



## Missouri Department of Health and Senior Services

P.O. Box 570, Jefferson City, MO 65102-0570 | Phone: 573-751-6400 | FAX: 573-751-6010  
RELAY MISSOURI for Hearing and Speech Impaired and Voice dial: 711




Paula F. Nickelson  
Director

Michael L. Parson  
Governor

INFO 09-24-06

September 30, 2024

### 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 (NCI-AD) 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. To date, this survey has been voluntary and has helped meet 1915c performance measure requirements and is used to help inform legislators of program performance.

With the passing of the Ensuring Access to Medicaid Service Federal Rule (Access Rule), the survey is now required by the Centers for Medicare & Medicaid Services (CMS). This year's survey results will be used for the first mandated Quality Measure Set reporting.

DSDS is contracting with Knowledge Services, an independent research organization, to conduct survey interviews with selected participants of different HCBS service 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), Medically Fragile Adult Waiver (MFAW), and Money Follows the Person Waiver (MFP). 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 [letter](#) to HCBS participants to help them prepare for the survey. This letter informs participants about the survey's purpose and process. Attached is also an [infographic](#) that can be shared with participants and staff. Your partnership in sharing the message is even more important this year as we embark upon our first year of Access Rule reporting requirements.

Participants do have the option of whether to participate in the survey. Surveys take approximately 45 minutes to complete and can be conducted via telephone or in-person. Knowledge Services will begin conducting the surveys in October 2024 and will finish in June 2025.

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](mailto:QIQA@health.mo.gov) with any questions about this memorandum.

VJ

## **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.

