

APPENDIX D
ADVANCE MATERIALS

Advance Letter

Dear Vocational Rehabilitation Services Consumer:

The Rehabilitation Services Administration (RSA) at the U.S. Department of Education invites you to be part of the Post Vocational Rehabilitation Experiences Study (PVRES). RSA funds (STATE AGENCY NAME), the agency that provided you with vocational rehabilitation (VR) services. This study will find out what happens to people after they leave VR. We want to know about people's experiences looking for, finding, and holding jobs.

Study participants will be interviewed once a year for 3 years. You will receive \$10 when you complete an interview. RSA has contracted with Westat, a research firm in Rockville, Maryland, to conduct the study.

You were randomly chosen as part of a national sample of people who received VR services in 2006. You are free to decide if you want to be part of this study. We hope you will understand the importance of participation in this research and want to be part of it. The information obtained will be kept confidential. The information will be used to help plan for the future. It will provide VR program administrators with a better understanding of consumers' needs so they may improve their programs. If you decide to be part of the study you may drop out at any time. Whatever your decision, it will not affect any services or benefits you receive.

A Westat interviewer will contact you shortly by telephone. That person will be able to answer any questions you might have and conduct the interview at that time if you wish. You also have the option of completing the interview by mail or with some other accommodation you prefer. The interviewer can arrange for you to receive the survey by mail or to complete it using a relay service. If you customarily use an interpreter, assistant, or a communication device, you should do so for this interview.

Meanwhile, we ask that you read and sign the enclosed informed consent form. Keep the copy and send the original to PVRES using the pre-addressed postage-paid envelope.

You may also call the PVRES staff if you have questions or to schedule an interview. They can be reached toll-free at (TRC's TOLL-FREE #). TTY users please call via Relay 7-1-1 (TRC's TOLL-FREE #). Dr. Frank Bennici, the Project Director at Westat, can be reached by telephone at 1-888-519-9481 or by email at pvres@westat.com. I can be reached 1-202-245-7313 or Steven.Zwillinger@ed.gov.

Thank you in advance for your support of this important study.

Sincerely,

Steven Zwillinger

Enclosures

Frequently Asked Questions

Frequently Asked Questions The Post Vocational Rehabilitation Experiences Study (PVRES)

Why Am I Being Contacted?

The Rehabilitation Services Administration at the U.S. Department of Education invites you to be part of a national study of post vocational rehabilitation (VR) experiences.

What Is the Study About?

The study will find out what happens to people after they leave the state VR agency. Nearly 8,000 former VR clients will be interviewed once a year for 3 years. The study will examine people's experiences looking for, finding, and holding jobs after they have received vocational rehabilitation services. The results of the study will be used to help plan for the future of VR services. We hope you will want to be part of the study.

What Kinds of Questions Will I Be Asked?

The study is not a test. There are no right or wrong answers to the questions. We want to know about people's experiences looking for and finding jobs. We want to know what they do on the job and about support they get in the workplace. There are some questions about wages and benefits for those people currently working or who have recently worked. We will ask about consumers' needs and their lives in the community. Since we will ask about pay and benefits with your current job or earlier job if you are not working now, **please have your 2006 tax return, W2's and a recent pay stub** to look at during the interview. You will need these to answer some of the questions.

What do I get for my time?

You will be given \$10 each year you complete the interview. If you need someone to assist you, that person will be given \$10 also. If you usually use an interpreter, we will pay the interpreter his or her regular fee.

Will My Answers Be Kept Private?

All information you give us is confidential to the extent the law provides. It will be used for research purposes only.

How Was I Chosen for the Study? How Did You Get My Name?

You were randomly chosen from all the people across the country who finished receiving services from a state VR agency in 2006. Your state VR agency provided us with your name and how to reach you in accordance with your state's privacy laws.

Do I Have to Do This?

You are free to decide if you want to be part of this study. The study is voluntary. If you decide to be part of the study you may drop out at any time. You do not have to answer any question if you don't want to. Whatever your decision, it will not affect the services or benefits you receive.

I Have Trouble on the Telephone, Can I Still Be In the Study?

Yes! We can send you a printed copy of the interview for you to answer or we can work with a relay service to provide the type of assistance that is right for you. Either send us an email at pvres@westat.com, call our voice hotline (TRC TOLL-FREE #), or contact us via Relay 7-1-1 (TRC TOLL-FREE #) to request an accommodation. Or, be prepared to tell the interviewer your needs. We will need to know the 8-digit ID printed on your letter.

How Long Will This Take?

On average the interview takes about 30 minutes. Depending on accommodations and work history, it may take more or less time. The interview can be broken up into more than one session. If you become fatigued at any time, the interviewer can schedule a time to call back to finish the interview.

Frequently Asked Questions (continued)

Who Will Do the Interview?

The RSA has contracted with Westat, a research company in Rockville, Maryland to conduct this study. Interviewers work for Westat.

If you have more questions:

Please call us or send an email.

- You may call toll-free at 888-519-9481.
- Send us an e-mail at pvres@westat.com.
- Contact us using TTY via Relay 7-1-1 (TRC TOLL FREE #)

Thank You

We hope you will help us with this important project. Thank you in advance for your support.