

APPENDIX K  
FACES 2019 RESPONDENT MATERIALS

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FACES 2019 FALL PARENT-TEACHER FREQUENTLY ASKED QUESTIONS (FAQS) (FOR PROGRAMS WITH CHILD-LEVEL DATA COLLECTION)

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## **FREQUENTLY ASKED QUESTIONS ABOUT THE HEAD START FAMILY AND CHILD EXPERIENCES SURVEY 2019 (FACES 2019) FOR TEACHERS AND PARENTS OF CHILDREN SELECTED FOR THE STUDY**

### **1) What is FACES 2019 about?**

FACES 2019 is about the experiences of families in Head Start and the services Head Start provides to children and their families. It asks about the growth of Head Start children, quality of Head Start programs and classrooms, and views of Head Start teachers and other staff.

### **2) Who is conducting the study?**

The U.S. Department of Health and Human Services, Administration for Children and Families, sponsors the study. The study is being conducted by Mathematica, a respected, independent policy research organization whose studies of education initiatives and other programs have been used to inform national policymakers for more than 50 years.

### **3) When will the study take place? How many people will be collecting data?**

The study begins in fall 2019 and ends in spring 2020. A team of four Mathematica field staff will visit your Head Start center and collect all the data over one week. FACES 2019 staff may also visit your program to survey staff and conduct classroom observations in spring 2022.

### **4) Where will you conduct the child activities? Will they be in the classroom?**

To not disrupt classroom activities, the child activities will take place outside the classroom. We will assess children within eye and earshot of Head Start center staff.

### **5) How did you pick classrooms and children for the study?**

We randomly selected your Head Start center and class from all eligible centers and classes in this Head Start program. We then randomly sampled children from each selected class.

### **6) What are you asking children to do?**

Children will take part in some fun activities with a trained researcher. We will find out what language the child does his or her best in and then ask the child to look at pictures, copy drawings, and answer some questions. These questions will be related to letters and sounds, vocabulary, and math. We will also record the child's height and weight. Children will receive a children's book for taking part.

### **7) Are you assessing all children at the same time?**

No. Each child is assessed one-on-one.

### **8) How long will the assessments take?**

Each child assessment will take about 60 minutes. It will take about one week to assess all sampled children in this center.

### **9) How will you provide assessment results?**

We will only report results for groups of children across all Head Start programs. No names will be included in these reports. We will not provide individual results for any child, classroom, or program.

### **10) Will taking part in the study affect the Head Start services the child and family receive?**

No. Taking part in the FACES 2019 study will not affect any Head Start services the child or family receives.

### **11) Is this a new survey?**

No. This is the seventh round of the study. FACES 2019 is an ongoing study of Head Start that began in 1997. Prior FACES studies were conducted in 1997, 2000, 2003, 2006, 2009, and 2014.



**12) What will you ask teachers to do?**

In fall 2019 and spring 2020, we will ask teachers who have children participating in FACES 2019 in their classrooms to complete a brief form. This form will cover the behavior and skills of each child in FACES 2019. Each form will take about 10 minutes to complete. The forms will be available on the web or on paper. In the spring, we will ask teachers to complete a survey about their training and background, classroom activities, and the Head Start program. The survey will take about 30 minutes. In the spring, we will also observe the classroom for about four hours to get an idea of classroom activities and children’s interactions. Teachers will receive a \$10 gift card for every form they complete about each child in FACES 2019 and a gift for participating in the classroom observation.

**13) Do parents need to do anything beyond signing the consent?**

On the consent forms, parents should include their email address and phone number so we can contact them about completing the parent survey.

**14) What will you ask parents to do?**

We will ask parents to complete a survey. We will conduct surveys in fall 2019 and spring 2020. Each will last about 25 minutes. In both the fall and spring, parents will be mailed a \$30 gift card after they complete the survey.

**15) Do parents need to be present for the child assessment?**

No, parents do not need to be there. The FACES 2019 child assessments will be done during the Head Start day.

**16) Is there a phone number parents and teachers can call if they have questions?**

Parents can call Sarah Forrestal, the survey director, at 800-xxx-xxxx, toll-free, to ask questions. Teachers can call Sarah Forrestal, the survey director, at 800-xxx-xxxx, toll-free, to ask questions.

**17) How will my privacy be protected?**

Mathematica agrees to protect the privacy of all study participants to the extent permitted by law. All staff working on the study are required to sign a privacy agreement. The importance of protecting the privacy of each participant and the consequences of violating the agreement, including dismissal from the study, is part of the agreement and an important part of all study staff trainings. All information collected as part of FACES 2019 will be kept private unless we learn that a child has been hurt or is in danger or you tell us that you plan to seriously hurt yourself or someone else—then by law, we must make a report to the appropriate legal authorities. The information we collect will be electronically and securely stored at the Mathematica offices, and will not be shared with anyone outside of the study team. Your personal information, including email address, phone number, and mailing address will be destroyed once the study is completed in 2022. Your survey responses will be stripped of any identifying features of you and your family and will be securely shared only with qualified individuals for additional learning purposes to better understand the strengths and needs of children and families served by Head Start.

We have also obtained a Certificate of Confidentiality from the National Institutes of Health. The Certificate helps us protect your privacy. This means no one can force the study team to give out information that identifies you, even in court. However, we may need to share your information if it shows a serious threat to you or to others, including reporting to authorities when required by law. The U.S. Department of Health and Human Services (DHHS) may ask for data for an audit or evaluation. If they do, we will need to provide it. However, only DHHS staff involved in the review will see it.



a person is not required to respond to, a collection of information unless it displays a currently valid OMB control number. The OMB control number for this collection is 0970-0151 and it expires 04/30/2022.

FACES 2019 FALL BROCHURE  
(FOR PROGRAMS WITH CHILD-LEVEL DATA COLLECTION)



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Over the past 20 years, more than 17,000 families and children from Head Start programs across the nation have participated in FACES.

We hope you will be one of the families helping us in FACES 2019.



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**Thank you for your participation!**

Your help is valuable to us and to all Head Start children and families!



P.O. Box 2393 • Princeton, NJ 08543-2393  
Phone: (609) 799-3535 • Fax: (609) 799-0005  
[www.mathematica-mpr.com](http://www.mathematica-mpr.com)

**Head Start  
Family and Child  
Experiences Survey 2019**



**FACES 2019**



The **Head Start Family and Child Experiences Survey 2019 (FACES 2019)** is the largest national study of Head Start. It gathers information about the children and families served by Head Start and lets the national Head Start program and your local Head Start program learn how the program is doing.

