



Hawaii's Road to Success

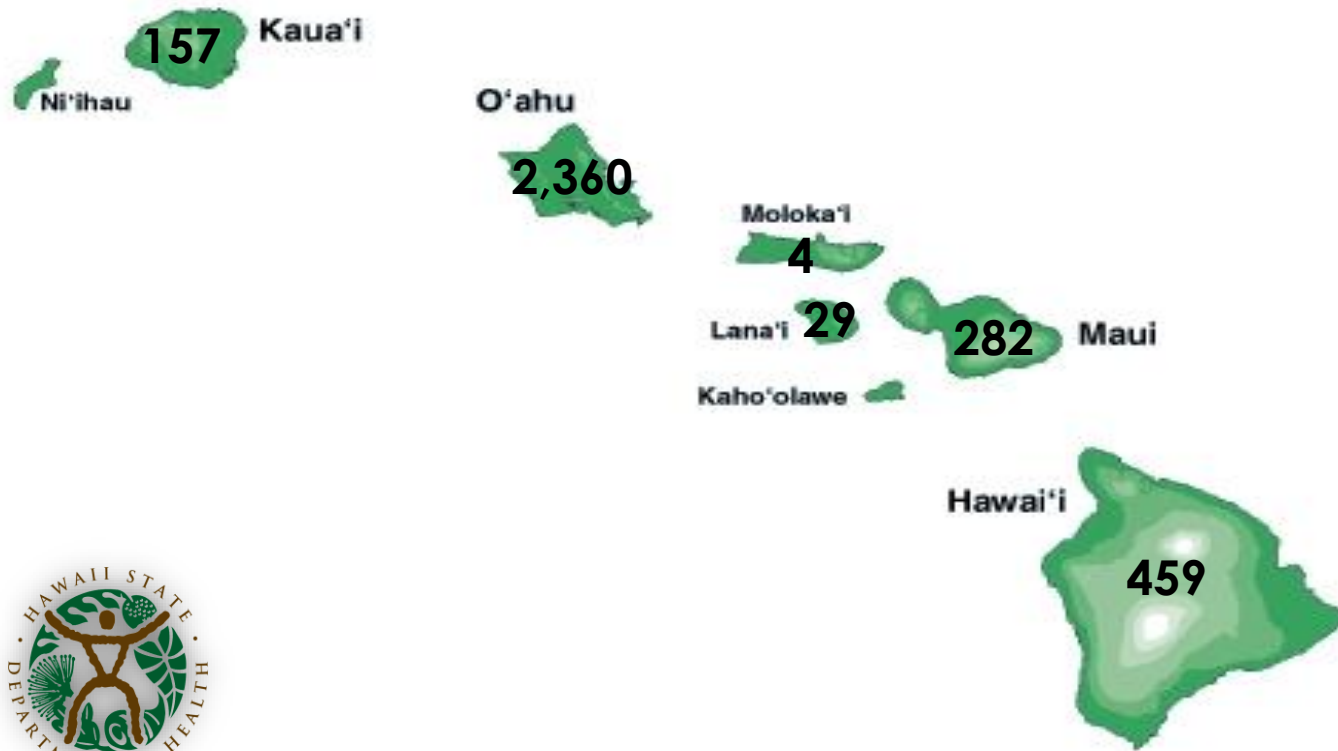
NCI 2018-2019 Cycle

PRESENTED BY MARI WAKAHIRO & CAROL BATANGAN-RIVERA

STATE OF HAWAII - DEVELOPMENTAL DISABILITIES DIVISION

AUGUST 1, 2019

Individuals receiving case management services



- Individuals receiving case management services = approximately 3300
- Case Management Units = 15
- NCI Sample Size = 349

NCI Timeline (2001 – present)

- Dedicated team of NCI surveyors from the Developmental Disabilities Division (DDD)

- Outside agency contracted to complete interviews (not including pre-surveys & background info)

NCI project back taken back & done by in-house staff



- Reorg of DDD in 2014
- Outcomes & Compliance Branch created
- 1 dedicated NCI project coordinator & 7 – 8 interviewers

- Same agency contracted to complete interviews
- NOT SUCCESSFUL

The Problem

During the last NCI cycle (2017-2018), Hawaii was not able to complete the minimum number of face to face adult in-person surveys

