

NCI-MAINE



<http://www.nationalcoreindicators.org>

What is NCI?



NATIONAL CORE
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 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- Maine Goals

- Obtain direct feedback from service recipients
- Connect indicators to other initiatives (SIS, Olmstead, etc)
- Utilize reliable data to
 - ▣ Measure user satisfaction with services
 - ▣ Identify areas for quality improvement
 - ▣ Support the evolution of the service system

NCI-Maine History



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□ **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

NCI-Maine History



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□ 2013-15

- OADS received a grant to resume participation in NCI
- Contracted with Maine Developmental Disabilities Council
- Interviews completed in 2014 & 2015
- 2015 data is being analyzed by HSRI

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



- Information Gathered is Confidential
 - Only participation is tracked
 - Participants are identified in the database only with a code (made up number)
 - After the information is entered, paperwork is shredded

Why participate?



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- Participation can help other people
 - OADS learns about how well services are meeting people's needs
 - OADS learns about what people like and don't like about services
 - Maine learns about how well it is doing compared to the rest of the country

Strengths

- Reliable & valid for people with all levels of ID
- Provides objective data (which we don't have much of!)
- Random sample

Limitations

- Not sensitive to nuances of service systems
- Not sensitive to the nuances of people's lives

What we learned form the process

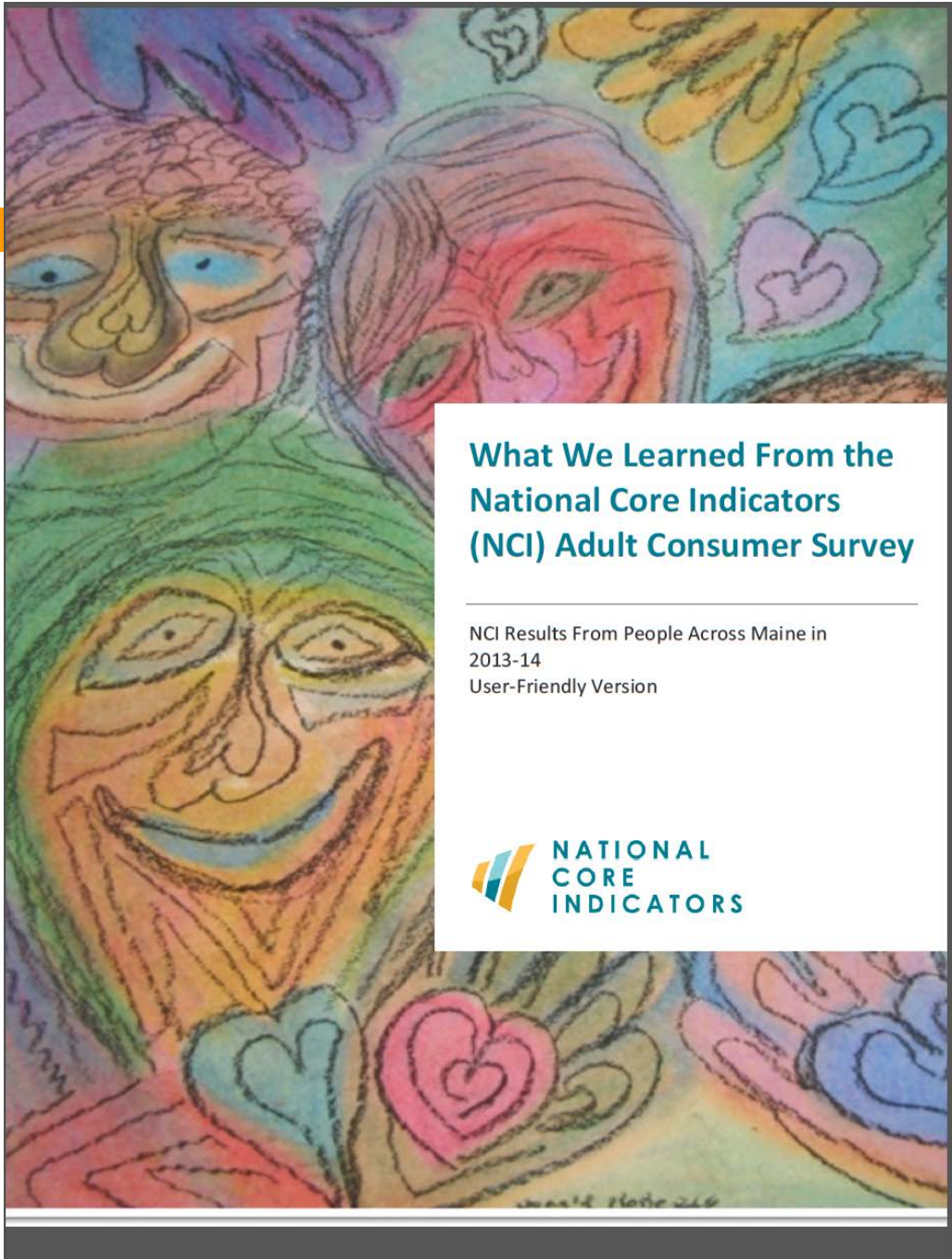
- Participants seemed to enjoy the interview process
- People did not always say what we expected them to say

