



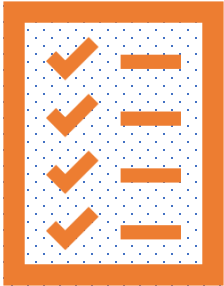
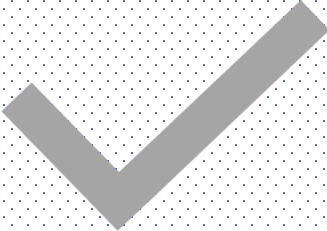

Florida Quality Council

July 2020

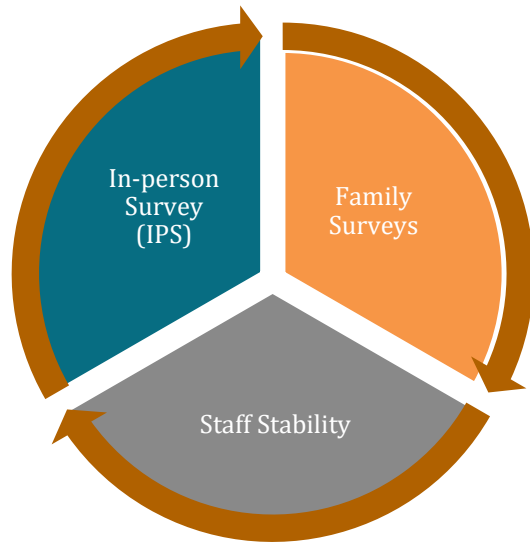
What is NCI

- NCI began in 1997
- Collaboration between:
 - The National Association of State Directors of Developmental Disabilities Services (NASDDDS) and
 - Human Services Research Institute (HSRI)
- Voluntary effort by public developmental disabilities agencies to measure and track their own performance
- Currently 46 states and Washington D.C. represented

NCI Purpose

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

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
- FL collected **589** surveys

NCI Updates

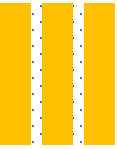
- NCI IPS 2019-20 data collection ended early due to COVID-19
 - FL completed full IPS sample before data collection ended
- NCI conducted a remote surveying pilot during the IPS pause
- Looking into expanding remote surveying nationally for 2020-21 data collection cycle
- Commitment to race equality

