

# Ask Me!<sup>sm</sup> FY 2012 Quarter 1



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

(FY2011 Extension)  
Prepared for the  
Maryland Developmental Disabilities Administration

by  
Gordon Scott Bonham, Ph.D.  
Bonham Research

Judy Volkman, BA  
The Arc Maryland

November 20, 2011

## Authors

*Gordon Scott Bonham* has been the project's researcher from the initial development of the original questions to the present. He is President of Bonham Research, a private human services research and evaluation company. His 40 years of developing and analyzing surveys have included research at Towson University, the University of Louisville, and the National Center for Health Statistics. Dr. Bonham earned his Ph.D. in sociology from the University of Michigan (Ann Arbor) and is an Emeritus Board Member of The Arc of Baltimore.

*Judy Volkman*, served as the Ask Me! central region coordinator for the peer interviewers. Brenda Davis was the overall Project Manager and southern regional coordinator, Sean Delawder was the western regional coordinator, and Christine Harrington was the eastern regional coordinator for the peer interviewers. Angela Haney provided office support.

Committed and skilled interviewers, who themselves receive support funded by the Maryland Developmental Disabilities Administration, make The Ask Me! Project possible. In FY2012 Quarter One, 23 peer interviewers worked for The Arc Maryland and conducted an average of 28 interviews. The interviewers had an average of 8.6 years of experience and eleven had ten or more years of experience. One interviewer conducted telephone interviews and keyed most of the survey data (DE). The Ask Me! FY2012 interviewers, with their years of experience shown in parentheses (), include:

|                         |                         |                      |
|-------------------------|-------------------------|----------------------|
| Alisha Wright (4)       | Diana Warther (10)      | Michael Carter (5)   |
| Anne Bates (8)          | James Devore (15)       | Michael Raidt (13)   |
| April Carr (7)          | John Giles (5)          | Patty Worff (10)     |
| Brian Plater (11)       | Linda Cooper (12)       | Reta Cooper (5)      |
| Bridgette Pressley (14) | Lois Southard (4)       | Scott Heim (14)      |
| Carolina Cano (10)      | Lori Powell (14)        | Towanda Ferguson (2) |
| Christy Scott (6)       | Marianne McNally (7,DE) | Valerie Smith (7)    |
| Dennis Kermit (2)       |                         | Vernon DeHaven (13)  |

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 available in a Microsoft Word document. To protect the integrity of the project, The Arc Maryland has developed a licensing agreement for entities that wish to become certified to use the survey. For additional information, contact The Arc Maryland, 49 Old Solomons Island Rd., Suite 205, Annapolis, MD 21401, 888-272-3449.

This report can be viewed or downloaded as an Adobe Acrobat file from the website of Bonham Research, <http://www.bonhamresearch.com>.

# Ask Me!<sup>sm</sup> FY 2012 Quarter 1

## Executive Summary

The Ask Me! Survey measures the quality of life in eight domains that are important to all groups of people around the world. These include Interpersonal Relations, Social Inclusion, Self Determination, Rights, Material Well-being, Personal Development, Emotional Well-being and Physical Well-being. The survey began to collect information in four-year cycles in FY2002 from random samples of people supported by all community agencies in Maryland. It revised the survey in FY2010 to include new questions on topics in the eight domains that had become important to people with intellectual and developmental disabilities (IDD). This report presents information provided by and for 314 adults supported in the community by 12 service providers. They are one-fourth of a representative sample of the 14,145 people supported with funds from the Maryland Developmental Disability Administration (DDA). The report provides preliminary estimates of the quality of life in FY2012 of Maryland adults with IDD and how this has changed over the ten years of the survey. It also presents information on the quality of life reported for the 12 community agencies with surveys during the first quarter of FY2012.



Quality of life appears to have continued its increase between 2002 and 2012 in four domains, controlling for the revision in the survey:

1. Rights;
2. Personal Development;
3. Emotional Well-being;
4. Physical Well-being.



Perceptions of services and staff appear to have become more favorable than in 2011.

## Table of Contents

|  |     |
|--|-----|
| Authors .....                              | i   |
| Executive Summary .....                    | ii  |
| Table of Contents .....                    | iii |
| Background .....                           | 1   |
| What is Quality of Life? .....             | 1   |
| Who Wants to Know? .....                   | 1   |
| How Will the Information be Useful? .....  | 2   |
| Survey Description .....                   | 2   |
| What Was Asked? .....                      | 2   |
| Who Asked? .....                           | 2   |
| Who Answered? .....                        | 3   |
| Can the Answers be Trusted? .....          | 3   |
| Maryland Quality of Life .....             | 4   |
| How Has Quality of Life Changed? .....     | 4   |
| Services and Staff .....                   | 5   |
| Limitations of This Report .....           | 5   |
| Agency Quality of Life .....               | 5   |
| Arc of Carroll County .....                | 6   |
| Ardmore Enterprises .....                  | 7   |
| Carroll County Bureau of Aging .....       | 8   |
| Chesapeake Center .....                    | 9   |
| Creative Options .....                     | 10  |
| Harford Center .....                       | 11  |
| MedSource Community Services, Inc. ....    | 12  |
| Opportunity Builders, Inc. ....            | 13  |
| Ray of Hope .....                          | 14  |
| Spectrum Support, Inc. ....                | 15  |
| St. Peter’s Adult Learning Center .....    | 16  |
| Sunrise Community/UCP on the Potomac ..... | 17  |
| References .....                           | 18  |
| Appendix A. Survey Methods .....           | 19  |
| Agency Sample .....                        | 19  |
| Quality of Life Scores .....               | 24  |

**List of Figures**

**Figure 1.** Percent of Selected People by Response ..... 3  
**Figure 2.** Average Quality of Life by Domain: FY2002-FY2012 (Quarter 1) ..... 4  
**Figure 3.** Services and Staff Scale Score, by Respondent ..... 5

**List of Tables**

**Table A2.** Agencies by Number of Adults Supported Each Year and the Years Selected for Interviews ..... 21

## Background

The Ask Me! Survey conducted its first interviews in FY1998. In FY2002, it began interviewing in four-year cycles at all Maryland agencies that supported ten or more people with intellectual and other developmental disabilities (IDD) in the community. FY2012 is the third year of the third four-year cycle. The DDA contract with The Arc Maryland ended with FY2011, but the delay in DDA issuing a request for proposal meant that no interviews would be conducted in at least the first part of FY2012. The DDA granted The Arc Maryland an extension to the FY2011 contract to September 30, 2011 (the first quarter of FY2012). During this time, peer interviewers interviewed 314 individuals or their proxies at 12 agencies, approximately one-fourth of the number of agencies interviewed each year. This report summarizes these interviews, although the 12 agencies do not constitute a random sample of agencies that support people with intellectual and other developmental disabilities in Maryland. It also identifies additional agencies that will need to have interviews in order to produce valid estimates for Maryland for FY2012.

