



Arizona NCI-AD

 **NCI·AD**
NATIONAL CORE
INDICATORS
PEOPLE DRIVEN DATA



About the surveys



NCI-AD: An Overview



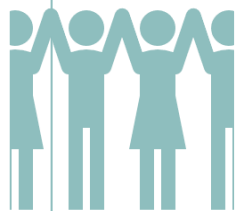
Established

- 2015
- Grew out of NCI-IDD



Participating states

- 22
- 29 throughout project



Population addressed

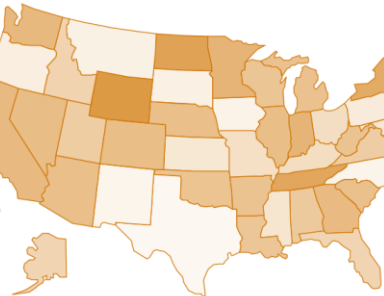
- Older adults and people with physical disabilities



Covers multiple domains

- AD domains and indicators
- New State of the Workforce Survey

Purpose of NCI-AD

			
<p>Hear directly from people receiving LTSS</p>	<p>Assess quality of life, service satisfaction, and outcomes of people receiving LTSS</p>	<p>Support state Aging, Disability, and Medicaid agencies in measuring performance of their state LTSS systems</p>	<p>Assist states in improving the quality of services and supports provided</p>

Domains (Area of Interest)

Community Participation Access to Community Work Everyday Living Relationships	Safety Satisfaction Service Coordination Rights and Respect	Care Coordination Access to Technology Access to Needed Equipment Health Care	Medications Wellness Affordability Choice and Control
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Self-Direction (Optional)

Service Planning (Optional)

State Specific Questions (Optional)* new format 23-24





Adult Consumer Survey (ACS) A Person-Centered Approach

- **Standardized survey with a sample of individuals receiving services**
 - No pre-screening procedures
- **Survey includes:**
 - Demographic and service-related characteristics typically from existing records
 - Main survey section conducted with person receiving services
 - Some questions may be answered by a proxy respondent
- **Survey conducted in-person, via video conference, over the phone**
- **Standardized surveyor training**
- **Allows questions to be reworded or rephrased using familiar names and terms**
- **Survey portions take 50 minutes on average**



Responding to the Pandemic

The Pandemic changed how we do our work.

- **Expanding modes for surveying**
 - Pilot findings - Telephone and video conference modes
 - How surveying has been impacted
- **NCI-AD portfolio growth**
 - State of the Workforce Survey

Social Deprivation Index (SDI)

“SDI is a composite measure of area level deprivation based on seven demographic characteristics collected in the American Community Survey and used to quantify the socio-economic variation in health outcomes.” – Robert Graham Center



Beginning with 2022-23 data, ACS links to area measures of SDI (based on zip code), allowing for further analysis.

Data can help measure disparity...

Individual characteristics of people receiving services

Where people live

Gender

Race/Ethnicity

Disability

The nature of their experiences with services

Interaction with staff and case managers

Self-direction

Choice and Control

The context of their live

Involvement with family and friends

Access to community involvement

Safety

Health and well-being

Utilization of health services

Ability to manage chronic conditions

Mental healthcare



Data are used to...



Compare outcomes to other states



Compare specific groups or geographic regions within states



Identify areas for quality improvement



Share outcomes with stakeholders and advocates for feedback and strategic planning



Benchmark and track progress toward quality improvement



Researchers also use data to look more closely at specific topics

HCBS Quality Measure Set: SMDL 22-003

July 21, 2022:
SMDL 22-003 was released, detailing first-ever HCBS Quality Measure Set

- 1st of 2 guidance documents from CMS
- Intended for use in all HCBS programs
- Intended to apply to both FFS and managed care
- Organized by 1915(c) assurance/
subassurances
- Primarily rely on person-reported outcome measures pulled from consumer surveys



CMS permits states flexibility to determine which survey tool they implement:

NCI[®]-IDD
NCI-AD[™]
HCBS CAHPS[®], and
POM[®]

