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State of Indiana

*Division of Disability and Rehabilitative Services*

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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 update  
Date: March 26, 2021

The Bureau of Quality Improvement Services has partnered with the Indiana Institute on Disability and Community at Indiana University to facilitate the National Core Indicators survey process. The NCI project is a collaboration between the National Association of State Directors of Developmental Disabilities Services and the Human Services Research Institute. The collected information is utilized to assess how publicly funded supports are impacting individuals with intellectual and developmental disabilities and their families and to determine where they can improve the quality of those supports and outcomes.

As you may be aware, Indiana participates in the NCI's in-person, family/guardian and staff stability surveys. Here are updates on our current NCI-related activities:

- In partnership with IIDC, we are currently contacting individuals receiving BDDS services (waiver and supervised group living) to schedule an in-person survey. Individuals, guardians, case managers, service coordinators and residential providers may be contacted to coordinate the interview process, assess the individual's ability to participate in an online interview, and gather specific information regarding the individual. The individual/guardian must agree to participate in the survey. In the next few weeks, the NCI family/guardian survey will be mailed to a random sample of families who have an adult family member with IDD living outside the family home.

We appreciate the support of individuals, families, case managers and our provider network in participating in and/or facilitating survey related activities. Below are few take-aways from our most recent in-person survey report and staff stability survey report that may be of interest:

1. Indiana's 2019–20 in-person survey report highlights:
  - a. Overall, the vast majority of respondents (96%) reported that services and supports help them live a good life.



- b. A total of 19% of respondents were employed in jobs in the community. Of those not working in the community (79%), 45% would like a job in the community.
  - c. A notable proportion of respondents reported a desire to increase activities in the community, including going out for entertainment (44%), to eat (33%), shopping (29%) and religious services (13%).
  - d. Most respondents (69%) indicated a desire to participate in more community groups.
  - e. Nearly all respondents took part in their last service plan meeting (96%) and were able to have people they wanted to be present (91%).
2. Indiana's 2019 staff stability survey results:
- a. Responding providers averaged 163 direct support professionals and the majority (53.4%) provided services across three settings: provider-controlled residential sites, in a person's own home or family home, and non-residential supports (e.g., day program).
  - b. Direct support professional turnover averaged 44.3%, which is consistent with the national average (42.8%).
  - c. Of the 16,282 direct support professionals who were on the payroll of responding providers, 1/3 were employed by their provider for less than one year.
  - d. On average, 11.6% of full- and part-time direct support professional positions remain vacant across the state.

More information on NCI, including all reports, is available on the [BQIS website](#). Your questions may be addressed in the Frequently Asked Questions. Questions may also be sent to [BQIS.Help@fssa.in.gov](mailto:BQIS.Help@fssa.in.gov). We look forward to continuing to work together to gather this valuable information across the state and support individuals to live their best lives.