

NORTH DAKOTA DEVELOPMENTAL DISABILITIES DIVISION

2023 DATA REPORT



January 2024





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.

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Methods

This report includes analysis of many different aspects of CQL's accreditation process (2023) conducted in the North Dakota Developmental Disabilities Division, including data from *Basic Assurances*[®] reviews and *Personal Outcome Measures*[®] interviews.

The Basic Assurances[®]

For the *Basic Assurances*[®] review, provider organizations conduct a self-assessment of their alignment with the Basic Assurances[®] standards. The *Basic Assurances*[®] contain 46 Indicators which are divided into 10 Factors. The *Basic Assurances*[®] measure the organization's systems and practices for ensuring individuals are safe, healthy, and their rights are preserved. The Basic Assurances[®] are self-assessed by the organization and submitted prior to the CQL 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. All available data from 2023 ($n = 12$) organizational assessments were entered into SPSS.27 for cleaning, aggregation, and analysis.

The Personal Outcome Measures[®]

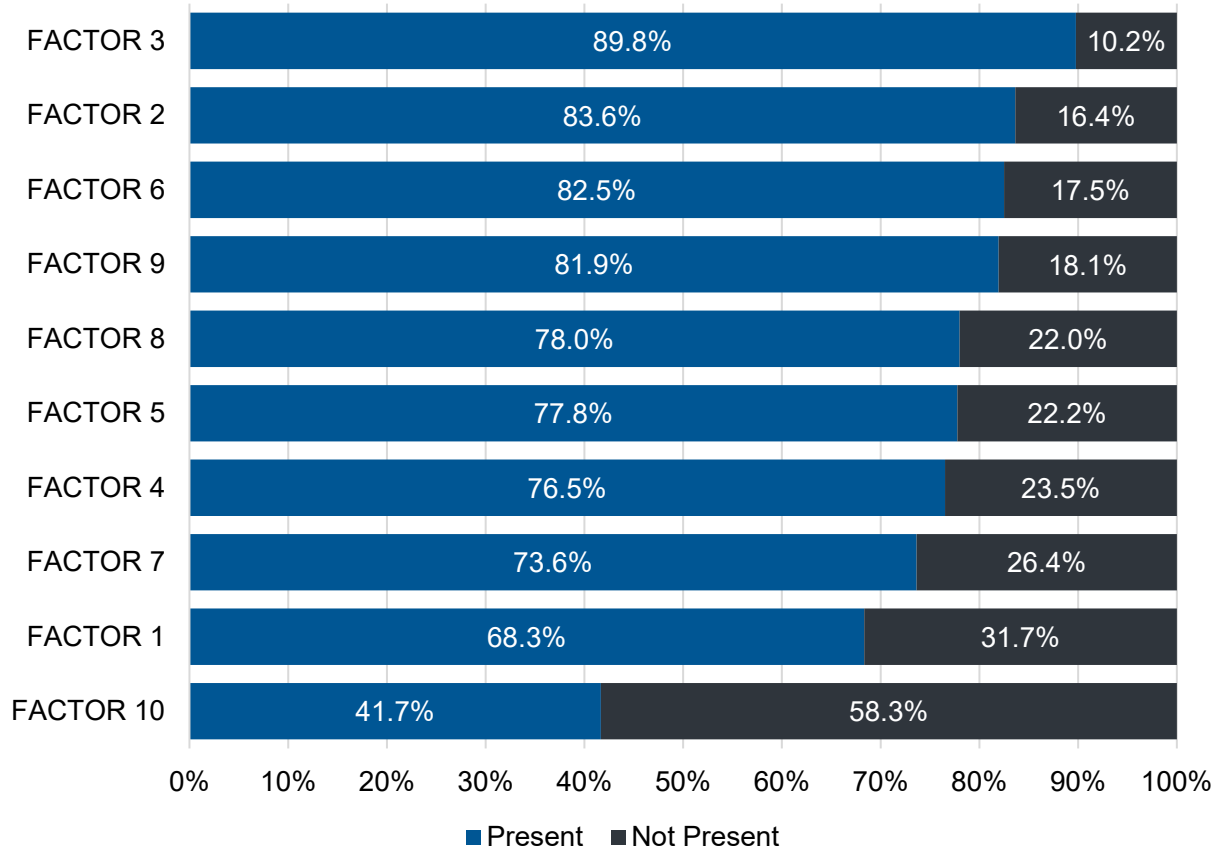
The *Personal Outcome Measures*[®], a person-centered quality of life tool, have been shown to be strong measures of quality. The measure provides information that helps to identify which supports are working well, regardless of how resources have been allocated. The *Personal Outcome Measures*[®] are 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*[®] 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*[®] data included in this report was collected by both non-certified and certified interviewers. A total of 67 people were included in this data set (2023) for the North Dakota Developmental Disabilities Division. All available data was entered into SPSS.27 for cleaning, aggregation, and analysis.

Basic Assurances® Data

Factors Present (*n* = 12)

Factor	% Present	Rank
FACTOR 1 - Rights Protection and Promotion	68.3%	9
FACTOR 2 - Dignity and Respect	83.6%	2
FACTOR 3 - Natural Support Networks	89.8%	1
FACTOR 4 - Protection from Abuse, Neglect, Mistreatment and Exploitation	76.5%	7
FACTOR 5 - Best Possible Health	77.8%	6
FACTOR 6 - Safe Environments	82.5%	3
FACTOR 7 - Staff Resources and Supports	73.6%	8
FACTOR 8 - Positive Services and Supports	78.0%	5
FACTOR 9 - Continuity and Personal Security	81.9%	4
FACTOR 10 - Basic Assurances® System	41.7%	10



Indicators Present: North Dakota Developmental Disabilities Division Versus National Data (CQL review; 2023)

