

Appendix E. Invitation and Reminder Emails

Table of Contents

Tailored Services Satisfaction Survey.....	1
Initial Invitation Email.....	1
First Reminder Email.....	2
Second Reminder Email.....	2
Foundational Assessment Survey.....	4
Center for Courts Reminder Email Language.....	4
Center for States Invitation Email.....	5
Center for States First Reminder Email.....	6
Center for States Second Reminder Email.....	7
CQI Workshop Follow-Up Survey.....	8
Invitation Email.....	8
First Reminder Email.....	9
Second Reminder Email.....	10
Center for Courts: Universal and Constituency Services.....	10
Invitation Email.....	10
Reminder Email.....	11
Center for States: Tailored Services Interviews.....	11
Invitation Email.....	11
Meeting Invitation.....	12
Center for States: Assessment and Work Planning Survey.....	13
Invitation Email.....	13
Reminder Email.....	13
Webinar Registration.....	14
Sample Registration Email with Register Button.....	14
Landing Page.....	14
CapLearn Registration.....	15
Landing Page.....	15

Tailored Services Satisfaction Survey

Initial Invitation Email

Subject Line: Please provide your opinion on [Jurisdiction]'s experience with [States/Courts/Tribes]

Body message:



Dear [First Name],

My name is James DeSantis, from James Bell Associates. I am the project director for the Children's Bureau's Cross-Center Evaluation of the Capacity Building Collaborative. I am writing because as a recipient of capacity building services from the Center for [States/Courts/Tribes], we ask that you complete a survey to give us your perspective about the services you received. Information you provide will be used to help us to understand the tasks that teams take on, and what teams might learn through their work with the Capacity Building Centers.

We know that participants have different levels of involvement in the [court/state/tribe]'s work with the Center, so we are interested in learning about your perceptions, based on your experience.

The survey will take 5 minutes to complete.

If you have any questions about the survey, please contact Dr. James DeSantis via email at desantis@jbassoc.com or toll-free via phone at 1-800-546-3230.

The survey will close on **[Date]**, so please be sure to complete the survey before then!

Please click on the link below to begin the survey.

[Click Here to Start the Survey](#)

We thank you for your participation!

Dr. James DeSantis
James Bell Associates

First Reminder Email

Subject Line: Deadline Approaching: Your opinion on [Jurisdiction's] Experiences with the Center for [States/Courts/Tribes]

Body message:



Dear [First Name],

I am writing with a reminder regarding the survey invitation I sent on [Date of Invite Email]. Perhaps you haven't yet had a chance to complete the survey, would you please do so now?

I understand you have many demands on your time; however you are in the best position to inform our understanding of tasks that teams take on, what teams might learn through their work with the Capacity Building Centers, and how these services are received. Obtaining your feedback is the best way we have to measure what's working and what's not.

This survey will close on [date] and takes approximately **5 minutes** to complete.

I've included my original email with your survey link below or you can [Click Here to Start the Survey](#).

Thank you in advance,

Dr. James DeSantis
James Bell Associates

[Original Message, as written above]

Second Reminder Email

Subject Line: Final Request: Your opinion on [Jurisdiction's] Experiences with the Center for [States/Courts/Tribes]

Body message:



Dear [First Name],

This is a final request that you please complete a survey on your opinion of [Jurisdiction]'s experience with the Center for [States/Courts/Tribes]. Perhaps you haven't yet had a chance to complete the survey would you please do so now?

I understand you have many demands on your time; however you are in the best position inform our understanding of tasks that teams take on, what teams might learn through their work with the Capacity Building Centers, and how these services are received. Obtaining your feedback is the best way we have to measure what's working and what's not.

This survey will close on **[date]** and takes approximately **5 minutes** to complete.

I've included our original email with your survey link below or you can [Click Here to Start the Survey.](#)

Thank you so much.

Sincerely,

Dr. James DeSantis
James Bell Associates

[Original Message, as written above]

Foundational Assessment Survey

Center for Courts Reminder Email Language

Subject Line: Please provide your opinion on [Jurisdiction]'s Dependency Court



Dear [First Name],

My name is James DeSantis, from James Bell Associates. I am the project director for the Children's Bureau's Cross-Center Evaluation of the Capacity Building Collaborative. As a recipient of Capacity Building Services through the Center for Courts, we would like would like your *perspective* of the current functioning of the dependency court in your state/territory on several key indicators, including organizational resources, infrastructure, knowledge and skills, culture and climate, and engagement and partnerships. The responses from this survey will provide contextual information to help interpret the impact of the services provided by the Center for Courts.

