

Ask Me!sm FY 2008



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 supports funded by the DDA, make The Ask Me! Project possible. In FY2008, 31 peer interviewers worked for The Arc of Maryland, conducting an average of 85 interviews. The interviewers have an average of 5.0 years of experience, with five new to the survey in FY2007 and four having ten or more years of experience. One interviewer conducted telephone interviews and keyed the survey data (DE). The Ask Me! FY2008 interviewers, with their years of experience shown in parentheses (), include:

Anne Bates (5)	Greg Gray (5)	Mistyann Owens (1)
April Carr (3)	James Devore (11)	Patrick Rhinehart (5)
Bernadette Quinn (4)	Jerry Evans (1)	Patty Worff (9)
Brian Plater (7)	John Giles (1)	Peggy Nazelrod (3)
Bridgette Pressley (10)	Howard Holland (6)	Reta Cooper (1)
Carolina Cano (6)	Linda Cooper (8)	Robert Heil (5)
Christy Scott (2)	Lori Powell (10)	Scott Heim (10)
Crystal Stephens (2)	Marianne McNally (3, DE)	Valerie Smith (3)
Diana Stewart (2)	Michael Carter (1)	Vernon DeHaven (9)
Diana Warther (6)	Michael Raidt (9)	Vicki Mills (8)
Emerald Coleman (2)		

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 diskette. 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 Judy Volkman, The Arc of Maryland, 49 Old Solomons Island Rd., Suite 205, Annapolis, MD 21401, 888-272-3449, jvolkman@thearcmd.org.

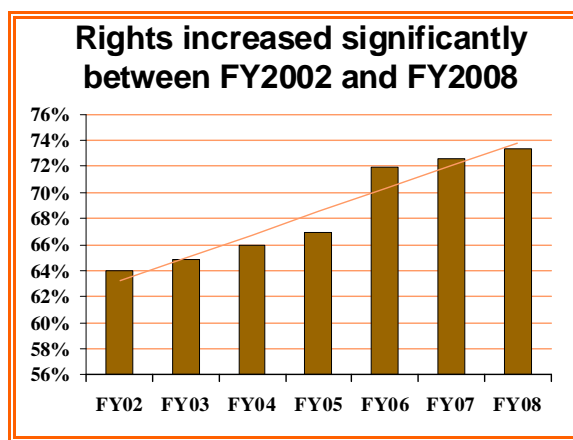
This report can be viewed or downloaded as an Adobe Acrobat file from the website of the Maryland Developmental Disability Administration, <http://www.dhmd.state.md.us/dda/ReportableInc/Ask08Report.pdf>. It, and other publications listed at the end of this report, can be accessed through the website of Bonham Research, <http://www.bonhamresearch.com/Level%201/AskMe.htm>.

Ask Me!sm FY 2008 Executive Summary

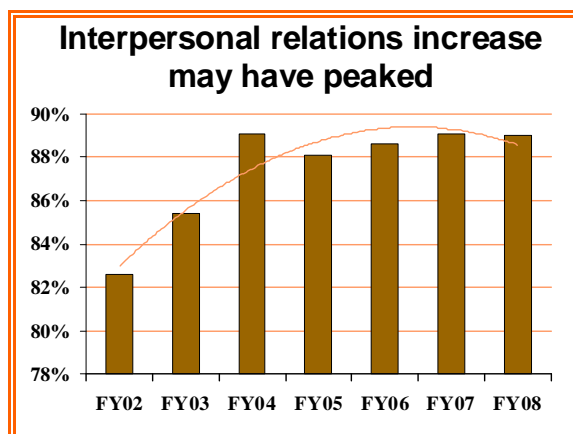
The FY2008 Ask Me! collected information between August 2007 and June 2008 for 1,269 people 18 years and over supported by 45 community agencies. These represented a probability sample of all 12,615 adults supported by all 151 community provider agencies with funds from the Maryland Developmental Disabilities Administration (DDA). Three-fourths (74%) of the people responded for themselves, including 21% of those classified with profound retardation.

Quality of Life Change in Maryland

Quality of life increased between FY2002 and FY2008 in all eight domains, whether measured by the percent reporting a positive quality of life, or the average quality of life. However, two different patterns are reflected in the eight domains. The quality of life increased continuously throughout the time period in three: Rights, Self-determination and Personal Development. Rights had the greatest increase of the three where 64.0% reported a positive score in FY2002 and 73.4% did so in FY2008 (see chart). This is an average increase of about 2.0 percentage points per year as reflected by the regression line in the chart. The percent reporting positive Self-determination increased an average of 1.1 points a year, and the percent reporting positive Personal Development increased an average of 0.6 points. The average quality of life, however, increased more in Personal Development (0.15) than in Rights (0.11) and Self-determination (0.08).



The change in quality of life in the other five domains is better represented by a curve than a straight line. Interpersonal Relations (see chart) reflects the pattern that is also found in Physical Well-being, Emotional Well-being, Material Well-being, and Social Inclusion. This regression curve shows a rapid increase in the quality of life between FY2002 and FY2004, a peak around FY2006 or FY2007, and then signs of a decrease. The percent reporting a positive quality of life in Social Inclusion, Material Well-being, and Emotional Well-being did increase slightly between FY2007 and FY2008, but it will take another year to determine if this represents a return to increasing quality of life, or is a one-year variation around a trend of decrease from the peak years.

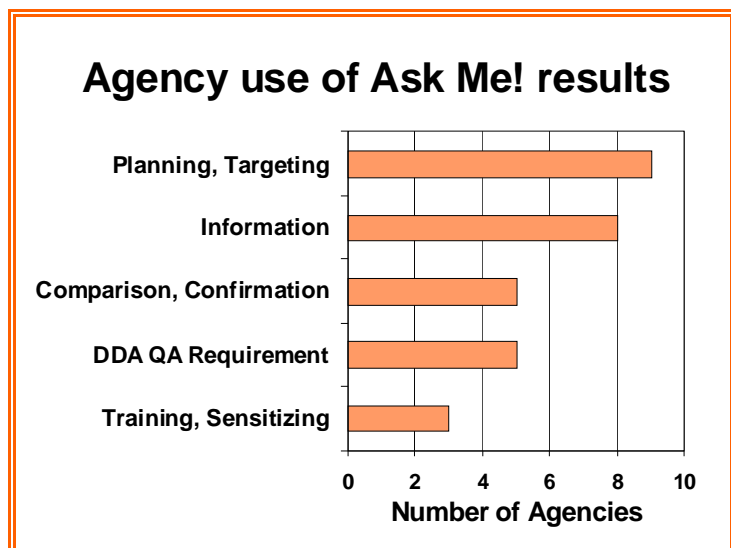


People significantly increased their favorable responses between FY2002 and FY2008 to 32 of the 48 indicator questions for the eight domains. Their responses remained statistically the same for the remaining 16 questions. No question had a significant decrease in favorable responses, nor a significant increase in unfavorable responses. However, 7 of the 32 questions with increases had greater increases in the earlier years of Ask Me! than in the later years. The greatest overall increases were in the percent who said that people help them when they make a mistake (2.3 point annual increase) and the percent with staff asking before coming into the home or room (2.2 point annual increase). Significant increases between FY2007 and FY2008 in favorable responses to five questions helped them have an overall increase: health being good, neighbors liking them, what they did every day allowed them to look good to others, having lots of friends from places other than work or home, and getting the information they needed on sexuality.

Quality of Life at Maryland Agencies

The average reported quality of life varies among agencies. Only some of this variation relates to the characteristics of the people supported. Thirty-one (70%) of the agencies had an average reported Physical Well-being score between 8.07 and 9.14, not statistically different from the overall Maryland average. Nine (20%) had average Physical Well-being scores above 9.14, and five (10%) had scores below 8.07, significantly different from the Maryland average. At the other end of the chart, 70% of the agencies had Rights scores between 5.81 and 7.42, with 20% above and 10% below. No agencies had negative average scores (below 5.0) in six of the quality of life domains, but one agency had a negative average scores in the domains of Self-determination and Rights. Agencies varied least in the domain of Emotional Well-being, and varied most in the domain of Material Well-being.

Agencies also vary in the use of their Ask Me! results. In a survey during FY2008, two-thirds of the responding agencies reported using the results that were sent to them. They were most likely to say they used them planning and targeting purposes, e.g., *“Helping us to establish Q&A goals. Helping us focus on weaknesses (scores) and build on strengths (scores).”* Next most frequent was use in training, sensitizing, and conducting their own evaluations, e.g., *“Reminder to consider opinions of consumers when making decisions.”*



Summary of Past Ask Me! Findings

- Characteristics of Individuals--intellectual ability, particularly the ability to understand questions and to express oneself, is the only characteristic consistently related to quality of life, and agencies can help people develop this skill;
- Characteristics of Proxies--family and staff of people who cannot respond for themselves see quality of life through their own filters of experience and self-interest, yet do provide data that are useful;
- Characteristics of Services--supported employment is the major contributor to quality of life, but residential settings close to society's norms, available transportation, and open relationships with service coordinators also help;
- Characteristics of Staff--low turnover of direct care staff and first line supervisors contributes to quality of life, as does a low ratio of direct care staff to first line supervisors;
- Characteristics of Agency Leadership--agency goals to increase Rights, Self-determination, and Personal Development contribute to consumers quality of life; as does the value that management places on understanding and using what their consumers say;
- Involvement of People with Disabilities--The *Ask Me! Survey* involves people with intellectual and other developmental disabilities in all stages of the research that affects them. It asks people directly about themselves, and peer interviewers help achieve the highest reported level of self-response of any survey of people with disabilities.

Conclusion

The increases between FY2002 and FY2008 in the quality of life of adults in Maryland with developmental disabilities suggest that the *Ask Me! Survey* has been effective in giving a voice to people supported by Maryland community provider agencies. The increase has been the greatest and most consistent in the two domains with the lowest quality of life in FY2002, and generally in line with the goals set by DDA. Extensive analysis will be made for the FY2009 report about what is associated with quality of life, how this may have changed from FY2002 to FY2009, and what may have contributed to the increase in quality of life.

The *Ask Me! Survey* will revise some questions for the third cycle of interviews that begins in FY2010. The changes will keep the *Ask Me! Survey* up to date in terms of what is important to people with developmental disabilities.

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Background

The *Ask Me! Survey* has been used annually since FY2002 to collect information from a probability sample of people receiving support from all Maryland community providers through funds from the Maryland Developmental Disabilities Administration (DDA). The FY2001 pilot study collected the same information from people supported by providers who had volunteered to participate during that pilot year. The *Ask Me! Survey* measures people's perceptions of the quality of their lives. People's quality of life should be improved by the nature and quality of support they receive, but the effects of these supports are mediated by the individuals' values, perceptions, and other life experiences. Consumer satisfaction with a particular support may be mistaken as consumers' satisfaction with their overall life quality. It is also possible for agencies to focus on providing quality services in specific situations and overlook their consumers' overall quality of life. Ideally, the receipt of quality supports results in satisfaction with those supports and overall quality of life. However, people may view quality of life differently, and the *Ask Me! Survey* allows people with developmental disabilities to define quality of life for themselves. People with developmental disabilities helped develop the survey instrument and procedures, promote the survey, conduct the interviews, and key the data into the computer. This involvement of people with developmental disabilities provides data on quality of life that are valid, reliable, and useful for program enhancement.

The Maryland DDA sponsors four-year cycles of the *Ask Me! Survey*. A random sample of about 30 adults is interviewed from each of about 44 agencies, randomly sampled annually from all community agencies in Maryland that support ten or more individuals. Large agencies participate every year, middle-size agencies are selected to participate every other year, and small agencies participate once in each four-year cycle. The exclusion of small agencies and micro-boards results in less than 0.5% of the people, that DDA supports in the community, having no opportunity to participate. This report presents data from the FY2008 *Ask Me! Survey*, the third year of the second cycle of interviews. It updates the agency profiles included in the FY2007 report with quality of life scores for the agencies that participated in the FY2008 survey. It summarizes findings from the Ask Me! Project, and identifies where more detail about the findings can be found.

Quality of life is both an important concept in program planning and in evaluating outcomes.¹ The Ask Me! Project began in FY1998 with the first three pilot years using a modified version of the Schalock and Keith questionnaire.² It developed the completely new *Ask Me! Survey* in FY2001 that reflected the questions of Maryland consumers³ and newer developments in the

¹Schalock, R. L., Bonham, G. S. and Verdugo, M. A. (2008.) The concept of quality of life in program planning and evaluation, *Evaluation and Program Planning*, 32:181-199.

²Schalock, R. L. and Keith, K. D. (1993.) *Quality of Life Questionnaire Manual*. Hastings, NE: IDS Publishing Corporation.

³People on the Go. (1996). *Signs of Quality*. Annapolis, MD: The Arc of Maryland.

quality of life field.⁴ The Ask Me! Project pioneered the use of peer interviewers.⁵ Ask Me! findings have been used at the organization and system level to guide change,⁶ and Maryland is one of only a few states to make comparable agency-level quality of life scores available to the public.⁷ The Ask Me! Project involves the four premises of participatory action research⁸: (1) people with developmental disabilities identify the specific issues that are important to their quality of life, (2) people with developmental disabilities are asked directly about their own lives, (3) people with developmental disabilities are the interviewers that collect information from their peers, and (4) the information is used to empower people with developmental disabilities.

Data from the *Ask Me! Survey* are useful for quality management on three levels: state-level, agency-level, and person-level. The DDA uses the Ask Me! results to develop and measure achievement of its goals of personal development, self-determination and social inclusion as a part of the state budgetary process. Agencies participating in the *Ask Me! Survey* receive summary data, and the unidentified responses of the people they support, to help them enhance their programs and measure achievement of outcomes included in the quality assurance plans.⁹ The Arc of Maryland uses Ask Me! results to guide its advocacy and training programs. Individuals and families have Ask Me! quality of life findings available as a resource in seeking the most appropriate agency for providing support services.

⁴Schalock, R. L. and Verdugo, M. A. (2002.) *Handbook on Quality of Life for Human Support Practitioners*. Washington, DC: American Association on Mental Retardation.

⁵Basehart, S., Marchand, C. and Bonham, G. S. (2003.) A survey of quality of life designed by and for people with developmental disabilities. In Bradley, V. J. And Kimmich, M. H. *Quality Enhancement in Developmental Disabilities*. Baltimore, MD: Paul H. Brookes Publishing Co, 163-178.

⁶Keith, K. D. and Bonham, G. S. (2005.) The use of quality of life data at the organization and systems level. *Journal of Intellectual Disability Research*, 49: 799-805.

⁷Bonham, G. S., Basehart, S. and Marchand, C. B. (2005.) *Ask Me! FY2005: The Quality of Life of Marylanders with Developmental Disabilities Receiving DDA-Funded Support*. Anapolis, MD: The Arc of Maryland.

⁸Whitney-Thomas, J. (1996). Participatory action research as an approach to enhancing quality of life for individuals with disabilities. In R. L. Schalock & G. N. Siperstein (Eds.), *Quality of life: Volume II: Application to persons with disabilities* (pp. 181-197). Washington, DC: American Association on Mental Retardation.

⁹Some agencies independently contract for the *Ask Me! Survey* in years that they are not included in the stateside sample.

Project Description

Sample

The FY2008 Ask Me! Project collected information between August 2007 and June 2008 for 1,269 people with developmental disabilities who are served by 45 community provider agencies. The agencies were sampled according to their size strata, and people were randomly selected within these agencies. (See **Figure 1.**) This two-stage sample frame represented 12,615 people 18 years of age and over and 151 community agencies funded by the Maryland DDA. Adults received support from an average of 1.24 agencies (See **Appendix Table 1** for details.) Entities in stratum five that served fewer than ten adults were not included in the sample. These include micro-boards, health departments or other organizations with only fiscal responsibility for purchasing services; nursing homes, rehabilitation centers or other organizations providing specialized services for limited periods; and start-up agencies that frequently have a short life-span. Half of the people with support from stratum 5 agencies also receive support from agencies in the other four strata. Additionally, about 1,714 persons included in the DDA files were not included in the Ask Me! sample selection because they were less than 18 years of age, received only service coordination, received all services from one of the four state institutions, or were Ask Me! interviewers.

- Stratum 1** (350+ adults)
 - 10 agencies provide 32% of supports
 - 10 sampled every year
- Stratum 2** (135-349 adults)
 - 22 agencies provide 32% of supports
 - 10 sampled in FY2008
- Stratum 3** (51-134 adults)
 - 54 agencies provide 30% of supports
 - 15 sampled in FY2008
- Stratum 4** (10-50 adults)
 - 33 agencies provide 6% of supports
 - 10 sampled in FY2008
- Stratum 5** (1-9 adults)
 - 32 entities provide 0.7% of supports
 - Not included in sample

Figure 1. Provider Sample Frame

The survey collected information for two-thirds of the selected adults: 49% responded for themselves, 13% had responses from two proxies that were averaged, and 4% had information from a single proxy. (See **Figure 2.**) Most of the non-response came from refusals: 11% of the individuals declined for themselves, 3% of their guardians refused to give permission for the interview, and 5% may have been tacit refusals by not keeping appointments for interviews or not being willing to schedule interviews. Agencies no longer supported or lacked good contact information for 6% of the people that the DDA files indicated they were authorized to support, and these people could not be located through another agency or service coordinator.¹⁰ Ask Me! interviewers could not make contact with 3% of the people, frequently those who were fairly

¹⁰The DDA files represent authorization to provide support, not the billing for support services. Some people had not started receiving support at the time of the interview, some had left the agency between the time the sample was drawn and interviewing began, some had left the agency earlier and the DDA file had not been updated prior to sampling, some agencies had outdated contract information for some people, and some people were totally unknown to the agencies. Names of people who had died or moved out of Maryland were treated as if they were never eligible to be selected for the sample.

independent, could not be interviewed at work, or could not be reached by telephone at home. A few (2%) could not be interviewed during the survey period because of their health or because they understood only a language for which no translator was available (a deaf interviewer was available to conduct interviews in American Sign Language, but not needed this year). The Ask Me! staff made the decision to not pursue interviews with 4% of the people because of time, distance, or cost limitations.

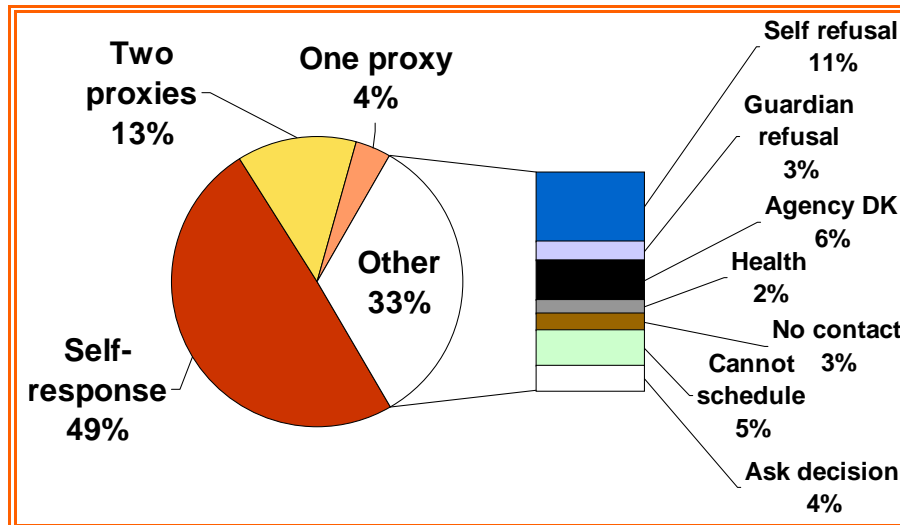


Figure 2. Response of Adults Eligible and Selected for Interview

Three-fourths (74%) of the survey responses came from the people themselves, including 3% who wanted someone in the room to help them understand. The percent who responded for themselves included 21% of those classified with profound retardation, 55% of those with severe, 84% of those with moderate, and 94%-96% of those with mild, borderline or no retardation.

Weights were added to adjust for the probability that some people could have been selected through more than one provider agency, the different probabilities of an agency being selected for the survey, the different probabilities of a person being selected within different size agencies, and the different rates of non-response at different agencies. All the data presented in this report, except for response rates, were weighted to accurately reflect all the adults receiving DDA-supported community services as of the start of FY2008 (July 2007).

Survey Procedures

The Arc of Maryland employed 31 peer interviewers who had an average of 5.0 years experience interviewing on The Ask Me! Project. (See inside front cover for the list of names.) Most worked in pairs and conducted interviews face-to-face with the selected person or the person's proxy. One interviewer conducted only telephone interviews. Interviewers conducted face-to-face interviews with 56% of the people, and with staff proxies for 22% of the people at the person's weekday program or employment site. Interviewers conducted face-to-face interviews with 6% of the selected people at their home or other location, and conducted telephone interviews with 13% of the people. A few people (4%) could not respond for themselves at these other locations, and a proxy was interviewed face-to-face. Most of the second proxy interviews were conducted by phone.

Survey protocol required two proxies with different relationships to people who could not respond for themselves. First preference was given to day staff, second preference to family members, and third preference to residential staff. The most frequent combination was a day staff member and a residential staff member (12% of all surveyed people and 58% of proxy combinations), followed by a day staff member and a family member (5% of all surveyed people and 24% of proxy combinations). Fewer (3% of all surveyed people and 16% of proxy combinations) involved two similar staff members.

Demographic Characteristics

Of the people represented in the survey, 16% were 18-24 years of age, 24% were 25-34, 22% were 35-44, 21% were 45-54, and 16% were more than 55 years of age. (See **Figure 3**.) Men outnumbered women 58% to 42%. Agencies reported that about half had mild or moderate retardation, although the intellectual ability for one-sixth of the people was not reported. In addition, 25% of the people had speech and language difficulties, underscoring the importance of allowing them to respond during the interview by pointing to facial representations associated with their answers 😊, 😞, 😟). Some peer interviewers, themselves, had speech difficulties and conducted interviews by activating prerecorded questions on their computer. About one person in six had epilepsy and seizures (19%), specific learning disabilities (17%) and behavior problems (16%).

<i>Characteristic</i>	<i>Percent</i>	<i>Characteristic</i>	<i>Percent</i>
Total	100	<i>Gender</i>	
<i>Age</i>		Female	42
18-24	16	Male	58
25-34	24	<i>Other Disabilities</i>	
35-44	22	<i>(may have multiple)</i>	
45-54	21	Speech and language	25
55-64	12	Epilepsy and seizures	19
65 and over	4	Specific learning	17
Missing	1	Behavior problems	16
<i>Intellectual Ability</i>		Cerebral Palsy	13
Profound retardation	10	Orthopedic impairment	10
Severe retardation	12	Autism	8
Moderate retardation	28	Mental disorder	8
Mild retardation	28	Deaf, hearing impairment	7
Borderline retardation	4	Blind, vision impairment	5
No retardation	3	Neurological impairment	5
Not reported	16	Head injury	4

Figure 3. Percent by Characteristics

Support Services

Agencies in the Central DDA Region, primarily the Baltimore metropolitan area, support 54% of the people. Agencies in the Southern DDA Region of Montgomery, Prince George's, Calvert, Charles and St. Mary's Counties support 22% of the people. Agencies in both the Western DDA Region and the Eastern DDA Region support 12% of the people.

The majority of the people receive day habilitation services, with 32% receiving day and residential services and 27% receiving day services while living with their families or in other

arrangements not reimbursed by DDA. About one in seven (15%) receives supported employment services while living in their own homes or with their families, while about half that many (8%) receive both supported employment and residential services. About one in ten receives residential services without day or employment services, and another one in ten receives only other types of services reimbursed by DDA, such as individual support services (ISS) or community supported living arrangements (CSLA). (See **Figure 4.**)

<i>Type of Support</i>	<i>Percent</i>
All	100
Day habilitation and residential	32
Day habilitation, no residential	27
Employment, no residential	15
Employment and residential	8
Residential, no day or employment	9
Other services only	9

Figure 4. Percent of Persons by Type of Support

Quality of Life in Maryland: FY2002-FY2008

Positive Quality of Life

More than 60% of the people reported positive quality of life, every year, in the eight domains. The FY2008 data show a continuing increase in the domain of Rights. The increase began in FY2002 and had a significant increase in FY2006. In FY2008, 73.4% of the adults surveyed had positive scores for Rights. (See **Figure 5**.) This compares to 72.7% in FY2007 and 64.0% in FY2002. The greatest increase between FY2007 and FY2008 was in the domain of Self-Determination (1.5 percentage points), reversing a decline that began after FY2004. Small increases occurred in four other domains between FY2007 and FY2008: Emotional Well-being, Material Well-being, Social Inclusion, and Personal Development. These, however, may reflect more sample variability from year to year than any overall trend. Decreases occurred in two domains between FY2007 and FY2008: Physical Well-being and Interpersonal Relations. These declines were small (0.3 and 0.1 percentage points) and may also reflect sample variability from year to year. The general trend since FY2002 has been an increased reporting of positive quality of life in all eight domains, although the increase was generally greater in the early years of the *Ask Me! Survey* than in more recent years.

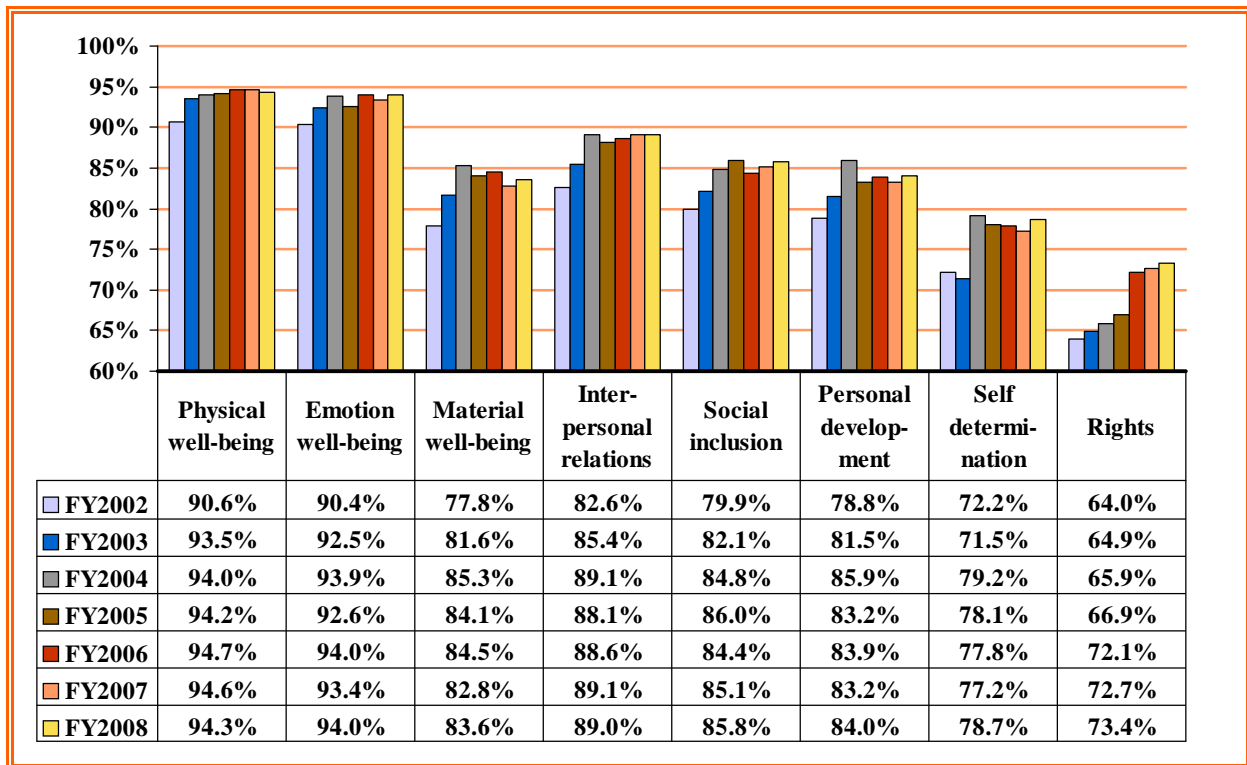


Figure 5. Percent of Maryland Adults with Developmental Disabilities Who Report Positive Qualities of Life, by Domain and Year

Average Quality of Life

The average (mean) domain score provides a slightly different measure of the quality of life than the percent with a positive score. Rights has historically received the lowest score of the eight quality of life domains, and this continued to be true in FY2008. Physical Well-being has historically received the highest score, and this continued to be true in FY2008. (See **Figure 6**.) None of the one-year changes between FY2007 and FY2008 were statistically significant. However, the average quality of life has increased significantly since FY2002 in all eight domains.

