



Improving lives THROUGH  
supports and services  
THAT FOSTER self-determination.

# Using NCI Data to Enhance Developmental Disabilities Services & Supports

Caitlin Bartley, M.S.W.

NCI Project Coordinator

MO Division of Developmental Disabilities



# Missouri Division of Developmental Disabilities



- 👤 The MO Division of Developmental Disabilities (DD) is committed to improving the quality of life for individuals with developmental disabilities and their families. Offering support across the lifespan, the Division implements a statewide system of supportive services that focus on assuring health and safety, supporting access to community participation, and increasing opportunities for meaningful employment.



# What is NCI?





- 👤 National Core Indicators (NCI) is a voluntary effort by public developmental disabilities agencies nationwide.
  - 👤 Facilitated by NASDDDS and HSRI.
- 👤 Data is collected through survey instruments.
  - 👤 States administer the surveys and submit the data to NCI.
  - 👤 NCI analyzes the data and generate reports.
- 👤 NCI provides participating states with a means of measuring and tracking performance over time.
  - 👤 Also allows for national and state-to-state comparisons.
- 👤 Data collection, analysis and reporting is based on scientific methodology.



# NCI Surveys

- 👤 MO has participated in NCI since 2007-2008.
- 👤 There are 5 types of NCI Surveys, 4 of which MO participates in.
- 👤 **Adult In-Person Survey (formerly the Adult Consumer Survey):** face-to-face interviews with adults (age 18+) who have a I/DD, have an open Episode of Care with DD, and receive at least one authorized service (in addition to case management).
  - 👤 400 surveys are conducted each year.
  - 👤 MO has conducted the ACS/AIP every year since 2007-2008.

## NCI Family Surveys

-  **Adult Family Survey:** surveys mailed to the families of adults (age 18+) who have a I/DD, have an open Episode of Care with DD, receive at least one authorized service (in addition to case management), and *live in the family home*.
-  **Child Family Survey:** surveys mailed to the families of adults (younger than age 18) who have a I/DD, have an open Episode of Care with DD, receive at least one authorized service (in addition to case management), and *live in the family home*.
  -  1,000 of each survey are mailed each year.
  -  MO has intermittently participated in the Family surveys since 2007-2008.

# NCI Surveys



- 👤 **Staff Stability Survey:** completed by I/DD provider agencies to collect comprehensive data on the workforce of DSPs providing supports to adults (age 18 and over) with intellectual and developmental disabilities. In 2016, 116 providers completed the survey.

# NCI-MO Utilization



Individual and  
Family Feedback  
(via NCI surveys)

Change

Informs

Identification of  
Areas for Service  
Delivery and  
Systems  
Enhancement

Impacts

# MO Quality Outcomes & NCI

- 👤 The Missouri Quality Outcomes (MOQO) were developed as a result of listening to people with disabilities, their families, and advocates. The outcomes were designed to encourage personal quality of life outcomes with individual focus on leading a self-determined life; including personal values, choice, health, safety, inclusion and self-advocacy.
- 👤 The MOQO provide the framework for quality of life measurement. The goal is to provide continuous improvement of /IDD services and supports.
- 👤 The Division utilizes the information obtained from the NCI surveys to identify areas of services and supports in need of enhancement.

<https://dmh.mo.gov/dd/docs/missourqualityoutcomes.pdf>



# MO Quality Outcomes & NCI

- 👤 Based on NCI's format, the Division is in the process of developing a series of **At-A-Glance Reports**. This format will serve to inform stakeholders of NCI data that support the Missouri Quality Outcomes.
  - 👤 The initial report provides an overview of the Missouri Quality Outcomes with data from various NCI surveys and the Missouri Quality Outcomes survey.
  - 👤 A series of At-A-Glance Reports will follow, reporting on each outcome in detail with relevant data sets and resources.

<https://dmh.mo.gov/dd/docs/ncimissouriqualityoutcomes.pdf>

# Example from NCI At-A-Glance Report



Daily Life

## People Participate in Meaningful Daily Activities of Their Choice

This outcome is designed to support individuals to make informed choices and encourage self-determination in pursuing daily activities of their choice while exploring the full range of options; including employment, volunteering, use of free time and participating in activities of their choice. Outcomes/Supports should be individualized to assist in achieving maximum potential.

