

APPENDIX B
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APPENDIX B

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Activity 1: Advance mailing to SUA director
Document: SUA survey advance letter
Format: AoA letterhead
Enclosures: SUA/AAA brochure; letters of endorsement

DATE

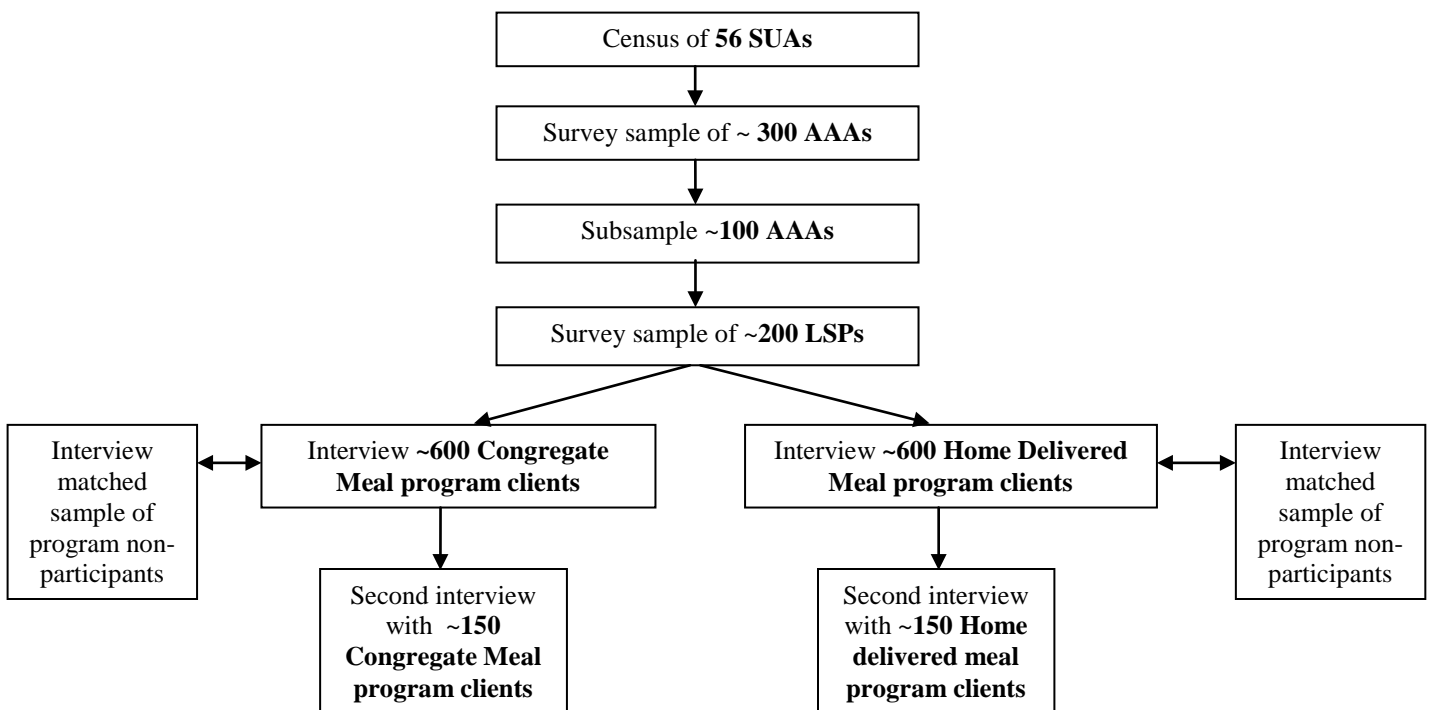
[SUA Director NAME]
[title]
[organization]
[Address]
[city, st zipcode]

Dear [SUA Director]:

The Administration on Aging (AoA) is conducting an evaluation of the Older Americans Act Title III-C Elderly Nutrition Services Program (ENSP). AoA has contracted with Mathematica Policy Research, Inc. (Mathematica) to conduct this study. The purpose of the study is to examine how effectively and efficiently the ENSP helps to keep older Americans healthy and active in their homes and communities. I am writing to provide some general information about the study and to encourage you to participate.

This important study will provide critical information to policy makers and program managers to support program planning by identifying program efficiency and cost issues and assessing program effectiveness. The study will examine the ENSP's effects on clients' diet quality and food insecurity, socialization opportunities, and other important health outcomes. The ultimate goal of the ENSP is to help older adults maintain their health and independence, and this evaluation is critical in ensuring that the program is effectively and efficiently working toward achieving this goal.

The figure below shows how data for this study will be collected. The study includes a census of all State Units on Aging (SUAs), as well as a sample of Area Agencies on Aging (AAAs), Local Service Providers (LSPs), program clients, and program non-participants.



Below is an approximate timeline of study activities:

Placeholder for study timeline

The participation of organizations and individuals at each stage is essential to the success of this study. It is my hope that you can provide the support necessary to make this possible. A representative from Mathematica will contact you shortly to discuss the study in more detail. Staff from Mathematica will also be available to provide assistance during the data collection.

I have enclosed a letter of support for the Evaluation of the Older Americans Act Title III-C Elderly Nutrition Services Program from the National Association of States United for Aging and Disability (NASUAD). NASUAD agrees that the data collected through this study will provide critical information for setting policies and program changes that can ensure that the needs of older adults are adequately met.

Thank you in advance for your assistance with this important study. Should you have further questions or require additional information, please contact [FILL NAME AND CONTACT INFORMATION].

Sincerely,

Enclosures:
Study brochure
Letter of endorsement from NASUAD

Activity 1: Advance mailing to SUA director
Document: Letter of endorsement
Format: Agency letterhead

DATE

NAME

Business

Address 1

Address 2

City, ST Zip

Dear NAME:

I am writing to encourage you to participate in the Evaluation of Older Americans Act Title III-C Elderly Nutrition Services Program. The evaluation will examine how effectively and efficiently the Older Americans Act Title III-C Elderly Nutrition Services Program helps to keep older Americans healthy and active in their homes and communities and prevent the need for more costly interventions. This study will provide critical information to policy makers and program managers to support program planning. The success of the evaluation is dependent on the cooperation and participation of staff at all levels of the aging network.

Mathematica Policy Research, Inc. (Mathematica) is conducting the evaluation for the U.S. Department of Health and Human Services Administration on Aging. The study will examine program processes, provide information about program efficiency and costs, and assess program effectiveness on a variety of outcomes including diet quality and food insecurity, socialization opportunities, and health outcomes.

Data for this study will be collected from all State Units on Aging, as well as 300 Area Agencies on Aging, 200 Local Service Providers, 1,200 program clients, and an equal number of program nonparticipants.

Thank you in advance for your assistance. I hope you agree that the information collected and analyzed through this evaluation will provide critical information in setting policies and program practices that can truly support the goal of helping older Americans maintain their health and independence.

Sincerely,

National Evaluation of the Title III-C Elderly Nutrition Services Program

The evaluation of the Elderly Nutrition Services Program will assist policy makers and program staff by:

- 1) Providing information to support program planning, including an analysis of program operations
- 2) Developing information about program efficiency and costs
- 3) Assessing program effectiveness, through measuring effects on outcomes like diet quality and food insecurity, socialization opportunities, and health outcomes

This evaluation is sponsored by the Administration on Aging and conducted by Mathematica Policy Research.

PLACEHOLDER FOR IMAGE

For additional information

**CONTACT NAME
TOLL FREE NUMBER
PROJECT EMAIL ADDRESS**

MATHEMATICA
Inc.

