

<<INSERT DATE>>Click here to enter text.>>

Dear First Name Last Name:

We are writing to ask for your help. Our agency is taking part in a study for the Administration for Community Living/Administration on Aging (ACL/AoA), part of the U.S. Department of Health and Human Services. ACL/AoA wants to know what people around the country think about the meal programs, transportation, family caregiver, and other services offered by their local area agency on aging (AAA).

Your name has been randomly chosen from a list of clients to be part of this national study. An interviewer from Westat, a research firm working for ACL/AoA, will call you in the near future to ask you some questions about your experience with the services you receive from <<INSERT AAA NAME & PROVIDER NAME IF KNOWN>>. The phone number they will use to reach you is <<CLIENT PHONE>>.

Your participation in this research is very important to helping ACL/AoA improve programs for older Americans. Your opinions about the services you receive will help ACL/AoA and Congress learn how well the programs are working and what changes to make. There are no risks or financial benefits to you from participating in this research. Your answers will be kept private. Any reports from the research will combine your answers as part of a group.

We hope you will be part of this important study. Participation in this study is voluntary. Your decision to participate will not affect the services you get now or in the future. If you do **not** want to take part in this study, or if you have any questions about your participation in the study, or if Westat should **use a different phone number** to reach you, please call Westat toll-free at 1-888-204-0046. To learn more about the National Survey of OAA Participants, please visit the website <https://www.acl.gov/node/435> or you can contact the Administration for Community Living at 1-888-204-0271.

If you have any questions about the services you get from us, please call our office at <<INSERT AAA PHONE NUMBER>>Click here to enter text.>>.

Thank you for supporting this important effort.

Sincerely,

Executive Director

An agency may not conduct or sponsor, and a person is not required to respond to a collection of information unless it displays a currently valid OMB control number. The OMB control number for this information collection is 0985-0023. Public reporting burden for this information collection is estimated to average 35 minutes per response; response times may range from 20 minutes to 40 minutes. Send comments regarding this burden estimate or any other aspect of this collection of information, including suggestions for reducing this burden to the Administration for Community Living/Administration on Aging, Washington, DC 20201 Attn: Dr. Heather Menne (202) 795-7733 or 888-204-0271.