



NCI™

At-A-Glance
Report

17 18

What is National Core Indicators (NCI)?

Since 1997, state developmental disability service systems have used the National Core Indicators™ (NCI™) surveys to gather information about the satisfaction, quality of life, and critical life outcomes of those they support. States use this information to track their own performance over time and to compare results across states. NCI's outcome data contributes key information to states seeking to improve services that support people with IDD to live and contribute as valued members of their communities.

What is the At-A-Glance Report?

This report uses graphics and icons to demonstrate selected NCI findings from all participating states for quick and easy reading.

Does something catch your eye? Visit www.nationalcoreindicators.org for more info on NCI.

Cover Art by:

**Darryl
Richards**



Darryl Richards is an artist born and raised in Boston. Much of Darryl's artwork is influenced by his experiences in the city. He has been an artist since he was 5 years old, when he started out by drawing characters from his imagination. He continues to produce work using imagery from his mind but now also focuses on drawing people and animals using both technical/traditional and cartooning techniques.

Darryl sees his art as a journey that will take the viewer into another dimension. He hopes that his work will spark the viewer's imagination, draw them into the world he has created, and take their perception of art to the next level.

Darryl has taken art classes through a variety of programs. He specifically focuses on 2-D fine art. Currently, he is producing work through both Gateway Arts and Artists for Humanity.

Learn more at www.gatewayarts.org





Where are the statistics in this report from?

This report includes selected findings from the National Core Indicators™ 2017-18 Surveys listed below. **The data shown are weighted NCI averages*.**

The In-Person Survey (formerly called the Adult Consumer Survey)

Adults with IDD age 18 and older who receive at least one paid service (in addition to case management) from the state DD agency participate in this survey. The survey includes a Background Information Section, which includes data about the person gathered from agency records, and an in-person survey. The in-person survey is composed of two sections: Section I includes subjective questions that can only be answered by the person receiving services from the state. Section II includes objective, fact-based questions that can be answered by the person or, if needed, a proxy respondent who knows the person well.

Family Surveys

The **Adult Family Survey** is completed by families who have an adult family member (age 18 or older) with IDD living **in the family home**. The family member receives at least one paid service (in addition to case management) from the state DD agency. This survey is mailed to families.

The **Family Guardian Survey** is completed by families or guardians who have an adult family member (age 18 or older) with IDD living **outside the family home**. The family member receives at least one paid service (in addition to case management) from the state DD agency. This survey is mailed to families or guardians.

The **Child Family Survey** is completed by families who have a child with IDD living **in the family home**. The child receives at least one paid service (in addition to case management) from the state DD agency. This survey is mailed to families.

The NCI Team produces reports that inform state efforts to strengthen LTSS policy, inform quality improvement activities, evaluate programs and policies, and compare their performance with national norms. For more information on National Core Indicators, please visit www.nationalcoreindicators.org. For detailed information on samples, methodology and administration, please see the NCI Reports from 2017-18, available at <https://www.nationalcoreindicators.org/resources/reports/>.

**The NCI averages contained in this report are “weighted” means: the calculations reflect the relative population sizes of participating states and their survey sample sizes. For more information, please see the 2017-18 In-Person Survey Report, available at <https://www.nationalcoreindicators.org/resources/reports/>.*



In-Person Survey (IPS)

2017-18 At-A-Glance Report

The NCI In-Person Survey (IPS) is administered directly to individuals with IDD who receive at least one service in addition to case management.

The total IPS sample size was 25,671. The following 35 states and the District of Columbia participated in the survey: AL, AZ, AR, CA, CO, CT, DE, FL, GA, IL, IN, KS, KY, LA, ME, MA, MI, MN, MO, NC, NE, NV, NY, OH, OK, OR, PA, RI, SC, TN, UT, VT, VA, WI, WY