Surveying Process



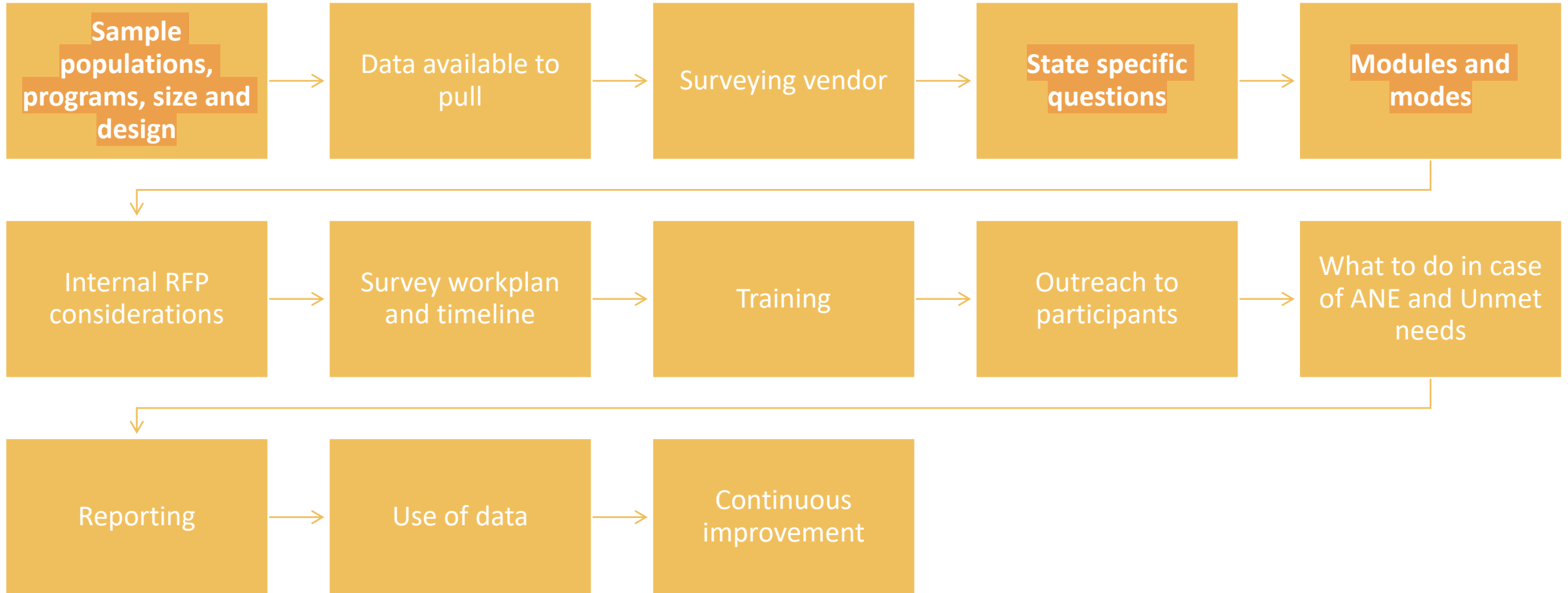
Background Information (BI)

Key demographic characteristics:



Age	Gender	Race/Ethnicity	Marital Status
Preferred Language	Zip Code	Type of Residential Setting	Who Lives with Person
Guardian Status	Mobility	Falls	LTSS Services including SDS
Medicare Status	Conditions	Deaf/Hard of Hearing	Blind/Visually Impaired

Considerations...



Considerations...

Sample identification

- Programs
- Demographic factors
- Urbanicity/Rurality
- Other factors such as service region, MCE etc

