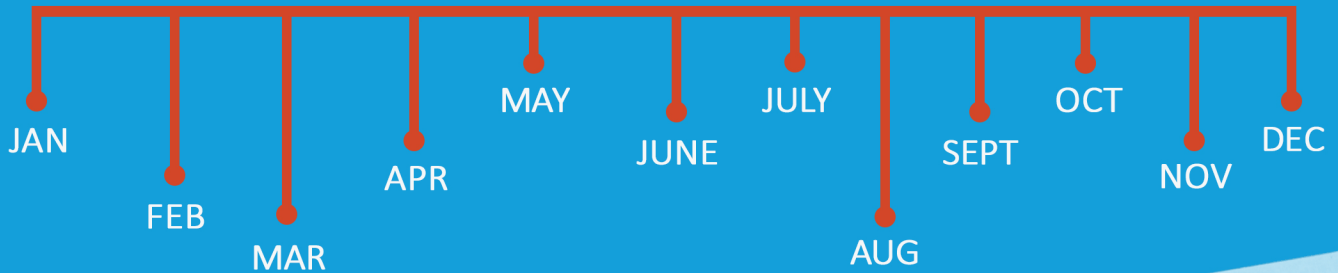


# 2021 DATA REPORT

North Dakota Developmental Disabilities Division





Since 1969, CQL | The Council on Quality and Leadership has been a leader in working with human service organizations and systems to continuously define, measure, and improve quality of life and quality of services for youth, adults, and older adults with intellectual and developmental disabilities, as well as people with psychiatric disabilities. CQL offers accreditation, training, certification, research, and consultation services to agencies and service systems that share our vision of dignity, opportunity, and community for all people.

## Mission

CQL is dedicated to the definition, measurement, and improvement of personal quality of life.

## Vision

A world of dignity, opportunity, and community for all people.

# Table of Contents

Methods .....	1
The Basic Assurances® .....	1
The Personal Outcome Measures® .....	1
Basic Assurances® Data .....	2
Factors Present ( <i>n</i> = 6) .....	2
Indicators Present: North Dakota Developmental Disabilities Division Versus National Data (CQL review; 2021) .....	3
North Dakota Developmental Disabilities Division: Self-Assessment Versus CQL Review (2021; <i>n</i> = 6) .....	6
Personal Outcome Measures® Data .....	9
Personal Outcome Measures® Indicators .....	9
Outcomes Present: North Dakota Developmental Disabilities Division Chart .....	10
Supports in Place: North Dakota Developmental Disabilities Division Chart .....	11
Outcomes: North Dakota Developmental Disabilities Division versus National Data .....	12
Supports: North Dakota Developmental Disabilities Division versus National .....	13
Difference Between Non-Certified ( <i>n</i> = 313) and Certified Interviews ( <i>n</i> = 15) in North Dakota Developmental Disabilities Division .....	14
Discussion .....	15
Basic Assurances® Data .....	15
Personal Outcome Measures® Data .....	16

## Methods

This report includes analysis of many different aspects of CQL's accreditation process (2021) conducted in the North Dakota Developmental Disabilities Division, including data from *Basic Assurances*<sup>®</sup> reviews and *Personal Outcome Measures*<sup>®</sup> interviews.

### The Basic Assurances<sup>®</sup>

For the *Basic Assurances*<sup>®</sup> review, provider organizations conduct a self-assessment of their alignment with the Basic Assurances<sup>®</sup> standards. The *Basic Assurances*<sup>®</sup> contain 46 Indicators which are divided into 10 Factors. The *Basic Assurances*<sup>®</sup> measure the organization's systems and practices for ensuring individuals are safe, healthy, and their rights are preserved. The Basic Assurances<sup>®</sup> are self-assessed by the organization and submitted prior to the on-site visit. CQL staff conduct on-site and/or virtual activities to validate the responses submitted and provide feedback or recommendations. This process occurs through meetings with organizational staff as well as review of policies, procedures, and other supporting evidence noted in the assessment. Focus groups are also conducted. All available data from 2021 ( $n = 6$ ) organizational assessments were entered into SPSS.27 for cleaning, aggregation, and analysis. Please note there were no systems accreditations this year, so the systems accreditation analysis was not conducted.