Indicators	North Dakota Developmental Disabilities Division (n = 12)		National (n = 131)		Difference	
	System	Practice	System	Practice	System	Practice
FACTOR 1 - Rights Protection and Promotion						
1a The organization implements policies and procedures that promote people's rights.	58.3%	75.0%	43.8%	54.3%	14.6%	20.7%
1b The organization supports people to exercise their rights and responsibilities.	66.7%	66.7%	38.3%	39.7%	28.4%	27.0%
1c Staff recognize and honor people's rights.	83.3%	91.7%	58.3%	68.3%	25.1%	23.4%
1d The organization upholds due process requirements.	58.3%	50.0%	47.1%	39.8%	11.2%	10.2%
1e Decision-making supports are provided to people as needed.	66.7%	66.7%	28.8%	33.6%	37.9%	33.1%
FACTOR 2 - Dignity and Respect						
2a People are treated as people first.	100.0%	100.0%	81.1%	83.5%	18.9%	16.5%
2b The organization respects people's concerns and responds accordingly.	41.7%	83.3%	54.7%	58.3%	-13.0%	25.1%
2c People have privacy.	90.9%	90.9%	85.5%	83.7%	5.4%	7.2%
2d Supports and services enhance dignity and respect.	91.7%	91.7%	65.1%	68.5%	26.6%	23.1%
2e People have meaningful work and activity choices.	66.7%	58.3%	49.2%	57.4%	17.5%	1.0%
FACTOR 3 - Natural Support Networks						
3a Policies and practices facilitate continuity of natural support systems.	81.8%	90.9%	33.1%	62.4%	48.7%	28.5%
3b The organization recognizes emerging support networks.	90.9%	90.9%	54.0%	61.1%	36.9%	29.8%
3c Communication occurs among people, their support staff and their families.	100.0%	100.0%	78.7%	88.9%	21.3%	11.1%
3d The organization facilitates each person's desire for natural supports.	81.8%	81.8%	78.0%	82.6%	3.8%	-0.8%
FACTOR 4 - Protection from Abuse, Neglect, Mistreatment and Exploitation						
4a The organization implements policies and procedures that define, prohibit and prevent abuse, neglect, mistreatment and exploitation.	75.0%	75.0%	57.0%	78.7%	18.0%	-3.7%
4b People are free from abuse, neglect, mistreatment and exploitation.	58.3%	75.0%	60.2%	72.4%	-1.8%	2.6%

Indicators	North Dakota Developmental Disabilities Division (n = 12)		National (n = 131)		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.	58.3%	66.7%	59.4%	61.4%	-1.0%	5.2%
4d Support staff know how to prevent, detect and report allegations of abuse, neglect, mistreatment and exploitation.	83.3%	91.7%	82.8%	82.7%	0.5%	9.0%
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.	72.7%	81.8%	75.8%	82.7%	-3.1%	-0.9%
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.	75.0%	83.3%	79.0%	81.5%	-4.0%	1.9%
FACTOR 5 - Best Possible Health						
5a People have supports to manage their own health care.	58.3%	58.3%	39.8%	40.9%	18.5%	17.4%
5b People access quality health care.	75.0%	83.3%	56.3%	80.0%	18.7%	3.3%
5c Data and documentation support evaluation of health care objectives and promote continuity of services and supports.	83.3%	81.8%	84.4%	87.7%	-1.1%	-5.9%
5d Acute health needs are addressed in a timely manner.	75.0%	75.0%	89.7%	89.5%	-14.7%	-14.5%
5e People receive medications and treatments safely and effectively.	90.9%	90.9%	89.3%	89.3%	1.7%	1.7%
5f Staff immediately recognize and respond to medical emergencies.	75.0%	80.0%	87.1%	88.0%	-12.1%	-8.0%
FACTOR 6 - Safe Environments						
6a The organization provides individualized safety supports.	75.0%	83.3%	52.3%	59.8%	22.7%	23.5%
6b The physical environment promotes people's health, safety and independence.	90.9%	81.8%	95.9%	96.7%	-5.0%	-14.9%
6c The organization has individualized emergency plans.	58.3%	58.3%	70.7%	75.6%	-12.4%	-17.3%
6d Routine inspections ensure that environments are sanitary and hazard free.	90.9%	90.0%	84.6%	90.2%	6.4%	-0.2%
FACTOR 7 - Staff Resources and Supports						
7a The organization implements a system for staff recruitment and retention.	41.7%	58.3%	50.8%	50.4%	-9.1%	7.9%

Indicators	North Dakota Developmental Disabilities Division (n = 12)				National (n = 131)		Difference	
	System		Practice		System	Practice	System	Practice
7b The organization implements an ongoing staff development program.	63.6%	75.0%	75.6%	73.8%	-12.0%	1.2%		
7c The support needs of individuals shape the hiring, training and assignment of all staff.	83.3%	91.7%	68.8%	69.6%	14.5%	22.1%		
7d The organization implements systems that promote continuity and consistency of direct support professionals.	83.3%	91.7%	78.0%	85.7%	5.4%	6.0%		
7e The organization treats its employees with dignity, respect and fairness.	83.3%	83.3%	78.6%	79.2%	4.8%	4.1%		
FACTOR 8 - Positive Services and Supports								
8a People's individual plans lead to person-centered and person-directed services and supports.	58.3%	66.7%	56.3%	53.2%	2.0%	13.4%		
8b The organization provides continuous and consistent services and supports for each person.	83.3%	83.3%	85.8%	90.5%	-2.5%	-7.1%		
8c The organization provides positive behavioral supports to people.	83.3%	83.3%	70.4%	78.9%	12.9%	4.5%		
8d The organization treats people with psychoactive medications for mental health needs consistent with national standards of care.	72.7%	81.8%	77.3%	75.4%	-4.6%	6.4%		
8e People are free from unnecessary, intrusive interventions.	72.7%	81.8%	65.8%	67.2%	6.9%	14.6%		
FACTOR 9 - Continuity and Personal Security								
9a The organization's mission, vision and values promote attainment of personal outcomes.	72.7%	80.0%	75.0%	77.0%	-2.3%	3.0%		
9b The organization implements sound fiscal practices.	80.0%	80.0%	81.7%	84.0%	-1.7%	-4.0%		
9c Business, administrative and support functions promote personal outcomes.	90.9%	90.9%	91.3%	93.6%	-0.4%	-2.7%		
9d The cumulative record of personal information promotes continuity of services.	72.7%	72.7%	74.0%	69.0%	-1.3%	3.7%		
FACTOR 10 - Basic Assurances System								
10a The organization monitors basic assurances.	41.7%	41.7%	28.1%	28.4%	13.6%	13.3%		
10b A comprehensive plan describes the methods and procedures for monitoring basic assurances.	41.7%	41.7%	32.2%	30.2%	9.5%	11.4%		

