



**NATIONAL CORE  
INDICATORS**  
NASDDDS & HSRI

# Florida Quality Council

March 14, 2019

National Core Indicators

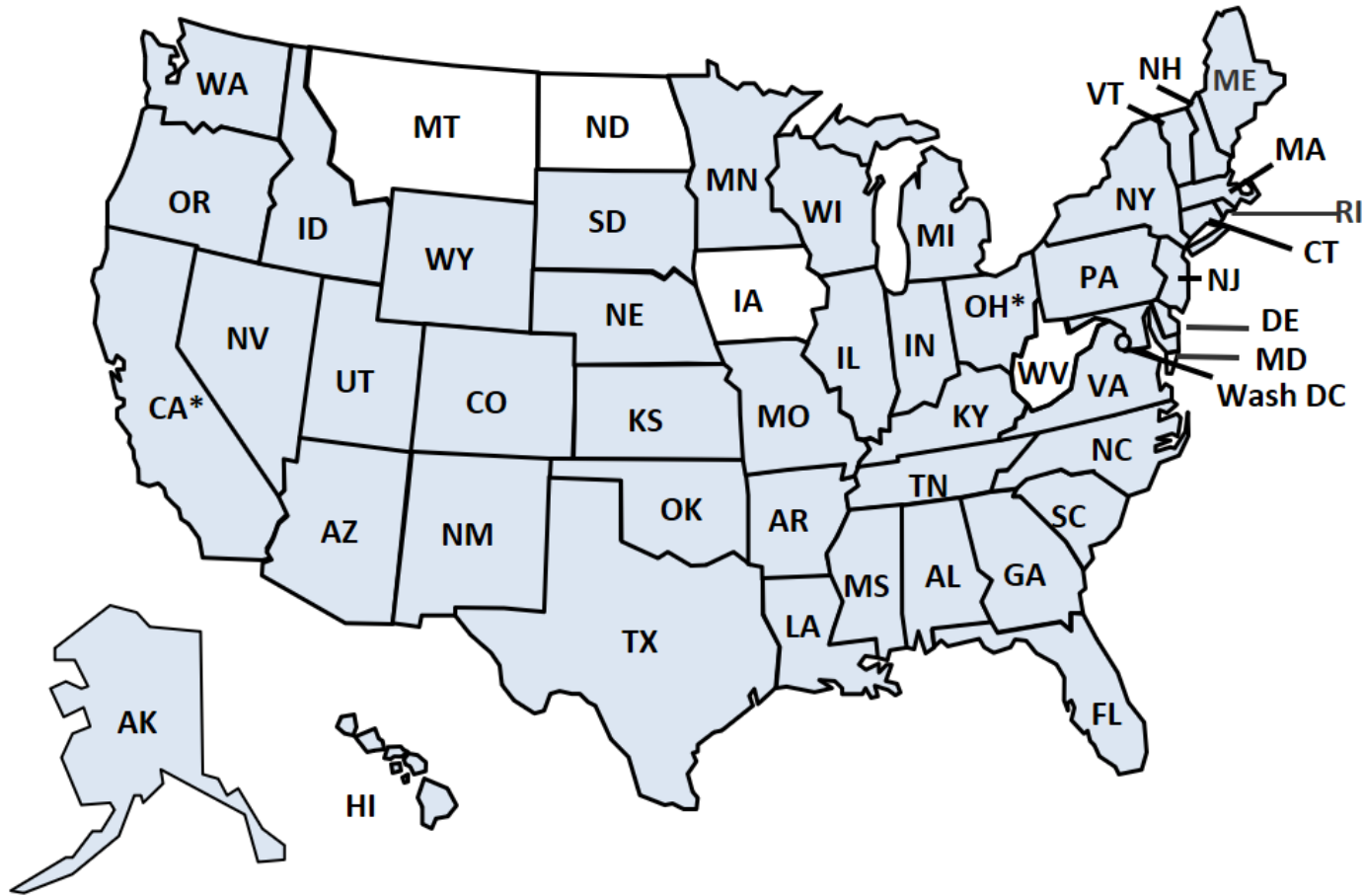
# National Overview and State Context

# What is NCI?

- NCI is a voluntary effort by public developmental disabilities agencies to measure and track their own performance.
- Collaboration coordinated by HSRI and NASDDDS began in 1997
- Currently 46 states and Washington D.C. represented plus 22 sub-state entities



# NCI Participating States



\*Includes sub-state entities



# NCI Goals

- Establish a nationally recognized set of performance and outcome indicators for DD service systems
- Use valid and reliable data collection methods & tools
- Report state comparisons and national benchmarks of system-level performance



# Survey Tools



\*Formerly the Adult Consumer Survey (ACS)



# How States Use Data

- CMS Waiver Requirements
- Quality Assurance/Improve Services
- State by State Comparisons
- Assist with Community Transition
- Quality and DD Councils
- Reports to State Legislatures



# Adult In-Person Survey

Individual Outcomes

Health, Welfare and Rights

System Performance



# In-Person Survey

- Face-to-face meeting with person receiving services (at least one beyond case management)
- Three parts of the survey:
  - Background information – demographics and personal characteristics (information mainly comes from records)
  - Section I – subjective questions only person can answer
  - Section II – objective questions can be answered by a proxy if needed



# Response Rates

- 66.1% valid Section I
  - Up 5% from 2016-17!
- 99.8% valid Section II
- 969 total survey complete



