

2021-22 NCI-AD Indicator Crosswalk

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The National Core Indicators-Aging and Disabilities (NCI-AD®) is an initiative designed to support states' interest in assessing the performance of their programs and delivery systems in order to improve services for older adults and people with physical disabilities. NCI-AD is a collaborative effort between ADvancing States and Human Services Research Institute (HSRI). NCI-AD's primary aim is to collect and maintain valid and reliable data that give states a broad view of how publicly-funded long-term services and supports (LTSS) impact the quality of life and outcomes of consumers. With input from state directors of aging and disability systems and other experts in the field, NCI-AD developed over 80 indicators used to measure LTSS system performance across 19 important domains (areas of interest). These indicators are the basis for the NCI-AD Adult Consumer Survey.

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How Do Indicators Work?

NCI indicators are measures that are designed to assess progress or performance in domains and sub-domains that reflect the aims of state aging, physical disabilities, and intellectual and developmental disabilities (IDD) systems. The NCI-IDD survey measures are focused on the IDD population, and the NCI-AD measures are focused on the aging and physical disabilities populations.


To have utility for measurement purposes, indicators must reflect major organizational or system goals, address issues that can be influenced by the organization or system, and have face validity (i.e., the indicator measures what it's supposed to).


Indicators provide an overall picture of system performance and also make it possible to track specific outcomes over time. For instance, if a state places priority on increasing access to the community, one of the indicators that state would want to pay close attention to would be: "Percentage of people who have adequate transportation to do the things they want outside of home."









What are the NCI-AD Indicators?

This document provides a detailed list of NCI-AD indicators grouped by domain (area of interest).

Many NCI-AD indicators can help state systems assess whether supports and services are person-centered. These include indicators related to supports planning, alignment of goals with a person’s expressed preferences and desires, satisfaction with support delivery, and degree of choice and control in supports.

Those items are marked by a person-centered icon: 

There is also considerable overlap between the NCI-AD and NCI-IDD indicators, providing states an opportunity to review similar indicators across multiple populations. Those items are marked with the NCI-IDD logo: 

Community Participation	Person-centered	NCI-IDD
Percentage of people who are as active in their community as they would like to be		
Percentage of people who take part in activities with others as much as they would like to		
Percentage of people who are able to do things they enjoy outside of home as much as they want to		
Access to Community	Person-centered	NCI-IDD
Percentage of people who have adequate transportation to get to medical appointments		
Percentage of people who have adequate transportation to do the things they want outside of home		

Work	Person-centered	NCI-IDD
Percentage of people who volunteer		
Percentage of people who would like to volunteer		
Percentage of people who have a paid job		
Percentage of people who would like a job		
Percentage of people wanting a job who receive follow up about job options		
Everyday Living	Person-centered	NCI-IDD
Percentage of people who have adequate support for everyday activities		
Percentage of people who have adequate support for self-care		

Relationships

Person-centered

NCI-IDD

Percentage of people who are able to see or talk to their friends and family when they want



Safety

Person-centered

NCI-IDD

(An asterisk (*) denotes that a higher percentage for this indicator may not suggest a more positive outcome)

Percentage of people with concerns about falling*

Percentage of people who are able to get to safety quickly in case of an emergency













Percentage of people who know whom to talk to if they are mistreated or neglected












Percentage of people who are worried for the security of their personal belongings

Percentage of people whose money has been taken without their permission*

Percentage of people who feel safe around their support staff



Satisfaction	Person-centered	NCI-IDD
(An asterisk (*) denotes that a higher percentage for this indicator may not suggest a more positive outcome)		
Percentage of people whose services help them live the life they want		
Percentage of people whose case manager changes too often*		
Percentage of people whose paid support staff change too often*		
Percentage of people who like where they live		
Percentage of people who want to live somewhere else*		
Percentage of people whose paid support staff do things the way they want them done		
Percentage of people who like how they spend their time during the day		

