



MARYLAND Department of Health

Developmental Disabilities Administration (DDA)

National Core Indicators (NCI) Adult Family and Family Guardian Surveys

Frequently Asked Questions (FAQs) Revised – June 3, 2021

BACKGROUND:

The National Core Indicators (NCI) program is a voluntary effort by state developmental disability agencies to track their performance using a standardized set of consumer and family/guardian surveys with nationally validated measures. The effort is coordinated by the National Association of State Directors of Developmental Disabilities Services (NASDDDS) and the Human Services Research Institute (HSRI).

NCI has developed more than 100 standard performance measures (or ‘indicators’) that states use to assess the outcomes of services for individuals and families, including outcomes in the areas of employment, rights, service planning, community inclusion, choice, health, and safety.

The NCI Adult Family Survey (AF) and the Family Guardian Survey (FG) is used to gather data on family outcomes. The AF survey is mailed to families who have an adult family member who lives in the family home and receives services from the State Developmental Disability (DD) agency. The FG survey is for families who have an adult family member who lives outside of the family home and receives services from the State DD agency.

PARTICIPATION:

NCI requires that a minimum of 400 surveys be completed by families for each category in order for a state to participate. Maryland sends out surveys to a random sample of its recipient population.

FREQUENTLY ASKED QUESTIONS (FAQs)

Q: Why did Maryland join the NCI Data Collection Project?

A: To provide Maryland standard data that is statistically sound and afford Maryland the ability to review performance in key areas (reporting abuse, life choices, community inclusion) on a national level.

Q: What is the purpose of these surveys?

A: Both surveys are based on the client’s satisfaction of the supports and services that they receive in the Developmental Disabilities Administration (DDA) Services Delivery System. By providing feedback, the Maryland DDA can work to enhance the way that the supports and services are being rendered, operated and maintained.

Q: Which surveys will Maryland be distributing this year and who will receive them?

A: The Adult Family and Family Guardian ty Surveys. The Adult Family Survey will be sent to the parent or guardian of an adult (ages 18 and older) waiver recipient, who lives in the family home and receives at least one service from DDA outside of case management. The Family Guardian Survey will be sent to the parent or guardian of an adult (ages 18 and older) waiver recipient, who **does not** live in the family home and received at least one service from DDA outside of case management.

Q: Who will receive the surveys?

A: The surveys are mailed out to a random sample of family members and/or legal guardians of persons with developmental or intellectual disabilities.

Q: If my family is chosen to participate in the survey, when should I expect to receive the survey?

A: During June of the of the current year (2021)

Q: The survey does not state the type of writing utensil to use to fill out the survey; does it matter whether I use pencil or pen?

A: No. You can use either pencil or pen to complete the survey.

Q: If a family member and/or legal guardian, is no longer the primary caregiver of the person with developmental or intellectual disabilities and the next of kin or assigned legal guardian receives the survey. What should they do with the survey?

A: The next of kin or assigned legal guardian is asked to fill out the survey if they are familiar with the supports and services that the DDA client receives and return it to DDA via the enclosed return envelope. If they are not familiar with the supports and services received by the DDA client; they are advised to contact the DDA.

Q: Since the surveys allow for comments, are my comments received and heard?

A: Yes, comments are inputted into the system and forwarded to the Maryland DDA Programmatic side for review.

Q: What if the address is incorrect on the envelope?

A: The current primary caregiver, legal guardian or next of kin should contact the local Maryland DDA Regional Office to notify them of the change of address. Please see the list of DDA Regional Offices below:

Regional Office:	Counties Served:
Central 410-234-8200	Baltimore City, Baltimore County, Anne Arundel County, Howard County and Harford County
Western 301-791-4670	Allegany County, Carroll County, Frederick County, Garrett County and Washington County

Southern 301-362-5100	Calvert County, Montgomery County, Prince George's County, St. Mary's County and Charles County
Eastern 410-572-5988	Caroline County, Cecil County, Dorchester County, Kent County, Queen's Anne's County, Somerset County, Talbot County, Worcester County and Wicomico County

Q: If the survey I receive is not in my native language, what should I do?

A: The family member, legal guardian or next kin is asked to reach out to the contact person listed on the first page of the survey and request another language version of the survey. The NCI surveys are only currently available in English and Spanish.

Q: Where do I submit the completed survey?

A: Each survey is mailed with a return envelope which has the return address listed.

Q: Can the survey be completed online?

A: The National Core Indicators (NCI) has established an online system that allows participants to access, complete and submit the survey. Each recipient will receive a unique identifier code to use when accessing the online system and survey. Family members, legal guardians or next of kin will have a choice whether to utilize the hard copy survey or the online version of the survey.

Q: If I choose to utilize the online version and am unable to complete the survey in one setting, is there a function that allows participants to save and complete the survey at a later date/time?

A: Survey participants entering information via the online survey are able to leave the survey portal and return; picking up where they left off.

Q: Will my participation affect the services being received by my family member?

No. The DDA does not track who responds to the survey; your responses will remain anonymous.

Q: Who should I call if I have any additional questions?

A: For questions regarding the NCI surveys, please contact Kristina Hall, Assistant Director of Federal Programs at kristina.hall1@maryland.gov.