

Louisiana National Core Indicator Survey Provider Quarterly Meeting Presentation

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Best People. Best Solutions. Best Results.®

National Core Indicators (NCI)

- National Core Indicators® (NCI) is a collaborative effort among the National Association of State Directors of Developmental Disabilities Services (NASDDDS), Advancing States, and the Human Services Research Institute (HSRI).
- The purpose of the program, which began in 1997, is to support agencies to gather a standard set of performance and outcome measures that can be used to track their own performance over time, to compare results across states, and to establish national benchmarks.



<https://www.nationalcoreindicators.org/about/>

Collaboration

In collaboration and partnership with Louisiana, Qlarant is excited to perform National Core Indicator (NCI) In-Person Survey (IPS) and Adult Family Survey (AFS) across the state starting in September.



Results from the NCI Data help the state to:

Assess	Assess individual satisfaction and experience with support
Track	Track key outcomes across multiple years
Compare	Compare Louisiana's results to other states
Develop	Provide opportunities to develop quality initiatives to help improve services for all people served in Louisiana

Qlarant – Mission & Vision

- Qlarant began as a quality improvement organization for health services 52 years ago.
- Our history has been rooted in commitment to quality improvement for organizations — and quality of life for the people they serve.
- We have been evaluating the quality of services for people with intellectual and developmental disabilities and the aging and disability communities for 23 years.
- This includes developing and implementing statewide quality reviews throughout the states of Florida, Georgia, South Carolina, Virginia and the District of Columbia.
- We started implementing the NCI In-Person surveys in 2007 in South Carolina. Since then, we have conducted In-Person and Family surveys in Louisiana, Florida, and Georgia and In-Person surveys in Alabama – a total of 29 cumulative years.
- Based on our experience, we have developed and evolved our processes to meet each states NCI targets every year.

Louisiana NCI Survey Process

Deliverables For Louisiana

- **Complete 900 total NCI's by June 30, 2026**

- **In -Person Surveys:**

- **450 In-Person Surveys**
- In-Person Surveys include people who live in the community or in an Institutional Care facility who are age 18 and over and receive service coordination + at least one other service
- In-Person Surveys are completed either on-site or remote depending on the persons preference and accessibility

- **Adult Family Surveys:**

- **450 Adult Family Surveys**
- Adult Family Surveys include adults age 18 and over who live with a family member receiving service coordination and at least one other service
- Adult Family Surveys are mailed out to eligible participants and are then filled out by hand and mailed back or completed online by using a unique code

Sample & Oversample

- Waivers Covered within the sample & oversample for each survey :
 - Supports Waiver
 - New Opportunities Waiver
 - Residential Options Waiver
 - Childrens Choice Waiver
 - We also include people living in ICF's and people who are self directed
- To ensure the data is representative, there is a randomized sample that is stratified by region of 450 people.
- In addition to the original sample of 450 people selected for the In-Person survey, a randomized oversample list of at least 1000 people is selected, which is also stratified by region.
- If or when a person declines to participate in the survey or is no longer in services, the surveyor will select a person from the oversample list, who receives services in the same region, to replace them. As much as possible, we will try to pull a replacement from the same provider.
- This is important because it helps us maintain the regional stratification of the sample and ensures that our data remains representative of the entire state.



NCI Survey



The survey is comprised of 3 sections:

Background Information, Section 1 (30 min), Section 2 (30 min)



Data is collected during the survey using either a laptop for direct entry a paper version (based on the persons preference)



The survey is confidential - Identifying information is not captured in the data

The survey is voluntary – A person is not required to participate and can decline or stop the survey at any point



Only a person themselves or a court appointed Legal Guardian can decline the survey on an individual's behalf.

NCI Surveyor Team



The NCI Survey team consists of 10 independent subcontractors



All surveyors have been trained by HSRI on the NCI process and protocols



Surveyors have experience working with people with Intellectual and Developmental Disabilities

