



**Missouri Department of Health and Senior Services**

P.O. Box 570, Jefferson City, MO 65102-0570 Phone: 573-751-6400 FAX: 573-751-6010  
RELAY MISSOURI for Hearing and Speech Impaired and Voice dial: 711

**Randall W. Williams, MD, FACOG**  
Director



**Michael L. Parson**  
Governor

September 16, 2019

The Missouri Department of Health and Senior Services would like your help. We are conducting a survey to get feedback about the services you receive that help you stay in your home. The survey is called the National Core Indicators for Aging and Disabilities (NCI-AD). You have been randomly selected to participate in this survey. The information you provide will help to improve services provided to older adults and adults with disabilities in our state.

The Department has contracted with Vital Research, an independent research company, to conduct the face-to-face interviews. The interview usually takes 30 to 45 minutes to complete. The survey is voluntary, and your participation will **not** change any of the services that you get. All interviews are confidential.

An interviewer from Vital Research may call you in the next few months. If you agree to participate, the interviewer will schedule a time to meet you at your home or another place of your choice. We encourage you to share this letter with anyone you would like, such as family members or caregivers, so they know about this upcoming survey.

To learn more, visit the website <https://vitalresearch.com/missouri/nci/ad/>. If you have any questions or would like more information, please call Casey Stone, Project Coordinator; toll free at **(888) 848-2555**.

We hope you agree to participate in this survey. Your feedback is important and will help to improve services in Missouri.

Sincerely,

A handwritten signature in black ink that reads "Jessica Bax". The signature is fluid and cursive, with a large loop at the end of the last name.

Jessica Bax  
Director of the Division of Senior and Disability Services

[www.health.mo.gov](http://www.health.mo.gov)

**Healthy Missourians for life.**

The Missouri Department of Health and Senior Services will be the leader in promoting, protecting and partnering for health.

AN EQUAL OPPORTUNITY / AFFIRMATIVE ACTION EMPLOYER: Services provided on a nondiscriminatory basis.