### What is Quality of Life?

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

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

### Who Wants to Know?

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

## **How Will the Information be Useful?**

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

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

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

## **Survey Description**

### **What Was Asked?**

The Ask Me! Survey-2 measures eight domains of quality of life by six or seven indicator questions each. In addition, it asks six questions about services and staff that are expected to affect quality of life, for a total of 59 questions. The Ask Me! Survey-2 has 28 questions that were the same as in the Ask Me! Survey-1. The changes in questions are designed to better reflect things that people with IDD currently feel are important to their quality of life. Analysis of trends in quality of life over time can use statistical procedures to adjust for the changes in questions.

### **Who Asked?**

Twenty-three interviewers, who themselves have IDD, conducted the interviews with the selected individuals after determining that they could understand and consent to the interviews. When the interviewers determined that people did not understand enough to consent, they interviewed proxies for them. Interviewers had an average of 8.6 years of experience, and eleven had interviewed for ten or more years on Ask Me! Generally, the interviews took place at the agency which provided weekday support. One interviewer conducted telephone interviews, primarily with proxies, and keyed the survey data. (The Authors' page contains the names of the interviewers.)

## Who Answered?

The survey collected information for 65% of the people originally selected for interviews: 46% responded for themselves and 19% had proxy responses (Figure 1). Half of the remainder refused the interviews or were too sick to be interviewed. Some of the remainder might have been interviewed if there had been more time to schedule them, find people unknown to the agency, or resolve other situations.

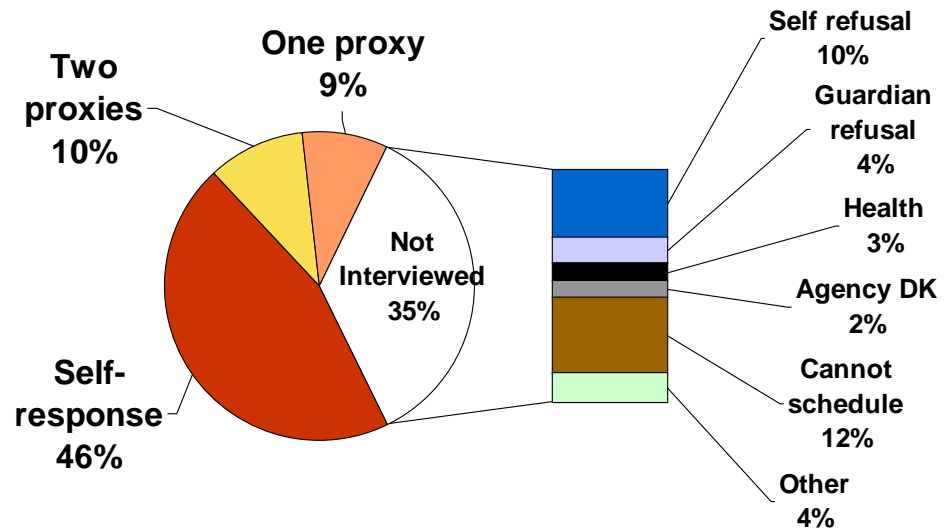


Figure 1. Percent of Selected People by Response

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

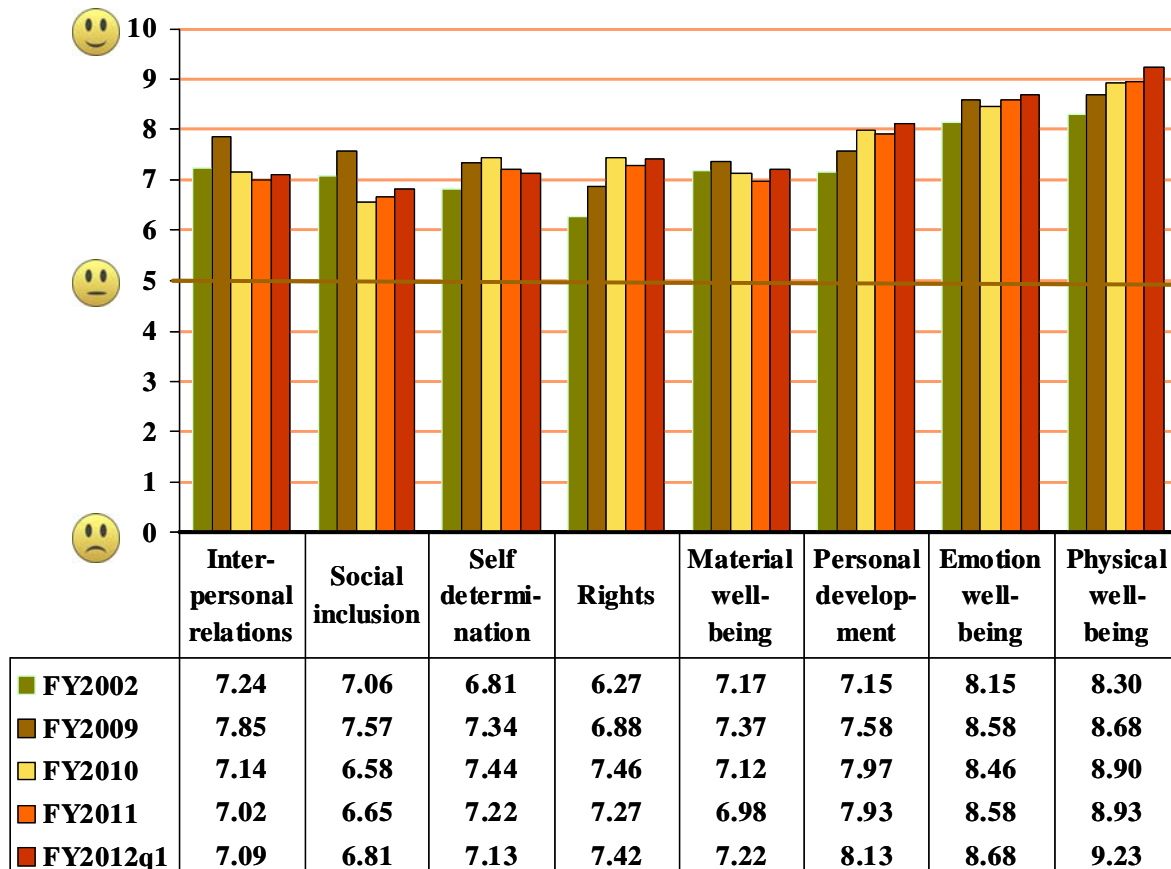
## Can the Answers be Trusted?

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

# Maryland Quality of Life

## How Has Quality of Life Changed?

The quality of life in Maryland for people with IDD has consistently been highest in the domains of Physical Well-being and Emotional Well-being. (See **Figure 2.**) The average quality of life appears to have increased most steadily in the domains of Physical Well-being Emotional Well-being and Personal Development through the first quarter of 2012, although the 12 agencies with interviews do not represent a probability sample of the agencies that provide supports to adults in communities. In particular, none of the ten largest agencies are included, and they support one third of the people. In addition, the FY2010-FY2012qtr1 domain scores are not directly comparable to earlier ones, since the Ask Me! Survey was revised in FY2010 to reflect changes in what was important to people with IDD.