### The Personal Outcome Measures<sup>®</sup>

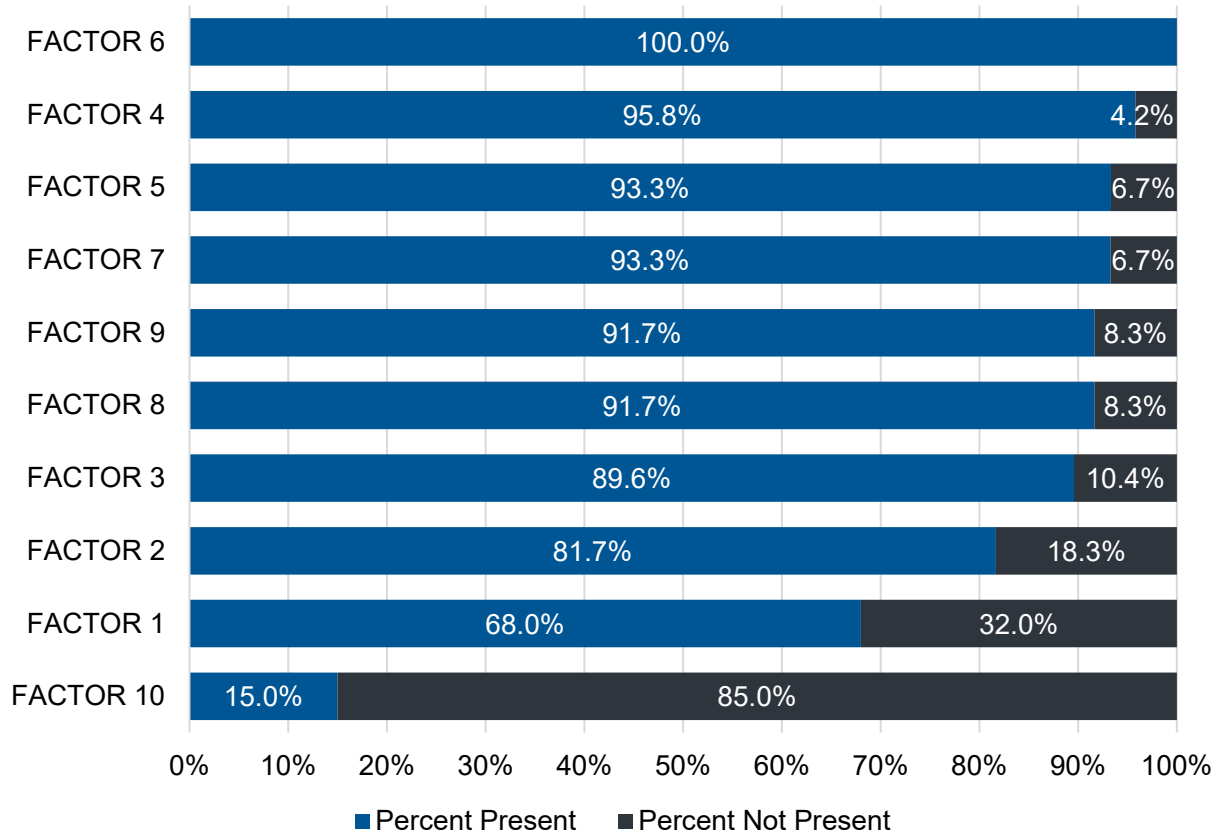
The *Personal Outcome Measures*<sup>®</sup>, a person-centered quality of life tool, have been shown to be strong measures of quality. The measures provide information that helps to identify which supports are working well, regardless of how resources have been allocated. The *Personal Outcome Measures*<sup>®</sup> are unique in that they focus on the achievement of outcomes as a result of supports, rather than the process utilized to deliver those supports. The *Personal Outcome Measures*<sup>®</sup> assess the impact of supports on the quality of life of the people receiving those services and supports. The number of *outcomes* present in people's lives is a metric gauging the quality of life for the person. The number and types of *supports* present measure the degree to which each person's quality of life is recognized and supported by the provider organization(s).

The *Personal Outcome Measures*<sup>®</sup> data included in this report was collected by both non-certified and certified interviewers. A total of 375 people were included in this data set (2021) for the North Dakota Developmental Disabilities Division. All available data was entered into SPSS.27 for cleaning, aggregation, and analysis.

# Basic Assurances<sup>®</sup> Data

## Factors Present (*n* = 6)

Factor	% Present	Rank
FACTOR 1 - Rights Protection and Promotion	68.0%	9
FACTOR 2 - Dignity and Respect	81.7%	8
FACTOR 3 - Natural Support Networks	89.6%	7
FACTOR 4 - Protection from Abuse, Neglect, Mistreatment and Exploitation	95.8%	2
FACTOR 5 - Best Possible Health	93.3%	3
FACTOR 6 - Safe Environments	100.0%	1
FACTOR 7 - Staff Resources and Supports	93.3%	4
FACTOR 8 - Positive Services and Supports	91.7%	5
FACTOR 9 - Continuity and Personal Security	91.7%	5
FACTOR 10 - Basic Assurances <sup>®</sup> System	15.0%	10



# Indicators Present: North Dakota Developmental Disabilities Division Versus National Data (CQL review; 2021)

Indicators	North Dakota Developmental Disabilities Division (n = 6)		National (n = 126)		Difference	
	System	Practice	System	Practice	System	Practice
<b>FACTOR 1 - Rights Protection and Promotion</b>						
1a The organization implements policies and procedures that promote people's rights.	83.0%	83.0%	71.4%	80.5%	11.6%	2.5%
1b The organization supports people to exercise their rights and responsibilities.	67.0%	67.0%	52.5%	51.3%	14.5%	15.7%
1c Staff recognize and honor people's rights.	100.0%	83.0%	79.5%	82.1%	20.5%	0.9%
1d The organization upholds due process requirements.	80.0%	60.0%	50.9%	40.5%	29.1%	19.5%
1e Decision-making supports are provided to people as needed.	50.0%	50.0%	40.2%	37.3%	9.8%	12.7%
<b>FACTOR 2 - Dignity and Respect</b>						
2a People are treated as people first.	100.0%	100.0%	95.0%	94.1%	5.0%	5.9%
2b The organization respects people's concerns and responds accordingly.	33.0%	50.0%	62.2%	72.9%	-29.2%	-22.9%
2c People have privacy.	100.0%	100.0%	92.1%	92.9%	7.9%	7.1%
2d Supports and services enhance dignity and respect.	100.0%	100.0%	80.3%	83.8%	19.7%	16.2%
2e People have meaningful work and activity choices.	67.0%	67.0%	63.7%	59.3%	3.3%	7.7%
<b>FACTOR 3 - Natural Support Networks</b>						
3a Policies and practices facilitate continuity of natural support systems.	67.0%	100.0%	62.6%	86.0%	4.4%	14.0%
3b The organization recognizes emerging support networks.	100.0%	100.0%	74.1%	74.1%	25.9%	25.9%
3c Communication occurs among people, their support staff and their families.	100.0%	100.0%	94.8%	98.3%	5.2%	1.7%
3d The organization facilitates each person's desire for natural supports.	67.0%	83.0%	92.1%	90.3%	-25.1%	-7.3%
<b>FACTOR 4 - Protection from Abuse, Neglect, Mistreatment and Exploitation</b>						
4a The organization implements policies and procedures that define, prohibit and prevent abuse, neglect, mistreatment and exploitation.	83.0%	100.0%	83.8%	93.1%	-0.8%	6.9%
4b People are free from abuse, neglect, mistreatment and exploitation.	100.0%	100.0%	75.9%	82.8%	24.1%	17.2%

