

## **Attachment L: Experiment 2 Protocol Respondent Contact Materials**

We have attached only the materials that differ between the base protocol in Attachments G1-G6 and Experiment 2. In these attached materials, we highlight text to show the differences made to the base protocol materials to adapt them for the experiment groups.

- L1 RCC Experiment 2 materials
  - NCHS Cover Letter with FAQs (Initial, Follow-up 1 and 2)
  - Reminder/Thank You Letter
- L2 ADSC Experiment 2 materials
  - NCHS Cover Letter with FAQs (Initial, Follow-up 1 and 2)
  - Reminder/Thank You Letter

## Attachment L1-RCC Experiment 2 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 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 communities, which are increasingly becoming an important part of the long-term care continuum in this country.

If you complete the survey, we can provide you with a custom report that compares your answers to the answers of all other residential care communities responding to the survey. Answers will be aggregated and grouped by region, so no community may be identified. Please let us know if you would like to receive this report, by filling out the report request at the end of the web questionnaire, or by completing and returning the report request form provided in this survey packet when you mail in your completed survey.

Enclosed is your NSLTCP survey questionnaire. Please complete the mail survey in the next week and return it to RTI, our survey contractor, in the pre-addressed, postage-paid envelope provided. You also have the option to access and complete the survey via the web if that is more convenient for you. To access your web survey, 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 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

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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](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.

### **When will you send me the custom report?**

Early 2014, after all surveys have been received and all data processing is complete.

### **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 L1-RCC Experiment 2 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 a hardcopy survey questionnaire or the option to complete the NSLTCP survey via the web. 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.

We can provide you with a custom report that compares your answers to the answers of all other residential care communities responding to the survey. Answers will be in the aggregate and grouped by region, so no community may be identified. Please let us know if you would like to receive this report by filling out the report request at the end of the web questionnaire or by completing and returning the report request form provided in this survey packet when you mail in your completed survey.

For your convenience, enclosed is another copy of the NSLTCP mail survey. Please complete the survey and return it to RTI, our survey contractor, in the pre-addressed, postage-paid envelope provided. Or, if it is more convenient for you to fill out the survey via the web, you can access your survey 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 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

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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?**

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### **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](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.

### **When will you send me the custom report?**

Early 2014, after all surveys have been received and all data processing is complete.

### **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?**

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### **Will my name and information be held confidential?**

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### **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 L1-RCC Experiment 2 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 every two years 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.

We can provide you with a custom report that compares your answers to the answers of all other residential care communities responding to the survey. Answers will be aggregated and grouped by region, so no community may be identified. Please let us know if you would like to receive this report by filling out the report request at the end of the web questionnaire or by completing and returning the report request form provided in this survey packet when you mail in your completed survey.

All responses are confidential and protected by federal laws. For your convenience, we have provided another copy of the mail questionnaire. Or, you can go to the following URL address and enter your unique password provided below to access the survey via the web over a safe and secure network.

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.

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 inform policymakers about this type of residential care.

Please consider either completing the web survey this week or filling out the enclosed NSLTCP mail 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

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## **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](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.

### **When will you send me the custom report?**

Early 2014, after all surveys have been received and all data processing is complete.

### **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 L1-RCC Experiment 2 Materials-Reminder/Thank You Letter**

Dear Director,

Recently, we sent you a survey packet for the **National Study of Long-Term Care Providers** (NSLTCP). 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, and we can provide you with a custom report showing your answers compared to all answers in the aggregate. Please complete the mail questionnaire and return it in the pre-addressed, postage-paid envelope provided, or 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 (800) XXX-XXXX.

Thank you once again,

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



## Attachment L2-ADSC Experiment 2 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 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 centers, which are increasingly becoming an important part of the long-term care continuum in this country.

If you complete the survey, we can provide you with a custom report that compares your answers to the answers of all other adult day services centers responding to the survey. Answers will be aggregated and grouped by region, so no center may be identified. Please let us know if you would like to receive this report, by filling out the report request at the end of the web questionnaire, or by completing and returning the report request form provided in this survey packet when you mail in your survey.

Enclosed is your NSLTCP survey questionnaire. Please complete the mail survey in the next week and return it to RTI, our survey contractor, in the pre-addressed, postage-paid envelope provided. You also have the option to access and complete the survey via the web if that is more convenient for you. To access 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

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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](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.

### **When will you send me the custom report?**

Early 2014, after all surveys have been received and all data processing is complete.

### **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 L2-ADSC Experiment 2 Materials-Follow-up Letter #1 with FAQs

[NCHS Letterhead]

Date

Name of Director

Name of Facility

Facility Address

Facility 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 a hardcopy survey questionnaire or the option to complete the NSLTCP survey via the web. 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.

We can provide you with a custom report that compares your answers to the answers of all other adult day services centers responding to the survey. Answers will be aggregated and grouped by region, so no center may be identified. Please let us know if you would like to receive this report by filling out the report request at the end of the web questionnaire or by completing and returning the report request form provided in this survey packet when you mail in your completed survey.

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URL:

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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

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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?**

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

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

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**When will you send me the custom report?**

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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 L2-ADSC Experiment 2 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 every two years 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.

We can provide you with a custom report that compares your answers to the answers of all other adult day services centers responding to the survey. Answers will be aggregated and grouped by region, so no center may be identified. Please let us know if you would like to receive this report by filling out the report request at the end of the web questionnaire or by completing and returning the report request form provided in this survey packet when you mail in your completed survey.

All responses are confidential and protected by federal laws. For your convenience, we have provided another copy of the mail questionnaire. Or, you can go to the following URL address and enter your unique password provided below to access the survey via the web over a safe and secure network.

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.

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 inform policymakers about this type of long-term care.

Please consider completing the web survey this week or filling out the enclosed NSLTCP mail 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

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## **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](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.

### **When will you send me the custom report?**

Early 2014, after all surveys have been received and all data processing is complete.

### **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 L2-ADSC Experiment 2 Materials-Reminder/Thank You Letter

Dear Director,

Recently, we sent you a survey packet for the **National Study of Long-Term Care Providers** (NSLTCP). 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, and we can provide you with a custom report showing your answers compared to all answers in the aggregate. Please complete the mail questionnaire and return it in the pre-addressed, postage-paid envelope provided, or 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 (800) XXX-XXXX.

Thank you once again,

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