

Ask Me!sm FY 2010



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

Prepared for the
Maryland Developmental Disabilities Administration

by
Gordon Scott Bonham, Ph.D.
Bonham Research

Judy Volkman, BA
Sarah Sorensen, MPS
The Arc of Maryland

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Ask Me!sm FY 2010 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 FY2010 survey included some new questions to help measure these domains. Many different groups talked about things that are important to people with intellectual and developmental disabilities today, and suggested the new questions. The domains of Interpersonal Relations and Social Inclusion had the most new questions, and survey results suggest that people's quality of life in these areas was not as high as previous surveys had indicated. These areas need more attention.



Interpersonal Relations - Family and friends are important. Although over half report often seeing or talking to their family, family contact has declined from previous years. Two-thirds say they have friends who are not paid staff, but only one-third say they see their friends most weekends. Only half say they could be alone with a girlfriend or boyfriend.



Social Inclusion - One-third of the people said they do not talk or visit with their neighbors, and this lack of contact is higher for people living in staffed residences. About half said they often go to church or synagogue when they want, and two-fifths volunteer in their neighborhood or community. However, people report doing fun things in the community less often than they reported in past surveys.



Material Well-being - Material Well-being as previously measured did not change. Three-fourths of the people have things that are just theirs, and half say they save money every time they get paid. To the new questions, however, only 56% said they regularly got a paycheck, and 63% of these said they wanted a better job. Three-fourths of those who sometimes got a paycheck wanted a better job, and half of those who did not get a paycheck wanted a job.



Services and Staff - Over 80% of the people said they received all the services they needed, an increase over previous years. However, only 58% said they had any choice when they needed new staff. People who did not get all the services they needed reported lower quality of life in all eight domains than people who received all the services they needed.

FY2010 starts a new four-year cycle of the Ask Me! Survey. Peer interviewers interviewed people at 46 agencies, and this report includes a page for each agency that summarizes the quality of life reported by the people they support.

Table of Contents

Executive Summary	2
Table of Contents	3
List of Figures	4
List of Tables	4
Background	1
What is Quality of Life?	1
Who Wants to Know?	1
How Will the Information be Useful?	1
Survey Description	3
What Was Asked?	3
Who Asked?	3
Who Answered?	3
Can the Answers be Trusted?	4
Maryland Quality of Life	5
Interpersonal Relations	7
Social Inclusion	9
Self Determination	10
Rights	11
Material Well-being	12
Personal Development	14
Emotional Well-being	15
Physical Well-being	16
Services and Staff	17
Agency Quality of Life	18
How Do Agencies Use Data on Quality of Life?	18
How Should I Choose an Agency for Services?	18
Where Does the Agency Information Come From?	19
References	66
Appendix	67
Appendix A. Detailed Charts and Tables	68
Appendix B. Detailed Methods	75
Authors	82
Endnotes	83

List of Figures

Figure 1. Changes for Ask Me! Survey-2	3
Figure 2. Survey Response	3
Figure 3. Average Quality of Life by Domain, FY2010	5
Figure 4. Average Quality of Life by Domain: FY2002, FY2009, FY2010	6
Figure 5. How often to you see, talk with or email your family?	7
Figure 6. % who often see or talk with family	7
Figure 7. How often do you talk or visit with your neighbors?	9
Figure 8. Percent saying neighbors like them and they talk or visit with their neighbors	9
Figure 9. Do you choose the food that you eat?	10
Figure 10. Percent with “a lot” of choice OR who said “yes” they choose the food they ate ..	10
Figure 11. Can you talk on the telephone in private?	11
Figure 12. Percent who can talk on the telephone in private	11
Figure 13. Do you save money?	12
Figure 14. Percent who saved money every time they got paid	12
Figure 15. Are you learning things that will make you a better person?	14
Figure 16. Percent who said people help them reach the goals they set	14
Figure 17. In general, how happy are you with your life?	15
Figure 18. Percent very happy with their lives	15
Figure 19. On your health, are people concerned the right amount?	16
Figure 20. Percent saying people were concerned the right amount on their health	16
Figure 21. Percent giving the favorable and neutral responses on services and staff questions	17
Figure 22. Percent who received all the services they needed	17
Figure 23. With whom is Ask Me! data shared?	18
Figure 24. Average Quality of Life of People Supported by the Maryland Developmental Disabilities Administration, by Domain and Year	68
Figure 25. Percent of People with Supports through the Maryland Developmental Disabilities Administration Reporting Favorable Quality of Life, by Domain and Survey Year ...	69
Figure 26. Scale Reliability (Cochran’s Alpha) by Respondent	81

List of Tables

Table A1. Percent of Responses to Survey Questions	70
Table A2. FY2002-FY2009 Questions Replaced in FY2010	74
Table B1. Number of People and Providers by Strata	75
Table B2. Agencies by Number of Adults Each Year and Year Selected for Interviews	77

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 people with intellectual and developmental disabilities in the community. FY2010 started the third four-year cycle and with a revised set of questions.

What is Quality of Life?

Quality of life has many parts. It includes areas such as health, a home, friends, choices, and feeling good about oneself. These are desired by all people in all countries of the world who may place different importance on the various areas. Researchers have found that quality of life involves eight domains (Schalock and Verdugo, 2004):

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

Who Wants to Know?

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

How Will the Information be Useful?

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

Agencies will find the information useful in understanding how the quality of life of people with intellectual and developmental disabilities in Maryland has changed over the years, and how the quality of life of the people they support compares to all supported people in Maryland.

Agencies can also compare themselves with other similar agencies to identify areas where they may be strong and can help other agencies, or to identify other agencies that might share insights to help them in weaker areas. Agencies also receive data about the people they support that is more detailed than is shown in this report.

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

Survey Description

What Was Asked?

The Ask Me! Survey-2 measures eight domains of quality of life by six or seven questions each. In addition, it asked six questions about services and staff that are expected to affect quality of life. The Ask Me! Survey-2 had 28 questions that were in the FY2002-FY2009 survey. Twenty-one new questions cluster in four areas (Figure 1). Changing the questions affects continuity over time but makes the survey better reflect those things that people with developmental disabilities currently feel are important to quality of life. The original Ask Me! Survey came from questions self-advocates asked in 1995, and self-advocates are still asking today.

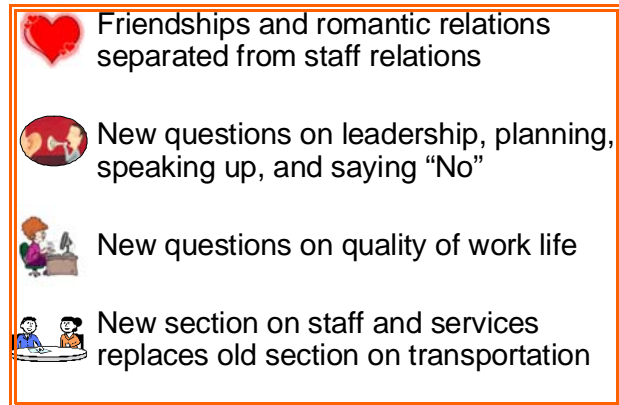


Figure 1. Changes for Ask Me! Survey-2

Who Asked?

Twenty-six interviewers, who themselves have intellectual or other developmental disabilities, conducted the interviews with sample individuals after determining that they could understand and consent to the interviews. When the interviewers determined that people did not understand enough to consent, they interviewed proxies for them. Interviewers had an average of 7.0 years of experience, with eight having interviewed ten or more years on Ask Me! Generally, the interviews took place at the agency which provided weekday support. One interviewer conducted telephone interviews, primarily with proxies, and keyed the survey data. (The Authors' page in the Appendix contains the list of interviewers.)

Who Answered?

The survey collected information for 68% of the people originally sampled for interview, and half of these (51%) responded for themselves (Figure 2). The others refused the interviews, were too sick, were not known by the agency, or could not be contacted and scheduled for interviews. Some interesting findings:

- 75% of the people from agencies supporting 10-50

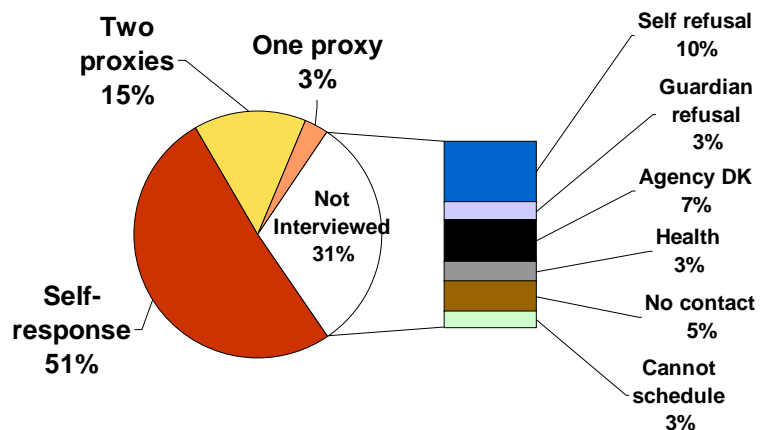


Figure 2. Survey Response

- people responded to the survey, and 65% from agencies supporting 350 or more people; 80% of people receiving residential services responded compared to 59% of those not receiving residential services;
- Persons with vision impairments responded at a higher than average rate;
- Persons with specific learning disabilities responded at a lower than average rate;
- 10% of the people refused to be interviewed, and 3% of the people had guardians who refused to let them participate;
- Interviewers determined that 18% of those sampled did not understand enough to consent to the interviews and most of the time they interviewed two proxies for them.

Staff at agencies provided information on the level of support people needed, in what type of housing they lived, and how many hours they worked. DDA provided information on the characteristics of the people, on which agencies provided them services, and which types of services the agencies provided.

Can the Answers be Trusted?

Past research shows that individuals 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

The responses to the FY2010 Ask Me! Survey-2 indicate that the quality of life for people in Maryland with developmental disabilities was highest in the domains of Physical Well-being and Emotional Well-being, and lowest in the domains of Interpersonal Relations, Social Inclusion and Material Well-being (**Figure 3**). The changes in the survey resulted in a somewhat different order of high and low domains than had been found in previous years. This report discusses the eight domains in the order in which the greatest number of questions changed and the greatest differences in the time series can be expected. This section illustrates each domain by the question which most represents the six or seven questions used to measure the domain. It also discusses the new questions and how they affect the comparison of domain scores with earlier years. (See Appendix Table A1 for responses to all the questions.)

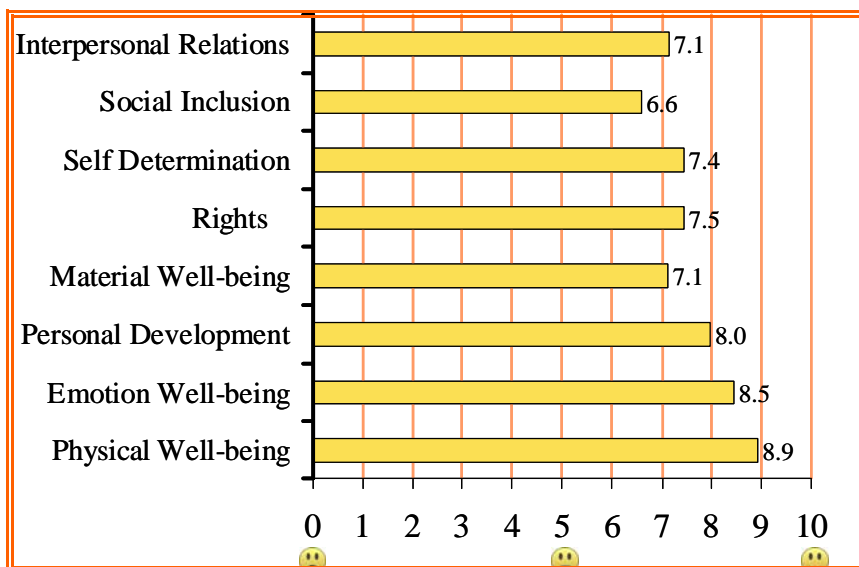


Figure 3. Average Quality of Life by Domain, FY2010

The quality of life improved between FY2002 and FY2009 in every domain. The FY2010 survey results seem to show continued improvement in four domains and decline in four domains (**Figure 4**). However, some of the differences between FY2009 and FY2010 were due to changing questions in the survey, so FY2010 levels cannot be directly compared to the levels in earlier years. Two of the six questions in Interpersonal Relations and Social Inclusion remained the same in the revised survey; interestingly, the average quality of life in both domains was substantially lower in FY2010. Therefore, most of the lower quality of life in these two domains reflects the aspects measured, although an actual decline in the quality of life may also have occurred. Two or three of the six questions changed in the domains of Self Determination, Rights and Material Well-being, so the changes between FY2009 and FY2010 likely reflect changes in both what was measured and changes in actual quality of life. One question changed in Personal Development, Emotional Well-being and Physical Well-being, so changes from FY2009 to FY2010 likely reflect more actual changes in quality of life than changes in what was measured. (See Appendix for **Figure 24** for average quality of life for every year, **Figure 25** for percent with favorable quality of life for every year, and Table A2 for FY2002-FY2009 questions replaced in FY2010.)

