





NCI-IDD Indicators

August, 2021

NCI-IDD began a four-year survey revision cycle in 2017. Within that four-year cycle survey, NCI-IDD tools undergo a revision process to ensure that the tools function in the field, address priority areas as defined by stakeholder and advocates and follow the needs and priorities of state DD systems. The indicators in this document are the revised set developed with support from a Survey Revisions Advisory Committee and topic-specific workgroups comprised of state directors of DD systems, NCI-IDD coordinators, self-advocates, and experts in the field.

This document lists the indicators developed in advance of the 2021-22 survey cycle and shows whether the indicator is new or changed from previous years. Some NCI-IDD indicators can help state systems assess whether supports are person-centered. These include indicators related to aspects of supports planning, the alignment of goals with a person's expressed preferences and desires, supports for lifelong learning, and degree of choice and control in supports.




Those items are marked by a person-centered icon: 

Several indicators also align with National Core Indicators—Aging and Disabilities (NCI-AD). Those items are marked with the NCI-AD logo: 

DOMAIN: INDIVIDUAL OUTCOMES

SUB-DOMAIN: EMPLOYMENT




*Value statement: People have **competitive** paid jobs in community-based businesses. People’s jobs reflect varied preferences for employment.*


Indicator	New	Changed	Stayed the same	Rationale for change
The percentage of people who are reported to have competitive paid jobs in community-based businesses		x		Added “competitive” to reflect value statement. This is a change in definition compared to past years when all community employment types were included. The survey will continue to collect information on other employment categories.
 The percentage of people who are reported to have a goal of community employment in their individualized service plan			x	
 Among those who are not reported to have a paid job in the community, the percentage who want one.		x		
 The percentage of people who report taking part in activities to gain skills to expand their job opportunities			x	

Indicator	New	Changed	Stayed the same	Rationale for change
The percentage of people who report using assistive technology to help do their job	x			Added indicator based on feedback around the need to collect information on use of technology in order to support people to be employed.

SUB-DOMAIN: COMMUNITY INCLUSION AND BELONGING

Value statement: People do things in their community they want to do. People feel like they belong to the communities/groups of their choosing.

Indicator	New	Changed	Stayed the same	Rationale for change
 The percentage of people who do the things they like in their communities as much as they want			x	
 The percentage of people who do things in the community with the people they want	x			Supports measure of meaningful day -- doing activities with the people the person wants to do things with.
 The percentage of people who feel that they belong to the group, organization or community they take part in: they can be themselves and feel included	x			Measures belonging.

Indicator	New	Changed	Stayed the same	Rationale for change
 The percentage of people who report they get help to learn new things			x	Addresses lifelong learning.






SUB-DOMAIN: COMMUNITY PARTICIPATION







Value statement: People participate in activities in their communities.

Indicator	New	Changed	Stayed the same	Rationale for change
The percentage of people who report they participated in specific integrated activities in the past month.		x		Updated language to more clearly and directly reflect intent.
The percentage of people who report they take part in groups, organizations, or communities.	x			Measures participation in “communities” (as defined by person).
The percentage of people who report that some or all of the groups, organizations, and communities they take part in include people without disabilities.	x			Measures participation in integrated communities.
Community inclusion scale			x	

SUB-DOMAIN: CHOICE AND DECISION-MAKING

Value statement: People are supported to make everyday choices and life decisions. Support for decision-making includes necessary information and experiences.




Indicator	New	Changed	Stayed the same	Rationale for change
 Of those who do not live in the family home, the percentage of people who reported having input in choosing where they live			X	
 Of those who do not live in the family home, the percentage of people who reported having input in choosing their housemates			X	
 The percentage of people who report having input in choosing their daily schedule			X	
 The percentage of people who report having input in choosing how they spend their free time			X	
 The percentage of people who report having enough choice about what to do in their free time			X	




Indicator	New	Changed	Stayed the same	Rationale for change
 Of those with a paid community job, the percentage of people who report having input in choosing their paid community job			X	
 The percentage of people who report having input in choosing their day program/workshop			X	
 The percentage of people who report having input in choosing their regular day activities (in addition to or instead of a paid community job and/or day program/workshop)	X			Captures choice in activities other than employment, day program, or workshop.
 The percentage of people who report having input in what to buy with their spending money			X	
 The percentage of people who report having choice in their staff			X	
 The percentage of people who report they can change their service coordinator/case manager if they want to			X	

Indicator	New	Changed	Stayed the same	Rationale for change
Scale: The percentage of people who report making choices (alone or with help) in life decisions			x	
Scale: The percentage of people who report making choices (alone or with help) in everyday choices			x	

SUB-DOMAIN: RELATIONSHIPS






Value statement: People are supported to build and maintain relationships that are important to them.