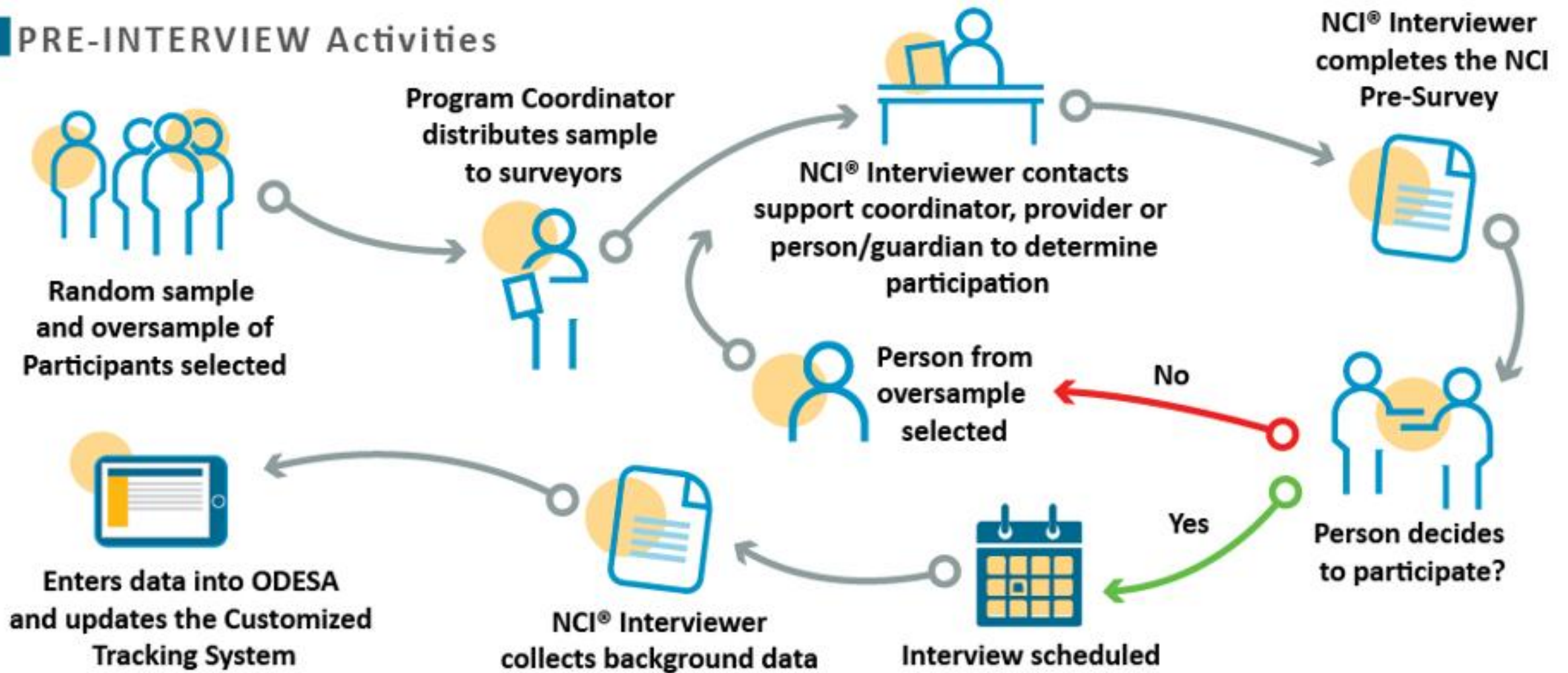


Surveyors are strategically located in Parishes throughout the state



Surveyors typically complete about 10-12 surveys per month, with flexible schedules

PRE-INTERVIEW Activities



INTERVIEW Activities

NCI® Interviewer conducts the In-Person Survey:

- Verify the person's participation
- Complete sections Part 1 and Part 2 of the survey
- Obtain any remaining information needed to complete the Background section



Communication with Individuals, Family Members and Providers



Our surveyors will be calling individuals and/or family members using the contract numbers provided by the state to set up the survey.
Note: A surveyor's phone number may be from out of state.



If a person chooses to participate, share resources with them prior to the survey (i.e., NCI Video on You Tube).
<https://youtu.be/Y38hKZzqdlg>

Collaboration – Ways to Help Support People to Participate



Let the person know they have been selected to participate in the NCI this year.



Share how the survey provides them with an opportunity to share their opinion and feedback to the state.



