

What the NCI data tells us about

Case Management and Staff Across NCI States



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For more information, contact

Dorothy Hiersteiner | dhiersteiner@hsri.org

This report tells us about:

- What NCI tells us about people's contact with case managers and staff
- Why this is important
- Where to find out more about people's case management and staff across NCI States

What is NCI?

Each year, NCI asks people with intellectual and developmental disabilities (IDD) and their families how they feel about their lives and the services they get. NCI uses surveys so that the same questions can be asked to people in all NCI states.

Who is surveyed?

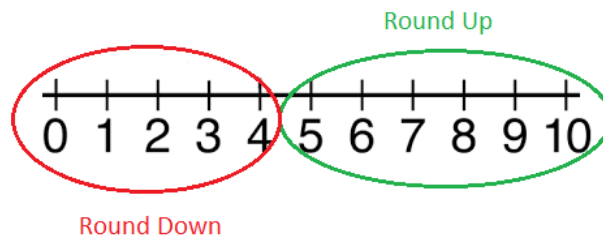
Each year people in many states take part in an NCI meeting. Every year a new group of people are asked to meet. During the meeting, people are asked the NCI survey questions. Questions are asked to the person who gets services from the state. For some questions, a family member, friend, or staff member who knows the person well can answer.

How are data shown?

NCI asks questions about people's case management and staff. In this report we see how responsive they are to people's needs. There are questions to find out if people have choices in case management and staff, like, "does your case manager/service coordinator ask you what you want?"

Each page shows a different question and the answers. Each page also has a pie graph. It shows how many people said **yes** and how many said **no**. There are also words and stick figures that show how many **yes** and **no** answers there were for each question. The answers are whole numbers (like 60% or 90%).

For this report we round percentages to the nearest ten percent. To round, we look at the last digit in a number. If the digit is 5 or more, we “round up” to the next highest number with a zero. If the digit is 4 or less, we “round down” to the next lowest number with a zero.



For example:

If 87% of people say they choose their staff, we “round up” to 90%.

If 12% of people say they did not choose their staff, we “round down” to 10%.

This report can help people talk about services and supports. If you want more information, you can look up the full report at:

<https://www.nationalcoreindicators.org/resources/reports/>



Making Connections – Why is Case Management and Staff Important?

Case managers (sometimes called service coordinators) help people with disabilities make their service plans, find the services and supports they need, think about what they want in their lives, and provide continuing support over time. Staff help people in many ways – sometimes at their work or day program, and sometimes in their home.

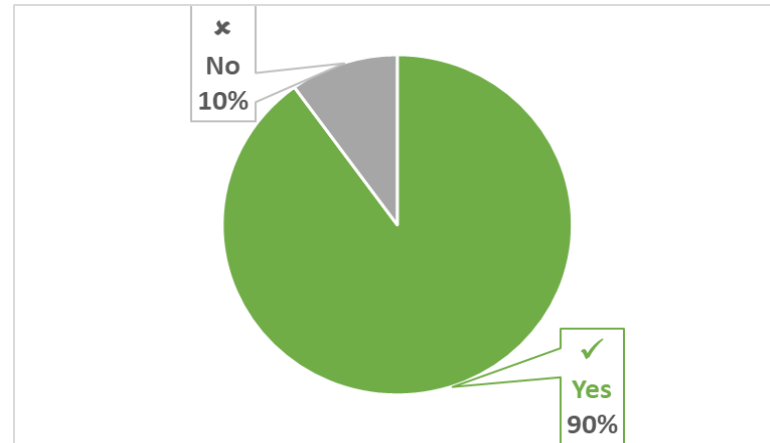
Understanding how people feel about their contact with case managers and staff is important because of the many roles they play in supporting people and their families.

Case Management

NCI asks questions about a person's case manager (sometimes called service coordinator). The case manager helps people make their service plan and make sure services are right for the person. Sometimes people can choose their case manager.



Have you met or spoken with your case manager/service coordinator?

