



The Indiana Family and Social Services Administration

Data Forum: National Core Indicators

August 23, 2018

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Purpose

In this webinar, the Bureau of Quality Improvement Services (BQIS) will share key data points from Indiana's National Core Indicator surveys for 2014-2016, as well as comparative data with national results. The presentation will highlight areas where Indiana excels and areas that remain challenging.



Agenda

- I. National Core Indicators Background**
- II. Adult Consumer Survey**
- III. Indiana's Adult Consumer Survey
Demographic Data**
- IV. Indicator – Individual Outcomes**
- V. Indicator – Health, Welfare, and Rights**
- VI. Indicator – System Performance**
- VII. Conclusion**
- VIII. Questions**



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National Core Indicators (NCI) Background

The National Core Indicators (NCI) is a collaborative effort between the National Association of State Directors of Developmental Disabilities Services (NASDDDS) and the Human Services Research Institute (HSRI). The purpose of the program, which began in 1997, is to support NASDDDS member agencies to gather a standard set of performance and outcome measures that can be used to track their own performance over time, to compare results across states, and to establish national benchmarks.



National Core Indicators (NCI) Background

NCI includes the following surveys:

- Adult Consumer Survey
- Family Survey
- Staff Stability Survey

Indiana participates in the Adult Consumer Survey and the Staff Stability Survey. However, the information presented in this webinar will not include the Staff Stability Survey data.



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Adult Consumer Survey Survey Development

The National Core Indicator (NCI) Adult Consumer Survey was initially developed by a technical advisory subcommittee for the purpose of collecting information directly from individuals with intellectual/developmental disabilities and their families or advocates. In 2016-2017, 45 states and the District of Columbia participated in the survey.



Adult Consumer Survey Indicators

The Adult Consumer Survey measures three (3) indicators, each of which includes sub-domains:

- ❖ Individual Outcomes
- ❖ Health, Welfare, and Rights
- ❖ System Performance



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Indiana Adult Consumer Survey Demographic Data

Respondents: Indiana adults (ages 18 and over) with an IDD receiving one service (in addition to case management) and are receiving services through the Home and Community Based Services waivers: Family Supports Waiver (FS) or the Community Integration and Habilitation Waiver (CIH).



Indiana Adult Consumer Survey Demographic Data

Sample: Each year Indiana utilizes a statistically valid random sample. The sample is proportionate to each waiver and stratified across BDDS Districts.



Indiana Adult Consumer Survey Demographics

Demographics	2016-17 National (N = 21,625)	2016-17 Indiana* (N = 741)	2015-16 Indiana* (N = 830)	2014-15 Indiana* (N = 740)
Males	58%	61%	59%	57%
ID Diagnosis	94%	92%	94%	93%
Average Age	42	40	41	40

*Note: Indiana surveys are only conducted with individuals on the CIH or FS waiver.



Indiana Adult Consumer Survey Demographics

Race/Ethnicity	2016-17 National (N = 21,625)	2016-17 Indiana* (N = 741)	2015-16 Indiana* (N = 830)	2014-15 Indiana* (N = 740)
Caucasian	72%	86%	85%	91%
Black/African American	16%	10%	11%	6%
Hispanic/Latino	6%	1%	1%	N/A
Other**	5%	1%	1%	3%
Don't Know	1%	1%	0%	0%

*Note: Indiana surveys are only conducted with individuals on the CIH or FS waiver.



Indiana Adult Consumer Survey

Level of ID

Level of ID (of those with an ID diagnosis)	2016-17 National (N = 20,149)	2016-17 Indiana* (N = 680)	2015-16 Indiana* (N = 773)	2014-15 Indiana* (N = 729)
Mild	39%	57%	56%	44%
Moderate	29%	23%	23%	24%
Severe	13%	9%	9%	6%
Profound	9%	6%	7%	3%
Unspecified/ Unknown	10%	6%	5%	17%

*Note: Indiana surveys are only conducted with individuals on the CIH or FS waiver.



Indiana Adult Consumer Survey Diagnoses**

Diagnosis*	2016-17 National (N = 21,625)	2016-17 Indiana* (N = 741)	2015-16 Indiana* (N = 830)	2014-15 Indiana* (N = 740)
ID Diagnosis	94%	92%	94%	93%
Mood Disorder	27%	20%	22%	18%
Behavior Challenges	28%	24%	27%	18%
Seizure/ Neurological Problem	26%	23%	27%	29%
Anxiety Disorder	23%	22%	23%	16%

** Individuals may have been diagnosed with more than one other disability.

*Note: Indiana surveys are only conducted with individuals on the CIH or FS waiver.



Indiana Adult Consumer Survey

Type of Residence

Residence Type	2016-17 National (N = 21,385)	2016-17 Indiana* (N = 742)	2015-16 Indiana* (N = 830)	2014-15 Indiana* (N = 738)
Parent/Relative's Home	39%	67%	73%	70%
Group Residential Setting (e.g. Group Home)	31%	0%	2%	3%
Own Home or Apartment	17%	29%	21%	24%
ICF/ID, Long-term Care Facility, other institutional	7%	0%	0%	1%
Other (including foster care and those without a home)	7%	4%	4%	2%

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Adult Consumer Survey Indicators

Indicator: Individual Outcomes

- **Addresses how well the public system aids adults with developmental disabilities to:**
 - ❖ Work;
 - ❖ Participate in their communities;
 - ❖ Have friends and sustain relationships;
 - ❖ Exercise choice; and
 - ❖ Self-determination.
- **Assesses individual satisfaction with services and supports**

Sub-domains:

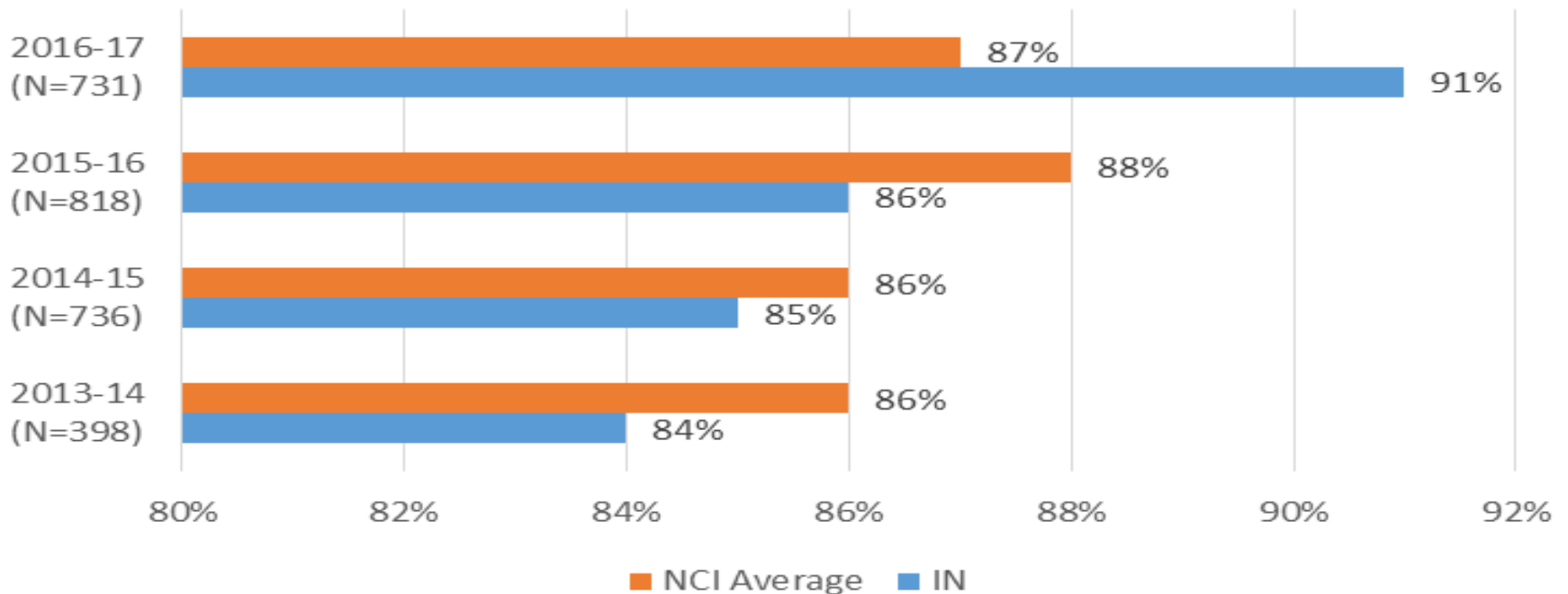
- | | |
|------------------------------|-----------------------|
| • Relationships | • Self-Determination |
| • Satisfaction | • Community Inclusion |
| • Choice and Decision-Making | • Work |



Individual Outcomes Choice & Decision-Making Everyday Choice

The percent of respondents who make choices about their everyday lives, including: daily schedule, free time activities, and what to spend money on.

Overall Everyday Choices Scale

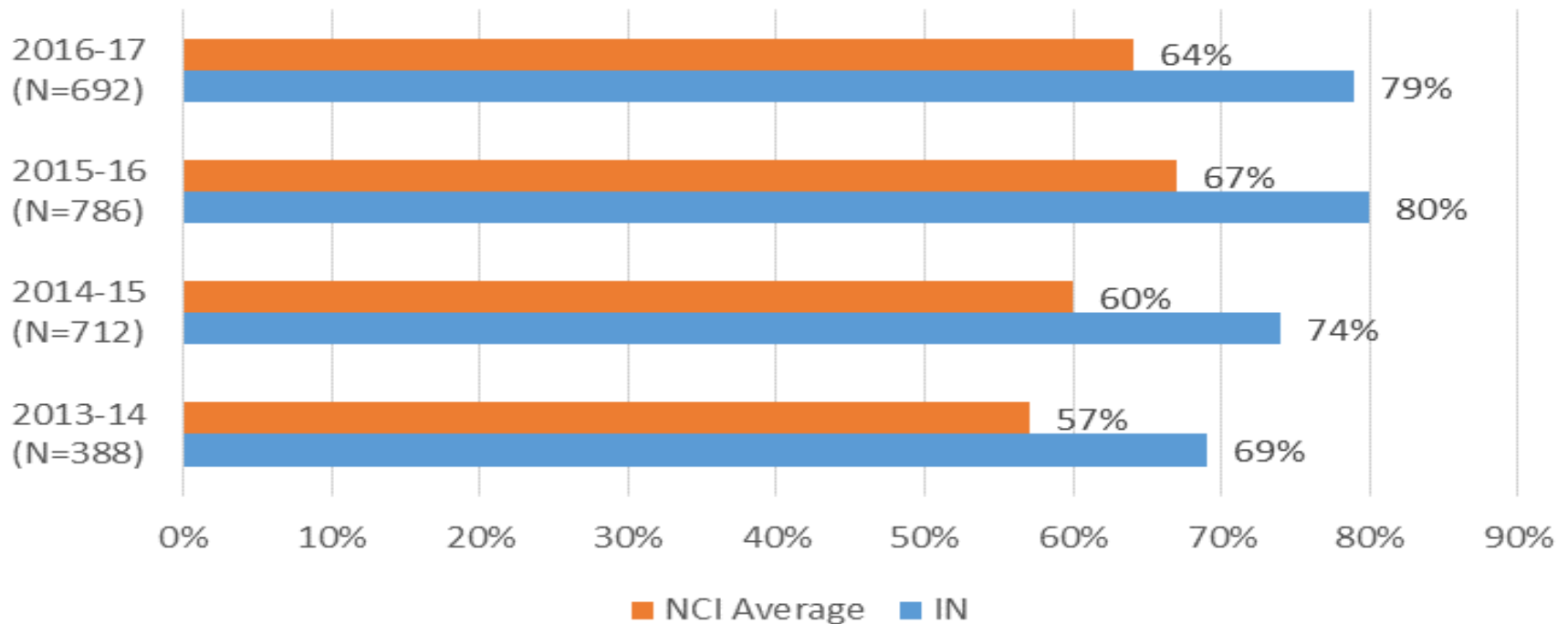




Individual Outcomes Choice & Decision-Making Life Decisions

The percent of respondents who make choices about their life decisions, including choice of: residence, roommates, work, day activity, and staff.

Overall Life Decisions Scale





Choice & Decision-Making Residence

Individual chose where he/she lives
If not living in the family home.

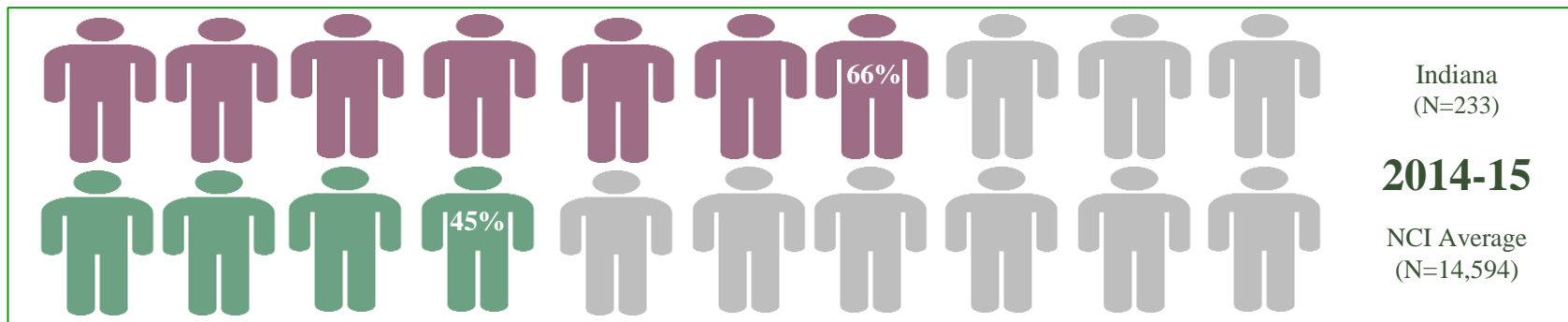
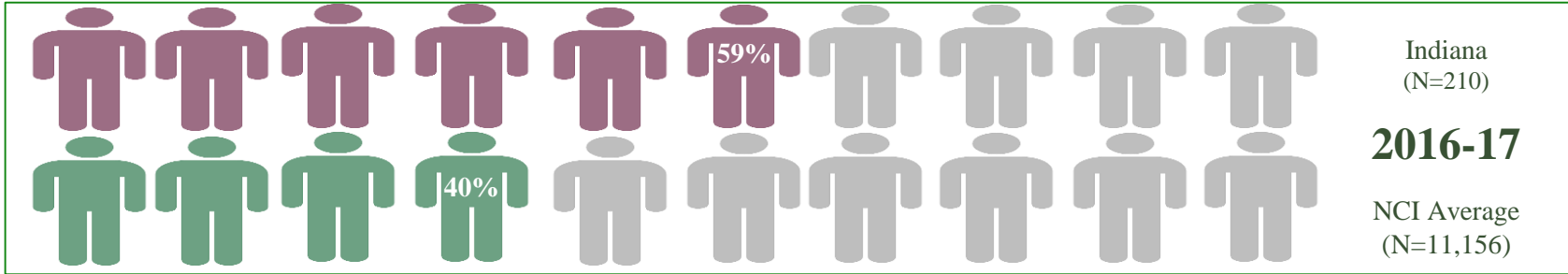




Choice & Decision-Making

Individual chose who he/she lives with **Roommates**

If not living in the family home.





Individual Outcomes Work

People have support to find and maintain community integrated employment.

There are 11 Work indicators measured by the Adult Consumer Survey:

1. The percentage of people with a paid job in the community
2. The average number of hours worked biweekly by people with jobs in the community
3. The average biweekly earnings of people with paid jobs in the community
4. The average biweekly hourly earnings of people with a paid job in the community
5. Of those with a paid job in the community, the percentage of people who were continuously employed throughout the previous year
6. Of those with a paid job in the community, the average length of time they have been working at their current job
7. Of those with a paid job in the community, the percentage of people who receive vacation and/or sick time benefits
8. The percentage of people who have a goal of integrated employment in their service plan
9. The percentage of people who do not have a paid job in the community but would like to have one
10. The percentage of people who go to a day program or have some other daily activity
11. The percentage of people who do volunteer work



Individual Outcomes Work

People have support to find and maintain community integrated employment.

- A paid community job, either individual or group, takes place in an integrated setting.
- A paid individual job takes place in a local business alongside peers who do not have disabilities—that is, the job is part of the typical labor market (e.g., competitive employment).
- A paid group job in a Community-based Group Residential Settings is done in an integrated setting, as part of a group of not more than eight people with disabilities (e.g., enclave, work crew).



Individual Outcomes Work

NCI's Reporting on Community Jobs:

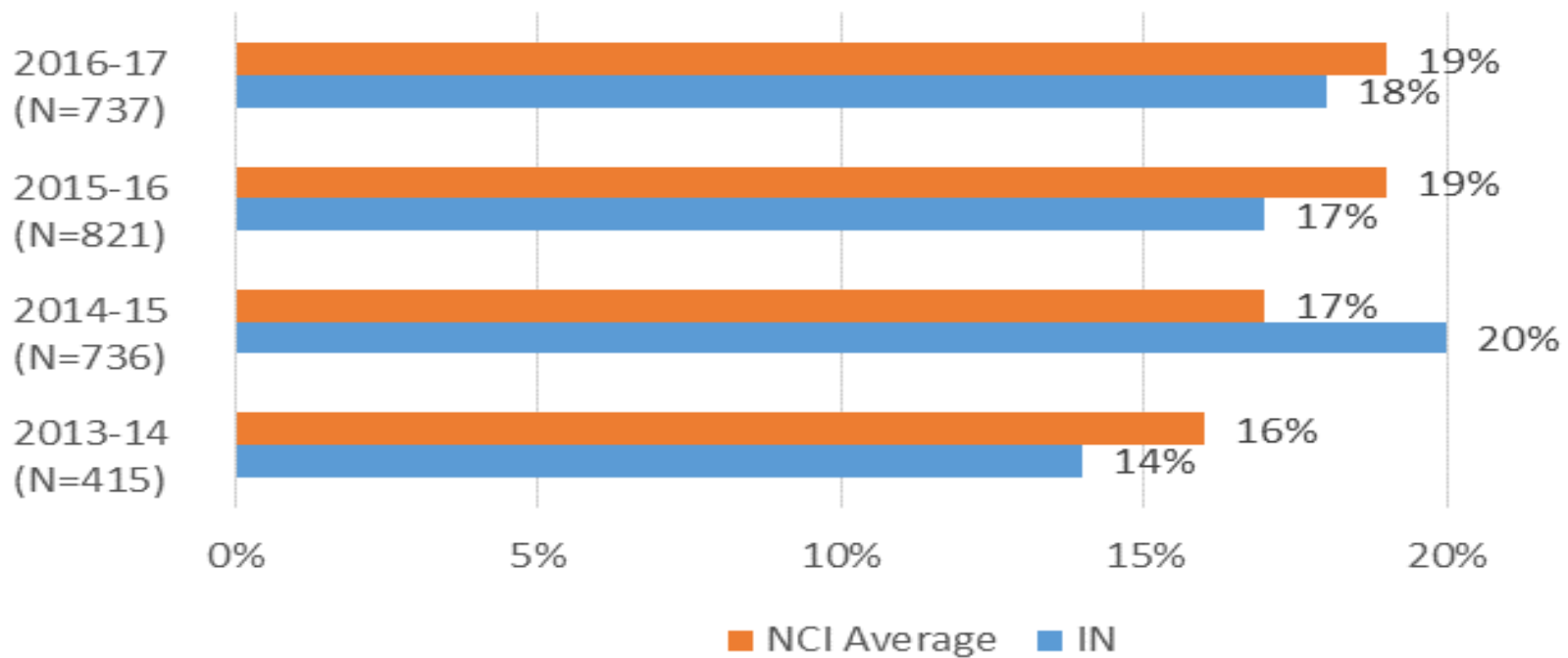
A Community Job is one of three types:

- (1) Individual job without publicly funded supports—an individual job in which the person *does not receive* state or other funded supports;
- (2) individual job with publicly funded supports—an individual job in which the person *receives* state or other funded supports; or
- (3) group-supported—a job that takes part in an integrated setting but is done with a group of individuals with disabilities (e.g., work crew). Group-supported jobs may or may not receive publicly funded supports.



Individual Outcomes Work

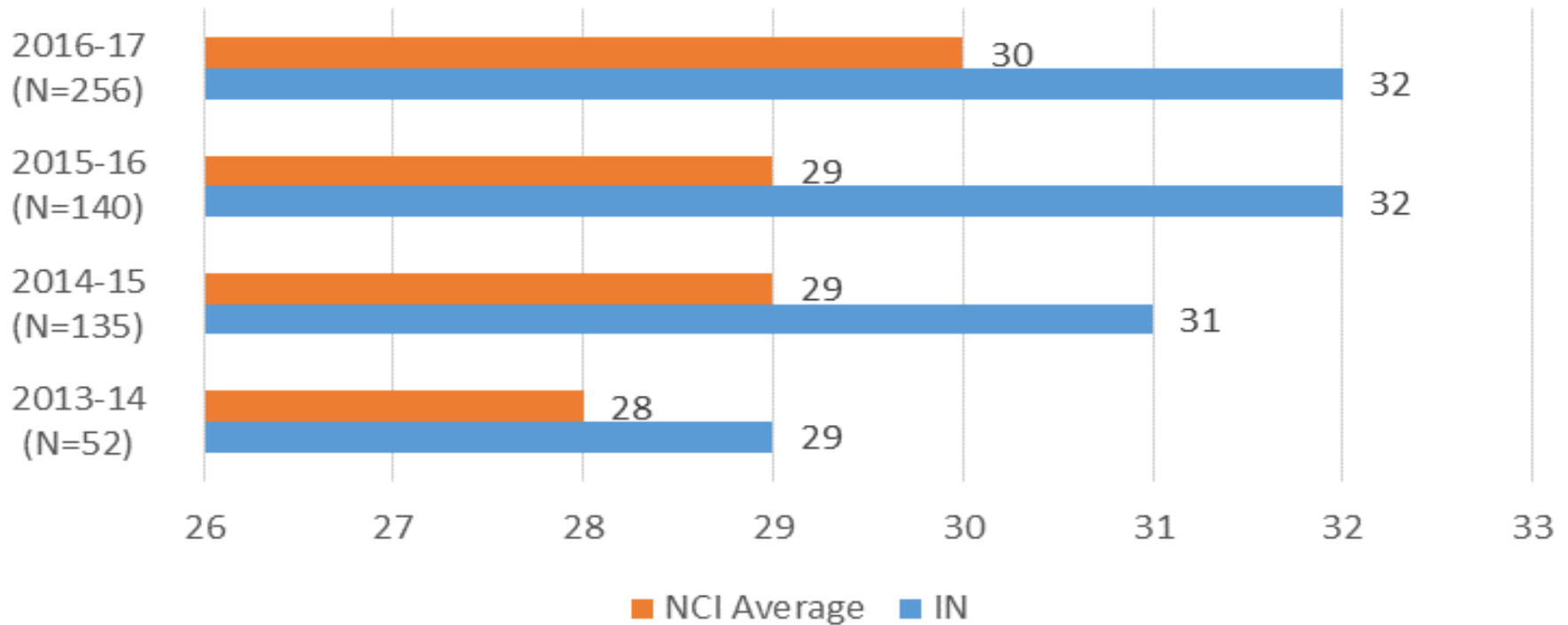
% Indiana Respondents Indicating they Have a Paid Job in the Community





