



# NATIONAL CORE INDICATORS®

NASDDDS & HSRI



## 2018-19 At-A-Glance Report North Carolina Data



Human Services  
Research Institute

### NASDDDS

National Association of State Directors of Developmental Disabilities Services



## What is National Core Indicators (NCI)?

Since 1997, state developmental disability service systems have used the National Core Indicators™ (NCI™) surveys to gather information about the satisfaction, quality of life, and critical life outcomes of those they support. States use this information to track their own performance over time and to compare results across states. NCI's outcome data contributes key information to states seeking to improve services that support people with Intellectual and Developmental Disabilities (IDD) to live and contribute as valued members of their communities.

## What is the At-A-Glance Report?

This report uses graphics and icons to demonstrate selected NCI findings from North Carolina for quick and easy reading.

*Does something catch your eye?*

Visit [www.nationalcoreindicators.org](http://www.nationalcoreindicators.org) for more info on NCI.

### Cover Art:

**Charlene Murphy was born in Massachusetts and spent most of her young adult life at Fernald State School.**

While in her 20s, Murphy was placed at Gateway Arts as one of the original 8 Gateway artists over 40 years ago. Murphy loves to draw and paint, and primarily creates works in the fabric, paper, and folk art production studios. Murphy historically depicts men and women in the simplest form; however, her focus recently has turned to drawing and painting whimsical animals.

For more info, visit: <https://www.gatewayarts.org/>

This report was produced by the state of North Carolina.



## Where are the statistics in this report from?

This report includes selected findings from the National Core Indicators 2018-19 Surveys. A brief description of each survey is on the following page.

- In-Person Survey
- Adult Family Survey
- Family/Guardian Survey
- Child Family Survey
- Staff Stability Survey

## Want to learn more about data in this report?

For detailed information on samples, weighting, methodology and administration, please see the National NCI Reports from 2018-19, available at:

<https://www.nationalcoreindicators.org/resources/reports/>.



## In-Person Survey

This survey is completed with adults with IDD age 18 and older receiving at least one paid service (in addition to case management) from the state DD agency. The survey instrument includes a Background Information Section, which gathers data about the person from agency records, and an in-person survey.

The in-person survey is composed of two sections: Section I includes subjective questions that can only be answered by the person receiving services from the state. Section II includes objective, fact-based questions that can be answered by the person or, if needed, a proxy respondent who knows the person well.

## Family Surveys

The **Adult Family Survey** is completed by families who have an adult family member (age 18 or older) with IDD living **in the family home**. The family member receives at least one paid service (in addition to case management) from the state DD agency. This survey is mailed to families.

The **Family Guardian Survey** is completed by families or guardians who have an adult family member (age 18 or older) with IDD living **outside the family home**. The family member receives at least one paid service (in addition to case management) from the state DD agency. This survey is mailed to families or guardians.

The **Child Family Survey** is completed by families who have a child with IDD living **in the family home**. The child receives at least one paid service (in addition to case management) from the state DD agency. This survey is mailed to families.

## Staff Stability Report

The **Staff Stability Survey** is an on-line survey of provider agencies supporting adults with ID/DD in residential, employment, day services and other in-home or community inclusion programs. The survey captures information about wages, benefits, and turnover of the direct care professional workforce, hired by agencies.

Agencies receive the survey through an email invitation (address provided by State) and agencies respond directly online.