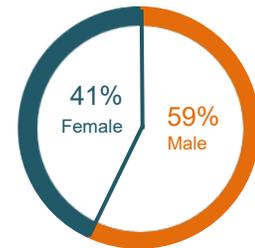
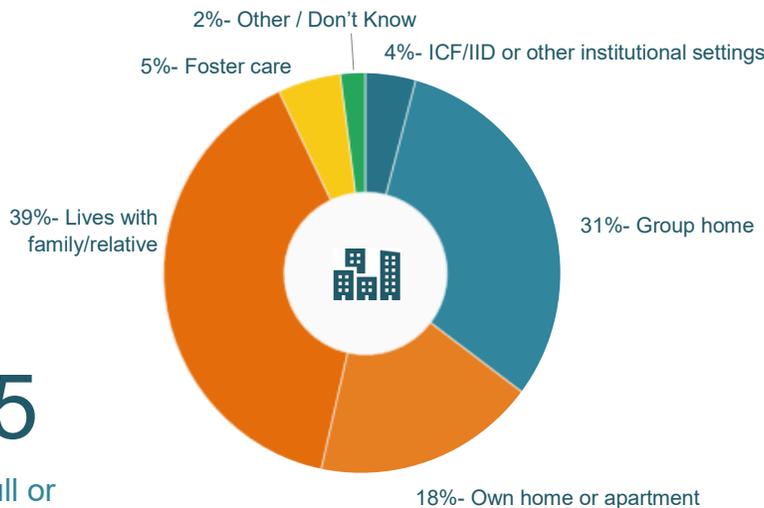
DEMOGRAPHICS of respondents

Average age

42

2 in 5

43% have a full or partial guardian



Do things in the community as often as they would like

79%

3 in 4

78% have friends who are not staff or family



57% chose their homes

89% like their homes



SUPPORTS, SERVICES
AND SATISFACTION



18% have a job in the community



45% do not have a job and want one

20%

Report taking classes or training to get a job or get better at current job

91%

Report that they like their job

Report they chose their job

75%

1 in 3

32% receive paid time off

12%

Other people open or read person's mail without asking*

24%

Has attended a self-advocacy group meeting

37%

Has voted in a local, state, or federal election



98%

Took part in or had the opportunity to take part in last service meeting

88%

Say they're able to contact case manager when needed

Feel staff have right training for their needs



13%



Use self-directed supports option



63% chose their staff or were aware they could request to change staff

Feel supports help them to live a good life

91%

*A lower percentage indicates fewer people reported that others open mail or email without asking





Adult Family Survey (AFS)

2017-18 At-A-Glance Report

The NCI Adult Family Survey (AFS) is *responded to by families* who have an adult family member (18 years or older) with IDD who lives *in the family home* and receives *at least one service* in addition to case management.

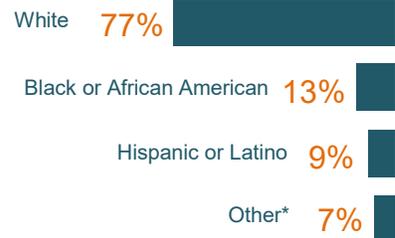
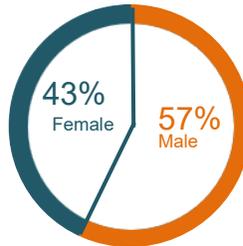
The total AFS sample size was 5,221. The following 11 states and the District of Columbia submitted data to the 2017-18 Adult Family Survey: **AZ, DE, FL, GA, MD, MO, NC, NH, OK, PA, WA.**

Info about
FAMILY MEMBERS
(people w/IDD receiving services from the state)

63% have a legally appointed guardian

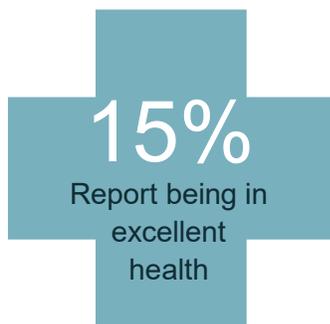


36
Average age



*Includes Asian, American Indian or Alaska Native, and Pacific Islander

Info about
RESPONDENTS
(family of those receiving services)



