

## Appendix A

### Beneficiaries Online Screener Instructions

### Communications Focus Groups for Remaking the Safety Net

**Paperwork Reduction Act of 1995 (Pub. L. 104-13) STATEMENT OF PUBLIC BURDEN:** Through this information collection, ACF is gathering information to provide constituent research designed to understand target audiences with experience with economic and social safety net programming. The focus group and research will help identify experiences and perception of participants, and identify ways for the Office of Family Assistance (OFA) to produce communications messaging about safety net programming in a clear and resonant manner. The focus group will assist the program office in; (1) gathering feedback on safety net programming, (2) creating resonant communications messages, and (3) identifying trustworthy and relevant channels for communication with program service providers and beneficiaries. Public reporting for this collection of information is estimated to average 15 minutes per respondent, including time for reviewing instructions, gathering and maintaining the data needed, and reviewing the collection of information. This collection of information is not required to retain a benefit. An agency may not conduct or sponsor, and a person is not required to respond to, a collection of information subject to the requirements of the Paperwork Reduction Act of 1995, unless it displays a currently valid OMB control number. The OMB # for this collection is 0970-0531 and the expiration date is 7/31/2022. If you have any comments on this collection of information, please contact Lizeth Hester, Program Specialist, Training and Technical Assistance - Office of Family Assistance, Lizeth.Hester@acf.hhs.gov (202) 205-8283.

**[EMAIL MESSAGE LINKING TO ONLINE SCREENER]:**

Hello [INSERT PARTICIPANT NAME]!

STUDY TOPIC: Remaking the Safety Net

STUDY NUMBER: [TBD - ASSIGNED BY RECRUITING PARTNER]

WHEN: [INSERT DATES OF ONLINE FOCUS GROUP]

WHAT: Two-Hour Online Focus Group

INCENTIVE: \$75 if you qualify and fully participate

[CLICKABLE LINK INCLUDED:] [Start Survey Here](#)

[CLICKABLE LINK INCLUDED:] [Visit Community](#)

"We are conducting a brief market research study about social service programs for the Federal government. We can assure you that your responses to this survey will in no way impact your eligibility for programs and services."

*\*START SURVEY BUTTON CAN ONLY BE CLICKED ONCE\**

Many Thanks,  
20|20 Research Panel  
K2 Team

- A. INSTRUCTION: SELECT ONE RESPONSE
- B. INSTRUCTION: SELECT ALL THAT APPLY

**Clients Group**

- C. INSTRUCTION: SELECT ONE RESPONSE
- D. INSTRUCTION: SELECT ONE RESPONSE
- E. INSTRUCTION: MARK ALL THAT APPLY IN EACH COLUMN

**DEMOGRAPHICS**

- F. INSTRUCTION: ENTER YOUR AGE BELOW
- G. INSTRUCTION: WRITE YOUR ANSWER BELOW
- H. INSTRUCTION: SELECT ONE RESPONSE
- I. INSTRUCTION: SELECT ONE RESPONSE
- J. INSTRUCTION: SELECT ONE RESPONSE
- K. INSTRUCTION: PROVIDE ANSWER BELOW

**INVITATION**

INSTRUCTION: SELECT ONE RESPONSE; FILL OUT CONTACT FORM