THE JOURNEY

Towards Person-Centered Excellence

Data Highlights to Facilitate Natural Supports

Are people supported to have friend and family involvement in the way they prefer? Basic Assurance Reviews told us that **35%** of organizations **have a policy/system** to identify and engage friends and family. **60%** of the time, **practices are seen** within an organization that identify and engage friends and family. The more often organizations have policies, training or other systems in place, the more likely their employees are to engage in behaviors that support friend and family engagement.

26% of people who participated in a Personal Outcome Measure conversation, **were connected** to friends and family in the way they preferred, while **18%** of people who participated in a Personal Outcome Measure conversation **had supports** from paid services to connect with friends and family in the way they wanted.

When thinking about individualized supports and outcomes people want related to friends and family or natural supports, we must first ask the person, "who is important to them and how and how often they want to connect with each person?" Organizationally, we can ask ourselves:
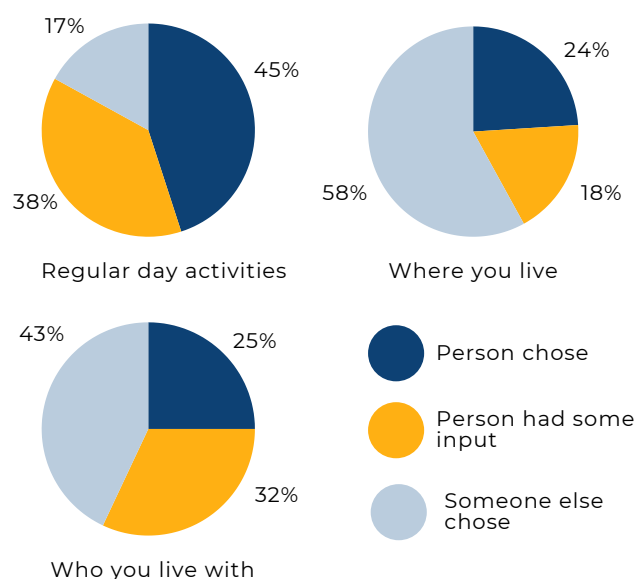
- Do we recognize the value of natural supports in peoples lives to promote identity, personal security and continuity?
- Do policies and practices reflect how our organization promotes natural support networks for continuity in existing relationships and new ones?
- Do policies and practices reflect how our organization assists people to access their natural supports?
- Do staff receive training to support people's families and friends to communicate with them or keep in contact and maintain relationships?

2022-2023 National Core Indicators Participant Responses tell us that **89%** of people **have access** to the internet, while only **65%** of people use the internet daily. And **38%** of people **use technology** in their everyday life to help do more things on their own. **78%** of people **have a cell phone** and of the people who don't have a cell phone, **55% want one**.

We should use this information to recognize what people do and do not have available to them related to technology and help people to set goals as they desire for additional access to technology. Technology plays a critical role in people's ability to connect in the way they prefer with the people they prefer. Increasing access to technology can help people have increased safety, security and community connection.

Choice and Decision Making:

Regular day activities — 45%, 17%, 38%

Where you live — 24%, 18%, 58%

Who you live with — 25%, 32%, 43%

Legend:
- Person chose
- Person had some input
- Someone else chose

QUALITY CORNER
COUNCIL ON QUALITY AND LEADERSHIP
SELF-ADVOCATE GUIDE

For the people and organizations who support those with intellectual/developmental disabilities in living their best lives, listening to those with lived experience should be a priority. Supporting people to become confident in their self-advocacy efforts often starts with an evaluation of their feelings about their own supports and services. The following are some discussion topics to consider when determining what areas of support self-advocates would like to focus on.

(To explore more self-advocacy resources from The Council on Quality and Leadership, please visit this link: https://www.c-q-l.org/resources/newsletters/self-advocacy-its-a-movement-not-a-program/)

Integration and Access to the Community:
- Do you spend time in places where other people living in your community go? (e.g. stores, restaurants, bank, church/place of worship, etc.)
- Do your service providers support you to do what you want in your community? (e.g. go to a gym, visit the library, take a class, etc.)
- Do you receive services in the same places and people without disabilities?
- Do you get to do as much as you want in your community?
- If you answered "no," what changes should be made so the services you receive provide the opportunities you want to access and be a part of your community?

Individual Rights:
- Are you able to have personal space and time alone when receiving services?
- Are you able to come and go as you please?
- Are you able to have visitors where you live and where you receive services?
- Do people listen when you speak up for yourself?
- If you answered "no," what changes should be made so that you are respected?

Independence:
- Are you able to choose your own schedule?
- Do you choose what you do for fun?
- Do you choose how to spend your money?
- Do you have a chance to make decisions about your life and what you want to do?
- If you answered "no," what changes should be made so the services you receive promote your independence?

Find More Information on 2022-2023 National Core Indicator Survey Data!

Adult Family Survey Data — **> LEARN MORE**

Family Guardian Survey Data — **> LEARN MORE**

Participant Survey Data — **> LEARN MORE**

MARK IT ON THE CALENDAR

National Core Indicator Family Survey Period- Now-June 2025

Self-Directed Review Updated Standard Operating Procedure- Coming Soon

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