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***Using State-Level
Performance Data:
an Update on the
National CIP***



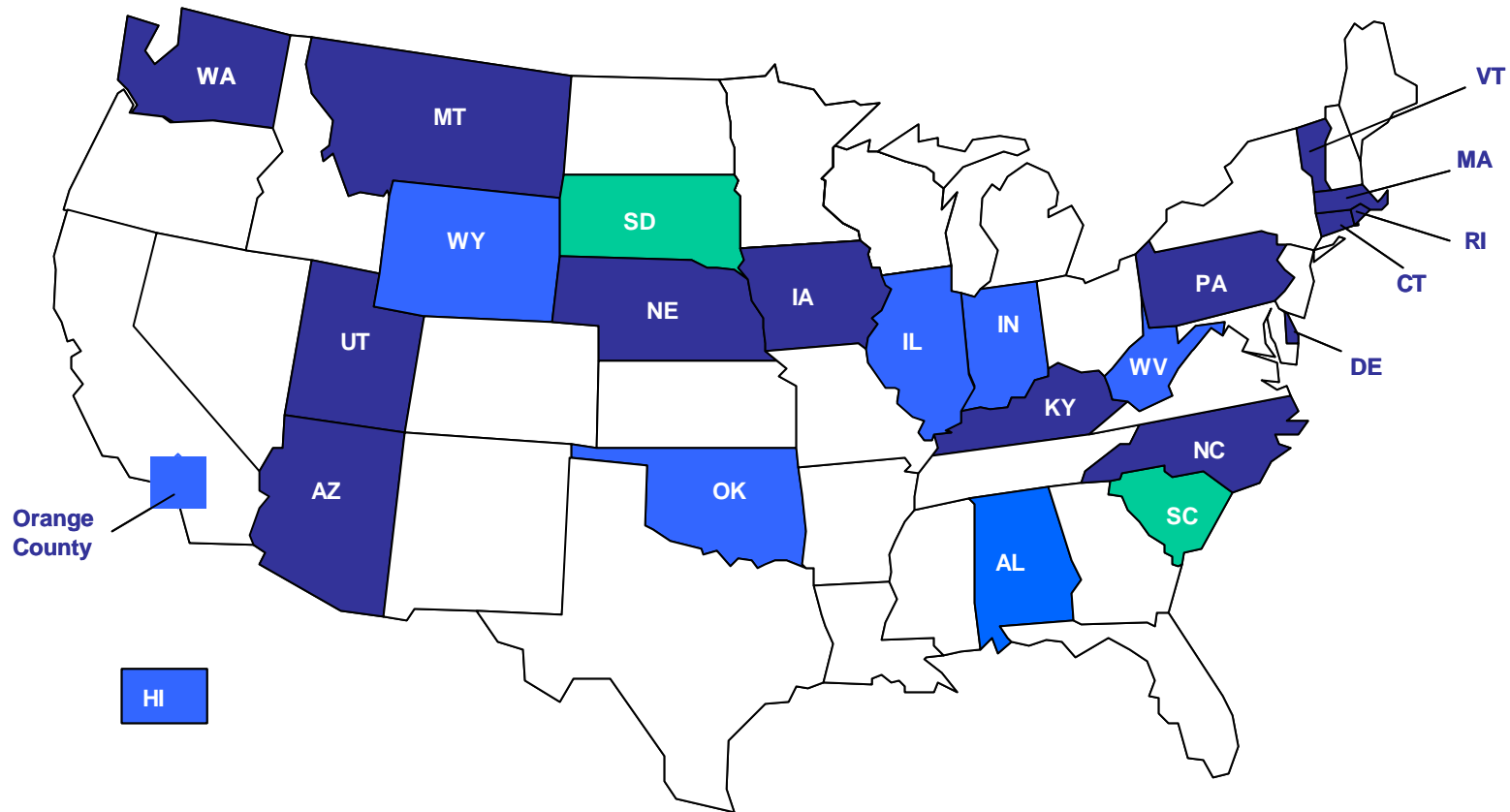
Characteristics of Performance Indicators

- Reflect major organizational or system goals.
- Address issues that can be influenced by the organization or system
- Have face validity
- Point a direction
- Reflect rates or major events
- Related to associated standards

Project Beginnings

- NASD DDS and HSRI collaboration
- Launched in 1997
- Seven field test states + steering committee
- ~60 candidate performance indicators
- Development of data collection instruments

Participating States Phase IV



What will CIP accomplish?

