



National Core Indicators: Overview and Costs

The state participation fee in 2016-17 is \$13,780 and is an optional membership available to states which are NASDDDS members. NASDDDS and Human Services Research Institute (HSRI) manage the operations of NCI through annual contracting and written agreements, regarding roles on training, communications, survey instrument and protocol development, analysis and reporting of results. Technical assistance is provided to states by both HSRI and NASDDDS staff including interviewer trainings.

The NCI gathers data through an Adult Consumer Survey tool, three Family Surveys, and a Staff Stability tool. Each of the consumer and family tools require a random sample of 400 respondents; the staff stability tool is an optional survey distributed to qualified providers of DD services with the state.

The Adult Consumer Survey has three components to implementation:

- completing the background information, including a distinct set of pre-survey information
- conducting face to face interviews and
- entering data into the on line data entry system.
- Collecting the background information is often carried out by case managers, but not always. The average length of time it takes for a case manager to fill out the information is 30 minutes. Since it is typically completed by case managers for the purpose of quality assurance, most states do not calculate the costs of completing the background information as an independent cost. This may be directly or indirectly covered costs. With a sample size of 400 across the state, is it often not a significant burden on any single agency.
- Face to Face interviews cannot be conducted by the person's case manager since the individual is asked about their satisfaction with this service. Each state decides how they will administer the actual interview. Some states use their own QA staff, other develop internal state agreements with their UCEDD, and some states contract separately with private vendors or advocacy organizations. Regardless of who is charged with completing the survey, all interviewers must be trained in a manner that comports with the training criteria identified by HSRI and NASDDDS, prior to delivering the interviews. Each interview averages 50 to 60 minutes. Each state interviews a minimum of 400 people from a random sample. The sample sizes are typically 600 - 800 people to assure that 400 interviews can be completed.

- Entering the completed survey results into HSRI's on line data entry system (ODESA) is required. Currently, the majority of states use paper surveys at the data collection stage and separately enter the completed interview into the data system. However, a handful of states have started using lap tops and tablets to complete the interview on line, eliminating the second step of entering the data after the interview is completed. As of this report, analysis of this entry is underway.

Family Surveys: There are three Family Surveys. The Adult Family Survey is sent to families of individuals 18 and older who receive services and live in the family home. The Family Guardian Survey is sent to families of individuals 18 and older who receive services and live outside of the family home. The Child Family Survey is for families of children who receive services and live in the family home.

- All family surveys are conducted by mail. The average response rate on these surveys is 35%. Since the required number of respondents is 400 per survey, the sample size is about 1,200 to accommodate the response rate. The costs for these surveys are printing, collating, processing and mailing. Some states also incur costs related to a second mailing for reminders to boost return rates, and/ or for translation into additional languages. The Final additional cost associated with Family surveys is the staff time to enter the data to ODESA.

State Office Oversight: The management and coordination of NCI is typically assigned a policy level staff in the Central Office. Most states allocate between .10 and .25 FTE.

Funding: States can claim all or most of the NCI activities under Medicaid Administration when they use the information as part of their quality assurance for any of their services delivered through Medicaid home and community based Medicaid authorities. Several state partner with additional internal stakeholders to perform the NCI survey collection or to work with stakeholders to carry out communication strategies aimed at acquiring support and high levels of participation among families and adults who receive supports.

The following information is the costs reported by states in our 2015-16 cost survey.

Total number of States Responses to Survey: 23

States with Vendor Contracts: Total Responses 16		
Does the contract include:	Yes	No
Pre-survey Data Collection Pre-survey ODESA entry		
Background Information Collection Background Information ODESA entry		
ACS Data collection and ODESA entry	15	1
Family Survey mail-out and Admin.	9	6

Contracted agencies include:

UCEDD	3
University NOT the UCEDD	2
DD Council	1
Private For Profit Corp.	7*
None Specified	4
Other: MCO/Private Agency	1

*Private contractors used for ACS Collection and ODESA data entry; only 2 private for profit corporations are included in pre-survey and/or background information collection. Total is greater than 16 due to some states using two or more contracts for data collection (primarily differences in ACS and Family survey data collection and entry)

Adult Consumer Survey Costs:

Costs per survey: Range - \$75 - \$210.

Calculated based on actual costs reported for ACS Section I and II by only four states; fourteen states did not report on this specific cost, based on all inclusive contract total or unable to isolate the ACS costs.

Family Survey Costs:

Costs per survey: Range - \$18 - \$30

Calculated based on actual costs reported for Family Surveys from three states; thirteen states did not report on this specific cost due to inability to isolate Family Survey costs.

Total contracts showed inclusive costs for ACS and Family Surveys; those which did isolate ACS show costs range from \$133 - \$740 per survey; The Average cost from the sixteen states reporting was \$284 per survey. However, it is important to note the total contract amounts varied widely in both task and total amount. Some contracts include multiple language mail outs, or all tasks associated with ACS and family survey administration, while others include only ACS data collection, with state staff completing data entry and other activities completed by case management. Total contracted amounts varied from a low of \$29,538 to a high of \$296,255. This data does not include CA.

States With NO Vendor Contract: Total Responses 7			
Issue	Yes	No	No Ans
Case Manager or provider participate in pre-survey collection	4	2	1
Case Manager or provider participate in background information collection	4	2	1
Case Managers bill for background information collection	1	2	4
People with disabilities participate in interviews	2	4	1
Is NCI activity included in claims through FMAP?	2*	3	2

*One state identified Waiver Administration as source of financial reimbursement.

Adult Consumer Survey Costs:

Estimated costs per survey: Range - \$87 - \$500.

Calculated based on actual costs identified: \$190 - \$267 per survey (400 total count)

Family Survey Costs:

Estimated costs per survey: Range \$2.00 - \$125. Average cost \$65 (400 total count)