Individual Outcomes Work

Average Bi-Weekly Hours Worked
Competitive Jobs

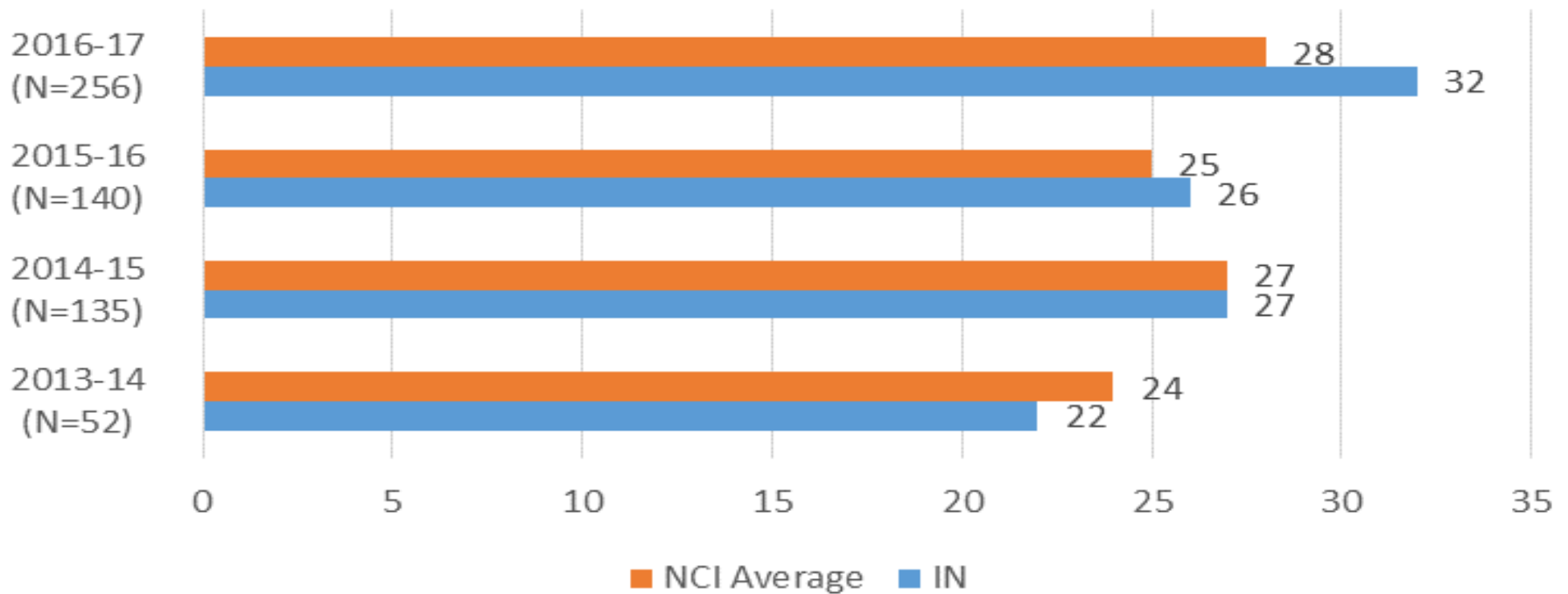




Individual Outcomes

Work

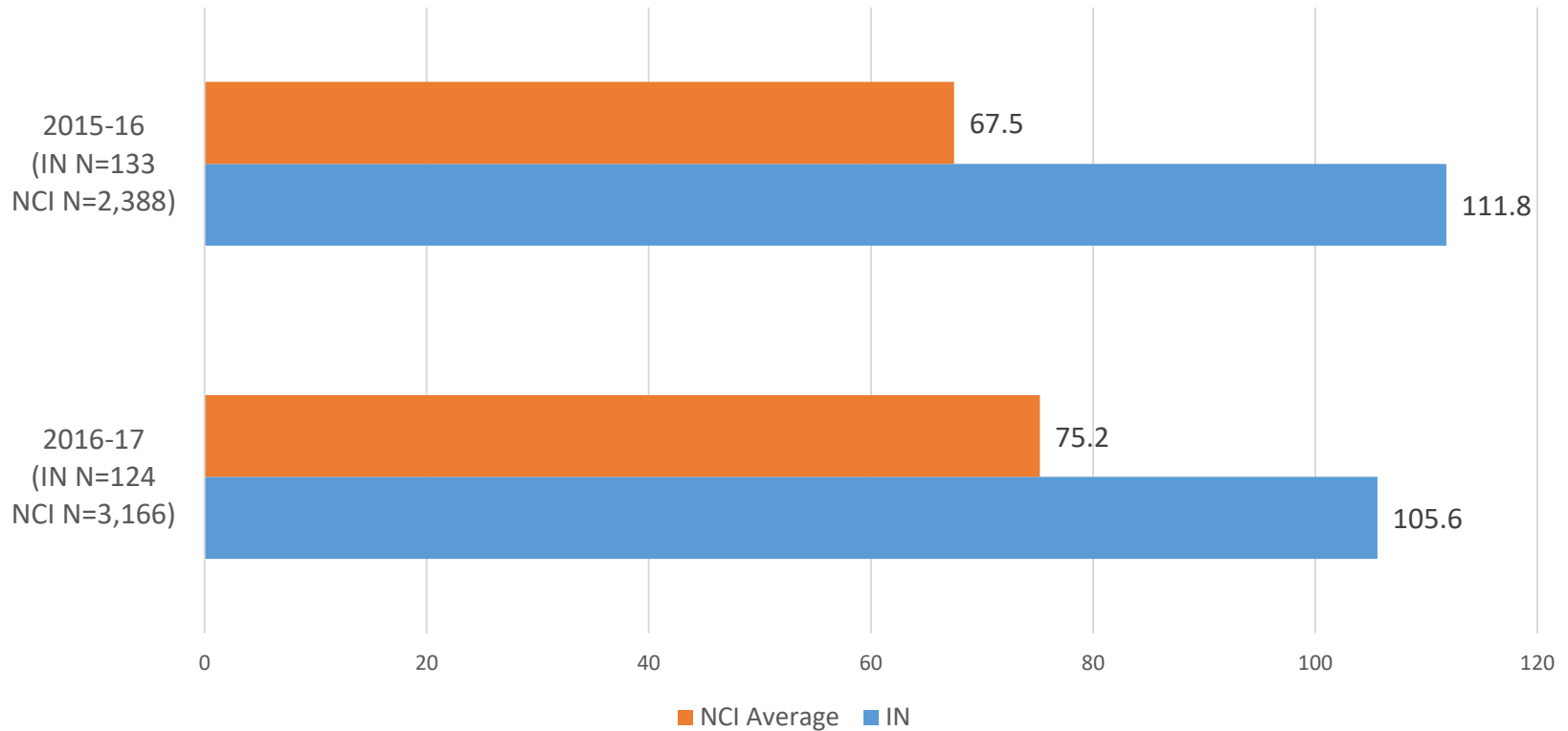
Average Bi-Weekly Hours Worked
Individually-Supported Jobs





Individual Outcomes Work

Length of Employment in Current Paid Job (Shown in Months)

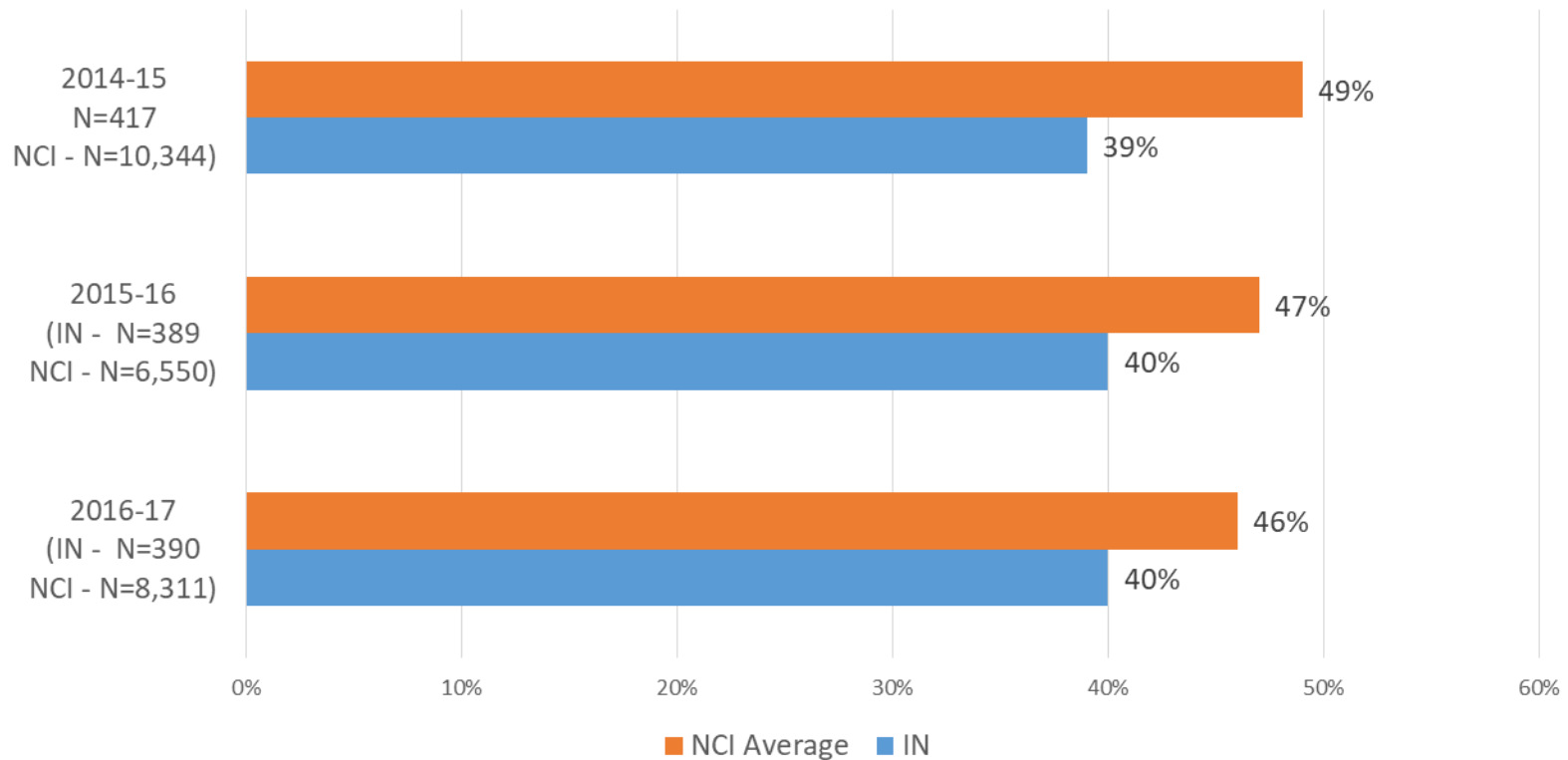


Note: 2015-16 data metric changed to length of employment in current job



Individual Outcomes Work

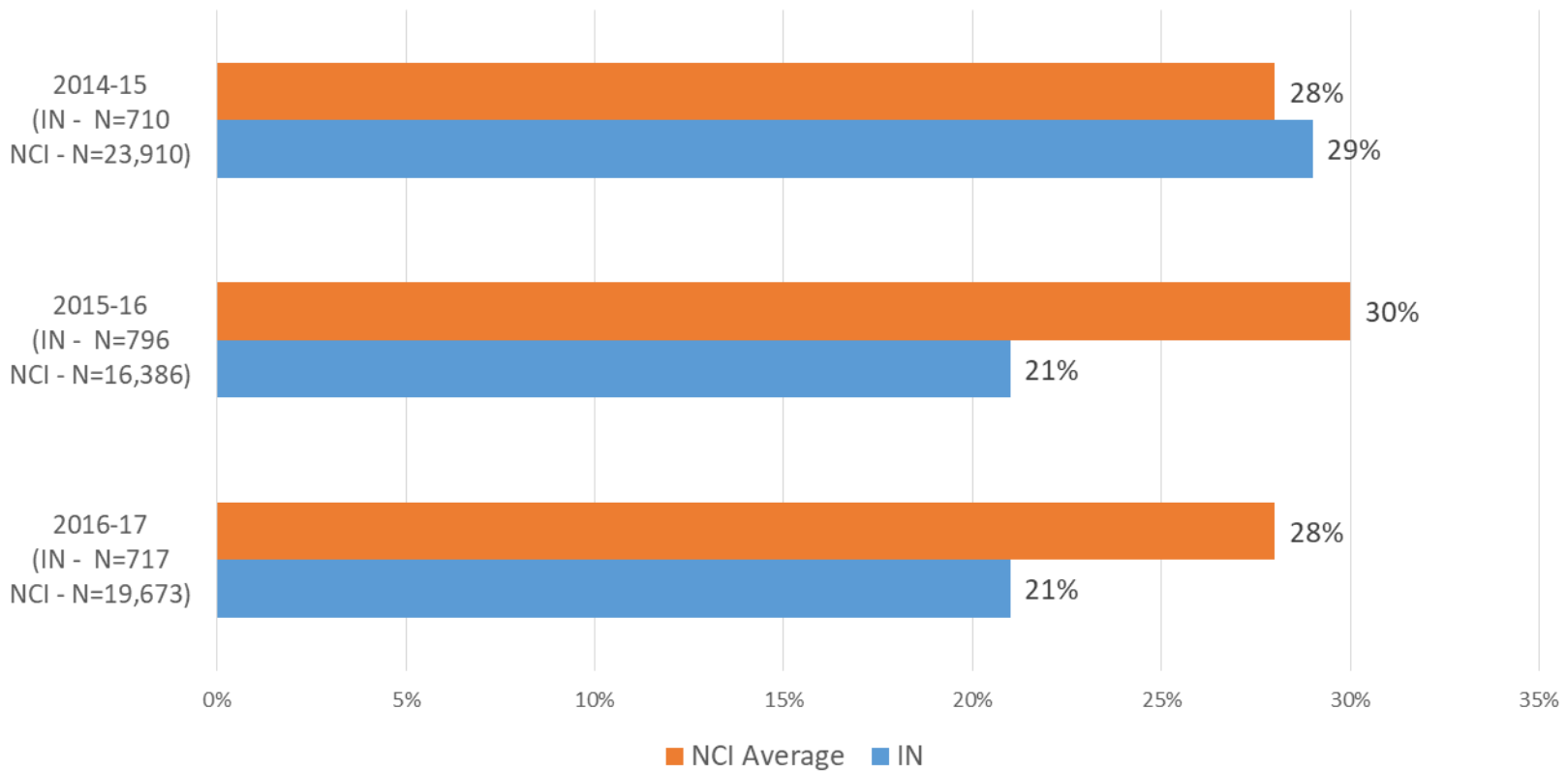
Does not have a paid community job and would like one.





Individual Outcomes Work

Has community employment as a goal in their service plan.





Individual Outcomes Community Inclusion

People have support to participate in everyday community activities.

Effective with the 2015-16 survey questions around frequency of participation in community activities (shopping, errands, entertainment, etc.) respondents chose from a categorical response (where the respondent picks from a pre-set range of frequencies in a multiple choice-style option). As a result, frequency of participation in community activities is now reported as the proportion of people who performed the activity *at least once* instead of number of times activity occurred within a month.



Individual Outcomes Community Inclusion

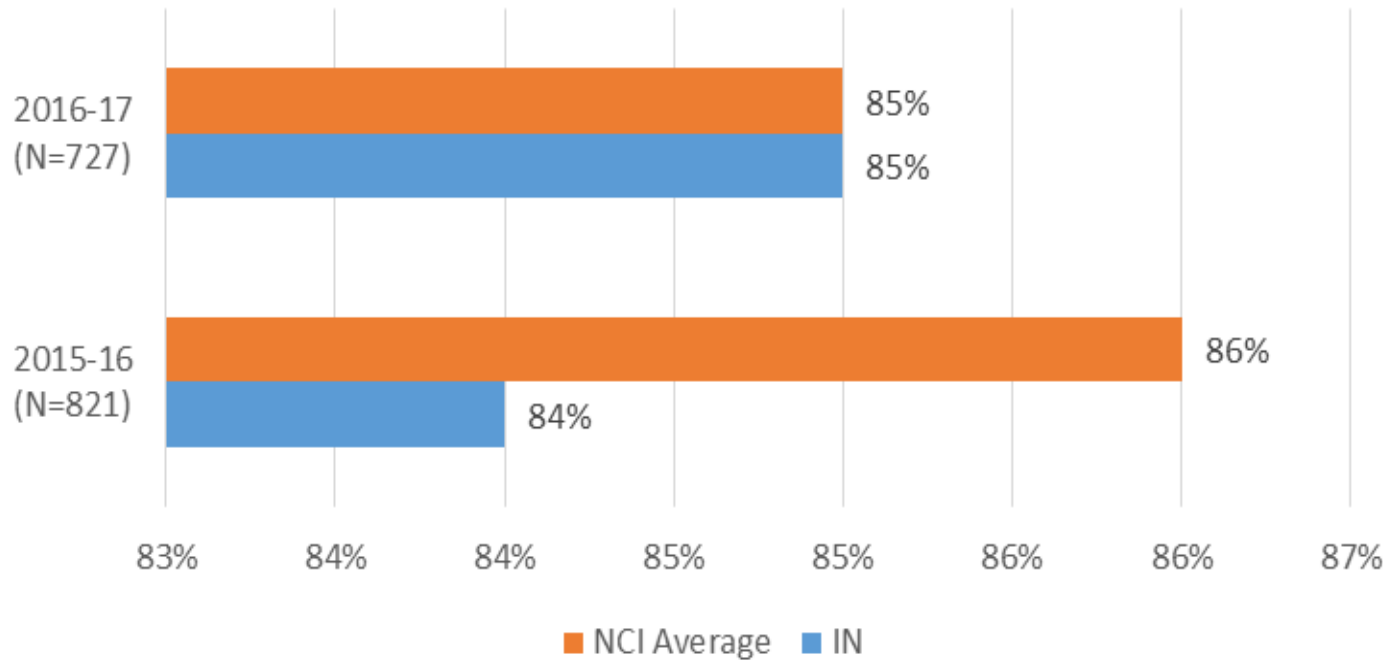
Effective with the 2015-16 Survey the four Community Inclusion indicators:

1. The proportion of people who regularly participate in integrated activities in their communities (seven items within this indicator):
 - a. Went shopping (in the past month)
 - b. Went out on errands or appointments (in the past month)
 - c. Went out for entertainment (in the past month)
 - d. Went out to eat (in the past month)
 - e. Went to religious services (in the past month)
 - f. Took part in community groups or participated in other activities in the community (in the past month)
 - g. Went on vacation in the past year
2. Proportion of people who report being able to go out and do the things they like to do
3. Proportion of people who report being able to go out and do the things they like to do enough
4. Proportion of people who report they have enough things to do at home



Individual Outcomes Community Inclusion

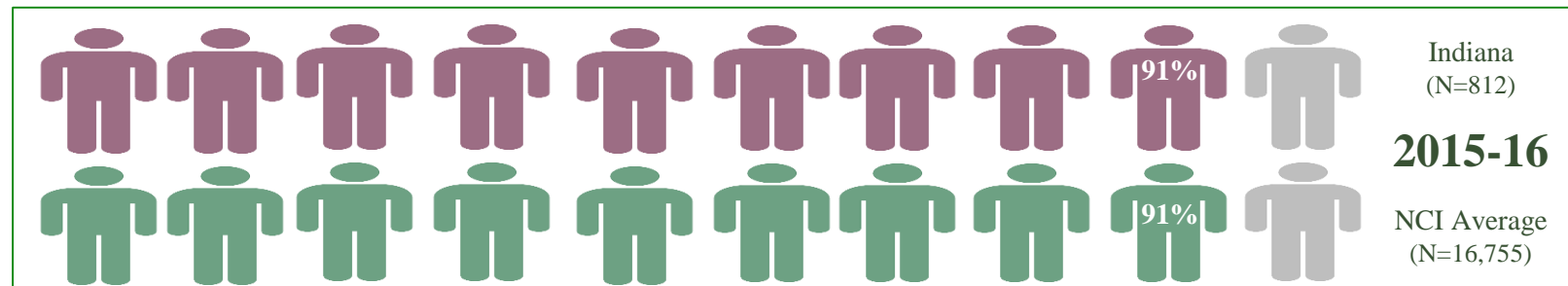
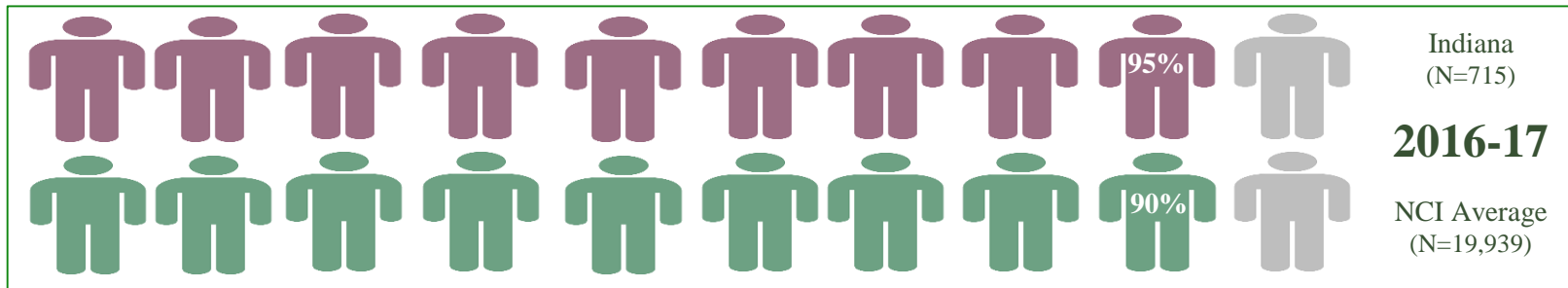
% Indiana Respondents Indicated They Participate in Everyday Community Activities





Individual Outcomes Community Inclusion

Went shopping at least once in the past month (metric effective with the 2015-16 survey)





Individual Outcomes Community Inclusion

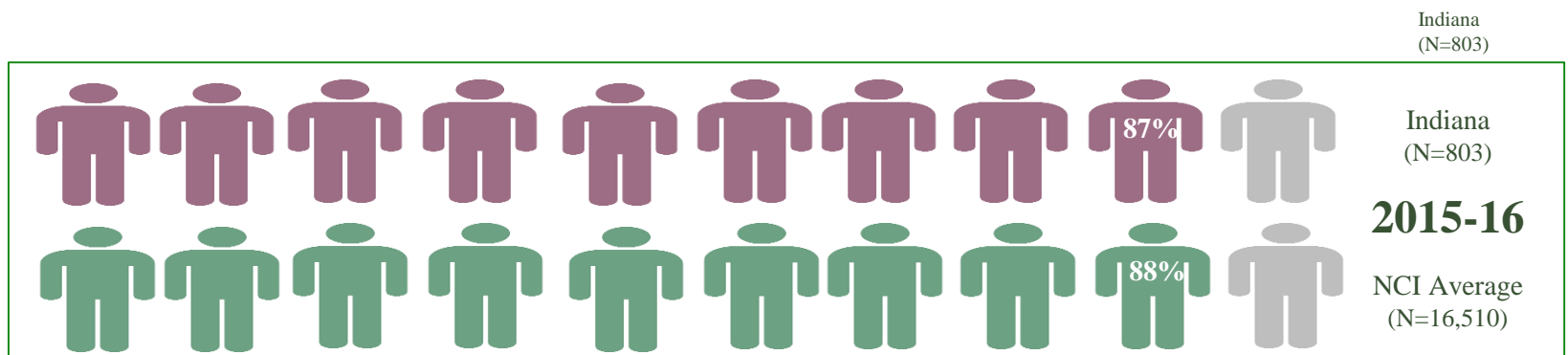
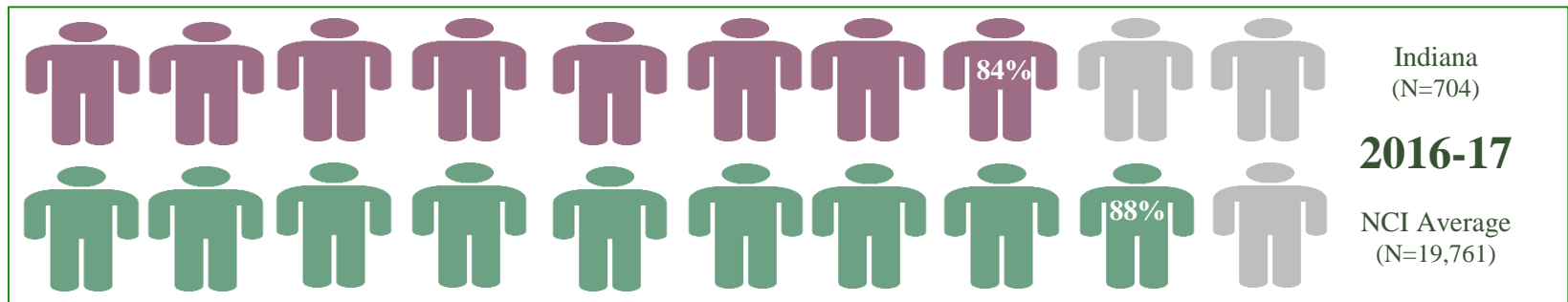
Went out for entertainment at least once in the past month
(metric effective with the 2015-16 survey)





Individual Outcomes Community Inclusion

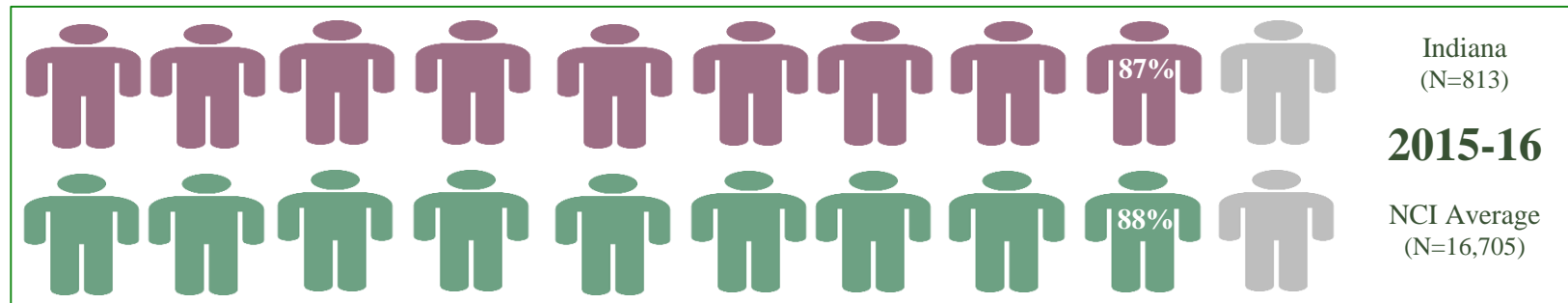
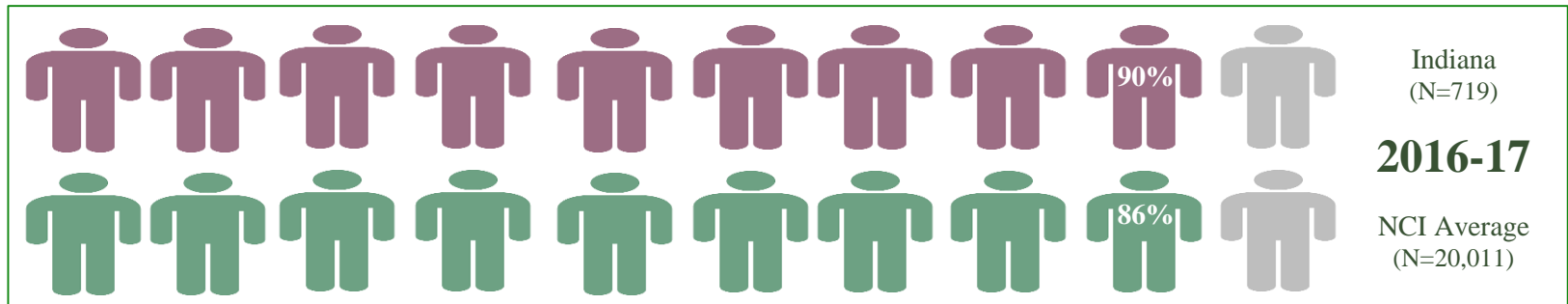
Went out for errands at least once in the past month
(metric effective with the 2015-16 survey)





Individual Outcomes Community Inclusion

Went out to eat at least once in the past month
(metric effective with the 2015-16 survey)





Individual Outcomes Community Inclusion

**Attended a religious service or spiritual practice at
least once in the past month**
(metric effective with the 2015-16 survey)





Individual Outcomes Community Inclusion

**Went on a vacation at least
once in the past year**
(metric effective with the 2015-16 survey)





Individual Outcomes Relationships

People have friends and relationships.