- Nationally recognized set of performance and outcome indicators for developmental disabilities service systems
- Benchmarks of performance
- Trend data at the state & national level
- Reliable data collection methods & tools

What are the Core Indicators?

- Consumer Outcomes:
 - Satisfaction, choice, employment
- Provider Agency/Workforce Stability:
 - Staff turnover
- System Performance
- Protection of Health and Safety

Continuous Quality Improvement



- Leadership at the senior level
- Engagement of multiple constituencies
- Development of benchmarks
- Identification of change strategies
- Measurement of progress

What Do You Do With the Information?

- Include at your web site
- Prepare annual reports
- Develop provider profiles
- Use with sister agencies
- Use in allocation decisions
- Use to spot red flags

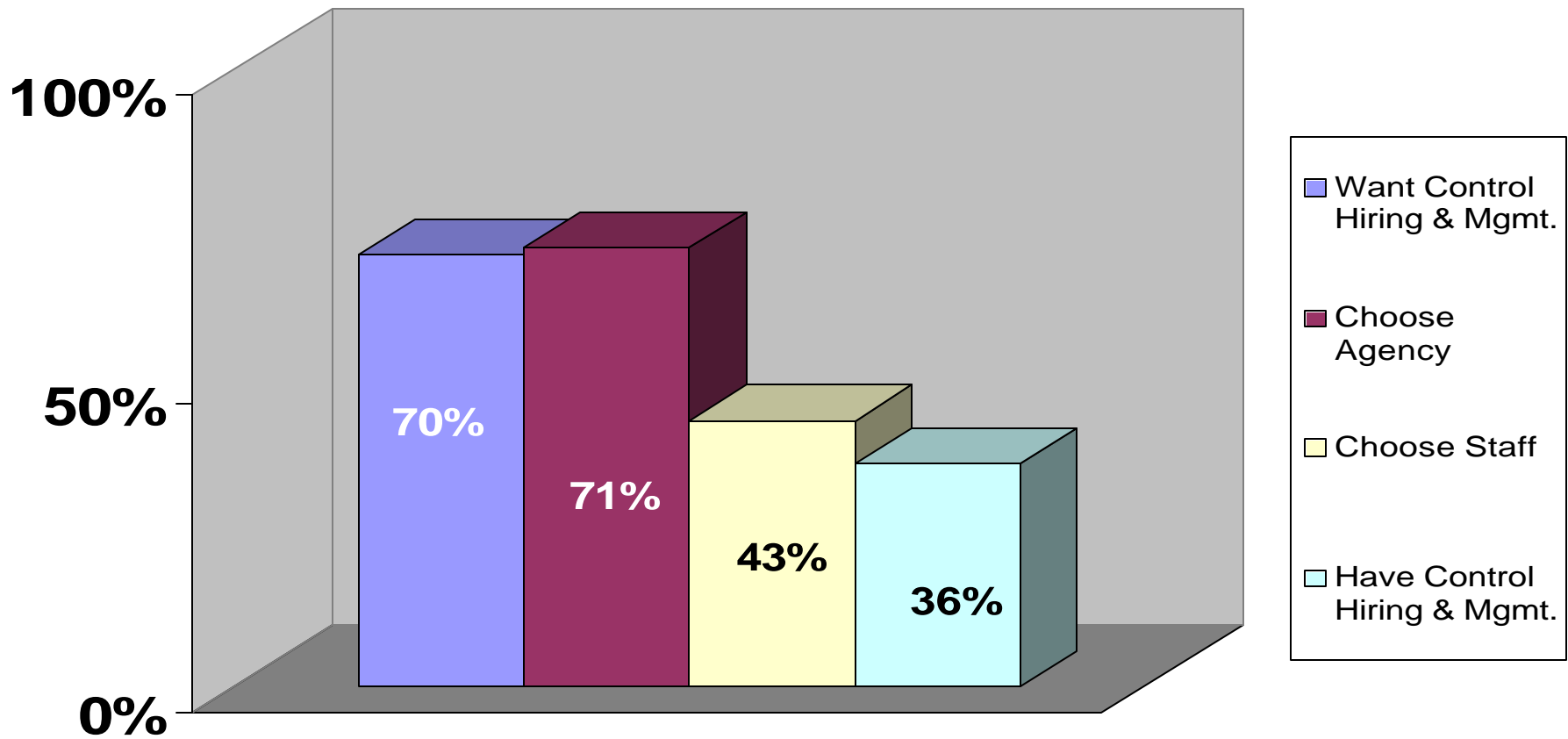


Selected Findings

1999 and 2000 Data

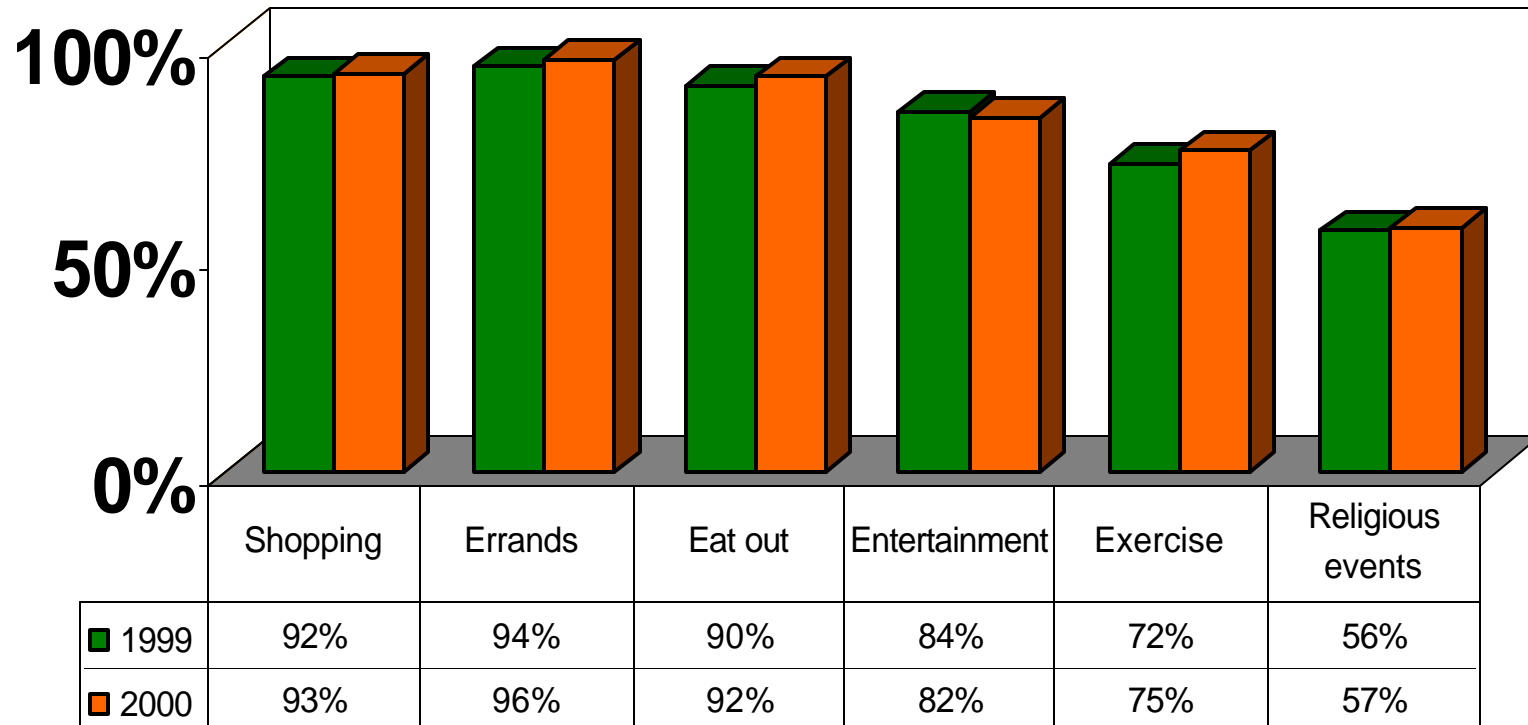
Family Survey (2000)

