OREGON DEPARTMENT OF Human Services

Aging and People with Disabilities
500 Summer St NE, E-02
Salem, OR 97301-1073

November 30, 2026

RE: National Core Indicators-Aging & Disability (NCI-AD) - Adult Consumer Survey

Dear Provider/Administrator,

This letter is to let you know the National Core Indicators-Aging and Disability (NCI-AD) Adult Consumer Survey is starting soon. The survey is about how residents like their services and how well services meet their needs. The survey includes residents receiving Medicaid-paid services. Some residents at your facility may be asked to take the survey.

APD has contracted with Vital Research to survey residents. About 1,200 randomly selected older adults and people with disabilities will be surveyed.

The survey process is:

- Residents receive a letter with information about the survey.
- If selected, a Vital Research interviewer calls the resident. Vital asks them to participate. The survey is voluntary.
- If the resident chooses to participate:
  - Vital schedules an interview.
  - The resident chooses a phone, video conference, or in person interview.
  - The survey interview is held. It lasts for about an hour. The resident may invite a friend or support person to the interview.
  - Survey answers are confidential. APD will receive a report in 2028 with composite results.

Facility staff should not be present unless the resident asks for help. The resident must give permission for staff to attend to avoid a conflict of interest.

Survey letters will be sent in early December. Vital interviewers will call residents between mid-December 2026 and May 2027.

Please note: the survey is a state quality improvement activity. Facilities must allow survey interviewers access to residents.

If you have questions, contact Naomi Sacks, NCI-AD Survey Coordinator, at APD.PopulationHealth@odhs.oregon.gov or call 1-503-385-7168.

You can also visit the ODHS website at: https://www.oregon.gov/odhs/data/Pages/apd-core-indicators.aspx or the Vital Research study website at https://vitalresearch.com/oregon/nci/.

Thank you! You are helping to improve services for older adults and people with disabilities.

Sincerely,

Nakeshia Knight, Ph.D.

Director

Office of Aging and People with Disabilities