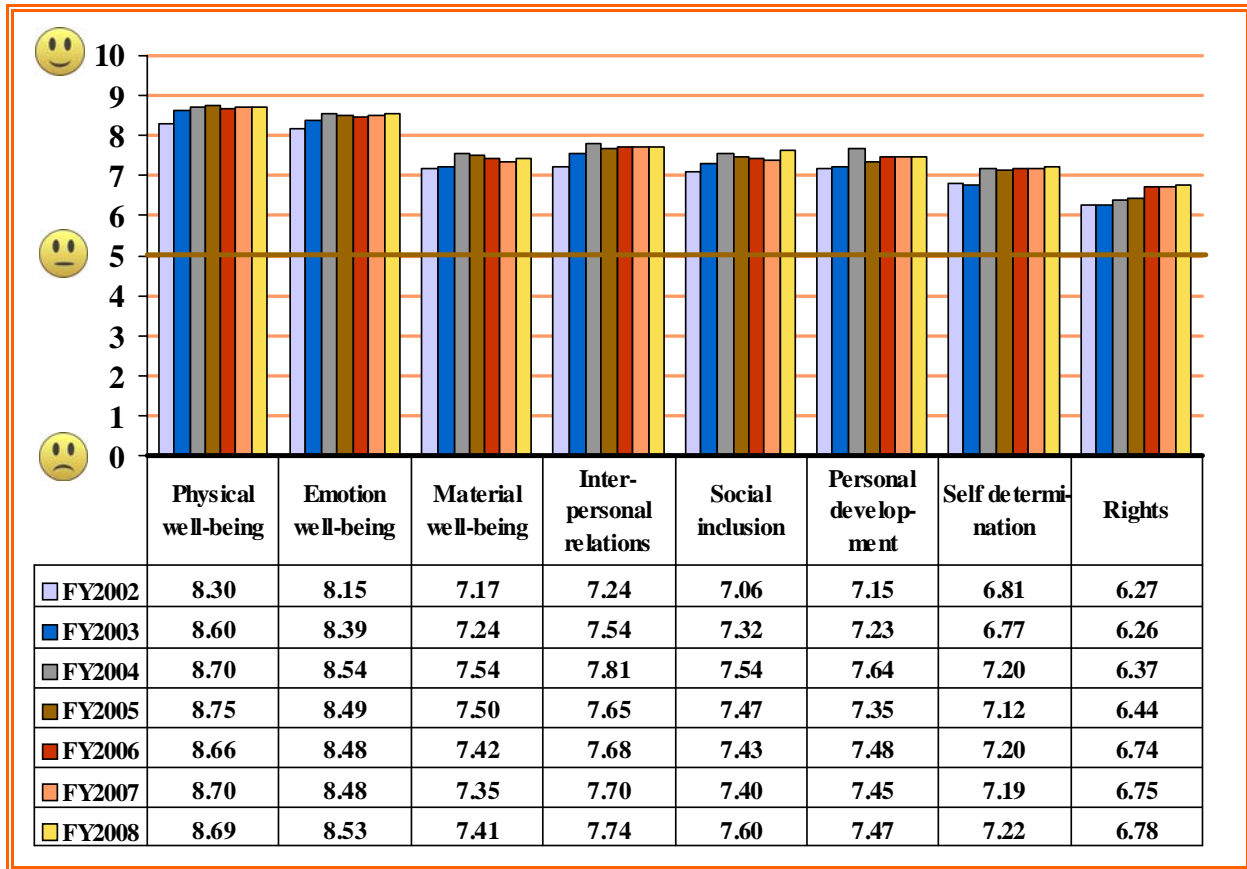


Figure 6. Average Quality of Life of Adults Supported in the Community through the Maryland Developmental Disabilities Administration, by Domain and Year

Program Direction - DDA

The Maryland Developmental Disabilities Administration used data from the *Ask Me! Survey* to identify program direction to include in its Managing for Results' budget request for FY2008. (See **Figure 7**.) The data to evaluate the achievement of Objective 1.1 are shown in **Figure 5**. The FY2008 actual percentages met or exceeded the estimated target in six of the eight domains.

Goal 1. Individuals receiving community services are satisfied with their personal growth, independence and productivity.
Objective 1.1 By the end of fiscal year 2009 the percentage of respondents on the “Ask ME Survey” expressing satisfaction in the following domains will remain the same or improve.

	2006	2007	2008	2009
Performance Measures	Actual	Actual	Estimated	Estimated
Input: Number of surveys administered	1,000	1,000	1,000	1,000
Outcome: Percent of individuals expressing satisfaction with:				
Physical well-being	94.9%	94.6%	≥94.6%	≥94.6%
Material well-being	84.7%	82.8%	≥82.8%	≥82.8%
Emotional well-being	93.9%	93.4%	≥93.4%	≥93.4%
Interpersonal relations	88.6%	89.9%	≥89.9%	≥89.9%
Rights	71.9%	72.6%	≥72.6%	≥72.6%
Personal development	84.5%	83.2%	≥83.2%	≥83.2%
Social inclusion	84.8%	85.1%	≥85.1%	≥85.1%
Self-determination	78.0%	77.2%	≥77.2%	≥77.2%

Objective 1.2 By the end of fiscal year 2009 the average score* on the domain of “personal development” will increase by 5% from the previous year and the average score on the other seven domains will remain the same or improve.

	2006	2007	2008	2009
Performance Measures	Actual	Actual	Estimated	Estimated
Outcome: Average score by domain:				
Personal development	7.5	7.5	≥7.6	≥7.7
Physical well-being	8.7	8.7	>8.7	>8.7
Material well-being	7.4	7.3	≥7.3	≥7.3
Emotional well-being	8.5	8.5	≥8.5	≥8.5
Interpersonal relations	7.7	7.7	≥7.7	≥7.7
Rights	6.7	6.8	≥6.8	≥6.8
Social inclusion	7.5	7.4	≥7.4	≥7.4
Self-determination	7.2	7.2	≥7.2	≥7.2

Note: * The scores are based on a scale of 0-10 and calculated relative to the neutral score of 5.0.

Figure 7. DDA Managing for Results’ Goal and Objectives

Only in the domains of Physical Well-being and Interpersonal Relations were the actual scores lower than the estimated (targeted) scores, but not by statistically significant amounts. The data to evaluate the achievement of Objective 1.2 are shown in **Figure 6**. The FY2008 actual average score met or exceeded the estimated scores in seven of the eight domains. No change occurred between FY2007 and FY2008 in the domain of Personal Development, but since this domain had been targeted for improvement, the actual did miss the target estimate, but by a statistically insignificant amount. In the domain of Social Inclusion, the actual exceed the target by a statistically significant amount ($t[2413] = 2.54, p = .01$).

The measures of the quality of life in Maryland vary from year to year, and some of this variance may be due only to different agencies and individuals being included each year. In order to identify an underlying trend, regression analysis was used to identify whether a straight line or a curved line best reflected the trend in each domain. The average quality of life increased in a linear trend between FY2002 and FY2008 in three domains: Personal Development, Self-determination, and Rights. (See **Figure 8**.) The regression coefficients that would indicate curvilinear relationships were not statistically different from zero, suggesting that increases are likely to continue in these three domains. Personal Development increased an average of 0.15 points a year from the FY2002 regression estimate of 7.29. Self-determination increased an average of 0.08 points a year from the FY2002 regression estimate of 6.95. Rights increased an

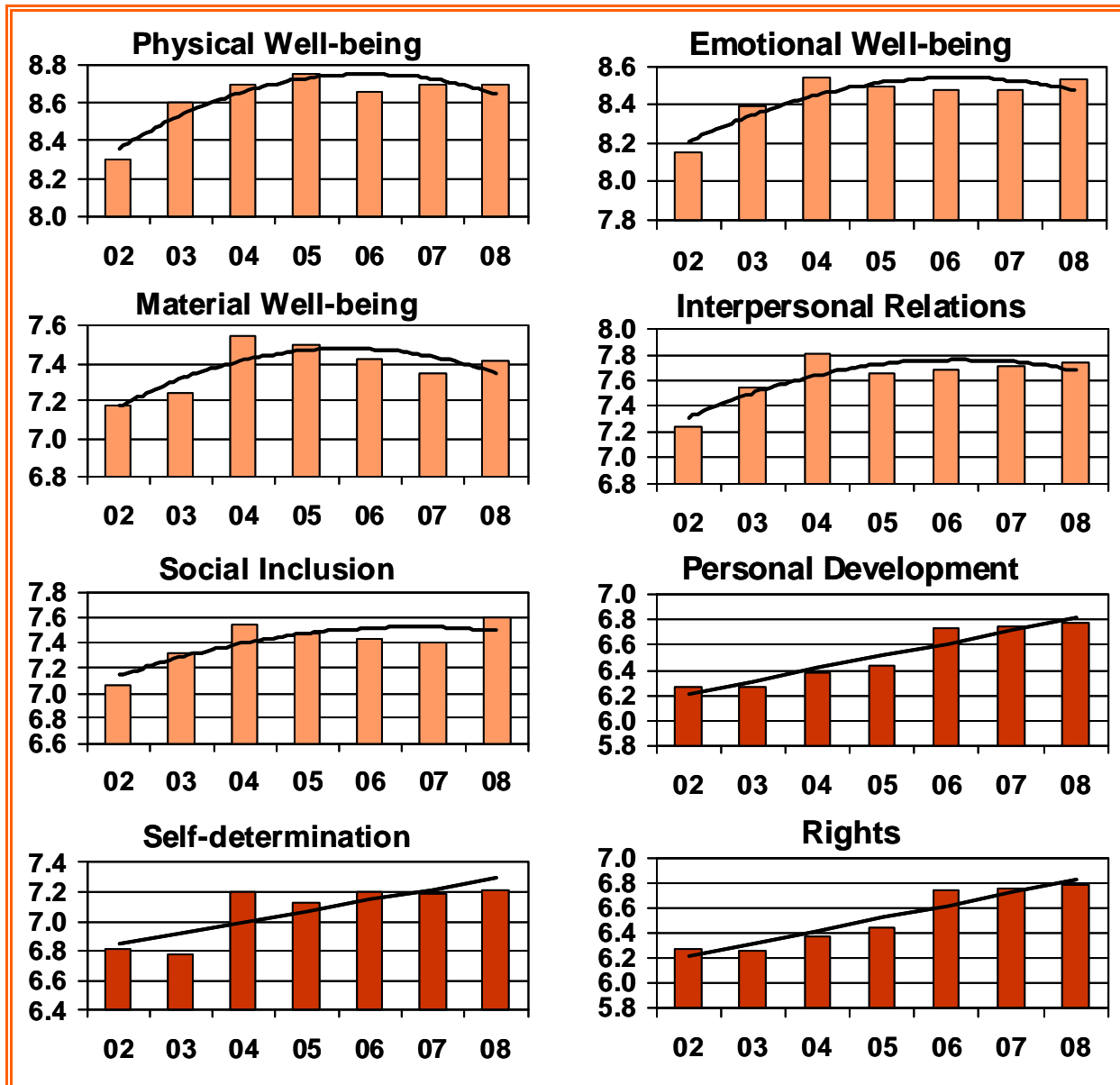


Figure 8. Trend Over Years in the Average Quality of Life, by Domain

average of 0.11 points per year from a regression estimate of 6.22 in FY2002. The coefficient for the quadratic term in the regression was statistically significant in four domains: Physical Well-being, Emotional Well-being, Interpersonal Relations, and Material Well-being. Quality of life in these domains increased fairly rapidly in the first couple of years of the six-year period, but then leveled off, and appears to be declining, despite the small increase between FY2007 and FY2008 in Emotional Well-being, Interpersonal Relations, and Social Inclusion. Although a curved line appears to fit Material Well-being, the variability was so great each year that regression showed no statistically significant change over the years in the average score. However, when the regression of the percent with a positive score did show a statistically significant curvilinear increase over the years. The regression equations using the percent with

positive quality of life showed the same linear increase as the average score for Personal Development, Self-determination and Rights. It showed the same curvilinear change as the average score for Physical Well-being. For Social Inclusion and Emotional Well-being, regressions of the percent with positive quality of life showed a linear rather than curvilinear relationships. (See Appendix A for regression coefficients.)

Transportation Availability

Transportation is not a quality of life domain. However, people's perceptions of the availability of transportation have strong relationships to the quality of life they report: the more they perceived transportation to be available, the greater they reported their quality of life.

The *Ask Me! Survey*

included five questions

about transportation that were combined into a scale of perceived transportation availability.

The average perception of the availability of transportation hardly changed over the seven survey years. (See **Figure 9**.)

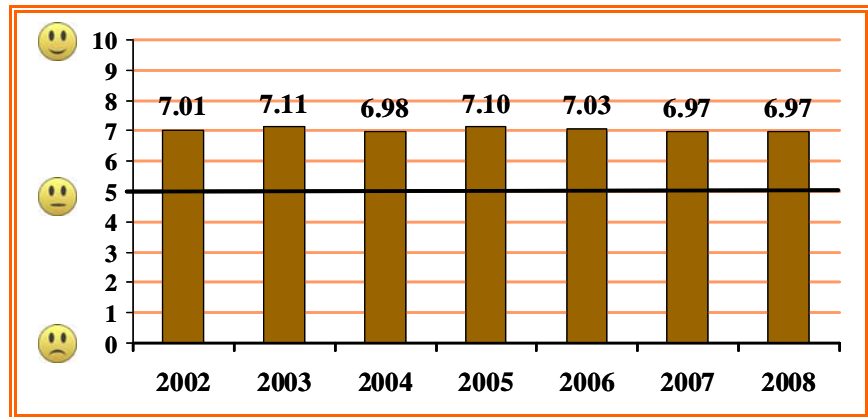


Figure 9. Reported Availability of Transportation, by Fiscal Year

Responses to Individual Questions

Nine of the 53 individual questions had significant increases between FY2007 and FY2008 in the percentages who gave positive responses. However, only five of these also had significant increases when the whole period is considered. Over three-fourths (75.9%) in FY2008 said their health was good, a 4.3 percentage point increase from FY2007

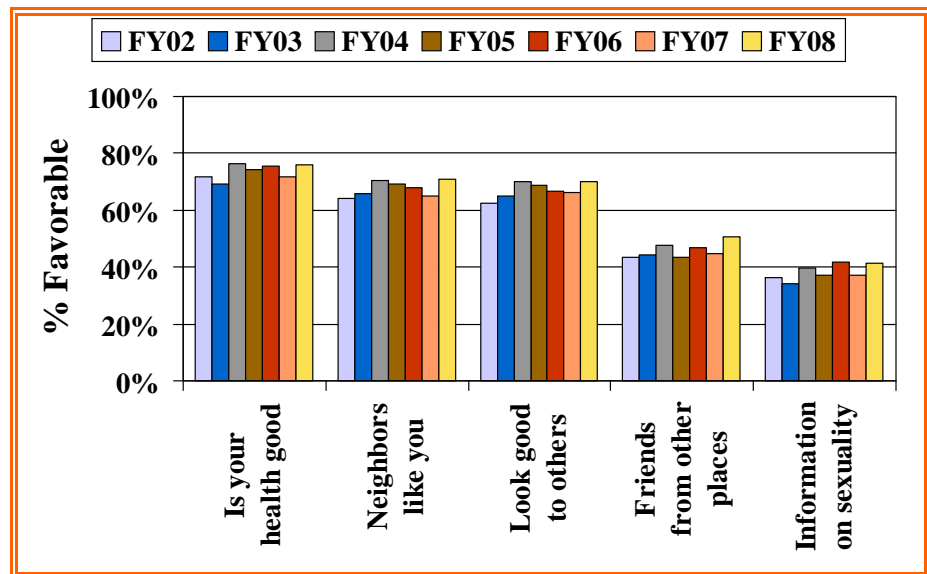


Figure 10. Questions with the Greatest 1-Year Increase: FY2007-FY2008

when 71.5% said their health was good. (See **Figure 10.**) The average annual increase between FY2002 and FY2007 determined by regression analysis was 1.0 percentage points. The percent who said they thought their neighbors liked them increased 4.2 percentage points between FY2007 and FY2008, with an average annual increase of 0.9 points over the whole period. The percent who said what they did every day allowed them to look good to others had a 4.1 percentage point increase between FY2007 and FY2008, with a regression-estimated annual increase of 0.7 percentage points. While only half (50.7%) of the individuals in FY2008 said they had lots of friends from places other than work or home, friendships still had the greatest increase (6.0 percentage points) between FY2007 and FY2008 of any of the questions in the survey, with an average annual increase of 1.1 percentage points. Only two-fifths (40.9%) of the respondents in FY2008 said they got the information they needed on sexuality, but this represents a 4.4 percentage point increase over FY2007 and an average annual increase of 0.9 percentage points.

Between FY2002 and FY2008, 32 of the 48 indicator questions for the eight domains had significant increases in favorable responses and the remaining 161 questions had no significant changes in favorable responses. (See **Table 1.**) However, 7 of the 32 questions with increases had greater increases in the earlier years of Ask Me! than in the later years. No questions had significant decreases in favorable responses nor significant increases in unfavorable responses, as calculated by multiple regression. The greatest increase was in the percent who said that people help them when they make a mistake: 63% in FY2002 and 79% in FY2008, with an average annual increase of 2.3 percentage points. The next greatest increase was in response to the questions, “Do staff ask before they come into your home or room?” In FY2002, 57.3% said, “Yes,” and this increased to 67.6% in FY2008, an average annual increase of 2.2 percentage points.

The percentages of the people who responded in positive manners (answer 1) each year are shown for each questions in **Table 1.** The questions are listed in the order they appear on the questionnaire, and are grouped and identified by the quality of life domains that they measure. The average annual change in the percentages are shown in the last column based upon simple linear regression (*b* coefficient). A caret (^) indicates the change is significant at the generally accepted error level ($p=.05$) and an asterisk (*) indicates the change is highly significant ($p = .001$). Questions 3, 50, and 56 are used for quality control purposes only and are not shown.

Question	Fiscal Year							Yearly Change
	2002	2003	2004	2005	2006	2007	2008	
<i>Emotional Well-Being</i>								
Q1 Would you say that you are a happy person?	80.4	78.6	80.9	78.4	76.7	79.0	80.5	0.1
Q2 How do you feel about your home where you live?	64.7	66.5	69.1	69.7	69.2	72.0	69.2	0.9*
Q4 How safe do you feel in your neighborhood?	73.3	77.4	79.7	78.2	76.8	78.3	78.9	0.9^
Q5 Do you like yourself?	73.1	78.9	77.9	78.0	79.8	78.1	78.4	0.6^
Q6 Feel others treat you the same as any other person?	58.2	61.9	67.5	63.2	62.5	62.9	68.7	0.6
Q7 In general, how happy are you with your life?	67.8	67.7	73.0	71.4	71.1	71.0	74.4	1.1*
<i>Social Inclusion</i>								
Q8 Do people help you to be part of your community?	68.5	72.6	76.5	76.7	73.7	74.7	76.3	1.1*
Q9 Do you go to fun things in your community?	63.7	62.2	67.4	67.2	66.2	65.9	67.8	0.8^
Q10 When you do to fun things, are you active?	62.1	58.7	59.7	61.5	62.6	66.1	68.2	1.7*
Q11 Do you think your neighbors like you?	64.0	65.7	70.6	69.0	68.0	65.1	71.0	0.8^
Q12 Friends from places other than work or home?	43.4	44.2	47.8	43.3	46.8	44.9	50.7	1.1^
Q13 How often do you see these friends on weekends?	32.6	39.2	36.2	29.7	32.2	30.3	36.4	-0.5
<i>Interpersonal Relations</i>								
Q14 People help you learn to do things for yourself?	57.1	64.0	60.3	59.6	57.3	61.9	60.1	-0.2
Q15 When you make a mistake, do people help you?	63.1	68.7	77.9	77.3	76.5	77.8	79.3	2.3*
Q16 Do people help you reach your goals?	70.4	72.9	77.7	76.6	76.2	77.0	79.1	1.3*
Q17 How often do you see or talk with your family?	53.3	58.1	59.9	60.0	58.1	60.0	59.1	0.6
Q18 How many close friends do you have?	42.6	41.1	45.6	35.5	42.8	38.7	43.7	0.1
Q19 Does what you do let you look good to others?	62.6	64.9	70.1	68.6	66.8	66.1	70.2	0.7^
<i>Personal Development</i>								
Q20 Does what you make you feel important?	68.3	69.3	71.4	70.3	68.8	69.4	72.7	0.4
Q21 Are you getting training to help you get a job?	56.4	51.7	57.3	51.9	55.6	57.3	55.6	0.9^
Q22 Others give you a chance to be what you want?	60.0	63.8	69.6	66.0	65.7	65.1	65.9	0.6
Q23 Learning things to make you a better person?	71.1	77.0	80.4	77.7	75.2	77.4	77.0	0.5
Q24 Get the information you need about sexuality?	36.2	34.4	39.7	37.3	41.8	37.1	41.5	0.9^
Q25 Do you get the services you need?	72.7	77.0	81.9	79.4	76.5	79.1	78.8	0.2
<i>Self-Determination</i>								
Q26 Did you pick who you live with?	49.5	48.9	48.7	53.0	57.8	59.4	56.5	1.9*
Q27 Can you be alone when you want to?	59.0	53.0	64.8	62.9	63.7	62.4	63.2	1.0^
Q28 How much choice do you have in your food?	49.9	47.1	50.8	49.2	49.7	54.1	50.7	1.1^
Q29 Do you get a chance to say what you think?	53.5	52.4	57.4	56.0	54.7	57.9	61.6	1.1^
Q30 Do you pay for things with your own money?	66.3	68.6	71.1	70.9	71.1	72.2	72.5	1.2*
Q31 Choose your job or what you do most days?	58.2	59.2	63.8	59.7	59.4	58.1	61.2	0.4

^ statistically significant p < .05; * statistically significant p < .001

Table 1. Percent Giving the Favorable Response by Question and Year								
Question	Fiscal Year							Yearly Change
	2002	2003	2004	2005	2006	2007	2008	
<i>Physical Well-Being</i>								
Q32 On your health are people concerned?	75.1	78.8	84.1	83.6	82.9	83.1	84.8	1.1*
Q33 Is your health good?	71.6	69.2	76.2	74.3	75.6	71.5	75.9	1.0^
Q34 Would you say your eating habits are good?	70.7	73.5	74.9	75.0	73.2	73.6	75.3	0.60
Q35 Do you have regular check ups with a dentist?	74.1	79.1	76.6	77.5	74.6	78.1	77.0	0.30
Q36 Get the sleep you need without being disturbed?	69.1	76.8	76.6	80.7	77.1	79.6	78.8	1.5*
Q37 Do staff or people you live with hit or hurt you?	85.7	89.0	92.8	93.0	93.5	93.8	93.0	1.0*
<i>Material Well-Being</i>								
Q38 How many things do you own?	51.0	46.2	57.6	58.0	55.2	58.7	56.5	1.5*
Q39 How often do you worry about money?	61.0	69.4	65.9	68.5	67.0	65.0	65.9	0.1
Q40 On money, do you feel that you are well off?	56.5	63.1	61.8	64.9	62.6	63.5	65.0	0.9^
Q41 Do you have money each week to spend?	66.2	67.4	69.1	72.2	69.2	70.4	72.3	1.2*
Q42 Do you save money?	52.4	51.6	57.5	50.2	50.9	51.9	56.2	-0.2
Q43 Do you have the chance to earn good money?	59.0	54.1	59.2	55.6	58.1	56.2	58.9	0.5
<i>Rights</i>								
Q44 Staff ask permission before entering your home?	57.3	58.4	58.5	61.4	60.9	65.6	67.6	2.2**
Q45 Can you lock the bathroom door if you want to?	57.9	55.6	54.4	52.7	58.7	62.3	60.7	1.2*
Q46 Can you talk on the telephone in private?	62.0	60.3	63.5	63.5	65.7	66.5	69.9	1.7**
Q47 Can you spend time by yourself if you want?	67.4	66.6	69.9	71.0	72.4	71.4	73.2	1.0*
Q48 When problem with staff, easy to say something?	54.0	56.3	55.9	58.0	61.0	60.4	63.9	1.8**
Q49 How often do you vote in government elections?	23.9	23.8	22.2	24.7	27.9	25.3	25.2	0.6*
<i>Transportation Availability</i>								
Q51 Transportation when you want to go somewhere?	67.5	74.2	71.8	73.2	72.6	72.6	72.4	0.4
Q52 How much planning to go somewhere	30.8	28.6	24.0	26.2	25.1	26.2	26.8	0.0
Q53 If you set up a ride, can you depend on it?	70.3	72.6	75.2	76.9	71.9	72.1	71.2	0.1
Q54 Do you miss things because of transportation?	50.3	52.4	50.6	51.3	51.2	52.2	51.4	0.1
Q55 Transportation problems make you feel separated?	58.5	60.8	58.6	60.1	60.7	60.5	61.5	0.3

^ statistically significant $p < .05$ * statistically significant $p < .001$

Quality of Life at Agencies: FY2001-FY2008

People interviewed in the *Ask Me! Survey* report different qualities of life, and therefore the average reported quality of life at the agencies that support them will vary. Part of this variation is related to the characteristics of the people supported, but other parts of the variation cannot be accounted for by differences in the characteristics of individuals. Thirty-one (70%) of the 45 agencies had an average reported Physical Well-being score between 8.07 and 9.14, not significantly different from the overall Maryland average. (See **Figure 10**.) Nine (20%) had average Physical Well-being scores above 9.14, and five (10%) had scores below 8.07, and these were significantly different from the Maryland average. At the other end of the chart, 70% of the agencies had Rights scores between 5.81 and 7.42, with 20% above and 10% below. No agencies had negative average scores (below 5.0) in six of the quality of life domains, but one agency had negative average scores in the domains of Self-determination and Rights.