Meeting fatigue

- Multiple meetings for assessments, surveys and service planning
- Lengthy assessments
- Confusion about what was being scheduled & its purpose

Multiple changes to Waiver program

- Introduction of individual supports budgets, LifeCourse framework, new case management data system & Person Centered Organization initiative, etc.
- New Waiver services, requirements, policies/procedures & trainings

Challenges unique to the contractor

- Lack of relationships with case managers & agencies
- Payment per survey completed affected interviewer motivation & prioritization
- Difficulty contacting individuals/guardians

Milestones in 2018-2019 cycle

Oct

- Hired full time specialist - focus on NCI
- Conducted training for surveyors

Nov

- Shadow interviews with surveyors

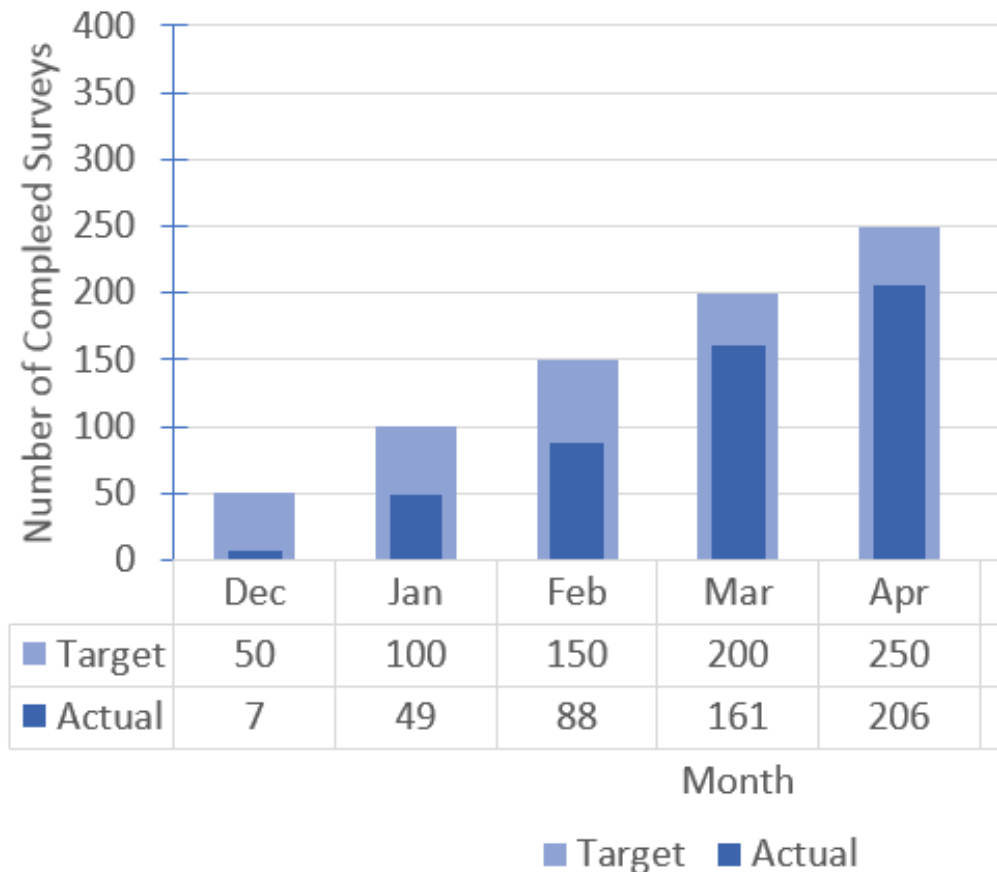
Dec
- Mar

- Target: Complete at least 50 surveys/month
- Monthly check-in meetings with surveyors

Apr

- Call with HSRI to discuss strategies & possible extension

NCI Survey Completion: Target vs. Actual



Strategies

Increase sample size

- Original sample size = 500
- Added 50 individuals to sample

Collaborate with provider agencies

- Reached out to individuals in their program
- Provided helpful contact info
- Assisted on interview day (rooms & staff)

Support from administration & case management

- Administration & supervisors prioritized NCI
- Reallocated resources – contracted with UCEDD
- CMs encouraged/facilitated participation