To understand Head Start better, the **FACES 2019** study team collects information in many different ways. We will invite you to complete a survey at two time points: the fall of 2019 and the spring of 2020. The survey will ask you questions about yourself, your family, your experience with Head Start, and your child's experience.

You will be mailed a \$30 gift card after you complete the survey. We will also meet with your child and ask him or her to do a set of activities. These activities will help us learn

about children's development. The activities we will ask your child to do are the kinds of things children typically do at Head Start. Your child will receive a book for participating.

All the answers you and your child give are private to the extent permitted by law. They will never be shared with anyone from Head Start. You do not have to take part in the study. If you decide not to be part of **FACES 2019** (even though we hope you will), it will not affect your or your child's Head Start services.



**FACES 2019** is sponsored by the Administration for Children and Families, the government agency overseeing Head Start. Mathematica is conducting the study. All staff members working on FACES 2019 have a lot of experience doing research with young children and their families and have been fully trained for this project.

If you have any questions about **FACES 2019**, you may call Mathematica's toll-free number, 800-xxx-xxxx, between 9 a.m. and 8 p.m. Eastern time Monday through Saturday or between 1 p.m. and 9 p.m. Eastern time Sunday. After these hours, you may leave a message, and we will return your call. You can find out more about **FACES 2019** at the **FACES** website, <https://www.acf.hhs.gov/opre/research/project/head-start-family-and-child-experiences-survey-faces>.

FACES 2019 FALL PARENT SURVEY INVITATION EMAIL (FOR PROGRAMS WITH CHILD-LEVEL DATA COLLECTION)

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## FACES 2019: IMPORTANT PARENT SURVEY

TO: [RESPONDENT EMAIL ADDRESS]  
FROM: FACES 2019 STUDY TEAM  
SUBJECT: FACES 2019 STUDY INVITATION

Dear [First name] [Last name],

Thank you for taking part in the Head Start Family and Child Experiences Survey 2019 (FACES 2019). This email serves as confirmation that you have provided consent for your child to participate in the study. Below is a link to a blank copy of the consent form that you completed.

The study focuses on children's development, family involvement, and program quality to identify strategies for improving the effectiveness of Head Start. It is funded by the Administration for Children and Families, U.S. Department of Health and Human Services. Mathematica, an independent research firm, is conducting the study.

As part of this study, we invite you to complete a survey about you and your child. The survey is available in English and Spanish. You can complete it over the phone or on the web. If you do not have internet access, you can complete the survey at your child's Head Start center during the week the FACES 2019 data collection team is present. To complete it over the phone, or if you need to complete the survey in a language other than English or Spanish please call 800-xxx-xxxx toll-free. **The survey will take about 25 minutes to complete. After you complete the survey, as a thank you, we will send you a \$30 gift card.**

We encourage you to complete the survey online at:  
[WEBSITE].

Use the log-in ID and password shown.  
LOG-IN ID: [LOG-IN ID]  
PASSWORD: [PASSWORD]

Please complete the survey as soon as you can. Here are some points to keep in mind:

- Your answers will be kept private to the extent permitted by law. We will only report results for groups. We will never report details that identify you, your child, or your child's Head Start program. No one from your Head Start program will see or hear your individual responses, and your name and your program's name will not be shared with the Office of Head Start. In the future, survey responses from the study (with nothing identifying individuals, programs, or communities) may be securely shared with qualified individuals for additional learning purposes to better understand the strengths and needs of children and families in Head Start and the programs that serve them.

- Taking part in FACES 2019 is up to you. There is no penalty if you withdraw. There are no risks from taking part in the study. However, you may be asked sensitive questions. You may choose not to answer those questions or any questions.
- This study will not affect the Head Start services you and your child receive. No one from Head Start will see your answers.

If you have questions about FACES 2019, please call Sarah Forrestal, the survey director, at 800-xxx-xxxx. This call is toll-free. You can also email us at [FACES2019@mathematica-mpr.com](mailto:FACES2019@mathematica-mpr.com). To learn more about FACES 2019, visit the FACES website at <https://www.acf.hhs.gov/opre/research/project/head-start-family-and-child-experiences-survey-faces>.

Thanks again for taking part in FACES 2019.

Sincerely,



Sarah Forrestal  
FACES 2019 Survey Director

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FACES 2019 FALL PARENT SURVEY INVITATION LETTER (FOR PROGRAMS WITH CHILD-  
LEVEL DATA COLLECTION)





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Sarah Forrestal  
FACES 2019 Survey Director



111 East Wacker Drive  
Suite XXX  
Chicago, IL 60601  
Phone: 312-994-1002  
Fax: 312-994-1003

[DATE]

[PARENT NAME]  
[PARENT ADDRESS]

Dear [PARENT]:

Thank you for taking part in the Head Start Family and Child Experiences Survey 2019 (FACES 2019). The study focuses on children’s development, family involvement, and program quality to identify strategies for improving the effectiveness of Head Start. It is funded by the Administration for Children and Families, U.S. Department of Health and Human Services. Mathematica, an independent research firm, is conducting the study.

As part of this study, we invite you to complete a survey about you and your child. The survey is available in English and in Spanish. You can complete it over the phone or on the web. If you do not have internet access, you can complete the survey at your child’s Head Start center during the week the FACES 2019 data collection team is present. To complete it by phone, or if you need to complete the survey in a language other than English or Spanish, please call 800-xxx-xxxx toll-free. **The survey will take about 25 minutes to complete. After you complete the survey, as a thank you, we will send you a \$30 gift card.**

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- Taking part in FACES 2019 is up to you. There is no penalty if you withdraw. There are no risks from taking part in the study. However, you may be asked sensitive questions. You may choose not to answer those questions or any questions.

- This study will not affect the Head Start services you and your child receive. No one from Head Start will see your answers.

If you have questions about FACES 2019, please call Sarah Forrestal, the survey director, at 800-xxx-xxxx. This call is toll-free. You can also email us at [FACES2019@mathematica-mpr.com](mailto:FACES2019@mathematica-mpr.com). To learn more about FACES 2019, visit the FACES website at <https://www.acf.hhs.gov/opre/research/project/head-start-family-and-child-experiences-survey-faces>.

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FACES 2019 SPRING PARENT SURVEY INVITATION EMAIL (FOR PROGRAMS WITH  
CHILD-LEVEL DATA COLLECTION)

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## FACES 2019: IMPORTANT PARENT SURVEY

TO: [RESPONDENT EMAIL ADDRESS]  
FROM: FACES 2019 STUDY TEAM  
SUBJECT: FACES 2019 STUDY INVITATION

Dear [First name] [Last name],

Thank you for taking part in the Head Start Family and Child Experiences Survey 2019 (FACES 2019) last fall. The study focuses on children's development, family involvement, and program quality to identify strategies for improving the effectiveness of Head Start. It is funded by the Administration for Children and Families, U.S. Department of Health and Human Services. Mathematica, an independent research firm, is conducting the study.

