

CBCS Data Collection Recruitment and Reminder Messages

Event Registration – Initial Email Invitation

[Title and Date of Event]

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 private and all reporting done in aggregate.

Event Registration – Reminder Email Invitation

[Title and Date of Event]

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 private and all reporting done in aggregate.

Brief Event Survey – Initial Email Invitation

[EMAIL SUBJECT HEADER]: Seeking your feedback about Center for States services

On **[Insert Date and Time]** you participated in the **[Name of Event]** virtual event with the Center for States.

We would like to hear from you about your experience during this event. Please also feel free to share this survey with others who participated in the event. If you have already completed the evaluation survey, please disregard this message. The Center for States is committed to continuously improving the relevance and usefulness of events provided. Your comments will be incorporated into future activity planning and will help strengthen Center for States events to better meet your needs. Your participation in this survey is entirely voluntary, and your responses will be reported anonymously. The survey should take about 5 minutes to complete and will close on **[Insert Date]**.

[Insert Survey Link]

If you have any questions, please contact Christine Leicht, Capacity Building Center for States Evaluation Lead at Christine.Leicht@icfi.com.

Thank you,

Capacity Building Center for States

<https://capacity.childwelfare.gov/states/>

Brief Event Survey – Reminder Email Invitation

[EMAIL SUBJECT HEADER]: Seeking your feedback about Center for States services

Thank you for attending [Insert Title of Event]. We appreciate your participation and hope you found the event valuable. Your feedback is important to us! If you haven't done so already, please take our survey about the webinar. It should only take a few minutes and will help us improve our webinars in the future! Below is the link to take the survey:

[Insert Survey Link]

We hope you enjoyed the webinar.

Thank you,
Capacity Building Center for States

<https://capacity.childwelfare.gov/states/>

Event Follow Up Survey – Initial Email Invitation

[EMAIL SUBJECT HEADER]: Seeking your feedback about Center for States services

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 individuals who participate in Center services. Because of your participation and engagement in one or more of the Center's events, we are asking for your feedback through a voluntary survey. Your feedback is critical to informing and improving future services to better meet your needs. We estimate that it will take approximately 20 minutes to respond to this survey. Reporting of feedback to Center service staff and the Children's Bureau will be done in aggregate and identifying information will not be included in any reports.

Please complete the on-line survey using the link below by [Date and Time]:

[Insert 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,

[Center Evaluation Staff Signature]

Event Follow Up Survey – Reminder Email Invitation

[EMAIL SUBJECT HEADER]: Seeking your feedback about Center for States services

Dear [Name],

Because of your participation and engagement in one or more of the Center's events, we are asking for your feedback through a voluntary survey. If you have not had a chance to provide feedback yet, please do so by [Date and Time]. The survey is expected to take approximately 20 minutes. Please click on the link below to begin.

[Insert Survey Link]

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 individuals who participate in Center services. Your feedback is critical to informing and improving future services to better meet your needs. Reporting of feedback to Center service staff and the Children's Bureau will be done in aggregate and identifying information will not be included in any reports.

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

Thank you in advance for sharing your opinions!

Sincerely,

[Center Evaluation Staff Signature]

Event Poll – Event Facilitator Message

[Instructions for Event Facilitator]:

Summarize the following as you introduce the event poll questions:

- Participation in polling is voluntary
- Responses are anonymous
- Responses will help inform Center's efforts to improve future services

Peer Learning Group Survey – Initial Email Invitation

[EMAIL SUBJECT HEADER]: Seeking your feedback about Center for States services

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 individuals who participate in Center services. Because of your participation and engagement in one of the Center's Peer Learning groups, we are asking for your feedback through a brief, voluntary survey. Your feedback is critical to

informing and improving future peer group services to better meet your needs. We estimate that it will take approximately 20 minutes to respond to this survey. Reporting of feedback to Center service staff and the Children's Bureau will be done in aggregate and identifying information will not be included in any reports.

