



**NATIONAL CORE
INDICATORS**
NASDDDS & HSRI

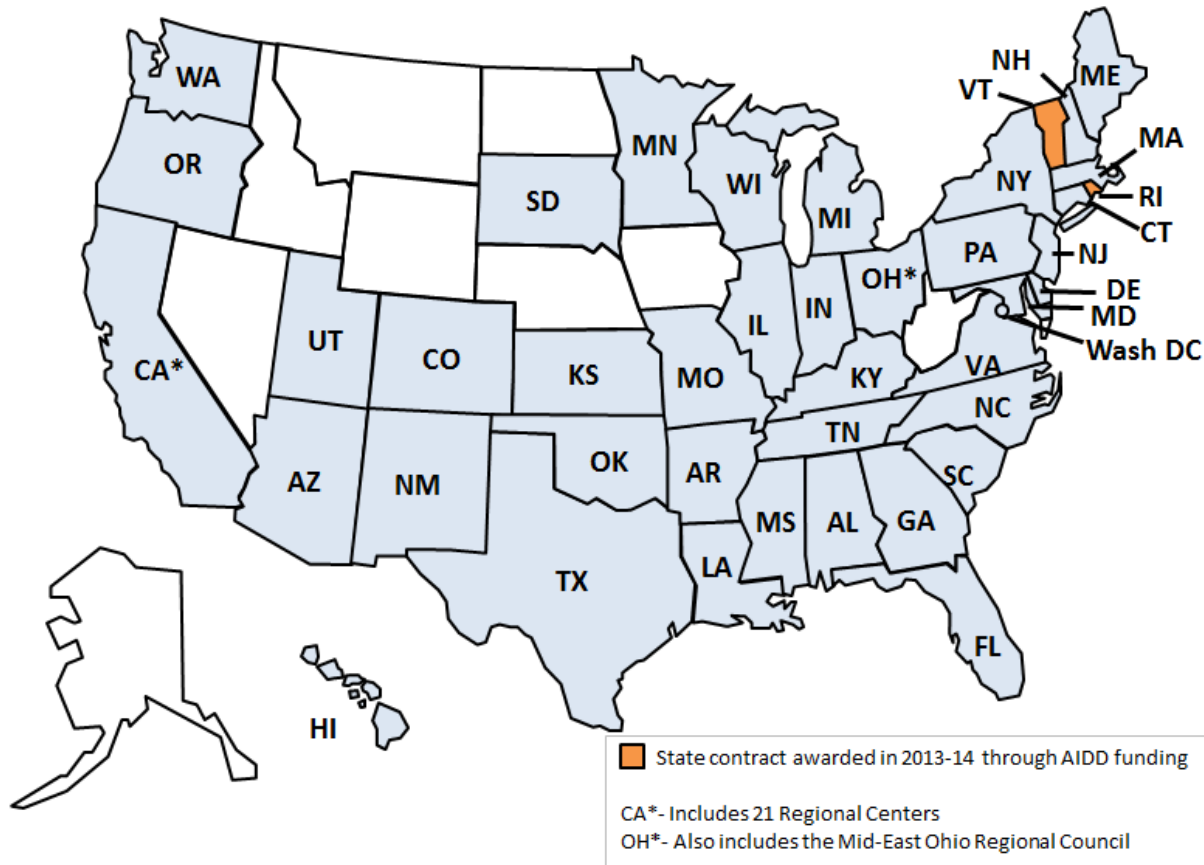
Florida NCI Consumer Survey Results –

Recent Outcomes 2013-14
Performance Measurement for All
Stakeholders

Florida Statewide Quality Council Meeting
June 4, 2015

Stephanie Giordano
Human Services Research Institute
www.hsri.org
www.nationalcoreindicators.org

State Participation 2014-15





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



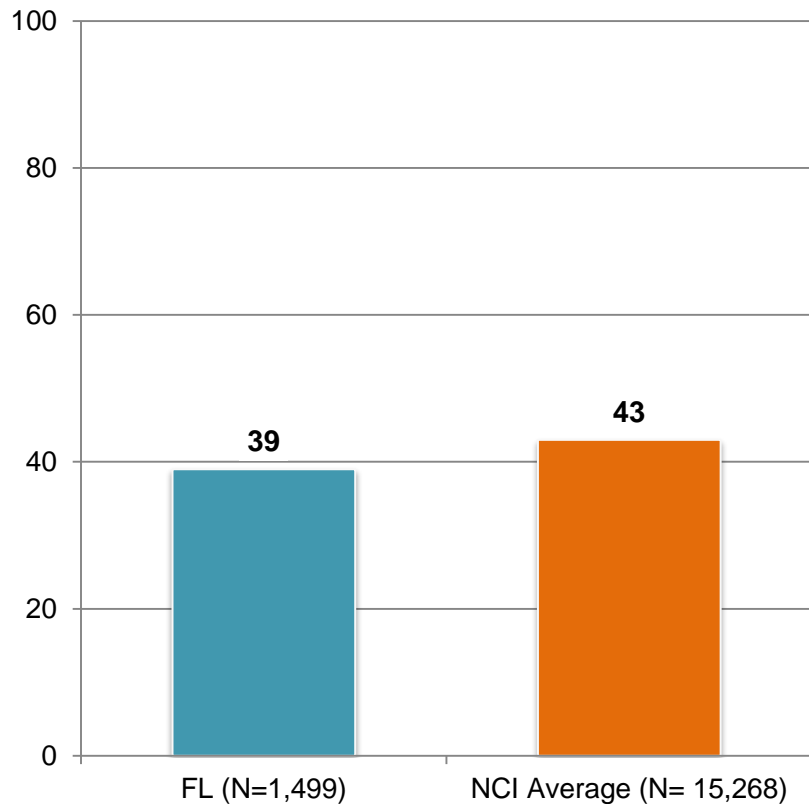
Selected FL Adult Consumer Survey Findings

Demographics

2013-14

Average Age and Gender

Average Age



Gender

- FL (N= 1,495):
 - 59% Male
 - 41% Female
- NCI Average (N= 15,211):
 - 58% Male
 - 42% Female





