

# National Core Indicators<sup>®</sup>

## COVID-19 Bulletin

### Indicators of isolation and loneliness among people with IDD – how to help during the COVID-19 pandemic



To aid the NCI community in this unprecedented time, we’re sharing some preliminary data from the 2018-19 In-Person Survey (IPS). These data, though not collected during the pandemic, point to areas where states might be able to help mitigate feelings of social isolation and loneliness among people with intellectual and developmental disabilities (IDD)—feelings that may be heightened by the COVID-19 pandemic and resulting stay-at-home orders.

NCI selected seven indicators—many of which were new for the 2018-19 data cycle—that speak to the efficacy of technology for health and welfare purposes and for helping people avoid social isolation; the results are presented on the following pages, broken out by state and residence type:

<b>Rights and Respect.....</b>	<b>4</b>
Table 1. Can use phone and internet when wants.....	4
Table 2. Has a cell phone or smartphone.....	5
Table 3. Wants a cell phone or smartphone.....	6
Table 4. Reasons does not have a cell phone or smartphone .....	7
<b>Relationships: .....</b>	<b>8</b>
Table 5. Wants help to meet or keep in contact with friends .....	8
Table 6. Has other ways of talking, chatting, or communicating with friends when cannot see them .	9
Table 7. Can see or communicate with their family when they want.....	10

## Using Technology to Facilitate Connection

As people across the country self-isolate, practice social distancing, and adhere to stay-at-home orders from national, state, and local governments to prevent further spread of COVID-19, state DD systems are busy working with the federal government and others to adjust the operations of the IDD service delivery system. Some of these adjustments involve a heavier reliance on telehealth systems, virtual meetings, online portals and other technology to ensure the health and welfare of people using IDD community services.

While states are relying on technology to continue case management monitoring, **technology also offers opportunities to help people with IDD stay connected with their families and loved ones.** There are opportunities for public managers of IDD systems to reduce the social isolation of people receiving services—which is particularly important given that such isolation can lead to increased loneliness and depression and place people at increased risk of abuse.

## Looking at the Data

Here are some examples for considering and applying solutions to the data presented here.

***If a state has a large proportion of respondents who do not have a cell phone or smartphone due to cost, the state might choose to support case managers and service providers to help service recipients gain access to affordable phones and plans.***

- Lifeline is a federal program that lowers the monthly cost of phone and internet. It provides subscribers a discount on monthly telephone service, broadband internet access service, or a voice-broadband bundled service purchased from participating providers. Medicaid recipients are eligible for Lifeline.
  - a. <https://www.fcc.gov/consumers/guides/lifeline-support-affordable-communications>
  - b. <https://www.lifelinesupport.org/>

***If a state has a large proportion of respondents who want help to meet or keep in contact with friends—or a large proportion of respondents who do not have other ways to talk, chat or communicate with friends when they cannot see each other—the state might work with case managers and service providers to look at innovative ways to help people communicate.***

- States might consider offering mini grants to provider agencies and/or technology developers to design innovative strategies to help people stay in contact with friends and loved ones.
- States and service providers could design education and training initiatives for individuals and/or DSPs aimed at how to use virtual communication tools like Zoom or Skype.

***If a state has a large proportion of respondents who cannot see family when they want, state staff might consider strategies for case managers and providers to help families stay connected.***

- The AARP has organized a system that texts periodic reminders to families to get in touch with their loved ones. States can suggest that case managers or provider agencies ask families to sign up for this service. <https://connect2affect.org/remind-me/>
- The Pioneer Network is organizing resources from members, including this useful resource from the Eden Alternative on tips to combat isolation and loneliness. While primarily directed at the elderly population, the resources may be of interest to managers and programs seeking support ideas for people with IDD, particularly those who are aging. <https://www.pioneernetwork.net/wp-content/uploads/2020/03/Resources-from-The-Eden-Alternative.pdf>
- If families can't visit their family member with IDD because of the need for social distancing, provider staff and/or case managers can arrange Zoom or other virtual meetings to make those connections.