Indicators	North Dakota Developmental Disabilities Division (n = 6)		National (n = 126)		Difference	
	System	Practice	System	Practice	System	Practice
4c The organization implements systems for reviewing and analyzing trends, potential risks and sentinel events including allegations of abuse, neglect, mistreatment and exploitation, and injuries of unknown origin and deaths.	83.0%	83.0%	72.9%	76.9%	10.1%	6.1%
4d Support staff know how to prevent, detect and report allegations of abuse, neglect, mistreatment and exploitation.	100.0%	100.0%	91.5%	94.0%	8.5%	6.0%
4e The organization ensures objective, prompt and thorough investigations of each allegation of abuse, neglect, mistreatment and exploitation, and of each injury, particularly injuries of unknown origin.	100.0%	100.0%	85.5%	90.4%	14.5%	9.6%
4f The organization ensures thorough, appropriate and prompt responses to substantiated cases of abuse, neglect, mistreatment and exploitation, and to other associated issues identified in the investigation.	100.0%	100.0%	84.3%	90.4%	15.7%	9.6%
<b>FACTOR 5 - Best Possible Health</b>						
5a People have supports to manage their own health care.	80.0%	80.0%	54.4%	55.8%	25.6%	24.2%
5b People access quality health care.	80.0%	80.0%	67.3%	87.5%	12.7%	-7.5%
5c Data and documentation support evaluation of health care objectives and promote continuity of services and supports.	100.0%	100.0%	88.4%	91.1%	11.6%	8.9%
5d Acute health needs are addressed in a timely manner.	100.0%	100.0%	93.1%	95.7%	6.9%	4.3%
5e People receive medications and treatments safely and effectively.	100.0%	100.0%	98.2%	97.2%	1.8%	2.8%
5f Staff immediately recognize and respond to medical emergencies.	100.0%	100.0%	94.0%	95.7%	6.0%	4.3%
<b>FACTOR 6 - Safe Environments</b>						
6a The organization provides individualized safety supports.	100.0%	100.0%	77.1%	82.1%	22.9%	17.9%
6b The physical environment promotes people's health, safety and independence.	100.0%	100.0%	96.4%	95.5%	3.6%	4.5%
6c The organization has individualized emergency plans.	100.0%	100.0%	79.8%	85.1%	20.2%	14.9%
6d Routine inspections ensure that environments are sanitary and hazard free.	100.0%	100.0%	94.7%	95.6%	5.3%	4.4%
<b>FACTOR 7 - Staff Resources and Supports</b>						
7a The organization implements a system for staff recruitment and retention.	100.0%	100.0%	79.5%	81.0%	20.5%	19.0%





Indicators	North Dakota Developmental Disabilities Division (n = 6)		National (n = 126)		Difference	
	System	Practice	System	Practice	System	Practice
7b The organization implements an ongoing staff development program.	100.0%	83.0%	87.9%	84.3%	12.1%	-1.3%
7c The support needs of individuals shape the hiring, training and assignment of all staff.	83.0%	83.0%	81.9%	81.9%	1.1%	1.1%
7d The organization implements systems that promote continuity and consistency of direct support professionals.	100.0%	100.0%	88.9%	88.0%	11.1%	12.0%
7e The organization treats its employees with dignity, respect and fairness.	100.0%	83.0%	89.7%	89.7%	10.3%	-6.7%
<b>FACTOR 8 - Positive Services and Supports</b>						
8a People's individual plans lead to person-centered and person-directed services and supports.	100.0%	67.0%	58.6%	57.8%	41.4%	9.2%
8b The organization provides continuous and consistent services and supports for each person.	100.0%	100.0%	97.5%	99.1%	2.5%	0.9%
8c The organization provides positive behavioral supports to people.	100.0%	100.0%	80.9%	87.6%	19.1%	12.4%
8d The organization treats people with psychoactive medications for mental health needs consistent with national standards of care.	83.0%	83.0%	83.9%	83.9%	-0.9%	-0.9%
8e People are free from unnecessary, intrusive interventions.	83.0%	100.0%	61.9%	67.6%	21.1%	32.4%
<b>FACTOR 9 - Continuity and Personal Security</b>						
9a The organization's mission, vision and values promote attainment of personal outcomes.	83.0%	83.0%	86.6%	91.6%	-3.6%	-8.6%
9b The organization implements sound fiscal practices.	100.0%	100.0%	81.5%	83.1%	18.5%	16.9%
9c Business, administrative and support functions promote personal outcomes.	83.0%	83.0%	100.0%	99.1%	-17.0%	-16.1%
9d The cumulative record of personal information promotes continuity of services.	100.0%	100.0%	87.4%	85.5%	12.6%	14.5%
<b>FACTOR 10 - Basic Assurances System</b>						
10a The organization monitors basic assurances.	33.0%	33.0%	40.7%	36.8%	-7.7%	-3.8%
10b A comprehensive plan describes the methods and procedures for monitoring basic assurances.	33.0%	0.0%	39.7%	32.2%	-6.7%	-32.2%



## North Dakota Developmental Disabilities Division: Self-Assessment Versus CQL Review (2021; *n* = 6)

Indicators	ND DD: Self-Assessment		ND DD: CQL Review		Difference	
	System	Practice	System	Practice	System	Practice
<b>FACTOR 1 - Rights Protection and Promotion</b>						
1a The organization implements policies and procedures that promote people's rights.	100.0%	100.0%	83.0%	83.0%	17.0%	17.0%
1b The organization supports people to exercise their rights and responsibilities.	100.0%	100.0%	67.0%	67.0%	33.0%	33.0%
1c Staff recognize and honor people's rights.	100.0%	100.0%	100.0%	83.0%	0.0%	17.0%
1d The organization upholds due process requirements.	100.0%	100.0%	80.0%	60.0%	20.0%	40.0%
1e Decision-making supports are provided to people as needed.	100.0%	100.0%	50.0%	50.0%	50.0%	50.0%
<b>FACTOR 2 - Dignity and Respect</b>						
2a People are treated as people first.	100.0%	100.0%	100.0%	100.0%	0.0%	0.0%
2b The organization respects people's concerns and responds accordingly.	100.0%	100.0%	33.0%	50.0%	67.0%	50.0%
2c People have privacy.	100.0%	100.0%	100.0%	100.0%	0.0%	0.0%
2d Supports and services enhance dignity and respect.	100.0%	100.0%	100.0%	100.0%	0.0%	0.0%
2e People have meaningful work and activity choices.	100.0%	100.0%	67.0%	67.0%	33.0%	33.0%
<b>FACTOR 3 - Natural Support Networks</b>						
3a Policies and practices facilitate continuity of natural support systems.	83.3%	100.0%	67.0%	100.0%	16.3%	0.0%
3b The organization recognizes emerging support networks.	83.3%	83.3%	100.0%	100.0%	-16.7%	-16.7%
3c Communication occurs among people, their support staff and their families.	100.0%	100.0%	100.0%	100.0%	0.0%	0.0%
3d The organization facilitates each person's desire for natural supports.	100.0%	100.0%	67.0%	83.0%	33.0%	17.0%
<b>FACTOR 4 - Protection from Abuse, Neglect, Mistreatment and Exploitation</b>						
4a The organization implements policies and procedures that define, prohibit and prevent abuse, neglect, mistreatment and exploitation.	100.0%	100.0%	83.0%	100.0%	17.0%	0.0%
4b People are free from abuse, neglect, mistreatment and exploitation.	100.0%	100.0%	100.0%	100.0%	0.0%	0.0%
4c The organization implements systems for reviewing and analyzing trends, potential risks and sentinel events including allegations of abuse, neglect, mistreatment and exploitation, and injuries of unknown origin and deaths.	100.0%	100.0%	83.0%	83.0%	17.0%	17.0%

