



Florida NCI Consumer Survey Results – Recent Outcomes

Performance
Measurement
for All Stakeholders

Statewide Quality Council Meeting
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www.hsri.org

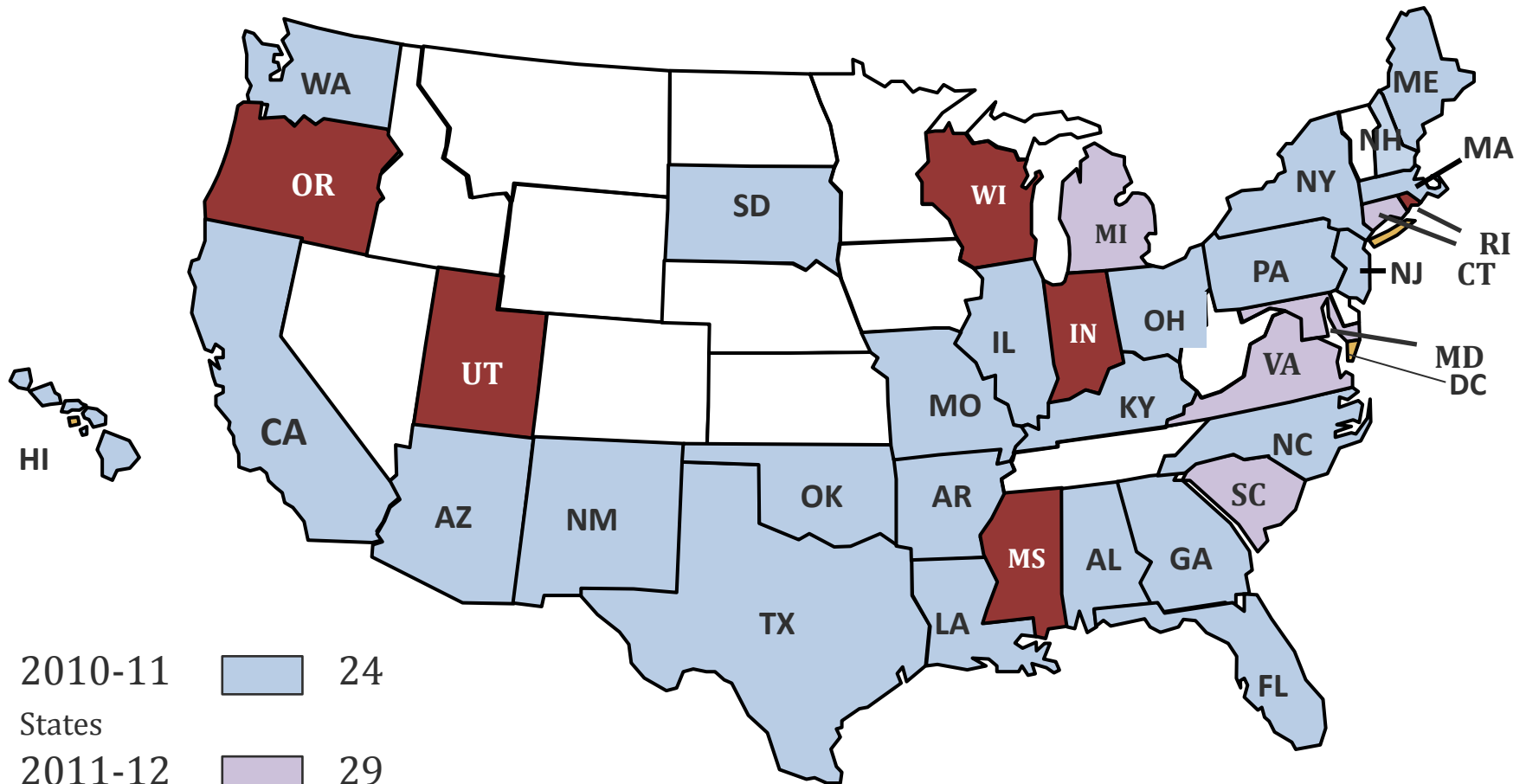
www.nationalcoreindicators.org

National Core Indicators

- Launched in 1997 with 6 participating states
- Currently 36 states and 22 sub-state regions and counties
- Unparalleled 15-year database on over 12,000 individuals ~ 20,000 (including CA)
- Administration on Intellectual and Developmental Disabilities recently provided funding to expand the effort nationally to all 50 states
- Collaboration between NASDDDS – HSRI – participating state DD agencies



NCI Participating States 2013



2010-11 24
States

2011-12 29
States

2012-13 35
States



NCI Premise

- Improving performance starts with measuring performance – if you don't measure it, there is no guarantee that it will happen.
- NCI helps states to measure performance:
 - Over time (change from baseline)
 - Against multi-state benchmarks (our performance compared to performance elsewhere)
- **Information is power**



What are the Core Indicators?

Outcomes for Families and Guardians:

- Information and Planning
- Choice & Control
- Access & Support Delivery
- Community Connections
- Family Involvement
- Satisfaction
- Impact of Services

Outcomes for Individuals:

- Choice & Control, including Self Direction
- Community Integration
- Health & Welfare
- Work
- Rights
- Relationships
- Access & Satisfaction



What are the NCI data sources?

- Adult Consumer Quality of Life Survey
 - Face to face interview
 - Random sample (minimum 400)
 - Adults only (18 years of age and up)
- Family and Guardian Mail Surveys
 - Adult Family Survey (at home, 18+)
 - Family Guardian Survey (out-of-home)
 - Children Family Survey (at home, <18)
- State reporting on incidents, staff turnover, mortality



History of NCI in Florida

- Started collecting NCI data in 2009-10
- Adult consumer survey data collected by Delmarva staff as part of the individual reviews
- Family and guardian mail survey data
- Valid and reliable sample of people receiving services
- Used for quality improvement and reporting to Centers for Medicare and Medicaid Services (CMS)



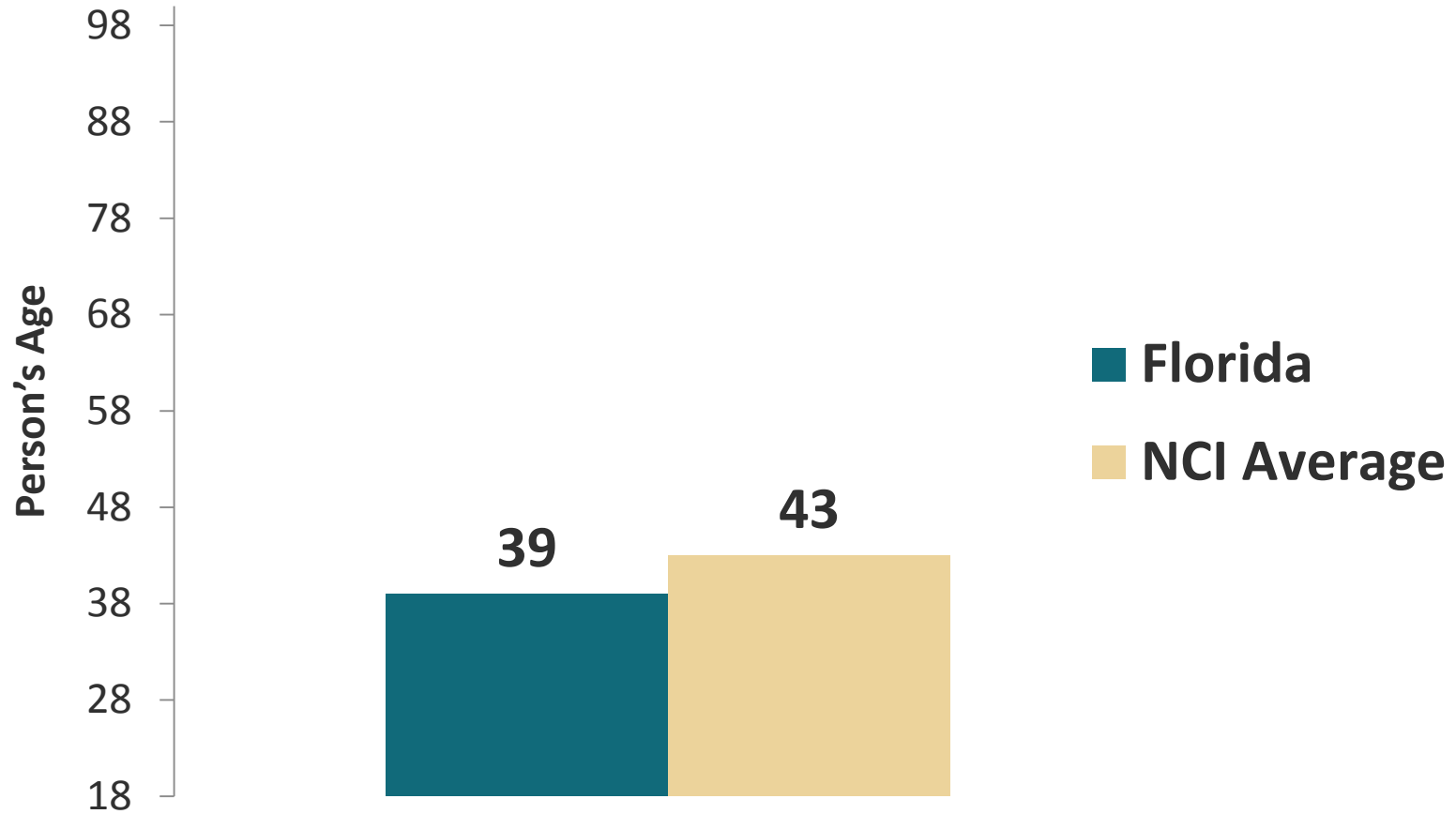
Florida Selected Consumer Survey Results



