

National Core Indicators (NCI)

List of Outcomes and Indicators as of November 2013

I. Individual Outcomes

Individual outcome indicators address how well the public system aids adults with developmental disabilities to work, participate in their communities, have friends and sustain relationships, and exercise choice and self-determination. Other indicators in this domain probe how satisfied individuals are with services and supports.

A. Relationships

People have friends and relationships.

Indicators:

- The proportion of people who are able to see their families and friends when they want.
- The proportion of people who can go out on a date if they want to.
- The proportion of people who feel lonely.
- The proportion of people who have a close friend, someone they can talk to about personal things.
- The proportion of people who have friends and caring relationships with people other than support staff and family members.
- The proportion of people who report that they get to help others.
- The proportion of people who talk with their neighbors.

B. Satisfaction

People are satisfied with the services and supports they receive.

Indicators:

- The proportion of people who are satisfied with their day program or other daily activity.
- The proportion of people who are satisfied with their job.
- The proportion of people who are satisfied with where they live.
- The proportion of people who go to a day program or have other daily activity who would like to go somewhere else or do something else during the day.
- The proportion of people who have a community job who would like to work somewhere else.
- The proportion of people who report that they would like to live somewhere else.

C. Self-Determination

People have authority and are supported to direct and manage their own services.

Indicators:

- The proportion of people self-directing who get the help they need to work out problems with their support workers.
- The proportion of people self-directing who have help in deciding how to use their individual budget/services.
- The proportion of people self-directing who receive information about their budget/services that is easy to understand.
- The proportion of people self-directing who report that someone talked with them about their individual budget/services.
- The proportion of people self-directing who report that they can make changes to their budget/services if they need to.
- The proportion of people self-directing who report that they need more help in deciding how to use their budget/services.
- The proportion of people self-directing whose support workers come when they are supposed to.
- The proportion of people who are currently using a self-directed supports option.

D. Choice and Decision-Making

People make choices about their lives and are actively engaged in planning their services and supports.

Indicators:

- The proportion of people who make choices about their everyday lives, including: housing, roommates, daily routines, jobs, support staff or providers, what to spend money on, and social activities.
- The proportion of people who report having been provided options about where to live, work, and go during the day.

E. Community Inclusion

People have support to participate in everyday community activities.

Indicators:

- The proportion of people who regularly participate in everyday integrated activities in their communities.
 - Amount of Times Went on Vacation in Past Year
 - Amount of Times Went Out for Entertainment in Past Month

- Amount of Times Went Out for Exercise in Past Month
- Amount of Times Went Out on Errands/Appointments in Past Month
- Amount of Times Went Out To a Restaurant/Coffee Shop in Past Month
- Amount of Times Went Out To Religious Services in Past Month
- Amount of Times Went Shopping in Past Month
- In the Past Month Person Went Out for Entertainment
- In the Past Month Person Went Out for Exercise
- In the Past Month Person Went Out on Errands/Appointments
- In the Past Month Person Went Shopping
- In the Past Month Person Went To Religious Services
- In the Past Month Went Out To a Restaurant or Coffee Shop
- In the Past Year Person Went on Vacation

F. Work

People have support to find and maintain community integrated employment.

Indicators:

- Of people who have a job in the community, the average length of time they have been working at their current job.
- Of people who have a job in the community, the percent who receive vacation and/or sick time benefits.
- Of people who have a job in the community, the percent who were continuously employed during the previous year.
- The average bi-weekly earnings of people who have jobs in the community.
- The average number of hours worked bi-weekly by people with jobs in the community.
- The percent of people earning at or above the State minimum wage
- The proportion of people who do not have a job in the community but would like to have one.
- The proportion of people who do volunteer work.
- The proportion of people who go to a day program or have some other daily activity.
- The proportion of people who have a goal of integrated employment in their individualized service plan.
- The proportion of people who have a job in the community.

II. Health, Welfare, and Rights

These indicators address the following topics: (a) safety and personal security; (b) health and wellness; and (c) protection of and respect for individual rights

A. Safety

People are safe from abuse, neglect, and injury.

Indicators:

- The incidence of serious injuries reported among people with MR/DD in the course of service provision, during the past year.
- The mortality rate of the served ID/DD population compared to the general area population, by age, by cause of death (natural or medico-legal), and by ID or DD diagnosis.
- The proportion of people who report having someone to go to for help when they feel afraid.
- The proportion of people who report that they feel safe in their home, neighborhood, workplace, and day program/ at other daily activity.
- The proportion of people who were victims of selected crimes reported to a law enforcement agency during the past year, by type of crime (rape, aggravated assault, and theft).

B. Respect/Rights

People receive the same respect and protections as others in the community.

Indicators:

- The proportion of people indicating that most staff treat them with respect.
- The proportion of people who have participated in a self-advocacy group meeting, conference, or event.
- The proportion of people who report satisfaction with the amount of privacy they have.
- The proportion of people whose basic rights are respected by others.
 - Allowed to Use Phone or Internet at Any Time
 - Can be Alone with Friends/Visitors when They Come to Visit
 - Mail or Email is Read without Asking Permission
 - People Let You Know Before Entering Your Bedroom
 - People Let You Know Before Entering Your Home

C. Health

People secure needed health services.

Indicators:

- The proportion of men over 50 who have had a PSA test within the past year.
- The proportion of people age 50 and older who have had a screening for colorectal cancer within the past year.
- The proportion of people described as having poor health.
- The proportion of people reported as having a primary care doctor.
- The proportion of people who have ever had a vaccination for pneumonia.
- The proportion of people who have had a complete annual physical exam in the past year.
- The proportion of people who have had a flu vaccination within the past 12 months.
- The proportion of people who have had a hearing test within the past 5 years.
- The proportion of people who have had a routine dental exam in the past year.
- The proportion of people who have had a vision screening within the past year.
- The proportion of women 18 and over who have had a Pap test screening in the past year.
- The proportion of women over 40 who have had a mammogram within the past 2 years.

