

Thank you for joining!

Slides and a recording of this webinar will be made available tomorrow: [Presentations | National Core Indicators](#) and [Presentations | NCI-AD \(National Core Indicators-Aging and Disabilities\)](#)

This meeting will be recorded

All participants are muted

Please type questions and comments into chat any time during the presentation

HOW TO RAISE HAND SLIDE

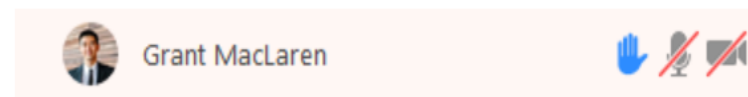


Click the **Reactions** button.

Choose from the following icons or click ... to choose from a full set of emojis. Click the icon again to remove it.

- Clapping Hands 🙌
- Thumbs Up 👍
- Heart ❤️
- Tears of Joy 😂
- Open Mouth 😮
- Party Popper (Tada, Celebration) 🎉
- Yes ✅
- No ❌
- Slow Down ⏪
- Speed Up ⏩
- Raise Hand / Lower Hand 🙋

The icon will appear in your video panel and next to your name in the participants list.



Note: This meeting will be recorded.



Enhancing LTSS Quality Infrastructure using National Core Indicators[®] (NCI-IDD) and National Core Indicators—Aging and Disabilities[™] (NCI-AD)

JUNE 24, 2021

Agenda

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A brief overview 25
years of National
Core Indicators

2

How data are
important to
understanding quality

3

How to use NCI
measures to support
quality in your state

4

Using FMAP funding
to support NCI
implementation

5

State perspective

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Questions
and comments



25 years of National Core Indicators

A BRIEF OVERVIEW OF NCI-IDD AND NCI-AD



NATIONAL CORE INDICATORS®

Established: 1997

Participating states: soon to be 48 and D.C.

Population addressed: Individuals with intellectual/developmental disabilities (IDD)

nationalcoreindicators.org



NATIONAL CORE INDICATORS— AGING AND DISABILITIES

Established: 2015

Participating states: 22

Population addressed: Older adults and people with physical disabilities

nci-ad.org

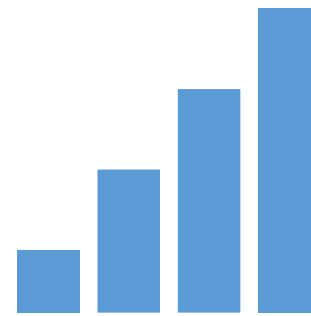
National Core Indicators Purpose



Hear directly from people receiving services about their experiences and lives
(Person-Reported Outcomes)



Establish validated sets of performance and outcome indicators for LTSS systems that align with stakeholder priorities.



Report state and national benchmarks of system-level performance. Allow states to compare to other states and to the NCI Average.

NCI-IDD Data



Designed by states for states to reflect current data needs, the latest research and policy landscape



Over 20-year history of collecting information about outcomes for people who use state IDD service delivery systems and their families



Surveys are tested and measures are validated. Rigorous NCI revision cycle/process to ensure survey content aligns with stakeholder priorities



NCI-IDD Outcomes Domains

Individual Outcomes

- Employment
- Community Inclusion and participation
- Choice & Decision making
- Relationships
- Satisfaction

Health, Wellness and Rights

- Safety
- Health
- Medications
- Respect and Rights
- Service Coordination

System Performance

- Self-Direction
- Service Coordination
- Workforce
- Access



In-Person Survey (IPS)

People who receive at least one service in addition to case management from the IDD agency

Direct survey with the person receiving services

- Historically in-person surveys
- Introduced video conference surveying in 2020-21

Survey includes three main parts:

- Background information – largely collected from state records
- Section I – Subjective questions only the person can answer
- Section II – Objective questions can be answered by a proxy when needed

Section I and Section II together take 50 minutes (on average)

Family
Experience
Domain

Choice and Decision-making

Family Involvement

Information & Planning

Access and Support Delivery

Community Connections

Health, Welfare and Safety

Family Satisfaction



Family Surveys

Examines how well public systems support **family members and guardians** in delivery of services and level of satisfaction with service delivery. **Designed to gauge the family experience.**

- **The Adult Family Survey (AFS)**
 - Respondents are families living with an adult family member (age 18 and over) receiving DD services.
- **The Family/Guardian Survey (FGS)**
 - Respondents are families/guardians with an adult family member (age 18 and over) receiving DD services with whom they do NOT live.
- **The Child Family Survey (CFS)**
 - Respondents are families living with child (not yet receiving adult services) receiving DD services.