Race and Ethnicity

White

- 68% FL
- 71% NCI

Black

- 26% FL
- 21% NCI

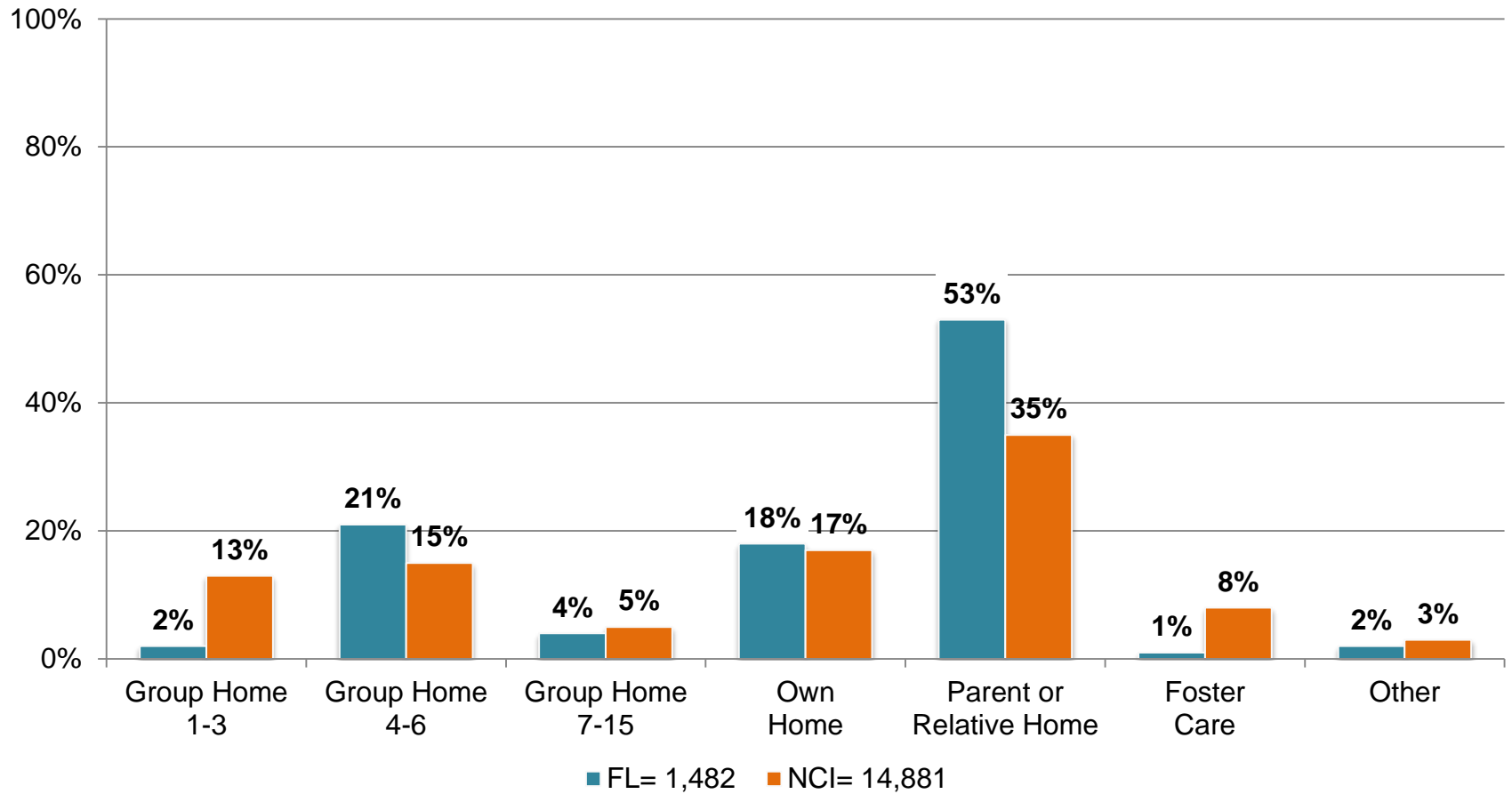
Hispanic

- 15% FL
- 4% NCI

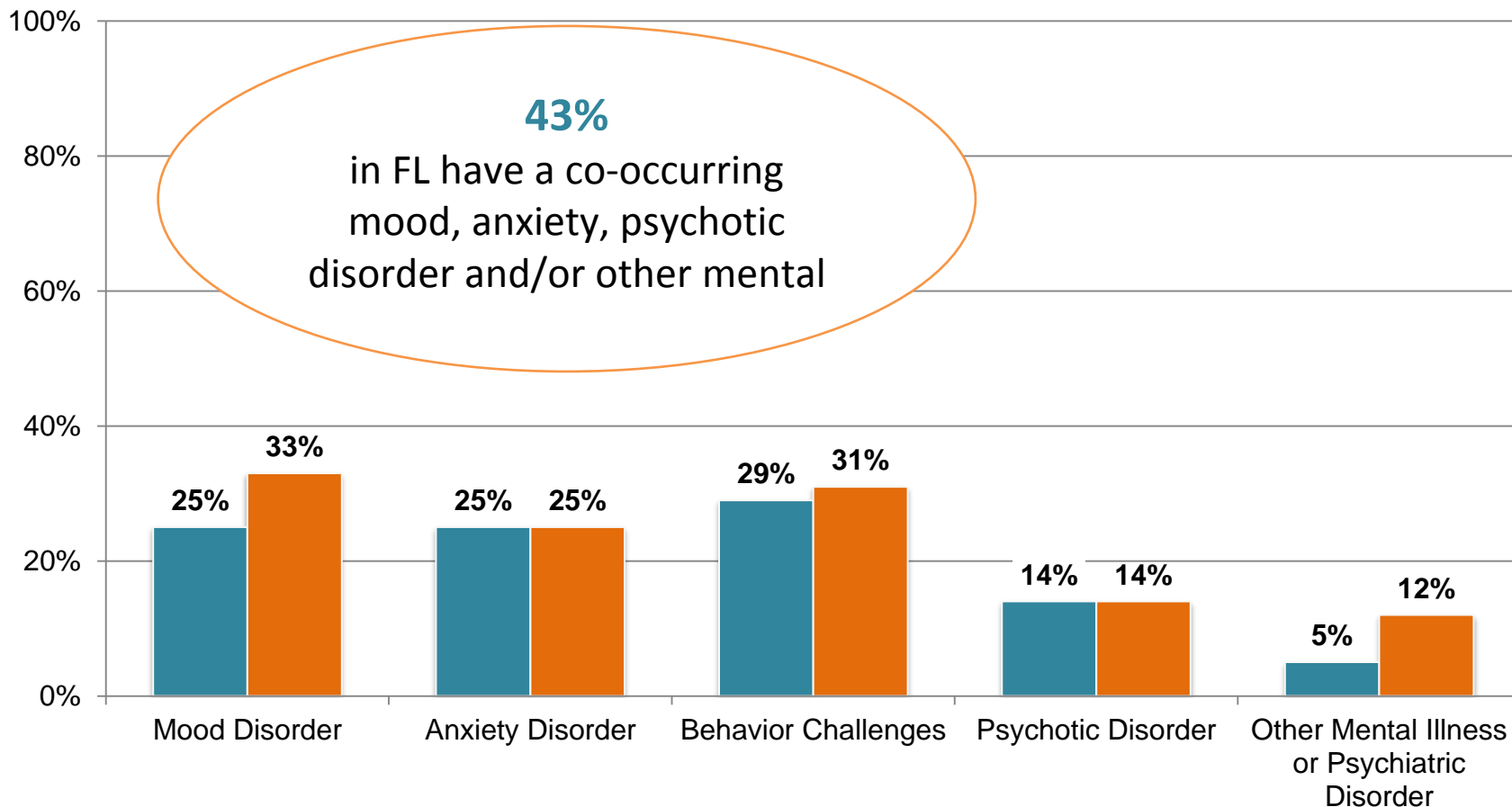




Where People Live



Mood, Anxiety, Behavior, Psychotic Disorder, and Other Mental Illness



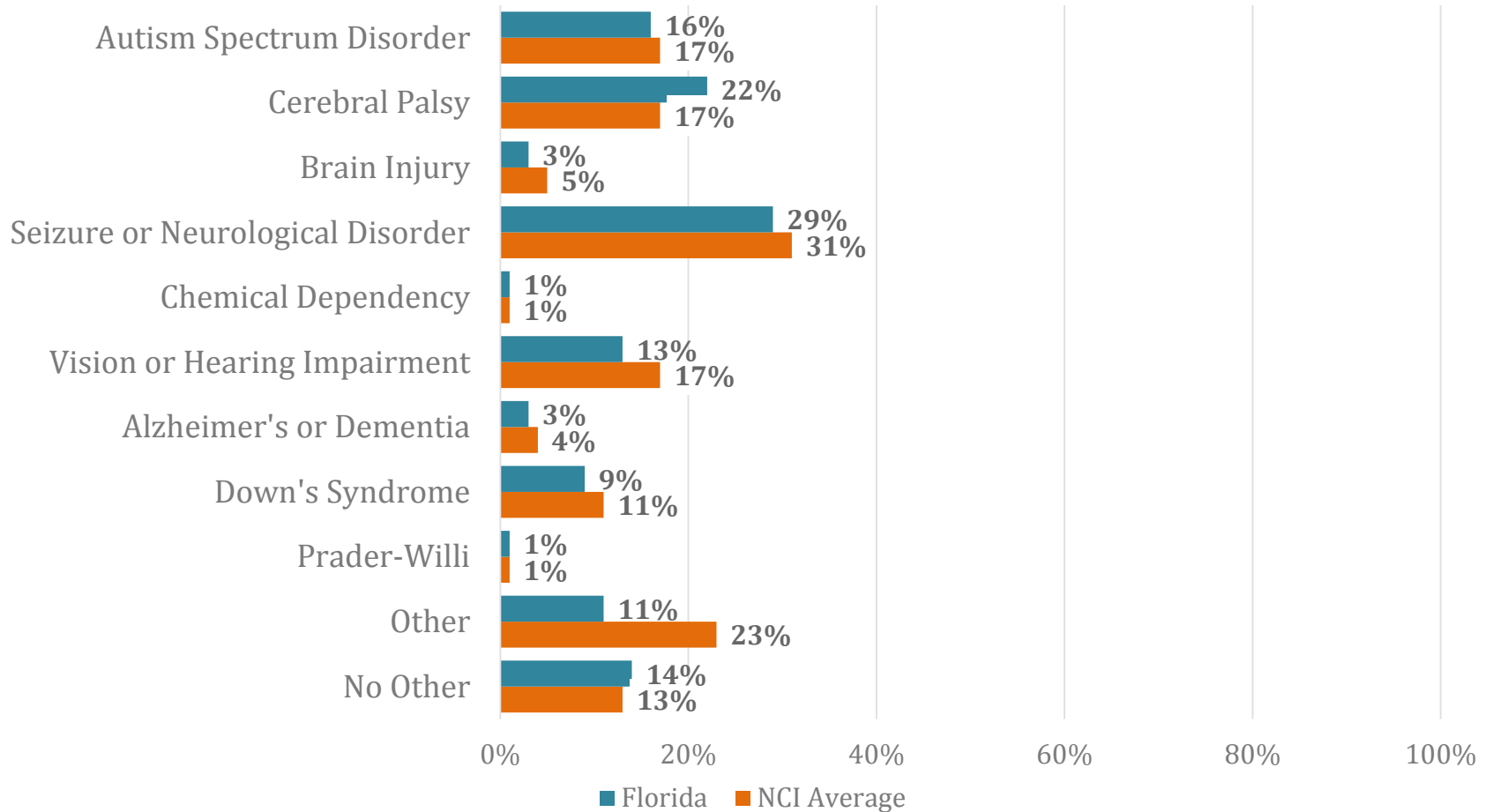


Intellectual Disability

No ID Diagnosis	Florida 10%	NCI 5%
Level of ID	Florida	NCI
Mild	23%	34%
Moderate	34%	29%
Severe	14%	13%
Profound	7%	11%
Unknown	11%	8%
N	1,466	15,044



Other Disabilities





Behavior Challenges

	Self-Injurious		Disruptive		Destructive	
	FL	NCI	FL	NCI	FL	NCI
None	81%	73%	69%	57%	76%	71%
Some	13%	19%	22%	31%	17%	21%
Extensive	6%	6%	8%	10%	6%	7%
Don't Know	0%	2%	0%	1%	0%	2%
N	1,478	15,066	1,464	15,036	1,473	15,043