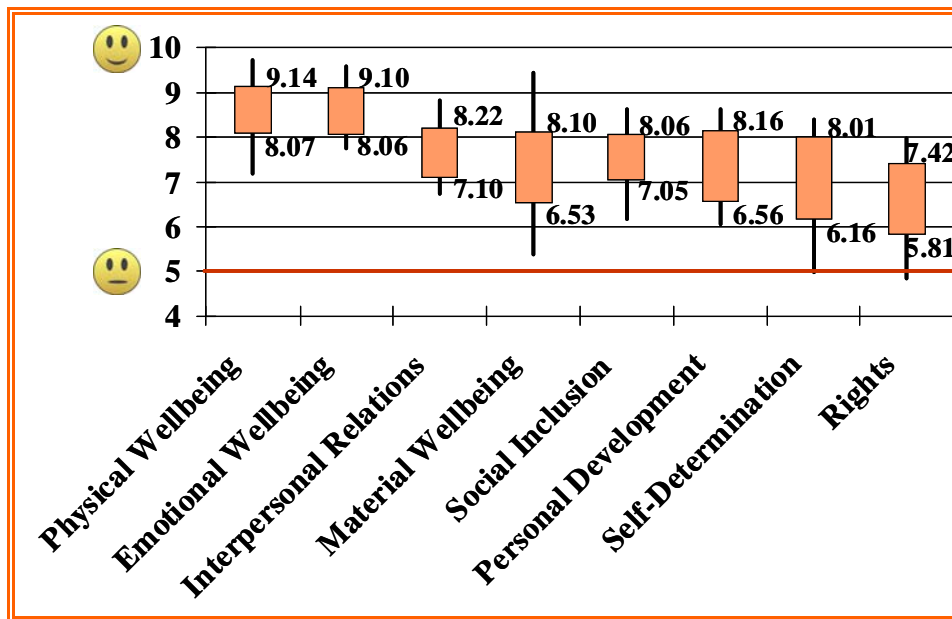


Figure 11. Variation of Average Quality of Life Scores Among Provider Agencies

Thirty-five agencies voluntarily participated in the FY2001 pilot survey, 116 agencies participated in the *Ask Me! Survey* at least once during the first cycle of FY2002-FY2005, and 99 have participated in the first three years of the second cycle of FY2006-FY2009. The ten largest agencies are included in the survey every year and have quality of life information for seven years, or eight if they volunteered in FY2001. The twenty-two next largest agencies participate every other year, and have quality of life information for three to five years. The remaining agencies are selected to participate once in each four-year cycle, and about three-fourths have quality of life information for two years and the other one-fourth will be included for the second time during FY2009. The FY2005 report first published information on the quality of life for

individual Maryland community providers, averaged and adjusted to the midpoint of the FY2002-FY2005 cycle. The FY2007 report updated the FY2005 report with data gathered during FY2006 and FY2007, plus data from the FY2001 pilot study. The current report updates the quality of life scores for agencies surveyed in FY2008. (See **Appendix B.**) Not included in this appendix are agencies that were closed prior to FY2006¹¹ or that were combined administratively with another agency.¹² Information on these agencies or components can be found in the FY2005 report.

A survey was mailed to 110 community agencies in March 2008 asking about their use of Ask Me! data and suggestions for the future changes in the survey. Thirty-five agencies responded. Most of them had shared the results with top management (29) and with mid-level supervisors (25), but only half (15) had shared it with direct care staff. They gave an average value of 3.7 to the information, on a scale of 1 (no value) to 5 (great value), with nine saying it had great value. The value of Ask Me! results received the highest rings when quality assurance directors responded for the agencies, and lowest when program directors responded for the agencies.

The survey included the question, “In what ways have the Ask Me! results been most useful to your agency?” The written responses reflect five general types of use, with some reflecting more than one. (See **Figure 12.**) Nine of the agencies wrote that they used the results for planning purposes and to target specific areas for enhancement. Eight agencies wrote that they learned from the information, without saying what they learned or how they used the new knowledge. Five said they used the information to confirm information they had from other sources, and to compare themselves with the state as a whole. Five explicitly said they used the information for their quality assurance plans required by DDA. Three write that they used the results in training or to remain sensitive to the feelings and wishes of the people they support. Their verbatim comments of 22 agencies are as follows:

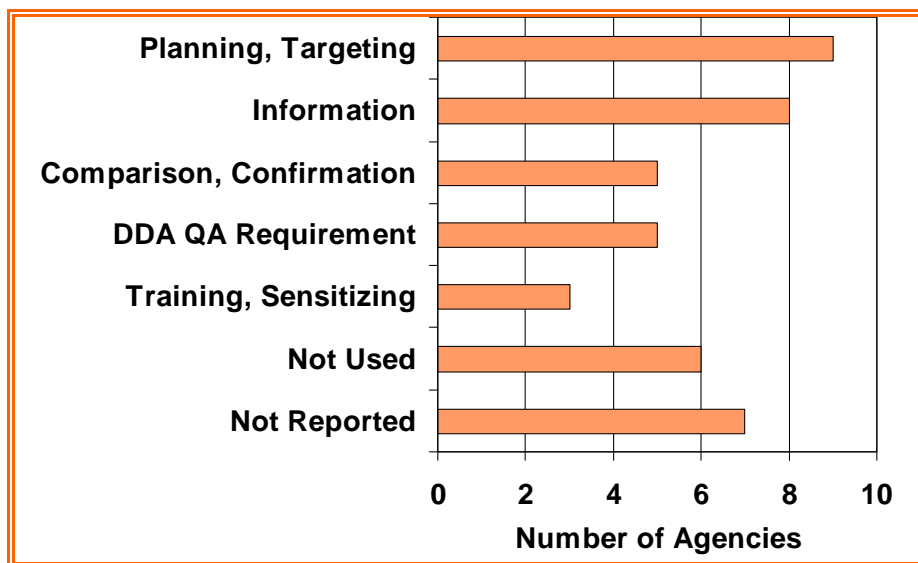


Figure 12. Number of Agencies by Use of Ask Me! Data

¹¹Autumn Homes and Netcon & Earthkins, Inc.

¹²Chimes, Inc., now includes Intervals; Humanim now includes Workfirst; Chesapeake Center, Inc., includes Chesapeake Development Unit, Chesapeake Group Homes and Chesapeake Head Injury Center.

1. *To set goals to improve our services; to see how we compare to state averages; to understand how our clients feel about these issues.*
2. *Indicating overall level of satisfaction with the services that we provide to individuals. We have used the information to create new agency goals (under "Individual Choice, Preference, and Satisfaction") for our Annual QA Plan.*
3. *Results have been used in presentations and total performance management.*
4. *Utilize in continuous quality control/quality assurance reviews.*
5. *Helping us to establish Q&A goals. Helping us focus on weaknesses (scores) and build on strengths (scores).*
6. *One of the categories of satisfaction was "Physical Well-being." Since the score was low, we instituted an aerobics program--have become progressively more involved in Special Olympics.*
7. *Has helped to target more specific areas that we would not normally address in a vocational setting.*
8. *Communicating our strengths and weaknesses. It allows us to focus on our critical needs.*
9. *To develop the DDA QA report, identifying areas challenging people's lives and addressing those areas, strengthening skills to create more independence in areas/domains reflecting less satisfaction, locating resources within community to create more opportunities.*
10. *Was able to use some questions for agency's own questionnaire.*
11. *Consumer satisfaction data.*
12. *Seeing where our strengths and weaknesses are as a provider.*
13. *Gave ;us a better idea about individuals' concerns.*
14. *Identified trends both agency and state wide.*
15. *Supplemental quality assurance indicator (see DDA Policy & Procedures 2006, Individual Plans 060506 Outcomes).*
16. *The results assist with the agency Quality Assurance. However, we are not a provider agency.*
17. *Used several questions as part of QA report.*
18. *For staff meetings and quality of life training and for parents.*
19. *Reminder to consider opinions of consumers when making decisions.*
20. *Information about Rights has aligned with information from other surveys. Helpful to have that comparison.*
21. *Validates internal and external reports by others. Promotes self-advocacy for individuals.*
22. *We use the Ask Me! results as a part of the required Quality Assurance Plan for our agency. We compare our results to Maryland.*

Seven agencies did not respond to the question, and six other agencies wrote that they had not used their Ask Me! results. The six reasons for not using the results that the person responding either had no results (or knowledge of results) or they believed the survey had little meaning for the people the agency supports:

23. *[Agency] has not been scheduled for Ask Me Survey. Took in DDA clients July 1, 2006.*

24. *New to position, planning to use results via Ask Me! Toolkit and to incorporate results into performance outcome measures.*
25. *Not at all. We have low functioning clients that we have to anticipate all their needs.*
26. *Will not be completing a survey as no one involved with Ask Me! is still here.*
27. *Our individuals are cognitively unable to understand the questions and for the most part are unable to answer the questions. Results are not valid. If the individual was not able to talk, the agency was marked down because there was no other way to answer.*

The agency survey continued with questions about how Ask Me! could be more useful, and what specific questions they might like to add, change, or drop. The responses contributed to the discussion about changes to the *Ask Me! Survey* for the third four-year cycle that will begin in FY2010.

Summary of Previous Ask Me! Findings

The *Ask Me! Survey* has an eleven-year history, four pilot years with agencies volunteering to participate, and seven years with agencies selected systematically. These eleven years of data have produced a number of findings that are documented in annual reports and in journal articles and book chapters. The findings are summarized below with references to where more extensive discussion can be found.

Individual Characteristics

- Demographic—Older people report slightly less Personal Development and Interpersonal Relations than younger people, but age has no relation to other quality of life domains. Men and women do not differ in their reporting of quality of life (*Ask Me! 2005*, p.36).
- Intellectual Ability—Two measures of intellectual ability relate to most quality of life domains. People's ability to answer survey questions for themselves generally provides stronger predictions than agency-reported levels of retardation (*Ask Me! 2005*, p. 36, 80-81). However, the importance of intellectual ability and third-person reporting cannot be separated for those unable to respond for themselves (see later discussion in this section under Quality of Life Measurement - Proxy Reporting).
- Conditions—A few physical conditions and impairments may relate to quality of life, but which ones often depends on whether the individual or proxies answer the survey questions (*Ask Me! 2005*, p.36, 80-81).

Service Characteristics

- Employment—People with supported employment services have higher quality of life in all eight domains than people with day habilitation services when physical and intellectual abilities have been taken into account (*Ask Me! FY2005*, pp. 35, 80-81; although found in every year). Also, agencies with a large percent of consumers in supported employment had a higher average reported quality of life than agencies that provided few or no consumers with employment support. This was true for six of the eight domains (all except Physical and Emotional Well-being), even after physical and intellectual abilities had been taken into account (*Ask Me! FY2005*, pp. 40, 82).
- Residential—Whether people do or do not receive residential services does not directly relate to their quality of life. One study suggests that the more independent the residential situation, the higher the quality of life (*Self Determination Initiative*, 2000)
- Community Supported Living—Whether or not a person has community supported living arrangements (CSLA) does not affect quality of life at the individual level, but agencies with larger proportions of people in CSLA services have higher average reporting of

Material Well-being and Social Inclusion than other agencies (*Ask Me! FY2005*, pp. 37, 43, 82),

- Other Support—Whether people do or do not receive individual support services (ISS) does not directly relate to their quality of life (*Ask Me! FY2005*, p. 37). The characteristics and quality of these services have not been measured.
- Transportation—People’s perception of the availability of transportation has a large effect on their quality of life in all eight domains. The frequency that family and friends provide transportation is the only objective measure of transportation that relates to (increases) perceptions of transportation availability (*Ask Me! FY2004*, p. 23). The frequency that an agency provides transportation to employment or day programs and to other activities directly affects one or two quality of life domains. Agencies who have many people using public transportation also have higher reported quality of life in Material Well-being and Interpersonal Relations (*Ask Me! FY2005*, p. 82). Being able to depend on a planned ride is highly related to perceptions of Rights, and using public transportation has become more strongly associated with Rights over time (*Ask Me! FY2007*, p. 11).
- Service Coordination—Whether or not people receive service coordination (service brokering) independent of an agency directly providing support does not show any statistical relationship with quality of life. However, the quality of the relationship with the service coordinator (chosen, available, listens, identifies new services) does affect quality of life (*Self Determination Initiative*, 2000).

Staff Characteristics

- Turnover—The higher the turnover rates of direct support and first line supervisors at an agency, the lower the quality of life in several domains (*Ask Me! FY2005*, p. 42, 82; *Ask Me! FY2006*, p. 18).
- Wages—Wages of direct support staff directly affect only Personal Development, independent of staff turnover. Wages of first line supervisors had no independent direct effect (*Ask Me! 2005*, pp. 41, 82).
- Staffing Ratio—The larger the number of direct support staff supervised by a first level supervisor, the lower the Personal Development and Self-determination reported by those supported by the agency (*Ask Me! 2005*, pp. 41, 82).

Agency Characteristics

- Quality Assurance Plans—Agency goals of improving Physical Well-being, Personal Development, Self-determination, and Rights resulted in increased quality of life among the people they support. Agency goals of improving Emotional Well-being, consumer

satisfaction, or staff satisfaction resulted in decreased quality of life. Goals to improve agency processes had no direct effect on quality of life (*Ask Me! 2004*, p.28).

- Value Placed on Consumer Data—The greater the participation rate in the *Ask Me! Survey* (both self and proxy responses), the higher the reported quality of life at an agency (*Ask Me! FY2005*, pp. 41, 82). The more times agencies attended training on Ask Me! and analyzed the data for themselves, the greater the value they saw in the data (*Ask Me! FY2003*, pp.48-51).

Quality of Life Measurement

- Involvement of People with Disabilities—People with intellectual and other developmental disabilities should be involved in research affecting them at all stages of the process. Most important is asking individuals directly about themselves, and the *Ask Me! Survey* has the highest reported level of self-response of surveys of people with disabilities. This is due to the content of the survey coming directly from people with disabilities, from peers determining their ability to respond and conducting the interviews, and the survey process and results increasing the confidence and self-advocacy of both interviewers and respondents (*Who Should Speak for Individuals with Intellectual Disabilities; Measuring the Quality of Life*).
- Proxy Reporting—Some people cannot understand and respond to questions for themselves, so others are asked to provide information by proxy. Proxies do not answer as many questions as those who can respond for themselves can answer, and are no more consistent in their answers than self-respondents. Two proxies for the same person agree most on Emotional Well-being and least on Self-determination. Two proxies who are both day staff proxies agree with each other most frequently while a family proxy and a staff proxy agree the least. Self-respondents and proxies differ on the level of quality of life they report, but not on what influenced the quality (*Ask Me! FY2006*, pp. 18-24; *Proxy Reports and Their Value, 2006*).
- Peer Interviewers—People with disabilities can become excellent interviewers of their peers. The number of answers they elicit increases with their experience (*Ask Me! Year 2*, p. 8). The FY2008 interviewers averaged 5.0 years of experience. Some evidence exists to suggest that respondents give more “yes” or positive answers to non-peers than to peers (*Ask Me! FY2001*, p. 8).

Discussion

The *Ask Me! Survey* began in FY2001 to measure eight domains of the quality of life of people in Maryland with intellectual and other developmental disabilities. Agencies volunteered to participate; the participants did not represent a probability sample of all community agencies in the state. Beginning in FY2002, a probability sample of agencies were selected that could provide statewide estimates of the quality of life of all people supported in the community with funds from the Maryland Developmental Disabilities Administration (DDA). About 1,000 individuals supported by 33 agencies participated in FY2002. In FY2002 and FY2003, all agencies supporting 55 or more individuals were assigned to participate in one or more years of a four-year cycle, and a sample of agencies supporting 10-54 individuals. Additional funds in FY2004 allowed the remaining agencies supporting 10-54 individuals to participate in one of the two remaining years of the cycle. At the start of the FY2006-FY2009 cycle, all the agencies supporting 10 or more individuals were assigned to participate in at least one of the four years. Data for about 1,300 individuals supported by about 44 agencies is collected each year in this second four-year cycle.

During the time period of the *Ask Me! Survey*, the number of adults supported in the community through DDA funds increased by about 1,000, and the number of community agencies increased from 136 to 151. Most of the new community agencies support fewer than ten people, and are therefore not included in the survey. Not only do these small agencies support fewer than 0.5% of the people with reimbursed DDA services, they frequently change. Of the 31 small agencies in FY2002, only 11 still support people in FY2008, with two supporting ten or more people by FY2008 and nine still supporting fewer than ten.

Statewide Changes in Quality of Life

The use of a probability sample in the *Ask Me! Survey* is important for measuring changes in the quality of life for Marylanders supported with DDA funds. The FY2008 data show continued increase in the quality of life in the domain of Rights that began in FY2002 or FY2003, depending on whether quality of life is measured by the percent reporting a positive quality of life, or the average quality of life score. However, the quality of life continues to be lower in the domain of Rights than in the other domains. Quality of life increases also occurred in five or six other domains (depending on which measure is used) between FY2007 and FY2008, although the increases were not as continuous as in the domain of Rights. The quality of life slightly decreased between FY2007 and FY2008 in the domain of Physical Well-being, but there is little room for improvement in this domain since about 95% of the people in FY2007 reported a positive quality of life in this domain.

Curves statistically fitted to the data suggest that Rights, Self-determination, and Personal Development increased over the 6-year period with no indication of a slowdown in that increase. Physical Well-being and Interpersonal Relations increased during the early years of the period, but the increases slowed down in the later years of the period, and the fitted trend-curves suggest they are already starting to decline. The changes in Emotional Well-being and Material Well-

being depend on whether the percent positive or the average score is used. The percent reporting positive Emotional Well-being increased steadily throughout the period, but the average score appears to have peaked in FY2006-FY2007. The percent reporting positive Material Well-being increased greatly at the beginning of the period and by lesser amounts at the end of the period, but the average level of Material Well-being did not change statistically throughout the seven years of survey.

The DDA defines personal development, social inclusion, and self-determination as key outcomes for the people it supports. It uses Ask Me! data in its Managing for Results' budget requests to identify annual targets and to document their achievement. Based on findings from the FY2001 pilot, the DDA selected a 5% annual increase in the average level of Personal Development as its primary target for FY2002-FY2004. The secondary goals were for the average quality of life in the other seven domains to remain the same or improve, and the percent with a positive quality of life in all eight domains to remain the same or improve. These targets were repeated for FY2005-FY2007, and FY2008-FY2010. The Ask Me! FY2003 report indicated that Personal Development was the one quality of life domain that related to all the other domains, but it also recommended that attention should be given to Rights and Self-determination. The Ask Me! FY2004 report reiterated that attention should be given to increasing Self-determination and Rights, especially since Rights had not changed in any significant way between FY2001 and FY2004. Regression analyses suggest that the quality of life has continuously increased between FY2002 and FY2008 in the three domains of Personal Development, Self-determination and Rights in a linear fashion. In the other five domains, the quality of life increased in a curvilinear fashion, rapid increase during the first few years, then leveling off, and showings signs of decreasing. Data for FY2009 will indicate whether the increases in some of these domains in FY2008 was just sample fluctuations around a decreasing trend, or the start of a return to increasing quality of life.

The *Ask Me! Survey* contains 53 questions, six as indicator questions for the eight domains and five to measure the availability of transportation. The percent giving favorable responses increased statistically between FY2002 and FY2008 for 32 of the questions measuring the eight domains, and remained about the same for remaining 16 domain questions and the five transportation questions. No question had a significant decrease in the percent giving the favorable response, and vice versa, no question had a significant increase in the percent giving the unfavorable response. However, the increases in favorable reporting for 7 of the 32 questions had a significant curvilinear pattern--greater in the first years of the survey than in latter years.

While the associations of quality of life with characteristics of individuals and types of services can be analyzed at the state level each year, the most extensive analysis was made for the FY2005 report after all agencies had participated in the survey. Few changes in these associations are expected from one year to the next, and the next extensive analysis will be made for the FY2009 report. The analysis at the individual level is limited to association, since quality of life and characteristics of individuals are measured during the same year, and the direction of cause and effect cannot be tested. Multiple years of data are needed to test hypotheses of cause

and effect, and multiple surveys are not necessarily available for individuals since sample selection of individuals each year is independent of the sample selection in other years.

Agency Changes in Quality of Life

The average quality of life differs among community agencies. This occurs in all eight domains, although the quality of life varies least in the domain of Emotional Well-being and varies most in the domain of Material Well-being. The average reported quality of life in the domains of Physical Well-being and Emotional Well-being were almost as positive as they could be at one agency. In contrast, the quality of life in the domains of Self-determination and Rights were negative at some agencies. Some characteristics of agencies are related to their quality of life when both are measured in the same year. These were analyzed for the FY2005 report, and will be analyzed again for the FY2009 report. Analysis of associations may suggest cause and effect, but do not prove cause and effect. The analysis in FY2009 can be more comprehensive and come closer to establishing cause and effect since people from each agency will have been interviewed about four years apart.

The FY2005 report included the average quality of life scores for each agency adjusted to the midpoint of the FY2002-FY2005 cycle. This allowed comparison among agencies of their quality of life in the eight domains. A similar adjustment will be made in FY2009 at the end of the second four-year cycle. In the meantime, though, the average quality of life scores for all agencies in Maryland at all years in which they were included in the sample are shown in Appendix B. This is primarily useful to see how an agency has changed over the years. Each agency included in the survey in a year receives this type of information in a toolkit to help it make plans.

Past Ask Me! Findings

Each annual report on the *Ask Me! Survey* includes some basic information on the survey of that year and some addition to trends with the most recent year's data. Other analysis is included in only selected years, either because additional data were available that year, it was an appropriate time for aggregating data, or because a special topic was analyzed that year. In addition, a number of presentations and publications have referenced the Ask Me! Surveys and may present data in different ways. This report includes a summary of the findings from Ask Me! data and identifies where more detail can be found, giving a complete list of publications on the back cover.

Next Steps

This report does not include considerations. The authors felt it would be best to wait until FY2009 when eight full years of data are available, and all agencies have participated at least twice, before making suggestions that might be different for those made in earlier reports.

In FY20010, the beginning of the third cycle of interviews, the *Ask Me! Survey* will include some different indicator questions for the eight domains. The changes will keep the *Ask Me! Survey* up to date in terms of what is important to people with developmental disabilities. The changes have been identified during calendar year 2008 based through a number of sources: extensive analysis of FY2002-FY2007 data, meetings with DDA, a survey and focus group with agencies, suggestions from interviewers, a focus group with People on the Go, focus groups with youth transitioning from school into adult services, and a survey and focus groups with parents of children who will be entering adult services at some future time. These question changes will be pretested during early 2009, and algorithms will be developed to maintain continuity of quality of life scores.

Appendix

Appendix A. Survey Methods

Agency Sample

The *Ask Me! Survey* cannot interview every person who received support through funds from the Maryland Developmental Disabilities Administration (DDA) in every year, due to time and expense. In July 2007, the DDA had authorized 25,715 person-provider service combinations for 14,329 people and 158 providers. (See **Table 2.**) These recipients of support needed to be sampled in a way that produced statewide quality of life estimates, while also providing reasonable estimates of the quality of life among people supported by each community provider agency in the state. A two-step sampling procedure started with assigning agencies to strata based upon agency size. The number of people supported in July 2004 formed the basis for the initial assignment of 139 agencies to strata and to years for the FY2006-FY2009 cycle. The assignment was modified slightly at the beginning of each survey year using current DDA data. The FY2008 *Ask Me! Survey* frame included 151 community agencies authorized to provide 15,700 services to 12,615 adults. It excluded state institutions and individuals for whom the institutions provided all their services, agencies that only coordinated services, agencies or fiscal entities that provided services for fewer than ten individuals, individuals less than 18 years of age, and Ask Me! interviewers. About three-fourths (76%) of the adults in the sample frame received all their support (excluding service coordination) from a single agency, and had only one record in the sample frame. Most of the remainders received support from two agencies and had two records in the sample frame. The few that received support from more provider agencies had the same number of records in the sample frame.

Table 2. People Supported by Maryland DDA

	DDA File								Sample Frame*							
	07/01	07/02	07/03	07/04	07/05	07/06	07/07	07/08	07/01	07/02	07/03	07/04	07/05	07/06	07/07	07/08
# of Provider ID's	171	151	147	149	154	162	158	169	136	142	134	138	139	145	151	155
# Person-Provider Records	24,960	24,557	24,795	25,130	25,201	25,343	25,715	27,860	13,225	13,519	13,880	14,151	14,991	15,025	15,700	16,327
# Persons Supported	12,469	12,568	12,971	13,272	13,665	13,863	14,329	15,678	11,539	10,908	11,226	11,377	12,067	12,112	12,615	13,148
Support by 1 provider	4,721	5,002	5,389	7,008	7,305	5,990	6,311	7,207	8,739	8,363	8,635	8,661	9,203	9,244	9,544	9,987
Support by 2 providers	3,881	3,897	3,955	4,426	4,564	4,515	4,760	4,867	2,747	2,484	2,531	2,661	2,807	2,826	3,057	3,143
Support by 3 providers	3,122	3,033	3,100	1,794	1,756	3,142	3,149	3,498	51	56	57	52	54	39	14	18
Support by 4 providers	620	523	446	42	38	193	108	105	2	5	3	3	3	3	0	0
Support by 5 providers	119	108	74	2	2	23	1	1	0	0	0	0	0	0	0	0
Support by 6 providers	6	5	7	0	0	0	0	0	0	0	0	0	0	0	0	0

* The sample frame excludes records for children, institutions, support coordination, and Ask Me! interviewers.

The dates represent when the DDA files were created for sampling purposes at the beginning of each fiscal year, e.g., 07/01 is the start of FY2002.

Community agencies were first assigned to strata based on the number of people supported. Stratum 1 identifies the ten largest agencies, and they are included in the sample every year. Collectively they provide about one-third of the supports, and excluding one of them would result in an unrepresentative sample. Stratum 2 consists of the 22 next largest community providers randomly assigned to either FY2006 and FY2008, or FY2007 and FY2009. They provide slightly less than one-third of the supports. Stratum 3 includes the remaining agencies supporting more than 50 individuals, from whom 50 will be randomly selected for interviews. Stratum 4 includes agencies supporting 10-50 adults, all of whom are selected for interviews. Agencies in strata 3 and 4 are randomly assigned to one year in the four-year cycle, with some modification to distribute the large number interviewed in the last two years of the first four-year cycle to all four years of the second cycle. Stratum 3 agencies provide slightly less than one-third of the supports, and Stratum 4 agencies provide about 6% of the supports. Stratum 5 contains the remaining agencies or entities supporting fewer than ten people. Although they represent one-fifth of the agencies (or entities receiving DDA funds), they provide only 0.7% of the supports, and half of the people they support are also supported by larger agencies.

Some agencies supported more people than in the previous year due to growth, merger, or determination that multiple provider IDs on the DDA file represented multiple sites of a single provider. Some agencies supported fewer people than in the previous year, and some left the sample frame due to merging or combining with other agencies, or by no longer supporting people with DDA funds. These changes in size only affected the sample if they resulted in an agency being moved between stratum 1 and stratum 2, between stratum 2 and stratum 3, or between stratum 4 and stratum 5. **Table 3** shows the allocation of agencies among the strata for FY2008, and also identifies the agencies that will be included in the FY2009 survey based upon July 2008 DDA data.

