisions about how to further improve the quality of life of the individuals they serve and to support CLBC to make policy and program decisions that ensure that existing resources have the most beneficial impact. It will also allow us as a sector to strategically engage in partnerships outside the community living sector that are required to improve the overall quality of life of individuals with developmental disabilities within this province.

The Quality of Life (QoL) index that is measured by the survey had an excellent reliability of responses (0.925 for the overall valid total sample) and we have already learned a great deal from the results that were generated during the first three years of implementation. We learned that:

- Perceived ease of getting around in one's community positively correlates with all QoL domains (considering correlations of 0.2 or higher) – this suggests that we should attend to this and broaden our range of community partnerships to better address this area;
- Having a paid job positively correlates with rights and social inclusion (considering correlations of 0.2 or higher) – this supports the direction we are heading with our "employment first" mandate;
- Individuals rated the questions related to well-being higher than questions that relate to independence and social participation – this indicates that individuals are feeling positively about their emotional, physical, and material well-being; and
- The questions related to independence and social participation had the fewest positive ratings from respondents – these are areas on which we will need to focus in the years ahead.

Based on these results, CLBC and participating service providers are beginning to:

- Have conversations with individuals, families, and various other stakeholder groups about the results and about next steps;
- Connect with one another to establish a collaborative and co-mentorship relationship that will strengthen the overall service delivery system in this province (through informal conversations, structured meetings/presentations, learning forums, etc.);
- Align the delivery of services to further the achievement of personal outcomes for the individuals we collectively serve; and
- Expand the dialogue with individuals and families about the kinds of things that matter most to individuals and where we need to focus our attention – independence and social participation.

It is important to note that the information being collected through *include Me!* over the next few years should be viewed as baseline data. It is a new and rich and powerful data set. Providers and CLBC will need time to absorb the information, consult with stakeholders, and begin to make decisions about how to respond. As the data set grows, we will have the ability to do deeper levels of analysis that will support individuals and families to choose services that align with their own quality of life priorities, support service providers to target continuous quality improvement efforts in a manner that will have the most positive impact on the quality of life of the individuals they serve, and support CLBC to align policies and target funding that benefits the sector as a whole. Additionally, the information collected through the survey process will allow those at the individual, agency, and system levels to have informed conversations with those outside the traditional service provision sector. The results will help us work with new partners by addressing issues from a common point of focus that benefits our communities as a whole. . . not just individuals with developmental disabilities. It will allow us to highlight common areas of concern, seek strategic partnerships, and identify areas of focus that will be most impactful.

This Report

Survey results are summarized for each of the 14 participating service providers and compared to the **overall** results (all surveys from all regions) as well as to the average results for the **region** (either Single Region: Fraser or Vancouver Coastal, Interior, or Multiple: Fraser and Vancouver Coastal) and **High Scores** results (overall sample). In addition to presenting the average scores for each domain, domain scores are presented as “percent positive score” to facilitate comparison of results.

The report is structured as follows:

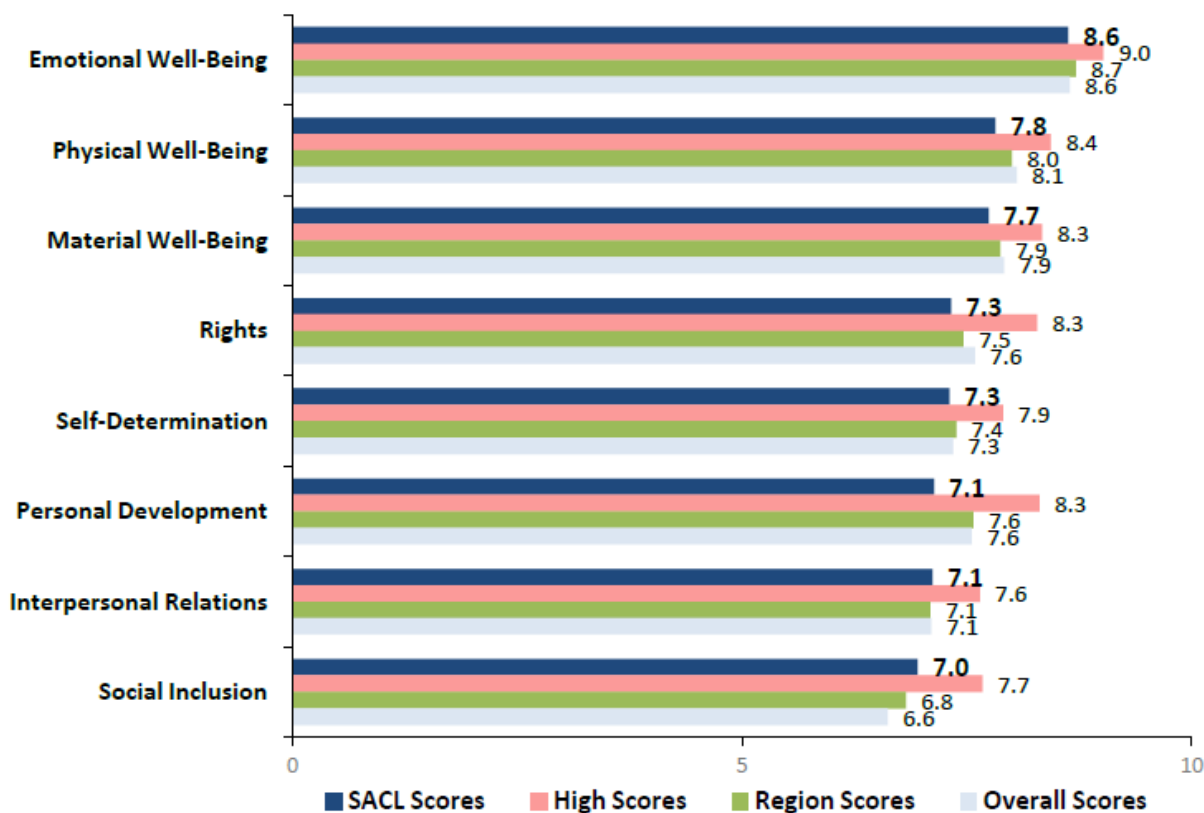
- Domain scores, including ranking of domains;
- Correlation with the quality of life domains;
- Survey responses on transportation and employment; and
- Responding to your results.

Appendices include:

- Appendix A: Glossary of Terms;
- Appendix B: Quality of Life Domains and Indicators;
- Appendix C: SACL Call Status Summary; and
- Appendix D: SACL Supplementary Tables.

Domain Scores Summary

Figure 1: Domain Scores



Domain Scores

This section summarizes the percent positive scores for the eight quality of life domains grouped under the three quality of life factors. Table 1 presents a comparison of your percent positive scores with the high percent positive scores, the percent positive scores in your region, and the overall percent positive scores.