State Specific Questions

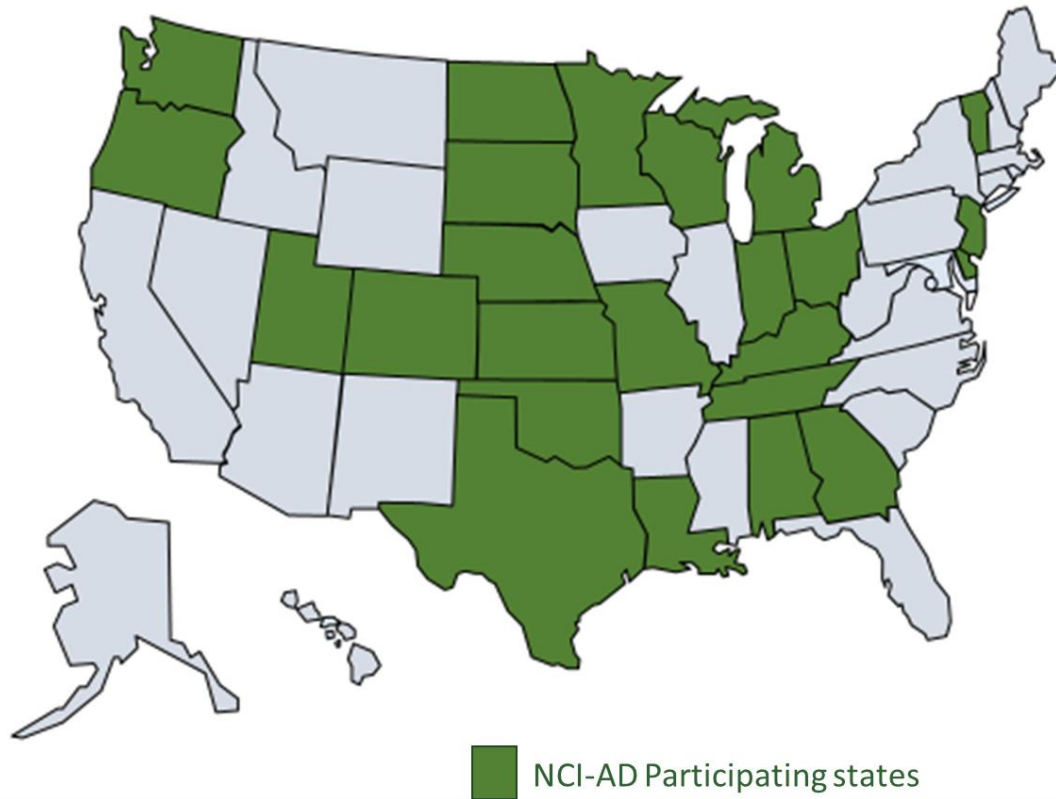
- Up to 10
- Module in adult consumer survey
- Adapt to specific state interests/policy priorities