# Demographics

## Personal Characteristics

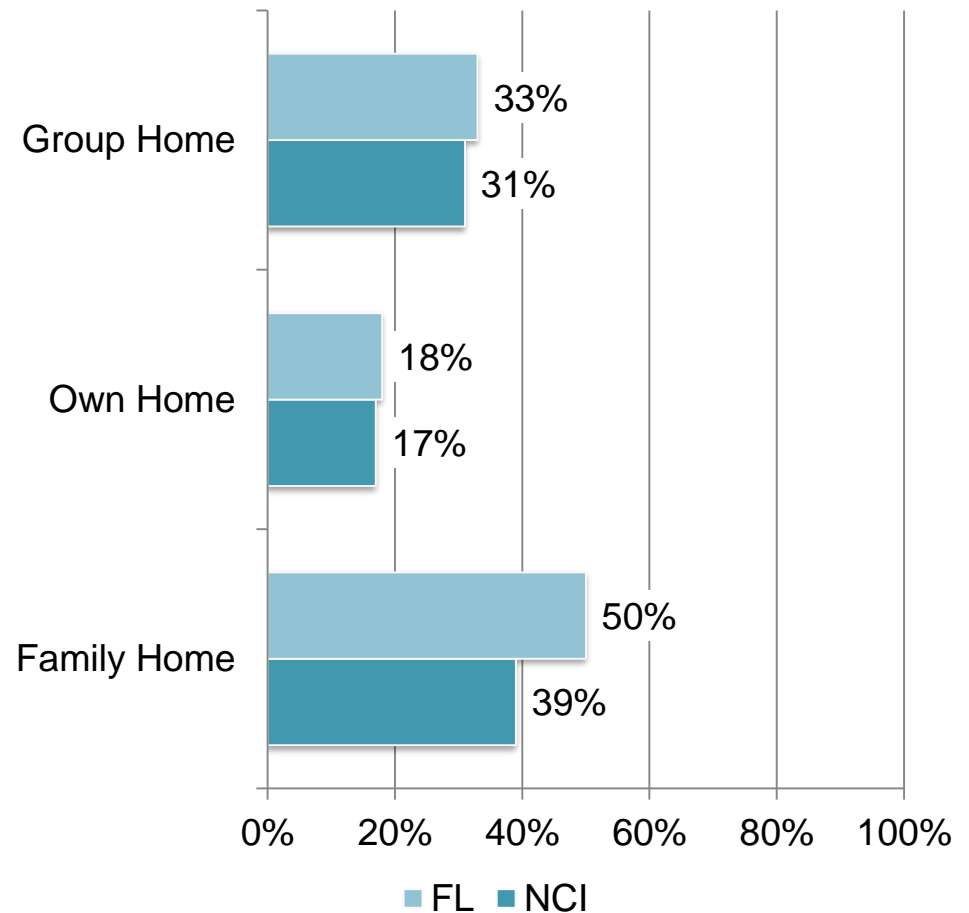
### Age

- **39**<sub>FL</sub> **42**<sub>NCI</sub>

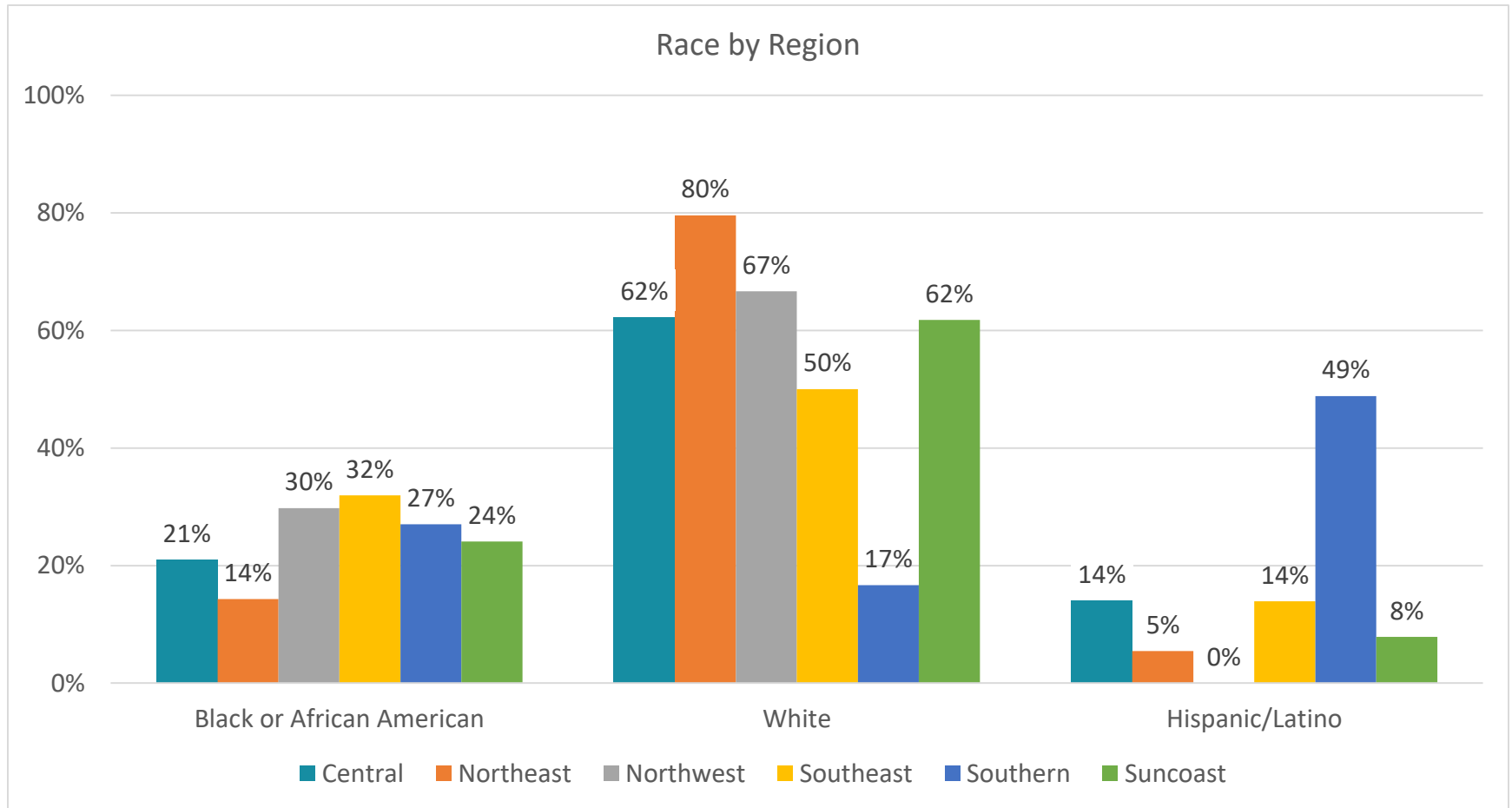
### Race/Ethnicity

- **54%**<sub>FL</sub> **67%**<sub>NCI</sub>  
White
- **25%**<sub>FL</sub> **16%**<sub>NCI</sub>  
Black or African American
- **17%**<sub>FL</sub> **10%**<sub>NCI</sub>  
Hispanic/Latino

