



Improving lives THROUGH
supports and services
THAT FOSTER self-determination.

National Core Indicators (NCI)

Utilizing NCI in Missouri to Advance
Quality in the HCBS System



Utilizing NCI to Advance Quality in the HCBS System

What will you hear about in this portion of the presentation?

- 🧑‍🤝‍🧑 NCI Overview
- 🧑‍🤝‍🧑 Missouri NCI Participation
- 🧑‍🤝‍🧑 Data Driven Decision Making to Improve Quality
 - 🏠 Data to Inform System Enhancement Initiatives
 - 🏠 Data to Inform Individuals
 - 🏠 Data to Report Outcomes
 - 🏠 Date to Develop Value Based Payments
- 🧑‍🤝‍🧑 Key Takeaways and Next Steps



- 📍 Established: 1997
- 📍 Participating states: 48 and D.C.
- 📍 Population addressed:
Individuals receiving supports from state DD systems
- 📍 Suite of tools
- 📍 idd.nationalcoreindicators.org



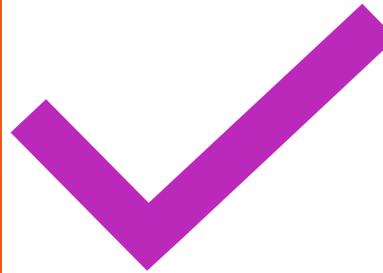
- 📍 Established: 2015
- 📍 Participating states: 24
- 📍 Population addressed:
Older adults and people with physical disabilities
- 📍 Suite of tools
- 📍 nci-ad.org



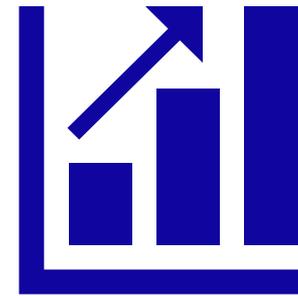
Goals of NCI



Establish a nationally recognized set of performance and outcome indicators for aging & disability (including IDD) service systems



Use valid and reliable data collection methods & tools and apply proven statistical techniques to data analysis



Transparently report individual state results and national benchmarks of indicators of system-level performance

Missouri Participation

- 👤 Participating state since 2007-2008
 - 👤 MO has conducted the NCI-IDD In-Person Survey every year since 2007-2008
 - 👤 Has intermittently participated in the Family surveys since 2007-2008
 - 👤 Began participating in NCI-AD in 2018-2019

Missouri Participation

Number of 2022-2023 Surveys

NCI - AD	
State Plan PC - Self-Directed	381
State Plan PC - Agency Model	372
Independent Living Waiver	244
Aged and Disabled Waiver	376
Adult Day Care Waiver	311
Residential Care	356
Grand Total	2040

NCI - IDD	
Community Support Waiver	116
Comprehensive	227
State Plan - Case Management	24
Partnership for Hope Waiver	36
Grand Total	403

Missouri Participation

👤 Communicating the State's Participation

👤 [NCI EZ Reader](#) The goal is to educate individuals and families on the importance of surveys, why we do them, and what we do with the data.

Why are we talking about surveys?



Your feelings and thoughts about your life matter.



