



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



Dear Guardian:

The Oregon Department of Human Services (DHS) Aging and People with Disabilities (APD) wants to make things better for older adults and people with disabilities. We are conducting a quality survey of people receiving caregiving and other services from the state and local organizations that help older adults and people with disabilities. As the guardian for a person receiving services and supports, we want to inform you about the survey.

The survey is about:

- The services received by the person you are guardian for
- How well those services meet the person's needs

A research firm called Vital Research is helping us. If the person you are guardian for is randomly selected for the survey, someone from Vital Research will call you to discuss the survey. This call may occur between early-May and late-September. Survey participation is voluntary: you may decline to participate.

If you choose to participate, you may be present during the interview with the person receiving services. The interview should last about 45 minutes to an hour. Some questions can only be answered by the person receiving services directly; however, you may assist in answering some of the questions, if needed.

If you are unable to be present during the interview and you think another person may need to answer questions on behalf of the person receiving services, please discuss this with the interviewer when he/she calls.

We can assure you that:

- all personal information about you and the person for whom you are the legal guardian is kept private and confidential,
- all survey responses are confidential and are not linked to you or the individual receiving services in any way, and

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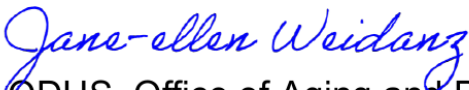
- no one at the state, county, or provider agencies will know if you participate or how you respond.

The decision to participate or not will not affect services. No one has to answer questions if they do not want to. You or the person receiving services may decline to participate or stop the survey at any time.

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 services.

Sincerely,



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

Oregon National Core Indicators-Aging and Disability Survey

We invite the person you are a legal guardian for to talk with someone from Vital Research about the long-term services and supports they receive. As their legal guardian, you are also invited to participate in this discussion.

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 and the person you are a legal guardian for 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 or the person you are a legal guardian for 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 or the person you are the legal guardian for think. You or the person you are a legal guardian can stop the interview any time.

3. What will happen if I say No?

Nothing. You or the person you are a legal guardian for 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 the person you are a legal guardian for 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.

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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!