

APPENDIX I
NOTIFICATIONS

11. ADVANCE LETTER
12. ADVANCE LETTER INSERT
13. EMAIL NOTIFICATION
14. REFUSAL AVOIDANCE LETTER
15. LOCATING LETTER
16. ADVANCE LETTER (MYGOALS)
17. ADVANCE LETTER INSERT (MYGOALS)
18. EMAIL NOTIFICATION (MYGOALS)
19. REFUSAL AVOIDANCE LETTER (MYGOALS)
110. LOCATING LETTER (MYGOALS)

This page has been left blank for double-sided copying.

DRAFT

I1. Advance Letter: Mailed to participants at the start of data collection.

MATHEMATICA
Policy Research

Shawn Marsh
Survey Director

111 East Wacker Drive, Suite 920
Chicago, IL 60601-4303
Telephone: (312) 994-1002
Fax (312) 994-1003
www.mathematica-mpr.com
[TOLL FREE NUMBER]

Date

Dear [Participant Name],

Thank you for agreeing to participate in the Evaluation of Employment Coaching for TANF and Related Populations! When you signed up to be a part of the study in [MONTH] [YEAR], you learned that we would contact you to take part in a follow-up survey. We are writing to invite you to participate in this survey now. This study is being conducted by researchers at Mathematica Policy Research and Abt Associates for the U.S. Department of Health and Human Services. By choosing to be a part of this study, you will help us learn how to provide better services to people like you.

When you complete the survey, you will be asked about topics such as the services you received, your employment, and your earnings. You can skip any questions you do not want to answer, but we hope that you will answer as many questions as possible. We will protect your answers and privacy to the fullest extent under the law. To help us protect your privacy, we have obtained a Certificate of Confidentiality from the National Institutes of Health.

If you complete the survey within four weeks of the date of this letter, you will receive a gift card worth \$35 as a thank you gift for your participation. If you complete the survey after that time, you will receive a gift card worth \$25. The gift card can be used anywhere that accepts credit or debit cards.

To learn how to complete the survey online, please see the insert included with this letter. The survey is meant for only you to complete, so please keep your log-in information somewhere safe.

If you have any questions, or would like to complete the survey over the phone, please call us toll-free at [TOLL-FREE NUMBER]. When you call, please ask for Chris Trainer, a survey representative at Mathematica. You can also send us an e-mail at [E-MAIL ADDRESS]. Thanks again for agreeing to be a part of the study. We look forward to hearing from you soon!

Sincerely,



Shawn E. Marsh
Survey Director

Enclosure

Ref [Insert Number]

Persons are not required to respond to this collection of information unless this survey displays a currently valid OMB control number (OMB 0970-0506, expires 3/31/2021). Responding to this questionnaire, which seeks to help the U.S. Department of Health and Human Services understand how coaching programs are serving individuals, is voluntary. Public reporting burden for the described collection of information is estimated to average 60 minutes per response, 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 regarding this burden estimate to Sheena McConnell, Mathematica Policy Research, 1100 First Street, NE, 12th Floor, Washington, DC 20002-4221.

An Affirmative Action/Equal Opportunity Employer

This page has been left blank for double-sided copying.

Survey Opportunity

To complete the survey online, please:

1. Visit the survey website:

[SURVEY WEBSITE]

2. Enter the username and password provided below.

These are unique to you and should not be shared.

Username: **[USERNAME]**

Password: **[PASSWORD]**

3. Complete the survey!

If you complete the survey within **four weeks of the date of this letter**, you will be mailed a gift card worth **\$35** as a thank you gift for your participation. If you complete the survey after that time, you will receive a gift card worth **\$25**. We hope you complete the survey soon!

If you have any questions about the survey or responding online, please contact Chris Trainer, Mathematica survey representative, at our toll-free helpline or by e-mail:

Toll-free helpline: **[TOLL-FREE NUMBER]**

E-Mail: **[E-MAIL ADDRESS]**

This page has been left blank for double-sided copying.

I3. Email Reminder: Emailed to participants who have not yet completed the survey three weeks after the start of data collection.

Dear [Participant Name],

Thank you for agreeing to participate in the Evaluation of Employment Coaching for TANF and Related Populations study! When you joined the study a few months ago, you agreed to take part in a survey. We are writing you because our records show that you have not yet completed this survey. Your opinions and experiences are important to the success of the study. You cannot be replaced!

