



Missouri Department of Health and Senior Services

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Relay Missouri: Dial 711 to access services for those with hearing or speech impairments



Sarah Willson
Director

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INFO 11-25-01

November 17, 2025

MEMORANDUM FOR HOME AND COMMUNITY BASED SERVICES STAFF AND STAKEHOLDERS

FROM: Verena Cox, Bureau Chief
Bureau of Federal Programs (BFP)

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. This data will help inform HCBS quality improvement initiatives and meet federal reporting requirements.

Historically, DSDS's participation in this survey was voluntary. With the passing of the Ensuring Access to Medicaid Services Federal Rule (Access Rule), participation in a national consumer experience survey is now required by the Centers for Medicare & Medicaid Services (CMS). This means the state must reach statistically valid sampling percentages. This year's survey results will be used for the mandated Quality Measure Set reporting portion of the Access Rule.

DSDS has contracted again 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), Money Follows the Person Demonstration (MFP), and the Older Americans Act (OAA). Over 2,800 surveys will be completed. Approximately 9,000 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. Your partnership

in sharing the message is important to ensure MO remains compliant with Access Rule reporting requirements.

Participants do have the option of whether to participate in the survey; however, we are hopeful that with your encouragement, they will see the value of participating. Surveys take approximately 45 minutes to complete and can be conducted via telephone or in-person. Knowledge Services will begin conducting the surveys in November 2025 and will finish in June 2026.

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 Bureau of Federal Programs at Waivers LTSS@health.mo.gov with any questions about this memorandum.

RC/ms