

# National Core Indicators

NCI & NCI-AD

# National Core Indicators (NCI)

## National Core Indicators Aging & Disabilities (NCI-AD)

**NCI:** Adults with developmental disabilities who receive home and community-based services

**NCI-AD:** Older Vermonters and adults with physical disabilities including

- Choices for Care
- Older Americans Act
- Money Follows the Person
- The Brain Injury program

# NCI & NCI-AD

- ▶ Consumer Satisfaction In-Person Surveys
- ▶ Implemented in 38 states
- ▶ Collect valid and reliable person reported data about the impact of Long Term Services and Supports on the individual's quality of life
  - Provides a standard set of performance and outcome measures
  - Track program performance over time
  - Compare quality of life and outcomes across home and community-based services provided to adults through the Global Commitment Waiver
  - Compare Vermont home and community-based services to services provided in other states

# NCI Survey Cycle

## 2017-2018

- 325 interviews
- Selected from 7 agencies and Transition II

## 2018-2019

- 325 interviews
- Selected from 8 agencies

## 2019-2020

- 340 interviews
- All 15 agencies and Transition II

# NCI-AD Survey Cycle

## 2017-2018

- 423 interviews
- Selected from Choices for Care (Adult Family Care, Flexible Choices, Traditional Home Based) & The Brain Injury Program

## 2018-2019

- 423 interviews
- Selected from Nursing Homes and Enhanced Residential Care

## 2019-2020

- 423 interviews
- Selected from Choices for Care (Adult Family Care, Flexible Choices, Traditional Home Based) & The Brain Injury Program

# How the survey information is used

- ▶ Cross Tabulations
  - Compare choice and control questions by residential arrangement
  - Compare perceived conflict of interest indicators across programs
- ▶ Global Commitment Reporting to CMS
- ▶ DAIL Scorecard Reporting
- ▶ Performance Measures
  - Did you pick the place where you live?
  - Do staff treat with respect?
  - Do you know who to talk to if you would like to change your services?

# Survey Demographics -Age

## NCI

	Average Age	N
VT	43	331
National	42	25,562

## NCI-AD

(HCBS National Average 66.9%)

	Average Age	N
AFC	64.3	12
Flexible Choices	50.2	28
Traditional Home Based	67.9	329
TBI	42.0	22
Sample Average	65.0	391

# Survey Demographics -Guardianship

## NCI

	Full	Limited	None	N
VT	67%	2%	30%	331
National	28%	9%	54%	25,499

## NCI-AD

(HCBS National Average 16% have a guardian)

	Yes	No
AFC	46%	54%
Flexible Choices	10%	90%
Traditional Home Based	6%	93%
TBI	36%	64%
Sample Average	9%	90%



# Survey Demographics- Marital Status

## NCI

	Single, Never Married	Married	Single, Married in the past	Don't Know	N
VT	90%	4%	6%	0%	331
National	94%	2%	2%	2%	25,459

## NCI-AD (HCBS National Ave: Single 23%; Married/Domestic Partner 21%; Separated/Divorced 26%; Widowed 29%)

	Single, Never Married	Married or Domestic Partner	Separated or Divorced	Widowed	Don't Know	N
AFC	46%	8%	31%	15%	0%	13
Flexible Choices	52%	21%	14%	14%	0%	29
Traditional Home Based	16%	32%	23%	29%	2%	364
TBI	68%	5%	27%	0%	0%	22
Sample Average	22%	29%	22%	26%	1%	428