Please click on the link to complete your survey as soon as possible:

[SURVEY WEBSITE]

Your username and password are:

Username: [USERNAME]

Password: [PASSWORD]

If you complete the survey within **one week of the date of this email**, you will receive a gift card worth **\$35** as a thank you gift for your participation. It can be used anywhere that accepts credit or debit cards. If you complete the survey after that time, you will receive a gift card worth **\$25**.

If you have any questions, or would like to complete the survey over the phone, please call us toll-free at [TOLL-FREE NUMBER]. When you call, please ask for Chris Trainer, a survey representative at Mathematica. You can also send us an e-mail at [E-MAIL ADDRESS]. Thanks again for agreeing to be a part of the study.

Sincerely,

Shawn E. Marsh
Survey Director
Mathematica Policy Research

Persons are not required to respond to this collection of information unless this survey displays a currently valid OMB control number (OMB 0970-0506, expires 3/31/2021). Responding to this questionnaire, which seeks to help the U.S. Department of Health and Human Services understand how coaching programs are serving individuals, is voluntary. Public reporting burden for the described collection of information is estimated to average 60 minutes per response, 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 regarding this burden estimate to Sheena McConnell, Mathematica Policy Research, 1100 First Street, NE, 12th Floor, Washington, DC 20002-4221.

This page has been left blank for double-sided copying.

14. Refusal Avoidance Letter: Mailed to respondents when they are being avoidant or are otherwise delaying participating in the survey

MATHEMATICA Policy Research

Shawn Marsh
Survey Director

111 East Wacker Drive, Suite 920
Chicago, IL 60601-4303
Telephone: (312) 994-1002
Fax (312) 994-1003
www.mathematica-mpr.com
[TOLL FREE NUMBER]

Date

Dear [Participant Name],

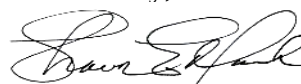
We recently contacted you about the Evaluation of Employment Coaching for TANF and Related Populations, a study you joined a couple of months ago through [PROGRAM]. This is an important study and we'd like to take a moment to explain it to you in more detail.

- The study is being conducted by researchers at Mathematica Policy Research and Abt Associates for the U.S. Department of Health and Human Services.
- The purpose of the study is to learn whether services such as employment coaching help the people they serve.
- We will send you a gift card worth **\$25** when you complete the survey over the phone, as a thank you gift for your participation. You can use the card anywhere that accepts credit or debit cards.
- The survey will take about **60 minutes**. We will protect your answers and privacy to the fullest extent under the law. We won't use your name or any other identifying information when we report the results of our study.
- Even if you are not participating in coaching now or never did, you are a very important part of the study. We want to know how you're doing so we can learn how to improve services and programs for people like you.

This is your chance to make a difference. We cannot replace you! Please call us at [TOLL-FREE NUMBER] and ask for Chris Trainer, a survey representative at Mathematica. We can be reached seven days a week, during daytime and evening hours.

If you have any other questions, we'd be happy to talk with you about them. Just give us a call at [TOLL-FREE NUMBER]. We look forward to hearing from you!

Sincerely,



Shawn E. Marsh
Survey Director

Persons are not required to respond to this collection of information unless this survey displays a currently valid OMB control number (OMB 0970-0506, expires 3/31/2021). Responding to this questionnaire, which seeks to help the U.S. Department of Health and Human Services understand how coaching programs are serving individuals, is voluntary. Public reporting burden for the described collection of information is estimated to average 60 minutes per response, 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 regarding this burden estimate to Sheena McConnell, Mathematica Policy Research, 1100 First Street, NE, 12th Floor, Washington, DC 20002-4221.

An Affirmative Action/Equal Opportunity Employer

LETTER TO:

FROM: Shawn Marsh

DATE:

PAGE: 10

This page has been left blank for double-sided copying.