Table 1: Quality of Life Framework Percent Positive Scores

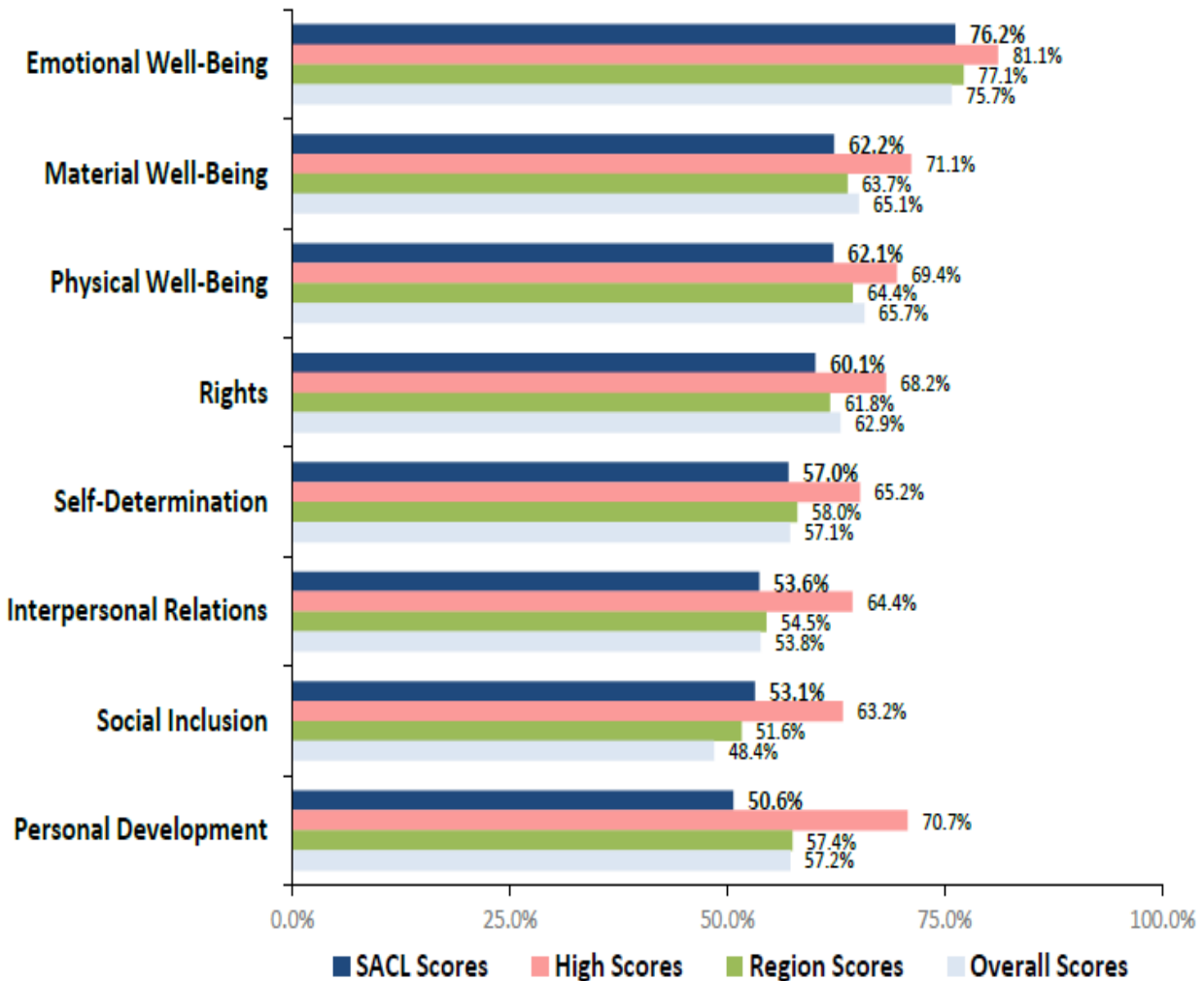
Quality of Life Framework		Domain Scores (% Positive Scores)			
Factor	Domain	SACL Scores	High Scores	Region Scores	Overall Scores
Independence	Personal Development	50.6%	70.7%	57.4%	57.2%
	Self-Determination	57.0%	65.2%	58.0%	57.1%
Social Participation	Interpersonal Relationships	53.6%	64.4%	54.5%	53.8%
	Social Inclusion	53.1%	63.2%	51.6%	48.4%
	Rights	60.1%	68.2%	61.8%	62.9%
Well-Being	Emotional Well-Being	76.2%	81.1%	77.1%	75.7%
	Physical Well-Being	62.1%	69.4%	64.4%	65.7%
	Material Well-Being	62.2%	71.1%	63.7%	65.1%

Source: include Me! Survey 2014-2015

Ranking of Domains



Figure 2 shows the ranking of domains in percent positive scores. Domains are ranked in descending order by your scores. Your domain percent positive scores are compared to the high percent positive scores, the percent positive scores of your region, and the overall percent positive scores.

Figure 2: Ranking of Domain Percent Positive Scores



Correlation with the Quality of Life Domains

A correlation measures the strength of a relationship between two items. These items can be whole domains (questions that represent the domain), or single questions. The strength of the relationship can reach a maximum of 1, and a correlation of 0 is an indication of no association. When there is a positive correlation between two items, it means that, overall the responses are similar for each item. For example, if the Rights domain and the Transportation question have a correlation of 0.2 or higher, the individual's perception of their Rights and whether they feel like they are able to get around their community easily is considered to be associated. If two items have a correlation of 0.2 or higher, they will have a tendency to vary together, meaning an increase in one item will most likely result in an increase in the other item. In Table 2:

- A correlation less than .2 is considered weak (labeled 'weak');
- A correlation between .2 and .5 is considered moderate association (shaded in light green ); and
- A correlation greater or equal to .5 is considered a large association (shaded in darker green .

The correlation coefficients were computed using the new overall quality of life question "Q54. Do you feel good about your life?". The relative importance of each domain can be gauged by examining the magnitude of the correlation coefficient. The higher the correlation between Q54 and other domains, the more important these domains of quality of life are to the individual's perceived overall quality of life. In Table 2, domains that are highly correlated with Q54 (shaded in darker green) can be targeted to drive efforts to improve individual's overall quality of life. Improving scores in these domains would most likely have the greatest impact in terms of improving the quality of life measure for self-advocates served by your organization. Additionally, Table 2 includes the correlations of the transportation (able to get around) and the employment questions with each of the eight domains. Also, to better understand the relationship between employment and the quality of life domains, the new employment question was added "Q53*. Does your job make your life better?".