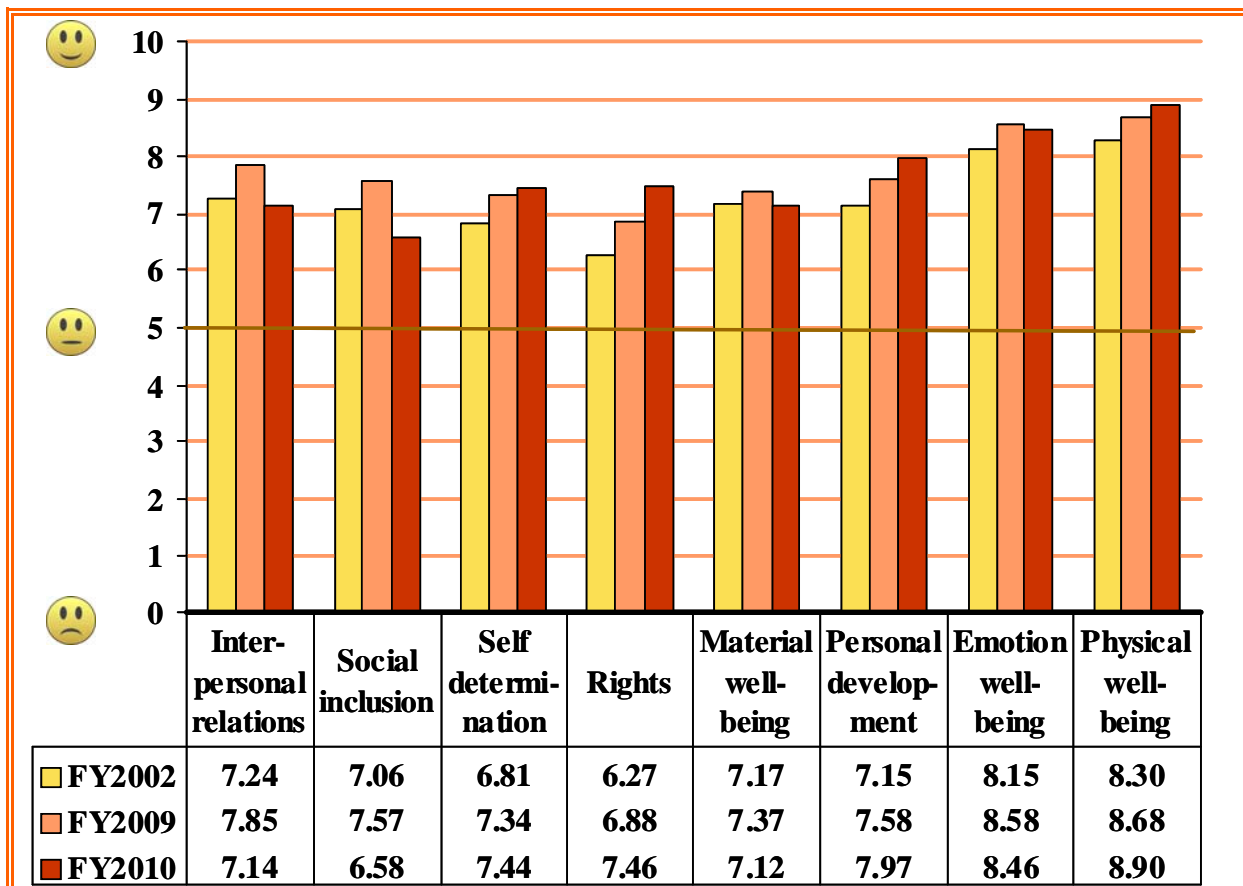


Figure 4. Average Quality of Life by Domain: FY2002, FY2009, FY2010

People’s quality of life is highly related to whether they responded for themselves, and to perceptions of receiving all needed services. People who responded for themselves (🧑) reported higher quality of life in five of the eight domains than proxies who reported for people who could not respond for themselves. Although self respondents reported fewer needed services than proxies reported, both self respondents and proxies reported higher quality of life in all eight domains when all needed services were received (👥). Where people lived, and having head injuries, affected the quality of life in two domains, independent of who responded and receipt of needed services. Five other characteristics of the person or service had independent effects on quality of life in one domain. Some effects on quality of life were seen when characteristics clustered in an agency that were not seen at the individual level.

Interpersonal Relations

Interpersonal Relations means relations with other people, and this domain needs more attention. People answered the question that most represents this domain, “How often do you see, talk with, or email your family?” as follows (**Figure 5**):

- 58% of the people said they often did,
- 28% said the sometimes did,
- 13% said they never did (including those with no family).

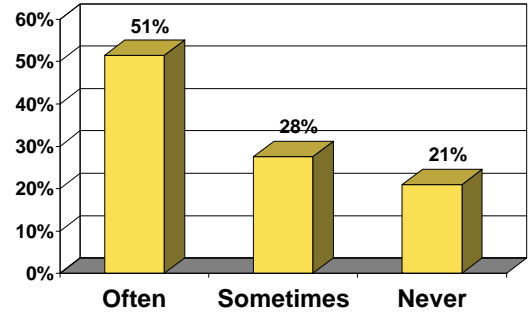


Figure 5. How often to you see, talk with or email your family?

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

Three characteristics of people and their services affected family contact:



Self respondents had contact with their families more often than did people for whom proxies answered;



People who receive all the services they need have contact with the families more often than those who receive only some services;



People with residential services have contact with their families less often than do people without residential services.

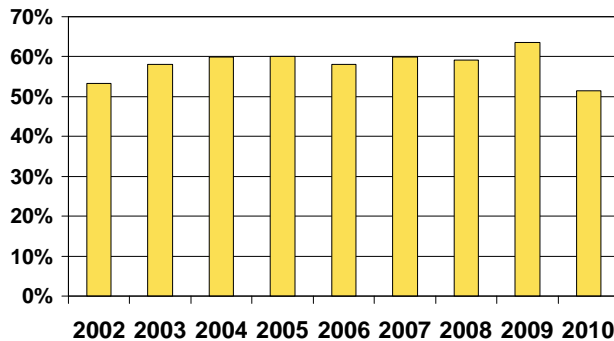


Figure 6. % who often see or talk with family

The quality of life in Interpersonal Relations declined between FY2009 and FY2010 for two reasons. First, contact with family, a question that changed only with adding “email,” declined (**Figure 6**):

- 51% in FY2010 and 64% in FY2009 said they often saw or talked with their family.

Second, five of the seven questions measuring Interpersonal Relations changed. The new questions focused on relations with people who are not paid, including romantic relationships, which are less frequent than paid relationships which could be included in half of the previous questions. The new questions show a few other interesting facts in Interpersonal Relations:

- 78% said they have family or friends who they trust and can ask for help and support,
- 70% said their families are involved the right amount in their lives,
- 65% said they have friends who are not paid staff.

Two new questions about girlfriend and boyfriend relationships show:

- 51% said they could have a girlfriend/ boyfriend, and be alone with her/him,

- 20% said they could have a girlfriend/boyfriend, but could not be alone with her/him, or didn't know if they could,
- 12% said they didn't know if they could have a girlfriend/ boyfriend even if they wanted,
- 17% said they could not have a girlfriend/ boyfriend.

Social Inclusion

Social Inclusion means being part of the community. People answered the question that most represents this domain, “Do you talk or visit with your neighbors?”, as follows (**Figure 7**):

- 41% of the people said often did;
- 27% said sometimes;
- 32% said they do not talk or visit with their neighbors.

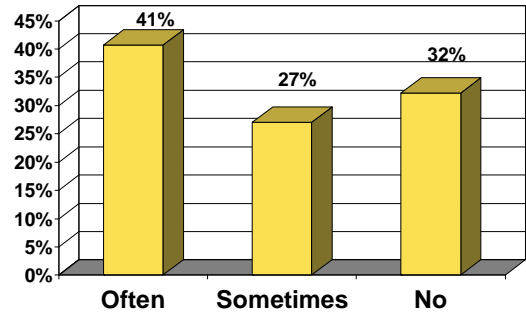


Figure 7. How often do you talk or visit with your neighbors?

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

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



Self respondents talked with neighbors more often than proxies reported talking with neighbors;



People who receive all the services they need talked with neighbors more often than those who receive only some needed services;



People living in their own homes or with their families talked with neighbors more often than those in staffed residences.

Social Inclusion declined for the two questions that continued in this domain:

- Doing fun things in the community dropped from 68% to 58%;
- People helping when they make a mistake dropped from 81% to 78%.

Social Inclusion also declined due to the four new questions that show that Social Inclusion was not as good as the data from previous years had suggested (**Figure 8**):

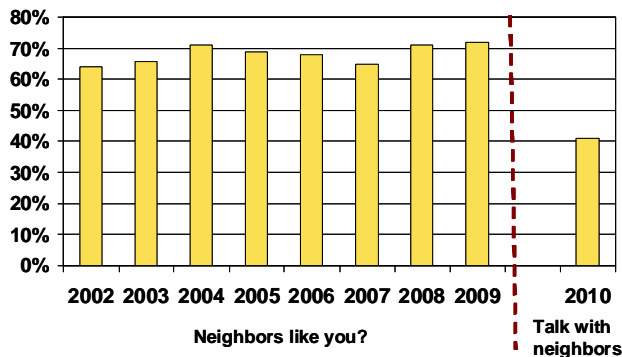


Figure 8. Percent saying neighbors like them and they talk or visit with their neighbors

- 72% in FY2002-FY2009 thought their neighbors like them, but only 41% in FY2010 often talked with their neighbors.

A few other interesting facts about Social Inclusion from new questions in the domain:

- 56% said people other than staff often take them places;
- 47% said they often go to church, synagogue or other place of worship;
- 40% volunteer in the neighborhood or community.

Self Determination

Self Determination means deciding things for oneself. People answered the question that most represents the domain, “Do you choose the food you eat?”, as follows (**Figure 9**):

- 69% of the people said yes;
- 20% said sometimes;
- 11% said no.

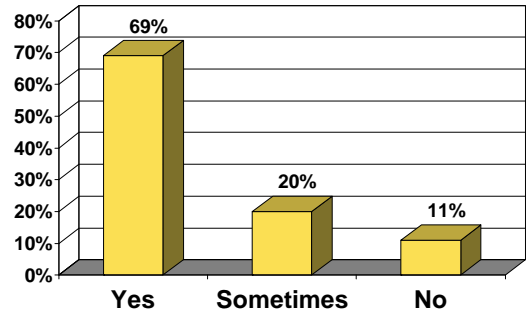


Figure 9. Do you choose the food that you eat?

Five characteristics of the people and their services affected their choosing which foods they ate:



Self respondents choose their food more often than proxies report choice in food eaten;



People who receive all the services they need report more frequent choice than those who receive only some;



People in supported employment report more frequent choice than persons who do not have supported employment services;

- Persons with intellectual disabilities choose less often than those without intellectual disabilities;
- Persons with head injuries choose less often than persons without head injuries;
- Agencies which primarily provide day habilitation have fewer percentages reporting choice in the food they eat than do agencies which primarily provide other services.