Indicators	ND DD: Self-Assessment		ND DD: CQL Review		Difference	
	System	Practice	System	Practice	System	Practice
4d Support staff know how to prevent, detect and report allegations of abuse, neglect, mistreatment and exploitation.	100.0%	100.0%	100.0%	100.0%	0.0%	0.0%
4e The organization ensures objective, prompt and thorough investigations of each allegation of abuse, neglect, mistreatment and exploitation, and of each injury, particularly injuries of unknown origin.	100.0%	100.0%	100.0%	100.0%	0.0%	0.0%
4f The organization ensures thorough, appropriate and prompt responses to substantiated cases of abuse, neglect, mistreatment and exploitation, and to other associated issues identified in the investigation.	100.0%	100.0%	100.0%	100.0%	0.0%	0.0%
<b>FACTOR 5 - Best Possible Health</b>						
5a People have supports to manage their own health care.	100.0%	83.3%	80.0%	80.0%	20.0%	3.3%
5b People access quality health care.	100.0%	100.0%	80.0%	80.0%	20.0%	20.0%
5c Data and documentation support evaluation of health care objectives and promote continuity of services and supports.	100.0%	100.0%	100.0%	100.0%	0.0%	0.0%
5d Acute health needs are addressed in a timely manner.	100.0%	100.0%	100.0%	100.0%	0.0%	0.0%
5e People receive medications and treatments safely and effectively.	100.0%	100.0%	100.0%	100.0%	0.0%	0.0%
5f Staff immediately recognize and respond to medical emergencies.	100.0%	100.0%	100.0%	100.0%	0.0%	0.0%
<b>FACTOR 6 - Safe Environments</b>						
6a The organization provides individualized safety supports.	100.0%	100.0%	100.0%	100.0%	0.0%	0.0%
6b The physical environment promotes people's health, safety and independence.	100.0%	100.0%	100.0%	100.0%	0.0%	0.0%
6c The organization has individualized emergency plans.	100.0%	100.0%	100.0%	100.0%	0.0%	0.0%
6d Routine inspections ensure that environments are sanitary and hazard free.	100.0%	100.0%	100.0%	100.0%	0.0%	0.0%
<b>FACTOR 7 - Staff Resources and Supports</b>						
7a The organization implements a system for staff recruitment and retention.	100.0%	100.0%	100.0%	100.0%	0.0%	0.0%
7b The organization implements an ongoing staff development program.	83.3%	100.0%	100.0%	83.0%	-16.7%	17.0%
7c The support needs of individuals shape the hiring, training and assignment of all staff.	83.3%	100.0%	83.0%	83.0%	0.3%	17.0%
7d The organization implements systems that promote continuity and consistency of direct support professionals.	100.0%	100.0%	100.0%	100.0%	0.0%	0.0%

Indicators	ND DD: Self-Assessment		ND DD: CQL Review		Difference	
	System	Practice	System	Practice	System	Practice
7e The organization treats its employees with dignity, respect and fairness.	100.0%	100.0%	100.0%	83.0%	0.0%	17.0%
<b>FACTOR 8 - Positive Services and Supports</b>						
8a People's individual plans lead to person-centered and person-directed services and supports.	100.0%	100.0%	100.0%	67.0%	0.0%	33.0%
8b The organization provides continuous and consistent services and supports for each person.	100.0%	100.0%	100.0%	100.0%	0.0%	0.0%
8c The organization provides positive behavioral supports to people.	100.0%	100.0%	100.0%	100.0%	0.0%	0.0%
8d The organization treats people with psychoactive medications for mental health needs consistent with national standards of care.	100.0%	100.0%	83.0%	83.0%	17.0%	17.0%
8e People are free from unnecessary, intrusive interventions.	100.0%	100.0%	83.0%	100.0%	17.0%	0.0%
<b>FACTOR 9 - Continuity and Personal Security</b>						
9a The organization's mission, vision and values promote attainment of personal outcomes.	83.3%	100.0%	83.0%	83.0%	0.3%	17.0%
9b The organization implements sound fiscal practices.	83.3%	100.0%	100.0%	100.0%	-16.7%	0.0%
9c Business, administrative and support functions promote personal outcomes.	100.0%	100.0%	83.0%	83.0%	17.0%	17.0%
9d The cumulative record of personal information promotes continuity of services.	100.0%	100.0%	100.0%	100.0%	0.0%	0.0%
<b>FACTOR 10 - Basic Assurances System</b>						
10a The organization monitors basic assurances.	83.3%	66.7%	33.0%	33.0%	50.3%	33.7%
10b A comprehensive plan describes the methods and procedures for monitoring basic assurances.	83.3%	66.7%	33.0%	0.0%	50.3%	66.7%

*Note.* Difference column is the difference between the self-assessment and the CQL review. Positive differences indicate where organizations overestimated on the self-review; negative differences where they underestimated.

