

## **Appendix B**

### Weekly Text Time Survey Email Invitation, Contact Information, and Confirmation of Consent

#### **Email Invitation to Participate:**

Dear [NAME],

The U.S. Department of Housing and Urban Development (HUD) and the U.S. Department of Justice (DOJ) have partnered to implement the Pay for Success (PFS) Permanent Supportive Housing Demonstration taking place in your community. HUD has contracted with the Urban Institute, a nonprofit research organization, to conduct an evaluation of the PFS Demonstration to better understand implementation of the PFS model in each Demonstration community.

One important aspect of PFS is the cost of implementation borne by the participating organizations, which has been difficult to measure. Because of your organization's involvement with PFS in [site], we would like to get a better picture of the time spent on PFS-related tasks by people in your organization. We are writing to ask you to assist us by agreeing to participate in a text question effort that will track your time spent on PFS implementation as the project progresses through its lifecycle. The survey will take just a few seconds of your time each week.

The survey will consist of a single question: How many hours did you spend on PFS related tasks in the past week? We ask that you take a few moments to give us your best estimate of the time you spent, and that is all that we need. The easiest way to participate in the survey is to agree to receive a weekly text message reminder to your cell phone, to which you would reply. However, if you would prefer, we can send the survey to an email account instead. If neither option is suitable, we can explore alternative methods.

The survey is completely voluntary. Your responses will be used to create an estimate of the costs of PFS to the organizations involved. Your data will never be identifiable but will be aggregated with data from respondents across partners and sites. Your data will not be used to monitor compliance with any grant requirements but only to inform the evaluation's research questions. Your decision to participate or not and the responses you provide will have no effect on your interactions with HUD and DOJ. Your name and organization will not be identified in any data reported to the HUD and DOJ. You may decide to end your participation in the weekly survey at any time. Please click the link below and let us know whether you are willing to participate, and how you'd prefer to receive the survey. We appreciate your help!

If you have any questions, please contact Chris Hayes at (202) 261-5650.

Thank you again for your time.

### **Qualtrics Contact Information Collection and Confirmation of Consent**

Welcome! We've directed you to this short survey to invite you to participate in the Urban Institute's evaluation of the Pay for Success Demonstration Project (PFS) for the U.S. Department of Housing and Urban Development and the U.S. Department of Justice. For this evaluation we are exploring the costs of program implementation by collecting information on the time spent on PFS tasks.

We invite you to participate in this voluntary data collection. The information you provide about your hours will be extremely valuable to understanding the costs of PFS at different stages of the model.

The weekly survey will take only two minutes to complete. Your responses will be kept strictly private to the extent permitted by law. Only the research team will have access to this information. Your answers will not be shared with anyone at your program or any other agencies. Your responses will be combined with responses from other key actors in the PFS program in your community and reported only in an aggregate, de-identifiable manner to HUD and DOJ. The information you provide will not be attributed by name to you or your individual program. You have the right to stop participation at any time, but we appreciate your continued participation so our study findings can accurately reflect your total time spent on PFS implementation.

We would appreciate your response by DD/MM/YYYY. Thank you for your time and contribution to our research!

Q1. Do you agree to participate in the weekly text question about hours spent on PFS tasks?

1. Yes
2. No {Go to exit screen}

Q2. How would you prefer to participate?

1. Cell-phone text message
  - a. Please enter your cell phone number: \_\_\_\_\_
2. E-mail
  - a. Please enter your e-mail address: \_\_\_\_\_
3. Some other method. We'll contact you to work out the details.

Thank you again for your time and assistance!