North Dakota Developmental Disabilities Division: Self-Assessment Versus CQL Review (2023; *n* = 12)

Indicators	ND DD: Self-Assessment		ND DD: CQL Review		Difference	
	System	Practice	System	Practice	System	Practice
FACTOR 1 - Rights Protection and Promotion						
1a The organization implements policies and procedures that promote people's rights.	100.0%	100.0%	58.3%	75.0%	41.7%	25.0%
1b The organization supports people to exercise their rights and responsibilities.	100.0%	100.0%	66.7%	66.7%	33.3%	33.3%
1c Staff recognize and honor people's rights.	91.7%	100.0%	83.3%	91.7%	8.3%	8.3%
1d The organization upholds due process requirements.	83.3%	75.0%	58.3%	50.0%	25.0%	25.0%
1e Decision-making supports are provided to people as needed.	91.7%	91.7%	66.7%	66.7%	25.0%	25.0%
FACTOR 2 - Dignity and Respect						
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%	41.7%	83.3%	58.3%	16.7%
2c People have privacy.	100.0%	100.0%	90.9%	90.9%	9.1%	9.1%
2d Supports and services enhance dignity and respect.	100.0%	100.0%	91.7%	91.7%	8.3%	8.3%
2e People have meaningful work and activity choices.	91.7%	91.7%	66.7%	58.3%	25.0%	33.3%
FACTOR 3 - Natural Support Networks						
3a Policies and practices facilitate continuity of natural support systems.	83.3%	75.0%	81.8%	90.9%	1.5%	-15.9%
3b The organization recognizes emerging support networks.	91.7%	83.3%	90.9%	90.9%	0.8%	-7.6%
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.	91.7%	91.7%	81.8%	81.8%	9.8%	9.8%
FACTOR 4 - Protection from Abuse, Neglect, Mistreatment and Exploitation						
4a The organization implements policies and procedures that define, prohibit and prevent abuse, neglect, mistreatment and exploitation.	100.0%	100.0%	75.0%	75.0%	25.0%	25.0%
4b People are free from abuse, neglect, mistreatment and exploitation.	100.0%	100.0%	58.3%	75.0%	41.7%	25.0%
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.	91.7%	91.7%	58.3%	66.7%	33.3%	25.0%

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%	83.3%	91.7%	16.7%	8.3%
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%	72.7%	81.8%	27.3%	18.2%
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.	91.7%	91.7%	75.0%	83.3%	16.7%	8.3%
FACTOR 5 - Best Possible Health						
5a People have supports to manage their own health care.	91.7%	91.7%	58.3%	58.3%	33.3%	33.3%
5b People access quality health care.	91.7%	91.7%	75.0%	83.3%	16.7%	8.3%
5c Data and documentation support evaluation of health care objectives and promote continuity of services and supports.	100.0%	100.0%	83.3%	81.8%	16.7%	18.2%
5d Acute health needs are addressed in a timely manner.	100.0%	100.0%	75.0%	75.0%	25.0%	25.0%
5e People receive medications and treatments safely and effectively.	100.0%	100.0%	90.9%	90.9%	9.1%	9.1%
5f Staff immediately recognize and respond to medical emergencies.	100.0%	100.0%	75.0%	80.0%	25.0%	20.0%
FACTOR 6 - Safe Environments						
6a The organization provides individualized safety supports.	100.0%	100.0%	75.0%	83.3%	25.0%	16.7%
6b The physical environment promotes people's health, safety and independence.	100.0%	100.0%	90.9%	81.8%	9.1%	18.2%
6c The organization has individualized emergency plans.	100.0%	100.0%	58.3%	58.3%	41.7%	41.7%
6d Routine inspections ensure that environments are sanitary and hazard free.	91.7%	83.3%	90.9%	90.0%	0.8%	-6.7%
FACTOR 7 - Staff Resources and Supports						
7a The organization implements a system for staff recruitment and retention.	83.3%	66.7%	41.7%	58.3%	41.7%	8.3%
7b The organization implements an ongoing staff development program.	100.0%	100.0%	63.6%	75.0%	36.4%	25.0%
7c The support needs of individuals shape the hiring, training and assignment of all staff.	91.7%	91.7%	83.3%	91.7%	8.3%	0.0%
7d The organization implements systems that promote continuity and consistency of direct support professionals.	91.7%	91.7%	83.3%	91.7%	8.3%	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%	83.3%	83.3%	16.7%	16.7%
FACTOR 8 - Positive Services and Supports						
8a People's individual plans lead to person-centered and person-directed services and supports.	91.7%	100.0%	58.3%	66.7%	33.3%	33.3%
8b The organization provides continuous and consistent services and supports for each person.	83.3%	83.3%	83.3%	83.3%	0.0%	0.0%
8c The organization provides positive behavioral supports to people.	83.3%	75.0%	83.3%	83.3%	0.0%	-8.3%
8d The organization treats people with psychoactive medications for mental health needs consistent with national standards of care.	91.7%	91.7%	72.7%	81.8%	18.9%	9.8%
8e People are free from unnecessary, intrusive interventions.	91.7%	83.3%	72.7%	81.8%	18.9%	1.5%
FACTOR 9 - Continuity and Personal Security						
9a The organization's mission, vision and values promote attainment of personal outcomes.	100.0%	100.0%	72.7%	80.0%	27.3%	20.0%
9b The organization implements sound fiscal practices.	75.0%	83.3%	80.0%	80.0%	-5.0%	3.3%
9c Business, administrative and support functions promote personal outcomes.	100.0%	100.0%	90.9%	90.9%	9.1%	9.1%
9d The cumulative record of personal information promotes continuity of services.	91.7%	100.0%	72.7%	72.7%	18.9%	27.3%
FACTOR 10 - Basic Assurances System						
10a The organization monitors basic assurances.	75.0%	75.0%	41.7%	41.7%	33.3%	33.3%
10b A comprehensive plan describes the methods and procedures for monitoring basic assurances.	58.3%	75.0%	41.7%	41.7%	16.7%	33.3%

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.

