

# Florida Quality Council

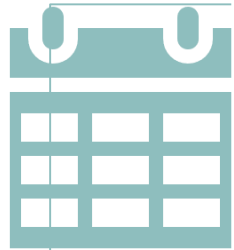
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Human Services Research Institute



# NCI-IDD: An Overview



Established  
1997



Participating States  
48 and D.C.



## Survey tools

- In-Person Survey
- Family Surveys
- State of the Workforce\*  
(\*formerly Staff Stability)



## Covers multiple domains

- [https://idd.nationalcoreindicators.org/wp-content/uploads/2022/09/NCI\\_IDD\\_Indicators\\_FINAL\\_21-22.pdf](https://idd.nationalcoreindicators.org/wp-content/uploads/2022/09/NCI_IDD_Indicators_FINAL_21-22.pdf)

# Updates to the IPS in 2021



- NCI underwent survey revisions for the 2021 tool
  - Steering Committee helped revise domains
  - User groups consisted of state staff, experts in the field, self-advocates to discuss specific topics
  - Held focus groups with people with disabilities
  - Tested survey
- Major topics added:
  - Technology – use of assistive technology, internet, other devices
  - Staffing – perceived turnover, person-centeredness of care
  - Inclusion and belonging

# Preliminary Data from FL



- Data collected from the In-Person Survey (IPS)
  - Direct survey with person receiving services (in-person or via video conference)
  - Survey includes three sections:
    - Background information mainly collected from administrative records
    - Section I includes questions that only person may answer
    - Section II includes questions that a proxy may answer if needed
- Total of 453 participants

