



Eric Holcomb, Governor
State of Indiana

Division of Disability and Rehabilitative Services
402 W. WASHINGTON STREET, P.O. BOX 7083
INDIANAPOLIS, IN 46207-7083
1-800-545-7763

To: Bureau of Developmental Disabilities Services Stakeholders
From: Jessica Harlan-York, Director, Bureau of Quality Improvement Services
Shelly Thomas, Assistant Director, Bureau of Quality Improvement Services
Re: National Core Indicators project and survey information
Date: December 22, 2020

The Bureau of Quality Improvement Services has participated in the National Core Indicators project since 2012. The NCI project is a collaboration between the National Association of State Directors of Developmental Disabilities Services and the Human Services Research Institute. NCI is utilized across 46 states to assess the quality and outcomes of developmental disability services provided to individuals with intellectual and developmental disabilities and their families. NCI offers valid, reliable, person-centered measures that states use to demonstrate how publicly funded supports are impacting people's lives and to determine where they can improve the quality of those supports. More information on NCI is available on the [BQIS website](#).

BQIS has partnered with the Indiana Institute on Disability and Community, Indiana's University Center for Excellence in Disabilities, to facilitate the survey process and provide meaningful data analysis. The mission of IIDC is to work with communities to welcome, value, and support the meaningful participation of people of all ages and abilities through research, education, and service. IIDC has had a long-standing partnership with the Division of Disability and Rehabilitative Services and brings valuable expertise to this initiative.

Since 2012, BQIS has conducted the in-person survey with individuals receiving services through the Family Supports waiver and the Community Integration and Habilitation waiver. To ensure a collective voice of individuals receiving IDD services through BDDS, individuals receiving supervised group living services will be included in the in-person survey. The in-person interviews will occur between January and June of 2021.

In alignment with the DDRS' HOPE goals of keeping people safe and minimizing the spread of COVID-19, the in-person Survey will primarily be conducted through a remote interview process utilizing HIPAA compliant video conferencing. The IIDC survey team will be contacting individuals, guardians, case managers, service coordinators, and residential providers to coordinate the interview process and gather specific information regarding the individual.



Additionally, BQIS is excited to announce that for the first time it will administer the NCI Family/Guardian Survey. In early 2021, the survey will be mailed to families who have an adult family member with IDD living in the family home.

Your questions may be addressed in the Frequently Asked Questions, [available here](#). Questions may also be sent to BQIS.Help@fssa.in.gov. We look forward to working together to gather this valuable information across the state and support individuals to live their best lives.