

National Core Indicator Survey Presentation Self-Directed Quarterly Meeting

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Best People. Best Solutions. Best Results.®

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.



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/>

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

- Complete 900 total NCI's by June 30, 2026
 - 450 In-Person Surveys (completed either on-site or remote)
 - 450 Adult Family Surveys (via mail or online entry)
- Random representative sample & oversample that is stratified by region
- IPS includes people who live in ICFs and the community the age of 18 and over receiving service coordination and at least one other service
- AFS include adults age 18 and over who live with a family member receiving service coordination and at least one other service
- Waivers: SUPP, NOW, ROW and CCW
- Team of 10 independent subcontractors who have been trained by HSRI on the NCI process and protocols will implement the IPS survey



OVERVIEW

Oversample Process for IPS

- In addition to the original sample of 450 people selected for the In-Person survey, our data scientist also pulls a randomized oversample list of at least 1000 people.
- If or when a person declines to participate in the survey or is no longer in services, our team will select a person from the oversample list to replace them.
- Our team will replace a decline from someone on the oversample list within the same region (to keep the stratified sampling by region the same).



NCI Survey



3 sections

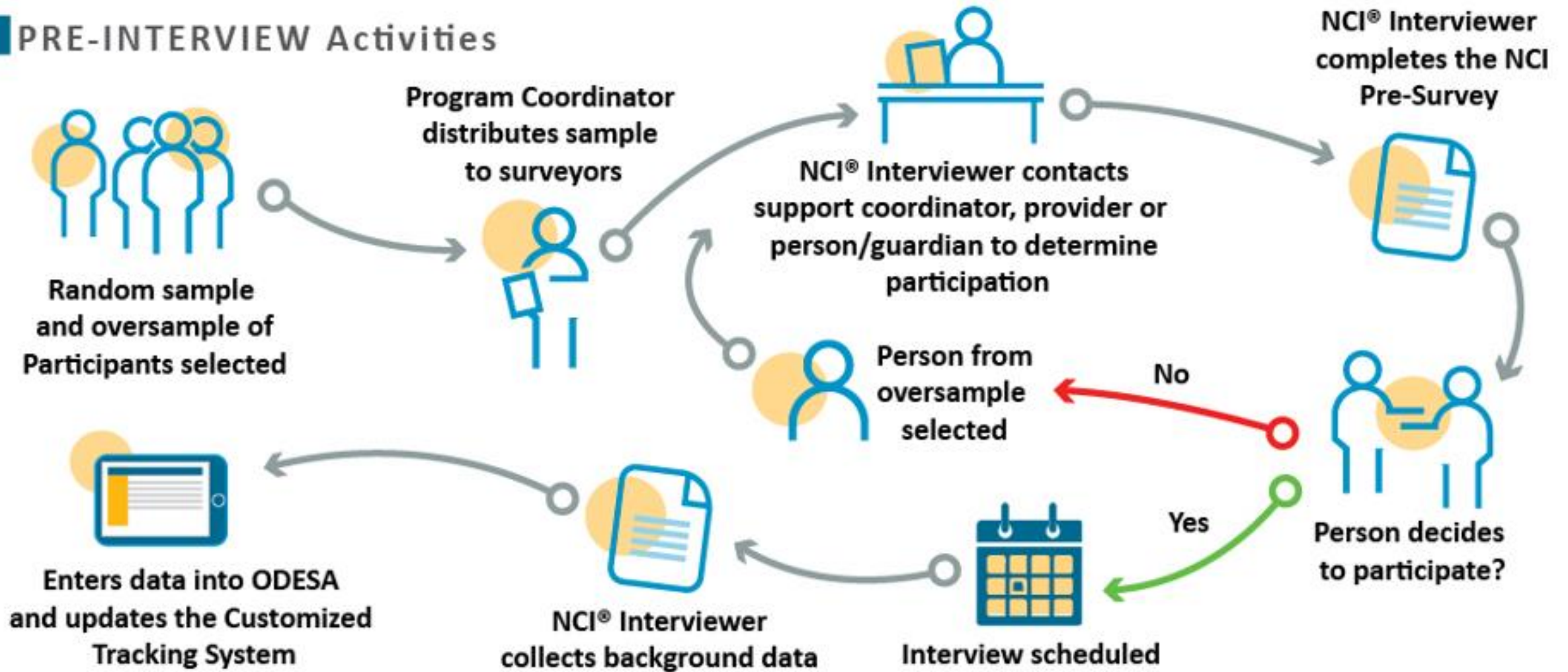


Data is collected and entered during the survey



Voluntary and Confidential

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.