The survey will take approximately **6 minutes** to fill out and survey responses will be kept private.

If you have any questions about the survey, please contact Dr. James DeSantis at James Bell Associates via email at desantis@jbassoc.com or toll-free at 1-800-546-3230.

The survey will close on **[DATE]** so please be sure to complete the survey before then!

[Click Here to Start the Survey](#)

We thank you for your participation!

Dr. James DeSantis
James Bell Associates

Center for States Invitation Email

Subject Line: Please complete a survey for [Jurisdiction]'s Assessment with Center for States

Body message:



Dear Center for States Assessment Participant,

My name is James DeSantis, from James Bell Associates. I am the project director for the Children's Bureau's Cross-Center Evaluation of the Capacity Building Collaborative. Thank you for agreeing to participate in the Center for States' assessment process. The primary goals of the assessment process are to:

- Build a shared understanding of your child welfare system, its functioning and performance, ongoing initiatives, strengths, and needs
- Inform strategic decision-making about which services and strategies can best address your system's unique conditions, support efforts to achieve change, and improve programs and practices
- Enhance organizational capacity for self-assessment

I invite you to complete a brief survey as part of the Center for States' assessment process. The Center and your jurisdiction will use the survey responses to jointly identify your system's needs. The Center will also use survey findings to help identify national trends and inform planning for future Center services and priorities.

The survey is estimated to take approximately **6 minutes** to complete and survey responses will be kept private.

If you have any questions about the survey, please contact your State's Liaison or Dr. James DeSantis via email at desantis@jbassoc.com or toll-free via phone at 1-800-546-3230

The survey will close on **[Date]**, so please be sure to complete the survey before then! Please click on the link below to begin the survey. [Click Here to Start the Survey](#)

We thank you for your participation!

Dr. James DeSantis
James Bell Associates

Center for States First Reminder Email

Subject Line: Deadline Approaching: Complete a survey for [Jurisdiction]'s Assessment with Center for States

Body message:



Dear [First Name],

You were contacted on [Date of Invite Email] regarding completing a brief survey as part of the Center for States' assessment process. Perhaps you haven't yet had a chance to complete the survey, would you please do so now?

I understand you have many demands on your time; however, you are in the best position to provide us with your assessment of the functioning and performance of your child welfare system, from how you see things.

This survey will close on [date] and only takes **6 minutes** to complete.

I've included our original email with your survey link below or you can [Click Here to Start the Survey](#). I hope you will be able to assist us by completing the survey.

Thank you so much.

Sincerely,

Dr. James DeSantis
James Bell Associates

[Original Message, as written above]

Center for States Second Reminder Email

Subject Line: Final Request: Complete a survey for [Jurisdiction]'s Assessment with Center for States

Body message:



Dear [First Name],

This is a final request that you please complete a brief survey as part of the Center for States' assessment process. Perhaps you haven't yet had a chance to complete the survey, would you please do so now?

I understand you have many demands on your time; however, you are in the best position to provide us with your assessment of the functioning and performance of your child welfare system, from how you see things.

This survey will close on **[date]** and only takes **6 minutes** to complete.

I've included our original email with your survey link below or you can [Click Here to Start the Survey](#). I hope you will be able to assist us by completing the survey.

Thank you so much.

Sincerely,

Dr. James DeSantis
James Bell Associates

[Original Message, as written above]

CQI Workshop Follow-Up Survey

Invitation Email

Subject Line: Please provide your opinion on [Jurisdiction]'s experience with Center for Courts

Body message:



Dear [FirstName],

My name is Anne Fromknecht, from James Bell Associates. I am a member of the Children's Bureau's Cross-Center Evaluation of the Capacity Building Collaborative. I am writing because you participated in the CQI Workshops held as part of the CIP regional meeting hosted by the Center for Courts and we would like your perspective about the extent to which your CIP has achieved the goals set during the workshop as well as how far your CIP team has progressed through the CQI process.

There are 2 sections in this survey.

- Section 1: Progress Towards Goals: This section asks about the extent to which your CIP has achieved the goals you established during the workshop.
- Section 2: The Implementation Process: This section asks about where in the CQI process you think your CIP team currently fits.

You will be asked to complete this survey on behalf of your CIP team on two separate occasions: 6 months following the workshop, and again 6 months later (i.e., 12 months after the workshop). The survey is estimated to take approximately **7 minutes** to complete and survey responses will be kept private.

