

ATTACHMENT D

**CSPED REMINDERS:
LANGUAGE FOR EMAILS, TEXT MESSAGES, AND POSTCARDS**

THE FOLLOWING PAGE CONTAINS

REMINDER TEXT/ EMAIL FOR THE CSPED FOLLOW-UP SURVEY

**FOR USE TO INCREASE FOLLOW-UP SURVEY RESPONSE RATE AFTER
CSPED BASELINE SURVEY (FOR STUDY PARTICIPANTS)**

As discussed in Supporting Statement B.2, the following will be relayed to study participants approximately 12 months after random assignment via a text message or email to remind them about the study and to request updated contact information:

REMINDER EMAIL/TEXT

Hello from the CSPED study! You completed a telephone interview with us about 12 months ago. We are looking forward to speaking with you again. If you have recently moved or changed your telephone number(s), please respond to this message or call us at 1-800-291-8624 with your updated contact information. You may also email or call us with questions about the study.

REMINDER POSTCARD

About a year ago, you completed a telephone interview for a study being conducted by the University of Wisconsin. We are looking forward to speaking with you again.

If you have recently moved or changed your telephone number(s), **please call us at 1-800-291-8624** with your updated contact information. You may also call us with questions about the study or to begin your interview today.

To thank you for your time, we will send you a \$25 gift card after you complete the interview.

THE FOLLOWING PAGE CONTAINS

THE ADVANCE NOTIFICATION LETTER FOR THE CSPED FOLLOW-UP SURVEY

FOR USE TO INCREASE FOLLOW-UP SURVEY RESPONSE RATE AFTER
CSPED BASELINE SURVEY (FOR STUDY PARTICIPANTS)

OMB: 0970-0439
EXP: September 30, 2016

«FirstName» «MiddleInitial» «LastName»
«Address1» «Address2»
«City», «State» «postalcode»

Dear «FirstName» «LastName»:

I am writing about the National Child Support Noncustodial Parent Employment Demonstration Project, or CSPED, an important study that the U.S. Department of Health and Human Services (HHS) is conducting to learn more about what helps noncustodial parents meet their child support obligations and build better relationships with their children. HHS has asked the University of Wisconsin and Mathematica Policy Research to help with it. You agreed to be a part of this study when you enrolled in the [GRANTEE PROGRAM] about one year ago.

In about one week, someone from the University of Wisconsin will call you to update the information you gave us a year ago and ask you some new questions. We will ask about your work, your child support agreements, and your relationships with your children and other family members. We will also ask about your living arrangements, services you receive, and how you are generally feeling. The interview takes about 45 minutes to complete. **To thank you for your time, we will send you a \$25 gift card after you complete the interview.**

Your participation is important, but voluntary. Your answers will be kept completely private to the extent allowed by federal law, and you will never be identified in any report based on the survey. Taking part in this interview will not affect any benefits or services you get now or will receive in the future. If your telephone is unlisted or has changed since the last time we spoke, please call today (toll-free) at 1-XXX-XXX-XXXX, or send an email to xxxxxx, to tell us how we can reach you. There is no charge for the call. Though we will call you soon about this study, you can also call the toll-free number to take part in your interview today, or make an appointment for a time that is convenient for you.

This is your chance to make a difference. Your answers will help us understand if services for noncustodial parents help families and how they can be improved in the future.

For additional information and reminders about this study, please see the answers to frequently asked questions included in this mailing. We look forward to talking with you soon.

Sincerely,



Jennifer L. Noyes
CSPED Project Director
Associate Director of Programs and Management, Institute for Research on Poverty
University of Wisconsin–Madison

jnoyes@ssc.wisc.edu
(608) 262-7990

THE FOLLOWING PAGE CONTAINS

THE LOCATING LETTER FOR THE CSPED FOLLOW-UP SURVEY

**FOR USE TO INCREASE FOLLOW-UP SURVEY RESPONSE RATE BY PROVIDING
NOTIFICATION TO HARD-TO-REACH RESPONDENTS (FOR STUDY
PARTICIPANTS)**

OMB: 0970-0439
EXP: September 30, 2016

Dear [FIRST NAME LAST NAME],

Thank you for joining the Child Support Noncustodial Parent Employment Demonstration (CSPED) study about one year ago. CSPED is an important study that the U.S. Department of Health and Human Services (HHS) is conducting to learn more about what helps noncustodial parents meet their child support obligations and build better relationships with their children. We need your help again today.

