

Mid-State Health Network (MSHN), inclusive of the Community Mental Health Service Program (CMHSP) Participants, participates in the National Core Indicator (NCI) Survey in Michigan. The effort is coordinated by the National Association of State Directors of Developmental Disability Service and the Human Services Research Institute. The Michigan Developmental Disabilities Institute in collaboration with the Michigan Department of Health and Human Services conducts the survey in Michigan.

The NCI is an in-person survey offered to all adults with IDD age 18 and older receiving at least one paid service (in addition to case management) from the state DD service system. The in person survey includes background information provided by a professional working with the individual, subjective information received by the person receiving services, and fact based information provided by the person receiving services or a proxy who knows the person well. <sup>1</sup>

The NCI report provides a comparison of the responses from Michigan and forty-six other states. This summary highlights the strengths and growth areas of the performance data. The national performance is an average of all participating states. In the absence of a specific standard the national performance is used to gauge improvement efforts. Strengths are determined by those illustrating a higher favorable percentage than the national percentage or demonstrating an increase from the previous survey. Growth areas are determined by those illustrating a lower favorable percentage than the national percentage, and or a decrease from the previous survey.

### Choice and Decision Making

#### Strengths

- Chose or had some help in choosing day program or workshop. (66%)
- Chooses or has help deciding how to spend free time. (97%)
- Has enough choice in how to spend free time. (98%)
- Has enough choice in the daily schedule. (95%)
- Chooses or has had help deciding what to buy or has set limits on what to buy with their spending money. (95%)

#### Growth Areas

- Choose or had some input in choosing their housemates if not living in the family home, or chose to live alone. (40%)
- Chose or had some input in choosing where they live if not living in the family home. (54%)
- Can change their case manager/service coordinator if wants to. (76%)
- Chooses or had some help in choosing where they work. (80%)
- Chose staff or were aware they could request staff change. (64%)
- Can change their case manager/service coordinator if wants to. (76%)

### Self-Direction/Self Determination

#### Strengths

- Frequency with which the person gets information about budget/services. Every three months. (83%)

#### Growth Areas

- Hires or manages staff (among those using a self-directed support option). (81%)

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<sup>1</sup> 2018-2019 MI NCI IPS State Report pg. 9

- Has enough help deciding how to use their individual budget/services (among those using a self-directed support option). (Decreased to 75%)
- Can make changes to individual budget/services if needed (among those using a self-directed support option). (63%)
- Gets information about how much money is left in budget/services (among those using a self-directed support option). (74%)
- Information about budget/services is easy to understand (among those using a self-directed support option and who report they receive information about how much money is left in budget/services). (64%)

### Community Inclusion, Participation and Leisure

#### Strengths

- Went out for entertainment at least once in the past month. (44%)
- Went shopping at least once in the past month. (70%)
- Went out on errands at least once in the past month. (76%)
- Went to restaurant or coffee shop at least once in the past month. (65%)
- Participates as a member in community group. (29%)
- Able to go out and do the things they like to do in the community. (75%)
- Has enough things likes to do when at home. (87%)

#### Growth Areas

- Went out to religious service or spiritual practice at least once in the past month. (21%)
- Went away on vacation in the past year. (23%)
- Gets help to learn new things. (73%)

### Relationships

#### Strengths

- Has friends who are not staff or family members. (84%)
- Has best friend. (74%)
- Wants help to meet or keep in contact with friends. (55%)
- Has friends and can see their friends when they want. (71%)
- Has other ways of talking, chatting, or communicating with friends when cannot see them. (87%)
- Can see or communicate with their family when they want or chooses not to (among those who do not live in the family home). (84%)

#### Growth Areas

- Often feels lonely. (12%)
- Can go on a date or is married or living with partner. (71%)

### Satisfaction

#### Strengths

- Likes home and where he lives. (91%)
- Wants to live someplace else. (22%)
- Likes paid community job. (91%)
- Wants to work someplace else. (18%)

#### Growth Areas

- Services and Supports help person live a good life. (91%)