LETTER TO:
FROM: Shawn Marsh
DATE:
PAGE: 12

Shawn Marsh
Survey Director

111 East Wacker Drive, Suite 920
Chicago, IL 60601-4303
Telephone: (312) 994-1002
Fax (312) 994-1003
www.mathematica-mpr.com
[TOLL-FREE NUMBER]

Date

Dear [NAME],

Thanks for joining the Evaluation of Employment Coaching for TANF and Other Related Populations a few months ago! The study is being conducted by researchers at Mathematica Policy Research and Abt Associates for the U.S. Department of Health and Human Services. When you joined the study, you agreed to complete surveys about how you are doing.

As a reminder, you have an opportunity to complete the follow-up survey now!

- You will receive a **\$25** gift card when you complete the survey, as a thank you gift for your participation.
- You can call us at [TOLL-FREE NUMBER] to complete the survey by phone and receive your **\$25** gift card. When you call, please ask for [CONTACT NAME]. After you complete the survey over the phone, we will mail you your **\$25** gift card.
- If you would like to complete the survey on the web, call Chris Trainer, a survey representative at Mathematica at [TOLL-FREE NUMBER] to receive your log-in information. After you complete the survey on the web, we will mail you your **\$25** gift card.

By completing the survey, you are helping us learn how to improve services and programs. We cannot replace you!

If you have any questions about the study, we would be happy to answer them. Just call us toll-free at [TOLL-FREE NUMBER]. Thanks for agreeing to be a part of the study. We look forward to hearing from you soon!

Sincerely,



Shawn E. Marsh
Survey Director

LETTER TO:
FROM: Shawn Marsh
DATE:
PAGE: 13

Persons are not required to respond to this collection of information unless this survey displays a currently valid OMB control number (OMB 0970-0506, expires 3/31/2021). Responding to this questionnaire, which seeks to help the U.S. Department of Health and Human Services understand how coaching programs are serving individuals, is voluntary. Public reporting burden for the described collection of information is estimated to average 60 minutes per response, 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 regarding this burden estimate to Sheena McConnell, Mathematica Policy Research, 1100 First Street, NE, 12th Floor, Washington, DC 20002-4221.

This page has been left blank for double-sided copying.



Shawn Marsh
Survey Director

111 East Wacker Drive, Suite 920
Chicago, IL 60601-4303
Telephone (312) 994-1002
Fax (312) 994-1003
www.mathematica-mpr.com
[TOLL FREE NUMBER]

February 15, 2018

Dear [Participant Name],

Thank you for agreeing to participate in the study of MyGoals for Employment Success (MyGoals). When you signed up to be a part of the MyGoals study and went through the random assignment process in [MONTH] [YEAR], you learned that you may be contacted to take part in a follow-up survey. We are writing to invite you to participate in this survey now.

Researchers at MDRC and Mathematica Policy Research are working together to learn more about the effectiveness of employment programs. Mathematica is conducting the follow-up survey. By choosing to be a part of this survey, you will help us learn how to provide better services to people looking for employment.

To learn how to complete the survey online, please see the insert included with this letter. The survey is meant for only you to complete, so please keep your log-in information somewhere safe.

If you complete the survey within four weeks of the date of this letter, you will receive a gift card worth \$35 as a thank you gift for your participation. If you complete the survey after that time, you will receive a gift card worth \$25. The gift card can be used anywhere that accepts credit or debit cards.

When you complete the survey, you will be asked about topics such as the services you received, challenges to finding and keeping a job, your employment, and your earnings. You can skip any questions you do not want to answer, but we hope that you will answer as many questions as possible. MDRC and Mathematica will protect your answers and privacy to the fullest extent under the law.

To help us protect your privacy, we have obtained a Certificate of Confidentiality from the National Institutes of Health:

- With this Certificate, the researchers cannot be forced to disclose information that may identify you, even by a court subpoena, in any federal, state, or local civil, criminal, administrative, legislative, or other proceedings.
- The researchers will use the Certificate to resist any demands for information that would identify you.
- The Certificate of Confidentiality does not prevent us from disclosing information that would identify you as a participant in the research project if you tell us anything that suggests you could harm yourself, or hurt another person or child, or that someone is likely to harm you.

LETTER TO:

FROM:

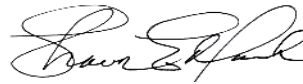
DATE:

PAGE: 16

- A Certificate of Confidentiality does not prevent you or a member of your family from voluntarily releasing information about yourself. If anyone obtains your written consent to receive research information, then the researchers must release it.