Table 3. Community Providers by Size and Year Selected for Interviews								
Ask Me Provider ID	Number of People				Year in Sample			
	FY06	FY07	FY08	FY09	FY06	FY07	FY08	FY09
109 Arc of Baltimore	1,050	1,039	1,048	1051	1	1	1	1
112 Chimes Inc, includes Intervals	718	729	750	785	1	1	1	1
314 Arc of Prince George's Co	428	492	499	510	1	1	1	1
303 CHI Center	397	426	439	444	1	1	1	1
128 Providence Center	414	404	414	423	1	1	1	1
355 Abilities Network ^a	262	323	389	417	1	0	1	1
312 Arc of Montgomery Co	385	413	409	412	1	1	1	1
811 Arc of Washington Co	408	441	399	394	1	1	1	1
311 Melwood Horticulture	390	387	381	391	1	1	1	1
915 Humanim ^a	219	351	358	365	0	1	1	1
Strata 1 Subtotal (350+ People)	5,172	5,323	5,086	5,192	11	9	10	10
104 Athelas Institute ^b	382	355	340	342	1	1	0	1
107 ACCFX Gallagher ^b	301	306	308	318	1	1	0	1
132 UCP Central Maryland ^b	299	331	329	307	1	0	1	0
121 Emerge	235	275	287	293	1	0	1	0
105 Opportunity Builders	218	248	269	288	1	0	1	0
156 Arc of Central Chesapeake (was AA Co)	169	178	191	241	0	1	0	1
135 Arc of Howard Co	213	225	236	239	0	1	0	1
318 Center for Life Enrichment	171	205	224	234	0	1	0	1

Table 3. Community Providers by Size and Year Selected for Interviews

Ask Me Provider ID	Number of People				Year in Sample			
	FY06	FY07	FY08	FY09	FY06	FY07	FY08	FY09
124 Arc of Northern Chesapeake	186	207	215	227	1	0	1	0
108 Bello Machre	181	191	214	221	0	1	0	1
328 Rehabilitation Opportunities	204	209	206	207	1	0	1	0
614 Dove Pointe Inc	183	182	194	201	1	0	1	0
301 Ardmore Enterprises	193	193	192	196	1	0	1	0
933 UCP of Southern MD	190	187	198	187	0	1	0	1
302 Arc of Southern Maryland	160	165	172	179	0	1	0	1
142 NCIA CBAI ^c	121	149	162	179	1	0	1	0
919 Alliance	199	179	179	173	1	0	1	0
824 Arc of Carroll Co	148	156	171	173	1	0	1	0
158 Center for Progressive Learning	137	157	158	155	0	1	0	1
316 Spring Dell Center	126	138	146	155	0	1	0	1
129 Richcroft	104	118	146	154	1	0	0	0
319 New Horizon (was Vocational Services)	146	147	152	152	0	1	0	1
611 Bayside Community Network ^c	120	134	147	152	0	1	0	0
827 Change, Inc	147	156	150	150	0	1	0	1
Strata 2 Subtotal (150-349 People)	3,826	4,204	4,694	5123	10	12	10	12
830 Target, Inc	109	128	138	149	0	0	0	1
817 Medsource Community Services	123	128	126	145	1	*	*	0
152 Center for Social Change	84	114	131	137	0	0	1	0
325 Southern MD Vocational Industries ^d	133	138	132	136	1	0	0	0
806 Friends Aware, Inc ^d	132	135	136	129	0	1	0	0
125 Penn Mar	113	120	120	126	1	0	0	0
164 Spectrum Support	107	119	127	124	1	0	0	0
335 SEEC	105	111	123	124	1	0	0	0
149 Creative Options	100	111	120	121	0	0	1	0
951 Lower Shore Enterprises	89	104	114	121	0	0	0	1
322 Lt Joseph P Kennedy Institute	109	109	112	120	0	1	0	0
805 Arc of Frederick County	82	90	98	119	1	0	0	0
306 CSAAC	114	116	117	118	0	1	0	0
608 Somerset Community Services Inc	96	102	105	118	0	0	0	1
804 Scott Key Center	104	102	111	112	0	0	1	0
106 Langton Green	105	104	104	107	0	0	0	1
353 Securecare Services	63	91	111	105	0	0	1	0
812 Washington Co HDC	95	96	103	105	0	0	1	0
308 Jewish Foundation for Group Homes	86	92	98	98	0	0	1	0
309 Jubilee Association of MD	83	94	98	97	0	1	0	0
120 Life	76	94	96	97	0	0	1	0
932 Treatment & Learning Ctr Inc	66	77	80	94	0	0	0	1
801 Appalachian Crossroads	84	96	96	93	0	0	0	1
602 Caroline Center	94	91	92	93	1	0	0	0
352 Community Support Services	66	76	83	93	0	1	0	0
807 Horizon Goodwill Industries	96	100	95	92	1	0	0	0
621 Chesapeake Center Inc	78	89	93	92	0	0	1	0
802 Community Living Inc	84	93	93	90	0	1	0	0
610 Worcester Co Developmental Center	93	89	88	85	1	0	0	0
117 Harford Center	54	71	75	84	0	0	1	0
126 Progress Unlimited	77	80	81	83	0	0	1	0

Table 3. Community Providers by Size and Year Selected for Interviews

Ask Me Provider ID	Number of People				Year in Sample			
	FY06	FY07	FY08	FY09	FY06	FY07	FY08	FY09
606 Delmarva Community Services	91	79	77	77	0	0	1	0
119 Jewish Family Services	57	66	80	75	0	1	0	0
324 Family Service Foundation Inc	82	84	77	73	0	0	0	1
912 CSSD	56	59	74	73	1	0	0	0
624 Bay Shore Services Inc	66	72	71	70	1	0	0	0
619 Benedictine School	55	62	63	64	1	0	0	0
334 Jewish Social Services Agency ^e	45	60	56	62	1	0	0	0
139 Forward Visions	60	59	60	61	0	0	1	0
605 Chesterweye Center	53	60	59	61	0	0	0	1
315 Rock Creek Foundation	64	63	54	61	0	1	0	0
616 Chesapeake Care Resources	61	62	66	60	0	0	1	0
931 UCP of PG & Montgomery Co ^f	27	42	51	60	0	0	1	0
101 Progressive Horizons	58	61	62	59	0	1	0	0
815 Jeanne Bussard Center	62	65	57	59	1	0	0	0
052 League for People with Disabilities	23	34	42	59	0	0	1	0
065 Fidelity Resources, Inc	--	20	43	58	0	0	1	0
165 Mid Atlantic Human Services Corp ^f	24	48	56	55	0	1	0	0
809 Ray of Hope Inc	54	56	52	55	0	0	1	0
134 St. Peters Adult Learning	40	45	49	54	0	0	1	0
351 Calmra Inc ^e	49	53	53	53	0	0	0	1
338 Charles Co Health Dept ^e	43	57	54	52	0	0	0	1
601 Kent Center Inc ^e	47	50	53	52	1	0	0	0
333 Head Injury Rehabilitation ^e	38	48	51	51	0	0	0	1
836 Star Communities (was Anita Lynne)	25	36	43	51	1	0	0	0
Strata 3 Subtotal (51-146 People)	4,098	4,331	4,869	4,863	14	12	15	11
151 Shura	42	46	49	47	0	1	0	0
123 National MS	48	64	55	47	0	0	0	1
607 Epilepsy Assoc of Eastern Shore ^g	62	57	49	46	0	0	1	0
088 Maryland Community Connections	--	--	34	44	--	--	0	1
154 Kennedy Kreiger Inst	12	34	30	43	0	0	1	0
323 Full Citizenship of Maryland	34	39	38	40	0	0	1	0
305 Charles Co HARC	35	37	37	38	0	0	1	0
321 Maryland Neighborly Networks	26	36	36	38	0	0	0	1
818 Lycher Inc	44	43	36	36	0	1	0	0
147 Starflight	27	34	35	36	0	1	0	0
166 REM Inc	13	25	30	36	0	1	0	0
327 Montgomery Co Dept of Fam Resources	46	35	37	35	1	0	0	0
828 Flying Colors of Success	33	32	32	32	0	0	0	1
808 Goodwill Industries Monocacy Valley	21	19	26	31	0	1	0	0
064 Living Sans Frontieres, Inc	--	20	28	30	--	1	0	0
910 Linwood Children's Center	19	25	26	27	0	1	0	0
070 Quantum Leap	--	6	20	26	--	0	1	0
952 Deaf Independent Living Association	23	23	23	25	1	0	0	0
053 Innovative Services, Inc	6	18	22	25	0	1	0	0
803 Council for EC&A	26	28	23	23	0	1	0	0
074 Way Station	--	13	20	23	--	0	0	1
354 Ebed Enterprises	12	18	22	22	0	0	0	1
330 VOCA Corporation	19	19	19	21	0	0	0	1

Table 3. Community Providers by Size and Year Selected for Interviews

Ask Me Provider ID	Number of People				Year in Sample			
	FY06	FY07	FY08	FY09	FY06	FY07	FY08	FY09
141 Caring Hands Inc	17	20	19	19	0	1	0	0
089 Work Opportunities Unlimited	--	--	--	15	--	--	--	1
069 Dominion Resource Center Inc	--	7	8	12	--	0	0	1
825 Carroll Co Bureau of Aging	8	10	12	11	0	0	1	0
066 Erosun, Inc	--	9	12	11	--	0	0	1
071 ACE Helping Hands Inc	--	6	10	11	--	0	0	1
073 Dreamcatchers Community Improve	--	6	10	11	--	0	1	0
163 PACT: Helping Children ^h	13	9	10	10	1	0	0	0
050 Lifeline LLC	2	5	5	10	0	0	0	1
Strata 4 Subtotal (10-50 People)	907	1,086	944	881	6	10	10	12
082 Helena's House	--	2	6	9	--	0	0	0
068 Comprehensive Residential Systems	--	5	5	9	--	0	0	0
081 Living Hope	--	1	5	9	--	0	0	0
090 Northstar Special Services	--	--	--	7	--	--	--	0
313 National Children's Center	10	7	6	6	0	0	0	0
623 Shorehaven	4	5	6	6	0	0	0	0
054 Calvert Co Office on Aging	3	6	6	6	0	0	0	0
059 S & G Residential Services, Inc	2	4	5	6	0	0	0	0
085 Freedom to Choose	--	--	2	6	--	--	0	0
051 Mary T Maryland	3	3	5	5	0	0	0	0
078 Shared Support	--	1	5	5	--	0	0	0
814 Archway Station	1	2	2	5	0	0	0	0
084 Bee Homes Inc	--	--	2	5	--	--	0	0
157 Maxim Health Care Services	2	1	3	4	0	0	0	0
162 National Mentor Health Care	3	4	4	3	0	0	0	0
072 Second Chance Services Unlimit	--	3	4	3	--	0	0	0
617 Crossroads Community	4	3	3	3	0	0	0	0
079 Bethlehem House	--	2	3	3	--	0	0	0
076 Center for Community Integration	--	1	3	3	--	0	0	0
087 St Patrick Homes Inc	--	--	3	3	--	--	0	0
091 JAPEC Residential Programs	--	--	--	3	--	--	--	0
060 Hebron Assoc for Community Services	1	--	2	2	0	0	0	0
153 Netcon & Earthkins Inc (closed)	42	7	2	2	0	0	0	0
146 Autum Homes (closed)	32	6	2	2	0	0	0	0
100 Service Coordination	--	--	--	2	--	--	--	0
167 Center for Neuro Rehabilitation	1	1	1	1	0	0	0	0
834 Hope Homes of MD	1	1	1	1	0	0	0	0
061 Joshua House	1	1	1	1	0	0	0	0
075 NIAS House	--	1	1	1	--	0	0	0
077 Home Sweet Home	--	1	2	1	--	0	0	0
080 Missy's Choice	--	1	1	1	--	0	0	0
083 Tracy's Life	--	1	1	1	--	0	0	0
086 DESCO Charities	--	--	2	1	--	--	0	0
092 Social Health Services Group	--	--	--	1	--	--	--	0
145 Selfpride (closed)	26	27	22	--	0	0	0	--
813 Bethesda Lutheran Homes	8	--	--	--	0	0	--	--
168 Evershine Residential Services	5	--	--	--	0	--	--	--
058 Service Source	5	2	--	--	0	0	--	--

Table 3. Community Providers by Size and Year Selected for Interviews								
Ask Me Provider ID	Number of People				Year in Sample			
	FY06	FY07	FY08	FY09	FY06	FY07	FY08	FY09
170 Cope Homes Inc	4	--	--	--	0	--	--	--
831 Multiple Sclerosis Society	4	--	--	--	0	--	--	--
063 Esro Holding Provider	3	--	--	--	0	--	--	--
337 Calvert Co Health Dept	1	1	--	--	0	0	--	--
950 Chesapeake Head Injury Center	1	--	--	--	0	--	--	--
062 Matts Way	1	--	--	--	0	--	--	--
Strata 5 Subtotal	74	121	107^a	126	0	0	0	0
TOTAL Adult Community Provider Pairs	14,077	15,128	15,700	16,327				
TOTAL Adults Support in the Community	12,067	12,112	12,615	13,148	41	44	46	45
001 Rosewood Center	.		329	245				
005 Holly Center	.		135	134				
003 Potomac Center	.		50	44				
004 Brandenburg Center	.		23	20				
Strata 6 Institutions	.		537	443				
100 Service Coordination (was Arc Frederick)			4,596	6,394				
327 Montgomery Co Dept Family Resources			443	440				
340 Prince George's Co Dept Family			344	337				
338 Charles Co Health Dept			207	263				
339 St. Mary's Co Health Dept			118	112				
337 Calvert Co Health Dept			80	80				
Strata 7 Service Coordination			5,788	7,627				
TOTAL Person Provider Pairs			25,715	27,860				
TOTAL People Supported by DDA	13,665	13,863	14,329	15,678				

^a Included in stratum 2 in FY2005, Humanim moved to stratum 1 in FY2006
^b Included in stratum 1 in FY2005, UCP Central Maryland and ACCFX Gallager moved to stratum 2 in FY2006
^c Included in stratum 3 in FY2005 and FY2006
^d Included in stratum 2 in FY2005 and FY2006
^e Included in stratum 4 in FY2005, moved to stratum 3 in FY2006
^f Included in stratum 4 in FY2005 and FY2006
^g Included in stratum 3 in FY2005 and FY2006
^h Always included in stratum 4 as adults supported varies greatly during a year
ⁱ Over half (55) are supported by agencies in other strata
* Special agency sample, not part of the Maryland sample

Person Sample and Response

SPSS software was used to randomly select 40 individuals for a primary sample, and 10 additional individuals for a secondary sample, for each selected provider in strata 1-3. All of the individuals supported by stratum four providers were selected, with up to the first 40 randomly selected individuals placed in the primary sample and any remaining placed in the secondary sample. The numbers of individuals selected, and their final status, are shown in **Table 4**. Individuals selected for interviews at two different agencies were interviewed only once, but had their responses subsequently duplicated for each agency. Some individuals were included in the sample frame and selected for interviews, but were subsequently dropped from the sample. They were dropped because they were in the secondary sample that was not needed by the field staff because 30

people had already responded from among the 40 primary sample persons, the person was no longer alive or living in Maryland (the DDA files may not have been up to date or the person died or moved between the date of selection and interview), the individual was hired as an Ask Me! interviewer after the sample had been identified, or the DDA file had an erroneous or missing date of birth and the individual was less than 18 years of age. The categories of response and non-response are discussed in the main text of the report.

Table 4. Final Field Status					
Final Field Status of Case		Sampled Twice	Frequency	Percent	
				Sample	Respondents
Response	1 Completed Self	24	962	49.3%	74.1%
	2 Completed 2 Proxies	8	261	13.4%	20.1%
	3 Completed 1 of 2 Proxies	1	75	3.8%	5.8%
	Total Response	33	1,298	66.5%	100.0%
Non-response	12 Guardian Refused	4	59	3.0%	
	13 Person Refused	3	206	10.6%	
	6 Unknown if still DDA	0	49	2.5%	
	17 Contact information unavailable	2	69	3.5%	
	15 No Contact 6 Tries	3	51	2.6%	
	16 Cannot Schedule	2	104	5.3%	
	19 Language, Health	1	40	2.1%	
	20 Other Non-response	2	75	3.8%	
Total Non-response	17	653	33.5%		
Total Sample		50	1,951	100.0%	
Not in Sample	5 Died, Moved, Not DDA	0	40		
	8 Less than 18 years	0	0		
	9 Ask Me Interviewer	0	1		
	10 Secondary Sample Not Needed	0	88		
	Total Not in Sample	0	129		
Total		50	2,080		

Weights

Each person record received a weight that took into account the probability that the individual could be selected through multiple agencies, the probability that their agency was selected for inclusion in the year, the probability of their selection within the agency, and the probability of others in the agency not responding to the survey. Weights for individuals ranged from 1-32, with an average of each surveyed person representing 9.4 other adults. Agencies not part of the probability sample, but who requested and self-funded interviews for their planning purposes, had zero weights assigned to their respondents so they do not affect the statewide estimates.

When people are selected for interviews at two provider agencies, their survey responses were duplicated and included with both provider agencies prior to weighting. The person was counted as responding for both provider agencies in the calculation of provider-specific response adjustments. The adjustment was made during the weighting process. People who changed providers during the year were considered as a respondent for the provider through which they were originally selected. Additional people, discovered at small provider agencies in stratum four, were assigned the same probability of selection as all the other people selected from that provider and added to the count of the number of people supported.

Weights were used for all analysis included in this report. The calculation of the population weight for an individual respondent is shown in equation (1) and the statistical weight for an individual is shown in equation (2). The properties of these weights are shown in **Table 5**:

- (1) $wtpopulation = wtstrata * wtprovider * wtnonresponse * wtperson * wtpopadjust;$
- (2) $wtstatistical = wtpopulation * wtstatadjust;$

where:

- $wtpopulation$ = final weight for the person to produce population estimates, rounded to an integer;
- $wtstrata$ = number of provider agencies in the stratum / number of selected provider agencies in the stratum;
- $wtprovider$ = number of people supported by the provider / number of people in the provider selected for interviews;
- $wtnonresponse$ = number of people eligible for interviews at the provider / number of people interviewed at the provider;
- $wtperson$ = 1 / number of agencies providing community support to the person;
- $wtpopadjust$ = total number of people with DDA support in the community / sum of $wtpopulation$ prior to adjustment;
- $wtstatadjust$ = number of people with data records / sum of $wtpopulation$.

Type of Weight and Year	True Number	Sum of Weights	Minimum Weight	Maximum Weight	Average Weight
Final Population Weight	12,615	12,559	1.00	32.00	9.44
Final Statistical Weight	1,292	1,292	0.15	3.27	0.97

Personal Characteristics

One of the DDA files used to draw the sample included sex, birth date, and 21 disability classifications for each person supported. The analysis used the birth date to calculate a person's age as of July 1, the beginning of the fiscal year. The DDA classification of mental retardation had no gradation, so Ask Me! included a measure of intellectual ability on the Transportation Form for completion by agency staff.

DDA Authorized Services

The second DDA file used to draw the sample included a record for each service authorized for an agency to provide to an individual as of July 1, the beginning of the fiscal year. This file does not precisely reflect the supports people received at the time of their interviews, since services and agencies may have changed since July 1, or the last time the DDA files were updated prior to July 1. However, this analysis classified people as receiving or not receiving six types of services based on this file: residential services, community supported living arrangements, day habilitation, supported employment, individual support services, and service coordination. This report did not include the less frequent services: behavioral support, family support services, and adult foster care.

Transportation

The scale of perceived transportation availability was constructed from five questions in the survey and can range from 0 to 10, similar to the eight quality of life scales. Staff provided objective measures of trips on a Transportation Form sent to, and returned by, the agency. Staff recorded the number of round trips per week for an interviewed person: 1) to employment or day activities by the provider through which the person was selected for interview, 2) to other activities by the provider through which the person was selected, 3) from other provider agencies, 4) from family, friends, or the person driving their own car, and 5) from public sources (bus, train, taxi, and paratransit). The project keyed the high end of any recorded range and rounded up any recorded decimal. Therefore, a "1" could represent "occasionally" as well as "1 time per week." Transportation was considered zero (0) if staff either recorded a zero or recorded nothing. The number was capped at 10 round trips per week if a number greater than 10 was recorded from one source to one type of activity.

Scale Construction

The *Ask Me! Survey* contained six indicator questions for each of the eight quality of life domains, and five questions for the area of transportation availability. Respondents could give one of three answers to each question. The first listed answer was favorable ("yes," "a lot," "very happy," "most times," etc.), and was keyed as 1. The second listed answer was neutral ("sometimes," "a little," "OK," etc.), and was keyed as 2. The third listed answer was unfavorable ("no," "none," "not happy," "no times," etc.), and was keyed as 3. When a person answered four or more questions for a quality of life domain, a scale score was calculated as $15 - (5 * \text{average keyed value})$. Thus the scale score would be 0 if the person gave unfavorable responses (3) to all the questions in the scale, 10 if the person gave favorable responses (1) to all questions, and 5 if the person gave neutral responses (2) to all questions, or an equal number of favorable and unfavorable responses.

Scale reliability is generally represented by Cronbach's alpha that measures how similar all the questions are to contribute to a summary scale. The higher the alpha, the better the scale. Alphas of 0.70 or higher are generally interpreted as showing good reliability. In FY2002, the Cronbach's alphas for the eight quality of life domains ranged from 0.68 to 0.75. The alphas have generally declined since then, so that in FY2008 they ranged from 0.57 to 0.69. (See **Figure 13.**) It is

possible that this decline may be due to less variation among respondents over time as agencies use the Ask Me! Results to enhance the quality of life among the people they support.

Regression

Simple linear regression was used to determine if the responses to individual questions had changed significantly over the seven surveys, and if so, how much per year. The dependent variable was whether the person had a favorable response to the question, and the independent variable was the number of years since FY2002. A separate analysis using the three possible answer values produced almost identical results and is not shown. A stepwise quadratic regression was used to fit a curve to the percent reporting a positive quality of life and the average quality of life using the equation:

$$QOL = a + b_1 * year + b_2 * year^2$$

where 'a' is the baseline score for FY2002, 'year' is the number of years since FY2002, 'b₁' is the average annual change in the score, and 'b₂' is the increase or decrease in the average annual change over the years. When b₂ was statistically significant, a quadratic curve was fitted to the data; otherwise a straight line was fitted to the data. (See **Figure 14**.)

Domain	% Positive			Average		
	a	b ₁	b ₂	a	b ₁	b ₂
Rights	63.3	2.0*	-	6.22	0.11*	-
Self-determination	75.0	1.1*	-	6.95	0.08*	-
Personal development	81.9	0.6^	-	7.29	0.15*	-
Social inclusion	82.3	0.9*	-	7.18	0.16*	-0.02*
Interpersonal relations	83.7	2.8*	-0.3^	7.35	0.20*	-0.02^
Material well-being	79.1	3.2*	-0.4^	-	-	-
Emotional well-being	92.2	0.4^	-	8.26	0.15*	-0.02^
Physical well-being	91.6	1.5^	-0.2^	8.41	0.17*	-0.02*

^ p<.05 *p<.001

Figure 14. Regression Coefficients of Average Annual Change in Quality of Life Domains

QOL Domain	
<i>Alpha</i>	
Rights	.57
Self-Determination	.69
Personal Development	.65
Social Inclusion	.63
Interpersonal Relations	.60
Material Well-being	.61
Emotional Well-being	.65
Physical Well-being	.61
<i>Other Scale</i>	
Transportation Availability	.59

Figure 13. Cronbach's Alphas for Scale Reliability

Quality of Life Score Adjustment

Appendix B shows the average quality of life for each fiscal year that an agency was selected for interviews. That appendix also shows an adjusted score for the first four-year cycle of interviews (FY2002 to FY2005). Since the reported quality of life has generally increased, comparisons of agencies interviewed in different years is not appropriate. To allow meaningful comparisons, the FY2002-FY2005 scores were averaged (if interviewed in more than one year) and adjusted by linear regression coefficients to the midpoint of the cycle. Comparisons among agencies should not be made based on FY2006, FY2007 and FY2008, as not all agencies have been included in the FY2006-FY2009 cycle and the scores cannot yet be adjusted.

Appendix B. Quality of Life at Maryland Provider Agencies

General Information

The *Ask Me! Survey* collects information from people receiving support funded by the Maryland Developmental Disabilities Administration (DDA) to determine their satisfaction with the quality of their lives. Quality of life is defined in eight domains:

<i>Rights</i>	The expression of human rights (respect, dignity and equality) and the guarantee of legal rights (citizenship, access and due process);
<i>Self-Determination</i>	The expression of autonomy and personal control, the pursuit of personal goals and values, and the opportunity to make decisions;
<i>Social Inclusion</i>	The integration into and participation in one's community, the expression of valued social roles, and the receipt of social support from community members;
<i>Personal Development</i>	The level of education received, personal competence expressed, and performance exhibited (includes creativity and personal expression);
<i>Interpersonal Relations</i>	The experiencing of social interactions and relationships (with family, friends, peers) and receiving support (emotional, physical, financial, and feedback) from family, friends, peers or providers;
<i>Material Well-Being</i>	The presence of adequate financial status, employment (a job), and adequate housing;
<i>Emotional Well-Being</i>	The condition of being contented (satisfied, happy) having a positive self-concept, and being relatively free of stress;
<i>Physical Well-Being</i>	The level of health experienced (physical functioning, disease symptoms, pain, fitness, energy, nutrition) and the receipt of health care.

People may view quality of life differently, and the *Ask Me! Survey* allows people with developmental disabilities to define quality of life for themselves. Some general findings should be kept in mind when looking at average quality of life scores of individual providers:

- Most people in Maryland with developmental disabilities report a good quality of life, particularly in the domains of physical and Emotional Well-being;
- The eight quality of life domains are distinct and all are important, but different people may place different importance on different domains when considering services;
- The quality of life has generally increased in Maryland in most domains. Average scores are computed every four years and statistically adjusted to the midpoint of the cycle;
- People receiving employment support report higher quality of life than people not receiving employment support; therefore the quality of life would be expected to be higher at providers with high percentages of people receiving employment services;
- The larger the provider, the more their scores contribute to the Maryland average, and therefore the more likely their scores will be similar to the Maryland average.

Definitions and Symbols

Scores can range from 0.0 (all negative) to 10.0 (all positive), with a 5.0 score indicating people gave neutral, or as many favorable as unfavorable, answers to the indicator questions.

The average agency scores are shown for each fiscal year during which interviews were conducted, and the numbers of people interviewed are shown in parentheses (). Surveys are conducted at large agencies every year, and middle sized agencies every other year, and at small agencies about once every four years. Year to year differences less than 1.00 may simply reflect sampling variability, but differences more than 1.50 are likely to reflect real change.

Agency scores relative to all other agencies can be compared only after a four-year cycle of interviews are complete. Symbols are presented to show how an agency compared with other agencies based on the FY2002-2005 cycle. The scores were averaged, or adjusted to the midpoint of the cycle, before being compared as follows:

- Average score in the top 20% of agencies, significantly higher than the Maryland average;
- ◐ Average score in the middle 70% of agencies, about the Maryland average;
- Average score in the bottom 10% of agencies, significantly lower than the Maryland average.

The following additional information is provided for the fiscal year of the most recent survey:

<i>Number of people supported:</i>	The number of people supported with DDA funds at the start of the fiscal year;
<i>Survey response rate:</i>	The percent of people with completed interviews (self or proxy) among those selected and eligible for the survey;
<i>Self response rate:</i>	The percent of surveys completed by the selected people for themselves;
<i>Served by other agencies:</i>	The percent of people responding to the latest survey who received support from at least one other agency;
<i>Percent in residential services:</i>	The percent of people with surveys who received residential services from this agency;
<i>Percent in CSLA:</i>	The percent of people with surveys supported by this agency in community supported living arrangements;
<i>Percent in employment services:</i>	The percent of people with surveys supported by this agency with employment services;
<i>Percent in day habilitation:</i>	The percent of people with surveys supported by this agency with day habilitation services;
<i>Percent with individual support:</i>	The percent of people with surveys supported by this agency with individual support services.