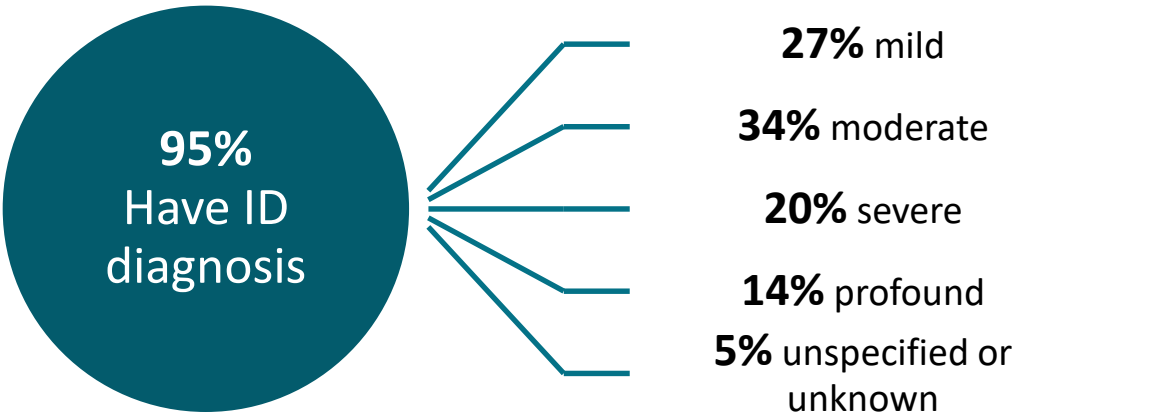
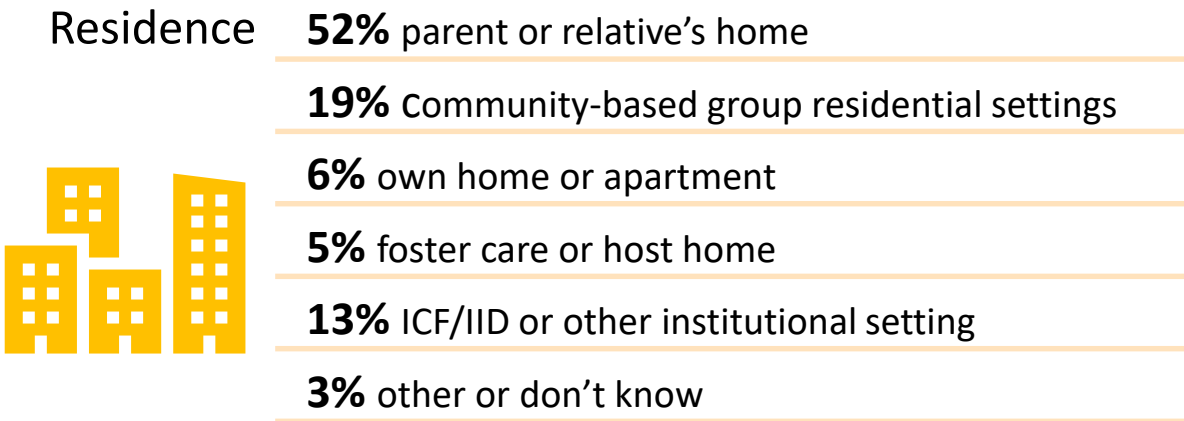
2018-19

In-Person  
Survey (IPS)

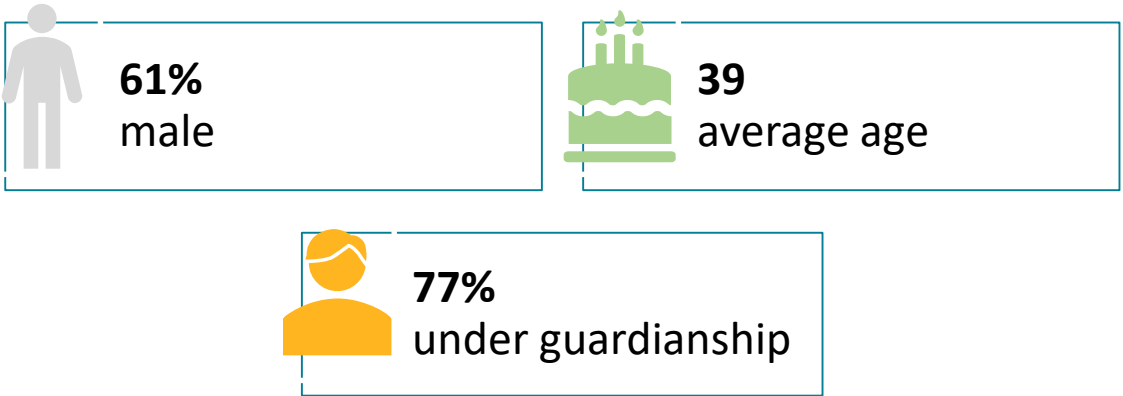
651 adults with  
IDD participated  
across North  
Carolina

Respondents^

Adults with IDD age 18 and older receiving at least one service (in addition to case management) from the state DD service system.



