

Attachment K: Experiment 1 Protocol Respondent Contact Materials

We have attached only the materials that differ between the base protocol in Attachments G1-G6 and Experiment 1. In these attached materials, we **highlight text** to show the differences made to the base protocol materials to adapt them for the experiment groups.

- K1 RCC Experiment 1 materials
 - NCHS Advance Letter
 - NCHS Cover Letter with FAQs (Initial, Follow-up 1 and 2)
 - Letter of Support
 - Reminder/Thank You Letter
- K2 ADSC Experiment 1 materials
 - NCHS Advance Letter
 - NCHS Cover Letter with FAQs (Initial, Follow-up 1 and 2)
 - Letter of Support
 - Reminder/Thank You Letter

Attachment K1-RCC Experiment 1 Materials-Advance letter

[NCHS Letterhead]

Date

Name of Director

Name of Community

Community Address

Community City, State, Zip

Dear <Name of director>,

We are pleased to inform you that a national study of residential care facilities will be conducted by the Centers for Disease Control and Prevention's National Center for Health Statistics (NCHS). This study, the **National Study of Long-Term Care Providers** (NSLTCP), is a new national survey to be conducted every two years of a nationwide sample of about 11,000 residential care communities. Its purpose is to collect information about the characteristics of these places, the services they offer, general information on staffing, demographics and health of the residents they serve, and payment for these services. NSLTCP data will be used to help policymakers and health care planners understand and plan for the long-term care needs of the U.S. population. The following national organizations are in support of NSLTCP: American Seniors Housing Association (ASHA), Assisted Living Federation of America (ALFA), LeadingAge, and the National Center for Assisted Living/American Health Care Association (NCAL/AHCA).

In the next few weeks a packet will be sent to you containing study literature and a URL and password to complete the survey via the web over a safe and secure network. When your packet arrives, please go to the URL and complete the survey at your earliest convenience. Answering the questions takes 30 minutes on average.

Your participation in this study is voluntary, but it will assist greatly in helping to further our nation's understanding and planning for the long-term care needs of the elderly and disabled populations.

Data collected by NSLTCP is authorized by Section 306 of the Public Health Services Act (Title 42, U.S. code 242K). As required by federal law (section 308(d) of the Public Health Services Act in 42, U.S. Code, 242m(d) and the Confidential Information Protection and Statistical Efficiency Act Title 5 of PL 107-347), all information collected will be used only for statistical purposes and held in the strictest confidence. No data on individual residents will be collected.

If you would like to learn more about this study, please visit <http://www.cdc.gov/nchs/nsltcp.htm> or call a NSLTCP representative at (800) XXX-XXXX.

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

Sincerely,

Edward J. Sondik, Ph.D.

Director, National Center for Health Statistics

Attachment K1-RCC Experiment 1 Materials-Cover Letter with FAQs

[NCHS Letterhead]

Date

Name of Director

Name of Community

Community Address

Community City, State, Zip

Dear <NAME OF DIRECTOR >,

A couple of weeks ago, we contacted you about a new initiative conducted by the Centers for Disease Control and Prevention's National Center for Health Statistics, the **National Study of Long-Term Care Providers** (NSLTCP). We now invite you to participate in this important national study of long-term care providers in the United States.

The purpose of NSLTCP is to collect information every two years about the characteristics of places providing long-term care, the services they offer, general information on staffing, demographics and health of the residents they serve, and payment source for these services. NSLTCP data will inform long-term care providers, planners, researchers, and policymakers about residential care, which is increasingly becoming an important part of the long-term care continuum in this country.

To complete your web survey over a safe and secure network, go to the following URL address and type the password provided below. This password is unique to you. Please keep it safe in case you need to access your survey again later.

URL:

Password:

If you need technical support with the web survey, you may call 1-800-XXX-XXXX

Completing the survey takes about 30 minutes on average. Before beginning the survey, please have your community records readily available to help you answer the questions about number of residents, demographics of residents, number of staff, and hours worked by staff.

Your participation in this national study is voluntary, but it will assist greatly in helping to further our nation's understanding of long-term care needs of the elderly and disabled population. The information you provide will be used for statistical purposes and held in the strictest confidence.

Thank you for your help in this important research.

Sincerely,

Edward J. Sondik, Ph.D.

Director, National Center for Health Statistics

To learn more, please visit <http://www.cdc.gov/nchs/nsltcp.htm> or call a NSLTCP representative at (800) XXX-XXXX

National Study of Long-Term Care Providers (NSLTCP) Frequently Asked Questions

Why should I participate in this survey?

