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

November 30, 2026

RE: National Core Indicators-Aging and Disability (NCI-AD) survey

Dear Guardian:

The Oregon Department of Human Services (ODHS) Aging and People with Disabilities (APD) wants to improve services for older adults and people with disabilities. We are conducting a quality survey of people receiving caregiving and other services from state and local organizations that help older adults and people with disabilities. You are receiving this letter because you are a guardian for an individual who is receiving services.

The National Core Indicators-Aging and Disability (NCI-AD) survey includes questions about:

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

APD hired Vital Research to interview people. People are randomly selected for the survey. If someone who has a guardian is selected for the survey, Vital Research will call that person's guardian. Survey calls begin in mid-December 2026 and end in May 2027.

Survey participation is voluntary. If you agree to participation, you may be present during the survey interview with the person who is receiving services. Or, you may serve as a proxy. A proxy is interviewed directly on behalf of the person. The interview usually lasts about an hour.

If you would like someone else there to help, please talk to the interviewer when he/she calls.

Please know that:

- No one at the state, county, or provider agencies will know who participates or how you answered. APD receives data back in a report that combines all the responses.
- The decision to participate or not will not change services.

The survey is voluntary. You may decline the survey. You may stop the survey at any time, even while the interview is in progress.

If you have questions, contact Naomi Sacks, NCI-AD Survey Coordinator, at APD.PopulationHealth@odhs.oregon.gov or call her at 1-503-385-7168, or call Vital Research at 1-888-426-7530.

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,

Nakeshia Knight, Ph.D.

Director

Office of Aging and People with Disabilities

About the National Core Indicators-Aging and Disability Survey in Oregon

APD is inviting people receiving services to talk with someone from Vital Research about their services.

As a guardian, you decide if the person you are guardian for may participate in the survey. You can be present during the survey. Or, you may answer as a proxy for the person. Vital Research interviewers will conduct the interview.

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 people 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 the person you are the guardian of 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. The person (or you) has may choose an in person, by phone, or by video conference meeting.

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

4. What will happen if I say No?

Nothing. You do not have to participate or allow the person receiving services to participate. The decision will not change 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 quality of the services received. They will not be used to determine whether the person can still get services. If the interviewer hears or sees signs of abuse or neglect, they must report it.

6. 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 1-888-426-7530.

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