Mental Health Diagnoses



^proxy respondents were allowed for some questions

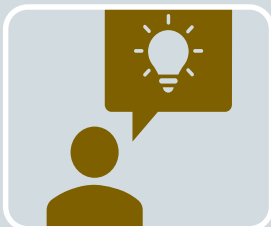
# 2018-19 In-Person Survey



**96%**  
reported  
having taken  
part in last  
service  
planning  
meeting



**86%**  
understood  
what was  
being talked  
about at last  
planning  
meeting



**68%**  
reported  
that they  
chose or had  
input in  
services they  
get as part of  
service plan



**83%**  
know who to  
ask to make  
changes to  
service plan

**79%**  
report having  
friends who are  
not staff or  
family

**71%**  
report that they  
can see friends  
when they want

**72%**  
report that they  
can be alone  
with friends or  
visitors at home

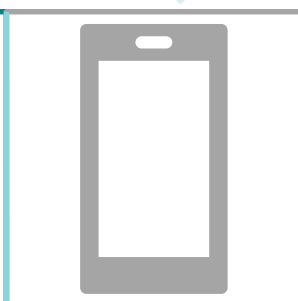
**75%**  
report having  
other ways of  
talking or  
chatting with  
friends when  
cannot see them

**61%**  
want more help  
to make or keep  
in contact with  
friends

**60%**  
report having  
rules about  
having friends or  
visitors at home



**88%**  
report being able  
to use phone or  
internet when  
wanted

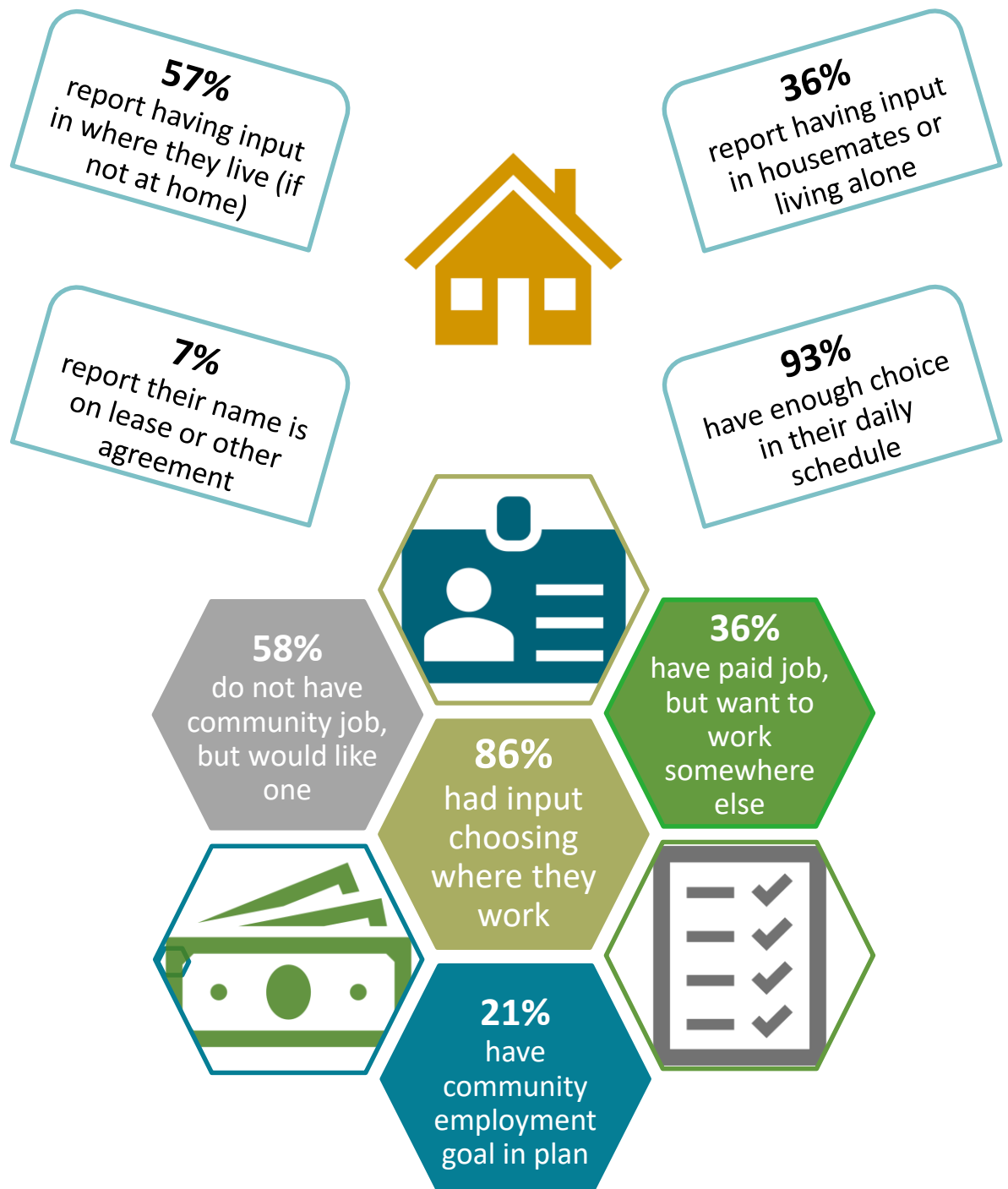


**50%**  
report having a  
cell phone or  
smartphone



**46%**  
of those who do  
not have a cell  
phone or  
smartphone want  
a cell phone or  
smartphone

# 2018-19 In-Person Survey





## Respondents

Family members and/or guardians of adults who have I/DD and receive at least one service in addition to case management from the state DD service system. The respondent lives with the adult receiving services.

## Respondents....



**8%**

are over  
age 75



