



# **ISAC Provider Performance Review Subcommittee**

## **Service Satisfaction - Family Engagement**

December 18, 2025

# Overview



- **Service Satisfaction and Engagement**
  - Common family touchpoints (SCs, house managers, billing coordinators, program specialists, counties, and ODP)
  - A responsive system with high satisfaction responds to changes in need and demand
    - Patterns of responsive service delivery provide individuals and families with a sense of “psychological safety” and when this doesn’t happen mistrust and dissatisfaction occurs.
  - What are current expectations of measuring service satisfaction in other industries?
    - Streaming services, accessing medical records, scheduling a reservation for dinner, banking services – mobile check cashing, money transfers, delivery industry (ride share, food delivery, grocery delivery, package delivery)
  - How does customer service impact satisfaction?

# Overview (cont.)



- **NCI-PCP-5: Satisfaction with Community Inclusion Scale**
  - SC-PCP.02
  
- **NCI-IDD PCP-2 - Does the service plan include things that are important to you?**
  - SC-PCP.01.1
  
- **Family Satisfaction Survey**
  - QI.03.3



# NCI-PCP-5: Satisfaction with Community Inclusion Scale



## Description:

The Proportion of People Who Report Satisfaction with the Level of Participation in Community-Inclusion Activities

- **The scale includes the following items:**
  - Person is satisfied with how often they went on shopping in the past month
  - Person is satisfied with how often they went out for entertainment in the past month
  - Person is satisfied with how often they went to a restaurant or coffee shop in the past month
  - Person is satisfied with how often they went to a religious service or spiritual practice in the past month
  - Person is satisfied with the level of community group participation

# Performance-Based Contracting: NCI-IDD PCP-5

## SC-PCP.02 (Person-Centered Practices)

### Definition:

Demonstrate that individuals are engaged in meaningful activities outside of their home, as defined by the individual and based on their strengths, interests, and preferences.

### Performance Measure:

Attest that beginning January 1, 2026, the SCO will support ODP data collection via ODP survey and encourage individual and family participation in the survey to inform NCI-IDD PCP-5: Satisfaction with Community Inclusion Scale (The proportion of people who report satisfaction with the level of participation in community inclusion activities).

### Future State (2027):

SCO performance on NCI-IDD PCP-5 **must be no more than 5 percentage points below the statewide average** OR SCO will submit a plan to achieve improvement to be within 5 percentage points of the statewide average on NCI-IDD PCP-5: Satisfaction with Community Inclusion Scale (The proportion of people who report satisfaction with the level of participation in community inclusion activities).

NCI-IDD PCP-5

# Intellectual and Developmental Disabilities (NCI® - IDD) In-Person Survey Measures

## National Report 2023-24

[NCI-IDD In-Person Survey 23-24 Measures Included in the HCBS Quality Measure Set](#)

Table 9. Satisfaction with Community Inclusion Scale

State	Average within State	N	Institutional Settings	Group Settings	Own Home or Apartment	Parent's or Relative's Home	Host Home, Shared Living or Foster Care
AL	56%	586	n/a	56%	51%	57%	n/a
AR	62%	389	n/a	55%	59%	67%	n/a
CO	63%	1036	n/a	63%	69%	62%	62%
CT	50%	585	n/a	48%	55%	51%	55%
DE	65%	402	n/a	63%	n/a	71%	n/a
DC	46%	384	47%	44%	44%	54%	50%
GA	65%	403	n/a	66%	57%	64%	72%
IL	66%	376	n/a	58%	71%	72%	n/a
IN	56%	829	52%	58%	55%	55%	n/a
KS	63%	1184	n/a	65%	64%	63%	n/a
KY	87%	393	n/a	86%	90%	88%	85%
MD	50%	450	n/a	44%	61%	52%	n/a
MA	61%	399	n/a	59%	64%	64%	62%
MI	62%	656	n/a	57%	67%	63%	n/a
MN	58%	393	n/a	n/a	n/a	60%	n/a
MO	68%	397	n/a	65%	68%	71%	n/a
NE	61%	387	61%	56%	70%	62%	58%
NV	49%	424	n/a	45%	54%	54%	n/a
NJ	54%	484	n/a	52%	54%	58%	n/a
NY	57%	1648	n/a	58%	56%	57%	n/a
NC	55%	488	45%	51%	51%	58%	58%
ND	73%	402	71%	71%	74%	73%	n/a
OH	63%	538	n/a	62%	63%	65%	n/a
OK	54%	389	n/a	50%	63%	52%	n/a
OR	62%	410	n/a	55%	67%	63%	62%
PA	73%	678	77%	74%	81%	71%	n/a
SC	42%	398	n/a	37%	60%	42%	n/a
UT	61%	279	n/a	58%	63%	66%	n/a
VA	58%	812	n/a	58%	51%	58%	63%
WI	61%	960	n/a	59%	62%	62%	59%
<b>NCI-IDD Average</b>	<b>61%</b>	<b>17159</b>	<b>57%</b>	<b>58%</b>	<b>63%</b>	<b>62%</b>	<b>63%</b>



