

To: Community Centered Board Case Management Directors

From: Danielle Culp, Quality Health Improvement Unit

Date: April 19, 2017

Subject: Additional assistance needed to complete NCI-IDD project

Purpose:

Data Request assistance from Community Centered Board Case Managers to complete the NCI-IDD consumer survey.

Background:

In late 2016, the Department contracted with Vital Research to conduct the required 400 NCI-IDD face-to-face interviews. Vital Research handled all of the management and coordination of the project as it relates to client mapping for geographic representation, scheduling interviews, facilitating the training for all interviews hired, and conducting the surveys.

Data collection by Vital Research in the field consisted of the administration of the NCI survey questions (up to 74 total questions per individual). However, the survey administration process did not allow Vital Research staff to obtain all the necessary background data. The Department is currently working to collect as much of this missing data as possible through various data systems. There are several data elements (mostly client background data) that can be provided by case managers only. Vital Research has developed a “survey gizmo” tool that will make the data collection process much easier for the case managers as well as allow for a more efficient transfer of data to Vital Research to submit the completed data file to the national association in a timely fashion. *At this time, the Department is simply informing the appropriate case management agencies about the upcoming data request in the coming weeks.*

Procedure:

The Department will share each catchment area’s survey tool with the designated Case Management Director of each Community Centered Board. The survey tool will include the missing data elements in which to enter for each client, work that the Department anticipates will require minimal time commitments to complete.

The Department will send the survey tool soon after April 20, 2017, and all detailed information necessary to complete the request efficiently.

Thank you for assisting the Department in the completion of this mission-critical work that helps evaluate clients’ satisfaction with their services and level of community integration.

Questions about this request, please contact:

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