

Louisiana National Core Indicator Survey Provider Presentation

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Collaboration

- The Louisiana Office for Citizens with Developmental Disabilities is beginning a collaboration with Qlarant to perform National Core Indicator (NCI) In-Person Surveys across the state starting in February, 2025.
- We are excited to partner with the state of Louisiana on this contract for 3 years.

National Core Indicators (NCI)

- National Core Indicators[®] (NCI) is a collaborative effort among the National Association of State Directors of Developmental Disabilities Services (NASDDDS), Advancing States, and the Human Services Research Institute (HSRI).
- The purpose of the program, which began in 1997, is to support agencies to gather a standard set of performance and outcome measures that can be used to track their own performance over time, to compare results across states, and to establish national benchmarks.

<https://www.nationalcoreindicators.org/about/>



Results from the NCI Data help the state to:

Assess individual satisfaction and experience with support

Track key outcomes across multiple years

Provide opportunities to develop quality initiatives to help improve services for all people served in Louisiana

Compare Louisiana's results to other states

Qlarant – Mission & Vision

- Qlarant began as a quality improvement organization for health services 52 years ago.
- Our history has been rooted in commitment to quality improvement for organizations — and quality of life for the people they serve.
- We have been evaluating the quality of services for people with intellectual and developmental disabilities for 23 years.
- This includes developing and implementing statewide quality reviews throughout the states of Florida, Georgia, South Carolina, Virginia and the District of Columbia.
- We started implementing the NCI In-Person surveys in 2007 in South Carolina. Since then, we have conducted In-Person and mailed surveys in Florida and Georgia and In-Person surveys in Alabama – a total of 28 cumulative years.
- Based on our experience, we have developed and evolved our processes to meet each states NCI targets every year.

Louisiana NCI Survey Process

NCI Overview FY24-25: Deliverables

- Complete 900 total NCI's between April, 2025 and June, 2025
 - 450 In person surveys (completed either on-site or remote)
 - 450 Child and Family Surveys (sent and received via mail)
- Random representative sample & oversample that is stratified by region
- Covers 4 waivers and also people supported in ICF's
- Waivers: New Opportunities, Residential Options, Supports, Children's Choice
- Team of 10-15 independent subcontractors who have been trained by HSRI on the NCI process and protocols



OVERVIEW

NCI Survey

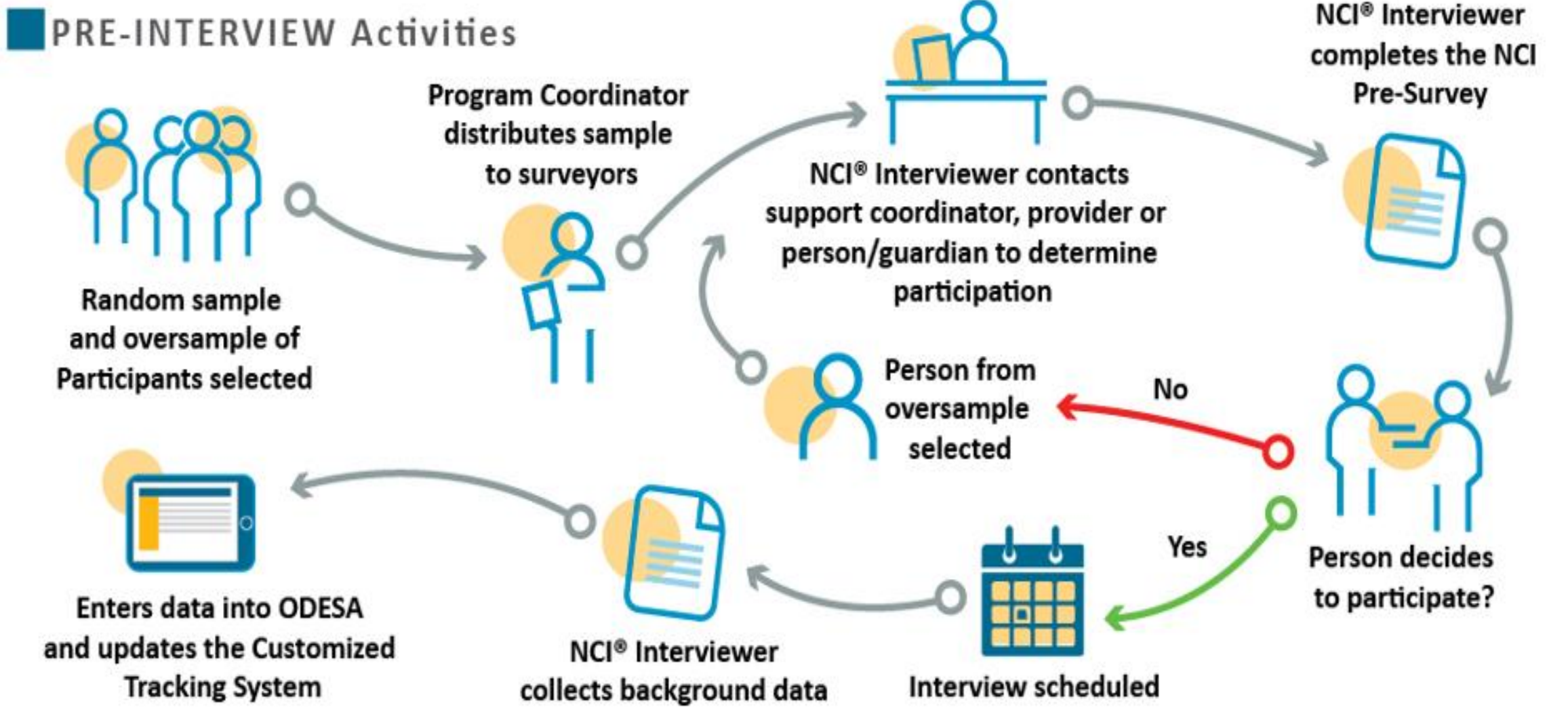
- The NCI survey is split into 3 sections:
 - Background Information (completed prior to the interview by the surveyor)
 - Section 1 (To be completed with an individual who is able to independently answer the questions)
 - Section 2 (To be completed in addition to section 1 with an individual who was able to independently answer the questions. To be completed with an individual who needs support from a proxy to answer the questions)
- Each section of the NCI takes about 30 minutes to complete. If a person does both sections, it will take about 1 hour.
- The NCI Survey is most commonly done with the surveyor using a laptop and entering the data in live time. However, if necessary, surveyors will have hard paper copies as well and can use that format to collect the data.
- The NCI Survey is voluntary. The person is not required to participate and can decline if they do not wish to participate.
- The NCI survey is confidential. The persons identifying information /provider information is not captured in the data.
- If the person has a court appointed legal guardian, they will be contacted first to ensure consent to participate.