CDC's National Center for Health Statistics (NCHS) recognizes that residential care communities are an important part of the long-term care spectrum in the United States. NCHS recently completed the first ever nationwide study of residential care communities (see enclosed Data Brief). NCHS' new survey, the National Study of Long-Term Care Providers (NSLTCP), will track trends in the supply and use of residential care, the characteristics and practices of residential care communities, and the characteristics of residential care residents. NSLTCP is similar to surveys NCHS has done for other types of long-term care providers, such as nursing homes, hospice care agencies, and home health care agencies. When you participate you help ensure that the survey data for residential care communities are up-to-date and reflect an unbiased national sample that health care planners and policymakers can use to inform long-term care policy.

What other residential care communities are being contacted to participate in this survey?

The survey includes approximately 11,000 residential care communities operating in the United States. This is a random national sample, and we do not release the names of these communities that participate to anyone. This is to protect the privacy of individual places and the residents they serve.

Will the results be made public and, if so, when and where?

A summary report is anticipated for December 2013. A public use dataset will also be available December 2013. These materials will be made available online at <http://www.cdc.gov/nchs/nsltcp.htm>. If you would like to be informed when they are available you may want to join the Long-Term Care ListServ at http://www.cdc.gov/nchs/dhcs/longterm_listserv.htm. Note also that identifying information about participants will not be contained in the public use dataset.

Why can't some other community take our place?

If you do not participate, the unique qualities of your community will be lost. The survey will be used by Congress and decision makers who will formulate policy for the next decades. You represent other communities like yours. If you don't participate, there is no guarantee that residential care communities like yours will be adequately represented. We don't want decisions based on this survey data to be made without all types of communities, including those like yours, represented in the data. Also, NCHS aims to produce state estimates where possible; if you do not participate, we may not be able to produce estimates for your state.

Where did you get my name?

Individual state licensing agencies provided the names of all licensed, certified or otherwise regulated residential care communities in their respective states.

Will my name and information be held confidential?

Yes. NSLTCP is authorized by Congress in Section 306 of the Public Health Service Act (42 USC 242K). All information collected in this survey will be held in the strictest confidence according to law [Section 308 (d) of the Public Health Service Act (42 United States Code 242m (d) and the Confidential Information Protection and Statistical Efficiency Act (PL 107-347)]. Information collected in this survey may be used only for statistical purposes. Any government staff, contractor, or agent who willfully discloses confidential information may be subject to a jail term or a \$250,000 fine.

Who supports this study?

This survey is supported by American Seniors Housing Association (ASHA), Assisted Living Federation of America (ALFA), LeadingAge, and the National Center for Assisted Living/American Health Care Association (NCAL/AHCA). The enclosed letter of support provides this specific information.

If I choose to take the survey on the web, can I stop partway through and start again where I left off at a later time?

Yes. If you are unable to complete the survey in one sitting, the answers you entered will be saved, and you can pick up where you left off at a later time. You will not need to start the survey again from the beginning.

Can I complete a hardcopy questionnaire instead of completing it online?

Yes. Please call a NSLTCP representative (800) XXX-XXXX and ask for a hardcopy questionnaire. The questionnaire and a pre-addressed, postage-paid envelope for returning it will be sent to you.

Attachment K1-RCC Experiment 1 Materials-Follow-up Letter #1 with FAQs

[NCHS Letterhead]

Date

Name of Director

Name of Community

Community Address

Community City, State, Zip

Dear <NAME OF DIRECTOR >,

Recently, we sent you an invitation to participate in the **National Study of Long-Term Care Providers** (NSLTCP). The packet we sent you included study literature and a URL address and password for you to complete the NSLTCP survey. To date, we have not received your completed survey and ask that you please consider taking part in this important research.

We understand that you are very busy. Please know that your responses are very important in helping to further our nation's understanding of the long-term care needs of the elderly and disabled populations in the United States.

Please complete the web survey over a safe and secure network by going to the following URL address and typing the unique password provide below.

URL:

Password:

If you need technical support with the web survey, you may call 1-800-XXX-XXXX

Completing the survey takes 30 minutes on average. Please have your community records available so you can easily answer the questions about number of residents, demographics of residents, number of staff, and hours worked by staff.

Many organizations and leaders in the long-term care community, including American Seniors Housing Association (ASHA), Assisted Living Federation of America (ALFA), LeadingAge, and the National Center for Assisted Living/American Health Care Association (NCAL/AHCA), join me in urging you to participate in this important research.

If you have questions or would like to learn more about this study, please call a NSLTCP representative at (800) XXX-XXXX.

Thank you for your help.

Sincerely,

Edward J. Sondik, Ph.D.

Director, National Center for Health Statistics

To learn more, please visit <http://www.cdc.gov/nchs/nsltcp.htm>

National Study of Long-Term Care Providers (NSLTCP) Frequently Asked Questions

Why should I participate in this survey?

