



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

Date

«Title» «AAA\_Director\_First\_Name» «AAA\_Director\_Last\_Name»  
«AAA\_Name»  
«Address\_1» «Address\_2»  
«City», «State» «ZIP»

Re: 2023 National Survey of Older Americans Act Participants (NSOAAP)

Dear «Title» «AAA\_Director\_Last\_Name»:

*The Administration for Community Living (ACL) is undertaking the 2024 National Survey of Older Americans Act Participants (NSOAAP). The NSOAAP results provide consumers' assessments of the services they receive, as well as outcomes of those services demonstrating the outstanding value of the Aging Network. Your cooperation is essential to the success of this survey.*

*Your agency has been selected to participate along with approximately 300 other AAAs across the nation, based on a statistical stratified sampling procedure. Although your AAA may have been selected to participate in previous years, your participation this year is vital so that ACL can have nationally representative estimates each year to meet Congressional requirements and support ACL budget requests which are critical to improving LTSS for all consumers.*

*As required, ACL received approval from the Office of Management and Budget (OMB) to identify and contact older individuals and family caregivers who receive OAA services (OMB approval number 0985-0023). The approval covers the sampling of area agencies on aging and their clients, and the conduct of surveys to assess the following service categories: congregate and home-delivered meals, caregiver, case management, homemaker, and transportation services. ACL and the NSOAAP research team are committed to maintaining the privacy of individuals surveyed. Information that is being collected is solely for contacting individuals to ask the survey questions. Data and reports from the survey will not be traceable to any states, agencies, or individual respondents.*

*In late [enter month], you will receive an email from ACL's contractor Westat ([AoASurvey@westat.com](mailto:AoASurvey@westat.com)) with detailed instructions for developing and providing service-specific client lists. A webinar about the annual NSOAAP, the new paper-based and online survey options, and additional guidance will be held on **[enter date and time pm EDT]**. Please refer to the attached document for webinar registration information.*

*In early [enter month], ACL will mail paper surveys to selected clients (an average of 100 clients per AAA). A toll-free phone number will be included in the cover letter to allow clients to opt out from being contacted again for the survey. Caregiver clients will also have the option of completing the survey online before being mailed a paper survey. Clients who do not complete a survey by mail or online will be contacted for the telephone version of the survey.*

*You will be working with [enter staff contact] to complete this process. **Client lists will need to be provided by [enter date].** If you have any questions, you may contact ACL at [AoASurvey@westat.com](mailto:AoASurvey@westat.com) or call 1-888-204-0046.*

*If you have any questions about your participation in the survey, please contact Kristen Robinson at [Kristen.Robinson@acl.hhs.gov](mailto:Kristen.Robinson@acl.hhs.gov) or call ACL at 1-888-204-0271. On behalf of the Administration for Community Living, U.S. Department of Health and Human Services, I would like to thank you for your assistance in this project.*

*Sincerely,*

*Amanda Cash, DrPH, MPH  
Director, Office of Performance and Evaluation  
Center for Policy and Evaluation  
Administration for Community Living (ACL)  
Department of Health and Human Services*

*cc: State Director  
ACL Regional Administrator*

**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.