### Service Coordination and Access

#### Strengths

- Has met or spoken with case manager/service coordinator. (95%)
- Able to contact case manager/service coordinator when wants. (88%)
- Staff come and leave when they are supposed to. (93%)
- Took part in last service planning meeting, or had opportunity and chose not to. (94%)
- Talked about learning new things at last service planning meeting. (80%)
- Remembers what was in his service plan of those who report having or maybe having a service plan. (73%)
- Of those who say they want to learn to perform ADLs more independently, the percentage who have a goal in the service plan to increase independence or improve function or skill performance in ADLs. (92%)

#### Growth Areas

- Has a way to get places need to go. (92%)
- Has a way to get places when wants to do something outside of home. (83%)
- Staff have right training to meet persons needs. (91%)
- Case manager/service coordinator asks person what s/he wants. (85%)
- Understood what was talked about at last service planning meeting. (72%)
- Person was able to choose services they get as part of service plan. (68%)
- Has a way to get places need to go (88%)
- Service plan includes things that are important to person. (85%)
- Of those who say they want a paid job in the community (and do not currently have one), the percentage who have community employment as a goal in the service plan. (28%)
- Knows who to ask if s/he wants to change something about services. (80%)

### Health/Medication/Wellness

#### Strength

- Has a primary care doctor or primary care practitioner. (98%)
- Has completed a physical exam in past year. (88%)
- Has had pap test in past three years. (55%)
- Has had mammogram in past two years. (70%)
- Had a flu vaccine in the past year. (80%)
- Has a behavior plan. (20%)
- Exercises or does physical activity at least once per week for more than 10 minutes at a time. (80%)

#### Growth Areas

- Exercises or does physical activity at least once per week that makes the muscles in arms, legs, back, and/or chest work hard. (30%)for 10 minutes or more at a time. (73%)
- Had a dental exam in the past year. (68%)
- Had an eye exam or vision screening in the past year. (39%)
- Had a hearing test in the past five years. (45%)

### Rights and Respect

#### Strengths

- Others let person know before entering home. (92%)
- Can lock bedroom if wants. (66%)

- Others let person know before coming into persons room. (85%)
- Has a place to be alone in the home. (97%)
- There are rules about having friends or visitors in the home . (46%)
- Has a key to the home. (50%)
- Can be alone with friends or visitors at home. (89%)
- Can stay at home if others in the house go somewhere (if not living alone). (44%)
- Can use phone and internet when wants. (94%)
- Has voted in local, state, or federal election, or had the opportunity and chose not to. (40%)

#### Growth Areas

- Staff treat person with respect. (93%)
- Has attended a self-advocacy group, meeting, conference or event or had the opportunity and chose not to. (21%)

#### Safety

##### Growth Areas

- Has someone to talk to if ever feels afraid or scared. (90%)
- There is at least one place where the person feels afraid or scared (in home, day program, work, walking in the community, in transport, and/or other place). (19%)

#### **Next Steps**

The results will be reviewed further by the MSHN Quality Improvement Council, the Waiver Workgroups, and the Regional Consumer Advisory Council considering the growth areas identified above.

Work with NCI Advisory Council to identify priority areas for Michigan.

Growth areas will be further investigated to determine any barriers or causal factor contributing to the outcome.

A quality improvement plan will be established to address those areas that have been identified as a priority by relevant committees/councils.

Michigan National Core Indicator (NCI) In Person Report (IPS) 2020-2021

[https://www.nationalcoreindicators.org/upload/core-indicators/MI\\_IPS\\_state\\_508.pdf](https://www.nationalcoreindicators.org/upload/core-indicators/MI_IPS_state_508.pdf)

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[https://www.nationalcoreindicators.org/upload/core-indicators/2020-21\\_NCI-IDD\\_IPS\\_COVID\\_Supplement\\_Report.pdf](https://www.nationalcoreindicators.org/upload/core-indicators/2020-21_NCI-IDD_IPS_COVID_Supplement_Report.pdf)

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