Surveys and You: Your Voice Matters

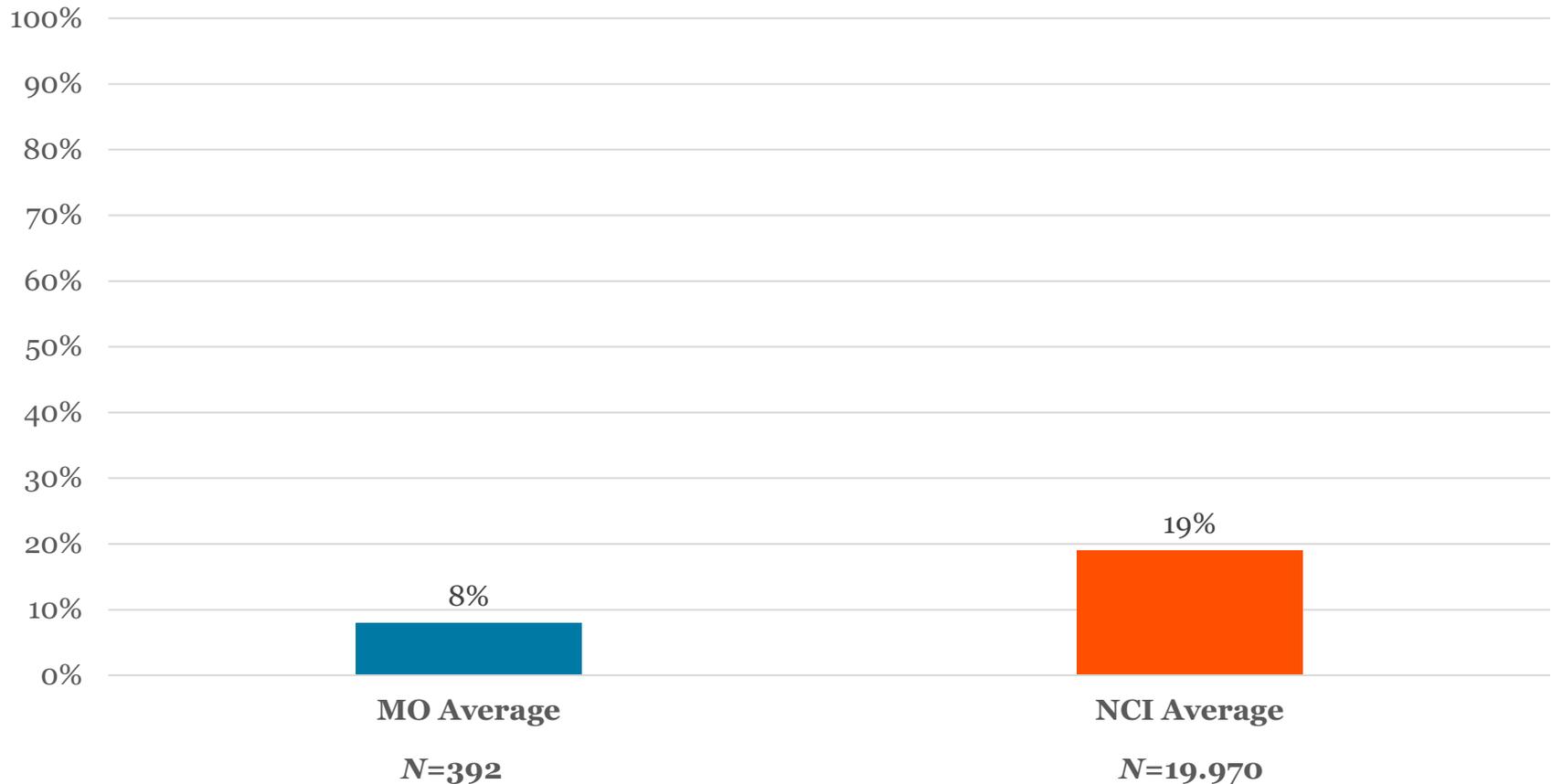
Data Impacting Change



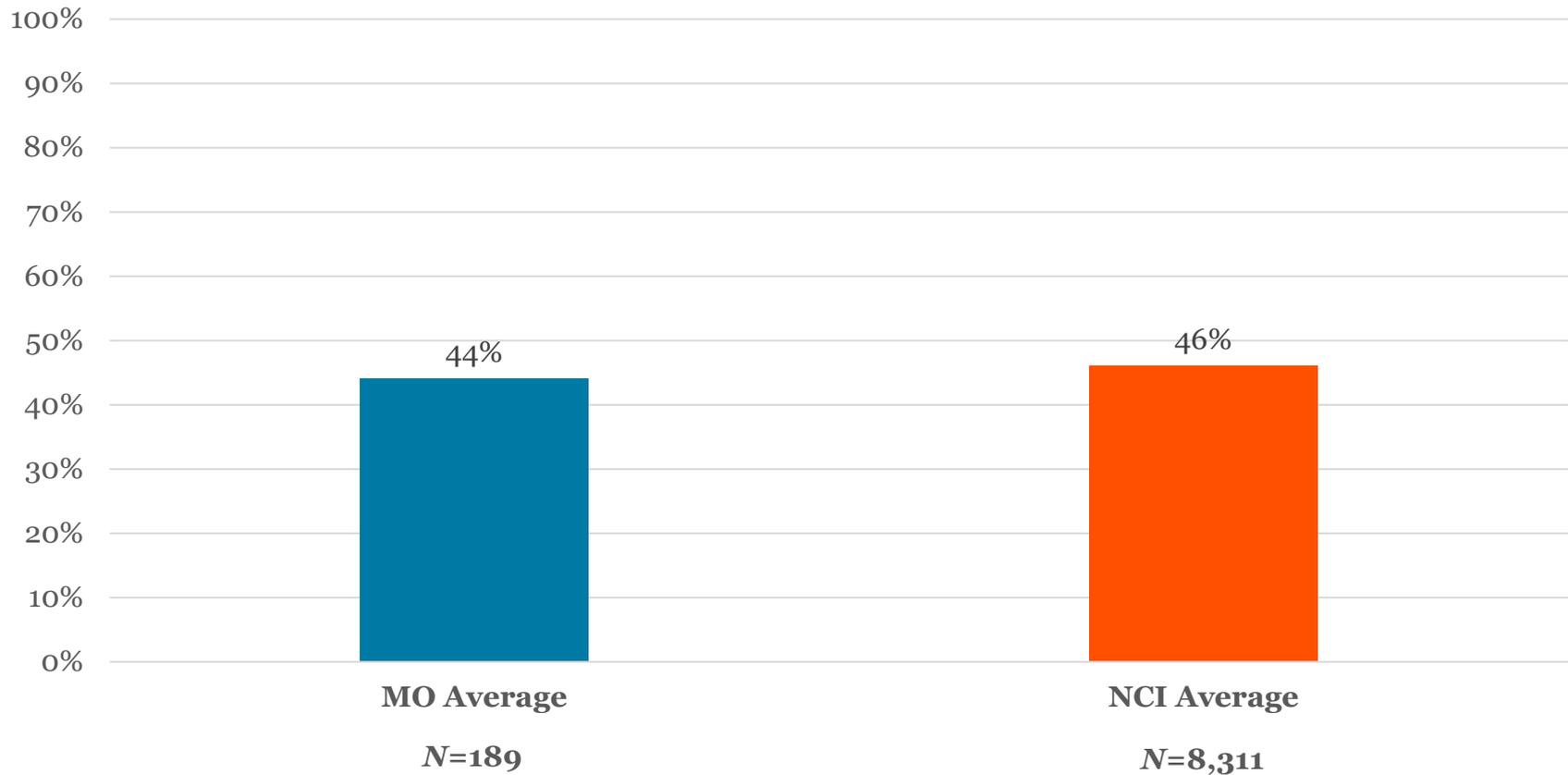
- 👤 In the past, MO NCI data demonstrated that the percentage of individuals employed in their community has been consistently below the national benchmark.
- 👤 NCI data has also shown that Missourians with I/DD *want to work*, yet community employment is not commonly included as a goal in their service plan.