Preliminary IPS Outcomes

2019-2020 Selected
Data

Note on Comparisons

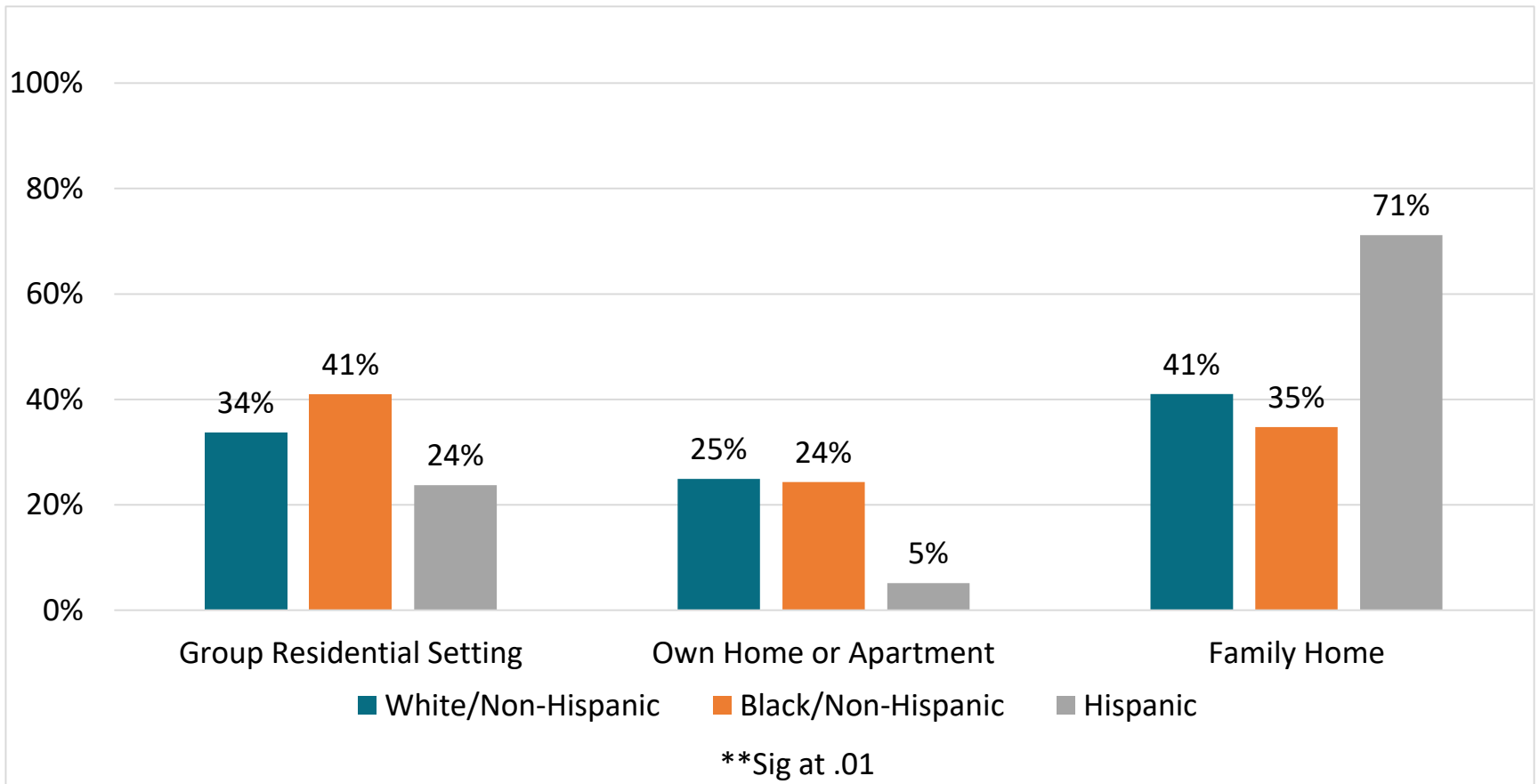
- Comparisons are show for following groups:
 - Residence
 - Race/Ethnicity
 - Note on language – This presentation uses “Hispanic” generically to mean a person of Hispanic, Latino or other Spanish decent
- Data for comparison groups come from administrative records (*not* self-reported)
- For all surveys, 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:**
 - 58% (N=329) White/Non-Hispanic
 - 25% (N=144) Black/Non-Hispanic
 - 17% (N=97) Hispanic
- **Residence:**
 - 34% (N=201) group home
 - 21% (N=123) own home/apartment
 - 45% (N=264) family home

Race and Residence





Routine Healthcare Screenings



Routine Exams FL Outcomes

Routine Exams were...

- **Most frequently accessed** by White/non-Hispanic people
- **Least likely** to be accessed by people who were Hispanic or living in a family home setting