CDC's National Center for Health Statistics (NCHS) recognizes that residential care communities are an important part of the long-term care spectrum in the United States. NCHS recently completed the first ever nationwide study of residential care communities (see enclosed Data Brief). NCHS' new survey, the National Study of Long-Term Care Providers (NSLTCP), will track trends in the supply and use of residential care, the characteristics and practices of residential care communities, and the characteristics of residential care residents. NSLTCP is similar to surveys NCHS has done for other types of long-term care providers, such as nursing homes, hospice care agencies, and home health care agencies. When you participate you help ensure that the survey data for residential care communities are up-to-date and reflect an unbiased national sample that health care planners and policymakers can use to inform long-term care policy.

What other residential care communities are being contacted to participate in this survey?

The survey includes approximately 11,000 residential care communities operating in the United States. This is a random national sample, and we do not release the names of these communities that participate to anyone. This is to protect the privacy of individual places and the residents they serve.

Will the results be made public and, if so, when and where?

A summary report is anticipated for December 2013. A public use dataset will also be available December 2013. These materials will be made available online at <http://www.cdc.gov/nchs/nsltcp.htm>. If you would like to be informed when they are available you may want to join the Long-Term Care ListServ at http://www.cdc.gov/nchs/dhcs/longterm_listserv.htm. Note also that identifying information about participants will not be contained in the public use dataset.

Why can't some other community take our place?

If you do not participate, the unique qualities of your community will be lost. The survey will be used by Congress and decision makers who will formulate policy for the next decades. You represent other communities like yours. If you don't participate, there is no guarantee that residential care communities like yours will be adequately represented. We don't want decisions based on this survey data to be made without all types of communities, including those like yours, represented in the data. Also, NCHS aims to produce state estimates where possible; if you do not participate, we may not be able to produce estimates for your state.

Where did you get my name?

Individual state licensing agencies provided the names of all licensed, certified or otherwise regulated residential care communities in their respective states.

Will my name and information be held confidential?

Yes. NSLTCP is authorized by Congress in Section 306 of the Public Health Service Act (42 USC 242K). All information collected in this survey will be held in the strictest confidence according to law [Section 308 (d) of the Public Health Service Act (42 United States Code 242m (d) and the Confidential Information Protection and Statistical Efficiency Act (PL 107-347)]. Information collected in this survey may be used only for statistical purposes. Any government staff, contractor, or agent who willfully discloses confidential information may be subject to a jail term or a \$250,000 fine.

Who supports this study?

This survey is supported by American Seniors Housing Association (ASHA), Assisted Living Federation of America (ALFA), LeadingAge, and the National Center for Assisted Living/American Health Care Association (NCAL/AHCA). The enclosed letter of support provides this specific information.

If I choose to take the survey on the web, can I stop partway through and start again where I left off at a later time?

Yes. If you are unable to complete the survey in one sitting, the answers you entered will be saved, and you can pick up where you left off at a later time. You will not need to start the survey again from the beginning.

Can I complete a hardcopy questionnaire instead of completing it online?

Yes. Please call a NSLTCP representative at (800) XXX-XXXX and ask for a hardcopy questionnaire. The questionnaire and a pre-addressed, postage-paid envelope for returning it will be sent to you.

Attachment K1-RCC Experiment 1 Materials-Follow-up Letter #2 with FAQs

[NCHS Letterhead]

Date

Name of Director

Name of Community

Community Address

Community City, State, Zip

Dear <NAME OF DIRECTOR >,

We contacted you recently about participating in the **National Study of Long-Term Care Providers (NSLTCP)**, being conducted by the Centers for Disease Control and Prevention's National Center for Health Statistics. This national study collects information about characteristics of residential care communities and the types of services they provide. Your participation will ensure that the unique qualities of your community are represented in this important nationwide data collection effort.

All responses are confidential and protected by federal laws.

Please complete the web survey over a safe and secure network by going to the following URL address and typing the unique password provided below.

URL:

Password:

If you need technical support with the web survey, you may call 1-800-XXX-XXXX

If you prefer, you may instead complete the enclosed paper questionnaire and mail it back in the pre-addressed, postage-paid return envelope.

Completing the survey takes approximately 30 minutes on average. Please have your community records available so you can easily answer the questions about number of residents, demographics of residents, number of staff, and hours worked by staff.

Providers and policymakers need to better understand the services that older people and younger persons with disabilities require. Your answers to the survey will help educate policymakers about this type of residential care.

Please consider completing either the web survey this week or filling out the enclosed NSLTCP hard copy questionnaire and returning it in the pre-addressed, postage-paid return envelope provided. If you have questions or would like to learn more about this study, please call a NSLTCP representative at (800) XXX-XXXX or visit the survey website at <http://www.cdc.gov/nchs/nsltcp.htm>.

