



INFORMATIONAL MEMO

TITLE:	2023 NATIONAL CORE INDICATORS (NCI) SURVEY ANNOUNCEMENT
SUPERSEDES NUMBER:	N/A
EFFECTIVE DATE:	NOVEMBER 1, 2022
DIVISION AND OFFICE:	OFFICE OF COMMUNITY LIVING
PROGRAM AREA:	HCBS WAIVERS
KEY WORDS:	HOME AND COMMUNITY-BASED SERVICES, HCBS WAIVERS, NATIONAL CORE INDICATORS, COMMUNITY MENTAL HEALTH SUPPORTS WAIVER, ELDERLY, BLIND, AND DISABLED WAIVER, COMPLEMENTARY & INTEGRATIVE HEALTH WAIVER, BRAIN INJURY WAIVER
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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 Indicators—Aging and Disabilities (NCI-AD) survey will soon be in the field. Members are selected randomly and asked to participate in the survey. The surveys will be conducted in person and remotely, using either video conferencing or through the telephone depending on member preference, from Nov. 1, 2022, through April 30, 2023.

Information:

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-AD survey is being conducted for individuals receiving services through the Elderly, Blind, and Disabled (EBD), Complementary and Integrative Health (CIH), Brain Injury (BI), and Community Mental Health and Supports (CMHS) waivers. 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 Nov. 1, 2022, up to 5,000 randomly selected members receiving services through the CIH, BI, EBD, and CMHS waivers will be contacted and asked to voluntarily participate in a survey. The goal is to complete 1,275 NCI-AD surveys by May 1, 2023.

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 2023 survey will be available in summer 2024. Data from 2022 surveys will be available in summer 2023. You can find this information on the Department's website at <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

Department Contact:

Rachel Newton

Rachel.Newton@state.co.us