## Rights and Respect

**Table 1. Can use phone and internet when wants** ('yes, can use anytime, independently or with assistance' responses only)

### Significantly Above NCI Average

State	Average Within State	N	ICF/IID, Nursing Facility and Other Institutional Settings	Community-based Group Residential Settings	Own Home or Apartment	Parent's or Relative's Home	Foster Care or Host Home
AL	95%	328	n/a	96%	n/a	94%	n/a
WY	95%	264	n/a	86%	97%	94%	n/a
VA	95%	484	n/a	95%	98%	94%	94%
MN	94%	1,507	92%	95%	95%	93%	89%
MI	94%	377	n/a	95%	95%	94%	75%

### Within NCI Average

State	Average Within State	N	ICF/IID, Nursing Facility and Other Institutional Settings	Community-based Group Residential Settings	Own Home or Apartment	Parent's or Relative's Home	Foster Care or Host Home
ME	93%	309	n/a	92%	97%	89%	91%
KY	93%	255	n/a	87%	100%	99%	89%
GA	92%	298	n/a	93%	96%	90%	100%
KS	92%	251	n/a	90%	93%	93%	n/a
OH	91%	493	n/a	91%	94%	90%	n/a
WA	91%	281	n/a	94%	91%	94%	n/a
SD	91%	269	n/a	86%	95%	96%	n/a
CO	91%	448	n/a	90%	92%	96%	86%
CT	90%	240	n/a	87%	96%	91%	n/a
IN	90%	483	n/a	n/a	93%	89%	n/a
SC	90%	461	n/a	89%	96%	88%	n/a
OK	90%	252	n/a	90%	95%	85%	n/a
MO	90%	267	n/a	90%	91%	92%	n/a
WI	89%	610	n/a	76%	94%	89%	86%
<b>Weighted NCI Average</b>	<b>89%</b>	<b>13,950</b>	<b>85%</b>	<b>87%</b>	<b>93%</b>	<b>89%</b>	<b>85%</b>
PA	89%	423	n/a	89%	93%	87%	n/a
NE	89%	265	n/a	87%	94%	81%	94%
OR	89%	267	n/a	85%	97%	86%	85%
AR	88%	371	n/a	92%	91%	83%	n/a
UT	88%	212	n/a	88%	97%	88%	87%
RI	88%	262	n/a	82%	96%	90%	79%
NC	88%	326	n/a	82%	94%	89%	83%
FL	87%	512	n/a	88%	90%	85%	n/a
DE	87%	194	n/a	83%	n/a	89%	n/a
NH	86%	283	n/a	77%	97%	91%	80%
NJ	86%	289	n/a	82%	91%	87%	n/a
HI	85%	147	n/a	n/a	n/a	90%	73%
NV	85%	333	n/a	83%	89%	83%	n/a
NY	84%	224	n/a	84%	n/a	n/a	n/a
VT	83%	240	n/a	85%	88%	87%	77%

### Significantly Below NCI Average

State	Average Within State	N	ICF/IID, Nursing Facility and Other Institutional Settings	Community-based Group Residential Settings	Own Home or Apartment	Parent's or Relative's Home	Foster Care or Host Home
TX	86%	1,214	81%	84%	94%	88%	85%
TN	83%	267	n/a	84%	83%	86%	n/a
AZ	71%	244	n/a	50%	95%	72%	85%

**Table 2. Has a cell phone or smartphone ('yes' responses only)**

New in 2018-19

**Significantly Above NCI Average**

State	Average Within State	N	ICF/IID, Nursing Facility and Other Institutional Settings	Community-based Group Residential Settings	Own Home or Apartment	Parent's or Relative's Home	Foster Care or Host Home
CO	70%	469	n/a	40%	87%	80%	49%
IN	69%	493	n/a	n/a	65%	72%	n/a
OH	67%	516	n/a	48%	69%	73%	n/a
WY	67%	271	n/a	42%	80%	67%	n/a
OR	65%	289	n/a	41%	82%	72%	57%
NV	64%	342	n/a	53%	88%	71%	n/a
WI	63%	640	n/a	37%	79%	61%	58%