If you have any questions, or would like to complete the survey over the phone, please call us toll-free at [TOLL-FREE NUMBER]. When you call, please ask for Chris Trainer, a survey representative at Mathematica. You can also send us an e-mail at [E-MAIL ADDRESS]. Thanks again for helping with this important research. We look forward to hearing from you soon!

Sincerely,

A handwritten signature in black ink, appearing to read "Chris Trainer". The signature is fluid and cursive, with a large initial "C" and "T".

LETTER TO:

FROM:

DATE:

PAGE: 17

Shawn E. Marsh
Survey Director
Mathematica Policy Research

Enclosure
Ref

Persons are not required to respond to this collection of information unless this survey displays a currently valid OMB control number (OMB 0970-0506, expires 3/31/2021). Responding to this questionnaire, which seeks to help the U.S. Department of Health and Human Services understand how coaching programs are serving individuals, is voluntary. Public reporting burden for the described collection of information is estimated to average 60 minutes per response, 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 regarding this burden estimate to Sheena McConnell, Mathematica Policy Research, 1100 First Street, NE, 12th Floor, Washington, DC 20002-4221.

This page has been left blank for double-sided copying.

Survey Opportunity

To complete the survey online, please:

1. Visit the survey website:

[SURVEY WEBSITE]

2. Enter the username and password provided below.

These are unique to you and should not be shared.

Username: **[USERNAME]**

Password: **[PASSWORD]**

3. Complete the survey!

If you complete the survey within **four weeks of the date of this letter**, you will be mailed a gift card worth **\$35** as a thank you gift for your participation. If you complete the survey after that time, you will receive a gift card worth **\$25**. We hope you complete the survey soon!

If you have any questions about the survey or responding online, please contact Chris Trainer, Mathematica survey representative, at our toll-free helpline or by e-mail:

Toll-free helpline: **[TOLL-FREE NUMBER]**

E-Mail: **[E-MAIL ADDRESS]**

This page has been left blank for double-sided copying.

I8. Email Reminder: Emailed to participants who have not yet completed the survey three weeks after the start of data collection (MyGoals).

Dear [Participant Name],

Thank you for agreeing to participate in the study called MyGoals for Employment Success (MyGoals). MDRC and Mathematica Policy Research are working together to conduct this study to learn more about the effectiveness of employment programs that serve your community. When you joined the MyGoals study, you learned you may be contacted about taking part in a survey. We are writing to you because our records show that you have not yet completed this survey. Your opinions and experiences are important to the success of these studies. You cannot be replaced!

Please click on the link to complete your survey as soon as possible:

[SURVEY WEBSITE]

Your username and password are:

Username: [USERNAME]

Password: [PASSWORD]

If you complete the survey within **one week of the date of this email**, you will receive a gift card worth **\$35** as a thank you gift for your participation. It can be used anywhere that accepts credit or debit cards. If you complete the survey after that time, you will receive a gift card worth **\$25**.

If you have any questions, or would like to complete the survey over the phone, please call us toll-free at [TOLL-FREE NUMBER]. When you call, please ask for Chris Trainer, a survey representative at Mathematica. You can also send us an e-mail at [E-MAIL ADDRESS]. Thanks again for helping with this important research.

Sincerely,

Shawn E. Marsh
Survey Director
Mathematica Policy Research

Persons are not required to respond to this collection of information unless this survey displays a currently valid OMB control number (OMB 0970-0506, expires 3/31/2021). Responding to this questionnaire, which seeks to help the U.S. Department of Health and Human Services understand how coaching programs are serving individuals, is voluntary. Public reporting burden for the described collection of information is estimated to average 60 minutes per response, 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 regarding this burden estimate to Sheena McConnell, Mathematica Policy Research, 1100 First Street, NE, 12th Floor, Washington, DC 20002-4221.

This page has been left blank for double-sided copying.

