



## Missouri Department of Health and Senior Services

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**Paula F. Nickelson**  
Acting Director

**Michael L. Parson**  
Governor

February 24, 2023

The Missouri Department of Health and Senior Services would like your help. We are conducting a survey to get feedback about the services you receive that help you stay in your home. The survey is called the National Core Indicators for Aging and Disabilities (NCI-AD). You may be randomly selected to participate in this survey. The information you provide will help to improve services provided to older adults and adults with disabilities in our state.

The Department has contracted with Knowledge Services, an independent company, to conduct the interviews, which can be conducted face to face or via telephone. The interview usually takes 45 minutes to complete. The survey is voluntary, and your participation will **not** change any of the services that you receive. All interviews are confidential.

An interviewer from Knowledge Services may call you in the next few months if you were randomly selected. If you agree to participate, the interviewer will schedule a time to meet you via phone, at your home, or at another place of your choice. We encourage you to share this letter with anyone you would like, such as family members or caregivers, so they know about this upcoming survey.

To learn more, visit the website <https://vitalresearch.com/missouri/nci/ad/>.

We hope you agree to participate in this survey. Your feedback is important and will help to improve services in Missouri.

Sincerely,

Mercedes Van Dyke, Bureau Chief  
Bureau of HCBS Systems and Data Processing

### PROMOTING HEALTH AND SAFETY

The Missouri Department of Health and Senior Services' vision is optimal health and safety for all Missourians, in all communities, for life.