

Attachment E
Recruitment Materials

1. Email from NIOSH to potential stakeholders introducing the RAND project

Dear [NAME],

We are writing to invite you to participate in an evaluation of the World Trade Center Health Program's (WTCHP) research mission. As part of the ongoing evaluation, we would very much value your input on how WTCHP research is used to improve the health and well-being of Program members. For those of you who have contributed to other parts of this evaluation already, we thank you for your input and welcome you to continue your involvement as described below. As some of you may know, the WTCHP has contracted with the RAND Corporation, an independent non-profit research institution, to conduct the evaluation, and we wanted to let you know that a RAND representative will contact you in the coming weeks to formally invite you to participate in a **one-hour telephone interview**. The discussion will be an opportunity to share your opinions about the WTCHP and specifically, about the research that the Program supports. Participation is completely voluntary. [*For those that were recommended by another potential participant: You were recommended by ***** as someone who could provide an important perspective on WTCHP research.*]

All of your comments during this interview will be kept private and identifying information will not be shared with us at the WTCHP or anyone outside of the RAND project team. In any public materials or discussions with us at the WTCHP, RAND will combine comments from all participants in order to protect your privacy.

We view your participation as critical to the success of this independent evaluation. RAND will be in touch shortly with more information. In the meantime, thank you for your consideration and please feel free to ask any questions by responding directly to this email.

Best wishes,
[NIOSH representative]

2. Initial invitation to participate:

Dear [NAME],

The RAND Corporation, an independent non-profit research organization, is conducting a study to evaluate the World Trade Center Health Program (WTCHP)'s research mission at the request of the Program's administrator, the National Institute for Occupational Safety and Health (NIOSH). You have been recommended to us as someone who can provide valuable input on how WTCHP research is used to improve the health and well-being of Program members.

We would like to invite you to participate in a one-hour , one-on-one telephone interview in the coming months. We're going to discuss several topics related to your own experiences with the World Trade Center Health Program, and if you participated in one of the focus groups we held in ****, you'll notice that some of our questions build on what we discussed during those meetings. These will be an opportunity to share your thoughts on the impact of WTCHP research, the translation of research into better care for Members, the future of the WTCHP, and how stakeholders could and should be involved in setting program priorities.

All comments you make will be kept private and identifying information will not be shared with the study sponsor (NIOSH), or anyone outside of the RAND project team. In any public materials or discussions with the WTCHP, we will combine comments from all participants in order to protect the privacy of individuals.

We view your participation as critical to the success of this independent evaluation. Your input will help to ensure that the WTCHP produces useful research that leads to improved health outcomes for WTC survivors and responders.

We invite you to indicate your interest in participating in the interview by choosing an option below. We will follow up with more details if you agree to participate.

Many thanks for your consideration and please feel free to ask any questions by responding directly to this email.

Best wishes,
[RAND project staff]

3. Invitation reminder #1:

Dear [NAME],

We recently contacted you with an invitation to participate in a telephone interview to discuss the World Trade Center Health Program (WTCHP). As a brief reminder, the RAND Corporation, an independent non-profit research organization, is conducting a study to evaluate WTCHP research at the request of the Program's administrator, the National Institute for Occupational Safety and Health (NIOSH). You have been recommended as someone who can provide valuable input on how WTCHP research is used to improve the health and well-being of Program members.

The interview will be an opportunity to share your opinions about the WTCHP, the research the Program supports. Your participation is voluntary. Information about you and comments you make will not be shared with the study sponsor (NIOSH), or anyone outside of the RAND project team. In any public materials or discussions with the WTCHP, we will combine information and comments from all participants in order to protect the privacy of individuals.

We invite you to indicate your interest in participating in this interview by choosing an option below. We will follow up with more details if you agree to participate.