Community Inclusion Scale*			
Pennsylvania Average within State vs. NCI-IDD Average			
<u>PA</u> Average	FY 21-22	N = 671	77%
NCI-IDD Average	FY 21-22	N = 11,712	75%
<u>PA</u> Average	FY 22-23	N = 716	85%
NCI-IDD Average	FY 22-23	N = 14,524	81%
<u>PA</u> Average	FY 23-24	N = 690	84%
NCI-IDD Average	FY 23-24	N = 17,257	82%

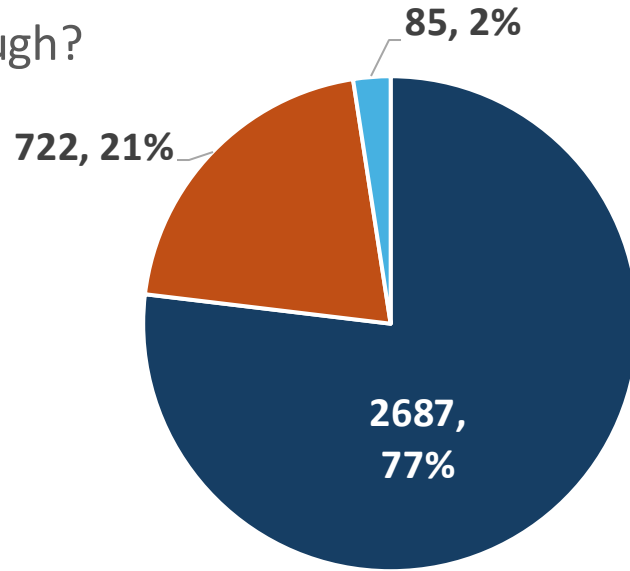
\*Community Inclusion Scale includes the following -

- Person is satisfied with how often they went:
  - ✓ Shopping in the past month
  - ✓ Out for entertainment in the past month
  - ✓ To a restaurant or coffee shop in the past month
  - ✓ To a religious service or spiritual practice in the past month

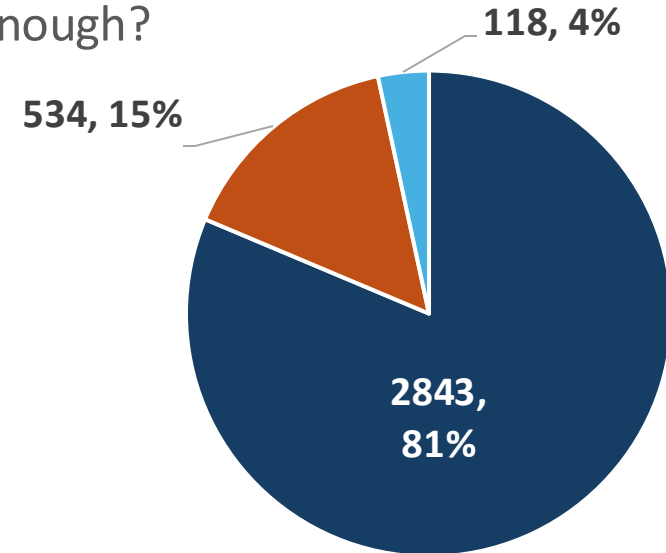
# NCI-IDD PCP-5: Community Inclusion Scale Questions



