



**NATIONAL CORE
INDICATORS®**
NASDDDS & HSRI

NCI® Update: Remote Surveying & 2020-21 Survey Cycle

July 2020

Agenda

- Value of NCI data NOW
- COVID supplements
- Remote Surveying
 - Pilot
 - What we are looking at in analysis
 - Timeline
- Questions/discussion

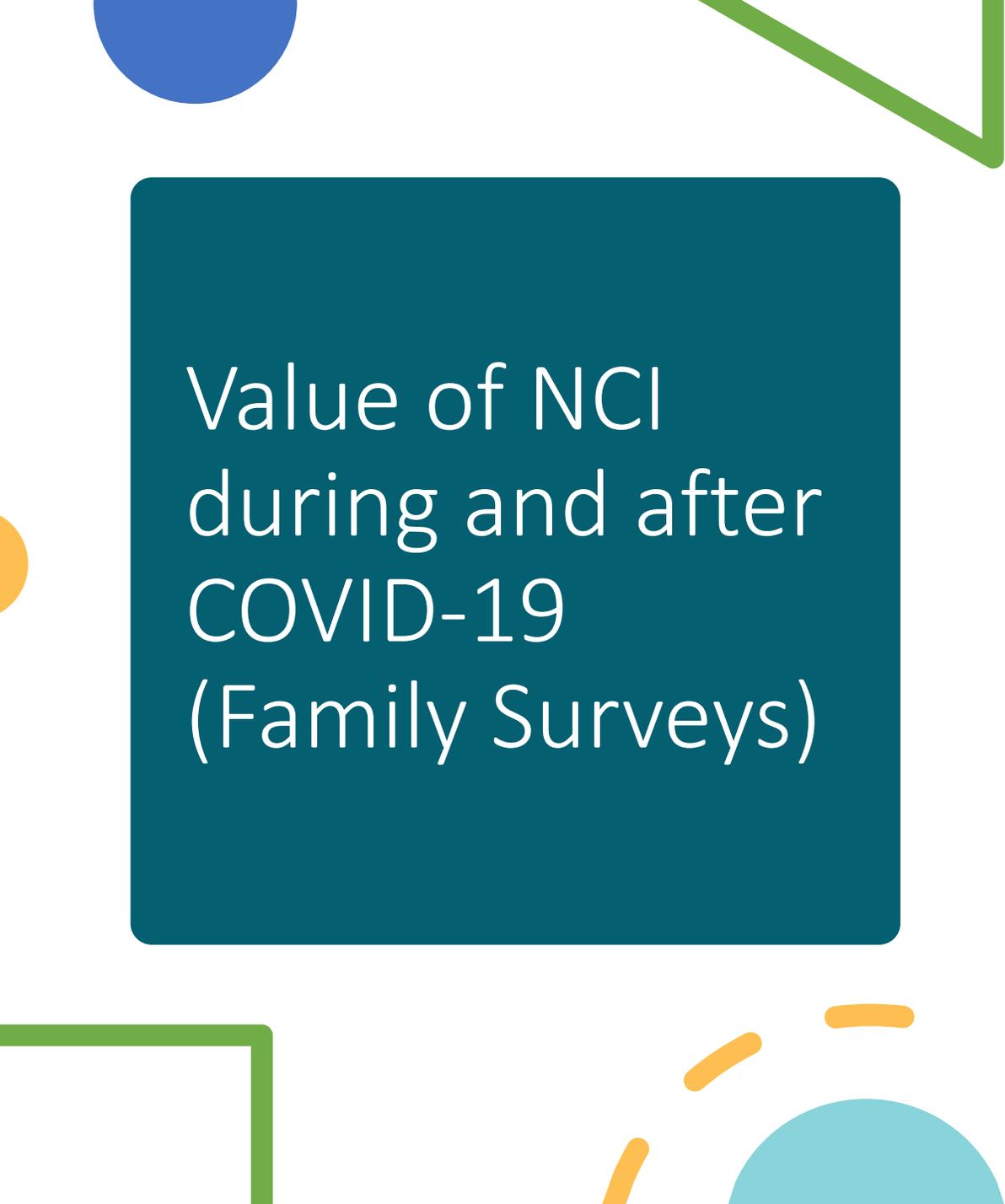
Value of NCI during and after COVID-19 (IPS)