2016-2017 ACS Data

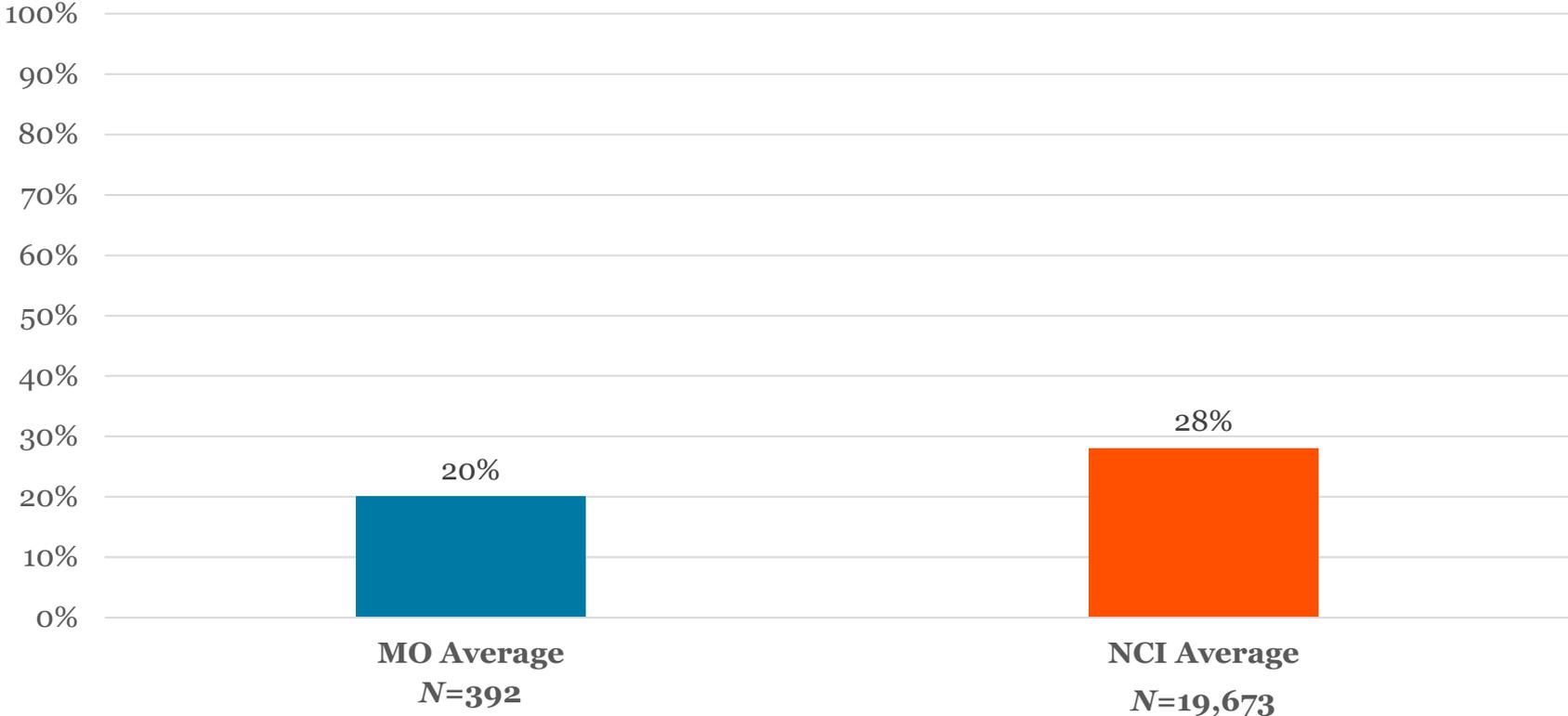
Paid Job in the Community



Wants a Paid Job in the Community



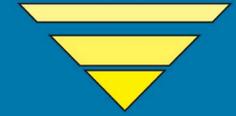
Has Community Employment as a Goal in Service Plan



MO's *Empowering through Employment* Initiative



- 👤 In October 2016, MO Division of Developmental Disabilities launched the ***Empowering through Employment*** Initiative to assist the growing number of individuals who express an interest in community-based employment.



Empowering Through Employment

Purpose & Goal

- 🕒 The ***Empowering Through Employment*** initiative is designed to increase the number of individuals receiving employment supports and services.
- 🕒 The goal of this initiative is to have 35% of all individuals receiving waiver services to have employment supports authorized and available for their use.
- 🕒 ***Empowering Through Employment*** has been deemed a priority based upon the gap between the percentage of Missourians with I/DD accessing employment services as compared to other day services.



Empowering through Employment

Principles

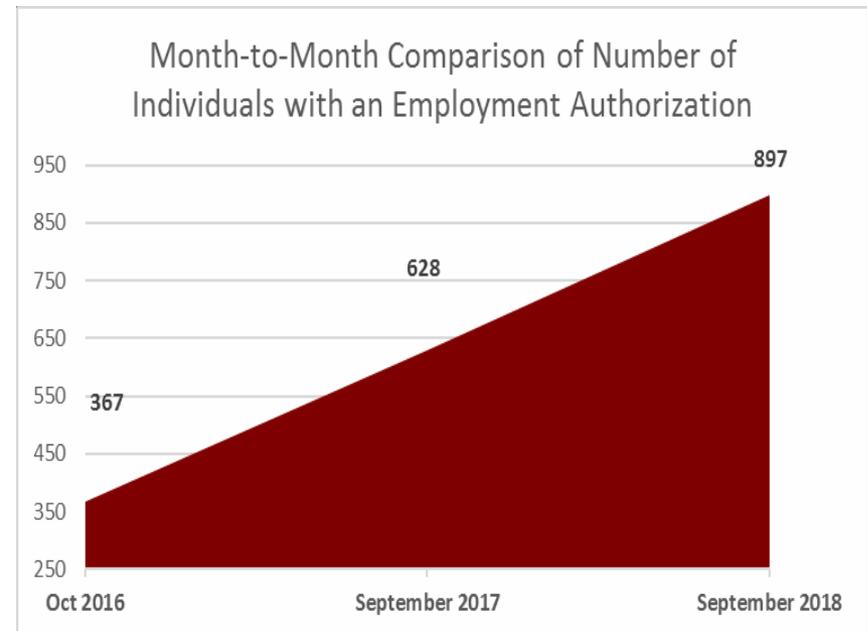
- 👤 All individuals have the right to explore the full range of employment options to empower informed choice and foster self-determination.
- 👤 Career Planning is a requirement for all individuals currently receiving services in order to ensure that supports, services, and outcomes on Individual Support Plans are consistent with what the person is seeking.
- 👤 All individuals have the right to earn a living wage in a job of their choosing, based on their unique talents, gifts, skills, and interests.
- 👤 As with all employees, persons with disabilities should have access to services and supports necessary to succeed in the workplace.
- 👤 Businesses universally value employees with disabilities as an integral part of their workforce and include all people within recruitment and hiring efforts as standard practice.