You agreed to be a part of this study when you applied to the [GRANTEE PROGRAM] about one year ago. We have tried calling, but we have not been able to reach you. You are a critical part of the study and your experiences are a very important part of this research. This is your opportunity to tell us about your family!

Please call us today (toll-free) at **1-XXX-XXX-XXXX**, or send an email to xxxxxx, to tell us how we can reach you or to begin your interview. You will receive a **\$25** gift card when you complete the survey.

Taking part in the study is your choice, but by completing the survey, you are helping us learn how to provide better services to other parents like you. We cannot replace you! Your information will be kept private and will not be shared in any way that reveals who you are. Taking part in this interview will not affect any benefits or services you get now or will receive in the future.

If you have any questions about the study, we would be happy to answer them. Thank you for agreeing to be a part of the study. We look forward to hearing from you soon!

Sincerely,



Jennifer L. Noyes
CSPED Project Director
Associate Director of Programs and Management, Institute for Research on Poverty
University of Wisconsin–Madison

jnoyes@ssc.wisc.edu
(608) 262-7990

THE FOLLOWING PAGE CONTAINS

THE FIELD INTERVIEW LETTER FOR THE CSPED FOLLOW-UP SURVEY

**FOR USE TO INCREASE FOLLOW-UP SURVEY RESPONSE RATE BY PROVIDING
NOTIFICATION TO RESPONDENTS THAT A FIELD INTERVIEWER WILL BE
MAKING CONTACT (FOR STUDY PARTICIPANTS)**

OMB: 0970-0439
EXP: September 30, 2016

«FirstName» «MiddleInitial» «LastName»
«Address1» «Address2»
«City», «State» «postalcode»

Dear «FirstName» «LastName»:

I am writing about the National Child Support Noncustodial Parent Employment Demonstration Project, or CSPED, an important study that the U.S. Department of Health and Human Services (HHS) is conducting to learn more about what helps noncustodial parents meet their child support obligations and build better relationships with their children. HHS has asked the University of Wisconsin and Mathematica Policy Research to help with this study. You agreed to be a part of this study when you applied to the [GRANTEE PROGRAM] about one year ago. We would like to interview you now about your experiences and find out how you have been doing since we last talked.

In about one week, an interviewer from Mathematica Policy Research will contact you in-person and help you connect to a telephone interviewer. The interview takes about 45 minutes to complete. **To express our thanks, you will receive a \$25 gift card after you complete the interview.**

Your participation is important, but voluntary. Your answers will be kept completely private to the extent allowed by federal law, and you will never be identified in any report based on the survey. Taking part in this interview will not affect any benefits or services you get now or will receive in the future.

If you have questions or would like to set up a time to be interviewed, please call (toll-free) at 1-XXX-XXX-XXXX or send an email to xxxxxx.

For additional information and reminders about this study, please see the answers to frequently asked questions included in this mailing. Thank you very much for your time. We look forward to hearing from you.

Sincerely,



Jennifer L. Noyes
CSPED Project Director
Associate Director of Programs and Management, Institute for Research on Poverty
University of Wisconsin–Madison

jnoyes@ssc.wisc.edu
(608) 262-7990

THE FOLLOWING PAGE CONTAINS

THE THANK YOU LETTER FOR THE CSPED FOLLOW-UP SURVEY

TO ACCOMPANY PAYMENT FOR SURVEY COMPLETION (FOR STUDY PARTICIPANTS)

Dear Study Participant:

Thank you for participating in the Child Support Noncustodial Parent Employment Demonstration (CSPED) follow-up survey. Enclosed is a \$25 gift card to thank you for your time.

Sincerely,

A handwritten signature in dark ink, appearing to read "Jennifer L. Noyes". The signature is fluid and cursive, with a large loop at the end.

Dr. Jennifer L. Noyes
CSPED Project Director
Associate Director of Programs and Management, Institute for Research on Poverty
University of Wisconsin–Madison

jnoyes@ssc.wisc.edu
(608) 262-7990