State of Maryland Average

	Physical Wellbeing	Emotional Wellbeing	Material Wellbeing	Inter-Personal Relations	Personal Development	Social Inclusion	Self-Determination	Rights
FY2008 (1,269)	8.69	8.53	7.41	7.74	7.47	7.60	7.22	6.78
FY2007 (1,172)	8.70	8.48	7.35	7.70	7.45	7.40	7.19	6.75
FY2006 (1,225)	8.66	8.48	7.42	7.68	7.48	7.43	7.20	6.74
FY2005 (1,433)	8.75	8.49	7.50	7.65	7.35	7.47	7.12	6.44
FY2004 (1,540)	8.70	8.54	7.54	7.81	7.64	7.54	7.20	6.37
FY2003 (1,103)	8.60	8.39	7.24	7.54	7.23	7.32	6.77	6.26
FY2002 (958)	8.30	8.15	7.17	7.24	7.15	7.06	6.81	6.27
FY02-05 adjust	8.61	8.42	7.39	7.59	7.37	7.38	7.01	6.35
FY02-05 rank	●	●	●	●	●	●	●	●

<i>Most recent survey year:</i>	<i>FY2008</i>	Respondents in residential services:	49%
Weighted number of respondents:	12,559	Respondents in CSLA	9%
Survey response rate:	68%	Respondents in employment services:	23%
Self-response rate:	77%	Respondents in day habilitation services:	59%
Served by multiple agencies:	23%	Respondents with individual support:	10%

Abilities Network

	Physical Wellbeing	Emotional Wellbeing	Material Wellbeing	Inter-Personal Relations	Personal Development	Social Inclusion	Self-Determination	Rights
FY2008 (30)	8.53	8.56	7.55	7.93	7.59	7.44	8.13	7.85
FY2007 (33)	7.98	8.41	6.57	7.50	7.85	7.10	7.92	6.97
FY2006 (25)	8.47	7.97	6.93	7.76	7.51	7.42	7.52	7.46
FY2004 (27)	8.84	8.40	7.31	7.98	8.33	7.46	8.06	7.19
FY2002 (24)	8.45	8.19	7.42	7.66	7.14	7.03	7.65	6.49
FY2001 (22)	8.30	7.72	7.11	7.67	7.45	6.58	7.54	7.85
FY02-05 adjust	8.71	8.35	7.42	7.89	7.80	7.32	7.91	6.88
FY02-05 rank	●	●	●	●	●	●	●	●

<i>Most recent survey year:</i>	<i>FY2007</i>	Respondents in residential services:	0%
Number of people supported:	389	Respondents in CSLA	27%
Survey response rate:	64%	Respondents in employment services:	40%
Self-response rate:	100%	Respondents in day habilitation services:	0%
Served by other agencies:	30%	Respondents with individual support:	37%

ACCFX Gallagher

	Physical Wellbeing	Emotional Wellbeing	Material Wellbeing	Inter-Personal Relations	Personal Development	Social Inclusion	Self-Determination	Rights
FY2007 (28)	9.16	8.24	7.40	8.32	7.71	7.75	7.08	6.50
FY2006 (29)	8.13	8.06	6.77	7.05	6.63	6.95	6.12	5.53
FY2004 (37)	8.80	9.05	7.90	8.60	7.86	8.27	6.89	5.95
FY2002 (31)	9.19	8.35	7.16	7.83	7.05	7.74	6.50	6.42
FY02-05 adjust	9.03	8.77	7.62	8.30	7.51	8.08	6.76	6.18
FY02-05 rank	●	●	●	●	●	●	●	●

<i>Most recent survey year:</i>	<i>FY2007</i>	Respondents in residential services:	63%
Number of people supported:	306	Respondents in CSLA	0%
Survey response rate:	76%	Respondents in employment services:	0%
Self-response rate:	66%	Respondents in day habilitation services:	59%
Served by other agencies:	44%	Respondents with individual support:	0%

Alliance

	Physical Wellbeing	Emotional Wellbeing	Material Wellbeing	Inter-Personal Relations	Personal Development	Social Inclusion	Self-Determination	Rights
FY2008 (17)	8.82	8.45	6.65	7.96	7.18	7.13	8.08	7.57
FY2006 (30)	8.36	8.61	7.37	7.92	7.82	7.01	8.11	7.13
FY2004 (28)	8.78	8.78	7.41	7.98	8.26	8.20	8.16	7.21
FY2002 (26)	8.32	8.77	7.47	7.99	7.95	7.37	8.01	7.28
FY02-05 adjust	8.62	8.82	7.50	8.05	8.15	7.86	8.14	7.26
FY02-05 rank	●	●	●	●	●	●	●	●

<i>Most recent survey year:</i>	<i>FY2008</i>	Respondents in residential services:	0%
Number of people supported:	179	Respondents in CSLA	6%
Survey response rate:	34%	Respondents in employment services:	82%
Self-response rate:	94%	Respondents in day habilitation services:	24%
Served by other agencies:	41%	Respondents with individual support:	12%

Appalachian Crossroads

	Physical Wellbeing	Emotional Wellbeing	Material Wellbeing	Inter-Personal Relations	Personal Development	Social Inclusion	Self-Determination	Rights
FY2004 (44)	8.87	9.03	7.99	8.65	8.48	8.40	7.84	7.10
FY2001 (22)	8.94	8.49	8.37	7.92	8.41	7.96	8.22	7.77
FY02-05 adjust	8.80	8.98	7.93	8.57	8.44	8.33	7.78	7.08
FY02-05 rank	●	●	●	●	●	●	●	●

<i>Most recent survey year:</i>	<i>FY2004</i>	Respondents in residential services:	29%
Number of people supported:	44	Respondents in CSLA	9%
Survey response rate:	90%	Respondents in employment services:	20%
Self-response rate:	69%	Respondents in day habilitation services:	59%
Served by other agencies:	5%	Respondents with individual support:	40%

Arc of Baltimore

	Physical Wellbeing	Emotional Wellbeing	Material Wellbeing	Inter-Personal Relations	Personal Development	Social Inclusion	Self-Determination	Rights
FY2008 (32)	8.32	8.08	6.70	7.34	7.76	6.66	6.16	6.29
FY2007 (26)	7.82	8.06	6.02	7.20	7.31	7.28	6.44	5.90
FY2006 (28)	8.61	8.13	6.83	7.36	7.28	6.78	6.71	5.90
FY2005 (33)	8.52	8.08	7.79	7.34	7.24	7.88	7.49	7.21
FY2004 (29)	8.83	8.56	7.60	7.72	8.08	7.22	7.20	6.36
FY2003 (35)	8.32	8.16	6.38	7.39	6.86	6.99	6.22	5.83
FY2002 (29)	7.56	7.66	6.53	6.81	6.67	6.77	5.92	6.37
FY2001 (30)	7.83	7.93	6.68	6.60	6.51	6.61	6.24	5.74
FY02-05 adjust	8.31	8.11	7.07	7.31	7.19	7.23	6.70	6.44
FY02-05 rank	●	●	●	●	●	●	●	●

<i>Most recent survey year:</i>	<i>FY2008</i>	Respondents in residential services:	22%
Number of people supported:	1,048	Respondents in CSLA	13%
Survey response rate:	64%	Respondents in employment services:	25%
Self-response rate:	78%	Respondents in day habilitation services:	56%
Served by other agencies:	28%	Respondents with individual support:	3%

Arc of Carroll County

	Physical Wellbeing	Emotional Wellbeing	Material Wellbeing	Inter-Personal Relations	Personal Development	Social Inclusion	Self-Determination	Rights
FY2008 (38)	8.92	8.62	7.65	8.02	7.86	8.04	7.73	6.65
FY2006 (45)	8.67	8.59	7.90	8.06	7.56	7.73	7.33	7.32
FY2004 (40)	8.76	8.55	7.15	7.47	7.39	7.75	7.27	7.19
FY2002 (38)	8.05	8.11	7.06	7.07	6.69	7.02	6.81	6.05
FY2001 (29)	7.92	7.60	6.59	6.43	6.80	6.72	6.71	6.12
FY02-05 adjust	8.47	8.39	7.16	7.35	7.09	7.46	7.10	6.66
FY02-05 rank	●	●	●	●	●	●	●	●

<i>Most recent survey year:</i>	<i>FY2008</i>	Respondents in residential services:	11%
Number of people supported:	171	Respondents in CSLA	8%
Survey response rate:	76%	Respondents in employment services:	8%
Self-response rate:	76%	Respondents in day habilitation services:	68%
Served by other agencies:	37%	Respondents with individual support:	24%

Arc of Central Chesapeake

	Physical Wellbeing	Emotional Wellbeing	Material Wellbeing	Inter-Personal Relations	Personal Development	Social Inclusion	Self-Determination	Rights
FY2007 (24)	7.76	8.49	6.50	7.15	7.30	6.92	7.29	6.72
FY2005 (27)	8.52	8.24	7.59	8.16	7.31	7.89	7.19	5.66
FY2003 (25)	8.20	7.46	6.43	6.88	6.07	6.97	5.75	5.87
FY2001 (25)	8.20	7.48	7.19	7.10	6.54	6.96	6.77	6.73
FY02-05 adjust	8.30	7.79	6.98	7.43	6.65	7.35	6.43	5.73
FY02-05 rank	●	●	●	●	●	●	●	●

<i>Most recent survey year:</i>	<i>FY2007</i>	Respondents in residential services:	43%
Number of people supported:	177	Respondents in CSLA	43%
Survey response rate:	65%	Respondents in employment services:	7%
Self-response rate:	79%	Respondents in day habilitation services:	0%
Served by other agencies:	57%	Respondents with individual support:	11%

Arc of Frederick County

	Physical Wellbeing	Emotional Wellbeing	Material Wellbeing	Inter-Personal Relations	Personal Development	Social Inclusion	Self-Determination	Rights
FY2006 (32)	8.07	8.54	6.79	7.57	7.27	7.08	7.05	7.33
FY2002 (25)	8.77	8.10	7.63	8.13	7.37	7.93	7.85	7.57
FY02-05 adjust	8.95	8.26	7.82	8.35	7.48	8.14	8.03	7.64
FY02-05 rank	●	●	●	●	●	●	●	●

<i>Most recent survey year:</i>	<i>FY2006</i>	Respondents in residential services:	0%
Number of people supported:	87	Respondents in CSLA	0%
Survey response rate:	76%	Respondents in employment services:	0%
Self-response rate:	76%	Respondents in day habilitation services:	0%
Served by other agencies:	39%	Respondents with individual support:	97%

Arc of Howard County

	Physical Wellbeing	Emotional Wellbeing	Material Wellbeing	Inter-Personal Relations	Personal Development	Social Inclusion	Self-Determination	Rights
FY2007 (34)	9.03	8.00	7.13	7.01	6.67	7.00	6.63	6.50
FY2005 (29)	8.38	8.58	6.93	7.38	7.13	7.70	7.04	5.94
FY2003 (28)	8.58	8.45	7.21	7.82	7.28	7.28	6.77	6.74
FY2001 (28)	8.86	8.28	7.31	7.30	6.84	7.11	6.56	6.32
FY02-05 adjust	8.41	8.46	7.00	7.54	7.16	7.42	6.85	6.31
FY02-05 rank	●	●	●	●	●	●	●	●

<i>Most recent survey year:</i>	<i>FY2007</i>	Respondents in residential services:	26%
Number of people supported:	225	Respondents in CSLA	21%
Survey response rate:	83%	Respondents in employment services:	29%
Self-response rate:	76%	Respondents in day habilitation services:	56%
Served by other agencies:	24%	Respondents with individual support:	9%

Arc of Montgomery County

	Physical Wellbeing	Emotional Wellbeing	Material Wellbeing	Inter-Personal Relations	Personal Development	Social Inclusion	Self-Determination	Rights
FY2008 (35)	9.26	9.10	8.83	8.40	8.41	7.76	8.37	7.42
FY2007 (23)	8.49	8.24	7.86	7.76	7.20	7.02	7.43	7.63
FY2006 (29)	8.60	8.38	7.43	7.64	6.76	7.37	6.56	6.76
FY2005 (35)	9.00	8.34	8.19	7.83	7.57	7.52	7.24	6.13
FY2004 (34)	8.95	8.32	7.85	8.12	7.68	7.64	7.01	6.01
FY2003 (31)	8.66	8.33	7.44	7.48	6.80	7.39	6.59	6.39
FY2002 (22)	9.27	8.77	7.77	7.25	7.06	7.12	6.93	7.05
FY2001 (25)	7.72	7.81	7.28	6.75	7.36	7.39	6.86	7.14
FY02-05 adjust	8.93	8.40	7.81	7.70	7.31	7.43	6.94	6.32
FY02-05 rank	●	●	●	●	●	●	●	●

<i>Most recent survey year:</i>	<i>FY2008</i>	Respondents in residential services:	57%
Number of people supported:	409	Respondents in CSLA	0%
Survey response rate:	70%	Respondents in employment services:	20%
Self-response rate:	80%	Respondents in day habilitation services:	54%
Served by other agencies:	46%	Respondents with individual support:	3%

Arc of Northern Chesapeake

	Physical Wellbeing	Emotional Wellbeing	Material Wellbeing	Inter-Personal Relations	Personal Development	Social Inclusion	Self-Determination	Rights
FY2008 (28)	8.17	8.18	7.38	7.98	7.93	8.02	7.65	7.71
FY2006 (31)	8.58	8.62	7.05	7.97	7.83	7.29	7.68	6.83
FY2004 (39)	8.54	8.46	7.70	7.71	7.90	7.92	7.49	6.65
FY2002 (31)	8.04	7.89	7.74	6.81	7.15	7.06	7.04	7.30
FY2001 (29)	7.14	8.03	6.45	7.19	6.76	7.43	6.56	5.71
FY02-05 adjust	8.37	8.24	7.77	7.35	7.59	7.57	7.33	6.95
FY02-05 rank	●	●	●	●	●	●	●	●

<i>Most recent survey year:</i>	<i>FY2008</i>	Respondents in residential services:	32%
Number of people supported:	215	Respondents in CSLA	11%
Survey response rate:	56%	Respondents in employment services:	54%
Self-response rate:	100%	Respondents in day habilitation services:	29%
Served by other agencies:	11%	Respondents with individual support:	4%

Arc of Prince George's County

	Physical Wellbeing	Emotional Wellbeing	Material Wellbeing	Inter-Personal Relations	Personal Development	Social Inclusion	Self-Determination	Rights
FY2008 (25)	8.90	8.63	7.40	8.00	7.63	7.58	7.25	6.70
FY2007 (16)	8.05	8.37	7.05	6.27	6.67	6.39	6.71	6.26
FY2006 (24)	8.98	8.34	7.32	8.01	6.82	7.08	6.65	6.28
FY2005 (34)	8.71	8.75	7.50	7.79	7.24	7.66	6.57	6.42
FY2004 (27)	9.21	8.98	8.94	8.83	7.99	7.95	7.82	6.06
FY2003 (26)	9.02	8.63	8.26	8.25	6.99	7.56	6.56	5.58
FY2002 (23)	9.49	8.55	7.90	7.84	7.69	7.24	7.09	5.49
FY02-05 adjust	9.06	8.72	8.10	8.16	7.45	7.61	6.98	5.93
FY02-05 rank	●	●	●	●	●	●	●	●

<i>Most recent survey year:</i>	<i>FY2008</i>	Respondents in residential services:	40%
Number of people supported:	499	Respondents in CSLA	8%
Survey response rate:	51%	Respondents in employment services:	20%
Self-response rate:	52%	Respondents in day habilitation services:	52%
Served by other agencies:	28%	Respondents with individual support:	12%

Arc of Southern Maryland

	Physical Wellbeing	Emotional Wellbeing	Material Wellbeing	Inter-Personal Relations	Personal Development	Social Inclusion	Self-Determination	Rights
FY2007 (33)	9.23	9.01	8.34	7.90	7.60	7.68	7.33	6.87
FY2005 (37)	9.05	8.97	8.32	8.68	8.14	8.23	7.67	6.62
FY2003 (39)	8.98	8.43	7.62	7.75	7.50	7.62	6.70	6.48
FY2002 (30)	9.11	9.09	8.28	8.13	8.02	7.92	6.64	6.40
FY2001 (23)	8.80	7.99	7.28	7.41	7.83	7.36	7.52	7.34
FY02-05 adjust	9.05	8.83	8.06	8.19	7.88	7.93	7.02	6.51
FY02-05 rank	●	●	●	●	●	●	◐	◐

<i>Most recent survey year:</i>	<i>FY2007</i>	Respondents in residential services:	57%
Number of people supported:	165	Respondents in CSLA	24%
Survey response rate:	76%	Respondents in employment services:	22%
Self-response rate:	68%	Respondents in day habilitation services:	24%
Served by other agencies:	41%	Respondents with individual support:	0%

Arc of Washington County

	Physical Wellbeing	Emotional Wellbeing	Material Wellbeing	Inter-Personal Relations	Personal Development	Social Inclusion	Self-Determination	Rights
FY2008 (41)	9.07	8.90	7.53	8.00	7.51	8.08	7.77	7.05
FY2007 (36)	8.72	8.93	8.22	8.15	7.25	7.67	8.26	6.77
FY2006 (40)	9.14	9.08	7.68	8.34	7.94	8.37	8.18	7.20
FY2005 (39)	8.86	9.03	7.92	7.98	7.71	7.75	7.55	6.48
FY2004 (41)	9.16	8.97	7.76	7.98	7.66	7.85	7.69	6.63
FY2003 (33)	8.68	8.84	7.17	7.89	7.15	7.38	6.94	6.03
FY2002 (27)	8.18	8.27	6.79	7.28	7.10	6.91	6.51	4.91
FY2001 (32)	8.89	8.34	7.66	7.78	7.68	7.73	7.29	5.96
FY02-05 adjust	8.75	8.80	7.45	7.80	7.43	7.50	7.23	6.11
FY02-05 rank	◐	◐	◐	◐	◐	◐	◐	◐

<i>Most recent survey year:</i>	<i>FY2008</i>	Respondents in residential services:	44%
Number of people supported:	399	Respondents in CSLA	15%
Survey response rate:	82%	Respondents in employment services:	5%
Self-response rate:	76%	Respondents in day habilitation services:	56%
Served by other agencies:	12%	Respondents with individual support:	22%

Ardmore Enterprises

	Physical Wellbeing	Emotional Wellbeing	Material Wellbeing	Inter-Personal Relations	Personal Development	Social Inclusion	Self-Determination	Rights
FY2008 (33)	9.29	8.93	8.50	8.20	8.17	7.97	7.38	7.36
FY2006 (27)	9.25	8.76	8.10	7.73	7.33	7.68	6.11	6.48
FY2004 (33)	8.98	8.68	7.23	7.45	7.01	7.07	6.25	5.83
FY2002 (25)	8.46	7.91	7.15	6.51	6.28	5.60	5.36	4.78
FY02-05 adjust	8.80	8.36	7.24	7.07	6.70	6.44	5.89	5.40
FY02-05 rank	●	●	●	●	●	○	●	●

<i>Most recent survey year:</i>	<i>FY2008</i>	Respondents in residential services:	12%
Number of people supported:	192	Respondents in CSLA	0%
Survey response rate:	75%	Respondents in employment services:	6%
Self-response rate:	52%	Respondents in day habilitation services:	88%
Served by other agencies:	52%	Respondents with individual support:	6%

Athelas Institute

	Physical Wellbeing	Emotional Wellbeing	Material Wellbeing	Inter-Personal Relations	Personal Development	Social Inclusion	Self-Determination	Rights
FY2007 (36)	8.82	8.77	7.47	7.88	7.89	7.84	7.04	6.45
FY2006 (38)	8.94	8.80	7.43	7.88	7.77	7.73	7.48	6.77
FY2005 (31)	8.63	8.45	6.72	8.03	7.31	7.77	7.04	5.80
FY2004 (36)	8.83	8.26	7.65	8.30	7.74	8.07	6.73	6.14
FY2003 (31)	8.32	7.85	6.71	7.11	6.98	7.03	6.46	6.24
FY2002 (28)	8.07	7.35	6.54	6.36	6.58	6.48	5.49	5.21
FY2001 (29)	8.11	7.43	6.20	6.45	6.32	6.10	5.31	5.33
FY02-05 adjust	8.48	8.00	6.94	7.51	7.19	7.37	6.46	5.87
FY02-05 rank	●	●	●	●	●	●	●	●

<i>Most recent survey year:</i>	<i>FY2007</i>	Respondents in residential services:	22%
Number of people supported:	355	Respondents in CSLA	5%
Survey response rate:	74%	Respondents in employment services:	22%
Self-response rate:	70%	Respondents in day habilitation services:	70%
Served by other agencies:	62%	Respondents with individual support:	3%

Bay Shore Services Inc

	Physical Wellbeing	Emotional Wellbeing	Material Wellbeing	Inter-Personal Relations	Personal Development	Social Inclusion	Self-Determination	Rights
FY2006 (20)	7.80	7.71	6.40	7.25	6.50	6.03	6.51	5.95
FY2003 (16)	7.86	7.83	7.10	7.26	6.33	6.67	5.91	6.61
FY02-05 adjust	7.92	7.89	7.16	7.33	6.37	6.74	5.97	6.64
FY02-05 rank	●	●	●	●	○	●	●	●

<i>Most recent survey year:</i>	<i>FY2006</i>	Respondents in residential services:	10%
Number of people supported:	77	Respondents in CSLA	43%
Survey response rate:	46%	Respondents in employment services:	24%
Self-response rate:	76%	Respondents in day habilitation services:	5%
Served by other agencies:	38%	Respondents with individual support:	24%

Bayside Community Network

	Physical Wellbeing	Emotional Wellbeing	Material Wellbeing	Inter-Personal Relations	Personal Development	Social Inclusion	Self-Determination	Rights
FY2007 (18)	7.73	8.31	6.14	7.50	7.54	7.39	6.97	6.76
FY2002 (25)	6.48	6.99	5.93	5.86	5.62	5.82	5.54	6.18
FY02-05 adjust	6.67	7.16	6.12	6.07	5.73	6.03	5.72	6.25
FY02-05 rank	○	○	○	○	○	○	○	●

<i>Most recent survey year:</i>	<i>FY2007</i>	Respondents in residential services:	46%
Number of people supported:	134	Respondents in CSLA	0%
Survey response rate:	88%	Respondents in employment services:	31%
Self-response rate:	91%	Respondents in day habilitation services:	66%
Served by other agencies:	3%	Respondents with individual support:	3%

Bello Machre

	Physical Wellbeing	Emotional Wellbeing	Material Wellbeing	Inter-Personal Relations	Personal Development	Social Inclusion	Self-Determination	Rights
FY2007 (22)	7.51	8.09	7.22	7.74	6.25	6.93	7.17	5.74
FY2005 (28)	8.32	8.29	6.56	7.30	7.07	7.21	5.99	5.69
FY2003 (30)	8.85	8.00	6.79	7.41	6.60	6.87	6.03	5.41
FY02-05 adjust	8.55	8.09	6.62	7.30	6.78	6.97	5.96	5.52
FY02-05 rank	●	●	●	●	●	●	●	●

<i>Most recent survey year:</i>	<i>FY2007</i>	Respondents in residential services:	94%
Number of people supported:	191	Respondents in CSLA	6%
Survey response rate:	74%	Respondents in employment services:	0%
Self-response rate:	94%	Respondents in day habilitation services:	0%
Served by other agencies:	81%	Respondents with individual support:	0%

Benedictine School

	Physical Wellbeing	Emotional Wellbeing	Material Wellbeing	Inter-Personal Relations	Personal Development	Social Inclusion	Self-Determination	Rights
FY2006 (27)	7.99	8.40	6.37	7.81	8.36	8.24	7.12	6.34
FY2002 (28)	9.15	8.86	8.43	8.43	8.96	8.52	8.42	7.83
FY2001 (24)	8.14	7.64	7.60	7.71	7.77	7.61	7.49	6.98
FY02-05 adjust	9.34	9.03	8.61	8.64	9.08	8.73	8.60	7.90
FY02-05 rank	●	●	●	●	●	●	●	●

<i>Most recent survey year:</i>	<i>FY2006</i>	Respondents in residential services:	77%
Number of people supported:	62	Respondents in CSLA	0%
Survey response rate:	75%	Respondents in employment services:	27%
Self-response rate:	93%	Respondents in day habilitation services:	77%
Served by other agencies:	7%	Respondents with individual support:	0%

Calmra Inc

	Physical Wellbeing	Emotional Wellbeing	Material Wellbeing	Inter-Personal Relations	Personal Development	Social Inclusion	Self-Determination	Rights
FY2005 (30)	9.09	8.75	7.56	8.08	7.34	8.06	7.22	6.34
FY02-05 adjust	8.90	8.59	7.37	7.86	7.23	7.85	7.05	6.28
FY02-05 rank	●	●	●	●	●	●	●	●

<i>Most recent survey year:</i>	<i>FY2005</i>	Respondents in residential services:	76%
Number of people supported:	49	Respondents in CSLA	12%
Survey response rate:	67%	Respondents in employment services:	0%
Self-response rate:	36%	Respondents in day habilitation services:	0%
Served by other agencies:	74%	Respondents with individual support:	12%

Caring Hands Inc

	Physical Wellbeing	Emotional Wellbeing	Material Wellbeing	Inter-Personal Relations	Personal Development	Social Inclusion	Self-Determination	Rights
FY2007 (14)	8.00	8.08	5.71	7.52	6.98	7.31	6.04	5.42
FY2005 (13)	8.93	4.66	6.43	7.02	7.27	7.52	6.19	5.41
FY02-05 adjust	8.75	4.49	6.24	6.80	7.15	7.31	6.02	5.34
FY02-05 rank	●	○	○	●	●	●	●	●

<i>Most recent survey year:</i>	<i>FY2007</i>	Respondents in residential services:	100%
Number of people supported:	20	Respondents in CSLA	0%
Survey response rate:	88%	Respondents in employment services:	0%
Self-response rate:	44%	Respondents in day habilitation services:	0%
Served by other agencies:	87%	Respondents with individual support:	0%

Caroline Center

	Physical Wellbeing	Emotional Wellbeing	Material Wellbeing	Inter-Personal Relations	Personal Development	Social Inclusion	Self-Determination	Rights
FY2006 (28)	9.03	9.32	7.87	8.39	7.88	7.99	7.61	7.07
FY2002 (22)	7.93	8.09	6.02	7.44	7.28	6.44	5.79	4.80
FY2001 (23)	7.48	7.42	6.98	7.17	6.55	7.24	6.47	5.10
FY02-05 adjust	8.12	8.25	6.21	7.65	7.40	6.65	5.97	4.87
FY02-05 rank	●	●	○	●	●	●	●	○

<i>Most recent survey year:</i>	<i>FY2006</i>	Respondents in residential services:	48%
Number of people supported:	99	Respondents in CSLA	0%
Survey response rate:	81%	Respondents in employment services:	0%
Self-response rate:	71%	Respondents in day habilitation services:	87%
Served by other agencies:	19%	Respondents with individual support:	13%

Carroll County Bureau of Aging

	Physical Wellbeing	Emotional Wellbeing	Material Wellbeing	Inter-Personal Relations	Personal Development	Social Inclusion	Self-Determination	Rights
FY2008 (11)	8.86	9.58	7.23	8.27	6.97	7.95	7.46	7.35
FY2004 (11)	9.47	9.62	8.07	8.52	7.11	8.43	7.92	6.89
FY02-05 adjust	9.41	9.57	8.01	8.45	7.07	8.36	7.86	6.86
FY02-05 rank	●	●	●	●	●	●	●	●

<i>Most recent survey year:</i>	<i>FY2008</i>	Respondents in residential services:	0%
Number of people supported:	12	Respondents in CSLA	0%
Survey response rate:	92%	Respondents in employment services:	0%
Self-response rate:	64%	Respondents in day habilitation services:	0%
Served by other agencies:	55%	Respondents with individual support:	100%

Center for Life Enrichment

	Physical Wellbeing	Emotional Wellbeing	Material Wellbeing	Inter-Personal Relations	Personal Development	Social Inclusion	Self-Determination	Rights
FY2007 (26)	9.45	8.67	7.67	8.05	7.58	7.76	6.76	6.57
FY2005 (27)	8.73	9.07	8.37	8.80	8.20	8.23	8.38	7.02
FY2003 (24)	9.31	8.65	8.37	8.30	7.63	8.23	7.02	6.05
FY02-05 adjust	8.93	8.80	8.30	8.48	7.87	8.16	7.66	6.54
FY02-05 rank	●	●	●	●	●	●	●	●

<i>Most recent survey year:</i>	<i>FY2007</i>	Respondents in residential services:	0%
Number of people supported:	205	Respondents in CSLA	7%
Survey response rate:	77%	Respondents in employment services:	40%
Self-response rate:	67%	Respondents in day habilitation services:	53%
Served by other agencies:	47%	Respondents with individual support:	13%

Center for Progressive Learning

	Physical Wellbeing	Emotional Wellbeing	Material Wellbeing	Inter-Personal Relations	Personal Development	Social Inclusion	Self-Determination	Rights
FY2007 (35)	8.82	8.71	6.71	7.56	7.73	7.98	6.75	6.14
FY2005 (35)	8.75	8.57	7.46	7.41	6.91	7.25	6.59	5.45
FY2003 (39)	7.84	7.90	6.31	6.20	6.26	6.62	5.96	5.08
FY02-05 adjust	8.20	8.17	6.80	6.70	6.53	6.85	6.20	5.24
FY02-05 rank	●	●	●	○	●	●	●	●