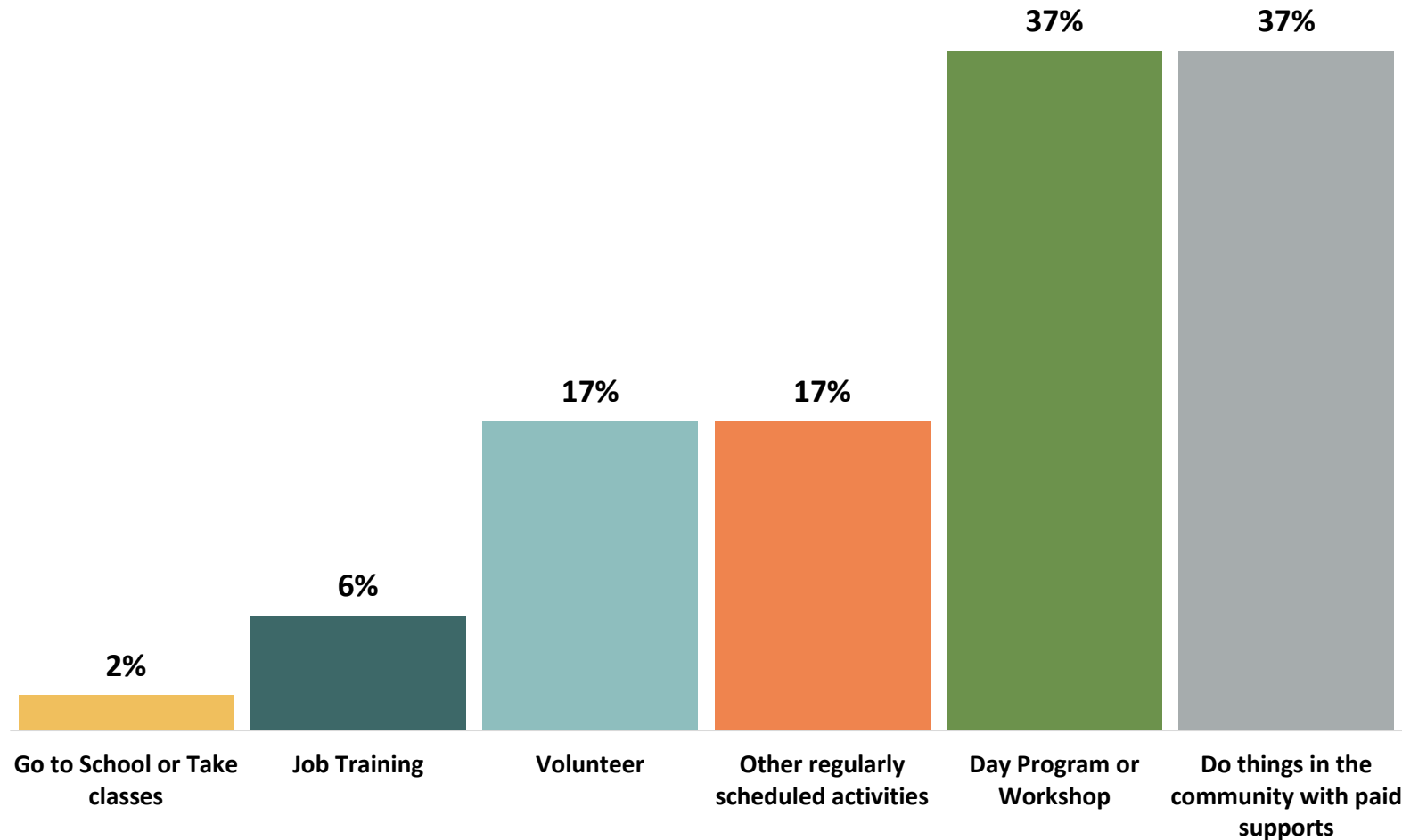
If the person wishes to participate and if needed assist them with setting up a preferred date, time and place for the surveyor to meet the person to conduct the survey.

Louisiana's NCI Survey Preliminary Results FY25

In-Person Survey: EMPLOYMENT

29.5% of respondents have a paid job in the community.

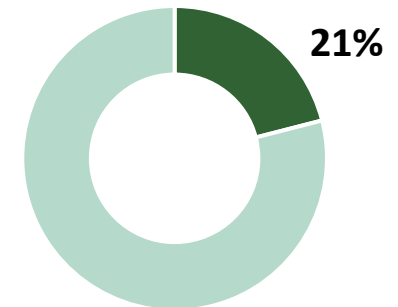
The figure below shows the percent of people who participate in employment/job-related activities at least once a week.



91% Of those who have a paid community job like working there

38% Of those who do not have a paid community job want one

21% of people have a goal for employment in their service plan.



In-Person Survey: INCLUSION and COMMUNITY ACCESS



70% can do things in the community as much as they want to



81% can do things in the community with the people they want



24% take part in groups, organizations, or communities



82% like how they usually spend their time during the day



82% are able to get places when they want to do something outside their home



96% have a way to get places they need to go (like work, appointments)

RELATIONSHIPS

83%

Have friends who are not staff or family

70%

Can meet with their friends in person when they want

43%

Want help to make new friends or keep in contact with friends

13%

Often feel lonely

Service Coordination, Service Plans and Staffing



88%

Can you talk with case manager/service coordinator when they want to



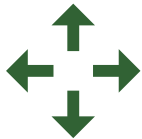
86%

At your service planning meeting, did you know what was being talked about?



82%

Did you help make your service plan?



85%

If you want to change something about your services, do you know who to talk to?



82%

Is there a goal to increase independence or improve skill performance in ADLS?



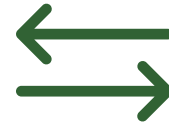
98%

Staff do things the way person wants them done



95%

Do staff treat you with respect?



23%

Do staff change too often?

