National Core Indicators (NCI)- Informational Meeting

January 4th, 2023

Agenda

- Introduction and purpose of NCI
- NCI-AD Project Scope
- NCI-IDD Project Scope
- About the project management organization: Knowledge Services
- Survey Management Experience and Approach
- Implementation timelines
- Questions

Background and Introductions

- Developmental Disabilities (DD) and Aging Services are participating

- ND advocacy organizations advocated for implementation of NCI

- ND State Council on Developmental Disabilities granted funding for the first two years of NCI survey cycles

- Collaborative effort

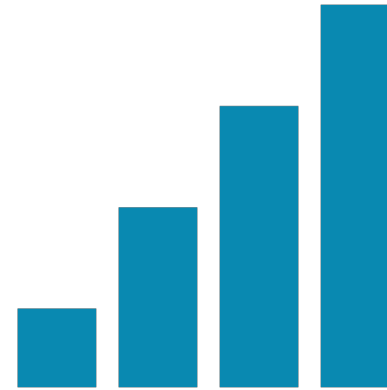- HHS contracted with Knowledge Services for project management
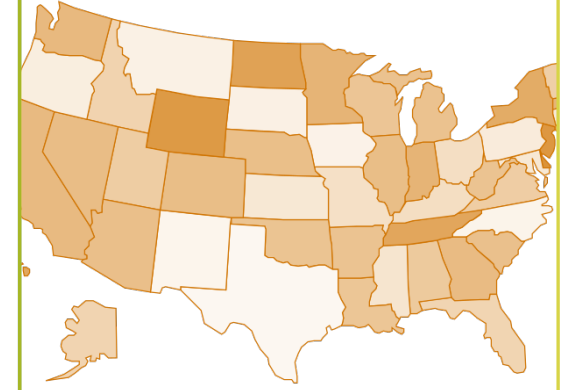
Purpose of NCI-AD and NCI-IDD

Hear directly from people receiving services

Assess quality of life, service satisfaction, experiences, and outcomes of people receiving long term services and supports

Track key outcomes across multiple years, measure performance, and improve systems and quality of supports