Family Choice & Control Over Staff



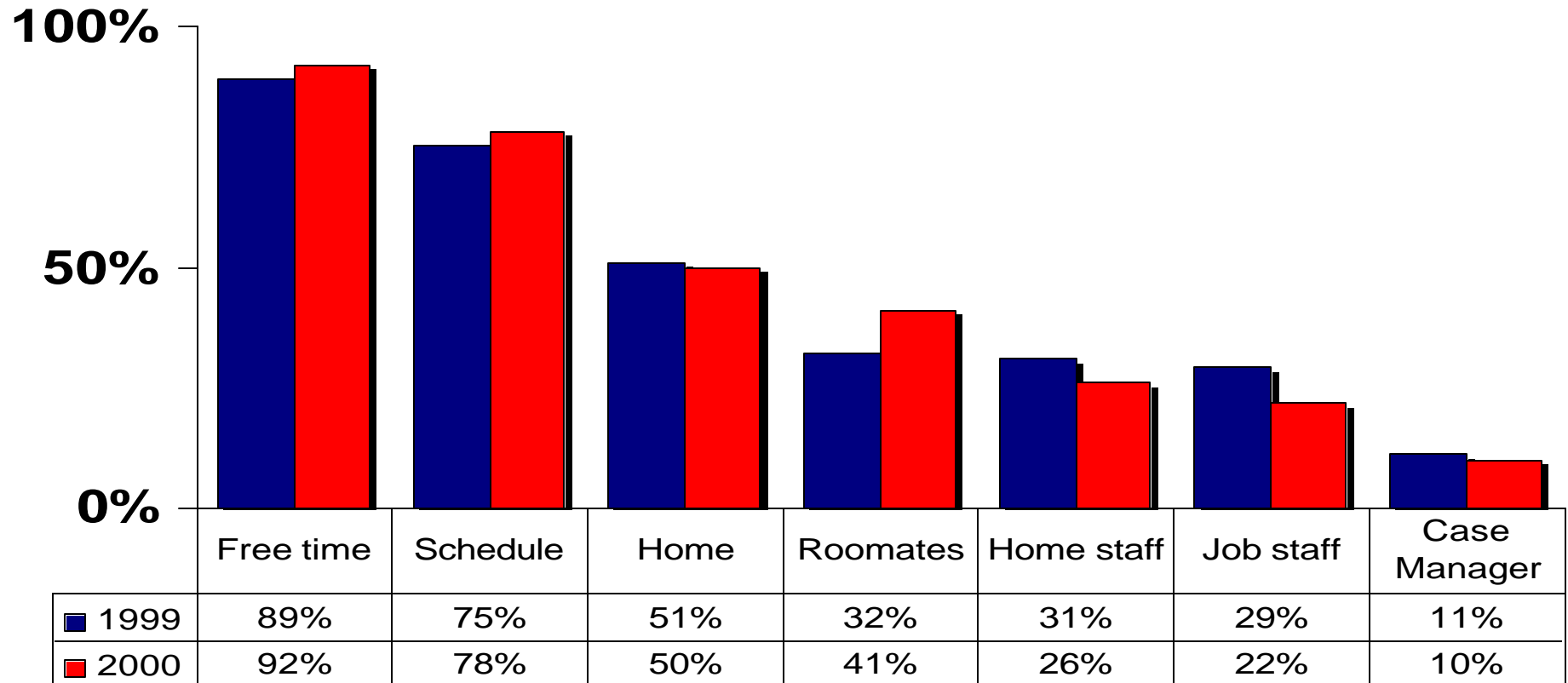
Community Inclusion

Adjusted Total



Choice and Decision-Making

