



DEPARTMENT OF ECONOMIC SECURITY

Your Partner For A Stronger Arizona

DIVISION OF DEVELOPMENTAL DISABILITIES

Sent on Behalf of DES/DDD

NATIONAL CORE INDICATORS MEMBER SURVEYS

Target Audience - DDD Qualified Vendors

Transmittal Date - 02/27/2019

National Core Indicators (NCI) is a collaborative effort between the National Association of State Directors of Developmental Disabilities Services (NASDDDS), the Human Services Research Institute (HSRI) and participating states. Arizona has been participating in the NCI surveys since their inception in 1997. The information from all surveys is critical for DDD to assess its performance in delivering various supports and services.

The first survey is an in-person assessment that includes 400 adult members and is administered by a 3rd party, Pilot Parents of Southern Arizona. The second group of surveys are mailed to families who have members receiving services and includes members who are children, adults living in their family homes and adults living in other residential settings. All surveys are 100% confidential and the results are returned to Pilot Parents of Arizona, not to DDD, who enters the results in NCI's ODESA System. The final report published by NCI includes only aggregated data with no member specific information.

If you are a provider for a member that has been selected to participate in the in-person survey process, please facilitate the ability for the representative from Pilot Parents of Southern Arizona to meet with the member to complete the survey. If you are a provider for a member whose family member receives a survey in the mail, please encourage them to complete the survey and return it to NCI once completed.

If you have questions related to this communication please contact DDD's NCI Coordinator Michelle Pollard at mpollard@azdes.gov.