(includes "yes" and "sometimes" or "some staff")

Child Family Survey: Access and Delivery

Child gets all services listed in plan **49%**

Child does things in the community **63%**

Child always has the special equipment or accommodations they need **68%**

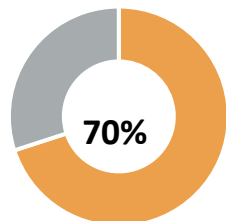
Child can always see primary care provider when needed **85%**

Child can always see dentist when needed **86%**

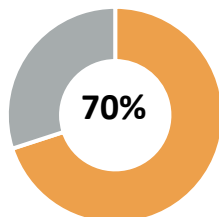
Child can always get mental or behavioral health supports when needed **88%**

CHOICE AND CONTROL

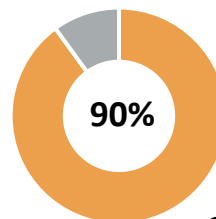
Someone in family can always choose or change child's...



Support workers



Agency that provides services

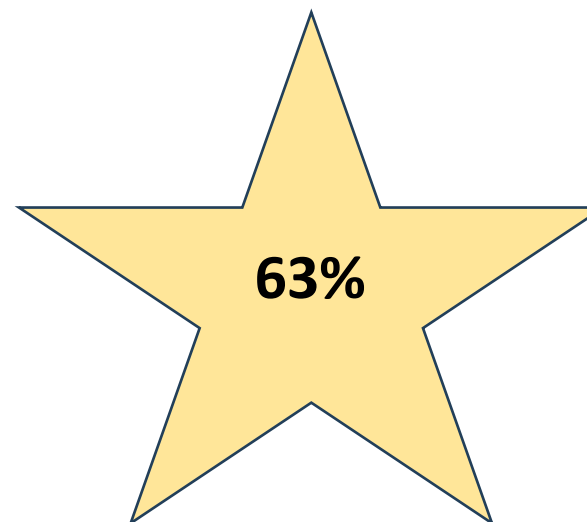
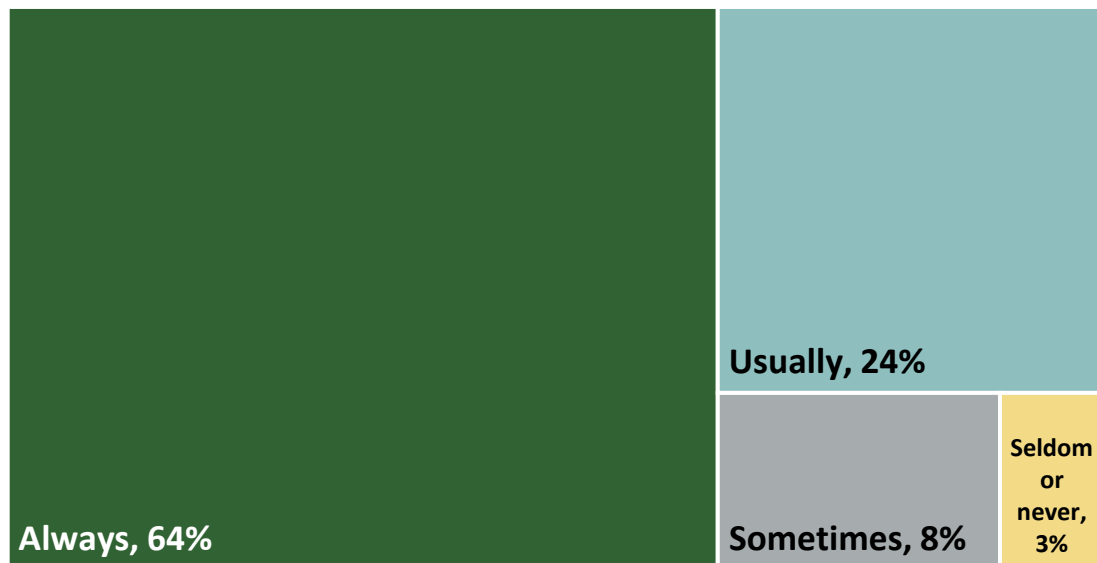


Case manager/ Service coordinator

FAMILY SATISFACTION

Services and supports have reduced my family's out-of-pocket expenses.

Services and supports have made a positive difference in the life of child.



NCI Resources:

- What is NCI IDD? You Tube Video
 - <https://www.youtube.com/watch?v=Y38hKZzqdlg&t=111s>

- National Core Indicators – IDD Website
 - <https://idd.nationalcoreindicators.org/>

- NCI IDD – One Page Flyer
 - https://legacy.nationalcoreindicators.org/upload/core-indicators/NCI_Flyer_Final_200211.pdf

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Qlarant's NCI Web Address

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