

Consumer Survey

South Dakota – 2002-2003 Data Summary



A Collaboration of
National Association of State Directors of Developmental Disabilities Services and
Human Services Research Institute

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THE NCI CONSUMER SURVEY

The NCI Consumer Survey is designed to assess consumers' overall level of satisfaction with services and supports received, as well as respondents' familiarity with the system that supports them, the quality of their personal relationships and their level of integration in the community.

The first part of this report (Table 1 through Table 34) displays demographic characteristics of the sample, both at the agency level and overall for the State of South Dakota.

The second part of the report (Table 35 through Table 72) details consumer outcomes in the areas of: community inclusion, choice and decision-making, rights, service coordination, access to services and supports, satisfaction with work and home settings, and personal relationships.

In the tables that follow, Consumer Survey results are presented in aggregate, as well as by agency. It is important to note that each table provides results and result averages that are calculated through two separate methods:

1. **Total %** indicates the percentage across all individual respondents.
2. **Agency Average %** indicates the average percentage across the nineteen provider agencies that conducted this survey.

DEMOGRAPHICS

Table 1: Age					
<i>Provider</i>	<i>N</i>	<i>Min</i>	<i>Max</i>	<i>Mean</i>	<i>Std. Dev.</i>
SEB	20	20	34	24.6	3.8
TP	17	19	47	25.6	7.6
BHS	30	20	59	31.2	10.9
OAH	30	22	66	38.0	13.7
DA	30	22	65	38.6	12.3
SVS	29	20	62	39.0	11.5
BHW	30	22	68	40.4	11.7
ATO	30	21	71	43.2	15.7
YAA	30	22	71	43.2	14.0
HAC	30	23	72	43.6	13.8
ADV	30	24	70	43.7	11.9
NHT	30	26	77	43.9	13.4
ATC	30	21	80	43.9	13.7
MAA	30	22	71	45.1	13.1
CAT	30	22	69	46.0	11.8
ECC	30	29	78	50.1	13.5
SES	30	31	69	50.7	10.3
CCI	19	33	80	59.5	14.8
LIV	28	37	83	59.8	13.6

Table 2: Gender				
<i>Provider</i>		<i>Male</i>	<i>Female</i>	<i>Total</i>
ADV	N	16	14	30
	%	53.3	46.7	
ATC	N	19	11	30
	%	63.3	36.7	
ATO	N	21	9	30
	%	70.0	30.0	
BHS	N	16	14	30
	%	53.3	46.7	
BHW	N	17	13	30
	%	56.7	43.3	
CAT	N	18	12	30
	%	60.0	40.0	
CCI	N	8	11	19
	%	42.1	57.9	
DA	N	16	14	30
	%	53.3	46.7	
ECC	N	12	18	30
	%	40.0	60.0	
HAC	N	20	10	30
	%	66.7	33.3	
LIV	N	20	8	28
	%	71.4	28.6	
MAA	N	16	14	30
	%	53.3	46.7	
NHT	N	14	16	30
	%	46.7	53.3	
OAH	N	16	14	30
	%	53.3	46.7	
SEB	N	11	9	20
	%	55.0	45.0	
SES	N	16	14	30
	%	53.3	46.7	
SVS	N	13	16	29
	%	44.8	55.2	
TP	N	17	0	17
	%	100.0	0.0	
YAA	N	19	11	30
	%	63.3	36.7	
Total	N	305	228	533
	%	57.2	42.8	
Average	%	57.9	42.1	

