

Attachment J: CATI FAQs

WHAT IS IT ABOUT?

- The National Study of Long-Term Care Providers is a national study of residential care communities and adult day services centers conducted every two years. The purpose is to collect information about the characteristics of the major types of long-term care providers, the services they offer, general information on staffing, demographics and health of the people they serve, and payment sources for these services.

HOW LONG WILL IT TAKE

- It averages 30 minutes and tends to go faster when you have your records handy to look up specific numbers. **EXPLAIN IF NEEDED:** For example, the number of residents/participants, the current number of staff, and number of staff hours worked.

DON'T HAVE ENOUGH TIME

- You do not need to finish it all at once. We can start, stop when you need to, then I can call you back to finish.
- Some people find that it is faster or more convenient to complete the questionnaire online or hardcopy. You can start and stop when you need to.
 - o Do you still have the hardcopy survey and the postage paid return envelope we sent you?
 - o For web completion, I can tell you the URL and password for your survey. [Tell, or ask]: Would you our email address? [Share email and code case.]

WHO SPONSORS THIS STUDY?

- This is a federally-sponsored statistical survey.
- The Centers for Disease Control and Prevention's National Center for Health Statistics. I work for RTI International, a not-for-profit research institute located in North Carolina. RTI is the contractor conducting the interviews.

HOW MANY PEOPLE ARE YOU INTERVIEWING?

- Approximately (11,701 residential care communities) (5,000 adult day services centers).

WHY SHOULD I DO THIS/

WHAT'S IN IT FOR ME/MYCOMMUNITY/CENTER

If RCCs: CDC recognizes that residential care communities are an important part of the long-term care spectrum in the United States. CDC recently completed the first ever nationwide study of residential care communities. CDC's new survey, the National Study of Long-Term Care Providers (NSLTCP), will track trends in the supply and use of residential care, the characteristics and practices of residential care communities, and the characteristics of residents in these communities. NSLTCP is similar to surveys CDC has done for other types of long-term care providers, such as nursing homes, hospice, and home health care agencies. When you participate you help ensure that the survey data for residential care communities are up-to-date and reflect an unbiased national sample that health care planners and policymakers can use to inform long-term care policy. Also, CDC aims to produce state estimates where possible; if you do not participate, we may not be able to produce estimates for your state.

If ADSC: CDC recognizes that adult day services programs are an important component of long-term care in the United States. CDC's new survey, the National Study of Long-Term Care Providers (NSLTCP), will track trends in the U.S. adult day services programs, including center supply and use, characteristics and practices of centers, and characteristics of center participants. This is similar to surveys CDC has done for other types of long-term care providers, such as assisted living and residential care communities, nursing homes, and home health care agencies. When you participate you help ensure that the survey data for adult day services centers are up-to-date and reflect unbiased estimates that health care planners and policymakers can use to inform long-term care policy. Also, CDC aims to produce state estimates where possible; if you do not participate, we may not be able to produce estimates for your state.

CONFIDENTIALITY

- **SHORT ANSWER** Confidentiality is ensured by federal law.

All data you provide are kept confidential. Although I know your name and the name of your communities/center, it is only so I can contact you to complete the survey. We do not release the names of communities/centers that participate to anyone. This is to protect the privacy of individual places and the residents/ participants they serve. Results of the study will be published only in an aggregated manner that will not allow identification of any (if RCC) community or resident/(if ADSC) center or participant.

- Surveys conducted by the federal government typically have a high response rate because respondents are assured about the confidentiality of their data, and sincere efforts are made to reduce respondent burden, and provide accurate, high-quality data. The National Study of Long-Term Care Providers is authorized by Congress in Section 306 of the Public Health Service Act (42 USC 242K). All information collected in this survey will be held in the strictest confidence according to law [Section 308 (d) of the Public Health Service Act (42 United States Code 242m (d) and the Confidential Information Protection and Statistical Efficiency Act (PL 107-347)].

Information collected in this survey may be used only for statistical purposes. Any government staff, contractor, or agent who willfully discloses confidential information may be subject to a jail term or a \$250,000 fine.

APPROVALS:

- The study has received approval from:
 - The U.S. Office of Management and Budget (OMB) under control number_____, expiration date _____.

WHO SUPPORTS THIS STUDY?

- This study is supported by:
 - (IF RCC) Organizations and leaders in the long-term care community, including American Seniors Housing Association (ASHA), Assisted Living Federation of America (ALFA), LeadingAge, and the National Center for Assisted Living/American Health Care Association (NCAL/AHCA).
 - (IF ADSC) the National Adult Day Services Association (NADSA)

HOW DID YOU GET MY NAME?

- (IF RCC) Individual state licensing agencies provided the names of all licensed, certified or otherwise regulated residential care communities in their respective states.
- (IF ADSC) A nonprofit association of adult day services centers compiled a list of all adult day services centers in the U.S. under contract to CDC.

WHAT IS THE GOAL OF THE STUDY?