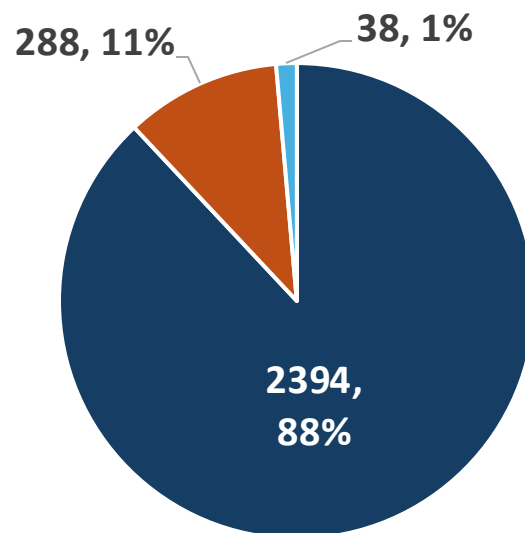
Go out to eat enough?



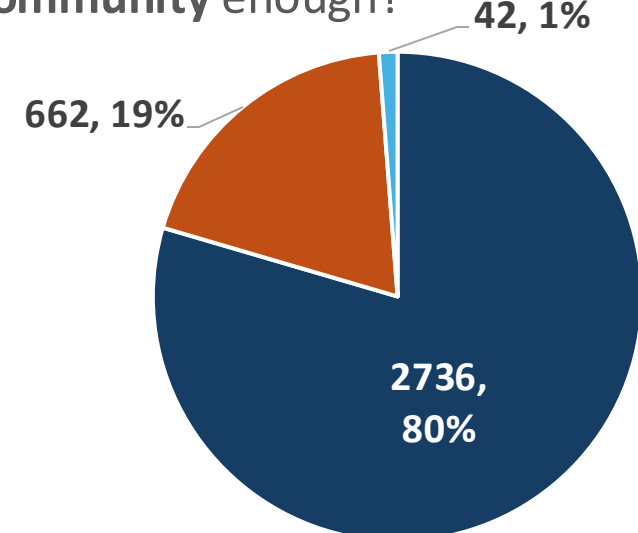
Go shopping enough?



Go to church enough?



Go out into the community enough?



- Same amount as now
- More
- Less





# **Performance-Based Contracting: NCI-IDD PCP-2 - Does the service plan include things that are important to you?**

## **SC-PCP.01.1 (Person-Centered Practices)**

### **Definition:**

Demonstrate effective practices to support individuals with realizing their personal goals