Adjusted Results for Total Sample



Consumer employment data (1999)

Where people work:

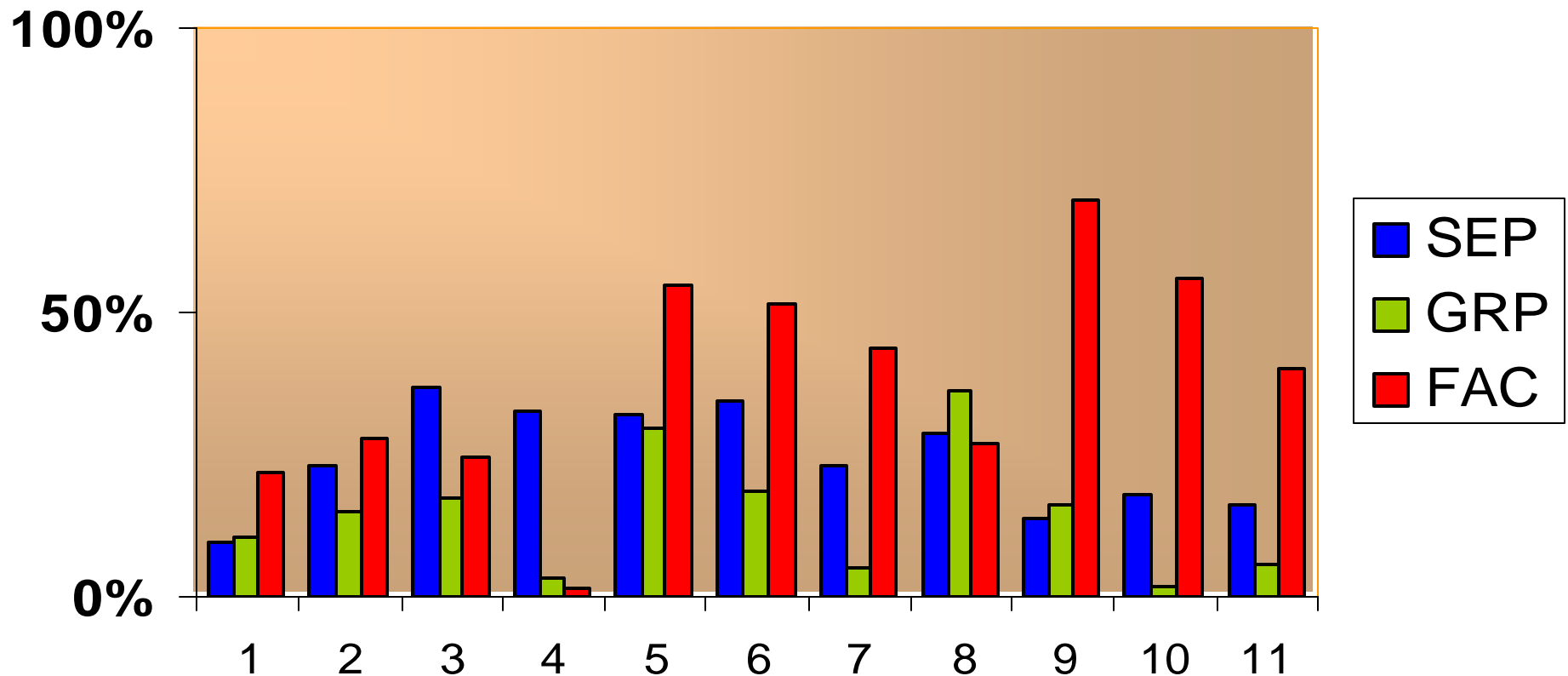
Duplicated counts

Aggregate N = 3900 (11 states)

