What is National Core Indicators (NCI)?

Since 1997, state developmental disability service systems have used the National Core Indicators™ (NCI™) surveys to gather information about the satisfaction, quality of life, and critical life outcomes of those they support. States use this information to track their own performance over time and to compare results across states. NCI’s outcome data contributes key information to states seeking to improve services that support people with IDD to live and contribute as valued members of their communities.

What is the At-A-Glance Report?

This report uses graphics and icons to demonstrate selected NCI findings from all participating states for quick and easy reading.

Does something catch your eye? Visit www.nationalcoreindicators.org for more info on NCI.

Cover Art by:

Darryl Richards

Darryl Richards is an artist born and raised in Boston. Much of Darryl’s artwork is influenced by his experiences in the city. He has been an artist since he was 5 years old, when he started out by drawing characters from his imagination. He continues to produce work using imagery from his mind but now also focuses on drawing people and animals using both technical/traditional and cartooning techniques.

Darryl sees his art as a journey that will take the viewer into another dimension. He hopes that his work will spark the viewer’s imagination, draw them into the world he has created, and take their perception of art to the next level.

Darryl has taken art classes through a variety of programs. He specifically focuses on 2-D fine art. Currently, he is producing work through both Gateway Arts and Artists for Humanity.

Learn more at www.gatewayarts.org
Where are the statistics in this report from?
This report includes selected findings from the National Core Indicators™ 2017-18 Surveys listed below. The data shown are weighted NCI averages*.

The In-Person Survey (formerly called the Adult Consumer Survey)
Adults with IDD age 18 and older who receive at least one paid service (in addition to case management) from the state DD agency participate in this survey. The survey includes a Background Information Section, which includes data about the person gathered from agency records, and an in-person survey. The in-person survey is composed of two sections: Section I includes subjective questions that can only be answered by the person receiving services from the state. Section II includes objective, fact-based questions that can be answered by the person or, if needed, a proxy respondent who knows the person well.

Family Surveys
The Adult Family Survey is completed by families who have an adult family member (age 18 or older) with IDD living in the family home. The family member receives at least one paid service (in addition to case management) from the state DD agency. This survey is mailed to families.

The Family Guardian Survey is completed by families or guardians who have an adult family member (age 18 or older) with IDD living outside the family home. The family member receives at least one paid service (in addition to case management) from the state DD agency. This survey is mailed to families or guardians.

The Child Family Survey is completed by families who have a child with IDD living in the family home. The child receives at least one paid service (in addition to case management) from the state DD agency. This survey is mailed to families.

The NCI Team produces reports that inform state efforts to strengthen LTSS policy, inform quality improvement activities, evaluate programs and policies, and compare their performance with national norms. For more information on National Core Indicators, please visit www.nationalcoreindicators.org. For detailed information on samples, methodology and administration, please see the NCI Reports from 2017-18, available at https://www.nationalcoreindicators.org/resources/reports/.

*The NCI averages contained in this report are “weighted” means: the calculations reflect the relative population sizes of participating states and their survey sample sizes. For more information, please see the 2017-18 In-Person Survey Report, available at https://www.nationalcoreindicators.org/resources/reports/.
The NCI In-Person Survey (IPS) is administered directly to individuals with IDD who receive at least one service in addition to case management.

The total IPS sample size was 25,671. The following 35 states and the District of Columbia participated in the survey: AL, AZ, AR, CA, CO, CT, DE, FL, GA, IL, IN, KS, KY, LA, ME, MA, MI, MN, MO, NC, NE, NV, NY, OH, OK, OR, PA, RI, SC, TN, UT, VT, VA, WI, WY.

Demographics of respondents:

- Average age: 42
- 59% Male, 41% Female
- 42\% White, 39\% Black or African American, 10\% Hispanic or Latino, 6\% Other*
- 2 in 5 (43\%) have a full or partial guardian
- 31\% Group home, 39\% Lives with family/relative, 5\% Foster care, 2\% Other / Don’t Know, 4\% ICF/IID or other institutional settings
- 2\% Own home or apartment
- 3 in 4 (78\%) have friends who are not staff or family
- 79\% like their homes
- 57\% chose their homes

*Includes Asian, American Indian or Alaska Native, and Pacific Islander
18% have a job in the community

45% do not have a job and want one

Has voted in a local, state, or federal election

24% Has attended a self-advocacy group meeting

37% Has voted in a local, state, or federal election

91% Report that they like their job

1 in 3 32% receive paid time off

12% Other people open or read person’s mail without asking *

98% Took part in or had the opportunity to take part in last service meeting

88% Say they’re able to contact case manager when needed

13% Use self-directed supports option

63% chose their staff or were aware they could request to change staff

91% Feel supports help them to live a good life

* A lower percentage indicates fewer people reported that others open mail or email without asking
The NCI Adult Family Survey (AFS) is responded to by families who have an adult family member (18 years or older) with IDD who lives in the family home and receives at least one service in addition to case management.