Table 3: Race of consumer

<i>Provider</i>		<i>American Indian or Alaska Native</i>	<i>Asian</i>	<i>Black or African American</i>	<i>White</i>	<i>Other race not listed</i>	<i>Total</i>
ADV	N	2	0	0	28	0	30
	%	6.7	0.0	0.0	93.3	0.0	
ATC	N	0	0	0	30	0	30
	%	0.0	0.0	0.0	100.0	0.0	
ATO	N	7	0	0	23	0	30
	%	23.3	0.0	0.0	76.7	0.0	
BHS	N	9	0	0	20	1	30
	%	30.0	0.0	0.0	66.7	3.3	
BHW	N	2	0	1	25	2	30
	%	6.7	0.0	3.3	83.3	6.7	
CAT	N	5	0	0	25	0	30
	%	16.7	0.0	0.0	83.3	0.0	
CCI	N	3	0	0	16	0	19
	%	15.8	0.0	0.0	84.2	0.0	
DA	N	3	0	0	27	0	30
	%	10.0	0.0	0.0	90.0	0.0	
ECC	N	2	0	0	28	0	30
	%	6.7	0.0	0.0	93.3	0.0	
HAC	N	1	0	0	29	0	30
	%	3.3	0.0	0.0	96.7	0.0	
LIV	N	7	0	0	21	0	28
	%	25.0	0.0	0.0	75.0	0.0	
MAA	N	4	0	0	26	0	30
	%	13.3	0.0	0.0	86.7	0.0	
NHT	N	6	0	1	23	0	30
	%	20.0	0.0	3.3	76.7	0.0	
OAH	N	5	0	0	25	0	30
	%	16.7	0.0	0.0	83.3	0.0	
SEB	N	1	1	0	18	0	20
	%	5.0	5.0	0.0	90.0	0.0	
SES	N	3	0	0	27	0	30
	%	10.0	0.0	0.0	90.0	0.0	
SVS	N	0	0	0	29	0	29
	%	0.0	0.0	0.0	100.0	0.0	
TP	N	7	0	0	10	0	17
	%	41.2	0.0	0.0	58.8	0.0	
YAA	N	2	0	0	27	1	30
	%	6.7	0.0	0.0	90.0	3.3	
Total	N	69	1	2	457	4	533
	%	12.9	0.2	0.4	85.7	0.8	
Average	%	13.5	0.3	0.4	85.2	0.7	

Table 4: Ethnicity				
<i>Provider</i>		<i>Non-Hispanic</i>	<i>Hispanic</i>	<i>Total</i>
ADV	N	30	0	30
	%	100.0	0.0	
ATC	N	30	0	30
	%	100.0	0.0	
ATO	N	30	0	30
	%	100.0	0.0	
BHS	N	29	1	30
	%	96.7	3.3	
BHW	N	29	1	30
	%	96.7	3.3	
CAT	N	30	0	30
	%	100.0	0.0	
CCI	N	19	0	19
	%	100.0	0.0	
DA	N	30	0	30
	%	100.0	0.0	
ECC	N	30	0	30
	%	100.0	0.0	
HAC	N	30	0	30
	%	100.0	0.0	
LIV	N	28	0	28
	%	100.0	0.0	
MAA	N	30	0	30
	%	100.0	0.0	
NHT	N	30	0	30
	%	100.0	0.0	
OAH	N	30	0	30
	%	100.0	0.0	
SEB	N	20	0	20
	%	100.0	0.0	
SES	N	30	0	30
	%	100.0	0.0	
SVS	N	29	0	29
	%	100.0	0.0	
TP	N	17	0	17
	%	100.0	0.0	
YAA	N	30	0	30
	%	100.0	0.0	
Total	N	531	2	533
	%	99.6	0.4	
Average	%	99.6	0.4	

Table 5: Legal status

<i>Provider</i>		<i>Legally competent adult</i>	<i>Private guardian or conservator</i>	<i>State/county guardian</i>	<i>DK or never evaluated</i>	<i>Total</i>
ADV	N	10	20	0	0	30
	%	33.3	66.7	0.0	0.0	
ATC	N	15	14	1	0	30
	%	50.0	46.7	3.3	0.0	
ATO	N	11	15	4	0	30
	%	36.7	50.0	13.3	0.0	
BHS	N	12	17	1	0	30
	%	40.0	56.7	3.3	0.0	
BHW	N	14	16	0	0	30
	%	46.7	53.3	0.0	0.0	
CAT	N	10	15	4	1	30
	%	33.3	50.0	13.3	3.3	
CCI	N	4	9	6	0	19
	%	21.1	47.4	31.6	0.0	
DA	N	6	20	4	0	30
	%	20.0	66.7	13.3	0.0	
ECC	N	9	21	0	0	30
	%	30.0	70.0	0.0	0.0	
HAC	N	15	14	1	0	30
	%	50.0	46.7	3.3	0.0	
LIV	N	9	6	13	0	28
	%	32.1	21.4	46.4	0.0	
MAA	N	10	17	3	0	30
	%	33.3	56.7	10.0	0.0	
NHT	N	10	17	2	0	29
	%	34.5	58.6	6.9	0.0	
OAH	N	13	15	1	1	30
	%	43.3	50.0	3.3	3.3	
SEB	N	1	19	0	0	20
	%	5.0	95.0	0.0	0.0	
SES	N	4	20	6	0	30
	%	13.3	66.7	20.0	0.0	
SVS	N	9	17	2	1	29
	%	31.0	58.6	6.9	3.4	
TP	N	2	5	9	1	17
	%	11.8	29.4	52.9	5.9	
YAA	N	14	16	0	0	30
	%	46.7	53.3	0.0	0.0	
Total	N	178	293	57	4	532
	%	33.5	55.1	10.7	0.8	
Average	%	32.2	54.9	12.0	0.8	