The observed increase in Self Determination from FY2009 to FY2010 may or may not be due to changes in the same questions. The slight change in wording on food shows (**Figure 10**):

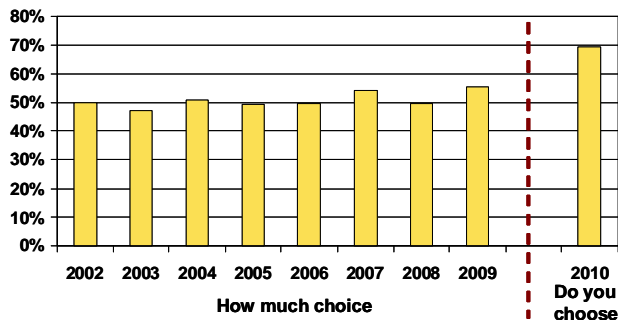


Figure 10. Percent with “a lot” of choice OR who said “yes” they choose the food they ate

- 69% in FY2010 said “yes” they chose the food they ate while 55% in FY2009 said they had “a lot” of choice in the food they ate.

Changes were mixed for the two unchanged continuing questions:

- 66% in FY2010 and 63% in FY2009 choose the job or what they did most days;
- 59% in FY2010 and 62% in FY2009 choose who they live with.

The three new questions about Self Determination probably made the overall score increase from FY2009 to FY2010. They show:

- 67% said they could say “no” when asked to do something they do not want to do;
- 65% chose how to spend their money;
- 64% said they are making plans for their lives.

Rights

Rights means respect and citizenship. People answered the question that most represents the domain, “Can you talk on the telephone in private?”, as follows (**Figure 11**):

- 67% said yes;
- 12% said sometimes;
- 21% said no.

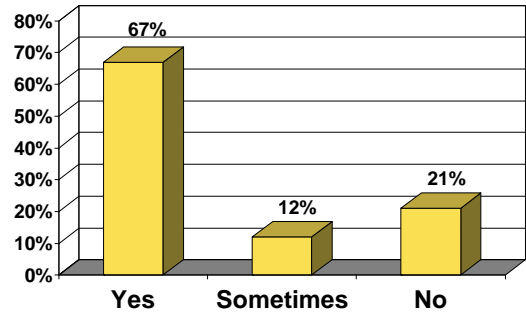


Figure 11. Can you talk on the telephone in private?

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



Self respondents report more telephone privacy than proxies report for people who could not answer for themselves;



People who receive all the services they need report more telephone privacy than those who receive only some needed services;

- Persons with cerebral palsy report less ability to talk on the telephone in private than persons without cerebral palsy;
- Persons with less support needs report more telephone privacy than persons with more support needs.

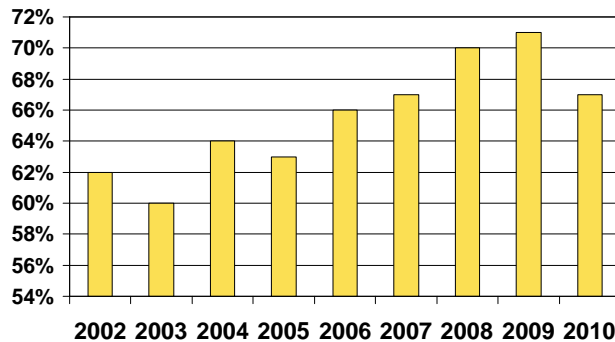


Figure 12. Percent who can talk on the telephone in private

Rights probably decreased some between FY2009 and FY2010, even though the overall average score showed an increase. Four of the six questions did not change (**Figure 12**):

- 67% in FY2010 and 71% in FY2009 said they could talk on the telephone in private;
- 63% in FY2010 and 68% in FY2009 said it was difficult to say something about a problem with staff;
- 60% in both years could lock the bathroom door;
- 71% in FY2010 and 67% in FY2009 said staff knocked before entering.

Two other interesting facts about Rights:

- 58% said they could vote if they wanted to, while 35% in FY2009 said they vote in elections;
- 79% said that people who work at stores and restaurants treat them with respect.

Material Well-being

Material Well-being means having money for the things you want. People answered the question that most represents the domain, “Do you save money?”, as follows (**Figure 13**):

- 57% said they saved money every time they got paid;
- 29% said they sometimes saved money;
- 15% said they never saved money.

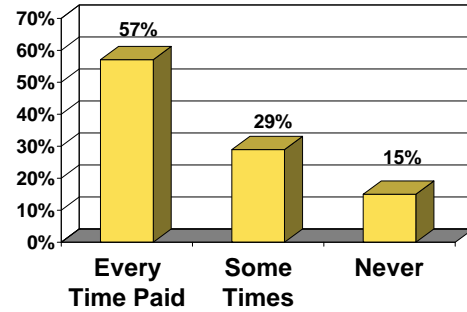


Figure 13. Do you save money?

A survey of high school students in Florida found that 46% saved money once a month, while a survey of low income families in a program to open bank accounts found that 38% were currently saving money.³

Three characteristics of people and their services affected their saving money:



Self respondents report saving money more often than proxies reported for people who could not respond for themselves;



People who receive all the services they need saved more often than those receiving only some services;

- Older people saved money more often than younger people did.
- Agencies with greater percentages of people with intellectual disabilities have greater reported savings than agencies with smaller percentages with intellectual disabilities.

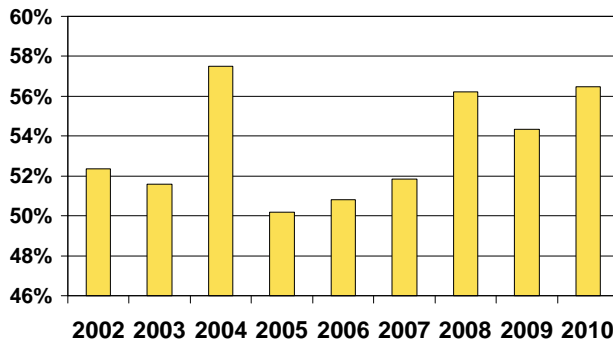


Figure 14. Percent who saved money every time they got paid

The average score on Material Well-being declined between FY2009 and FY2010, but the four continuing questions generally showed increases(**Figure 14**):

- 56% in FY2010 and 54% in FY2009 saving money each time they got paid;
- 67% in FY2010 and 63% in FY2009 felt well off financially;
- 71% in FY2010 and 70% in FY2009 had money to spend each week;
- 59% in both years said they had opportunity to earn good money.

On a new questions in FY2010:

- 76% said they had things that were just theirs.

The second new question asked about receiving paychecks from jobs. The answers to this question caused the average score in Material Well-being to decrease from FY2009 to FY2010. The questions showed that:



56% said they regularly got a paycheck from a job:

- 84% of these said they liked the kind of work they were doing,
- 85% of these thought their boss considered them good workers,
- 63% of these wanted a better job,
- 12% said they sometimes got a paycheck:
 - 71% of these said they liked the kind of work they were doing,
 - 73% of these thought their boss considered them good workers,
 - 74% of these wanted a better job,
- 32% said did not get a paycheck from a job:
 - 47% of these wanted a job.

Personal Development

Personal Development means learning to do more things. People answered the question that most represents the domain, “Are you learning things that will make you a better person?”, in the following way (**Figure 15**):

- 78% said yes;
- 15% said sometimes;
- 7% said no.

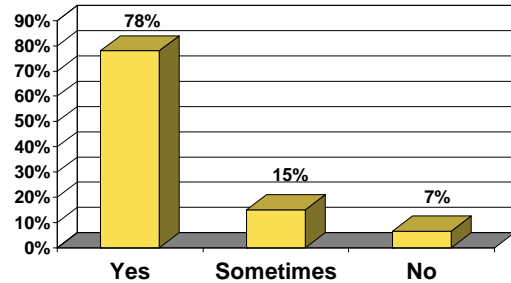


Figure 15. Are you learning things that will make you a better person?

Five characteristics of individuals and their agencies affected their learning new things to make them better people:



- People who received all the services they need reported greater Personal Development than those who received only some services;
- Persons with head injuries report less Personal Development than those without head injuries;
- Agencies where most responded for themselves had higher reports of Personal Development than agencies where fewer responded for themselves;
- Agencies that primarily provided day habilitation had higher reports of Personal Development than agencies not providing day habilitation;
- Agencies supporting many people with hearing impairments had lower reports of Personal Development than agencies with few people with hearing impairments. (This excludes the two agencies who only support deaf persons, for they were interviewed with a different survey).

Although the average score on Personal Development increased, the five continuing questions changed little:

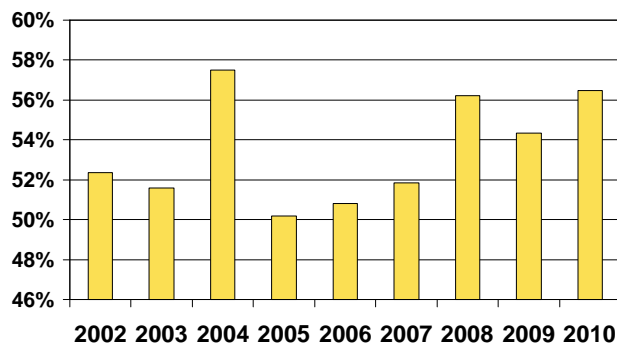


Figure 16. Percent who said people help them reach the goals they set

- 78% in FY2010 and 77% in FY2009 said they were learning things that will make them better people (**Figure 16**);
- 75% in FY2010 and 74% in FY2009 said what they did most days made them feel important;
- 79% in FY2010 and 78% in FY2009 said people helped them reach the goals they set;
- 54% in FY2010 and 58% in FY2009 said they got the training they needed to get a job or better job.

The one new question in Personal Development showed an interesting fact:

- 67% said they speak up for themselves and others.

Emotional Well-being

Emotional Well-being means being happy with your life. People answered the most representative question in this domain, “In general, how happy are you with your life?”, as follows (**Figure 17**):

- 76% of the people said they were very happy;
- 21% said they were OK;
- 4% said they were not happy.

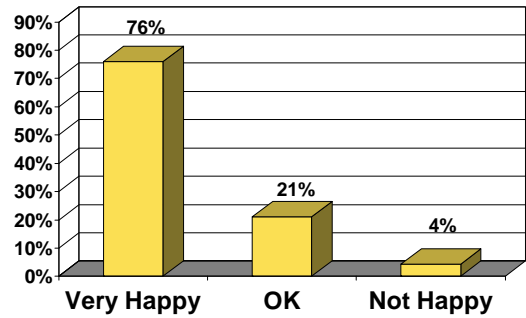


Figure 17. In general, how happy are you with your life?

A survey of the general population in 2009 included a similar question and found that 56% of Americans were happy with their life, 22% were unhappy, and 22% were neutral.⁴

No personal characteristic affected reports of happiness, but service and agency characteristics did:



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

- Agencies that primarily provide day habilitation had higher reports of happiness than agencies that primarily provide other types of services.

The average level of Emotional Well-being declined between FY2009 and FY2010, but some of the five continuing questions showed increases:

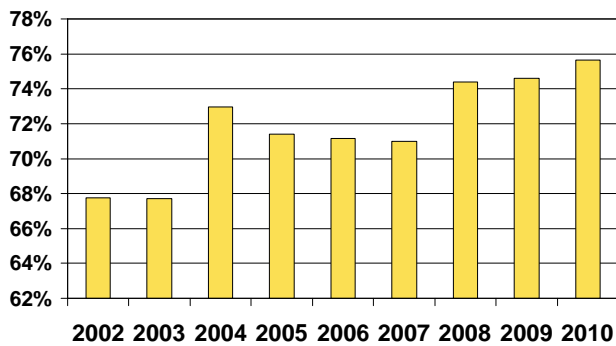


Figure 18. Percent very happy with their lives

- 76% in FY2010 and 75% in FY2009, were very happy with their lives (**Figure 18**);
- 82% in FY2010, and 81% in FY2009, said they were happy people;
- 85% in FY2010, and 73% in FY2009, felt proud of their home
- 77% in FY2010 and 83% in FY2009, said they liked themselves;
- 78% in FY2010, and 80% in FY2009, said they felt very safe in their neighborhood.

The one new question for FY2010 in Emotional Well-being showed that:

- 60% felt like they could be a leader and help others.

Physical Well-being

Physical Well-being means being healthy. The most representative question in this domain is, “On your health, are people concerned?” The results (**Figure 19**):

- 83% said other people were concerned the right amount;
- 10% said that other people were too concerned;
- 7% said other people did not care about their health.

