

## **STATEMENT OF WORK**

### **National Core Indicator (NCI) Consumer Survey Project**

#### **C.1 SCOPE**

- C.1.1** The Government of the District of Columbia, Department on Disability Services (DDS), Developmental Disabilities Administration (DDA) requires the services of a contractor to assist the agency in completing the National Core Indicator (NCI) Consumer Survey Project for the District of Columbia. The contractor shall disseminate the NCI survey to families of people who receive services from DDA; coordinate, schedule and conduct face-to-face interviews with people receiving services and collect surveys from families.
- C.1.2** The Contractor shall act as an agent of DDS to carry out all aspects of completing the NCI Consumer Survey Project; disseminate the NCI survey to families of people served by DDA; plan, coordinate, schedule, and interview people served by DDA at their residential or day program or other agreed-upon location; mail surveys to families of people served by DDA; collect the survey and interview results and enter the data into an on-line data entry survey application (ODESA).
- C.1.3** The Contractor shall work directly with the DDS/DDA Contracting Officer's Technical Representative (COTR) to ensure that any discrepancy or problem is corrected within specified timelines.

#### **C.1.1 APPLICABLE DOCUMENTS**

<b>Item No.</b>	<b>Title</b>	<b>Date</b>
<b>1</b>	<b>NCI Adult Consumer Survey*</b>	<b>2013-2014</b>
<b>2</b>	<b>NCI Adult Family Survey*</b>	<b>2013-2014</b>

#### **C.2 BACKGROUND**

- C.2.1** The Department on Disability Service is the public agency responsible for oversight and coordination of all services and supports provided to qualified people with intellectual and developmental disabilities in the District of Columbia. DDS/DDA coordinates home and community services for more than 2,000 people with intellectual and developmental disabilities so that each person can live and work in the neighborhood of his or her choosing and to have independence and choice and control over their own lives through person-centered service planning and delivery.

- C.2.2** The Department on Disability Services has joined the National Core Indicators (NCI) Consortium. The purpose of the Consortium is to identify and measure core indicators of performance of state developmental disabilities service systems. The Consortium gathers a standard set of performance and outcome measures that tracks performance throughout the developmental disabilities service system over time, to compare results across states, and to establish national benchmarks.
- C.2.3.** The District is completing the NCI Surveys across five (5) domains: individual outcomes; family outcomes; staff stability; health, welfare, and rights; and system data. The surveys are valid, reliable, and measure a set of standards established in 1997 as a joint initiative of the National Association of State Directors of Developmental Disabilities Services (NASDDDS) and the Human Services Research Institute (HSRI). The surveys are being utilized by 35 states during fiscal year 2013-14 and 25 counties across the United States. The Surveys consist of 143 performance and outcome indicators across five domains as a means to evaluate service delivery.
- C.2.3** The NCI Adult Consumer Survey and NCI Adult Family Survey are copyrighted and provided for information purposes only. They cannot be used for any purpose other than responding to this solicitation.

**C.3 DEFINITIONS**

- C.3.1** ODESA – Online Data Entry Survey Application, which is the on-line database maintained by the Human Services Research Institute (HSRI) into which interview and survey data is input.
- C.3.2** Self-advocate – Intellectual or developmentally disabled person that represents and advocates on his/her own behalf or on behalf of others.
- C.3.3** Advocate – Individual that advocates on behalf of others.
- C.3.4** Viable interview – 90% of the questions have been answered and all questions identified as vital have been answered, documented, entered into ODESA and a hard copy has been submitted to the DDS/COTR.
- C.3.5** Viable survey – 90% of the questions have been answered and all questions identified as vital have been answered, documented, entered into ODESA and a hard copy has been submitted to the DDS/COTR.
- C.3.6** Service Coordinator – The DDA staff member, who facilitates, guides, coordinates and monitors the services and/or supports provided to people receiving services from DDA.

