

Tony Evers  
Governor



**DIVISION OF MEDICAID SERVICES**

1 WEST WILSON STREET  
PO BOX 309  
MADISON WI 53701-0309

Kirsten L. Johnson  
Secretary

**State of Wisconsin**  
Department of Health Services

Telephone: 608-266-8922  
Fax: 608-266-1096  
TTY: 711

## **DHS Will Be Conducting the National Core Indicators Survey (NCI) – A Quality-of-Life Survey**

The Department of Health Services (DHS) has contracted with Knowledge Services, an independent research organization, to conduct an in-person survey to learn more about people in Wisconsin who are getting long-term care. DHS has partnered with the National Core Indicators (NCI) Aging & Disabilities project supported by the National Association of States United for Aging and Disabilities (NASUAD). To learn more, please visit [www.nci-ad.org](http://www.nci-ad.org).

Participants will include nursing home residents whose care is paid for by Medicaid, as well as people in other Medicaid long term care programs. The NCI survey is a unique tool to gain member-centered insight into care and lifestyle and better inform long term care policy. Completing the survey helps DHS ensure long term care services are working for residents.

Participants are randomly selected. Participants can pick the date, time, and location of the survey. Nursing home residents or their guardian/power of attorney, will receive letters about the survey from DHS. If these letters come to the facility mailing address, please forward them to participants and/or their guardians. If you would like Knowledge Services to use different contact information for a selected participant, please let them know by calling toll-free at (866) 228-5859, or by emailing at [survey@knowledgeservices.com](mailto:survey@knowledgeservices.com).

The participant's guardian or power of attorney, if the resident has one, can be (but is not required to be) present during the survey. Nursing home staff may only be present during the survey if the resident, guardian, or power of attorney would like them included. From November 2023 through May 2024, interviewers from Knowledge Services may contact residents to schedule appointments and answer questions about the project.

Share this letter with direct care and front desk staff. Questions for DHS about the survey can be directed to Justine Felix, the Wisconsin state coordinator, by email at [justine.felix@dhs.wisconsin.gov](mailto:justine.felix@dhs.wisconsin.gov) or by phone at (608) 471-3901.