



# Person-Centered Practices in the National Core Indicators Data

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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.<sup>1</sup> 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*.

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<sup>1</sup> <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"> <li>• <a href="#">Case manager/service coordinator asks person what they want</a></li> <li>• <a href="#">Able to contact case manager/service coordinator when wants</a></li> <li>• <a href="#">Took part in last service planning meeting, or had the opportunity but chose not to</a></li> <li>• <a href="#">Understood what was talked about at last service planning meeting</a></li> <li>• <a href="#">Last service planning meeting included people they wanted to be there</a></li> <li>• <a href="#">Person was able to choose services they get as part of service plan</a></li> <li>• <a href="#">Talked about learning new things at last service planning meeting</a></li> <li>• <a href="#">Remembers what is in the service plan</a></li> <li>• <a href="#">Service plan includes things that are important to person</a></li> <li>• <a href="#">Knows who to ask if they want to change something about services</a></li> <li>• <a href="#">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</a></li> <li>• <a href="#">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</a></li> <li>• <a href="#">Staff treat person with respect</a></li> <li>• <a href="#">There is at least one place where the person feels afraid or scared such as work, home, in the neighborhood, etc.</a></li> <li>• <a href="#">Has someone to talk to if ever feels afraid or scared</a></li> </ul>	<ul style="list-style-type: none"> <li>• <a href="#">Knows who to ask if they want to change something about services</a></li> <li>• <a href="#">Wants help planning for future needs</a></li> <li>• <a href="#">Long-term care services meet all current needs and goals</a></li> <li>• <a href="#">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)</a></li> <li>• <a href="#">Gets information about their services in the language they prefer (if non-English)</a></li> <li>• <a href="#">Wants a job and someone talked to them about job options</a></li> <li>• <a href="#">Paid support staff treat them with respect</a></li> <li>• <a href="#">Feels paid support staff change too often</a></li> <li>• <a href="#">Paid support staff do things the way they want them done</a></li> <li>• <a href="#">Feels safe around their paid support staff</a></li> <li>• <a href="#">Feels safe at home</a></li> <li>• <a href="#">Ever worried for the security of their personal belongings</a></li> <li>• <a href="#">Can get to safety quickly in case of an emergency like a house fire</a></li> <li>• People's level of involvement in making decisions about their service plan/plan of care and the goals they want for their lives*</li> <li>• Remembers their most recent service/care planning meeting*</li> <li>• 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)*</li> </ul>

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

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

## Practice Principle: **Community Inclusion**

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

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



## Practice Principle: **Availability of services and supports**

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