### Adult Consumer Survey

Would like a Paid Job in the Community (N: 189)

44%

Has a Paid Job in the Community (N: 392)

9%

Decides or has help deciding their daily schedule (N: 392)

92%

### Missouri Quality Outcomes Survey

- 11% *always* have help to explore new job opportunities in their community

### Adult Family Survey



63% have enough support to work or volunteer in the community (N: 158)

### Child Family Survey

46% of children have a transition plan (as part of an IEP or Section 504 plan) (N: 105)



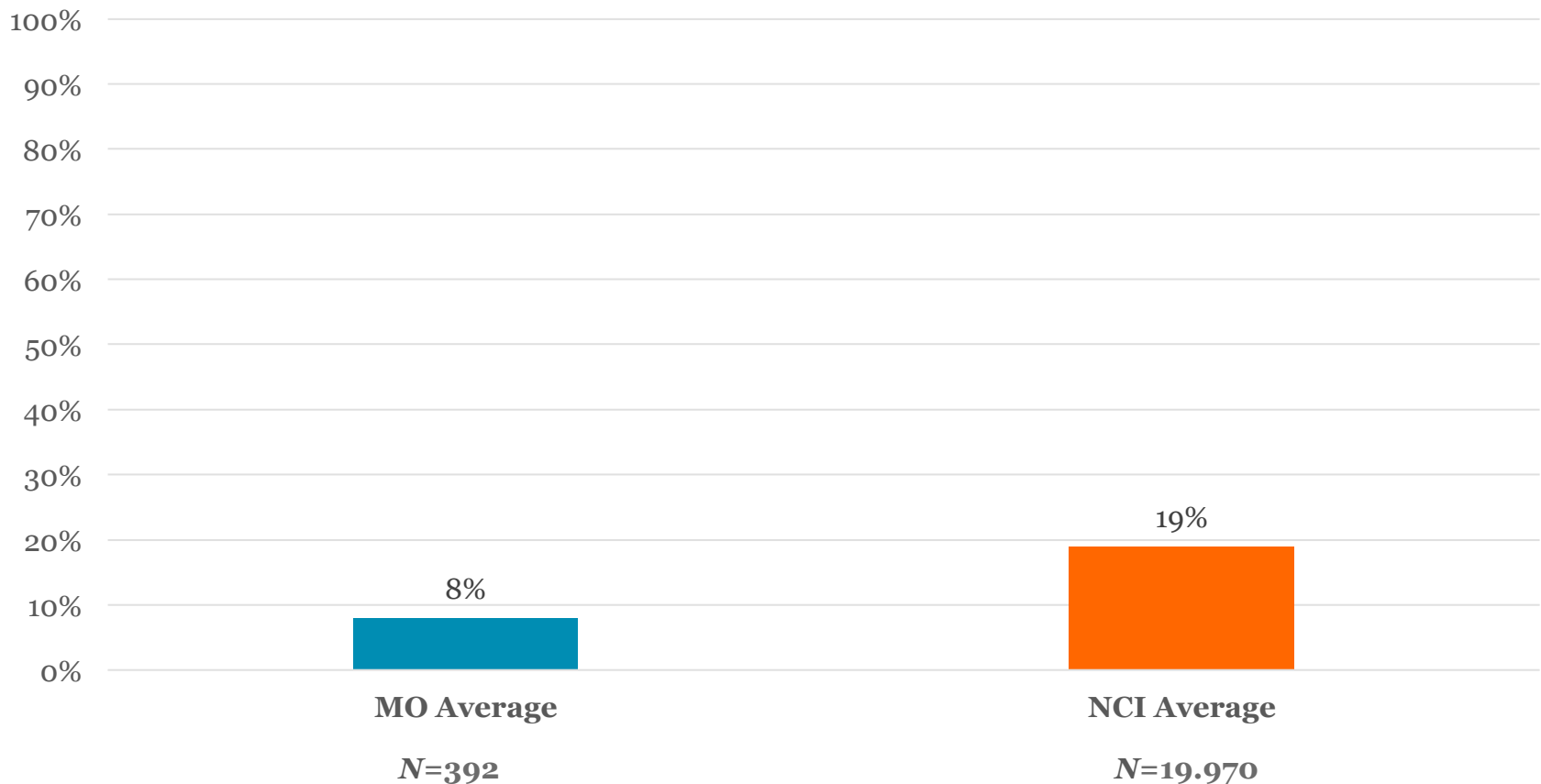
# Data Impacting Change: Employment



- 👤 Over the last several years, MO NCI data has demonstrated that the percentage of individuals employed in their community has been consistently below the national benchmark.
- 👤 NCI data has also shown that Missourians with I/DD *want to work*, yet community employment is not commonly included as a goal in their service plan.