**Within NCI Average**

State	Average Within State	N	ICF/IID, Nursing Facility and Other Institutional Settings	Community-based Group Residential Settings	Own Home or Apartment	Parent's or Relative's Home	Foster Care or Host Home
NJ	61%	321	n/a	40%	75%	70%	n/a
WA	59%	293	n/a	60%	50%	67%	n/a
TX	58%	1,297	36%	43%	84%	66%	68%
PA	58%	454	n/a	33%	79%	67%	n/a
FL	57%	564	n/a	37%	79%	59%	n/a
RI	57%	280	n/a	26%	67%	66%	54%
MN	57%	1,559	9%	42%	88%	75%	44%
CT	56%	258	n/a	34%	81%	69%	n/a
<b>Weighted NCI Average</b>	<b>56%</b>	<b>14,776</b>	<b>31%</b>	<b>39%</b>	<b>70%</b>	<b>64%</b>	<b>49%</b>
ME	56%	329	n/a	41%	78%	57%	49%
SC	55%	478	n/a	39%	77%	62%	n/a
SD	54%	296	n/a	30%	75%	64%	n/a
GA	53%	306	n/a	26%	75%	59%	35%
NE	52%	287	n/a	34%	68%	57%	72%
VT	52%	253	n/a	n/a	70%	60%	46%
AR	52%	382	n/a	45%	62%	49%	n/a
DE	52%	193	n/a	38%	n/a	67%	n/a
KS	51%	260	n/a	43%	65%	53%	n/a
HI	51%	161	n/a	n/a	n/a	64%	24%
MO	51%	275	n/a	23%	58%	54%	n/a
NC	50%	358	n/a	36%	73%	57%	32%
OK	50%	260	n/a	42%	56%	58%	n/a
NH	50%	301	n/a	23%	84%	56%	41%
AZ	49%	287	n/a	32%	76%	51%	50%
UT	49%	227	n/a	39%	72%	52%	50%

**Significantly Below NCI Average**

State	Average Within State	N	ICF/IID, Nursing Facility and Other Institutional Settings	Community-based Group Residential Settings	Own Home or Apartment	Parent's or Relative's Home	Foster Care or Host Home
MI	48%	400	n/a	26%	64%	63%	25%
KY	48%	264	n/a	36%	68%	69%	33%
NY	46%	239	n/a	48%	n/a	n/a	n/a
AL	45%	340	n/a	35%	n/a	57%	n/a
VA	39%	516	n/a	27%	60%	48%	44%
TN	30%	318	n/a	25%	30%	43%	13%

**Table 3. Wants a cell phone or smartphone (if does not have one)**

New in 2018-19

State	Yes	No	N
AL	48%	52%	183
AZ	22%	78%	137
AR	56%	44%	177
CO	51%	49%	134
CT	49%	51%	99
DE	49%	51%	77
FL	42%	58%	210
GA	41%	59%	138
HI	43%	57%	74
IN	38%	62%	136
KS	41%	59%	124
KY	20%	80%	133
ME	45%	55%	105
MI	50%	50%	198
MN	43%	57%	665
MO	34%	66%	127
NE	45%	55%	110
NV	66%	34%	114
NH	48%	52%	143
NJ	54%	46%	123
NY	55%	45%	126
NC	46%	54%	145
OH	55%	45%	157
OK	67%	33%	128
OR	46%	54%	85
PA	29%	71%	165
RI	55%	45%	117
SC	65%	35%	208
SD	35%	65%	122
TN	24%	76%	217
TX	49%	51%	547
UT	57%	43%	105
VT	44%	56%	115
VA	46%	54%	286
WA	46%	54%	108
WI	42%	58%	214
WY	53%	47%	83
<b>Weighted NCI Average</b>	<b>44%</b>	<b>56%</b>	<b>6,135</b>