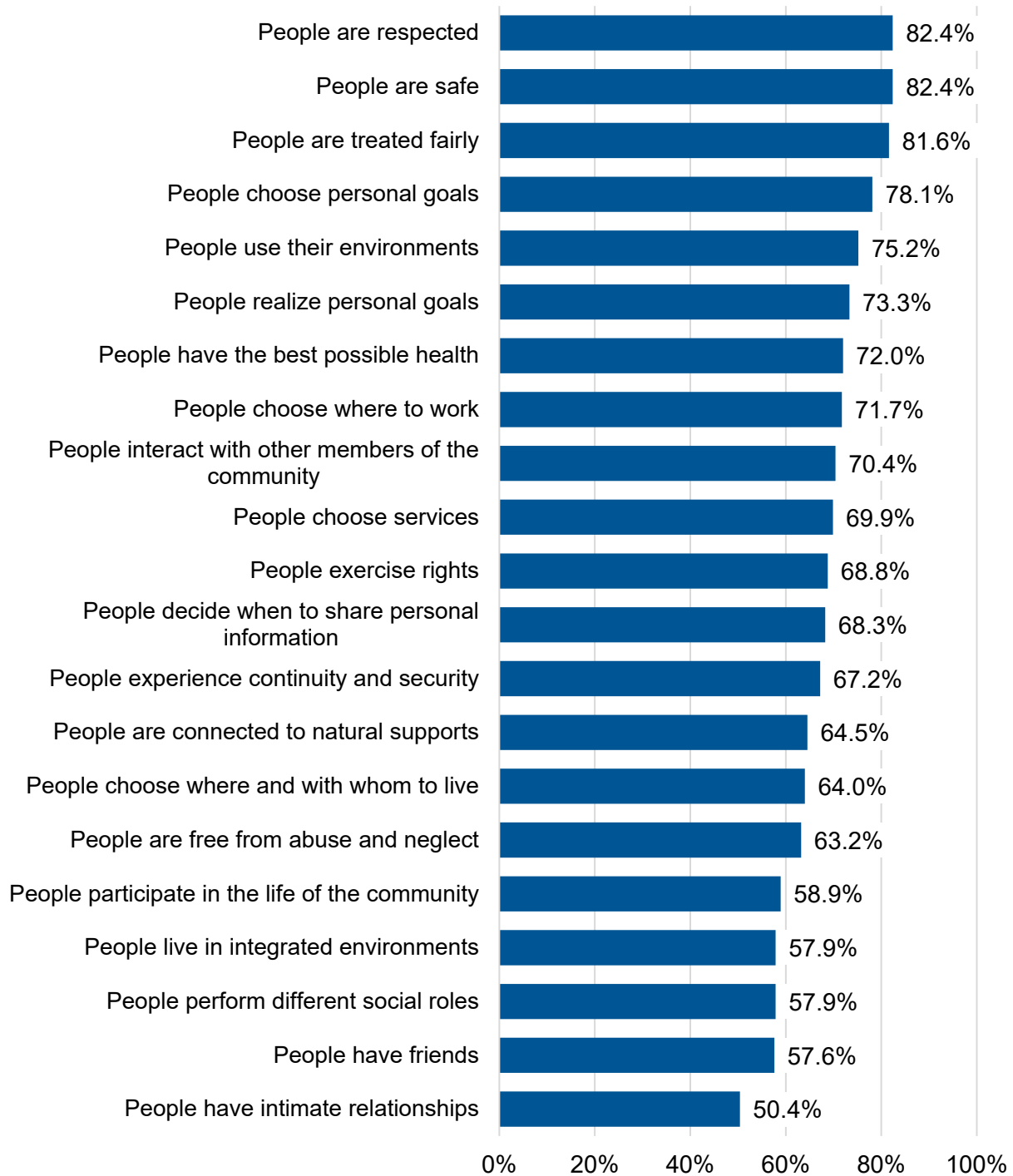
# Personal Outcome Measures<sup>®</sup> Data

