

CATAWBA COUNTY COUNCIL ON AGING

400 17th Street SW
Hickory, NC 28602
Telephone 828-328-2269

PO Box 835
Hickory, NC 28603
Fax 828-328-8885

Date

Title and Name
xxxx 1st St NE
Hickory, NC 28601

Dear Ms. XXXX:

We are working with the N.C. Department of Aging and Adult Services and the U.S. Administration on Aging to conduct a survey of men and women who are 60 or older and receiving one or more services supported by the Older Americans Act. This may be a service for active, healthy people, such as transportation or eating meals at a nutrition site, or a service for people who need a little more help, such as an aide to help with bathing and dressing.

This survey will help us to understand the need for services and the quality of the services now provided. It is very helpful for us to be able to document the variety of people we serve and how these services affect your lives. Your opinions about these topics are very important. We hope you will be willing to answer our questions.

Beginning this week, interviewers from the School of Social Work at UNC Chapel Hill will be calling people in Catawba County to ask them some questions over the phone. The interview will take about 20 to 30 minutes. Your name is on the list to be called, but we do not know *when* you will receive a call. It could be as early as the second week in July or it could be any time during the summer.

You are under no obligation to answer the survey. **Your services will not be affected in any way** by whether you answer or not or by what you say. No one but the survey team at the University will know what you say. Future reports about the survey will talk about the number of people who answered in a certain way. It will not use any names or identifying information. We hope that you will decide to help us out by answering the survey but it is completely *your choice*. It is also your choice, of course, if you do not want to answer any specific questions that the interviewer asks you. You can just say, "I don't want to answer that." You don't have to give any reason.

If, for any reason, it is impossible for you to talk with us on the phone yourself, we can ask the questions to a friend or family member who knows you very well and can speak for you.

The interviewers will be trained and supervised at the School of Social Work at UNC Chapel Hill. However, because of space limitations at the University, most of the time they will be calling from their homes. This means that calls may come from homes in Chapel Hill, Raleigh, Durham, or Hillsborough.

If you have any questions or concerns about this survey, you may call the Catawba County Council on Aging at (828) 328-2269 and ask to speak to either me (XXXX) or XXXX.

You also may call XXXXX at the N.C. Division of Aging and Adult Services at (919) 733-0440.

If you wish to know more about the survey process, have your name removed from the list of people to call, or to speak to the interviewers' supervisor for any reason, you may call Dr. XXXX at (919) xxx-xxxx. You may also call the senior center (828) 328-2269 and ask either XXXX or me to contact her for you.

Please remember that calls will be conducted throughout the summer. We hope that you will take the time to talk to the interviewer who calls you. Your input will be very valuable to us. Thank you.

Sincerely,



Mary L. Wood, Executive Director
Catawba County Council on Aging