Indicator (An asterisk (*) denotes that a higher percentage for this indicator may not suggest a more positive outcome)	New	Changed	Stayed the same	Rationale for change
The percentage of people who report having friendships with people other than staff or family members			x	
The percentage of people who report having a best friend or someone they are close to			x	
 The percentage of people who report that they would like more help to meet new people, make new friends, or keep in contact with friends			x	
 The percentage of people who report that they can meet up with friends in person when they want		x		Updated language to clarify seeing friends in person
 The percentage of people who report that they have ways to maintain contact with friends when they cannot see them in person		x		Separated from seeing family

Indicator (An asterisk (*) denotes that a higher percentage for this indicator may not suggest a more positive outcome)	New	Changed	Stayed the same	Rationale for change
 The percentage of people who report being able to see and/or communicate with their families they want		x		Separated from seeing friends
 The percentage of people who report often feeling lonely*			x	
 The percentage of people who report being able to go on a date without restrictions if they want or that report being married			x	

SUB-DOMAIN: SATISFACTION

Value statement: People are satisfied with their everyday lives – where they live, work, the supports they receive, and what they do during the day

Indicator (An asterisk (*) denotes that a higher percentage for this indicator may not suggest a more positive outcome)	New	Changed	Stayed the same	Rationale for change
 The percentage of people who report they like where they live			x	
 The percentage of people who report that they would like to live somewhere else*			x	
 The percentage of people who have enough things they like to do at home			x	
 The percentage of people reported to have a paid community job who report that they are satisfied with their job			x	
 The percentage of people who report satisfaction with their level of participation in various community activities			x	




Indicator (An asterisk (*) denotes that a higher percentage for this indicator may not suggest a more positive outcome)	New	Changed	Stayed the same	Rationale for change
 The percentage of people who report that they would like to be involved in more groups in their community*			x	
 The percentage of people who usually like how they spend their time during their day	x			Measures overall satisfaction with how the person spends their day
The percentage of people who have used telehealth for healthcare services and report that they like using it	x			Addresses growing use of telehealth services and supports understanding whether people are satisfied with accessing services that way
The percentage of people who have accessed services and supports using videoconference technology and report that they like using it	x			Addresses growing use of technology to deliver services and supports and understanding whether people are satisfied with accessing services that way
The percentage of people who have talked with their case manager using videoconference technology and report that they like using it	x			Addresses growing use of technology to deliver services and supports and understanding whether people are satisfied with accessing services that way





DOMAIN: SYSTEM PERFORMANCE


SUB-DOMAIN: SELF-DIRECTION

Value statement: People who use a self-directed supports option have the information and support needed to actively participate in directing their own supports and services.

PLEASE NOTE: The data in this section may reflect the perspective of the person receiving services or that of friends/family who participate in decisions about the self-directed supports option.





Indicator	New	Changed	Stayed the same	Rationale for change
 The percentage of people reported to be using a self-directed supports option			x	
 The percentage of people reported to be using a self-directed supports option who report that they participate in decisions about the services that are self-directed		x		Changed "how budget/services is used" to "services you direct"
 The percentage of people reported to be using a self-directed supports option who report having enough help deciding how to direct their services		x		Changed "budget/services" to "services you direct"