Staff Stability



**Staff Stability tool
launch 2014**



**Data come directly
from providers HR
records**



**Collects critical pieces
of information on:**

Turnover rate

Vacancy rates

DSP separations

Length of DSP employment (tenure)

Size of agency

Services provided

NCI Staff Stability Survey provides states with critical information on the stability and quality of the DSP workforce working with adults with IDD.

How states use Workforce data

NY

Uses Staff Stability data to compare outcomes before and after a DSP credentialing project.

OH

Created innovation grants for providers which resulted in groundbreaking practices to retain DSPs

PA

Is offering small grants to providers willing to try something new and share their learning.

UT

Uses NCI data to advocate for, and assess outcomes of a wage increase

TN

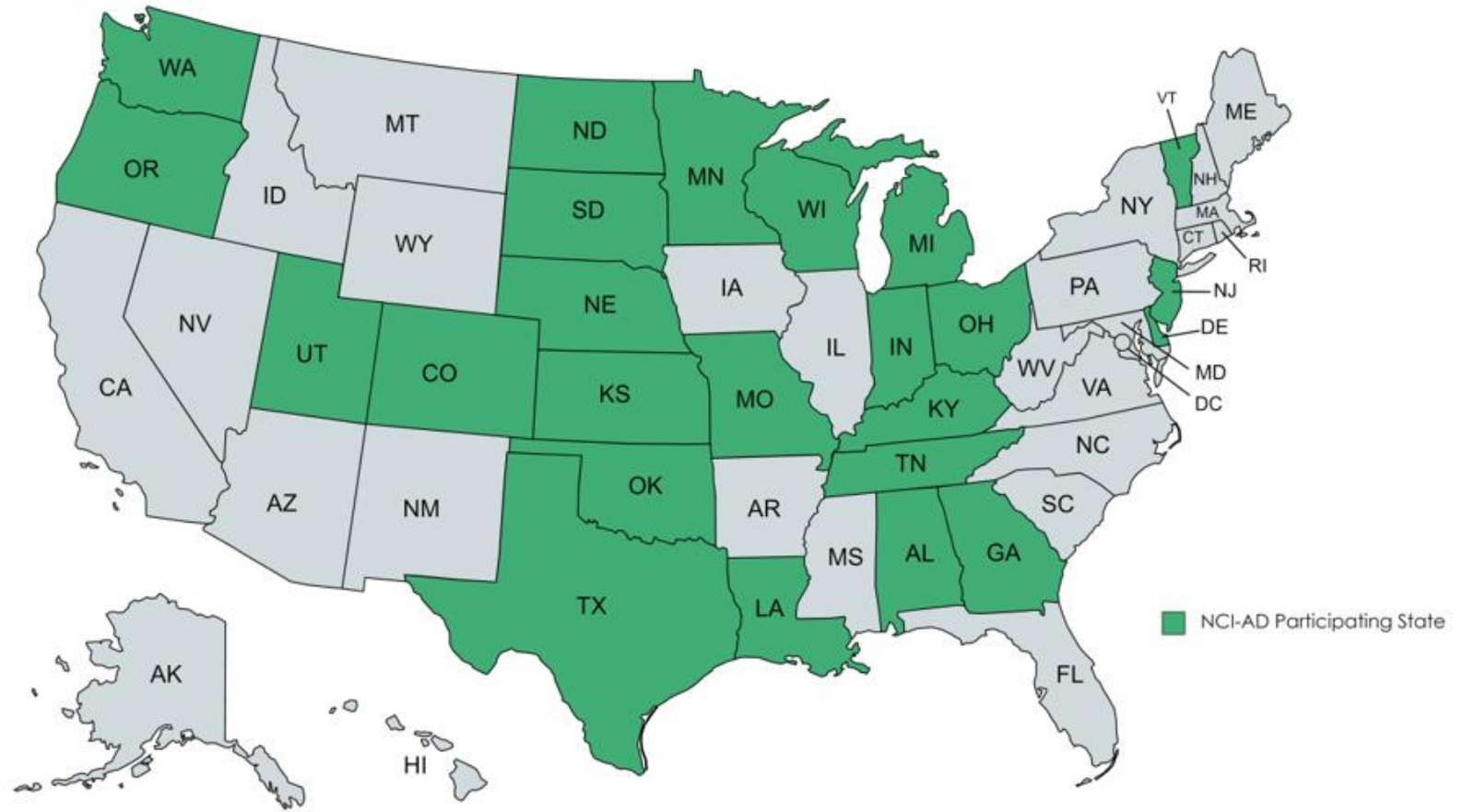
Used data as evidence to advocate for a rate increase. Then used NCI to determine whether rate increase went to wages.