**49%**

say they or a  
family  
member  
provide paid  
support



**38%**

always have  
the respite  
services they  
need



**27%**

reported an annual household  
income of \$25K or less



**80%**

reported services and  
supports reduced out-of-  
pocket expenses related to  
care for their family member

## Family member with IDD....



**53%**

are male



**32.3**

average age

**93%**

take part in community  
activities



**71%**

have friends other than  
family or paid staff



**93%**

have a guardian

**3%**

have a guardian, level  
unknown

**12%**

limited guardianship

**78%**

full guardianship

# 2018-19 Adult Family Survey (AFS)

**224** families  
participated  
across  
**North Carolina**





**81%**

have resources  
in the  
community the  
family can use



**21%**

take part in  
family-to-family  
networks



**98%**

feel services  
and supports  
have made a  
positive  
difference for  
family member

**47%**

say they *always*  
get enough  
information to  
help plan  
services

**42%**

say services and  
supports *always*  
change when  
their family's  
needs change

**90%**

say they or  
another family  
member helped  
make the service  
plan

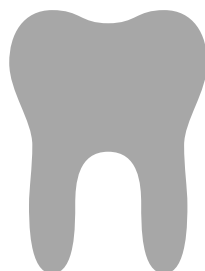
**55%**

say their family  
member with  
IDD helped  
make the service  
plan



**78%**

family member  
can *always* see  
health  
professionals  
when needed



**71%**

family member  
can *always* go to  
the dentist when  
needed



**62%**

crisis or  
emergency  
services were  
provided in the  
past year when  
needed