National Evaluation of the Title III-C Elderly Nutrition Services Program



AOA ADMINISTRATION ON AGING

National Evaluation of the Title III-C Elderly Nutrition Services Program

WHAT IS THE PURPOSE OF THE EVALUATION?

The evaluation is designed to examine how effectively and efficiently the Older Americans Act Title III-C Elderly Nutrition Services Program helps to keep older Americans healthy and active in their homes and communities. This information will help policymakers and program managers in future planning for the Elderly Nutrition Services Program.

HOW WERE PARTICIPANTS SELECTED FOR THE STUDY?

All State Units on Aging (SUAs) are being asked to participate in this evaluation. We will randomly select approximately 300 Area Agencies on Aging (AAAs) from among all the SUAs to participate in the study. An additional 200 Local Service Providers (LSPs) will be selected from 100 of these AAAs. Finally, we will interview approximately 1200 program clients from these LSPs.

WHAT KINDS OF DATA ARE BEING COLLECTED?

Process Survey: All SUAs, as well as a sample of AAAs and LSPs will be asked to participate in a survey which will examine their use of technology, program decision processes, characteristics and objectives, staffing, and measures used to coordinate with internal staff and other organizations.

Cost Study: LSPs will be asked to provide cost-related information about the resources involved in meal production. An experienced researcher from Mathematica will work with the LSP to determine which costs should be reported.

Menu Survey: LSPs will be asked to provide detailed information about the meals offered or served. Trained data collection staff will work with the LSP on how to best gather the necessary information.

Client Interviews and Non-Participant Interviews: A random sample of Elderly Nutrition Services Program clients will be interviewed to learn about their characteristics, satisfaction with the program, and nutritional intake. Similar data will be obtained from a matched group of non-participants, so that the outcomes of program participants can be compared with non-participants.

WILL MY INFORMATION PROVIDED FOR THIS STUDY BE KEPT CONFIDENTIAL?

Yes. Mathematica is committed to protecting the security of all study data, and will only report results in summary form. The responses of a particular agency or individual will not be identified.

DO I HAVE TO PARTICIPATE IN THE EVALUATION?

No, participation is completely voluntary. However, to ensure the success of the study, it is critical that the selected agencies and individuals participate in the evaluation.

WHAT IS THE TIMELINE FOR THE EVALUATION?

To be determined...

FIRST PHONE FOLLOW-UP

A. INTRODUCTION

PLEASE HAVE SUA PACKET AVAILABLE IN CASE RESPONDENT HAS QUESTIONS.

I. Identify SUA director or designee to discuss study

Hello, my name is [NAME] from Mathematica Policy Research. I am calling on behalf of the U.S. Department of Health and Human Services, Administration on Aging concerning the Evaluation of Older Americans Act Title III-C Elderly Nutrition Services Program (ENSP). May I please speak with [RESPONDENT NAME]?

I am calling to follow up on a packet of information that was sent to [SUA DIRECTOR] from the Administration on Aging and Mathematica Policy Research. The packet contained information on the evaluation.

I would like to tell you a little more about the study and collect a few key pieces of information from you. Do you have a few minutes to speak with me now?

II. Explain study purpose

The purpose of the study is to examine how effectively and efficiently the ENSP helps to keep older Americans healthy and active in their homes and communities. The study will provide information to policy makers and program managers to support program planning by identifying program efficiency and cost issues and assessing program effectiveness. It will examine the ENSP's effects on clients' diet quality and food insecurity, socialization opportunities, and other important health outcomes.

To accomplish this purpose, Mathematica will be collecting information from all levels of the aging network. The study includes a census of all State Units on Aging (SUAs), as well as a sample of Area Agencies on Aging (AAAs), Local Service Providers (LSPs), program clients, and program non-participants.

B. CONFIRMING BEST RESPONDENT INFORMATION

PLEASE HAVE LIST OF SUA SURVEY TOPICS AVAILABLE IN CASE THE RESPONDENT HAS QUESTIONS.

First, I would like to confirm the name of the person at your SUA who most knowledgeable about the topics covered in the survey. The packet of information you received should have included a list of topics covered in the State Unit on Aging Survey. The person at your SUA who is most knowledgeable about these topics should complete the survey. If you do not have the list handy, I can provide you with an overview of the topics now.

Are you the person best suited to completing this survey?

****IF NOT, COLLECT CONTACT INFORMATION FOR THE PERSON WHO THE SURVEY SHOULD BE SENT TO****

Name: _____

Title: _____

Address: _____

Telephone Number: |__|__|__| - |__|__|__| - |__|__|__|__|

C. CONFIRMING AREA AGENCY ON AGING INFORMATION:

As part of this evaluation, about 300 Area Agencies on Aging will be randomly selected to participate in the study. While we already have a list of the AAAs in your state, there is some information we are missing. We would like to email you the list and ask you to confirm that it is an accurate reflection of all the AAAs in your state. We would also like you to provide an estimate of the number of meals provided or persons served in 2011 for each AAA. We will use this list to select our sample of AAAs to participate in the study. Once we select our sample, we will contact you again to obtain contact information for the selected AAAs.

I can email you the file, which would allow you to edit just the information that is incorrect.

[CONFIRM EMAIL ADDRESS FOR SUA DIRECTOR/DESIGNEE]

Thank you in advance for your time and participation. Do you have any questions that I can address at this time?

Activity 2b: Second phone follow-up with SUA director
Document: Text that SUA director can send to AAAs endorsing study
Format: Emailed by SUA

RE: Important evaluation of the Elderly Nutrition Services Program

Dear [AAA director]:

The Administration on Aging (AoA) is conducting an evaluation of the Older Americans Act Title III-C Elderly Nutrition Services Program. AoA has contracted with Mathematica Policy Research, Inc. (Mathematica) to conduct this study. The purpose of the study is to examine how effectively and efficiently the Elderly Nutrition Services Program helps older Americans to remain healthy and active in their homes and communities.

Data for this study will be collected at all levels of the aging network. At the AAA level, Mathematica will contact you to invite you to complete a web survey about your agency's characteristics and objectives, staffing, use of technology, program decision processes, and measures used to coordinate with internal staff and other organizations. Some AAAs will also be asked to provide a list of their local nutrition service providers for sampling purposes. From these lists, about 200 local nutrition service providers will be selected to participate in the study.

It is my hope that your AAA will contribute to the success of this study through your full participation.

Sincerely,

Activity 3: SUA survey mailing to survey respondent

Document: SUA survey cover letter

Format: Mathematica letterhead

Enclosures: SUA/AAA brochure; SUA survey; SUA data verification form; business reply envelope

MATHEMATICA
Policy Research

Rhoda Cohen
Project Director

P.O. Box 2393
Princeton, NJ 08543-2393
Telephone (609) 799-3535
Fax (609) 799-0005
www.mathematica-mpr.com

ENSP - 39

DATE

[SUA survey respondent]

Title

organization

address

city, st zip code

Dear [SUA survey respondent]:

Thank you for participating in the National Evaluation of the Title III-C Elderly Nutrition Services Program. This study will examine how effectively and efficiently the program helps older Americans to remain healthy and active in their homes and communities. Results of the study will be used to support program planning and guide program practices at various levels of the aging network. Mathematica Policy Research, Inc. (Mathematica) is conducting the evaluation under contract to the U.S. Department of Health and Human Services Administration on Aging.

As part of the study, we are conducting a census of all State Units on Aging (SUAs). As the person at your SUA who is most knowledgeable about the Elderly Nutrition Program policies and practices, your participation is critical to the study's success. The enclosed brochure provides an overview of the study.