As part of this study, we invite you to complete a spring survey about you and your child. The survey is available in English and Spanish. You can complete it over the phone or on the web. If you do not have internet access, you can complete the survey at your child's Head Start center during the week the FACES 2019 data collection team is present. To complete it over the phone, or if you need to complete the survey in a language other than English or Spanish please call 800-xxx-xxxx toll-free. **The survey will take about 25 minutes to complete. After you complete the survey, as a thank you, we will send you a \$30 gift card.**

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Thanks again for taking part in FACES 2019.

Sincerely,

A handwritten signature in black ink, appearing to read "Sarah C. Forrestal".

Sarah Forrestal  
FACES 2019 Survey Director

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FACES 2019 SPRING PARENT SURVEY INVITATION LETTER (FOR PROGRAMS WITH  
CHILD-LEVEL DATA COLLECTION)

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Sarah Forrester  
FACES 2019 Survey Director



111 East Wacker Drive  
Suite XXX  
Chicago, IL 60601  
Phone: 312-994-1002  
Fax: 312-994-1003  
www.mathematica-mpr.com

[DATE]

[PARENT NAME]  
[PARENT ADDRESS]

Dear [PARENT]:

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Thanks again for taking part in FACES 2019.

Sincerely,



Sarah Forrestal  
FACES 2019 Survey Director

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FACES 2019 FALL/SPRING PARENT SURVEY REMINDER EMAIL (FOR PROGRAMS  
WITH CHILD-LEVEL DATA COLLECTION)

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TO: [RESPONDENT EMAIL ADDRESS]  
FROM: FACES 2019 STUDY TEAM  
SUBJECT: FACES 2019 STUDY REMINDER

Dear [First name] [Last name],

Thank you for taking part in the Head Start Family and Child Experiences Survey 2019 (FACES 2019). As a reminder, the study focuses on children’s development, family involvement, and program quality to identify strategies for improving the effectiveness of Head Start. It is funded by the Administration for Children and Families, U.S. Department of Health and Human Services. Mathematica, an independent research firm, is conducting the study.

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FACES 2019 FALL/SPRING PARENT SURVEY REMINDER LETTER (FOR PROGRAMS WITH  
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Sarah Forrestal  
FACES 2019 Survey Director



111 East Wacker Drive  
Suite XXX  
Chicago, IL 60601  
Phone: 312-994-1002  
Fax: 312-994-1003

[DATE]

[PARENT NAME]  
[PARENT ADDRESS]

Dear [PARENT]:

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Thanks again for taking part in FACES 2019.

Sincerely,

A handwritten signature in black ink that reads "Sarah C Forrestal". The signature is written in a cursive style with a large, stylized "S" and "F".

Sarah Forrestal

## FACES 2019 Survey Director

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FACES 2019 FALL/SPRING POSTED FLYERS  
(FOR PROGRAMS WITH CHILD-LEVEL DATA COLLECTION)



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# Get ready!

We will be participating in the  
Head Start Family and Child  
Experiences Survey 2019  
(FACES 2019) soon!



## **FACES 2019**

You may be seeing some new “faces” that you don’t recognize. Our program is taking part in this national study, which is sponsored by the Administration for Children and Families. In a few weeks, a team from Mathematica, a respected independent research organization, will be at our center to conduct FACES 2019.

**Thank you for your participation!**

**Get Ready! We will be participating in the  
Head Start Family and Child Experiences  
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(FACES 2019) soon!**



**FACES  
2019**

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**Thank you for your participation!**



**Get ready!  
We will be participating in the  
Head Start Family and Child  
Experiences Survey 2019  
(FACES 2019) soon!**

**You may be seeing some  
new “faces” that you don’t  
recognize. Our program is  
taking part in this national  
study, which is sponsored  
by the Administration for  
Children and Families.**

**In a few weeks, a team from  
Mathematica, a respected  
independent research  
organization, will be at our  
center to conduct FACES 2019.**

**Thank you for your participation!**



# Get ready!

We will be participating in the  
Head Start Family and Child Experiences  
Survey 2019 (FACES 2019) next week!



**FACES  
2019**

A team from Mathematica, a respected independent research organization, will be at our center to conduct FACES 2019.

**PLEASE BE SURE YOUR CHILD IS IN  
SCHOOL NEXT WEEK FOR THIS  
VISIT!**

**Thank you for your participation!**

**Get Ready! We will be participating in the  
Head Start Family and Child Experiences Survey  
2019 (FACES 2019) next week!**



**FACES  
2019**


A team from Mathematica, a respected independent research organization, will be at our center to conduct FACES 2019.

**PLEASE BE SURE YOUR  
CHILD IS IN SCHOOL NEXT  
WEEK FOR THIS VISIT!**

**Thank you for your participation!**

OMB Number: 0970-0151  
Expires: 04/30/2022





**Get ready! We will be participating in the Head Start Family and Child Experiences Survey 2019 (FACES 2019) next week.**

**A team from Mathematica, a respected independent research organization, will be at our center to conduct FACES 2019.**

**PLEASE BE SURE YOUR CHILD IS IN SCHOOL NEXT WEEK FOR THIS VISIT!**

**Thank you for your participation!**



**FACES  
2019**

FACES 2019 FALL/SPRING CHILD ASSESSMENT REMINDER NOTICE (FOR PROGRAMS WITH CHILD-  
LEVEL DATA COLLECTION)



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OMB Number: 0970-0151  
Expiration Date: 04/30/2022

NAME OF CHILD:

## REMINDER

The **FACES 2019** team will be visiting your child's Head Start center soon to conduct activities with your child. If you haven't already done so, please sign your consent form and return it to your child's teacher right away. If you do not have a permission form, please notify your child's teacher. Thank you for participating in this important study!



OMB Number: 0970-0151  
Expiration Date: 04/30/2022

NAME OF CHILD:

## REMINDER

The **FACES 2019** team will be visiting your child's Head Start center soon to conduct activities with your child. If you haven't already done so, please sign your consent form and return it to your child's teacher right away. If you do not have a permission form, please notify your child's teacher. Thank you for participating in this important study!

