



**Missouri Department of Health and Senior Services**

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March 1, 2023

**MEMORANDUM FOR HOME AND COMMUNITY BASED SERVICES STAFF AND STAKEHOLDERS**

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

SUBJECT: National Core Indicators for Aging and Disabilities (NCI-AD) Survey

This memorandum is to advise providers of an upcoming survey of persons receiving Home and Community Based Services (HCBS). DSDS is participating again in the National Core Indicator for Aging and Disabilities (NCI-AD) survey. The purpose of the survey is to assess the performance and delivery of HCBS. The survey will collect data that assesses quality of life, service satisfaction, and participant outcomes.

DSDS has contracted with Knowledge Services, an independent research organization, to conduct the interviews. Over 2,000 surveys will be completed. Approximately 7,000 participants have been randomly selected and may be contacted by Knowledge Services to participate in the survey.

Providers are encouraged to distribute the attached survey notification letter to all participants in order to prepare them for this survey. This letter provides further information regarding the survey to help participants better understand the purpose and process.

The survey is optional and takes approximately 45 minutes to complete. Surveys may be conducted in person or via telephone based on the preference of the participant. The interview process will begin mid-March 2023 and will be completed by June 2023.

For more information about the project visit <https://vitalresearch.com/missouri/nci/ad/> or <https://nci-ad.org/>.

Any questions regarding this memorandum should be directed to the Quality Improvement and Quality Assurance Unit, (QIQA) at [QIQA@health.mo.gov](mailto:QIQA@health.mo.gov).

MV/vj

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