**Figure 2.** Average Quality of Life by Domain: FY2002-FY2012 (Quarter 1)

## Services and Staff

Services and Staff is not a quality of life domain that all people have, but can influence the quality of life of people with IDD. The FY2010-FY2012qtr1 surveys included six questions to measure this area, with scores having similar meaning as the scores for the quality of life domains. The results (**Figure 3**):

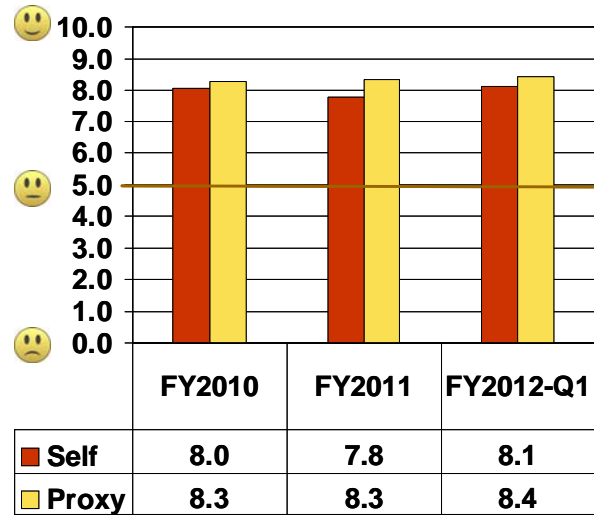
- Self respondents report less favorably than proxies;
- Self reports have varied from year to year, proxy reports have not.

## Limitations of This Report

This report does not discuss the individual domains and the questions that indicate them. Nor does it have a discussion section about the findings since the twelve agencies included in this first quarter do not constitute a random sample of all agencies, and therefore the people interviewed do not constitute a probability sample of people supported by DDA. Such discussions might lead to incorrect assumptions of stability or change.

## Agency Quality of Life

This report includes agencies surveyed in the first quarter of 2012 with the Ask Me! Survey-2. The relative quality of life among the agencies are not shown, as these represent only one-fourth of the agencies chosen to be surveyed in 2012. See **Table A2** for the other agencies that were planned to be included during 2012.



**Figure 3.** Services and Staff Scale Score, by Respondent

## Arc of Carroll County

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

**Ask Me! Summary** - The agency provides more community supported living and less residential services than the state average, and more day habilitation and less supported employment than the state average. Ask Me! conducts interviews at the agency every two years. It collected data for 34 adults in FY2012, with all responding for themselves. The quality of life at the agency increased between FY2010 and FY2012 in six domains and the support services scale. Its quality of life scores in seven of the eight domains were the same or above the FY2011 Maryland average, the most recent year with statewide estimates.

|                      | <i>Agency Maryland</i> |        |                      | <i>Agency Maryland</i> |     |
|----------------------|------------------------|--------|----------------------|------------------------|-----|
| Total people         | 171                    | 13,104 | Day Habilitation     | 56%                    | 43% |
| Number surveyed      | 34                     | 1,228  | Supported Employment | 9%                     | 28% |
| Self response        | 100%                   | 75%    | Individual Support   | 16%                    | 14% |
| Residential Services | 16%                    | 54%    | Supported Living     | 20%                    | 13% |

### Average Quality of Life at Agency and in Maryland

|                         | <i>FY2010</i> | <i>FY2012</i> | <i>FY2011</i>   |
|-------------------------|---------------|---------------|-----------------|
|                         | <i>Agency</i> | <i>Agency</i> | <i>Maryland</i> |
| INTERPERSONAL RELATIONS | 7.3           | 7.5           | 7.0             |
| SOCIAL INCLUSION        | 6.6           | 6.5           | 6.7             |
| SELF DETERMINATION      | 7.6           | 8.1           | 7.2             |
| RIGHTS                  | 7.5           | 8.0           | 7.3             |
| MATERIAL WELL-BEING     | 7.0           | 7.5           | 7.0             |
| PERSONAL DEVELOPMENT    | 7.6           | 8.4           | 7.9             |
| EMOTIONAL WELL-BEING    | 8.4           | 9.4           | 8.6             |
| PHYSICAL WELL-BEING     | 8.9           | 8.9           | 8.9             |
| Support Services        | 7.5           | 8.4           | 7.9             |

## Ardmore Enterprises

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

**Ask Me! Summary** - The agency provides day habilitation services to most of its people and provides residential services to one-fourth. Ask Me! conducts interviews at the agency every two years. It collected data for 25 adults in FY2012, with 36% responding for themselves. The quality of life at the agency increased between FY2010 and FY2012 in four domains, with substantial increase in Interpersonal Relations and Social Inclusion. The average agency quality of life scores in four domains and in support services were at or above the Maryland average for FY2011, the most recent year with statewide estimates.

|                      | <i>Agency Maryland</i> |        |                      | <i>Agency Maryland</i> |     |
|----------------------|------------------------|--------|----------------------|------------------------|-----|
| Total people         | 203                    | 13,104 | Day Habilitation     | 84%                    | 43% |
| Number surveyed      | 25                     | 1,228  | Supported Employment | 8%                     | 28% |
| Self response        | 36%                    | 75%    | Individual Support   | 1%                     | 14% |
| Residential Services | 23%                    | 54%    | Supported Living     | 0%                     | 13% |

### Average Quality of Life at Agency and in Maryland

|                         | <i>FY2010</i> | <i>FY2012</i> | <i>FY2011</i>   |
|-------------------------|---------------|---------------|-----------------|
|                         | <i>Agency</i> | <i>Agency</i> | <i>Maryland</i> |
| INTERPERSONAL RELATIONS | 6.9           | 8.3           | 7.0             |
| SOCIAL INCLUSION        | 6.9           | 8.1           | 6.7             |
| SELF DETERMINATION      | 6.4           | 6.2           | 7.2             |
| RIGHTS                  | 7.2           | 7.2           | 7.3             |
| MATERIAL WELL-BEING     | 7.4           | 8.5           | 7.0             |
| PERSONAL DEVELOPMENT    | 8.7           | 8.4           | 7.9             |
| EMOTIONAL WELL-BEING    | 8.7           | 8.4           | 8.6             |
| PHYSICAL WELL-BEING     | 9.4           | 9.7           | 8.9             |
| Support Services        | 8.5           | 8.5           | 7.9             |

## Carroll County Bureau of Aging

**Agency Mission Statement** – The Carroll County Bureau of Aging is dedicated to providing the highest quality of services, programs, and assistance to promote choice, dignity, and independence for older adults and those who care for them.