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FACES 2019 FALL TEACHER CHILD REPORT INVITATION LETTER  
(FOR PROGRAMS WITH CHILD-LEVEL DATA COLLECTION)

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



Sarah Forrester  
FACES 2019 Survey Director



111 East Wacker Drive  
Suite XXX  
Chicago, IL 60601  
Phone: 312-994-1002  
Fax: 312-994-1003  
www.mathematica-mpr.com

DATE

Dear [TEACHER]:

Welcome to the Head Start Family and Child Experiences Survey 2019 (FACES 2019). [HEAD START PROGRAM NAME] has been selected to take part in this important study. Mathematica, an independent research company, is conducting FACES 2019. The Administration for Children and Families, part of the U.S. Department of Health and Human Services, funds the study. The study focuses on children's development, family involvement, and program quality to identify strategies for improving the effectiveness of Head Start.

This fall, we will ask about 2,400 3- and 4-year-old children and their families as well as 240 teachers from 60 Head Start programs to take part in FACES 2019. Over the life of the study, the sample will include children, parents, and staff from 180 programs nationwide. We are excited about the study and hope you will be too. As one of only a few hundred teachers taking part, your help is vital to the study's success.

Your program director has selected [OSC NAME] to work with us. [OSC NAME] will ensure that we can gain consent from parents and schedule the data collection. We appreciate any help with obtaining consents from parents that you can offer [OSC NAME] and our team.

In fall 2019 and spring 2020, our staff will spend about one week in your center. Staff will give a 60-minute assessment to children whose parents have agreed to take part. We will also ask these children's parents to take a short survey.

To enhance this information, **we will ask you to complete a short form, the Teacher Child Report (TCR), for each child participating in FACES 2019 in your class.** The form asks about the social skills, problem behaviors, and approaches to learning that you have seen these children use. Each form should only take about 10 minutes to complete. We think you will enjoy completing these forms on the web. If you do not have internet access or prefer to complete these forms on paper, you may complete paper copies. Please return them in the envelope provided. As a thank you, we will send you a \$10 gift card for each TCR you complete. [IF TEACHER HAS MORE THAN ONE CLASS SELECTED FOR FACES 2019] Because you have more than one classroom participating in FACES 2019, you will find separate log-in IDs and passwords below for each class. When you log into the FACES 2019 teacher website for the first classroom listed below, you will be asked to complete the TCRs for children in the first classroom. Please complete this classroom first. Then you will log into the website using the second ID and password to complete just the TCRs for the second classroom.

In spring 2020, we will also ask you, your program director, and your center director to complete a short survey. Your survey will ask about children's classroom activities, the materials used in the classroom, the use of different languages in the classroom, and the ways that you involve and interact with children's parents. It will also ask about your feelings, education and training, and any professional development you may have taken part in over the past year. FACES 2019 staff will also observe your classroom for about four hours. We will work with [OSC NAME] to schedule the observation. You should not make special preparations for this visit. **Your classroom will receive a gift for taking part.**

LETTER TO: TEACHER  
FROM: Sarah Forrestal  
DATE:  
PAGE: 2

Taking part in FACES 2019 is voluntary. You do not have to take part in this study. If at any point you decide not to continue in the study, that is okay. Study results will only be reported for groups. No one from your Head Start program will see or hear your individual responses, and your name and your program's name will not be shared with the Office of Head Start. Additionally, we have a Certificate of Confidentiality from the National Institutes of Health. The Certificate helps us protect your privacy. This means no one can force the study team to give out information that identifies you, even in court. However, we may need to share your information if it shows a serious threat to you or to others, including reporting to authorities when required by law. The U.S. Department of Health and Human Services (DHHS) may ask for data for an audit or evaluation. If they do, we will need to provide it. However, only DHHS staff involved in the review will see it. In the future, survey responses from the study (with nothing identifying individuals, programs, or communities) may be securely shared with qualified individuals for additional learning purposes to better understand the strengths and needs of children and families in Head Start and the programs that serve them.

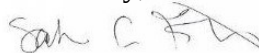
We have enclosed a list of frequently asked questions and some helpful tips for completing your TCRs online. When you visit the website, you should use the log-in ID and password below. These are secure and will not be shared with anyone. All information you provide will be kept private to the extent permitted by law. Only selected members of the study team will see your responses. Using the log-in ID and password ensures that your information will be protected.

We encourage you to complete the Teacher Child Reports online at:  
[WEBSITE].

Use the log-in ID and password shown.  
LOG-IN ID: [LOG-IN ID]  
PASSWORD: [PASSWORD]

Mathematica staff will be happy to answer any questions about FACES 2019 and to assist you in any way you need. You can contact Sarah Forrestal, the survey director, toll-free at 800-xxx-xxxx or email us at [FACES2019@mathematica-mpr.com](mailto:FACES2019@mathematica-mpr.com). To learn more about FACES 2019, visit the FACES website at <https://www.acf.hhs.gov/opre/research/project/head-start-family-and-child-experience-s-survey-faces>. Thank you in advance for your help with this important research.

Sincerely,



Sarah Forrestal  
FACES 2019 Survey Director

LETTER TO: TEACHER  
FROM: Sarah Forrestal  
DATE:  
PAGE: 2

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FACES 2019 SPRING TEACHER SURVEY AND TEACHER CHILD REPORT INVITATION  
LETTER **(FOR PROGRAMS WITH CHILD-LEVEL DATA COLLECTION)**

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Sarah Forrester  
FACES 2019 Survey Director



111 East Wacker Drive  
Suite XXX  
Chicago, IL 60601  
Phone: 312-994-1002  
Fax: 312-994-1003  
www.mathematica-mpr.com

DATE

Dear [TEACHER]:

Thank you for taking part in the Head Start Family and Child Experiences Survey 2019 (FACES 2019). This past fall [ENTER PROGRAM NAME] was selected to participate in this important study. As one of only a few hundred teachers taking part, your help is vital to the study's success.

Mathematica, an independent research company, is conducting FACES 2019. The Administration for Children and Families, part of the U.S. Department of Health and Human Services, funds the study. The study focuses on children's development, family involvement, and program quality to identify strategies for improving the effectiveness of Head Start.

[OSC NAME] will be working with us again this spring to coordinate the logistics of our data collection visit. This spring, our staff will spend about one week in your center. Just as in the fall, our staff will give a 60-minute assessment to children whose parents agreed to take part. We will also ask these children's parents to take a short survey.

We also will **ask you to complete a short form, the Teacher Child Report (TCR), for each child participating in FACES 2019 in your class.** The form asks about the social skills, problem behaviors, and approaches to learning that you have seen these children use. Each form should only take about 10 minutes to complete. If you do not have internet access or prefer to complete these forms on paper, you may complete paper copies. Please return them in the envelope provided. **As a thank you, we will send you a \$10 gift card for each TCR you complete.**

In addition to completing the TCRs, **we will also ask you to complete a short survey.** It should take about 30 minutes to complete. The survey will ask about children's classroom activities, the materials used in the classroom, the use of different languages in the classroom, and the ways that you involve and interact with children's parents. It will also ask about your feelings, education and training, and any professional development you may have taken part in over the past year.