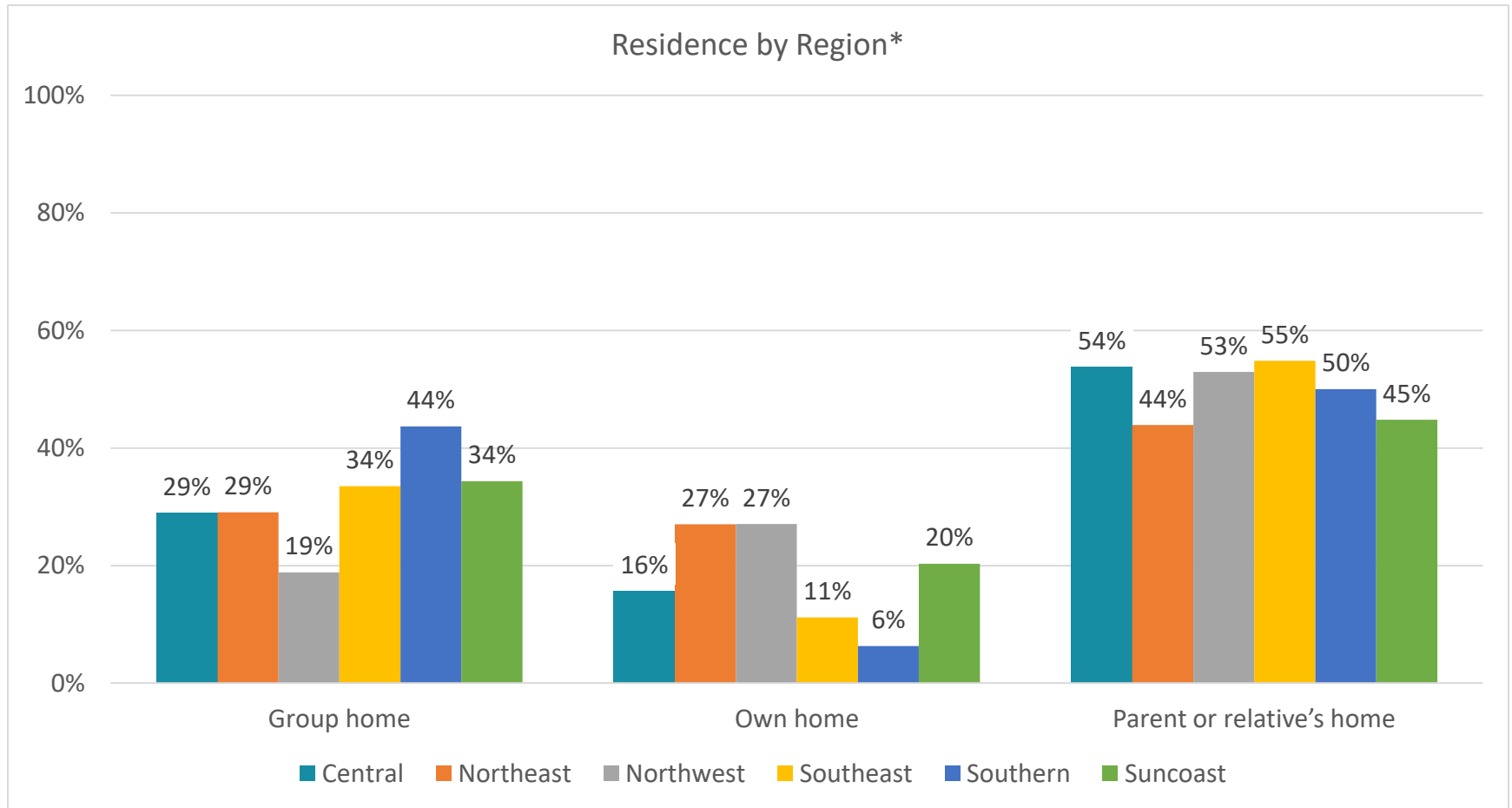
Type of Residence



# Race by Region



# Type of Residence by Region



\*Significant difference by residence at .01



# Satisfaction with Home

**92%** FL

**89%** NCI

Like where they live

**17%** FL

**25%** NCI

Want to live elsewhere\*

\*Significantly lower than NCI Average

## Likes Home\*

- **85%** own home