## Personal Outcome Measures<sup>®</sup> Indicators

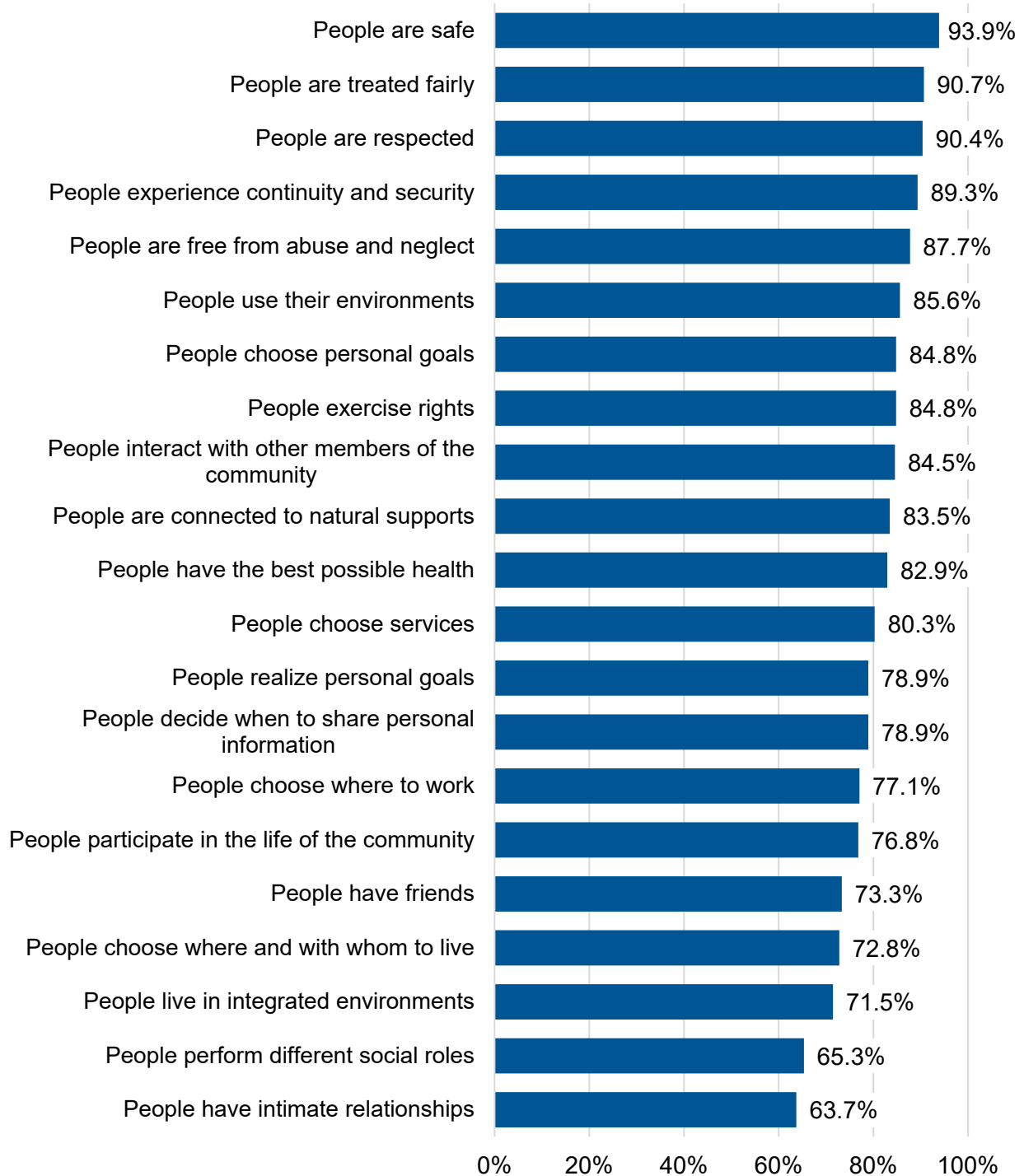
Indicator	Outcome Present			Supports in Place		
	National (n = 760)	North Dakota DD Division (n = 375)	Difference	National (n = 760)	North Dakota DD Division (n = 375)	Difference
People are safe	79.2%	82.4%	3.2%	79.9%	93.9%	14.0%
People are free from abuse and neglect	46.8%	63.2%	16.4%	55.2%	87.7%	32.5%
People have the best possible health	59.8%	72.0%	12.2%	62.8%	82.9%	20.1%
People experience continuity and security	37.1%	67.2%	30.1%	50.3%	89.3%	39.0%
People exercise rights	38.9%	68.8%	29.9%	39.1%	84.8%	45.7%
People are treated fairly	45.3%	81.6%	36.3%	42.4%	90.7%	48.3%
People are respected	45.3%	82.4%	37.1%	50.2%	90.4%	40.2%
People use their environments	60.3%	75.2%	14.9%	64.8%	85.6%	20.8%
People live in integrated environments	50.9%	57.9%	7.0%	49.8%	71.5%	21.7%
People interact with other members of the community	37.3%	70.4%	33.1%	45.6%	84.5%	38.9%
People participate in the life of the community	25.2%	58.9%	33.7%	38.5%	76.8%	38.3%
People are connected to natural supports	36.0%	64.5%	28.5%	56.7%	83.5%	26.8%
People have friends	33.2%	57.6%	24.4%	40.8%	73.3%	32.5%
People have intimate relationships	35.0%	50.4%	15.4%	31.2%	63.7%	32.5%
People decide when to share personal information	41.5%	68.3%	26.8%	45.6%	78.9%	33.3%
People perform different social roles	32.8%	57.9%	25.1%	29.5%	65.3%	35.8%
People choose where and with whom to live	30.2%	64.0%	33.8%	32.0%	72.8%	40.8%
People choose where to work	39.7%	71.7%	32.0%	39.4%	77.1%	37.7%
People choose services	26.2%	69.9%	43.7%	26.1%	80.3%	54.2%
People choose personal goals	56.5%	78.1%	21.6%	53.1%	84.8%	31.7%
People realize personal goals	58.3%	73.3%	15.0%	47.3%	78.9%	31.6%

**Note.** North Dakota Developmental Disabilities Division data includes data from both non-certified and certified interviewers. National data is only from certified interviewers. Please see the discussion section regarding why this differentiation is important and how it likely impacts the data.

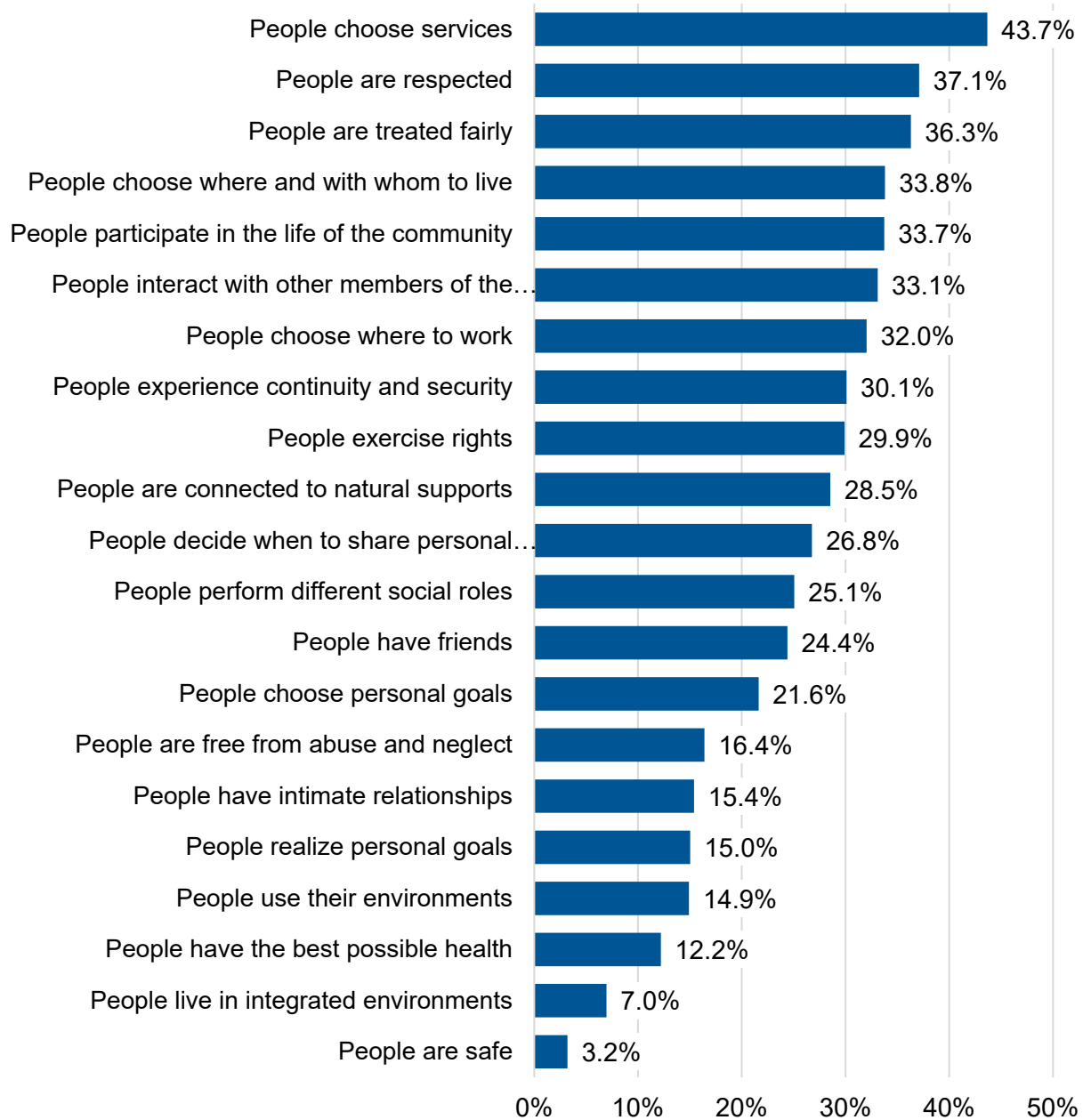
# Outcomes Present: North Dakota Developmental Disabilities Division Chart



