National Core Indicators® (NCI®) Indicator List

Updated 3/11/2020

In-Person Survey

SUBDOMAIN	VALUE	Indicator	Where found in survey[1]
DOMAIN: INDIVIDUAL OUTCOMES			
Work	*People have paid jobs in community-based settings or have otherwise meaningful day activities*	The percentage of people who are reported to have a paid job in the community	BI
		Of people who have a paid job in the community, the percentage of people who are reported to receive vacation and/or sick time benefits	BI
		The percentage of people who are reported to have a goal of community employment in their individualized service plan	BI
		The percentage of people who are reported to not have a paid job in the community but report wanting a paid job in the community	BI and Section I
		The percentage of people who report participating in organized day activities (such as day program or sheltered workshop)	Section I
		The percentage of people who report volunteering	Section I
		The percentage of people who report taking part in activities to gain skills to expand job opportunities	Section I
Community Inclusion, participation and leisure	*People participate in activities in their community and have opportunities to do things that they enjoy in the community*	The percentage of people who report regularly participating in everyday integrated activities in their communities	Section II
		The percentage of people who report doing things in their communities that they like to do, as often as they want	Section I
		The percentage of people who have enough things that they like to do at home	Section I

[1] "BI": Comes from the Background Information Section. Data come from existing records.
"Section I": Comes from Section I. Responses come directly from person receiving services. No proxy.
"Section II": Comes from Section II. Responses come directly from person receiving services. Proxy is allowed.

SUBDOMAIN	VALUE	Indicator	Where found in survey[1]
		The percentage of people who are supported to learn new things	Section I
		Community Inclusion Scale	
Choice and decision-making	*People make choices about their lives and are actively engaged in planning their services and supports*	Of people who do not live in the family home, the percentage of people who reported having input in choosing where they live.	Section II
		Of people who do not live in the family home, the percentage of people who reported having input in choosing housemates	Section II
		The percentage of people who report having input in choosing daily schedule	Section II
		The percentage of people who report having enough choice about their daily schedule	Section II
		The percentage of people who report having input in choosing what to do in free time	Section II
		The percentage of people who report having enough choice about what to do in their free time	Section II
		Of those with a paid community job, the percentage of people who report having input in choosing paid community job	Section II
		The percentage of people who report having input in choosing day activities (in addition to or instead of paid community job)	Section II
		The percentage of people who report having input in how they spend their money	Section II
		The percentage of people who report having choice in their staff	Section II
		The percentage of people who report they can change their service coordinator/case manager if they want to	Section II
		Life Decisions Scale	
		Everyday Choices Scale	

SUBDOMAIN	VALUE	Indicator	Where found in survey[2]
Self-Direction	*People participate in directing their own supports and services*	*Please note, participation in a self-directed supports option (for the purposes of NCI) is determined by the use of budget authority and/or employer authority models. Items indicated with an asterisk (*) note items that may be answered by the proxy in his/her own perspective, if he/she supports the person receiving services to use the self-directed supports option.*	
		The percentage of people reported to be using a self-directed supports option	BI
		The percentage of people reported to be using a self-directed supports option who report that they participate in decisions about how service budget is used	BI and Section II
		The percentage of people reported to be using a self-directed supports option who report that they hire or manage staff*	BI and Section II
		The percentage of people reported to be using a self-directed supports option who report having enough help in deciding how to use their individual budget/services*	BI and Section II
		The percentage of people reported to be using a self-directed supports option who report that they can make changes to their budget/services if they need to*	BI and Section II
		The percentage of people reported to be using a self-directed supports option who report they receive information about the balance of their supports budget*	BI and Section II
		The percentage of people reported to be using a self-directed supports option who report that they receive information about their budget/services that is easy to understand*	BI and Section II
Relationships	*People have friends and relationships and are able to maintain their*	The percentage of people who report having friendships with people other than staff or family members	Section I
		The percentage of people who report having a best friend, or someone they are close to	Section I

