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Jan. 15, 2021

To: All ODDS Staff and Stakeholders

From: Lilia Teninty, Director, Office of Developmental Disabilities Services

I am excited to share that Oregon will again conduct satisfaction surveys to see how well we are meeting the needs of the people we serve. These surveys help us compare our progress over time and compare our programs with other states. The first round of surveys begins this month.

We understand that with all the things happening in the world, and in your lives, a survey may not seem important. Please know that the answers to the survey are crucial to us understanding what we are doing well and where we need to improve to better support people with intellectual and developmental disabilities and their families.

We are again partnering with the National Core Indicators project (NCI). NCI is a collaborative effort between the National Association of State Directors of Developmental Disabilities Services and the Human Services Research Institute. Forty-six states and the District of Columbia participate in the project, giving us good comparative data.

The NCI project developed core indicators to look at outcomes for individuals and families receiving services. Indicators target employment, rights, service planning, community inclusion, choice and health and safety. This year, questions will be added regarding the COVID-19 pandemic to assess how the pandemic has affected the lives of people receiving I/DD services and the agencies providing those services.

Oregon is participating in three surveys in 2021. We ask that you help ensure the success of the surveys by participating when requested.

This message is to address the first survey (Adult in-Person). Future messages will address the upcoming Child Family Survey and the Staff Stability Survey.

Adult in-Person Survey: This is normally a face-to-face conversation with randomly selected adults who are receiving intellectual and developmental disabilities (I/DD) services. This year, due to the pandemic, all interviews will be conducted by video. Trained Oregon Health and Science University (OHSU) interviewers will contact people and schedule a time to meet with the identified adult, and guardian if appropriate, by phone or computer. People can choose to have someone assist them in the interview. All information shared is confidential and results are anonymous. Oregon must complete at least 400 interviews to be included in the national report. The national report will include information from all participating states and will help us compare how we are doing.

Letters will be sent out starting in mid-January 2021 to randomly selected adults to inform them about the opportunity to participate in the survey. OHSU will begin calling individuals to schedule interviews in late January. All interviews will be completed by June 2021.

For more information on NCI, please visit its website at <http://www.nationalcoreindicators.org/>. For questions about the survey process in Oregon, please contact Julie Hoyt at Julie.Hoyt@dhsosha.state.or.us or by phone at 503-891-7405.

Thank you in advance for your participation in these important surveys.

Sincerely,

A handwritten signature in black ink, appearing to read "Lilia". The signature is fluid and cursive, with a large loop at the beginning.

Lilia Teninty
Director
Office of Developmental Disabilities Services

Previous Director's Messages are available at
[http://www.oregon.gov/DHS/SENIORS-
DISABILITIES/DD/Pages/messages.aspx](http://www.oregon.gov/DHS/SENIORS-DISABILITIES/DD/Pages/messages.aspx)

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