Table 2: Correlation with the Overall Quality of Life, Transportation, and Employment Questions

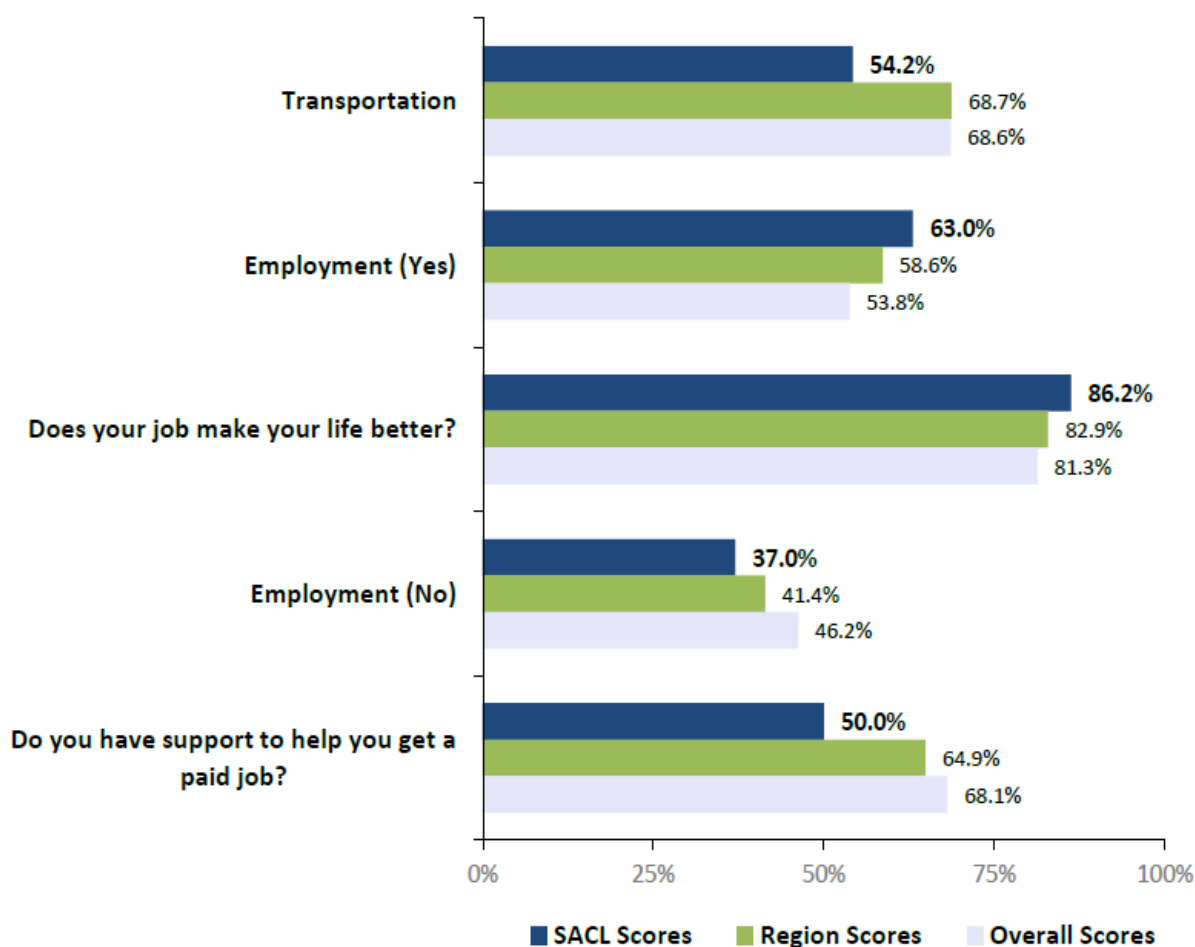
	Feel good about your life?	Transportation Mean Score	Employment (Yes/No)	Life is better (those employed) n = 29
Personal Development	0.439	0.324	weak	weak
Self-Determination	0.525	0.387	weak	0.260
Interpersonal Relations	0.402	0.326	weak	0.304
Social Inclusion	0.492	0.309	weak	0.423
Rights	0.568	0.542	weak	0.298
Emotional Well-Being	0.523	0.408	weak	0.235
Physical Well-Being	0.501	0.321	weak	weak
Material Well-Being	0.488	0.282	weak	weak
Moderate Association $.2 \leq r < .5$		Large Association $r \geq .5$		

* Correlation coefficients using "Q53. Does your job make your life better?" should be interpreted with caution due to the small sample size.

Transportation and Employment

Figure 3 shows individuals' positive responses to the Transportation and Employment¹ questions that are not part of the eight quality of life domains. The Transportation Percent Positive Score is based on the responses for "Q49. Are you able to get around your community easily?" and "Q50. Do you have a way to get to the places you want to go?". For the new Employment question "Q53. Does your job make your life better?", the Percent Positive Score is based on only those who answered "Yes" to "Q51. Do you have a job that pays you money?". On the other hand, the new Employment question "Q52. Do you have support to help you get a paid job?", the Percent Positive Score is based on only those who answered "No" to Q51.

Figure 3: Transportation and Employment Percent Positive Scores



¹ Responses of "Don't Know" are excluded from the percent positive calculation.

Responding to Your Results

Deciding on how to respond to your survey results is a journey of dialogue and discovery. Your plans will evolve as you have conversations with people, integrate this information with what you already know, and gain greater insight on how to align your organization to promote quality of life across all eight domains. The results do not come with a roadmap and do not tell you exactly how to respond. Instead, they present an opportunity for rich conversation about what the survey results mean and how you can use the information to improve the quality of life of the individuals you serve (and trend your quality of life scores upward) over time.

As you begin to think about your survey results, it is normal to feel a bit overwhelmed and uncertain about next steps. Based on what we have heard from service providers during the first few years of *include Me!*, we know that it is important to reflect on what the results mean for your organization and to include your stakeholders in the decisions you are making. We encourage you to take your time and to actively seek input when putting your results in context, deciding on priorities, and developing a response plan. Listed below are some strategies that you might find useful as you begin to think about how to respond to your survey data.

- Establish a steering committee that includes representatives of your key stakeholder groups to guide how your organization will respond to the data. This group could be responsible for creating a response plan, developing required communication and training material, monitoring progress, etc.
- Facilitate focus groups of your staff and stakeholders to help you think about what the survey data might be telling you about your organization. Take time to ensure that everyone is familiar with the quality of life framework and the concept of personal outcome measurement.
- Convene a learning table and invite organizations that are similar to yours to share ideas and strategies.
- Use the eight domains to guide personal planning and to help you determine your organization's priorities. As you go through this process, identify whether there are other data sources that you should consider. While there will likely be a strong desire to do as much as you can to respond to your results, it is critical to acknowledge that you can't respond to everything given your available staff time and financial resources.
- In the context of your priorities, decide what your organization can influence/impact (e.g. policy and practice) and what investments you can make that will result in the most significant change.
- Identify what is working well but, at the same time, think strategically about the things you could do differently moving forward.
- Map out an action plan that has measureable goals, implementation strategies, and indicators of success. As part of this, you will need to identify necessary resources and enroll external partners as appropriate.
- Create an implementation and monitoring plan and revisit it on a regular basis.

We also encourage you to tap into the support that is available. There are many people who can help you move forward. Members of CLBC's *include Me!* team are available to provide advice and support. The Malatest project team is a great resource to help you make sense of the data. Other service providers are going through the same process as you or have gone through this process in the past so reach out to them and learn from one another. Finally, a knowledge sharing web portal will be operational in 2015 that will allow service providers from across BC to share their approaches to continuous quality improvement.

Remember that getting the results back is not the end of a process. It is the beginning of a process.

Appendix A: Glossary of Terms

Glossary of Terms

Average Domain Score – The average domain score is the arithmetic mean of the sum of the re-scaled survey responses (0, 5, 10) divided by the count of all valid responses. Higher scores represent a more positive outcome for that domain.

High Scores – The highest percent positive score achieved in each domain across all service providers with more than 20 valid completes.