Sincerely,

Edward J. Sondik, Ph.D.

Director, National Center for Health Statistics

National Study of Long-Term Care Providers (NSLTCP) **Frequently Asked Questions**

Why should I participate in this survey?

CDC's National Center for Health Statistics (NCHS) recognizes that residential care communities are an important part of the long-term care spectrum in the United States. NCHS recently completed the first ever nationwide study of residential care communities (see enclosed Data Brief). NCHS' new survey, the National Study of Long-Term Care Providers (NSLTCP), will track trends in the supply and use of residential care, the characteristics and practices of residential care communities, and the characteristics of residential care residents. NSLTCP is similar to surveys NCHS has done for other types of long-term care providers, such as nursing homes, hospice care agencies, and home health care agencies. When you participate you help ensure that the survey data for residential care communities are up-to-date and reflect an unbiased national sample that health care planners and policymakers can use to inform long-term care policy.

What other residential care communities are being contacted to participate in this survey?

The survey includes approximately 11,000 residential care communities operating in the United States. This is a random national sample, and we do not release the names of these communities that participate to anyone. This is to protect the privacy of individual places and the residents they serve.

Will the results be made public and, if so, when and where?

A summary report is anticipated for December 2013. A public use dataset will also be available December 2013. These materials will be made available online at <http://www.cdc.gov/nchs/nsltcp.htm>. If you would like to be informed when they are available you may want to join the Long-Term Care ListServ at http://www.cdc.gov/nchs/dhcs/longterm_listserv.htm. Note also that identifying information about participants will not be contained in the public use dataset.

Why can't some other community take our place?

If you do not participate, the unique qualities of your community will be lost. The survey will be used by Congress and decision makers who will formulate policy for the next decades. You represent other communities like yours. If you don't participate, there is no guarantee that residential care communities like yours will be adequately represented. We don't want decisions based on this survey data to be made without all types of communities, including those like yours, represented in the data. Also, NCHS aims to produce state estimates where possible; if you do not participate, we may not be able to produce estimates for your state.

Where did you get my name?

Individual state licensing agencies provided the names of all licensed, certified or otherwise regulated residential care communities in their respective states.

Will my name and information be held confidential?

Yes. NSLTCP is authorized by Congress in Section 306 of the Public Health Service Act (42 USC 242K). All information collected in this survey will be held in the strictest confidence according to law [Section 308 (d) of the Public Health Service Act (42 United States Code 242m (d) and the Confidential Information Protection and Statistical Efficiency Act (PL 107-347)]. Information collected in this survey may be used only for statistical purposes. Any government staff, contractor, or agent who willfully discloses confidential information may be subject to a jail term or a \$250,000 fine.

Who supports this study?

This survey is supported by American Seniors Housing Association (ASHA), Assisted Living Federation of America (ALFA), LeadingAge, and the National Center for Assisted Living/American Health Care Association (NCAL/AHCA). The enclosed letter of support provides this specific information.

Where should I mail my completed questionnaire?

Please return your completed questionnaire in the enclosed pre-addressed, postage-paid envelope. The address is:
NSLTCP, RTI International, Suite 100 Imperial Court Business Park, 1000 Parliament Court, Durham, NC 27703

If I choose to take the survey on the web, can I stop partway through and start again where I left off at a later time?

Yes. If you are unable to complete the survey in one sitting, the answers you entered will be saved, and you can pick up where you left off at a later time. You will not need to start the survey again from the beginning.

Attachment K1-RCC Experiment 1 Materials-Reminder/Thank You Letter

Dear Director,

Recently, we sent you a survey packet for the **National Study of Long-Term Care Providers** (NSLTCP). As of this mailing, we have not received your online survey. If you have completed the questionnaire, thank you for your participation.

If you have not completed your survey yet, we hope you will consider participating. Completing the questionnaire takes 30 minutes on average. Your responses are very important to provide accurate information on long-term care in the United States. Please complete the web questionnaire over a safe and secure network by going to the following URL and entering the unique password provided below.

URL:

Password:

If you need technical support with the web survey, you may call 1-800-XXX-XXXX

If you have any questions about NSLTCP, please visit <http://www.cdc.gov/nchs/nsltcp.htm> or call a NSLTCP representative at call (800) XXX-XXXX.

Thank you once again,

Edward J. Sondik, Ph.D.
Director, National Center for Health Statistics



In 2012, CDC's National Center for Health Statistics (NCHS) will be launching the National Study of Long-Term Care Providers (NSLTCP), a first ever national study of the major providers of long-term care. This data collection effort will include a representative sample of residential care and assisted living communities across the country.