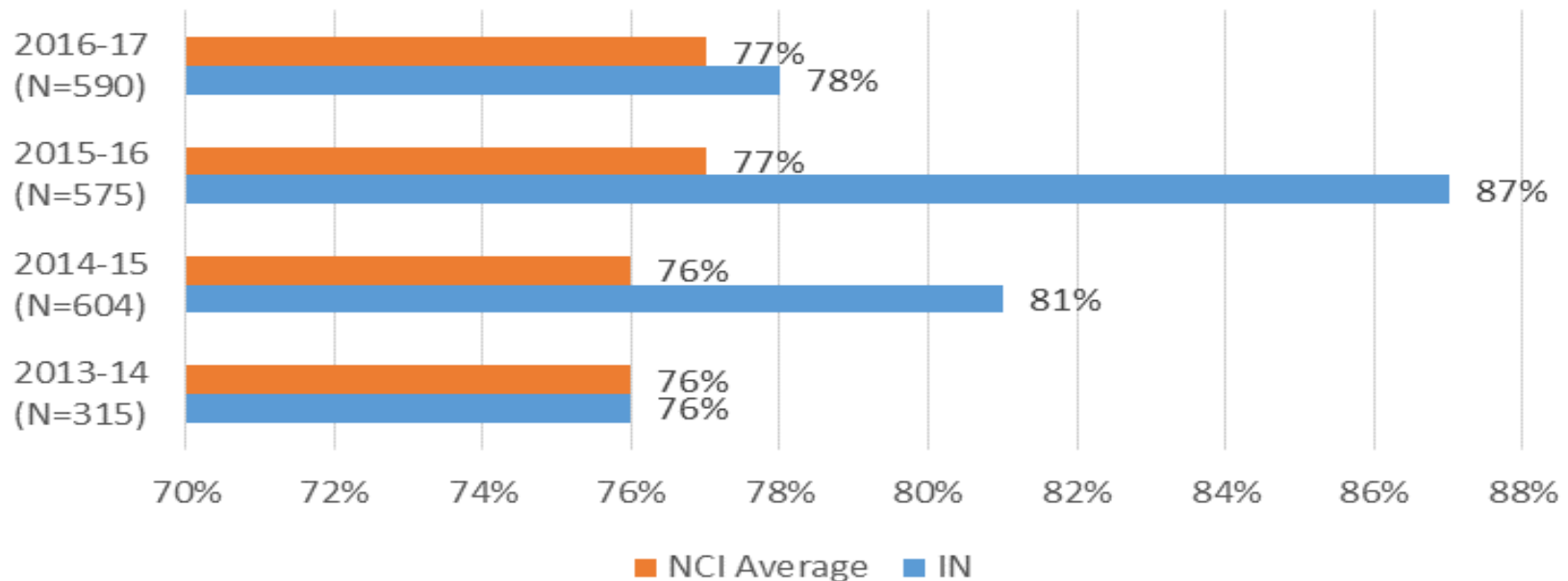
There are seven Relationship indicators:

1. Proportion of people who reported they have friends who are not staff or family members
2. Proportion of people who reported they can see or communicate with their family when they want
3. Proportion of people who reported they have friends (may be staff or family) and the support needed to see their friends when they want
4. Proportion of people who want more help to keep in contact with friends
5. Proportion of people who reported they had other ways of communicating with friends (e.g., over the phone, via email)
6. Proportion of people who reported they can go on a date if they want or can date with some restriction
7. Proportion of people who reported they feel lonely at least half the time



Individual Outcomes Relationships

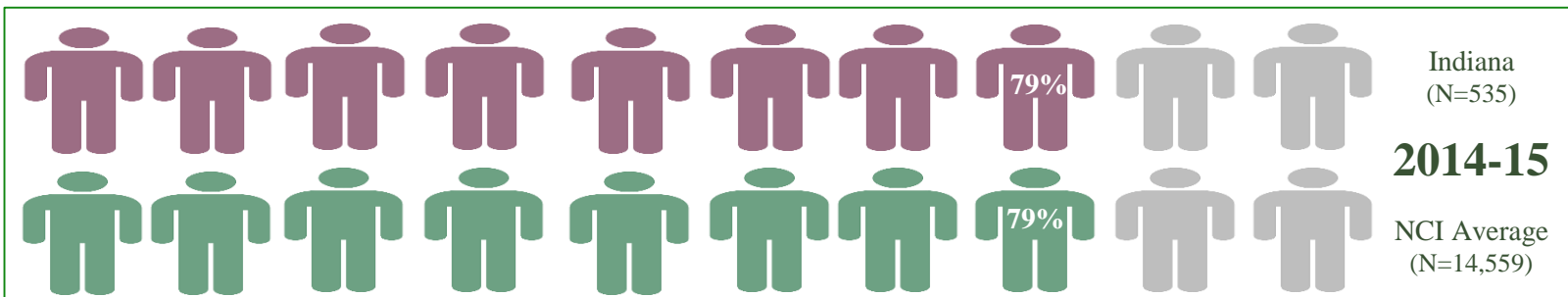
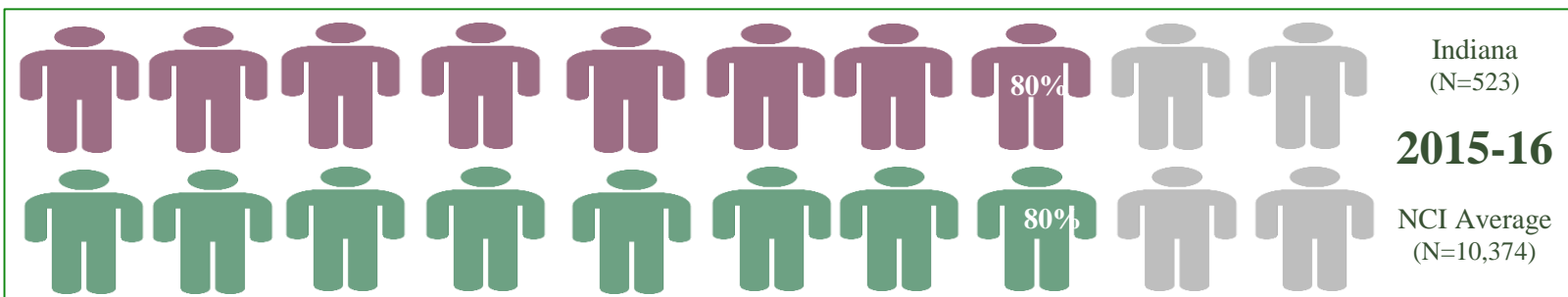
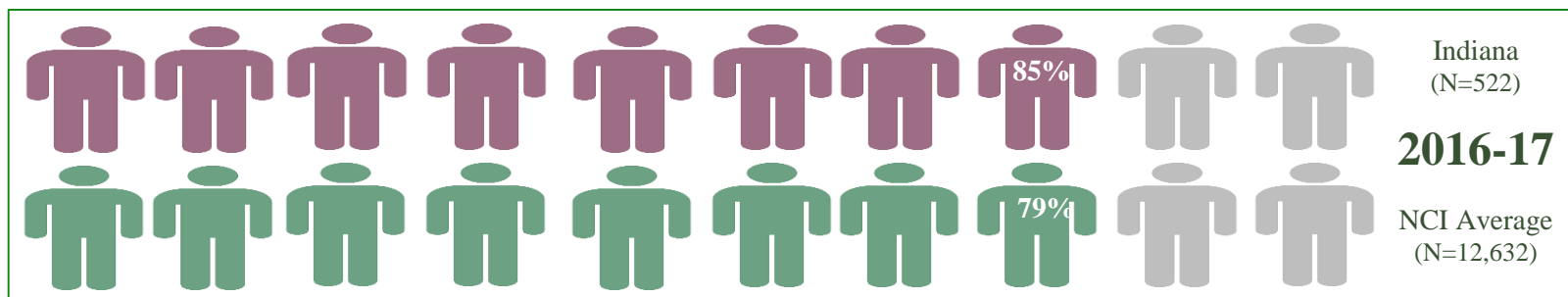
% Indiana Respondents Indicating they Have a Friend That Is Not Staff or Family





Individual Outcomes Relationships

Has friends and can see them when wants to

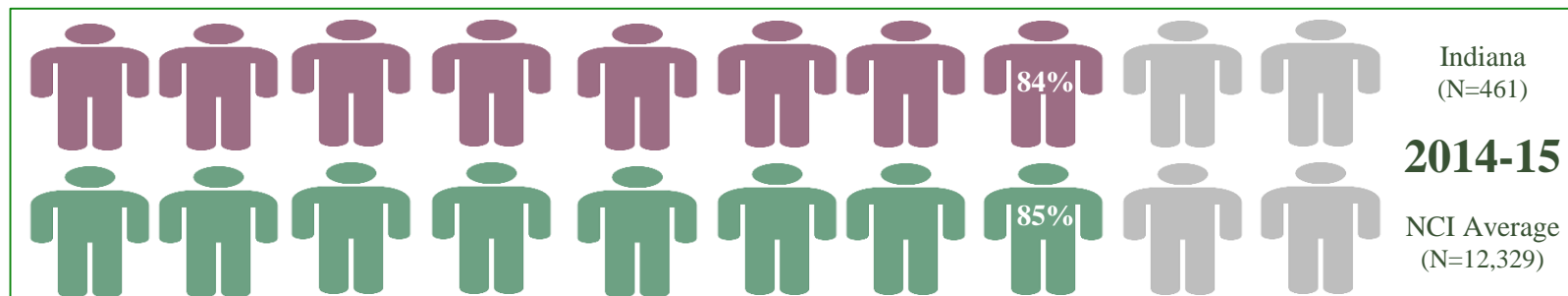




Individual Outcomes Relationships

Can go on a date, is married, or is living with a partner

(Includes “yes”, “married” or “living with partner” responses)

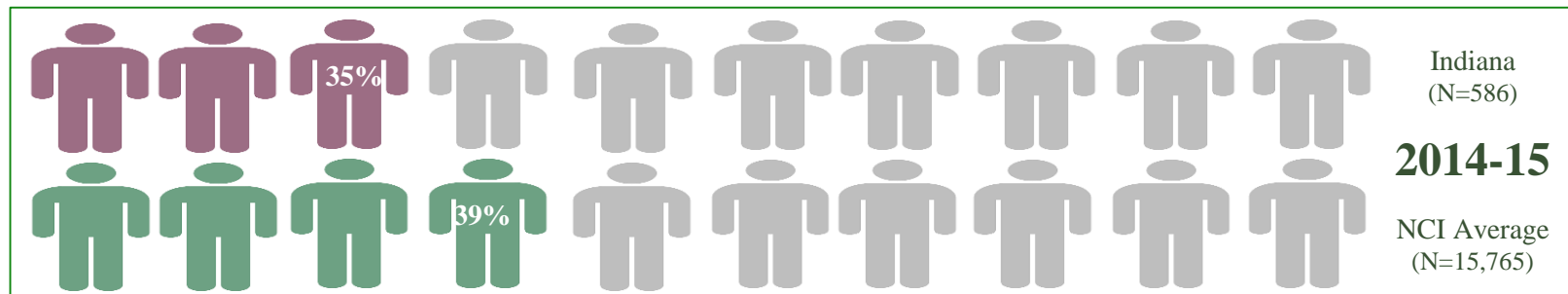
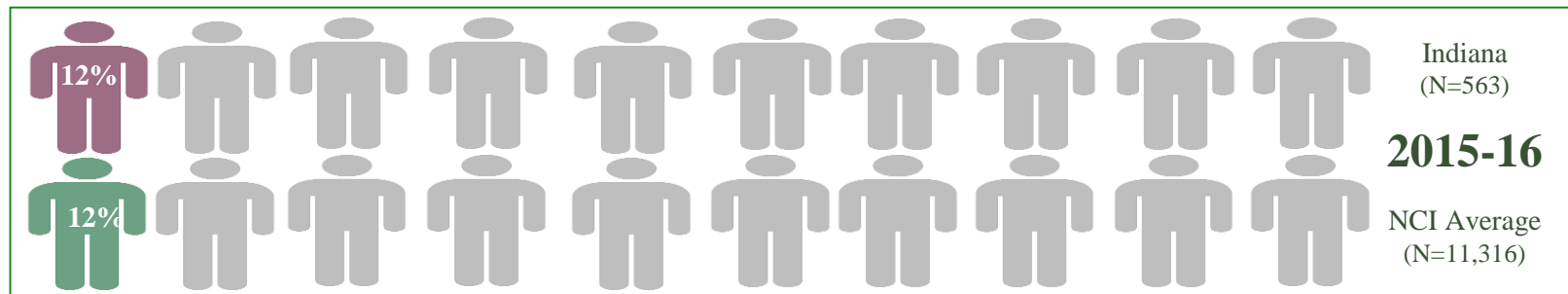
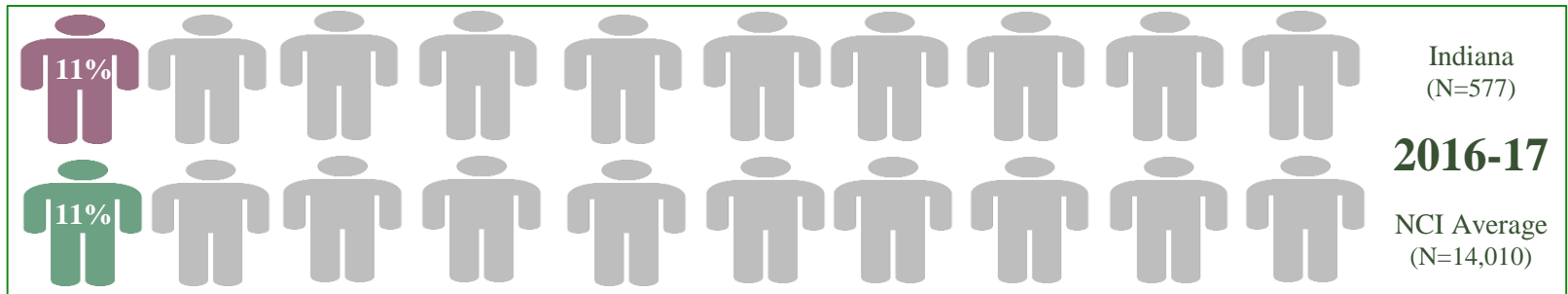




Individual Outcomes Relationships

Often feels lonely

(Includes “yes” and “sometimes” responses)





Individual Outcomes Satisfaction

People are satisfied with the services and supports they receive.

There are five Satisfaction indicators:

1. Proportion of people who reported they like their home
2. Proportion of people who reported they would like to live somewhere else
3. Proportion of people who were reported to have a job in the community and who reported they like where they work
4. Proportion of people who were reported to have a job in the community and who reported they want to work somewhere else
5. Proportion of people who reported that services and supports were helping them live a good life



Individual Outcomes Satisfaction

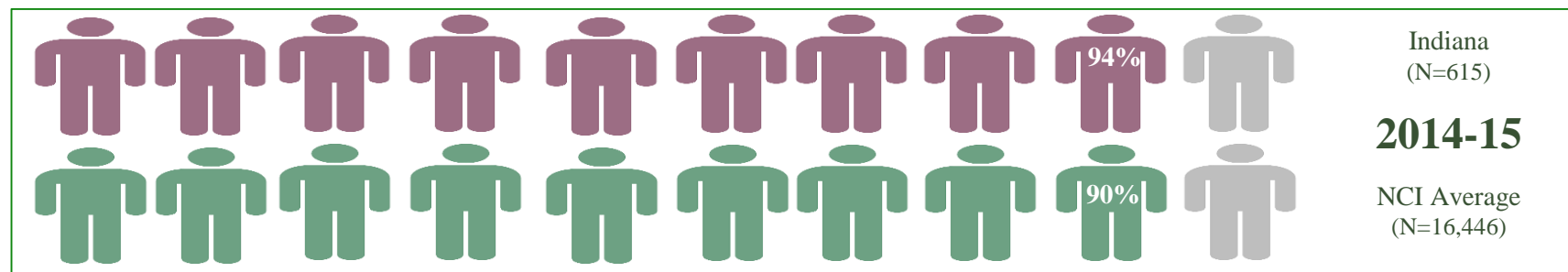
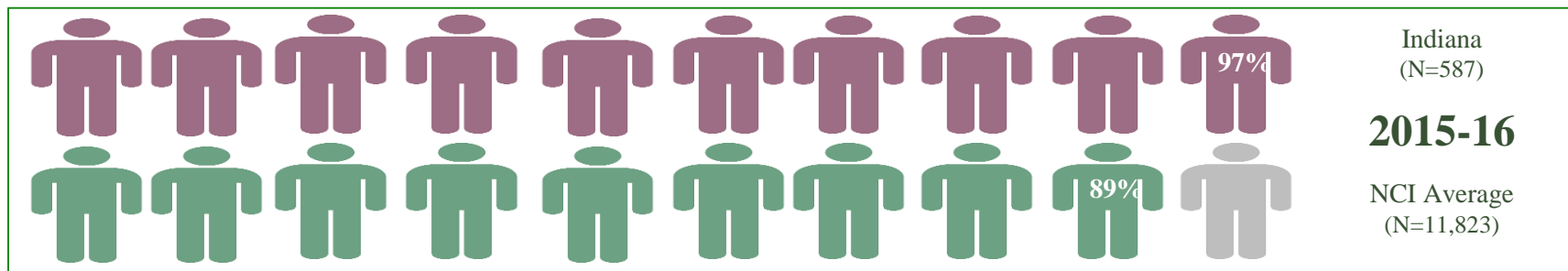
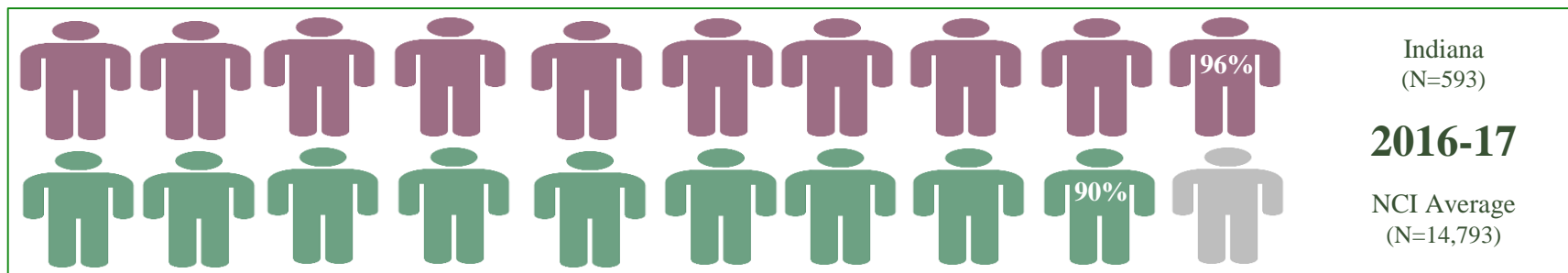
People are satisfied with the services and supports they receive.





