

PBH exceeds the NC state targets for the number of people with Intellectual and Developmental Disabilities served:

	Adult		Child	
	PBH	State	PBH	State
MH	78%	48%	61%	49%
DD	56%	41%	27%	21%
SA	15%	10%	12%	8%

PBH Performance

National Core Indicators Summary

- **The Core Indicators is a measure of quality and satisfaction. It is used in many states.**
- **North Carolina contracts with the Human Services Research Institute to evaluate the satisfaction of consumers with intellectual and developmental disabilities with their services.**
- **This assessment is conducted by staff that do not work for LMEs.**
- **PBH scored higher than the state average on 50% (33 out of 66 measures).**

National Core Indicators—DD

Green: PBH score is higher

Categories where PBH performed better than other LME's				
DOMAIN: CONSUMER OUTCOMES	Overview: Consumer outcome indicators concern how well the public system aids adults with developmental disabilities to work, participate in their communities, have friends and sustain relationships and exercise choice and self-determination. Other indicators in this domain probe how satisfied individuals are with services and supports			
SUBDOMAIN	CONCERN	INDICATOR	LME	All other LMEs ¹
Community Inclusion (Section II)	<i>People have support to participate in everyday community activities</i>	The proportion of people who go shopping	96.7 (29/30)	84.8 (799/942)
		The proportion of people who go out on errands or appointments	86.2 (25/29)	79.6 (747/939)
		The proportion of people who go out for entertainment	73.3 (22/30)	66.0 (622/943)
		The proportion of people who go out to eat	100.0 (29/29)	84.2 (796/945)
		The proportion of people who go to religious services	83.3 (25/30)	64.6 (607/940)
		The proportion of people who exercise or play integrated sports	66.7 (20/30)	56.0 (528/943)
		The proportion of people who go on vacation	53.6 (15/28)	49.1 (460/937)

National Core Indicators—DD

Green: PBH score is higher

SUBDOMAIN	CONCERN	INDICATOR	LME	All other LMEs ¹
Choice and Decision-Making (Section II)	<i>People make choices about their lives and are actively engaged in planning their services and supports</i>	The proportion of people who chose(or had input in choosing) the place where they live	53.3 (16/30)	41.4 (376/908)
		The proportion of people who chose(or had input in choosing) their roommates	30.0 (9/30)	38.4 (349/910)
		The proportion of people who chose (or had input in choosing) the staff to help them at home	45.0 (9/20)	56.9 (406/713)
		The proportion of people who chose (or had input) in choosing their job	85.7 (6/7)	72.3 (154/213)
		The proportion of people who chose (or had input in choosing) the staff who help them at work	42.9 (3/7)	59.2 (106/179)
		The proportion of people who chose (or had input) in choosing their day activity	52.2 (12/23)	53.6 (352/659)
		The proportion of people who chose (or had input in choosing) the staff who help them at their day activity	30.4 (7/23)	59.1 (390/660)
		The proportion of people who chose their case manager/service coordinator	42.1 (8/19)	64.2 (560/872)
		The proportion of people who choose their daily schedule	66.7 (20/30)	77.5 (729/941)
		The proportion of people who choose how to spend their free time	70.0 (21/30)	86.3 (814/943)
		The proportion of people who choose what to buy with their spending money	76.7 (23/30)	84.6 (560/872)

National Core Indicators—DD

Green: PBH score is higher

SUBDOMAIN	CONCERN	INDICATOR	LME	All other LMEs ¹
Choice and Decision-Making (continued)		The proportion of people who looked at more than one home.	26.9 (7/26)	24.8 (97/793)
		The proportion of people who looked at more than one job.	50.0 (3/6)	51.7 (92/178)
Relationships (Section I – Restricted Sample)	<i>People have friends and relationships</i>	The proportion of people who have friends and caring relationships with people other than support staff and family members	100.0 (22/22)	77.4 (459/593)
		The proportion of people who have a close friend, someone they can talk to about personal things.	95.5 (21/22)	78.9 (442/560)
		The proportion of people who are able to see their families when they want.	90.0 (18/20)	79.4 (444/559)
		The proportion of people who are able to see their friends when they want.	81.0 (17/21)	76.8 (401/522)
			50.0 (10/20)	40.1 (224/558)
		The proportion of people who feel lonely.		
Satisfaction (Section I – Restricted Sample)	<i>People are satisfied with the services and supports they receive</i>	The proportion of people who are satisfied with where they live	100.0 (22/22)	94.3 (566/600)
		The proportion of people who are satisfied with their home staff	100.0 (15/15)	98.6 (412/418)
		The proportion of people who are satisfied with their neighborhood	95.2 (20/21)	93.3 (540/579)
		The proportion of people who are satisfied with their job	100.0 (7/7)	97.3 (145/149)
		The proportion of people who are satisfied with their day activity	100.0 (18/18)	96.0 (388/404)
		The proportion of people who are satisfied with their day activity staff	100.0 (15/15)	98.9 (376/380)