Mindful of participant & staff preferences

- Accommodated participant schedules & location
- Surveyors assigned to interviews based on desired geographic areas

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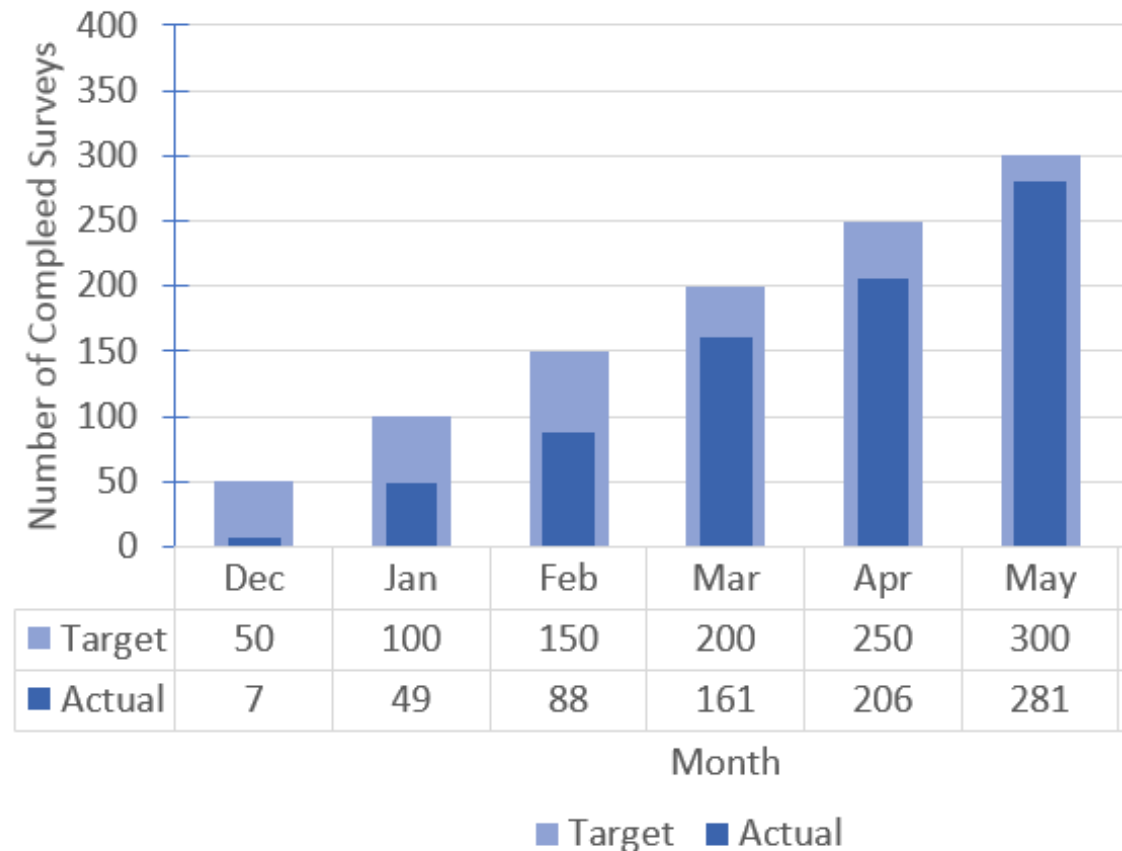
Apr