31% reported a taxable household income of **\$25,000/yr.** or less

 **55**
80% are over the age of

SUPPORTS, SERVICES
AND SATISFACTION



Reported receiving crisis or emergency services if needed in the past year

4 out of 10

42% report getting enough information to help participate in planning services



3 out of 10

29% feel that the information is always easy to understand

2 in 5

39% report having access to respite services if needed



65% say they are always able to contact their case manager when they want to



2 in 5 feel supports change when family needs change



Say support workers always have skills to meet family's needs



Feel family is always able to choose or change support workers



Report that support workers always come and go when they are supposed to

8 in 10

82% report services are delivered respectfully of family's culture



39% are always satisfied with their services and supports

Feel supports have made a positive difference in life of their family

95%





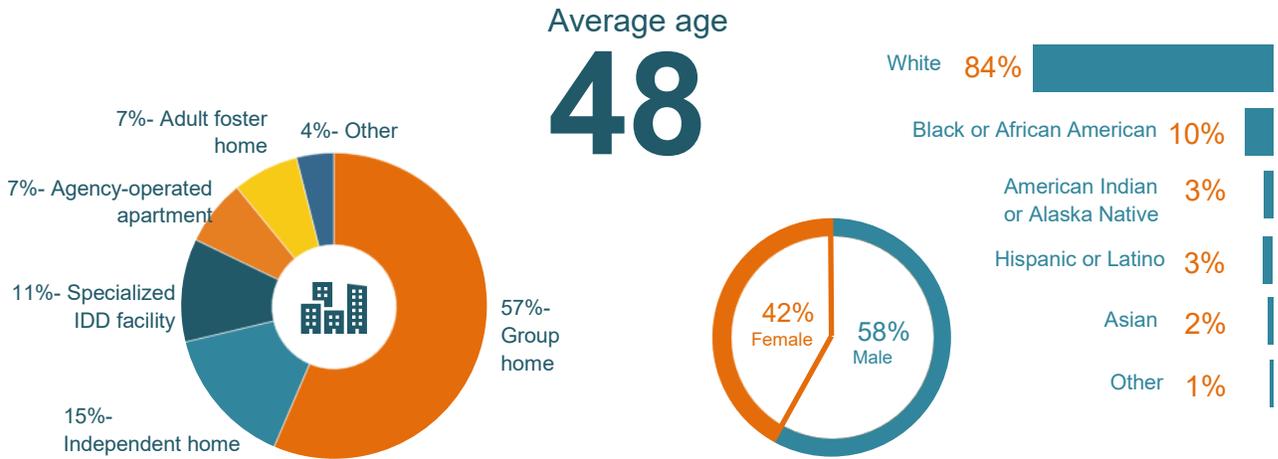
Family Guardian Survey (FGS)

2017-18 At-A-Glance Report

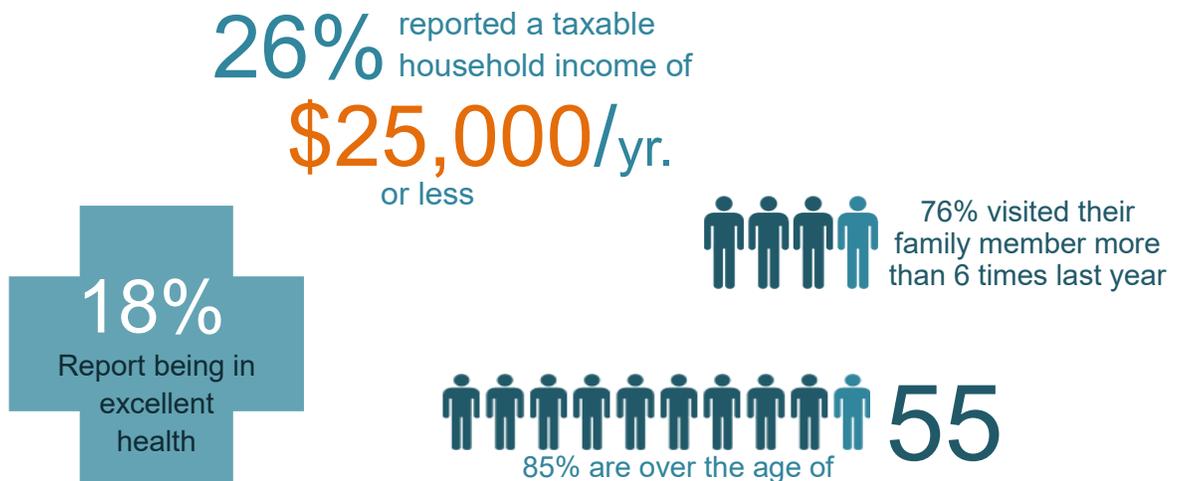
The NCI Family Guardian Survey (FGS) is *responded to by families* who have an adult (18 years or older) with IDD who *does not live in the family home* and receives at least one service in addition to case management.