North Dakota DD only orgs (n = 9) versus DD+Aging orgs (n = 3)

Indicators	DD		DD+Aging		Difference	
	System	Practice	System	Practice	System	Practice
FACTOR 1 - Rights Protection and Promotion						
1a The organization implements policies and procedures that promote people's rights.	55.6%	77.8%	66.7%	66.7%	-11.1%	11.1%
1b The organization supports people to exercise their rights and responsibilities.	66.7%	66.7%	66.7%	66.7%	0.0%	0.0%
1c Staff recognize and honor people's rights.	77.8%	88.9%	100.0%	100.0%	-22.2%	-11.1%
1d The organization upholds due process requirements.	66.7%	55.6%	33.3%	33.3%	33.3%	22.2%
1e Decision-making supports are provided to people as needed.	55.6%	55.6%	100.0%	100.0%	-44.4%	-44.4%
FACTOR 2 - Dignity and Respect						
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.	55.6%	77.8%	0.0%	100.0%	55.6%	-22.2%
2c People have privacy.	87.5%	87.5%	100.0%	100.0%	-12.5%	-12.5%
2d Supports and services enhance dignity and respect.	88.9%	88.9%	100.0%	100.0%	-11.1%	-11.1%
2e People have meaningful work and activity choices.	66.7%	55.6%	66.7%	66.7%	0.0%	-11.1%
FACTOR 3 - Natural Support Networks						
3a Policies and practices facilitate continuity of natural support systems.	75.0%	87.5%	100.0%	100.0%	-25.0%	-12.5%
3b The organization recognizes emerging support networks.	87.5%	87.5%	100.0%	100.0%	-12.5%	-12.5%
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.	75.0%	75.0%	100.0%	100.0%	-25.0%	-25.0%
FACTOR 4 - Protection from Abuse, Neglect, Mistreatment and Exploitation						
4a The organization implements policies and procedures that define, prohibit and prevent abuse, neglect, mistreatment and exploitation.	77.8%	77.8%	66.7%	66.7%	11.1%	11.1%
4b People are free from abuse, neglect, mistreatment and exploitation.	55.6%	66.7%	66.7%	100.0%	-11.1%	-33.3%
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.	55.6%	66.7%	66.7%	66.7%	-11.1%	0.0%

Indicators	DD		DD+Aging		Difference	
	System	Practice	System	Practice	System	Practice
4d Support staff know how to prevent, detect and report allegations of abuse, neglect, mistreatment and exploitation.	88.9%	88.9%	66.7%	100.0%	22.2%	-11.1%
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.	87.5%	87.5%	33.3%	66.7%	54.2%	20.8%
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.	77.8%	77.8%	66.7%	100.0%	11.1%	-22.2%
FACTOR 5 - Best Possible Health						
5a People have supports to manage their own health care.	44.4%	44.4%	100.0%	100.0%	-55.6%	-55.6%
5b People access quality health care.	66.7%	77.8%	100.0%	100.0%	-33.3%	-22.2%
5c Data and documentation support evaluation of health care objectives and promote continuity of services and supports.	88.9%	87.5%	66.7%	66.7%	22.2%	20.8%
5d Acute health needs are addressed in a timely manner.	77.8%	77.8%	66.7%	66.7%	11.1%	11.1%
5e People receive medications and treatments safely and effectively.	100.0%	100.0%	66.7%	66.7%	33.3%	33.3%
5f Staff immediately recognize and respond to medical emergencies.	77.8%	85.7%	66.7%	66.7%	11.1%	19.0%
FACTOR 6 - Safe Environments						
6a The organization provides individualized safety supports.	77.8%	88.9%	66.7%	66.7%	11.1%	22.2%
6b The physical environment promotes people's health, safety and independence.	87.5%	75.0%	100.0%	100.0%	-12.5%	-25.0%
6c The organization has individualized emergency plans.	55.6%	55.6%	66.7%	66.7%	-11.1%	-11.1%
6d Routine inspections ensure that environments are sanitary and hazard free.	87.5%	85.7%	100.0%	100.0%	-12.5%	-14.3%
FACTOR 7 - Staff Resources and Supports						
7a The organization implements a system for staff recruitment and retention.	44.4%	66.7%	33.3%	33.3%	11.1%	33.3%
7b The organization implements an ongoing staff development program.	62.5%	66.7%	66.7%	100.0%	-4.2%	-33.3%
7c The support needs of individuals shape the hiring, training and assignment of all staff.	88.9%	88.9%	66.7%	100.0%	22.2%	-11.1%
7d The organization implements systems that promote continuity and consistency of direct support professionals.	77.8%	88.9%	100.0%	100.0%	-22.2%	-11.1%

