

## **APPENDIX C**

### **LETTERS AND REMINDERS TO SURVEY SAMPLE MEMBERS**



## ADVANCE LETTER

[DATE]  
[STUDY ID]

[FNAME LNAME]  
[STREET ADDRESS]  
[CITY], [STATE] [ZIP]

Dear [FNAME LNAME]:

The U.S. Department of Labor (DOL) is conducting a survey to determine if services you may have received at [FILL LOCAL ONE-STOP NAME] affected your job opportunities or earnings. DOL is studying the experiences of people like you who came to the Center seeking help in finding a job or training. In [FILL RA MONTH/YEAR], you agreed to be part of this research study. The Labor Department has contracted with Mathematica Policy Research, an independent research firm, to conduct this survey as part of the study.

This letter is to tell you that an interviewer from Mathematica will be calling you shortly to talk to you for about a half-hour. Mathematica will mail you a check for \$25 for your participation. The interview will involve questions about jobs you may have held, your experience looking for work, and any job training, education, or re-employment services you received. If you're working or retired, we still need to talk to you. You may also call Mathematica, toll free, at (xxx) xxx-xxxx to do the interview.

Your participation is voluntary, but very important. All the information you provide during the telephone interview will be kept private to the extent allowed by federal law and will be used for research purposes only. Your name will not be associated with your answers, and your participation in this study will not affect your receipt of any unemployment funds or services in the future. No one will attempt to sell you anything or ask you for a donation because you participated in this study.

We look forward to speaking with you soon.

Sincerely,

[Signature]  
[Name and Title]

Public reporting burden for this collection of information is estimated to average 40 minutes per respondent, including the time for reviewing instructions, searching existing data sources, gathering and maintaining the data needed, and completing and reviewing the collection of information. Send comments concerning this burden estimate or any other aspect of this collection of information to the U.S. Department of Labor, Employment and Training Administration, WIA Evaluation Room N-5641, 200 Constitution Ave. NW, Washington, DC, 20210. According to the Paperwork Reduction Act of 1995, an agency may not conduct or sponsor, and a person is not required to respond to, a collection of information unless it displays a valid OMB control number. The OMB control number for this information collection is xxxx-xxxx. Expiration Date xx/xx/20xx.



## LOCATING LETTER

[DATE]  
[STUDY ID]

[FNAME LNAME]  
[STREET ADDRESS]  
[CITY], [STATE] [ZIP]

Dear [FNAME LNAME]:

The U.S. Department of Labor (DOL) is conducting a survey to determine if services you may have received at your local Career or Workforce Center affected your job opportunities or earnings. DOL is studying the experiences of people like you who came to the Center seeking help in finding a job or training. About a year ago, you agreed to be part of this research study. DOL has contracted with Mathematica Policy Research, an independent research firm, to conduct this survey as part of the study.

Mathematica has tried calling you but does not have a current telephone number for you. **Please help us by calling Mathematica toll-free at xxx-xxx-xxxx to provide your current number or to complete an interview** (and to receive a check for \$25 as a thank you for your participation). If we're unable to reach you over the phone, one of our local representatives in your area will be in touch to interview you in person.

Your participation is voluntary, but very important. The information you provide will allow us to understand what works well and what doesn't and will help us to improve services for jobseekers in the future. All the information you provide during the telephone interview will be kept private to the extent allowed by federal law and will be used for research purposes only. Your name will not be associated with your answers, and your participation in this study will not affect your receipt of any unemployment funds or services in the future. We appreciate your time and participation.