- Critical time to gather information directly from people receiving services
- Data collected pre-COVID-19 can be used in conjunction with current data collection to understand the effects of the pandemic (and state response) on the lives of those receiving services
- Can help plan response in case of future emergencies (such as need for lockdown again)

Value of NCI during and after COVID-19 (IPS)

- Some questions: “irrelevant” in the current situation
 - Data can be used as a baseline to quantify effects of programs/policies.
- Data can be analyzed to understand potential **differences** or **disparities** in crisis response
 - racial/ethnic disparities, disparities based on service type, location
- NCI = only national dataset that will provide data throughout the COVID pandemic (pre, mid, post).
 - These data can be used to demonstrate trends across those time periods.
- Participation in NCI allows for tracking in **Medicaid Scorecard** and **Medicaid CHIP Adult Core Measure Set**.

For example:
The 2020-21 IPS data may show that few, if any respondents have participated in community activities (shopping, errands, etc), but these data serve as benchmarks to help track performance of recovery efforts.



Value of NCI during and after COVID-19 (Family Surveys)

- Critical time to gather information directly from families
 - And reach out to families that may have been isolated during the pandemic
- NCI = only national dataset that will provide data throughout the COVID pandemic (pre, mid, post).
 - These data can be used to demonstrate trends across those time periods.
- Information can help understand the effects on families of state response to COVID-19 pandemic
 - Can also help understand effectiveness of communication strategies employed by state during crisis
 - State DD agencies may use NCI data to identify gaps or areas where families could be supported differently during a pandemic and beyond.

Changes to tools: COVID Supplements:

Goals of IPS COVID Supplement:

- Examine the pandemic experience of people who receive DD system services
- Understand the nature of interactions with the DD system during that time
- Understand his/her quality of life during that time
- Understanding areas for improvement around the DD system's emergency response

Goals for Family Survey COVID Supplement:

- Understand the family experience during the COVID pandemic
- Understand the nature of family interactions with the DD system during that time
- Understand any staffing shortages/difficulty accessing respite

NCI added questions to the BI section of the IPS to assess COVID-19 infection, hospitalization, and post-hospitalization

NCI Remote Surveying Pilot

Background

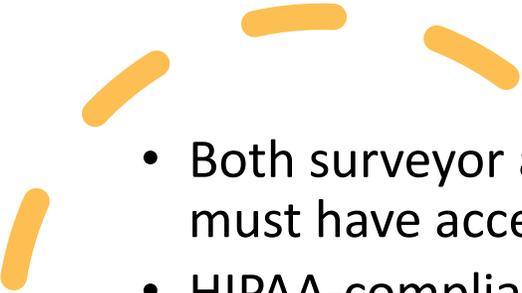
- **Remote surveying** = surveying conducted via video-conference
- Pilot had started in AK, but took on new urgency during pandemic
- Pilot took place May-June 2020 in 8 states
- Pilot tool gathered BI, survey responses, info on tech access/internet access, and participant/surveyor feedback information