Indicators	DD		DD+Aging		Difference	
	System	Practice	System	Practice	System	Practice
7e The organization treats its employees with dignity, respect and fairness.	88.9%	88.9%	66.7%	66.7%	22.2%	22.2%
FACTOR 8 - Positive Services and Supports						
8a People's individual plans lead to person-centered and person-directed services and supports.	66.7%	66.7%	33.3%	66.7%	33.3%	0.0%
8b The organization provides continuous and consistent services and supports for each person.	77.8%	77.8%	100.0%	100.0%	-22.2%	-22.2%
8c The organization provides positive behavioral supports to people.	77.8%	77.8%	100.0%	100.0%	-22.2%	-22.2%
8d The organization treats people with psychoactive medications for mental health needs consistent with national standards of care.	75.0%	75.0%	66.7%	100.0%	8.3%	-25.0%
8e People are free from unnecessary, intrusive interventions.	75.0%	87.5%	66.7%	66.7%	8.3%	20.8%
FACTOR 9 - Continuity and Personal Security						
9a The organization's mission, vision and values promote attainment of personal outcomes.	75.0%	71.4%	66.7%	100.0%	8.3%	-28.6%
9b The organization implements sound fiscal practices.	85.7%	85.7%	66.7%	66.7%	19.0%	19.0%
9c Business, administrative and support functions promote personal outcomes.	87.5%	87.5%	100.0%	100.0%	-12.5%	-12.5%
9d The cumulative record of personal information promotes continuity of services.	75.0%	75.0%	66.7%	66.7%	8.3%	8.3%
FACTOR 10 - Basic Assurances System						
10a The organization monitors basic assurances.	44.4%	44.4%	33.3%	33.3%	11.1%	11.1%
10b A comprehensive plan describes the methods and procedures for monitoring basic assurances.	33.3%	33.3%	66.7%	66.7%	-33.3%	-33.3%