36% in FL need at least some support for one or more behavioral challenges

83% in FL who need some behavioral support take medication



Selected FL Adult Consumer Survey Findings
2013-14

Employment

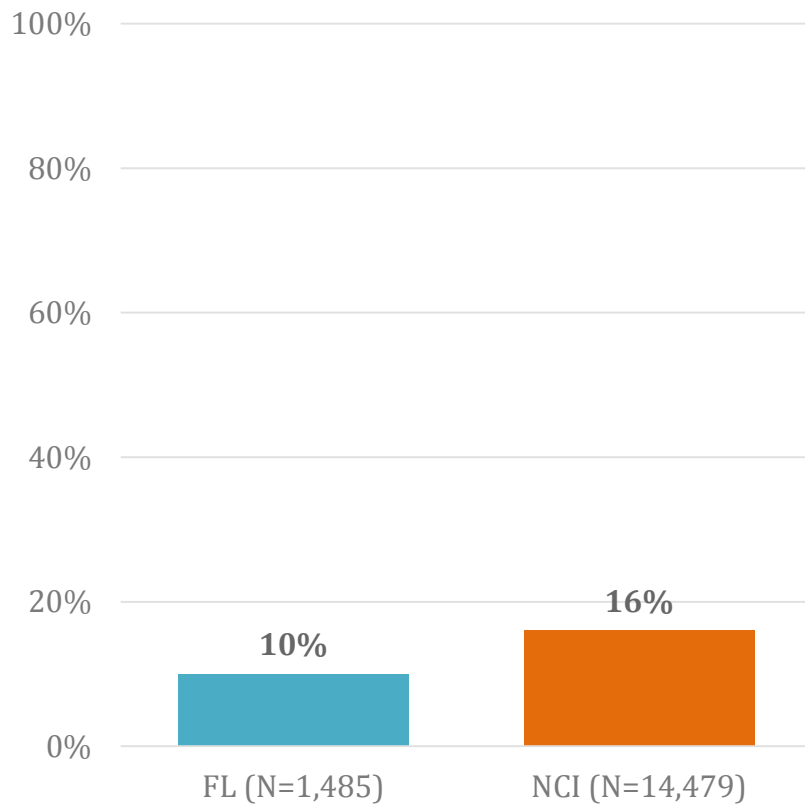




Community Employment

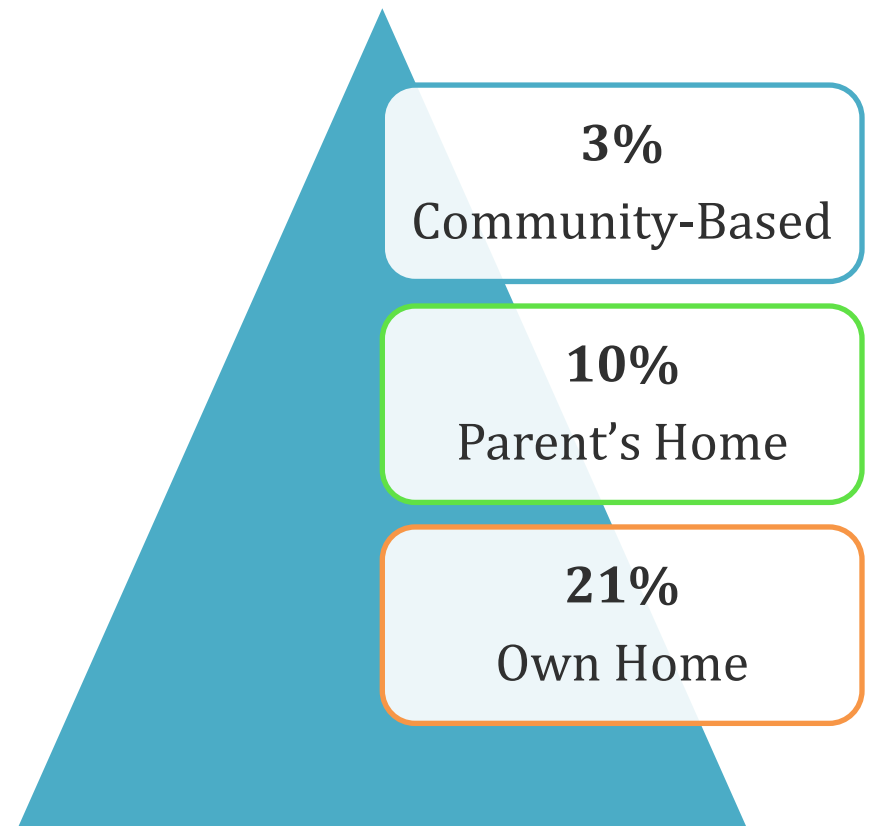
Has a Job

*FL Significantly below NCI Average

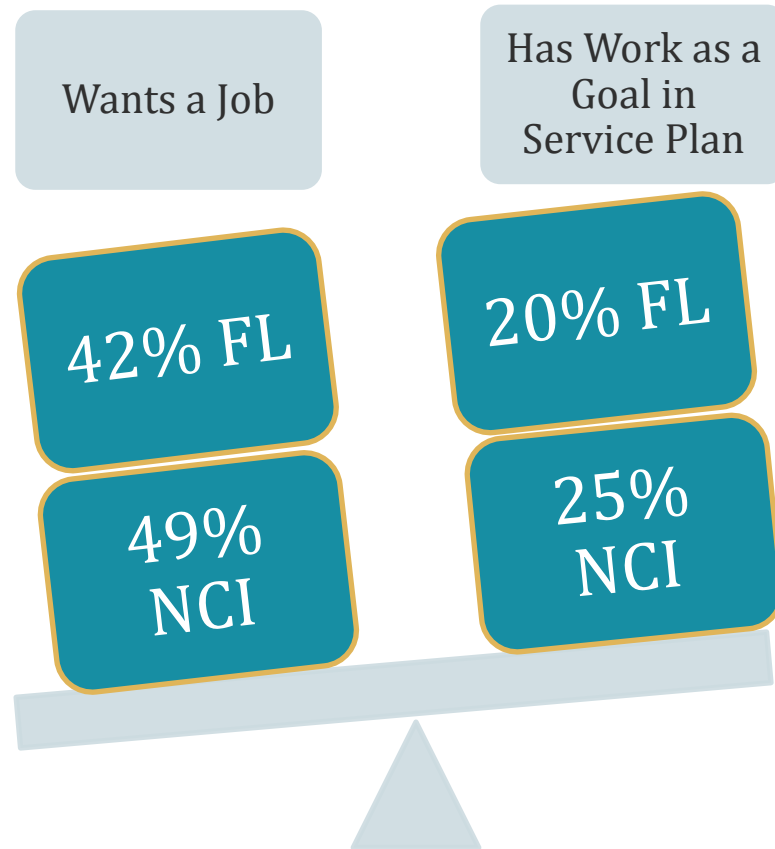


Has a Job by Residence

(FL Only)



Community-based Work



38% who wanted a job had work as a goal in their service plan



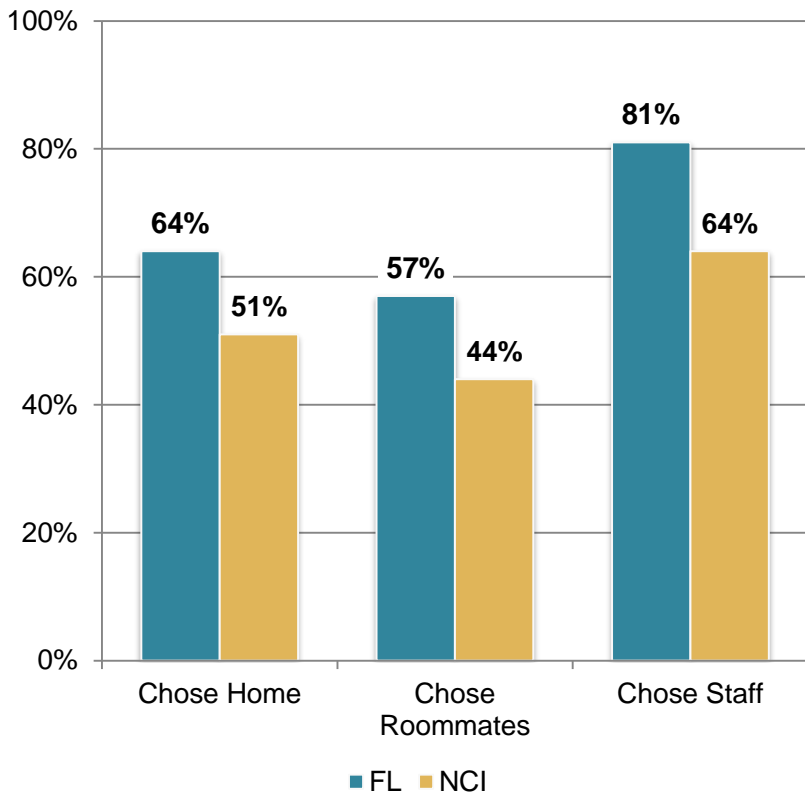
Selected FL Adult Consumer Survey Findings
2013-14