Indicator	New	Changed	Stayed the same	Rationale for change
 <p>The percentage of people reported to be using a self-directed supports option who report they can make changes to the services and supports they self-direct if needed</p>		x		Changed "budget/services" to "services you self-direct"
 <p>The percentage of people reported to be using a self-directed supports option who report the services and supports they want are always available for them to use</p>	x			Gets at access to services and ability to self-direct
 <p>The percentage of people reported to be using a self-directed supports option who report they are satisfied with the amount of control they have over the services and supports they self-direct</p>	x			Measures satisfaction with amount of control people have over the services and supports they self-direct
 <p>The percentage of people reported to be using a self-directed supports option who report they receive information about their budget from their financial management service (FMS)</p>		x		Added clarification about information coming from FMS




Indicator	New	Changed	Stayed the same	Rationale for change
 <p>The percentage of people reported to be using a self-directed supports option who report the information they receive from their financial management service (FMS) is easy to understand</p>		x		Added clarification about information coming from FMS

SUB-DOMAIN: SERVICE COORDINATION

Value statement: Case managers/service coordinators are accessible and responsive to people. Case managers/service coordinators are knowledgeable about people’s needs and the services/supports available to address those needs. Service plans reflect people’s goals and needs and are modified as changes occur. People actively engage in the service planning process.






Indicator	New	Changed	Stayed the same	Rationale for change
 <p>The percentage of people who report having met or spoken with their service coordinators</p>			x	
 <p>The percentage of people who report their service coordinator knows what is important to them</p>	x			Measures the service coordinator's understanding of the person and person-centered approach
 <p>The percentage of people who report that they communicate with their case manager/service coordinator when they want</p>		x		More directly gets at responsiveness; clarifies this is not about physical ability or access to ways of communicating
 <p>The percentage of people who report that their case manager/service coordinator talked with them about technology that may help them in their everyday life</p>	x			Gets at case managers/service coordinators addressing person’s needs




Indicator	New	Changed	Stayed the same	Rationale for change
 <p>The percentage of people who report they were at their last service planning meeting (or had the option to be there but chose not to)</p>		x		Changed language from "take part" to "were at" to get at intent of indicator (presence at the meeting) more directly. Other indicators assess active participation.
 <p>The percentage of people who report knowing what was being talked about at the last service planning meeting</p>		x		Updated language to more clearly and directly reflect intent
 <p>The percentage of people who report that the service planning meeting included people they wanted to be there</p>			x	
 <p>The percentage of people who report that they helped make their service plan</p>	x			Gets directly at "active engagement" in the planning process
 <p>The percentage of people who report their case manager/service coordinator reviews their service plan with them throughout the year, when needed</p>	x			Gets at case manager/service coordinators being responsive and knowledge of the person's needed. Indicator designed for alignment with person-centered principles.
 <p>The percentage of people who report that their service plan includes things that are important to them</p>			x	

Indicator	New	Changed	Stayed the same	Rationale for change
 <p>The percentage of people who report that they know who to talk to if they want to change services</p>		x		Changed “...know who to ask” to “...know who to talk to” to better get at active engagement
 <p>The percentage of people who report that they want to increase independence in functional skills (ADLs) who are reported to have a related goal in their service plan</p>			x	
 <p>The percentage of people who report that they want a job who are reported to have a related goal in their service plan</p>			x	

SUB-DOMAIN: WORKFORCE (**NEW!!**)




Value statement: There is stable and sufficient direct support workforce to meet demand. People are supported by staff who demonstrate respect for what is important to the person in their day-to-day life. Staff have the right skills to support people.




Indicator (An asterisk (*) denotes that a higher percentage for this indicator may not suggest a more positive outcome)	New	Changed	Stayed the same	Rationale for change
 The percentage of people who report staff are respectful of their culture	x			Measure of Workforce value statement that staff demonstrate respect for what is important to the person
 The percentage of people who report staff treat them with respect			x	
 The percentage of people who report they can talk or communicate with their staff in their preferred language	x			Measure of Workforce value statement that staff have the right skills
 The percentage of people who report staff do things the way they want them done	x			Measure of Workforce value statement that staff demonstrate respect for what is important to the person
 The percentage of people who report staff support them in the way they want when in the community	x			Measures indicator/value statement that staff support people the way the person wants

Indicator (An asterisk (*) denotes that a higher percentage for this indicator may not suggest a more positive outcome)	New	Changed	Stayed the same	Rationale for change
 The percentage of people who report staff come and leave when they are supposed to	x			Measure of Workforce value statement that there is sufficient workforce
 The percentage of people who report their staff change too often*	x			Measure of Workforce value statement that there is sufficient workforce
 The percentage of people who report that their support staff have the right training to meet their needs			x	

SUB-DOMAIN: ACCESS

Value statement: Services and supports are available, accessible, and responsive to people’s needs People know the options available to them for services and supports.