- C.3.7** Legal guardian – A person appointed by the court to exercise the legal rights and powers on behalf of a person who requires support in decision-making in one or more areas. In D.C., the legal guardian is designated to handle only those matters specified by the court (e.g., limited guardian for health-care decisions).
- C.3.8** Job Coach – provides on-the-job training to a person with a disability and assists the person to adjusting to the work environment.
- C.3.9** Person with an Intellectual Disability – someone considered to have significant limitations both in intellectual functioning, generally measured by an IQ test score of 70 or below, and in adaptive behavior, which covers many everyday social and practical skills. This disability must be diagnosed prior to age 18. Intellectual disabilities are one of many developmental disabilities and, therefore, people with ID are often referred to as having an intellectual and developmental disability (I/DD).
- C.3.10** Developmental Disabilities (DD) –A developmental disability must be diagnosed prior to the age of 22. A developmental disability is attributable to a mental and/or physical impairment that is likely to continue indefinitely, and that results in substantial functional limitations in three or more of the following areas of major life activity, including self-care; receptive and expressive language; learning; mobility; self-direction; capacity for independent living; and economic self-sufficiency
- C.3.11** Self-directed supports – services and supports in which people with an intellectual and/or developmental disability hire, train, and schedule their own employees, utilizing an individualized budget. The person or their designated representative may have employment and budget authority.

#### **C.4 REQUIREMENTS**

##### **C.4.1 DDS Responsibilities:**

- C.4.1.1** DDS/DDA will provide the contractor with a current, up-to-date roster of people served by DDA who are part of the sample for the face-to-face interviews using the NCI Adult Consumer Survey. The roster will include the person's name, residential and/or day programs' address, zip code and telephone number.
- C.4.1.2** DDS/DDA will provide the contractor with a current, up-to-date roster of DDS/DDA families or legal guardians who are part of the sample to mail the NCI Adult Family Survey. The roster will include the family member's or legal guardian's name, address, and zip code.
- C.4.1.3** DDS will provide the training site for all training required to complete the surveys in accordance with the contract requirements.

**C.4.2        Contractor Responsibilities:**

- C.4.2.1**        The contractor shall perform the following:
- C.4.2.2**        Provide a flat rate for completion of the NCI Adult Consumer Survey.
- C.4.2.3**        Provide a flat rate for completion of the NCI Adult Family Survey.
- C.4.2.4**        Designate a program manager for interaction with COTR or staff.
- C.4.2.5**        Verify that the names and addresses DDS has provided in the database are current and accurate in order to conduct the NCI Adult Consumer Survey and the Adult Family Survey.
- C.4.2.6**        Provide a project implementation plan for completion of 400 viable face-to-face NCI Adult Consumer Surveys and 275 viable NCI Adult Family Surveys to DDS families, by May 31, 2015; sending surveys via United States Postal Service (USPS). Completion of the family surveys includes calling family members who have not responded and offering assistance to help them fill out the surveys, if needed.
- C.4.2.7**        Recruit, train, and support self-advocate conducting interviews.
- C.4.2.8**        Furnish proof of completion of training in the Federal Health Insurance Portability and Accountability Act (HIPAA) for all staff involved to the COTR prior to staff beginning work with people served by DDA and families.
- C.4.2.9**        All Contractor staff involved in the NCI interview project shall complete any required training provided by DDS and/or NCI staff; training will be up to eight (8) hours.
- C.4.2.10**       Select interview locations with input from the interviewee and his or her family. The interviews shall be in a setting in which the interviewee can be given the primary focus and is assured of his or her safety and confidentiality.
- C.4.2.11**       Coordinate interviews to minimize travel time allowing for a quicker turn-around time in submitting the viable interviews. Provide a weekly electronic spreadsheet to track the interviewees' scheduled appointments. The electronic spreadsheet shall also provide the list of surveys mailed for reporting purposes.
- C.4.2.12**       Submit monthly progress and status reports to COTR in accordance with Section C.6 Deliverables.
- C.4.2.13**       Participate in conference calls and in-person meetings as needed.
- C.4.2.14**       Deliver completed and incomplete surveys, including background information

forms and interviewer feedback sheet on a bi-weekly basis to the COTR via confidential delivery. All pages of the interview including any pages containing blanks and/or “no answers” must be submitted. Delivery of information must be in a format that protects people’s confidentiality.