Table 6: Level of MR

<i>Provider</i>		<i>No MR label</i>	<i>Mild</i>	<i>Moderate</i>	<i>Severe</i>	<i>Profound</i>	<i>Unspecified or UNK</i>	<i>Total</i>
ADV	N	1	15	5	3	6	0	30
	%	3.3	50.0	16.7	10.0	20.0	0.0	
ATC	N	0	9	8	5	8	0	30
	%	0.0	30.0	26.7	16.7	26.7	0.0	
ATO	N	1	16	7	4	2	0	30
	%	3.3	53.3	23.3	13.3	6.7	0.0	
BHS	N	2	11	7	6	4	0	30
	%	6.7	36.7	23.3	20.0	13.3	0.0	
BHW	N	2	15	7	1	5	0	30
	%	6.7	50.0	23.3	3.3	16.7	0.0	
CAT	N	1	6	12	3	7	1	30
	%	3.3	20.0	40.0	10.0	23.3	3.3	
CCI	N	0	7	8	2	2	0	19
	%	0.0	36.8	42.1	10.5	10.5	0.0	
DA	N	3	4	7	9	7	0	30
	%	10.0	13.3	23.3	30.0	23.3	0.0	
ECC	N	0	2	5	6	17	0	30
	%	0.0	6.7	16.7	20.0	56.7	0.0	
HAC	N	3	12	4	3	8	0	30
	%	10.0	40.0	13.3	10.0	26.7	0.0	
LIV	N	1	7	7	4	9	0	28
	%	3.6	25.0	25.0	14.3	32.1	0.0	
MAA	N	0	14	6	5	5	0	30
	%	0.0	46.7	20.0	16.7	16.7	0.0	
NHT	N	3	16	1	3	7	0	30
	%	10.0	53.3	3.3	10.0	23.3	0.0	
OAH	N	4	13	10	1	2	0	30
	%	13.3	43.3	33.3	3.3	6.7	0.0	
SEB	N	3	5	6	4	2	0	20
	%	15.0	25.0	30.0	20.0	10.0	0.0	
SES	N	0	8	8	3	11	0	30
	%	0.0	26.7	26.7	10.0	36.7	0.0	
SVS	N	3	8	12	3	3	0	29
	%	10.3	27.6	41.4	10.3	10.3	0.0	
TP	N	7	10	0	0	0	0	17
	%	41.2	58.8	0.0	0.0	0.0	0.0	
YAA	N	0	23	6	1	0	0	30
	%	0.0	76.7	20.0	3.3	0.0	0.0	
Total	N	34	201	126	66	105	1	533
	%	6.4	37.7	23.6	12.4	19.7	0.2	
Average	%	7.2	37.9	23.6	12.2	18.9	0.2	