<i>Most recent survey year:</i>	<i>FY2007</i>	Respondents in residential services:	0%
Number of people supported:	157	Respondents in CSLA	0%
Survey response rate:	90%	Respondents in employment services:	0%
Self-response rate:	57%	Respondents in day habilitation services:	0%
Served by other agencies:	77%	Respondents with individual support:	0%

Center for Social Change

	Physical Wellbeing	Emotional Wellbeing	Material Wellbeing	Inter-Personal Relations	Personal Development	Social Inclusion	Self-Determination	Rights
FY2008 (31)	9.52	8.63	7.79	8.27	8.63	8.06	7.78	7.31
FY2005 (28)	8.66	8.02	7.28	7.09	7.46	7.51	6.80	6.47
FY02-05 adjust	8.48	7.86	7.09	6.88	7.34	7.30	6.63	6.40
FY02-05 rank	●	●	●	●	●	●	●	●

<i>Most recent survey year:</i>	<i>FY2008</i>	Respondents in residential services:	87%
Number of people supported:	131	Respondents in CSLA	3%
Survey response rate:	62%	Respondents in employment services:	19%
Self-response rate:	71%	Respondents in day habilitation services:	0%
Served by other agencies:	74%	Respondents with individual support:	0%

Change, Inc

	Physical Wellbeing	Emotional Wellbeing	Material Wellbeing	Inter-Personal Relations	Personal Development	Social Inclusion	Self-Determination	Rights
FY2007 (27)	9.46	9.18	6.78	8.55	7.25	7.60	7.19	6.32
FY2005 (35)	9.13	8.75	7.20	7.96	7.37	7.88	6.61	5.61
FY2003 (35)	8.93	8.16	6.76	7.23	6.75	6.81	6.55	5.15
FY02-05 adjust	8.97	8.40	6.92	7.52	7.01	7.26	6.53	5.36
FY02-05 rank	●	●	●	●	●	●	●	●

<i>Most recent survey year:</i>	<i>FY2007</i>	Respondents in residential services:	0%
Number of people supported:	156	Respondents in CSLA	25%
Survey response rate:	60%	Respondents in employment services:	4%
Self-response rate:	64%	Respondents in day habilitation services:	64%
Served by other agencies:	68%	Respondents with individual support:	11%

Charles County HARC

	Physical Wellbeing	Emotional Wellbeing	Material Wellbeing	Inter-Personal Relations	Personal Development	Social Inclusion	Self-Determination	Rights
FY2008 (32)	9.33	9.34	7.84	8.09	6.96	8.02	5.97	5.65
FY2003 (32)	9.23	8.69	7.79	7.92	6.96	7.63	5.26	4.49
FY02-05 adjust	9.29	8.75	7.86	8.00	7.00	7.70	5.32	4.51
FY02-05 rank	●	●	●	●	●	●	○	○

<i>Most recent survey year:</i>	<i>FY2008</i>	Respondents in residential services:	97%
Number of people supported:	37	Respondents in CSLA	0%
Survey response rate:	86%	Respondents in employment services:	0%
Self-response rate:	31%	Respondents in day habilitation services:	0%
Served by other agencies:	81%	Respondents with individual support:	3%

Charles County Health Dept

	Physical Wellbeing	Emotional Wellbeing	Material Wellbeing	Inter-Personal Relations	Personal Development	Social Inclusion	Self-Determination	Rights
FY2004 (21)	7.48	7.96	5.76	7.57	6.41	6.59	6.81	6.24
FY02-05 adjust	7.42	7.91	5.70	7.50	6.37	6.52	6.75	6.22
FY02-05 rank	○	●	○	●	○	●	●	●

<i>Most recent survey year:</i>	<i>FY2004</i>	Respondents in residential services:	0%
Number of people supported:	46	Respondents in CSLA	0%
Survey response rate:	55%	Respondents in employment services:	0%
Self-response rate:	50%	Respondents in day habilitation services:	0%
Served by other agencies:	17%	Respondents with individual support:	87%

Chesapeake Care Resources

	Physical Wellbeing	Emotional Wellbeing	Material Wellbeing	Inter-Personal Relations	Personal Development	Social Inclusion	Self-Determination	Rights
FY2008 (30)	8.32	9.12	6.98	8.14	7.13	7.89	6.30	5.96
FY2004 (44)	9.26	9.06	8.15	8.09	7.07	7.70	6.97	5.40
FY02-05 adjust	9.20	9.01	8.09	8.02	7.03	7.63	6.91	5.37
FY02-05 rank	●	●	●	◐	◐	◐	◐	◐

<i>Most recent survey year:</i>	<i>FY2008</i>	Respondents in residential services:	57%
Number of people supported:	66	Respondents in CSLA	3%
Survey response rate:	77%	Respondents in employment services:	13%
Self-response rate:	63%	Respondents in day habilitation services:	83%
Served by other agencies:	3%	Respondents with individual support:	3%

Chesapeake Center Inc.

	Physical Wellbeing	Emotional Wellbeing	Material Wellbeing	Inter-Personal Relations	Personal Development	Social Inclusion	Self-Determination	Rights
FY2008 (32)	8.23	8.18	7.45	7.02	6.53	6.69	7.40	7.24
FY02-05 adjust	No previous data							

<i>Most recent survey year:</i>	<i>FY2008</i>	Respondents in residential services:	44%
Number of people supported:	93	Respondents in CSLA	3%
Survey response rate:	71%	Respondents in employment services:	3%
Self-response rate:	100%	Respondents in day habilitation services:	88%
Served by other agencies:	9%	Respondents with individual support:	6%

Chesterwye Center

	Physical Wellbeing	Emotional Wellbeing	Material Wellbeing	Inter-Personal Relations	Personal Development	Social Inclusion	Self-Determination	Rights
FY2004 (26)	7.89	8.61	7.25	7.32	7.22	7.65	6.88	6.68
FY02-05 adjust	7.83	8.56	7.19	7.25	7.18	7.58	6.82	6.66
FY02-05 rank	○	●	●	●	●	●	●	●

<i>Most recent survey year:</i>	<i>FY2004</i>	Respondents in residential services:	35%
Number of people supported:	48	Respondents in CSLA	8%
Survey response rate:	70%	Respondents in employment services:	10%
Self-response rate:	70%	Respondents in day habilitation services:	81%
Served by other agencies:	3%	Respondents with individual support:	79%

CHI Centers

	Physical Wellbeing	Emotional Wellbeing	Material Wellbeing	Inter-Personal Relations	Personal Development	Social Inclusion	Self-Determination	Rights
FY2008 (31)	9.03	8.62	7.50	8.32	8.09	8.10	7.52	7.27
FY2007 (26)	9.07	8.39	7.86	7.90	7.41	7.34	6.69	7.29
FY2006 (26)	9.23	8.64	8.27	8.21	7.92	7.92	7.97	7.41
FY2005 (37)	9.34	8.98	8.49	8.32	8.13	7.98	7.83	7.18
FY2004 (30)	9.07	8.73	7.77	7.70	7.82	7.34	7.49	6.99
FY2003 (23)	8.69	7.93	7.70	7.08	6.86	7.66	6.20	6.33
FY2002 (23)	8.75	8.31	7.81	7.68	7.22	6.59	6.33	6.54
FY02-05 adjust	8.99	8.52	7.97	7.74	7.59	7.41	7.04	6.82
FY02-05 rank	●	●	●	●	●	●	●	●

<i>Most recent survey year:</i>	<i>FY2008</i>	Respondents in residential services:	13%
Number of people supported:	439	Respondents in CSLA	6%
Survey response rate:	63%	Respondents in employment services:	16%
Self-response rate:	94%	Respondents in day habilitation services:	77%
Served by other agencies:	52%	Respondents with individual support:	3%

Chimes Inc

	Physical Wellbeing	Emotional Wellbeing	Material Wellbeing	Inter-Personal Relations	Personal Development	Social Inclusion	Self-Determination	Rights
FY2008 (33)	8.11	8.11	6.82	7.22	6.69	7.51	7.03	6.84
FY2007 (22)	8.90	7.90	6.62	7.82	7.27	6.69	5.93	5.34
FY2006 (28)	8.22	8.67	7.70	7.30	6.89	7.24	7.43	6.75
FY2005 (27)	8.74	8.52	7.01	7.51	6.85	7.14	6.85	6.28
FY2004 (30)	8.21	7.92	6.89	6.81	7.16	6.69	6.83	5.63
FY2003 (26)	8.43	8.38	7.25	7.25	7.10	7.20	6.95	6.30
FY2002 (32)	8.21	7.83	6.89	6.98	6.65	6.48	6.39	5.79
FY02-05 adjust	8.39	8.15	7.01	7.13	6.94	6.86	6.75	5.98
FY02-05 rank	●	●	●	●	●	●	●	●

<i>Most recent survey year:</i>	<i>FY2008</i>	Respondents in residential services:	12%
Number of people supported:	750	Respondents in CSLA	0%
Survey response rate:	69%	Respondents in employment services:	15%
Self-response rate:	82%	Respondents in day habilitation services:	85%
Served by other agencies:	30%	Respondents with individual support:	6%

Community Living Inc

	Physical Wellbeing	Emotional Wellbeing	Material Wellbeing	Inter-Personal Relations	Personal Development	Social Inclusion	Self-Determination	Rights
FY2007 (43)	9.03	8.30	7.44	7.16	6.91	7.33	7.38	6.74
FY2002 (26)	7.95	7.87	6.52	6.21	5.86	6.64	5.03	4.51
FY2001 (30)	7.85	6.76	6.39	5.99	6.75	6.54	5.58	5.14
FY02-05 adjust	8.13	8.04	6.71	6.42	5.98	6.85	5.20	4.58
FY02-05 rank	●	●	●	○	○	●	○	○

<i>Most recent survey year:</i>	<i>FY2007</i>	Respondents in residential services:	84%
Number of people supported:	93	Respondents in CSLA	0%
Survey response rate:	92%	Respondents in employment services:	0%
Self-response rate:	61%	Respondents in day habilitation services:	16%
Served by other agencies:	54%	Respondents with individual support:	14%

Community Support Services

	Physical Wellbeing	Emotional Wellbeing	Material Wellbeing	Inter-Personal Relations	Personal Development	Social Inclusion	Self-Determination	Rights
FY2007 (32)	9.47	8.98	8.32	8.47	8.90	8.10	8.54	7.63
FY2004 (33)	8.78	8.89	7.85	8.18	8.43	7.96	6.97	6.22
FY02-05 adjust	8.72	8.84	7.79	8.11	8.39	7.89	6.91	6.20
FY02-05 rank	●	●	●	●	●	●	●	●

<i>Most recent survey year:</i>	<i>FY2007</i>	Respondents in residential services:	73%
Number of people supported:	76	Respondents in CSLA	6%
Survey response rate:	85%	Respondents in employment services:	82%
Self-response rate:	58%	Respondents in day habilitation services:	9%
Served by other agencies:	7%	Respondents with individual support:	0%

Community Support Services for the Deaf (CSSD)

	Physical Wellbeing	Emotional Wellbeing	Material Wellbeing	Inter-Personal Relations	Personal Development	Social Inclusion	Self-Determination	Rights
FY2006 (29)	7.82	7.09	6.18	5.75	6.34	5.72	6.72	5.16
FY2002 (29)	7.92	8.10	6.39	5.78	6.91	6.48	6.94	6.41
FY2001 (28)	8.61	8.12	6.83	5.64	8.51	6.42	na	6.21
FY02-05 adjust	8.11	8.26	6.57	5.99	7.03	6.70	7.12	6.48
FY02-05 rank	●	●	●	○	●	●	●	●

<i>Most recent survey year:</i>	<i>FY2006</i>	Respondents in residential services:	50%
Number of people supported:	57	Respondents in CSLA	0%
Survey response rate:	82%	Respondents in employment services:	0%
Self-response rate:	81%	Respondents in day habilitation services:	0%
Served by other agencies:	25%	Respondents with individual support:	53%

Council for EC&A

	Physical Wellbeing	Emotional Wellbeing	Material Wellbeing	Inter-Personal Relations	Personal Development	Social Inclusion	Self-Determination	Rights
FY2007 (26)	9.49	9.20	7.84	7.83	7.48	7.97	7.97	6.97
FY2003 (19)	9.28	8.05	7.50	7.32	6.82	7.24	7.00	6.51
FY02-05 adjust	9.34	8.10	7.57	7.40	6.86	7.31	7.05	6.54
FY02-05 rank	●	◐	◐	◐	◐	◐	◐	◐

<i>Most recent survey year:</i>	<i>FY2007</i>	Respondents in residential services:	78%
Number of people supported:	28	Respondents in CSLA	0%
Survey response rate:	88%	Respondents in employment services:	0%
Self-response rate:	39%	Respondents in day habilitation services:	0%
Served by other agencies:	96%	Respondents with individual support:	17%

Creative Options

	Physical Wellbeing	Emotional Wellbeing	Material Wellbeing	Inter-Personal Relations	Personal Development	Social Inclusion	Self-Determination	Rights
FY2008 (24)	8.54	8.40	7.13	7.15	7.67	6.87	6.16	6.37
FY2005 (34)	8.41	8.29	6.79	7.49	6.56	6.91	6.41	5.42
FY02-05 adjust	8.23	8.12	6.60	7.28	6.44	6.70	6.24	5.35
FY02-05 rank	◐	◐	◐	◐	◐	◐	◐	◐

<i>Most recent survey year:</i>	<i>FY2008</i>	Respondents in residential services:	79%
Number of people supported:	120	Respondents in CSLA	0%
Survey response rate:	50%	Respondents in employment services:	0%
Self-response rate:	83%	Respondents in day habilitation services:	38%
Served by other agencies:	58%	Respondents with individual support:	0%

CSAAC

	Physical Wellbeing	Emotional Wellbeing	Material Wellbeing	Inter-Personal Relations	Personal Development	Social Inclusion	Self-Determination	Rights
FY2007 (32)	9.65	8.95	8.49	8.36	8.04	7.74	7.72	7.24
FY2002 (32)	9.17	8.75	8.08	7.50	7.85	7.58	7.12	6.61
FY02-05 adjust	9.36	8.92	8.26	7.71	7.97	7.79	7.29	6.68
FY02-05 rank	●	●	●	◐	●	●	◐	◐

<i>Most recent survey year:</i>	<i>FY2007</i>	Respondents in residential services:	97%
Number of people supported:	116	Respondents in CSLA	0%
Survey response rate:	82%	Respondents in employment services:	88%
Self-response rate:	59%	Respondents in day habilitation services:	0%
Served by other agencies:	6%	Respondents with individual support:	0%

Deaf Independent Living Association

	Physical Wellbeing	Emotional Wellbeing	Material Wellbeing	Inter-Personal Relations	Personal Development	Social Inclusion	Self-Determination	Rights
FY2006 (13)	9.17	8.99	7.36	7.27	7.53	6.97	7.95	6.63
FY2002 (20)	8.63	8.45	6.97	5.90	7.43	6.43	8.33	7.96
FY2001 (22)	8.92	8.08	6.72	6.30	9.14	6.73	na	6.48
FY02-05 adjust	8.81	8.62	7.15	6.11	7.55	6.64	8.51	8.03
FY02-05 rank	◐	◐	◐	○	◐	◐	●	●

<i>Most recent survey year:</i>	<i>FY2006</i>	Respondents in residential services:	69%
Number of people supported:	23	Respondents in CSLA	4%
Survey response rate:	61%	Respondents in employment services:	54%
Self-response rate:	100%	Respondents in day habilitation services:	0%
Served by other agencies:	38%	Respondents with individual support:	31%

Delmarva Community Services

	Physical Wellbeing	Emotional Wellbeing	Material Wellbeing	Inter-Personal Relations	Personal Development	Social Inclusion	Self-Determination	Rights
FY2008 (35)	8.00	8.06	6.53	7.52	6.96	7.45	6.82	6.17
FY2003 (32)	8.25	8.06	7.33	7.30	6.37	7.16	6.53	5.70
FY2001 (23)	7.63	8.17	7.14	7.28	7.02	7.53	7.40	6.74
FY02-05 adjust	8.31	8.11	7.39	7.38	6.41	7.23	6.59	5.72
FY02-05 rank	●	●	●	●	○	●	●	●

<i>Most recent survey year:</i>	<i>FY2008</i>	Respondents in residential services:	51%
Number of people supported:	77	Respondents in CSLA	6%
Survey response rate:	85%	Respondents in employment services:	9%
Self-response rate:	89%	Respondents in day habilitation services:	60%
Served by other agencies:	6%	Respondents with individual support:	6%

Dove Pointe Inc

	Physical Wellbeing	Emotional Wellbeing	Material Wellbeing	Inter-Personal Relations	Personal Development	Social Inclusion	Self-Determination	Rights
FY2008 (31)	8.87	8.53	7.71	8.38	7.50	7.50	6.13	6.45
FY2006 (33)	8.52	8.48	6.79	7.01	7.55	7.73	7.26	6.61
FY2004 (24)	8.91	8.41	7.64	7.62	6.99	7.94	6.63	6.01
FY2002 (23)	8.52	8.42	7.41	7.46	7.26	7.01	6.43	5.87
FY02-05 adjust	8.77	8.47	7.59	7.61	7.16	7.56	6.58	5.96
FY02-05 rank	●	●	●	●	●	●	●	●

<i>Most recent survey year:</i>	<i>FY2008</i>	Respondents in residential services:	29%
Number of people supported:	194	Respondents in CSLA	16%
Survey response rate:	78%	Respondents in employment services:	3%
Self-response rate:	61%	Respondents in day habilitation services:	84%
Served by other agencies:	16%	Respondents with individual support:	0%

Dreamcatchers

	Physical Wellbeing	Emotional Wellbeing	Material Wellbeing	Inter- Personal Relations	Personal Development	Social Inclusion	Self- Determination	Rights
FY2008 (6)	8.61	8.06	9.44	7.08	7.5	7.22	7.22	6.53
FY02-05 adjust	No previous data							

<i>Most recent survey year:</i>	<i>FY2008</i>	Respondents in residential services:	83%
Number of people supported:	10	Respondents in CSLA	17%
Survey response rate:	67%	Respondents in employment services:	0%
Self-response rate:	100%	Respondents in day habilitation services:	0%
Served by other agencies:	100%	Respondents with individual support:	0%

Ebed Enterprises

	Physical Wellbeing	Emotional Wellbeing	Material Wellbeing	Inter- Personal Relations	Personal Development	Social Inclusion	Self- Determination	Rights
FY2005 (12)	8.85	8.39	6.35	6.65	6.65	6.38	6.46	5.10
FY02-05 adjust	8.67	8.22	6.16	6.44	6.53	6.17	6.29	5.03
FY02-05 rank	●	●	○	○	●	○	●	●

<i>Most recent survey year:</i>	<i>FY2005</i>	Respondents in residential services:	100%
Number of people supported:	12	Respondents in CSLA	0%
Survey response rate:	90%	Respondents in employment services:	0%
Self-response rate:	80%	Respondents in day habilitation services:	0%
Served by other agencies:	75%	Respondents with individual support:	0%

eMerge

	Physical Wellbeing	Emotional Wellbeing	Material Wellbeing	Inter-Personal Relations	Personal Development	Social Inclusion	Self-Determination	Rights
FY2008 (36)	8.84	8.13	7.60	7.51	7.52	7.50	7.29	6.52
FY2006 (31)	9.14	8.51	7.78	7.77	7.99	7.83	7.48	7.16
FY2004 (35)	9.15	8.54	8.04	7.52	7.49	7.45	7.76	6.65
FY2002 (29)	8.25	8.04	7.30	7.30	7.10	7.61	8.05	7.13
FY2001 (29)	7.43	7.03	5.87	6.16	6.77	6.25	6.45	5.82
FY02-05 adjust	8.85	8.37	7.69	7.53	7.41	7.63	7.94	6.90
FY02-05 rank	●	●	●	●	●	●	●	●

<i>Most recent survey year:</i>	<i>FY2008</i>	Respondents in residential services:	42%
Number of people supported:	287	Respondents in CSLA	19%
Survey response rate:	73%	Respondents in employment services:	25%
Self-response rate:	78%	Respondents in day habilitation services:	53%
Served by other agencies:	22%	Respondents with individual support:	6%

Epilepsy Association of Eastern Shore

	Physical Wellbeing	Emotional Wellbeing	Material Wellbeing	Inter-Personal Relations	Personal Development	Social Inclusion	Self-Determination	Rights
FY2008 (14)	8.10	8.38	8.05	7.60	8.18	8.01	7.10	6.75
FY2005 (28)	8.30	8.60	7.93	7.79	7.74	7.10	7.87	7.41
FY2001 (22)	8.19	8.25	7.19	6.73	7.49	6.53	7.43	6.49
FY02-05 adjust	8.11	8.43	7.74	7.58	7.62	6.89	7.69	7.34
FY02-05 rank	●	●	●	●	●	●	●	●

<i>Most recent survey year:</i>	<i>FY2008</i>	Respondents in residential services:	57%
Number of people supported:	49	Respondents in CSLA	14%
Survey response rate:	29%	Respondents in employment services:	0%
Self-response rate:	93%	Respondents in day habilitation services:	0%
Served by other agencies:	86%	Respondents with individual support:	14%

Family Service Foundation Inc

	Physical Wellbeing	Emotional Wellbeing	Material Wellbeing	Inter-Personal Relations	Personal Development	Social Inclusion	Self-Determination	Rights
FY2005 (35)	9.32	8.48	7.92	7.03	6.82	6.57	4.13	4.25
FY02-05 adjust	9.13	8.32	7.74	6.82	6.71	6.36	3.96	4.18
FY02-05 rank	●	●	●	●	●	○	○	○

<i>Most recent survey year:</i>	<i>FY2005</i>	Respondents in residential services:	69%
Number of people supported:	82	Respondents in CSLA	0%
Survey response rate:	90%	Respondents in employment services:	00%
Self-response rate:	8%	Respondents in day habilitation services:	80%
Served by other agencies:	32%	Respondents with individual support:	0%

Fidelity Resources Inc.

	Physical Wellbeing	Emotional Wellbeing	Material Wellbeing	Inter-Personal Relations	Personal Development	Social Inclusion	Self-Determination	Rights
FY2008 (22)	8.28	8.21	6.35	7.34	8.14	7.53	8.04	7.17
FY02-05 adjust	No previous data							

<i>Most recent survey year:</i>	<i>FY2008</i>	Respondents in residential services:	0%
Number of people supported:	43	Respondents in CSLA	50%
Survey response rate:	52%	Respondents in employment services:	0%
Self-response rate:	100 %	Respondents in day habilitation services:	0%
Served by other agencies:	41%	Respondents with individual support:	50%

Flying Colors of Success

	Physical Wellbeing	Emotional Wellbeing	Material Wellbeing	Inter-Personal Relations	Personal Development	Social Inclusion	Self-Determination	Rights
FY2005 (30)	9.10	8.46	6.83	7.47	6.69	7.05	6.28	5.30
FY02-05 adjust	8.92	8.29	6.64	7.26	6.58	6.84	6.10	5.23
FY02-05 rank	●	●	●	●	●	●	●	●

<i>Most recent survey year:</i>	<i>FY2005</i>	Respondents in residential services:	100%
Number of people supported:	33	Respondents in CSLA	0%
Survey response rate:	93%	Respondents in employment services:	0%
Self-response rate:	25%	Respondents in day habilitation services:	0%
Served by other agencies:	97%	Respondents with individual support:	0%

Forward Visions

	Physical Wellbeing	Emotional Wellbeing	Material Wellbeing	Inter-Personal Relations	Personal Development	Social Inclusion	Self-Determination	Rights
FY2008 (24)	7.75	8.05	5.38	6.75	6.04	6.15	6.68	5.81
FY2005 (28)	8.54	7.74	6.83	6.98	6.20	6.92	5.63	5.29
FY02-05 adjust	8.35	7.58	6.64	6.76	6.08	6.71	5.46	5.22
FY02-05 rank	●	○	●	●	○	●	○	●

<i>Most recent survey year:</i>	<i>FY2008</i>	Respondents in residential services:	63%
Number of people supported:	60	Respondents in CSLA	17%
Survey response rate:	49%	Respondents in employment services:	0%
Self-response rate:	71%	Respondents in day habilitation services:	0%
Served by other agencies:	63%	Respondents with individual support:	21%

Friends Aware, Inc

	Physical Wellbeing	Emotional Wellbeing	Material Wellbeing	Inter-Personal Relations	Personal Development	Social Inclusion	Self-Determination	Rights
FY2007 (39)	8.74	8.52	7.77	7.88	7.68	7.69	8.04	7.47
FY2005 (38)	9.12	9.13	8.37	8.40	8.43	8.38	8.00	7.41
FY2003 (35)	9.10	9.04	8.19	8.35	7.72	8.20	7.89	7.09
FY2001 (25)	7.69	8.18	7.08	6.83	6.65	7.23	6.97	6.23
FY02-05 adjust	9.04	9.03	8.22	8.30	8.05	8.22	7.89	7.23
FY02-05 rank	●	●	●	●	●	●	●	●

<i>Most recent survey year:</i>	<i>FY2007</i>	Respondents in residential services:	25%
Number of people supported:	135	Respondents in CSLA	13%
Survey response rate:	80%	Respondents in employment services:	0%
Self-response rate:	80%	Respondents in day habilitation services:	75%
Served by other agencies:	30%	Respondents with individual support:	18%

Full Citizenship of Maryland

	Physical Wellbeing	Emotional Wellbeing	Material Wellbeing	Inter-Personal Relations	Personal Development	Social Inclusion	Self-Determination	Rights
FY2008 (28)	9.73	9.09	9.18	8.31	8.31	8.11	8.15	7.93
FY2004 (28)	9.42	9.36	8.46	8.09	7.90	7.68	6.70	5.82
FY02-05 adjust	9.36	9.31	8.39	8.02	7.86	7.60	6.64	5.80
FY02-05 rank	●	●	●	●	●	●	●	●

<i>Most recent survey year:</i>	<i>FY2008</i>	Respondents in residential services:	89%
Number of people supported:	38	Respondents in CSLA	4%
Survey response rate:	78%	Respondents in employment services:	79%
Self-response rate:	46%	Respondents in day habilitation services:	0%
Served by other agencies:	18%	Respondents with individual support:	0%

Goodwill Industries of Monocacy Valley

	Physical Wellbeing	Emotional Wellbeing	Material Wellbeing	Inter-Personal Relations	Personal Development	Social Inclusion	Self-Determination	Rights
FY2007 (14)	8.07	8.90	7.32	7.23	7.95	7.50	8.10	6.73
FY2003 (16)	9.22	8.23	7.56	7.24	7.29	7.08	8.23	6.77
FY02-05 adjust	9.28	8.28	7.62	7.31	7.33	7.15	8.29	6.79
FY02-05 rank	●	◐	◐	◐	◐	◐	●	◐

<i>Most recent survey year:</i>	<i>FY2007</i>	Respondents in residential services:	0%
Number of people supported:	19	Respondents in CSLA	0%
Survey response rate:	178%	Respondents in employment services:	14%
Self-response rate:	93%	Respondents in day habilitation services:	71%
Served by other agencies:	57%	Respondents with individual support:	21%

Harford Center

	Physical Wellbeing	Emotional Wellbeing	Material Wellbeing	Inter-Personal Relations	Personal Development	Social Inclusion	Self-Determination	Rights
FY2008 (34)	8.09	8.12	6.89	7.64	6.93	7.52	7.08	5.85
FY2004 (35)	9.43	9.07	7.32	8.40	7.06	7.62	5.92	4.55
FY02-05 adjust	9.37	9.02	7.26	8.33	7.02	7.55	5.86	4.52
FY02-05 rank	●	●	◐	●	◐	◐	◐	○

<i>Most recent survey year:</i>	<i>FY2008</i>	Respondents in residential services:	0%
Number of people supported:	75	Respondents in CSLA	0%
Survey response rate:	87%	Respondents in employment services:	0%
Self-response rate:	76%	Respondents in day habilitation services:	100%
Served by other agencies:	53%	Respondents with individual support:	0%

Head Injury Rehabilitation

	Physical Wellbeing	Emotional Wellbeing	Material Wellbeing	Inter-Personal Relations	Personal Development	Social Inclusion	Self-Determination	Rights
FY2005 (19)	9.04	7.89	7.37	7.68	6.46	6.78	7.10	7.82
FY02-05 adjust	8.85	7.73	7.18	7.46	6.34	6.57	6.93	7.75
FY02-05 rank	●	●	●	●	○	●	●	●

<i>Most recent survey year:</i>	<i>FY2005</i>	Respondents in residential services:	31%
Number of people supported:	38	Respondents in CSLA	17%
Survey response rate:	56%	Respondents in employment services:	29%
Self-response rate:	56%	Respondents in day habilitation services:	20%
Served by other agencies:	0%	Respondents with individual support:	31%

Horizon Goodwill Industries

	Physical Wellbeing	Emotional Wellbeing	Material Wellbeing	Inter-Personal Relations	Personal Development	Social Inclusion	Self-Determination	Rights
FY2006 (42)	9.34	9.30	8.31	8.37	8.07	8.13	8.26	7.25
FY2002 (25)	8.77	8.37	7.63	7.43	7.30	7.19	7.77	6.01
FY2001 (30)	8.52	8.89	8.33	8.11	8.03	7.86	8.26	7.48
FY02-05 adjust	8.95	8.53	7.82	7.65	7.42	7.40	7.94	6.08
FY02-05 rank	●	●	●	●	●	●	●	●

<i>Most recent survey year:</i>	<i>FY2006</i>	Respondents in residential services:	0%
Number of people supported:	97	Respondents in CSLA	0%
Survey response rate:	84%	Respondents in employment services:	12%
Self-response rate:	62%	Respondents in day habilitation services:	81%
Served by other agencies:	67%	Respondents with individual support:	7%

Humanim

	Physical Wellbeing	Emotional Wellbeing	Material Wellbeing	Inter-Personal Relations	Personal Development	Social Inclusion	Self-Determination	Rights
FY2008 (31)	8.10	7.98	6.99	7.35	7.29	7.39	7.56	7.10
FY2007 (26)	8.32	8.40	7.60	7.03	7.07	7.04	6.47	6.62
FY2005 (9)	8.58	8.43	6.84	7.18	7.09	7.23	6.74	7.26
FY2003 (30)	8.39	8.44	7.26	6.87	7.20	6.78	7.38	6.83
FY02-05 adjust	8.43	8.40	7.05	6.95	7.13	6.92	7.08	6.98
FY02-05 rank	●	●	●	●	●	●	●	●

<i>Most recent survey year:</i>	<i>FY2008</i>	Respondents in residential services:	10%
Number of people supported:	358	Respondents in CSLA	13%
Survey response rate:	62%	Respondents in employment services:	42%
Self-response rate:	100%	Respondents in day habilitation services:	39%
Served by other agencies:	19%	Respondents with individual support:	16%

Innovative Services, Inc.

