What the NCI data tells us about

Service Planning in Colorado

NATIONAL CORE INDICATORS ®

NASDDDS & HSRI

For more information

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This report tells us about:

- What NCI tells us about people's service planning meeting

- Why service planning is important

- Where to find out more about service plans and service coordination 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 a 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 service plan, like if they have met their case manager, and if they took part in their last planning meeting. In this report we see how people answered questions about service coordination. Like "Do you remember what is in your service plan?".

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** to the question. 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.

Round Up

0 1 2 3 4 5 6 7 8 9 10
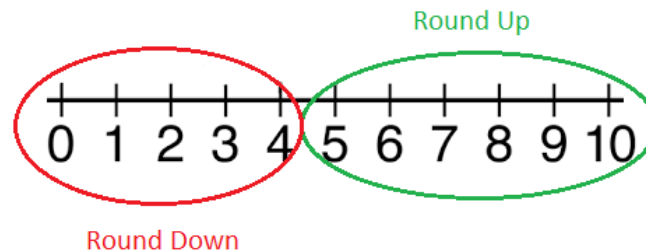
Round Down

For example:

If 87% of people say they took part in their last service meeting, we "round up" to 90%.

If 12% of people say they did not take part in their last service meeting, 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 the Service Plan Important?

Usually, people's services get reviewed or looked over once a year. This usually happens at a service planning meeting with the case manager (sometimes called the service coordinator). The service plan helps should include things that are important to the person, their goals, and services people can use to reach their goals.

Did you take part in the last service planning meeting, or choose not to?


✓
Yes
100%
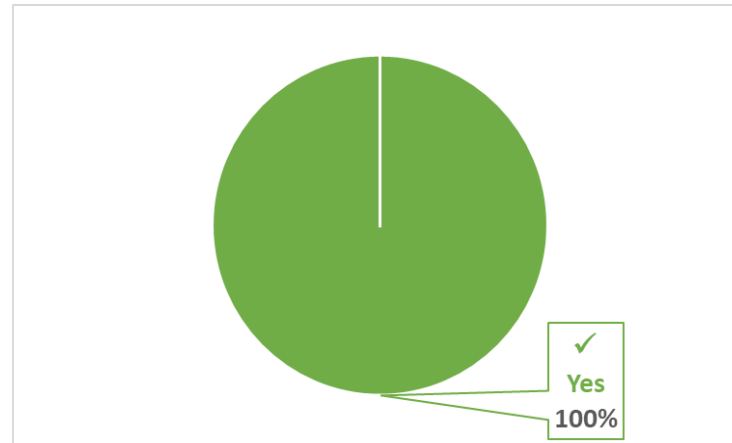
NCI tells us **10** out of every **10** people said **they took part in the last service planning meeting or chose not to.**

Did you understand what was being talked about at the last service planning meeting? Like, did people use words you understood and speak in the language you prefer?

No 20%

✓ Yes 80%
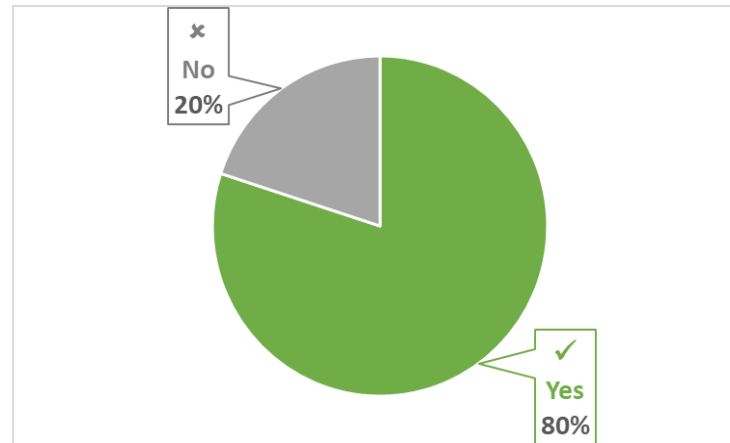
NCI tells us **8** out of every **10** people said **they understood what was being talked about at the last service planning meeting.**
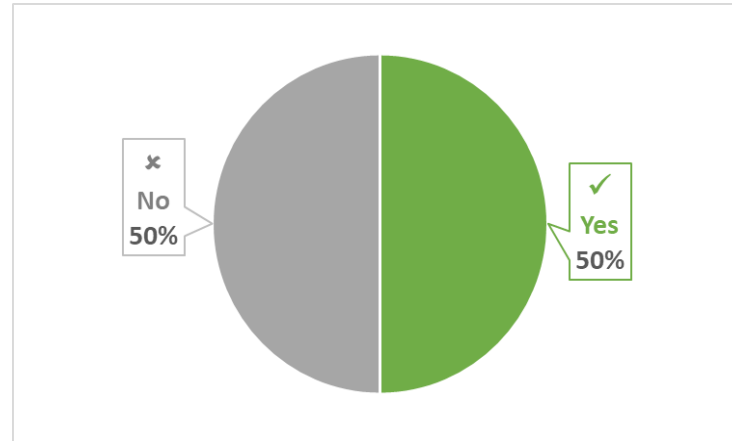
Did the last service planning meeting include the people you wanted there?