# Supports in Place: North Dakota Developmental Disabilities Division Chart



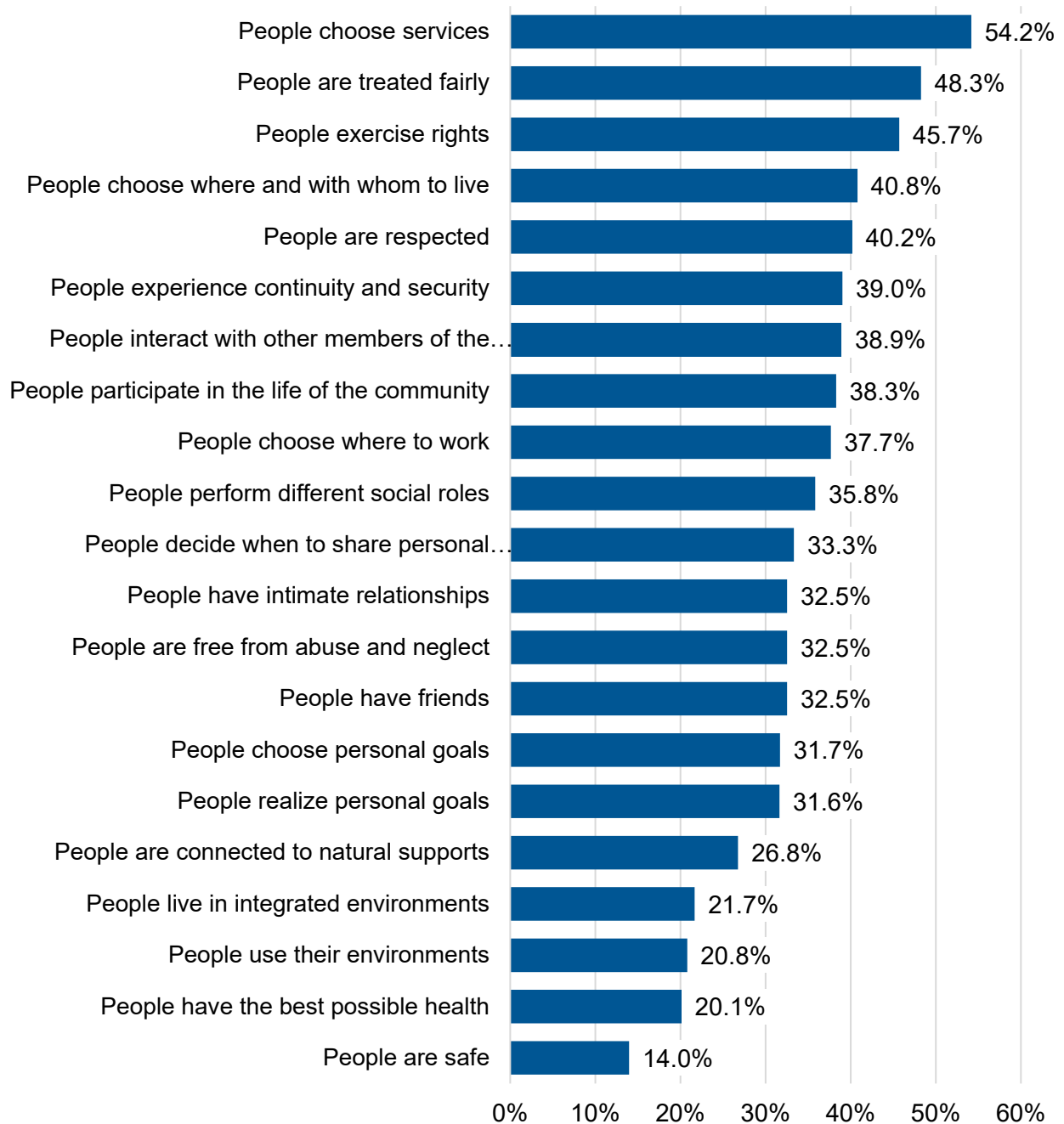
# Outcomes: North Dakota Developmental Disabilities Division versus National Data



*Note.* Positive numbers represent where North Dakota Developmental Disabilities Division data is higher than the national data. North Dakota Developmental Disabilities Division data includes data from both non-certified and certified interviewers. National data is only from certified interviewers. Please see the discussion section regarding why this differentiation is important and how it likely impacts the data.