Enclosed are the two documents we need you to complete:

- **State Unit on Aging survey:** In the SUA survey, you will be asked to provide information about policies and practices on a variety of topics related to the Elderly Nutrition Services Program, such as food safety, nutrition assessments, how services are offered to older adults, and collaboration and integration with other programs.
- **State Unit on Aging data verification form:** The data verification form is pre-filled with information from your State Program Report and the NASUAD State of Aging report. To ensure that we utilize information that accurately reflects your state, please review the data for accuracy and make any corrections that are needed.

The questionnaire and data verification take approximately 1 hour and 40 minutes to complete. The information your SUA provides to Mathematica will only be reported in aggregate form. No individuals or agencies will be identified when the study's results are published.

Please return both the completed SUA survey and data verification form to Mathematica by DATE using the enclosed business reply envelope. If you have any questions about completing either document, please call [CONTACT NAME] at [INSERT TOLL-FREE NUMBER] or email [INSERT PROJECT EMAIL ADDRESS]. We look forward to working with you on this important study.

Sincerely,

Enclosures: Study brochure; SUA survey; SUA data verification form; business reply envelope

Activity 4: Reminder to survey respondent
Document: SUA reminder to survey respondent
Format: Postcard

RE: Important evaluation of the Elderly Nutrition Services Program

Dear [SUA survey respondent]:

Your input is critical to the success of National Evaluation of the Title III-C Elderly Nutrition Services Program. I am writing to you because we have not heard from you. Please help us by completing and returning the State Unit on Aging survey and the data verification form that you should have received from us recently. If you already mailed in these completed forms, thank you for doing so!

Please return completed questionnaire and data verification form by DATE to:

[NAME]

[ADDRESS]

If you have any questions about the study or need another survey packet, please call [CONTACT NAME] at [INSERT TOLL-FREE NUMBER] or email [INSERT PROJECT EMAIL ADDRESS]. Thank you very much for your help with this important study.

Sincerely,

Rhoda Cohen,
Project Director

Activity 5: Follow-up mailing with survey respondent
Document: SUA survey reminder letter
Format: Mathematica letterhead
Enclosures: SUA survey; SUA data verification form; business reply envelope

MATHEMATICA
Policy Research

Rhoda Cohen
Project Director

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Fax (609) 799-0005
www.mathematica-mpr.com

ENSP - 53

DATE

SUA survey respondent
title
agency
address
city, st zipcode

Dear SUA Survey Respondent:

Recently you should have received a packet of materials asking for your help on the National Evaluation of the Title III-C Elderly Nutrition Services Program (ENSP). I am writing to you again because we have not heard from you, and your input is critical to the success of this evaluation. If you already mailed in your completed State Unit on Aging (SUA) survey and data verification form, thank you for doing so!

The ultimate goal of the ENSP is to help older adults maintain their health and independence. This study will help the program work toward achieving this goal by examining how effectively and efficiently the program helps to keep older Americans healthy and active in their homes and communities. Results of the study will be used to support program planning at all levels of the aging network.

Please help us with this important study by completing and returning the following two documents to Mathematica by DATE:

- **State Unit on Aging survey:** The survey contains questions about policies and practices on a variety of topics related to the ENSP, including food safety, nutrition assessments, how services are offered to older adults, and collaboration and integration with other programs.
- **State Unit on Aging data verification form:** The data verification form is pre-filled with information from your State Program Report and the NASUAD State of Aging report. Please review the data for accuracy and make any corrections that are needed.

We are enclosing the SUA survey and data verification form for your convenience. You can use the enclosed business reply envelope to return these to Mathematica. If you have already completed these forms, you do not need to complete them again. If you have any questions about completing either document, please call [CONTACT NAME] at [INSERT TOLL-FREE NUMBER] or email [INSERT PROJECT EMAIL ADDRESS]. Thank you very much for your help with making this important study a success.

Sincerely,

Enclosures: SUA survey; SUA data verification form; business reply envelope

Activity 1: AAA survey invitation mailing
Document: AAA survey cover letter
Format: Mathematica letterhead
Enclosures: SUA/AAA brochure; letter of endorsement from N4A; study fact sheet

MATHEMATICA
Policy Research

Rhoda Cohen
Project Director

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Fax (609) 799-0005
www.mathematica-mpr.com

ENSP - 49

DATE

Director Name
Title
agency
address
city, st zip

Dear [Director Name]:

Your Area Agency on Aging (AAA) has been randomly selected to participate in the National Evaluation of the Title III-C Elderly Nutrition Services Program. The Administration on Aging has contracted with Mathematica Policy Research, Inc. (Mathematica) to conduct this evaluation. The purpose of the evaluation is to examine how effectively and efficiently the Elderly Nutrition Services Program helps to keep older Americans healthy and active in their homes and communities.

This important study will provide critical information to policy makers and program managers to support program planning by identifying program efficiency and cost issues, and assessing program effectiveness. The study will examine the program's effects on clients on diet quality, socialization opportunities, and other important health outcomes. Results of the study will be used to support program planning and guide program practices at various levels of the aging network, with the ultimate goal of helping older adults maintain their health and independence in their homes and communities.

Data for this study will be collected from all State Units on Aging (SUAs), as well as a sample of AAAs, Local Service Providers (LSPs), program clients, and program nonparticipants. Your AAA was selected to participate using scientific sampling methods. In this study, each AAA represents not only itself but also others with similar characteristics. For this reason, the participation of your AAA is vital to the success of the study.

Your AAA is being asked to participate in a web-based survey about your characteristics and objectives, staffing, use of technology, program decision processes, and measures used to coordinate with internal staff and other organizations. The survey takes approximately 1 hour and 45 minutes to complete.

Please visit [WEB ADDRESS] to complete the survey by DATE using the username and password below:

Username: [FILL Username]

Password: [FILL Password]

You do not have any obligation to participate in this study. All answers you give will be kept confidential to the greatest extent permitted by law. Your AAA will not be identified in any data Mathematica will provide to the Administration on Aging. Furthermore, all results will be presented in aggregate form, and no individuals or agencies will be identified when the study's results are published.

An Affirmative Action/Equal Opportunity Employer

LETTER TO: Name Director
FROM: Rhoda Cohen
DATE: DATE
PAGE: 2

I have enclosed a letter of support for the Evaluation of the Older Americans Act Title III-C Elderly Nutrition Services Program from the National Association of Area Agencies on Aging (N4A), an organization that agrees the data collected through this study will provide critical information for setting policies and program changes that can ensure that the needs of older adults are adequately met.

The enclosed brochure provides an overview of the study, and additional details are included in the fact sheet. If you have any questions about the web survey or the evaluation, please contact [NAME] at [PROJECT TOLL FREE NUMBER] (toll-free) or by email at PROJECT_EMAIL@mathematica-mpr.com.

Thank you in advance for your assistance with this important study.

Sincerely,

Enclosures: Study brochure; letter of endorsement from N4A; study fact sheet

Activity 1: AAA invitation mailing
Document: Letter of endorsement
Format: Agency letterhead

DATE

NAME

Business

Address 1

Address 2

City, ST Zip

Dear NAME:

I am writing to encourage you to participate in the Evaluation of Older Americans Act Title III-C Elderly Nutrition Services Program. The evaluation will examine how effectively and efficiently the Older Americans Act Title III-C Elderly Nutrition Services Program helps older Americans remain healthy and active in their homes and communities and prevent the need for more costly interventions. This study will provide critical information to policy makers and program managers to support program planning. The success of the evaluation is dependent on the cooperation and participation of staff at all levels of the aging network.