**Table 4. Reasons does not have a cell phone or smartphone (if does not have one but wants one)**

New in 2018-19; categories are not mutually exclusive

State	Cost Too Much	Not Allowed	Had One, But It Was Lost or It Broke	Other	Don't Know	N
AL	59%	5%	5%	15%	19%	88
AZ	27%	3%	10%	30%	30%	30
AR	25%	1%	14%	45%	19%	99
CO	29%	21%	9%	35%	13%	68
CT	39%	8%	6%	29%	22%	49
DE	11%	21%	8%	29%	37%	38
FL	38%	7%	30%	13%	13%	89
GA	46%	9%	18%	18%	18%	57
HI	42%	16%	19%	23%	6%	31
IN	27%	12%	9%	23%	31%	52
KS	26%	14%	4%	20%	42%	50
KY	27%	62%	8%	0%	8%	26
ME	43%	15%	0%	15%	28%	47
MI	33%	6%	15%	41%	16%	98
MN	41%	10%	7%	30%	18%	276
MO	33%	9%	12%	37%	19%	43
NE	60%	2%	40%	16%	16%	50
NV	45%	8%	7%	12%	31%	75
NH	30%	13%	9%	37%	15%	67
NJ	16%	10%	10%	34%	30%	67
NY	30%	12%	16%	38%	13%	69
NC	26%	11%	11%	30%	30%	66
OH	27%	10%	16%	29%	23%	86
OK	27%	9%	18%	24%	24%	85
OR	26%	13%	8%	26%	28%	39
PA	21%	6%	11%	32%	30%	47
RI	17%	6%	23%	23%	31%	64
SC	24%	6%	4%	20%	49%	136
SD	42%	19%	7%	26%	21%	43
TN	38%	2%	8%	40%	13%	53
TX	29%	10%	14%	33%	22%	306
UT	50%	8%	13%	17%	17%	60
VT	37%	12%	6%	41%	8%	51
VA	25%	3%	9%	41%	24%	131
WA	29%	10%	8%	27%	31%	49
WI	40%	22%	7%	37%	9%	94
WY	43%	16%	18%	25%		44
<b>Weighted NCI Average</b>	<b>31%</b>	<b>10%</b>	<b>12%</b>	<b>30%</b>	<b>22%</b>	<b>2823</b>

## Relationships

Table 5. Wants help to meet or keep in contact with friends ('yes' and 'maybe' responses)

### Significantly Above Weighted NCI Average

State	Average Within State	N	ICF/IID, Nursing Facility and Other Institutional Settings	Community-based Group Residential Settings	Own Home or Apartment	Parent's or Relative's Home	Foster Care or Host Home
AL	72%	340	n/a	79%	n/a	62%	n/a
OK	68%	254	n/a	78%	56%	63%	n/a
SC	67%	472	n/a	72%	55%	70%	n/a
MI	65%	391	n/a	73%	58%	65%	n/a
NY	62%	229	n/a	63%	n/a	n/a	n/a
NV	62%	332	n/a	69%	42%	61%	n/a
UT	61%	215	n/a	56%	48%	63%	83%
NC	61%	349	n/a	66%	44%	62%	58%
VT	60%	245	n/a	n/a	51%	58%	66%
DE	58%	202	n/a	59%	n/a	60%	n/a
WA	57%	280	n/a	61%	55%	55%	n/a
NE	57%	269	n/a	68%	42%	58%	61%
TX	54%	1,230	63%	59%	43%	54%	47%

### Within Weighted NCI Average

State	Average Within State	N	ICF/IID, Nursing Facility and Other Institutional Settings	Community-based Group Residential Settings	Own Home or Apartment	Parent's or Relative's Home	Foster Care or Host Home
NH	56%	298	n/a	52%	32%	70%	51%
WY	56%	259	n/a	63%	49%	57%	n/a
RI	55%	273	n/a	69%	43%	46%	71%
OR	55%	275	n/a	53%	49%	64%	49%
NJ	54%	301	n/a	65%	46%	51%	n/a
HI	54%	158	n/a	n/a	n/a	55%	48%
CO	54%	453	n/a	58%	42%	58%	63%
TN	53%	310	n/a	53%	55%	56%	41%
CT	52%	254	n/a	67%	29%	49%	n/a
VA	50%	490	n/a	53%	49%	47%	55%
<b>Weighted NCI Average</b>	<b>48%</b>	<b>14,210</b>	<b>52%</b>	<b>56%</b>	<b>39%</b>	<b>48%</b>	<b>50%</b>
ME	48%	304	n/a	52%	36%	53%	49%
SD	48%	282	n/a	52%	42%	61%	n/a
GA	48%	297	n/a	54%	39%	47%	n/a
FL	46%	530	n/a	57%	38%	45%	n/a
AR	43%	382	n/a	42%	40%	48%	n/a
MO	42%	267	n/a	41%	36%	53%	n/a