NCI-AD Background

- Collaboration between ADvancing States, Human Services Research Institute (HSRI) and Participating States.
- Grew out of NCI - Multiple areas of overlap for cross population comparison
- Quality of life and outcomes survey that assesses the experiences of older adults and adults with physical disabilities served by state LTSS programs, including:

Nursing facilities	MLTSS populations
Medicaid waivers	State-funded programs
Medicaid state plans	Older Americans Act programs
PACE	Assisted living facilities

2021-22 NCI-AD State Participation



Adult Consumer Survey (ACS)



Direct survey with the person receiving services

- Historically in-person surveys
- Introduced video conference and telephone surveying in 2020-21



Survey includes three main parts:

- Background information – largely collected from state records
- Survey includes subjective and objective questions



Full survey takes approximately 45 minutes

- Positive feedback from survey participants



New for 21-22: Additional Modalities

- Pilot for 20-21 NCI-AD Year
- Telephone and video conference modalities added for 21-22
- New modalities are ADDITIVE to in-person modality – not in replacement of

2021-22 NCI-AD Domains

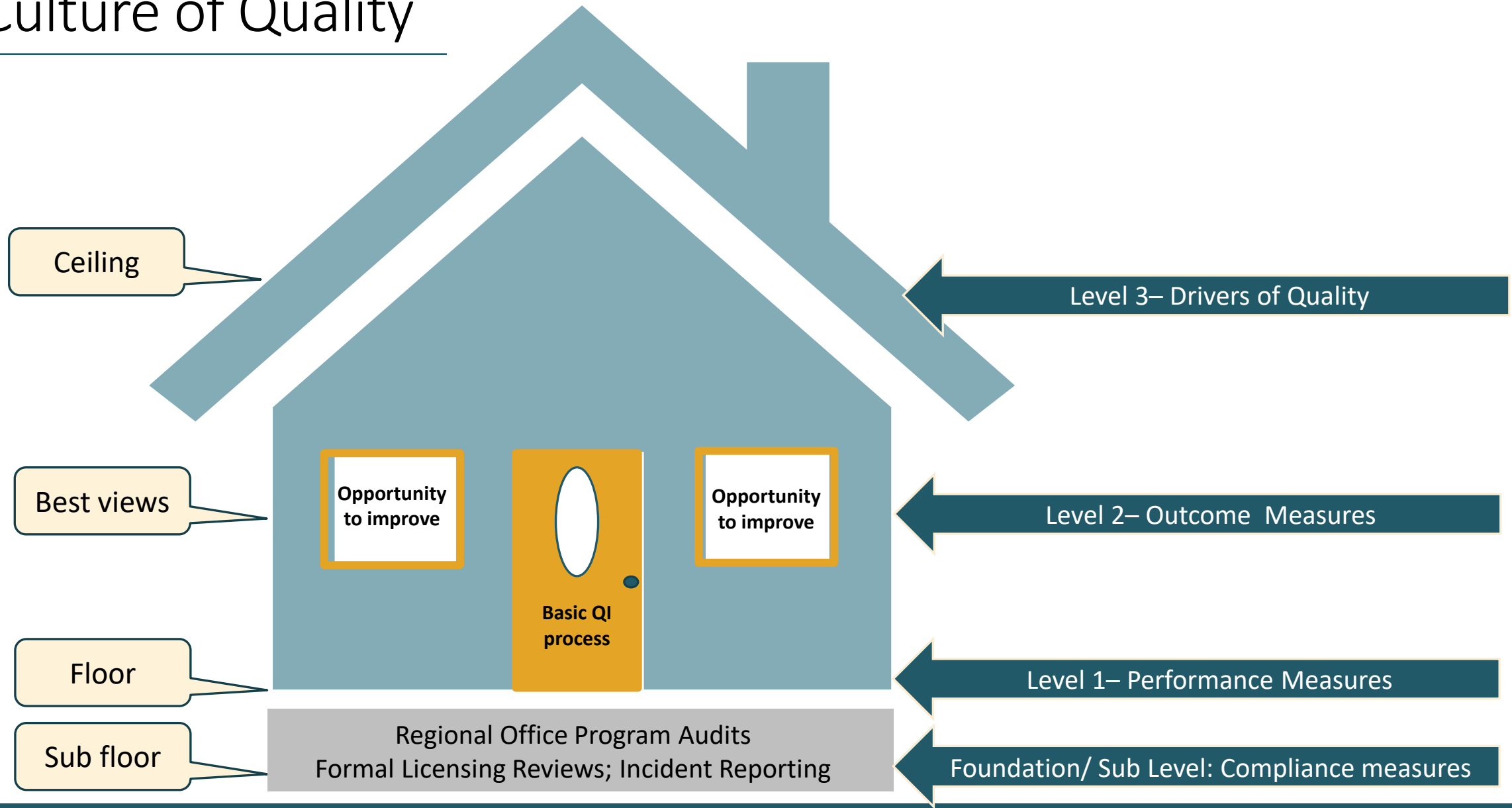
Community participation	Choice and control
Relationships	Satisfaction
Service coordination	Care coordination
Access to community	Access to needed equipment/modifications
Safety	Health care
Wellness	Medications
Rights and respect	Self-direction
Work	Everyday living
Affordability	Person-centered planning module (optional)
Access to technology	COVID supplement (optional)