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SUBDOMAIN	VALUE	Indicator	Where found in survey[2]
	friendships and relationships.	The percentage of people who report being able to see and/or communicate with their families and friends when they want	Section I
		The percentage of people who report that they would like help to make or keep in contact with friends	Section I
		The percentage of people who report often feeling lonely	Section I
		The percentage of people who report being able to go on a date if they want to or report being married and/or living with partner	Section I
		The percentage of people who report that they have ways to maintain contact with friends when they cannot see them in person.	Section I
Satisfaction	*People are satisfied with their everyday lives – where they live, work, and what they do during the day*	The percentage of people who report liking where they live	Section I
		The percentage of people who report that they would like to live somewhere else	Section I
		The percentage of people reported to have a paid job in the community who report that they are satisfied with their job	BI and Section I
		The percentage of people reported to have a paid job in the community who report that they would like to work somewhere else	BI and Section I
		The percentage of people who report satisfaction with their level of participation in various community activities	Section II
		The percentage of people who report that they would like to be involved in more groups in their community	Section II
		The percentage of people who report that they are satisfied with how often they go to religious or spiritual practice	Section II
		The percentage of people who report attending a day program or workshop and are satisfied with the amount of time spent there.	Section I
		The percentage of people who report that services and supports are helping them live a good life	Section I

SUBDOMAIN	VALUE	Indicator	Where found in survey[3]
DOMAIN: SYSTEM PERFORMANCE			
Service coordination	*Service coordinators are accessible and responsive to people. The service plan is responsive to people's goals and needs. People participate in the service planning process.*	The percentage of people who report having met or spoken with their service coordinators	Section I
		The percentage of people who report that their case manager/service coordinators ask them what they want	Section I
		The percentage of people who report that they can contact their case manager/service coordinator when wanted	Section I
		The percentage of people who report that their staff come and leave when they are supposed to	Section I
		The percentage of people who report having taken part in their last service planning meeting (or had the option to take part but chose not to)	Section I
		The percentage of people who report having understood what was being talked about at the last service planning meeting	Section I
		The percentage of people who report having been able to choose what services were included in their service plan	Section I
		The percentage of people who report that the service planning meeting included people they wanted to be there	Section I
		The percentage of people who report that they remember what is in their service plan	Section I
		The percentage of people who report having discussed learning new things in their service planning meeting	Section I
		The percentage of people who report that their service plan includes things that are important to them	Section I
		The percentage of people who report that they know whom to ask if they want to change services	Section I

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SUBDOMAIN	VALUE	Indicator	Where found in survey[3]
		The percentage of people who report that they want to increase independence in functional skills (ADLs) who are reported to have a related goal in their service plan	BI and Section I
		The percentage of people who report that they want a job who are reported to have a related goal in their service plan	BI and Section I
Access	*Services and supports of quality are readily available*	The percentage of people who report that they have a way to get places when they want to do something outside of the home	Section I
		The percentage of people who report that they have a way to get places they need to go	Section I
		The percentage of people who report that their support staff have the right training to meet their needs	Section II
		The percentage of people who report needing additional services and supports	Section II
DOMAIN: HEALTH, WELFARE & RIGHTS		**Health Welfare and Rights**	
Safety	*People feel safe*	The percentage of people who report that they feel afraid in their home, neighborhood, transport, workplace, day program/ at other daily activity and/or other places	Section I
		The percentage of people who report that they have someone to go to for help when they feel afraid	Section I
Health	*People secure recommended health services.*	The percentage of people who are reported have had a complete annual physical exam in the past year	BI
		The percentage of women over 21 who are reported to have had a Pap test screening at the recommended interval	BI
		The percentage of people who are reported to have had a routine dental exam in the past year	BI
		The percentage of people who report being in poor health	Section II
		The percentage of people who are reported to have a primary care doctor	BI
		The percentage of people who are reported to have had a vision screening within the past year	BI

