What the NCI-IDD data tells us about

Case Management and Staff in Colorado

NATIONAL CORE INDICATORS ®

NASDDDS & HSRI

For more information

Rachel Newton | Rachel.Newton@state.co.us

This report tells us about:

- What NCI-IDD 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-IDD?

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

Who is surveyed?

Each year people in many states take part in an NCI-IDD meeting. Every year a new group of people are asked to meet. During the meeting, people are asked the NCI-IDD 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-IDD 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 service coordinator 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%).

This report includes Colorado's data compared to the weighted NCI Average. State outcomes that are statistically significantly higher or lower than the NCI Average are indicated with an arrow:
1. Outcomes where the state is **significantly above** the NCI average are denoted with an up arrow ▲
2. Outcomes where the state is **significantly below** the NCI average are denoted with a down arrow ▼

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.
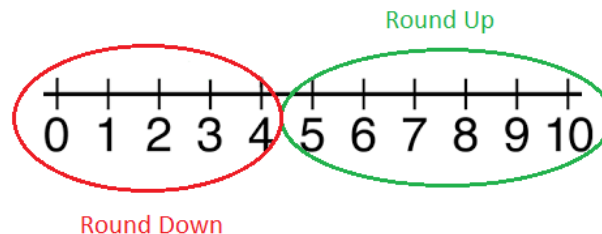
For example:
> If 87% of people say they choose their staff, we "round up" to 90%.
> If 12% of people say they did not choose their staff, we "round down" to 10%.

This report can help people talk about services and supports. If you want more information, you can look up the full report at:
www.nationalcoreindicators.org/resources/reports/

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-IDD 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.

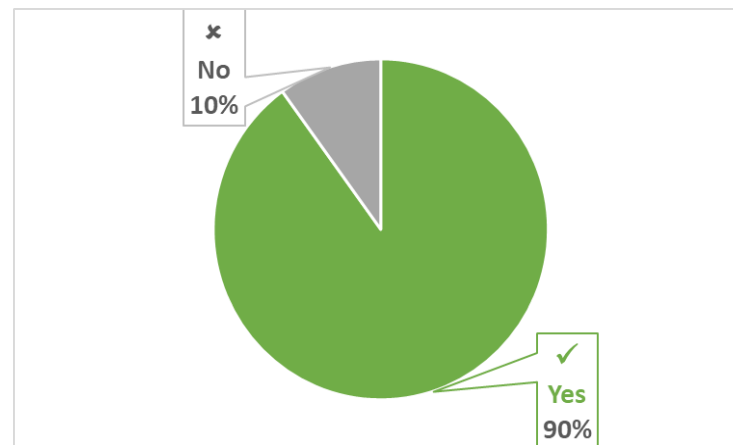# Have you met or spoken with your service coordinator?

9 out of 10

No
10%

✔
Yes
90%
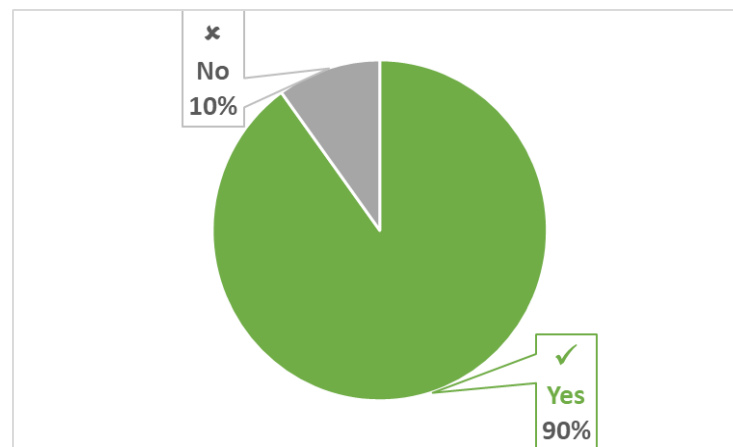
NCI-IDD tells us 9 out of every **10** people said **they have met or spoken with their service coordinator.**

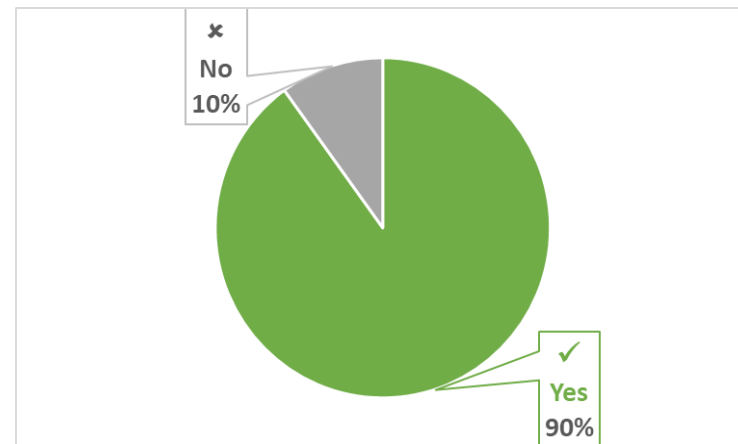# Are you able to contact your service coordinator when you want?