Demographic Information 2011-12

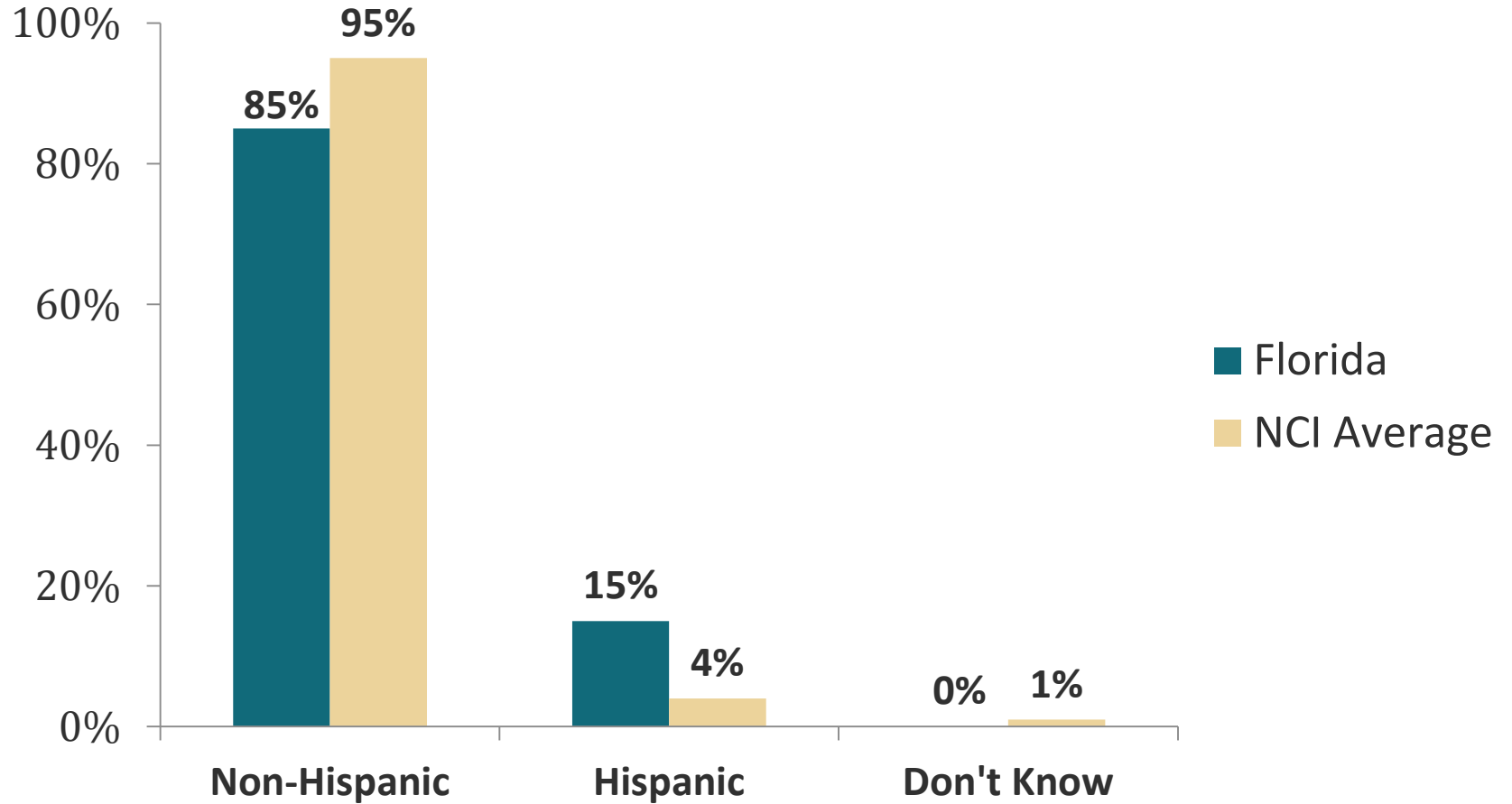


Average Age



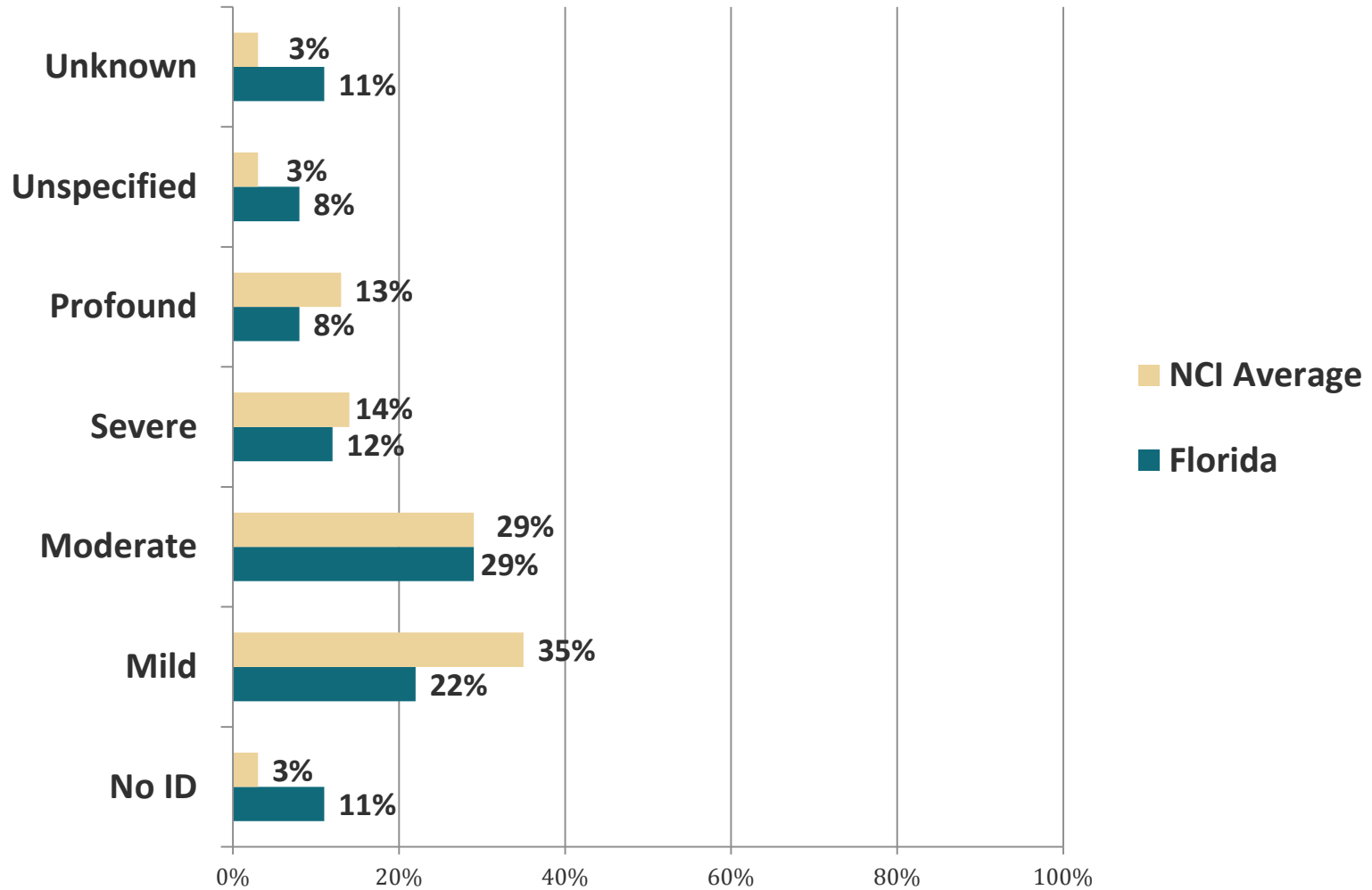


Ethnicity: Spanish/Latino/Hispanic



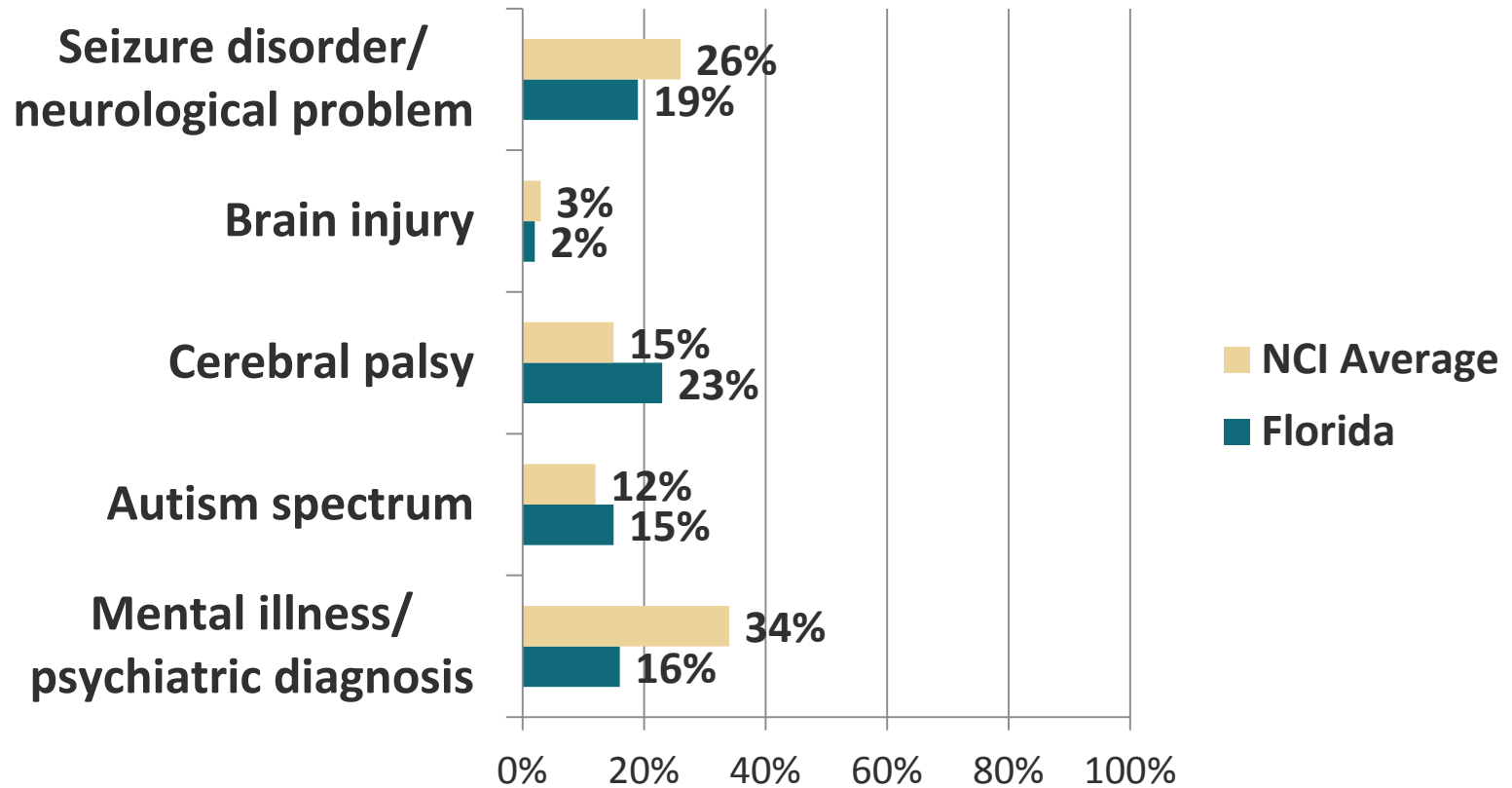


Level of Intellectual Disability



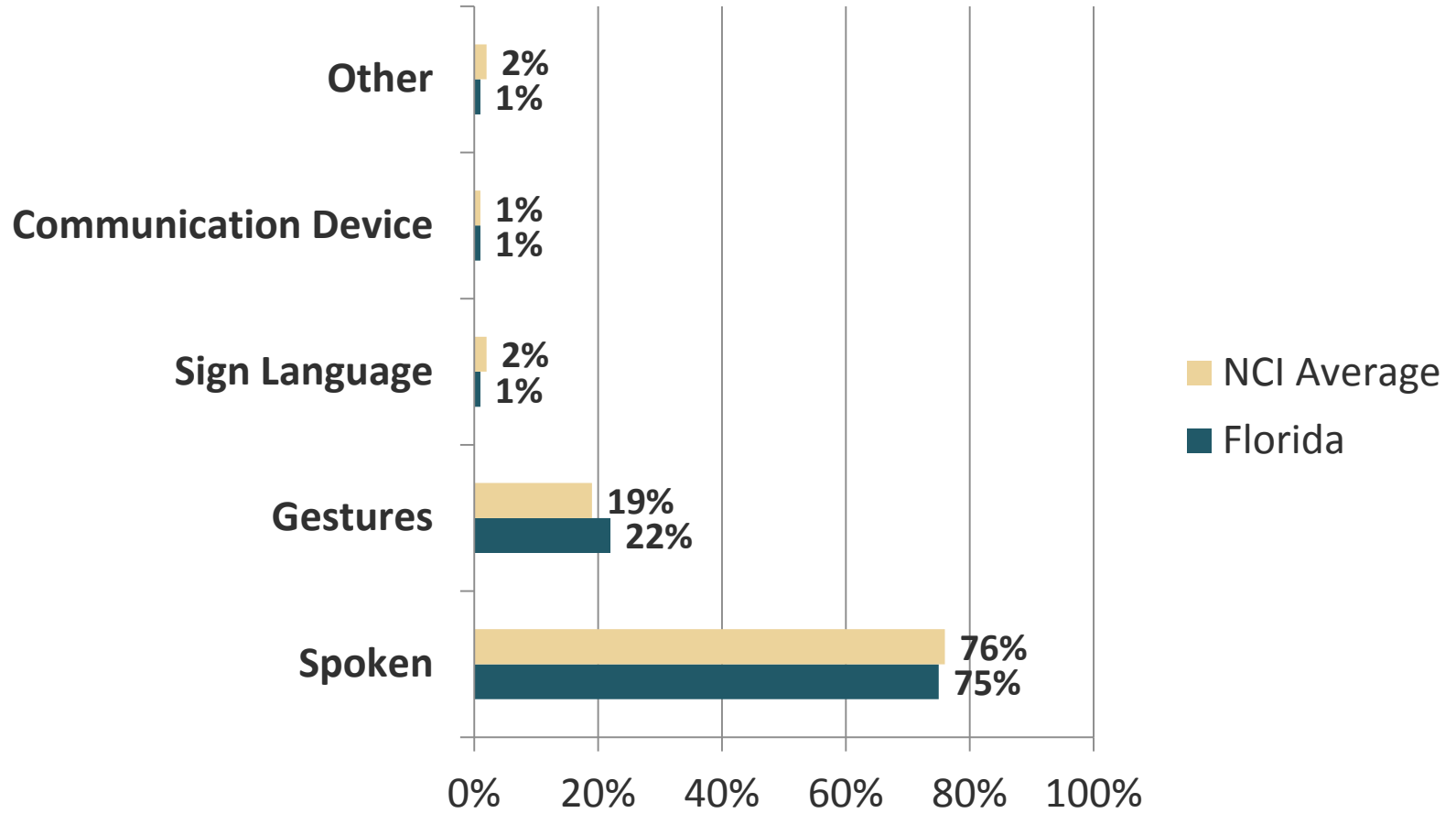


Other Disabilities



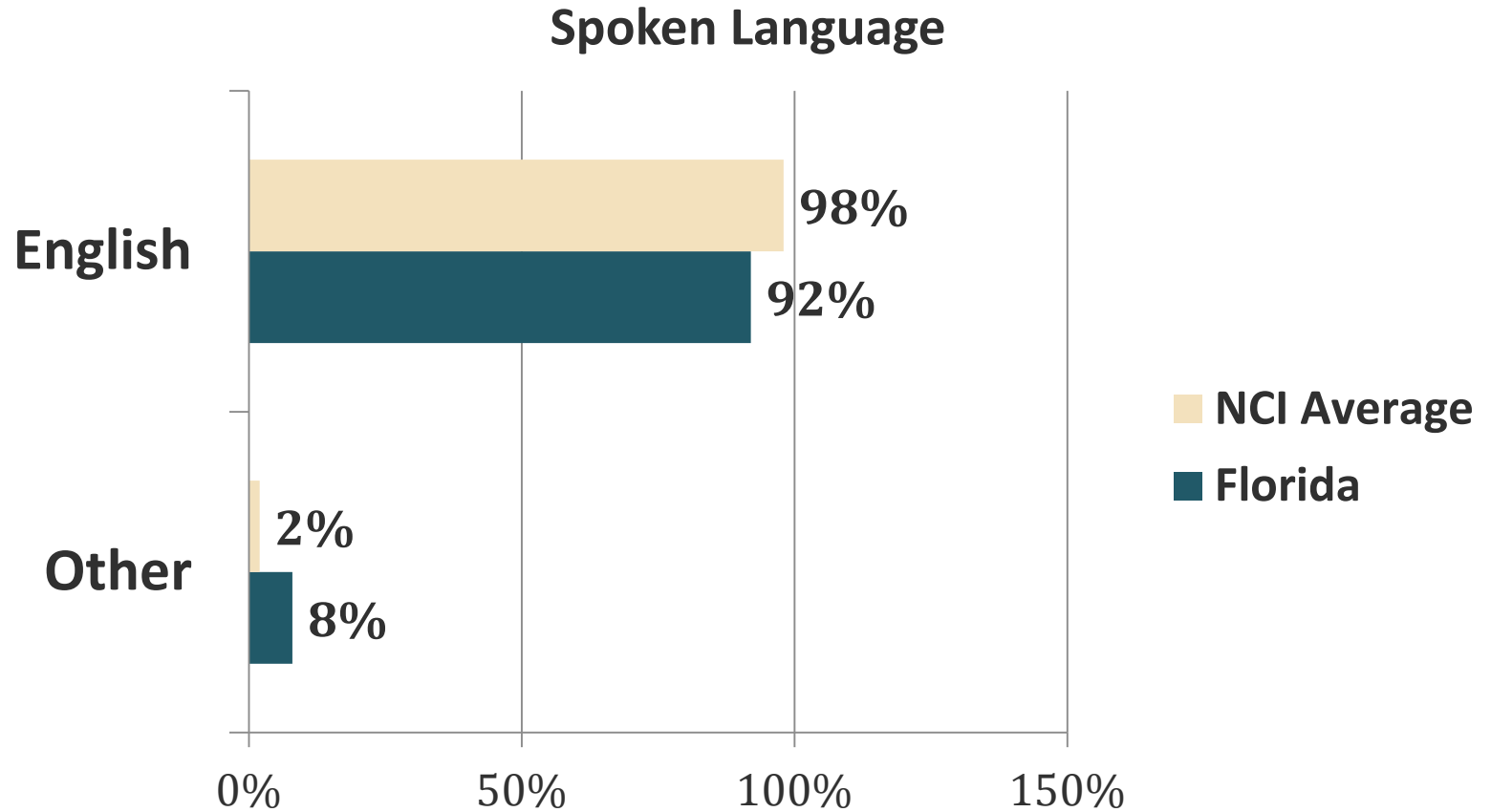


Communication





Communication



Residence (2011-12)

Type of Residence	Percentage of Florida respondents	Percentage of NCI Average
Group home	28%	32%
Agency-operated apartment-type setting	1%	5%
Independent home or apartment	18%	14%
Parent/relative's home	50%	33%
Foster care or host home	1%	7%
Institutional facility	1%	5%
Other	0%	3%