Interviewer feedback

- It was a privilege to spend some time with people with so many different life experiences
- Those who live most independently seemed the happiest
- Integrated employment seems to contribute strongly to happiness, well-being & self determination.

Interviewer feedback

- People do not seem to have many choices about where & how they spend their days
- People who have had behavior problems in the past said that nobody lets them forget and rules just don't relax, even when their behavior has improved.
- People often had a difficult time answering questions about living, working, doing something else or somewhere else, and about services needed- lack of awareness that there ARE other options



What We Learned From the National Core Indicators (NCI) Adult Consumer Survey

NCI Results From People Across Maine in
2013-14
User-Friendly Version



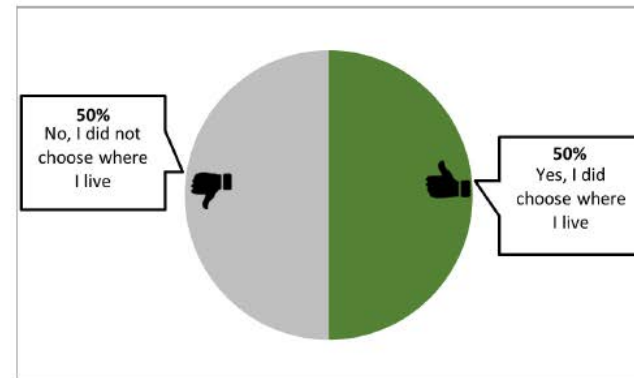
<http://www.nationalcoreindicators.org/states/ME/>

Areas Addressed

- Choice and Decision Making
- Self Determination
- Community Inclusion
- Relationships
- Satisfaction
- Service Coordination
- Work
- Access
- Health
- Medications
- Wellness
- Respect and Rights
- Safety

Selected 2013-14 Survey Results

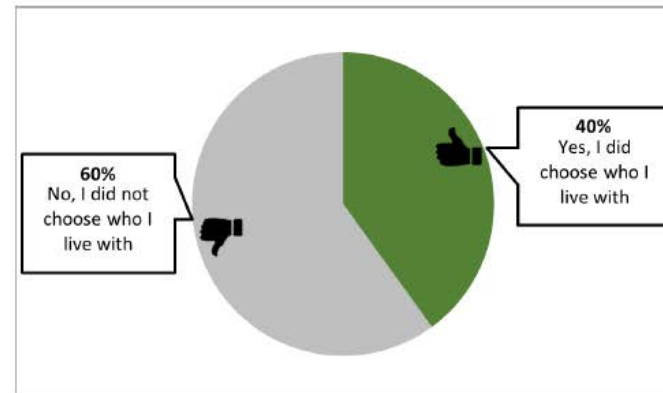
Did you choose where you live?