Sincerely,

[Signature]  
[Name and Title]

Public reporting burden for this collection of information is estimated to average 40 minutes per respondent, including the time for reviewing instructions, searching existing data sources, gathering and maintaining the data needed, and completing and reviewing the collection of information. Send comments concerning this burden estimate or any other aspect of this collection of information to the U.S. Department of Labor, Employment and Training Administration, WIA Evaluation Room N-5641, 200 Constitution Ave. NW, Washington, DC, 20210. According to the Paperwork Reduction Act of 1995, an agency may not conduct or sponsor, and a person is not required to respond to, a collection of information

LETTER TO:

**FROM:**

**DATE:**

**PAGE:** 4

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## REFUSAL LETTER

[DATE]  
[STUDY ID]

[FNAME LNAME]  
[STREET ADDRESS]  
[CITY], [STATE] [ZIP]

Dear [FNAME LNAME]:

The U.S. Department of Labor (DOL) is conducting a survey to determine if services you may have received at your local Career or Workforce Center affected your job opportunities or earnings. DOL is studying the experiences of people like you who came to the Center seeking help in finding a job or training. About a year ago, you agreed to be part of this research study. DOL has contracted with Mathematica Policy Research, an independent research firm, to conduct this survey as part of the study.

Mathematica has tried calling you but has not been successful in completing an interview with you. **Please help us by calling Mathematica toll-free at xxx-xxx-xxxx to provide your current number or to complete an interview** (and to receive a check as a thank you for your participation). If we're unable to reach you over the phone, one of our local representatives in your area will be in touch to interview you in person.

Your participation is voluntary, but very important. The information you provide will allow us to understand what works well and what doesn't, and will help us to improve services for jobseekers in the future. All the information you provide during the telephone interview will be kept private to the extent allowed by federal law and will be used for research purposes only. Your name will not be associated with your answers, and your participation in this study will not affect your receipt of any unemployment funds or services in the future. We appreciate your time and participation.

Sincerely,

[Signature]  
[Name and Title]

Public reporting burden for this collection of information is estimated to average 40 minutes per respondent, including the time for reviewing instructions, searching existing data sources, gathering and maintaining the data needed, and completing and reviewing the collection of information. Send comments concerning this burden estimate or any other aspect of this collection of information to the U.S. Department of Labor, Employment and Training Administration, WIA Evaluation Room N-5641, 200 Constitution Ave. NW, Washington, DC, 20210. According to the Paperwork Reduction Act of 1995, an agency may not conduct or sponsor, and a person is not required to respond to, a collection of information unless it displays a valid OMB control number. The OMB control number for this information collection is xxxx-xxxx. Expiration Date xx/xx/20xx.

**REMINDER POSTCARD**



**We Need Your Input!**



The U.S. Department of Labor is conducting a survey of people like you to see if its employment and training programs are working, and how they can be improved. They need to hear from you about your experiences. The Department will use the information you and others provide to improve services.

Please complete a short interview and receive

**\$25**

as a thank you for your participation.

Call us toll-free at **xxx-xxx-xxxx** to complete the interview and promptly receive your \$25 check. **Thank you!**

We will keep your responses private to the fullest extent provided by law. Mathematica is conducting the survey for the U.S. Department of Labor under Contract No. JO81A20678 and OMB Control No. xxxx-xxxx, expiring xx/xx/xxxx.

06503.XXX

**MATHEMATICA**  
**Policy Research**

P.O. Box 2393  
Princeton, NJ 08543-2393  
[www.mathematica-mpr.com](http://www.mathematica-mpr.com)

[FNAME LNAME]

[STREET ADDRESS]

[CITY], [STATE] [ZIP]

**POSTCARD FOR NONRESPONDERS**



**We Need Your Input!**



The U.S. Department of Labor is conducting a survey of people like you to see if its employment and training programs are working, and how they can be improved. They need to hear from you about your experiences. The Department will use the information you and others provide to improve services.

Please complete a short interview and receive

**\$40**

as a thank you for your participation.

Call us toll-free at **xxx-xxx-xxxx** to complete the interview and promptly receive your \$40 check. **Thank you!**

We will keep your responses private to the fullest extent provided by law. Mathematica is conducting the survey for the U.S. Department of Labor under Contract No. JO81A20678 and OMB Control No. xxxx-xxxx, expiring xx/xx/xxxx.

06503.XXX

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[FNAME LNAME]

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***POSTCARD FOR NONRESPONDERS***