

A scenic photograph of a wooden boardwalk leading to the ocean, flanked by tall grasses and palm trees under a blue sky with light clouds. The image is overlaid with a semi-transparent blue filter.

Florida Quality Council

July 2022



Founded in 1997, NCI-IDD is a collaboration between the National Association of State Directors of Developmental Disabilities Services (NASDDDS) and Human Services Research Institute (HSRI). It is a voluntary effort by public developmental disabilities agencies to measure and track their own performance. Currently, 48 states and Washington, D.C. are represented.



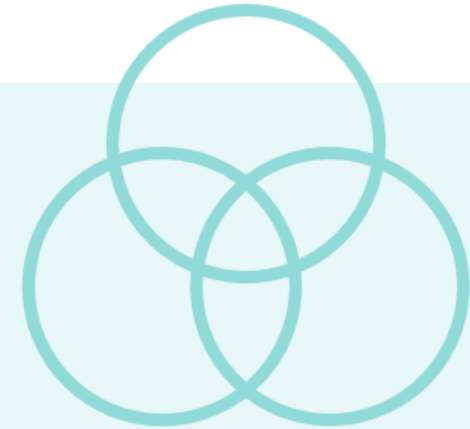
NCI Purpose



Establish a nationally recognized set of performance and outcome indicators for DD service systems



Use valid and reliable data collection methods and tools



Report state comparisons and national benchmarks of system-level performance

In-Person Survey

- People who receive at least one service in addition to case management from the IDD agency
- Face-to-face survey with the person receiving services
- Survey includes three main parts:
 - Background information – largely collected from state records
 - Section I – Subjective questions only the person can answer
 - Section II – Objective questions can be answered by a proxy when needed
- **Florida collected 400 surveys**





In-Person Survey Outcomes

2020-2021 Selected Data

Note on Comparisons

- **Comparisons are provided for following groups:**
 - Residence
 - Race/Ethnicity
- **Data for comparison groups come from administrative records, *not* self-reported**
- **For all surveys, outcomes and comparison groups may have a low number of responses (N)**
- **Significance is denoted as:**
 - Sig. at .05 one asterisk (*)
 - Sig. at .01 two asterisks (**)
 - Not all outcomes show significant differences between groups