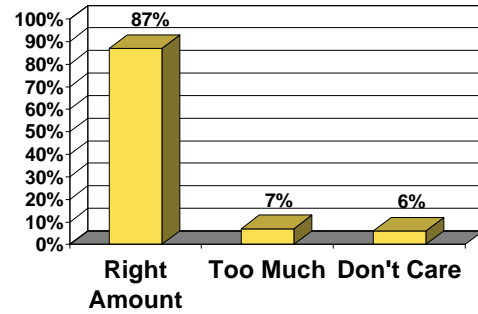


Figure 19. On your health, are people concerned the right amount?

Three things about people and their services affected how concerned others were about their health:



Self respondents were more likely than proxies to report that others were too concerned about their health or did not care;



People who received all the services they needed reported the right amount of concern more often than those who received only some services;

- People receiving individual support services reported the right amount of concern more often than those not receiving individual support services.

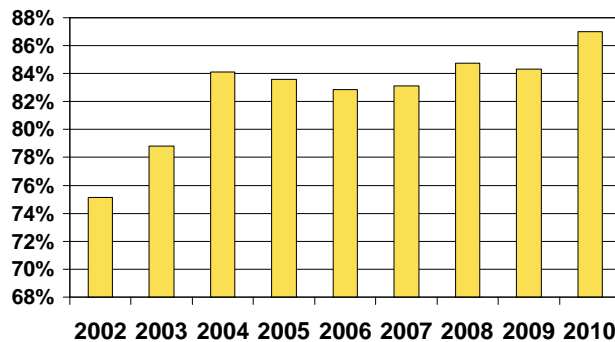


Figure 20. Percent saying people were concerned the right amount on their health

The average Physical Well-being increased between FY2009 and FY2010. However, only three of the five continuing questions showed this increase. The others showed a decrease:

- 87% in FY2010, up from 84% in FY2009, said others were concerned the right amount about their health (**Figure 20**);
- 77% in FY2010, up from 76% in FY2009 reported good health;
- 77% in FY2010, up from 75% in FY2009, had regular checkups with a dentist;
- 41% in FY2010, down from 42% in FY2009 could sleep without being disturbed;
- 93% in FY2010, down from 96% in FY2009, said no staff nor people they lived with hit or hurt them.

The one new question in FY2010 about Physical Health shows that:

- 89% said people help them be as healthy as they can be.

Services and Staff

The FY2010 survey added five new questions about services and staff to the one question that had been in the previous survey. The continuing question was the most meaningful question of the six, “Do you get the services you need?” The results (**Figure 21**):

- 83% said yes,
- 11% said sometimes,
- 6% said no.

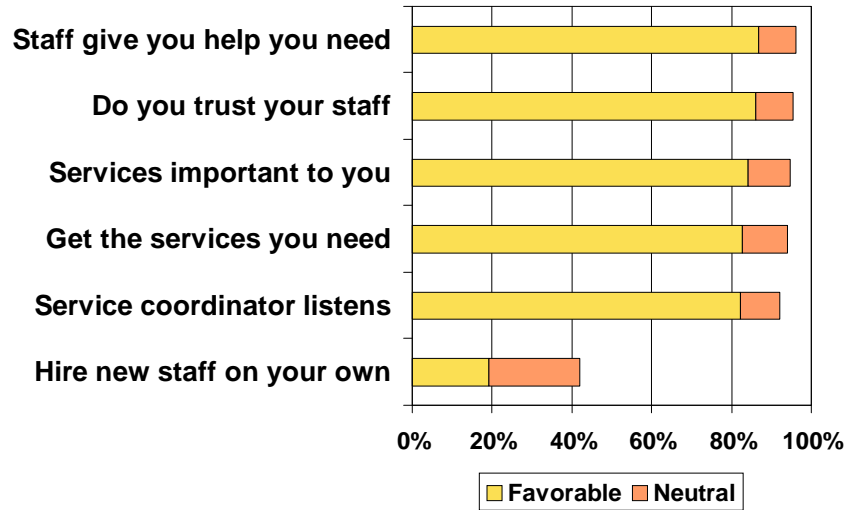


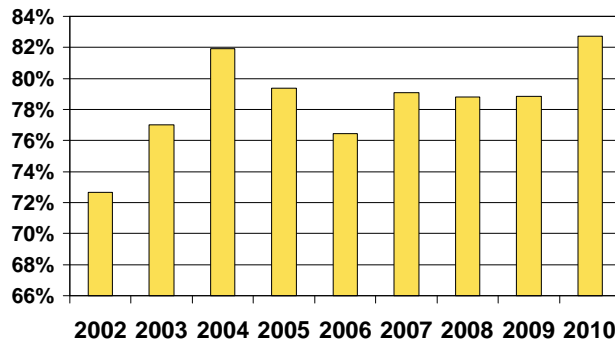
Figure 21. Percent giving the favorable and neutral responses on services and staff questions

Two characteristic of people and agencies affected reports on getting needed services:



Self respondents reported more frequently that they got needed services than proxies reported;

- Agencies with high response rates had more people receiving all the services they needed than did agencies with low response rates;
- Agencies with more people with specific learning disabilities had fewer reporting they received all needed services than did agencies with few people with specific learning disabilities.



Services and staff appear to have increased over time. The question asked in the previous surveys, although as part of the Personal Development domain, showed an increase (**Figure 22**):

- 83% in FY2010, up from 79% in FY2009, said they received all the services they needed.

Figure 22. Percent who received all the services they needed

Other interesting findings from the new questions:

- 87% of the people said that staff give them the help they need,
- 86% trust staff,
- 84% said their program and support people give them the services that are important to them,
- 82% said their service coordinators listen to them and help them reach their goals
- 19% said they hire new staff on their own, 23% help choose staff, and 58% have no say.

Agency Quality of Life

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

How Do Agencies Use Data on Quality of Life?

Management staff were more likely to see the information than board members or direct support staff (**Figure 23**):

- 83% of top management,
- 71% of mid-level supervisors,
- 49% of board members,
- 43% of direct support staff.

Some agencies used the information for planning and training:

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

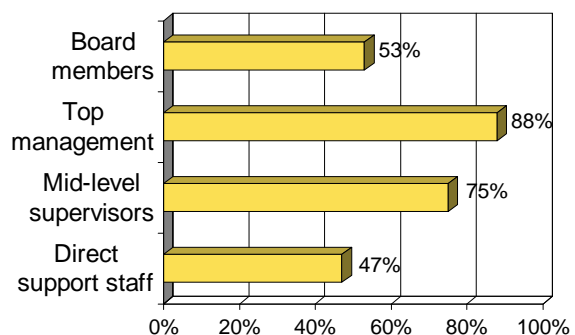


Figure 23. With whom is Ask Me! data shared?

How Should I Choose an Agency for Services?

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

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

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

Why Are Only Some Agencies Shown?

This report includes only agencies surveyed in FY2010 since many questions were changed. More agencies will be added when interviews occur at them. (See Appendix Table B1 for when agencies are included in the Ask Me! Survey.) Comparing responses to the new survey with responses to the old survey may be misleading. All of the agencies were included in the FY2009 report (Bonham, Volkman and Sorensen, 2009) that can be found on the following two websites: http://www.dhmd.state.md.us/dda_md/ReportableInc/Ask09Report.pdf
<http://www.bonhamresearch.com/PDF/2009TVolkman%20Ask%20Me%20FY2009Sum.pdf>

Where Does the Agency Information Come From?

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

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

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

Abilities Network

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

Ask Me! Summary - The agency provides supported employment and individual support services. Ask Me! conducts interviews at the agency every year. It collected data for 24 adults in FY2010, with 100% responding for themselves. The agency ranked among the top 30% of agencies surveyed in FY2010 in two of the eight domains. It ranked among the lowest 30% in two domains and in satisfaction with support services. Compared to the Maryland average during the past four years, the quality of life increased most in Interpersonal Relations and least in Personal Development. People supported by the agency gave more favorable responses than the Maryland average to being alone with a girlfriend or boyfriend, and voting if they want. They answered less favorably than the Maryland average about having regular check ups with a dentist and speaking up for yourself and others.

	<i>Agency</i>	<i>Maryland</i>		<i>Agency</i>	<i>Maryland</i>
Total people	420	13,104	Day Habilitation	0%	43%
Number surveyed	24	1,228	Supported Employment	67%	28%
Self response	100%	75%	Individual Support	29%	14%
Residential Services	0%	54%	Supported Living	4%	13%

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

	<i>Rank</i>	<i>Agency</i>	<i>Maryland</i>
INTERPERSONAL RELATIONS	●	7.6	7.1
SOCIAL INCLUSION	◐	6.2	6.6
SELF DETERMINATION	◐	7.6	7.4
RIGHTS	●	7.9	7.5
MATERIAL WELL-BEING	◐	7.1	7.1
PERSONAL DEVELOPMENT	○	7.2	8.0
EMOTIONAL WELL-BEING	◐	8.4	8.4
PHYSICAL WELL-BEING	○	8.3	8.9
Support Services	○	8.0	8.1

Agency Responses Most Different from the Maryland Average

	<i>Agency</i>	<i>Maryland</i>
MORE FAVORABLE: Can you be alone with a girl/boy friend if you want?	81%	56%
Can you vote if you want to?	83%	58%
LESS FAVORABLE: Do you have regular check ups with a dentist?	57%	77%
Do you speak up for yourself and others?	45%	67%

Alliance

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

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

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

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

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

Agency Responses Most Different from the Maryland Average

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

Arc of Baltimore

The Arc of Baltimore stands for Advocacy, Resources and Community, with a mission to ensure that people with developmental disabilities have maximum opportunities to actively participate in all aspects of community life and to offer programs and services that support them in doing so.

Ask Me! Summary - The agency provides more supported employment and less residential services than DDA supports for the whole state. Ask Me! conducts interviews at the agency every year. It collected data for 31 adults in FY2010, with 74% responding for themselves. The agency ranked among the top 30% of agencies surveyed in FY2010 in none of the eight domains and among the lowest 30% in five domains. Compared to the Maryland average during the past four years, the quality of life increased the most in Material Well-being, and least in Emotional Well-being. People supported by the agency gave more favorable responses than the Maryland average to others being concerned the right amount about their health and feeling proud about the home where they live. They answered less favorably than the Maryland average about having money each week that they can spend and feeling safe in their neighborhoods.

	<i>Agency</i>		<i>Maryland</i>	
Total people	1,052	13,104	Day Habilitation	48% 43%
Number surveyed	31	1,228	Supported Employment	42% 28%
Self response	74%	75%	Individual Support	3% 14%
Residential Services	23%	54%	Supported Living	6% 13%

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

	<i>Rank</i>	<i>Agency</i>	<i>Maryland</i>
INTERPERSONAL RELATIONS	○	6.6	7.1
SOCIAL INCLUSION	○	6.2	6.6
SELF DETERMINATION	●	7.0	7.4
RIGHTS	○	7.0	7.5
MATERIAL WELL-BEING	○	6.7	7.1
PERSONAL DEVELOPMENT	●	7.7	8.0
EMOTIONAL WELL-BEING	○	7.9	8.4
PHYSICAL WELL-BEING	●	8.9	8.9
Support Services	●	7.8	8.1

Agency Responses Most Different from the Maryland Average

	<i>Agency</i>	<i>Maryland</i>
MORE FAVORABLE: On health, are people concerned the right amount?	100%	87%
How do you feel about your home where you live?	84%	74%
LESS FAVORABLE: Do you have money each week that you can spend?	52%	71%
How safe do you feel in your neighborhood?	57%	78%

Arc of Carroll County

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

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

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

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

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

Agency Responses Most Different from the Maryland Average

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

Arc of Frederick County

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

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

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

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

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

Agency Responses Most Different from the Maryland Average

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

Arc of Montgomery County

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

Ask Me! Summary - The agency provides about the same distribution of services as DDA supports for the whole state. Ask Me! conducts interviews at the agency every year. It collected data for 30 adults in FY2010, with 77% responding for themselves. The agency ranked among the top 30% of agencies surveyed in FY2010 in none of the eight domains and among the lowest 30% in five domains. Compared to the Maryland average during the past four years, the quality of life decreased in all domains, with the greatest decrease in Self Determination. People supported by the agency gave more favorable responses than the Maryland average to feelings of being well off financially and saving money every month. They answered less favorably than the Maryland average about learning things that will make them a better person, and a smaller percent without a paycheck were content with not having jobs.