Indicator	New	Changed	Stayed the same	Rationale for change
 <p>The percentage of people who report that they have a way to get places when they want to do something outside of the home</p>			x	
 <p>The percentage of people who report that they have a way to get places they need to go</p>			x	
<p>The percentage of people who have access to the internet</p>	x			Internet access is increasingly necessary to connect with people, services, etc.
<p>The percentage of people who report they have access to stable and reliable internet</p>	x			Technology is increasingly used and necessary to support people in their daily lives
 <p>The percentage of people who report they have enough help to use the technology and devices that help them do more things on their own</p>	x			Gets at accessibility and responsiveness

Indicator	New	Changed	Stayed the same	Rationale for change
 The percentage of people who report they know who to talk to if there are issues with the technology and devices that help them in their everyday life	x			Gets at accessibility and responsiveness
The percentage of people who report they have used telehealth	x			Technology is increasingly being used by people to access services
The percentage of people who report they have accessed support services using videoconference technology	x			Technology is increasingly being used by people to access services
The percentage of people who report they have talked with their case manager/service coordinator using videoconference technology	x			Technology is increasingly being used by people to access services
 The percentage of people who report that they have a cell phone or smartphone			x	Indicator remained as-is; moved from Respect and Rights
 Of those without a cell phone or smartphone, the percentage of people who report that they want a cell phone or smartphone			x	Indicator remained as-is; moved from Respect and Rights

DOMAIN: HEALTH, WELLNESS, AND RIGHTS

SUB-DOMAIN: SAFETY

Value Statement: People feel safe at home and outside of the home. People know whom to talk to if they don't feel safe.

Indicator	New	Changed	Stayed the same	Rationale for change
 <p>The percentage of people who report that they feel afraid in their home, neighborhood, transport, workplace, day program/ at other daily activity and/or other places</p>			x	
 <p>The percentage of people who have someone to go to for help when they feel afraid</p>			x	

SUB-DOMAIN: HEALTH

Value Statement: People have access to and get recommended health services at the recommended frequencies.

Indicator (An asterisk (*) denotes that a higher percentage for this indicator may not suggest a more positive outcome)	New	Changed	Stayed the same	Rationale for change
The percentage of people who are reported to have had a routine dental exam in the past year			x	
The percentage of people who report being in poor health			x	
The percentage of people who are reported to have a primary care doctor or primary care practitioner			x	
The percentage of people who are reported to have had an annual physical exam within the past year				
The percentage of people who are reported to have had a vision screening within the past year			x	
The percentage of people who are reported to have had a hearing test within the past 5 years			x	
The percentage of people who are reported to have had a flu vaccination within the past 12 months			x	
The percentage of women over 21 who are reported to have had a Pap test screening at the recommended interval			x	

Indicator (An asterisk (*) denotes that a higher percentage for this indicator may not suggest a more positive outcome)	New	Changed	Stayed the same	Rationale for change
The percentage of women aged 50 and older who are reported to have had a mammogram within the past 2 years		x		Reported ages changed to match general population guidance
The percentage of people ages 45 to 75 who are reported to have had recommended screening for colorectal cancer		x		Reported ages changed to match general population guidance
The percentage of people who report that they have gone to the emergency room in the past 12 months*	x			Measure of health outcomes
The percentage of people who are reported to have had an unexpected hospital admission due to: Dehydration, Bowel Obstruction, Seizure, Aspiration, GERD (fatal 5) in the past year*	x			Measure of health outcomes
The percentage of people who report that they have fallen and hurt themselves in the past six months*	x			Measure of health outcomes