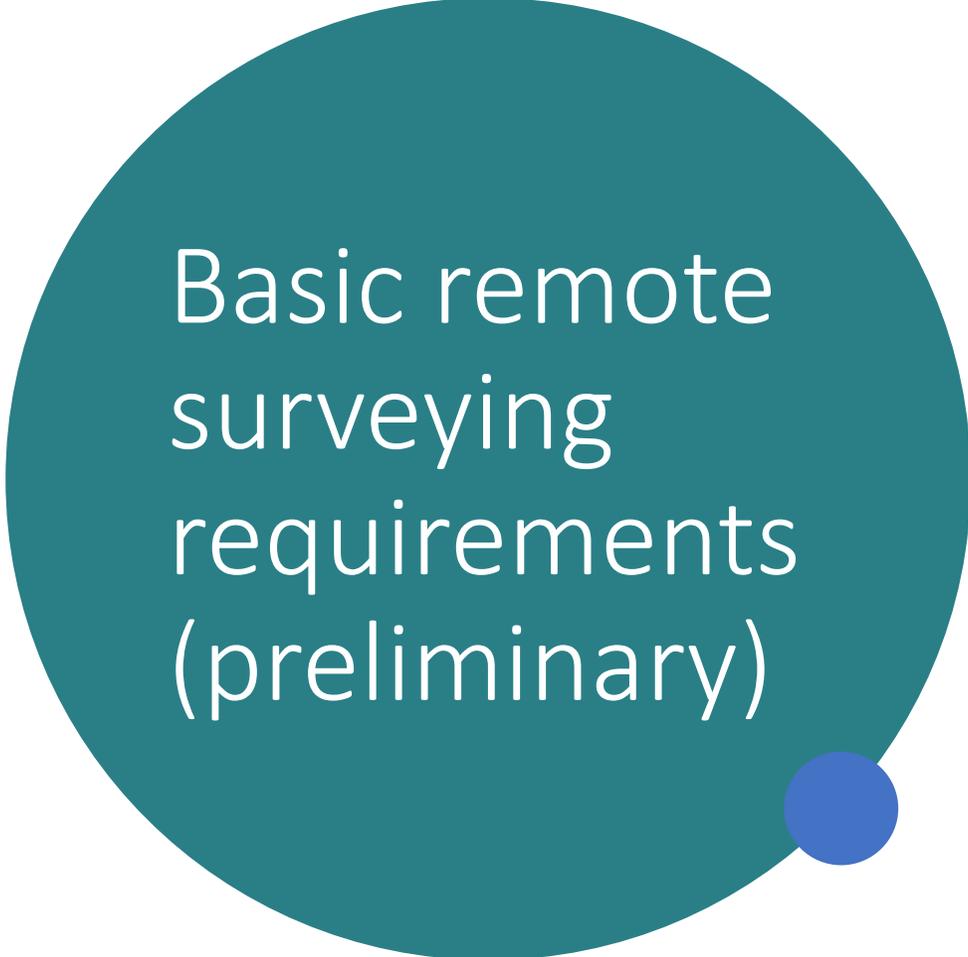
Remote Surveying Pilot Analysis

We are examining:

- How individual responses differ based on mode (comparing to pre-COVID-19, face-to-face data)
- Qualitative information. What was the experience like for the participant and surveyor (and proxy, if applicable)? How can it be improved? Was it comparable to face-to-face surveying?
- How the people reached using remote surveying and face-to-face surveying differ. Are people being excluded/included from one mode when compared to the other?

...And using this info to refine protocols and guidance

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- Both surveyor and person being surveyed must have access to high-speed internet.
 - HIPAA-compliant Zoom (a Zoom HCC-type account) <https://zoom.us/healthcare> must be used unless otherwise discussed with NCI.
 - Both surveyor and person participating in the survey must have functioning webcam.
 - Surveyors must use a computer or tablet to administer the survey (no smart phones).
 - The person being surveyed may participate via the Zoom app on a smartphone, tablet, or computer.
 - Full two-way audio support for communication, either through a functional computer microphone and speakers, a functional headset, or the ability to connect via telephone for audio communication.



Basic remote surveying requirements (preliminary)

Timeline 2020-21 IPS cycle

- Sep 1: Decision on remote surveying for 2020-21 IPS cycle
- Sep 15: Protocols, guidance and requirements for remote surveying released
- Sep 15: Training materials released and trainings begin
- Sep 15: ODESA opens and state-specific customizations begin
- June 31, 2021: Data due in ODESA



Considerations
for states:
remote
surveying

Can state help increase access
to technology across the state?
(for participants and
surveyors)

When contracting/
communicating with
contractors: Considerations



DISCUSSION/QUESTIONS

Considerations that we are missing?

Planning and contingencies in uncertain times.

- What is your state thinking about this cycle?
- We will send out a survey to understand state-level decision-making regarding this survey cycle. Please respond and consult with team members to provide accurate and detailed responses.
- If states would like to connect with other states thinking through similar issues regarding planning, etc., let Dorothy know.