Domain Scoring – Domain scores were calculated in accordance with the scoring method used in previous studies that used the My Life: Personal Outcomes Index™. Responses to each question were first re-scaled to have a score of 0, 5 and 10 before computing the mean scores across questions that comprise that domain. For example, for the question “Q49. Are you able to get around your community easily?”, a response of “most of the time” would be assigned a score of 10, “sometimes” a score of 5, and “rarely or never” a score of 0. A higher score represents a more positive answer for that question.

Margin of Error – The margin of error indicates the imprecision inherent in survey data. A smaller margin of error means the survey results were more precisely measured. A margin of error of $\pm 5\%$ or $\pm 8\%$ is considered good and acceptable respectively. For example, if the reported percent positive score is 50%, with a margin of error of $\pm 5\%$, the true score is captured within the range of 45% and 55% 19 out of 20 times.

Participation Rate – Participation rate is calculated as the ratio of valid completed surveys over the valid total sample.

Percent Positive Score – The presentation of survey results in a standardized way as percentage of the “positive” answers to survey questions. “Positive” answers are defined as the most positive response category to a survey question (i.e., Top-box) regardless of the response categories. Results are easier to compare when they are all scored the same way, such as when reporting a percent positive score, since there is less variation in interpretation of what constitutes a “good score”.

Percentage of Self-Report – Percentage of Self-Report is calculated as the ratio of self-report individuals who completed the survey over the total number of completed surveys.

Region – The group into which each provider falls (either Single Region: Fraser or Vancouver Coastal, Interior, or Multiple). Multiple includes those providers who have active contracts with more than one region like Fraser and Vancouver Coastal.

Report of Others – For individuals who are unable to complete the survey on their own, two respondents have been identified to answer on their behalf. These people provide “report of others” responses. To fill this role, people must have known the supported individual for at least one year and they should have an understanding of the respondent’s current life experiences. For the purpose of this report, supported individual’s quality of life scores are based on the average of answers provided by two reports of others.

Response Rate – Response rate is calculated as the ratio of valid completed surveys over those who consented to participate.

Valid Response – The number of individuals who provided a sufficient number of responses to calculate a domain score. For this report, sufficient number is defined by answering at least four out of six questions for each quality of life domain.

Valid Sample – The sample of individuals served by each service provider or region(s).

Appendix B: Quality of Life Domains and Indicators

Quality of Life Related Personal Outcome Domains and Exemplary Indicators

Domain ¹	Exemplary Indicators ²
Emotional well-being asks about how you feel about things in your life. Think about: - your happiness and safety, - how the people around you make you feel.	<ul style="list-style-type: none"> • Contentment (satisfaction, moods, enjoyment) • Self-concept (identity, self-worth, self-esteem) • Lack of stress (predictability and control)
Physical well-being asks about your overall health and your lifestyle. Think about: - your activity level, - how you are able to eat healthy food, - your level of energy, and - your ability to get medical help if you need it.	<ul style="list-style-type: none"> • Health (functioning, symptoms, fitness, nutrition) • Activities of daily living (self-care, mobility) • Physical activities including recreation
Material well-being asks about things related to money and things you own that are important to you. Think about: - how much money you have to spend each month, - personal stuff you have that is important to you, and - how much you can use money for things you like to do.	<ul style="list-style-type: none"> • Financial status (income, benefits) • Employment (work status, work environment) • Housing (type of residence, ownership)
Rights asks about your rights as an adult, like how other people respect you and your right to do the same things as all adults. Think about: - your right to privacy, - how people around you treat you, and - how much you can say what you think, and be listened to.	<ul style="list-style-type: none"> • Human (respect, dignity, equality) • Legal (citizenship, access, due process)
Personal development asks about learning and doing different and new things that matter to you. Think about how much you are able to: - learn about the things you are interested in, - learn new skills to become more independent, - do the things you enjoy, and - do things that are important to you.	<ul style="list-style-type: none"> • Education (achievements, education status) • Personal competence (cognitive, social, practical) • Performance (success, achievements, productivity)
Self-determination asks about goals, decisions, and choices. Think about how much you can: - make your own choices, - do things you have dreamed about doing in your life, and make your own decisions.	<ul style="list-style-type: none"> • Autonomy, personal control • Goals and personal values (desires, expectations) • Choices (opportunities, options, preferences)
Interpersonal relations asks about the relationships you have with other people and the time you spend with your family and your friends. Think about: - help and support that you can get from others, - your relationships with family and friends, and - the things you do with family and friends.	<ul style="list-style-type: none"> • Interactions (social networks, social contacts) • Relationships (family, friends, peers) • Supports (emotional, physical, financial) • Recreation
Social inclusion asks about the kinds of things you do in your community and who you do them with. Think about: - activities and fun things you do in the community, - things you would like to do in your community, - people you know in your neighbourhood and places that you go in your community.	<ul style="list-style-type: none"> • Community integration and participation • Community roles • Social supports (support networks, services)

¹Adapted from *My Life: Personal Outcomes Index™*; ²Adapted from *A leadership guide for today's disability organizations: Overcoming challenges and making change happen*, by Schalock, R. L., & Verdugo, M. A., 2012, Baltimore, MD: Brookes.

Appendix C: SACL Call Status Summary

**2014/2015 CLBC include Me! Survey
Call Status**

	TOTAL RESPS	INTERIOR REGION	SACL
VALID TOTAL SAMPLE ^a	1,260	394	69
VALID SELF-REPORT SAMPLE ^a	1,060	364	62
Refused to SPs (prior to scheduling) ^b	236	82	11
No response to SPs ^b	181	97	1
Number who Consented <i>Have given verbal consent to SPs or signed consent form</i>	643	185	50
Completed	635	183	49
No show / refused during interview	8	2	1
Self-Report Participation Rate <i>Completed / Valid Self-Report Sample</i>	59.9%	50.3%	79.0%
Self-Report Response Rate <i>Completed / Number who Consented</i>	98.8%	98.9%	98.0%
VALID PROXY SAMPLE ^a	200	30	7
Refused to SPs (prior to scheduling) ^c	0	0	0
Unidentified by SPs	0	0	0
Number who Consented ^d <i>Have given verbal consent to SPs or signed consent form</i>	200	30	7
Two Proxies Completed	184	25	4
One proxy completed ^e	15	5	3
Both proxies refused during interview / did not respond to Malatest's phone calls	1	0	0
Proxy Participation Rate <i>Two Proxies Completed / Valid Proxy Sample</i>	92.0%	83.3%	57.1%
Proxy Response Rate <i>Two Proxies Completed / Number who Consented</i>	92.0%	83.3%	57.1%
VALID COMPLETES <i>Completed Self-Report + Two Proxies Completed</i>	819	208	53
Percentage of Self-Report <i>Completed Self-Report / Valid Completes</i>	77.5%	88.0%	92.5%
Overall Participation Rate <i>Valid Completes / Valid Total Sample</i>	65.0%	52.8%	76.8%
Overall Response Rate <i>Valid Completes / Number who Consented</i>	97.2%	96.7%	93.0%

^a Valid total sample for all respondents and Interior region excludes duplicate respondents who are receiving services from multiple service providers and respondents who are no longer receiving CLBC-supported services through service providers. On the other hand, valid total sample for SACL (Shuswap Association for Community Living) includes these duplicate respondents.

^b Some service providers may have coded "No Response" cases (i.e. those who did not respond after multiple follow-ups) as "Refused".