- **98%** family home
- **87%** group home

## Wants to Live Elsewhere\*

- **24%** own home
- **12%** family home
- **18%** group home

\*Significant difference by residence at .01



### Accessibility\*

- 0% group home
- 2% own home
- 0% family home

### Feels unsafe in neighborhood\*

- 0% group home
- 2% own home
- 0% family home

## What Don't You Like About Where You Live?

### Home needs repairs or upkeep\*

- 0% group home
- 3% own home
- 0% family home

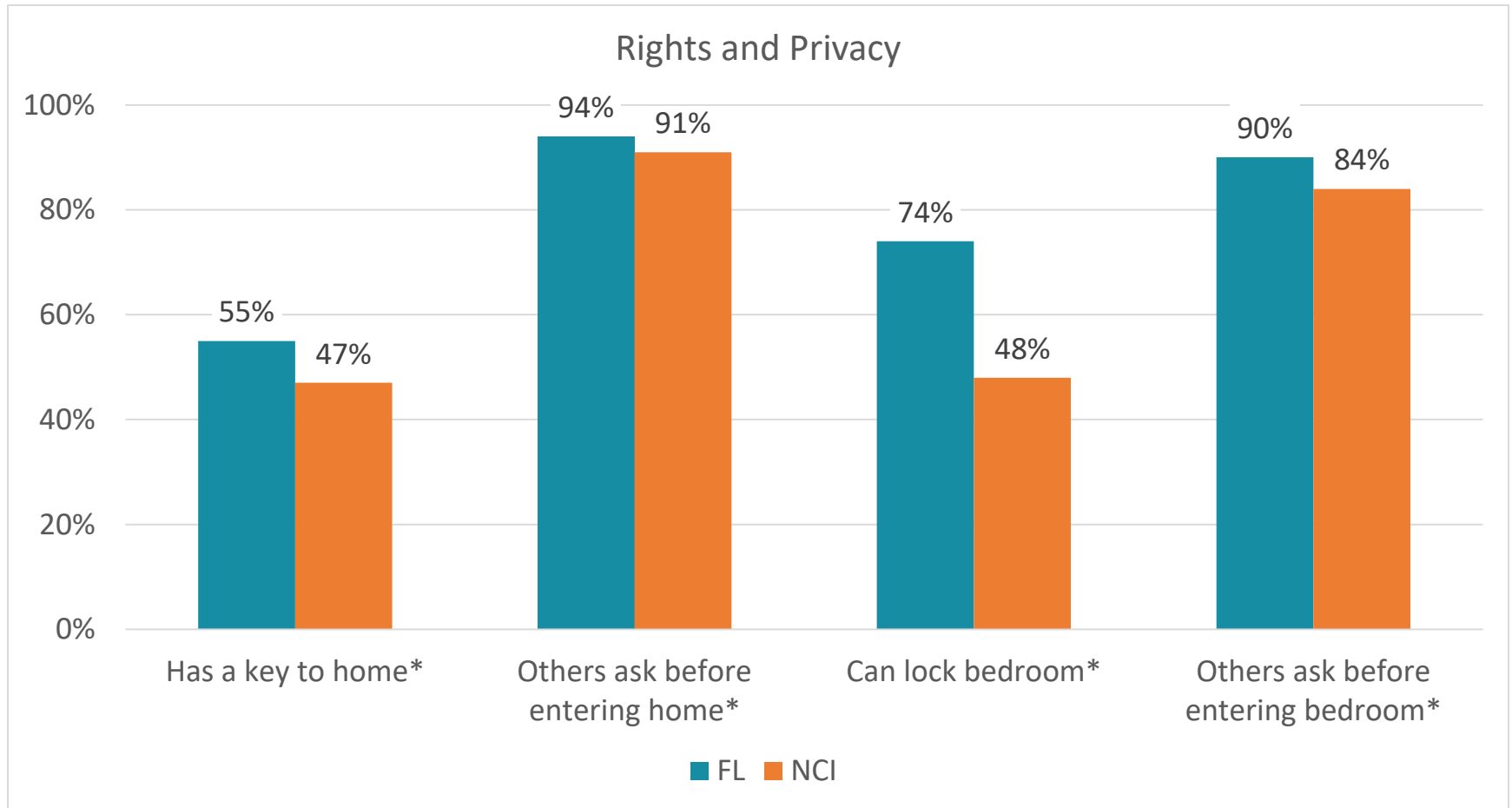
### Problems with roommates\*

- 7% group home
- 4% own home
- 0% family home

\*Significant difference by residence at .01



# Rights and Respect

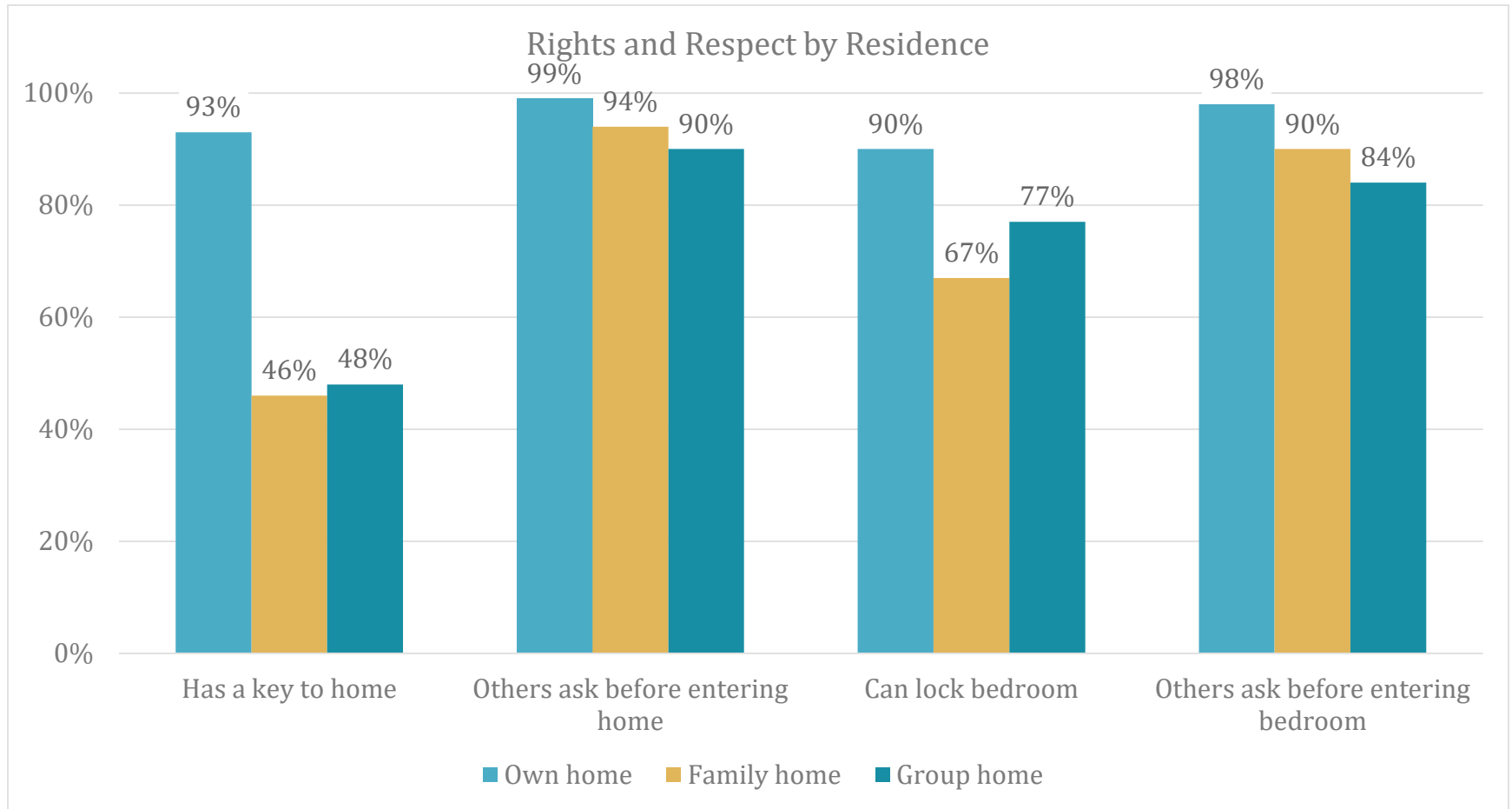


\*FL is significantly higher than the NCI Average





