

Quality Assessment Project Frequently Asked Questions

- 1) If I am contacted, do I have to participate in the survey?

Participation in the National Core Indicators (NCI) survey is voluntary.

- 2) Will an individual's services be affected if they decline to participate?

No, services will not change if any person declines to participate in the survey.

- 3) Why should individuals participate in this survey?

The survey gives consumers and their families the opportunity to let the State know how the developmental service system is working. Participating in the NCI will help the State and each regional center identify areas where the system is working well and areas where change is needed.

- 4) What is the difference between the NCI survey and the Life Quality Assessment (LQA)?

While both surveys collect information regarding consumer satisfaction and outcomes, there are a few important differences between the NCI and LQA. The LQA was used for Individual Program Plan (IPP) planning purposes. The LQA survey was made up of open ended questions. Findings were summarized in a narrative report for the consumer and regional center. Individuals receiving regional center funded residential, supported living or independent living services, were interviewed every three years. A random sample of individuals receiving at least one funded regional center service will be surveyed (approximately 400 per regional center). The data can be used in quality assurance activities at the regional center and state level. Reports summarizing statewide and individual regional center findings will be posted on the DDS website.

- 5) Are my answers confidential? Is anyone going to see what I said?

Yes, everything you say is confidential. Your answers will be sent to Human Services Research Institute (HSRI), but they will not know anyone's name or anything else that can identify a single person with the survey answers. No individual will be identified in the findings.

- 6) I have never heard of HSRI. Can you tell me a little bit about them?

HSRI was established in 1976 with the express purpose of assisting states and the federal government to enhance services and supports to people with mental illness, mental retardation, and to support the development of alternatives to congregate care facilities.
(<http://www.hsri.org/index.asp?id=home>)

FAQ's Cont'd

7) How will the survey and my answers be used?

Once answers are collected from consumers, HSRI will study the data and report back to DDS and each regional center on performance. They will also compare California's survey results to other states. DDS will post the HSRI report of findings on the DDS website.

8) How many other states have done this?

As of July 1, 2009 the following states are currently participating: Alabama, Arizona, Arkansas, Connecticut, Georgia, Hawaii, Illinois, Indiana, Kentucky, Louisiana, Maine, Massachusetts, Missouri, New Hampshire, New Jersey, New Mexico, New York, North Carolina, Ohio, Oklahoma, Pennsylvania, South Dakota, Texas, Vermont, Washington, West Virginia, & Wyoming

9) Who will be doing the interview for the survey?

The same people who did the LQA survey: The State Council on Developmental Disabilities (SCDD) through the Area Boards.

10) Where will the interviews take place?

The interviews can be done in the comfort of your own home, day program or a place agreed upon by the consumer and Area Board staff.

11) How many people will be interviewed?

Approximately 400 consumers in each regional center area between April and December 2010.

12) Can I participate if I only get limited services from the Regional Center?

Yes, if you get at least one service paid for by the regional center (not including service coordination).

13) Will this survey be done over the phone or face-to-face?

While some parts of the survey can be completed over the telephone the majority of the survey will be completed in the face-to-face interviews.

14) Can I do this survey online?

Online participation is not offered for the consumer survey.

15) How long will it take to complete the survey?

Completion time will vary per participant but shouldn't take more than 1 hr.

16) How can it be a representative sample if the relative size and/or racial and ethnic composition of the regional centers are not factored into it?

As long as the sample is of a certain minimum size (for this survey it was determined to be approximately 400 people to provide a 5% margin of error and 95% confidence level) and drawn randomly, probability theory says that we should have a representative sample for the region no matter the size or composition of the original population.