Individual Outcomes Satisfaction

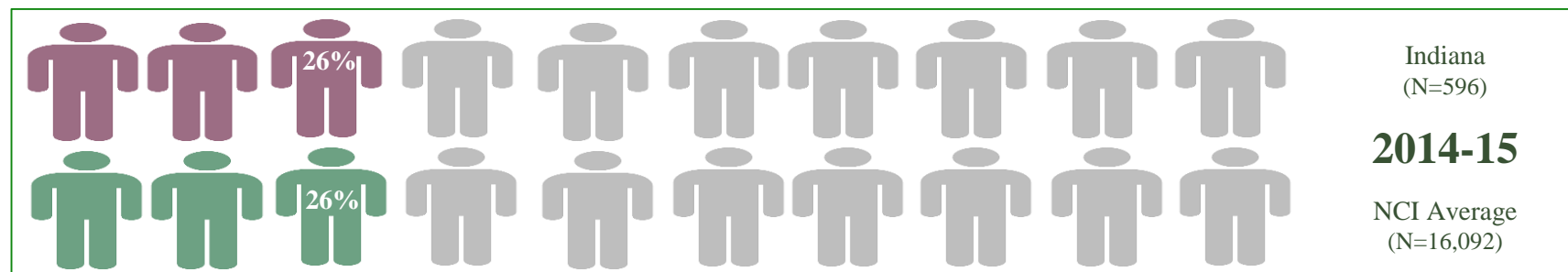
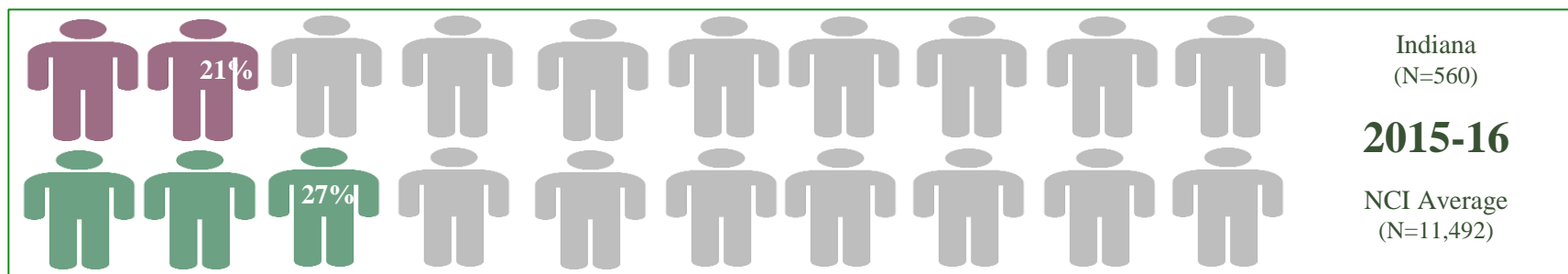
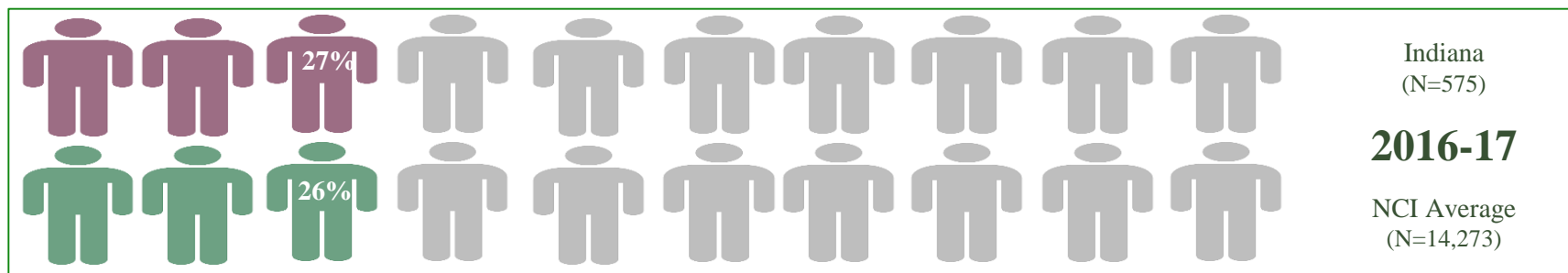
Likes home or where lives





Individual Outcomes Satisfaction

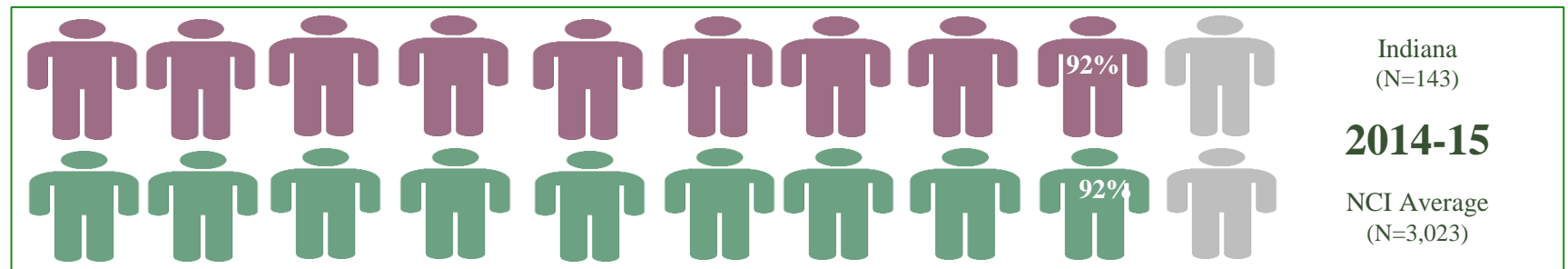
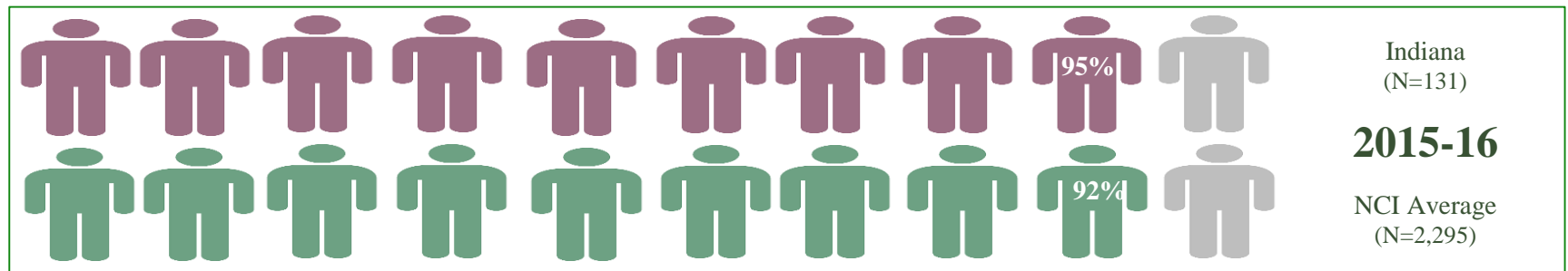
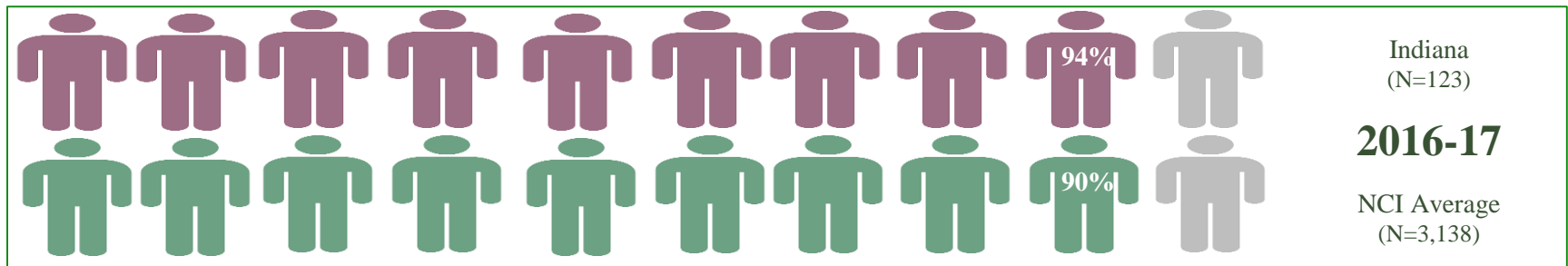
Wants to live somewhere else





Individual Outcomes Satisfaction

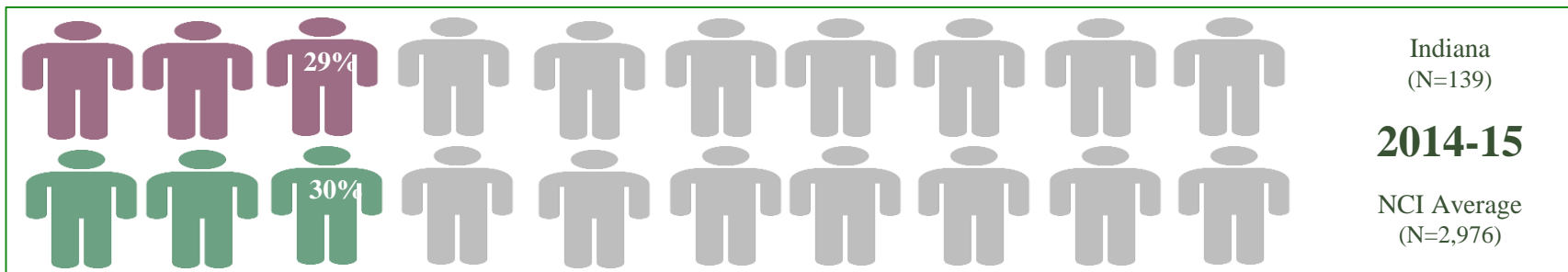
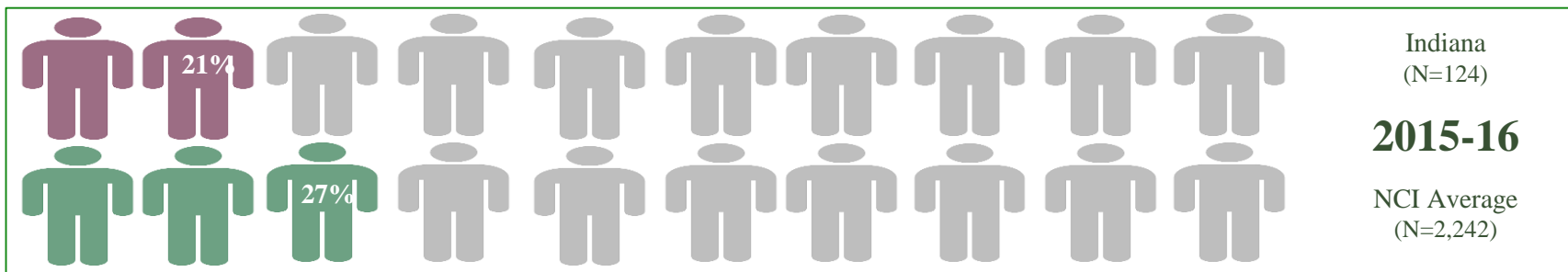
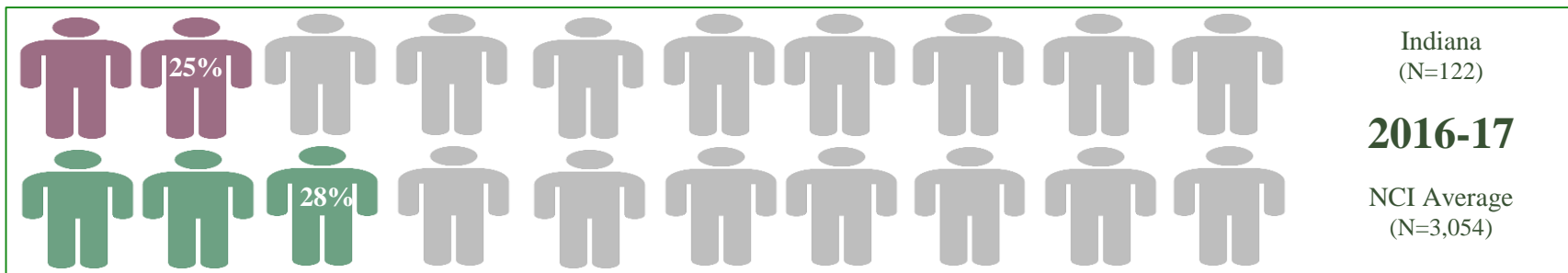
Has a paid job in the community and likes job.





Individual Outcomes Satisfaction

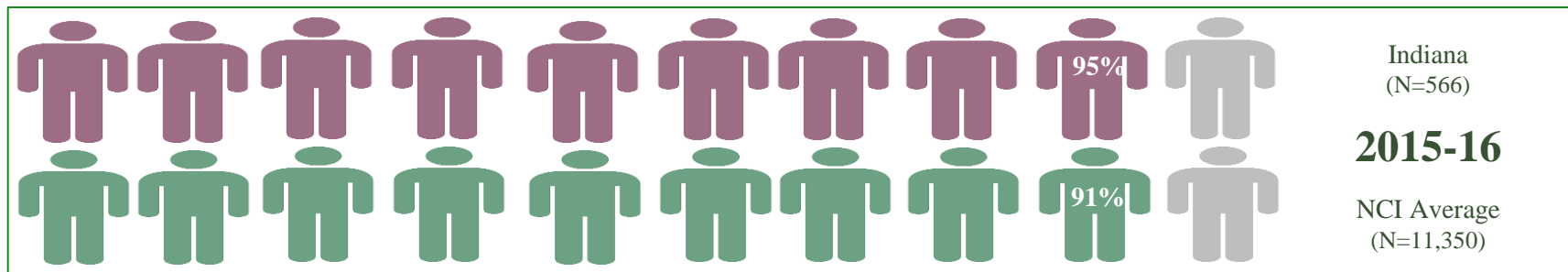
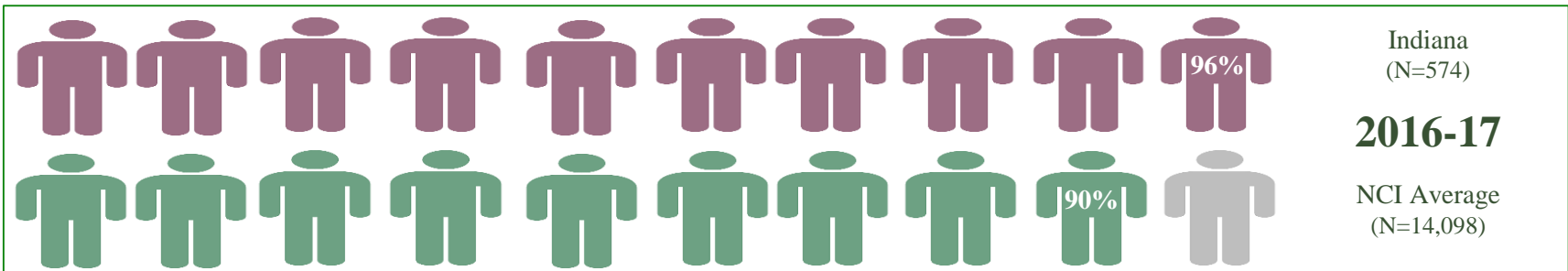
Has a paid job in the community and wants to work somewhere else





Individual Outcomes Satisfaction

Services and Supports help individual live a good life
(New measurement effective with 2015-16 survey)





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Adult Consumer Survey Indicators

Indicator: Health, Welfare, and Rights

The following topics are addressed within this indicator:

- ❖ Safety and personal security;
- ❖ Health and wellness; and
- ❖ Protection of and respect for individual rights.

Sub-domains:

- | | |
|--------------|------------------|
| • Safety | • Wellness |
| • Health | • Respect/Rights |
| • Medication | |



Health, Welfare, and Rights

Health

People secure needed health services.

The 10 core Health indicators are:

1. Proportion of people who were reported to have a primary care practitioner
2. Proportion of people who were reported to be in poor health
3. Proportion of people who were reported to have had a complete physical exam in the past year
4. Proportion of people who were reported to have had a dental exam in the past year
5. Proportion of people who were reported to have had an eye exam in the past year
6. Proportion of people who were reported to have had a hearing test in the past five years
7. Proportion of women who were reported to have had a Pap test in the past three years
8. Proportion of women over 40 who were reported to have had a mammogram test in the past two years
9. Proportion of people 50 or over who were reported to have had a colorectal cancer screening in the past year
10. Proportion of people who were reported to have had a flu vaccine in the past year



Health, Welfare, and Rights Health

IMPORTANT NOTE ON HEALTH SECTION OF THE SURVEY.

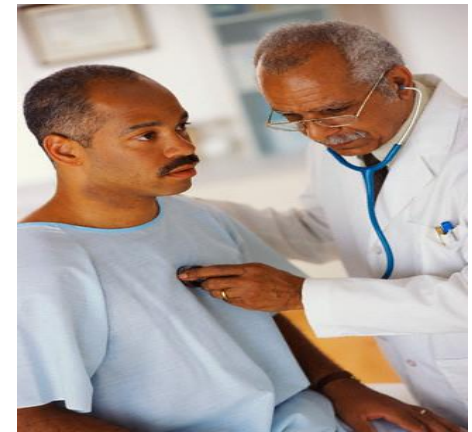
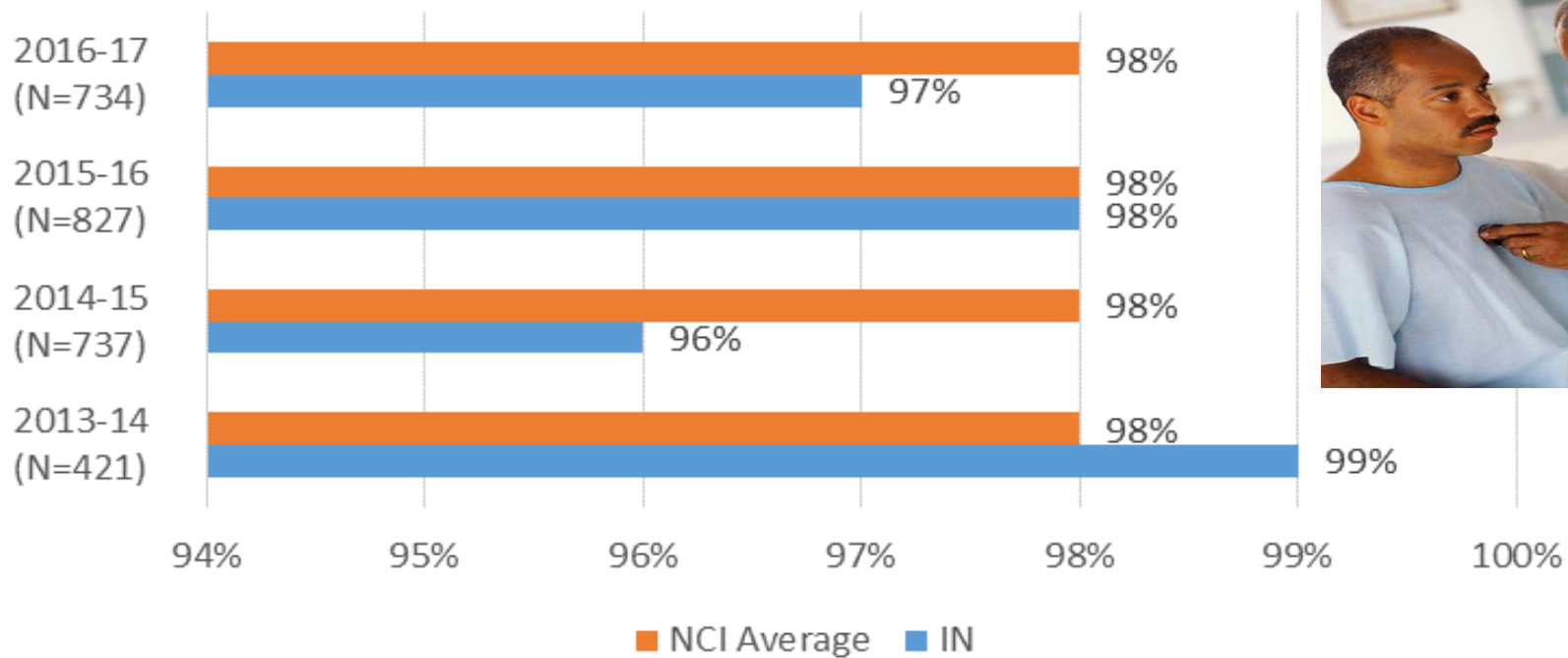
Exercise caution when examining the health data and making a comparison with the national NCI average. Per NCI, many states had a large amount of missing data for these questions, but it is unknown whether the data was missing systematically or randomly. The data for the national NCI average may not be representative of the entire sample or population.



Health, Welfare, and Rights

Health

% Indiana Respondents Indicating they Have A Primary Care Doctor

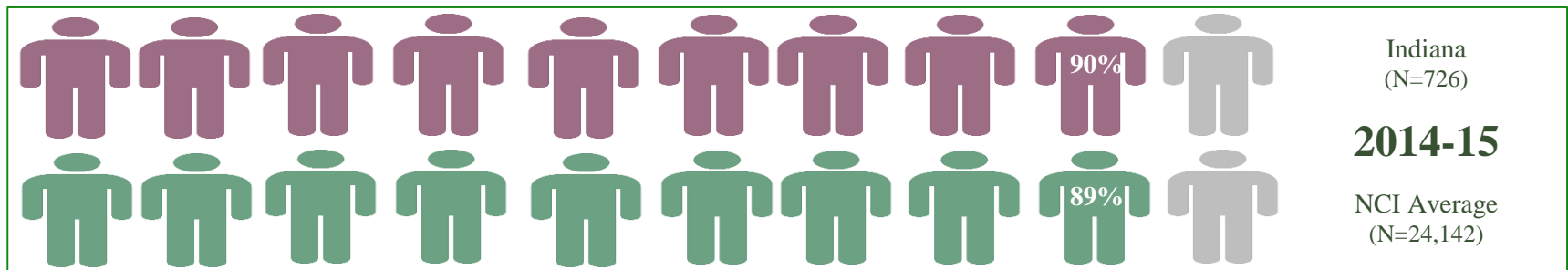
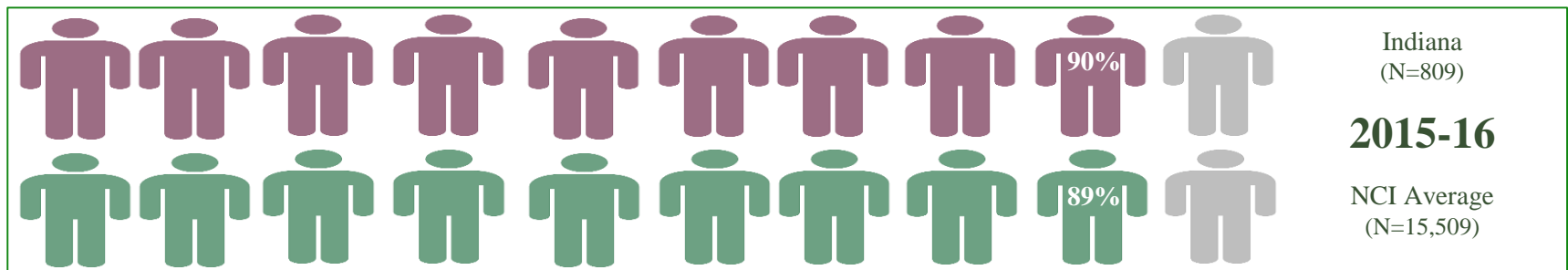
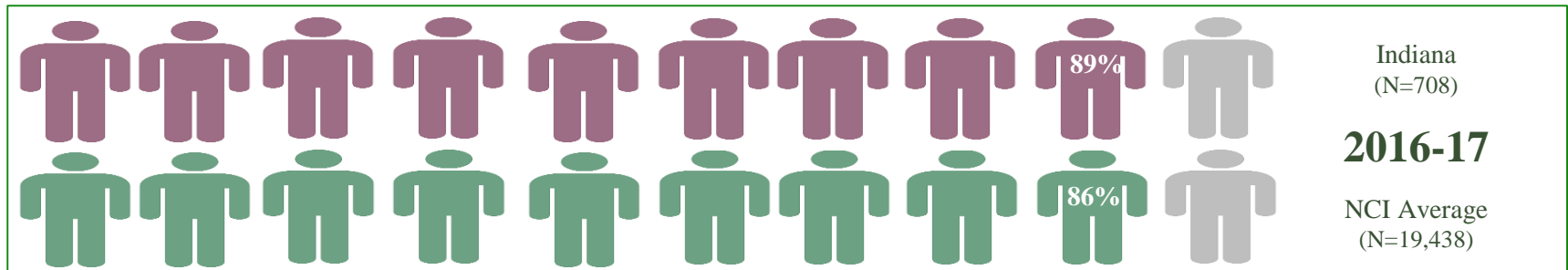




