



Person-Centered Practices in the National Core Indicators Data

Prepared November 8, 2021



Person-centered practices are present when people have the full benefit of community living and supports are designed to assist people as they work toward their desired life goals.¹ But how do we know if a system is engaging in person-centered practices?

In a person-centered system, measures of person-centered practices are incorporated into quality management processes. And in a person-centered system, information about person-centered practices is regularly shared with stakeholders (including people who use services) and is used to drive system improvements.

The [National Core Indicators®-Intellectual and Development Disabilities \(NCI®-IDD\)](#) and [National Core Indicators for Aging and Disability™ \(NCI-AD™\)](#) can be used to assess in greater depth the experience of people who receive supports as it relates to person-centered practices and supports.

In this brief, we organize questions from the NCI-IDD and NCI-AD surveys into the four main principles of person-centered practices that emerged from a [national environmental scan](#) of articles, policy statements, regulations, and websites of national aging, disability, and mental health organizations, created by the National Center on Advancing Person-Centered Practices and Systems (NCAPPS).

The principles are:

- **Focus on the person:** There is a holistic approach to the planning process in which the person is the central focus. The person's desires are heard, respected, valued, and reflected in the services received.
- **Choice and self-determination:** People make decisions about services and supports as well as their own health, well-being, and life goals.
- **Community inclusion:** People have support to participate in and to be members of their communities and are treated as equal members of their communities.
- **Availability of services and supports:** People have access to an array of individualized services that meet their needs.

Recommended Citation:

NCI-IDD, NCI-AD, and NCAPPS. (2021, November). *Person-Centered Practices in the National Core Indicators Data*.

¹ <https://ncapps.acl.gov/about-ncapps.html>

Practice Principle: Focus on the Person

Items marked with an asterisk * are part of the state-optional Person-Centered Planning Module, available in state reports only.

NCI-IDD Questions	NCI-AD Questions
<ul style="list-style-type: none"> Case manager/service coordinator asks person what they want Able to contact case manager/service coordinator when wants Took part in last service planning meeting, or had the opportunity but chose not to Understood what was talked about at last service planning meeting Last service planning meeting included people they wanted to be there Person was able to choose services they get as part of service plan Talked about learning new things at last service planning meeting Remembers what is in the service plan Service plan includes things that are important to person Knows who to ask if they want to change something about services 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 functional skill performance in ADLs 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 Staff treat person with respect There is at least one place where the person feels afraid or scared such as work, home, in the neighborhood, etc. Has someone to talk to if ever feels afraid or scared 	<ul style="list-style-type: none"> Knows who to ask if they want to change something about services Wants help planning for future needs Long-term care services meet all current needs and goals Case manager/care coordinator talked about services that might help with their unmet needs and goals (if have unmet needs and goals and know they have case manager/care coordinator) Gets information about their services in the language they prefer (if non-English) Wants a job and someone talked to them about job options Paid support staff treat them with respect Feels paid support staff change too often Paid support staff do things the way they want them done Feels safe around their paid support staff Feels safe at home Ever worried for the security of their personal belongings Can get to safety quickly in case of an emergency like a house fire People's level of involvement in making decisions about their service plan/plan of care and the goals they want for their lives* Remembers their most recent service/care planning meeting* Most recent service/care planning meeting took place at a time convenient to them (if involved in making decisions about their service plan/plan of care and remember their most recent service/care planning meeting)*

NCI-IDD Questions

NCI-AD Questions

- Most recent service/care planning meeting took place at a location convenient to them (if involved in making decisions about their service plan/plan of care and remember their most recent service/care planning meeting)*
- Most recent service/care planning meeting included the people they wanted to be there (if involved in making decisions about their service plan/plan of care and remember their most recent service/care planning meeting)*
- Felt their preferences and needs were being heard as their service plan/plan of care was discussed during the most recent service/care planning meeting (if involved in making decisions about their service plan/plan of care and remember most recent service/care planning meeting)*
- Received a copy of their service plan/plan of care after the most recent service/care planning meeting (if involved in making decisions about their service plan/plan of care and remember their most recent service/care planning meeting)*
- Service plan/plan of care includes what was discussed in their most recent service/care planning meeting (if involved in making decisions about their service plan/plan of care and remember their most recent service/care planning meeting)*
- Preferences and choices are reflected in their service plan/plan of care*
- Feel that the care supports and services they receive help them live a better life*