Mathematica Policy Research, Inc. (Mathematica) is conducting the evaluation for the U.S. Department of Health and Human Services Administration on Aging. The study will examine program processes, provide information about program efficiency and costs, and assess program effectiveness on a variety of outcomes including diet quality, socialization opportunities, and health outcomes.

Data for this study will be collected from all State Units on Aging, as well as 300 Area Agencies on Aging, 200 Local Service Providers, 1,200 program clients, and an equal number of program nonparticipants.

Thank you in advance for your assistance. I hope you agree that the information collected and analyzed through this evaluation will provide critical information in setting policies and program practices that can truly support the goal of helping older Americans to be healthy and active in their homes and communities.

Sincerely,

Activity 1, 6: AAA invitation mailing, LSP advance mailing
Document: Study fact sheet
Format: Colored paper

NATIONAL EVALUATION OF THE TITLE III- C ELDERLY NUTRITION SERVICES PROGRAM

FACT SHEET FOR AREA AGENCIES ON AGING & LOCAL SERVICE PROVIDERS

WHAT IS THE PURPOSE OF THE STUDY?

The evaluation is designed to examine how effectively and efficiently the Older Americans Act Title III-C Elderly Nutrition Services Program helps older Americans remain healthy and active in their homes and communities.

HOW WAS MY AGENCY SELECTED FOR THIS STUDY?

Approximately 300 Area Agencies on Aging (AAAs) were randomly selected to take part in this study from among the AAAs in the continental United States. Two hundred Local Service Providers (LSPs) from 100 of these AAAs will also be selected to participate in the evaluation.

WHAT IS MY ROLE IN THIS STUDY?

Area Agencies on Aging: Your role is to complete a web survey about your agency's characteristics and objectives, staffing, use of technology, program decision processes, and measures used to coordinate with internal staff and other organizations. About one-third of the AAAs invited to participate in this web survey will also be asked to provide a list of their nutrition LSPs. From these lists, we will randomly select approximately 200 LSPs to participate in the study.

Local Service Providers: Your role is to complete a web survey about your agency's characteristics and objectives, staffing, use of technology, program decision processes, and measures used to coordinate with internal staff and other organizations. To create estimates of the costs involved in meal production, the person at your LSP who is most knowledgeable about program costs will also be interviewed by phone by a researcher from Mathematica. Also, a coordinator from the study team will contact you to request information on the type of program(s) that your LSP operates, and to schedule a time when interviewers may visit your program to select and interview clients. During the visit, the person at your LSP who is most knowledgeable about food production will be asked to provide menu information.

WHY SHOULD I TAKE PART IN THE STUDY?

This important study will provide critical information to policy makers and program managers to support program planning, identify program efficiency and cost issues, and assess the program's effects on a variety of important outcomes, including diet quality, socialization opportunities, and health outcomes. Results of the study will be used to support program planning at various levels of the aging network.

Your support for the study is critical to its success. Each AAA and LSP was selected using scientific sampling methods, and represents not only itself but also others with similar characteristics. For this reason, participation of all the selected AAAs and LSPs is vital to the quality of the study's findings.

WHAT IS MATHEMATICA POLICY RESEARCH?

Mathematica Policy Research, Inc. (Mathematica) is an independent research company that is under contract to the U.S. Department of Health and Human Services in order to evaluate the Older Americans Act Title III-C Elderly Nutrition Services Program. Mathematica is a leader in the policy research and analysis field and has been conducting surveys and evaluations for more than 40 years. You can learn more about Mathematica by visiting its website at www.mathematica-mpr.com.

WILL MY INFORMATION BE KEPT CONFIDENTIAL?

Mathematica is committed to protecting the security of all study data. Mathematica will only report results in summary form, and will not single out any particular agency or individual.

WHO CAN I CONTACT FOR MORE INFORMATION?

Additional information on the evaluation of the Elderly Nutrition Services Program can be obtained from Mathematica. Staff names, telephone numbers, and email addresses appear below.

Rhoda Cohen, Project Director
Mathematica Policy Research
(609) 275-2324
RCohen@mathematica-mpr.com

Project Toll-Free Number
Project E-Mail Address

You may also contact the Project Officer at the Administration on Aging.

Jennifer Klocinski, Aging Services Program Specialist
Office of Evaluation
Administration on Aging
U.S. Department of Health and Human Services
(202) 357-0146
Jennifer.Klocinski@aoa.hhs.gov

Rhoda Cohen
Project Director

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www.mathematica-mpr.com

ENSP - 45

DATE

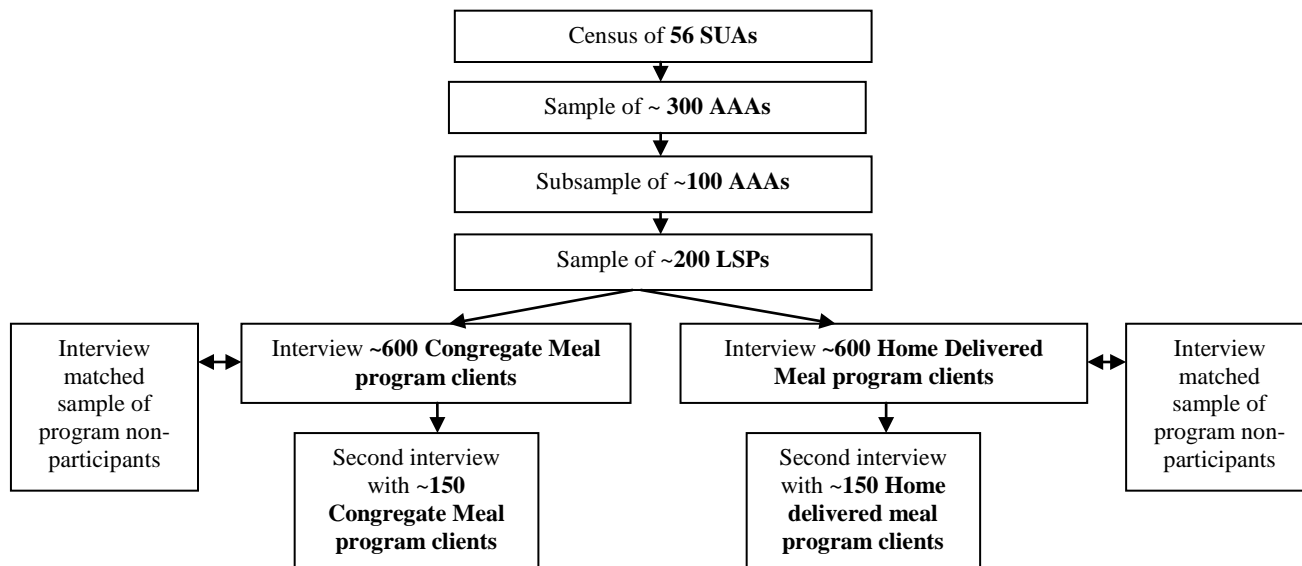
AAA Director Name
title
Agency
address
city, st zipcode

Dear [AAA Director]:

Your Area Agency on Aging (AAA) is one of 100 AAAs that has been selected to participate in the next phase of the National Evaluation of the Title III-C Elderly Nutrition Services Program. As you may know, the Administration on Aging has contracted with Mathematica Policy Research, Inc. (Mathematica) to conduct this evaluation.

