Aging and People with Disabilities
500 Summer St NE E-02
Salem, OR 97301-1073

November 30, 2026

We want to hear about your social services

The Oregon Department of Human Services, Office of Aging and People with Disabilities (APD) is working to improve services for older adults and people with disabilities. We want to hear from you about caregiving and other services you receive from state or local organizations that help older adults and people with disabilities. The survey is about:

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

Your choice 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.

APD hired Vital Research to interview people. Someone from Vital Research may call you to set up a time to meet with you. You can meet on the phone or in person. You may invite a friend or support person to your meeting. The meeting should last about an hour.

We want to know your thoughts! We hope you will agree to talk with Vital Research. The survey starts in mid-December 2026 and ends in May 2027.

If you have questions, contact Naomi Sacks, NCI-AD Survey Coordinator, at APD.PopulationHealth@odhs.oregon.gov or call 1-503-385-7168.

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 improve your services.

Sincerely,

Nakeshia Knight, Ph.D.

Director

Office of Aging and People with Disabilities

About the National Core Indicators-Aging and Disability Survey

We invite you to talk with someone from Vital Research about your services.

1. Why is this survey being done?

The Oregon Department of Human Services (ODHS) Aging and People with Disabilities (APD) wants to know if older adults and adults with physical disabilities are happy with their services. We are working with Vital Research, a research firm, to find out.

2. How does the survey work?

People receiving services are randomly selected for the survey. You may receive a call from a Vital Research interviewer. You can tell them if you are interested or not interested in a survey interview.

Survey interviews are between mid-December 2026 to May 2027.

3. What will happen if I say Yes?

If you would like to participate, please call Vital Research tollfree at 1-888-426-7530. An interviewer will call you and set an appointment. The meeting usually lasts about an hour. You choose how to meet. You may choose in person at your home, by phone, or by video conference.

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

4. What will happen if I say No?

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

You can also call Vital Research tollfree at1-888-426-7530. You may tell them you do not want to take the survey.

5. How will you protect my privacy?

All answers are confidential. ODHS will not know how you answered. Answers will be combined with other people's answers.

The answers are used to understand the quality of the services provided. They are not used to determine whether you can still get services. If the interviewer sees abuse or neglect, they must report it.

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

Please visit Vital's survey website at: https://vitalresearch.com/oregon/nci/. You may also call Vital Research toll-free at 1-888-426-7530.

You may also reach out to ODHS directly. Contact Naomi Sacks, NCI-AD Survey Coordinator, at APD.PopulationHealth@odhs.oregon.gov or call 1-503-385-7168.