D. Medications

Medications are managed effectively and appropriately.

Indicators:

- The proportion of people taking medications for mood, anxiety, behavior problems, or psychotic disorders.

E. Wellness

People are supported to maintain healthy habits.

Indicators:

- The proportion of people who maintain healthy habits in such areas as smoking, weight, and exercise.

F. Restraints

The system makes limited use of restraints or other restrictive practices.

Indicators:

- The incidence of restraints reported in the past year, by type of restraint and by living arrangement.
- The incidence of serious injuries resulting from the use of restraints.

III. System Performance

The system performance indicators address the following topics: (a) service coordination; (b) family and individual participation in provider-level decisions; (c) the utilization of and outlays for various types of services and supports; (d) cultural competency; and (e) access to services.

A. Access

Publicly-funded services are readily available to individuals who need and qualify for them.

Indicators:

- The proportion of people who feel their support staff have been appropriately trained to meet their needs.
- The proportion of people who report having adequate transportation when they want to go somewhere.
- The proportion of people who report that they are able to go to the doctor when they need to.
- The rate at which people report that they do not get the services they need.
 - Gets Needed Services
 - If Does Not Get Needed Services Needs Benefits/Insurance Info
 - If Does Not Get Needed Services Needs Communication Technology
 - If Does Not Get Needed Services Needs Dental Care
 - If Does Not Get Needed Services Needs Education or Training
 - If Does Not Get Needed Services Needs Environmental Adaptations/Home Modifications
 - If Does Not Get Needed Services Needs Health Care
 - If Does Not Get Needed Services Needs Help Finding/Changing Housing
 - If Does Not Get Needed Services Needs Help Finding/Changing Jobs
 - If Does Not Get Needed Services Needs Social/Relationships
 - If Does Not Get Needed Services Needs Transportation

B. Service Coordination

Service coordinators are accessible, responsive, and support the person's participation in service planning.

Indicators:

- The proportion of people reporting that service coordinators ask them what they want.
- The proportion of people reporting that service coordinators help them get what they need.
- The proportion of people who have met their service coordinators.
- The proportion of people who report that their service coordinators call them back right away.
- The proportion of people who were involved in creating their service plan

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IV. Staff Stability

These indicators address provider staff stability and competence of direct contact staff.

A. Staff Stability

Direct contact staff turnover ratios and recruitment and training absentee rates are low enough to maintain continuity of supports and efficient use of resources.

Indicators:

- Average length of service for all direct contact staff who separated in the past year, and for all currently employed direct contact staff.
- The crude separation rate, defined as the proportion of direct contact staff separated in the past year.
- The vacancy rate, defined as the proportion of direct contact positions that were vacant as of a specified date

V. Family Indicators

The family indicators address how well the public system assists children and adults with developmental disabilities, and their families, to exercise choice and control in their decision-making, participate in their communities, and maintain family relationships. Additional indicators probe how satisfied families are with services and supports they receive, and how supports have affected their lives.

A. Choice and Control

Families/family members with disabilities determine the services and supports they receive, and the individuals or agencies who provide them.

Indicators:

- The proportion of families reporting that they control their own budgets/supports (i.e. they choose what supports/goods to purchase).
- The proportion of families who report that staff are respectful of their choices and decisions.
- The proportion of families who report they choose, hire and manage their service/support providers.

B. Family Outcomes

Individual and family supports make a positive difference in the lives of families.

Indicators:

- The proportion of families who feel that services and supports have helped them to better care for their family member living at home.

C. Satisfaction

Families/family members with disabilities receive adequate and satisfactory supports.

Indicators:

- The proportion of families who report satisfaction with the information and supports received, and with the planning, decision-making, and grievance processes.

D. Family Involvement

Families maintain connections with family members not living at home.

Indicators:

- The proportion of families/guardians of individuals not living at home who report the extent to which the system supports continuing family involvement.

E. Community Connections

Families/family members use integrated community services and participate in everyday community activities.

Indicators:

- The proportion of families who report they are supported in utilizing natural supports in their communities (e.g., family, friends, neighbors, churches, colleges, recreational services).
- The proportion of families/family members who participate in integrated activities in their communities.

F. Access and Support Delivery

Families/family members with disabilities get the services and supports they need.

Indicators:

- The proportion of eligible families who report having access to an adequate array of services and supports.
- The proportion of families reporting that staff or translators are available to provide information, services and supports in the family/family member's primary language/method of communication.
- The proportion of families who indicate that services/supports provided outside of the home (e.g., day/employment, residential services) are done so in a safe and healthy environment.

- The proportion of families who report that service and support staff/providers are available and capable of meeting family needs.
- The proportion of families who report that services/supports are available when needed, even in a crisis.
- The proportion of families who report that services/supports are flexible to meet their changing needs.

G. Information and Planning

Families/family members with disabilities have the information and support necessary to plan for their services and supports.

Indicators:

- The proportion of families reporting that their support plan includes or reflects things that are important to them.
- The proportion of families who report that staff who assist with planning are knowledgeable and respectful.
- The proportion of families who report they are informed about the array of existing and potential resources (including information about their family member's disability, services and supports, and public benefits), in a way that is easy to understand.
- The proportion of families who report they have the information needed to skillfully plan for their services and supports.