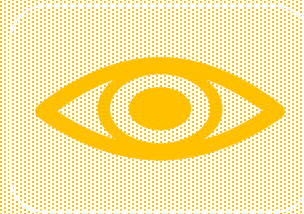
Physical exam in the past year

• **91%**



Dental exam in past year

• **79%**



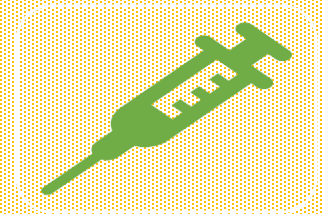
Eye exam in the past year

• **46%**



Hearing test in the past 5 years

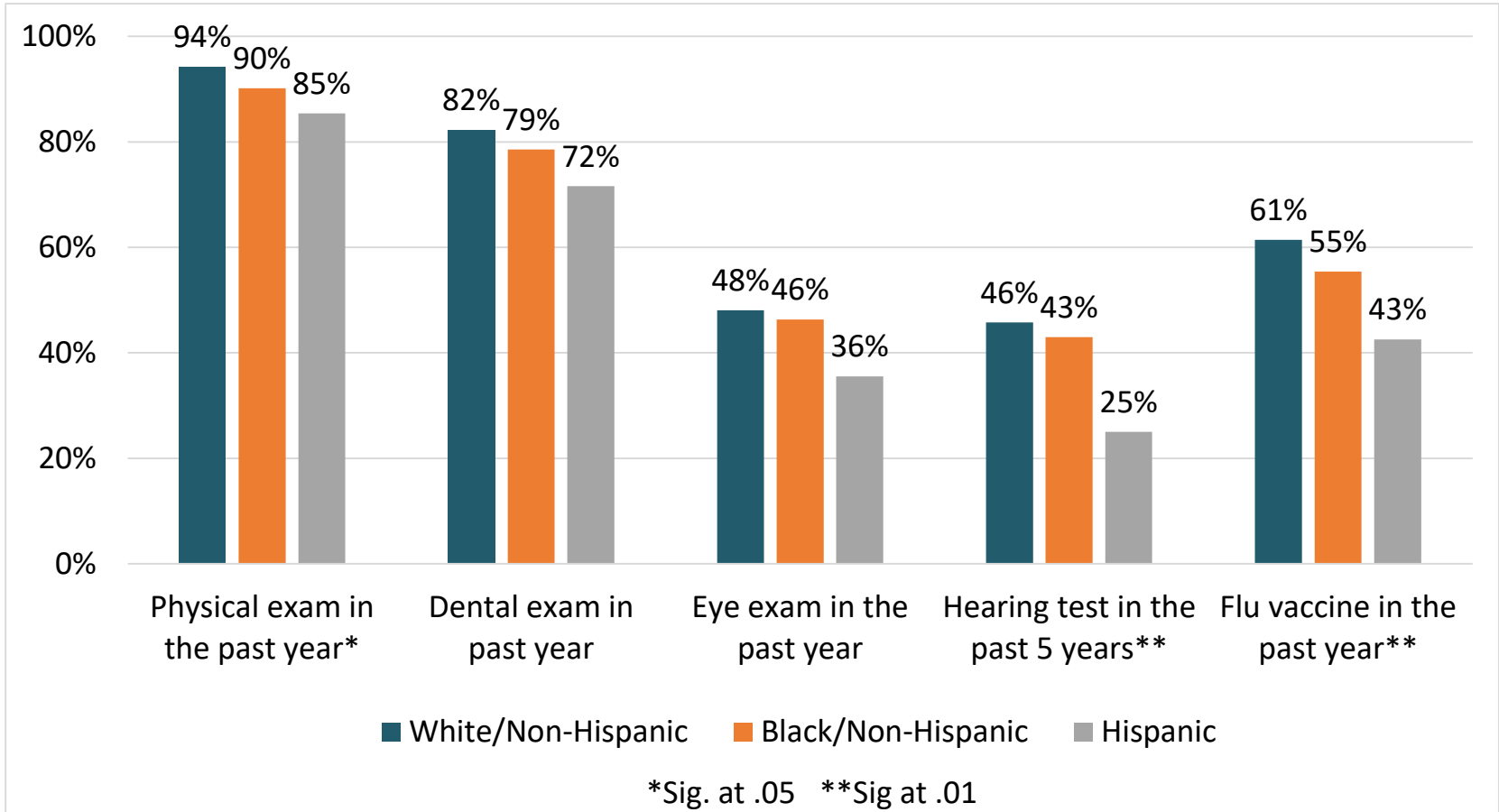
• **41%**



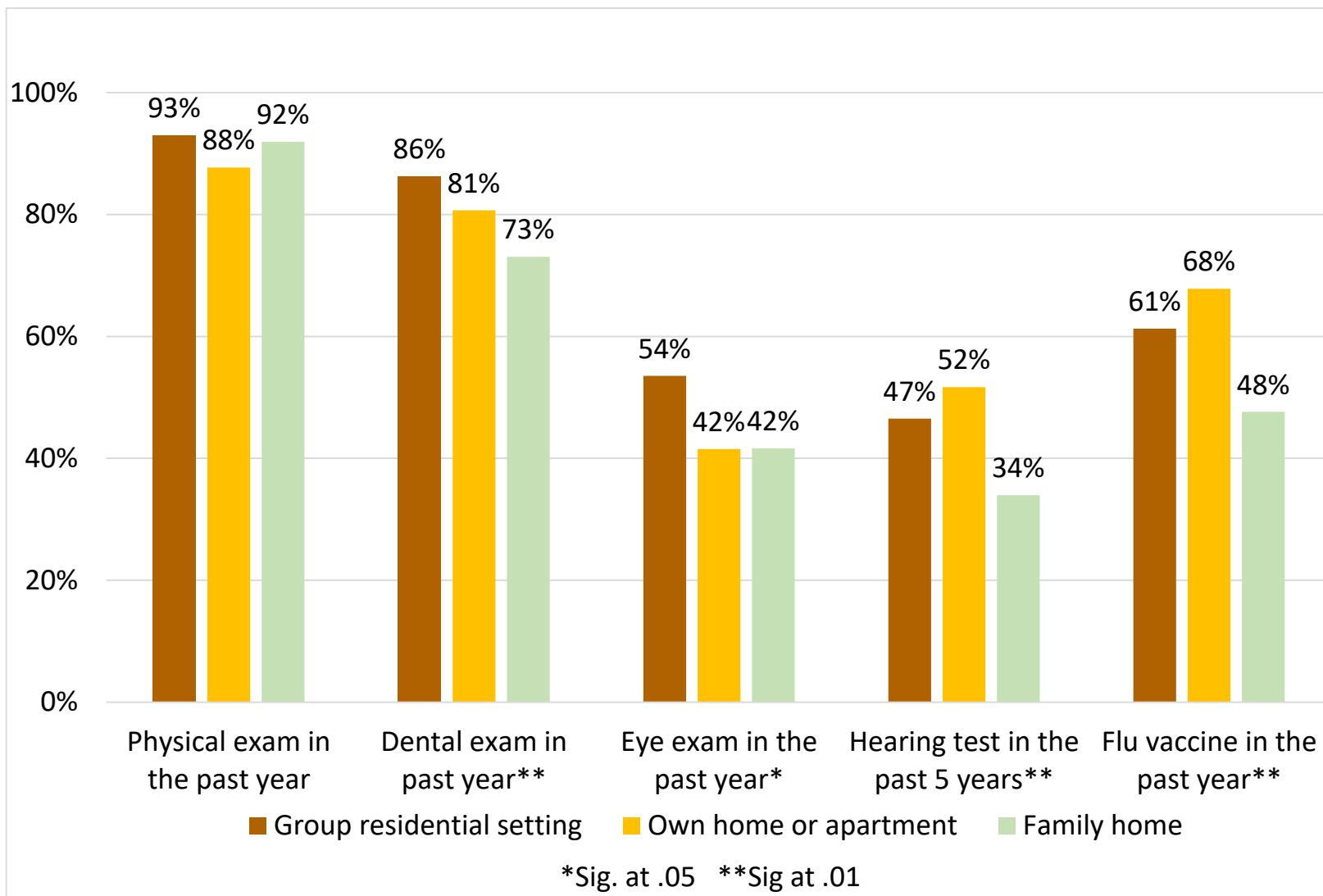
Flu vaccine in the past year

• **57%**

Routine Exams by Race/Ethnicity



Preventive Care by Residence





Relationships and Communication



Friends and Family

Across FL, **55%** of respondents have a goal in service plan to **create, expand, strengthen and/or maintain friendships and relationships**