The total FGS sample size was 4,890. The following 10 states submitted data to the 2017-18 Family Guardian Survey: **AZ, FL, GA, MD, NC, NH, PA, SD, UT, WA**

Info about
FAMILY MEMBERS
(people w/IDD receiving services from the state)



Info about
RESPONDENTS
(family of those receiving services)



SUPPORTS, SERVICES
and SATISFACTION

2/3

69% say family member has friends other than support workers or family

77% feel prepared to handle needs of family member in an emergency



76%

Report their family member can always see a health professional when needed

Say services always change when family needs change

42%



33% report they can always choose or change support workers

3 in 5

60% report they're always able to contact their case manager when they want to

63% feel the case manager always respects their choices and opinions



Feel their family gets the supports they need

92%

HALF

49% say staff always keep them informed about their family member's well-being

Report services are always delivered respectfully of family's culture

75%



43% are always satisfied with the services and supports family currently receives

Feel supports have made a positive difference in the life of their family

97%





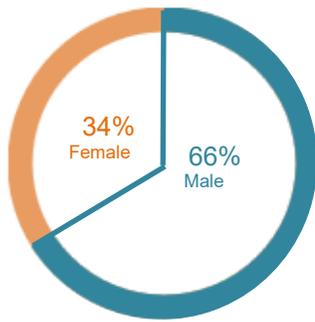
Child Family Survey (CFS)

2017-18 At-A-Glance Report

The NCI Child Family Survey (CFS) is responded to by *families who have a child* with a developmental disability who lives *in the family's home* and receives at least one service in addition to case management.

The total CFS sample was 4,236. The following 8 states submitted data to the 2017-18 Child Family Survey: **AZ, LA, MO, NC, OR, TX, UT, WI**

Info about **CHILD**
with IDD receiving services from the state

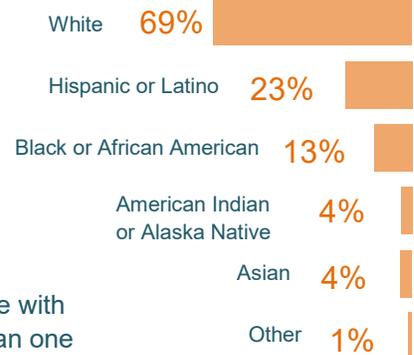


11

Average age



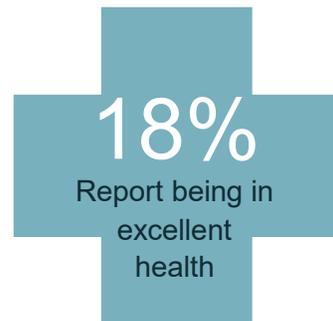
21% live with more than one child with IDD in their home



Info about **RESPONDENTS**
(family of those receiving services)



29% reported a taxable household income of **\$25,000/yr.** or less



SUPPORTS, SERVICES
AND SATISFACTION

48%

Feel support workers always have skills to meet family's needs



72% feel case manager respects their opinions

62%

Say family is **always** able to choose or change support workers

2 in 3

62% say the child's primary care doctor understands their needs relating to their disability

58%

Report being able to contact their case manager when they want to

85%

Feel service plan includes everything child needs

78%

Report child receives all the services in their plan

42%

Report having access to respite services if needed

84%

Report that their child takes part in activities in the community

84% report that their child spends time with children without IDD



Say cost is an obstacle to their child participating in the community

39%

1 in 5

22% report taking part in family-to-family networks in their community

3 in 4

77% say their family gets the supports they need



36% say they're **always** satisfied with the services and supports they're receiving

Feel supports are helping their child to live a good life

95%



2017 STAFF STABILITY IN THE

Direct Support Professional Workforce in NCI States*

Source: National Core Indicators (NCI, 2019) Staff Stability Survey 2017

DIRECT SUPPORT PROFESSIONAL (DSPs) VACANCY RATES

Of responding providers:



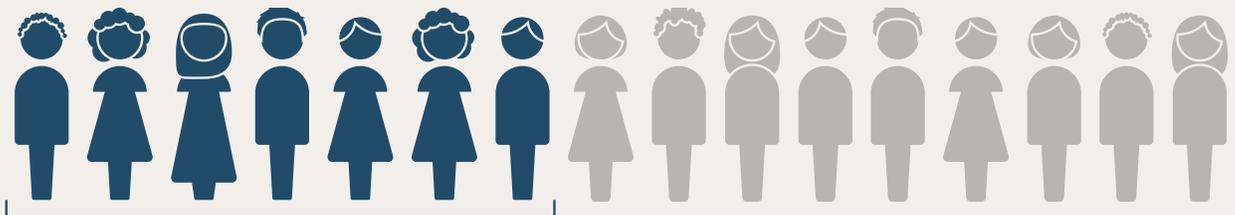
17.3%
of part-time
positions
were vacant

8.1%
of full-time
positions
were vacant

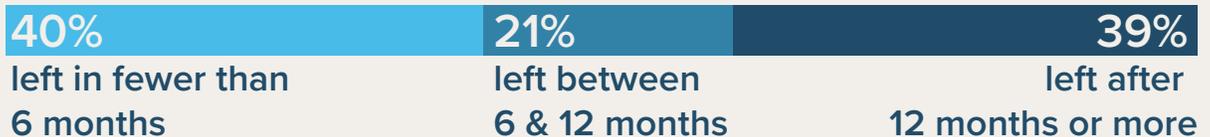


AVERAGE TURNOVER RATE FOR DSPs

44% state average turnover rate* for DSPs

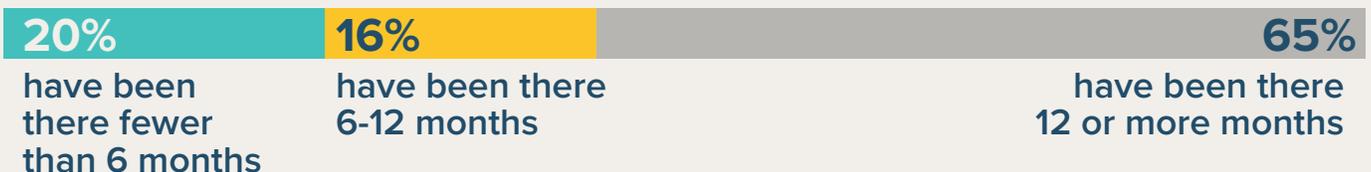


Of DSPs who left positions* in calendar year 2017:



AVERAGE TENURE OF DSPs

Of DSPs employed within reporting organizations, as of December 31, 2017:



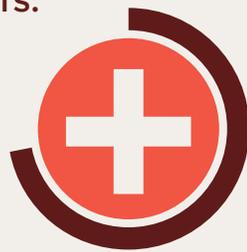
* All data is from a sample of 3,334 provider agencies from 19 states (Arizona, Connecticut, Georgia, Illinois, Indiana, Kentucky, Maryland, Missouri, Nebraska, New York, Ohio, Oklahoma, Oregon, South Carolina, South Dakota, Tennessee, Utah, Vermont), and the District of Columbia.

Turnover equals the total separated DSPs in past year divided by the total direct support staff as of December 31, 2017.

Values are weighted averages, except for DSPs who left positions are unweighted. Proportions may not add up to 100% due to rounding.

HEALTH INSURANCE

Of responding providers:



72%

offer health insurance to some or all DSPs

Of responding providers who offer health insurance:



69%

offer health insurance to only full-time DSPs



38%

require DSPs be employed at the agency for a certain length of time to be eligible for health insurance