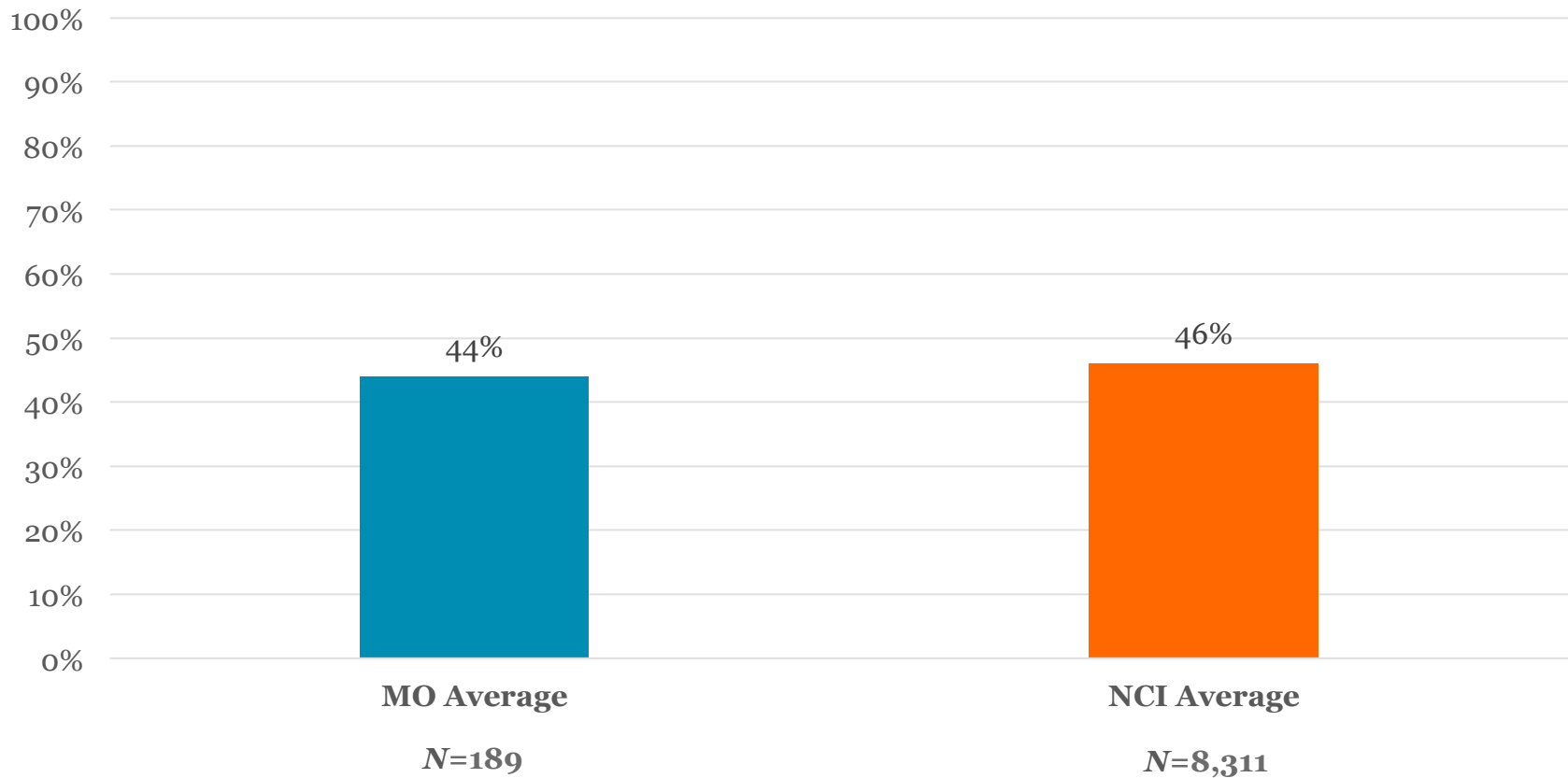
# 2016-2017 ACS Data

## Paid Job in the Community



# 2016-2017 ACS Data

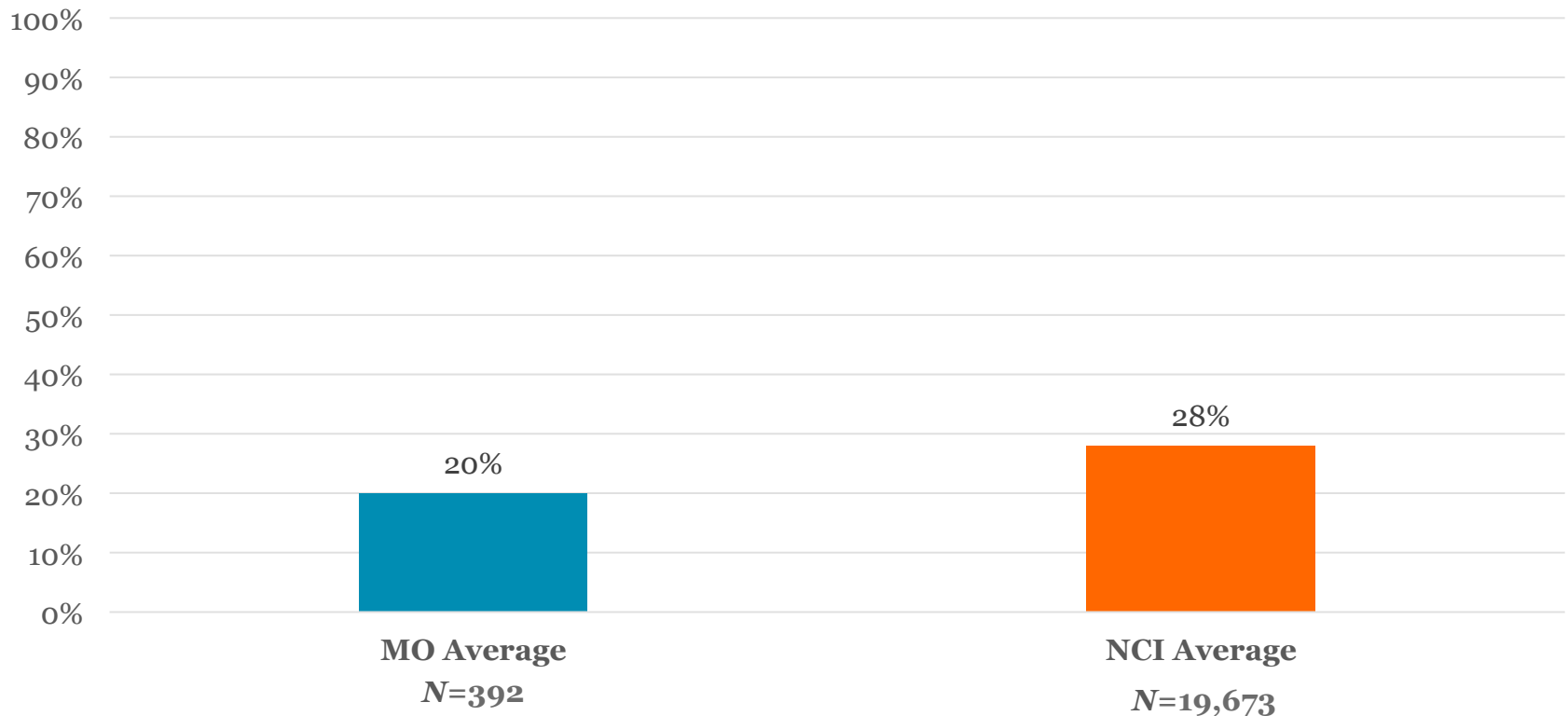
## Wants a Paid Job in the Community



# 2016-2017 ACS Data



## Has Community Employment as a Goal in Service Plan



# MO's *Empowering through Employment* Initiative

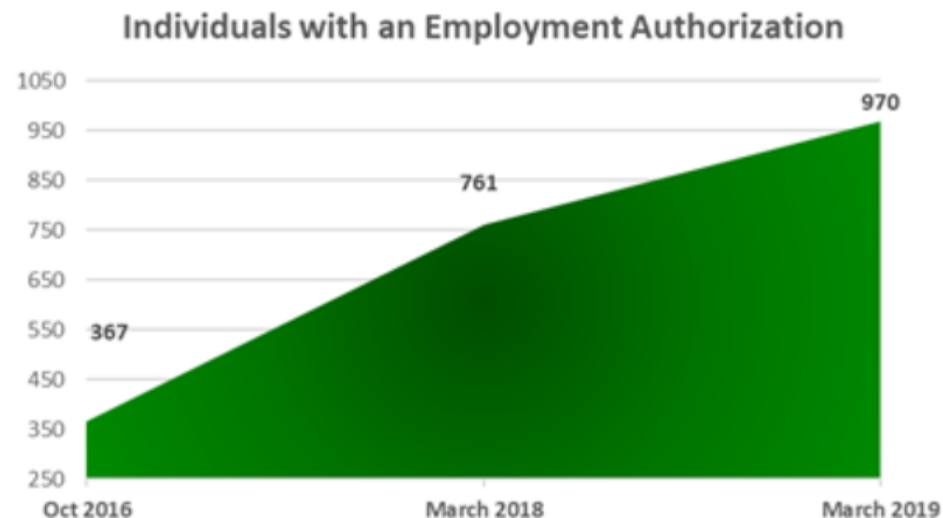


- 👤 In October 2016, the Division launched the ***Empowering through Employment*** Initiative to assist the growing number of individuals who express an interest in community-based employment.
  - 👤 This initiative is designed to increase the number of individuals receiving employment supports and services.
  - 👤 The goal is to have 35% of all individuals receiving waiver services to have employment supports authorized and available for their use.
- 👤 Empowering Through Employment has been deemed a priority based upon the gap between the percentage of Missourians with I/DD accessing employment services as compared to other day services.



