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MEMORANDUM

TO: Executive Directors, DSN Boards of Case Management and Residential Services
CEOs, Contracted Service Providers of Case Management
Day Program Directors
Residential Directors

FROM: Janet Brock Priest 
Associate State Director-Operations

DATE: January 18, 2024

SUBJECT: National Core Indicators (NCI) In-Person Surveys/Background Documents

The National Core Indicators is a collaborative effort between the National Association of State Directors of Developmental Disabilities Services (NASDDDS) and the Human Services Research Institute (HSRI). The purpose of the project, which began in 1997, is to support NASDDDS member 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. South Carolina is among forty-five (45) states that have participated in this project. South Carolina's participation will continue in 2024.

As you may recall, participation in the NCI project includes a survey (interview) of a subset of people being supported in the state. And, prior to the survey (interview), the collection of background information about those people. In 2024, the Center for Disability Resources (USC-CDR) will conduct the surveys (interviews). Like last year, in 2024, DDSN will rely on the service providers of those being surveyed to complete the background information documents and will pay \$125.00 for each completed document.

To begin collecting NCI data for 2024, please identify for your agency a primary contact who will be responsible for coordination of this project. Once identified, but no later than **January 31, 2024**, please submit the name, email address, and phone number of your agency's primary contact to Bill Simpson at bsimpson@ddsn.sc.gov.

Once the primary contact's information is received, DDSN will send your agency's NCI sample. The sample will be of approximately 5% of the adults you support. For case management agencies, the sample will be 5% of adults that receive at least one (1) service in addition to case management. The maximum number of people included in a sample will not exceed twenty-five (25).

Specific instructions for the project will accompany your agency's sample. However, the first step will be to invite those included in the sample to participate in the survey. Participation by those supported is voluntary. Based on a specific contact by your staff with each person, you will be asked to document each person's acceptance or declination of the invitation. Again, for those who agree to participate and for whom background documents are thoroughly completed, your agency will be paid \$125.00. For those who decline and for whom specified documentation of the declination is completed and submitted, your agency will be paid \$25.00. Please note that if 50% of those sampled decline, a new sample for your agency will be drawn and shared with you.

Again, specific instructions for the project (e.g., procedures for payment, deadlines for submissions) will be shared when your agency's sample is provided to your agency's primary contact. Please share the name, email address, and phone number of your agency's primary contact with Mr. Simpson at your earliest convenience. You may also direct questions about this project to Mr. Simpson at the email address noted above or by phone (803) 898-9614.

Thanks in advance for your participation in the important effort and thanks for all you do to support South Carolinians with disabilities.