



## OVERVIEW: National Core Indicators (NCI) Surveys

New Jersey is one of forty-nine states including the District of Columbia participating in a national project called the National Core Indicators or NCI. The purpose of this initiative is to develop standard performance measures for state systems that provide services and supports to adults with developmental disabilities.

### What is the National Core Indicators?

National Core Indicators (NCI) is a collaborative effort between the National Association of State Directors of Developmental Disabilities Services (NASDDDS) and the Human Services Research Institute (HSRI). NCI offers valid, reliable, person-centered measures that states use to demonstrate how publicly funded supports are impacting people's lives and to determine where they can improve the quality of those supports. The NCI are standard measures used across states to assess the outcomes of services provided to individuals with intellectual/developmental disabilities and their families. These measures are obtained through a series of voluntary surveys. NJ will be using the In-Person Survey, the Adult Family Survey, Family Guardian Survey, and the State of the Workforce Survey (formerly known as the Staff Stability Survey).

### What do the NCI Surveys Measure?

The NCI measures how well the public system assists adults with developmental disabilities, and their families, to exercise choice and control in their decision-making, participate in their communities, and maintain family relationships, as well as how satisfied families are with services and supports they receive, and how supports have affected their lives. The NCI surveys cover key areas such as employment, respect/rights, service planning, community inclusion, choice, and health and safety.

### How is the data used?

The data that results from NCI surveys are often used to inform strategic planning, produce legislative reports, and prioritize quality improvement initiatives. Many states also share the data with stakeholder groups such as Quality Councils and use the stakeholder feedback to help set priorities and establish policy direction. **Please note that all information collected is kept confidential.**

### How do the surveys work?

The **In-Person Survey (IPS)** is a voluntary, face-to-face conversation completed with a minimum of 400 randomly chosen individuals who are 21 years of age or older and receiving at least one paid service, in addition to support coordination, from the Division of Developmental Disabilities (DDD). The IPS will be administered in-person or virtually by DDD staff who have received specialized training in administering the survey. Before the survey, background information is compiled using administrative records, and often with additional information collected from the individual, guardian, service providers and/or support coordinators. Background information includes data such as demographics, personal characteristics, health information and employment status and wages.

The face-to-face portion of the IPS will be conducted with the person receiving services and consists of two sections; Section I can only be answered by the individual. No proxy responses are permitted. Section II may be completed by a proxy if the interviewer determines the individual receiving services cannot answer for him or herself. Participation in the survey is voluntary and participants may choose to

stop the survey at any time.

Individuals will be contacted via telephone and/or email to request participation in the IPS. Email confirmations with virtual meeting link and instructions will be sent to IPS participants that agree to participate virtually. Phone and/or email confirmations with date, time and location will be sent to participants who agree to participate in-person.

The NCI **Adult Family Survey** (AFS) is a voluntary online survey which is to be completed by family members who have an adult (21 years or older) with an intellectual/developmental disability who lives in the family home and receives at least one additional DDD service other than support coordination.

The NCI **Family/Guardian Survey** (FGS) is a voluntary online survey which is to be completed by family members/guardian who have an adult (21 years or older) with an intellectual/developmental disability who lives outside of the family home and receives at least one additional DDD service other than support coordination.

Both the AFS and FGS are composed of three sections; Demographics, Services and Supports Received, and Questions Regarding Services and Supports. There is also an opportunity for families/guardians to write open-ended comments concerning their participation in the DDD service system. It is through this effort that NCI is able to measure “family indicators”.

Invitations to participate in the AFS and FGS will be mailed to all primary caregivers and guardians in the spring. The invitation will include a unique web-link to complete the survey. Participation is voluntary; you do not need to complete the survey if you don't want to. Questions regarding the NCI Family Surveys or requests to obtain an online invitation or hard copy of the survey in English or other languages can be made by emailing [DDD.NCI@dhs.nj.gov](mailto:DDD.NCI@dhs.nj.gov).

Additional information regarding the **NCI State of the Workforce Survey** will be sent out soon.

For more information about NCI please visit: <https://www.nationalcoreindicators.org/>

## Technical Resources

1. **Low- Cost Phone and Internet Plans through Lifeline and Affordable Connectivity Program.** The Lifeline program and the Affordable Connectivity Program help make phone and internet service more affordable for low-income individuals. Eligible individuals also qualify for a free smartphone through the Lifeline program. If you participate in certain assistance programs like Medicaid, NJ SNAP or SSI, you automatically qualify for both federal programs. <https://nj.gov/humanservices/home/digitalaccessforall.shtml>
2. **Hot Spot Locations-** Many cable providers have hot spots located in restaurants, coffee shops, public libraries and outdoor locations, available to anyone for free. Click on the link <https://www.highspeedinternet.com/resources/how-to-find-wi-fi-hotspots> to find a hot spot near you.
3. **Access to Technology-** The Richard West Assistive Technology Advocacy Center (ATAC) along with Advancing Opportunities- Provides a library of devices to individuals, family members, and advocates for temporary loan. [Technology Lending Center](#) is a **free service** for New Jersey residents. Anyone with a disability who would like to trial assistive technology can contact us, sign up for free, and begin borrowing right away. <https://at4nj.org/device-loans-2/>