9 out of 10

NCI-IDD tells us 9 out of every **10** people said **they are able to contact their service coordinator when they want.**

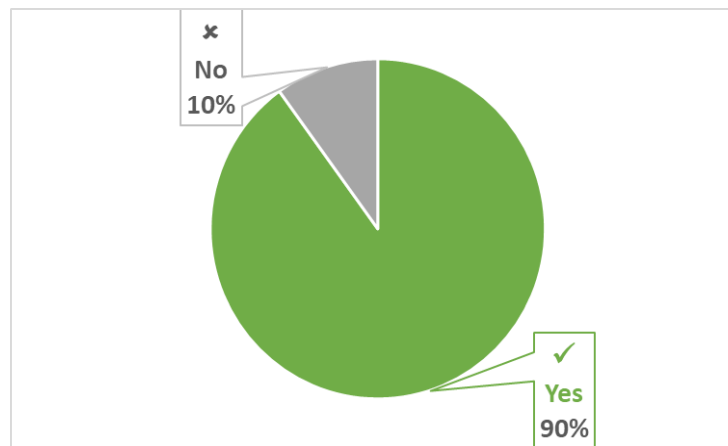# Does your service coordinator ask you what you want? ▲

9 out of **10**

NCI-IDD tells us 9 out of every **10** people said **their service coordinator asks them what they want.**

Can you change your service coordinator if you want to? ▲
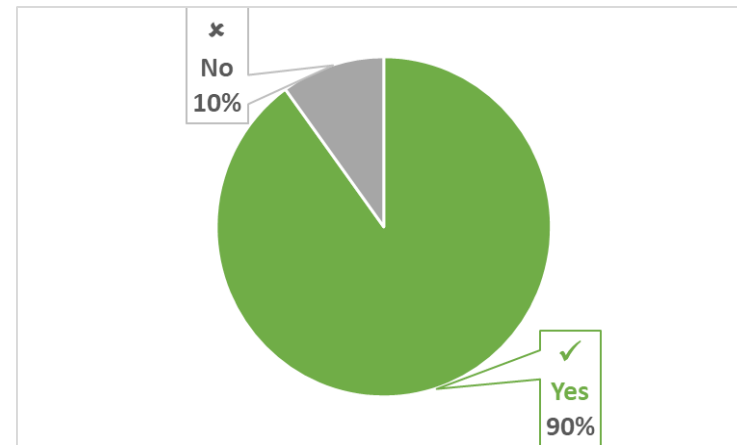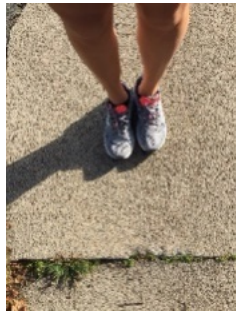

9 out of **10**

NCI-IDD tells us 9 out of every **10** people said **they can change their service coordinator if they want to.**

Staff

NCI-IDD 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.
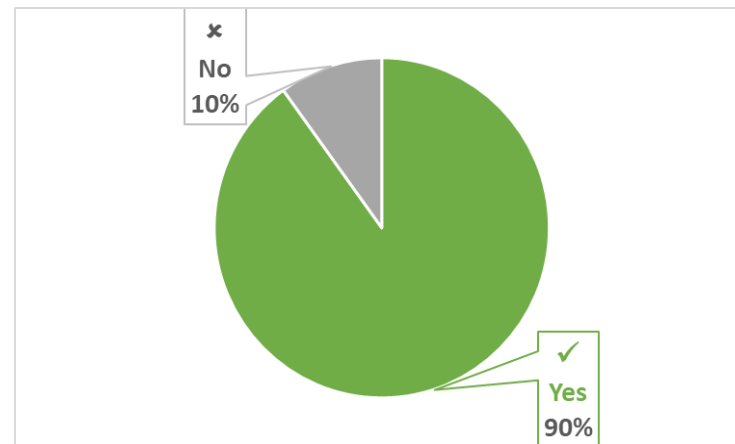
Do your staff treat you with respect?

9 out of 10

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

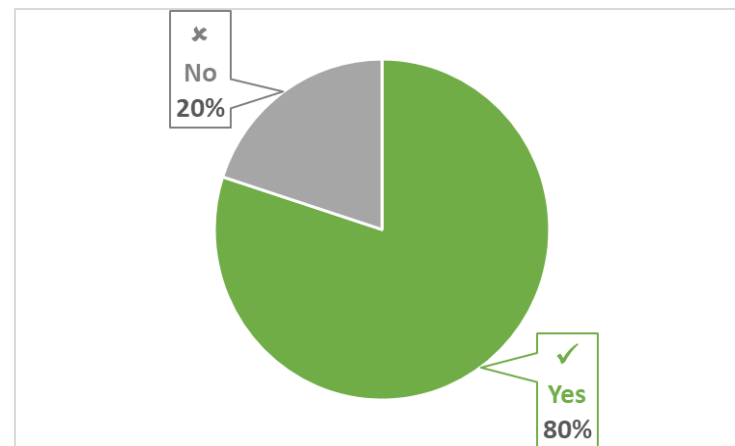# Does your staff come and leave when they are supposed to? ▼

9 out of **10**

NCI-IDD 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?

8 out of **10**

NCI-IDD tells us 8 out of every **10** people said **they can choose or change their staff if they want to.**

What Did We Learn?

NCI-IDD tell us about people in Colorado:

90% Have met or spoken with their service coordinator

89% Are able to contact their service coordinator when they want

94% Said their service coordinator ask what they want ▲

88% Can change their service coordinator if they want to ▲

93% Said staff treat them with respect

88% Said staff come and leave when they are supposed to ▼

81% 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

- HCPF Programs for Adults

- 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

- National Core Indicators Surveys for Colorado

- 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: Rachel.Newton@state.co.us