



Tony Evers  
Governor

Kirsten L. Johnson  
Secretary

**State of Wisconsin**  
Department of Health Services

**Division of Medicaid Services**

201 E. Washington Ave.  
PO Box 309  
Madison, WI 53701-0309

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

October 10, 2025

**You Are Invited to Take Part in a Survey  
With the Wisconsin Department of Health Services**

The Wisconsin Department of Health Services (DHS) is surveying older adults and people with physical disabilities about their quality of life. DHS has contracted with Knowledge Services, an independent research organization, to do the survey. If you need an interpreter, or if your contact information has changed, please call Knowledge Services toll free: 866-228-5859.

DHS is doing this survey to learn more about how to help people in Wisconsin who are getting long-term care. This survey is part of a national project called National Core Indicators. To learn more about the National Core Indicators project, please visit the website: <https://nci-ad.org/>

Knowledge Services will call you between October 2025 and June 2026 to talk to you about the survey. You can pick the time and place of the survey. Your guardian or power of attorney, if you have one, may be there during the survey. If you need a remote accommodation to complete the survey, Microsoft Teams secure video conference or by phone are available.

If you are a guardian or power of attorney getting this letter, please share the letter with the person selected to take part in the survey. If you are getting this letter in place of a guardian or power of attorney, please share this letter with them.

The survey is optional and will take between 45–60 minutes. All your survey answers will be kept confidential and secure. Your survey answers will not change the services you are getting now or may get in the future.

If you have questions for DHS about the National Core Indicators project, please contact Olivia Snell at 608-471-3901 or by email at [olivia.snell@dhs.wisconsin.gov](mailto:olivia.snell@dhs.wisconsin.gov).

Thank you for your time and for considering sharing your experiences. The survey information will be used to improve services and better understand people's needs. Together, we can make sure that quality supports and services are available in Wisconsin.

Sincerely,

Olivia Snell, State NCI Coordinator