National data collection will start in September 2012 and end in January 2013. The following organizations encourage your participation:

- American Seniors Housing Association (ASHA)
- Assisted Living Federation of America (ALFA)
- LeadingAge
- National Center for Assisted Living/American Health Care Association (NCAL/AHCA)



Residential care directors will be asked to provide information about their communities through a mail, Web or telephone survey and will take about an hour to complete. The survey includes questions about residential care services, staffing, and practices, and resident demographics, physical and cognitive functioning, and payment sources. This information will help policy makers, health care planners, and residential care/assisted living providers better understand, plan for, and serve the future long-term care needs of the aging population.



While data from this survey will be made publicly available, all data will be kept confidential and will be aggregated, so that the names of the communities, staff, residents and respondents will not be identifiable

Attachment K2-ADSC Experiment 1 Materials-Advance Letter

[NCHS Letterhead]

Date

Name of Director

Name of Center

Center Address

Center City, State, Zip

Dear <Name of director>,

We are pleased to inform you that a national study of adult day services centers will be conducted by the Centers for Disease Control and Prevention's National Center for Health Statistics (NCHS). This study, the **National Study of Long-Term Care Providers** (NSLTCP), is a new national survey to be conducted every two years of about 5,000 adult day services centers. Its purpose is to collect information about the characteristics of these places, the services they offer, general information on staffing, demographics and health of the participants they serve, and payment for these services. NSLTCP data will be used to help policymakers and health care planners understand and plan for the long-term care needs of the U.S. population. The National Adult Day Services Association (NADSA) is in support of NSLTCP.

In the next few weeks a packet will be sent to you containing study literature and a URL and password to complete the survey via the web over a safe and secure network. When your packet arrives, please go to the URL and complete the survey at your earliest convenience. Answering the questions takes 30 minutes on average.

Your participation in this study is voluntary, but it will assist greatly in helping to further our nation's understanding and planning for the long-term care needs of the elderly and disabled populations.

Data collected by NSLTCP is authorized by Section 306 of the Public Health Services Act (Title 42, U.S. code 242K). As required by federal law (section 308(d) of the Public Health Services Act in 42, U.S. Code, 242m(d) and the Confidential Information Protection and Statistical Efficiency Act Title 5 of PL 107-347), all information collected will be used only for statistical purposes and held in the strictest confidence. No data on individual participants will be collected.

If you would like to learn more about this study, please visit <http://www.cdc.gov/nchs/nsltcp.htm> or call a NSLTCP representative at (800) XXX-XXXX.

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

Sincerely,

Edward J. Sondik, Ph.D.

Director, National Center for Health Statistics

Attachment K2-ADSC Experiment 1 Materials-Cover Letter with FAQs

[NCHS Letterhead]

Date

Name of Director

Name of Center

Center Address

Center city, state, zip code

Dear <NAME OF DIRECTOR >,

A couple of weeks ago, we contacted you about a new initiative conducted by the Centers for Disease Control and Prevention's National Center for Health Statistics, the **National Study of Long-Term Care Providers** (NSLTCP). We now invite you to participate in this important national study of long-term care providers in the United States.

The purpose of NSLTCP is to collect information every two years about the characteristics of places providing long-term care, the services they offer, general information on staffing, demographics and health of the participants they serve, and payment source for these services. NSLTCP data will inform long-term care providers, planners, researchers, and policymakers about adult day services, which are increasingly becoming an important part of the long-term care continuum in this country.

To complete your web survey over a safe and secure network, go to the following URL address and type the password provided below. This password is unique to you. Please keep it safe in case you need to access your survey again later.

URL:

Password:

If you need technical support with the web survey, you may call 1-800-XXX-XXXX

Completing the survey takes 30 minutes on average. Before beginning the survey, please have your center records readily available to help you answer the questions about number of participants, demographics of participants, number of staff, and hours worked by staff.

Your participation in this national study is voluntary, but it will assist greatly in helping to further our nation's understanding of long-term care needs of the elderly and disabled population. The information you provide will be used for statistical purposes and held in the strictest confidence.

Thank you for your help in this important research.

Sincerely,

Edward J. Sondik, Ph.D.

Director, National Center for Health Statistics

To learn more, please visit <http://www.cdc.gov/nchs/nsltcp.htm> or call a NSLTCP representative at (800) XXX-XXXX

National Study of Long-Term Care Providers (NSLTCP) **Frequently Asked Questions**

Why should I participate in this survey?

