

# **Head Start Health Managers Descriptive Study**

## **Appendix K**

### **Recruitment Emails/ Phone Scripts for Online Surveys and Semi-Structured Interviews**

**March 6, 2012**

# **Head Start Health Managers Descriptive Study**

## **Appendix K**

### **Recruitment Email for Head Start Director Survey**

**March 6, 2012**

OMB No.: XXXX-XXXX

Expiration Date: MM/DD/YYYY

Dear Head Start/Early Head Start Director,

The Administration for Children and Families (ACF) within the Department of Health and Human Services (DHHS) has contracted with the RAND Corporation to conduct a **Head Start Health Manager Descriptive Study**. The goals of the study are to:

- 1) describe the characteristics of health managers and related staff in HS (HS) and Early Head Start (EHS) programs;
- 2) identify the current landscape of health programs and services being offered to children and families;
- 3) determine how health initiatives are prioritized, implemented, and sustained; and
- 4) identify the programmatic features and policy levers that exist to support health services including staffing, environment, and community collaboration.

The purpose of the study is to provide a current snapshot of health-related activities and programming within HS and EHS programs, to better understand the context in which the HS health service area operates, and to identify the current needs of health managers and health staff as they work towards improving the health of HS children, parents and staff. The study is intended to provide information on services currently provided and the challenges that HS programs face. This study is descriptive and is not designed to capture individual child or family data or performance standards compliance. While your participation is voluntary, we do hope you will decide to contribute to this important study as requested in the attached letter from Yvette Sanchez Fuentes, Director for the Office of Head Start. Your participation is extremely important to ensure that we capture what is occurring in all Head Start programs. More information about the study can be found at:

[http://www.acf.hhs.gov/programs/opre/hs/hs\\_health\\_desc/overview.html](http://www.acf.hhs.gov/programs/opre/hs/hs_health_desc/overview.html).

## ***How You Can Help***

1. **Complete an on-line survey.** The survey will take about 15 minutes of your time. It does not have to be completed all at once; you can save your responses and return to the survey later. Your decision to take part in the survey is voluntary. In order for our study to be representative of all EHS/HS programs, we hope you will participate.

To complete the survey, please click on the following link: [enter URL](#). Or, you can go to [RAND URL](#) to access the study. Please enter your unique username and password, provided below.

**Your Username:**

**Your Password:**

2. **Spread the word.** Given the importance of the survey, and the valuable information that you can share about what is working within your program, what could be improved, and

how you could be better supported, we are hoping that every HS/EHS grantee and delegate agency will participate. Please let your colleagues know about the survey.

### ***What Will Happen to the Information I Provide?***

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Your responses will be combined with others and reported together. If quotations are used in any reports, they will not be connected to an individual or grantee. At the end of the study, we will destroy any information that identifies you as a participant, and identifiable information about you (e.g., name, program name) will not be shared with anyone outside of the RAND project staff without your permission, except as required by law.

### ***How Participation in the Project Will Benefit HS/EHS Health Programs***

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1. **Opportunity to provide feedback:** This survey provides a unique opportunity for you to provide feedback about your program beyond what is reported in the Program Information Report (PIR). Information you provide will help to identify strengths and areas where additional help is needed across all EHS/HS programs. This information will be provided to the Office of Head Start.
2. **Hard copy of survey responses:** After completing the survey, you will have the option of printing your responses, which may be helpful for planning purposes or to use as a benchmark for your health program activities.
3. **Feedback on the state of health programming:** Once the study is completed, briefs will be created to provide HS/EHS programs with study findings.

### ***Contact***

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The Administration for Children and Families has contracted with the RAND Corporation to conduct the Head Start Health Managers Study. For more information about the study or to arrange to conduct the online survey in Spanish, contact Lynn Karoly ([lynn\\_karoly@rand.org](mailto:lynn_karoly@rand.org)), Laurie Martin ([laurie\\_martin@rand.org](mailto:laurie_martin@rand.org)), or Laura Hoard ([Laura.Hoard@acf.hhs.gov](mailto:Laura.Hoard@acf.hhs.gov)).

# **Head Start Health Managers Descriptive Study**

## **Appendix K**

### **Follow-Up Recruitment Email for Head Start Director Survey**

**March 6, 2012**

OMB No.: XXXX-XXXX

Expiration Date: MM/DD/YYYY

Dear Head Start/Early Head Start Director,

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[http://www.acf.hhs.gov/programs/opre/hs/hs\\_health\\_desc/overview.html](http://www.acf.hhs.gov/programs/opre/hs/hs_health_desc/overview.html).

If we do not hear from you via email, we will follow-up with you via phone. Your participation is valuable to us.

### ***How You Can Help***

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1. **Complete an on-line survey.** The survey will take about 15 minutes of your time. It does not have to be completed all at once; you can save your responses and return to the survey later. Your decision to take part in the survey is voluntary. In order for our study to be representative of all EHS/HS programs, we hope you will participate.

To complete the survey, please click on the following link: [enter URL](#). Or, you can go to [RAND URL](#) to access the study. Please enter your unique username and password, provided below.