	<i>Agency Maryland</i>			<i>Agency Maryland</i>	
Total people	414	13,104	Day Habilitation	23%	43%
Number surveyed	30	1,228	Supported Employment	37%	28%
Self response	77%	75%	Individual Support	7%	14%
Residential Services	47%	54%	Supported Living	13%	13%

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

	<i>Rank</i>	<i>Agency</i>	<i>Maryland</i>
INTERPERSONAL RELATIONS	○	6.5	7.1
SOCIAL INCLUSION	○	6.0	6.6
SELF DETERMINATION	○	6.3	7.4
RIGHTS	○	7.2	7.5
MATERIAL WELL-BEING	●	7.3	7.1
PERSONAL DEVELOPMENT	○	7.0	8.0
EMOTIONAL WELL-BEING	●	8.4	8.4
PHYSICAL WELL-BEING	●	8.9	8.9
Support Services	●	7.6	8.1

Agency Responses Most Different from the Maryland Average

	<i>Agency</i>	<i>Maryland</i>
MORE FAVORABLE: Feel that you are well off or have money problems?	83%	67%
Do you save money every month, sometimes, never?	70%	57%
LESS FAVORABLE: Learning things that will make you a better person?	59%	78%
Do you want a job? [% no]	29%	53%

Arc Northern Chesapeake Region

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

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

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

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

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

Agency Responses Most Different from the Maryland Average

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

Arc of Prince Georges County

The Arc of Prince George’s County provides family, residential, employment, and adult day services to match each person or family’s individual needs to ensure that people with developmental disabilities have the skills, access and information to fully participate in their communities.

Ask Me! Summary - The agency provides all of the services that DDA supports. Ask Me! conducts interviews at the agency every year. It collected data for 31 adults in FY2010, with 68% responding for themselves. The agency ranked among the top 30% of agencies surveyed in FY2010 in one of the eight domains and in satisfaction with support services. It ranked among the lowest 30% in four domains. Compared with the Maryland average during the past four years, the quality of life increased the most in Social Inclusion and least in Self Determination. People supported by the agency gave more favorable responses than the Maryland average to people helping them when they make a mistake and talking or visiting with their neighbors. They answered less favorably than the Maryland average about being alone with a girlfriend or boyfriend and choosing their jobs or what they did most days.

	<i>Agency</i>		<i>Maryland</i>	
Total people	512	13,104	Day Habilitation	45% 43%
Number surveyed	31	1,228	Supported Employment	6% 28%
Self response	68%	75%	Individual Support	6% 14%
Residential Services	45%	54%	Supported Living	16% 13%

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

	<i>Rank</i>	<i>Agency</i>	<i>Maryland</i>
INTERPERSONAL RELATIONS	○	6.8	7.1
SOCIAL INCLUSION	●	7.0	6.6
SELF DETERMINATION	○	6.9	7.4
RIGHTS	●	7.7	7.5
MATERIAL WELL-BEING	●	7.1	7.1
PERSONAL DEVELOPMENT	○	7.7	8.0
EMOTIONAL WELL-BEING	○	8.3	8.4
PHYSICAL WELL-BEING	●	9.2	8.9
Support Services	●	8.4	8.1

Agency Responses Most Different from the Maryland Average

	<i>Agency</i>	<i>Maryland</i>
MORE FAVORABLE: When you make a mistake, do people help you?	93%	78%
Do you talk or visit with your neighbors?	55%	41%
LESS FAVORABLE: Can you be alone with a girl/boy friend if you want?	39%	56%
Did you choose your job or what you do most days?	48%	66%

Arc of Southern Maryland

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

Ask Me! Summary - The agency primarily provides residential services, community living assistance, and supported employment. Ask Me! conducts interviews at the agency every two years. It collected data for 30 adults in FY2010, with 83% responding for themselves. The agency ranked among the top 30% of agencies surveyed in FY2010 in two of the eight domains and among the lowest 30% in no domains. Compared to the Maryland average during the past four years, the quality of life increased the most in Rights and least in Interpersonal Relations. People supported by the agency gave more favorable response than the Maryland average to going to church, synagogue or other place of worship when they want and saving money every month. They answered less favorably than the Maryland average about how involved their families are in their lives and liking the type of work for which they receive paychecks.

	<i>Agency</i>		<i>Maryland</i>	
Total people	179	13,104	Day Habilitation	17% 43%
Number surveyed	30	1,228	Supported Employment	40% 28%
Self response	83%	75%	Individual Support	0% 14%
Residential Services	37%	54%	Supported Living	37% 13%

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

	<i>Rank</i>	<i>Agency</i>	<i>Maryland</i>
INTERPERSONAL RELATIONS	●	7.1	7.1
SOCIAL INCLUSION	●	7.2	6.6
SELF DETERMINATION	●	7.3	7.4
RIGHTS	●	7.9	7.5
MATERIAL WELL-BEING	●	7.4	7.1
PERSONAL DEVELOPMENT	●	8.1	8.0
EMOTIONAL WELL-BEING	●	8.6	8.4
PHYSICAL WELL-BEING	●	9.1	8.9
Support Services	●	8.1	8.1

Agency Responses Most Different from the Maryland Average

	<i>Agency</i>	<i>Maryland</i>
MORE FAVORABLE: If you want, do you go to church or synagogue?	67%	47%
Do you save money every month, sometimes, never?	75%	57%
LESS FAVORABLE: How involved is your family in your life?	48%	70%
Do you like doing this type of work?	57%	81%

Arc of Washington County

The Arc of Washington County provides bridges to opportunities for individuals with disabilities. Its goal is to create partnerships that foster nurturing communities where people with developmental disabilities can live their vision of a valued life.

Ask Me! Summary - The agency provides all the services that DDA supports. Ask Me! conducts interviews at the agency every year. It collected data for 31 adults in FY2010, with 68% responding for themselves. The agency ranked among the top 30% of agencies surveyed in FY2010 in none of the eight domains and among the lowest 30% in five domains. Compared to the Maryland average during the past four years, the quality of life decreased in all eight domains, with the greatest decrease in Self Determination. People supported by the agency gave more favorable responses than the Maryland average to choosing new staff and having money each week that they can spend. They answered less favorably than the Maryland average about getting a paycheck from a job and people other than staff taking them places.

	<i>Agency Maryland</i>			<i>Agency Maryland</i>	
Total people	395	13,104	Day Habilitation	48%	43%
Number surveyed	31	1,228	Supported Employment	13%	28%
Self response	68%	75%	Individual Support	23%	14%
Residential Services	39%	54%	Supported Living	23%	13%

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

	<i>Rank</i>	<i>Agency</i>	<i>Maryland</i>
INTERPERSONAL RELATIONS	●	6.9	7.1
SOCIAL INCLUSION	○	6.0	6.6
SELF DETERMINATION	○	6.2	7.4
RIGHTS	●	7.4	7.5
MATERIAL WELL-BEING	○	6.6	7.1
PERSONAL DEVELOPMENT	○	7.3	8.0
EMOTIONAL WELL-BEING	○	8.3	8.4
PHYSICAL WELL-BEING	●	8.7	8.9
Support Services	●	8.2	8.1

Agency Responses Most Different from the Maryland Average

	<i>Agency</i>	<i>Maryland</i>
MORE FAVORABLE: Do you hire new staff, help choose them, have no say?	36%	19%
Do you have money each week that you can spend?	87%	71%
LESS FAVORABLE: Do you get a paycheck from a job?	30%	56%
Do people other than your staff take you places?	30%	56%

Ardmore Enterprises

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

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

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

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

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

Agency Responses Most Different from the Maryland Average

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

Bay Shore Services, Inc

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

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

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

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

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

Agency Responses Most Different from the Maryland Average

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

Bayside Community Networks

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

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

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

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

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

Agency Responses Most Different from the Maryland Average

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

Benedictine Open Community

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

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

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

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

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

Agency Responses Most Different from the Maryland Average

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

Caring Hands Inc

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

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

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

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

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

Agency Responses Most Different from the Maryland Average

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

Caroline Center

Caroline Center's mission is to inspire individuals.

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

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

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

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

Agency Responses Most Different from the Maryland Average

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

Chesapeake Care Resources

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

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

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

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

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

Agency Responses Most Different from the Maryland Average

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

CHI Center

The CHI Center joins with others to allow all persons with disabilities the opportunities to participate in community life; to have choices in the pursuit of personal growth; to maintain relationships with family and friends; and to be afforded respect and dignity.

Ask Me! Summary - The agency provides all the services that DDA supports, with a focus on day habilitation. Ask Me! conducts interviews at the agency every year. It collected data for 36 adults in FY2010, with 86% responding for themselves. The agency ranked among the top 30% of agencies surveyed in FY2010 in six of the eight domains and among the lowest 30% in no domain. Compared to the Maryland average during the past four years, the quality of life increased the most in Material Well-being and Personal Development. People supported by the agency gave more favorable responses than the Maryland average about getting training that will help them get a job or better job, and people other than their staff taking them places. They answered less favorably than the Maryland average about their health and being hit or hurt by staff or people with whom they live.

	<i>Agency Maryland</i>			<i>Agency Maryland</i>	
Total people	444	13,104	Day Habilitation	78%	43%
Number surveyed	36	1,228	Supported Employment	17%	28%
Self response	86%	75%	Individual Support	3%	14%
Residential Services	19%	54%	Supported Living	6%	13%

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

	<i>Rank</i>	<i>Agency</i>	<i>Maryland</i>
INTERPERSONAL RELATIONS	●	7.8	7.1
SOCIAL INCLUSION	●	7.5	6.6
SELF DETERMINATION	○	7.7	7.4
RIGHTS	●	8.0	7.5
MATERIAL WELL-BEING	●	8.4	7.1
PERSONAL DEVELOPMENT	●	9.1	8.0
EMOTIONAL WELL-BEING	●	9.3	8.4
PHYSICAL WELL-BEING	○	9.1	8.9
Support Services	○	8.5	8.1

Agency Responses Most Different from the Maryland Average

	<i>Agency</i>	<i>Maryland</i>
MORE FAVORABLE: Are you getting the training to help you get a job?	86%	54%
Do people other than your staff take you places?	87%	56%
LESS FAVORABLE: Is your health good, fair, poor?	72%	77%
Do staff or people you live with hit or hurt you? [% no]	85%	93%

Chimes Inc

Chimes, Inc., leads, coordinates, and supports the efforts of each affiliate to adapt to constantly changing customer needs while maintaining high quality, cost-effective services and supports in order to access all available professional, public and private resources

Ask Me! Summary - The agency provides most of the services DDA supports, focusing on day habilitation. Ask Me! conducts interviews at the agency every year. It collected data for 28 adults in FY2010, with 71% responding for themselves. The agency ranked among the top 30% of agencies surveyed in FY2010 in none of the eight domains. It ranked among the lowest 30% in five domains and in satisfaction with support services. Compared to the Maryland average during the past four years, the quality of life increased the most in Social Inclusion and least in Emotional Well-being. People supported by the agency gave more favorable responses than the Maryland average to choosing new staff and having a girlfriend or boyfriend if they want. They answered less favorably than the Maryland average about having friends who were not paid staff and locking the bathroom door if they wanted.