	Physical Wellbeing	Emotional Wellbeing	Material Wellbeing	Inter-Personal Relations	Personal Development	Social Inclusion	Self-Determination	Rights
FY2007 (9)	9.54	8.67	7.62	8.36	7.76	6.96	7.04	7.03
FY02-05 adjust	No previous data							

<i>Most recent survey year:</i>	<i>FY2007</i>	Respondents in residential services:	100%
Number of people supported:	18	Respondents in CSLA	0%
Survey response rate:	63%	Respondents in employment services:	0%
Self-response rate:	80%	Respondents in day habilitation services:	0%
Served by other agencies:	30%	Respondents with individual support:	0%

Jeanne Bussard Center

	Physical Wellbeing	Emotional Wellbeing	Material Wellbeing	Inter-Personal Relations	Personal Development	Social Inclusion	Self-Determination	Rights
FY2006 (33)	8.89	8.95	8.37	8.56	8.02	8.38	8.04	7.53
FY2004 (44)	8.88	8.78	8.17	8.66	8.01	8.41	8.43	7.58
FY02-05 adjust	8.82	8.73	8.11	8.59	7.97	8.33	8.37	7.56
FY02-05 rank	●	●	●	●	●	●	●	●

<i>Most recent survey year:</i>	<i>FY2006</i>	Respondents in residential services:	0%
Number of people supported:	67	Respondents in CSLA	0%
Survey response rate:	68%	Respondents in employment services:	3%
Self-response rate:	94%	Respondents in day habilitation services:	85%
Served by other agencies:	55%	Respondents with individual support:	12%

Jewish Family Services

	Physical Wellbeing	Emotional Wellbeing	Material Wellbeing	Inter-Personal Relations	Personal Development	Social Inclusion	Self-Determination	Rights
FY2007 (21)	8.17	7.99	6.15	7.63	6.72	6.95	6.61	7.02
FY2003 (29)	8.57	8.28	6.82	7.27	7.27	7.25	7.56	7.16
FY02-05 adjust	8.63	8.34	6.88	7.34	7.31	7.32	7.61	7.18
FY02-05 rank	●	●	●	●	●	●	●	●

<i>Most recent survey year:</i>	<i>FY2007</i>	Respondents in residential services:	39%
Number of people supported:	66	Respondents in CSLA	36%
Survey response rate:	70%	Respondents in employment services:	0%
Self-response rate:	86%	Respondents in day habilitation services:	0%
Served by other agencies:	54%	Respondents with individual support:	25%

Jewish Fd for Group Homes

	Physical Wellbeing	Emotional Wellbeing	Material Wellbeing	Inter-Personal Relations	Personal Development	Social Inclusion	Self-Determination	Rights
FY2008 (27)	9.04	8.55	8.38	7.93	8.42	7.68	7.50	7.96
FY2004 (40)	9.32	8.68	8.39	8.34	8.16	8.01	6.99	7.11
FY02-05 adjust	9.26	8.63	8.33	8.27	8.12	7.94	6.93	7.09
FY02-05 rank	●	◐	●	●	●	●	◐	●

<i>Most recent survey year:</i>	<i>FY2008</i>	Respondents in residential services:	85%
Number of people supported:	98	Respondents in CSLA	4%
Survey response rate:	56%	Respondents in employment services:	0%
Self-response rate:	81%	Respondents in day habilitation services:	0%
Served by other agencies:	85%	Respondents with individual support:	11%

Jewish Social Services Agency

	Physical Wellbeing	Emotional Wellbeing	Material Wellbeing	Inter-Personal Relations	Personal Development	Social Inclusion	Self-Determination	Rights
FY2006 (26)	8.17	8.06	6.97	7.57	7.18	6.78	6.92	7.10
FY2003 (20)	9.03	9.08	7.46	8.48	8.63	7.33	6.94	6.68
FY02-05 adjust	9.09	9.13	7.52	8.55	8.67	7.40	7.00	6.70
FY02-05 rank	●	●	◐	●	●	◐	◐	◐

<i>Most recent survey year:</i>	<i>FY2006</i>	Respondents in residential services:	0%
Number of people supported:	47	Respondents in CSLA	0%
Survey response rate:	64%	Respondents in employment services:	85%
Self-response rate:	93%	Respondents in day habilitation services:	0%
Served by other agencies:	15%	Respondents with individual support:	15%

Jubilee Association of Maryland

	Physical Wellbeing	Emotional Wellbeing	Material Wellbeing	Inter-Personal Relations	Personal Development	Social Inclusion	Self-Determination	Rights
FY2007 (32)	9.16	8.68	8.44	8.43	7.88	8.09	8.01	7.56
FY2002 (22)	8.70	8.15	8.26	7.88	7.26	7.45	6.83	6.96
FY2001 (24)	7.09	7.55	6.47	6.52	7.08	7.18	7.40	6.29
FY02-05 adjust	8.89	8.32	8.45	8.09	7.38	7.66	7.00	7.03
FY02-05 rank	●	●	●	●	●	●	●	●

<i>Most recent survey year:</i>	<i>FY2007</i>	Respondents in residential services:	53%
Number of people supported:	94	Respondents in CSLA	47%
Survey response rate:	87%	Respondents in employment services:	0%
Self-response rate:	76%	Respondents in day habilitation services:	0%
Served by other agencies:	68%	Respondents with individual support:	3%

Kennedy Kreiger Institute

	Physical Wellbeing	Emotional Wellbeing	Material Wellbeing	Inter-Personal Relations	Personal Development	Social Inclusion	Self-Determination	Rights
FY2008 (9)	9.22	8.75	7.19	7.97	6.56	8.02	7.60	5.52
FY2005 (11)	7.76	8.07	4.96	7.81	6.48	5.69	5.91	4.73
FY02-05 adjust	7.57	7.90	4.78	7.60	6.36	5.48	5.74	4.67
FY02-05 rank	○	●	○	●	○	○	○	○

<i>Most recent survey year:</i>	<i>FY2008</i>	Respondents in residential services:	0%
Number of people supported:	30	Respondents in CSLA	0%
Survey response rate:	31%	Respondents in employment services:	0%
Self-response rate:	56%	Respondents in day habilitation services:	0%
Served by other agencies:	78%	Respondents with individual support:	22%

Kent Center Inc

	Physical Wellbeing	Emotional Wellbeing	Material Wellbeing	Inter-Personal Relations	Personal Development	Social Inclusion	Self-Determination	Rights
FY2006 (25)	8.20	7.80	7.13	6.94	7.45	7.47	5.52	5.93
FY2002 (19)	8.13	8.07	6.80	7.20	6.94	7.34	6.45	5.45
FY2001 (17)	7.94	7.85	7.02	6.84	6.35	6.66	6.45	6.94
FY02-05 adjust	8.32	8.23	6.98	7.41	7.06	7.55	6.63	5.52
FY02-05 rank	●	●	●	●	●	●	●	●

<i>Most recent survey year:</i>	<i>FY2006</i>	Respondents in residential services:	52%
Number of people supported:	49	Respondents in CSLA	12%
Survey response rate:	52%	Respondents in employment services:	44%
Self-response rate:	64%	Respondents in day habilitation services:	52%
Served by other agencies:	0%	Respondents with individual support:	12%

Langton Green

	Physical Wellbeing	Emotional Wellbeing	Material Wellbeing	Inter-Personal Relations	Personal Development	Social Inclusion	Self-Determination	Rights
FY2005 (34)	8.68	8.10	6.77	6.86	6.61	7.36	6.06	5.08
FY2001 (25)	6.92	6.99	5.93	6.01	6.63	6.49	5.98	6.01
FY02-05 adjust	8.50	7.94	6.58	6.65	6.49	7.15	5.89	5.01
FY02-05 rank	●	●	●	○	●	●	●	○

<i>Most recent survey year:</i>	<i>FY2005</i>	Respondents in residential services:	88%
Number of people supported:	105	Respondents in CSLA	2%
Survey response rate:	76%	Respondents in employment services:	0%
Self-response rate:	54%	Respondents in day habilitation services:	0%
Served by other agencies:	87%	Respondents with individual support:	7%

League for People with Disabilities

	Physical Wellbeing	Emotional Wellbeing	Material Wellbeing	Inter-Personal Relations	Personal Development	Social Inclusion	Self-Determination	Rights
FY2008 (25)	7.20	7.85	7.01	7.53	6.63	7.17	7.12	6.89
FY2005 (13)	8.17	7.76	6.70	7.63	8.01	7.35	7.85	7.24
FY02-05 adjust	7.99	7.59	6.51	7.42	7.90	7.13	7.68	7.17
FY02-05 rank	●	○	●	●	●	●	●	●

<i>Most recent survey year:</i>	<i>FY2008</i>	Respondents in residential services:	0%
Number of people supported:	42	Respondents in CSLA	0%
Survey response rate:	60%	Respondents in employment services:	100%
Self-response rate:	100%	Respondents in day habilitation services:	0%
Served by other agencies:	12%	Respondents with individual support:	0%

LIFE

	Physical Wellbeing	Emotional Wellbeing	Material Wellbeing	Inter-Personal Relations	Personal Development	Social Inclusion	Self-Determination	Rights
FY2008 (28)	8.97	9.43	8.10	8.02	7.90	7.91	7.90	7.00
FY2003 (35)	8.63	8.36	6.85	6.95	7.14	6.99	6.09	5.37
FY02-05 adjust	8.69	8.41	6.91	7.02	7.18	7.06	6.15	5.40
FY02-05 rank	●	●	●	●	●	●	●	●

<i>Most recent survey year:</i>	<i>FY2008</i>	Respondents in residential services:	93%
Number of people supported:	96	Respondents in CSLA	7%
Survey response rate:	58%	Respondents in employment services:	0%
Self-response rate:	79%	Respondents in day habilitation services:	0%
Served by other agencies:	71%	Respondents with individual support:	0%

Linwood Children's Center

	Physical Wellbeing	Emotional Wellbeing	Material Wellbeing	Inter-Personal Relations	Personal Development	Social Inclusion	Self-Determination	Rights
FY2007 (23)	9.64	9.43	8.13	8.18	8.04	7.63	7.81	6.94
FY2004 (18)	9.35	9.30	7.89	8.87	8.61	8.63	8.01	8.17
FY02-05 adjust	9.29	9.25	7.83	8.79	8.57	8.55	7.95	8.15
FY02-05 rank	●	●	◐	●	●	●	●	●

<i>Most recent survey year:</i>	<i>FY2007</i>	Respondents in residential services:	96%
Number of people supported:	25	Respondents in CSLA	0%
Survey response rate:	96%	Respondents in employment services:	79%
Self-response rate:	54%	Respondents in day habilitation services:	4%
Served by other agencies:	12%	Respondents with individual support:	0%

Living Sans Frontieres, Inc.

	Physical Wellbeing	Emotional Wellbeing	Material Wellbeing	Inter-Personal Relations	Personal Development	Social Inclusion	Self-Determination	Rights
FY2007 (11)	7.07	6.32	5.95	5.57	6.00	4.10	4.66	5.95
FY02-05 adjust	No previous data							

<i>Most recent survey year:</i>	<i>FY2007</i>	Respondents in residential services:	100%
Number of people supported:	20	Respondents in CSLA	0%
Survey response rate:	60%	Respondents in employment services:	0%
Self-response rate:	92%	Respondents in day habilitation services:	0%
Served by other agencies::	67%	Respondents with individual support:	0%

Lower Shore Enterprises

	Physical Wellbeing	Emotional Wellbeing	Material Wellbeing	Inter-Personal Relations	Personal Development	Social Inclusion	Self-Determination	Rights
FY2005 (36)	8.70	8.93	8.37	7.90	7.93	7.48	7.72	7.13
FY02-05 adjust	8.51	8.76	8.18	7.69	7.81	7.26	7.55	7.06
FY02-05 rank	●	●	●	●	●	●	●	●

<i>Most recent survey year:</i>	<i>FY2005</i>	Respondents in residential services:	0%
Number of people supported:	89	Respondents in CSLA	0%
Survey response rate:	74%	Respondents in employment services:	99%
Self-response rate:	72%	Respondents in day habilitation services:	0%
Served by other agencies:	51%	Respondents with individual support:	1%

Lt Joseph P Kennedy Institute

	Physical Wellbeing	Emotional Wellbeing	Material Wellbeing	Inter-Personal Relations	Personal Development	Social Inclusion	Self-Determination	Rights
FY2007 (13)	8.92	8.94	7.29	8.20	7.23	7.65	7.38	7.72
FY2003 (32)	8.90	8.87	7.43	7.97	7.58	7.51	6.72	6.39
FY02-05 adjust	8.96	8.93	7.50	8.04	7.62	7.58	6.78	6.42
FY02-05 rank	●	●	●	●	●	●	●	●

<i>Most recent survey year:</i>	<i>FY2007</i>	Respondents in residential services:	20%
Number of people supported:	109	Respondents in CSLA	20%
Survey response rate:	31%	Respondents in employment services:	33%
Self-response rate:	93%	Respondents in day habilitation services:	13%
Served by other agencies:	67%	Respondents with individual support:	33%

Lycher Inc

	Physical Wellbeing	Emotional Wellbeing	Material Wellbeing	Inter-Personal Relations	Personal Development	Social Inclusion	Self-Determination	Rights
FY2007 (38)	9.58	9.10	7.19	7.34	6.63	7.19	6.63	5.43
FY2005 (30)	9.58	9.07	7.68	7.58	7.61	7.16	7.39	6.30
FY02-05 adjust	9.40	8.91	7.50	7.37	7.49	6.95	7.22	6.23
FY02-05 rank	●	●	◐	◐	◐	◐	◐	◐

<i>Most recent survey year:</i>	<i>FY2007</i>	Respondents in residential services:	42%
Number of people supported:	43	Respondents in CSLA	0%
Survey response rate:	93%	Respondents in employment services:	0%
Self-response rate:	16%	Respondents in day habilitation services:	76%
Served by other agencies:	34%	Respondents with individual support:	0%

Maryland Neighborly Networks

	Physical Wellbeing	Emotional Wellbeing	Material Wellbeing	Inter-Personal Relations	Personal Development	Social Inclusion	Self-Determination	Rights
FY2004 (24)	7.90	8.17	7.16	7.46	6.84	7.23	6.52	6.46
FY02-05 adjust	7.84	8.11	7.10	7.39	6.80	7.15	6.47	6.44
FY02-05 rank	◐	◐	◐	◐	◐	◐	◐	◐

<i>Most recent survey year:</i>	<i>FY2004</i>	Respondents in residential services:	100%
Number of people supported:	30	Respondents in CSLA	0%
Survey response rate:	97%	Respondents in employment services:	0%
Self-response rate:	83%	Respondents in day habilitation services:	0%
Served by other agencies:	96%	Respondents with individual support:	0%

Medsource Community

	Physical Wellbeing	Emotional Wellbeing	Material Wellbeing	Inter-Personal Relations	Personal Development	Social Inclusion	Self-Determination	Rights
FY2008 (39)	9.38	8.89	8.25	7.38	7.59	7.46	7.26	7.05
FY2007 (33)	9.72	9.28	8.31	7.95	8.06	7.90	8.45	7.40
FY2006 (32)	9.47	8.82	8.15	6.93	6.60	6.63	5.78	6.14
FY2004 (46)	9.23	9.01	8.01	7.60	7.04	7.33	6.12	5.95
FY02-05 adjust	9.17	8.96	7.95	7.53	7.00	7.26	6.07	5.93
FY02-05 rank	●	●	●	◐	◐	◐	◐	◐
<i>Most recent survey year:</i>	FY2008			Respondents in residential services:				97%
Number of people supported:	126			Respondents in CSLA				3%
Survey response rate:	80%			Respondents in employment services:				0%
Self-response rate:	18%			Respondents in day habilitation services:				0%
Served by other agencies:	92%			Respondents with individual support:				0%

Melwood

	Physical Wellbeing	Emotional Wellbeing	Material Wellbeing	Inter-Personal Relations	Personal Development	Social Inclusion	Self-Determination	Rights
FY2008 (27)	9.05	9.21	8.80	8.22	7.77	8.63	8.24	7.64
FY2007 (27)	9.14	8.51	7.64	7.83	7.44	7.49	7.31	6.96
FY2006 (24)	8.84	8.65	8.28	8.21	8.15	8.14	7.92	7.56
FY2005 (30)	8.94	8.33	8.03	7.00	7.90	7.15	7.69	7.72
FY2004 (30)	8.41	8.87	7.48	7.47	7.53	7.24	7.11	5.94
FY2003 (28)	8.78	8.60	7.64	7.56	8.05	6.94	6.54	6.05
FY2002 (23)	8.35	8.51	7.82	7.75	7.17	7.44	6.93	6.11
FY2001 (30)	8.71	8.54	8.13	7.47	7.55	7.32	7.36	7.14
FY02-05 adjust	8.62	8.57	7.73	7.42	7.68	7.18	7.08	6.48
FY02-05 rank	◐	◐	◐	◐	◐	◐	◐	◐
<i>Most recent survey year:</i>	FY2008			Respondents in residential services:				22%
Number of people supported:	381			Respondents in CSLA				7%
Survey response rate:	66%			Respondents in employment services:				48%
Self-response rate:	85%			Respondents in day habilitation services:				59%
Served by other agencies:	26%			Respondents with individual support:				7%

Mid Atlantic Human Services Corp

	Physical Wellbeing	Emotional Wellbeing	Material Wellbeing	Inter-Personal Relations	Personal Development	Social Inclusion	Self-Determination	Rights
FY2007 (25)	9.49	9.40	7.93	8.61	7.71	8.29	7.03	5.96
FY2005 (15)	9.47	9.17	7.56	7.81	7.27	7.99	6.95	6.24
FY02-05 adjust	9.29	9.00	7.37	7.60	7.16	7.78	6.78	6.17
FY02-05 rank	●	●	◐	◐	◐	●	◐	◐

<i>Most recent survey year:</i>	<i>FY2007</i>	Respondents in residential services:	859%
Number of people supported:	48	Respondents in CSLA	11%
Survey response rate:	61%	Respondents in employment services:	0%
Self-response rate:	19%	Respondents in day habilitation services:	0%
Served by other agencies:	56%	Respondents with individual support:	0%

Montgomery County Department of Family Resources

	Physical Wellbeing	Emotional Wellbeing	Material Wellbeing	Inter-Personal Relations	Personal Development	Social Inclusion	Self-Determination	Rights
FY2006 (12)	9.79	8.97	8.13	7.76	8.03	8.17	8.67	7.85
FY2004 (14)	8.73	8.59	7.71	8.59	7.54	7.59	7.10	6.23
FY02-05 adjust	8.66	8.53	7.65	8.52	7.50	7.52	7.04	6.21
FY02-05 rank	◐	◐	◐	●	◐	◐	◐	◐

<i>Most recent survey year:</i>	<i>FY2006</i>	Respondents in residential services:	0%
Number of people supported:	49	Respondents in CSLA	0%
Survey response rate:	31%	Respondents in employment services:	0%
Self-response rate:	62%	Respondents in day habilitation services:	0%
Served by other agencies:	62%	Respondents with individual support:	100%

National Children's Center

	Physical Wellbeing	Emotional Wellbeing	Material Wellbeing	Inter-Personal Relations	Personal Development	Social Inclusion	Self-Determination	Rights
FY2005 (7)	9.82	9.40	8.78	8.14	8.33	8.14	8.21	7.86
FY02-05 adjust	9.64	9.23	8.59	7.93	8.22	7.93	8.04	7.79
FY02-05 rank	●	●	●	◐	●	●	●	●

<i>Most recent survey year:</i>	<i>FY2005</i>	Respondents in residential services:	100%
Number of people supported:	10	Respondents in CSLA	0%
Survey response rate:	88%	Respondents in employment services:	0%
Self-response rate:	62%	Respondents in day habilitation services:	0%
Served by other agencies:	71%	Respondents with individual support:	0%

National MS

	Physical Wellbeing	Emotional Wellbeing	Material Wellbeing	Inter-Personal Relations	Personal Development	Social Inclusion	Self-Determination	Rights
FY2005 (11)	8.79	7.73	5.76	6.09	4.98	5.15	7.73	8.03
FY02-05 adjust	8.60	7.56	5.57	5.88	4.87	4.94	7.55	7.96
FY02-05 rank	◐	○	○	○	○	○	◐	●

<i>Most recent survey year:</i>	<i>FY2005</i>	Respondents in residential services:	0%
Number of people supported:	48	Respondents in CSLA	0%
Survey response rate:	25%	Respondents in employment services:	0%
Self-response rate:	25%	Respondents in day habilitation services:	0%
Served by other agencies:	0%	Respondents with individual support:	100%

NCIA CBAI

	Physical Wellbeing	Emotional Wellbeing	Material Wellbeing	Inter-Personal Relations	Personal Development	Social Inclusion	Self-Determination	Rights
FY2008 (33)	8.56	8.45	7.97	7.59	8.32	8.07	7.65	7.03
FY2006 (22)	8.25	7.60	7.50	7.47	7.56	7.37	6.74	5.52
FY2003 (29)	7.45	7.76	7.06	7.15	7.34	7.49	6.16	6.12
FY02-05 adjust	7.51	7.81	7.12	7.22	7.38	7.56	6.22	6.14
FY02-05 rank	○	●	●	●	●	●	●	●

<i>Most recent survey year:</i>	<i>FY2008</i>	Respondents in residential services:	33%
Number of people supported:	162	Respondents in CSLA	0%
Survey response rate:	66%	Respondents in employment services:	67%
Self-response rate:	91%	Respondents in day habilitation services:	33%
Served by other agencies:	64%	Respondents with individual support:	0%

New Horizon

	Physical Wellbeing	Emotional Wellbeing	Material Wellbeing	Inter-Personal Relations	Personal Development	Social Inclusion	Self-Determination	Rights
FY2007 (21)	8.35	8.31	6.50	7.36	8.56	8.12	8.35	7.01
FY2005 (39)	9.16	9.01	8.17	8.01	7.42	7.72	7.14	5.53
FY2003 (25)	8.83	8.57	7.77	7.78	8.03	7.80	7.07	6.09
FY02-05 adjust	8.94	8.75	7.93	7.82	7.62	7.66	7.03	5.71
FY02-05 rank	●	●	●	●	●	●	●	●

<i>Most recent survey year:</i>	<i>FY2007</i>	Respondents in residential services:	0%
Number of people supported:	147	Respondents in CSLA	0%
Survey response rate:	69%	Respondents in employment services:	41%
Self-response rate:	89%	Respondents in day habilitation services:	59%
Served by other agencies:	74%	Respondents with individual support:	7%

Opportunity Builders

	Physical Wellbeing	Emotional Wellbeing	Material Wellbeing	Inter-Personal Relations	Personal Development	Social Inclusion	Self-Determination	Rights
FY2008 (29)	8.56	8.60	7.44	8.03	7.95	8.17	7.32	7.08
FY2006 (39)	8.94	8.58	8.62	8.20	7.81	8.26	7.76	6.54
FY2004 (24)	9.06	8.44	7.59	8.35	7.92	8.09	7.14	7.22
FY2002 (20)	8.22	7.70	7.61	7.37	7.17	7.86	7.22	7.13
FY2001 (29)	8.71	8.33	7.83	7.75	8.16	7.37	6.95	6.60
FY02-05 adjust	8.72	8.14	7.65	7.94	7.59	8.05	7.24	7.20
FY02-05 rank	●	●	●	●	●	●	●	●

<i>Most recent survey year:</i>	<i>FY2008</i>	Respondents in residential services:	0%
Number of people supported:	269	Respondents in CSLA	0%
Survey response rate:	74%	Respondents in employment services:	31%
Self-response rate:	90%	Respondents in day habilitation services:	62%
Served by other agencies:	62%	Respondents with individual support:	7%

PACT: Helping Children with Special Needs

	Physical Wellbeing	Emotional Wellbeing	Material Wellbeing	Inter-Personal Relations	Personal Development	Social Inclusion	Self-Determination	Rights
FY2006 (11)	7.65	8.18	6.18	7.50	7.80	7.00	7.88	7.76
FY2004 (24)	6.94	7.12	5.20	6.67	7.21	5.76	7.25	6.49
FY02-05 adjust	6.88	7.06	5.14	6.60	7.17	5.69	7.19	6.47
FY02-05 rank	○	○	○	○	●	○	●	●

<i>Most recent survey year:</i>	<i>FY2006</i>	Respondents in residential services:	0%
Number of people supported:	18*	Respondents in CSLA	0%
Survey response rate:	92%	Respondents in employment services:	0%
Self-response rate:	100%	Respondents in day habilitation services:	0%
Served by other agencies:	75%	Respondents with individual support:	100%

* Short-term support is provided through a general grant rather than person-specific funds, and all adults supported at the time of the survey were interviewed.

