

NATIONAL CORE INDICATORS

ADULT CONSUMER SURVEY 2013-14

<http://www.nationalcoreindicators.org>

What is NCI?



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INDICATORS

- NCI is a voluntary effort by public developmental disabilities agencies to measure and track their own performance.
- Collaboration began in 1997
- Currently 38 states and Washington D.C. represented plus 22 sub-state entities
- Coordinated by HSRI and NASDDDS

NASDDDS



Human Services
Research Institute

What is an “Indicator”?



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- Indicators are standard measures used across states to assess the outcomes of services provided to individuals and families. Indicators address key areas of concern including employment, rights, service planning, community inclusion, choice, and health and safety.

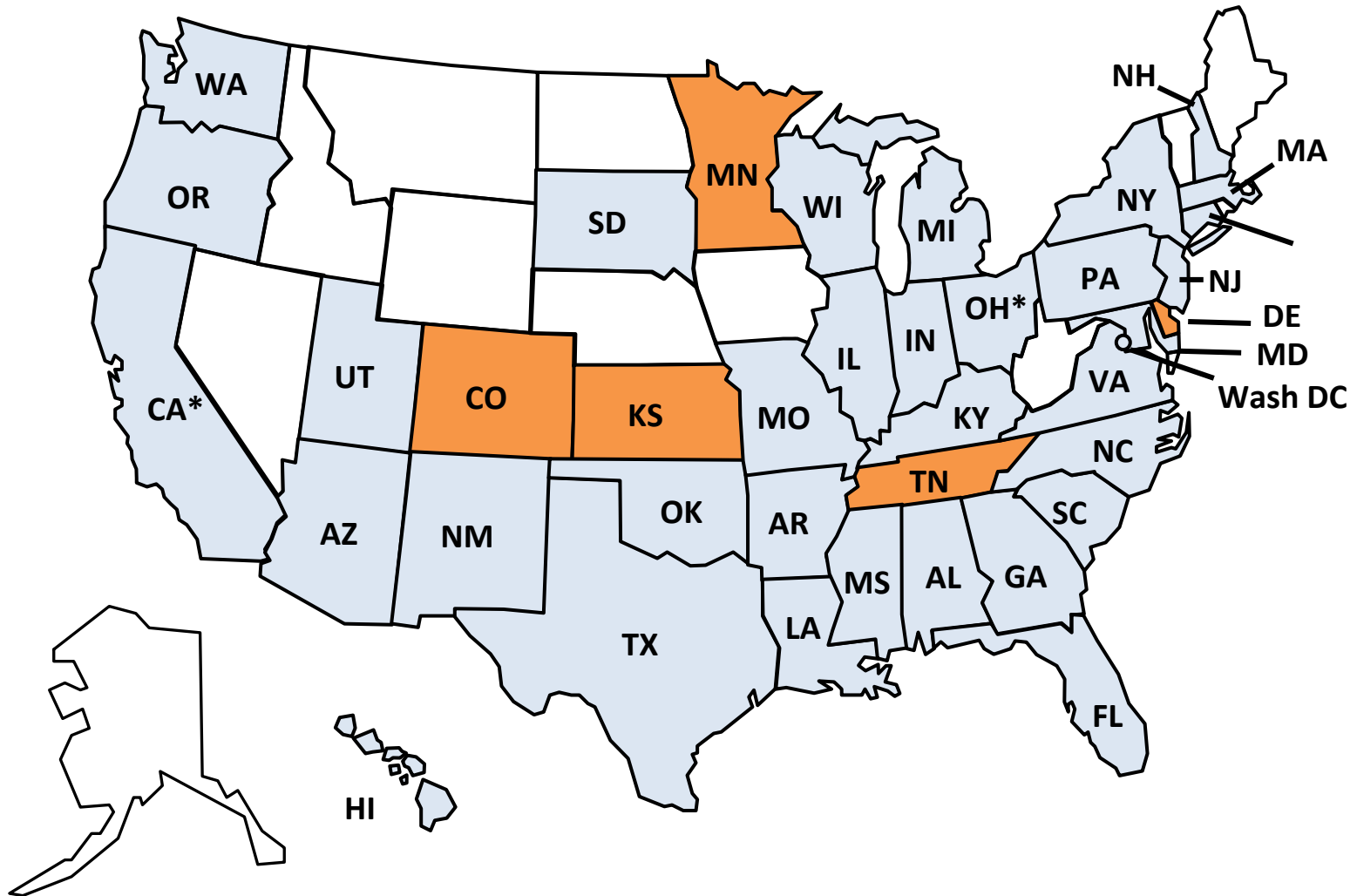
NCI Expansion



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- NCI was awarded a contract from the Administration on Intellectual and Developmental Disabilities (AIDD)
- Funds 5 states' participation in NCI each year for 5 years
- Goal to increase NCI participation to include all 50 states
- Five States selected for 2013-14:
 - KS, MN, DE, CO, TN

NCI State Participation 2013-14



■ State contract awarded in 2013-14 through AIDD funding
CA*- Includes 21 Regional Centers
OH*- Also includes the Mid-East Ohio Regional Council

NCI Goals



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- Establish a nationally recognized set of performance and outcome indicators for DD service systems
- Develop reliable data collection methods & tools
- Report state comparisons and national benchmarks of system-level performance

NCI Adult Consumer Survey



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- Uses conversations with adults receiving services to get information about their experiences
- Keyed to important person-centered outcomes
- Measures system-level indicators related to:
 - Employment, choice, relationships, case management, inclusion, health
- Has to be done carefully to ensure reliability

NCI Adult Consumer Survey



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- What is the NCI Adult Consumer Survey process?
 - Standardized, face-to-face meeting with the person receiving services
 - No pre-screening procedures
 - Adults Only (18 and over)
 - Takes approximately 50 minutes

NCI Adult Consumer Survey



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- 4 Parts of the Survey
 - Pre-Survey Information
 - Obtained *before* the interview
 - Background Information
 - Obtained from best source – may be before, during, or after the interview
 - Section 1- the NCI meeting
 - *Only individuals receiving services* can respond
 - Section 2- the NCI meeting
 - Individuals receiving services respond, but can get assistance if needed

Ways States Use NCI Data



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- CMS Waiver Requirements
- Quality Assurance/Improve Services
- State by State Comparisons
- Assist with Community Transition
- Quality and DD Councils
- Reports to State Legislatures



□ **Through 2010**

- “Quality of Life” Survey was administered to Section 21 Waiver recipients
- Interviewers were primarily agency staff
- Project overseen by the (former) Office of Quality Improvement



□ **Fall 2013**

- OADS received a grant to resume participation in NCI
- OADS approached MDDC about assisting with the interviews
- Interviews are beginning to be scheduled
- 400 interviews to be completed by June 15 2014

NCI in Maine

□ **Winter and Spring 2014**

- Interviews are beginning to be scheduled
- 400 interviews to be completed by June 15 2014
- Data will be analyzed by NCI

□ **2015 and beyond**

- Report available spring 2015
- Opportunity to develop more specific questions



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