Practice Principle: Choice and Self-Determination

NCI-IDD Questions	NCI-AD Questions
<ul style="list-style-type: none"> • <u>Chose or had some input in choosing where they live if not living in the family home</u> • <u>Chose or had some input in choosing their housemates if not living in the family home, or chose to live alone</u> • <u>Chose or had some help in choosing where they work</u> • <u>Chose or had some input in choosing day program or workshop</u> • <u>Chose staff or were aware they could request to change staff</u> • <u>Chooses or has help deciding their daily schedule</u> • <u>Has enough choice in daily schedule</u> • <u>Chooses or has help deciding how to spend free time</u> • <u>Has enough choice in how to spend free time</u> • <u>Chooses or has help deciding what to buy or has set limits on what to buy with their spending money</u> • <u>Can change their case manager/service coordinator if wants to</u> • <u>Using a self-directed supports option</u> • <u>People who make decisions or have input in making decisions for how budget for services is used (among those using a self-directed supports option)</u> • <u>Hires or manages staff (among those using a self-directed supports option)</u> • <u>Can make changes to individual budget/services if needed (among those using a self-directed supports option)</u> 	<ul style="list-style-type: none"> • <u>Can choose or change what kind of services they get</u> • <u>Can choose or change how often and when they get services</u> • <u>Can choose or change their paid support staff if they want to</u> • <u>Able to choose their roommate (if in group setting and has roommates)</u> • <u>Gets up and goes to bed when they want to</u> • <u>Can eat their meals when they want to</u> • <u>Able to furnish and decorate their room however they want to (if in group setting)</u> • <u>Feels in control of their life</u>

NCI-IDD Questions	NCI-AD Questions
<ul style="list-style-type: none">• <u>Has enough help deciding how to use their individual budget/services (among those using a self-directed supports option)</u>• <u>Gets information about how much money is left in budget/services (among those using a self-directed supports option)</u>• <u>Information about budget/services is easy to understand (among those using a self-directed supports option)</u>• <u>Frequency with which the person gets information about budget/services (among those using a self-directed supports option)</u>	

Practice Principle: Community Inclusion

NCI-IDD Questions	NCI-AD Questions
<ul style="list-style-type: none"> • Does not have paid community job and would like a job in the community • Has community employment as a goal in their service plan • Able to go out and do the things like to do in the community ('yes' responses only) • Gets to do things likes to do in the community as much as wants • Has enough things likes to do when at home • Gets help to learn new things • Wants help to meet or keep in contact with friends • Has friends (may be staff or family) and can see their friends when they want • Can see or communicate with their family when they want • Often feels lonely • Can go on a date or is married or living with partner • Likes home or where lives • Wants to live somewhere else • Likes paid community job (among those with paid community job) • Wants to work somewhere else (among those with paid community job) • Attends a day program or workshop and wants to go more, less, or the same amount of time • Person wants to go out shopping more, less or the same amount as last month 	<ul style="list-style-type: none"> • Are as active in the community as they would like to be • Gets to do the things they enjoy outside of their home as much as they want to • Always able to see or talk to friends and family when they want to (if there are friends and family who do not live with them) • Likes where they are living • Would prefer to live somewhere else • Often feels sad or depressed • Has a paying job • Would like a job (if not currently employed) • Does volunteer work • Would like to do volunteer work (if not currently volunteering) • Likes how they spend their time during the day

NCI-IDD Questions	NCI-AD Questions
<ul style="list-style-type: none">• <u>Person wants to go out for entertainment more, less or the same amount as last month</u>• <u>Person wants to go out to a restaurant or coffee shop more, less or the same amount as last month</u>• <u>Person wants to go out to a religious service or spiritual practice more, less or the same amount as last month</u>• <u>Person wants to be a part of more community groups</u>• <u>Wants a key to the home</u>• <u>Can stay at home if others in the house go somewhere</u>• <u>Can use phone and internet when wants</u>• <u>Has a cell phone or smartphone</u>• <u>Wants a cell phone or smartphone (if does not have one)</u>	

Practice Principle: Availability of services and supports

NCI-IDD Questions	NCI-AD Questions
<ul style="list-style-type: none"> • <u>Attends a day program or workshop and wants to go more, less, or the same amount of time</u> • <u>Services and Supports help person live a good life</u> • <u>Has a way to get places need to go</u> • <u>Has a way to get places when wants to do something outside of home</u> 	<ul style="list-style-type: none"> • <u>Has transportation when they want to do things outside of their home (non-medical)</u> • <u>Has transportation to get to medical appointments when they need to</u> • <u>Needs grab bars in the bathroom or elsewhere in their home but do not have them</u> • <u>Needs bathroom modifications (other than grab bars) but do not have them</u> • <u>Needs a specialized bed but do not have it</u> • <u>Needs a ramp or stair lift in or outside the home but do not have it</u> • <u>Needs some other home modification but do not have it</u> • <u>Needs a walker but do not have it</u> • <u>Needs a scooter but do not have it</u> • <u>Needs a wheelchair but do not have it</u> • <u>Needs hearing aids but do not have them</u> • <u>Needs glasses but do not have them</u> • <u>Needs a CPAP machine but do not have it</u> • <u>Needs a personal emergency response system but do not have it</u> • <u>Needs an oxygen machine but do not have it</u> • <u>Needs some other assistive device but do not have it</u> • <u>Always gets enough of that assistance everyday activities when they need it (if at least some assistance is needed)</u> • <u>Always gets enough of assistance with self-care when they need it (if at least some assistance is needed)</u>