^c "Refused" cases among those who were expected to have proxies are those cases where individuals themselves, their families, and/or all the proxies that were identified by service providers did not want to participate in the study.

^d Actual number of consents received from proxies is two times the number reported because each individual who is participating through proxies is required to have two.

^e The other proxies in the single completed cases either refused or did not respond to Malatest's phone calls.

**2014/2015 CLBC include Me! Survey
Call Status Including 53 Individuals Interviewed in 2013/2014**

	TOTAL RESPS	INTERIOR REGION	SACL
VALID TOTAL SAMPLE ^a	1,260	394	69
VALID SELF-REPORT SAMPLE ^a	1,052	357	61
Refused to SPs (prior to scheduling) ^b	209	60	10
No response to SPs ^b	155	74	1
Number who Consented <i>Have given verbal consent to SPs or signed consent form</i>	688	223	50
Completed	680	221	49
No show / refused during interview	8	2	1
Self-Report Participation Rate <i>Completed / Valid Self-Report Sample</i>	64.6%	61.9%	80.3%
Self-Report Response Rate <i>Completed / Number who Consented</i>	98.8%	99.1%	98.0%
VALID PROXY SAMPLE ^a	208	37	8
Refused to SPs (prior to scheduling) ^c	0	0	0
Unidentified by SPs	0	0	0
Number who Consented ^d <i>Have given verbal consent to SPs or signed consent form</i>	208	37	8
Two Proxies Completed	192	32	5
One proxy completed ^e	15	5	3
Both proxies refused during interview / did not respond to Malatest's phone calls	1	0	0
Proxy Participation Rate <i>Two Proxies Completed / Valid Proxy Sample</i>	92.3%	86.5%	62.5%
Proxy Response Rate <i>Two Proxies Completed / Number who Consented</i>	92.3%	86.5%	62.5%
VALID COMPLETES <i>Completed Self-Report + Two Proxies Completed</i>	872	253	54
Percentage of Self-Report <i>Completed Self-Report / Valid Completes</i>	78.0%	87.4%	90.7%
Overall Participation Rate <i>Valid Completes / Valid Total Sample</i>	69.2%	64.2%	78.3%
Overall Response Rate <i>Valid Completes / Number who Consented</i>	97.3%	97.3%	93.1%

^a Valid total sample for all respondents and Interior region excludes duplicate respondents who are receiving services from multiple service providers and respondents who are no longer receiving CLBC-supported services through service providers but includes 53 individuals who completed the survey in 2013/2014. On the other hand, valid total sample for SACL (Shuswap Association for Community Living) includes these duplicate respondents and one individual who completed the survey in 2013/2014.

^b Some service providers may have coded "No Response" cases (i.e. those who did not respond after multiple follow-ups) as "Refused".




^c "Refused" cases among those who were expected to have proxies are those cases where individuals themselves, their families, and/or all the proxies that were identified by service providers did not want to participate in the study.

^d Actual number of consents received from proxies is two times the number reported because each individual who is participating through proxies is required to have two.

^e The other proxies in the single completed cases either refused or did not respond to Malatest's phone calls.

Appendix D: SACL Supplementary Tables




include Me!
Do you feel good about your life? - Overall Quality of Life

						
	TOTAL	10*	7.5*	5*	2.5*	0*
Total	809	613	33	134	1	28
	100.0%	75.8%	4.1%	16.6%	0.1%	3.5%
Interior	205	162	6	32	-	5
	100.0%	79.0%	2.9%	15.6%	-	2.4%
SACL	53	41	1	9	-	2
	100.0%	77.4%	1.9%	17.0%	-	3.8%
SACL SERVICES ACCESSED						
Residential Services	47	37	-	8	-	2
	100.0%	78.7%	-	17.0%	-	4.3%
Community Inclusion	51	40	1	8	-	2
	100.0%	78.4%	2.0%	15.7%	-	3.9%
Respite Services	-	-	-	-	-	-
	-	-	-	-	-	-
Support for Individuals and Families	-	-	-	-	-	-
	-	-	-	-	-	-
SACL REPORTING						
Self-Report	49	39	-	8	-	2
	100.0%	79.6%	-	16.3%	-	4.1%
Report of Others	-	-	-	-	-	-
	-	-	-	-	-	-
SACL AGE GROUP						
Age 18 to 34	25	20	1	4	-	-
	100.0%	80.0%	4.0%	16.0%	-	-
Age 35 to 54	20	15	-	5	-	-
	100.0%	75.0%	-	25.0%	-	-
Age 55 and over	-	-	-	-	-	-
	-	-	-	-	-	-

Note: Frequency counts may not add to the Total count due to missing responses; and specifically on services, due to multiple services accessed. Due to respondent privacy considerations, only group data with a base size of $n \geq 10$ are shown.

* A score of 10 denotes the most positive response (e.g., "Most of the time"), a score of 5 denotes a neutral response (e.g., "Sometimes"), and a score of 0 denotes the most negative response (e.g., "Rarely or Never"). Report of others' responses are averaged, which can result in half scores such as 7.5 and 2.5.




include Me!
Emotional Well-Being Domain

						
	TOTAL	10*	7.5*	5*	2.5*	0*
Total	5206	3942	155	878	2	229
	100.0%	75.7%	3.0%	16.9%	≈0.0%	4.4%
Interior	1517	1170	25	265	-	57
	100.0%	77.1%	1.6%	17.5%	-	3.8%
SACL	323	246	2	62	-	13
	100.0%	76.2%	0.6%	19.2%	-	4.0%
SACL SERVICES ACCESSED						
Residential Services	282	209	1	59	-	13
	100.0%	74.1%	0.4%	20.9%	-	4.6%
Community Inclusion	311	237	2	59	-	13
	100.0%	76.2%	0.6%	19.0%	-	4.2%
Respite Services	-	-	-	-	-	-
	-	-	-	-	-	-
Support for Individuals and Families	-	-	-	-	-	-
	-	-	-	-	-	-
SACL REPORTING						
Self-Report	294	219	-	62	-	13
	100.0%	74.5%	-	21.1%	-	4.4%
Report of Others	-	-	-	-	-	-
	-	-	-	-	-	-
SACL AGE GROUP						
Age 18 to 34	155	126	2	23	-	4
	100.0%	81.3%	1.3%	14.8%	-	2.6%
Age 35 to 54	120	89	-	27	-	4
	100.0%	74.2%	-	22.5%	-	3.3%
Age 55 and over	-	-	-	-	-	-
	-	-	-	-	-	-

Note: Frequency counts may not add to the Total count due to missing responses; and specifically on services, due to multiple services accessed. Due to respondent privacy considerations, only group data with a base size of $n \geq 10$ are shown.