The survey will close on **[Date]**, so please complete the survey before then. If you have any questions about the survey, please contact me via email at fromknecht@jbassoc.com or toll-free via phone at 1-800-546-3230.

A list of CQI Project Steps and Sub-Steps is attached which you may find helpful to refer to when completing the survey. [CQI Project Steps and Sub-Steps.pdf](#). Please click on the link below to begin the survey. [Click Here to Start the Survey](#)

Thank you very much,

Anne Fromknecht
James Bell Associates

First Reminder Email

Subject Line: Deadline Approaching: Provide your opinion on [Jurisdiction]'s experience with Center for Courts

Body message:



Dear [First Name],

I am writing with a reminder regarding the survey invitation I sent on [Date of Invite Email]. Perhaps you haven't yet had a chance to complete the survey, would you please do so now?

I understand you have many demands on your time; however, you are in the best position to provide us with your assessment of the extent to which your CIP has achieved the goals set during the workshop as well as how far your CIP team has progressed through the CQI process. Obtaining your feedback is the best way we have to measure what's working and what's not.

This survey will close on [date] and only takes **7 minutes** to complete.

I've included our original email with your survey link below or you can [Click Here to Start the Survey](#).

Thank you in advance,

Anne Fromknecht

James Bell Associates

[Original Message, as written above]

Second Reminder Email

Subject Line: Final Request: Provide your opinion on [Jurisdiction]'s experience with Center for Courts

Body message:



Dear [First Name],

I understand you have many demands on your time; however, you are in the best position to provide us with your assessment of the extent to which your CIP has achieved the goals set during the workshop as well as how far your CIP team has progressed through the CQI process. Obtaining your feedback is the best way we have to measure what's working and what's not.

This survey will close on **[date]** and takes **7 minutes** to complete.

I've included our original email with your survey link below or you can [Click Here to Start the Survey](#) If you think you will need additional time, please let me know.

Many thanks,

Anne Fromknecht

James Bell Associates

[Original Message, as written above]

Center for Courts: Universal and Constituency Services Invitation Email

Good Morning CIP Directors, Coordinators, and Staff

We would like to invite you to participate in the Universal and Constituency Services Survey. This is an opportunity for you to provide feedback to us on the Universal and Constituency Services that CBCC provides. Please share this link with others in your office to ensure that everyone who may have participated in a constituency group or meeting has an opportunity to respond. As you likely know from previous years, this survey can be kind of long. It depends on how many services you have engaged in with us in the last fiscal year (<<insert dates>>). I know that these surveys can be cumbersome, but your responses are critical for us to ensure we are meeting your needs. The good news is -- this is the **last time** you will be asked to complete this survey. It could take anywhere from 10 to 45 minutes to complete depending on what you have participated in. Last year, the average time was less than 20 minutes to complete. All responses are anonymous and reported in the aggregate. Participation is completely voluntary.

Please take the time to complete this for us. It is a vital part of our CQI process and necessary for us to report to the Cross Center team for their evaluation of how our center is doing.

Feel free to outreach to me with any questions or concerns at aliciadsummers@gmail.com

THANK YOU in advance for your participation.

Reminder Email

Good Morning,

I appreciate all the responses we have received so far for the Universal and Constituency Survey. If you have already responded, please disregard this email. If you have not yet had a chance to respond, we would really appreciate your feedback on CBCC's Universal and Constituency Services. I know that responding to surveys takes time away from your busy schedule, but this is the last time I will ask for such a big chunk of your time. As we are in our final year of capacity building for CBCC, we are trying our best to finalize our evaluations of efforts. Your feedback is critical to this. So far, we only have a 38% response rate. Participation is voluntary but I would love to double that and hear from the majority of you. The survey does take between 10-45 minutes depending on what you have participated in, but the average is right under 20 minutes so far. All responses are anonymous and will be reported in aggregate.

Please take a few minutes to complete the survey with the link below. The survey closes <<insert date>>. If you have any questions, feel free to contact me at alicia.d.summers@gmail.com

Thank you!
Alicia

Center for States: Tailored Services Interviews

Invitation Email

Hello,

My name is Toni DeWeese, and I'm a member of the Capacity Building Collaborative's Center for States evaluation team.

As part of efforts to evaluate service delivery process and outcomes, the Center for States would like to offer you the opportunity to participate in a brief, 45-60-minute phone interview, so that you can share your perceptions about the service delivery related to **[state]** intensive project that closed in **[date and project title]**.