Table 7: Who owns/leases home

<i>Provider</i>		<i>Family, guardian, friend</i>	<i>Private agency</i>	<i>State/county agency</i>	<i>Person rents home</i>	<i>Person owns home</i>	<i>Other</i>	<i>Total</i>
ADV	N	2	19	2	3	1	3	30
	%	6.7	63.3	6.7	10.0	3.3	10.0	
ATC	N	2	15	1	10	0	2	30
	%	6.7	50.0	3.3	33.3	0.0	6.7	
ATO	N	2	19	0	8	1	0	30
	%	6.7	63.3	0.0	26.7	3.3	0.0	
BHS	N	5	13	0	11	1	0	30
	%	16.7	43.3	0.0	36.7	3.3	0.0	
BHW	N	3	14	5	7	1	0	30
	%	10.0	46.7	16.7	23.3	3.3	0.0	
CAT	N	4	22	0	3	1	0	30
	%	13.3	73.3	0.0	10.0	3.3	0.0	
CCI	N	0	9	0	10	0	0	19
	%	0.0	47.4	0.0	52.6	0.0	0.0	
DA	N	3	19	0	8	0	0	30
	%	10.0	63.3	0.0	26.7	0.0	0.0	
ECC	N	0	20	0	10	0	0	30
	%	0.0	66.7	0.0	33.3	0.0	0.0	
HAC	N	2	12	0	16	0	0	30
	%	6.7	40.0	0.0	53.3	0.0	0.0	
LIV	N	0	19	0	9	0	0	28
	%	0.0	67.9	0.0	32.1	0.0	0.0	
MAA	N	2	11	0	17	0	0	30
	%	6.7	36.7	0.0	56.7	0.0	0.0	
NHT	N	1	6	0	23	0	0	30
	%	3.3	20.0	0.0	76.7	0.0	0.0	
OAH	N	6	0	0	23	0	0	29
	%	20.7	0.0	0.0	79.3	0.0	0.0	
SEB	N	5	15	0	0	0	0	20
	%	25.0	75.0	0.0	0.0	0.0	0.0	
SES	N	1	19	0	10	0	0	30
	%	3.3	63.3	0.0	33.3	0.0	0.0	
SVS	N	4	13	0	11	0	0	28
	%	14.3	46.4	0.0	39.3	0.0	0.0	
TP	N	0	13	4	0	0	0	17
	%	0.0	76.5	23.5	0.0	0.0	0.0	
YAA	N	2	19	0	7	0	2	30
	%	6.7	63.3	0.0	23.3	0.0	6.7	
Total	N	44	277	12	186	5	7	531
	%	8.3	52.2	2.3	35.0	0.9	1.3	
Average	%	8.2	53.0	2.6	34.0	0.9	1.2	

Table 8: Other Disabilities								
		Mental illness/psychiatric diagnosis			Autism			
<i>Provider</i>		<i>No</i>	<i>Yes</i>	<i>Total</i>		<i>No</i>	<i>Yes</i>	<i>Total</i>
ADV	N	20	10	30	N	27	3	30
	%	66.7	33.3		%	90.0	10.0	
ATC	N	21	9	30	N	28	2	30
	%	70.0	30.0		%	93.3	6.7	
ATO	N	18	12	30	N	29	1	30
	%	60.0	40.0		%	96.7	3.3	
BHS	N	20	10	30	N	25	5	30
	%	66.7	33.3		%	83.3	16.7	
BHW	N	19	11	30	N	27	3	30
	%	63.3	36.7		%	90.0	10.0	
CAT	N	18	12	30	N	26	4	30
	%	60.0	40.0		%	86.7	13.3	
CCI	N	8	11	19	N	19	0	19
	%	42.1	57.9		%	100.0	0.0	
DA	N	25	5	30	N	29	1	30
	%	83.3	16.7		%	96.7	3.3	
ECC	N	25	5	30	N	27	3	30
	%	83.3	16.7		%	90.0	10.0	
HAC	N	24	6	30	N	29	1	30
	%	80.0	20.0		%	96.7	3.3	
LIV	N	18	10	28	N	26	2	28
	%	64.3	35.7		%	92.9	7.1	
MAA	N	17	13	30	N	28	2	30
	%	56.7	43.3		%	93.3	6.7	
NHT	N	24	6	30	N	28	2	30
	%	80.0	20.0		%	93.3	6.7	
OAH	N	20	10	30	N	30	0	30
	%	66.7	33.3		%	100.0	0.0	
SEB	N	9	11	20	N	12	8	20
	%	45.0	55.0		%	60.0	40.0	
SES	N	8	22	30	N	24	6	30
	%	26.7	73.3		%	80.0	20.0	
SVS	N	19	10	29	N	29	0	29
	%	65.5	34.5		%	100.0	0.0	
TP	N	0	17	17	N	17	0	17
	%	0.0	100.0		%	100.0	0.0	
YAA	N	21	9	30	N	30	0	30
	%	70.0	30.0		%	100.0	0.0	
Total	N	334	199	533	N	490	43	533
	%	62.7	37.3		%	91.9	8.1	
Average	%	60.5	39.5		%	91.7	8.3	