Health, Welfare, and Rights

Health

Had a complete physical exam in the past year

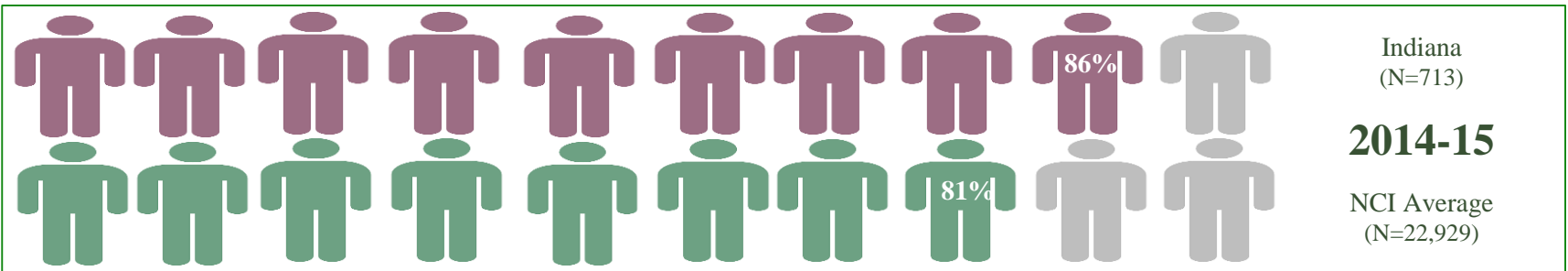
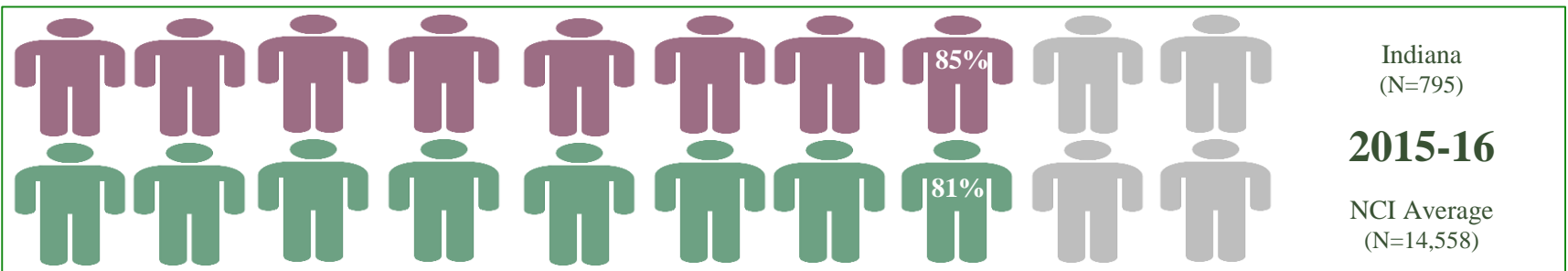
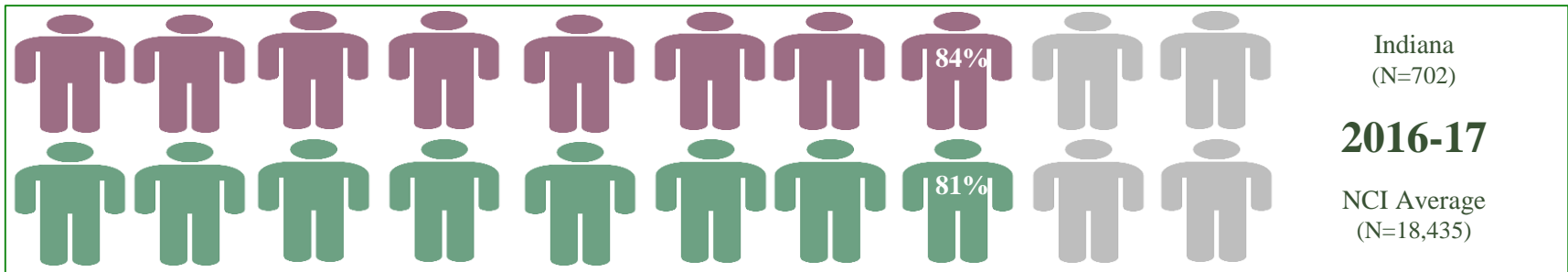




Health, Welfare, and Rights

Health

Had a dental exam in the past year

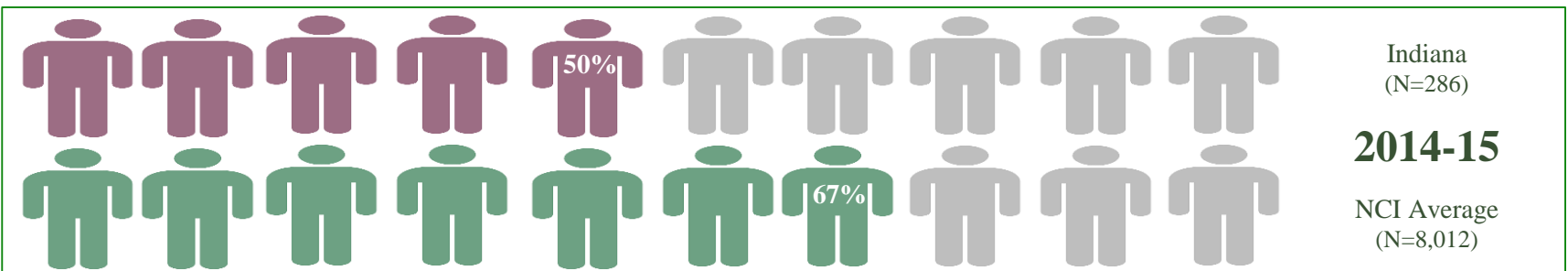
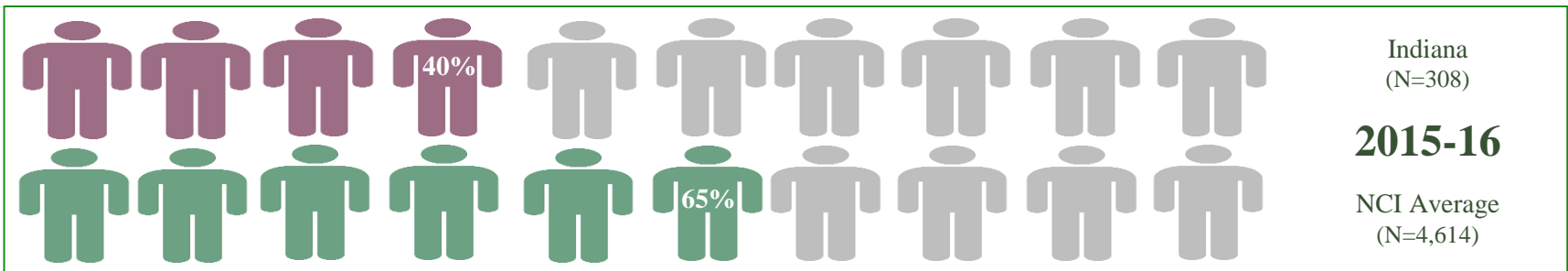
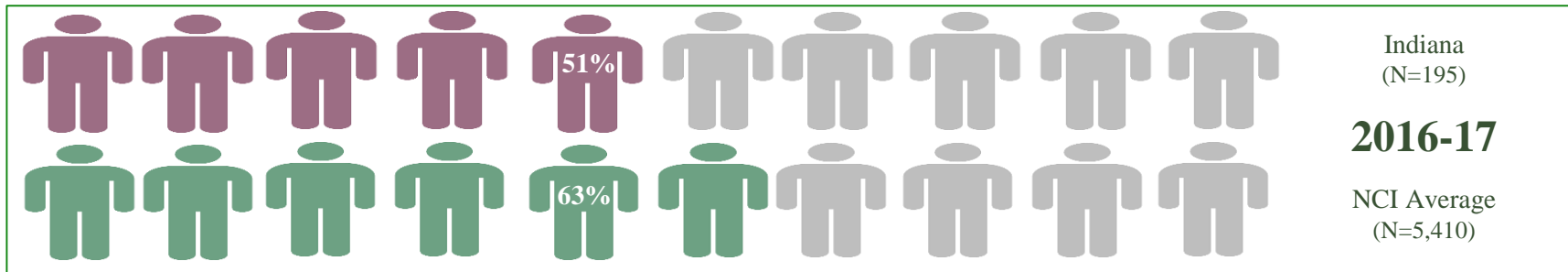




Health, Welfare, and Rights

Health

Had a Pap test in the past three years
(among women 21 and older).

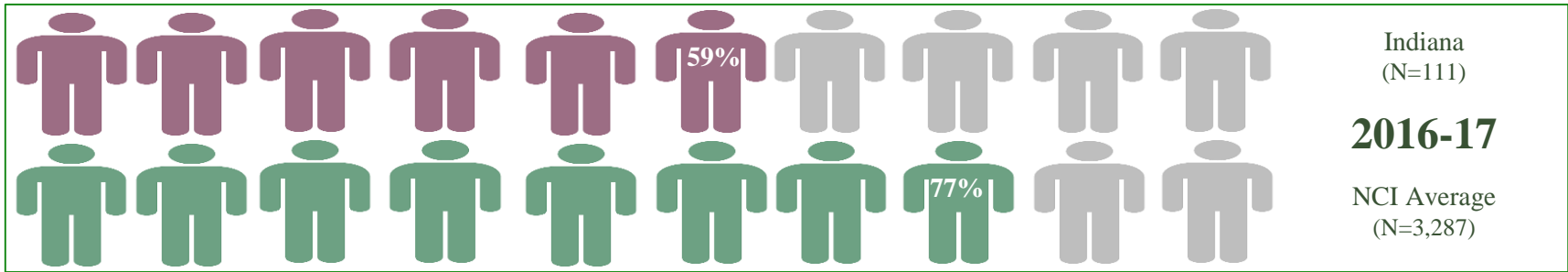




Health, Welfare, and Rights

Health

Had a mammogram test in the past two years (Women age 40 and over)

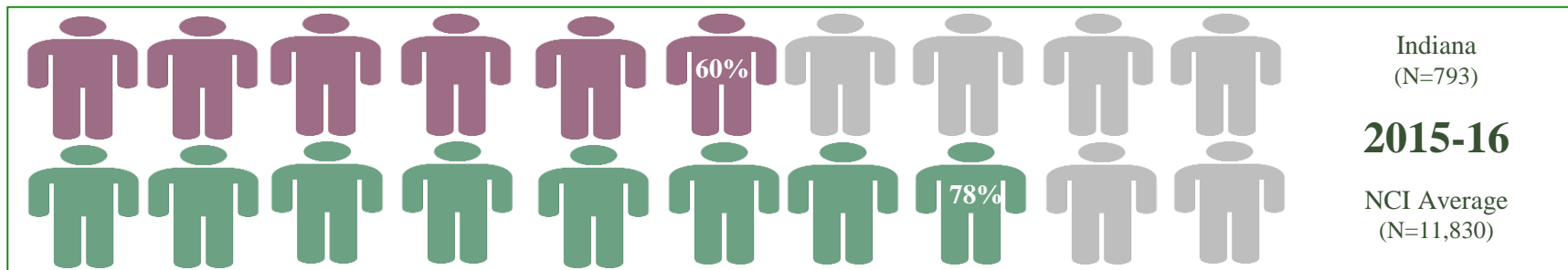
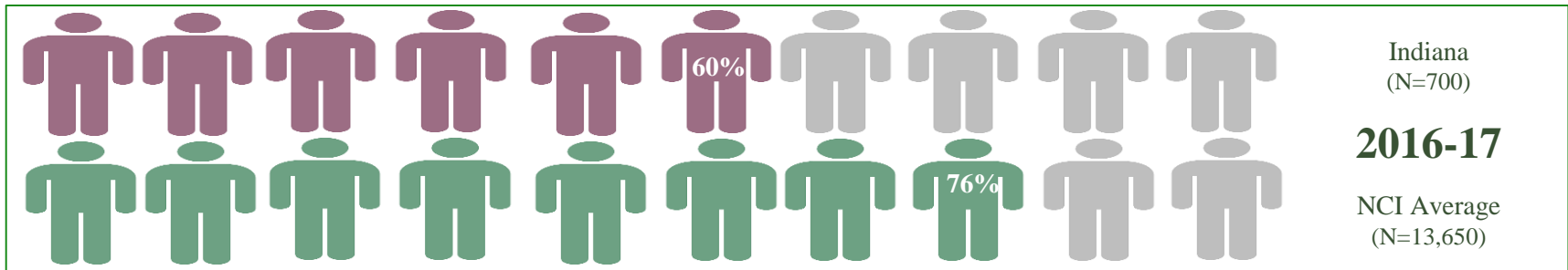




Health, Welfare, and Rights

Health

Had flu vaccine in the past year





Health, Welfare, and Rights

Health

Had an eye exam in the past year





Health, Welfare, and Rights

Health

Had a hearing test in the past five years





Health, Welfare, and Rights Medications

Medications are managed effectively and appropriately.

There is one indicator for Medications:

- Proportion of people who take at least one medication for mood, anxiety, psychotic disorder, and/or behavioral challenges

NCI collects additional information on:

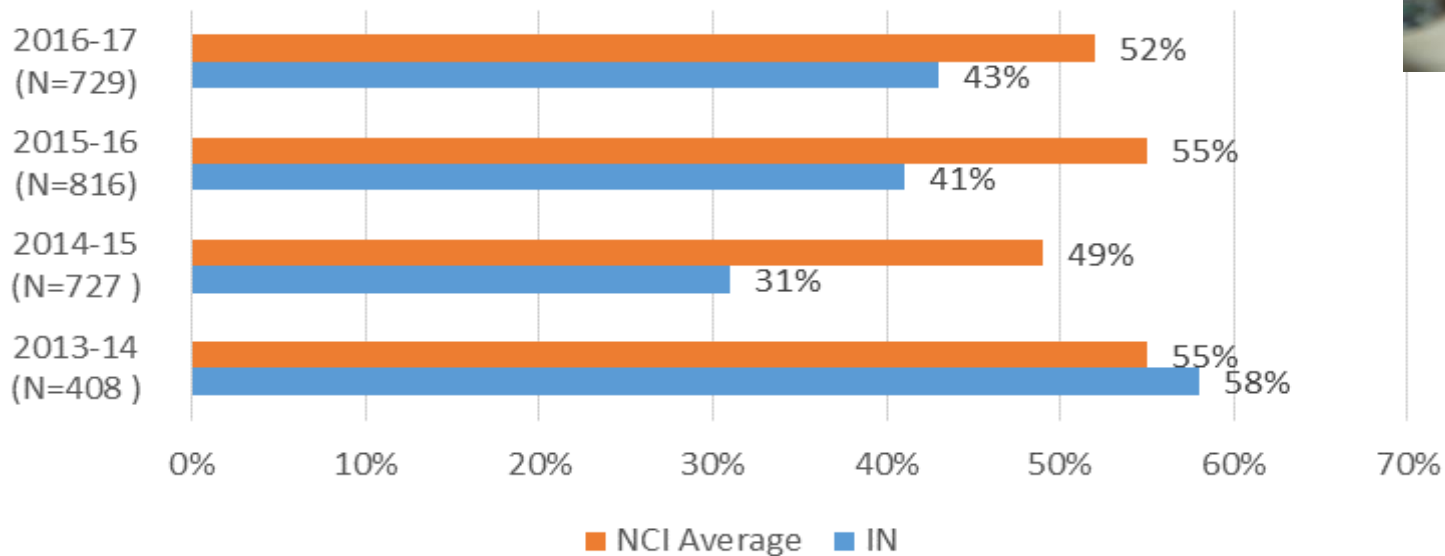
1. Proportion of people who were reported to take medication for at least one of the following: mood disorders, anxiety, psychotic disorders
2. Proportion of people who were reported to take medication for behavior challenges
3. Proportion of people reported to have a behavior plan
4. Proportion of people who take meds for behavior challenges who have a behavior plan



Health, Welfare, and Rights Medications

% of Respondents who take at least one medication for Mood Disorders, Anxiety, Behavior Problems, or Psychotic Disorders
(Data is not mutually exclusive.)

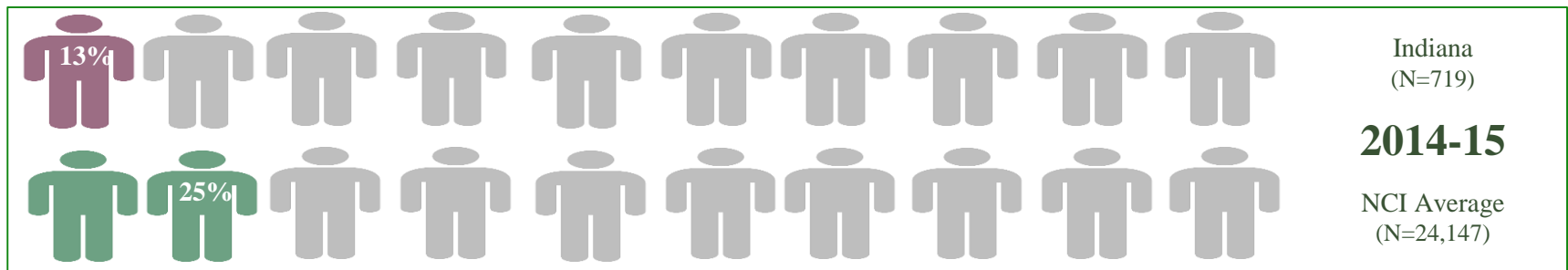
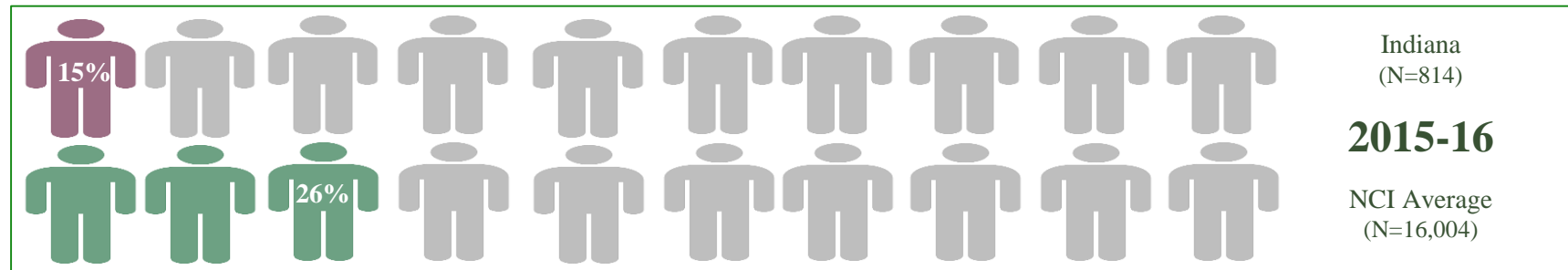
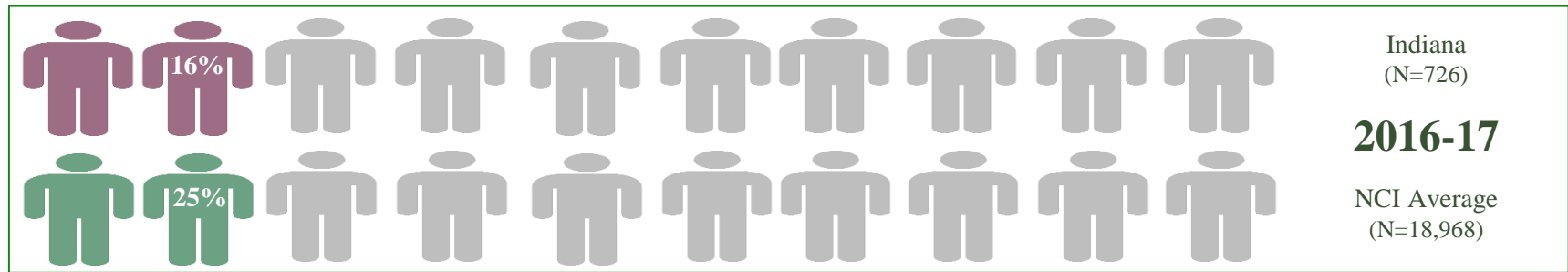
% Indiana Respondents Indicating they Take Medication for Mood Disorders, Anxiety, Behavior Problems, or Psychotic Disorders





Health, Welfare, and Rights Medications

Takes medication for behavior challenges

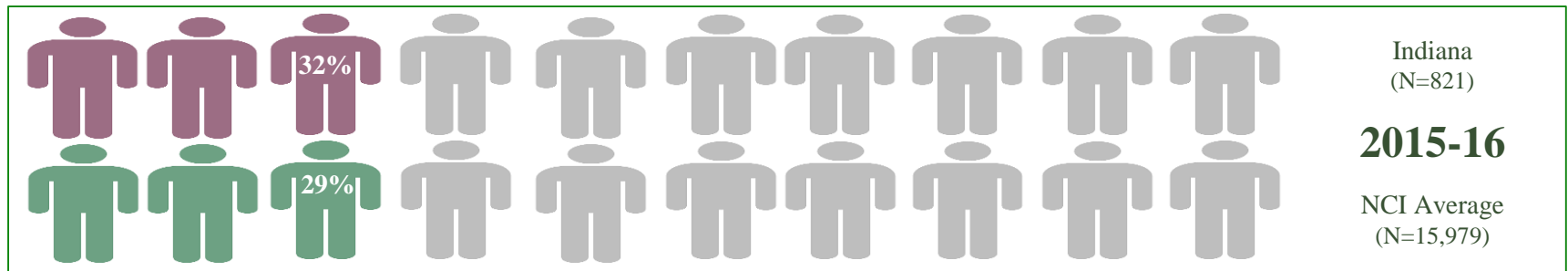
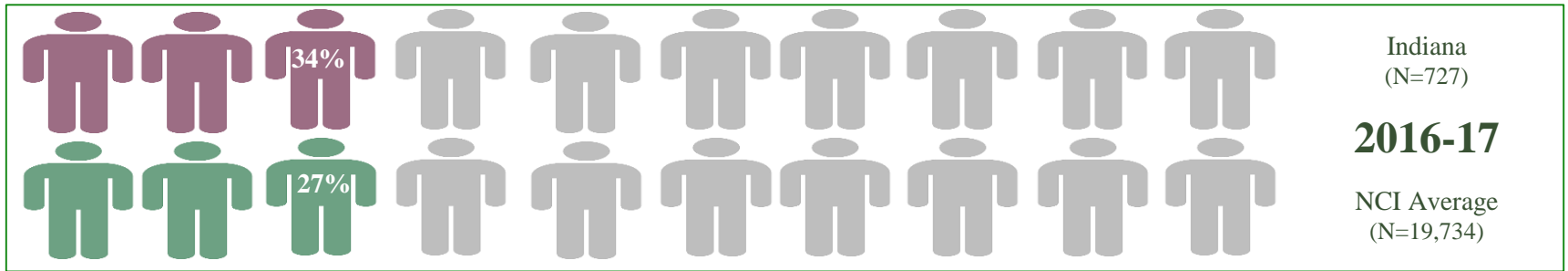




Health, Welfare, and Rights Medications

Has a behavior plan

(Data not available prior to 2015 - 16)





Health, Welfare, and Rights Wellness

People are supported to maintain healthy habits.

There is one Wellness indicator composed of three items:

1. The proportion of people who maintain healthy habits in such areas as:
 - a. Exercise
 - b. Weight
 - c. Smoking

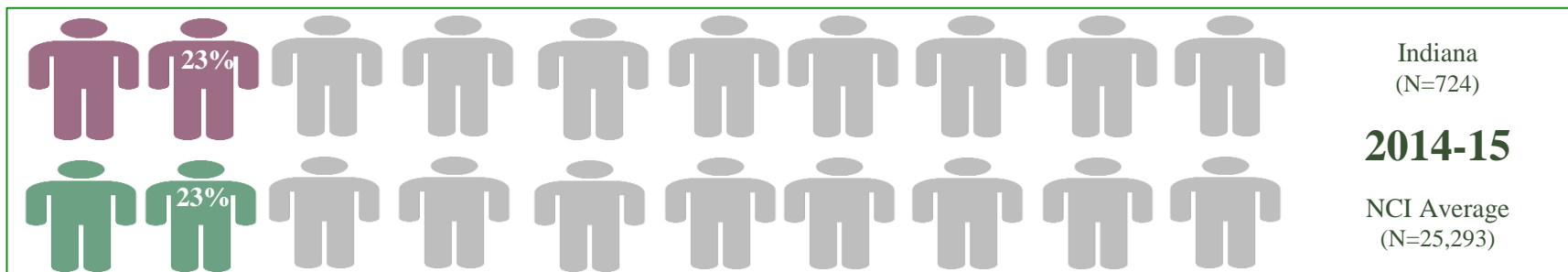




Health, Welfare, and Rights Wellness

Engages in exercise or physical activity at least 3 times a week.