- 27.7% -- supported employment
- 21.7% -- group employment (enclave/crew)
- 40.4% -- facility-based employment
- 36.8% -- non-vocational day supports

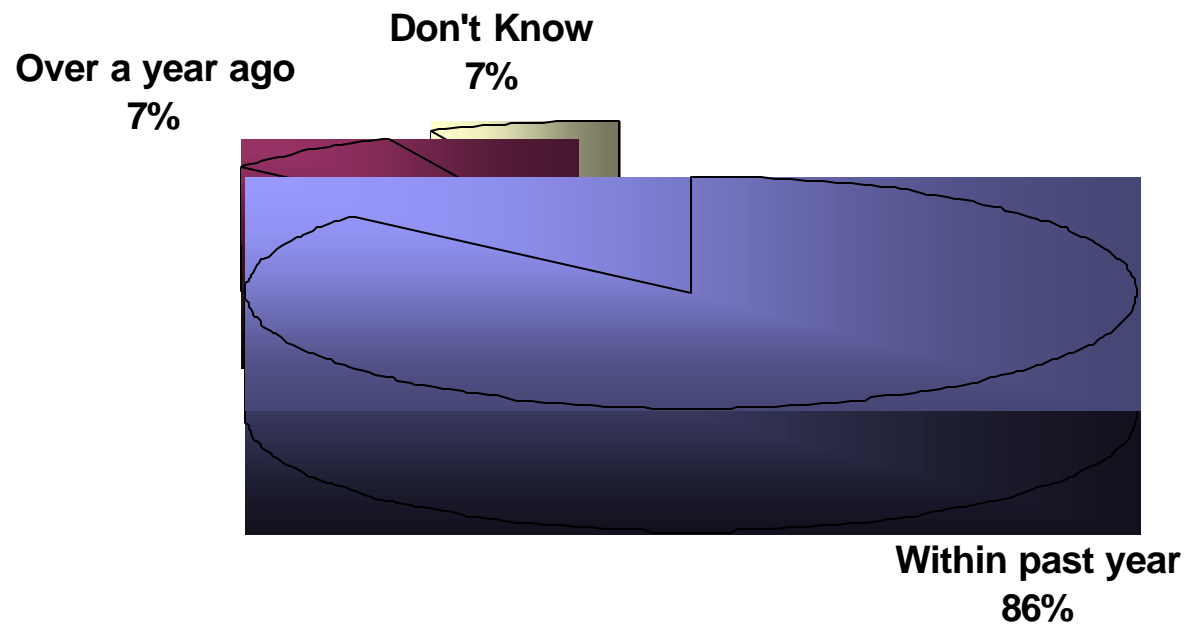
Employment by state (1999)