[IF TEACHER HAS MORE THAN ONE CLASS SELECTED FOR FACES 2019] Because you have more than one classroom participating in FACES 2019, you will find separate log-in IDs and passwords below for each class. When you log into the FACES 2019 teacher website for the first classroom listed below, you will be asked to complete this survey and the TCRs for children in the first classroom. Please complete this classroom first. You will only complete the survey once. Then you will log into the website using the second ID and password to complete just the TCRs for the second classrooms.

**FACES 2019 staff will also observe your classroom for about four hours.** We will work with [OSC NAME] to schedule the observation. You should not make any special preparations for this visit. **Your classroom will receive a gift for taking part.**

Taking part in FACES 2019 is voluntary. You do not have to take part in this study. If at any point you decide not to continue in the study, that is okay. Study results will only be reported for

LETTER TO: TEACHER  
FROM: Sarah Forrestal  
DATE:  
PAGE: 2

groups. No one from your Head Start program will see or hear your individual responses, and your name and your program's name will not be shared with the Office of Head Start. Additionally, we have a Certificate of Confidentiality from the National Institutes of Health. The Certificate helps us protect your privacy. This means no one can force the study team to give out information that identifies you, even in court. However, we may need to share your information if it shows a serious threat to you or to others, including reporting to authorities when required by law. The U.S. Department of Health and Human Services (DHHS) may ask for data for an audit or evaluation. If they do, we will need to provide it. However, only DHHS staff involved in the review will see it. In the future, survey responses from the study (with nothing identifying individuals, programs, or communities) may be securely shared with qualified individuals for additional learning purposes to better understand the strengths and needs of children and families in Head Start and the programs that serve them.

We have enclosed a list of frequently asked questions and some helpful tips for completing your teacher survey and the TCRs online. When you visit the website, you should use the log-in ID and password below. These are secure and will not be shared with anyone. All information you provide will be kept private to the extent permitted by law. Only selected members of the study team will see your responses. No one from your Head Start program will see or hear your individual responses, and your name will never be associated with or identified in study reports. Using the log-in ID and password ensures that your information will be protected.

We encourage you to complete the survey online at:  
[WEBSITE].

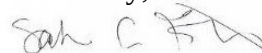
Use the log-in ID and password shown.

LOG-IN ID: [LOG-IN ID]

PASSWORD: [PASSWORD]

Mathematica staff will be happy to answer any questions about FACES 2019 and to assist you in any way you need. You can contact Sarah Forrestal, the survey director, toll-free at 800-xxx-xxxx or email us at [FACES2019@mathematica-mpr.com](mailto:FACES2019@mathematica-mpr.com). To learn more about FACES 2019, visit the FACES website at <https://www.acf.hhs.gov/opre/research/project/head-start-family-and-child-experiences-survey-faces>. Thank you in advance for your help with this important research.

Sincerely,

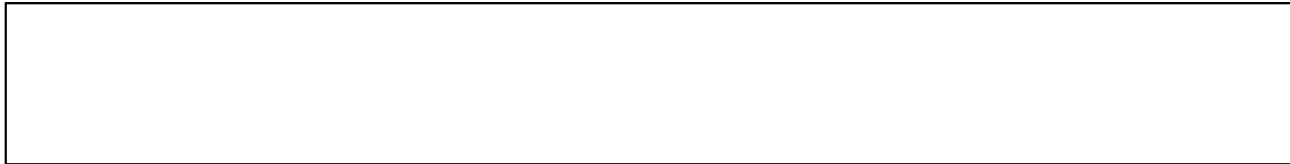


Sarah Forrestal

FACES 2019 Survey Director

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LETTER TO: TEACHER  
FROM: Sarah Forrestal  
DATE:  
PAGE: 2



FACES 2019 SPRING TEACHER SURVEY INVITATION LETTER (FOR PROGRAMS WITH  
PROGRAM/CLASSROOM-LEVEL DATA COLLECTION)

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Sarah Forrester  
FACES 2019 Survey Director



111 East Wacker Drive  
Suite XXX  
Chicago, IL 60601  
Phone: 312-994-1002  
Fax: 312-994-1003  
www.mathematica-mpr.com

DATE

Dear [TEACHER]:

Welcome to the Head Start Family and Child Experiences Survey 2019, known as FACES 2019. As you may know, your Head Start program is taking part in the FACES 2019 study this year. We are excited about your program's participation in the study and hope you are too. We have selected you to participate in one part of the study, a teacher survey, this spring. As one of only a few hundred teachers taking part, your help is vital to the study's success.

Mathematica, an independent research company, is conducting FACES 2019. The Administration for Children and Families, part of the U.S. Department of Health and Human Services, funds the study. The survey focuses on children's development, family involvement, and program quality to identify strategies for improving the effectiveness of Head Start.

This spring, **we will ask you to complete a short survey.** It should take about 30 minutes to complete. The survey will ask about children's classroom activities, the materials used in the classroom, the use of different languages in the classroom, and the ways that you involve and interact with children's parents. It will also ask about your feelings, education and training, and any professional development you may have taken part in over the past year.

**FACES 2019 staff will also observe your classroom for about four hours.** We will work with [OSC NAME] to schedule the observation. You should not make any special preparations for this visit. **Your classroom will receive a gift for taking part.**

Taking part in FACES 2019 is voluntary. You do not have to take part in this study. If at any point you decide not to continue in the study, that is okay. Study results will only be reported for groups. No one from your Head Start program will see or hear your individual responses, and your name and your program's name will not be shared with the Office of Head Start, and will never be associated with or identified in study reports. Additionally, we have a Certificate of Confidentiality from the National Institutes of Health. The Certificate helps us protect your privacy. This means no one can force the study team to give out information that identifies you, even in court. However, we may need to share your information if it shows a serious threat to you or to others, including reporting to authorities when required by law. The U.S. Department of Health and Human Services (DHHS) may ask for data for an audit or evaluation. If they do, we will need to provide it. However, only DHHS staff involved in the review will see it. In the future, survey responses from the study (with nothing identifying individuals, programs, or communities) may be securely shared with qualified individuals for additional learning purposes to better understand the strengths and needs of children and families in Head Start and the programs that serve them.