**Table 9: Other Disabilities
(continued)**

Cerebral palsy

<i>Provider</i>		<i>No</i>	<i>Yes</i>	<i>Total</i>
ADV	N	26	4	30
	%	86.7	13.3	
ATC	N	24	6	30
	%	80.0	20.0	
ATO	N	27	3	30
	%	90.0	10.0	
BHS	N	26	4	30
	%	86.7	13.3	
BHW	N	27	3	30
	%	90.0	10.0	
CAT	N	26	4	30
	%	86.7	13.3	
CCI	N	19	0	19
	%	100.0	0.0	
DA	N	9	21	30
	%	30.0	70.0	
ECC	N	23	7	30
	%	76.7	23.3	
HAC	N	28	2	30
	%	93.3	6.7	
LIV	N	26	2	28
	%	92.9	7.1	
MAA	N	26	4	30
	%	86.7	13.3	
NHT	N	28	2	30
	%	93.3	6.7	
OAH	N	30	0	30
	%	100.0	0.0	
SEB	N	16	4	20
	%	80.0	20.0	
SES	N	28	2	30
	%	93.3	6.7	
SVS	N	27	2	29
	%	93.1	6.9	
TP	N	16	1	17
	%	94.1	5.9	
YAA	N	28	2	30
	%	93.3	6.7	
Total	N	460	73	533
	%	86.3	13.7	
Average	%	86.7	13.3	

Table 10: Other Disabilities (continued)								
Provider	Brain injury				Seizure disorder/neurological problem			
		No	Yes	Total		No	Yes	Total
ADV	N	22	8	30	N	19	11	30
	%	73.3	26.7		%	63.3	36.7	
ATC	N	29	1	30	N	22	8	30
	%	96.7	3.3		%	73.3	26.7	
ATO	N	28	2	30	N	20	10	30
	%	93.3	6.7		%	66.7	33.3	
BHS	N	22	8	30	N	17	13	30
	%	73.3	26.7		%	56.7	43.3	
BHW	N	26	4	30	N	23	7	30
	%	86.7	13.3		%	76.7	23.3	
CAT	N	25	5	30	N	18	12	30
	%	83.3	16.7		%	60.0	40.0	
CCI	N	18	1	19	N	11	8	19
	%	94.7	5.3		%	57.9	42.1	
DA	N	28	2	30	N	21	9	30
	%	93.3	6.7		%	70.0	30.0	
ECC	N	28	2	30	N	15	15	30
	%	93.3	6.7		%	50.0	50.0	
HAC	N	23	7	30	N	15	15	30
	%	76.7	23.3		%	50.0	50.0	
LIV	N	25	3	28	N	19	9	28
	%	89.3	10.7		%	67.9	32.1	
MAA	N	29	1	30	N	23	7	30
	%	96.7	3.3		%	76.7	23.3	
NHT	N	19	11	30	N	16	14	30
	%	63.3	36.7		%	53.3	46.7	
OAH	N	28	2	30	N	27	3	30
	%	93.3	6.7		%	90.0	10.0	
SEB	N	19	1	20	N	14	6	20
	%	95.0	5.0		%	70.0	30.0	
SES	N	21	9	30	N	18	12	30
	%	70.0	30.0		%	60.0	40.0	
SVS	N	27	2	29	N	22	7	29
	%	93.1	6.9		%	75.9	24.1	
TP	N	13	4	17	N	10	7	17
	%	76.5	23.5		%	58.8	41.2	
YAA	N	28	2	30	N	25	5	30
	%	93.3	6.7		%	83.3	16.7	
Total	N	458	75	533	N	355	178	533
	%	85.9	14.1		%	66.6	33.4	
Average	%	86.1	13.9		%	66.3	33.7	

		Table 11: Other Disabilities (continued)		
		Chemical dependency		
Provider		No	Yes	Total
ADV	N	30	0	30
	%	100.0	0.0	
ATC	N	30	0	30
	%	100.0	0.0	
ATO	N	30	0	30
	%	100.0	0.0	
BHS	N	30	0	30
	%	100.0	0.0	
BHW	N	30	0	30
	%	100.0	0.0	
CAT	N	30	0	30
	%	100.0	0.0	
CCI	N	18	1	19
	%	94.7	5.3	
DA	N	30	0	30
	%	100.0	0.0	
ECC	N	30	0	30
	%	100.0	0.0	
HAC	N	30	0	30
	%	100.0	0.0	
LIV	N	28	0	28
	%	100.0	0.0	