NCI tells us **5** out of every **10** people said **they chose where they live.**

Selected 2013-14 Survey Results

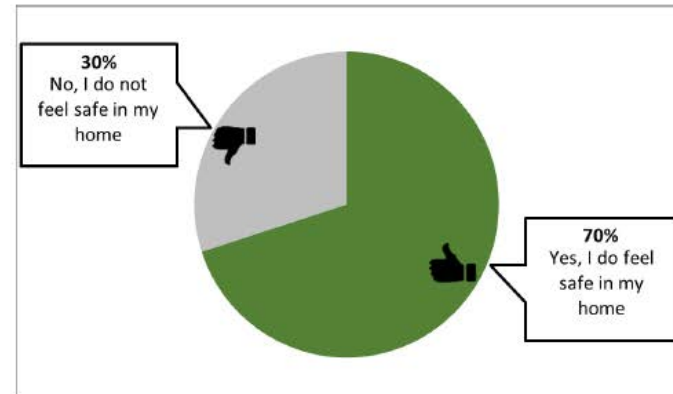
Did you choose who you live with?



NCI tells us **4** out of every **10** people said **they chose who they live with.**

Selected 2013-14 Survey Results

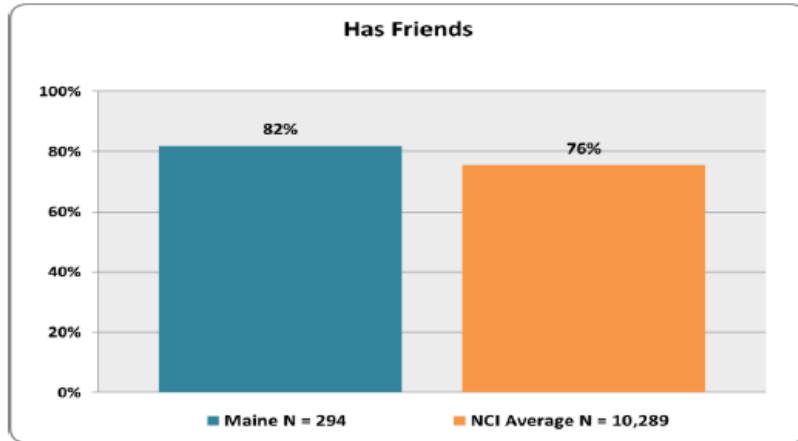
Do you feel safe in your home?



NCI tells us **7** out of every **10** people said **they feel safe in their home.**

Selected 2013-14 Survey Results

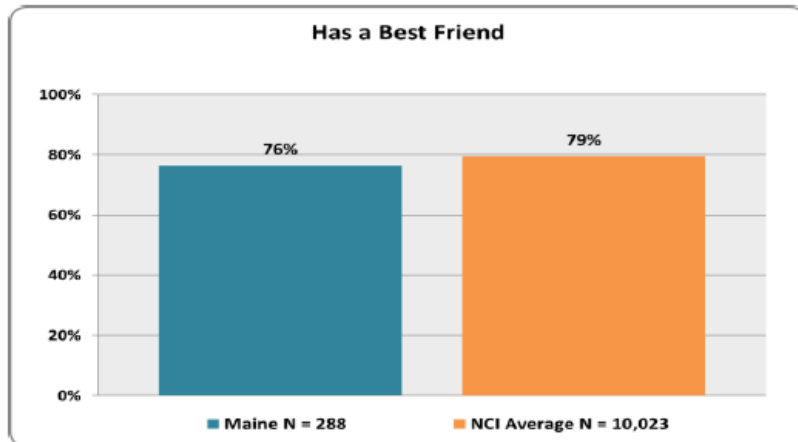
GRAPH 52. HAS FRIENDS



This graph illustrates that 82% of respondents from Maine and 76% across NCI states reported that they have friends other than family or paid staff.

States ranged from 48% to 90%.

