



INFORMATIONAL MEMO

Title: 2024 National Core Indicator (NCI) Survey Announcement	Topic: LTSS
Audience: Long-Term Services and Supports (LTSS) Members, Families, Case Managers, Case Management Agencies, Providers & Advocates	Sub-Topic: Survey
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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 Management Agencies (CMAs) case managers, providers, and advocates that the National Core Indicator (NCI) survey: Intellectual and Developmental Disabilities (IDD) and NCI - Aging and Disabled (NCI-AD), will launch in September 2024. 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 and 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 Developmental Disabilities (DD) waivers. The NCI-AD Survey will be administered to members enrolled on the Brain Injury (BI) Waiver, Complementary and Integrative Health (CIH) Waiver, Elderly, Blind, and Disabled (EBD) Waiver, Community Mental Health Supports (CMHS) Waiver. 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 September 2024, up to 8,500 randomly selected members receiving services through DD, SLS, BI, CIH, EBD, and CMHS waivers, will be contacted and asked to participate voluntarily in the survey. The goal is to complete 1,255 NCI-AD and 1,018 NCI-IDD surveys by June 30, 2025.

For members who participate, some background information will be pulled from HCPF's Colorado Benefits Management Systems (CBMS) and the Care and Case Management System (CCM) 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 2024 survey will be available in fall 2025.

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

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