How data are important to understanding quality

USING QUALITY FRAMEWORK

Culture of Quality





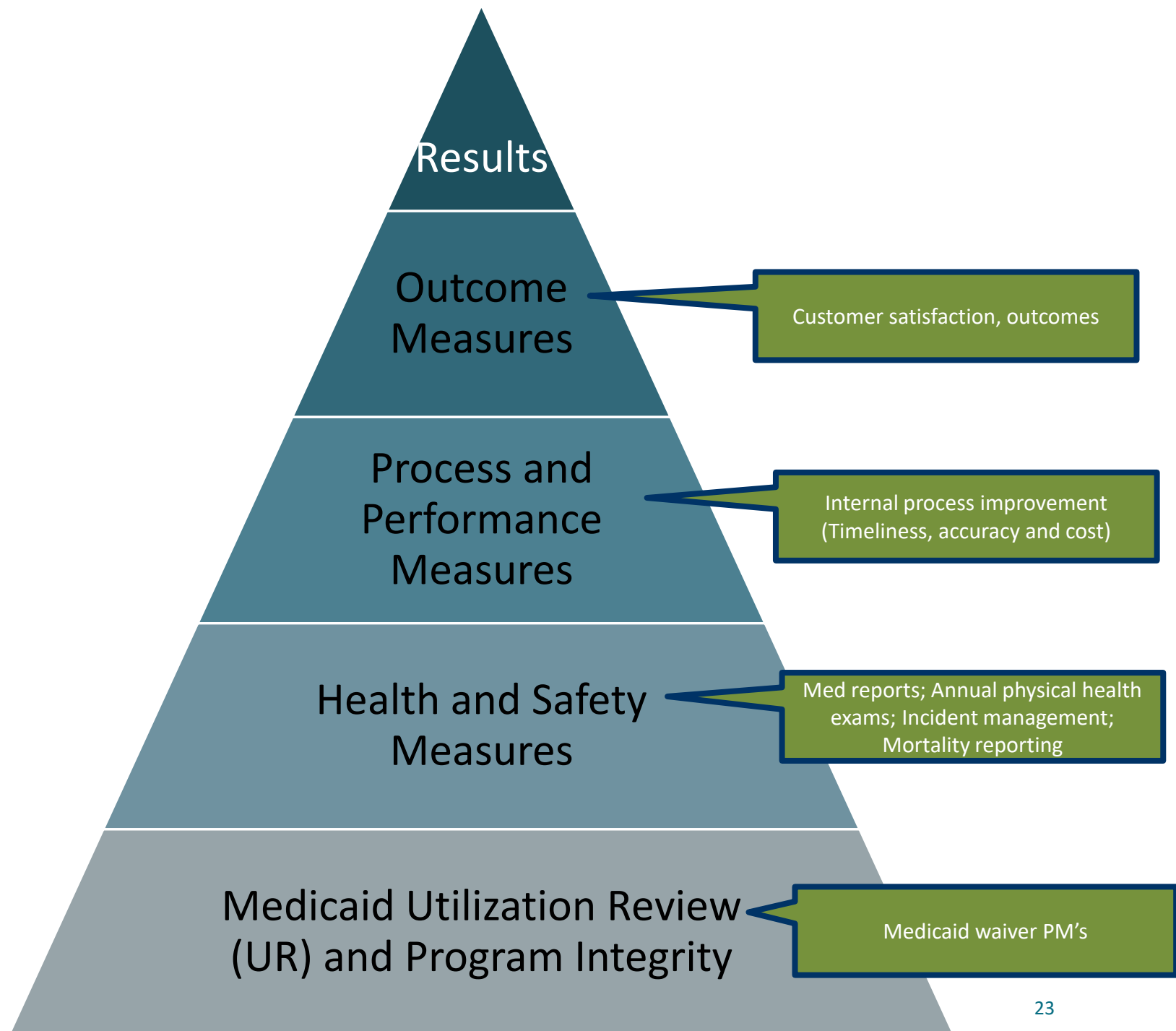
Compliance with
minimum standards
punches your ticket
to get in the game