# Rights and Respect by Residence



# Staff Are Respectful and On Time

95% FL

92% NCI

Staff treat person with respect\*

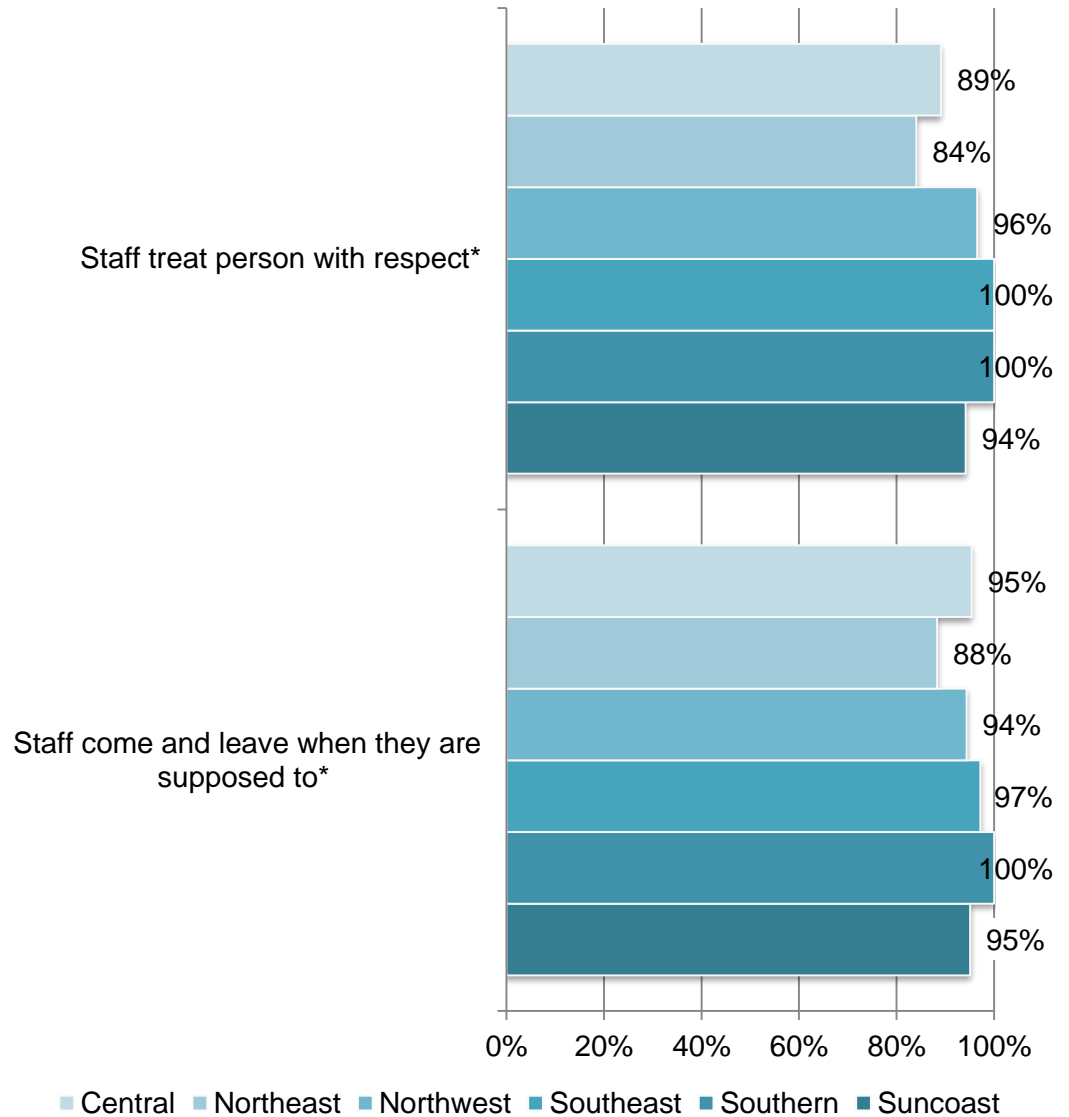
94% FL

93% NCI

Staff come and leave when they are supposed to

\*Significantly higher than NCI Average

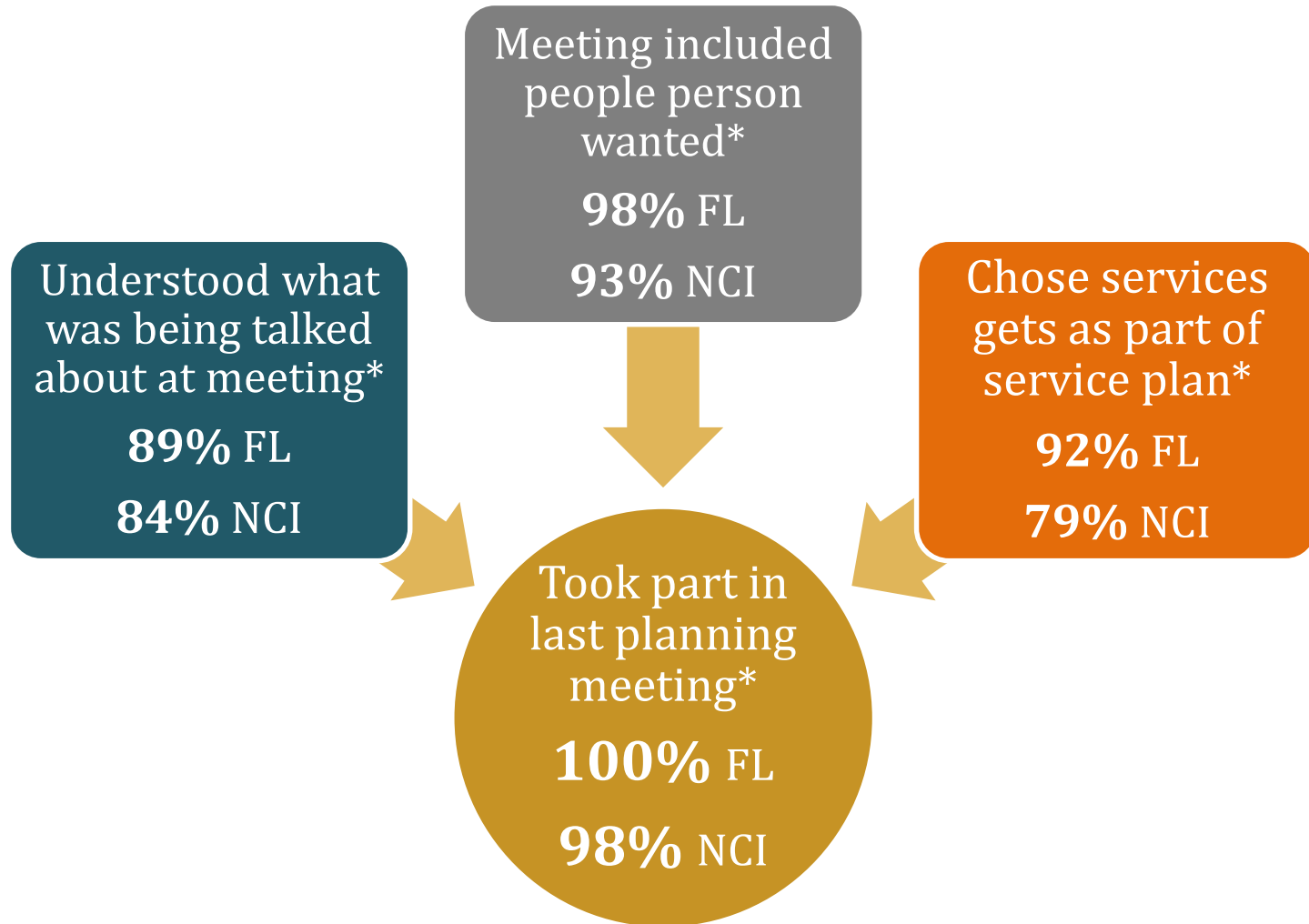
## Staff Are Respectful and On Time by Region