GRAPH 53. HAS A BEST FRIEND

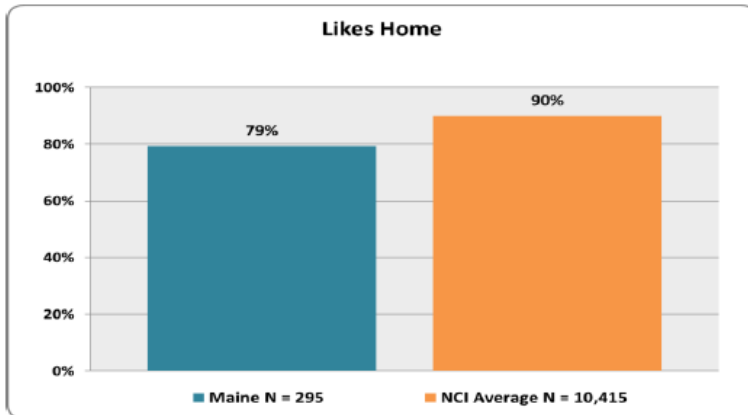


This graph illustrates that 76% of respondents from Maine and 79% across NCI states reported that they have a best friend (who may be family or paid staff).

States ranged from 63% to 88%.

Selected 2013-14 Survey Results

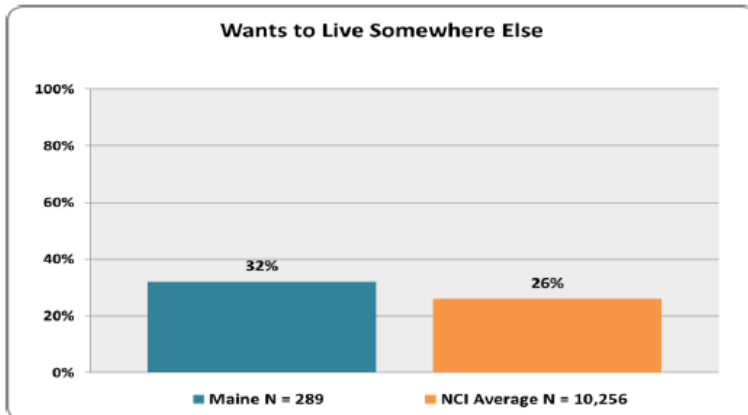
GRAPH 59. LIKES HOME



This graph illustrates that 79% of respondents from Maine and 90% across NCI states reported that they like their home.

States ranged from 79% to 97%.

GRAPH 60. WANTS TO LIVE SOMEWHERE ELSE

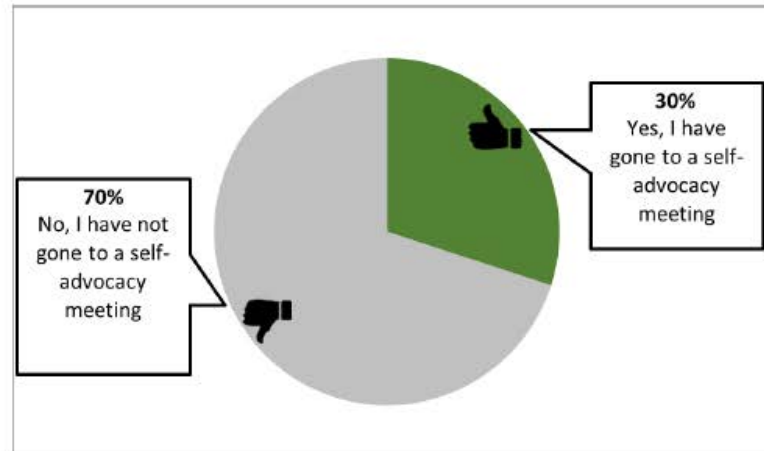


This graph illustrates that 32% of respondents from Maine and 26% across NCI states reported that they want to live somewhere else.

States ranged from 8% to 36%.

Selected 2013-14 Survey Results

Have you gone to a self-advocacy meeting?



NCI tells us **3** out of every **10** people said **they have gone to a self-advocacy meeting.**





Maine Developmental
Disabilities Council

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