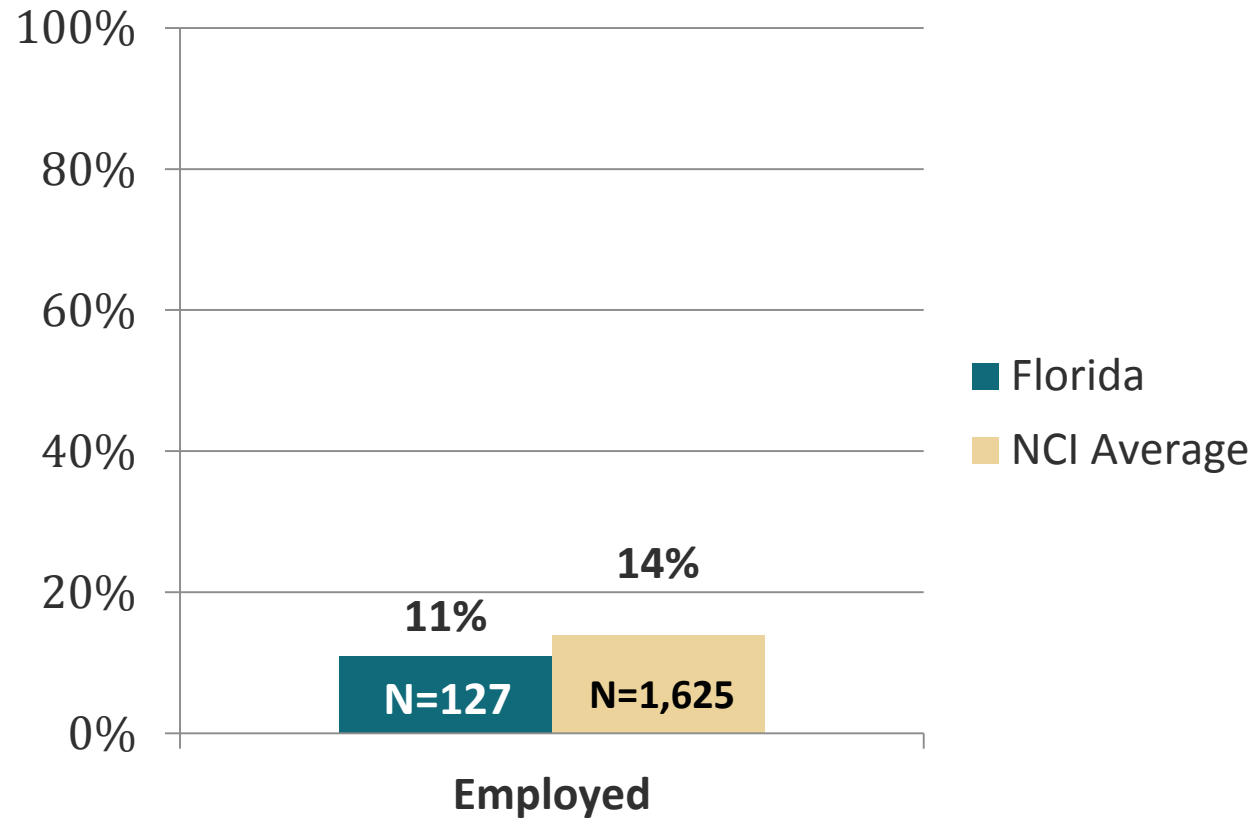
Work and Day Activity

2011-12

*People have support to find and maintain
community integrated employment*

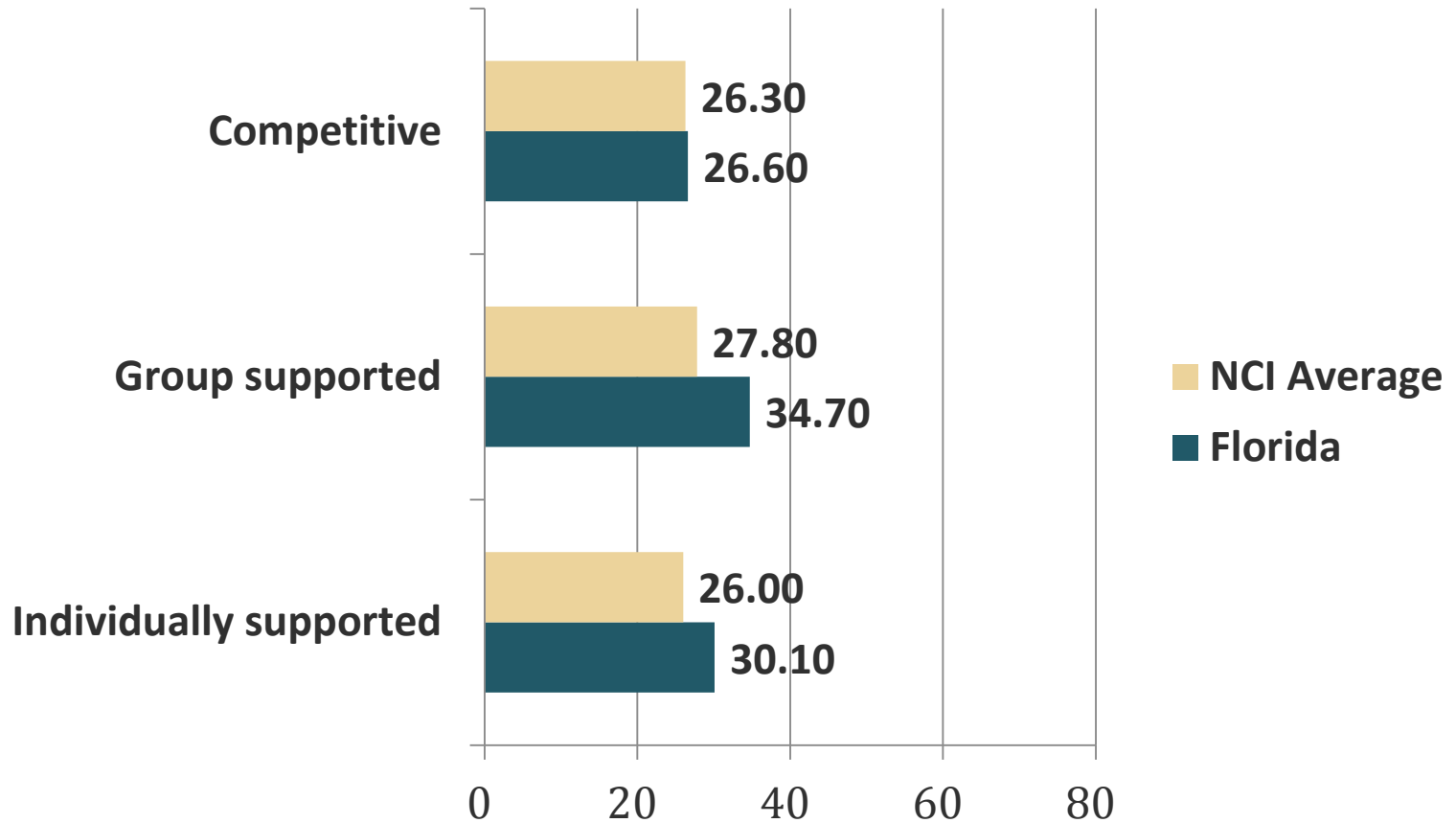


Community-based Work



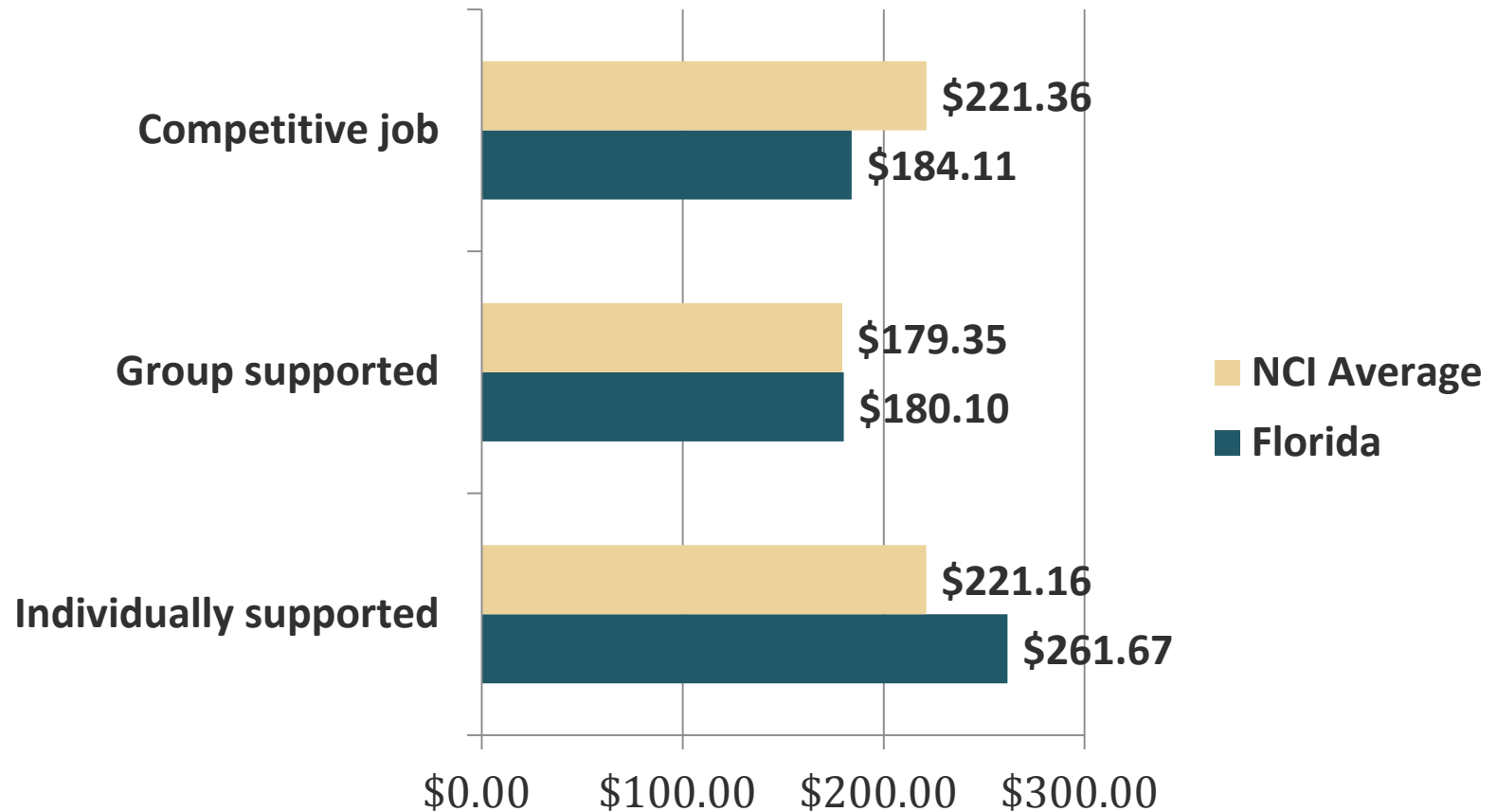


Bi-Weekly Hours Worked



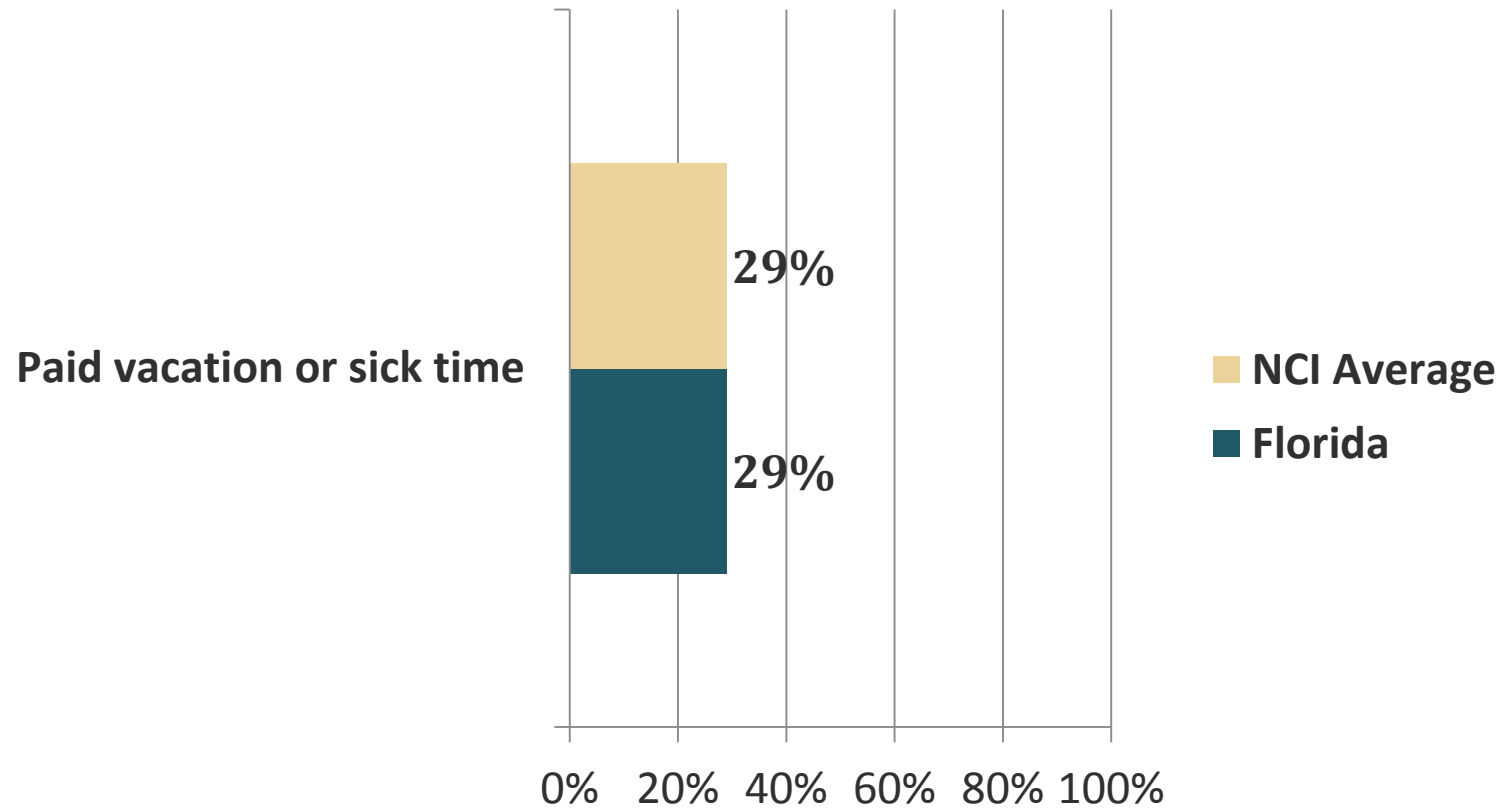


Bi-Weekly Gross Wages



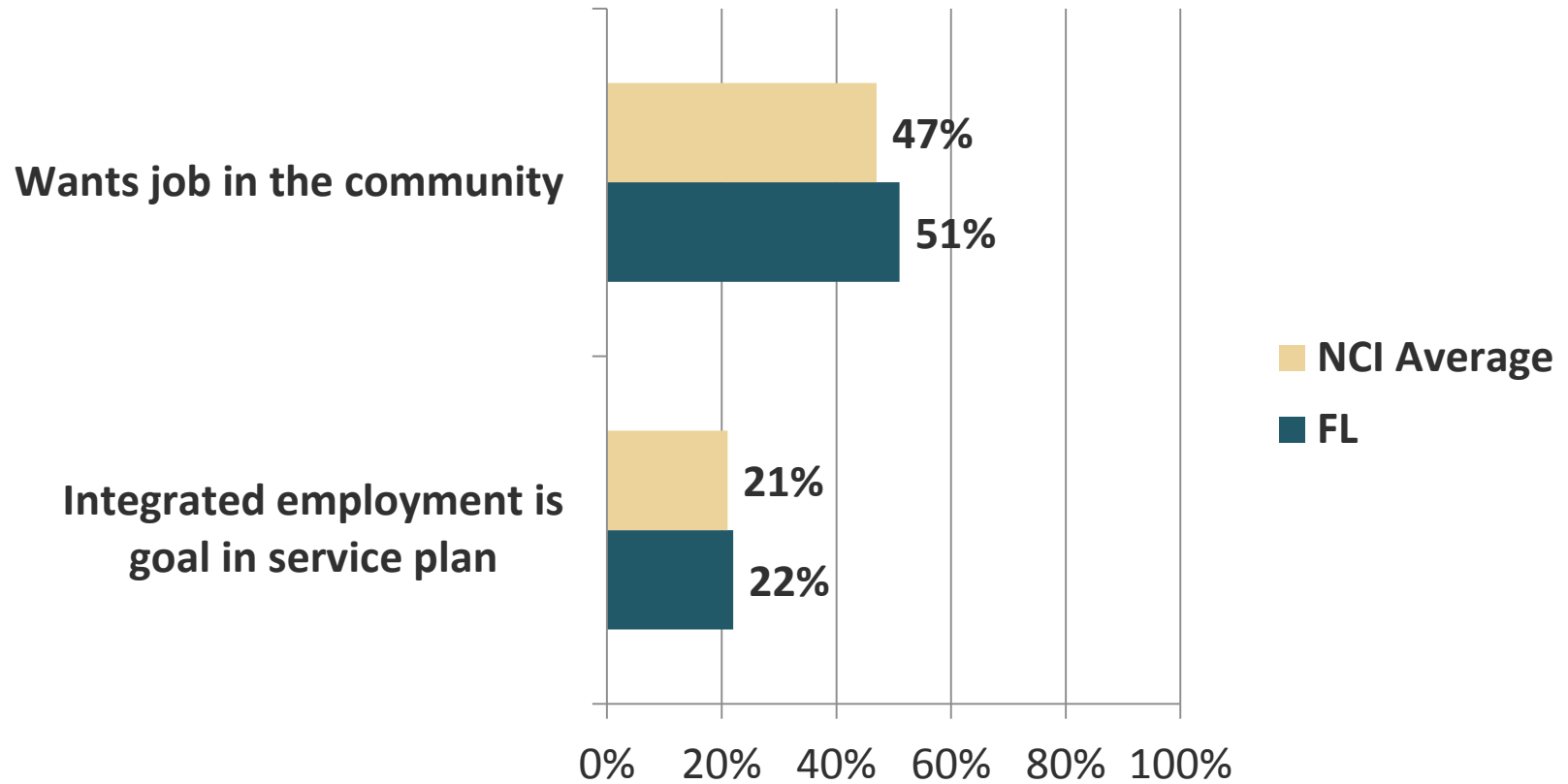


Receives Benefits at Work





Wants Integrated Work



Choice and Decision-Making

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

