

Appendix F: Service Coordinator Survey Invitation Email

Dear (Salutation) (Last Name):

The U.S. Department of Housing and Urban Development has asked the Urban Institute (a non-profit, nonpartisan research organization in Washington, DC) to conduct an evaluation of the Resident Opportunity and Self Sufficiency Service Coordinator (ROSS-SC) Program. This evaluation is extremely important to our understanding of the scope of activities funded under the ROSS-SC program.

You have been identified by [organization] as a Service Coordinator functioning with the support of a ROSS-SC grant. We are writing to ask you to assist us by agreeing to participate in a survey that will inform the evaluation on the work that you and service coordinators like you do.

The survey questions inquire into the service coordinator operations in the following areas: types of residents served, average caseloads, frequency of contacts with participating residents, functions performed by the service coordinator, specific populations targeted for coordination, resident service needs, available resources, nature of relationships with other service providers, and demographic characteristics of the service coordinators, and qualifications and experience. The survey should take about 30 minutes to complete.

The survey is completely voluntary. Your responses will remain confidential to the extent permitted by law. They will be presented only in the aggregate for the evaluation report, and in a deidentified survey data set where no service coordinator or grantee will be identifiable. Your decision to participate and the responses you provide will not be reported to HUD, and will have no effect upon your program's funding or your employment as a Service Coordinator.

The link below will take you to a secure website where you can complete the survey. I hope you'll take to the time to help us in this very important effort. If you have any questions about this study, please contact Chris Hayes, Project Survey Lead from the Urban Institute at 202-261-5650 or chayes@urban.org, or Dr. Marina L. Myhre, Government Technical Representative for this evaluation contract at (202) 402-5705 or marina.l.myhre@hud.gov.

Thank you in advance for your time and participation,

Corianne Scally
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The Urban Institute