



**NATIONAL CORE
INDICATORS**
NASDDDS & HSRI

What's New for 2016-17?

Survey changes, updates to trainings,
ODESA updates

Adult Consumer Survey 2016-17

Survey Changes

General Changes

- Several questions slightly reworded
- Additional explanations to questions and more defined terminology
- N/A responses clarified
- Logic checks made more clear (e.g., indicating that if you choose YES, you should code the next question as NO)



Demographics

Adult Consumer Survey

- BI-3 (zip code) will now also provide information on median income
 - this will show in the data export *only*
- BI-4 (DOB) no longer asks for day, only mm/yyyy
- BI-5 (Gender) added 'other' response for those who do not identify as male or female
- BI-15 (Health Conditions) now asks about oral health conditions and sleep apnea
- BI-28 (Pap Test) and BI-30 (Colorectal Cancer Screening) updated to reflect current guidelines



Survey Questions

Adult Consumer Survey

- Q12 (satisfaction with time spend at day program/workshop)
 - Question and responses reworded
- Q18 (has best friend)
 - Re-added
- Q48-Q61 (Community Inclusion questions) changed wording:
 - ‘How often did you go out for...’
 - “Who did you usually got with when you went...”
- Q69 (Can change CM)
 - Reworded – we no longer ask if the person chose their CM, only if they can request a change
- Q87 added question:
 - How often do you get information about how much money is left in your budget/services?
- I-1 added a question for surveyor
 - In what language was the survey conducted?



Demographics

Family Surveys

- E and F (diagnoses)
 - Added 'anxiety' and 'psychotic disorder' as examples for mood/psychiatric diagnoses
 - Added oral or dental health conditions and sleep apnea
- K (Highest Level of Education)
 - Added response 'Did not complete school, not enrolled'



Family Surveys

- Q16 (do you feel prepared to handle needs of Family Member in Emergencies)
 - Now asked to everyone
- Healthcare Access
 - Reworded to better assess whether healthcare professionals understand the needs of the Family Member



Materials, Refreshers, and On-site

NCI Trainings

On-site Trainings

- States may require on-site trainings when needed, typically:
 - In the first year of participation
 - When a state hires all new interviewers
 - Begins using, or changes a contractor
- The on-site trainings will use more dialogue and interviewer involvement than there has been in the past.



Refresher Training Schedule

- HSRI will hold refresher trainings monthly in August, September, and October
 - Additional refresher training will be held throughout the year
- Trainings are approximately two hours
- Topics covered are:
 - General NCI information and reminders
 - In-depth looks at ACS survey changes and typical questions,
 - Tips and lessons learned
- States may also request a state-specific refresher training



Refresher Trainings

- Refresher trainings can be attended by lead trainers and/or interviewers
- All interviewers should go through a yearly update training in order to:
 - Keep up with changes to the survey
 - Ensure interviewers are following standard protocol
 - Review additional questions or outstanding issues from previous year
- The slides and other materials will be made available upon request and in the Fort' Nightly
- A recording of a refresher training will also be available



Training Materials

Complete training resources for 2016-17 are coming in August, including:

- Detailed survey changes guide
- Interviewer training guide
- Full length (new) Adult Consumer Survey video with lead trainer guide
- Strategies for a Successful Meeting
- ODESA video for administrators

www.nationalcoreindicators.org

- State Reports (Complete report and User-Friendly)
- Chart Generator
- Technical Reports and Data briefs



Additional Resources

Introduction to NCI from Self Advocates

<https://www.youtube.com/watch?v=gfkUrshNQj8&feature=youtu.be>

<https://www.youtube.com/watch?v=gfkUrshNQj8&feature=youtu.be>



Why is the NCI important? [with
YouTube Closed Captions)

www.youtube.com

ODESA entry for Group Users:

https://www.youtube.com/watch?v=2WjA58yaY0c&feature=em-upload_owner-smbtn



2016-17

Direct Entry for the NCI Family Surveys

What is it?