### **Performance Measure:**

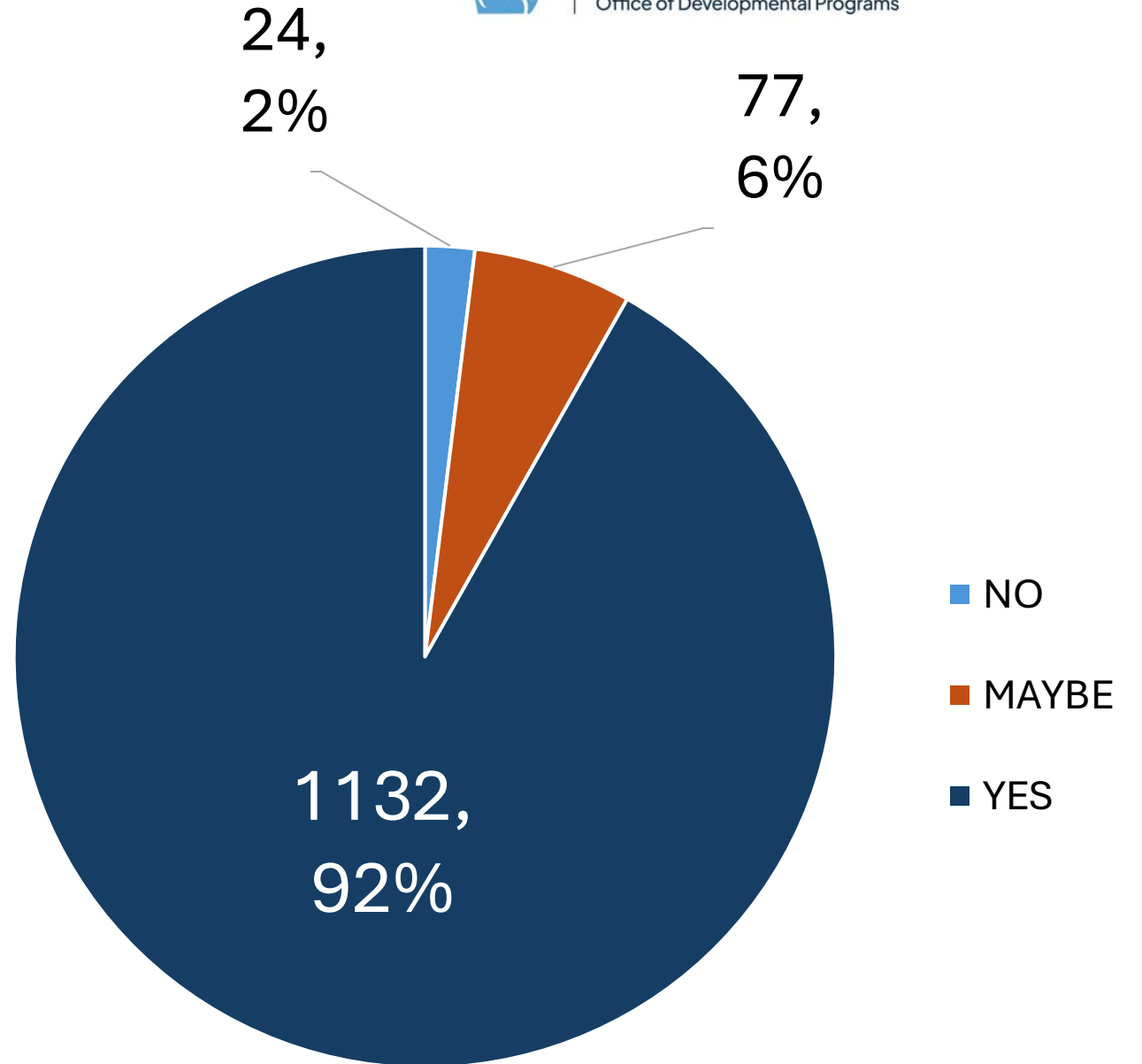
Attest that beginning January 1, 2026, the SCO will support ODP data collection via ODP survey and encourage individual and family participation in the survey to inform NCI-IDD PCP-2: Person-centered Goals. (The proportion of people who report their service plan includes things that are important to them).

### **Future State (2027):**

SCO performance on NCI-IDD PCP-2 will meet or exceed 90% OR SCO will submit a plan to achieve 90% or greater on NCI-IDD PCP-2: Person-centered Goals (The proportion of people who report their service plan includes things that are important to them)



**Does the service plan include things that are important to you?**





## **Residential Services: Family Engagement**

### **Definition:**

Demonstrate engagement of and support to families which includes providing adequate and appropriate communication options and maintaining/building relationships.

### **Performance Measure (QI.03.3):**

Attest to assist in efforts, beginning January 1, 2025, to support ODP data collection on family satisfaction with provider engagement.



## **Residential Services: Family Engagement**

Survey designed to measure satisfaction with:

- **communication, relationship, inclusion, accommodations, access to information**

**1790** family members of individuals in residential habilitation have responded to the survey

- 350 providers have positive response rates
- 34 providers have distributed the survey but as of yet have no responses
- 25 providers have confirmed they have the link to the survey but may not yet have distributed the survey
- 1 provider's individuals have no family, friends, or guardians
- 3 providers have no residents at this time
- 18 providers haven't yet been heard from

Survey closes on **12/31/2025**

# Discussion

