



## INFORMATIONAL MEMO

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<b>Title:</b> 2023 National Core Indicator (NCI) Survey Announcement	<b>Topic:</b> LTSS
<b>Audience:</b> Long-Term Services and Supports (LTSS) Members, Families, Case Managers, Providers & Advocates	<b>Sub-Topic:</b> Survey
<b>Supersedes Number:</b> N/A	<b>Division:</b> Benefits and Services Management
<b>Effective Date:</b> Sept. 1, 2023	<b>Office:</b> Office of Community Living
<b>Expiration Date:</b> June 30, 2024	<b>Program Area:</b> Home and Community-Based Services (HCBS) Waivers
<b>Key Words:</b> HCBS Waivers, National Core Indicators, Developmental Disabilities Waiver, Supported Living Services Waiver	
<b>Legal Authority:</b> N/A	
<b>Memo Author:</b> Rachel Newton	
<b>Informational Memo Number:</b> HCPF IM 23-025	
<b>Issue Date:</b> August 22, 2023	
<b>Approved By:</b> Lana Eggers	

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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 the National Core Indicator (NCI) survey: Intellectual and Developmental Disabilities (IDD), will launch in Fall 2023. Members are selected randomly and asked to participate.

### 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 (HCPF) 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. HCPF 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.

### Survey Process

Beginning in October 2023, up to 5,500 randomly selected members receiving services through HCBS-DD and HCBS-SLS waivers, will be contacted and asked to participate voluntarily in the survey. The goal is about 1,100 surveys by June 30, 2024.

For members who participate, some background information will be pulled from HCPF'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 HCPF's systems.

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. Data from this 2023 survey will be available in summer 2024.

Thank you for assisting HCPF 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://hcpf.colorado.gov/nci-survey>.

### **Definition(s):**

None

### **Attachment(s):**

None

### **HCPF Contact:**

Rachel Newton, [Rachel.Newton@state.co.us](mailto:Rachel.Newton@state.co.us)