

What the NCI data tells us about

# Case Management and Staff in Colorado



**NATIONAL CORE  
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For more information

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## This report tells us about:

- What NCI tells us about people's contact with case managers and staff
- Why this is important
- Where to find out more about people's case management and staff in Colorado.

## What is NCI?

Each year, NCI asks people with intellectual and developmental disabilities (IDD) and their families how they feel about their lives and the services they get. NCI uses surveys so that the same questions can be asked to people in all NCI states.

## Who is surveyed?

Each year people in many states take part in an NCI meeting. Every year a new group of people are asked to meet. During the meeting, people are asked the NCI survey questions. Questions are asked to the person who gets services from the state. For some questions, a family member, friend, or staff member who knows the person well can answer.

# How are data shown?

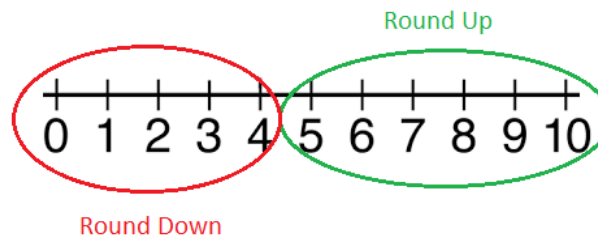
NCI asks questions about people's case management and staff. In this report we see how responsive they are to people's needs. There are questions to find out if people have choices in case management and staff, like, "does your case manager ask you want you want?"

Each page shows a different question and the answers. Each page also has a pie graph. It shows how many people said **yes** and how many said **no**. There are also words and stick figures that show how many **yes** and **no** answers there were for each question. The answers are whole numbers (like 60% or 90%).

Due to the COVID-19 Pandemic the 2019-20 In-Person Survey (IPS) survey data collection period was unexpectedly abbreviated with all data collection stopped on April 15, 2020. At the time IPS surveying was ended, states were in many different stages of survey administration. Very few states had completed data collection.

Ultimately, NCI decided that, **to create a state report on the IPS data for a state this year, we would use a 10% Margin of Error (MoE) threshold.** This means that states will receive a state report if the number of surveys collected prior to the IPS surveying shut-down reach a threshold of 10% MoE (based on the sample frame number reported in the state work-plan). Previous years of IPS reporting have used a 5% MoE threshold. CO conducted 304 valid surveys, the MoE is 5.54%.

For this report we round percentages to the nearest ten percent. To round, we look at the last digit in a number. If the digit is 5 or more, we “round up” to the next highest number with a zero. If the digit is 4 or less, we “round down” to the next lowest number with a zero.



For example:

If 87% of people say they choose their staff, we “round up” to 90%.

If 12% of people say they did not choose their staff, we “round down” to 10%.

This report can help people talk about services and supports. If you want more information, you can look up the full report at:

<https://hcpf.colorado.gov/nci-survey>



## Making Connections – Why is Case Management and Staff Important?

Case managers (sometimes called service coordinators) help people with disabilities make their service plans, find the services and supports they need, think about what they want in their lives, and provide continuing support over time. Staff help people in many ways – sometimes at their work or day program, and sometimes in their home.

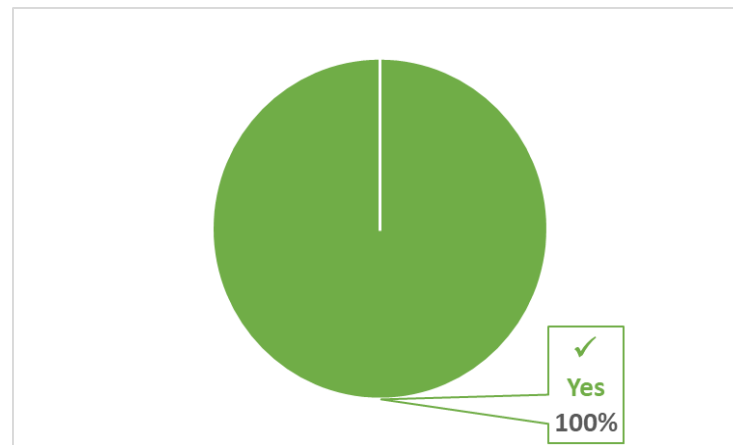
Understanding how people feel about their contact with case managers and staff is important because of the many roles they play in supporting people and their families.

# Case Management

NCI asks questions about a person's case manager (sometimes called service coordinator). The case manager helps people make their service plan and make sure services are right for the person. Sometimes people can choose their case manager.