- Family survey respondents may enter their survey responses directly into the ODESA system
 - States should also offer standard paper copies if requested by respondent
- 2016-17 survey cycle, will be available for all family surveys
 - Adult Family Survey
 - Family Guardian Survey
 - Child Family Survey



How it works

- Direct Entry will not be available until October 2016
 - States should not send out direct entry mailing to respondents until the ODESA is open
- Direct Entry is only available in English
- Inform HSRI of state's intent to use direct data entry at least 6 weeks before sending information to respondents
 - Additional time may be needed if there are state customizations



How it works

- HSRI will provide the state with a unique identifier to be used at the beginning of survey codes
- State sends HSRI list of survey codes
 - Must include state code
 - List should be in excel in this format:

| State | Survey Code |
|-------|-------------|
| MA | 01-234569 |

- NCI creates a unique URL for each survey code



How it works

- States may send a postcard requesting the survey be completed online or send paper surveys to all families
- Cover letter will indicate that there is an option to do survey online.
 - Unique URL will be included on cover letter
- Respondents will be able to complete the survey on paper or through ODESA directly
 - Response tracking can be done in ODESA system



Strategies

- Start working on your mailing list well in advance of mailing.
 - Think about sending survey translations
- If your state has done survey in past, create fact sheet with data snapshots (examples in following slides)
 - Or send data from neighboring state or NCI average
- Send pre-letter to all families letting them know the survey will arrive soon.
 - Tell them to “look out for the pink envelope”
 - Mail survey in pink envelope
 - This can also help you sort out your mailing addresses. Bad addresses will bounce back



Strategies

- Get in touch with self-advocacy groups, family networks in your state.
 - They can let families know the survey is coming
 - They can reinforce the importance of participation
- Make sure there's an option for respondents who need assistance (a call in number, etc.)
- Send follow up postcards/letters at set intervals after initial mailing.



Questions?

- Remember, please email Dorothy and Steph by August 1, 2016 to let them know if you'd like to participate
 - sgiordano@hsri.org
 - dhiersteiner@hsri.org
- Won't be available until October, 2016



2016-17 User Accounts and Help Screen

ODESA Updates

ODESA Updates

- Ability to send a problem report
- May transfer several survey at once
- May 'un-finish' surveys
- Able to run report with missing answers to a particular survey



Add Users

- Users can now be associated with one, several, or all groups
- Users may have access to all surveys the state is conducting or a limited selection
- May restrict User ability to ‘finish’ surveys
- Any section of the ACS may be restricted from user views



Username:

Type:

Client:

Last Name: First:

Email: Phone:

Default Group:

This user is **only** associated with the group selected above.

This user is associated with **all** groups.

This user is associated with more than one group, but not all groups.

ACCESS TO SURVEYS

Adult Consumer Survey:

Adult Family Survey: (state is not participating)

Children / Family Survey:

Family Guardian Survey: (state is not participating)

ACCESS TO SURVEY SECTIONS

Pre-Survey: (state is not entering)

Background:

Survey (interview):

Self-directed Supports Module:



Problem Report

- Added a 'Problem Report' Tab
 - Clicking this will open a screen
 - Users should complete to the best of their ability
 - Click 'Submit' and the report will go directly to ODESA support



National Core Indicators 2016 - 2017

Problem Report

You are in the **Demonstration** system.

There are two ways to use this page.

- Using your own e-mail program, you can e-mail the information shown on this page, along with any screenshots, to ncisupport@hsri.org.
- If you do not have a screenshot, you may fill out this form and hit the button 'Submit Problem Report'.

| | |
|---|---|
| Your full name | <input type="text"/> |
| Your e-mail address | <input type="text" value="sgjordano@hsri.org"/> |
| Your Login Name | <input type="text" value="sgjordano"/> |
| Your Client/State Code or Name | <input type="text"/> |
| Type of problem | <input type="text" value="--Select--"/> |
| Error message or description of the problem | <input type="text"/> |
| Page where the problem occurred | <input type="text"/> |
| Date and time problem occurred | <input type="text" value="7/25/2018"/> |
| Survey Code (if applicable) | <input type="text"/> |
| Type of device (e.g., PC, Mac, iPhone, etc.) | <input type="text"/> |
| Browser or App (and version if known) | <input type="text"/> |
| Additional Information | <input type="text"/> |

