

What the NCI-IDD data tells us about

# Service Planning in Colorado



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For more information

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## This report tells us about:

- What NCI-IDD 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-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 a 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?

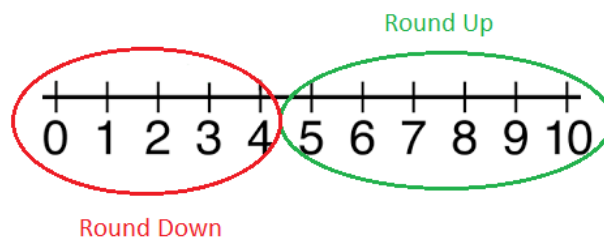
NCI-IDD asks questions about people's case management and staff. In this report we see how responsive they are to people's needs. There are questions to find out if people have choices in case management and staff, like, "does your service coordinator ask you what you want?"

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 Survey 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:

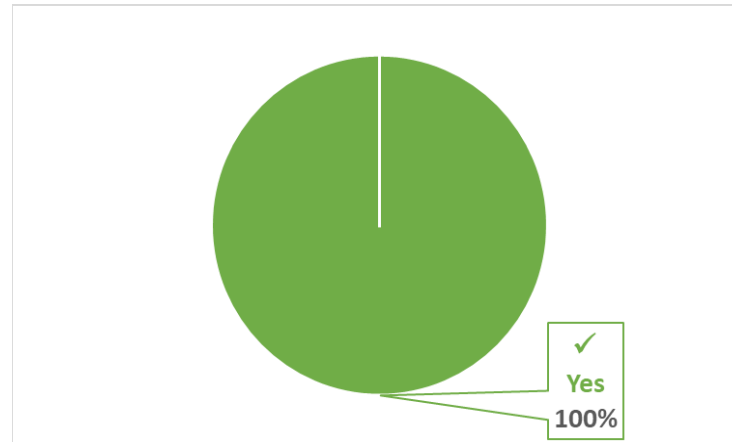
[www.nationalcoreindicators.org/resources/reports/](http://www.nationalcoreindicators.org/resources/reports/)



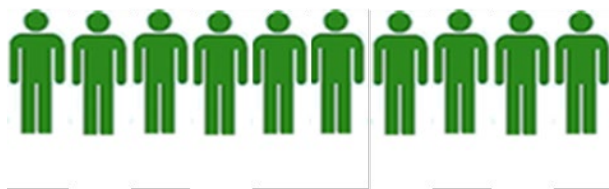
## Making Connections – Why is the Service Plan Important?

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?



10 out of 10

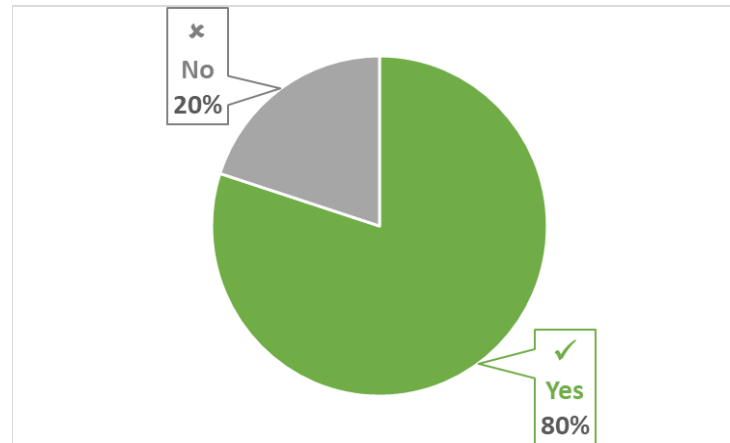


NCI-IDD tells us 10 out of every **10** people said **they took part in the last service planning meeting or chose not to.**

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?