Shawn Marsh
Survey Director

111 East Wacker Drive, Suite 920
Chicago, IL 60601-4303
Telephone: (312) 994-1002
Fax (312) 994-1003
www.mathematica-mpr.com
[TOLL FREE NUMBER]

Date

Dear [Participant Name],

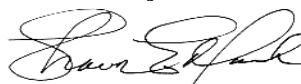
We recently contacted you about the MyGoals for Employment Success (MyGoals) study, a study you joined about a year ago. MDRC and Mathematica Policy Research are working together to conduct this study to learn more about the effectiveness of employment programs that serve your community. When you signed up to be a part of the MyGoals study, you learned that you may be contacted to take part in a follow-up survey. This is an important survey and we'd like to take a moment to explain it to you in more detail.

- The purpose of the survey is to learn whether services such as employment coaching help the people they serve.
- We will send you a gift card worth **\$25** when you complete the survey over the phone, as a thank you gift for your participation. You can use the card anywhere that accepts credit or debit cards.
- The survey will take about **60 minutes**. We will protect your answers and privacy to the fullest extent under the law. We won't use your name or any other identifying information when we report the results of our study.
- Even if you are not participating in coaching now or never did, you are a very important part of the study. We want to know how you're doing so we can learn how to improve services and programs.

This is your chance to make a difference. We cannot replace you! Please call us at [TOLL-FREE NUMBER] and ask for Chris Trainer, a survey representative at Mathematica. We can be reached seven days a week, during daytime and evening hours.

If you have any other questions, we'd be happy to talk with you about them. Just give us a call at [TOLL-FREE NUMBER]. We look forward to hearing from you!

Sincerely,



Shawn E. Marsh

Persons are not required to respond to this collection of information unless this survey displays a currently valid OMB control number (OMB 0970-0506, expires 3/31/2021). Responding to this questionnaire, which seeks to help the U.S. Department of Health and Human Services understand how coaching programs are serving individuals, is voluntary. Public reporting burden for the described collection of information is estimated to average 60 minutes per response, 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 regarding this burden estimate to Sheena McConnell, Mathematica Policy Research, 1100 First Street, NE, 12th Floor, Washington, DC 20002-4221.

Survey Director, Mathematica Policy Research

An Affirmative Action/Equal Opportunity Employer

This page has been left blank for double-sided copying.

I10. Locating Letter: Mailed to respondents who have not completed the survey after all available contact information has gone through a locating process (MyGoals).

MATHEMATICA Policy Research

Shawn Marsh
Survey Director

111 East Wacker Drive, Suite 920
Chicago, IL 60601-4303
Telephone: (312) 994-1002
Fax (312) 994-1003
www.mathematica-mpr.com
[TOLL-FREE NUMBER]

Date

Dear [NAME],

Thanks for joining the MyGoals for Employment Success (MyGoals) study! MDRC and Mathematica Policy Research are working together to learn more about the effectiveness of employment programs that serve your community. When you joined the MyGoals study, you learned you may be contacted about taking part in a survey about how you are doing. Mathematica is conducting the survey.

As a reminder, you have an opportunity to complete the follow-up survey now!

- You will receive a **\$25** gift card when you complete the survey, as a thank you gift for your participation.
- You can call us at [TOLL-FREE NUMBER] to complete the survey by phone and receive your **\$25** gift card. When you call, please ask for [CONTACT NAME]. After you complete the survey over the phone, we will mail you your **\$25** gift card.
- If you would like to complete the survey on the web, call Chris Trainer, a survey representative at Mathematica at [TOLL-FREE NUMBER] to receive your log-in information. After you complete the survey on the web, we will mail you your **\$25** gift card.

By completing the survey, you are helping us learn how to improve services and programs. We cannot replace you!

If you have any questions about the survey, we would be happy to answer them. Just call us toll-free at [TOLL-FREE NUMBER]. Thanks for helping with this important research. We look forward to hearing from you soon!

Sincerely,



Shawn E. Marsh
Survey Director, Mathematica Policy Research

Persons are not required to respond to this collection of information unless this survey displays a currently valid OMB control number (OMB 0970-0506, expires 3/31/2021). Responding to this questionnaire, which seeks to help the U.S. Department of Health and Human Services understand how coaching programs are serving individuals, is voluntary. Public reporting burden for the described collection of information is estimated to average 60 minutes per response, 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 regarding this burden estimate to Sheena McConnell, Mathematica Policy Research, 1100 First Street, NE, 12th Floor, Washington, DC 20002-4221.

An Affirmative Action/Equal Opportunity Employer

This page has been left blank for double-sided copying.