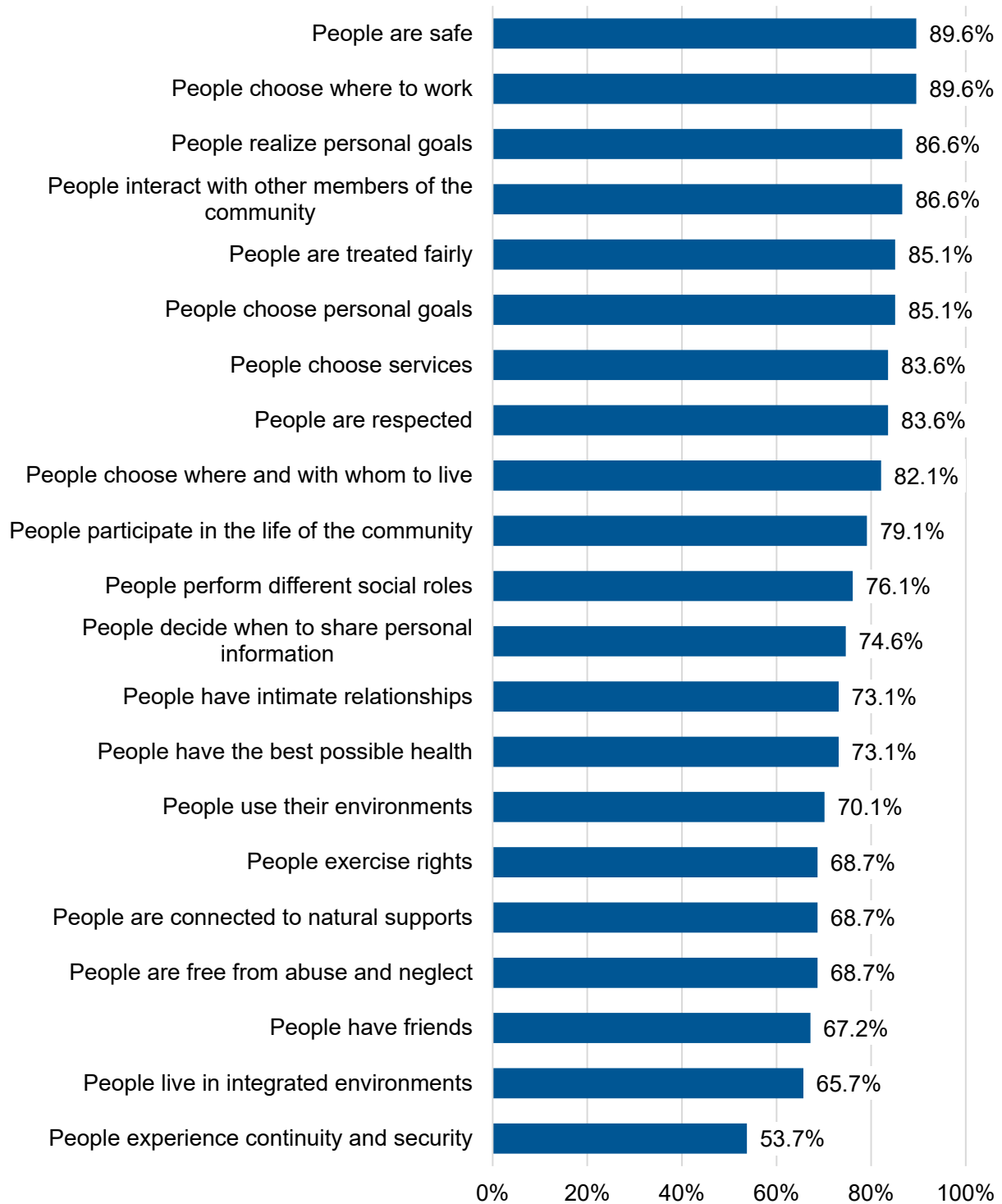
Personal Outcome Measures[®] Data

Personal Outcome Measures[®] Indicators

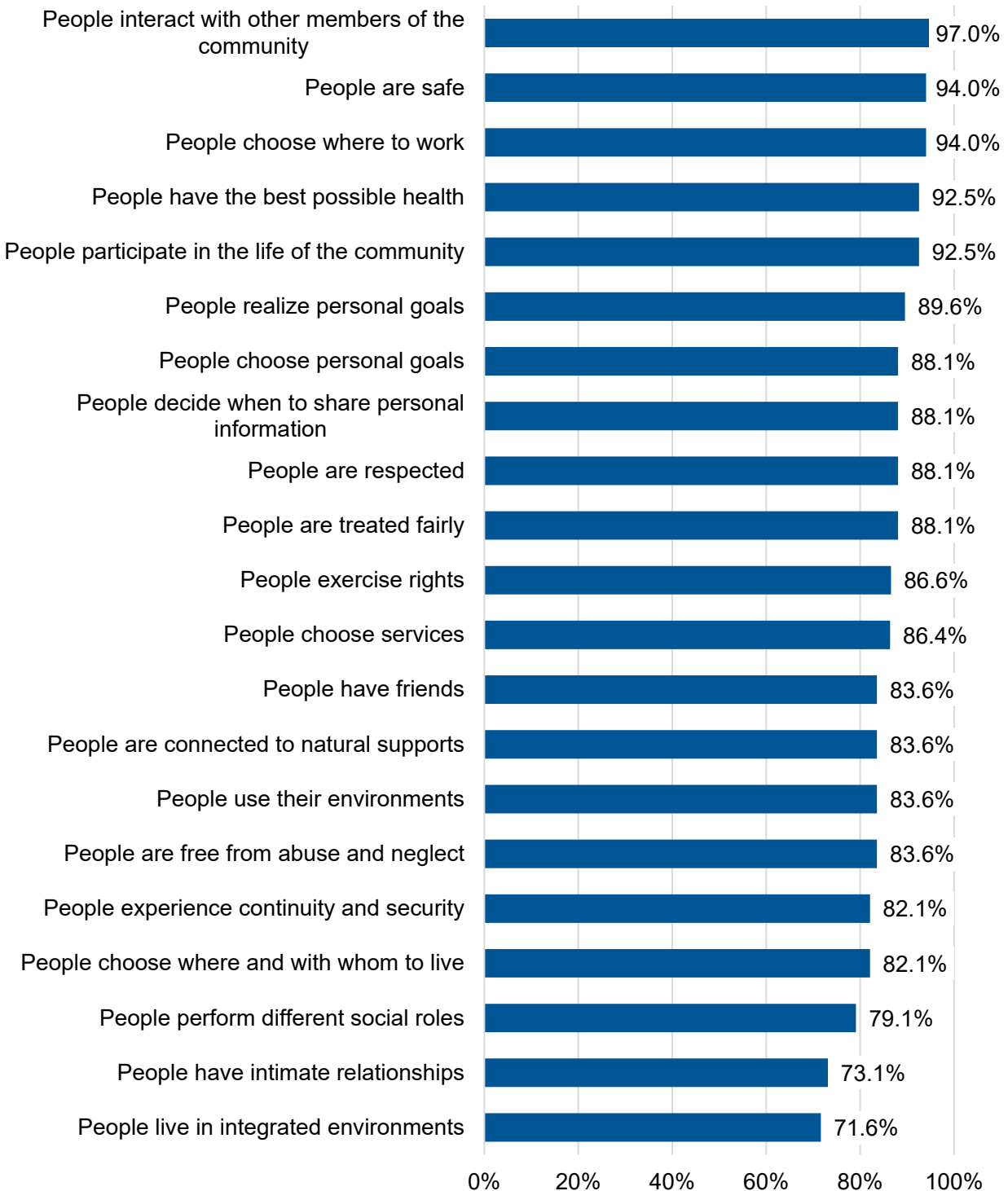
Indicator	Outcome Present			Supports in Place		
	National (n = 722)	North Dakota DD Division (n = 67)	Difference	National (n = 722)	North Dakota DD Division (n = 67)	Difference
People are safe	72.4%	89.6%	17.1%	78.9%	94.0%	15.1%
People are free from abuse and neglect	44.3%	68.7%	24.3%	51.1%	83.6%	32.5%
People have the best possible health	54.2%	73.1%	19.0%	55.4%	92.5%	37.1%
People experience continuity and security	42.2%	53.7%	11.5%	53.5%	82.1%	28.6%
People exercise rights	41.1%	68.7%	27.6%	38.8%	86.6%	47.8%
People are treated fairly	44.2%	85.1%	40.9%	43.2%	88.1%	44.8%
People are respected	49.4%	83.6%	34.1%	52.8%	88.1%	35.3%
People use their environments	63.2%	70.1%	7.0%	60.8%	83.6%	22.8%
People live in integrated environments	56.6%	65.7%	9.1%	50.0%	71.6%	21.6%
People interact with other members of the community	50.1%	86.6%	36.5%	49.5%	97.0%	47.5%
People participate in the life of the community	38.1%	79.1%	41.0%	44.0%	92.5%	48.5%
People are connected to natural supports	42.9%	68.7%	25.7%	52.2%	83.6%	31.4%
People have friends	35.2%	67.2%	32.0%	37.7%	83.6%	45.9%
People have intimate relationships	37.7%	73.1%	35.5%	29.5%	73.1%	43.6%
People decide when to share personal information	39.9%	74.6%	34.7%	49.7%	88.1%	38.3%
People perform different social roles	31.9%	76.1%	44.3%	28.0%	79.1%	51.1%
People choose where and with whom to live	36.0%	82.1%	46.1%	33.7%	82.1%	48.4%
People choose where to work	44.3%	89.6%	45.2%	42.0%	94.0%	52.1%
People choose services	24.1%	83.6%	59.5%	23.9%	86.4%	62.5%
People choose personal goals	51.6%	85.1%	33.5%	49.9%	88.1%	38.2%
People realize personal goals	64.0%	86.6%	22.6%	53.1%	89.6%	36.4%

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 inflates North Dakota data.