Penn Mar

	Physical Wellbeing	Emotional Wellbeing	Material Wellbeing	Inter-Personal Relations	Personal Development	Social Inclusion	Self-Determination	Rights
FY2006 (31)	9.03	8.76	8.10	7.68	7.80	7.02	6.69	7.00
FY2002 (26)	8.38	8.61	8.14	8.03	8.13	7.49	7.18	6.98
FY2001 (27)	7.86	7.70	7.15	6.91	6.89	6.98	6.48	6.66
FY02-05 adjust	8.57	8.77	8.33	8.24	8.24	7.71	7.35	7.05
FY02-05 rank	●	●	●	●	●	●	●	●

<i>Most recent survey year:</i>	<i>FY2006</i>	Respondents in residential services:	66%
Number of people supported:	118	Respondents in CSLA	9%
Survey response rate:	87%	Respondents in employment services:	31%
Self-response rate:	69%	Respondents in day habilitation services:	63%
Served by other agencies:	14%	Respondents with individual support:	14%

Progress Unlimited

	Physical Wellbeing	Emotional Wellbeing	Material Wellbeing	Inter-Personal Relations	Personal Development	Social Inclusion	Self-Determination	Rights
FY2008 (39)	8.65	8.75	7.44	7.52	6.35	7.05	4.99	4.83
FY2005 (38)	8.51	7.95	6.42	6.90	6.17	6.59	5.23	4.62
FY02-05 adjust	8.32	7.78	6.24	6.69	6.05	6.38	5.05	4.55
FY02-05 rank	●	●	○	○	○	○	○	○

<i>Most recent survey year:</i>	<i>FY2008</i>	Respondents in residential services:	100%
Number of people supported:	81	Respondents in CSLA	0%
Survey response rate:	78%	Respondents in employment services:	0%
Self-response rate:	36%	Respondents in day habilitation services:	0%
Served by other agencies:	74%	Respondents with individual support:	0%

Progressive Horizons

	Physical Wellbeing	Emotional Wellbeing	Material Wellbeing	Inter-Personal Relations	Personal Development	Social Inclusion	Self-Determination	Rights
FY2007 (32)	8.58	8.00	6.69	7.14	6.97	6.96	6.52	6.04
FY2005 (29)	8.35	8.00	6.64	7.41	7.91	7.08	7.19	6.39
FY02-05 adjust	8.16	7.84	6.45	7.19	7.80	6.87	7.02	6.32
FY02-05 rank	●	●	●	●	●	●	●	●

<i>Most recent survey year:</i>	<i>FY2007</i>	Respondents in residential services:	94%
Number of people supported:	61	Respondents in CSLA	6%
Survey response rate:	86%	Respondents in employment services:	0%
Self-response rate:	67%	Respondents in day habilitation services:	0%
Served by other agencies:	81%	Respondents with individual support:	0%

Providence Center

	Physical Wellbeing	Emotional Wellbeing	Material Wellbeing	Inter-Personal Relations	Personal Development	Social Inclusion	Self-Determination	Rights
FY2008 (28)	8.12	9.18	7.96	8.03	7.58	8.03	7.76	6.37
FY2007 (21)	7.52	8.27	7.21	7.41	7.57	7.29	7.11	7.31
FY2006 (23)	8.65	8.43	7.18	7.53	7.96	7.09	6.87	6.80
FY2005 (25)	8.62	8.27	7.17	7.41	7.17	7.51	6.98	6.23
FY2004 (26)	8.16	8.19	7.62	7.61	7.66	8.07	6.98	6.41
FY2003 (25)	8.92	8.33	7.55	7.80	8.24	8.19	7.79	6.85
FY2002 (22)	7.51	7.84	6.61	7.47	7.46	7.34	7.19	5.63
FY02-05 adjust	8.32	8.17	7.25	7.56	7.62	7.78	7.22	6.30
FY02-05 rank	●	●	●	●	●	●	●	●

<i>Most recent survey year:</i>	<i>FY2008</i>	Respondents in residential services:	0%
Number of people supported:	414	Respondents in CSLA	4%
Survey response rate:	68%	Respondents in employment services:	11%
Self-response rate:	100%	Respondents in day habilitation services:	82%
Served by other agencies:	57%	Respondents with individual support:	7%

Quantum Leap

	Physical Wellbeing	Emotional Wellbeing	Material Wellbeing	Inter- Personal Relations	Personal Development	Social Inclusion	Self- Determination	Rights
FY2008 (12)	8.07	8.75	6.50	8.06	8.56	7.61	7.52	7.58

FY02-05 adjust No previous data

<i>Most recent survey year:</i>	<i>FY2008</i>	Respondents in residential services:	100%
Number of people supported:	20	Respondents in CSLA	0%
Survey response rate:	60%	Respondents in employment services:	0%
Self-response rate:	100%	Respondents in day habilitation services:	0%
Served by other agencies:	83%	Respondents with individual support:	0%

Ray of Hope Inc

	Physical Wellbeing	Emotional Wellbeing	Material Wellbeing	Inter- Personal Relations	Personal Development	Social Inclusion	Self- Determination	Rights
FY2008 (38)	9.13	8.83	7.90	8.27	8.16	8.07	8.19	7.28
FY2004 (22)	9.09	8.35	7.64	7.97	7.59	7.98	7.71	6.16
FY2001 (22)	8.48	8.57	7.26	7.80	7.27	8.11	7.54	7.01

FY02-05 adjust	9.03	8.30	7.58	7.90	7.56	7.91	7.65	6.14
FY02-05 rank	●	●	●	●	●	●	●	●

<i>Most recent survey year:</i>	<i>FY2008</i>	Respondents in residential services:	76%
Number of people supported:	52	Respondents in CSLA	11%
Survey response rate:	76%	Respondents in employment services:	0%
Self-response rate:	68%	Respondents in day habilitation services:	0%
Served by other agencies:	82%	Respondents with individual support:	13%

Rehabilitation Opportunities

	Physical Wellbeing	Emotional Wellbeing	Material Wellbeing	Inter-Personal Relations	Personal Development	Social Inclusion	Self-Determination	Rights
FY2008 (25)	8.88	8.40	8.21	7.48	7.82	7.23	8.04	7.12
FY2006 (28)	8.35	7.98	7.01	7.62	7.28	7.42	6.76	6.49
FY2004 (29)	8.35	8.24	6.82	7.70	7.59	6.81	6.58	5.56
FY2002 (28)	7.47	7.15	5.98	6.89	6.85	6.67	6.12	6.00
FY02-05 adjust	7.99	7.78	6.47	7.38	7.27	6.81	6.41	5.80
FY02-05 rank	●	●	●	●	●	●	●	●

<i>Most recent survey year:</i>	<i>FY2008</i>	Respondents in residential services:	0%
Number of people supported:	206	Respondents in CSLA	0%
Survey response rate:	56%	Respondents in employment services:	4%
Self-response rate:	88%	Respondents in day habilitation services:	96%
Served by other agencies:	40%	Respondents with individual support:	0%

REM Inc

	Physical Wellbeing	Emotional Wellbeing	Material Wellbeing	Inter-Personal Relations	Personal Development	Social Inclusion	Self-Determination	Rights
FY2007 (12)	8.72	8.23	7.76	7.34	6.55	7.55	5.44	4.86
FY2005 (9)	9.21	8.61	7.78	7.88	7.25	6.86	6.27	4.72
FY02-05 adjust	9.02	8.44	7.59	7.67	7.13	6.65	6.09	4.65
FY02-05 rank	●	●	●	●	●	●	●	○

<i>Most recent survey year:</i>	<i>FY2007</i>	Respondents in residential services:	94%
Number of people supported:	25	Respondents in CSLA	0%
Survey response rate:	64%	Respondents in employment services:	0%
Self-response rate:	56%	Respondents in day habilitation services:	0%
Served by other agencies:	69%	Respondents with individual support:	0%

Richcroft

	Physical Wellbeing	Emotional Wellbeing	Material Wellbeing	Inter-Personal Relations	Personal Development	Social Inclusion	Self-Determination	Rights
FY2006 (29)	8.30	7.87	6.91	6.92	6.28	6.83	6.14	5.12
FY2003 (37)	8.76	8.70	8.01	8.09	7.75	8.07	7.73	6.93
FY2001 (28)	7.53	8.28	6.58	5.89	6.07	6.76	5.32	4.76
FY02-05 adjust	8.82	8.76	8.07	8.16	7.79	8.14	7.79	6.95
FY02-05 rank	●	●	●	●	●	●	●	●

<i>Most recent survey year:</i>	<i>FY2006</i>	Respondents in residential services:	82%
Number of people supported:	115	Respondents in CSLA	12%
Survey response rate:	76%	Respondents in employment services:	0%
Self-response rate:	58%	Respondents in day habilitation services:	0%
Served by other agencies:	82%	Respondents with individual support:	6%

Rock Creek Foundation

	Physical Wellbeing	Emotional Wellbeing	Material Wellbeing	Inter-Personal Relations	Personal Development	Social Inclusion	Self-Determination	Rights
FY2007 (24)	8.22	8.23	7.85	7.31	7.67	7.94	7.19	6.98
FY2005 (24)	8.32	7.77	7.60	7.60	7.90	7.41	7.71	7.24
FY02-05 adjust	8.14	7.60	7.41	7.38	7.78	7.20	7.54	7.17
FY02-05 rank	●	○	●	●	●	●	●	●

<i>Most recent survey year:</i>	<i>FY2007</i>	Respondents in residential services:	72%
Number of people supported:	63	Respondents in CSLA	8%
Survey response rate:	54%	Respondents in employment services:	20%
Self-response rate:	92%	Respondents in day habilitation services:	40%
Served by other agencies:	16%	Respondents with individual support:	4%

Scott Key Center

	Physical Wellbeing	Emotional Wellbeing	Material Wellbeing	Inter-Personal Relations	Personal Development	Social Inclusion	Self-Determination	Rights
FY2008 (45)	9.38	9.20	8.43	8.82	7.95	8.10	8.35	7.55
FY2003 (41)	9.22	9.04	8.00	8.42	7.87	8.19	7.76	6.69
FY2001 (29)	8.97	8.43	7.73	7.86	7.04	7.39	7.14	6.93
FY02-05 adjust	9.28	9.10	8.06	8.49	7.91	8.26	7.82	6.71
FY02-05 rank	●	●	●	●	●	●	●	◐

<i>Most recent survey year:</i>	<i>FY2008</i>	Respondents in residential services:	0%
Number of people supported:	111	Respondents in CSLA	0%
Survey response rate:	90%	Respondents in employment services:	36%
Self-response rate:	60%	Respondents in day habilitation services:	60%
Served by other agencies:	76%	Respondents with individual support:	4%

Securecare Services

	Physical Wellbeing	Emotional Wellbeing	Material Wellbeing	Inter-Personal Relations	Personal Development	Social Inclusion	Self-Determination	Rights
FY2008 (34)	9.14	8.87	6.87	7.73	7.16	7.75	6.93	6.81
FY2004 (33)	8.98	8.48	8.09	8.10	8.03	7.83	6.97	6.38
FY02-05 adjust	8.92	8.43	8.02	8.03	7.99	7.76	6.91	6.35
FY02-05 rank	◐	◐	●	◐	●	◐	◐	◐

<i>Most recent survey year:</i>	<i>FY2008</i>	Respondents in residential services:	100%
Number of people supported:	111	Respondents in CSLA	0%
Survey response rate:	74%	Respondents in employment services:	0%
Self-response rate:	50%	Respondents in day habilitation services:	0%
Served by other agencies:	62%	Respondents with individual support:	0%

SEEC

	Physical Wellbeing	Emotional Wellbeing	Material Wellbeing	Inter-Personal Relations	Personal Development	Social Inclusion	Self-Determination	Rights
FY2006 (25)	9.15	8.65	6.98	7.87	7.11	7.51	6.30	6.30
FY2002 (25)	9.01	8.88	8.32	7.84	7.33	7.42	5.55	5.22
FY2001 (25)	8.46	8.52	7.17	7.26	7.01	6.97	6.40	6.79
FY02-05 adjust	9.20	9.04	8.50	8.05	7.45	7.63	5.72	5.29
FY02-05 rank	●	●	●	◐	◐	◐	○	◐

<i>Most recent survey year:</i>	<i>FY2006</i>	Respondents in residential services:	4%
Number of people supported:	111	Respondents in CSLA	25%
Survey response rate:	57%	Respondents in employment services:	21%
Self-response rate:	46%	Respondents in day habilitation services:	0%
Served by other agencies:	54%	Respondents with individual support:	68%

Selfpride

	Physical Wellbeing	Emotional Wellbeing	Material Wellbeing	Inter-Personal Relations	Personal Development	Social Inclusion	Self-Determination	Rights
FY2005 (18)	9.17	9.16	6.53	7.19	6.54	7.02	5.45	5.13
FY02-05 adjust	8.98	8.99	6.35	6.97	6.42	6.81	5.27	5.07
FY02-05 rank	◐	●	◐	◐	○	◐	○	◐

<i>Most recent survey year:</i>	<i>FY2005</i>	Respondents in residential services:	87%
Number of people supported:	26	Respondents in CSLA	7%
Survey response rate:	90%	Respondents in employment services:	0%
Self-response rate:	15%	Respondents in day habilitation services:	0%
Served by other agencies:	43%	Respondents with individual support:	0%

Shura

	Physical Wellbeing	Emotional Wellbeing	Material Wellbeing	Inter-Personal Relations	Personal Development	Social Inclusion	Self-Determination	Rights
FY2007 (24)	8.72	8.31	7.02	7.90	7.32	8.33	7.31	7.11
FY2005 (29)	8.00	7.85	6.90	7.13	7.79	7.66	6.50	6.64
FY02-05 adjust	7.81	7.69	6.72	6.91	7.67	7.45	6.32	6.57
FY02-05 rank	○	○	◐	◐	◐	◐	◐	◐

<i>Most recent survey year:</i>	<i>FY2007</i>	Respondents in residential services:	86%
Number of people supported:	46	Respondents in CSLA	14%
Survey response rate:	72%	Respondents in employment services:	0%
Self-response rate:	100%	Respondents in day habilitation services:	0%
Served by other agencies:	93%	Respondents with individual support:	0%

Somerset Community Services Inc

	Physical Wellbeing	Emotional Wellbeing	Material Wellbeing	Inter-Personal Relations	Personal Development	Social Inclusion	Self-Determination	Rights
FY2005 (39)	8.62	8.55	7.96	7.60	7.33	7.45	7.17	6.26
FY2001 (27)	7.74	8.16	6.40	6.72	6.27	6.54	5.93	5.28
FY02-05 adjust	8.43	8.38	7.77	7.39	7.21	7.24	7.00	6.19
FY02-05 rank	◐	◐	◐	◐	◐	◐	◐	◐

<i>Most recent survey year:</i>	<i>FY2005</i>	Respondents in residential services:	34%
Number of people supported:	96	Respondents in CSLA	13%
Survey response rate:	88%	Respondents in employment services:	15%
Self-response rate:	65%	Respondents in day habilitation services:	75%
Served by other agencies:	9%	Respondents with individual support:	5%

Southern Maryland Vocational Industries

	Physical Wellbeing	Emotional Wellbeing	Material Wellbeing	Inter-Personal Relations	Personal Development	Social Inclusion	Self-Determination	Rights
FY2006 (32)	8.88	8.62	7.60	7.88	8.04	7.31	7.47	7.31
FY2003 (25)	8.98	8.69	7.21	7.65	7.69	7.29	7.25	6.93
FY2001 (24)	8.13	7.80	7.18	6.98	6.88	6.50	7.21	6.28
FY02-05 adjust	9.04	8.75	7.27	7.72	7.73	7.36	7.30	6.95
FY02-05 rank	●	●	●	●	●	●	●	●

<i>Most recent survey year:</i>	<i>FY2006</i>	Respondents in residential services:	44%
Number of people supported:	135	Respondents in CSLA	0%
Survey response rate:	75%	Respondents in employment services:	47%
Self-response rate:	79%	Respondents in day habilitation services:	0%
Served by other agencies:	38%	Respondents with individual support:	9%

Spectrum Support

	Physical Wellbeing	Emotional Wellbeing	Material Wellbeing	Inter-Personal Relations	Personal Development	Social Inclusion	Self-Determination	Rights
FY2006 (31)	8.63	7.96	7.51	7.75	7.43	7.67	7.23	7.23
FY2004 (25)	8.14	7.98	6.93	7.96	7.35	7.26	7.29	6.40
FY02-05 adjust	8.08	7.93	6.87	7.89	7.31	7.19	7.23	6.38
FY02-05 rank	●	●	●	●	●	●	●	●

<i>Most recent survey year:</i>	<i>FY2006</i>	Respondents in residential services:	22%
Number of people supported:	125	Respondents in CSLA	3%
Survey response rate:	65%	Respondents in employment services:	28%
Self-response rate:	81%	Respondents in day habilitation services:	59%
Served by other agencies:	81%	Respondents with individual support:	3%

Spring Dell Center

	Physical Wellbeing	Emotional Wellbeing	Material Wellbeing	Inter-Personal Relations	Personal Development	Social Inclusion	Self-Determination	Rights
FY2007 (22)	9.01	8.70	7.94	7.84	7.23	7.56	6.62	6.12
FY2004 (32)	8.76	8.41	7.45	7.74	7.80	7.71	7.60	5.83
FY2002 (23)	8.58	8.07	7.16	7.55	7.33	7.77	6.57	5.11
FY02-05 adjust	8.72	8.31	7.37	7.71	7.62	7.78	7.22	5.54
FY02-05 rank	●	●	●	●	●	●	●	●

<i>Most recent survey year:</i>	<i>FY2007</i>	Respondents in residential services:	16%
Number of people supported:	139	Respondents in CSLA	12%
Survey response rate:	52%	Respondents in employment services:	8%
Self-response rate:	64%	Respondents in day habilitation services:	84%
Served by other agencies:	36%	Respondents with individual support:	8%

St. Peters Adult Learning

	Physical Wellbeing	Emotional Wellbeing	Material Wellbeing	Inter-Personal Relations	Personal Development	Social Inclusion	Self-Determination	Rights
FY2008 (30)	7.40	7.75	5.53	7.10	6.76	7.13	6.57	6.22
FY2005 (32)	7.36	7.24	6.19	7.28	7.35	7.70	7.07	5.83
FY02-05 adjust	7.17	7.07	6.00	7.07	7.23	7.48	6.90	5.76
FY02-05 rank	○	○	○	●	●	●	●	●

<i>Most recent survey year:</i>	<i>FY2008</i>	Respondents in residential services:	0%
Number of people supported:	49	Respondents in CSLA	0%
Survey response rate:	63%	Respondents in employment services:	47%
Self-response rate:	100%	Respondents in day habilitation services:	53%
Served by other agencies:	17%	Respondents with individual support:	0%

Star Community

	Physical Wellbeing	Emotional Wellbeing	Material Wellbeing	Inter-Personal Relations	Personal Development	Social Inclusion	Self-Determination	Rights
FY2006 (31)	9.25	9.23	8.90	8.33	7.65	8.18	7.31	6.27
FY2004 (20)	9.58	8.73	8.47	8.35	7.72	8.35	8.10	7.22
FY02-05 adjust	9.52	8.68	8.41	8.28	7.68	8.28	8.05	7.19
FY02-05 rank	●	◐	●	●	◐	●	●	●

<i>Most recent survey year:</i>	<i>FY2006</i>	Respondents in residential services:	74%
Number of people supported:	35	Respondents in CSLA	0%
Survey response rate:	97%	Respondents in employment services:	0%
Self-response rate:	35%	Respondents in day habilitation services:	97%
Served by other agencies:	15%	Respondents with individual support:	0%

Starflight

	Physical Wellbeing	Emotional Wellbeing	Material Wellbeing	Inter-Personal Relations	Personal Development	Social Inclusion	Self-Determination	Rights
FY2007 (21)	8.38	7.99	5.91	6.70	6.08	6.32	4.53	4.63
FY2003 (7)	8.07	8.30	7.35	7.18	7.81	6.20	5.22	5.40
FY02-05 adjust	8.14	8.35	7.41	7.25	7.85	6.28	5.28	5.43
FY02-05 rank	◐	◐	◐	◐	●	○	○	◐

<i>Most recent survey year:</i>	<i>FY2007</i>	Respondents in residential services:	79%
Number of people supported:	34	Respondents in CSLA	0%
Survey response rate:	73%	Respondents in employment services:	0%
Self-response rate:	46%	Respondents in day habilitation services:	0%
Served by other agencies:	75%	Respondents with individual support:	4%

Target, Inc

	Physical Wellbeing	Emotional Wellbeing	Material Wellbeing	Inter-Personal Relations	Personal Development	Social Inclusion	Self-Determination	Rights
FY2005 (37)	8.99	8.96	7.84	8.19	8.26	8.11	7.75	7.57
FY02-05 adjust	8.80	8.80	7.66	7.97	8.14	7.90	7.58	7.51
FY02-05 rank	●	●	●	●	●	●	●	●

<i>Most recent survey year:</i>	<i>FY2005</i>	Respondents in residential services:	26%
Number of people supported:	104	Respondents in CSLA	29%
Survey response rate:	77%	Respondents in employment services:	49%
Self-response rate:	60%	Respondents in day habilitation services:	0%
Served by other agencies:	35%0	Respondents with individual support:	15%

Treatment & Learning Center Inc

	Physical Wellbeing	Emotional Wellbeing	Material Wellbeing	Inter-Personal Relations	Personal Development	Social Inclusion	Self-Determination	Rights
FY2004 (32)	9.09	8.65	7.64	8.04	7.59	7.59	7.53	7.10
FY02-05 adjust	9.03	8.59	7.58	7.97	7.55	7.52	7.48	7.08
FY02-05 rank	●	●	●	●	●	●	●	●

<i>Most recent survey year:</i>	<i>FY2004</i>	Respondents in residential services:	0%
Number of people supported:	60	Respondents in CSLA	0%
Survey response rate:	80%	Respondents in employment services:	78%
Self-response rate:	80%	Respondents in day habilitation services:	0%
Served by other agencies:	19%	Respondents with individual support:	23%

UCP of Central Maryland

	Physical Wellbeing	Emotional Wellbeing	Material Wellbeing	Inter-Personal Relations	Personal Development	Social Inclusion	Self-Determination	Rights
FY2008 (29)	8.39	8.26	6.65	7.10	6.37	7.29	5.96	5.07
FY2006 (33)	9.03	8.94	7.63	8.10	7.46	7.77	7.29	6.42
FY2005 (31)	8.94	8.57	7.49	7.71	7.22	7.46	7.16	6.05
FY2004 (29)	8.49	8.64	7.48	7.38	7.12	6.87	6.81	5.10
FY2003 (31)	8.80	8.74	7.50	7.62	7.14	7.46	7.41	6.24
FY2002 (26)	8.63	8.19	6.88	7.04	6.53	6.70	6.53	5.15
FY2001 (25)	8.16	7.65	5.58	6.92	5.69	6.03	5.57	4.72
FY02-05 adjust	8.71	8.54	7.35	7.45	7.02	7.13	6.99	5.66
FY02-05 rank	●	●	●	●	●	●	●	●

<i>Most recent survey year:</i>	<i>FY2008</i>	Respondents in residential services:	55%
Number of people supported:	329	Respondents in CSLA	17%
Survey response rate:	76%	Respondents in employment services:	3%
Self-response rate:	48%	Respondents in day habilitation services:	66%
Served by other agencies:	21%	Respondents with individual support:	3%

UCP of Prince George's & Montgomery Counties

	Physical Wellbeing	Emotional Wellbeing	Material Wellbeing	Inter-Personal Relations	Personal Development	Social Inclusion	Self-Determination	Rights
FY2008 (29)	8.62	8.75	7.93	7.67	7.32	7.91	7.79	7.40
FY2004 (22)	8.04	7.89	7.83	7.57	7.50	6.98	8.00	6.88
FY02-05 adjust	7.98	7.84	7.77	7.50	7.46	6.91	7.94	6.86
FY02-05 rank	●	●	●	●	●	●	●	●

<i>Most recent survey year:</i>	<i>FY2008</i>	Respondents in residential services:	0%
Number of people supported:	51	Respondents in CSLA	3%
Survey response rate:	63%	Respondents in employment services:	28%
Self-response rate:	97%	Respondents in day habilitation services:	48%
Served by other agencies:	31%	Respondents with individual support:	28%

UCP of Southern Maryland

	Physical Wellbeing	Emotional Wellbeing	Material Wellbeing	Inter-Personal Relations	Personal Development	Social Inclusion	Self-Determination	Rights
FY2007 (17)	8.21	8.76	8.01	8.66	8.10	7.91	8.61	7.45
FY2005 (29)	8.81	8.95	7.59	8.19	7.88	7.78	8.09	7.13
FY2003 (31)	8.55	8.27	6.75	7.39	7.30	7.22	7.60	7.24
FY02-05 adjust	8.62	8.55	7.09	7.72	7.55	7.43	7.78	7.16
FY02-05 rank	●	●	●	●	●	●	●	●

<i>Most recent survey year:</i>	<i>FY2007</i>	Respondents in residential services:	29%
Number of people supported:	187	Respondents in CSLA	25%
Survey response rate:	48%	Respondents in employment services:	50%
Self-response rate:	100%	Respondents in day habilitation services:	0%
Served by other agencies:	37%	Respondents with individual support:	8%

VOCA Corporation

	Physical Wellbeing	Emotional Wellbeing	Material Wellbeing	Inter-Personal Relations	Personal Development	Social Inclusion	Self-Determination	Rights
FY2004 (14)	8.67	8.55	7.66	7.55	6.47	7.13	5.05	4.27
FY02-05 adjust	8.61	8.50	7.60	7.48	6.43	7.06	5.00	4.24
FY02-05 rank	●	●	●	●	●	●	○	○

<i>Most recent survey year:</i>	<i>FY2004</i>	Respondents in residential services:	100%
Number of people supported:	19	Respondents in CSLA	0%
Survey response rate:	89%	Respondents in employment services:	0%
Self-response rate:	21%	Respondents in day habilitation services:	0%
Served by other agencies:	94%	Respondents with individual support:	0%

Washington Co HDC

	Physical Wellbeing	Emotional Wellbeing	Material Wellbeing	Inter-Personal Relations	Personal Development	Social Inclusion	Self-Determination	Rights
FY2008 (41)	9.63	9.35	7.84	8.11	7.27	8.06	7.37	6.88
FY2004 (49)	9.36	8.88	8.09	7.89	7.47	7.67	7.42	6.19
FY02-05 adjust	9.29	8.82	8.03	7.82	7.43	7.60	7.37	6.17
FY02-05 rank	●	●	●	◐	◐	◐	◐	◐

<i>Most recent survey year:</i>	<i>FY2008</i>	Respondents in residential services:	54%
Number of people supported:	103	Respondents in CSLA	0%
Survey response rate:	82%	Respondents in employment services:	5%
Self-response rate:	34%	Respondents in day habilitation services:	68%
Served by other agencies:	34%	Respondents with individual support:	5%

Worcester County Developmental Center

	Physical Wellbeing	Emotional Wellbeing	Material Wellbeing	Inter-Personal Relations	Personal Development	Social Inclusion	Self-Determination	Rights
FY2006 (28)	7.74	8.71	7.07	7.74	8.12	8.13	7.82	7.17
FY2002 (20)	8.33	7.93	7.27	7.86	7.81	7.38	7.14	6.90
FY2001 (20)	7.20	6.92	5.91	6.14	6.99	6.76	6.68	5.54
FY02-05 adjust	8.52	8.09	7.46	8.07	7.93	7.59	7.31	6.97
FY02-05 rank	◐	◐	◐	●	●	◐	◐	◐

<i>Most recent year:</i>	<i>FY2006</i>	Respondents in residential services:	23%
Total adults supported	93	Respondents in CSLA	7%
Survey response rate:	66%	Respondents in employment services:	3%
Self-response rate:	90%	Respondents in day habilitation services:	97%
Served by other agencies:	13%	Respondents with individual support:	0%

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