

Attachment M: Refusal Conversion Letters

No Time Letter

DATE

NAME
FACILITY
ADDRESS
CITY/STATE/ZIP

Dear:

When we contacted you recently about participating in the **National Survey of Residential Care Facilities (NSRCF)**, you expressed concern about spending the time necessary to complete the interview.

This first-time national study collects information about the characteristics of residential care communities and the types of services they provide. Only a small number of communities in STATE will be included in this study, so your responses are very important to provide accurate information on long-term care in the United States.

We understand that you are very busy.

- The interviewer will accommodate **your schedule** and **your needs** in order to complete the interview.
- Should you need to pause the interview in order to attend to other duties, your interviewer will be happy to do so.
- To reduce the time commitment of any one person, you can designate portions of the interview to be completed by different people on your staff. The facility portion of the interview averages **1 hour**, while the resident portion of the interview averages **20 minutes** per selected resident. (Residents are not interviewed directly.)
- This survey is conducted via a laptop computer which enhances the ease and speed of administration.

Many organizations and leaders in the long-term care community, including the American Association of Homes and Services for the Aging (AAHSA), the American Seniors Housing Association (ASHA), the Assisted Living Federation of America (ALFA), and the National Center for Assisted Living (NCAL) join me in urging your participation in this meaningful study.

In a few days, you will receive a call from our field office to discuss the specific concerns that you had. If you prefer, you may call FIELD SUPERVISOR toll-free at 1-866-XXX-XXXX or send an e-mail to FS EMAIL ADDRESS. An NSRCF staff member will respond promptly.

We hope you will consider participating in this important research study.

Sincerely,



Lauren Harris-Kojetin
Chief, Long-Term Care Statistics Branch
National Center for Health Statistics

Attachment: NSRCF brochure and related information

For more information about the National Survey of Residential Care Facilities and other studies of long-

term care, please visit <http://www.cdc.gov/nchs/nhcs.htm>

Not Interested/Not if Voluntary Letter

DATE

NAME
FACILITY
ADDRESS
CITY/STATE/ZIP

Dear:

When we contacted you recently about participating in the **National Survey of Residential Care Facilities (NSRCF)**, you expressed concern about completing the interview.

This first-time national study collects information about the characteristics of residential care communities and the types of services they provide. Only a small number of communities in STATE will be included in this study, so your responses are very important to provide accurate information on long-term care in the United States.

- All responses are confidential and protected by federal privacy laws.
- The interviewer will accommodate **your schedule** and **your needs** in order to complete the interview.
- Should you need to pause the interview in order to attend to other duties, your interviewer will be happy to do so.
- To reduce the time commitment of any one person, you can designate parts of the interview to be completed by other people on your staff.
- This survey is conducted via a laptop computer which enhances the ease and speed of administration.

Many organizations and leaders in the long-term care community, including the American Association of Homes and Services for the Aging (AAHSA), the American Seniors Housing Association (ASHA), the Assisted Living Federation of America (ALFA), and the National Center for Assisted Living (NCAL) join me in urging your participation in this meaningful study.

In a few days, you will receive a call from our field office to discuss the specific concerns that you had. If you prefer, you may call FIELD SUPERVISOR toll-free at 1-866-XXX-XXXX or send an e-mail to FS EMAIL ADDRESS. An NSRCF staff member will respond promptly.

We hope you will consider participating in this important national study.

Sincerely,



Lauren Harris-Kojetin
Chief, Long-Term Care Statistics Branch
National Center for Health Statistics

Attachment: NSRCF brochure and related information

For more information about the National Survey of Residential Care Facilities and other studies of long-term care, please visit <http://www.cdc.gov/nchs/nhcs.htm>

Cancelled Appointment Letter

DATE

NAME
FACILITY
ADDRESS
CITY/STATE/ZIP

Dear:

Sorry we missed you!

We had an appointment on: **DATE, TIME** to complete the surveys for the **National Survey of Residential Care Facilities (NSRCF)**. We hope to speak with you soon to reschedule a date and time that is convenient for you. As a reminder, here are some features of this study:

- This first-time national study collects information about the characteristics of residential care communities, the types of services they provide, and the characteristics of people who live in these communities.
- All responses are confidential and protected by federal privacy laws.
- Only a small number of communities in STATE will be included in this study, so your responses are very important to provide accurate information on long-term care in the United States.

We understand that you are very busy. We can find a time to meet that is convenient to **your** schedule. To reduce the time commitment of any one person, you can designate portions of the interview to be completed by different people on your staff.

In a few days you will receive a call from our field office. If you prefer, you may call FIRST NAME LAST NAME toll-free at 1-XXX-XXX-XXXX or send an e-mail to NSRNMut1@nsr.rti.org. An NSRCF staff member will respond promptly.

Thank you in advance for your help with this important endeavor.

Sincerely,



Lauren Harris-Kojetin
Chief, Long-Term Care Statistics Branch
National Center for Health Statistics

Attachment: NSRCF brochure and related information

For more information about the National Survey of Residential Care Facilities and other studies of long-term care, please visit <http://www.cdc.gov/nchs/nhcs.htm>.