



Oregon

Tina Kotek, Governor

Department of Human Services

Aging & People with Disabilities

500 Summer St NE, E-02

Salem, OR 97301

Voice: 1-800-282-8096 or 503-945-5811

Fax: 503-373-7823

May 10, 2024



We want to hear about your social services

The Oregon Department of Human Services Aging and People with Disabilities wants to make things better for older adults and people with disabilities. We want to hear from you about the caregiving and other assistance services you receive from the state or the local organization that helps older adults and people with disabilities. The survey is about:

- How you like your services
- How well they meet your needs

Your decision to participate or not will not affect your services. You do not have to answer questions if you do not want to. Your answers will be kept private.

A research firm called Vital Research is helping us. Someone from Vital Research may call you to set up a time to meet with you. You may also invite a friend or support to your meeting if you like. The meeting should last about less than an hour.

We want to know your thoughts. We hope you will agree to meet with Vital Research. The survey may be conducted sometime between early-May and late-September.

If you have questions, call Naomi Sacks, APD Policy Analyst, at 1-503-385-7168 or email at Naomi.E.Sacks@odhs.oregon.gov. You can also visit the ODHS study website at <https://www.oregon.gov/odhs/data/Pages/apd-core-indicators.aspx> or the Vital Research study website at <https://vitalresearch.com/oregon/nci/>.

Thank you! You are helping us understand how to improve your services.

Sincerely,

ODHS, Office of Aging and People with Disabilities
Deputy Director of Policy

"Safety, health and independence for all Oregonians"

An Equal Opportunity Employer

DHS 0198 (01/2023)

Oregon National Core Indicators-Aging and Disability Survey

We invite you to talk with someone from Vital Research about your long-term services and supports.

1. Why is this survey being done?

The Oregon Department of Human Services (ODHS) Aging and People with Disabilities (APD) wants to know whether older adults and people with physical disabilities are happy with their services. We are working with Vital Research, a private research firm, to find out. You have the choice to take this survey in-person, by phone, or by Zoom video-conference.

2. What will happen if I say Yes?

If you would like to take the survey, please call Vital Research toll-free at 1-888-257-0807. You will be assigned an interviewer who will call you and set an appointment. The meeting should last about less than an hour.

There are no right and wrong answers. The interviewer wants to hear what you think. You can stop the interview any time.

3. What will happen if I say No?

Nothing. You do not have to participate. Your decision will not change your services.

You may receive a call from an interviewer asking if you would like to participate. You can let them know you are not interested. You can also call Vital Research toll-free at 1-888-257-0807 to let them know that you do not want to take the survey.

4. How will you protect my privacy?

All answers are confidential. They will be combined with other people's answers. People cannot be identified from the reports that come to ODHS.

The answers are for a quality study only. They will not be used to determine whether you can still get services. If the interviewer sees abuse or neglect, they have to report it.

5. What if my questions aren't answered here?

Please visit the project website at: <https://vitalresearch.com/oregon/nci/>. You may also call Vital Research toll-free at 1-888-257-0807.

You may also reach out to ODHS directly through Naomi Sacks, Policy Analyst, ODHS Aging and People with Disabilities at 1-503-385-7168 or email: Naomi.E.Sacks@odhs.oregon.gov.

Thank you!

"Safety, health and independence for all Oregonians"

An Equal Opportunity Employer

DHS 0198 (01/2023)