	<i>Agency Maryland</i>			<i>Agency Maryland</i>	
Total people	781	13,104	Day Habilitation	61%	43%
Number surveyed	28	1,228	Supported Employment	14%	28%
Self response	71%	75%	Individual Support	14%	14%
Residential Services	18%	54%	Supported Living	0%	13%

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

	<i>Rank</i>	<i>Agency</i>	<i>Maryland</i>
INTERPERSONAL RELATIONS	○	6.8	7.1
SOCIAL INCLUSION	●	6.7	6.6
SELF DETERMINATION	○	7.0	7.4
RIGHTS	○	7.0	7.5
MATERIAL WELL-BEING	●	7.0	7.1
PERSONAL DEVELOPMENT	●	7.8	8.0
EMOTIONAL WELL-BEING	○	8.1	8.4
PHYSICAL WELL-BEING	○	8.7	8.9
Support Services	○	8.6	8.1

Agency Responses Most Different from the Maryland Average

	<i>Agency</i>	<i>Maryland</i>
MORE FAVORABLE: Do you hire new staff, help choose them, have no say?	43%	19%
Can you have a girlfriend or boyfriend if you want?	81%	67%
LESS FAVORABLE: Do you have friends who are not paid staff?	44%	65%
Can you lock the bathroom door if you want to?	39%	60%

Community Support Services for the Deaf

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

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

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

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

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

Agency Responses Most Different from the Maryland Average

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

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

Council for Exceptional Children and Adults

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

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

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

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

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

Agency Responses Most Different from the Maryland Average

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

Deaf Independent Living Association

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

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

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

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

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

Agency Responses Most Different from the Maryland Average

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

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

Dove Pointe Inc

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

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

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

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

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

Agency Responses Most Different from the Maryland Average

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

Emerge

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

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

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

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

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

Agency Responses Most Different from the Maryland Average

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

Horizon Goodwill Industries

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

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

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

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

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

Agency Responses Most Different from the Maryland Average

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










Humanim

Humanim provides mental health, vocational, neuro-rehabilitation, developmental disabilities and deaf services to children, adolescents, adults and older adults in greatest need regardless of age, gender, geography, ethnicity or human service requirements.

Ask Me! Summary - The agency provides the services DDA supports except for residential services. Ask Me! conducts interviews at the agency every year. It collected data for 28 adults in FY2010, with 88% responding for themselves. The agency ranked among the top 30% of agencies surveyed in FY2010 in none of the eight domains. It ranked among the lowest 30% in three domains and in satisfaction with support services. Compared to the Maryland average during the past four years, the quality of life increased the most in Interpersonal Relations and Emotional Well-being and least in Rights. People supported by the agency gave more favorable responses than the Maryland average to voting if they wanted and to feeling they can be leaders and help others. They answered less favorably than the Maryland average about having regular check ups with dentists, and a smaller percent were content with not having jobs.

	<i>Agency</i>		<i>Maryland</i>	
Total people	365	13,104	Day Habilitation	39% 43%
Number surveyed	28	1,228	Supported Employment	29% 28%
Self response	88%	75%	Individual Support	21% 14%
Residential Services	0%	54%	Supported Living	11% 13%

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

	<i>Rank</i>	<i>Agency</i>	<i>Maryland</i>
INTERPERSONAL RELATIONS		6.9	7.1
SOCIAL INCLUSION		6.2	6.6
SELF DETERMINATION		7.7	7.4
RIGHTS		7.3	7.5
MATERIAL WELL-BEING		7.0	7.1
PERSONAL DEVELOPMENT		7.6	8.0
EMOTIONAL WELL-BEING		8.4	8.4
PHYSICAL WELL-BEING		8.2	8.9
Support Services		8.4	8.1

Agency Responses Most Different from the Maryland Average

	<i>Agency</i>	<i>Maryland</i>
MORE FAVORABLE: Can you vote if you want to?	76%	58%
Do you feel you can be a leader and help others?	77%	60%
LESS FAVORABLE: Do you have regular check ups with a dentist?	54%	77%
Do you want a job? [% no]	17%	53%

Jeanne Bussard Center

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

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

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

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

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

Agency Responses Most Different from the Maryland Average

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

Jewish Social Services Agency

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

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

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

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

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

Agency Responses Most Different from the Maryland Average

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

Jubilee Association of MD

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

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

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

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

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

Agency Responses Most Different from the Maryland Average

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

Kent Center

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

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

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

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

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

Agency Responses Most Different from the Maryland Average

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

Living Sans Frontieres Inc

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

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

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

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

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

Agency Responses Most Different from the Maryland Average

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

Medsource Community Services

Medsource Community Services designs supports that enhance dignity, rights, safety, health, choices, community membership and economic security through person centered plans that promote personal growth, increased independence, and development of relationships.

Ask Me! Summary - The agency provides residential services and community living assistance. Ask Me! conducts interviews at the agency every four year as part of the statewide sample, and in the other years by agency request. It collected data for 39 adults in FY2010, with 31% responding for themselves. The agency ranked among the top 30% of agencies surveyed in FY2010 in three of the eight domains and in satisfaction with support services. It ranked among the lowest 30% in one domain. Compared to the Maryland average during the past four years, the quality of life increased the most in Rights and least in Self Determination. People supported by the agency gave more favorable responses than the Maryland average to saving money every month, and those with paychecks were more content with their jobs. They answered less favorably than the Maryland average about volunteering in their community and voting if they want.

	<i>Agency</i>		<i>Maryland</i>	
Total people	145	13,104	Day Habilitation	0% 43%
Number surveyed	39	1,228	Supported Employment	0% 28%
Self response	31%	75%	Individual Support	0% 14%
Residential Services	97%	54%	Supported Living	3% 13%

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

	<i>Rank</i>	<i>Agency</i>	<i>Maryland</i>
INTERPERSONAL RELATIONS	●	7.3	7.1
SOCIAL INCLUSION	●	6.3	6.6
SELF DETERMINATION	○	6.8	7.4
RIGHTS	●	7.9	7.5
MATERIAL WELL-BEING	●	8.2	7.1
PERSONAL DEVELOPMENT	●	8.4	8.0
EMOTIONAL WELL-BEING	●	8.7	8.4
PHYSICAL WELL-BEING	●	9.6	8.9
Support Services	●	8.5	8.1

Agency Responses Most Different from the Maryland Average

	<i>Agency</i>	<i>Maryland</i>
MORE FAVORABLE: Do you want a better job? [% no]	67%	37%
Do you save money every month, sometimes, never?	82%	57%
LESS FAVORABLE: Do you volunteer in your neighborhood, community?	13%	40%
Can you vote if you want to?	30%	58%

Melwood

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

Ask Me! Summary - The agency provides all the services DDA supports, focusing on supported employment. Ask Me! conducts interviews at the agency every year. It collected data for 29 adults in FY2010, with 93% responding for themselves. The agency ranked among the top 30% of agencies surveyed in FY2010 in five of the eight domains and among the lowest 30% in one domain. Compared to the Maryland average during the past four years, the quality of life increased the most in Self Determination and least in Material Well-being. People supported by the agency gave more favorable responses than the Maryland average about volunteering in their community and picking who they lived with. They answered less favorably than the Maryland average to feelings about the homes where they lived, and a smaller percent of those working were content with their jobs.

	<i>Agency</i>	<i>Maryland</i>		<i>Agency</i>	<i>Maryland</i>
Total people	391	13,104	Day Habilitation	34%	43%
Number surveyed	29	1,228	Supported Employment	55%	28%
Self response	93%	75%	Individual Support	14%	14%
Residential Services	17%	54%	Supported Living	7%	13%

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

	<i>Rank</i>	<i>Agency</i>	<i>Maryland</i>
INTERPERSONAL RELATIONS	●	7.5	7.1
SOCIAL INCLUSION	●	7.5	6.6
SELF DETERMINATION	●	8.6	7.4
RIGHTS	●	8.2	7.5
MATERIAL WELL-BEING	○	7.1	7.1
PERSONAL DEVELOPMENT	●	8.6	8.0
EMOTIONAL WELL-BEING	○	8.4	8.4
PHYSICAL WELL-BEING	○	8.5	8.9
Support Services	○	7.8	8.1

Agency Responses Most Different from the Maryland Average

	<i>Agency</i>	<i>Maryland</i>
MORE FAVORABLE: Do you volunteer in your neighborhood, community?	70%	40%
Did you pick who you live with?	88%	59%
LESS FAVORABLE: How do you feel about your home where you live?	55%	74%
Do you want a better job? [% no]	6%	37%

Montgomery County Department of Health and Human Services

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

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

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

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

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

Agency Responses Most Different from the Maryland Average

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

NCIA/CBAI

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

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

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

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

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

Agency Responses Most Different from the Maryland Average

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

Opportunity Builders

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

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

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

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

Agency Responses Most Different from the Maryland Average

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

PACT: Helping Children

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

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

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

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

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

Agency Responses Most Different from the Maryland Average

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

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

Penn-Mar Organization

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

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

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

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

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

Agency Responses Most Different from the Maryland Average

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

Providence Center

Providence Center provides services that allow individuals with disabilities to enjoy increased self-determination in leading more independent, valuable and functioning roles in society. Services are designed to enable individuals to exercise higher levels of control.

Ask Me! Summary - The agency primarily provides day habilitation and supported employment. Ask Me! conducts interviews at the agency every year. It collected data for 25 adults in FY2010, with 84% responding for themselves. The agency ranked among the top 30% of agencies surveyed in FY2010 in two of the eight domains. It ranked among the lowest 30% in three domains and in satisfaction with support services. Compared to the Maryland average during the past four years, the quality of life increased the most in Social Inclusion and least in Material Well-being. People supported by the agency gave more favorable responses than the Maryland average to volunteering in the community and going to fun things in the community. They answered less favorably than the Maryland average about having things that are just theirs and talking on the telephone in private.

	<i>Agency</i> <i>Maryland</i>			<i>Agency</i> <i>Maryland</i>	
Total people	423	13,104	Day Habilitation	84%	43%
Number surveyed	25	1,228	Supported Employment	12%	28%
Self response	84%	75%	Individual Support	4%	14%
Residential Services	0%	54%	Supported Living	0%	13%

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

	<i>Rank</i>	<i>Agency</i>	<i>Maryland</i>
INTERPERSONAL RELATIONS	●	7.2	7.1
SOCIAL INCLUSION	●	7.6	6.6
SELF DETERMINATION	●	7.8	7.4
RIGHTS	○	7.3	7.5
MATERIAL WELL-BEING	○	6.8	7.1
PERSONAL DEVELOPMENT	●	8.3	8.0
EMOTIONAL WELL-BEING	●	8.7	8.4
PHYSICAL WELL-BEING	○	8.6	8.9
Support Services	○	7.7	8.1

Agency Responses Most Different from the Maryland Average

	<i>Agency</i>	<i>Maryland</i>
MORE FAVORABLE: Do you volunteer in your neighborhood, community?	61%	40%
Do you go to fun things in your community?	78%	58%
LESS FAVORABLE: Do you have things that are just yours?	63%	76%
Can you talk on the telephone in private?	52%	67%

Rehabilitation Opportunities

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

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

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

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

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

Agency Responses Most Different from the Maryland Average

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

Richcroft

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

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

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

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

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

Agency Responses Most Different from the Maryland Average

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

SEEC

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

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

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

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

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

Agency Responses Most Different from the Maryland Average

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

Starflight

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

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

	<i>Agency</i>		<i>Maryland</i>	
Total people	36	13,104	Day Habilitation	0% 43%
Number surveyed	24	1,228	Supported Employment	0% 28%
Self response	54%	75%	Individual Support	4% 14%
Residential Services	71%	54%	Supported Living	0% 13%

