



INFORMATIONAL MEMO

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DIVISION AND OFFICE:	OFFICE OF COMMUNITY LIVING & OFFICE OF COST CONTROL & QUALITY IMPROVEMENT
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Purpose and Audience:

The purpose of this Informational Memo is to inform Long-Term Services and Supports (LTSS) members, families, case managers, providers and advocates that the National Core Indicator (NCI) surveys: Aging and Disabilities (AD) and Intellectual and Developmental Disabilities (IDD) will soon be in the field. Members are selected randomly and requested to participate in the survey. Surveys are conducted through face-to-face interviews and interviewers will be in the field from January 13, 2020 through May 31, 2020.

Information:

Background

The NCI surveys evaluate members' satisfaction with their services and level of community integration. Colorado has been participating in the NCI surveys since 2013. The information collected through the surveys is used to better understand the effectiveness of Home and Community Based Services (HCBS) administered by the

Department of Health Care Policy & Financing (Department) and improve supports and services provided in the state.

The NCI-IDD survey is being conducted for individuals receiving services through HCBS-Supported Living Services (SLS) and HCBS-Persons with Developmental Disabilities (DD) waivers. The NCI-AD survey is being conducted for individuals receiving services through HCBS-Elderly, Blind and Disabled (EBD) and HCBS-Community Mental Health Supports (CMHS) waivers.

An example measures that both surveys collect is the proportion of people who can see or talk to friends or family when they want to. For NCI-AD in Fiscal Year (FY) 2016-17, 91 percent of survey respondents said "Yes". For NCI-IDD in the same period, 72 percent of survey respondents said "Yes".

Conducting the NCI Surveys

The Department has contracted with Vital Research to conduct NCI surveys via face-to-face interviews with members. Vital Research handles the management and coordination of the project as it relates to mapping members for geographic representation, scheduling interviews, facilitating training for all interviewers hired, and conducting the surveys.

Beginning January 13, 2020, up to 5,000 randomly selected members receiving services through HCBS-DD, HCBS-SLS, HCBS-EBD and HCBS-CMHS waivers will be contacted and requested to voluntarily participate in a survey. The goal is to complete over 700 NCI-AD surveys by May 17, 2020 and over 700 NCI-IDD surveys by June 17, 2020.

Participation is completely voluntary and will not affect member services or benefits in any way. All information provided by members will be kept confidential and they will not be personally identified in any report that is released. Answers to questions will never be shared with providers, case managers, or any others (including other state agencies).

For members who participate, some background information will be pulled from the Department's Colorado Benefits Management Systems (CBMS) and Benefits Utilization System (BUS) to supplement the member satisfaction information. Throughout the survey process, case managers of surveyed members may be asked to update

members' background information for important data that is missing in the Department's systems.

Data from this 2020 surveys will be available in summer 2021. Data from 2019 surveys will be available in summer 2020.

Thank you for assisting the Department with completing this mission-critical work that helps evaluate members' satisfaction with their services and level of community integration. For more information about administration of the survey, please visit vitalresearch.com/colorado/nci.

Attachment(s):

None

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