SUB-DOMAIN: MEDICATION

Value Statement: Medications are used effectively and appropriately

Indicator (An asterisk (*) denotes that a higher percentage for this indicator may not suggest a more positive outcome)	New	Changed	Stayed the same	Rationale for change
The percentage of people reported to be taking medications for mood, anxiety, and/or psychotic disorders			x	
The percentage of people reported to be taking medications for behavior challenges*			x	
The percentage of people who are reported to take medications for behavior challenges and are reported to have a behavior plan*			x	


SUB-DOMAIN: WELLNESS



Value Statement: People are supported to engage in and maintain healthy habits and lifestyles

Indicator	New	Changed	Stayed the same	Rationale for change
The percentage of people who are reported to use nicotine or tobacco products*			x	
The percentage of people who are reported to be healthy weight (as measured by BMI)			x	
The percentage of people who report engaging in regular physical activity			x	

SUB-DOMAIN: RIGHTS AND RESPECT

Value Statement: People’s rights are respected and people receive the same respect and protections as others in the community.

Indicator (An asterisk (*) denotes that a higher percentage for this indicator may not suggest a more positive outcome)	New	Changed	Stayed the same	Rationale for change
The percentage of people who report having participated in a self-advocacy group meeting, conference, or event, or were given the opportunity to participate but chose not to			x	
The percentage of people who report having voted in a local, federal, or state election or were given the opportunity to vote or register to vote and chose not to			x	
The percentage of people who report that they have a place to be alone at home			x	
The percentage of people who report that they have a key to their home			x	
 Of those who report not having a key to their home, the percentage who want a key to their home*			x	
The percentage of people who report being able to lock their bedroom			x	
The percentage of people who report that others let them know when entering their home and/or their bedroom			x	

Indicator (An asterisk (*) denotes that a higher percentage for this indicator may not suggest a more positive outcome)	New	Changed	Stayed the same	Rationale for change
 The percentage of people who report that no one reads their mail/email without permission			x	
The percentage of people who report that they can use phone and internet without rules or restrictions		x		Changed from can use "whenever wants" to "without rules or restrictions"; more directly measures value statement and intent of indicator that rights are respected
The percentage of people who report that there are rules about having friends or visitors at home*			x	
 Of those who don't live alone, the percentage of people who report they can stay home if they choose when others in their house/home go somewhere			x	

Domain: Family Experience

Note: The family indicators can be used to assess how well the public system supports and assists the families of children and adults receiving services from the state DD agency to exercise choice and control in their decision-making, participate in their communities, and maintain family relationships, among other critical life areas.

SUB-DOMAIN: INFORMATION AND PLANNING

Value Statement: Families have the information and support needed to take part in planning supports and services for their family member receiving services and supports from the state DD system.

Indicator	New	Changed	Stayed the same	Rationale for change
The percentage of family respondents who report they always get enough information to take part in planning services for their family member		x		Updated language to more clearly and directly reflect intent; separated previous components to their own indicator
The percentage of family respondents who report the information they get about services and supports for their family member is always easy to understand		x		Separated from previous indicator
The percentage of family respondents who report the information they get about services is always in their preferred language	x			Measure of value that families have information and support to be included in planning supports
FGS only: The percentage of family respondents who report the residential agency always keeps them informed about how their family member is doing		x		Separated from previous indicator measure of value that families have information needed
The percentage of family respondents who report that the case manager/service coordinator always listens to the family's choices and opinions		x		Updated language to more clearly and directly reflect intent

Indicator	New	Changed	Stayed the same	Rationale for change
The percentage of family respondents who report they always have enough information about other public services the family can get			x	
The percentage of family respondents who report they learned about alternatives to guardianship	x			Assess whether families and family member receiving services and supports from the state DD system are given options for alternatives to guardianship (e.g., supported decision making). Measures value that families have information to support planning.
The percentage of family respondents who report their family member has a service plan that includes all the services and supports their family member needs		x		Updated language to more clearly and directly reflect intent; separated previous components to their own indicator
The percentage of family respondents who report their family member has a service plan and they or another family member (not their family member receiving services) helped create the service plan			x	
The percentage of family respondents who report their family member has a service plan and report their family member helped create the service plan			x	
The percentage of family respondents who report that their family had enough say or input in making their family member's service plan	x			Measures overall satisfaction with participation in planning services