## 2018-19 Adult Family Survey

**Respondents**

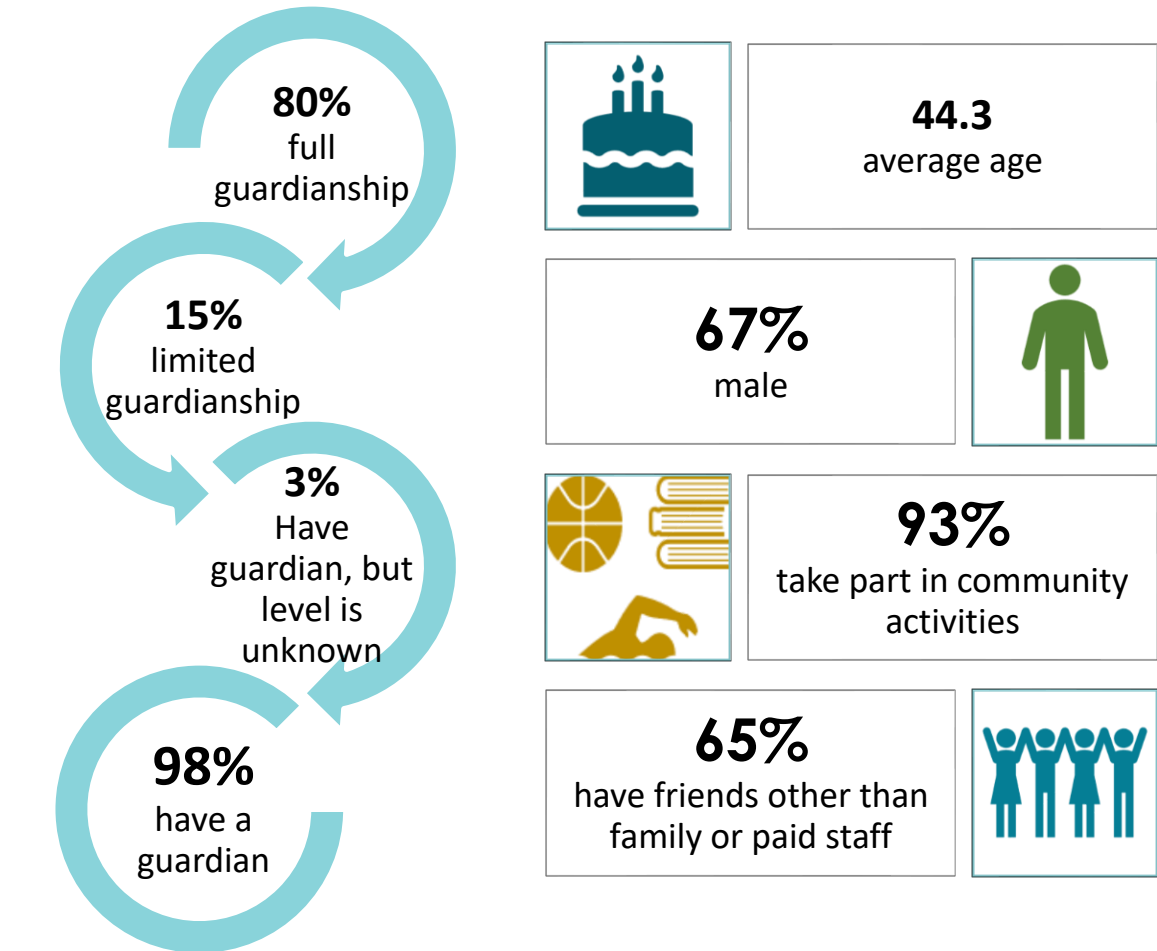
Family members and/or guardians of adults who have I/DD and receive at least one service in addition to case management from the state DD service system. The respondent *does not live* with the adult receiving services.