Choice and Decision- Making

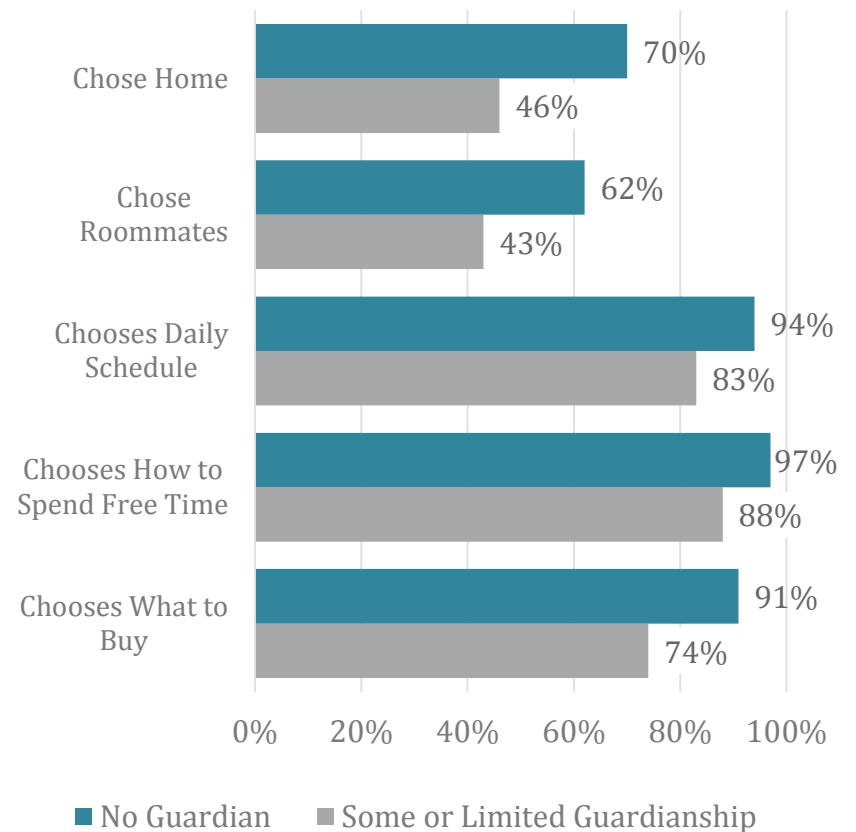


Choice and Decision-Making

Choices



Choice and Guardianship

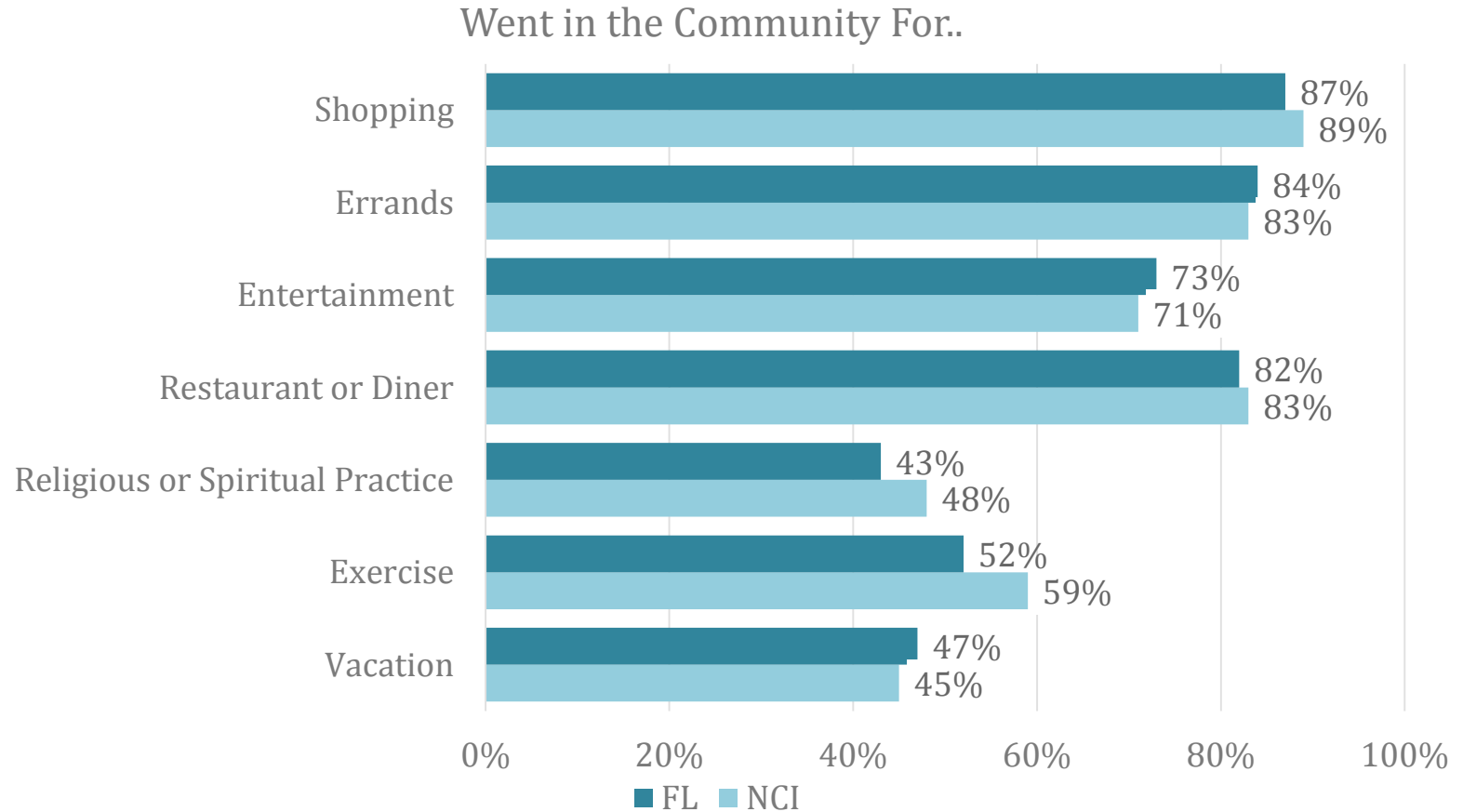


Selected FL Adult Consumer Survey Findings
2013-14

Community Inclusion

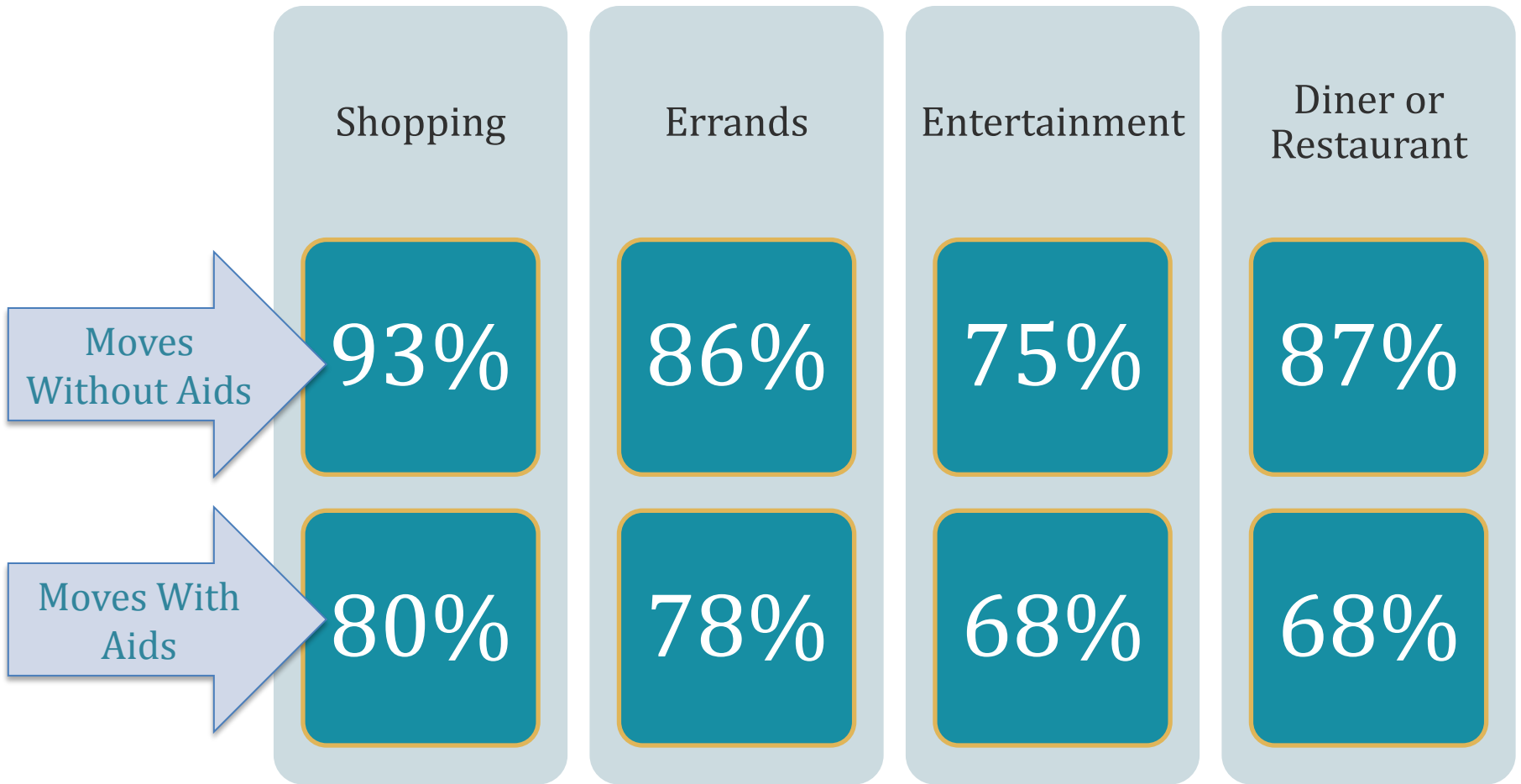


Community Inclusion





Community Participation and Mobility



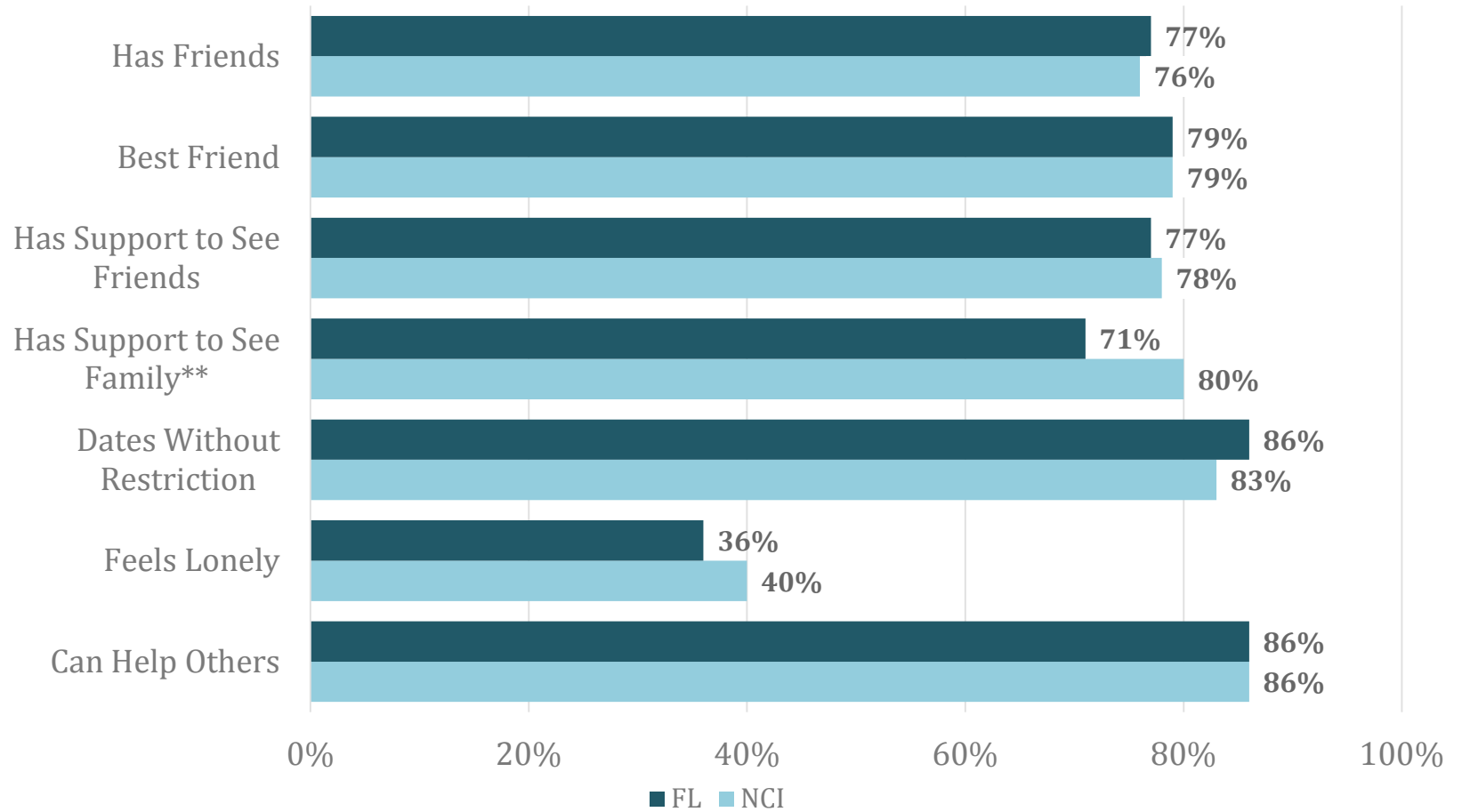
Selected FL Adult Consumer Survey Findings
2013-14