SUBDOMAIN	VALUE	Indicator	Where found in survey[3]
		The percentage of people who are reported to have had a hearing test within the past 5 years	BI
		The percentage of people who are reported to have had a flu vaccination within the past 12 months	BI
		The percentage of women aged 40 and older who are reported to have had a mammogram within the past 2 years	BI
		The percentage of people ages 50 to 74 who are reported to have had recommended screening for colorectal cancer	BI
Medications	*Medications are used effectively and appropriately.*	The percentage of people reported to be taking medications for mood, anxiety, and/or psychotic disorders	BI
		The percentage of people reported to be taking medications for behavior challenges	BI
		The percentage of people who are reported to take medications for behavior challenges and are reported to have a behavior plan	BI
Wellness	*People maintain healthy habits*	The percentage of people who are reported not to be underweight, obese or overweight (BMI)	BI
		The percentage of people who are reported to use tobacco	BI
		The percentage of people who report engaging in regular physical activity	Section II
Respect/Rights	*People receive the same respect and protections as others in the community.*	The percentage of people who report having participated in a self-advocacy group meeting, conference, or event, or were given the opportunity to participate but chose not to	Section II
		The percentage of people who report having voted in a local, federal or state election or were given opportunity to vote or register to vote and chose not to	Section II
		The percentage of people who report that they have a place to be alone at home	Section I
		The percentage of people who report that staff treat them with respect	Section I
		The percentage of people who report that they have a key to their home	Section II
		Of those who report not having a key to their home, the percentage who want a key to their home	Section II

SUBDOMAIN	VALUE	Indicator	Where found in survey[3]
		The percentage of people who report being able to lock their bedroom	Section II
		The percentage of people who report that others let them know when entering home/bedroom	Section II
		The percentage of people who report that no one reads their mail/email without permission	Section I
		The percentage of people who report that they can use phone/internet whenever they want	Section I
		The percentage of people who report being able to be alone with guests at home	Section I
		The percentage of people who report that there are rules about having friends or visitors at home	Section I
		The percentage of people who report that they have a cell phone or smart phone	Section I
		Of those without a cellphone or smart phone, the percentage of people who report that they want a cell phone or smart phone	Section I
		Of those who don't live alone, the percentage of people who report they can stay home if they choose when others in their house/home go somewhere	Section II

National Core Indicators

Family Indicators

SUBDOMAIN	INDICATOR
DOMAIN:	**Overview:** The family indicators concern how well the public system assists the families of children and adults with intellectual and developmental disabilities to exercise choice and control in their decision-making, participate in their communities, and maintain family relationships. Additional indicators probe how satisfied families are with services and supports they receive, and how supports have affected their lives. **Respondents to the family surveys are family/guardians ("family respondents") of people receiving services from the state developmental disability service system ("family members").**
Information and Planning	The percentage of family respondents who report they are informed about the array of existing and potential resources (including information about their family member's disability, services and supports, and public benefits), and information received is easy to understand.
	The percentage of family respondents who report they have enough information about public services available.
	The percentage of family respondents who report that the case manager/service coordinator is respectful of family's choices and opinions
	The percentage of family respondents who report their family member has a service plan.
	The percentage of family respondents who report their family member has a service plan that the family respondents and/ or family member helped create
	The percentage of family respondents who report their family member has a service plan and that the plan meets the needs of the family member
	The percentage of family respondents who need help planning for their family member's future with respect to various aspects of life (such as employment, financial, housing, legal, medical, social, transition from school, recreation etc.)
	The percentage of family respondents who report feeling prepared to handle the needs of their family member in an emergency (such as a medical emergency or natural disaster)
	Of family respondents who reported that their family member moved outside of the family home for the first time in the past year, the percentage that report that their family member received enough information about supports and services available to support him/her, and the family respondents had enough choices of services providers to support the family member.