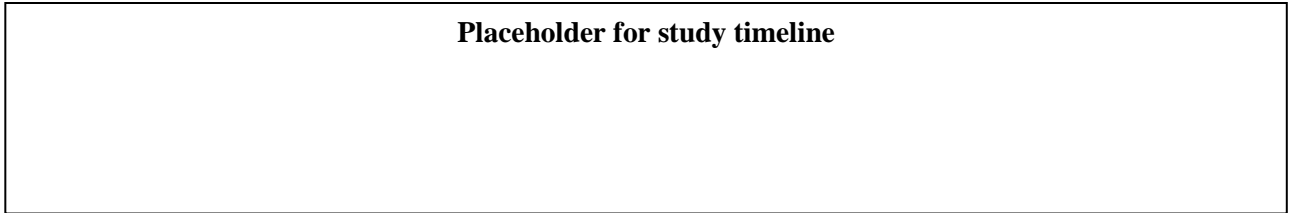
During the next phase of the study, you will be asked to provide a list of all of the nutrition Local Service Providers (LSPs) affiliated with your AAA. We will use this list to select a sample of nutrition LSPs to participate in this study. A representative from Mathematica will contact you shortly with more details about the specific information needed for each of the LSPs, including the number of congregate and/or home-delivered meals served at each.

The figure below shows how data for this study will be collected. The study includes a census of all State Units on Aging (SUAs), as well as a sample of AAAs, Local Service Providers (LSPs), program clients, and program nonparticipants.



LETTER TO: Name
FROM: Rhoda Cohen
DATE: DATE
PAGE: 2

Below is an approximate timeline of study activities:



If you have any questions about the evaluation, please contact [NAME] at Mathematica at [PROJECT TOLL FREE NUMBER] or by email at PROJECT_EMAIL@mathematica-mpr.com.

We look forward to your continued participation in this important study.

Sincerely,

A. Introduction

PLEASE HAVE AAA PACKET AVAILABLE IN CASE RESPONDENT HAS QUESTIONS

I. Identify AAA Director or Designee to Discuss Study

Hello, my name is [NAME] from Mathematica Policy Research. I am calling on behalf of the U.S. Department of Health and Human Services, Administration on Aging concerning the Evaluation of Older Americans Act Title III-C Elderly Nutrition Services Program (ENSP). May I please speak with [RESPONDENT NAME]?

I am following up on a packet of information that was sent to [AAA DIRECTOR] from the Administration on Aging and Mathematica Policy Research. The packet contained information on the evaluation.

I would like to tell you a little more about the study and collect a few key pieces of information from you. Do you have a few minutes to speak with me now?

II. Explain Study Purpose

The purpose of the study is to examine how effectively and efficiently the ENSP helps older Americans maintain healthy and active lives in their homes and communities. The study will provide information to policy makers and program managers to support program planning by identifying program efficiency and cost issues and assessing program effectiveness. It will examine the ENSP's effects on clients' diet quality, socialization opportunities, and other important health outcomes.

To accomplish this purpose, Mathematica will be collecting information from all levels of the aging network. The study includes a census of all State Units on Aging (SUAs), as well as a sample of Area Agencies on Aging (AAAs), Local Service Providers (LSPs), program clients, and program non-participants.

B. Confirming Best Respondent Information

First, I would like to confirm the name of the person at your AAA who is most knowledgeable about the topics covered in the survey. The survey includes questions about your AAA's characteristics and objectives, staffing, use of technology, program decision processes, and measures used to coordinate with internal staff and other organizations.

Are you the person best suited to completing this survey?

****IF NOT, COLLECT CONTACT INFORMATION FOR THE PERSON WHO
THE SURVEY SHOULD BE SENT TO****

Name: _____

Title: _____

Address: _____

Telephone Number: |__|__|__| - |__|__|__| - |__|__|__|__|

C. Confirming Local Service Provider Information

As part of this evaluation, about 200 LSPs will be randomly selected to participate in the study. In order to select these providers, we need a list of all of the nutrition LSPs in your PSA, along with an estimate of the number of congregate meals and the number of home delivered meals served per week by each provider. Once we select our sample, we will contact you again to obtain contact information for the selected providers.

I will email you a file that you can use to input the information we are requesting.

[CONFIRM EMAIL ADDRESS FOR AAA DIRECTOR/DESIGNEE]

Thank you in advance for your time and participation. Do you have any questions that I can address at this time?

Activity 4: Phone follow-up to AAAs with LSPs after LSP selection
Document: Phone follow-up to AAAs with LSPs after LSP selection protocol
Format: Telephone

A. CONFIRMING LOCAL SERVICE PROVIDER CONTACT INFORMATION:

Hello, my name is [NAME] from Mathematica Policy Research in Princeton, New Jersey. May I please speak with [RESPONDENT NAME]?

Thank you for your ongoing participation in the Evaluation of Older Americans Act Title III-C Elderly Nutrition Services Program. Last time we spoke, I mentioned that we would be contacting you to collect contact information for the nutrition, Local Service Providers (LSPs) in your planning and service area (PSA) that we selected to participate in this evaluation. We will be emailing you the list of the LSPs we have selected, along with the contact information that we currently have. If there is any contact information that is incorrect, we would greatly appreciate if you would provide updated information for those LSPs.

We will also be sending you a draft email that you can send to the selected LSPs to endorse the study and encourage their participation. We greatly appreciate your support in making this evaluation a success.

Thank you in advance for your continued participation. Do you have any questions that I can address at this time?

Activity 4: Phone follow-up to AAAs with LSPs after LSP selection
Document: Text that AAA director can send to LSPs endorsing study
Format: Emailed by AAA

TO: LSP Director

FROM: AAA

SUBJECT: Evaluation of the Older Americans Act Title III-C Elderly
Nutrition Services Program

The Administration on Aging (AoA) is conducting an evaluation of the Older Americans Act Title III-C Elderly Nutrition Services Program. AoA has contracted with Mathematica Policy Research, Inc. (Mathematica) to conduct this study. The purpose of the study is to examine how effectively and efficiently the Elderly Nutrition Services Program helps older Americans remain healthy and active in their homes and communities.

Data for this study will be collected at all levels of the aging network. At the local service provider level, Mathematica will contact you to complete a web survey about your agency's program decision processes and other characteristics, and a telephone interview about the costs involved in providing meals.

Mathematica will also ask you to allow them to sample and recruit a small number of congregate and home-delivered nutrition program participants for an in-home survey. Participants who complete the in-home survey will receive a \$40 thank you check. At the time of the participant survey, a researcher from Mathematica will contact you to collect information on your congregate and home-delivered nutrition program menus.

It is my hope that you will contribute to the success of this study through your full participation.

Activity 5: AAA survey reminder mailing
Document: AAA survey reminder letter
Format: Mathematica letterhead

MATHEMATICA
Policy Research

Rhoda Cohen
Project Director

P.O. Box 2393
Princeton, NJ 08542-2393
Telephone (609) 799-3535
Fax (609) 799-0005
www.mathematica-mpr.com

ENSP - 46

DATE

Name AAA Survey Respondent
Title
Agency
address
city, st zipcode

Dear [AAA Survey Respondent]:

Your input is critical to the success of the National Evaluation of the Title III-C Elderly Nutrition Services Program. I am writing to you again because we have not received your AAA's completed web survey.

Please visit [WEB ADDRESS] to complete the survey by DATE using the username and password below:

Username: [FILL Username]

Password: [FILL Password]

The purpose of the National Evaluation of the Title III-C Elderly Nutrition Services Program is to examine how effectively and efficiently the Elderly Nutrition Services Program helps older Americans remain healthy and active in their homes and communities. The results of this study will be used to support program planning and guide program practice at various levels of the aging network.