# Sample Survey Questions

2017-2018 survey cycle

## NCI Developmental Disability Services

- Graphs show the single program and the national average

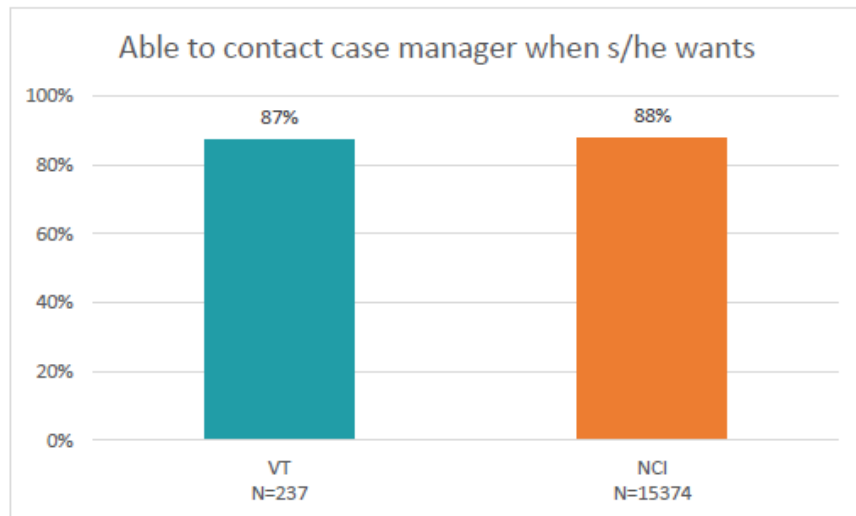
## NCI-AD Adult Services Program

- Graphs show results by program and the overall Vermont average
- NCI-AD national average documented above the graph
- Note: some questions/programs had statistically insignificant numbers of respondents indicated by “\*\*”

# Service Satisfaction

## NCI

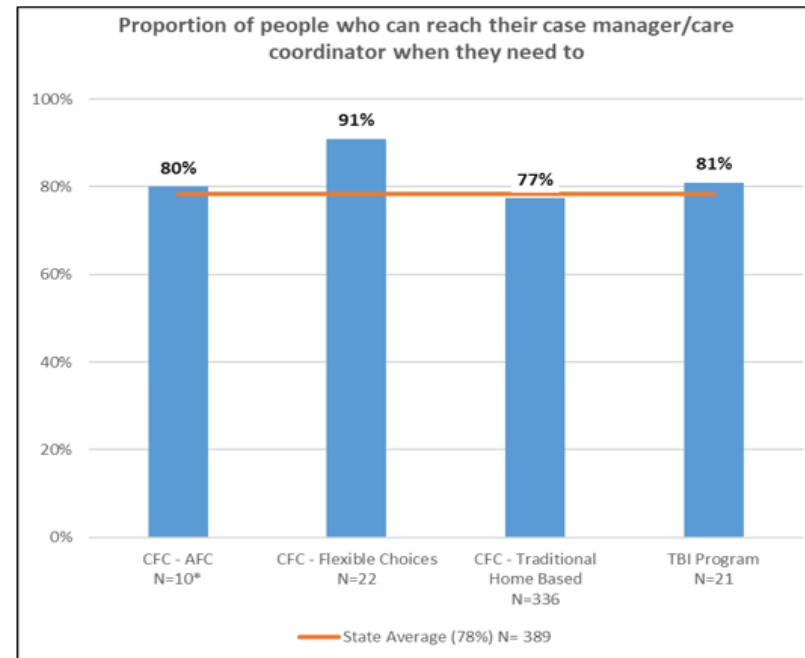
Can you reach your case manager/care coordinator when you need to?



## NCI-AD

Are you able to contact your case manager/service coordinator when you want to?