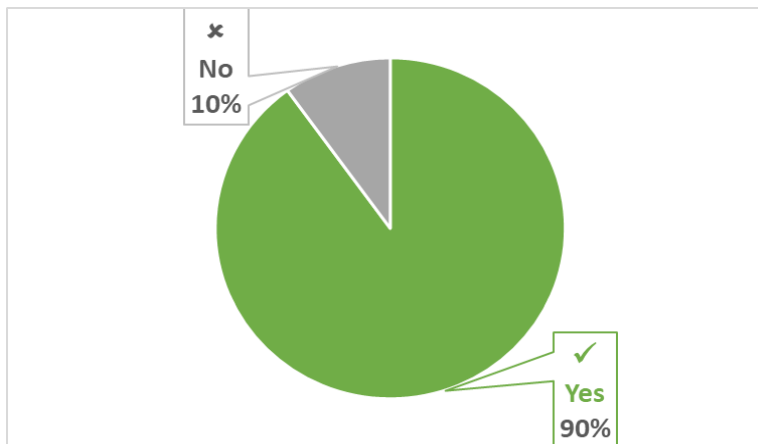


NCI tells us **9** out of every **10** people said **they have met or spoken with their case manager/service coordinator**

Are you able to contact your case manager/service coordinator when you want?

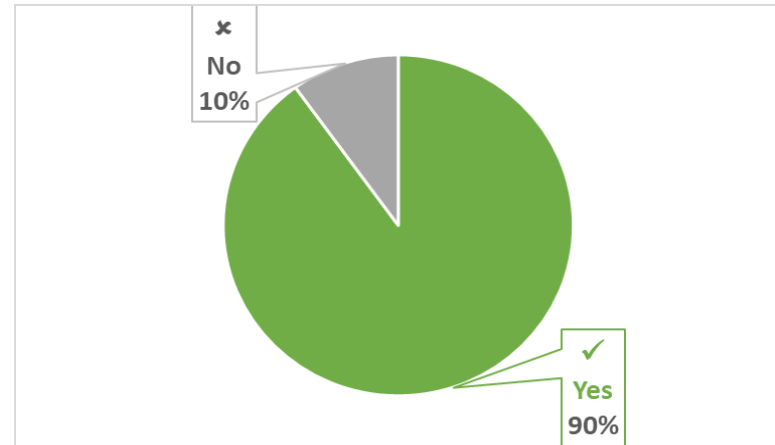


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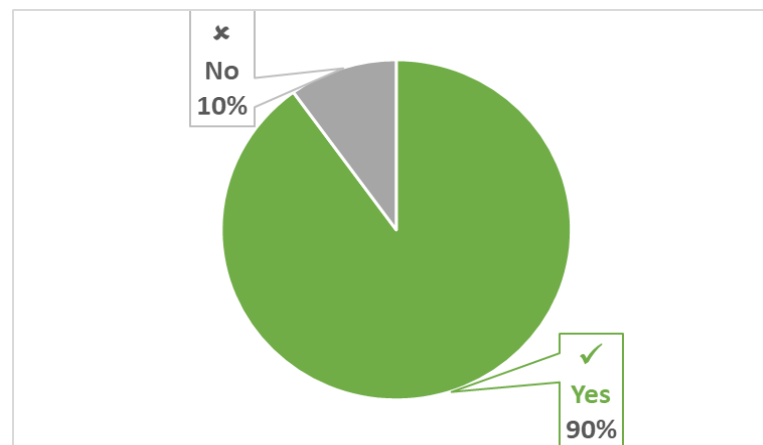
NCI tells us **9** out of every **10** people said **they are able to contact their case manager/service coordinator when they want.**

Does your case manager/service coordinator ask you what you want?



NCI tells us **9** out of every **10** people said **their case manager/service coordinator asks them what they want.**

Can you change your case manager/service coordinator if you want to?