**Your Username:**

**Your Password:**

2. **Spread the word.** Given the importance of the survey, and the valuable information that you can share about what is working within your program, what could be improved, and how you could be better supported, we are hoping that every HS/EHS grantee and delegate agency will participate. Please let your colleagues know about the survey.

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1. **Opportunity to provide feedback:** This survey provides a unique opportunity for you to provide feedback about your program beyond what is reported in the Program Information Report (PIR). Information you provide will help to identify strengths and areas where additional help is needed across all EHS/HS programs. This information will be provided to the Office of Head Start.
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# **Head Start Health Managers Descriptive Study**

## **Appendix K**

### **Follow-up Recruitment Phone Script for Head Start Director Survey**

**March 6, 2012**



Dear [Head Start/Early Head Start Director Name],

My name is [Name] and I am calling from the RAND Corporation to follow-up with you about participating in the Director Survey for the Head Start Health Manager Study. As a reminder, the Administration for Children and Families (ACF) within the Department of Health and Human Services (DHHS) has contracted with the RAND Corporation to conduct this study. The goals of the study are to:

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To date, we have not received a response from you to this survey. Have you received an email from us asking for your participation?

[If no]: Would you mind giving me your email address so I can update our information and send you a link to the survey? You can also access the survey through: (provide URL) using your specific username and password. Could I give that information to you now? (Provide username and password).

[If yes]: Great. Are there any questions I can answer for you about the study or the Director Survey?

[All:]: While your participation is voluntary, we do hope you will decide to contribute to this important study. It will take about 15 minutes of your time. Your participation is extremely important to ensure that we capture what is occurring in all Head Start programs. Do you have any (more) questions for me? Thank you for your time. Good-bye.

# **Head Start Health Managers Descriptive Study**

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## ***How You Can Help***

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1. **Complete an on-line survey.** The survey will cover a number of topics including the range and prevalence of health conditions among the children and families in your program and how your program helps to manage those conditions; the health screening and referral process in your program and linkages you have with health providers in the community; the activities you have related to health promotion and prevention and related to staff wellness; the strategies you have for communication with parents and guardians, as well as community engagement strategies; your background and role as health manager, the role of other program staff in the health services area, and the role of the Health Services Advisory Committee; and, the administrative context for your program (e.g., funding and monitoring).

The survey will take about 45 minutes of your time, however you may need some additional time to look up information or to ask other staff for input on certain questions. It does not have to be completed all at once; you can save your responses and return to the survey

later. Your decision to take part in the survey is voluntary. In order for our study to be representative of all EHS/HS programs, we hope you will participate.

To complete the survey, please click on the following link: [enter URL](#). Or, you can go to [RAND URL](#) to access the study. Please enter your unique username and password, provided below.

**Your Username:**

**Your Password:**

- 2. Spread the word.** Given the importance of the survey, and the valuable information that you can share about what is working within your program, what could be improved, and how you could be better supported, we are hoping that every HS/EHS grantee and delegate agency will participate. Please let your colleagues know about the survey.
- 3. Participate in interviews, if selected.** In addition to the on-line survey that we are hoping all health managers will complete, we will also be conducting Interviews with a small number of health managers. These interviews will last about 45 minutes and will give you an opportunity to provide more detailed information about the health service area.

### ***What Will Happen to the Information I Provide?***

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Your responses will be combined with others and reported together. If quotations are used in any reports, they will not be connected to an individual or grantee. At the end of the study, we will destroy any information that identifies you as a participant, and identifiable information about you (e.g., name, program name) will not be shared with anyone outside of the RAND project staff without your permission, except as required by law.

### ***How Participation in the Project Will Benefit HS/EHS Health Programs***

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### **Follow-Up Recruitment Email for Head Start Health Manager Survey**

**March 6, 2012**

OMB No.: XXXX-XXXX

Expiration Date: MM/DD/YYYY

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Advisory Committee; and, the administrative context for your program (e.g., funding and monitoring).

The survey will take about 45 minutes of your time, however you may need some additional time to look up information or to ask other staff for input on certain questions. It does not have to be completed all at once; you can save your responses and return to the survey later. Your decision to take part in the survey is voluntary. In order for our study to be representative of all EHS/HS programs, we hope you will participate.

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- 2. Spread the word.** Given the importance of the survey, and the valuable information that you can share about what is working within your program, what could be improved, and how you could be better supported, we are hoping that every HS/EHS grantee and delegate agency will participate. Please let your colleagues know about the survey.
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### ***What Will Happen to the Information I Provide?***

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### ***How Participation in the Project Will Benefit HS/EHS Health Programs***

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- 1. Opportunity to provide feedback:** This survey provides a unique opportunity for you to provide feedback about your program beyond what is reported in the Program Information Report (PIR). Information you provide will help to identify strengths and areas where additional help is needed across all EHS/HS programs. This information will be provided to the Office of Head Start.
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## **Contact**

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# **Head Start Health Managers Descriptive Study**

## **Appendix K**

### **Follow-Up Recruitment Phone Script for Head Start Health Manager Survey**

**March 6, 2012**

Dear [Head Start Health Manager Name],

My name is [Name] and I am calling from the RAND Corporation to follow-up with you about participating in the Health Manager Survey for the Head Start Health Manager Study. As a reminder, the Administration for Children and Families (ACF) within the Department of Health and Human Services (DHHS) has contracted with the RAND Corporation to conduct this study.

