



Eric Holcomb, Governor
State of Indiana

Division of Disability and Rehabilitative Services
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National Core Indicators Frequently Asked Questions

IN-PERSON SURVEY

- **How are the in-person surveys conducted?**
 - The in-person Survey can be conducted face-to-face or through a remote interview process utilizing video conferencing based on the preferences of the individual and/or their access to and level of comfort with required technology

- **What type of technology do I need to participate in a remote survey?**
 - Reliable Internet
 - Smart phone/tablet/laptop/computer
 - Functioning webcam
 - Functioning audio
 - Ability to video conference

- **How will you know if I have the right technology?**
 - The Indiana Institute on Disability and Community (IIDC) survey team will be contacting case managers, service coordinators, and residential providers to assist in coordinating the interview process and gather specific information regarding the individual, including technology. Questions may include:
 - An individual's employment or volunteer information.
 - Clarification of demographic information.
 - What device does the individual have available? (ex. Smart phone, tablet, laptop with webcam)
 - What is the individual's level of comfort in using technology?
 - Does the individual have access to high-speed internet?

- **What if I want a face-to-face interview?**
 - Should an individual prefer to have a face-to-face interview, surveyors will schedule and coordinate with the individual, provider, and family in order to adhere to both the Indiana Institute on Disability and Community (IIDC) and provider established safety protocols (e.g. PPE and social distancing).

- **Will the interview occur at my home or can we do it somewhere else?**
 - For interviews utilizing video conferencing, you can choose where you are during the interview, but we recommend it to be in a location that is private, quiet, and where you will not be interrupted.
 - Face-to-face interviews occur at the individual's preferred location, as long as it is semi-private, quiet, and minimizes disruptions.

- **How will I be contacted for an interview?**
 - Individuals and guardians will be contacted by a member of the IIDC survey team to invite you to participate in the interview. The discussion may include potential interview dates and the access to necessary technology.

- **Can someone be with me during the interview?**
 - Surveyors are professionals with lived experience interacting with individuals with IDD. At the start of the interview, surveyors will conduct an assessment to determine the individual's ability to answer questions independently. If determined as able to do so, it is standard practice for individuals to participate independently. However, an individual may have others present if desired. During the interview, the individual should respond to the questions. If the individual is unable to respond independently based on the surveyor assessment, a proxy may respond on their behalf.
 - Friends, family members, and certain staff who know they individual well can respond to SOME questions as a proxy. Certain questions can only be answered by the individual without a proxy.

- **Who do I call if I changed my mind about participating in the interview?**
 - Contact Marcie Beers, NCI Coordinator, Indiana Institute on Disability and Community (IIDC) at Indiana University at mbeers@iu.edu or (812) 855-4592.

- **Who do I call if I need to reschedule my interview?**
 - Contact Marcie Beers, NCI Coordinator, Indiana Institute on Disability and Community (IIDC), at mbeers@iu.edu or (812) 855-4592.

- **Will the information from my survey be used to evaluate my case manager or provider?**
 - No. The information gathered in the survey is not specific to a service but is a generalized perspective of the service delivery as a whole.

FAMILY GUARDIAN SURVEY/ ADULT FAMILY SURVEY/CHILD FAMILY GUARDIAN SURVEY

- **Will all families receive a survey? NO**
 - For the **Family Guardian Survey**: A random sample of families who have an individual on the Community Integration and Habilitation or Family Supports waiver **AND** the individual *lives outside the family home* will receive the survey.
 - For the **Adult Family Survey**: A random sample of families who have an individual with IDD (18+) *living with them in the family home* will receive the survey.
 - For the **Child Family Survey**: A random sample of families who have a child with IDD (under age 18) *living with them in the family home*.

- **Who do I contact if I have questions regarding the family survey?**
 - Contact Marcie Beers, NCI Coordinator, Indiana Institute on Disability and Community (IIDC) at Indiana University, at mbeers@iu.edu or (812) 855-4592.

- **Will the information from my survey be used to evaluate my case manager or provider?**
 - No. The information gathered in the survey is not specific to a service but is a generalized perspective of the service delivery as a whole.

- **Do I have to complete the survey?**
 - The survey is optional; however, families are encouraged to complete the survey as it will provide valuable information to the state.

- **I already completed the survey with my loved one. Do I need to do it again?**
 - The family surveys are separate from the In-Person Survey. The In-Person Survey is from the individual's perspective while the family surveys are from the family's perspective. On an annual basis, you may receive the family survey and your loved one may participate in the In-Person Survey.

- **Can someone help us complete the survey?**
 - Yes. We encourage you to obtain help from someone who will reflect your opinion.

- **Can I complete the survey online?**
 - Yes. The survey can be completed online following the link provided in the survey notification.

- If I complete the survey online, do I also have to complete the paper survey?**
 - No. You only need to complete one survey, either online or via paper.

- Is the survey available in Spanish?**
 - Yes, the survey is available in Spanish.