**Ask Me! Summary** - The agency primarily provides day habilitation services, with some individual support services. Ask Me! conducts interviews at the agency every fourth year. It collected data for 8 adults in FY2012, with 100% responding for themselves. The average agency quality of life scores in two of the eight domains were at or above the Maryland average for FY2011, the most recent year with statewide estimates.

|                      | <i>Agency</i> |        | <i>Maryland</i>      |         |
|----------------------|---------------|--------|----------------------|---------|
| Total people         | 12            | 13,104 | Day Habilitation     | 83% 43% |
| Number surveyed      | 8             | 1,228  | Supported Employment | 0% 28%  |
| Self response        | 100%          | 75%    | Individual Support   | 17% 14% |
| Residential Services | 0%            | 54%    | Supported Living     | 0% 13%  |

### Average Quality of Life at Agency and in Maryland

|                         | <i>FY2012</i> | <i>FY2011</i>   |
|-------------------------|---------------|-----------------|
|                         | <i>Agency</i> | <i>Maryland</i> |
| INTERPERSONAL RELATIONS | 5.1           | 7.0             |
| SOCIAL INCLUSION        | 5.3           | 6.7             |
| SELF DETERMINATION      | 6.3           | 7.2             |
| RIGHTS                  | 7.0           | 7.3             |
| MATERIAL WELL-BEING     | 6.7           | 7.0             |
| PERSONAL DEVELOPMENT    | 7.5           | 7.9             |
| EMOTIONAL WELL-BEING    | 9.0           | 8.6             |
| PHYSICAL WELL-BEING     | 9.2           | 8.9             |
| Support Services        | 7.2           | 7.9             |

## Chesapeake Center

**Agency Mission Statement** –To assist individuals with developmental disabilities to reach their potential for independence by pursuing opportunities in housing, employment, natural supports, friendships, and community activities.

**Ask Me! Summary** - The agency primarily provides day habilitation and residential services. Ask Me! conducts interviews at the agency every fourth year. It collected data for 31 adults in FY2012, with 97% responding for themselves. The average agency quality of life scores in all eight domains were at or above the Maryland average for FY2011, the most recent year with statewide estimates.

|                      | <i>Agency</i> |        | <i>Maryland</i>      |         |
|----------------------|---------------|--------|----------------------|---------|
| Total people         | 96            | 13,104 | Day Habilitation     | 77% 43% |
| Number surveyed      | 31            | 1,228  | Supported Employment | 2% 28%  |
| Self response        | 97%           | 75%    | Individual Support   | 13% 14% |
| Residential Services | 40%           | 54%    | Supported Living     | 3% 13%  |

### Average Quality of Life at Agency and in Maryland

|                         | <i>FY2012</i> | <i>FY2011</i>   |
|-------------------------|---------------|-----------------|
|                         | <i>Agency</i> | <i>Maryland</i> |
| INTERPERSONAL RELATIONS | 7.4           | 7.0             |
| SOCIAL INCLUSION        | 7.9           | 6.7             |
| SELF DETERMINATION      | 8.3           | 7.2             |
| RIGHTS                  | 8.6           | 7.3             |
| MATERIAL WELL-BEING     | 7.5           | 7.0             |
| PERSONAL DEVELOPMENT    | 8.6           | 7.9             |
| EMOTIONAL WELL-BEING    | 8.9           | 8.6             |
| PHYSICAL WELL-BEING     | 9.2           | 8.9             |
| Support Services        | 7.6           | 7.9             |

## Creative Options

**Agency Mission Statement** – To provide a vehicle for supporting individuals with disabilities with the highest quality of community support services.

**Ask Me! Summary** - The agency primarily provides residential, day habilitation, and individual support services. Ask Me! interviews at the agency every fourth year. It collected data for 26 adults in FY2012, with 69% responding for themselves. The average agency quality of life scores in all eight domains and in support services were below the Maryland average for FY2011, the most recent year with statewide estimates.

|                      | <i>Agency</i> | <i>Maryland</i> |                      | <i>Agency</i> | <i>Maryland</i> |
|----------------------|---------------|-----------------|----------------------|---------------|-----------------|
| Total people         | 135           | 14,145          | Day Habilitation     | 30%           | 50%             |
| Number surveyed      | 26            | 1,222           | Supported Employment | 1%            | 33%             |
| Self response        | 69%           | 72%             | Individual Support   | 16%           | 9%              |
| Residential Services | 59%           | 47%             | Supported Living     | 0%            | 11%             |

### Average Quality of Life at Agency and in Maryland

|                          | <i>FY2012</i> | <i>FY2011</i>   |
|--------------------------|---------------|-----------------|
|                          | <i>Agency</i> | <i>Maryland</i> |
| INTERPERSONAL RELATIONS  | 6.0           | 7.0             |
| SOCIAL INCLUSION         | 6.3           | 6.7             |
| SELF DETERMINATION       | 5.8           | 7.2             |
| RIGHTS                   | 5.7           | 7.3             |
| MATERIAL WELL-BEING      | 5.4           | 7.0             |
| PERSONAL DEVELOPMENT     | 7.3           | 7.9             |
| EMOTIONAL WELL-BEING     | 7.6           | 8.6             |
| PHYSICAL WELL-BEING      | 7.9           | 8.9             |
| <br>SUPPORT AND SERVICES | <br>7.8       | <br>7.9         |

## Harford Center

**Agency Mission Statement** –The Harford Center is dedicated to providing individualized services to adults with developmental disabilities with programs designed to facilitate his/her personal growth and development.

**Ask Me! Summary** - The agency provides only day habilitation services. Ask Me! conducts interviews at the agency every fourth year. It collected data for 36 adults in FY2012, with 56% responding for themselves. The average agency quality of life scores in six domains and in support services were at or above the Maryland average for FY2011, the most recent year with statewide estimates.

|                      | <i>Agency</i> |        | <i>Maryland</i>      |          |
|----------------------|---------------|--------|----------------------|----------|
| Total people         | 99            | 13,104 | Day Habilitation     | 100% 43% |
| Number surveyed      | 36            | 1,228  | Supported Employment | 0% 28%   |
| Self response        | 56%           | 75%    | Individual Support   | 0% 14%   |
| Residential Services | 0%            | 54%    | Supported Living     | 0% 13%   |

### Average Quality of Life at Agency and in Maryland

|                         | <i>FY2012</i> | <i>FY2011</i>   |
|-------------------------|---------------|-----------------|
|                         | <i>Agency</i> | <i>Maryland</i> |
| INTERPERSONAL RELATIONS | 6.9           | 7.0             |
| SOCIAL INCLUSION        | 6.9           | 6.7             |
| SELF DETERMINATION      | 7.2           | 7.2             |
| RIGHTS                  | 8.0           | 7.3             |
| MATERIAL WELL-BEING     | 6.3           | 7.0             |
| PERSONAL DEVELOPMENT    | 7.9           | 7.9             |
| EMOTIONAL WELL-BEING    | 8.9           | 8.6             |
| PHYSICAL WELL-BEING     | 9.5           | 8.9             |
| Support Services        | 8.3           | 7.9             |