Types of Employment Supports



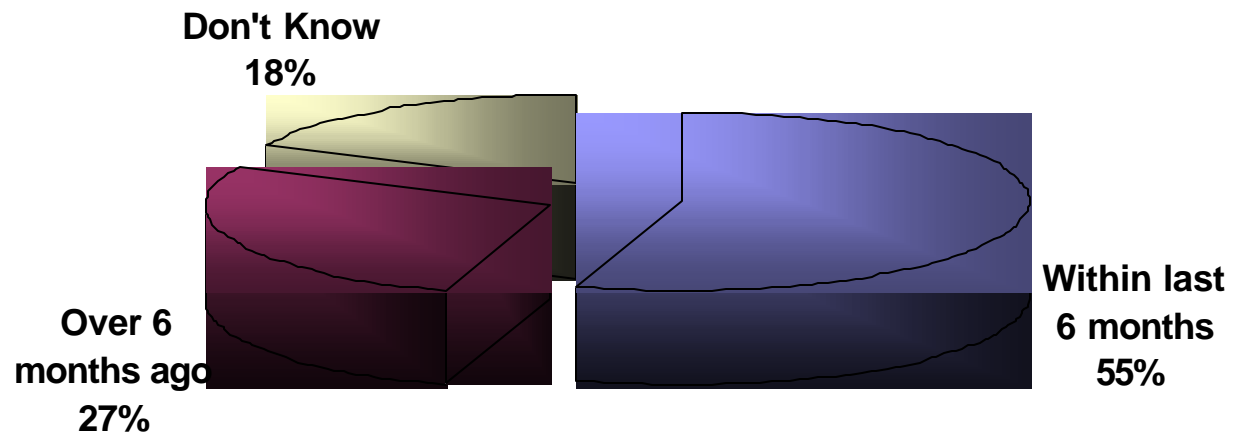
Health Outcomes (2000)

Time of last physical exam



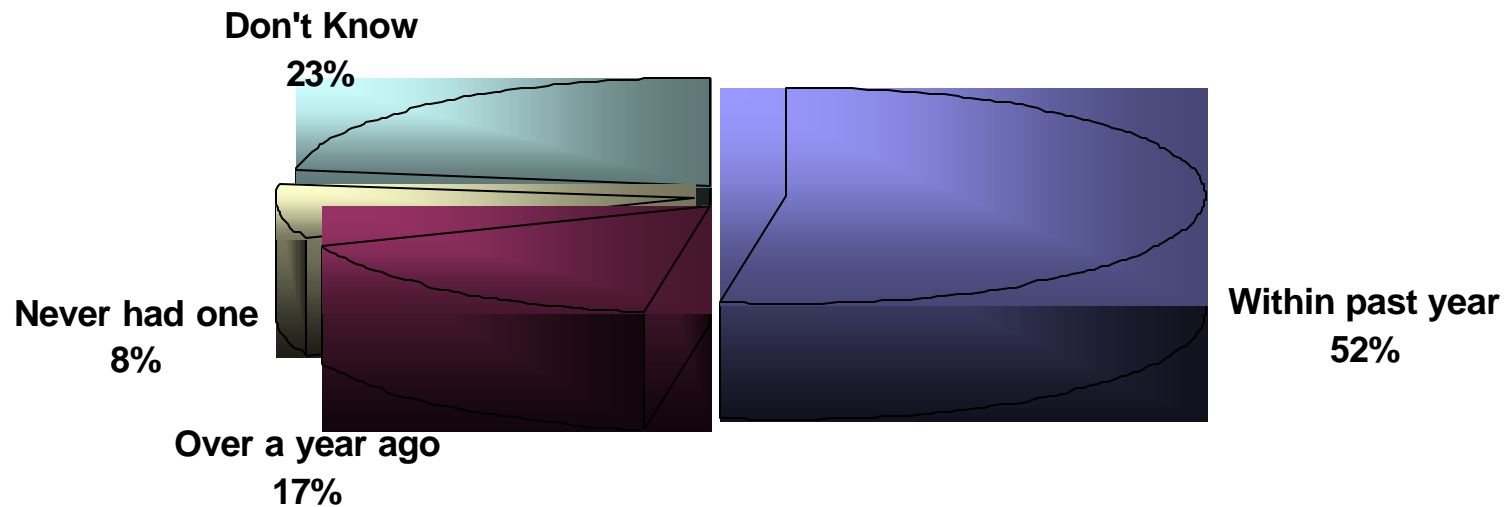
Health Outcomes (2000)

