



Missouri Department of Health and Senior Services

P.O. Box 570, Jefferson City, MO 65102-0570 | Phone: 573-751-6400 | FAX: 573-751-6010
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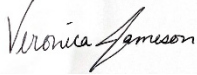
Paula F. Nickelson
Director

Michael L. Parson
Governor

INFO 09-23-03

September 29, 2023

MEMORANDUM FOR HOME AND COMMUNITY BASED SERVICES STAFF AND STAKEHOLDERS

FROM: Veronica Jameson, Unit Manager 
HCBS Quality Improvement & Quality Assurance Unit

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

This memorandum is to inform HCBS providers of an upcoming survey of persons receiving Home and Community Based Services (HCBS). The Division of Senior and Disability Services (DSDS) is participating again in the annual National Core Indicators – Aging and Disabilities Consumer Survey. The purpose of this survey is to assess the overall performance and delivery of HCBS. The survey results will provide data regarding participants' quality of life, service satisfaction, and outcomes. This data is then used to inform budget and policy making decisions. It is also used for mandated reporting of the 1915c HCBS waivers.

DSDS is contracting with Knowledge Services, an independent research organization, to conduct survey interviews with selected participants of different HCBS services types. Service types include the AIDS Waiver, Structured Family Caregiver Waiver (SFCW), Independent Living Waiver (ILW), Consumer Directed (CDS) and Agency Model Personal Care services, Aged & Disabled Waiver (ADW), Adult Daycare Waiver(ADCW), Residential Care and Assisted Living Facilities (RCF/ALF), Brain Injury Waiver(BIW), and Medically Fragile Adult Waiver (MFAW). Over 2,000 surveys will be completed. Approximately 7,000 HCBS participants were randomly selected as eligible participants in the survey. Knowledge Services will contact those participants ultimately selected to participate.

Providers are asked to please distribute the attached survey notification letter to HCBS participants to help them prepare for the survey. This letter informs participants about the survey's purpose and process.

Participants do have the option of whether to participate in the survey. Surveys typically take 30 to 45 minutes to complete and can be conducted via telephone or in-person. Knowledge Services will begin conducting the surveys in October 2023 and will finish in June 2024.

Find more information about the survey on the attached infographic and by visiting the NCI-AD survey page at: [The Surveys | NCI-AD \(National Core Indicators-Aging and Disabilities\)](#)

Contact the HCBS Quality Assurance and Quality Improvement Unit at QIQA@health.mo.gov with any questions about this memorandum.

VJ/hs

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