Meeting these
standards is the
floor, not the ceiling

Go beyond for
systemic
improvement

Each Quality Strategy Requires Data

From the base to the top- all measures matter





How to use NCI measures to support quality in your state



Supports for states implementing NCI-IDD and NCI-AD

Assures reliability and validity of data collection through:

- Technical assistance; Supporting state development of samples
- Standardized implementation protocols, surveyor training and ongoing monitoring
- Standardized reporting:
 - National and state reports are publicly available online
 - Multiple survey items align across surveys

Additional regularly-released publications provide data context and assist with communicating quality reporting results to stakeholders:

- Data briefs
- Spotlights

Supports for states implementing NCI-IDD and NCI-AD

Goes beyond service satisfaction:

- Person-centered outcomes
- Impact of services on quality of life

State owns—and has immediate access to—its own data:

- States may add additional questions to target specific areas for improvement
- Administrative data allow for analysis of specific populations

Support communities of practice across states

What sets us apart?

Federal data collection

NCI-IDD

- Medicaid Adult Core Set

NCI-AD

- AARP Scorecard

Both programs

- Likely inclusion into HCBS Recommended Measure Set
- Medicaid & CHIP Scorecard

How are NCI data used?



Identify areas for service improvement



Communicate with service recipients, families, and advocates



Report to lawmakers and state legislature



Compare programs within the state and nationally



HCBS Waiver Redesign/Development



Track changes over time

NCI Chart Generator

Do you ever feel lonely?