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

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

Agency Responses Most Different from the Maryland Average

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

UCP Central Maryland

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

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

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

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

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

Agency Responses Most Different from the Maryland Average

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

Worcester Co Developmental Center

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

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

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

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

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

Agency Responses Most Different from the Maryland Average

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

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Appendix

Appendix A. Detailed Charts and Tables

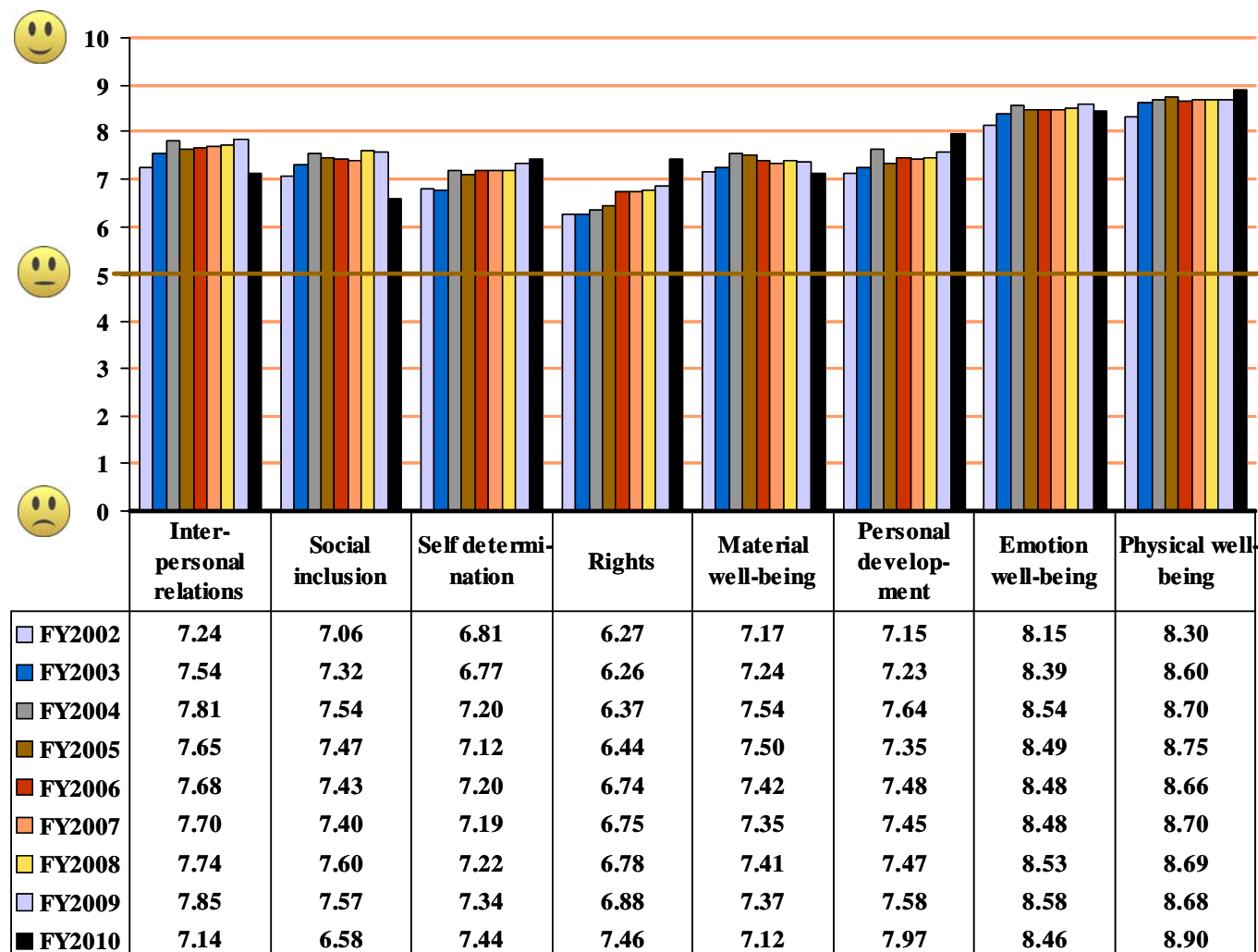


Figure 24. Average Quality of Life of People Supported by the Maryland Developmental Disabilities Administration, by Domain and Year

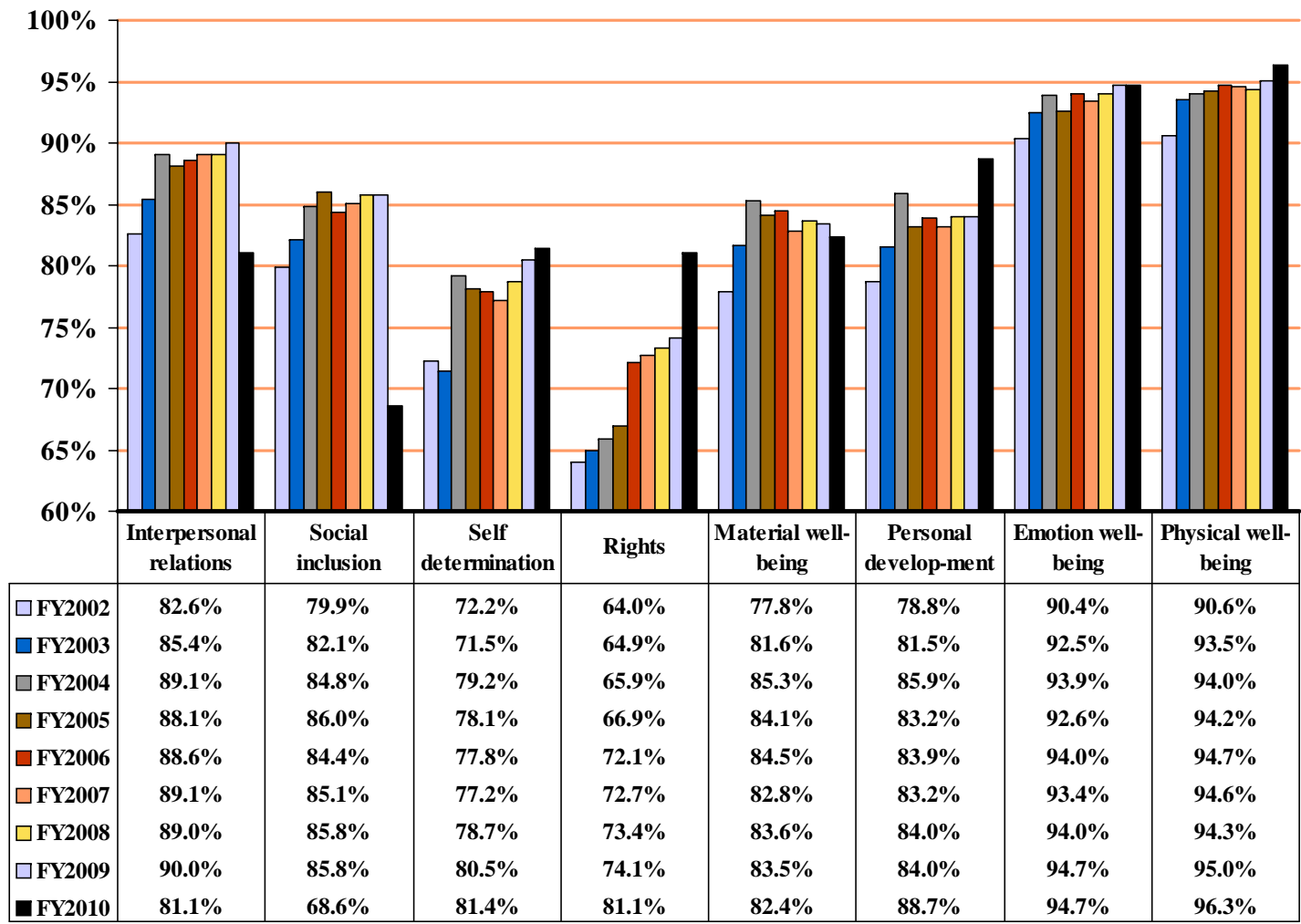


Figure 25. Percent of People with Supports through the Maryland Developmental Disabilities Administration Reporting Favorable Quality of Life, by Domain and Survey Year

Table A1. Percent of Responses to Survey Questions

Quex #	Domains and Questions	Favorable ☺1	Neutral* ☺2	Unfavorable^ ☹3	Total
<i>Emotional Well-Being</i>					
1.	Would you say you are a happy person?	82.6	14.6	2.8	100.0
2.	How do you feel about your home where you live?	73.6	20.3	6.1	100.0
3.	Do you feel you can be a leader and help others?	59.1	19.0	21.9	100.0
4.	How safe do you feel in your neighborhood?	81.1	13.1	5.8	100.0
5.	Do you like yourself?	80.2	17.2	2.5	100.0
6.	In general, how happy are you with your life?	75.8	20.8	3.5	100.0
<i>Rights</i>					
7.	Do staff ask before they come into your home or room?	72.3	14.4	13.3	100.0
8.	Can you lock the bathroom door if you want to?	59.6	12.6	27.8	100.0
9.	Can you talk on the telephone in private?	66.8	12.9	20.3	100.0
10.	When you have a problem with staff, is it easy to say something?	64.8	20.3	15.0	100.0
11.	Can you vote if you want to?	58.2	18.9	23.0	100.0
12.	Do people who work at stores and restaurants treat you with respect?	78.5	17.2	4.3	100.0
<i>Self-Determination</i>					
13.	Did you pick who you live with?	57.7	14.2	28.1	100.0
14.	Are you making the plans for your life?	63.2	17.4	19.5	100.0
15.	Do you choose the food that you eat?	68.8	19.8	11.5	100.0
16.	Do you choose how to spend your own money?	64.2	19.9	15.9	100.0
17.	Did you choose your job or what you do most days?	65.3	18.7	16.0	100.0
18.	Can you say 'no' when asked to do something that you don't want to do?	68.3	15.2	16.5	100.0

Table A1. Percent of Responses to Survey Questions

Quex #	Domains and Questions	Favorable ☺1	Neutral* ☺2	Unfavorable^ ☹3	Total
<i>Social Inclusion</i>					
19.	Do people other than your staff take you places?	54.7	26.7	18.6	100.0
20.	Do you go to fun things in your community?	60.3	28.2	11.5	100.0
21.	If you want, do you go to church, synagogue, or other place of worship?	48.0	27.2	24.8	100.0
22.	Do you talk or visit with your neighbors?	39.5	26.7	33.8	100.0
23.	When you make a mistake, do people help you?	79.5	13.2	7.2	100.0
24.	Do you volunteer in your neighborhood or community?	39.1	12.8	48.0	100.0
<i>Interpersonal Relations</i>					
25.	Do you have friends who are not paid staff?	64.2	17.3	18.5	100.0
26.	How often do you see friends on weekends?	35.0	42.4	22.7	100.0
27.	How involved is your family in your life?	66.8	14.0	19.2	100.0
28.	How often do you see, talk with, or email your family?	49.8	28.1	22.1	100.0
29.	Do you have family or friends who you trust and can ask for help?	77.3	13.7	8.9	100.0
30.	Can you have a girlfriend or boyfriend if you want?	67.4	16.1	16.6	100.0
31.	Can you be alone with a girlfriend or boyfriend if you want?	55.8	20.4	23.8	100.0
<i>Personal Development</i>					
32.	Does your job or what you do most days make you feel important?	74.2	19.2	6.5	100.0
33.	Are you getting the training that will help you get a job or a better job?	53.8	18.4	27.8	100.0
34.	When you set goals, do people help you reach them?	80.0	13.1	6.9	100.0
35.	Are you learning things that will make you a better person?	78.3	15.0	6.7	100.0
36.	Do people help you learn how to do things for yourself?	69.1	23.1	7.8	100.0

Table A1. Percent of Responses to Survey Questions

Quex #	Domains and Questions	Favorable ☺1	Neutral* ☺2	Unfavorable^ ☹3	Total
37	Do you speak up for yourself and others?	67.2	17.7	15.1	100.0
<i>Physical Well-Being</i>					
38.	On health, are people concerned the right amount, too concerned, do not care?	86.3	8.1	5.6	100.0
39.	Is your health good, fair, poor?	78.1	15.8	6.1	100.0
40.	Do people help you be as healthy as you can be?	88.8	8.0	3.2	100.0
41.	Do you have regular check ups with a dentist?	80.4	9.3	10.3	100.0
42.	Can you get the sleep you need without being disturbed?	79.4	12.5	8.1	100.0
59	Do staff or people you live with hit or hurt you?	92.5	3.2	4.4	100.0
<i>Material Well-Being</i>					
43.	Do you have things that are just yours?	77.2	15.9	6.9	100.0
44.	Do you feel that you are well off, have some money problems, poor?	67.5	21.3	11.1	100.0
45.	Do you have money each week that you can spend on what you want?	73.8	18.4	7.9	100.0
46.	Do you save money almost every month, sometimes, never?	58.2	28.6	13.3	100.0
47.	Do you have the chance to earn good money?	58.7	17.3	23.9	100.0
48.	Do you get a paycheck from a job?	54.2	13.4	32.4	100.0
<i>Work Quality of Life</i>					
49.	Do you want a job? [Among people with no paycheck]	51.1	21.7	27.2	100.0
50.	Do you like doing this type of work? [Among people receiving paychecks]	80.3	13.4	6.3	100.0
51.	Does your boss think you are a good worker? [Among people receiving paychecks]	88.6	9.4	1.9	100.0
52.	Do you want a better job? [Among people receiving paychecks]	37.6	16.6	45.8	100.0

Table A1. Percent of Responses to Survey Questions

Quex #	Domains and Questions	Favorable ☺1	Neutral* ☹2	Unfavorable^ ☹3	Total
<i>Staff and Services</i>					
53.	Do you get the services you need?	83.8	10.6	5.7	100.0
54.	Does your staff give you the help you need?	87.1	9.0	3.9	100.0
55.	Do you trust your staff?	86.7	9.0	4.3	100.0
56.	Does your service coordinator listen to you and help you reach your goals?	82.5	9.8	7.7	100.0
57.	Do program and support people give you the services that are important to you?	84.5	10.4	5.1	100.0
58.	On new staff, do you hire them on your own, help choose them, have no say?	18.4	22.2	59.4	100.0
* Includes one proxy with favorable response and the second proxy with neutral or unfavorable response.					
^ Includes one proxy with neutral response and the second proxy with unfavorable response.					