**Respondents....**



**Family member with IDD....**

Where family member lives...	<b>27%</b> specialized facility for people with ID
	<b>50%</b> group home or agency-operated apartment
	<b>5%</b> own home or apartment
	<b>17%</b> adult foster care or host home
	<b>0%</b> other



**2018-19  
Family/  
Guardian  
Survey  
(FGS)**

**209** families/  
guardians  
participated  
across  
**North Carolina**

# 2018-19 Family/Guardian Survey



**57%**

*always* kept informed by staff or residential agency about how family member is doing



**80%**

services are *always* delivered in a way that is respectful of family's culture



**96%**

feel services and supports have made a positive difference for their family member

**55%**

*always* get enough information to help plan services

**48%**

services and supports *always* change when their family's needs change

**81%**

say they or another family member helped make the service plan

**59%**

family member with IDD helped make the service plan



**90%**

know how to report abuse or neglect related to their family member



**77%**

know how to file a complaint about provider agencies or staff



**71%**

who filed a complaint in the past year were satisfied with the way it was handled and resolved

## Respondents

Family members and/or guardians of children who have I/DD and receive at least one public service in addition to case management from the state DD agency. The respondent lives with the child receiving services.

## Respondents....



**8%**

are under  
age 35



**20%**

say they or a  
family  
member  
provide paid  
support



**32%**

always have  
the respite  
services they  
need



**40%**

reported an annual household  
income of \$25K or less



**71%**

reported services and supports  
reduced out-of-pocket expenses  
related to care for their child

## Child with IDD....



**62%**

male



**14.6**

average age



**88%**

child takes part in  
community activities



**82%**

child spends time with  
children without DD



**79%**

have resources in the  
community the family can  
use



**18%**

take part in family-to-  
family networks

# 2018-19 Child Family Survey (CFS)

**202** families  
participated  
across  
**North  
Carolina**



**68%**

case manager/service coordinator *always* respects family's choices and opinions



**36%**

support workers *always* have the right information and skills to meet family's needs



**96%**

feel services and supports have made a positive difference for their family

**41%**

*always* get enough information to help plan services

**34%**

services and supports *always* change when their family's needs change

**91%**

say they or another family member helped make the service plan

**22%**

child with IDD helped make the service plan



**72%**

family can *always* choose or change the agency that provides services



**66%**

family can *always* choose or change their child's support workers



**85%**

child's service providers work together to provide support

## 2018-19 Child Family Survey

# Staff Stability Survey

A total of **120 (22.4%)** providers from **North Carolina** participated in the  
2018 NCI Staff Stability Survey



In North Carolina the **average turnover rate for DSPs**  
in 2018 was **32%**  
States ranged from **30.7%** to **62.7%**



Full-Time Vacancy Rate:  
**4.8%**

Part-Time Vacancy Rate:  
**9.5%**



Across all service  
types, agencies  
paid a **median**  
**hourly wage of**  
**\$11.10**

Among DSPs who were  
**employed** as of 12/31/18...

- **14%** were employed **less than 6 mos.**
- **13.5%** were employed **6-12 mos.**
- **72.6%** were employed **12 mos. or longer**

Among DSPs who **separated**  
from employment in 2018...