## Employment Service Authorizations

- At the launch of the Empowering Through Employment initiative in October 2016, 367 individuals had an authorization for employment service. This number has increased to 970 individuals within the current month, which is a monthly increase of 164% since the initiative launched and a 27% increase over the past 12 months.






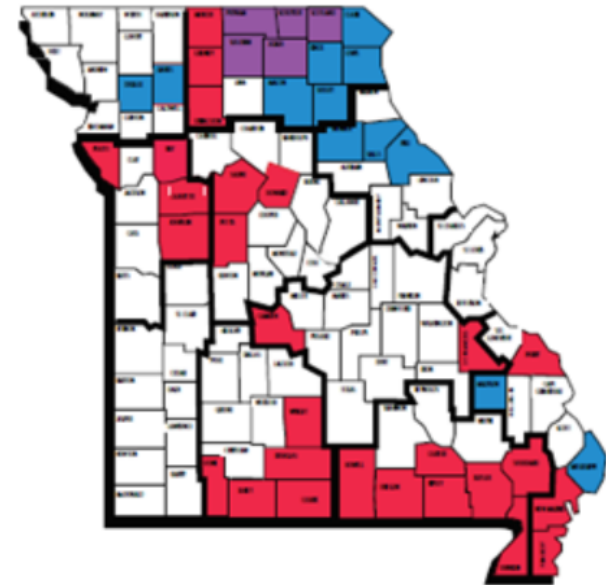


# Empowering through Employment

## TCM Ribbon Status by County

Regions and Targeted Case Management (TCM) entities are recognized by ribbon status based on the percentage of individuals with employment service authorizations. Currently, 7 TCMs (serving 12 counties) have achieved the blue ribbon recognition and 1 TCM (serving 5 counties) has achieved the purple ribbon recognition. A total of 30 TCMs covering 44 counties have met ribbon status.

-  35% or more individuals w/ employment auths
-  25%-34% of individuals w/ employment auths
-  13%-24% of individuals w/ employment auths



# Safety & Security At-A-Glance Report



- 👤 The second At-A-Glance Report will focus on the Missouri Quality Outcome of Safety & Security.

## People are Educated about Their Rights and Practice Strategies to Promote Their Safety and Security.



This outcome emphasizes individuals living free from harm, being educated about their rights and living in healthy environments where safety and security are a high priority, while supporting the individual's rights to live independently, make personal choices and take some risks.

<https://dmh.mo.gov/dd/docs/muosafetyandsecurity.pdf>

# Safety & Security At-A-Glance Report



- 👤 The concept and basic foundation for this At-A-Glance Report came from NCI's *Predictors of Abuse and Neglect*.
  - 👤 A hypothetical case illustrating how states can use NCI data to address abuse and neglect
  - 👤 Predictors of Abuse and Neglect:
    - 👤 Social isolation (lack of friendships and relationships beyond paid staff)
    - 👤 Social stigma related to a lack of respect for people with disabilities
    - 👤 Lack of privacy within the residence
    - 👤 Ignorance of individual rights
    - 👤 Staff stress and lack of training
    - 👤 Significant dependence on others
    - 👤 Lack of control/decision-making
    - 👤 Lack of community participation

# Safety & Security At-A-Glance Report



- 👤 Next, we pulled in relevant NCI data and resources from the National Center on Domestic and Sexual Violence.
  - 👤 Power and Control Wheel: People with Disabilities and their Caregivers
    - 🏠 Developed by the Wisconsin Coalition Against Domestic Violence
    - 🏠 Identifies caregiver behavior patterns of power and control
    - 🏠 Can be used for education on what could be predictors/indicators of abuse and neglect
  - 👤 Equality Wheel: People with Disabilities and their Caregivers
    - 🏠 Developed by the Wisconsin Coalition Against Domestic Violence
    - 🏠 Identifies behavioral changes that would lead to equality-based relationships between caregivers and individuals
- 👤 Together, these wheels demonstrate what these relationships should look like vs. what they should *not* look like

# Example from Safety & Security At-A-Glance Report



## NCI Predictor #1: Social Isolation

### Power & Control Wheel

#### ISOLATION:

Controlling access to friends, family, and neighbors. Controlling access to phone, TV, news. Limiting employment possibilities because of caregiver schedule. Discouraging contact with the case manager or advocate.