(HCBS National Average 79%)

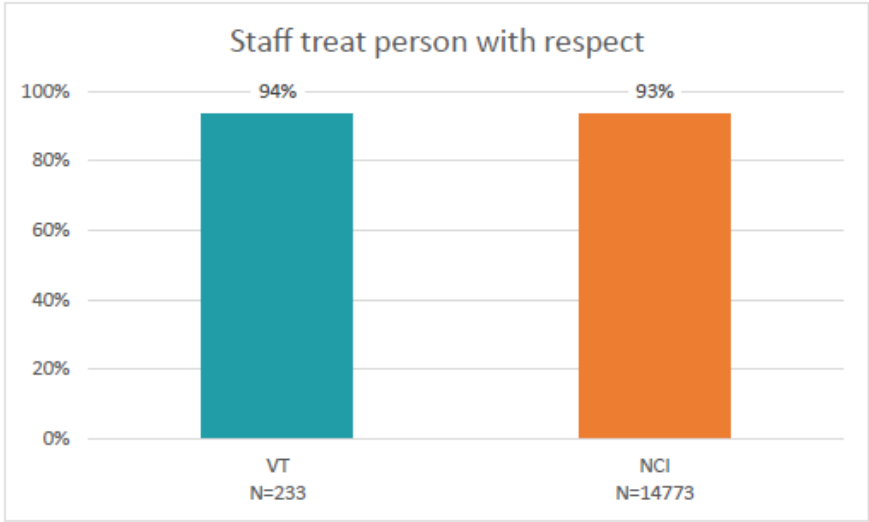


\* Very small number of responses

# Direct Care Workers/Daily Activities

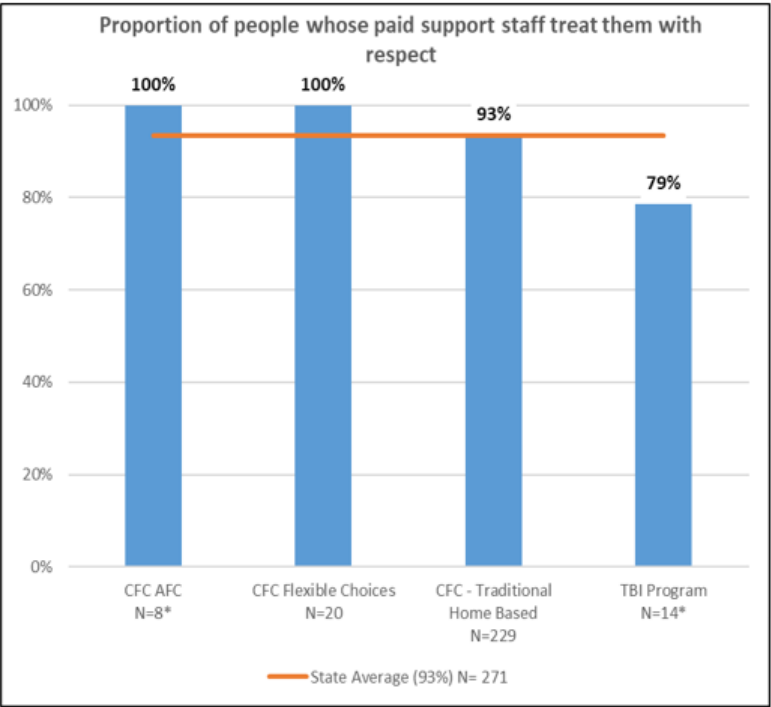
## NCI

Do your staff treat you with respect?  
(Do they listen and talk to you?)



## NCI-AD

Do you feel the people who are paid to help you treat you with respect?  
(HCBS National Average 93%)

