

# NATIONAL CORE INDICATORS



## OHIO 2015-2017



Department of  
Developmental Disabilities



**THE OHIO STATE UNIVERSITY**  
NISONGER CENTER

# NCI for Ohio

- Administered by Ohio Department of Developmental Disabilities
- Beginning 9th year
- Joined NCI as a result of a Futures Committee recommendation. Subcommittee; Delivering Quality Services charged to examine the efficiency & effectiveness of the current system & propose changes to the system
- In 2008 adopted NCI as a way of measuring the performance of, and improving Ohio's service delivery system
- Adult Consumer Survey, Family Surveys, Staff Stability Survey

# How Ohio uses NCI data

- Give individuals we serve a voice
- Use data in tandem along with other data sources DODD uses
- Health & safety alerts for preventative health & vaccines
- Created an internal group to look at Ohio data compared to national data
- Data Briefs: Drill down to content specific topics (e.g., employment, medication, behavior support)
- Planning to use NCI data for waiver quality indicators
- NASDDDS Webinar: Supporting Individuals with I/DD and Co-Occurring Mental Health Needs

# RFP Process for Ohio

- First 7 years contracted with same agency
  
- RFP for Year 8 & 9 includes specific requirements based on lessons learned & desire to have self advocates administer interviews
  - Interviewers have experience with individuals with disabilities
  - Interviews are more conversational
  - Interviewers have Major Unusual Incident (MUI) training
  - “Develop a workplan that includes self-advocates in the survey administration process”
  
- RFP from THE Ohio State University Nisonger Center
  - Comprehensive plan to train & hire individuals with disabilities to conduct surveys
  - Expertise in working with individuals with disabilities
  - Partnership with local advocacy groups to recruit & hire interviewers
  - Partnership with other Coordinating Centers of Excellence,
  - Experience with NCI project

# How Do We Select our Sample?

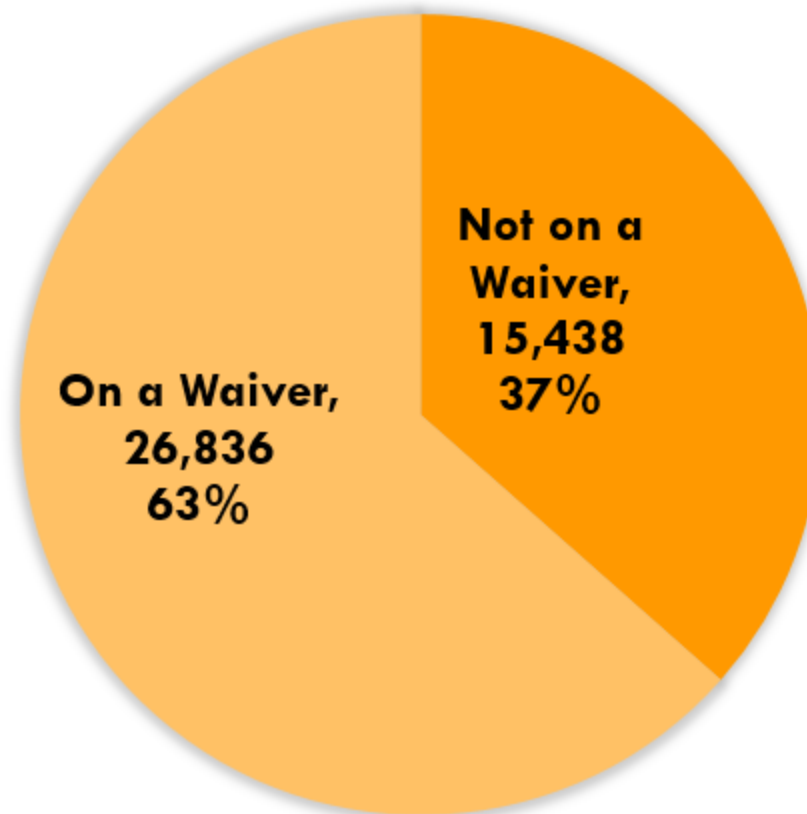
- People are eligible, if:
  - They are 18 or older
  - They are actively receiving at least one service (other than Case Management (SSA) or Family Supports)