National Core Indicators—DD

Green: PBH score is higher

DOMAIN: SYSTEM PERFORMANC E	Overview: The system performance indicators address the following topics: (a) service coordination; (b) family and individual participation in provider-level decisions; (c) the utilization of and outlays for various types of services and supports; (d) cultural competency; and (e) access to services. Information on (b), (c), and (d) come from data sources other than the consumer survey.			
SUBDOMAIN	CONCERN	INDICATOR	LME	All other LMEs¹
Service Coordination (Section I – Restricted Sample)	<i>Service coordinators are accessible, responsive, and support the person’s participation in service planning</i>	The proportion of people who report that they have met their case manager	100.0 (11/11)	97.0 (558/575)
		The proportion of people reporting that service coordinators help them get what they need	100.0 (13/13)	88.0 (449/510)
		The proportion of people who report that their service coordinators asked about their preferences	100.0 (8/8)	80.8 (287/355)
		The proportion of people who report participating in their Person-Centered plan	78.9 (15/19)	81.8 (419/512)
Access (Section I – Restricted Sample)	<i>Publicly-funded services are readily available to individuals who need and qualify for them</i>	The proportion of people who report having adequate transportation when they want to go somewhere	90.0 (18/20)	81.6 (461/565)
		The proportion of people who report that they do not get the services they need	22.7 (5/22)	36.2 (210/580)

National Core Indicators—DD

Green: PBH score is higher

SUBDOMAIN (Data Source)	CONCERN	INDICATOR	LME	All other LMEs ¹
Medications (Background Information)	Medications are managed effectively and appropriately	The proportion of people taking medications for mood, anxiety, behavior problems, or psychotic disorders	43.8 (14/32)	50.3 (549/1091)
Wellness (Background Information)	People are supported to maintain healthy habits	The proportion of people for whom weight is a concern (underweight or overweight)	Underweight = 4.2 (1/24) Overweight = 33.3 (8/24) Obese = 54.2 (13/24)	Underweight = 9.7 (93/941) Overweight = 26.6 (250/941) Obese = 30.7 (250/941)
		The proportion of people who smoke or chew tobacco	20.7 (6/29)	9.4 (102/1081)
		The proportion of people who are physically inactive	36.7 (11/30)	45.8 (486/1061)
Respect/Rights	People receive the same respect and protections as others in the community	The proportion of people reporting that they read their mail or e-mail and that others can read them only with their permission	100.0 (26/26)	88.8 (698/786)
		The proportion of people reporting that they can be alone with friends or visitors at home	74.1 (20/27)	85.0 (676/795)
		The proportion of people reporting that they are allowed to use the phone or internet when they want to	96.2 (25/26)	90.9 (650/715)

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DOMAIN: HEALTH, WELFARE, AND RIGHTS	Overview: These indicators concern the following topics: (a) safety and personal security; (b) health and wellness; and (c) protection of and respect for individual rights			
SUBDOMAIN	CONCERN	INDICATOR	LME	All other LMEs ¹
Safety	<i>People are safe from abuse, neglect, and injury</i>	The proportion of people who report that they feel safe at home	95.5 (21/22)	77.6 (447/576)
		The proportion of people who report that they feel safe in their neighborhood	90.5 (19/21)	81.6 (456/559)
		The proportion of people who report that they feel safe at their work or day activity	95.2 (20/21)	85.5 (400/468)
Health (Source: Background Information)	<i>People secure needed health services</i>	The proportion of people who had a physical exam in the past year	96.4 (27/28)	90.8 (918/1011)
		The proportion of women who had a pap test in the past year	30.0 (3/10)	49.6 (170/343)
		The proportion of men who had a prostate specific antigen test in the past year	22.2 (2/9)	27.4 (104/380)
		The proportion of people who saw their dentist in the past six months	52.0 (13/25)	53.6 (514/959)
		The proportion of people who had a flu vaccination within the past year	70.0 (21/30)	65.2 (543/833)
		The proportion of women over 40 who have had a mammogram ever	50.0 (4/8)	63.8 (104/163)