Self Directing Individuals

2010

- 8% (N=98) Florida
- 6% NCI Average
- Out of 1,230 respondents

2011-12

- 19% (N=219) Florida
- 7% NCI Average
- Out of 1,155 respondents

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



Self Directing

Of those self-directing.....	Florida	National
Does someone talk with you about your budget and the services you can get?	79%	71%
Is there someone who helps you decide how to use your budget/services?	98%	89%
Can you make changes to your budget/services if you need?	86%	80%
Do you need more help deciding how to use your budget services?	59%	31%
Do you get information about how much money is left in your budget/services?	84%	80%
If yes, is the information easy to understand?	55%	70%





Choice

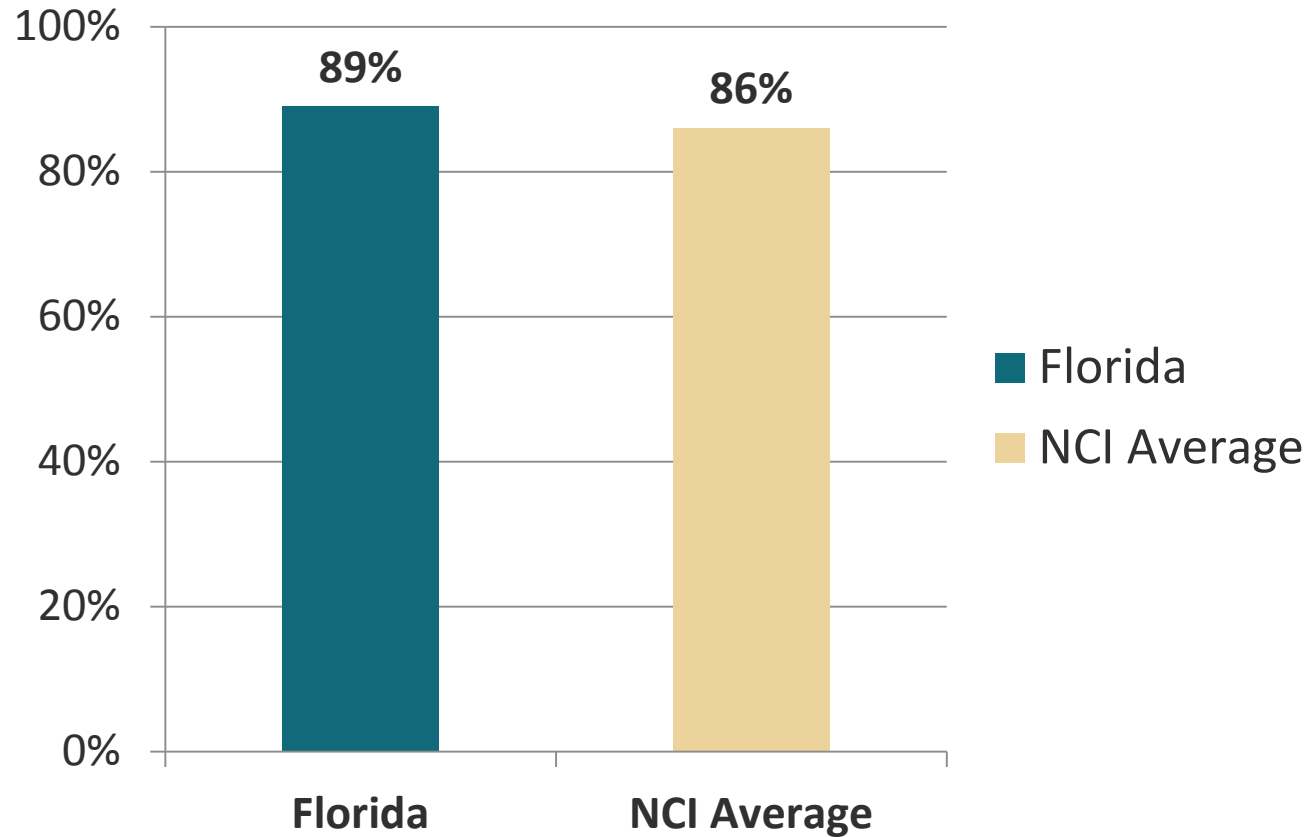
Person chose or had input in decision	Florida	National
Where to live	53%	49%
Home support staff	84%	56%
Roommate	57%	38%
Job	96%	84%
Job support staff	90%	64%
Day activity	77%	58%
Day activity staff	82%	64%
Support Coordinator	71%	53%