Yes
100%
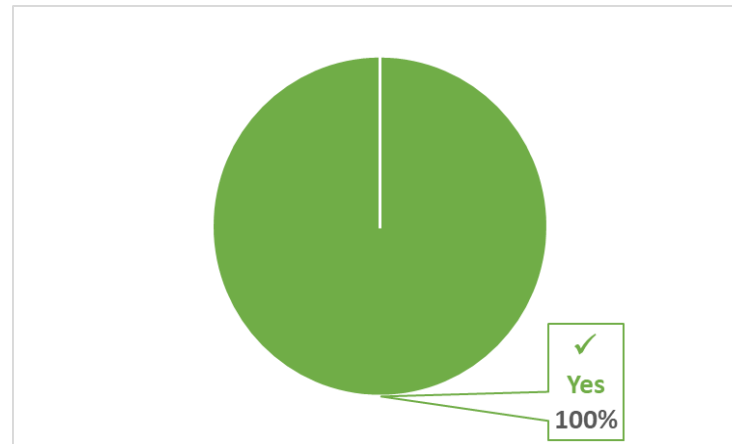
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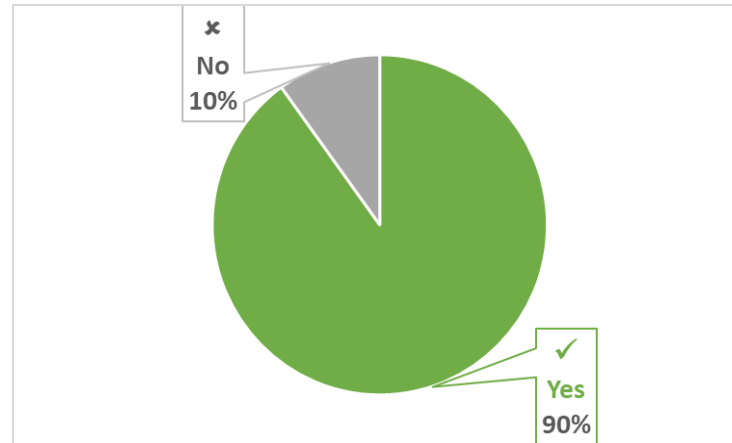
# Do you remember what is in your service plan?

NCI tells us **5** out of every **10** people said **they remember what is in their service plan.**

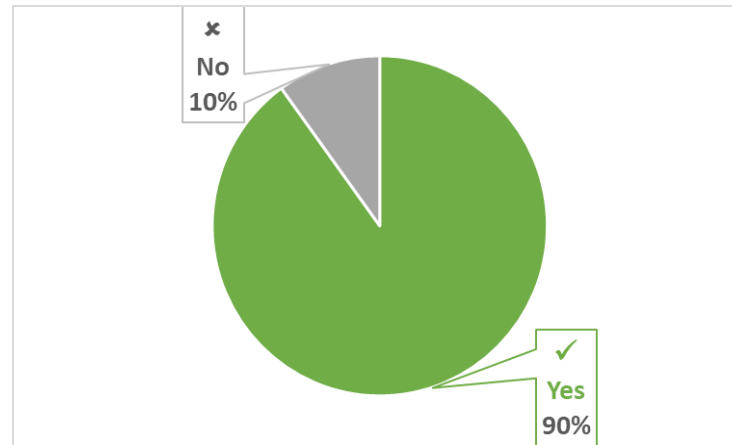# Does your service plan include things that are important to you?