* A score of 10 denotes the most positive response (e.g., "Most of the time"), a score of 5 denotes a neutral response (e.g., "Sometimes"), and a score of 0 denotes the most negative response (e.g., "Rarely or Never"). Report of others' responses are averaged, which can result in half scores such as 7.5 and 2.5.

include Me!
Interpersonal Relations Domain

						
	TOTAL	10*	7.5*	5*	2.5*	0*
Total	5150	2769	223	1374	142	642
	100.0%	53.8%	4.3%	26.7%	2.8%	12.5%
Interior	1491	812	33	428	34	184
	100.0%	54.5%	2.2%	28.7%	2.3%	12.3%
SACL	321	172	5	103	6	35
	100.0%	53.6%	1.6%	32.1%	1.9%	10.9%
SACL SERVICES ACCESSED						
Residential Services	280	159	2	88	-	31
	100.0%	56.8%	0.7%	31.4%	-	11.1%
Community Inclusion	310	169	3	97	6	35
	100.0%	54.5%	1.0%	31.3%	1.9%	11.3%
Respite Services	-	-	-	-	-	-
	-	-	-	-	-	-
Support for Individuals and Families	-	-	-	-	-	-
	-	-	-	-	-	-
SACL REPORTING						
Self-Report	293	164	-	98	-	31
	100.0%	56.0%	-	33.4%	-	10.6%
Report of Others	-	-	-	-	-	-
	-	-	-	-	-	-
SACL AGE GROUP						
Age 18 to 34	154	87	5	46	6	10
	100.0%	56.5%	3.2%	29.9%	3.9%	6.5%
Age 35 to 54	120	60	-	46	-	14
	100.0%	50.0%	-	38.3%	-	11.7%
Age 55 and over	-	-	-	-	-	-
	-	-	-	-	-	-

Note: Frequency counts may not add to the Total count due to missing responses; and specifically on services, due to multiple services accessed. Due to respondent privacy considerations, only group data with a base size of $n \geq 10$ are shown.

* A score of 10 denotes the most positive response (e.g., "Most of the time"), a score of 5 denotes a neutral response (e.g., "Sometimes"), and a score of 0 denotes the most negative response (e.g., "Rarely or Never"). Report of others' responses are averaged, which can result in half scores such as 7.5 and 2.5.

include Me!
Social Inclusion Domain

		☺		☹		☹
	TOTAL	10*	7.5*	5*	2.5*	0*
Total	5183	2510	264	1380	131	898
	100.0%	48.4%	5.1%	26.6%	2.5%	17.3%
Interior	1505	776	41	428	23	237
	100.0%	51.6%	2.7%	28.4%	1.5%	15.7%
SACL	324	172	3	100	4	45
	100.0%	53.1%	0.9%	30.9%	1.2%	13.9%
SACL SERVICES ACCESSED						
Residential Services	282	162	1	77	1	41
	100.0%	57.4%	0.4%	27.3%	0.4%	14.5%
Community Inclusion	312	166	2	96	4	44
	100.0%	53.2%	0.6%	30.8%	1.3%	14.1%
Respite Services	-	-	-	-	-	-
	-	-	-	-	-	-
Support for Individuals and Families	-	-	-	-	-	-
	-	-	-	-	-	-
SACL REPORTING						
Self-Report	294	167	-	86	-	41
	100.0%	56.8%	-	29.3%	-	13.9%
Report of Others	-	-	-	-	-	-
	-	-	-	-	-	-
SACL AGE GROUP						
Age 18 to 34	156	77	3	53	4	19
	100.0%	49.4%	1.9%	34.0%	2.6%	12.2%
Age 35 to 54	120	69	-	36	-	15
	100.0%	57.5%	-	30.0%	-	12.5%
Age 55 and over	-	-	-	-	-	-
	-	-	-	-	-	-

Note: Frequency counts may not add to the Total count due to missing responses; and specifically on services, due to multiple services accessed. Due to respondent privacy considerations, only group data with a base size of $n \geq 10$ are shown.

* A score of 10 denotes the most positive response (e.g., "Most of the time"), a score of 5 denotes a neutral response (e.g., "Sometimes"), and a score of 0 denotes the most negative response (e.g., "Rarely or Never"). Report of others' responses are averaged, which can result in half scores such as 7.5 and 2.5.

include Me!
Personal Development Domain

		☺		☹		☹
	TOTAL	10*	7.5*	5*	2.5*	0*
Total	5162	2951	311	1395	76	429
	100.0%	57.2%	6.0%	27.0%	1.5%	8.3%
Interior	1496	859	47	469	17	104
	100.0%	57.4%	3.1%	31.4%	1.1%	7.0%
SACL	322	163	8	121	1	29
	100.0%	50.6%	2.5%	37.6%	0.3%	9.0%
SACL SERVICES ACCESSED						
Residential Services	280	155	3	93	-	29
	100.0%	55.4%	1.1%	33.2%	-	10.4%
Community Inclusion	310	158	7	115	1	29
	100.0%	51.0%	2.3%	37.1%	0.3%	9.4%
Respite Services	-	-	-	-	-	-
	-	-	-	-	-	-
Support for Individuals and Families	-	-	-	-	-	-
	-	-	-	-	-	-
SACL REPORTING						
Self-Report	293	159	-	106	-	28
	100.0%	54.3%	-	36.2%	-	9.6%
Report of Others	-	-	-	-	-	-
	-	-	-	-	-	-
SACL AGE GROUP						
Age 18 to 34	155	80	8	56	1	10
	100.0%	51.6%	5.2%	36.1%	0.6%	6.5%
Age 35 to 54	119	58	-	57	-	4
	100.0%	48.7%	-	47.9%	-	3.4%
Age 55 and over	-	-	-	-	-	-
	-	-	-	-	-	-

Note: Frequency counts may not add to the Total count due to missing responses; and specifically on services, due to multiple services accessed. Due to respondent privacy considerations, only group data with a base size of $n \geq 10$ are shown.

* A score of 10 denotes the most positive response (e.g., "Most of the time"), a score of 5 denotes a neutral response (e.g., "Sometimes"), and a score of 0 denotes the most negative response (e.g., "Rarely or Never"). Report of others' responses are averaged, which can result in half scores such as 7.5 and 2.5.




include Me!
Self-Determination Domain

		☺		☹		☹
	TOTAL	10*	7.5*	5*	2.5*	0*
Total	5144	2939	235	1262	121	587
	100.0%	57.1%	4.6%	24.5%	2.4%	11.4%
Interior	1481	859	40	396	22	164
	100.0%	58.0%	2.7%	26.7%	1.5%	11.1%
SACL	323	184	5	94	4	36
	100.0%	57.0%	1.5%	29.1%	1.2%	11.1%
SACL SERVICES ACCESSED						
Residential Services	281	166	1	86	2	26
	100.0%	59.1%	0.4%	30.6%	0.7%	9.3%
Community Inclusion	311	180	5	88	2	36
	100.0%	57.9%	1.6%	28.3%	0.6%	11.6%
Respite Services	-	-	-	-	-	-
	-	-	-	-	-	-
Support for Individuals and Families	-	-	-	-	-	-
	-	-	-	-	-	-
SACL REPORTING						
Self-Report	293	180	-	86	-	27
	100.0%	61.4%	-	29.4%	-	9.2%
Report of Others	-	-	-	-	-	-
	-	-	-	-	-	-
SACL AGE GROUP						
Age 18 to 34	156	84	5	43	4	20
	100.0%	53.8%	3.2%	27.6%	2.6%	12.8%
Age 35 to 54	119	74	-	37	-	8
	100.0%	62.2%	-	31.1%	-	6.7%
Age 55 and over	-	-	-	-	-	-
	-	-	-	-	-	-

Note: Frequency counts may not add to the Total count due to missing responses; and specifically on services, due to multiple services accessed. Due to respondent privacy considerations, only group data with a base size of $n \geq 10$ are shown.