SUBDOMAIN	INDICATOR
	Of family respondents in which the family member left school during the past year, the percentage of family respondents reporting that their family member had a transition plan
	Of family respondents in which the child is of transition age, the percentage of family respondents reporting that their family member has a transition plan
	Of family respondents reporting that their (child) family member is of transition age, the percentage of family respondents reporting that their family member has a transition plan and the family respondent helped make the transition plan
	Of family respondents in which the family member left school during the past year and had a transition plan, the percentage of family respondents reporting that their family member's transition plan included getting or continuing work in a community job
Choice & Control	The percentage of family respondents who report they choose the agency that provides services for family member
	The percentage of family respondents who report choosing family member's support workers
	The percentage of family respondents who report directly managing support staff (For example, hiring and deciding schedule)
	The percentage of family respondents who report having chosen the family member's case manager/service coordinator
Access & Support Delivery	The percentage of eligible family respondents who report having access to an adequate array of services and supports.
	The percentage of family respondents who report that asked for crisis or emergency services during the past year, and services were provided when needed
	The percentage of family respondents who report they receive all services listed in the service plan.
	The percentage of family respondents who reported that they discussed how to handle emergencies at the family member's last service planning meeting
	The percentage of family respondents who report services are delivered in a way that is respectful to the family's culture.
	The percentage of family respondents reporting that staff or translators are available to provide information, services and supports in the family/family member's primary language/method of communication.
	The percentage of family respondents who report that case manager and support staff/providers are can be contacted when wanted
	The percentage of family respondents who report that support workers come and go when they are supposed to.
	The percentage of family respondents who report that services/supports are flexible to meet their family's changing needs.

SUBDOMAIN	INDICATOR
	The percentage of family respondents who report that their family member's support workers have the right information and skills to meet the family's needs
	The percentage of family respondents who report that their family member has the special equipment or accommodations that s/he needs.
	The percentage of family respondents that report that service providers for family member work together to provide support.
	The percentage of family respondents who report health service providers are available to their family member
	The percentage of family respondents who report health service providers understand family member's disability-related needs.
	The percentage of family respondents who report family member's medications are managed effectively.
	The percentage of family respondents who report respite services are readily available
	The percentage of family respondents who report satisfaction with the respite services that are available
	The percentage of family respondents who report that their family member with a disability has friends other than paid support workers or family.
Community Connections	The percentage of family respondents that report that their family member participates in integrated activities in their communities.
	The percentage of family respondents that report that their family member has enough supports to work or volunteer in the community
	The percentage of family respondents who report they take part in family-to-family networks in the community.
	The percentage of family respondents who report that they are aware of supports in their communities that are not provided by the I/DD agency (recreational programs, community housing, library programs, religious groups, etc.).
Family Involvement	The percentage of family respondents of individuals not living at home who report the system supports continuing family involvement.
	The percentage of family respondents of individuals not living at home who report that the agency providing residential services to the family member involve him/her in important decisions
Satisfaction	The percentage of family respondents who know how to file a report of abuse and neglect related to their family member

SUBDOMAIN	INDICATOR
	The percentage of family respondents who reported that a report of abuse and neglect related to their family member was filed in the past year and that appropriate people responded to the report
	The percentage of family respondents who reported that a report of abuse or neglect was filed on behalf of their family member in the past year, and they were notified of the report in a timely manner (if the reporter was someone outside of the family).
	The percentage of family respondents who know how to file a complaint or grievance and are satisfied with the way complaints or grievances are handled.
	The percentage of family respondents who report overall satisfaction with the services and supports received
Family Outcomes	The percentage of family respondents who feel that services and supports have made a positive difference in the life of their family member
	The percentage of family respondents who report that services and supports are helping their family member to live a good life.
	The percentage of family respondents who report services/supports were reduced, suspended or terminated in the past year, and this had a negative effect on the family member.
	The percentage of family respondents who report that the services or supports received by family member were increased in the past year
	The percentage of family respondents who state that services and supports have reduced out of pocket expenses for the family member's care
	The percentage of family respondents that report that family supports have improved ability to care for child