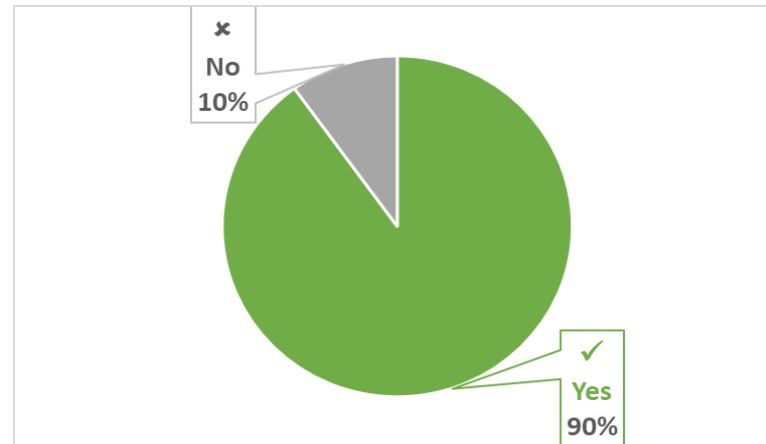
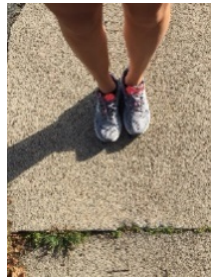
NCI tells us **9** out of every **10** people said **they can change their case manager/service coordinator if they want to.**

Staff

NCI asks questions about people's staff, the people who assist the person with their needs. Sometimes people can choose their staff. Some people did not get to choose their staff but they are able to ask to change who those people are if they want to.

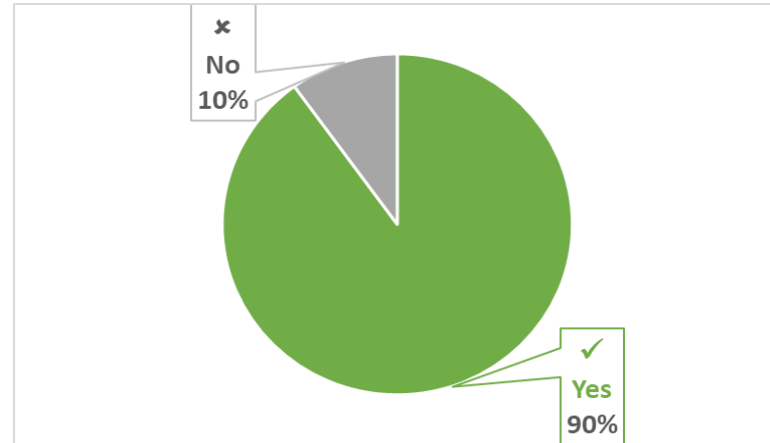


Do your staff treat you with respect?



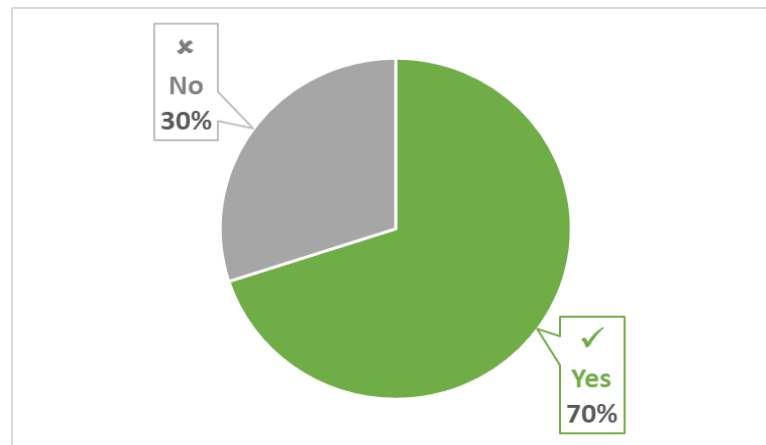
NCI tells us **9** out of every **10** people said **their staff treat them with respect.**

Do your staff come and leave when they are supposed to?



NCI tells us **9** out of every **10** people said **their staff come and leave when they are supposed to.**

Can you choose or change your staff?



NCI tells us **7** out of every **10** people said **they can choose or change their staff if they want to.**



What Did We Learn?

NCI tell us about people across NCI States:

90% Have met or spoken with their case manager/service coordinator

90% Are able to contact their case manager/service coordinator when they want

90% Said their case manager/service coordinator ask what they want

90% Can change their case manager/service coordinator if they want to

90% Said staff treat them with respect

90% Said staff come and leave when they are supposed to

70% Can choose or change their staff if they want to