Compare outcomes to other states and to the average across states

NCI Indicators

Person-centered service planning

Rights
Choices
Decision making
Relationships

Health
Welfare
Safety

Service coordination
Community inclusion
Employment
Goals

Data are used to…

Compare outcomes to other states

Compare specific groups or geographic regions within states

Identify areas for quality improvement

Share outcomes with stakeholders for feedback and strategic planning

Benchmark and track progress toward quality improvement

Researchers also use data to look more closely at specific topics

NCI-AD Participating States

Been in use for 7 yrs.
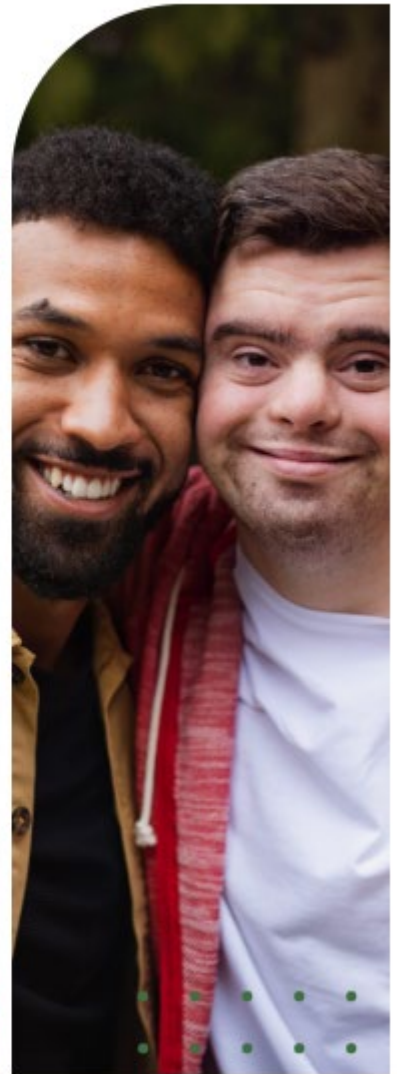

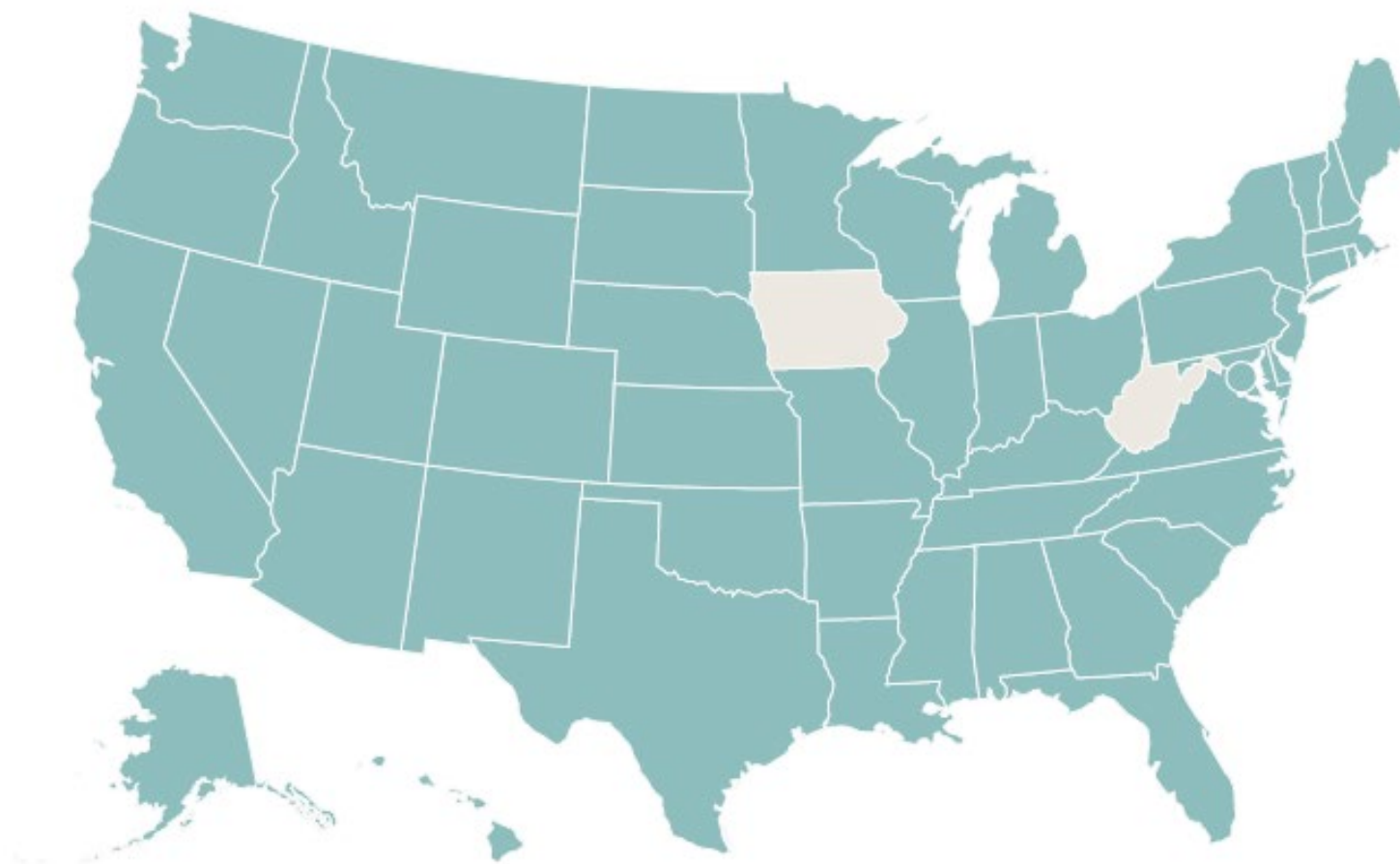Current Participant
Past Participant
Non-Participant

About NCI-AD

- **Collaboration of Advancing States and Human Services Research Institute (HRSI)**
- **Surveys with older adults or people with physical disabilities, receiving long term services & supports (LTSS)**
  - HCBS Waiver
  - Medicaid State Plan Personal Cares (MSP-PC)
  - Service Payments for the Elderly and Disabled (SPED)
  - Expanded Services Payments for the Elderly and Disabled (EXSPED)
- **Administered at the state-level**
  - States determine their sample strategy with support from NCI team
- **Standardized survey with a sample of individuals receiving services**
- **Survey conducted in-person, via video conference, or over the phone**
- **Standardized surveyor training**
- **Allows questions to be reworded or rephrased using familiar names and terms**
- **Survey portions take 50 minutes on average**

NCI-IDD
Participating
States

Been in use
for 25 yrs.

About NCI-IDD

- **Collaboration of National Association of State Directors of Developmental Disabilities Services (NASDDS) and Human Services Research Institute (HRSI)**

- **Surveys with people with intellectual and developmental disabilities**
  - IID/DD HCBS Waiver
  - Intermediate Care Facilities for Individuals with Intellectual Disabilities (ICF/IID)

- **Administered at the state-level**
  - States determine their sample strategy with support from NCI team

- **Adult Family surveys (2023 survey cycle)**
  - Mailed to families with an adult family member with IDD living in the family home

- **Child Family surveys (2023 survey cycle)**
  - Mailed to families with a child with IDD living in the family home

- **Family/Guardian surveys (2024 survey cycle)**
  - Mailed to family/guardian with an adult family member with IDD living outside of the home