\*Significant difference by residence at .01



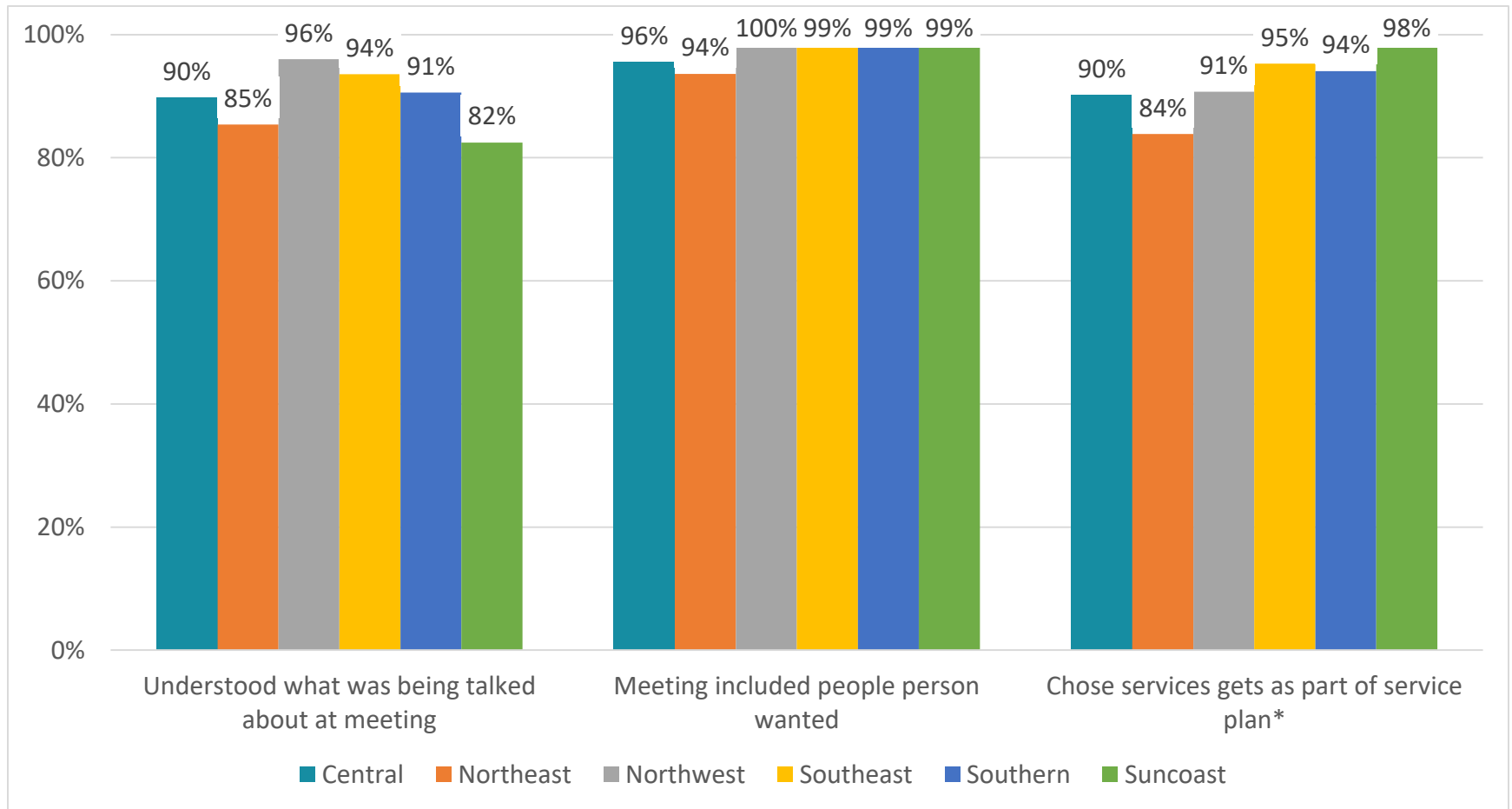
# Service Planning



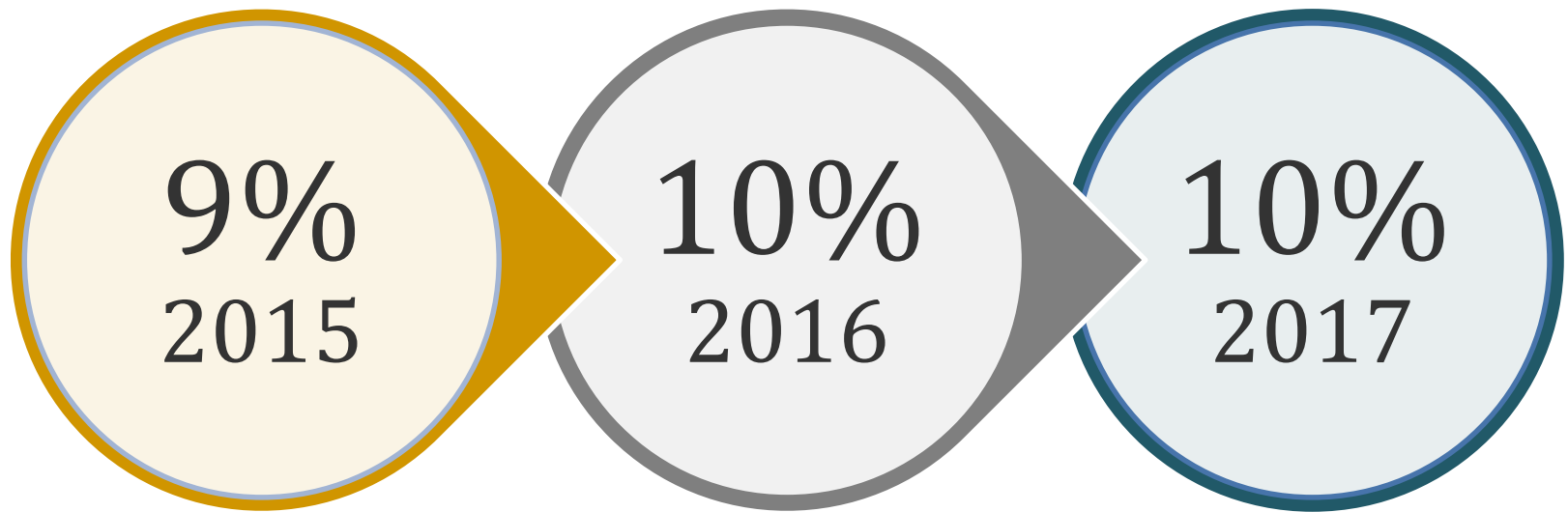
\*Significantly higher than NCI Average



# Service Planning by Region



# Has Paid Community Job FL Trend



# Other Day Activities

**48%** FL

**57%** NCI

Attends a day program\*

**21%** FL

**31%** NCI

Volunteers\*

Paid facility-based work

• 8%

Unpaid community activity

• 9%

Unpaid facility-based activity

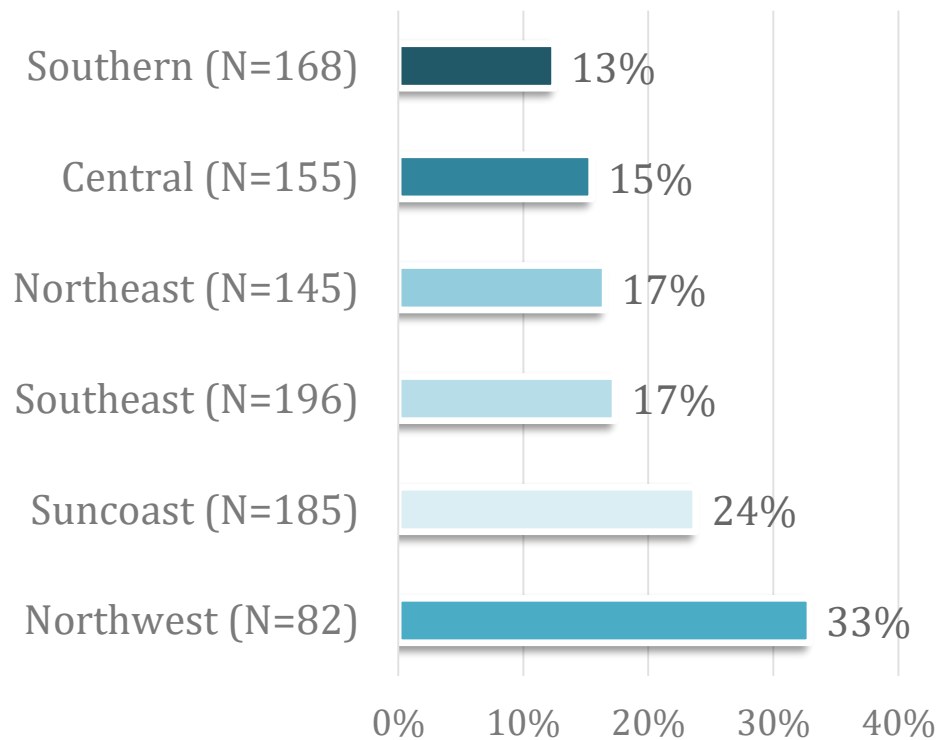
• 36%

\*Significantly lower than NCI Average



# Has Employment As Goal In Service Plan

Community Employment in Service Plan by Region\*



