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DEPARTMENT OF HEALTH AND HUMAN SERVICES
OFFICE OF QUALITY AND IMPROVEMENT

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Client Name
Client Address
City, state zip

Dear *Client Name*:

The State of New Hampshire wants to make things better for people who receive services and supports at home or in the community. We are conducting a survey called the CAHPS Home and Community-Based Services (HCBS) Survey. This survey asks about:

- The services you get at home or in the community.
- How well they meet your needs.

Two companies, Information Specialists Group and Vital Research, are helping us with the HCBS CAHPS Survey. Someone from Information Specialists Group may call you to set up a time to talk with you, either over the phone or in-person. You may also call us toll free at 800-439-3185 (please ask for extension 156) to take the survey now, or to set up a time to take the survey that works best for you.

You have been randomly chosen to help with this survey from a list of all people receiving the following community-based services:

- Choices for Independence (CFI) services;
- Home and Community-Based Care-Developmentally Disabled (HCBC-DD) services;
- Home and Community-Based Care-Acquired Brain Disorder (HCBC-ABD) services; or
- Community Mental Health services.

You have not been picked for any other reason.

We hope you will agree to talk with the person from Information Specialists Group. We want to know your thoughts. The survey will take about 30 minutes.

Your decision 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.

Call toll us free at 800-439-3185 (please ask for extension 156) to take the survey now, set up a time to take the survey, or if you have any questions about the survey. You can also visit www.vitalresearch.com/newhampshire for more information.

Thank you! You are helping us understand how to improve services.