Comparison Groups



Race

56% (N=224) White

22% (N=87) Black

14% (N=97) Hispanic

9% (N=35) Other



Residence

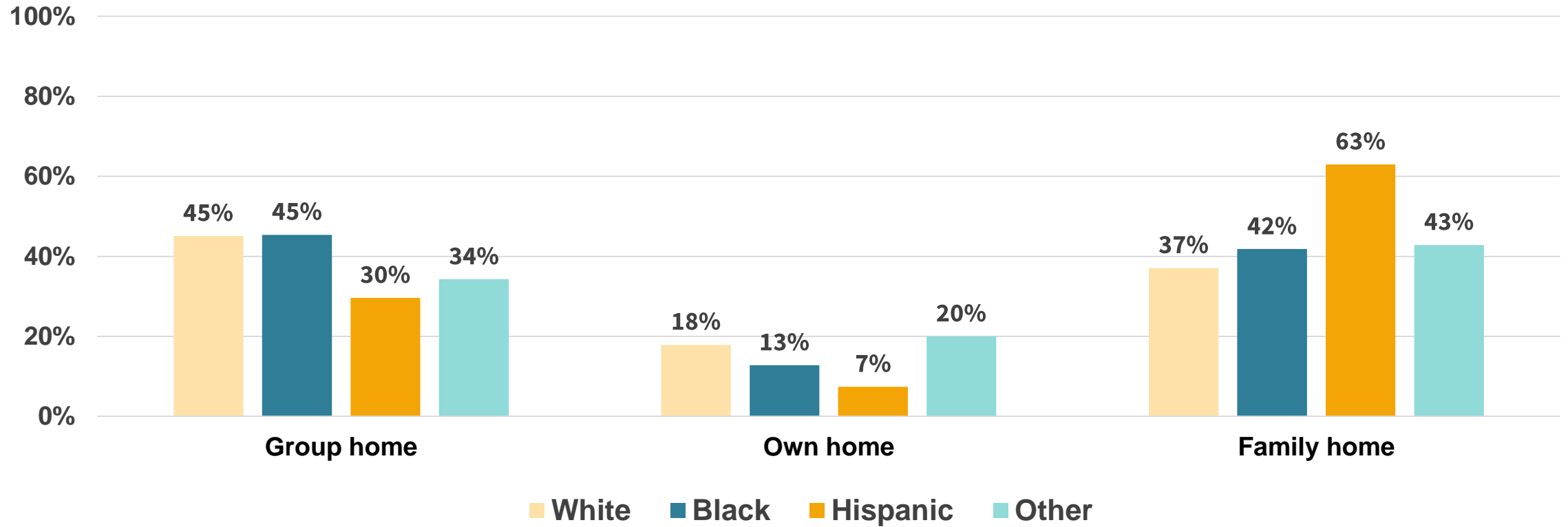
42% (N=168) Group home

16% (N=62) Own home/apartment

42% (N=168) Family home



Race and Residence**



**Sig at .01



Relationships & Communication

Friends & Family

Across Florida, 51% of respondents have a goal in service plan to create, expand, strengthen and/or maintain friendships and relationships



78% have friends other than paid staff or family

82% in 2019



46% want more help to make or stay in contact with friends

40% in 2019



86% have other ways of communicating with friends when they cannot see them

89% in 2019



84% can see or talk to family when they cannot physically be with them

80% in 2019

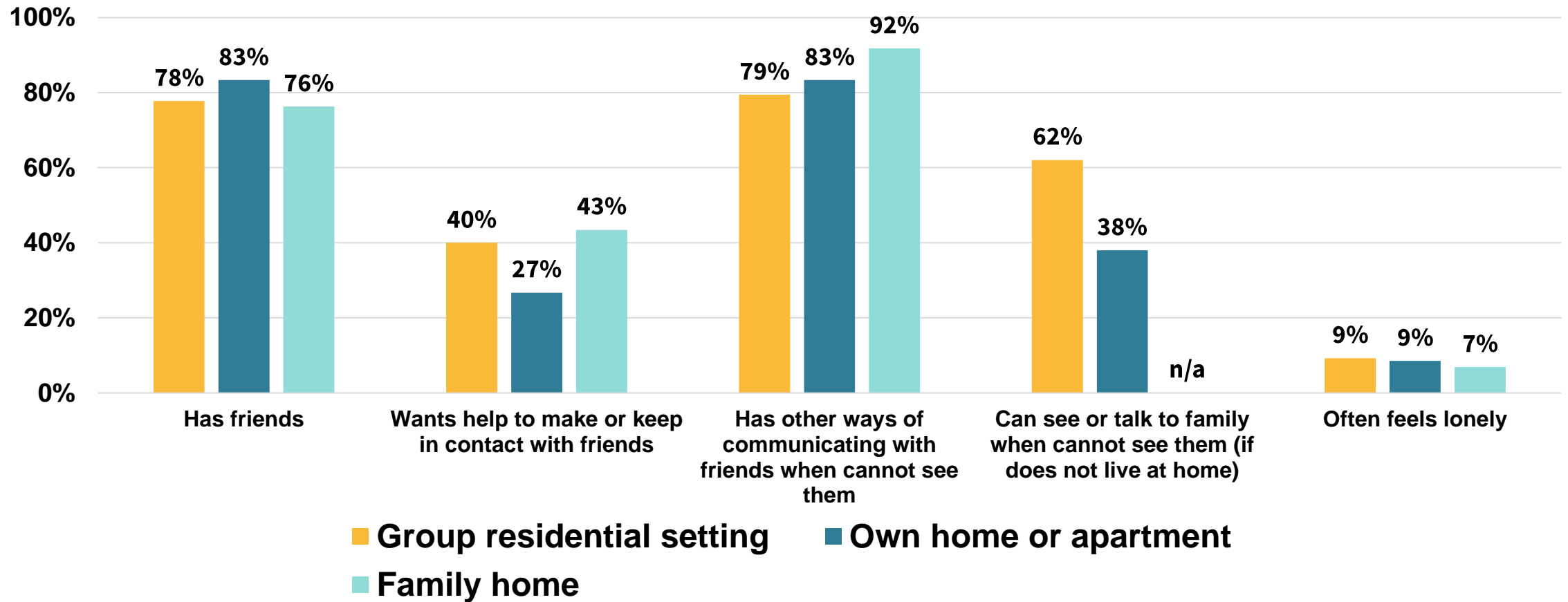


9% often feel lonely

9% in 2019



Relationships by Residence



Communication

People in group residential settings were least likely to have a cell phone or smart phone**