Relationships





Social Connections

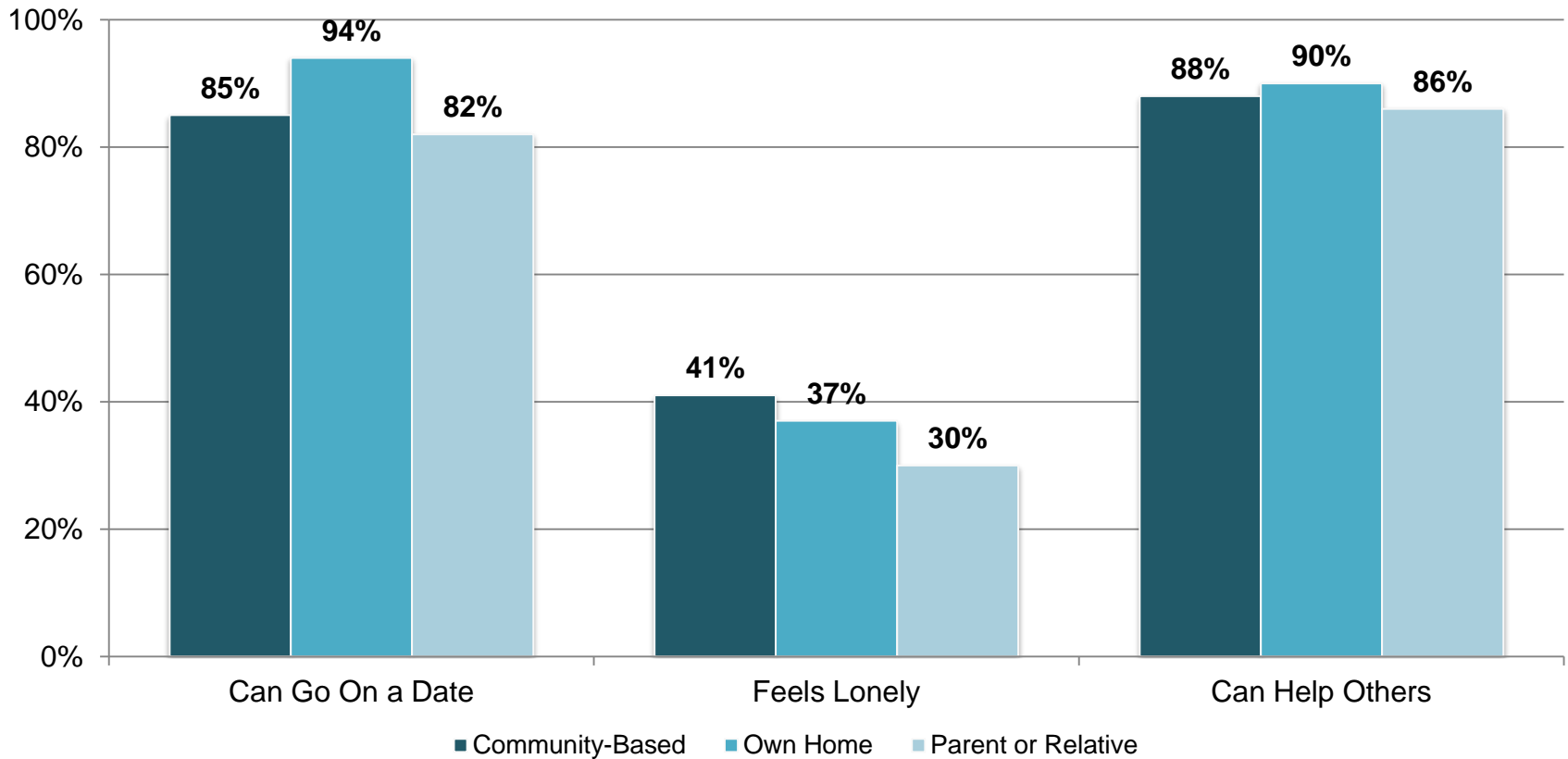


**FL significantly below NCI



Social Connection

Social Connection by Residence



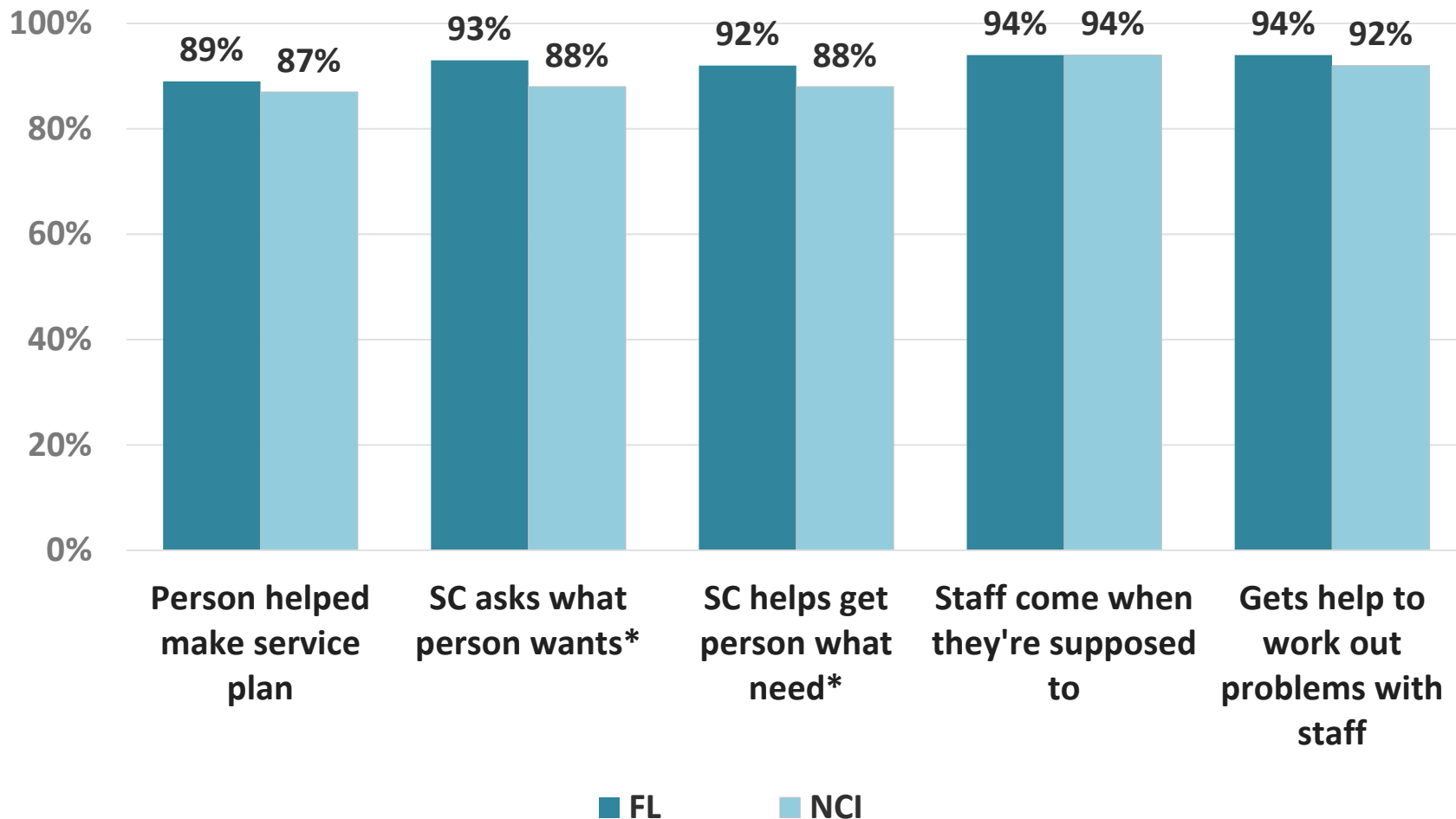
Selected FL Adult Consumer Survey Findings
2013-14

Service Coordination





Service Coordination



*FL Significantly Above Average



Selected FL Adult Consumer Survey Findings
2013-14

Rights and Respect





Rights and Privacy

	FL	NCI
Reads own email/mail or gives permission*	94%	86%
Has Enough Privacy*	94%	91%
Use phone or internet without restriction*	94%	89%
Opportunity to participate in self advocacy mtg.**	24%	33%%

*FL significantly above average

**FL significantly below average



Selected FL Adult Consumer Survey Findings
2013-14

Safety





Safety

	FL	NCI
Feels safe at home*	89%	82%
Feels safe in neighborhood*	88%	83%
Feels safe at work or day activity*	91%	86%
Has someone to go to if feeling scared or afraid	91%	93%