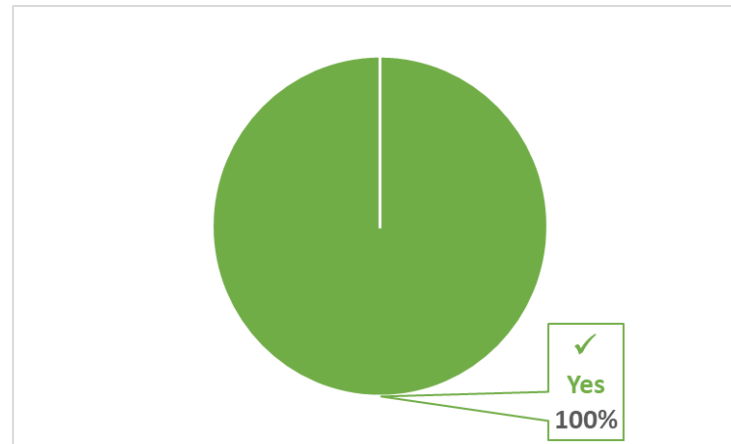


8 out of 10

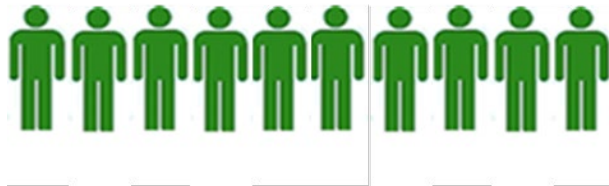


NCI-IDD tells us 8 out of every **10** people said **they understood what was being talked about at the last service planning meeting.**

# Did the last service planning meeting include the people you wanted there?

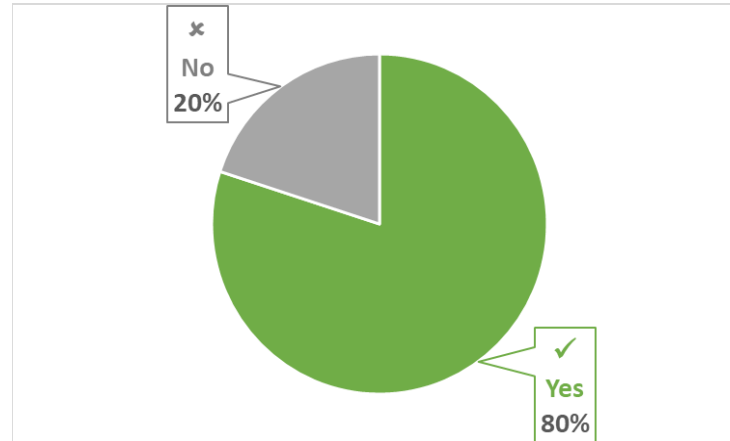


10 out of 10



NCI-IDD tells us 10 out of every 10 people said **their last service planning meeting included the people they wanted there.**

