



## INFORMATIONAL MEMO

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**TITLE: NATIONAL CORE INDICATOR SURVEYS 2019**

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**DIVISION AND OFFICE: OFFICE OF COMMUNITY LIVING**

**PROGRAM AREA: STRATEGIC OUTCOMES UNIT**

**APPROVED BY: DANIEL KRUG**

**KEY WORDS: NATIONAL CORE INDICATORS, NCI, MEMBER SATISFACTION, SURVEY**

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*HCPF Memo Series can be accessed online: <https://www.colorado.gov/hcpf/memo-series>*

### **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 surveys are currently in the field. Members are selected randomly and requested to participate in the survey. Surveys are conducted through face-to-face interviews and will be in the field until June.

### **Information:**

#### Background

The National Core Indicators (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.

There are two separate surveys being conducted. The NCI-IDD<sup>1</sup> survey is being conducted for individuals receiving services through HCBS-Supported Living Services (HCBS-SLS) and HCBS-Persons with Developmental Disabilities (HCBS-DD) waivers. The

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<sup>1</sup> More information can be found at: <https://www.nationalcoreindicators.org/>

NCI-AD<sup>2</sup> survey is being conducted for individuals receiving services through HCBS-Elderly, Blind and Disabled (HCBS-EBD) and HCBS-Community Mental Health Supports (HCBS-CMHS) waivers.

An example measure 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 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 the first week in February 2019, up to 6,000 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 about 350 surveys per waiver by June 2019.

**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 manager, or any others (including other state agencies).

For members who participate, some background information will be pulled from the Department's CBMS and BUS systems to supplement the member satisfaction information. Upon the completion of surveys around June, 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 year's surveys will be available in summer 2020. Data from last year's surveys will be available in summer 2019.

**Thank you for assisting the Department with completing this mission-critical work that helps evaluate members' satisfaction with their services and level**

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<sup>2</sup> More information can be found at: <https://nci-ad.org/>

**of community integration.** For more information about administration of the survey, please visit [vitalresearch.com/colorado/nci](http://vitalresearch.com/colorado/nci).

**Attachments:**

None

**Department Contact:**

Michael Gratton

[Michael.Gratton@state.co.us](mailto:Michael.Gratton@state.co.us)