NCI tells us **9** out of every **10** people said **their service plan includes things that are important to them.**

Were you able to choose the services that you get as part of your service plan?
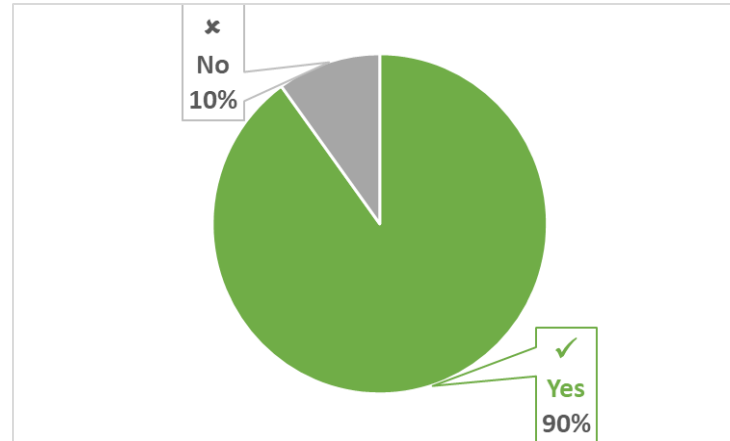

No 20%

✓ Yes 80%
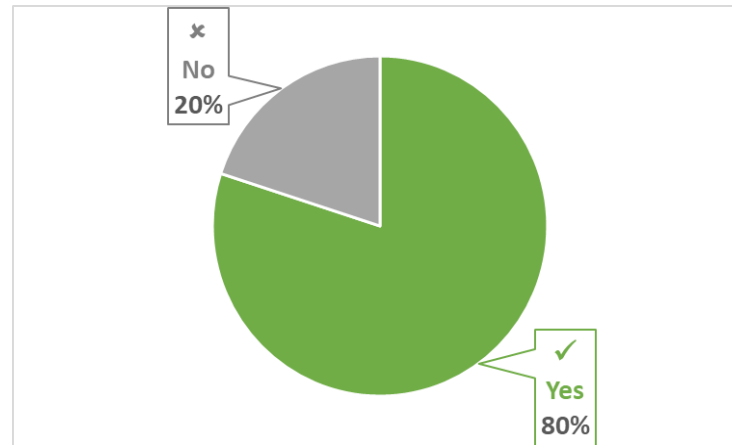
NCI tells us **8** out of every **10** people said **they were able to choose the services they get as part of their service plan.**

Do you know who to ask if you want to change something about your services?

NCI tells us **9** out of every **10** people said **they know who to ask if they want to change something about their services.**

Are the services and supports helping you to live a good life?

NCI tells us **9** out of every **10** people said **services and supports are helping them live a good life.**

What Did We Learn?

NCI tell us about people in Colorado:

97% Took part in the last service planning meeting or chose not to

80% Understood what was being talked about at the service planning meeting

95% Report service planning meeting included people they wanted there

54% Remember what is in their service plan

94% Said the service plan includes things that are important to them

75% Were able to choose the services they get as part of their service plan

90% Know who to ask if they want to change something about their services

91% Report services and support are helping them live a good life

Learn More About Service Planning in Colorado

- Health First Colorado (Colorado's Medicaid program)

- Developmental Disabilities Waiver (DD)

- Supported Living Services Waiver (SLS)

- Colorado Buy-In Program for Working Adults with Disabilities

- 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

Have questions or comments, email us at: Sarah.Hoerle@state.co.us