



NASDDDS & HSRI

What We Learned From the Mid-Year Check-In Calls: Successes & Challenges



Human Services
Research Institute

NASDDDS

National Association of State Directors of Developmental Disabilities Services

Mid-Year Calls

- Asked state contact and contractor (if applicable) to be on calls
- Asked states to fill out work plan in advance
- Calls took around 1 hr.



What did we talk about?: Sampling

- The **sampling strategy** suggested
 - random sample of all **adults 18 and over** receiving **at least one service** in addition to case management.
- Some states opt to sample a limited population of people served (e.g. by waiver) or to oversample some groups of people served.



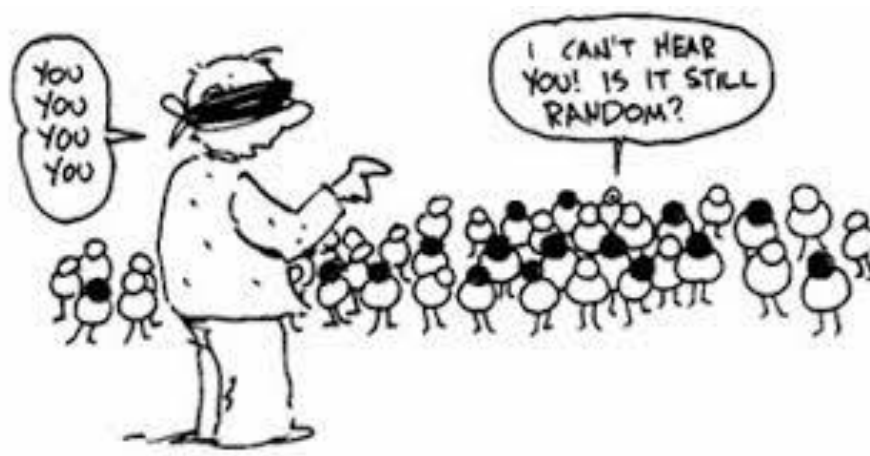
Sampling

- Random sampling
- Stratified sampling
- Oversampling
- Population sampling



Sampling Challenges

- Not random
 - Threats to randomness?



What did we talk about?: Training

- Surveyors should be trained to conduct surveys in a consistent manner to ensure the validity of the data.
 - NCI refresher trainings
 - State run trainings
- States conduct reliability testing (shadows)
- Gather feedback from those surveyed



What did we talk about?: Training

- Methods to interview individuals who don't communicate verbally
- Background information data collection



What did we talk about?: Consent

- Consent processes required additional time, and needs to be planned for in the survey timeline.
 - State specific procedures.
 - Some states do not ask for consent because NCI serves as QA tool.



What did we talk about?: BI

- Gathering these data can require time. Survey process needs to account for this.
- BI and PS should be gathered **after** survey respondent agrees to be interviewed and before survey
- Assess accessibility of data (where to find specific pieces of information) in advance of BI and PS collection



What did we talk about?: Refusals

- “Survey fatigue”
 - Important to differentiate NCI from SIS and other surveys being conducted in state.
 - Use logo, website, etc.
 - States exclude those surveyed for NCI in previous year from sample.
- Communication strategies to educate stakeholders
 - On a large scale (videos, articles, letters)
 - Increasing visibility of NCI
 - When approaching individual to be surveyed.
 - Surveyors trained on communication strategy.
 - Letter sent from DDS
- Sharing findings



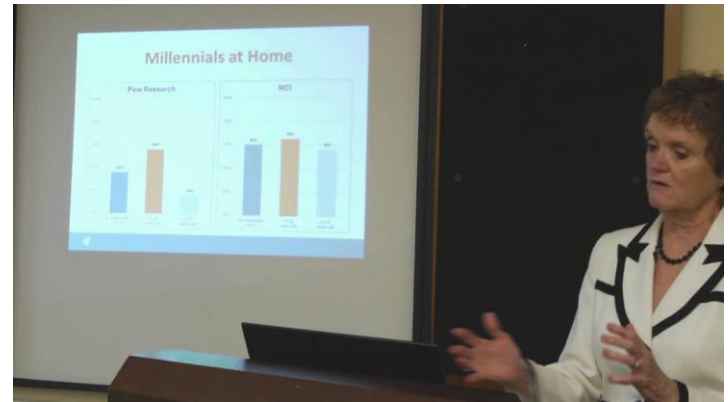
What did we talk about?: Stakeholder engagement and involvement

- Self-advocates hired as surveyors
- Groups of stakeholders who examine data and develop priorities
- Phone call “town hall meetings”
- NCI staff presenting an overview webinar to state providers
- Videos



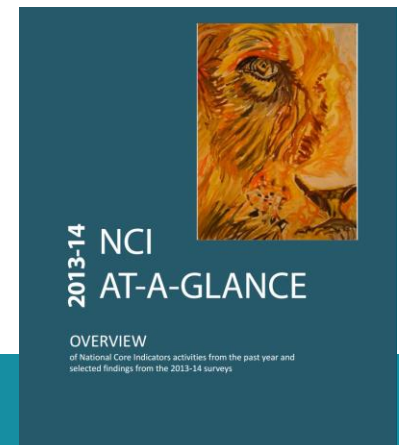
What did we talk about?: Disseminating results

- Websites
 - Link to chart generator
- Quality Council meetings
- Self-advocacy groups
- User-friendly reports
 - VA infographics
 - CA videos
 - WA Podcast



How to use data

- HCBS crosswalk
- Goals setting/priorities
- Quality reviews, quality committees
- At-A-Glance Report: Page 14 details some state initiatives using NCI data.



Family Surveys

- Pull large sample of names to ensure response rate
 - Send follow up
 - Online option! Piloting this year
 - Translations
- Write-in comments
 - Look at common themes.



Closing Notes

- 2015-16 ODESA will not open for states that have not yet submitted a work plan. Please send to dhiersteiner@hsri.org asap!