We have enclosed a list of frequently asked questions and some helpful tips for completing your survey online. When you visit the survey website, you should use the log-in ID and password below. These are secure and will not be shared with anyone. All information you provide will be kept private to the extent permitted by law. Only selected members of the study



LETTER TO: TEACHER  
FROM: Sarah Forrestal  
DATE:  
PAGE: 2

team will see your responses. Using the log-in ID and password ensures that your information will be protected.

We encourage you to complete the survey online at:  
[WEBSITE].

Use the log-in ID and password shown.

LOG-IN ID: [LOG-IN ID]

PASSWORD: [PASSWORD]

Mathematica staff will be happy to answer any questions about FACES 2019 and to assist you in any way you need. You can contact Sarah Forrestal, the survey director, toll-free at 800-xxx-xxxx or email us at [FACES2019@mathematica-mpr.com](mailto:FACES2019@mathematica-mpr.com). To learn more about FACES 2019, visit the FACES website at <https://www.acf.hhs.gov/opre/research/project/head-start-family-and-child-experiences-survey-faces>. Thank you in advance for your help with this important research.

Sincerely,



Sarah Forrestal

FACES 2019 Survey Director

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FACES 2019 FALL/SPRING TEACHER CHILD REPORT REMINDER EMAIL (FOR PROGRAMS WITH CHILD-LEVEL DATA COLLECTION)

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**REMINDER EMAIL**

TO: [RESPONDENT EMAIL ADDRESS]  
FROM: FACES 2019 STUDY TEAM  
SUBJECT: FACES 2019 STUDY REMINDER

Dear [TEACHER FNAME TEACHER LNAME]:

Thank you for taking part in the Head Start Family and Child Experiences Survey 2019 (FACES 2019). As a reminder, the study focuses on children’s development, family involvement, and program quality to identify strategies for improving the effectiveness of Head Start. It is funded by the Administration for Children and Families, U.S. Department of Health and Human Services. Mathematica, an independent research firm, is conducting the study.

A few weeks ago, you were invited to **complete a Teacher Child Report (TCR)** for each child participating in FACES 2019 in your class. Each TCR should take only about 10 minutes to complete. According to our records, you have [XX] TCRs left to complete.

We encourage you to complete the Teacher Child Reports online at:  
[WEBSITE].

Use the log-in ID and password shown.  
LOG-IN ID: [LOG-IN ID]  
PASSWORD: [PASSWORD]

**As a thank you gesture, when you have completed all of your TCRs, we will send you a \$10 gift card for each TCR you completed.**

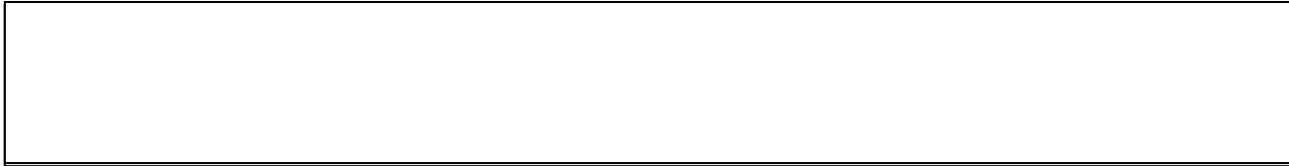
If you have questions about FACES 2019 or if you prefer to complete the TCRs on paper, please call Sarah Forrestal, the survey director, at 800-xxx-xxxx. This call is toll-free. You can also email us at FACES2019@mathematica-mpr.com. To learn more about FACES 2019, visit the FACES website at <https://www.acf.hhs.gov/opre/research/project/head-start-family-and-child-experiences-survey-faces>.

Sincerely,

Sarah Forrestal  
FACES 2019 Survey Director

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FACES 2019 SPRING TEACHER SURVEY REMINDER EMAIL (FOR PROGRAMS WITH  
PROGRAM/CLASSROOM-LEVEL DATA COLLECTION)

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**REMINDER EMAIL**

TO: [RESPONDENT EMAIL ADDRESS]  
FROM: FACES 2019 STUDY TEAM  
SUBJECT: FACES 2019 STUDY REMINDER

Dear [TEACHER FNAME TEACHER LNAME]:

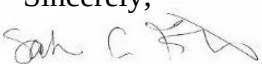
Thank you for taking part in the Head Start Family and Child Experiences Survey 2019 (FACES 2019). As a reminder, the study focuses on children’s development, family involvement, and program quality to identify strategies for improving the effectiveness of Head Start. It is funded by the Administration for Children and Families, U.S. Department of Health and Human Services. Mathematica, an independent research firm, is conducting the study.

A few weeks ago, you were invited to **complete a Teacher Survey**. We encourage you to complete the survey on the web. It should take only 30 minutes to complete.

We encourage you to complete the survey online at:  
[WEBSITE].

Use the log-in ID and password shown.  
LOG-IN ID: [LOG-IN ID]  
PASSWORD: [PASSWORD]

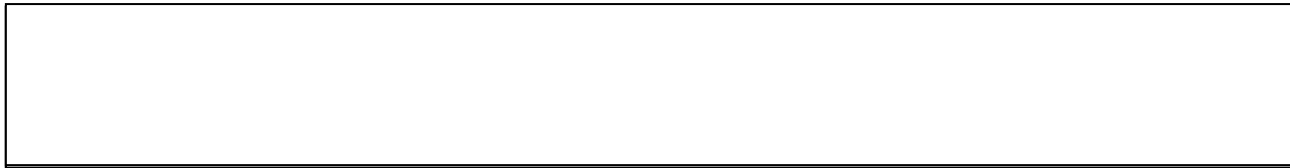
If you have questions about FACES 2019 or if you prefer to complete the survey on paper, please call Sarah Forrestal, the survey director, at 800-xxx-xxxx. This call is toll-free. You can also email us at FACES2019@mathematica-mpr.com. To learn more about FACES 2019, visit the FACES website at <https://www.acf.hhs.gov/opre/research/project/head-start-family-and-child-experiences-survey-faces>.

Sincerely,  
  
Sarah Forrestal  
FACES 2019 Survey Director

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FACES 2019 SPRING TEACHER FREQUENTLY ASKED QUESTIONS (FAQS) (FOR PROGRAMS WITH PROGRAM/CLASSROOM-LEVEL DATA COLLECTION)

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## FREQUENTLY ASKED QUESTIONS ABOUT THE HEAD START FAMILY AND CHILD EXPERIENCES SURVEY 2019 (FACES 2019) FOR SPRING TEACHERS

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### 1) **What is FACES 2019 about?**

FACES 2019 is about the experiences of families in Head Start and the services Head Start provides to children and their families. It asks about the growth of Head Start children, quality of Head Start programs and classrooms, and views of Head Start teachers and other staff.

