### **National Core Indicators**

Utah Department of Human Services Division of Services for People with Disabilities

Utah's Efforts to use NCI Data in Reporting

# NCI Workgroup

- Workgroup consists of members of the Division's Research, Quality Management, and Services Teams.
- The Division looked at measures across both face to face survey and family mail out surveys.
- Three areas of improvement were selected
  - Health and Safety in Residential/Day/Employment settings
  - Choice in living setting
  - Paid job in the community
- Benchmarks were set for each of these measures.

Focus Area	Survey	FY13	<u>FY14</u>	Goal	Cycle
Health and safety in residential setting	FGS	65%	64%	70%, within NCI average	FY2016
Health and safety in Day/employment setting	FGS	66%	65%	71%, within NCI average	FY2016
Health and safety in Day/employment setting	AFS	57%	NA	62%, within NCI average	FY2017 (Watch FY2015)
Choice in living setting	ACS	59%	59%	64%	FY2016 (Watch FY2015)
				(30%,25%), within NCI average, (1 year/2	
Would like to live somewhere else	ACS	35%	30%	year)	FY2016 (Watch FY2015)
				(23%,25%), within NCI average, (1 year/2	
Paid job in the community	ACS	21%	20%	year)	FY2016 (Watch FY2015)
Would like paid job in the community	ACS	44%	62%	No goal	FY2016 (Watch FY2015)

# Annual Reports

- For the past two years, DSPD has included NCI Adult Consumer Survey data in their Annual Report.
- The Division's Annual Report is viewed by legislative representatives, Division stakeholders, people receiving supports, and their families.

**DSPD Annual Report** 

### NATIONAL CORE INDICATORS

### Division of Services for People with Disabilities: Fiscal Year 2014 Annual Report

The Division contracts with National Core Indicators (NCI) to perform quality and service recipient satisfaction surveys focusing on target outcome measures. Core indicators are standard measures used across participating states that assess outcomes of services provided to persons and families. Core indicators measure areas such as employment, health and safety, committy inclusion, choices, rights, and service delivery. The following graphs/tables reflect data collected during the 2012-2013 survey cycle year.

### **Adult Consumer Survey**

Face-to-face survey targeting adults (18 and older) receiving ongoing services.

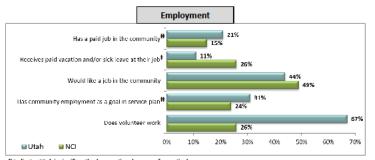
### Composite Scales:

Standardized scores were created to analyze measures in choice and decision making, and community inclusion. Two composite scores were produced from choice and decision making measures and one composite score was produced from community inclusion measures:

### Choice and Decision Making

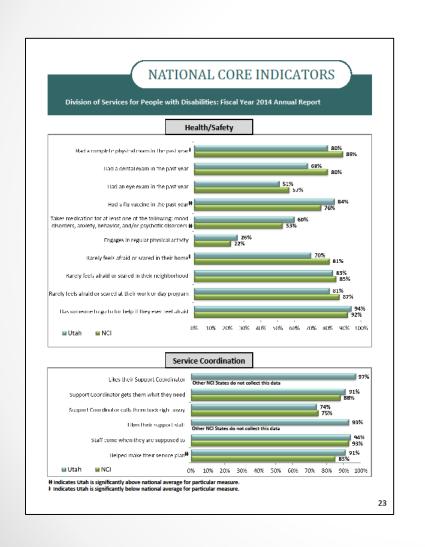
- Life Decisions Scale: Choices in residence, work, day activity, staff, and roommates
- O Everyday Choices Scale: Choices in daily schedule, how to spend money, and free time activities.
  Community Inclusion
- Community Inclusion Scale: Number of times the person went shopping, on errands, out for entertainment, and out to eat.

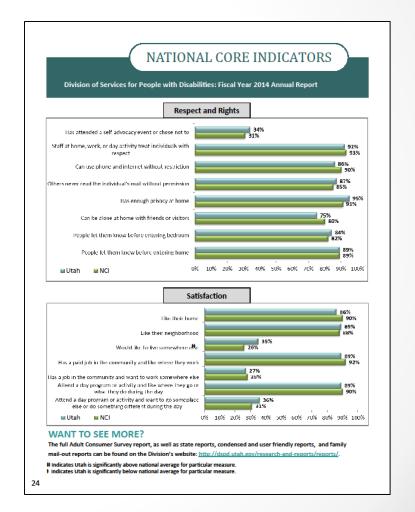
	L L	<b>J</b> tah	NCI Average		
	Respondents	Adjusted Average	Respondents	Adjusted Average	
Life Decisions Scale:	400	70%	12,098	56%	
Everyday Chaices Scale:	403	90%	12,305	86%	
Community Inclusion Scale:	350	14.2	10,917	13.5	



# Indicates Utah is significantly above national average for particular measure ‡ Indicates Utah is significantly below national average for particular measure.

# Annual Reports





# Legislative Reports

The Department of Human Services has a 5 pillar system of care.
 Yearly budget requests need to tie into these pillars. DSPD uses NCI data to provide measurable evidence for legislative budget adjustments.







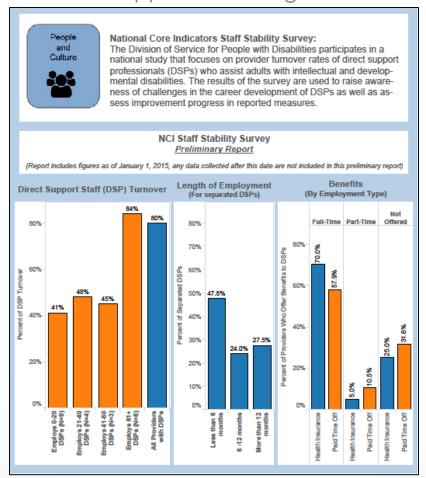




# Legislative Reports

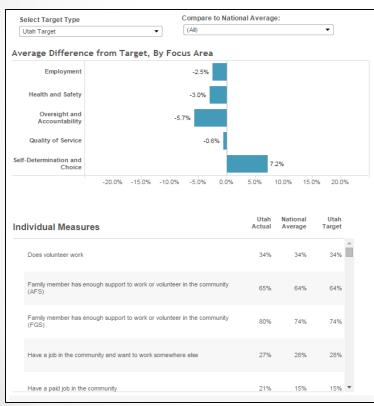
### **Budget Adjustments**

Direct Support Staff Wage Increase



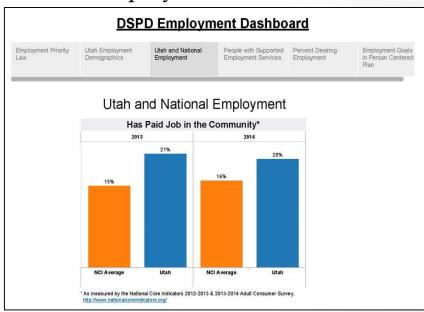
# Other Stakeholder and Public Reports

### Performance Measures



**View Report** 

### **Employment Measures**



**View Report**