Time of last dental exam



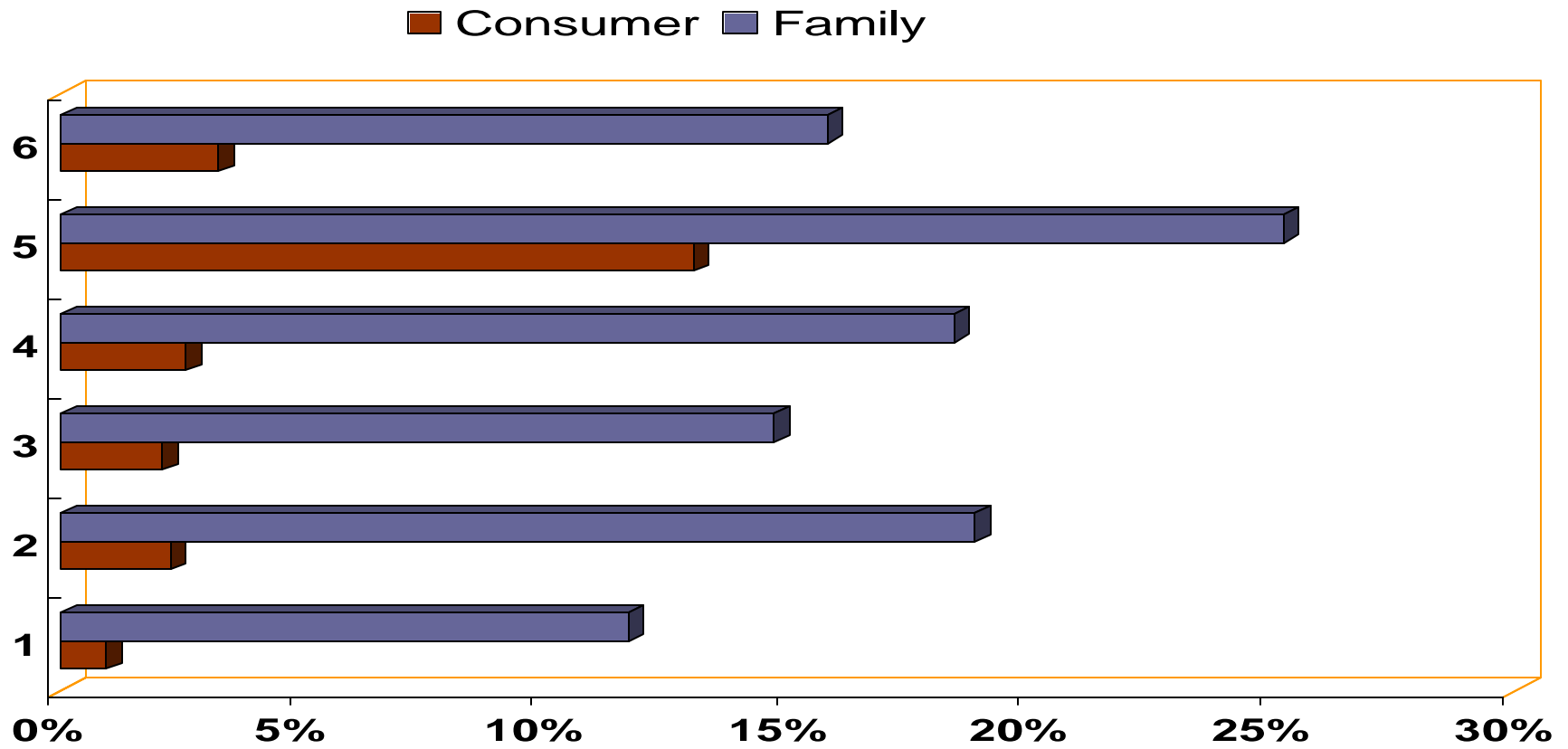
Health Outcomes (2000)

Time of last OB/GYN visit



Board membership across states *(1999)*

Consumer & Family Representation on Boards



For more information...

Visit HSRI's website:

www.hsri.org/cip/core.html