The percentage of people who report often feeling lonely

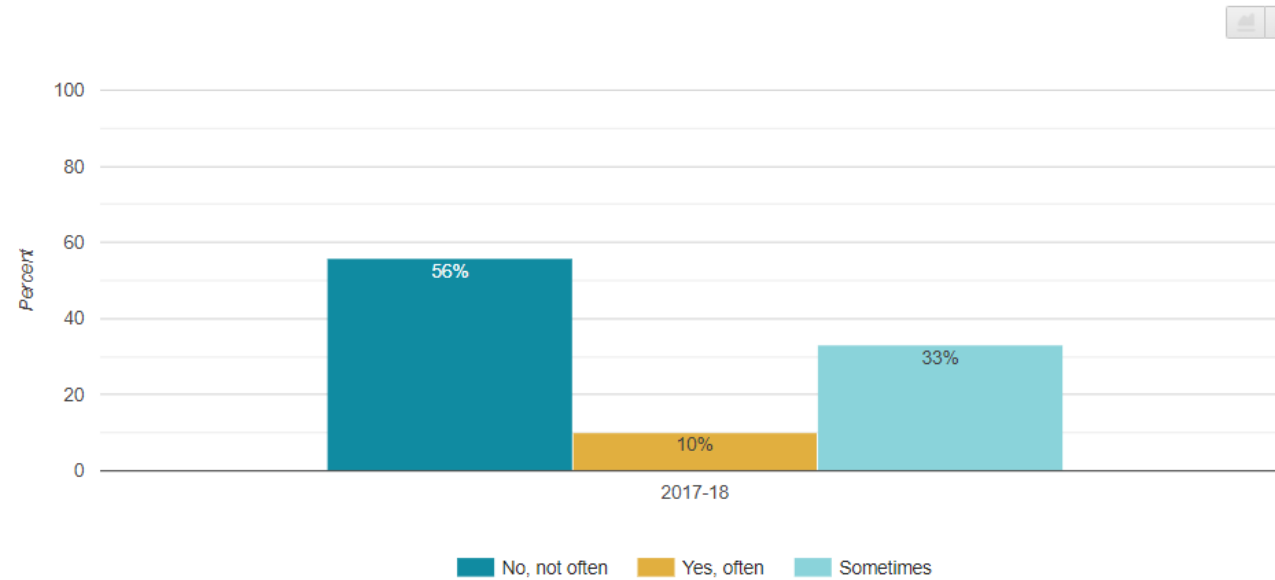
Create New Chart

CHART

DATA TABLE

STATE RANKINGS

PRINT 





National Core Indicators®
DATA BRIEF

National Core Indicators® Data Highlight

2018–19 National Core Indicators–Aging and Disability
Adult Consumer Survey Report
Snapshot!

2019–2020
AT-A-GLANCE REPORT
Selected Findings From NCI Surveys

Additional Publications

State Perspective

WISCONSIN

Using FMAP Funding

Permissible Uses of Enhanced FMAP For QI

Activity Function	Activity Description
Quality Improvement Activities	<ul style="list-style-type: none">• Upgrading critical incident management reporting systems• Adopting new HCBS quality measures• Implementing improvements to quality measurement, oversight, and improvement activities• Implementing an experience of care survey

Taken from SMD# 21-003, Appendix D

Using FMAP for Quality Improvement with NCI

NCI-IDD and NCI-AD tools are validated as quality monitoring, experience of care tools

Use data collection to improve system performance

Evaluate HCBS compliance

Enhance ability to communicate data to stakeholders for improvement (e.g. communications processes for quality improvement – dashboards and beyond)

Increase sample population

Uncover disparities and target work towards health equity

Use outcomes to engage with stakeholders for diverse settings

BEST PRACTICES
AND NEEDED
DATA CAPACITY
FOR HEALTH
EQUITY DATA
ANALYTICS:
Unlocking the
potential of state
level data to
uncover disparities
and target work
towards health
equity.

Build and extend	Build and extend community of practice to support state level data analyses.
Enhance	Enhance demographic, race, ethnicity, geographic, and language data collection to allow for population - specific analyses.
Engage in	Engage in analyses to understand disparities in access to services, and eligibility processes, which may bias available data.
Extend	Extend outreach to communities to enhance data collection.

State dashboards

Several states created dashboards to:

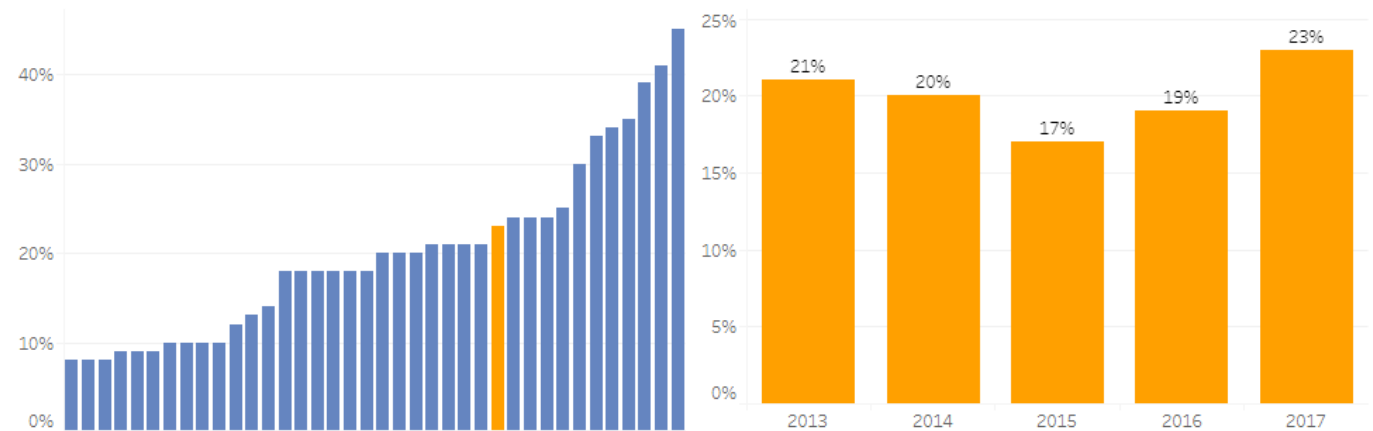
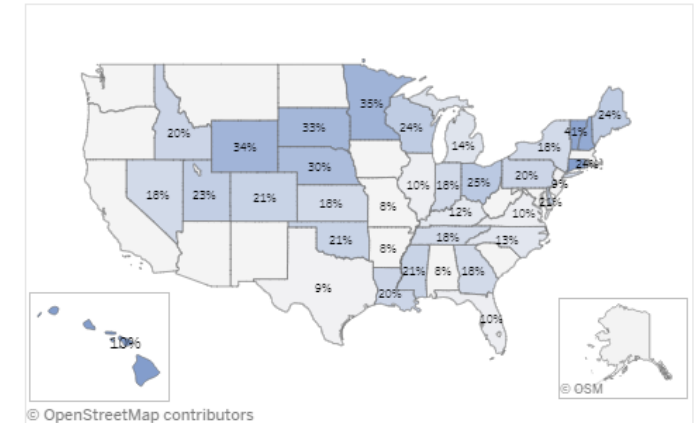
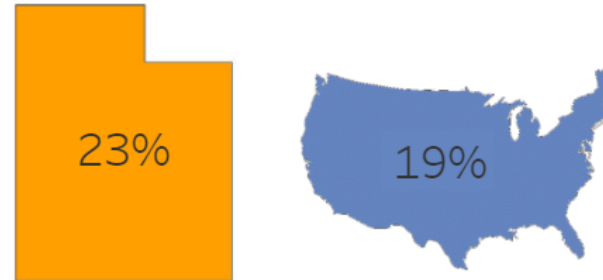
- Benchmark data
- See results by area or region
- Include other data sources

National Core Indicators: Adult Consumer Survey *Has a paid job in the community: 2017*

Indicator
(All)

Year
2017

Measure
Has a paid job in the community



Source: National Core Indicators Adult Consumer Survey

[Click here to view full reports](#)

Link: <https://dspd.utah.gov/dashboard/national-core-indicators/>



EXAMINING AVAILABLE QUALITY OUTCOMES DATA BY RACE AND ETHNICITY

- NCI-IDD and NCI-AD as a source to examine experiences and move towards equity
 - [NCI Data Brief: Racial Equity \(nationalcoreindicators.org\)](https://nationalcoreindicators.org)
 - [Data Spotlight | NCI-AD \(National Core Indicators-Aging and Disabilities\)](#)
- Supporting states to use sampling approaches to ensure representative populations are reflected in quality assurance data

STRATEGY: ENGAGING WITH COMMUNITIES IN BOTH DATA COLLECTION AND DATA USE

- Plain language versions (multiple language)
- Data "road shows"
- Community Data Walks

<https://www.urban.org/sites/default/files/publication/72906/2000510-Data-Walks-An-Innovative-Way-to-Share-Data-with-Communities.pdf>



RESEARCH REPORT

Data Walks

An Innovative Way to Share Data with Communities

Brittany Murray
November 2015

Elsa Falkenburger

Priya Saxena



Questions?
Comments?