## MedSource Community Services, Inc.

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

**Ask Me! Summary** - The agency provides residential, community supported living, and individual support services. Ask Me! interviews at the agency every fourth year as part of the state sample, but interviews in other years by contract with the agency. It collected data for 29 adults in FY2012, with 31% responding for themselves. Quality of life increased between FY2011 and FY2012 in five domains and in support services. The average agency quality of life scores in four domains and in support services were at or above the Maryland average for FY2011, the most recent year with statewide estimates.

|                      | <i>Agency Maryland</i> |        |                      | <i>Agency Maryland</i> |     |
|----------------------|------------------------|--------|----------------------|------------------------|-----|
| Total people         | 127*                   | 14,145 | Day Habilitation     | 0%                     | 50% |
| Number surveyed      | 29                     | 1,222  | Supported Employment | 0%                     | 33% |
| Self response        | 31%                    | 72%    | Individual Support   | 3%                     | 9%  |
| Residential Services | 83%                    | 47%    | Supported Living     | 12%                    | 11% |

\*Excludes people with self-directed services

### Average Quality of Life at Agency and in Maryland

|                         | <i>FY2011</i> | <i>FY2012</i> | <i>FY2011</i>   |
|-------------------------|---------------|---------------|-----------------|
|                         | <i>Agency</i> | <i>Agency</i> | <i>Maryland</i> |
| INTERPERSONAL RELATIONS | 6.7           | 6.5           | 7.0             |
| SOCIAL INCLUSION        | 6.1           | 6.1           | 6.7             |
| SELF DETERMINATION      | 6.3           | 6.5           | 7.2             |
| RIGHTS                  | 7.3           | 7.7           | 7.3             |
| MATERIAL WELL-BEING     | 7.4           | 8.1           | 7.0             |
| PERSONAL DEVELOPMENT    | 8.0           | 8.3           | 7.9             |
| EMOTIONAL WELL-BEING    | 8.3           | 8.5           | 8.6             |
| PHYSICAL WELL-BEING     | 9.6           | 9.6           | 8.9             |
| SUPPORT AND SERVICES    | 8.2           | 8.6           | 7.9             |

## Opportunity Builders, Inc.

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

**Ask Me! Summary** - The agency primarily provides day habilitation and supported employment. Ask Me! conducts interviews at the agency every two years. It collected data for 30 adults in FY2012, with 63% responding for themselves. The quality of life increased between FY2010 and FY2012 in four domains. The average agency quality of life scores in six domains and in support services were at or above the Maryland average for FY2011, the most recent year with statewide estimates.

|                      | <i>Agency Maryland</i> |        |                      | <i>Agency Maryland</i> |     |
|----------------------|------------------------|--------|----------------------|------------------------|-----|
| Total people         | 348                    | 13,104 | Day Habilitation     | 61%                    | 43% |
| Number surveyed      | 30                     | 1,228  | Supported Employment | 33%                    | 28% |
| Self response        | 63%                    | 75%    | Individual Support   | 6%                     | 14% |
| Residential Services | 0%                     | 54%    | Supported Living     | 0%                     | 13% |

### Average Quality of Life at Agency and in Maryland

|                         | <i>FY2010</i> | <i>FY2012</i> | <i>FY2011</i>   |
|-------------------------|---------------|---------------|-----------------|
|                         | <i>Agency</i> | <i>Agency</i> | <i>Maryland</i> |
| INTERPERSONAL RELATIONS | 7.7           | 7.0           | 7.0             |
| SOCIAL INCLUSION        | 7.1           | 7.2           | 6.7             |
| SELF DETERMINATION      | 8.3           | 7.0           | 7.2             |
| RIGHTS                  | 7.4           | 7.5           | 7.3             |
| MATERIAL WELL-BEING     | 8.6           | 7.6           | 7.0             |
| PERSONAL DEVELOPMENT    | 8.9           | 7.8           | 7.9             |
| EMOTIONAL WELL-BEING    | 8.3           | 9.2           | 8.6             |
| PHYSICAL WELL-BEING     | 9.1           | 9.4           | 8.9             |
| Support Services        | 8.6           | 8.3           | 7.9             |

## Ray of Hope

**Agency Mission Statement** – Ray of Hope provides the development and management of residential, employment and support services for individuals with developmental disabilities.

**Ask Me! Summary** - The agency primarily provides residential, day habilitation and individual support services. Ask Me! conducts interviews at the agency every fourth year. It collected data for 26 adults in FY2012, with 42% responding for themselves. The average agency quality of life scores in four domains and in support services were at or above the Maryland average for FY2011, the most recent year with statewide estimates.

|                      | <i>Agency</i> |        | <i>Maryland</i>      |         |
|----------------------|---------------|--------|----------------------|---------|
| Total people         | 52            | 13,104 | Day Habilitation     | 23% 43% |
| Number surveyed      | 26            | 1,228  | Supported Employment | 0% 28%  |
| Self response        | 42%           | 75%    | Individual Support   | 27% 14% |
| Residential Services | 60%           | 54%    | Supported Living     | 8% 13%  |

### Average Quality of Life at Agency and in Maryland

|                         | <i>FY2012</i> | <i>FY2011</i>   |
|-------------------------|---------------|-----------------|
|                         | <i>Agency</i> | <i>Maryland</i> |
| INTERPERSONAL RELATIONS | 7.1           | 7.0             |
| SOCIAL INCLUSION        | 6.0           | 6.7             |
| SELF DETERMINATION      | 6.6           | 7.2             |
| RIGHTS                  | 6.4           | 7.3             |
| MATERIAL WELL-BEING     | 7.5           | 7.0             |
| PERSONAL DEVELOPMENT    | 8.0           | 7.9             |
| EMOTIONAL WELL-BEING    | 8.4           | 8.6             |
| PHYSICAL WELL-BEING     | 9.6           | 8.9             |
| Support Services        | 8.3           | 7.9             |

## Spectrum Support, Inc.

**Agency Mission Statement** – Spectrum Support forms relationships that support individuals with disabilities to achieve their life goals.

**Ask Me! Summary** - The agency provides about the same distribution of services as DDA provides for the whole state, although a smaller percent receive residential services. Ask Me! interviews at the agency every fourth year. It collected data for 18 adults in FY2012, with 78% responding for themselves. The average agency quality of life scores in three domains were below the Maryland average for FY2011, the most recent year with statewide estimates.

|                      | <i>Agency</i> |        | <i>Maryland</i>      |         |
|----------------------|---------------|--------|----------------------|---------|
| Total people         | 118.          | 14,145 | Day Habilitation     | 42% 50% |
| Number surveyed      | 18.           | 1,222  | Supported Employment | 29% 33% |
| Self response        | 78%           | 72%    | Individual Support   | 4% 9%   |
| Residential Services | 19%           | 47%    | Supported Living     | 8% 11%  |

### Average Quality of Life at Agency and in Maryland

|                          | <i>FY2012</i> | <i>FY2011</i>   |
|--------------------------|---------------|-----------------|
|                          | <i>Agency</i> | <i>Maryland</i> |
| INTERPERSONAL RELATIONS  | 6.7           | 7.0             |
| SOCIAL INCLUSION         | 7.0           | 6.7             |
| SELF DETERMINATION       | 6.9           | 7.2             |
| RIGHTS                   | 6.9           | 7.3             |
| MATERIAL WELL-BEING      | 6.5           | 7.0             |
| PERSONAL DEVELOPMENT     | 8.3           | 7.9             |
| EMOTIONAL WELL-BEING     | 8.5           | 8.6             |
| PHYSICAL WELL-BEING      | 9.3           | 8.9             |
| <br>SUPPORT AND SERVICES | <br>7.8       | <br>7.9         |

## St. Peter's Adult Learning Center

**Agency Mission Statement** – St. Peter's Adult Learning Center strives to empower adults with developmental disabilities to be contributing members of society. It reverences the uniqueness and dignity of each individual and promotes self-sufficiency, community integration, and quality of life through vocational and recreational programs and services.

