

# NCI CONTACTS

## Partnership for People with Disabilities

866-647-8547 (leave message)  
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[www.vcu.edu/partnership/nci](http://www.vcu.edu/partnership/nci)

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**YOUR PARTICIPATION IN  
THE NCI SURVEYS WILL  
HELP VIRGINIA IMPROVE  
SERVICE QUALITY**



**NATIONAL CORE  
INDICATORS**

**Virginia**

Information for  
Participants & Families

## Virginia Department of Behavioral Health and Developmental Services

804-786-3921 (voice)  
804-371-8977 (TTY)

804-371-6638 (fax)

[www.dbhds.virginia.gov](http://www.dbhds.virginia.gov)

The Partnership for People with Disabilities is a university center for excellence in developmental disabilities at Virginia Commonwealth University. VCU is an equal opportunity/affirmative action university providing access to education and employment without regard to age, race, color, national origin, gender, religion, sexual orientation, veteran's status, political affiliation, or disability. If alternative formats of this document are needed, please contact the Partnership at (804) 828-3876 or (800) 828-1120 (TTY).

The Virginia Department of Behavioral Health and Developmental Services (DBHDS) leads the initiative and collaborates with the Partnership for People with Disabilities at Virginia Commonwealth University

## INFORMATION ABOUT THE NATIONAL PROJECT



The **National Core Indicators (NCI) Project** is a collaboration between the National Association of State Directors of Developmental Disabilities Services (NASDDDS), the Human Services Research Institute (HSRI), and participating states, including Virginia.



The core indicators are standard measures used across states to learn about the outcomes of supports and services provided to individuals and families. Indicators address key areas of concern including employment, rights, service planning, community inclusion, choice, and health and safety.



Virginia has participated in NCI since 2013. This year people (and their families) who use services through the Intellectual and Developmental Disability Waivers and those who are provided supports and services in training centers, nursing facilities, and community ICFs-IID were randomly selected to participate in the surveys.



The Consumer Survey is for the person who uses support services and occurs in a face-to-face meeting. Surveys for families are sent through the mail for completion.



Your help in providing information about your experiences is very important to Virginia and people who use services.

## INFORMATION ABOUT THE CONSUMER SURVEY

**The consumer survey is the heart of NCI.** The face-to-face survey takes about one hour to complete and is conducted in a place chosen by the participant.

### Here is what will happen:

- The participant (and legal guardian) will be informed that they have been selected for an interview.
- An interviewer will call the participant or legal guardian to schedule a time and location to meet.
- The interview will be set for a time and place that is most convenient for the participant such as their home, or a nearby restaurant/café/library.
- The participant may have someone with them during the interview.
- On the scheduled date the interviewer will meet the participant and ask questions about the services they use.
- The information provided is completely private.
- If the participant does not want to take part in the survey, they may tell the interviewer when they call.

## INFORMATION ABOUT THE FAMILY SURVEY

A family survey is sent to families (guardians) of children, youth, and adults who use supports and services funded through Medicaid, state, and local resources.

### Here is what will happen:

- The family survey will be mailed through the US Postal Service along with a pre-paid self-addressed return envelope.
- A family member (or guardian) completes the survey and returns it by the date indicated.