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To date, we have not received a response from you to this survey. Have you received an email from us asking for your participation?

[If no]: Would you mind giving me your email address so I can update our information and send you a link to the survey? You can also access the survey through: (provide URL) using your specific username and password. Could I give that information to you now? (Provide username and password).

[If yes]: Great. Are there any questions I can answer for you about the study or the Health Manager Survey?

[All:]: While your participation is voluntary, we do hope you will decide to contribute to this important study. The survey will take about 45 minutes to complete, however you may need some additional time to look up information or to ask other staff for input on certain questions. Your participation is extremely important to ensure that we capture what is occurring in all Head Start programs. Do you have any (more) questions for me? Thank you for your time. Good-bye.

# **Head Start Health Managers Descriptive Study**

## **Appendix K**

**Recruitment Email for Head Start Health Manager, Teacher, Family Service Worker, and Home Visitor Semi-Structured Interviews**

**March 6, 2012**

OMB No.: XXXX-XXXX

Expiration Date: MM/DD/YYYY

Dear Health Manager / Teacher / Family Service Worker / Home Visitor,

The Administration for Children and Families (ACF) within the Department of Health and Human Services (DHHS) has contracted with the RAND Corporation to conduct a **Head Start Health Manager Descriptive Study**. The goals of the study are to:

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### ***How You Can Help***

**Participate in a phone interview.** The interview will take about 45 minutes of your time and we will speak to you at your convenience. In this interview we will ask you some questions about the health service area within EHS/HS and some of your responsibilities to support children and families health. [FOR THE HEALTH MANAGER INTERVIEW ONLY ADD: As part of the study, we are also conducting interviews with a small number of teachers, family service workers, and home visitors. Thus, as part of your interview, we will also ask you to nominate up to two individuals in each of these position so that we can contact them to see if they would like to participate in the study. If your program operates more than one model (e.g., home versus center based), we will ask for nominations for each model.]

An interviewer from RAND will contact you in the next few days to schedule an interview time that is convenient for you. At that time, please let the scheduler know if you prefer to conduct the interview in Spanish.

### ***What Will Happen to the Information I Provide?***

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Your responses will be combined with others and reported together. If quotations are used in any reports, they will not be connected to an individual or grantee. At the end of the study, we will destroy any information that identifies you as a participant, and identifiable information about you (e.g., name, program name) will not be shared with anyone outside of the RAND project staff without your permission, except as required by law.

### ***How Participation in the Project Will Benefit HS/EHS Health Programs***

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1. **Opportunity to provide feedback:** This survey provides a unique opportunity for you to provide feedback about your program beyond what is reported in the Program Information Report (PIR). Information you provide will help to identify strengths and areas where additional help is needed across all EHS/HS programs. This information will be provided to the Office of Head Start.
2. **Feedback on the state of health programming.** Once the study is completed, briefs will be created to provide HS/EHS programs with study findings.

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# **Head Start Health Managers Descriptive Study**

## **Appendix K**

**Scheduling/ Follow-Up Recruitment Phone Script for Head Start  
Health Manager, Teacher, Family Service Worker, and Home Visitor  
Semi-Structured Interviews**

**March 6, 2012**

Dear [Head Start/Early Head Start Director / Teacher / Family Services Worker / Home Visitor Name],

My name is [Name] and I am calling from the RAND Corporation to follow-up with you about participating in an interview for the Head Start Health Manager Study. As a reminder, the Administration for Children and Families (ACF) within the Department of Health and Human Services (DHHS) has contracted with the RAND Corporation to conduct this study. The goals of the study are to:

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The interview will take about 45 minutes of your time and we will speak to you at your convenience. In this interview we will ask you some questions about the health service area within EHS/HS and some of your responsibilities to support children and families health. [FOR THE HEALTH MANAGER INTERVIEW ONLY ADD: As part of the study, we are also conducting interviews with a small number of teachers, family service workers, and home visitors. Thus, as part of your interview, we will also ask you to nominate up to two individuals in each of these position so that we can contact them to see if they would like to participate in the study. If your program operates more than one model (e.g., home versus center based), we will ask for nominations for each model.]

While your participation is voluntary, we do hope you will decide to contribute to this important study. Your participation is extremely important to ensure that we capture what is occurring in all Head Start programs. Do you have any questions that I could answer for you about this study or this interview process? Would you be willing to schedule a time for this interview?

[If yes, schedule interview]. We do have Spanish-speaking interviewers, would you prefer the interview be conducted in Spanish? Thank you again for agreeing to participate in this important study. We will call you on [date and time]. If you have any additional questions or

need to change the time of the interview, please call or email (give name contact information for RAND staff). Good-bye.

[If no]: Are there any questions or concerns I may be able to help answer? OK, thank you for your time and consideration.