



**Quality Improvement Organization
National Core Indicator
Adult Family and Family Guardian Surveys
Standard Operating Procedure**

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All text in red indicates added/revised language since the prior release date

| Contents | |
|--|---|
| Contents | 1 |
| AUDIENCE | 2 |
| PURPOSE | 2 |
| DEFINITIONS | 2 |
| OVERVIEW | 3 |
| APPLICABILITY | 4 |
| SURVEY PROCESS | 4 |
| Step 1: Development of the NCI Work Plan | 4 |
| Step 2: Creation of Survey Codes | 5 |
| Step 3: Family Notification | 6 |
| Step 4: Survey Participation | 6 |
| Step 5: Survey Support | 6 |
| Step 6: Reporting | 7 |

AUDIENCE

- DDA Headquarter Staff
- Liberty Healthcare Staff

PURPOSE

The Developmental Disabilities Administration (DDA) participates in the National Core Indicators®-Intellectual and Developmental Disabilities (NCI®-IDD) to gather standard performance and outcome measures to track performance over time. The National Core Indicators® (NCI) is a program utilizing a set of surveys for public developmental disabilities agencies to measure and track their own performance. Standard measures (core indicators) are used to assess the outcomes of services provided. Areas assessed include employment, rights, service planning, community inclusion, choice, and health and safety.

The purpose of this guidance is to set forth applicable requirements, and procedures to administer the National Core Indicators (NCI) Adult Family Survey and Family Guardian Surveys, providing data on the performance of the DDA service delivery system and the outcomes experienced by participants.

The DDA is committed to people’s quality of life and responding proactively to identify and address systemic deficiencies and therefore ensure an outcome focused, person-centered delivery system.

DEFINITIONS

- “Adult Family Survey” or “AFS” administered to families who have an adult (18 years or older) with a developmental disability living in the family home.
- “Family Guardian Survey” or “FGS” is administered to families/guardians who have an adult (18 years or older) with a developmental disability who lives outside of the family home.
- “Human Services Research Institute” or “HSRI” means an organization who collaborates with National Core Indicators and provides practical, person-driven solutions backed by data and participatory research.

- D. “LibertyTRAKs” means the data management system used by Liberty Healthcare to track and maintain data gathered.
- E. “National Core Indicators” or “NCI” means a voluntary effort by public developmental disabilities agencies to measure and track their own performance through standardized surveys.
- F. “Online Data Entry System Application” or “ODESA” means the online platform in which all National Core Indicator survey results are entered.
- G. “Participant” means an individual enrolled in, and receiving, DDA-funded waiver services.
- H. “Quality Improvement Organization or QIO-like entity” is a Quality Improvement Organization a group of healthcare professionals and consumers that evaluate how well services are being provided and if those services help people to live fulfilled lives.
- I. “Quality Specialist” means the Liberty employee who is assigned to complete data entry returned surveys.

OVERVIEW

In partnership with the DDA, Liberty Healthcare Corporation will implement the NCI®-IDD Adult Family and Family Guardian Surveys to all primary contacts of DDA Medicaid waiver participants, 18 years of age or older. Along with use of the standard survey instruments from the NCI®-IDD, Liberty will use the Online Data Entry System (ODESA) to capture all data to be used for Maryland’s report about the following individual outcomes:

- Information Planning
- Access and Delivery of Supports
- Additional Supports Needed
- Choice, Decision-making, and Control
- Involvement in the Community
- Health and Safety
- Satisfaction

- A. As the QIO-like entity conducting the surveys, Liberty’s role is to provide the necessary component of discovery. Liberty will gather data to inform decision making by the state.
- B. Liberty will identify opportunities for system level improvements, including participant level trends, to be considered by the state.

APPLICABILITY

This guidance applies to the Developmental Disabilities Administration (DDA) administration of the NCI Adult Family and Family Guardian Survey conducted by Liberty Healthcare.

