



**Missouri Department of Health and Senior Services**

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

FROM: Venice Wood, Section Administrator  
Home and Community Based Services *Venice Wood*

SUBJECT: National Core Indicators – Aging & Disability Survey (NCI-AD)

This memorandum is to advise Home and Community Based Services (HCBS) providers that the Division of Senior and Disability Services (DSDS) will be participating in the NCI-AD Survey for the year 2021-2022. The data collected will assess the quality of life, service satisfaction, and participant outcomes for the citizens of Missouri participating in the HCBS program.

DSDS has contracted with Knowledge Services, an independent research organization, to conduct the surveys. Surveys will be offered via two modalities: telephone and face-to-face. HCBS participants or their representative will be empowered to select their preferred modality. A total of 2,040 surveys will be completed. The survey is optional and takes approximately an hour to complete. Surveying efforts will begin in January 2022 and are expected to continue through May 2022.

HCBS providers may be contacted by Knowledge Services surveyors to confirm participant demographic information in the event the information in the HCBS Web Tool is outdated. DSDS is requesting HCBS providers be as accommodating as possible to ensure the success of this project.

DSDS also requests that HCBS providers notify their participant population of this upcoming opportunity to participate in the NCI-AD project. Participants will be randomly selected across the DSDS HCBS program to participate in the survey.

For more information about the project please visit <https://nci-ad.org/>

Questions regarding this memorandum should be directed to the Bureau of Long Term Services and Supports (BLTSS) via e-mail at [LTSS@health.mo.gov](mailto:LTSS@health.mo.gov) or by telephone at 573-526-8557.

[www.health.mo.gov](http://www.health.mo.gov)

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