**Ask Me! Summary** - The agency provides day habilitation and supported employment services. Ask Me! conducts interviews at the agency every fourth year. It collected data for 27 adults in FY2012, with 96% responding for themselves. The average agency quality of life scores in two domains and in support services were at or above the Maryland average for FY2011, the most recent year with statewide estimates.

|                      | <i>Agency</i> |        | <i>Maryland</i>      |         |
|----------------------|---------------|--------|----------------------|---------|
| Total people         | 69            | 13,104 | Day Habilitation     | 38% 43% |
| Number surveyed      | 27            | 1,228  | Supported Employment | 62% 28% |
| Self response        | 96%           | 75%    | Individual Support   | 0% 14%  |
| Residential Services | 0%            | 54%    | Supported Living     | 0% 13%  |

### Average Quality of Life at Agency and in Maryland

|                         | <i>FY2012</i> | <i>FY2011</i>   |
|-------------------------|---------------|-----------------|
|                         | <i>Agency</i> | <i>Maryland</i> |
| INTERPERSONAL RELATIONS | 7.1           | 7.0             |
| SOCIAL INCLUSION        | 6.1           | 6.7             |
| SELF DETERMINATION      | 6.7           | 7.2             |
| RIGHTS                  | 7.6           | 7.3             |
| MATERIAL WELL-BEING     | 6.8           | 7.0             |
| PERSONAL DEVELOPMENT    | 7.6           | 7.9             |
| EMOTIONAL WELL-BEING    | 7.8           | 8.6             |
| PHYSICAL WELL-BEING     | 8.6           | 8.9             |
| Support Services        | 8.0           | 7.9             |

## Sunrise Community/UCP on the Potomac

**Agency Mission Statement** – Sunrise Community works to advance the independence, productivity and full citizenship of people with developmental disabilities by providing necessary support and assistance necessary so that they can take their rightful place in the community.

**Ask Me! Summary** - The agency provides all services except residential. Ask Me! conducts interviews at the agency every fourth year. It collected data for 21 adults in FY2012, with 92% responding for themselves. The average agency quality of life scores in all eight domains and in support services were at or above the Maryland average for FY2011, the most recent year with statewide estimates.

|                      | <i>Agency</i> |        | <i>Maryland</i>      |         |
|----------------------|---------------|--------|----------------------|---------|
| Total people         | 52            | 13,104 | Day Habilitation     | 65% 43% |
| Number surveyed      | 21            | 1,228  | Supported Employment | 29% 28% |
| Self response        | 92%           | 75%    | Individual Support   | 4% 14%  |
| Residential Services | 0%            | 54%    | Supported Living     | 10% 13% |

### Average Quality of Life at Agency and in Maryland

|                         | <i>FY2012</i> | <i>FY2011</i>   |
|-------------------------|---------------|-----------------|
|                         | <i>Agency</i> | <i>Maryland</i> |
| INTERPERSONAL RELATIONS | 7.8           | 7.0             |
| SOCIAL INCLUSION        | 7.5           | 6.7             |
| SELF DETERMINATION      | 8.4           | 7.2             |
| RIGHTS                  | 7.3           | 7.3             |
| MATERIAL WELL-BEING     | 7.3           | 7.0             |
| PERSONAL DEVELOPMENT    | 8.8           | 7.9             |
| EMOTIONAL WELL-BEING    | 9.6           | 8.6             |
| PHYSICAL WELL-BEING     | 9.3           | 8.9             |
| Support Services        | 8.7           | 7.9             |

## References

- Bonham, G. S., Basehart, S., & Marchand, C. B. (2005). *Ask Me!<sup>sm</sup> Year FY2005: The Quality of Life of Marylanders with Developmental Disabilities Receiving DDA-Funded Services*. Annapolis, MD: The Arc of Maryland (December).
- Bonham, G. S., Basehart, S., & Marchand, C. B. (2004). *Ask Me!<sup>sm</sup> Year FY2004: The Quality of Life of Marylanders with Developmental Disabilities Receiving DDA-Funded Services*. Annapolis, MD: The Arc of Maryland (December).
- Bonham, G. S., Schneider, J. A., Volkman, J., & Sorensen, S. (2009). *Ask Me!<sup>sm</sup> Survey Revision*. Pittsburgh, PA: Bonham Research.
- Bonham, G. S., Volkman, J. & Sorensen, S. (2009). *Ask Me!<sup>sm</sup> Year FY2009: The Quality of Life of Marylanders with Developmental Disabilities Receiving DDA-Funded Services*. Annapolis, MD: The Arc of Maryland (December).
- Bonham, G. S., Volkman, J. & Sorensen, S. (2010). *Ask Me!<sup>sm</sup> Year FY2010: The Quality of Life of Marylanders with Developmental Disabilities Receiving DDA-Funded Services*. Annapolis, MD: The Arc of Maryland (December).
- Schalock, R. L., & Verdugo, M. A. (2002). *Handbook on Quality of Life for Human Support Practitioners*. Washington, DC: American Association on Mental Retardation.
- Schalock, R. L., Gardner, J. F., & Bradley, V. J. (2007). *Quality of Life for People with Intellectual and Other Developmental Disabilities: Applications Across Individuals, Organizations, Communities, and Systems*. Washington, DC: American Association on Intellectual and Developmental Disabilities.

