

ABCD Policy Synthesis: National Core Indicators and How New Jersey Compares with the Other States

This Policy Synthesis is based upon 2007-2008 Consumer Outcomes Report of the National Core Indicators (February 2009), A collaboration of the National Association of State Directors of Developmental Disabilities and Human Services Research Institute
<http://www.hsri.org/docs/CS%2007-08%20FINAL%20REPORT.pdf>

The National Core Indicators is a collaboration among participating National Association of State Directors of Developmental Disability Services (NASDDDS) member state agencies and the Human Services Research Institute (HSRI). New Jersey is one of thirty states that participate in the National Core Indicators. The aim of this collaboration is to develop nationally recognized performance and outcome indicators that will provide a benchmark (point of reference) for all stakeholders on the performance of their state against the performance of other states. National Core Indicators also enables each participating state developmental disabilities agency to track system performance and outcomes from year to year on a consistent basis.

The current set of performance indicators includes approximately 100 consumer, family, systemic, cost, and health and safety outcomes - outcomes that are important to understanding the overall health of public developmental disabilities agencies. Sources of information include consumer surveys (e.g., empowerment and choice issues) family surveys (e.g., satisfaction with supports), provider surveys (e.g., staff turnover), and state systems data (e.g., expenditures, mortality, etc.).

Twenty-three (23) states participated in the 2007-2008 survey. This is the first report in which New Jersey has participated. The Core Indicator Outcomes in the report are broken into three major areas: Consumer Outcomes, Systems Performance and Health, Welfare and Rights. The report is not a formal measure of how well New Jersey is performing, but is simply a comparison of New Jersey with the other twenty-two states that participated in the 2007-2008 survey.

The report points out that New Jersey is within the average range for most indicators, and is significantly above in several indicators. In the area of Systems Performance, New Jersey is significantly below average in many of the indicators and within the average range for several other indicators. The report shows that New Jersey has room for improvement in several areas and could continue to work on improving other areas to be above most states in outcomes. The information below is taken directly from the report.

Comparison of New Jersey with Other States

Consumer Outcomes: Community Inclusion

The Community Inclusion Sub-domain has the following concern statement: “People have support to participate in everyday community activities.”

New Jersey ranked within the average range for this sub-domain and scored significantly above average and significantly below average in one indicator respectively. In New Jersey the proportion of people who:

- Go out for entertainment is within the average range (88.1% for New Jersey and 87.9% across all other states).
- Go out to eat is significantly above average (91.3% for New Jersey and 90.4% across all other states).
- Go to community meetings is within the average range (21.3% for New Jersey and 21.6% across all other states).
- Exercise or play integrated sports is within the average range (36.6% for New Jersey and 36.4% across all other states).
- Go to religious services is significantly below average (59.1% for New Jersey and 60.7% across all other states).

Consumer Outcomes: Choice and Decision-making

The Choice and Decision-Making Sub-domain has the following concern statement: “People make choices about their lives and are actively engaged in planning their services and supports.”

The report divides this sub-domain even further into Life Decisions and Every Day Choice. New Jersey is within the average range for the Life Decisions and significantly below average for Every Day Choice. In New Jersey the proportion of people who:

- Chose the place where they wanted to live is within the average range (46.6% for New Jersey and 46.4% across all other states).
- Chose the staff helping them at home is within the average range (60.2% in New Jersey and 60.6% across all other states).
- Chose their work or day activity is significantly below average (55.1% for New Jersey and 57% across all other states).
- Chose the staff helping them at work or their day activity is significantly above average (66.7% in New Jersey and 65.8% across all other states).

- Chose their case manager is within the average range (56.2% in New Jersey and 56% across all other states).
- Chose the people they live with is within the average range (40.4% in New Jersey and 40.1% across all other states).
- Chose their daily schedule is within the average range (79.2% in New Jersey and 78.8% across all other states).
- Chose how to spend their free time is within the average range (89.3% in New Jersey and 89.4% across all other states).
- Chose what to buy with their spending money is within the average range (87.1% in New Jersey and 87.5% across all other states).
- Looked at more than one home was substantially below average (5% in New Jersey and 39.1% across all other states).
- Looked at more than one job was substantially below average (7.1% in New Jersey and 38.7% across all other states).

Consumer Outcomes: Relationships

The Relationships Sub-domain has the following concern statement: “People have friends and relationships”.

New Jersey was ranked significantly below average in all but one indicator in this sub-domain. In fact, in most indicators New Jersey was ranked the lowest or next to lowest state. In New Jersey the proportion of people who:

- Report having friends and caring relationships with people other than support staff and family members is significantly below average (43.7% in New Jersey and 70.8% across all other states).
- Report having a close friend is significantly below average (65.7% in New Jersey and 84.5% across all other states).
- Are able to see their families whenever they want is significantly below average (48.1% in New Jersey and 79.1% across all other states).
- Are able to see their friends when they want, is within the average range (81.7% in New Jersey and 81.2% across all other states).
- Feel lonely (often or sometimes) is significantly above average. This is a poorer result (56.2% in New Jersey and 45% across all other states).

Consumer Outcomes: Satisfaction The Satisfaction Sub-domain has the following concern statement: “People are satisfied with the services and supports they receive.”

New Jersey is ranked significantly below average in two of the three indicators and is within the average range for the other indicator in this sub-domain. In New Jersey the proportion of people who:

- Report satisfaction in where they live is significantly below average (87.7% in New Jersey and 94.8% across all other states).
- Report satisfaction in their job or day programs is within the average range (96.1% in New Jersey and 95.2% across all other states).
- Report satisfaction in their personal life is significantly below average (76.1% in New Jersey and 81.8% across all other states).