### NCI Child Family Survey

81% spend time with children who do not have developmental disabilities

### NCI Adult Family Survey

69% have friends other than family or paid staff

### Equality Wheel

#### INVOLVEMENT:

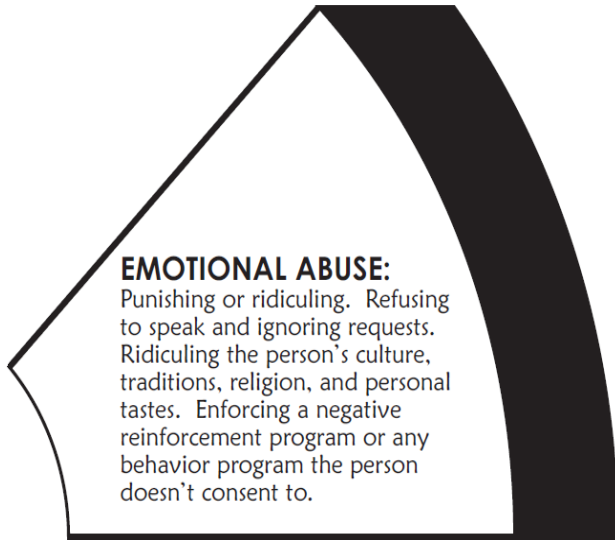
Encouraging personal relationships. Assisting in gaining access to information and employment. Facilitating involvement within residence and job site. Encouraging contact with the case manager or advocate.

# Example from Safety & Security At-A-Glance Report



## NCI Predictor #2: Social Stigma

### Power & Control Wheel



### NCI Child Family Survey

**31% of families  
identified social  
stigma as a barrier to  
community activities**

### NCI Adult Family Survey

**18% of families  
identified social  
stigma as a barrier to  
community activities**

### Equality Wheel



# Quality Advisory Council

- 👤 Information from the Safety and Security At-A-Glance Report and information from Charting the Lifecourse have been presented as a blueprint for the Division's Quality Advisory Council (QAC).
  - 👤 January meeting covered the first two NCI Predictors of Social Isolation and Social Stigma.
  - 👤 Key discussion items from the QAC included utilization of supportive technology to promote independence and decrease the potential for social isolation. Also efforts to further educate individuals and families regarding process to communicate dissatisfaction with delivery of services and supports.
- 👤 Throughout CY 2019 the QAC will review the NCI predictors for A/N including available data. The QAC will provide recommendations to the Division based upon the information provided.

# Utilizing NCI in the Direct Connection Newsletter



- 👤 The Division releases the Direct Connection Newsletter every two months.
- 👤 In each newsletter, state-specific NCI data is presented to educate and inform the audience as it pertains to IDD related subjects including self-determination, employment, family supports, etc.



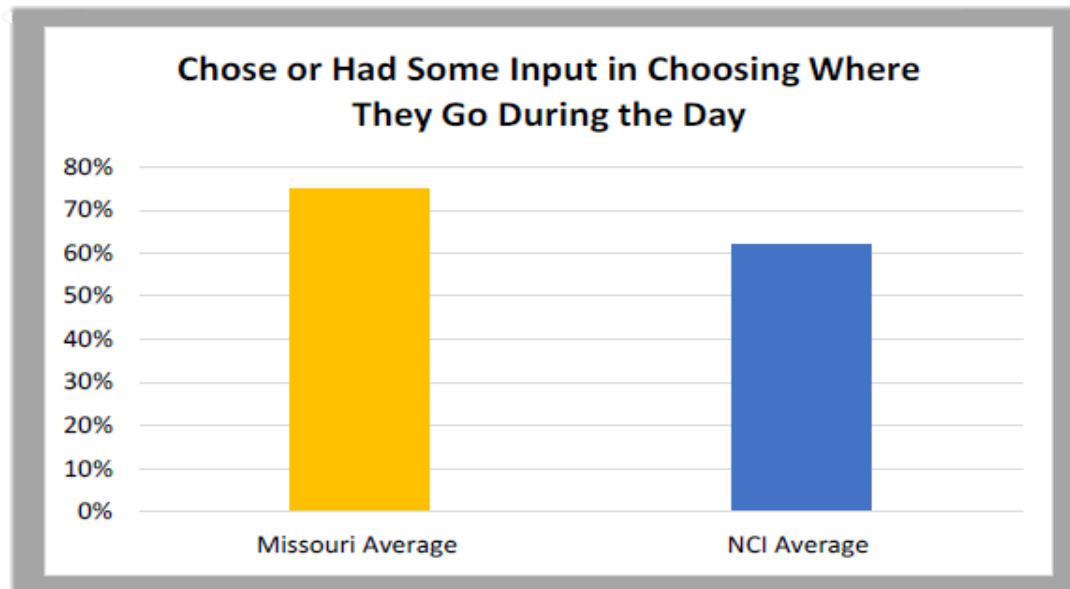
# July 2018 Issue: Self-Determination



July 2018



## Data from National Core Indicators (NCI)



Data is from the 2016-2017 National Core Indicators (NCI) Adult In-Person Survey, which is a face-to-face interview with adults (age 18+) who receive services from the Division of Developmental Disabilities.