Select Data Findings

Data from 2021-22

2021 – 2022 Data

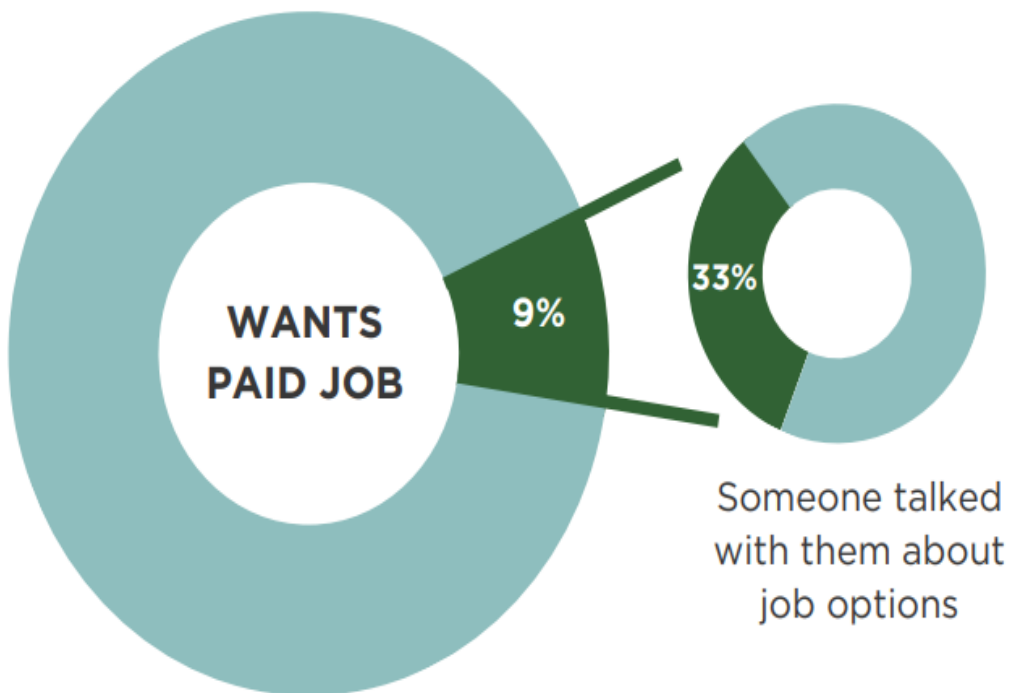


15 States Included in Report

- 19 states surveyed
- Programs Represented
 - Managed Long-Term Services and Supports (MLTSS)
 - Fee-for-service (FFS)
 - PACE
 - Older Americans Act (OAA)
 - Money Follows the Person (MFP)
 - Others

13,663 respondents

- 34% Male, 66% Female
- Age range: 18 – 99 (64 average)