Oversample Process

- In addition to the original sample of 450 people selected for the In-Person survey, our data scientist also pulls a randomized oversample list of at least 1000 people.
- If or when a person declines to participate in the survey or is no longer in services, our team will select a person from the oversample list to replace them.
- Our team will replace a decline from someone on the oversample list within the same region (to keep the stratified sampling by region the same).

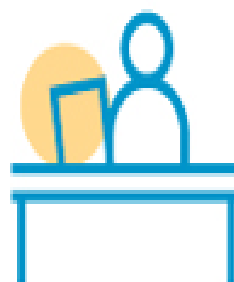




INTERVIEW Activities

NCI® Interviewer conducts the In-Person Survey:

- Verify the person's participation
- Complete sections Part 1 and Part 2 of the survey
- Obtain any remaining information needed to complete the Background section



NCI® Interviewer enters data into ODESA



NCI® Interviewer updates the Customized Tracking System



Communication with Providers & Individuals

- OCDD distributed and shared a letter with LGE's and other provider agencies making them aware of the start up.
- Our team of surveyors will be reaching out to the provider agencies and for some Support Coordination agencies to collect information for the people who have been chosen to participate.
- Any support the provider or Support Coordinators can give regarding communication with the individuals with the scheduling of the survey will be vital to our overall success.



Collaboration with Providers:

- Thank you all in advance all of the providers and staff who will support the people they provide services to, to participate in this unique and amazing opportunity!
- Ways that you can help support people to participate this year:
 - Let individuals know that they have been selected to participate in the NCI this year.
 - Share a little about the NCI and how it provides them with a unique opportunity to share their voice and feedback to the state. Share the letters, NCI website, You Tube Video.
 - Assist our team with getting in touch with the right contact to sett up time and place for the NCI to take place (private and comfortable space).



We are currently hiring :

We are looking to hire 5-10 surveyors throughout the state

- People who make great candidates for this position:
 - Have experience working within the IDD field
 - Have daytime hours available (at least 1-2 days a week)
 - Are self motivated
 - Have good people / rapport building skills
 - Are computer savvy
 - Have the ability to travel (within 1 hour of their home)

If you know anyone who would be interested and a good candidate, please ask them to apply:

[https://www.qlarant.com/about/careers/](https://www qlarant.com/about/careers/)

NCI Resources:

- What is NCI IDD? You Tube Video
 - <https://www.youtube.com/watch?v=Y38hKZzqdlg&t=111s>
- National Core Indicators – IDD Website
 - <https://idd.nationalcoreindicators.org/>
- NCI IDD – One Page Flyer
 - https://legacy.nationalcoreindicators.org/upload/core-indicators/NCI_Flyer_Final_200211.pdf

Contact Information

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Qlarant Web Address

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The logo for Qlarant, featuring the word "Qlarant" in a white, sans-serif font. The letter "Q" is stylized with a white outline. To the right of the text is a graphic element consisting of four yellow squares arranged in a 2x2 grid, with small white gaps between them. A registered trademark symbol (®) is located at the bottom right of the word "Qlarant".

Qlarant®

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