### Significantly Below Weighted NCI Average

State	Average Within State	N	ICF/IID, Nursing Facility and Other Institutional Settings	Community-based Group Residential Settings	Own Home or Apartment	Parent's or Relative's Home	Foster Care or Host Home
MN	45%	1,459	38%	45%	31%	51%	47%
IN	39%	477	n/a	n/a	38%	39%	n/a
WI	37%	631	n/a	42%	30%	46%	59%
OH	36%	491	n/a	54%	30%	34%	n/a
KS	36%	256	n/a	34%	27%	44%	n/a
PA	34%	421	n/a	39%	26%	38%	n/a
AZ	28%	271	n/a	31%	15%	29%	19%
KY	22%	263	n/a	19%	13%	23%	26%



**Table 6. Has other ways of talking, chatting, or communicating with friends when cannot see them ('yes' responses only)**

**Significantly Above Weighted NCI Average**

State	Average Within State	N	ICF/IID, Nursing Facility and Other Institutional Settings	Community-based Group Residential Settings	Own Home or Apartment	Parent's or Relative's Home	Foster Care or Host Home
KS	88%	238	n/a	85%	93%	88%	n/a
MO	88%	244	n/a	79%	92%	90%	n/a
IN	87%	417	n/a	n/a	92%	84%	n/a
AL	87%	326	n/a	88%	n/a	84%	n/a
FL	86%	488	n/a	76%	94%	88%	n/a
OH	86%	463	n/a	84%	92%	84%	n/a
MN	85%	1,398	78%	81%	95%	85%	92%

**Within Weighted NCI Average**

State	Average Within State	N	ICF/IID, Nursing Facility and Other Institutional Settings	Community-based Group Residential Settings	Own Home or Apartment	Parent's or Relative's Home	Foster Care or Host Home
WY	87%	253	n/a	90%	88%	87%	n/a
VA	85%	477	n/a	86%	95%	82%	83%
GA	85%	287	n/a	87%	98%	80%	n/a
WA	84%	266	n/a	81%	83%	86%	n/a
MI	83%	352	n/a	80%	88%	86%	n/a
WI	83%	536	n/a	76%	94%	73%	71%
SC	83%	419	n/a	87%	89%	77%	n/a
NV	82%	291	n/a	82%	94%	76%	n/a
RI	82%	255	n/a	80%	84%	82%	81%
UT	82%	201	n/a	86%	90%	68%	100%
AR	82%	364	n/a	84%	86%	75%	n/a
<b>Weighted NCI Average</b>	<b>81%</b>	<b>13,042</b>	<b>72%</b>	<b>78%</b>	<b>90%</b>	<b>81%</b>	<b>72%</b>
OK	81%	236	n/a	82%	88%	73%	n/a
CT	81%	228	n/a	76%	96%	79%	n/a
CO	81%	423	n/a	67%	92%	84%	73%
PA	81%	384	n/a	79%	89%	79%	n/a
VT	80%	230	n/a	n/a	82%	83%	78%
NJ	80%	279	n/a	74%	94%	78%	n/a
NE	80%	244	n/a	78%	82%	78%	84%
DE	80%	169	n/a	80%	n/a	84%	n/a
NY	79%	192	n/a	79%	n/a	n/a	n/a
SD	78%	271	n/a	75%	83%	75%	n/a
AZ	76%	204	n/a	63%	n/a	78%	n/a
NC	75%	300	n/a	78%	91%	72%	n/a
OR	75%	222	n/a	70%	83%	81%	55%
NH	75%	252	n/a	74%	91%	72%	70%