The total AFS sample size was 5,221. The following 11 states and the District of Columbia submitted data to the 2017-18 Adult Family Survey: AZ, DE, FL, GA, MD, MO, NC, NH, OK, PA, WA.
SUPPORTS, SERVICES AND SATISFACTION

**60%**
Reported receiving crisis or emergency services if needed in the past year

**2 in 5**
39% report having access to respite services if needed

**2 in 5**
39% are always satisfied with their services and supports

**4 out of 10**
42% report getting enough information to help participate in planning services

**3 out of 10**
29% feel that the information is always easy to understand

**65%**
65% say they are always able to contact their case manager when they want to

**52%**
Say support workers always have skills to meet family’s needs

**62%**
Feel family is always able to choose or change support workers

**66%**
Report that support workers always come and go when they are supposed to

**8 in 10**
82% report services are delivered respectfully of family’s culture

**Feel supports have made a positive difference in life of their family 95%**

**3 out of 10**
29% feel that the information is always easy to understand
The NCI Family Guardian Survey (FGS) is responded to by families who have an adult (18 years or older) with IDD who does not live in the family home and receives at least one service in addition to case management. The total FGS sample size was 4,890. The following 10 states submitted data to the 2017-18 Family Guardian Survey: AZ, FL, GA, MD, NC, NH, PA, SD, UT, WA.
2/3
69% say family member has friends other than support workers or family

77% feel prepared to handle needs of family member in an emergency

76%
Report their family member can always see a health professional when needed

3 in 5
60% report they’re always able to contact their case manager when they want to

63% feel the case manager always respects their choices and opinions

HALF
49% say staff always keep them informed about their family member’s well-being

42%
Say services always change when family needs change

33% report they can always choose or change support workers

92%
Feel their family gets the supports they need

75%
Report services are always delivered respectfully of family’s culture

43% are always satisfied with the services and supports family currently receives

97%
Feel supports have made a positive difference in the life of their family
The NCI Child Family Survey (CFS) is responded to by families who have a child with a developmental disability who lives in the family’s home and receives at least one service in addition to case management. The total CFS sample was 4,236. The following 8 states submitted data to the 2017-18 Child Family Survey: AZ, LA, MO, NC, OR, TX, UT, WI.
**SUPPORTS, SERVICES AND SATISFACTION**

**INDICATORS™**

- **48%**
  - Feel support workers always have skills to meet family’s needs

- **62%**
  - Say family is always able to choose or change support workers

- **58%**
  - Report being able to contact their case manager when they want to

- **84%**
  - Report that their child takes part in activities in the community

  - 84% report that their child spends time with children without IDD

- **2 in 3**
  - 72% feel case manager respects their opinions
  - 62% say the child’s primary care doctor understands their needs relating to their disability

- **42%**
  - 85% feel service plan includes everything child needs
  - 78% report child receives all the services in their plan

- **39%**
  - 42% Report having access to respite services if needed

- **1 in 5**
  - 39% Say cost is an obstacle to their child participating in the community
  - 22% report taking part in family-to-family networks in their community

- **3 in 4**
  - 84% report that their child takes part in activities in the community
  - 77% say their family gets the supports they need
  - 36% say they’re always satisfied with the services and supports they’re receiving

- **95%**
  - 3 in 4 Feel supports are helping their child to live a good life
2017 STAFF STABILITY IN THE

Direct Support Professional Workforce in NCI States*

Source: National Core Indicators (NCI, 2019) Staff Stability Survey 2017

DIRECT SUPPORT PROFESSIONAL (DSPs) VACANCY RATES

Of responding providers:

- 17.3% of part-time positions were vacant
- 8.1% of full-time positions were vacant

AVERAGE TURNOVER RATE FOR DSPs

44% state average turnover rate* for DSPs

Of DSPs who left positions* in calendar year 2017:

- 40% left in fewer than 6 months
- 21% left between 6 & 12 months
- 39% left after 12 months or more

AVERAGE TENURE OF DSPs

Of DSPs employed within reporting organizations, as of December 31, 2017:

- 20% have been there fewer than 6 months
- 16% have been there 6-12 months
- 65% have been there 12 or more months

* All data is from a sample of 3,334 provider agencies from 19 states (Arizona, Connecticut, Georgia, Illinois, Indiana, Kentucky, Maryland, Missouri, Nebraska, New York, Ohio, Oklahoma, Oregon, South Carolina, South Dakota, Tennessee, Utah, Vermont), and the District of Columbia.

Turnover equals the total separated DSPs in past year divided by the total direct support staff as of December 31, 2017.

Values are weighted averages, except for DSPs who left positions are unweighted. Proportions may not add up to 100% due to rounding.
HEALTH INSURANCE
Of responding providers: 72% offer health insurance to some or all DSPs

Of responding providers who offer health insurance:
- 69% offer health insurance to only full-time DSPs
- 38% require DSPs be employed at the agency for a certain length of time to be eligible for health insurance
- 2% offer health insurance to all DSPs

HOURLY WAGES
Wages paid by responding providers
- $11.44 average wage
- $12.52 average wage

NUMBER OF DSPs WITHIN REPORTING ORGANIZATIONS
3,334 reporting organizations:
- 43% employed 61 or more DSPs
- 32% employed 20 or fewer DSPs
- 15% employed 21-40 DSPs
- 9% employed 41-60 DSPs

Weighted average: 84 DSPs employed by an agency

How to Generate an NCI Chart in

3 EASY STEPS

Introducing the Chart Generator — an online data inquiry and visualization tool custom-built for NCI!

https://www.nationalcoreindicators.org/charts/

STEP 1 Select a State

The selected state’s numbers would be displayed alongside the NCI Average where available.

Tip: If no states are selected, the NCI Average will be displayed.

STEP 2 Select a Measure

Measures are “points of entry” to the information collected through NCI.

Select from 140+ measures organized into four categories:

- **Descriptive**
  - Age, gender, race/ethnicity, diagnosis (if applicable), etc.

- **Health, Welfare and Rights**
  - Had flu vaccine, number of medications taken, body mass index, physical activity, has a key to home, can lock bedroom, feels safe, etc.

- **Individual Outcomes**
  - Chooses how to spend money, decides daily schedule, has friends, can see family, likes home, has a paid community job, etc.

- **System Performance**
  - Staff have right training to meet needs, can contact case manager/service coordinator when wanted, took part in service planning meeting, etc.

STEP 3 Select Filters (optional)

Filters are options to limit the inquiry to a smaller group defined by certain characteristics. Up to two filters can be selected at a time.
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