Please let us know if you would like to participate in this interview. If you are, be sure to respond to this email with a couple of dates/times over the next two weeks when you would be available for a phone interview, and we will set up an appointment for you. Attached is an information sheet that provides more details about the interview activity.

Thank you for considering this request. We hope you will agree to participate and look forward to talking with you soon. Please contact me by phone or email if you have any questions.

Thanks,
Toni

Meeting Invitation

Hi Dennis,

Thanks so much for your willingness to share your feedback with us about Center for States service delivery on [project title]

Attached please find the questions we will ask you to help prepare for the interview. The interview will be conducted by [interviewer name] and [note taker name] will join us to take notes (cc'd above). The interview is scheduled for [date and time]. The interview will last approximately 45-60 minutes.

Please use the dial-in number and access code noted in the location field of this calendar invite (and also below) to call into the conference line. We look forward to talking with you!

[PHONE INFORMATION]

Thanks,
Toni

Center for States: Assessment and Work Planning Survey Invitation Email

Dear [Name],

The Center for States is committed to continuously improving the quality and effectiveness of services provided and the Center evaluation team regularly gathers feedback from jurisdictions who participate in Center services. Our records indicate that in [MONTH], [JURISDICTION] completed an assessment and workplan with the Center. We are asking for your feedback through a 15-minute, voluntary survey. Your feedback is critical to informing and improving future assessment and workplanning services to better meet your needs. As part of the evaluation effort, data will be securely and privately shared with Capacity Building Collaborative evaluators. Reporting of feedback to Center service staff and the Children's Bureau will be done in aggregate and identifying information removed.

Please complete the on-line survey using the link below by **[Day of Week, Month, Day, Year]**:
[Survey Link]

If you have any questions, please contact Christine Leicht, Center for States Evaluation Lead at Christine.Leicht@icf.com. Thank you for your feedback!

Sincerely,
Dannele Ferreras
Evaluation Team
CAPACITY BUILDING CENTER FOR STATES
(571) 459-4089
dannele.ferreras@icf.com
capacity.childwelfare.gov

Reminder Email

Hello [Name],

I am following up on my email regarding [Jurisdiction]'s work with the Capacity Building Center for States on assessment and work planning. The Center for States is committed to continuously improving the quality and effectiveness of services provided and we would appreciate your feedback through a short survey. Your participation in this survey is entirely voluntary, and should only take about 15 minutes to complete. Your feedback is critical to informing and improving future assessment and work planning services to better meet your needs.

Please complete the online survey using the link below by **[Day of Week, Month, Day, Year]**:
[Survey Link]. Thank you so much for your feedback!

Sincerely,
Dannele Ferreras
Evaluation Team
CAPACITY BUILDING CENTER FOR STATES
(571) 459-4089
dannele.ferreras@icf.com

capacity.childwelfare.gov

Webinar Registration

Sample Registration Email with Register Button

Upcoming Events:

["Developing a Collaborative Service Array to Support a Family-Centered Approach"](#)

Tuesday, August 6, 2019, 12:30–2 p.m. ET

Explore how you can create an agency culture that partners effectively with families, community organizations, service providers, and other stakeholders to improve access, diversity, and delivery of services for families.

[**Register Now**](#)

["Partnering With Families and Youth to Shift System Culture"](#)

Tuesday, August 13, 2019, 1:30–3 p.m. ET

Learn critical strategies for building an organizational culture that supports family engagement at all levels and the leadership characteristics essential to sustaining it.

[**Register Now**](#)

Landing Page

[EVENT TITLE]

Event Data

This is a Capacity Building Collaborative event and, as such, information provided during registration may be shared with the Children's Bureau. Information may also be used for Capacity Building Collaborative evaluation purposes with identifying information held privately and all reporting done in aggregate.

CapLearn Registration Landing Page

CapLEARN is designed to promote learning and support professional development. Please take a moment to create a CapLEARN account. The information that you share will be only be used to help us evaluate and improve our products and services. In some cases, we may contact you to learn about your experience with CapLEARN. Your privacy is important. Your personal information, participation, and CapLEARN scores will be kept private, unless you choose to share them (for example, to create a certificate of completion that can be used to apply for Continuing Education Units).

This is a Capacity Building Collaborative website and, as such, information provided during registration may be shared with the Children's Bureau. Information may also be used for Capacity Building Collaborative evaluation purposes with identifying information held privately and all reporting done in aggregate.

Note on email address field: All emails from the CapLEARN Learning Management System will be sent to this address. The email address is not made public and will only be used if you wish to receive a new password or wish to receive certain news or notifications by email.