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,

[Center Evaluation Staff Signature]

Peer Learning Group Survey - Email Reminder

[EMAIL SUBJECT HEADER]: Seeking your feedback about Center for States services

Dear [Name],

If you have not had a chance to provide feedback yet, please do so by [COB tomorrow], **[Day of Week, Month, Day, Year]**. The survey is expected to take approximately 20 minutes. Please click on the link below to begin.

[Insert Survey Link]

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 individuals who participate in Center services. Because of your participation and engagement in one of the Center's Peer Learning groups, we are asking for your feedback through a brief, voluntary survey. Your feedback is critical to informing and improving future peer group services to better meet your needs. We estimate that it will take approximately 20 minutes to respond to this survey. Reporting of feedback to Center service staff and the Children's Bureau will be done in aggregate and identifying information will not be included in any reports.

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,

[Center Evaluation Staff Signature]

Jurisdiction Interview Protocol – Initial and Reminder Email Invitation

[EMAIL SUBJECT HEADER]: Seeking your feedback about Center for States services

Hello [jurisdiction lead name],

We would like to invite you to participate in a virtual interview to learn more about your experiences with [insert project name]. These interviews are conducted by the Center for States evaluation team and are separate from any surveys or interviews you may have already participated in with other Center staff or consultants. The feedback you share in these interviews is valuable and critical for helping improve Center services and making those services more effective at supporting child welfare agencies. What you can expect:

- We schedule interviews based on your availability. Simply **respond with a few dates/times you are available** and we will set everything up.
- The interview will last about 45-60 minutes. We'll share the interview questions with you beforehand so you can prepare.
- The feedback you share with us will be private; results will not specifically identify you as we only summarize results in aggregate.

Thank you for considering this request, and we look forward to your participation and feedback. If you have questions or concerns, please feel free to contact me.

Thanks,
[Center Evaluation Staff Signature]

Fidelity Study State Lead Debrief Questions – Initial and Reminder Email Invitation

[EMAIL SUBJECT HEADER]: Seeking your feedback about Center for States services

Hello [state project lead] – thank you for letting [evaluation team member] observe your meeting on [insert date] with our team. We really appreciate the opportunity to improve our services. We have just a few follow up questions below that shouldn't take you more than 15 minutes to respond to but if you would prefer a quick phone call, we are happy to do that as well. Your responses will be aggregated with the observation data to get a complete picture of how things are going and then combined with data from other observations to look for areas in which the Center staff are doing well or could improve. We will keep all responses private and not share any identifying information.
[insert appropriate questions from debrief]

Please feel free to share any additional comments about your experiences during the meeting, if you have any. We really appreciate your time and hospitality!

[Center Evaluation Staff Signature]

Peer to Peer Event Survey - Initial Email

Hello,

Thank you for participating in peer exchanges between [JURISDICTION 1] and [JURISDICTION 2] on [Date of Exchange]. The Capacity Building Center for States is committed to continuously improving its services and would like to invite you to provide insight about your experiences with this peer exchange. This survey is designed to allow you to share your thoughts on the quality and effectiveness of Center services. The Center evaluation team will combine your input with feedback from others who participated in this event and other events in an aggregated fashion, remove any identifying information and share the information with Center staff in order to improve service planning and provision for fiscal year 2019. The Center evaluation team will also share aggregate findings with the Children's Bureau and the Capacity Building Collaborative's Cross-Center Evaluator.

The survey is expected to take approximately 5 minutes. Please click on the link below to begin.
[Click Here to Start the Survey]

Your response is appreciated by [Day of Week, Month, Day, Year]. If you have any questions, please contact Christine Leicht, Center for States Evaluation Team Lead, at Christine.Leicht@icf.com.

Thank you in advance for sharing your opinions!