*FL significantly above NCI Average

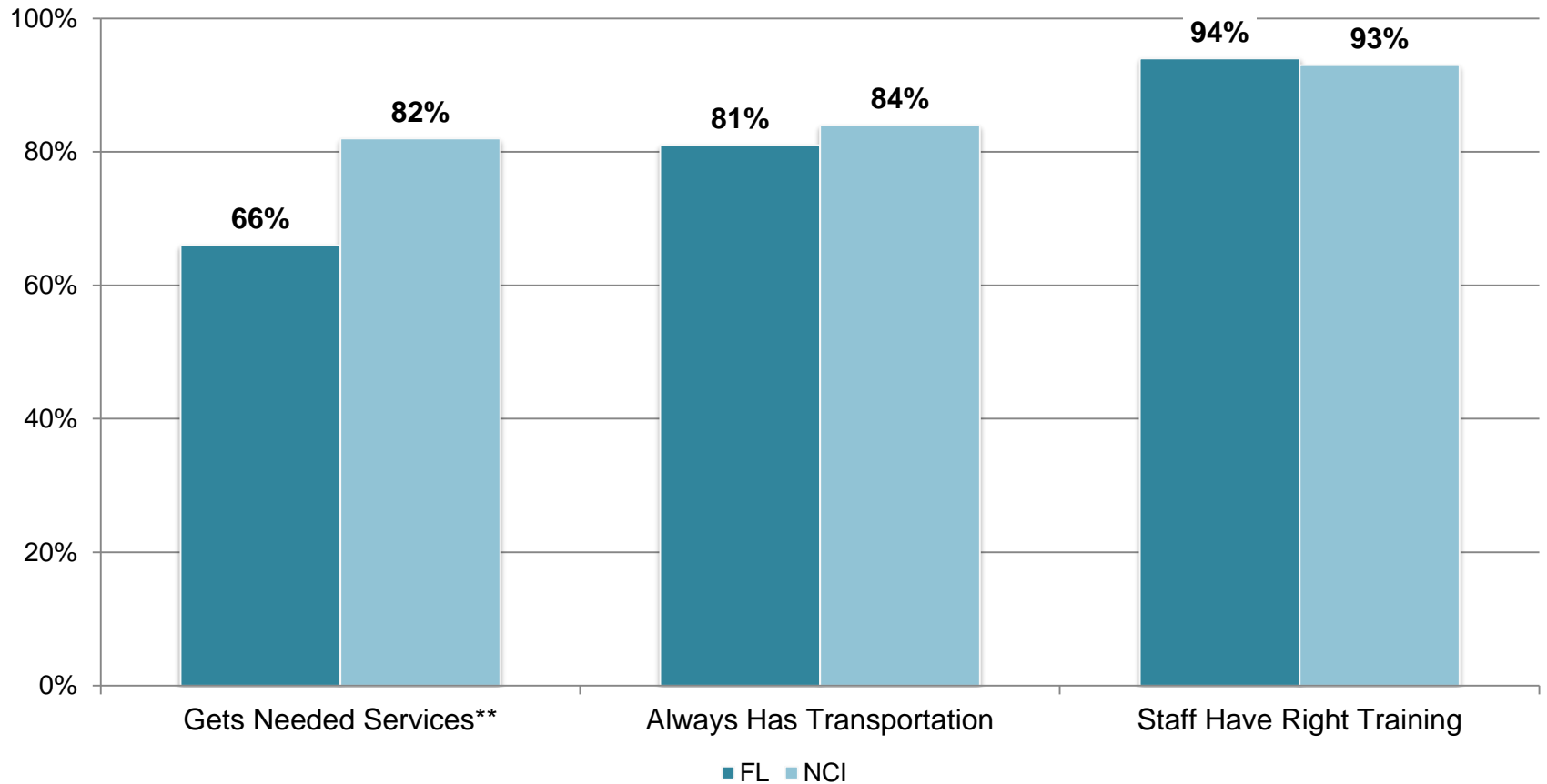


Selected FL Adult Consumer Survey Findings
2013-14

Access



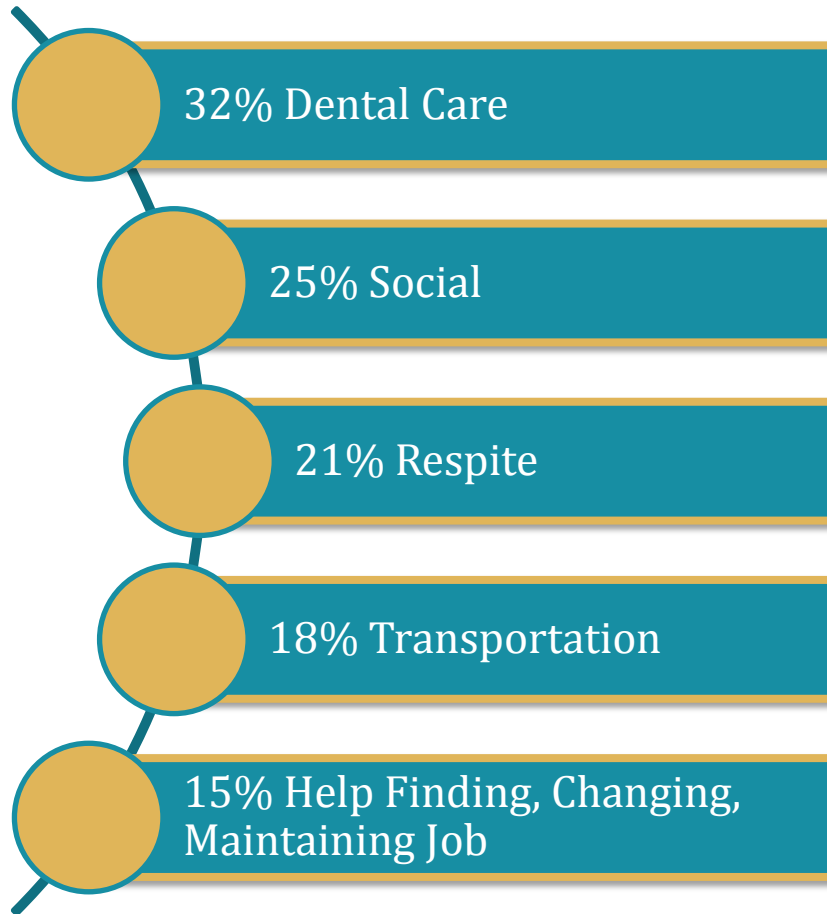
Access



**FL significantly below NCI Average



Additional Services Needed

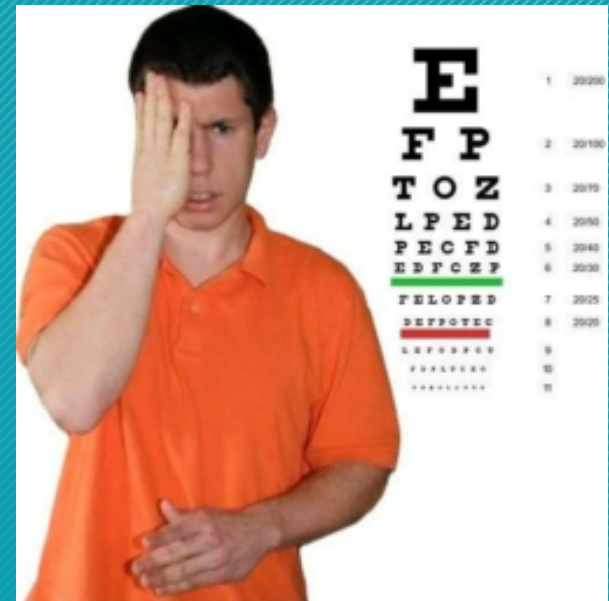


- 30% Need Other Services Not Listed:
 - Physical Therapy
 - Behavioral Therapy
 - Speech Therapy



Selected FL Adult Consumer Survey Findings 2013-14

Health, Medication, and Wellness





Preventive Health Care: All Adults

	FL	NCI
Physical exam in past year*	93%	88%
Routine dental exam in past year**	71%	79%
Vision screening past year	55%	59%
Hearing screening in past 5 years**	41%	65%

*FL significantly above NCI Average

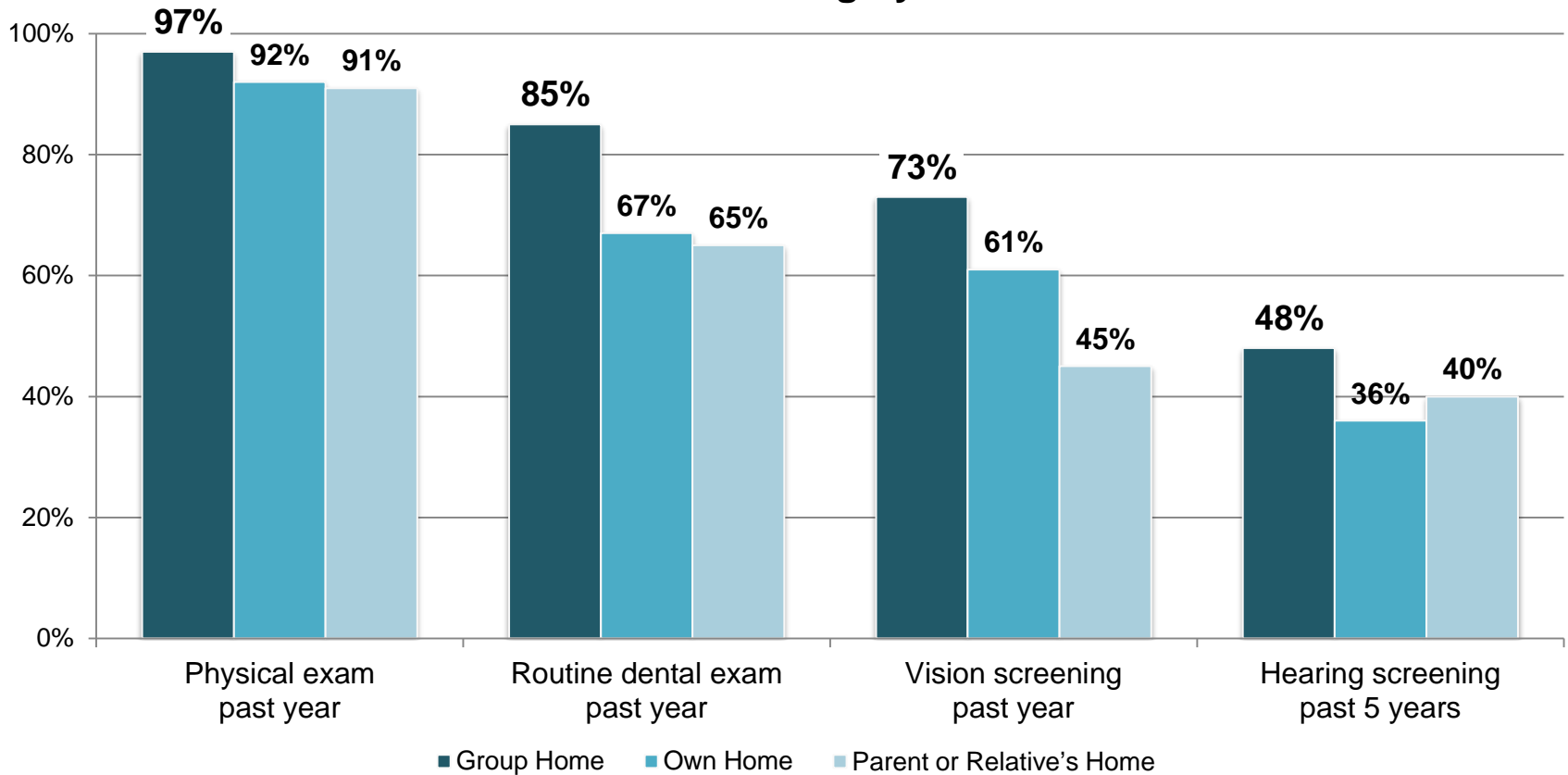
**FL significantly below NCI Average





Preventive Health Care

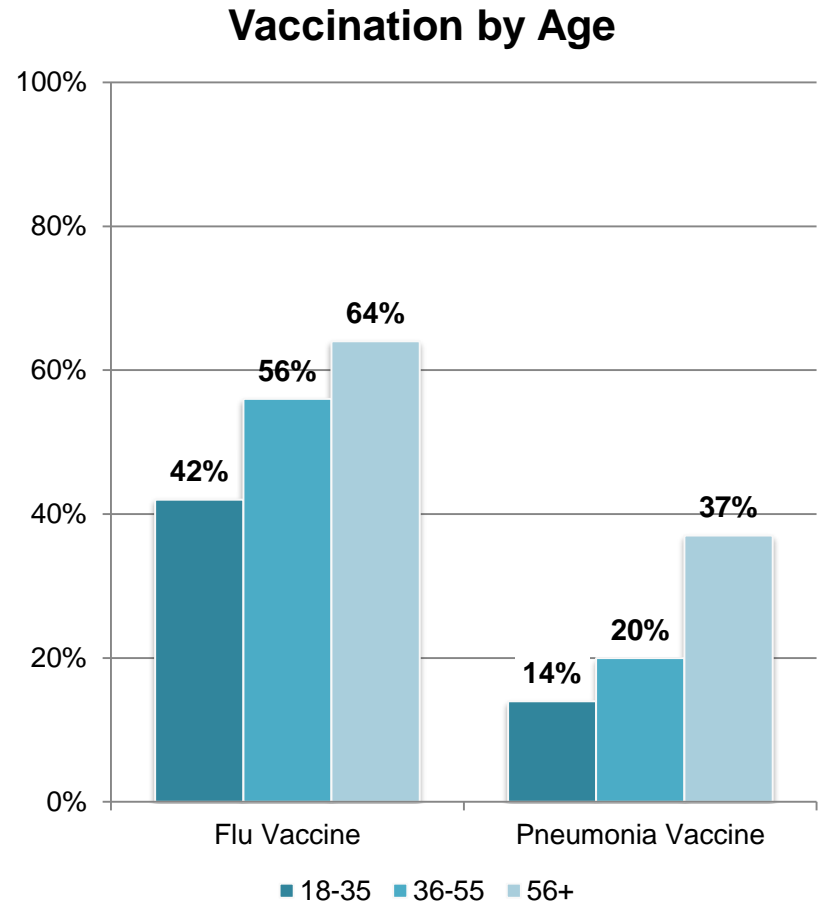
Preventive Screening by Residence





Vaccinations

- Had Flu Vaccine in the past year**
 - 51% FL
 - 78% NCI
- Ever Had Pneumonia Vaccine**
 - 20% FL
 - 43% NCI