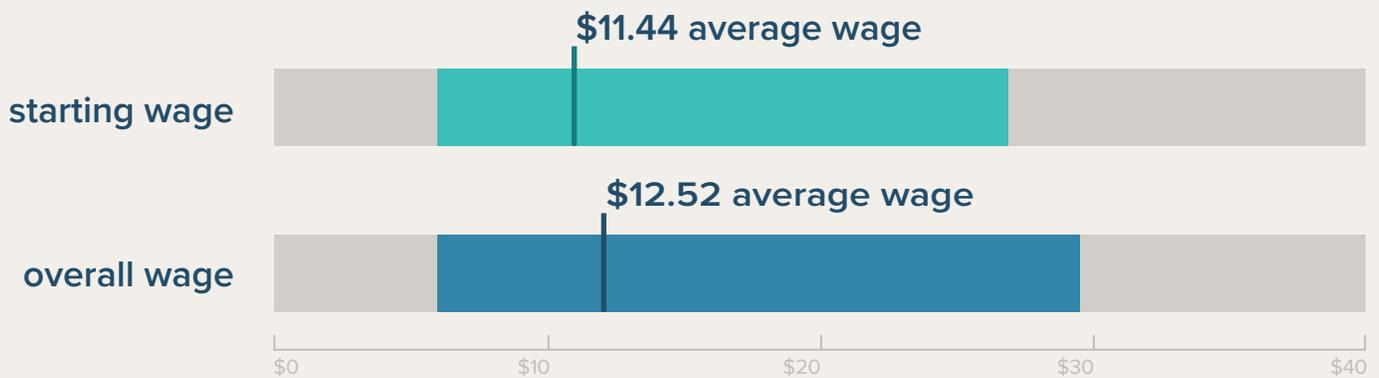


2%

offer health insurance to all DSPs

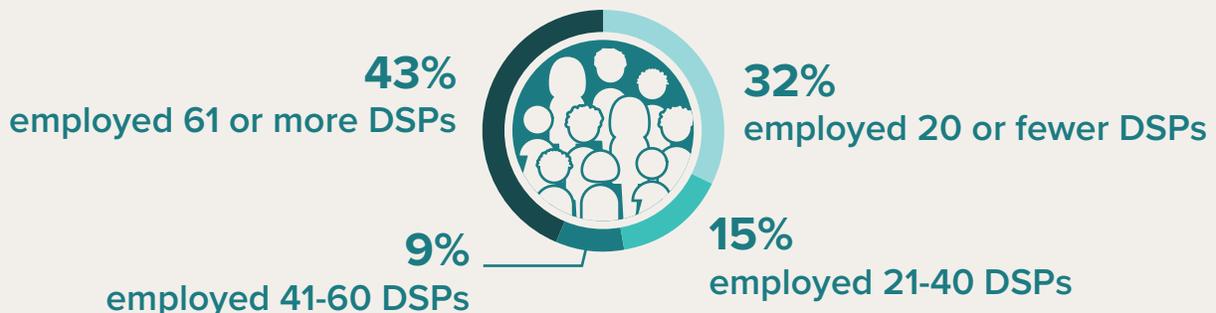
HOURLY WAGES

Wages paid by responding providers



NUMBER OF DSPs WITHIN REPORTING ORGANIZATIONS

3,334 reporting organizations:



Weighted average: 84 DSPs employed by an agency

How to Generate an NCI Chart in 3 EASY STEPS

Introducing the **Chart Generator** — an online data inquiry and visualization tool custom-built for NCI!

<https://www.nationalcoreindicators.org/charts/>

STEP 1 Select a State

The selected state's numbers would be displayed alongside the NCI Average where available.

Tip: If no states are selected, the NCI Average will be displayed.



STEP 2 Select a Measure

Measures are “points of entry” to the information collected through NCI. Select from **140+** measures organized into four categories:



Descriptive

Age, gender, race/ethnicity, diagnosis (if applicable), etc.



Health, Welfare and Rights

Had flu vaccine, number of medications taken, body mass index, physical activity, has a key to home, can lock bedroom, feels safe, etc.



Individual Outcomes

Chooses how to spend money, decides daily schedule, has friends, can see family, likes home, has a paid community job, etc.



System Performance

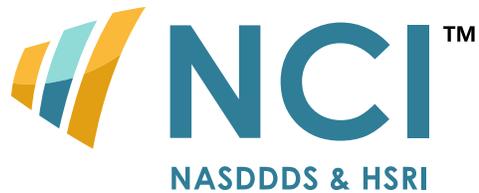
Staff have right training to meet needs, can contact case manager/ service coordinator when wanted, took part in service planning meeting, etc.



STEP 3 Select Filters (optional)

Filters are options to limit the inquiry to a smaller group defined by certain characteristics. Up to two filters can be selected at a time.

Generate Chart



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Human Services
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NASDDDS

National Association of State Directors of Developmental Disabilities Services