Service Coordination	Person-centered	NCI-IDD
Percentage of people who know whom to contact if they have a complaint about their services		
Percentage of people who have a backup plan if their paid support staff don't show up		
Percentage of people who have an emergency plan in place		
Percentage of people whose services meet their needs and goals		
Percentage of people whose case manager talked to them about services that might help with their unmet needs		
Percentage of people who can reach their case manager when they need to		
Percentage of people who know whom to contact if they want to make changes to their services		
Percentage of people whose paid support staff come and leave when they are supposed to		

Rights and Respect

Person-centered

NCI-IDD

Percentage of people in group settings whose permission is asked before others enter their room

Percentage of people in group settings who have enough privacy

Percentage of people in group settings whose visitors are able to come at any time

Percentage of people in group settings who always have access to food

Percentage of people in group settings who are able to lock the door to their room



Percentage of people who have access to information about services in their preferred language



Percentage of people whose services and supports were delivered in a way that is respectful of their culture



Percentage of people whose paid support staff treat them with respect



Care Coordination

Person-centered

NCI-IDD

Percentage of people who know how to manage their chronic conditions

Percentage of people who felt comfortable going home after being discharged from a hospital or rehab/nursing facility

Percentage of people with concerns about falling who had someone work with them to reduce risk of falls



Percentage of people who had adequate follow-up after being discharged from a hospital or rehab/nursing facility



Access to Technology

Person-centered

NCI-IDD

Percentage of people with access to the internet



Percentage of people with access to home internet service that always works



Percentage of people who have talked to health professionals using video conference/telehealth



Access to Needed Equipment

Person-centered

NCI-IDD

Percentage of people who have needed home modifications



Percentage of people who have needed assistive equipment and devices



Health Care

Person-
centered

NCI-IDD

Percentage of people who have access to mental health services if they want them

Percentage of people who can get an appointment to see or talk to their primary care doctor when they need to

Percentage of people who experience potentially preventable emergency room visits

Percentage of people who have preventive health screenings and exams within the past 12 months



Percentage of people who are reported to have had a flu vaccination within the past 12 months



Medications

Person-
centered

NCI-IDD

Percentage of people who know what their prescription medications are for

Percentage of people who take medications to help them feel less sad or depressed

Wellness

Person-
centered

NCI-IDD

(An asterisk (*) denotes that a higher percentage for this indicator may not suggest a more positive outcome)

Percentage of people who have access to healthy foods

Percentage of people who report being in poor health

Percentage of people whose health is better than 12 months ago

Percentage of people who have discussed forgetting things with a health care professional*

Percentage of people who often feel lonely*











Affordability







Person-
centered












NCI-IDD

(An asterisk (*) denotes that a higher percentage for this indicator may not suggest a more positive outcome)

Percentage of people who have to cut back on food due to finances*

Choice and Control	Person-centered	NCI-IDD
Percentage of people who feel in control of their life		
Percentage of people in group settings who are able to furnish and decorate their room however they want to		
Percentage of people in group settings who are able to choose their roommate		
Percentage of people who are able to get up and go to bed when they want to		
Percentage of people who are able to eat their meals when they want to		

Self-Direction	Person-centered	NCI-IDD
Percentage of people who can choose what services they receive		
Percentage of people who can choose when they receive services		
Percentage of people reported to be using a self-directed supports option		
Percentage of people who can choose their paid support staff		

Person-Centered Planning (State Optional Module)	Person-centered	NCI-IDD
Percentage of people who have a service plan		
Percentage of people who remember their last service planning meeting		
Percentage of people whose service planning meeting took place at a convenient time		
Percentage of people whose service planning meeting took place in a convenient location		
Percentage of people who discussed their preferences and needs in the service planning meeting		
Percentage of people who received a copy of their service plan after the service planning meeting		
Percentage of people whose service plan reflects what was discussed in the service plan meeting		
Percentage of people whose service planning meeting included the people they wanted to be there		
Percentage of people who are involved in making decisions about their service plan		
Percentage of people whose service plan includes their preferences and choices	