



**State of Louisiana**  
Louisiana Department of Health  
Office of Aging and Adult Services

**MEMORANDUM**

**OAAS-P-24-018**

**TO:** OAAS Personal Care Agency (PCA) Providers  
OAAS Support Coordination Agencies (SCAs)

**FROM:** Garry Williams *Garry Williams*  
OAAS Assistant Secretary

**DATE:** August 30, 2024

**SUBJECT:** Participant Experience Surveys

The Office of Aging and Adult Services (OAAS) has contracted with **Dr. Charles Gifford and Associates** to conduct a participant experience survey with a sample of Community Choices Waiver (CCW) and Adult Day Health Care (ADHC) Waiver participants. Participant interviews will be conducted either over the phone or in the participant's home. The surveys will be conducted between September 2024 and December 2024. OAAS routinely surveys its participants and uses this information to improve services and better shape them to meet participant needs.

Dr. Charles Gifford and Associates will call a randomly chosen sample of CCW and ADHC waiver participants to request their participation in an interview. Neither a participant's decision to participate nor their interview responses will affect their services. Participants' answers are strictly confidential and their names will not appear in any reports.

Please encourage your CCW and ADHC waiver participants to take part in this important survey. If you have any questions about the survey process, you may call **OAAS at 1-866-758-5035**.

Thank you in advance for your help.