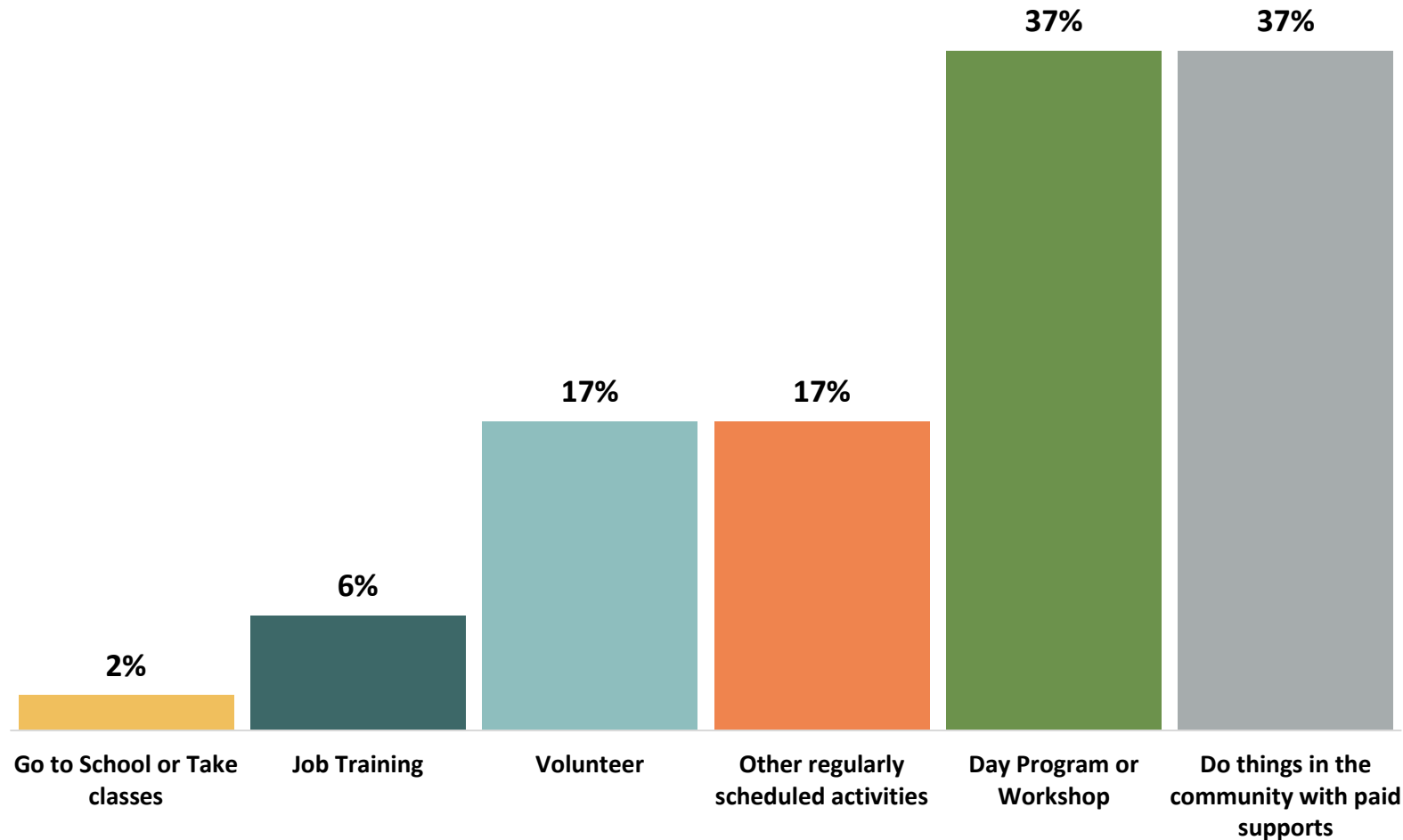
If the person wishes to participate and if needed assist them with setting up a preferred date, time and place for the surveyor to meet the person to conduct the survey.