Best wishes,
[RAND project staff]

4. Invitation reminder #2:*

Dear [NAME],

We recently contacted you with an invitation to participate in a telephone interview to discuss the World Trade Center Health Program (WTCHP). As a brief reminder, the RAND Corporation, an independent non-profit research organization, is conducting a study to evaluate WTCHP research at the request of the Program's administrator, the National Institute for Occupational Safety and Health (NIOSH). You have been recommended as someone who can provide valuable input on how WTCHP research is used to improve the health and well-being of Program members.

The interview will be an opportunity to share your opinions about the WTCHP, the research the Program supports. Your participation is voluntary. Information about you and comments you make will not be shared with the study sponsor (NIOSH), or anyone outside of the RAND project team. In any public materials or discussions with the WTCHP, we will combine information and comments from all participants in order to protect the privacy of individuals.

We invite you to indicate your interest in participating in this interview by choosing an option below. We will follow up with more details if you agree to participate.

We hope you will consider participating.

Best wishes,
[RAND project staff]

*Note: if unable to reach by email after the initial invitation and 2 reminder attempts, we will follow up with a phone call to selected stakeholders representing sub-communities that are proving challenging to enroll in interviews. We will use the following text as a script for the reminder phone call:

Hello. My name is ***** and I'm calling about a recent email invitation you should have received about participating in an evaluation of the World Trade Center Health Program. I'm calling from RAND, an independent, non-profit research organization, and we have been asked by NIOSH, the National Institute for Occupational Safety and Health, to conduct this evaluation. NIOSH administers the World Trade Center Health Program. Your participation is completely voluntary and would involve participating in a one-hour telephone interview where you would share your feedback on the program and the research it supports.

Is this something that you'd like to hear more about? [*if no*: Thank you very much for your time. Have a good day.] [*If yes*: Wonderful. We appreciate your interest. We can schedule the interview at your convenience. Do any of the following work with your schedule? [*provide options for the interview and confirm date and time*]. I'll send you a follow-up email shortly, confirming this date and time and providing a few more details. Thank you very much once again, and have a great rest of your day.

5. Email response to potential interview participants who decline to participate:

Dear [NAME],

Thank you for your reply and we are sorry you will not be participating in an interview about the World Trade Center Health Program. To help us understand how best to strengthen future outreach and engagement efforts with key stakeholders, *would you provide a brief explanation of why you have declined this invitation?*

All responses to this email will be kept private. Information about you and comments you make will not be shared with the study sponsor (the National Institute for Occupational Safety and Health), or anyone outside of the RAND project team. In any public materials or discussions with the WTCHP, we will combine information and comments from all participants in order to protect the privacy of individuals.

Thank you and best wishes,
[RAND project staff]

6. Confirmation email to potential interview participants who accept participation:

Dear [NAME],

Thank you for agreeing to participate in an upcoming telephone interview on the World Trade Center Health Program. We are scheduled to talk on [DATE] at [TIME] and the call-in number for this interview is [insert conference line here, and send calendar invitation by email as well].

As a reminder, the purpose of the interview is to share your opinions about the WTCHP, the research the Program supports, and the translation of research into improved care for members. Your participation is voluntary. Information about you and comments you make will not be shared with the study sponsor (the National Institute for Occupational Safety and Health), or anyone outside of the RAND project team. In any public materials or discussions with the WTCHP, we will combine information and comments from all participants in order to protect the privacy of individuals.

Please do not hesitate to reach out with any questions in the meantime by responding directly to this email.

Best wishes,
[RAND project staff]

7. Reminder email to enrolled interview participants:

Dear [NAME],

We are looking forward to our upcoming discussion on the World Trade Center Health Program on [DATE] at [TIME]. As a reminder, the call-in number for this interview is [XXXX.] Thank you very much for taking the time to share your important insights on how research is used to improve the health and well-being of program members.

Thank you again for participating in this important work. Please do not hesitate to contact us if you have any questions between now and the interview. If you have any difficulties connecting by phone with us at the number above, please email Laura Faherty at lfaherty@rand.org or Liisa Hiatt at hiatt@rand.org.

We look forward to speaking with you soon.

Thank you and best wishes,
[RAND project staff]