The web-based survey has questions about your AAA's characteristics and objectives, staffing, use of technology, program decision processes, and measures used to coordinate with internal staff and other organizations. The survey takes approximately 1 hour and 45 minutes to complete.

You do not have any obligation to participate in this study. All answers you give will be kept confidential to the greatest extent permitted by law. The information your AAA provides to Mathematica will not be shared with your State Unit on Aging or with the Administration on Aging. No individuals or agencies will be identified when the study's results are published.

If you have any questions about the survey or the study, please call [NAME] at [INSERT TOLL-FREE NUMBER] or email [INSERT PROJECT EMAIL ADDRESS]. Thank you very much for your help with making this important study a success.

Sincerely,

An Affirmative Action/Equal Opportunity Employer

Activity 6: LSP survey advance mailing
Document: LSP survey advance letter
Format: Mathematica letterhead
Enclosures: Study brochure; study fact sheet

MATHEMATICA
Policy Research

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Project Director

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www.mathematica-mpr.com

ENSP - 50

DATE

Name
Title
agency
address
city, st zipcode

Dear Name:

Your organization has been randomly selected to participate in the National Evaluation of the Title III-C Elderly Nutrition Services Program. The Administration on Aging has contracted with Mathematica Policy Research, Inc. (Mathematica) to conduct this evaluation. The purpose of the evaluation is to examine how effectively and efficiently the Elderly Nutrition Services Program helps to keep older Americans healthy and active in their homes and communities.

This important study will provide critical information to policy makers and program managers to support program planning by identifying program efficiency and cost issues and assessing the program's effects on clients on a variety of important outcomes including diet quality, socialization opportunities, and health outcomes. Results of the study will be used to support program planning at various levels of the aging network, with the ultimate goal of helping older adults remain independent and healthy.

Data for this study will be collected from all levels of the aging network. Your organization was selected for the evaluation using scientific sampling methods. In the study, each organization represents not only itself but also others with similar characteristics. For this reason, the participation of all of the selected organizations is vital to the quality of the study's findings. Your organization is being asked to assist in the evaluation by:

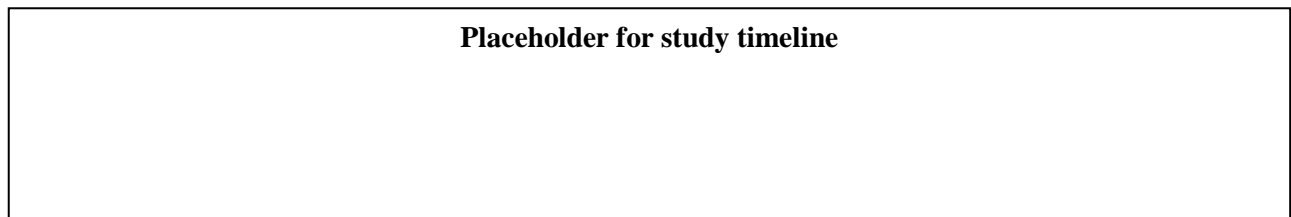
- ***Participating in a web survey:*** The survey asks about your organization's characteristics and objectives, staffing, use of technology, program decision processes, and measures used to coordinate with internal staff and other organizations. In a letter that will be sent shortly, you will receive the username and password to log on to the website to complete the survey.
- ***Allowing interviewers to visit your meal program:*** One aspect of the evaluation is to better understand how the Elderly Nutrition Services Program helps the people who receive services. A random sample of clients will be interviewed about their health, and what they eat and drink. A coordinator from the study team will contact you shortly to request information on the type of nutrition program(s) that your organization operates,

LETTER TO: Name
FROM: Rhoda Cohen
DATE: DATE
PAGE: 2

and to schedule a time when interviewers may visit your program to select and interview clients. During the visit, they will also request information about the foods offered and served to clients.

- ***Participating in a cost study telephone interview:*** The purpose of the cost study is to provide meaningful estimates about meal costs for the Elderly Nutrition Services Program. At a later time, an experienced researcher from Mathematica will contact you to schedule a time to speak with you, or someone you designate, about topics such as the organization of work amongst staff, equipment and supplies, wages, fringe benefits, and food costs.

Below is an approximate timeline of study activities:



The information your organization provides to Mathematica will not be shared with your Area Agency on Aging, State Unit on Aging, or with the Administration on Aging. The same is true for other types of data collected for this study. No individuals or agencies will be identified when the study's results are published.

The enclosed brochure provides an overview of the study, and additional details are included in the fact sheet. If you have any questions about the evaluation, please contact [NAME] at Mathematica by telephone (toll-free) at [PROJECT TOLL FREE NUMBER] or by email at PROJECT EMAIL@mathematica-mpr.com.

Thank you in advance for your assistance with this important study.

Sincerely,

Enclosures: Study brochure; study fact sheet

Activity 7: LSP survey invitation mailing
Document: LSP survey invitation letter
Format: Mathematica letterhead

MATHEMATICA
Policy Research

Rhoda Cohen
Project Director

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Fax (609) 799-0005
www.mathematica-mpr.com

ENSP - 51

DATE

LSP Director Name
title
agency
address
city, st zipcode

Dear LSP Director:

As you may know, your organization has been randomly selected to participate in the National Evaluation of the Title III-C Elderly Nutrition Services Program. The Administration on Aging has contracted with Mathematica Policy Research, Inc. (Mathematica) to conduct this evaluation. The purpose of the evaluation is to examine how effectively and efficiently the Elderly Nutrition Services Program helps to keep older Americans healthy and active in their homes and communities.

Your organization is being asked to participate in a web-based survey about your characteristics and objectives, staffing, use of technology, program decision processes, and measures used to coordinate with internal staff and other organizations. The survey takes approximately 2 hours and 10 minutes to complete.

Please visit [WEB ADDRESS] to complete the survey by DATE using the username and password below:

Username: [FILL Username]

Password: [FILL Password]

You do not have any obligation to participate in this survey. All answers you give will be kept confidential to the greatest extent permitted by law. The information your organization provides to Mathematica will not be shared with your Area Agency on Aging, State Unit on Aging or with the Administration on Aging. The same is true for other types of data collected for this study. No individuals or agencies will be identified when the study's results are published.

If you have any questions about the web survey or the evaluation, please contact Mathematica by email at PROJECT_EMAIL@mathematica-mpr.com or by telephone (toll-free) at [PROJECT TOLL FREE NUMBER]. Thank you in advance for your assistance with this important study. Your participation is vital to the success of the study.

Sincerely,

An Affirmative Action/Equal Opportunity Employer

A. Introduction

**PLEASE HAVE LSP PACKET AVAILABLE
IN CASE RESPONDENT HAS QUESTIONS.**

I. Identify LSP Director or Designee to Discuss Study

Hello, my name is [NAME] from Mathematica Policy Research. I am calling on behalf of the U.S. Department of Health and Human Services, Administration on Aging, concerning the Evaluation of Older Americans Act Title III-C Elderly Nutrition Services Program (ENSP). May I please speak with [RESPONDENT NAME]?

I am calling to follow up on a packet of information that was sent to [LSP DIRECTOR] from the Administration on Aging and Mathematica Policy Research. The packet contained information on the evaluation.

I'd like to tell you a little more about the study and collect a few key pieces of information from you. Do you have a few minutes to speak with me now?