Adult Family Survey & Family Guardian Survey: Data collected will capture participant opinion regarding:

- a. Part 1: Information About Your Family
 - i. Living situation
 - ii. Family Member Information
 - iii. Respondent Information
 - iv. Services and Supports Received
- b. Part 2: Questions about Services and Supports
 - i. Information Planning
 - ii. Access and Delivery of Supports
 - iii. Additional Supports Needed
 - iv. Choice, Decision-making, and Control
 - v. Involvement in the Community
 - vi. Health and Safety
 - vii. Satisfaction
- c. Comments and Feedback

SURVEY PROCESS

Step 1: Development of the NCI Work Plan

Annually, by August, the DDA Director of Quality Enhancement and Liberty Healthcare collaborate to complete the NCI work plan. This document is reviewed and approved by the DDA Director of Federal Programs. The DDA Director of Quality Enhancement schedules a meeting with the Human Services Research Institute (HSRI) to discuss the approved work plan.

Work plans must be received by HSRI 2 business days prior to the scheduled meeting. Once the work plan is approved, reviewers can move on to step 2.

Step 2: Creation of Survey Codes

A list is generated from LTSS with the following criteria for each survey type:

1. Family Guardian Surveys are assigned to people who have an active PCP including Community Living Group Home, Shared Living or Supported Living services and is active and is at least 18 years old.
2. Adult Family Surveys are assigned to participants who have an active PCP excluding the residential services listed above and is active and has a blank date of death in LTSS and is at least 18 years old.

Survey codes are created to indicate the type of survey assigned to each person (“A” or “F”), waiver funding type and region.

Adult Family Survey = A

Family Guardian Survey = F

Community Pathways Waiver = CPW

Community Supports Waiver = CSW

Family Supports Waiver = FSW

Central Maryland Region = CMR

Southern Maryland Region = SMR

Eastern Shore Region = ESR

Western Maryland Region = WMR

Additionally, the code includes a random numerical unique identifier. For example, ACPWCMR0001. Once assigned and imported into LibertyTRAKs, the list of survey codes are sent to HSRI for upload into the ODESA system. Upon confirmation of a complete upload from HSRI, family surveys are distributed via:

Communications are designed to include: information educating the family about the survey, survey code, a QR code and instructions to scan, Liberty Healthcare’s contact information and a link to access the previous year’s survey results.

Step 3: Family Notification

Families are invited to participate in the survey through multiple modes of communication.

- Email invitations are sent to all family contacts with a valid email address in LTSS.
- Postcards are mailed to the primary family contact listed in LTSS for each participant (families who have already responded to email communication are removed).
- If survey responses have not met the 95% confidence level and +/- 7% margin of error required by NCI for each type of survey, a random sample of participants are selected to receive the full survey mailed to them with a prepaid return envelope. Families who have already responded to email communication are removed.

Communications are addressed to “The family and/or guardian of [participant name].”

Step 4: Survey Participation

Families may use the hyperlink or QR code to navigate to the survey site and select “Maryland” and enter the survey code. The site prompts families to navigate through sections of the survey including, instructions, survey tips, part one and part two of the survey, and allows for comments and feedback.

Step 5: Survey Support

For questions and support to complete the NCI AFS & FGS, people may contact Liberty Healthcare, Monday-Friday 8:30am-5pm. Families may contact Liberty’s toll-free phone number, (866) 414-9525 or MarylandQIO@LibertyHealth.com to:

1. Request a paper survey be sent out their preferred language, English, Spanish or Chinese;
2. Make inquiries regarding the survey,
3. Use interpreting services; or,
4. To request a survey code. Anyone requesting must be verified of the relationship via *LTSSMaryland*.

Step 6: Reporting

Monthly status reports are provided to DDA's Contract Monitor by Liberty's Quality Manager. Survey responses are analyzed and released to participating states by HSRI annually and data is made available on NCI's website: <https://www.nationalcoreindicators.org/>.