



INFORMATIONAL MEMO

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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 two National Core Indicator (NCI) surveys, the NCI surveys for Intellectual and Developmental Disabilities (NCI-IDD) and Aging and Disabilities (NCI-AD) will soon be in the field. Members are selected randomly and asked to participate in the survey. Due to COVID-19, surveys will be conducted remotely using either video conferencing or through the telephone from January 31, 2022 through June 30, 2022.

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 the HCBS-Elderly, Blind, and Disabled (EBD) and HCBS-Community Mental Health and Supports (CMHS) waivers. An example measure that the survey collects is the proportion of people who report services and supports are helping them live a good life. For NCI-IDD in Fiscal Year (FY) 2019-20, 91 percent of survey respondents said "Yes". The Department has contracted with Vital Research to conduct NCI surveys 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 31, 2022, up to 3,000 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 415 NCI-IDD surveys and 415 NCI-AD surveys by June 30, 2022.

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 2022 survey will be available in summer 2023. Data from 2021 surveys will be available in summer 2022. You can find this information at the Department's website <https://hcpf.colorado.gov/nci-survey>.

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 the administration of the survey, please visit <https://vitalresearch.com/colorado/nci/>.

Attachment(s):

None

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