



Frequently Asked Questions (FAQs)

1. Q: What is the National Core Indicators-Aging and Disability (NCI-AD)?
A: The NCI-AD is an initiative to measure the quality and performance of state aging and disabilities systems. The goal of the project is to help states measure performance so that states can improve their performance.
2. Q: Why is Ohio involved in the NCI-AD?
A: We care about older Ohioans and want to ensure that we are providing the best assistance to them. We believe the best way to measure our how our delivery system is working is to ask the people who are receiving services.
3. Q: Why have I been selected to help with the NCI-AD survey?
A: You have been selected to participate in the NCI-AD Project because you are currently enrolled in one of our Medicaid waiver programs (PASSPORT or Assisted Living) or receive a home delivered meal from a local provider.
4. Q: If I decide to participate in the NCI-AD survey, what do I have to do?
A: If you decide to help us, you will complete a face to face survey with an interviewer from Vital Research about the quality of your life and how the services you receive impact your quality of life.
5. Q: Where and when will the surveys take place?
A: The face to face survey will be completed in a place of your choosing. The face to face survey will be scheduled at your convenience. The project will begin in January 2016 and will continue through April 2016.
6. Q: What kind of questions will I be asked?
A: You will be asked questions about the types of services you receive and your control over them, your satisfaction with your situation, your health, wellness and safety, your relationships and participation in the community among others. You may choose to not answer any question if it makes you uncomfortable.
7. Q: Will my case manager or service provider ask me the survey questions?
A: No. Interviewers from Vital Research will conduct the face to face surveys.
8. Q: Will my case manager or service provider know the answers I gave during the survey?
A: No. All answers you provide to interviewers from Vital Research will be kept confidential.
9. Q: Will I lose my services or be penalized if I choose not to participate in the NCI-AD Project?
A: Participating in the NCI-AD project is completely voluntary. **You will not lose any services or be penalized in any way if you choose not to participate.**
10. Q: Who can I contact for help?

A: If you have questions about the National Core Indicators survey, please contact Muriel Wheatley (888-848-2555) at Vital Research or Deanna Clifford (614-644-5192) at the Ohio Department of Aging. If you have questions about the services you are receiving, please contact your Area Agency on Aging by calling 1-866-243-5678.