82%

Have friends
other than paid
staff or family



41%

Want more help
to make or keep
in contact with
friends



89%

Have other ways
of
communicating
with friends
when cannot
see them



80%

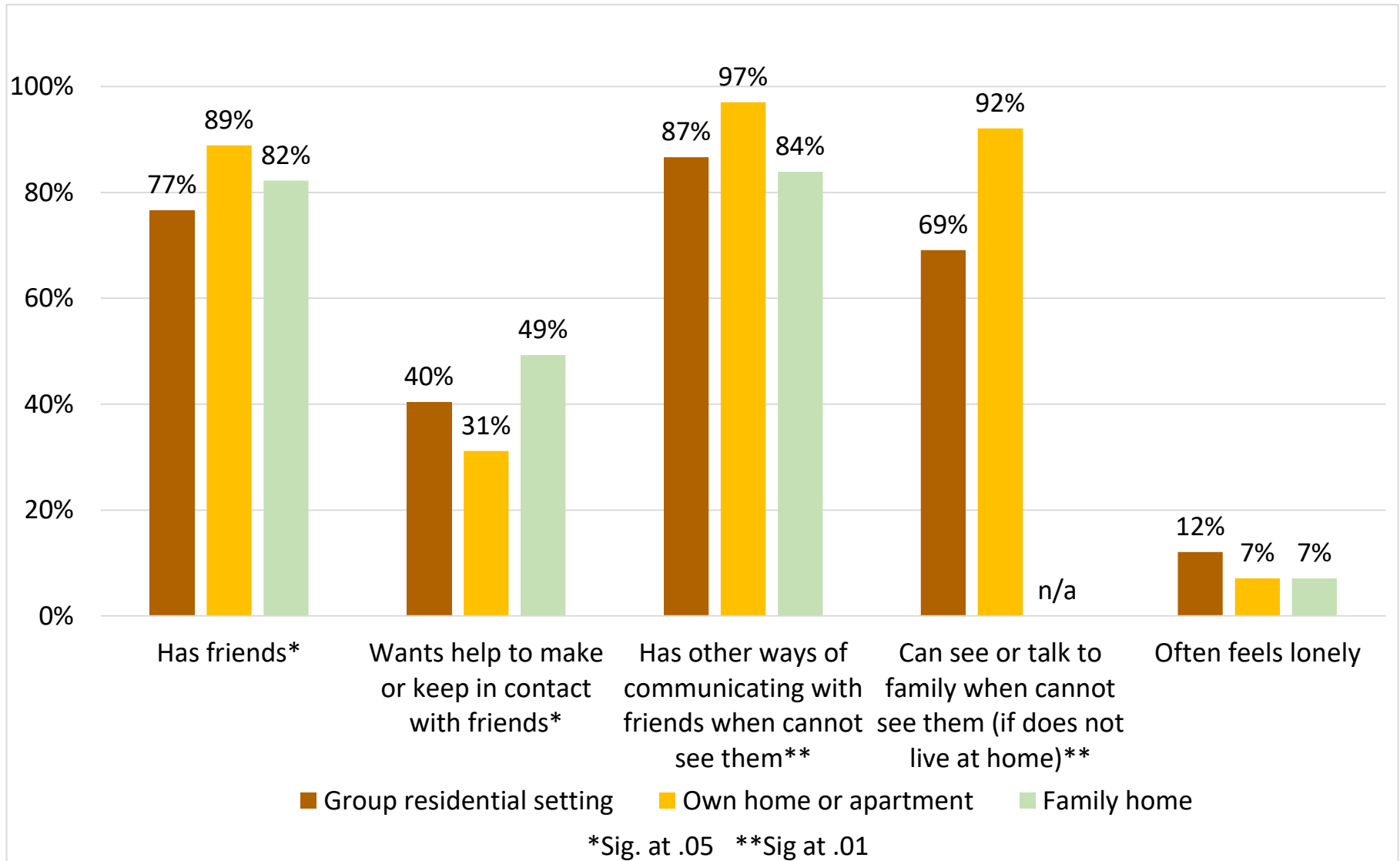
Can see or talk
to family when
cannot see them



9%

Often feel lonely

Relationships By Residence



Communication

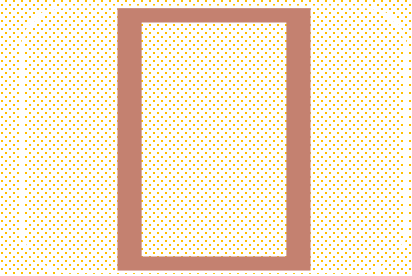
People in **group residential settings** were **least likely** to have a cell phone or smart phone**:

- 42% group residential setting
- 83% own home or apartment
- 74% family home

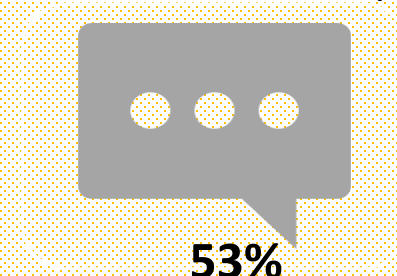
**Sig at .01



86%
can use phone
or internet
when wants



66%
have a cell
phone or smart
phone



53%
not have a cell
phone or smart
phone and
wants one



Employment



Employment



18% have employment as a goal in service plan

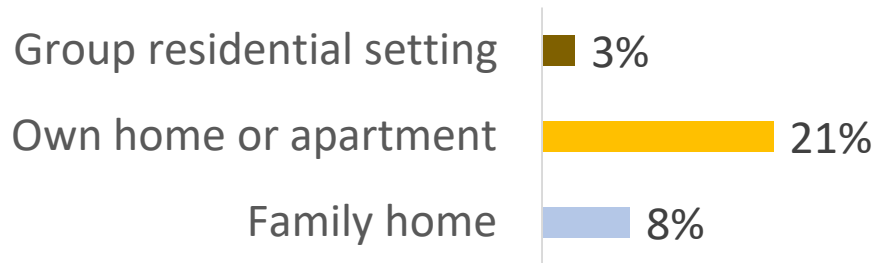


9% are employed

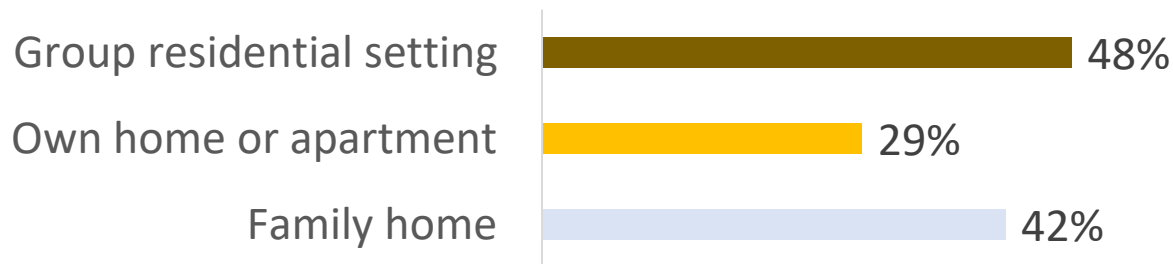


41% are not employed, but want a community job

People in **group residential settings** were employed at half the rate of people in family homes and **7x less** than people who live in their own home**



...but most likely to want a job**



**Sig at .01

Florida Questions on Employment



66%

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



26%

have the help they need to get a paid job



36%

had a job in the past



Service Planning



Service Planning

99%

Took Part in Last Planning Meeting

82%

Understood What Was Being Talked About at Last Planning Meeting

87%

Chose or Had Input In Choosing Services in Service Plan

95%

Service Plan Includes Things That are Important to Person

86%

Knows Who to Ask if Wants to Make Changes to Services

63% of Hispanic respondents reported they ***understood what was talked about during the last planning meeting*** compared to:

- 83% white/non-Hispanic
- 89% black/non-Hispanic



What
Does it
All
Mean?

Areas that Need More Attention

- Racial and ethnic minorities: There appear to be disparities in access to preventive health care
- Friendships: 41% of respondents said they would like more help to make friends
- Access to technology: People in group homes are less likely to have cell phones
- Employment: Though 41% of people without a job want one, only 18% have employment as a goal in their plan and only 26% of those without a job said that they had enough support to find a paid job
- Less than 50% of people living at home had flu shots and less than 2/3s of those in apartments or group homes had gotten vaccinations
- Only 63% of Latino participants understood what was being said during the planning meeting



Discussion
and
Questions