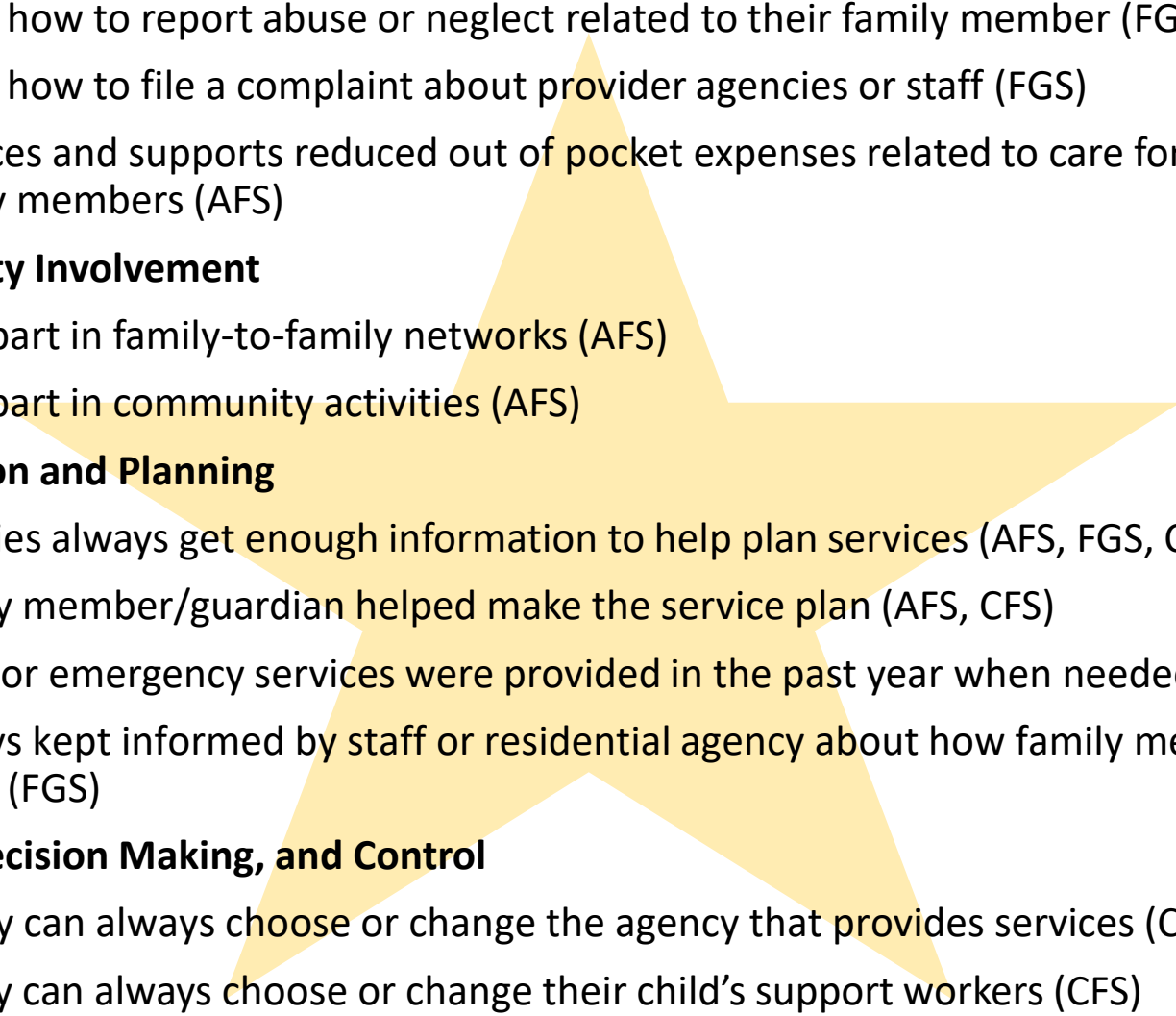
- **23.5%** had been employed **less than 6 mos.**
- **19.4%** had been employed **6-12 mos.**
- **42.2%** had been employed **12 mos. or longer**

For more info on the survey and methodology, see the 2018 Staff Stability Report available here:

<https://www.nationalcoreindicators.org/staff-stability-survey/>

# National Trend Comparison: Where NC Shows Above Average

In-Person Survey (IPS); Family/Guardian Survey (FGS); Adult/Guardian Survey (AGS); Child/Family Survey (CFS)

- 
- **Rights and Respect**
    - Voted or had the opportunity to vote (IPS)
  - **Satisfaction with Services and Supports**
    - Know how to report abuse or neglect related to their family member (FGS)
    - Know how to file a complaint about provider agencies or staff (FGS)
    - Services and supports reduced out of pocket expenses related to care for their family members (AFS)
  - **Community Involvement**
    - Take part in family-to-family networks (AFS)
    - Take part in community activities (AFS)
  - **Information and Planning**
    - Families always get enough information to help plan services (AFS, FGS, CFS)
    - Family member/guardian helped make the service plan (AFS, CFS)
    - Crisis or emergency services were provided in the past year when needed (AFS)
    - Always kept informed by staff or residential agency about how family member is doing (FGS)
  - **Choice, Decision Making, and Control**
    - Family can always choose or change the agency that provides services (CFS)
    - Family can always choose or change their child's support workers (CFS)
    - Child's service providers work together to provide support (CFS)
  - **Access and Delivery of Services and Supports**
    - Services are always delivered in a way that is respectful of family's culture (FGS)
  - **Staff Stability**
    - Vacancy rates are lower than national average. Staff are employed longer in NC as compared to other states.