- C.4.2.15** Enter survey data directly into the online database ODESA
- C.4.2.16** Complete a minimum of 75 viable interviews each month. If minimum is not completed in accordance with the accepted and approved schedule, DDS reserves the right to terminate the contract. An interview is considered viable only when 90% of the questions have been answered and all questions identified as vital have been answered and submitted using the online database ODESA.
- C.4.2.17** Create and maintain a system of transmission to ensure successful, confidential delivery to DDS and ODESA data entry of every survey.
- C.4.2.18** The contractor is prohibited from transporting people served by DDS/DDA and/or their family members in completion of the contract.
- C.4.2.19** Guard and keep confidential information collected related to the contract.
- C.4.2.20** Complete and enter into ODESA results of no fewer than 400 viable interviews and 275 viable surveys on or before May 31, 2015.
- C.4.2.21** Provide monthly invoices that comprise of completed viable surveys submitted and accepted by the COTR in accordance with contract requirements.

## **C.5 STAFFING**

- C.5.1** The Program Manager shall have at minimum two (2) years of experience working with people who have ID/DD.
- C.5.2** Each Interview team must include at minimum one (1) person who is a self-advocate.

**C.6 DELIVERABLES:**

CLIN	Deliverable	Quantity	Format and Method of Delivery	Due Date
0001A	Viable face to face National Core Indicators Consumer Interview Surveys	400	ODESA submission and confidential delivery to the COTR.	May 31, 2015
0001B	Viable National Core Indicators Family Surveys	275	ODESA submission and confidential delivery to the COTR	May 31, 2015
0002	System of transmission shall be created and maintained by the Contractor to ensure successful, confidential delivery to DDS and ODESA data entry of every survey.	1		Within 10 days of contract award
0002	Implementation Plan for efficiently scheduling interviews in the DC metro area within the allotted timeframe.	1		Within 30 days of contract award
0002	Proof of completion of training in the Federal Health Insurance Portability and Accountability Act (HIPAA) for all staff involved in interviews	1 for each staff	Via confidential delivery to the COTR	Prior to staff beginning work with consumers and families
0002	Develop an electronic spreadsheet to track the interviewees' scheduled appointments and surveys mailed.	1	Electronic Spreadsheet submitted monthly along with the monthly report via email	No later than the 5 <sup>th</sup> of each month
0002	Submit weekly schedules, including interview schedules to COTR to include required data, progress, barriers, and issues identified by people/families interviewed	1	Reports submitted via email	Every Thursday prior to the week scheduled
0002	Submit monthly progress reports to COTR to include progress, barriers, issues identified by people/families and any issues with their compliance with interviewing and reporting requirements	1	Reports submitted via email in ways that protect confidentiality	No later than the 5 <sup>th</sup> of each month

0002	Participate in conference calls and in-person meetings as needed relating to the project	At minimum monthly	In person and via conference call	On-going as needed
0002	Detailed implementation plan to complete at minimum 400 viable interviews and 275 family surveys by May 31, 2015.	1	Electronic to COTR	Within 10 days after completion of training
0002	Deliver surveys, including background information forms and interviewer feedback sheet on a bi-weekly basis.	Minimum of 75 surveys monthly	ODESA submission and confidential delivery to the COTR	Bi-Weekly

#### **C.7. PERIOD OF PERFORMANCE**

The base year will be from date of award through one year thereafter, with four one-year option renewal periods. Contractor shall begin providing services no later than two weeks following training and receiving the DDS database for surveys.