What’s New for 2016-17?

Survey changes, updates to trainings, ODESA updates
Adult Consumer Survey 2016-17

Survey Changes
General Changes

• Several questions slightly reworded
• Additional explanations to questions and more defined terminology
• N/A responses clarified
• Logic checks made more clear (e.g., indicating that if you choose YES, you should code the next question as NO)
Demographics
Adult Consumer Survey

• BI-3 (zip code) will now also provide information on median income
  ▪ this will show in the data export *only*
• BI-4 (DOB) no longer asks for day, only mm/yyyy
• BI-5 (Gender) added ‘other’ response for those who do not identify as male or female
• BI-15 (Health Conditions) now asks about oral health conditions and sleep apnea
• BI-28 (Pap Test) and BI-30 (Colorectal Cancer Screening) updated to reflect current guidelines
Survey Questions
Adult Consumer Survey

• Q12 (satisfaction with time spend at day program/workshop)
  ▪ Question and responses reworded
• Q18 (has best friend)
  ▪ Re-added
• Q48-Q61 (Community Inclusion questions) changed wording:
  ▪ ‘How often did you go out for...”
  ▪ “Who did you usually got with when you went...”
• Q69 (Can change CM)
  ▪ Reworded – we no longer ask if the person chose their CM, only if they can request a change
• Q87 added question:
  ▪ How often do you get information about how much money is left in your budget/services?
• I-1 added a question for surveyor
  ▪ In what language was the survey conducted?
Demographics
Family Surveys

• E and F (diagnoses)
  ▪ Added ‘anxiety’ and ‘psychotic disorder’ as examples for mood/psychiatric diagnoses
  ▪ Added oral or dental heath conditions and sleep apnea

• K (Highest Level of Education)
  ▪ Added response ‘Did not complete school, not enrolled’
Family Surveys

• Q16 (do you feel prepared to handle needs of Family Member in Emergencies)
  ▪ Now asked to everyone
• Healthcare Access
  ▪ Reworded to better assess whether healthcare professionals understand the needs of the Family Member
Materials, Refreshers, and On-site

NCI Trainings
On-site Trainings

• States may require on-site trainings when needed, typically:
  ▪ In the first year of participation
  ▪ When a state hires all new interviewers
  ▪ Begins using, or changes a contractor

• The on-site trainings will use more dialogue and interviewer involvement than there has been in the past.
Refresher Training Schedule

• HSRI will hold refresher trainings monthly in August, September, and October
  ▪ Additional refresher training will be held throughout the year
• Trainings are approximately two hours
• Topics covered are:
  ▪ General NCI information and reminders
  ▪ In-depth looks at ACS survey changes and typical questions,
  ▪ Tips and lessons learned
• States may also request a state-specific refresher training
Refresher Trainings

• Refresher trainings can be attended by lead trainers and/or interviewers
• All interviewers should go through a yearly update training in order to:
  ▪ Keep up with changes to the survey
  ▪ Ensure interviewers are following standard protocol
  ▪ Review additional questions or outstanding issues from previous year
• The slides and other materials will be made available upon request and in the Fort’ Nightly
• A recording of a refresher training will also be available
Training Materials

Complete training resources for 2016-17 are coming in August, including:

- Detailed survey changes guide
- Interviewer training guide
- Full length (new) Adult Consumer Survey video with lead trainer guide
- Strategies for a Successful Meeting
- ODESA video for administrators

[www.nationalcoreindicators.org](http://www.nationalcoreindicators.org)

- State Reports (Complete report and User-Friendly)
- Chart Generator
- Technical Reports and Data briefs
Introduction to NCI from Self Advocates

https://www.youtube.com/watch?v=gfkUrshNQj8&feature=youtu.be

ODESA entry for Group Users:
https://www.youtube.com/watch?v=2WjA58yaY0c&feature=em-upload_owner-smbtn
2016-17

Direct Entry for the NCI
Family Surveys
What is it?