Sincerely,

[Center Evaluation Staff Signature]

Peer to Peer Event Survey - Reminder Email

Hello,

Thank you again for participating in the peer exchange between [JURISDICTION 1] and [JURISDICTION 2] on [Date of Exchange]. If you have already completed the Center's feedback survey, thank you for taking the time to help the Center for States better our service delivery.

If you have not had a chance to provide feedback yet, please do so by [COB tomorrow], [Day of Week, Month, Day, Year]. The survey is expected to take approximately 5 minutes. Please click on the link below to begin.

[Click Here to Start the Survey]

The Capacity Building Center for States is committed to continuously improving its services and would like to invite you to provide insight about your experiences with this peer exchange. This survey is designed to allow you to share your thoughts on the quality and effectiveness of Center services. The Center evaluation team will combine your input with feedback from others who participated in this event and other events in an aggregated fashion, remove any identifying information and share the information with Center staff in order to improve service planning and provision for fiscal year 2019. The Center evaluation team will also share aggregate findings with the Children's Bureau and the Capacity Building Collaborative's Cross-Center Evaluator.

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

Thank you in advance for sharing your opinions!

Sincerely,

[Center Evaluation Staff Signature]

Tailored Services Brief Project Survey – Initial Email Invitation

Hello [NAME],

Our records indicate that in [MONTH YEAR], your agency completed a project through the Capacity Building Center for States related to [JURISDICTION]'s “[PROJECT TITLE].” We hope that you found the Center’s services useful and relevant for your work.

The Capacity Building Collaborative is committed to continuously improving the quality and effectiveness of services provided and we are asking for your participation in a feedback survey. Your participation in this survey is entirely voluntary, and the survey should only take about 10 minutes to complete. Your feedback will be used to improve services to better meet your needs and for Center for States and Capacity Building Collaborative evaluation purposes. As part of the evaluation effort, data will be securely and privately shared with Collaborative evaluators, however feedback will be reported in aggregate with identifying information removed.

We would appreciate your response to the survey below by [DAY OF WEEK, MONTH, DATE]:
[Survey Link]

If you have any questions, you can contact Christine Leicht, Capacity Building Center for States Evaluation Lead at Christine.Leicht@icf.com.

Thank you so much for your time and feedback!

Sincerely,

[Center Evaluation Staff Signature]

Tailored Services Brief Project Survey – Reminder Email Invitation

Hello [NAME],

On behalf of the Center for States, thank you again for your role in [JURISDICTION]'s project “[PROJECT TITLE].” If you have already completed the Center’s feedback survey, thank you for taking the time to help the Center for States better our service delivery.

If you have not had a chance to provide feedback yet, please do so by this [DAY OF WEEK, MONTH, DATE]. The survey is expected to take approximately 5 minutes. Please click on the link below to begin.

[Survey Link]

The Capacity Building Center for States is committed to continuously improving its services and would like to invite you to provide insight about your experiences. This survey is designed to allow you to share your thoughts on the quality and effectiveness of Center services. The Center evaluation team will combine your input with feedback from others who participated in this event and other events in an aggregated fashion, remove any identifying information and share the information with Center staff in order to improve service planning and provision for fiscal year 2019. The Center evaluation team will also share aggregate findings with the Children's Bureau and the Capacity Building Collaborative's Cross-Center Evaluator.

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

Thank you in advance for sharing your opinions!

Sincerely,

[Center Evaluation Staff Signature]

Longitudinal Ethnographic Substudy: Jurisdictional Interview – Initial and Reminder Email Invitation

[EMAIL SUBJECT HEADER]: Seeking your feedback about Center for States services

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. We are asking for your participation in an interview that is part of a longitudinal study

of several Center for States intensive projects. The purpose of this study is to improve understanding of the entire lifecycle of such projects and of how various factors influence project progress. The purpose of our conversation is to gather feedback about your experiences with the Center for States services for [insert project name]. Your contribution to the evaluation effort is extremely valuable and will be used to improve future services.

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

[Center Evaluation Staff Signature]