# **GUARDIANSHIP**

- Guardianship in NC continues to rank high in comparison to the national NCI average. There is a higher percentage discrepancy under full guardianship. Continued education to the I/DD community regarding alternatives to guardianship is needed.

## **CLIENT RIGHTS**

- Additional training and education in client rights and respect may support individuals to have more freedom to make friends and spend time with them in a format of their choosing. The NCI national average for having rules about friends and visitors is 35%, while NC rates at 60%. NC also has a lower percentage of people reporting that they can see friends when they want, that they can be alone with friends or visitors at home, and that they have other ways of talking or chatting with friends when cannot see them than the national average. 61% of members in NC want more help to make or keep in contact with friends as compared to the national average of 48%.

## **EMPLOYMENT**

- Education about and updates to employment service practices may support more individuals. 58% of people supported do not have a community job but would like one; the national average is 44%. 21% of individuals in NC have community employment goals in their plan compared to the national average of 29%. Nationally, 25% of individuals that have a paid job, but want to work somewhere else, and 36% of individuals supported in NC with a paid job want to work elsewhere.

**Using  
Data to  
Inform  
the  
I/DD  
Service  
Delivery  
System  
in NC**



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## PERSON-CENTERED PLANNING

- More education of Person-Centered Planning practices to current best and promising practices could be beneficial. Lower percentages of people supported in NC reported that they chose or had input in services gets as part of service plan, say their family member with IDD helped make the service plan, and understood what was being talked about at last planning meeting as compared to the national average. Also, 36% of parents of children receiving services say their support workers *always* have the right information and skills to meet family's needs while the national average is 43%.

## INDEPENDENT LIVING

- Additional training and education on independent living and HCBS. In NC 6% of individuals live in their own home or apartment, in comparison to 18% nationally. 7% report their name is on a lease or other agreement in NC and the national average is 23%. The national average for people being able to stay at home while others they live with go somewhere is 43%, but in NC the rate is 28%. The NC rates of people reporting having input in housemates or living alone as well as having a key to home are also significantly below the national average.

## STAFF STABILITY

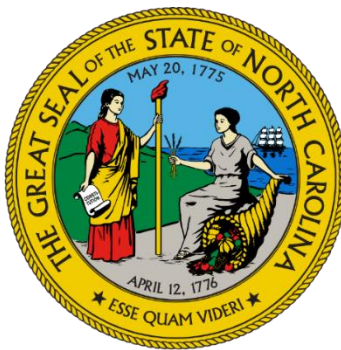
- Systemic review of staff stability. Staff Stability Participation Rate was 120 out of 535 providers participated. NC needs to find ways to encourage provider participation. The median hourly wage of \$11.10 in NC as compared to \$12.00 nationally.

Using  
Data to  
Inform  
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# NATIONAL CORE INDICATORS®

NASDDDS & HSRI



## NC DEPARTMENT OF **HEALTH AND HUMAN SERVICES**

Division of Mental Health,  
Developmental Disabilities  
and Substance Abuse Services

Intellectual/Developmental Disabilities & Traumatic Brain Injury Section  
Intellectual/Developmental Disabilities Team

[NCISurvey@dhhs.nc.gov](mailto:NCISurvey@dhhs.nc.gov)

(984)236-5044

For more information about NCI, visit: [www.nationalcoreindicators.org](http://www.nationalcoreindicators.org)  
Comments or questions, email: [Dhiersteiner@hsri.org](mailto:Dhiersteiner@hsri.org)