* A score of 10 denotes the most positive response (e.g., "Most of the time"), a score of 5 denotes a neutral response (e.g., "Sometimes"), and a score of 0 denotes the most negative response (e.g., "Rarely or Never"). Report of others' responses are averaged, which can result in half scores such as 7.5 and 2.5.




include Me!
Physical Well-Being Domain

						
	TOTAL	10*	7.5*	5*	2.5*	0*
Total	5173	3398	211	1202	36	326
	100.0%	65.7%	4.1%	23.2%	0.7%	6.3%
Interior	1489	959	32	411	9	78
	100.0%	64.4%	2.1%	27.6%	0.6%	5.2%
SACL	322	200	7	92	-	23
	100.0%	62.1%	2.2%	28.6%	-	7.1%
SACL SERVICES ACCESSED						
Residential Services	280	173	3	81	-	23
	100.0%	61.8%	1.1%	28.9%	-	8.2%
Community Inclusion	310	191	7	89	-	23
	100.0%	61.6%	2.3%	28.7%	-	7.4%
Respite Services	-	-	-	-	-	-
	-	-	-	-	-	-
Support for Individuals and Families	-	-	-	-	-	-
	-	-	-	-	-	-
SACL REPORTING						
Self-Report	292	179	-	91	-	22
	100.0%	61.3%	-	31.2%	-	7.5%
Report of Others	-	-	-	-	-	-
	-	-	-	-	-	-
SACL AGE GROUP						
Age 18 to 34	155	103	7	38	-	7
	100.0%	66.5%	4.5%	24.5%	-	4.5%
Age 35 to 54	120	69	-	42	-	9
	100.0%	57.5%	-	35.0%	-	7.5%
Age 55 and over	-	-	-	-	-	-
	-	-	-	-	-	-

Note: Frequency counts may not add to the Total count due to missing responses; and specifically on services, due to multiple services accessed. Due to respondent privacy considerations, only group data with a base size of $n \geq 10$ are shown.

* A score of 10 denotes the most positive response (e.g., "Most of the time"), a score of 5 denotes a neutral response (e.g., "Sometimes"), and a score of 0 denotes the most negative response (e.g., "Rarely or Never"). Report of others' responses are averaged, which can result in half scores such as 7.5 and 2.5.




include Me!
Material Well-Being Domain

						
	TOTAL	10*	7.5*	5*	2.5*	0*
Total	5133	3341	222	1090	36	444
	100.0%	65.1%	4.3%	21.2%	0.7%	8.6%
Interior	1473	939	50	360	12	112
	100.0%	63.7%	3.4%	24.4%	0.8%	7.6%
SACL	315	196	6	87	-	26
	100.0%	62.2%	1.9%	27.6%	-	8.3%
SACL SERVICES ACCESSED						
Residential Services	273	176	2	70	-	25
	100.0%	64.5%	0.7%	25.6%	-	9.2%
Community Inclusion	303	190	4	84	-	25
	100.0%	62.7%	1.3%	27.7%	-	8.3%
Respite Services	-	-	-	-	-	-
	-	-	-	-	-	-
Support for Individuals and Families	-	-	-	-	-	-
	-	-	-	-	-	-
SACL REPORTING						
Self-Report	285	179	-	82	-	24
	100.0%	62.8%	-	28.8%	-	8.4%
Report of Others	-	-	-	-	-	-
	-	-	-	-	-	-
SACL AGE GROUP						
Age 18 to 34	155	98	6	43	-	8
	100.0%	63.2%	3.9%	27.7%	-	5.2%
Age 35 to 54	114	69	-	36	-	9
	100.0%	60.5%	-	31.6%	-	7.9%
Age 55 and over	-	-	-	-	-	-
	-	-	-	-	-	-

Note: Frequency counts may not add to the Total count due to missing responses; and specifically on services, due to multiple services accessed. Due to respondent privacy considerations, only group data with a base size of $n \geq 10$ are shown.

* A score of 10 denotes the most positive response (e.g., "Most of the time"), a score of 5 denotes a neutral response (e.g., "Sometimes"), and a score of 0 denotes the most negative response (e.g., "Rarely or Never"). Report of others' responses are averaged, which can result in half scores such as 7.5 and 2.5.




include Me! **Rights Domain**

						
	TOTAL	10*	7.5*	5*	2.5*	0*
Total	5143	3237	193	1016	51	646
	100.0%	62.9%	3.8%	19.8%	1.0%	12.6%
Interior	1481	915	26	337	13	190
	100.0%	61.8%	1.8%	22.8%	0.9%	12.8%
SACL	323	194	4	78	3	44
	100.0%	60.1%	1.2%	24.1%	0.9%	13.6%
SACL SERVICES ACCESSED						
Residential Services	281	172	3	68	1	37
	100.0%	61.2%	1.1%	24.2%	0.4%	13.2%
Community Inclusion	311	191	3	73	3	41
	100.0%	61.4%	1.0%	23.5%	1.0%	13.2%
Respite Services	-	-	-	-	-	-
	-	-	-	-	-	-
Support for Individuals and Families	-	-	-	-	-	-
	-	-	-	-	-	-
SACL REPORTING						
Self-Report	293	186	-	71	-	36
	100.0%	63.5%	-	24.2%	-	12.3%
Report of Others	-	-	-	-	-	-
	-	-	-	-	-	-
SACL AGE GROUP						
Age 18 to 34	155	93	4	34	3	21
	100.0%	60.0%	2.6%	21.9%	1.9%	13.5%
Age 35 to 54	120	76	-	34	-	10
	100.0%	63.3%	-	28.3%	-	8.3%
Age 55 and over	-	-	-	-	-	-
	-	-	-	-	-	-

Note: Frequency counts may not add to the Total count due to missing responses; and specifically on services, due to multiple services accessed. Due to respondent privacy considerations, only group data with a base size of $n \geq 10$ are shown.

* A score of 10 denotes the most positive response (e.g., "Most of the time"), a score of 5 denotes a neutral response (e.g., "Sometimes"), and a score of 0 denotes the most negative response (e.g., "Rarely or Never"). Report of others' responses are averaged, which can result in half scores such as 7.5 and 2.5.

include Me!
Transportation Question

						
	TOTAL	10*	7.5*	5*	2.5*	0*
Total	1669	1145	79	327	8	110
	100.0%	68.6%	4.7%	19.6%	0.5%	6.6%
Interior	451	310	14	99	2	26
	100.0%	68.7%	3.1%	22.0%	0.4%	5.8%
SACL	107	58	-	39	1	9
	100.0%	54.2%	-	36.4%	0.9%	8.4%
SACL SERVICES ACCESSED						
Residential Services	94	52	-	33	-	9
	100.0%	55.3%	-	35.1%	-	9.6%
Community Inclusion	103	56	-	37	1	9
	100.0%	54.4%	-	35.9%	1.0%	8.7%
Respite Services	-	-	-	-	-	-
	-	-	-	-	-	-
Support for Individuals and Families	-	-	-	-	-	-
	-	-	-	-	-	-
SACL REPORTING						
Self-Report	98	53	-	36	-	9
	100.0%	54.1%	-	36.7%	-	9.2%
Report of Others	-	-	-	-	-	-
	-	-	-	-	-	-
SACL AGE GROUP						
Age 18 to 34	51	29	-	21	1	-
	100.0%	56.9%	-	41.2%	2.0%	-
Age 35 to 54	40	23	-	13	-	4
	100.0%	57.5%	-	32.5%	-	10.0%
Age 55 and over	-	-	-	-	-	-
	-	-	-	-	-	-

Note: Frequency counts may not add to the Total count due to missing responses; and specifically on services, due to multiple services accessed. Due to respondent privacy considerations, only group data with a base size of $n \geq 10$ are shown.