### 2) **Who is conducting the study?**

The U.S. Department of Health and Human Services, Administration for Children and Families, sponsors the study. The study is being conducted by Mathematica, a respected, independent policy research organization whose studies of education initiatives and other programs have been used to inform national policymakers for more than 50 years.

### 3) **When will the study take place?**

FACES 2019 staff will visit your program in spring 2020 and again in spring 2022.

### 4) **How did you pick classrooms for the study?**

We randomly selected your Head Start center and class from all eligible centers and classes in this Head Start program. Centers and classes were eligible if they have children funded through Head Start.

### 5) **Is this a new study?**

No. This is the seventh round of the study. FACES 2019 is an ongoing study of Head Start that began in 1997. Prior FACES studies were conducted in 1997, 2000, 2003, 2006, 2009, and 2014.

### 6) **What will you ask teachers to do?**

We will ask teachers to complete a survey about their training and background, classroom activities, and the Head Start program. The survey will take about 30 minutes. We will also visit the classroom for about four hours to observe classroom activities and children's interactions. Teachers will receive a gift for participating in the classroom observation.

### 7) **Who can teachers contact if they have questions?**

Teachers can call Sarah Forrestal, the survey director, at 800-xxx-xxxx, toll-free, or email [FACES2019@mathematica-mpr.com](mailto:FACES2019@mathematica-mpr.com) if they have any questions.

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FACES 2019 SPRING PROGRAM DIRECTOR SURVEY INVITATION LETTER (**FOR PROGRAMS WITH PROGRAM/CLASSROOM-LEVEL DATA COLLECTION**)

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**Sarah Forrestal**  
FACES 2019 Survey Director



111 East Wacker Drive  
Suite XXX  
Chicago, IL 60601  
Phone: 312-994-1002  
Fax: 312-994-1003  
www.mathematica-mpr.com

DATE

Dear [PROGRAM DIRECTOR]:

Thank you for taking part in the Head Start Family and Child Experiences Survey 2019 (FACES 2019). We are excited about the study and hope you are too. Mathematica, an independent research company, is conducting FACES 2019. The Administration for Children and Families, part of the U.S. Department of Health and Human Services, funds the study. The study focuses on children's development, family involvement, and program quality to identify strategies for improving the effectiveness of Head Start. Your continued help is vital to the study's success.

This spring, we would like you to complete a short 30-minute web survey. Your survey will ask about professional development for staff; curriculum and assessment; program management; communication with local schools on the kindergarten transition; data, information, and resources available to your program; participation in state licensing and quality rating and improvement systems; and support for staff working with families affected by substance use. It will also ask about your education and training, and professional development you may have taken part in over the past year. We are also asking the teachers in selected classrooms and center directors at the centers selected for FACES 2019 to complete a short survey.

Taking part in FACES 2019 is voluntary. You do not have to take part in this study. If at any point you decide not to continue in the study, that is okay. Study results will only be reported for groups. No one from your Head Start program will see your individual responses, and your name and your program's name will not be shared with the Office of Head Start, and will never be associated with or identified in study reports. Additionally, we have a Certificate of Confidentiality from the National Institutes of Health. The Certificate helps us protect your privacy. This means no one can force the study team to give out information that identifies you, even in court. However, we may need to share your information if it shows a serious threat to you or to others, including reporting to authorities when required by law. The U.S. Department of Health and Human Services (DHHS) may ask for data for an audit or evaluation. If they do, we will need to provide it. However, only DHHS staff involved in the review will see it. In the future, survey responses from the study (with nothing identifying individuals, programs, or communities) may be securely shared with qualified individuals for additional learning purposes to better understand the strengths and needs of children and families in Head Start and the programs that serve them.

We have enclosed some helpful tips for completing your survey online. When you visit the website, you should use the log-in ID and password below. These are secure and will not be shared with anyone. All information you provide will be kept private to the extent permitted by law. Only selected members of the study team will see your responses. Using the log-in ID and password ensures that your information will be protected.

LETTER TO: PROGRAM DIRECTOR  
FROM: Sarah Forrestal  
DATE:  
PAGE: 2

We encourage you to complete the survey online at:  
[WEBSITE].

Use the log-in ID and password shown.  
LOG-IN ID: [LOG-IN ID]  
PASSWORD: [PASSWORD]

Mathematica staff will be happy to answer any questions about FACES 2019 and to assist you in any way you need. You can contact [LIAISON] at [xxx-xxx-xxxx or LIAISON EMAIL]. To learn more about FACES 2019, visit the FACES website at <https://www.acf.hhs.gov/opre/research/project/head-start-family-and-child-experiences-survey-faces>. Thank you in advance for your help with this important research.

Sincerely,



Sarah Forrestal  
FACES 2019 Survey Director

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FACES 2019 SPRING PROGRAM DIRECTOR REMINDER EMAIL (FOR PROGRAMS WITH PROGRAM/CLASSROOM-LEVEL DATA COLLECTION)

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**PROGRAM DIRECTOR REMINDER EMAIL**

TO: [PROGRAM DIRECTOR EMAIL ADDRESS]  
FROM: FACES 2019 STUDY TEAM  
SUBJECT: FACES 2019 STUDY REMINDER

Dear [PROGRAM DIRECTOR FNAME PROGRAM DIRECTOR LNAME]:

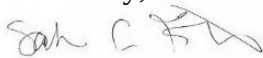
Thank you for taking part in the Head Start Family and Child Experiences Survey 2019 (FACES 2019). As a reminder, the study focuses on children’s development, family involvement, and program quality to identify strategies for improving the effectiveness of Head Start. It is funded by the Administration for Children and Families, U.S. Department of Health and Human Services. Mathematica, an independent research firm, is conducting the study.

A few weeks ago, you were invited to complete a Program Director Survey. We encourage you to complete the survey on the web. It should take only 30 minutes to complete.

We encourage you to complete the survey online at:  
[WEBSITE].

Use the log-in ID and password shown.  
LOG-IN ID: [LOG-IN ID]  
PASSWORD: [PASSWORD]

If you have questions about FACES 2019, or if you prefer to complete the survey on paper, please call Sarah Forrestal, the survey director, at 800-xxx-xxxx. This call is toll-free. You can also email us at [FACES2019@mathematica-mpr.com](mailto:FACES2019@mathematica-mpr.com). To learn more about FACES 2019, visit the FACES website at <https://www.acf.hhs.gov/opre/research/project/head-start-family-and-child-experiences-survey-faces>.