**FL significantly below NCI Average





Preventive Health Care: Age Specific

Age-specific Preventive Health Care	FL	NCI
Women over 18 had Pap screening in past 3 years**	58%	67%
Women over 40 had mammogram screening in past 2 years	73%	75%
Colorectal screening women & men 50 years and above in past year	18%	19%

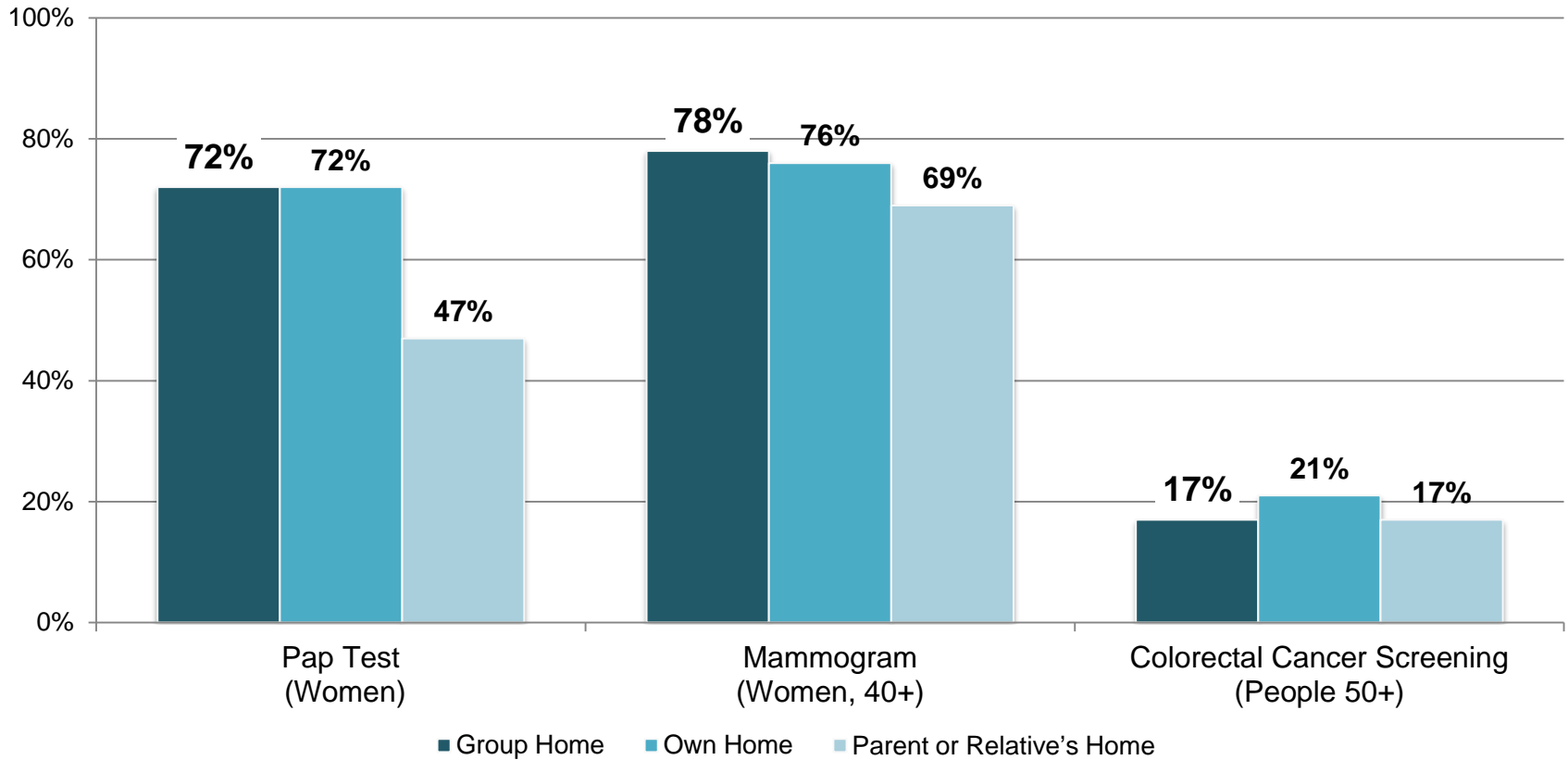
**FL significantly below NCI Average



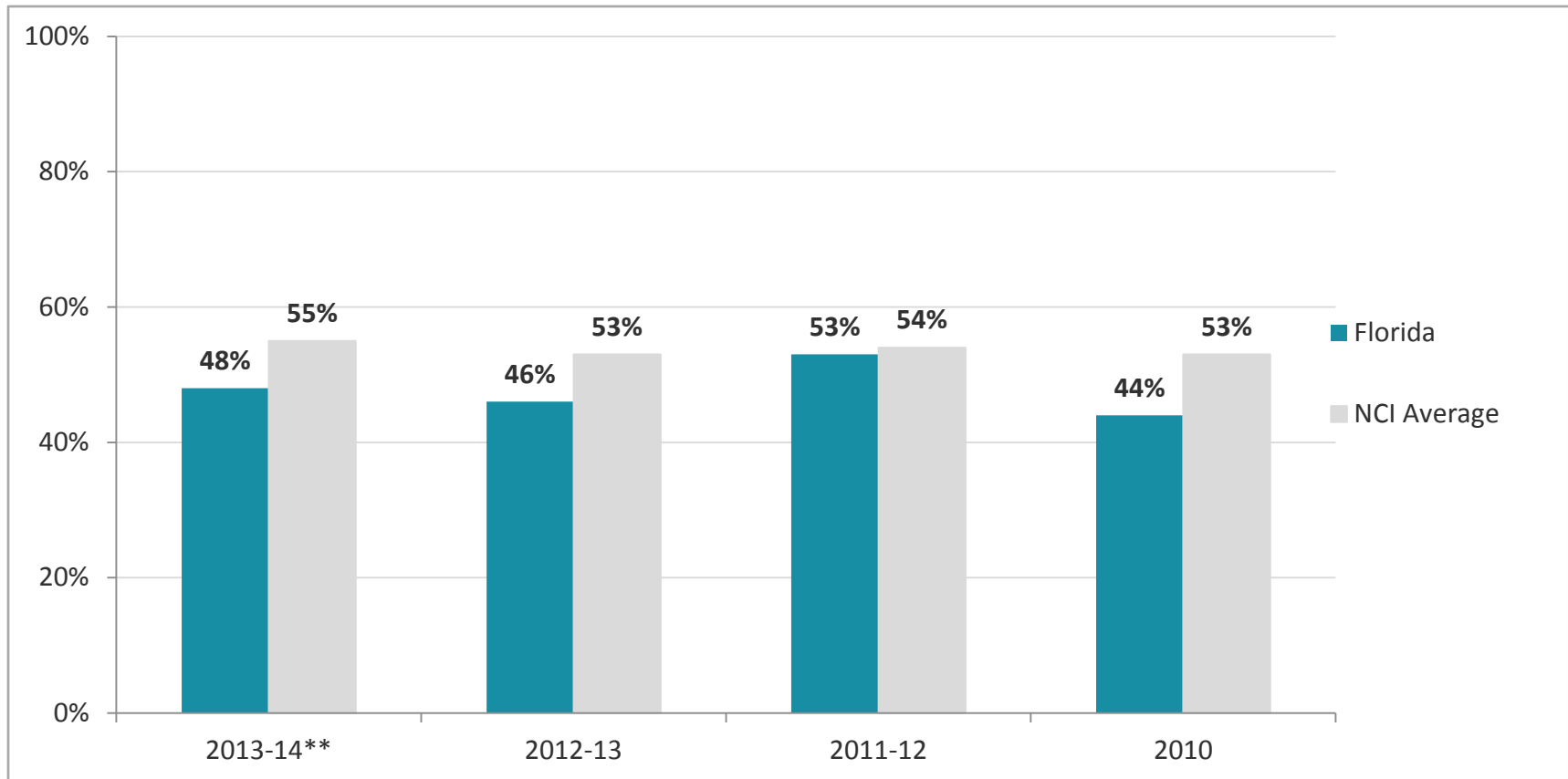


Preventive Health Care

Preventive Screening by Residence



Medications for Mood, Anxiety, Behavior, or Psychosis

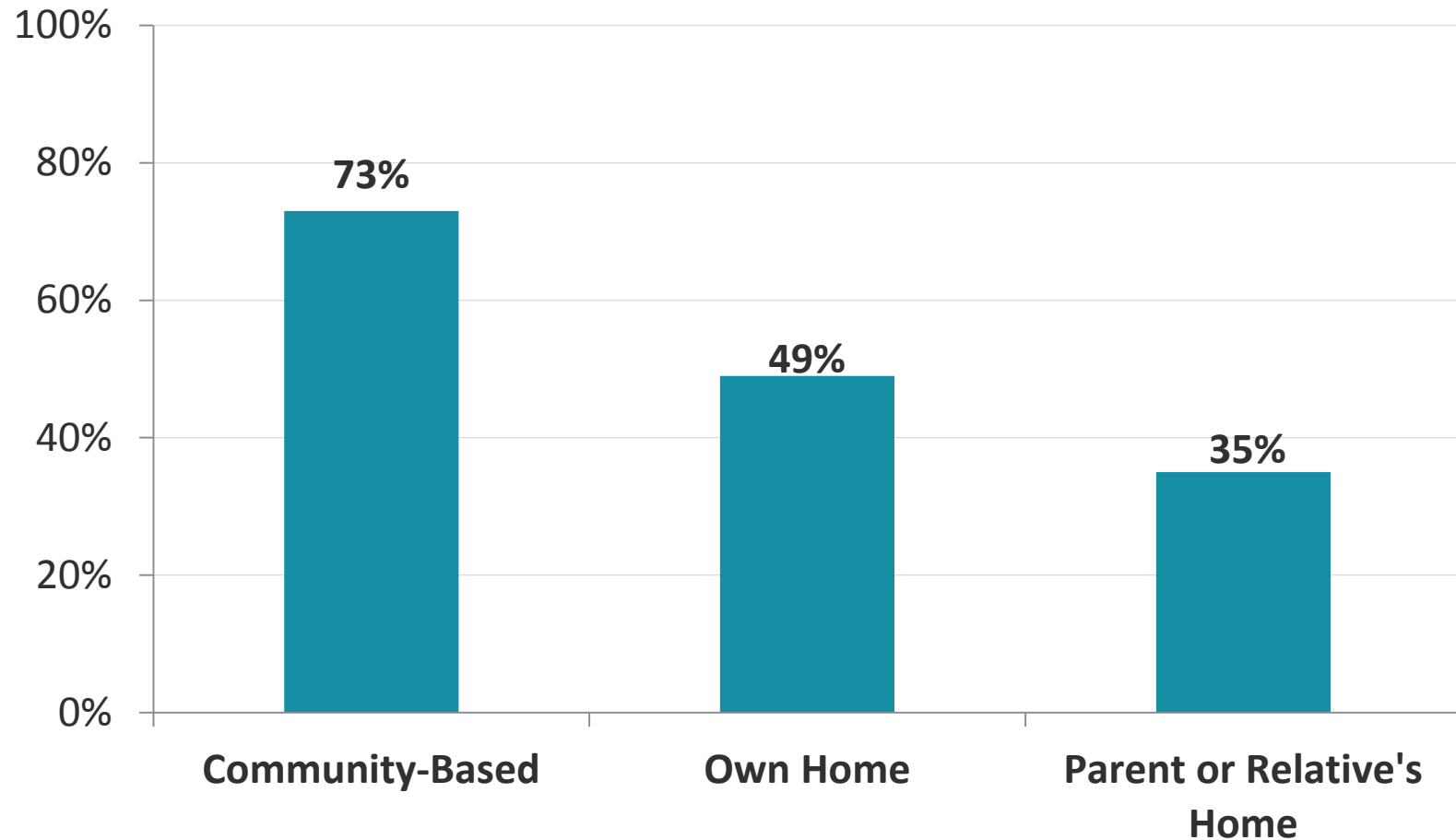


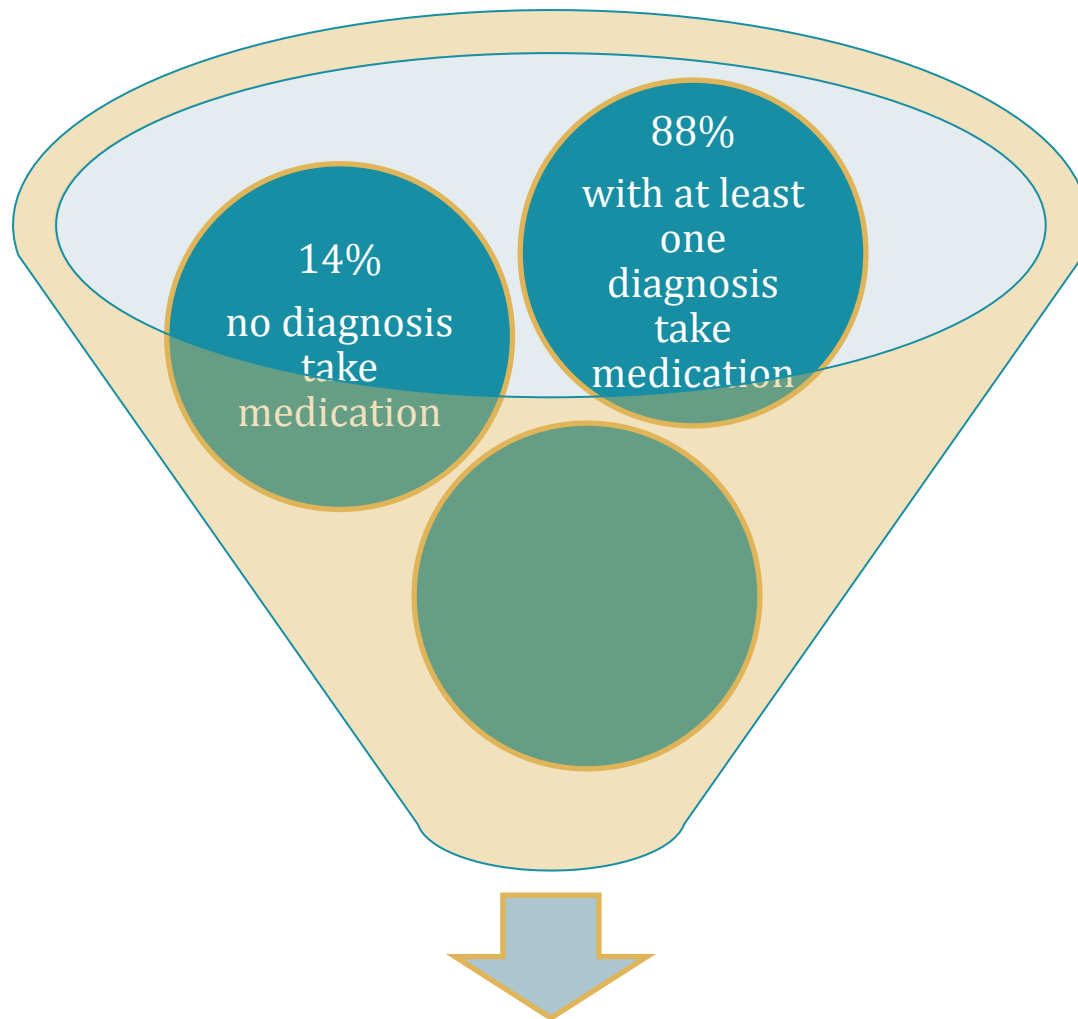
**FL significantly lower than NCI Average – meaning fewer people are being medicated





Medications for Mood, Anxiety, Behavior, or Psychosis by Residence





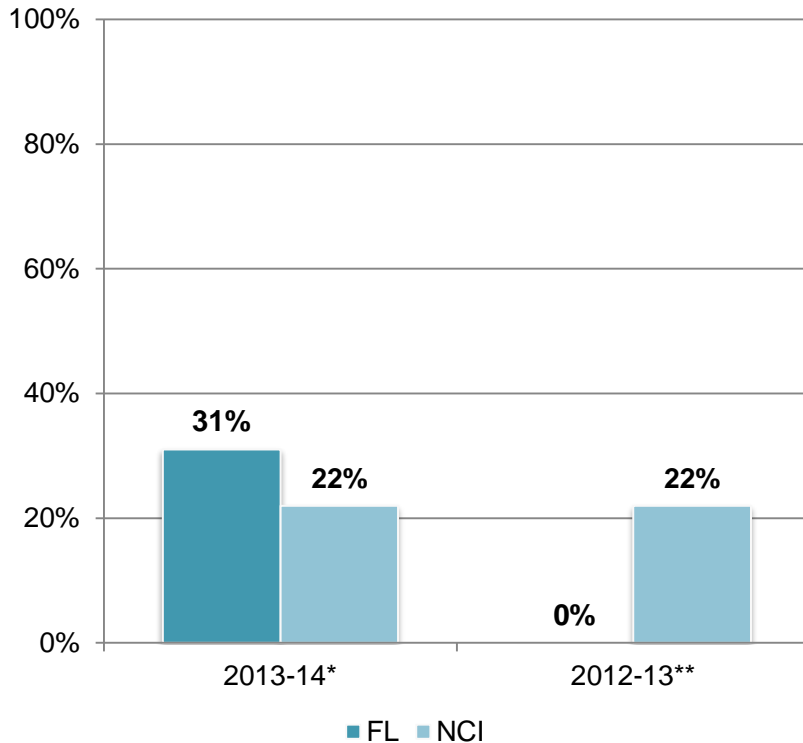
42% have a co-occurring psychiatric diagnosis
52% of all respondents take at least one med
(not including behave meds)





Wellness

Engages in Regular Exercise



*FL significantly above NCI Average

**In 2012-13 FL was significantly below NCI

- Use Tobacco Product
 - 5% FL*
 - 7% NCI
- BMI
 - 8% Underweight
 - 37% Normal Weight
 - 29% Overweight
 - 27% Obese



NCI Comparable & Solid Performance

- People are involved in making everyday and life choices and are going out in the community
- People tend to have social connections
- Service coordination -- WSC's are responsive and engage individual in service planning
- Rights are being respected
- People feel safe! In their home, neighborhood, and work and day setting



What NCI Data Conveys for QI

- Community Inclusion
 - Overall high rates of participation, could look at increasing participation rates for people who are not independently mobile
- Employment
 - Fewer people in integrated employment
 - Gap between those who want a job and who have employment as a goal in their service plan
- Self advocacy
 - Most people without opportunity
- Health
 - Regular Exams and preventive screenings are still low
- Medication
 - Lower than NCI average, still about 50% and 14% with no psychiatric diagnosis taking medication
- Access to services
 - Higher percent of people report not getting services they need





Survey Changes 2015-16

- Residence
 - More clearly defined residence types
 - Expanded ICF/ID bed numbers
- Employment
 - Separated individual job and small-group to capture if people work in both settings
- Begin Section I with 'Home' questions then move to 'Employment'
 - Home questions tend to be easier to answer and applicable to more people (starts on a more positive note)
- Self-direction
 - Expanded to include people in “self-directed” or “participant-directed” services (not just those on self-direction waiver)
 - Moved to Section II
- Expanded Community Participation
 - Get at whether people do what they want they want when they want
- Rights
 - Moved to Section I



Thoughts?

Questions?



More NCI Information

National Core Indicators website:

www.nationalcoreindicators.org

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