

NCI-AD Consumer Survey

Engaging Home and Community Based Services Participants



MISSOURI DEPARTMENT OF
**HEALTH &
SENIOR SERVICES**

Recognizing the value and benefits of improved survey participation!



What is the NCI-AD Consumer Survey?

National Core Indicators for Aging and Disabilities (NCI-AD), aims to help states measure the quality of programs designed to assist older adults and persons with disabilities.

The Missouri Department of Health and Senior Services has been participating in the Adult Consumer Survey since 2018. DHSS is contracting with the organization, Knowledge Services to conduct the 2024-2025 survey cycle.

What is the purpose of the survey?

The survey is intended to assess the performance and delivery of HCBS in Missouri. The survey data will provide DSDS with valuable information about the impact services have on participant's quality of life, service satisfaction, and outcomes.

Who will benefit from increased survey participation?

1.



HCBS Participants

Participation in the survey is the right of HCBS participants. The survey is an opportunity for them to speak about their experience and provide input about the services they receive.

2.



The Missouri Department of Health and Senior Services

Survey data helps DHSS identify the strengths and weaknesses of the HCBS program. Data is used to measure the program's quality and informs decisions about the future of the program.

3.



Elected Officials and HCBS Stakeholders

Survey data is shared with program stakeholders and helps to inform policy and fiscal initiatives.

4.



HCBS Provider

As a partner in administering HCBS in Missouri the results of the survey will ultimately benefit you and those you serve by helping to improve the quality of the program!

What is the survey process?

The survey will be conducted by contracted surveyors with Knowledge Services and will begin in October 2024 and end June 30, 2025.

Who will participate in the survey?

- RCF/ALF Residents authorized for HCBS are eligible to participate.
- Participants receiving agency & CDS personal care services and/or those enrolled in the ADW, ADCW, ILW, SFCW, BIW, MFAW, AIDS waiver, as well as RCF/ALF residents are eligible.
- Approximately 2000 surveys will be completed.

How will the survey be conducted?

Via Telephone or In-person Meeting

- Knowledge Services staff will conduct survey interviews.
- Survey participation is voluntary.
- Surveys generally take 30 to 45 minutes to complete.
- Those selected for the survey have the option to meet with the surveyor via telephone or in-person.

What happens with the survey results?

National & State Reports are issued by ADVancing States

- Individual survey responses are anonymous.
- Survey responses will be recorded by staff with Knowledge Services and analyzed by ADVancing States, survey administrator.
- A final report will be published about the performance of Missouri's HCBS program and how it compares to other states' HCBS programs.

What can HCBS Providers do to help?

Help with survey communication and coordination!

- Ensure participants are informed about the upcoming survey.
- Assist surveyors with locating contact information for participants and legal guardians, when needed.
- Assist surveyors with scheduling appointments to conduct survey interviews.

RCF/ALF Information!

- Only 35% of RCF/ALF residents eligible to be surveyed participated in the 2022-23 survey.
- Facility staff cannot make the decision about whether residents will participate in the survey. The decision to participate in the survey must be made by the RCF/ALF resident or their legal guardian.
- Assist surveyors with scheduling appointments to conduct survey interviews with residents.



- To maintain confidentiality individual survey responses are not shared with RCF/ALFs, or any HCBS providers.
- Ensure resident and on duty facility staff are informed about the scheduled survey date and time.

DHSS wants to hear from a wide variety of HCBS participants about their experiences. This information is needed to understand and evaluate all aspects of the HCBS program!

DHSS appreciates your support in making this year's survey a success!

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