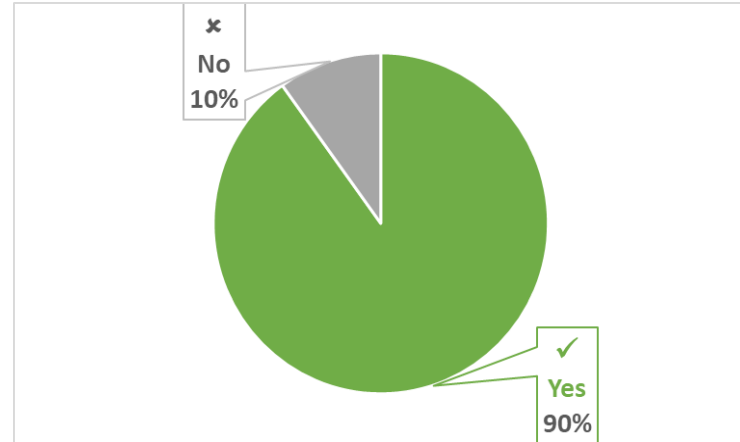


# Have you met or spoken with your case manager?



NCI tells us **10** out of every **10** people said **they have met or spoken with their case manager.**

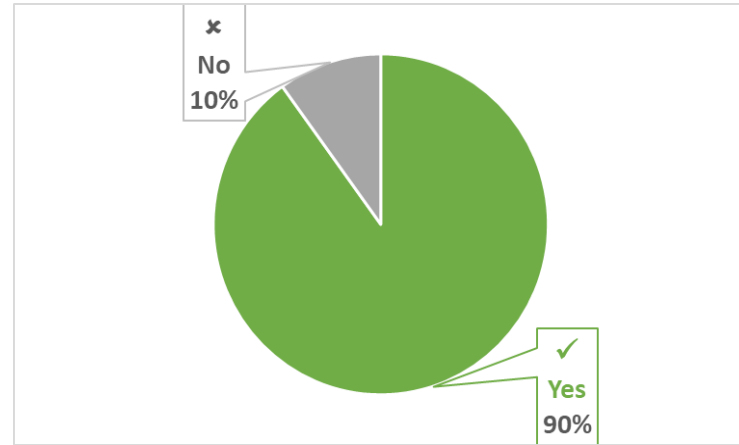
Are you able to contact your case manager when you want?



NCI tells us **9** out of every **10** people said **they are able to contact their case manager when they want.**

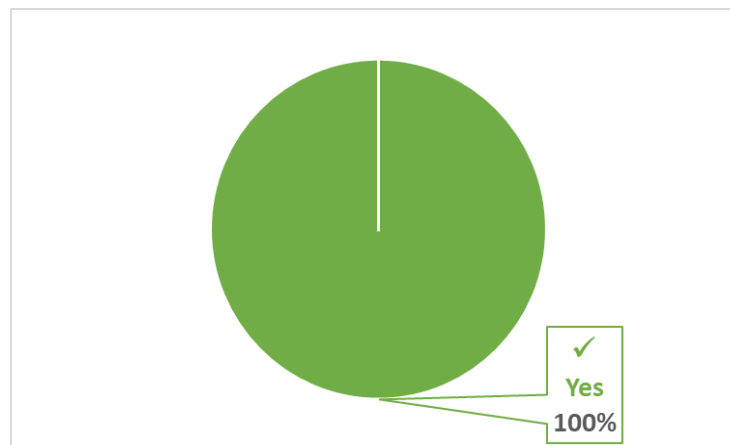
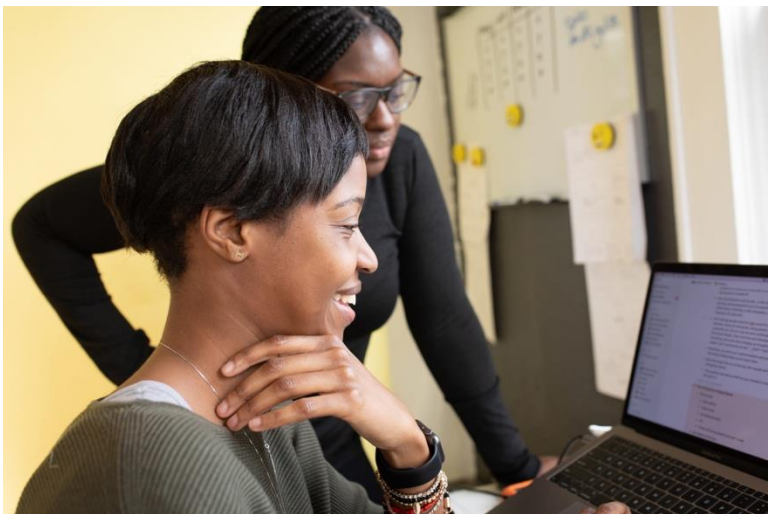


# Does your case manager ask you what you want?



NCI tells us **9** out of every **10** people said **their case manager asks them what they want.**