## Appendix A. Survey Methods

### Agency Sample

The Ask Me! Survey cannot interview every person who receives support through funds from the Maryland Developmental Disabilities Administration (DDA) in every year, due to time and expense. Therefore, a sample is required that will provide 1) annual statewide quality of life estimates for adults with support services in the community, and 2) will provide estimates over a four-year period of time of the quality of life of adults receiving support services from each community agency supporting 10 or more adults. On July 1, 2008, the DDA had authorized 27,860 person-agency service combinations for 14,624 people that involved 165 agencies. (See **Table A1.**) Four of the agencies were state institutions and six primarily coordinated services provided by other community agencies. The sample frame excluded children, institutional services and coordination services. This left 13,043 adults who received support services in the community.

| <b>Table A1. Number of People and Providers by Strata</b> |                                  |                    |  |                            |              |           |
|---|----------------------------------|--------------------|--|----------------------------|--------------|-----------|
| Agency Stratum  | Number of Person-Agency-Services | Number of Agencies | Number of Adults not in a Lower Numbered Stratum |                            |              |           |
|   |                                  |                    | Total  | Number of Support Agencies |              |           |
|   |                                  |                    |  | 1                          | 2            | 3         |
| 1. 350+ adults  | 6,336                            | 10                 | 5,040  | 3,471                      | 1,559        | 10        |
| 2. 150-349 adults   | 6,286                            | 24                 | 4,174  | 3,093                      | 1,075        | 6         |
| 3. 41-149 adults  | 6,048                            | 60                 | 3,377  | 2,877                      | 498          | 2         |
| 4. 10-40 adults   | 1,054                            | 27                 | 399  | 395                        | 4            | 0         |
| 5. <10 adults   | 142                              | 34                 | 53   | 53                         | 0            | 0         |
| <b>Community Subtotal</b>                                 | <b>19,866</b>                    | <b>155</b>         | <b>13,043</b>                                    | <b>9,889</b>               | <b>3,136</b> | <b>18</b> |
| 6. Institutions*  | 443                              | 4                  | 188^   |                            |              |           |
| 7. Resource coordination                                  | 7,551                            | 6                  | 1,393^   |                            |              |           |
| <b>Total</b>  | <b>27,860</b>                    | <b>165</b>         | <b>14,624</b>                                    |                            |              |           |

\* Rosewood was closed June 30, 2009.  
 ^ Not supported by a community support agencies.

A two-step sampling procedure started with a decision about which year interviews would be conducted for an agency. The number of people supported on July 1, 2008 formed the basis for assigning agencies to strata. Stratum 1 consisted of the ten largest community providers supporting 350 or more adults that will be included in the sample each year during Cycle 3 (FY2010-FY2013). Stratum 2 consisted of the 24 next largest community agencies, supporting 150-349 adults, and these were randomly assigned to be in the sample on even or odd years. Stratum 3 consisted of agencies supporting 41-149 adults that were randomly assigned to one of the four years in the cycle, with adjustments to achieve a four-year interval since the cycle 2 interviews when possible. Stratum 4 consisted of agencies providing support to 10-40 adults, and were assigned, like Stratum 3 agencies,

to one of the four years in cycle 3. Stratum 5 consisted of all community agencies that supported 1-9 adults and were not assigned to any year for interviews. At the beginning of each year, Stratum 5 agencies found to support ten or more adults are randomly assigned to replace stratum 4 agencies that no longer support ten adults or to one of the remaining years in the cycle.

The SPSS sampling procedure selects and randomly orders exactly 50 adults from each strata 1-3 agency that fall into the sample for the year. It randomly orders all the adults in Stratum 4. All the 41st-50th adults in the ordering are reserved in a contingency sample to augment the primary sample if interviews cannot be conducted with or for at least 28 of the 40 adults in the primary sample, which is close to the target of 30 completed interviews. For small agencies without a contingency sample, any additional adults supported by the agency at the time interviews are interviewed even if they were not originally selected.

**Table A2** shows all the agencies providing services in the community, ordered within strata from largest to smallest based on the number of adults they supported in July 2008. It also shows in which years during Cycle 3 that they were assigned for interviews ('1' in the fiscal year column indicates assignment to that year and a '0' indicates the agency is not assigned). The sample each year includes 10 agencies in stratum 1, 12 agencies in stratum 2, 15 agencies in stratum 3, and 7-9 agencies in stratum 4.

The standard procedure for selecting the FY2012 sample did not occur due to the DDA decision to prepare a Request for Proposal (RFP) for collecting quality of life data beginning with FY2012. The Arc Maryland requested a three-month no cost extension of the FY2011 contract to continue the employment of experienced interviewers while DDA finalized the RFP. DDA granted this request and The Arc Maryland selected twelve agencies from the scheduled FY2012 sample for interviews based upon the July 2010 DDA files used for identifying the FY2011 sample. Three agencies that had not been included in the FY2011 survey were selected from each of the survey regions. A sample of adults that DDA identified a year earlier as being supported by the agency was randomly selected. The agencies included in the FY2011 extension, or FY2012 quarter 1, are shown in **bold**, with **blue** fill, in Table A2.

