

National Core Indicators: Overview and Costs

The state participation fee is \$13,380 and is paid to NASDDDS. NASDDDS contracts with Human Services Research Institute (HSRI) to manage the data and produce the reports. Technical assistance is provided to states by both HSRI and NASDDDS staff including interview trainings.

The NCI gathers data through an Adult Consumer Survey tool and three Family Surveys. All of the tools require a random sample of 400 respondents.

The Adult Consumer Survey has three components to implementing; completing the background information, conducting face to face interviews and entering data into the on line data entry system.

Collecting the background information is typically done by case managers. The average length of time it takes for a case manager to fill out the information is 20 minutes. Since it is completed by case managers for the purpose of quality assurance, most states do not calculate the costs of completing the background information as an independent cost.

Face to Face interviews cannot be conducted by the person's case manager since the individual is asked about their satisfaction with this service. Most states contract out this work. Each interview averages 50 to 60 minutes. Most states interview about 500 people to get to the 400 sample size number (and most have to pull about 800 names to get the sample size). NASDDDS conducted a survey several years ago of NCI states to find that the average cost was between \$75 and \$125 per completed survey.

Entering the completed survey results must be done using the HSRI on line data entry system (ODES). Currently the majority of states are using paper surveys in the field and entering the completed interview into the data system. However, a handful of states have started using lap tops and tablets to complete the interview on line, eliminating the second step of entering the data after the interview is completed. These costs are factored into the average cost per completed survey.

Family Surveys: There are three Family Surveys. The Adult Family Survey is for families of individuals 18 and older who receive services and live in the family home. The Family Guardian Survey is for families of individuals 18 and older who receive services and live outside of the family home. The Child Family Survey is for families of children who receive services and live in the family home.

All surveys are conducted by mail. The average response rate on these surveys is 35%. Since the required number of respondents is 400 per survey, the sample size is about 1,200 to accommodate the response rate. The costs for these surveys are printing,

collating, processing and mailing. Depending on the state and sample group additional costs for translation will also be incurred. These cost an average \$3,500 of per Family Survey. Data entry is estimated at .10 FTE for approximately four months.

State Office Oversight: The management and coordination of NCI is typically assigned a policy level staff in the Central Office. Most states allocate between .10 and .25 FTE.

Funding: States claim all or most of the NCI activities under Medicaid Administration since they are using the information as part of their quality assurances for Waivers. The average total fund costs for all surveys, not including case management time for background information and FTE for central office staff oversight is between \$50,000 and \$75,000 per year.