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Email Follow-up to Customer/Partner Survey Contact

Dear [name of recipient],

I am contacting you to follow up on our phone call on [date] regarding the program evaluation of the Centers for Public Health Preparedness (CPHP) program. My organization, JSI, is conducting the evaluation for the Centers for Disease Control and Prevention (CDC).

As mentioned on our phone call, one aspect of the program evaluation is a survey for CPHP customers and partners. The purpose of this survey is to gather information from people like you, who may have utilized emergency preparedness training or technical assistance resources developed, delivered or sponsored by the CPHP program. We are interested in your experiences and satisfaction with the CPHP program and also your suggestions for improving training and technical assistance activities intended to strengthen public health preparedness.

You have been identified as having a key role in your organization's emergency preparedness activities. Although you may have had little or no contact with the CPHP program, please be assured that your responses will provide valuable information for the evaluation.

Please access the online survey using the following link: [\[survey website\]](#).

If you prefer to receive a paper survey, I will be happy to mail a copy to you through the US Postal Service. Please reply to this email to let me know if you would prefer this method to complete the survey.

Please keep in mind that your participation is completely voluntary and information you provide will be treated in a secure manner. Generated reports will be in summary form only and none of your responses will be tied to your identity in any way.

I ask that you please complete the survey by: [\[insert date\]](#)

If you have any general questions or trouble responding, please feel free to contact me.

Thank you for providing this important feedback.

Regards,

Lea Ayers LaFave

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