# Can you change your case manager if you want to?



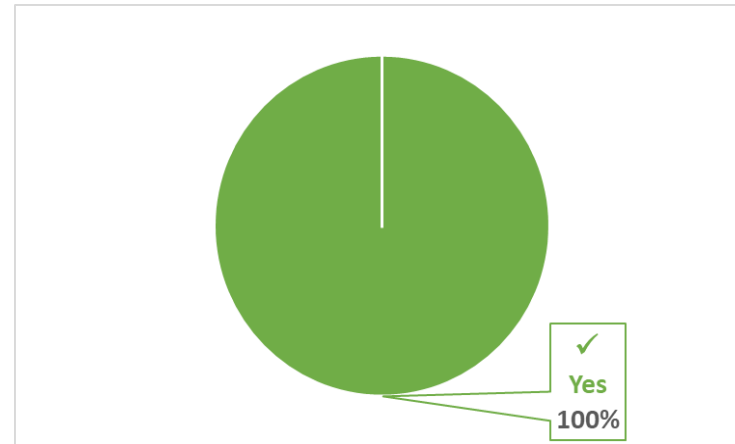
NCI tells us **9** out of every **10** people said **they can change their case manager if they want to.**

# Staff

NCI asks questions about people's staff, the people who assist the person with their needs. Sometimes people can choose their staff. Some people did not get to choose their staff but they are able to ask to change who those people are if they want to.

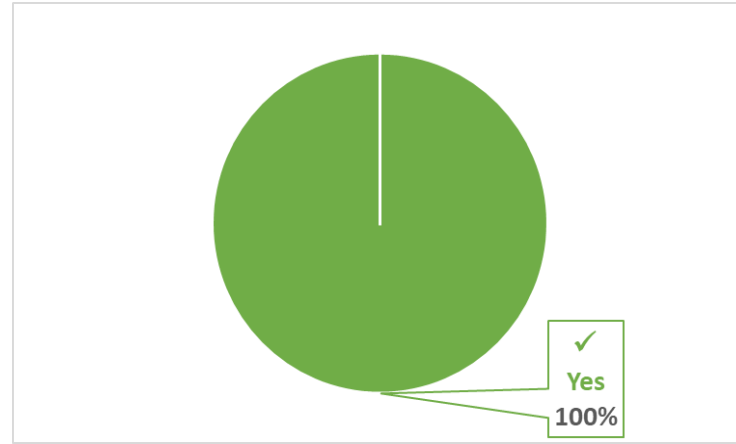


# Do your staff treat you with respect?



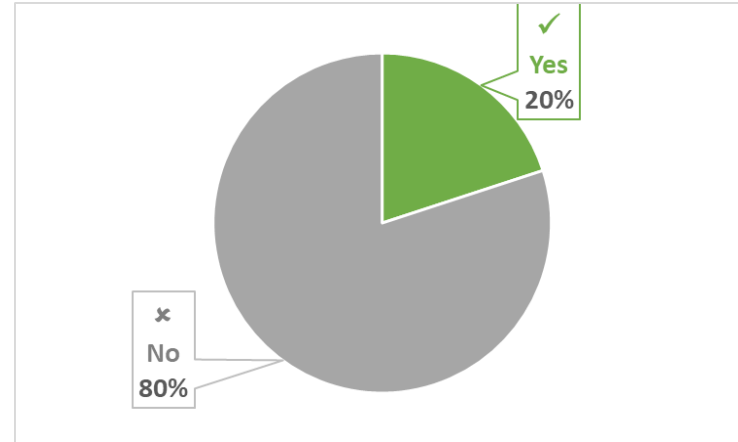
NCI tells us **9** out of every **10** people said **their staff treat them with respect.**

# Do your staff come and leave when they are supposed to?



NCI tells us **9** out of every **10** people said **their staff come and leave when they are supposed to.**

# Can you choose or change your staff?



NCI tells us **2** out of every **10** people said **they can choose or change their staff if they want to.**



## What Did We Learn?

NCI tell us about people in Colorado

**96%** Have met or spoken with their case manager

**89%** Are able to contact their case manager when they want

**93%** Said their case manager ask what they want

**89%** Can change their case manager if they want to

**93%** Said staff treat them with respect

**93%** Said staff come and leave when they are supposed to

**22%** Can choose or change their staff if they want to

# Learn More About Case Management and Staff in Colorado

- [Health First Colorado \(Colorado's Medicaid program\)](#)
- [Health First Colorado "Find a Provider" Tool](#)
- [HCBS Waiver Critical Incident Reporting](#)
- [Consumer Directed Attendant Support Services \(CDASS\)](#)
- [Community Centered Boards \(CCBs\) Case Management Services](#)
- [Colorado National Core Indicator \(NCI\) Surveys](#)
- [Vital Research National Core Indicator webpage](#)
- [Developmental Disabilities Waiver \(DD\)](#)
- [Supported Living Services Waiver \(SLS\)](#)
- [Colorado Buy-In Program for Working Adults with Disabilities](#)

*Have questions or comments, email us at: [Sarah.Hoerle@state.co.us](mailto:Sarah.Hoerle@state.co.us)*