Empowering through Employment

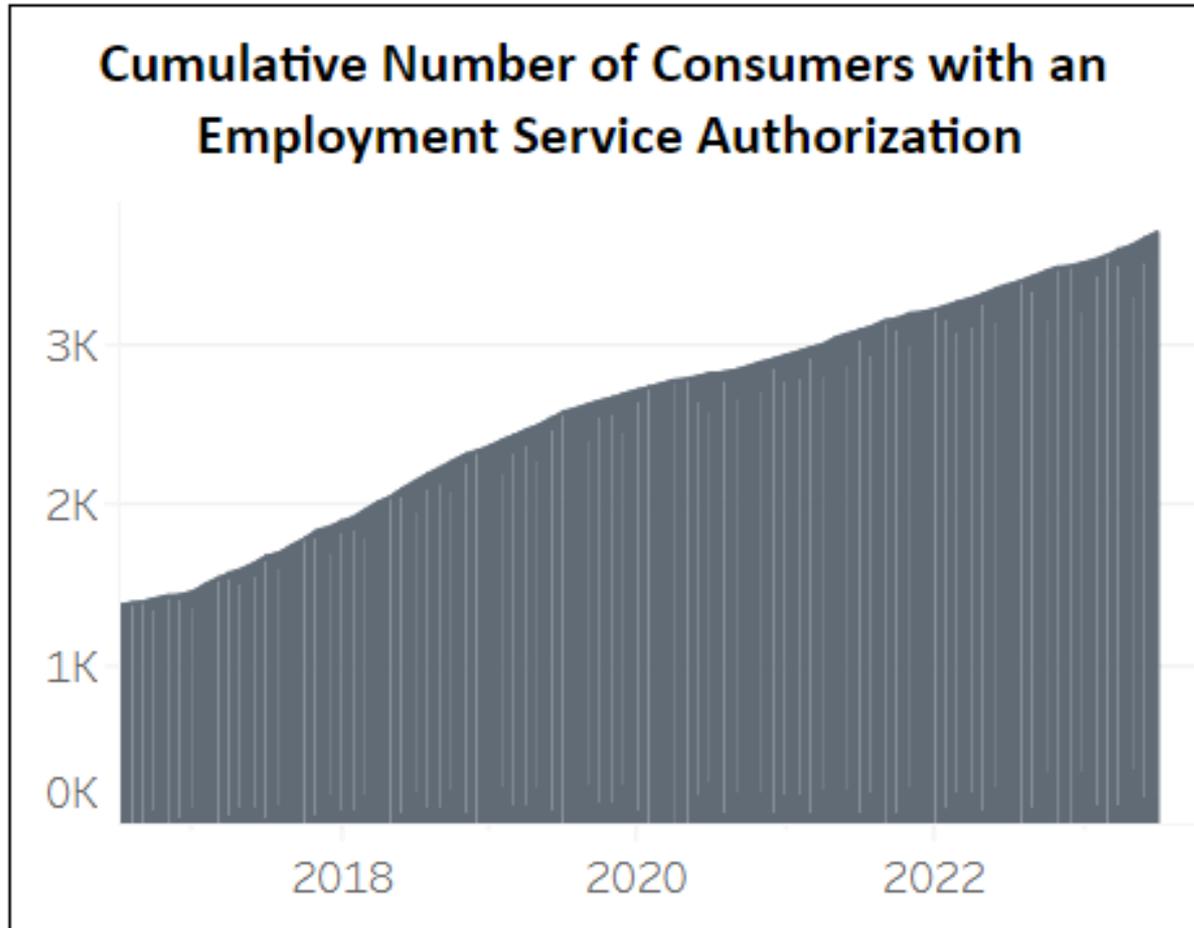
Employment Service Authorizations

- At the launch of the **Empowering Through Employment** initiative in October 2016, 367 individuals had an authorization for employment service. This number had increased to 897 individuals by September of 2018, which is an increase of 144% since the initiative launch.