Table A2. FY2002-FY2009 Questions Replaced in FY2010

Emotional Well-being

Do you feel that others treat you the same as any other person?

Rights

Can you spend time by yourself if you want?

How often do you vote in government elections?

Self-Determination

Can you be alone when you want to?

How much choice do you have in the food you eat?

Do you get a chance to say what you think?

Do you pay for things you buy with your own money?

Social Inclusion

Do people help you to be part of your community?

When you do to fun things, are you active?

Do you think your neighbors like you?

How many friends do you have from places other than work and home?

How often do you see these friends on weekends? [Moved to Interpersonal Relations]

Interpersonal Relations

Do people help you learn how to do things for yourself? [Moved to Personal Development]

When you make a mistake, do people help you?

When you set goals, do people help you reach them?

How many close friends do you have?

Does what you do most days let you look good to others?

Personal Development

Do others give you a chance to become what you want to be?

Do you get the information you need about sexuality?

Do you get the services you need? [Moved to Services and Staff]

Physical Well-being

Would you say your eating habits are good?

Material Well-being

How many things do you own, like furniture, TV, stereo or a bike?

On money, do you feel that you are well off?

Do you have money each week that you can spend on what you want?

Do you save money?

Do you have the chance to earn good money?

Appendix B. Detailed Methods

Survey Revision

The revision process that led to the revised Ask Me! Survey-2 began in January 2008. It included a review of current literature and other surveys, special analysis of the previous seven years of Ask Me! Data, surveys of agencies and parents of young children with developmental disabilities, and focus group interviews with self-advocates, Ask Me! interviewers, youth transitioning into adult services, parents of young children, representatives from agencies providing services, and administrators at DDA. The new questions were pretested at four agencies immediately following the regular FY2009 interviews. A complete description of the revision process can be found in Bonham, Schneider, Volkman and Sorensen (2009).

Sample

The Ask Me! Survey interviews a sample of adults every year who receive support services in the community through funds from the Maryland Developmental Disabilities Administration (DDA). In FY2010, the sample excluded adults involved in the New Directions Waiver, who were part of a separate panel for interviews, people receiving all their support through organizations supporting fewer than ten people, people receiving all their support in the three remaining state institutions, and people receiving service coordination but no services. The sample is designed to provide 1) annual statewide quality of life estimates for adults support in the community, and 2) estimates of the quality of life of adults supported by each community agency over a four-year period of time. On July 1, 2009, the DDA had authorized 26,869 person-agency-service combinations for 14,753 people that involved 165 agencies. (See **Table**

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	6,213	10	5,052	3,483	1,559	10
2. 150-349 adults	6,209	24	4,187	3,106	1,075	6
3. 41-149 adults	6,212	61	3,574	3,071	501	2
4. 10-40 adults	691	26	238	236	2	0
5. <10 adults	138	34	53	53	0	0
Community Subtotal	19,463	155	13,104	9,949	3,137	18
6. Institutions	443	4*	188^			
7. Resource coordination	6,963	6	1,461^			
Total	26,869	165	14,753			

* Rosewood was closed by July 2009, but the DDA database still had service authorizations.
 ^ Not supported by a community support agencies.

B1.) After excluding services provided by the three state institutions, service coordination provided by 6 agencies, and services for individuals under 18 years of age, the sample frame included 19,463 services provided by 155 agencies to 13,104 adults. One-fourth of the adults receive services from more than one community agency.

A two-step sampling procedure started with a decision about which year interviews would be conducted for an agency. The number of people supported on July 1, 2008 formed the basis for the initial assignment of agencies to years FY2010-FY2013 (Cycle 3). This assignment is modified as necessary when the DDA files at the beginning of each fiscal year become available. Stratum 1 consists of the ten largest community providers that are included in the sample each year. Stratum 2 consists of the 24 next largest community agencies that are included in the survey in even or odd numbered years. Stratum 3 consists of all other agencies supporting 41 or more adults that are included once in every four-year cycle. Stratum 4 consists of agencies providing support to 10-40 adults, and are included in the sample once in every four-year cycle. A sample of 40 adults are randomly selected for interview at an agency in strata 1-3 each year the agency is included in the sample. All adults supported by stratum 4 agency are selected for interviews each time the agency is included in the sample. Stratum 5 consists of community agencies that supported 1-9 adults on July 2008, and will be included in the sample only if they begin to support ten or more adults. **Appendix Table A.2** shows all the community agencies ordered from largest to smallest based on the number of adults they supported on July 1, 2008, and an updated count of adults supported at the beginning of each subsequent fiscal year. The table also shows in which years during Cycle 3 that agencies are scheduled (code 1) or not scheduled (code 0) for interviews.

Sample Weights

The FY2010 sample included 44 agencies, with a stratum weight of 1.0 to 4.0, the inverse of the probability of selection within the strata. Two additional agencies requested interviews for which they paid themselves, and they are assigned strata weights of 0.00. An agency weight of 1.0 to 26.3 is the inverse of the probability of an individual within the agency being selected for interview. Person weights varied from 0.33 to 1.00, the inverse of the number of agencies that support a person and through which the person could have been selected. Agency weights were adjusted to reflect the survey completion rate at the agencies, and varied from 1.05 to 3.60. The multiplication of all the weights resulted in a final population weight from 1 to 37, with an average respondent representing 10.1 individuals. of 10.1, although one survey at a small agency could represent as few as 2 adults, and one survey at a large agency could represent as many as 35 adults. The statistical weight used for this report ranges from 0.15 to 3.43, with an average of 1.0, and sums to 1,228, the number of completed surveys.

Table B2. Agencies by Number of Adults Each Year and Year Selected for Interviews
(1 = selected, 0 = not selected)

Ask Me Provider ID	Number of Adults					Year in Sample			
	7/08	7/09	7/10	7/11	7/12	FY10	FY11	FY12	FY13
109 Arc of Baltimore	1052	1052	1058			1	1	1	1
112 Chimes Inc, includes Intervals	785	780	876			1	1	1	1
314 Arc of 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 of Montgomery Co	413	414	397			1	1	1	1
811 Arc of Washington Co	394	395	397			1	1	1	1
311 Melwood Hort	392	391	411			1	1	1	1
915 Humanim	366	365	391			1	1	1	1
Strata 1 Subtotal (350+ adults)	5198	5196	5395			10	10	10	10
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 of Central Chesapeake	242	244	287			0	1	0	1
135 Arc of Howard Co	241	239	240			0	1	0	1
318 Center for Life Enrichment	234	234	241			0	1	0	1
124 Arc of 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 of 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 of Carroll Co	173	173	167			1	0	1	0
158 Center for Progressive Learning	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
Strata 2 Subtotal (150-349 adults)	5135	5128	5452			12	12	12	12
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 of 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	0	1	0
119 Jewish Family 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	1	0	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
Strata 3 Subtotal (41-149 adults)	5100	5113	5376			15	15	15	15
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 ^h	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
Strata 4 Subtotal (10-40 adults)	656	694	837			7	9	9	7
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			--	--	--	--

Ask Me Provider ID	Number of Adults					Year in Sample			
	7/08	7/09	7/10	7/11	7/12	FY10	FY11	FY12	FY13
051 Mary T Maryland	5	5	5			--	--	--	--
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 DESCOCO 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

Scale Reliability

Five of the eight domain scales, and Support Services, have good scale reliability (.60 or higher) for self respondents, as determined by Cochran’s alpha. (See **Figure Figure 25**.) The alphas of the other three domain scores are not much below .60. Self reports produce more reliable scales in six domains and Support Services than do proxy reports. The reliability in five of the domains would decrease if any of the indicator questions were not included. The alpha for Support Services would increase the most by eliminating the question about choosing support staff, perhaps because this is not yet a viable option for most people. The overall alpha for Emotional Well-being would increase to .66 if the question on being a leader were eliminated. However, its elimination would make almost no difference in the alphas for self respondents and proxies separately, suggesting that sources of information respond to this questions very differently. The alpha for Physical Well-being would increase overall and for both self respondents and proxies if the final question about being hit or hurt was eliminated. This was the only question to have a long preamble and could not be kept confidential, a difference by itself to result in different patterns of answers than other non-threatening Physical Well-being questions. Finally, the Self Determination alpha would increase overall if the question on saying “no” was eliminated, but would not increase for either self-respondents or proxies, suggesting that the sources of data consider this question differently.

Scale	All	Self	Proxy
Social Inclusion	.62	.64	.52
Interpersonal Relations	.65	.64	.62
Self Determination	.71	.60	.75
Rights	.59	.54	.60
Material Well-being	.61	.66	.60
Personal Development	.65	.70	.47
Emotional Well-being	.57	.66	.46
Physical Well-being	.51	.48	.43
Support Services	.61	.64	.52

Figure 26. Scale Reliability (Cochran’s Alpha) by Respondent

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 39 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 has a wide range of experience in surveys, social research, and program evaluation. The social health and well being of the individual in society has been the primary subject of his research, including a number of studies involving supports to people with intellectual and developmental disabilities. Dr. Bonham is an Emeritus Board Member of The Arc of Baltimore.

Judy Volkman, the Ask Me! Project Manager at The Arc of Maryland, coordinated all the field work activities. She was supported by Brenda Davis, Sean Delawder, Christine Harrington and Nolie Rife as regional coordinators. Angela Haney provided office support.

Sarah Sorensen is Assistant Director of The Arc of Maryland. Ms. Sorensen holds a Master's Degree in Policy Sciences from the University of Maryland Baltimore County. In addition to her responsibilities on the Ask Me! Project, she facilitates the statewide self-advocacy group, People On the Go, and works on policy issues of concern to persons with developmental disabilities and their families.

Committed and skilled interviewers, who themselves receive support funded by the Maryland Developmental Disabilities Administration, make The Ask Me! Project possible. In FY2010, 26 peer interviewers worked for The Arc of Maryland, conducting an average of 114 interviews. The interviewers have an average of 7.0 years of experience, with none being new to the survey in FY2010 and eight having ten or more years of experience. One interviewer conducted telephone interviews and keyed most of the survey data (DE). The Ask Me! FY2010 interviewers, with their years of experience shown in parentheses (), include:

Alisha Wright (2)	Diana Warther (8)	Michael Raidt (11)
Anne Bates (7)	Emerald Coleman (4)	Patrick Rhinehart (7)
April Carr (5)	James Devore (13)	Reta Cooper (3)
Bernadette Quinn (6)	John Giles (3)	Robert Heil (7)
Brian Plater (9)	Linda Cooper (10)	Scott Heim (12)
Bridgette Pressley (12)	Lois Southard (2)	Valerie Smith (5)
Carolina Cano (8)	Lori Powell (12)	Vernon DeHaven (11)
Christy Scott (4)	Marianne McNally (5, DE)	Vicki Mills (10)
Crystal Stephens (4)	Michael Carter (3)	

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

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/Ask10Report.pdf>. It, and other publications listed at the end of this report, can also be accessed through the website of Bonham Research, <http://www.bonhamresearch.com>.

Endnotes

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

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

³ “Do you save money?” If yes, “How often?” The Forum, May 2005, Vol 10, No. 1 - Survey of rural and urban youth in Florida. Retrieved November 4, 2010 from the World Wide Web: <http://ncsu.edu/ffci/publications/2005/v10-n1-2005-may/ar-1-financially.php>

McKean, L., Lessem, S. & Bax, E. (2005). Money management by low income households: earning, spending, saving, and accessing financial services. Center of Impact Research, August. Retrieved November 4, 2010 from the World Wide Web: <http://www.impactresearch.org/documents/FirstAccountsFinalRpt.pdf>

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