

APPENDIX D

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 [FILL INCETIVE] 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 (800) 395-1995 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 1205-0504. Expiration Date 01/31/2016.



## 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 800-395-1995 to provide your current number or to complete an interview** (and to receive a check for [FILL INCENTIVE] 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 1205-0504. Expiration Date 01/31/2016.



## 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 800-395-1995 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 1205-0504. Expiration Date 01/31/2016.

**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 **800-395-1995** 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. 1205-0504, expiring 01/31/2016.

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**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]

REMINDER POSTCARD

**\$75**

**We Need Your Input!**

**\$75**

**[one stop name]**

Dear [fname] [lname],

Mathematica has been trying to reach you about your experiences at [one stop name] as part of a study of WIA funded employment and training services. Your participation in this Department of Labor study is so important to us that we are increasing the thank you incentive to \$75.

Please call us toll-free at 800-395-1995 to complete a short interview and receive **\$75**.

If we haven't heard from you in the next few weeks, we'll send one of our local interviewers to help you complete the survey.

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. 1205-0504, expiring 1/31/2016.

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[FNAME LNAME]

[STREET ADDRESS]

[CITY], [STATE] [ZIP]

**REMINDER EMAIL 15 MONTH COMPLETER**

TO: [RESPONDENT EMAIL ADDRESS]

FROM: WIA Evaluation

SUBJECT LINE: U.S. Department of Labor Survey

Dear [FIRSTNAME LASTNAME]:

In [FILL 15-mo CompletionMonth] [15moCompletionYear] you completed a survey as part of research study for the U.S. Department of Labor (DOL). DOL has contracted with Mathematica Policy Research, an independent research firm, to conduct this survey as part of the study. We are beginning the second and final survey now and would like to talk to you again about your experiences since we last spoke with you.

**Please call Mathematica toll-free at (800) 395-1995** to complete a short interview and receive **[INCENTIVE]** 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.

Sincerely,

Pat Nemeth  
Survey Director

WIA Adult and Dislocated  
Worker Programs | **Gold Standard Evaluation**

**MATHEMATICA**  
**Policy Research**



**REMINDER EMAIL 15 MONTH NON-COMPLETER**

TO: [RESPONDENT EMAIL ADDRESS]

FROM: WIA Evaluation

SUBJECT LINE: U.S. Department of Labor Survey

Dear [FIRSTNAME LASTNAME]:

In [FILL RA MONTH YEAR], you agreed to be part of a research study the U.S. Department of Labor (DOL) is conducting. You went to your local Career or Workforce Center, [FILL LOCAL ONE STOP NAME], seeking help in finding a job or training. DOL has contracted with Mathematica Policy Research, an independent research firm, to conduct this survey as part of the study.

**Please call Mathematica toll-free at (800) 395-1995** to complete a short interview and receive **\$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. The information you provide will help us to understand what works and what doesn't—and this will enable us to improve these kinds of services in the future.

Sincerely,

Pat Nemeth  
Survey Director

WIA Adult and Dislocated  
Worker Programs | **Gold Standard Evaluation**

**MATHEMATICA**  
**Policy Research**