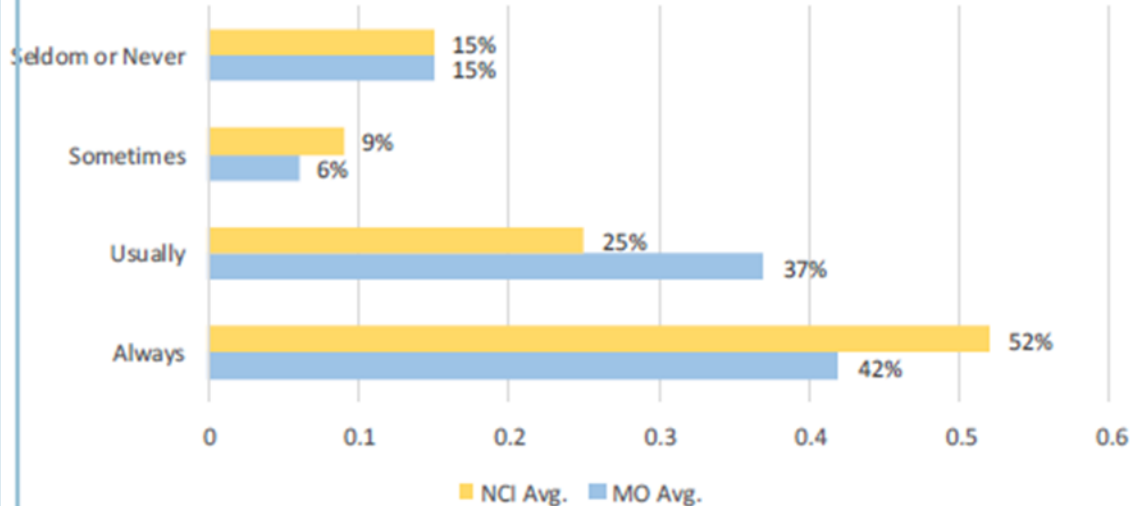
The graph to the left shows the percentage of individuals in Missouri who chose or had some input in choosing where they go during the day as compared to the NCI (nationwide) average for this measure.

<https://dmh.mo.gov/dd/docs/blastdirectconnectionnewsletterseptember2018.pdf>

# January 2019 Issue: Developing Accessible Housing



Does your family member have access to the special equipment or accommodations that s/he needs (for example, wheelchair, ramp, communication board)?



This data is from the 2016-2017 National Core Indicators (NCI) Adult Family Survey, which is a questionnaire mailed to the family of adults (age 18+) who receive services from the Division of Developmental Disabilities and live in the family home. This graph demonstrates the percentage of respondents/family members in Missouri that report that their family member has access to the special equipment or accommodations that s/he needs as compared to the NCI (nationwide) average for this measure.

- 👤 This newsletter can be used as a platform for education on various health topics to support individual health and wellness.
- 👤 The May 2018 issue featured an article on oral health and dental services.
  - 👤 Included was MO-specific NCI data regarding dental care and links to MO HealthNet dental benefits information.

## Excerpt from May 2018 Issue

Adults receiving Medicaid are provided with a benefit package that covers preventative dental services as well as some oral surgery services. Dental services not covered through the benefit package may be covered through a physician's referral letter stating that, without dental treatment, the participant's health will be negatively affected. Providers should contact the MO HealthNet Provider Communications Unit at (573) 751-2896 if they are in need of assistance regarding coverage for dental services that are a medical necessity.

Information regarding dental service coverage through MO HealthNet can be found at:

[https://dss.mo.gov/mhd/participants/pdf/hndbk\\_ffs.pdf](https://dss.mo.gov/mhd/participants/pdf/hndbk_ffs.pdf)

MO HealthNet Fee-For-Service (Medicaid) participants can find a doctor by using the MO HealthNet Provider Search online at <https://apps.dss.mo.gov/fmsMedicaidProviderSearch> or by directly contacting the Participant Services Unit at 1-800-392-2161.