Helped Make Service Plan

Person Participated in Creating Service Plan



Relationships

People have friends and relationships



Social Connection

	Florida v NCI 2010	Florida v NCI 2011-12
Has a best friend	76% v 77%	82% v 76%
Can see friends when they want to	73% v 80%	79% v 79%
Feels lonely	37% v 40%	37% v 40%
Can go on dates or date with restrictions (if not married)	87% v 86%	86% v 83%
Gets to help other people	61% v 71%	88% v 81%





Rights and Privacy

	Florida & NCI Average 2010	Florida & NCI Average 2011-12
Reads own email/mail or gives permission	85% v 89%	92% v 87%
Can be alone with visitors	82% v 84%	84% v 87%
Use phone or internet	93% v 92%	95% v 90%
Opportunity to participate in self advocacy mtg.	23% v 32%	27% v 32%





Feeling Safe

	Florida v NCI 2010	Florida v NCI 2011-12
Feels safe at home	90% v 83%	89% v 82%
Feels safe in neighborhood	88% v 86%	88% v 85%
Feels safe at work or day activity	92% v 89%	92% v 88%
Has someone to go to if feeling scared or afraid	92% v 92%	95% v 90%



Health

People receive needed health services



Preventive Health Care: All Adults

	Florida v NCI 2010	Florida v NCI 2011-12
Physical exam in past year	91% v 92%	94% v 90%
Routine dental exam in past year	73% v 80%	74% v 80%
Vision screening past year	57% v 59%	54% v 60%
Hearing screening in past 5 years	49% v 61%	45% v 67%
Flu vaccination in past year	46% v 75%	48% v 77%





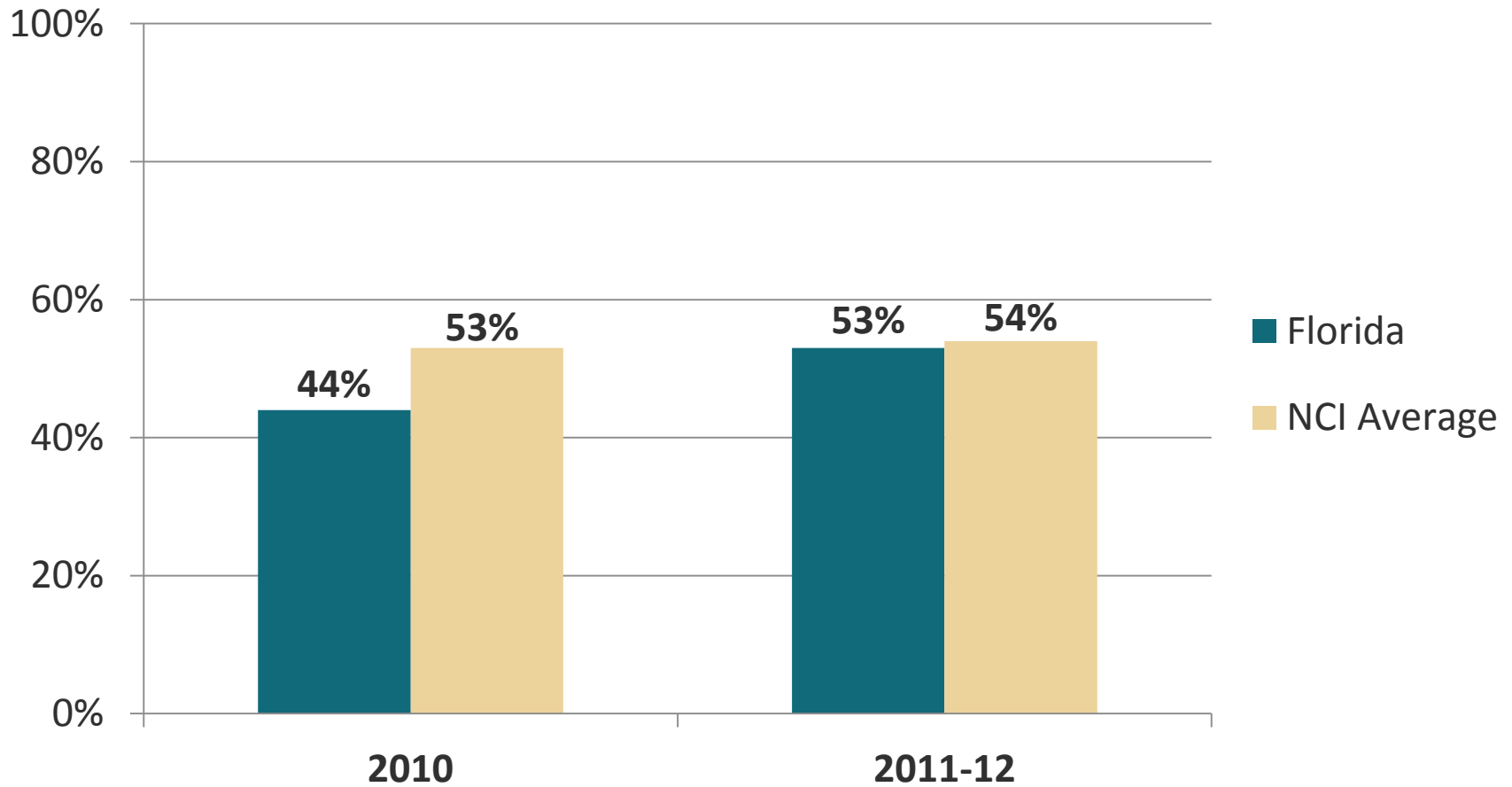
Preventive Health Care: Age Specific

	Florida v NCI 2010	Florida v NCI 2011-12
Colorectal screening for women and men 50 years and above in past year	5% v 9%	16% v 19%
Women over 40 had mammogram screening in past 2 years	29% v 43%	75% v 79%
Women over 18 had Pap screening in past 3 years	47% v 49%	64% v 71%
Men over 50 had PSA test in past year	12% v 23%	53% v 56%