Indicator	New	Changed	Stayed the same	Rationale for change
AFS and FGS ONLY: Of family respondents whose family member transitioned from child to adult services in the past year, the percentage who report that their family member had a transition plan			x	
AFS and FGS ONLY: Of family respondents whose family member transitioned from child to adult services in the past year and had a transition plan, the percentage who report that their family member's transition plan included getting or continuing work in a community job			x	
CFS ONLY: Of family whose child is of transition age, the percentage who report that their child has a transition plan			x	
CFS ONLY: Of family respondents whose child is of transition age and has a transition plan, the percentage who report they or another family member helped make the transition plan			x	
CFS ONLY: Of family respondents whose child is of transition age and has a transition plan, the percentage who report their child helped make the transition plan	x			Measures child's involvement in planning services

SUB-DOMAIN: *ACCESS AND SUPPORT DELIVERY*

Value Statement: Families receive services and supports that are appropriate to the needs of the family and the family member receiving services and supports from the state DD system.

Indicator	New	Changed	Stayed the same	Rationale for change
The percentage of family respondents who report their family member has a service plan and their family member gets all services listed in the plan		x		Updated language to more clearly and directly reflect intent
The percentage of family respondents who report they and their family member have services and supports needed		x		Updated language to more clearly and directly reflect intent
The percentage of family respondents who report that services/supports always change when the family's needs change			x	
AFS and FGS ONLY: The percentage of family respondents who report their family member has enough support to work or volunteer in the community			x	
The percentage of family respondents who report that their family member always has the special equipment or accommodations that s/he needs			x	
AFS and CFS ONLY: The percentage of family respondents who reported they can always get respite services when needed			x	
AFS and CFS ONLY: The percentage of family respondents who used respite services in the past 12 months and were always satisfied with the quality of respite providers			x	

Indicator	New	Changed	Stayed the same	Rationale for change
The percentage of family respondents who report the case manager can always be contacted when wanted			x	
The percentage of family respondents who report support staff can always be contacted when wanted			x	
The percentage of family respondents that report that service providers for their family member always work together to provide support			x	
The percentage of family respondents who report services are always delivered in a way that is respectful to the family's culture			x	
The percentage of family respondents who report their family member uses technology in their everyday life to help them do more things on their own	x			Measures growing use of assistive technology to support people receiving services and supports from the state DD system
The percentage of family respondents who report there is a computer or other device that the family can use in the family home	x			Helps identify access to "basic" technology
The percentage of family respondents who report there is a stable internet connection in the home	x			Helps identify access to "basic" technology

SUB-DOMAIN: WORKFORCE (**NEW!!**)

Value Statement: There is stable and sufficient workforce to meet demand. People are supported by staff who demonstrate respect for what is important to the person in their day-to-day life. Staff have the right skills to support people.

Indicator	New	Changed	Stayed the same	Rationale for change
The percentage of family respondents who report that support workers always come and go when they are supposed to			x	
The percentage of family respondents who report that support workers always speak to them in a way they understand			x	
Of family respondents whose family member does not communicate verbally, the percentage who report that there are always support workers who can communicate with their family member				
The percentage of family respondents who report that their family member’s support workers always have the right information and skills to meet the family’s needs			x	
The percentage of family respondents who report that support workers change too often	x			Measure of family’s perception of workforce stability
The percentage of family respondents who report there is always a staff person available to support their family member when support is needed	x			Measure of family’s perception of workforce sufficient workforce

SUB-DOMAIN: CHOICE AND DECISION-MAKING

Value Statement: Families and their family members receiving services and supports from the state DD system are involved in making choices about supports, services, and providers.