## Excerpt from May 2018 Issue (Corresponding NCI Data)

### Access to Dental Services in Missouri (From National Core Indicators Survey Data)

- Based on data from 2016-2017 NCI Family surveys, 61% of adults who receive services and 72% of children who receive services are reported to *always* have access to dental services.
- Of individuals that participated in the 2015-2016 Adult Consumer Survey (age 18+ and receive at least one authorized service in addition to case management), 51% of Missouri participants had received a dental exam in the last six months, while 35% had received a dental exam in the past year.

National Core Indicators (NCI) is a voluntary effort by state developmental disability agencies to measure and track their own performance. More information is available at: <https://www.nationalcoreindicators.org/>

# NCI Data Supporting System Enhancement

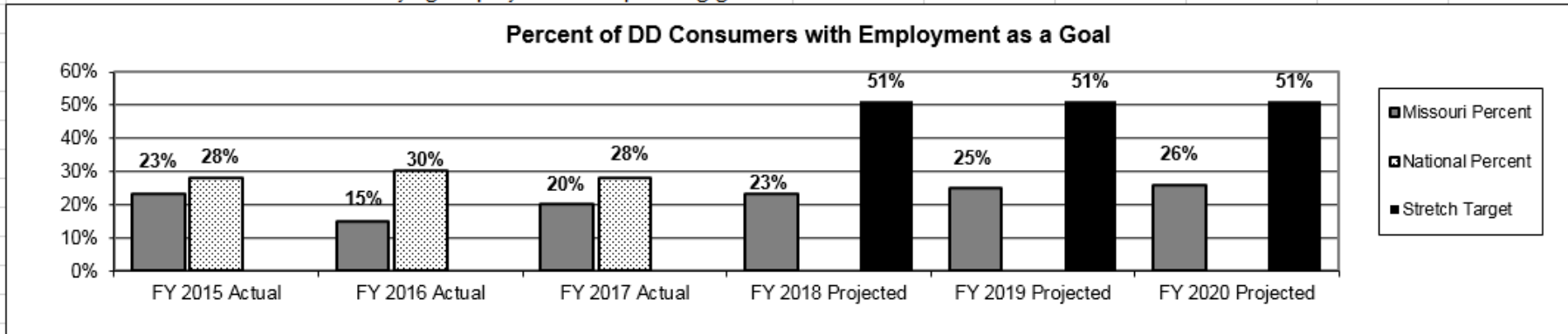


- 🕒 The Division utilizes NCI data to report on budget measures related to quality.
- 🕒 Recognized by the MO Office of Administration in 2018 and received a performance management award based upon quality measures for In-Home Supports.

# Budget Example

## 2c. Provide a measure(s) of the program's impact.

- How successful is Missouri in identifying employment as a planning goal.



Note: Based on a sample of consumers reported in National Core Indicators (NCI). FY 2018 is not yet available. According to NCI data, 51% of individuals expressed an interest in employment. The ultimate stretch target is for all 51% of these individuals to have employment as a goal in their plan.

- Example of how NCI data is used in the budget as a performance measure for employment as a goal in the service plan.

# Data Supporting System Enhancement



- 👤 The Division is in the initial process of exploring how NCI data (including the Staff Stability Survey) can be utilized to inform and support a Value Based Purchasing (VBP) Model.



# Questions?



## Missouri Department of Mental Health Division of Developmental Disabilities

**Caitlin Bartley, NCI Project Coordinator**

caitlin.bartley@dmh.mo.gov

(573) 522-4898

# Resources

- 🕒 Missouri Quality Outcomes:  
<https://dmh.mo.gov/dd/docs/missourqualityoutcomes.pdf>
- 🕒 Missouri Quality Outcomes-NCI At-A-Glance Report:  
<https://dmh.mo.gov/dd/docs/ncimissourqualityoutcomes.pdf>
- 🕒 NCI Predictors of Abuse and Neglect Case Example:  
[https://www.nationalcoreindicators.org/upload/core-indicators/Abuse\\_Neglect\\_Case\\_Example\\_formatted\\_Final.pdf](https://www.nationalcoreindicators.org/upload/core-indicators/Abuse_Neglect_Case_Example_formatted_Final.pdf)
- 🕒 Safety & Security At-A-Glance Report:  
<https://dmh.mo.gov/dd/docs/muosafetyandsecurity.pdf>

# Resources



- 👤 Power and Control Wheel:  
<http://www.ncdsv.org/images/DisabledCaregiverPCwheel.pdf>
- 👤 Equality Wheel:  
<http://www.ncdsv.org/images/DisabledCaregiverEqualitywheelNOSHADING.pdf>
- 👤 *Empowering through Employment* Initiative:  
<https://dmh.mo.gov/dd/progs/taking-charge.html>
- 👤 MO Division of Developmental Disabilities *Direct Connection* Newsletters:  
<https://dmh.mo.gov/dd/directconnection.html>