- Call with HSRI to discuss new strategies & possible extension

May

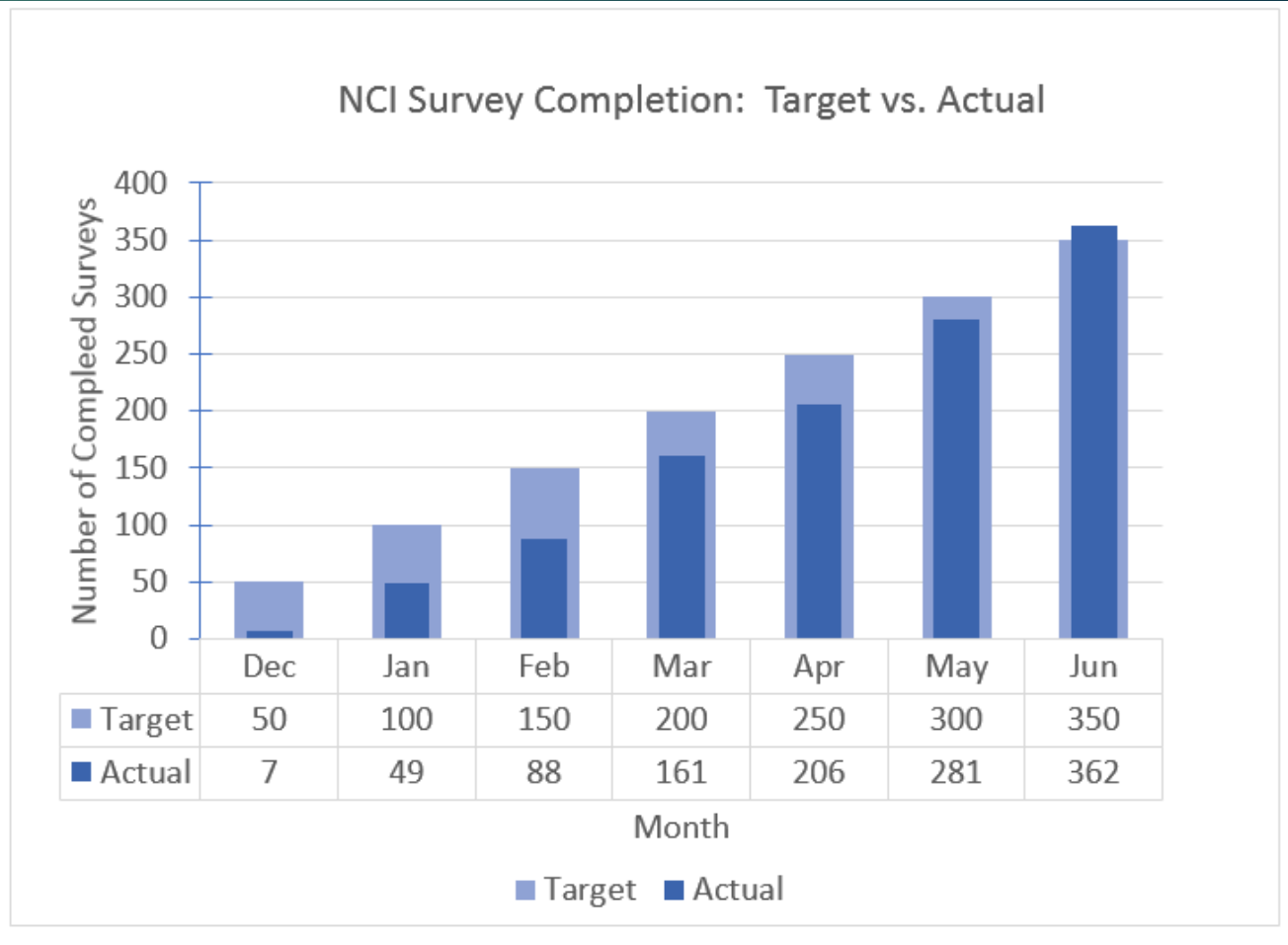
- Implementation of new strategies

NCI Survey Completion: Target vs. Actual



Milestones in 2018-2019 cycle

- Oct**
 - Hired full time specialist - focus on NCI
 - Conducted training for surveyors
- Nov**
 - Shadow interviews with surveyors
- Dec - Mar**
 - Target: Complete at least 50 surveys per month
 - Monthly check-in meetings with surveyors
- Apr**
 - Call with HSRI to discuss new strategies & possible extension
- May**
 - Implementation of new strategies
- Jun**
 - Surveys completed on Jun 20, 2019
 - Data entry completed on Jun 28, 2019



Next Steps

- ▶ Acknowledge meeting fatigue – NCI every other year
- ▶ Share findings with stakeholders
 - ▶ Partnered with LEND to look at data & recommend topics for further discussion (employment, choice/decision making, community inclusion, self determination and service coordination)
 - ▶ UCEDD working on an info brief based on NCI data
- ▶ Partner with DD Council members to become advocates/interviewers for NCI
- ▶ New case management electronic records system that will be able to create ad hoc reports containing pre-survey and background information sections
- ▶ Pairing NCI survey with annual Individualized Service Plan

Contact information

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