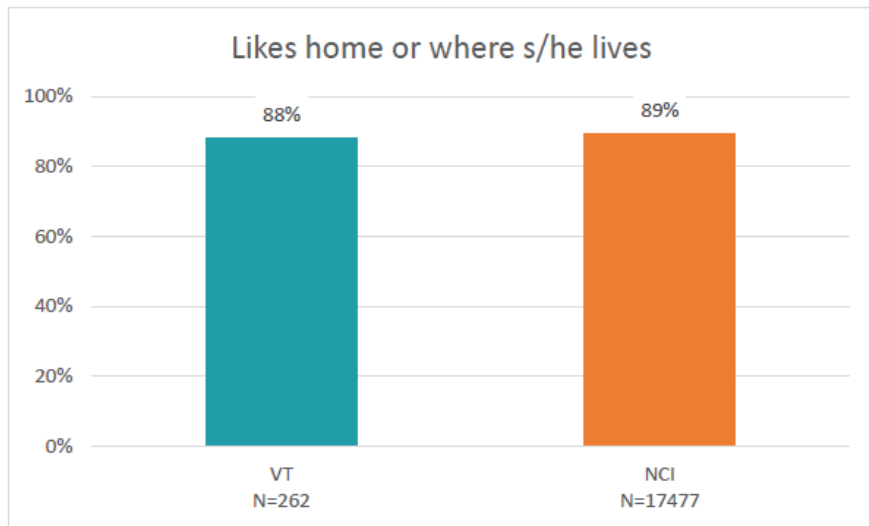


\* Very small number of responses

# Home

## NCI

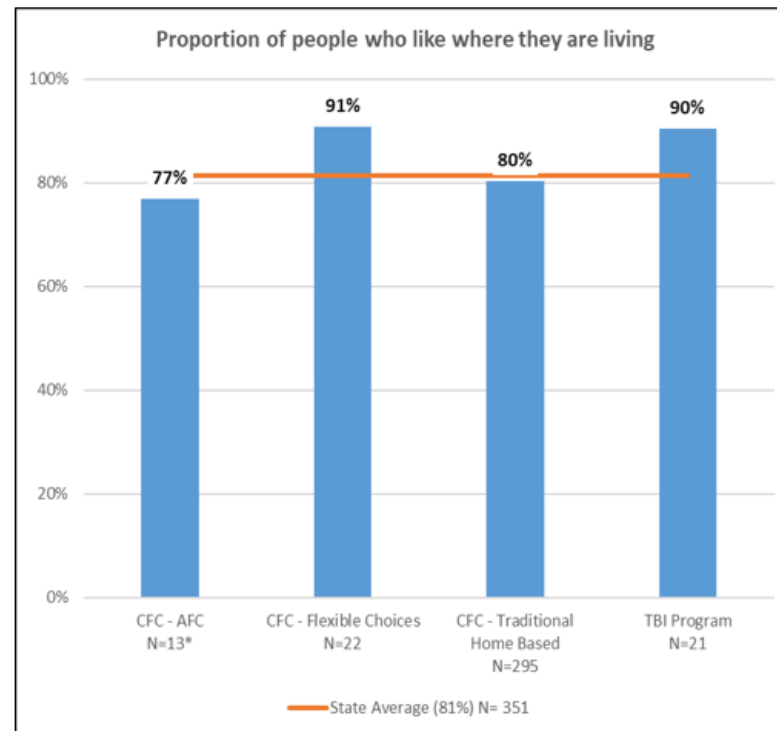
Do you like your home or where you live?



## NCI-AD

In general, do you like where you are living right now?

(HCBS National Average 83%)



\* Very small number of responses

# Data Considerations

- ▶ NCI and NCI-AD surveys provide important information about individual perception of services and overall life satisfaction
- ▶ Data must be used in context of the specific question and population
- ▶ Cautions in using and comparing data include
  - Questions change over time
  - Questions may be worded differently in different surveys
  - Individualized programs provide different supports. Satisfaction may not be reflective of services provided (e.g. Person may report not liking where he/she lives but supports are provided only for personal care)
  - Definition of populations (e.g., IDD) are defined differently across states; total number surveyed in Vermont much smaller than total number surveyed nationally
- ▶ Time and Resources are needed to fully analyze and use the data

# Links to Complete Reports

## NCI Reports

Vermont and National Reports (2014-2015 through 2017-2018)

<https://ddsd.vermont.gov/nci-ddsd-vt-adult-consumer-survey-reports>

## NCI-AD Reports

Vermont and National Reports (2017-2018)

<https://asd.vermont.gov/resources/reports>