

National Core Indicators (NCI) Frequently Asked Questions

How is an individual selected?

Adults 18 years and older, who receive at least one service (in addition to case management) can be chosen.

What if the individual has been selected to respond to a previous NCI survey?

No problem. Individuals are randomly selected to participate, so this may occur.

Will the individual's answers be confidential?

Yes. The individual's name will not be attached to their responses.



What is National Core Indicators?

National Core Indicators (NCI)™ is a voluntary effort by public developmental disabilities agencies to measure and track their own performance. The Michigan Department of Health and Human Services (MDHHS) contracts with the Michigan Developmental Disabilities Institute (MI-DDI) at Wayne State University to coordinate the survey process of the 660 surveys completed each year. NCI are standard measures to assess the outcomes of services and supports provided to individuals and families. Indicators address key areas of concern including employment, rights, service planning, community inclusion, choice, and health and safety.

How does the survey work?

- The local Community Mental Health will ask the individual to participate.
- When the individual has decided to participate, a surveyor will schedule an interview between the months of January and May.
- The virtual survey is scheduled at a time chosen by the individual.
- The survey takes approximately 30 – 45 minutes to complete.

What will an individual need to participate in a survey?

- Internet connection
- A smartphone, tablet, or computer with camera and microphone
- On the day of the interview, a quiet space where the individual feels comfortable answering questions

How is the information used by the Michigan Department of Health and Human Services?

The MDHHS uses the information to improve the quality of services and supports provided to individuals with intellectual and/or developmental disabilities and their families. The MDHHS and the Behavioral Health and Developmental Disabilities Administration (BHDDA) do not require consent since this is an evaluation of services.

Will the individual's services be effected by taking part in the survey?

No, participation in this survey does not affect the individual's services.

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What is a proxy?

A proxy is someone who knows the participant well. A proxy can include a family member, staff, guardian, or a friend. A case manager or service coordinator cannot serve as a proxy or be present during the survey.

If the person has a guardian, does the guardian need to be present?

No. If the individual wants support to

complete the survey, it is helpful for a person who knows the individual's daily life.

If an individual needs assistance/help to understand information, should the person participate?

Yes, we want to capture all voices and think that everyone should have the opportunity to participate. The participation of people who communicate in an alternative manner is valued and important. A proxy can assist with understanding and answering questions.



How can I learn more about my survey results?

The National Core Indicators reports all the states survey results at the website below. You can see Michigan's results. You can also compare Michigan to other states.

<https://www.nationalcoreindicators.org/states/MI/>

Why participate? Here are a few comments from previous individuals.

"I felt honored to be chosen".

"The survey is very interesting".

"Thank you for fighting for the rights of those who don't have a voice, or who can't use their voice very well".

"Thanks for collecting this important data".

Questions?

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