* A score of 10 denotes the most positive response (e.g., "Most of the time"), a score of 5 denotes a neutral response (e.g., "Sometimes"), and a score of 0 denotes the most negative response (e.g., "Rarely or Never"). Report of others' responses are averaged, which can result in half scores such as 7.5 and 2.5.




include Me! Employment Question

	TOTAL	Yes	No	Don't Know*
Total	855	434	373	48
	100.0%	53.8%	46.2%	-
Interior	248	133	94	21
	100.0%	58.6%	41.4%	-
SACL	52	29	17	6
	100.0%	63.0%	37.0%	-
SACL SERVICES ACCESSED				
Residential Services	45	25	15	5
	100.0%	62.5%	37.5%	-
Community Inclusion	50	28	16	6
	100.0%	63.6%	36.4%	-
Respite Services	-	-	-	-
	-	-	-	-
Support for Individuals and Families	-	-	-	-
	-	-	-	-
SACL REPORTING				
Self-Report	47	29	13	5
	100.0%	69.0%	31.0%	-
Report of Others	-	-	-	-
	-	-	-	-
SACL AGE GROUP				
Age 18 to 34	25	13	9	3
	100.0%	59.1%	40.9%	-
Age 35 to 54	19	14	3	2
	100.0%	82.4%	17.6%	-
Age 55 and over	-	-	-	-
	-	-	-	-

Note: Frequency counts may not add to the Total count due to missing responses; and specifically on services, due to multiple services accessed. Due to respondent privacy considerations, only group data with a base size of $n \geq 10$ are shown.

*Responses of "Don't Know" are excluded from the percentage calculations, therefore percentages are not shown in the "Don't Know" column.




include Me!
Do you have support to help you get a paid job?

						
	TOTAL	10*	7.5*	5*	2.5*	0*
Total	403	228	-	107	-	68
	100.0%	68.1%	-	31.9%	-	-
Interior	96	48	-	26	-	22
	100.0%	64.9%	-	35.1%	-	-
SACL	23	7	-	7	-	9
	100.0%	50.0%	-	50.0%	-	-
SACL SERVICES ACCESSED						
Residential Services	21	7	-	7	-	7
	100.0%	50.0%	-	50.0%	-	-
Community Inclusion	22	7	-	6	-	9
	100.0%	53.8%	-	46.2%	-	-
Respite Services	-	-	-	-	-	-
	-	-	-	-	-	-
Support for Individuals and Families	-	-	-	-	-	-
	-	-	-	-	-	-
SACL REPORTING						
Self-Report	19	7	-	5	-	7
	100.0%	58.3%	-	41.7%	-	-
Report of Others	-	-	-	-	-	-
	-	-	-	-	-	-
SACL AGE GROUP						
Age 18 to 34	11	3	-	4	-	4
	100.0%	42.9%	-	57.1%	-	-
Age 35 to 54	-	-	-	-	-	-
	-	-	-	-	-	-
Age 55 and over	-	-	-	-	-	-

Note: Frequency counts may not add to the Total count due to missing responses; and specifically on services, due to multiple services accessed. Due to respondent privacy considerations, only group data with a base size of $n \geq 10$ are shown.

* A score of 10 denotes the most positive response (e.g., "Most of the time"), a score of 5 denotes a neutral response (e.g., "Sometimes"), and a score of 0 denotes the most negative response (e.g., "Rarely or Never"). Report of others' responses are averaged, which can result in half scores such as 7.5 and 2.5.

include Me!
Does your job make your life better?

						
	TOTAL	10*	7.5*	5*	2.5*	0*
Total	406	330	3	61	1	11
	100.0%	81.3%	0.7%	15.0%	0.2%	2.7%
Interior	111	92	1	16	1	1
	100.0%	82.9%	0.9%	14.4%	0.9%	0.9%
SACL	29	25	-	4	-	-
	100.0%	86.2%	-	13.8%	-	-
SACL SERVICES ACCESSED						
Residential Services	25	23	-	2	-	-
	100.0%	92.0%	-	8.0%	-	-
Community Inclusion	28	25	-	3	-	-
	100.0%	89.3%	-	10.7%	-	-
Respite Services	-	-	-	-	-	-
	-	-	-	-	-	-
Support for Individuals and Families	-	-	-	-	-	-
	-	-	-	-	-	-
SACL REPORTING						
Self-Report	29	25	-	4	-	-
	100.0%	86.2%	-	13.8%	-	-
Report of Others	-	-	-	-	-	-
	-	-	-	-	-	-
SACL AGE GROUP						
Age 18 to 34	13	9	-	4	-	-
	100.0%	69.2%	-	30.8%	-	-
Age 35 to 54	14	14	-	-	-	-
	100.0%	100.0%	-	-	-	-
Age 55 and over	-	-	-	-	-	-
	-	-	-	-	-	-

Note: Frequency counts may not add to the Total count due to missing responses; and specifically on services, due to multiple services accessed. Due to respondent privacy considerations, only group data with a base size of $n \geq 10$ are shown.

* A score of 10 denotes the most positive response (e.g., "Most of the time"), a score of 5 denotes a neutral response (e.g., "Sometimes"), and a score of 0 denotes the most negative response (e.g., "Rarely or Never"). Report of others' responses are averaged, which can result in half scores such as 7.5 and 2.5.

include Me!
Average Domain Scores

Domain	Personal Dev't	Self Determination	Inter Personal Relations	Social Inclusion	Rights	Emotional Well Being	Physical Well Being	Material Well Being
Total	7.6	7.3	7.1	6.6	7.6	8.6	8.1	7.9
Interior	7.6	7.4	7.1	6.8	7.5	8.7	8.0	7.9
SACL	7.1	7.3	7.1	7.0	7.3	8.6	7.8	7.7
SACL SERVICES ACCESSED								
Residential Services	7.3	7.5	7.3	7.1	7.4	8.5	7.7	7.8
Community Inclusion	7.1	7.3	7.1	6.9	7.4	8.6	7.8	7.7
Respite Services								
Support for Individuals and Families								
SACL REPORTING								
Self-Report	7.2	7.6	7.3	7.1	7.6	8.5	7.7	7.7
Report of Others								
SACL AGE GROUP								
Age 18 to 34	7.4	7.1	7.5	6.8	7.3	9.0	8.2	8.0
Age 35 to 54	7.3	7.8	6.9	7.2	7.8	8.5	7.5	7.6
Age 55 and over								

Note: Due to respondent privacy considerations, only group data with a base size of $n \geq 10$ are shown.