CDC's National Center for Health Statistics (NCHS) recognizes that adult day services programs are an important component of long-term care in the United States. NCHS' new survey, the National Study of Long-Term Care Providers (NSLTCP), will track trends in the U.S. adult day services programs, including center supply and use, characteristics and practices of centers, and characteristics of center participants. This is similar to surveys NCHS has done for other types of long-term care providers, such as assisted living communities, nursing homes, and home health care agencies. When you participate you help ensure that the survey data for adult day services centers are up-to-date and reflect an unbiased national sample that health care planners and policymakers can use to inform long-term care policy.

What other adult day services centers are being contacted to participate in this survey?

The survey includes approximately 5,000 adult day services centers operating in the United States. We do not release the names of these centers that participate to anyone. This is to protect the privacy of individual places and the participants they serve.

Will the results be made public and, if so, when and where?

A summary report is anticipated for December 2013. A public use dataset will also be available December 2013. These materials will be made available online at <http://www.cdc.gov/nchs/nsltcp.htm>. If you would like to be informed when they are available, you may want to join the Long-Term Care Listserv at http://www.cdc.gov/nchs/dhcs/longterm_listserv.htm. Note also that identifying information about participants will not be contained in the public use dataset.

Why can't some other center take our place?

If you do not participate, the unique qualities of your center will be lost. The survey will be used by Congress and decision makers who will formulate policy for the next decades. You represent other centers like yours. If you don't participate, there is no guarantee that adult day services centers like yours will be adequately represented. We don't want decisions based on this survey data to be made without all types of centers, including those like yours, represented in the data. Also, NCHS aims to produce state estimates where possible; if you do not participate, we may not be able to produce estimates for your state.

Where did you get my name?

A nonprofit association of adult day services centers compiled a list of all adult day services centers in the U.S. under contract to NCHS.

Will my name and information be held confidential?

Yes. NSLTCP is authorized by Congress in Section 306 of the Public Health Service Act (42 USC 242K). All information collected in this survey will be held in the strictest confidence according to law [Section 308 (d) of the Public Health Service Act (42 United States Code 242m (d) and the Confidential Information Protection and Statistical Efficiency Act (PL 107-347)]. Information collected in this survey may be used only for statistical purposes. Any government staff, contractor, or agent who willfully discloses confidential information may be subject to a jail term or a \$250,000 fine.

Who supports this study?

This survey is supported by the National Adult Day Services Association (NADSA). The enclosed letter of support provides this specific information.

If I choose to take the survey on the web, can I stop partway through and start again where I left off at a later time?

Yes. If you are unable to complete the survey in one sitting, the answers you entered will be saved, and you can pick up where you left off at a later time. You will not need to start the survey again from the beginning.

Can I complete a hardcopy questionnaire instead of completing it online?

Yes. Please call a NSLTCP representative (800) XXX-XXXX and ask for a hardcopy questionnaire. The questionnaire and a pre-addressed, postage-paid envelope for returning it will be sent to you.

Attachment K1-ADSC Experiment 1 Materials-Follow-up Letter #1 with FAQs

[NCHS Letterhead]

Date

Name of Director

Name of Center

Center Address

Center city, state, zip code

Dear <NAME OF DIRECTOR >,

Recently, we sent you an invitation to participate in the **National Study of Long-Term Care Providers** (NSLTCP). The packet we sent you included study literature and a URL address and password for you to complete the NSLTCP survey. To date, we have not received your completed survey and ask that you please consider taking part in this important research.

We understand that you are very busy. Please know that your responses are very important in helping further our nation's understanding of the long-term care needs of the elderly and disabled populations in the United States.

Please complete the web survey over a safe and secure network by going to the following URL address and typing the unique password provided below.

URL:

Password:

If you need technical support with the web survey, you may call 1-800-XXX-XXXX

Completing the survey takes 30 minutes on average. Please have your center records available so you can easily answer the questions about number of participants, demographics of participants, number of staff, and hours worked by staff.

Leaders in the long-term care community, including the National Adult Day Services Association (NADSA), join me in urging you to participate in this important research.

If you have questions or would like to learn more about this study, please call a NSLTCP representative at (800) XXX-XXXX.

Thank you for your help.

Sincerely,

Edward J. Sondik, Ph.D.

Director, National Center for Health Statistics

To learn more, please visit <http://www.cdc.gov/nchs/nsltcp.htm>

National Study of Long-Term Care Providers (NSLTCP) Frequently Asked Questions

Why should I participate in this survey?

CDC's National Center for Health Statistics (NCHS) recognizes that adult day services programs are an important component of long-term care in the United States. NCHS' new survey, the National Study of Long-Term Care Providers (NSLTCP), will track trends in the U.S. adult day services programs, including center supply and use, characteristics and practices of centers, and characteristics of center participants. This is similar to surveys NCHS has done for other types of long-term care providers, such as assisted living communities, nursing homes, and home health care agencies. When you participate you help ensure that the survey data for adult day services centers are up-to-date and reflect an unbiased national sample that health care planners and policymakers can use to inform long-term care policy.