# Do you remember what is in your service plan? ▲



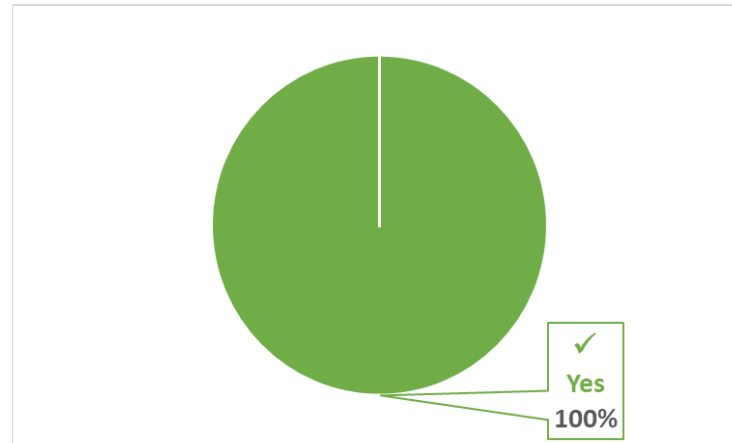
8 out of 10



NCI-IDD tells us 8 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? ▲

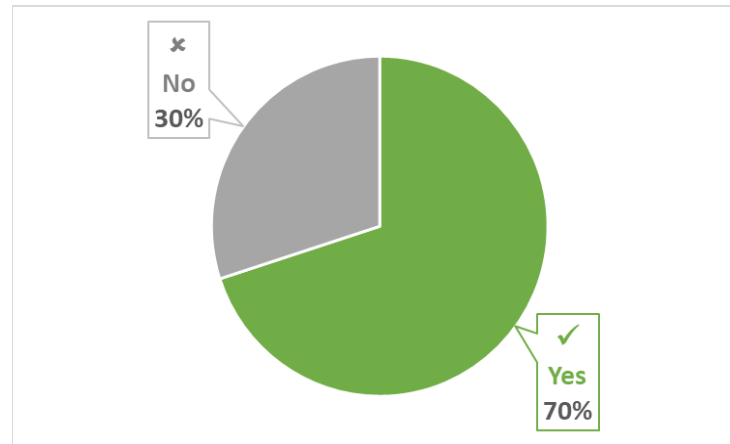


10 out of 10



NCI-IDD tells us 10 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? ▼



7 out of 10

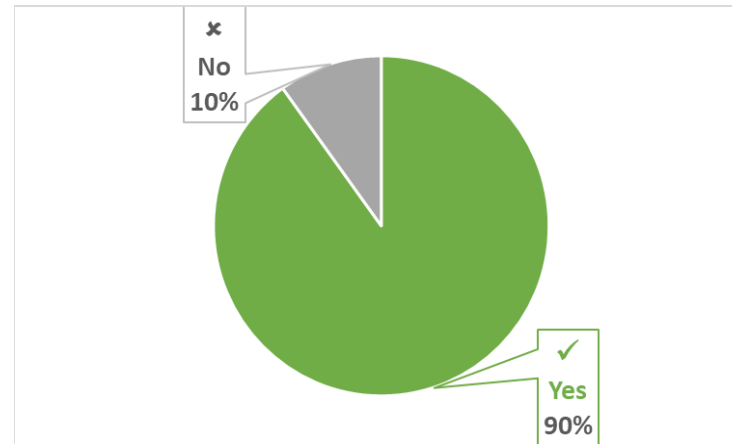


NCI-IDD tells us 7 out of every 10 people said **they were able to choose the services they get as part of their service plan.**

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



9 out of 10

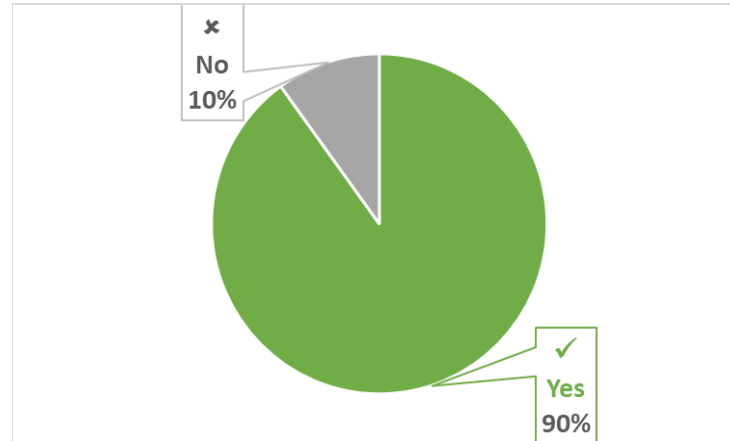


NCI-IDD tells us 9 out of every **10** people said **they know who to ask if they want to change something about their services.**

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



9 out of 10



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



## What Did We Learn?

NCI-IDD tell us about people in Colorado:

- 97%** Took part in the last service planning meeting or chose not to
- 81%** Understood what was being talked about at the service planning meeting
- 96%** Report service planning meeting included people they wanted there
- 79%** Remember what is in their service plan ▲
- 96%** Said the service plan includes things that are important to them ▲
- 68%** Were able to choose the services they get as part of their service plan ▼
- 88%** Know who to ask if they want to change something about their services ▲
- 92%** Report services and support are helping them live a good life

# Learn More About Service Planning in Colorado

- [Health First Colorado \(Colorado's Medicaid program\)](#)
- [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](mailto:Rachel.Newton@state.co.us)*