Louisiana's NCI Survey Preliminary Results FY25

In-Person Survey: EMPLOYMENT

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

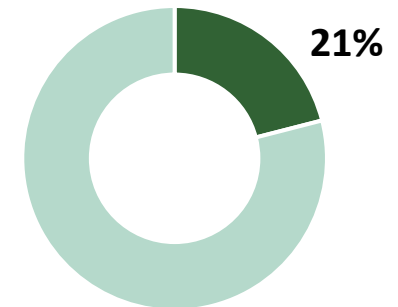
The figure below shows the percent of people who participate in employment/job-related activities at least once a week.



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

In-Person Survey: Health and Safety



98% Had a routine physical exam in the past year



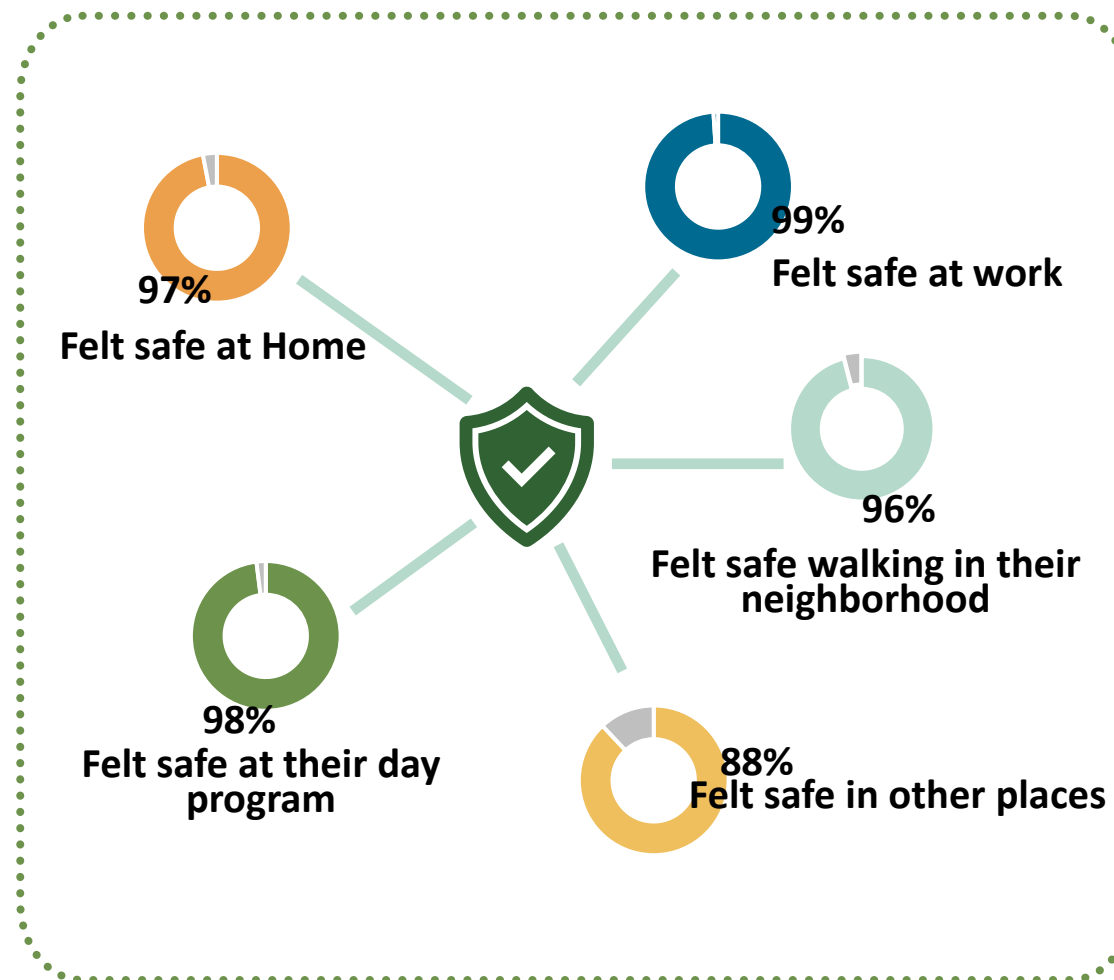
26% Went to the emergency room in the past year



17% Describes their health as fair or poor



16% Have fallen and hurt themselves



In-Person Survey

Service Coordination



88%

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



82%

Helped make their service plan



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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