(Includes “yes, sometimes” and “yes, regularly” responses)



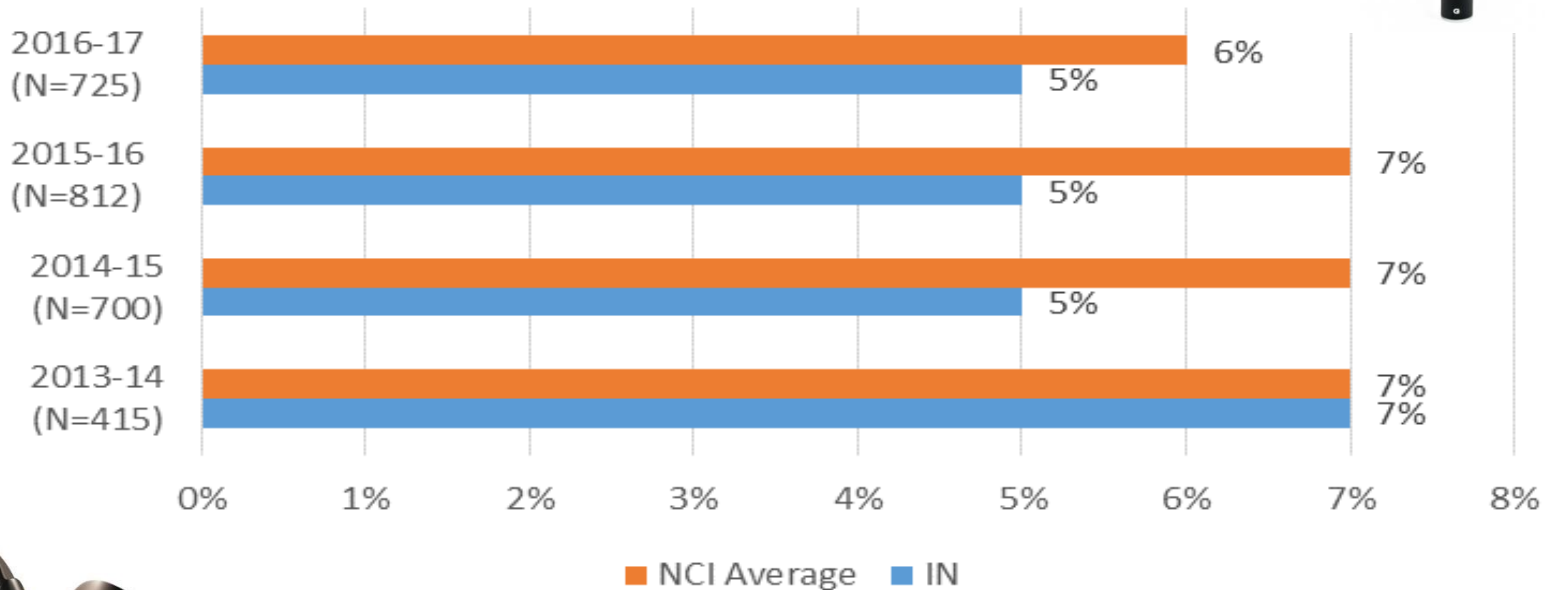


Health, Welfare, and Rights Wellness

Use nicotine or tobacco products



% Indiana Respondents Indicating They
Smoke/Use Tobacco Products





Health, Welfare, and Rights

Respect and Rights

People receive the same respect and protections as others in the community.

There are five Respect and Rights indicators:

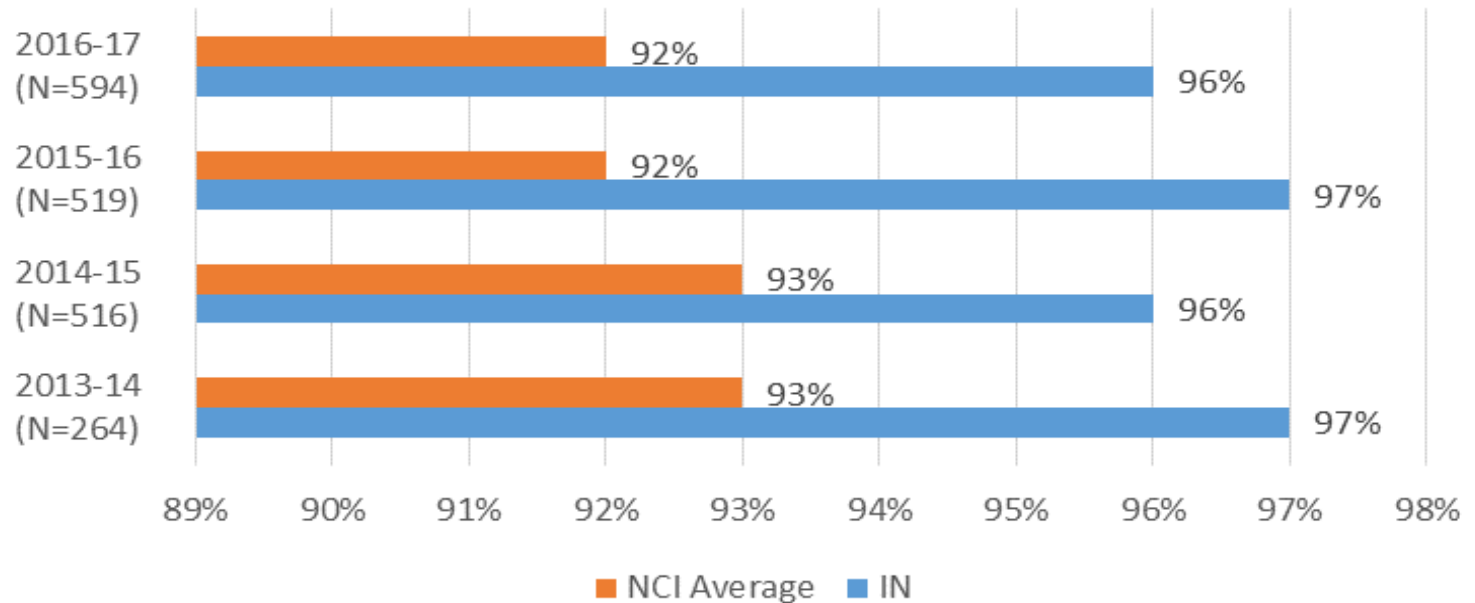
1. The proportion of people whose basic rights are respected by others
2. The proportion of people who have a place to be alone in the home
3. The proportion of people indicating that most support staff treat them with respect
4. The proportion of people who have participated in a self-advocacy group meeting, conference, or event
5. The proportion of people who report having voted



Health, Welfare, and Rights Respect and Rights

Staff treat the individual with respect

% Indiana Respondents Indicating Staff Treat Them With Respect





Health, Welfare, and Rights Respect and Rights

Individual has a key to his/her home

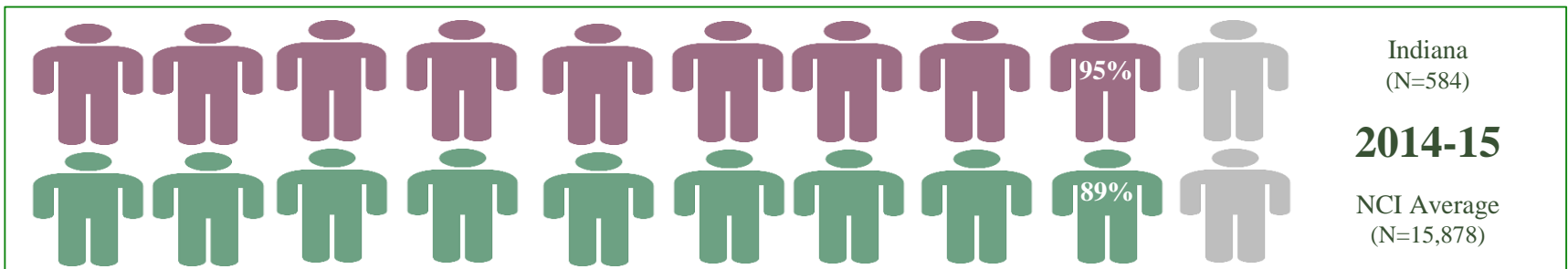
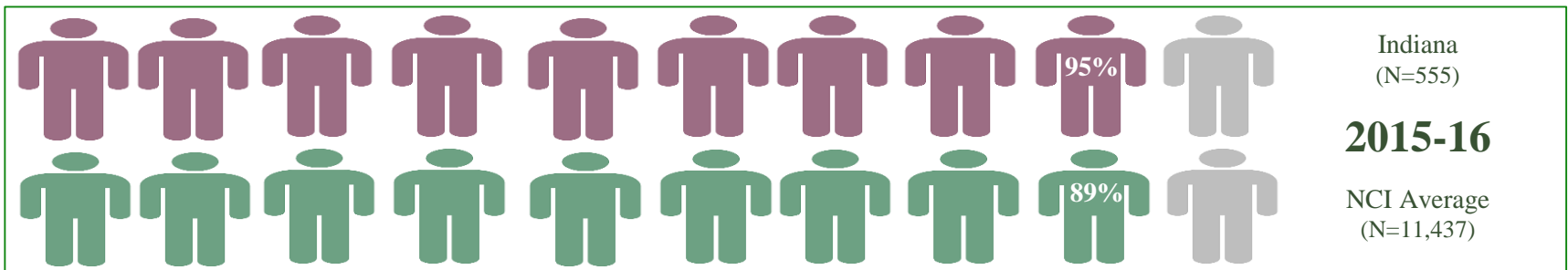
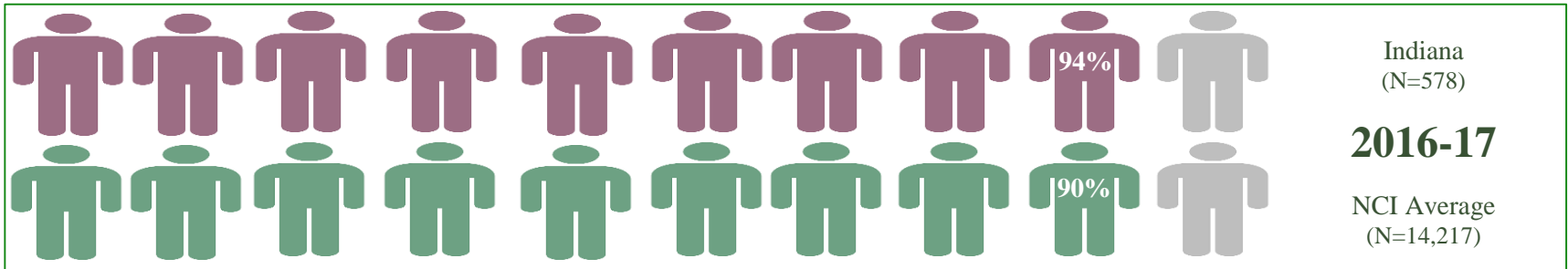
(New measurement effective with 2015-16 survey)





Health, Welfare, and Rights Respect and Rights

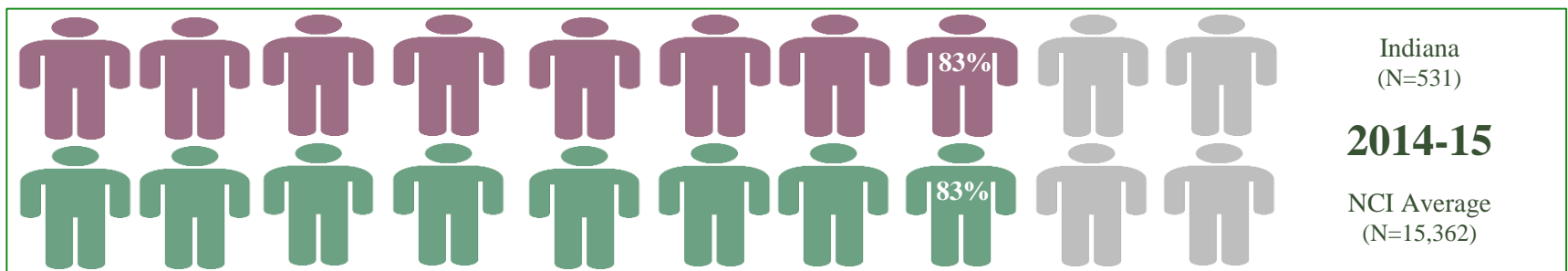
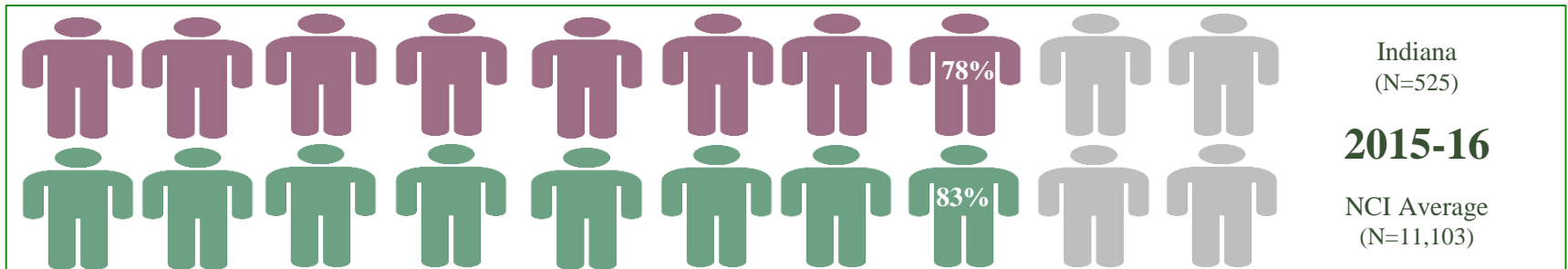
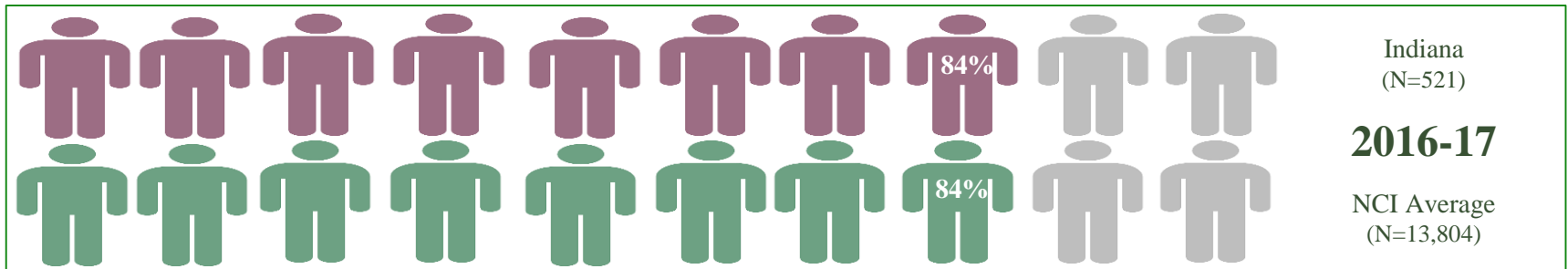
Others let you know before entering your home





Health, Welfare, and Rights Respect and Rights

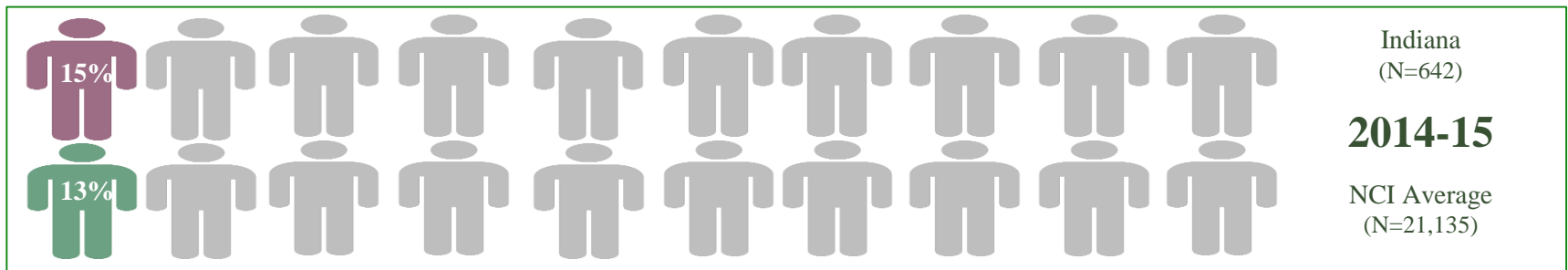
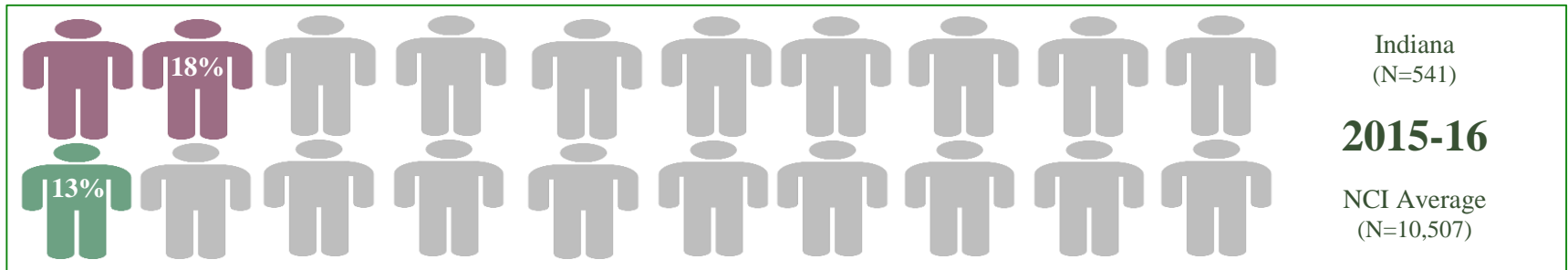
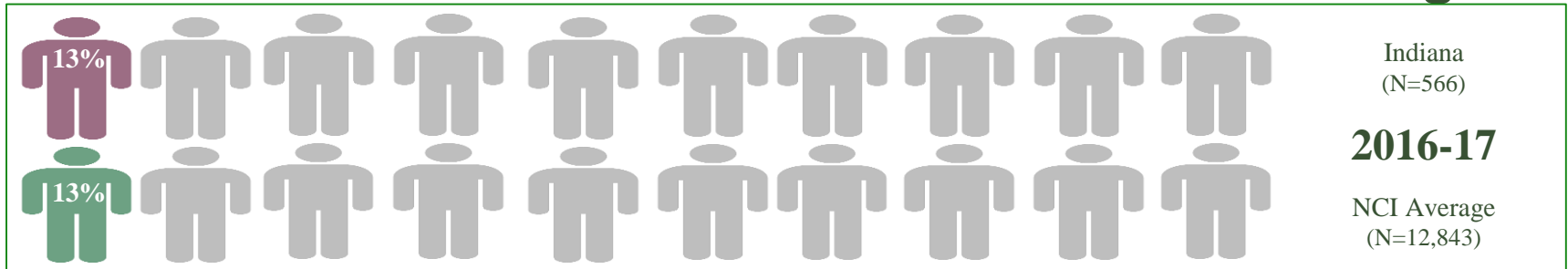
Others knock before entering individual's bedroom





Health, Welfare, and Rights Respect and Rights

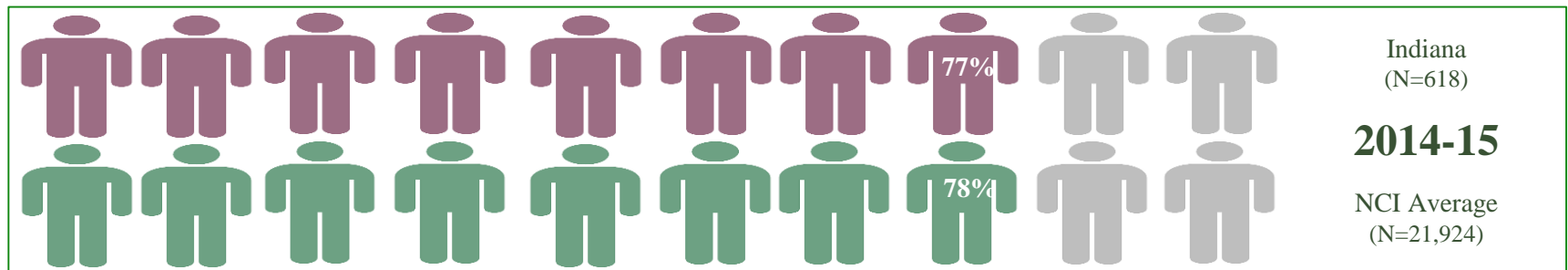
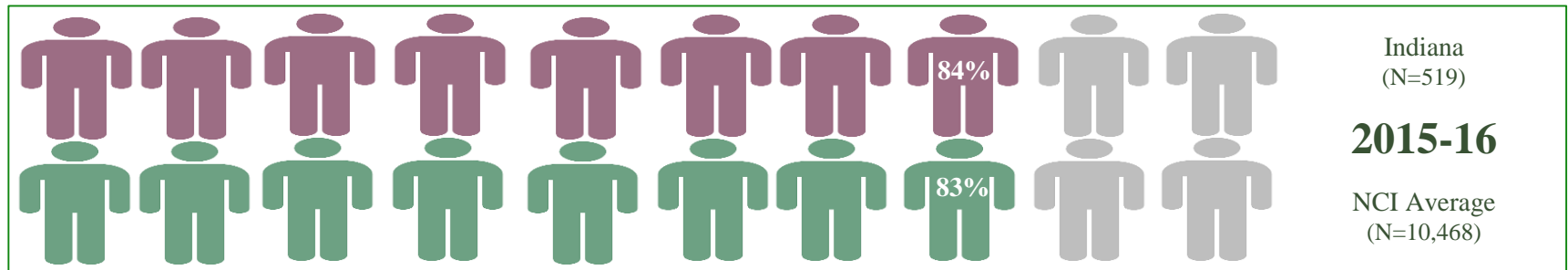
Others read the individual's mail without asking





Health, Welfare, and Rights Respect and Rights

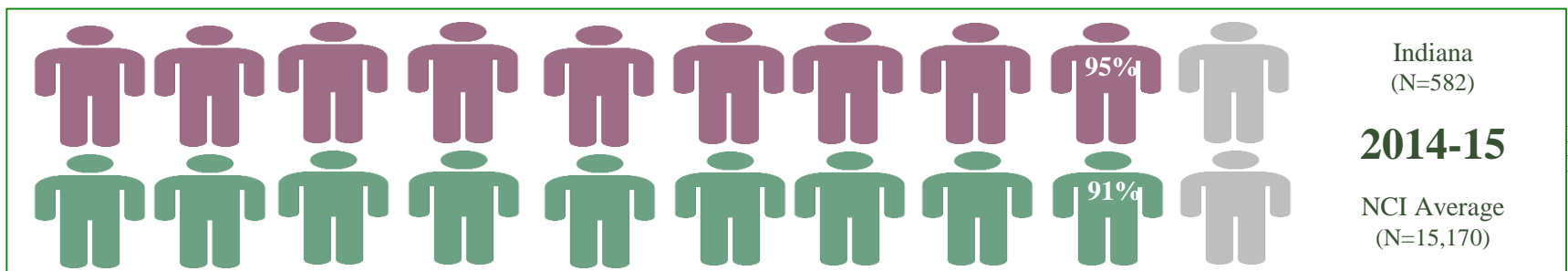
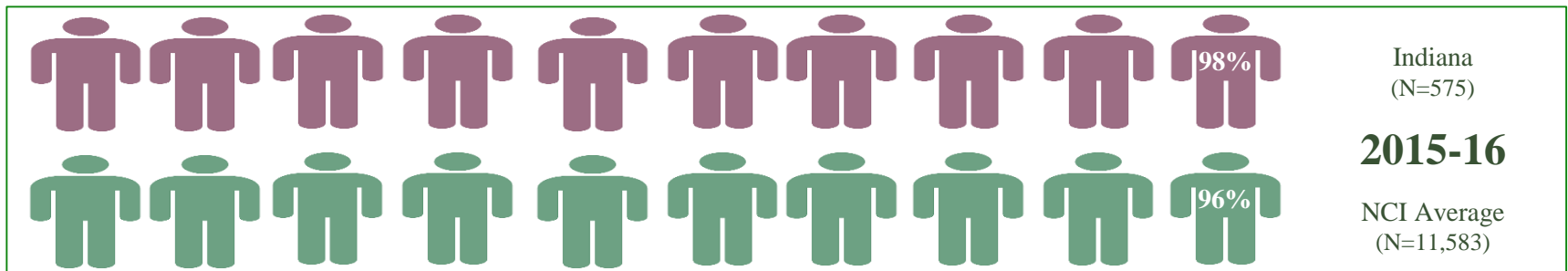
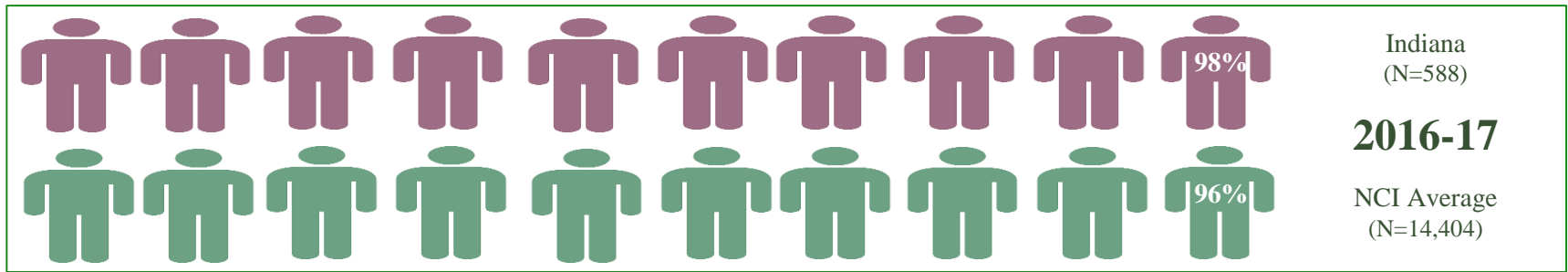
Able to be alone with visitors at home





