



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

MEMORANDUM

OAAS-P-19-012

TO: Personal Care Service Providers

FROM: Tara A. LeBlanc
Assistant Secretary

A handwritten signature in blue ink, appearing to read "Tara A. LeBlanc".

DATE: July 17, 2019

SUBJECT: Participant Experience Survey

The Office of Aging and Adult Services has contracted with **Dr. Charles Gifford and Associates** to conduct a face-to-face participant experience survey with a sample of Long Term-Personal Care Services (LT-PCS) participants. The surveys will be conducted between August and November 2019. The Office of Aging and Adult Services 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 LT-PCS participants to request their participation in this face-to-face interview. Neither a participant's decision to participate in the interview or their answers to the survey interview will affect their services in any way. The participant's answers are strictly confidential and their name will not appear in any reports.

Please encourage your LT-PCS participants to take part in this important survey. If you have any questions about the survey process, you may call the Office of Aging and Adult Services at 1-866-758-5035.