## Supports: North Dakota Developmental Disabilities Division versus National



*Note.* Positive numbers represent where North Dakota Developmental Disabilities Division data is higher than the national data. North Dakota Developmental Disabilities Division data includes data from both non-certified and certified interviewers.

## Difference Between Non-Certified ( $n = 313$ ) and Certified Interviews ( $n = 15$ ) in North Dakota Developmental Disabilities Division

Indicator	Outcomes			Supports		
	Non-certified	Certified	Difference	Non-certified	Certified	Difference
People are safe	84.0%	46.7%	37%	94.6%	66.7%	28%
People are free from abuse and neglect	67.1%	40.0%	27%	93.3%	66.7%	27%
People have the best possible health	78.6%	60.0%	19%	90.1%	46.7%	43%
People experience continuity and security	68.1%	46.7%	21%	91.4%	66.7%	25%
People exercise rights	77.4%	66.7%	11%	92.7%	66.7%	26%
People are treated fairly	82.4%	66.7%	16%	93.3%	60.0%	33%
People are respected	87.5%	66.7%	21%	95.5%	86.7%	9%
People use their environments	76.0%	66.7%	9%	87.2%	66.7%	21%
People live in integrated environments	66.1%	13.3%	53%	80.8%	33.3%	48%
People interact with other members of the community	76.4%	33.3%	43%	91.1%	60.0%	31%
People participate in the life of the community	63.6%	26.7%	37%	92.4%	73.3%	19%
People are connected to natural supports	70.9%	26.7%	44%	87.9%	60.0%	28%
People have friends	63.3%	33.3%	30%	80.8%	53.3%	28%
People have intimate relationships	55.3%	40.0%	15%	70.9%	40.0%	31%
People decide when to share personal information	73.5%	40.0%	34%	83.7%	73.3%	10%
People perform different social roles	62.0%	13.3%	49%	70.6%	40.0%	31%
People choose where and with whom to live	69.6%	40.0%	30%	77.6%	60.0%	18%
People choose where to work	79.6%	53.3%	26%	85.3%	46.7%	39%
People choose services	78.6%	60.0%	19%	89.5%	73.3%	16%
People choose personal goals	84.0%	80.0%	4%	92.0%	53.3%	39%
People realize personal goals	78.9%	80.0%	-1%	85.0%	73.3%	12%

*Note.* Highlighted is where there are significant differences between the certified and non-certified interviewers. While some of this may be due to individual differences amongst the people interviewed, it does suggest more training is needed for non-certified interviewers in these areas.

# Discussion

## Basic Assurances<sup>®</sup> Data

There were a number of areas where the North Dakota Developmental Disabilities Division organizations excelled on the Basic Assurances<sup>®</sup> and scored significantly higher than the national benchmarks. Compared to organizations in the rest of the country, North Dakota Developmental Disabilities Division organizations were more likely to have the following indicators present (CQL review):

- People's individual plans lead to person-centered and person-directed services and supports (8a system);
- People are free from unnecessary, intrusive interventions (8e practice);
- The organization upholds due process requirements (1d system); and,
- The organization recognizes emerging support networks (3b system and practice)

There were also a number of opportunities where the North Dakota Developmental Disabilities Division organizations had indicators present less often than the national benchmarks. The following indicators had the largest gaps compared to national benchmarks, and represent opportunities for training and possible systems change:

- A comprehensive plan describes the methods and procedures for monitoring basic assurances (10b practice);
- The organization respects people's concerns and responds accordingly (2b system and practice);
- The organization facilitates each person's desire for natural supports (3d system); and,
- Business, administrative and support functions promote personal outcomes (9c system).

As part of our analysis, we also explored differences between North Dakota Developmental Disabilities Division organizations' self-assessments and CQL reviews. There were a number of areas where organizations overestimated the presence of indicators on the self-assessment compared to what CQL reviewers found. Those areas that agencies most frequently overestimated on their self-assessment included:

- The organization respects people's concerns and responds accordingly (2b system and practice);
- A comprehensive plan describes the methods and procedures for monitoring basic assurances (10b system and practice);
- 10a The organization monitors basic assurances (10a system and practice); and,
- Decision-making supports are provided to people as needed (1e system and practice).

When interpreting these results, it should be noted that the sample size for the North Dakota Developmental Disabilities Division for 2021 was only six organizations.

## Personal Outcome Measures® Data

The Personal Outcome Measures® outcomes most frequently present for the North Dakota Developmental Disabilities Division interviews (using data from both certified and non-certified interviewers) were:

- People are respected;
- People are safe;
- People are treated fairly;
- People choose personal goals; and,
- People use their environments.

The most frequently present organizational supports were:

- People are safe;
- People are treated fairly;
- People are respected;
- People experience continuity and security; and,
- People are free from abuse and neglect.

The least frequently present outcomes were:

- People have intimate relationships;
- People have friends;
- People perform different social roles;
- People live in integrated environments; and,
- People participate in the life of the community.

The least frequently present organizational supports were:

- People have intimate relationships;
- People perform different social roles;
- People live in integrated environments;
- People choose where and with whom to live; and,
- People have friends.

Many of the Personal Outcome Measures® areas least frequently present were related to relationships and community integration. The COVID-19 pandemic likely impacted these outcomes; however, there may be creative ways to facilitate these outcomes during the pandemic that should be explored.

Compared to the national benchmarks, North Dakota had significantly more outcomes present and supports in place. However, we would suggest interpreting these findings with caution. We believe this gap is at least partially attributed to the fact that the national data is from certified interviewers only, while the North Dakota Developmental Disabilities Division 2021 data is

mostly (95%) from non-certified interviewers. Non-certified interviewers tend to overestimate the presence of outcomes and supports compared to certified interviewers. In fact, when we compared North Dakota's certified and non-certified interviews we found large gaps, many of which aligned with the most significant differences compared to the national benchmarks. In addition, in 2021 fewer interviews were conducted by certified interviewers than previous years; as such, we suggest there be an effort to conduct more certified interviews, as well as to provide additional training for non-certified interviewers. CQL offers a variety of free webinars and resources which can help assist with training and decision-making: <https://www.c-q-l.org/resources/webinars/>