System Performance: Service Coordination The Service Coordination Sub-domain has the following concern statement: “Service Coordinators are accessible, responsive, and support the person’s participation in service planning.”

New Jersey was significantly below average in all three indicators of this sub-domain and was the next to last state in all three indicators. In New Jersey the proportion of people who:

- Know their case manager is significantly below average (66.5% in New Jersey and 91.1% across all other states).
- Report that their service coordinator (case manager) helps get them what they need is significantly below average (43.3% in New Jersey and 78.2% across all other states).
- Report that their service coordinators asked about their preferences is significantly below average (46.6% in New Jersey and 75.6% across all other states).

System Performance: Access

The Access Sub-domain has the following concern statement: “Publicly-funded services are readily available to individuals who need and qualify for them.”

New Jersey was significantly below average in two indicators and had a poorer result for the other indicator in this sub-domain. In New Jersey, the proportion of people who:

- Report that they received support to learn or do something new is significantly below average (72.2% for New Jersey and 81.7% across all other states).
- Report that they have adequate transportation when they want to go somewhere is significantly below average (68% for New Jersey and 79.9% across all other states).
- Report that “needed” services were not available is above average. This is a poorer result (17.8% for New Jersey and 13.5% across all other states).

Health, Welfare, and Rights: Safety

The Safety Sub-domain has the following concern statement: “People are safe from abuse, neglect, and injury.” There is one Safety indicator measured with the Consumer Survey and New Jersey is within the average range for both of the indicators in this sub-domain. In New Jersey the proportion of people who:

- Report that they feel safe in their own home and neighborhood is within the average range. In feeling safe in their own home (80.7% for New Jersey and 83.1% across all other states).
- Report feeling safe in their neighborhood (79.7% for New Jersey and 83.4% across all other states).

Health, Welfare & Rights: Health

The Health Sub-domain has the following concern statement: “People secure needed health services.”

New Jersey is significantly above average in two of three of the indicators and within the average range for the other indicator in this sub-domain. In New Jersey the proportion of people who:

- Had a physical exam in the past year is significantly above average (98.2% for New Jersey and 86.7% across all other states). New Jersey is ranked the highest state of all in this indicator.
- Had a gynecological exam within the last year is within the average range (47.1% in New Jersey and 49.9% across all other states).
- Had a routine dental exam in the past six months is significantly above average (63.8% for New Jersey and 52.3% across all other states).

Health, Welfare & Rights: Wellness

The Wellness Sub-domain has the following concern statement: “People are supported to maintain healthy habits.” There is one Wellness indicator collected with the Background Information section of the Consumer Survey:

New Jersey is within the average for two indicators and has a better result in one indicator in this sub-domain. In New Jersey the proportion of people:

- For whom weight is a problem ranks significantly below average (a better result) and in fact is ranked the best of all states in this indicator (24.2% for New Jersey and 33% across all other states).
- Who smoke or chew tobacco is within the average range (6.6% for New Jersey and 8% across all other states).
- Who are physically inactive is within the average range (26.9% for New Jersey and 23% across all other states).

Health, Welfare & Rights: Medications

The Medications Sub-domain has the following concern statement: “Medications are managed effectively and appropriately.”

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New Jersey is within the average range for the one indicator in this sub-domain.

- In New Jersey the proportion of people receiving psychotropic medications ranks within the average range (50.8% for New Jersey and 47.2% across all other states).

Health, Welfare & Rights: Respect/Rights

The Respect/Rights Sub-domain has the following concern statement: “People receive the same respect and protections as others in the community.”

New Jersey has better results for three indicators, is within the average range in two indicators and is significantly below average in one of the indicators in this sub-domain. In New Jersey the proportion of people:

- Reporting that their mail is opened without permission is significantly below average. This is a better result (11.4% for New Jersey and 11.9% across all other states).
- Who report that they have some restrictions on being alone with guests is significantly below average. This is a better result (11.4% for New Jersey and 12.3% across all other states).
- Reporting that other people enter their home without permission is significantly below average. This is a better result (13.7% for New Jersey and 14.4% across all other states).
- Who have attended activities of self-advocacy groups is within the average range (32.3% for New Jersey and 32% across all other states).
- Who report that they can be alone (have privacy), is within the average range of people who report satisfaction with the amount of privacy they have (91% for New Jersey and 91.4% across all other states).
- Indicating that most staff treat them with respect is within the average range. For day programs (93.2% for New Jersey and 93.9% across all states) and for residential facilities (87.6% for New Jersey and 90.1% across all other states).
- Who have an advocate or someone who speaks on their behalf is significantly below average (67.1% for New Jersey and 87.5% across all other states).

Conclusion

The National Core Indicators Report demonstrates that New Jersey is generally within the average of the other twenty-two states on performance and outcomes indicators. There are several key areas, such as Consumer Outcome-Relationships, and Systems Performance-Access, where New Jersey is below other states.

Provider agencies, in partnership with the Division of Developmental Disabilities, are working to improve these outcomes. Many of ABCD member agencies and other provider agencies have designed and implemented quality improvement initiatives with intent of affecting positive organizational changes and improving the quality of care for the people they serve. In fact, several ABCD member agencies are or are looking to measure their quality performance with the National Core Indicators in order to understand their outcomes as measured in New Jersey and nationally.