Empowering through Employment





Empowering through Employment

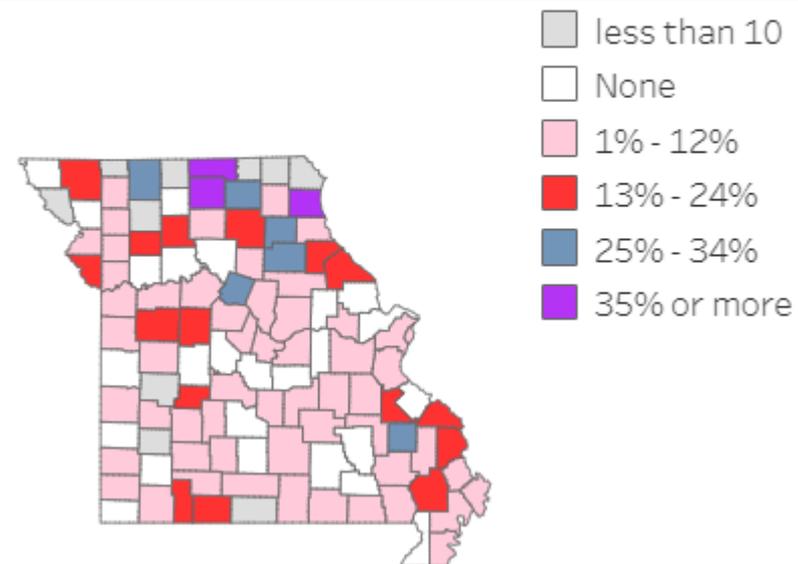
Ribbon Status by County

Regions and Targeted Case Management (TCM) entities are recognized by ribbon status based on the percentage of individuals with employment service authorizations.

June 2023

% of Individuals ages 14-64 with open Waiver EOC authorized for employment services

-  35% or more individuals w/ employment auths
-  25%-34% of individuals w/ employment auths
-  13%-24% of individuals w/ employment auths



Data Supporting System Enhancement



- 🕒 The NCI Adult In Person, Child Family and Adult Family survey results are utilized to inform stakeholders regarding the MO Quality Outcomes.
- 🕒 The Missouri Quality Outcomes are measured through annual data collected by the Division of Developmental Disabilities. Based on the data, the Division of Developmental Disabilities addresses areas of enhancements to services and supports through policies and practices, with the goal of providing continuous improvement for people with developmental disabilities.

<https://dmh.mo.gov/dd/docs/missourqualityoutcomes.pdf>

- 👤 [Missouri Quality Outcomes Talking Points Series](#) is a video series that provides education on the Missouri Quality Outcomes, why the Outcomes are important, and how the Division uses the Outcomes. There is a specific episode on NCI data and NCI is used throughout other episodes, as applicable.

MO Quality Outcomes



The Division coordinated with stakeholders to develop more in depth reports to inform stakeholders of NCI data collected reported to key areas in the Missouri Quality Outcomes.

- 📍 [MOQO & You: Advocacy & Engagement Report](#)
- 📍 [MOQO & You: Daily Living & Employment Report](#)
- 📍 [2016-2017 Missouri Quality Outcome: Healthy Living](#)
- 📍 [MOQO & You: Safety & Security](#)

MO Quality Outcome: Supports to Families



Families are Provided With Knowledge That Empowers Them to Facilitate Opportunities for the Individual's Self-Determination Throughout the Course of His or Her Life



This outcome focuses on educating families about self-determination. Families give support and insight that help their family member to lead a self-determined life. This helps the family member to make choices, set goals, be responsible and independent, and decide how to live their life.