What other adult day services centers are being contacted to participate in this survey?

The survey includes approximately 5,000 adult day services centers operating in the United States. We do not release the names of these centers that participate to anyone. This is to protect the privacy of individual places and the participants they serve.

Will the results be made public and, if so, when and where?

A summary report is anticipated for December 2013. A public use dataset will also be available December 2013. These materials will be made available online at <http://www.cdc.gov/nchs/nsltcp.htm>. If you would like to be informed when they are available, you may want to join the Long-Term Care ListServ at http://www.cdc.gov/nchs/dhcs/longterm_listserv.htm. Note also that identifying information about participants will not be contained in the public use dataset.

Why can't some other center take our place?

If you do not participate, the unique qualities of your center will be lost. The survey will be used by Congress and decision makers who will formulate policy for the next decades. You represent other centers like yours. If you don't participate, there is no guarantee that adult day services centers like yours will be adequately represented. We don't want decisions based on this survey data to be made without all types of centers, including those like yours, represented in the data. Also, NCHS aims to produce state estimates where possible; if you do not participate, we may not be able to produce estimates for your state.

Where did you get my name?

A nonprofit association of adult day services centers compiled a list of all adult day services centers in the U.S. under contract to NCHS.

Will my name and information be held confidential?

Yes. NSLTCP is authorized by Congress in Section 306 of the Public Health Service Act (42 USC 242K). All information collected in this survey will be held in the strictest confidence according to law [Section 308 (d) of the Public Health Service Act (42 United States Code 242m (d) and the Confidential Information Protection and Statistical Efficiency Act (PL 107-347)]. Information collected in this survey may be used only for statistical purposes. Any government staff, contractor, or agent who willfully discloses confidential information may be subject to a jail term or a \$250,000 fine.

Who supports this study?

This survey is supported by the National Adult Day Services Association (NADSA). The enclosed letter of support provides this specific information.

If I choose to take the survey on the web, can I stop partway through and start again where I left off at a later time?

Yes. If you are unable to complete the survey in one sitting, the answers you entered will be saved, and you can pick up where you left off at a later time. You will not need to start the survey again from the beginning.

Can I complete a hardcopy questionnaire instead of completing it online?

Yes. Please call a NSLTCP representative at (800) XXX-XXXX and ask for a hardcopy questionnaire. The questionnaire and a pre-addressed, postage-paid envelope for returning it will be sent to you.

Attachment K2-ADSC Experiment 1 Materials-Follow-up Letter#2 with FAQs

[NCHS Letterhead]

Date

Name of Director

Name of Center

Center Address

Center city, state, zip code

Dear <NAME OF DIRECTOR >,

We contacted you recently about participating in the **National Study of Long-Term Care Providers (NSLTCP)**, being conducted by the Centers for Disease Control and Prevention's National Center for Health Statistics. This national study collects information about characteristics of adult day services centers and the types of services they provide. Your participation will ensure that the unique qualities of your center are represented in this important nationwide data collection effort.

All responses are confidential and protected by federal laws.

Please complete the web survey over a safe and secure network by going to the following URL address and typing the unique password provided below.

URL:

Password:

If you need technical support with the web survey, you may call 1-800-XXX-XXXX

If you prefer, you may instead complete the enclosed paper questionnaire and mail it back in the pre-addressed, postage-paid return envelope.

Completing the survey will take 30 minutes on average. Please have your center records available so you can easily answer the questions about number of participants, demographics of participants, number of staff, and hours worked by staff.

Providers and policymakers need to better understand the services that older people and younger persons with disabilities require. Your answers to the survey will help educate policymakers about this type of long-term care.

Please consider completing the web survey this week or filling out the enclosed NSLTCP questionnaire and returning it in the pre-addressed, postage-paid return envelope provided. If you have questions or would like to learn more about this study, please call a NSLTCP representative at (800) XXX-XXXX or visit the survey website at <http://www.cdc.gov/nchs/nsltcp.htm>.

Sincerely,

Edward J. Sondik, Ph.D.

Director, National Center for Health Statistics

National Study of Long-Term Care Providers (NSLTCP) **Frequently Asked Questions**

Why should I participate in this survey?

CDC's National Center for Health Statistics (NCHS) recognizes that adult day services programs are an important component of long-term care in the United States. NCHS' new survey, the National Study of Long-Term Care Providers (NSLTCP), will track trends in the U.S. adult day services programs, including center supply and use, characteristics and practices of centers, and characteristics of center participants. This is similar to surveys NCHS has done for other types of long-term care providers, such as assisted living communities, nursing homes, and home health care agencies. When you participate you help ensure that the survey data for adult day services centers are up-to-date and reflect an unbiased national sample that health care planners and policymakers can use to inform long-term care policy.

