



State of Vermont

Department of Disabilities, Aging and Independent Living
Adult Services Division
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Agency of Human Services

February 20, 2020

Dear Participant,

The Vermont Agency of Human Services, Department of Disabilities, Aging, & Independent Living (DAIL), would like your help. We are conducting a survey to determine how well our programs and services are meeting your needs. You have been chosen from a list of Vermonters receiving long term services and supports through the Choices for Care or Traumatic Brain Injury (TBI) Program who may be asked to participate in a survey called the *National Core Indicators (NCI)*. This is a nationally recognized satisfaction survey used across the country to evaluate home and community-based services, and we will use this information to improve the services provided to everyone.

DAIL has contracted with Vital Research, an independent company that specializes in conducting interviews. An interviewer from Vital Research may call you between February and the end of April to set up a time to meet with you in person. If you are contacted, we hope you choose to participate and that you provide us with your honest opinion about your services. Your opinion is critical to improving services and supports in Vermont.

If you choose to participate, the interviewer will schedule a time to meet you at your home or a place of your choice. Your privacy is important, and your answers will be kept confidential. Your answers will not be shared with your providers, case managers, or others who help you. If you do not want to participate, it will not change any of your services.

We hope you can participate in this important survey. To learn more, you may visit the website at <https://vitalresearch.com/vermont/nci>. If you have questions or would like more information, please call **Karin Rainey, Project Manager, at Vital Research, toll free, at (888) 848-2555**. You may also call the **survey contact at the State of Vermont, Lisa Neveu, at (802) 241-0296**.

Sincerely,

Lisa Neveu,
Interim Director of Quality and Provider Relations