Health, Welfare, and Rights Respect and Rights

Individual has a place to be alone in the home

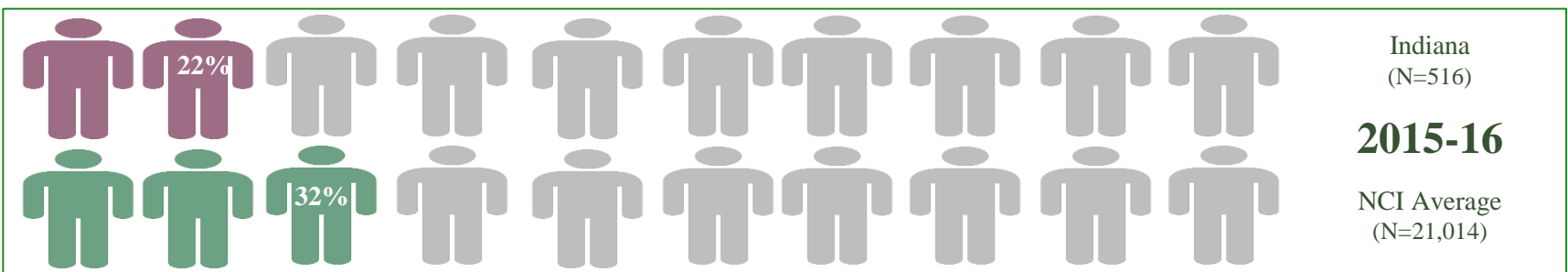
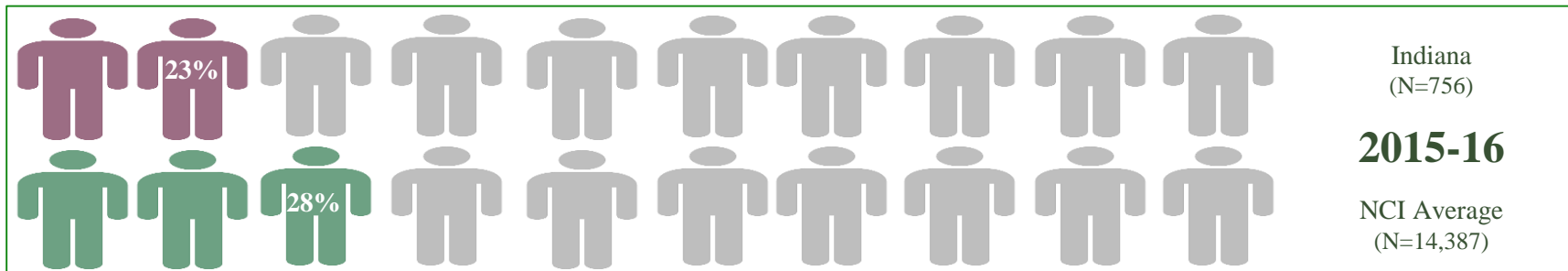
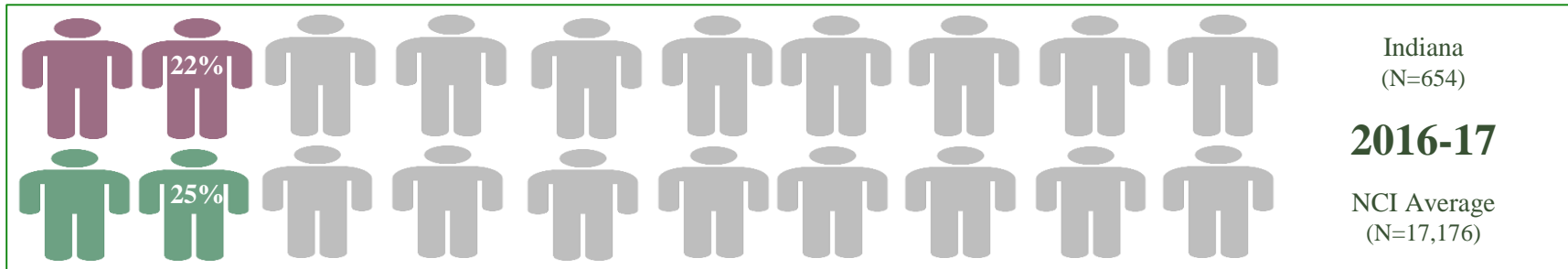


Indiana
N=582



Health, Welfare, and Rights Respect and Rights

Has had the opportunity to attend a self-advocacy event

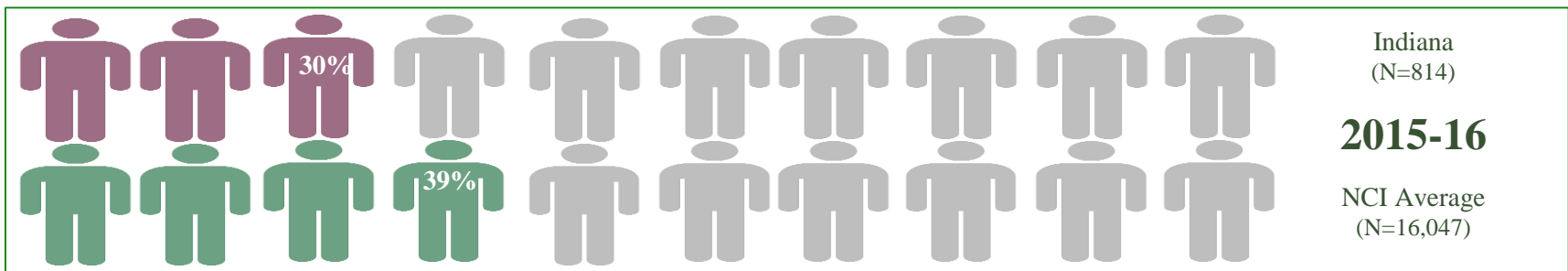
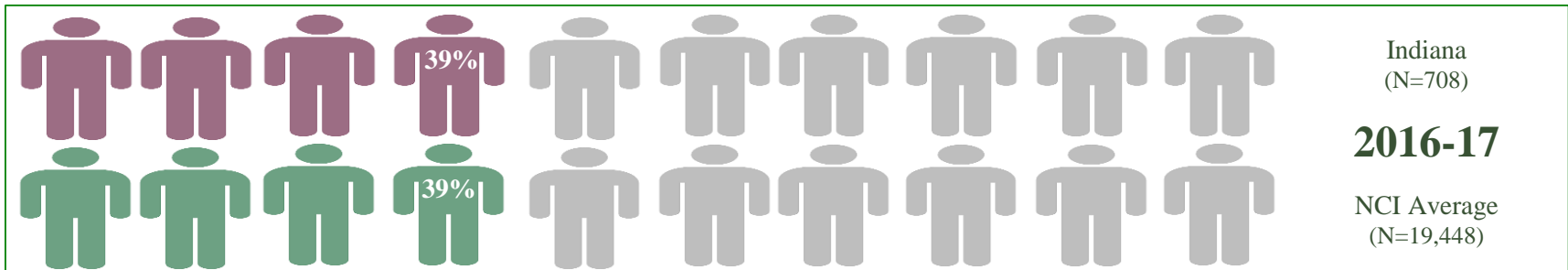




Health, Welfare, and Rights Respect and Rights

Has voted in a local, state or federal election

(new metric effective with the 2015-16 survey) (Includes “yes” and “chose not to” responses)





Health, Welfare, and Rights Safety

People are safe from abuse, neglect, and injury.

There are two Safety indicators:

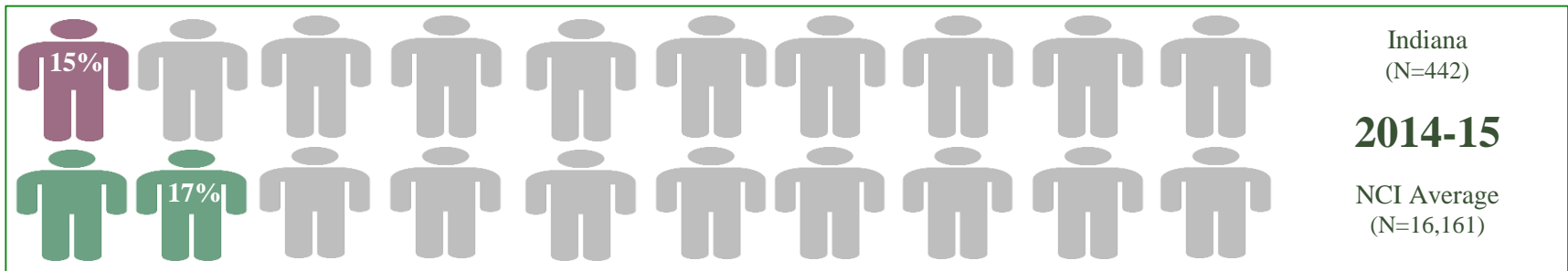
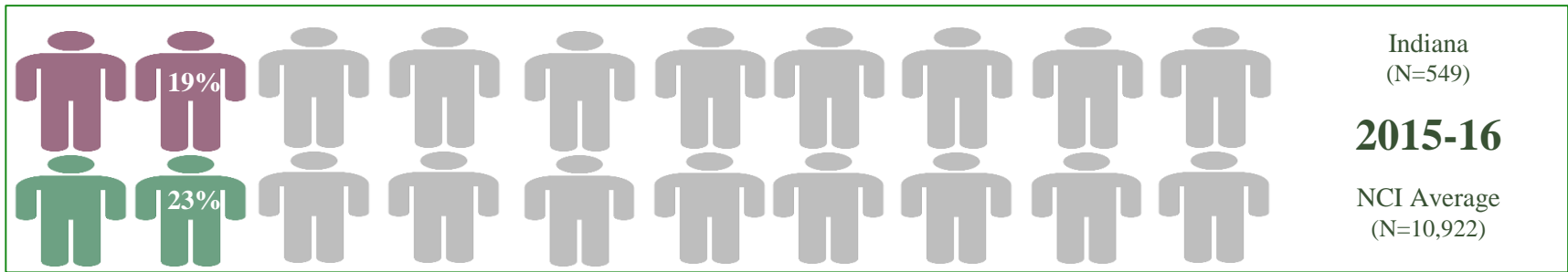
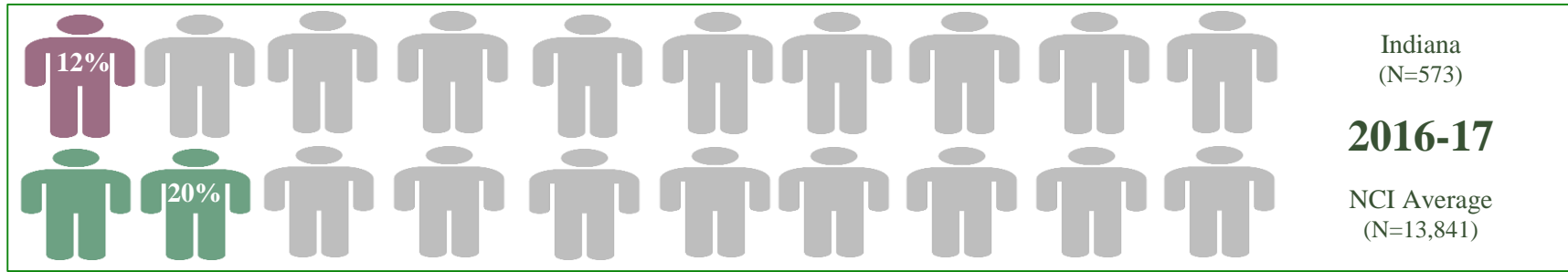
1. The proportion of people who report that there are places where they feel afraid or scared
2. The proportion of people who report having someone to go to for help when they feel afraid





Health, Welfare, and Rights Safety

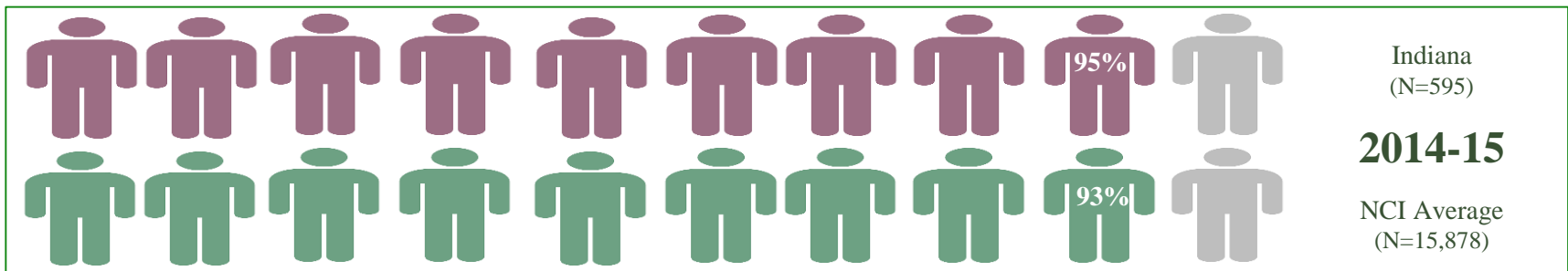
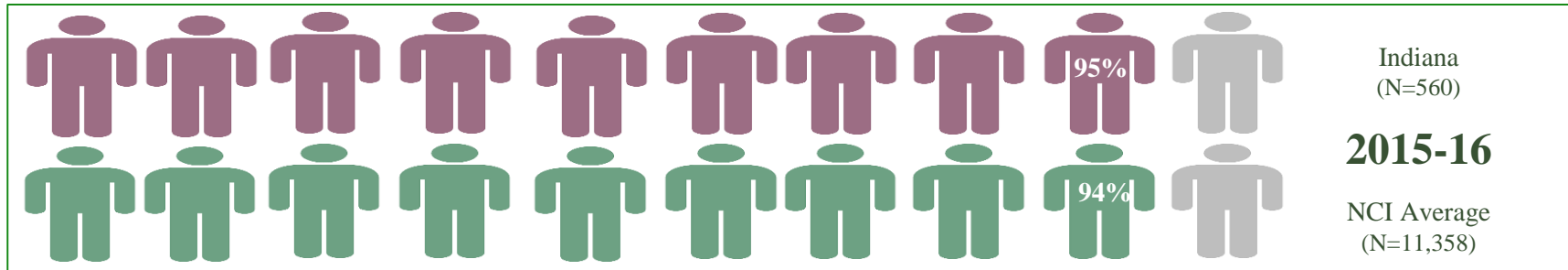
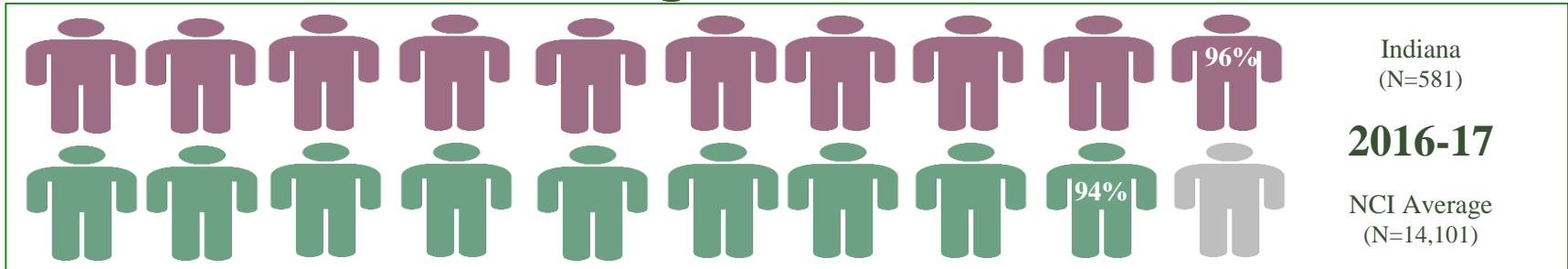
There is at least one place where the individual feels scared or afraid





Health, Welfare, and Rights Safety

Has someone to go to for help if you feeling scared or afraid





Agenda

- I. National Core Indicators Background
- II. Adult Consumer Survey
- III. Indiana's Adult Consumer Survey
Demographic Data
- IV. Indicator – Individual Outcomes
- V. Indicator – Health, Welfare, and Rights
- VI. Indicator – System Performance**
- VII. Conclusion
- VIII. Questions



Adult Consumer Survey Indicators

Indicator: System Performance

The following topics are addressed within this indicator:

- ❖ Service coordination;
- ❖ Family and individual participation in provider-level decisions;
- ❖ The utilization of and outlays for various types of services and supports;
- ❖ Cultural competency; and
- ❖ Access to services.

Sub-domains:

- Service Coordination
- Access



System Performance Service Coordination

Service coordinators are accessible, responsive, and support the person's participation in service planning.





System Performance Service Coordination

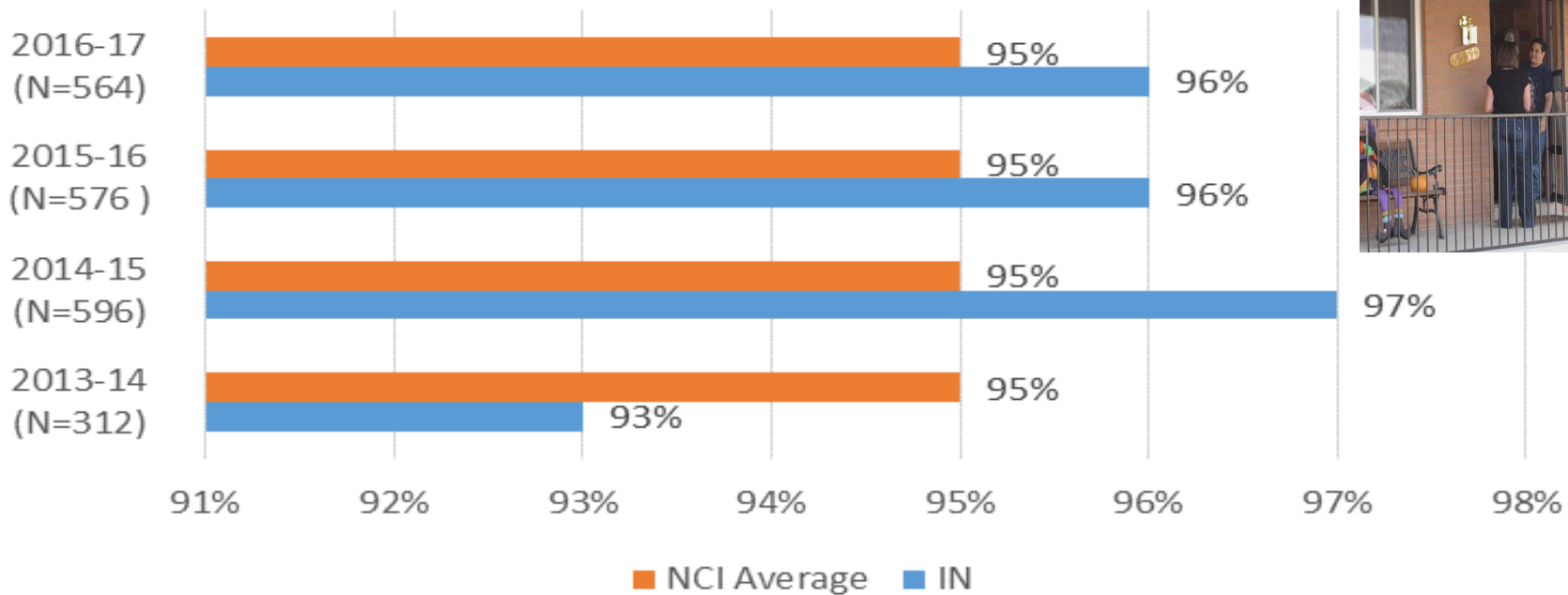
There are eight Service Coordination indicators:

1. Proportion of people who reported they met their case manager/service coordinator
2. Proportion of people who reported their case manager/service coordinator asks them what they want
3. Proportion of people who reported their case manager/service coordinator gets back to them right away
4. Proportion of people who reported taking part in the last service planning meeting
5. Proportion of people who reported that they understood what was discussed in last service planning meeting
6. Proportion of people who reported that service planning meeting included people the person wanted to be there
7. Proportion of people who reported that they were able to choose the services that were received as part of service plan
8. Proportion of people who reported support workers come and leave when they are supposed to



System Performance Service Coordination

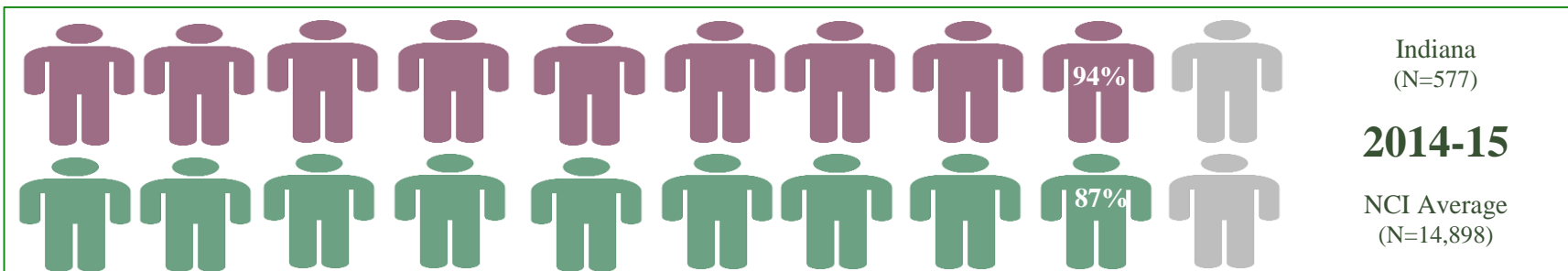
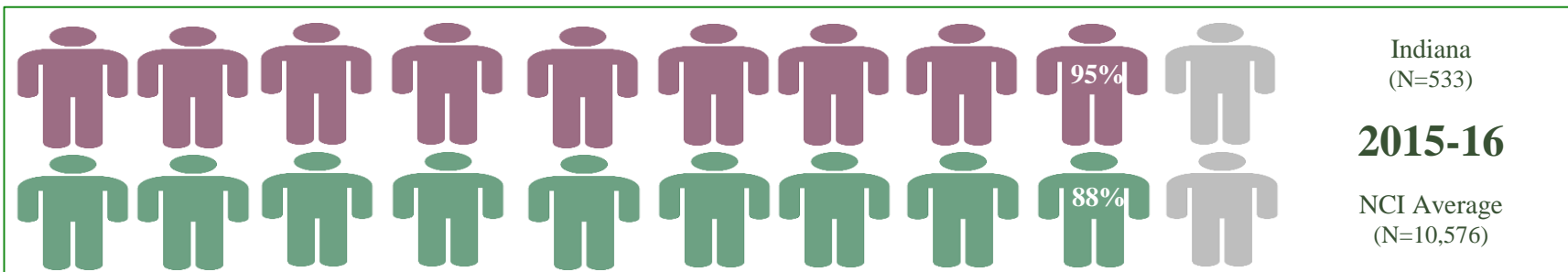
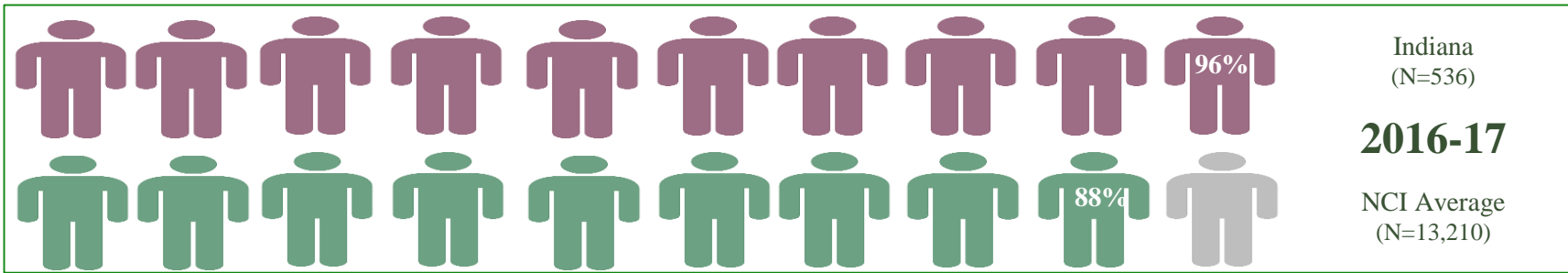
% Indiana Respondents Indicating they Have Met
Their Case Manager/Service Coordinator





