



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: 1-800-735-2466 VOICE: 1-866-735-2460



Randall W. Williams, MD, FACOG
Director

Michael L. Parson
Governor

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VM-20-01

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MEMORANDUM FOR ALL HOME AND COMMUNITY BASED SERVICES PROVIDERS

FROM: Kitty Engler, Bureau Chief
Bureau of Long Term Services and Supports

A handwritten signature in black ink that reads "Kitty Engler".

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

This memorandum is to advise Home and Community Based Services (HCBS) and Older Americans Act (OAA) providers that DSDS will be participating in the NCI-AD Survey for the year 2019-2020. The data collected will assess the quality of life, service satisfaction and participant outcomes for the citizens of Missouri.

DSDS has contracted with Vital Research, an independent research organization to conduct the face-to-face interviews. A total of 2,441 surveys will be completed. Approximately 7,500 participants will receive a letter from DSDS or from their local Area Agency on Aging (AAA) indicating that they have been randomly selected and may be contacted by Vital Research to participate in the survey. The survey is optional and takes approximately 30 to 45 minutes to complete.

Service Providers may be contacted by Vital Research Surveyors to confirm demographic information (phone number and address) of the participants to be surveyed if the information in the HCBS Web Tool has not been updated. DSDS is requesting that service providers be as accommodating as possible.

For more information about the project visit <https://vitalresearch.com/missouri/nci/ad/> or <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 or by telephone at 573-526-8557.

KE/la

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