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

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

| Ask Me Provider ID                      | Number of Adults |      |      |      |      | Year in Sample |      |      |      |
|---|------------------|------|------|------|------|----------------|------|------|------|
|   | 7/08             | 7/09 | 7/10 | 7/11 | 7/12 | FY10           | FY11 | FY12 | FY13 |
| 335 SEEC                                | 124              | 124  | 122  |      |      | 1              | 0    | 0    | 0    |
| 805 Arc Frederick County                | 123              | 123  | 124  |      |      | 1              | 0    | 0    | 0    |
| 149 Creative Options                    | 121              | 121  | 131  |      |      | 0              | 0    | 1    | 0    |
| 951 Lower Shore Enterprises             | 121              | 118  | 133  |      |      | 0              | 0    | 0    | 1    |
| 322 Lt Joseph P Kennedy Institute       | 121              | 124  | 134  |      |      | 0              | 1    | 0    | 0    |
| 306 CSAAC                               | 118              | 118  | 122  |      |      | 0              | 1    | 0    | 0    |
| 608 Somerset Community Services Inc     | 118              | 118  | 140  |      |      | 0              | 0    | 0    | 1    |
| 804 Scott Key Center                    | 113              | 112  | 110  |      |      | 0              | 1    | 0    | 0    |
| 106 Langton Green                       | 107              | 107  | 107  |      |      | 0              | 0    | 0    | 1    |
| 353 Securecare Services                 | 105              | 105  | 107  |      |      | 0              | 0    | 1    | 0    |
| 812 Washington Co HDC                   | 105              | 105  | 107  |      |      | 0              | 0    | 1    | 0    |
| 308 Jewish Foundation for Group Homes   | 98               | 98   | 115  |      |      | 0              | 0    | 1    | 0    |
| 309 Jubilee Association of MD           | 97               | 97   | 103  |      |      | 1              | 0    | 0    | 0    |
| 120 Life                                | 97               | 97   | 113  |      |      | 0              | 1    | 0    | 0    |
| 932 Treatment & Learning Ctr Inc        | 94               | 94   | 117  |      |      | 0              | 0    | 0    | 1    |
| 801 Appalachian Parent Assn             | 93               | 93   | 91   |      |      | 0              | 0    | 0    | 1    |
| 602 Caroline Center                     | 93               | 93   | 97   |      |      | 1              | 0    | 0    | 0    |
| 352 Community Support Services          | 93               | 95   | 116  |      |      | 0              | 1    | 0    | 0    |
| 807 Horizon Goodwill Industries         | 92               | 92   | 90   |      |      | 1              | 0    | 0    | 0    |
| 621 Chesapeake Center Inc               | 92               | 92   | 96   |      |      | 0              | 0    | 1    | 0    |
| 802 Community Living Inc                | 90               | 90   | 96   |      |      | 0              | 1    | 0    | 0    |
| 610 Worcester Co Developmental Center   | 85               | 85   | 78   |      |      | 1              | 0    | 0    | 0    |
| 117 Harford Center                      | 84               | 84   | 99   |      |      | 0              | 0    | 1    | 0    |
| 126 Progress Unlimited                  | 83               | 83   | 85   |      |      | 0              | 0    | 0    | 1    |
| 606 Delmarva Community Services         | 77               | 77   | 73   |      |      | 0              | 1    | 0    | 0    |
| 119 Jewish Community Services           | 75               | 77   | 75   |      |      | 0              | 1    | 0    | 0    |
| 324 Family Service Foundation Inc       | 73               | 73   | 72   |      |      | 0              | 0    | 0    | 1    |
| 912 CSSD                                | 73               | 72   | 73   |      |      | 1              | 0    | 0    | 0    |
| 624 Bay Shore Services Inc              | 70               | 74   | 65   |      |      | 1              | 0    | 0    | 0    |
| 619 Benedictine School                  | 64               | 64   | 66   |      |      | 1              | 0    | 0    | 0    |
| 334 Jewish Social Services Agency       | 62               | 64   | 53   |      |      | 1              | 0    | 0    | 0    |
| 931 UCP of PG & Montgomery Co           | 62               | 61   | 52   |      |      | 0              | 0    | 1    | 0    |
| 139 Forward Visions                     | 61               | 61   | 60   |      |      | 0              | 0    | 1    | 0    |
| 605 Chesterwye Center                   | 61               | 61   | 63   |      |      | 0              | 0    | 0    | 1    |
| 315 Rock Creek Foundation               | 61               | 61   | 73   |      |      | 0              | 1    | 0    | 0    |
| 616 Chesapeake Care Resources           | 60               | 60   | 59   |      |      | 1              | 0    | 0    | 0    |
| 815 Jeanne Bussard Center               | 60               | 59   | 59   |      |      | 1              | 0    | 0    | 0    |
| 101 Progressive Horizons                | 59               | 59   | 67   |      |      | 0              | 1    | 0    | 0    |
| 052 League for People with Disabilities | 59               | 59   | 101  |      |      | 0              | 0    | 0    | 1    |
| 065 Fidelity Resources, Inc             | 58               | 57   | 75   |      |      | 0              | 0    | 1    | 0    |
| 165 Mid Atlantic Human Services Corp    | 55               | 55   | 53   |      |      | 0              | 1    | 0    | 0    |
| 809 Ray of Hope Inc                     | 55               | 55   | 52   |      |      | 0              | 0    | 1    | 0    |
| 134 St. Peters Adult Learning           | 54               | 54   | 69   |      |      | 0              | 0    | 1    | 0    |
| 351 Calmra Inc                          | 53               | 53   | 55   |      |      | 0              | 0    | 0    | 1    |
| 338 Charles Co Health Dept              | 53               | 57   | 74   |      |      | 0              | 0    | 0    | 1    |
| 601 Kent Center Inc                     | 52               | 52   | 51   |      |      | 1              | 0    | 0    | 0    |
| 333 Head Injury Rehabilitation          | 51               | 51   | 49   |      |      | 0              | 0    | 0    | 1    |
| 836 Star Communities                    | 51               | 51   | 66   |      |      | 1              | 0    | 0    | 0    |

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

| Ask Me Provider ID  | Number of Adults |      |      |      |      | Year in Sample |      |      |      |
|---|------------------|------|------|------|------|----------------|------|------|------|
|   | 7/08             | 7/09 | 7/10 | 7/11 | 7/12 | FY10           | FY11 | FY12 | FY13 |
| 814 Archway Station   | 5                | 5    | 10   |      |      | --             | --   | --   | --   |
| 084 Bee Homes Inc   | 5                | 5    | 7    |      |      | --             | --   | --   | --   |
| 157 Maxim Health Care Services  | 4                | 4    | 7    |      |      | --             | --   | --   | --   |
| 162 National Mentor Health Care   | 3                | 3    | 2    |      |      | --             | --   | --   | --   |
| 072 Second Chance Services Unlimit  | 3                | 3    | --   |      |      | --             | --   | --   | --   |
| 617 Crossroads Community  | 3                | 3    | 2    |      |      | --             | --   | --   | --   |
| 079 Bethlehem House   | 3                | 3    | 3    |      |      | --             | --   | --   | --   |
| 076 Center for Community Integration  | 3                | 3    | --   |      |      | --             | --   | --   | --   |
| 087 St Patrick Homes Inc  | 3                | 3    | 3    |      |      | --             | --   | --   | --   |
| 091 JAPEC Residential Programs  | 3                | 3    | 5    |      |      | --             | --   | --   | --   |
| 060 Hebron Assoc for Community Services   | 2                | 2    | 5    |      |      | --             | --   | --   | --   |
| 153 Netcon & Earthkins Inc (closed)   | 2                | 2    | --   |      |      | --             | --   | --   | --   |
| 146 Autum Homes (closed)  | 2                | 2    | --   |      |      | --             | --   | --   | --   |
| 167 Center for Neuro Rehabilitation   | 1                | 1    | 1    |      |      | --             | --   | --   | --   |
| 834 Hope Homes of MD  | 1                | 1    | --   |      |      | --             | --   | --   | --   |
| 061 Joshua House  | 1                | 1    | 1    |      |      | --             | --   | --   | --   |
| 075 NIAS House  | 1                | 1    | 1    |      |      | --             | --   | --   | --   |
| 077 Home Sweet Home   | 1                | 1    | 6    |      |      | --             | --   | --   | --   |
| 080 Missy's Choice  | 1                | 1    | 1    |      |      | --             | --   | --   | --   |
| 083 Tracy's Life  | 1                | 1    | 1    |      |      | --             | --   | --   | --   |
| 086 DESCO Charities   | 1                | 1    | --   |      |      | --             | --   | --   | --   |
| 092 Social Health Services Group  | 1                | 1    | 3    |      |      | --             | --   | --   | --   |
| 093 BluEmploy Inc   | --               | --   | 1    |      |      |                |      |      |      |
| Strata 5 Subtotal (1-9 adults)  | 125              | 90   | 105  |      |      | 0              | 0    | 0    | 0    |
| 1 Agencies selected for FY2011 Extension (FY2012 Quarter 1).                      |                  |      |      |      |      |                |      |      |      |
| * Agencies contracted for Ask Me! in years when not part of the statewide sample. |                  |      |      |      |      |                |      |      |      |

## Quality of Life Scores

The scores for each domain were calculated to range from zero to ten. A 0.0 😞 would mean that every person answered all the question in the domain with the unfavorable response. A 10.0 😊 would mean that every person answered all the questions in the domain with the favorable response. A 5.0 😐 would mean that every person answered all the questions in the domain with the neutral response, or that they gave as many favorable as unfavorable responses.