

CMS Tribal Long-Term Services and Supports (LTSS) Program Survey Follow-up Timeline¹

Phase	Timing	Sent to	Description
Phase 1: Initial email invitation to participate in survey	Immediately after receiving OMB approval	All 425 LTSS programs (entire respondent universe)	KAI will send an initial email invitation, including a link to the survey via Survey Monkey, (Attachment C) to the LTSS program staff.
Phase 2: First follow-up email	Three days after distribution of the initial email invitation	Entire respondent universe	The first follow-up email (Attachment E) explains that an initial invitation to participate in the survey was sent. The email also thanks those who have responded and asks those that have not responded to do so. The email also includes a link to the survey in SurveyMonkey.
Phase 3: Second follow-up email	One week after the first follow-up email is sent	Non-respondents	The second follow-up email (Attachment F) emphasizes the importance of participating in the survey and includes a link to the survey.
Phase 4: Third follow-up email	Two weeks after the second reminder email is sent	Non-respondents	This email (Attachment G) encourages survey participation and includes a link to the survey. The email also explains that KAI staff will reach out to any non-respondents by phone to determine whether non-respondents are unable to complete an electronic version of the survey or if they prefer to complete a paper version of the survey sent via fax.

¹ Survey timeline based on best practices created by a recognized expert on survey design, Don Dillman. Dillman, D., Smyth, J., & Christian, L. (2014). *Internet, Phone, Mail and Mixed-Mode Surveys: The Tailored Design*. (4th ed.). Hoboken, New Jersey: John Wiley & Sons, Inc. *Method*. Hoboken, New Jersey: Wiley.

<p>Phase 5: Follow-up phone calls</p>	<p>One week after the third follow-up email is sent <i>(If non-respondents do not answer, KAI will leave a voicemail with a contact phone number. If non-respondents do not respond to the voicemail, two more phone attempts will be made within 48 hours.)</i></p>	<p>Non-respondents</p>	<p>Phone calls made to remaining non-respondents following a phone call script (Attachment H). KAI will inquire whether non-respondents received the emails about the survey. KAI will provide a description of the survey and ask non-respondents whether they would like to complete the survey by phone, or have the survey sent to them via email or fax. If non-respondents do not answer, KAI will leave a voicemail following a script (Attachment I). If non-respondents do not respond to the voicemail, two more phone attempts will be made.</p>
<p>Phase 6: Follow-up emails and faxes</p>	<p>Immediately after outreach calls completed</p>	<p>Phone participants</p>	<p>KAI staff will send a follow-up email or fax (Attachments J and K) (based on non-respondent preference) to all individuals that KAI staff spoke to on the phone with either a link to the survey or a faxed, paper version of the survey.</p>