

National Core Indicators (NCI): In-Person Survey

Frequently Asked Questions

Q: What is the National Core Indicators (NCI) IPS survey?

A: A survey administered by a trained interviewer that helps states assess the quality of services available to adults who have intellectual or developmental disabilities

Q: What is the purpose of the survey?

A: To gather feedback and learn about experiences of individuals who receive services through Delaware's Department of Health and Social Services. Feedback will be used to continue making the services and supports more responsive to the needs of people who receive services and supports.

Q: How did you get my name?

A: Delaware's Department of Health and Social Services Division of Developmental Disabilities Services provided Vital Research a list of individuals who receive assistance and supportive services throughout the state.

Q: How long will the interview take?

A: The interview takes about 45 minutes to one hour.

Q: Are you keeping my information safe?

A: Yes! Keeping your information safe is our highest priority. The answers you provide will not be shared with any of the people who are responsible for your services or are paid to help you.

Q: Do I have to participate?

A: Participation is voluntary. You may choose to participate, or you may decline to participate. Your choice will not change the services you receive. You do not have to answer any questions if you do not want to.

Q: Who can refuse to participate on behalf of a person?

A: Only legal guardians can refuse to participate on behalf of a person. Case managers and staff members in group or residential care facilities cannot refuse on behalf of a person.

Q: Who can answer for people who want to participate in the NCI survey?

A: If a person is unable to communicate in any way, a legal guardian, family member, or friend can answer some questions for them.

Q: How do you interview a participant with disabilities?

A: The interview is designed for adults of all ages and people with varying abilities. Interviewers are given training on how to interview people with different ways of communicating. Interviewers learn about different communication styles and how to make people feel safe when talking with them.

Q: What questions will I be asked if I participate in the survey?

A: The survey asks for your opinions about your quality of life and the services you receive (e.g. about your provider, living arrangement, direct care staff, choices of activities, employment, your health and safety).

Q: Will my answers affect the state services I receive now or may receive in the future?

A: Absolutely not. Your responses are confidential and will not affect the services you receive in any way.

Q: What if I change my mind or need to change my interview date or time?

A: Call the interviewer who contacted you or call the Vital Research Project Team at 888-909-3559 (toll-free).

Common Question from Guardians

Q: Is the information I provide on the survey confidential (private)?

A: Yes. All survey responses are confidential and are not linked to you or the individual receiving services, in any way. All personal information about you and the person for whom you are the legal guardian to is kept private and confidential. No one at the state, county, or provider agencies will know how each person responds.

Q: What if the individual for whom I am a guardian is unable to participate fully?

A: As the legal guardian, you may be present during the interview and assist in answering some of the questions if needed. If an individual is unable or unwilling to respond, the interviewer will switch to a “proxy” version of the survey, which allows you to answer on behalf of the individual.

If you are unable to be present during the interview and would like to recommend another person who can serve as a proxy, if assistance is needed, please inform the interviewer during scheduling.

Q: What if the individual for whom I am a guardian needs to use a communication device to participate?

A: Interviewers are trained to conduct the interviews with individuals with disabilities. Communication or other assistance that you might provide during the meeting is appreciated and can also be shared with the interviewer during scheduling.

Contacts

DDDS Katie Howe Director of Program Integrity Email: katie.howe@delaware.gov 302-836-2185	Vital Research 888-909-3559 (Toll-Free) Mon-Fri 10 AM – 7 PM (Central) Mon-Fri 11 AM – 8 PM (Eastern) Cristi Plocher cristi.plocher@delaware.gov
-----------------------------------------------------------------------------------------------------------------------------------------------------------	-----------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------