



## INFORMATIONAL MEMO

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<b>Title:</b> Children’s Waiver Satisfaction Survey 2023	<b>Topic:</b> HCBS
<b>Audience:</b> Stakeholders	<b>Sub-Topic:</b> Survey
<b>Supersedes Number:</b> N/A	<b>Division:</b> Benefits and Services Management
<b>Effective Date:</b> May 16, 2023	<b>Office:</b> Office of Community Living
<b>Expiration Date:</b> December 31, 2023	<b>Program Area:</b> Waiver Administration and Compliance
<b>Key Words:</b> Children’s Waiver Satisfaction Survey, Survey, Children’s Extensive Support, Children’s Home and Community Based Services, Children with Life Limiting Illness, Children’s Habilitation Residential Program, Home and Community Based Services, Waiver, CHRP, CLLI, CES, CHCBS	
<b>Legal Authority:</b> N/A	
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<b>Issue Date:</b> June 26, 2023	
<b>Approved By:</b> Lana Eggers	

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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 families who have children receiving services through the Children’s Extensive Support (CES), Children’s Home and Community-Based Services (CHCBS), Children with Life Limiting Illness (CLLI), or Children’s Habilitation Residential Program (CHRP) waivers, of the upcoming Children’s Waiver Satisfaction Survey.

### **Information:**

The Department of Health Care Policy & Financing (HCPF) has partnered with Vital Research to develop and administer a Children’s Waiver Satisfaction Survey. The Children’s Waiver Satisfaction Survey expanded upon the National Core Indicators’ Children’s Family Survey (NCI-CFS) HCBS populations as it primarily focused only on the CES waiver. The new Children’s Waiver Satisfaction Survey will receive feedback

from families on their satisfaction with services and supports, from members enrolled on the four children's waivers in Colorado. These waivers include the CES, CHCBS, CLLI, and CHRP. Member and family participation in the survey will help HCPF to learn more about how well we are supporting members and their families and understand satisfaction with services. HCPF appreciates the contribution of members' and their families' valuable time, thoughtful feedback, and information shared.

Vital Research will be mailing letters to families who are randomly selected during the Summer of 2023. There will be two ways to complete the survey. The preferred way is to access the survey online by using your unique Access Code. This Access Code will be in the member letter. The other option to complete the survey is to fill out the paper survey (included in the letter) and sent back in the self-addressed stamped envelope. We hope you choose to be part of this important survey. For more information on surveys and to see results from previous years, please visit <https://www.colorado.gov/pacific/hcpf/nci-survey>.

All information provided will be kept confidential and members will not be personally identified in any report that is released. This survey is completely voluntary. It is the member's and family's choice whether to participate. Services received from Medicaid programs will not be impacted regardless of the family's choice whether or not to participate.

**Definition(s):**

None

**Attachment(s):**

None

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