OR

- They live in a public or private ICF
- We pull this information from our data warehouse

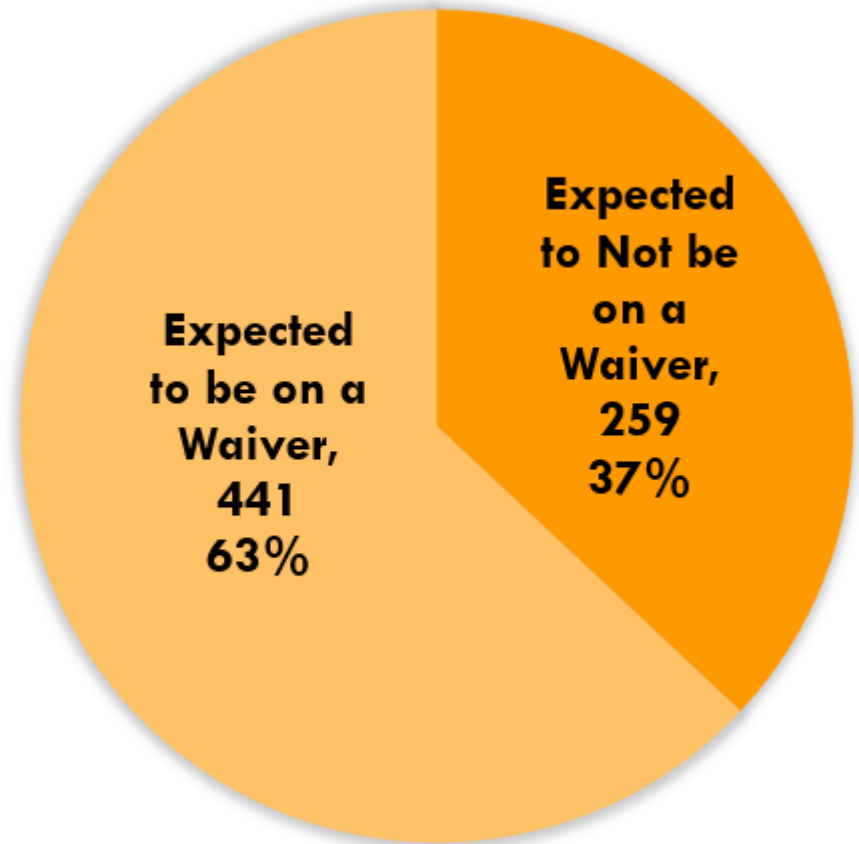
# How Many Ohioans are Eligible?

- As of June 2016, this is 42,274 people



# Why we Hold 700 Conversations

- More robust state-wide analyses.
- Knowing that 63% of our population is on a waiver, if we randomly select 700 people to have conversations with, we expect to have enough waiver people to analyze them separately.



# NCI Survey Process in Ohio

- Interviewers are self-advocates and family members
- Hold conversations, NOT interviews
- Prioritize access needs of all randomly selected participants
- A dedicated team of staff members at Nisonger Center trained to work with and for people with disabilities



# Unanticipated Hiccups

- Interviewers quit due to health reasons
- High participant decline rate at the beginning
- Limited number of surveys willing/able to do
- Fully understanding Ohio's service delivery system



# Successes

## □ Interviewers:

- Co-interviewers self-advocate pair
- Co-interviewers sibling and self-advocate
- Real job experience

## □ Participants:

- Opportunity to safely share
- A mutual cultural understanding of services in region
- Witnessing self-determination in action



# great Maintaining Communication Between State & Contractor

- Monthly in-person meetings using a work plan
- Multiple methods of contact: email, office phone, cell (emergencies)
- Point person for each state and contractor
- Contractor is honest, diligent and transparent; State is receptive, allows autonomy and is collaborative, not prescriptive
- A true team approach

# Ohio NCI Contact Information

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