NCI Contacts

Partnership for People with Disabilities

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www.dbhds.virginia.gov/ (website)

Your Participation in the NCI Surveys Will Help Virginia Improve Service Quality

Quality Service Reviews (QSRs) are required by the Commonwealth's Settlement Agreement with the U.S. Department of Justice. NCI helps to inform the QSR process.

DBHDS
Virginia Department of
**Behavioral Health and
Developmental Services**

Partnership for People
with Disabilities
Linking people. Changing lives.

VCU
VIRGINIA COMMONWEALTH UNIVERSITY
Make it real.

The Partnership for People with Disabilities is a university center for excellence in developmental disabilities at Virginia Commonwealth University. VCU is an equal opportunity/affirmative action university providing access to education and employment without regard to age, race, color, national origin, gender, religion, sexual orientation, veteran's status, political affiliation or disability. If alternative formats of this document are needed, please contact the Partnership at (804) 828-3876 or (800) 828-1120 (TTY Relay).

NATIONAL CORE INDICATORS

VIRGINIA 2014 - 2015

Information for Participants and Families

The Virginia Department of Behavioral Health and Developmental Services (DBHDS) leads the initiative and collaborates with the Partnership for People with Disabilities at Virginia Commonwealth University.

INFORMATION ABOUT THE NATIONAL PROJECT

The National Core Indicators (NCI) Project is a collaboration between the National Association of State Directors of Developmental Disabilities Services (NASDDDS), the Human Services Research Institute (HSRI), and participating states (41 including Virginia).

The core indicators are standard measures used across states to assess the outcomes of supports and services provided to individuals and families. Indicators address key areas of concern including employment, rights, service planning, community inclusion, choice, and health and safety.

This is **Virginia's** fourth year taking part in NCI. This year, those (and their families) who use services through the Intellectual Disability (ID), Individual and Family Developmental Disabilities Support (DD), and Day Support (DS) Waivers and who are provided supports and services in training centers, nursing facilities, and community ICFs-IID were selected to participate in the surveys.

The Consumer Survey is for the person who uses support services and occurs in a face-to-face meeting. Surveys for families are sent through the mail for completion.

Your help in providing information about your experiences is very important to Virginia and to people who use services!

INFORMATION ABOUT THE CONSUMER SURVEY

The consumer survey is the heart of NCI. The face-to-face survey takes about one hour to complete and is conducted in a place chosen by the participant.

Here is what will happen:

- The participant (and legal guardian) will receive a letter to say they have been selected for an interview.
- An interviewer will call the participant or legal guardian to schedule a time and a location to meet.
- The interview will be set for a time and place that is most convenient for the participant such as their home, or a nearby restaurant/café/library. The participant may have someone with them during the interview.
- On the scheduled date, the interviewer will meet the participant and ask questions about the services they use.
- The information provided is completely private!
- Individual services will not be changed in any way because of the interview.
- If the participant does not want to take part in the survey, they may tell the interviewer when they call.

INFORMATION ABOUT THE FAMILY SURVEY

A family survey is sent to families (guardians) of children, youth, and adults who use supports and services funded through Medicaid, state, and local resources.

Here is what will happen:

- The family survey will be mailed through the US Postal Service along with a pre-paid self-addressed return envelope.
- A family member (or guardian) completes the survey and returns it by the date indicated.