- LONG ANSWER: (Residential care communities) (Adult day services centers) are an increasingly important part of the long-term care spectrum. There is evidence that these providers can meet some health and social needs in a way that is more economical and more desirable to older adults compared to nursing homes. Despite the vital role of (residential care communities) (adult day services centers), the industry and government have little statistically accurate information about them. This survey will help provide that information.
- LONG ANSWER With the aging of the population, long-term care in places other than nursing homes is very important. Providers and government officials need to better understand the services that older people and younger persons with disabilities need.

- Although information on nursing homes, home health agencies, inpatient rehabilitation facilities and hospitals is routinely collected, there is very little national information on (residential care communities) (adult day services centers). Your answers to the survey will help educate policymakers about these types of long term care providers and the differences between them and other types of long-term care.
- MEDIUM ANSWER With the advent of a new era of health care reforms, policy makers are revisiting issues related to long-term care. Your answers to the survey will help educate policymakers about (residential care) (adult day services) in general, and the differences between (residential care) (adult day services) and other types of long-term care. The most reliable information comes from conducting interviews directly with the providers themselves.
- SHORT ANSWER The findings will provide critical information to help inform long-term care policy.
- SHORT ANSWER CDC is asking you to share your knowledge and factual information about your (residential care community) (adult day services center) in order to educate federal policy makers about issues related to long term care.
- SHORT ANSWER This information will be used to help owners and operators of (residential care communities) (adult day services centers), and health care planners, understand and plan for the long-term care needs of the U.S. population.
- [PARTICULARLY FOR SMALL PROVIDERS] This study has purposely included small providers like you, because it is important that your experiences in providing for your (residents) (participants) be heard and understood by policymakers and others who plan for the long-term care needs of the country.

IS IT VOLUNTARY? IS IT REQUIRED?

- Your participation in this study is voluntary. However, your participation is needed to make this study a success. You represent not just your own (residential care community) (adult day services center), but also others that are of the same size as yours and in the same part of the country as yours. If your community does not participate, its unique qualities will be lost.

CAN YOU USE A DIFFERENT COMMUNITY/CENTER INSTEAD?

- RCC: If you do not participate, the unique qualities of your community will be lost. The survey will be used by Congress and decision makers who will formulate policy for the next decades. You represent other communities like yours. If you don't participate, there is no guarantee that residential care communities like yours will be adequately represented. We don't want decisions based on this survey data to be made without all types of communities, including those like yours, represented in the data. Also, CDC aims to produce state estimates where possible; if you do not participate, we may not be able to produce estimates for your state.

ADSC: If you do not participate, the unique qualities of your center will be lost. The survey will be used by Congress and decision makers who will formulate policy for the next decades. You represent other centers like yours. If you don't participate, there is no guarantee that adult day services centers like yours will be adequately represented. We don't want decisions based on this survey data to be made without all types of centers, including those like yours, represented in the data. Also, CDC aims to produce state estimates where possible; if you do not participate, we may not be able to produce estimates for your state.

- It is important that your community's voice is included in this survey's findings. There is a critical need to know what is happening as of 2012 in long-term care places, such as yours, and the most reliable information comes from conducting interviews directly with the communities themselves.

TYPES OF QUESTIONS ASKED

- Number of residents, age distribution of residents, number of staff, types of staff, hours worked by staff, and types of services you provide, for example.

CORPORATE CHAIN

- Officials of (residential care community) and (adult day services center) chains and organizations throughout the U.S. received a personalized letter introducing the study and explaining how one or more of their communities/centers would be asked to participate.
- A letter and packet of information describing this survey has been sent to the corporate headquarters of (residential care) and (adult day services) chains in the U.S. According to our records, a package was sent to: [SUPPLY NAME AND ORGANIZATION FROM FACESHEET].
- It is possible that this letter did not reach the correct person in your organization. We can resend this information by email. Can you give me the name, title and email of the person to whom we should send it?
- Thank you. We will email this information today. I will call again you in two weeks after _____ has reviewed it.

RECEIVED SURVEY FOR 2 PLACES

- Both of your communities/centers were selected into the study. It is important that you complete the survey for each community/center separately so the government can make accurate estimates of RCCs/ADSCs in the U.S.

ALREADY COMPLETED QUESTIONNAIRE

- Thank you for completing the questionnaire. We will take you off the list of people that we are calling regarding completing this survey.(PAUSE) Were there any other questions I could answer for you about the study? (CODE CASE R SAID COMPLETED BY WEB/BY MAIL)

FOR MORE INFORMATION

- Visit www.cdc.gov/nchs/nsltcp.htm_____
- For an NSLTCP Representative call (###) ###-####

HOW DO I GET THE RESULTS?

A summary report is anticipated for December 2013. A public use dataset is also anticipated for December 2013. These materials will be made available online at <http://www.cdc.gov/nchs/nsltcp.htm>. If you would like to be informed when they are available you may want to join the Long-Term Care ListServ at http://www.cdc.gov/nchs/dhcs/longterm_listserv.htm. Note also that identifying information about participants will not be contained in the public use dataset.