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MEMORANDUM

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

FROM: Lori Manos, Interim Associate State Director-Policy *fm*

DATE: January 26, 2022

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 program, 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.

DDSN will again be participating in the National Core Indicators' In-Person Adult Surveys in 2022. DDSN is among 45 other states participating in this process. We have recently taken a break from this process, but Alliant staff will begin completing interviews, once again, beginning in February. As you may recall, an important part of the survey process is the completion of the background survey.

DDSN recognizes the thorough completion of background documents can take time and there are many competing priorities. This year, as an incentive for participation, DDSN will reimburse providers \$125 per completed background survey for their efforts. The background documents will be sent to the Case Management provider, unless the person receives residential habilitation. In that case, the residential provider will receive the background document. In either case, provider staff will complete the surveys to the best of their ability.

Each provider agency should expect to receive an approximate 5% sample for adults receiving at least one service in addition to case management. There will be maximum of 25 surveys for any one provider agency.

As DDSN begins to roll out the samples for the FY22 Interview Cycle, there are a few highlights we wanted to share:

1. Each provider agency is asked to identify a primary contact to coordinate with Alliant and DDSN for their organization. Please submit the name of this contact to Dawna Keith at dkeith@ddsn.sc.gov.
2. The provider agency sample will be sent to the primary contact for distribution (with a copy to the Executive Director).
3. Participation responses will be required for each person in the sample. Each person in the sample will be contacted by his/her case manager or residential coordinator to establish their interest in participating in the interview. The Provider Agency's primary contact will track each response for consent to proceed, or those who decline to participate.
4. For persons who decline to participate, the provider agency will complete the declination form and return to Alliant. Provider Agency's will be paid \$25 for that follow-up and no further action is needed.
5. If 50% of the persons in the sample do not wish to participate, then the provider agency must contact DDSN for an additional sample.
6. For persons who give consent, the background survey will be completed in its entirety.
7. Once all surveys are completed, the provider agency must send the invoice, completed surveys and forms indicating refusal to participate by the deadline set by DDSN.
8. All forms must be completed by the deadline in order to receive reimbursement for the background surveys.
9. If additional time is needed, provider staff must contact DDSN-Quality Management Division for an extension.
10. Providers will receive payment for their participation in the NCI In-person Surveys/background surveys in June 2022.

If you have any questions, please contact Dawna Keith at dkeith@ddsn.sc.gov or (803) 898-9685. Thank you for your continued efforts to ensure a successful survey process!