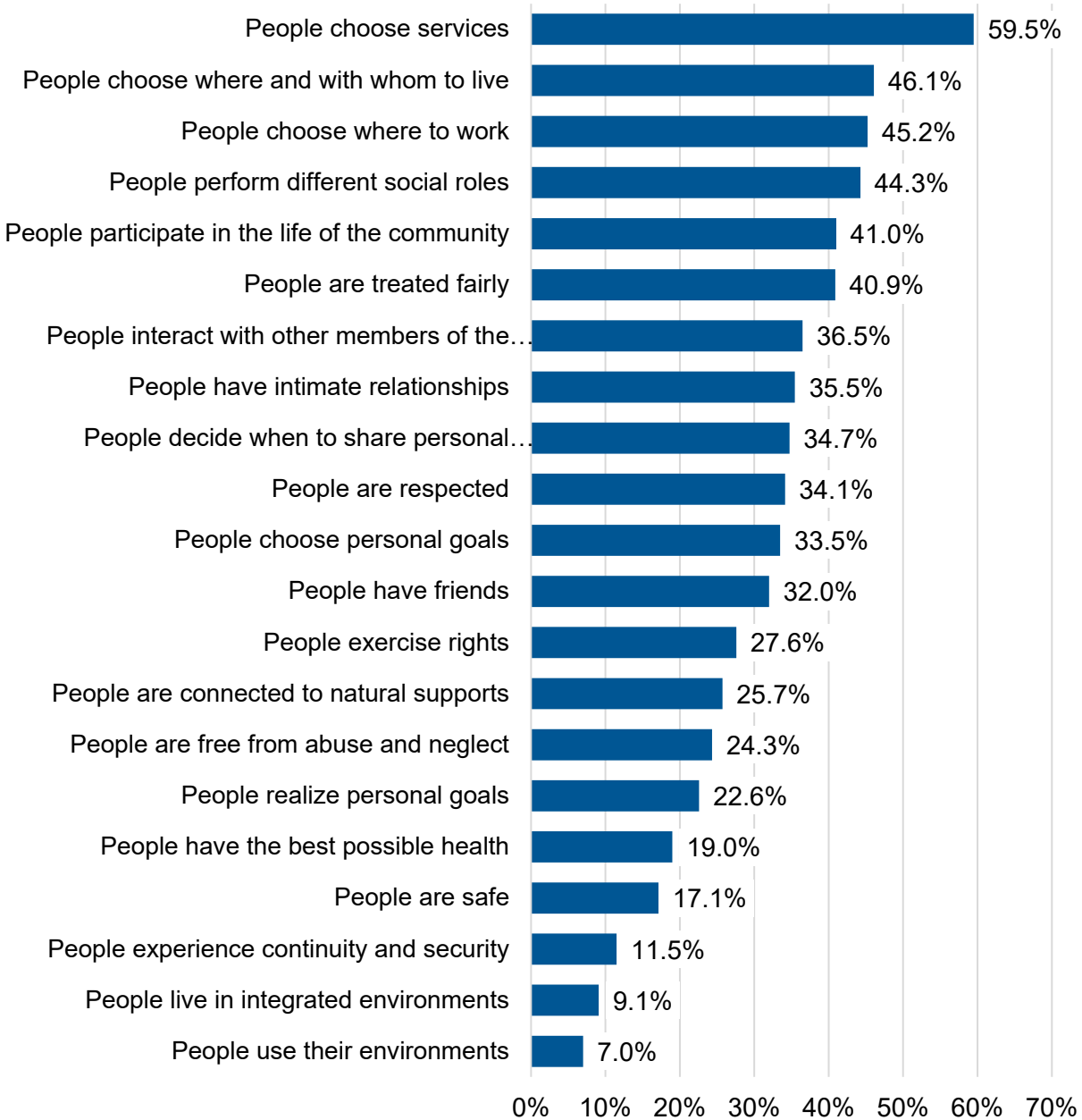
Outcomes Present: North Dakota Developmental Disabilities Division Chart