**Significantly Below Weighted NCI Average**

State	Average Within State	N	ICF/IID, Nursing Facility and Other Institutional Settings	Community-based Group Residential Settings	Own Home or Apartment	Parent's or Relative's Home	Foster Care or Host Home
TX	75%	1,158	70%	71%	91%	76%	73%
ME	73%	297	n/a	70%	85%	75%	63%
TN	70%	283	n/a	73%	65%	68%	81%
KY	67%	258	n/a	58%	92%	79%	55%
HI	64%	137	n/a	n/a	n/a	73%	43%

**Table 7. Can see or communicate with their family when they want** (among those who do not live in the family home; 'yes, sees family whenever wants', or 'chooses not to see family' responses only)

**Significantly Above Weighted NCI Average**

State	Average Within State	N	ICF/IID, Nursing Facility and Other Institutional Settings	Community-based Group Residential Settings	Own Home or Apartment	Parent's or Relative's Home	Foster Care or Host Home
IN	93%	188	n/a	n/a	93%	n/a	n/a
WY	90%	153	n/a	91%	89%	n/a	n/a
MN	89%	1,101	89%	89%	92%	n/a	79%
AR	88%	240	n/a	86%	90%	n/a	n/a
SC	88%	247	n/a	88%	88%	n/a	n/a

**Within Weighted NCI Average**

State	Average Within State	N	ICF/IID, Nursing Facility and Other Institutional Settings	Community-based Group Residential Settings	Own Home or Apartment	Parent's or Relative's Home	Foster Care or Host Home
WA	88%	146	n/a	81%	89%	n/a	n/a
CT	88%	161	n/a	84%	93%	n/a	n/a
MO	87%	182	n/a	90%	88%	n/a	n/a
NY	87%	231	n/a	86%	n/a	n/a	n/a
TN	86%	213	n/a	88%	84%	n/a	n/a
SD	86%	246	n/a	84%	88%	n/a	n/a
VA	86%	309	n/a	86%	90%	n/a	80%
OR	86%	175	n/a	87%	87%	n/a	82%
NJ	86%	146	n/a	81%	94%	n/a	n/a
PA	85%	171	n/a	84%	89%	n/a	n/a
UT	85%	138	n/a	85%	87%	n/a	83%
OK	85%	177	n/a	83%	89%	n/a	n/a
WI	84%	341	n/a	84%	85%	n/a	n/a
FL	84%	267	n/a	78%	91%	n/a	n/a
NE	83%	191	n/a	81%	86%	n/a	79%
OH	83%	231	n/a	79%	84%	n/a	n/a
GA	83%	126	n/a	73%	95%	n/a	n/a
<b>Weighted NCI Average</b>	<b>82%</b>	<b>8,552</b>	<b>80%</b>	<b>80%</b>	<b>87%</b>	<b>n/a</b>	<b>77%</b>
CO	82%	238	n/a	91%	79%	n/a	80%
KS	82%	195	n/a	78%	86%	n/a	n/a
RI	81%	147	n/a	88%	81%	n/a	65%
DE	80%	126	n/a	77%	n/a	n/a	n/a
VT	79%	155	n/a	n/a	78%	n/a	82%
NV	79%	247	n/a	74%	89%	n/a	n/a
NC	78%	162	n/a	75%	84%	n/a	82%
MI	78%	254	n/a	78%	80%	n/a	65%
TX	76%	744	78%	69%	88%	n/a	78%
HI	76%	49	n/a	n/a	n/a	n/a	66%
AZ	70%	67	n/a	69%	n/a	n/a	n/a

**Significantly Below Weighted NCI Average**

State	Average Within State	N	ICF/IID, Nursing Facility and Other Institutional Settings	Community-based Group Residential Settings	Own Home or Apartment	Parent's or Relative's Home	Foster Care or Host Home
NH	71%	176	n/a	69%	78%	n/a	70%
ME	71%	231	n/a	66%	75%	n/a	73%
AL	63%	203	n/a	64%	n/a	n/a	n/a
KY	30%	178	n/a	22%	44%	n/a	42%