\*significant difference by region at .01

**31%** FL v

**45%** NCI

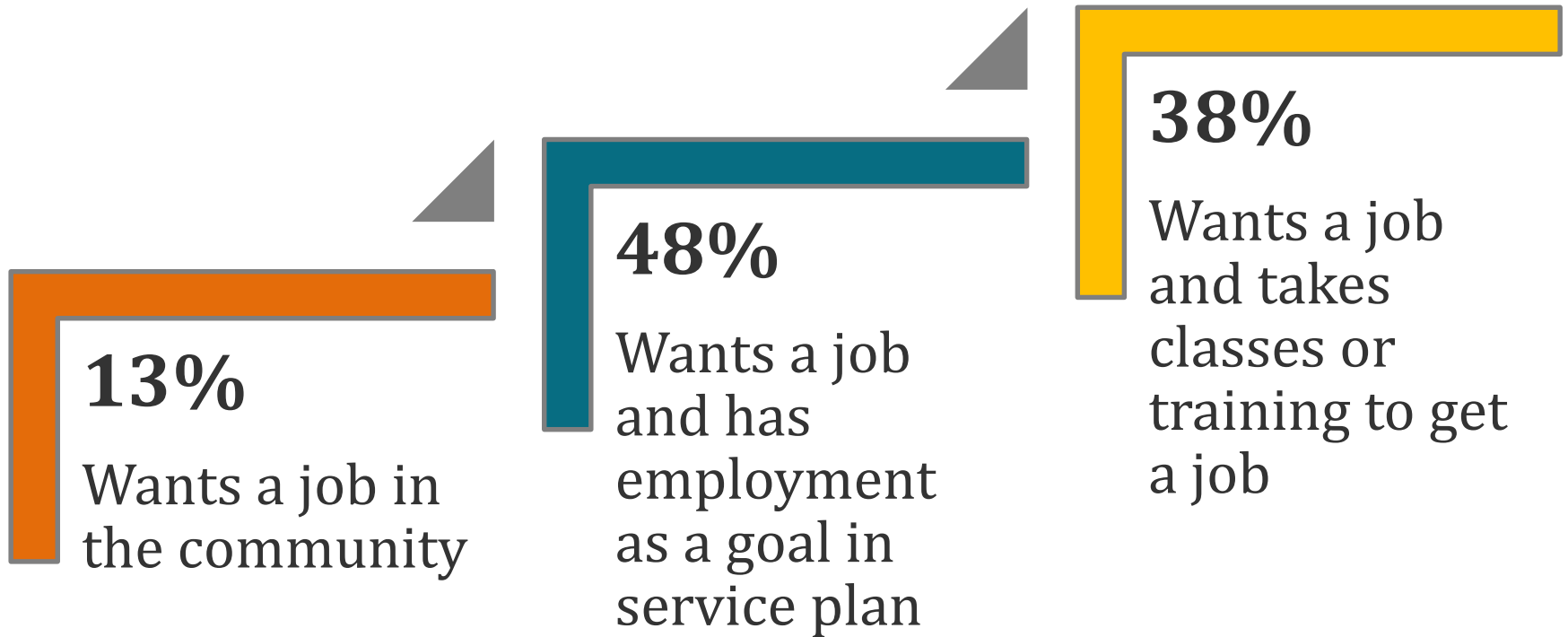
Have employment as a goal in service plan\*

\*significantly lower than NCI Average



# Employment Goals

## Among Those Without a Paid Community Job





# Recap – In-Person Survey

- 50% of people lived in family home
- Nearly all reported they like their home
- Most reported taking active part in service planning meeting
- Significantly lower rates of:
  - Employment
  - Engagement in job-related activities
  - Employment goal in service plan



# Discussion and Questions