What other adult day services centers are being contacted to participate in this survey?

The survey includes approximately 5,000 adult day services centers operating in the United States. We do not release the names of these centers that participate to anyone. This is to protect the privacy of individual places and the participants they serve.

Will the results be made public and, if so, when and where?

A summary report is anticipated for December 2013. A public use dataset will also be available December 2013. These materials will be made available online at <http://www.cdc.gov/nchs/nsltcp.htm>. If you would like to be informed when they are available, you may want to join the Long-Term Care ListServ at http://www.cdc.gov/nchs/dhcs/longterm_listserv.htm. Note also that identifying information about participants will not be contained in the public use dataset.

Why can't some other center take our place?

If you do not participate, the unique qualities of your center will be lost. The survey will be used by Congress and decision makers who will formulate policy for the next decades. You represent other centers like yours. If you don't participate, there is no guarantee that adult day services centers like yours will be adequately represented. We don't want decisions based on this survey data to be made without all types of centers, including those like yours, represented in the data. Also, NCHS aims to produce state estimates where possible; if you do not participate, we may not be able to produce estimates for your state.

Where did you get my name?

A nonprofit association of adult day services centers compiled a list of all adult day services centers in the U.S. under contract to NCHS.

Will my name and information be held confidential?

Yes. NSLTCP is authorized by Congress in Section 306 of the Public Health Service Act (42 USC 242K). All information collected in this survey will be held in the strictest confidence according to law [Section 308 (d) of the Public Health Service Act (42 United States Code 242m (d) and the Confidential Information Protection and Statistical Efficiency Act (PL 107-347)]. Information collected in this survey may be used only for statistical purposes. Any government staff, contractor, or agent who willfully discloses confidential information may be subject to a jail term or a \$250,000 fine.

Who supports this study?

This survey is supported by the National Adult Day Services Association (NADSA). The enclosed letter of support provides this specific information.

Where should I mail my completed questionnaire?

Please return your completed questionnaire in the enclosed pre-addressed, postage-paid envelope. The address is:
NSLTCP, RTI International, Suite 100 Imperial Court Business Park, 1000 Parliament Court, Durham, NC 27703

If I choose to take the survey on the web, can I stop partway through and start again where I left off at a later time?

Yes. If you are unable to complete the survey in one sitting, the answers you entered will be saved, and you can pick up where you left off at a later time. You will not need to start the survey again from the beginning.

Attachment K2-ADSC Experiment 1 Materials-Letter of Support

The National Study of Long-Term Care Providers (NSLTCP) is the first ever federal study of adult day services (ADS) centers. For the first time, the NSLTCP will allow us to compare our services, participants, and funding to other providers such as home health care and assisted living communities. The information is critical as we continue to develop adult day services in this current economic environment. **The National Adult Day Services Association encourages and appreciates your participation in this important, national research effort.**

NSLTCP is designed to provide national information—and where possible state information—about ADS centers and their participants. ADS center directors will be asked to provide information about their centers through a mail, Web, or telephone survey. The survey includes questions about services, staffing, and practices; participants' physical and cognitive functioning; and sources of payment for participants' care. This information will help policymakers, health care planners, and ADS providers better understand, plan for, and serve the future long-term care needs of older persons and younger adults with disabilities. **All individual data will be kept confidential and the data will be aggregated, so that the names of ADS centers, staff, participants and respondents will not be identifiable.**

The study is being conducted by the National Center for Health Statistics (NCHS), an agency of the Centers for Disease Control and Prevention (CDC). National data collection will start in September 2012. All ADS centers will be invited to participate in the national survey. If you have any questions or concerns, please feel free to contact me at (877) 745-1440.

Teresa Johnson



Managing Director



Attachment K2-ADSC Experiment 1 Materials-Reminder/Thank You Letter

Dear Director,

Recently, we sent you a survey packet for the **National Study of Long-Term Care Providers** (NSLTCP). As of this mailing, we have not received your online survey. If you have completed the questionnaire, thank you for your participation.

If you have not completed your survey yet, we hope you will consider participating. Completing the questionnaire takes 30 minutes on average. Your responses are very important to provide accurate information on long-term care in the United States. Please complete the web questionnaire over a safe and secure network by going to the following URL and entering the unique password provided below.

URL:

Password:

If you need technical support with the web survey, you may call 1-800-XXX-XXXX

If you have any questions about NSLTCP, please visit <http://www.cdc.gov/nchs/nsltcp.htm> or call a NSLTCP representative at call (800) XXX-XXXX.

Thank you once again,

Edward J. Sondik, Ph.D.
Director, National Center for Health Statistics