- 40% group residential setting
- 75% own home or apartment
- 77% family home

**Sig at .01



88% can use phone or Internet when they want

86% in 2019



62% have a cell phone or smart phone

66% in 2019



61% do not have a cell phone or smart phone and want one

53% in 2019





Employment

Employment



52% are not employed, but want a community job
(up from 46% in 2019)

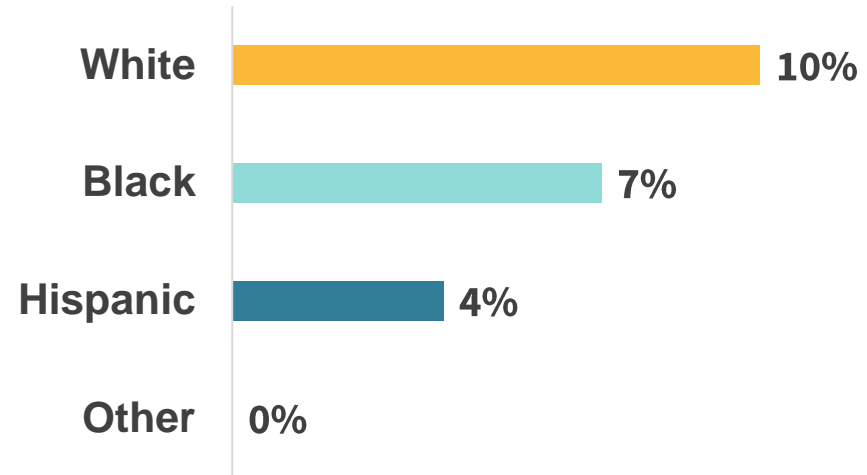


21% have employment as a goal in their service plan

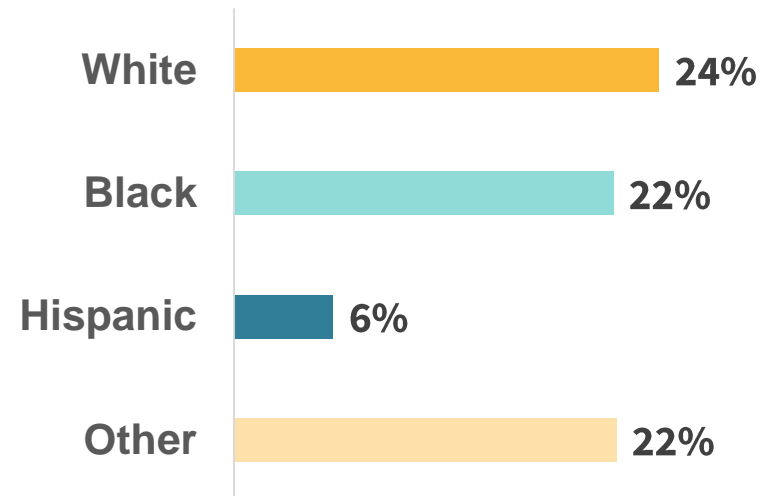


8% have a job

White respondents were most likely to have a paid community job*



...and more likely to have employment as a goal in their service plan (24%). Just 6% of Hispanic/Latino respondents had an employment goal in their service plan**



*Sig at .05
**Sig at .01

Florida Questions on Employment



of case managers told them about options or opportunities for working in the community

79% in 2019



have the help they need to get a paid job

34% in 2019



had a job in the past

46% in 2019





Service Planning

Service Planning

2022		2019
↔ 98%	Took part in last planning meeting	99%
↗ 84%	Understood what was being talked about at last planning meeting	82%
↘ 88%	Chose or had input in choosing services in service plan	87%
↘ 90%	Service plan includes things that are important to person	99%
↘ 83%	Knows who to ask if wants to make changes to services	86%





Discussion & Questions