II. Explain Study Purpose

The purpose of the study is to examine how effectively and efficiently the ENSP helps to keep older Americans healthy and active in their homes and communities. The study will provide information to policy makers and program managers to support program planning by identifying program efficiency and cost issues and assessing program effectiveness. It will examine the ENSP's effects on clients' diet quality, socialization opportunities, and other important health outcomes.

To accomplish this purpose, Mathematica will be collecting information from all levels of the aging network. The study includes a census of all State Units on Aging (SUAs), as well as a sample of Area Agencies on Aging (AAAs), Local Service Providers (LSPs), program clients, and program non-participants.

B. Recruiting Congregate and Home-Delivered Nutrition Clients

As part of this evaluation, we are planning to interview about 600 congregate nutrition clients and 600 home-delivered nutrition clients about their health, and what they eat and drink. Your organization was selected for this survey of ENSP clients. We would like to visit your program and select a small number of clients for the interview, which will be conducted in-person. The clients can choose whether or not they wish to participate, and those who do will receive \$40 as a thank you for their time.

In order to determine which clients to select, I will need some information from you about whether your program offers congregate and home delivered meals.

I. Does Your Organization Offer Congregate Meals?

IF CONGREGATE MEALS OFFERED: We would like to obtain a list of your congregate meal sites and information on the days, times, and meals served at each location that your organization operates. We will also need an estimate of the number of participants usually served at each meal. From this list, our researchers will select a specific location and a date and time to visit the meal site to select congregate nutrition clients to participate in the study.

I will email you a file that you can use to input the information we are requesting.

[CONFIRM EMAIL ADDRESS FOR LSP DIRECTOR]

Once our researchers select a meal site, we will call you to let you know which site has been selected, and also to confirm a date and time that our field staff can visit the site to recruit congregate nutrition clients to participate in the study. We only need to visit the meal site once to recruit participants. Our field staff will conduct interviews with the clients who agree to participate in their own home or location of their choosing. We will sample approximately [NUMBER] participants at each meal site that is selected.

II. Does Your Organization Offer Home-Delivered Meals?

IF HOME-DELIVERED MEALS OFFERED: We would like to obtain information on your schedule of meal deliveries, the types of meals provided (hot or frozen), the quantity of meals provided during each delivery, and the number of participants that receive home-delivered meals. Let's talk for a minute about your delivery routes:

OBTAIN INFORMATION ON DELIVERY PLAN (FROM ONE CENTRAL LOCATION, FROM EACH CONGREGATE SITE, NUMBER OF ROUTES, NUMBER OF PARTICIPANTS PER ROUTE, ETC.)

I will email you a file that you can use to input the information we are requesting.

[CONFIRM EMAIL ADDRESS FOR LSP DIRECTOR]

After we receive the information about your home-delivered nutrition services, we will contact you again to obtain contact information for some of your home-delivered nutrition clients so that we can recruit them to participate in the study. Our field staff will conduct interviews with the clients who agree to participate in their own home.

Thanks in advance for your time and participation. Do you have any questions that I can address at this time?

Activity 9: LSP survey reminder mailing
Document: LSP survey reminder letter
Format: Mathematica letterhead

MATHEMATICA
Policy Research

Rhoda Cohen
Project Director

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www.mathematica-mpr.com

ENSP-52

DATE

LSP Survey Respondent
Title
agency
address
city, st zipcode

Dear LSP Survey Respondent:

Your input is critical to the success of the National Evaluation of the Title III-C Elderly Nutrition Services Program. I am writing to you again because we have not received a completed survey for your organization.

Please visit [WEB ADDRESS] to complete the survey by DATE using the username and password below:

Username: [FILL Username]

Password: [FILL Password]

The purpose of the National Evaluation of the Title III-C Elderly Nutrition Services Program is to examine how effectively and efficiently the Elderly Nutrition Services Program helps older Americans to remain healthy and active in their homes and communities. In order to achieve this goal of helping older adults maintain their independence, the results of this study will be used to support program planning and guide program practice at various levels of the aging network.

The web-based survey has questions about your organization's characteristics and objectives, staffing, use of technology, program decision processes, and measures used to coordinate with internal staff and other organizations. The survey takes approximately 2 hours and 10 minutes to complete.

If you have any questions about the survey or the study, please call [CONTACT NAME] at [INSERT TOLL-FREE NUMBER] or email [INSERT PROJECT EMAIL ADDRESS]. Thank you very much for your help with making this important study a success.

Sincerely,

TOPICS COVERED IN THE COST STUDY

Below are the topics that are covered in the cost study for the Evaluation of Title III-C Elderly Nutrition Services Program:

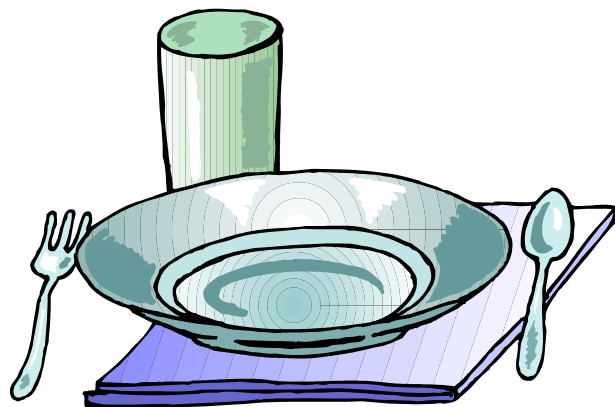
- Labor costs
 - Types of labor categories
 - Number of full-time and part-time employees and volunteers
 - Salary and fringe benefits
 - Average hours worked per week by part-time employees
 - Hours worked per week on various meal related activities

- Nonlabor costs
 - Food ingredients
 - Payments to vendors for food
 - Value of USDA commodities used
 - Value/amounts of donated food
 - Rent or space costs
 - Utility costs
 - Value of donated space and utilities
 - Insurance
 - Vehicles and vehicle usage
 - Equipment for preparing and serving food
 - Building and improvements
 - Office equipment

- Other information
 - Number of meals provided to participants per week



National Evaluation of the Title III-C Elderly Nutrition Services Program



- Mathematica Policy Research is conducting a survey on behalf of the Administration on Aging. This survey is part of a study that will help to improve services for older adults in the future.
- Interviewers from Mathematica Policy Research will be at this location in the next few days to select individuals to participate in the survey.
- The purpose of the survey is to find out if the meal services at this location have been helpful to you.
- If you are selected, you will receive \$40 for participating in the survey.

FOR ADDITIONAL INFORMATION CONTACT:
CONTACT NAME
TOLL FREE NUMBER

Activity 2: Congregate meal participant recruitment at meal site
Document: Appointment reminder
Format: Colored Paper

APPOINTMENT REMINDER

Dear _____

Thank you for agreeing to participate in the National Evaluation of the Title III-C Elderly Nutrition Services Program, which is being conducted for the United States Department of Health and Human Services Administration on Aging by Mathematica Policy Research, Inc. (Mathematica).

An interviewer will visit you on _____ (Day, Date) at _____ (AM/PM) to interview you about your health and well-being, and what you eat and drink. The interview will take about 60 minutes.

As a thank you for your time, you will receive a check for \$40.

If you have any questions about the study or need to reschedule your appointment, please call [NAME] at Mathematica at [toll free number]. Thank you for your help on this important project!

WHAT IS THE PURPOSE OF THIS STUDY?

The purpose of this study is to find out how the Administration on Aging, which supports organizations that provide meals to older adults, can better meet the needs of individuals like you. This study will help to improve nutrition services for older adults in the future.



**For additional
information
contact:**

CONTACT NAME
TOLL FREE NUMBER
PROJECT EMAIL ADDRESS

MATHEMATICA
Inc.