# Has had a dental exam in the past year

2021

• 74%

2020

• 67%

2019

• 79%

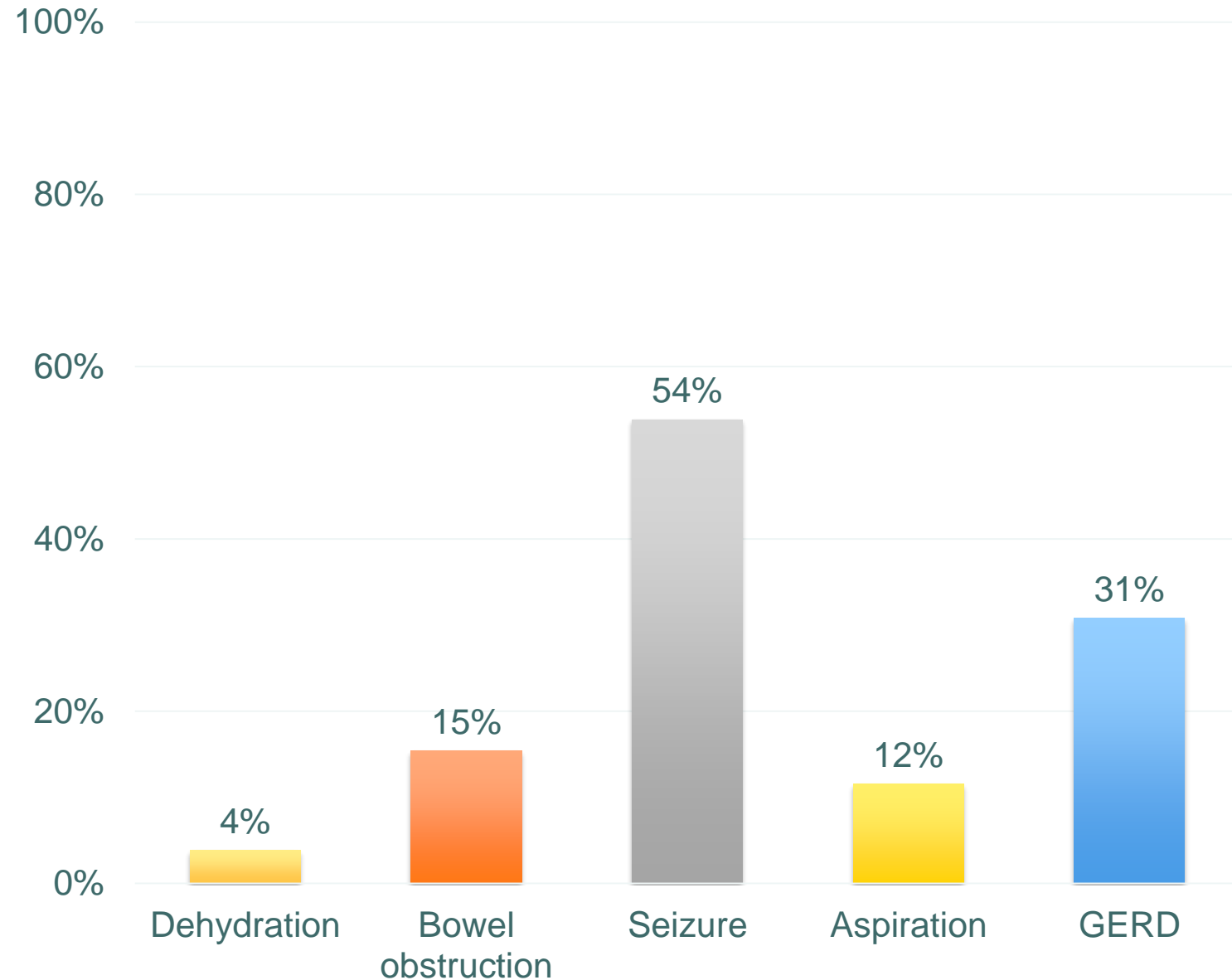
2018-19

• 81%

**21%** reported they had to go to the emergency room to get care for themselves in the past 12 months (for any reason)

**8%** reported they fell and hurt themselves in the past 6 months

### Had unexpected hospital visit due to “fatal 5”



# Additional healthcare needs

- 7% want more help to understand medication
- 8% want more help finding, getting, or setting-up behavioral health supports
- 13% want more help with healthcare (things like finding a doctor, making appointments)







# Employment

- **10%** have a paid individual job in the community
- **40%** who do not have a paid individual job want one
- **19%** have employment as a goal in their service plan
- **20%** takes classes or training to help get a job or get a different job



# 99% reported they met or talked with their case manager

- 96% reported their case manager knows what is important to them
- 91% can talk with their case manager when they want to

## Service Planning

Knew what was being talked about at the last planning meeting

89%

Planning meeting included the people person wanted there

96%

Was at the last planning meeting (or chose not to be)

98%

**40%**  
of people reported  
their staff change too  
often



97% STAFF RESPECT  
THEIR CULTURE



95% STAFF TREAT THEM  
WITH RESPECT



92% IN THE COMMUNITY,  
STAFF SUPPORT THEM  
HOW THEY WANT



89% STAFF DO THINGS  
THE WAY THEY WANT

# Being in the community

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**68%** can do things they like to do in the community as often as they like

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**80%** do the things they like in the community with the people they want

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**80%** usually like how they spend their time during the day



49% participate in community groups that include people without disabilities

41% want to be a part of more groups in their community

**29%**  
participated in groups  
in their community

88% feel like they can be themselves when they are with people in their community groups

86% report people in their community groups include them in activities and events



**20%** reported they *do not* have access to internet

- 76% reported they always or sometimes have access to internet
  - 56% of people with access to internet use it daily
  - 82% of people with access to internet report internet always works at home





# Videoconferencing

64% talked with a healthcare provider using telehealth

59% like using telehealth

63% talked with their case manager using videoconference technology

64% like talking to their case manager using videoconference technology

23% used videoconference for other services or supports

44% liked using videoconference to get services





# Technology to help in everyday life

- 35% reported they use technology in their everyday life to help them do more things on their own
- 60% reported their case manager talked to them about technology that may help them in their everyday life to help them do more things on their own



# Discussion