System Performance Service Coordination

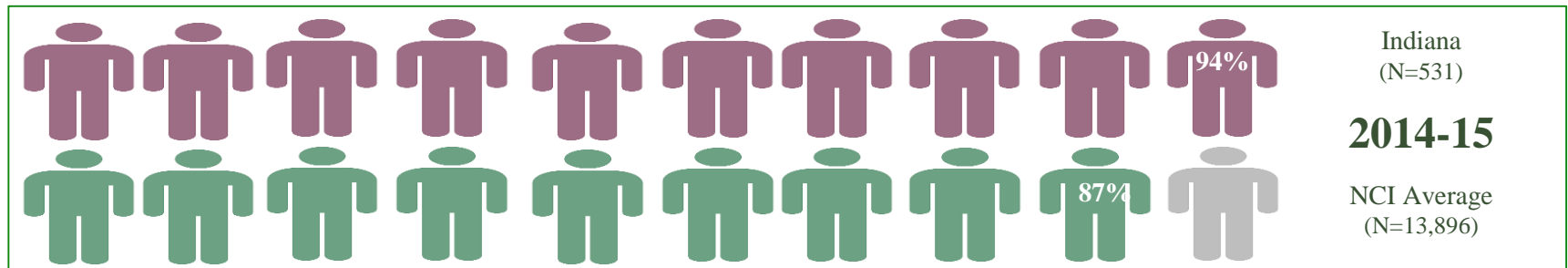
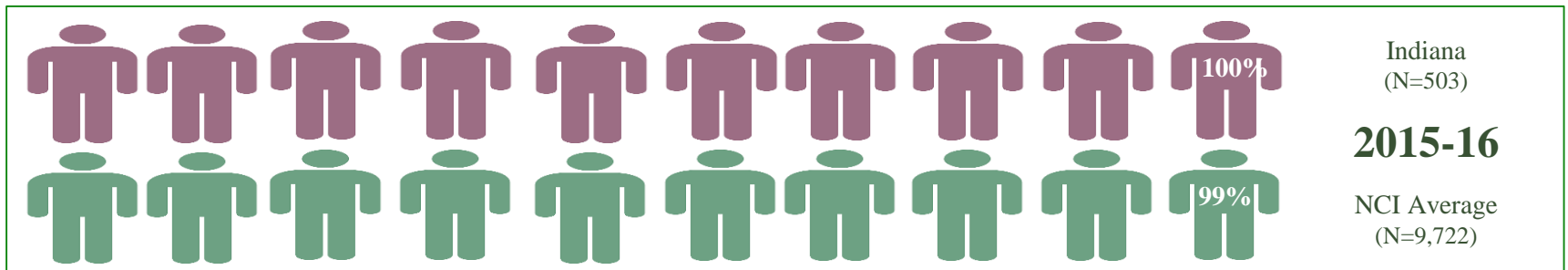
Case manager asks person what s/he wants





System Performance Service Coordination

Participated in the last service planning meeting,
or had the opportunity to choose not to

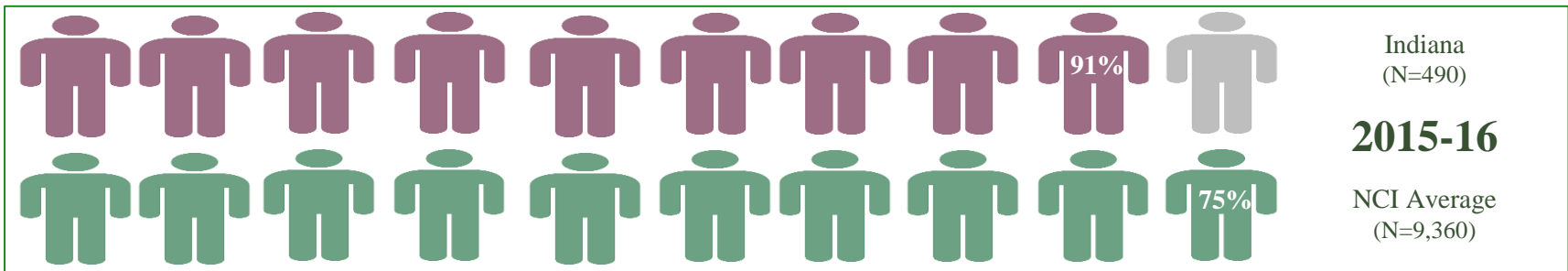
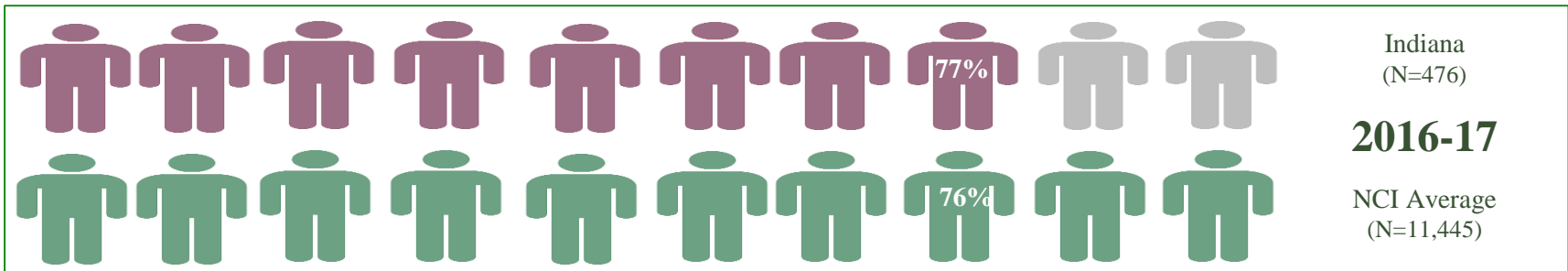




System Performance Service Coordination

**Individual was able to choose the services they
get as part of service plan**

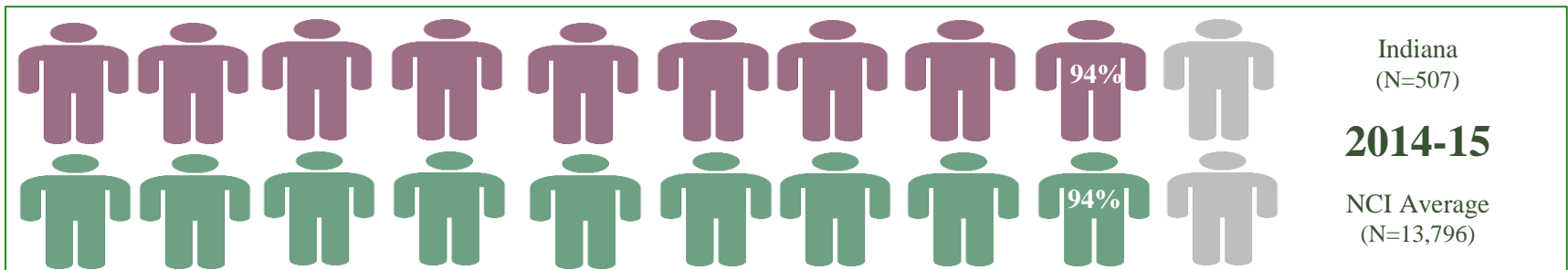
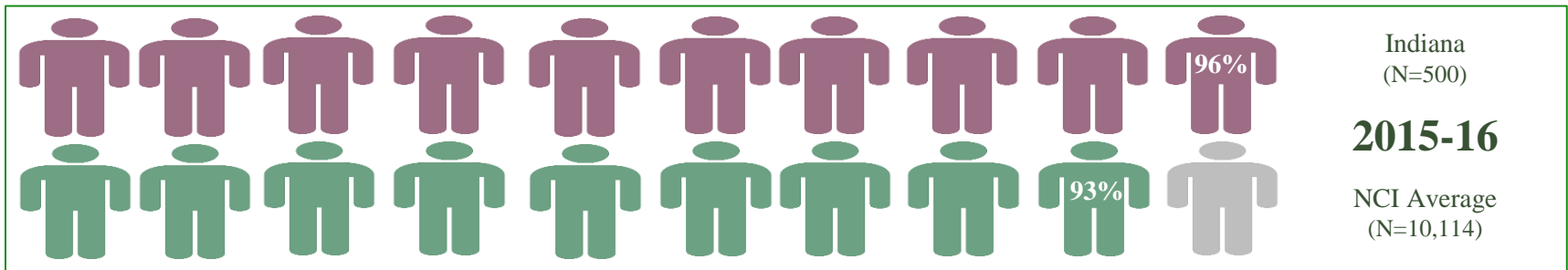
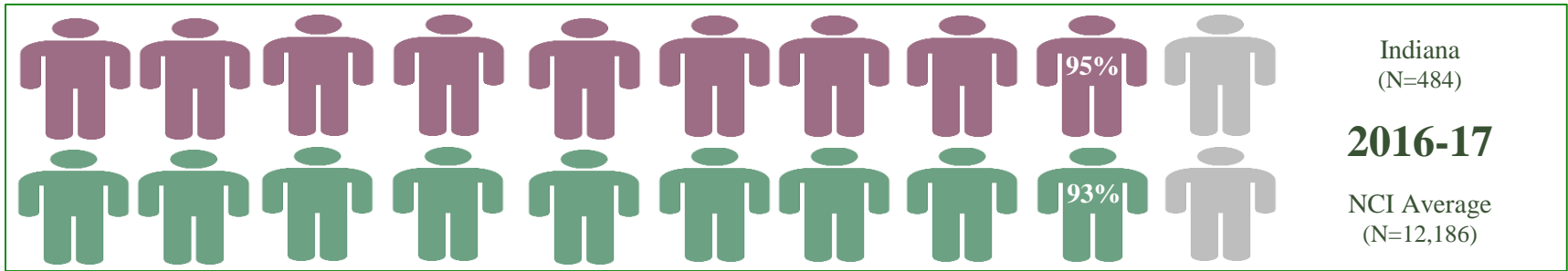
(new measurement with 2015-16 survey)





System Performance Service Coordination

Staff come and leave when they are supposed to





System Performance Access

Publicly funded services are readily available to individuals who need and qualify for them.

There are four Access indicators:

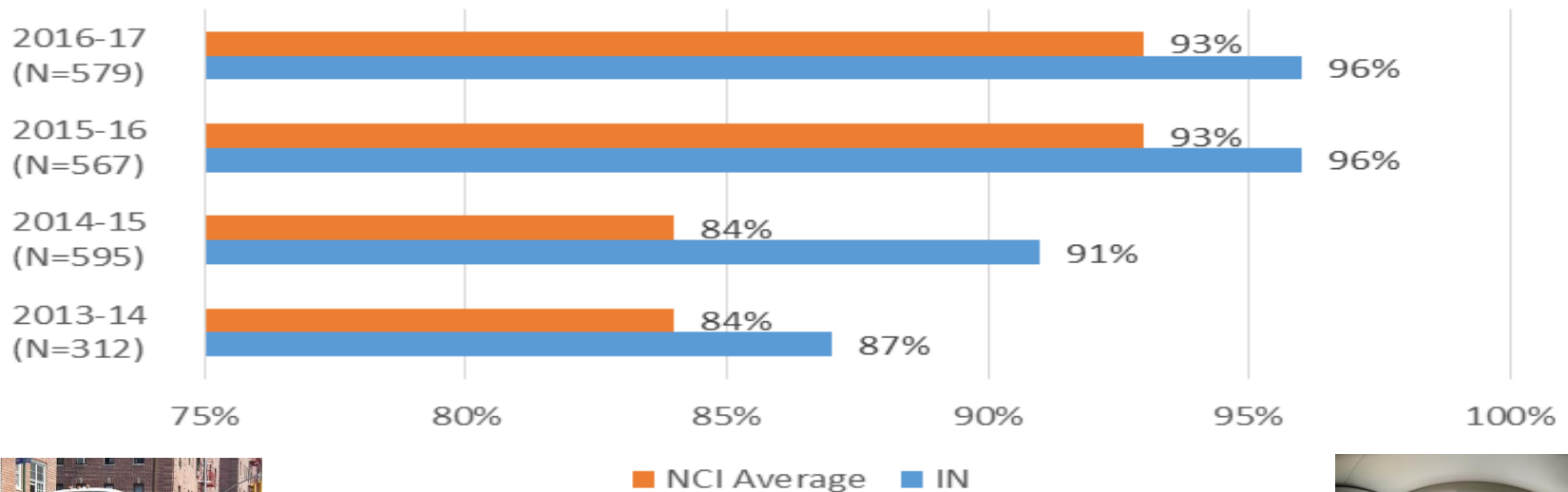
1. Proportion of people who reported they always have a way to get places when they need to go somewhere
2. Proportion of people who reported they always have a way to get places when they want to do something for fun
3. Proportion of people who reported their staff have adequate training to meet their needs
4. Proportion of people who report needing additional services



System Performance Access

Individual has a way to get places when *needs* to go

% Indiana Respondents Indicating they Have A Way to Get Places When Needed

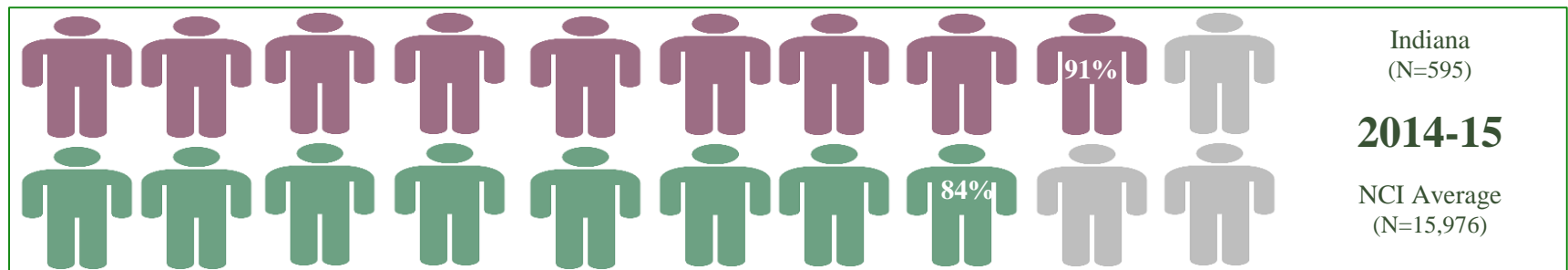
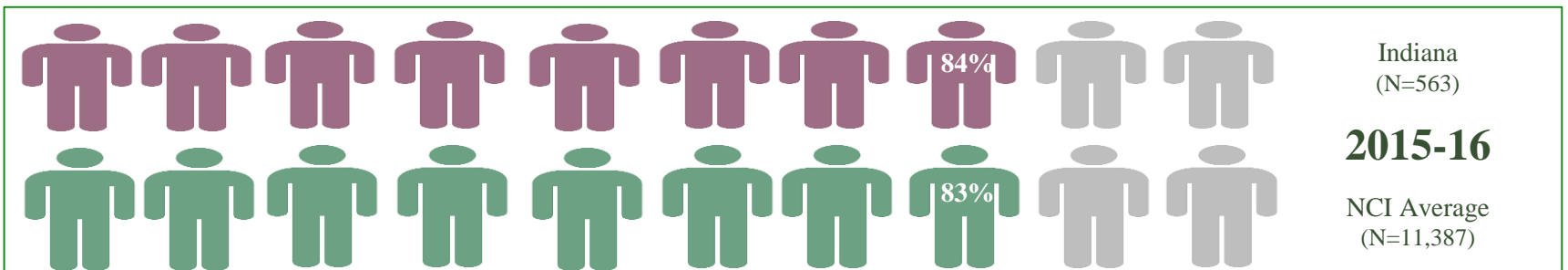
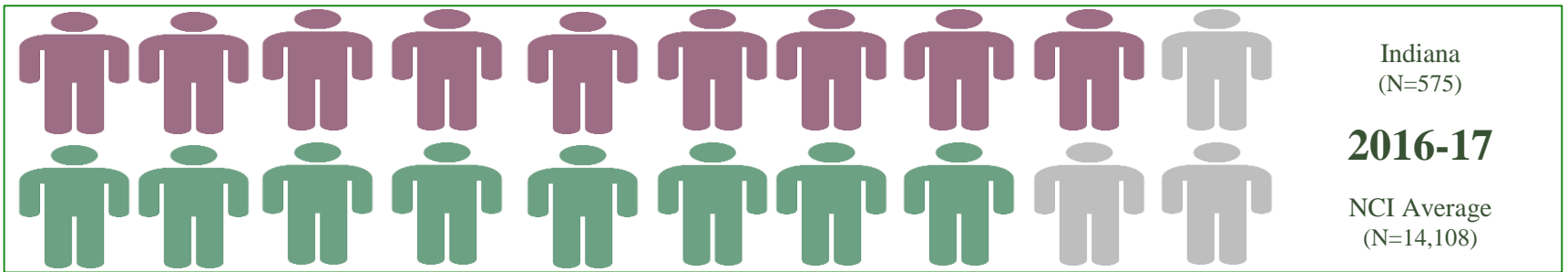




System Performance

Access

Able to get places when individual *wants* to do something outside the home. (Includes “yes” and “almost always” responses)





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Conclusion

The NCI survey is an invaluable tool for insight into how our consumers feel about the care and services they are receiving. Based on the results of the survey, and the ability to compare Indiana performance against the national average, we can ascertain what Indiana does well and where we have opportunities for improvement.



Conclusion

What Indiana does well (2016-17 data)

- Life Decisions
 - Able to make choices about their everyday lives, including: daily schedule, free time activities, and what to spend money on (91%)
- Work
 - Length of employment in current paid job (111.8 months vs. NCI Average of 67.5)
- Community Inclusion
 - Individual participate in everyday community activities (85%)
 - Individuals go shopping at least once a month (96%)
- Satisfaction
 - Individuals like their home (96%)
 - Services and Supports help individual have a good life (96%)



Conclusion

What Indiana does well (2016-17 data)

- Service Coordination
 - Have met case manager/service coordinator (96%)
 - Case manager asks individual what h/she wants (96%)
- Access
 - Ability to get places when they need to go (96%)
- Health
 - Have a primary care doctor (97%)
 - Nicotine/tobacco use (5%)
- Respect and Rights
 - Staff treat individual with respect (96%)
 - Others let individual know before entering home (94%)
 - Has a place to be alone in the home (98%)



Conclusion

Areas where Indiana is challenged

2016-17 data

- Work
 - Individuals with a paid job in the community (18%)
 - Individual does not have a paid job and wants one (40%)
 - Individual has community employment as a goal (21%)
- Community Inclusion
 - Going out for entertainment (72%)
- Service Coordination
 - Choosing the services as part of the service plan (77%)
- Safety
 - There is at least one place the individual feels scared or afraid (12%)





Conclusion

Areas where Indiana is challenged

2016-17 data



- Relationships
 - Individual has friends that are not staff or family (78%)
 - Individual often feels lonely (11%)
 - Individual can go on a date, is married, or living with a partner (76%)
- Health
 - Females (21+) not obtaining Pap tests as recommended (51%)
 - Females (40+) not obtaining Mammograms as recommended (59%)
 - Individuals not having eye exams or hearing tests as recommended (53% and 34%, respectively)
 - Individuals not obtaining flu vaccines as recommended (60%)



Conclusion

Areas where Indiana is challenged 2016-17 data

- Respect and Rights
 - Individual has a key to his/her home (59%)
 - Others read individual's mail without asking (13%)
 - Individual can be alone with visitors at home (67%)
 - Individual had the opportunity to attend a self-advocacy event (22%)
 - Individual has voted in a local, state, or federal election (39%)





Conclusion





Conclusion

Recommendations for achieving the possible:

- Choice in Services
 - Utilize and embrace the Person-Centered Individualized Support Plan (PCISP) and LifeCourse Framework;
 - Ensure the team focus is on the needs and wants of the individual when developing the service plan
- Employment
 - Assist individuals in developing employment skills
 - Assist individuals in seeking out employment through vocational rehabilitation services
 - Provide opportunities for individuals to apply for jobs



Conclusion

Recommendations for achieving the possible:

- Preventative health screenings such as Pap tests, mammograms, and colorectal screenings are usually free of charge to the individual.
 - Educate individuals on the importance of preventative health;
 - Encourage individuals to undergo preventative screenings;
 - Ensure all team members support the individual;
 - Establish a system to track preventative health screenings for individuals to ensure screenings are timely.



Conclusion

Recommendations for achieving the possible:

- Vaccines are usually low to no cost for individuals.
 - Educate and encourage individuals on the importance of obtaining vaccines;
 - Establish a system to track vaccines, including annual vaccines (flu and pneumonia) for individuals to ensure screenings are offered timely;
 - Consider having an RN (either employed or contracted) to provide vaccines to individuals in the home.



Conclusion

Recommendations for achieving the possible:

- Offer activities that will allow individuals to volunteer in their community while at the same time engage in physical activity (e.g. helping a neighbor shovel snow, raking leaves, pulling weeds at a park, packing boxes at a food bank, etc.).
- Consider utilizing the annual NCI survey data to establish performance measures that will support continued improvement to the services and quality of life for the individuals being served.



Conclusion

Recommendations for achieving the possible:

- Ensure individuals are safe and can openly express issues with management regarding unsafe situations.
- Provide opportunities and transportation for individuals to participate in self-advocacy activities.
- Provide opportunities for individuals to meet new people and make new friends.



Conclusion

Recommendations for achieving the possible:

- Incorporate a checks and balances system to ensure individuals' rights are protected (i.e. the individual has a key to their home, mail is not read without permission, the individual can have visitors in their home).



Agenda

- I. National Core Indicators Background
- II. Adult Consumer Survey
- III. Indiana's Adult Consumer Survey
Demographic Data
- IV. Indicator – Individual Outcomes
- V. Indicator – Health, Welfare, and Rights
- VI. Indicator – System Performance
- VII. Conclusion
- VIII. Questions**



Questions

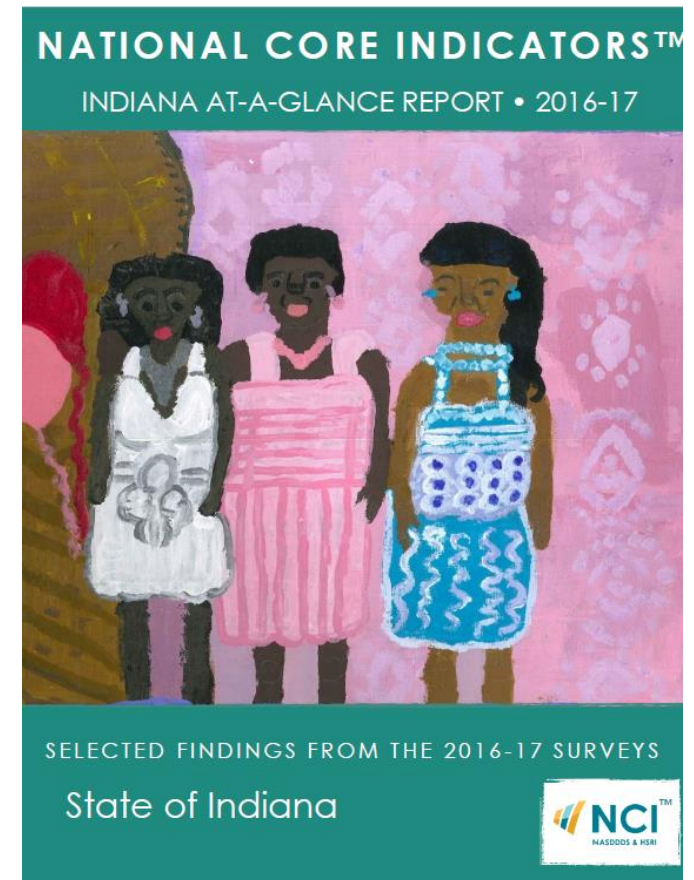




Resources

Available on the BQIS Webpage
(<https://www.in.gov/fssa/ddrs/2635.htm>)

- Today's recorded presentation and PowerPoint
- NCI reports
- NCI At a Glance for 2016-17





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