- **In-person surveys (2024 survey cycle)**
  - Face-to-face or videoconference intended for adult individuals with IDD who is receiving service

knowledge services

2023 State of North Dakota NCI Survey
Knowledge Services Introduction and Overview

About Knowledge Services
Serving Those Who Serve Others

- Founded in 1994, Indianapolis HQ, WBE

- Experts in Managed Services
  - Survey Management Solutions
  - Professional & Technical Business Solutions
  - Managed Service Provider (MSP) for Contingent Labor
  - MSP for Statement of Work (SOW) Services
  - Staffing / Recruiting
  - State Government Contracts (AZ, CO, FL, IN, ME, MI, MS, MO, NV, ND, RI, TN, UT & WI)

- Proprietary Cloud-based SaaS Platform
  - FedRAMP Ready

Survey Management Experience

Survey Management Experience

- 10+ Years Experience managing survey projects
- Experience conducting surveys in 8 states with various populations, including:
    - Aging and disabled
    - Intellectual and Developmental Disabilities
    - Blind and blind/deaf

NCI Survey Experience

- Total: 10,000+ NCI surveys completed

- 2015-16 State of Indiana: 937 surveys completed

- 2016-17 State of Indiana : 1,092 surveys completed

- 2017-18 State of Indiana : 1,467 surveys completed

- 2018-19 State of Indiana : 1,689 surveys completed

- 2019-20 State of Indiana : 793 surveys completed (project cancelled March 2020)

- 2020-21 State of Indiana: 50 surveys completed (remote pilot for telephone)

- 2021-22 State of Indiana: 1,220 surveys completed

- 2021-22 State of Michigan: 800 surveys completed

- 2021-22 State of Missouri: 2,040 surveys completed

- 2022-23 State of Michigan: 800 surveys completed

NCI-AD Project Scope

- Project education activities

  - Informational mailings to participants and local advocacy groups/providers, informational calls with stakeholders to spread awareness about the project and to flow information down to survey participants

- Survey training

  - Initial contact to potential participants, scheduling and completing surveys, unmet needs, and abuse/neglect/exploitation procedures

- Interview scheduling and coordination

  - Typical project introduction: Hi my name is JOHN DOE and I am calling on behalf of the State of North Dakota. May I speak with JAMES? I am calling regarding an initiative that the State is undertaking, where the State is seeking to gain perspective on some of the programs that are being run through your local area agency and the State. The goal is to gather feedback across the State and determine what can be improved state-wide. Responses are completely anonymous and will not affect any of the services you receive directly. We would like to get your feedback about the services you are receiving.

- Interview completion

  - In-person, videoconference, or telephone based upon participant request

- Data entry quality assurance

  - Daily and monthly QA to ensure data entered accurately

- Monthly reporting

  - Includes number of completed surveys, number of individuals declined, number of individuals with incorrect contact information, and number remaining in the sample

NCI-IDD Project Scope

- Project education activities

  - Mailings to participants and other stakeholders. Informational calls with stakeholders across the State

- Survey mailings

  - Mailing of instructions to complete online, if desired, or to complete on paper. Mailings include prepaid envelopes to mail completed surveys back

- Data entry of returned surveys

  - Ensure returned surveys are entered into online data entry system for analysis

- Follow-up survey mailings

  - If surveys during initial mailing are not returned, follow-up mailings will be sent

- Data entry quality assurance

  - Daily and monthly QA to ensure data entered accurately

- Monthly reporting

  - Includes number of completed surveys, number returned to sender, and number remaining in the sample

Our Request

- Help spread awareness

  - Provide information to individuals receiving service about the survey

  - Encourage their participation to garner feedback and improve outcomes for the State

  - If an individual receiving service reaches out about a letter or phone call they received, provide information about the survey to legitimize the project as a whole

- Communicate questions or challenges

  - If an individual receiving service reaches out with a question or challenge to participation, communicate with Knowledge Services

  - If you have a question or challenge about the survey, reach out to Knowledge Services to seek clarification

2023 Timeline

- **Week of January 2nd (this week)**
  - Informational letters mailed to NCI-IDD participants
  - Informational letters mailed to NCI-AD participants
- **Week of January 9th**
  - Adult Family Surveys and Child Family Surveys mailed to participants and family members
  - Official NCI-AD training with surveyors working on outreach
- **Week of January 16th**
  - Outreach begins to participants about NCI-AD
  - Surveys will begin to be completed for NCI-AD
- **June 30th**
  - All surveys must be completed and entered into the web-based system by Knowledge Services
- **After surveys are completed:**
  - NCI and HRSI team prepares and distributes annual NCI state and national reports
  - Results are posted on the NCI website
  - States provide results to the public

Questions & Answers

Contact Information

To learn more about NCI visit **https://idd.nationalcoreindicators.org/**

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Thank you.