Indicator	New	Changed	Stayed the same	Rationale for change
The percentage of family respondents who report someone in their family can always choose or can change the service provider(s)		x		Updated language to more clearly and directly reflect intent
The percentage of family respondents who report someone in their family can always choose or can change their family member’s support workers		x		Updated language to more clearly and directly reflect intent
The percentage of family respondents who report directly managing their family member’s support staff (for example, hiring and deciding schedule)			x	
The percentage of family respondents who report they, their family member, or someone else in the family chose or can change their family member’s case manager/service coordinator		x		Changed to also include ability to change case manager/service coordinator
FGS ONLY: The percentage of family respondents who report their family member’s residential agency always includes their family member in important decisions			x	

SUB-DOMAIN: *COMMUNITY CONNECTIONS*

Value Statement: Family members receiving services and supports from the state DD system are meaningfully engaged as members of their communities and have strong relationships. Families can use supports in their community.

Indicator	New	Changed	Stayed the same	Rationale for change
The percentage of family respondents who report that their family member does things in their community			x	
AFS and FGS ONLY: The percentage of family respondents who report that their family member has friends other than paid staff and family			x	
CFS ONLY: The percentage of family respondents who report their child spends time with children without DD				
The percentage of family respondents who report there are resources or supports their family member can use in their communities that are not provided by the I/DD agency		x		Updated language to more clearly and directly reflect intent
The percentage of family respondents who report they take part in family-to-family networks in the community			x	

SUB-DOMAIN: *HEALTH, WELFARE, AND SAFETY **NEW!!***

Value Statement: Families are supported to ensure the health, welfare, and safety of their family member receiving services and supports from the state DD system.

Indicator	New	Changed	Stayed the same	Rationale for change
The percentage of family respondents who report health service providers are always available to their family member (including primary care provider, dentist, behavioral healthcare)			x	Indicator remained as-is; questions will separate healthcare service types and will ask about mental/behavioral support need
The percentage of family respondents who report health service providers (including primary care provider, dentist, behavioral healthcare) always understand their family member’s disability-related needs			x	Indicator remained as-is; questions will separate healthcare service types and will ask about mental/behavioral support need
Of family respondents whose family member takes prescription medication, the percentage who report they always know what the medications are for			x	
Of family respondents whose family member takes prescription medication, the percentage who report they, their family member with IDD, or another family member always know how to safely use the medication		x		Updated language to more clearly and directly reflect intent
The percentage of family respondents who report that they asked for crisis or emergency services during the past 12 months, and services were provided when needed			x	

Indicator	New	Changed	Stayed the same	Rationale for change
The percentage of family respondents who report they feel prepared to handle the needs of their family member in an emergency (such as a medical emergency, pandemic, or natural disaster)			x	
The percentage of family respondents who report they discussed how to handle emergencies (such as a medical emergency, pandemic, or natural disaster) with their case manager		x		No longer specific to discussion at service planning meeting time.
The percentage of family respondents who report they know how to file a complaint or grievance on behalf of their family member			x	
If a complaint or grievance was filed or resolved in the past 12 months, the percentage of family respondents who report being satisfied with the way the complaint(s) or grievance(s) was handled			x	
The percentage of family respondents who report they know how to report abuse or neglect on behalf of their family member			x	
If a report of abuse or neglect was filed in the past 12 months on behalf of the family member by someone outside of the family, the percentage of family respondents who report they were notified of the report in a timely manner			x	

SUB-DOMAIN: *FAMILY SATISFACTION*

Value Statement: Services and supports lead to better lives for people with disabilities and their families.

Indicator	New	Changed	Stayed the same	Rationale for change
The percentage of family respondents who report overall they are always satisfied with the services and supports the family currently receives			X	
The percentage of family respondents who report services and supports made a positive difference in the life of their family member			X	
AFS and CFS ONLY: The percentage of family respondents who report that services and supports reduced out-of-pocket expenses for their family member’s care			X	
CFS only: The percentage of family respondents that report that family supports have improved their ability to care for the child			X	
The percentage of family respondents who report services or supports were reduced, suspended, or terminated in the past 12 months			X	
Of family respondents who report their family member’s services or supports were reduced, suspended, or terminated in the past 12 months, the percentage who report this had a negative effect on the family member			X	

“Family member”/“child” refers to the person receiving services about whom the respondent is completing the survey

Indicator	New	Changed	Stayed the same	Rationale for change
The percentage of family respondents who report that the services or supports received by their family member were increased in the past 12 months			x	
The percentage of family respondents who report that services and supports are helping their family member to live a good life			x	