• Family survey respondents may enter their survey responses directly into the ODESA system
  ▪ States should also offer standard paper copies if requested by respondent

• 2016-17 survey cycle, will be available for all family surveys
  ▪ Adult Family Survey
  ▪ Family Guardian Survey
  ▪ Child Family Survey
How it works

• Direct Entry will not be available until October 2016
  ▪ States should not send out direct entry mailing to respondents until the ODESA is open
• Direct Entry is only available in English
• Inform HSRI of state’s intent to use direct data entry at least 6 weeks before sending information to respondents
  ▪ Additional time may be needed if there are state customizations
How it works

• HSRI will provide the state with a unique identifier to be used at the beginning of survey codes

• State sends HSRI list of survey codes
  - Must include state code
  - List should be in excel in this format:

<table>
<thead>
<tr>
<th>State</th>
<th>Survey Code</th>
</tr>
</thead>
<tbody>
<tr>
<td>MA</td>
<td>01-234569</td>
</tr>
</tbody>
</table>

• NCI creates a unique URL for each survey code
How it works

- States may send a postcard requesting the survey be competed online or send paper surveys to all families.
- Cover letter will indicate that there is an option to do survey online.
  - Unique URL will be included on cover letter.
- Respondents will be able to complete the survey on paper or through ODESA directly.
  - Response tracking can be done in ODESA system.
Strategies

• Start working on your mailing list well in advance of mailing.
  ▪ Think about sending survey translations
• If your state has done survey in past, create fact sheet with data snapshots (examples in following slides)
  ▪ Or send data from neighboring state or NCI average
• Send pre-letter to all families letting them know the survey will arrive soon.
  ▪ Tell them to “look out for the pink envelope”
    • Mail survey in pink envelope
  ▪ This can also help you sort out your mailing addresses. Bad addresses will bounce back
Strategies

• Get in touch with self-advocacy groups, family networks in your state.
  ▪ They can let families know the survey is coming
  ▪ They can reinforce the importance of participation
• Make sure there’s an option for respondents who need assistance (a call in number, etc.)
• Send follow up postcards/letters at set intervals after initial mailing.
Questions?

• Remember, please email Dorothy and Steph by August 1, 2016 to let them know if you’d like to participate
  ▪ sgiordano@hsri.org
  ▪ dhiersteiner@hsri.org

• Won’t be available until October, 2016
2016-17 User Accounts and Help Screen

ODESA Updates
ODESA Updates

- Ability to send a problem report
- May transfer several surveys at once
- May ‘un-finish’ surveys
- Able to run report with missing answers to a particular survey
Add Users

• Users can now be associated with one, several, or all groups
• Users may have access to all surveys the state is conducting or a limited selection
• May restrict User ability to ‘finish’ surveys
• Any section of the ACS may be restricted from user views
Username: demo_user_psbi_ont
Type: User
Client: DEMO
Last Name: sullivan  First: paula
Email: rachelbfink@gmail.com  Phone: 8762544
Default Group: Default

☐ This user is only associated with the group selected above.
☑ This user is associated with all groups.
☐ This user is associated with more than one group, but not all groups.

ACCESS TO SURVEYS

Adult Consumer Survey: Yes
Adult Family Survey: No (state is not participating)
Children / Family Survey: Yes
Family Guardian Survey: No (state is not participating)

ACCESS TO SURVEY SECTIONS

Pre-Survey: No (state is not entering)
Background: Yes
Survey (interview): Yes
Self-directed Supports Module: Yes
Problem Report

- Added a ‘Problem Report’ Tab
  - Clicking this will open a screen
  - Users should complete to the best of their ability
  - Click ‘Submit’ and the report will go directly to ODESA support
National Core Indicators 2016 - 2017

Problem Report

You are in the Demonstration system.

There are two ways to use this page.

- Using your own e-mail program, you can e-mail the information shown on this page, along with any screenshots, to ncisupport@hsri.org.
- If you do not have a screenshot, you may fill out this form and hit the button 'Submit Problem Report'.

Your full name

Your e-mail address

Your Login Name

Your Client/State Code or Name

Type of problem

Error message or description of the problem

Page where the problem occurred

Date and time problem occurred

Survey Code (if applicable)

Type of device
(e.g., PC, Mac, iPhone, etc.)

Browser or App
(and version if known)

Additional Information

Submit Problem Report  Print  Close