



SAMPLE LETTER

RICK SCOTT
GOVERNOR

CHARLES T. CORLEY
SECRETARY

<Date>

Dear Sir/Madam:

The Florida Department of Elder Affairs oversees the services provided by the <identified> program. We want to know how well these services meet our consumers' needs. We will be calling *some* of the people who receive these services. ***This letter is to inform you that you might be called.***

If you receive a call, you will be asked questions about your satisfaction with the program and the services you receive from your workers. The survey will take about 10 minutes. We think you will find the questions interesting and easy to answer.

This survey will help us learn how to improve the services provided to you. You do not have to participate, but your input is greatly welcomed. Whether or not you participate in the survey, your services will not be affected.

If you have questions about this survey, you may call Ms. Monica Flores at 850-414-2098 at the Florida Department of Elder Affairs. You may leave a message if she is unavailable, and someone will get back to you. Thank you for your participation.

Sincerely,

Charles T. Corley
Secretary