

The National Core Indicators-Aging and Disabilities (NCI-AD) is a consumer experience survey that collects and maintains valid and reliable person-reported data about the impact that states' publicly funded long-term services and supports (LTSS) have on the quality of life and outcomes of consumers. Now in its fifth year of implementation, NCI-AD was created out of a desire from states to know and learn more about their LTSS programs from a systems perspective. The project is a collaborative effort between ADvancing States and Human Services Research Institute (HSRI), referred to as the NCI-AD Project Team.

Data for the NCI-AD project are gathered through annual in-person surveys administered by state agencies, or their subcontractors, to a sample of at least 400 older adults and adults with physical disabilities receiving LTSS from a variety of public program funding sources. This includes skilled nursing facilities, Medicaid waivers, Medicaid state plans, and/or state-funded programs, as well as Older Americans Act programs. Participating states choose which programs to survey, and if they would like to oversample or stratify their survey sample by any particular strata. NCI-AD uniquely stands out from other LTSS surveys in this way and can be administered across aging and physical disabilities populations, programs, and settings.

The NCI-AD survey addresses key areas of concern and collects broad information about the consumer's experience of the services they are receiving, including questions about service coordination, community participation, everyday living, rights and respect, health care, wellness, and satisfaction. States engage in various quality assurance activities while the project is implemented, including planning for and coordinating a rigorous, in-person standardized training for surveyors before interviews are conducted in the field. The NCI-AD Project Team provides technical assistance and guidance to states throughout the life of the project.

After surveys are completed, the NCI-AD project team interprets each state's data and produces reports that can be used to support state efforts to strengthen LTSS policy and compare their system performance with other state and national norms. Participating states commonly use NCI-AD to help prioritize quality improvement initiatives, engage in thoughtful decision making, and conduct futures planning with valid and reliable LTSS data.

The NCI-AD project has experienced rapid growth, with 24 participating states in the 2019-20 NCI-AD year and more expected to join. State-specific as well as national reports are publicly available and can be found on the NCI-AD website, www.nciad.org.