



COLORADO

Department of Health Care
Policy & Financing

Community Living Office
1570 Grant Street
Denver, CO 80203

TO: All Stakeholders

FROM: The Department of Health Care Policy & Financing

DATE: **August 30, 2017**

SUBJECT: COMMUNICATION BRIEF - Notification that the Department has published a report on Individual/Family/Advocate (IFA) Survey results to date and has rolled out a revised IFA Survey.

Purpose: To notify stakeholders of two developments relating to the Individual/Family/Advocate (IFA) Survey: first, that the Department has published a report on the results of the survey to date, and second, that the Department has rolled out a revised version of the survey.

Background: In January 2014, the Centers for Medicare & Medicaid Services (CMS) published a rule to ensure that Home and Community Based Services (HCBS) are provided in settings that meet certain criteria. 79 Fed. Reg. 2948 (Jan. 16, 2014).

Since July 2015, the Department of Health Care Policy & Financing has been running a survey designed to assess the experience of individuals receiving Medicaid HCBS in the context of the HCBS Settings Final Rule. The survey includes questions tailored for each of three key categories of respondents: individuals receiving Medicaid HCBS, their family members and friends, and their advocates. Stakeholders may take the survey as often as they like. The survey has been available in English and Spanish and in hard-copy and online formats.

Information: The Department has published a report on the IFA Survey results received during the two years the survey has been open. The report may be found on the Department's website (<https://www.colorado.gov/pacific/hcpf/home-and-community-based-services-settings-final-rule>) under the header "Individual/Family/Advocate (IFA) Survey."

The Department has also rolled out a revised version of the IFA Survey. The revisions take into account public comments on the survey, additional criteria of the HCBS Settings Final Rule, and components of the HCBS Consumer Assessment of Healthcare Providers and Systems (CAHPS) Survey published by CMS in October 2016, among other things. The revised survey has been translated into Russian, as well as Spanish, in order to enhance its accessibility to stakeholders. Links to the hard-copy and online formats of the survey may be found on the Department's website at the link and header set forth above.

Our mission is to improve health care access and outcomes for the people we serve while demonstrating sound stewardship of financial resources.

www.colorado.gov/hcpf



Action: The Department invites stakeholders to review the IFA Survey results and to take the revised IFA Survey.

To request that a hard copy of the survey be mailed to you, and/or to submit a completed hard-copy survey, please contact the Department using any of the contact information below:

- Lori Thompson, HCBS Specialist, Division for Intellectual and Developmental Disabilities, at Lori.Thompson@state.co.us or (303) 866-5142
- Sarah Hoerle, LCSW, Benefits and Waiver Design Unit Manager, Community First Choice, Long Term Services and Supports Division, at Sarah.Hoerle@state.co.us or (303) 866-6113
- Leah Pogoriler, Strategic Policy Advisor, Office of Community Living, at Leah.Pogoriler@state.co.us or (303) 866-6470