Supports in Place: North Dakota Developmental Disabilities Division Chart

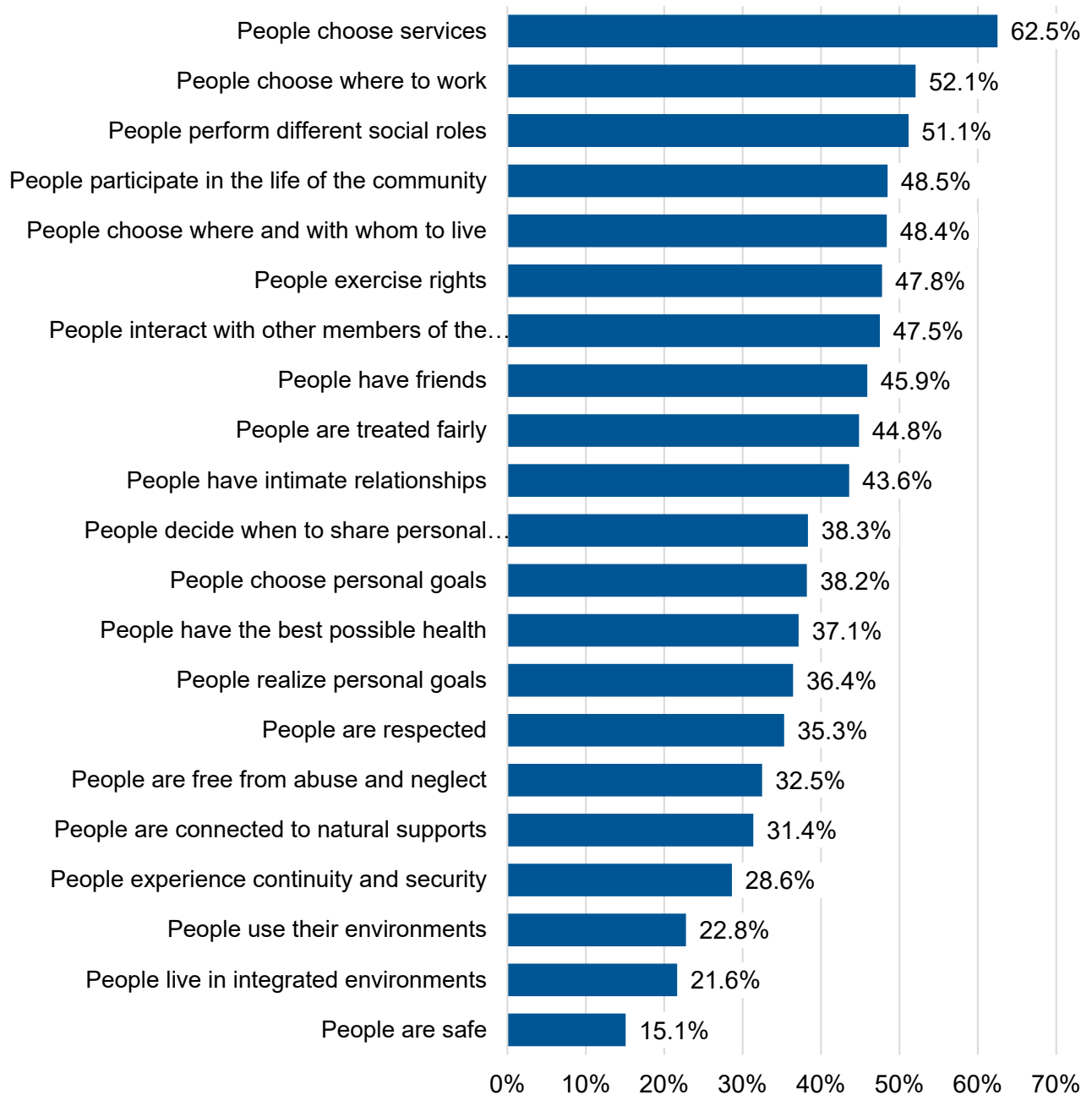


Outcomes: North Dakota Developmental Disabilities Division versus National Data



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 inflates North Dakota 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. Please see the discussion section regarding why this differentiation is important and how it likely inflates North Dakota data.

Difference Between Non-Certified ($n = 58$) and Certified Interviews ($n = 5$) in North Dakota Developmental Disabilities Division

Indicator	Outcomes			Supports		
	Non-certified	Certified	Difference	Non-certified	Certified	Difference
People are safe	89.7%	80.0%	9.7%	93.1%	100.0%	-6.9%
People are free from abuse and neglect	67.2%	80.0%	-12.8%	84.5%	80.0%	4.5%
People have the best possible health	75.9%	40.0%	35.9%	93.1%	80.0%	13.1%
People experience continuity and security	55.2%	40.0%	15.2%	82.8%	80.0%	2.8%
People exercise rights	67.2%	60.0%	7.2%	89.7%	40.0%	49.7%
People are treated fairly	87.9%	40.0%	47.9%	91.4%	40.0%	51.4%
People are respected	84.5%	60.0%	24.5%	89.7%	60.0%	29.7%
People use their environments	72.4%	20.0%	52.4%	86.2%	40.0%	46.2%
People live in integrated environments	69.0%	80.0%	-11.0%	74.1%	80.0%	-5.9%
People interact with other members of the community	87.9%	60.0%	27.9%	100.0%	60.0%	40.0%
People participate in the life of the community	82.8%	40.0%	42.8%	96.6%	60.0%	36.6%
People are connected to natural supports	74.1%	40.0%	34.1%	84.5%	80.0%	4.5%
People have friends	72.4%	40.0%	32.4%	89.7%	60.0%	29.7%
People have intimate relationships	79.3%	60.0%	19.3%	81.0%	40.0%	41.0%
People decide when to share personal information	72.4%	80.0%	-7.6%	87.9%	80.0%	7.9%
People perform different social roles	81.0%	40.0%	41.0%	84.5%	40.0%	44.5%
People choose where and with whom to live	84.5%	80.0%	4.5%	86.2%	60.0%	26.2%
People choose where to work	91.4%	80.0%	11.4%	94.8%	80.0%	14.8%
People choose services	86.2%	40.0%	46.2%	87.9%	50.0%	37.9%
People choose personal goals	89.7%	40.0%	49.7%	91.4%	40.0%	51.4%
People realize personal goals	86.2%	80.0%	6.2%	89.7%	80.0%	9.7%

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[®] Data

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

- Policies and practices facilitate continuity of natural support systems (3a system).
- Decision-making supports are provided to people as needed (1e system and practice).
- The organization recognizes emerging support networks (3b system and practice)

There were also several 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:

- The organization has individualized emergency plans (6d practice)
- Acute health needs are addressed in a timely manner (5d system and practice)
- 6b The physical environment promotes people's health, safety and independence (6b practice)
- 2b The organization respects people's concerns and responds accordingly (2b 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)
- The organization implements policies and procedures that promote people's rights (1a system)
- People are free from abuse, neglect, mistreatment and exploitation (4b system)
- The organization has individualized emergency plans (6c system and practice)
- 7a The organization implements a system for staff recruitment and retention (7a system)

We also compared Basic Assurances[®] data for agencies that fell under the North Dakota Developmental Disabilities Division umbrella versus those that fell under both the Developmental Disabilities and Aging umbrella. Those areas with the largest differences between the two groups were:

- The organization respects people's concerns and responds accordingly (2b system; DD>DD&Aging)



- People have supports to manage their own health care (5a system and practice; DD<DD&Aging)
- 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 (4e system; DD>DD&Aging)
- Decision-making supports are provided to people as needed (1e system and practice; DD<DD&Aging)

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 safe
- People choose where to work
- People realize personal goals
- People interact with other members of the community
- People are treated fairly

The least frequently present outcomes were:

- People experience continuity and security
- People live in integrated environments
- People have friends
- People are free from abuse and neglect
- People are connected to natural support networks

The most frequently present organizational supports were:

- People interact with other members of the community
- People are safe
- People choose where to work
- People have the best possible health
- People participate in the life of the community

The least frequently present organizational supports were:

- People live in integrated environments
- People have intimate relationships
- People perform different social roles
- People choose where and with whom to live
- People experience continuity and security



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 largely attributed to the fact that the national data is from certified interviewers only, while the North Dakota Developmental Disabilities Division 2023 data is mostly (92%) from non-certified interviewers. Non-certified interviewers overestimate the presence of outcomes and supports and are likely the cause of these findings. 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 resources which can help assist with training and decision-making: <https://www.c-q-l.org/resources/webinars/>