Sincerely,  
  
Sarah Forrestal  
FACES 2019 Survey Director

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FACES 2019 SPRING CENTER DIRECTOR SURVEY INVITATION LETTER (FOR  
PROGRAMS WITH PROGRAM/CLASSROOM-LEVEL DATA COLLECTION)

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**Sarah Forrester**  
FACES 2019 Survey Director



**Mathematica**

Progress Together

111 East Wacker Drive  
Suite XXX  
Chicago, IL 60601  
Phone: 312-994-1002  
Fax: 312-994-1003  
www.mathematica-mpr.com

DATE

Dear [CENTER DIRECTOR]:

Thank you for taking part in the Head Start Family and Child Experiences Survey 2019 (FACES 2019). We are excited about the study and hope you are too. Mathematica, an independent research company, is conducting FACES 2019. The Administration for Children and Families, part of the U.S. Department of Health and Human Services, funds the study. The study focuses on children's development, family involvement, and program quality to identify strategies for improving the effectiveness of Head Start. Your help is vital to the study's success.

This spring, we would like you to complete a short 30-minute web survey. Your survey will ask about center hours and staffing; professional development for center staff; curriculum and assessment; program management; data and resources available to your center; and participation in state licensing and quality improvement systems. It will also ask about your education and training, and professional development you may have taken part in over the past year. We are also asking your program director and teachers in classrooms selected for FACES 2019 to complete a short survey.

Taking part in FACES 2019 is voluntary. You do not have to take part in this study. If at any point you decide not to continue in the study, that is okay. Study results will only be reported for groups. No one from your Head Start program will see your individual responses, and your name or your program's name will not be shared with the Office of Head Start, and will never be associated with or identified in study reports. Additionally, we have a Certificate of Confidentiality from the National Institutes of Health. The Certificate helps us protect your privacy. This means no one can force the study team to give out information that identifies you, even in court. However, we may need to share your information if it shows a serious threat to you or to others, including reporting to authorities when required by law. The U.S. Department of Health and Human Services (DHHS) may ask for data for an audit or evaluation. If they do, we will need to provide it. However, only DHHS staff involved in the review will see it. In the future, survey responses from the study (with nothing identifying individuals, programs, or communities) may be securely shared with qualified individuals for additional learning purposes to better understand the strengths and needs of children and families in Head Start and the programs that serve them.

We have enclosed some helpful tips for completing your survey online. When you visit the website, you should use the log-in ID and password below. These are secure and will not be shared with anyone. All information you provide will be kept private to the extent permitted by law. Only selected members of the study team will see your responses. Using the log-in ID and password ensures that your information will be protected.

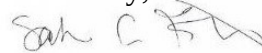
LETTER TO: CENTER DIRECTOR  
FROM: Sarah Forrestal  
DATE:  
PAGE: 2

We encourage you to complete the survey online at:  
[WEBSITE].

Use the log-in ID and password shown.  
LOG-IN ID: [LOG-IN ID]  
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Mathematica staff will be happy to answer any questions about FACES 2019 and to assist you in any way you need. You can contact Sarah Forrestal, the survey director, toll-free at 800-xxx-xxxx or email us at [FACES2019@mathematica-mpr.com](mailto:FACES2019@mathematica-mpr.com). To learn more about FACES 2019, visit the FACES website at <https://www.acf.hhs.gov/opre/research/project/head-start-family-and-child-experiences-survey-faces>. Thank you in advance for your help with this important research.

Sincerely,



Sarah Forrestal  
FACES 2019 Survey Director

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FACES 2019 SPRING CENTER DIRECTOR SURVEY INVITATION LETTER (FOR  
PROGRAMS WITH PROGRAM/CLASSROOM-LEVEL DATA COLLECTION)

(MULTI-CENTER DIRECTOR)

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**Sarah Forrestal**  
FACES 2019 Survey Director



111 East Wacker Drive  
Suite XXX  
Chicago, IL 60601  
Phone: 312-994-1002  
Fax: 312-994-1003  
www.mathematica-mpr.com

DATE

Dear [CENTER DIRECTOR]:

Thank you for taking part in the Head Start Family and Child Experiences Survey 2019 (FACES 2019). We are excited about the study and hope you are too. Mathematica, an independent research company, is conducting FACES 2019. The Administration for Children and Families, part of the U.S. Department of Health and Human Services, funds the study. The study focuses on children's development, family involvement, and program quality to identify strategies for improving the effectiveness of Head Start. Your help is vital to the study's success.

This spring, we would like you to complete a short 30-minute web survey FOR THE [FIRST CENTER]. Your survey will ask about center hours and staffing; professional development for center staff; curriculum and assessment; program management; data and resources available to your center; and participation in state licensing and quality rating and improvement systems. It will also ask about your education and training, and professional development you may have taken part in over the past year.

We understand that you are the center director for two of the centers selected for this study. After you have completed the survey for the [FIRST CENTER] on the web, you will be prompted to answer an abbreviated set of questions about the [SECOND CENTER]. We are also asking your program director and teachers in classrooms selected for FACES 2019 to complete a short survey.

Taking part in FACES 2019 is voluntary. You do not have to take part in this study. If at any point you decide not to continue in the study, that is okay. Study results will only be reported for groups. No one from your Head Start program will see your individual responses, and your name or your program's name will not be shared with the Office of Head Start, and will never be associated with or identified in study reports. Additionally, we have a Certificate of Confidentiality from the National Institutes of Health. The Certificate helps us protect your privacy. This means no one can force the study team to give out information that identifies you, even in court. However, we may need to share your information if it shows a serious threat to you or to others, including reporting to authorities when required by law. The U.S. Department of Health and Human Services (DHHS) may ask for data for an audit or evaluation. If they do, we will need to provide it. However, only DHHS staff involved in the review will see it. In the future, survey responses from the study (with nothing identifying individuals, programs, or communities) may be securely shared with qualified individuals for additional learning purposes to better understand the strengths and needs of children and families in Head Start and the programs that serve them.

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LETTER TO: CENTER DIRECTOR  
FROM: Sarah Forrestal  
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We encourage you to complete the survey online at:  
[WEBSITE].

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LOG-IN ID: [LOG-IN ID]

PASSWORD: [PASSWORD]

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Sincerely,



Sarah Forrestal  
FACES 2019 Survey Director

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SPRING FACES 2019 CENTER DIRECTOR REMINDER EMAIL (FOR PROGRAMS WITH  
PROGRAM/CLASSROOM-LEVEL DATA COLLECTION)

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**CENTER DIRECTOR REMINDER EMAIL**

TO: [CENTER DIRECTOR EMAIL ADDRESS]  
FROM: FACES 2019 STUDY TEAM  
SUBJECT: FACES 2019 STUDY REMINDER

Dear [CENTER DIRECTOR FIRST NAME CENTER DIRECTOR LAST NAME]:

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