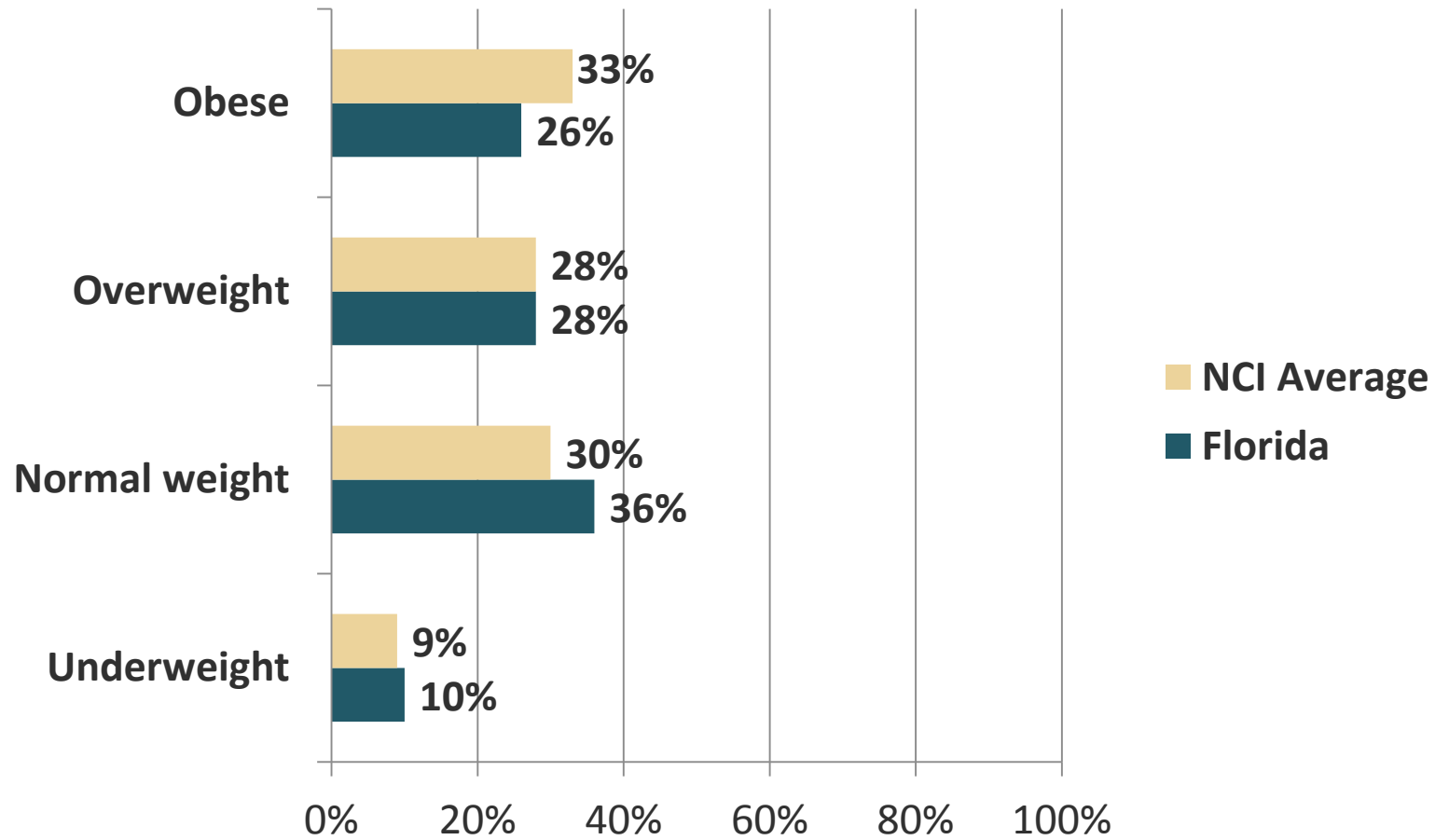


Use of Psychotropic Meds





Weight

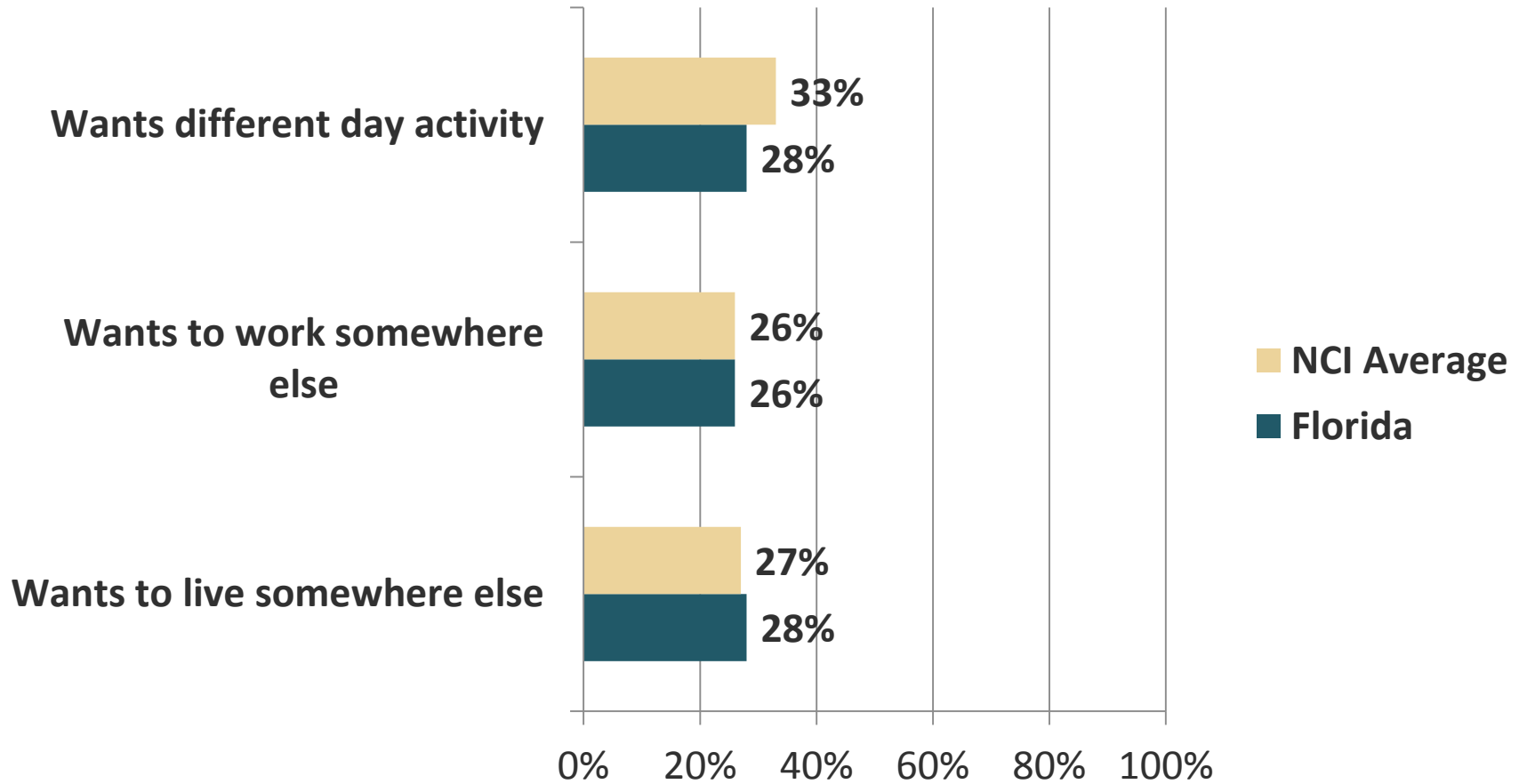


Satisfaction

People are satisfied with the services and supports they receive

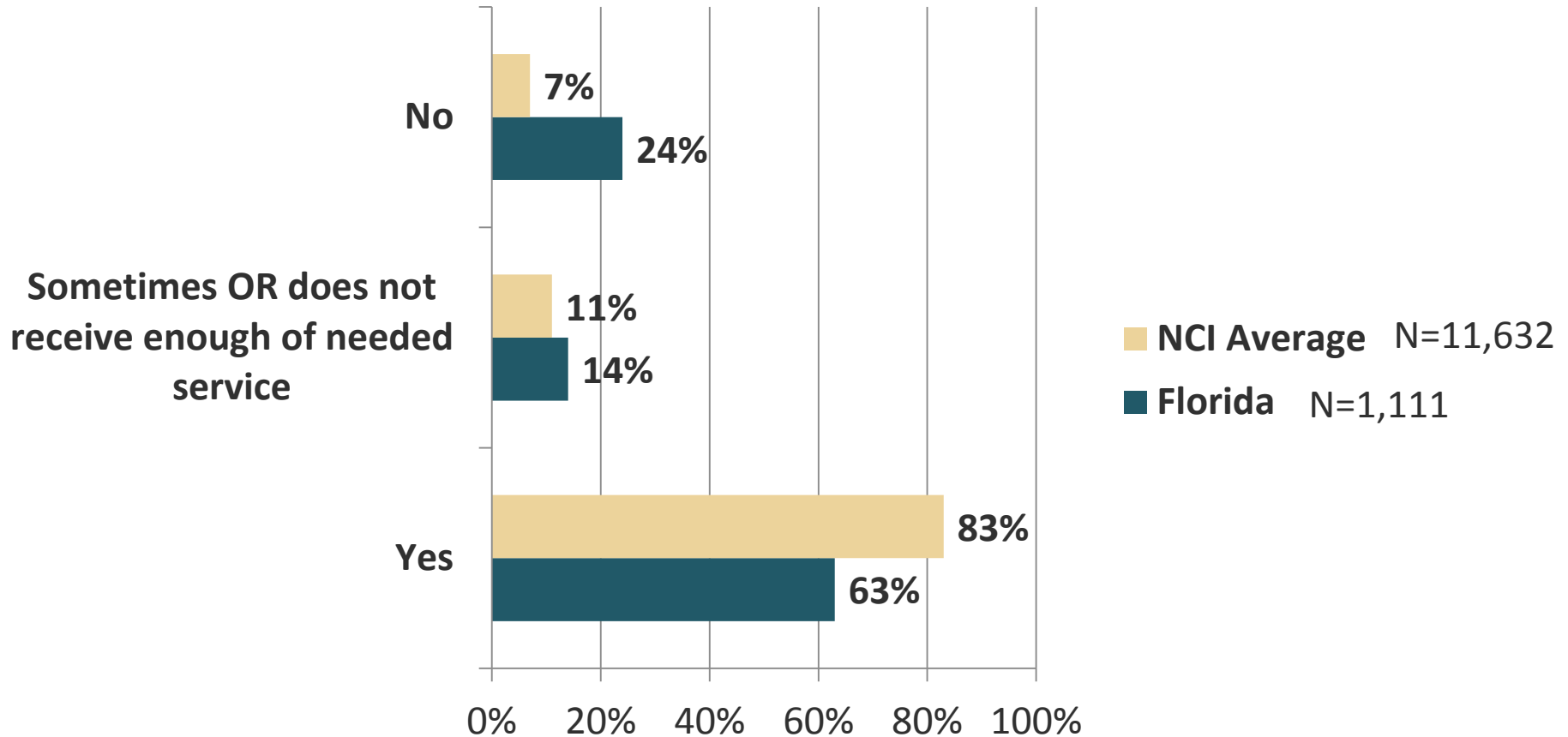


Satisfaction





Access to Needed Services



NCI Data Tells Us...

- Substantially more people living with families in Florida than nationally
- Fewer people with dual MH/ID diagnoses
- Psychotropic drug use up significantly in one year
- Most preventive health care improving – substantial progress in colorectal screenings, mammograms, PSA tests
- More self directing individuals in FL than nationally
- Loneliness and employment flat-lined or getting worse
- Improvement in rights, privacy, & self advocacy opportunities
- A much larger percentage of people in FL are not getting the services they need



More Information

National Core Indicators website:

www.nationalcoreindicators.org

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