MO Quality Outcomes Report

Gets Enough Information to Take Part in Planning Services for their Family Member

	Adult Family Survey (N: 312)	Child Family Survey (N: 223)
Always	28%	23%
Usually	48%	47%
Sometimes	17%	23%
Seldom or Never	7%	7%

Respondent or Other Family Member Helped Make the Plan

Adult Family Survey	Child Family Survey
90% (N: 223)	94% (N: 155)

Family Member Gets All of the Services Listed in the Plan

Adult Family Survey	Child Family Survey
85% (N: 223)	79% (N: 146)

Missouri Quality Outcomes Survey

- 49% are *always* encouraged by their family to set and meet personal goals (N=208)
- 46% are *always* encouraged to make their own life decisions (N=211)
- 36% are *always* encouraged to take responsibility for pre-employment skills (N=209)

MO Quality Outcome: Safety & Security



People are Educated about Their Rights and Practice Strategies to Promote Their Safety and Security.

- 🧑 This outcome emphasizes individuals living free from harm, being educated about their rights and living in healthy environments where safety and security are a high priority, while supporting the individual's rights to live independently, make personal choices and take some risks.





MO Quality Outcomes Report



Safety & Security

People are Educated about Their Rights and Practice Strategies to Promote Their Safety and Security

This outcome emphasizes individuals living free from harm, being educated about their rights and living in healthy environments where safety and security are a high priority, while supporting the individual's rights to live independently, make personal choices and take some risks.

Adult Consumer Survey

- 35% have a key to their home
- 44% can lock their bedroom door
- 10% reported that there is at least one place where they feel afraid or scared
- 94% say they have someone to go to for help if they ever feel scared
- 12% report that others read mail without asking
- 89% can use the phone and internet when they want



Adult Family Survey

- 77% of families know how report abuse or neglect
- Within the past year, 4% of individuals had a report of abuse or neglect filed on their behalf

Child Family Survey

- 55% know how to file a complaint or grievance about provider agencies or staff
- Of those that filed a complaint or grievance, 59% were satisfied with how it was resolved

Division of Senior and Disability Services

- 👤 Data on skill sets of caregivers to inform training initiatives.
- 👤 Data to inform settings rule monitoring
- 👤 Data to evaluate need for assistive technology
- 👤 Data regarding staff performance in service planning

Data Supporting System Enhancement



Division of Senior and Disability Services



Housing and Aging in Place



Transportation and Mobility



AGING WITH DIGNITY
Missouri's Master Plan on Aging



Family Caregivers



Long-term Services and Supports

Data Supporting System Enhancement



 State Specific Questions

 Dignity of Risk

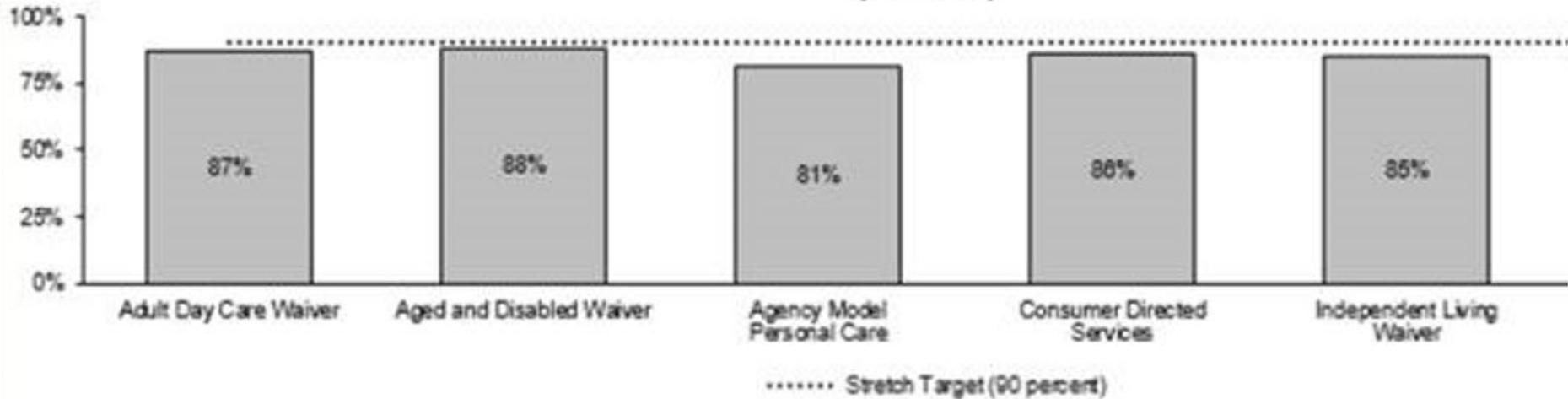
Data to Report Outcomes

- 👤 Leadership / Governor's Office
- 👤 Budget and Legislative
- 👤 CMS Scorecard

Data to Report Outcomes

Budget and Legislative

Proportion of People Who Know Whom to Contact if They Want to Make Changes to Their Services (SFY 2022)

