

Attachment D-2 Trying to Reach You and Prompting Emails

Director Trouble Reaching You Email

Subject: Direct Care Worker Pilot Study

Dear [insert name of individual],

Thank you for completing the 2022 National Post-acute and Long-term Care Study (NPALS) (formerly known as the National Study of Long-Term Care Providers or NSLTCP). I appreciate the time and effort you have given so far in support of this study.

We have been trying to reach you to schedule a time to complete a telephone call for a supplement to the 2022 NPALS, the Direct Care Worker (DCW) Pilot Study. This call involves you, with the help of a telephone interviewer, selecting two direct care workers using random sampling procedures. This telephone call takes 15 minutes on average. We will then send a questionnaire to the sampled direct care workers to be completed by mail or web.

To schedule an appointment to complete the sampling telephone call please call (800) 334-2321.

Your responses are very important in the development of studies on direct care workers in the United States. We take your privacy very seriously. Everything you tell us is confidential. The information you give us is ONLY used for statistical purposes.

If you have further questions about this pilot study, please call (855) 500-1435.

Thank you once again,

Brian C. Moyer, PhD
Director, National Center for Health Statistics

Please do not reply to this e-mail, as it is not monitored

DCW Prompting Email

Subject: Direct Care Worker Pilot Study

Date

Dear [insert name of individual],

Recently, we sent you a questionnaire for the **Direct Care Worker Pilot Study**. Your email address was provided to us by the director of a facility you work at. If you already returned your completed questionnaire, thank you for your participation.

If you have not completed and returned your questionnaire yet, we hope you will consider participating. Your information is confidential, and you do not have to answer any question you don't want to.

To participate in this important study, please complete the web questionnaire over a safe and secure network by going to this URL address and typing in your unique User ID and password:

URL:

User ID:

Password:

Benefits to completing by web include getting only the questions that apply to you based on your responses—so it takes less time—and having the option to print a copy of your completed questionnaire for your records. However, if you prefer to use hardcopy, please complete the questionnaire you recently received and return it in the pre-addressed, postage-paid envelope provided.

Completing the questionnaire takes 30 minutes on average. Your responses are very important in providing accurate information on long-term care in the United States and in your state.

Please submit your questionnaire by web or hardcopy by _____ to avoid receiving another questionnaire.

If you are a direct care worker in more than one facility, please complete the questionnaire only for the specific facility listed on the front of the questionnaire; otherwise, we cannot use your data.

If you need technical support or have further questions about this survey, please call (877) 256-8171.

Thank you once again,

Brian C. Moyer, PhD

Director, National Center for Health Statistics

Please do not reply to this e-mail, as it is not monitored.