

**Supporting Statement B**

**Subject Matter Expert Interviews for the National Study of Long-Term Care Providers  
Gaps Project**

**Generic IC:  
Developmental Studies to Improve the National Health Care Surveys  
OMB No. 0920-1030  
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## **B. Collections of Information Employing Statistical Methods**

### **1. Respondent Universe and Sampling Methods**

The information will be collected from 18 subject matter experts via telephone interviews. These individuals will be purposively selected to include researchers, state officials (e.g., Medicaid agencies and state regulatory offices), and staff at disability advocacy organizations and provider associations. The subject matter experts are being identified because they represent organizations or agencies that, based on knowledge of the project team, are pertinent to long-term care service provision in the United States. These organizations or agencies fall into one of the following categories: represent populations that receive long-term care services; represent paid, regulated provider of long-term care services; or, regulate at the state level providers of long-term care services. The subject matter experts will also include researchers who have recognized expertise in paid, regulated long-term care services provision, as identified by the project team. Email addresses for subject matter experts will be obtained from the websites of the agencies or organizations or from personal knowledge by project team members.

More specifically, the 18 subject matter experts will be comprised of representatives from among the following groups:

- A) Generally Knowledgeable Individuals
  - a. Researchers with a record of publications in long-term care services research
  - b. Medicaid home- and community-based services (HCBS) staff, especially in states that have a well-developed HCBS system
  - c. State officials who license or certify residential care facilities (RCFs) and adult day care programs
  - d. State officials involved in the regulation of residential care that do not meet the National Study of Long-Term Care Providers' (NSLTCP's) definition of residential care, but are still licensed by the state
- B) National Association for Regulatory Administration Individuals Who Might Know About Other Services for Older People and Younger People with Physical Disabilities
  - a. National Association for Home Care
  - b. National Association of States United for Aging and Disabilities (NASUAD) and State Units on Aging
  - c. ADAPT
  - d. State Medicaid administrators of self-direction program
- C) National Resource Center for Participant-Directed Services Individuals Who Might Know About Services for People with Intellectual and Developmental Disabilities
  - a. National Association of State Directors of Developmental Disabilities Services (NASDDDS) staff
  - b. The Arc
  - c. David Braddock, University of Colorado

- d. State departments of developmental disabilities
- D) Individuals Who Might Know About Services for People with Traumatic Brain Injury
  - a. National Disability Rights Network
  - b. Veterans organizations
- E) Individuals Who Might Know About Services for People with Behavioral Health Issues
  - a. State departments of mental health

## **2. Procedures for the Collection of Information**

An advanced information letter will be emailed (Attachment B) to each subject matter expert we seek to interview, followed by a telephone call to verify correct email and telephone contact information, to obtain consent to do the interview, and to schedule the interview. For those who respond to the email, they will be subsequently contacted using script C-1. If subject matter experts do not respond to the recruitment e-mail within one week, we will send another email. If subject matter experts do not respond within two weeks, we will attempt to contact them by telephone using script C-2. Two interview protocols have been developed; one for researchers, provider association staff and disability advocacy organization staff and another for state agency staff (Attachments D-1 and D-2). Each interview protocol is 4 pages long, with 6 main questions and targeted probes to ensure the information obtained is relevant to the gaps project. Each interview will run on average 60 minutes. Each interview will include two project team members; one to conduct the interview and another to take notes and to contribute to the discussion. With the permission of the subject matter expert, interviews will be recorded to ensure accuracy of notes, but will not be transcribed. If the subject matter expert does not agree to be audio recorded but agrees to do the interview, the interview will proceed but will not be audio recorded. Electronic notes will be developed after each interview. All documentation generated as a result of the interviews, such as electronic notes and audio recordings, will be transferred securely to NCHS for storage/safekeeping.

The questions are designed to identify the subject matter expert's expertise regarding specific long-term care sectors, and collect information about any service providers in the sectors that have the potential to fill gaps in the coverage of NSLTCP. The questions are also designed to assess the subject matter expert's knowledge of sources of available data for the identified providers, as well as important characteristics to consider for survey measurement that will improve NSLTCP survey data collection. Finally, the questions will assess the subject matter expert's recommendations regarding specific providers to include in NSLTCP, and identify any additional sources of information on long-term care service providers for individuals with disabilities. The interview questions will be tailored for each individual depending on the long-term care services population group about whom the subject matter expert is an expert.

No personal information will be collected. The information that subject matter experts provide will be used exclusively for statistical purposes and will be kept confidential. Individual subject

matter expert responses will not be released to the public. The identity of the subject matter experts and their specific organizational affiliations will not be released to the public.

### **3. Methods to Maximize Response Rates and Deal with Non-response**

To maximize response rates, NCHS will use these follow up procedures when the first attempt—advanced information letter emailed to each subject matter expert we seek to interview (i.e., “recruitment email”)—fails to reach respondents.

- If subject matter experts do not respond to the recruitment e-mail within one week, we will send another email.
- If subject matter experts do not respond within two weeks, we will attempt to contact them by telephone, using scheduling call script B in Attachment C-2.

We will also use the refusal aversion techniques described below.

**Robust email materials.** The recruitment letter conveys the legitimacy of the gaps project and helps respondents understand the relevance and importance of the project (Attachment B).

**Low burden.** We estimate that it will take about 65 minutes total on average to participate in a subject matter expert interview (5-minute interview scheduling call plus 60-minute interview).

### **4. Tests of Procedures or Methods to be Undertaken**

The subject matter expert interviews are of a qualitative and exploratory nature, to identify common themes among the interviews to inform enhancements to future waves of the biennial NSLTCP ((OMB No. 0920-0943, expires 05/31/2019). Information from the subject matter expert interviews is not intended to produce statistical estimates.

Results from the subject matter expert interviews will be used to help identify gaps that remain in NSLTCP’s coverage of paid, regulated long-term care service providers and services users in the United States. These results will be used to inform and improve the design of future NSLTCP waves.

We will treat the first two subject matter expert interviews as a pretest and make modifications, if necessary.

### **5. Individuals Consulted on Statistical Aspects and Individuals Collecting and/or Analyzing Data**

The following government employee is responsible for oversight on the design and implementation of this collection:

NCHS

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RTI International is NCHS' contractor for the NSLTCP gaps projects including the subject matter expert interviews. The following RTI person oversees this contract:

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#### Attachments

Attachment A Non-Human Subjects Research Determination

Attachment B Introductory Email

Attachment C-1 Scheduling Call Script A (for subject matter experts that respond to the introductory email and agree to participate but prefer to schedule interview by telephone)

Attachment C-2 Scheduling Call Script B (for subject matter experts that do not respond to the introductory email)

Attachment D-1 Interview A (for researchers and association representatives)

Attachment D-2 Interview B (for State agency staff)