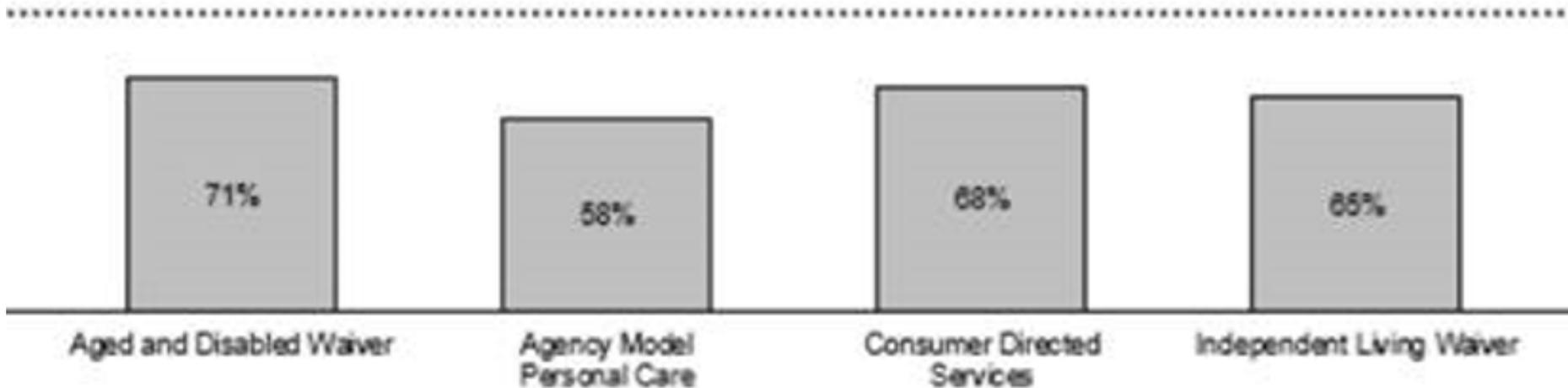


Data gathered from 2021-2022 National Core Indicators - Aging and Disabilities (NCI-AD) Adult Consumer Survey.

Data to Report Outcomes

Budget and Legislative

Proportion of People Whose Long-Term Care Services Meet all Their Current Needs and Goals
(SFY 2022)



Value Based Payment Model

- 👤 The Division is in the initial process of exploring how NCI data (including the Staff Stability Survey) can be utilized to inform and support a Value Based Payment (VBP) Model.
- 👤 CMS Approved Waiver Payment
- 👤 Baseline Data Collection

Value Based Payment Model



Incentive	Total Eligible Providers Listed in REDCap	Providers Participating	Percent of Providers Participating
Tiered Supports	292	40	13.7%
Employment Pay for Reporting	148	29	19.6%
Remote Supports	362	12	3.3%
Direct Support Professional Training Levels	618	19	3.1%
Electronic Visit Verification	161	31	19.3%
Registered Apprenticeship	17	3	17.6%
Health Risk Screening Tool	408	17	4.2%
National Core Indicators Staff Stability Survey	621	100	16.1%
Total	705	100	14.2%

Key Takeaways

Data to Improve HCBS Quality

-  Data to Inform
-  Data to Report Outcomes
-  Data to Drive System
Enhancement Initiatives

Next Steps

A person-centered approach



Standardized survey with a sample of individuals receiving services--No pre-screening procedures

Standardized surveyor training

Includes demographic and personal information taken from existing records

Traditionally conducted in-person, face to face, with the person receiving services. AD may allow for phone mode.

Allows questions to be reworded or rephrased using familiar names and terms

Response options not initially provided, so respondents answer authentically

Proxy responses are allowed for specific questions

Survey portions take 50 minutes on average

If interested in participating or learning more, **Contact the national team:**
nci@nationalcoreindicators.org

Questions?

Missouri Department of Mental Health

Division of Developmental Disabilities

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Division of Developmental Disabilities NCI Website:

[National Core Indicators | dmh.mo.gov](https://dmh.mo.gov/national-core-indicators)

Division of Senior and Disability Services NCI Information:

<https://health.mo.gov/seniors/hcbs/info.php>