



*Advancing independence and inclusion of older adults and people with disabilities*

«Date»

«CAREFNAM» «CARELNAM»

«CAREADDR» «CAREAPT»

«CARECITY», «CARESTAT» «CAREZIP»

Dear «CAREFNAM» «CARELNAM»,

You are invited to take part in a national survey for the Administration for Community Living (ACL), part of the U.S. Department of Health and Human Services. The **National Survey of Older Americans Act Participants (NSOAAP)** helps ACL know what people around the country think about the family caregiver support services offered by their local area agency on aging (AAA). This survey is also conducted to better understand the needs of individuals who use family caregiver support services. Westat, a national survey research firm, is collecting the study information.

Your name has been randomly selected from a list of clients who receive services from «AGENCY (AGENCYABBR)», which is taking part in this research study.

The survey takes about 30 minutes to complete. Your participation is voluntary. Your eligibility for services will not be affected by your decision to participate or by any answers you give. Reports and studies resulting from this survey will summarize information provided by participants and will not associate responses with a specific individual.

The survey can be completed on a secure website. Please use the following information to log in:

Web address: [www.nsoaap.org](http://www.nsoaap.org)

PIN (to enter survey): «PIN»

This login PIN is unique to you. If you leave the survey before you finish, you will need your PIN to return.

If you have not received caregiver support services in the last 12 months, you are no longer providing care for an elder, you do not want to take part in this study, or you have questions, please call (855) 519-7052 or send an email to [AoASurvey@westat.com](mailto:AoASurvey@westat.com).

To learn more about the Older Americans Act Title III programs and the NSOAAP, visit the NSOAAP website (<https://aoasurvey.org>) or contact the Administration for Community Living at (888) 204-0271. If you have any questions about the services you receive from «AGENCYABBR», please call their office at «AGENCYPHONE».

We are enclosing \$1 as a small token of appreciation. Thank you for supporting this important study!

Sincerely,

Amanda Cash, PhD, MPH  
Director, Office of Performance and Evaluation  
Administration for Community Living

Public Burden Statement:

According to the Paperwork Reduction Act of 1995, no persons are required to respond to a collection of information unless such collection displays a valid OMB control number (OMB 0985-0023). Public reporting burden for this collection of information is estimated to average 30 minutes per response, including time for gathering and maintaining the data needed and completing and reviewing the collection of information. The obligation to respond to this collection is voluntary under the statutory authority of the Older Americans Act (OAA) Section 202(f). This information collection gathers cross-sectional survey data of OAA participants. The Administration for Community Living uses the information reported to assess OAA program participants issues associated with aging. Data will be kept private to the extent allowed by law. There are no assurances of confidentiality.