85%
can see/talk to family/friends they do not live with when they want



77%
have enough help with everyday activities

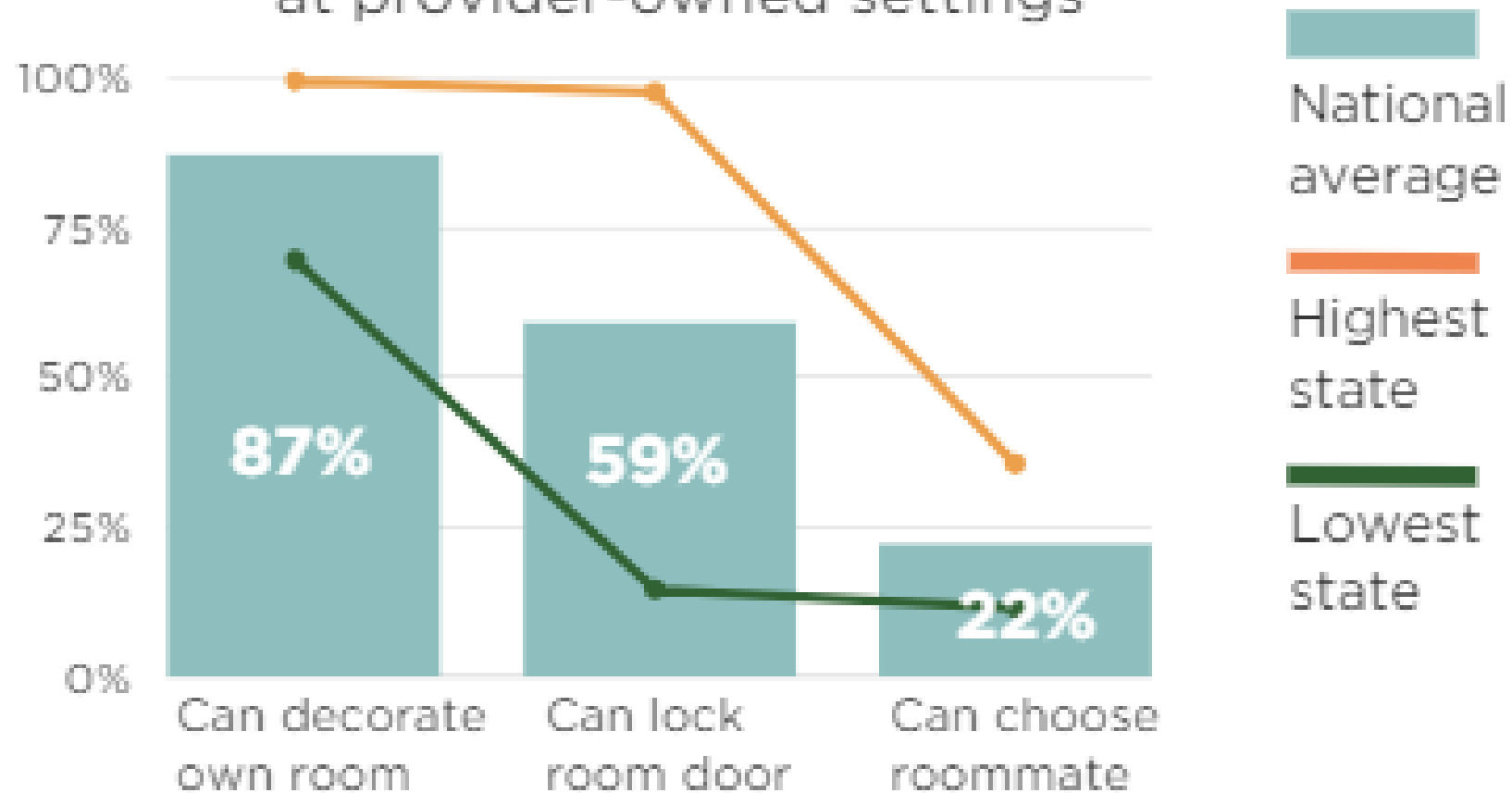


74%
always have a way to get where they want to go



58%
can take part in activities with others as much as they want

Outcomes related to regulations at provider-owned settings



**Among 7,040 Americans age
65+ who use LTSS:**

- 58% say they or someone else have *concerns about them falling*
- 86% worked with someone to help *reduce their risk of falling*
- 11% had a *visit to the emergency room* in the past year due to falling



**OLDER AMERICANS
MONTH**

DATA SPOTLIGHT

For more information, see: nci-ad.org

**People who often feel lonely
are less likely to:**

- **Always have help they need with everyday activities**
- **Always get enough help with self-care**
- **Report their services meet all their needs and goals**



**LONELINESS
AWARENESS WEEK**

DATA SPOTLIGHT

For more information, see: nci-ad.org

Please Note: We have a newly-refreshed design. Style options [available at the bottom of the page.](#) X

National Core Indicators – Aging and Disabilities (NCI-AD™)

NCI-AD™ is a voluntary effort by State Medicaid, aging, and disability agencies to measure and track their own performance.

The core indicators are standard measures used across states to assess the outcomes of services provided to individuals and families. Indicators address key areas of concern including service planning, rights, community inclusion, choice, health and care coordination, safety and relationships.

NCI-AD™ is a collaboration of [participating states](#), [ADvancing States](#) (formerly NASUAD), and [HSRI](#)

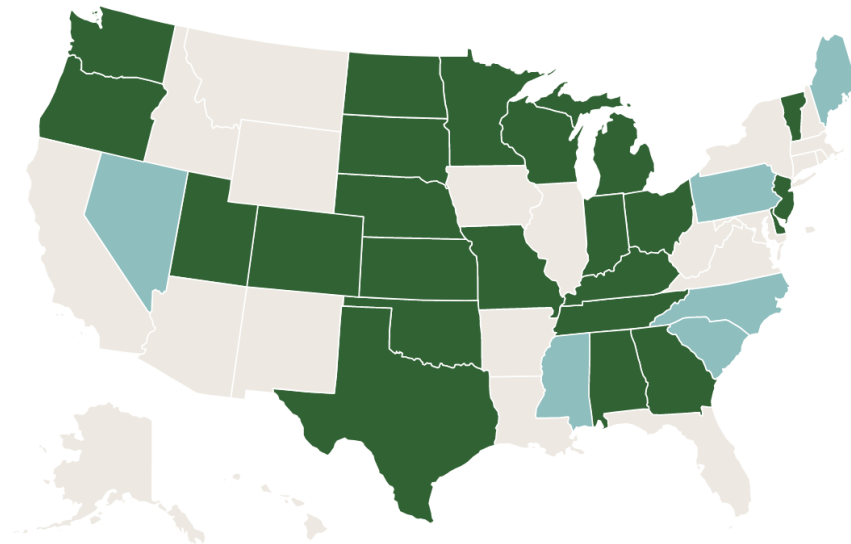
[Read More](#)

[How to Participate](#)

NCI-AD States

Select a state to view its profile

NCI-AD States ▾



■ Current Participant
■ Past Participant
■ Non-Participant

NCIAD.org

- State-specific and National reports
- Presentations
- Webinars
- Technical guides and resources.
- Data Spotlights

Thank you!

Questions?

Comments?

Reactions?