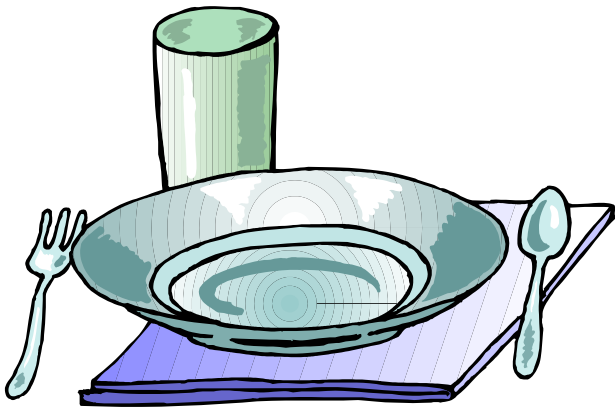
National Evaluation of the Title III-C Elderly Nutrition Services Program



AoA ADMINISTRATION ON AGING

WHY WAS I SELECTED TO PARTICIPATE?

We are interviewing people who are receiving nutrition services (i.e. group meals or home delivered meals) and those who are not, to look at differences between the two groups. You were randomly selected to be interviewed so that we can learn more about you, your use of nutrition services, and your eating habits.



WHAT IS THE SURVEY ABOUT?

The survey has two parts. The first part of the survey is an interview about your participation in meal programs. The second part of the survey is about what you ate and drank over the past 24 hours. **You will receive \$40 as a thank you for your time.**

DO I HAVE TO PARTICIPATE?

Your participation is voluntary but we really need your help. Your eligibility for services for this and other programs will not be affected by your decision to participate.

WILL THE INFORMATION I PROVIDE BE KEPT PRIVATE?

Mathematica, the company contracted to conduct this survey, is committed to protecting the security of all study data. All of your answers will be kept private, and the responses of particular individuals will never be identified.



Activity 2: Congregate meal participant recruitment at meal site
Document: Congregate meal participant letter
Format: Mathematica letterhead
Enclosures: Participant brochure

MATHEMATICA
Policy Research

Rhoda Cohen
Project Director

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www.mathematica-mpr.com

ENSP -32

DATE

Dear Congregate Meal Participant:

I would like to ask you to help me with an important research project for the United States Department of Health and Human Services, Administration on Aging, which helps support meal sites like this one. The purpose of this study is to better understand how nutrition services for older Americans help the people who receive them. Mathematica Policy Research, Inc. (Mathematica), an independent research company, will be collecting information from over 1,000 clients who receive nutrition services, including 600 individuals who get meals at senior centers or other group settings.

We would like to interview you about your health and well-being, and what you eat and drink. If you agree to participate in this study, we will schedule a time and place that is convenient for you to meet this week to have the interview, which will take about 60 minutes. **As a thank you for your time, we will send you a check for \$40.**

You do not have any obligation to participate in this study. Your participation will not affect the services you receive from this meal program or any other program. If you decide to participate, there will be no penalties if you do not want to answer a particular question. All answers you give will be kept private to the greatest extent permitted by law. The information you provide will be combined with that provided by other persons who take part in the study.

The information we collect will only be seen by members of the research staff and will never be linked to the program or the people who get meals. Your cooperation is very important to the success of the study, and we hope you will agree to participate.

Thank you for your help on this important project!

Sincerely,

Enclosure: Study brochure

An Affirmative Action/Equal Opportunity Employer

Activity 3: Advance contact with home-delivered meal participant
Document: Home-delivered meal participant letter
Format: Mathematica letterhead
Enclosures: Participant brochure

MATHEMATICA
Policy Research

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Project Director

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ENSP - 33

DATE

Dear Home-Delivered Meal Recipient:

I would like to ask you to help me with an important research project for the United States Department of Health and Human Services Administration on Aging, which helps support meal programs like the one delivering this meal. The purpose of the study is to better understand how the home-delivered meal program serves the needs of the people who are receiving meals. Mathematica Policy Research, Inc. (Mathematica), an independent research company, will be collecting information from over 1,000 clients who receive nutrition services, including 600 recipients of home-delivered meals.

We would like to interview you about your health and well-being, and what you eat and drink. An interviewer from Mathematica will call you shortly to schedule a time that is convenient for you to meet this week to have the interview, which will take about 60 minutes. **As a thank you for your time, we will send you a check for \$40.**

You do not have any obligation to participate in this study. Your participation will not affect the services you receive from this meal program or any other program. If you decide to participate, there will be no penalties if you do not want to answer a particular question. All answers you give will be kept private to the greatest extent permitted by law. The information you provide will be combined with that provided by other persons who take part in the study.

The information we collect will only be seen by members of the research staff and will never be linked to the meal program or the people who get meals. Your cooperation is critical to the success of the study, and we hope you will agree to participate. If you are not able to respond to the interviewer's questions, a family member or caregiver can answer on your behalf.

If you have any questions about the study, please feel free to contact me at [TOLL FREE NUMBER]. Thank you for your help on this important project!

Sincerely,

Enclosures: Study brochure

An Affirmative Action/Equal Opportunity Employer

Activity 4: Advance contact with nonparticipant
Document: Nonparticipant advance letter
Format: Mathematica letterhead

MATHEMATICA
Policy Research

Rhoda Cohen
Project Director

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Fax (609) 799-0005
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ESPN - 34

DATE

Medicare Beneficiary NAME
title
organization
address
city, st zip

Dear [Medicare Beneficiary NAME]:

The Centers for Medicare and Medicaid Services (CMS), which administers the Medicare program, is cooperating with the U.S. Department of Health and Human Services' Administration on Aging on a study to learn more about how well citizens are served by certain government programs. Mathematica Policy Research, Inc. (Mathematica), an independent research company, is conducting the study.

In a few days, someone from Mathematica will call you to ask you a few questions to determine whether you would be a good candidate for the study. This person will ask you a short series of questions about your health and use of nutrition services. If you are selected based on your responses, an interviewer will schedule a time to meet with you and interview you about your health and well-being, and what you eat and drink. That interview will take about 60 minutes. **As a thank you for your time, you will receive a check for \$40 for participating.**

You do not have any obligation to participate in this study. Your Medicare benefits will not change based on whether you decide to participate. If you decide to participate, there will be no penalties if you do not want to answer a particular question. All answers you give will be kept private to the greatest extent permitted by law. The information you provide will be combined with that provided by other persons who participate.

If you have any questions about the study, please feel free to call [NAME] at Mathematica at [PHONE NUMBER].

Thank you in advance for your cooperation.

Sincerely,

Activity 5: Nonparticipant interview confirmation
Document: Nonparticipant interview confirmation letter
Format: Mathematica letterhead
Enclosures: Participant brochure

MATHEMATICA
Policy Research

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ENSP - 35

DATE

NAME
Title
Organization
Address
City, ST Zipcode

Dear [NAME]:

Thank you for agreeing to participate in the National Evaluation of the Title III-C Elderly Nutrition Services Program, which is being conducted for the United States Department of Health and Human Services, Administration on Aging, by Mathematica Policy Research, Inc. (Mathematica).

An interviewer will visit you on [DAY, DATE] at [TIME] to interview you about your health and well-being, and what you eat and drink. This interview will take about 60 minutes. **As a thank you for your time, you will receive a check for \$40.**

If you have any questions about the study or need to reschedule your appointment, please call [NAME] at Mathematica at [TOLL FREE NUMBER]. Thank you for your help on this important project!

Sincerely,

Enclosures: Study brochure